



THE ROAD HOME +
PULSE FOR GOOD

13k+

pieces of feedback
collected over 4
years

“Pulse For Good’s kiosks are an excellent tool for gathering direct feedback from clients and guests.”

DEE NORTON, IMPACT AND FACILITIES DIRECTOR



CHALLENGE:

The opportunity to receive unsolicited and raw feedback from clients, in a manner that required very little oversight

SOLUTIONS, BENEFITS & RESULTS

“We have been able to directly identify key areas of improvement that we can work on in each facility. It has resulted in improvements to cleaning processes, case management interactions, and in front-line staff day-to-day conversations.”

“Feedback from the PFG kiosks helped us identify improvements in how our security teams were interacting with our guests.”

ABOUT THE ROAD HOME

The Road Home is a Utah-based nonprofit organization whose mission is to help people step out of homelessness and back into housing and communities. The organization does this by developing and operating high-performing shelter and housing programs for men, women, and families with children.



Ready to start your own feedback journey?
Visit www.pulseforgood.com to learn more