

As part of La Frontera Center's ongoing quality improvement efforts, subcontractors were asked to complete a survey rating their experience with the agency. Surveys were sent out to all subcontractors with answers being anonymous. Seventeen surveys were returned. Results from the survey were reviewed and discussed. The questions and findings are listed below.

Survey Results:

1. Phone calls to case managers are returned in a timely manner.
 - **64.7% agree**
2. I feel that I receive adequate training from LFC.
 - **35.2% Disagreed or strongly disagreed**
3. I feel that La Frontera is focused on recovery for the persons served.
 - **82.3% agreed or strongly agreed**
4. I feel that expectations for billing procedures are clear.
 - **72.5% agree or strongly agree**
 - **18.8% disagreed or strongly disagreed**
5. I am overall satisfied with La Frontera as a contractor.
 - **82.3% agreed or strongly agreed**

In the discussion of these results La Frontera offered additional training in any areas requested. No subcontractor requested additional training at this time. Subcontractors were directed to let the agency's Contracts Administrator know of any training needs in the future. The group discussed that while there have been improvements in required documentation getting to subcontractors within expected timelines, it is still not always consistent.