

QUINCY COMMUNITY ACTION PROGRAMS

CLIENT SATISFACTION SURVEY

1. Today's Date:

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
20____

2. How did you hear about QCAP? Check all that apply.

Friend/Family Walk-In Newspaper/TV/Radio Flyer Online
 Other Agency Referred You Assigned to QCAP Other _____

3. Did you visit QCAP's website at www.qcap.org? YES NO

4. Which QCAP program helped you? Check all that apply.

ABE/Workforce Dev CCK SW Emergency Food Ctr
 Financial REACH Ctr Energy Head Start Housing Tax Program

5. Was the program staff professional and courteous? YES NO

6. Did QCAP staff provide you with information about other programs?

YES NO

7. Was the material and information helpful and clear? YES NO

8. Would you recommend QCAP to a friend or family? YES NO

9. Does your primary language make it difficult to use QCAP services?

YES NO

10. Your feedback is very important to us. Do you have additional comments you would like to share?

THANK YOU!

Quincy Community Action Programs, Inc. Main:

1509 Hancock Street · Quincy, MA · 02169

617-479-8181 · www.qcap.org

You recently used the services of the Quincy Community Action Programs, Inc./Community Care for Kids for help finding child care and/or receiving assistance in helping to pay for the care. We want to thank you for using our services. We would appreciate you taking a few minutes to give us feedback about our services. Our goal is to be as helpful as we can be in a family's search for child care and your responses to the following questions will help us in making improvements in anyway we can.

Please circle either YES or NO

Did you receive a reassessment letter in the mail to remind you that your authorization was ending?

YES

NO

Did you receive a text message to remind you of your appointment?

YES

NO

Please update your phone number at the front desk if you did not receive a text message

Please mark an X in one column for each question – Mark N/A if not applicable

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT
I was greeted/treated in a professional manner; felt welcomed, comfortable and respected by staff.					
I was seen within one week of CCRR receiving referral.					
My phone calls/emails are responded to in a timely manner.					
The CCK staff takes time to address questions/concerns					
I received information regarding quality child care.					

Additional Comments: