



CUSTOMER SATISFACTION REPORT

OCTOBER 24, 2018 - NOVEMBER 30, 2018

METHODOLOGY

Customer Satisfaction Surveys were revised and updated this year in order to improve the survey process for our clients. While the main questions remained the same, the structure and layout of the survey was developed and Spanish surveys were reevaluated to ensure that the translation was correct. After being updated, an email was sent to all program directors asking for the number of surveys, both English and Spanish, required for each program. Once surveys were printed and received, the Planning Director distributed the surveys to each program director on October 24, 2018. Programs were given until November 26, 2018 to return the completed surveys, however a few surveys were accepted through November 30, 2018. After surveys were returned to the Planning Director, data was analyzed through SPSS and qualitative data was recorded on a Word document to be evaluated at a later time. The following report is an analysis of the 2018 Customer Satisfaction survey data received from October 24, 2018 to November 30, 2018.

RETURN RATE & OVERALL SATISFACTION

A total of 1,934 surveys were distributed this year; 1,559 in English and 375 in Spanish. Of the total number of distributed surveys, Community Action Partnership of Mid-Nebraska (Mid) received 758 surveys back, computing to a 39.2% return rate. This return rate is roughly 10% lower than last year and 12% lower than 2016. Of the 758 surveys returned, the highest rate of return was from WIC clients, equaling 42.5% of returned surveys. Right behind WIC was Head Start clients, equaling a total return rate of 40.1%. This is largely due to the fact that WIC and Head Start are the largest Mid programs, thus requiring a higher number of surveys to distribute in the first place. To see program return rate based on the number of surveys distributed per program as it compares to their corresponding number of returned surveys, please refer to *Appendix A, Chart 1-12*.

DEMOGRAPHIC BREAKDOWN

In order to assess the changes occurring throughout our service population over the last year, we asked that respondents check the demographic boxes that best describe them and their families. This section of the survey remained optional for clients who were uncomfortable or unwilling to provide the following:

GENDER

Male	Female
15.3%	84.7%

ETHNICITY

Hispanic	Not Hispanic
27.6%	72.4%

AGE

Under 24	24-34	35-44	45-54	55-64	65+
13.5%	40.4%	15.9%	3.4%	4.0%	22.8%

RACE

White	Black/AA	AI/AN	NH/Other PI	Asian	Multi-Racial	Other
84.1%	4.6%	1.2%	0.3%	0.5%	2.3%	7.0%

HOMELESS

Yes	No
14.9%	85.1%

ABLE TO WORK

Yes	No
75.3%	24.7%

CURRENTLY EMPLOYED

Yes	No
58.0%	42.0%

FAMILY TYPE

Single Person	Single Female Parent	Single Male Parent	2+ Adults	Two-Parent Family	Other
24.6%	25.6%	2.1%	6.0%	37.2%	4.5%

EDUCATION LEVEL

Less than HS	Earned GED	HS Graduate	Some college, Tech. school	College Degree or Higher
19.0%	5.3%	33.7%	28.4%	13.6%

OVERALL SATISFACTION

In addition to gathering demographic data regarding the cliental that we serve, the Customer Satisfaction Survey also gathers information regarding how satisfied our customers are with the services Mid provides. Clients are asked a series of questions concerning the services that they received, the staff who provided such services, as well as the environment and timeliness in which they were given services. According to the 758 surveys we received back from clients, roughly 80.4% of clients reported that the quality of the services they received were 'Excellent.' Only 1.1% of responses claimed that the services they received were less than acceptable ('Fair' or 'Poor') while the remaining 18.5% considered Mid's services to be 'Good.'

In comparison to the 2017 Customer Satisfaction data, the quality of Mid's services declined by 0.9%. While 2.6% more clients indicated that the services they received were 'Excellent,' 2.9% fewer clients regarded our services as 'Good' and 0.6% more clients marked 'Fair' or 'Poor' when asked about the quality of services they received. As it compares to 2016 Customer Satisfaction data, there was a 0.9% increase in satisfaction as the percentage of clients who indicated services to be 'Excellent' increased by 3.5% and the percentage of clients who marked 'Fair' or 'Poor' decreased by 0.3%. The percentage of clients who marked 'Good' however decreased by 2.9% from 2016.

Overall, when considering the Trend Data from 2016 to 2018 Customer Satisfaction surveys, Mid has maintained high satisfaction among its cliental. For a complete report of the overall satisfaction of Mid clients, please refer to *Appendix A, Charts 13-22*.

SERVICES AND ENVIRONMENT

Finally, survey respondents were asked a series of questions regarding the specific services they received and the environment in which they were served. These questions provided Mid staff with information regarding how their services were received and areas in which they could be improved upon in the future. Overall, 100% of clients who completed this survey indicated that they were treated in a respectful manner by staff in their respective program. This rate has been maintained for the most part from 2016 to 2018, with a slight improvement from 2016 when only 99.7% of clients marked that they had been treated in a respectful manner.

When asked if additional information was offered by staff members, 74.2% of respondents marked 'Yes' while the remaining 25.8% marked either 'No' or 'Not Applicable.' This is a slight (0.8%) decrease from last year, however a large improvement of 8.5% overall across the last three years of data collection.

Clients were also asked to evaluate the knowledge of our staff and program directors. Overall, respondents had positive input regarding the knowledge of Mid staff, as 99.3% of respondents marked either 'Excellent' or 'Good.' The remaining 0.7% marked 'Fair.' This is a slight decrease of 0.5% across the last three years of satisfaction data, with positive responses decreasing only slightly and negative remarks for the most part remaining the same.

When asked whether their needs had been met or not, majority of respondents (75.8%) marked that almost all of their needs had been met by Mid services. Only 0.9% of respondents marked that few to none of their needs had been met while the remaining 23.3% of clients marked that most of their needs had been met. Over the span of the last three years, these figures have consistently improved. As this compares to 2016 and 2017 data, the rate at which clients are claiming their needs to have been met has had an overall increase of 3.5%.

We also want to know whether the clients that we serve feel like they could recommend our services to their friends and family. When asked whether they would recommend our services, 97.5% of respondents

marked that yes, they would recommend our services to friends and family. Only 0.1% of clients said that they certainly would not recommend our services while the remaining 2.4% said that they might. As it compares to the trend data from the last three years, the rate at which our clients would likely recommend our services to friends and family has decreased slightly by 0.6%; indicating a slight increase in those who claim they would not recommend our services over the last couple of years.

A total of 86.3% of clients marked that the area in which they were served was clean, while only 0.4% of respondents claimed that the service area was not clean. Since a number of our programs do not have a waiting area or specific location for services, roughly 13.3% of respondents marked 'Not Applicable.' Based on the last three years of data collection, the rate at which our clients grade our service areas as clean and presentable has consistently declined, decreasing by 7.8% from 2016 to 2018.

When asked to rate how timely services were received, nearly 100% of client responses were positive (99.0%). Only one client claimed that the services he/she received were not given in a very timely manner. While these are very positive numbers, this is however a slight decrease of approximately 1% from the last two years. Regardless, the rate at which clients claim to receive services in a timely manner remains for the most part consistently positive.

Finally, the last question clients were asked was regarding their current situation and whether it had improved or not after receiving services from Mid. Exactly 99% of surveyed respondents claimed that their situation had indeed improved because of Mid's services while only 1% claimed that their situation had not improved. Overall, this has remained mostly consistent with the last two years, with a slight decrease of roughly 2% from 2016 to 2018.

CONCLUSION

Overall, when considering the entire range of trend data regarding return rate, overall satisfaction, and responses to questions about the services and environment in which clients received assistance, the responses of our clients has seen a steady decline over the last two years.

With an overall decrease of 4% in total surveys distributed over the last three years and an overall decrease of 10% in return rate, Mid has noted a drop in not only the number of surveys distributed, but also a drop in clients who feel obligated to complete and return the surveys.

There are a number of factors that could play into this decline in surveys distributed and returned, including staff turnover rates, time of year, length of time given for completion, program geographical locations for distribution, and program type. Additionally, since 2016, Mid has discontinued the Navigators Program, decreased the number of children for each Head Start classroom from 18 to 16, and WIC enrollment has seen a steady decline in enrollment over the last two years. Since Head Start and WIC are the two programs that consistently return the most surveys, these changes are likely to have an impact on our overall distribution and return rate.

By and large, the satisfaction rate of our clients has also been consistently declining over the last couple of years, with a total decline of roughly 8.9% when considering all the questions regarding customer satisfaction. Insight into why this might be is best considered through the qualitative data gathered by the Customer Satisfaction surveys, which is included on pages 5-12 of this report.

Though there has been a steady decline in return rate and satisfaction rate over the last two years, the satisfaction of our clients remains considerably high. Clients continue to seem most impressed by the level of respect and knowledge of our staff, and continue to benefit from our services.

QUALITATIVE DATA

Along with questions regarding the quality of Mid services, clients were also asked two questions concerning their opinions on the needs in the community and how our programs might improve. Majority of the comments made were in regards to a) transportation needs, b) affordable housing needs, c) childcare needs, d) food service needs, e) the preference for an all-day Head Start program, f) the lack of advertising on Mid's part, and g) the need for programs in the community for teenagers/young adults. Please refer to the list below to see a full report on all comments made regarding community needs:

In your opinion, what needs are not being met within your community?

I have told a number of people about your program; many did not know about it.

Fix up more houses in the community.

Affordable housing.

A bus system on the weekends.

I think the community comes together and there are a lot of programs to help people in need!

8-19 year olds – activities – learning programs.

None – good people!

It has been good. The food is good.

I feel like we need more activities for young people to do.

Everything looks good. The girls are amazing (HS)

Need all day class (HS)

The free health clinic does nothing at all. All they do is give you medicine and send you on your way. Very unhelpful.

Supper for heart attack survivors. More mental illness support.

Food.

Not qualifying for DHHS assistance.

Two day driver for fill in.

All is well. Very good deal.

I feel they need an early development program for Head Start.

No childcare.

Babysitters for babies.

All-day Head Start program.

We need a Head Start program all day for children.

Need more daycares in Lexington. More care for babies and kindergartens.

No drinking water available. We have to go buy it or get it from another town that has good drinking water.

All my needs were met.

Need more buses.

I have only lived here 3 months, so I don't yet have much of an opinion on what more could be done.

Need evening and weekends (RYDE). That is the time that most events happen.

I'm more than satisfied.

(all)

So far it appears that Ravenna does a great job of meeting people's needs.

Any; they are all covered.

Health care.

More programs for the blind.

Affordable housing.

RYDE bus for evening and weekends to the movies. CSFP, higher income needs help for food.

All of my needs are being met.

I feel that a lot of people who may need services are not receiving them or having basic needs met, even when they have reached out for help.

Everything was wonderful for me and my family.

Everything is great.

Better affordable housing.

More activities for younger children and teens.

Your staff helps my family every time. Please don't change a thing.

Nothing. The staff and the program are great. My son loves coming to school.

Just the autism makes me nervous.

More help for working parents. Usually programs think parents who are trying are making too much money (??)

School for my son. And support of goals and support of other things of my needs if needed.

Possibly more police/child positive interactions.

More resources for working low income families.

No complaints 😊

Wages – high daycare

Things that can't be helped via community action partnership (mental health, physical health, housing)

I believe all needs are being met well throughout the community. They always lead you in the right direction if they don't help with certain needs.

People on the cusp of making too much to receive assistance is kind of outrageous.

I can't ever think of a need that hasn't been met.

Everything is all good.

A bus would be nice for all children.

School bus.

Don't really see anything more that I could ask for.

Daycare and transportation for school and activities.

Early Head Start doesn't really exist outside of Kearney; lack of advertising on CAP of Mid-Nebraska's immunization clinics; Weatherization/Housing; Senior Companion Program.

All needs are met.

Independent, low-income housing.

Need more daycare.

Child care.

ESL and cooking classes.

None, it's an awesome program.

