|  |  |  |
| --- | --- | --- |
| How knowledgeable was this person about helpful resources and services? |  |  |
| Not Stated | 1 | 4% |
| Somewhat knowledgeable | 8 | 30% |
| Very knowledgeable | 18 | 67% |
| Grand Total | 27 | 100% |

|  |  |  |
| --- | --- | --- |
| Do you think that the person at the ADRC spent enough time with you to understand your concerns? |  |  |
| NO | 2 | 7% |
| YES | 24 | 89% |
| Not Stated | 1 | 4% |
| Grand Total | 27 | 100% |

|  |  |  |
| --- | --- | --- |
| How would you rate this person on explaining how to get the help or information you needed? |  |  |
| Excellent | 13 | 48% |
| Fair | 2 | 7% |
| Good | 10 | 37% |
| Poor | 1 | 4% |
| Not Stated | 1 | 4% |
| Grand Total | 27 | 100% |

|  |  |  |
| --- | --- | --- |
| How respectful was the person with whom you worked the most? |  |  |
| Not Stated | 1 | 4% |
| Somewhat respectful | 2 | 7% |
| Very respectful | 24 | 89% |
| Grand Total | 27 | 100% |

|  |  |  |
| --- | --- | --- |
| When you first contacted the ADRC, did you receive none, some or all of the information you needed? |  |  |
| All | 15 | 56% |
| None | 2 | 7% |
| Not Stated | 1 | 4% |
| Some | 9 | 33% |
| Grand Total | 27 | 100% |

|  |  |  |
| --- | --- | --- |
| Overall, how helpful was the ADRC? |  |  |
| Not at all helpful | 1 | 4% |
| Only a little helpful | 1 | 4% |
| Somewhat helpful | 5 | 19% |
| Very helpful | 20 | 74% |
| Grand Total | 27 | 100% |

|  |  |  |
| --- | --- | --- |
| Based on your experience with the ADRC, would you recommend the ADRC to a friend or family member? |  |  |
| Yes | 26 | 96% |
| Not Stated |  1 | 4% |
| Grand Total | 27 | 100% |

|  |
| --- |
| Is there anything else you would like to tell me about our service that I haven't already asked? |
| 1. Agent did not know income limits but directed to consumer to resource to get information
 |
| 1. Cherry Blossom - Wanted to know if disability would provide a treadmill for his recovery
 |
| 1. Client called previously to express how wonderful her experience was.
 |
| 1. Client says no one has called back about her situation she's desperately in need of assistance
 |
| 1. Diana has been a big help; consumer has not received Rx benefit yet, "these things take time."
 |
| 1. Excellent service but client would like to see more advocacy, especially "with issues as his."
 |
| 1. Left a message, has had to leave message every time, never gets through to a real person. It took two weeks to get a response from medicaid worker. Called the Helpline and left a message; phone returned within 48 hours. Granddaughter needs to know when/where next HCW orientation
 |
| 1. Need to do a better job educating other government agencies about what exactly the ADRC does. He says he was given wrong information by another agency about the services that the ADRC provides.
 |
| 1. No
 |
| 1. Says she still has questions for Bob Earnest, regarding current MediGap plan (I gave ADRC phone number below, and also agreed to email Bob with the request to call client). Client says the Initial Agent seemed "in a hurry."
 |
| 1. Says the service (Elders in Action) really followed-through and helped, and even followed-up this week.
 |
| 1. The staff is always very helpful
 |