

'19-'20 NCCASA MEMBER SERVICES & TECHNICAL ASSISTANCE SUMMARY REPORT

66% OF RESPONDENTS SAID THEY'VE HAD CONTACT WITH NCCASA AT LEAST QUARTERLY, THIS IS A 2% INCREASE FROM LAST YEAR

MOST REQUESTED AREAS FOR TECHNICAL ASSISTANCE:

PREA

58%

CORE SA SERVICES

50%

92% OF RESPONDENTS SAID THEY RECEIVED SERVICES IN A TIMELY MANNER

88% OF
RESPONDENTS
SAID THE
MONTHLY
MAILING WAS
GOOD OR
EXCELLENT

90% OF
RESPONDENTS
FOUND THE
MEMBER
MEETINGS TO BE
HELPFUL AND
PRODUCTIVE

86% OF RESPONDENTS BELIEVE NCCASA IS MAKING EFFORTS TO BECOME MORE VISIBLE AROUND THE STATE

96% OF
RESPONDENTS RATED
THE OVERALL IMAGE
AND VISIBILITY OF
NCCASA AS GOOD
TO EXCELLENT

89% OF RESPONDENTS RATED THE COURTESY OF NCCASA STAFF AS GOOD TO EXCELLENT