



*Helping Older Persons With
Legal & Long-Term Care Problems*
7162 Reading Road, Suite 1150
Cincinnati, Ohio 45237

Non Profit
Organization
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Cincinnati, Ohio

«FN» «MN» «LN»
«address»
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«City», «State» «zip»

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Helping Older Persons With Legal & Long-Term Care Problems

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Executive Director

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October 30, 2011

«FN» «MN» «LN»
«address»
«address2»
«City», «State» «zip»

Dear «title» «LN»:

You recently contacted Pro Seniors for help with a legal problem. At Pro Seniors our goal is to provide excellent service, and we want to know if we have succeeded.

Your opinion matters to us. Please let us know what you think by completing the enclosed survey. Pro Seniors will use the survey results to evaluate our services and staff. Return the completed survey in the enclosed self-addressed envelope. Thank you for calling Pro Seniors and for taking the time to answer the survey questions.

Sincerely,

Michael A. Walters
Managing Attorney

P.S. Because you turned to Pro Seniors for help, you already understand the legal problems older adults face. Each year, the number of older persons who ask us for assistance increases. Only through tax-deductible contributions are we able to keep up with the growing demand for our services. Please consider a gift of \$25, \$50, \$100—or whatever you can—to Pro Seniors. Even if you cannot donate at this time, please return your completed survey.

I want to help protect the legal rights of our Ohio seniors!

Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Here's my gift of:

\$25 \$50 \$100

\$250 Other \$ _____



Your gift is tax deductible, according to IRS regulations.
Please make your check payable to Pro Seniors, Inc.

Please send me a Pro Seniors' newsletter.

PRO SENIORS CLIENT SATISFACTION SURVEY

*We want to do an even better job of helping you and other older adults.
That's why we're asking you to tell us how we're doing. Your opinion is important to us.*

Please fill out this survey and return it in the enclosed envelope by November 15, 2011.

1. **Do you feel Pro Seniors understood your problem and the help you needed?**

Completely Not at All
1 ----- 2 ----- 3 ----- 4

2. **Did you understand the advice or representation that Pro Seniors gave you?**

Completely Not at All
1 ----- 2 ----- 3 ----- 4

3. **I have used Pro Seniors' advice to help resolve, reduce or prevent my problem.**

Completely Not at All
1 ----- 2 ----- 3 ----- 4

4. **The assistance I received from Pro Seniors:** *(Please check **all** that apply)*

- Helped me feel safer or gave me peace of mind
- Helped me understand my rights and my situation
- Helped me take action that improved my situation
- Helped me know what to do next
- Resolved, reduced or prevented my problem
- Helped me plan what to do if the problem occurs again

5. **If Pro Seniors referred you elsewhere for help, did you/do you plan to contact the person you were referred to?**

Yes No I was not referred to anyone else

6. **What could Pro Seniors have done that would have made you more satisfied with our service?**

Comments: _____

_____ [Continue on other side if needed]