

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 380 surveys we received.



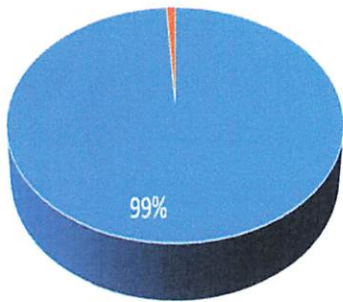
County
 Berrien (B)
 Cass (C)
 Van Buren (V)

SMCAA Client Satisfaction Survey 2019

<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?				

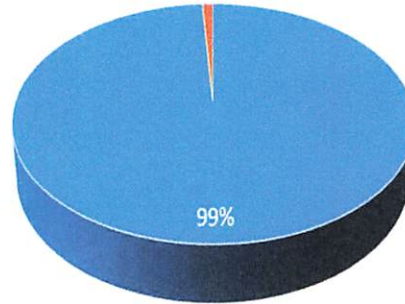
Helping People. Changing Lives.
Serving Berrien, Cass, and Van Buren Counties.

Telephone Contact was Friendly



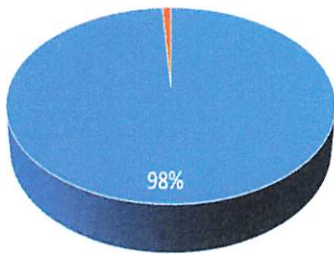
■ Yes ■ No Answer

Easy to get Appointment



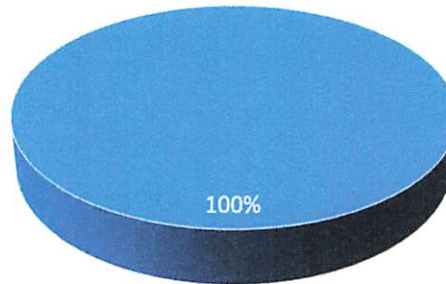
■ Yes ■ No Answer

Assisted Promptly



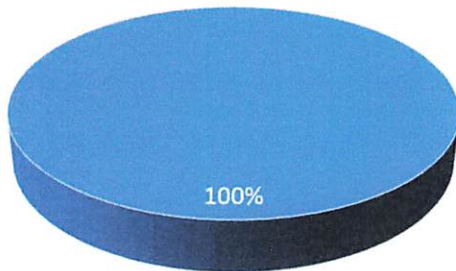
■ Yes ■ No Answer

Felt Welcome



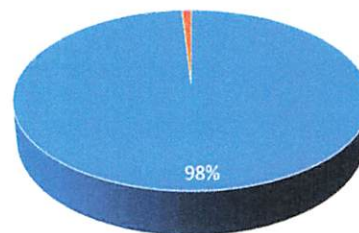
■ Yes

Clear Explanation



■ Yes

Thoroughly Answered



■ Yes ■ No Answer

