Customer Survey

Supplemental Nutrition Assistance Program Management Evaluation Review

**County**

The Minnesota Department of Human Services is conducting a customer service review of the above county agency. Please complete and return this anonymous survey in the enclosed postage paid envelope, or complete the survey online at the Web address listed at the bottom of the page. Think about your most recent contact with this county agency when responding. Department staff appreciates your comments.

SNAP stands for Supplemental Nutrition Assistance Program, formerly known as Food Support or Food Stamps.

MFIP stands for Minnesota Family Investment Program, also referred to as Cash Assistance.

1. Did you experience any problems when you applied for SNAP or MFIP? Yes[ ] No[ ]
   a. If yes, explain:

2. Were county staff members courteous and helpful? Yes[ ] No[ ]
   a. Explain:

3. List all positive or negative observations about your last contact with the county agency.

4. How long have you waited to have a phone call returned after leaving a message?

5. Provide suggestions for the county agency to improve its service.

6. Did the agency explain the Employment and Training Program to you? Yes[ ] No[ ]

7. Did you go to the Employment and Training Program orientation? Yes[ ] No[ ]

8. How would you rate your experience with the agency on a scale of one to five?
   1=Unacceptable  2=Poor  3=Acceptable  4=Very good  5=Excellent
   a. Explain your rating.

You may complete this survey online at
https://surveys.dhs.state.mn.us/snapwebhost/s.asp?k=142289766924
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