

**Please complete the following information prior to completing the survey**

**Race:**

- African American
- Caucasian
- Hispanic
- Asian
- Native American
- Indian
- Arabic
- Other

**Age:**

- 11 and under:
- 12-17
- 18-21
- 22-29
- 30-39
- 40-49
- 50-59
- 60+

**Gender:**

- Male
- Female
- Transgender

**Number of years you have known about Advocate Support Services:**

- Less than 1 year
- 1-2 years
- 2-3 years
- 3-4 years
- Greater than 4 years:

**Are you employed in an organization that refers persons to our services?**

- Yes
- No

**If Yes, Please select the Type/Focus of your organization that most applies:**

- Criminal Justice
- School/Public or Private Education
- Physical Health
- Mental Health
- Vocational Rehabilitation/Education
- Other

**Relationship with persons who have participated in our services:**

- I have, or have had, a family member, friend, acquaintance, or a professional client who has participated in your services.
- I have not had a direct relationship with anyone who has participated in your services.

## Community Stakeholder Survey

Please circle the number under each item that represents your opinion

### Questions

1. When contacting us by phone, your call is answered in a prompt and courteous manner.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

2. Advocate employees return phone calls and/or answer email messages in a timely manner.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

3. Requests for information about our services, or about an individual receiving services, are responded to in a timely manner.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

4. I have been treated with respect each time I have had contact with your organization.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

## STAKEHOLDER SURVEY

5. Persons who request services, and meet the requirements for admission to a program, are admitted in a timely manner.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

6. Our organization treats all persons participating in services with respect.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

7. Our employees are sensitive to differences in the cultural backgrounds of the persons receiving services.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

8. Our organization encourages, and is open to feedback about the quality of our services.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

9. Our organization is highly respected throughout the community for providing quality services.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

10. I would recommend your organization's services to a family member or friend, without hesitation.

1	2	3	4	5	6	7
Disagree Strongly	Disagree	Disagree Slightly	Agree Slightly	Agree	Agree Strongly	N/A

# STAKEHOLDER SURVEY

## Comments:

Please provide us with comments and feedback about this program.

Please provide any *specific suggestions* you may have *for improving* our organization and our services:

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Please provide any *additional comments* you may have related to your experience with our organization:

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Thank you for you feedback!