



2019 W-2 Customer Satisfaction

Welcome to the Wisconsin Department of Children and Families W-2 Survey

Thank you for participating in our survey. Your feedback is important. We would like to ask you some questions about your experience with W-2 (Wisconsin Works) to help the State improve services with the W-2 program.

Your participation in this survey is completely voluntary. Your answers will not be seen by the agency, your name will not be included and nothing you answer will affect your benefits from the program in any way. The survey takes just a few minutes to complete.

Please answer each question and use the "Next" button to continue or the "Prev" button to go back. You can change your response if you want.

* 1. Are you the primary family participant in the Wisconsin Works (W-2) program?

- Yes, I am the family member who is the primary contact for the W-2 program.
- No, I am not the primary contact for the W-2 program.



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Request for Primary W-2 Participant

Please ask the person who is the primary W-2 participant to fill out this survey.

* 2. Are you the primary W-2 participant in your family?

Yes

No



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Milwaukee County Resident

* 3. Do you currently reside in Milwaukee County?

Yes

No



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Milwaukee County W-2 Agencies

* 4. Which agency is in charge of your W-2 services?

- Ross Innovative Employment Solutions (ROSS)
- MAXIMUS
- America Works of Wisconsin, Inc.
- United Migrant Opportunity Services (UMOS)



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W-2 Agencies Outside of Milwaukee County

* 5. Which agency is in charge of your W-2 services?

- Forward Service Corporation
- ResCare, Inc.
- Workforce Connections
- Workforce Resource, Inc.



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Contacting W-2 Agency Staff

We will be asking you questions about the staff of the agency that provides you W-2 services and not County staff. As you probably know, County employees take care of FoodShare (Food Stamps) and BadgerCare Medical Benefits. We will not be asking you about the County staff, but about the W-2 agency staff.

Before we begin the next section, we want to emphasize that we want your opinions about the performance of your W-2 agency staff in the past month, not about other agencies or services, or even the W-2 policies in general. Please think only about your W-2 benefits, not FoodShare (Food Stamps) or BadgerCare Medical Benefits.

6. During the past month, did you ever call or email your W-2 agency and leave a message asking them to respond to you?

- Yes
- No
- Don't know



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How Contacted W-2 Agency Staff

7. The last time you asked your W-2 agency to respond to you, did you leave a telephone message, or did you send an email message?

- Telephone
- Email
- Don't Know
- Other (please specify)



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May Telephone Messages

8. During the past month, did you have a working answering machine or voice mail to receive a phone message?

- Yes
- No
- Don't Know



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Wait Time for W-2 Agency Response to Telephone Message

9. Think about the last time you left a telephone message asking your worker to call you back. How many business days did it take for them to respond to you?

- One day or less
- Two days
- Three days
- Four or more days
- Never
- Don't know



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Wait Time for W-2 Agency Response to Email Message

10. Think about the last time you emailed your worker and asked them to respond. How many business days did it take for them to respond to you?

- One day or less
- Two days
- Three days
- Four or more days
- Never
- Don't know



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W-2 Agency Understanding

For the next section, you will be asked some questions about your recent experiences with your agency. Please provide your opinion of those experiences, using the answer choices.

11. First, how well did the W-2 agency understand what you are looking for from the W-2 program?

- Extremely well
- Very well
- Somewhat well
- Slightly well
- Not at all well
- Don't know



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W-2 Agency Respectfulness

12. How respectful was your W-2 agency?

- Extremely respectful
- Very respectful
- Somewhat respectful
- Slightly respectful
- Not at all respectful
- Don't know



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W-2 Agency Responsiveness

13. How responsive was the W-2 agency to the needs of you and your family?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Slightly responsive
- Not at all responsive



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W-2 Agency Clarity on Services Available

14. How clear was the W-2 agency in explaining what W-2 programs and services were available to you and your family:

- Extremely clear
- Very clear
- Somewhat clear
- Slightly clear
- Not at all clear
- Don't know



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W-2 Agency Clarity on How to Get Services

15. How clear was the W-2 agency in explaining what you had to do to get those W-2 services:

- Extremely clear
- Very clear
- Somewhat clear
- Slightly clear
- Not at all clear
- Don't know



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How Involved You Were in Identifying and Assigning W-2 Activities

16. How involved were you in the process of identifying and assigning your W-2 activities:

- Extremely involved
- Very involved
- Somewhat involved
- Slightly involved
- Not at all involved
- Don't know



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Helpfulness of W-2 Agency

17. How helpful to you and your family were the W-2 resources or services that you got from the W-2 agency:

- Extremely helpful
- Very helpful
- Somewhat helpful
- Slightly helpful
- Not at all helpful
- Don't know



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Overall Satisfaction with W-2 Agency

18. Please think only about the W-2 agency services you received most recently.

Overall, how satisfied are you with the services you received from the ENTIRE W-2 staff at the W-2 agency?:

- Services provided exceeded my expectations
- Services provided were satisfactory
- Services provided were unsatisfactory



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W-2 Program Experience Concerns

19. Do you have any concerns about your experience with the W-2 program?

- Yes
- No
- Don't know



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Discussion About Concerns with W-2 Agency

20. Did you talk to your worker or someone else at your W-2 agency about these concerns?

- Yes
- No
- Don't know



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Satisfaction About Response to Concerns

21. Are you satisfied with the response that you received from your worker or local agency about these concerns?

- Yes
- No
- Don't know



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Request to be Contacted by State's W-2 Program

22. Do you want to be contacted by someone from the State's W-2 program staff about these concerns?
This person will not be from your local W-2 agency.

- Yes
- No
- Don't know



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State W-2 Program Contact Information

Please contact Debaki Ale by calling 608-422-6316 or emailing Debaki.Ale@wisconsin.gov

Debaki will be available to take your call from 8.30 am to 4:30 pm on weekdays. Otherwise, you can leave a message along with your name and phone number and she will call you back.



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Contact Your Local W-2 Agency

You may want to contact your local W-2 agency about your concerns.