



EDWARD B. GRIMBALL, Chairman
HOWELL CLYBORNE, JR.
EMERSON F. GOWER, JR.

SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE

FRANK A. RAINWATER
Executive Director

RFA BOARD AGENDA April 9, 2018 2:45pm or Upon Adjournment of BEA Meeting Bowers Conference Room Room 417, Rembert C. Dennis Building

1. Welcome
2. Adoption of Meeting Minutes for February 15, 2018
3. Presentations
 - A. Employee Recognition
 - i. Retirement - Wayne Gilbert, Precinct Demographics
 - B. Customer Satisfaction Survey – 2018 Results presented by Byron Kirby
4. Future Meetings
 - June 14, 2018, Upon Adjournment of BEA Meeting (Year-End Report)
 - July 26, 2018, Upon Adjournment of BEA Meeting (If necessary)
 - August 29, 2018, Upon Adjournment of BEA Meeting (Accountability Report)
 - 2018 Calendar at <http://rfa.sc.gov/meetings>
5. Adjournment

Please note the Agenda is subject to change.



EMPLOYEE RECOGNITION

RETIREMENT

Wayne Gilbert
Precinct Demographics



Customer Focus: Survey Report FY 2018

Team members:

- David Ballard
- Sarah Crawford
- Beth Hollingsworth
- Lisa Jolliff
- Byron Kirby
- Karen Lever
- Carla Sadlier

Customer Focus: Survey Report FY 2018

Customer Feedback Surveys

- Surveys were emailed to 1,350 customers agencywide
 - 380 responses; 29% response rate

- Core areas of focus:
 - Overall satisfaction
 - Customer service provided
 - Quality, timeliness, and how well the products, services, and information meet customer needs
 - New questions regarding value of services provided and website utility

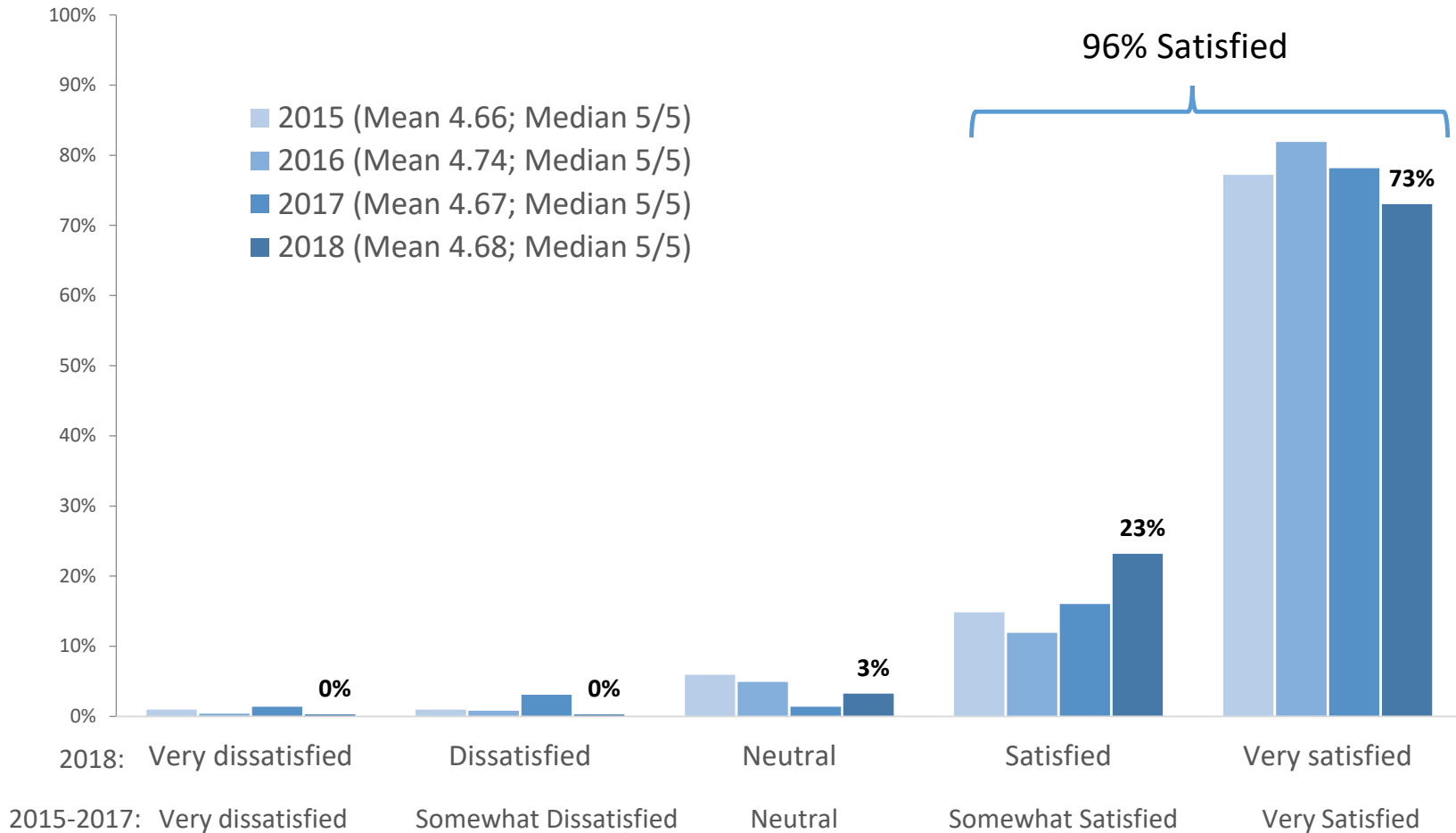
- Detailed sectional survey for external customers
 - Health and Demographics
 - Detailed surveys cycle each RFA section once every 3 years

