



# 2023 Neighborhood Services Unit Customer Satisfaction Survey

Angel Zambrano, Manager, Neighborhood Service Unit, Austin Public Health

## Survey of clients

- Used our new Oasis data – all clients receiving in person food assistance, home delivery food assistance, notary services, summer fans, clothing, baby supplies (e.g. car seats, formula), holiday events (e.g. Juneteenth, Thanksgiving)



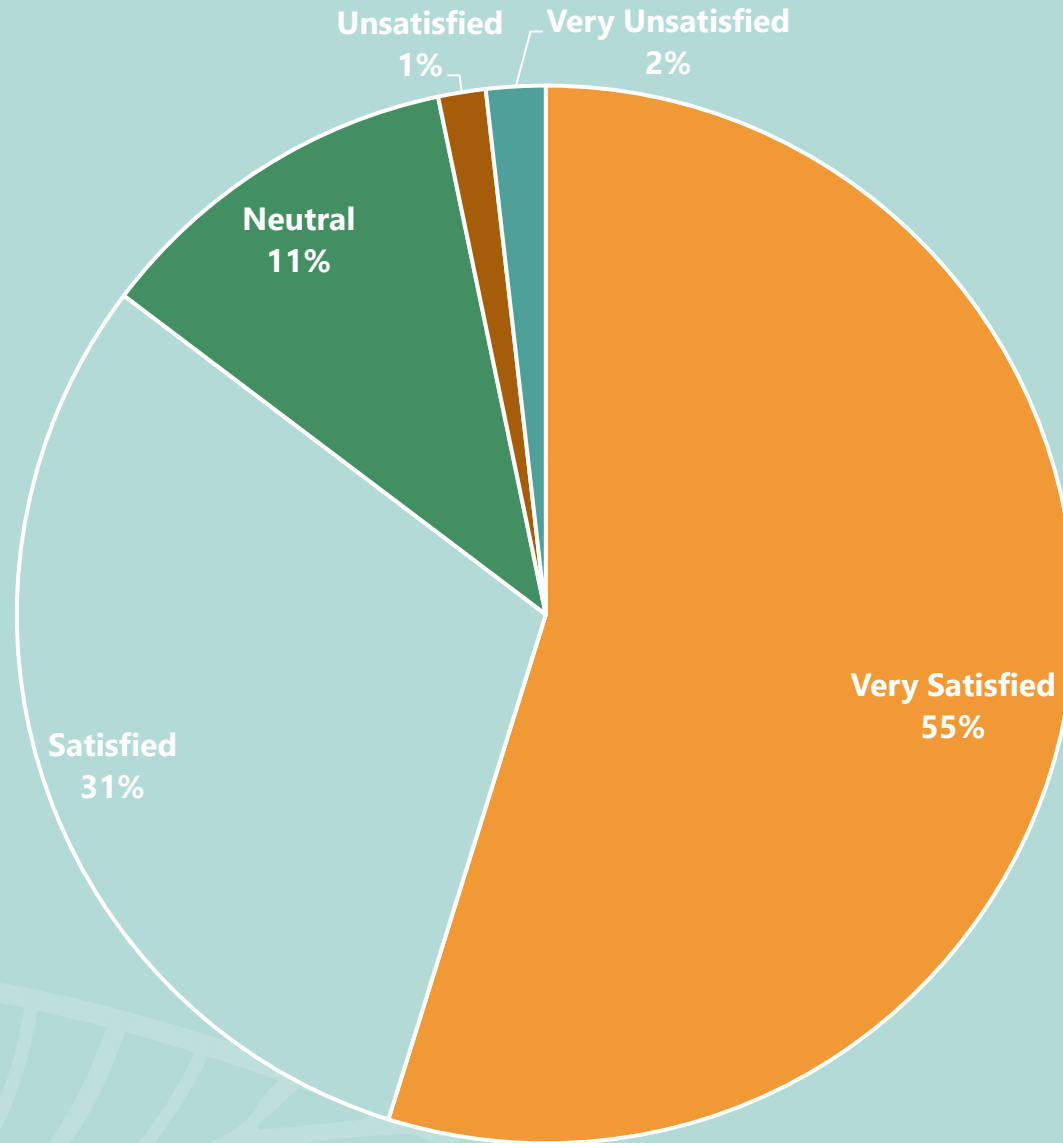
# Method

Used Oasis Insight Broadcast function for first time to send text or voicemail to 6,251 households served since October 1, 2022 with six questions (560 or 8% responded)

Most people took survey on their mobile device (only 5 or less than 1% took on computer)

