



WACOSA Crew or Direct Hire Customer Survey Results 2018

Summary

We received back 9% of all customer satisfaction surveys sent out. This is a 6% decrease from 2017. We sent a total of 55 surveys and five people responded.

Customers were asked to rate us on:

- How long have you been working with WACOSA?:
 - 0% less than one year.
 - 2017 = 0 2016 = 0 2015 = 11.1% 2014 = 0%
 - 0% 1-2 years.
 - 2017 = 14.2% 2016 = 12.5% 2015 = 0% 2014 = 10%
 - 20% 2-5 years.
 - 2017 = 14.2% 2016 = 25% 2015 = 22% 2014 = 20%
 - 80% over 5 years.
 - 2017 = 71.4% 2016 = 62.5% 2015 = 66.6% 2014 = 71%

- When asked about hiring a crew or employee from WACOSA:
 - 80% felt the process was explained thoroughly and the hiring process went smoothly.
 - 2017 = 85.7% 2016 = 62.5% 2015 = 66.6% 2014 = 50%
 - 20% had a few questions but did get answered once employee/crew was hired.
 - 2017 = 14.2% 2016 = 27.8% 2015 = 27.8% 2014 = 50%
 - We received no responses stating that it was confusing or that they could have used additional information.
 - 2017 = 0 2016 = 0% 2015 = 0% 2014 = 0%

- Customer Service:
 - 100% Satisfied or very satisfied
 - 2017 = 100% 2016 = 87.5% 2015 = 88.8% 2014 = 90%
 - Decrease of about 37.8%
 - 0% Neutral.
 - 2017 = 0% 2016 = 12.5% 2015 = 11.1% 2014 = 10%
 - No one responded that they were dissatisfied or very dissatisfied.
 - 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

- On Site Supervisor (when applicable):
 - 100% Satisfied or very satisfied
 - 2017 = 85.6% 2016 = 87.5% 2015 = 88.8% 2014 = 90%.
 - Increase of about 37.7% from 2014
 - 0% Had some concerns with supervisor
 - 2017 = 14.2% 2016 = 12.5% 2015 = 11.1% 2014 = 10%

- When asked to rate WACOSA client employees and the work they perform:
 - 100% Satisfied or very satisfied
 - 2017 = 100% 2016 = 87.5% 2015 = 100% 2014 = 90%
 - 0% stated it was not a good experience.
 - 2017 = 0% 2016 = 12.5% 2015 = 0% 2014 = 10%

- When asked if they would recommend WACOSA crews or direct hires to other businesses:
 - 100% Said yes.
 - 2017 = 100% 2016 = 75% 2015 = 77.7% 2014 = 80%
 - 0% Said they were not sure.
 - 2017 = 0% 2016 = 25% 2015 = 22.2% 2014 = 20%
 - No one responded they would probably not, or certainly would not recommend WACOSA.
 - 2017 = 0% 2016 = 0% 2015 = 0% 2014 = 0%

Analysis/Survey Results

WACOSA did an online survey for 2018. WACOSA is pleased with the positive responses from customers. There were only one comments on this survey, stating that they appreciate if there is an issue it is resolved quickly.

Trend Analysis

Survey trends are 2009 through 2018. As is typical, we received very high reviews in all categories. The most notable changes in 2018 is a reduction in survey participants.

Plan for the Future

WACOSA is having internal conversations about how to increase the response rate to this particular survey and better capture customer data for people who are directly hired by employers. Since we don't bill those customers, their information is not stored in our databases at the same level as an "average" customer. Several ideas have been talked about regarding better capturing this information. Additionally, we have talked about having the survey completed at annual reviews with these customers. (While we are in constant contact with customers, once annually we have a more formal meeting and contract signing.)

It is WACOSA management's intention to continue offering community work crews and individual placement opportunities that are consistent with the choices of our consumers and stakeholders. We continue to have a significant number of people placed in three production facilities; one in Paynesville, one in Alexandria, and one in St. Cloud.

While not actively seeking new crews at this time, we do continue to work with our community and our partners to provide permanent employment options for our clients. Roxanne and our staff continue to work with Vocational Rehabilitation on doing Performance Based Assessments (PBA) with their clients, as well as actively working with our existing clients.

We continue to explore other employment options with both organizations on collaborations in our communities to meet the needs of our clients.