



Bridges Project
Summary of 2006 Satisfaction Survey Responses

**Prepared for California Department of Rehabilitation
By Allen, Shea and Associates**

December 2006

Executive Summary

The Bridges project continues to provide excellent service to participants and parents. Respondents to the 2006 Bridges Satisfaction Survey rated the staff, the workshops, the written information and the planning services very highly.

As this was the second year this survey was distributed, this report compares the information collected in 2005 to the responses received in 2006. Responses were overwhelmingly positive, and on most measures the Bridges project showed improved ratings from parents and participants. Areas that respondents indicated could use improvement included: providing more written information; reducing language and scheduling barriers for parent workshops; and customizing services and supports for participants and parents as needed.

Introduction

This report was prepared to inform the Bridges project staff on the individual and family satisfaction with Bridges services. The Bridges Satisfaction Survey was developed in 2005 by the evaluation team in collaboration with staff. It was distributed to parents and participants by mail in 2005 and in 2006. The 2005 surveys were summarized in a previous report.

The response rate in 2005 was not as high as the evaluation team had hoped, and several measures were taken in 2006 to improve the number of surveys returned. In 2006, the survey packet included a cover letter signed by local Bridges staff and a one-dollar bill. Each respondent was offered a chance to win movie tickets if the survey was returned within a two-week time period and tickets were awarded in each of the seven regions. All surveys were returned in a self-addressed, stamped envelope directly to the evaluation team.

The report begins with an overview of the respondents and then describes the respondents' satisfaction with the program components. The 2006 surveys are compared to the 2005 data as appropriate. The report concludes with a review of the findings and recommendations. The data collection tools are included in the appendices for reference.

Findings

Description of Respondents

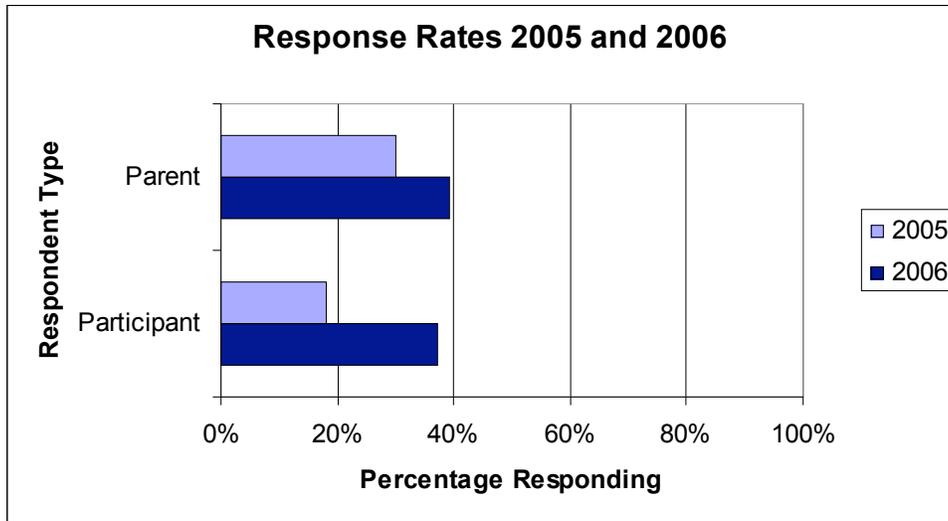
Respondents were asked to indicate whether a Bridges participant or the parent of a Bridges participant and when they began participating in the Bridges project. As surveys were available in English and Spanish, the language of the respondents is also noted in this report.

Respondent Type

In 2006, the returned surveys were split almost equally between participants and parents: 46% indicated they were participants, 48% noted they were a parent, and 6% did not respond to the question.¹ This is in contrast to 2005 when the majority of the responses were from parents (62%).

Overall, 684 surveys were distributed in 2006 (to all participants and parents or caregivers) and 278 (41%) were returned. This is an improvement from the 24% response rate in 2005. The rate was improved for both parents and participants as seen in Figure 1.

