**SUBSTANCE USE DISORDER SERVICES (SUDS)**

Caseworker Satisfaction Survey Questionnaire

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Agree | Agree | Disagree | Strongly Disagree | Not Applicable |
| 1. I was satisfied with the efforts the Contractor made to schedule appointment(s). The Contractor was flexible in scheduling to accommodate clients' school/work/personal commitments. |  |  |  |  |  |
| 1. Contractor initiated services within 10 business days of DFPS providing the 2054 and referral or within the requested timeframe if an emergency situation. |  |  |  |  |  |
| 1. Contractor notified CPS worker within 24 hours of any exceptional events (i.e., missed appointment, relapse, positive drug test, or other events) that could affect the safety of the child(ren). |  |  |  |  |  |
| 1. The initial assessment addressed issues identified in the referral and was individualized, complete, and useful in the development of the family service plan, for making case decisions and/or for use in court. |  |  |  |  |  |
| 1. If treatment was recommended, the initial treatment plan addressed issues identified in the referral and was individualized, with treatment goals that included child safety issues. |  |  |  |  |  |
| 1. If client was referred for SUD treatment, quarterly summary notes were submitted following 90 days of SUD treatment. |  |  |  |  |  |
| 1. If client was referred for ongoing SUD treatment, quarterly summary notes were individualized, with sufficient detail to support progress, or lack thereof, in meeting goals identified in the Treatment Plan and were useful in making decisions and/or for use in court. |  |  |  |  |  |
| 1. If client was referred for ongoing SUD treatment, the treatment plan was reviewed and updated every 90 days. |  |  |  |  |  |
| 1. Contractor provided clients with at least 24 hour notification of a canceled appointment. |  |  |  |  |  |
| 1. Contractor took into consideration the needs, abilities, cultures, and communication preferences of clients. (I.e., considered intellectual functioning, literacy, level of education, comprehension ability. Respected the cultures of clients and offered appropriate translation or interpreter services, if needed.) |  |  |  |  |  |
| 1. Contractor was prepared and willing to appear in court; and testimony was consistent with information reported to DFPS. |  |  |  |  |  |
| 1. I would recommend this service and this Contractor to other DFPS Caseworkers. |  |  |  |  |  |
| Comments | | | | | |