

GUIDELINE FOR ANNUAL EVALUATION

PROVIDER PERFORMANCE

1. Were consumers satisfied with counselors?
2. Were there any suggestions, changes or issues brought up about the services?
3. Any changes made in the services provided?

COMMUNITY RESOURCE PERFORMANCE

1. Were consumers satisfied with outside referrals?
2. Were there any changes or suggestions made about community referrals?
3. Any issues that were brought up by consumers?

CLIENT PERFORMANCE / SATISFACTION

1. Were consumers satisfied with services? How?
2. Were there any changes or suggestions made about community referrals?
3. Any issues that were brought up by consumers?

GOALS FOR EAP

1. What were the goals for which the EAP was established?
2. Were they met?
3. How were they met?
4. Any new goals?

Please use this guideline. This should give you an idea of how to address these required areas of the annual evaluation. These questions are helpful to bring about the information needing to be addressed in the report.