

**GRAHAM COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

<b>FY2019 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>
<b>The office/satellite location was easy to find, conveniently located and clean</b>	<b>62.82%</b>	<b>35.90%</b>	<b>0.00%</b>	<b>1.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>49</i>	<i>28</i>	<i>0</i>	<i>1</i>		<i>78</i>
<b>The initial announcements made by staff were presented in a clear and understandable manner.</b>	<b>58.97%</b>	<b>39.74%</b>	<b>0.00%</b>	<b>1.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>46</i>	<i>31</i>	<i>0</i>	<i>1</i>		<i>78</i>
<b>Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.</b>	<b>48.00%</b>	<b>28.00%</b>	<b>0.00%</b>	<b>1.00%</b>	<b>23.00%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>48</i>	<i>28</i>	<i>0</i>	<i>1</i>	<i>23</i>	<i>100</i>
<b>Staff could not meet my need, but was offered information and/or referred to another agency for assistance.</b>	<b>40.00%</b>	<b>36.00%</b>	<b>0.00%</b>	<b>1.00%</b>	<b>23.00%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>40</i>	<i>36</i>	<i>0</i>	<i>1</i>	<i>23</i>	<i>100</i>
<b>I met with staff and services were provided in a timely manner.</b>	<b>53.85%</b>	<b>44.87%</b>	<b>0.00%</b>	<b>0.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>42</i>	<i>35</i>	<i>0</i>	<i>1</i>		<i>78</i>
<b>Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.</b>	<b>61.54%</b>	<b>37.18%</b>	<b>0.00%</b>	<b>1.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>48</i>	<i>29</i>	<i>0</i>	<i>1</i>		<i>78</i>
<b>My need or reason for today's visit was taken care of in a polite and respectful manner.</b>	<b>61.54%</b>	<b>37.18%</b>	<b>0.00%</b>	<b>1.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>48</i>	<i>29</i>	<i>0</i>	<i>1</i>		<i>78</i>
<b>The Case Manager that assisted me was courteous, polite, professional and respectful at all times.</b>	<b>62.82%</b>	<b>35.90%</b>	<b>0.00%</b>	<b>1.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>49</i>	<i>28</i>	<i>0</i>	<i>1</i>		<i>78</i>

**RESULTS:**

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

**56% or 56 customers are Very Satisfied with Graham County SEACAP services.**

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

**1% or 1 customer was Dissatisfied/Very Dissatisfied with Graham County SEACAP Services.**

During the 4th quarter of FY2019, 78 customers were provided services and 128% (100) completed a customer survey.

**GRAHAM COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

**CUSTOMER COMMENTS:**

1. Thank you very much for all your help!!
2. Needed more time for paperwork.
3. I am satisfied, it's good that this program seacap help people in our community. This helps our people with ultiities.
4. Very satisfied with the help I received. The staff was very respectful.
5. Thank you for all you do in the community!!
6. Thank you for your help.
7. Everyone of the staff members are polite and helpful.

**GREENLEE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

<b>FY2019 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	33.33%	66.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	1	2	0	0		3
The initial announcements made by staff were presented in a clear and understandable manner.	33.33%	66.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	1	2	0	0		3
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	8.33%	25.00%	0.00%	0.00%	66.67%	100%
<i>Total Surveys Received:</i>	1	3	0	0	8	12
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	8.33%	25.00%	0.00%	0.00%	66.67%	100%
<i>Total Surveys Received:</i>	1	3	0	0	8	12
I met with staff and services were provided in a timely manner.	33.33%	66.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	1	2	0	0		3
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	33.33%	66.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	1	2	0	0		3
My need or reason for today's visit was taken care of in a polite and respectful manner.	33.33%	66.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	1	2	0	0		3
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	33.33%	66.67%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	1	2	0	0		3

**RESULTS:**

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

**42% or 5 customers are Very Satisfied with Greenlee County SEACAP services.**

**58% or 7 customers are Satisfied with Greenlee County SEACAP services.**

**0.0% or 0 customer was Dissatisfied/Very Dissatisfied with Greenlee County SEACAP Services.**

During the 4th quarter of FY2019, 3 customers were provided services and 400% (12) completed a customer survey.

