**Connecticut PATH - 2022 Consumer Satisfaction Survey**

**Your answers are anonymous, and your individual responses will not be shared with anyone.**

1. How long have you been getting help from an outreach worker from this agency? (Check one)

Less than 1 month  1 to 6 months  7-12 months  13 months to 1 ½ years

More than 1 ½ years

2. Are the services that you would like to get from this outreach program available to you? (Check one)

Always  Most of the Time  Some of the Time  Never

2a. These are the services I would like to get from this outreach program, but I don’t receive:

Housing Services  Employment Services  Substance Abuse Services  Medical Services

Mental Health Services  Educational Services  Case Management Services

HIV Prevention Education  Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Are you treated with dignity and respect by the outreach worker and other staff of this program?

Always  Most of the Time  Some of the Time  Never

1. Is it up to you to decide which services you’d like to participate in and when and where this outreach program provides you with services?

Always  Most of the Time  Some of the Time  Never

1. When you have a problem or complaint, is an outreach worker or other staff person at this agency available to help you?

Always  Most of the Time  Some of the Time  Never

1. Do the outreach worker and other staff at this agency keep your personal information private?

Yes  No

1. Does the outreach worker or other staff speak your language or has the program provided translators who speak your language?

Yes  No

7a. & b. (Ask only if response above is No) a. Would a translator be helpful?  Yes  No

b. Please provide any other way of communicating you prefer:

1. Are the outreach worker and other staff at this program respectful of all people regardless of differences such as race, ethnicity, religion, sexual orientation, gender identity, age and other differences?

Yes  No

1. Please provide any suggestion for how to make this outeach program better:

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1. Any other comments?

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