

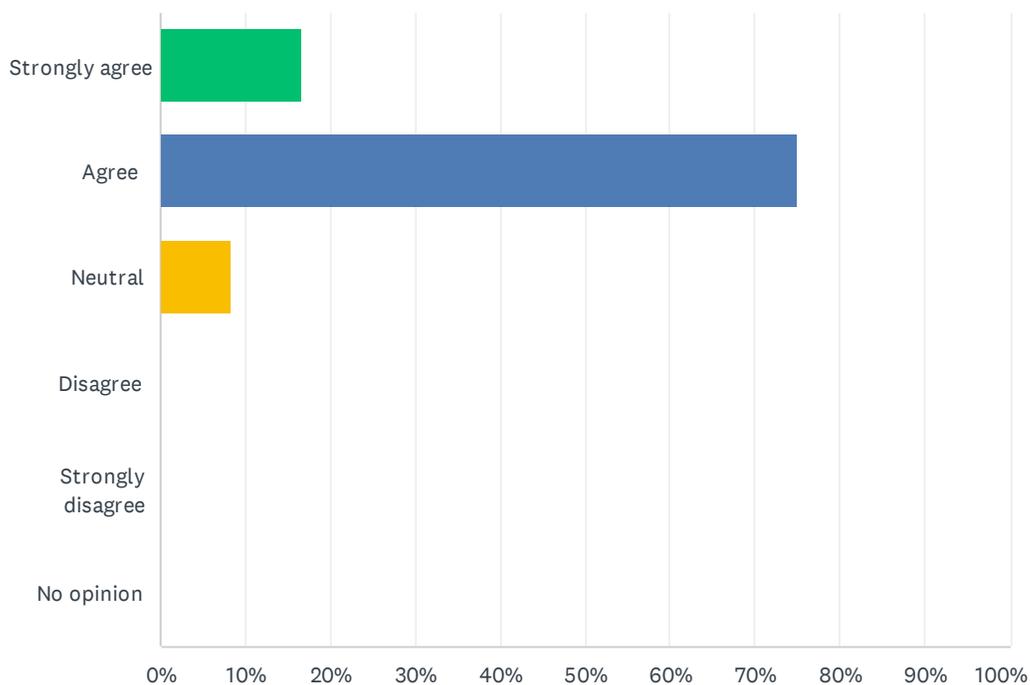
## **Disability Retirement Survey**

MainePERS conducted a disability retirement services survey September 22 – October 7, 2022. All members who had completed the disability retirement services application process under the new law (Public Law 2021, c. 277) and received a final outcome on their application were invited to participate in the survey. Letters were sent to thirty (30) individuals inviting them to participate in the email survey, requesting confirmation of their email address, and offering an alternative survey method for those without email addresses or who needed an accommodation. Three (3) individuals did not have an email address on file and none requested an alternative method for completing the survey in response to the letter.

The survey was sent to the twenty-seven (27) individuals with email addresses. Of those who received the survey, sixteen (16) opened the email and of those twelve (12) completed the survey. The survey responses are attached.

