CROSS CENTER OF BENTON COUNTY 2010 CLIENT SURVEY RESULTS

This fall we had a Service Satisfaction Questionnaire for our clients, 87 were completed. Following is the questions and the results.

1. Do you feel you were treated respectfully by the staff/volunteers?
87 yes ___ No feelings either way ___ No

2. Do you feel that you get enough food? 74 Yes 11 Sometimes ___No

3. Do you feel, you have enough selection of food? 70 Yes ___No 16 Sometime

4. Is the service good? 84 Yes ___ No ___ Don't know

5. Is the clothing service important to you? 69 Yes 11 No 6 Don't know

6. What services have you received from CROSS Center? 87 Food 71 Clothing
29 School Supplies 34 Toys for children at Christmas 45 Christmas gifts other than toys.

7. Milk: Size? Gallon 66 Half gallon 14 TYPE: 2% 52 1% 13 Skim 4
Because of the way the milk size was laid out, it is not an accurate determination of preferred size carton. It was confusing if the mark was for the gallon or the half gallon.

8. Please share any comments with us about your visits with CROSS.

"I deeply appreciate all what you all do for me. Thank you. Keep up the good work. God will bless you."
"Thank You"
" I feel the staff at the CROSS Center has been very helpful for myself and my two girls in the past and now. Helping to get my girls school supplies and gifts at Christmas time for them. Thank You. :) M".
:The staff has always made me feel welcome" *"Thank You"*
"I have always enjoyed coming to CROSS, because of CROSS I have gotten a lot of stuff for my house, and for my children. Thank you CROSS."
"Thanks"
"The people are very pleasing and very very nice with the love of Jesus Christ in there Heart"
"Yes, You really give much more to my family" *"Thank you so much"*
"Meat" (would like more meat)
"Love the staff, love the service, GREAT Community Resource!!! Thanks for all the great help"
"They are very good and I appreciate them A LOT !! :) "
" Everything is great, I feel comfortable after coming here, God Bless. " R
"It is truly A BLESSING THANK YOU" *" I wish we could get more meat"*
"All good" *"Thanks for all your help – much appreciated."*
"I am very grateful to get the help and services they offer."
"We have really enjoyed the fresh veggies"
"Thankful for this place"
"Keep up the good work" *"Thank you, you people are a blessing." :)*
"Ive always been treated with respect. I think the women of CROSS Center are great"
"Its been very good all the time. Every one is so kind and under standing. Thank you for everything. God bless all of you"
People are friendly and helpful, and I thank them for everything." K