

ADRC SATISFACTION SURVEY REPORT

Reporting Quarter: Third Quarter of 2008

Number of Surveys Sent: 131 Number of Surveys Returned: 48 (37%)

Number of Surveys Undeliverable: 4

1. Was the information you received helpful and consistent with what you requested?

43 Yes 3 No 2 No Response

Comments:

- *Not the first time I called as they didn't know a thing about the place my family member is at. I was told it wasn't in the county.*
- *I received great info, more than I knew was available.*
- *More than I expected.*
- *I live in Winnebago Co. I called Calumet and Outagamie Co.*
- *Can't recall*

2. Did the Resource Center respond to your questions in a timely manner?

46 Yes 1 No 1 No Response

Comments:

- *Immediately.*
- *Extremely!*
- *The representatives were very helpful.*

3. Were you treated with respect and courtesy? 48 Yes 0 No 0 No Response

Comments:

- *Both receptionists that I spoke with were very nice and understood my needs.*
- *This was a nice surprise – I was expecting to be looked down on and Jennifer was exactly the opposite. She was friendly and caring.*
- *Wonderful, pleasant.*
- *I've been a member so long I can't answer. My gal is A.V., and she is super, always asking to improve her service, excellent.*

4. Did you feel the person you talked with understood what you wanted?

45 Yes 1 No 2 No Response

Comments:

- *They had no information about the place in question.*
- *Don't know how to express how easily she picked up on what I was trying to say.*
- *"Joy" – Appleton Senior Center*
- *Very helpful. .*

5. Would you recommend this service to family or friends? 45 Yes 2 No

1 No Response

Comments:

- *I have no friends and the rest of my family is much better off than I am and really don't need the services.*
- *Absolutely.*

6. Can you suggest ways that this service can be improved? 6 Yes 35 No

8 No Response

Comments:

- *More information about what facilities are in the area.*
- *Jenny St. Aubin at the Chilton office has gone well out of her way to help me. As far as I'm concerned, she deserves a raise in pay. Wow! My meetings with her are an eye opening experience. She is so eager and willing to help me and shows compassion. Hang on to her!*
- *I was thoroughly pleased with my recent experience.*
- *It is so much more than I expected, I don't know how I would improve it.*
- *Get rid of what the state of WI has in Madison and put in more people like "Joy". Please note – I do not know "Joy", the person on the telephone, but sure "Thank Her". Our family has lived, worked, and enjoyed Appleton for many life times.*
- *More communication between departments.*
- *Perfect the way it is.*
- *Open an office in Winnebago County.*
- *Give the ADRC more money to be able to do more.*
- *Keeping us informed as well as the client of the progression of planning.*
- *Often when I make a referral, there isn't much follow-up with me.*
- *Yes, insulate the outhouse, just kidding, as I've without water.*
- *Flooded me by mail with information I didn't need or requested, so send specific information requested only. Also asked me too much personal information that was not needed by your office to help me. This was invasion of my privacy.*
- *Perhaps a list or guide indicating this is what you do first, then this, etc. what this means, etc.*

7. How did you hear about the Aging and Disability Resource Center? (Total 57 responses)

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| <u>6</u> Phone Book/Yellow Pages | <u>3</u> Newspaper |
| <u>0</u> Television/Radio | <u>0</u> Internet |
| <u>5</u> Printed materials or Poster | <u>4</u> Doctor or Hospital |
| <u>19</u> Family member or friend | <u>16</u> Another community agency |
| <u>0</u> Speech or Presentation | <u>2</u> Community event |
| <u>0</u> 2-1-1 | <u>1</u> Billboards |

Others: Social Security Administration, Division of Vocational Rehabilitation, Winnebago Caseworker, Social Worker at Oakridge Nursing Home, I used it previously

Other Comments:

- *She was most helpful to locate who I should contact (Evelyn / ES)*
- *Thanks so much for what you have done to make living for older folks better.*
- *To whomever reads this: I, at one time, was the window/store decorator for the Prange store downtown on College Ave. when W.A. Close was the store personnel director, before his store. Another Gertsch in Appleton City Council for many years, Uncles had "Otto Jeuse" Clothing on College Ave. Uncle owned/ran the Arcade Bowling Alleys off College on Appleton Ave. "ME" – Now in an assisted living ctr in Oshkosh – out of my apt. in Grand Chute, by a judge put down here, but I hope a friend, Dave Prosser, can help me get out and back North.*
- *Thank you very much for your help!*
- *Thank you Jenny for your help.*
- *We were so pleased with the professionalism and compassion that we received at the ADRC during our struggles with prescription drug coverage. We feel so satisfied not just with the result of our situation, but with the fact that people with disability in Outagamie County have such a wonderful resource! Special thanks to Jennifer S. You eased our minds and did such a great job "going the extra mile" during a difficult time. We are so grateful... (Please feel free to share these comments with our representatives or in your literature!)*
- *Your service is very valuable. My mother lives alone. She is independent and active, and we want to help her remain comfortable and safe. It is helpful to have information to help mom make decisions and the services available to help support these decisions.*
- *You were not helpful in this situation which leaves me in an unresolved dilemma. But your resources have been helpful for me to pass onto the elderly and setup for them in the past. Thank you.*