

WELCOMING SPACES SURVEY RESULTS

Services were received from Solano County, Bay Area Community Services, Caminar, Child Haven, Crestwood CSU, Rio Vista CARE and Shelter Solano

RESPONDENT DEMOGRAPHICS



118
RESPONDENTS

Ethnicity

37% Caucasian
23% African American
25% Latinx
12% Asian American
8% Native American
7% More than 1 race
5% Other
4% Prefer not to answer

Gender

62% Female
27% Male
3% Questioning
3% Prefer not to answer
2% Transgender
4% Other
3% Prefer not to answer

Sexual Orientation

75% Straight
9% Bisexual
4% Gay
1% Lesbian
3% Questioning
1% Other
8% Prefer not to answer

SURVEY RESPONSES

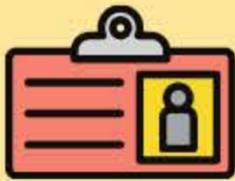
Respondents rated Behavioral Health Services **4.6 stars** on creating a welcoming space



4.6
STARS!

83%

83% responded that program staff was friendly and greeted the client (in person, by phone or by computer)



94% responded that their preferred/chosen name was used correctly

94%

85%

85% responded their pronouns were used appropriately



93% felt comfortable sharing their gender identity with office staff, provider, therapist and peer specialist

93%

More than half of respondents noticed signs that were easy to read and community friendly, and signs and materials were in languages other than English



HOW WE CAN MAKE IT MORE WELCOMING?

Less judgment
Access to quicker / more services
Disability access
In-person visits

RESPONDENT REVIEWS

"I can't describe my amazement with being with this caring community."
"It's always quiet, clean and neat."
"I feel fine and comfortable attending my appointments."
"My experience has been great."
"I feel very welcome by all staff."
"Everything is stellar!"
"People or staff are nice and kind here. They understand you here. I love coming here."
"Great staff, friendly, welcoming and very helpful!"
"My experience has been all positive."
"Excellent welcoming. Thank you."

