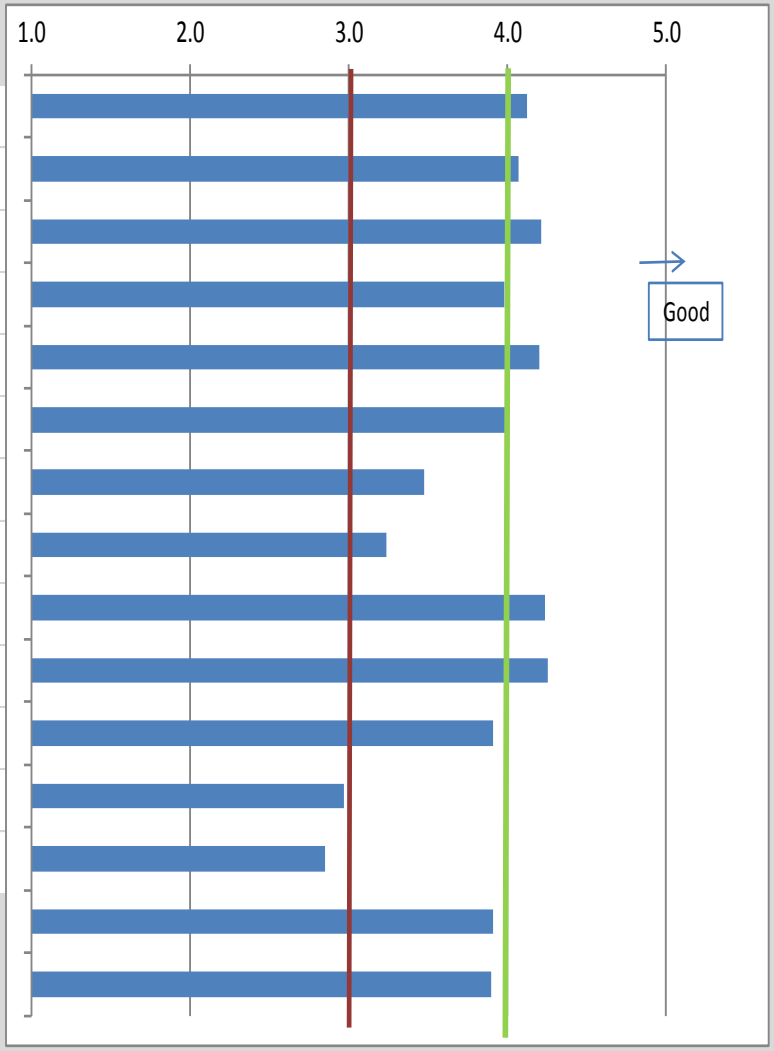
2016 Customer Survey Summary

Your feedback is important to us!

2016 Family Assistance (FA)Executive Summary on Customer Surveys

- **First of all, thanks to all that completed surveys, your input has been valuable!**
- Overall score was a 3.9 on a 5-point scale which is a Satisfactory Rating
  - Areas that did well, were in regards to the being treated with respect, the agency was responsive to the customer needs, questions were being answered, and satisfaction with being a safe confidential environment
  - Areas that customers thought needed improvement are with scanned material and call center operations
- FA had tremendous changes in 2016 and still provided good customer service
  - FA staff had to move several times during a construction process and had numerous staff shortages throughout the year
  - FA is continuing to make adjustments with improvements in the call center, staff training, and enhanced customer service reports to help close any gaps in service for the approximately 200,000 people it serves

2016 Family Assistance Customer Survey
Overall Results

Agency rep was responsive	4.1
Treated me with dignity/respect	4.1
Environment was safe and confidential	4.2
Did not interfere with work schedule	4.0
Client understand rights/resp	4.2
Questions/Concerns were answered	4.0
Confident-scanned records reach CW	3.5
Self scanning is easy to access	3.2
Phone interview on date/time scheduled	4.2
Phone interviewer treated me with dignity/respect	4.3
Phone interviewer explained actions taken	3.9
Call center rep treated me with dignity/respect	3.0
Call center provided accurate info	2.8
Overall experience	3.9
Composite Score	3.9