

Appendix B7 - Current Service - Describe your proposed client satisfaction data collection process:

Year of data being presented _____

Total number of clients seen that year ____ The number of clients you collected satisfaction data from in that year ____

Insert the **two** items with the **highest** scores (greatest satisfaction) on lines (1) and (2) below. Include the item numbers from the instrument, brief description of what the item measures, and the average score on the item.

(1)	_____	_____	_____
	Item #	What the item measures? (item description)	Ave. Score

(2)	_____	_____	_____
	Item #	What the item measures? (item description)	Ave. Score

Insert the two items with the **lowest** scores (least satisfaction) on lines (3) and (4) below. Include the item numbers from the instrument, brief description of what the item measures, and the average score on the item.

(3)	_____	_____	_____
	Item #	What the item measures? (item description)	Ave. Score

(4)	_____	_____	_____
	Item #	What the item measures? (item description)	Ave. Score

Briefly comment on what corrective actions were taken (if any) regarding the lowest scoring items?
