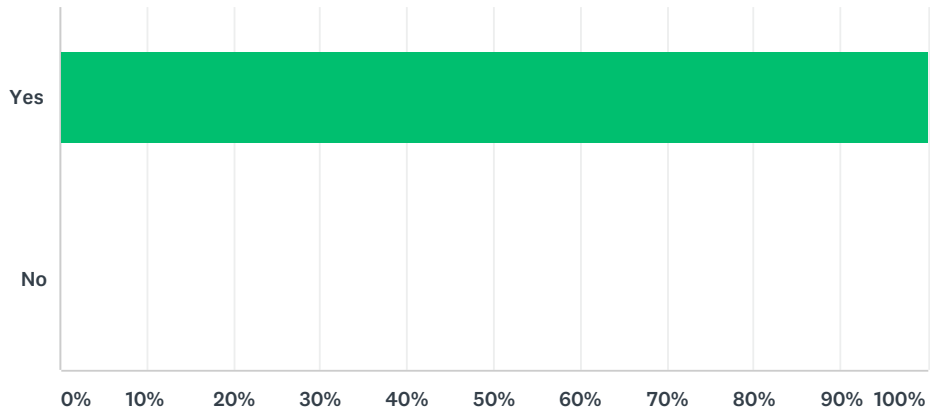


# Q1 Did you receive the service you needed from Puentes to resolve the issue you had?

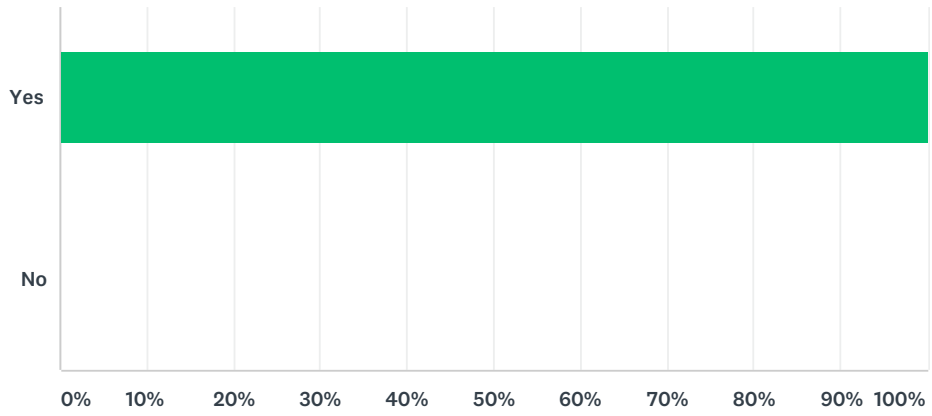
Answered: 36 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	36
No	0.00%	0
TOTAL		36

## Q2 After the service from Puentes, do you feel better able to meet your, or your family's needs?

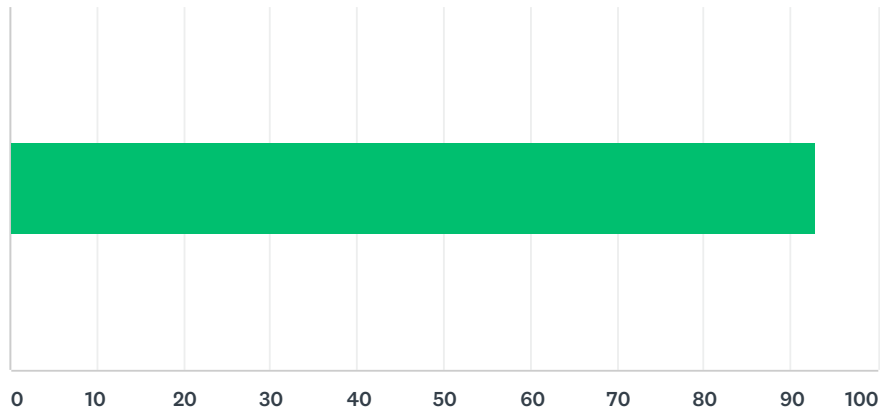
Answered: 36 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	36
No	0.00%	0
TOTAL		36

### Q3 On a scale of 1 to 10, do you feel that your involvement with Puentes has helped you build trust in others?

Answered: 24 Skipped: 13



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	93	2,230	24
Total Respondents: 24			

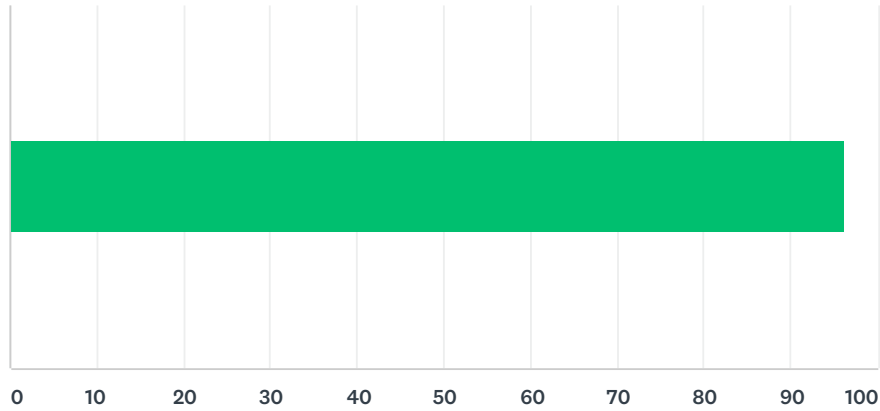
#		DATE
1	100	12/17/2018 10:34 AM
2	100	12/17/2018 10:32 AM
3	90	12/17/2018 10:31 AM
4	80	12/17/2018 10:30 AM
5	100	12/10/2018 1:42 PM
6	100	12/3/2018 9:58 AM
7	100	12/3/2018 9:57 AM
8	100	12/3/2018 9:55 AM
9	100	12/3/2018 9:54 AM
10	100	12/3/2018 9:51 AM
11	70	11/27/2018 1:50 PM
12	80	11/27/2018 1:49 PM
13	90	11/27/2018 1:47 PM
14	50	11/27/2018 1:45 PM
15	90	11/27/2018 1:43 PM
16	80	11/27/2018 9:10 AM
17	100	11/21/2018 1:11 PM
18	100	11/21/2018 1:10 PM
19	100	11/21/2018 1:06 PM
20	100	11/20/2018 9:48 AM
21	100	11/20/2018 9:46 AM

## Puentes Survey

22	100	11/20/2018 9:44 AM
23	100	11/20/2018 9:34 AM
24	100	11/20/2018 9:29 AM

## Q4 How likely is it that you would recommend Puentes to others?

Answered: 29 Skipped: 8



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	96	2,790	29
Total Respondents: 29			

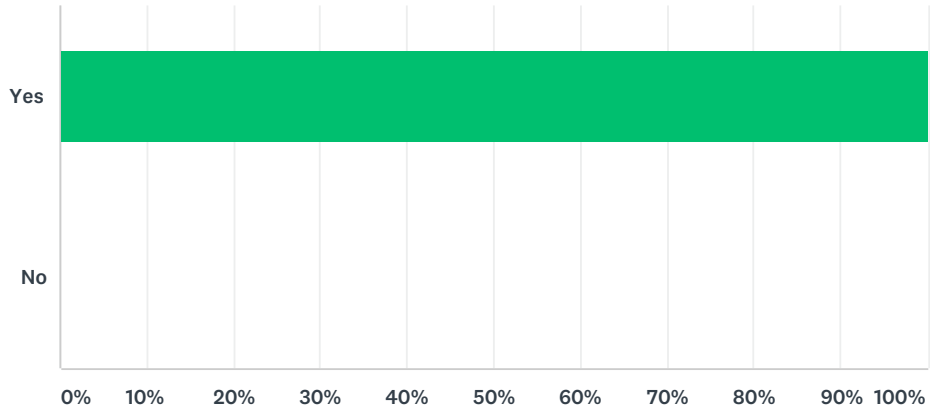
#		DATE
1	100	12/17/2018 10:34 AM
2	100	12/17/2018 10:32 AM
3	100	12/17/2018 10:31 AM
4	80	12/17/2018 10:30 AM
5	100	12/10/2018 1:42 PM
6	100	12/3/2018 9:58 AM
7	100	12/3/2018 9:57 AM
8	100	12/3/2018 9:55 AM
9	100	12/3/2018 9:54 AM
10	60	12/3/2018 9:51 AM
11	100	11/27/2018 1:50 PM
12	80	11/27/2018 1:49 PM
13	100	11/27/2018 1:47 PM
14	80	11/27/2018 1:45 PM
15	100	11/27/2018 1:43 PM
16	90	11/27/2018 9:10 AM
17	100	11/1/2018 3:33 PM
18	100	10/2/2018 2:15 PM
19	100	10/2/2018 2:14 PM
20	100	10/2/2018 2:14 PM
21	100	10/2/2018 2:12 PM
22	100	10/2/2018 2:12 PM

## Puentes Survey

23	100	10/2/2018 2:11 PM
24	100	10/2/2018 2:10 PM
25	100	10/2/2018 2:09 PM
26	100	10/2/2018 2:09 PM
27	100	10/2/2018 2:08 PM
28	100	10/2/2018 2:04 PM
29	100	9/21/2017 9:05 AM

