



## CHD Satisfaction Survey (Caregivers)

**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 program or location is providing services to your child/family member/client?

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

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

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

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

4. My child/family member/client was able to start receiving CHD services in a reasonable amount of time.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

5. All CHD employees treat my child/family member/client in a kind and nonjudgmental way.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

6. All CHD employees listen to my child/family member/client and understand their needs.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

7. I participated in developing the plan for getting help for my child/family member/client.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

8. We feel comfortable raising questions or concerns to CHD employees.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

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

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

10. It's easy for me to contact CHD about our services.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

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

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

12. I would recommend CHD services to others.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

13. CHD has helped my child/family member/client.

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Comments:

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