

ACCESS Assistant Report June 15, 2009 - September 30, 2009

	June	July	Aug.	Sept.	Total	July-Sept. Average
Total Surveys Collected	243	694	551	693	2181	646

	June	July	Aug.	Sept.	%Change Aug.-Sept.	July-Sept. Average
How much time (in minutes) did you spend with the FoodShare customer?						
Minutes:	52.97	55.04	59.99	53.68	-11%	56.24
answered question	241	687	550	688		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	%Change Aug.-Sept.	July-Sept. Average
What is the gender of the FS customer?								
Male	117	380	361	447	1305	60%	24%	396
Female	125	312	187	244	868	40%	30%	248
answered question	242	692	548	691	2173	100%	26%	644
skipped question	1	2	3	2	8		-33%	2

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	%Change Aug.-Sept.	July-Sept. Average
What is the apparent race of the FS customer? (check all that apply)								
White	37	83	78	83	281	13%	6%	81
African American	187	546	417	551	1701	79%	32%	505
Lao/Hmong/Asian	13	33	31	27	104	5%	-13%	30
Native American	0	3	4	2	9	0%	-50%	3
Other	2	23	15	11	51	2%	-27%	16
answered question	237	664	527	659	2146	100%	25%	617

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	%Change Aug.-Sept.	July-Sept. Average
Does the FS customer appear to be Hispanic or Latino?								
Yes	22	40	28	40	130	6%	43%	36
No	220	649	522	650	2041	94%	25%	607
answered question	242	689	550	690	2171	100%	25%	643

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	%Change Aug.-Sept.	July-Sept. Average
Does the FoodShare customer appear to experience Limited English Proficiency?								
Yes	16	45	31	32	124	6%	3%	36
No	227	644	513	657	2041	94%	28%	605
answered question	243	689	544	689	2165	100%	27%	641
skipped question	0	5	7	4	16		-43%	5

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If "yes", what language did the FS client feel most comfortable communicating and writing in?								
Spanish	7	21	13	15	56	33%	15%	16
Hmong	6	13	17	17	53	31%	0%	16
Russian	0	1	1	1	3	2%	0%	1
Other	6	21	22	11	60	35%	-50%	18
answered question	13	35	31	33	172	100%	6%	33

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Did the FS customer have any apparent physical or cognitive impairments that prevented them from easily using ACCESS?								
Yes	11	19	18	9	57	3%	-50%	15
No	225	659	528	681	2093	97%	29%	623
If yes, please explain: answered question	12	14	12	5	43	2%	-58%	10
	236	678	546	690	2150	100%	26%	638

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	%Change Aug.-Sept.	July-Sept. Average
Was FS customer homeless? (no primary nighttime residence)								
Homeless	71	213	197	280	761	35%	42%	230
Not Homeless	116	330	193	216	855	39%	12%	246
Don't Know	55	148	159	196	558	26%	23%	168
answered question	242	691	549	692	2174	100%	26%	644

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What did you accomplish with the FS customer? (check all that apply)								
Create an ACCESS account	197	528	382	542	1649	76%	42%	484
Check my benefits	28	120	65	65	278	13%	0%	83
Apply online	189	465	337	509	1500	69%	51%	437
Report Changes	11	26	15	13	65	3%	-13%	18
Create an email account	0	0	0	0	0	0%	-	0
Complete the ACCESS survey	178	455	302	330	1265	58%	9%	362
Am I eligible?	1	2	1	0	4	0%	-100%	1
Called the state	140	418	384	526	1468	68%	37%	443
Food pantry referral	18	96	80	66	260	12%	-18%	81
Scan verification documents	42	124	124	89	379	17%	-28%	112
Other (please specify)	4	13	14	15	46	2%	7%	14
answered question	242	691	548	687	2168	100%	25%	642

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If the client called the state, what happened?								
They talked to a caseworker	134	368	350	467	1319	62%	33%	395
No one answered the phone	12	35	29	50	126	6%	72%	38
They didn't call the state	83	272	160	160	675	32%	0%	197
Other (please specify)	19	35	9	15	78	4%	67%	20
answered question	229	675	539	677	2120	100%	26%	630

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If the client talked with a state worker what was the outcome of the phone call? (check all that apply)								
They completed their interview	81	256	269	395	1001	52%	47%	307
They were told the state would call them back	41	64	34	50	189	10%	47%	49
The state scheduled an interview appointment	7	17	7	0	31	2%	-100%	8
They were told to call back	8	15	10	14	47	2%	40%	13
Client left without calling the state	22	74	24	25	145	7%	4%	41
The client didn't call the state	60	212	145	143	560	29%	-1%	167
answered question	210	630	487	616	1943	100%	26%	578

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Was the wait time on the phone less than 10 minutes?								
Yes	59	23	30	65	177	10%	117%	39
No	89	415	378	464	1346	72%	23%	419
Don't know	26	109	85	120	340	18%	41%	105
answered question	174	547	493	649	1863	100%	32%	563

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What problems / barriers did you encounter while helping this FS customer? (Check all that apply)								
Computer Literacy (mouse, scrolling, tabbing etc)	72	158	129	186	545	48%	44%	158
unable to create ACCESS login	24	85	72	119	300	26%	65%	92
Internet, ACCESS or phones down. (explain in other)	2	2	2	2	8	1%	0%	2
ACCESS written at too high of literacy rate	47	125	91	119	382	33%	31%	112
unable to answer questions without assistance from HTF staff	84	252	208	254	798	70%	22%	238
FS customer became frustrated / angry	4	24	13	14	55	5%	8%	17
ACCESS error	6	1	2	0	9	1%	-100%	1
Needed PIN or case information from county to use ACCESS	1	18	60	41	120	10%	-32%	40
Other (please specify)	18	30	24	6	78	7%	-75%	20
answered question	132	333	293	386	1144	100%	32%	337

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What was the outcome / resolution to helping this FS customer? (check all that apply)								
Worked for checking benefits/reporting changes	54	102	90	81	327	19%	-10%	91
Worked, the client applied and completed their interview today	71	230	218	351	870	50%	61%	266
Worked, client applied/was unable to complete their interview	56	143	45	109	353	20%	142%	99
May have worked-people left with questions/needed help	10	43	55	31	139	8%	-44%	43
Didn't work-sent client away without answers/resolution	8	9	3	5	25	1%	67%	6
Staff or facility issue-Coggs staff unable to assist due to literacy, LEP	0	0	1	0	1	0%	-100%	0
Client started application but decided to finish off site	1	7	1	3	12	1%	200%	4
Worked, this was a medical only application	31	35	22	29	117	7%	32%	29
Other (please specify)	43	146	123	76	388	22%	-38%	115
answered question	209	541	403	576	1729	100%	43%	507

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How comfortable did the FS client appear to be with using a computer?								
Uncomfortable - they always needed help to use the computer	33	115	95	131	374	20%	38%	114
Somewhat uncomfortable - client had many questions	29	54	31	37	151	8%	19%	41
Somewhat comfortable -client had a few questions	41	105	89	109	344	18%	22%	101
Comfortable -client used the computer without any help	119	358	241	328	1046	55%	36%	309
answered question	222	632	456	605	1915	100%	33%	564

*This survey started on 6/15/09. All averages are based on July through September to capture full months.