



Denver Department of Human Services Family and Adult Services



Please take a few minutes to complete this survey to tell us how we are doing. Your input provides us with valuable information that assists us in our mission to provide you with excellent customer service.

HUMAN SERVICES Mark the circle that best describes your experience with Denver Department of Human Services (DDHS).

Which location did you visit?

- 1200 Federal Blvd. | Castro Office 2855 Tremont Pl. | East Office
- 4685 Peoria St. | Montbello Office 990 Bannock St. | Denver Health Office
- Other: _____

Which service(s) did you apply for, receive or were notified you were not eligible?

	Applied	Received	Not Eligible		Applied	Received	Not Eligible
Adult Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Food Stamps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	General Assistance/Homeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aid Needy to the Blind & Disabled (AND)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Grandparent and Kinship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burial Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Housing/Eviction Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Care Assistance Program (CCAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Long Term Care (LTC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Low-income Energy Assistance (LEAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Old Age Pension	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family Medicaid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Temporary Assistance to Needy Families (TANF)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lobby Area - The lobby is typically the first point of entry. Lobby representatives answer general questions about a service. Clients may take a number to be seen by a lobby representative.

The last time you visited a DDHS lobby:

- | | Agree | Disagree |
|---|-----------------------|-----------------------|
| 1. The lobby was clean and orderly. | <input type="radio"/> | <input type="radio"/> |
| 2. The signs in the lobby were helpful and guided you through the building. | <input type="radio"/> | <input type="radio"/> |
| 3. The lobby staff representative was courteous, helpful and friendly. | <input type="radio"/> | <input type="radio"/> |
| 4. The lobby staff representative was knowledgeable regarding DDHS services. | <input type="radio"/> | <input type="radio"/> |
| 5. The lobby staff representative directed you to the correct area and personnel. | <input type="radio"/> | <input type="radio"/> |

Technician - A technician is typically the person who determines your eligibility status and/or maintains your case.

The last time you met with your technician:

- | | Agree | Disagree |
|---|-----------------------|-----------------------|
| 6. An appointment was scheduled for you prior to meeting your technician. | <input type="radio"/> | <input type="radio"/> |
| 7. The wait was shorter than 15 minutes to be seen by your technician. | <input type="radio"/> | <input type="radio"/> |
| 8. Your technician returned your phone call within two business days. | <input type="radio"/> | <input type="radio"/> |
| 9. The technician helping you was courteous, helpful and friendly. | <input type="radio"/> | <input type="radio"/> |

Application

- | | Agree | Disagree |
|---|-----------------------|-----------------------|
| 10. The application was easy to understand. | <input type="radio"/> | <input type="radio"/> |
| 11. The application was easy to complete. | <input type="radio"/> | <input type="radio"/> |

Dropping off Information

- | | Agree | Disagree | Not Applicable |
|---|-----------------------|-----------------------|-----------------------|
| 12. If you used the drop box, you were easily able to locate it. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. A representative was available to take your information. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. A time and date stamp receipt was given to you when you handed information to a representative. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Overall Agency Experience

- | | Excellent | Satisfactory | Poor |
|--|-----------------------|-----------------------|-----------------------|
| 15. Please grade your overall customer service experience. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thank you for taking the time to share your thoughts.

**Completed surveys can be given to a lobby representative or technician, put in a DDHS drop box or mailed to:
Denver Department of Human Services, Attn: FAD Deputy Division Director, 1200 Federal Blvd., Denver, CO 80204**