

HRSA SPNS US/Mexico Border Health Initiative

Centro de Evaluación: US/Mexico Border Health Evaluation Center
San Ysidro Health Center, CA - El Rio Community Health Center, Tucson, AZ - Camino de
Vida, Las Cruces, NM - La Fe Clinic, El Paso, TX - Valley AIDS Council, Harlingen, TX

**CLIENT
SATISFACTION**

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SPNS Program:

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Project sub-site:

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Language of the form:

- English
- Spanish

HRSA number (unique ID number):

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Date completed (MM/DD/YY):

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Time: 1 2 3 4 5 6 7
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Staff Person:

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How will this questionnaire be completed?

- self-administered
- self-administered with help
- face-to-face interview
- phone interview

People need support from the programs that provide case management and medical care. Please base your answers on your past experience as a client in the program.

Thanks.

1. Overall, I think the services here are:

- excellent
- very good
- good
- fair/poor

2. The information that I have received here has been:

- very helpful
- helpful
- not very helpful
- not at all helpful

3. The staff here treat me like I am an individual with unique needs and concerns:

- all of the time
- most times
- sometimes
- rarely or never

4. Would you tell your friends that they should come here if they have needs like yours?

- definitely yes
- probably
- probably not
- definitely not