

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2018 - 2ND QRT (OCTOBER - DECEMBER 2017)**

FY2018 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	70.11%	26.44%	2.30%	1.15%		100%
<i>Total Surveys Received:</i>	61	23	2	1		87
The initial announcements made by staff were presented in a clear and understandable manner.	70.11%	26.44%	2.30%	1.15%		100%
<i>Total Surveys Received:</i>	61	23	2	1		87
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	17.24%	10.34%	2.30%	1.15%	68.97%	100%
<i>Total Surveys Received:</i>	15	9	2	1	60	87
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	17.24%	10.34%	2.30%	1.15%	68.97%	100%
<i>Total Surveys Received:</i>	15	9	2	1	60	87
I met with staff and services were provided in a timely manner.	68.33%	31.67%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	41	19	0	0		60
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	68.33%	31.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	41	19	0	0		60
My need or reason for today's visit was taken care of in a polite and respectful manner.	68.33%	31.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	41	19	0	0		60
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	68.33%	31.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	41	19	0	0		60

RESULTS:

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

77.02% or 67 customers are Very Satisfied with Graham County SEACAP services.

20.69% or 18 customers are Satisfied with Graham County SEACAP services.

2.29% or 2 customer was Dissatisfied/Very Dissatisfied with Graham County SEACAP Services.

During the 2nd quarter of FY2018, 60 customers were provided services and 145% (87) completed a customer survey.

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CUSTOMER COMMENTS:

1. After 3 visits, I finally got something done. Thank you. Please note very difficult when you have a hearing aid. Slow down speech, I can read lips to hear. Do not scream at us.
2. They helped me out with my electricity. I was happy.
3. Thank you very much.
4. I have no complaints Everyone I skind to us. Thank you all very much. We really appreciate all you do to help people like us who are on a fixed income.
5. Thank you so much you all are workers from God. Keep it up and God Bless.
6. I was very satisfied with the help.
7. Great job!
8. I am very thankful for the help I was given.
9. When it is cold outside, you need a place for people to stay warm.
10. The girl was nice & helpful.
11. Diana was very helpful.
12. The staff are doing excellent job. Thanks for helping our people with their needs with utilities.

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2018 - 2ND QRT (OCTOBER - DECEMBER 2017)**

FY2018 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	60.00%	26.67%	13.33%	0.00%		100%
<i>Total Surveys Received:</i>	9	4	2	0		15
The initial announcements made by staff were presented in a clear and understandable manner.	60.00%	26.67%	13.33%	0.00%		100%
<i>Total Surveys Received:</i>	9	4	2	0		15
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	33.33%	20.00%	0.00%	0.00%	46.67%	100%
<i>Total Surveys Received:</i>	5	3	0	0	7	15
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	33.33%	20.00%	0.00%	0.00%	46.67%	100%
<i>Total Surveys Received:</i>	5	3	0	0	7	15
I met with staff and services were provided in a timely manner.	57.14%	42.86%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	4	3	0	0		7
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	57.14%	42.86%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	4	3	0	0		7
My need or reason for today's visit was taken care of in a polite and respectful manner.	57.14%	42.86%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	4	3	0	0		7
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	57.14%	42.86%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	4	3	0	0		7

RESULTS:

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

53.34% or 8 customers are Very Satisfied with Greenlee County SEACAP services.

33.34% or 5 customers are Satisfied with Greenlee County SEACAP services.

13.32% or 2 customer was Dissatisfied/Very Dissatisfied with Greenlee County SEACAP Services.

During the 2nd quarter of FY2018, 7 customers were provided services and 214% (15) completed a customer survey.

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
SFY2018 - 2ND QRT (OCTOBER - DECEMBER 2017)**

FY2018 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	70.95%	25.68%	2.03%	1.35%		100%
<i>Total Surveys Received:</i>	105	38	3	2		148
The initial announcements made by staff were presented in a clear and understandable manner.	70.95%	25.68%	2.03%	1.35%		100%
<i>Total Surveys Received:</i>	105	38	3	2		148
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	15.54%	5.41%	0.00%	0.68%	78.38%	100%
<i>Total Surveys Received:</i>	23	8	0	1	116	148
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	15.54%	5.41%	0.00%	0.68%	78.38%	100%
<i>Total Surveys Received:</i>	23	8	0	1	116	148
I met with staff and services were provided in a timely manner.	82.76%	14.66%	1.72%	0.86%		100%
<i>Total Surveys Received:</i>	96	17	2	1		116
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	82.76%	14.66%	1.72%	0.86%		100%
<i>Total Surveys Received:</i>	96	17	2	1		116
My need or reason for today's visit was taken care of in a polite and respectful manner.	82.76%	14.66%	1.72%	0.86%		100%
<i>Total Surveys Received:</i>	96	17	2	1		116
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	82.76%	14.66%	1.72%	0.86%		100%
<i>Total Surveys Received:</i>	96	17	2	1		116

RESULTS:

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

71.63% or 106 customers are Very Satisfied with Santa Cruz County SEACAP services.

