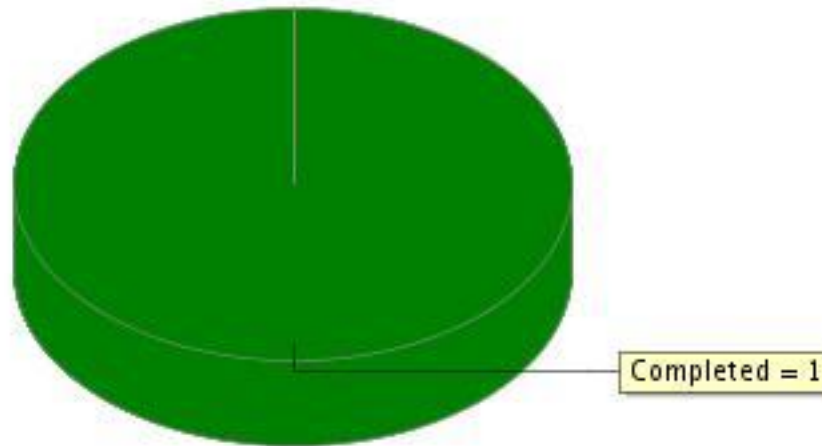


GAC
Stakeholder Satisfaction
3rd Qtr 2012

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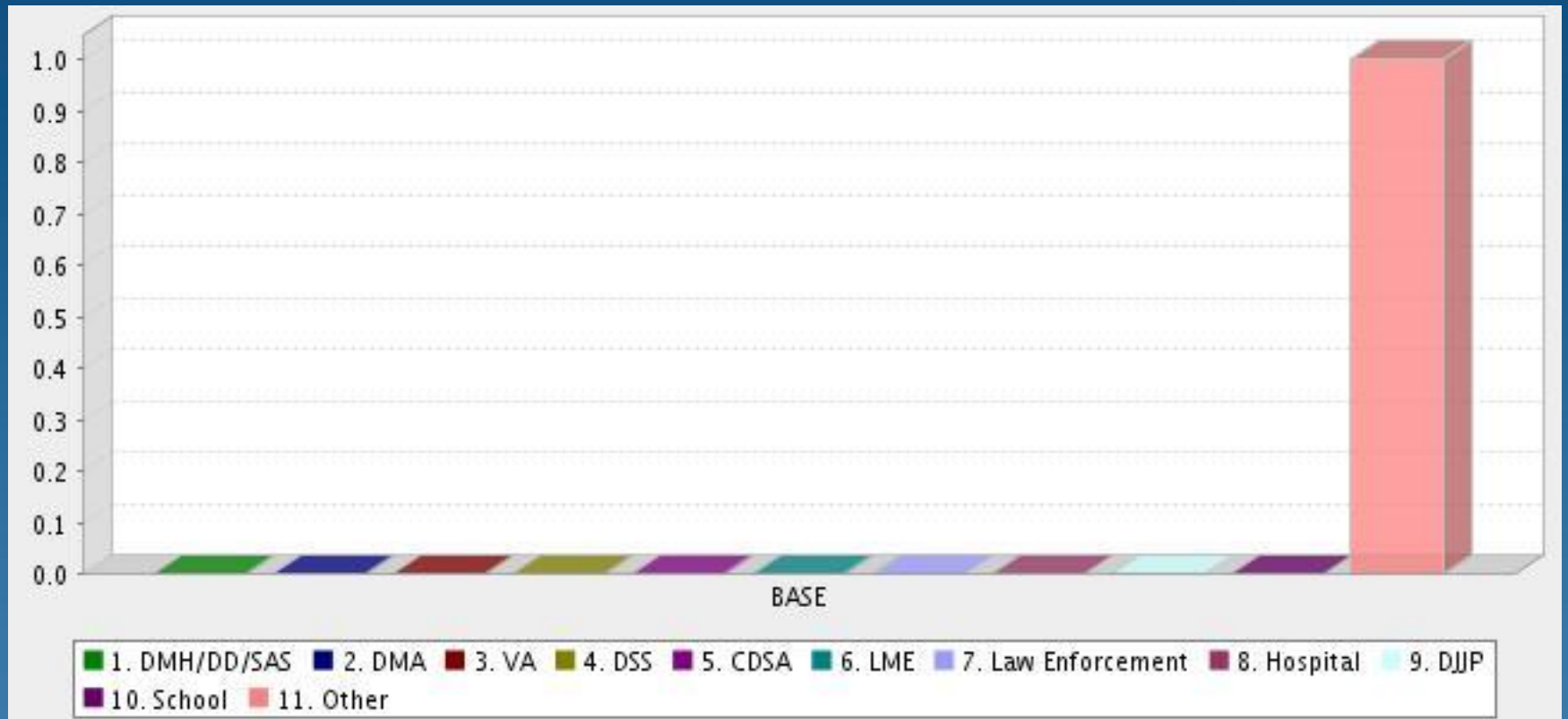
Survey Overview

