



### Satisfaction Survey

Below is a survey that we use to identify the level of satisfaction of our clients. You are not required to identify yourself in the survey. You may identify yourself if you choose to. If you have a complaint that would like to have formally addressed, you may do it via this survey or you may also contact Francisco Gonzalez, Program Director, via email at [fgonzalez@myays.net](mailto:fgonzalez@myays.net) or at **214-741-6359**.

#### Client Care Coordinators [Mariela Martinez, Hector Rocha, Erica Alcantar]

1. My CCC is courteous and responsive to my needs.

- Very Dissatisfied    
  Dissatisfied    
  Neutral    
  Satisfied    
  Very Satisfied

2. My CCC is available over the phone when I need him/her.

- Very Dissatisfied    
  Dissatisfied    
  Neutral    
  Satisfied    
  Very Satisfied

3. My CCC is knowledgeable in the area of services I need.

- Very Dissatisfied    
  Dissatisfied    
  Neutral    
  Satisfied    
  Very Satisfied

4. What type of improvements would you like to see in your CCC?

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5. Do you have any additional comments about your CCC?

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#### Client Finances [Jai Gillard]

1. My CFR is courteous and responsive to my needs.

- Very Dissatisfied    
  Dissatisfied    
  Neutral    
  Satisfied    
  Very Satisfied

2. My CFR is available over the phone when I need him/her.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

3. My CFR is knowledgeable in the area of services I need.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

4. What type of improvements would you like to see in your CFR?

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5. Do you have any additional comments about your CFR?

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**Licensed Vocational Nurse [Mary J. Rodriguez]**

1. My LVN is courteous and responsive to my needs.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

2. My LVN is available over the phone when I need him/her.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

3. My LVN is knowledgeable in the area of services I need.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

4. What type of improvements would you like to see in your LVN?

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5. Do you have any additional comments about your LVN?

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**Registered Nurse [Glenna Bowers]**

1. My RN is courteous and responsive to my needs.

- Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

2. My RN is available over the phone when I need him/her.

- Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

3. My RN is knowledgeable in the area of services I need.

- Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

4. What type of improvements would you like to see in your RN?

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5. Do you have any additional comments about your RN?

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**Human Resources [Yarick Molina]**

1. My HR representative is courteous and responsive to my needs.

- Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

2. My HR representative is available over the phone when I need him/her.

- Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

3. My HR representative is knowledgeable in the area of services I need.

- Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

4. What type of improvements would you like to see in your HR representative?

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5. Do you have any additional comments about your HR representative?

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**Direct Care Staff**

Please select one:       Foster Care     Supported Home Living       Community Support       Respite

Provider's Name: \_\_\_\_\_

1. My direct care provider is courteous and responsive to my needs.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

2. My direct care provider is available over the phone when I need him/her.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

3. My direct care provider is knowledgeable in the area of services I need.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

4. What type of improvements would you like to see in your direct care provider?

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5. Do you have any additional comments about your direct care provider?

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**Day Habilitation**

Day Hab Location: \_\_\_\_\_

1. My day hab is courteous and responsive to my needs.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

2. My day hab is available over the phone when I need him/her.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

3. My day hab is knowledgeable in the area of services I need.

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

4. What type of improvements would you like to see in your day hab?

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5. Do you have any additional comments about your day hab?

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**Director of Operations** [Gabriela Gonzalez, owner]

How satisfied are you in your interactions with Gabriela Gonzalez?

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

**Comments:**

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**Chief Financial Officer** [Maritza Gillard, owner]

How satisfied are you in your interactions with Maritza Gillard?

Very Dissatisfied       Dissatisfied       Neutral       Satisfied       Very Satisfied

**Comments:**

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**Program Director** [Francisco Gonzalez, owner]

How satisfied are you in your interactions with Francisco Gonzalez?

Very Dissatisfied

Dissatisfied

Neutral

Satisfied

Very Satisfied

**Comments:**

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Are there any issues that need to be resolved for you that are currently pending?

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You do not have to identify yourself but in order to follow up on any concerns that you might have, we need to know who you are.  
Please feel free to identify yourself below, if you find it necessary.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

**You can hand deliver, mail, fax, or email your Satisfaction Survey to:**

Ahora y Siempre, Inc.  
1412 Main St., Suite 205  
Dallas, TX 75202  
214-741-6359 **office**  
214-741-6389 **fax**  
info@myays.net

**If you have questions or need assistance please contact our HR Office.**