Survey Administration Instructions

The purpose of these surveys is to learn about clients’ experiences with compliance monitoring and treatment, and to improve DWI Program services.

The surveys should be given to all clients based on services they receive. It is understood that responding to the surveys or specific questions is voluntary.

When to administer the surveys:
- Explain to clients that you want to learn more about their experience and to improve services.
- **Compliance**: All clients should receive the compliance survey; it should be given at the last compliance report.
- **Treatment**: Only give the treatment survey to clients who have received treatment services; it should be given as soon as possible after completion of treatment, at the compliance office.

Where to administer the survey:
- Try to use a location that is as private as possible.
- Develop a system that will allow for anonymity. While this may be difficult, try to develop a method that allows respondents to be as anonymous as possible.
- You may choose to mail or email surveys to clients who do not report in person.
- Clients may also use the fillable PDF version in a secure/private space in your office. Can be same place/computer as where the screening tool is completed, if applicable.

If an offender doesn’t understand a question:
- You are not permitted to advise the client on how to respond, only to clarify questions they may not fully comprehend.
- Responses must be given without suggestion or coercion from staff.
- Define word in general usage or consult a dictionary.
- Do not answer the question for them.

Upon completion:
- Have a secure place for the survey to be placed, such as a drop box.
- Thank client for taking the time to respond to survey.

Any questions, issues or general feedback should be directed to your LDWI Program Manager or LDWI Bureau Chief at DFA.