

This survey asks for your opinions about the services that you receive. Your feedback will be used to help improve the services that are available to you and others. No names are attached to the survey forms, so the information you provide is strictly confidential. Your answers will not be shown to staff at the agency where you receive your services.

Listed below are age, gender, and race/ethnic group categories. Please place a check mark by the categories that fit you. This section is optional.

<b>Age:</b>	<b>Gender:</b>	<b>Race or Ethnic group:</b>
<input type="checkbox"/> Less than 18	<input type="checkbox"/> Female	<input type="checkbox"/> American Indian or Alaskan Native
<input type="checkbox"/> 19 – 29	<input type="checkbox"/> Male	<input type="checkbox"/> Asian/Pacific Islander
<input type="checkbox"/> 30 – 40		<input type="checkbox"/> Black/African American
<input type="checkbox"/> 41 – 50		<input type="checkbox"/> Hispanic
<input type="checkbox"/> 51 – 60		<input type="checkbox"/> White
		<input type="checkbox"/> Multiple Race/Ethnicity

Some of the services that are offered to you include:  
*(LIST AND ADJUST AS APPROPRIATE)*

**Instructions:** There are no right or wrong answers. Please answer each question by circling the number of the choice which matches your opinion at the present time. (Note: The response, “does not apply” means that you have not used this service or the service is not available where you live.)

Please circle the one choice which best describes your opinion for each statement	5 Strongly Agree	4 Agree	3 In Between	2 Disagree	1 Strongly Disagree	0 Does Not Apply
1. I have good access to the program and my staff	5	4	3	2	1	0
2. As a result of the services I have received here, I deal more effectively with daily problems	5	4	3	2	1	0
3. I believe that the staff have my best interest in mind	5	4	3	2	1	0
4. If I am having a problem with staff, the program will make staff changes	5	4	3	2	1	0
5. I am rarely lonely or bored	5	4	3	2	1	0
6. The staff here listens to my concerns and values my opinions	5	4	3	2	1	0

7. The program's services and staff help me to stay in the community	5	4	3	2	1	0
8. As a result of the services I have received here, I am better able to deal with crisis.	5	4	3	2	1	0
9. I am free to make choices about my life without fear of losing the help I get from the program	5	4	3	2	1	0
10. If I have an emergency at night or on the weekend, I am able to get help from the program	5	4	3	2	1	0
11. Staff follow through on promises they make	5	4	3	2	1	0
12. I can choose where I live	5	4	3	2	1	0
13. Staff does a good job of telling me about my rights	5	4	3	2	1	0
14. My opinions and ideas are included in my care/treatment plan	5	4	3	2	1	0
15. Staff treats me like an adult, not a child	5	4	3	2	1	0
16. To the best of my knowledge, staff have kept my personal information confidential	5	4	3	2	1	0
17. As a result of the services I have received here, I do better with my leisure time.	5	4	3	2	1	0
18. Overall, I am satisfied with the services I receive.	5	4	3	2	1	0
19. If I don't want the services that the staff recommend, they will give me other choices	5	4	3	2	1	0
20. The staff I work with are competent and knowledgeable	5	4	3	2	1	0

21. I am living in a home or apartment in the community because of the services I receive here.	5	4	3	2	1	0
22. I know who the client/consumer representatives are within the provider organization	5	4	3	2	1	0
23. As a result of the services I have received here, I do better in social situations	5	4	3	2	1	0
24. Staff is willing to see me as often as I feel it is necessary.	5	4	3	2	1	0
25. I have a say in which medications I take and how I take them.	5	4	3	2	1	0
26. I feel like my staff tries to understand my needs	5	4	3	2	1	0
27. My staff listens to me.	5	4	3	2	1	0
28. My staff talks to me in a way that helps me feel good about myself	5	4	3	2	1	0
29. I have a voice in my treatment	5	4	3	2	1	0
30. My staff is still nice to me, even if I disagree with them	5	4	3	2	1	0
31. Staff is on time for appointments with me	5	4	3	2	1	0
32. Staff shows up for appointments with me	5	4	3	2	1	0
33. Staff will call if they will be late or has to reschedule	5	4	3	2	1	0
34. Staff respects my right to privacy	5	4	3	2	1	0
35. Staff does not use my personal property without my permission	5	4	3	2	1	0
36. I have a say in the type of treatment I receive.	5	4	3	2	1	0
37. I am included in meetings with staff	5	4	3	2	1	0
38. Staff listens to me when I tell them how I want them to work with me.	5	4	3	2	1	0