

**Client Satisfaction Survey**  
**Kentucky Ryan White Part B Program, Care Coordinator Program**

	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree
1. I like the services that I receive.					
2. If I had other choices, I would still get service from this agency.					
3. I am treated with respect.					
4. Staff is willing to see me as often as necessary.					
5. Staff returns my phone calls in a timely manner.					
6. Services are available at times that are good for me.					
7. Staff here believes that I can meet my goals.					
8. I understand what case management services are available to me.					
9. I feel comfortable seeking resources for my medical care and medications.					
10. I understand there is a grievance process, if needed.					
11. Staff respects my confidentiality.					
12. I receive education on how to reduce risky behaviors.					
13. I have input into the development of my goals with my Care Coordinator.					
14. Staff is sensitive to my cultural background (race, religion)					
15. Staff helps me obtain the information I need so that I can take care of managing my illness.					

16. What are three things you like about this program?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

17. What are three ways you think the Care Coordinator Program could be improved?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_