This study analyzed data from 9,500 returning citizens that have provided feedback on their experience at CEO since 2015.

Responding to a feedback text was associated with 5 to 15 percentage point increased likelihood of:
- Employment at 90-days
- Employment at 180-days

A similar significant relationship existed whether the feedback was **positive or negative** (5-10 percentage points).

Closing the research loop with the Participant Advisory Committee led to specific improvements to CEO’s feedback system and related engagement strategies.