Affordable housing that is adequate and safe for all people.

Help with keeping shoes on my kids' feet. They grow so fast.

Yes, thank you very much for the support and attendance.

Housing.

Dental care for low income families.

Affordable housing, mental health services, and drug counseling.

You guys rock.

More affordable housing.

I think everything goes well.

The WIC program is a little too strict on what I can buy. It's helpful that they can give us food. It just makes the shopping difficult.

More people need homes.

Affordable housing for families.

Speech, physical therapy, occupational therapy with providers trained in sensory and ABA services. Special needs groups, daycare providers with special needs training, autism support group.

Day care.

We need more child care. Also a place for children to play in the winter months.

Dental.

I think all the needs are being met.

None. All needs are being met.

I more so think it's the lack of having the will to try making their situation better and putting forth an effort.

More affordable health/dental care.

Everything is good.

We would like more activities (Minden)

Jobs.

Better preschool assistance.

There is not enough law enforcement or drug control. The buildings and houses are in poor condition as well.

Housing and transportation.

Housing (x5)

Kids are being bullied in school and nobody does anything about it.

Completely satisfied with the services – Affordable housing.

Help with transportation.

Income guidelines are too low.

Produce.

Single mothers are able to get extra help and not only single mothers but any mother needing help or that struggle have the chance to get that little extra help with WIC.

All have been met.

Daycares open past 6pm. Single working moms with little to no family support can't work hours they need to.

Affordable child care.

Paper work is not provided for all legal issues to fill out on my own. I have to get a lawyer which I cannot afford.

Clay County doesn't offer help like Adams County for programs like the housing vouchers. I don't know if this is associated with Community Action, but if it is it should be extended to Clay County.

We struggle to feed our kids every months.

Doula (?) service for low income women.

Options for day care.

All needs are being met except not enough affordable housing.

Child care for working families. Assistance. Not being penalized for working.

Wait too long for appointment I have to come on lunch breaks from work was late getting back to work.

There should be more breast programs

Everything good.

I honestly have no complaints this is a great program and a big help.

Drivers should assist seniors to get into front door of their home before they drive away.

Can be collected more second garbage in residences

All services were very satisfactory.

Transportation

Do you have any other input that could help us improve what we do?

My husband and I are very pleased with the help we have received. Your expertise and experience are the best. I do recommend a way for your agency to get the word out; it would help. Flyers to senior centers; mailing flyers; etc.

Great program...thank you!!

I would suggest they clean up after themselves (Weatherization). Otherwise it was great.

You're doing just fine. Thank you!

Your program exceeds our expectation.

Maybe offer nutrition sheets for meals for seniors!

More mentors available.

Have class all day (HS)

If the kids would have school for the normal amount of time as other school (i.e. 8-3)

No, you guys are amazing.

Talk with the community more face-to-face.

No, great job. Excellent service!!

Keep going on what you're doing. Great job. Thanks.

Back up driver.

I feel like the kiddos would benefit from tracing the letters. My middle son is doing this in preschools at school.

Offer an all-day program.

The office looks like a place to ??? things.

Please consider Head Start for the whole day. I think it would be very good to have a resource in the community.

Just one comment-the Lexington teachers are very professional and friendly and helped you in one my deepest way to my son we are fortunate to have them.

I have a basement window that just would not stop leaking in water. The workers could not get it to stop either. I have brick and want to close it in. Would have been nice if they could have just closed it off completely when they were here.

Toys in the waiting room.

I called in to Intelleride a week ahead of time but don't hear till the night before that RYDE can't take me. I use RYDE at least 12 times a week.

None. Everybody is wonderful and so kind. I really enjoy taking the RYDE bus 😊

Dispatch for RYDE has greatly improved with new dispatch.

Better scheduling.

None so far. Thank you!

I think everything is very good.

Promote in social networks.

Everything is okay, thank you.

Everything is great.

For me, all of this is perfect.

Provide weekend RYDE bus on weekends and evenings.

No. Keep up the good work.

Nope. Community Action is beautiful the way it is.

Homework/pages sent once a week (HS).

You guys rock!

Doing GREAT.

You're good!

No, the program is perfect. I have no issues whatsoever.

Keep up the great work.

You guys do an awesome job with the kids. Also to make sure the family has what they need. You guys really do care!! Thanks.

I'm very satisfied how things are going.

I think you guys do a great job. Always so involved.

Communication.

No, I think everything is great.

Keep being awesome!!

You're doing great.

No, I'm very satisfied with our services.

Just more talk about mental health openly, even with people who don't have mental health problems so everyone can kind of understand what some are going through.

Maybe make little less activities during early afternoon hours for people who work. Otherwise, all manageable.

Our local Head Start (Ravenna) does an awesome job working with their participating families. The program is well advertised locally. They offer several opportunities for family engagement. In regards to the other services the CAP of Mid-Nebraska offers, it often seems like this service applies only to Kearney and not the entire service area.

Staff are great. Very accommodating for my child with severe peanut allergies!

Keep up the excellent service.

Allergic to some deodorants in technology room. No clue if anything can be done (Peterson?)

The meals need to be what the elderly ate all their life. No fancy names - ?

Great program.

No, great people. Very helpful.

I love the WIC office and the staff.

Provide healthy food that works for the diets of pregnant women with gestational diabetes.

Friendly service.

Well, only thank you for your kindness.

No, you all are doing an awesome job. Thank you for all that you guys do.

I love this program. I just wish more people could take advantage of this.

No suggestions...they do it very well.

Keep up all your hard work!

Keep doing what you're doing. Thank you!

Keep being kind and having patience with families who do not understand English.

I love the ladies here (WIC)

You're doing amazing!

Thank you very much for the support and excellence in the service they provide. Blessings!!

Travelling speech therapist to Smith County/Philips County for in home or at center as part of Head Start Program.

We need a safe place.

No, this is an excellent program.

Very helpful program with helpful staff.

I don't see anything that I would say needs improvement.

You guys are doing great!

Changing over to cards is a very big improvement – awesome!

This WIC program is extremely great. I don't know how I would have gotten by without help with formula.

