

Today's Date: _____

**CYFD Pre-Survey
Customer Service
Bernalillo East**

As you know, CYFD is working on improving customer service to our foster and adoptive parents as well as each other and all of the other people with whom we work. Your county is one of six "transformation zones" where we will focus on diligent recruitment as well as improved customer service. This survey will serve as a "baseline" regarding your current perceptions of customer service to each other in your county. We ask that you take a few minutes and fill it out. We very much appreciate your participation in this survey. Please indicate the extent to which you agree with each of the following items:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Our staff are respectful to one another.	1	2	3	4	5
Our staff are courteous and professional with one another.	1	2	3	4	5
Our staff help each other when needed.	1	2	3	4	5
Our staff value and appreciate one another.	1	2	3	4	5
Staff communication is usually positive.	1	2	3	4	5
Our staff works together as a team.	1	2	3	4	5
Our staff respectfully involves foster parents, birth parents, and others as part of the team.	1	2	3	4	5
When we have a problem, we talk directly to the people involved rather than going behind anyone's back.	1	2	3	4	5
Supervisors and managers help staff when they are dealing with difficult problems.	1	2	3	4	5
Supervisors and managers answer questions in a helpful manner.	1	2	3	4	5
All in all, I think we are a pretty functional group at our office	1	2	3	4	5
I am satisfied with my job at CYFD.	1	2	3	4	5

How long have you worked for CYFD Protective Services? _____ (months)

Are you participating in the Customer Service training? _____ (yes/no)

What is your current position in the county office?

- Supervisor/Manager
- Investigation Worker
- In-Home Services Worker
- Permanency Planning Worker
- Placement Worker
- Family Centered Meeting Facilitator
- Youth Transition Specialist
- CSA
- Other (please specify) _____

If you have any comments or suggestions, please write them on the back side of the survey.