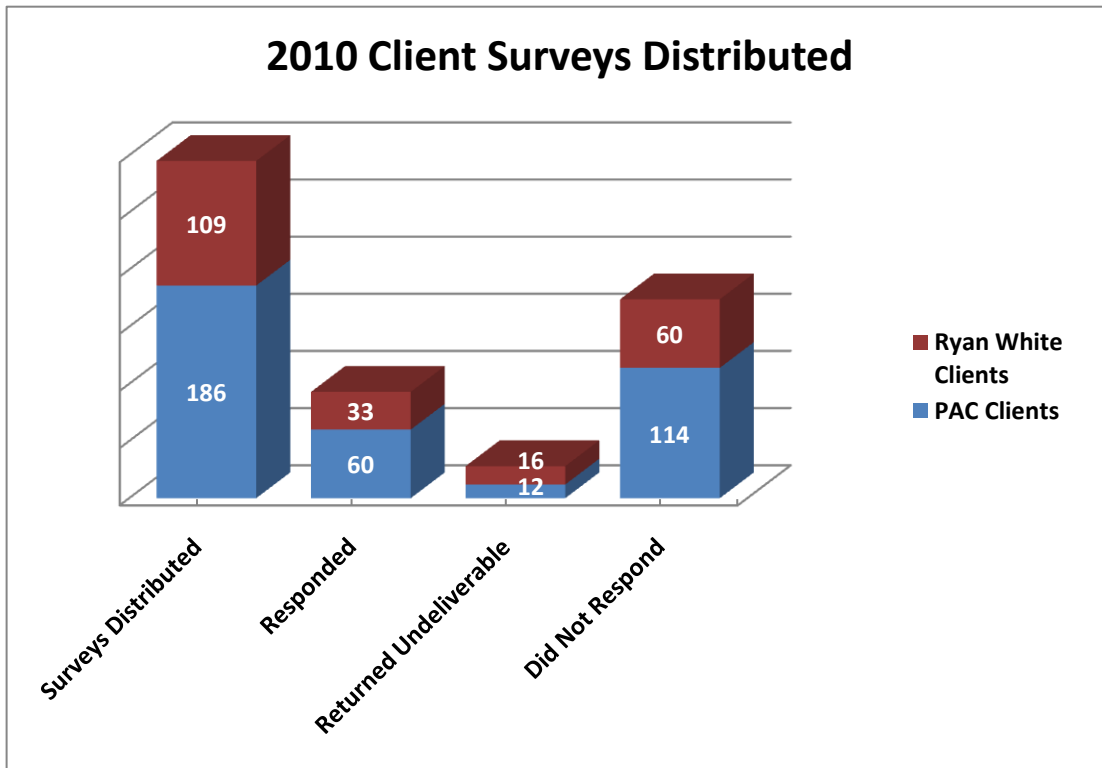


Island Coast AIDS Network 2010 Survey Results September 2010

Surveys Distributed			
	<i>PAC:</i>	186	
	<i>Ryan White:</i>	109	
Total:		295	
Surveys Responded			
	<i>PAC:</i>	60	32%
	<i>Ryan White:</i>	33	30%
Total:		93	32%
Surveys Returned Undeliverable			
	<i>PAC:</i>	12	6%
	<i>Ryan White:</i>	16	15%
Total:		28	9%
Surveys Did Not Respond			
	<i>PAC:</i>	114	61%
	<i>Ryan White:</i>	60	55%
Total:		174	59%



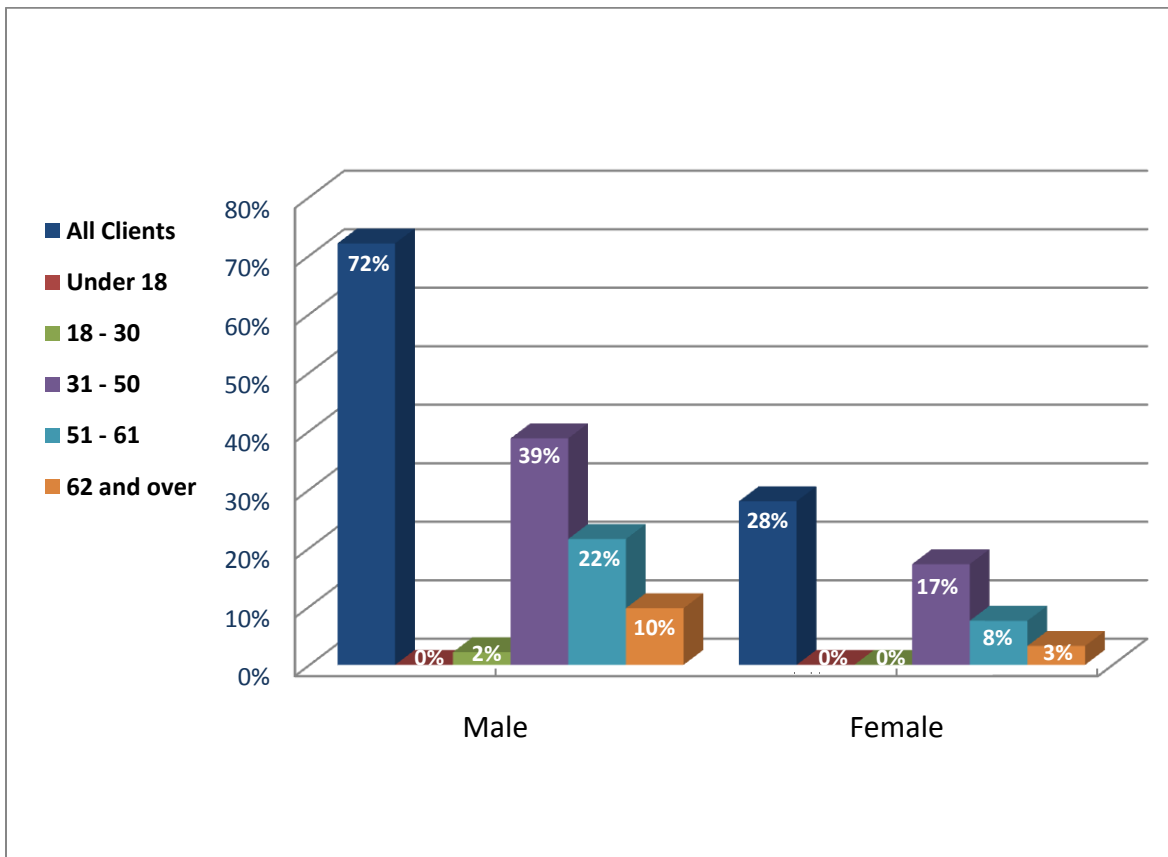
Island Coast AIDS Network 2010 Survey Results By Ethnicity

* Client responses to survey questions:

	<i>2010 All Clients</i>	<i>Black</i>	<i>White</i>	<i>Hispanic</i>	<i>Asian</i>	<i>Pacific Islander</i>	<i>Other</i>
Agency staff protects my confidentiality.	98%	97%	98%	100%	100%	100%	100%
Case manager returns call within two days or less	96%	97%	93%	100%	100%	100%	100%
My case manager listens to my needs & helps solve care related problems.	96%	97%	93%	100%	100%	100%	100%
My case manager helped to improve my overall health.	96%	97%	93%	100%	100%	100%	100%
I am satisfied with my case manager's knowledge of services.	96%	97%	93%	100%	100%	100%	100%
Overall, I am satisfied with the case manager assigned to me.	95%	97%	91%	100%	100%	100%	100%
I have had a positive experience with other services provided to me by ICAN.	92%	96%	89%	100%	100%	100%	50%
I would recommend ICAN's various services to others.	95%	100%	93%	92%	100%	100%	100%
The supplies I receive from the food pantry help me and my family.	94%	96%	93%	100%	100%	100%	50%
The days and hours of operation of the food pantry work well for me.	88%	96%	81%	91%	100%	100%	50%

