

**Service Member/Veteran Satisfaction Survey
Federal Recovery Coordination Program**

- I leave messages and no one calls back
5. How would you rate the response to your emails from your Federal Recovery Coordinator?
- Same Day
 Within 1 - 2 days
 Within 3 - 4 days
 I never receive a response from my Federal Recovery Coordinator
 My Federal Recovery Coordinator calls me back by phone
6. How would you rate your Federal Recovery Coordinator's personal manner (courtesy, respect, sensitivity, friendliness)?
- Excellent
 Very Good
 Good
 Fair
 Poor
 NA or don't know
7. In the past 3 months, how frequently did your Federal Recovery Coordinator initiate contact with you using any method: i.e. phone, email, or letter?
- More than once a week
 Once a week
 Every 2 weeks
 Once a month
 My FRC has not contacted me directly during the last 3 months
8. How satisfied are you with the ease of availability of your Federal Recovery Coordinator?
- Very Satisfied
 Satisfied
 Neither Satisfied nor Dissatisfied
 Dissatisfied
 Very Dissatisfied
 Don't know
9. How would you rate your confidence in your Federal Recovery Coordinator?
- Excellent
 Very Good
 Good
 Fair
 Poor

**Service Member/Veteran Satisfaction Survey
Federal Recovery Coordination Program**

10. How satisfied are you with your Federal Recovery Coordinator's ability to understand and respond to your needs?
- Very Satisfied
 - Satisfied
 - Neither Satisfied or Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
11. How satisfied are you with the follow up by your Federal Recovery Coordinator after your initial contact?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know

The next several questions ask about your Federal Individual Recovery Plan.

12. I have a Federal Individual Recovery Plan (FIRP).
- Yes (go to question 13)
 - No (go to question 20)
 - Don't know (go to question 20)
13. How often were you involved in the development and review of your Federal Individual Recovery Plan?
- Always
 - Usually
 - Sometimes
 - Never
 - Don't know
14. How would you rate the attention given to what you had to say by your Federal Recovery Coordinator in developing your goals?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor

**Service Member/Veteran Satisfaction Survey
Federal Recovery Coordination Program**

15. How satisfied are you with your goals reflected in the FIRP?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
16. How satisfied are you with the amount of information given to you about what was needed to achieve your goals?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
17. How satisfied are you with knowing who is responsible for helping you reach each of your goals?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
18. How satisfied are you knowing that your FIRP will achieve your goals?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
19. Do you have a copy of your Federal Individual Recovery Plan (FIRP)?
- Yes
 - No
 - Don't know

**Service Member/Veteran Satisfaction Survey
Federal Recovery Coordination Program**

20. How would you rate the overall quality of care and services you have or are receiving from your Federal Recovery Coordinator?
21. What do you like best about the Federal Recovery Coordinator Program (FRCP)?
22. What do you least like about the Federal Recovery Coordinator Program (FRCP)?
23. Do you have any suggestions for improvement of the Federal Recovery Coordinator Program (FRCP)?

The Paperwork Reduction Act of 1995 requires us to notify you that this information collected is in accordance with the clearance requirements of section 3507 of this Act. The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. No person will be penalized for failing to furnish this information if it does not display a currently valid OMB control number. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs in their call for the development of needed improvements to the current VHA program. Response to this survey is voluntary and failure to furnish this information will have no effect on any of your benefits.