



# YVEDDI CSBG CUSTOMER SATISFACTION SURVEY

Your comments are important to us! This survey will only take a few minutes of your time, but it will provide information for our team so that we can better serve you and our other customers. The information you provide to us will be confidential and your answers will remain anonymous. Please answer the questions to the best of your knowledge and you will have an opportunity to make comments at the end of the questionnaire.

Please choose the number that best describes your experience with YVEDDI CSBG on all the statements below.

- 5. Strongly Agree
- 4. Agree
- 3. Neither Agree nor Disagree
- 2. Disagree
- 1. Strongly Disagree

### General Feelings About Program

1.		I was treated fairly, with dignity and respect in each interaction with YVEDDI CSBG Program staff.
2.		Services received in the YVEDDI CSBG Program helped me find a job (or a better job).
3.		I have learned new skills or knowledge from the services I have received while in the YVEDDI CSBG Program.
4.		I felt that I was in charge of creating my own action plan.
5.		I will continue to use my action plan after I graduate YVEDDI CSBG.
6.		I would recommend someone I know to take part in the YVEDDI CSBG Program.
7.		I consider myself to be more self-sufficient since beginning the YVEDDI CSBG Program.

B. How much do you agree that the following services provided by the YVEDDI CSBG coach have been helpful during your experience with the YVEDDI CSBG program?

### Coaching Services

		Services
8.		Advocacy (helping you work with other agencies)
9.		Financial Assistance (provided by YVEDDI CSBG)
10.		Referrals for other services (Financial or other assistance)
11.		Transportation (helping you get places)
12.		Listening (just someone to hear what you are going through)
13.		Problem Solving (talking something out until you know what you want to do)
14.		Practical assistance (ex: spending time working on a resume)
15.		Conflict resolution (ex: working out a problem with your spouse)
16.		Education (ex: helping you learn something)
17.		Encouragement (ex: helping you feel better about your situation and your ability to handle it)

C. How much do you agree that these areas of your life have improved?

Areas of Improvement

For the items below: if the response is a 4 or 5, is the improvement due to your involvement with YVEDDI CSBG?

		Record number here	Yes	No
18.	Income			
19.	Education			
20.	Family Life			
21.	Life Skills			
22.	Housing			
23.	Employment			
24.	Income Management (Budgeting)			
25.	Emotional well-being			
26.	Nutrition and Health			

D. How many months have you participated in the YVEDDI CSBG program? \_\_\_\_\_

After answering all of the previous questions, do you have any remaining concerns or comments about the YVEDDI CSBG program?

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