**Client Fact Sheet**

**Mental Health Consumer Perception Satisfaction Survey**

**Why do we fill out Consumer Perception Satisfaction Surveys every six months?**

- We need your input. You shape our services!
- Completing surveys could improve services.
- The more honest you are, the more we can improve services.

**Are surveys confidential?**

- Although your client ID is on the survey, the survey is strictly confidential.
- Staff will not look at your survey answers.

**How do I fill out the survey?**

- Please fill out the survey with a ballpoint pen.
- Please choose one answer for each question.
- If you need help, please seek help from a peer support worker or volunteer.
- Submit completed surveys in the box or in an envelope.

**How do I find out about the survey results?**

- Survey results will be published on the Department of Public Health’s website after a few months.
- Please visit [https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/](https://www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS/)
- Results are listed under ‘Satisfaction Reports.’

**Thank you for participating!**