



CATHOLIC  
COMMUNITY  
SERVICES



pulse

CCS UTAH +  
PULSE FOR GOOD

7k+

pieces of feedback  
collected over 4  
years

“These are things  
I’ve been dreaming  
of doing for years”

MATTHEW MELVILLE, HOMELESS SERVICES DIRECTOR



## CHALLENGE

"I think what was important for us from the beginning was to not let that information sit on a desk, that we actually needed to use it to track trends and to see what the clients were saying and also to identify for the LGBTQ+, and elderly people, to see if we are treating them in a way that they feel safe and are getting the best service."

## SOLUTIONS, BENEFITS & RESULTS

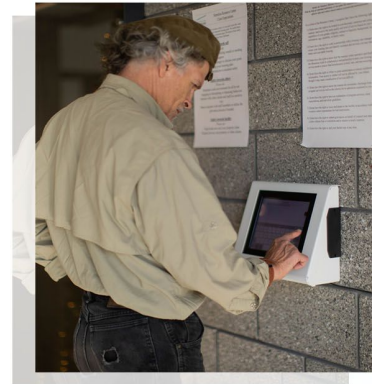
"I look at the numbers and the qualitative data every day, so if there is something noteworthy or I notice a trend I try to take note of that and see how we can fix it"

"The more responses we've gotten and the more that they've felt like they are being heard, it's actually really specific things that are bothering them... I think we're getting a lot of really specific criticisms"

"It's really changed for us, giving us a better insight for what they're going through and the struggles and how serious mental illness is down here... I think it's been great. I think a lot of time they feel like they're not being heard, that there are decisions being made without them. So having people that are ready to listen and respond is just invaluable to them."

## ABOUT CCS

Since 1945, Catholic Community Services of Utah has been empowering people in need along the Wasatch Front to reach self-sufficiency. By giving strength to the vulnerable in our midst, CCS is able to lovingly serve and provide hope to those with the greatest need in our community regardless of race, religion or personal circumstance.



Ready to start your own feedback journey?  
Visit [www.pulseforgood.com/css](http://www.pulseforgood.com/css) to learn more