22.30% or 33 customers are Satisfied with Santa Cruz County SEACAP services.

6.07% or 9 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.

During the 2nd quarter of FY2018, 116 customers were provided services and 128% (148) completed a customer survey.

SANTA CRUZ COUNTY
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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!
14. Get some indoor shelter when its cold.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2018 - 2ND QRT (OCTOBER - DECEMBER 2017)**

FY2018 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	61.66%	35.23%	2.07%	1.04%		100%
<i>Total Surveys Received:</i>	119	68	4	2		193
The initial announcements made by staff were presented in a clear and understandable manner.	61.66%	35.23%	2.07%	1.04%		100%
<i>Total Surveys Received:</i>	119	68	4	2		193
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	19.17%	6.74%	2.07%	1.55%	70.47%	100%
<i>Total Surveys Received:</i>	37	13	4	3	136	193
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	19.17%	6.74%	2.07%	1.55%	70.47%	100%
<i>Total Surveys Received:</i>	37	13	4	3	136	193
I met with staff and services were provided in a timely manner.	63.97%	34.56%	0.74%	0.74%		100%
<i>Total Surveys Received:</i>	87	47	1	1		136
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	63.97%	34.56%	0.74%	0.74%		100%
<i>Total Surveys Received:</i>	87	47	1	1		136
My need or reason for today's visit was taken care of in a polite and respectful manner.	63.97%	34.56%	0.74%	0.74%		100%
<i>Total Surveys Received:</i>	87	47	1	1		136
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	63.97%	34.56%	0.74%	0.74%		100%
<i>Total Surveys Received:</i>	87	47	1	1		136

RESULTS:

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

62.7% or 121 customers are Very Satisfied with Southern Cochise County SEACAP services.

35.76% or 69 customers are Satisfied with Southern Cochise County SEACAP services.

1.54% or 3 customer was Dissatisfied/Very Dissatisfied with Southern Cochise County SEACAP Services.

During the 2nd quarter of FY2018, 136 customers were provided services and 143% (193) completed a customer survey.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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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. 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. Have a Merry Christmas!
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.
18. Very much appreciate all the hard work the ladies do at the Sierra Vista office. Thank you!
19. The case worker was super and very friendly and she helped me in every way.
20. SEACAP has been wonderful. Without your help, I wouldn't be able to pay bills or stretch my income to eat!!! Thank you and God Bless all.
21. A 90 year old woman sat for an hour in the cold.
22. I am so thankful for all of you! I hope this program never ends, it is a God's send. I don't know what I would do without it. God Bless and Merry Christmas.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
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The office/satellite location was easy to find, conveniently located and clean	71.83%	25.35%	2.82%	0.00%		100%
<i>Total Surveys Received:</i>	51	18	2	0		71
The initial announcements made by staff were presented in a clear and understandable manner.	71.83%	25.35%	2.82%	0.00%		100%
<i>Total Surveys Received:</i>	51	18	2	0		71
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	15.49%	11.27%	1.41%	0.00%	71.83%	100%
<i>Total Surveys Received:</i>	11	8	1	0	51	71
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	15.49%	11.27%	1.41%	0.00%	71.83%	100%
<i>Total Surveys Received:</i>	11	8	1	0	51	71
I met with staff and services were provided in a timely manner.	70.59%	27.45%	1.96%	0.00%		100%
<i>Total Surveys Received:</i>	36	14	1	0		51
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	70.59%	27.45%	1.96%	0.00%		100%
<i>Total Surveys Received:</i>	36	14	1	0		51
My need or reason for today's visit was taken care of in a polite and respectful manner.	70.59%	27.45%	1.96%	0.00%		100%
<i>Total Surveys Received:</i>	36	14	1	0		51
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	70.59%	27.45%	1.96%	0.00%		100%
<i>Total Surveys Received:</i>	36	14	1	0		51

RESULTS:

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

67.61% or 48 customers are Very Satisfied with Northern Cochise County SEACAP services.

30.99% or 22 customers are Satisfied with Northern Cochise County SEACAP services.

1.40% or 1 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.

During the 2nd quarter of FY2018, 51 customers were provided services and 122% (71) completed a customer survey.

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

1. Your staff are always very nice, never 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 polite - made me feel very comfortable. Thank you.
8. We had to wait a really long time. If all staff was doing cases, it would make things go smoother, maybe. Also in the requirements it should clearly state that money borrowed from family/friends is a form of income. Currently it is not.
9. Virginia was very, very, very helpful with everything.
10. I was 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.
11. Everyone was so nice and helpful.