

Beaver County L.A.U.N.C.H.

Fact Sheet May 2012

The Beaver County L.A.U.N.C.H. (Learning and Understanding the Needs of the Chronically Homeless) Program began in October 2008 with the first client enrolled in November 2008. The purpose of this fact sheet is to present the results from a client satisfaction survey (which is administered to the clients at or around the time of their six-month follow-up) collected during the first year of operation with NHS.

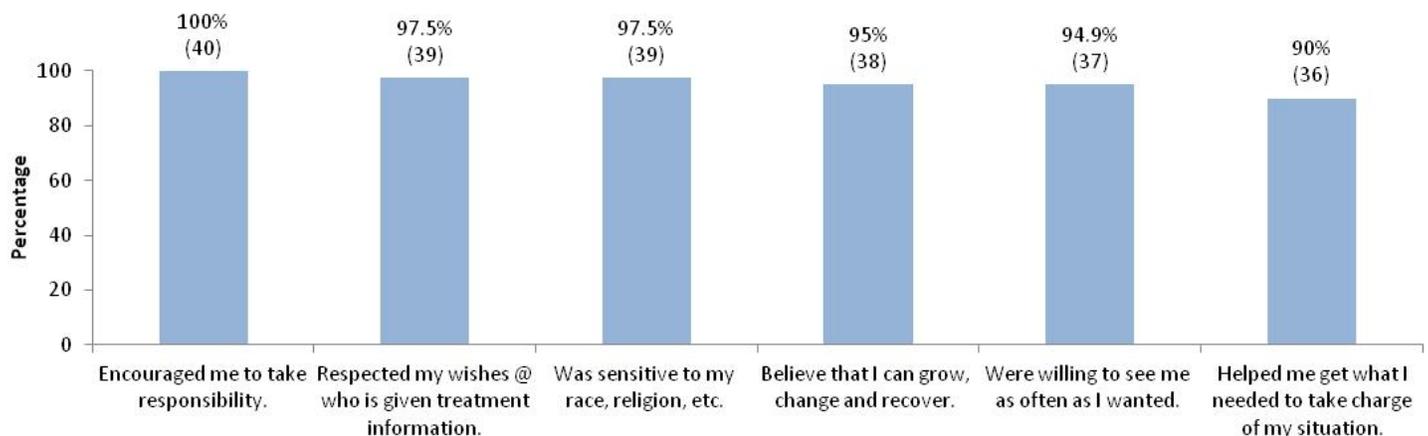
BC LAUNCH Services

The majority of individuals (95%) agreed that they liked the services they received while enrolled in the program. Almost all of those (94.9%) indicated that if given a choice, they would still receive services from BC LAUNCH and 97.4% would recommend the program to others.

BC LAUNCH Staff

Survey results showed positive ratings (as shown in **Figure 1** below) which was verified with consumer comments in a recent focus group.

Figure 1 BC LAUNCH Staff



All forty respondents indicated that staff held them accountable for ownership or responsibility over their own life. Similarly, almost all (97.5%) clients felt that the staff was respectful of their wishes regarding who had access to their treatment information as well as being respectful of their race, religion, language, etc.

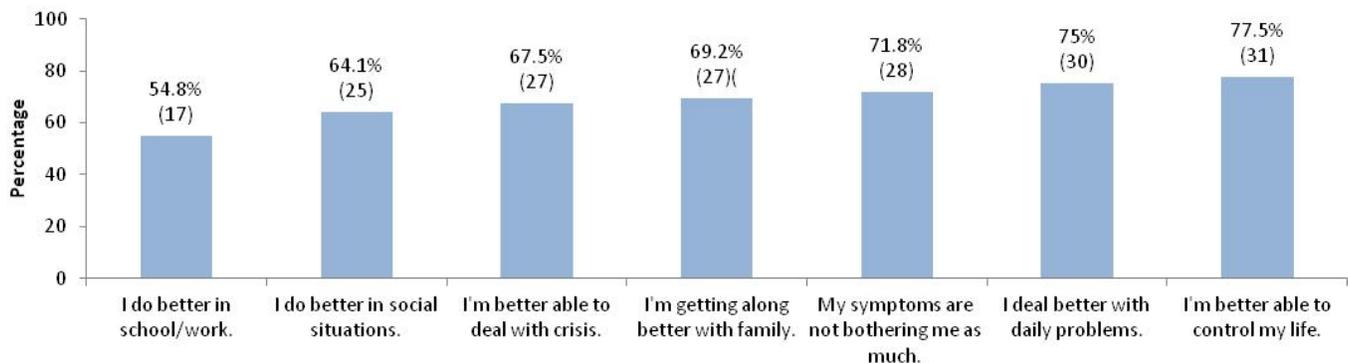
Comments pertaining to staff which was heard during the most recent focus group (which included ten active participants in the BC LAUNCH) included:

- ❖ "I can't explain how helpful the staff has been over the years."
- ❖ "Tom would give you the shirt off your back if he had to."
- ❖ "If your assigned staff member is not in, another will always step in."
- ❖ "I wasn't looking for a friend, but I got one."
- ❖ "They (staff) all go beyond and they all care."

Improvements Related to Self

The satisfaction survey also addresses areas of self evaluation. The results in Figure 2 should that greater than one half (54.8%) indicated that they were doing better with school and/or work while over three-fourths of respondents (77.5%) did feel that they had better control over his/her own life and that they were dealing better with daily problems.

Figure 2 BC LAUNCH Self-Evaluation



Additional Focus Group Comments

The most recent focus group was held in April 2012. It consisted of three women (two Caucasian and one African American) and seven men (four Caucasian and three African American). The group was quite vocal and provided some lengthy discussions about the successes with the program, as well as some areas in need of improvement.

The following are some additional comments made:

- ❖ "They (staff) go the extra mile."
- ❖ "The House of Prayer (Manna) is where I met Tom and Sue; this has changed my life right around."
- ❖ "Given my background, I was never judged. They looked past all of that. Two years later, I got housing and am working steady. Can't say enough about Tom."
- ❖ "I was in a bad situation and had some friends who tried to help and gave me the Launch number. Tom gave so much to me. He was so humble about it. "
- ❖ "They (staff) all go beyond and they all care. They have a lot of hearts in those chests. They listen to you."
- ❖ "I feel that all services have been offered to me. If I had voiced an opinion or desire for something, they (staff) would find a way to get it to happen."

With respect to areas for improvement, participants expressed the need for more options for shelters in Beaver County (i.e., current options favor battered women or women with children), an increase in transportation available as well as a comprehensive list of all available resources (i.e., day/time for Manna, events at Uncommon Grounds, etc.).