## ALVIS HOUSE

CLIENT SATISFACTION SURVEY
FACILITY: Please Circle One: Alum Creek South (ACS), Alum Creek North (ACN), Cope, 868, 844, Toledo, Lima, VRP, Jackson Pike
DATE $\qquad$

1. Sex: ___ Male ___ Female
2. Race: $\qquad$ Caucasian $\qquad$ Native American, Eskimo
___ African American Asian-American
$\qquad$ Hispanic-American Pacific Islander
$\qquad$ Biracial Other
3. Education Level (highest grade completed):

| Less than $8^{\text {th }}$ Grade $8^{\text {th }}$ Grade | S Sc |
| :---: | :---: |
|  | Some College |
| Some High School | Year College Degree |

4. How long have you been in our services?
_ 1 to 10 days ___ 61 to 90 days
_ 11 to 30 days $\qquad$ 91 days or more

The purpose of this survey is to gather feedback on the programs and services that you received at our Alvis House residential facility. Please read the questions below and respond accordingly:
(1 being highly dissatisfied and 4 being highly satisfied)
1 = Highly Dissatisfied 2 = Dissatisfied
3 = Satisfied
4 = Highly Satisfied

1. How satisfied were you with how quickly you were able to get services?
2. How satisfied were you with how much you were involved in the service planning and goal setting?
3. How satisfied were you with the response you received when you have had an emergency?
4. How satisfied were you with the respect that the $\begin{array}{llll}1 & 2 & 3 & 4\end{array}$ staff gave you?
5. How satisfied were you with the respect the staff had for your ethnic, cultural, and racial background?
6. How would you rate the overall quality of services you received?
7. How satisfied were you with the Substance Abuse Services?
8. If you participated in EQUIP, how satisfied were you with the services provided?
$\begin{array}{llll}1 & 2 & 3 & 4\end{array}$
1 2
$\begin{array}{llll}1 & 2 & 3 & 4\end{array}$ 123 4 $\rightarrow$
$\begin{array}{llll}1 & 2 & 3 & 4\end{array}$

9. What would have been more helpful during your first fifteen days at Alvis House?
