

Pathways for People

Client Satisfaction Survey

In order to provide you with the best possible services, Pathways for People would like to receive some feedback from you or your family member regarding our services. By completing this survey we will be able to identify our strengths and weaknesses and make improvements.

Please circle the choice after each question that best fits your answer.

1. I would rate the quality of professional and courteous service that I (my child) currently receives from the Pathways for People staff as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

2. I would rate the level of courtesy and professionalism shown to me (my child) by the Pathways for People staff as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

3. I would rate the orientation to services that I (my child) received from the Pathways for People staff as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

4. I would rate my (my child's) access to Pathways for People services, including after hours and emergencies as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

5. I would rate the evaluations of my (my child's) progress at Pathways for People as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

6. I would rate the efficiency of the Pathways for People staff in meeting my (my child's) needs as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

7. I would rate the quality of clinical services that I (my child) receive at Pathways for People as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

8. I would rate the effectiveness of clinical services that I (my child) receive at Pathways for People as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

9. I would tell someone else that the quality of services offered by Pathways for People are:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

10. I would rate my overall satisfaction with all services that I (my child) have received at Pathways for People as:

1. Poor 2. Below Average 3. Average 4. Above Average 5. Excellent

Please answer Yes or No for the following, if applicable. A response line is provided after each question to provide more information.

11. Since receiving services from Pathways for People have you (your child) been able to maintain gainful employment? YES or NO. If yes, where (if applicable)

12. Since receiving services from Pathways for People do you notice improvements in your (your child's) social skills and relationships with family and friends? YES or NO

13. Since receiving services from Pathways for People do you find that you (your child) has been compliant with maintaining support and abstinence from substances? YES or NO

14. Do you find that the staff members of Pathways for People are:

Professional	YES or NO _____
Courteous	YES or NO _____
Dressed appropriately	YES or NO _____
Timely with visits	YES or NO _____

15. Please list 3 strengths that you find are exhibited at Pathways for People:

16. Please list 3 areas of improvement that could be made at Pathways for People:

(The next two questions are for the parents of children only)

16. Since entering the services of Pathways for People has your child's grades in school improved? YES or NO: If "YES" please be specific.

17. Since entering the services of Pathways for People has your child experienced less school suspension, bus suspensions, and/or expulsions? YES or NO If yes, please be specific.

Additional Comments: _____
