



The Greene County Department of Job & Family Services

541 Ledbetter Rd.
Xenia, OH 45385



HOW ARE WE DOING?

Please take a moment to help us improve your experience at the Greene County Department of Job & Family Services. Although we can't change the laws governing our services, we strive to improve our practices and services, making contact with us more meaningful.

Who are you and which unit(s) did you recently contact? (Check all that apply)

I am a:

- Client
 Service Provider
 Area Employer
 Contractor/Vender
 Community Stakeholder
Please specify _____

The unit I had contact with:

- Children Services
 Adult Protective Services
 Child Support Enforcement (CSEA)
 Ohio Means Jobs - GreeneWorks Workforce Development
 Public Assistance *Including Medicaid, Food Assistance, Cash*
 Fiscal & Administration

How did we do?

Please mark the box, using the scale with 1 for poor, 2 – 4 for good, and 5 for great.		Scale				
		Poor	Good			Great
1	Physical environment					
2	Courteous reception					
3	Explanation of my rights & responsibilities					
4	Opportunity to ask questions					
5	Staff knowledge of programs					
6	Helpfulness of staff					

When you're done, please drop the questionnaire in the box in the lobby, mail to the above address, or complete the survey on-line at http://www.surveymonkey.com/s/GCDJFS		Scale				
		Poor	Good			Great
7	I was treated with respect.					
8	I was involved in planning services.					
9	I was offered information and/or services.					
10	Phone calls were returned timely.					
11	I received the help I needed, or the worker explained why not.					
12	Overall experience					

Comments: (feel free to use the back or additional paper) _____

Would you like someone to contact you to speak with you more about what you have shared on this survey? Yes No

If you answered yes, please provide your name and a phone number. Name: _____ Phone Number: _____