

2010 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. How did you first hear about The Arc Master Trust?

1. Attorneys	55
2. Family, friends, coworkers	27
3. Related agencies	26
4. Trust presentations, Arc publications	17
5. Medicaid Caseworkers	8
6. Other trust beneficiaries	3
7. Clients	2
8. Bank referral	1

2. When I call to use the trust, the person with whom I must speak is immediately available.

Never: 0% Rarely: 1% Sometimes: 10% Usually: 64% Always: 25%

3. 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: 1% Rarely: 0% Sometimes: 2% Usually: 20% Always: 76%

4. 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: 27% Sometimes: 6% Usually: 3% Always: 4%

5. 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: 2% Usually: 20% Always: 76%

6. When I call with a question on non-trust matters or need advice, the person with whom I speak is willing to help.

Never: 1% Rarely: 1% Sometimes: 4% Usually: 19% Always: 76%

7. When I make a request for using the trust, my request is approved.

Never: 1% Rarely: 1% Sometimes: 2% Usually: 23% Always: 74%

8. The time that passes from when I submit a bill for reimbursement to when I receive the check is two weeks or less.

Never: 0% Rarely: 2% Sometimes: 5% Usually: 28% Always: 64%

9. 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: 60% Nine: 26% Eight: 8% Seven: 3% Six: 1% Five: 1%

Four: 0% Three: 1% Two: 0% One: 2%

10. When I speak with someone at The Arc Trust office, or receive written communications, it is in a prompt and business-like manner.

Never: 1% Rarely: 1% Sometimes: 1% Usually: 17% Always: 81%

11. 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: 1% Sometimes: 4% Usually: 12% Always: 83%