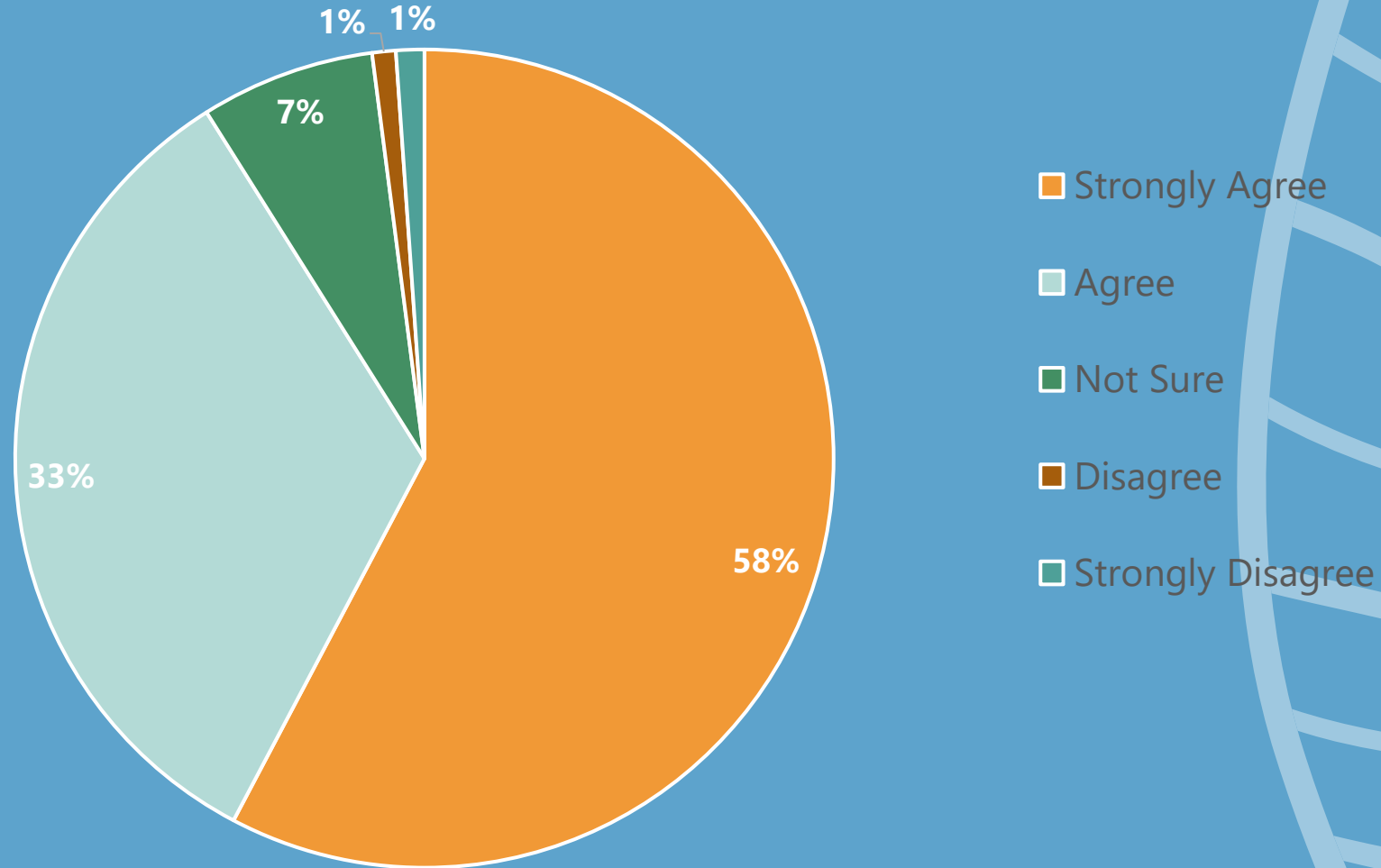
# Clients say..

86% were happy with services received



How happy are you with the over all quality of the services?

