

2025 General Customer Satisfaction Survey



PREVENT. PROMOTE. PROTECT.
**NEIGHBORHOOD
SERVICES UNIT**



Why

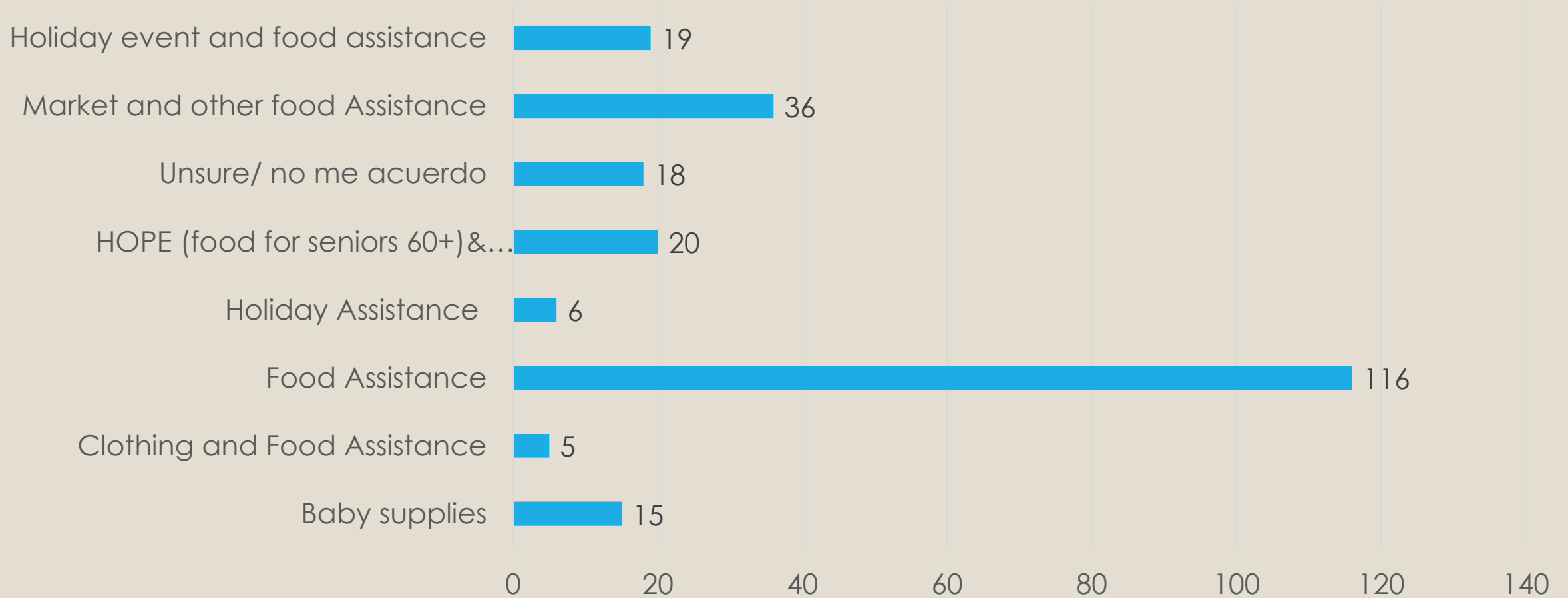
- Required Customer Satisfaction Survey sent to all clients with a phone number who got in person services
 - Notary services
 - Food assistance (*Market, food pantry, Fresh Food For Families, HOPE*)
 - Baby supplies (*cribs, car seat installation, formula, clothing, etc.*)
 - Household supplies (*cleaning and household supplies, clothing, tents, etc.*)
 - Summer fans in partnership with Family Eldercare Summer Fan drive
 - Holiday events (*Juneteenth, Thanksgiving*)
- Doesn't explicitly include rent & utility clients but most of these clients also get an in-person service

