

Promise Place Client Satisfaction Survey

Please place in box after completed. Thank you for your cooperation.

1. Overall, are you satisfied with your therapy services at Promise Place?

Check all that apply.

- Yes
- No
- Other: _____

2. Did you have an Advocate?

Mark only one oval.

- Monica
- Sheria
- Sage
- Yolanda
- Danita
- Other: _____

3. How did you find the intake process?

Check all that apply.

- Excellent
- Satisfactory
- Helpful
- Fair
- Unnecesary
- Other: _____

4. Have you reached your goals in therapy?

Mark only one oval.

- Yes
- No
- Other: _____

10. Would you refer Promise Place to your family and friends?

Check all that apply.

- Yes
- No
- Other: _____

11. How did you hear about us?

Mark only one oval.

- Web
- Newspaper
- Community Agency
- Friend or family
- Other: _____

12. Is there anything you would have liked done differently?

Mark only one oval.

- Yes
- No
- Other: _____

13. Anything that was not helpful?

Mark only one oval.

- Yes
- No
- Other: _____

14. Did you use our 24 hour crisis line and how was your experience?

Mark only one oval.

- Yes it was very helpful
- Yes although it was not helpful
- No I did not utilize the crisis line
- Other: _____

15. Were you treated respectfully by the staff

Mark only one oval.

- Yes
- No
- Other: _____

5. How was your waiting period to be seen by the advocate?

Check all that apply.

- Quickly
- Adequate
- Longer than I thought
- Other: _____

6. How long was your wait to be seen by a therapist?

Check all that apply.

- Quickly
- Adequate
- Longer than I thought
- Other: _____

7. How happy are you with the extent to which we help you learn and provide recommendations that are in the best interests for you or your family member?

Mark only one oval.

- Very satisfied
- Somewhat satisfied
- Neutral
- Not Satisfied
- Other: _____

8. Did you find the surroundings comfortable and safe?

Check all that apply.

- Yes
- No
- Other: _____

9. How happy are you with the speed and efficiency at which we are able to respond to your requests?

Mark only one oval.

- Very happy
- Happy
- Neutral
- Unhappy
- Other: _____

16. I know about Victims Compensation Fund for victims of violent crime since working with Promise Place

Mark only one oval.

- Yes
- No
- Not Applicable
- Other: _____

17. The services I needed were available through this program

Mark only one oval.

- Yes
- No
- Other: _____

18. I have a better understanding of my crisis and trauma

Mark only one oval.

- Yes
- No
- Other: _____

19. I know how to register for victim notification since working with Promise Place

Mark only one oval.

- Yes
- No
- Not Applicable
- Other: _____