**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 ___________________

1. Sex:  ____ Male  ____ Female

2. Race:  ____ Caucasian  ____ Native American, Eskimo  ____ African American  ____ Asian-American  ____ Hispanic-American  ____ Pacific Islander  ____ Biracial  ____ Other

3. Education Level (highest grade completed):
   - ____ Less than 8th Grade
   - ____ 8th Grade
   - ____ Some High School
   - ____ High School
   - ____ Some College
   - ____ 4-Year College Degree
   - ____ Graduate

4. How long have you been in our services?
   - ____ 1 to 10 days
   - ____ 11 to 30 days
   - ____ 31 to 60 days
   - ____ 61 to 90 days
   - ____ 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?  1  2  3  4

2. How satisfied were you with how much you were involved in the service planning and goal setting?  1  2  3  4

3. How satisfied were you with the response you received when you have had an emergency?  1  2  3  4

4. How satisfied were you with the respect that the staff gave you?  1  2  3  4

(Over)
5. How satisfied were you with the respect the staff had for your ethnic, cultural, and racial background? 1 2 3 4

6. How would you rate the overall quality of services you received? 1 2 3 4

7. How satisfied were you with the Substance Abuse Services? 1 2 3 4

8. If you participated in EQUIP, how satisfied were you with the services provided? 1 2 3 4

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

_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________
_______________________________________________________________________