

**GRAHAM COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

<b>SFY2022 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>	<b>NOT APPLICABLE</b>	<b>TOTAL NUMBER OF SURVEYS COMPLETED</b>
The office/satellite location was easy to find, conveniently located and clean <i>Total Surveys Received: 70</i>	60.34%	35.34%	0.86%	3.45%		116
The initial announcements made by staff were presented in a clear and understandable manner. <i>Total Surveys Received: 77</i>	66.38%	31.03%	1.72%	0.86%		116
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services. <i>Total Surveys Received: 85</i>	62.04%	24.09%	2.19%	0.00%	11.68%	137
Staff could not meet my need, but was offered information and/or referred to another agency for assistance. <i>Total Surveys Received: 71</i>	51.82%	33.58%	2.92%	0.00%	11.68%	137
I met with staff and services were provided in a timely manner. <i>Total Surveys Received: 70</i>	60.34%	35.34%	1.72%	0.28%		116
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner. <i>Total Surveys Received: 76</i>	65.52%	32.76%	1.72%	0.00%		116
My need or reason for today's visit was taken care of in a polite and respectful manner. <i>Total Surveys Received: 76</i>	65.52%	31.03%	2.59%	0.86%		116
The Case Manager that assisted me was courteous, polite, professional and respectful at all times. <i>Total Surveys Received: 70</i>	60.34%	37.93%	0.86%	0.86%		116

**RESULTS:**

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

61.54% or 84 customers are Very Satisfied with Graham County SEACAP services.

32.64% or 45 customers are Satisfied with Graham County SEACAP services.

5.82% or 8 customer was Dissatisfied/Very Dissatisfied with Graham County SEACAP Services.

During the 1st quarter of SFY2022, 116 customers were provided services and 118% (137) completed a customer survey.

**GRAHAM COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

**CUSTOMER COMMENTS:**

1. I experienced only pleasant professional staff. Thank you!!!
2. I appreciate the assistance and the time given to me and my family in this time of need.
3. Case Worker was very friendly.
4. All my questions and needs were met. Thank you!
5. This is my first time applying for assistance. A bit leary, but I felt comfortable.
6. Alexia is very nice, respectable and cautious.
7. Thank you!
8. Very kind lady explained all of the process to me. Thank you!
9. All was good!!
10. Very satisfied, just getting nervous cause I didn't have a landlords note.
11. Case Manager was always polite and helpful.
12. Thank you for programs likes this that help people out with their needs.
13. Thank you for all the help you give to people and being so caring during others time of need.
14. Took too many months to be seen. Shut off notice requirement to strict. Discriminate based on date its received.
15. I am so happy to be helped. Thank you!!

# 1st Quarter Client Survey Report - Graham County

THE CASE MANAGER THAT ASSISTED ME WAS COURTEOUS, POLITE, PROFESSIONAL AND RESPECTFUL AT ALL TIMES.

MY NEED OR REASON FOR TODAY'S VISIT WAS TAKEN CARE OF IN A POLITE AND RESPECTFUL MANNER.

STAFF TOOK THE TIME TO EXPLAIN THE PROGRAM RULES AND ELIGIBILITY REQUIREMENTS IN A CLEAR AND UNDERSTANDABLE MANNER.

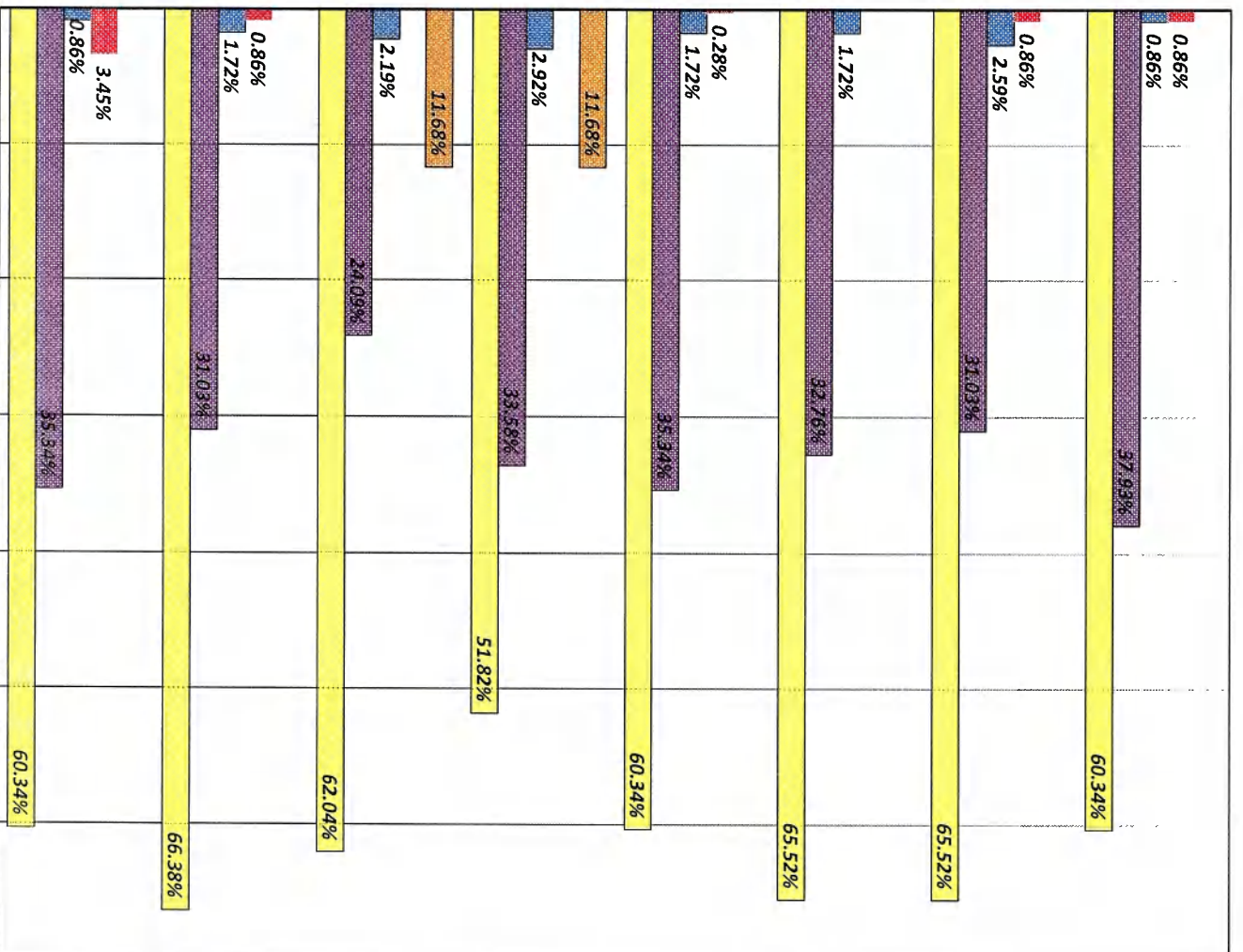
I MET WITH STAFF AND SERVICES WERE PROVIDED IN A TIMELY MANNER.

STAFF COULD NOT MEET MY NEED, BUT WAS OFFERED INFORMATION AND/OR REFERRED TO ANOTHER AGENCY FOR ASSISTANCE.

STAFF WAS COURTEOUS, RESPECTFUL, FRIENDLY, HELPFUL AND SENSITIVE TO MY SITUATION EVEN THOUGH I DID NOT RECEIVE SERVICES.

THE INITIAL ANNOUNCEMENTS MADE BY STAFF WERE PRESENTED IN A CLEAR AND UNDERSTANDABLE MANNER.

THE OFFICE/SATELLITE LOCATION WAS EASY TO FIND, CONVENIENTLY LOCATED AND CLEAN



■ NOT APPLICABLE   
 ■ VERY DISSATISFIED   
 ■ DISSATISFIED   
 ■ SATISFIED   
 ■ VERY SATISFIED



**GREENLEE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

<b>SFY2022 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>	<b>NOT APPLICABLE</b>	<b>TOTAL NUMBER OF SURVEYS COMPLETED</b>
The office/satellite location was easy to find, conveniently located and clean <i>Total Surveys Received: 9</i>	22.22%	66.67%	11.11%	0.00%	0	100%
The initial announcements made by staff were presented in a clear and understandable manner. <i>Total Surveys Received: 9</i>	44.44%	44.44%	11.11%	0.00%	0	100%
Staff was courteous, respectful, friendly, helpful and sensitive to my situation even though I did not receive services. <i>Total Surveys Received: 14</i>	28.57%	28.57%	7.14%	0.00%	35.71%	100%
Staff could not meet my need, but was offered information and/or referred to another agency for assistance. <i>Total Surveys Received: 14</i>	28.57%	28.57%	7.14%	0.00%	35.71%	100%
I met with staff and services were provided in a timely manner. <i>Total Surveys Received: 9</i>	22.22%	55.56%	22.22%	0.28%	0	100%
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner. <i>Total Surveys Received: 9</i>	44.44%	44.44%	11.11%	0.00%	0	100%
My need or reason for today's visit was taken care of in a polite and respectful manner. <i>Total Surveys Received: 9</i>	55.56%	33.33%	11.11%	0.00%	0	100%
The Case Manager that assisted me was courteous, polite, professional and respectful at all times. <i>Total Surveys Received: 9</i>	55.56%	33.33%	11.11%	0.00%	0	100%
<i>Total Surveys Received: 9</i>	5	3	1	0	0	9

**RESULTS:**

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

**37.7% or 5 customers are Very Satisfied with Greenlee County SEACAP services.**

**41.86% or 6 customers are Satisfied with Greenlee County SEACAP services.**

**20.44% or 3 customer was Dissatisfied/Very Dissatisfied with Greenlee County SEACAP Services.**

During the 1st quarter of SFY2022, 9 customers were provided services and 156% (14) completed a customer survey.

**CUSTOMER COMMENTS:**

NO COMMENTS WERE MADE

## 1st Quarter Client Survey Report - Greenlee County

THE CASE MANAGER THAT ASSISTED ME WAS COURTEOUS, POLITE, PROFESSIONAL AND RESPECTFUL AT ALL TIMES.

MY NEED OR REASON FOR TODAY'S VISIT WAS TAKEN CARE OF IN A POLITE AND RESPECTFUL MANNER.

STAFF TOOK THE TIME TO EXPLAIN THE PROGRAM RULES AND ELIGIBILITY REQUIREMENTS IN A CLEAR AND UNDERSTANDABLE MANNER.

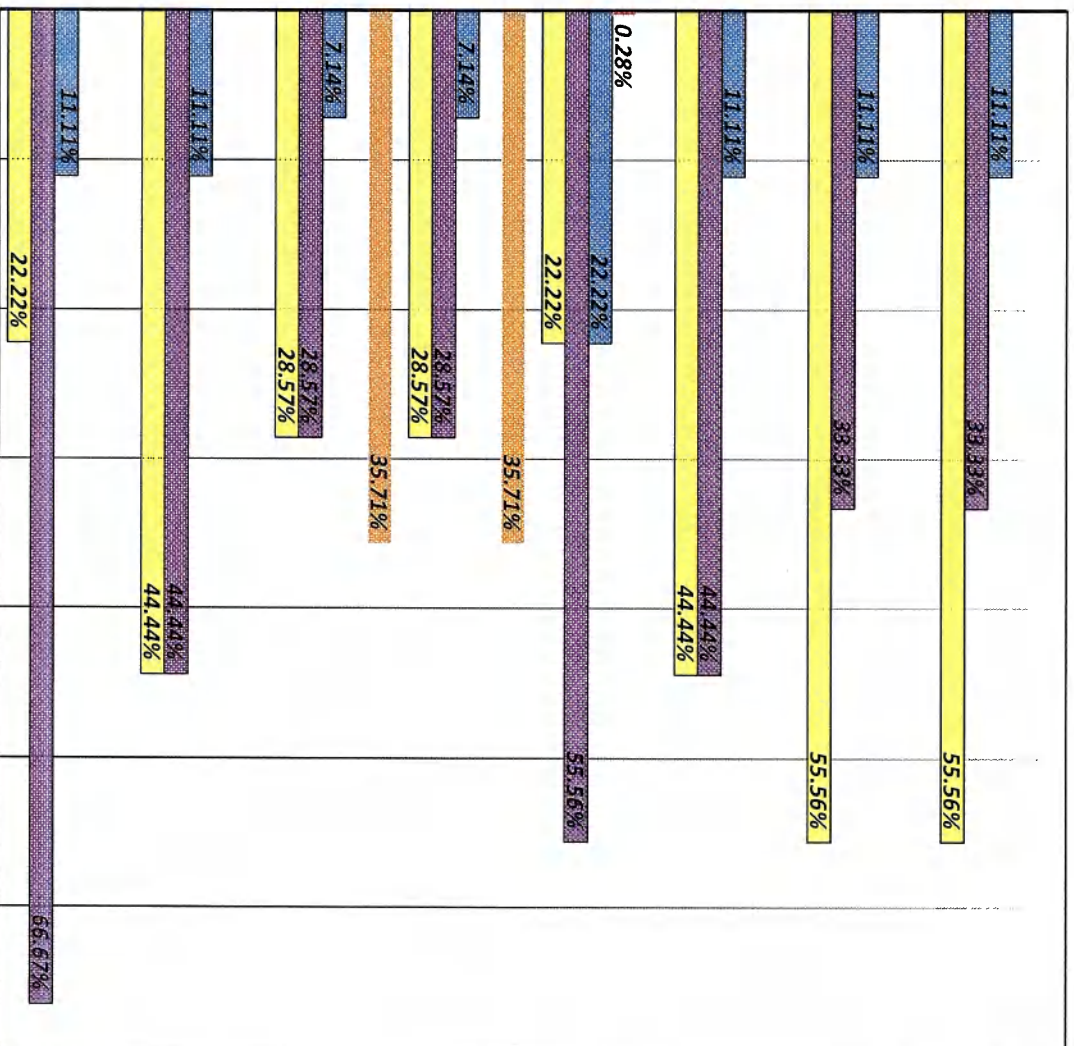
I MET WITH STAFF AND SERVICES WERE PROVIDED IN A TIMELY MANNER.

STAFF COULD NOT MEET MY NEED, BUT WAS OFFERED INFORMATION AND/OR REFERRED TO ANOTHER AGENCY FOR ASSISTANCE.

STAFF WAS COURTEOUS, RESPECTFUL, FRIENDLY, HELPFUL AND SENSITIVE TO MY SITUATION EVENTHOUGH I DID NOT RECEIVE SERVICES.

THE INITIAL ANNOUNCEMENTS MADE BY STAFF WERE PRESENTED IN A CLEAR AND UNDERSTANDABLE MANNER.

THE OFFICE/SATELLITE LOCATION WAS EASY TO FIND, CONVENIENTLY LOCATED AND CLEAN



■ NOT APPLICABLE   
 ■ VERY DISSATISFIED   
 ■ DISSATISFIED   
 ■ SATISFIED   
 ■ VERY SATISFIED



**SANTA CRUZ COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

<b>SFY2022 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>	<b>NOT APPLICABLE</b>	<b>TOTAL NUMBER OF SURVEYS COMPLETED</b>
The office/satellite location was easy to find, conveniently located and clean	75.81%	22.58%	0.00%	1.61%	2	100% 124
Total Surveys Received:	94	28	0	2		124
The initial announcements made by staff were presented in a clear and understandable manner.	74.19%	23.39%	0.00%	2.42%	3	100% 124
Total Surveys Received:	92	29	0	3		124
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	67.14%	13.57%	0.71%	1.43%	17.14%	100% 140
Total Surveys Received:	94	19	1	2	24	140
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	50.71%	30.00%	0.00%	2.14%	17.14%	100% 140
Total Surveys Received:	71	42	0	3	24	140
I met with staff and services were provided in a timely manner.	68.55%	29.03%	0.81%	0.28%	2	100% 124
Total Surveys Received:	85	36	1	2		124
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	73.39%	25.00%	0.81%	0.81%	1	100% 124
Total Surveys Received:	91	31	1	1		124
My need or reason for today's visit was taken care of in a polite and respectful manner.	75.00%	23.39%	0.00%	1.61%	2	100% 124
Total Surveys Received:	93	29	0	2		124
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	79.03%	19.35%	0.00%	1.61%	2	100% 124
Total Surveys Received:	98	24	0	2		124

**RESULTS:**

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

**70.48% or 99 customers are Very Satisfied with Santa Cruz County SEACAP services.**

**24.54% or 34 customers are Satisfied with Santa Cruz County SEACAP services.**

**4.98% or 7 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.**

During the 1st quarter of SFY2022, 124 customers were provided services and 113% (140) completed a customer survey.

**SANTA CRUZ COUNTY**  
**CUSTOMER SATISFACTION SURVEY REPORT**  
**SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

**CUSTOMER COMMENTS:**

1. Thank you!!
2. Todo perfecto. (Everything was perfect)
3. Gracias por toda su ayuda. (Thank you for all your help)
4. Muy satisfecho y gracias por su ayuda. (Very satisfied and thank you for your help)
5. At first additional information was needed in order for me to utilize these services. Your staff is very courteous. I appreciate their help tremendously. I have and will continue to recommend your services to others in need. Thank you!
6. Muy bien todo. (Every was good)
7. Estamos satisfechos por los servicios prestados a nosotros por Claudia. (We are satisfied with the services rendered to us by Claudia)
8. Todo muy bien, gracias. (Thank you for everything)
9. Desde que llegue a la oficina, se me explico todo bien, gracias. (Since I arrived at the office, everything was clearly explained to us)
10. Generalmente, toda la entrevista fue muy responsable, rapida y eficiente Gracias!! (In general, the interview was responsive, quick and efficient, thank you)
11. Vey nice individual!
12. Very good treatment, thank you!

# 1st Quarter Client Survey Report - Santa Cruz County

THE CASE MANAGER THAT ASSISTED ME WAS COURTEOUS, POLITE, PROFESSIONAL AND RESPECTFUL AT ALL TIMES.

MY NEED OR REASON FOR TODAY'S VISIT WAS TAKEN CARE OF IN A POLITE AND RESPECTFUL MANNER.

STAFF TOOK THE TIME TO EXPLAIN THE PROGRAM RULES AND ELIGIBILITY REQUIREMENTS IN A CLEAR AND UNDERSTANDABLE MANNER.

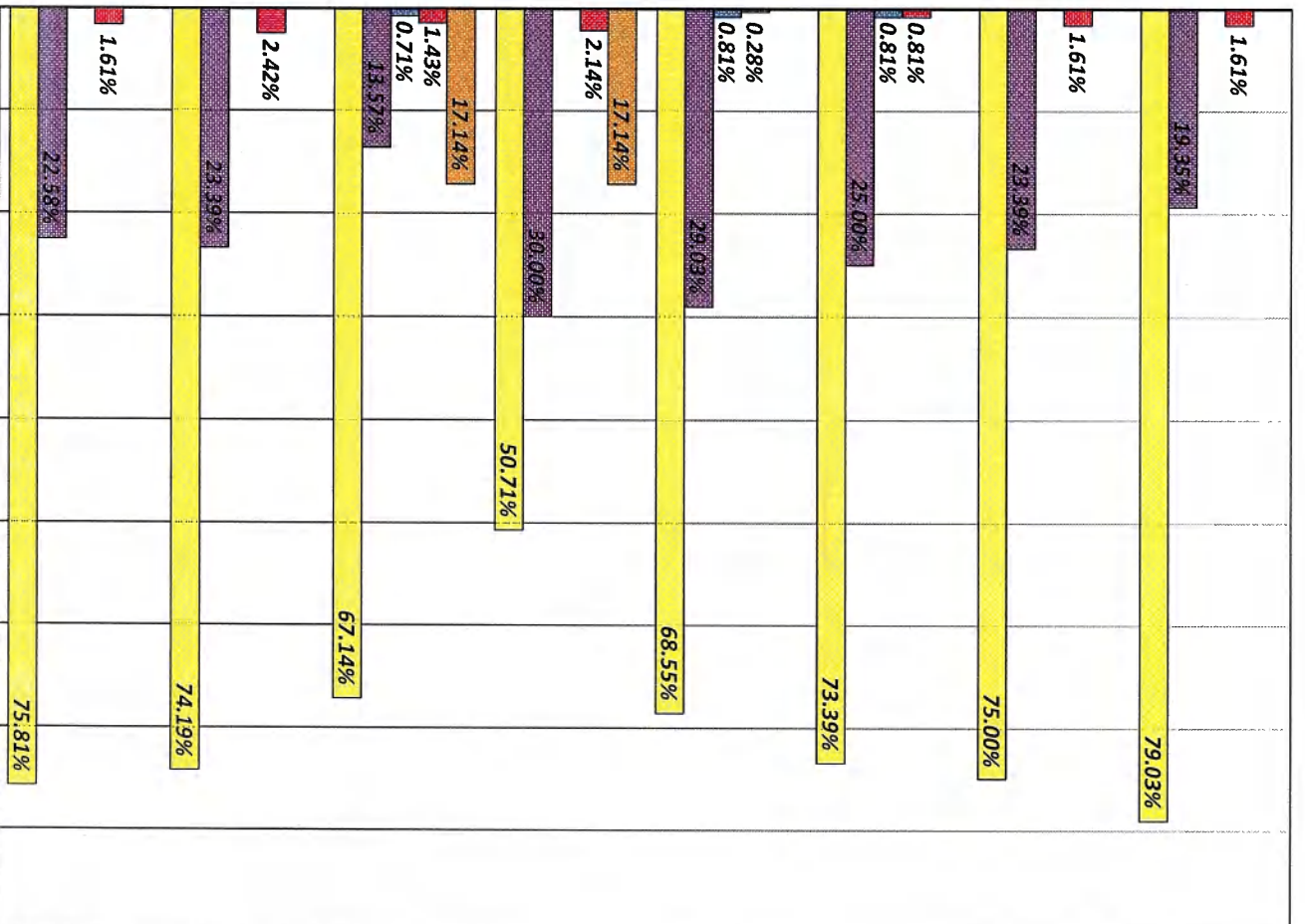
I MET WITH STAFF AND SERVICES WERE PROVIDED IN A TIMELY MANNER.

STAFF COULD NOT MEET MY NEED, BUT WAS OFFERED INFORMATION AND/OR REFERRED TO ANOTHER AGENCY FOR ASSISTANCE.

STAFF WAS COURTEOUS, RESPECTFUL, FRIENDLY, HELPFUL AND SENSITIVE TO MY SITUATION EVENTHOUGH I DID NOT RECEIVE SERVICES.

THE INITIAL ANNOUNCEMENTS MADE BY STAFF WERE PRESENTED IN A CLEAR AND UNDERSTANDABLE MANNER.

THE OFFICE/SATELLITE LOCATION WAS EASY TO FIND, CONVENIENTLY LOCATED AND CLEAN



NOT APPLICABLE
  VERY DISSATISFIED
  DISSATISFIED
  SATISFIED
  VERY SATISFIED



**SOUTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

<b>SFY2022 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>	<b>NOT APPLICABLE</b>	<b>TOTAL NUMBER OF SURVEYS COMPLETED</b>
The office/satellite location was easy to find, conveniently located and clean <i>Total Surveys Received: 116</i>	<b>74.36%</b>	<b>25.00%</b>	<b>0.64%</b>	<b>0.00%</b>		<b>156</b>
The initial announcements made by staff were presented in a clear and understandable manner. <i>Total Surveys Received: 116</i>	<b>74.36%</b>	<b>24.36%</b>	<b>1.28%</b>	<b>0.00%</b>		<b>156</b>
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services. <i>Total Surveys Received: 105</i>	<b>61.40%</b>	<b>21.05%</b>	<b>0.58%</b>	<b>0.58%</b>	<b>16.37%</b>	<b>171</b>
Staff could not meet my need, but was offered information and/or referred to another agency for assistance. <i>Total Surveys Received: 86</i>	<b>50.29%</b>	<b>32.75%</b>	<b>0.00%</b>	<b>0.58%</b>	<b>16.37%</b>	<b>171</b>
I met with staff and services were provided in a timely manner. <i>Total Surveys Received: 97</i>	<b>62.18%</b>	<b>37.82%</b>	<b>0.00%</b>	<b>0.28%</b>		<b>156</b>
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner. <i>Total Surveys Received: 109</i>	<b>69.87%</b>	<b>29.49%</b>	<b>0.00%</b>	<b>0.64%</b>		<b>156</b>
My need or reason for today's visit was taken care of in a polite and respectful manner. <i>Total Surveys Received: 107</i>	<b>68.59%</b>	<b>30.77%</b>	<b>0.00%</b>	<b>0.64%</b>		<b>156</b>
The Case Manager that assisted me was courteous, polite, professional and respectful at all times. <i>Total Surveys Received: 108</i>	<b>69.23%</b>	<b>30.13%</b>	<b>0.00%</b>	<b>0.64%</b>		<b>156</b>

**RESULTS:**

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

- 66.29% or 113 customers are Very Satisfied with Southern Cochise County SEACAP services.**
- 28.92% or 50 customers are Satisfied with Southern Cochise County SEACAP services.**
- 4.79% or 8 customer was Dissatisfied/Very Dissatisfied with Southern Cochise County SEACAP Services.**

During the 1st quarter of SFY2022, 156 customers were provided services and 110% (171) completed a customer survey.

**SOUTHERN COCHISE COUNTY**  
**CUSTOMER SATISFACTION SURVEY REPORT**  
**SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

**CUSTOMER COMMENTS:**

1. Doy gracias a todas la personas por su generosidad y habilidad al respecto de la ayuda. (I thank everyone for the generosity and ability in regards to the help)
2. Alexia was very helpful, kind, patient and friendly. She made me feel comfortable.
3. Good job.
4. Thank you all for being here.
5. I was very satisfied with all the help.
6. Staff was very friendly and helpful.
7. Staff was very knowledgeable and helpful.
8. Should go first come, first serve.
9. Staff is courteous and respectfull. They seem very knowledgeable I what they are doing. Explain thoroughly what is being done and what we need to provide] to receive assistance.
10. Did not obtain correct information and had to come back several times.
11. Wish you would come to Tombstone.
12. I am very grateful for all you help, thank you very much!
13. Very happy to receive the assistance. Appreciated more than words can express. Claudia made the meeting easy and quickly done.
14. Case Manager was great. Could not help me this time, but explained everything to me very clearly.
15. Very helpful and extremely fas, courteous and respectful.

# 1st Quarter Client Survey Report - Southern Cochise County

THE CASE MANAGER THAT ASSISTED ME WAS COURTEOUS, POLITE, PROFESSIONAL AND RESPECTFUL AT ALL TIMES.

MY NEED OR REASON FOR TODAY'S VISIT WAS TAKEN CARE OF IN A POLITE AND RESPECTFUL MANNER.

STAFF TOOK THE TIME TO EXPLAIN THE PROGRAM RULES AND ELIGIBILITY REQUIREMENTS IN A CLEAR AND UNDERSTANDABLE MANNER.

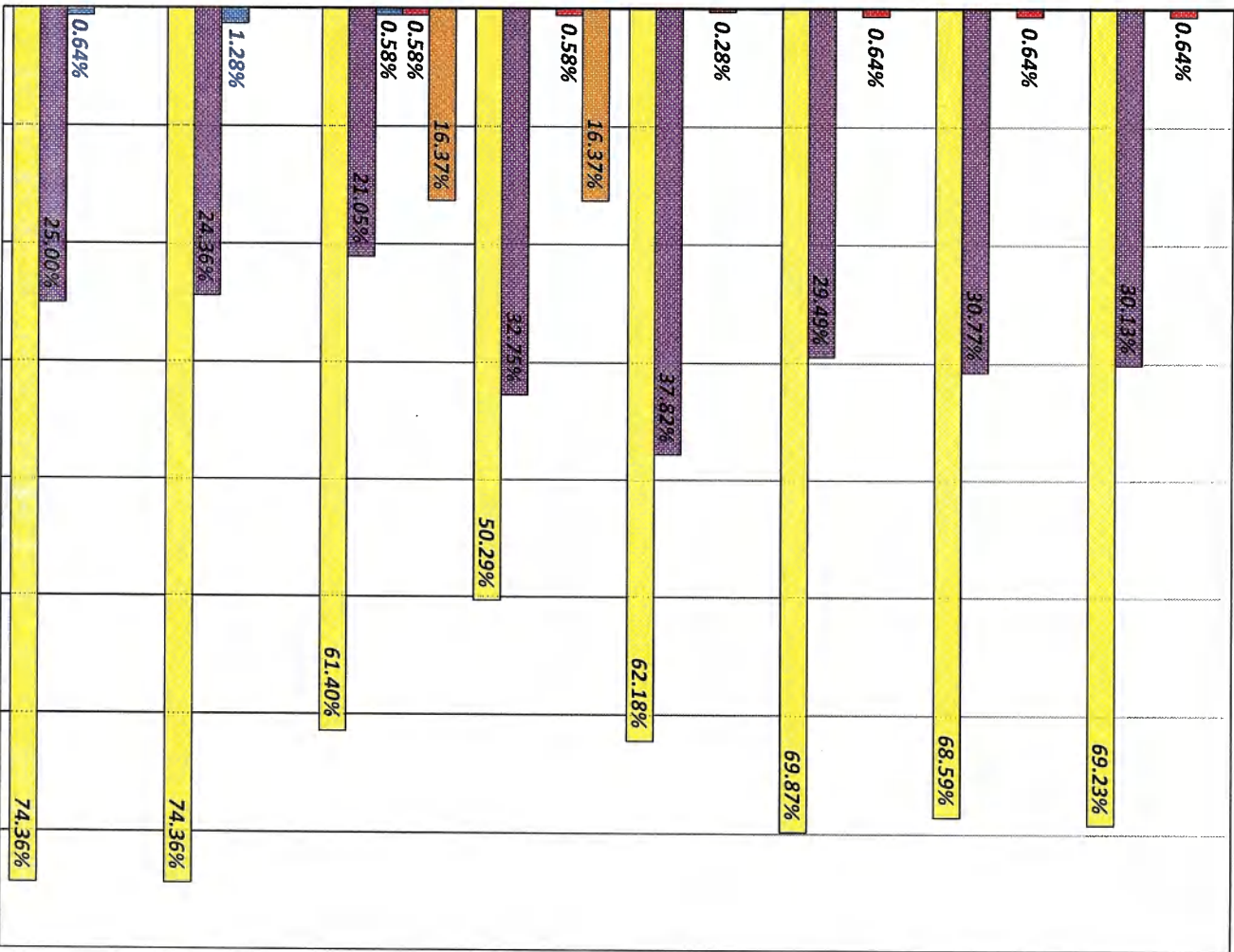
I MET WITH STAFF AND SERVICES WERE PROVIDED IN A TIMELY MANNER.

STAFF COULD NOT MEET MY NEED, BUT WAS OFFERED INFORMATION AND/OR REFERRED TO ANOTHER AGENCY FOR ASSISTANCE.

STAFF WAS COURTEOUS, RESPECTFUL, FRIENDLY, HELPFUL AND SENSITIVE TO MY SITUATION EVENTHOUGH I DID NOT RECEIVE SERVICES.

THE INITIAL ANNOUNCEMENTS MADE BY STAFF WERE PRESENTED IN A CLEAR AND UNDERSTANDABLE MANNER.

THE OFFICE/SATELLITE LOCATION WAS EASY TO FIND, CONVENIENTLY LOCATED AND CLEAN



NOT APPLICABLE  
  VERY DISSATISFIED  
  DISSATISFIED  
  SATISFIED  
  VERY SATISFIED



**NORTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

<b>SFY2022 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>	<b>NOT APPLICABLE</b>	<b>TOTAL NUMBER OF SURVEYS COMPLETED</b>
The office/satellite location was easy to find, conveniently located and clean <i>Total Surveys Received: 50</i>	86.21%	13.79%	0.00%	0.00%	0	58
The initial announcements made by staff were presented in a clear and understandable manner. <i>Total Surveys Received: 53</i>	91.38%	8.62%	0.00%	0.00%	0	58
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services. <i>Total Surveys Received: 49</i>	67.12%	12.33%	0.00%	0.00%	20.55%	73
Staff could not meet my need, but was offered information and/or referred to another agency for assistance. <i>Total Surveys Received: 46</i>	63.01%	13.70%	2.74%	0.00%	20.55%	73
I met with staff and services were provided in a timely manner. <i>Total Surveys Received: 44</i>	75.86%	22.41%	1.72%	0.28%		58
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner. <i>Total Surveys Received: 47</i>	81.03%	18.97%	0.00%	0.00%		58
My need or reason for today's visit was taken care of in a polite and respectful manner. <i>Total Surveys Received: 48</i>	82.76%	17.24%	0.00%	0.00%		58
The Case Manager that assisted me was courteous, polite, professional and respectful at all times. <i>Total Surveys Received: 48</i>	82.76%	15.52%	1.72%	0.00%		58

**RESULTS:**

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

**78.77% or 58 customers are Very Satisfied with Northern Cochise County SEACAP services.**

**15.32% or 11 customers are Satisfied with Northern Cochise County SEACAP services.**

**5.91% or 4 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.**

During the 1st quarter of SFY2022, 58 customers were provided services and 125% (73) completed a customer survey.

**NORTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2022 - 1ST QRT (JULY - SEPTEMBER 2021)**

**CUSTOMER COMMENTS:**

1. You folks help me very much each year. This year especially since I have had very serious medical issues.
2. Las muchachas son my amables, gracias. (The young ladies are very nice, thank you)
3. I cold not get assistance because I came to a location that I was told to go to. The number at the location in Safford told me I could go to Benson when I should have been told to go to Sierra Vista or Bisbee.
4. They are always very helpful.
5. Staff and office agent are ery professional, helpful and patient.
6. Great service and great people!
7. I am very grateful for this assistance and the professional, courteous way I was spoken to and served. Thank you and God Bless You!
8. Thank you for your help. Have a Merry Christmas!
9. Thank so much!! Happy Holidays!!!

# 1st Quarter Client Survey Report - Northern Cochise County

THE CASE MANAGER THAT ASSISTED ME WAS COURTEOUS, POLITE, PROFESSIONAL AND RESPECTFUL AT ALL TIMES.

MY NEED OR REASON FOR TODAY'S VISIT WAS TAKEN CARE OF IN A POLITE AND RESPECTFUL MANNER.

STAFF TOOK THE TIME TO EXPLAIN THE PROGRAM RULES AND ELIGIBILITY REQUIREMENTS IN A CLEAR AND UNDERSTANDABLE MANNER.

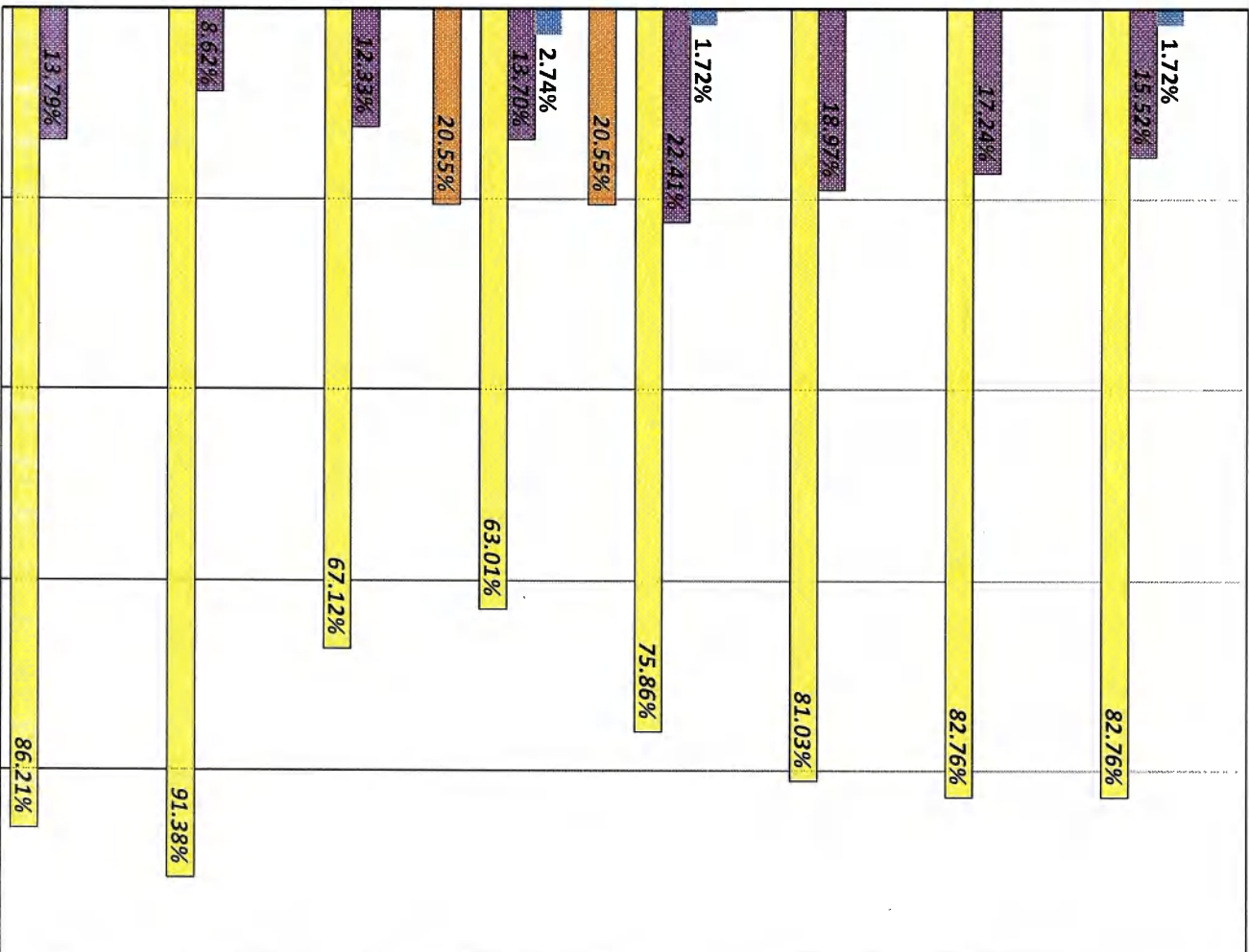
I MET WITH STAFF AND SERVICES WERE PROVIDED IN A TIMELY MANNER.

STAFF COULD NOT MEET MY NEED, BUT WAS OFFERED INFORMATION AND/OR REFERRED TO ANOTHER AGENCY FOR ASSISTANCE.

STAFF WAS COURTEOUS, RESPECTFUL, FRIENDLY, HELPFUL AND SENSITIVE TO MY SITUATION EVENTHOUGH I DID NOT RECEIVE SERVICES.

THE INITIAL ANNOUNCEMENTS MADE BY STAFF WERE PRESENTED IN A CLEAR AND UNDERSTANDABLE MANNER.

THE OFFICE/SATELLITE LOCATION WAS EASY TO FIND, CONVENIENTLY LOCATED AND CLEAN



NOT APPLICABLE  
  VERY DISSATISFIED  
  DISSATISFIED  
  SATISFIED  
  VERY SATISFIED