
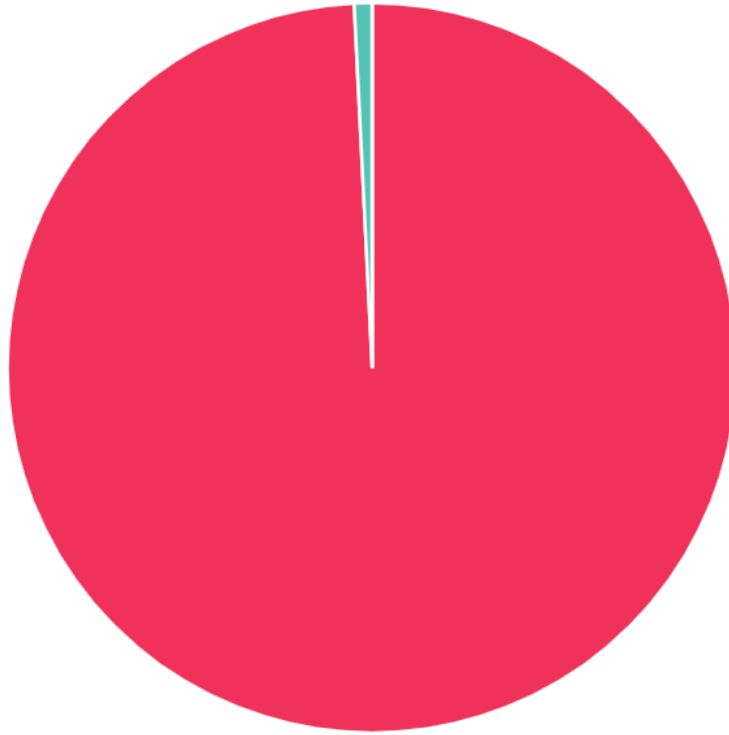


Helpline Call Survey Results

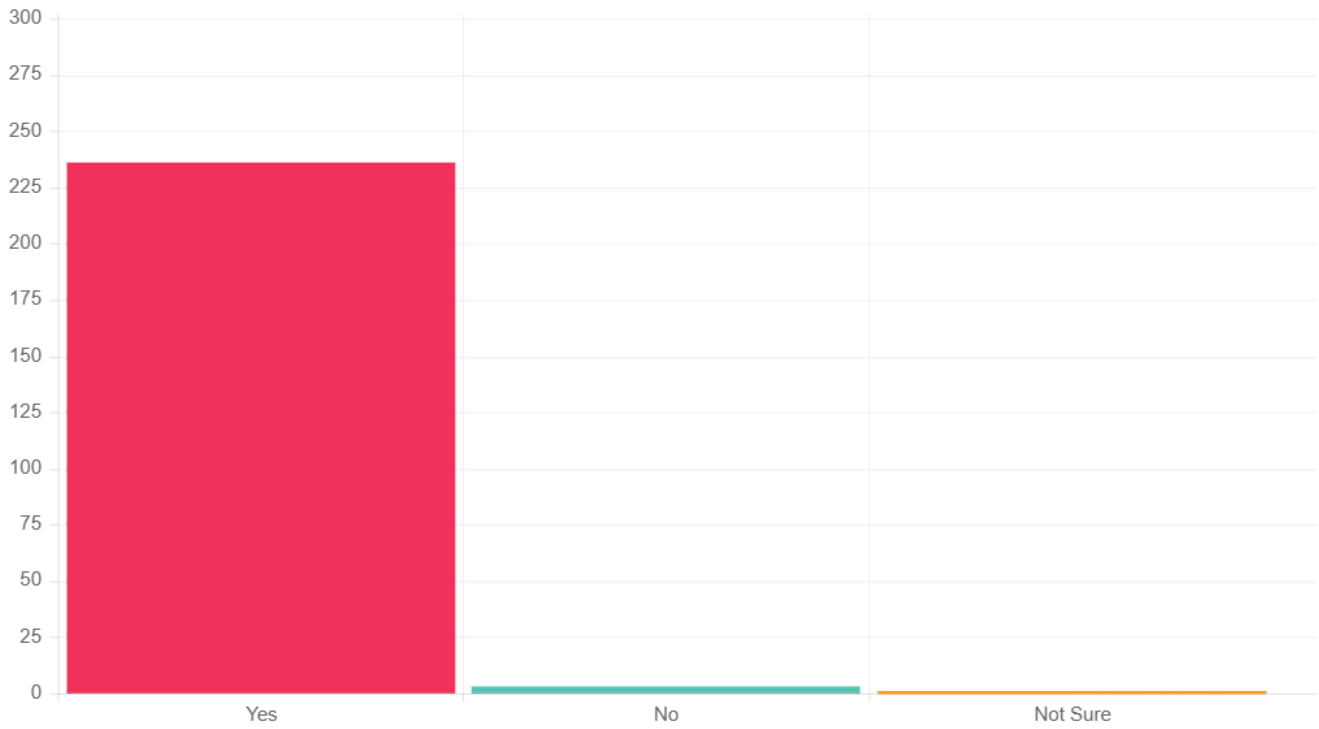
October 1, 2025 to December 31, 2025

 Please select your language. *(Page 1, Question 1)*




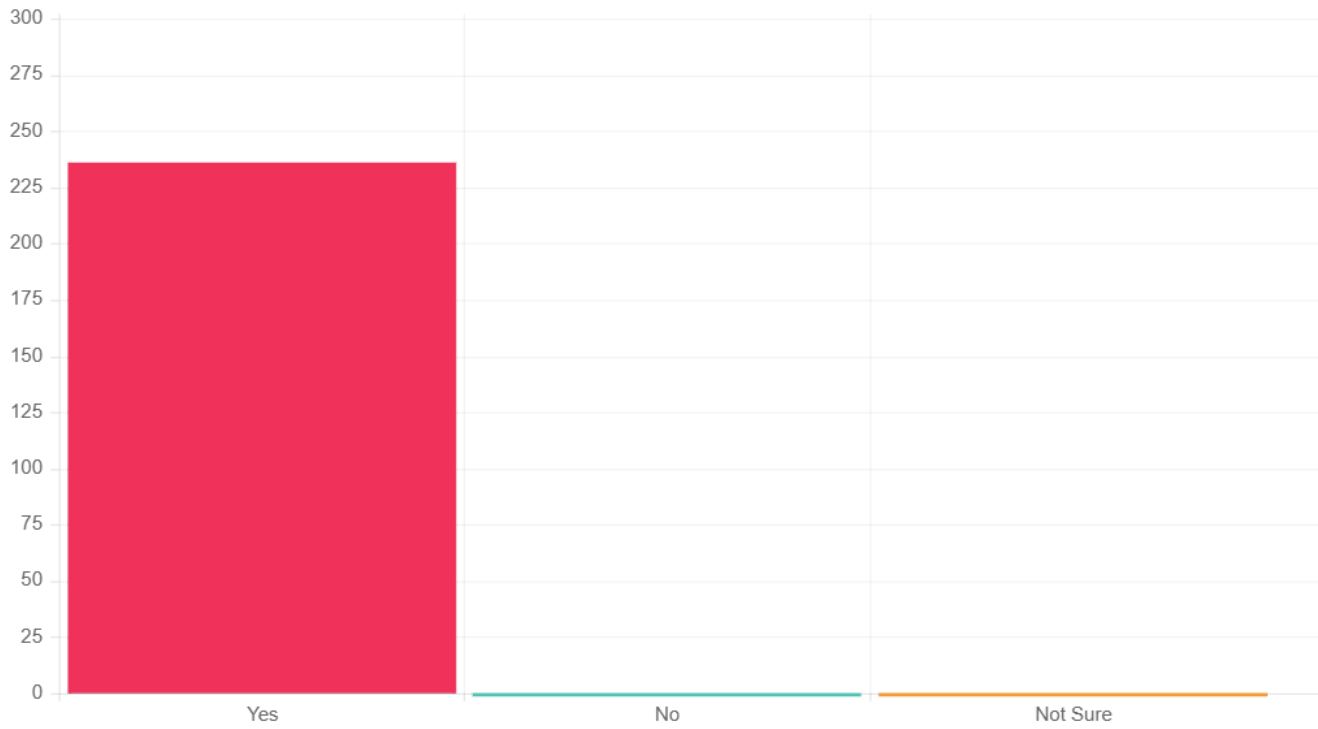
Choice	Number of Respondents
English (U.S.A)	253
Spanish (U.S.A)	2
English (United Kingdom)	0

 Was the Specialist you spoke with friendly and courteous? (Page 1, Question 2)




