

WE'RE LISTENING

We asked clients about their experience with the Community Connections program. Here are the results from client surveys taken from August 2022 - July 2023:



95%

NEEDS WERE MET OR EXCEEDED:

We're continuing to navigate resources with our clients. 95% have reported having their needs fairly met to exceedingly met by Community Connections!

98%

TREATED WITH RESPECT:

Every client's needs are unique and require special attention. 63 out of 64 clients reported having been treated with respect by Community Connections!



87%

CLIENT CONFIDENCE:


We're delighted when clients are empowered with the tools and confidence to find resources within their communities. In fact, 87% are fairly to extremely confident finding resources on their own after working with Community Connections!

80%

CLIENTS REPORT MONTHLY CHECK-INS:

80% of participants in our client surveys reported having check-ins once a month or more, while 20% didn't and we're working on that!



It is our top priority to ensure that we connect with 100% of our clients monthly- if not more often! 

Participation surveys were conducted August 2022 - July 2023 from the following HUBs: Northwest HUB (Antrim, Charlevoix, Emmet, and Otsego Counties), DHD#10 HUB (Crawford, Kalkaska, Lake, Manistee, Mason, Mecosta, Newaygo, Oceana, and Wexford Counties), and Grand Traverse HUB (Benzie, Grand Traverse, and Leelanau Counties).