Figure 1: Response Rate by Participant Type

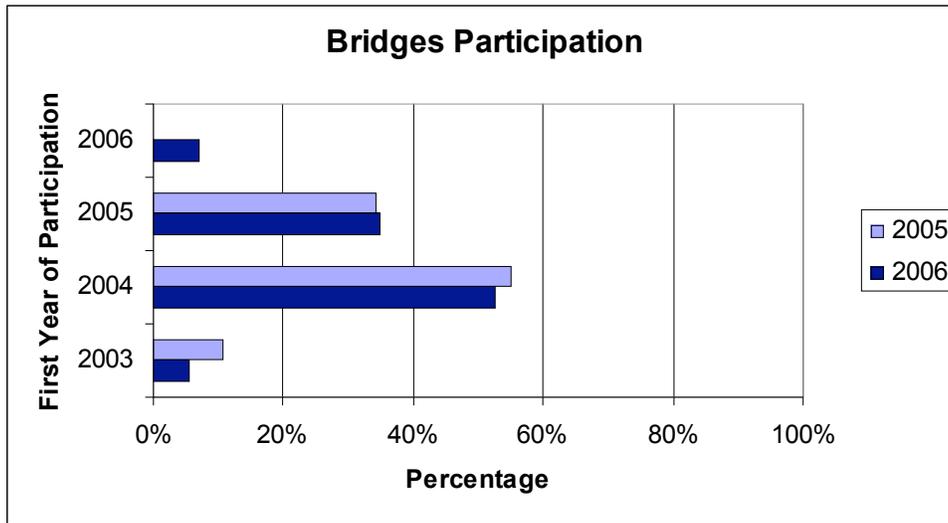


Length of Time in Program

Respondents were asked to indicate the month and year they began participating in the Bridges project. Though some respondents were able to recall both the month and year, many reported only the year. As a result, the respondents' first year of participation in the Bridges project is presented in Figure 2. The distribution remained approximately the same over the two years the survey was conducted, with the majority of the respondents entering the program in 2004 and 2005.

¹ In 2006, 684 surveys were distributed, 342 to participants and an additional 342 to caregivers of participants.

Figure 2: Respondents' First Year of Participation in Bridges Project



Respondent Language

96% of the surveys were returned in English, and 4% (12 surveys) were returned in Spanish. Among the surveys that were completed in English, six respondents requested further assistance in Spanish. Five of the 12 respondents who completed a Spanish survey also requested access to workshops in Spanish and/or Spanish translators. One respondent requested an American Sign Language (ASL) translator. Overall, 12 of the 278 respondents (4%) requested further language assistance (11 Spanish and 1 ASL) to better use Bridges services.

Service Satisfaction

The intent of the Bridges satisfaction survey is to assess the participant and parent experiences with the project. Respondents were asked to rate staff, workshops, written information, planning services and the overall project.

Satisfaction with Bridges Staff

Satisfaction with staff was evaluated by asking respondents about the person-to-person contacts with staff, the support they received from staff, and their overall impression of staff performance. Participants and parents expressed gratitude for having staff that were accessible, knowledgeable and kind.

Person-to-Person Contact with Staff

Both parents and participants rated person-to-person contacts with Bridges staff more highly in 2006 than in the baseline survey completed in 2005.

Figure 3: Parent and Participant Ratings of Contact with Bridges Staff

Person-to-person contacts have been...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Excellent	71.6%	72.7%	-1.1%	65.3%	56.9%	8.5%
Good	23.9%	18.2%	5.7%	33.1%	41.2%	-8.1%
Average	3.0%	9.1%	-6.1%	1.6%	2.0%	-0.3%
Poor	1.5%	0.0%	1.5%	0.0%	0.0%	0.0%
Total Respondents	134	88		124	51	

Comments about the person-to-person contact with staff included the following:

- *The best thing about Bridges is the patient, friendly and informative one on one help that I get regarding SSI issues (--participant)*
- *They return our calls right away and are so helpful (--participant)*
- *You can call them any time during work hours and they are willing to assist you. Very helpful, kind and understanding staff.--participant)*
- *[The best thing about Bridges is] the human contact that helps you sort through a maze of red tape and enormous amount of paperwork...the staff have been a great comfort (--parent)*
- *It is reassuring knowing that you can count on someone when questions arise. We want to make sure we don't make mistakes that jeopardize the well-being of our children.--parent)*
- *The staff are very caring and believe in what they are doing (--parent).*

Support from Staff

Participants and parents noted the staff's willingness to help and how valuable having a guide and/or advocate was when navigating the programs and services available. Over 90% of parents and participants rated the support they received as "excellent" or "good". When compared to 2005, parents' ratings of staff support improved slightly, and participants' ratings of staff support declined slightly.

Figure 4: Parent and Participant Rating of Support from Bridges Staff

The support I get from Bridges Staff has been...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Excellent	71.4%	72.8%	-1.4%	68.5%	64.3%	4.2%
Good	22.2%	19.8%	2.5%	26.1%	35.7%	-9.6%
Average	5.6%	4.9%	0.6%	4.5%	0.0%	4.5%
Poor	0.8%	2.5%	-1.7%	0.9%	0.0%	0.9%
Total Respondents	126	82		111	42	

Generally, respondents noted they had learned a lot from the staff and felt comfortable asking them for assistance:

- *The best thing about the Bridges program was learning about new services for disability (--participant)*
- *You can get help/info on stuff to know after you move out on your own. They also are always there to help you with anything you need (--participant)*

- *The best thing about Bridges is that you will always have the support and guidance. They help you look at the positive perspective. The people you work with will always answer any type of question or concern(--participant)*
- *They are very helpful in navigating the SSI/SSDI and all SS benefits systems. They want me to succeed so I feel like I have people on my team helping me (--participant)*
- *Another chance for my daughter to be supported by a caring adult...(--parent)*
- *They are always looking for ways to help the lives of the participants(--parent)*
- *We felt very comfortable talking to them about our problems and they are very helpful(--parent)*
- *No matter what questions you have they are always there. No matter when you call they always call back within a reasonable time. (--parent)*

Some respondents requested more contact with the Bridges staff. Parents described some frustration with getting information only from the participant, rather than directly from Bridges staff.

