

Consumer Survey 2022 Results

Service Category	<u>Never personally needed</u> <i>27.54% no answer</i>	<u>Personally needed and RECEIVED</u> <i>25.85% no answer</i>	<u>Personally needed but DID NOT receive</u> <i>67.37% no answer</i>	<u>Never heard of service</u> <i>75% no answer</i>
Dental care	14.83%	50.00%	7.63%	1.27%
DEFA	31.78%	24.15%	9.75%	10.59%
Food bank/home delivered meals	32.63%	32.63%	6.36%	4.66%
HIPCP	33.05%	29.24%	7.20%	4.66%
Housing assistance	36.02%	23.73%	11.44%	2.54%
Legal	36.86%	24.58%	8.90%	5.93%
Medical Case Management	20.76%	46.61%	5.93%	0.85%
Nutritional Counseling	29.66%	30.51%	6.78%	4.66%
Medical Care	15.25%	53.81%	2.12%	2.12%
Emergency Medications	40.25%	29.66%	3.39%	5.08%
Transportation	30.93%	36.44%	5.93%	2.12%
Mental Health Counseling	25.00%	37.71%	5.93%	2.12%
Substance use counseling	42.37%	20.76%	2.97%	4.24%
Treatment adherence	39.83%	22.03%	3.81%	6.78%
Home Health (pro nurse)	47.88%	16.10%	5.08%	4.24%
Self care assistance	51.27%	11.86%	5.51%	4.24%
Support groups	41.95%	19.49%	8.05%	3.39%
Hopice services	57.63%	6.36%	2.97%	4.66%
Physical Rehab	46.61%	20.34%	2.97%	4.24%
Adult day care	55.51%	8.05%	2.54%	6.36%
Child care	56.36%	7.20%	4.24%	5.08%
HIV care entry	44.92%	21.19%	2.54%	3.81%
Translation and Interpretation	57.20%	8.47%	2.54%	3.81%

***PERCENTAGE OUT OF 236 RESPONDENTS