



CLIENT SATISFACTION SURVEY-Site Based Programs

Organization Name: _____

Date Survey Completed: _____ **Program Name:** _____

*The purpose of this survey is to ensure that the best possible services are being provided. Please circle the answer that accurately reflects your opinion, **BE SURE TO ANSWER ALL QUESTIONS AND ONLY SELECT ONE RESPONSE PER QUESTION.** Your responses will remain anonymous. Thank you for your cooperation.*

	Please circle one response per question.				
1. Please rate your satisfaction with the case management services you are receiving.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	
2. Please rate the quality of the facility in which you are staying and receiving services.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	
3. Please rate your satisfaction with the food provided in your program.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
4. Please rate the quality of services you are receiving from program staff (i.e. case management, referrals, skills groups, housing searches, follow up)	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	
5. Please rate the frequency at which you currently receive case management services.	Weekly	Bi-weekly	Monthly	Less than monthly	I do not participate
6. Please rate the frequency at which you currently participate in other program services (i.e. case management, referrals, skills groups, housing searches, follow up).	Weekly	Bi-weekly	Monthly	Less than monthly	I do not participate
7. The services I am receiving are helping me in the process of securing and moving into permanent housing.	Strongly Agree	Agree	Disagree	Strongly Disagree	I am already in permanent housing
8. I am treated fairly and with respect by program staff members.	Strongly Agree	Agree	Disagree	Strongly Disagree	
9. Program rules, regulations, grievance procedures, and reasonable accommodations have been clearly explained to me.	Strongly Agree	Agree	Disagree	Strongly Disagree	
10. It is easy to reach a staff member when I am in need of assistance.	Strongly Agree	Agree	Disagree	Strongly Disagree	

Additional Comments: