



## CHD Satisfaction Survey (Adults)

**CHD is asking for your valuable input. We are constantly striving to meet the needs of the individuals we serve. This survey will take you about 3 minutes. We value and thank you for your time and participation.**

1. Which CHD service or location is providing services to you?

2. How long have you been receiving services at CHD?

- Less than 30 days
- Less than 3 months
- 3-6 months
- Over 6 months

3. It was easy for me to find helpful information about CHD programs and services.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

4. It was easy for me to contact CHD to request services.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

5. I was able to start receiving CHD services in a reasonable amount of time.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

6. All CHD employees treat me in a kind and nonjudgmental way.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

7. All CHD employees listen to me and understand my needs.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

8. I participated in developing my plan for getting help.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

9. I feel comfortable raising questions or concerns to CHD employees.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

10. The place where I receive CHD services is clean, comfortable and welcoming.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

11. It's easy for me to contact a CHD staff member for help.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

12. CHD is respectful of my racial, ethnic and cultural background, sexual orientation, gender identity and religious beliefs.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

13. I would recommend CHD services to others.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

14. CHD has helped me.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

15. What else would you like to share about your experience with CHD?