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STAKEHOLDER SATISFACTION SURVEY

Family Ties, Inc. provides Behavioral Health Services to Children and Adolescents in Cherokee, Clayton, Cobb, Dekalb, Douglas, Forsyth, Fulton, Gwinnett, Hall, Henry, and Rockdale counties through our Medicaid Core services and Family Preservation Services. We are gathering stakeholder input for the purpose of Continuous Quality Improvement (CQI). CQI is designed to guide policy making decisions of our agency; therefore your participation is very important and highly valued. All responses will be kept strictly confidential. If you have any questions regarding this survey, please call the **Operations Manager, Tom Russell at 678-460-0345.**

Is the person completing this survey an employee of:

- DFCS County: _____
- DJJ County: _____
- School Name: _____
- BHL Crises Line: _____
- Residential Facility Name: _____
- Other: _____

Family Ties works with Individuals and families to enhance their mental, physical and social skills (capacity) and strives to safely maintain children in their home or other permanent option.

A. Does our mission coincide with the needs of your agency?

- Strongly Agree Agree Disagree Strongly Disagree

B. Do you believe that Family Ties, Inc. is achieving our mission?

- Strongly Agree Agree Disagree Strongly Disagree



Please rate the following areas:

1. Your overall satisfaction with our organization:
Totally Dissatisfied Dissatisfied Neutral Satisfied Totally Satisfied

2. The delivery of services:
Totally Dissatisfied Dissatisfied Neutral Satisfied Totally Satisfied

3. The overall efficiency of Family Ties operations:
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

4. Overall satisfaction with the services received from Family Ties, Inc.:
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

5. The level of expertise of Family Ties Inc. staff:
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

6. The availability of Family Ties, Inc. staff:
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

7. The availability of Family Ties, Inc. administrative staff (if needed):
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

8. The efficiency of Family Ties, Inc clinical staff:
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

9. Their flexibility to meet your needs:
Totally Dissatisfied Dissatisfied Satisfied Totally Satisfied

Would you like to see Family Ties, Inc. provide a greater role as provider in your area?:

Strongly Agree Agree Disagree Strongly Disagree

Additional Feedback _____