- *Getting letters and flyers are ok, could call (--participant)*
- *We could make dates on when you or I are going to make a phone call to one another(--participant)*
- *To meet with staff once in a while to review the program(--participant)*
- *If they would call once in a while to say hi, how are you (--participant)*
- *More one-on-one contact with those in program and informing parents of [participant's] accomplishment/attendance(--parent)*
- *Contact and better communication would be helpful (--parent)*
- *Connecting more often—talking with our daughter(--parent)*
- *Better direct communication with parents. Would like updates and meeting flyers mailed instead of depending on the children to deliver(--parent)*
- *Have someone call, to advise of any updates, or anything important we should know, or [to ask] if we have questions(--parent)*

Overall Rating of Bridges Staff

When respondents were asked to rate their overall experiences with the Bridges staff, 98% indicated they were “excellent” or “good”. Though in 2006, parents’ rating of staff improved slightly, it is important to note that the ratings in 2005 were also very positive.

Figure 5: Parent and Participant Overall Rating of Bridges Staff

All things considered, Bridges staff is...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Excellent	73.8%	72.8%	1.0%	62.2%	64.3%	-2.1%
Good	23.8%	19.8%	4.1%	36.0%	35.7%	0.3%
Average	2.4%	4.9%	-2.6%	1.8%	0.0%	1.8%
Poor	0.0%	2.5%	-2.5%	0.0%	0.0%	0.0%
Total Respondents	126	81		111	42	

In addition to the comments noted above, parents also wrote:

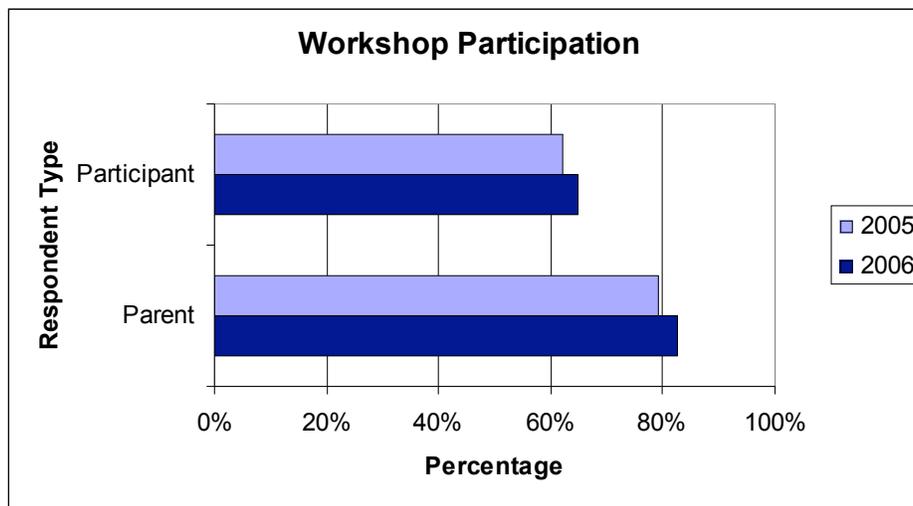
- *Thank you to all the staff because without this program, [my son] would not have come this far. (--parent)*

- *The staff is caring, concerned and knowledgeable. They are dedicated to helping our young adults succeed. They are willing to assist you or find out questions and answers. They are helpful and dedicated to this endeavor....communication is excellent(--parent)*
- *The staff is fantastic. They are respectful to all clients, participants and parents. They have brought an enormous amount of information to our attention and clarified it. And done it in the most timely and pleasant way! (--parent)*

Satisfaction with Bridges Workshops

Respondents were asked whether or not they had attended a workshop since enrolling in the Bridges program. More parents than participants indicated they had attended at least one workshop.

Figure 6: Workshop Participation by Respondent Type



Of the respondents who had attended a workshop, 96% of parents and 95% of participants rated them “excellent” or “good”. This was an improvement over the ratings in 2005, particularly from the parents.

Figure 7: Workshop Ratings

Overall, the workshops were...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Excellent	53.6%	40.6%	13.0%	51.1%	48.6%	2.5%
Good	42.0%	50.7%	-8.8%	44.4%	42.9%	1.6%
Average	3.6%	8.7%	-5.1%	4.4%	5.7%	-1.3%
Poor	0.9%	0.0%	0.9%	0.0%	2.9%	-2.9%
Total Respondents	112	69		90	35	

In addition to commenting on the useful information, some participants noted they liked the games, the pizza and the chance to see their peers:

- *They keep me up-to-date with workshops they have and offer different kinds of help. (--participant)*

- *[The best thing about Bridges is] seeing all my old friends who are in the program. (--participant)*
- *They help me understand about my paychecks and how to report to Social Security. The meetings are fun. I like the door prizes and treats too. (--participant)*
- *I love their workshops. (--participant)*
- *The best thing that Bridges has is a lot of fun for the participants and the Bridges workshops they have, those are the best thing. (--participant)*
- *I like the pizza. (--participant)*
- *It is fun to hang out with friends and eat pizza. (--participant)*
- *The workshops are helpful and informative. (--participant)*

Parents also noted how the workshops were informative and helped to keep participants connected:

- *My favorite meeting was with the interview of the three young men that were experiencing independent living. It was very interesting to hear the things that they had to go through to cope. (--parent)*
- *Without Bridges, there would have been no special needs trust workshop. Attending this workshop enabled me to plan for my son's future financially and gave me peace of mind that these affairs are now in order. (--parent)*
- *Bridges helps keep the consumer/participant connected and supported. Classes help with future planning.... (--parent)*
- *Workshops have been fun and my daughter looks forward to attending them. She has learned far more than I would have thought possible. (--parent)*
- *[The best part of Bridges is] the social interaction amongst the youngsters. The students get to learn about various employment opportunities. (--parent)*
- *...the best thing about Bridges is getting to know and meet new people who share the same interest with other people in the world of disabilities and money. (--parent)*

Some parents who attended the workshops commented that the level of information was either above or beneath the level they felt appropriate for their family's situation:

- *My daughter wants to be completely independent after college...and she needs to create a good resume....How about a workshop for how to create a good resume? (-parent)*
- *At times they have speakers come in to talk about jobs that are not even appropriate for our kids...it would be better to not have a session than to waste our valuable time with speakers offering no value. They continue to have speakers from METLIFE who come to speak @ financial planning and Conservatorship, however, the attorney can not even file paperwork...they are purely there to solicit insurance business for themselves—very inappropriate! (--parent)*
- *Some of the speakers are not appropriate to the level of disability. I do realize that their participants are at different levels. Maybe they could try arranging speakers according to the students' abilities. (--parent)*
- *My husband did attend a Bridges meeting that was so far beyond the scope of our son's ability that it was a waste of time (seminar for unlikely career paths for young women). If they could be a little more descriptive about the classes offered, we would've saved ourselves the time and effort it took to attend. (--parent)*

Parents also noted difficulty accessing the workshops. Some parents reported language barriers; other parents reported that the timing of the workshop was difficult given their work schedule and/or family's needs.

Language Barriers

- *I am a father that can't understand English very much and for that reason, I don't attend workshops...because I feel that I am just wasting my time...and I end up confused and embarrassed because I don't know what is being said. (--parent)*
- *I would like the workshops to be done in Spanish or [to have Bridges] translate the workshops (--parent)*
- *Make meeting in Spanish, with professional translator [so I can] receive the exact information. (--parent)*
- *My desire is that you can place people that speak our language as well or that you have [a] separate meeting. (--parent)*

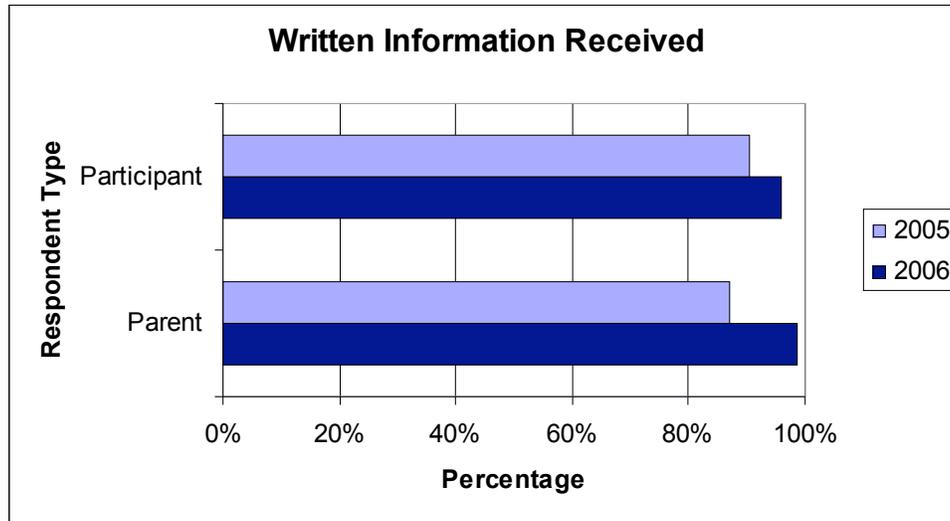
Scheduling Barriers

- *...parents can't attend meetings, because the meetings are in the am, when everyone is at work...A meeting, at least once per month, should be given in the pm, so lots of parents can attend (--parent)*
- *I wish we were able to attend workshops but school and work make it hard. Hopefully we can attend soon. (--parent)*
- *We have not been able to take any workshops/classes due to my daughter's health. I work, so getting her there has been a problem even when she is well enough to go. (--parent)*
- *Have meetings on other nights...for parents who work to come. (--parent)*
- *It is difficult for me to get to evening events due to my work schedule. I would participate more fully if meetings were on Saturday mornings. (--parent)*
- *Meetings should be available also morning shift, so we'll be able to attend. (--parent)*

Satisfaction with Written Information

Respondents were asked whether or not they had received written information from Bridges. 96% of Bridges participants and 98% of parents indicated they had received written information. This represents an increase from 2005 as illustrated in Figure 8.

Figure 8: Receipt of Written Information



Those who receive written information rated its clarity and usefulness. Generally, the ratings showed a slight increase from 2005, as seen in Figure 9.

