

2021 ANR Administrative and Support Services Customer Satisfaction Survey

Government and Community Relations

| PRIMARY OPPORTUNITIES | | | ACTIONS TAKEN/IN PROCESS | OUTCOME/HIGHLIGHTS |
|-----------------------|---------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| Prior Year (2021) | Current Year (####) | PO Identified | | |
| 3.62 | | Understands My Needs and Requirements | Conduct needs assessment with Directors (SWP/I, CD, REC). To be completed by Associate Director once hired | Position posted for Associate Director |
| 3.69 | | Effectively Uses Websites, Online Documentation | Update website and one-pagers to be current | |
| 3.78 | | Moving in a Positive Direction | Hire Associate Director (position posted) to engage in more opportunities (particularly on the County level) and meet the needs of more people | Position posted for Associate Director |
| 3.43 | | Clarity of Policy | Update website and one-pagers; continue to include UC policies in trainings; provide examples and clearer language | |
| 3.74 | | Client Service | Plan to hire additional staff to reach more people. Position for Associate Director is posted . | Position posted for Associate Director |
| 3.63 | | Clear Procedures | Update website and one-pagers; continue to include procedures in trainings | |
| 3.46 | | Approval Workflow | Clairify expected timeline for approvals in trainings and one-pagers online | |
| 3.65 | | Training for Clientele | Continue providing trainings and match topics to needs assessment | |

| ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities) | ACTIONS TAKEN/IN PROCESS | OUTCOME/HIGHLIGHTS |
|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|
| Approval Time | Clairify expected timeline for approvals in trainings and one-pagers online | |
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