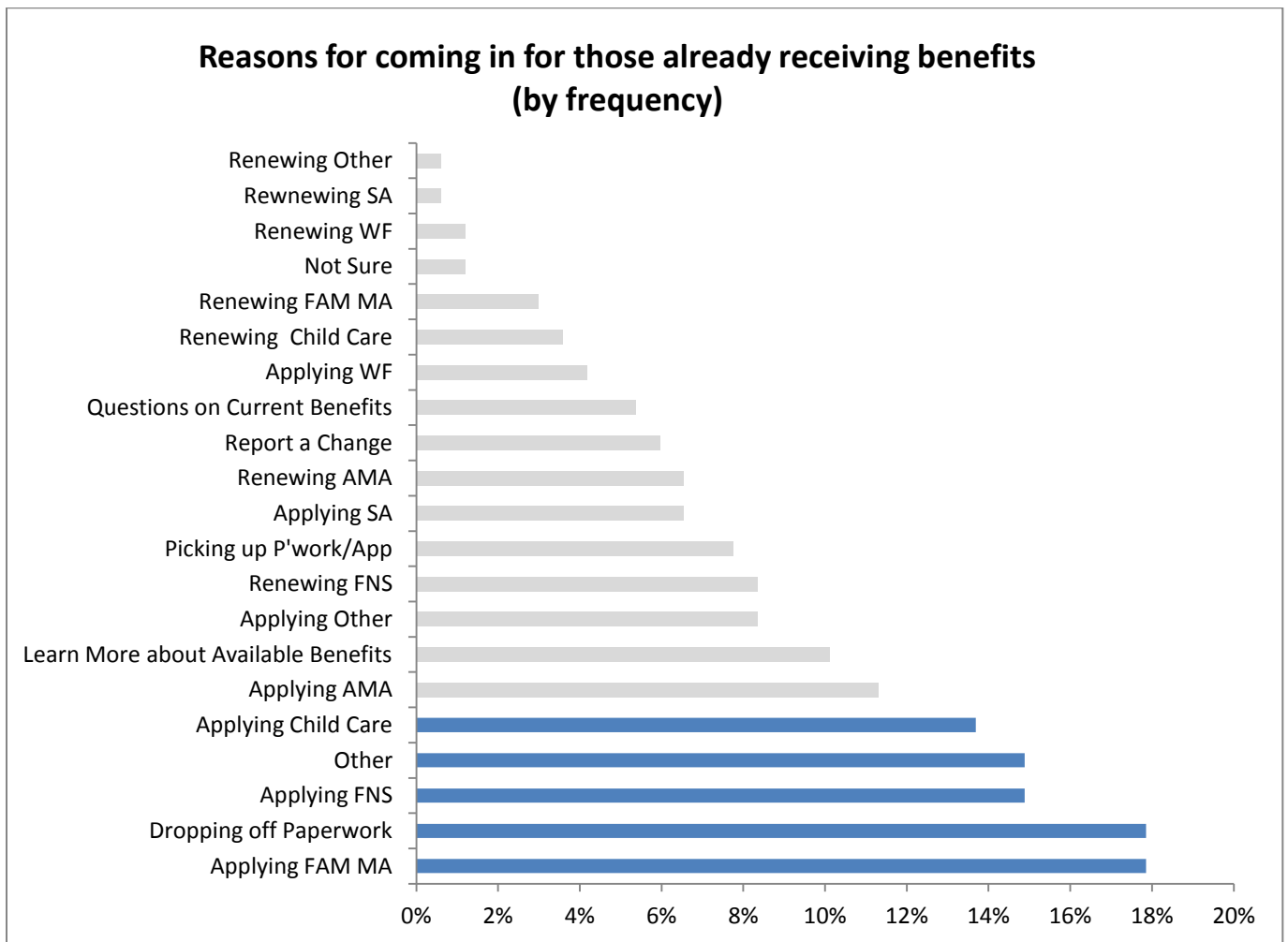


Overview: 211 Surveys were completed from four NC Counties (Catawba, Franklin, Orange, and Wilson) during the two week period of November 7-18 to clients coming in to apply for any/all types of service. One limitation of the survey, however, was that it was only distributed to clients who were seeking services by walking into the building.

Highlights:

1. 78% of the people surveyed are already receiving benefits from at least one program. Of those who are receiving, clients are coming back into the building for the following main reasons.