Figure 9: Respondents' Ratings of Written Information

The written information is...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Easy to Understand	97.7%	94.7%	3.0%	96.6%	97.8%	-1.2%
Total Respondents	130	75		119	46	
Helpful	96.8%	95.9%	0.9%	100.0%	97.5%	2.5%
Total Respondents	125	74		113	40	

Several respondents indicated they would like more written information to guide them:

- *I would appreciate more explanation of benefits and programs in writing (the SSA does not always explain things well). I would appreciate hearing things in lay terms and facts. (--participant)*
- *Provide a step by step manual in "how to" tackle services/applications. (--parent)*
- *Maybe develop a handbook with a check off list of subjects/items to consider while going [through] the program...The checklist could serve each participant and parent to zero in on the areas they need to learn about and get help with. Also add a section with simple definitions of common terminology.--parent)*
- *I need more written information about the various services. (--parent)*

One respondent noted the written information was too complex for her son:

- *Our son is mentally retarded. The Bridges info presented to him is written at too high a level for him to understand. (--parent)*

When asked to rate the information from Bridges, the responses were very positive, with 96% of parents and 95% of participants indicating the information was "excellent" or "good". The ratings for 2006 showed improvement over the 2005 ratings.

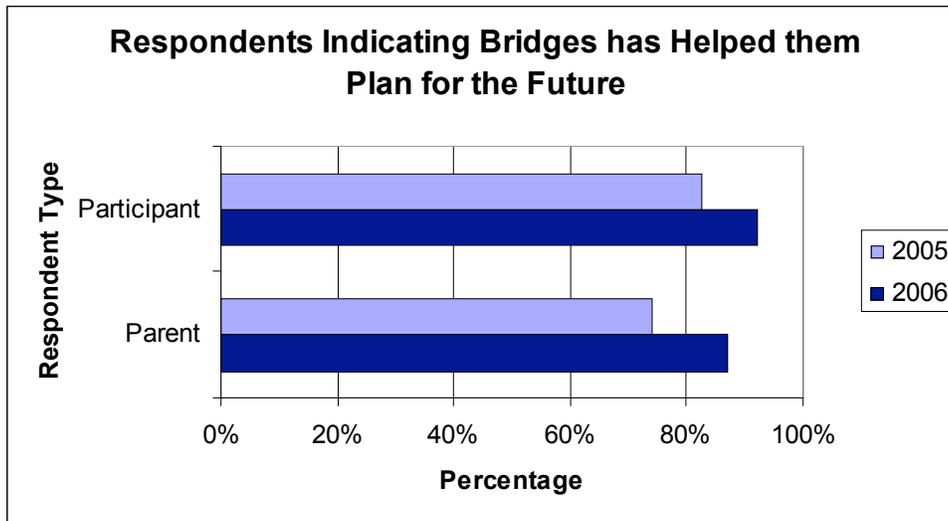
Figure 10: Overall Rating of Bridges Information

Overall, the information from Bridges is...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Excellent	65.6%	53.2%	12.5%	55.5%	46.7%	8.8%
Good	29.7%	36.7%	-7.0%	40.3%	51.1%	-10.8%
Average	4.7%	6.3%	-1.6%	4.7%	2.2%	2.5%
Poor	0.0%	3.8%	-3.8%	0.0%	0.0%	0.0%
Total Respondents	128	79		119	45	

Satisfaction with Planning Services

Parents and participants were asked to report whether or not Bridges had helped them plan for the future. In 2006, more respondents indicated they had been part of these services than in 2005.

Figure 11: Participation in Future Planning with Bridges Program



Respondents who indicated they had received assistance planning for their future were asked to rate the clarity and usefulness of the information. Over 90% of both parents and participants indicated the information was easy to understand and helpful. The 2006 ratings showed an improvement in parents' ratings and a decline in the participant ratings.

Figure 12: Rating of Bridges Services to Plan for the Future

If Bridges has helped you plan for the future, was it ...						
Response	Percentage Indicating "Yes"					
	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Easy to Understand?	96.5%	96.9%	-0.4%	92.0%	100.0%	-8.0%
Total Respondents	114	64		115	38	
Helpful?	100.0%	95.0%	5.0%	95.7%	97.7%	-2.1%
Total Respondents	114	60		109	44	

Parent’s comments about the services to help plan for the future reflected the different needs of different participants and families:

- *I don’t think this pertains to Bridges—but most of the jobs I hear about the consumers doing are very menial. Not challenging enough for a lifetime of employment. (—parent)*
- *I wish they had more job experiences for lower functioning kids. They seem to aim for higher functioning kids. (—parent)*

Satisfaction with Bridges Services Overall

Finally, respondents were asked to assess the service they received from Bridges overall. The responses continued to be very positive with 95% of parents and participants indicating the service was “excellent” or “good”. When compared to 2005, this reflected an improvement in parents’ satisfaction and a decrease in participants’ ratings.

