### Methodology

<table>
<thead>
<tr>
<th>Survey Development</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Fielding</td>
<td>2</td>
</tr>
<tr>
<td>Survey Response</td>
<td>2</td>
</tr>
<tr>
<td>Dissemination of Results</td>
<td>2</td>
</tr>
</tbody>
</table>

### Overall Agency Results

| Age | 3 |
| Gender Identity | 3 |
| Community of Residence | 4 |
| Race & Ethnicity | 4 |
| Program Participation | 5 |
| Overall Agency End Policies Survey Results | 6 |

### Program Specific Ends Policies Results

- Alcohol Safety Action Program Results | 7 |
- Anchorage Child Care Assistance Program Results | 8 |
- Behavioral Health Treatment Center Results | 9 |
- Domestic Violence and Sexual Assault Results | 10 |
- Family Support and Preservation Program Results | 11 |
- Family Violence Intervention Program Results | 12 |
- No Response Results | 13 |
- Special Santa Results | 14 |
- Thanksgiving Baskets Results | 15 |
- Wasilla Child Care Assistance Program Results | 16 |
- WIC Results | 17 |
- Work Services and Job Development Results | 18 |

### Program Specific Survey Question Results

- Family Support and Preservation Program Specific Results | 19 |
- Behavioral Health Treatment Center Program Specific Results | 20 |

### Appendixes

- Appendix A: Alaska Family Services 2023 Client Satisfaction Survey | 21 |
- Appendix B: Family Support and Preservation Program Specific Questions | 26 |
- Appendix C: Behavioral Health Treatment Center Specific Questions | 27 |
Methodology

Survey Development
Alaska Family Services’ Performance and Quality Improvement (PQI) Committee maintained the 2022 client satisfaction survey questions for use in 2023. Each program manager also had the opportunity to add program specific questions for clients of their program. Both the Family Support and Preservation Program (FSPP) and the Behavioral Health Treatment Center (BHTC) carried over their program specific questions from 2021. A copy of the survey instrument without program specific survey questions is included at the end of this report as Appendix A. FSPP program specific questions are attached as Appendix B and BHTC program specific questions are attached as Appendix C.

Survey Fielding
In February, the PQI Committee finalized the fielding plan for the survey, including incentives to participation. After soliciting feedback from program managers, the committee decided on a mixed-methods approach of paper and online survey. The survey launched March 15, 2023. Survey completion numbers were shared weekly with program managers. The survey closed on April 26, 2023.

Survey Response
A total of 251 of Alaska Family Services clients completed the survey. Gathering feedback from clients about their experience with Alaska Family Services has been and continues to be critically important to us. Client feedback helps us evaluate our services, develop performance targets, and identify opportunities to better serve our communities. We thank the individuals who took the time to participate in this survey.

Dissemination of Results
Preliminary results were shared with the board at the April board meeting. Program specific results will be shared in summary reports with each program manager and program team. This complete report will be shared on the AFS website, via social media, and as part of the Annual Board Retreat.

---

1 Following the close date of the survey, the PQI Committee raffled off four $50 Fred Meyer gift cards to respondents who entered their email in the raffle.
Overall Agency Results

Age
The majority of clients who responded to the survey (74 percent) were either between the ages of 25 and 34 (36 percent) or between the ages of 35 and 44 (38 percent).

Figure 1. What is your age in years?

<table>
<thead>
<tr>
<th>Age Group</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 24</td>
<td>11%</td>
</tr>
<tr>
<td>25 - 34</td>
<td>36%</td>
</tr>
<tr>
<td>35 - 44</td>
<td>38%</td>
</tr>
<tr>
<td>45 - 54</td>
<td>10%</td>
</tr>
<tr>
<td>55 - 64</td>
<td>3%</td>
</tr>
<tr>
<td>65+</td>
<td>1%</td>
</tr>
</tbody>
</table>

Note: Nine respondents did not answer this question.

Gender Identity
Almost three-quarters of clients who responded to the survey identified as female (71 percent).

Table 1. With which gender(s) do you most identify? (select all that apply)

<table>
<thead>
<tr>
<th>Selected Answer</th>
<th># of Responses</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>176</td>
<td>71%</td>
</tr>
<tr>
<td>Male</td>
<td>70</td>
<td>28%</td>
</tr>
<tr>
<td>Non-binary</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Another gender option not listed here</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>I prefer not to answer this question</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>247</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Note: Four respondents did not answer this question.
Community of Residence
Most survey respondents live in Wasilla (38 percent), followed by Anchorage (32 percent) and Palmer (20 percent).

