

## 2018-2019 SMCAA Client Satisfaction Survey Report

Being able to insure that we are meeting our clients' needs is only part of the service we provide. We must also insure that our clients feel good about the service they receive and that they feel welcomed to return for future services, if the need arise. Our survey is designed to capture how the client feels about the services they receive and whether interacting with agency staff was a positive experience or not.

### What is Customer Satisfaction?

Highly personal assessment strongly affected by customer expectations Influenced by

- 1) contact with the service provider, and
- 2) personal outcomes

### Why is customer satisfaction important?

- Directly affects the ability of customers to access and use services
- Critically important to the continuous improvement of services (ROMA cycle)
- Data is a key component of the needs assessment and strategic planning processes
- Customer focus empowers the individuals and families agencies serve
- Required by the Organizational Standards (1.3, 6.4)

The agency has a systematic approach for collecting, reporting and analyzing customer satisfaction data. This is included in the strategic planning process.

In this report, we have supplied the data from each survey and the questions that were asked. The large number displayed is the amount of positive or "Yes" answers that we received expressed as a percentage out of the 695 surveys we received.

*Telephone contact was friendly and helpful.*

**96.1%**

*It was easy to get an appointment.*

**95.7%**

*I was assisted promptly.*

**97.9%**

*I was treated with respect and felt welcome.*

**98.4%**

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*Staff gave a clear explanation of services.*

**98.4%**

*Staff thoroughly answered my questions.*

**98.6%**

*Staff was able to help me with my problems.*

**96.4%**

*I feel services were confidential.*

**96.7%**

*I was informed about other SMCAA and/or community programs.*

**95.8%**

*I would come back to and recommend SMCAA services, if needed.*

**96.3%**

*I would be willing to participate in a discussion group to help SMCAA continue to improve.*

**60.3%**

Clients were also asked to leave comments about their service or how we could serve them better. Below, are some quotes from clients:

*"It was hard to hear due to not being in an office. (other walk-ins talking)"*

*"You did a great job to serve me."*

*"I don't have any suggestions or recommendations. The service was above satisfiable."*

*"10/10 Would recommend."*

*"The service was above average. The assistance I received was genuine and very helpful."*

*"You are serving us in the best way you can and you can't ask for more. Keep up the great work."*

*"Excellent service. I was very comfortable. Thank you!"*

*"Get more people aware of your agency."*

*"You did a great job to serve me."*

*"Had a great time. Thank you."*

*"Later hours to be more convenient."*

*"Nice to know in a time of need that there is friendly people and help for our situation."*

*"Whether you can or can't help the client you should still always make the person in need of assistance feel welcome and respected and NOT make them feel intimidated or like they're in a court room. You never know when you might run into a crisis and need help."*

*"Was treated fairly and with respect."*