

Consumer Satisfaction Surveys

Pilot Survey

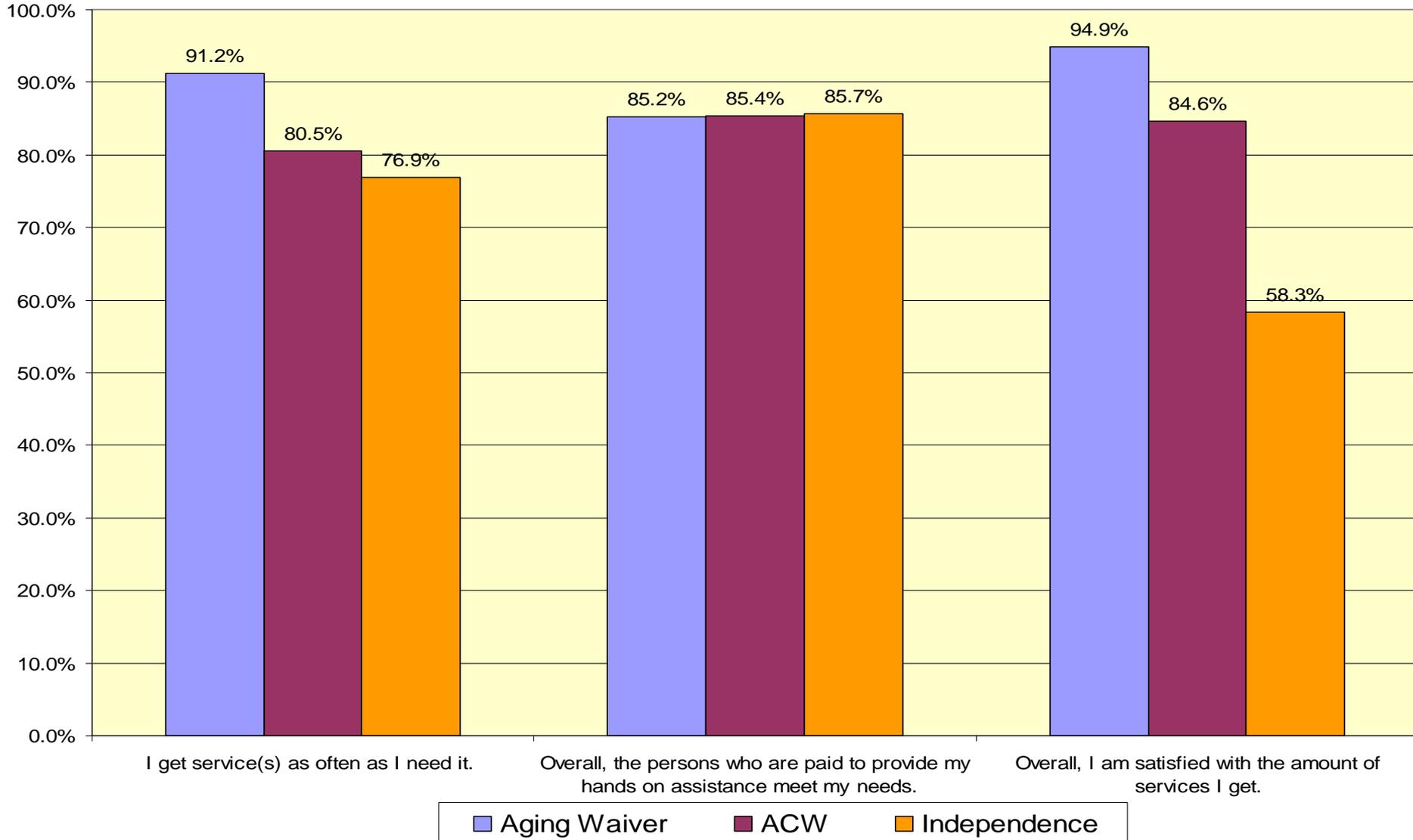
Survey Facts

- Pilot Conducted Jan 2009
- Conducted in Allegheny and SouthWest PSA's
- Consumers in Aging (AW), Attendant Care (ACW) and Independence (IW) Waivers
- New Consumer Survey – Enrolled Aug, Sep, Oct 08
- 271 Surveys out, 61 returned: 12 ACW, 10 IW, 39 AW
- Annual Survey – Enrolled Oct 2007 or earlier
- 473 Surveys out, 214 returned: 42 ACW, 15 IW, 157 AW

