

Aging New Participant Satisfaction Survey July 2011

Filter: WAIVER = PDA Waiver

Total Aging surveys mailed: 2387

Reply rate: 27%

Question One - I help choose the service(s) that help me to stay in my home.

Question 2 - My Service Coordinator helps me get my services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent	
Yes	577	91.4	
No	24	3.8	
Not Applicable	21	3.3	
I Don't Understand	9	1.4	
631			

Response	Frequency	Percent	
Yes	595	94.6	
No	16	2.5	
Not Applicable	6	1.0	
I Don't Understand	12	1.9	
629			

Question 3 - I was given clear information about choosing my service(s).

Question 4 - I am satisfied with how long it took to begin getting service(s).

Response	Frequency	Percent	
Yes	598	94.2	
No	28	4.4	
Not Applicable	5	0.8	
I Don't Understand	4	0.6	
635			

Response	Frequency	Percent	
Yes	496	78.2	
No	128	20.2	
Not Applicable	6	0.9	
I Don't Understand	4	0.6	
634			

Question 5 - I need service(s) which are not available.

Question 6 - I was given enough information about who coordinates my service(s).

Response	Frequency	Percent	
Yes	128	20.7	
No	403	65.1	
Not Applicable	48	7.8	
I Don't Understand	40	6.5	
619			

Response	Frequency	Percent	
Yes	579	91.6	
No	38	6.0	
Not Applicable	7	1.1	
I Don't Understand	8	1.3	
632			

Question 7 - I am familiar with my individual service plan.

Question 8 - I know who to talk to if I have questions or concerns about my services.

Response	Frequency	Percent	
Yes	570	90.6	
No	42	6.7	
Not Applicable	9	1.4	
I Don't Understand	8	1.3	
629			

Response	Frequency	Percent	
Yes	601	95.2	
No	19	3.0	
Not Applicable	6	1.0	
I Don't Understand	5	0.8	
631			

Question 9 - I can choose the agency which provides my service(s).

Question 10 - I was given enough information about choosing the agency which provides my services.

Response	Frequency	Percent	
Yes	552	87.6	
No	37	5.9	
Not Applicable	16	2.5	
I Don't Understand	25	4.0	
630			

Response	Frequency	Percent	
Yes	551	87.0	
No	57	9.0	
Not Applicable	12	1.9	
I Don't Understand	13	2.1	
633			

Question 11 - I need service(s) more often than I get them.

Question 12 - I can choose who coordinates my service(s).

Response	Frequency	Percent	
Yes	169	27.2	
No	411	66.1	
Not Applicable	29	4.7	
I Don't Understand	13	2.1	
622			

Response	Frequency	Percent	
Yes	445	71.4	
No	93	14.9	
Not Applicable	33	5.3	
I Don't Understand	52	8.3	
623			

Question 13 - I was given clear information about

Question 14 - I can choose the person(s) who provide

choosing the agency which provides my service(s).

my hands on assistance.

Response	Frequency	Percent	
Yes	527	85.7	
No	62	10.1	
Not Applicable	14	2.3	
I Don't Understand	12	2.0	
			615

Response	Frequency	Percent	
Yes	507	80.7	
No	85	13.5	
Not Applicable	19	3.0	
I Don't Understand	17	2.7	
			628

Question 15 - I know who to talk to if I have a complaint.

Question 16 - I would like changes to my individual service plan.

Response	Frequency	Percent	
Yes	582	92.2	
No	39	6.2	
Not Applicable	7	1.1	
I Don't Understand	3	0.5	
			631

Response	Frequency	Percent	
Yes	96	15.5	
No	482	77.7	
Not Applicable	18	2.9	
I Don't Understand	24	3.9	
			620

Question 17 - I was given clear information about choosing who coordinates my service(s).

Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)

Response	Frequency	Percent	
Yes	511	82.0	
No	66	10.6	
Not Applicable	23	3.7	
I Don't Understand	23	3.7	
			623

Response	Frequency	Percent	
Yes	563	91.4	
No	17	2.8	
Not Applicable	12	1.9	
I Don't Understand	24	3.9	
			616

Question 19 - I know who will be providing my service(s).

Question 20 - I was given enough information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	581	93.0	
No	30	4.8	
Not Applicable	5	0.8	
I Don't Understand	9	1.4	
			625

Response	Frequency	Percent	
Yes	525	83.6	
No	72	11.5	
Not Applicable	24	3.8	
I Don't Understand	7	1.1	
			628

Question 21 - I am involved with my individual service planning process.

Question 22 - I was given clear information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	503	80.9	
No	73	11.7	
Not Applicable	23	3.7	
I Don't Understand	23	3.7	
			622

Response	Frequency	Percent	
Yes	519	83.3	
No	74	11.9	
Not Applicable	19	3.0	
I Don't Understand	11	1.8	
			623

Question 23 - Overall, I am satisfied with the amount of service(s) I get.

Question 24 - Overall, I am satisfied with the agency which provides my service(s).

Response	Frequency	Percent	
Yes	555	88.1	
No	65	10.3	
Not Applicable	7	1.1	
I Don't Understand	3	0.5	
			630

Response	Frequency	Percent	
Yes	593	94.0	
No	24	3.8	
Not Applicable	10	1.6	
I Don't Understand	4	0.6	
			631

Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.

Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.

Response	Frequency	Percent	
Yes	583	92.7	
No	35	5.6	
Not Applicable	8	1.3	
I Don't Understand	3	0.5	

Response	Frequency	Percent	
Yes	550	88.7	
No	34	5.5	
Not Applicable	16	2.6	
I Don't Understand	20	3.2	

Understand

629

Question 27 - Overall, I am satisfied with who coordinates my service(s).

Response	Frequency	Percent
Yes	583	92.7
No	28	4.5
Not Applicable	9	1.4
I Don't	9	1.4
Understand		

629

Question 29 - Overall, I am satisfied with the person(s) who provide my hands on assistance.

Response	Frequency	Percent
Yes	597	94.9
No	18	2.9
Not Applicable	9	1.4
I Don't	5	0.8
Understand		

629

Question 31 - Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent
Yes	581	92.4
No	25	4.0
Not Applicable	6	1.0
I Don't	17	2.7
Understand		

629

Question 33 - I get help when I call with a problem.

Response	Frequency	Percent
Never	28	4.5
Rarely	13	2.1
Sometimes	81	13.0
Always	502	80.4
Understand		

624

Question 35 - My Service Coordinator returns my phone calls and follows up with me. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent
Never	36	5.9
Rarely	7	1.1
Sometimes	55	8.9
Always	517	84.1
Understand		

615

Question 37 - When I call the agency who provides my service(s), they return my call within 24 hours after I leave a message.

Response	Frequency	Percent
Never	24	3.9
Rarely	15	2.5
Sometimes	82	13.5
Always	488	80.1
Understand		

Understand

620

Question 28 - Overall, I am satisfied that my individual service plan meets my needs.

Response	Frequency	Percent
Yes	570	90.2
No	46	7.3
Not Applicable	10	1.6
I Don't	6	0.9
Understand		

632

Question 30 - Overall, my Service Coordinator meets my needs. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent
Yes	579	91.9
No	24	3.8
Not Applicable	9	1.4
I Don't	18	2.9
Understand		

630

Question 32 - I know how to report abuse, neglect or exploitation including the use of restraints and other restrictions.

Response	Frequency	Percent
Yes	590	93.8
No	23	3.7
Not Applicable	7	1.1
I Don't	9	1.4
Understand		

629

Question 34 - When I leave a message, the person(s) who provide my hands on assistance returns my call within 24 hours after I leave a message.

Response	Frequency	Percent
Never	33	5.4
Rarely	13	2.1
Sometimes	83	13.5
Always	486	79.0
Understand		

615

Question 36 - When I call the person or agency who coordinates my services, they return my call within 24 hours after I leave a message.

Response	Frequency	Percent
Never	31	5.0
Rarely	16	2.6
Sometimes	82	13.3
Always	487	79.1
Understand		

616

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	316	51.7
Spouse	56	9.2
Service Provider	13	2.1
Friend	63	10.3
Other	163	26.7
Understand		