Figure 13: Overall Service Rating

Overall the service from Bridges is...						
Response	Parent			Participant		
	2006	2005	Change	2006	2005	Change
Excellent	68.9%	66.7%	2.3%	62.1%	71.1%	-9.0%
Good	25.8%	23.1%	2.7%	33.1%	26.3%	6.7%
Average	3.0%	7.7%	-4.7%	4.8%	0.0%	4.8%
Poor	2.3%	2.6%	-0.3%	0.0%	2.6%	-2.6%
Total Respondents	132	78		124	38	

- *The personnel at Bridges is incredibly helpful. They really care about me and do all they can when I have a problem. They work very hard to serve me. I am very grateful. (--participant)*
- *You guys do a lot of good work for me and you guys have helped me in a lot of things. Like it made me understand what life is going to be like now. Thank you Bridges, all of you guys. (--participant)*
- *This is an EXCELLENT program with caring and nurturing administrators. It has provided our son with a solid foundation for future employment. (--parent)*
- *The staff is caring, concerned and knowledgeable. They are dedicated to helping our young adults succeed. They are willing to assist you or find out questions and answers. They are helpful and dedicated to this endeavor. (--parent)*

A few respondents were disappointed that Bridges had not been able to help them more and/or expressed confusion about what the Bridges program could offer:

- *I do not have a clear understanding of the program. How will Bridges program help me when I graduate from high school? (--participant)*
- *Do not know much about Bridges or how it can help me....Bridges has not done anything to help prepare me for the future. Does this program begin once I graduate from high school? (--participant)*
- *I don’t see the point. There must be something better...It is hard to get info from SS, but I can get it faster through them than thru Bridges. I could give the seminars. I’ve gone down to Soc Sec several times to get info. The only change we have had because of Bridges is more paper. (--parent)*
- *My son doesn’t receive any kind of help. Bridges gave me paperwork that showed me how I could begin to get help...but I am the mother of [child’s name] that has not been able to do anything about the case (--parent)*
- *Still unclear as to the function of the Bridges program (--parent)*

Conclusions and Recommendations

The 2006 survey results are highlighted below.

Respondents are very satisfied with Bridges staff.

Parents and participants were very satisfied with their experiences with Bridges staff. Overall, 98% of parents and 100% of participants indicated the staff was “excellent” or “good”. Respondents were impressed with the caring and helpful service they received and complimented the staff for their accessibility, knowledge and kindness. Respondents also commented on the benefits of having a guide in the maze of information about SSI/SSDI and SS.

Some respondents requested more contact with staff and several parents indicated they would like to receive information directly from the staff rather than through the participant.

Workshops offer parents and participants information they need and the opportunity to network with others.

96% of parents and 95% of participants indicated the workshops were “excellent” or “good”. Respondent’s comments noted the up-to-date information made them aware of what to expect and of the different resources available. Participants especially noted the added benefit of getting to see their peers and parents appreciated getting to meet other parents who shared similar circumstances.

Some parents commented that the workshop information was not appropriate for their child while other parents noted language and/or scheduling barriers that prevented their participation.

Written Information is clear and useful.

Respondents reported that the written information they received from Bridges is clear and useful. Overall, 96% of parents and 95% of participants rated the information as “excellent” or “good”.

Some respondents indicated they would like more written information to guide them through the systems and remind them of next steps.

There has been an increased use of planning services.

A higher percentage of respondents indicated they had used the planning services in 2006 than in 2005. Those who had used the services rated them easy to understand and helpful, though participants’ ratings on these measures declined slightly in 2006.

Some respondents commented that the planning services were not appropriate to their family’s circumstances.

Parents and participants are very satisfied with the overall service from Bridges.

94% of parents and 95% of participants rated the overall service from Bridges as “excellent” or “good”. Many commented that the program was excellent and very helpful.

Some respondents indicated they were confused about the purpose of the program and the types of assistance available.

Appendix A

2006 Bridges Satisfaction Survey

English



Bridges Satisfaction Survey

Your Zip Code: _____ Today's Date: _____

What month and year did you start Bridges? _____

Are you a Bridges participant
 Parent/relative/caregiver of a Bridges participant

What's this about? We're working with the Bridges project. They have asked us to help them gather some information about the things they do well and also about ways they can better support you. To do that, we're mailing out this survey to each participant and to the family or caregiver of each participant. Your answers are sent to us and will not be seen by anyone else. We will take all of the answers and write them up into a report without using names. You don't have to complete this survey. If you do complete it, your answers will not, in any way, change the services you receive from Bridges. Once you're done with the survey, please send it back to us in the self-addressed, stamped envelope. We would like to receive your survey back by July 15th. **Thanks for your help!**

	Excellent	Good	Average	Poor
Bridges staff				
Person-to-person contacts have been	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support I get from Bridges staff has been	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All things considered, Bridges staff is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bridges workshops/classes
 Since you started using Bridges services, have you attended any Bridges workshops/classes?
 Yes No

	Excellent	Good	Average	Poor
If yes , the Bridges workshops are.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bridges information
 Since you started using Bridges services, have you received any written information from Bridges?
 Yes No

If yes, is it
 Easy to understand? Yes No
 Helpful? Yes No

	Excellent	Good	Average	Poor
Overall, the information from Bridges is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Bridges planning
 Since you started using Bridges services, has Bridges helped you plan for the future?
 Yes No

If yes, is it
 Easy to understand? Yes No
 Helpful? Yes No

	Excellent	Good	Average	Poor
Overall, the service from Bridges is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What's the best thing about Bridges?

