

Volunteer Ombuds Service Program Evaluation *Family Service League*

Name (optional): _____

Date: _____

I have been an Ombudsperson for (optional):

___ less than 1 year

___ 1-3 years

___ 4-10 years

___ more than 10 years

1) Please check the most appropriate column regarding your Ombudsperson work:

	<i>Satisfying</i>	<i>Unsatisfying</i>	<i>Not applicable</i>
Investigating and resolving complaints			
Interacting with residents			
Interacting with families of residents			
Interacting with facility staff			
Interacting with program staff			
Interacting with volunteer ombudspersons			
In-service meetings			
Reporting monthly activities			
Other (please specify)			

2) To what extent do you, as a volunteer, believe you are effective at the facility you serve:

With Residents? ___ Very effective ___ Somewhat effective ___ Not effective

With Family Members? ___ Very effective ___ Somewhat effective ___ Not effective

With Facility Staff? ___ Very effective ___ Somewhat effective ___ Not effective

Please comment: _____

3) Do you think the Ombuds Service staff helps you to do your work effectively?

___ Yes ___ Somewhat ___ No

Please comment: _____

4) What else can staff do to support you and make your work easier or better?

5) Does the information you receive in training and in-service meetings provide you with the knowledge to do your work as an Ombudsperson?

Yes **Somewhat** **No**

Please Comment: _____

6) What topics would be most helpful to you, as an Ombudsperson, for future in-service meetings?

Suggested topics and/or speakers:

7) Would you be interested in attending local small group meetings with a staff member and other Ombudspersons to discuss cases and case resolution? **Yes** **No**

If you answered *Yes*, how often would you like to meet?

Monthly **3 times a year**
 4 times a year **Other (please specify)**

8) For Ombudspersons with 3 or more years experience, would you be willing to mentor one or more newly certified volunteer Ombudspersons?

Yes **No**

9) Please describe any suggestions you may have on new roles Ombudspersons might fill.

10) Please share any comments you have about ways you feel the program could be improved.