

Date ____ / ____ Individual
 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
I like my services	1	2	3
Are services at a time that is good for you?	1	2	3
Staff arrives on time.	1	2	3
Staff lets you know if they will be late.	1	2	3
Staff lets you know when they cannot come.	1	2	3
The services are provided in a good location for you.	1	2	3
Services go smoothly. There are no problems.	1	2	3
Staff and individual get along well.	1	2	3
Individuals are taken into the community when wanted	1	2	3
Staff is dependable.	1	2	3
Individual and staff talk 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
You are happy with your staff	1	2	3

Answer the following questions with YES or No.

Do you feel like you are being respected?	Yes	No
Does staff respect your cultural differences? (way of life/beliefs)	Yes	No
Was/is your religion being respected?	Yes	No
Is staff friendly to you and others?	Yes	No
Does staff arrive when they say they will?	Yes	No
Does staff have a good attitude?	Yes	No
Is staff helpful to you and others?	Yes	No
Does staff follow instructions?	Yes	No
Is staff easy to talk to?	Yes	No