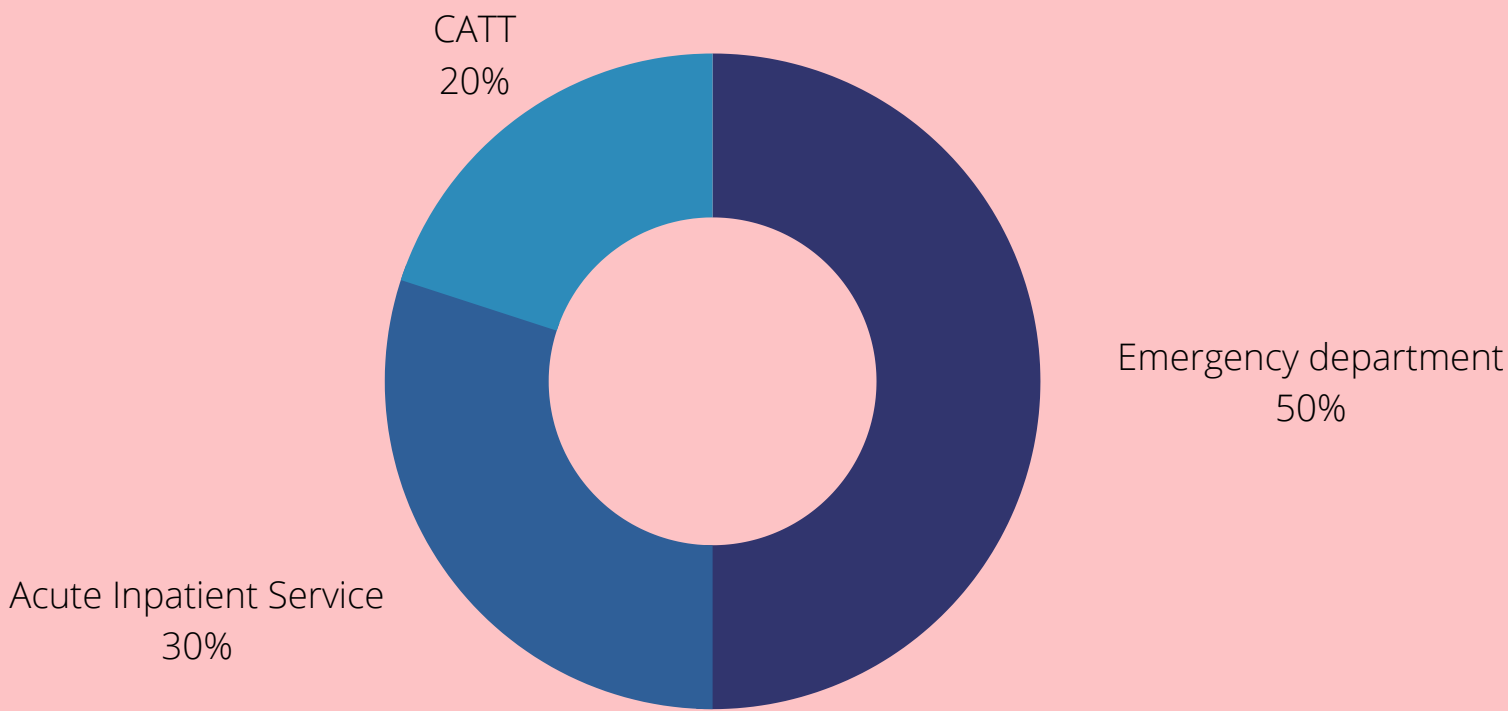


CONSUMER SURVEY

REFERRAL TO HOPE



WHAT ST VINCENT'S SERVICE WERE YOU IN WHEN OFFERED THE HOPE PROGRAM?



HOW DID YOU FEEL WHEN BEING REFERRED TO HOPE?



