

Summary of Customer Interviews For Payment Accuracy Initiative

Prepared for Milwaukee County
Department of Human Services

March 2004

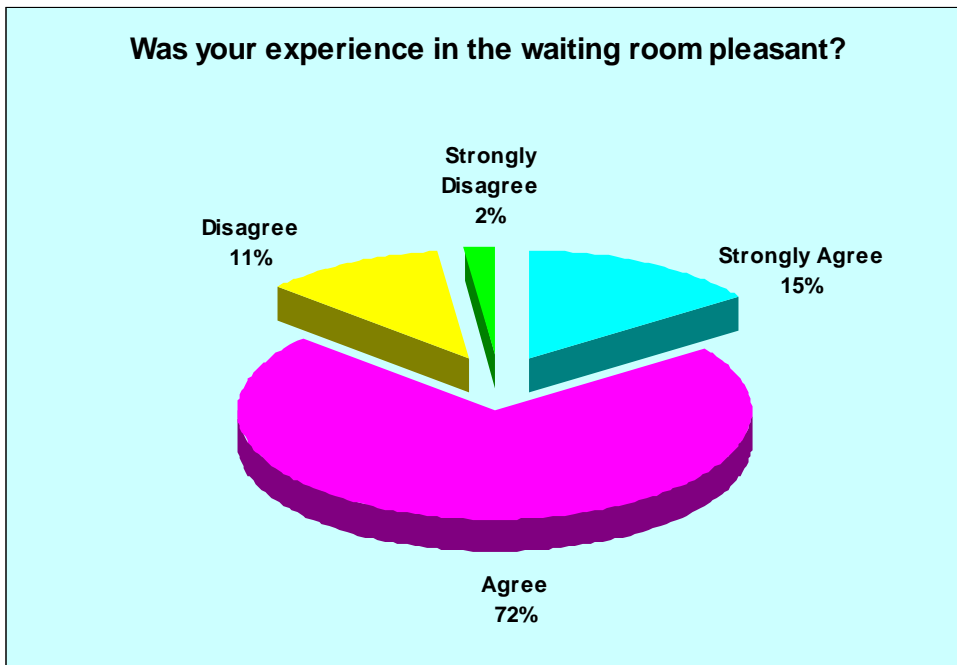
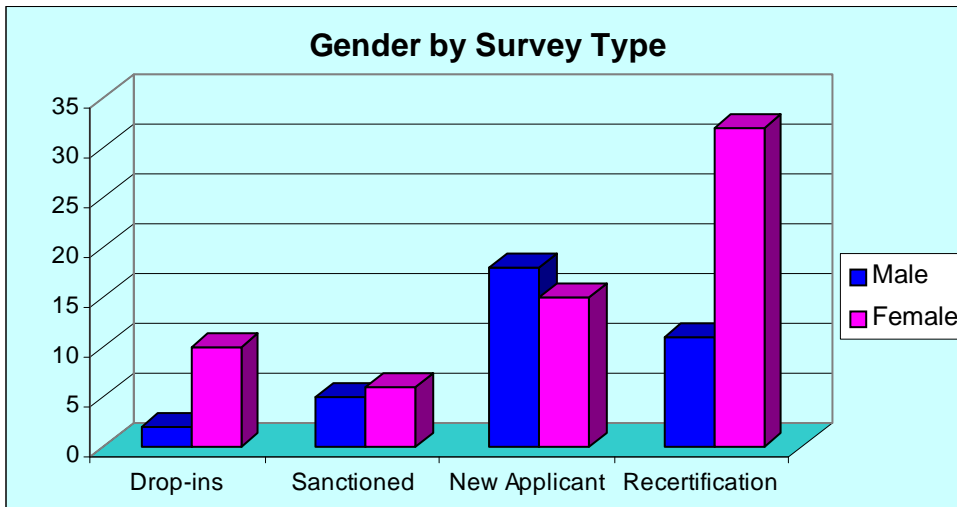
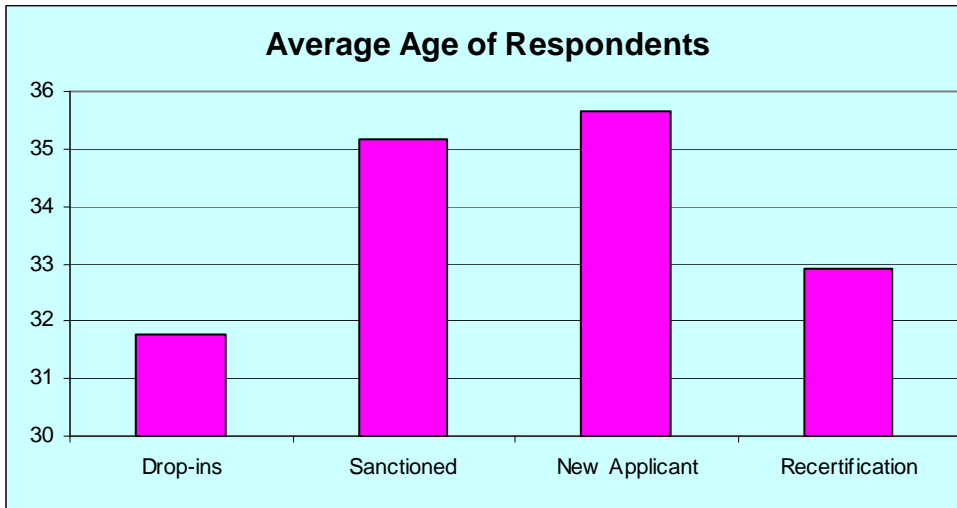
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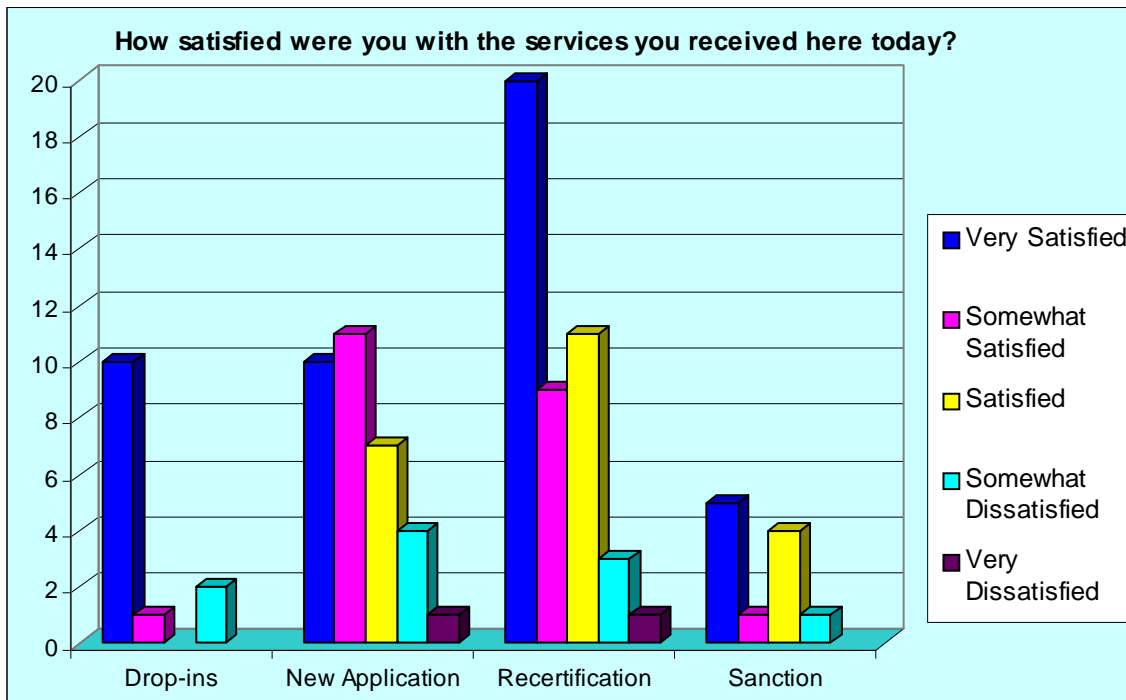
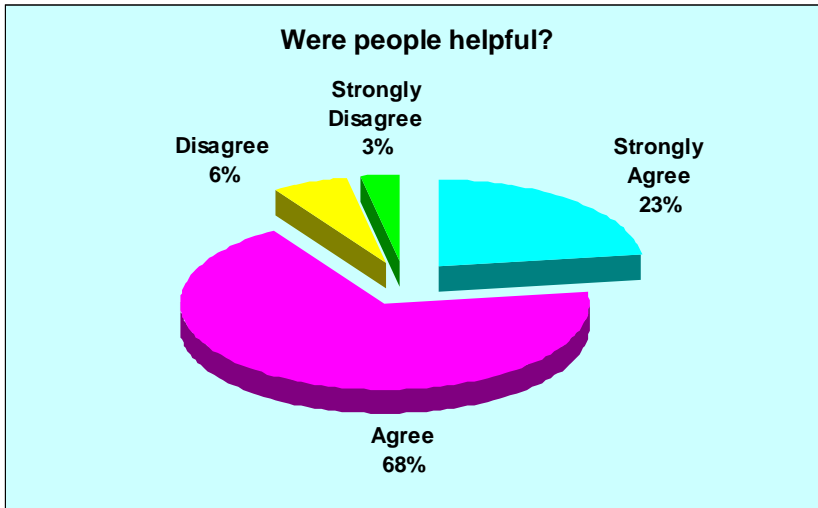
Number of Interviews Conducted

	Keg House	Courthouse Annex	Mitchell Street	Totals
Recertifications	20	18	6	44
New Applicants	13	19	1	33
Sanctioneds	4	6	1	11
Drop-Ins	9	4		13
Totals	46	47	8	101

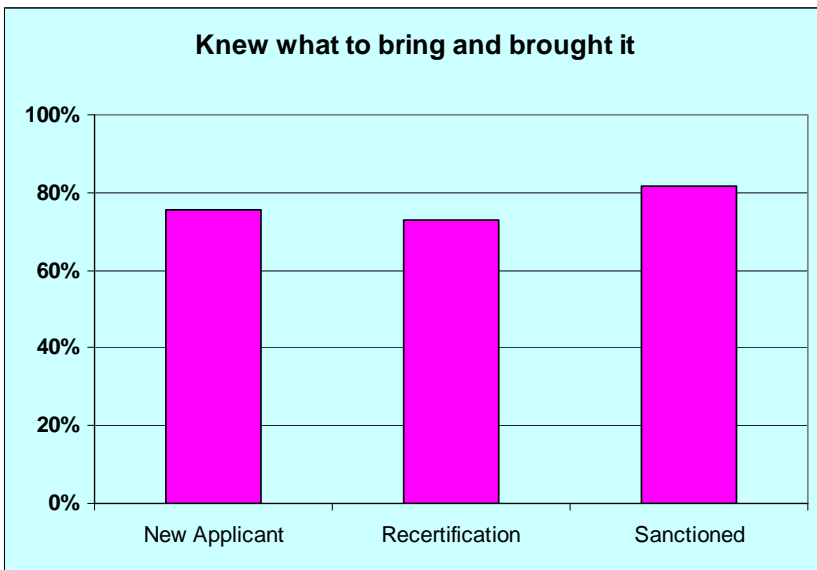
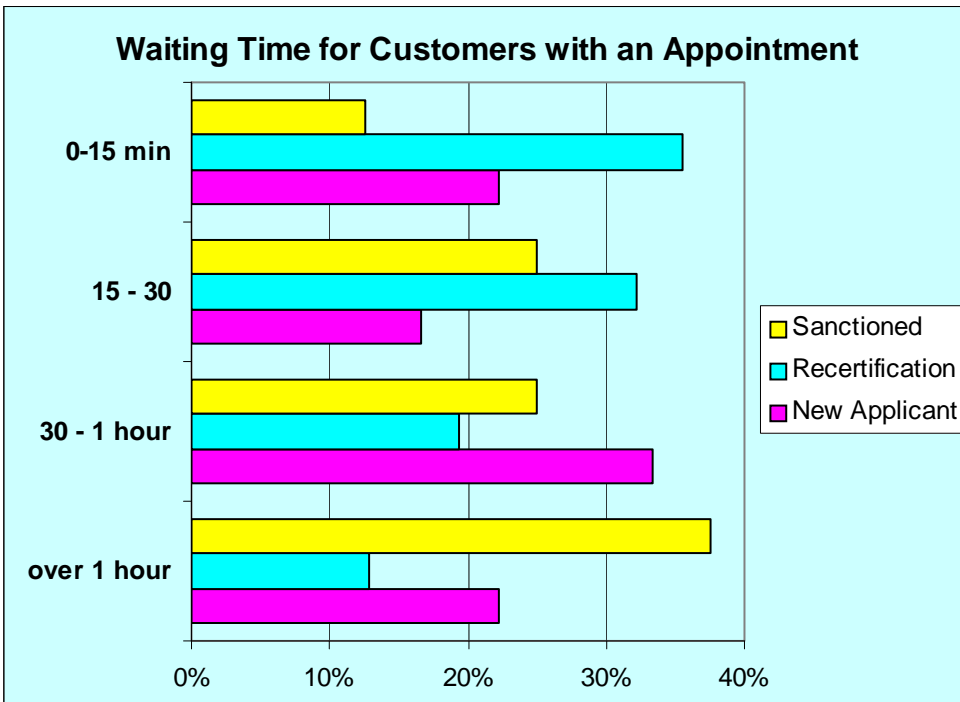
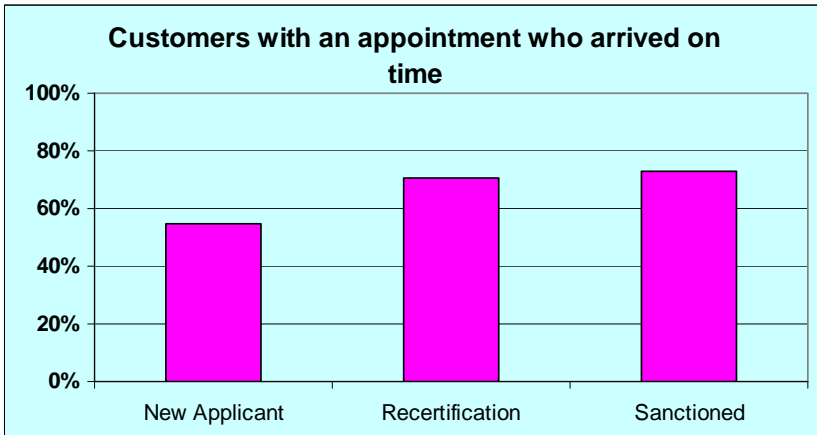
Food Stamp Customer Satisfaction Surveys, page 1

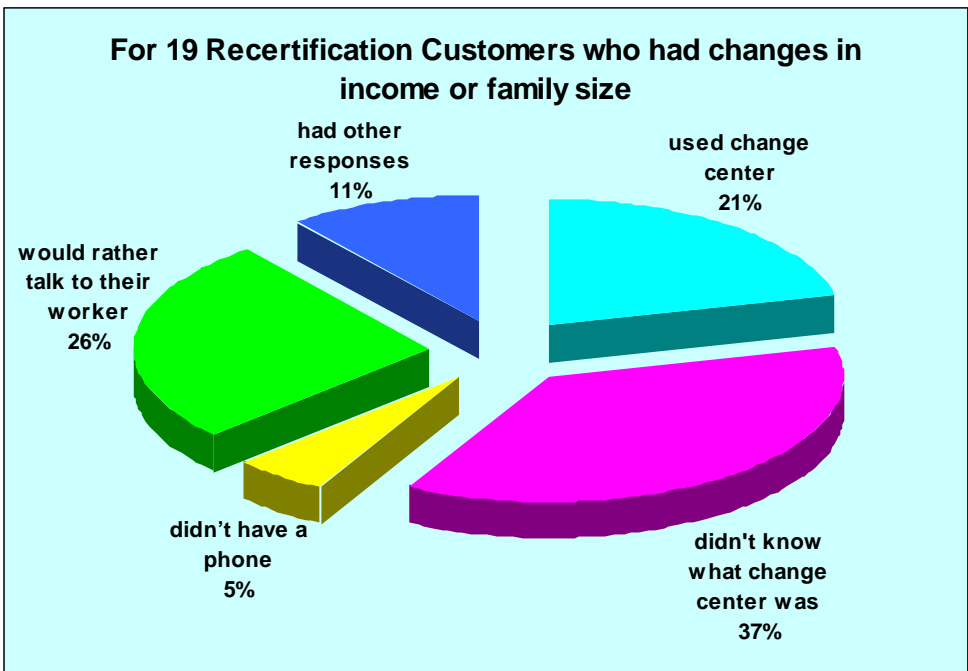
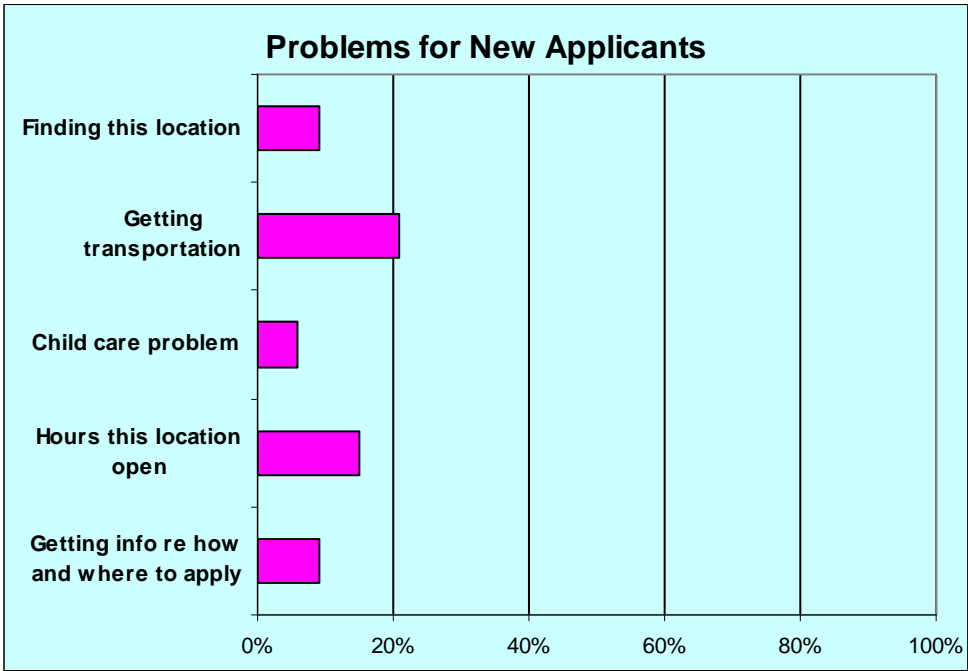


Food Stamp Customer Satisfaction Surveys, page 2

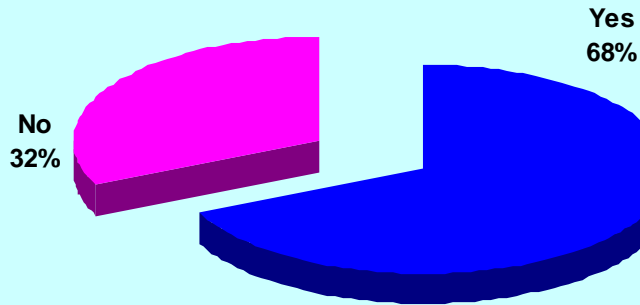


Food Stamp Customer Satisfaction Surveys, page 3

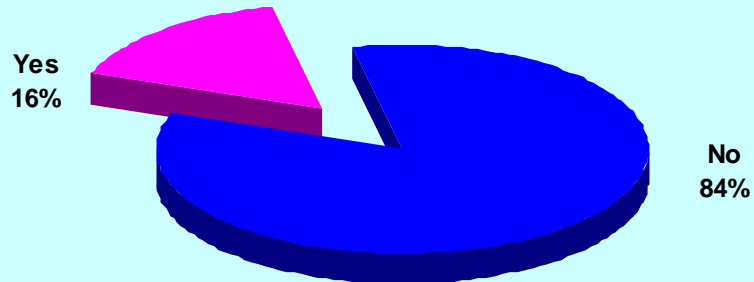


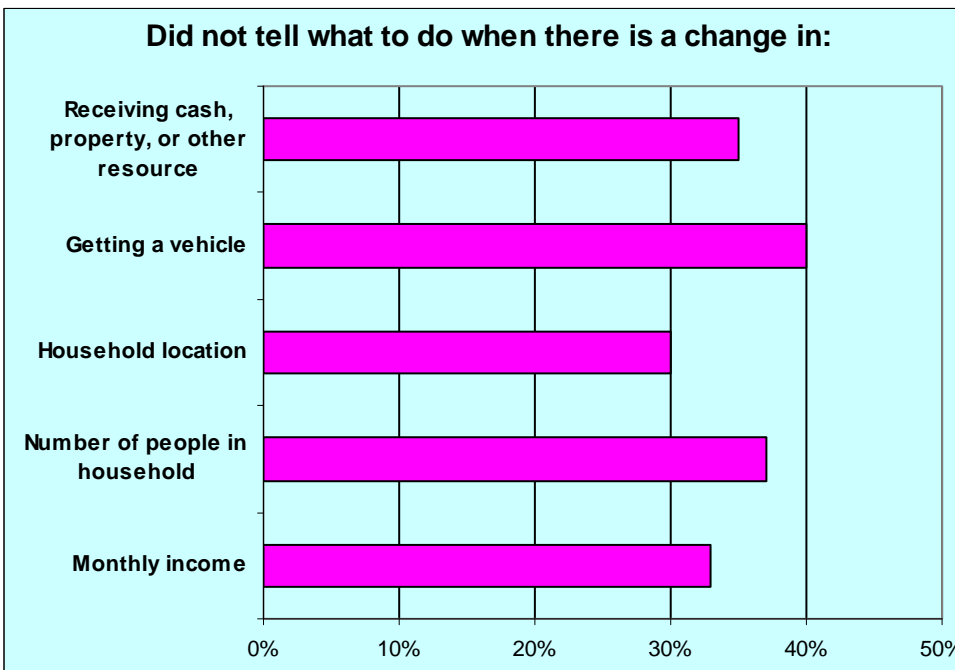
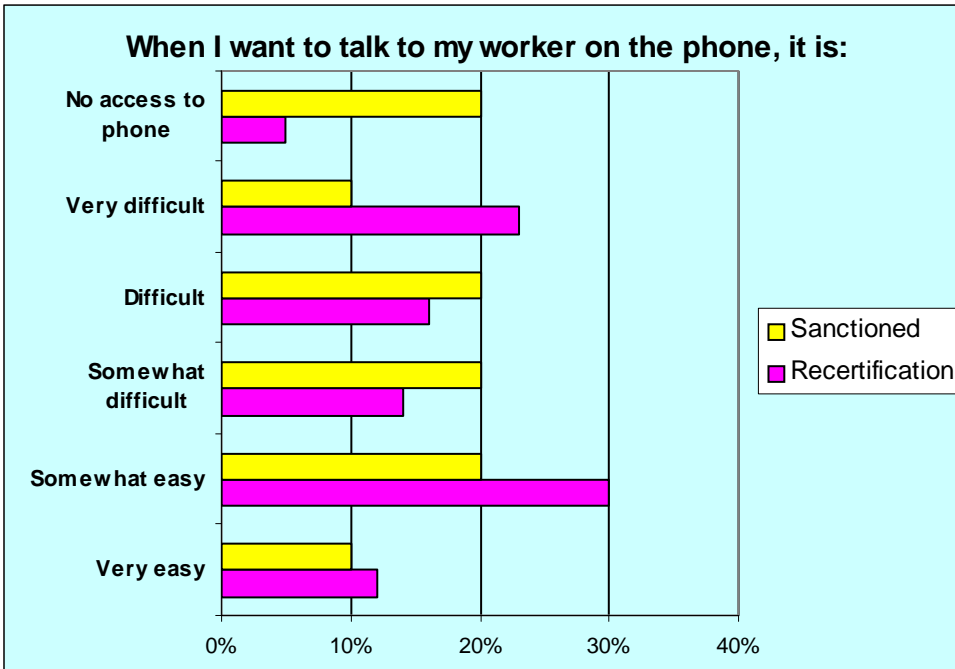


Did they tell [New Applicants] about the Change Center?



Is there anything about your food stamp application you did not understand today? (New Applicants)





What would have made this a better experience for you here today?

Positive Comments

Being served today without any attitude was an honor

Everything was fine

Everything went well. (Consumer stated she arrived early and was out early.)

It is always the same - my worker is always on time.

Nothing - everything was great

Nothing - everything went smooth from the time I walked in the door.

Nothing. I think the experience was good.

Nothing. It went well because I was on time

Went well

Negative Comments

Consumer feels that there was a lack of respect given by her worker

Consumer stated that they have been seeking help since Tuesday.

Customer service people need to be more tolerant, and smile.

If I could have been called within the 15 minutes wait. Worker was late. Client was supposed to be seen by someone else but was never called. Waited from 8:15 to 10:40.

If the front desk would not treat people rude & with more common courtesy. Waited too long with appointment - not understanding about me waiting so long. No smiles, rude, no greeting.

If the line had not been so long to register. Not enough people to register - waited in line (check-in) for about 45 minutes.

No waiting, the lines are ridiculous / Sometimes there's only one representative at the window.

Not to be neglected and mistreated by people in power (administration), Stop looking down on me, because I'm not gonna be in this position long.

Parking is very difficult & expensive. Appt. was always busy, worker mailbox constantly full so makes it difficult to leave message. 1 receptionist to see about or check in about 50 people at a time. Makes it difficult to get checked in for appt times.

People at front desk would realize that they are working with all kinds of people and that anybody that may have made them mad before - has nothing to do with others.

The worker retired - told me to come in for review. I came in & did not see anyone. Now, I come back & do the interview - I did not know if I was going to get my stamps even though I was not given an appointment time.

Very unsatisfied with the worker / Supervisors have not been cooperative. (If the person was available to see consumer). Worker not complying with the rules and regulations.

Worker could have been more polite and more helpful.

Suggestions

Better personnel, courteous people, nicer people.

Child care if it could be available.

If everything could have been taken care of today instead of coming back again.

If he could have been serviced today. No one was able to see him.

If her food stamp case could have gotten reopened

If I could have been helped today

If I could have gotten everything taken care of all at once. I have to come back tomorrow because I was a walk-in today.

If I could have rescheduled my appt. due to my lack of transportation and the poor weather conditions.

If I did not have to wait over 2 hours to see a worker after they made the appointment with me.

If I did not have to wait so long.

If I had received my stamps today

If I knew why they cut me off. Just satisfaction.

If Quest card would have been available.

If she could/would respond to my phone calls & messages. She should have an hour just to call people back

If someone could have given him information on why his food stamps were cut.

If the consumer could have been serviced today, or got an explanation on why she was sanctioned.

If the worker had given me more about the things to do - like some of the common questions like I was asked today.

If the worker had notified me - what I needed to bring

If the worker would sit & talk to me - then she would understand my problem. I did not get FS because they sent them to my mother & they shouldn't have. Now my babies don't have FS.

If they could have mailed the EBT card to her

If they could have seen me on time

If they would get her a regular worker (vacant zone)

Less congestion in the registration - It took 30 minutes to register - Need more people to register people.

Less waiting time - Videos or something to read that helps in finding jobs, etc.

More customer service reps

Over the phone interview

Shorten the time being here - illness

Shorter wait time.

Should give clients more time due to the confusion upon entering building.

The timing - another time for convenience

To know why I had to take off from work to come down here & it wasn't anything I did. I lost money from my job - This don't help me.

Is there anything else you want to tell us about your experience with the Food Stamp system?

Positive Comments

Food stamps have been very accurate.

Good service

Grateful

I am satisfied with my food stamps.

I think it is helpful - I lived in other states and WI is the best I experienced.

I think it is pretty easy to get service.

It was good situation - came in handy. I liked the amount for just me before I had my child.

Nice in and out

No / was very quick

Perfect!

Negative Comments

Consumer was not or has not been informed about the Change Center.

For every visit there's a new form or information needed.

It is horrible that they try to make you work when you're disabled, or under doctor's instruction.

It is not as easy as before, more difficult, more confusing.

Old worker left - had to wait over 2 hours - I was told I was in a "vacant zone".

They (worker) told me to go to Maximus. I went there before to get services and they sent me back here.

When they decide to turn somebody's life upside down - someone should recheck a person's status, especially if they keep all appointments & do what they ask.

Yes, if they're here to help, tell them to help and stop putting barriers on me.

Yes, they cut your food stamps before I even get a check from my job, when I report income change. I don't have a chance to get on my feet after I report the income change.

Suggestions

Help her find a job.

I think it is too much bureaucracy in the system - too many changes - Would like to see the whole process simpler.

More job resources to get people away from food stamps

No comment. EBT card is quicker than the food stamp process.

Overall, good. Want to learn a trade while receiving stamps instead of working in the county-designated food stamps and receiving no earnings for my work.

Someone should told me that I would need to set an appointment with a new worker - then I would not have had to sit here more than 2 hours & not see anyone & have to

some back. The supervisor helped me after I kept waiting & asking who would see me.

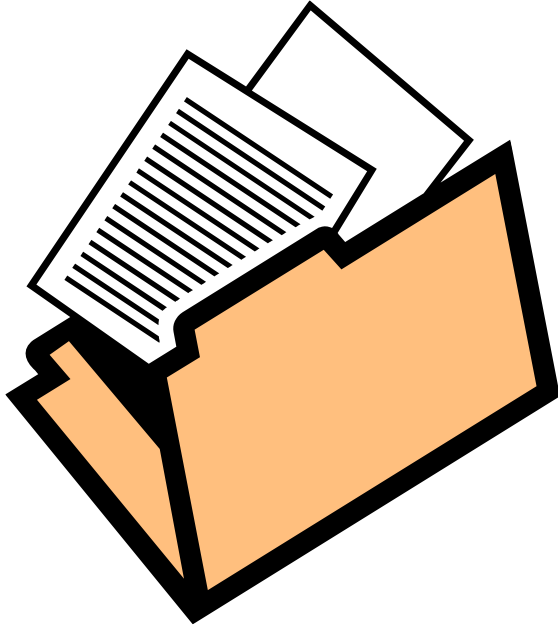
The quest card makes using food stamps more convenient. I never had problems with my worker.

There should be a basket to place your name (something) then they will know that you were on time & that you waited to register & that makes you wait longer. The worker knows you are on time because it is in the basket - not enough people registering us.

Why couldn't they take care of everything today since I brought everything they needed to reapply.

Yes, they need to follow up - follow through or something before they sanction & cut people - make sure.

Save this stuff!



We can serve you better when you bring these important things:

- Paycheck stubs
- Rent or mortgage receipts
- Utility bills
- Unemployment insurance check stubs
- Child care expense receipts
- Any other financial information

Anything Changed?



Have you moved?

Did your income change?

Did the number of people in your household change?

Did your rent or utilities change?

For these or other changes – Call the Change Center
365- 3500

Milwaukee County Department of Health and Human Services
Economic Support Division