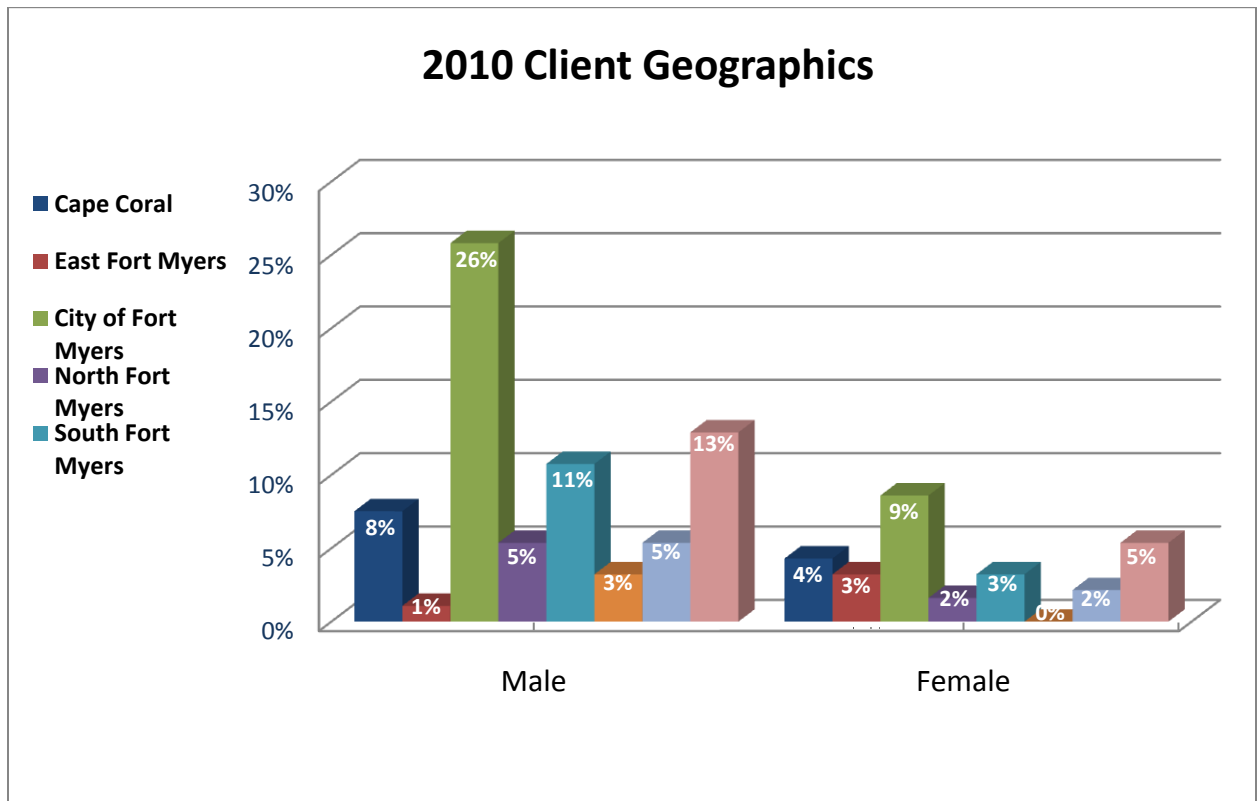
Island Coast AIDS Network 2010 Survey Results Clients responses by Age & Gender

	All Clients	Under 18	18 - 30	31 - 50	51 - 61	62 and over
Male	72%	0%	2%	39%	22%	10%
Female	28%	0%	0%	17%	8%	3%
% of respondents	100%	0%	2%	56%	29%	13%



Island Coast AIDS Network 2010 Survey Results By Geographic Location

	Cape Coral	East Fort Myers	City of Fort Myers	North Fort Myers	South Fort Myers	FM Beach/Estero	Lehigh Acres	Other Counties
Male	8%	1%	26%	5%	11%	3%	5%	13%
Female	4%	3%	9%	2%	3%	0%	2%	5%
% of respondents	12%	4%	34%	7%	14%	3%	8%	18%



Island Coast AIDS Network 2010 Survey Results

Client Comments

I'm not satisfied. I need help, an better help.

Black/African American Male Age: 66

Roxanne is the best case worker a client could ever have. She take time to sit down with the client to see if the client is doing well theres no one better.

Black/African American Male Age: 45

The I Can is very helpful to me especially when I run out of food it comes in handy. Right now I need some assistance with help paying my rent.

Black/African American Female Age: 44

Needs help in clothing but nothing serious & if possible they need misc household items. But seriously I'm satified with what ever help I'm getting. Thanks for everything that ICAN helps me with.

Black/African American Female Age: 47

I would like to Thank "ICAN" for help me with my problem.

Black/African American Male Age: 57

Case manager never showed on scheduled visit, never returned messages. Signed me off on dental plan wasn't very helpful.

White (Not Hispanic or Latino) Male Age: 47

My case manager (Bobbi) does an excellent job in taking care of my needs and suggests other services that would help me. She is very professional and I can tell she cares about her clients. Without ICAN, I wouldn't be able to afford my medications or buy food at stores. I am greatly thankful for all the help I received from ICAN and Food Pantry. Thanks you all for your help, hard work and goodwill. God Bless you all.

White (Not Hispanic or Latino) Male Age: 61

Client Comments

ICAN was one of the best things that could have happened to me over the course of my experience.

Black/African American Male Age: 24

The staff and case managers are the very best. My sincere thanks.

White (Not Hispanic or Latino) Male Age: 47

Food pantry operations hours should be in the afternoon or like before from 10:00 to 2:00 or 3:00

Hispanic or Latino (All Races) Male Age: 53

Bobbi is the best case worker I have ever had. Keep her around. Bill Mehall is excellent as well.

White (Not Hispanic or Latino) Male Age: 37

I just wanted too say that Roxanne S. has always been their, when I needed it the most.

Hispanic or Latino (All Races) Male Age: 50

I love Bobbi and staff. They are experts in their field.

White (Not Hispanic or Latino) Male Age: 66

Bobbi is fablous finally got me to the relize to get off my ___ !!

White (Not Hispanic or Latino) Male Age: 43

I appreciate ICAN for its help and support. It's such a great help to me and my family. We are soooo very grateful to this organization and work everyone does for us.

Hispanic or Latino (All Races) Female Age: 59

Jeff McQuilkin has always been a great asset to me. I'm grateful to have him as my case manager.

White (Not Hispanic or Latino) Male Age: 47

Client Comments

Could use a hand feeding my pets 3.

Hispanic or Latino (All Races) Male Age: 62

The food pantry is run very well. Michael is sensitive to peoples specific needs and he and Joe do their best to accomodate with what they are given to work with. Kudos!!! The time between dental visits needs to be shortened!! Thanks for everything.

Pacific Islander Male Age: 46

Let me first start off my saying that Jeff @ ICAN is by far the most knowledgeable case manager I've ever encountered throughout my 7 year history with this disease. Individuals in my situation are very blessed to have someone like him that posses the skills and knowledge to help us in our everyday struggles. Thanks and God Bless.

White (Not Hispanic or Latino) Male Age: 31

All services are commendable were I am concerned speaking for myself personally pertaining to me everything is great don't know what I would change or suggest to change all great. Thank you guys for everything.

Hispanic or Latino (All Races) Female Age: 46

I am very happy with my case manager Theresa Fuentes. I want to thank very much with all my heart for everyone at Ican for helping me out. Food Pantry, Staff, Support Group, clients & having the patiences I required. I am really happy knowing I have a place to go.

White (Not Hispanic or Latino) Male Age: 57

I am/have been very pleased with my overall experience with ICAN. I also think that my case manager (Bill M.) is one of the most caring & effective people I've come in contact with.

White (Not Hispanic or Latino) Male Age: 52

I love the help I am getting from ICAN very much.

Black/African American Male Age: 81

Client Comments

My case manager is Bobbi Frasca. ICAN is lucky to have her! She is a caring compassionate woman and I love her dearly. Thank you! For all the services you provide.

White (Not Hispanic or Latino) Female Age: 46

I have been a client for 12 years and I am so glad that ICAN has been there for me. I really don't know what I would have done without them. I have allways received the best of care and I know they care about my needs. Many thanks to them all.

White (Not Hispanic or Latino) Male Age: 55

Everyone does a great job! Loving, caring & with the most urgency possible. I'm very happy for all the necessary & vidual services provided.

Other Male Age: 61

Excellent! Thank you! Keep up the great work!

White (Not Hispanic or Latino) Male Age: 46

ICAN means a lot to me and my case worker means the world to me because she does so much for me and I really thank you all for everything that you do!

White (Not Hispanic or Latino) Female Age: 46

My case manager Bobbi Frasca could not be more caring and understanding. She is wonderful. You are lucky to have her.

White (Not Hispanic or Latino) Male Age: 71

It has been a pleasure having ICAN in my life as I go through my illness. I have had the best support case manager that has helped me and my family in these pass 2 years. I thank god for ICAN may God continue to bless ICAN and the managers as they help people with HIV/AIDS. Thank you.

Black/African American Female Age: 35

I would like to go back to school. If you all could help me get started. I would like that.

Black/African American Female Age: 46