Completion / Dropout Filter : 07/01/2012 - 09/30/2012

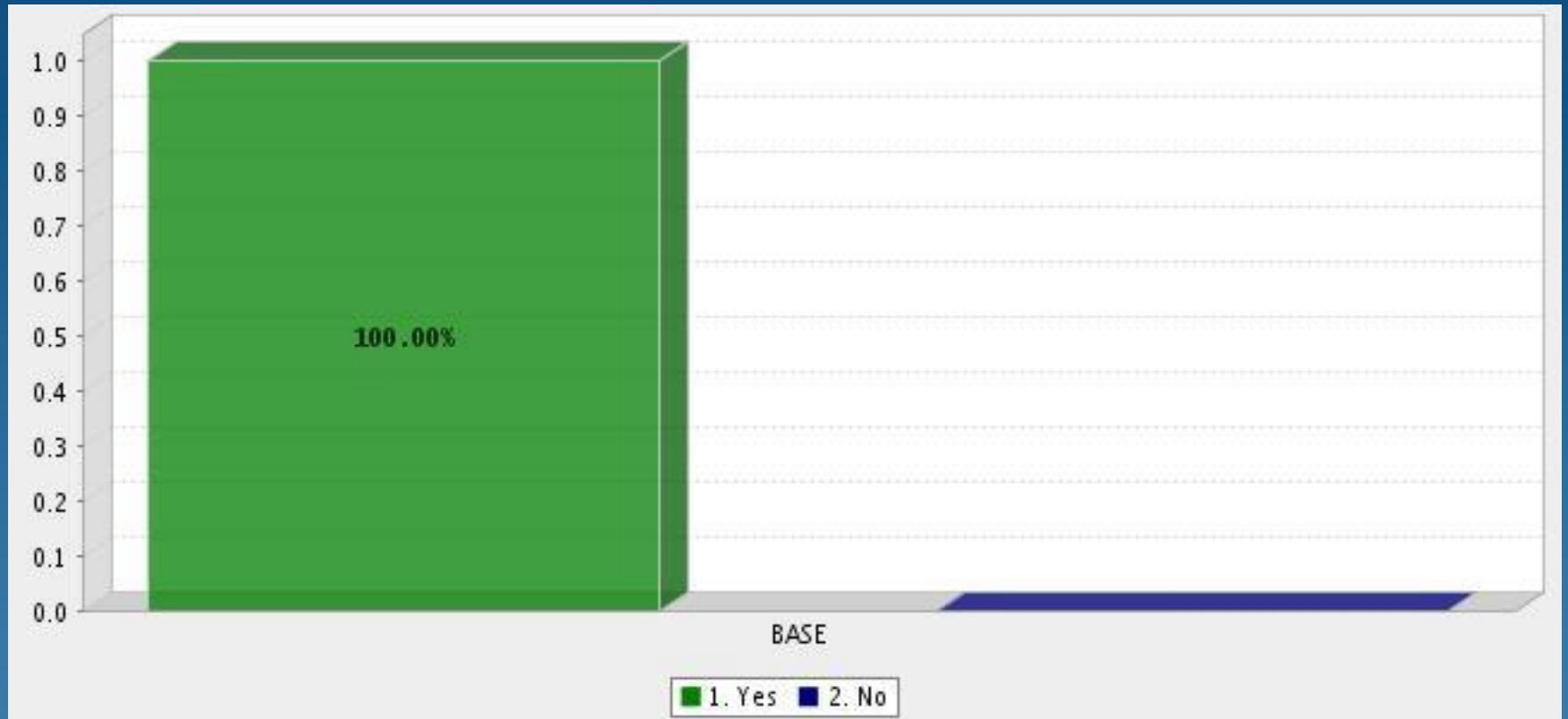


■ Completed = 1 ■ Drop Out = 0

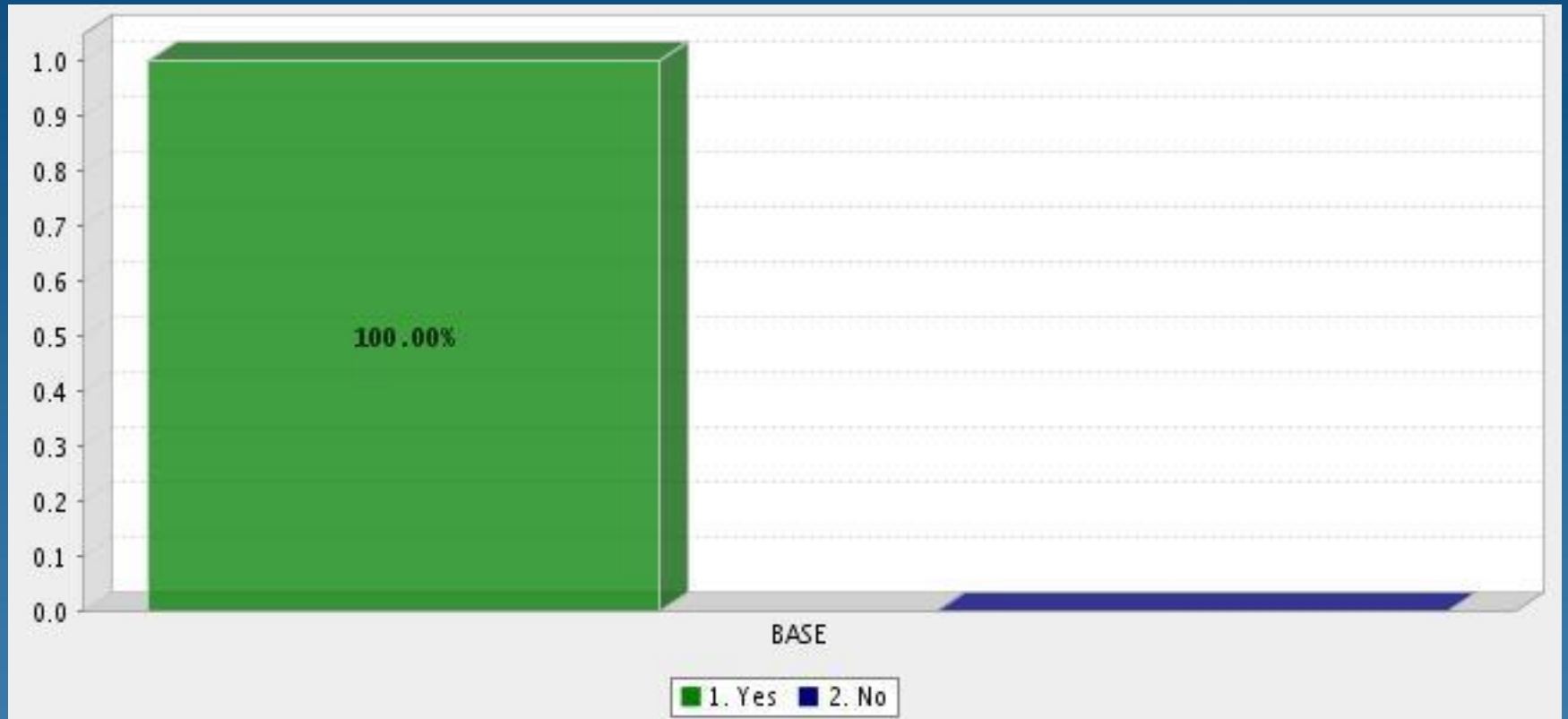
What Kind of agency do you represent?