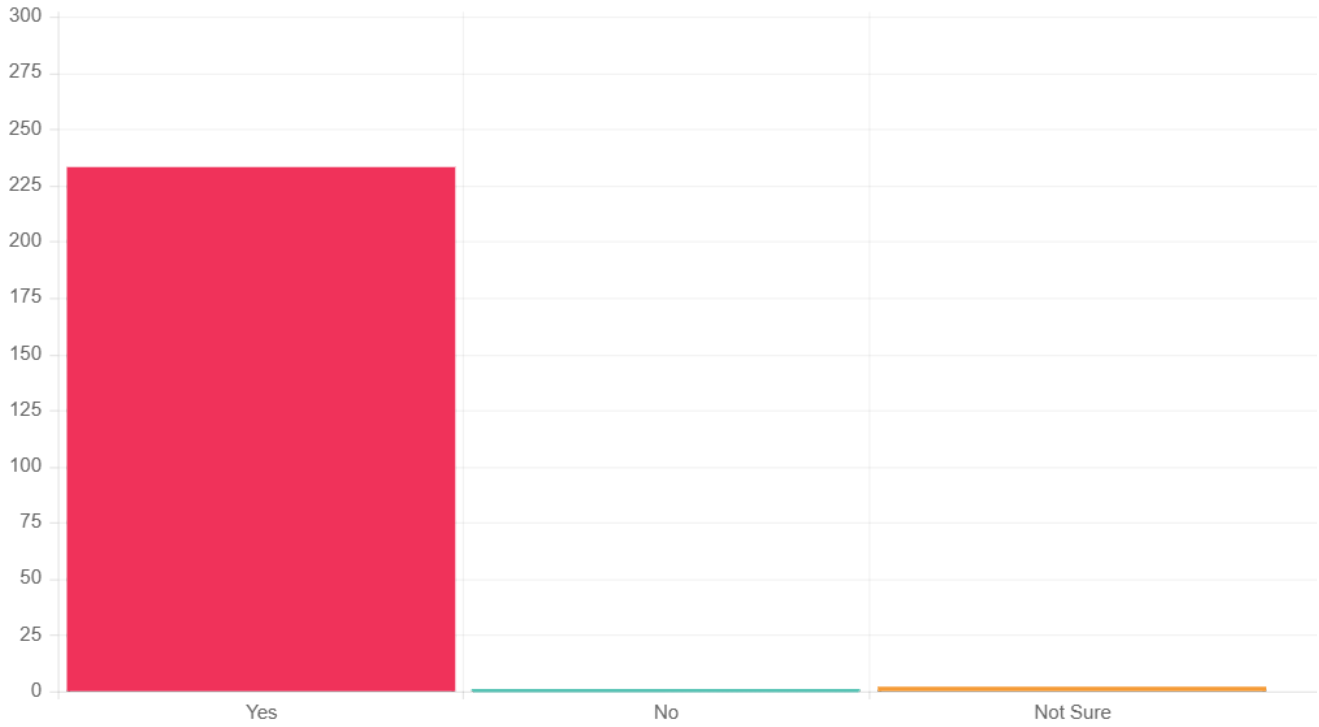
Choice	Number of Respondents
Yes	236
No	3
Not Sure	1

 Did the Specialist listen and respond to your questions? (Page 1, Question 3)




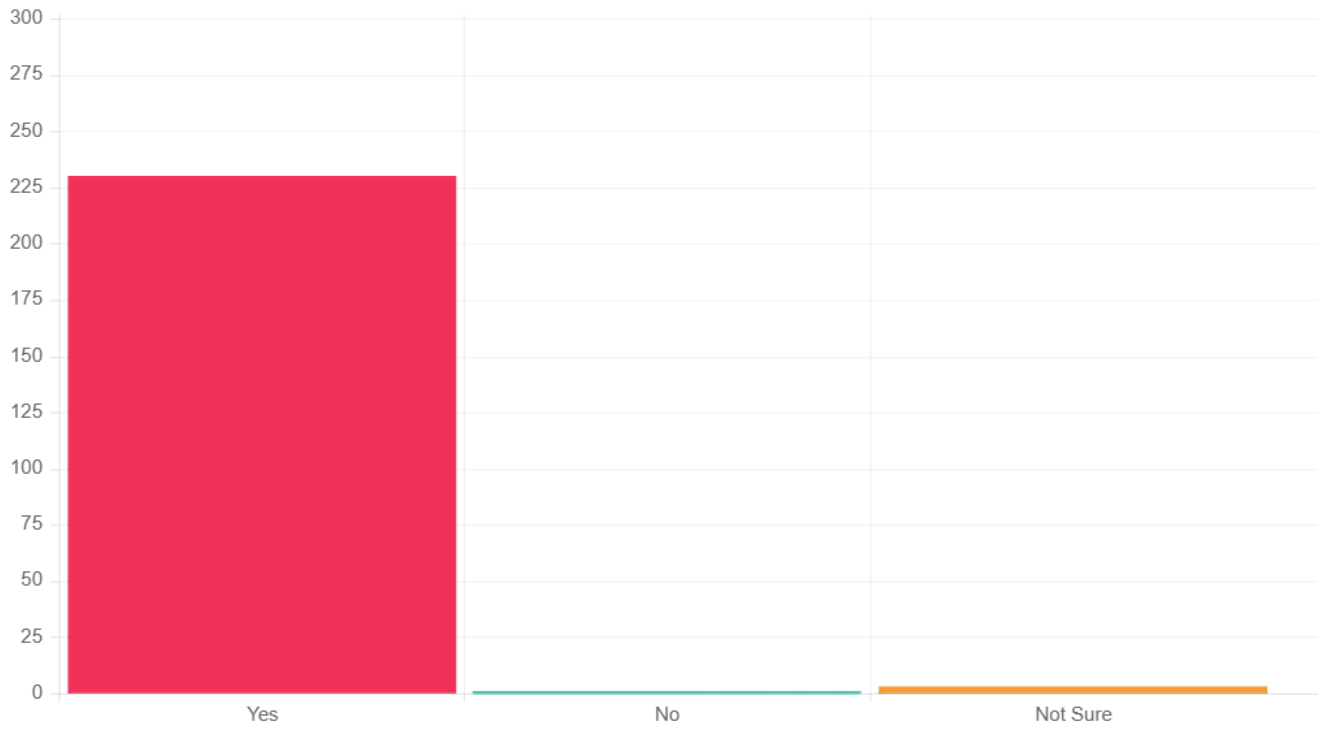
Choice	Number of Respondents
Yes	236
No	0
Not Sure	0

