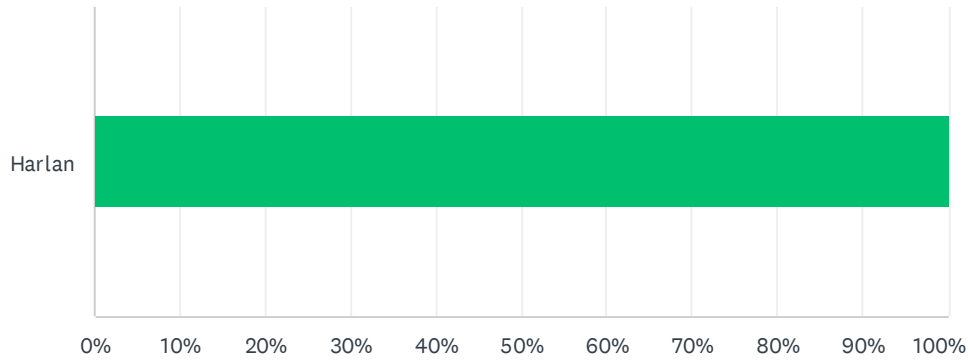


## Q1 In which county do you live?

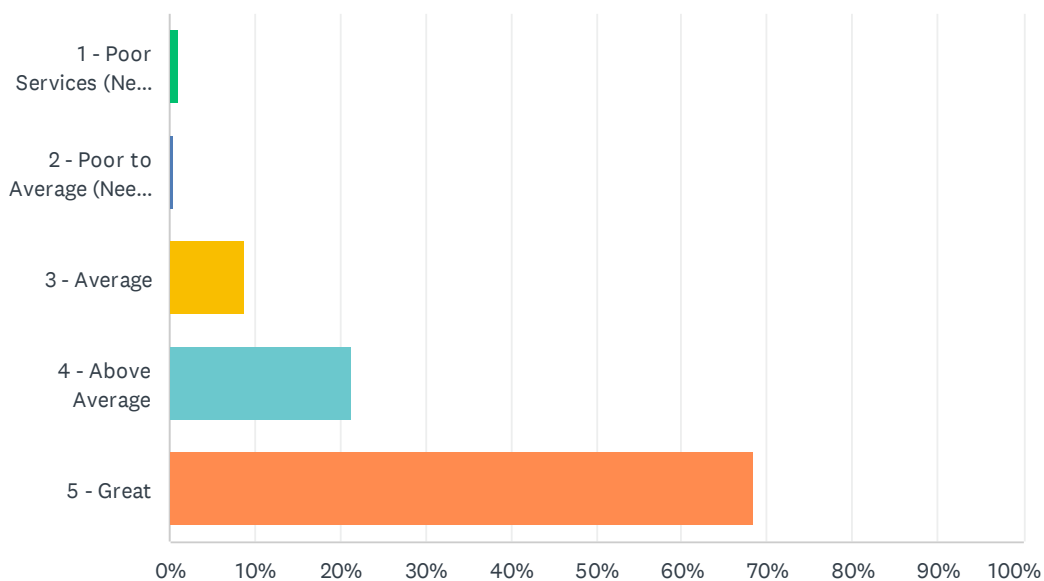
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES
Harlan	100.00% 196
TOTAL	196

## Q2 Staff was knowledgeable.

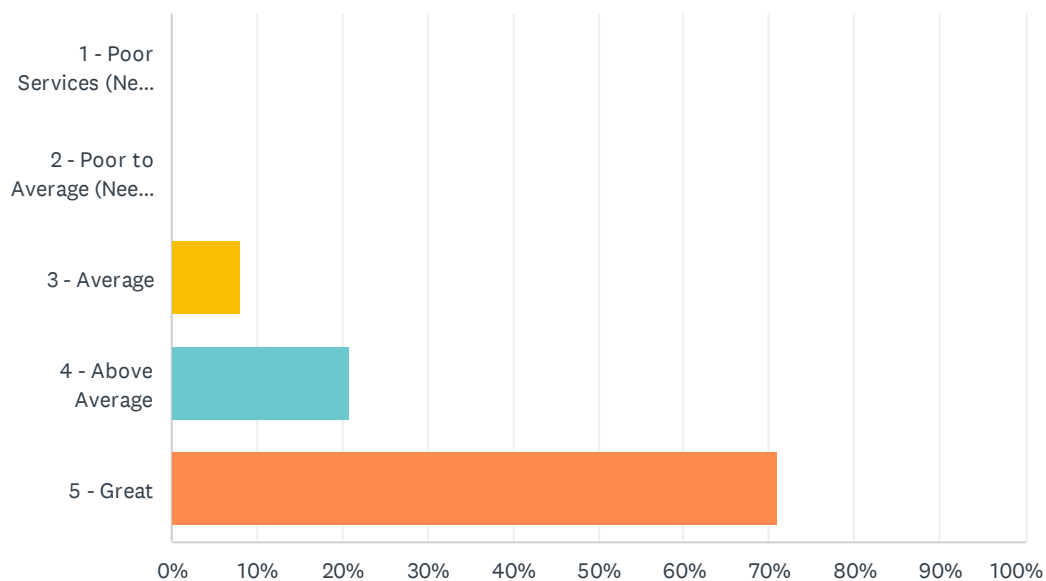
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	1.02%	2
2 - Poor to Average (Needs Improvement)	0.51%	1
3 - Average	8.67%	17
4 - Above Average	21.43%	42
5 - Great	68.37%	134
Total Respondents: 196		

## Q3 Staff was courteous, respectful and sensitive to your situation.

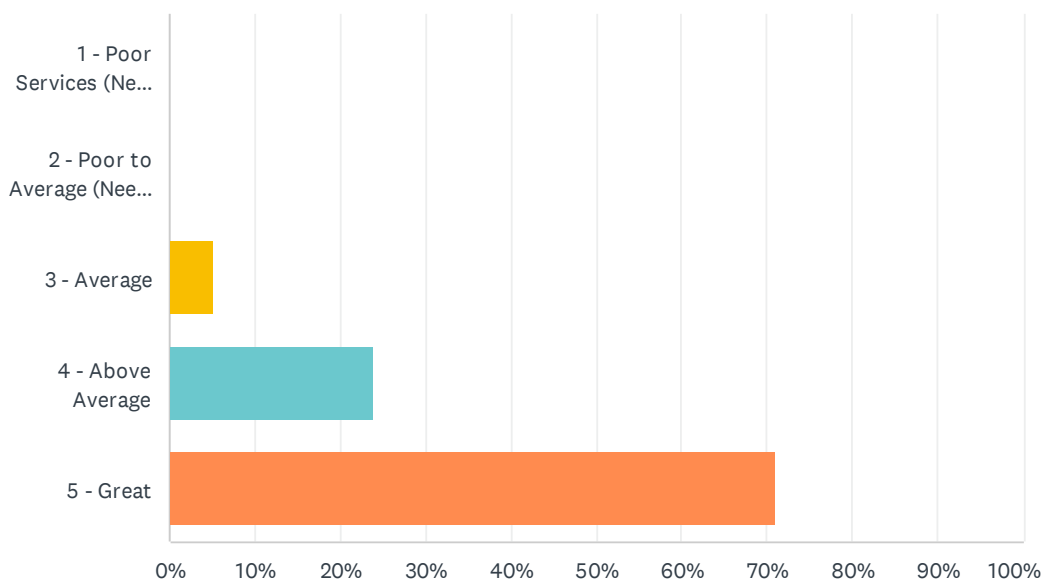
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	0.00%	0
3 - Average	8.16%	16
4 - Above Average	20.92%	41
5 - Great	70.92%	139
Total Respondents: 196		

## Q4 Staff was patient and took time to understand my situation.

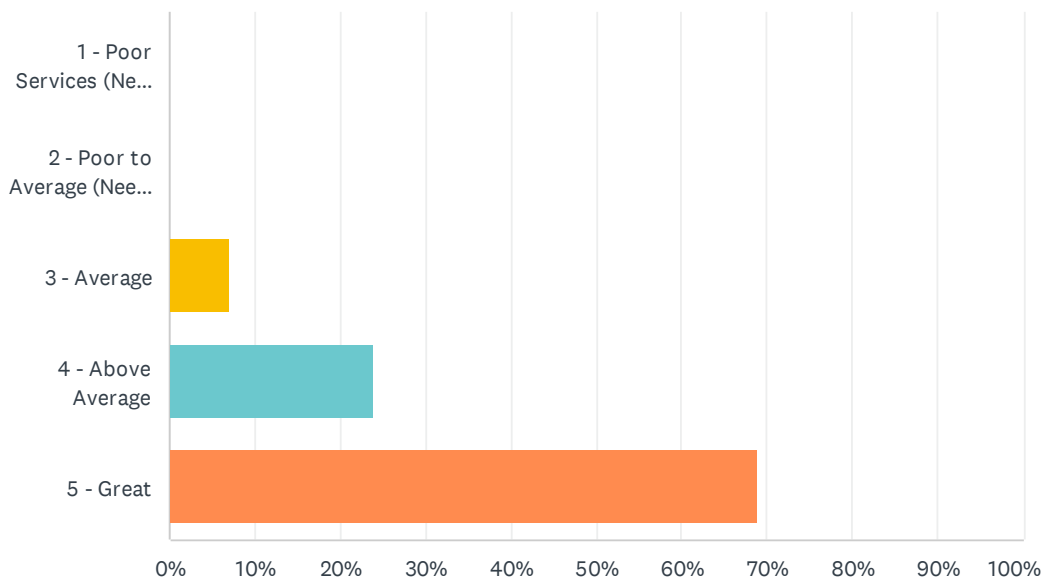
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	0.00%	0
3 - Average	5.10%	10
4 - Above Average	23.98%	47
5 - Great	70.92%	139
Total Respondents: 196		

## Q5 Staff answered questions and took an interest in you.

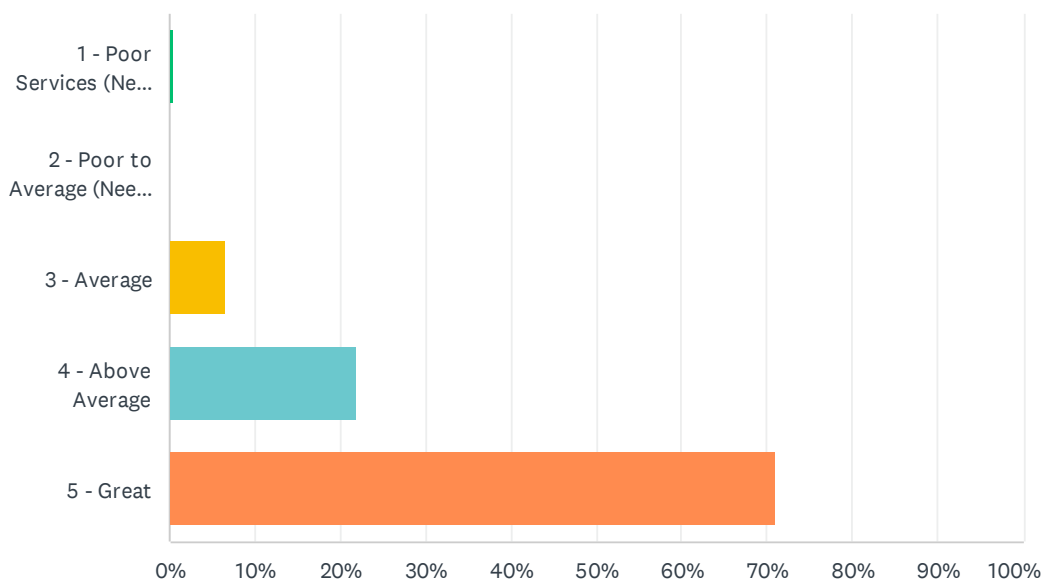
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	0.00%	0
3 - Average	7.14%	14
4 - Above Average	23.98%	47
5 - Great	68.88%	135
Total Respondents: 196		

## Q6 Facilities were clean.

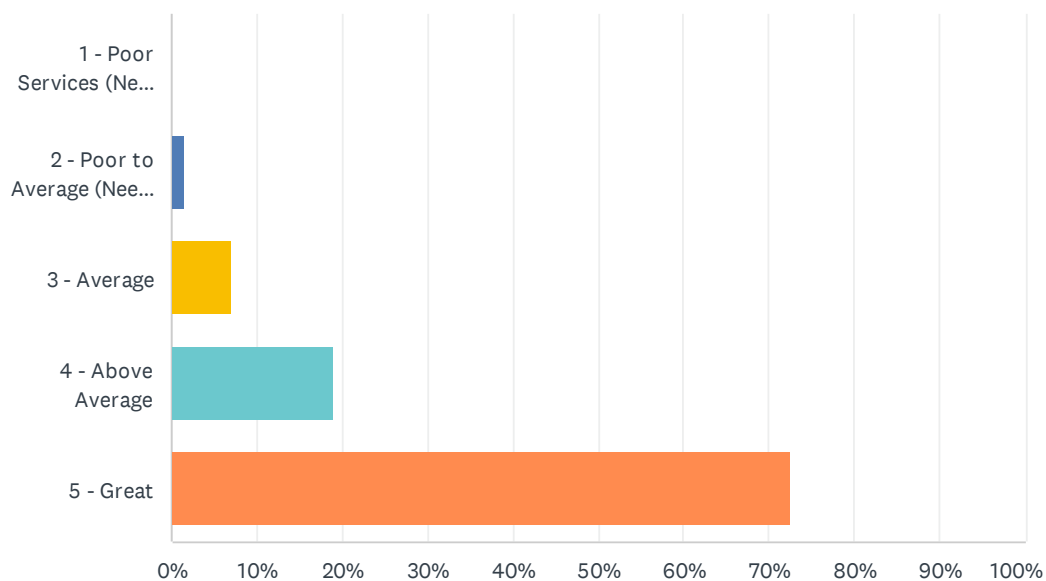
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.51%	1
2 - Poor to Average (Needs Improvement)	0.00%	0
3 - Average	6.63%	13
4 - Above Average	21.94%	43
5 - Great	70.92%	139
Total Respondents: 196		

## Q7 You were comfortable during your visit.

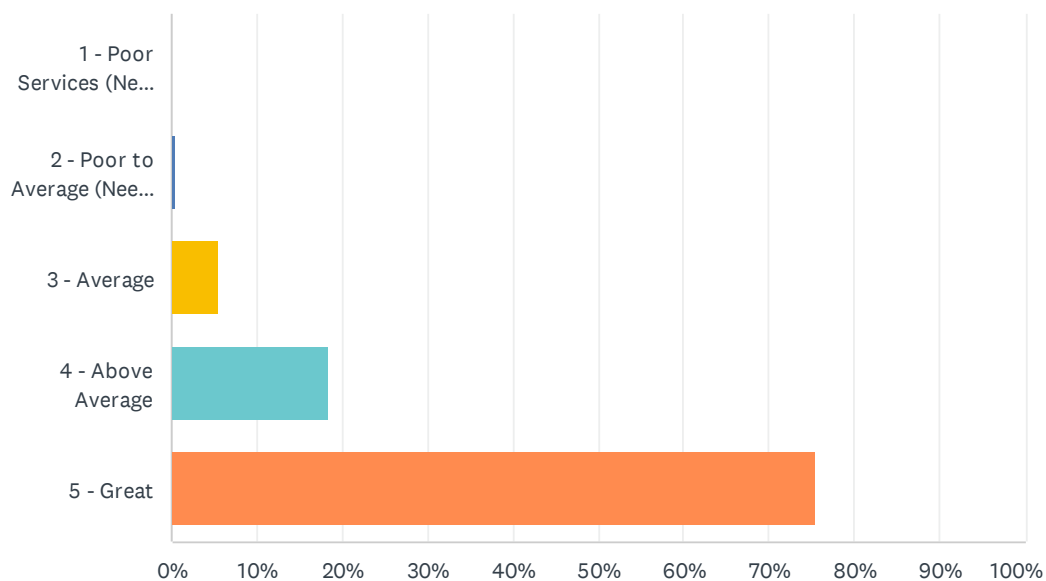
Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	1.53%	3
3 - Average	7.14%	14
4 - Above Average	18.88%	37
5 - Great	72.45%	142
Total Respondents: 196		

## Q8 You were able to find our agency location easily.

Answered: 196 Skipped: 0

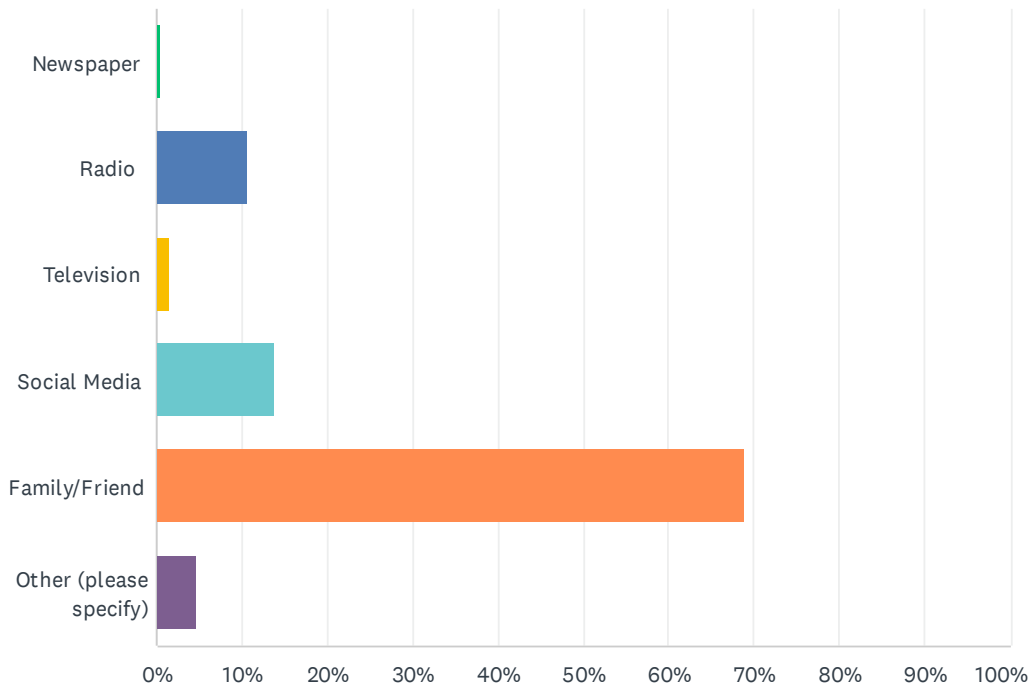


ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	0.51%	1
3 - Average	5.61%	11
4 - Above Average	18.37%	36
5 - Great	75.51%	148
Total Respondents: 196		



## Q9 How did you hear about our agency?

Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES
Newspaper	0.51% 1
Radio	10.71% 21
Television	1.53% 3
Social Media	13.78% 27
Family/Friend	68.88% 135
Other (please specify)	4.59% 9
<b>TOTAL</b>	<b>196</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	After people in need	2/21/2024 8:24 AM
2	Saw adds on CAA Van	2/14/2024 9:18 AM
3	helps people	2/1/2024 11:12 AM
4	been here before	2/1/2024 11:04 AM
5	They have been helpful to our community since I was a child. They're wonderful	7/24/2023 12:00 PM
6	Doctor office	7/21/2023 10:18 AM
7	CAA Employee Jill Blevins	7/21/2023 10:00 AM
8	Dialysis Nurses	7/19/2023 11:39 AM

2023-2024 Harlan County Customer Satisfaction - General

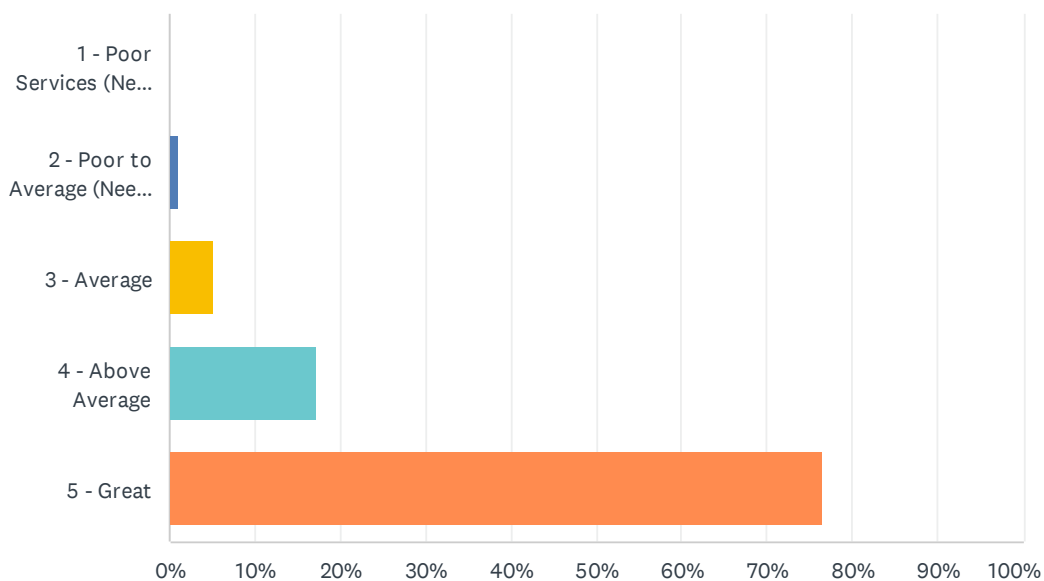
---

9	work	7/17/2023 10:04 AM
---	------	--------------------

---

## Q10 Overall rating of agency.

Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	1.02%	2
3 - Average	5.10%	10
4 - Above Average	17.35%	34
5 - Great	76.53%	150
Total Respondents: 196		