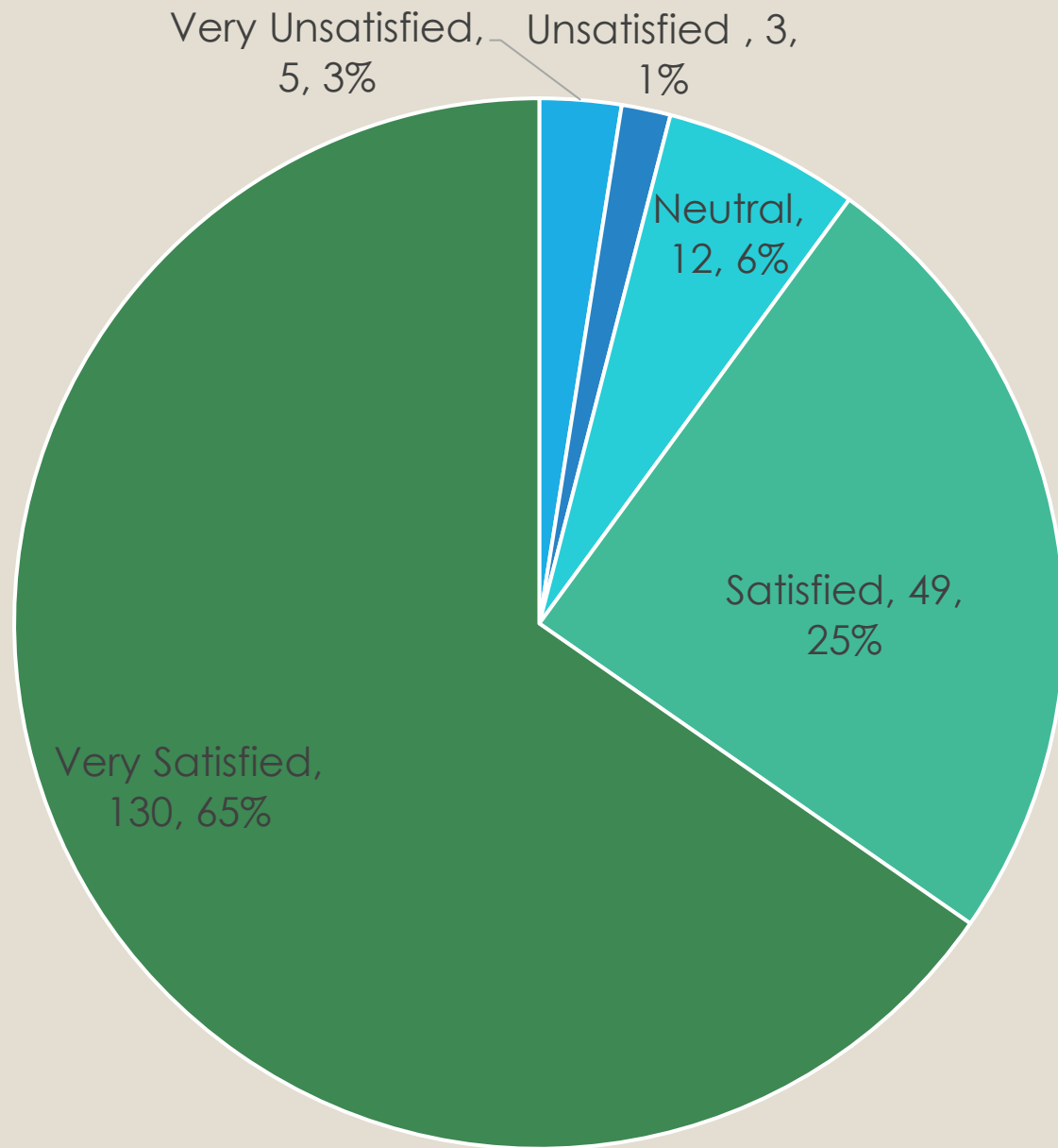
HOW

- Text sent to clients with phone number documented in Oasis Service Insights database
- 235 responses
 - all but 2 from mobile devices
 - Sent text message in Spanish and separately in English with link to survey
 - 27% responded in Spanish



What did you get at the Neighborhood Center (NC)?



