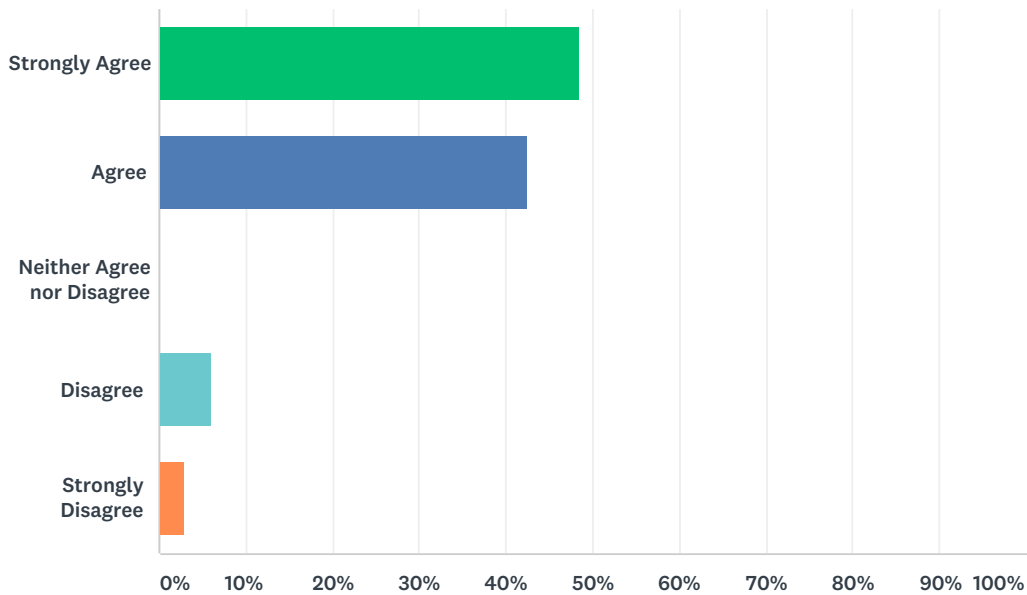


Q1 My interaction with the Huron County Board of DD is a positive experience

Answered: 33 Skipped: 0

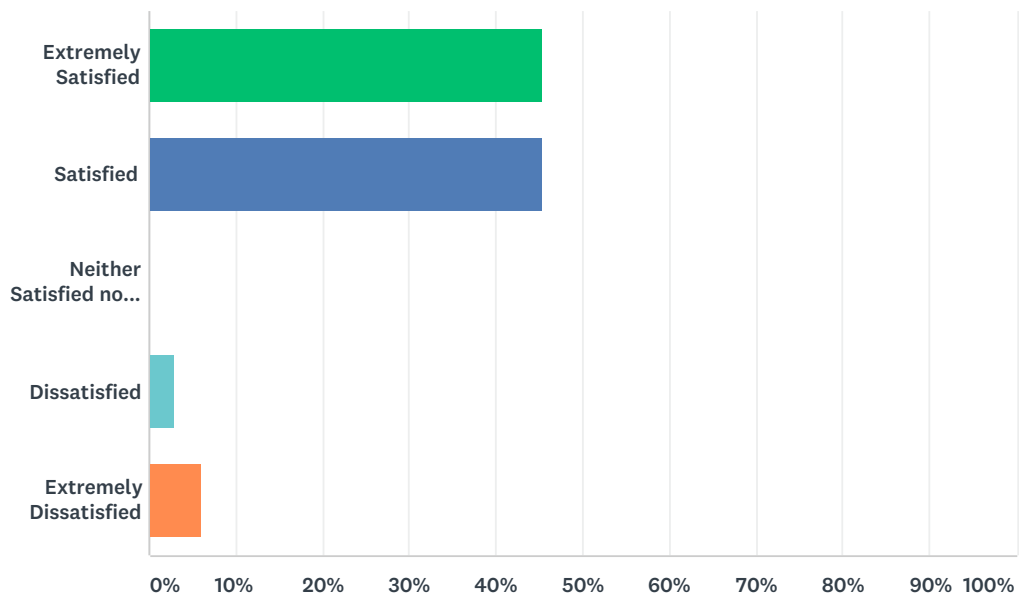


ANSWER CHOICES	RESPONSES	
Strongly Agree	48.48%	16
Agree	42.42%	14
Neither Agree nor Disagree	0.00%	0
Disagree	6.06%	2
Strongly Disagree	3.03%	1
TOTAL		33

#	ADDITIONAL COMMENTS	DATE
1	True	3/15/2018 10:52 AM
2	Poor Service	3/15/2018 10:44 AM
3	So grateful to the caseworker and for the parent support program. The money received at any amount is greatly appreciated.	1/28/2018 10:41 AM

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

Answered: 33 Skipped: 0

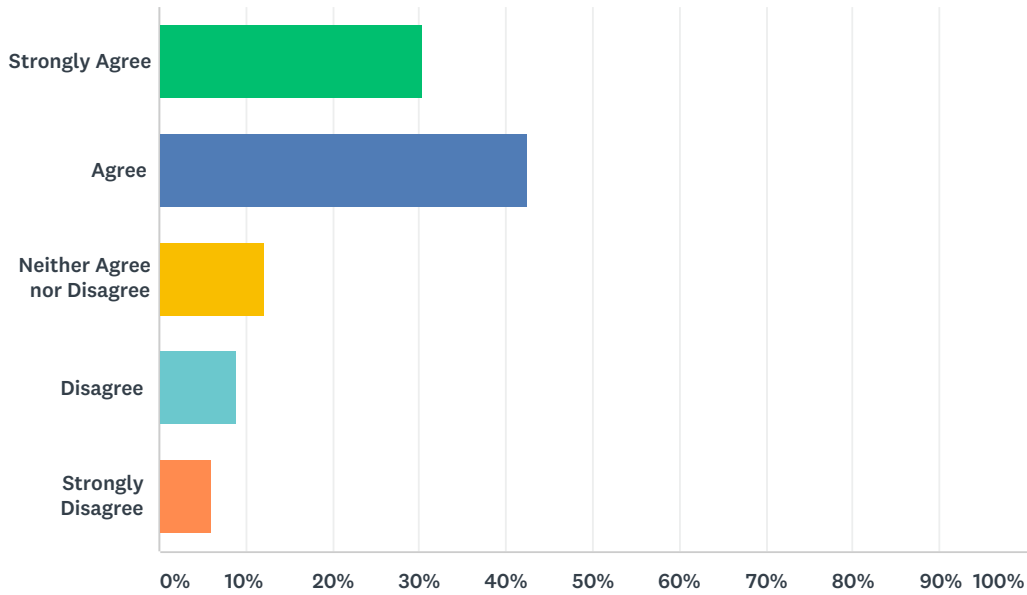


ANSWER CHOICES	RESPONSES	
Extremely Satisfied	45.45%	15
Satisfied	45.45%	15
Neither Satisfied nor Dissatisfied	0.00%	0
Dissatisfied	3.03%	1
Extremely Dissatisfied	6.06%	2
TOTAL		33

#	ADDITIONAL COMMENTS	DATE
1	Poor Service - They are worst teacher ever seen	3/15/2018 10:44 AM
2	I need staff so I can be on my own	3/15/2018 9:54 AM
3	I need staff so I can be on my own	3/13/2018 1:39 PM
4	My question have always been answered. Everyone has been so supportive of my daughter who has autism and our family.	1/28/2018 10:41 AM

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

Answered: 33 Skipped: 0

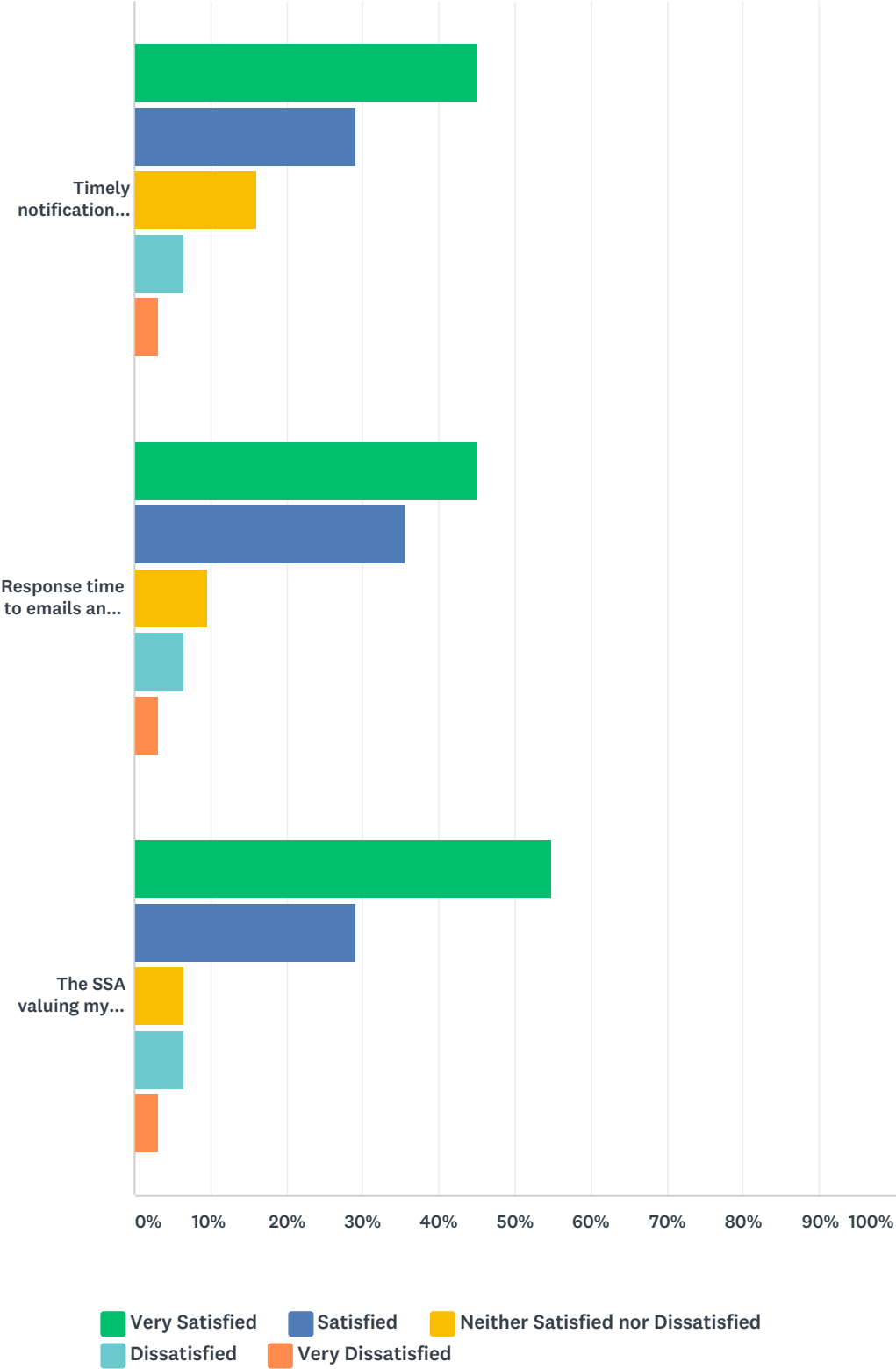


ANSWER CHOICES	RESPONSES	
Strongly Agree	30.30%	10
Agree	42.42%	14
Neither Agree nor Disagree	12.12%	4
Disagree	9.09%	3
Strongly Disagree	6.06%	2
TOTAL		33

#	ADDITIONAL COMMENTS	DATE
1	can I go home now?	3/15/2018 10:52 AM
2	Poor Service	3/15/2018 10:44 AM

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

Answered: 32 Skipped: 1



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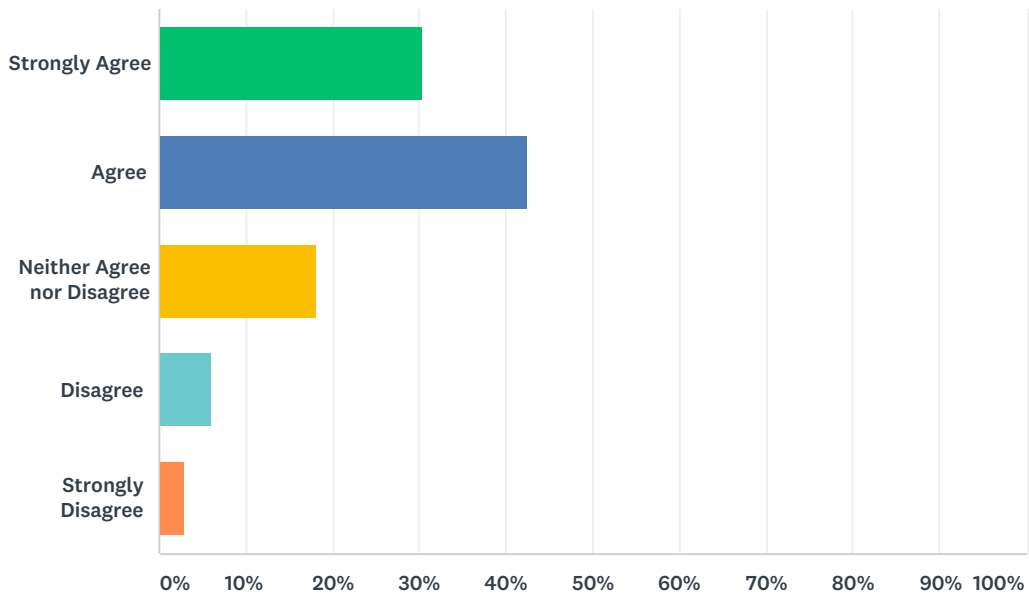
Huron County Board of DD Individual & Family Survey

Timely notification of when I am assigned a new SSA	45.16% 14	29.03% 9	16.13% 5	6.45% 2	3.23% 1	31
Response time to emails and phone calls	45.16% 14	35.48% 11	9.68% 3	6.45% 2	3.23% 1	31
The SSA valuing my opinion and listening to my concerns	54.84% 17	29.03% 9	6.45% 2	6.45% 2	3.23% 1	31

#	ADDITIONAL COMMENTS	DATE
1	who?	3/15/2018 10:52 AM
2	Poor Service	3/15/2018 10:44 AM

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

Answered: 33 Skipped: 0

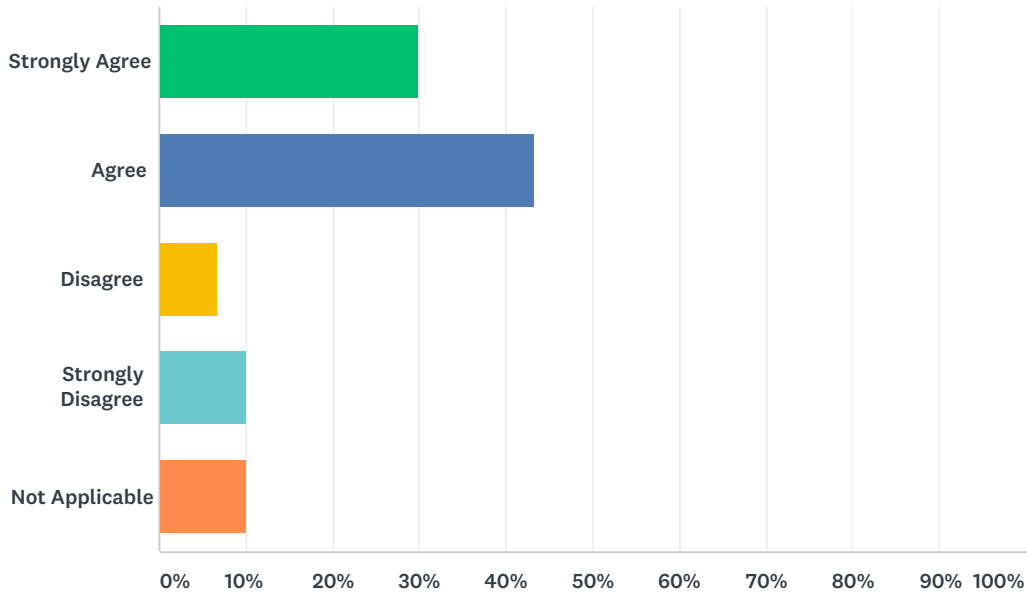


ANSWER CHOICES	RESPONSES	
Strongly Agree	30.30%	10
Agree	42.42%	14
Neither Agree nor Disagree	18.18%	6
Disagree	6.06%	2
Strongly Disagree	3.03%	1
TOTAL		33

#	ADDITIONAL COMMENTS	DATE
1	Poor Service	3/15/2018 10:44 AM
2	Our caseworker always responds the same day, and receives help from other staff memeber in order to assist us.	1/28/2018 10:41 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: 30 Skipped: 3

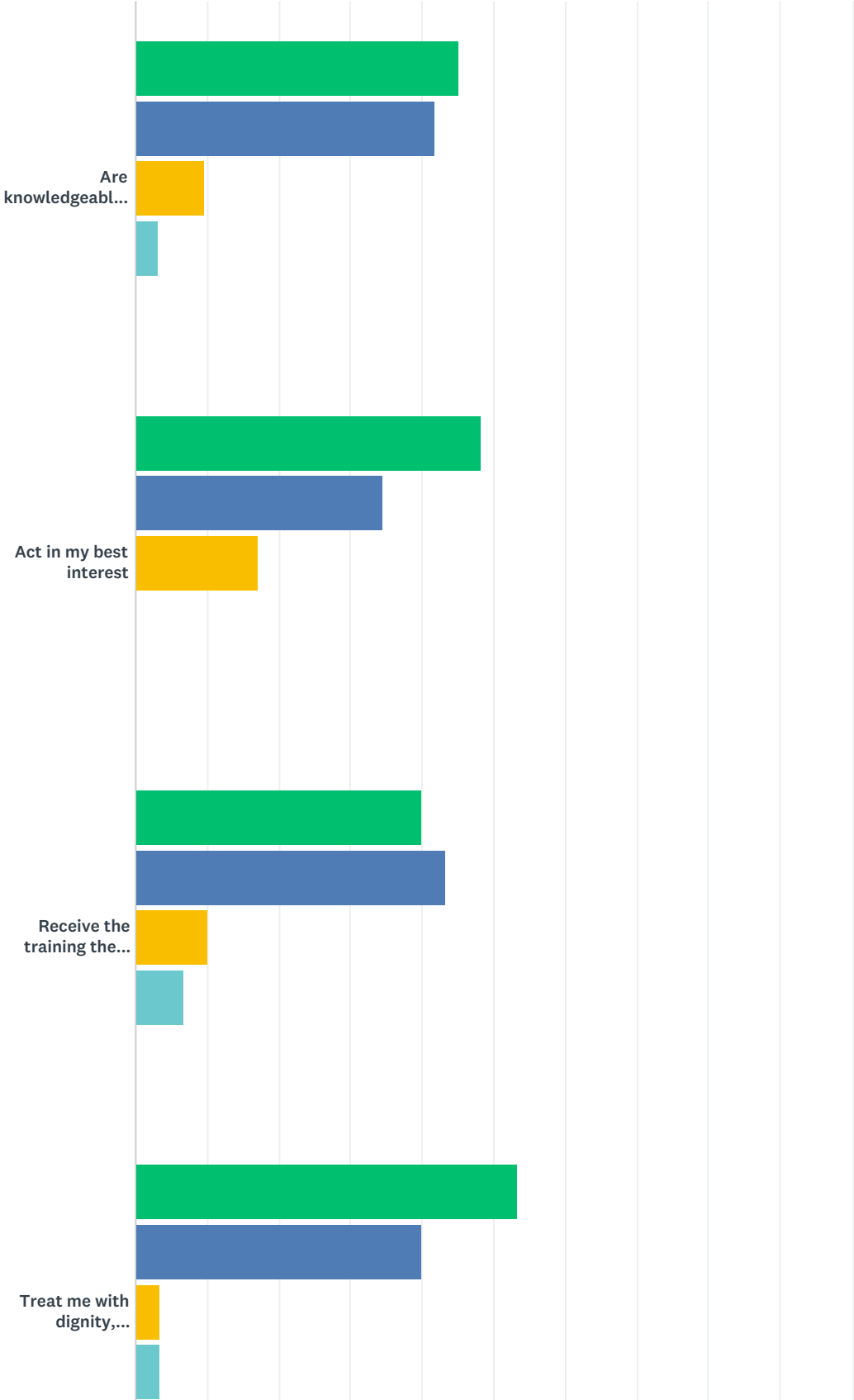


ANSWER CHOICES	RESPONSES
Strongly Agree	30.00% 9
Agree	43.33% 13
Disagree	6.67% 2
Strongly Disagree	10.00% 3
Not Applicable	10.00% 3
TOTAL	30

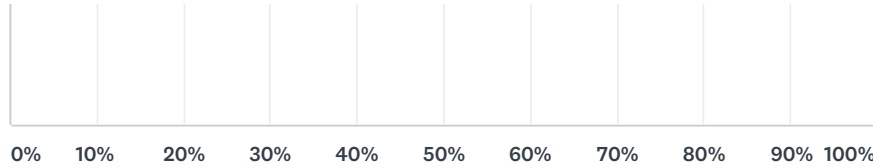
#	ADDITIONAL COMMENTS	DATE
1	I drive car keys	3/15/2018 10:52 AM
2	Treat People like dirt	3/15/2018 10:44 AM
3	she didn't understand the question	3/15/2018 10:21 AM
4	Neither	3/15/2018 10:15 AM

Q7 The staff at the Huron County Board of DD

Answered: 32 Skipped: 1



Huron County Board of DD Individual & Family Survey



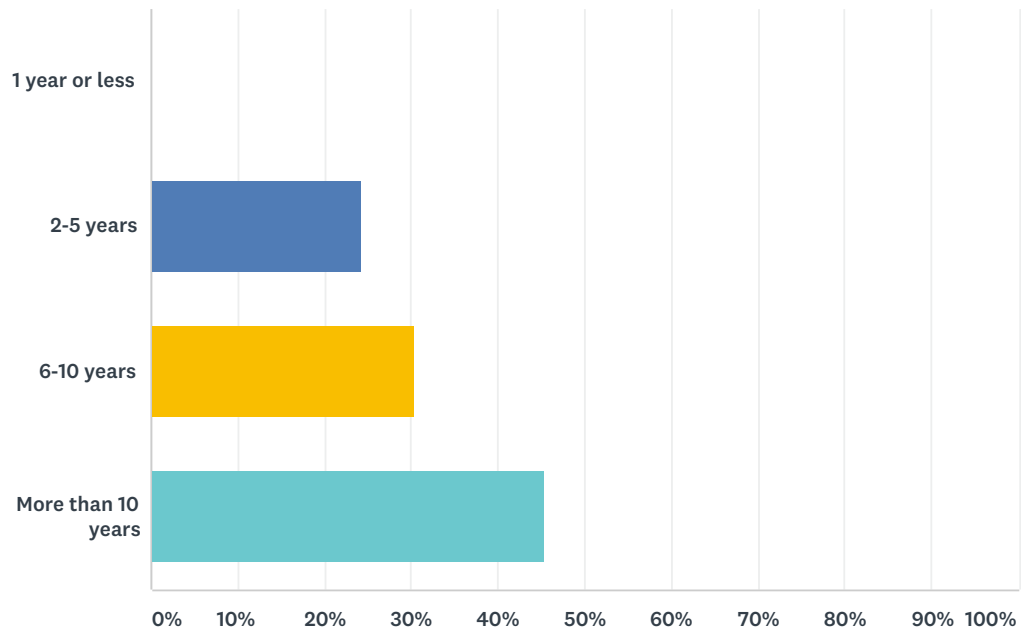
■ Strongly Agree
 ■ Agree
 ■ Neither Agree nor Disagree
 ■ Disagree
■ Strongly Disagree

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Are knowledgeable and professional	45.16% 14	41.94% 13	9.68% 3	3.23% 1	0.00% 0	31
Act in my best interest	48.28% 14	34.48% 10	17.24% 5	0.00% 0	0.00% 0	29
Receive the training they need to do their jobs effectively	40.00% 12	43.33% 13	10.00% 3	6.67% 2	0.00% 0	30
Treat me with dignity, courtesy, and respect	53.33% 16	40.00% 12	3.33% 1	3.33% 1	0.00% 0	30

#	ADDITIONAL COMMENTS	DATE
1	Out of control the staff	3/15/2018 10:52 AM
2	some of them are effective	3/15/2018 10:49 AM

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

Answered: 33 Skipped: 0

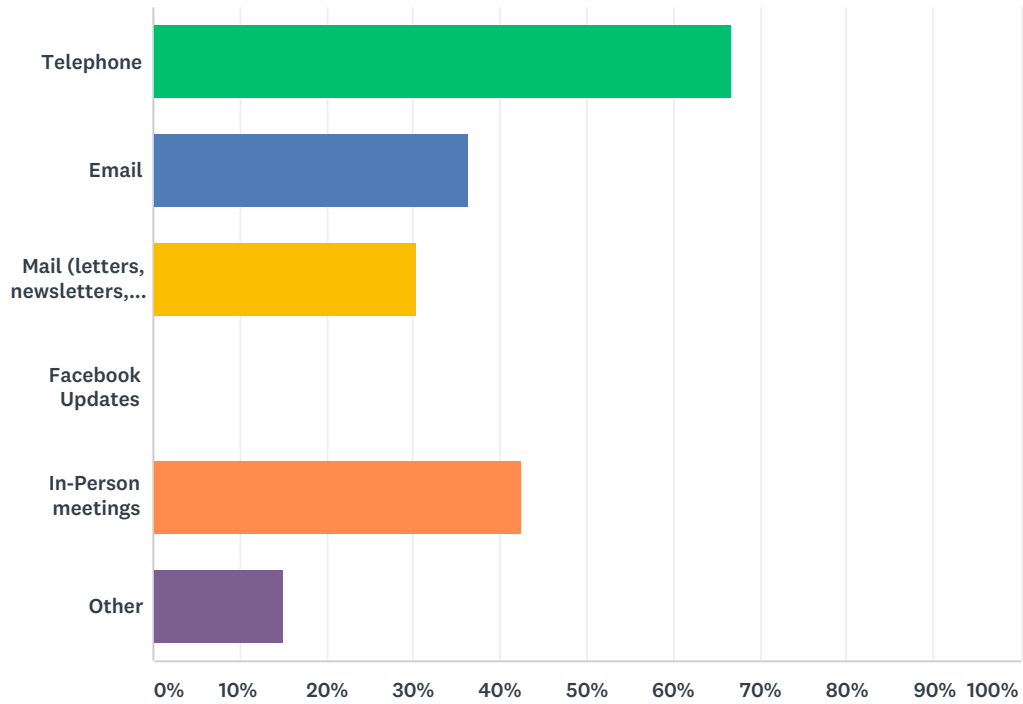


ANSWER CHOICES	RESPONSES
1 year or less	0.00% 0
2-5 years	24.24% 8
6-10 years	30.30% 10
More than 10 years	45.45% 15
TOTAL	33

#	ADDITIONAL COMMENTS	DATE
1	?	3/15/2018 10:52 AM
2	Poor Judgement	3/15/2018 10:44 AM

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

Answered: 33 Skipped: 0



ANSWER CHOICES	RESPONSES	
Telephone	66.67%	22
Email	36.36%	12
Mail (letters, newsletters, etc.)	30.30%	10
Facebook Updates	0.00%	0
In-Person meetings	42.42%	14
Other	15.15%	5
Total Respondents: 33		

#	OTHER	DATE
1	Smoke signals, the indian's did it	3/15/2018 10:52 AM
2	Poor Service	3/15/2018 10:44 AM
3	All of the above	3/15/2018 10:31 AM
4	Text	3/15/2018 10:15 AM
5	Text	1/25/2018 9:38 AM

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

Answered: 20 Skipped: 13

#	RESPONSES	DATE
1	1. New Building 2. New cart and truck's 3. More pay for staff	3/15/2018 10:52 AM
2	An SSA that listens to my needs	3/15/2018 10:49 AM
3	More people with Activities so more people could be involved.	3/15/2018 10:46 AM
4	Work more time	3/15/2018 10:44 AM
5	They are doing a great job	3/15/2018 10:37 AM
6	All ok	3/15/2018 10:31 AM
7	N/A	3/15/2018 10:21 AM
8	Nothing everything great	3/15/2018 10:20 AM
9	1. Stop fighting - People yelling Bad things 2. think of more activities for the Rec	3/15/2018 10:17 AM
10	1. Recreation Dept. - 2 staff members is ridiculous!! 1. Way too much emphasis on SPORTS!!	3/15/2018 10:13 AM
11	None	3/15/2018 10:10 AM
12	Recreation dept needs more help	3/15/2018 10:09 AM
13	Help find me a job	3/15/2018 10:07 AM
14	Better Budgeting	3/15/2018 10:06 AM
15	1. Not yelling at clients so much 2. Tow motor drivers drive with more care	3/15/2018 10:04 AM
16	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 10:41 AM
17	More waiver service providers	1/25/2018 9:38 AM
18	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 8:04 PM
19	N/A	1/18/2018 5:04 PM
20	E-MAIL FOR FSS APPLICATIONS, SSA CHANGES , PHONE CALLS TO CHECK ON THESE THINGS COMING AND OR BEING SENT IN	1/18/2018 2:44 PM

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

Answered: 14 Skipped: 19

#	RESPONSES	DATE
1	New cart and truck's	3/15/2018 10:52 AM
2	just think Mary would be more involved with activities that they send for her to choose from.	3/15/2018 10:46 AM
3	Do not enjoy	3/15/2018 10:44 AM
4	None	3/15/2018 10:37 AM
5	nothing- all ok	3/15/2018 10:31 AM
6	N/A	3/15/2018 10:21 AM
7	1. Such a waste of money, mailing newsletters 2. used to go places 4-5 times a month - Lucky to get 1 activity now per month! NOT RIGHT!!	3/15/2018 10:13 AM
8	None	3/15/2018 10:10 AM
9	Getting a job	3/15/2018 9:54 AM
10	Getting a job	3/13/2018 1:39 PM
11	None at this time.	1/28/2018 10:41 AM
12	Lack of service providers	1/25/2018 9:38 AM
13	N/A	1/18/2018 5:04 PM
14	WHY MY SSA WON'T RESPOND TO E-MAILS SENT TO HER .	1/18/2018 2:44 PM