

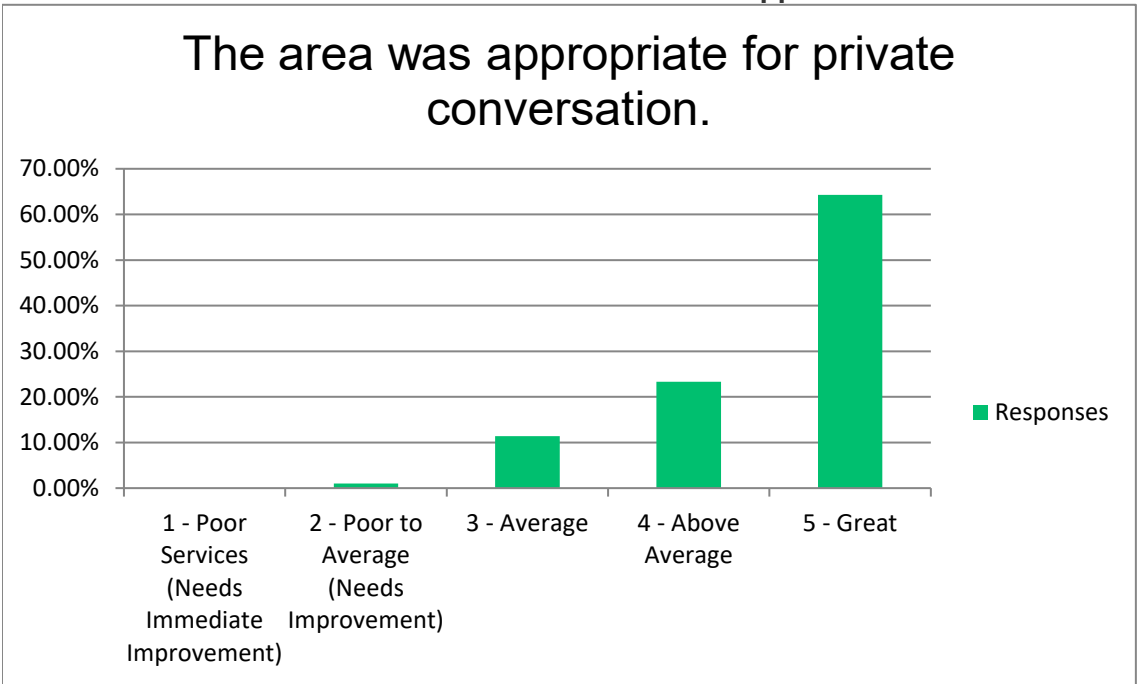
2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
You felt comfortable in sharing confidential information with staff.

Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	1.04%	2
2 - Poor to Average (Needs Improvement)	1.04%	2
3 - Average	10.88%	21
4 - Above Average	26.42%	51
5 - Great	60.62%	117
Answered		193
Skipped		0



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
The area was appropriate for private conversation.

Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	1.04%	2
3 - Average	11.40%	22
4 - Above Average	23.32%	45
5 - Great	64.25%	124
	Answered	193
	Skipped	0



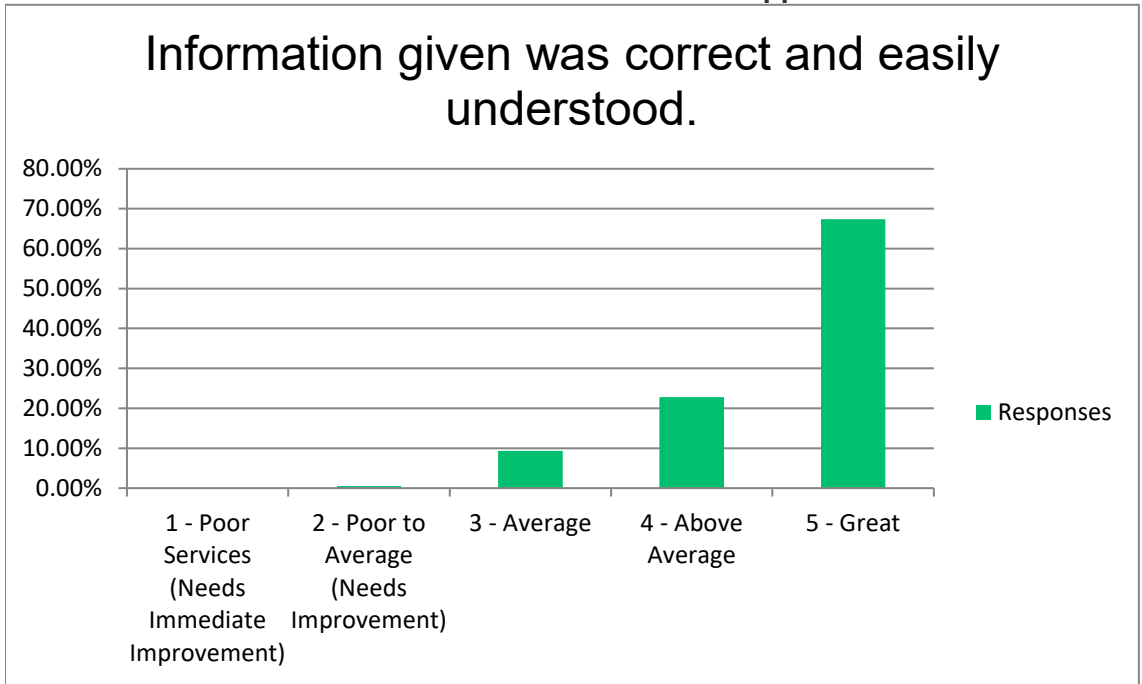
2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
You felt your information would be kept confidential by staff.

Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	0.52%	1
3 - Average	9.84%	19
4 - Above Average	22.28%	43
5 - Great	67.36%	130
	Answered	193
	Skipped	0



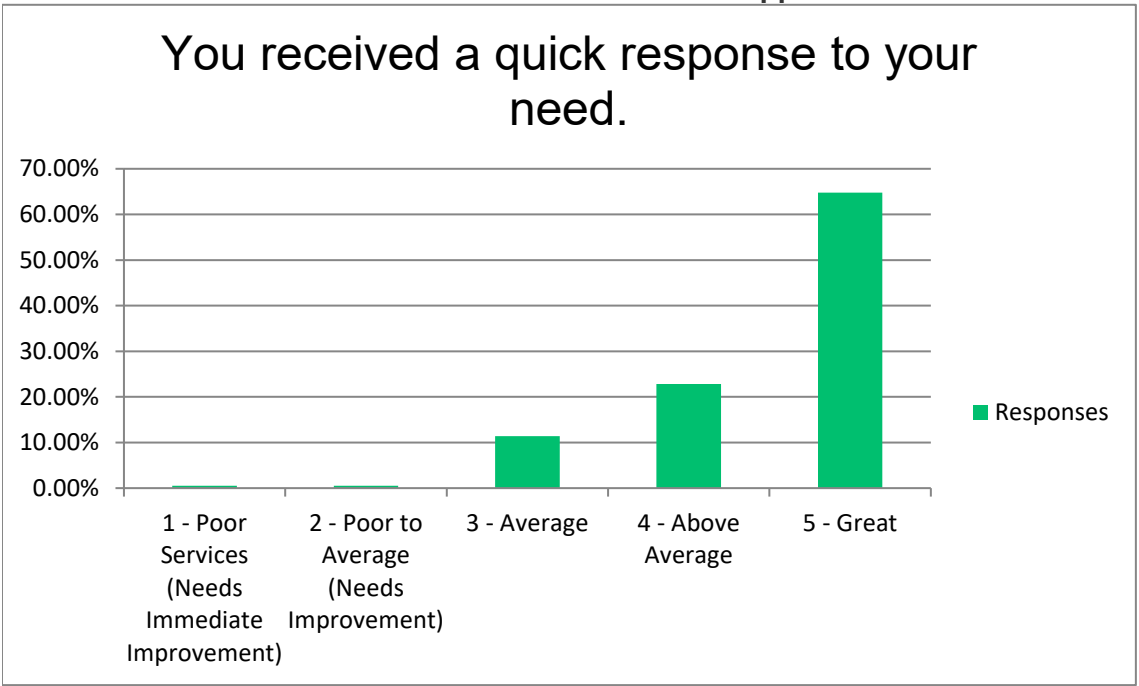
2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
Information given was correct and easily understood.

Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	0.52%	1
3 - Average	9.33%	18
4 - Above Average	22.80%	44
5 - Great	67.36%	130
	Answered	193
	Skipped	0



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
You received a quick response to your need.

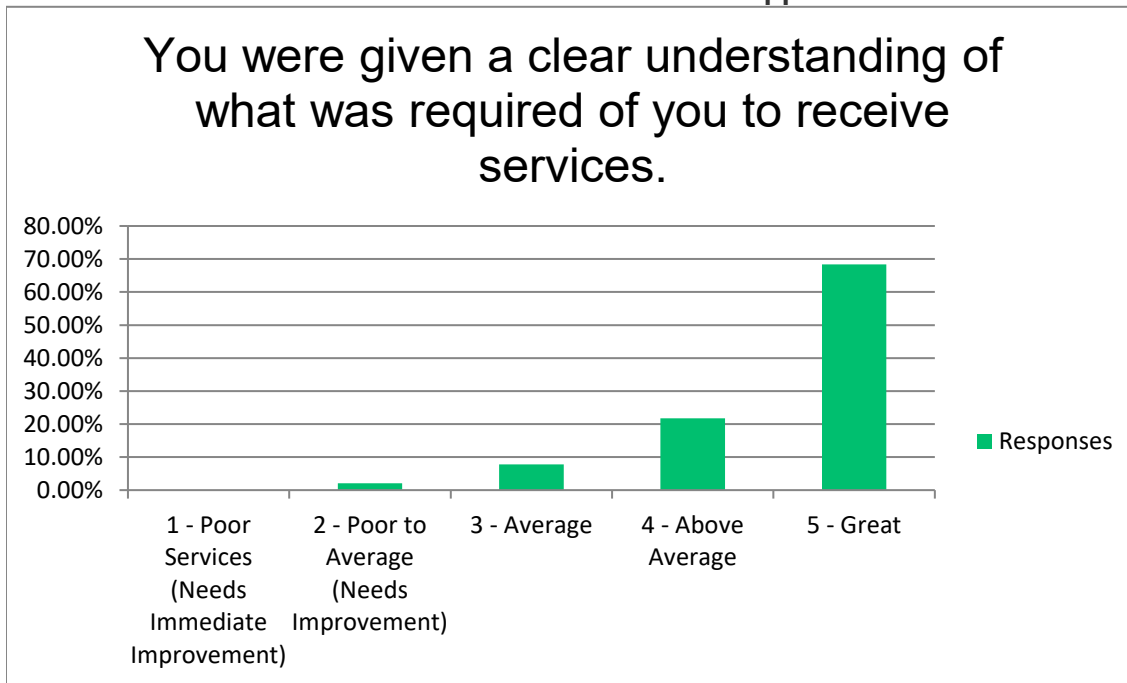
Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	0.52%	1
2 - Poor to Average (Needs Improvement)	0.52%	1
3 - Average	11.40%	22
4 - Above Average	22.80%	44
5 - Great	64.77%	125
Answered		193
Skipped		0



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes

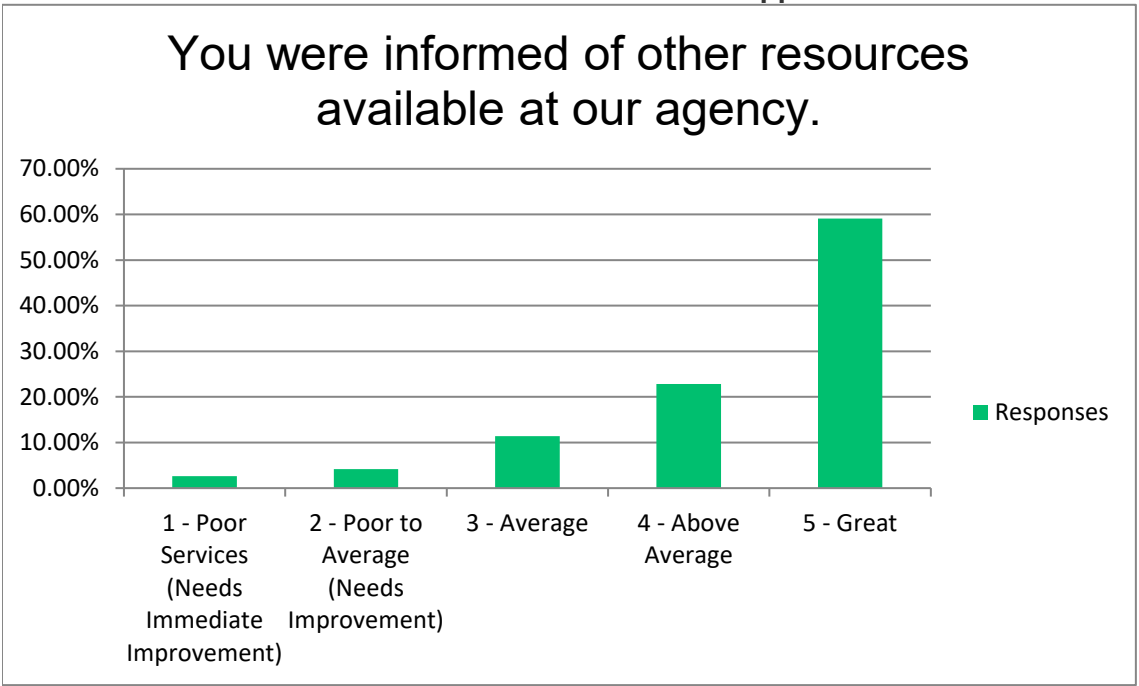
You were given a clear understanding of what was required of you to receive services.

Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	0.00%	0
2 - Poor to Average (Needs Improvement)	2.07%	4
3 - Average	7.77%	15
4 - Above Average	21.76%	42
5 - Great	68.39%	132
	Answered	193
	Skipped	0



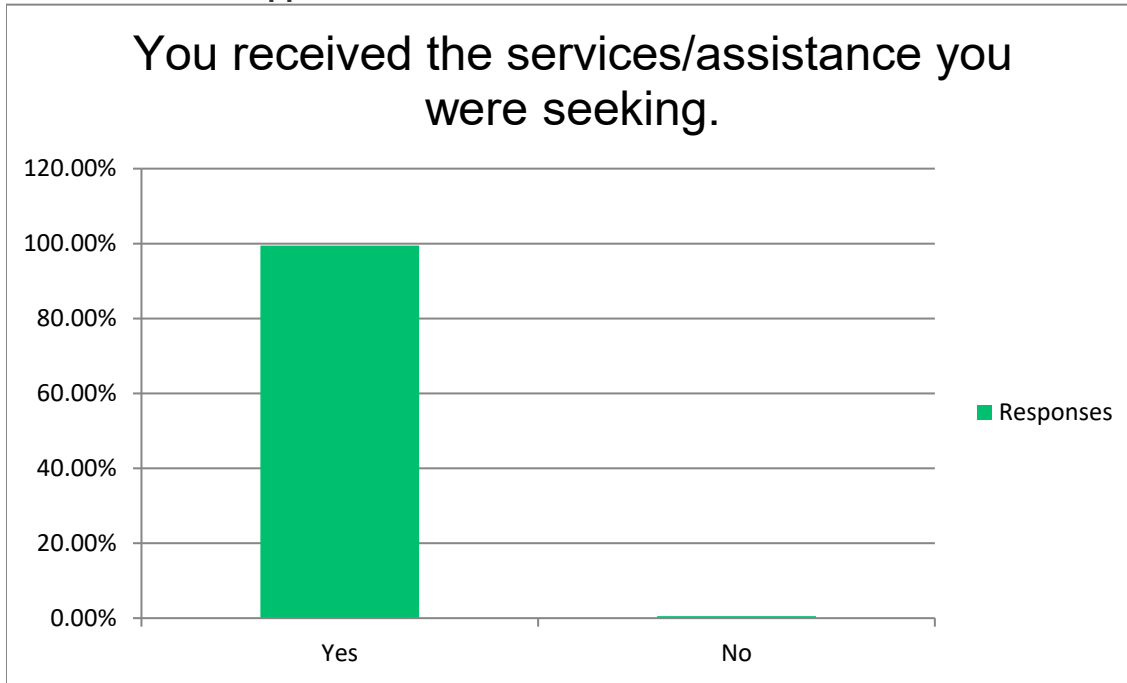
2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
You were informed of other resources available at our agency.

Answer Choices	Responses	
1 - Poor Services (Needs Immediate Improvement)	2.59%	5
2 - Poor to Average (Needs Improvement)	4.15%	8
3 - Average	11.40%	22
4 - Above Average	22.80%	44
5 - Great	59.07%	114
	Answered	193
	Skipped	0



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
You received the services/assistance you were seeking.

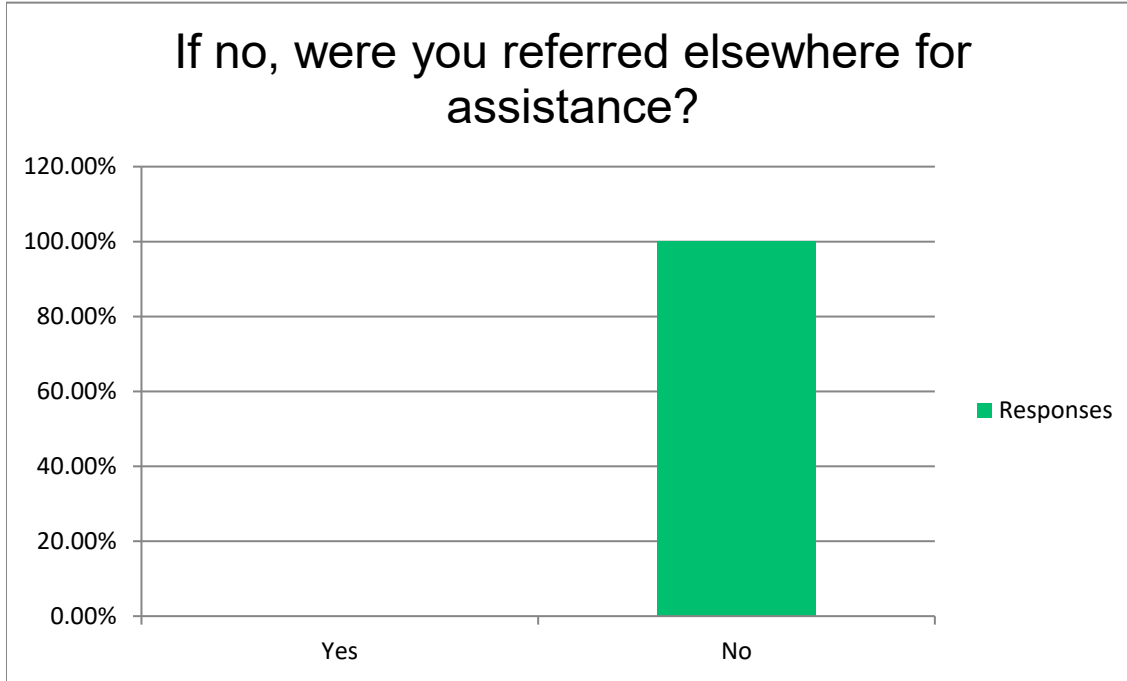
Answer Choices	Responses	
Yes	99.48%	192
No	0.52%	1
Answered		193
Skipped		0



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes

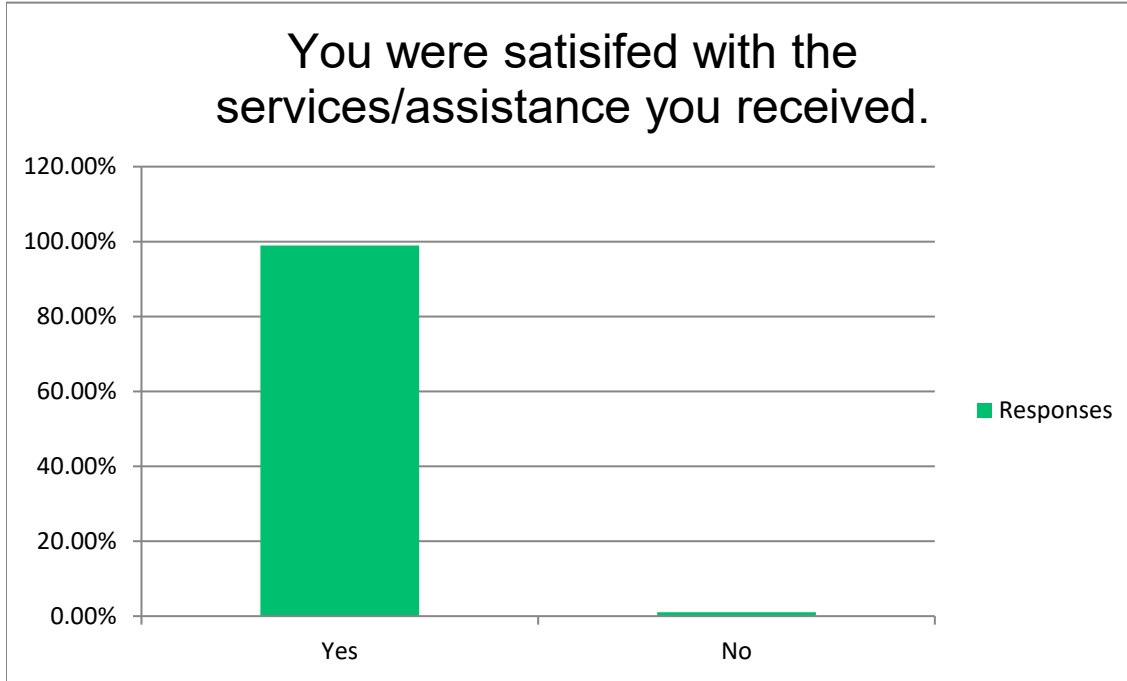
If no, were you referred elsewhere for assistance?

Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	1
Answered		1
Skipped		192



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes
You were satisfied with the services/assistance you received.

Answer Choices	Responses	
Yes	98.96%	191
No	1.04%	2
	Answered	193
	Skipped	0



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes

If no, why?

Answered 1

Skipped 192

Respondent ID	Response Date	Responses	Tags
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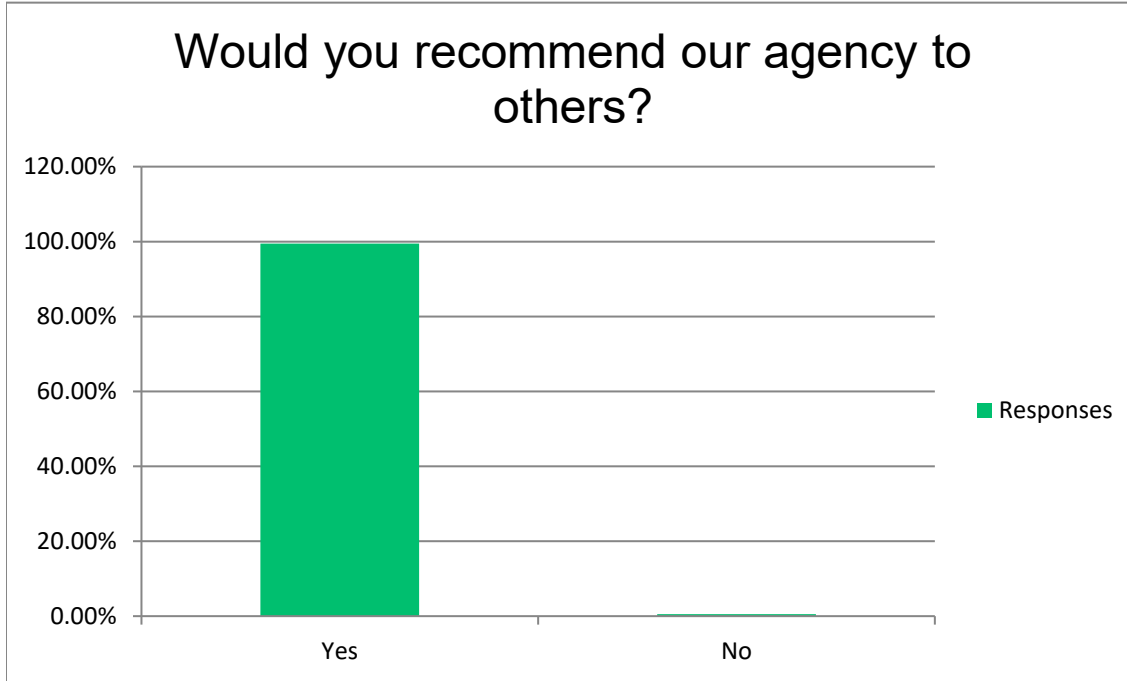
11853549255	Feb 13 2024	0	I am unable to travel to the CAA location. Virtual services need to be r
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restored for the elderly/disabled and those who work during the day or can't travel to the CAA.

2023-2024 Harlan County Customer Satisfaction - Services/Outcomes

Would you recommend our agency to others?

Answer Choices	Responses	
Yes	99.48%	191
No	0.52%	1
	Answered	192
	Skipped	1



2023-2024 Harlan County Customer Satisfaction - Services/Outcomes

Would you like to volunteer with our agency?

Answer Choices	Responses	
Yes	20.31%	39
No	79.69%	153
	Answered	192
	Skipped	1