Table 3. Where do you live?

<table>
<thead>
<tr>
<th>Community</th>
<th># of Responses</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wasilla</td>
<td>93</td>
<td>38%</td>
</tr>
<tr>
<td>Anchorage</td>
<td>78</td>
<td>32%</td>
</tr>
<tr>
<td>Palmer</td>
<td>50</td>
<td>20%</td>
</tr>
<tr>
<td>Other</td>
<td>14</td>
<td>6%</td>
</tr>
<tr>
<td>Talkeetna</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Willow</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Chickaloon</td>
<td>1</td>
<td>.4%</td>
</tr>
<tr>
<td>Kenai</td>
<td>1</td>
<td>.4%</td>
</tr>
<tr>
<td>Cordova</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Seward</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>Homer</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>247</strong></td>
<td><strong>100.8%</strong></td>
</tr>
</tbody>
</table>

Note: Other responses were Big Lake (4), Houston (2), Chugiak (2), Nome (1), Sutton (1), Trapper Creek (1), Peters Creek (1), Hawaii (1), and South Carolina (1). Four respondents did not answer this question.

Race & Ethnicity
When asked to identify the race and ethnicity categories that best described their identity, 12 percent of respondents identified as more than one race or ethnicity, and 2 percent identified as a group not referenced in the question. Over half of survey respondents identified as White (70 percent), and almost one-fifth identified as Alaska Native or American Indian (19 percent).

Table 4. What categories best describe you? [select all that apply]

<table>
<thead>
<tr>
<th>Race / Ethnicity</th>
<th># of Responses</th>
<th>% of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>White—For example, German, Irish, English</td>
<td>172</td>
<td>70%</td>
</tr>
<tr>
<td>American Indian or Alaska Native—For example, Tlingit, Athabaskan, Blackfeet Nation</td>
<td>46</td>
<td>19%</td>
</tr>
<tr>
<td>Hispanic or Latino—For example, Mexican or Mexican American, Cuban, Salvadoran</td>
<td>16</td>
<td>6%</td>
</tr>
<tr>
<td>Black or African American—For example, Jamaican, Haitian, Nigerian</td>
<td>15</td>
<td>6%</td>
</tr>
<tr>
<td>I prefer not to answer this question</td>
<td>10</td>
<td>4%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander—For example, Native Hawaiian, Samoan, Tongan</td>
<td>9</td>
<td>4%</td>
</tr>
<tr>
<td>Asian—For example, Chinese, Filipino, Vietnamese, Korean</td>
<td>9</td>
<td>4%</td>
</tr>
<tr>
<td>Another race, ethnicity or origin, please specify</td>
<td>5</td>
<td>2%</td>
</tr>
<tr>
<td>Middle Eastern or North African—For example, Lebanese, Iranian, Egyptian</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>No Answer</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>286</strong></td>
<td><strong>117%</strong></td>
</tr>
</tbody>
</table>
Program Participation
Respondents were asked about which programs they had used at AFS. Clients could select any number of programs. Over a quarter of clients who responded to the survey had participated in more than one AFS program (27 percent), ranging from 2 programs up to 9 programs. Clients who participated in the survey had participated in 1.6 AFS programs on average.

Table 5. What programs have you used at Alaska Family Services? [select all that apply]

