

AIDS Waiver - Annual Participants November 2012 Mailing

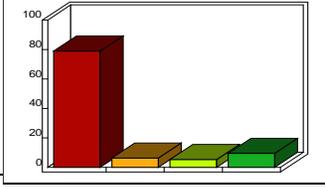
Annual Participants - Period Covered: 9/1/2011 - 8/31/12

Total AIDS surveys mailed: 607

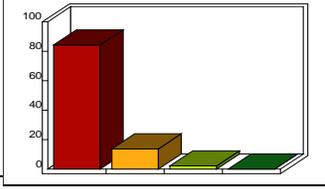
Total Replies: 95

Reply rate: 16%

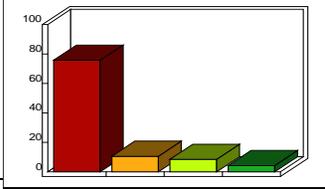
Q 1 I am able to help choose the service(s) that help me to stay in my home.

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--|
| YES | | 75 | 78.95 |  |
| NO | | 6 | 6.32 | |
| NOT APPLICABLE I DON'T | | 5 | 5.26 | |
| UNDERSTAND | | 9 | 9.47 | |
| Total Valid | 95 | 100.00 | 100.00 | |

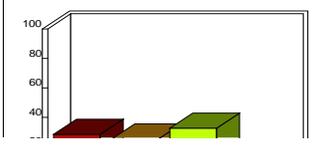
Q 2 I know who to talk to if I have questions, concerns, or complaints about my services.

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|---|
| YES | | 80 | 84.21 |  |
| NO | | 13 | 13.68 | |
| NOT APPLICABLE I DON'T | | 2 | 2.11 | |
| UNDERSTAND | | 0 | 0.00 | |
| Total Valid | 95 | 100.00 | 100.00 | |

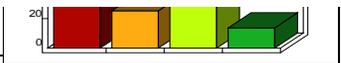
Q 3 I can choose the agency which provides my service(s).

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--|
| YES | | 72 | 75.79 |  |
| NO | | 10 | 10.53 | |
| NOT APPLICABLE I DON'T | | 8 | 8.42 | |
| UNDERSTAND | | 4 | 4.21 | |
| Total Valid | 94 | 98.95 | 100.00 | |
| Missing | 1 | 1.05 | | |
| Total | 95 | 100.00 | | |

Q 4 I know I can employ my own paid workers

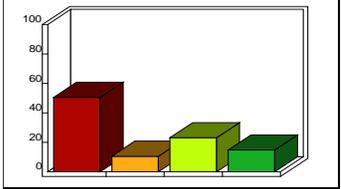
| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--|
| YES | | 27 | 28.42 |  |
| NO | | 24 | 25.26 | |
| NOT APPLICABLE I DON'T | | 31 | 32.63 | |
| | | | | |

| | | | | |
|--------------------|----|--------|--------|--|
| UNDERSTAND | | 13 | 13.68 | |
| Total Valid | 95 | 100.00 | 100.00 | |



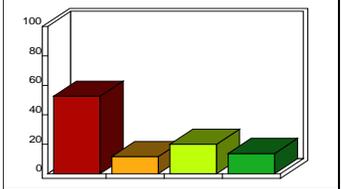
Q 5 I can choose or change the person(s) who provide my services (my paid worker).

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--------------|
| YES | | 48 | 50.53 | |
| NO | | 10 | 10.53 | |
| NOT APPLICABLE I DON'T | | 22 | 23.16 | |
| UNDERSTAND | | 14 | 14.74 | |
| Total Valid | 94 | 98.95 | 100.00 | |
| Missing | 1 | 1.05 | | |
| Total | 95 | 100.00 | | |



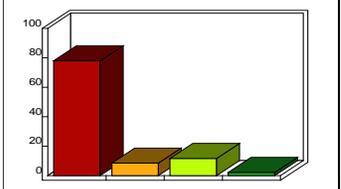
Q 6 I know who will be providing my services (my paid worker).

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--------------|
| YES | | 50 | 52.63 | |
| NO | | 11 | 11.58 | |
| NOT APPLICABLE I DON'T | | 19 | 20.00 | |
| UNDERSTAND | | 13 | 13.68 | |
| Total Valid | 93 | 97.89 | 100.00 | |
| Missing | 2 | 2.11 | | |
| Total | 95 | 100.00 | | |



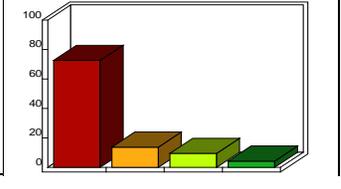
Q 7 I receive services that help keep me independent.

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--------------|
| YES | | 74 | 77.89 | |
| NO | | 8 | 8.42 | |
| NOT APPLICABLE I DON'T | | 11 | 11.58 | |
| UNDERSTAND | | 2 | 2.11 | |
| Total Valid | 95 | 100.00 | 100.00 | |



Q 8 I am involved in the choices related to the development of my Individual Service Plan.

| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--------------|
| YES | | 69 | 72.63 | |
| NO | | 13 | 13.68 | |
| NOT APPLICABLE I DON'T | | 9 | 9.47 | |
| UNDERSTAND | | 4 | 4.21 | |



| | | | |
|-------------|----|--------|--------|
| Total Valid | 95 | 100.00 | 100.00 |
|-------------|----|--------|--------|

Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

| Response | Value | Frequency | Percent | Cum. Percent |
|---|-------|-----------|---------|--------------|
| YES | | 67 | 70.53 | |
| NO | | 4 | 4.21 | |
| NOT APPLICABLE I DON'T UNDERSTAND | | 20 | 21.05 | |
| | | 3 | 3.16 | |

| | | | |
|-------------|----|--------|--------|
| Total Valid | 94 | 98.95 | 100.00 |
| Missing | 1 | 1.05 | |
| Total | 95 | 100.00 | |

Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

| Response | Value | Frequency | Percent | Cum. Percent |
|---|-------|-----------|---------|--------------|
| YES | | 62 | 65.26 | |
| NO | | 7 | 7.37 | |
| NOT APPLICABLE I DON'T UNDERSTAND | | 20 | 21.05 | |
| | | 4 | 4.21 | |

| | | | |
|-------------|----|--------|--------|
| Total Valid | 93 | 97.89 | 100.00 |
| Missing | 2 | 2.11 | |
| Total | 95 | 100.00 | |

Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

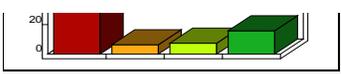
| Response | Value | Frequency | Percent | Cum. Percent |
|---|-------|-----------|---------|--------------|
| YES | | 78 | 82.11 | |
| NO | | 7 | 7.37 | |
| NOT APPLICABLE I DON'T UNDERSTAND | | 4 | 4.21 | |
| | | 5 | 5.26 | |

| | | | |
|-------------|----|--------|--------|
| Total Valid | 94 | 98.95 | 100.00 |
| Missing | 1 | 1.05 | |
| Total | 95 | 100.00 | |

Q 12 I receive all of the services that are in my Individual Service Plan.

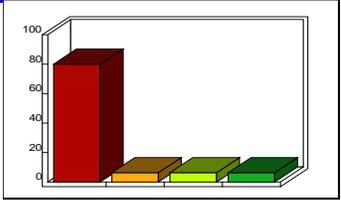
| Response | Value | Frequency | Percent | Cum. Percent |
|---------------------------|-------|-----------|---------|--------------|
| YES | | 66 | 69.47 | |
| NO | | 6 | 6.32 | |
| NOT APPLICABLE I DON'T | | 7 | 7.37 | |

| | | | |
|--------------------|----|--------|--------|
| UNDERSTAND | 15 | 15.79 | |
| Total Valid | 94 | 98.95 | 100.00 |
| Missing | 1 | 1.05 | |
| Total | 95 | 100.00 | |



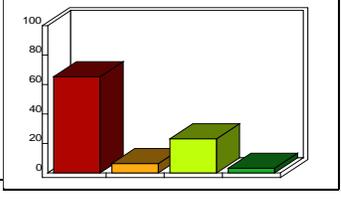
Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

| Response | Value | Frequency | Percent | Cum. Percent |
|--------------------|-------|-----------|---------|--------------|
| YES | | 76 | 80.00 | |
| NO | | 6 | 6.32 | |
| NOT APPLICABLE | | 6 | 6.32 | |
| I DON'T | | 6 | 6.32 | |
| UNDERSTAND | | | | |
| Total Valid | 94 | 98.95 | 100.00 | |
| Missing | 1 | 1.05 | | |
| Total | 95 | 100.00 | | |



