

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

FY2021 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL NUMBER OF SURVEYS COMPLETED
The office/satellite location was easy to find, conveniently located and clean	81.63%	14.29%	2.04%	2.04%		100%
<i>Total Surveys Received:</i>	40	7	1	1		49
The initial announcements made by staff were presented in a clear and understandable manner.	55.10%	40.82%	4.08%	0.00%		100%
<i>Total Surveys Received:</i>	27	20	2	0		49
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	10.20%	18.37%	4.08%	0.00%	67.35%	100%
<i>Total Surveys Received:</i>	5	9	2	0	33	49
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	10.20%	18.37%	4.08%	0.00%	67.35%	100%
<i>Total Surveys Received:</i>	5	9	2	0	33	49
I met with staff and services were provided in a timely manner.	51.52%	48.48%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	17	16	0	0		33
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	51.52%	48.48%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	17	16	0	0		33
My need or reason for today's visit was taken care of in a polite and respectful manner.	51.52%	48.48%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	17	16	0	0		33
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	51.52%	48.48%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	17	16	0	0		33

RESULTS:

The Customer Satisfaction Surveys completed by SEACAP customers indicate that overall:

40.82% or 20 customers are Very Satisfied with Northern Cochise County SEACAP services.

57.14% or 28 customers are Satisfied with Northern Cochise County SEACAP services.

2.04% or 1 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 1st quarter of FY2021, 33 customers were provided services and 148% (49) completed a customer survey.

**GRAHAM COUNTY
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CUSTOMER COMMENTS:

1. Your staff are always very nice, nevery make you feel bad about needing help.
2. Ladies are very good with the people even when they are nasty.
3. Very satisfied with all. I was treated well, very happy, very nice staff.
4. Told to bring a disconnect notice and I did and was still denied. Not helpful, two times in a row.
5. Thank you so much for having such wonderful ladies helping us.
6. Thank you so much.
7. The services were very appreciated and the person who helped me was friendly and very polites - made me feel very comfortable. Thank you.
8. Virginia was very, very, very helpful with everything.
9. I was to thankyou and the staff for making my experience a good one which is very difficult for me to do. I'm used to helping people when they need it.
10. Everyone was so nice and helpful.

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

FY2021 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL NUMBER OF SURVEYS COMPLETED
The office/satellite location was easy to find, conveniently located and clean	26.67%	73.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	4	11	0	0		15
The initial announcements made by staff were presented in a clear and understandable manner.	20.00%	80.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	3	12	0	0		15
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	26.67%	20.00%	6.67%	0.00%	46.67%	100%
<i>Total Surveys Received:</i>	4	3	1	0	7	15
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	20.00%	26.67%	6.67%	0.00%	46.67%	100%
<i>Total Surveys Received:</i>	3	4	1	0	7	15
I met with staff and services were provided in a timely manner.	25.00%	62.50%	12.50%	0.28%		100%
<i>Total Surveys Received:</i>	2	5	1	0		8
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	37.50%	62.50%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	3	5	0	0		8
My need or reason for today's visit was taken care of in a polite and respectful manner.	37.50%	62.50%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	3	5	0	0		8
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	62.50%	37.50%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	5	3	0	0		8

RESULTS:

The Customer Satisfaction Surveys completed by SEACAP customers indicate that overall:

48.235% or 7 customers are Very Satisfied with Northern Cochise County SEACAP services.

47.465% or 7 customers are Satisfied with Northern Cochise County SEACAP services.

4.3% or 1 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 1st quarter of FY2021, 8 customers were provided services and 188% (15) completed a customer survey.

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

CUSTOMER COMMENTS:

1. Appreciate the assistance ladies that come to the town of Duncan. Thank you!
2. Thank you!

**SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

FY2021 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL NUMBER OF SURVEYS COMPLETED
The office/satellite location was easy to find, conveniently located and clean	74.10%	24.70%	0.00%	1.20%		100%
<i>Total Surveys Received:</i>	123	41	0	2		166
The initial announcements made by staff were presented in a clear and understandable manner.	71.69%	27.11%	0.00%	1.20%		100%
<i>Total Surveys Received:</i>	119	45	0	2		166
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	71.69%	16.27%	0.00%	1.20%	10.84%	100%
<i>Total Surveys Received:</i>	119	27	0	2	18	166
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	60.84%	27.11%	0.00%	1.20%	10.84%	100%
<i>Total Surveys Received:</i>	101	45	0	2	18	166
I met with staff and services were provided in a timely manner.	75.66%	23.03%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	115	35	0	2		152
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	78.29%	20.39%	0.00%	1.32%		100%
<i>Total Surveys Received:</i>	119	31	0	2		152
My need or reason for today's visit was taken care of in a polite and respectful manner.	79.61%	19.08%	0.00%	1.32%		100%
<i>Total Surveys Received:</i>	121	29	0	2		152
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	81.58%	16.45%	0.66%	1.32%		100%
<i>Total Surveys Received:</i>	124	25	1	2		152

RESULTS:

The Customer Satisfaction Surveys completed by SEACAP customers indicate that overall:

45.78% or 76 customers are Very Satisfied with Northern Cochise County SEACAP services.

53.18% or 88 customers are Satisfied with Northern Cochise County SEACAP services.

1.04% or 2 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 1st quarter of FY2021, 152 customers were provided services and 109% (166) completed a customer survey.

SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)

CUSTOMER COMMENTS:

1. Hace falta sillas para la gente que viene a pedir la ayuda y el area mas limpio. (More chairs are need for people coming to apply and area needs to be cleaner)
2. Es esta situacion les doy muchas gracias por el apollo y la ayuda brindada a mi familia es este tiempo tan dificil. Gracias (In this situation I want to thank you for your support and the help you provided to my family during this difficult time. Thank you)
3. They were quick, worked as a team and I am very thankful for the help I was provided with today.
4. Thank you for all your help.
5. Todo muy bien (Everything was good)
6. My case worker, Virginia, is a very, very nice person.
7. Very happy with service, Thank you!
8. Ms. Martinez has very good customer service skills, very polite and courteous.
9. Muy satisfecha por sus atenciones y las explicaciones. Muy amables (Very satisfied with your explanations and attention. Very courteous)
10. Muchas Gracias por su ayuda. Dios los Bendiga (Thank you for your help. God Bless you)
11. Very nice and helpful with everything.
12. I love you guys. I wish I could give back. Thank you all for helping us out in our time of need.
13. Thank you!

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

FY2021 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL NUMBER OF SURVEYS COMPLETED
The office/satellite location was easy to find, conveniently located and clean	71.70%	26.04%	0.38%	1.89%		100%
<i>Total Surveys Received:</i>	190	69	1	5		265
The initial announcements made by staff were presented in a clear and understandable manner.	70.57%	26.79%	0.38%	2.26%		100%
<i>Total Surveys Received:</i>	187	71	1	6		265
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	67.92%	26.42%	0.75%	1.13%	3.77%	100%
<i>Total Surveys Received:</i>	180	70	2	3	10	265
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	50.19%	33.96%	0.75%	2.26%	12.83%	100%
<i>Total Surveys Received:</i>	133	90	2	6	34	265
I met with staff and services were provided in a timely manner.	69.87%	26.78%	1.26%	0.28%		100%
<i>Total Surveys Received:</i>	167	64	3	5		239
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	71.55%	25.94%	0.00%	2.51%		100%
<i>Total Surveys Received:</i>	171	62	0	6		239
My need or reason for today's visit was taken care of in a polite and respectful manner.	74.06%	23.85%	0.00%	2.09%		100%
<i>Total Surveys Received:</i>	177	57	0	5		239
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	75.31%	22.59%	0.00%	2.09%		100%
<i>Total Surveys Received:</i>	180	54	0	5		239

RESULTS:

The Customer Satisfaction Surveys completed by SEACAP customers indicate that overall:

32.94% or 87 customers are Very Satisfied with Northern Cochise County SEACAP services.

63.08% or 168 customers are Satisfied with Northern Cochise County SEACAP services.

3.98% or 10 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 1st quarter of FY2020, 239 customers were provided services and 110% (265) completed a customer survey.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

CUSTOMER COMMENTS:

1. This was very helpful. Thankyou for your assistance I greatly appreciate it.
2. Very happy with service and truly appreciate the help. Thank you!
3. I was very pleased with the assistance. I appreciate all the help.
4. Everything went very well. Staff was great!
5. Thank you for all your help. God Bless you and your families.
6. Very efficient and stress free appointment.
7. thank you very much for being available to us.
8. Everyone very helpful, friendly and courteous.
9. Wonderful staff. They know their job inside out. Thank you so much. Hope your staff doesn't change. They need a raise!!!
10. Again than you for your services.
11. Staff very patient with us. Thank you!
12. While I recognize first come first serve may be the best policy, for people like me who must take time off from work to stand in line costs me money. Having one week available ams & pms may help.
13. I appreciated very much the help I was given. Thank you.
14. My case worker was very polite and nice!
15. Thank you for having programs like this in difficult times in need for people and all of your were very courteous.
16. It is not first come first serve. Being assigned a number which was never used or referenced seemed silly, plus standing in line to receive paperwork.
17. Very polite and made sure I understood everything. Thank you very much.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

FY2021 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	NOT APPLICABLE	TOTAL NUMBER OF SURVEYS COMPLETED
The office/satellite location was easy to find, conveniently located and clean	75.95%	22.78%	1.27%	0.00%		100%
<i>Total Surveys Received:</i>	60	18	1	0		79
The initial announcements made by staff were presented in a clear and understandable manner.	77.22%	21.52%	1.27%	0.00%		100%
<i>Total Surveys Received:</i>	61	17	1	0		79
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	73.42%	20.25%	1.27%	0.00%	5.06%	100%
<i>Total Surveys Received:</i>	58	16	1	0	4	79
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	56.96%	22.78%	0.00%	0.00%	20.25%	100%
<i>Total Surveys Received:</i>	45	18	0	0	16	79
I met with staff and services were provided in a timely manner.	78.87%	19.72%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	56	14	0	1		71
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	83.10%	15.49%	0.00%	1.41%		100%
<i>Total Surveys Received:</i>	59	11	0	1		71
My need or reason for today's visit was taken care of in a polite and respectful manner.	80.28%	18.31%	0.00%	1.41%		100%
<i>Total Surveys Received:</i>	57	13	0	1		71
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	87.32%	12.68%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	62	9	0	0		71

RESULTS:

The Customer Satisfaction Surveys completed by SEACAP customers indicate that overall:

36.71% or 29 customers are Very Satisfied with Northern Cochise County SEACAP services.

57.14% or 28 customers are Satisfied with Northern Cochise County SEACAP services.

4.16% or 3 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 1st quarter of FY2021, 71 customers were provided services and 111% (79) completed a customer survey.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2021 - 1ST QRT (JULY - SEPTEMBER 2020)**

CUSTOMER COMMENTS:

1. Good worker. Understandable and knowledgeable. Helped answer my questions.
2. Thank you. Great staff. Sally and Virginia are great!
3. Wonderful, good job helping others. Thank you!
4. The staff is very friendly and helpful.
5. Very helpful and polite. Worked with us in a timely manner. Thank you!
6. Thank you for all your help.
7. Thank you so much for your help at this time because I really need it and I really appreciate your help.
8. Was very well dressed and nice to speak with. Polite and helpful.
9. Sally was very helpful and very kind.
10. Sally was very helpful and directed me to where I needed to go to find the documents I needed. Awesome attitude!
11. Every year I come for help the people that work for SEACAP are really helpful and courteous especially Sally that helps me every time I go. She is a good worker.
12. Sally is a very professional gal with a heart. Thank you for all that you do.
13. Very nice!
14. Very helpful and courteous.
15. SEACAP has substantially helped me and my family, thank you.
16. Thank you very much for all of your help.
17. Always satisfied. New changes and rules, discouraging and trouble paying bills for months, however the ladies @ SEACAP did everything in their power to provide me with the information and assurance I needed. Thank you!
18. Sally was a very courteous person and really knows her stuff. Very likeable.
19. Very helpful and knowledgeable.