

## **Appendix A.4: Survey Questions for Agency Staff**

### ***DRAFT Survey Questions***

Overall, how would you rate the new procedures?

- a) Excellent
- b) Good
- c) Average
- d) Fair
- e) Poor

Generally speaking, how do the new procedures compare to the previous way of doing things?

- a) A lot better
- b) A little better
- c) About the same
- d) A little worse
- e) A lot worse

How would you describe staff satisfaction and morale since using the new procedures?

- a) Very low
- b) Below average
- c) Average
- d) Above average
- e) Very high

How much effort does it take to follow the new procedures?

- a) Very Difficult
- b) Difficult
- c) Neutral
- d) Easy
- e) Very Easy

How much effort do the new procedures take compared to the previous way of doing things?

- a) A lot more difficult
- b) A little more difficult
- c) About the same
- d) A little less difficult
- e) A lot less difficult

How often do you interact with clients?

- f) Every day or almost every day
- g) 3 or 4 times per week
- h) 1 or 2 times per week
- i) 2 or 3 times in the past month
- j) Once in the past month
- k) Less than once a month
- l) Not at all

Overall, how would you rate your interactions with clients since using the new procedures?

- a) Excellent
- b) Good
- c) Average
- d) Fair
- e) Poor
- f) Don't know/not applicable

Generally speaking, how have your interaction with clients have changed since the new procedures started?

- a) Much better
- b) A little better
- c) About the same
- d) A little worse
- e) Much worse
- f) Don't know/not applicable

How would you rate the fit between the new procedures/methods/program and the agency goals?

- a) Excellent
- b) Good
- c) Average
- d) Fair
- e) Poor
- f) Don't know/not applicable