

MIAMI-DADE COUNTY HOMELESS TRUST

**POLICY & PROCEDURES
POLICY NO: HT010**

SUBJECT: SATISFACTION SURVEYS

EFFECTIVE DATE: 12/19/16

REVISED DATE:

PURPOSE: To ensure program participants obtain appropriate, responsive and high quality services. The purpose of this policy is to define the process for Continuum of Care sub-contractors to receive, complete and return customer satisfaction surveys.

SCOPE: Miami-Dade Continuum of Care (CoC)

The Homeless Trust (the Trust) has developed an electronic customer satisfaction survey to solicit annual point-in-time feedback from consumers of Continuum of Care services. The Trust has established minimum thresholds for the number of surveys each provider should collect annually, per contract, in Table 1 below.

Contract Volume	# of Surveys
Less than 10	All customers
11-20	8 customers
21-35	15
36-60	25
61-100	42
101 or more	60

TABLE 1

PROCEDURES:

1. By May 1st, the Trust will annually provide sub-contractors with written instructions and a link to an online customer satisfaction surveys. Sub-contractors may request a paper version of the survey. Sub-contractors with pending or existing contracts will be required to ask their customers to complete the surveys by the due date provided in the instructions.
2. Sub-contractors will be provided no less than 45 days to complete customer satisfaction surveys.
3. Sub-contractors will be responsible for providing tenants and/or program participants access to the online survey. Additionally, sub-contractors will ensure their program participants complete no fewer than the number of surveys outlined in Table 1, per contract.
4. The Trust will provide sub-contractors with a summary of survey findings 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 Board.

MIAMI-DADE COUNTY HOMELESS TRUST

POLICY & PROCEDURES

POLICY NO: HT001

SUBJECT: COORDINATED ASSESSMENT SYSTEM

EFFECTIVE DATE: 8/5/14

REVISED DATE:

TOOLS: Customer Satisfaction Survey

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