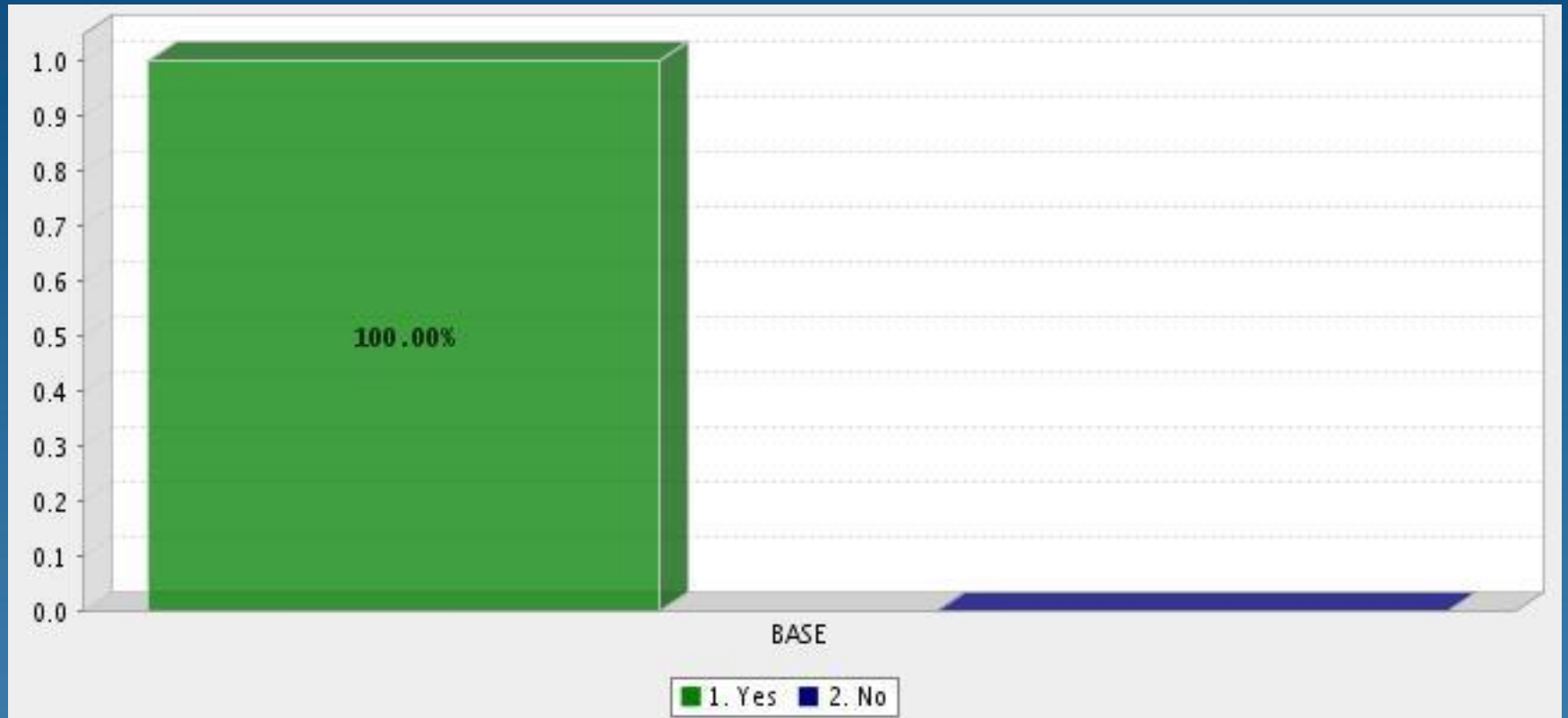
Do you feel you have input regarding positive change at the Agency?



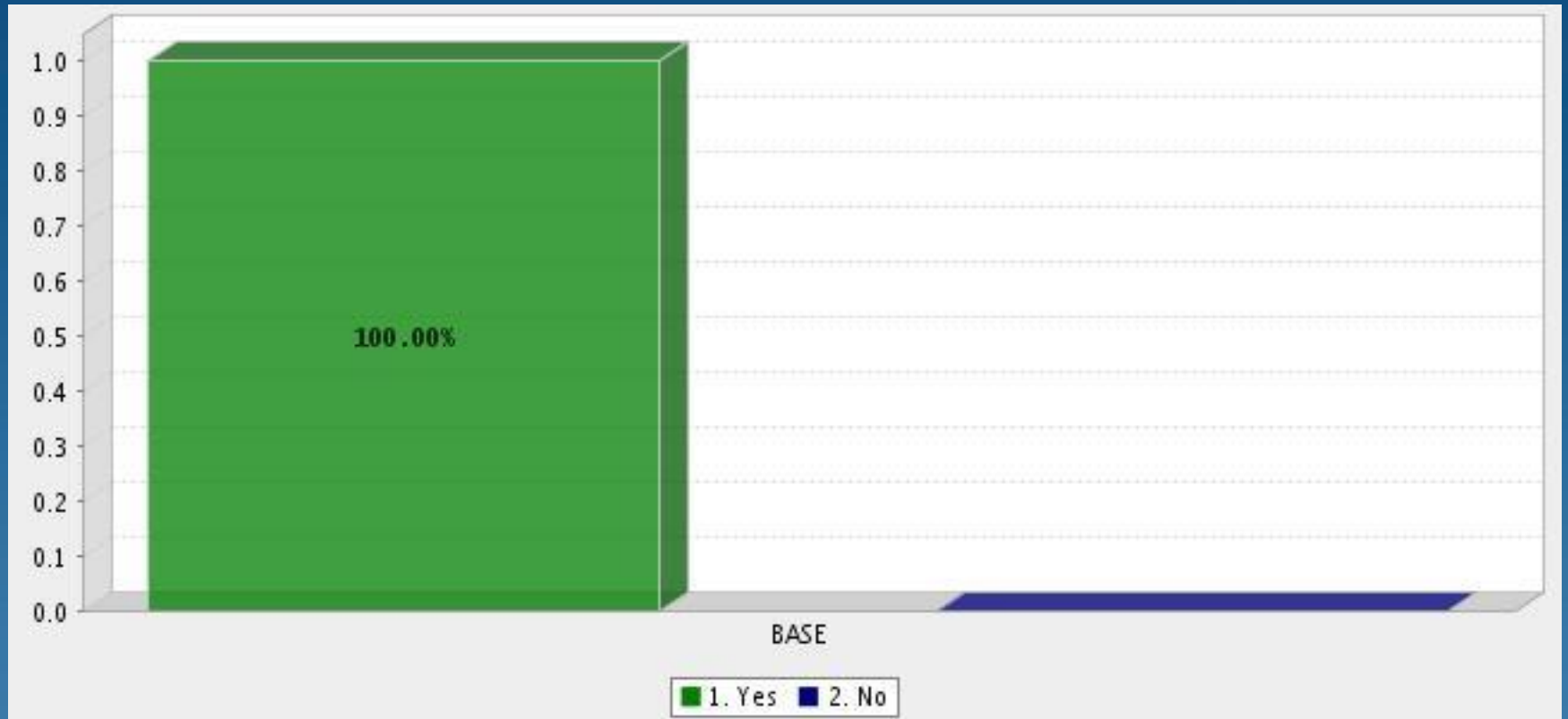
Overall, are you satisfied with the services provided by the Agency?



