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

A. Give several example questions that you would include in your collection method.

B. When will data be collected from clients (end of service provision, quarterly or semi quarterly, etc..)

C. From whom will data be collected (all clients, a sample of clients)

D. How will data be collected (online, in-person survey, interview, etc.)

E. How the agency will use collected information to make improvements in the service.