

2022 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 (2022)	PO Identified		
3.62		Understands My Needs and Requirements	Conduct needs assessment with Directors (SWP/I, CD, REC). To be completed by Associate Director.	Hired Associate Director, March 2023. County Director needs assessment is underway.
3.69		Effectively Uses Websites, Online Documentation	Update website and one-pagers to be current	Currently updating website and one-pagers.
3.78		Moving in a Positive Direction	Hired Associate Director March 2023 to engage in more opportunities, particularly on the County level, and meet the needs of more people	County Director needs assessment is underway.
3.43		Clarity of Policy	Update website and one-pagers; continue to include UC policies in trainings; provide examples and clearer language	Currently updating website and one-pagers.
3.74		Client Service	Plan to hire additional staff to reach more people. Hired Associate Director March 2023.	Hired Associate Director March 2023.
3.63		Clear Procedures	Update website and one-pagers; continue to include procedures in trainings	Currently updating website and one-pagers.
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.	Trainings conducted and available online; more are being developed with needs assessments and other feedback in mind.

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