

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 1ST QRT (JULY - SEPTEMBER 2016)**

FY2017 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	100.00%	0.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	85	0	0	0		85
The initial announcements made by staff were presented in a clear and understandable manner.	94.12%	4.71%	1.18%	0.00%		100%
<i>Total Surveys Received:</i>	80	4	1	0		85
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	20.00%	1.18%	2.35%	0.00%	76.47%	100%
<i>Total Surveys Received:</i>	17	1	2	0	65	85
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	17.65%	3.53%	2.35%	0.00%	76.47%	100%
<i>Total Surveys Received:</i>	15	3	2	0	65	85
I met with staff and services were provided in a timely manner.	72.94%	27.06%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	62	23	0	0		85
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	89.41%	10.59%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	76	9	0	0		85
My need or reason for today's visit was taken care of in a polite and respectful manner.	98.82%	1.18%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	84	1	0	0		85
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	100.00%	0.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	85	0	0	0		85

RESULTS:

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

90.58% or 77 customers are Very Satisfied with Graham County SEACAP services.

7.07% or 6 customers are Satisfied with Graham County SEACAP services.

2.35% or 2 customer was Dissatisfied/Very Dissatisfied with Graham County SEACAP Services.

During the 1st quarter of FY2017, 65 customers were provided services and 131% (85) completed a customer survey.

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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. This was very helpful. Thankyou for your assistance I greatly appreciate it.
10. Very happy with service and truly appreciate the help. Thank you!
11. I was very pleased with the assistance. I appreciate all the help.
12. Everything went very well. Staff was great!
13. Thank you for all your help. God Bless you and your families.
14. Very efficient and stress free appointment.
15. Thank you very much for being available to us.
16. Everyone very helpful, friendly and courteous.
17. Virginia was very, very, very helpful with everything.
18. I want to thank you 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.
19. Everyone was so nice and helpful.
20. Thank you for helping me and my family.
21. She was quick, efficient and friendly.
22. The demeanor and professionalism of SEACAP staff is something the administration should be very proud of. Very polite people also.
23. The SEACAP employee was just great. I was very happy with her help.

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 1ST QRT (JULY - SEPTEMBER 2016)**

FY2017 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	80.00%	20.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	8	2	0	0		10
The initial announcements made by staff were presented in a clear and understandable manner.	90.00%	10.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	9	1	0	0		10
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	20.00%	50.00%	0.00%	0.00%	30.00%	100%
<i>Total Surveys Received:</i>	2	5	0	0	3	10
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	50.00%	20.00%	0.00%	0.00%	30.00%	100%
<i>Total Surveys Received:</i>	5	2	0	0	3	10
I met with staff and services were provided in a timely manner.	70.00%	30.00%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	7	3	0	0		10
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	70.00%	30.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	7	3	0	0		10
My need or reason for today's visit was taken care of in a polite and respectful manner.	80.00%	20.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	8	2	0	0		10
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	60.00%	40.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	6	4	0	0		10

RESULTS:

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

80.0% or 8 customers are Very Satisfied with Greenlee County SEACAP services.

20.0% or 2 customers are Satisfied with Greenlee County SEACAP services.

0% or 0 customer was Dissatisfied/Very Dissatisfied with Greenlee County SEACAP Services.

During the 1st quarter of FY2017, 3 customers were provided services and 333% (10) completed a customer survey.

CUSTOMER COMMENTS:

NONE

**SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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The office/satellite location was easy to find, conveniently located and clean	70.63%	29.37%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	89	37	0	0		126
The initial announcements made by staff were presented in a clear and understandable manner.	64.29%	33.33%	2.38%	0.00%		100%
<i>Total Surveys Received:</i>	81	42	3	0		126
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	16.67%	6.35%	0.00%	0.00%	76.98%	100%
<i>Total Surveys Received:</i>	21	8	0	0	97	126
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	12.70%	10.32%	0.00%	0.00%	76.98%	100%
<i>Total Surveys Received:</i>	16	13	0	0	97	126
I met with staff and services were provided in a timely manner.	76.19%	23.02%	0.79%	0.28%		100%
<i>Total Surveys Received:</i>	96	29	1	0		126
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	60.32%	38.10%	1.59%	0.00%		100%
<i>Total Surveys Received:</i>	76	48	2	0		126
My need or reason for today's visit was taken care of in a polite and respectful manner.	65.87%	34.13%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	83	43	0	0		126
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	86.51%	13.49%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	109	17	0	0		126

RESULTS:

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

71.43% or 90 customers are Very Satisfied with Santa Cruz County SEACAP services.

26.98% or 34 customers are Satisfied with Santa Cruz County SEACAP services.

1.59% or 2 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.

During the 1st quarter of FY2017, 97 customers were provided services and 130% (126) completed a customer survey.

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CUSTOMER COMMENTS:

1. Thank you so much, God Bless.
2. Very satisfied and grateful for this opportunity.
3. SEACAP has been wonderful help. Thank you
4. Very helpful and professional
5. I was treated with respect. Thank you!
6. Thank you for your help!
7. Thank you very much for your help.
8. Very appreciated for your assistance in helping my familiy!
9. Thank you for making a difference.
10. Thank you for coming to help us. Nadia Martinez was very nice and helpful.
11. I am very thankful for the help at SEACAP. Thank you!
12. Very professional and knowledgeable.
13. I want to Thank you all for helping us in our needs.
14. Thank you so much for your kindness and help.
15. The service here is excellent. People are courteous and very helpful.
16. Very satisfied with SEACAP services. Everyone is very professional.
17. The worker was very helpful and very professional. Bilingual was a huge plus. I thank you for your help.
18. Very helpful and kind.
19. Friendly and courteous and helpful. Thank you!
20. We are very satisfied with the help.
21. Thank you and God bless you and Happy New Year!!
22. Very professional.
23. Thank you for your help!!
24. Always great service. Thanks
25. Awsome work, very courteous and helpful.
26. Siempre es muy amable la muchacha. (Staff is always very nice)
27. Es muy excelente servicio. (Excellent service)
28. Todo muy bien. Muchas gracias (Everything is very good, thank you)
29. Gracias por toda la ayuda. Dios los bendiga. (Thank you for the help, God bless you)
30. I needed the help bad and thankyou for your understanding.
31. The only problem would be the wait outside. It is too hot.
32. Gracias por ayudarnos y atenderlos a cubrir nuestra necesidad. (Thank you for helping us by taking care of our need)
33. Todo fue este servicio muy bueno. (This service was very good)
34. Thank you very much and greatly appreciated.
35. Una atencion 100% favorable. Mucho respeto y buena informacion. Muy agradecidos. (100% favorable, respectfull and good information)
36. La Srita Claudia es una representante con maxima responsabilidad y atencion al cliente. Muy respetuosa, muy diligente.
37. Siempre he sido muy bienvenida. (I have always been received well)

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38. La persona que me atendio fue muy amable con migo. Gracias por sus atenciones. (The caseworker was very nice to me and attentive)
39. Muy amable y me trataron muy bien. Gracias. (Very kind and treated very well, thank you)
40. Es my primera vez por esta necesidad. Estoy agradecida. (This is my first time needing your services, thank you)
41. May amable y muy buen servicio. Muchas Gracias (Very polite and good service, thank you)
43. Gracias a ustedes por su alluda. (Thank you for your help)
44. La person que me entrevisto muy amable y contesta las preguntas que le hice de buena manera. (The caseworker was very polite and answered all my questions with respect)
45. My experience was vey pleasant and your case manager or staff member was vey polite. Thank you for your assistance.
46. Nadia is an excellent and outstanding person.
47. Thank you for you help, I really appreciate it.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 1ST QRT (JULY - SEPTEMBER 2016)**

FY2017 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	64.12%	35.88%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	109	61	0	0		170
The initial announcements made by staff were presented in a clear and understandable manner.	68.24%	28.82%	2.94%	0.00%		100%
<i>Total Surveys Received:</i>	116	49	5	0		170
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	14.71%	6.47%	0.00%	0.00%	78.82%	100%
<i>Total Surveys Received:</i>	25	11	0	0	134	170
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	8.82%	11.18%	1.18%	0.00%	78.82%	100%
<i>Total Surveys Received:</i>	15	19	2	0	134	170
I met with staff and services were provided in a timely manner.	65.88%	31.76%	2.35%	0.28%		100%
<i>Total Surveys Received:</i>	112	54	4	0		170
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	54.71%	42.94%	2.35%	0.00%		100%
<i>Total Surveys Received:</i>	93	73	4	0		170
My need or reason for today's visit was taken care of in a polite and respectful manner.	69.41%	30.59%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	118	52	0	0		170
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	71.76%	28.24%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	122	48	0	0		170

RESULTS:

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

64.71% or 110 customers are Very Satisfied with Southern Cochise County SEACAP services.

32.94% or 56 customers are Satisfied with Southern Cochise County SEACAP services.

2.35% or 4 customer was Dissatisfied/Very Dissatisfied with Southern Cochise County SEACAP Services.

During the 1st quarter of FY2017, 134 customers were provided services and 127% (170) completed a customer survey.

**SOUTHERN COCHISE COUNTY
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CUSTOMER COMMENTS:

1. Seems to be a big communication gap between SEACAP and the utility companies.
2. The girls always treat with such respect.
3. I thank the ladies for doing their job. It takes patience and a lot of caring to deal with people.
4. Thank you very much!
5. Everyone was very helpful.
6. Thanks for the assistance.
7. Diana is a polite and professional employee.
8. Thanks for your help Nadia.
9. Thank you, everyone was exceptional!
10. Thanks for all you do!
11. Thank you for being professional, knowledgeable, courteous and respectful.
12. Thank you because I am always treated in a very good manner.
13. Everyone here is always very nice and professional.
14. Today went smoothly.
15. I really appreciate the hard work and time you put into your clients.
16. Thank you Claudas!!
17. Thank you for your dedication to your jobs. I am very grateful for the help you provided for my family. God bless you all!
18. I'm very appreciative for helping me with my bills. Thank you and Blessings.
19. Thank you so much for all your help! God bless you all.
20. I'm very grateful for the help that SEACAP gave me. Thank you all and God bless!
21. I really appreciate the help your staff offered me today. Thank you guys very much.
22. Employee explained everything very well without being upset or rude. She was very helpful and very considerate to my situation.
23. Thank you so much!!! You were kind and awesome.
24. Once again I am very appreciative of the services and help. Very thankful for the employee (Nadia) who was very helpful and courteous and respectful.
She made it a good experience. Thanks again and God bless you all.
25. Thank you for all your help. I really needed it!!!
26. I am ata loss for words. Thanks to this program, but I really owe all my thanks to Claudia. I will always remember her and may God bless her and her family.
27. You are all a great help to the community. Very personal and kind. Thank you!
28. Very, very helpful. Thank you very much.
29. Thank God and thanks SEACAP!
30. As I was with your staff member (Claudia) another customer was obviously upset about something. All of the staff stayed calm and I feel as though your staff handled the situation very professional and with respect.
31. Really appreciate the help.
32. The worker made me feel equal to everybody else and with a smile. Thank you.
33. Thank you for all the help. I am very grateful and appreciative.
34. Very nice and provided me with information. Overall very satisfied, thank you!
35. Very nice lady. Very professional, courteous and helpful.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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FY2017 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	58.73%	41.27%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	37	26	0	0		63
The initial announcements made by staff were presented in a clear and understandable manner.	66.67%	31.75%	1.59%	0.00%		100%
<i>Total Surveys Received:</i>	42	20	1	0		63
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	9.52%	17.46%	0.00%	0.00%	73.02%	100%
<i>Total Surveys Received:</i>	6	11	0	0	46	63
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	19.05%	6.35%	1.59%	0.00%	73.02%	100%
<i>Total Surveys Received:</i>	12	4	1	0	46	63
I met with staff and services were provided in a timely manner.	77.78%	22.22%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	49	14	0	0		63
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	77.78%	22.22%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	49	14	0	0		63
My need or reason for today's visit was taken care of in a polite and respectful manner.	87.30%	12.70%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	55	8	0	0		63
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	80.95%	19.05%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	51	12	0	0		63

RESULTS:

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

73.01% or 46 customers are Very Satisfied with Northern Cochise County SEACAP services.

25.4% or 16 customers are Satisfied with Northern Cochise County SEACAP services.

1.59% or 1 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 1st quarter of FY2017, 46 customers were provided services and 137% (63) completed a customer survey.

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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 if 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. Sh
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. Than 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.