

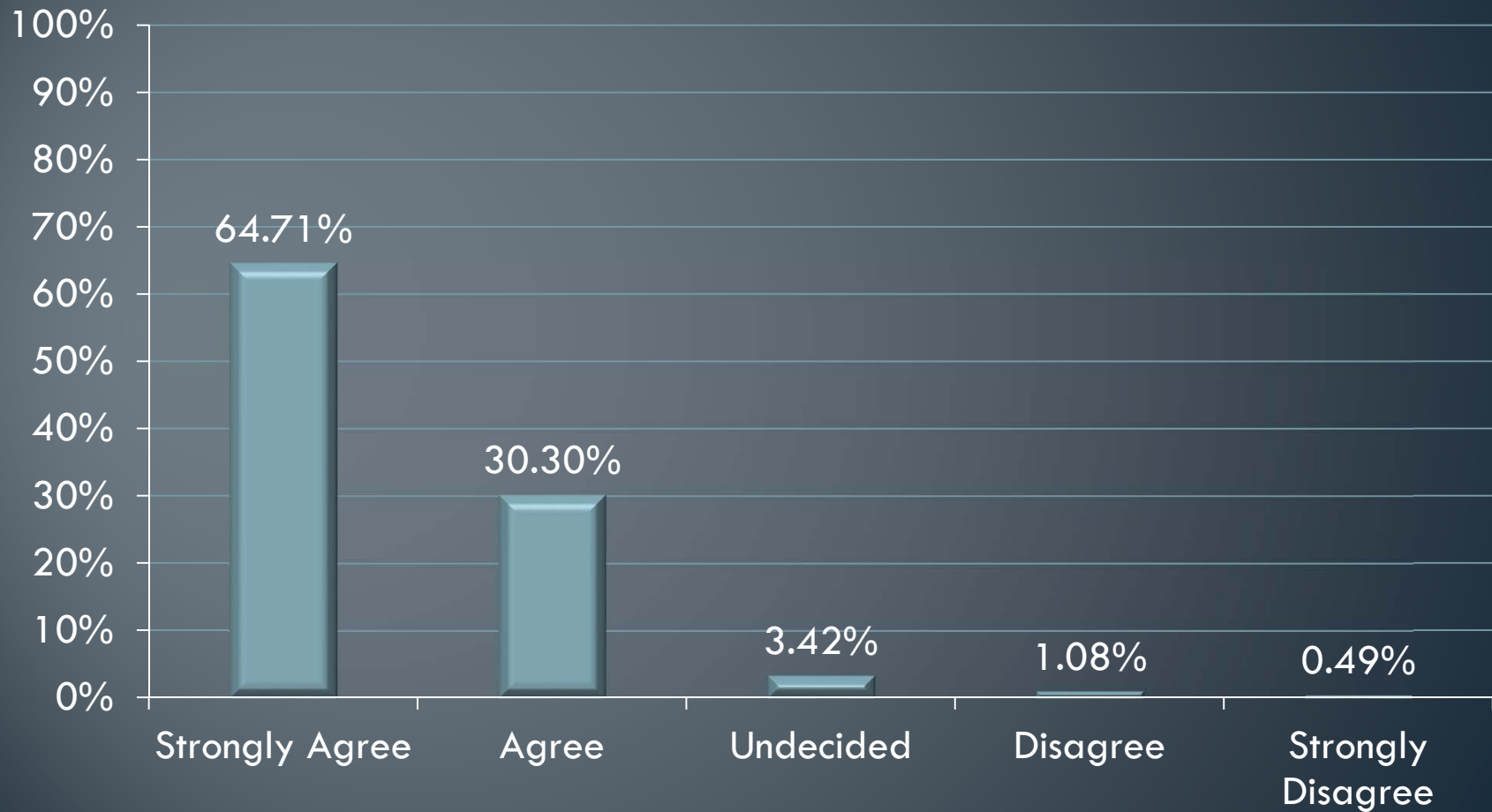


# 2016 Client Satisfaction Survey

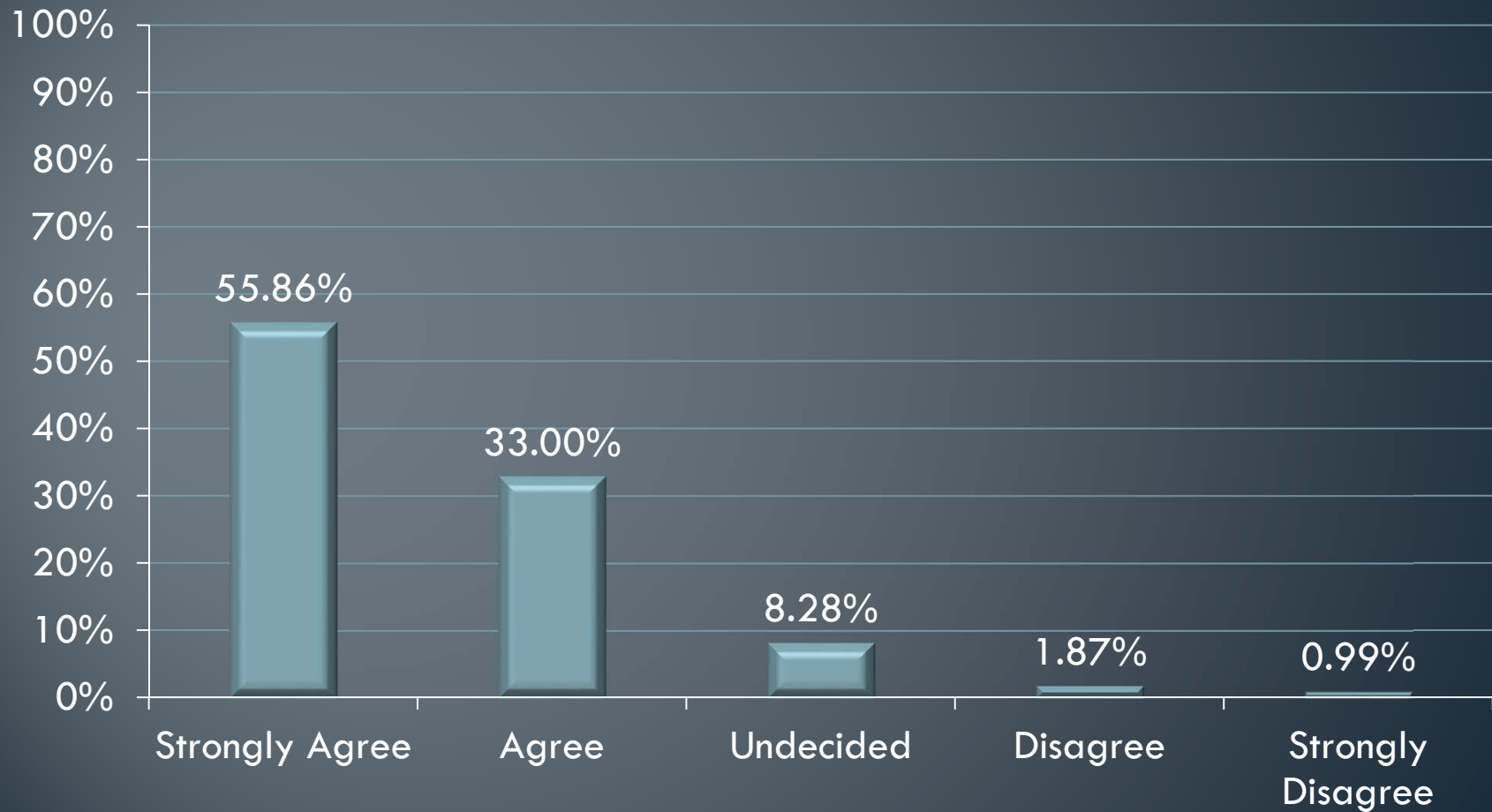
1,027 of our clients responded to the survey. The quantities on the following charts are represented as a percentage of those responses.

Please rate the following statements according to how they apply to you.

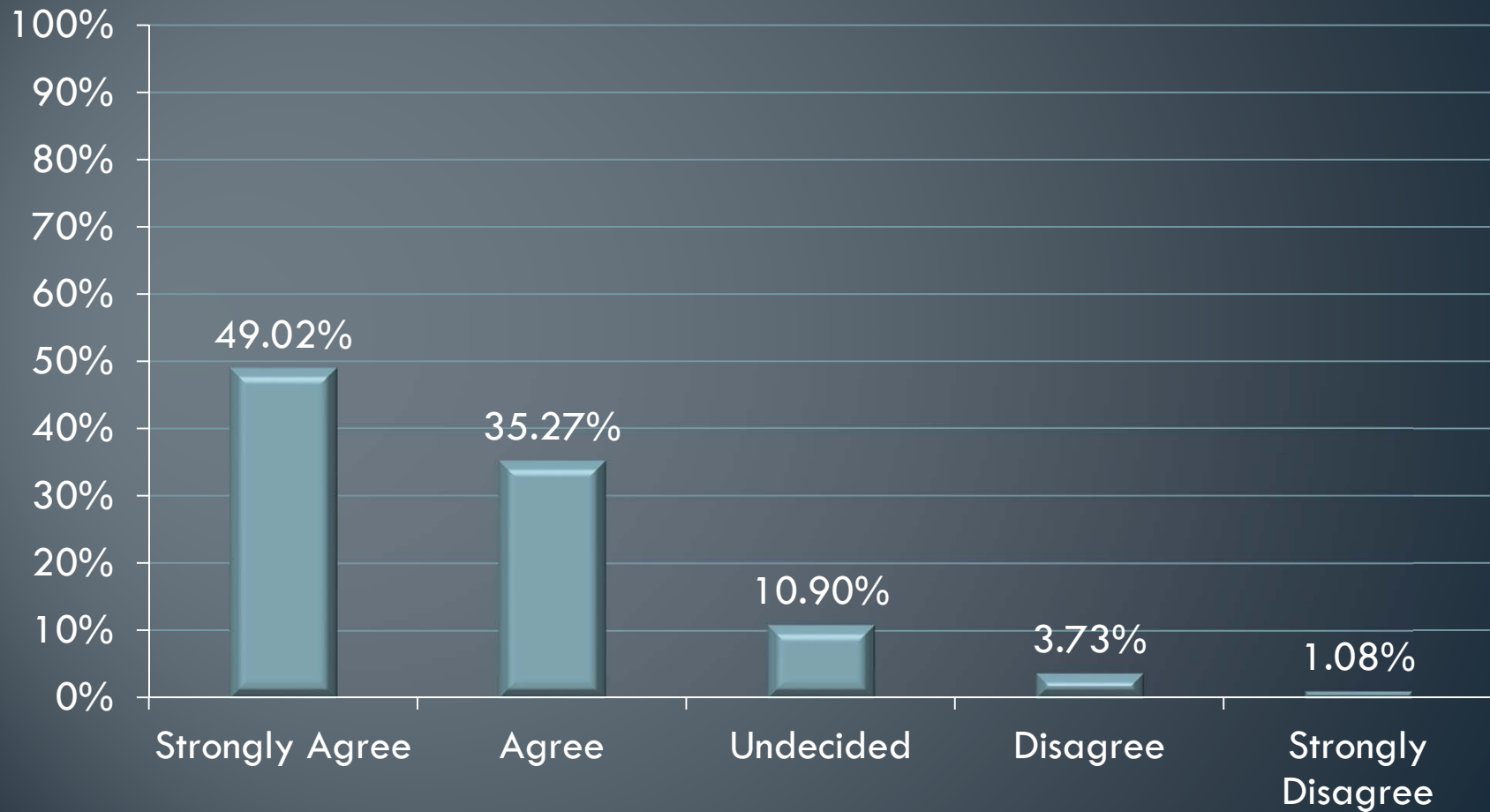
# My probation officer is firm but fair.



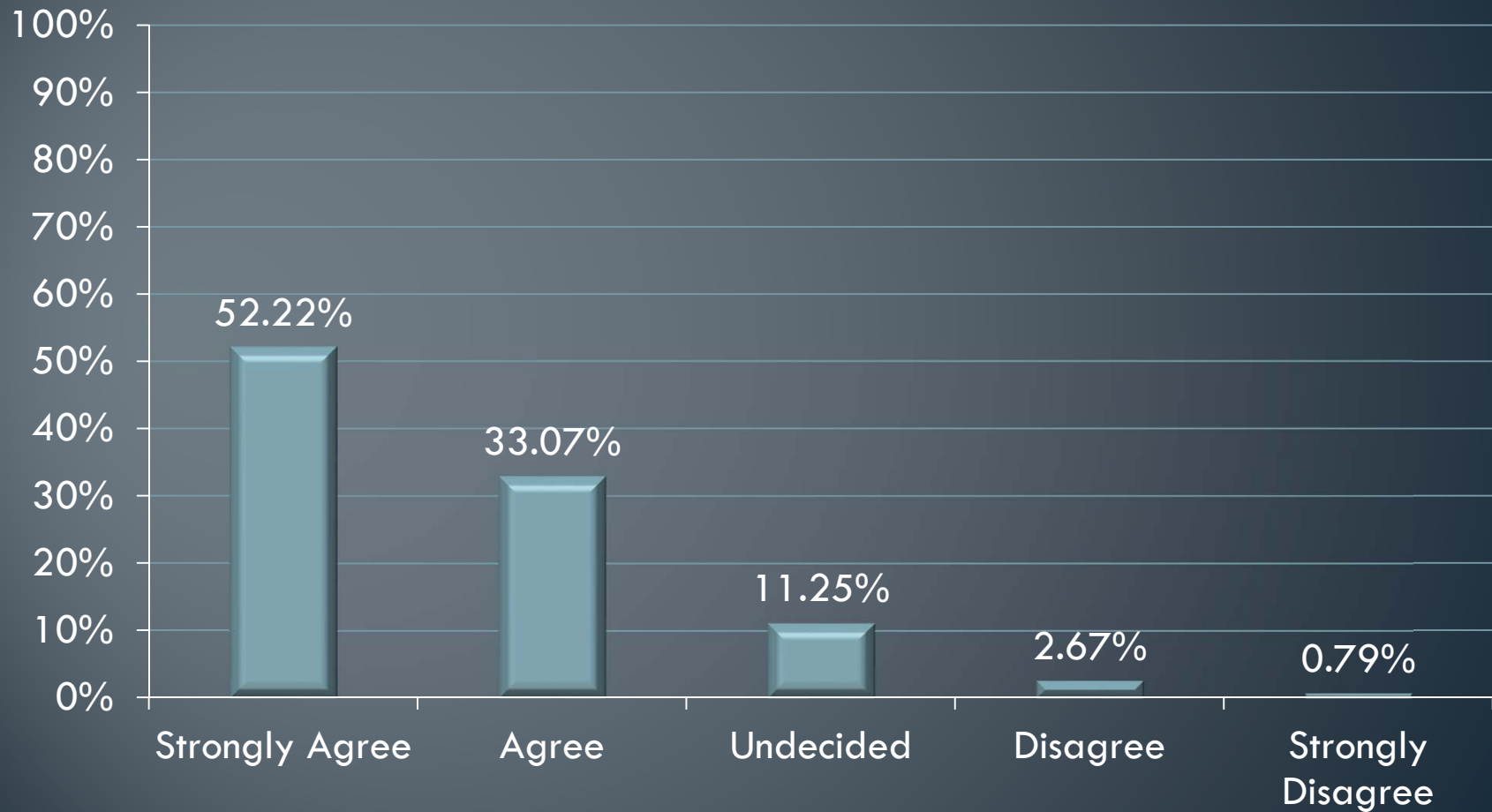
# My probation officer a positive role model for me.



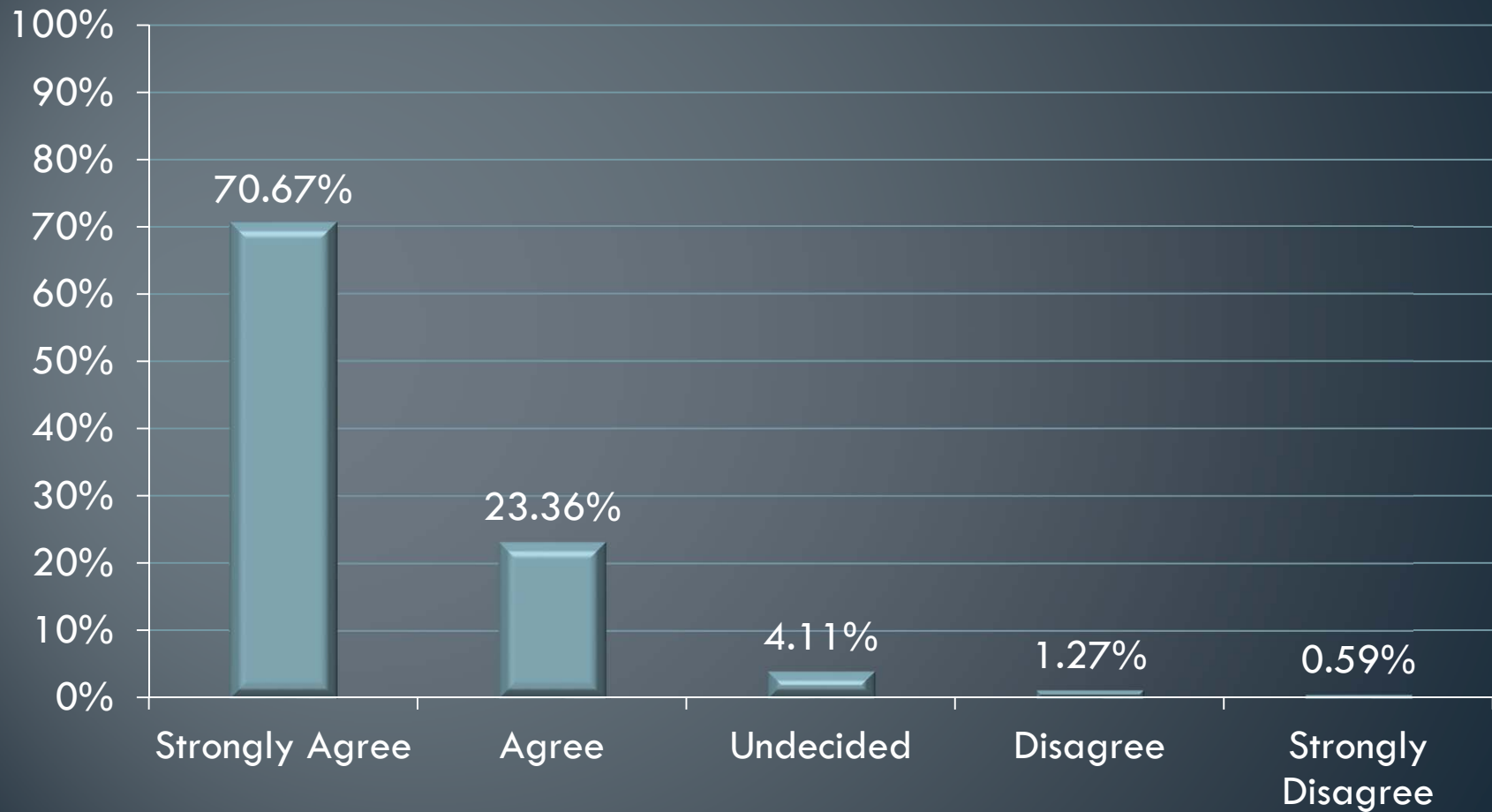
# My probation officer helps me to learn how to solve my problems.



