



BOSTON

55 Warren St.
Roxbury, MA 02119
Phone: 617-541-1829

Clinical Directory Line: 617-541-1893
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SPRINGFIELD

One Monarch Place, Ste. 530
Springfield, MA 01104
Phone: 413-289-8131

Email: Info@communitycaringclinic.org

Community and Stakeholder Survey

On a scale from 1 to 5, please circle the number that indicates how much you agree with the statements, with 1 being Strongly Disagree and 5 being Strongly Agree.

Community and Stakeholders Survey	1 Strongly disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly agree
1. Staff and clinicians provide effective, culturally sensitive, and competent mental health and medical services.	☐	☐	☐	☐	☐
2. Staff provide assistance to non-English-speaking individuals.	☐	☐	☐	☐	☐
3. Staff listen to our needs and understand our problems.	☐	☐	☐	☐	☐
4. Our community members are able to make appointments in a timely manner.	☐	☐	☐	☐	☐
5. Staff are culturally diverse, which makes it easier for our community members to feel respected and safe.	☐	☐	☐	☐	☐
6. Our community members are usually able to see the same clinician for therapy instead of someone different each time.	☐	☐	☐	☐	☐
7. Staff frequently attend our community meetings and are actively involved in meeting the needs of our community.	☐	☐	☐	☐	☐
8. Staff are very helpful in providing the necessary services.	☐	☐	☐	☐	☐
9. The clinic is able to provide a wide range of support services.	☐	☐	☐	☐	☐
10. Staff treat our community with dignity and respect.	☐	☐	☐	☐	☐
11. Staff provide services to help with affordable housing options, employment, and other needs.	☐	☐	☐	☐	☐
12. Staff are sensitive to the language, cultural, and sexual orientation barriers of our community.	☐	☐	☐	☐	☐

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13. Staff are sensitive to the language, cultural, and sexual orientation barriers of our community.	☐	☐	☐	☐	☐
14. Staff protect confidential and sensitive records.	☐	☐	☐	☐	☐
15. Our community members and leaders know whom to contact at the clinic to address their needs during a crisis.	☐	☐	☐	☐	☐
16. Our community members have been helped by the mental health and other services provided.	☐	☐	☐	☐	☐
17. The clinic provides effective family care and mental health services.	☐	☐	☐	☐	☐

Email Form