

CLIENT SURVEY

We want to improve how we recertify CalFresh benefits for Elderly and Disabled households in which all adult members are elderly or disabled. We would like to know what you think.

This survey is voluntary. Your answers will not affect your CalFresh benefits in any way. You do not need to answer any question you don't want to answer.

If you choose to complete this survey, please return it to the county.

1. How easy was it for you to renew your CalFresh Benefits?

- Very easy
- Somewhat Easy
- Somewhat difficult
- Very difficult

2. To renew your CalFresh benefits, do you prefer being interviewed or not being interviewed?

- Being interviewed
- Not being interviewed
- No preference

3. Were you aware that you could have had an interview if you asked for one?

- Yes
- No

4. Overall, how satisfied are you with the CalFresh renewal process?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied

5. If you were dissatisfied, tell us why? Mark all that apply.

- The forms were too difficult to complete.
- The required proof was difficult to collect.
- Reaching someone who could answer my questions was difficult.
- The amount of benefits seems to be incorrect:
 - Too much
 - Too little

Please explain:

Other (Please explain):

Thank you! The information you provide will help us improve how CalFresh benefits are renewed.
