

ADRC Customer Satisfaction Survey Starting Soon

As a way to learn more about how we are doing and to help us improve our ADRC, the State of Wisconsin has contracted with a company called Analytic Insight to conduct a customer satisfaction survey. The survey is a telephone survey which takes about ten minutes to complete.

Between the dates of January 25 and March 31 you may receive a call from a person asking you to participate in the survey. The caller will identify themselves as calling on behalf of the State of Wisconsin. The interviewers will only ask you questions about your experience with our ADRC as well as some basic demographic questions. They will NOT ask you for your Social Security number, credit card or banking information so do not give this information to anyone, even if the caller claims to be calling about this survey.

We do hope that you will participate in the survey if you are called. Your feedback is important to us! If you do not receive a call, but would like to tell us how we're doing or what we could improve, please do not hesitate to contact us at 1-888-538-3031, Charlene Oftedahl, Director.