# Q1 The disability application and process is easy to understand and follow.

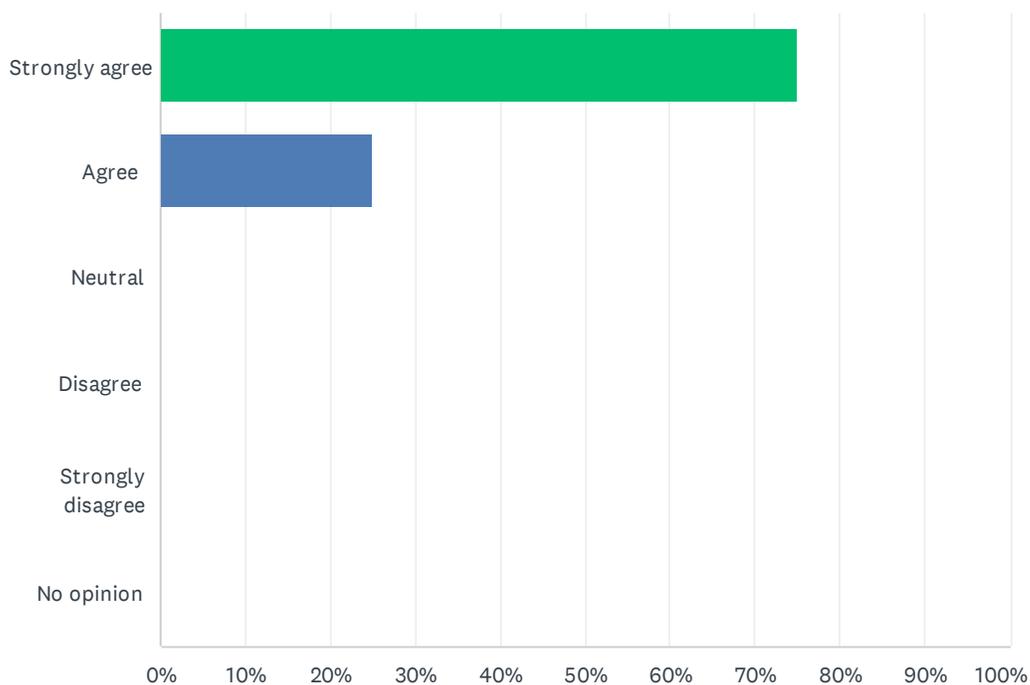
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	16.67%	2
Agree	75.00%	9
Neutral	8.33%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
No opinion	0.00%	0
<b>TOTAL</b>		<b>12</b>

## Q2 I was treated with respect by those handling my application.

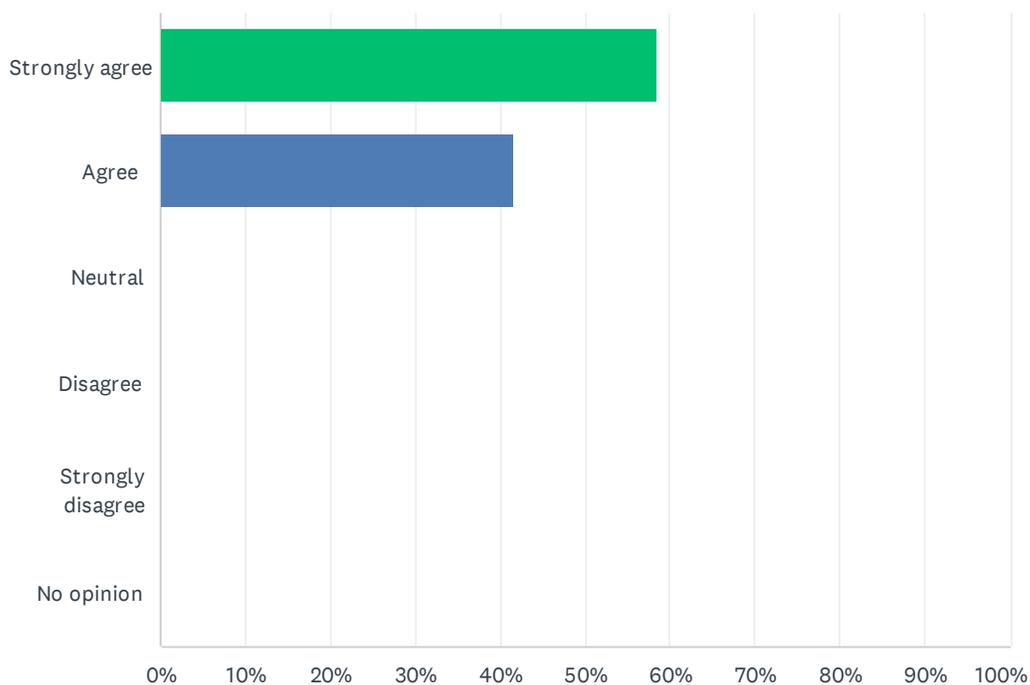
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	75.00%	9
Agree	25.00%	3
Neutral	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
No opinion	0.00%	0
<b>TOTAL</b>		<b>12</b>