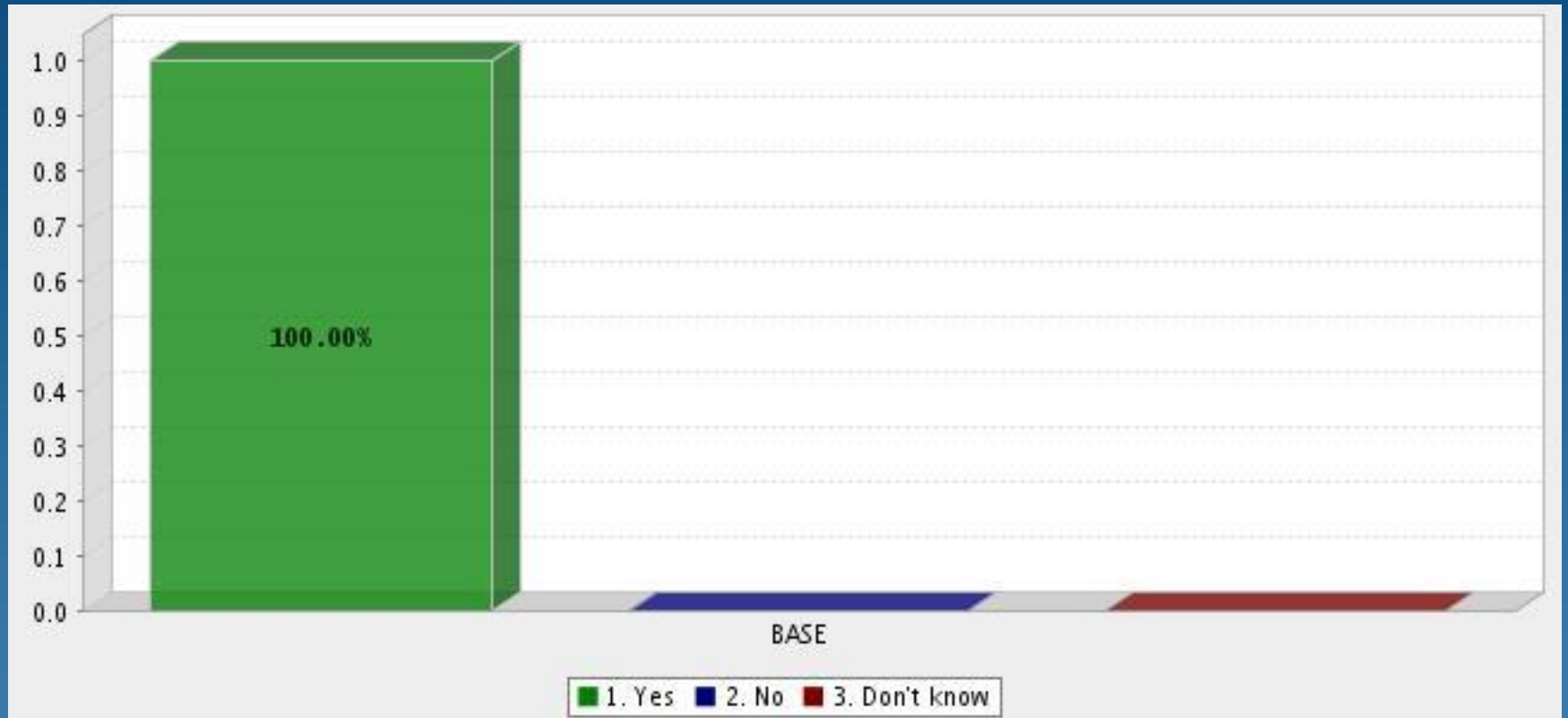
Do Agency staff perform their jobs with competence and professional...



