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State of Wisconsin
Governor Tony Evers



TO: W-2 Agency Directors

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 19-13
DATE: 07/10/2019

W-2 ☒ EA ☐ CF ☐ JAL ☐
RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: **2019 ANNUAL WISCONSIN WORKS CUSTOMER SATISFACTION SURVEY**

CROSS REFERENCE: [Operations Memo 18-19](#)

EFFECTIVE DATE: Immediately

PURPOSE

1. Notify the Wisconsin Works (W-2) Contractors that the Bureau of Working Families (BWF) will send the 2019 annual W-2 Customer Satisfaction Survey to participants on Monday, July 15, 2019, with survey responses due back to BWF by Friday, July 26, 2109.
2. Remind W-2 Contractors that the 2019 W-2 Contract includes a Customer Satisfaction Incentive Payment. (See [Operations Memo 18-19](#).)

BACKGROUND

BWF has conducted the annual W-2 Customer Satisfaction Survey since the year 2000.

In addition to the survey being one way to measure quality of service to W-2 participants, Wis. Stat. s. 49.143 (3) requires the Department of Children and Families (DCF) to establish performance standards for specified criteria, including customer satisfaction, and to implement a performance based payment system based on these performance standards.

2019 W-2 CUSTOMER SATISFACTION SURVEY

BWF will distribute the 2019 W-2 Customer Satisfaction Survey to participants on Monday, July 15, 2019.

CUSTOMER SATISFACTION INCENTIVE PAYMENT

For 2019, DCF will pay a one-time annual incentive payment to a W-2 Contractor that has a 70% positive satisfaction rating on the incentive-eligible question, "Are you satisfied with the W-2 services you received from (W-2 Contractor)." The three response options for the rating scale are:

1. Services provided exceeded my expectations.
2. Services provided were satisfactory.
3. Services provided were unsatisfactory.

BWF will compile and share the results of the survey with the W-2 Contractors by October 1, 2019.

(See Section 8 of the [2019 W-2 Contractor Payment Structure](#) for more information.)

ATTACHMENTS

[2019 W-2 Customer Satisfaction Survey](#)

CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES and WWP Functionality Questions: W-2 Help Desk

DCF/DFES/BWF