

**Talbert House**  
**REFERRAL SOURCE QUESTIONNAIRE – 2012**

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**Program Contact:** \_\_\_\_\_

**Program Site:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Program Referral Site:** \_\_\_\_\_

1. About how many clients do you refer within a month (estimation is acceptable)? \_\_\_\_\_

Now, I am going to read you a series of questions. Please answer each question using the following scale:

1 = highly dissatisfied; 2 = dissatisfied; 3 = satisfied; 4 = highly satisfied

2. How satisfied are you with the ease of our referral process?

1                      2                      3                      4

3. How satisfied are you with the program's acceptance/rejection rate of those you refer?

1                      2                      3                      4

4. How satisfied are you with the timelines of client admission to the program after the referral has been made?

1                      2                      3                      4

5. How satisfied are you with the documentation provided by our program regarding clients you refer?

1                      2                      3                      4

6. How satisfied are you with the customer service provided to you by the program staff?

1                      2                      3                      4

7. How satisfied are you with the accessibility of services to clients from our programs?

1                      2                      3                      4

8. How satisfied are you with the information provided to you about the services our programs supply?

1                      2                      3                      4

9. Overall, how satisfied are you with the quality of services you and your clients have received from our programs?

1                      2                      3                      4

10. In the past year, have you reduced the number of referrals that you have made for Talbert House? If so, why?

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11. Is there anything you would improve in the program to which you refer clients? (Your response could be within the domains of referral processes; admission processes; or general services provided).

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12. Is there anything you think is done well at the program to which you refer you clients? (Your responses could be within the domains of referral processes; administration processes; or general services provided).

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We have reached the end of the survey, thank you for participating. Please know that you can always contact me or Dr. Kim Sperber if you have any questions. Have a great day!