

Independence Waiver - New Participants March 2013 Mailing

New Participants - Period Covered: 9/1/2012 - 12/31/12

Total Independence surveys mailed: 417

Total Replies: 99

Reply rate: 24%

Q1 I am able to help choose the service(s) that help me to stay in my home.

Response	Value	Frequency	Percent	Cum. Percent
YES		92	92.93	
NO		5	5.05	
NOT APPLICABLE I DON'T		1	1.01	
UNDERSTAND		0	0.00	
Total Valid	98	98.99	100.00	
Missing	1	1.01		
Total	99	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		88	88.89	
NO		10	10.10	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		1	1.01	
Total Valid	99	100.00	100.00	

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

Response	Value	Frequency	Percent	Cum. Percent
YES		91	91.92	
NO		6	6.06	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		2	2.02	
Total Valid	99	100.00	100.00	

Q 4 I know I can employ my own paid workers.

Response	Value	Frequency	Percent	Cum. Percent
YES		79	79.80	
NO		13	13.13	
NOT APPLICABLE I DON'T		1	1.01	
UNDERSTAND		5	5.05	

Total Valid	98	98.99	100.00
Missing	1	1.01	
Total	99	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		90	90.91	
NO		5	5.05	
NOT APPLICABLE		1	1.01	
I DON'T		1	1.01	
UNDERSTAND				

Total Valid	97	97.98	100.00
Missing	2	2.02	
Total	99	100.00	

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

Response	Value	Frequency	Percent	Cum. Percent
YES		88	88.89	
NO		8	8.08	
NOT APPLICABLE		1	1.01	
I DON'T		2	2.02	
UNDERSTAND				

Total Valid	99	100.00	100.00
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Q 7 I receive services that help keep me independent.

Response	Value	Frequency	Percent	Cum. Percent
YES		88	88.89	
NO		6	6.06	
NOT APPLICABLE		3	3.03	
I DON'T		2	2.02	
UNDERSTAND				

Total Valid	99	100.00	100.00
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Q 8 I am involved with the choices related to the development of my Individual Service Plan.

Response	Value	Frequency	Percent	Cum. Percent
YES		91	91.92	
NO		3	3.03	
NOT APPLICABLE		2	2.02	
I DON'T		2	2.02	
UNDERSTAND				

Total Valid	99	100.00	100.00
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Total Valid	98	98.99	100.00
Missing	1	1.01	
Total	99	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		93	93.94	
NO		1	1.01	
NOT APPLICABLE		3	3.03	
I DON'T UNDERSTAND		1	1.01	
Total Valid	98	98.99	100.00	
Missing	1	1.01		
Total	99	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		90	90.91	
NO		5	5.05	
NOT APPLICABLE		2	2.02	
I DON'T UNDERSTAND		1	1.01	
Total Valid	98	98.99	100.00	
Missing	1	1.01		
Total	99	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		89	89.90	
NO		6	6.06	
NOT APPLICABLE		2	2.02	
I DON'T UNDERSTAND		0	0.00	
Total Valid	97	97.98	100.00	
Missing	2	2.02		
Total	99	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		83	83.84	
NO		9	9.09	

NOT APPLICABLE I DON'T	1	1.01	
UNDERSTAND	6	6.06	
Total Valid	99	100.00	100.00

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

Response	Value	Frequency	Percent	Cum. Percent
YES		90	90.91	
NO		8	8.08	
NOT APPLICABLE I DON'T		1	1.01	
UNDERSTAND		0	0.00	
Total Valid		99	100.00	100.00

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

Response	Value	Frequency	Percent	Cum. Percent
YES		89	89.90	
NO		7	7.07	
NOT APPLICABLE I DON'T		2	2.02	
UNDERSTAND		1	1.01	
Total Valid		99	100.00	100.00

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

Response	Value	Frequency	Percent	Cum. Percent
YES		88	88.89	
NO		8	8.08	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		3	3.03	
Total Valid		99	100.00	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		87	87.88	
NO		7	7.07	
NOT APPLICABLE I DON'T		3	3.03	
UNDERSTAND		1	1.01	
Total Valid		98	98.99	100.00

736
49
0.93758

Missing	1	1.01
Total	99	100.00

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

Response	Value	Frequency	Percent	Cum. Percent
Never		5	5.05	
Rarely		2	2.02	
Sometimes		14	14.14	
Always		76	76.77	
Total Valid	97	97.98	100.00	
Missing	2	2.02		
Total	99	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
Never		8	8.08	
Rarely		2	2.02	
Sometimes		14	14.14	
Always		73	73.74	
Total Valid	97	97.98	100.00	
Missing	2	2.02		
Total	99	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	60	61.22%
	9	7	7.14%
	8	13	13.27%
	7	8	8.16%
	6	4	4.08%
	5	2	2.04%
	4	0	0.00%
	3	0	0.00%
	2	0	0.00%
	1 Very Poor	4	4.08%
Total Valid		98	100.00%

