

**GRAHAM COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2016 - 4TH QRT (APRIL - JUNE 2016)**

FY2016 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	95.24%	4.76%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	80	4	0	0		84
The initial announcements made by staff were presented in a clear and understandable manner.	77.38%	21.43%	1.19%	0.00%		100%
<i>Total Surveys Received:</i>	65	18	1	0		84
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	12.87%	2.97%	0.99%	0.00%	83.17%	100%
<i>Total Surveys Received:</i>	13	3	1	0	84	101
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	12.87%	2.97%	0.99%	0.00%	83.17%	100%
<i>Total Surveys Received:</i>	13	3	1	0	84	101
I met with staff and services were provided in a timely manner.	95.24%	3.57%	1.19%	0.28%		100%
<i>Total Surveys Received:</i>	80	3	1	0		84
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	98.81%	1.19%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	83	1	0	0		84
My need or reason for today's visit was taken care of in a polite and respectful manner.	89.29%	10.71%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	75	9	0	0		84
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	97.62%	2.38%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	82	2	0	0		84

RESULTS:

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

91.47% or 77 customers are Very Satisfied with Graham County SEACAP services.

7.34% or 6 customers are Satisfied with Graham County SEACAP services.

1.19% or 1 customer was Dissatisfied/Very Dissatisfied with Graham County SEACAP Services.

During the 4th quarter of FY2016, 84 customers were provided services and 121% (101) completed a customer survey.

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CUSTOMER COMMENTS:

1. Very professional and explained programs. Very easy to understand and also was fast.
2. Thank you very much.
3. Keep the good work up! Thank you!
4. Thank you!!
5. Very satisfied. Thank you!!
6. SEACAP was a great help and I appreciate everything they helped me with! Everyone was very friendly!
7. Rachael was such a great help and super friendly!!
8. Very satisfied. Very grateful for the help.
9. My case manager did all that she could and more to help me out. Very nice lady. Thank you so very much.
10. Very friendly & helpful. Thank you!!
11. Very dissatisfied, very rude!! No smile not helpful and not polite to anyone!!

**GREENLEE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2016 - 4TH QRT (APRIL - JUNE 2016)**

FY2016 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	87.50%	12.50%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	7	1	0	0		8
The initial announcements made by staff were presented in a clear and understandable manner.	75.00%	25.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	6	2	0	0		8
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	41.18%	5.88%	5.88%	0.00%	47.06%	100%
<i>Total Surveys Received:</i>	7	1	1	0	8	17
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	41.18%	5.88%	5.88%	0.00%	47.06%	100%
<i>Total Surveys Received:</i>	7	1	1	0	8	17
I met with staff and services were provided in a timely manner.	75.00%	25.00%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	6	2	0	0		8
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>	6	2	0	0		8
My need or reason for today's visit was taken care of in a polite and respectful manner.	87.50%	12.50%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	7	1	0	0		8
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>	8	0	0	0		8

RESULTS:

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

83.34% or 7 customers are Very Satisfied with Greenlee County SEACAP services.

16.66% or 1 customers are Satisfied with Greenlee County SEACAP services.

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

During the 4th quarter of FY2016, 8 customers were provided services and 213% (17) completed a customer survey.

CUSTOMER COMMENTS:

1. Thank you for being here today! Have a good day!!
2. I am very happy that there is a program that can help people in need. This program has always had a very courteous and ;polite helpful staff. Thank you so much for all of your support.

**SANTA CRUZ COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2016 - 4TH QRT (APRIL - JUNE 2016)**

FY2016 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	82.28%	17.72%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	65	14	0	0		79
The initial announcements made by staff were presented in a clear and understandable manner.	82.28%	17.72%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	65	14	0	0		79
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	18.27%	5.77%	0.00%	0.00%	75.96%	100%
<i>Total Surveys Received:</i>	19	6	0	0	79	104
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	18.27%	5.77%	0.00%	0.00%	23.00%	100%
<i>Total Surveys Received:</i>	19	6	0	0	79	104
I met with staff and services were provided in a timely manner.	96.20%	3.80%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	76	3	0	0		79
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	93.67%	6.33%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	74	5	0	0		79
My need or reason for today's visit was taken care of in a polite and respectful manner.	97.47%	2.53%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	77	2	0	0		79
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	98.73%	1.27%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	78	1	0	0		79

RESULTS:

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

91.78% or 73 customers are Very Satisfied with Santa Cruz County SEACAP services.

8.23% or 6 customers are Satisfied with Santa Cruz County SEACAP services.

0% or 0 customer was Dissatisfied/Very Dissatisfied with Santa Cruz County SEACAP Services.

During the 4th quarter of FY2016, 79 customers were provided services and 132% (104) completed a customer survey.

**SANTA CRUZ COUNTY
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CUSTOMER COMMENTS:

1. Thank you for providing a much needed resource in a respectful and dignified manner. It is a blessing to have this in our communities.
2. Good Job. Excellent!!!!
3. Muy satisfecho que me pudieron ayudar y porque la persona que me atendio fue muy profesional y amable (Very satisfied that you were able to help me.
The person that assisted me (Nadia) was very professional and kind).
4. Thank you for an excellent service.
5. The staff was courteous and very professional.

**SOUTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2016 - 4TH QRT (APRIL - JUNE 2016)**

FY2016 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	88.06%	11.94%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	118	16	0	0		134
The initial announcements made by staff were presented in a clear and understandable manner.	92.54%	7.46%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	124	10	0	0		134
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	7.84%	1.96%	1.31%	1.31%	87.58%	100%
<i>Total Surveys Received:</i>	12	3	2	2	134	153
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	7.84%	1.96%	1.31%	1.31%	87.58%	100%
<i>Total Surveys Received:</i>	12	3	2	2	134	153
I met with staff and services were provided in a timely manner.	90.30%	9.70%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	121	13	0	0		134
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	89.55%	10.45%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	120	14	0	0		134
My need or reason for today's visit was taken care of in a polite and respectful manner.	97.01%	2.99%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	130	4	0	0		134
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>	134	0	0	0		134

RESULTS:

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

90.91% or 122 customers are Very Satisfied with Southern Cochise County SEACAP services.

7.09% or 10 customers are Satisfied with Southern Cochise County SEACAP services.

6% or 2 customer was Dissatisfied/Very Dissatisfied with Southern Cochise County SEACAP Services.

During the 4th quarter of FY2016, 134 customers were provided services and 115% (153) completed a customer survey.

**SOUTHERN COCHISE COUNTY
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CUSTOMER COMMENTS:

1. Thank you for your time and service.
2. Very satisfied and thank you so much.
3. Nadia was very professional and polite. I felt comfortable and not embarrassed.
4. Thank you and god bless.
5. Very satisfied.
6. This is a wonderful thing for an older person such as myself.
7. Diana - Thank you for your help!
8. The staff was helpful and courteous and thorough.
9. Thank you for all you do. God bless you all.
10. Thank you SEACAP for such a valuable service.
11. The process should be a 1st come 1st serve.
12. Thank you so so much.
13. This is the first time I come, but I was treated fair and given the instructions clearly. I am happy to know there's an organization like this to be able to help the community. Thank you and God Bless You!
14. The Case Worker was amazing.
15. Very good job!
16. Everything was great. The worker was very polite and nice.
17. Thank you very much. Your help is much needed.
18. Always professional and polite.
19. Very satisfied.
20. The staff is very understanding and helpful.
21. Only wish you'd work with East Slope Water Company. Thank you.

**NORTHERN COCHISE COUNTY
CUSTOMER SATISFACTION SURVEY REPORT
SFY2016 - 4TH QRT (APRIL - JUNE 2016)**

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The office/satellite location was easy to find, conveniently located and clean	92.68%	7.32%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	38	3	0	0		41
The initial announcements made by staff were presented in a clear and understandable manner.	92.68%	7.32%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	38	3	0	0		41
Staff was courteous, respectful, friendly, helpful and sensitive to my situation eventhough I did not receive services.	18.00%	0.00%	0.00%	0.00%	82.00%	100%
<i>Total Surveys Received:</i>	9	0	0	0	41	50
Staff could not meet my need, but was offered information and/or referred to another agency for assistance.	18.00%	0.00%	0.00%	0.00%	82.00%	100%
<i>Total Surveys Received:</i>	9	0	0	0	41	50
I met with staff and services were provided in a timely manner.	97.56%	2.44%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	40	1	0	0		41
Staff took the time to explain the program rules and eligibility requirements in a clear and understandable manner.	97.56%	2.44%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	40	1	0	0		41
My need or reason for today's visit was taken care of in a polite and respectful manner.	97.56%	2.44%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	40	1	0	0		41
The Case Manager that assisted me was courteous, polite, professional and respectful at all times.	97.56%	2.44%	0.00%	0.00%		100%
<i>Total Surveys Received:</i>	40	1	0	0		41

RESULTS:

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

95.94% or 39 customers are Very Satisfied with Northern Cochise County SEACAP services.

4.07% or 2 customers are Satisfied with Northern Cochise County SEACAP services.

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

During the 4th quarter of FY2016, 41 customers were provided services and 122% (50) completed a customer survey.

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

1. I am disabled and heat and sun can literally kill me in a very short amount of time. I was made, with others, to stand out in the heat.
2. Thanks a bunch.
3. Sally was very polite and helpful at all times. Thank you Sally.
4. Thank you so much!
5. Excellent job. Thank you!!
6. We are very blessed to have SEACAP in our area. Everyone is always positive especially Sally. Thank you very much.