**CUSTOMER COMMENTS: NONE**

**GREENLEE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

**SANTA CRUZ COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

<b>FY2019 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>
<b>The office/satellite location was easy to find, conveniently located and clean</b>	<b>75.58%</b>	<b>22.09%</b>	<b>1.16%</b>	<b>1.16%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>65</i>	<i>19</i>	<i>1</i>	<i>1</i>		<i>86</i>
<b>The initial announcements made by staff were presented in a clear and understandable manner.</b>	<b>77.91%</b>	<b>18.60%</b>	<b>0.00%</b>	<b>3.49%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>67</i>	<i>16</i>	<i>0</i>	<i>3</i>		<i>86</i>
<b>Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.</b>	<b>62.50%</b>	<b>16.35%</b>	<b>0.00%</b>	<b>0.96%</b>	<b>20.19%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>65</i>	<i>17</i>	<i>0</i>	<i>1</i>	<i>21</i>	<i>104</i>
<b>Staff could not meet my need, but was offered information and/or referred to another agency for assistance.</b>	<b>59.62%</b>	<b>19.23%</b>	<b>0.00%</b>	<b>0.96%</b>	<b>20.19%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>62</i>	<i>20</i>	<i>0</i>	<i>1</i>	<i>21</i>	<i>104</i>
<b>I met with staff and services were provided in a timely manner.</b>	<b>77.91%</b>	<b>20.93%</b>	<b>1.16%</b>	<b>0.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>67</i>	<i>18</i>	<i>1</i>	<i>0</i>		<i>86</i>
<b>Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.</b>	<b>81.40%</b>	<b>18.60%</b>	<b>0.00%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>70</i>	<i>16</i>	<i>0</i>	<i>0</i>		<i>86</i>
<b>My need or reason for today's visit was taken care of in a polite and respectful manner.</b>	<b>82.56%</b>	<b>16.28%</b>	<b>0.00%</b>	<b>1.16%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>71</i>	<i>14</i>	<i>0</i>	<i>1</i>		<i>86</i>
<b>The Case Manager that assisted me was courteous, polite, professional and respectful at all times.</b>	<b>84.88%</b>	<b>12.79%</b>	<b>1.16%</b>	<b>1.16%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>73</i>	<i>11</i>	<i>1</i>	<i>1</i>		<i>86</i>

**RESULTS:**

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

**64% or 67 customers are Very Satisfied with Santa Cruz County SEACAP services.**

**32% or 33 customers are Satisfied with Santa Cruz County SEACAP services.**

**4% or 4 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.**

During the 4TH quarter of FY2019, 86 customers were provided services and 121% (104) completed a customer survey.

**SANTA CRUZ COUNTY**  
**CUSTOMER SATISFACTION SURVEY REPORT**  
**SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

**CUSTOMER COMMENTS:**

1. I am very satisfied and grateful for your wonderful program. Thank you very much!!
2. Very helpful.
3. Nice ladies.
4. Todo muy bien gracias SEACAP. (Everything was great. Thank you SEACAP)
5. I am very grateful for SEACAP. It provides help, very needed help for my bill that I have difficulty in meeting.
6. Very thankful!
7. Again, I am very grateful for this program and the staff help.
8. Siempre me han tratado muy bien y me an ayudado. Les doy las gracias a todos. (They have always treated me very well, they have helped me and I am very grateful to all).
9. Thank you very much!
10. Estoy muy satisfecha con la asistencia, Gracias. ( I am very grateful for the assistance, thank you).

**SOUTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

<b>FY2019 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>
<b>The office/satellite location was easy to find, conveniently located and clean</b>	<b>80.90%</b>	<b>18.54%</b>	<b>0.56%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>144</i>	<i>33</i>	<i>1</i>	<i>0</i>		<i>178</i>
<b>The initial announcements made by staff were presented in a clear and understandable manner.</b>	<b>77.53%</b>	<b>19.66%</b>	<b>1.12%</b>	<b>1.69%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>138</i>	<i>35</i>	<i>2</i>	<i>3</i>		<i>178</i>
<b>Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.</b>	<b>70.26%</b>	<b>13.85%</b>	<b>0.00%</b>	<b>1.03%</b>	<b>14.87%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>137</i>	<i>27</i>	<i>0</i>	<i>2</i>	<i>29</i>	<i>195</i>
<b>Staff could not meet my need, but was offered information and/or referred to another agency for assistance.</b>	<b>61.03%</b>	<b>22.05%</b>	<b>0.51%</b>	<b>1.54%</b>	<b>14.87%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>119</i>	<i>43</i>	<i>1</i>	<i>3</i>	<i>29</i>	<i>195</i>
<b>I met with staff and services were provided in a timely manner.</b>	<b>71.91%</b>	<b>26.40%</b>	<b>0.00%</b>	<b>1.69%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>128</i>	<i>47</i>	<i>0</i>	<i>3</i>		<i>178</i>
<b>Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.</b>	<b>76.40%</b>	<b>20.79%</b>	<b>0.56%</b>	<b>2.25%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>136</i>	<i>37</i>	<i>1</i>	<i>4</i>		<i>178</i>
<b>My need or reason for today's visit was taken care of in a polite and respectful manner.</b>	<b>74.16%</b>	<b>23.03%</b>	<b>0.00%</b>	<b>2.81%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>132</i>	<i>41</i>	<i>0</i>	<i>5</i>		<i>178</i>
<b>The Case Manager that assisted me was courteous, polite, professional and respectful at all times.</b>	<b>77.53%</b>	<b>20.79%</b>	<b>0.56%</b>	<b>1.12%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>138</i>	<i>37</i>	<i>1</i>	<i>2</i>		<i>178</i>

**RESULTS:**

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

**69% or 134 customers are Very Satisfied with Southern Cochise County SEACAP services.**

**28% or 55 customers are Satisfied with Southern Cochise County SEACAP services.**

**3% or 6 customer was Dissatisfied/Very Dissatisfied with Souther Cochise County SEACAP Services.**

During the 4th quarter of FY2019, 178 customers were provided services and 110% (195) completed a customer survey.

