

**RFP #1068 Permanency Resource Centers
Attachment 4 - Participant Satisfaction Survey**

An Office of Children and Family Services Participant Satisfaction Survey will be administered at the time of case closure to any participant 14 and older, as appropriate, and use a Likert Scale with the following ratings:

- 1 = did not meet expectations
- 2 = almost or partially met expectations
- 3 = neutral
- 4 = met expectations
- 5 = exceeded expectations

Surveys will be used to assess and modify service delivery.

CIRCLE ONE:

1. Participant rates services and the overall program.

1 2 3 4 5

2. Participant rates support groups as beneficial in the reduction of stress.

1 2 3 4 5

3. Participant rates services and the overall program for cultural humility and culturally responsive and wholistically engaging, and meets the needs of the community being served.

1 2 3 4 5

4. Participant rates case management services as beneficial in the reduction of stress.

1 2 3 4 5

5. Participant rates program staff and service accessibility.

1 2 3 4 5

6. Participant rates educational materials and meetings as providing necessary, helpful, and relevant information.

1 2 3 4 5

7. Participant rates applicable referrals to community resources as relevant to their specific family needs.

1 2 3 4 5

PARTICIPANT INITIALS (ADULTS AND CHILDREN):

**RFP #1068 Permanency Resource Centers
Attachment 4 - Participant Satisfaction Survey**

ADDITIONAL COMMENTS:

PARTICIPANT INITIALS (ADULTS AND CHILDREN):