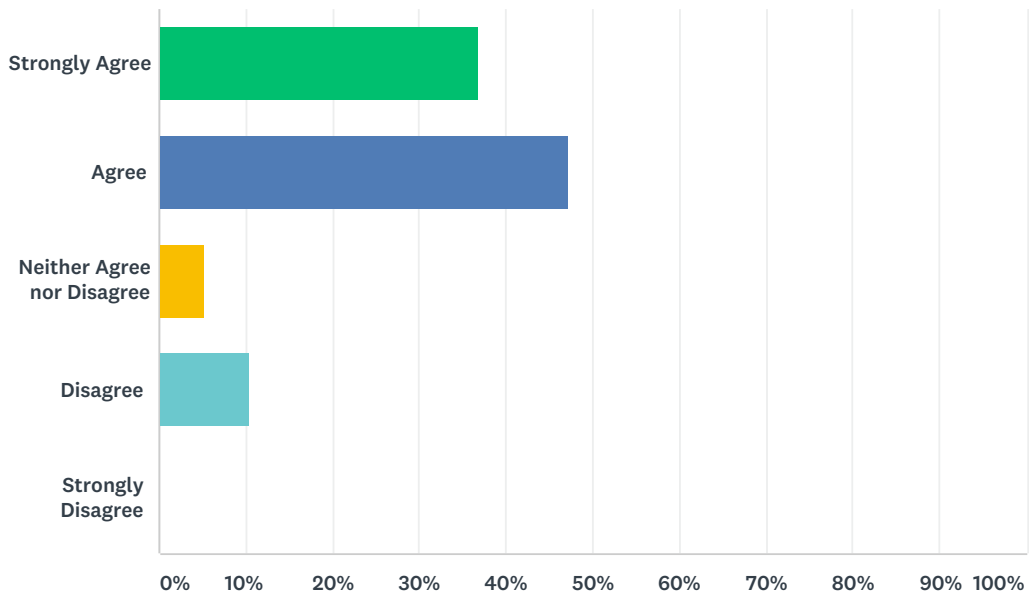


Q1 My interaction with the Huron County Board of DD is a positive experience

Answered: 19 Skipped: 0

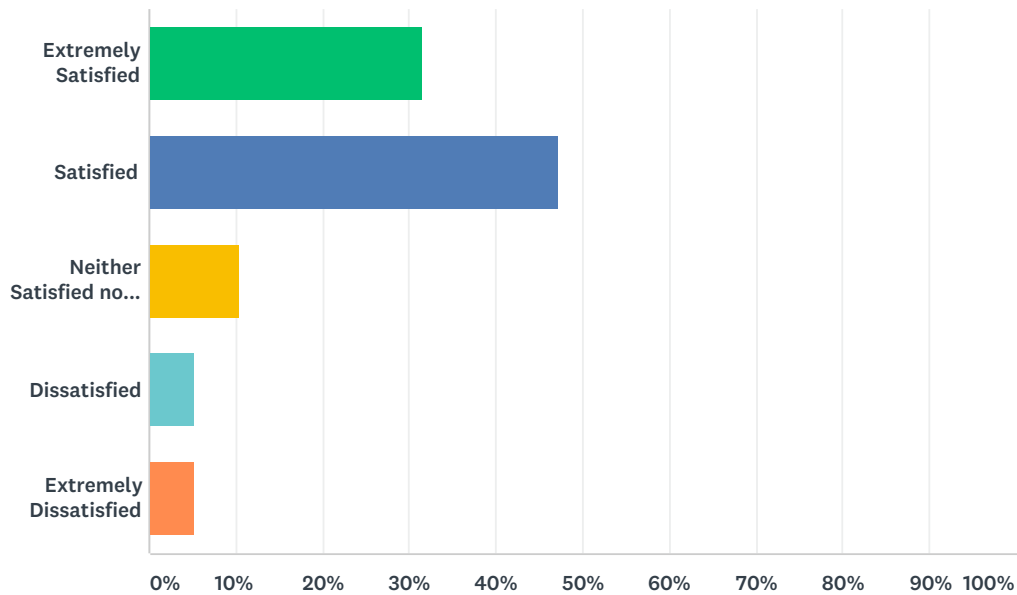


ANSWER CHOICES	RESPONSES
Strongly Agree	36.84% 7
Agree	47.37% 9
Neither Agree nor Disagree	5.26% 1
Disagree	10.53% 2
Strongly Disagree	0.00% 0
TOTAL	19

#	ADDITIONAL COMMENTS	DATE
1	So grateful to the caseworker and for the parent support program. The money received at any amount is greatly appreciated.	1/28/2018 9:41 AM

Q2 Overall, how satisfied are you with the quality of services you receive from the Huron County Board of DD?

Answered: 19 Skipped: 0

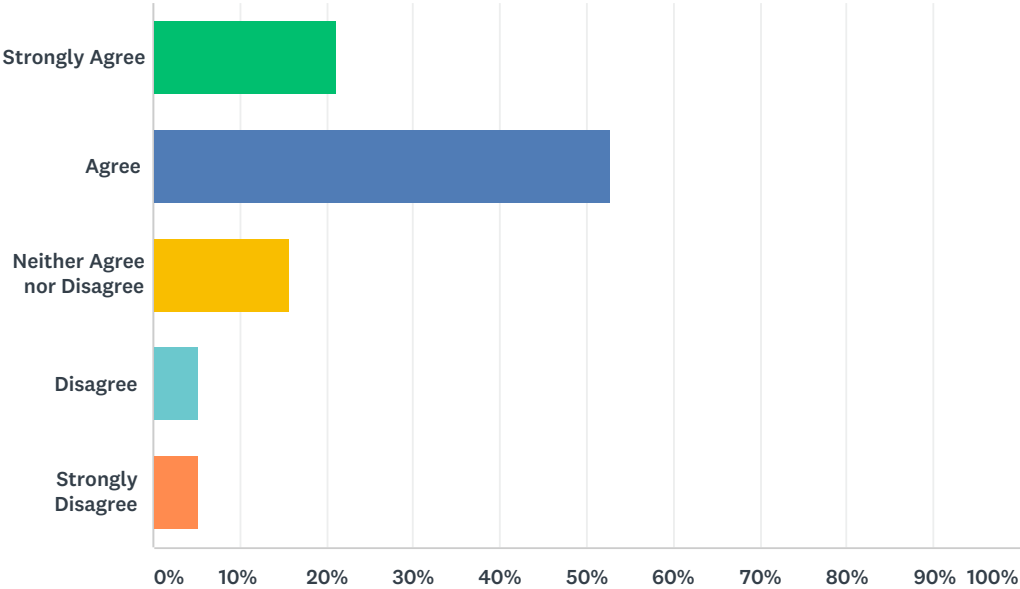


ANSWER CHOICES	RESPONSES
Extremely Satisfied	31.58% 6
Satisfied	47.37% 9
Neither Satisfied nor Dissatisfied	10.53% 2
Dissatisfied	5.26% 1
Extremely Dissatisfied	5.26% 1
TOTAL	19

#	ADDITIONAL COMMENTS	DATE
1	My question have always been answered. Everyone has been so supportive of my daughter who has autism and our family.	1/28/2018 9:41 AM
2	Sarah needs more time with rec dept	5/23/2017 7:28 AM

Q3 I am kept up to date on changes and events happening at the Huron County Board of DD.

Answered: 19 Skipped: 0

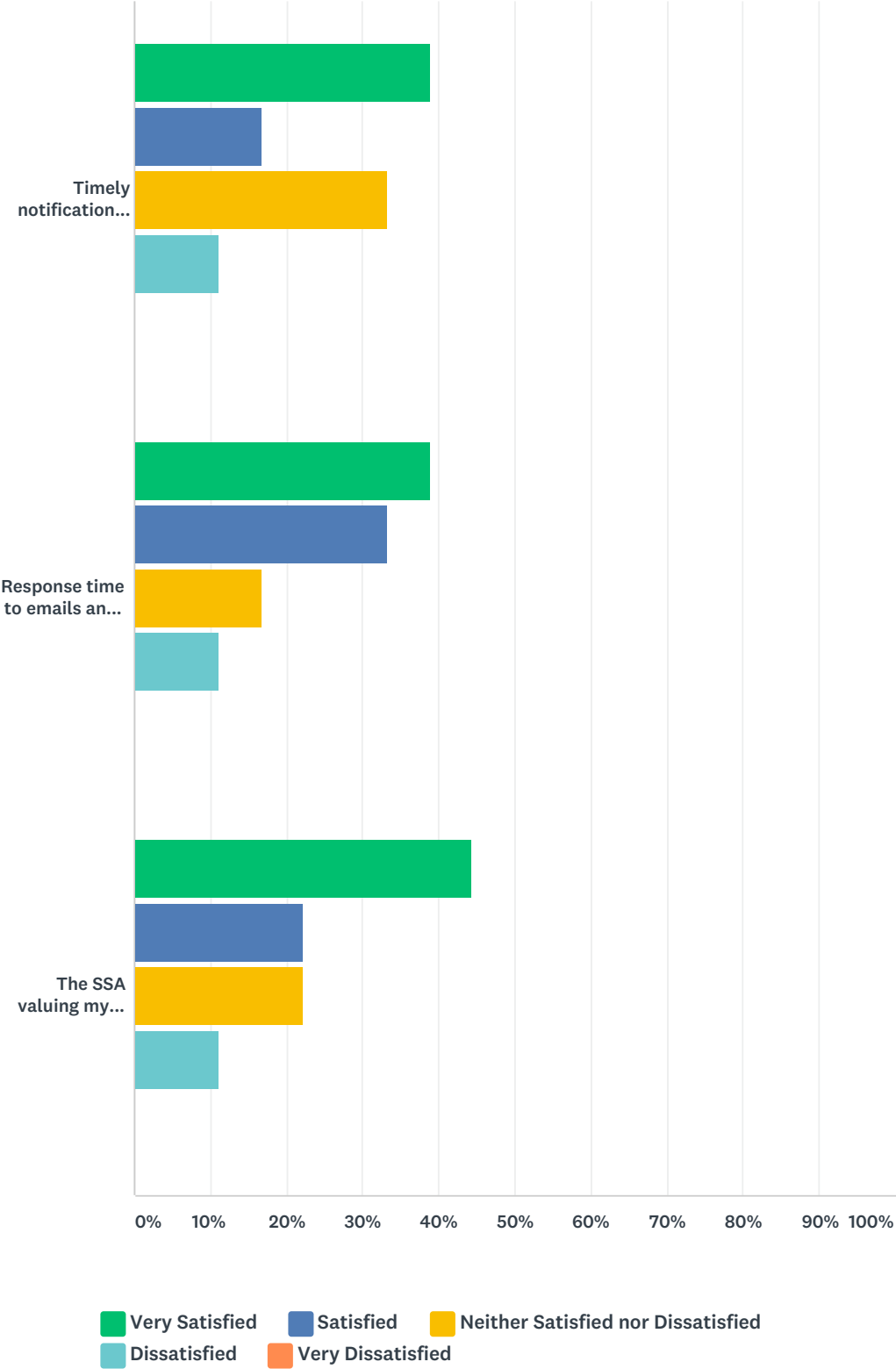


ANSWER CHOICES	RESPONSES
Strongly Agree	21.05% 4
Agree	52.63% 10
Neither Agree nor Disagree	15.79% 3
Disagree	5.26% 1
Strongly Disagree	5.26% 1
TOTAL	19

#	ADDITIONAL COMMENTS	DATE
	There are no responses.	

Q4 When working with the SSA department, how satisfied are you with

Answered: 18 Skipped: 1



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED	TOTAL
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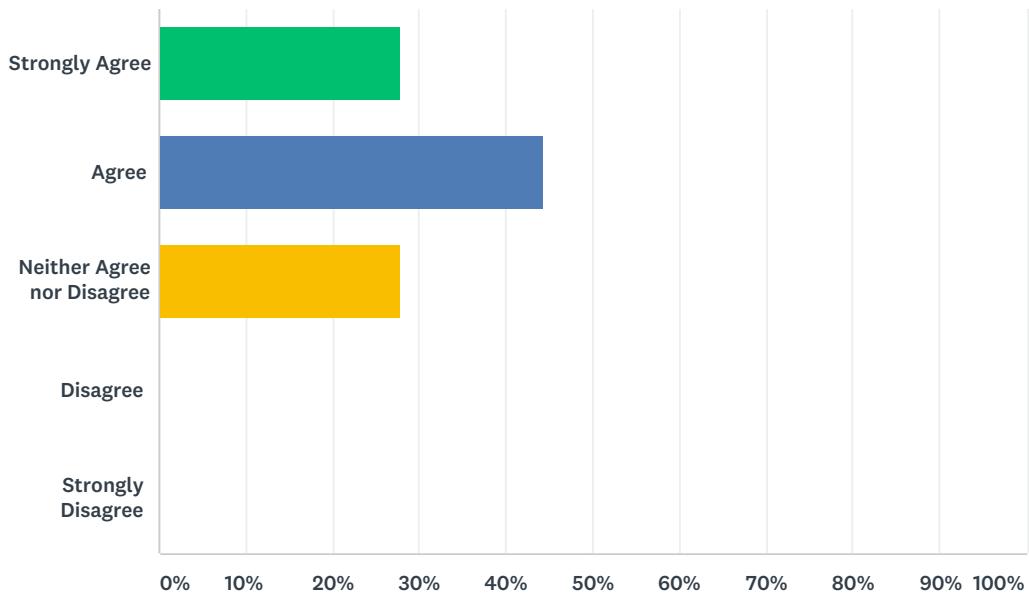
Huron County Board of DD Individual & Family Survey

Timely notification of when I am assigned a new SSA	38.89% 7	16.67% 3	33.33% 6	11.11% 2	0.00% 0	18
Response time to emails and phone calls	38.89% 7	33.33% 6	16.67% 3	11.11% 2	0.00% 0	18
The SSA valuing my opinion and listening to my concerns	44.44% 8	22.22% 4	22.22% 4	11.11% 2	0.00% 0	18

#	ADDITIONAL COMMENTS	DATE
1	we love having Julie Herrig as an SSA	5/23/2017 7:28 AM

Q5 I am satisfied with the way the Huron County Board of DD responds to my immediate needs

Answered: 18 Skipped: 1

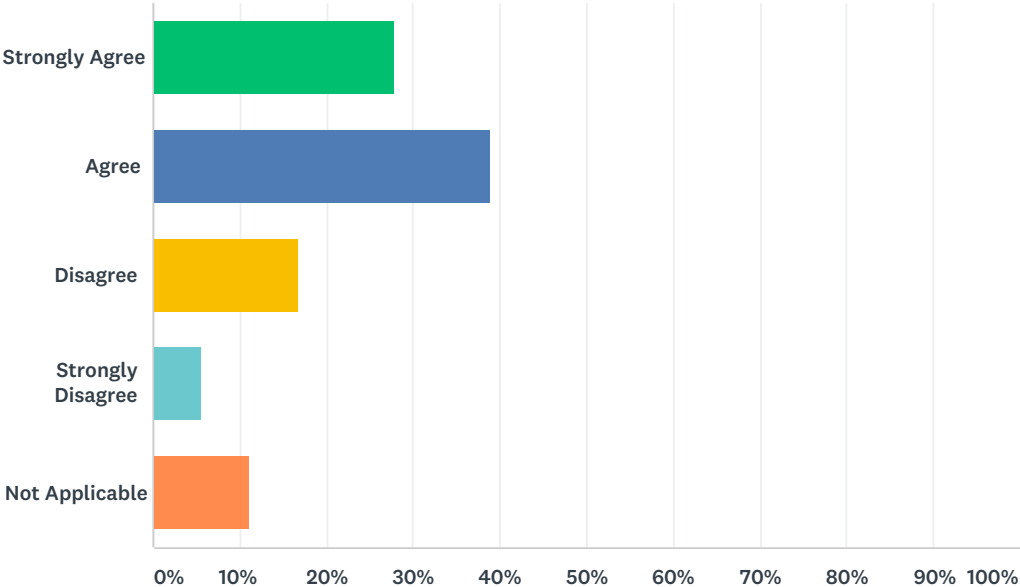


ANSWER CHOICES	RESPONSES
Strongly Agree	27.78% 5
Agree	44.44% 8
Neither Agree nor Disagree	27.78% 5
Disagree	0.00% 0
Strongly Disagree	0.00% 0
TOTAL	18

#	ADDITIONAL COMMENTS	DATE
1	Our caseworker always responds the same day, and receives help from other staff memeber in order to assist us.	1/28/2018 9:41 AM

Q6 When the Huron County Board is not able to meet my immediate needs, they provide me additional resources and referrals to assist me.

Answered: 18 Skipped: 1

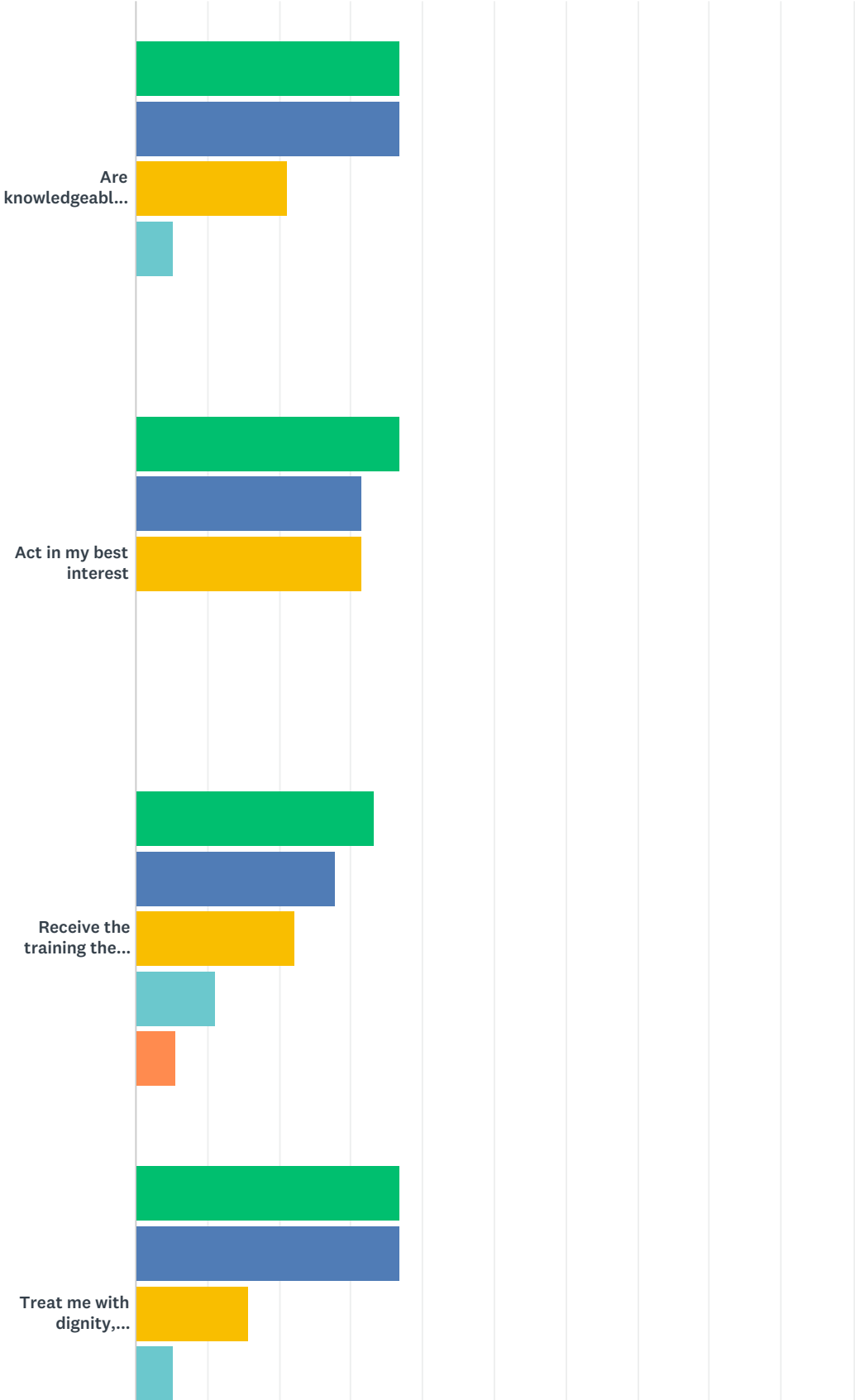


ANSWER CHOICES	RESPONSES
Strongly Agree	27.78% 5
Agree	38.89% 7
Disagree	16.67% 3
Strongly Disagree	5.56% 1
Not Applicable	11.11% 2
TOTAL	18

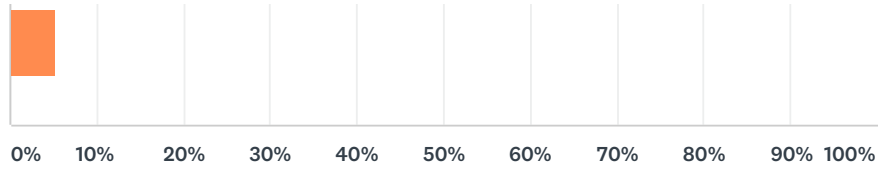
#	ADDITIONAL COMMENTS	DATE
	There are no responses.	

Q7 The staff at the Huron County Board of DD

Answered: 19 Skipped: 0



Huron County Board of DD Individual & Family Survey

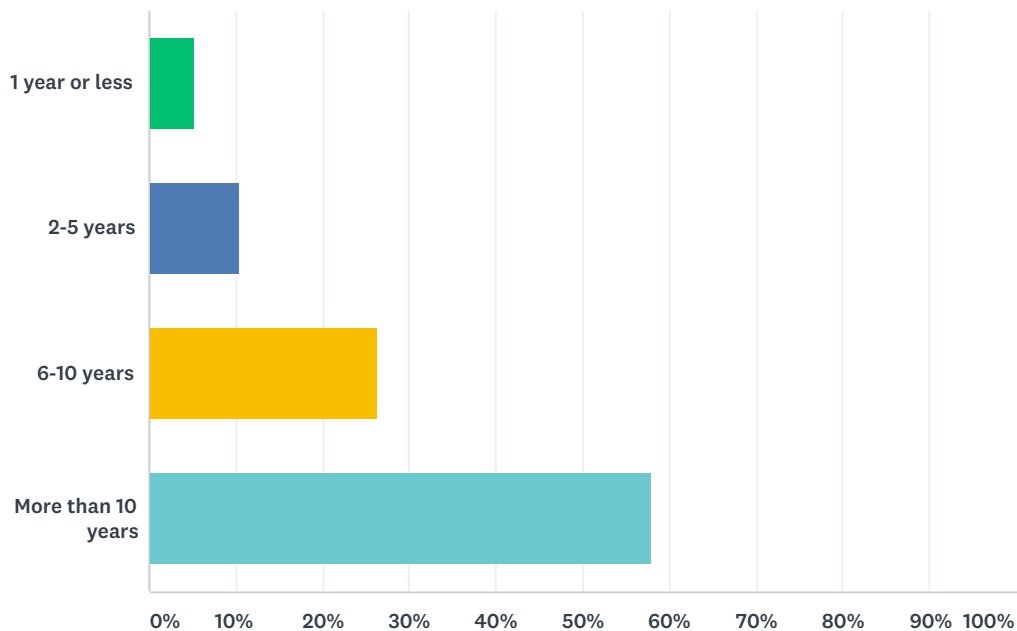


■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Are knowledgeable and professional	36.84% 7	36.84% 7	21.05% 4	5.26% 1	0.00% 0	19
Act in my best interest	36.84% 7	31.58% 6	31.58% 6	0.00% 0	0.00% 0	19
Receive the training they need to do their jobs effectively	33.33% 6	27.78% 5	22.22% 4	11.11% 2	5.56% 1	18
Treat me with dignity, courtesy, and respect	36.84% 7	36.84% 7	15.79% 3	5.26% 1	5.26% 1	19
#	ADDITIONAL COMMENTS				DATE	
	There are no responses.					

Q8 How long have you been receiving services from the Huron County Board of DD?

Answered: 19 Skipped: 0

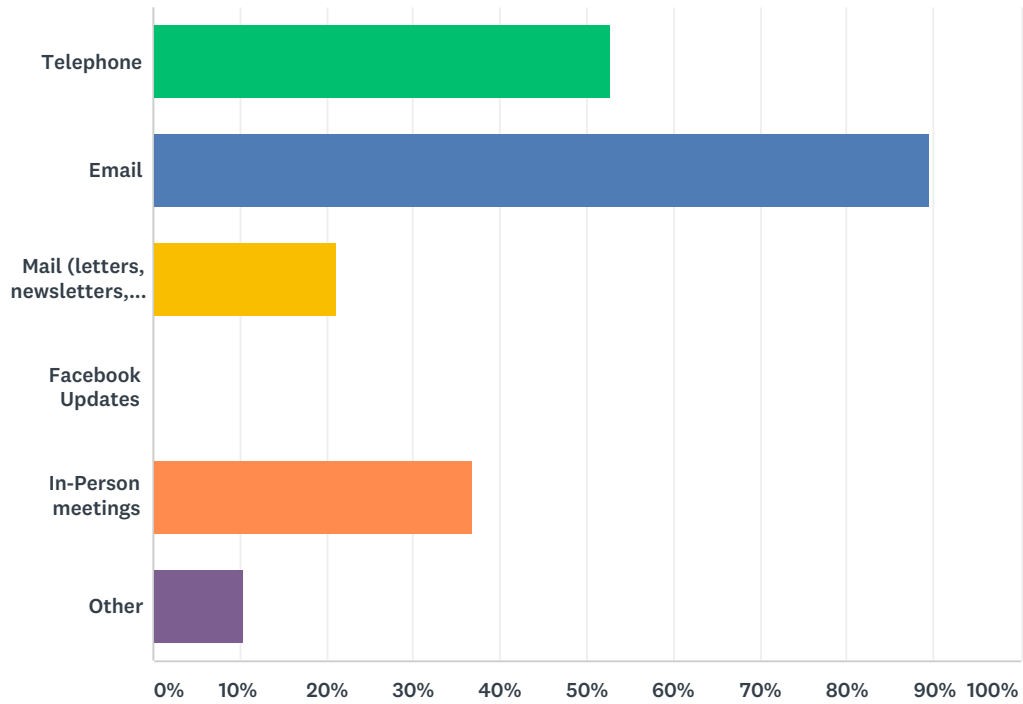


ANSWER CHOICES	RESPONSES
1 year or less	5.26% 1
2-5 years	10.53% 2
6-10 years	26.32% 5
More than 10 years	57.89% 11
TOTAL	19

#	ADDITIONAL COMMENTS	DATE
1	Enter a comment to what?	5/22/2017 2:56 PM

Q9 What is the best way to communicate with you? (Select all that apply)

Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Telephone	52.63%	10
Email	89.47%	17
Mail (letters, newsletters, etc.)	21.05%	4
Facebook Updates	0.00%	0
In-Person meetings	36.84%	7
Other	10.53%	2
Total Respondents: 19		

#	OTHER	DATE
1	Text	1/25/2018 8:38 AM
2	Comment here??	5/22/2017 2:56 PM

Q10 What are 2-3 things that could be done to improve the Huron County Board of DD?

Answered: 9 Skipped: 10

#	RESPONSES	DATE
1	At the moment I cannot think of anything. My daughter is now 12 years old, so any programs that help in her development in the community would be great.	1/28/2018 9:41 AM
2	More waiver service providers	1/25/2018 8:38 AM
3	1 general phone number for calling off and bus drivers. To many numbers on the list and never sure which one to use. Like to let my bus driver know .a	1/18/2018 7:04 PM
4	N/A	1/18/2018 4:04 PM
5	E-MAIL FOR FSS APPLICATIONS, SSA CHANGES , PHONE CALLS TO CHECK ON THESE THINGS COMING AND OR BEING SENT IN	1/18/2018 1:44 PM
6	More staff 4 rec outtings a place where clients with behavior issues can go work with staff	5/23/2017 7:28 AM
7	Stopping the constant changing of SSA's , SSA's having knowledge on future planning more than "I will look into that ." Sending out screen shots of web resources is not helping , websites are not always reliable or accurate , when asked a specific question or for help with a specific thing a broad based answer done off a web search is not what we are looking for either .	5/22/2017 6:38 PM
8	Don't have any suggestions	5/22/2017 2:56 PM
9	N/A	5/22/2017 1:23 PM

Q11 What other issues that were not included on this survey need to be addressed by the Huron County Board of DD?

Answered: 7 Skipped: 12

#	RESPONSES	DATE
1	None at this time.	1/28/2018 9:41 AM
2	Lack of service providers	1/25/2018 8:38 AM
3	N/A	1/18/2018 4:04 PM
4	WHY MY SSA WON'T RESPOND TO E-MAILS SENT TO HER .	1/18/2018 1:44 PM
5	Not knowing when there are changes to application dates for services , how the services are handled or what services are available . Most people I know who are also are registered with DD do not know half the services I do available to them . Makes me wonder what I am not aware of .	5/22/2017 6:38 PM
6	Having trouble sending this....	5/22/2017 2:56 PM
7	N/A	5/22/2017 1:23 PM

Q12 If you wish to provide your email address for future communications please provide your first and last name and email address below.

Answered: 5 Skipped: 14

#	RESPONSES	DATE
1	My caseworker already has my name and email address. We have been receiving all the emails and information.	1/28/2018 9:41 AM
2	Cody Rettig gremm52@hotmail.com	1/18/2018 7:04 PM
3	mdyne95@hotmail.com	1/18/2018 4:04 PM
4	pvalentine2012@hotmail.com	5/23/2017 7:28 AM
5	Darlene Bartlett joyinthemorning5@yahoo.com	5/22/2017 2:56 PM