



EMPLOYMENT &
HUMAN SERVICES

MEMORANDUM

Kathy Gallagher, Director

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To: All Staff in Workforce Services, Aging and Adult Services,
Workforce Development Board

Date: November 24, 2021

From: Strategic Goal #2 Customer Service Survey Group

Subject: EHSD Customer Remote Access Survey

As part of EHSD's Administrative and Program Goals for 2021, EHSD is launching a survey to identify customer needs and preferences around remote access to EHSD services and programs. This effort will focus on customers in Workforce Services, Aging and Adult Services, and the Workforce Development Board. The survey will consist of 11 questions and take the customer approximately 3-5 minutes to complete.

This voluntary survey will be deployed to customers in two ways: First through an online survey via SurveyMonkey, and second through a phone survey implement to call centers in the above three bureaus.

We are excited to launch this survey effort and look forward to using the findings to improve EHSD's service delivery continuously. If you have questions about this survey effort, please contact your immediate supervisor or the appropriate representative for your bureau:

- A&AS – Angela Bullock-Hayes
- WFS – Nanci Powers
- WFDB – Maureen Nelson or Veronica Ramos

SurveyMonkey Online Survey Overview

In the coming weeks, EHSD will send text messages and e-mails to the following customer groups in each bureau:

- WDB = Hotline Callers and EDB Inbox Inquirers, and CalJOBS registrants
- AAS – IHSS social work and benefits customers, General Assistance (GA), and SSI Advocacy customers
- WFS – Active Medi-Cal, CalFresh, CalWORKs/WTW recipients, and new applicants (Intake)
- The text messages/e-mails will contain a brief introductory message and a clickable link to take an online survey through SurveyMonkey. We will customize the message and survey link to match the specific program the customer is associated with.

Example text/e-mail:

EHSD would like to hear about your recent experience with our Medi-Cal program. Click here to take a 3-min survey: <http://surveymonkey.com/r/surveylink>

In the meantime, workers in WDB, AAS, and WFS may also assist customers in taking the Survey Monkey by sharing the customized survey link for their specific program area or pulling up the appropriate SurveyMonkey link themselves and filling out the survey on the customer’s behalf.

The following chart contains the customized links for each specific program area:

Survey Number	Bureau	Program Area	SurveyMonkey Link
1	Workforce Development Board	Hotline Callers and Inbox Inquirers	https://www.surveymonkey.com/r/EHSD1
2	Workforce Development Board	CalJOBS Registrants	https://www.surveymonkey.com/r/EHSD2
3	Aging and Adult Services	In-Home Supportive Services (IHSS) Social Work and Benefits Customers	https://www.surveymonkey.com/r/EHSD3
4	Aging and Adult Services	General Assistance (GA) and SSI Advocacy	https://www.surveymonkey.com/r/EHSD4
5	Workforce Services	Medi-Cal Recipients	https://www.surveymonkey.com/r/EHSD5
6	Workforce Services	CalFresh Recipients	https://www.surveymonkey.com/r/EHSD6
7	Workforce Services	CalWORKs Recipients	https://www.surveymonkey.com/r/EHSD7
8	Workforce Services	Benefits Program Intake Applicants	https://www.surveymonkey.com/r/EHSD8

Phone Survey Overview

In the coming weeks, a telephonic survey will “go live” in the following call center phone queues:

- WFS – Medi-Cal Service Center (MCSC), Medi-Cal Main-in Unit (MMU), AIU, Lobby Receptionist
- AAS – IHSS Payroll

At the end of any phone call in the above call centers, the customer will receive an invitation to take a short telephonic survey. IF the customer agrees to take the survey, they will receive a separate phone call from the InContact system to take the telephonic survey.

FAQ's

Q: I received an inquiry or concern from a customer about this survey. Who should I contact?

A: Please get in touch with your immediate supervisor to escalate the question up the chain of command.

Q: I am in one of the above call centers and finished speaking to a customer. Do I need to do anything to transfer the customer to the telephonic survey?

A: No. Once you hang up with the customer, they will receive an option to take the survey. They will receive a separate call via the InContact systems to handle the telephonic survey if they agree.

Q: If EHSD is sending out a SurveyMonkey via text/email, wouldn't it be duplicate for a worker to share a SurveyMonkey link with a customer or fill it out on their behalf?

A: We acknowledge this concern. We suggest that the worker ask the customer if they have already received a SurveyMonkey link and completed the survey before sharing the link with them again. It is possible that the customer received the link but is having difficulties filling it out online. In this case, please fill out the appropriate SurveyMonkey survey on the customer's behalf.