<table>
<thead>
<tr>
<th>Program</th>
<th># of Responses</th>
<th>% of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIC- Wasilla</td>
<td>40</td>
<td>16%</td>
</tr>
<tr>
<td>Child Care Assistance - Wasilla</td>
<td>20</td>
<td>8%</td>
</tr>
<tr>
<td>Child Care Assistance- Anchorage</td>
<td>70</td>
<td>28%</td>
</tr>
<tr>
<td>Special Santa</td>
<td>24</td>
<td>10%</td>
</tr>
<tr>
<td>Work Services &amp; Job Development</td>
<td>33</td>
<td>13%</td>
</tr>
<tr>
<td>WIC- Palmer</td>
<td>19</td>
<td>8%</td>
</tr>
<tr>
<td>Alcohol Safety Action Program (ASAP)</td>
<td>59</td>
<td>24%</td>
</tr>
<tr>
<td>Domestic Violence and Sexual Assault Services (Victim Services)</td>
<td>26</td>
<td>11%</td>
</tr>
<tr>
<td>Thanksgiving Baskets</td>
<td>19</td>
<td>8%</td>
</tr>
<tr>
<td>Behavioral Health Treatment Center</td>
<td>25</td>
<td>10%</td>
</tr>
<tr>
<td>Breastfeeding Peer Counselors</td>
<td>12</td>
<td>5%</td>
</tr>
<tr>
<td>Family Contact</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>Legal Advocate</td>
<td>4</td>
<td>2%</td>
</tr>
<tr>
<td>Parents as Teachers</td>
<td>6</td>
<td>2%</td>
</tr>
<tr>
<td>WIC – Kenai</td>
<td>1</td>
<td>.4%</td>
</tr>
<tr>
<td>Batterer's Intervention Program</td>
<td>13</td>
<td>5%</td>
</tr>
<tr>
<td>Family Support and Preservation In Home</td>
<td>12</td>
<td>5%</td>
</tr>
<tr>
<td>Anger Management</td>
<td>9</td>
<td>4%</td>
</tr>
<tr>
<td>WIC-Homer</td>
<td>12</td>
<td>0%</td>
</tr>
<tr>
<td>WIC-Seward</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>No Response</td>
<td>4</td>
<td>2%</td>
</tr>
</tbody>
</table>
Overall Agency Ends Policies Survey Results
Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 85 percent of respondents reported strong agreement or agreement with the question.

Figure 2. Summary Results for Questions 1-10

<table>
<thead>
<tr>
<th>Question</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Strongly Agree</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I trust Alaska Family Services.</td>
<td>1%</td>
<td>2%</td>
<td>63%</td>
<td>25%</td>
</tr>
<tr>
<td>I received high quality services from Alaska Family Services.</td>
<td>1%</td>
<td>2%</td>
<td>71%</td>
<td>27%</td>
</tr>
<tr>
<td>Alaska Family Services staff care about me.</td>
<td>2%</td>
<td>3%</td>
<td>64%</td>
<td>31%</td>
</tr>
<tr>
<td>I can afford services offered by Alaska Family Services.</td>
<td>2%</td>
<td>11%</td>
<td>47%</td>
<td>40%</td>
</tr>
<tr>
<td>Alaska Family Services staff respect my racial and cultural background.</td>
<td>1%</td>
<td>1%</td>
<td>67%</td>
<td>32%</td>
</tr>
<tr>
<td>Alaska Family Services programs are welcoming to everyone.</td>
<td>2%</td>
<td>2%</td>
<td>67%</td>
<td>30%</td>
</tr>
<tr>
<td>Alaska Family Services provided me with and/or connected me to services that I needed.</td>
<td>2%</td>
<td>2%</td>
<td>69%</td>
<td>27%</td>
</tr>
<tr>
<td>The services I received at Alaska Family Services strengthened my identified family unit.*</td>
<td>1%</td>
<td>1%</td>
<td>60%</td>
<td>38%</td>
</tr>
<tr>
<td>The experiences that I had with Alaska Family Services helped me make positive changes in my life.</td>
<td>1%</td>
<td>4%</td>
<td>60%</td>
<td>36%</td>
</tr>
<tr>
<td>If a friend or family member needed support, I would refer them to Alaska Family Services.</td>
<td>1%</td>
<td>1%</td>
<td>66%</td>
<td>31%</td>
</tr>
</tbody>
</table>

*Thirty-four respondents indicated their family was not involved in the services they received.*
Program Specific Ends Policies Results

Alcohol Safety Action Program (ASAP) Ends Policies Survey Results

A total of 59 clients said that they participated in ASAP services. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 90 percent of respondents and above reported strong agreement or agreement with the question.

*Fifteen respondents indicated their family was not involved in the services they received.*
Anchorage Child Care Assistance Program (CCAP) Ends Policies Survey Results
A total of 70 clients said that they participated in CCAP Anchorage services. Client responses to survey questions related to AFS ends policies were positive. For all questions, 80 percent of respondents and above reported strong agreement or agreement with the question.

Figure 4. Summary Results for Questions 1-10
Base: Clients who indicated they participated in CCAP Anchorage.

