The Why

Guests feel heard and respected when their concerns or suggestions are acted on quickly. This promotes stronger relationships, which is key in housing-focused and person-centred work.

When guests can give input on their experience in the moment, the organization can adjust approaches to be more trauma-informed, culturally appropriate, or simply more respectful and effective.

Real-time feedback allows the organization to quickly adapt services and interventions to better meet immediate needs of our guests.

CALGARY
DROP-IN
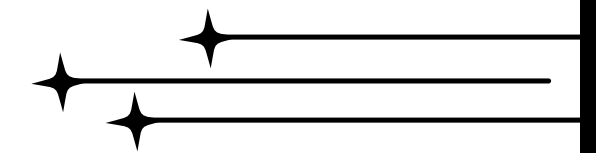CENTRE

The How

› Past

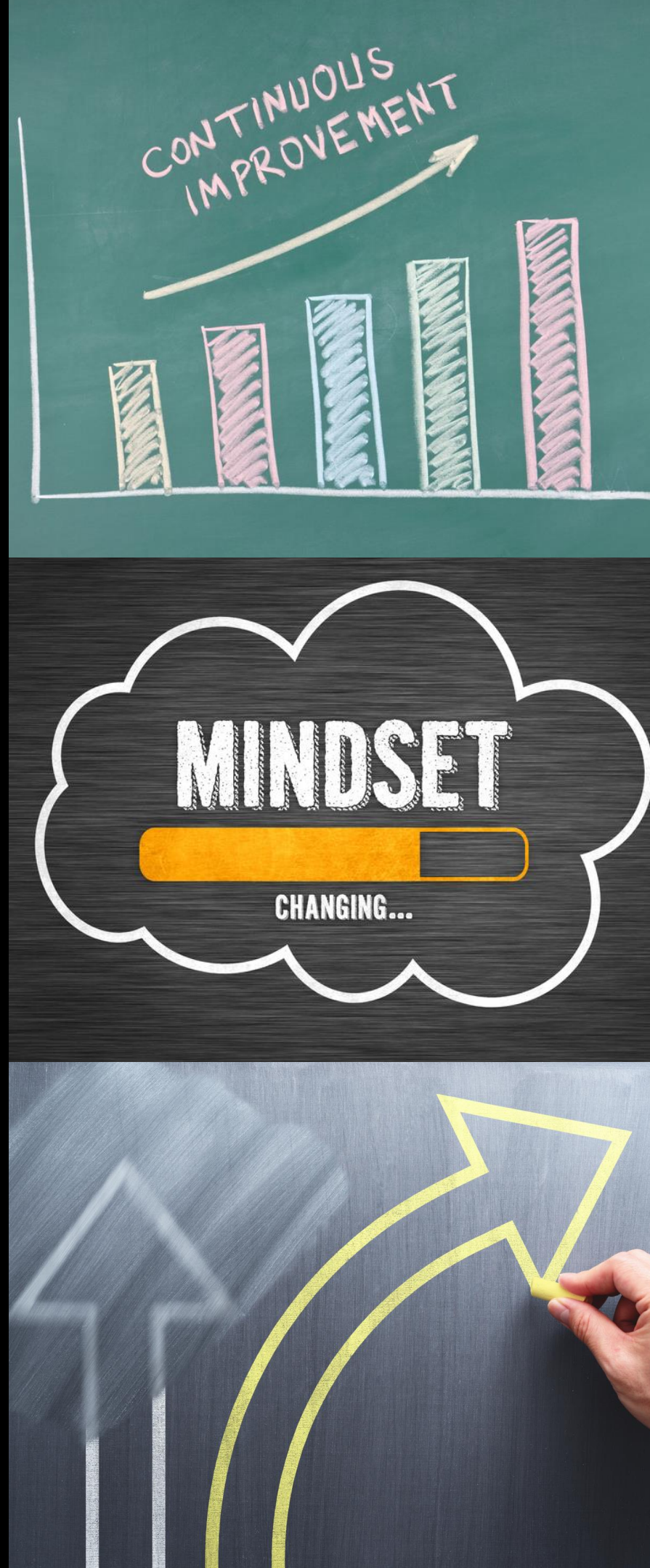- Twice a year frontline staff would do a paper survey with guest

› Present

- Self-server kiosk
- Anonymous
- Multiple languages
- Available 24/7 & 365 days a year
- Commitment to feedback to guests

› Future

- Commitment to continue
- Monthly data and reporting
- Residential building
- Staff feedback

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> **Usage – 2321 responses**

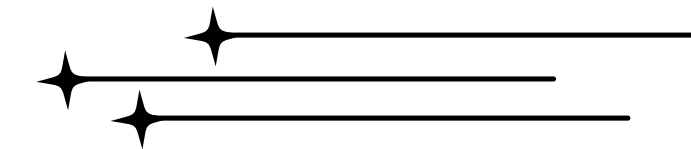| Month	Total
July 2024	113
August 2024	240
September 2024	114
October 2024	313
November 2024	436
December 2024	314
January 2025	241
February 2025	305
March 2025	245

> **Changes & Quality Improvements**

- Adaptation to processes
- Changes to procedures
- Quality improvement initiatives
- Quick response to the needs of guests

> **Staff Perceptions of Safety**

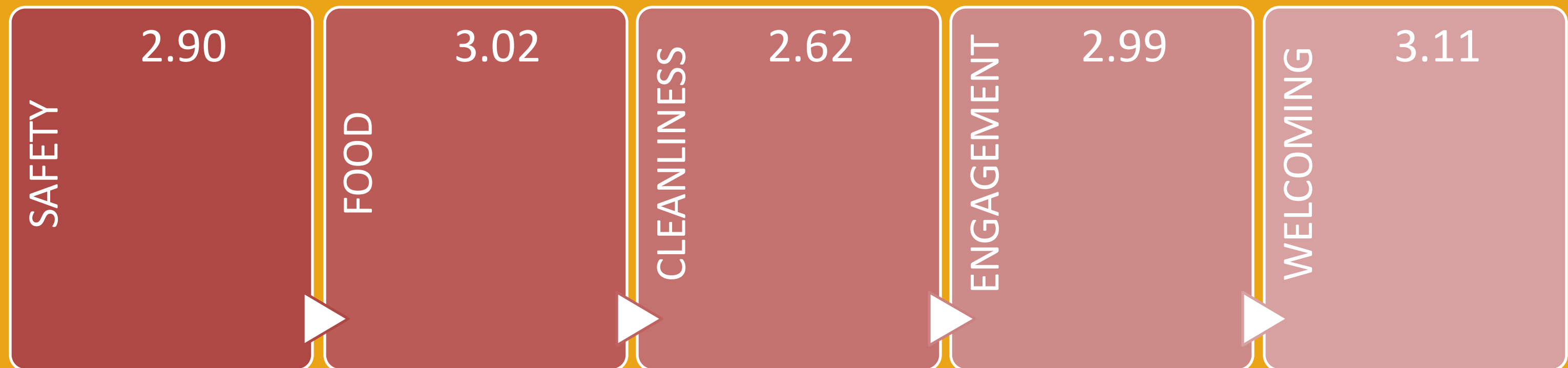- Anonymous staff survey on the perception of safety in the shelter

Has it worked

Baseline

SAFETY	FOOD	CLEANLINESS	ENGAGEMENT	WELCOMING
3.90	3.33	3.03	3.34	3.44

January 2025

| SAFETY	FOOD	CLEANLINESS	ENGAGEMENT	WELCOMING
2.90	3.02	2.62	2.99	3.11

Conclusion

What has leveraging real time data done for the DI

- Gives guest a voice in the services at the DI
- Building Trust and Engagement with Guest
- Improving Service Quality
- Improving Guest Experience
- Quicker response to the needs of guest
- Enhances our data driven decision making
- Drives continuous improvement

"Measurement is the first step that leads to control and eventually to improvement. If you can't measure something, you can't understand it. If you can't understand it, you can't control it. If you can't control it, you can't improve it."

H. James Harrington

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CENTRE
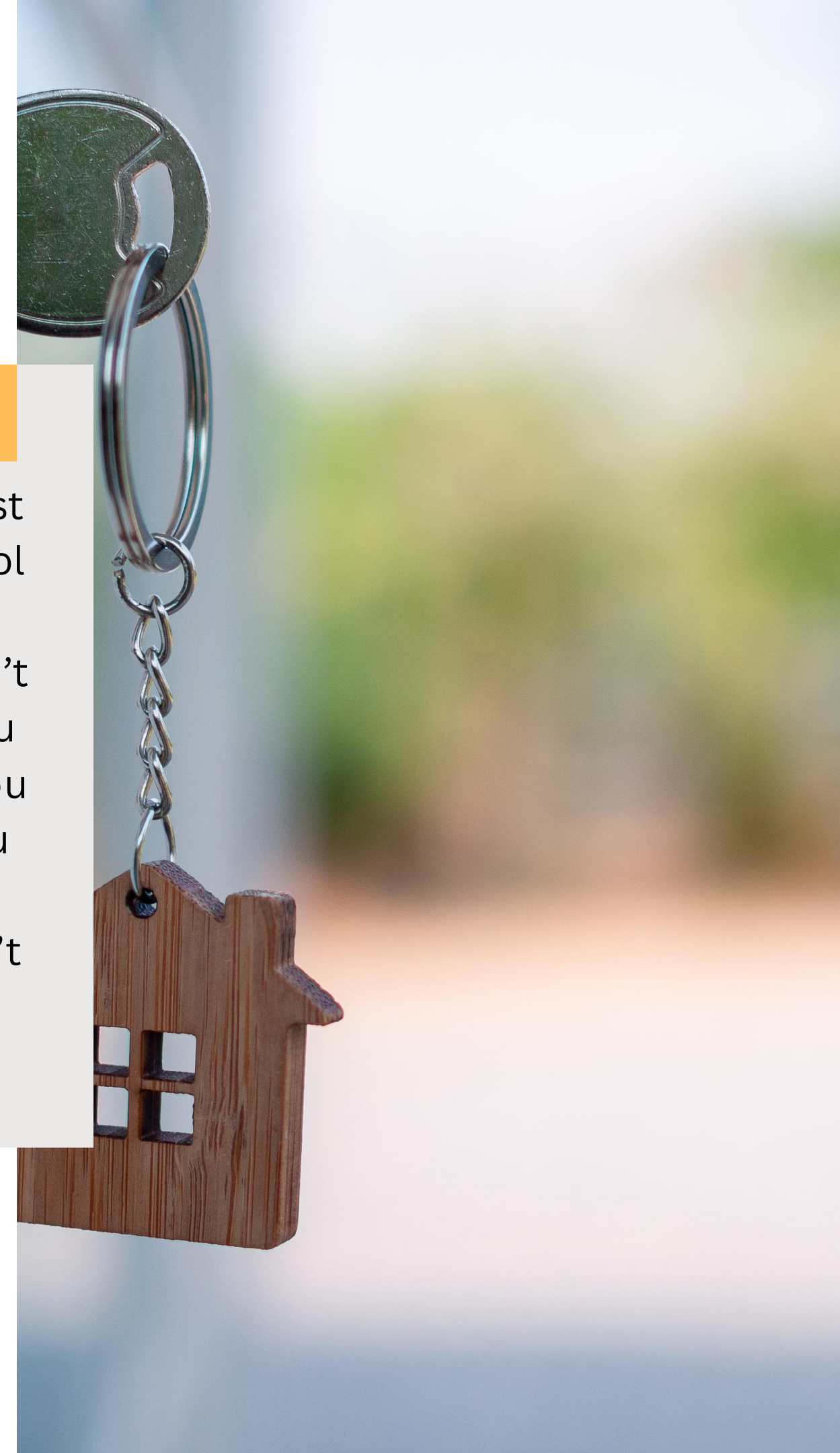
Thank You
So Much

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