



CLIENT EVALUATION OF RESIDENTIAL PROGRAMS AND SERVICES

Please complete this questionnaire and help us to improve the quality of our programs.
This questionnaire is *anonymous and confidential*, do not hesitate to give sincere responses.

Release Date: ____/____/____

ORAS Risk Level: Low/Moderate

Please indicate a facility if one has not been preselected:

High/Very High

Summit County										Cuyahoga County		North Central Ohio	
Summit Male CBCF	Cliff Skeen CBCF	MACBCF	DIP	MOP	GWJ	RCC	RIP	SHARP	TMRC	JNRMBCF	CCTC	LECCC	CROSSWAEH
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please fill in only ONE BUBBLE for each question:

Age:	25 & Under <input type="checkbox"/>	26-35 <input type="checkbox"/>	36-45 <input type="checkbox"/>	46-55 <input type="checkbox"/>	Over 55 <input type="checkbox"/>	Gender:	Male <input type="checkbox"/>	Female <input type="checkbox"/>
Race:	Caucasian (White) <input type="checkbox"/>	African American (Black) <input type="checkbox"/>	Multiracial <input type="checkbox"/>	Other (Specify) <input type="checkbox"/>			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Number of Times Entered into a Residential or Non-residential Oriana Program including current stay:						Hispanic/Latino:	<input type="checkbox"/>	<input type="checkbox"/>
						Veteran:	<input type="checkbox"/>	<input type="checkbox"/>
Highest Level of Education Completed:						Employed at Time of Arrest:	<input type="checkbox"/>	<input type="checkbox"/>
Less than High School <input type="checkbox"/>		GED <input type="checkbox"/>	High School Degree <input type="checkbox"/>		College Degree <input type="checkbox"/>	Employed at Time of Release:	<input type="checkbox"/>	<input type="checkbox"/>

Intake/Getting Started:	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
1. I was satisfied with my wait for my intake.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
2. My intake process was informative and answered my questions.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
3. I was satisfied with how fast I was able to attend classes and programs.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
4. The orientation helped me understand the program expectations.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
Overall Programming:					
5. The programming I received here will help me stay out of trouble in the future.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
6. I achieved the goals I set for myself.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
7. I learned why some behaviors are rewarded and why other behaviors are sanctioned.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
8. After attending programming, I realized that I am responsible for my actions.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
9. I was satisfied with the outside referrals that I received during my stay here.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
10. I understood my Caseworker's role and the Agency goal for me while in the program.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
In-house Drug and Alcohol Treatment:					
11. My counselor and I created treatment goals that were realistic and meant to help me.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
12. My treatment counselor was helpful and available.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
13. The treatment programming helped me stop using drugs/alcohol.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>
14. Treatment here helped me create a plan to keep me drug and alcohol free after I leave the facility.	?	✓	<input type="checkbox"/>	?	<input type="checkbox"/>

In-House Cognitive Skills/Thinking for a Change, Employment and Education Programming:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply
15. The role playing helped me practice what I learned in class.	?	✓		?	●
16. The role playing helped me identify my high risk thoughts/thinking errors.	?	✓		?	●
17. I used the skills I learned in classes inside and outside of the facility.	?	✓		?	●
18. Employment services taught me it is better to have a job instead of participating in criminal activities.	?	✓		?	●
19. Employment readiness class helped me find a job that is a good fit for me.	?	✓		?	●
20. Education services taught me the importance of education in order to get a better job.	?	✓		?	●

Staff:

My Caseworker....

21. ... helped me create realistic goals.	?	✓		?	●
22. ... helped me identify my triggers/targets.	?	✓		?	●
23. ... helped me create a plan to address my triggers/targets.	?	✓		?	●
24. ...acknowledged my behavior and explained why it was positive or negative.	?	✓		?	●
25. ...gave me worksheets that were helpful.	?	✓		?	●
26. ... acknowledged my concerns, opinions and feelings.	?	✓		?	●
27. ... had respect for my ethnic, cultural and racial background	?	✓		?	●
28. ...treated me respectfully.	?	✓		?	●

The staff at the post and on the floor...

29. ...acknowledged my behavior and explained why it was positive or negative.	?	✓		?	●
30. ...were able to deal with problems between clients effectively.	?	✓		?	●
31. ... acknowledged my concerns, opinions and feelings.	?	✓		?	●
32. ... had respect for my ethnic, cultural and racial background	?	✓		?	●
33. ...treated me respectfully.	?	✓		?	●

Post Release/Upon Leaving:

34. I was given referrals in order to maintain my sobriety after leaving the program.	?	✓		?	●
35. I was informed of community agencies that can help me stay out of the criminal justice system.	?	✓		?	●

Facility:

	Never	Seldom	Frequently	Always
36. I felt secure and safe while in the facility.	●	?		
37. I saw alcohol use inside the facility or on facility grounds.	●	?		
38. I saw illegal drug use inside the facility or on facility grounds.	●	?		

1. Why would you recommend or not recommend this program to others? _____

2. What did you like about the program? _____

3. What did you dislike about the program? _____

4. The following staff helped me most: _____