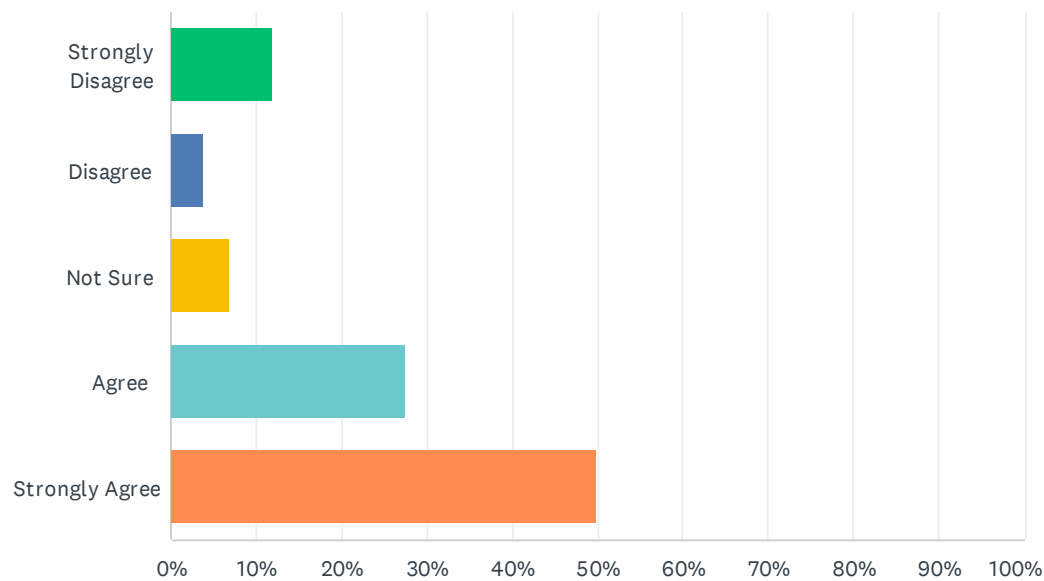


Q1 The program and my participation in it has been fully explained to me.

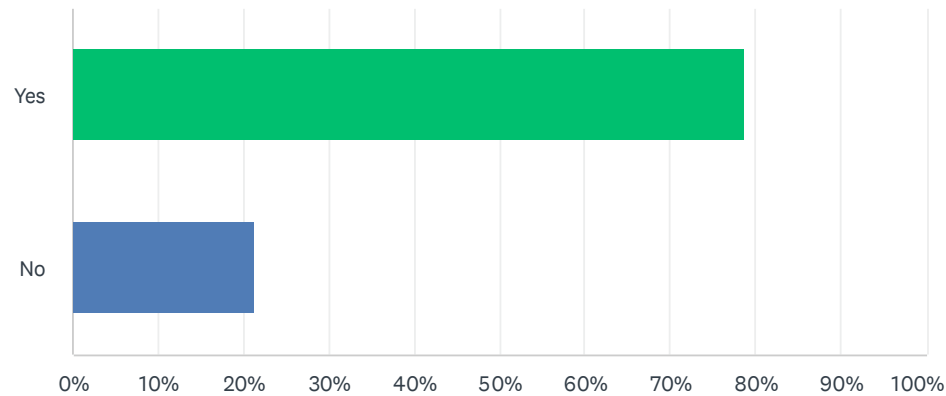
Answered: 236 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly Disagree	11.86%	28
Disagree	3.81%	9
Not Sure	6.78%	16
Agree	27.54%	65
Strongly Agree	50.00%	118
TOTAL		236

Q2 Would you like to answer three additional questions on this topic?

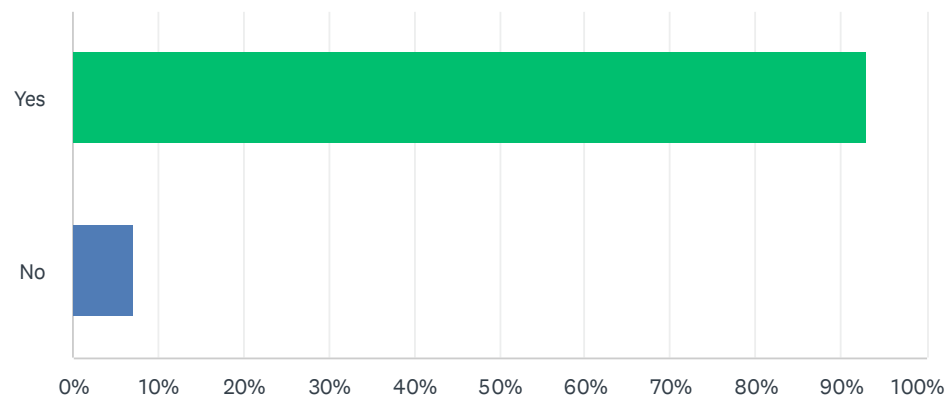
Answered: 201 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	78.61%	158
No	21.39%	43
TOTAL		201

Q3 I knew what services I needed before I applied for assistance.

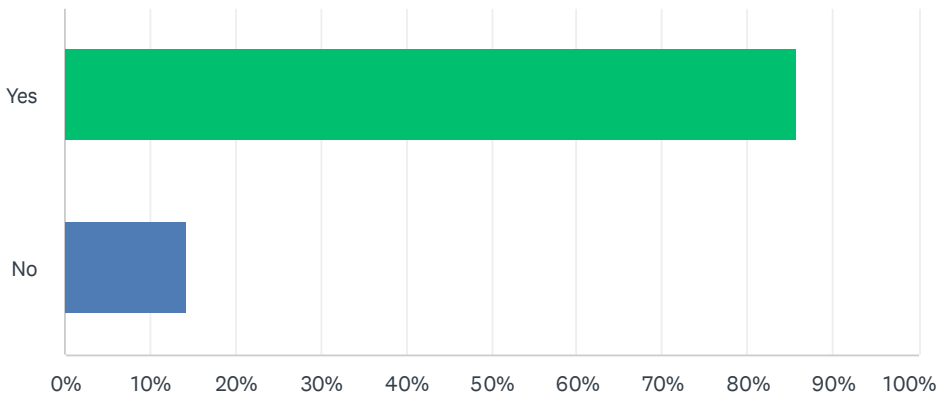
Answered: 185 Skipped: 52



ANSWER CHOICES		RESPONSES	
Yes		92.97%	172
No		7.03%	13
TOTAL			185

Q4 My Case Manager was very good at explaining the programs to me.

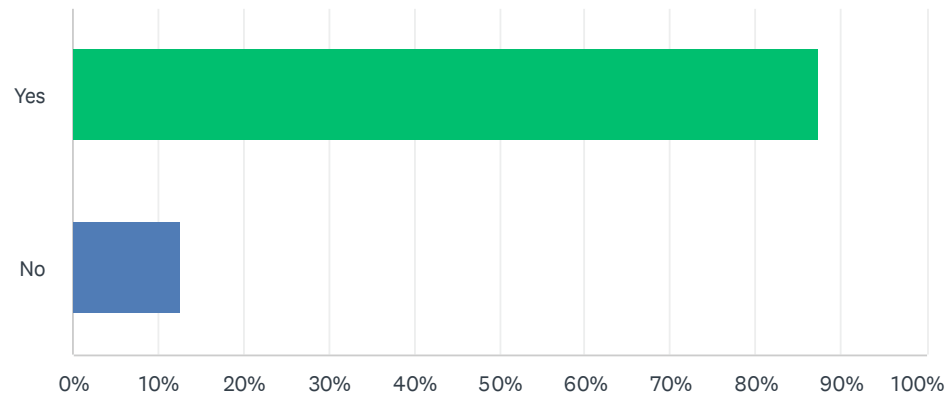
Answered: 182 Skipped: 55



ANSWER CHOICES	RESPONSES	
Yes	85.71%	156
No	14.29%	26
TOTAL		182

Q5 I know what is expected of me with regard to this program.

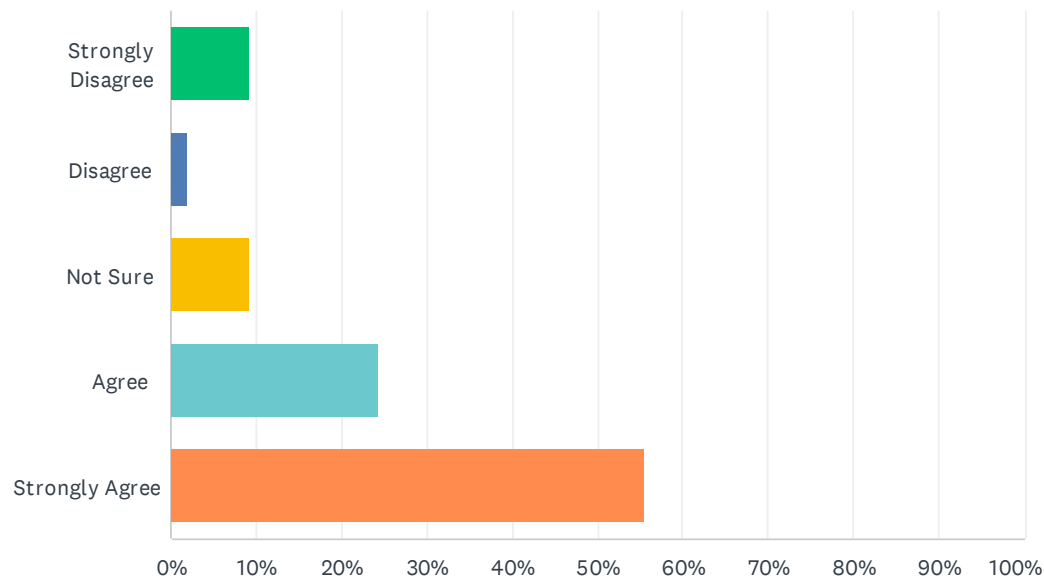
Answered: 184 Skipped: 53



ANSWER CHOICES	RESPONSES	
Yes	87.50%	161
No	12.50%	23
TOTAL		184

Q6 Because of the program, I am better able to provide for myself and my household.

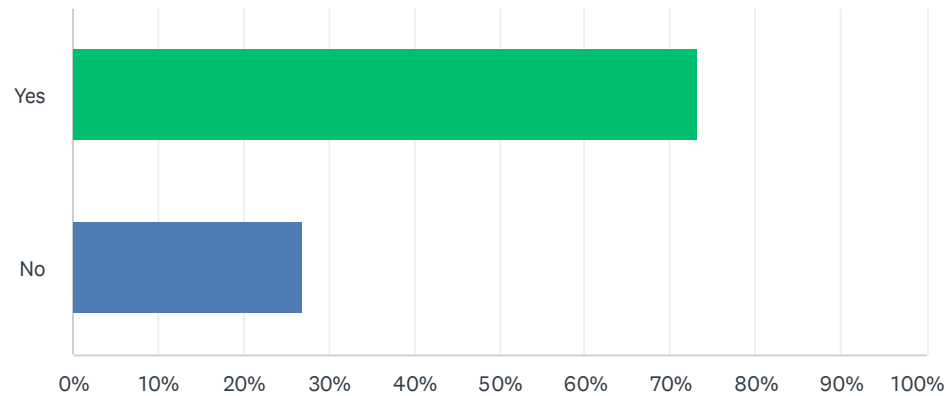
Answered: 209 Skipped: 28



ANSWER CHOICES	RESPONSES	
Strongly Disagree	9.09%	19
Disagree	1.91%	4
Not Sure	9.09%	19
Agree	24.40%	51
Strongly Agree	55.50%	116
TOTAL		209

Q7 Would you like to answer three additional questions on this topic?

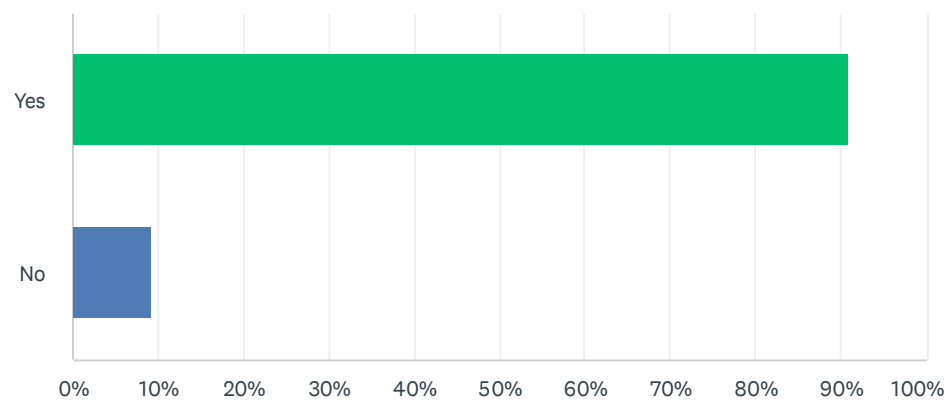
Answered: 178 Skipped: 59



ANSWER CHOICES		RESPONSES	
Yes		73.03%	130
No		26.97%	48
TOTAL			178

Q8 Getting help makes me think about making better decisions.

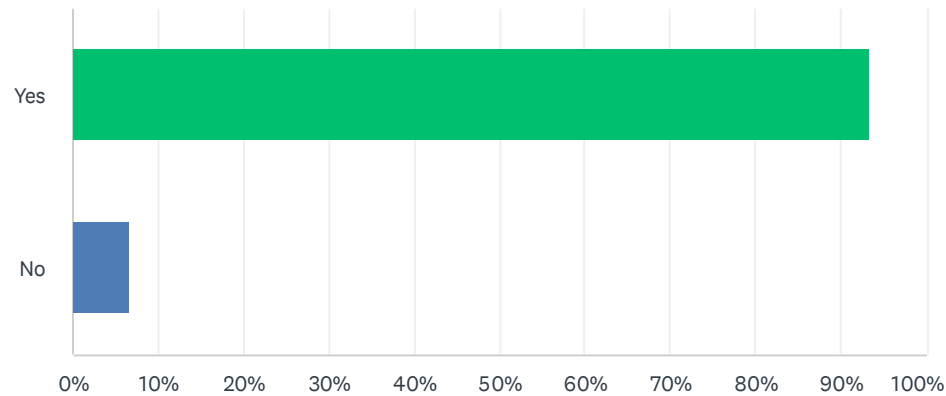
Answered: 163 Skipped: 74



ANSWER CHOICES		RESPONSES	
Yes		90.80%	148
No		9.20%	15
TOTAL			163

Q9 I experience less fear knowing there is help available.

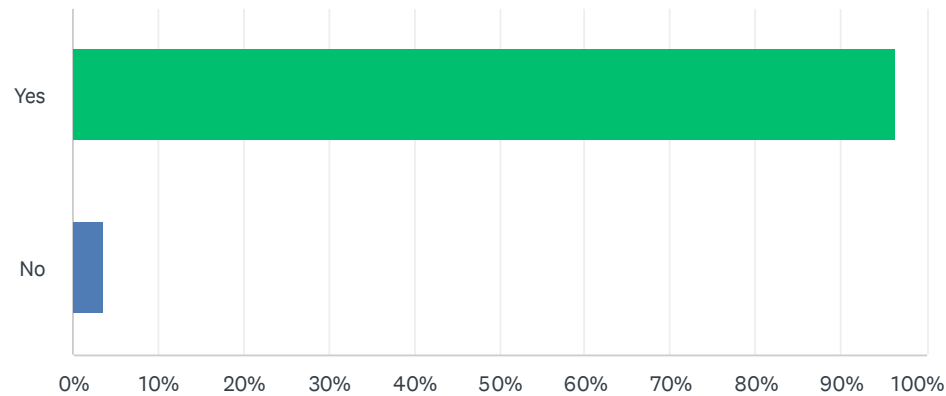
Answered: 164 Skipped: 73



ANSWER CHOICES		RESPONSES	
Yes		93.29%	153
No		6.71%	11
TOTAL			164

Q10 I am better at knowing what my family needs.

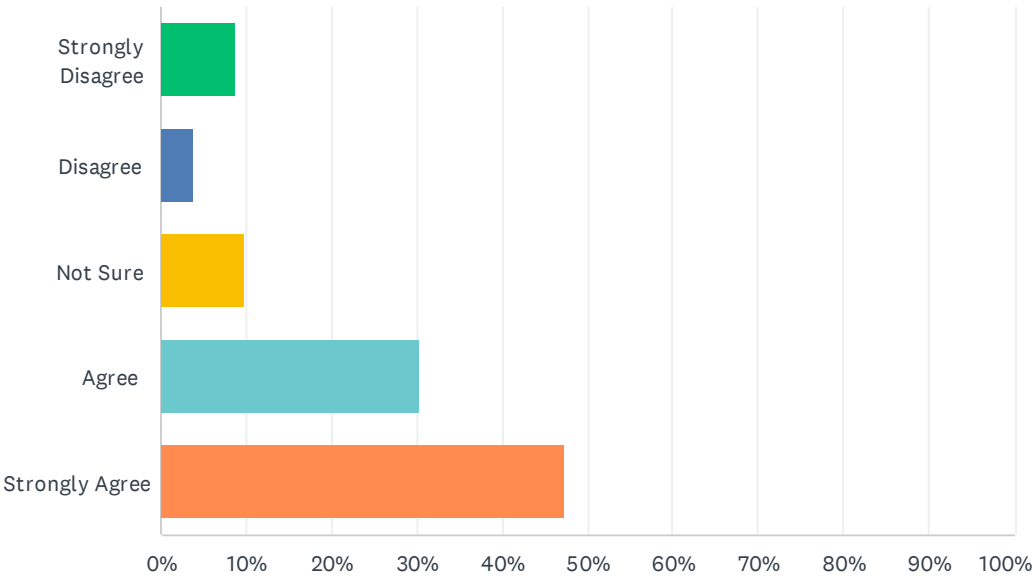
Answered: 163 Skipped: 74



ANSWER CHOICES		RESPONSES	
Yes		96.32%	157
No		3.68%	6
TOTAL			163

Q11 This program has taught me to find services I need.

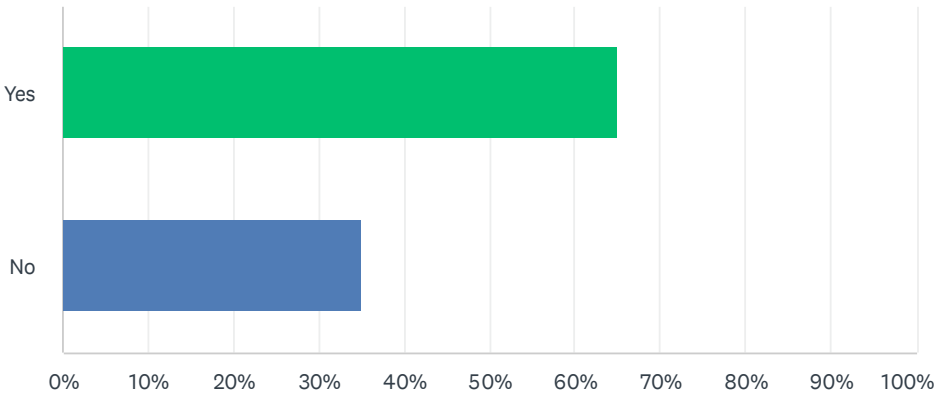
Answered: 205 Skipped: 32



ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.78%	18
Disagree	3.90%	8
Not Sure	9.76%	20
Agree	30.24%	62
Strongly Agree	47.32%	97
TOTAL		205

Q12 Would you like to answer three additional questions on this topic?

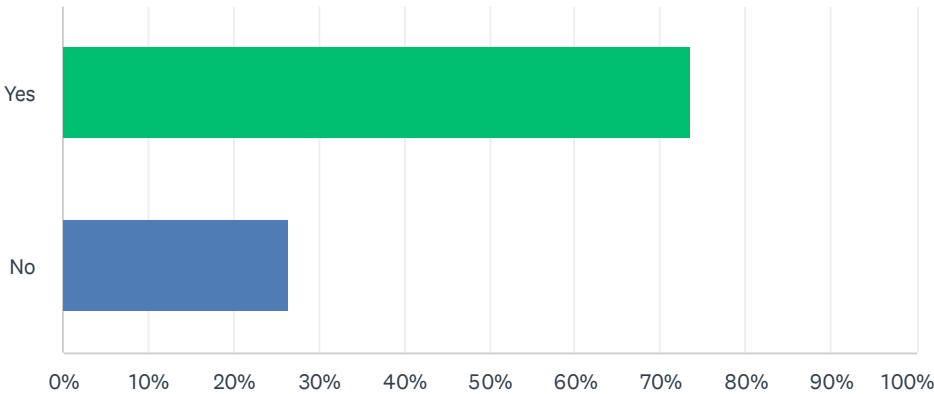
Answered: 177 Skipped: 60



ANSWER CHOICES	RESPONSES	
Yes	64.97%	115
No	35.03%	62
TOTAL		177

Q13 I have learned about new services available to me.

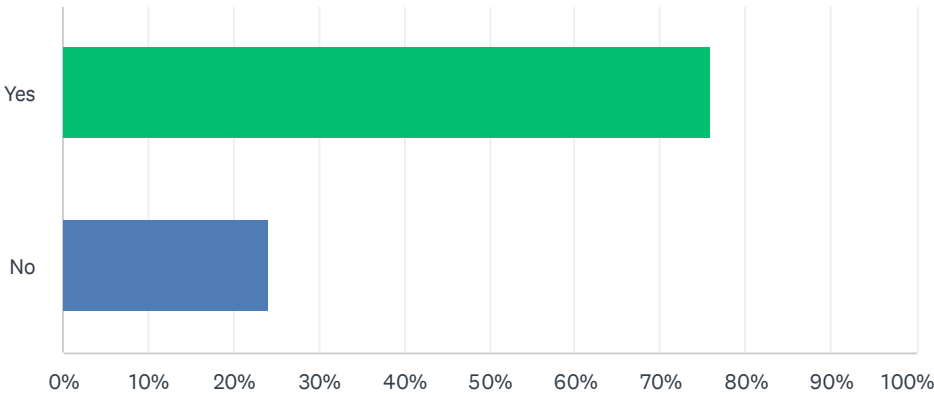
Answered: 148 Skipped: 89



ANSWER CHOICES		RESPONSES	
Yes		73.65%	109
No		26.35%	39
TOTAL			148

Q14 I have learned about new organizations that help people.

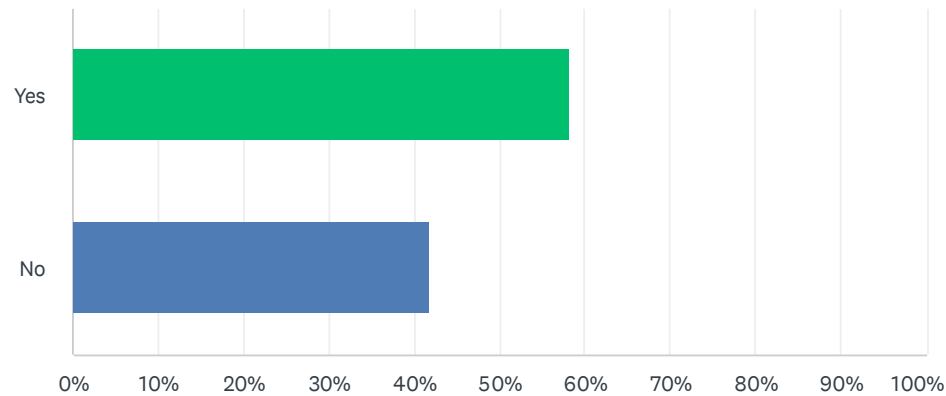
Answered: 150 Skipped: 87



ANSWER CHOICES	RESPONSES	
Yes	76.00%	114
No	24.00%	36
TOTAL		150

Q15 Sometimes I search online and find help that I need.

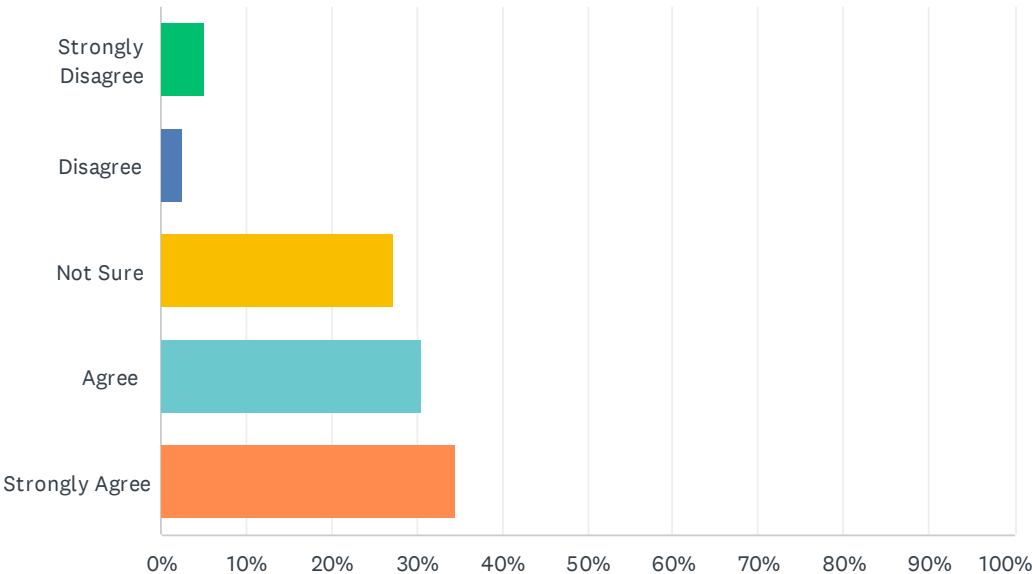
Answered: 151 Skipped: 86



ANSWER CHOICES	RESPONSES	
Yes	58.28%	88
No	41.72%	63
TOTAL		151

Q16 Because of the program, I am better at problem solving.

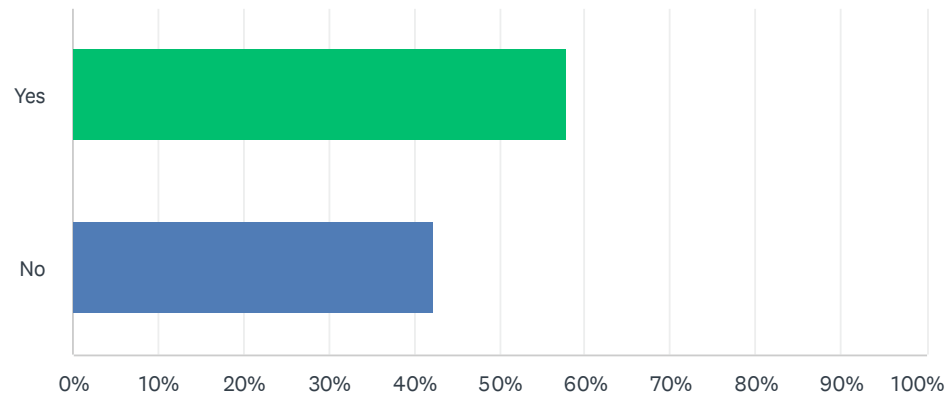
Answered: 194 Skipped: 43



ANSWER CHOICES	RESPONSES	
Strongly Disagree	5.15%	10
Disagree	2.58%	5
Not Sure	27.32%	53
Agree	30.41%	59
Strongly Agree	34.54%	67
TOTAL		194

Q17 Would you like to answer three additional questions on this topic?

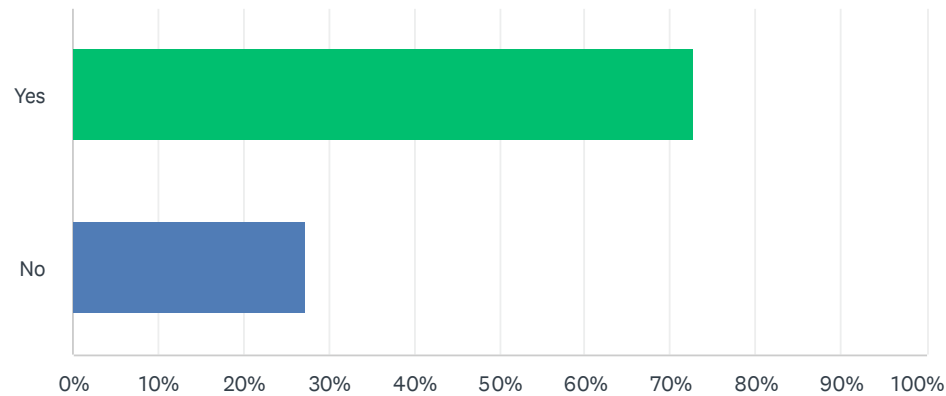
Answered: 161 Skipped: 76



ANSWER CHOICES	RESPONSES	
Yes	57.76%	93
No	42.24%	68
TOTAL		161

Q18 I see my household in a different way now.

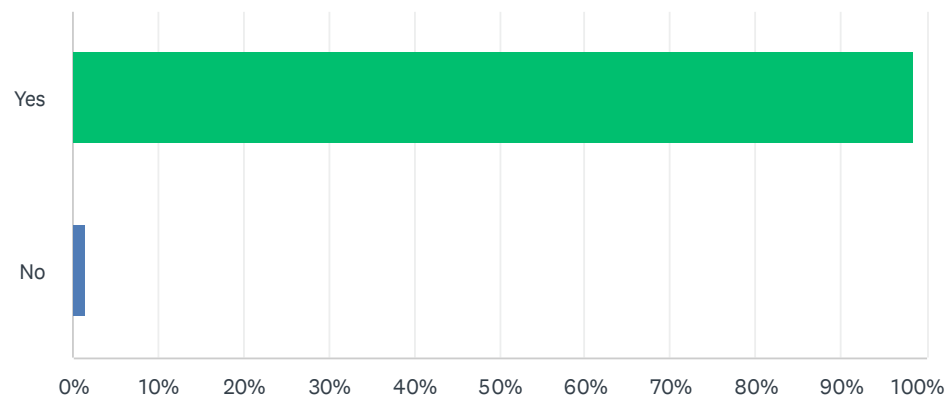
Answered: 128 Skipped: 109



ANSWER CHOICES	RESPONSES	
Yes	72.66%	93
No	27.34%	35
TOTAL		128

Q19 I consider my options before making decisions.

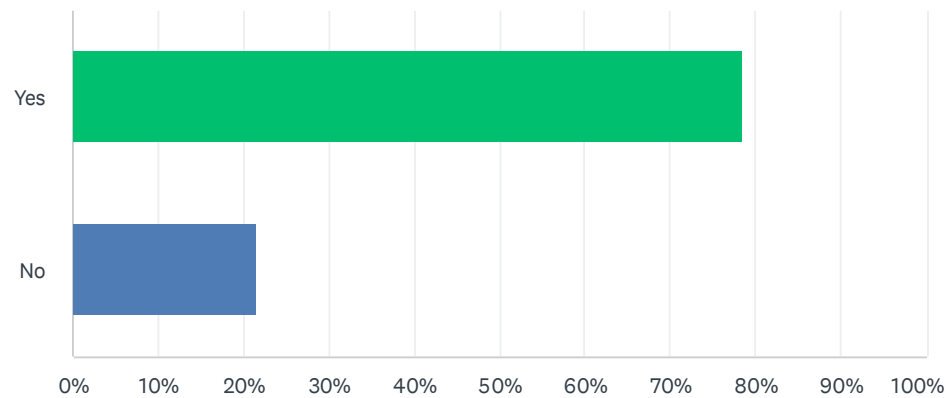
Answered: 131 Skipped: 106



ANSWER CHOICES	RESPONSES	
Yes	98.47%	129
No	1.53%	2
TOTAL		131

Q20 Sometimes I ask advice from someone I trust before I make a decision.

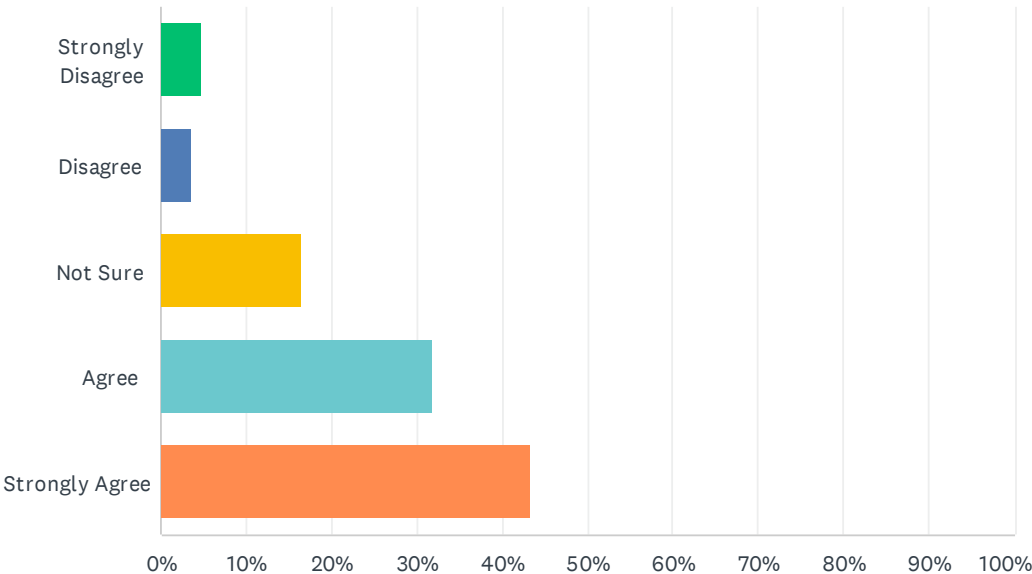
Answered: 130 Skipped: 107



ANSWER CHOICES	RESPONSES	
Yes	78.46%	102
No	21.54%	28
TOTAL		130

Q21 Because of the program, I am better at keeping a budget.

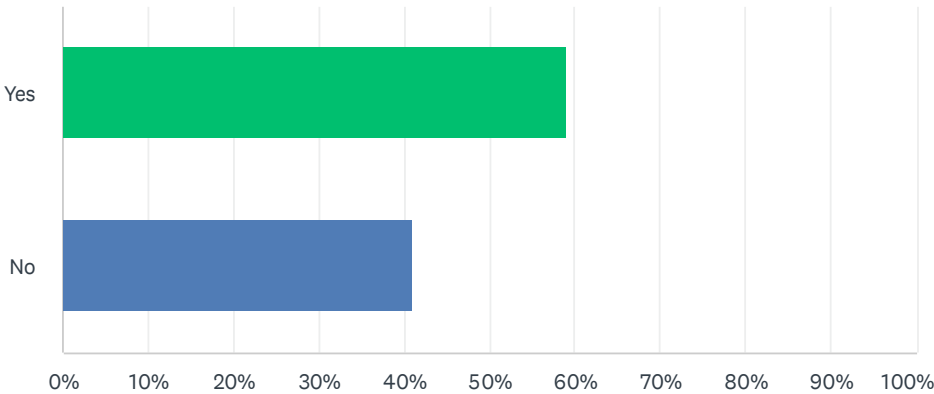
Answered: 189 Skipped: 48



ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.76%	9
Disagree	3.70%	7
Not Sure	16.40%	31
Agree	31.75%	60
Strongly Agree	43.39%	82
TOTAL		189

Q22 Would you like to answer three additional questions on this topic?

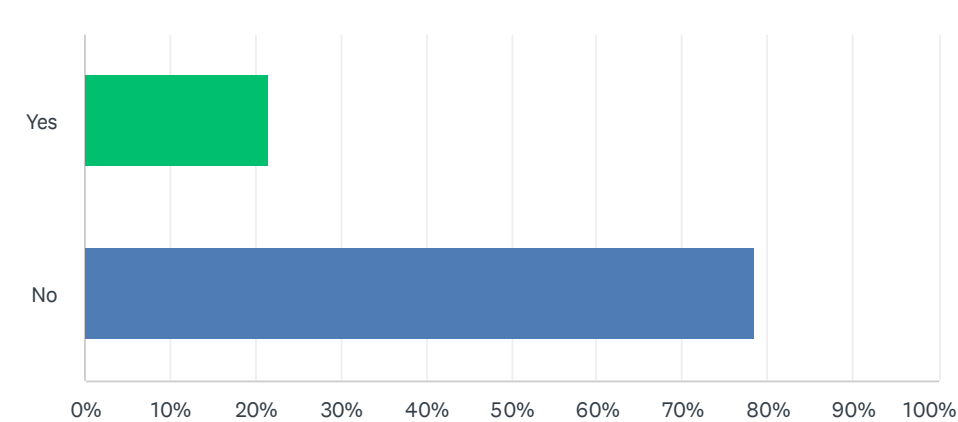
Answered: 164 Skipped: 73



ANSWER CHOICES	RESPONSES	
Yes	59.15%	97
No	40.85%	67
TOTAL		164

Q23 I have been able to add to my savings.

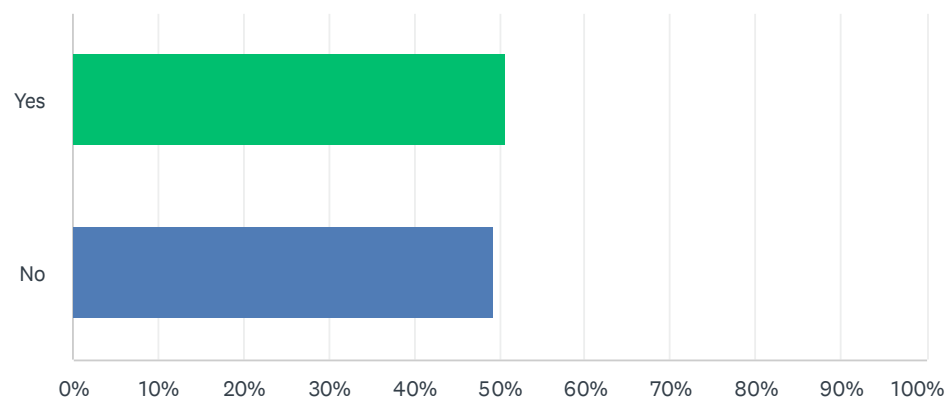
Answered: 125 Skipped: 112



ANSWER CHOICES	RESPONSES	
Yes	21.60%	27
No	78.40%	98
TOTAL		125

Q24 Sometimes I have a little money left at the end of the month.

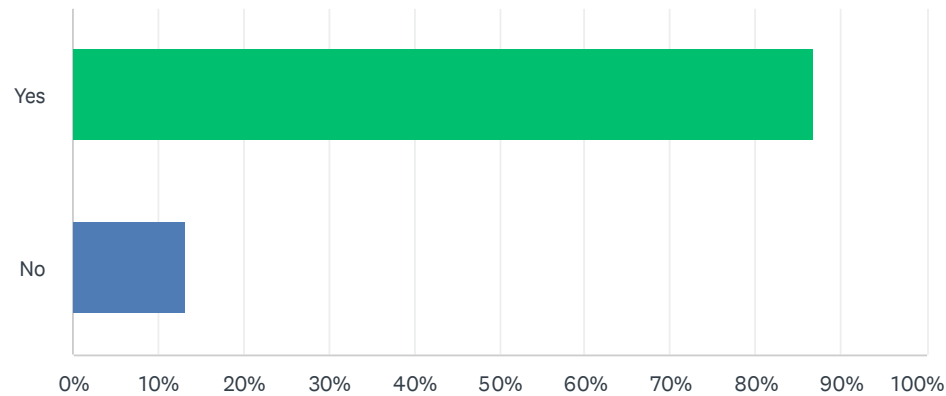
Answered: 130 Skipped: 107



ANSWER CHOICES	RESPONSES	
Yes	50.77%	66
No	49.23%	64
TOTAL		130

Q25 It's still tough, but I'm staying within my budget.

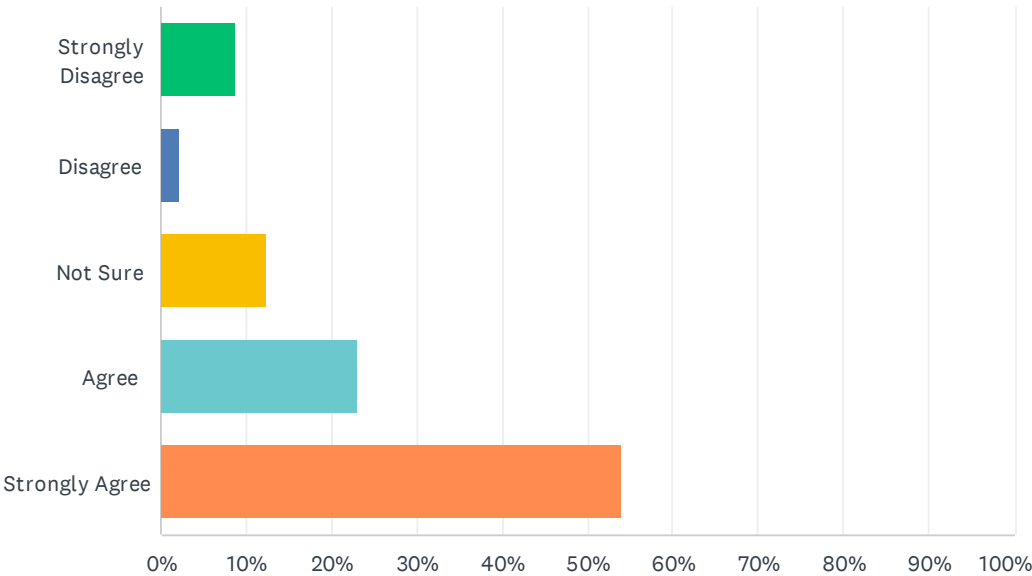
Answered: 128 Skipped: 109



ANSWER CHOICES	RESPONSES	
Yes	86.72%	111
No	13.28%	17
TOTAL		128

Q26 I can speak openly and honestly with my Case Manager.

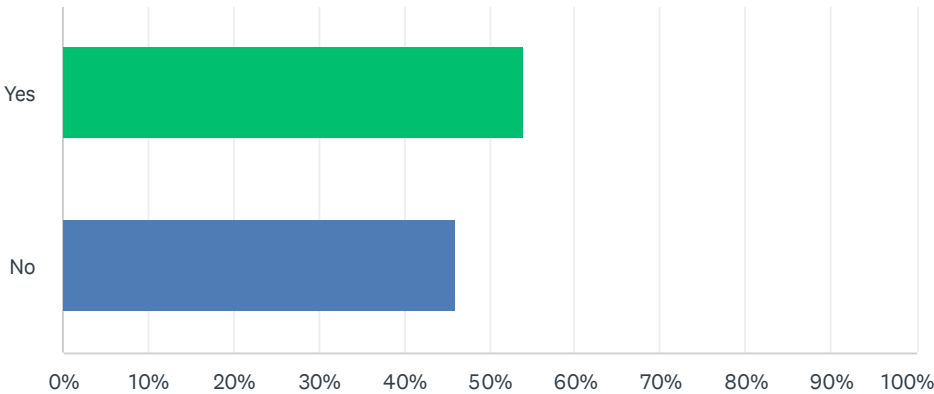
Answered: 195 Skipped: 42



ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.72%	17
Disagree	2.05%	4
Not Sure	12.31%	24
Agree	23.08%	45
Strongly Agree	53.85%	105
TOTAL		195

Q27 Would you like to answer three additional questions on this topic?

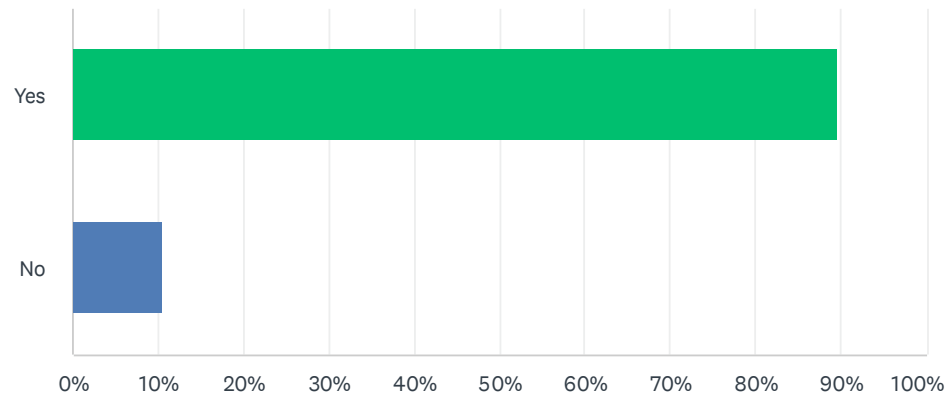
Answered: 154 Skipped: 83



ANSWER CHOICES		RESPONSES	
Yes		53.90%	83
No		46.10%	71
TOTAL			154

Q28 My case manager seems to understand my issues.

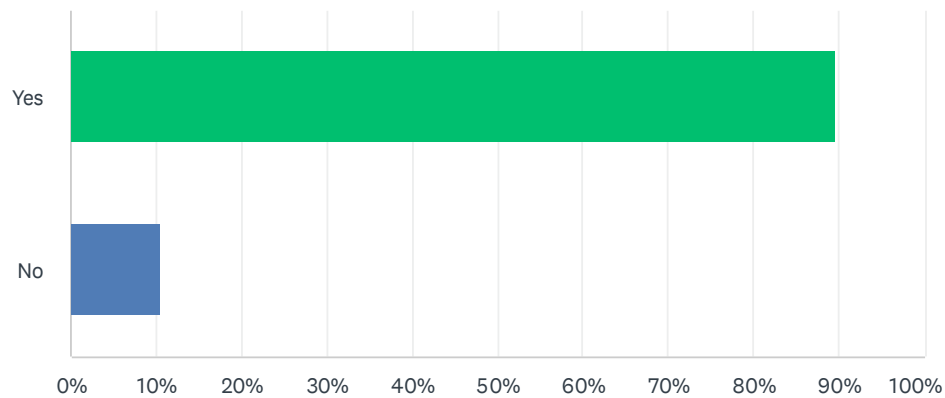
Answered: 115 Skipped: 122



ANSWER CHOICES		RESPONSES	
Yes		89.57%	103
No		10.43%	12
TOTAL			115

Q29 I am confident that my case manager doesn't discuss my issues with others.

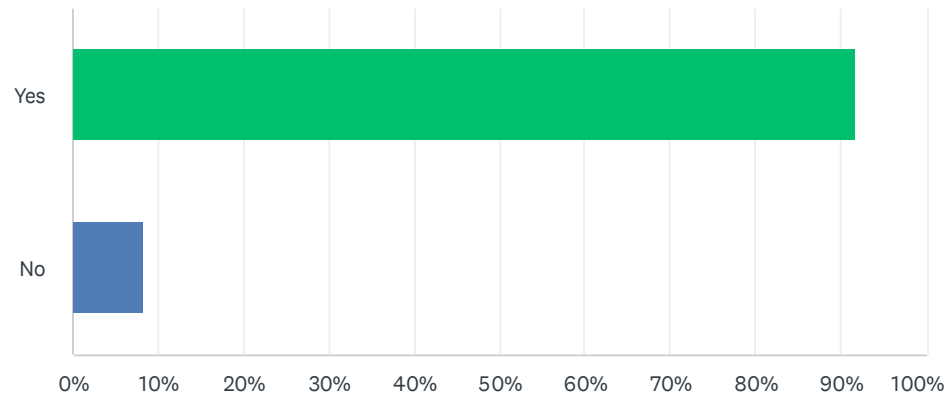
Answered: 116 Skipped: 121



ANSWER CHOICES	RESPONSES	
Yes	89.66%	104
No	10.34%	12
TOTAL		116

Q30 Being open and honest with my case manager has helped my situation.

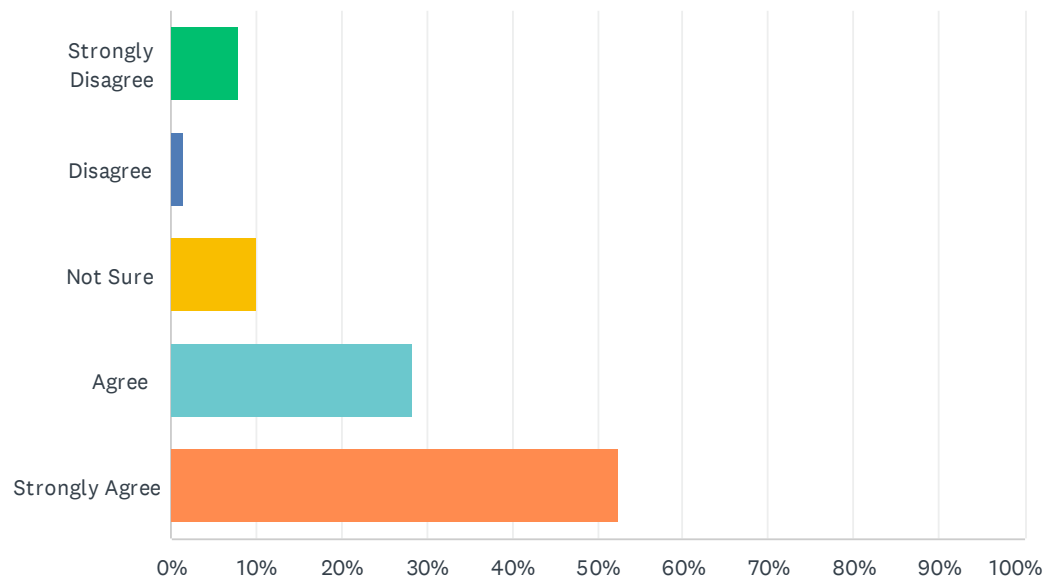
Answered: 120 Skipped: 117



ANSWER CHOICES	RESPONSES	
Yes	91.67%	110
No	8.33%	10
TOTAL		120

Q31 My Case Manager listens to me and is genuinely interested in helping me.

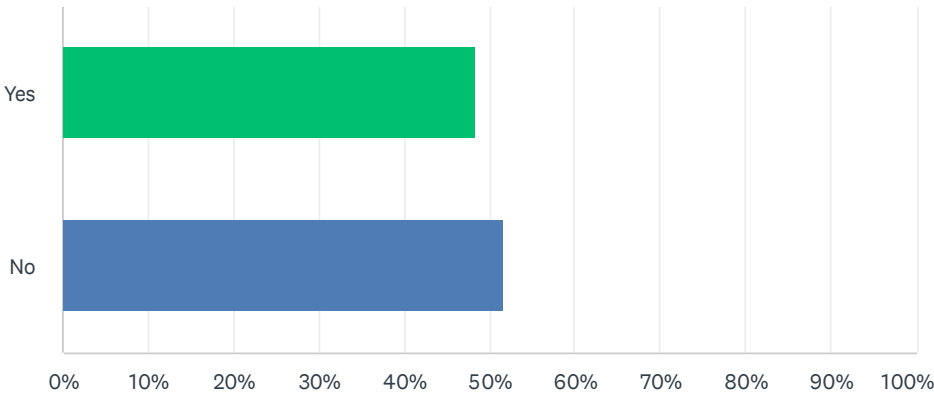
Answered: 191 Skipped: 46



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.85%	15
Disagree	1.57%	3
Not Sure	9.95%	19
Agree	28.27%	54
Strongly Agree	52.36%	100
TOTAL		191

Q32 Would you like to answer three additional questions on this topic?

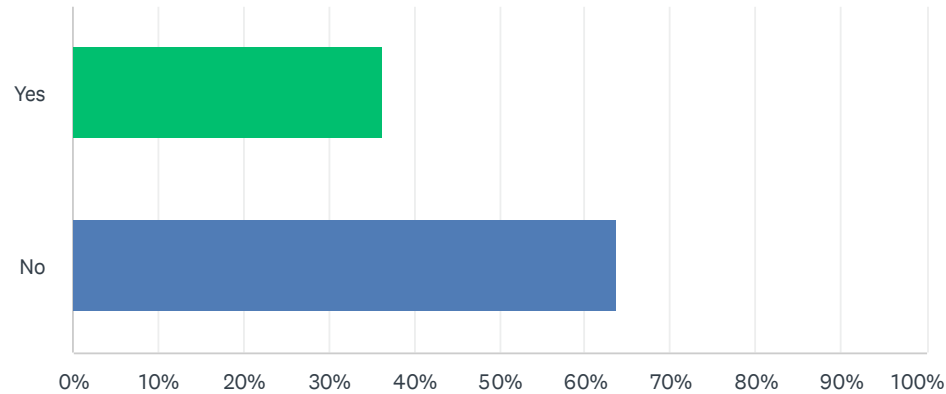
Answered: 161 Skipped: 76



ANSWER CHOICES	RESPONSES	
Yes	48.45%	78
No	51.55%	83
TOTAL		161

Q33 Sometimes I feel like I'm the only family my case manager works with.

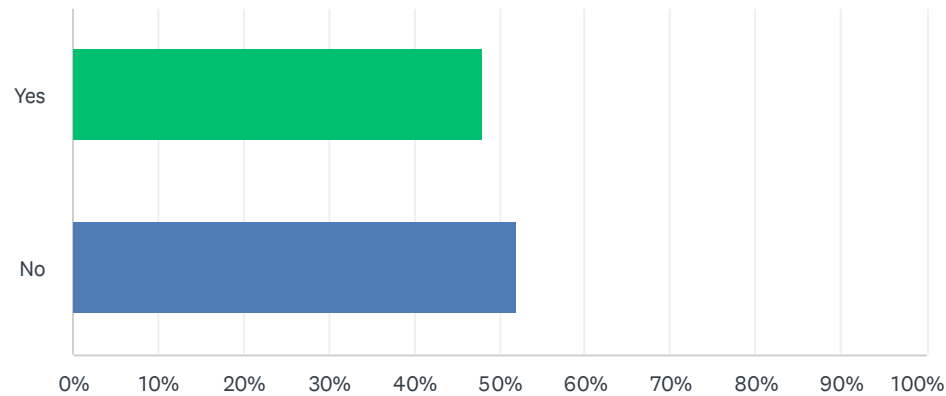
Answered: 105 Skipped: 132



ANSWER CHOICES	RESPONSES	
Yes	36.19%	38
No	63.81%	67
TOTAL		105

Q34 My case manager doesn't rush me out of their office.

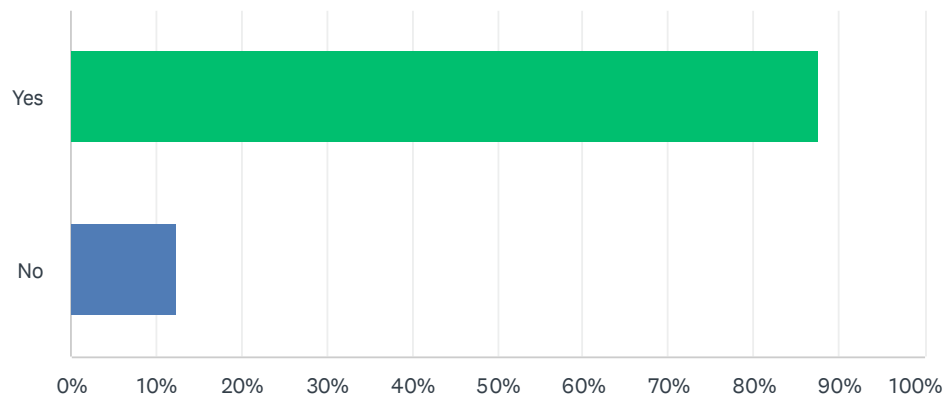
Answered: 100 Skipped: 137



ANSWER CHOICES	RESPONSES	
Yes	48.00%	48
No	52.00%	52
TOTAL		100

Q35 My case manager knows my household issues and really cares about them.

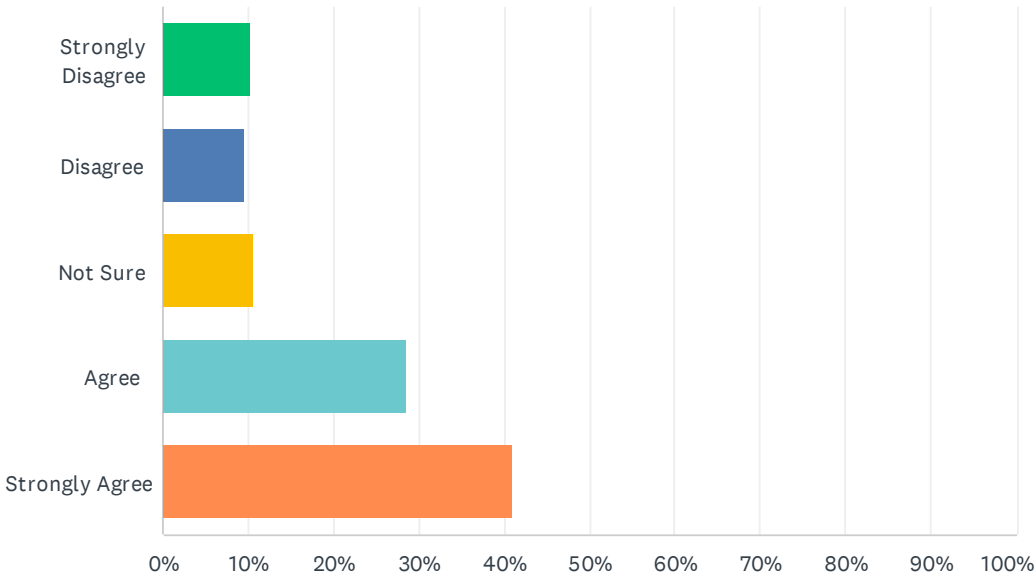
Answered: 106 Skipped: 131



ANSWER CHOICES	RESPONSES	
Yes	87.74%	93
No	12.26%	13
TOTAL		106

Q36 My Case Manager was reasonably accessible when I tried to contact them.

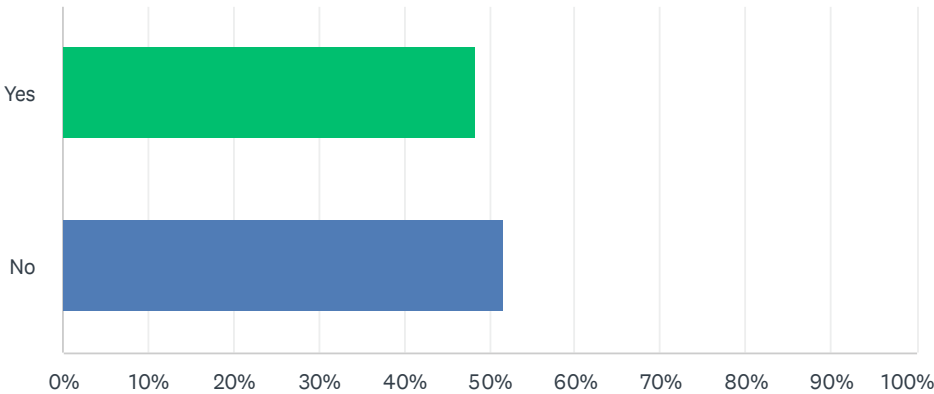
Answered: 186 Skipped: 51



ANSWER CHOICES	RESPONSES	
Strongly Disagree	10.22%	19
Disagree	9.68%	18
Not Sure	10.75%	20
Agree	28.49%	53
Strongly Agree	40.86%	76
TOTAL		186

Q37 Would you like to answer three additional questions on this topic?

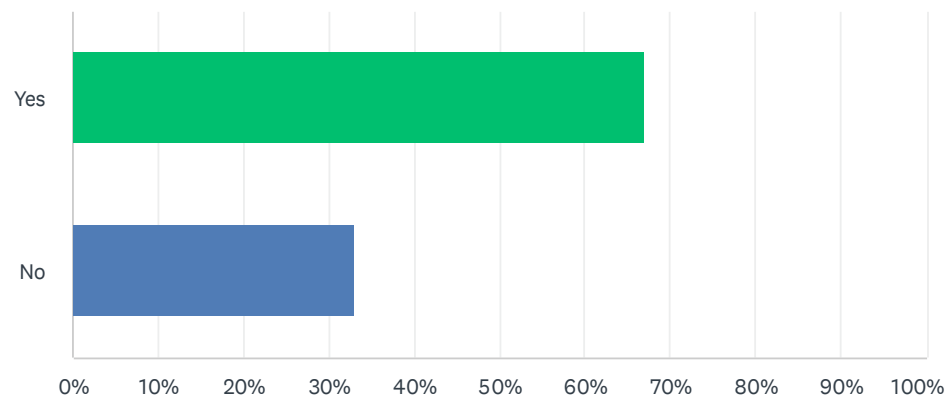
Answered: 151 Skipped: 86



ANSWER CHOICES	RESPONSES	
Yes	48.34%	73
No	51.66%	78
TOTAL		151

Q38 I can get through when I call.

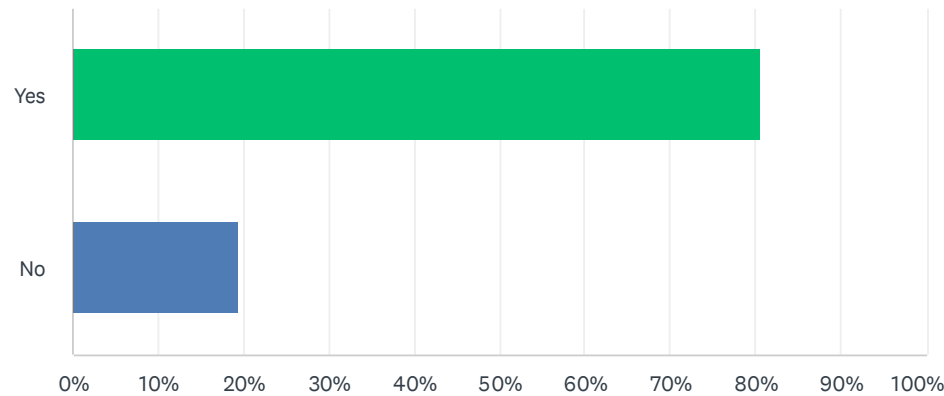
Answered: 115 Skipped: 122



ANSWER CHOICES		RESPONSES	
Yes		66.96%	77
No		33.04%	38
TOTAL			115

Q39 My case manager is really good at calling me back.

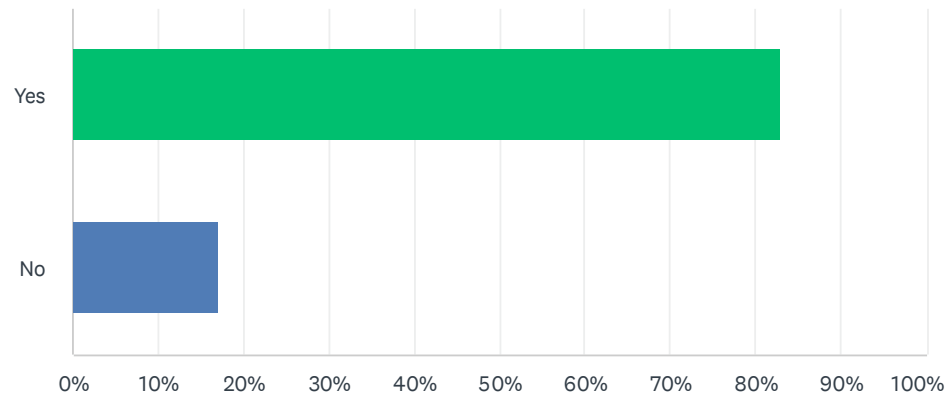
Answered: 113 Skipped: 124



ANSWER CHOICES	RESPONSES	
Yes	80.53%	91
No	19.47%	22
TOTAL		113

Q40 My case manager takes their time with me, even on the phone.

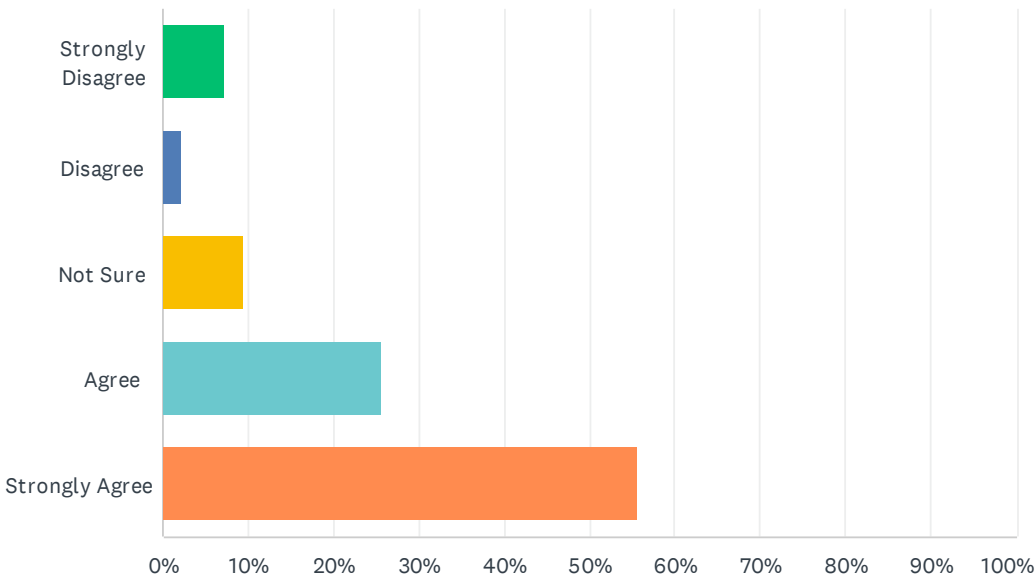
Answered: 111 Skipped: 126



ANSWER CHOICES	RESPONSES	
Yes	82.88%	92
No	17.12%	19
TOTAL		111

Q41 My Case Manager was able to help me find the services I needed.

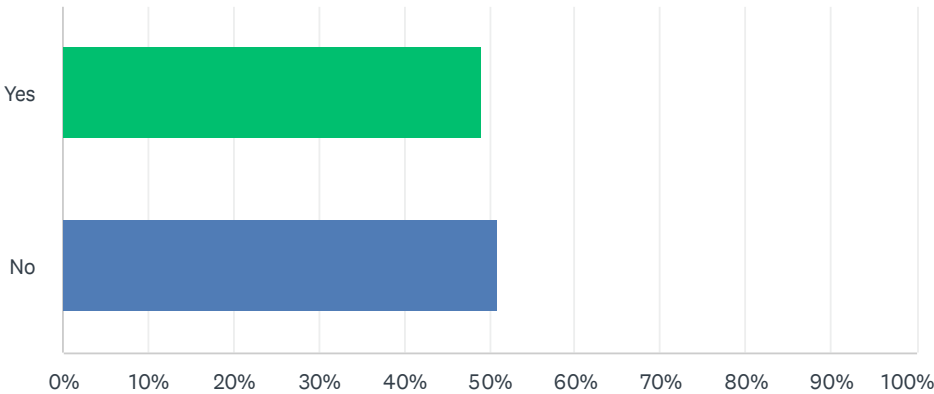
Answered: 180 Skipped: 57



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.22%	13
Disagree	2.22%	4
Not Sure	9.44%	17
Agree	25.56%	46
Strongly Agree	55.56%	100
TOTAL		180

Q42 Would you like to answer three additional questions on this topic?

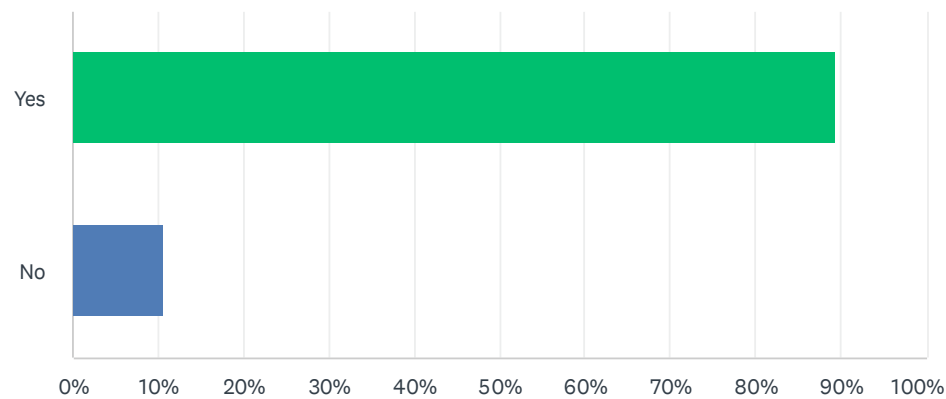
Answered: 149 Skipped: 88



ANSWER CHOICES	RESPONSES	
Yes	48.99%	73
No	51.01%	76
TOTAL		149

Q43 My case manager knew what I needed and helped me get it.

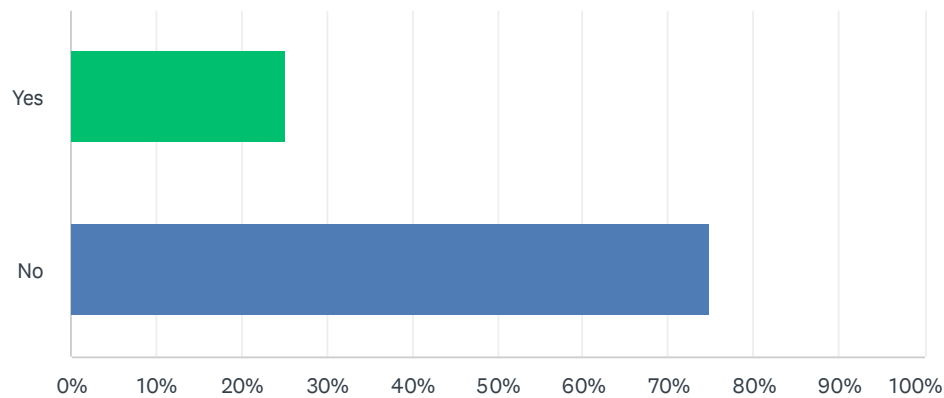
Answered: 113 Skipped: 124



ANSWER CHOICES		RESPONSES	
Yes		89.38%	101
No		10.62%	12
TOTAL			113

Q44 I had to go somewhere else for help, but my case manager knew right where to send me.

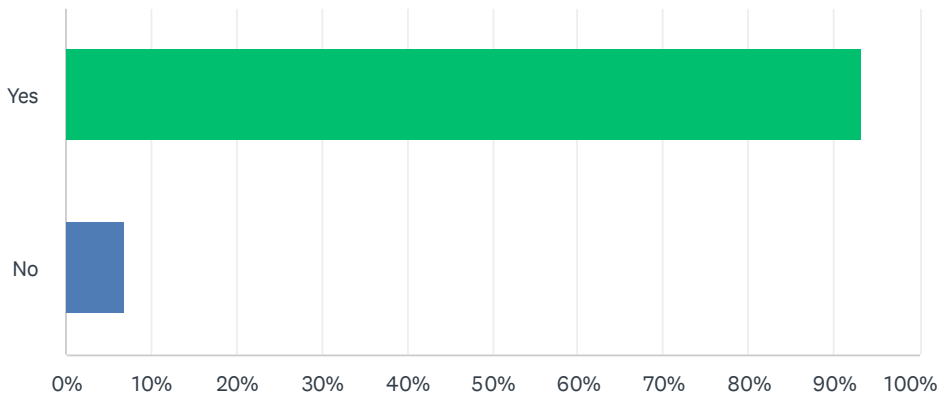
Answered: 111 Skipped: 126



ANSWER CHOICES	RESPONSES	
Yes	25.23%	28
No	74.77%	83
TOTAL		111

Q45 I actually received the help I needed.

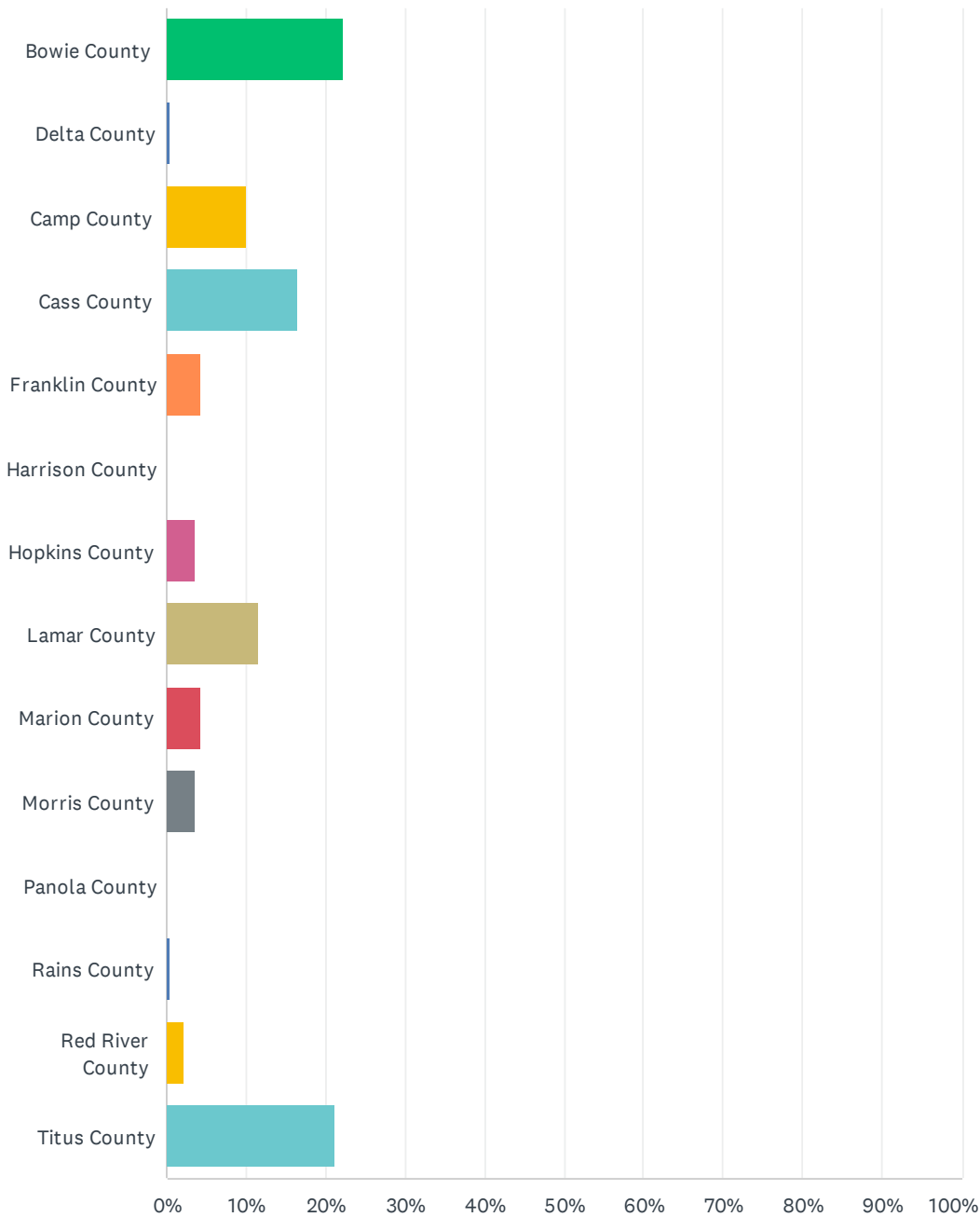
Answered: 117 Skipped: 120



ANSWER CHOICES	RESPONSES	
Yes	93.16%	109
No	6.84%	8
TOTAL		117

Q46 In which county did you receive services?

Answered: 190 Skipped: 47



Customer Experience Survey

ANSWER CHOICES	RESPONSES	
Bowie County	22.11%	42
Delta County	0.53%	1
Camp County	10.00%	19
Cass County	16.32%	31
Franklin County	4.21%	8
Harrison County	0.00%	0
Hopkins County	3.68%	7
Lamar County	11.58%	22
Marion County	4.21%	8
Morris County	3.68%	7
Panola County	0.00%	0
Rains County	0.53%	1
Red River County	2.11%	4
Titus County	21.05%	40
TOTAL		190

Q47 Please enter any additional comments you may have.

Answered: 77 Skipped: 160