**Client Satisfaction Survey**

“Hello, my name is \_\_\_\_\_\_. I am calling to hear your feedback on your experience with WELCOME Orange Geriatric Initiative, commonly called WOGI. WOGI’s partners are the Orange County Department of Mental Health, the Office for the Aging, the Mental Health Association, Rehabilitation Support Services, Independent Living, Catholic Charities, and Jewish Family Service. Your responses will help us better serve you and our other clients. They will drive both funding and change in our organizations. Do you consent to having your answers shared as one of our clients? If not, can you complete the survey anonymously?” (Thank you for your time.)

How much do you agree with the following statements?

Satisfaction with quality of services:

1. Staff treats me with respect regarding my cultural background (race, ethnicity, age, language, religion, sexual orientation, etc.)

Strongly agree Agree Disagree Disagree Strongly N/A

1. Staff listens carefully to what I have to say.

Strongly agree Agree Disagree Disagree Strongly N/A

Satisfaction with participating in service coordination/care plan:

1. I feel comfortable asking questions about my services

Strongly agree Agree Disagree Disagree Strongly N/A

1. I feel like I am in control of the service I receive.

Strongly agree Agree Disagree Disagree Strongly N/A

Satisfaction with accessibility:

1. Services are available at times that are good for me.

Strongly agree Agree Disagree Disagree Strongly N/A

Improved functioning:

1. I am better able to take care of my needs.

Strongly agree Agree Disagree Disagree Strongly N/A

1. I am better able to handle things when they go wrong.

Strongly agree Agree Disagree Disagree Strongly N/A

Perceptions of outcomes:

1. I feel more independent.

Strongly agree Agree Disagree Disagree Strongly N/A

1. I am better able to control my life.

Strongly agree Agree Disagree Disagree Strongly N/A

1. I am getting along better with my family and/or friends.

Strongly agree Agree Disagree Disagree Strongly N/A

1. I do better in social situations.

Strongly agree Agree Disagree Disagree Strongly N/A

1. I have a better social life.

Strongly agree Agree Disagree Disagree Strongly N/A

Please provide a brief response to the following questions

1. Would you recommend WOGI to someone else? Why or why not?

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1. What do you like most about the services you receive?

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1. What do you like least about the services you receive?

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1. Has the services/staff at this clinic made a difference to you and/or your family? If so, how?

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1. Do you have any suggestions or comments about how we can improve WOGI for the consumer?

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Thank you for your responses and your time! We will take everything into consideration and try to make necessary changes to better the experience of our clients.