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Southwest Michigan Community Action Agency



HELPING PEOPLE. CHANGING LIVES
Serving Berrien, Cass, and Van Buren Counties

SMCAA Client Satisfaction Survey 2020 Report

Being able to insure that we are meeting our clients' needs is only part of the service SMCAA provides. We must also insure that our clients feel good about the service he/she receives and that he/she feels welcomed to return for future services if the need arises. Our Client Satisfaction Survey is designed to capture how each client feels about the services he/she receives and whether interacting with SMCAA staff was a positive experience or not.

Client Satisfaction is a highly personal assessment which is strongly affected by client expectations. These expectations may be influenced by:

1. Contact with SMCAA and its services
2. Personal outcomes

Client Satisfaction is important to SMCAA for a number of reasons:

- Directly affects the ability of clients to access and use services
- Critically important to the continuous improvement of services through the ROMA cycle
- Data is a key component of the Community Needs Assessment and strategic planning process
- Client-focus empowers the individuals and families our agency serves
- Required by the Organizational Standards 1.3 and 6.4

SMCAA has a systematic approach for collecting, reporting, and analyzing customer satisfaction data. In this report, data from each survey has been supplied along with the questions each client was asked. Each response is expressed in a pie chart with a percentage out of the **235 responses** our agency received from the 2020 reporting year.

NOTE: The response rate was noticeably lower than in 2019. This is believed to be a result of the coronavirus pandemic. When clients meet with SMCAA intake staff in-person, each client receives a satisfaction survey to be completed before he/she leaves the office. Due to meetings being done over the phone or online, though, surveys were mailed out for the 2020 reporting year. Mail-in responses were lacking compared to the number of clients actually serviced in 2020.



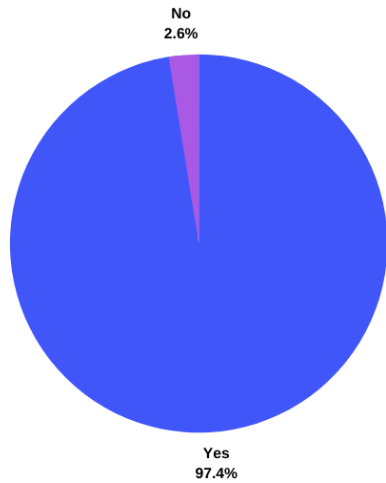


County
 Berrien (B)
 Cass (C)
 Van Buren (V)

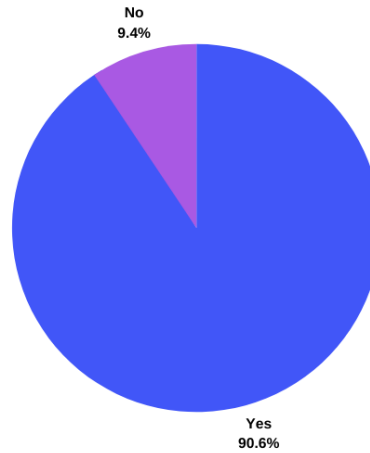
SMCAA Client Satisfaction Survey 2020

<i>Please fill in one circle per question, and fill in circle completely</i>		Yes	No	N/A
1)	Telephone contact was friendly and helpful	(Y)	(N)	(X)
2)	It was easy to get an appointment	(Y)	(N)	(X)
3)	I was assisted promptly	(Y)	(N)	(X)
4)	I was treated with respect and felt welcome	(Y)	(N)	(X)
5)	Staff gave a clear explanation of services	(Y)	(N)	(X)
6)	Staff thoroughly answered my questions	(Y)	(N)	(X)
7)	Staff was able to help me with my problems	(Y)	(N)	(X)
8)	I feel services were confidential	(Y)	(N)	(X)
9)	I was informed about other SMCAA and/or community programs	(Y)	(N)	(X)
10)	I would come back to and recommend SMCAA services, if needed	(Y)	(N)	(X)
11)	I would be willing to participate in a discussion group to help SMCAA continue to improve (please include name and contact number below)	(Y)	(N)	(X)
Name:		Contact Number:		
Comments/how can we better serve you?				

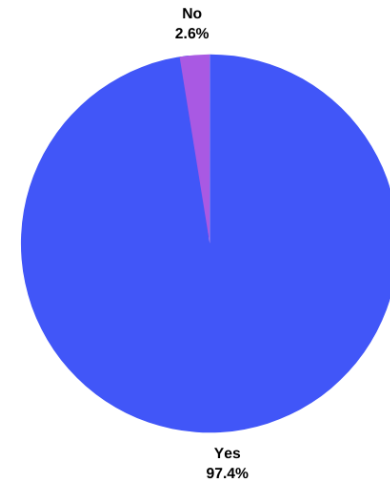
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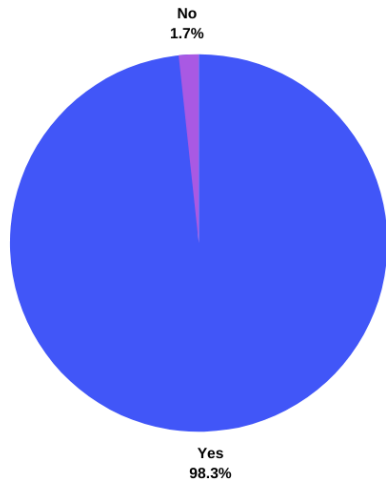
97.4%
Felt telephone contact was friendly and helpful



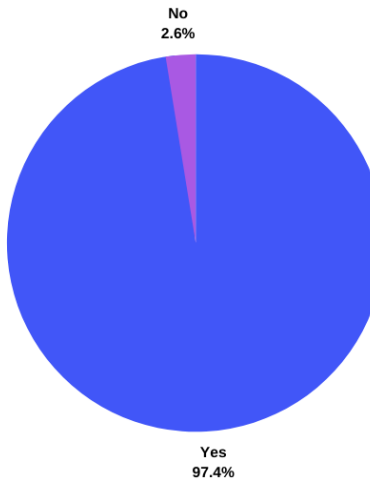
90.6%
Said it was easy to get an appointment



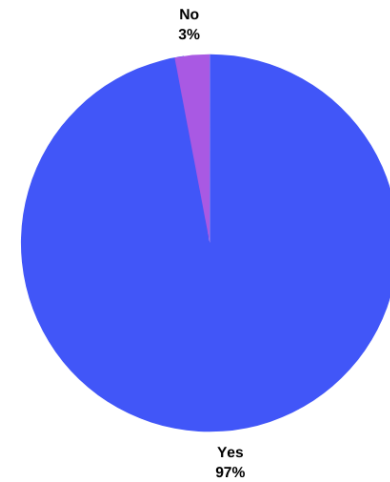
97.4%
Reported he/she was assisted promptly



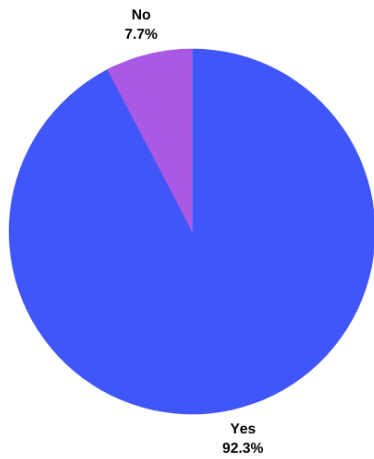
98.3%
Treated with respect and felt welcome by SMCAA staff



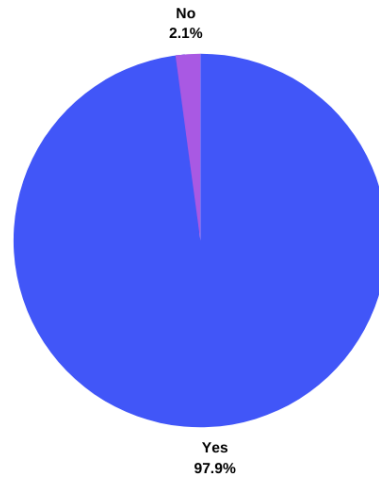
97.4%
Said SMCAA staff gave a clear explanation of services



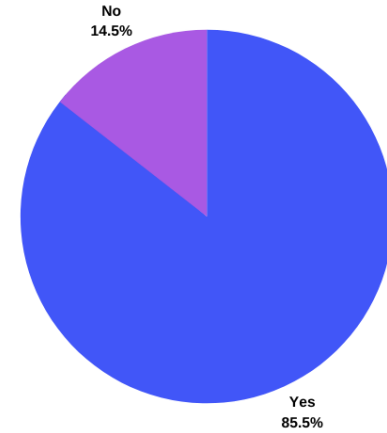
97%
Believed SMCAA staff thoroughly answered his/her questions



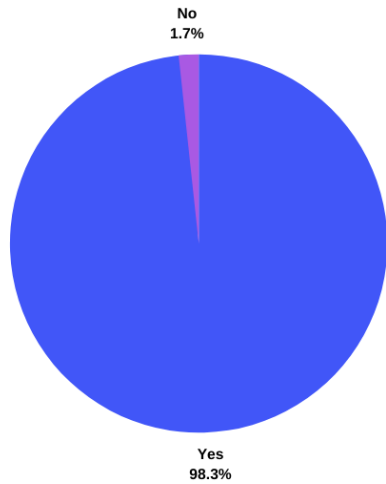
92.3%
Felt SMCAA staff were able to help him/her with his/her problems



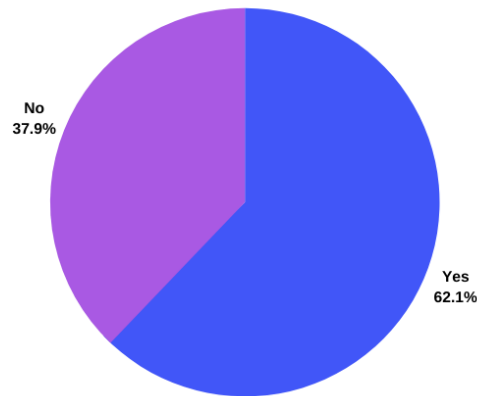
97.9%
Felt SMCAA services were confidential



85.5%
Were informed about other SMCAA and/or community programs



98.3%
Would come back to SMCAA for assistance and/or recommend SMCAA services



62.1%
Are willing to participate in a discussion group to help SMCAA continue to improve