

# Did You Know?

As a result of the Program Improvement Plan (PIP) a customer satisfaction survey is now available on the Cabinet's internet site for DCBS clients. DCBS initiated a customer satisfaction survey website to solicit feedback from DCBS clients regarding our performance. A link to the satisfaction survey can also be found on the DPP-154 form.

The purpose of the survey is to act as an ongoing mechanism to measure and share the results of customer satisfaction with staff.

As workers explain the process of the DPP 154, they have also been asked to explain the satisfaction survey to our clients, as well as encourage the client to participate in the survey. The information gained will be used to guide change to training, policy, and practice.

## Client Satisfaction Survey

"Did You Know?" is brought to you weekly from the Coordinating Services for Children Workgroup.  
If you would like more information, please contact the QAPD Branch by calling (502)-564-7635

