

Memphis/Shelby County CoC Consumer Satisfaction Survey

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| Agency: | Program: | Today's Date: |
|---------|----------|---------------|

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|---|-------------------------|
| Did staff help you complete this survey? <input type="checkbox"/> Yes <input type="checkbox"/> No | If yes, who helped you? |
|---|-------------------------|

| <i>Please circle how much you agree with each statement:</i> | Strongly Agree (5) | Agree (4) | Neutral (3) | Disagree (2) | Strongly Disagree (1) |
|---|---------------------------|------------------|--------------------|---------------------|------------------------------|
| I am satisfied with this program overall. | 5 | 4 | 3 | 2 | 1 |
| I am satisfied with the housing where I live. | 5 | 4 | 3 | 2 | 1 |
| I am satisfied with the services that I receive through this program. | 5 | 4 | 3 | 2 | 1 |
| It is easy to get the services that I need. | 5 | 4 | 3 | 2 | 1 |
| The staff are respectful to me and my background (race, religion, special needs, sexual orientation, gender, etc.) | 5 | 4 | 3 | 2 | 1 |
| The staff have the knowledge and ability to help me live better. | 5 | 4 | 3 | 2 | 1 |
| I am involved in developing goals for myself. | 5 | 4 | 3 | 2 | 1 |
| The services I have received have helped me live better and deal with my needs. | 5 | 4 | 3 | 2 | 1 |

Please answer the following questions. If you need more room, you can write on the back of this page.

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|---|
| What do you like the most about this program and the services you receive? |
| What do you like the least about this program and the services you receive? |
| What would you like changed about this program? |
| Is there anything else you would like for us to know? |