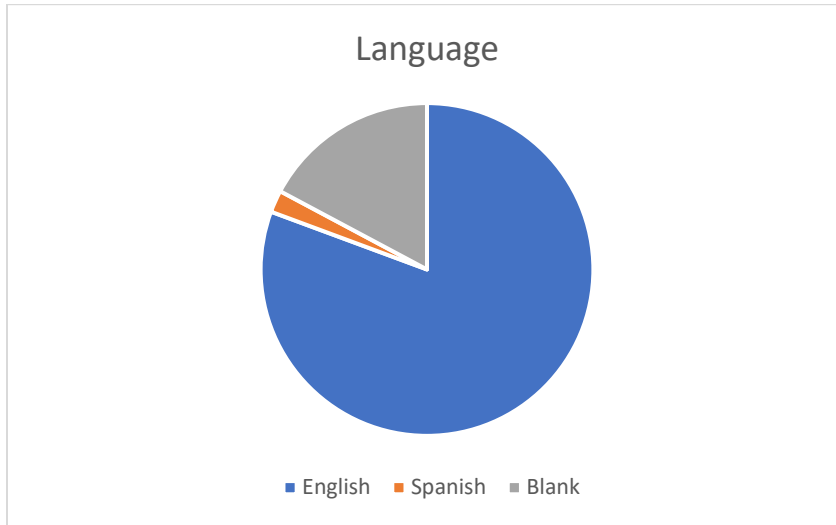


**ADRC PSA 5
July 1, 2024 to September 30, 2024
PLUM SURVEY DATA**



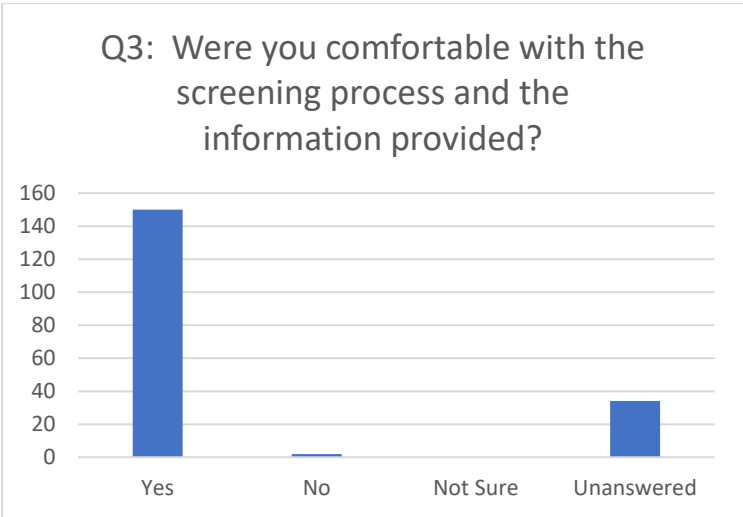
Language Choice	# of Respondents
English	150
Spanish	4
Blank	32
Total	186



Choice	# of Respondents
Yes	151
No	0
Not Sure	2
Unanswered	33

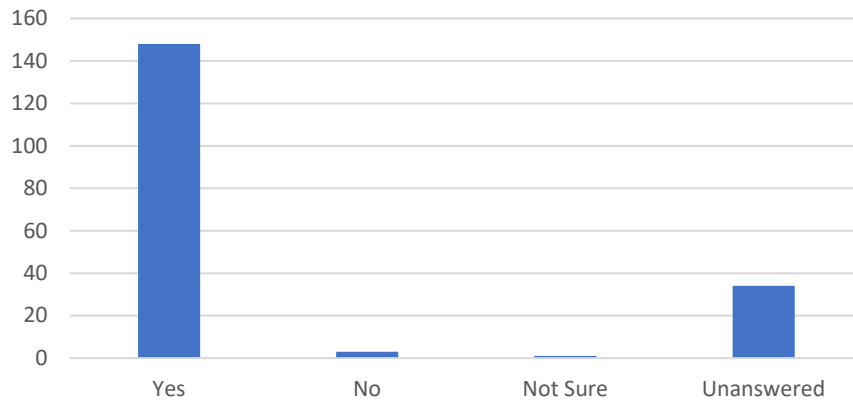


Choice	# of Respondents
Yes	151
No	0
Not Sure	2
Unanswered	33



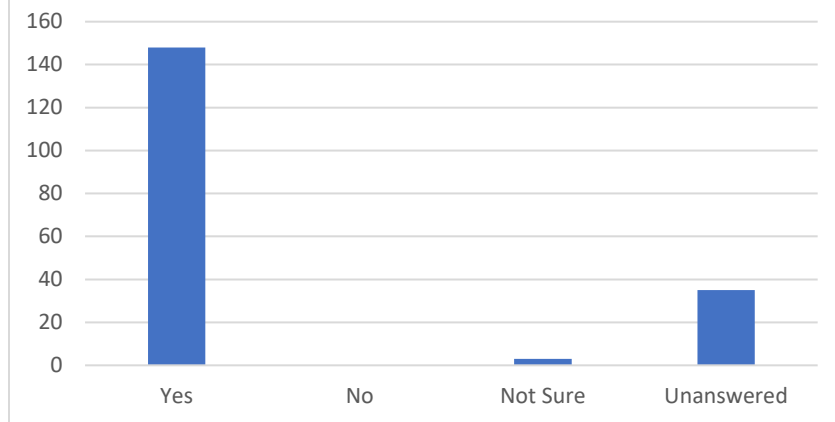
Choice	# of Respondents
Yes	150
No	2
Not Sure	0
Unanswered	34

Q4: Would you call the Aging and Disability Resource Center again if you had a need?



Choice	# of Respondents
Yes	148
No	3
Not Sure	1
Unanswered	34

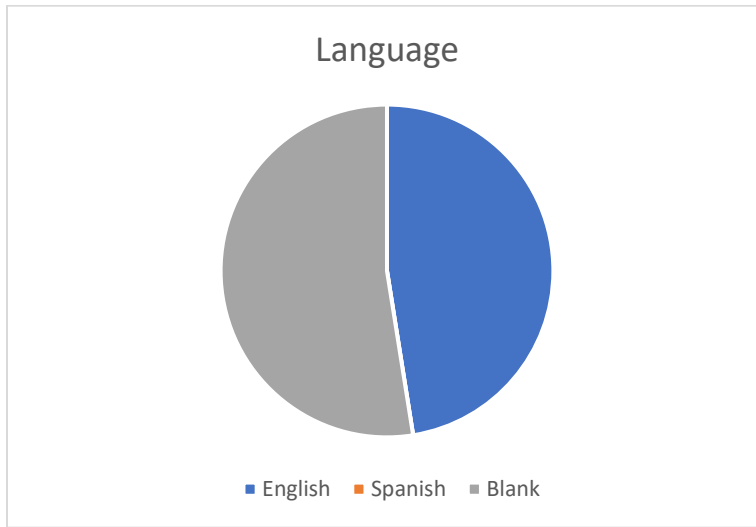
Q5: Do you think you will recommend the ADRC to someone else?



Choice	# of Respondents
Yes	148
No	0
Not Sure	3
Unanswered	35

HELPLINE SURVEY

July 1, 2024 to September 30, 2024

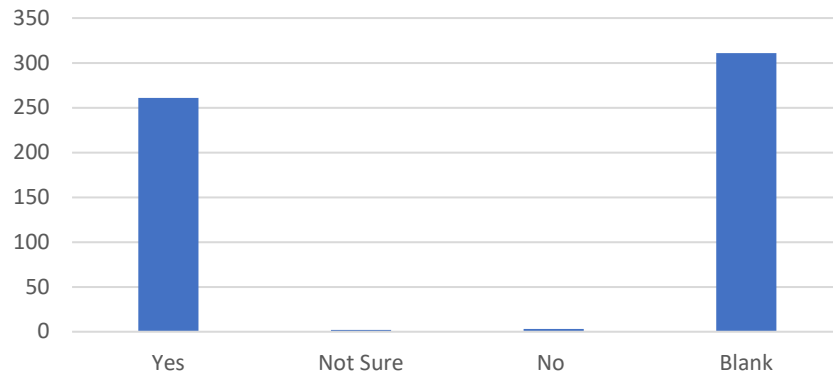


Choice	# of Respondents
English	274
Spanish	0
Blank	303
TOTAL	577



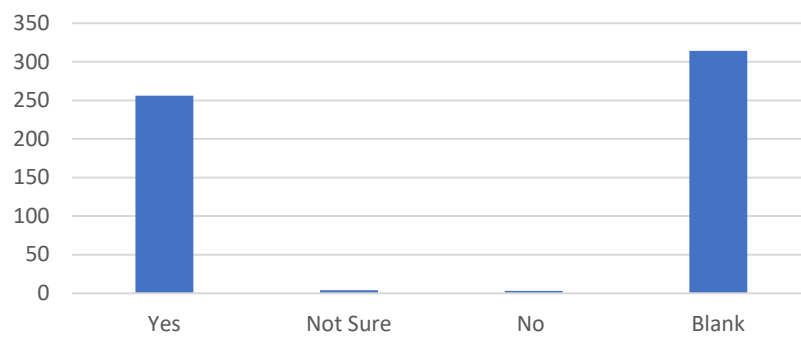
Choice	# of Respondents
Yes	263
Not Sure	3
No	2
Blank	309

Q2: Did the Specialist listen and respond to your questions?



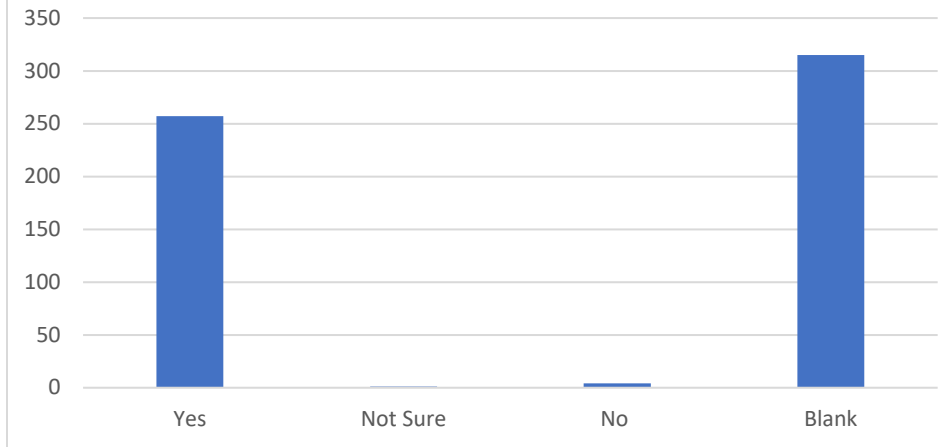
Choice	# of Respondents
Yes	261
Not Sure	2
No	3
Blank	311

Q3: Overall, were you satisfied with the way your call to the (Helpline) was handled?



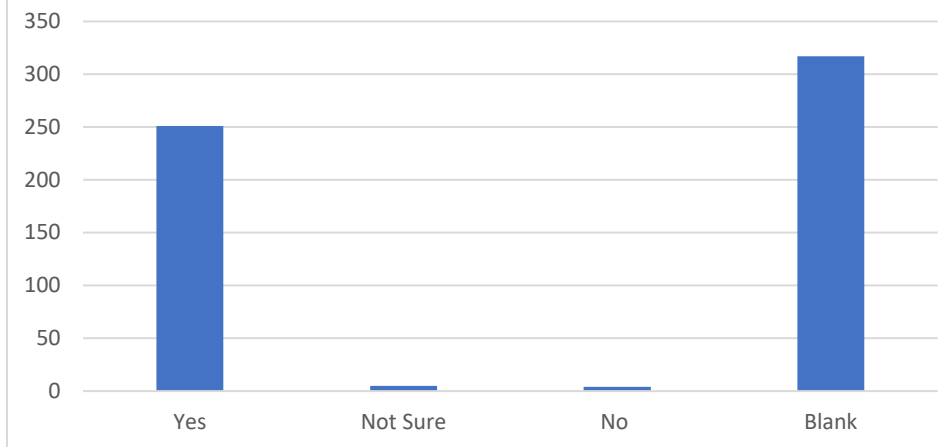
Choice	# of Respondents
Yes	256
Not Sure	4
No	3
Blank	314

Q4: Would you call the (Helpline) again if you had a need?



Choice	# of Respondents
Yes	257
Not Sure	1
No	4
Blank	315

Q5: Do you think you will recommend the (Helpline) to someone else?



Choice	# of Respondents
Yes	251
Not Sure	5
No	4
Blank	317