

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

FY2020 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	61.22%	38.78%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>30</i>	<i>19</i>	<i>0</i>	<i>0</i>		<i>49</i>
The initial announcements made by staff were presented in a clear and understandable manner.	71.43%	28.57%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>35</i>	<i>14</i>	<i>0</i>	<i>0</i>		<i>49</i>
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	60.34%	15.52%	3.45%	0.00%	20.69%	100%
<i>Total Surveys Received:</i>	<i>35</i>	<i>9</i>	<i>2</i>	<i>0</i>	<i>12</i>	<i>58</i>
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	50.00%	29.31%	0.00%	0.00%	20.69%	100%
<i>Total Surveys Received:</i>	<i>29</i>	<i>17</i>	<i>0</i>	<i>0</i>	<i>12</i>	<i>58</i>
I met with staff and services were provided in a timely manner.	61.22%	38.78%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	<i>30</i>	<i>19</i>	<i>0</i>	<i>0</i>		<i>49</i>
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	71.43%	26.53%	2.04%	0.00%		100%
<i>Total Surveys Received:</i>	<i>35</i>	<i>13</i>	<i>1</i>	<i>0</i>		<i>49</i>
My need or reason for today's visit was taken care of in a polite and respectful manner.	71.43%	26.53%	2.04%	0.00%		100%
<i>Total Surveys Received:</i>	<i>35</i>	<i>13</i>	<i>1</i>	<i>0</i>		<i>49</i>
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	71.43%	28.57%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>35</i>	<i>14</i>	<i>0</i>	<i>0</i>		<i>49</i>

RESULTS:

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

74.13% or 43 customers are Very Satisfied with Graham County SEACAP services.

22.43% or 13 customers are Satisfied with Graham County SEACAP services.

3.44% or 2 customer was Dissatisfied/Very Dissatisfied with Graham County SEACAP Services.

During the 2nd quarter of FY2020, 49 customers were provided services and 118% (58) completed a customer survey.

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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CUSTOMER COMMENTS:

1. The workers are helpful, nice and willing to help. Keep up the good work.
2. They were friendly and very helpful. Very satisfied.
3. You are great. Thank you so much for your kindness.
4. Met all my needs, thank you.
5. Thank you very much for all of your services.
6. Short hours instead of all day.
7. The worker was nice and a good worker. Very helpful and polite. Thank you.
8. Need chairs to sit on and write.
9. Shorter hours and more days.

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

FY2020 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	75.00%	25.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>3</i>	<i>1</i>	<i>0</i>	<i>0</i>		<i>4</i>
The initial announcements made by staff were presented in a clear and understandable manner.	50.00%	50.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>2</i>	<i>2</i>	<i>0</i>	<i>0</i>		<i>4</i>
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	27.27%	9.09%	0.00%	0.00%	63.64%	100%
<i>Total Surveys Received:</i>	<i>3</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>7</i>	<i>11</i>
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	27.27%	9.09%	0.00%	0.00%	63.64%	100%
<i>Total Surveys Received:</i>	<i>3</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>7</i>	<i>11</i>
I met with staff and services were provided in a timely manner.	50.00%	50.00%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	<i>2</i>	<i>2</i>	<i>0</i>	<i>0</i>		<i>4</i>
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	75.00%	25.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>3</i>	<i>1</i>	<i>0</i>	<i>0</i>		<i>4</i>
My need or reason for today's visit was taken care of in a polite and respectful manner.	100.00%	0.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>4</i>	<i>0</i>	<i>0</i>	<i>0</i>		<i>4</i>
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>	<i>4</i>	<i>0</i>	<i>0</i>	<i>0</i>		<i>4</i>

RESULTS:

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

54.54% or 6 customers are Very Satisfied with Greenlee County SEACAP services.

45.46% or 5 customers are Satisfied with Greenlee County SEACAP services.

0.00% or 0 customer was Dissatisfied/Very Dissatisfied with Greenlee County SEACAP Services.

During the 2nd quarter of FY2020, 4 customers were provided services and 275% (11) completed a customer survey.

