



2020 User Satisfaction Guide

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 make the 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?" "Is getting approval difficult?" As the survey shows, we are very accessible and rarely turn down requests.

1. When the person with whom I have contacted is not immediately available, they return my call or email within two business days of my request.

Always: 84%	Usually: 14%	Sometimes: 0%	Rarely: 2%	Never: 0%
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2. Requesting disbursements is a positive experience for me. The Arc Trust is receptive to how I want the trust used, but if the trust is not able to make the exact disbursement requested other alternatives are given to me.

Always: 75%	Usually: 21%	Sometimes: 2%	Rarely: 2%	Never: 0%
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3. When I ask a question on non-trust matters or need advice, the person I have contacted is willing to help or find someone else who can.

Always: 79%	Usually: 19%	Sometimes: 0%	Rarely: 2%	Never: 0%
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4. When I make a request for using the trust, my request is approved, or alternatives are given to me of things that can be requested.

Always: 80%	Usually: 16%	Sometimes: 2%	Rarely: 0%	Never: 2%
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5. The time that passes from when I submit a bill for reimbursement to when I receive the check is one week or less. Please indicate N/A if you have not requested a reimbursement.

Always: 74%	Usually: 22%	Sometimes: 0%	Rarely: 2%	Never: 2%	N/A: 0%
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6. 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.

10: 70%	9: 21%	8: 5%	7: 0%	6: 0%	5: 2%	4: 0%	3: 0%	2: 2%	1: 0%
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7. Communication with The Arc Trust is in a prompt and business-like manner.

Always: 91% Usually: 7% Sometimes: 0% Rarely: 2% Never: 0%

8. The people I have had contact with at The Arc Trust office are knowledgeable. If they don't know the answer they find out promptly.

Always: 91% Usually: 5% Sometimes: 2% Rarely: 2% Never: 0%

9. If you have used The Arc Trust's new online portal, INtrust, please let us know your satisfaction or dissatisfaction. A score of 10 is the most positive score you can give. A score of 1 is the most negative score you can give.

10: 41% 9: 9% 8: 7% 7: 5% 6: 0% 5: 0% 4: 2% 3: 0% 2: 0% 1: 0% N/A: 36%