- Intra-agency survey for Business Services
 - For quality assessment, process and policy evaluation, and benchmarking



Agencywide Core Survey Metrics

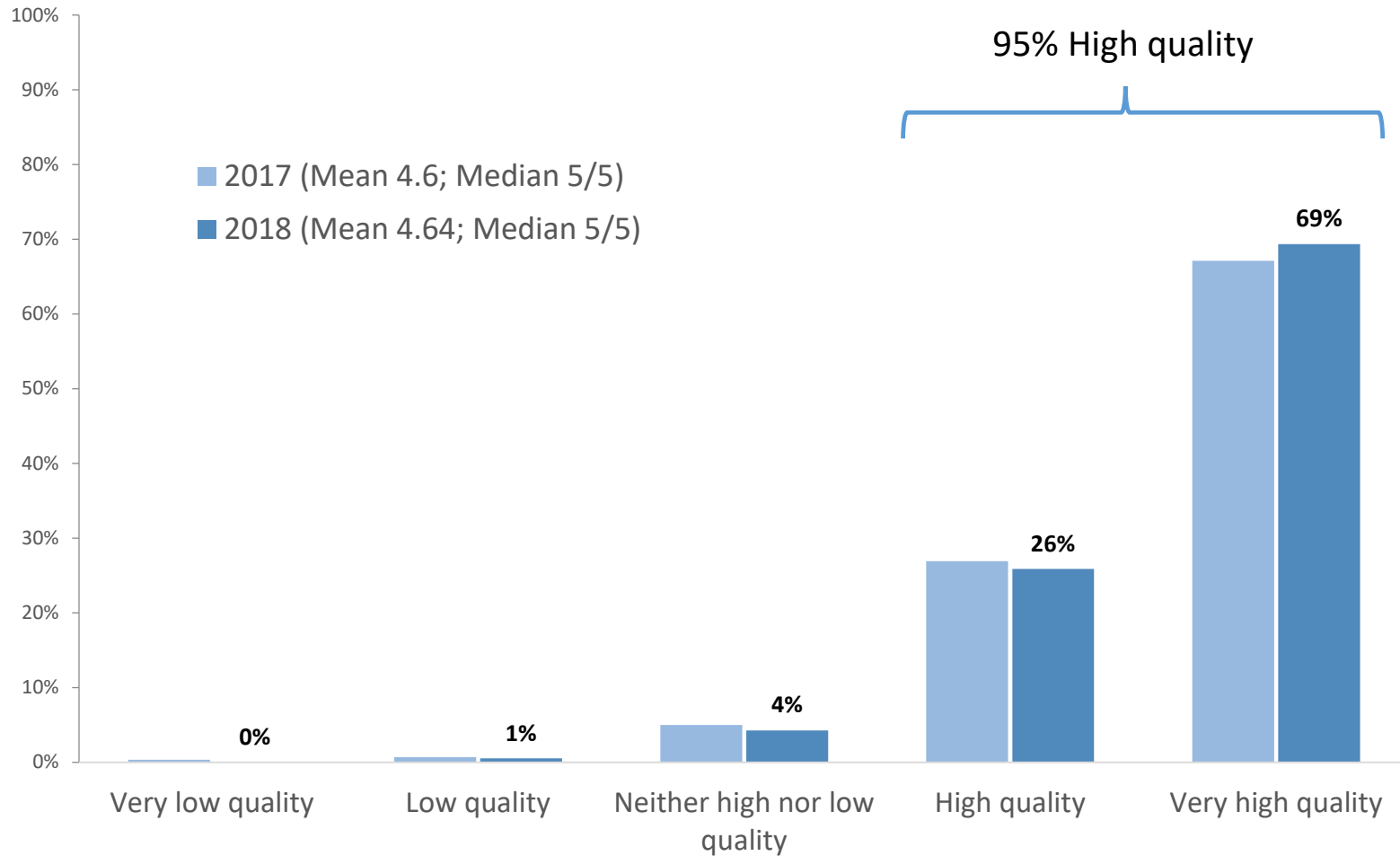
Overall, how satisfied are you with our agency?