Are there ways that Bridges could work better for you? Any suggestions that will help improve Bridges services or help Bridges staff to better serve you?

Anything else you would like to tell us?

Appendix B

2006 Bridges Satisfaction Survey

Spanish

Encuesta de Satisfacción de Bridges



Su Código postal: _____ Fecha De hoy: _____

¿En qué mes y año comenzó usted con Bridges? _____

Es usted Participante De Bridges Padre del participante

¿Acerca de qué es? Estamos trabajando con el proyecto Bridges. Nos han pedido que les ayudemos a recopilar cierta información sobre las cosas que hacen bien y también sobre maneras que pueden mejorar la ayuda a usted. Para poder hacer eso, estamos enviando esta encuesta a cada participante y a la familia o tutor. Sus respuestas serán enviadas a nosotros y no serán vistas por nadie mas. Tomaremos todas las respuestas y las escribiremos en un informe sin usar nombres. Usted no tiene que completar esta encuesta. Si usted la llena, sus respuestas de ninguna manera cambiaran los servicios que usted recibe de Bridges. Una vez que termine la encuesta, por favor envíela de nuevo a nosotros en el sobre ya rotulado y con la estampilla postal. Nos gustaría recibir su encuesta para Junio 15. **¡Gracias por su ayuda!**

	Excelente	Bueno	Regular	Malo
Personal de Bridges				
Los contactos en persona han sido	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
El apoyo que recibo del personal ha sido	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
En general, el personal es	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Talleres o Clases de Bridges

Desde que usted comenzó a usar servicios de Bridges

¿Ha usted atendido algún taller o clase de Bridges?

Sí No

Si sí, en general los talleres eran

Excelente	Bueno	Regular	Malo
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Información de Bridges

Desde que usted comenzó a usar los servicios de Bridges ¿Ha usted recibido información por escrito?

Sí No

¿Si sí, es

¿Fácil de entender? Sí No

¿De ayuda? Sí No

	Excelente	Bueno	Regular	Malo
En general, la información de Bridges es	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Planeando con Bridges

Desde que usted comenzó a usar servicios de Bridges ¿Le han ayudado a planear para el futuro?

Sí No

Si sí, es

¿Fácil entender? Sí No

¿De ayuda? Sí No

	Excelente	Bueno	Regular	Malo
En general, el servicio de Bridges es	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

¿Qué ha sido lo mejor de Bridges?

¿Podría haber maneras que Bridges le asistiera mejor? ¿Tiene algunas sugerencias que ayuden a mejorar los servicios de Bridges, o cómo ayudar al personal para servirle mejor?

¿Cualquier cosa que usted quisiera decirnos?

Appendix C

Parent and Participant Cover Letters

English



Bridges to Youth Self-Sufficiency

June 15, 2006

Dear Parent/Relative/Caregiver of a Bridges Participant,

We're working with the California Bridges evaluation team (Allen, Shea & Associates), to learn from you about how the project is going. We hope you can take a few minutes to answer the survey and send it back in the envelope. We are sending the surveys to each participant and, whenever possible, each family or caregiver.

There are no right or wrong answers. Your answers to the survey are completely CONFIDENTIAL. The survey is mailed to the evaluation team in Napa and Bridges staff won't see them. The survey only asks for your zip code so the evaluation team can write up what they learn from each site and across all of the seven Bridges sites in California. When the report is completed, you can ask us for a copy of it.

In this envelope, you will find this letter, a survey, an entry form for a prize, and an envelope with an address label and a stamp on it. You will also find \$1 that you can keep whether you fill out the survey or not. If at all possible, we would like you to complete and mail the survey by July 15th. If you return the survey by the 15th and fill out the entry form, you might win a drawing for five movie tickets. There will be seven winners, one from each area in the Bridges project.

You do not have to return this survey; however, your input will really help us make sure that we're doing our best to assist you. If you do or do not complete the survey, none of the services you receive from Bridges will change in any way. If you have any questions about the survey, or need help in completing it, please call us. Thank you very much for helping us learn more about ways that Bridges can serve you best.

Sincerely yours,

Bridges Staff Member
Phone Number



Bridges to Youth Self-Sufficiency

June 15, 2006

Dear Bridges Participant,

We're working with the California Bridges evaluation team (Allen, Shea & Associates), to learn from you about how the project is going. We hope you can take a few minutes to answer the survey and send it back in the envelope. We are sending the surveys to each participant and, whenever possible, each family or caregiver.

There are no right or wrong answers. Your answers to the survey are completely CONFIDENTIAL. The survey is mailed to the evaluation team in Napa and Bridges staff won't see them. The survey only asks for your zip code so the evaluation team can write up what they learn from each site and across all of the seven Bridges sites in California. When the report is completed, you can ask us for a copy of it.

In this envelope, you will find this letter, a survey, an entry form for a prize, and an envelope with an address label and a stamp on it. You will also find \$1 that you can keep whether you fill out the survey or not. If at all possible, we would like you to complete and mail the survey by July 15th. If you return the survey by the 15th and fill out the entry form, you might win a drawing for five movie tickets. There will be seven winners, one from each area in the Bridges project.