Nope. You guys do amazing.

No, I've always had a wonderful experience.

All great!

I just wish I had more fresh fruits and veggies

Boxes heavy (CSFP)

I think the Head Start program is amazing! It has been great for our son!

More community events.

Nothing – keep doing what you're doing!

Meats (CSFP)

More mobile pantries.

Thanksgiving baskets.

Thank you. It helps.

Would be nice to have more tuna and chicken available. More meats.

A blessing when I needed you.

Everything has been great so far.

Faster to get in, better help on lost checks, addition resources on food not on checks for those w/out make just over SNAP amount. We make 100 over SNAP.

No, you guys are doing great!

Keep up the great work.

All is excellent.

All is very excellent 😊

They could take courses on cooking or floral, healthy pastry

Awesome program and services (RYDE)

Remember – you are working with senior citizens – many who need assistance getting in and out of vehicles. I had a conversation with RYDE last winter regarding drivers coming into driveway to pick up those who have difficulty walking out to street on ice and snow. I [and another client] gave names of those who would need that and I was told this could be done. I'm one who needs this – all drivers should know who the others are.

More control of dogs in trailers

No – I appreciate being able to go to North Platte. The fee of \$8 is fine.

Give rides to people.

Transportation on weekends.

Miscellaneous

A letter written regarding Weatherization –

Throughout the process it seemed like my concerns and input were not wanted. If questioned, the answer was 'it's on the list, we just do it.' There was limited communication between home owner and CAP. For example, the installation of the bathroom exhaust fan was deemed by the installer as 'unnecessary, but part of the process.' Another example, the gas water heater was replaced with an electric water heater. There was no discussion as to why the change from gas to electric. This fall when I turned on the furnace, it didn't work. I contacted a repairman who worked a couple of homes and replaced the furnace control board before the furnace was functional (invoice unchanged). This was sub-segment to the work by the CAP crew and the inspector.

APPENDIX A – PROGRAM SPECIFIC RETURN RATE

Clients were given 15 program options on the survey and were asked to mark at least one program affiliation. Due to the structure of our surveys, some clients may have marked more than one program, thus making the return rate for some programs higher than the number of surveys distributed for that specific program. Because of this, several programs have return rates exceeding 100%. This simply means that those programs were also marked by clients in addition to their primary program affiliation.

Return rates are based on the number of surveys distributed per program and their corresponding number of returned surveys.

Chart 1 – Early Head Start

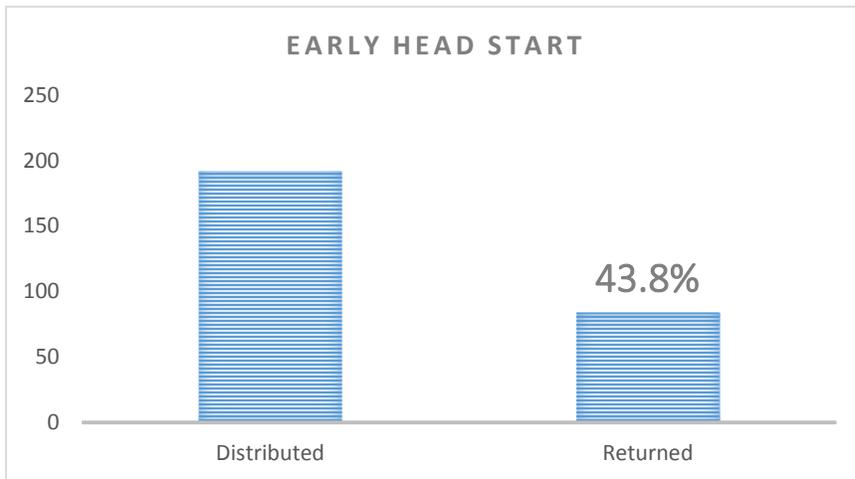


Chart 2 – Community Action Food Bank

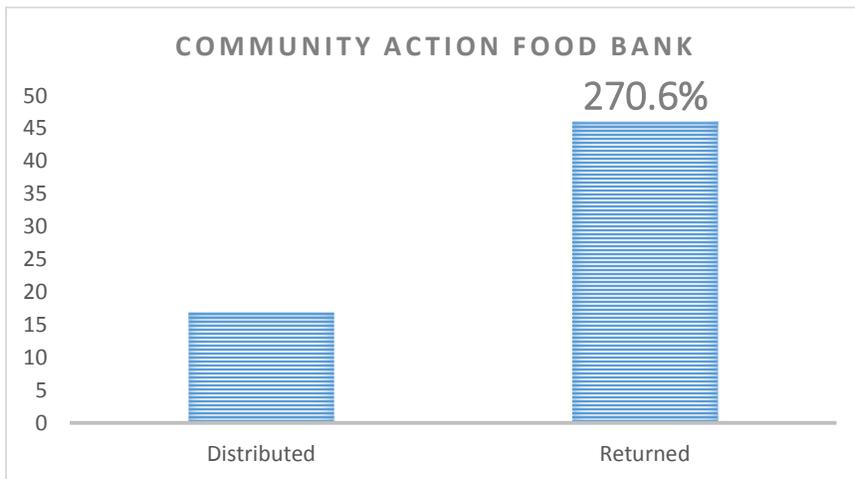


Chart 3 – Peterson Senior Center Nutrition Program

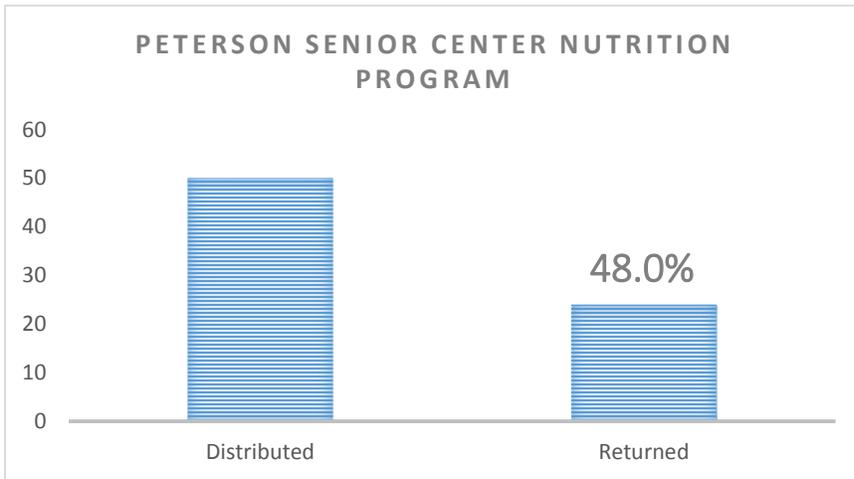


Chart 4 – Community Services

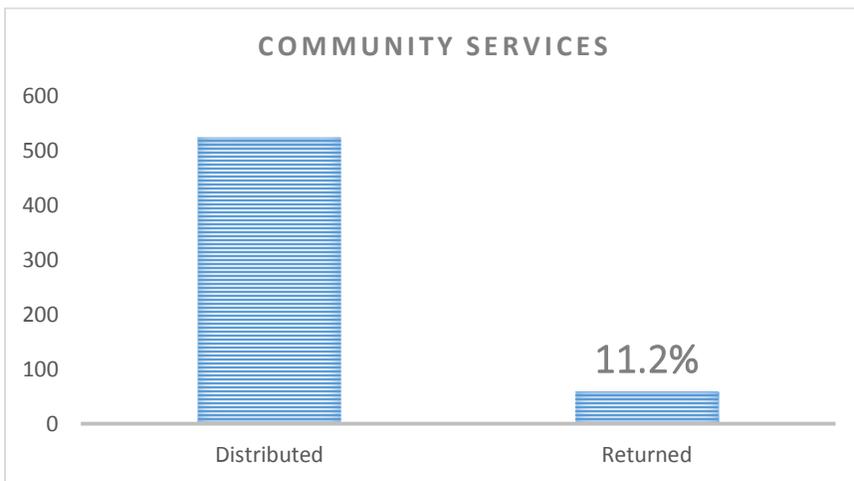


Chart 5 – Head Start

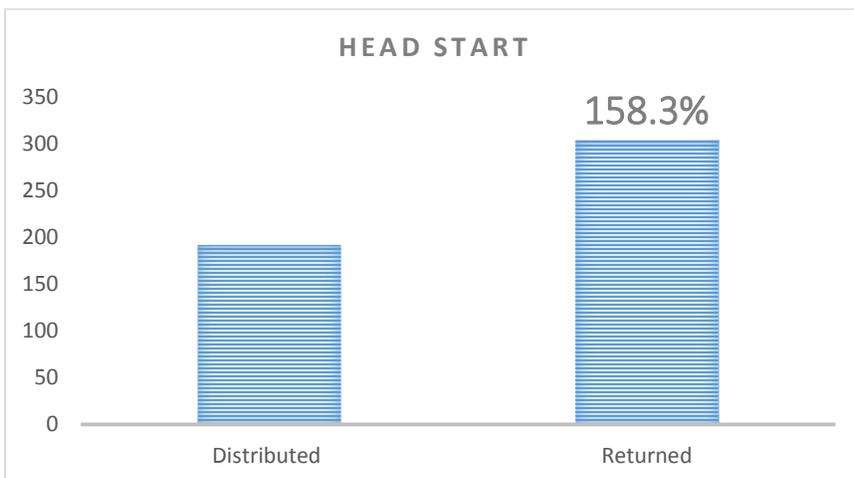


Chart 6 – Minden Senior Center

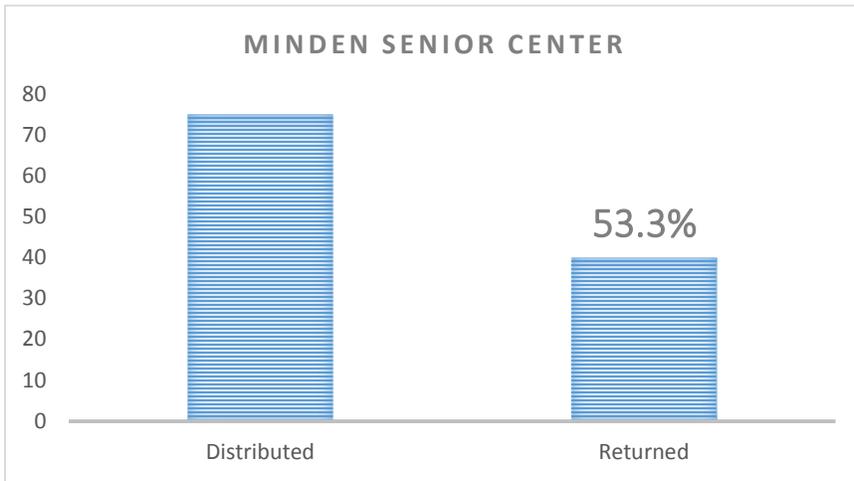


Chart 7 – RYDE Transit

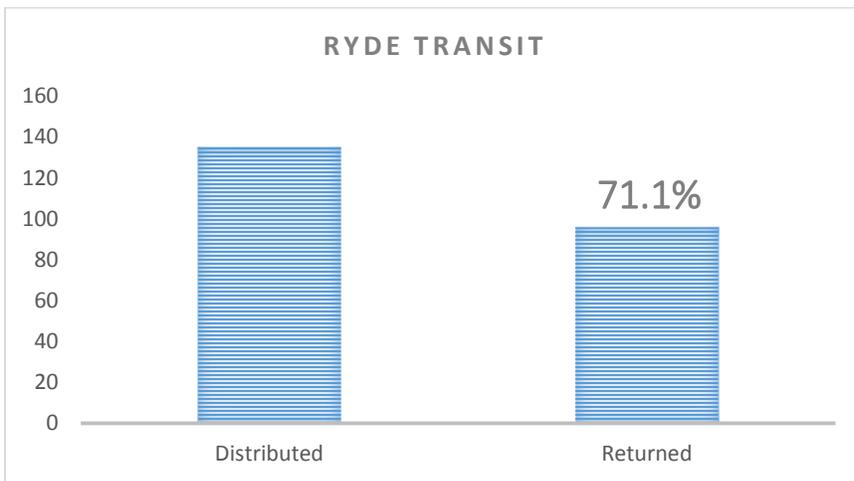


Chart 8 – Minority Health Initiative (MHI) Program

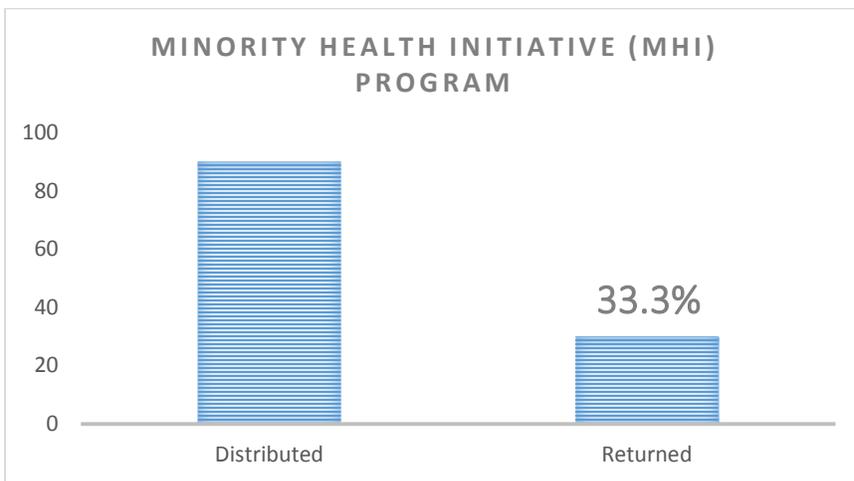


Chart 9 – Commodity Supplemental Food Program (CSFP)

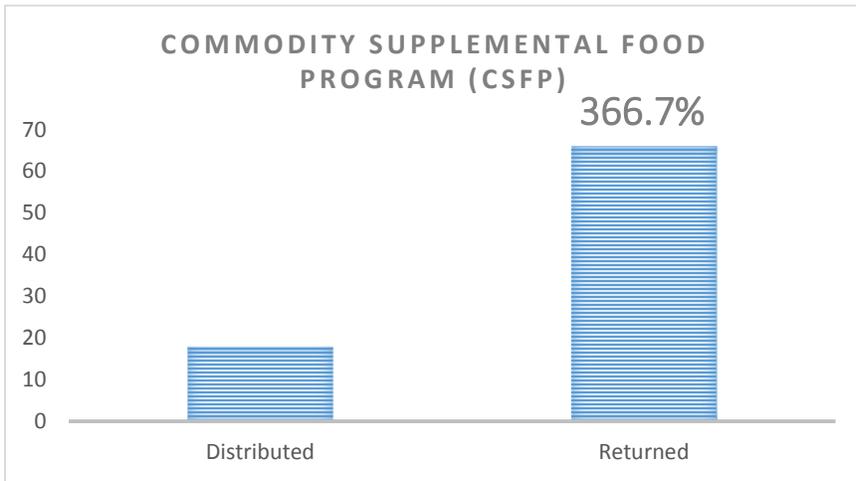


Chart 10 – Immunization

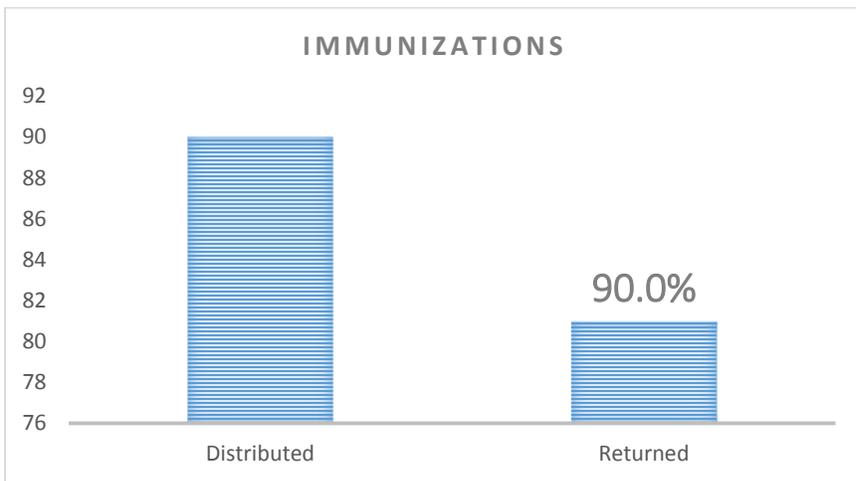


Chart 11 – North Platte Senior Center

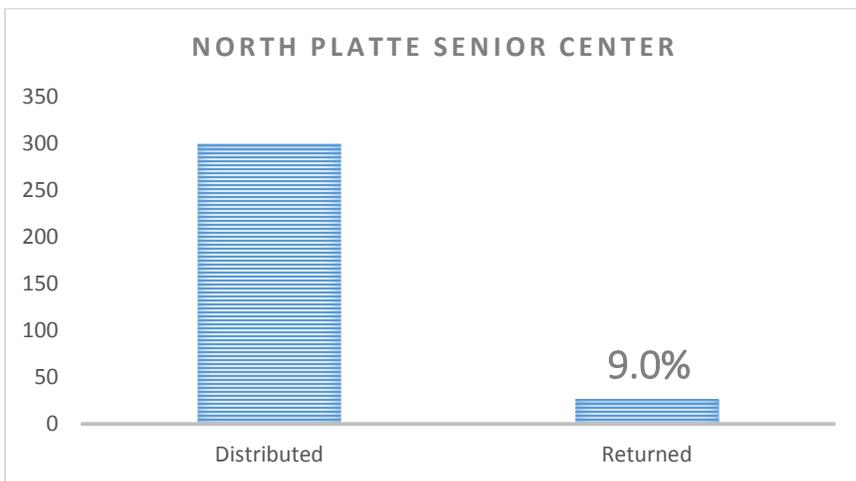
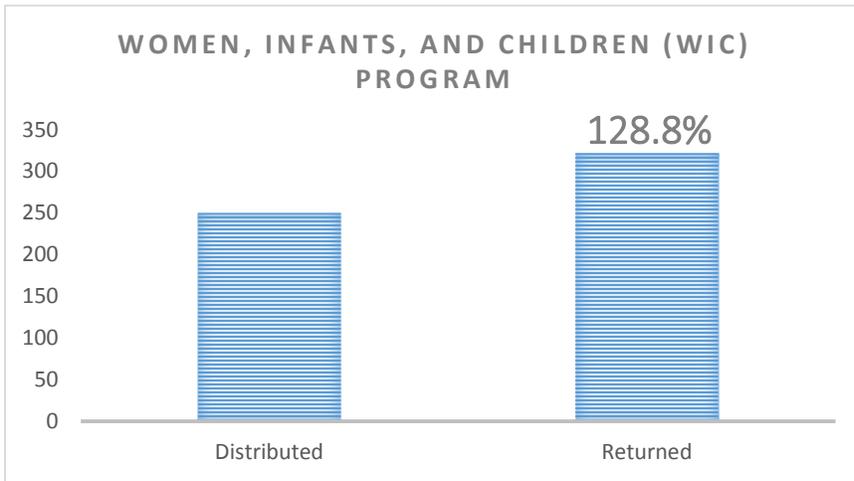


Chart 12 – Women, Infants, and Children (WIC) Program



APPENDIX A – SATISFACTION DATA

Chart 13 – Overall, how would you rate the quality of services that you received?

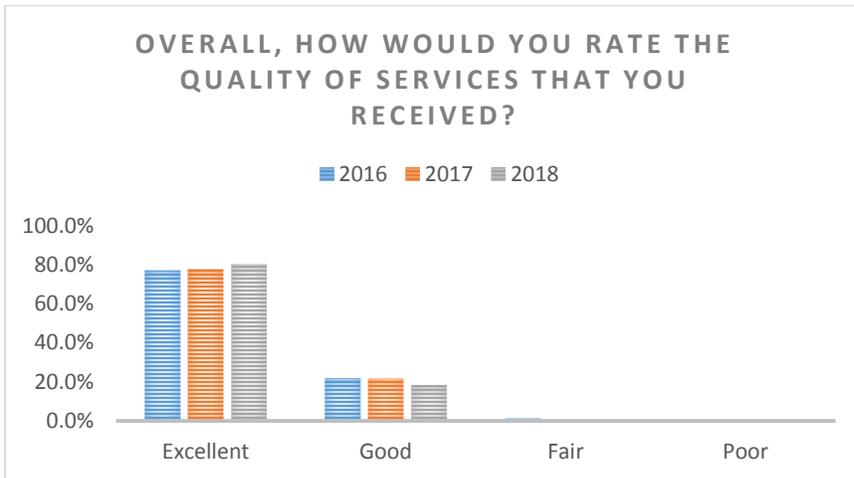


Chart 14 – Did staff treat you in a respectful manner?



Chart 15 – Did staff offer additional information about other Community Action programs?



Chart 16 – How would you rate the staff member’s overall knowledge of the program?

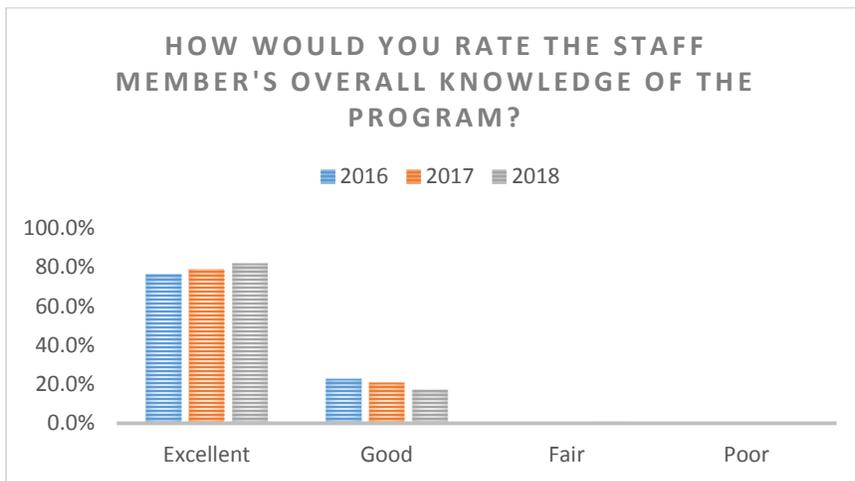


Chart 17 – Based on the services the program could provide, were your needs met?

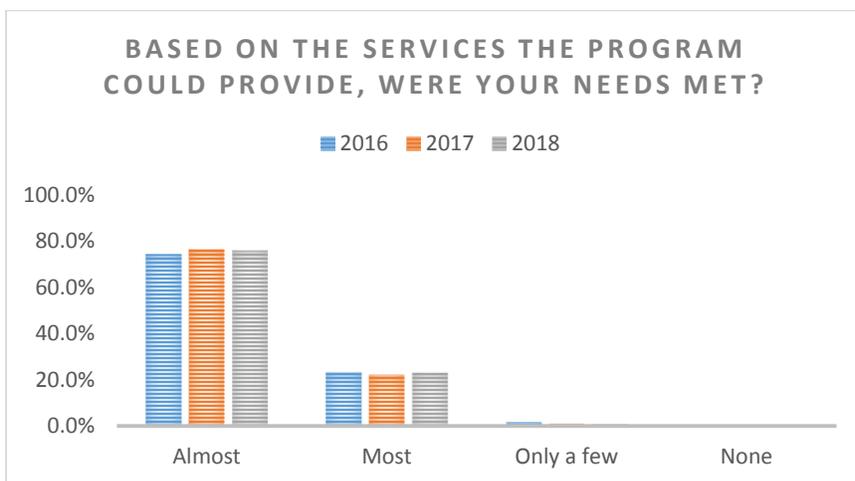


Chart 18 – Would you recommend this program if a friend was in need of similar help?

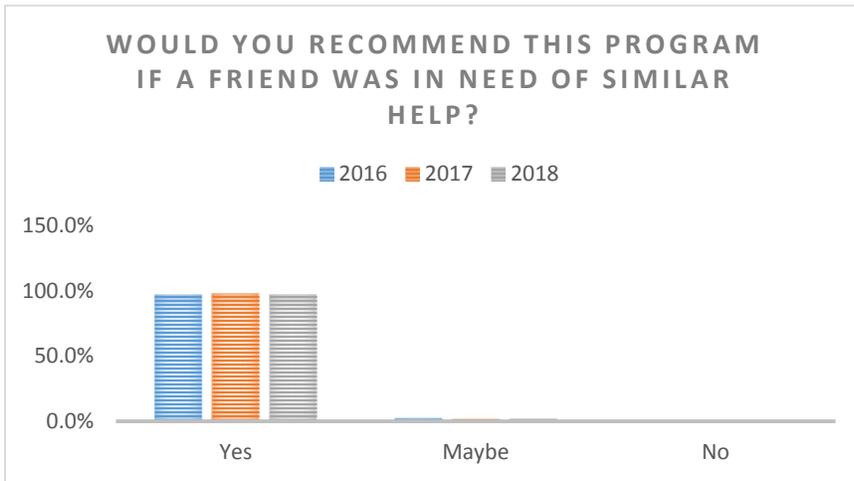


Chart 19 – How did you learn about this program?

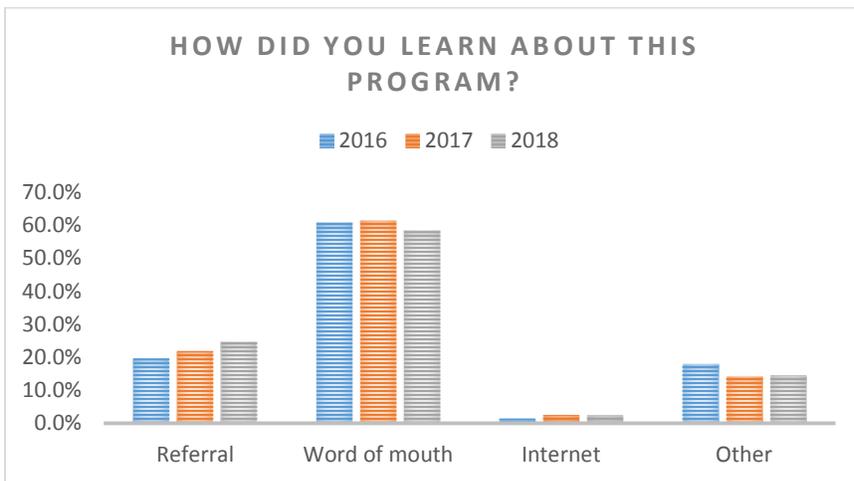


Chart 20 – Was the office and waiting area clean?

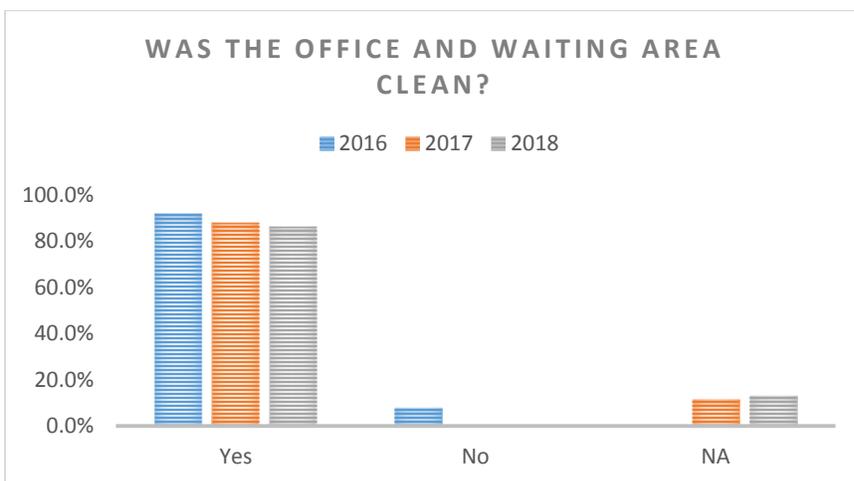


Chart 21 – Were services provided in a timely manner?

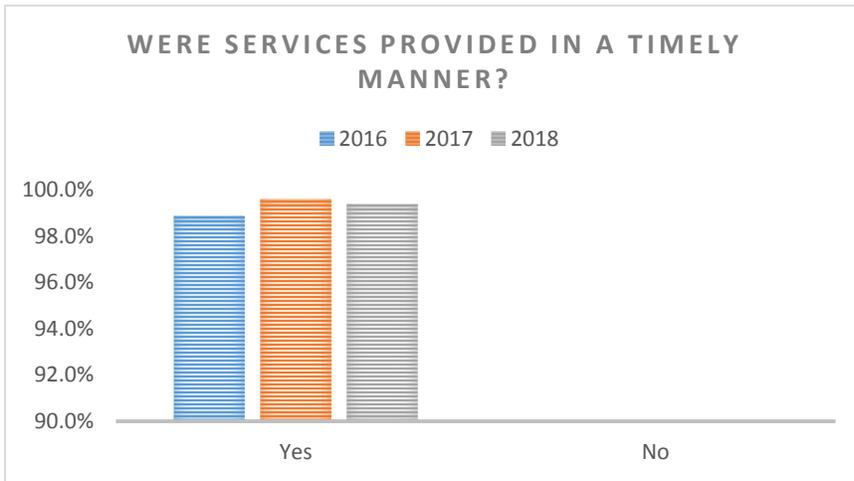


Chart 22 – Because of Community Action’s help, my situation has been improved.

