

**National Resource Center for Child Protective Services (NRCCPS)  
Customer Satisfaction of Technical Assistance (TA)  
Mississippi Band of Choctaw**

Two 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 Mississippi Band of Choctaw 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?*

- Helping caseworkers to better understand their roles.

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

- How the consultant communicated effectively with the Choctaw staff.

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

- None.

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

- Nothing I can think of since I have no complaints with the TA we received.