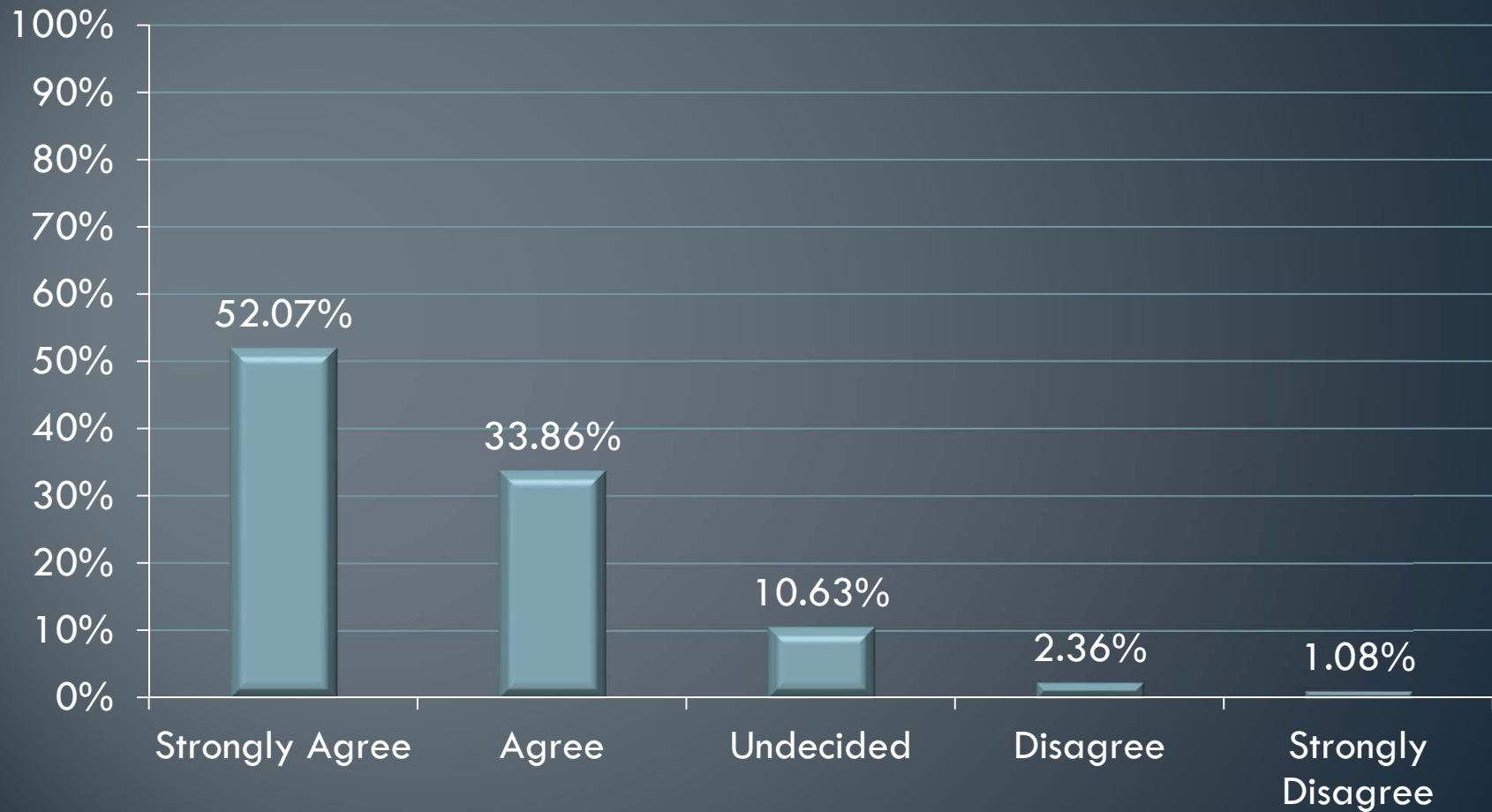
# My probation officer helps to arrange various services for me, if needed.



# My probation officer communicates with me openly and respectfully.

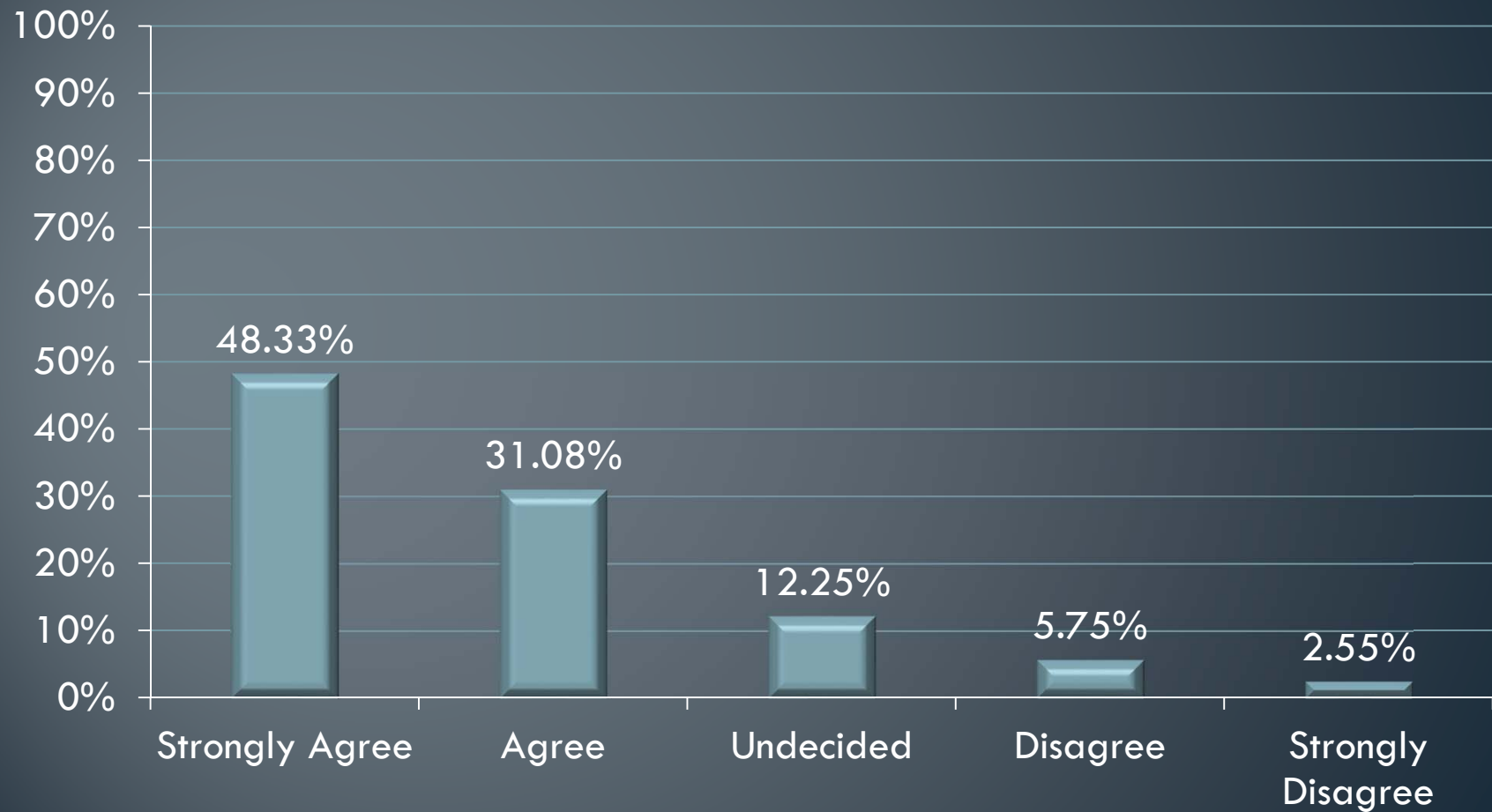


# My probation officer helps to motivate me.

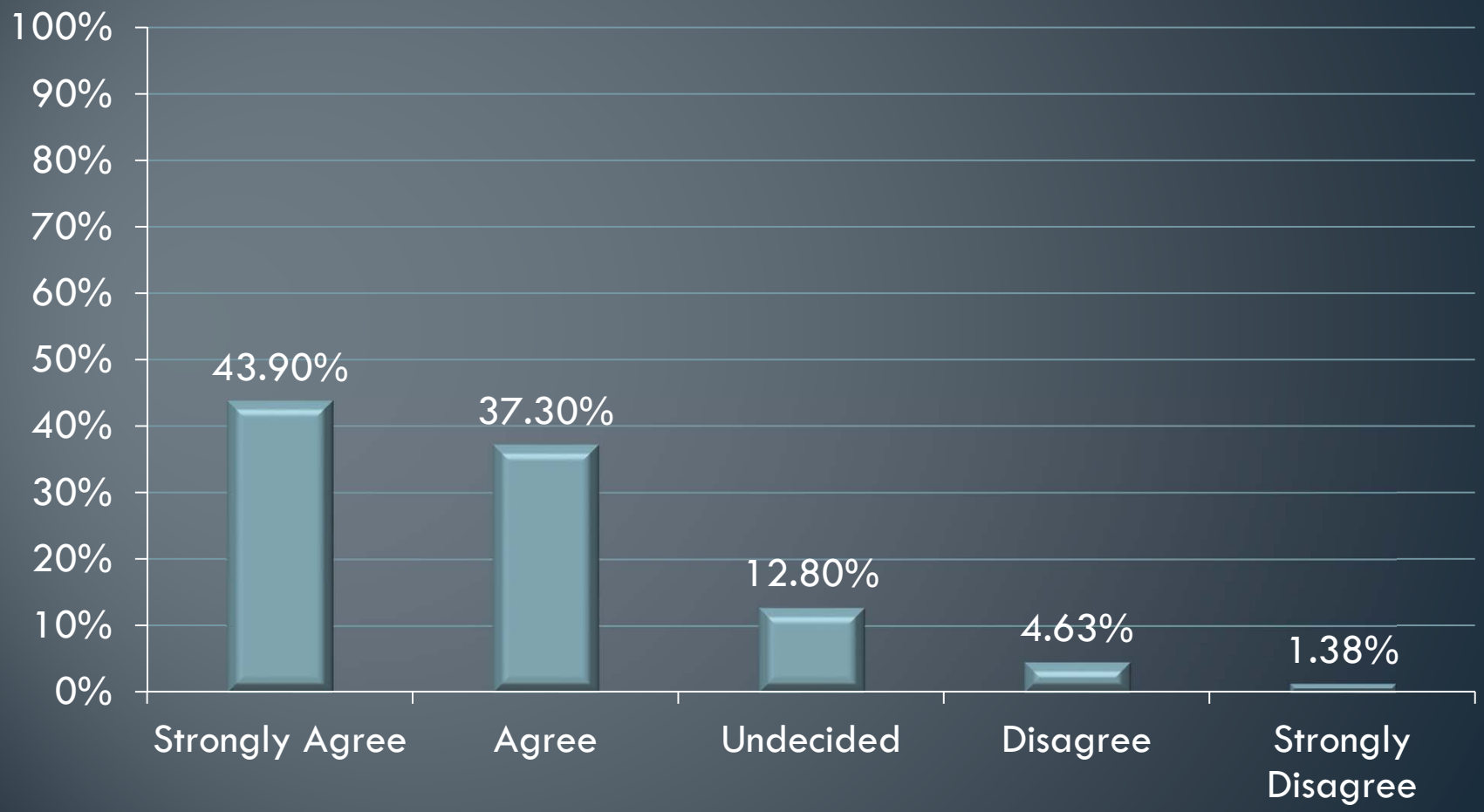




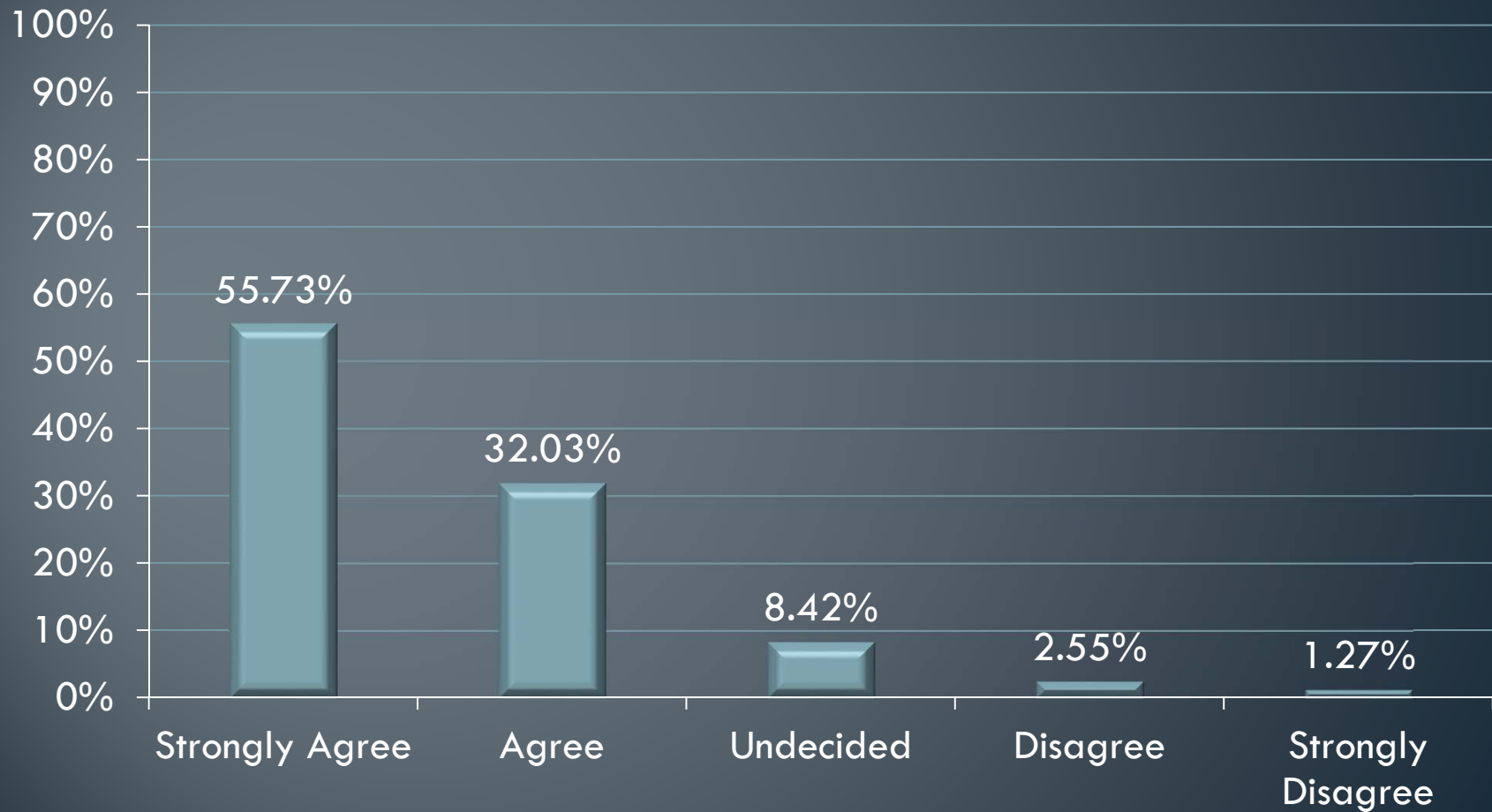
# Being on supervision is having a positive effect on my life.



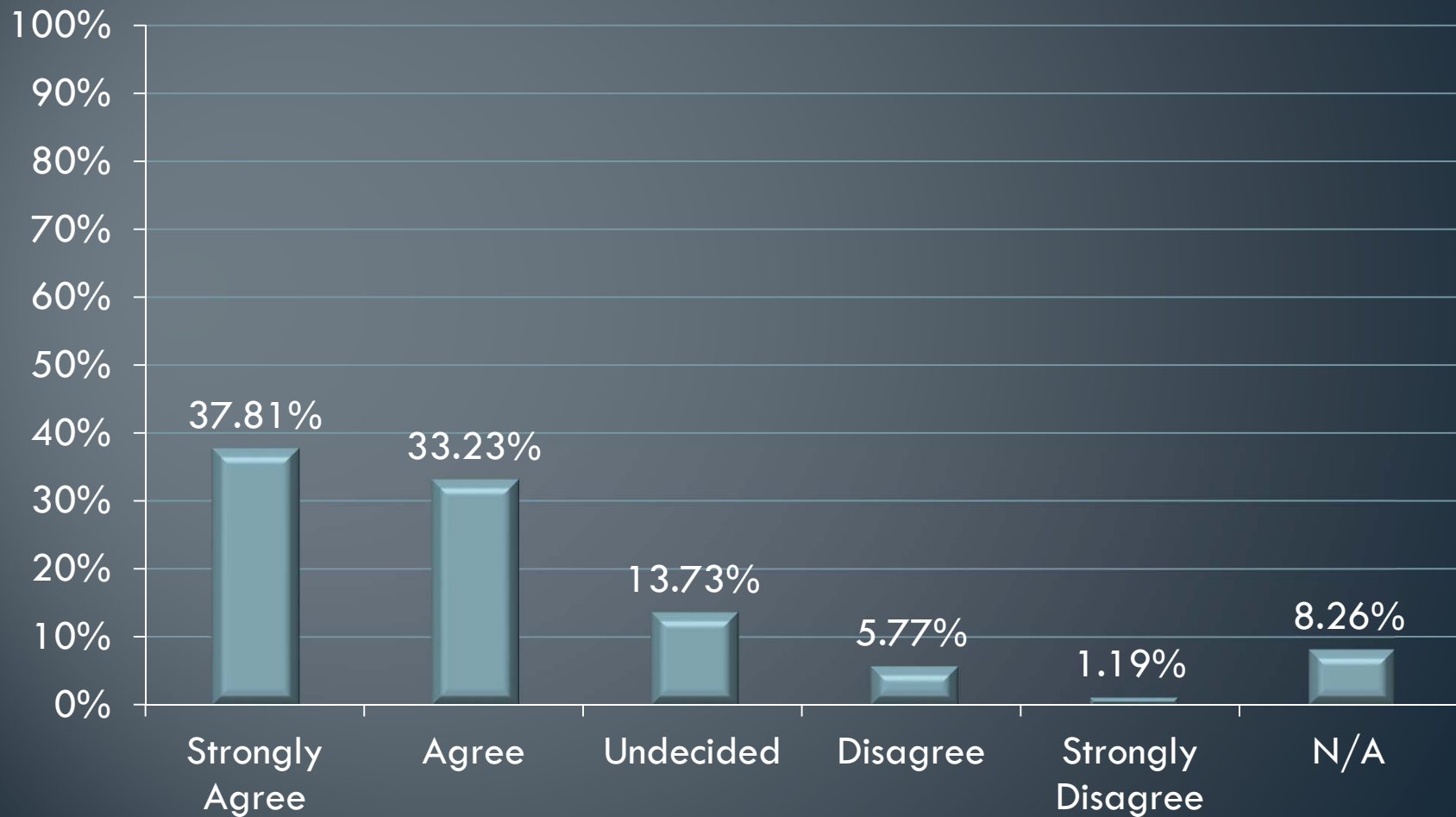
# My probation officer frequently meets me in my community (e.g., home, employment).



