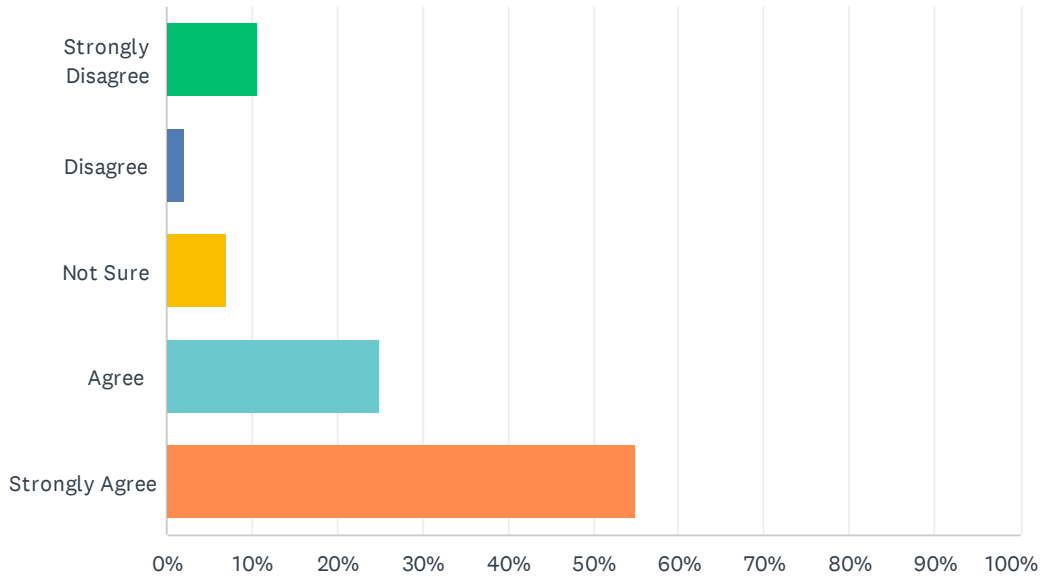


# Q1 The program and my participation in it has been fully explained to me.

Answered: 140 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Disagree	10.71%	15
Disagree	2.14%	3
Not Sure	7.14%	10
Agree	25.00%	35
Strongly Agree	55.00%	77
<b>TOTAL</b>		<b>140</b>

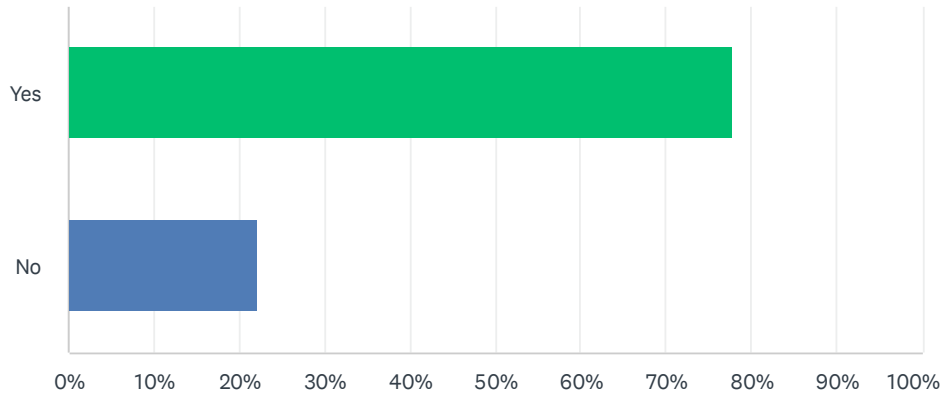
#	COMMENTS (OPTIONAL)	DATE
1	What is the paper saying.	6/13/2022 12:53 PM
2	The lady was rude	4/25/2022 11:18 PM
3	I don't understand how all the pledges is put up front on my account with Bowie Cass	4/24/2022 12:02 AM
4	No one would answer the phone, until I called another number and got Mount Pleasant	4/12/2022 10:00 PM
5	Amy don't know her last name, she explained it very clearly	4/12/2022 9:46 PM
6	I've gotten several disconnect notices because the vouchers are late. It's about to break me. Is there something that can be done about this matter? Please. Thank you	3/25/2022 3:42 PM
7	I really appreciate the service yall give to the Community.	3/8/2022 6:07 PM
8	Amy is the best	2/27/2022 5:04 PM
9	I'd just like to say how appreciative I am for the assistance lent to me.	2/12/2022 5:24 PM
10	drenekia is the best	1/18/2022 3:43 PM

## Customer Experience Survey 2022

11	Britany Hampton has been awesome explaining how all this works to me.	1/12/2022 2:06 PM
12	Mrs. Perales was wonderful at explaining everything and how it works. She also answered all my questions.	11/17/2021 8:03 AM
13	This was my first time asking for help and Amy took her time explaining everything to me, also answered any questions I had.	11/10/2021 11:06 AM
14	I'm still confused with everything I'm still getting electric bill in for more than what it was when I sent application in for help	11/5/2021 1:12 PM
15	Mrs Amy is the best. She has been kind and very hard working at assisting with my utilities. She made me feel so assured in the midst of a bad situation on having to move and kissing my job. I thank her so much and csnt for everything.	10/26/2021 11:23 AM
16	Yes I was told how the program worked. Amy explained it very well	10/14/2021 7:48 PM
17	amy answered all my questions	10/14/2021 4:19 PM
18	When Julie did it was all clear & could count on! Since it's a bit fickle & feel communications are unreliable	6/7/2021 11:56 AM
19	I turned my papers in March 10 2021 I have no help. you all have always help me. what's wrong now	5/30/2021 12:03 AM
20	DRANEKIA & STAFF ARE SO PROFESSIONAL..	5/17/2021 5:46 PM

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

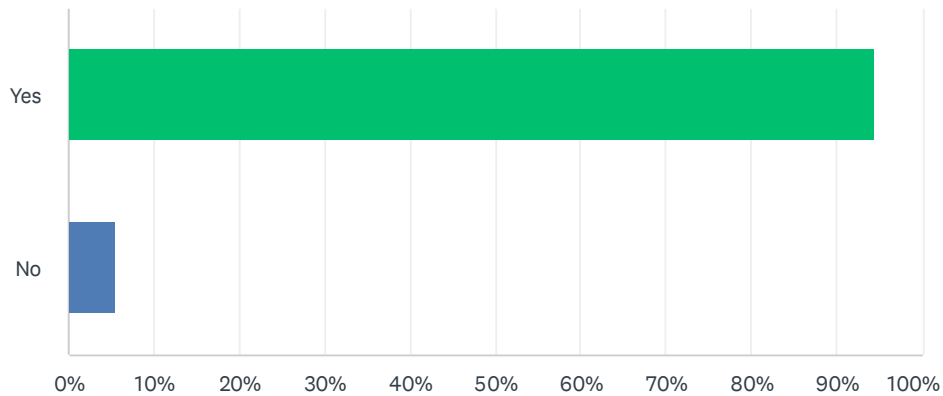
Answered: 122 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	77.87%	95
No	22.13%	27
TOTAL		122

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

Answered: 110 Skipped: 30

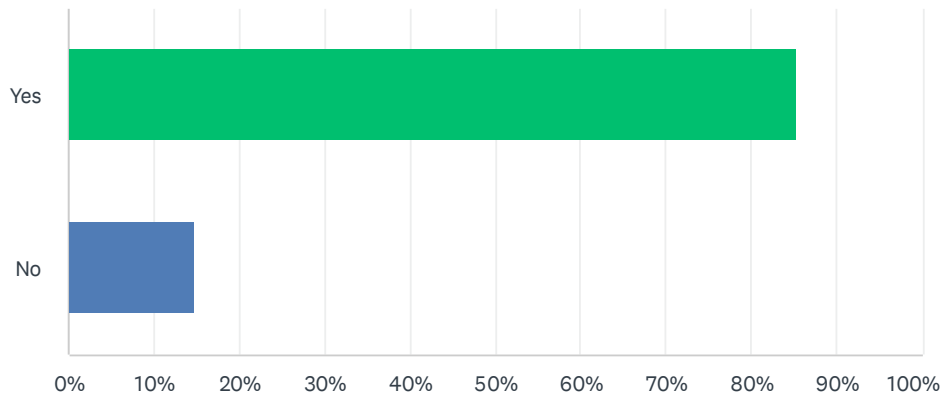


ANSWER CHOICES	RESPONSES
Yes	94.55% 104
No	5.45% 6
<b>TOTAL</b>	<b>110</b>

#	COMMENTS (OPTIONAL)	DATE
1	To help wit my father's bills.	6/13/2022 12:54 PM
2	But Texarkana people are rude and talk mean to you. Like your stupid	4/12/2022 10:02 PM
3	I was also told about the rent program and they are hoping water soon	4/12/2022 9:48 PM
4	Amy did mention the rent program.	1/19/2022 8:42 PM
5	I just needed help with my elec bill.	11/10/2021 11:07 AM
6	i needed help paying my bills	11/4/2021 1:05 PM
7	utility help	11/3/2021 4:58 PM
8	I need help with my electric	11/2/2021 2:06 PM
9	I just needed help	10/25/2021 7:08 PM
10	but Amy told me CSNT not only helps with my elec but also my gas	10/20/2021 4:07 PM
11	but Amy told me about other programs like the vet and tbra	10/18/2021 1:10 PM
12	Use to if had cutoff notice could get help then. Now is all unclear.	6/7/2021 11:59 AM
13	DRANEKIA was so helpful. I am 70 yrs. Young & she was so self explanatory to help me.	5/17/2021 5:50 PM

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

Answered: 108 Skipped: 32



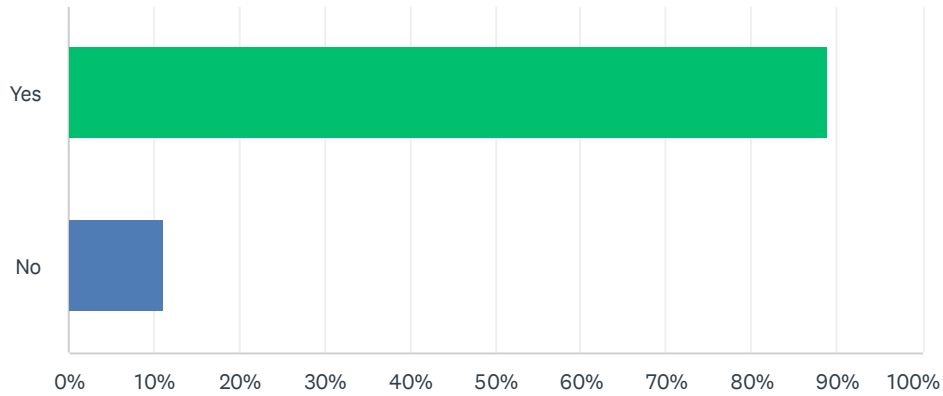
ANSWER CHOICES	RESPONSES
Yes	85.19% 92
No	14.81% 16
<b>TOTAL</b>	<b>108</b>

#	COMMENTS (OPTIONAL)	DATE
1	I never spoke with my case manager	7/31/2022 1:14 PM
2	I was giving the packet and was told to bring back and I did.	6/13/2022 12:54 PM
3	She wouldn't even answer the phone	4/25/2022 11:19 PM
4	I am left in the with how they are doing the pledges this year.	4/24/2022 12:03 AM
5	Amy is very sweet and caring person	4/22/2022 6:15 AM
6	Only people I got any information from was Amy in Titus County	4/12/2022 10:02 PM
7	She even explained it to my daughter	4/12/2022 9:48 PM
8	No case manager	4/5/2022 11:01 AM
9	At the time I signed up I wasn't told about the late fees that I'd be charged.	3/25/2022 3:44 PM
10	the best	1/18/2022 3:44 PM
11	amy did a great job I knew how it worked before leaving the office	12/20/2021 4:05 PM
12	look at first question	11/10/2021 11:07 AM
13	I dont even know who or how to contact my case manager	11/5/2021 1:12 PM
14	Amy did a good job letting me know what to except	11/4/2021 1:05 PM
15	i did not even talk to her	11/2/2021 4:11 PM
16	She helped so much and made you laugh, great people	10/25/2021 7:08 PM
17	Olga was nice but is a layer of interference Lia to intercede. Is just harder to not feel sidelined instead of real, genuine, timely help	6/7/2021 11:59 AM



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

Answered: 109 Skipped: 31

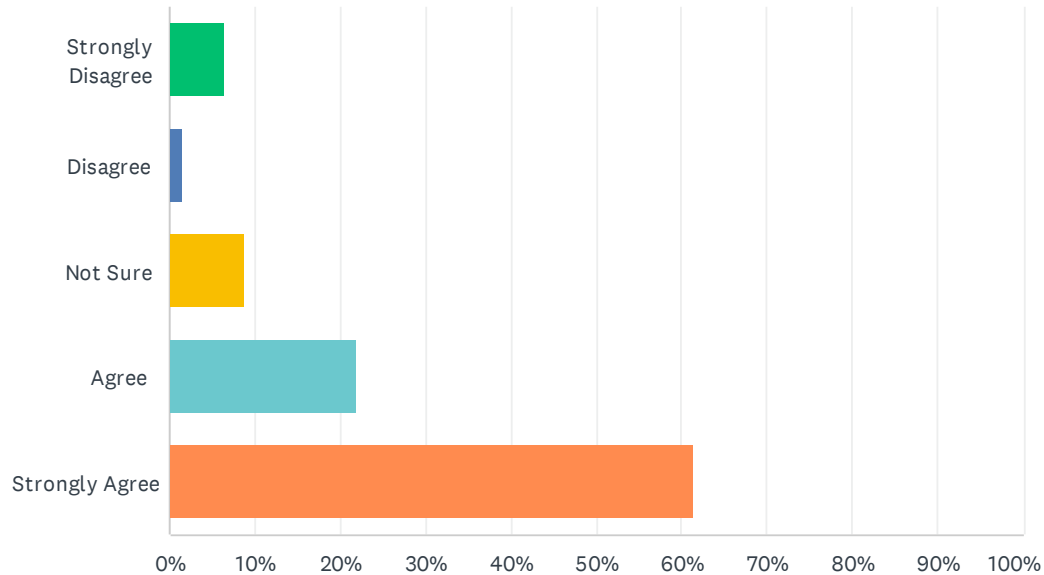


ANSWER CHOICES	RESPONSES
Yes	88.99% 97
No	11.01% 12
<b>TOTAL</b>	<b>109</b>

#	COMMENT (OPTIONAL)	DATE
1	Still have questions	7/26/2022 4:05 PM
2	Well I do now because I've called your office & also called Swepeco	3/25/2022 3:44 PM
3	i need to keep track of my part	12/20/2021 4:05 PM
4	Yes and no	11/5/2021 1:12 PM
5	i know I have to pay my portion	11/4/2021 1:05 PM
6	I pay what CSNT does not pay	11/2/2021 2:06 PM
7	She told me what to expect so I did not worry, she said if I had any questions to call her.	10/25/2021 7:08 PM
8	if your pledge is less than the bill I pay the difference, if your pledge is more then the bill it rolls over to the next month.	10/20/2021 4:07 PM
9	I think so, but not entirely sure! Do need to know that, then really don't.	6/7/2021 11:59 AM

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

Answered: 127 Skipped: 13



ANSWER CHOICES	RESPONSES	
Strongly Disagree	6.30%	8
Disagree	1.57%	2
Not Sure	8.66%	11
Agree	22.05%	28
Strongly Agree	61.42%	78
<b>TOTAL</b>		<b>127</b>

#	COMMENTS (OPTIONAL)	DATE
1	Thank you guys so much, because I am a single mother of 3.	8/7/2022 6:28 PM
2	I'm very thankful for this program	7/31/2022 1:14 PM
3	Haven't talked to anyone!	7/29/2022 9:48 AM
4	Dont know if they are helping with bills or not.	6/13/2022 12:55 PM
5	The program is and will help me save and make better decisions for my family I now can plan for future opportunities for my family	6/1/2022 12:20 PM
6	I do appreciate the assistance very much. God Bless y'all	3/25/2022 3:46 PM
7	Amy set down and showed me how to budget my household expenses	2/27/2022 5:05 PM
8	So much less stress	2/10/2022 3:17 PM
9	It takes a lot of stree knowing your getting help and your electric won't be turned off	1/19/2022 8:44 PM

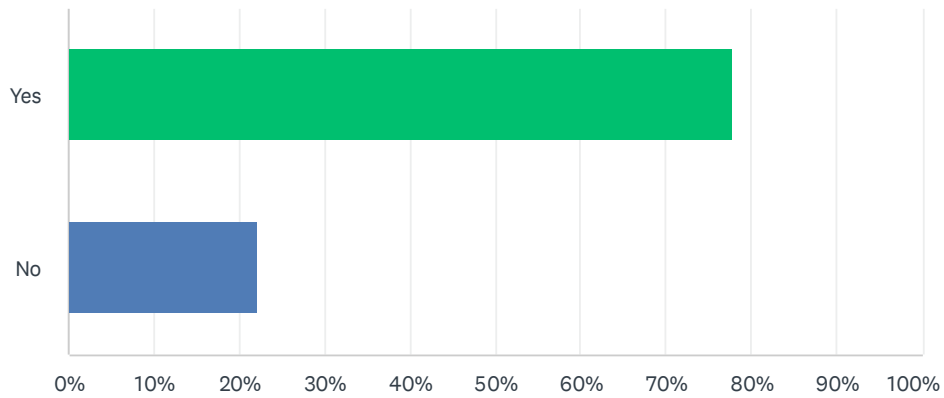


## Customer Experience Survey 2022

10	If it wasn't for the electrical assistant program I am not quite sure what I would do thank you so much	1/12/2022 2:07 PM
11	This help makes ALL the difference! Thank you so much!	1/5/2022 9:48 AM
12	I am still needing help but It is getting better	12/20/2021 4:05 PM
13	I appreciate this so much.	12/2/2021 2:28 PM
14	I can buy christmas now	11/22/2021 11:49 AM
15	It is still hard, but we are doing better now.	11/17/2021 8:04 AM
16	i have less worries because I know my elec wont be cut off	11/10/2021 11:07 AM
17	I am so relieved for the help	11/4/2021 1:06 PM
18	The extra money helps with other bills	11/2/2021 2:19 PM
19	It took a lot of stress from me.	10/25/2021 7:09 PM
20	I pray that things will change now	10/25/2021 11:11 AM
21	I am still having a hard time making ends meat but 2 less bills to worry about helps a lot	10/20/2021 4:09 PM
22	yes one less bill to worry about	10/18/2021 1:11 PM
23	It's helps not having to pay on electric and now I can buy or pay other things	10/14/2021 7:49 PM
24	Could they add water bill??	6/16/2021 2:26 PM
25	Definitely need the elec. help & pgm. is better now if can get all done, as covers a longer period of time!	6/7/2021 12:00 PM
26	Applied in end of March. Still haven't received any assistance.	5/27/2021 8:45 PM

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

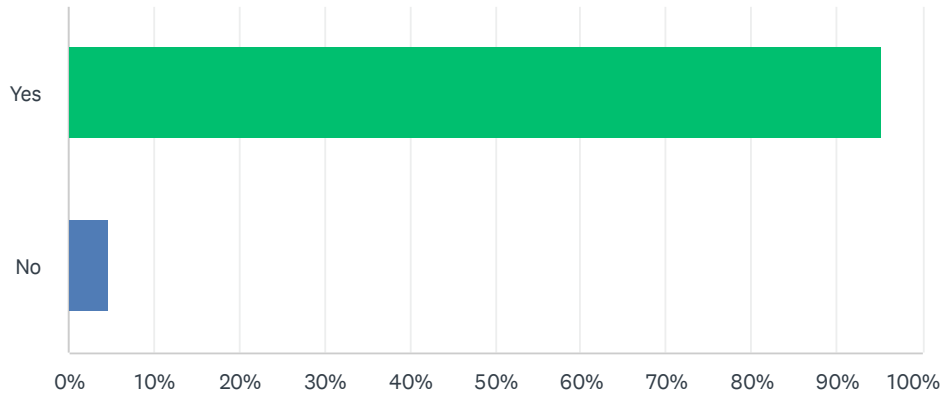
Answered: 113 Skipped: 27



ANSWER CHOICES	RESPONSES	
Yes	77.88%	88
No	22.12%	25
TOTAL		113

## Q8 Getting help makes me think about making better decisions.

Answered: 105 Skipped: 35

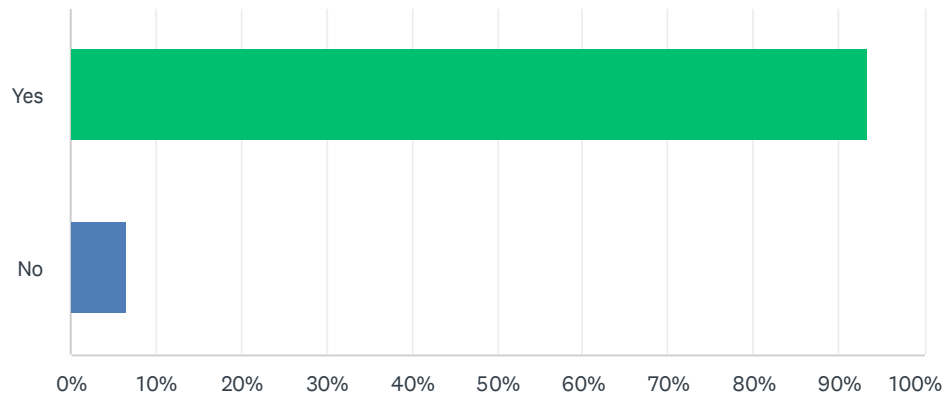


ANSWER CHOICES	RESPONSES
Yes	95.24% 100
No	4.76% 5
TOTAL	105

#	COMMENT (OPTIONAL)	DATE
1	Yes because of rude people	4/25/2022 11:21 PM
2	Just so I don't have to ask for help	4/12/2022 10:04 PM
3	But, some time people just need help	4/12/2022 9:50 PM
4	I am not making bad decisions, I just don't have a good job	3/29/2022 10:33 PM
5	I have tried to make better decisions Amy helped me budget better and gave me a budget book	12/20/2021 4:06 PM
6	i try always	11/10/2021 11:08 AM
7	I just got behind because of covid. You can not pay something if you do not have the money	11/4/2021 1:08 PM
8	i try my best always	11/2/2021 2:20 PM
9	I make the best one I can make	10/25/2021 11:14 AM
10	Yes, I try to make better choices	10/14/2021 7:51 PM
11	The main decision is to get the needed help, as difficult as it may be.	6/7/2021 12:01 PM

## Q9 I experience less fear knowing there is help available.

Answered: 107 Skipped: 33

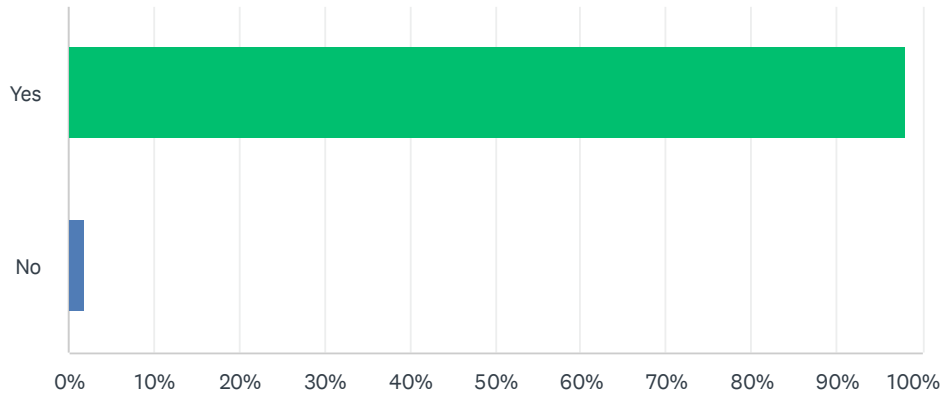


ANSWER CHOICES	RESPONSES
Yes	93.46% 100
No	6.54% 7
<b>TOTAL</b>	<b>107</b>

#	COMMENT (OPTIONAL)	DATE
1	No fear	7/26/2022 4:07 PM
2	If people weren't rude and more like Mrs.Amy in mount pleasant I think a lot more people like myself would ask for help.	4/25/2022 11:21 PM
3	Now if I lived In Titus county and I got to have the women there it would be easier	4/12/2022 10:04 PM
4	I did not want to ask for help but had to. I am just glad the sweet person in mount pleasant was so caring	4/12/2022 9:50 PM
5	I had a hard time asking for help, but amy put me at ease	3/29/2022 10:33 PM
6	The fear is always there but the help is a relief. I appreciate Mrs Sheryl and CSNT so much. I'm glad it's here. Morris County only has a handful of jobs and services. We literally have to work from home or commute to towns 20 to sometimes 80 miles away to find jobs. CSNT SAVES FAMILIES.	12/2/2021 2:31 PM
7	It is very hard to ask for help. Mrs. Perales made it so easy and light hearted.	11/17/2021 8:05 AM
8	i was so scared but Amy is a doll	11/10/2021 11:08 AM
9	I am so glad Mrs.Amy gave me an application	11/4/2021 1:08 PM
10	people like Mrs. Prales make it easy to seek help	11/2/2021 2:20 PM
11	Amy took all the fear I had away.She is terrific !!	10/25/2021 7:11 PM
12	I was afraid to go and ask for help, However Ms. Amy put me at ease before I even sat down.	10/25/2021 11:14 AM
13	She made it so easy to ask for help. Amy is a very caring person.	10/20/2021 4:10 PM
14	amy makes it easy to ask for help	10/18/2021 1:11 PM
15	Amy makes you feel comfortable	10/14/2021 7:51 PM

## Q10 I am better at knowing what my family needs.

Answered: 107 Skipped: 33

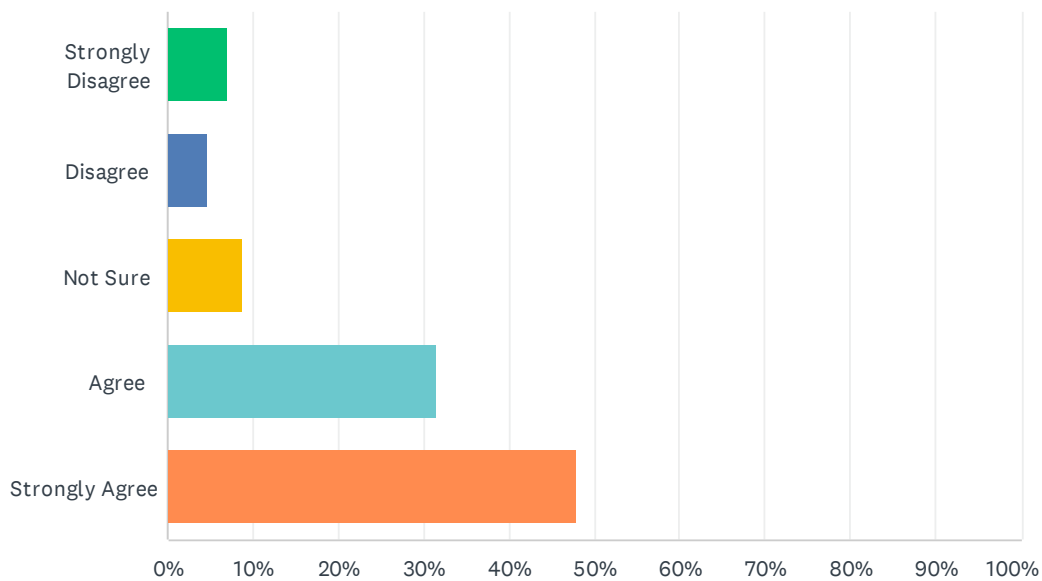


ANSWER CHOICES	RESPONSES
Yes	98.13% 105
No	1.87% 2
<b>TOTAL</b>	<b>107</b>

#	COMMENT (OPTIONAL)	DATE
1	Always knew	7/26/2022 4:07 PM
2	The program has put my stress at ease	6/1/2022 12:21 PM
3	I was given a budget book, I love it	3/29/2022 10:33 PM

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

Answered: 127 Skipped: 13

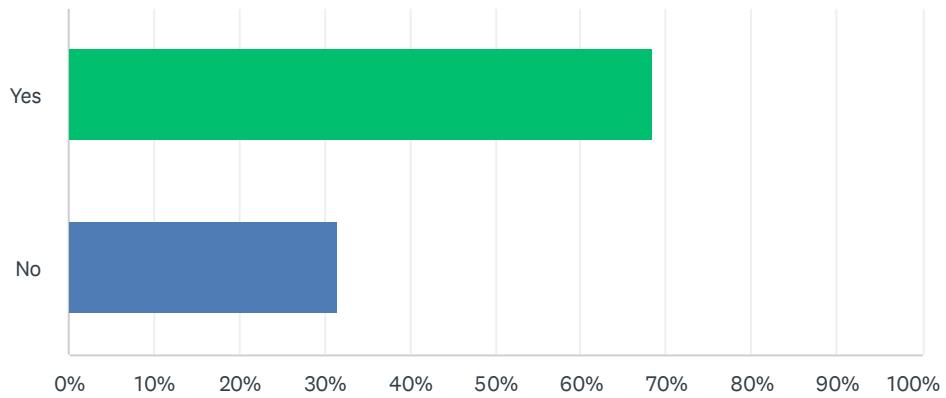


ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.09%	9
Disagree	4.72%	6
Not Sure	8.66%	11
Agree	31.50%	40
Strongly Agree	48.03%	61
<b>TOTAL</b>		<b>127</b>

#	COMMENTS (OPTIONAL)	DATE
1	I haven't talked to anyone	7/29/2022 9:49 AM
2	The lady in Paris Texas is rude and didn't explain anything to me. I had to call the mount pleasant office to get answers	4/25/2022 11:23 PM
3	I was informed of other programs by Mrs. Amy	2/27/2022 5:06 PM
4	The program has taught me that it's easier to not work	1/3/2022 8:52 AM
5	It sure has taken the fear away and made it easier to ask for help. Wish more people were as nice as Amy was	10/25/2021 7:12 PM
6	I now know that everyone one needs helps once in their life time because of people like Ms. Amy it is a lot easier to ask.	10/25/2021 11:15 AM
7	I was told about the TBRA program also the Salvation Army	10/20/2021 4:11 PM
8	I mostly had just looked for the elec. assistance.	6/7/2021 12:02 PM

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

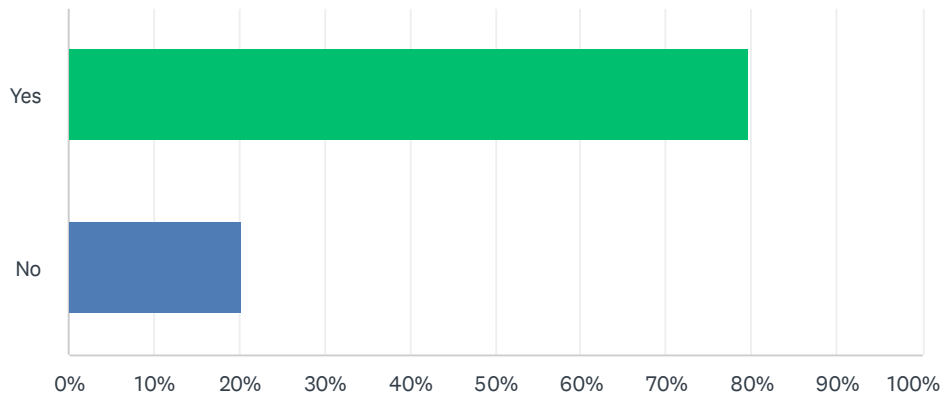
Answered: 111 Skipped: 29



ANSWER CHOICES	RESPONSES	
Yes	68.47%	76
No	31.53%	35
TOTAL		111

### Q13 I have learned about new services available to me.

Answered: 94 Skipped: 46



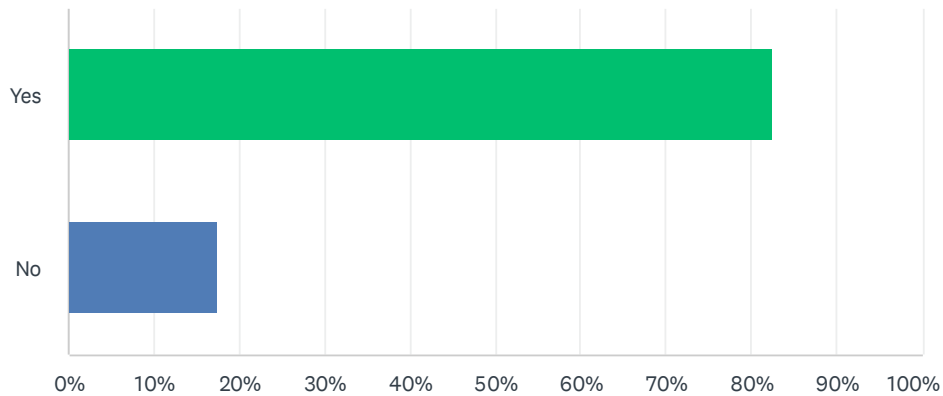
ANSWER CHOICES	RESPONSES
Yes	79.79% 75
No	20.21% 19
<b>TOTAL</b>	<b>94</b>

#	COMMENT (OPTIONAL)	DATE
1	Im not understanding	6/13/2022 12:56 PM
2	Mrs. Perales said she would keep me inform of new programs coming CSNT's way	11/17/2021 8:06 AM
3	Good Lord yes,	11/4/2021 1:10 PM
4	Ms.Prales told me about the a/c repair, the rent prgram, the soon be water program	11/2/2021 2:23 PM
5	Amy told me about TBRA program, and maybe future programs	10/14/2021 7:53 PM
6	Maybe, not really not sure or of what they are.	6/7/2021 12:03 PM



## Q14 I have learned about new organizations that help people.

Answered: 97 Skipped: 43

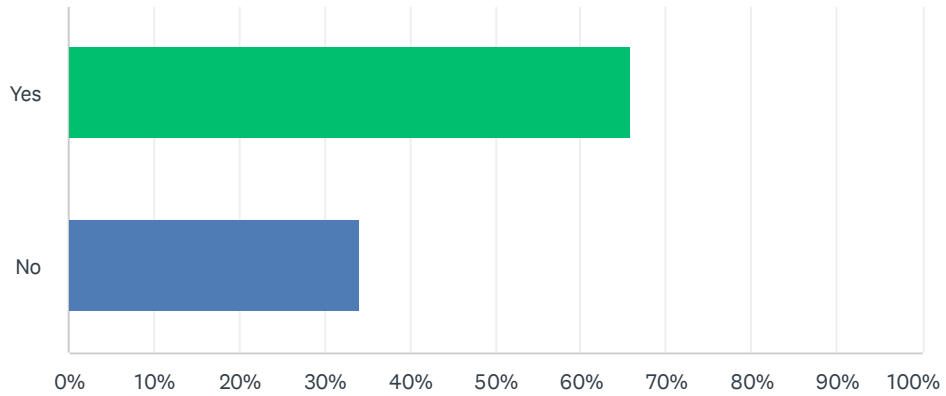


ANSWER CHOICES	RESPONSES
Yes	82.47% 80
No	17.53% 17
TOTAL	97

#	COMMENT (OPTIONAL)	DATE
1	Mrs.Amy let me know about the Salvation army, they can help me with my rent and help getting my kids christmas	11/4/2021 1:10 PM
2	Ms.Prales let me know about Titus county cares, and Salvation army	11/2/2021 2:23 PM
3	Titus county care, Salvation army,	10/14/2021 7:53 PM

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

Answered: 97 Skipped: 43

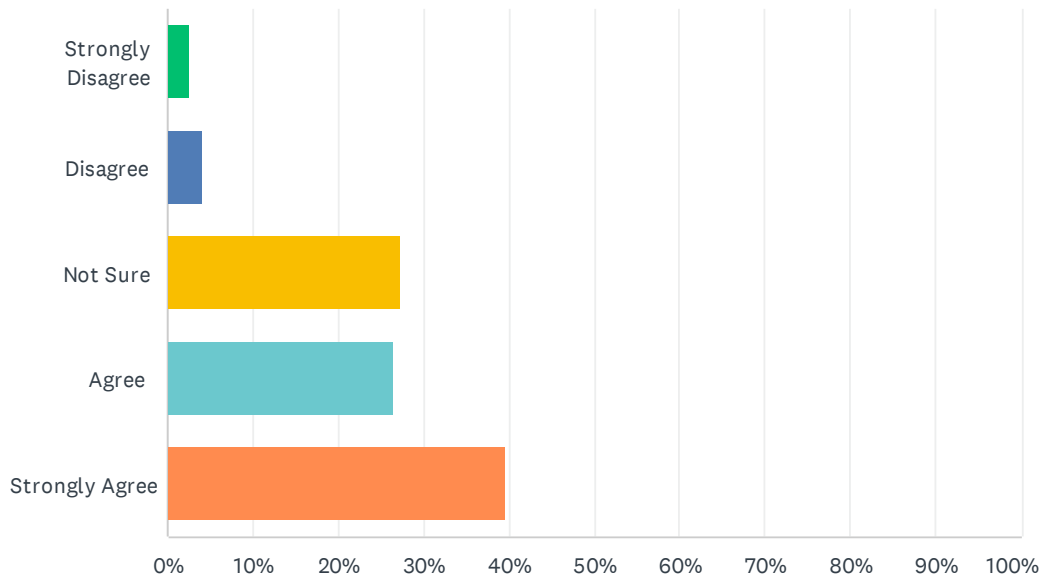


ANSWER CHOICES	RESPONSES
Yes	65.98% 64
No	34.02% 33
TOTAL	97

#	COMMENT (OPTIONAL)	DATE
1	I did long ago but have not been able.to lately	4/5/2022 11:03 AM

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

Answered: 121 Skipped: 19

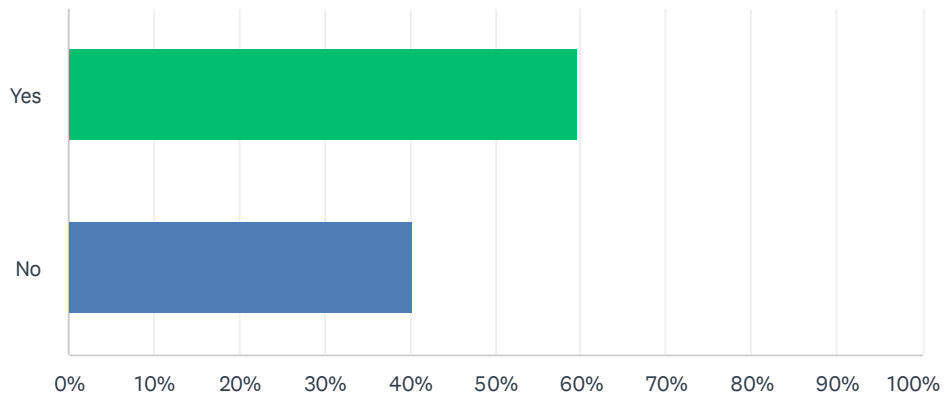


ANSWER CHOICES	RESPONSES
Strongly Disagree	2.48% 3
Disagree	4.13% 5
Not Sure	27.27% 33
Agree	26.45% 32
Strongly Agree	39.67% 48
<b>TOTAL</b>	<b>121</b>

#	COMMENTS (OPTIONAL)	DATE
1	I am learning	2/27/2022 5:06 PM

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

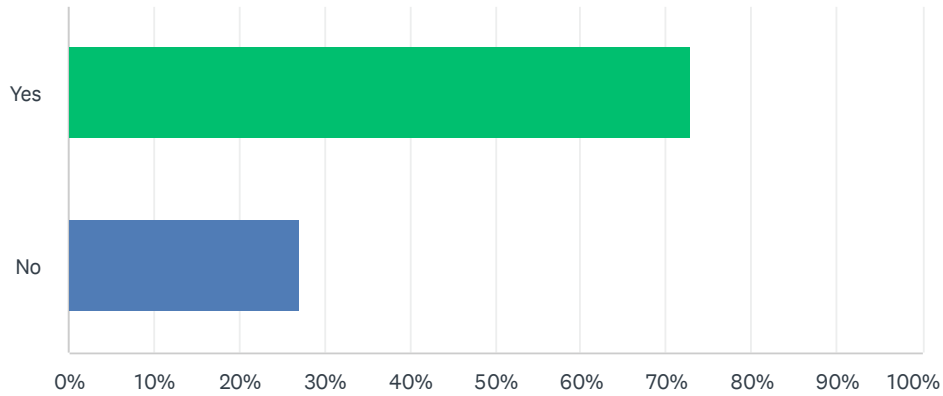
Answered: 104 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	59.62%	62
No	40.38%	42
TOTAL		104

## Q18 I see my household in a different way now.

Answered: 81 Skipped: 59

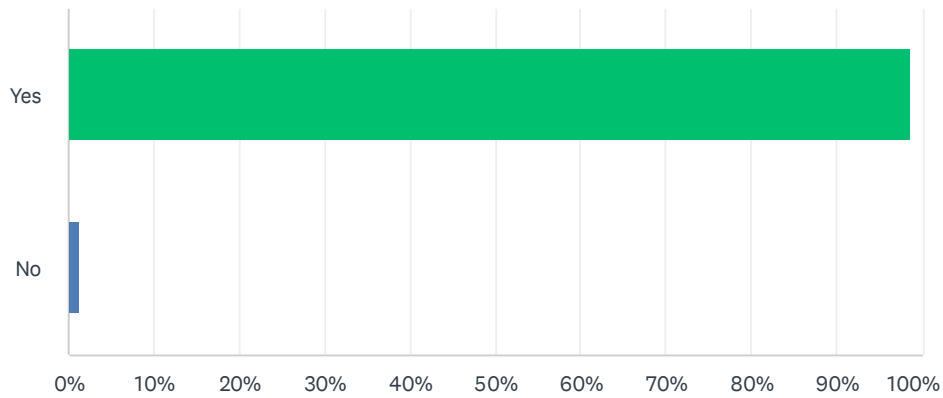


ANSWER CHOICES	RESPONSES	
Yes	72.84%	59
No	27.16%	22
TOTAL		81

#	COMMENT (OPTIONAL)	DATE
1	Not really	4/12/2022 9:52 PM
2	Have a little hope now	4/5/2022 11:04 AM
3	No I do see myself working toward to a new job	3/29/2022 10:34 PM
4	We are going to be just fine.	10/20/2021 4:13 PM

## Q19 I consider my options before making decisions.

Answered: 84 Skipped: 56

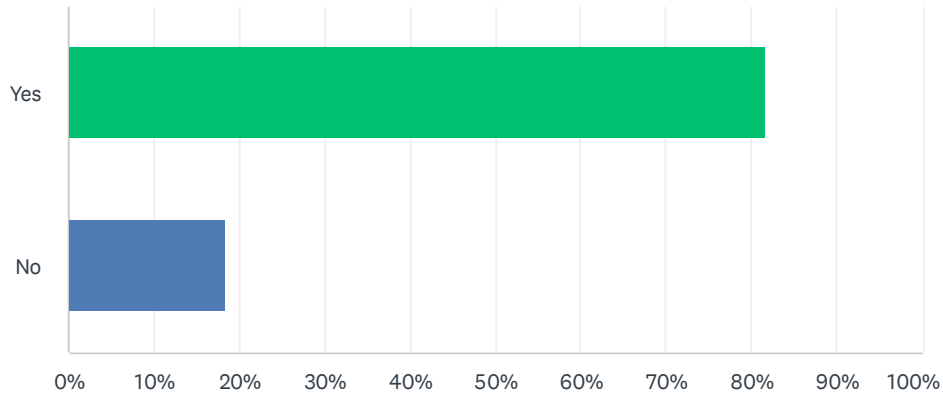


ANSWER CHOICES	RESPONSES
Yes	98.81% 83
No	1.19% 1
<b>TOTAL</b>	<b>84</b>

#	COMMENT (OPTIONAL)	DATE
1	Always have	4/12/2022 9:52 PM
2	always	11/10/2021 11:09 AM
3	Always	11/4/2021 1:11 PM

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

Answered: 82 Skipped: 58

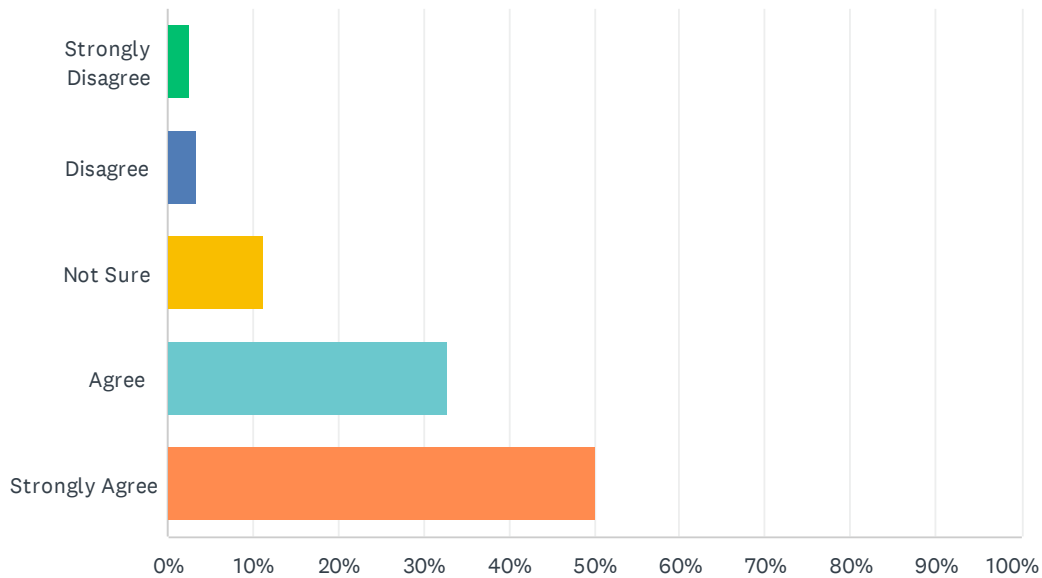


ANSWER CHOICES	RESPONSES
Yes	81.71% 67
No	18.29% 15
TOTAL	82

#	COMMENT (OPTIONAL)	DATE
1	My daughter	4/12/2022 9:52 PM
2	I don;t really have anyone	10/20/2021 4:13 PM

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

Answered: 116 Skipped: 24



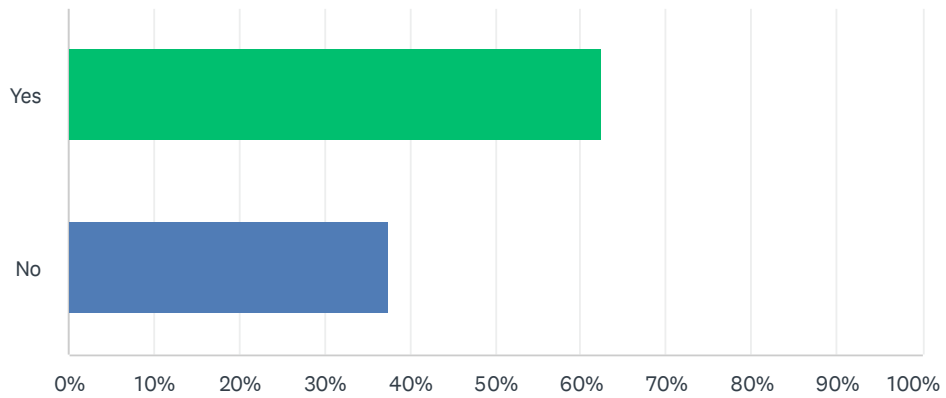
ANSWER CHOICES	RESPONSES
Strongly Disagree	2.59% 3
Disagree	3.45% 4
Not Sure	11.21% 13
Agree	32.76% 38
Strongly Agree	50.00% 58
<b>TOTAL</b>	<b>116</b>

#	COMMENTS (OPTIONAL)	DATE
1	Always have a budget	7/26/2022 4:09 PM
2	The program has given me the opportunity to save for the future	6/1/2022 12:29 PM
3	I just run out of money	4/12/2022 9:52 PM
4	It is difficult to budget when income is not enough to pay my bills	4/5/2022 11:06 AM
5	The budget book Amy gave me help a lot	3/29/2022 10:35 PM
6	I thank you for the service yall give to the Community.	3/8/2022 6:08 PM
7	I am trying to use my worksheet and book Mrs.Amy gave me	2/27/2022 5:07 PM
8	AMY helped me and gave me a budget book for the upcoming year	12/20/2021 4:11 PM
9	amy gave me a budget book	11/10/2021 11:10 AM
10	Ms. Prales told me a few things about paying off other bills that would help me in the long run.	11/2/2021 2:24 PM
11	It will help me with the budget	10/25/2021 7:13 PM



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

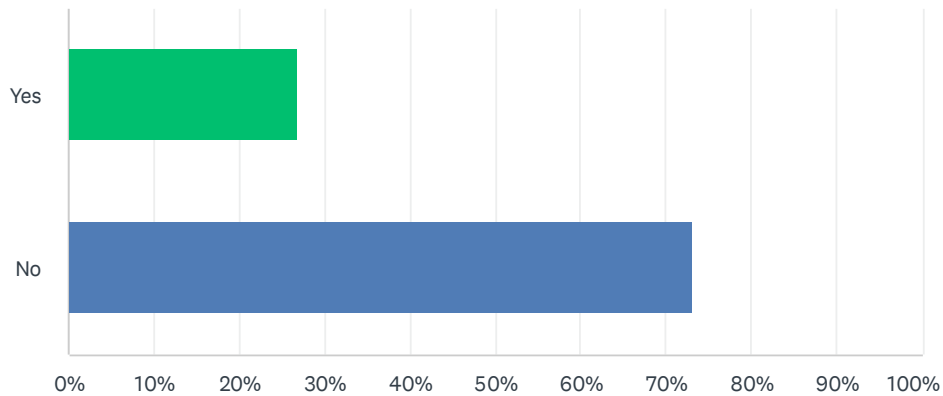
Answered: 104 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	62.50%	65
No	37.50%	39
TOTAL		104

## Q23 I have been able to add to my savings.

Answered: 82 Skipped: 58

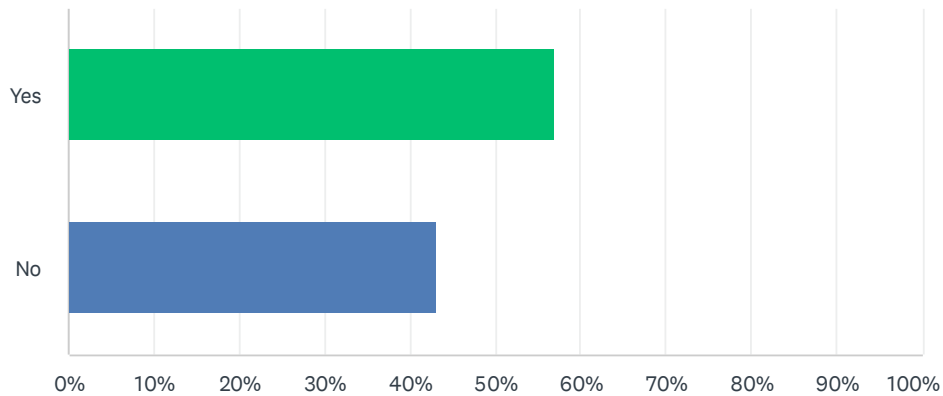


ANSWER CHOICES	RESPONSES
Yes	26.83% 22
No	73.17% 60
<b>TOTAL</b>	<b>82</b>

#	COMMENT (OPTIONAL)	DATE
1	It has allowed me to save and put back	6/1/2022 12:32 PM
2	I wish	4/22/2022 6:16 AM
3	Not yet at this time it's hard to live on such a small fixed income	3/28/2022 4:55 PM
4	I don't have a saving account	2/27/2022 5:09 PM
5	Do not have a savings	1/19/2022 8:46 PM
6	I dont have a saving account I am working on getting one for next year	12/20/2021 4:12 PM
7	But hope I can soon	12/8/2021 3:18 PM
8	I wish we had a saving to add to.	11/17/2021 8:07 AM
9	not just yet, but I hope to start the first of the year	11/4/2021 1:12 PM
10	I am going to start a saving account	11/2/2021 2:24 PM
11	I don't have a saving account	10/25/2021 7:14 PM
12	i do not have a savings	10/20/2021 4:14 PM
13	dont have a saving account	10/18/2021 1:12 PM
14	I don't have saving account	10/14/2021 7:55 PM

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

Answered: 86 Skipped: 54

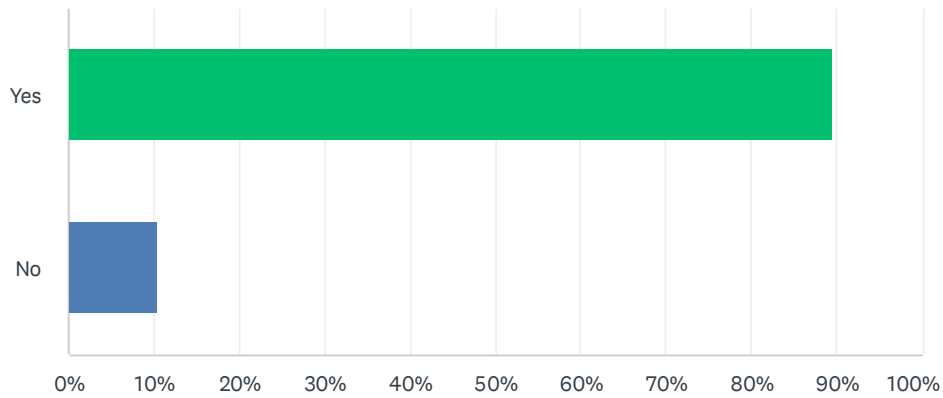


ANSWER CHOICES	RESPONSES	
Yes	56.98%	49
No	43.02%	37
TOTAL		86

#	COMMENT (OPTIONAL)	DATE
1	I am able to get my kids school supplies now	7/21/2022 9:10 PM
2	I put it aside for emergency	2/27/2022 5:09 PM
3	not very much	12/8/2021 3:18 PM
4	I have money to start the month off right	10/25/2021 7:14 PM
5	I pray I do	10/25/2021 11:17 AM
6	Thanks to Amy or CSNT	10/20/2021 4:14 PM
7	Because I dont have to pay electric	10/14/2021 7:55 PM

