

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

5. How would you rate the response to your phone calls from your Service Member/Veteran's Federal Recovery Coordinator?
- Same Day
 - 1 day
 - 3 days
 - I leave messages and no one calls back
6. How would you rate the response to your emails from your Service Member/Veteran's Federal Recovery Coordinator?
- Same Day
 - Within 1 - 2 days
 - Within 3 - 4 days
 - I never receive a response
 - My Service Member/Veteran's Federal Recovery Coordinator calls me back by phone
7. In the past 3 months, how frequently did your Service Member/Veteran's 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 Service Member/Veteran's FRC has not contacted me directly during the last 3 months
8. How would you rate your Service Member/Veteran's Federal Recovery Coordinator's personal manner (courtesy, respect, sensitivity, friendliness)?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
 - NA or don't know
9. How satisfied are you with the ease of availability of your Service Member/Veteran's Federal Recovery Coordinator?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know

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10. How would you rate your confidence in your Service Member/Veteran's Federal Recovery Coordinator?

- Excellent
- Very Good
- Good
- Fair
- Poor

11. How satisfied are you with your Service Member/Veteran's Federal Recovery Coordinator's ability to understand and respond to your needs and those of the SM/V?

- Very Satisfied
- Satisfied
- Neither Satisfied or Dissatisfied
- Dissatisfied
- Very Dissatisfied
- Don't know

12. How satisfied are you with the follow up by your Service Member/Veteran's 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 Service Member/Veteran's Federal Individual Recovery Plan.

13. My Service Member/Veteran has a Federal Individual Recovery Plan (FIRP).

- Yes (go to question 14)
- No (go to question 21)
- Don't know (go to question 21)

14. How often were you involved in the development and review of your Service Member/Veteran's Federal Individual Recovery Plan?

- Always
- Usually
- Sometimes
- Never
- Don't know

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15. How would you rate the attention given to what you had to say by your Service Member/Veteran's Federal Recovery Coordinator in developing your goals?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
16. How satisfied are you with the goals reflected in the your Service Member/Veteran's FIRP?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
17. How satisfied are you with the amount of information given to you about what was needed to achieve your Service Member/Veteran's goals?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
18. How satisfied are you with knowing who is responsible for helping to reach each of your Service Member/Veteran's goals?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know
19. How satisfied are you knowing that your Service Member/Veteran's FIRP will achieve their goals?
- Very Satisfied
 - Satisfied
 - Neither Satisfied nor Dissatisfied
 - Dissatisfied
 - Very Dissatisfied
 - Don't know

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20. Do you have a copy of your Service Member/Veteran's Federal Individual Recovery Plan (FIRP)?
 Yes
 No
 Don't know
21. How would you rate the overall quality of care and services you have or are receiving from your Service Member/Veteran's Federal Recovery Coordinator?
22. What do you like best about the Federal Recovery Coordinator Program (FRCP)?
23. What do you least like about the Federal Recovery Coordinator Program (FRCP)?
24. 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.