

**National Resource Center for Child Protective Services (NRCCPS)
Customer Satisfaction of Technical Assistance (TA)
State of Connecticut**

Three participants were invited to participate in a survey of customer satisfaction of the technical assistance (TA) relative to the Program Improvement Plan (PIP) provided to the State of Connecticut by the National Resource Center for Child Protective Services. Two of the participants responded to this survey. Both respondents were extremely satisfied with the technical assistance, as indicated by an overall mean of 5.0.

Exhibit 1: Mean Measures of Satisfaction

Mean Measure of Satisfaction	Response
The NRCCPS responded to our TA request in a timely manner (N = 2)	5.0
The planning process for the TA was designed to address our needs (N = 2)	5.0
The TA provided was flexible (N = 2)	5.0
The TA met our needs (N = 2)	5.0
The written materials/handouts were helpful (N = 2)	5.0
The assigned consultant(s) were qualified to provide TA (N = 2)	5.0
The assigned consultant(s) were well prepared (N = 2)	5.0
Follow-up to the on-site TA was completed in a timely manner (N = 2)	5.0
Overall, I was satisfied with the TA provided by the NRCCPS (N = 2)	5.0
Overall Mean	5.0
1 = strongly disagree 2 = disagree 3 = neither agree nor disagree 4 = agree 5 = strongly agree	

Comments

What aspects of your PIP (if any) was the Technical Assistance helpful in addressing?

- All. I have had nothing but cooperation and timely guidance.

What aspects of the Technical Assistance did you find the most helpful?

- Again, all. The development of DRS in CT had beginnings in 2001, but that initiative did not result in success for many reasons. Our consultant has assisted CT in avoiding previous barriers and pitfalls while giving guidance toward best practice.

What aspects of the Technical Assistance did you find the least helpful?

- To date, no areas.

What would you like to see done differently in future Technical Assistance sessions?

- Nothing that I can think of.