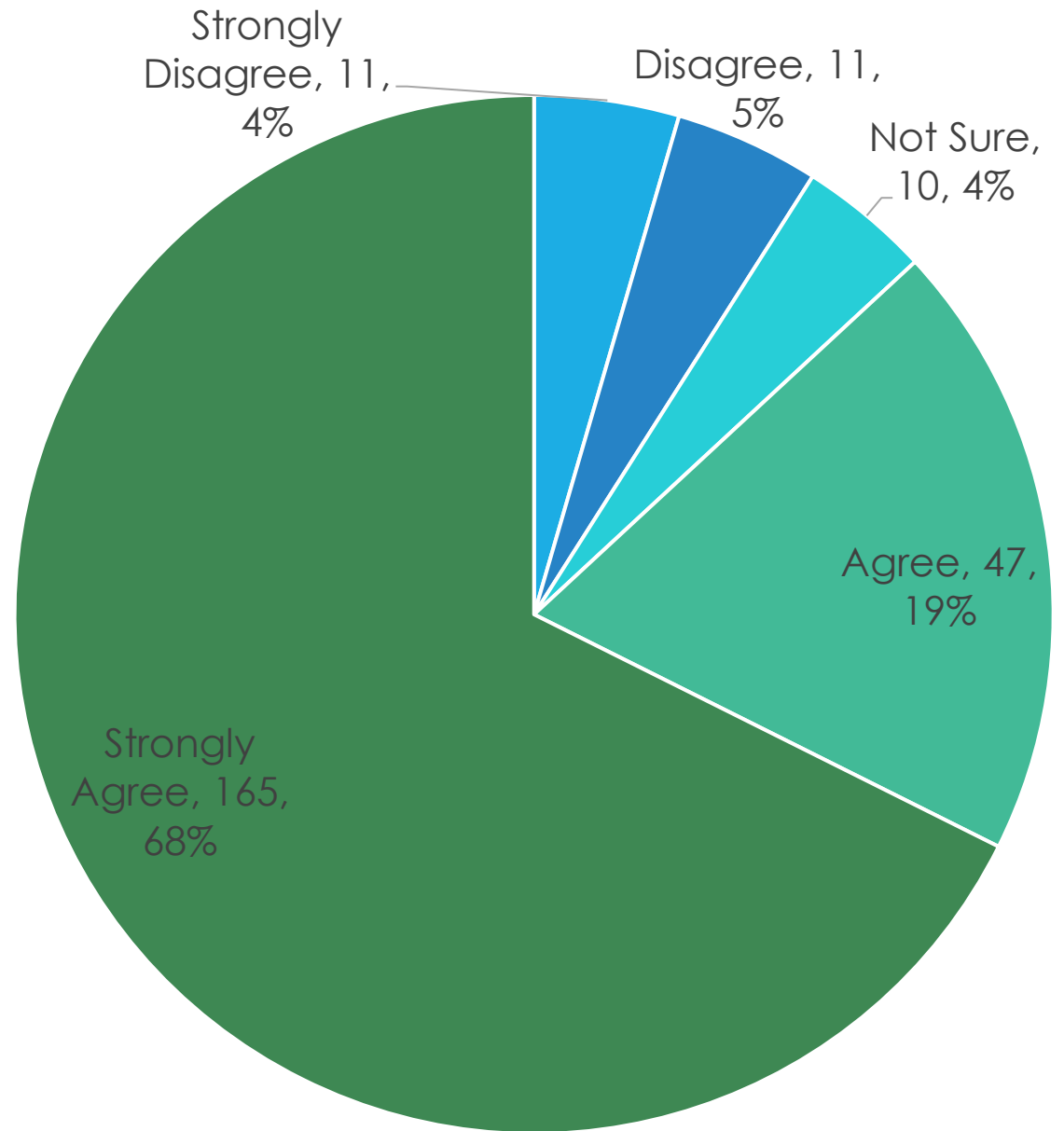


How
Happy
were you
with the
overall
Quality of
the
Services?

