**Appendix A.4:**

**Survey Questions for Agency Staff**

***DRAFT Survey Questions***

Overall, how would you rate the new procedures?

1. Excellent
2. Good
3. Average
4. Fair
5. Poor

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

1. A lot better
2. A little better
3. About the same
4. A little worse
5. A lot worse

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

1. Very low
2. Below average
3. Average
4. Above average
5. Very high

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

1. Very Difficult
2. Difficult
3. Neutral
4. Easy
5. Very Easy

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

1. A lot more difficult
2. A little more difficult
3. About the same
4. A little less difficult
5. A lot less difficult

How often do you interact with clients?

1. Every day or almost every day
2. 3 or 4 times per week
3. 1 or 2 times per week
4. 2 or 3 times in the past month
5. Once in the past month
6. Less than once a month
7. Not at all

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

1. Excellent
2. Good
3. Average
4. Fair
5. Poor
6. Don’t know/not applicable

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

1. Much better
2. A little better
3. About the same
4. A little worse
5. Much worse
6. Don’t know/not applicable

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

1. Excellent
2. Good
3. Average
4. Fair
5. Poor
6. Don’t know/not applicable