**SOUTHERN COCHISE COUNTY**  
**CUSTOMER SATISFACTION SURVEY REPORT**  
**SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

**CUSTOMER COMMENTS:**

1. Ms. Sally is very good to what she it's done. For me, I appreciate her lovely way. She put everything for me to do and when done, I gave it back.
2. My staff member Claudia was very helpful and courteous.
3. Case Worker blessed me today.
4. Sally is a very respectful lady. She was very good at her job. Very generous, courteous and took her time to explain everything. I am very satisfied.
5. Atendieron muy bien (Treated very courteously).
6. Thank you!.
7. I have no case manager.
8. My credit for the electricity did not come in yet. We could add gas as the two together this month would total \$ 65.00.
9. Had to find my own clipboard. Despite so many requirements you asked and very busy, very helpful. Process need to be better organized, but very helpful once you are called.
10. The service was great and fast. I was in and out.
11. God Bless you! Diana was very professional, kind and courteous. Thank you for making my very stressfull situation, less stressful.
12. Thank you for your support.
13. Ver courteous, clear and kind.
14. This program is essential for elderly people of very low income. Thank you and Bless you all!!!



**NORTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
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<b>FY2019 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>
<b>The office/satellite location was easy to find, conveniently located and clean</b>	<b>80.00%</b>	<b>20.00%</b>	<b>0.00%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>68</i>	<i>17</i>	<i>0</i>	<i>0</i>		<i>85</i>
<b>The initial announcements made by staff were presented in a clear and understandable manner.</b>	<b>76.47%</b>	<b>23.53%</b>	<b>0.00%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>65</i>	<i>20</i>	<i>0</i>	<i>0</i>		<i>85</i>
<b>Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.</b>	<b>55.56%</b>	<b>22.22%</b>	<b>0.93%</b>	<b>0.00%</b>	<b>21.30%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>60</i>	<i>24</i>	<i>1</i>	<i>0</i>	<i>23</i>	<i>108</i>
<b>Staff could not meet my need, but was offered information and/or referred to another agency for assistance.</b>	<b>51.85%</b>	<b>26.85%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>21.30%</b>	<b>100%</b>
<i>Total Surveys Received:</i>	<i>56</i>	<i>29</i>	<i>0</i>	<i>0</i>	<i>23</i>	<i>108</i>
<b>I met with staff and services were provided in a timely manner.</b>	<b>68.24%</b>	<b>30.59%</b>	<b>1.18%</b>	<b>0.28%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>58</i>	<i>26</i>	<i>1</i>	<i>0</i>		<i>85</i>
<b>Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.</b>	<b>74.12%</b>	<b>25.88%</b>	<b>0.00%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>63</i>	<i>22</i>	<i>0</i>	<i>0</i>		<i>85</i>
<b>My need or reason for today's visit was taken care of in a polite and respectful manner.</b>	<b>78.82%</b>	<b>21.18%</b>	<b>0.00%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>67</i>	<i>18</i>	<i>0</i>	<i>0</i>		<i>85</i>
<b>The Case Manager that assisted me was courteous, polite, professional and respectful at all times.</b>	<b>78.82%</b>	<b>21.18%</b>	<b>0.00%</b>	<b>0.00%</b>		<b>100%</b>
<i>Total Surveys Received:</i>	<i>67</i>	<i>18</i>	<i>0</i>	<i>0</i>		<i>85</i>

**RESULTS:**

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

**58% or 63 customers are Very Satisfied with Northern Cochise County SEACAP services.**

**41% or 44 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 4th quarter of FY2019, 85 customers were provided services and 127% (108) completed a customer survey.

**NORTHERN COCHISE COUNTY  
CUSTOMER SATISFACTION SURVEY REPORT  
SFY2019 - 4TH QRT (APRIL - JUNE 2019)**

**CUSTOMER COMMENTS:**

1. Staff is always courteous and helpful.
2. Thanks so much for your assistance, it helps greatly.
3. Extremely difficult on schedule and hours as provided.
4. I appreciate that they come to the apartment complex.
5. I am very happy where I live. Thank you for your kindness.
6. They were great and friendly.
7. Alexia is very professional. An asset to your program. Virginia's welcome made me feel very comfortable. They both made me feel it was ok to be here.
8. Always treated with respect.
9. Thank you!
10. Thank you for all your help and being so friendly. We appreciate you all very much.
11. She was very helpful and compassionate. She gave me helpful directions to other resources.