 Overall, were you satisfied with the way your call to the (Helpline) was handled? (Page 1, Question 4)



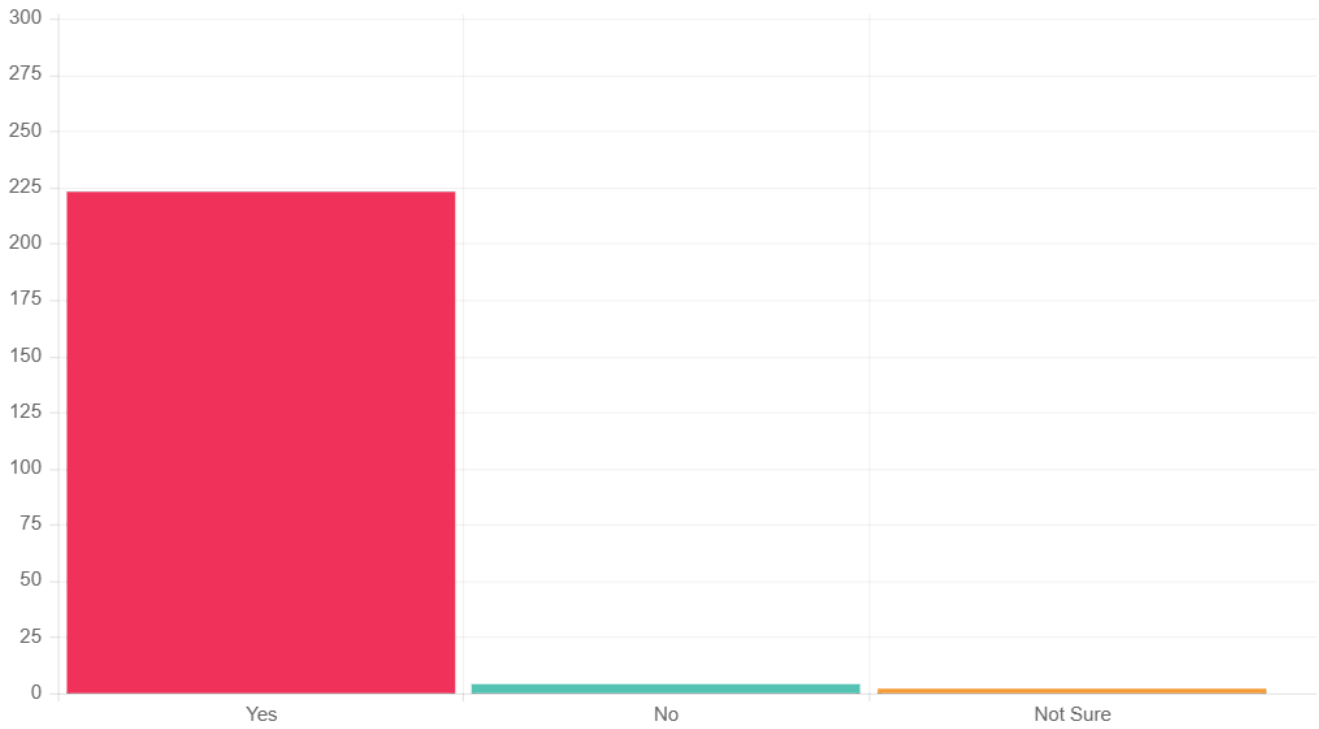
Choice	Number of Respondents
Yes	233
No	1
Not Sure	2

 Would you call the (Helpline) again if you had a need? (Page 1, Question 5)



Choice	Number of Respondents
Yes	230
No	1
Not Sure	3


 Do you think you will recommend the (Helpline) to someone else? (Page 1, Question 6)