# I would recommend a friend or relative get help at a Neighborhood Center



# Staff cared about and listened to my needs

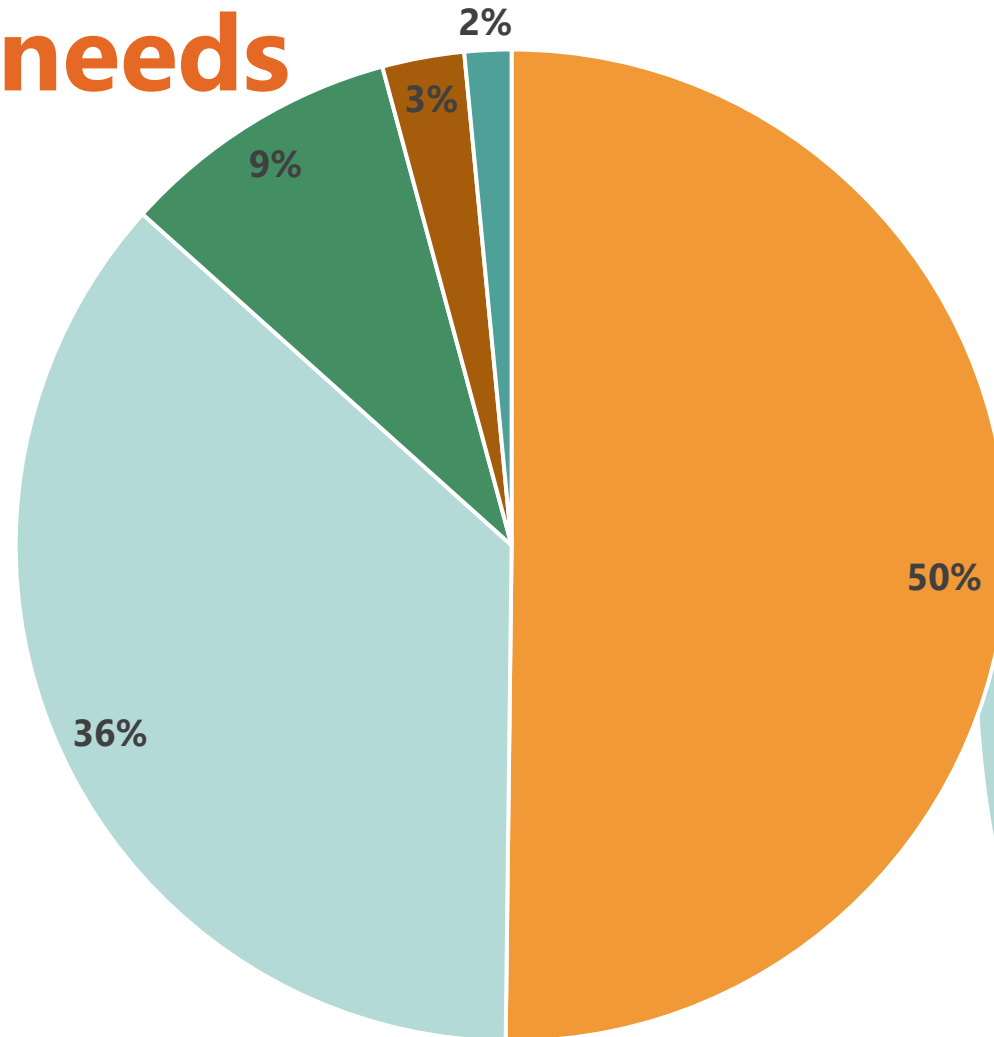
Strongly Agree

Agree

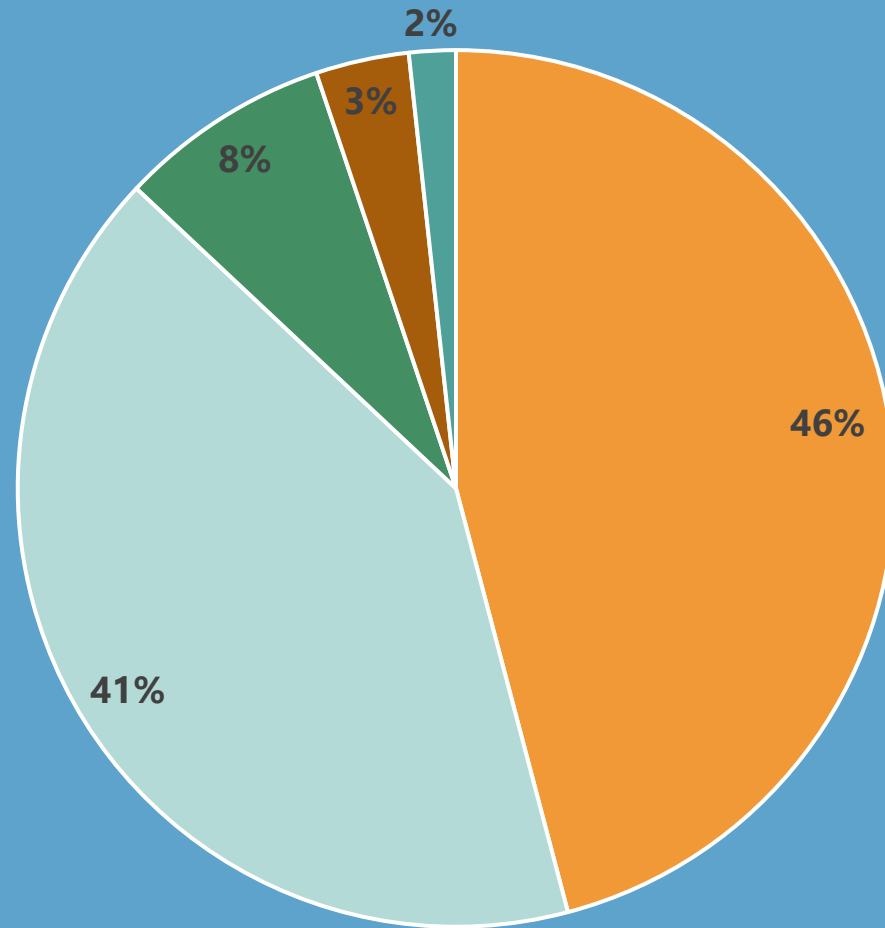
Not Sure

Disagree

Strongly Disagree

