



**PENN Behavioral Health  
Employee Assistance Program  
CORPORATE CONTACT SATISFACTION SURVEY**

<b>Company Name:</b>	<b>Date:</b>
<b>Location:</b>	
<b>Corporate Contact Name (Optional):</b>	<b>Title:</b>
<b>Department Name (Optional):</b>	

PENN Behavioral Health is committed to improving the quality of services we deliver to our corporate clients. Please assist us in our efforts by answering some questions about our employee assistance services. Your responses will help us to identify and meet your expectations. Thank you for your cooperation. Please check the box next to your response. **Upon completion of the survey, please submit via fax at 215-746-7454, or by mail to PENN Behavioral Health Corporate Services, 3535 Market Street 4<sup>th</sup> Floor, Philadelphia, PA 19104.**

**How satisfied have you/your organization been with PENN Behavioral Health EAP? Please rate the following:**

	0	1	2	3	4	5	N/A	Don't Know
	(Very Dissatisfied) (Very Satisfied)							
1. Management Consultation services for problem employees?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Handling of job performance based on referrals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Supervisory Training?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Account Management Services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Employees are satisfied with counseling/referral services provided by PENN Behavioral Health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No	Don't Know
6. Would you like more account management involvement from PENN Behavioral Health?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you/your organization feel that there have been significant employee complaints with the following PENN Behavioral Health services:			
♦ Calling 888 number and being put on hold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
♦ Complaints about Access Center Staff answering EAP 800 number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
♦ Complaints about PENN Behavioral Health providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
♦ Complaints about EAP clinical staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
♦ Complaints about PENN Behavioral Health mental health providers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	0	1	2	3	4	5	N/A	Don't Know
	(Very Unlikely) (Very Likely)							
8. Most employees would utilize EAP services again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. PENN Behavioral Health EAP is seen as a valuable benefit to our employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	0 (Not Important)	1	2	3	4	5 (Very Important)	N/A	Don't Know
10. How important are health promotion wellness seminars to your organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	0 (Not Visible)	1	2	3	4	5 (Very Visible)	N/A	Don't Know
11. How visible is the EAP in your organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		Yes			No			Don't Know
12. Has the EAP consulted with management in the past 12 months on change, morale, productivity, diversity, or other organizational issues?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>
13. Has your organization made a concerted effort to promote the EAP internally?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>
14. Is your organization aware that the EAP can be utilized as an important management tool?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>
15. Are you interested in supervisory training sessions?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>
16. Do you provide EAP orientation opportunities to all of your employees?	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			<input type="checkbox"/>
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	0 (Not Likely)	1	2	3	4	5 (Very Likely)	N/A	Don't Know
17. Would your organization utilize an online EAP service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	0 (Not Important)	1	2	3	4	5 (Very Important)	N/A	Don't Know
18. How important, generally, is an effective EAP program in the workplace?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**COMMENTS**

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*We would like to thank you for your time and help in improving the services provided by PENN Behavioral Health Employee Assistance Program.*