

ADAMH Client Satisfaction Survey



When will the surveying take place?

Providers should distribute surveying materials between **March 1-31** and again between **July 1-31**.

Who should respond to the survey?

All clients who receive services supported directly by ADAMH funding. See allocation guidance document for details on qualifying services and which version of the survey to use with a given client.

What types of surveys are available?

- There are 8 versions of the survey which differ based on the type of services received and the age of the service recipient (adult v. youth):

Crisis-Adult (CA)

Crisis-Youth (CY)

Family (F)

Housing (H)

Prevention (P)

Recovery Supports (RS)

Treatment-Adult (TA)

Treatment-Youth (TA)

- The versions are available in English, English – Large Print, Spanish, Somali, Amharic, Arabic, and Nepali.
 - If a client requires the survey in a different language, you may use a translator to assist with administering the survey or contact ADAMH to request a translation for any of the languages in the [Section 1557 Language Access](#) document on the website.
- Select versions of the survey include demographic questions to help ADAMH understand possible inequities and develop strategies to address them moving forward.

Where can we get the surveying materials?

- [On our website](#), you can download PDF copies of the Family, Housing, Recovery Supports, Treatment-Adult, and Treatment-Youth surveys as well as URL/QR Code flyers to promote our **online option for all 8 questionnaire versions**.
 - Postage-paid return envelopes for the PDF printouts are available from ADAMH upon request.
- Crisis-Adult, Crisis-Youth, and Prevention surveys are printed on postcards that are available from ADAMH upon request.

How should we distribute surveys?

- Surveying materials may be distributed by any member of your staff who interacts with clients.
- Provide each client with the following materials: the Section 1557 Language Access handout, a hard copy of the appropriate version of the survey (printout or postcard), a postage-paid reply envelope (unless the survey is a postcard), and/or a URL/QR Code flyer to promote our online option.
 - For data quality control purposes, please fill the Provider Name/My Provider and Today's Date fields before distributing the paper or postcard survey. Provider Name refers to **your agency's name**.
- Give all clients the opportunity to participate in the survey unless doing so would, in the provider's professional judgment, cause harm (e.g., client is in crisis or too ill to engage).
- If necessary, provider staff may assist the client with the survey (e.g., offer brief explanations, read aloud) *while taking care not to influence responses*.

How can clients respond?

- Clients may use the URL or QR Code specified on the flyer to respond directly online.
- Clients may mail in completed printouts or postcards on their own.
- For clients who are comfortable completing the form in your office, you may collect their envelopes and postcards to incorporate with your agency's outgoing mail. Please use a secure box to maintain client privacy.