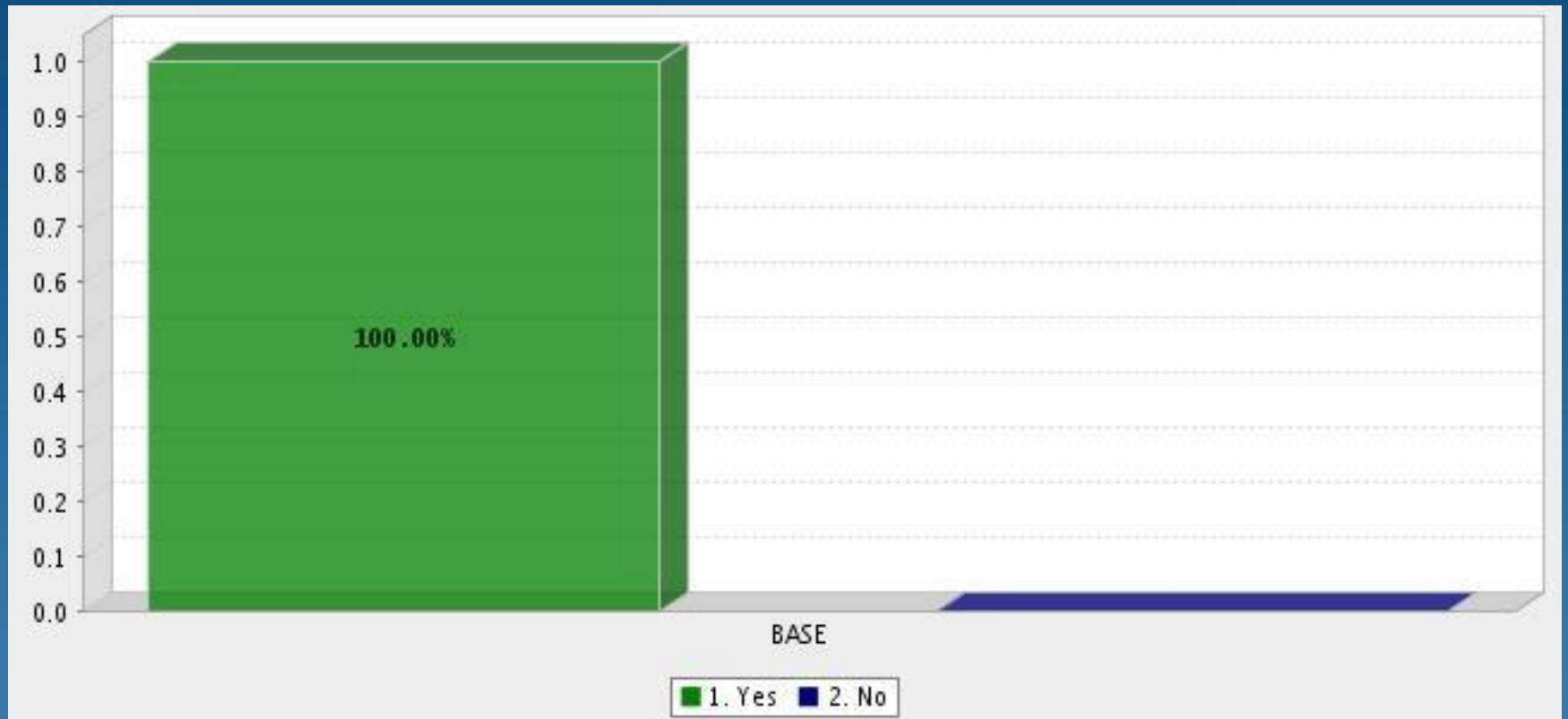
Is the location of services (office and service site) is convenient?



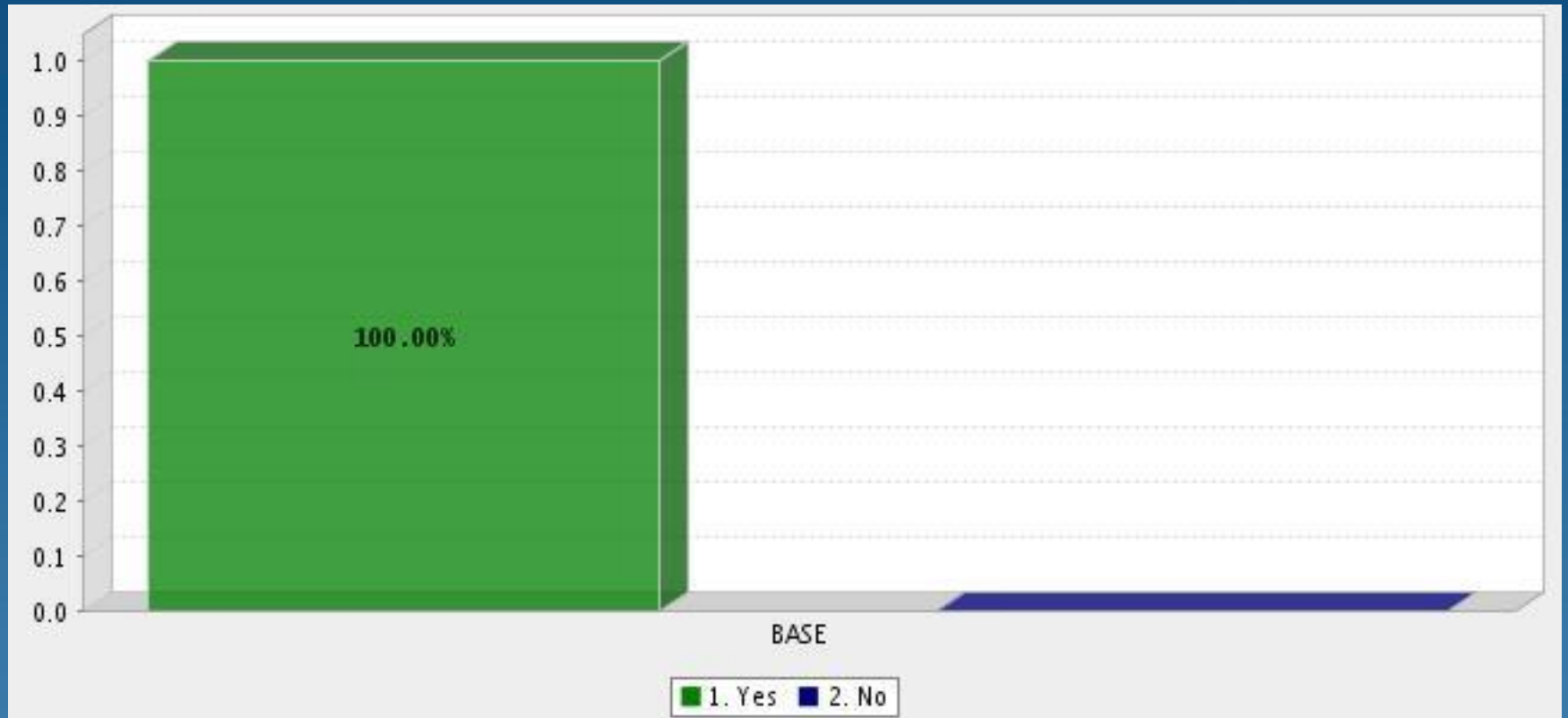
Are the services provided are consistent with the consumer's treatm...



