

One-Stops and Beyond

Consumer Satisfaction In Context

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How Are Services Designed?

- Targeted Subpopulation
- Areas of Need
- Service Professions
- Funding Streams
- Hierarchical Management & Reporting

How Do Services Flow

- Consumer Knowledge
- Entry Point
- Referral Rationale
- Reception
- Eligibility
- Service
- Service Coordination
- Exit
- Impact

Consumer Expectations

- Bonded Social Network Recommendations
- Referral Source Rationale
- Reception Expectation Matching
- Eligibility Justifications
- Service-Referral Comparison
- Bridged Social Network
- Pre-Trans Perceptions

Current Consumer Satisfaction

- Initial Expectations
- Referral Source Rationale
- Reception
- Convenience
- Services
- Coordination
- Customer Style
- Anticipated Satisfaction

What We Found: Current Consumers

- Where's My Job?
- It Takes a Long Time
- One-Stop Runaround
- Knowing a Name Matters
- Personal Attention
- Coordinating Handoffs
- Is That All There Is?

What We Found: Past Consumers

- You Satisfied My Expectations
- You Listened To Me
- You Made Me Feel Optimistic
- You Got Me Motivated
- I Started a New Life
- I Connected To New People
- I Fit In With New People
- I Can Find My Own Job

A Caution

- Look At Trends, Not Just Single Points In Time
- Think Autonomy = Motivation + Optimism
- Hopelessness and Helplessness Are Fundamental Barriers
- Families, Friends, and Other Services Are Not Necessarily Helpful
- 26s and 28s End Up Looking Alike Over Time

What Do We Really Provide?

- Satisfaction Is About How People Are Treated
- Outcomes Are About Where People End Up
- We Are Creating New Life Trajectories
- What Do We Need To Prove?
- How Do We Prove It?