

REGION II HUMAN SERVICES
EMERGENCY SUPPORT SERVICES
CUSTOMER COMMENT

16 given out—6 returned

37.5%

Please help us learn what we can do to better serve you.

1. The Emergency Support Program staff were kind and helpful to me during this crisis.

1	2	3	4	5
not at all				very much
		1		5

2. The Emergency Support Program provided me with enough information about available community support.

1	2	3	4	5
not at all				very much
		1	1	4

3. The Emergency Support Program helped me access community supports in a timely manner.

1	2	3	4	5
not at all				very much
		2	1	3

4. The Emergency Support Program helped me create a safety plan to use when outside the hospital.

1	2	3	4	5
not at all				very much
1			3	2

5. The Emergency Support Program staff were courteous to me and others involved in my care.

1	2	3	4	5
not at all				very much
			2	4

6. My basic needs were met while I was involved in the Emergency Support Program.

1	2	3	4	5
not at all				very much
			2	4

7. How would you rate your overall satisfaction with the Emergency Support Program.

1	2	3	4	5
very dissatisfied				very satisfied
			1	5

Please let us know why you rated your overall satisfaction as you did:

Staff (name) saved my life and I will be forever grateful to her.

My worker was very helpful and nice. I have had a very supportive and helpful support worker. Staff (name) has been great with me through all this.

The staff works hard to do what they can to help us. I think the club house -I enjoy going but 7 days would be nice.