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

CUSTOMER COMMENTS:

1. Appreciate all the help you gave me.
2. I missed my Clifton appointment because I went to the wrong location. Had a hard time finding my way to the apartment complex in Duncan, but lady that greeted me was very nice.
3. Thank you for helping me with my utility bill.
4. I was going to get disconnected, but your services allowed me to keep my utilities on. Thank you!!!!

**SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

FY2020 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	76.29%	23.71%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>74</i>	<i>23</i>	<i>0</i>	<i>0</i>		<i>97</i>
The initial announcements made by staff were presented in a clear and understandable manner.	78.35%	21.65%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>76</i>	<i>21</i>	<i>0</i>	<i>0</i>		<i>97</i>
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	64.52%	13.71%	0.00%	0.00%	21.77%	100%
<i>Total Surveys Received:</i>	<i>80</i>	<i>17</i>	<i>0</i>	<i>0</i>	<i>27</i>	<i>124</i>
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	56.45%	20.97%	0.81%	0.00%	21.77%	100%
<i>Total Surveys Received:</i>	<i>70</i>	<i>26</i>	<i>1</i>	<i>0</i>	<i>27</i>	<i>124</i>
I met with staff and services were provided in a timely manner.	73.20%	25.77%	1.03%	0.28%		100%
<i>Total Surveys Received:</i>	<i>71</i>	<i>25</i>	<i>1</i>	<i>0</i>		<i>97</i>
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	76.29%	23.71%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>74</i>	<i>23</i>	<i>0</i>	<i>0</i>		<i>97</i>
My need or reason for today's visit was taken care of in a polite and respectful manner.	77.32%	22.68%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>75</i>	<i>22</i>	<i>0</i>	<i>0</i>		<i>97</i>
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	78.35%	21.65%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>76</i>	<i>21</i>	<i>0</i>	<i>0</i>		<i>97</i>

RESULTS:

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

62.91% or 78 customers are Very Satisfied with Santa Cruz County SEACAP services.

36.29% or 45 customers are Satisfied with Santa Cruz County SEACAP services.

.80% or 1 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.

During the 2nd quarter of FY2020, 97 customers were provided services and 128% (124) completed a customer survey.

SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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CUSTOMER COMMENTS:

1. Very grateful for the help. Thank you!
2. Yo estoy muy satisfecho por todo. (I am very grateful for everything).
3. Overall, total satisfaction. Thanks for your service.
4. Mis derechos fueron dados en ingles y espanol, Gracias. (My rights were explained in english and spanish, thank you.)
5. Im desperatly in need of my APS turned back on. I am being told SEACAP cannot help with this because APS will ot give them what they say they need. I am being told there is nothing I can do about it myself. How is this?
6. This voucher is greatly appreciated in the past and has allowed me to get some health services not covered by my insurance.
7. Thank you so much for your service and may God bless you for it.
8. La persona se porto muy amable con nosotras. (The staff personel was very friendly with us.)
9. Very professional and capable.
10. Very knowledgeable and clear communication.
11. Super help!
12. I have participated in this program for 3 years and appreciate the help and courteous help provided.
13. Best one ever.
14. Polite and professional service given.
15. All good!!
16. Very knowledgable and clear.
17. Thank you for your support.
18. Thank you very much.
19. She was very nice and helping people. She cares for people.
20. Claudia is an asset to your team!!!
21. Very happy and appreciative with my Case Manager and much needed assistance. Great job!!!

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

FY2020 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	76.30%	21.48%	0.00%	2.22%		100%
<i>Total Surveys Received:</i>	103	29	0	3		135
The initial announcements made by staff were presented in a clear and understandable manner.	76.30%	21.48%	0.00%	2.22%		100%
<i>Total Surveys Received:</i>	103	29	0	3		135
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	60.98%	14.63%	0.00%	1.83%	22.56%	100%
<i>Total Surveys Received:</i>	100	24	0	3	37	164
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	52.44%	23.78%	0.00%	1.22%	22.56%	100%
<i>Total Surveys Received:</i>	86	39	0	2	37	164
I met with staff and services were provided in a timely manner.	66.67%	31.85%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	90	43	0	2		135
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	71.11%	27.41%	0.00%	1.48%		100%
<i>Total Surveys Received:</i>	96	37	0	2		135
My need or reason for today's visit was taken care of in a polite and respectful manner.	73.33%	24.44%	0.00%	2.22%		100%
<i>Total Surveys Received:</i>	99	33	0	3		135
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	76.30%	21.48%	0.00%	2.22%		100%
<i>Total Surveys Received:</i>	103	29	0	3		135

RESULTS:

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

69.95% or 114 customers are Very Satisfied with Southern Cochise County SEACAP services.

