



Program Participant Satisfaction Survey

Please help us continually improve our services by letting us know what you think. At Area IV Agency we are constantly striving to provide excellent services and to contribute to our mission to “inspire hope and spark positive change in the lives of those we serve and the communities where we live.”

1. What services have you used from our agency? (Select all that apply)

- | | |
|---|--|
| ☐ Aging Services | ☐ Caregiver Support |
| ☐ Childcare/Pre-School | ☐ Dementia Care Support |
| ☐ Energy Assistance Program | ☐ Health and Wellness |
| ☐ Life Skills Coaching | ☐ Mental Health Care Management |
| ☐ Money Management | ☐ Ramp-Up Indiana |
| ☐ Rental Assistance Counseling | ☐ Section 8 Housing |
| ☐ Transportation | ☐ Weatherization |

2. How did you hear about our services?

- | | |
|---|--|
| ☐ Referral from another agency | ☐ Friend or family member |
| ☐ Online search | ☐ Social media |
| ☐ Flyer or brochure | ☐ Other _____ |

3. How would you rate the overall quality of the services you received?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

4. Please indicate how much you agree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am satisfied with the ease of accessing services.					
Information about services was clear and understandable.					
Area IV staff are responsive to my questions or concerns.					
Area IV services improved my quality of life.					
Area IV services I received met my needs.					

SEE REVERSE SIDE



5. What do you think we could do to improve our services?

6. Do you have any additional comments or suggestions?

7. What is your age?

- | | |
|----------------------------------|----------------------------------|
| ☐ 18 – 24 | ☐ 25 – 44 |
| ☐ 45 – 54 | ☐ 55 – 59 |
| ☐ 60 – 64 | ☐ 65 – 74 |
| ☐ 75+ | |

8. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer not to say

9. What is your race/ethnicity?

- | | |
|---|---|
| ☐ American Indian or Alaska Native | ☐ Asian |
| ☐ Black or African American | ☐ Hispanic or Latino |
| ☐ Native Hawaiian and Other Pacific Islander | ☐ White |
| ☐ Multi-Race | ☐ Other _____ |

*Thank you for your time and input.
Your feedback helps with our programs and our growth!*