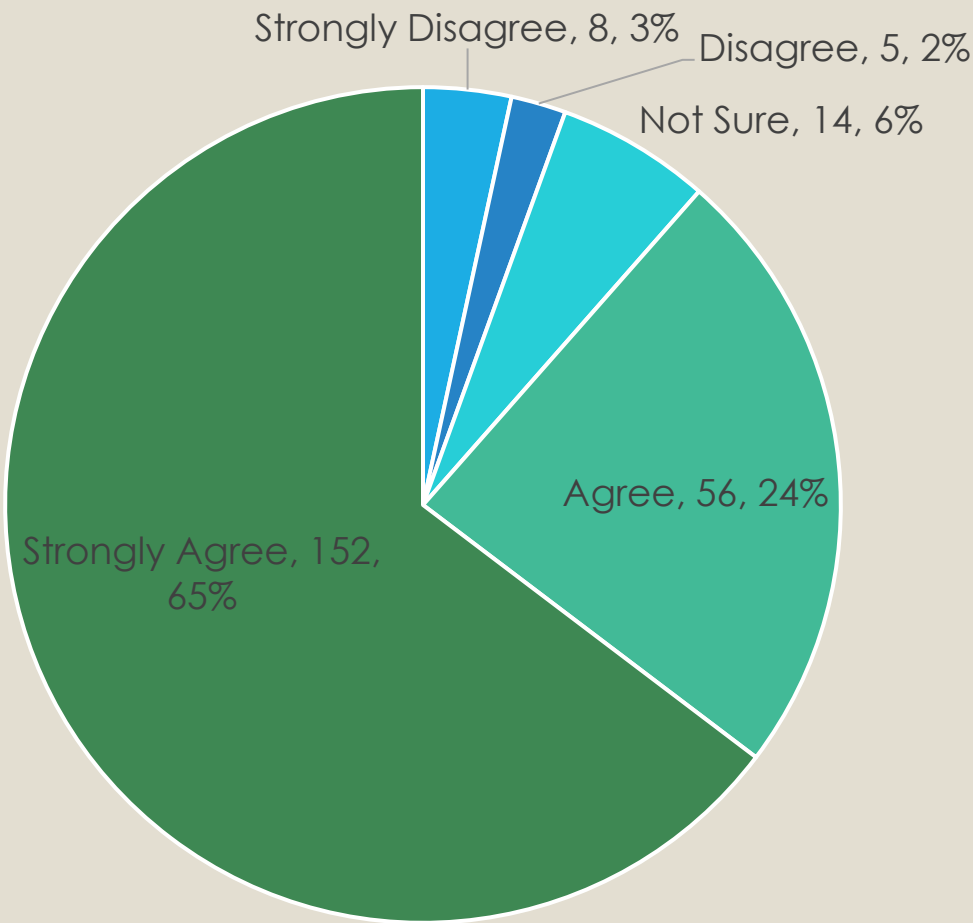
90% satisfied
or very
satisfied

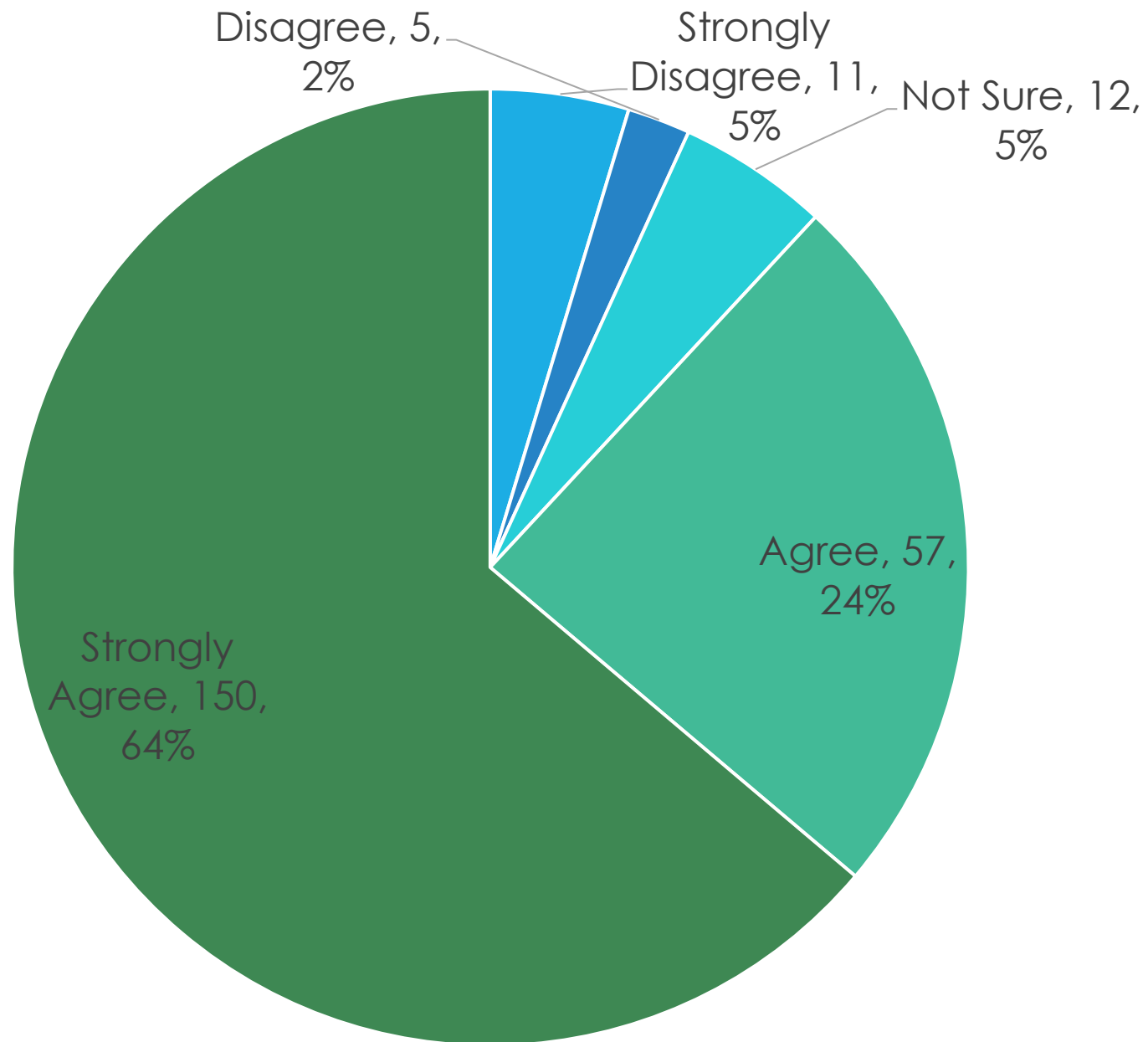
Would you recommend a friend or relative get help at Neighborhood Centers (NC)?

