

DTA DPC - P. O. Box 4406
Taunton, MA 02780-0420



Massachusetts Department Of Transitional Assistant

JUSTIN TIMBERLAKE
19 MCKINLEY AVE
BOSTON, MA 01902-1639

Agency ID: 1525158

Date: 02/12/2018

Dear JUSTIN TIMBERLAKE

We need to hear from you! DTA is seeking feedback from you about your recent experience working with us. Please take a few minutes to complete the enclosed survey and return it to us in the envelope provided.



The survey will only take a few minutes and will help us improve our services. You do not need to give us your name and, if you choose not to complete this survey, it will not affect your benefits.

Thank you for taking the time to complete the survey!

This institution is an equal opportunity provider.

**DEPARTMENT OF TRANSITIONAL ASSISTANCE
CLIENT SURVEY**

Instructions: Please fill in the square that corresponds with the correct answer and if applicable write your answers in the space provided.

1. Have you applied for or recertified benefits from DTA in the past 12 months?

☐ Yes

☒ No

a) If you answered "Yes" did the DTA worker offer to help you register to vote?

☐ Yes

☐ No

2. Have you visited your local DTA office or called the DTA assistance line in the past year?

☒ Yes

☐ No

a) If you answered "Yes" what was the reason or reasons for visiting?

This is a test for extracting
images

3. Is there anything DTA could do that would help you avoid coming to the office or having to call the DTA assistance line?

If we could respond online

4. Overall, how would you rate your experience with DTA?

☐ Excellent

☒ Good

☐ Fair

☐ Poor

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