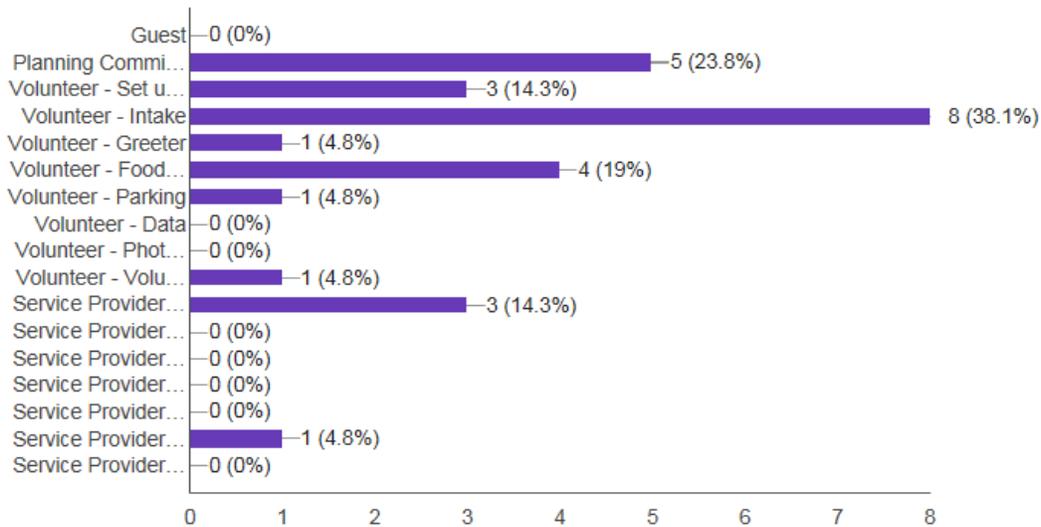
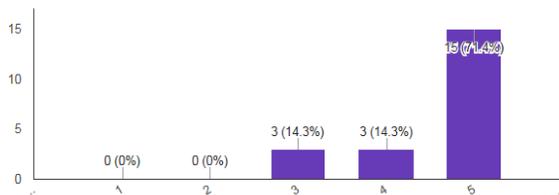


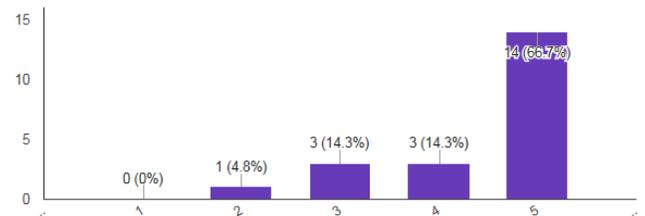
I participated in Project Connect as a... (21 responses)



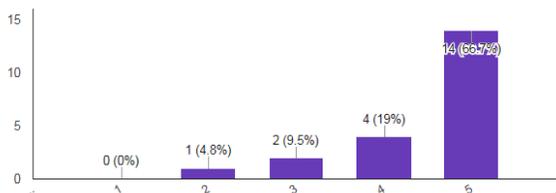
**Project Connect helps people who are experiencing or at risk of homelessness in Orange County connect to services.**  
(Average 4.57)



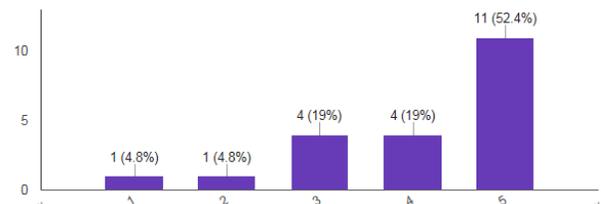
**Project Connect is an important event for our community.** (Average: 4.43)



**Project Connect is an important event for people experiencing homelessness.**  
(Average: 4.48)



**Participating in Project Connect was a good use of my time.** (Average 4.10)



## What is the biggest strength of Project Connect? (18 responses)

So many services in one spot.

So many service providers in one place.

Number of participating agencies, value of services provided, festive experience (food, hair care, massages).

Providing guest with service providers

the variety of services provided

the vital services offered to participants

Connection

A clearing house of services in one location that can help many people

Providing an event where service providers can give back.

People coming together for a common goal, participating as community members, both volunteers and guests.

It has the right focus

Supporting people in need

All services in one place. Community involvement.

Many service providers in one easily-accessible area

community resources

The biggest strength of Project Connect is being able to provide guidance and assistance to those in need - whether it is information on how to access medical and dental care or providing information on affordable housing or even getting a haircut.