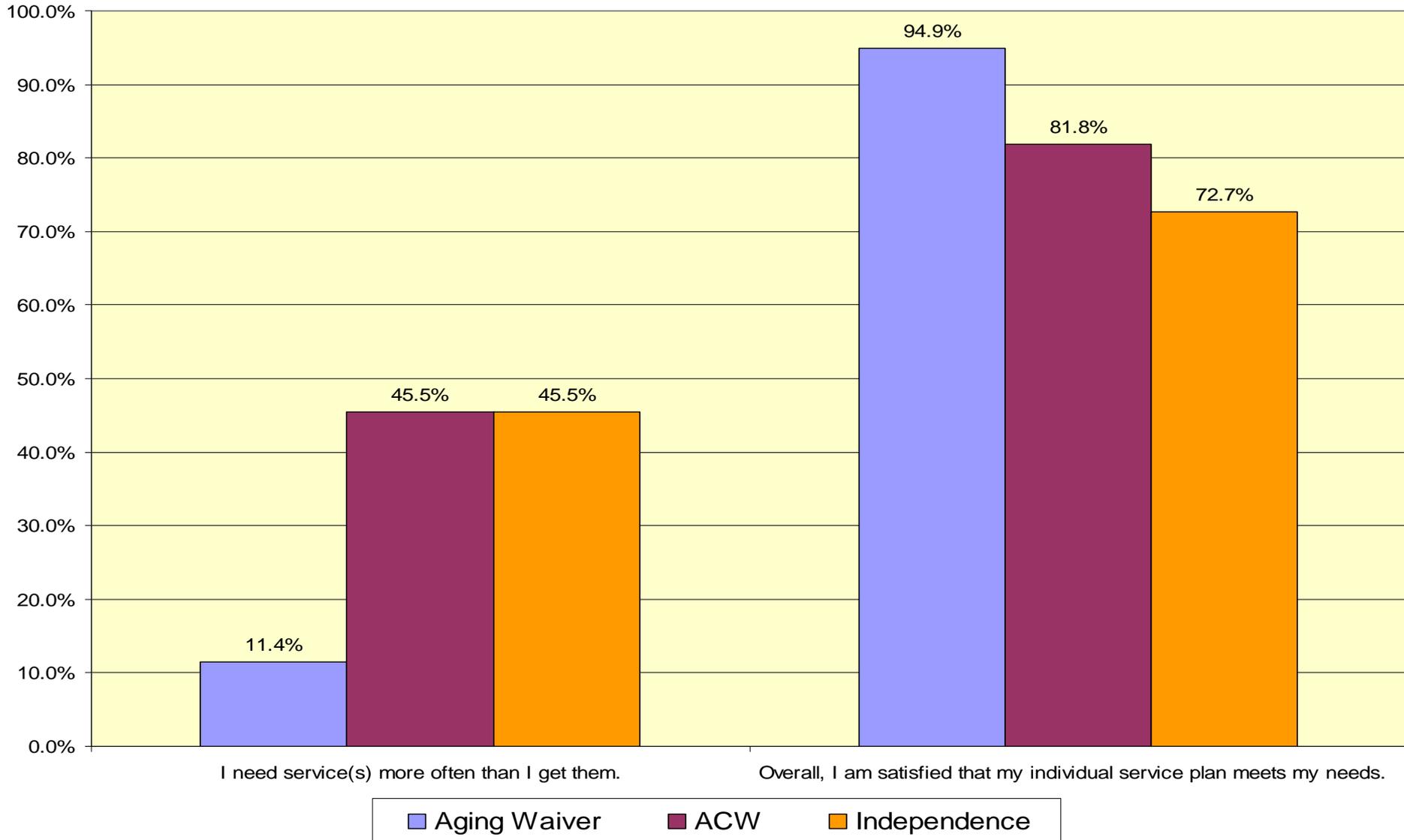
Survey Results

- This is a pilot, learning exercise
- Very small sample sizes limit applicability
- Results limited to PSAs where conducted
- Rate of return positive (New Consumers – 22.5%)
(Annual Consumers – 45.2%) indicative of high return rates – good for analyses
- Still some questions with relatively high rate of “I Don’t Understand” – 8.4% largest

