

# Solutions Employee Assistance, LLC

## Client Survey

***We would like your help.*** Please complete this survey after your last Solutions visit. Your comments will help us evaluate and improve the quality of our services. Your identity is protected and responses are confidential.

**1. How did you become aware of Solutions Employee Assistance, LLC? (SEA)**

<input type="checkbox"/> Orientation	<input type="checkbox"/> Mailing to the home	<input type="checkbox"/> Other employee
<input type="checkbox"/> Newsletter	<input type="checkbox"/> Supervisor	<input type="checkbox"/> Other _____
<input type="checkbox"/> Poster	<input type="checkbox"/> Family member	

**2. Was your contact with SEA handled in a responsible/professional manner?** Yes \_\_\_ No \_\_\_ Uncertain \_\_\_

**3. Looking back on it, was it worthwhile coming to SEA?.** Yes \_\_\_ No \_\_\_ Uncertain \_\_\_

**4. In general, has there been a change in the problem(s) for which you sought help from SEA?**

Change for the better \_\_\_ Little or no change \_\_\_ Change for the worse \_\_\_

**5. Did the SEA counselor refer you to someone else?**

Yes \_\_\_ No \_\_\_ Who? \_\_\_\_\_

**6. If referred somewhere else, did you follow through with the referral?**

Yes \_\_\_ Not yet \_\_\_ No \_\_\_

Please explain \_\_\_\_\_

**7. If you did follow through with the referral, how helpful was it?**

Very helpful \_\_\_ Helpful \_\_\_ Indifferent/uncertain \_\_\_ Not helpful \_\_\_

Comments: \_\_\_\_\_

8. **Prior to contacting SEA, did your problem(s) affect your work performance?**

Yes\_\_\_\_ No\_\_\_\_ Does not apply\_\_\_\_

9. **Since your involvement with SEA, has there been a change in your work performance?**

Change for the better\_\_\_\_ Change for the worse\_\_\_\_

Little or no change\_\_\_\_ Does not apply\_\_\_\_

10. **Would you recommend SEA to a co-worker?** Yes \_\_\_\_\_ No \_\_\_\_\_

11. **Was there anything particularly helpful about your experience with SEA?**

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12. **Do you have any additional comments?**

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**THANK YOU FOR HELPING TO IMPROVE THE QUALITY OF OUR SERVICES!**