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|  | **DSHS Community Services Customer 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 Call   1. 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 Disagree  Business 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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