

**GRAHAM COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

<b>FY2017 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	62.82%	37.18%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	49	29	0	0		78
The initial announcements made by staff were presented in a clear and understandable manner.	62.82%	37.18%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	49	29	0	0		78
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	15.38%	8.97%	0.00%	0.00%	75.64%	100%
<i>Total Surveys Received:</i>	12	7	0	0	59	78
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	15.38%	8.97%	0.00%	0.00%	75.64%	100%
<i>Total Surveys Received:</i>	12	7	0	0	59	78
I met with staff and services were provided in a timely manner.	73.08%	26.92%	0.00%	0.28%		100%
<i>Total Surveys Received:</i>	57	21	0	0		78
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	73.08%	26.92%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	57	21	0	0		78
My need or reason for today's visit was taken care of in a polite and respectful manner.	73.08%	26.92%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	57	21	0	0		78
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	73.08%	26.92%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	57	21	0	0		78

**RESULTS:**

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

**73.07% or 57 customers are Very Satisfied with Graham County SEACAP services.**

**26.93% or 21 customers are Satisfied with Graham County SEACAP services.**

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

During the 3rd quarter of FY2017, 59 customers were provided services and 132% (78) completed a customer survey.

**GRAHAM COUNTY**  
**CUSTOMER SATISFACTION SURVEY REPORT**  
**SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

**CUSTOMER COMMENTS:**

1. All I can say is Thank you guys & God Bless you!!! You guys saved my life today.
2. I got all that you offer.
3. Nadia Martines was very nice, respectful and caring. She made us feel like she really cared about us. That's very rare now a days. We really appreciate her.
4. I always receive good help from here.
5. Last month I was not able to get help from SEACAP so they gave me another number to call for help. Thanks
6. Claudia was extemely friendly and clearly explained about the paperwork I needed to provide and why. She was thorough and respectfull. The other staff up from was very friendly, welcoming and kind. Claudia also provided me with answers to any questions I had. Very knowledgeable.
7. Thank you for the assistance.

**GREENLEE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

<b>FY2017 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	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	78.95%	21.05%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	15	4	0	0		19
The initial announcements made by staff were presented in a clear and understandable manner.	78.95%	21.05%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	15	4	0	0		19
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	15.79%	21.05%	0.00%	0.00%	63.16%	100%
<i>Total Surveys Received:</i>	3	4	0	0	12	19
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	15.79%	21.05%	0.00%	0.00%	63.16%	100%
<i>Total Surveys Received:</i>	3	4	0	0	12	19
I met with staff and services were provided in a timely manner.	57.89%	42.11%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	11	8	0	0		19
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	57.89%	42.11%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	11	8	0	0		19
My need or reason for today's visit was taken care of in a polite and respectful manner.	57.89%	42.11%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	11	8	0	0		19
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	57.89%	42.11%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	11	8	0	0		19

**RESULTS:**

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

**78.95% or 15 customers are Very Satisfied with Greenlee County SEACAP services.**

**21.05% or 4 customers are Satisfied with Greenlee County SEACAP services.**

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

During the 3rd quarter of FY2017, 12 customers were provided services and 158% (19) completed a customer survey.

**CUSTOMER COMMENTS:**

**SANTA CRUZ COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

<b>FY2017 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	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	67.69%	31.54%	0.00%	0.77%		100%
<i>Total Surveys Received:</i>	88	41	0	1		130
The initial announcements made by staff were presented in a clear and understandable manner.	67.69%	31.54%	0.00%	0.77%		100%
<i>Total Surveys Received:</i>	88	41	0	1		130
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	8.46%	10.00%	0.00%	0.77%	80.77%	100%
<i>Total Surveys Received:</i>	11	13	0	1	105	130
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	8.46%	10.00%	0.00%	0.77%	23.00%	100%
<i>Total Surveys Received:</i>	11	13	0	1	105	130
I met with staff and services were provided in a timely manner.	59.23%	40.00%	0.00%	0.77%		100%
<i>Total Surveys Received:</i>	77	52	0	1		130
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	59.23%	40.00%	0.00%	0.77%		100%
<i>Total Surveys Received:</i>	77	52	0	1		130
My need or reason for today's visit was taken care of in a polite and respectful manner.	59.23%	40.00%	0.00%	0.77%		100%
<i>Total Surveys Received:</i>	77	52	0	1		130
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	59.23%	40.00%	0.00%	0.77%		100%
<i>Total Surveys Received:</i>	77	52	0	1		130

**RESULTS:**

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

**67.69% or 88 customers are Very Satisfied with Santa Cruz County SEACAP services.**

**31.53% or 41 customers are Satisfied with Santa Cruz County SEACAP services.**

**.78% or 2 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.**

During the 3rd quarter of FY2017, 105 customers were provided services and 124% (130) completed a customer survey.

**SANTA CRUZ COUNTY**  
**CUSTOMER SATISFACTION SURVEY REPORT**  
**SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

**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.

**SOUTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

<b>FY2017 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	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	40.67%	58.00%	0.67%	0.67%		100%
<i>Total Surveys Received:</i>	61	87	1	1		150
The initial announcements made by staff were presented in a clear and understandable manner.	40.67%	58.00%	0.67%	0.67%		100%
<i>Total Surveys Received:</i>	61	87	1	1		150
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	8.67%	10.00%	0.67%	0.67%	80.00%	100%
<i>Total Surveys Received:</i>	13	15	1	1	120	150
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	8.67%	10.00%	0.67%	0.67%	80.00%	100%
<i>Total Surveys Received:</i>	13	15	1	1	120	150
I met with staff and services were provided in a timely manner.	40.67%	58.00%	0.67%	0.67%		100%
<i>Total Surveys Received:</i>	61	87	1	1		150
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	40.67%	58.00%	0.67%	0.67%		100%
<i>Total Surveys Received:</i>	61	87	1	1		150
My need or reason for today's visit was taken care of in a polite and respectful manner.	40.67%	58.00%	0.67%	0.67%		100%
<i>Total Surveys Received:</i>	61	87	1	1		150
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	40.67%	58.00%	0.67%	0.67%		100%
<i>Total Surveys Received:</i>	61	87	1	1		150

**RESULTS:**

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

**40.67% or 61 customers are Very Satisfied with Southern Cochise County SEACAP services.**

**58.0% or 87 customers are Satisfied with Southern Cochise County SEACAP services.**

**1.33% or 2 customer was Dissatisfied/Very Dissatisfied with Southern Cochise County SEACAP Services.**

During the 3rd quarter of FY2017, 120 customers were provided services and 125% (150) completed a customer survey.

**SOUTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

**CUSTOMER COMMENTS:**

1. Very satisfied in the past.
2. Thank you so much for these services. Wish you could set next years assistance date so I can come on the same month each year.
3. Nadia was very patient and I appreciate all the time she took to get my situation taken care of. I thank you all very much.
4. Appreciate professionalism of staff, Bisbee SEACAP.
5. Great staff, very professional.
6. So grateful you are here. Thank you!
7. Thank you for being here to help those in need!!!
8. Thank you for taking the time to help and explain. Even if I don't get help I appreciate the help and all.
9. Thank you for your much needed assistance!!
10. Waiting outside in the cold, when I have a disability that is serious if I get too cold was scary!!! Why couldn't we wait in the warm lobby? Other that were elderly and disabled were also putting their health at risk.
11. You ladies do an awesome job. I appreciate all that you have the ability to do.
12. Helpful. Thank you!!
13. Thank you so much. I don't know what I would do right now without this help.
14. Was very helpful with my needs. Very polite.
15. Case manager made sure I completely understood the procedure and what was required from me.
16. God Bless and thank you for your help and program. Good staff, they smile and help you out.
17. Everything was very well told to me.
18. So very helpful and I am so relieved!!!!

**NORTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2017 - 3RD QRT (JANUARY - MARCH 2017)**

<b>FY2017 CUSTOMER SATISFACTION SURVEY QUESTIONS IN REGARDS TO SERVICES PROVIDED AND CUSTOMER SERVICE:</b>	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	73.68%	24.56%	0.00%	1.75%		100%
<i>Total Surveys Received:</i>	42	14	0	1		57
The initial announcements made by staff were presented in a clear and understandable manner.	73.68%	24.56%	0.00%	1.75%		100%
<i>Total Surveys Received:</i>	42	14	0	1		57
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	14.04%	7.02%	0.00%	1.75%	77.19%	100%
<i>Total Surveys Received:</i>	8	4	0	1	44	57
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	14.04%	7.02%	0.00%	1.75%	77.19%	100%
<i>Total Surveys Received:</i>	8	4	0	1	44	57
I met with staff and services were provided in a timely manner.	73.68%	24.56%	0.00%	1.75%		100%
<i>Total Surveys Received:</i>	42	14	0	1		57
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	73.68%	24.56%	0.00%	1.75%		100%
<i>Total Surveys Received:</i>	42	14	0	1		57
My need or reason for today's visit was taken care of in a polite and respectful manner.	73.68%	24.56%	0.00%	1.75%		100%
<i>Total Surveys Received:</i>	42	14	0	1		57
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	73.68%	24.56%	0.00%	1.75%		100%
<i>Total Surveys Received:</i>	42	14	0	1		57

**RESULTS:**

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

**73.68% or 42 customers are Very Satisfied with Northern Cochise County SEACAP services.**

**24.56% or 14 customers are Satisfied with Northern Cochise County SEACAP services.**

**1.76% or 1 customer was Dissatisfied/Very Dissatisfied with Northern Cochise County SEACAP Services.**

During the 3rd quarter of FY2017, 44 customers were provided services and 130% (57) completed a customer survey.



**NORTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
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**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.