

Joint Council for Economic Opportunity of Clinton and Franklin Counties, Inc.

May 2018 Customer Survey

JCEO's Mission is to provide resources and services that enhance people's dignity and self-reliance. In order to improve our services and promote our mission we need your help. Please complete the following questionnaire and return.

Which Programs Services did you apply for/receive?

- () Head Start () Emergency Services
() Day Care () Nutrition Assistance
() HEAP () Weatherization
() Senior Outreach () Community Outreach
() Other _____ () Medical Transportation

Please tell us how you experience was: circle one

1. Services met your needs. Excellent Good Fair Poor
2. Services received in a timely matter. Excellent Good Fair Poor
3. Staff demonstrated interest in your needs. Excellent Good Fair Poor
4. Staff treated you in a courteous matter. Excellent Good Fair Poor
5. Staff was caring, respectful and professional. Excellent Good Fair Poor
6. Convenience of hours/location? Excellent Good Fair Poor
7. Did you receive information for other programs that you may be eligible for? Yes___ No ___
If yes, was the information helpful in meeting your needs ? _____
8.. How did you hear about JCEO? _____
9. Would you be likely to recommend our services and programs to others?
Yes _____ No _____
10. How can we improve? _____
11. Would you be interested in Volunteering for JCEO? Yes_____ No _____
12. Confidentiality is a priority for JCEO do you feel that your confidentiality was kept to the best of our ability. Yes_____ No_____

Comments: _____

Contact Info: _____

Thank you for taking the time to complete this survey. Please feel free to call with any questions: 518-561-6310 (Clinton) 518-483-7022 (Franklin)

Customer Survey is also available on our website: www.jceo.org

