

Caregiver Customer Experience Feedback

As part of our ongoing commitment to delivering high-quality services and providing you with needed resources, Recovery Coordination Program (CRP) Caregiver Support Initiative seeks your feedback as we strive to deliver excellent customer service. Your responses will assist us in gauging whether our program is meeting the needs of our wonderful caregivers. Thank you for your time and feedback!

[Please e-mail your completed feedback to OSD.Caregiver@mail.mil].

1. What is your relationship to the Service Member you are caring for?

2. In what State are you located?

3. What is your Military affiliation (if any)?

4. What is your Service Member's Military affiliation?

Personnel

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
5. The Peer Support Coordinator was responsive to my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The Peer Support Coordinator was knowledgeable of the resources available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The assistance given by the Peer Support Coordinator improved my ability to care for the Service Member	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Resources

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
8. The Caregiver Resource Directory provided access to valuable resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The Caregiver Support Initiative met or exceeded my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I will recommend the Caregiver Support Initiative to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please provide any additional comments here.

Thank you for participation. Your responses will help identify opportunities for program improvement.