You do not have to return this survey, however, your input will really help us make sure that we're doing our best to assist you. If you do or do not complete the survey, none of the services you receive from Bridges will change in any way. If you have any questions about the survey, or need help in completing it, please call us. Thank you very much for helping us learn more about ways that Bridges can serve you best.

Sincerely yours,

Bridges Staff Member
Phone Number

Appendix D

Parent and Participant Cover Letters

Spanish



Bridges to Youth Self-Sufficiency

15 de junio, 2006

Estimado padre de familia, pariente o proveedor de cuidado para el participante en proyecto "Bridges",

Estamos trabajando con el equipo de evaluación del proyecto "California Bridges" (Allen, Shea & Associates), para saber de usted, como va el proyecto. Esperamos que pueda tomar unos cuantos minutos para responder al cuestionario y enviarlo en el sobre. Estamos enviando los cuestionarios a cada participante y cuando posible a cada familia o proveedor de cuidado.

No hay respuestas correctas o malas. Sus respuestas al cuestionario son completamente CONFIDENCIAL. El cuestionario se envía al equipo de evaluación en la ciudad de Napa y el personal de Bridges no los verán. El cuestionario solamente pregunta por su código postal, para que el equipo de evaluación pueda reportar lo que aprenden de cada sitio y a través de los siete sitios de "Bridges" en California. Cuando se completa el reporte, puede pedirnos por una copia.

En este sobre, se encuentra esta carta, un cuestionario, forma de entrada para un premio, y un sobre con dirección y estampilla. También se encuentra \$1 que usted se puede quedarse con, si usted completa el cuestionario o no. Si es posible, quisiéramos que usted complete y envíe el cuestionario antes del 15 de julio. Si usted devuelve el cuestionario antes del 15, y completa la forma de entrada, usted podrá ganar la rifa por 5 boletos al cine. Habrá siete ganadores, uno por cada área del proyecto "Bridges".

No es mandatorio que usted devuelva este cuestionario, sin embargo su respuesta realmente nos ayudará asegurar que estamos haciendo nuestro mejor para asistirle. Si completa el cuestionario o igual so no lo completa, ningún de los servicios que usted recibe de "Bridges" cambiarán. Si tiene preguntas acerca del cuestionario, o necesita ayuda en completarlo, favor de llamarnos. Muchísimas gracias por ayudarnos entender mas sobre las maneras en que "Bridges" puede servirle lo más mejor posible.

Sinceramente,

Personal de "Bridges"
Numero de teléfono



Bridges to Youth Self-Sufficiency

15 de junio, 2006

Estimado participante de proyecto "Bridges",

Estamos trabajando con el equipo de evaluación del proyecto "California Bridges" (Allen, Shea & Associates), para saber de usted, como va el proyecto. Esperamos que pueda tomar unos cuantos minutos para responder al cuestionario y enviarlo en el sobre. Estamos enviando los cuestionarios a cada participante y cuando posible a cada familia o proveedor de cuidado.

No hay respuestas correctas o malas. Sus respuestas al cuestionario son completamente CONFIDENCIAL. El cuestionario se envía al equipo de evaluación en la ciudad de Napa y el personal de Bridges no los verán. El cuestionario solamente pregunta por su código postal, para que el equipo de evaluación pueda reportar lo que aprenden de cada sitio y a través de los siete sitios de "Bridges" en California. Cuando se completa el reporte, puede pedirnos por una copia.

En este sobre, se encuentra esta carta, un cuestionario, forma de entrada para un premio, y un sobre con dirección y estampilla. También se encuentra \$1 que usted se puede quedarse con, si usted completa el cuestionario o no. Si es posible, quisiéramos que usted complete y envíe el cuestionario antes del 15 de julio. Si usted devuelve el cuestionario antes del 15, y completa la forma de entrada, usted podrá ganar la rifa por 5 boletos al cine. Habrá siete ganadores, uno por cada área del proyecto "Bridges".

No es mandatorio que usted devuelva este cuestionario, sin embargo su respuesta realmente nos ayudará asegurar que estamos haciendo nuestro mejor para asistirle. Si completa el cuestionario o igual, so no lo completa, ningún de los servicios que recibe de "Bridges" cambiarán. Si tiene preguntas acerca del cuestionario, o necesita ayuda en completarlo, favor de llamarnos. Muchísimas gracias por ayudarnos entender mas sobre las maneras en que "Bridges" puede servirle lo más mejor posible.

Sinceramente,

Personal del proyecto "Bridges"
Numero de teléfono

Appendix E

Incentives

English and Spanish

English

Win a 5 pack of Movie Tickets
Mail back your Bridges survey by July 15th
along with this entry to be eligible for the drawing



Name _____

Address _____

City _____

State _____

Zip Code _____

Spanish

Gane un paquete de 5 boletos para el cine
Por favor de enviar el cuestionario de "Bridges" antes del 15 de julio
junto con esta forma para ser elegible en la rifa



Nombre _____

Dirección _____

Ciudad _____

Estado _____

Código Postal _____