

## ADRC SATISFACTION SURVEY REPORT

Reporting Quarter: Fourth Quarter of 2008

Number of Surveys Sent: 85    Number of Surveys Returned: 42 (49%)

Number of Surveys Undeliverable: 2

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

39 Yes   2 No   1 No Response

Comments:

- *Waste of time – no one cares.*
- *Mai was very helpful.*

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

39 Yes   2 No   1 No Response

**3. Were you treated with respect and courtesy?   40 Yes   0 No   2 No Response**

Comments:

- *Not really.*

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

40 Yes   1 No   1 No Response

**5. Would you recommend this service to family or friends?   40 Yes   1 No**

1 No Response

Comments:

- *Not sure.*
- *Yes, indeed.*

**6. Can you suggest ways that this service can be improved?   9 Yes   25 No**

8 No Response

Comments:

- *?*
- *I have not needed anything yet, but I'm sure when I do it will be done promptly.*
- *Service is fine as it is.*
- *I was well satisfied.*
- *Need an office on the 1<sup>st</sup> floor.*
- *Help people that are trying to work so they can stay working; just because you fall through the cracks of the system is not right.*
- *Our state facilitates INDIGENT PEOPLE who don't want to work and expect a free handout at any cost – Disgusting.*
- *You all did a good job for us.*
- *Perfect.*
- *Our first contact with Dawn on the phone to Linda Camp as our case worker was polite, empathetic and informative. Thank you.*

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

<u>  2  </u> Phone Book/Yellow Pages	<u>  3  </u> Newspaper
<u>  0  </u> Television/Radio	<u>  0  </u> Internet
<u>  1  </u> Printed materials or Poster	<u>  4  </u> Doctor or Hospital
<u> 15  </u> Family member or friend	<u> 14  </u> Another community agency
<u>  0  </u> Speech or Presentation	<u>  0  </u> Community event
<u>  1  </u> 2-1-1	<u>  0  </u> Billboards
<u>  2  </u> Unanswered	

Other: Letter. VA Agency, Nursing friend, respondent wrote a name and number on her survey and asked a call be made to her sister.

**Other Comments:**

- *Maybe she needs help. Had to wait \_\_\_ week before she had time to help. Very nice person came to my home. Thank you.*
- *People being paid in government and not help people who are honest and trying to keep going – our state would rather support lazy people and let the ones who are trying to hang on to their jobs and pay taxes fall through the cracks.*
- *I only used this service a very short time.*
- *My phone message was answered promptly and much appreciated. I didn't follow through with talking to someone as I needed info and couldn't wait for an appointment. Will call again if need services. Thank you.*
- *Be more understanding, speak English make sure everything is understood. Thank you!*
- *Thanks for all your concern and help.*
- *Thank you.*