### Q5 Do you feel that Puentes services are accessible?

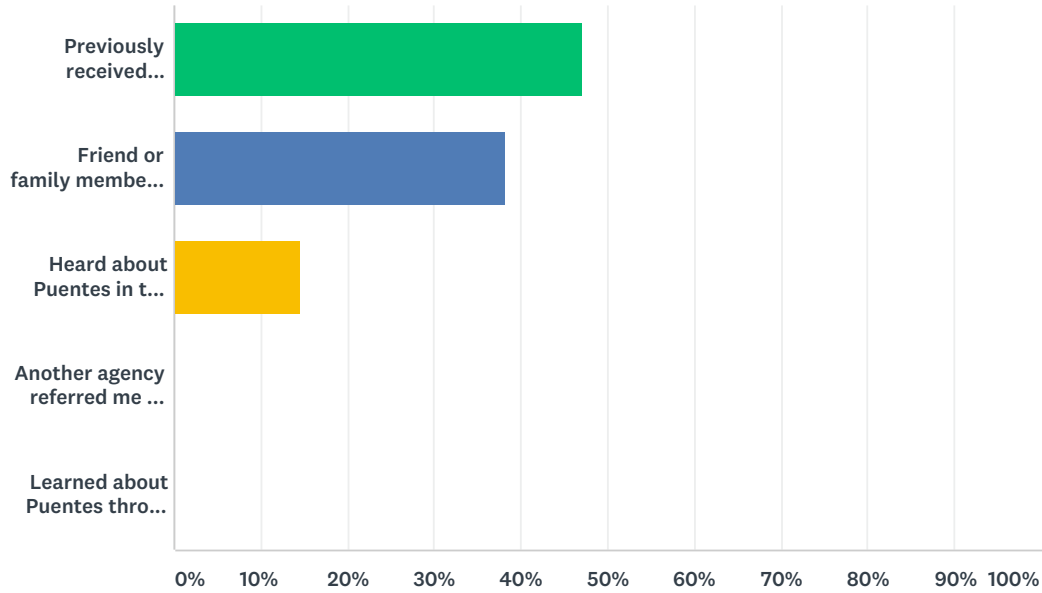
Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	37
No	0.00%	0
TOTAL		37

## Q6 How did you hear about Puentes?

Answered: 34 Skipped: 3



ANSWER CHOICES	RESPONSES	
Previously received services from Puentes	47.06%	16
Friend or family member recommended	38.24%	13
Heard about Puentes in the community	14.71%	5
Another agency referred me to Puentes	0.00%	0
Learned about Puentes through Social Media / Internet	0.00%	0
<b>TOTAL</b>		<b>34</b>



**Q7 Please share any additional comments (what you liked best about Puentes, what we could do better, or other comments about our services).**

Answered: 22 Skipped: 15

#	RESPONSES	DATE
1	I liked the treatment that the lady gave is friendly	12/17/2018 10:34 AM
2	All perfect	12/17/2018 10:32 AM
3	It is very good and reliable	12/17/2018 10:30 AM
4	They helped me in everything.	12/10/2018 1:42 PM
5	The friendliness of the staff	11/27/2018 1:50 PM
6	Group is very good	11/27/2018 1:47 PM
7	The help they give me and the group of women by hearing the conversations.	11/27/2018 1:45 PM
8	Improvement in answering telephone	11/27/2018 1:43 PM
9	Now that they have more staff, they help more people although they don't transport.	11/27/2018 9:10 AM
10	I like it because they help me.	11/21/2018 1:11 PM
11	Congratulations for all you do and for the help you provide.	11/21/2018 1:10 PM
12	They always try to find the way to help me and make things easier for me.	11/21/2018 1:06 PM
13	is a lot	11/20/2018 9:29 AM
14	Excellent services	11/1/2018 3:33 PM
15	No, it's OK	10/2/2018 2:14 PM
16	the interpretation	10/2/2018 2:12 PM
17	N/A	10/2/2018 2:10 PM
18	N/A	10/2/2018 2:09 PM
19	N/A	10/2/2018 2:09 PM
20	N/A	10/2/2018 2:08 PM
21	I like the interpretation	10/2/2018 2:04 PM
22	all excellent	9/21/2017 9:05 AM

## Q8 What additional services, not currently provided by Puentes, would be beneficial to you or members of the community?