87% would



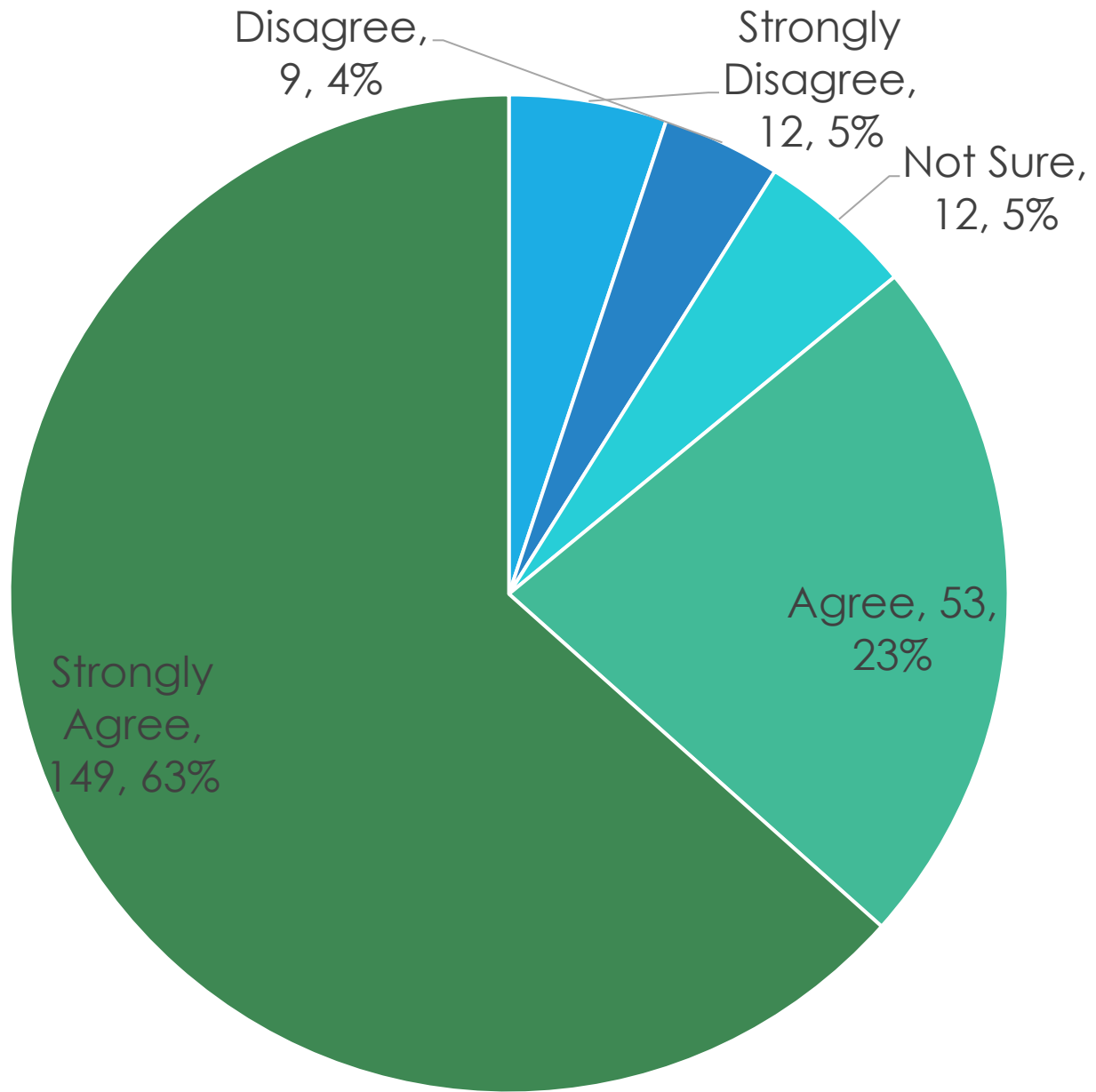
Do you agree services at Neighborhood Centers were easy to find?





