



How are we doing? Your satisfaction is important to us. We would greatly appreciate a few minutes of your time to tell us about your experience with The Arc of Oakland County's Financial Management Services.

1. Please rate your overall satisfaction with services from The Arc of Oakland County's Financial Management department

(1 being the lowest and 5 being the highest)                      1            2            3            4            5

Comments: \_\_\_\_\_

2. Are your phone calls and e-mails returned in a timely manner?                      Yes            No

Comments: \_\_\_\_\_

3. Is payment made in a timely manner in accordance with The Arc of Oakland County's pay schedule?                      Yes            No

Comments: \_\_\_\_\_

4. Are you aware that blank CLS Logs can be found at The Arc of Oakland County's website?                      Yes            No

5. Are pay details clear and concise?                      Yes            No

6. Do you know who your contact person is?                      Yes            No

\*If you answered "no" – Please fill out the optional space below so that your assigned staff member can introduce themselves!

7. Are you currently in need of further billing assistance?                      Yes            No

If yes, how may we assist? :

\_\_\_\_\_

8. Please provide any additional comments below:

Your Name (Optional): \_\_\_\_\_

Agency (Optional): \_\_\_\_\_

E-mail Address (Optional): \_\_\_\_\_

Return completed survey to:  
 The Arc of Oakland County, Inc 1641 W. Big Beaver Road, Troy, MI 48084  
 Or E-mail: [mknoblock@thearcoakland.org](mailto:mknoblock@thearcoakland.org)  
 Visit our website: [www.thearcoakland.org](http://www.thearcoakland.org)