- I trust Alaska Family Services.
  - Strongly Agree: 3%
  - Agree: 4%
  - Disagree: 64%
  - Strongly Disagree: 29%

- I received high quality services from Alaska Family Services.
  - Strongly Agree: 3%
  - Agree: 6%
  - Disagree: 63%
  - Strongly Disagree: 29%

- Alaska Family Services staff care about me.
  - Strongly Agree: 4%
  - Agree: 7%
  - Disagree: 34%
  - Strongly Disagree: 40%

- I can afford services offered by Alaska Family Services.
  - Strongly Agree: 6%
  - Agree: 11%
  - Disagree: 51%
  - Strongly Disagree: 31%

- Alaska Family Services staff respect my racial and cultural background.
  - Strongly Agree: 1%
  - Agree: 59%
  - Disagree: 40%

- Alaska Family Services programs are welcoming to everyone.
  - Strongly Agree: 1%
  - Agree: 6%
  - Disagree: 53%
  - Strongly Disagree: 40%

- Alaska Family Services provided me with and/or connected me to services that I needed.
  - Strongly Agree: 4%
  - Agree: 6%
  - Disagree: 60%
  - Strongly Disagree: 30%

- The services I received at Alaska Family Services strengthened my identified family unit.*
  - Strongly Agree: 3%
  - Agree: 2%
  - Disagree: 55%
  - Strongly Disagree: 40%

- The experiences that I had with Alaska Family Services helped me make positive changes in my life.
  - Strongly Agree: 1%
  - Agree: 6%
  - Disagree: 51%
  - Strongly Disagree: 41%

- If a friend or family member needed support, I would refer them to Alaska Family Services.
  - Strongly Agree: 3%
  - Agree: 3%
  - Disagree: 61%
  - Strongly Disagree: 33%

* Eight respondents indicated their family was not involved in the services they received.
Behavioral Health Treatment Center (BHTC) Ends Policies Survey Results
A total of 25 clients said that they participated in BHTC services. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 90 percent of respondents and above reported strong agreement or agreement with the question.

Figure 5. Summary Results for Questions 1-10
Base: Clients who indicated they participated in BHTC services.

- I trust Alaska Family Services. 76% Strongly Agree, 24% Agree
- I received high quality services from Alaska Family Services. 68% Strongly Agree, 32% Agree
- Alaska Family Services staff care about me. 80% Strongly Agree, 16% Agree
- I can afford services offered by Alaska Family Services. 36% Strongly Agree, 56% Agree
- Alaska Family Services staff respect my racial and cultural background. 72% Strongly Agree, 28% Agree
- Alaska Family Services programs are welcoming to everyone. 72% Strongly Agree, 28% Agree
- Alaska Family Services provided me with and/or connected me to services that I needed. 72% Strongly Agree, 28% Agree
- The services I received at Alaska Family Services strengthened my identified family unit.* 65% Strongly Agree, 35% Agree
- The experiences that I had with Alaska Family Services helped me make positive changes in my life. 64% Strongly Agree, 36% Agree
- If a friend or family member needed support, I would refer them to Alaska Family Services. 68% Strongly Agree, 32% Agree

* Five respondents indicated their family was not involved in the services they received.
Domestic Violence and Sexual Assault Program (DVSA) Ends Policies Survey Results

A total of 26 clients said that they participated in DVSA Services (victim services) and 4 clients said they utilized the Legal Advocate. DVSA results include respondents who indicated they participated in DVSA Services and respondents who utilized the Legal Advocate. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 90 percent of respondents and above reported strong agreement or agreement with the question.

Figure 6. Summary Results for Questions 1-10
Base: Clients who indicated they participated in DVSA.

- **Strongly Agree**
- **Agree**
- **Disagree**

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I trust Alaska Family Services.</td>
<td>4%</td>
<td>85%</td>
<td>11%</td>
</tr>
<tr>
<td>I received high quality services from Alaska Family Services.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services staff care about me.</td>
<td>7%</td>
<td>81%</td>
<td>11%</td>
</tr>
<tr>
<td>I can afford services offered by Alaska Family Services.</td>
<td>7%</td>
<td>63%</td>
<td>30%</td>
</tr>
<tr>
<td>Alaska Family Services staff respect my racial and cultural background.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services programs are welcoming to everyone.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services provided me with and/or connected me to services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>that I needed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The services I received at Alaska Family Services strengthened my identified family unit. *</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The experiences that I had with Alaska Family Services helped me make</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>positive changes in my life.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If a friend or family member needed support, I would refer them to</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Four respondents indicated their family was not involved in the services they received.
Family Support and Preservation Program (FSPP) Ends Policies Survey Results

A total of 12 clients said that they participated in Family Support and Preservation In Home, 6 clients participated in Parents as Teachers, and 4 clients participated in Family Contact. FSPP results include the 22 respondents who indicated they participated in Family Support and Preservation In Home, Family Contact, and/or Parents as Teachers. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 85 percent of respondents and above reported strong agreement or agreement with the question.

### Figure 7. Summary Results for Questions 1-10

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I trust Alaska Family Services.</td>
<td>6%</td>
<td>65%</td>
<td>29%</td>
</tr>
<tr>
<td>I received high quality services from Alaska Family Services.</td>
<td>65%</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services staff care about me.</td>
<td>59%</td>
<td>41%</td>
<td></td>
</tr>
<tr>
<td>I can afford services offered by Alaska Family Services.</td>
<td>12%</td>
<td>41%</td>
<td>47%</td>
</tr>
<tr>
<td>Alaska Family Services staff respect my racial and cultural background.</td>
<td>71%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services programs are welcoming to everyone.</td>
<td>59%</td>
<td>41%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services provided me with and/or connected me to services that I needed.</td>
<td>76%</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>The services I received at Alaska Family Services strengthened my identified family unit.*</td>
<td>53%</td>
<td>47%</td>
<td></td>
</tr>
<tr>
<td>The experiences that I had with Alaska Family Services helped me make positive changes in my life.</td>
<td>59%</td>
<td>41%</td>
<td></td>
</tr>
<tr>
<td>If a friend or family member needed support, I would refer them to Alaska Family Services.</td>
<td>53%</td>
<td>47%</td>
<td></td>
</tr>
</tbody>
</table>

*Two respondents indicated their family was not involved in the services they received.*
Family Violence Intervention Program (FVIP) Ends Policies Survey Results

A total of 13 clients said that they participated in the Batterer’s Intervention Program (BIP) and 9 clients participated in Anger Management. FVIP results include the 22 respondents who indicated they participated in BIP and Anger Management. Client responses to survey questions related to AFS ends policies were positive. For all questions, 80 percent of respondents and above reported strong agreement or agreement with the question.

Figure 8. Summary Results for Questions 1-10
Base: Clients who indicated they participated in FVIP.

- I trust Alaska Family Services.
- I received high quality services from Alaska Family Services.
- Alaska Family Services staff care about me.
- I can afford services offered by Alaska Family Services.
- Alaska Family Services staff respect my racial and cultural background.
- Alaska Family Services programs are welcoming to everyone.
- Alaska Family Services provided me with and/or connected me to services that I needed.
- The services I received at Alaska Family Services strengthened my identified family unit.
- The experiences that I had with Alaska Family Services helped me make positive changes in my life.
- If a friend or family member needed support, I would refer them to Alaska Family Services.
No Response Ends Policies Survey Results
A total of 4 clients did not identify the program in which they participated. Client responses to survey questions related to AFS ends policies were not all positive.

Figure 9. Summary Results for Questions 1-10
Base: Clients who did not indicate their program participation.

I trust Alaska Family Services.

- Strongly Agree: 50%
- Agree: 50%
- Disagree

I received high quality services from Alaska Family Services.

- Strongly Agree: 50%
- Agree: 50%
- Disagree

Alaska Family Services staff care about me.

- Strongly Agree: 50%
- Agree: 50%
- Disagree: 25%

I can afford services offered by Alaska Family Services.

- Strongly Agree: 25%
- Agree: 50%
- Disagree: 25%

Alaska Family Services staff respect my racial and cultural background.

- Strongly Agree: 50%
- Agree: 50%
- Disagree

Alaska Family Services programs are welcoming to everyone.

- Strongly Agree: 50%
- Agree: 50%
- Disagree

Alaska Family Services provided me with and/or connected me to services that I needed.

- Strongly Agree: 50%
- Agree: 50%
- Disagree

The services I received at Alaska Family Services strengthened my identified family unit.

- Strongly Agree: 33%
- Agree: 33%
- Disagree: 33%

The experiences that I had with Alaska Family Services helped me make positive changes in my life.

- Strongly Agree: 25%
- Agree: 50%
- Disagree: 25%

If a friend or family member needed support, I would refer them to Alaska Family Services.

- Strongly Agree: 50%
- Agree: 50%
- Disagree
Special Santa Ends Policies Survey Results
A total of 24 clients said that they participated in Special Santa. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 95 percent of respondents and above reported strong agreement or agreement with the question.

