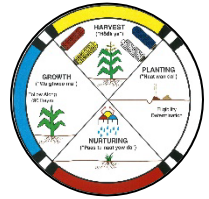


# HVRP Consumer Satisfaction Survey

## Orientation and Intake



1. Was the orientation and intake process clearly explained to you?

Yes / No

2. Do you feel the staff was knowledgeable of your disability?

Yes / No

3. Were the staff of HVRP considerate/respectful of providing services in a culturally responsive manner? For example: Using your native language, respecting your cultural values.

Yes / No

4. Were you satisfied with the level of communication of the HVRP staff?

Yes / No

5. Were you satisfied with the timely response of the HVRP Staff when scheduling your orientation and/or intake appointment?

Yes / No

6. Were you informed of the Client Assistance Program by the HVRP staff?

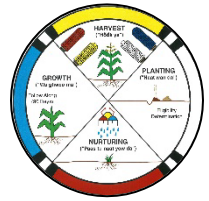
Yes / no / I'm not sure

7. Overall, are you satisfied with the level of service from HVRP?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

# HVRP Consumer Satisfaction Survey

## Eligibility and IPE



1. Was the eligibility and IPE process clearly explained to you?

Yes / No

2. Do you feel the staff was knowledgeable of your disability as it relates to you barrier to employment?

Yes / No

3. Were the staff of HVRP considerate/respectful of providing services in a culturally responsive manner? For example:  
Using your native language, respecting your cultural values.

Yes / No

4. Were you involved in the development of your IPE?

Yes / No

5. Were you satisfied with the level of communication of the HVRP staff?

Yes / No

6. Were you satisfied with the timely response of the HVRP Staff when scheduling your IPE appointments?

Yes / No

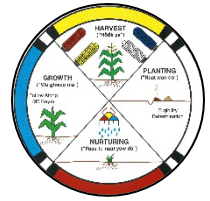
7. Were you informed of Client Assistance Program by the HVRP staff?

Yes / no / I'm not sure

8. Overall, are you satisfied with the level of service from HVRP?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

# HVRP Consumer Satisfaction Survey



## Closure

1. Was the closure process clearly explained to you?

Yes / No

2. Do you feel the staff was knowledgeable of your disability as it relates to your barrier to employment?

Yes / No

3. Was the HVRP considerate/respectful of providing services in a culturally responsive manner? For example: Using your native language, respecting your cultural values.

Yes / No

4. Were you informed of your case closure?

Yes / no

5. Were you satisfied with the level of communication of the HVRP staff?

Yes / No

6. Were you satisfied with the timely response of the HVRP Staff when scheduling your closure appointments?

Yes/no

7. Were you informed about the next steps (post-employment) after closure?

Yes/no

8. Were you informed of the Client Assistance Program by the HVRP staff?

Yes/no/ I'm not sure

9. Overall, are you satisfied with the level of service from HVRP?

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree