

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 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	61.18%	36.47%	2.35%	0.00%		100%
<i>Total Surveys Received:</i>	52	31	2	0		85
The initial announcements made by staff were presented in a clear and understandable manner.	61.18%	36.47%	2.35%	0.00%		100%
<i>Total Surveys Received:</i>	52	31	2	0		85
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	29.41%	11.76%	0.00%	0.00%	58.82%	100%
<i>Total Surveys Received:</i>	25	10	0	0	50	85
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	29.41%	11.76%	0.00%	0.00%	58.82%	100%
<i>Total Surveys Received:</i>	25	10	0	0	50	85
I met with staff and services were provided in a timely manner.	54.12%	43.53%	2.35%	0.28%		100%
<i>Total Surveys Received:</i>	46	37	2	0		85
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	54.12%	43.53%	2.35%	0.00%		100%
<i>Total Surveys Received:</i>	46	37	2	0		85
My need or reason for today's visit was taken care of in a polite and respectful manner.	54.12%	43.53%	2.35%	0.00%		100%
<i>Total Surveys Received:</i>	46	37	2	0		85
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	54.12%	43.53%	2.35%	0.00%		100%
<i>Total Surveys Received:</i>	46	37	2	0		85

RESULTS:

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

58% or 49 customers are Very Satisfied with Graham County SEACAP services.

40% or 34 customers are Satisfied with Graham County SEACAP services.

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

During the 2nd quarter of FY2017, 50 customers were provided services and 170% (85) completed a customer survey.

GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 2016)

CUSTOMER COMMENTS:

1. Very thankful and very nice people. Thank you so much!!!!
2. SEACAP was a very great help to me.
3. Thanks for helping me and being so caring and professional.
4. Very sweet person. Thank you for all your help.
5. Worker very nice.
6. She was very helpful.
7. Thanks for all your help. Without you guys I don't know what I would be doing.
8. Thank you and God Bless
9. Your company should also help with things pertaining to water.
10. They are always very helpful and friendly.
11. Thank you so very much you are such a blessing.
12. Completely satisfied with the service!
13. Thank you for the help! They were all kind of young ladies courteous and did not make me feel defeated.
14. Thank you so much for helping us.
15. Very good and courteous service.
16. Very polite, kind and caring.
17. Very professional and on a timely manner.
18. Thank you for all your help and services.
19. I came to SEACAP a few times and was treated very good by everyone. Thank you very much for the patience and understanding.
20. Nearly 3/4 reduction in assistance hurts.
21. Great improvement in services over last year, but buDget cuts have really hurt.
22. Your agency's assistance is a life saver for poor rural elderly. Thank you so much for your kindness, consideration and respectfulness.
23. Thank you for the assistance!

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 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>	15	0	0	0		15
The initial announcements made by staff were presented in a clear and understandable manner.	86.67%	13.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	13	2	0	0		15
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	53.33%	20.00%	0.00%	0.00%	26.67%	100%
<i>Total Surveys Received:</i>	8	3	0	0	4	15
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	53.33%	20.00%	0.00%	0.00%	26.67%	100%
<i>Total Surveys Received:</i>	8	3	0	0	4	15
I met with staff and services were provided in a timely manner.	86.67%	13.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	13	2	0	0		15
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	86.67%	13.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	13	2	0	0		15
My need or reason for today's visit was taken care of in a polite and respectful manner.	86.67%	13.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	13	2	0	0		15
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	86.67%	13.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	13	2	0	0		15

RESULTS:

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

87% or 13 customers are Very Satisfied with Greenlee County SEACAP services.

13% 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 2nd quarter of FY2017, 4 customers were provided services and 375% (15) completed a customer survey.

GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 2016)

CUSTOMER COMMENTS:

1. Sally was very professional, courteous and very kind. I enjoyed having her help me. Thank you again.
2. I do think when requesting paperwork for utilites and SS income, it should be specified that all pages are needed not just the one with the amount.
3. Thank you for your help!
4. Very helpful!
5. SEACAP employee was very professional and courteous. Explained as she went along the paperwork. That's very important to me.
6. Thank you for your help, I appreciate it very much.
7. Very polite very patient very awesome ladies!
8. Very Happy

**SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 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	76.92%	20.88%	0.00%	2.20%		100%
<i>Total Surveys Received:</i>	70	19	0	2		91
The initial announcements made by staff were presented in a clear and understandable manner.	76.92%	20.88%	0.00%	2.20%		100%
<i>Total Surveys Received:</i>	70	19	0	2		91
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	20.88%	3.30%	1.10%	0.00%	74.73%	100%
<i>Total Surveys Received:</i>	19	3	1	0	68	91
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	20.88%	3.30%	1.10%	0.00%	74.73%	100%
<i>Total Surveys Received:</i>	19	3	1	0	68	91
I met with staff and services were provided in a timely manner.	70.33%	27.47%	0.00%	2.20%		100%
<i>Total Surveys Received:</i>	64	25	0	2		91
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	70.33%	27.47%	0.00%	2.20%		100%
<i>Total Surveys Received:</i>	64	25	0	2		91
My need or reason for today's visit was taken care of in a polite and respectful manner.	70.33%	27.47%	0.00%	2.20%		100%
<i>Total Surveys Received:</i>	64	25	0	2		91
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	70.33%	27.47%	0.00%	2.20%		100%
<i>Total Surveys Received:</i>	64	25	0	2		91

RESULTS:

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

74% or 67 customers are Very Satisfied with Santa Cruz County SEACAP services.

24% or 22 customers are Satisfied with Santa Cruz County SEACAP services.

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

During the 2nd quarter of FY2017, 68 customers were provided services and 134% (91) completed a customer survey.

SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 2016)

CUSTOMER COMMENTS:

1. Very thankful and very nice people. Thank you so much!!!!
2. SEACAP was a very great help to me.
3. Thanks for helping me and being so caring and professional.
4. Very sweet person. Thank you for all your help.
5. Worker very nice.
6. She was very helpful.
7. Thanks for all your help. Without you guys I don't know what I would be doing.
8. Thank you and God Bless
9. Your company should also help with things pertaining to water.
10. They are always very helpful and friendly.
11. Thank you so very much you are such a blessing.
12. Completely satisfied with the service!
13. Thank you for the help! They were all kind of young ladies courteous and did not make me feel defeated.
14. Thank you so much for helping us.
15. Very good and courteous service.
16. Very polite, kind and caring.
17. Very professional and on a timely manner.
18. Thank you for all your help and services.
19. I came to SEACAP a few times and was treated very good by everyone. Thank you very much for the patience and understanding.
20. Muchas gracias por la ayuda. (Thank you so much for the help)
21. Appreciate the kind and courteous staff at SEACAP. Felt very comfortable.
22. Your agency's assistance is a life saver for poor rural elderly. Thank you so much for your kindness, consideration and respectfulness.
23. Thank you for the assistance!

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 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	66.67%	33.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	92	46	0	0		138
The initial announcements made by staff were presented in a clear and understandable manner.	66.67%	33.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	92	46	0	0		138
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	23.91%	7.25%	0.00%	0.00%	68.84%	100%
<i>Total Surveys Received:</i>	33	10	0	0	95	138
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	23.91%	7.25%	0.00%	0.00%	68.84%	100%
<i>Total Surveys Received:</i>	33	10	0	0	95	138
I met with staff and services were provided in a timely manner.	65.22%	34.78%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	90	48	0	0		138
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	65.22%	34.78%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	90	48	0	0		138
My need or reason for today's visit was taken care of in a polite and respectful manner.	65.22%	34.78%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	90	48	0	0		138
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	65.22%	34.78%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	90	48	0	0		138

RESULTS:

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

67% or 93 customers are Very Satisfied with Southern Cochise County SEACAP services.

33% or 45 customers are Satisfied with Southern Cochise County SEACAP services.

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

During the 2nd quarter of FY2017, 95 customers were provided services and 145% (138) completed a customer survey.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 2016)**

CUSTOMER COMMENTS:

1. Very Good. Thank you
2. El trato del dia de hoy fue excelente. Doy gracias por la ayuda que me brindaron. (Today's treatment was excellent. Thank you for the help provided to me)
3. La Sra. Fue muy amable, me explico todo clarament y con cortesia. Gracias (The lady was very nice and she explained everything very clearly and courteously)
4. Super fast, snappy and happy to work with.
5. Excellent work!!
6. Thank you for helping me and my family.
7. She was quick, efficient and friendly.
8. The demeanor and professionalism of SEACAP staff exceeded what happened/transpired last year. Very polite people also.
9. The SEACAP employee was just great. I was very happy with her help.
10. Nadia was very knowledgeable and helpful. She was also kind and understanding. I didn't feel so bad for getting help after talking to her.
11. It was a good visit this time!!!!
12. All the people who represent SEACAP are very nice, professional and helpful.
13. Thank you Virginia.
14. Sally was very nice. Does job well.
15. Very well mannered
16. I don't know what I would do without your help and I think you to the bottom of my heart!
17. Very clear and professional. Acceptable wait for services. Very efficient!
18. I was please how I was helped.
19. Really helped with questions on other programs. Very informative.
20. Staff is always professional and kind.
21. Todo muy bien. Muchas gracias (Everything was good, thank you)
22. Gracias por toda la ayuda. Dios los bendiga. (Thank you for the help. God bless you)
23. I needed the help bad and thankyou for your understanding.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 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	78.79%	19.70%	1.52%	0.00%		100%
<i>Total Surveys Received:</i>	52	13	1	0		66
The initial announcements made by staff were presented in a clear and understandable manner.	78.79%	19.70%	1.52%	0.00%		100%
<i>Total Surveys Received:</i>	52	13	1	0		66
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	36.36%	13.64%	1.52%	0.00%	48.48%	100%
<i>Total Surveys Received:</i>	24	9	1	0	32	66
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	36.36%	13.64%	1.52%	0.00%	48.48%	100%
<i>Total Surveys Received:</i>	24	9	1	0	32	66
I met with staff and services were provided in a timely manner.	75.76%	22.73%	1.52%	0.00%		100%
<i>Total Surveys Received:</i>	50	15	1	0		66
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	75.76%	22.73%	1.52%	0.00%		100%
<i>Total Surveys Received:</i>	50	15	1	0		66
My need or reason for today's visit was taken care of in a polite and respectful manner.	75.76%	22.73%	1.52%	0.00%		100%
<i>Total Surveys Received:</i>	50	15	1	0		66
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	75.76%	22.73%	1.52%	0.00%		100%
<i>Total Surveys Received:</i>	50	15	1	0		66

RESULTS:

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

77% or 51 customers are Very Satisfied with Northern Cochise County SEACAP services.

22% or 14 customers are Satisfied with Northern Cochise County SEACAP services.

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

During the 2nd quarter of FY2017, 32 customers were provided services and 206% (66) completed a customer survey.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2017 - 2ND QRT (OCTOBER - DECEMBER 2016)**

CUSTOMER COMMENTS:

1. Just wanna say thank you for being patient and kind with me - not many people are. Thank you again.
2. Thank you for having nice understanding of the people here.
3. Thank you for everything. Sally is so professional and the rest of the staff.
4. Wait time was minimal. Very thankful for the help and the professional representative. Thank you!
5. Very fast and nice service.
6. The staff provider was very polite and very helpful.
7. Sally was so helpful to me. She even went out of her way to call State Retirement to verify my income. Wonderful!!
8. Thank you very much. Well appreciated.
9. Very kind, knowledgeable and helpful. Patient all around, Great!!
10. Case worker was not judgemental, was understanding and ver courteous.
11. Case worker was very understanding and helpful with our family current situation. We sincerely appreciate the support by your staff.
12. The girls were real nice and friendly.
13. The two young women very nice and being bilingual is a plus!!
14. Sally has been very courteous and was an extremely helpful counselor.
15. This is a wonderful service. Your people are great!
16. What a God send for Seniors!!!
17. Sally was very helpful.
18. Virginia was very helpful and nice. She does a great job!
19. Always great service. Thanks
20. Sally was courteous and very pleasant. She helped with information.
21. I appreciate the help and courtesy of the workers.
22. I am very thankful for SEACAP.
23. It was a pleasant experience even when I didn't have all of my papers.