Answered: 12 Skipped: 25

#	RESPONSES	DATE
1	yes	12/17/2018 10:34 AM
2	All perfect	12/17/2018 10:32 AM
3	Nothing	12/3/2018 9:55 AM
4	Gifts	11/27/2018 1:49 PM
5	Nothing	11/27/2018 1:45 PM
6	They spend more time at the Fairmont Office.	11/27/2018 9:10 AM
7	Everything is very good.	11/21/2018 1:10 PM
8	N/A	10/2/2018 2:10 PM
9	Immigration	10/2/2018 2:09 PM
10	N/A	10/2/2018 2:09 PM
11	Transportation	10/2/2018 2:08 PM
12	For me, everything is fine and an excellent job	9/21/2017 9:05 AM

Puentes Survey

Q9 Date

Answered: 36 Skipped: 1

ANSWER CHOICES		RESPONSES
Date / Time		100.00% 36
#	DATE / TIME	DATE
1	12/13/2018 09:00 AM	12/17/2018 10:34 AM
2	12/13/2018 09:00 AM	12/17/2018 10:32 AM
3	12/13/2018 09:00 AM	12/17/2018 10:31 AM
4	12/13/2018 09:00 AM	12/17/2018 10:30 AM
5	12/10/2018 09:30 AM	12/10/2018 1:42 PM
6	11/30/2018 09:00 AM	12/3/2018 9:58 AM
7	11/30/2018 09:00 AM	12/3/2018 9:57 AM
8	11/30/2018 09:00 AM	12/3/2018 9:55 AM
9	11/30/2018 09:00 AM	12/3/2018 9:54 AM
10	11/30/2018 09:00 AM	12/3/2018 9:51 AM
11	11/19/2018 06:00 PM	11/27/2018 1:50 PM
12	11/19/2018 06:00 PM	11/27/2018 1:49 PM
13	11/19/2018 06:00 PM	11/27/2018 1:47 PM
14	11/19/2018 06:00 PM	11/27/2018 1:45 PM
15	11/19/2018 06:00 PM	11/27/2018 1:43 PM
16	11/19/2018 06:00 PM	11/27/2018 9:10 AM
17	11/19/2018 05:00 PM	11/21/2018 1:11 PM
18	11/19/2018 05:00 PM	11/21/2018 1:10 PM
19	11/19/2018 05:00 PM	11/21/2018 1:06 PM
20	11/19/2018 05:00 PM	11/20/2018 9:48 AM
21	11/19/2018 05:00 PM	11/20/2018 9:46 AM
22	11/19/2018 05:00 PM	11/20/2018 9:44 AM
23	11/19/2018 05:00 PM	11/20/2018 9:34 AM
24	11/19/2018 05:00 PM	11/20/2018 9:29 AM
25	10/31/2018 01:00 PM	11/1/2018 3:33 PM
26	10/02/2018 03:15 PM	10/2/2018 2:15 PM
27	10/02/2018 03:14 PM	10/2/2018 2:14 PM
28	10/02/2018 03:13 PM	10/2/2018 2:14 PM
29	10/02/2018 03:12 PM	10/2/2018 2:12 PM
30	10/02/2018 03:11 PM	10/2/2018 2:12 PM
31	10/02/2018 03:11 PM	10/2/2018 2:11 PM
32	09/30/2018 09:00 AM	10/2/2018 2:10 PM
33	09/30/2018 09:00 AM	10/2/2018 2:09 PM

## Puentes Survey

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34	09/30/2018 09:00 AM	10/2/2018 2:09 PM
35	09/30/2018 09:00 AM	10/2/2018 2:08 PM
36	09/30/2018 09:00 AM	10/2/2018 2:04 PM

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## Q10 Who is the staff member that assisted you?

Answered: 24 Skipped: 13

#	RESPONSES	DATE
1	Vielka Ahrens	12/17/2018 10:34 AM
2	Vielka Ahrens	12/17/2018 10:32 AM
3	Vielka Ahrens	12/17/2018 10:31 AM
4	Vielka Ahrens	12/17/2018 10:30 AM
5	Rosario	12/10/2018 1:42 PM
6	Vielka Ahrens	12/3/2018 9:58 AM
7	Vielka Ahrens	12/3/2018 9:57 AM
8	Vielka Ahrens	12/3/2018 9:55 AM
9	Vielka Ahrens	12/3/2018 9:54 AM
10	Vielka Ahrens	12/3/2018 9:51 AM
11	Rosario	11/27/2018 1:50 PM
12	Lilian & Rosario	11/27/2018 1:49 PM
13	The Women's Group	11/27/2018 1:47 PM
14	Lilian & Rosario	11/27/2018 1:45 PM
15	Lilian	11/27/2018 1:43 PM
16	Lilian & Rosario	11/27/2018 9:10 AM
17	Vielka Ahrens	11/21/2018 1:11 PM
18	Vielka Ahrens	11/21/2018 1:10 PM
19	Vielka Ahrens	11/21/2018 1:06 PM
20	Vielka Ahrens	11/20/2018 9:48 AM
21	Vielka Ahrens	11/20/2018 9:46 AM
22	Vielka Ahrens	11/20/2018 9:44 AM
23	Vielka Ahrens	11/20/2018 9:34 AM
24	Vielka Ahrens	11/20/2018 9:29 AM