28.65% or 47 customers are Satisfied with Southern Cochise County SEACAP services.

1.4% or 3 customer was Dissatisfied/Very Dissatisfied with Souther Cochise County SEACAP Services.

During the 2nd quarter of FY2020, 135 customers were provided services and 121% (164) completed a customer survey.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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CUSTOMER COMMENTS:

1. Thank you to all for helping my family and I. I hope you guys get awards for helping families in need.
2. I am very satisfied with everything. Thank you!
3. Keep up the good work and thank you for providing the services that you do. Especially at what is always a most important time when I need to come in.
4. Phone instructions on what to bring were not made clear or understood forcing me to make a physically difficult visit for nothing. The SEACAP staff went out of their way to help me after that. Thank you!!
5. This help was a necessity for me. Thank you.
6. I really appreciate this program.
7. Thank you for everything. God Bless you all!!
8. Thanks!!
9. Very satisfied with staff always explaining everything in a way we (!) can understand. Nadia Martines very polite and professional.
10. Very satisfied with the way everything was explained.
11. I am completely satisfied and have been treated with the upmost respect. Thank you for your assistance.
12. Very professional, good personality!!
13. I appreciate this help. Thank you.
14. Good people.
15. Helpful staff.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

FY2020 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	86.67%	13.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>52</i>	<i>8</i>	<i>0</i>	<i>0</i>		<i>60</i>
The initial announcements made by staff were presented in a clear and understandable manner.	88.33%	11.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>53</i>	<i>7</i>	<i>0</i>	<i>0</i>		<i>60</i>
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	62.20%	10.98%	0.00%	0.00%	26.83%	100%
<i>Total Surveys Received:</i>	<i>51</i>	<i>9</i>	<i>0</i>	<i>0</i>	<i>22</i>	<i>82</i>
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	50.00%	23.17%	0.00%	0.00%	26.83%	100%
<i>Total Surveys Received:</i>	<i>41</i>	<i>19</i>	<i>0</i>	<i>0</i>	<i>22</i>	<i>82</i>
I met with staff and services were provided in a timely manner.	78.33%	21.67%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	<i>47</i>	<i>13</i>	<i>0</i>	<i>0</i>		<i>60</i>
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	78.33%	21.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>47</i>	<i>13</i>	<i>0</i>	<i>0</i>		<i>60</i>
My need or reason for today's visit was taken care of in a polite and respectful manner.	80.00%	18.33%	1.67%	0.00%		100%
<i>Total Surveys Received:</i>	<i>48</i>	<i>11</i>	<i>1</i>	<i>0</i>		<i>60</i>
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	81.67%	18.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	<i>49</i>	<i>11</i>	<i>0</i>	<i>0</i>		<i>60</i>

RESULTS:

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

62.19% or 51 customers are Very Satisfied with Northern Cochise County SEACAP services.

36.59% or 30 customers are Satisfied with Northern Cochise County SEACAP services.

1.22% or 1 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 2nd quarter of FY2020, 60 customers were provided services and 136% (82) completed a customer survey.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2020 - 2ND QRT (OCTOBER - DECEMBER 2019)**

CUSTOMER COMMENTS:

1. The staff helped me and were very polite.
2. Virginia told us the copy of social security cards was accepted and found out today it was not. Things need to be explained more clearly.
3. Thank you Sally!!!!
4. The people I have meet today are3 respectful, knowledgeable individuals that are considered being very good assets to SEACAP.
5. I was very happy with the help I got today.
6. This is a repeat visit and I am always very satisfied with complete explanations and courteous help.
7. Sally is so kind!
8. The staff was very kind and explained everything very well.
9. Sally went above and beyond her attempt to assist me. Very polite and great person. Thanks!!
10. All the staff are very patient with clients that don't understand the rules for SEACAP's need for specific documents.