



CLIENT SATISFACTION INVENTORY (CSI)

This questionnaire is designed to measure the way you feel about the services you have received. It is not a test, so there are no right or wrong answers. Answer each item as carefully and as accurately as you can by placing a number beside each one as follows.

- 1 = None of the time
- 2 = Very rarely
- 3 = A little of the time
- 4 = Some of the time
- 5 = A good part of the time
- 6 = Most of the time
- 7 = All of the time
- X = Does not apply

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1. _____ The services I get here are a big help to me.
 2. _____ People here really seem to care about me.
 3. _____ I would come back here if I need help again.
 4. _____ I feel that no one here really listens to me.
 5. _____ People here treat me like a person, not like a number.
 6. _____ I have learned a lot here about how to deal with my problems.
 7. _____ People here want to do things their way, instead of helping me find my way.
 8. _____ I would recommend this place to people I care about.
 9. _____ People here really know what they are doing.
 10. _____ I get the kind of help here that I really need.
 11. _____ People here accept me for who I am.
 12. _____ I feel much better now than when I first came here.
 13. _____ I thought no one could help me until I came here.
 14. _____ The help I get here is really worth what it costs.
 15. _____ People here put my needs ahead of their needs.
 16. _____ People here put me down when I disagree with them.
 17. _____ The biggest help I get here is learning how to help myself.
 18. _____ People here are just trying to get rid of me.
 19. _____ People who know me say this place has made a positive change in me.
 20. _____ People here have shown me how to get help from other places.
 21. _____ People here seem to understand how I feel.
 22. _____ People here are only concerned about getting paid.
 23. _____ I feel I can really talk to people here.
 24. _____ The help I get here is better than I expected.
 25. _____ I look forward to the sessions I have with people here.

