

ADRC Customer Survey

*Information & Assistance / Options
and Enrollment Counseling Service*



How did you find out about the ADRC?

- Word of mouth/referred by someone
- Flyer / Brochure
- Radio or Newspaper
- Website
- Other _____

How did you and the ADRC Representative connect? Select all that apply....

- Phone and/or email only
- Visit in your home
- Visit at nursing home or assisted living
- Hospital
- Other _____

Have you used our ADRC website?

- Yes
- No

Do you consider yourself...? (feel free to select more than one)

- White / Caucasian
- American Indian or Alaska native
- Asian
- Black or African American
- Spanish, Hispanic, or Latino
- Other _____

Would you recommend the ADRC to others?

- Yes
- No

| Did the ADRC representative that you worked with: | | | | |
|---------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Yes | Somewhat | No | Don't Know |
| Address your individual circumstances? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Care about your needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Help explore choices available to you? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Help weigh pros & cons of your decisions? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Connect you with the services you needed? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Go above and beyond his/her job? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Was courteous & understanding? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

| How would you rate our service with respect to: | Excellent | Very Good | Good | Fair | Poor | Don't Know |
|-------------------------------------------------|-----------|-----------|------|------|------|------------|
| Overall Service | 0 | 0 | 0 | 0 | 0 | 0 |
| Responsiveness | 0 | 0 | 0 | 0 | 0 | 0 |
| Wait Time | 0 | 0 | 0 | 0 | 0 | 0 |
| Welcoming Environment | 0 | 0 | 0 | 0 | 0 | 0 |
| Provided Follow-up (if applicable) | 0 | 0 | 0 | 0 | 0 | 0 |
| | | | | | | |

Any comments or suggestions for us?

Thank you for taking the time to complete this survey. Honest feedback on your experience is important to us as we continually look for ways to serve you and our community better. If you would prefer to speak to the ADRC Supervisor instead of filling out this survey, please contact Dominic Wondolkowski at 920-674-8732



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