

**Crawford County Commission on Aging
Michigan Medicare/Medicaid Assistance Program
2016 Postcard Survey Results**

69 responses were received out of 151 distributed = 46% return rate.

Was your appointment scheduled soon enough? **Yes 97% No 3%**

Were you greeted by the Receptionist upon entering? **Yes 97% No 3%**

Was your counselor able to answer your questions? **Yes 97% No 3%**

Did your counselor treat you with respect? **Yes 100% No 0%**

Was the information you received helpful to you? **Yes 94% No 6%**

Did the counselor assist you with filling out forms?

Yes 52% No 6% No Forms were necessary 42%

Were other services discussed that you may qualify for?

Yes 64% No 36%

Was the length of your appointment?

Just right 97% Too Long 1.5% Too Short 1.5%

Did the counselor follow up with you after your appointment to ensure your issues were resolved? **Yes 17% No 13% Not Necessary 70%**