

**Crawford County Commission on Aging
Michigan Medicare/Medicaid Assistance Program
2018 Postcard Survey Results**

37 responses were received out of 72 distributed = 51% return rate.

Was your appointment scheduled soon enough? **Yes 100%** No 0%

How would you rate the overall quality of service?

Excellent 97% Average 3% Poor 0%

Was your counselor able to answer your questions? **Yes 100%** No 0%

Were other services discussed that you may qualify for?

Yes 81% No 19%

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

Was the information you received helpful to you? **Yes 100%** No 0%

How likely is it that you would recommend our services to your family and friends?

Very Likely 97% Somewhat Likely 3% Not Likely 0%

Did the counselor follow up with you after your appointment to ensure your issues were resolved? Yes 32% No 6% **Not Necessary 62%**