



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 Fiscal Intermediary Services.

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

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

Comments: _____

2. Are your phone calls returned in a timely manner? Yes No

Comments: _____

3. Do you or your employees use the ADP access portal? Yes No

Comments: _____

a. If not, do you need help? Yes No

Comments: _____

4. Are you / your employees receiving notices of expiring credentials consistently? Yes No

Comments: _____

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

Comments: _____

6. Do you find The Arc of Oakland County's Fiscal Intermediary Midweek Notes email informative? Yes No

*If you do not receive this e-mail and would like to, please fill out the optional information spaces below.

7. Are you aware that blank payroll documents can be found at The Arc of Oakland County's website? Yes No

8. Are notices of non-payment clear and concise? Yes No

9. Do you know the name of the assigned Fiscal Intermediary staff member? Yes No

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

Your Name (Optional): _____

Program Participant (Optional): _____

E-mail Address (Optional): _____

Return completed survey to:
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Or E-mail: mgoerg@thearcoakland.org
Visit our website: www.thearcoakland.org