

**SUNNYVALE COMMUNITY SERVICES  
ANNUAL CLIENT SATISFACTION SURVEY**

**Summary of 100 calls/interviews made by volunteers (in English, Spanish, Vietnamese, and Chinese)**

Client's name \_\_\_\_\_ Interviewer's name \_\_\_\_\_

Phone number \_\_\_\_\_ Date \_\_\_\_\_

Instructions for volunteer callers:

- Please introduce yourself as a volunteer from Sunnyvale Community Services.
- Explain briefly that you have been asked to contact some of the agency's clients to ask questions about the service(s) they have received.
- The survey should take less than five minutes. If this is an inconvenient time, find out what time might be better for a call.
- Explain that there are no right or wrong answers. We just want to evaluate the services provided in order to make necessary improvements. Answers will in no way affect services from SCS. (Use other side of paper if more space is needed.)

**1. Why did you contact SCS (what circumstances prompted you to seek help)?**

- Problem caused inability to pay rent or utility bills:
  - no work or between assignments on temporary jobs/placements
  - loss of temporary job, new one starts next week
  - loss of wages, ill and no sick leave benefit
  - loss of wages, child was sick and couldn't go to day care + no sick leave benefit
  - expiration of unemployment benefits
  - missed work due to rain
  - doctor bills not covered by insurance
  - prescription expenses not covered by insurance
  - unexpected car repair bills beyond family's budget/means
  - death in family—missed work
  - death in family—funeral expenses
- Needed help with deposit for new and/or cheaper apartment
- Roommate moved out; needed help with rent until a new one moves in
- Needed help to pay for prescription
- Relocating to less expensive area but needed help with moving costs
- Needed to get into a shelter (domestic violence)
- Homeless, needed information about shelters
- Leaving homeless/battered women's shelters and need help with deposit for apartment
- Have Section 8 certificate, but need help in coming up with full deposit
- Wanted fee waiver for City Parks and Recreation programs
- Needed food
- Needed glasses for son
- Needed shoes for children

- Wanted to sign up again for food programs/Christmas Center
- Change of property owner, increased rates
- Change of property owner, had to move

**2. What help did you receive? (financial aid, food, referrals, etc.)**

- Money for
  - rent/deposits
  - PG&E
  - medical bill
  - prescriptions
  - moving expenses
  - wheelchair
  - eye glasses
  - appliance (kitchen)
- Food, diapers, and baby food
- Referral to homeless shelter, battered women's shelter, legal assistance, free clinic, clothes closet, shared housing programs, Social Security and SSI aid, health programs for children
- Emergency food and signed up for monthly food program
- Shoe vouchers for children
- Gas vouchers
- Fee waivers
- Bus passes
- Referral to furniture program

**3. Was that help sufficient to address the problem(s) then? Do you still have the problem now?**

- Yes, help addressed the problem; problem resolved
  - Help was fast—no red tape.
  - Much faster help than I thought—thought it would take all day.
  - Whoever answered the phone to me what I needed to bring along so I didn't waste a trip.
  - The caseworker was very friendly, made me feel comfortable, not like other places.
  - The caseworker got me the help I needed but then told me about other programs that really helped me (food programs and shoes).
  - I couldn't believe that I could leave with the check in my hand.
  - I got a bicycle helmet for my sons. I know it's the law, but I couldn't afford to buy them.
  - My kids go through shoes so fast—those vouchers are great.
  - They told me where to go for help.
  - They got my family into a shelter and away from my husband.
  - You're giving more food out than before. That's great.
  - Thanks for letting my neighbor pick up my food. We take turns picking up and babysitting each others kids.

- Yes, help addressed the problem, but it is "still tough"
  - That problem was fixed, but it is a struggle every month to make ends meet.
  - My job is a temp one. I want a regular job, but that is harder to get. Until I do, I will still have the same problems.
  - My child is sick, so I will keep having this problem—I have no insurance and can't pay the bills. I have to miss work to help her.
  - Getting benefits from disabilities is tougher than anything.
  - I've had three jobs, but none provide benefits.
- No, help insufficient to address problem
  - They shouldn't have needed all the paperwork they asked for. It was none of their business. I should have gotten help anyway without that paper work.
  - They wouldn't help me because they helped me several times before. That's not right
  - They wouldn't help me because I didn't have enough income to pay next month's bills (monthly income less than rent).
  - He (caseworker) "couldn't speak English good", didn't understand what I needed, and wouldn't help me.
  - I needed food all month, and they only gave me enough for 4 days.
  - I'm a Sunnyvale resident and tax payer, and they should have helped me.
  - I gave to United Way for many years, so I should get the help I wanted. I'll call UW.
  - They only help Asians (or Hispanics). That's discrimination.

**4. On a scale from 1 to 5, with 1 meaning unsatisfactory, 3 meaning average, and 5 meaning excellent, how would you rate the following:**

<b>How quickly were you seen by a caseworker?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	0	1	9	19	71
<b>How courteous was the caseworker?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	0	1	2	27	70
<b>How knowledgeable was the caseworker about different services and community resources?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	0	1	6	18	75
<b>How clearly did the caseworker present information to you?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	0	1	6	20	73
<b>How effective was the caseworker in meeting your needs?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	1	1	8	18	72
<b>What overall rating would you give the caseworker and the agency?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	1	0	5	20	74

**5. Optional: Do you have any suggestions as to how SCS can improve services?**

- Build low-cost apartments

- Speed up Section 8 process
- Hire someone to find low-cost apartments
- Start low-cost child care facilities
- Get more shelters
- Give more help with transportation (more bus passes, gas vouchers)
- Last time, I suggested you give out more milk. You are. Many thanks.
- Will you have the summer food program again?
- The school supplies were great last year.
- Provide transportation to and from the office.
- Deliver the food bags; don't make us come to get them.

## **6. Comments on new building**

- “The new building is great. It looks sharp, professional.”
- “We're really happy for you about the new place.”
- “You're already depressed when you have to ask someone for help. It's so nice coming to a place that's so bright and cheerful.”