

Hallmark Youthcare

Family Satisfaction Survey

Please help our agency make services better by answering some questions about the services you received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence the services your child receives. Please indicate if you Strongly Disagree, Disagree, Are Undecided, Agree, or Strongly Agree with each of the statements below. Please feel free to submit your completed survey to Hallmark Youthcare via mail, fax or email. Thank you for your time!

Date _____

1. Service (select one or more with a check)

Residential _____

Mentoring _____

Assessment and Diagnostic _____

In-Home Counseling _____

Therapeutic Day Treatment _____

2. Relationship to Client Comments _____

3. Overall, I am satisfied with the services my child received. (Please circle/Scale 1 to 5)

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

4. I helped to choose my child's services.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

5. I helped choose my child's treatment goals.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

6. The people helping my child stuck with us no matter what.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

7. I felt my child had someone to talk to when he/she was troubled.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

8. I participated in my child's treatment.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

9. My child received services that were right for him/her.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

10. The location of services was convenient.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

11. Services were available at times that were convenient for us.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

12. My family got the help we wanted for my child.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

13. My family got as much help as we needed for my child.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

14. Staff treated me with respect.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

15. Staff respected my family's religious/spiritual beliefs.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

16. Staff spoke with me in a way that I understood.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

17. Staff was sensitive to my cultural/ethnic background.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

18. My child is better at handling daily life.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

19. My child gets along better with family members.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

20. My child gets along better with friends and other people.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

21. My child is doing better in school and/or work.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

22. My child is better able to cope when things go wrong.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

23. My child is satisfied with my family life right now.

1-Strongly Disagree 2- Disagree 3-Undecided 4-Agree 5-Strongly Agree

24. What has been the most helpful thing about the services you and your child received over the last 6 months?

25. What would improve the services here?

26. Client Name _____

28. Respondent Name _____

Phone Number _____

29. Would like Hallmark Youthcare to follow-up? Yes No

Please return the completed survey via mail/email/fax to:

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