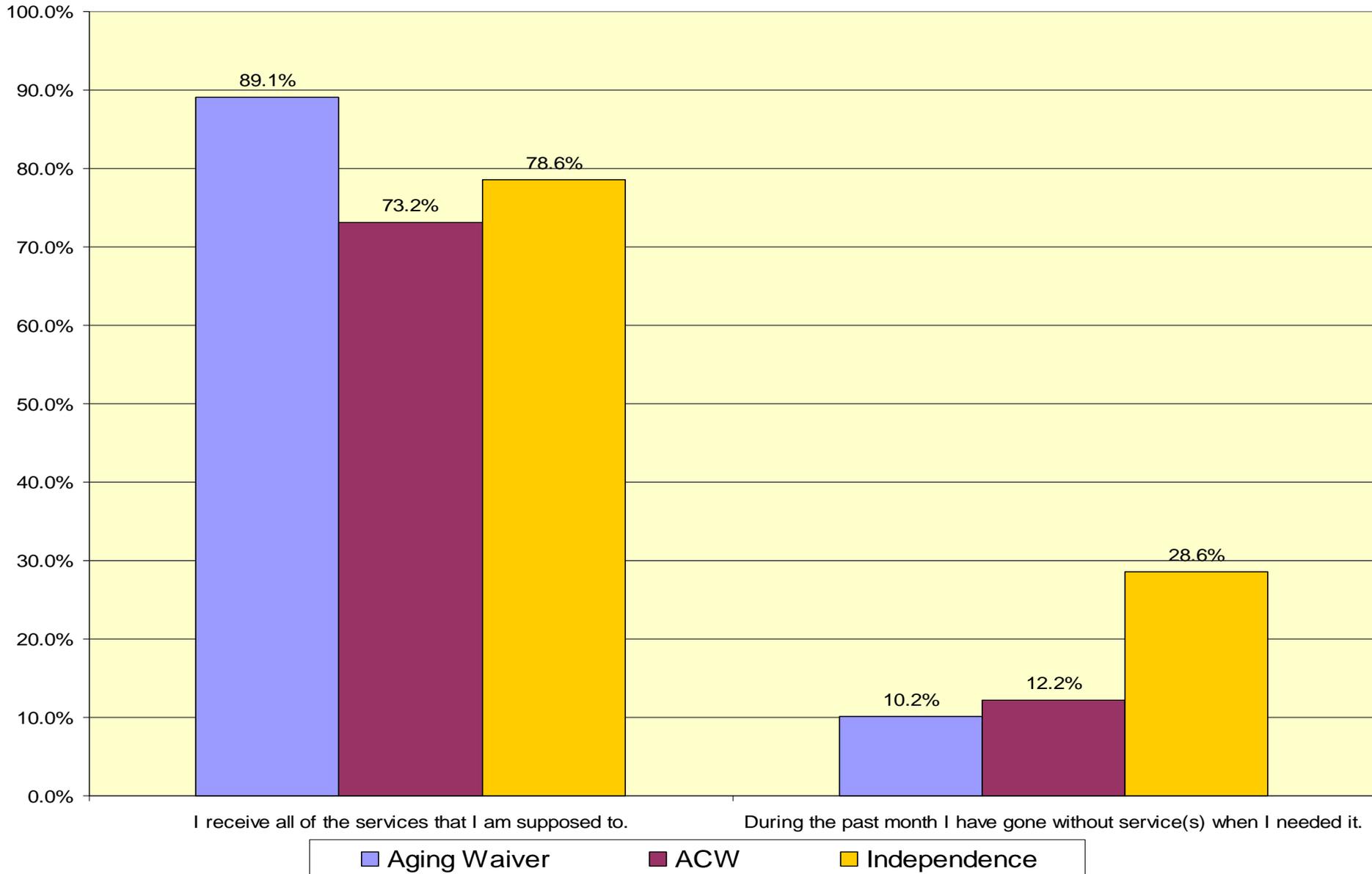
Percent of Annual Survey Respondents Who Reported Unmet Needs



