

## 2012 Stakeholder Survey Questions

1. My agency works with AAA 1-B as a:  
Contractor  
Direct Service Purchase (DSP) Vendor  
Both Contractor & DSP Vendor
2. My agency services people in the following counties for AAA 1-B: (Check all that apply)  
Livingston  
Macomb  
Monroe  
Oakland  
St. Clair  
Washtenaw
3. What is your role in your agency?
4. Length of your agency's business relationship with AAA 1-B:
5. Does your organization do regular satisfaction surveys with your participants?
6. Give an example of how the surveys are used to improve or change the way you provide services (i.e. discussed in Board meetings, performance evaluations)
7. How frequently does your staff/agency refer to other community programs or services (outside of your own agency or AAA 1-B) that also assist older adults?
8. Have you noted any improvements within AAA 1-B in the past year?
9. Please specify the improvements:
10. How have these changes improved your working experience with AAA 1-B?
11. Based on your experience with us, please rate the AAA 1-B on the following attributes:  
Consistency of Service  
Efficiency of Processes & Protocols  
Professionalism of Staff  
Openness to Innovation  
Responsiveness to Request for Assistance  
Transparency of Business Operations
12. How satisfied are you with the AAA 1-B staff you regularly interact with?  
Very Satisfied  
Satisfied  
Neutral  
Dissatisfied  
Very Dissatisfied

13. On a scale of 1-5, with 1 being Very Poor and 5 being Very Good, how would you rank the AAA 1-B's efforts in the following areas?
- Advocacy
  - Caregiver & Public Education
  - Care Management Services
  - Contract & Vendor Management
  - Information & Assistance
  - Medicare/Medicaid Assistance
  - Program (MMAP)
  - Participation in local/county collaborative groups
  - Planning Activities
  - Program Development
  - Training
14. How familiar do you think the general public is with AAA 1-B?
- Very Familiar
  - Familiar
  - Undecided
  - Unfamiliar
  - Very Unfamiliar
15. What can AAA 1-B do to improve their presence within the community?
16. Which AAA 1-B activities does you or someone from your agency regularly attend/participate? (Check all that apply)
- Vendor Council meetings
  - Contractor meetings
  - Trainings provided by AAA 1-B
  - Annual Community meeting
  - Advocacy meetings
  - Other (please specify)
17. What activities do you find most valuable?
18. What activities do you find least valuable?
19. How would you rate your overall satisfaction with AAA 1-B?
20. Do you have any suggestions for improving our services?
21. Does your agency employ direct care workers (i.e. worker provides hands on care or homemaking services, such as in a private home, in an AFC or HFA, or Adult Day Care Setting).
22. The AAA 1-B is considering development of a low-cost training program for direct care workers. If a training program is developed, how likely is it that your agency would utilize our trainings for your direct care workers?
23. Which training format for direct care workers do you prefer? (Check all that apply)

24. What type of training methods do you find most effective to train direct care workers?  
(Check all that apply)

DVD's/Videos

In-person training led by agency staff

In-person training led by outside professional

Books/handouts/reading materials

Online programs

Hands-on/Shadow other workers

Other (please specify)

25. What training areas or topics would you find most useful, if offered through AAA 1-B?

26. Any other comments or general feedback you would like to provide to AAA 1-B?