

# Client Surveys

## Guidelines for SNAP Partners, January/July 2025

*Client surveys are required for DES and Wildfire to evaluate partner activity from the applicant's viewpoint. The purpose is to identify gaps in partner activity and improve services by identifying barriers that clients may be facing.*

### Survey Formats:

- The survey is online in English and Spanish:
  - [Click here](#) to access the online form in English
  - [Click here](#) to access the online form in Spanish
  - QR Codes to access each form are on the next page
- Paper versions are also available in Spanish and English:
  - Agency staff must transfer all data from paper surveys to the online form.
  - [Click here](#) to access the paper form in English
  - [Click here](#) to access the paper form in Spanish

### Time Period:

- Please ask all clients to complete a survey during the survey periods:
  - **Jan 22 – 31, 2025**
  - **Jul 22 – 31, 2025**

### Common Questions:

- **Are these surveys anonymous?**
  - Yes. Clients are given the opportunity to provide anonymous feedback on the services they receive.
  - Their responses should not be influenced by the presence of staff or volunteers.
  - If a client is using a paper form, you may wish to provide a safe box for completed forms.
- **What if a client does not wish to complete the form?**
  - It is understandable if a client does not wish to complete the form. A helpful way to explain the importance of the survey would be:  
"Your feedback on this survey is very valuable and would be greatly appreciated. It will help us to improve our services to everyone in the community. The survey is completely anonymous and should only take a few minutes to complete."
- **How will the survey results be given to Wildfire?**
  - Any survey completed via the online form (English and Spanish) will be automatically recorded in Wildfire's records.
  - Completed paper surveys should be manually entered into the online form by a designated staff or volunteer at the end of each week.

- **Once the survey period is complete, what is the deadline for entering paper survey data into the online form?**
  - All paper survey results should be entered into the online form by 12 PM on Feb 9.

**QR Code for English Version:**



**QR Code for Spanish Version:**