Figure 10. Summary Results for Questions 1-10
Base: Clients who indicated they participated in Special Santa.

- **I trust Alaska Family Services.**
  - Strongly Agree: 4%
  - Agree: 80%
  - Disagree: 16%

- **I received high quality services from Alaska Family Services.**
  - Strongly Agree: 76%
  - Agree: 24%

- **Alaska Family Services staff care about me.**
  - Strongly Agree: 84%
  - Agree: 16%

- **I can afford services offered by Alaska Family Services.**
  - Strongly Agree: 68%
  - Agree: 32%

- **Alaska Family Services staff respect my racial and cultural background.**
  - Strongly Agree: 84%
  - Agree: 16%

- **Alaska Family Services programs are welcoming to everyone.**
  - Strongly Agree: 80%
  - Agree: 20%

- **Alaska Family Services provided me with and/or connected me to services that I needed.**
  - Strongly Agree: 84%
  - Agree: 16%

- **The services I received at Alaska Family Services strengthened my identified family unit.**
  - Strongly Agree: 74%
  - Agree: 26%

- **The experiences that I had with Alaska Family Services helped me make positive changes in my life.**
  - Strongly Agree: 76%
  - Agree: 20%

- **If a friend or family member needed support, I would refer them to Alaska Family Services.**
  - Strongly Agree: 84%
  - Agree: 16%
Thanksgiving Baskets Ends Policies Survey Results

A total of 19 clients said that they participated in Thanksgiving Baskets. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 95 percent of respondents and above reported strong agreement or agreement with the question.

<table>
<thead>
<tr>
<th>Survey Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I trust Alaska Family Services.</td>
<td>74%</td>
<td>26%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I received high quality services from Alaska Family Services.</td>
<td>5%</td>
<td>79%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services staff care about me.</td>
<td>5%</td>
<td>79%</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>I can afford services offered by Alaska Family Services.</td>
<td>5%</td>
<td>68%</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services staff respect my racial and cultural background.</td>
<td>5%</td>
<td>79%</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services programs are welcoming to everyone.</td>
<td>5%</td>
<td>84%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services provided me with and/or connected me to services that I needed.</td>
<td>5%</td>
<td>84%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>The services I received at Alaska Family Services strengthened my identified family unit.</td>
<td>5%</td>
<td>83%</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>The experiences that I had with Alaska Family Services helped me make positive changes in my life.</td>
<td>5%</td>
<td>68%</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>If a friend or family member needed support, I would refer them to Alaska Family Services.</td>
<td>5%</td>
<td>74%</td>
<td>26%</td>
<td></td>
</tr>
</tbody>
</table>
Wasilla Child Care Assistance Program (CCAP) Ends Policies Survey Results
A total of 20 clients said that they participated in CCAP Wasilla services. Client responses to survey questions related to AFS ends policies were very positive. For all questions, 100 percent of respondents and above reported strong agreement or agreement with the question.

*One respondent indicated their family was not involved in the services they received.*
WIC Ends Policies Survey Results
A total of 45 clients said that they participated in WIC and 12 clients said they utilized Breastfeeding Peer Counselors. WIC results include the 57 respondents who indicated they participated in WIC at all WIC locations and respondents who utilized Breastfeeding Peer Counselors. Client responses to survey questions related to AFS ends policies were very positive. For all questions, over 90 percent of respondents reported strong agreement or agreement with the question.

Figure 13. Summary Results for Questions 1-10
Base: Clients who indicated they participated in WIC and Breastfeeding Peer Counselors.

<table>
<thead>
<tr>
<th>Question</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I trust Alaska Family Services.</td>
<td>2%</td>
<td>79%</td>
<td>19%</td>
</tr>
<tr>
<td>I received high quality services from Alaska Family Services.</td>
<td>2%</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>Alaska Family Services staff care about me.</td>
<td>2%</td>
<td>75%</td>
<td>23%</td>
</tr>
<tr>
<td>I can afford services offered by Alaska Family Services.</td>
<td>9%</td>
<td>56%</td>
<td>35%</td>
</tr>
<tr>
<td>Alaska Family Services staff respect my racial and cultural background.</td>
<td>9%</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>Alaska Family Services programs are welcoming to everyone.</td>
<td>9%</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Alaska Family Services provided me with and/or connected me to services that I needed.</td>
<td>9%</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>The services I received at Alaska Family Services strengthened my identified family unit.</td>
<td>9%</td>
<td>65%</td>
<td>35%</td>
</tr>
<tr>
<td>The experiences that I had with Alaska Family Services helped me make positive changes in my life.</td>
<td>9%</td>
<td>72%</td>
<td>28%</td>
</tr>
<tr>
<td>If a friend or family member needed support, I would refer them to Alaska Family Services.</td>
<td>9%</td>
<td>77%</td>
<td>23%</td>
</tr>
</tbody>
</table>
Work Services and Job Development (WSJD) Ends Policies Survey Results

A total of 33 clients said that they participated in WSJD services. Client responses to survey questions related to AFS ends policies were positive. For all questions, 85 percent of respondents and above reported strong agreement or agreement with the question. For all questions, 85 percent of respondents and above reported strong agreement or agreement with the question.

**Figure 14. Summary Results for Questions 1-10**
*Base: Clients who indicated they participated in WSJD.*

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I trust Alaska Family Services.</td>
<td>79%</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>I received high quality services from Alaska Family Services.</td>
<td>88%</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services staff care about me.</td>
<td>82%</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>I can afford services offered by Alaska Family Services.</td>
<td>48%</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services staff respect my racial and cultural background.</td>
<td>70%</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services programs are welcoming to everyone.</td>
<td>79%</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services provided me with and/or connected me to services</td>
<td>82%</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>that I needed.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The services I received at Alaska Family Services strengthened my identified family unit.</td>
<td>74%</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>The experiences that I had with Alaska Family Services helped me make positive changes in my life.</td>
<td>76%</td>
<td>24%</td>
<td></td>
</tr>
<tr>
<td>If a friend or family member needed support, I would refer them to Alaska Family Services.</td>
<td>79%</td>
<td>21%</td>
<td></td>
</tr>
</tbody>
</table>
Program Specific Survey Question Results

Family Support and Preservation Program (FSPP) Program Specific Survey Question Results
A total of 22 clients said they participated in at least one of the Family Support and Preservation Program (FSPP) services. All of those clients responded to the FSPP program specific survey questions. Client responses to program specific survey questions were very positive. For all questions, 95 percent of respondents and above reported strong agreement or agreement with the question.

Figure 15. Summary Results for FSPP Program Specific Survey Questions
Base: FSPP clients who completed the program specific survey questions.

- I feel the environment is clean and organized.
  - Strongly Agree: 64%
  - Agree: 36%

- I am able to contact Alaska Family Services’ Family Support and Preservation staff easily.
  - Strongly Agree: 64%
  - Agree: 32%

- Alaska Family Services’ Family Support and Preservation staff work around my schedule and that of my children.
  - Strongly Agree: 5%
  - Agree: 45%
  - Disagree: 50%

- The skills and techniques taught to me by Alaska Family Services’ Family Support and Preservation staff were helpful.
  - Strongly Agree: 64%
  - Agree: 36%
Behavioral Health Treatment Center (BHTC) Program Specific Survey Question Results
A total of 25 clients said they participated in Behavioral Health Treatment Center (BHTC) services. Of those 25 clients, 16 responded to the BHTC program specific survey questions. Client responses to program specific survey questions were very positive. For all questions, 90 percent of respondents and above reported strong agreement or agreement with the question.

Figure 16. Summary Results for BHTC Program Specific Survey Questions
Base: BHTC clients who completed the program specific survey questions.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can easily contact Alaska Family Services’ Behavioral Health Treatment Center staff.</td>
<td>56%</td>
<td>44%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services’ Behavioral Health Treatment Center prioritize my care when scheduling appointments.</td>
<td>50%</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>The telehealth services I received at the Behavioral Health Treatment Center were user friendly.</td>
<td>64%</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>Alaska Family Services’ Behavioral Health Treatment Center staff maintain the security of my private health information.</td>
<td>6%</td>
<td>63%</td>
<td>31%</td>
</tr>
</tbody>
</table>

*Two respondents indicated they did not use telehealth services
Appendixes

Appendix A
Alaska Family Services 2022 Client Satisfaction Survey

1. I trust Alaska Family Services.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

2. I received high quality services from Alaska Family Services.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

3. Alaska Family Services staff care about me.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

4. I can afford services offered by Alaska Family Services.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

5. Alaska Family Services staff respect my racial and cultural background.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:
6. Alaska Family Services programs are welcoming to everyone.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:
   ______________________________________________________________________________________

