

2016 Customer Survey Summary

Your feedback is important to us!

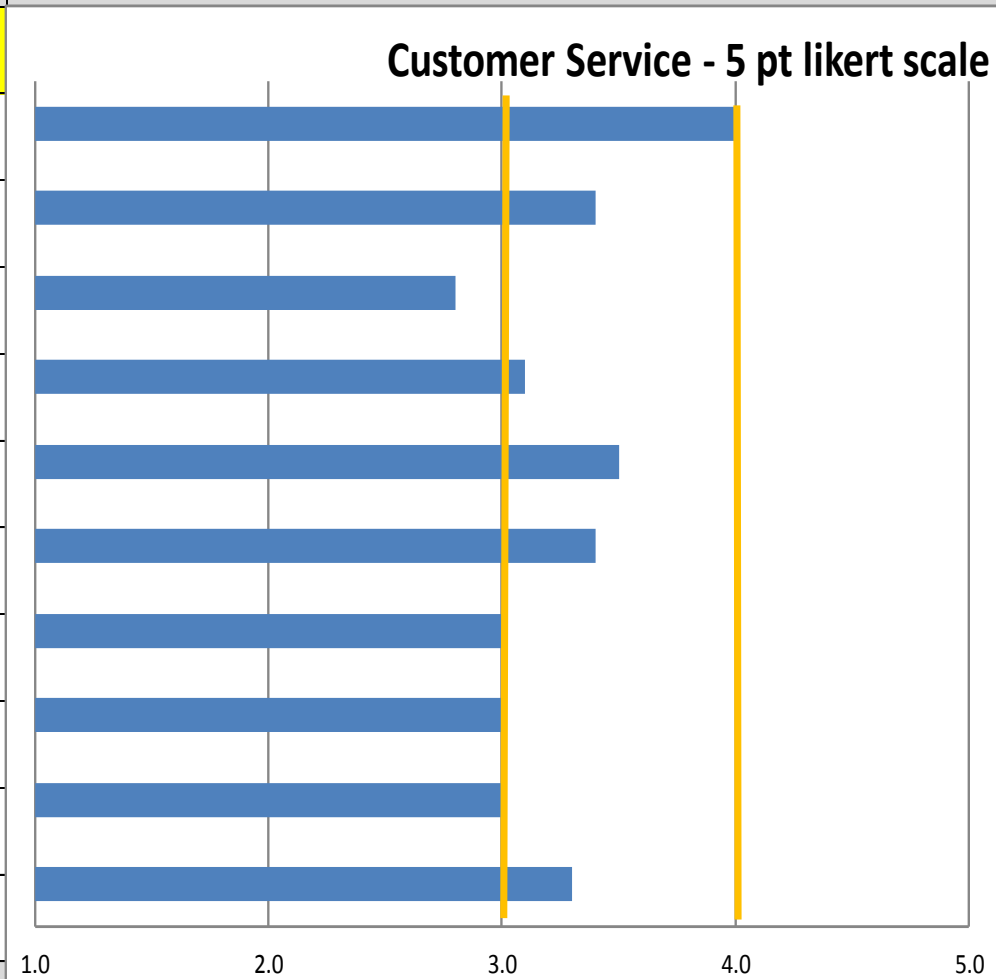
2016 Children Services Division Executive Summary on Customer Surveys

- **First of all, thanks to all that completed surveys, your input has been valuable!**
- Overall results are 3.3 on a 5-point Likert Scale which is satisfactory
 - The results have been somewhat consistent over the years (between 3.3 and 3.6)
 - Issues on case plan involvement and returning phone calls were rated lower
 - Large differences on satisfaction from in-home clients and custody clients
 - In home clients rated the agency very well, while custody cases rated us slightly lower
 - Areas rated higher were in explaining our involvement and focusing on child safety
 - The results were shared with staff to supplement their customer service training

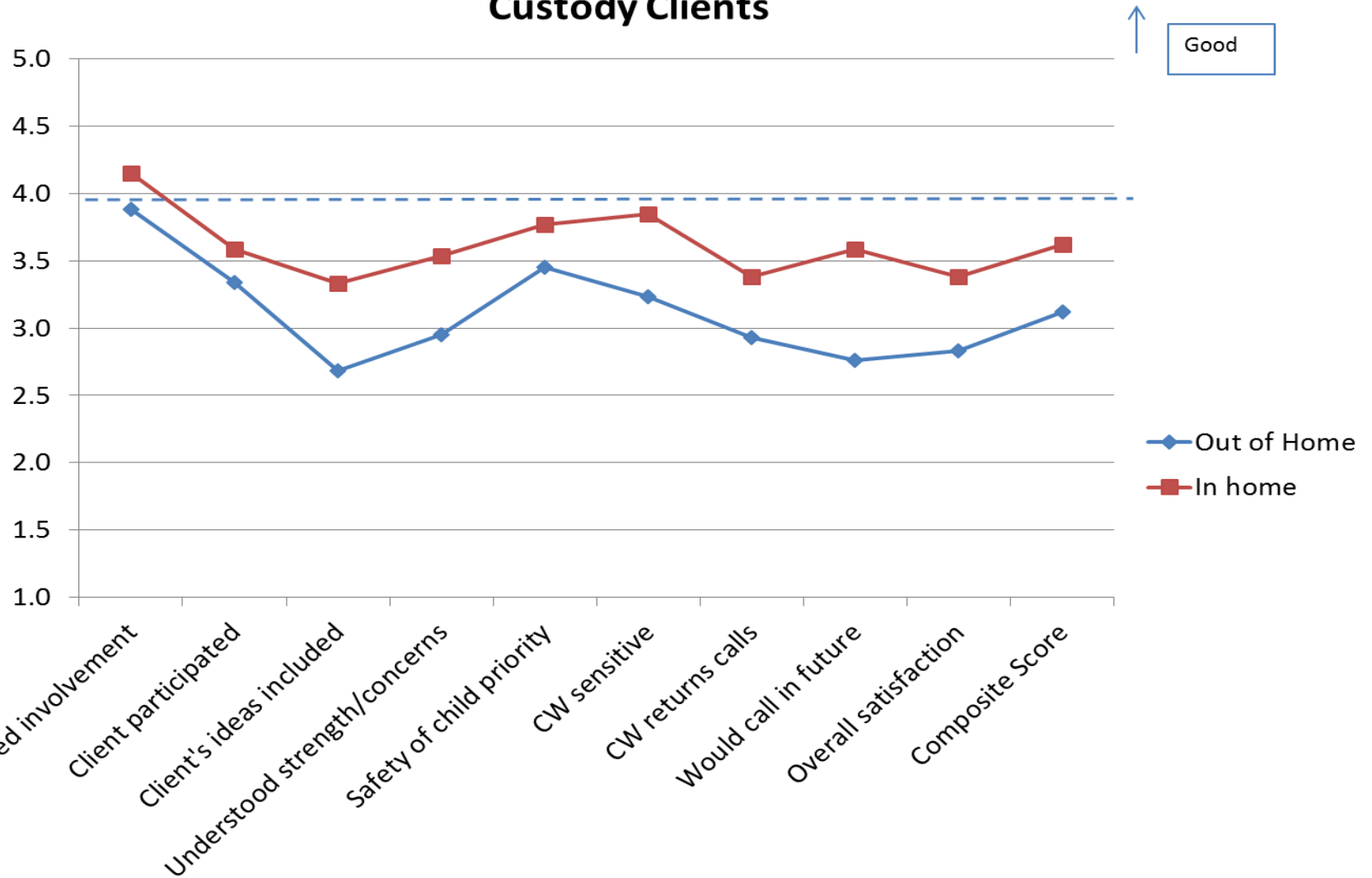
2016 CSD Customer Survey - 5 pt Likert Scale

Good →

Questions	score
Explained Involvement	4.0
Shared Opinions at meetings	3.4
Customer ideas included	2.8
Understands Strengths/Concerns	3.1
Child Safety is Focus	3.5
Sensitive to Culture/Respect	3.4
CW calls within 24 hrs/next day	3
I will call in future	3
Overall Satisfaction	3
Composite Score	3.3



2016 CSD Customer Survey - Compare In-Home Clients to Custody Clients



In-home respondents rate customer service at 3.6 and out-of-home scores at 3.1 (composite score)