

Date ____ / ____ Family
Mo Yr

Southern Choices Satisfaction Surveys

Please help our agency make services better by answering some questions about the services you received **OVER THE LAST 6 MONTHS**. Your answers are confidential and will not influence the services.

Rate these statements:	1=yes	2=maybe	3=no
Services are convenient for you.	1	2	3
Are services at a time that is good for you?	1	2	3
Staff arrives on time.	1	2	3
Staff notifies when they cannot arrive on time or on a day of service.	1	2	3
The services are provided in a good location for you.	1	2	3
Services go smoothly. There are no major issues.	1	2	3
Staff and individual get along well.	1	2	3
Individuals are transported to the community as desired.	1	2	3
Staff is dependable.	1	2	3
Individual and staff communicate clearly about services.	1	2	3
There are things you would change about services.	1	2	3
You are confident in Southern Choices and the services provided.	1	2	3

Indicate whether you agree or disagree with the following statements:

Individual is relating better to family members and friends.	Agree	Disagree
Individual is relating better to staff.	Agree	Disagree
Individual is interacting with people in the community better.	Agree	Disagree
Individual is learning to handle daily life better.	Agree	Disagree
Individual is interacting better at school and/or work.	Agree	Disagree
Individual is learning to cope better when things go wrong.	Agree	Disagree
Individual is more satisfied with his/her life right now.	Agree	Disagree
Individual is learning to communicate better.	Agree	Disagree
Individual is feeling better about himself/herself.	Agree	Disagree