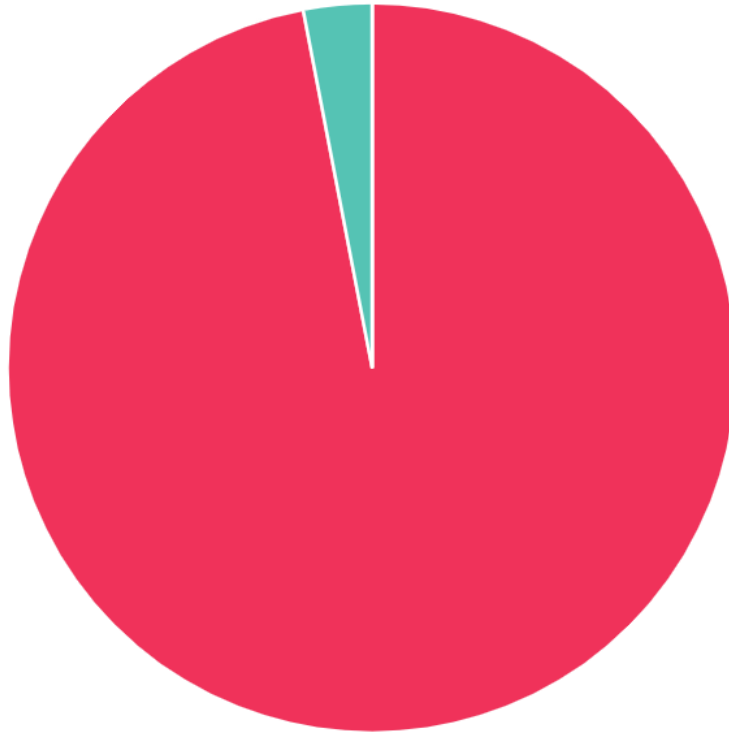


Choice	Number of Respondents
Yes	223
No	4
Not Sure	2

PSA 5 ADRC Call Monitoring

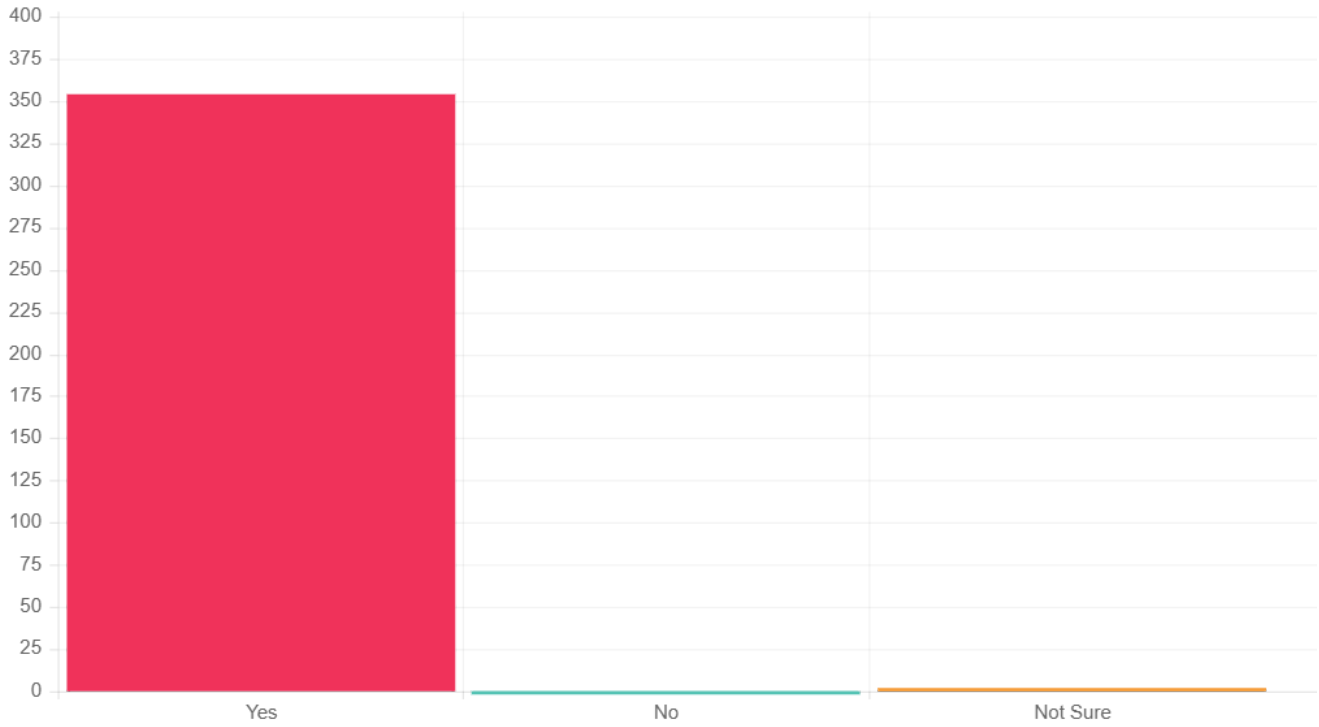
10/1/25 - 12/31/25

 Please select your language. (Page 1, Question 1)




