

TEFAP ASSESSMENT SURVEY OF STATE AGENCY SERVICES

The Commodity Distribution Reform Act of 1987 requires the Food Distribution Division to assess the adequacy of its services to recipient agencies. By completing this survey, you will assist our office in this assessment. Please return the survey by January 31, 2014.

INSTRUCTIONS: Please check one for each question.

COMMUNICATION AND ADMINISTRATION

A. When contacting the Food Distribution Administrative Office or warehouse, in writing, by telephone, or by e-mail either to request information or register complaints, the response is:

AC: Courteous:

- 1 11 Always
- 2 0 Most of the time
- 3 0 Seldom
- 4 0 Never

AI: Informative:

- 1 10 Always
- 2 1 Most of the time
- 3 0 Seldom
- 4 0 Never

AH: Helps Resolve Problems:

- 1 10 Always
- 2 1 Most of the time
- 3 0 Seldom
- 4 0 Never

DISTRIBUTION AND DELIVERY

B. Commodities received (dry, cool/frozen) are delivered at the proper temperatures:

- 1 11 Always
- 2 0 Seldom
- 3 0 Never

C. In Shipments Received:

CS: Do Shortages Occur?

- 1 0 Always
- 2 9 Seldom
- 3 2 Never

CO Is There Overage (s)?

- 1 Always
- 2 Seldom
- 3 Never

CD Is There Damage (s)?

- 1 Always
- 2 Seldom
- 3 Never

D. Drivers are courteous and helpful:

- 1 Always
- 2 Most of the time
- 3 Seldom
- 4 Never

E. If a delivery cannot be made on time; does the warehouse notify you in advance?

- 1 Always
- 2 Most of the time
- 3 Seldom
- 4 Never

F. If you have other concerns or recommendations in regard to the delivery of the USDA donated foods, please list:

FIELD SERVICES

G. When contacting your Field Representative either in person, by phone, or by e-mail the response is:

GP. Prompt

- 1 Excellent
- 2 Satisfactory
- 3 Poor

GC: Courteous:

- 1 Excellent
- 2 Satisfactory
- 3 Poor

GP: Professional:

- 1 Excellent
- 2 Satisfactory
- 3 Poor

GH: Helpful:

- 1 10 Excellent
- 2 1 Satisfactory
- 3 0 Poor

GI: Informative:

- 1 9 Excellent
- 2 2 Satisfactory
- 3 0 Poor

H: Do Field Representative notify you of appointment changes?

- 1 11 Yes
- 2 0 No
- 3 0 Not Applicable

HY: Your Field Representative is:

- 1 11 On time for appointments
- 2 0 Always late, never on time for appointments
- 3 0 Changes scheduled appointment times often

I. Do Field Representatives provide the necessary workshops on commodities?

- 1 11 Yes
- 2 0 No

J. Do you have any problems contacting your Field Representative?

- 1 0 Yes
- 2 11 No

K: Are you satisfied with Food Distribution's services? Rate our level of service to you:

- 1 7 Excellent
- 2 3 Good
- 2 0 Satisfactory
- 3 0 Poor

L. Comments:

M. Does the TEFAP Program in North Carolina meet the need of its recipients?

- 1 10 Yes
- 2 1 No

If answer is no, please list some possible solutions to improve this program:
