

**CLIENT SURVEY
7/12/06 DRAFT**

	I strongly disagree	I disagree	I am neutral	I agree	I strongly agree	Doesn't apply
1. My cultural and ethnic background and/or my physical limitations made no difference in the services I received from the EAP.						
2. I felt comfortable asking questions about the EAP and any plans to assist me.						
3. Staff helped me obtain the information I needed so I could take charge of managing my situation.						
4. I was given clear, written information about my rights, confidentiality, and how my EAP record is maintained.						
5. EAP staff listened carefully to what I said.						
6. I was able to get information about the EAP before I contacted it.						
7. The location of the EAP was convenient (parking, public transportation, distance, etc.)						
8. Services were available at times that were good for me.						
9. I am satisfied with the amount of time to get an appointment with the EAP.						
10. I was able to get all the EAP services I thought I needed.						
11. EAP staff followed up with me until my services were complete.						
12. I was given accurate information about services where I was referred.						
13. EAP staff were helpful in making my transition to recommended services.						
14. The EAP counselor found the right resources for me the first time.						
15. EAP staff respected my wishes about who was and was not to be given information about my EAP services.						

16. I felt physically safe when I attended the EAP.						
17. EAP staff were respectful, compassionate, trusting and caring.						
18. EAP staff conducted themselves in an ethical manner.						
19. I am satisfied with the services I received at the EAP.						
20. If I had other choices, I would still get services from this EAP.						
21. I would recommend this EAP to a co-worker.						
22. As a result of the EAP services I received, I deal more effectively with daily concerns.						
23. As a result of the EAP services I received, I am better able to deal with crises.						
24. As a result of the EAP services I received, I am getting along better with my family.						
25. As a result of the EAP services I received, I do better in social situations.						
26. As a direct result of the EAP services I received, I do better at work.						
27. My needs and preferences were considered when I met with the EAP.						
28. The EAP empowered me to make decisions about my care and services.						
29. I visited the EAP voluntarily.						
30. If I needed a referral to another facility, I was given choices about which to consider.						

Gender:

Age:

Ethnicity:

Federal agency where you are employed:

Comments: