

Green Hills Community Action Agency Customer Survey

Please help us to serve you better by taking a few minutes to complete this survey. Your opinions are important. Your answers & comments will be considered as we analyze how GHCAA staff provides services throughout the region. **All comments will remain confidential.**

County office you visited: _____ Reason for your visit: _____

Please rank the following on a scale of 1 – 5, please use 6 if the question does not apply to your visit/situation.

1) Strongly Agree 2) Agree 3) Neutral 4) Disagree 5) Strongly Disagree 6) Not Applicable

1) The office was easy to find, well marked, and convenient. _____

2) The GHCAA office was clean, tidy, and comfortable. _____

3) I met with staff at or near the time of my appointment. _____

4) I didn't have an appointment, but was served in a timely manner. _____

5) Staff were courteous, respectful, friendly, and helpful. _____

6) Staff was sensitive to my situation and needs. _____

7) My need or reason for today's visit was taken care of. _____

8) GHCAA could not meet my need(s), but I was referred to other provider(s). _____

9) Staff offered information about other services available. _____

10) GHCAA helps improve the condition in which low-income people live. _____

11) Since participating in GHCAA services, are you and your family
a) more self-supporting b) less self-supporting c) no change _____

If you feel **more self-supporting**, what specific assistance do you feel helped you the most?

Please share any additional comments or suggestions.

Thank you for taking this survey!

Please mail completed survey to
GHCAA, Attn: Deena Smith, 101 S Frame, Hamilton, MO 64644
or go online at www.ghcaa.org