The purpose of this survey is to ensure that the best possible services are being provided. Please circle the answer that accurately reflects your opinion,

**BE SURE TO ANSWER ALL QUESTIONS AND ONLY SELECT ONE RESPONSE PER QUESTION.** Your responses will remain anonymous. Thank you for your cooperation.

1. Please rate your overall satisfaction with the case management services you are receiving.
   - Very Satisfied
   - Satisfied
   - Dissatisfied
   - Very Dissatisfied

2. Please rate your satisfaction with referrals and follow ups related to education, employment, and mental health goals.
   - Very Satisfied
   - Satisfied
   - Dissatisfied
   - Very Dissatisfied

3. Please rate the quality of additional services you may be receiving in the program - for example: life skills groups, budgeting classes, etc.
   - Very Satisfied
   - Satisfied
   - Dissatisfied
   - Very Dissatisfied

4. Please rate the frequency at which you currently receive case management services.
   - Weekly
   - Bi-weekly
   - Monthly
   - Less than monthly
   - I do not participate

5. Please rate the frequency at which you currently participate in other program services.
   - Weekly
   - Bi-weekly
   - Monthly
   - Less than monthly
   - I do not participate

6. I understand fully the terms of this program including the length of time, lease agreement, and, if it applies, rental and utility payment responsibility.
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

7. The services I am receiving are helping me in the process of maintaining permanent housing.
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

8. I am treated fairly and with respect by program staff members.
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

9. Program rules, regulations, grievance procedures, and reasonable accommodations have been clearly explained to me.
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

10. It is easy to reach a staff member when I am in need of assistance.
    - Strongly Agree
    - Agree
    - Disagree
    - Strongly Disagree

**Additional Comments:**