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

Answered: 86 Skipped: 54

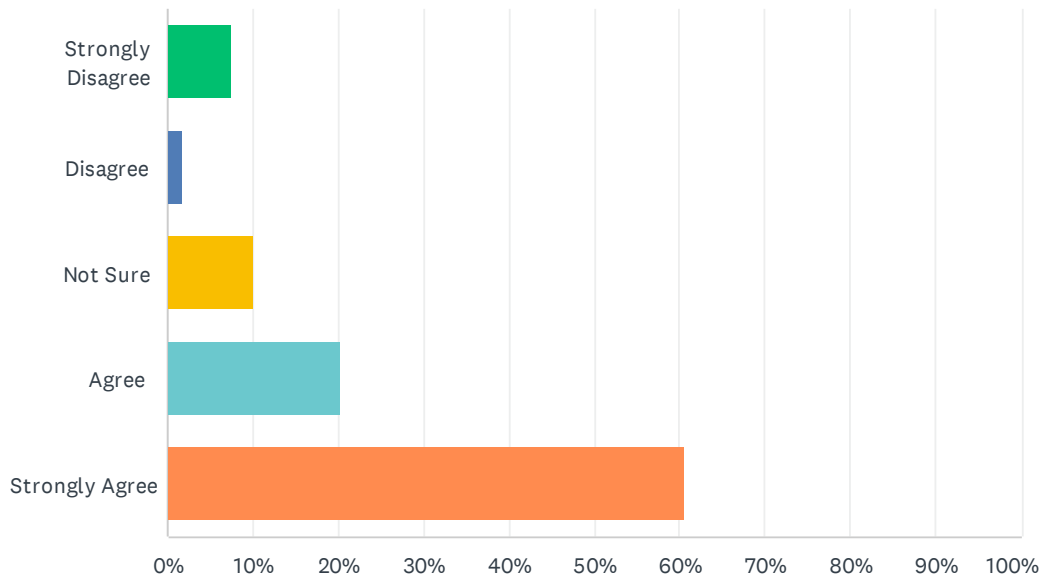


ANSWER CHOICES	RESPONSES
Yes	89.53% 77
No	10.47% 9
TOTAL	86

#	COMMENT (OPTIONAL)	DATE
1	The programs and has helped me with my budgeting	6/1/2022 12:32 PM
2	I appreciate Mrs.Amy working with me on my budget	2/27/2022 5:09 PM

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

Answered: 119 Skipped: 21



ANSWER CHOICES	RESPONSES
Strongly Disagree	7.56% 9
Disagree	1.68% 2
Not Sure	10.08% 12
Agree	20.17% 24
Strongly Agree	60.50% 72
<b>TOTAL</b>	<b>119</b>

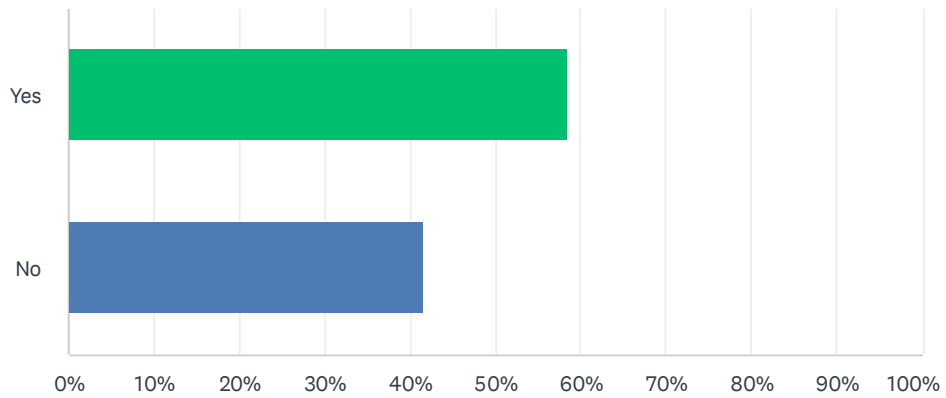
#	COMMENTS (OPTIONAL)	DATE
1	I did not even talk to her and when she did answer she was rude	4/25/2022 11:25 PM
2	Yes. Amy I'd the best	4/22/2022 6:17 AM
3	He'll no they don't talk to you and when they do they are mean. I am speaking of the Texarkana people	4/12/2022 10:06 PM
4	Am not aware of a case worker	4/5/2022 11:07 AM
5	She is like a mom !!	2/27/2022 5:10 PM
6	Amy is the most caring person	1/19/2022 8:46 PM
7	I feel like i can trust her.	1/12/2022 2:09 PM
8	My case manager Amy is the most sweetest person I have dealt with in a long time in the mount pleasant office	12/20/2021 4:13 PM
9	Mrs. Perales is a easy person to talk to.	11/17/2021 8:09 AM
10	Amy is a extraordinary person	11/10/2021 11:11 AM

## Customer Experience Survey 2022

11	Who is my case manager?	11/5/2021 1:14 PM
12	Mrs. Amy is a God sent	11/4/2021 1:12 PM
13	I do not know what to say about Ms. Prales ( she is a keeper ) funny, kind hearted	11/2/2021 2:26 PM
14	Oh Lord Yes, Amy is so sweet and makes you feel like family	10/25/2021 7:15 PM
15	I feel no judgment from Amy she is a wonderful person	10/18/2021 1:13 PM
16	Amy, is amazing case manager	10/14/2021 7:55 PM
17	amy listens to everything and lets me know everyone needs help once in a while	10/14/2021 4:24 PM
18	Uncertain, as the 2nd yr. Kwantesia was very ugly & hateful to me for no reason! Olga was very nice on the phone though.	6/7/2021 12:05 PM

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

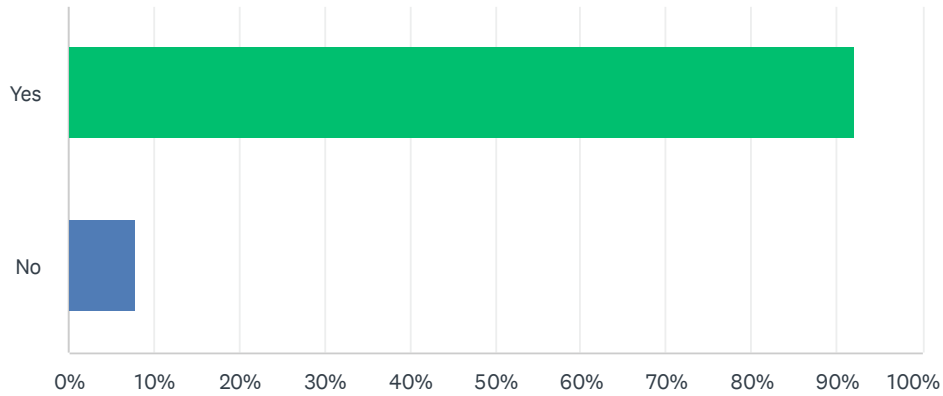
Answered: 96 Skipped: 44



ANSWER CHOICES	RESPONSES	
Yes	58.33%	56
No	41.67%	40
TOTAL		96

## Q28 My case manager seems to understand my issues.

Answered: 76 Skipped: 64



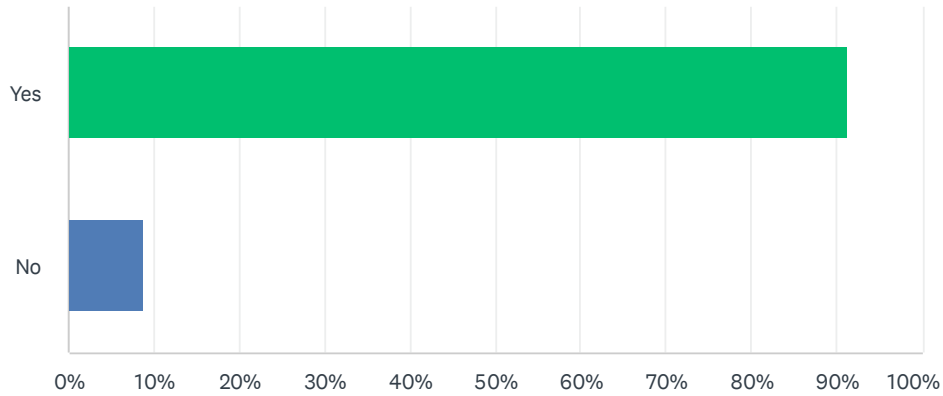
ANSWER CHOICES	RESPONSES
Yes	92.11% 70
No	7.89% 6
<b>TOTAL</b>	<b>76</b>

#	COMMENT (OPTIONAL)	DATE
1	Hope so	7/26/2022 4:11 PM
2	She was very nice and warming to not only myself but to others	6/1/2022 12:34 PM
3	No case worker	4/5/2022 11:08 AM
4	Not really hardly get to talk to her	3/4/2022 1:29 PM
5	she gave me some of her life examples	11/10/2021 11:12 AM



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

Answered: 80 Skipped: 60

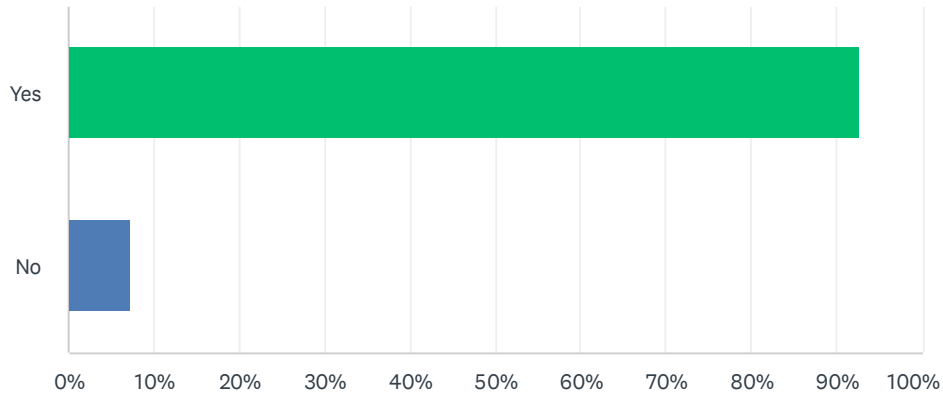


ANSWER CHOICES	RESPONSES
Yes	91.25% 73
No	8.75% 7
TOTAL	80

#	COMMENT (OPTIONAL)	DATE
1	Hope so	7/26/2022 4:11 PM
2	NA	4/5/2022 11:08 AM
3	Mrs. Amy has integrity and very high ethics	11/4/2021 1:15 PM
4	I trust Amy.	10/14/2021 7:57 PM

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

Answered: 83 Skipped: 57

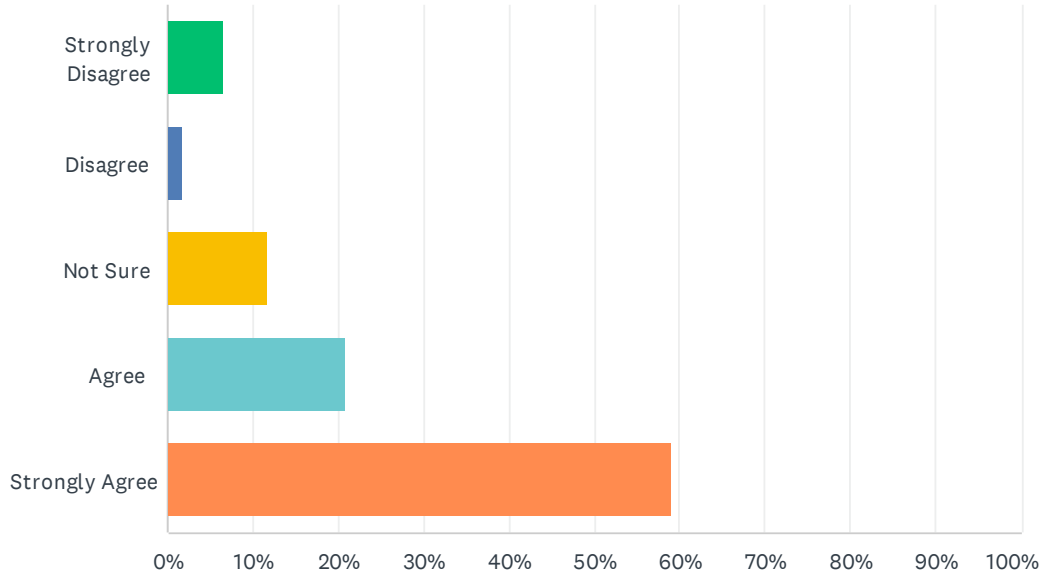


ANSWER CHOICES	RESPONSES
Yes	92.77% 77
No	7.23% 6
TOTAL	83

#	COMMENT (OPTIONAL)	DATE
1	NA	4/5/2022 11:08 AM
2	When I do get to speak with her	3/4/2022 1:29 PM
3	She is so understanding	12/20/2021 4:14 PM
4	I know she cares	11/10/2021 11:12 AM
5	i love that she is open and honest as well	11/2/2021 2:26 PM
6	She has helped so much I could not have asked for a better case manager	10/25/2021 7:16 PM

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

Answered: 120 Skipped: 20



ANSWER CHOICES	RESPONSES	
Strongly Disagree	6.67%	8
Disagree	1.67%	2
Not Sure	11.67%	14
Agree	20.83%	25
Strongly Agree	59.17%	71
<b>TOTAL</b>		<b>120</b>

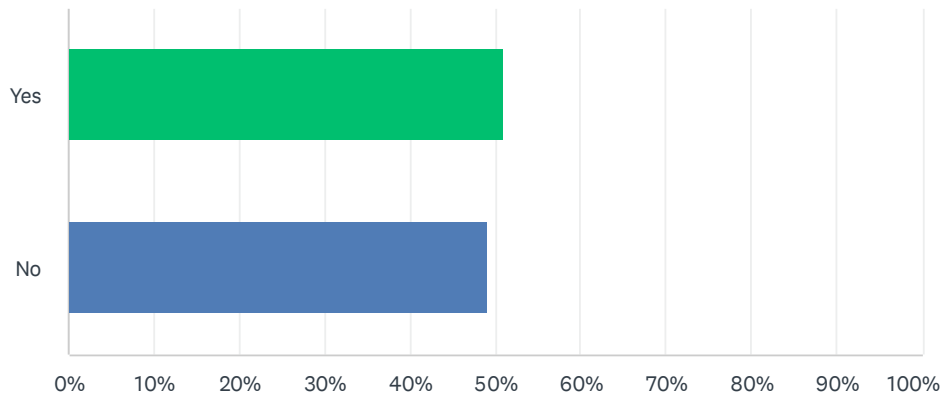
#	COMMENTS (OPTIONAL)	DATE
1	Yes she was very helpful.	8/7/2022 6:29 PM
2	Dora is the best	8/2/2022 11:26 PM
3	Was very compassionate blessing to her and the grateful to the program	6/1/2022 12:36 PM
4	Amy I'd very caring	4/22/2022 6:17 AM
5	NA	4/5/2022 11:08 AM
6	Mrs. Amy listens and gives you advice like a mother would.	2/27/2022 5:11 PM
7	she took her time with me and answered all my questions	12/20/2021 4:14 PM
8	Again dont know who it is	11/5/2021 1:14 PM
9	She listen to me and showed me ways to help myself in the long run	11/4/2021 1:16 PM
10	She was the best	10/26/2021 11:24 AM

## Customer Experience Survey 2022

11	She went over everything with me.	10/14/2021 7:58 PM
12	she is a wonderful person. she doesn't make you feel less of a person.	10/14/2021 4:25 PM
13	Hope so, but as said now seems a bit more beauracracy & interceptors making things uneasy, worrisome.	6/7/2021 12:06 PM

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

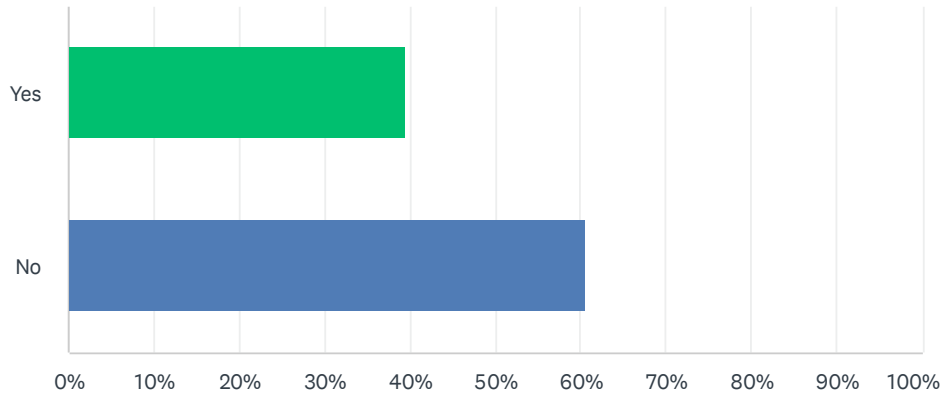
Answered: 100 Skipped: 40



ANSWER CHOICES	RESPONSES	
Yes	51.00%	51
No	49.00%	49
TOTAL		100

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

Answered: 71 Skipped: 69

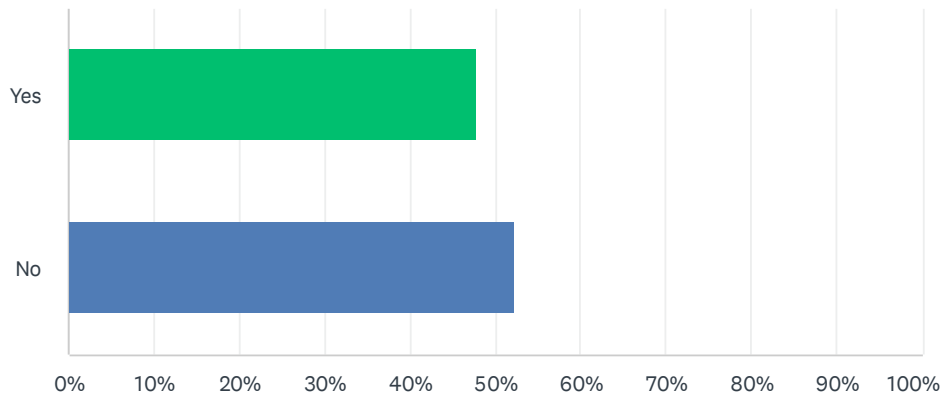


ANSWER CHOICES	RESPONSES	
Yes	39.44%	28
No	60.56%	43
TOTAL		71

#	COMMENT (OPTIONAL)	DATE
1	The place was packed when I went there	4/12/2022 9:55 PM
2	She helps anyone that really needs help.	3/8/2022 6:12 PM
3	Amy is very busy but she does what she says she will do.	1/19/2022 8:48 PM
4	Very personable. Wonderful people skills.	1/12/2022 2:10 PM
5	I know she has other families and I know she takes her time with them also	12/20/2021 4:16 PM
6	I know she helps others.	11/17/2021 8:10 AM
7	She is a very busy person because people love her	11/10/2021 11:13 AM
8	She can make you feel like you are the most important person there She didn't even answered the phone while I was in the office.	10/25/2021 7:18 PM
9	I know she has other clients but she is there when I call on her.	10/18/2021 1:15 PM
10	no I know she has other people but she still makes time for me	10/14/2021 4:26 PM

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

Answered: 69 Skipped: 71



ANSWER CHOICES	RESPONSES	
Yes	47.83%	33
No	52.17%	36
<b>TOTAL</b>		<b>69</b>

#	COMMENT (OPTIONAL)	DATE
1	Did not fo to the office.	5/9/2022 9:48 AM
2	Yes, if she answers her door	4/25/2022 11:26 PM
3	They won't even let us in the office	4/12/2022 10:07 PM
4	She treated everyone so sweetly and she got the other ladies so no one had to wait	4/12/2022 9:55 PM
5	No only did she not rush me, she offered me a drink and snack	3/29/2022 10:37 PM
6	Never rushed out	3/28/2022 4:59 PM
7	There is no office in Paris TX area, they just give you phone number.	3/28/2022 8:08 AM
8	I don't think she would ever rush anyone	2/27/2022 5:12 PM
9	The office are closed when I reapplied	1/19/2022 8:48 PM
10	no she set down with me and help me budget was not hurrying me and when phone rang she would let them know she was with another person and would call them call them back	12/20/2021 4:16 PM
11	She takes her time and makes sure you understand everything.	11/17/2021 8:10 AM
12	She does not rush anyone, she will take her time with you so you will understand	11/10/2021 11:13 AM
13	she took her time with me even when others were calling.	11/4/2021 1:18 PM
14	SHe went over every page of the app with me.	11/2/2021 2:28 PM
15	No she did not rush me, She even went over the application with me.	10/25/2021 7:18 PM
16	She took her time with me even though another person was waiting.	10/25/2021 11:18 AM
17	She took her time explaining everything	10/20/2021 4:15 PM

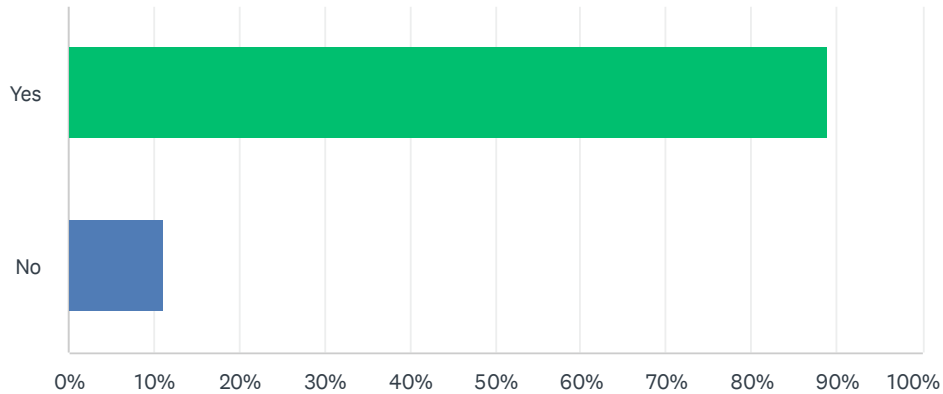
## Customer Experience Survey 2022

18	she take her time explaining everything and listens to you	10/18/2021 1:15 PM
19	She doesn't rush through anything, she went over every sheet and pledge with me	10/14/2021 8:00 PM
20	No she does not rush you on the phone either	10/14/2021 4:26 PM



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

Answered: 72 Skipped: 68

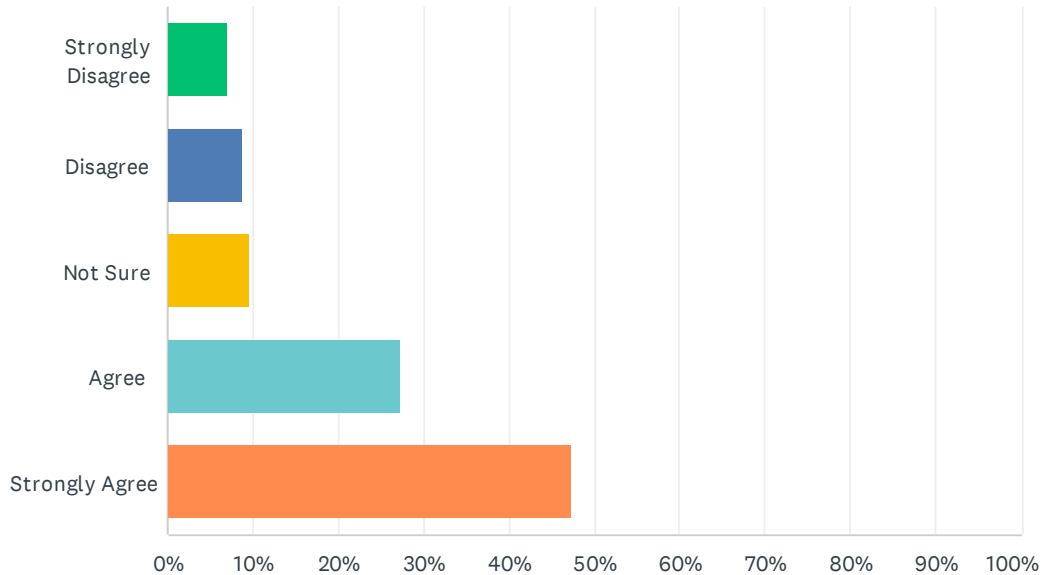


ANSWER CHOICES	RESPONSES	
Yes	88.89%	64
No	11.11%	8
<b>TOTAL</b>		<b>72</b>

#	COMMENT (OPTIONAL)	DATE
1	If we get to talk more	3/4/2022 1:30 PM
2	She is the bomb	2/27/2022 5:12 PM
3	very caring	12/20/2021 4:16 PM
4	She is a very compassionate person	11/4/2021 1:18 PM
5	Amy has the biggest heart	10/14/2021 8:00 PM
6	I need help with my light Bill	5/30/2021 12:07 AM
7	Only talked to her by phone. And I keep calling her.	5/27/2021 8:47 PM

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

Answered: 114 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly Disagree	7.02%	8
Disagree	8.77%	10
Not Sure	9.65%	11
Agree	27.19%	31
Strongly Agree	47.37%	54
<b>TOTAL</b>		<b>114</b>

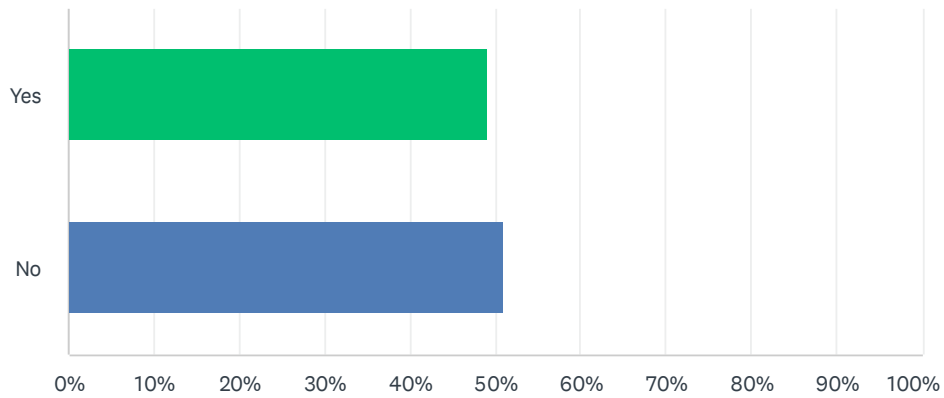
#	COMMENTS (OPTIONAL)	DATE
1	This year. Last year just a same	7/26/2022 4:14 PM
2	NA	4/5/2022 11:08 AM
3	I know the phones were down	3/29/2022 10:37 PM
4	She gave me her cell phone number in case I need anything	11/2/2021 2:28 PM
5	She works different places and it's sometimes hard to get a hold of her but she will call you back	10/25/2021 7:19 PM
6	never answers phone	10/20/2021 4:21 PM
7	She gave me her work cell because she works different place	10/20/2021 4:16 PM
8	When she is at work if not she gets back to you	10/14/2021 8:00 PM
9	she even gave me her work cell	10/14/2021 4:27 PM

## Customer Experience Survey 2022

10	she is the only one that answers her phone	10/14/2021 12:35 PM
11	Did apply early but then seemed to be on bottom until contacted more, usually by email as more successful with that.	6/7/2021 12:07 PM

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

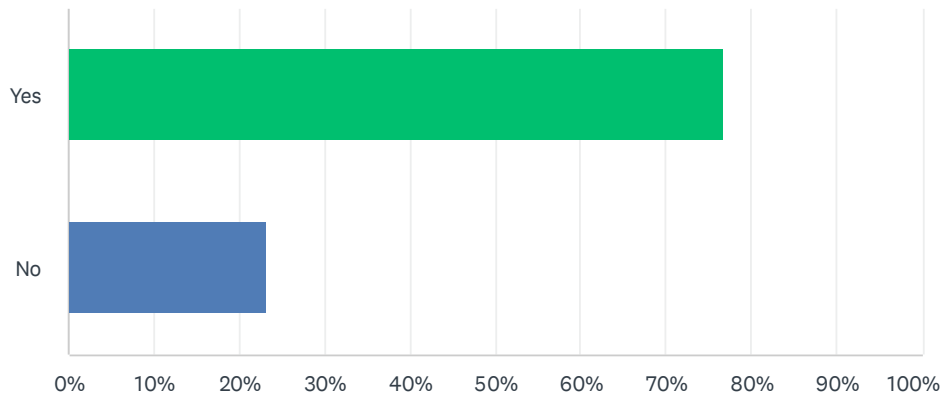
Answered: 96 Skipped: 44



ANSWER CHOICES	RESPONSES	
Yes	48.96%	47
No	51.04%	49
TOTAL		96

## Q38 I can get through when I call.

Answered: 69 Skipped: 71

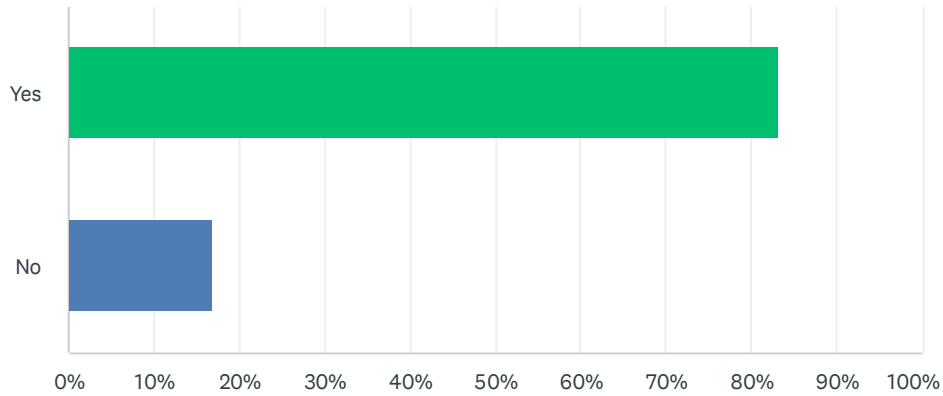


ANSWER CHOICES	RESPONSES	
Yes	76.81%	53
No	23.19%	16
<b>TOTAL</b>		<b>69</b>

#	COMMENT (OPTIONAL)	DATE
1	Phones not working	3/29/2022 10:38 PM
2	Have not had to call i live really close to the facility	3/28/2022 5:02 PM
3	Sometimes they're busy but they do call back	3/23/2022 10:53 AM
4	No but I went up there and found out phones were not working	2/27/2022 5:14 PM
5	if she had a client when I did call she called me back asap	12/20/2021 4:18 PM
6	Had to leave a message	10/25/2021 7:20 PM
7	I can leave a message	10/14/2021 8:01 PM
8	if she is at work	10/14/2021 4:28 PM

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

Answered: 71 Skipped: 69

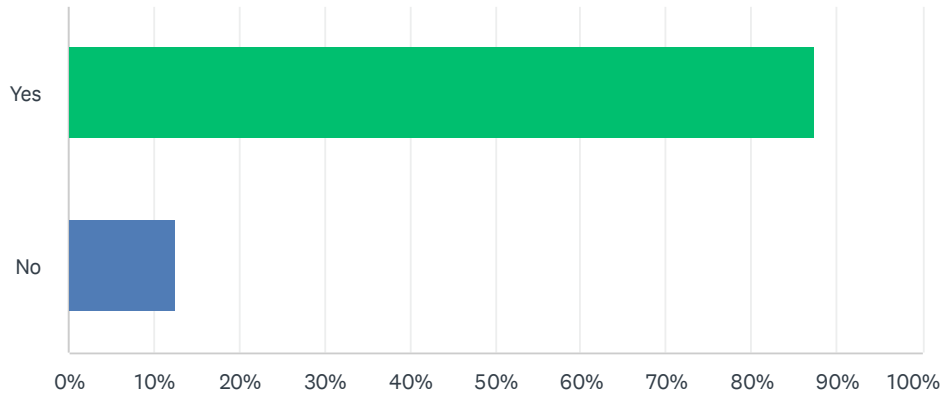


ANSWER CHOICES	RESPONSES
Yes	83.10% 59
No	16.90% 12
TOTAL	71

#	COMMENT (OPTIONAL)	DATE
1	Sometimes	3/4/2022 1:31 PM
2	Yes, she is	1/19/2022 8:49 PM
3	Has always returned my call	10/14/2021 8:01 PM
4	she also text me	10/14/2021 12:36 PM

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

Answered: 71 Skipped: 69

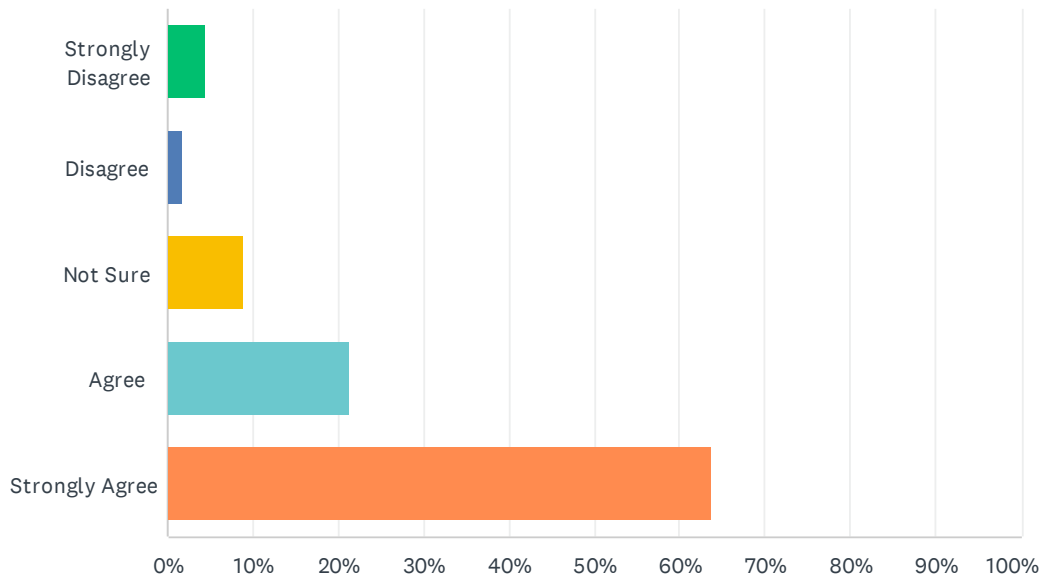


ANSWER CHOICES	RESPONSES
Yes	87.32% 62
No	12.68% 9
TOTAL	71

#	COMMENT (OPTIONAL)	DATE
1	She felt so bad I couldn't get ahold of anyone	2/27/2022 5:14 PM
2	Amy did take her time with me and she even came outside to get my papers	1/19/2022 8:49 PM
3	She will even text you if she is with another client or busy just so you know	10/20/2021 4:17 PM
4	when call	5/30/2021 12:08 AM
5	OR DRANEKIA WILL EMAIL ME...	5/17/2021 5:53 PM

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

Answered: 113 Skipped: 27



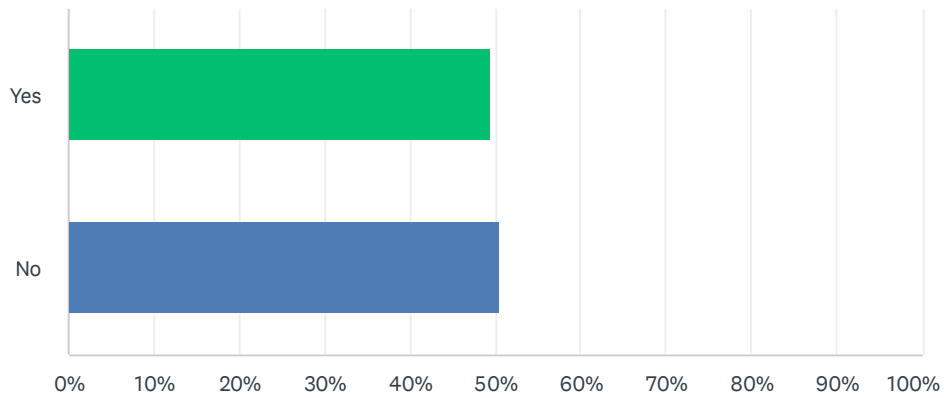
ANSWER CHOICES	RESPONSES
Strongly Disagree	4.42% 5
Disagree	1.77% 2
Not Sure	8.85% 10
Agree	21.24% 24
Strongly Agree	63.72% 72
<b>TOTAL</b>	<b>113</b>

#	COMMENTS (OPTIONAL)	DATE
1	Dora was excellent	8/2/2022 11:27 PM
2	Not the one in Paris but yes Amy in mount pleasant	4/25/2022 11:27 PM
3	She helped me fill out the application	4/22/2022 6:19 AM
4	Mrs Hampton has been so so helpful to myself and also my dads needs.	1/12/2022 2:11 PM
5	plus some	11/4/2021 1:19 PM
6	Elec. was my main need.	6/7/2021 12:08 PM
7	Yes, but I still haven't received them.	5/27/2021 8:49 PM



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

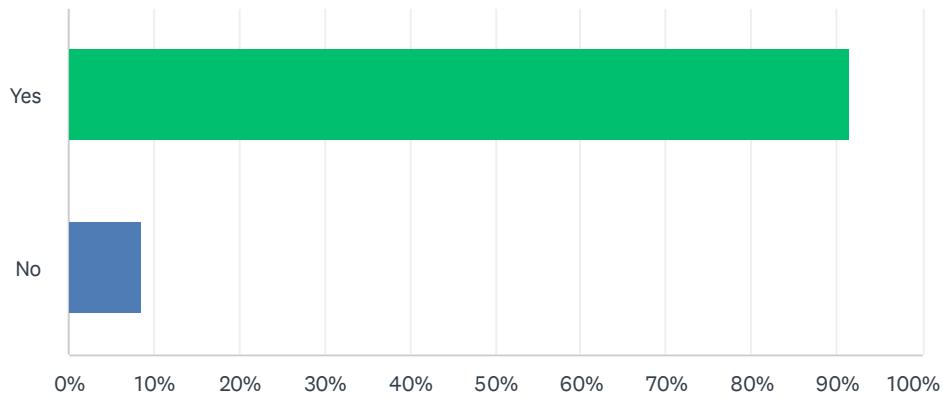
Answered: 95 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	49.47%	47
No	50.53%	48
TOTAL		95

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

Answered: 70 Skipped: 70

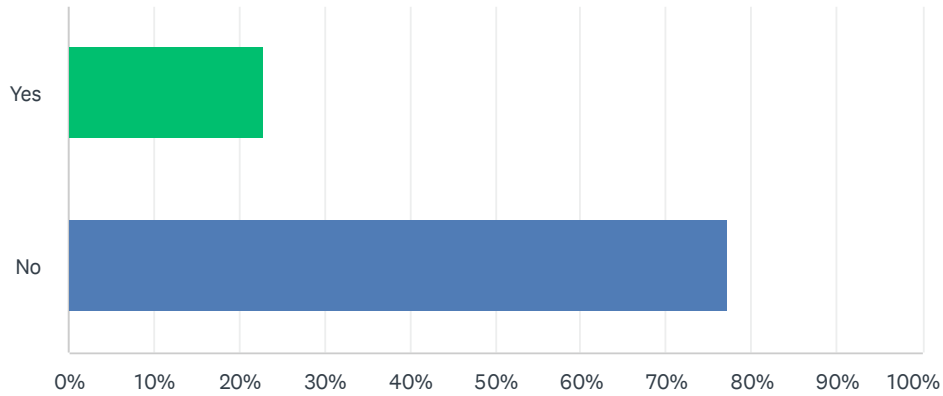


ANSWER CHOICES	RESPONSES
Yes	91.43% 64
No	8.57% 6
TOTAL	70

#	COMMENT (OPTIONAL)	DATE
1	Sometimes	3/4/2022 1:31 PM
2	plus some	12/20/2021 4:18 PM
3	Thank You Jesus	11/10/2021 11:15 AM

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

Answered: 70 Skipped: 70

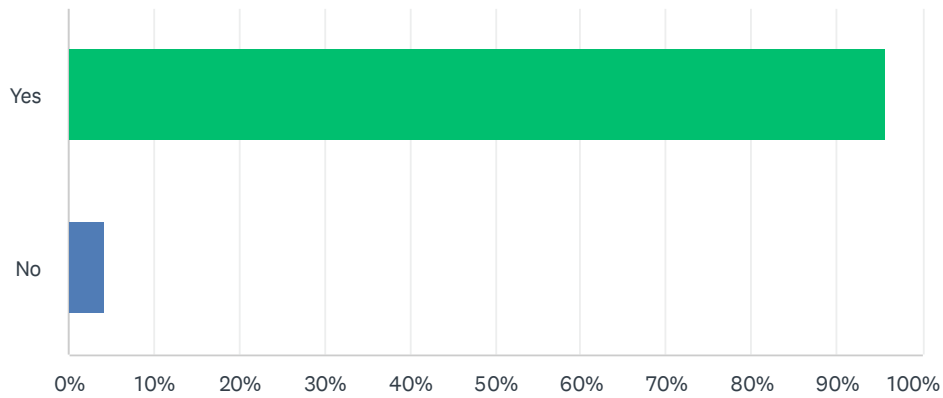


ANSWER CHOICES	RESPONSES	
Yes	22.86%	16
No	77.14%	54
TOTAL		70

#	COMMENT (OPTIONAL)	DATE
1	I had to go to mount pleasant and Ms Amy helped me and answered all my questions	4/25/2022 11:28 PM
2	They did send me someone gave me the phone number of Titus county office	4/12/2022 10:10 PM
3	Didnt have to go anywhere else	4/8/2022 1:59 PM
4	Did not have to go elsewhere	3/28/2022 5:03 PM
5	they took care of my needs right in their office.	3/8/2022 6:15 PM
6	she was able to help me	12/8/2021 3:20 PM
7	Amy helped me with my needs	10/14/2021 8:02 PM
8	did not need to go anywhere else	10/14/2021 4:29 PM

## Q45 I actually received the help I needed.

Answered: 70 Skipped: 70

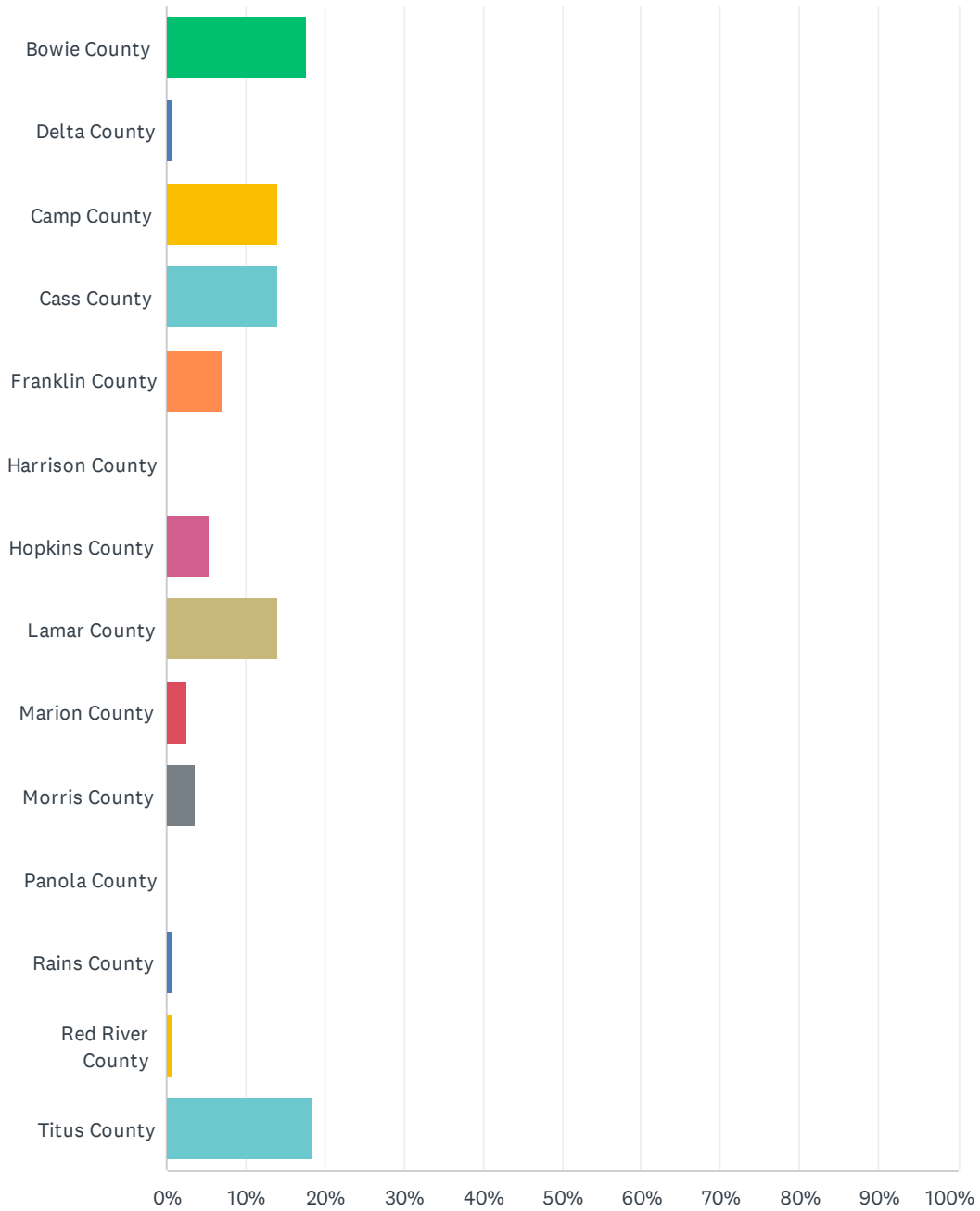


ANSWER CHOICES	RESPONSES
Yes	95.71% 67
No	4.29% 3
TOTAL	70

#	COMMENT (OPTIONAL)	DATE
1	But not by Texarkana people, Kim and Margaret are mean	4/12/2022 10:10 PM
2	took a load off my shoulders	10/14/2021 4:29 PM
3	Not yet	5/27/2021 8:49 PM
4	I HOPE DRANEKIA WILL BE WITH US FOR A LONG TIME..SHE IS SO PROFESSIONAL & KNOWS WHAT SHES DOING..	5/17/2021 5:55 PM

## Q46 In which county did you receive services?

Answered: 113 Skipped: 27



## Customer Experience Survey 2022

ANSWER CHOICES	RESPONSES	
Bowie County	17.70%	20
Delta County	0.88%	1
Camp County	14.16%	16
Cass County	14.16%	16
Franklin County	7.08%	8
Harrison County	0.00%	0
Hopkins County	5.31%	6
Lamar County	14.16%	16
Marion County	2.65%	3
Morris County	3.54%	4
Panola County	0.00%	0
Rains County	0.88%	1
Red River County	0.88%	1
Titus County	18.58%	21
<b>TOTAL</b>		<b>113</b>

## Q47 Please enter any additional comments you may have.

Answered: 48 Skipped: 92

#	RESPONSES	DATE
1	I really would like to thank everyone in this program.	8/7/2022 6:30 PM
2	Im still waiting on a response in my rental Assistants I hope it's soon	8/5/2022 9:49 PM
3	I am extremely grateful for the service I receive. Will share my experience	8/2/2022 11:28 PM
4	Very appreciate for the services	7/26/2022 12:46 PM
5	Overall the process was simple and user friendly.	7/21/2022 10:06 PM
6	I thank y'all so much for the help it's been hard to get cleaning supplies and I can now get some rest I didn't know how I was going to get my kids school supplies this year because my bill runs so high	7/21/2022 9:12 PM
7	This program has been a blessing . When living in small counties it is hard to find resources .	7/21/2022 8:15 PM
8	I am very grateful for the services that I received. The staff was very friendly and helpful.	6/24/2022 8:21 AM
9	I'd like to thank the program for it's help and being there for me and our community. I was not aware of them till I spoke to my loan company that told me about them.	6/23/2022 6:23 PM
10	My dad recieved this letter from community service of northeast Texas's .its not saying if they are helping with his bills but it do have all bills on paper but not really understanding it.	6/13/2022 1:01 PM
11	This program makes things a lot better for me and my granddaughter. I'm able to do things for her and myself I wouldn't be able to otherwise.	5/31/2022 2:36 PM
12	Thank you for helping me and my family out. It truly means a lot and for that we are thankful.	5/16/2022 3:55 PM
13	I am from Red River County and I tried to go to the lady in Paris Mrs. Savage I think her name was but she didn't help it was over a month and so I call the Linden office but I got the Mount Pleasant office and Mrs Amy helped and answered all my question. She was polite and listened and pointed me in the right direction.	4/25/2022 11:32 PM
14	I just lost as know how payments are this on my electric bill.	4/24/2022 12:08 AM
15	Amy is the best case worker I have had in this program	4/22/2022 6:20 AM
16	I would not recommend CSNT Bowie County to anyone. Please send them to Titus county were the people are kind.	4/12/2022 10:12 PM
17	Them ladies in the mount pleasant office are so kind and caring	4/12/2022 9:57 PM
18	Miss Dora was extremely helpful and kind. Great to have the pleasure of working with her.	4/8/2022 11:29 AM
19	Thanks you very much for the help God bless you	4/7/2022 8:59 PM
20	Amy made you feel welcome and the play area was so helpful, the place smelled so good	3/29/2022 10:40 PM
21	At a point in life after working for over 45 yrs, and becoming disabled and learning to live on fixed income with prices rising rapidly, I felt At a total loss on what to do. This help came just in time and has been such a blessing. Thank you from the bottom of my heart I don't know what I would have done with the help of such a great place.	3/28/2022 5:08 PM
22	I'm really thankful that I was able to get help with my utility bill	3/27/2022 1:40 PM
23	I do not know who my case is.	3/15/2022 11:32 AM
24	I want to thank csnt for helping and Mrs. Amy for being so caring and taking her time with me.	2/27/2022 5:16 PM
25	Excellent team & good people always eager to help	1/28/2022 1:22 PM

## Customer Experience Survey 2022

26	Thank CSNT for all they do for people like me. Amy was a blessing	1/19/2022 8:51 PM
27	dranekia is always so wonderful to work with and is awesome at always helping	1/18/2022 3:48 PM
28	I ended up going to Brittany Queen Hampton instead of Nikka Savage which works in Lamar County. I never could get a hold of Mrs Savage on her voice mail because the voice mailbox was always full and I never could get her in her office even after the day they said that you could have reapply for assistance so I reached out to mrs Hampton instead and she was great and got all of my benefits started right away. She was nice enough to help me the year before when Miss Savage was out on leave of absence is how I knew who to contact she was so very helpful and took all of the time needed to explain the program to me and told me exactly what I needed to email to her and was able to get my benefits started right away and I'm very thankful for that and so is my dad. It's really nice when you talk to people like that representing the benefits companies it makes it so much easie Danny Massey	1/12/2022 2:15 PM
29	I want to thank Amy and Community services for helping me and my family	12/20/2021 4:20 PM
30	case manager really good and helpful	12/8/2021 3:21 PM
31	Thank you for the help.	11/17/2021 8:12 AM
32	Amy was very nice and very sweet	11/16/2021 4:08 PM
33	Thanks CSNT and Amy for helping people like me. Your company is a blessing to many people	11/10/2021 11:16 AM
34	Please would someone contact me so I can understand exactly what's going on... 9033364193 Bowie county tiffany Rodgers (it's with a d not Rogers)	11/5/2021 1:17 PM
35	Thank you for helping	11/4/2021 1:20 PM
36	Thank you for helping people like me. Thank you for Ms. Prales. May the good Lord Bless you.	11/2/2021 2:30 PM
37	Amy is a great case manager and I wish other people that help families were like her and this company	10/25/2021 7:22 PM
38	Ms. Amy is a wonderful !! thats all I have to say	10/25/2021 11:20 AM
39	I appreciate everything Amy and CSNT has done for me and my family.	10/20/2021 4:18 PM
40	I appreciate everything Mrs. Amy has done for me and my family. She makes you feel better and makes you feel like someone. You could not ask for a better case manager.	10/18/2021 1:18 PM
41	My case manger was very nice, patient, and professional.	10/14/2021 6:53 PM
42	Thank you for all the help	10/14/2021 4:29 PM
43	Thanks for helping my family in our time of need. I would recommend you to all my family members you are very trustworthy	10/14/2021 1:10 PM
44	Mrs. Amy is the most caring person I have meet. If she can not help you she will fine out who can.	10/14/2021 12:38 PM
45	My taxes are not exempt sense 2009, how will this be approached??	6/16/2021 2:34 PM
46	Maybe csnt covers larger area now making things harder, not sure.	6/7/2021 12:09 PM
47	Thank you for your time today.	5/29/2021 10:35 PM
48	Still waiting on service	5/27/2021 8:49 PM