### Q3 MainePERS responded to my questions in a timely manner.

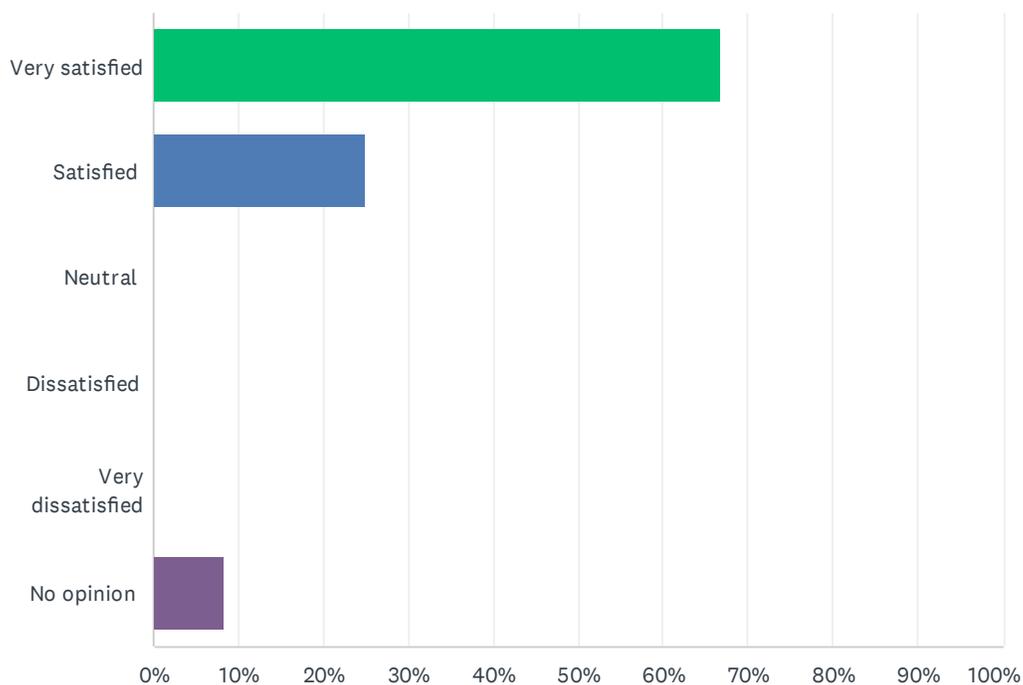
Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	58.33%	7
Agree	41.67%	5
Neutral	0.00%	0
Disagree	0.00%	0
Strongly disagree	0.00%	0
No opinion	0.00%	0
<b>TOTAL</b>		<b>12</b>

## Q4 The Disability Services process was fairly conducted.

Answered: 12 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	66.67%	8
Satisfied	25.00%	3
Neutral	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
No opinion	8.33%	1
<b>TOTAL</b>		<b>12</b>

## Q5 Please feel welcome to provide any additional feedback regarding your experience with MainePERS Disability Services Unit.

Answered: 7 Skipped: 5

#	RESPONSES	DATE
1	I felt that the associates at MainePERS were always on my side. Very personable and very professional.	10/6/2022 2:50 PM
2	Well done, thank you very much.	10/4/2022 12:21 PM
3	Thank you	10/4/2022 11:28 AM
4	It was a tedious, lengthy process. Ben Parkhurst was always quick to respond, and helped me to understand each step in the process.	9/22/2022 12:50 PM
5	It took me a long time to address my disability and move forward with the application. I was treated with respect, my medical issues were reflected extremely accurately and my questions were answered well. I am extremely grateful for the thoroughness in my application, it was however (understandable) a lengthy process.	9/22/2022 12:34 PM
6	Even thou I did not qualified for disability you explained everything to me. Thank you	9/22/2022 9:44 AM
7	During my process my Specialist changed and I thought to myself things are going to slow down or get messed up. Not true at all my new Specialist picked the ball up and kept running. Thank you for making my case go so smoothly.	9/22/2022 9:41 AM