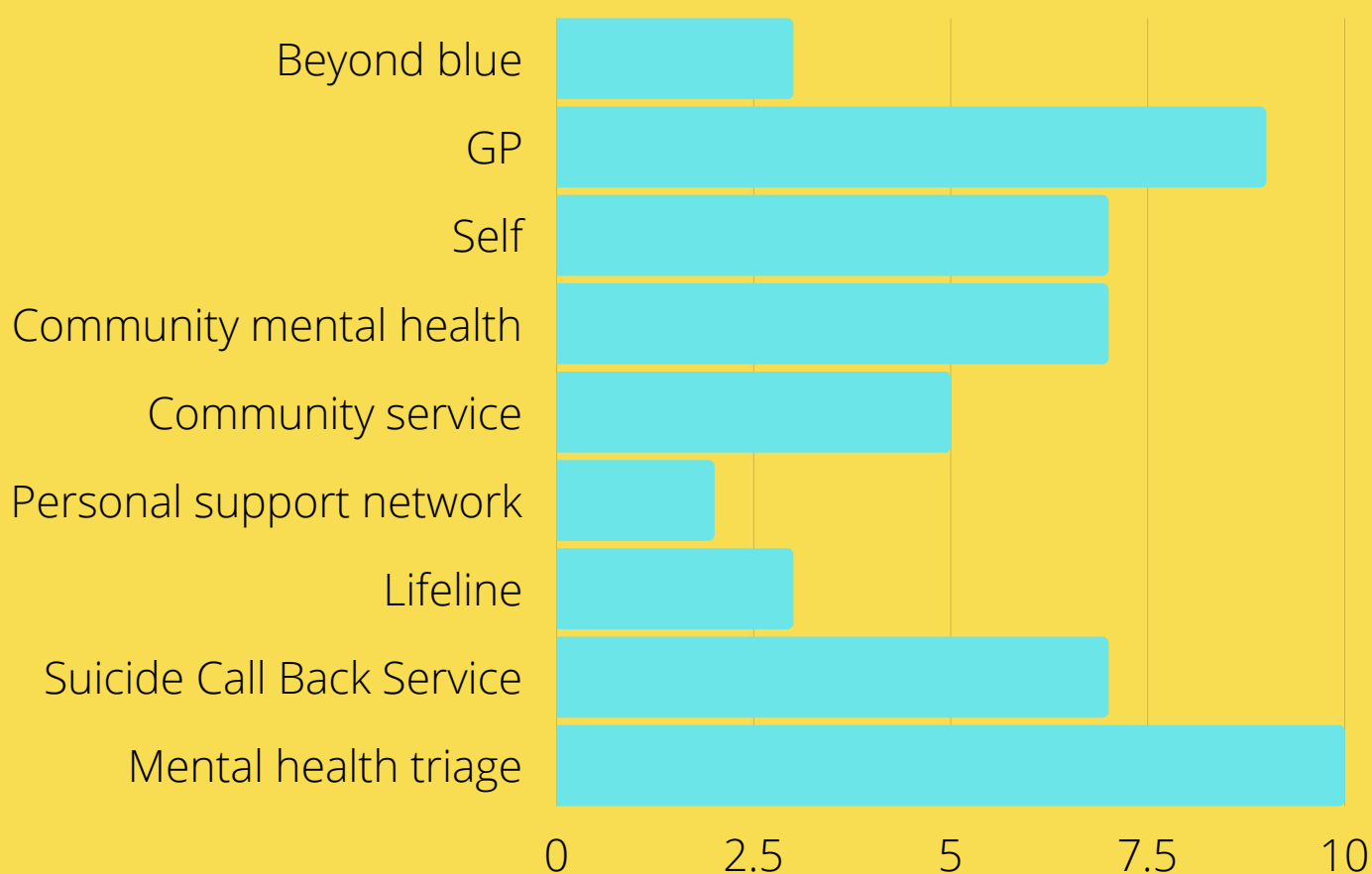
WHAT DO YOU BELIEVE IS CAUSING THE STRONGER EMOTIONS?



IDEAS TO IMPROVE THE HOPE REFERRAL PROCESS



OTHER REFERRAL OPTIONS TO HOPE?



WHAT IS A REASONABLE WAITING TIME TO ACCESS HOPE?