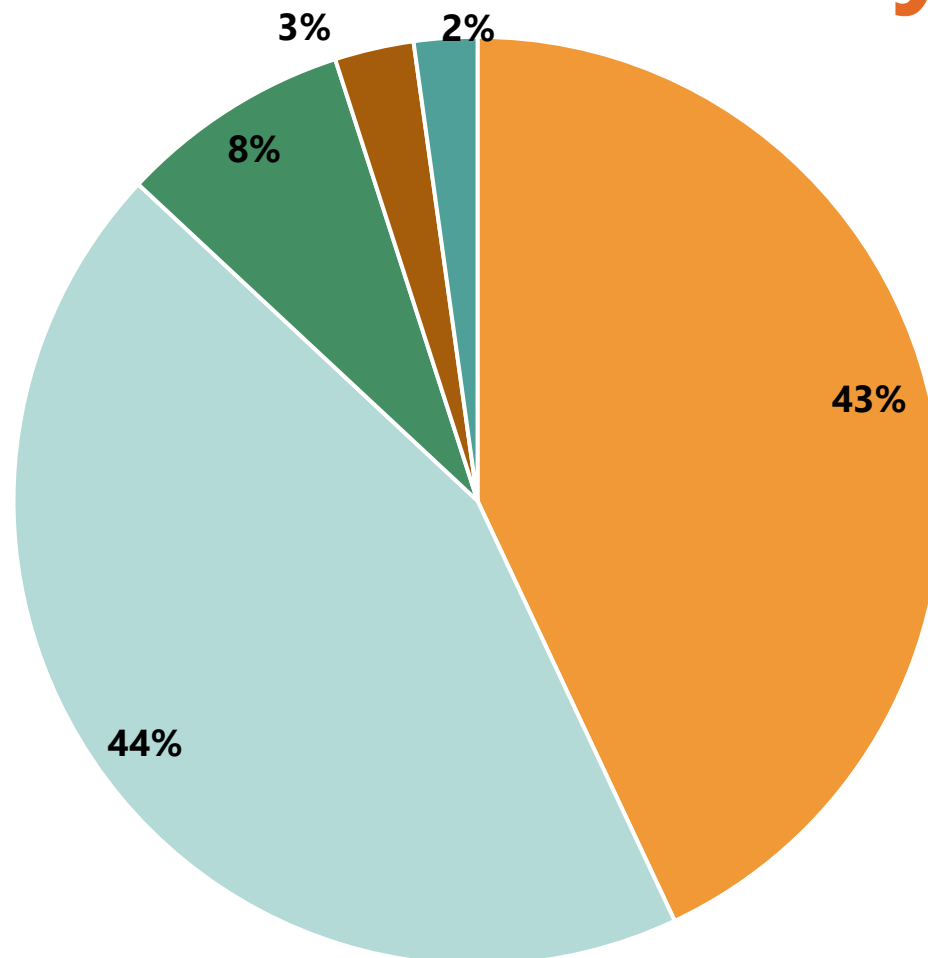


# Getting Services was easy



Strongly Agree Agree Not Sure Disagree Strongly Disagree

# Services were easy to find



■ Strongly Agree   ■ Agree   ■ Not Sure   ■ Disagree   ■ Strongly Disagree





# Thank You

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