

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

Four 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 Hawaii by the National Resource Center for Child Protective Services. One participant responded to this survey. This respondent was 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 = 1)	5.0
The planning process for the TA was designed to address our needs (N = 1)	5.0
The TA provided was flexible (N = 1)	5.0
The TA met our needs (N = 1)	5.0
The written materials/handouts were helpful (N = 1)	5.0
The assigned consultant(s) were qualified to provide TA (N = 1)	5.0
The assigned consultant(s) were well prepared (N = 1)	5.0
Follow-up to the on-site TA was completed in a timely manner (N = 1)	5.0
Overall, I was satisfied with the TA provided by the NRCCPS (N = 1)	5.0
<b>Overall Mean</b>	<b>5.0</b>
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?*

- Safety was the main focus, but the work we did has had a significant impact in all of the areas of the CFSR and our success with our PIP.

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

- The assistance in development of Hawaii's Differential Response System was invaluable. We could not have done it without Theresa Costello.

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

- I was happy with all of it. Especially since a lot of the work was done long distance and by telephone and email to prepare for the on-site.

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

- None.