



*Client Satisfaction Survey regarding
Catholic Charities of Idaho Services*

Office Location: Boise CDA Jerome Nampa Blackfoot

- **My staff person was:** _____
(please print the name of the staff person who worked with you).
- **How many sessions did you experience?**
 1 2-5 6-10 11-20 20+
- **Persons that participated in my counseling or family service:** (check only one line below)
 Individual (Myself, alone)
 Marriage counseling or support (Myself & my spouse)
 Family counseling or support/parenting (Included one or more children).
 Other (please explain) _____

[For the following statements, please circle the answer that best reflects your opinion]

1. **The staff was courteous and respectful**
Strongly Disagree, ----- Disagree ----- Agree ----- Strongly Agree ----- No opinion
2. **The staff helped me achieve my goals for counseling/family supportive service:**
Strongly Disagree, ----- Disagree ----- Agree ----- Strongly Agree ----- No opinion
3. **The staff was a good listener**
Strongly Disagree, ----- Disagree ----- Agree ----- Strongly Agree ----- No opinion
4. **The staff helped me find solutions to my concerns and needs**
Strongly Disagree, ----- Disagree ----- Agree ----- Strongly Agree ----- No opinion
5. **Overall, I would rate the counseling/family supportive service I received as:** [*Circle one response*]
Very poor----- Poor-----Average-----Good-----Excellent
6. **The staff informed me of my rights and responsibilities as a client**
Strongly Disagree, ----- Disagree ----- Agree ----- Strongly Agree ----- No opinion
7. **I would recommend the Catholic Charities-sponsored Counseling/Family Supportive services to others**
[Circle one response] YES NO

(Optional, but helpful information):

My age is _____

MORE ON BACK PLEASE TURN OVER

My gender is: Female, Male [*Circle one*]

My racial/ethnic identity is: _____

Number of people supported by your household: _____

My annual household income is:

Under \$18,000 \$18-27,000 \$27-36,000 over \$36,000

Do you have any comments or suggestions for us? (please add additional sheets if needed)

THANK YOU VERY MUCH for completing this evaluation and returning it to Catholic Charities of Idaho, 4202 Emerald, Boise ID 83706, or FAX to 208-345-5674.

(revised 11-2009)