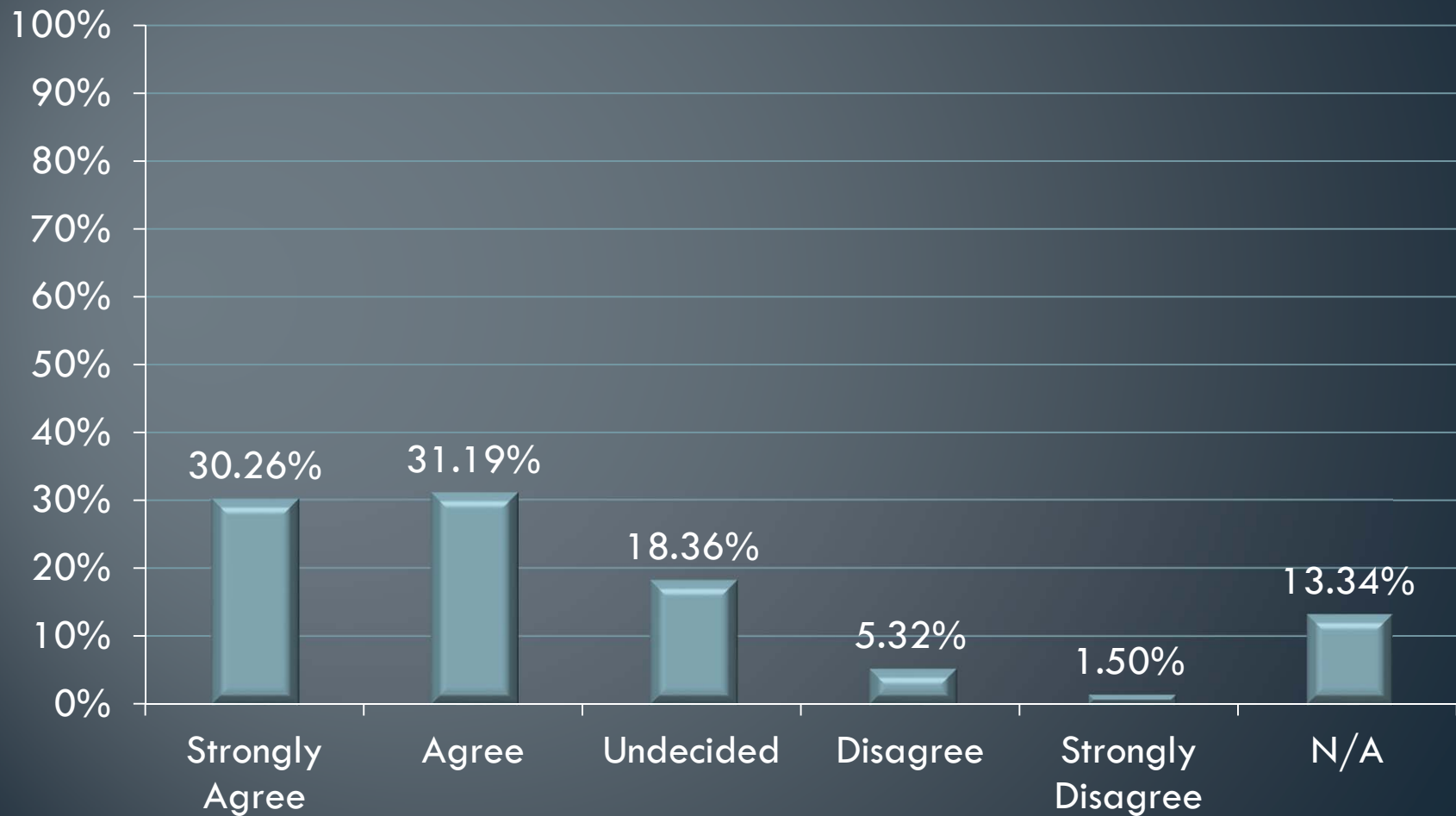
# When I do the right thing, my probation officer acknowledges it.



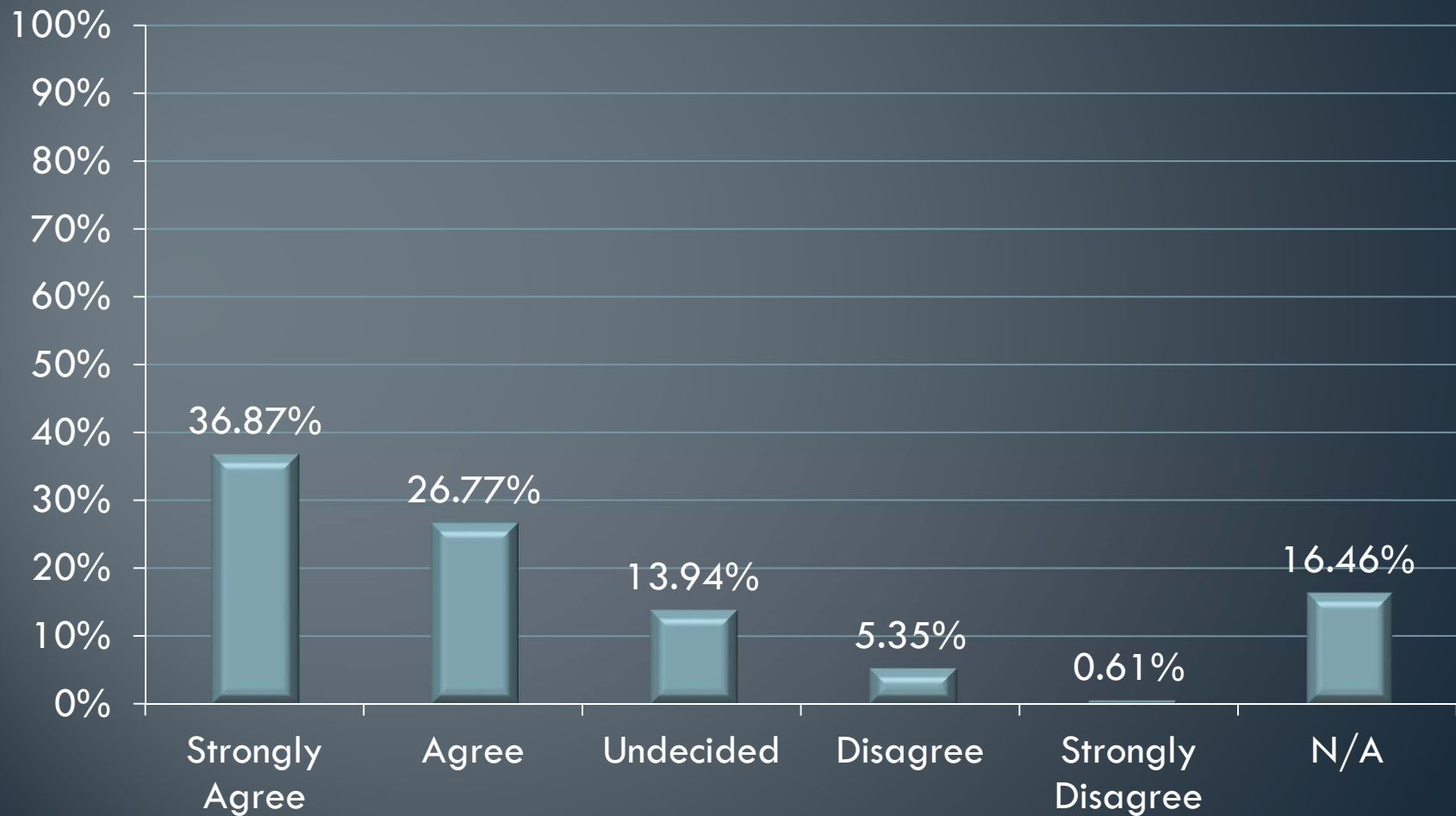
**My probation officer includes my family  
(e.g., spouse, parents, children,  
grandparents) in my supervision.**



