**2018 End of Year Consumer Experience Survey Results**

The survey is offered at every WNYIL location to every person who comes to an Agency for any reason, or is provided a service by a staff person who works for WNYIL.

Total Responses for January-December 2018: 2113

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **Yes** | | **No** | |
| **Please let us know if your business today has been:** | **#** | **%** | **#** | **%** |
| TIMELY: Did we respond to your needs in a reasonable amount of time? | 2095 | 99.3% | 14 | 0.7% |
| COURTEOUS: Was our interaction with you courteous and polite? | 2101 | 99.6% | 9 | 0.4% |
| WELCOMING: Did you find our offices to be a clean, inviting, and safe environment? | 1964 | 99.3% | 13 | 0.7% |
| ATTENTIVE: Did you find our staff attentive, alert and observant about your issues and concerns? | 2094 | 99.5% | 10 | 0.5% |
| HONEST: Was our staff always truthful while conducting business with you? | 2103 | 99.9% | 3 | 0.1% |
| OPEN: Was our staff accommodating with regard to your beliefs, ideas, goals, and perspectives? | 2089 | 99.6% | 8 | 0.4% |
| EMPOWERING: Were you the decision maker at all times? | 2084 | 99.3% | 14 | 0.7% |
| WILLINGNESS: Did our staff readily accept that you were in control of your goals and your chosen course of action? | 2091 | 99.7% | 6 | 0.3% |
| PRODUCTIVE: Did you find your time here enhanced your ability to be successful in the completion of your goals? | 2085 | 99.7% | 7 | 0.3% |
| FRIENDLY: Did you find our staff to be kind and pleasant to work with? | 2075 | 99.6% | 9 | 0.4% |

Comments:

* Nelson- he is wonderful!
* Betzi was excellent, she worked on expediting the process and answered all of my questions. She is an angel !!
* Heather was outstanding.
* Nelson came to the house to help with the Medicaid application. I was never in your office but he (and Betsy on the phone) were very pleasant and professional to work with. I was pleasantly surprised at the promptness of his visit also
* excellent interactions!
* Extremely Nice!
* David is exceptional to work with!!
* Very much pleasant!
* Came to mothers home. Nelson couldn't have been more pleasant!
* So helpful, knowledgeable, and delightful to work with! Heather is a true asset to your organization!
* Friendly :)
* Nelson Nagbe helped make the Medicaid Application process very simple & pleasant. He was a joy to work with.
* Very impressed wit how friendly and professional Mr. Nagbe was.
* Spoke with Debra on 5/8/2018 Not Debra fault that she did not feel empowered.
* Joanna has great smile and personality!!! It's so calming
* Very Sweet lady.
* She is already the best and most helpful person I have gone to for assistance since diagnosed.
* Truly Awesome!!!
* She is God sent!!! She deserves a raise!!!
* Willingness - Not at all time.
* She is a Blessing from GOD! Debra gave me so much hope for the first time in my life! Nothing shy of amazing & helpful. Thank you so much!!!
* Empowering - Not all the time
* Awesome Worker!
* She is awesome!
* Debra was so helpful
* Johanna has positive energy
* Betzi is awesome! She did a great job on the phone!
* Joana muchas gracias por tu ayuda! Eres la mejor!!! (Johanna, thank you so much for your help! You are the best!!!)
* Joe was absolutely attentive :-) Very open, And very friendly.
* Please bring back coffee and supplies for Job club and reception. :(
* Start at 1:30 promptly and ended at 3:30. You failed at that. (CDPAS Orientation)
* Dori is awesome!
* Attentive - Not all the time

**Please Note:** Some answers were left blank which will be reflected in the percentages identified and there was no data collected for Community Engagement or NY Connects (NYSOFA) departments/programs, however, all other WNYIL department/program information is listed below.