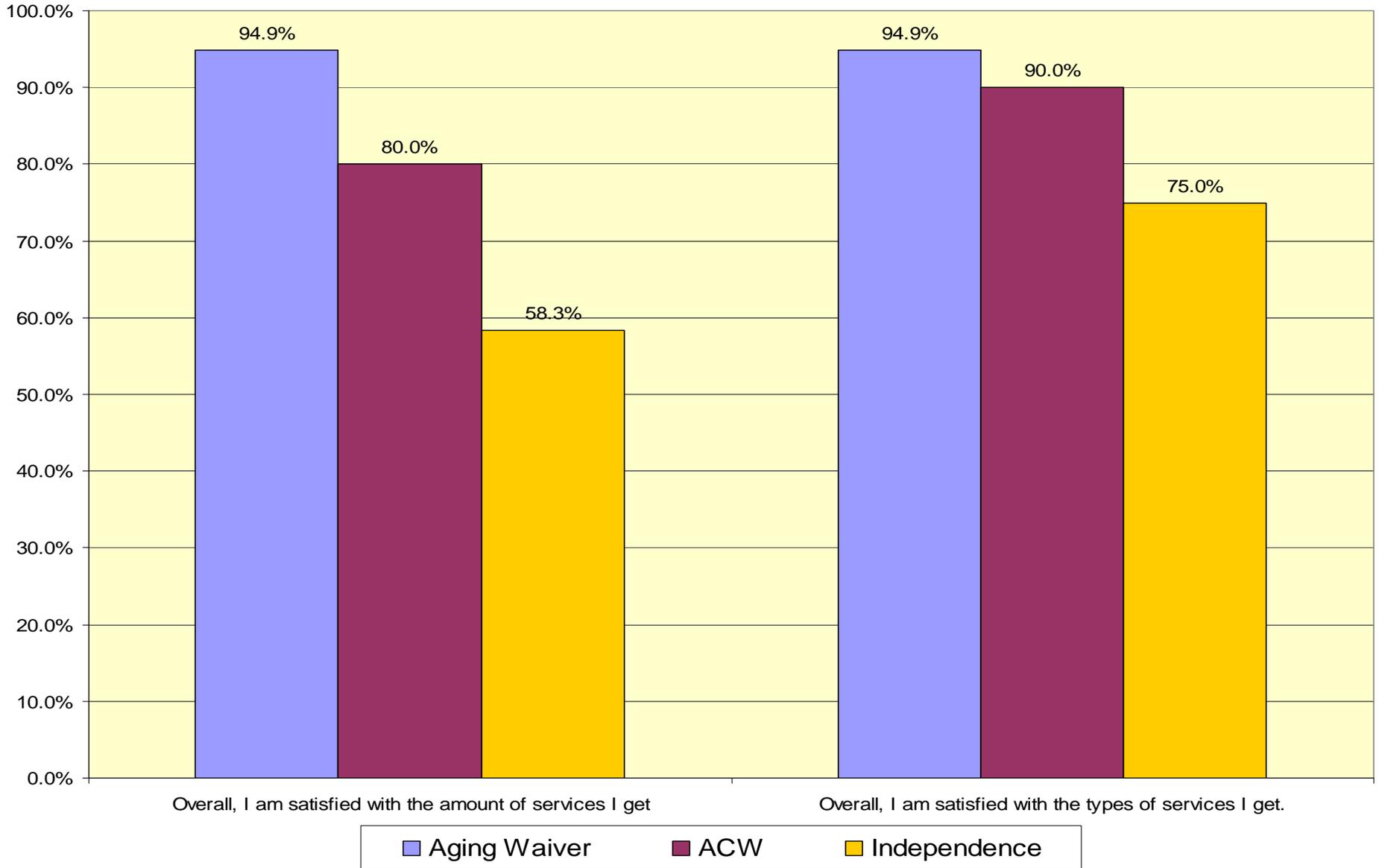
Percent of New Consumer Respondents Who Report Unmet Needs



Percent of Annual Consumers Reporting Receipt of All Services in Individual Service Plan



Percent of New Consumers Reporting Receipt of All Services in Individual Service Plan



New Consumer Surveys with 15+% Responses Unfavorable

Question	Yes	No	I Don't Understand	Not Applicable	Unanswered	Answer Not Clear
I am satisfied with how long it took to begin getting service(s).	51	10	0	0	0	0
I need service(s) which are not available.	14	40	4	2	1	0
I can choose the person(s) who provide my hands on care.	45	11	3	2	0	0
I am involved in my individual service planning process.	44	10	7	0	0	0
I was given clear information about the person(s) who provide my hands on assistance.	44	13	1	2	0	1

New Consumer Surveys with 15+% Responses Other Than Always

Question	Always	Sometimes	Rarely	Never	Not Applicable	Unanswered	Answer Not Clear
I get help when I call with a problem.	42	14	0	3	0	2	0
My Service Coordinator returns my phone calls and follows up with me.	44	10	3	1	0	3	0
When I call the person or agency who coordinates my services, they return my call within 24 hours after I leave a message.	44	13	1	1	0	2	0
When I call the agency who coordinates my services, they return my call within 24 hours after I leave a message.	44	12	2	0	0	3	0

Annual Consumer Surveys with 15+% Responses Unfavorable

Question	Yes	No	I Don't Understand	Not Applicable	Unanswered	Answer Not Clear
I need service(s) which are not available.	35	143	13	10	12	1
I can choose who coordinates my service(s).	111	62	18	13	10	0
I can choose the person(s) who provide my hands on care.	164	41	1	3	5	0
I need the person(s) who are paid to provide hands on assistance to spend more time with me.	47	141	3	11	12	0
I am told in advance about changes in the schedule of the person(s) who are paid to provide hands on assistance.	166	21	1	16	10	0

Survey Trends or Indicators

- Independence Waiver consumers in this very small sample report being less satisfied than Aging and Attendant Care Waiver consumers – why
- Wording of some Survey Questions may need changed
- Results will be cross-referenced with QMET reports
- Everything is very tentative until statistically significant sampling is completed with Round 2 now ongoing
- New analyst on board, assigned responsibility for this project