NC Staff
cared
about and
listened to
my needs?

88% agreed or
strongly agreed
NC staff did



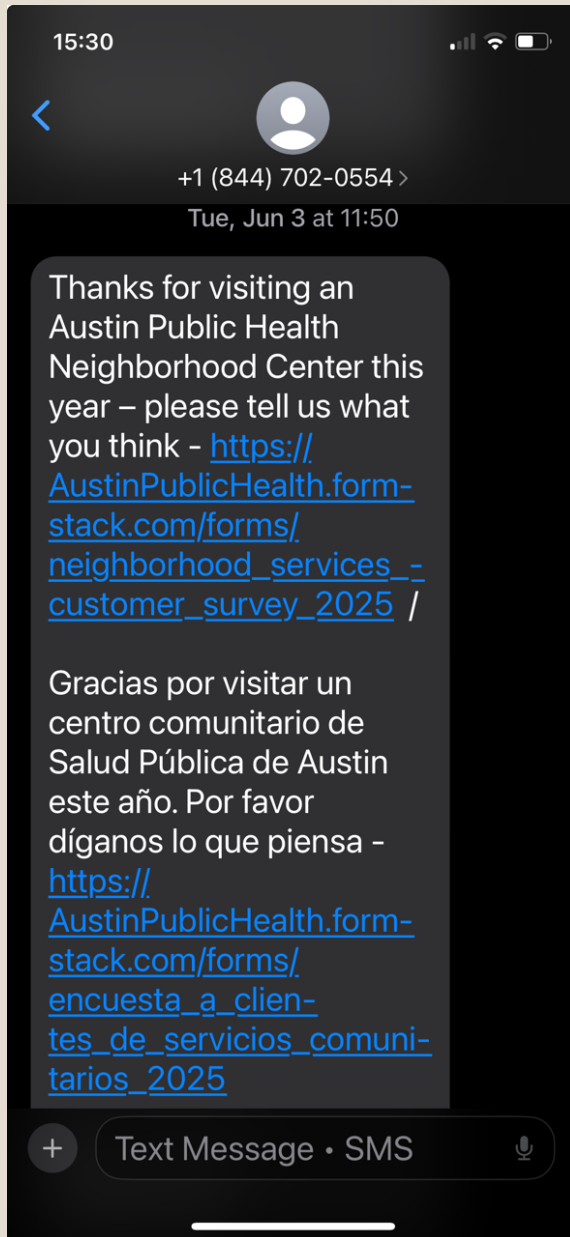
86% agreed

GETTING
SERVICES
WAS
EASY?



TRENDS

- 3 years of Same Survey text
- Reported Satisfaction Overall rising
 - 2023 – 86%
 - 2024- 89%
 - 2025 – 90%
- Abandonment rate increasing (how many people start the survey but don't finish it)
 - 2023- 42%
 - 2024 – 62%
 - 2025 – 72%



2026 Survey Goals

- Increase client participation & response by:
 - Adding QR codes shared at in-person events for immediate reaction
 - Reduce number of questions on survey to make it easier to take
 - Responses across questions appear consistent (86%-90% satisfied or very satisfied). Fewer questions may encourage more people to complete survey
 - Text language updated to assure people responses are anonymous & private. People may have thought survey was spam

-Actual text sent to clients this year





Thank You!

"Ours is not the task of fixing the entire world all at once, but of stretching out to mend the part of the world that is within our reach. Any small, calm thing that one soul can do to help another soul, to assist some portion of this poor suffering world, will help immensely."

Clarissa Pinkola Estes