

**THE ARC OF INDIANA MASTER TRUST I & TRUST II
2009 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.
N/A: 9% Never: 1% Rarely: 0% Sometimes: 7% Usually: 63% Always: 20%
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.
N/A: 13% Never: 1% Rarely: 0% Sometimes: 1% Usually: 23% Always: 62%
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.
N/A: 16% Never: 45% Rarely: 24% Sometimes: 7% Usually: 4% Always: 4%
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.
N/A: 15% Never: 1% Rarely: 1% Sometimes: 4% Usually: 21% Always: 58%
5. When I call with a question on non-trust matters or need advice, the person with whom I speak is willing to help.
N/A: 27% Never: 1% Rarely: 0% Sometimes: 2% Usually: 19% Always: 51%
6. When I make a request for using the trust, my request is approved.
N/A: 15% Never: 1% Rarely: 0% Sometimes: 2% Usually: 24% Always: 58%
7. The time that passes from when I submit a bill for reimbursement to when I receive the check is two weeks or less.
N/A: 21% Never: 1% Rarely: 1% Sometimes: 3% Usually: 21% Always: 53%
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: 49% Nine: 26% Eight: 12% Seven: 3% Six: 1% Five: 1%
Four: 1% Three: 0% Two: 0% One: 1% N/A: 6%
9. When I speak with someone at The Arc Trust office, or receive written communications, it is in a prompt and business-like manner.
N/A: 9% Never: 0% Rarely: 0% Sometimes: 0% Usually: 22% Always: 69%
10. The person that I have spoken with at The Arc of Indiana Trust office is knowledgeable. If they don't know they answer they find out promptly and return my call.
N/A: 10% Never: 0% Rarely: 1% Sometimes: 1% Usually: 16% Always: 72%