

Feedback Survey – Support Administrator (SA)

Thank you for taking the time to complete our feedback survey! We care about how you feel and would like for you to tell us how we are doing. Please take a few minutes to fill out the questions below.

My Support Administrator (SA) is: _____

Relationship: Person Served Family Member Guardian Other: _____

1. Does your SA treat you with kindness/respect?

- Always
- Sometimes
- Never

2. When you contact your SA, how quickly do you hear back from them?

- Same day
- 1- 2 days
- 3-5 days
- More than 5 days

3. Does your SA help plan for what is important to you?

- Always
- Sometimes
- Never

4. Are you comfortable talking to your SA?

- Always
- Sometimes
- Never

5. Does your SA explain things in a way that you understand?

- Always
- Sometimes
- Never

6. Is there anything else that you would like to share?

If you would like to talk to someone about your experience with your SA, please call 216-931-7356, email the Service Excellence Coordinator at Makrai.Bonnie@CuyahogaBDD.org, or provide your contact information below:

YES! Please Call Me! Name: _____ Phone Number: _____