

**THE ARC OF INDIANA
2008 TRUST I & TRUST II
SATISFACTION SURVEY RESULTS**

The Arc of Indiana intends for its trust service to be easy to use. “How are we doing?” To answer this question, each year we send a User Satisfaction Survey to people using our service. The survey asks about our responsiveness to requests — from the time people call and make a request to when they receive the check in the mail.

This survey provides valuable feedback for us. It identifies potential problem areas. It also helps families thinking about enrolling. “*Is The Arc Trust easy to access?*” some might ask. “*Is getting approval difficult?*” As the survey shows, we are very accessible and rarely turn down requests.

1. When I call to use the trust, the person with whom I must speak is immediately available.
Never: 0% Rarely: 2% Sometimes: 5% Usually: 60% Always: 33%
2. When the person with whom I must speak is not immediately available, he/she does return my call and is able to speak with me within two business days of my request.
Never: 2% Rarely: 2% Sometimes: 2% Usually: 24% Always: 70%
3. Making contact with this person is a problem. He/she is not available when I call, and I am not available when he/she returns my call.
Never: 49% Rarely: 35% Sometimes: 10% Usually: 1% Always: 5%
4. Requesting disbursements is a positive experience for me. The person with whom I speak is receptive to how I want the trust used. He/she is encouraging and supportive of my efforts.
Never: 1% Rarely: 1% Sometimes: 4% Usually: 20% Always: 74%
5. When I call with a question on non-trust matters or need advice, the person with whom I speak is willing to help.
Never: 0% Rarely: 0% Sometimes: 2% Usually: 17% Always: 81%
6. When I make a request for using the trust, my request is approved.
Never: 0% Rarely: 0% Sometimes: 2% Usually: 23% Always: 75%
7. The time that passes from when I submit a bill for reimbursement to when I receive the check is two weeks or less.
Never: 1% Rarely: 2% Sometimes: 3% Usually: 21% Always: 73%
8. On a scale of 1 to 10, circle your overall satisfaction (or dissatisfaction) with The Arc Trust. A score of 10 is the most positive score you can give. A score of 1 is the most negative score you can give.
Ten: 55% Nine: 29% Eight: 9% Seven: 1% Six: 1% Five: 2%
Four: 1% Three: 1% Two: 1% One: 0%
9. When I speak with someone at The Arc Trust office, or receive written communications, it is in a prompt and business-like manner.
Never: 0% Rarely: 1% Sometimes: 4% Usually: 17% Always: 78%
10. The person that I have spoken with at The Arc of Indiana Trust office is knowledgeable. If they don't know the answer they find out promptly and return my call.
Never: 0% Rarely: 2% Sometimes: 2% Usually: 21% Always: 75%