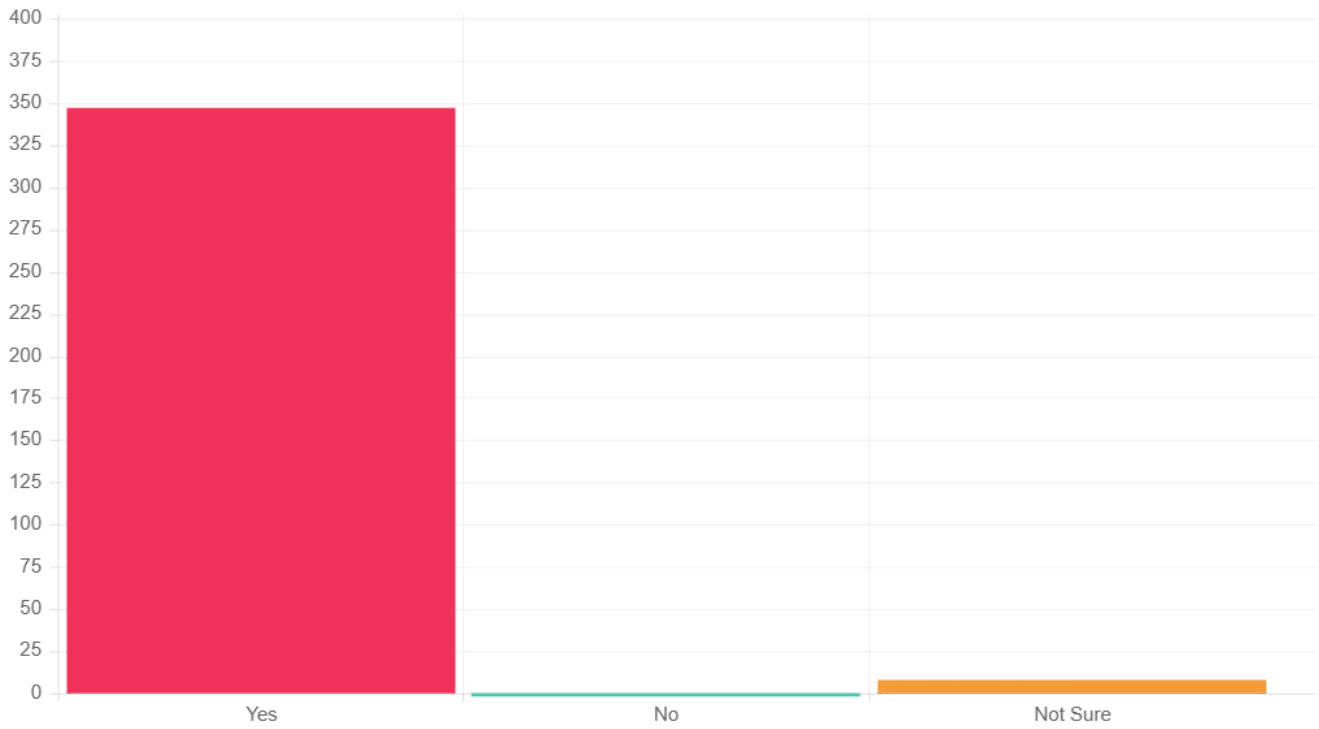
Choice	Number of Respondents
English (U.S.A)	352
Spanish (U.S.A)	11
English (United Kingdom)	0

 Was the Specialist you spoke with friendly and courteous? (Page 1, Question 2)




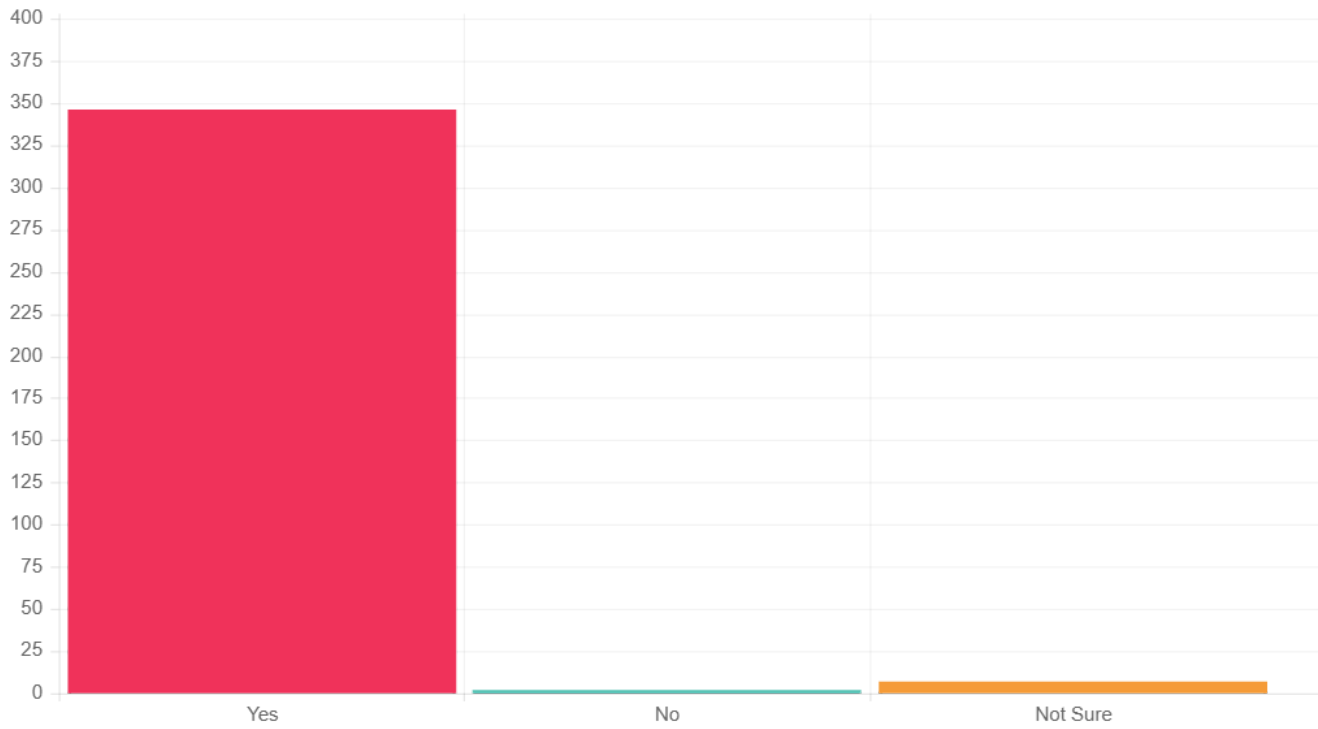
Choice	Number of Respondents
Yes	354
No	0
Not Sure	2

 Did the Specialist listen and respond to your questions? (Page 1, Question 3)



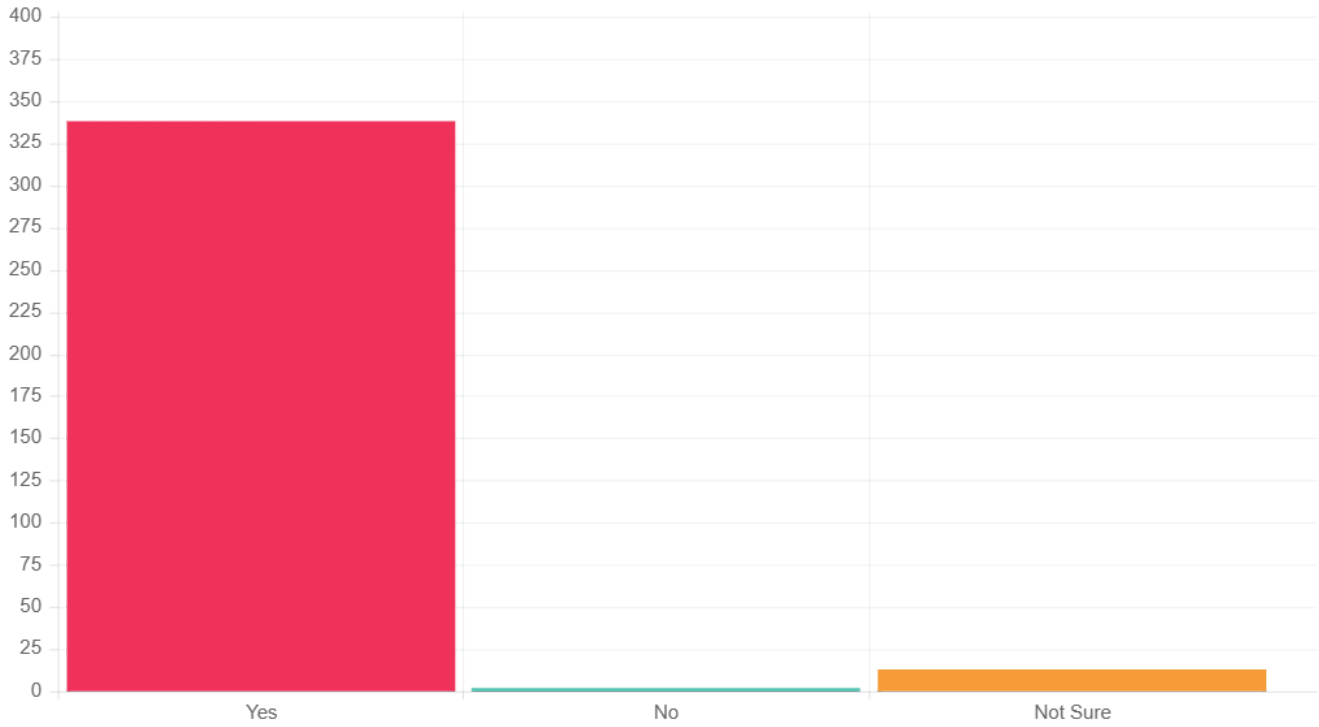
Choice	Number of Respondents
Yes	347
No	0
Not Sure	8