7. Alaska Family Services provided me with and/or connected me to the services that I needed.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:
   ______________________________________________________________________________________

8. The services I received at Alaska Family Services strengthened my identified family unit.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   □ My family was not involved in the services I received.
   Comments:
   ______________________________________________________________________________________

9. The experiences that I had with Alaska Family Services helped me make positive changes in my life.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:
   ______________________________________________________________________________________

10. If a friend or family member needed support, I would refer them to Alaska Family Services.
    □ Strongly Agree
    □ Agree
    □ Disagree
    □ Strongly Disagree
    Comments:
    ______________________________________________________________________________________
**Demographic Questions**

1. **What is your age in years?**
   - □ Under 18
   - □ 18 – 24
   - □ 25 – 34
   - □ 35 – 44
   - □ 45 – 54
   - □ 55 – 64
   - □ 65 +
   - □ I prefer not to answer.

2. **With which gender(s) do you most identify? [select all that apply]**
   - □ Man
   - □ Woman
   - □ Non-binary
   - □ Another option not listed here. Please specify: _________________________
   - □ I prefer not to answer this question.

3. **Where do you live?**
   - □ Wasilla
   - □ Palmer
   - □ Talkeetna
   - □ Chickaloon
   - □ Willow
   - □ Cordova
   - □ Valdez
   - □ Seward
   - □ Anchorage
   - □ Kenai
   - □ Homer
   - □ Other (please specify) ________________________________

4. **Which categories best describe you? [select all that apply]**
   - □ American Indian or Alaska Native—For example, Tlingit, Athabaskan, Blackfeet Nation
   - □ Asian—For example, Chinese, Filipino, Vietnamese, Korean
   - □ Black or African American—For example, Jamaican, Haitian, Nigerian
   - □ Hispanic or Latino—For example, Mexican or Mexican American, Cuban, Salvadoran
   - □ Middle Eastern or North African—For example, Lebanese, Iranian, Egyptian
   - □ Native Hawaiian or Other Pacific Islander—For example, Native Hawaiian, Samoan, Tongan
   - □ White—For example, German, Irish, English
   - □ Another race, ethnicity or origin, please specify: _____________________________
   - □ I prefer not to answer this question.
5. What programs have you used at Alaska Family Services? [select all that apply]
   - Alcohol Safety Action Program (ASAP)
   - Behavioral Health Treatment Center
   - Child Care Assistance – Wasilla
   - Child Care Assistance – Anchorage
   - Circles of Support
   - Domestic Violence and Sexual Assault Services (victim services)
   - Family Support
   - Family Contact
   - Parents as Teachers
   - FIT Court
   - Batters Intervention Program
   - Anger Management
   - Legal Advocate
   - WIC – Palmer
   - WIC – Wasilla
   - WIC – Kenai
   - WIC – Homer
   - WIC – Seward
   - Breastfeeding Peer Counselors
   - Work Services & Job Development
   - Special Santa
   - Thanksgiving Baskets
Raffle Entry

If you would like to be entered into the raffle for a $50 Fred Meyer gift card, please provide your name and email address. Your name will not be connected to your survey answers.

1. Name: ____________________________________________

2. Email Address: ____________________________________

Thank you for helping AFS learn and improve! Your input matters to us.

Like and follow our Facebook page!
Appendix B
Family Support and Preservation Program (FSPP) Specific Questions

1. I feel the environment is clean and organized.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

2. I am able to contact Alaska Family Services’ Family Support and Preservation staff easily.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

3. Alaska Family Services’ Family Support and Preservation staff work around my schedule and that of my children.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

4. The skills and techniques taught to me by Alaska Family Services’ Family Support and Preservation staff were helpful.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:
Appendix C
Behavioral Health Treatment Center (BHTC) Specific Questions

1. I can easily contact Alaska Family Services' Behavioral Health Treatment Center staff.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

2. Alaska Family Services' Behavioral Health Treatment Center staff prioritize my care when scheduling my appointments.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments:

3. The telehealth services I received at the Behavioral Health Treatment Center were user friendly.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   □ I did not receive telehealth services
   Comments:

4. Alaska Family Services' Behavioral Health Treatment Center staff maintain the security of my private health information.
   □ Strongly Agree
   □ Agree
   □ Disagree
   □ Strongly Disagree
   Comments: