

# Worker Publications Survey

Goal		
Gather information from IM/FSET workers regarding usability of certain worker-facing publications to serve as an input for improvement opportunities.		
Approach		
<ul style="list-style-type: none"> <li>• Email collector to IM/FSET staff</li> <li>• Open 10 business days</li> <li>• 7 questions</li> <li>• 3-4 minutes</li> </ul>		
Invitation		
We are seeking your feedback on your experience with certain DHS publications. Please help us by answering a brief survey. The survey should take just a few minutes and will help us as we look for ways to improve. Thank you for your input!		
Instructions		
Thank you for participating in this survey. This survey is voluntary and the answers you provide are completely anonymous. As you answer the following questions, please think of your experience using the specified publications in the course of your workday. Thank you!		
#	Question	Answer Options
1.	Please select the answer that best describes your role.	<ul style="list-style-type: none"> <li>○ IM/FSET – Worker</li> <li>○ IM/FSET - Supervisor</li> <li>○ IM/FSET - Manager</li> <li>○ Reception/Clerical</li> <li>○ Other (Not IM) → <i>end survey</i></li> </ul>
2.	How long have you worked as an IM/FSET worker?	<ul style="list-style-type: none"> <li>○ 0-2 years</li> <li>○ 3-5 years</li> <li>○ 6-10 years</li> <li>○ 11-15 years</li> <li>○ More than 15 years</li> </ul>
3.	How often do you use each of the following DHS publications geared for IM/FSET workers? <ul style="list-style-type: none"> <li>○ Operations Memos</li> <li>○ System Help</li> <li>○ Process Help</li> <li>○ ACCESS handbook</li> <li>○ Caretaker Supplement Handbook</li> <li>○ Badger Care Plus Eligibility Handbook</li> <li>○ Electronic Case File (ECF)</li> <li>○ FoodShare Wisconsin Handbook</li> </ul>	<ul style="list-style-type: none"> <li>○ Never</li> <li>○ Daily</li> <li>○ Weekly</li> <li>○ Monthly</li> <li>○ Less frequently than monthly</li> </ul>

	<ul style="list-style-type: none"> <li>○ FoodShare Employment and Training (FSET) Handbook</li> <li>○ Income Maintenance Manual</li> <li>○ Medicaid Eligibility Handbook</li> </ul>	
<b>4.</b>	<p>How easy is it to find the information you need in the following DHS publications?</p> <ul style="list-style-type: none"> <li>○ Operations Memos</li> <li>○ System Help</li> <li>○ Process Help</li> <li>○ ACCESS handbook</li> <li>○ Caretaker Supplement Handbook Badger Care Plus Eligibility Handbook</li> <li>○ Electronic Case File (ECF)</li> <li>○ FoodShare Wisconsin Handbook</li> <li>○ FoodShare Employment and Training (FSET) Handbook</li> <li>○ Income Maintenance Manual</li> <li>○ Medicaid Eligibility Handbook</li> </ul>	<ul style="list-style-type: none"> <li>○ Very difficult</li> <li>○ Difficult</li> <li>○ Neutral</li> <li>○ Easy</li> <li>○ Very easy</li> </ul>
<b>5.</b>	<p>How satisfied are you overall with the previously listed DHS publications for IM workers? (Operations Memos, System/Process Help, Handbooks)</p>	<ul style="list-style-type: none"> <li>○ Very unsatisfied</li> <li>○ Unsatisfied</li> <li>○ Neutral</li> <li>○ Satisfied</li> <li>○ Very satisfied</li> </ul>
<b>6.</b>	<p>What top 3 improvements would you recommend to improve these DHS publications? Please indicate “N/A” if you are satisfied.</p>	Free form text; three text boxes
<b>7.</b>	<p>Please provide any additional comments about these DHS publications you would like to share.</p>	Free form text