Q2-2018 Survey Report

SURVEYS SENT OUT: 116

RECEIVED BACK 36

MOVED-returned 3

1. UNDERSTANDING OF RRCI MISSION 15 YES 5 NO
2. HOW DID STAFF PERFORM Excellent Good Poor N/A
3. Staff returned call 23 12 2 5
4. Staff arrived on time 21 11 5
5. Staff was courteous / respect 30 6
6. Staff helped find answers 29 6 2
7. Staff contacted me by phone= 5; in-person 2; phone and in-person 25

4/5. Length of visit Too long=2; Just right 30, Too short 1

WHAT I LEARNED ABOUT IL’S

1. What staff does 28
2. RRCI and community assistants 27
3. Assistive Tech. 22
4. CAP. (Client assistance program) 22
5. General ideas for home and safety 21
6. Support groups/activities 24
7. Assistive assessments 20
8. Collaboration/other providers 26