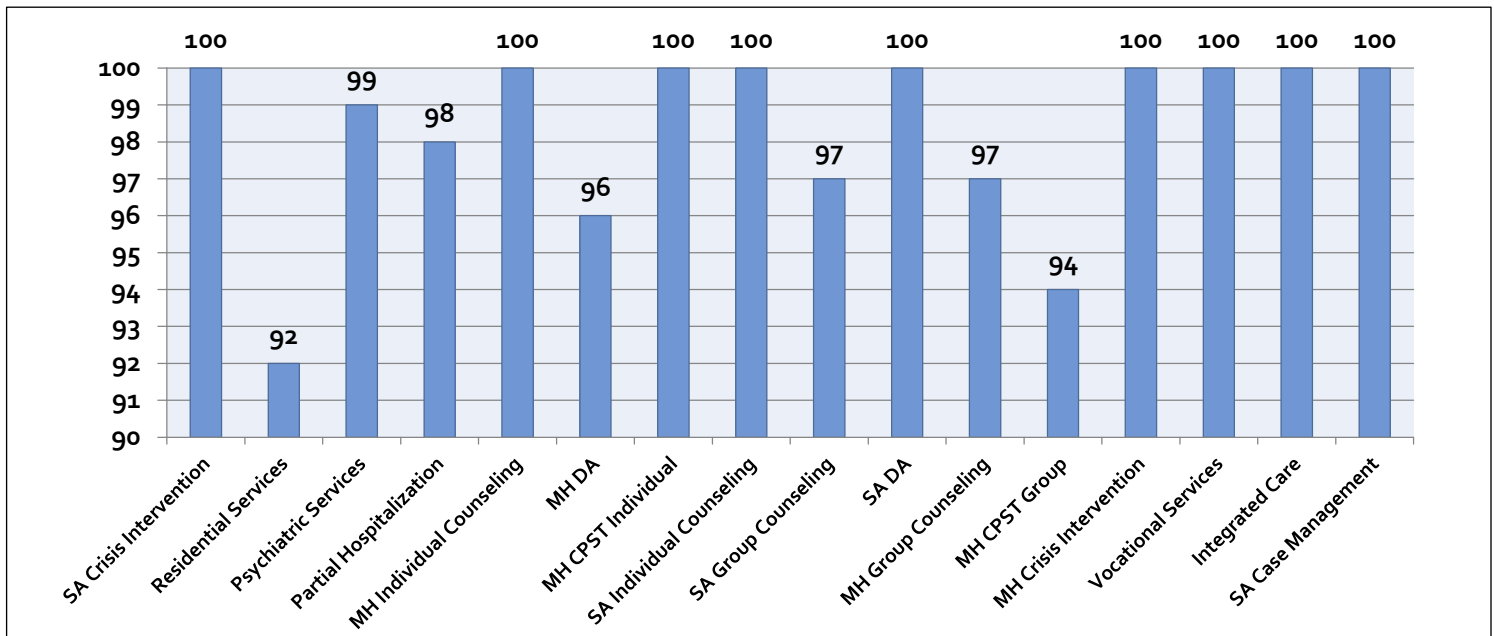




2015 Customer Satisfaction Survey Summary

As indicated in the Agency Quality Assurance Plan, a key ingredient of any consumer driven model should be customer-based feedback. Consumers were randomly surveyed between October 2014 and June 2015 and asked to complete an Agency Customer Satisfaction Evaluation Survey Form. Customers were given the option and ample space to evaluate our services and provide feedback. The survey instrument measures the overall effectiveness of the indicated service and overall customer satisfaction with the service, agency, and provider in general.

- We received 1,376 surveys in FY 15 which is almost a 400+ increase over FY 14.
- Sixteen different services were surveyed between October 2014 and June 2015.
- We received a 100% customer satisfaction rating in nine out of sixteen services.



COMPARISON OF FY 12-15 DATA

Specific questions asked to our customers:	FY 12	FY 13	FY 14	FY 15
1. I like the services that I received here.	93%	90%	94%	98%
2. If I had other choices, I would still get services here.	91%	90%	91%	96%
3. I would recommend this Agency to family and friends.	93%	90%	92%	98%

