

Riverside County Department of Public Social Services 4060 County Circle Dr. Riverside, CA. 92503 Attn. Laura Fuller

## Riverside County Department of Public Social Services Customer Survey

To improve our services, we want your comments. Please give us your opinion. Please check one of the following:

- I am receiving CalFresh, General Relief and/or Medi-Cal
- I am receiving CalWORKs
- I am receiving GAIN or Child Care services
- I am applying for CalFresh, General Relief and/or Medi-Cal
- I am applying for CalWORKs
- I came into the office for another reason (state reason).
- Please tell us the reason for your visit. \_\_\_\_\_

| Please place a check in the block that best reflects your opinion.        | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
|---|----------------|-------|---------|----------|-------------------|
| 1. I was seen within 15 minutes of the time scheduled or time of arrival. |                |       |         |          |                   |
| 2. The office hours are convenient.                                       |                |       |         |          |                   |
| 3. The building and offices are clean.                                    |                |       |         |          |                   |
| 4. The building and offices are safe.                                     |                |       |         |          |                   |
| 5. The office is easy for me to reach.                                    |                |       |         |          |                   |
| 6. The staffs are professional and polite.                                |                |       |         |          |                   |
| 7. The Agency has provided me with assistance for my family's needs.      |                |       |         |          |                   |
| 8. The people who work at the Agency treat me with respect.               |                |       |         |          |                   |
| 9. My calls to my worker were returned within 24 hours.                   |                |       |         |          |                   |
| 10. Overall, I had a good experience with this office.                    |                |       |         |          |                   |
| 11. All of my questions were answered.                                    |                |       |         |          |                   |

Please complete your contact information below: Check office of visit:

- Banning
- Blythe
- Corona
- Cathedral City
- Desert Hot Springs
- Hemet
- Indio
- Jurupa
- Lake Elsinore
- La Sierra
- Mission Grove
- Moreno Valley
- Norco
- Perris
- RCRMC
- Temecula

**Your feedback, comments and/or concerns are important to us.  
They will assist us in improving our service to the public.  
Please complete the survey, fold, seal and return. No postage is  
needed. Thank you. We look forward to hearing from you.**