

## Appendix A

### Email invitation for State and County Human Services Commissioner Customer Feedback Survey

Dear Colleague:

The Administration for Children and Families (ACF) is pleased to invite you to participate in an important first-ever survey of state and local human services leaders. The purpose of the survey is to gather actionable data, feedback and recommendations from state and local human services agencies, and harvest your best thinking and recommendations about ways that ACF can support your work. We want to learn more about your priorities and challenges, experiences working with ACF, and your suggestions for improvement. We are very interested in using feedback from state and local human services agency leadership to help inform and improve the provision of services for children and families served by our programs.

ACF is a division of the U.S. Department of Health & Human Services (HHS). We promote the economic and social well-being of children, families, individuals and communities with leadership and resources for compassionate, effective delivery of human services. ACF administers more than 60 programs with a **budget of more than \$53 billion**, making it the second-largest agency in HHS. ACF is comprised of **19 offices** including the Office of Regional Operations, which represents 10 regional offices around the country. ACF program offices include: Office of Family Assistance, Office of Child Care, Office of Head Start, Office of Child Support Enforcement, Office of Community Services, Children's Bureau, Family and Youth Services Bureau.

Your participation in this survey is completely voluntary and all answers will be used for internal planning purposes and to further the proper performance of the functions of the agency. Your responses will be kept private to the extent permitted by law. This survey should take approximately 15-30 minutes to complete.

Here is a link to the survey: XXXX

If you have any questions about this survey, please contact Melissa Brodowski, ACF Office of Regional Operations at: [melissa.brodowski@acf.hhs.gov](mailto:melissa.brodowski@acf.hhs.gov)

Thank you.

Mishaela Duran  
Director  
ACF Office of Regional Operations

*An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number for the described information collection is 0970-0356 and the expiration date is 03/31/2018.*