



# 2018 Annual Satisfaction Survey

Each year we ask individuals/agencies like you to provide our agency with feedback about our services. This information is helpful as we begin to prepare for the upcoming 3 years. We appreciate your participation in this process and hope that you will share your thoughts with us. We ask that you return the survey no later than **Friday, August 24, 2018** either by dropping it off at our office or by sending it via US mail to Ottawa County of DD. Attention: Office Manager, 235 North Toussaint South Rd, Oak Harbor, OH 43449 or email [dsegaard@ocbdd.org](mailto:dsegaard@ocbdd.org)

Please check all that apply:

Individual served       Family/Guardian       Provider

Staff       Other: \_\_\_\_\_

**\*\*Note:** One survey per person. If home has more than one person, please complete a separate survey for each person wishing to participate.

What programs have you had involvement in? (Check All that Apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Early Intervention/Help Me Grow  | <input type="checkbox"/> Service & Support Administration   |
| <input type="checkbox"/> Transition Services (14 – 22 yrs. old)                                     | <input type="checkbox"/> Transportation   |
| <input type="checkbox"/> REC Program  | <input type="checkbox"/> Summer Camp  |
| <input type="checkbox"/> Family Support Specialist  | <input type="checkbox"/> Day Services   |
| <input type="checkbox"/> Community Employment   | <input type="checkbox"/> Bridges to Transition  |
| <input type="checkbox"/> Housing (ORSI)   | <input type="checkbox"/> Residential Services<br>(Supported Living, Home & Community Based Waivers) |
| <input type="checkbox"/> Family Support Services<br>(Respite, Medical Mileage, Adapt. Equip., etc.) | <input type="checkbox"/> Other: _____   |

Please check **only the one that best** describes your opinion.

- Overall, OCBDD is providing quality services to the community  
 Strongly agree       Agree       No Opinion       Disagree       Strongly Disagree
- OCBDD works well with other organizations and agencies.  
 Strongly agree       Agree       No Opinion       Disagree       Strongly Disagree
- OCBDD meets the needs of individuals served.  
 Strongly agree       Agree       No Opinion       Disagree       Strongly Disagree
- OCBDD staff treats individuals, family members and the public with courtesy and respect.  
 Strongly agree       Agree       No Opinion       Disagree       Strongly Disagree

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**IF** you answered disagree/strongly disagree, please tell us how we can improve.

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What services do you especially like and want to continue?

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What services are not currently provided that you think should be?

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Please share recommendations for change or any additional information you would like.

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