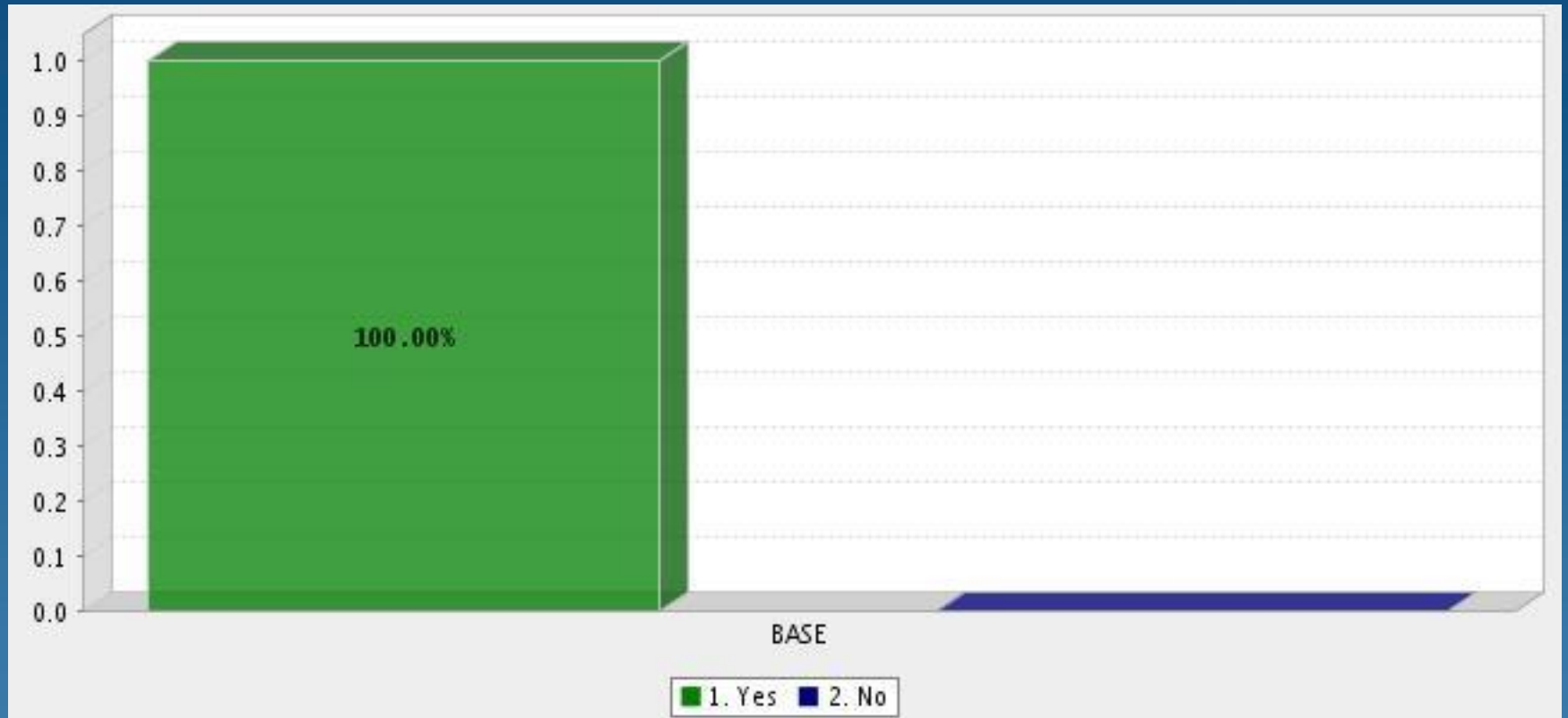
Does the Agency provide a timely response to request for information?



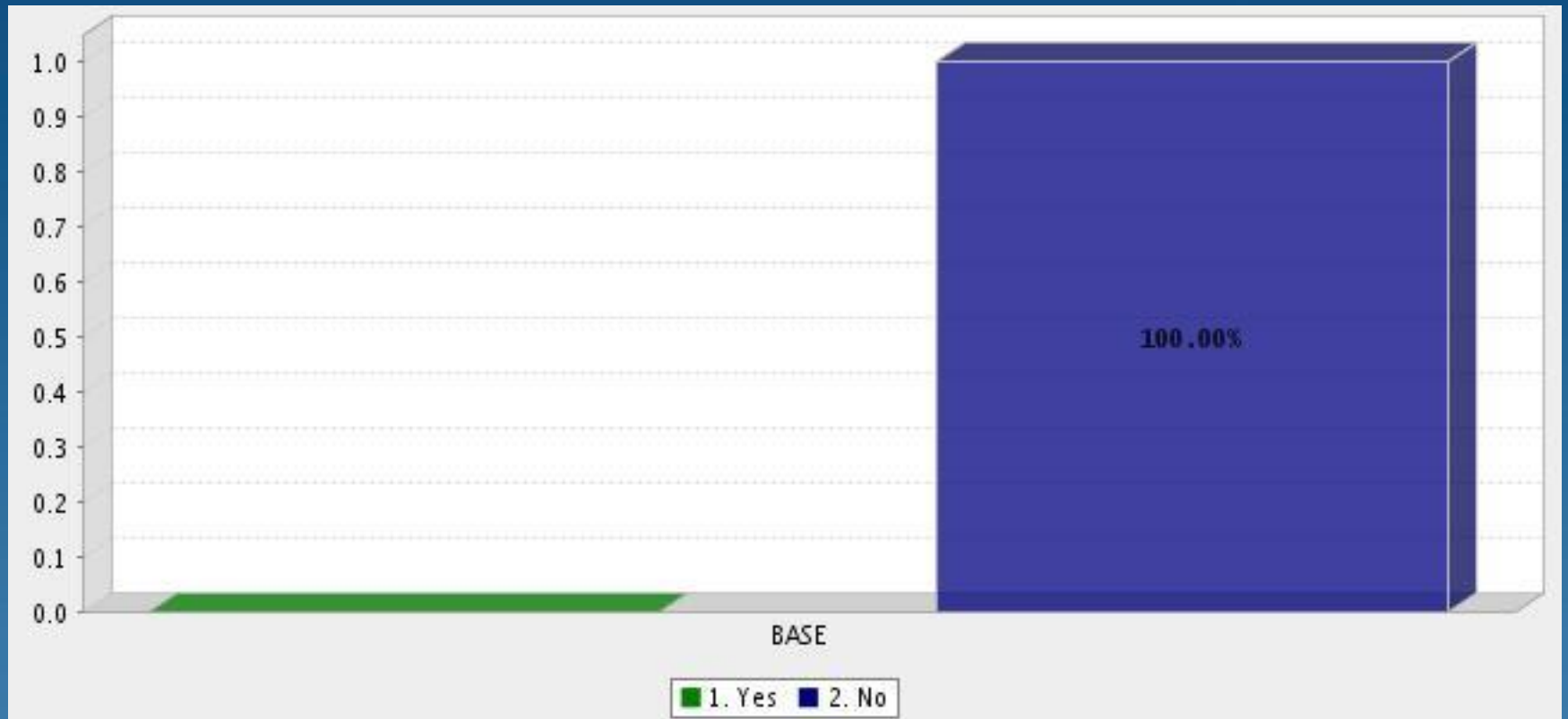
Are your phone calls and emails returned in a timely manner by Agen...