Note: 7 surveys removed for response inconsistency.

Agencywide Core Survey Metrics

Quality of customer service

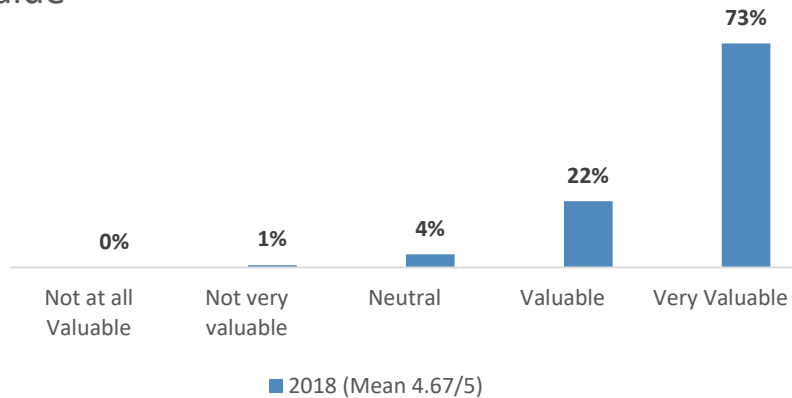


Note: 7 surveys removed for response inconsistency.

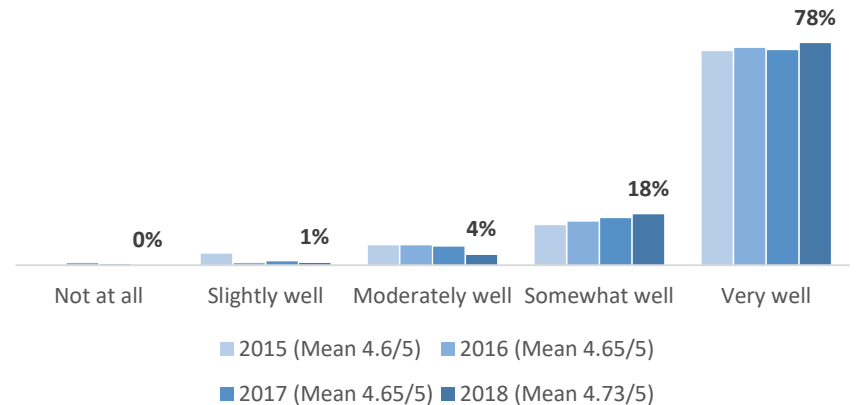
Agencywide Core Survey Metrics

Concerning products, services, and information we provide

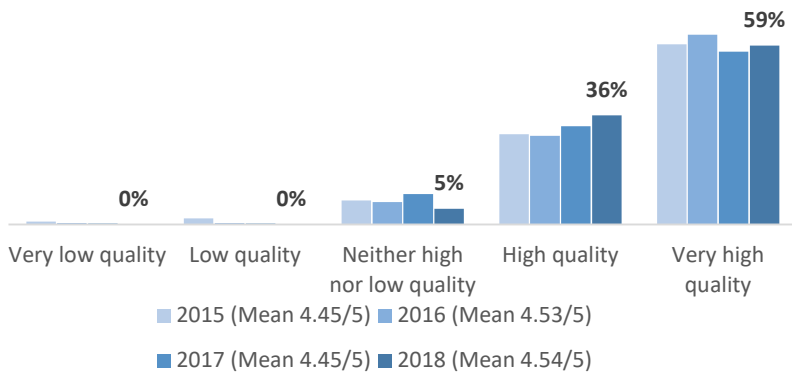
Value



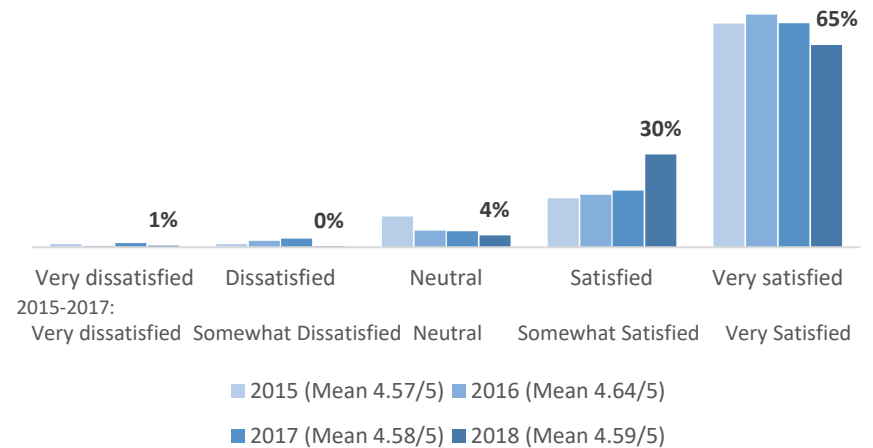
Meets your needs



Quality



Timeliness



Note: 7 surveys removed for response inconsistency.

Agencywide Core Survey Metrics

Takeaways:

- Overall, customers continue to be very satisfied
- Continue to foster relationships with customers
- Maintain open lines of communication with customers
- Continue to review processes and procedures to increase efficiency/timeliness of the products, services, and information we provide without sacrificing quality standards



Health and Demographics Division Survey

Survey was sent to 235 H&D Customers

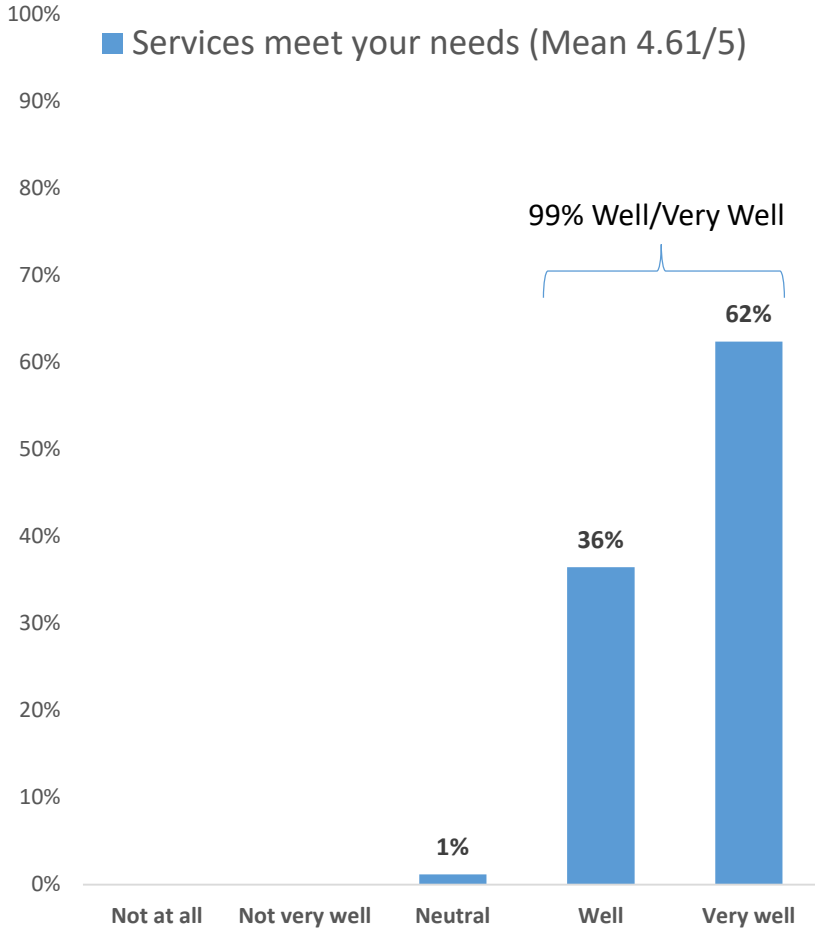
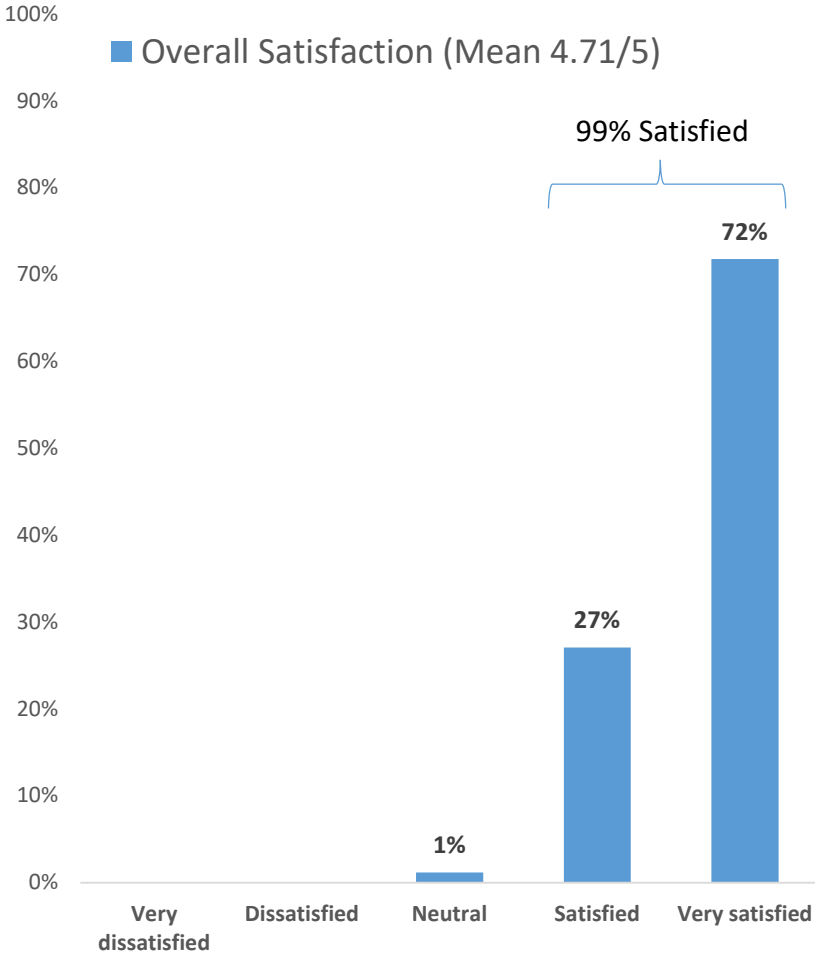
- 85 responses; 36% response rate