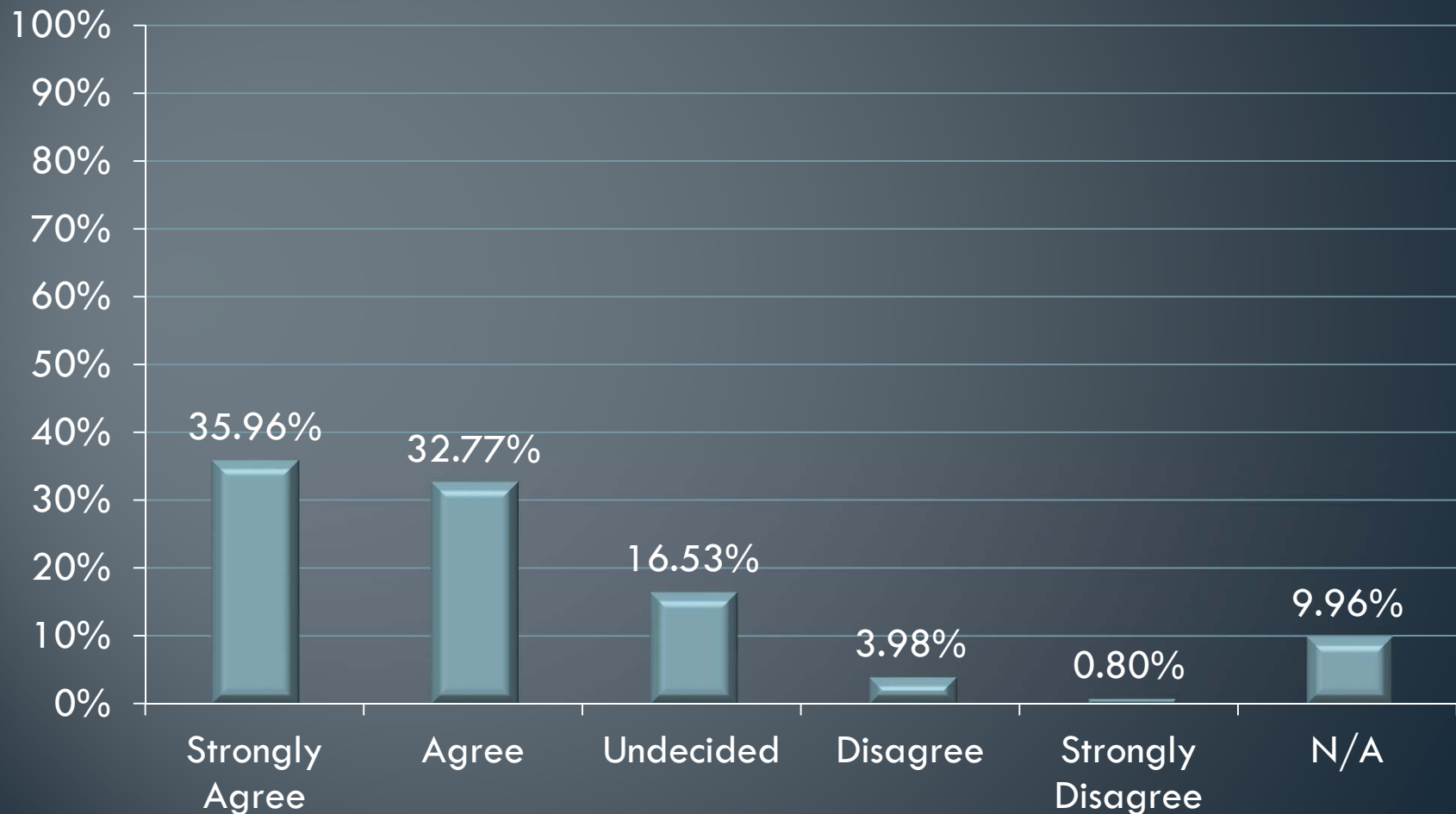
# My probation officer assists me in securing employment when needed.



# My probation officer is involved in my substance abuse or mental health treatment.



When visiting the probation office, I found the life skills booklets located in the lobby to be very helpful.



## Some comments from our clients:

- I truly like the help and assistance the probation officer has given. She had made meeting above and beyond her duty, especially when I'm depressed. She takes the time to help me through it until my family comes home or I get to the clinic.
- This has been my first offense. The experience affected myself and family in good and bad ways. This experience helped me to find myself by setting boundaries in my life. I learned valuable life coping experiences. I sincerely wish to thank the USPO for treating me in a respectable manner throughout the time.
- ... The ladies at the office I am assigned to are always helpful, courteous, respectful, and polite.



## Some comments from our clients:

- Being on probation has really helped me as far as having structure in my life. Federal probation is not hard to do if you follow the guidelines set for you.
- My probation officer puts forth tremendous efforts on my behalf for which I am very grateful.
- My probation officer has been a true motivator. He acknowledges my accomplishments and expresses how proud he is that I have found my way back to a successful life.
- ... I came out of prison full of hate. I no longer hate.
- Thank you for helping me be a productive citizen in this society.