

Disability 2008 Results

12/01/2008-12/29/2008

The following is a tabular depiction of the responses to each survey question.

Section - Questions

1. How would you rate your overall experience with PERSI?

66.7%	4	Met expectations
33.3%	2	Exceeded expectations

2. How would you rate your overall experience with PERSI's disability process?

66.7%	4	Very satisfied
33.3%	2	Satisfied

3. How many times did you contact PERSI about filing a disability claim?

50.0%	3	Once
16.7%	1	Don't remember
16.7%	1	Four or more times
16.7%	1	Twice

4. Did someone from PERSI explain the entire disability application process to you?

50.0%	3	Yes
33.3%	2	Don't remember
16.7%	1	No

5. Do you feel you adequately understood what PERSI told you about the disability process?

50.0%	3	Yes, it was fairly clear
16.7%	1	I'm not sure
16.7%	1	No, it was somewhat confusing
16.7%	1	Yes, it was very clear

6. Did you read any materials from PERSI about disability?

83.3%	5	Yes
16.7%	1	Don't remember

7. If you did read PERSI disability materials, did you find them easy to understand?

33.3%	2	Yes, they were very easy to understand
16.7%	1	N/A
16.7%	1	No, they were somewhat difficult to understand
16.7%	1	They were neither easy nor difficult to understand
16.7%	1	Yes, they were fairly easy to understand

8. Did you access the PERSI Web site for information?

83.3%	5	No
16.7%	1	Yes

9. How easy was it to locate information on the PERSI Web site?

83.3%	5	N/A
16.7%	1	Very difficult

10. Was your disability claim approved or denied?

100.0%	6	Approved
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11. If your claim was denied, did someone from PERSI explain your options to you?

80.0%	4	N/A
20.0%	1	No

12. If your claim was approved, how would you describe the information PERSI provided about your benefit and deductions?

50.0%	2	Don't know
50.0%	2	Very helpful

13. Did someone at PERSI explain that a third-party, Sedgwick (formerly VPA), administers the disability program?

50.0%	2	Yes
25.0%	1	Don't remember
25.0%	1	No

14. Did you call Sedgwick about your claim?

75.0%	3	Yes
25.0%	1	No

15. How many times did you call Sedgwick?

66.7%	2	Don't remember
33.3%	1	Once

16. When you called Sedgwick, were you satisfied with how your questions were answered?

75.0%	3	Yes
25.0%	1	No

17. If you were dissatisfied with how your questions were answered by Sedgwick when you called, what suggestions do you have for improvements?

18. How easy was it to understand the forms you received from Sedgwick?

33.3%	2	Easy to understand
33.3%	2	Very easy to understand
16.7%	1	Don't know
16.7%	1	Somewhat difficult to understand

19. Did you access the Sedgwick Web site for information?

80.0%	4	No
20.0%	1	Don't remember

20. How easy was it to locate information on the Sedgwick Web site?

80.0%	4	N/A
20.0%	1	Very easy

21. How would you rate your overall experience with Sedgwick's disability process?

75.0%	3	Very satisfied
25.0%	1	Neither satisfied nor dissatisfied