 Were you comfortable with the screening process and the information provided? (Page 1, Question 4)




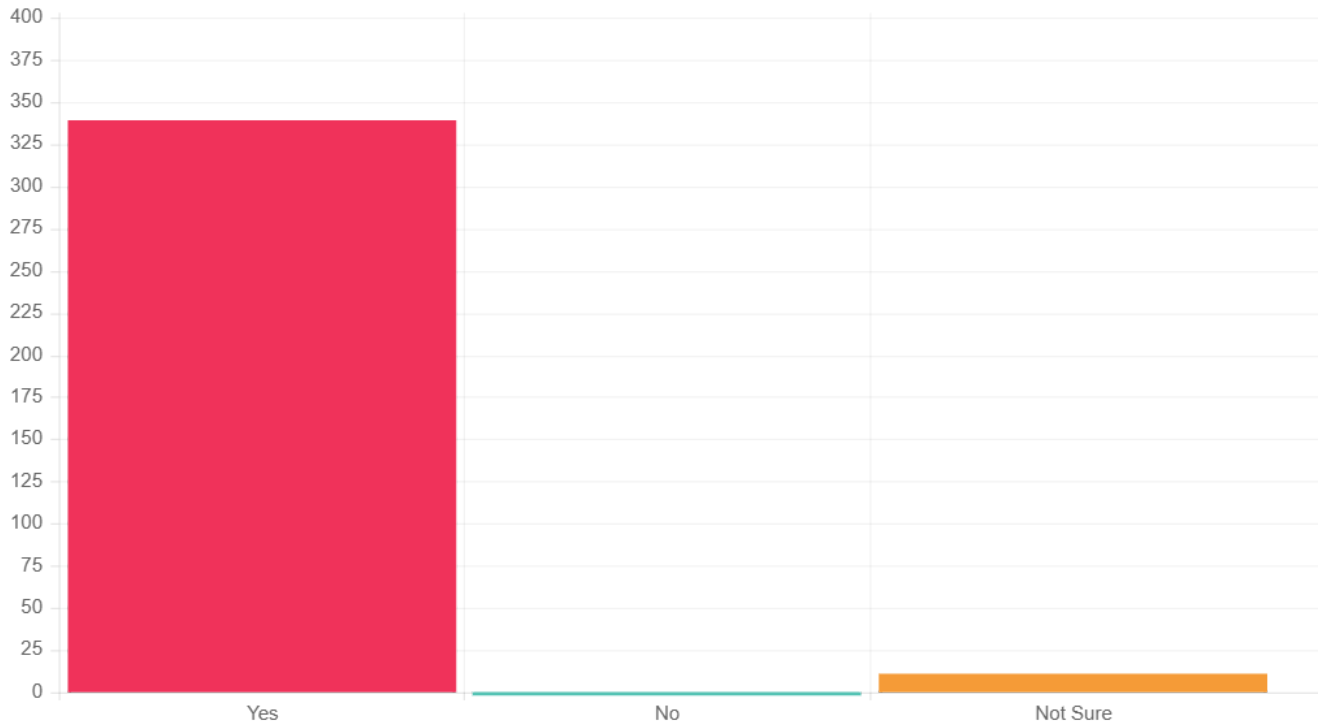
Choice	Number of Respondents
Yes	346
No	2
Not Sure	7

 Would you call the Aging and Disability Resource Center again if you had a need? (Page 1, Question 5)



Choice	Number of Respondents
Yes	338
No	2
Not Sure	13

 Do you think you will recommend the Aging and Disability Resource Center to someone else? (Page 1, Question 6)



Choice	Number of Respondents
Yes	339
No	0
Not Sure	11