

Information for Clients about the Client Feedback Form (CFF)

The Client Feedback Form includes questions related to recent experiences and alcohol/substance use. This questionnaire gives you a way to provide feedback regarding your progress and response to therapy or counseling services. **Completion of the Client Feedback Form is voluntary.** Declining to respond to the questionnaire will not affect your access to services.

ValueOptions, a behavioral health and wellness company, has made this questionnaire available to your therapist or counselor. Completing this questionnaire does not convey or imply the availability of benefits or services through ValueOptions.

Your name, or any other information that identifies you, does not appear on this questionnaire. It is identified only by the unique case number assigned by your counselor or therapist. The link between you and the case number is kept by the counselor or therapist and is not available to others, including ValueOptions. Your answers are transmitted and stored in a secure manner to maintain privacy.

Questionnaire responses will be shared with ValueOptions and certain contracted business partners for scoring and analysis. Questionnaire response analysis is provided back to your counselor or therapist and may be used to identify individuals who require additional services. This information is also used for analysis of program effectiveness as part of quality and service improvement activities.