

Client Survey Questions

We appreciate that you are taking the time to complete this survey so we have kept it brief.

1. What best describes your role in this case or family?

- Youth
- Parent
- Relative caregiver or other family member
- Foster parent
- Other: Please describe:

2. Did you personally receive or participate in any of this program's services?

- Yes
- No

Tell us about your experience with this agency/program.

3. Staff were responsive to questions and concerns.

- Always
- Most of the time
- Some of the time
- Never
- Don't know or not sure

4. How much say did you or family members have in planning the services received?

- A lot
- Some
- Not very much

Program # _____

Client Name and ID# _____

- None
- Don't know or not sure

5. Where were services provided? (Check all that apply)

- In the home
- At the agency/program site
- At another community location
- Don't know or not sure

Tell us about the services you or the family received.

6. Services were provided at a convenient time and location.

- Always
- Sometimes
- Never
- Don't know or not sure

7. Thinking now about the reason you or family members were referred for services, would you say these services were:

- Very helpful
- Somewhat helpful
- Not very helpful
- Don't know or not sure

8. As a result of receiving services, would you say you or the family's situation is:

- A lot better
- A little better
- About the same
- A little worse
- A lot worse

Program # _____

Client Name and ID# _____

9. Did program staff help find other community-based services to help you or family members?

- Yes
- No

10. What services did you or family members need that were not available at this agency or elsewhere in your community?

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11. Overall, how satisfied are you with the services you or family members received?

- Extremely satisfied
- Very satisfied
- Somewhat satisfied
- Not very satisfied
- Don't know or not sure

One last question\last words from you.

12. Please provide any additional comments or suggestions you may have about this program (not DFCS), its staff, or the services/supports provided.

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