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|  | **DSHS Community ServicesCustomer Survey** | **FOR INTERNAL USE ONLY** |
| DATE SURVEY WAS TAKEN |
| DATE SURVEY CAN BE DESTROYED |
| The Community Services Division within the Department of Social and Health Services has developed a survey to gather customer feedback. By participating, you will help us learn about how we can improve your experience with the department. This survey is voluntary and anonymous; and will not affect your eligibility for benefits. This survey will take about three minutes to complete.1. How did you connect with us?

[ ]  Alternate DSHS Service Site (*Tribal Office, Medical Clinic, etc.*)[ ]  Call Center[ ]  DSHS Office (CSO)[ ]  Mobile Community Services Office[ ]  Worker Home Visit[ ]  Worker Phone Call1. How would you prefer to have contact with us? Select all that apply. ***Note:*** *Not all options are currently available.*

[ ]  Online Chat [ ]  Alternate DSHS Service Site[ ]  Mobile Community Services Office [ ]  Text Messaging[ ]  Call Center [ ]  DSHS Local Office (CSO)[ ]  Worker Home Visit [ ]  Mobile Phone App **Over****DSHS 04-452A (REV. 08/2024)** |
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| 3. Please choose how strongly you agree or disagree with the following statements. Strongly Strongly Agree Agree Neutral Disagree DisagreeBusiness hours are good for me [ ]  [ ]  [ ]  [ ]  [ ] My worker tried to find community resources for me [ ]  [ ]  [ ]  [ ]  [ ] My worker found resources for me [ ]  [ ]  [ ]  [ ]  [ ] I was listened to, heard, and understood [ ]  [ ]  [ ]  [ ]  [ ] I was treated with courtesy and respect [ ]  [ ]  [ ]  [ ]  [ ] My worker did their best to meet my needs [ ]  [ ]  [ ]  [ ]  [ ] Overall, I had a positive experience [ ]  [ ]  [ ]  [ ]  [ ] 4. Compliments and Concerns. Please let us know what we are doing right and how we can improve. **If you have a specific concern about your case or customer service experience, please call Constituent Relations at 1-800-865-7801.**  Thank you for your valuable feedback. We will use your input to improve our services to serve you better.You can also access the survey online at: <https://www.research.net/r/SurveyCSD>**DSHS 04-452A (REV. 08/2024)** |
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