**Drug Court Participant Satisfaction Survey**

**Date \_\_\_\_\_\_\_\_\_\_\_ ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Introduction:** The project evaluators from Case Western Reserve University are asking you to complete this satisfaction survey to gather your feedback about the services you received from the Drug Court Program.

Please know that all of your responses are confidential and your individual answers are not shared with the court so please be honest with your answers. The following questions are referring to Drug Court Team Members you had contact with during your program experience, this may include the judge assigned to your case, the probation officer, case manager and treatment staff that you had contact with throughout your program.

*Directions: Please complete all information below.* Your answers are important to us, BUT you DO NOT have to answer any questions that you do not want to.

**Response Categories= 0= Strongly Disagree, 1=Disagree, 2= Neither, 3= Agree, 4= Strongly Agree, DK= Don’t Know, NA= Not Applicable, RF= Refused to Answer**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Strongly**  **Disagree** | **Disagree** | **Neither** | **Agree** | **Strongly**  **Agree** | **DK** | **NA** | **RF** |
| 1 | The judge is knowledgeable about your case | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 2 | The judge knows you by name | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 3 | The judge is intimidating or unapproachable | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 4 | The judge remembers your situation and needs from hearing to hearing | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 5 | The judge gives you a chance to tell your side of the story | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 6 | The judge can be trusted to treat you fairly | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 7 | The judge treats you with respect | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 8 | You felt too scared or intimidated to say what you really felt in court | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 9 | People in court spoke on your behalf | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 10 | You felt you had enough control over the way things were run in court | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 11 | You understood what was going on in court | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 12 | You felt people who committed the same offense were treated the same way by the courts | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 13 | You were disadvantaged by the courts because of your age, income, sex, race, or some other reason | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 14 | During court hearings you felt you were pushed into things you did not agree with | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 15 | You feel you were treated with respect by the court | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |

The following questions pertain to the **judge and court hearings…..**

The following questions are referring to **case managers** (if these services were part of the program for the client, if not, circle 8 (NA)).

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Case Management** staff…………… | **Strongly**  **Disagree** | **Disagree** | **Neither** | **Agree** | **Strongly**  **Agree** | **DK** | **NA** | **RF** |
| 1 | Are knowledgeable about my case | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 2 | Know you by name | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 3 | Help you to succeed | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 4 | Emphasize the importance of treatment | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 5 | Give you a chance to tell your side of the story | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 6 | Can be trusted to treat you fairly | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 7 | Treat you with respect | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |

The following questions are referring to **substance abuse treatment** staff.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Substance Abuse** Program staff…………… | **Strongly**  **Disagree** | **Disagree** | **Neither** | **Agree** | **Strongly**  **Agree** | **DK** | **NA** | **RF** |
| 1 | Are knowledgeable about my case | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 2 | Know you by name | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 3 | Help you to succeed | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 4 | Emphasize the importance of treatment | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 5 | Give you a chance to tell your side of the story | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 6 | Can be trusted to treat you fairly | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 7 | Treat you with respect | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |

The following questions are referring to **mental health treatment** staff (if these services were part of the program for the client, if not, circle 8 (NA)).

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Mental Health** Program staff…………… | **Strongly**  **Disagree** | **Disagree** | **Neither** | **Agree** | **Strongly**  **Agree** | **DK** | **NA** | **RF** |
| 1 | Are knowledgeable about my case | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 2 | Know you by name | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 3 | Help you to succeed | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 4 | Emphasize the importance of treatment | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 5 | Give you a chance to tell your side of the story | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 6 | Can be trusted to treat you fairly | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 7 | Treat you with respect | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |

The following questions are referring to probation officers…..

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Probation** staff…………… | **Strongly**  **Disagree** | **Disagree** | **Neither** | **Agree** | **Strongly**  **Agree** | **DK** | **NA** | **RF** |
| 1 | Are knowledgeable about my case | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 2 | Know you by name | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 3 | Help you to succeed | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 4 | Emphasize the importance of treatment | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 5 | Give you a chance to tell your side of the story | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 6 | Can be trusted to treat you fairly | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |
| 7 | Treat you with respect | **0** | **1** | **2** | **3** | **4** | **7** | **8** | **9** |