Survey areas:

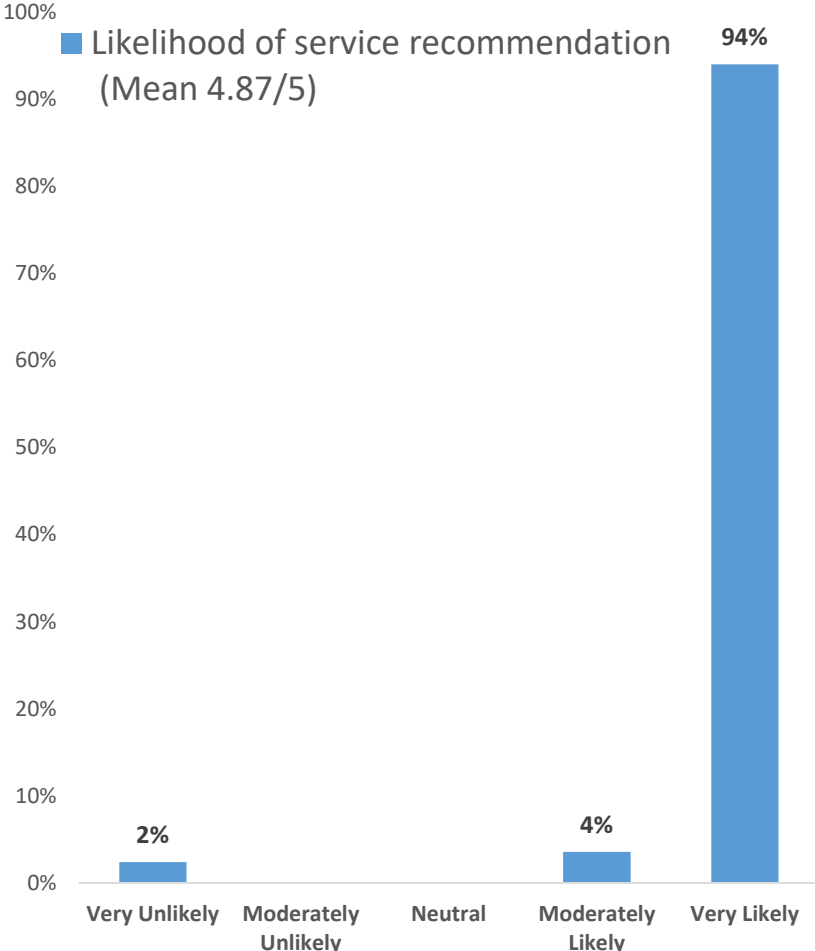
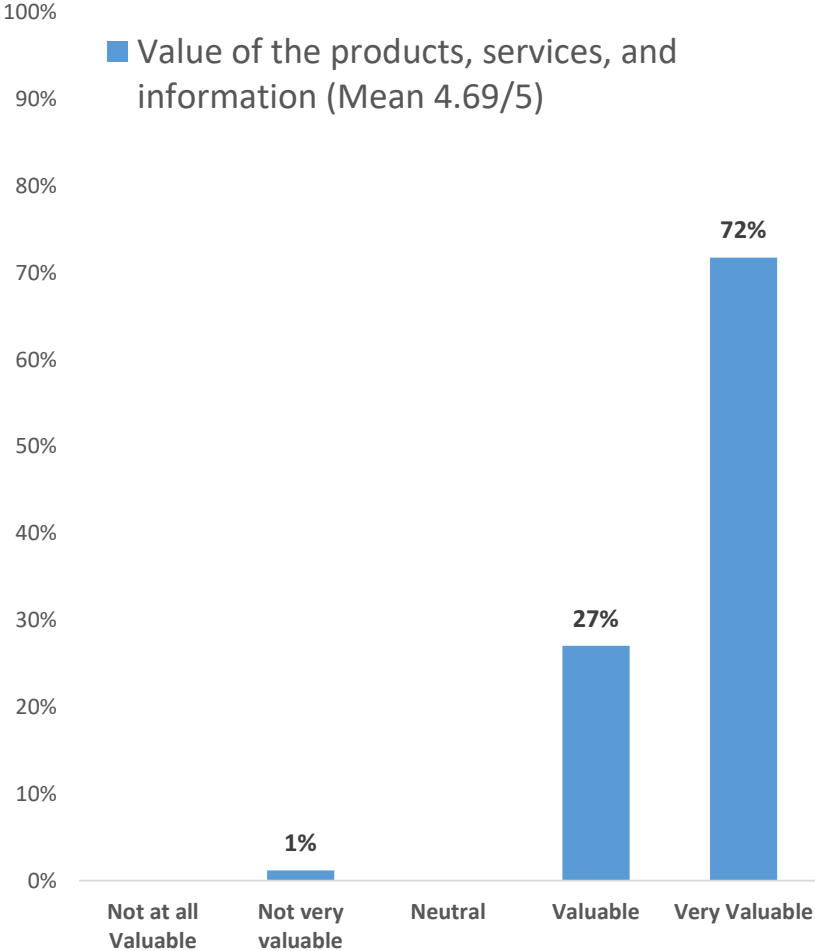
- Customer satisfaction core metrics
- Likelihood of recommendation of H&D services
- Utilization of data warehouse
- Health/Census web resources
- Interaction with H&D Staff



Health and Demographics Division Survey

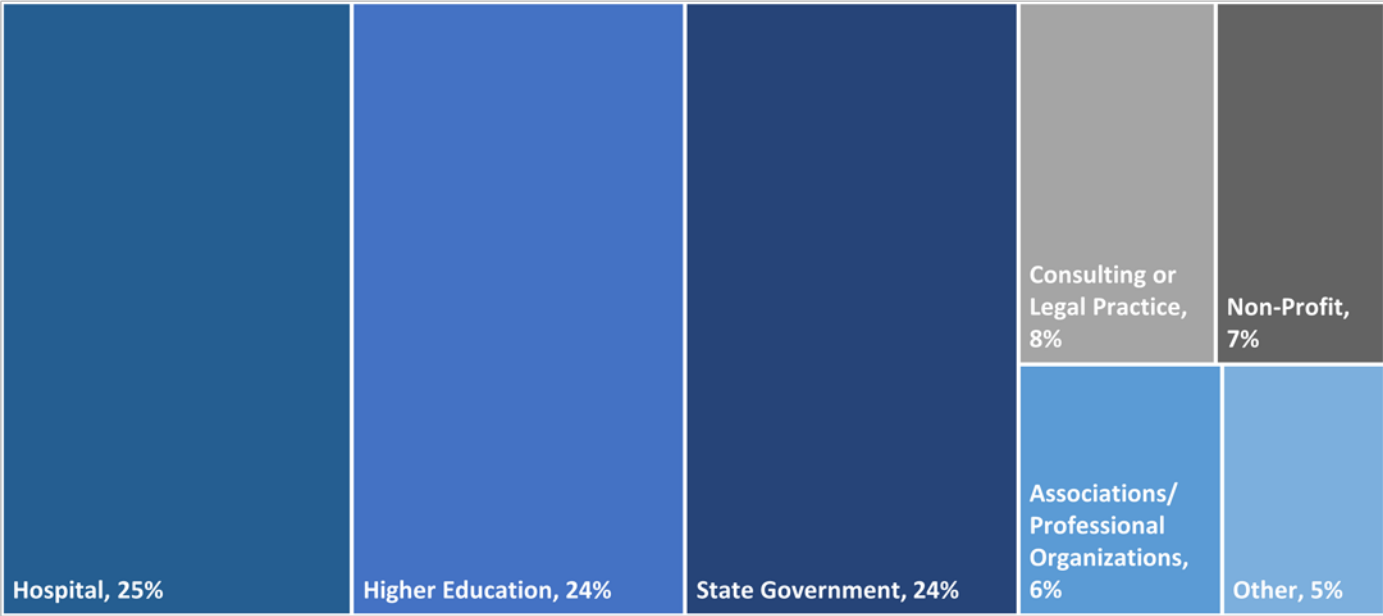


Health and Demographics Division Survey



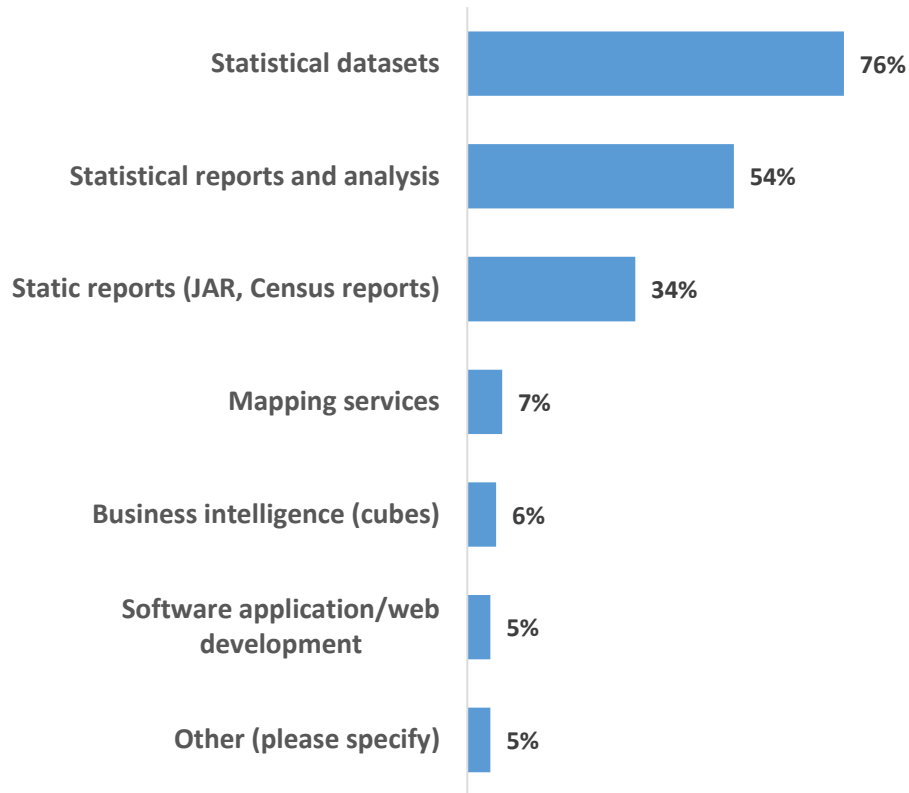
Health and Demographics Division Survey

Customer Industry Distribution



Health and Demographics Division Survey

Products and Services



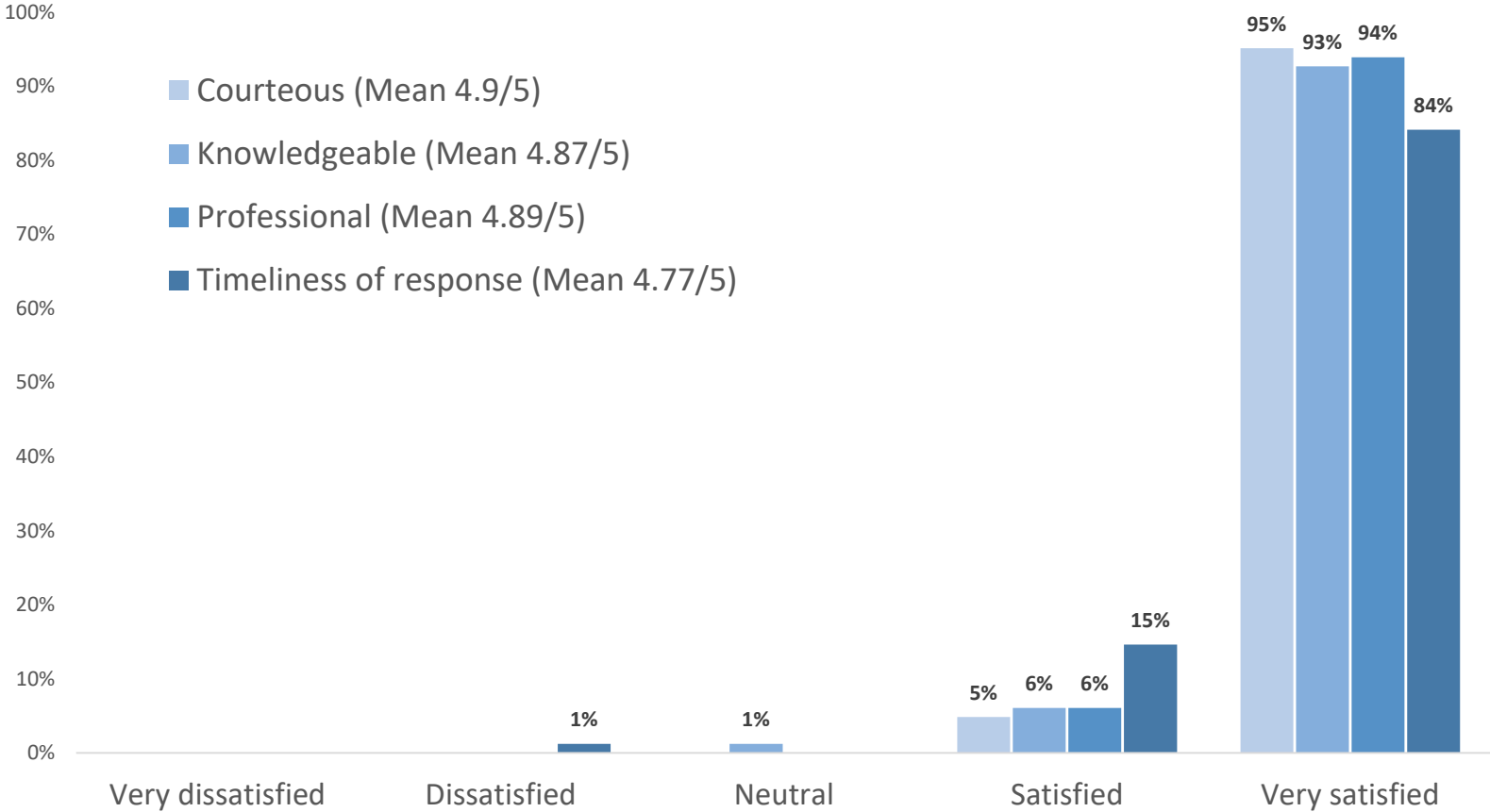
Utilization



Note: may choose multiple response categories

Health and Demographics Division Survey

Interaction with H&D Staff



Health and Demographics Division Survey

Interaction with H&D Staff



“The most helpful state agency I interact with, across 3 states.”

- anonymous



Health and Demographics Division Survey

Takeaways:

- Overall, customers are very satisfied (4.71/5)
- Continue focus on process improvement to provide data in the most efficient means possible without sacrificing quality
- Explore options to provide greater access to outpatient data



Intra-agency Survey

Business Services

Focus areas:

- Communication
- Courtesy/professionalism
- Understanding and application of policies and procedures

Key Findings:

- Need for clear, consistent and easy to locate agency policies and procedures
- Evaluate potential improvements to the procurement process for travel and office supplies
- Need for continuous feedback on internal budget performance and projections

Customer Focus: Survey Report FY 2018

- Enhancements and Opportunities
 - Explanation of RFA helped reduce mistaken identity
 - Reminders near survey close drove up response rates
 - Opt-out options for survey candidates allows for appropriate follow-up
 - Continue building and finessing survey templates
- New Survey Content
 - Consider:
 - Agency reputation, reliability, and recognition
 - Customer expectations from RFA over the next 3-5 years
- Next Step
 - Continue working with managers for ongoing improvement
 - Processes, procedures, and prioritization
 - Workforce training and professional development
- Future Detailed Survey Schedule
 - February 2019: E911

June 14TH MEETING

- Retirement Recognition
- Year-End Report
 - ~FY 2017-18 Accomplishments
 - ~FY 2018-19 Goals
 - ~FY 2019-20 Planning