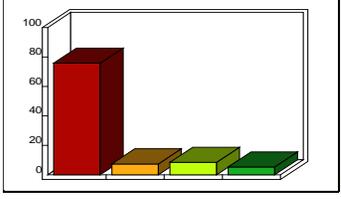
Q 14 Overall, I am satisfied with the paid worker(s) who provide my services.

| Response | Value | Frequency | Percent | Cum. Percent |
|--------------------|-------|-----------|---------|--------------|
| YES | | 62 | 65.26 | |
| NO | | 6 | 6.32 | |
| NOT APPLICABLE | | 22 | 23.16 | |
| I DON'T | | 3 | 3.16 | |
| UNDERSTAND | | | | |
| Total Valid | 93 | 97.89 | 100.00 | |
| Missing | 2 | 2.11 | | |
| Total | 95 | 100.00 | | |



Q 15 Overall, I am satisfied with my Service Coordinator.

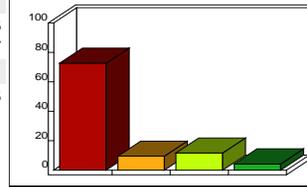
| Response | Value | Frequency | Percent | Cum. Percent |
|--------------------|-------|-----------|---------|--------------|
| YES | | 72 | 75.79 | |
| NO | | 7 | 7.37 | |
| NOT APPLICABLE | | 8 | 8.42 | |
| I DON'T | | 5 | 5.26 | |
| UNDERSTAND | | | | |
| Total Valid | 92 | 96.84 | 100.00 | |
| Missing | 3 | 3.16 | | |
| Total | 95 | 100.00 | | |



Q 16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

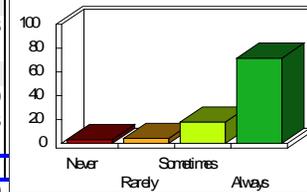
| Response | Value | Frequency | Percent | Cum. |
|----------|-------|-----------|---------|------|
|----------|-------|-----------|---------|------|

| | | | Percent |
|---|----|--------|---------|
| YES | | 69 | 72.63 |
| NO | | 9 | 9.47 |
| NOT APPLICABLE I DON'T UNDERSTAND | | 11 | 11.58 |
| | | 4 | 4.21 |
| Total Valid | 93 | 97.89 | 100.00 |
| Missing | 2 | 2.11 | |
| Total | 95 | 100.00 | |



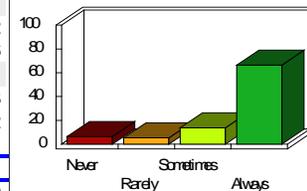
Q 17 I get help when I call with a problem.

| Response | Value | Frequency | Percent | Cum. Percent |
|--------------------|-------|-----------|---------|--------------|
| Never | | 3 | 3.16 | |
| Rarely | | 4 | 4.21 | |
| Sometimes | | 17 | 17.89 | |
| Always | | 68 | 71.58 | |
| Total Valid | 92 | 96.84 | 100.00 | |
| Missing | 3 | 3.16 | | |
| Total | 95 | 100.00 | | |



Q 18 My Service Coordinator returns my phone calls and follows up with me.

| Response | Value | Frequency | Percent | Cum. Percent |
|--------------------|-------|-----------|---------|--------------|
| Never | | 6 | 6.32 | |
| Rarely | | 5 | 5.26 | |
| Sometimes | | 13 | 13.68 | |
| Always | | 63 | 66.32 | |
| Total Valid | 87 | 91.58 | 100.00 | |
| Missing | 8 | 8.42 | | |
| Total | 95 | 100.00 | | |



Q19 Overall, using a scale of one (1) to ten (10) where ten (10) means excellent and one (1) means very poor how satisfied are you with the services you receive?

| Response | Value | Frequency | Percent |
|--------------------|--------------|-----------|---------|
| | 10 Excellent | 38 | 42.70% |
| | 9 | 15 | 16.85% |
| | 8 | 13 | 14.61% |
| | 7 | 11 | 12.36% |
| | 6 | 3 | 3.37% |
| | 5 | 2 | 2.25% |
| | 4 | 3 | 3.37% |
| | 3 | 1 | 1.12% |
| | 2 | 0 | 0.00% |
| | 1 Very Poor | 3 | 3.37% |
| Total Valid | | 89 | 100.00% |