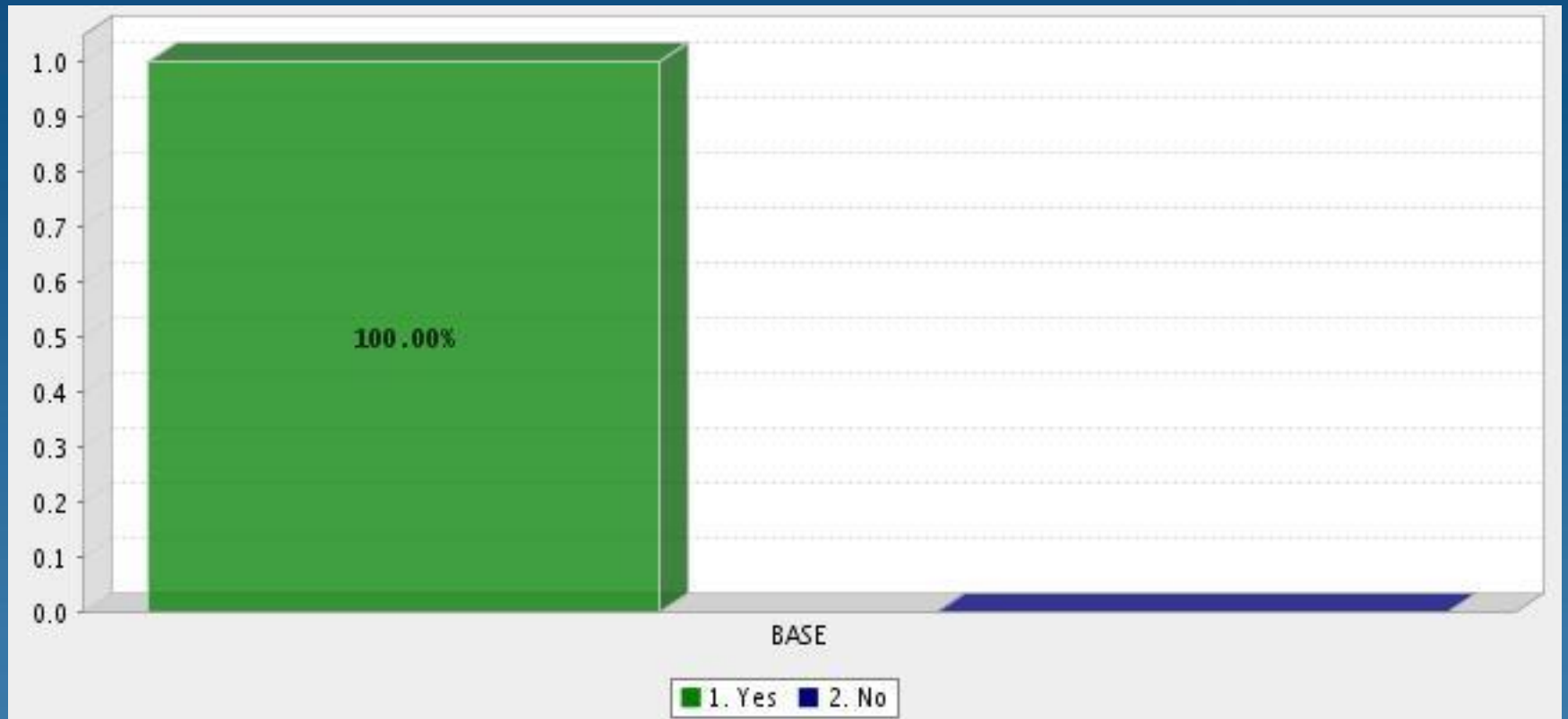
Does the Agency meets the service requirements set by your agency?