The community of providers clearly strongly supported this event as there were many volunteers from all areas of community resources.

See responses to previous survey questions.

## How can we improve Project Connect for the guests? (16 responses)

Get the word out?

Attendance was low, so I hardly had anything to do. Clearer training for me would have been useful.

Better advertising, more of an "event" vibe, with music and/or speaker at lunch.

If we could move the event back to October we may reach more guest

not as many participants this year; seemed there were more volunteers than clients.

Do it in the Fall

Not sure, whatever reason for such low attendance this year compared to years past?

You need to ask the guests.

walk with guests into the gym to make sure they get to where they want/need to be

advertising more

Better outreach.

Better advertising and transportation to the event

open it up to more people and advertise more

The date change from fall to spring may have caused attendance to be lower than in the past. Need to get the word out to those who need services.

Possible better PR to get the word out about the event as it seemed there were less guests than in previous years. Also an obvious absence of non English speaking guests.

I really don't know, as I did not attend the actual event.

**How did this year's different guest intake process (no escorts, information provided to guests, no orientation) affect the event? (14 responses)**

Unsure, in the kitchen.

I would have preferred more orientation.

Helped people access services they needed, but may have alienated some folks who wanted to explore the event more independently.

N/A

the intake process seemed to go well - I cannot compare to others years

Don't know

I do not know but we saw half the number of guests.

Lots of intake volunteers just sitting at the table without guests.

More efficient. I suggest telling intake volunteers that they can stay with the guests as long as they feel would be useful.

It didn't

I couldn't really tell because the numbers seemed to be less than in years past, but overall I think it was fine. Maybe having the intake person write a list of all the places they are going to go and the order to go to them in would have been helpful to guests.

many still seem to have used escorts

It may have made it less organized?

n.a.

How can we improve event logistics (parking, location, food service, guest flow, etc.)? (11 responses)

- I think it's great.
- Perhaps the location could be even MORE central so that people passing by could stop.
- I think the logistics is okay
- logistics seemed to be very good
- Parking was only complaint I heard, but its also where I volunteered.
- All OK
- Encourage volunteers to sit at the community tables and eat as well, rather than standing watching guests eat.
- Need more help
- parking was an issue
- Advance communications to volunteers.
- n.a.



How can we improve outreach to inform potential guests about Project Connect? (13 responses)

- Postings around town, not just at service providers. Have the shelters escort all residents to the event.
- no idea what was used this year for outreach so cannot give any specific advice - but this is what needs the most attention - I did intake for only 2 people in over 3 hours and I imagine that there were a lot of other helpers who were equally lacking in something to do - it seems like a waste of people, time, and money to hvae everything set up beautifully and only a few guests show up
- better marketing through various agencies and their supervisors so they disseminate volunteer information.
- Visit shelters and social services w/ invitations
- I think the fall was better timing for the guests, prepare for bad weather. May have been part of reason for low turnout?
- Resume what you did prior to this year. The turn out was much greater.
- Make sure local high schools and colleges are aware of the event. Public radio announcements.
- Make sure agencies like IFC and CEF are promoting it vigorously.
- Need more fliers in places where people in need go.
- Not sure because I'm not sure what outreach was done... If you aren't already doing it, then advertisements on the radio, at the shelters, on light posts near spots where homeless people hang out (by the railroad tracks), at Project Homestart, churches, etc.
- put flyers out all over
- Send information about the event home with students in the school system for their parents in multiple languages.
- Sending a rep to talk to the IFC Liaisons might help to spread the word to congregations better.



How can we improve the experience of Project Connect volunteers and service providers? (13 responses)

- I think it's great.
- It is a great experience!
- For cleanup, have someone in charge, and have a better idea of what needs to be done
- Have a debriefing with everyone involved in the event.
- bring in more people who need services
- get information out to potential volunteers earlier so we can plan ahead.
- Train new participants
- Was great to me, have done it for years and hope to always be there.
- Get the numbers back up.
- more communication
- parking help
- In the past, volunteers have been required to attend training sessions. This was helpful. The overall volunteer experience can be improved with good communications before the event - clear job descriptions along with other event information.
- My experience was fine.

Are there any further experiences or thoughts you'd like to share? (6 responses)

- I always enjoy volunteering for Project Connect.
- I rated items on page 1 as neutral(3) because there were too few guests to make any reasonable judgment
- Rethink the March time. Some providers were also away on Spring Break. Much better turn out in Fall.
- Get get the word out to people in need
- I know PC is very meaningful to volunteers. Interested in how guests might feel. Only see them on front end of experience.
- make meetings available by call in for planning