



Working with women and children experiencing domestic violence and family homelessness

Beneficiary Survey

The Casa Ioana Association is committed to delivering quality services to our beneficiaries and other key stakeholders. As part of our quality improvement process, we are seeking feedback from you on the way we:

- Communicate with you
- Case manage beneficiaries
- Receive referrals
- Respond to grievances
- Make referrals
- Deliver services and partnership responses

It is very important for Casa Ioana to understand our service provision better by asking your help to provide accurate feedback through this survey, which we undertake every three months. Through regular surveys, Casa Ioana can better see what it is doing well and improve services where we are not doing so well. You are not required to add your name, but we do ask you to add the date you completed the survey. If you would like some help with completing the survey, or you would like to discuss it, please speak with a member of staff.

1. Please tick which of our services and resource activities you benefit from.

Beneficiary Service Delivery	Location/site	✓	Resource Activity	Location	✓
Temporary accommodation	Șoseaua Olteniței 39-41, 041294 Bucharest		Temporary accommodation	Bl. Bucureștii Noi, nr 67, 012355 Bucharest	
Psychological support	Șoseaua Olteniței 39-41, 041294 Bucharest		Psychological support	Bl. Bucureștii Noi, nr 67, 012355 Bucharest	
Social worker support	Șoseaua Olteniței 39-41, 041294 Bucharest		Social worker support	Bl. Bucureștii Noi, nr 67, 012355 Bucharest	
Psychological/psychiatric support	Other location		Social worker support	Other location	
Medical aid and support services			Financial aid and support		
Educational/(re)training services			Childcare services		

3. Please rate each of the following		Not applicable	Excellent	Very good	Good	Satisfactory	Weak	Unsatisfactory
1	How satisfied are you with the timeliness of our response to you being referred to Casa Ioana?							
2	How satisfied are you with our response to your referral to Casa Ioana?							
3	How satisfied are you with the way in which Casa Ioana responds to you when your case is jointly managed with another organisation?							
4	How satisfied are you with the level of information we provide to you regarding the services we offer?							
5	How satisfied are you with the appropriateness of information we provide to other organisations when we refer you to them?							
6	How satisfied are you with the timeliness of our referring you to other organisations for services outside of Casa Ioana?							
7	How satisfied are you with the level of assistance you receive from our social workers and psychologist?							
8	How satisfied are you with the response we provide you through our ACASĂ Programme?							
9	How satisfied are you with the level of safety we provide you?							
10	How satisfied are you with the level of support we provide you?							
11	How satisfied are you with the level of assistance you receive from our social services manager/director?							
12	How satisfied are you with the level of assistance you receive from our administrative member of staff?							
13	How satisfied are you with the standard (cleanliness, furnishings, space, resources) of our facilities?							
14	How satisfied are you with punctuality and reliability of our staff?							
15	How satisfied are you with the level of skills as demonstrated by our staff?							
16	How satisfied are you with the level of access you have to our services?							
17	How satisfied are you that we provide culturally appropriate services?							
18	How satisfied are you that we respect your rights?							
19	How satisfied are you with our response to grievances?							
20	How satisfied are you with our level of collaboration with you?							
21	How satisfied are you with our level of practicality and community engagement with regard to homelessness/housing concerns and responses?							

6. What do you think we do well as an organisation?

7. How could we improve our practice?

8. Do you have any further feedback?

Date: