



MARYLAND ACCESS POINT

YOUR LINK TO HEALTH & SUPPORT SERVICES

www.marylandaccesspoint.info

Recently you received services from the Maryland Access Point, your local Aging and Disability Resource Center. Please read the following questions and answer as honestly as you can. Your feedback is critical to improving our services.

Thank you.

1. Age Range:

- 20 or below
- 21-59
- 60 +

2. Please check any of the following that may apply to you:

- Person with a disability
- Caregiver
- Veteran/Military Experience (or spouse of a Veteran)
- Professional on behalf of a client
- Other (please specify): _____

3. How did you hear about Maryland Access Point (MAP)?

- Print** advertising: flyers, newspaper, resource guide, etc.
- Other advertising:** radio, TV, bus ad, etc.
- Word-of-mouth**, referral from friend
- Referral** from agency/professional
- Online:** Google, Yahoo, Social media, Facebook, etc.
- Maryland Access Point **website:** www.MarylandAccessPoint.info
- Other (please specify): _____

4. Please rate your agreement with the following:

	Agree	Disagree
The MAP staff offered to explore additional needs beyond my reason for contacting.	<input type="checkbox"/>	<input type="checkbox"/>
My options regarding Medicaid Long Term Care programs (such as Waiver, Community First Choice, etc.) were explained to me.	<input type="checkbox"/>	<input type="checkbox"/>
The MAP staff explained my options, including why certain options may or may not be available.	<input type="checkbox"/>	<input type="checkbox"/>
I am better able to make decisions about my options after talking with the MAP staff.	<input type="checkbox"/>	<input type="checkbox"/>
The MAP staff and I worked together to develop a plan for what to do next.	<input type="checkbox"/>	<input type="checkbox"/>
Overall, MAP staff made me feel welcome.	<input type="checkbox"/>	<input type="checkbox"/>
The MAP staff listened to me and gave individualized attention.	<input type="checkbox"/>	<input type="checkbox"/>
I would refer a friend or family member to MAP.	<input type="checkbox"/>	<input type="checkbox"/>

5. If you were considering a nursing home, did the MAP staff help you identify alternative options?

- Yes No Not Applicable

6. If you VISITED our office, please rate your satisfaction with the following:

	Satisfied	Unsatisfied	Not Applicable
Facility overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Near public transportation options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wait time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility: ramps, automatic doors, elevators, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Translation services: including sign language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. If you CALLED our office, please rate your satisfaction with the following:

	Satisfied	Unsatisfied	Not Applicable
Call answer time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voicemail returned in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility- TTY, translation services, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What can the Maryland Access Point (MAP) do to improve your experience?

8. If you would like someone to follow up with you about your response, please provide your name and contact information. If you do not provide this information, your survey will remain anonymous.

Thank you for your feedback! We appreciate your time and thoughts.

This document is available in an alternate format upon request.
Please contact Maryland Access Point of Worcester County at 410-632-9915.