

Our organization _____ wants to make sure that we provide you with quality services in a way that works for you. Please answer the questions as you honestly feel. Your feedback will help us improve our services. Thank you!

1. I am asked about any stressful life experiences that may harm my health and emotional wellbeing.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

2. I feel comfortable sharing my past and current stressful experiences with at least one staff person in this program.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

3. I am confident that the staff won't pressure me to reveal any personal information I do not want to share.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

4. I am given information about how my stressful life experiences may affect my overall health.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

5. I am encouraged to express my honest opinions about the program including my dissatisfactions and disagreements.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

6. All the employees in the program are friendly and helpful.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

7. I feel safe in this program.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

8. I trust the staff in this program.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

9. The program treats me like an adult.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

10. I do not feel judged and criticized by the people in the program

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

11. The physical space of the organization (e.g. walls, paint color, room layout, signs, furniture, and lighting) makes me feel safe, secure and comfortable.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

12. The staff truly believe in me - that I can achieve my goals.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

13. The staff in this program like and support each other.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

14. The staff in this program seem to really enjoy working here.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

15. This program offers services to people who have experienced very stressful and painful events in life.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

16. The staff in this program is great at handling crisis situations.

STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

17. Peer specialists/counselors play an important role in the services offered to clients in this program.

- STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

18. I experience this program as soothing and calming.

- STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

19. Overall, I would highly recommend this program to others struggling with mental health, substance use or other life problems.

- STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

20. Compared to other programs I have attended, this one has been the most helpful.

- STRONGLY AGREE AGREE NEUTRAL DISAGREE STRONGLY DISAGREE

Additional Comments: (Please tell us how you honestly feel about the program)

Scoring Guide and Analysis

Organizing and Analyzing the Data

Each learning community member is invited to distribute this survey to a group of clients (50 or more) in one or more programs of your choosing during the next 30 days and again after 10 months.

Rating Scale

STRONGLY AGREE = 5

AGREE = 4

NEUTRAL= 3

DISAGREE = 2

STRONGLY DISAGREE= 1

Max Score = 100