

2012 Austin TGA Client Satisfaction Survey Guidance and Goals

The goals of the 2012 Austin TGA Client Satisfaction Survey:

1. Assess the quality of services provided
2. Assess the role of services in the client's quality of life
3. Assess the accessibility of services
4. Assess the overall level of client satisfaction
5. Identify potential areas for improvement

This is not a scientific or statistical survey but a “snap shot” of the client's perceptions and general levels of satisfaction.

All clients should be asked and encouraged to participate.

Agencies should employ “Best Practices” to ensure client anonymity and comfort that surveys will in no way affect services they receive.

Clients may complete surveys at more than one agency.

The 2012 Austin TGA Client Satisfaction Survey should be distributed over a minimum 2-week period beginning as early as August 1, 2012 and ending no later than September 15, 2012.

Completed surveys should be forwarded weekly to Cynthia Manor, Data Manager HHSD HRAU, for data entry. **All completed surveys are due no later than September 24, 2012.**

City of Austin Health and Human Services Department
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