**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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