

MIAMI-DADE COUNTY HOMELESS TRUST

POLICY & PROCEDURES

POLICY NO: HT010

SUBJECT: CLIENT SATISFACTION SURVEYS

EFFECTIVE DATE: 12/19/16

REVISED DATE: 6/11/21

PURPOSE: The purpose of this policy is to measure client satisfaction, ensure program participants obtain appropriate, responsive and high-quality services, and identify opportunities for improvement in order to provide an optimum client experience. This policy defines the process for Continuum of Care sub-contractors to receive, complete and return client satisfaction surveys.

SCOPE: Miami-Dade Continuum of Care (CoC)

The Homeless Trust (the Trust) has developed an electronic client satisfaction survey aligned with CoC System Performance Measures and in accordance with Standards of Care to continuously solicit feedback from program participants regarding their experience with Continuum of Care housing and services delivery.

PROCEDURES FOR DISTRIBUTION:

1. Providers receiving funding from the Trust will be asked to prominently display a QR code accompanied with standardized language provided by the Trust throughout project-based facilities and/or distribute the QR code electronically, by mail or in person to program participants in scattered site settings. The QR code will link to the satisfaction survey
2. The survey accompanied by standardized language may also be pushed to clients by the Trust via SMS.
3. A URL link to the survey will be posted on the Trust’s website and shared via the trust’s social media accounts.
4. Providers using tablets to collect surveys can be provided an offline application.
5. Provider should encourage clients to complete the survey and provide regular reminders.

DATA MANAGEMENT AND REPORTING:

1. Surveys will be automatically tabulated.
2. The Trust will analyze survey results and share outcomes, including successes and areas for improvement, with sub-contractors by August 1st. Sub-contractors will have 30 days to review and provide feedback on the survey results ahead of the Trust presenting survey results to the CoC’s Performance Evaluation Committee and Board.

TOOLS: Client Satisfaction Survey