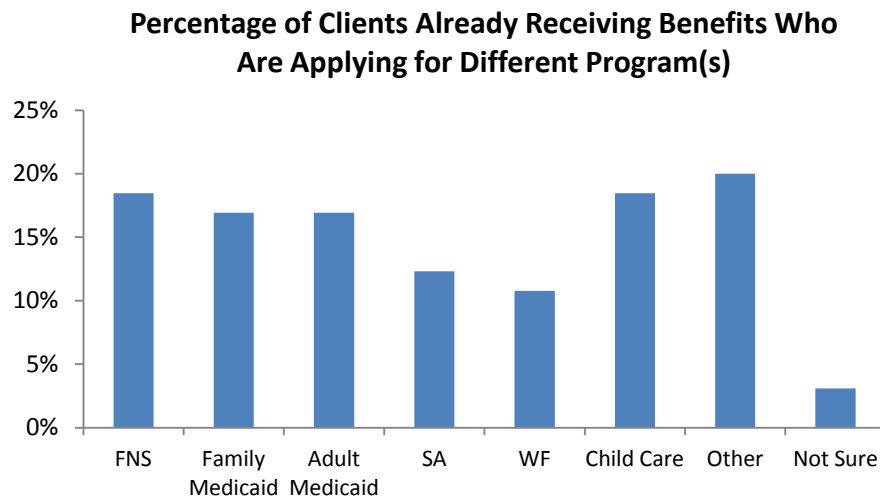


*Other was most often “apply for energy programs such as CIP”

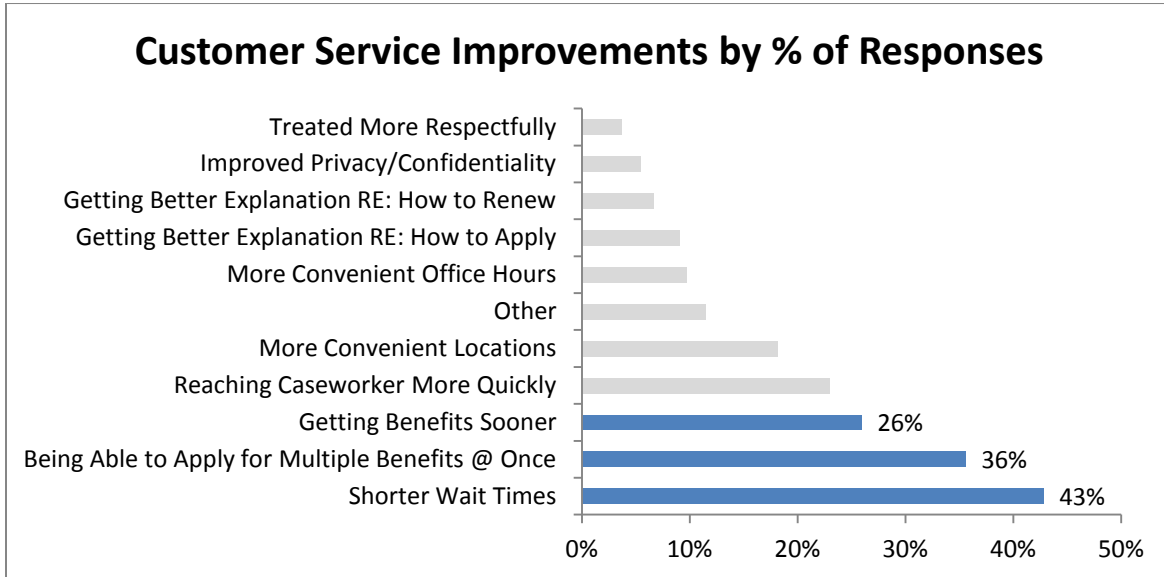
2. Of the 78% of the people surveyed who were already receiving benefits from at least one program, many were coming back into the office to apply for another program.

40% of the people who are already receiving one or more benefits were coming in to apply for a new, different program

The frequency occurrence for each program is below:

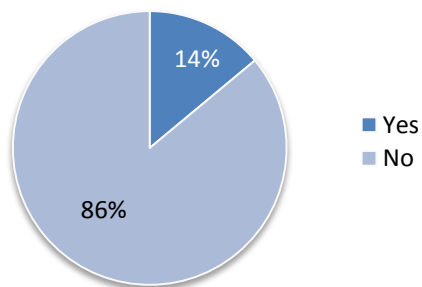


3. Clients were asked “Which three of the following customer service improvements would be most important to you”



4. Difficulties Completing the Process – this question was only answered by 41% of respondents

Difficulties Completing Application or Renewal



Responses

- “Yeah, food stamps is very complicated”
- “Caseworker sent paperwork to old address so my case got closed” and “didn’t get paperwork in the mail, made my food stamps late”
- “Hard time reading and understanding”
- “So much paperwork”
- “I get confused with papers that I have to provide to complete review”
- “Don’t understand”
- “I don’t know how to apply”

5. Most Departments of Social Services communicate with clients in-person, through the mail, or over the phone, and it was common to see clients prefer those same methods of communication.

