

**ACCESS Client Report June 15, 2009 - September 30, 2009**

	June	July	Aug.	Sept.	Total
<b>Total Surveys Collected</b>	205	408	335	358	1306

	June	July	Aug.	Sept.	% Change Aug.-Sept.	July-Sept. Average
<b>How long did you wait until you spoke to a live person?</b>						
Minutes	22.13	37.98	46.83	47.24	1%	44
answered question	107	251	237	248		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>What is your gender?</b>								
Male	120	243	213	241	817	63%	13%	232
Female	85	165	122	117	489	37%	-4%	135
answered question	205	408	335	358	1306	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>What is your age?</b>								
Answer Options								
Younger than 18	3	3	2	1	9	1%	-50%	2
18 - 24	38	127	88	100	353	27%	14%	105
25 - 39	68	139	106	100	413	31%	-6%	115
40 - 54	83	116	114	130	443	34%	14%	120
55 - 64	14	25	23	28	90	7%	22%	25
65 - 79	0	2	2	3	7	1%	50%	2
80 or older	1	0	1	0	2	0%	-100%	0
answered question	207	412	336	362	1317	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>What is your race/ethnicity?</b>								
American Indian or Alaska Native	4	11	4	7	26	2%	75%	7
Arab	2	0	2	0	4	0%	-100%	1
Black or African-American	156	303	254	265	978	75%	4%	274
Southeast Asian (Hmong, Lao, Thai, Cambodian, Vietnamese)	12	14	18	18	62	5%	0%	17
Hispanic or Latino	12	21	18	14	65	5%	-22%	18
Native Hawaiian or other Pacific Islander	0	1	0	1	2	0%	-	1
Southwest Asian (Indian, Pakistani, Afghani)	4	3	1	0	8	1%	-100%	1
White or caucasian	22	53	40	60	175	13%	50%	51
other	0	3	1	2	6	0%	100%	2
None of the above	1	1	1	0	3	0%	-100%	1
Refused	0	3	1	2	6	0%	100%	2
answered question	207	407	335	359	1308	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>What language do you prefer to speak, read and receive letters in? (Check all that apply.)</b>								
English	192	382	317	344	1235	94%	9%	348
Arabic	0	0	2	1	3	0%	-50%	1
Cambodian	0	0	1	0	1	0%	-100%	0
Chinese	1	1	1	0	3	0%	-100%	1
French	0	2	0	0	2	0%	-	1
Hindi	2	1	1	0	4	0%	-100%	1
Hmong	8	7	12	13	40	3%	8%	11
Korean	0	0	0	1	1	0%	-	0
Laotian	2	7	3	2	14	1%	-33%	4
Russian	0	1	0	1	2	0%	-	1
Somali/Bantu	0	0	0	0	0	0%	-	0
Spanish	2	11	5	3	21	2%	-40%	6
Thai	2	0	3	0	5	0%	-100%	1
Vietnamese	2	2	0	1	5	0%	-	1
other	1	3	0	0	4	0%	-	1
answered question	206	409	337	362	1314	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>Before today, have you ever heard of ACCESS or tried using it?</b>								
No, I have never heard of ACCESS before today	150	281	246	269	946	72%	9%	265
Yes, I have heard of ACCESS but never used it	24	71	43	35	173	13%	-19%	50
Yes, I have heard of ACCESS and tried using it before	33	54	47	57	191	15%	21%	53
answered question	207	406	336	361	1310	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>How would you rate the quality of service you received in the ACCESS computer lab today?</b>								
Excellent	135	332	265	282	1014	81%	6%	293
Good	31	56	47	57	191	15%	21%	53
Fair	4	11	16	5	36	3%	-69%	11
Poor	1	3	3	0	7	1%	-100%	2
answered question	171	402	331	344	1248	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>What did you do in room 105 today? (check all that apply)</b>								
Check my benefits	28	67	54	55	204	16%	2%	59
Report Changes	13	21	15	14	63	5%	-7%	17
Apply	137	282	230	259	908	73%	13%	257
Am I Eligible?	14	17	14	18	63	5%	29%	16
Create an ACCESS account	68	146	136	173	523	42%	27%	152
phone interview with the state	56	129	134	176	495	40%	31%	146
scan documents	16	36	37	26	115	9%	-30%	33
Other (please specify)	6	3	12	10	31	3%	-17%	8
answered question	170	399	328	342	1239	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>Did it work?</b>								
Yes	155	360	299	320	1134	91%	7%	326
No, I received an error message	4	6	4	4	18	1%	0%	5
No, I did not have all of the required information to use ACCE!	3	5	2	2	12	1%	0%	3
No, I was unable to understand how to use ACCESS	0	1	0	1	2	0%	-	1
No, ACCESS or The Internet was down	0	3	2	2	7	1%	0%	2
I don't know	10	21	23	21	75	6%	-9%	22
answered question	171	395	328	347	1241	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>Did you use the telephones in room 105 to call a state worker?</b>								
yes	108	265	240	255	868	71%	6%	253
No (proceed to question 16)	55	128	86	82	351	29%	-5%	99
answered question	163	393	326	337	1219	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>What happened when you used to phone in room 105 to call the state?</b>								
I talked to a case worker	99	234	225	231	789	91%	3%	230
no one answered the phone	12	30	19	19	80	9%	0%	23
Other (please specify)	10	24	23	15	72	8%	-35%	21
answered question	111	264	244	250	869	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>If you spoke with a case worker what was the outcome of the phone call?</b>								
I completed my interview	61	174	182	217	634	70%	19%	191
I only partially completed my interview	9	12	14	14	49	5%	0%	13
I scheduled an appointment for my interview	9	15	7	3	34	4%	-57%	8
I was told they would call me back	19	38	15	16	88	10%	7%	23
I did not speak to a worker	17	37	28	22	104	11%	-21%	29
Other (please specify)	6	15	26	8	55	6%	-69%	16
answered question	115	276	246	272	909	100%	11%	

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

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>Did you understand the telephone menu system</b>								
Yes	102	222	186	198	708	77%	6%	202
No, it didn't speak my language	6	13	9	4	32	3%	-56%	9
No, I didn't understand the directions	5	25	51	61	142	15%	20%	46
No, it didn't have the options I needed	0	9	6	2	17	2%	-67%	6
I was disconnected	3	8	7	2	20	2%	-71%	6
answered question	116	277	259	267	919	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>After speaking on the phone with a state worker how would you rate their customer service?</b>								
Excellent	66	149	141	159	515	58%	13%	150
good	26	66	68	65	225	25%	-4%	66
fair	14	28	27	26	95	11%	-4%	27
poor	7	25	16	11	59	7%	-31%	17
answered question	113	268	252	261	894	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>If you could improve the phone system and/or ACCESS what would you do?</b>								
shorter wait times	66	202	182	171	621	72%	-6%	185
get immediate interview	44	109	82	93	328	38%	13%	95
make sure the people that answer the phone show respect	15	30	31	34	110	13%	10%	32
change telephone menu system	7	20	39	62	128	15%	59%	40
Eliminate hold times	30	99	81	88	298	35%	9%	89
have operator speak my language	5	12	12	6	35	4%	-50%	10
make sure ACCESS is easier to read	12	44	34	42	132	15%	24%	40
Make ACCESS easier to use	16	48	38	48	150	17%	26%	45
Make ACCESS application shorter	19	55	39	56	169	20%	44%	50
Other (please specify)	17	10	19	16	62	7%	-16%	15
answered question	102	271	236	254	863	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>Did you get what you needed today?</b>								
yes	152	350	295	325	1122	89%	10%	323
no	21	54	37	24	136	11%	-35%	38
answered question	173	404	332	349	1258	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>How often do you think you will check this email account?</b>								
Every day	23	52	35	36	146	15%	3%	41
Once or twice a week	40	89	67	45	241	25%	-33%	67
Once or twice a month	22	45	29	33	129	14%	14%	36
A few times a year	8	13	10	11	42	4%	10%	11
Never	41	116	112	128	397	42%	14%	119
answered question	134	315	253	253	955	100%		

	June	July	Aug.	Sept.	June-Sept. Total	% of Total (June-Sept.)	% Change Aug.-Sept.	July-Sept. Average
<b>After the training today, rate on a scale of 1 to 5 how likely you are to use ACCESS without our assistance?</b>								
1 - Will certainly use ACCESS	100	237	186	209	732	60%	12%	211
2 - Probably will use ACCESS	34	78	70	64	246	20%	-9%	71
3 - Not sure	23	54	53	51	181	15%	-4%	53
4 - Probably will not use ACCESS	3	10	9	9	31	3%	0%	9
5 - Will never use ACCESS	4	6	6	5	21	2%	-17%	6
answered question	164	385	324	338	1211	100%		