



## 2019 DC ReEngagement Center Partner/Customer Service Satisfaction Survey Data Finding Snapshot

### CLIENT SURVEY | DATA FINDINGS

The following snapshot provides a brief overview of responses to a satisfaction survey administered to clients at the DC ReEngagement Center (REC). The responses were collected Dec. 4 – 31, 2019 via Survey Monkey and paper surveys. A total of 80 clients submitted the survey, which was voluntary.

#### CUSTOMER SERVICE

- **93 percent** of survey respondents agreed or strongly agreed that REC Staff listened attentively to their needs and assisted in addressing those needs.
- **96 percent** of survey respondents agreed or strongly agreed that they felt comfortable sharing personal information that guided staff in assisting survey respondents in achieving their goals.
- **90 percent** of survey respondents agreed or strongly agreed that the REC Center was clean and welcoming when they visited the office.

#### COMMUNICATION

- **91 percent** of survey respondents reported that they agreed or strongly agreed that REC staff provided clear information about their options and next steps.
- When asked if survey respondents were satisfied with the wait time it took for a staff member to respond to calls, emails, or text messages, approximately **86 percent** reported that they were satisfied or very satisfied with the wait time.
- Nearly **92 percent** of survey respondents agreed or strongly agreed that the communication between REC staff and clients was helpful.

#### REFERRAL TO EDUCATIONAL PLACEMENT

- **80 percent** of survey respondents agreed or strongly agreed that REC staff made appropriate referrals to an education placement that supported the client's educational goals.
- When prompted to rate whether the staff at the client's educational placement showed interest in the client as a person, **80 percent** of survey respondents agreed or strongly agreed.
- When asked if REC staff provided supports to ensure that clients were able to successfully enroll in their educational placement, **83 percent** either agreed or strongly agreed.

#### REFERRAL TO PARTNER SUPPORT SERVICES

- **86 percent** of survey respondents agreed or strongly agreed that REC staff made useful referrals to partner agencies to help mitigate barriers.
- Nearly **85 percent** of survey respondents agreed or strongly agreed that the referring partner agency met their needs.
- **83 percent** of survey respondents agreed or strongly agreed that the REC staff provided support to ensure that clients were able to successfully gain the referred services.
- **88 percent** of survey respondents agreed or strongly agreed that they have someone with whom they are comfortable talking about their challenges.
- When asked if survey respondents would recommend the REC to their friends, **88 percent** agreed or strongly agreed.
- **90 percent** of survey respondents would return to the REC for services, if needed.



## CLIENT SURVEY | ACTION STEPS [OUR COMMITMENT TO YOU!]

As a result of the survey feedback, the DC ReEngagement Center conducted a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis over the course of five internal staff meetings that were a minimum of 1-2 hours each. From these meetings, the DC REC team created actionable steps that the team would commit to fulfilling in the 2020-21 school year to better serve our clients. These action steps were derived directly from client feedback.

**CUSTOMER SERVICE:** The REC will create, implement, and sustain a real-time customer service feedback tool/assessment that will allow survey respondents to provide their feedback or suggestions in regards to services received at the REC.

1. Create a system that allows survey respondents to provide feedback after each office visit.
2. Create opportunity for survey respondents to engage with REC leadership.
3. Conduct an annual customer service satisfaction survey.

**COMMUNICATION:** The REC will provide clear, consistent, and youth-centered communication.

1. Build in accountability measures to ensure that monthly face-to-face check-ins occur consistently with all clients.
2. Create client leadership opportunities through the development of the DC REC Youth Advisory Board.
3. Utilize multiple forms of outreach, including social media platforms (i.e., Twitter, Instagram) to increase client engagement.

**REFERRAL TO EDUCATIONAL PLACEMENT:** Provide a youth-friendly handoff to ensure successful enrollment and completion to increase client engagement with educational placements (also referred to as the REC stick rate).

1. Improve current REC Education Plan and ensure its implementation and shared ownership with clients.
2. Create a REC post-secondary education plan that helps survey respondents envision and connect to a life after a secondary diploma.
3. Explore opportunities to incentivize students who are regularly attending school and engaging with case managers; both internal and external placements.

**REFERRAL TO SUPPORT SERVICES:** Streamline the referral process to ensure that survey respondents reduce number of referral office visits.

1. Create an online client referral form.
2. Create opportunities for clients to engage with onsite support service for referral follow-up.
3. Utilize the DYCN as a community of practice (CoP) to better support survey respondents.





## PARTNER SURVEY | DATA FINDINGS

The following snapshot provides a brief overview of partner responses to a satisfaction survey administered by the DC ReEngagement Center. Responses were collected Dec. 4-31, 2019 via Survey Monkey. A total of 48 partners submitted the survey, which was voluntary.

### CUSTOMER SERVICE

- 93 percent of partners agreed that REC staff are respectful in their interactions.
- Nearly 91 percent of partners agreed or strongly agreed that REC staff are responsive to them as a partner.
- 93 percent of partners agreed or strongly agreed that the REC was helpful to potential survey respondents they referred.

### COMMUNICATION

- 93 percent of partners agreed or strongly agreed that the REC staff meets the needs of potential survey respondents that they referred.
- When asked if the REC staff communicates professionally, 93 percent agreed or strongly agreed.
- 89 percent of partners agreed or strongly agreed that the REC staff that they worked with provided clear information that satisfied their needs.

### PARTNERSHIP SUPPORT

- Nearly 90 percent of partners agreed or strongly agreed that partnering with the REC is mutually beneficial.
- When asked if the partnership with the REC is important to their agency goals and the residents they serve, 98 percent agreed or strongly agreed.
- 93 percent of partners agreed or strongly agreed that they were committed to maintaining their partnership with the REC.



## PARTNER SURVEY | ACTION STEPS (OUR COMMITMENT TO YOU!)

As a result of the survey feedback, the DC ReEngagement conducted a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis over the course of five internal staff meetings that were a minimum of 1-2 hours each. From these meetings the DC REC team created actionable steps that the team would commit to fulfilling in the 2020 year to better serve our partners. These action steps were derived directly from partner feedback.

**CUSTOMER SERVICE:** The REC will create and identify opportunities to re-engage and increase partner and stakeholder involvement in DC ReEngagement work, thus amplifying our customer service delivery model.

1. Host quarterly events that will:
  - a. Re-introduce partner staff to REC staff and services to maintain strong partnerships and continually explore potential new collaborations.
  - b. Provide information sharing opportunities that will strengthen partnerships and potentially facilitate partnership among our partners.
  - c. Offer networking/recognition events at the REC (i.e., Breakfast of Champions)
2. Conduct an annual partner satisfaction survey

**COMMUNICATION:** The REC will explore opportunities to communicate more frequently with its partners and stakeholders.

1. Create a quarterly partner newsletter to keep partners informed of DC REC work.
2. Increase the REC social media presence via Twitter, Instagram, etc.

**PARTNER SUPPORT SERVICES:** The REC will explore opportunities to engage with new partners and stakeholders to cultivate new and strengthen existing partnerships in support of our clients.

1. Explore additional opportunities to co-locate with new partners and periodically evaluate existing co-location activity for effectiveness.
2. Re-introduce REC staff to partners and visit partner sites.



**Visit Us:** Monday - Friday | 8:30 am - 5 pm

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