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| (29) | Direct service reception  |

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|  | Direct service reception  |
|  | Please circle your situation during the project period  | No | Rather little | Average | Rather a lot | Very much |
| 1. | Persuading residents to receive services | 1 | 2 | 3 | 4 | 5 |
| 2. | Emotional support for residents | 1 | 2 | 3 | 4 | 5 |
| 3. | Handling resident financial arrangements | 1 | 2 | 3 | 4 | 5 |
| 4. | Reducing residents' worries | 1 | 2 | 3 | 4 | 5 |
| 5. | Reflecting residents' opinions | 1 | 2 | 3 | 4 | 5 |
| 6. | Referral service | 1 | 2 | 3 | 4 | 5 |