

**DEPARTMENT OF HEALTH AND FAMILY SERVICES  
DIVISION OF HEALTH CARE FINANCING  
ADMINISTRATOR'S MEMO SERIES**

**NOTICE: 07- 10**

**DATE: December 17, 2007**

**DISPOSAL DATE: Ongoing**

**RE: Customer Feedback**

To: County Departments of Human Services Directors  
County Departments of Social Services Directors  
Tribal Chairpersons/Human Services Facilitators  
Tribal Economic Support Directors

From: Jason Helgerson  
Administrator  
Division of Health Care Financing

**PURPOSE**

The purpose of this memo is to provide instructions for and announce the new standardized Local Agency Customer Feedback form (HCF 16104).

**INTRODUCTION**

For several years local agencies have been required to periodically obtain feedback from applicants and participants concerning their level of satisfaction with the services provided by the local agency. The agencies used a variety of methods to gather and assess the level of customer satisfaction. Documentation of customer service surveys were to be available for review upon the state's request.

**CURRENT CONTRACT LANGUAGE**

The current IM contract requires a standardized data gathering process for obtaining customer information. The contract provides:

The IM Agency shall gather feedback from applicants and participants concerning their level of satisfaction with IM services, to identify barriers to the provision of quality services, and to identify ways to improve service delivery. The IM Agency will use the Department's standard customer service feedback form to assess their customer service delivery system. The Feedback form will solicit customer input about the quality of service provided by agency staff. Feedback forms should be made available for customers to complete in the agency. The IM Agency shall submit the completed Customer Service Feedback forms at least quarterly to the Contract Administrator for this Appendix. Results will be reviewed as part of the IM Agency's Management Evaluation Review (MER).

**NEW PROCESS**

In order to standardize the customer feedback process, the Bureau of Eligibility Management has developed the Local Agency Customer Feedback form (HCF 16104). An initial supply of

