

Aging Waiver - July 2013 New Participant Replies

New Participants - Period Covered: 1/1/2013 - 4/30/13

Total Aging surveys mailed: 2164

Total Replies: 613

Reply rate: 28%

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

Response	Frequency	Percent	
YES	576	93.35	
NO	15	2.43	
NOT APPLICABLE	6	0.97	
I DON'T UNDERSTAND	9	1.46	
Total	606		

Q2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Frequency	Percent	
YES	560	90.76	
NO	45	7.29	
NOT APPLICABLE	4	0.65	
I DON'T UNDERSTAND	4	0.65	
Total	613		

Q3 I can choose the agency which provides my service(s).

Response	Frequency	Percent	
YES	551	89.30	
NO	29	4.70	
NOT APPLICABLE	16	2.59	
I DON'T UNDERSTAND	11	1.78	
Total	607		

Q4 I know I can employ my own paid workers.

Response	Frequency	Percent	
YES	410	66.45	
NO	91	14.75	
NOT APPLICABLE	56	9.08	
I DON'T UNDERSTAND	49	7.94	
Total	606		

Q5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Frequency	Percent	
YES	531	86.06	
NO	37	6.00	
NOT APPLICABLE	21	3.40	
I DON'T UNDERSTAND	17	2.76	
Total	606		

Q6 I know who will be providing my services (my paid worker).

Response	Frequency	Percent	
YES	529	85.74	
NO	30	4.86	
NOT APPLICABLE	23	3.73	
I DON'T UNDERSTAND	20	3.24	
Total	602		

Q7 I receive services that help keep me independent.

Response	Frequency	Percent	
YES	568	92.06	
NO	16	2.59	
NOT APPLICABLE	13	2.11	
I DON'T UNDERSTAND	11	1.78	
Total	608		

Q8 I am involved in the choices related to the development of my Individual Service Plan.

Response	Frequency	Percent	
YES	519	84.12	
NO	31	5.02	
NOT APPLICABLE	13	2.11	
I DON'T UNDERSTAND	42	6.81	
Total	605		

Q9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Frequency	Percent	
YES	580	94.00	
NO	8	1.30	

Q10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Frequency	Percent	
YES	552	89.47	
NO	24	3.89	

NOT APPLICABLE I DON'T UNDERSTAND	17	2.76		NOT APPLICABLE I DON'T UNDERSTAND	15	2.43	
	6	0.97			14	2.27	
Total	611			Total	605		

Q11 Overall, I am satisfied with the type(s) of service(s) I get.

Q12 I receive all of the services that are in my Individual Service Plan.

Response	Frequency	Percent		Response	Frequency	Percent	
YES	569	92.22		YES	595	96.43	
NO	18	2.92		NO	0	0.00	
NOT APPLICABLE I DON'T UNDERSTAND	8	1.30		NOT APPLICABLE I DON'T UNDERSTAND	0	0.00	
	7	1.13			0	0.00	
Total	602			Total	595		

Q13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Q14 Overall, I am satisfied with my paid worker(s) who provide my services.

Response	Frequency	Percent		Response	Frequency	Percent	
YES	544	88.17		YES	553	89.63	
NO	30	4.86		NO	20	3.24	
NOT APPLICABLE I DON'T UNDERSTAND	13	2.11		NOT APPLICABLE I DON'T UNDERSTAND	16	2.59	
	14	2.27			13	2.11	
Total	601			Total	602		

Q15 Overall, I am satisfied with my Service Coordinator.

Q16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

Response	Frequency	Percent		Response	Frequency	Percent	
YES	561	90.92		YES	569	92.22	
NO	25	4.05		NO	20	3.24	
NOT APPLICABLE I DON'T UNDERSTAND	6	0.97		NOT APPLICABLE I DON'T UNDERSTAND	8	1.30	
	12	1.94			7	1.13	
Total	604			Total	604		

Q17 I get help when I call with a problem.

Q18 My Service Coordinator returns my phone calls and follows up with me.

Response	Frequency	Percent		Response	Frequency	Percent	
Never	28	4.54		Never	31	5.02	
Rarely	17	2.76		Rarely	13	2.11	
Sometimes	69	11.18		Sometimes	54	8.75	
Always	478	77.47		Always	491	79.58	
Total	592			Total	589		

Q19 Overall Satisfaction

Response	Frequency	Percent	
Unacceptable	12	1.94	
Poor	7	1.13	
Fair	14	2.27	
Good	49	7.94	
Very Good	130	21.07	
Excellent	390	63.21	
Total	602		