

**Dates survey was conducted**

Friday 7/20/12	Monday 7/23/12	Friday 7/27/12	Monday 7/30/12	Friday 8/3/12
80 (21%)	84 (22%)	43 (11%)	36 (9%)	26 (7%)

**Number of Surveys conducted per Family Resource Center (FRC)**

Lemon Grove	North Inland	South Region	El Cajon	North Central	North Coastal	North East	South East	Metro	Centre City
44 (12%)	41 (11%)	41 (11%)	40 (10%)	40 (10%)	40 (10%)	40 (10%)	40 (10%)	30 (8%)	25 (7%)

**Reason for visit**

Turning Verifs	Intake	Renewal	Case Inquiry	EBT/BIC Card	Apply for Benefits	Report Changes	Pick up Mail	Unknown	Orientation	Fingerprint
103 (27%)	79 (21%)	67 (18%)	44 (12%)	18 (5%)	10 (3%)	6 (2%)	5 (1%)	5 (1%)	2 (1%)	2 (1%)

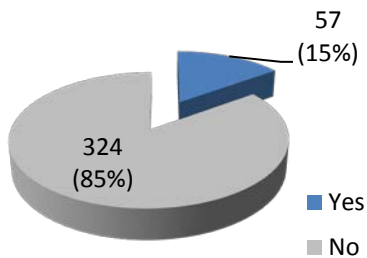
**Program(s)**

CalFresh	Medi-Cal	CW/CF/MC	CF/MC	General Relief	CalWORKs	LIHP	Pick up Mail	CW/CF	GR/CF
116 (30%)	99 (26%)	82 (22%)	41 (11%)	15 (4%)	11 (3%)	5 (1%)	5 (1%)	3 (1%)	3 (1%)

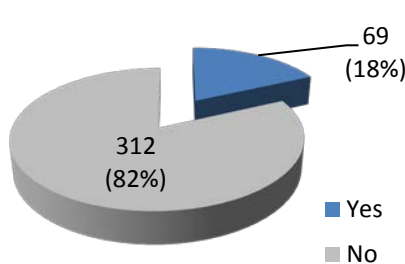
**How did you get here?**

Drove your vehicle	Someone brought you	Bus	Walked	Trolley	Bike
210 (55%)	62 (16%)	43 (11%)	36 (9%)	26 (7%)	4 (1%)

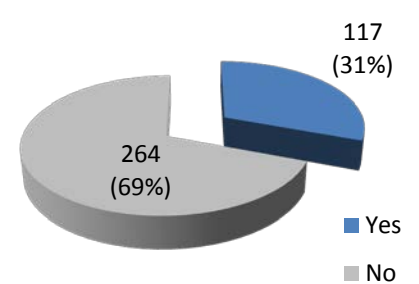
Did you or someone in your household have to take off work to here today?



Did you need to find childcare in order to come to the office today?



Did you previously contact ACCESS regarding the purpose of your visit today?

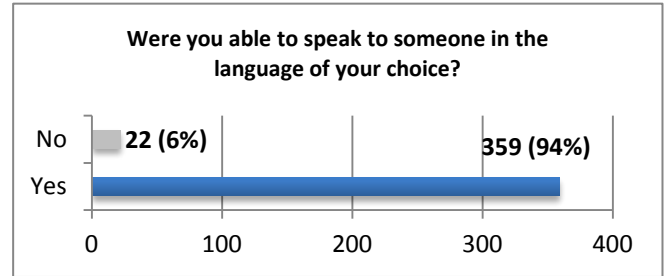
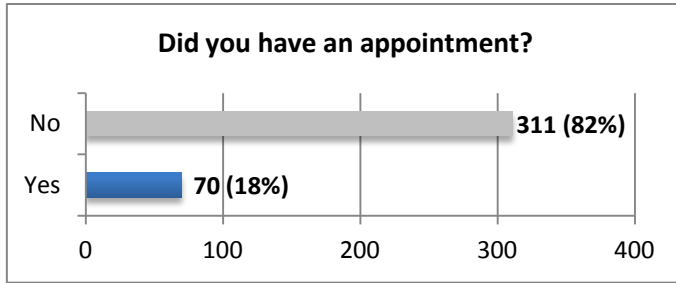


**How many times did you contact ACCESS prior to your visit today?**

1 time	2 times	3 times	4 times	5 times	More than 5 times
42 (36%)	19 (16%)	12 (10%)	8 (7%)	11 (9%)	25 (21%)

**How many times have you visited the FRC regarding the issue you came in for today?**

1 time	2 times	3 times	4 times	5 times	More than 5 times
197 (52%)	109 (29%)	50 (13%)	10 (3%)	5 (1%)	10 (3%)



**How long did you wait to see the ambassador/podium person?**

Less than 5 minutes	5 to 10 minutes	10 to 15 minutes	15 to 30 minutes	More than 30 minutes	N/A
221 (58%)	61 (16%)	17 (4%)	24 (6%)	20 (5%)	38 (10%)

**Other than the ambassador/podium person, how long did you wait to see someone?**

30 minutes or less	30 min to 1 hour	1 to 2 hours	2 to 3 hours	3 to 4 hours	4 to 5 hours
219 (57%)	68 (18%)	59 (15%)	23 (6%)	10 (3%)	2 (1%)

**What was the total time you spent in the office today?**

30 minutes or less	30 min to 1 hour	1 to 2 hours	2 to 3 hours	3 to 4 hours	4 to 5 hours
115 (30%)	116 (30%)	64 (17%)	40 (10%)	27 (7%)	19 (5%)

**In your opinion, what is a reasonable amount of time you expected to wait for the services provided to you today?**

30 minutes or less	30 min to 1 hour	1 to 2 hours	2 to 3 hours	3 to 4 hours	4 to 5 hours
147 (39%)	146 (38%)	58 (15%)	19 (5%)	7 (2%)	4 (1%)

**Overall the staff person(s) that assisted me today was/were courteous**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
203 (53%)	144 (38%)	20 (5%)	12 (3%)	2 (1%)	0 (0%)

**Overall the staff person(s) that assisted me today was/were knowledgeable and easy to understand**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
188 (49%)	152 (40%)	17 (4%)	20 (5%)	3 (1%)	1 (0%)

**The office environment was professional and welcoming**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
122 (32%)	179 (47%)	52 (14%)	17 (4%)	10 (3%)	1 (0%)

**Overall I am satisfied with my experience today**

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
145 (38%)	171 (45%)	30 (8%)	20 (5%)	15 (4%)	0 (0%)

**Did your visit today resolve your issue?**

Yes	No	Not told of outcome	Not sure
277 (73%)	58 (15%)	13 (3%)	33 (9%)