

Memphis/Shelby County CoC Consumer Satisfaction Survey

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?
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<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.

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?