

Please tell us what you think of the services you have received from <name of AGENCY>. Your responses are kept private. Thank you for your time and for sharing information with us.

Gender:	Age:
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Home ZIP Code:	Race/Ethnicity:
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For each item mark one box.	1	2	3	4	5	6
	Very Satisfied	Satisfied	Not Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied	Does Not Apply

**I. Access to and Availability of Services**

	1	2	3	4	5	6
1. The location of services (parking, public transportation, distance, etc.).						
2. The times that services are available.						
3. The time it takes to get an appointment or get in touch with staff.						
4. The time I have to wait at the office/AGENCY to see the doctor, therapist, case manager, nutritionist, etc.						

**II. Customer Service/Staff Skills**

	1	2	3	4	5	6
5. I am treated with respect by staff (lifestyle, culture, religion, etc).						
6. I receive services in a language that I understand.						
7. I understand the information given to me by staff.						
8. I handle my daily problems better because of services I get at this AGENCY.						
9. I am better able to manage my health because of services I get at this AGENCY.						
10. Staff responds to my needs and requests.						
11. Staff has offered me referrals to help me meet my needs.						

**III. Confidentiality**

	1	2	3	4	5	6
12. My HIV and personal information is always kept private by staff and shared only when I give permission.						

**IV. Transportation**

13 I have been given information on transportation services when needed to attend my appointments (Gas cards, cab vouchers, Metro Passes).	YES _____	NO _____
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**COMMENTS** (Please tell us more about answers where you marked Dissatisfied or Very Dissatisfied):

For each item mark one box.	1 Very Satisfied	2 Satisfied	3 Not Satisfied Nor Dissatisfied	4 Dissatisfied	5 Very Dissatisfied	6 Does Not Apply
<b>V. Services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
14.0 The quality of SERVICES I get from this AGENCY.						
14.1 The quality of Case Management Services I get from this AGENCY.						
14.2 The quality of Dental Care I get from this AGENCY.						
14.3. The quality of Food Bank Services I get from this AGENCY.						
14.4 The quality of Nutrition (Dietitian) Services I get from this AGENCY.						
14.5 The quality of Medical Care I get from this AGENCY.						
14.6 The quality of Behavioral Health Counseling (BHC) I get from this AGENCY.						
14.7 The quality of Pharmacy Services I get from this AGENCY.						
14.8 The quality of Out-Patient Substance Abuse Counseling I get from this AGENCY.						
14.9 The quality of Individual Mental Health Counseling I get from this AGENCY.						
14.10 The quality of Group Mental Health Counseling I get from this AGENCY.						
14.11 The quality of Hospice Services (room, board, nursing care, pain and symptom management) I get from this AGENCY.						
14.12 The quality of Client Advocacy Services I get from this AGENCY.						
14.13 The quality of Housing Services I get from this AGENCY.						
<b>VI. Other Services</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
15.0 Not Applicable	N/A	N/A	N/A	N/A	N/A	N/A
15.1 The quality of Client Advocacy Services I get from this AGENCY.						
15.2 The quality of HIV Early Intervention Case Management I get from this AGENCY.						
15.3 The quality of Mental Health Case Management I get from this AGENCY.						
15.4 The quality of Medical Care I get through this AGENCY.						
15.5 The quality of Prescription Assistance I get through this AGENCY.						
15.6 The quality of Food Vouchers I get through this AGENCY.						
15.7 The quality of Insurance Premium Assistance I get through this AGENCY.						
15.8 The quality of Massage Services I get from this AGENCY.						

15.9 The quality of Acupuncture Services I get from this AGENCY.						
15.10 The quality of Transportation Services I get from this AGENCY.						
15.11 The quality of HOPWA Services I get from this AGENCY.						
15.12 The quality of Case Management Services (Social Worker) I get from this AGENCY.						
15.13 The quality of Nutrition (Dietitian) Services I get from this AGENCY.						
<b>VII. Client Participation</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
16. Staff and I work together to plan my treatment and/ or services.						
17. I understand how to file a complaint (Grievance Policy) about services with the AGENCY.						
<b>COMMENTS</b> (Please tell us more about answers where you marked Dissatisfied or Very Dissatisfied):						
	<b>1</b> Strongly Agree	<b>2</b> Agree	<b>3</b> Do Not Agree or Disagree	<b>4</b> Disagree	<b>5</b> Strongly Disagree	<b>6</b> Does Not Apply
18. I would recommend this AGENCY to a friend or family member.						
19. What do you like most about this AGENCY?						
20. What do you like least about this AGENCY?						
<b>Additional Comments:</b>						