

Appendix B.4 Customer Satisfaction Input

Below is a summary of feedback received from NRCA's client satisfaction survey in fiscal year 2018-2019 compared to fiscal year 2019-2020. Paper copies of surveys are placed in every office, and staff are encouraged to ask clients to fill out the surveys immediately following service. NRCA's clients are generally satisfied with the assistance they receive. 94% of clients who responded to the survey in 2020 felt welcomed, and 97% felt they were helped in a timely manner. 88% of clients felt they were informed about NRCA or other community services.