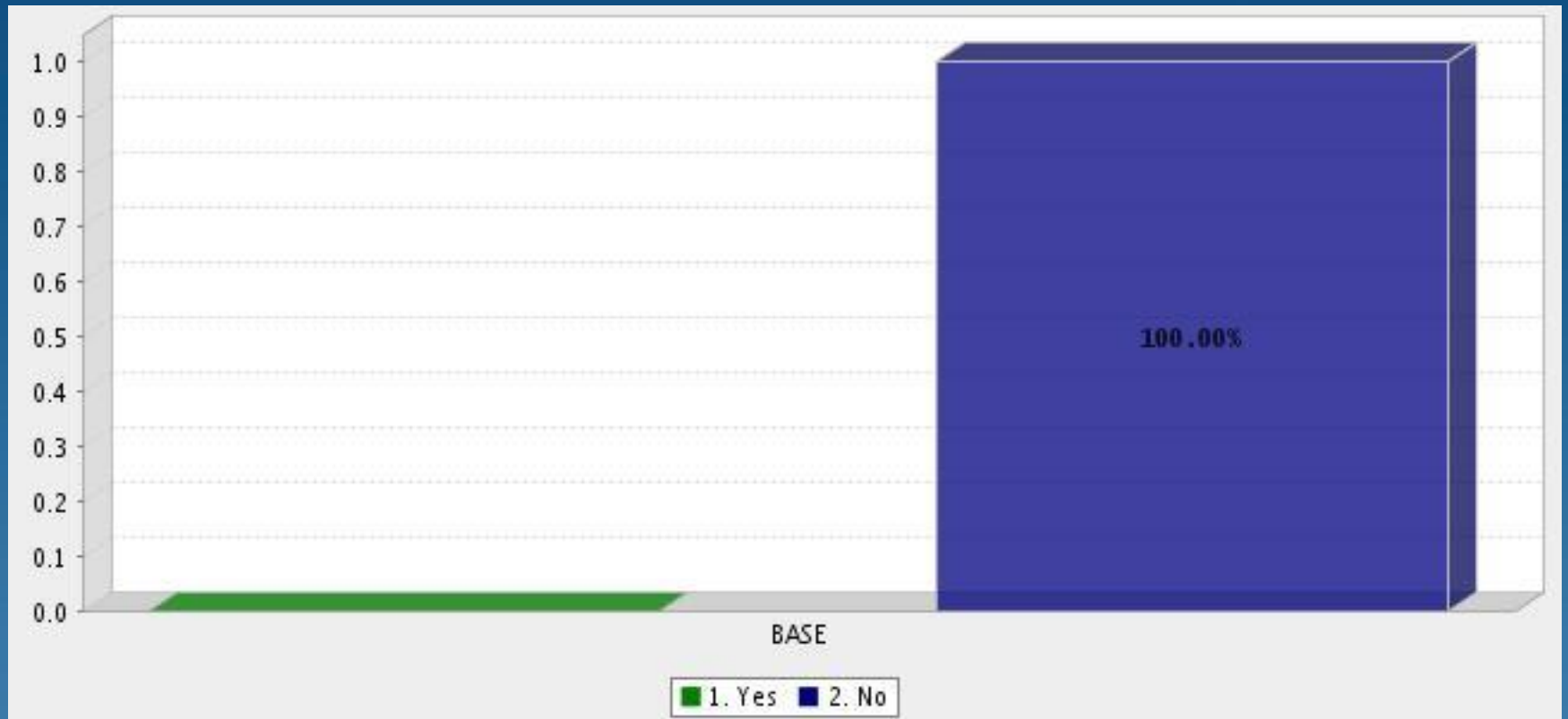
Have you referred a consumer to the Agency in the past three months?



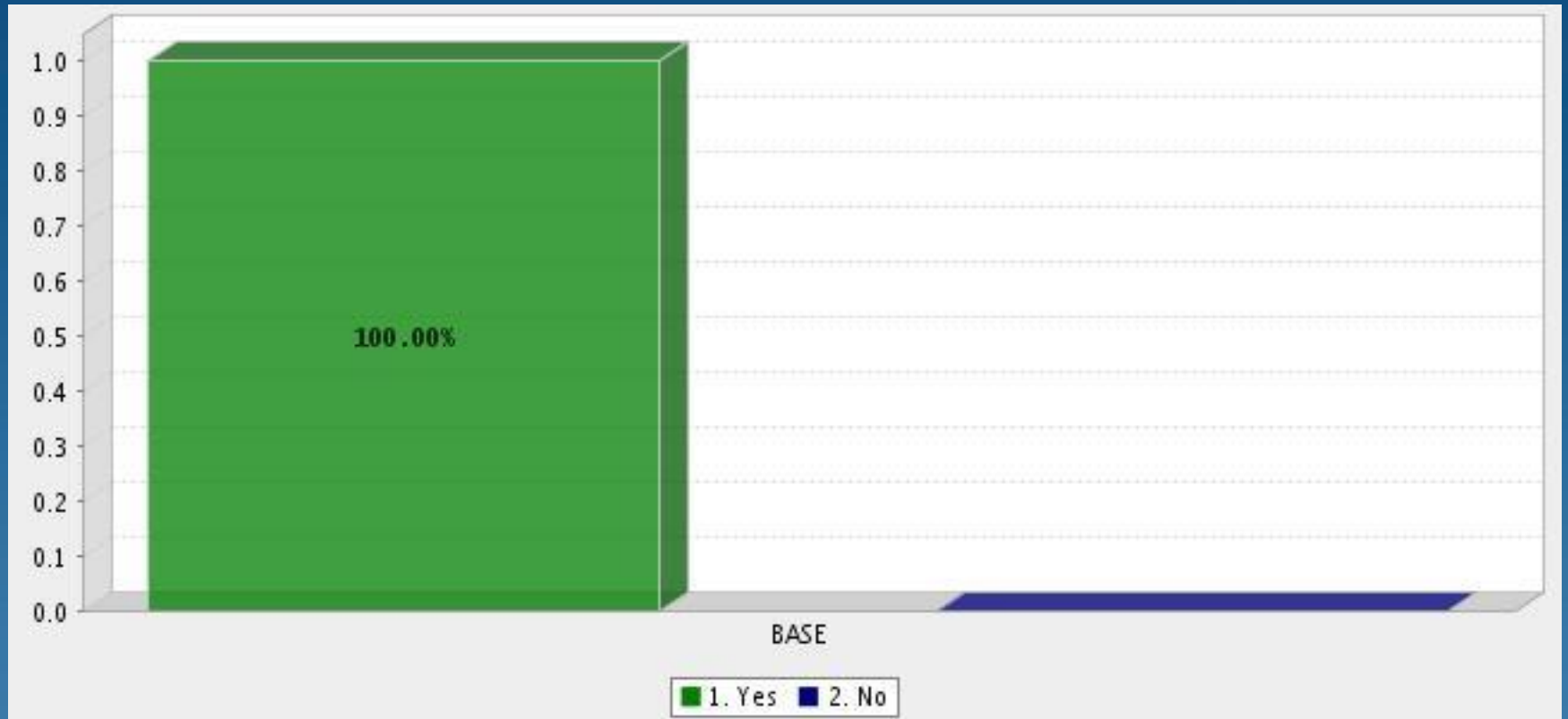
Is the Agency managed well?



Do you know who to contact regarding a complaint or grievance?



Would you recommend the Agency to a friend or family member?



What other questions should we ask?

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