

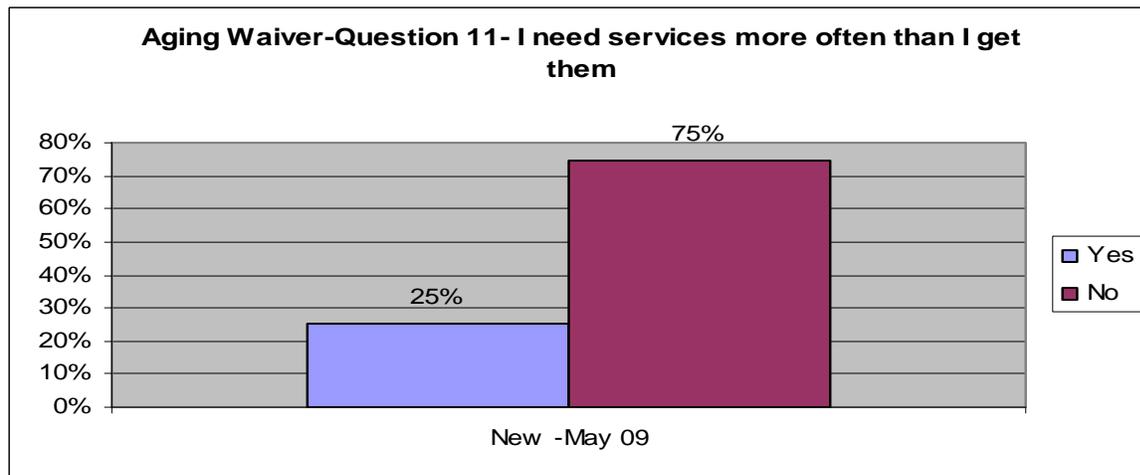
May 2009 Consumer Satisfaction Surveys

In May 2009, The Office of Long Term Living (OLTL) conducted a statewide pilot of consumer satisfaction surveys for participants enrolled in the Aging, Attendant Care, and Independence waivers. Newly enrolled participants and those who have been enrolled for at least a year in the waiver program received surveys. The new enrollee survey consists of 36 questions and the annual survey consists of 34 questions. The following information is based on Performance Measures that are part of OLTL's (Office of Long Term Living's) Quality Improvement Strategy. The remaining survey questions are designed to record other aspects of the consumer's satisfaction with the waiver programs such as consumer choice, access to services, individual service plans, responsiveness, and case management.

OLTL is currently in the process of establishing performance benchmarks to determine an acceptable level of performance for each measure. In the future comparison of this data with future survey results will be used to establish the benchmarks.

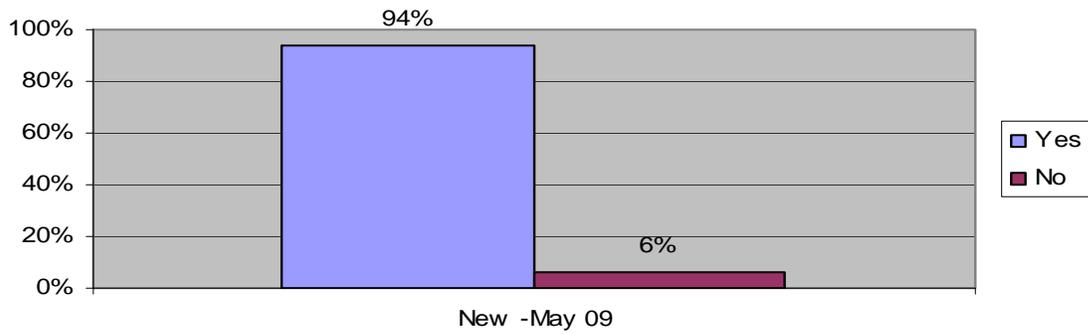
The following charts show the tabulated results thus far for the consumer satisfaction survey performance measures by each waiver. The goal is to compare the results over several time periods. The results thus far generally show over 90% of the respondents satisfied with the program. A 30% response rate to the survey provided a good confidence level to the data.

Performance Measure 1: # and % of Respondents Who Reported Unmet Needs



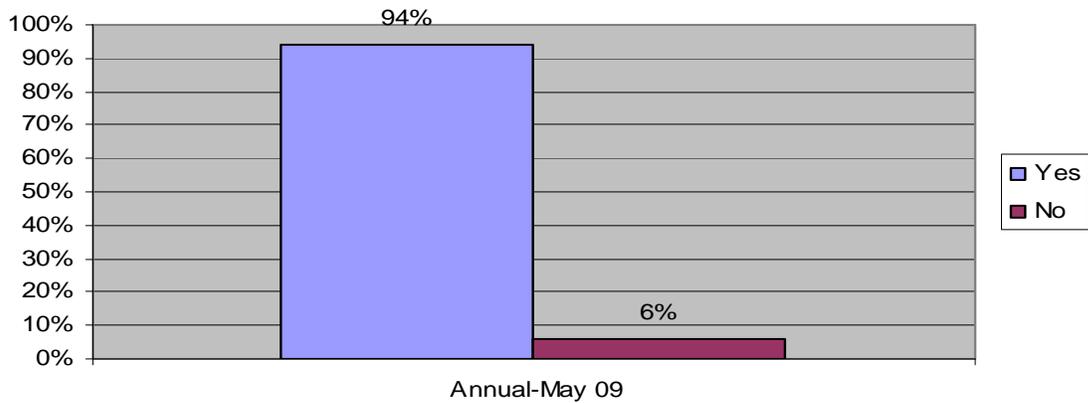
	Yes	No
%	25%	75%
#	101	301

Aging Waiver-Question 28- Overall I am satisfied that my individual service plan meets my needs

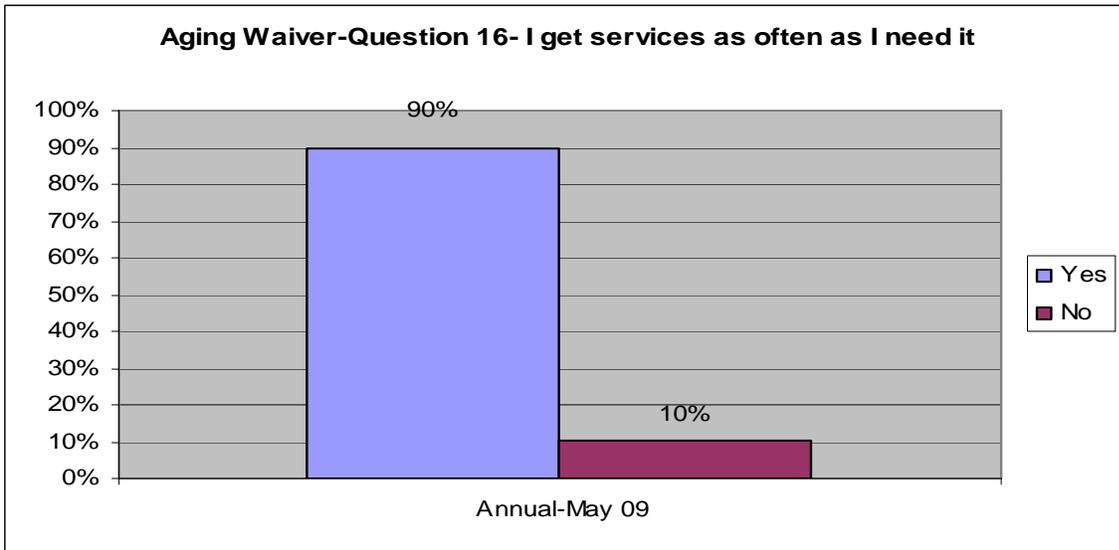


	Yes	No
%	94%	6%
#	399	27

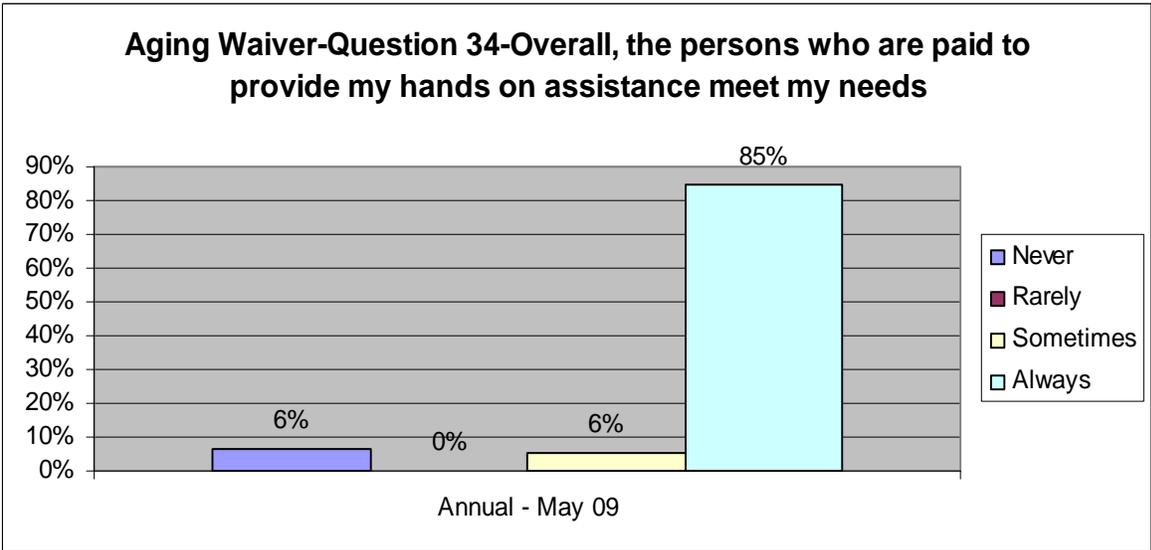
Aging Waiver-Question 7- Overall I am satisfied with the amount of services I get



	Yes	No
%	94%	6%
#	753	50

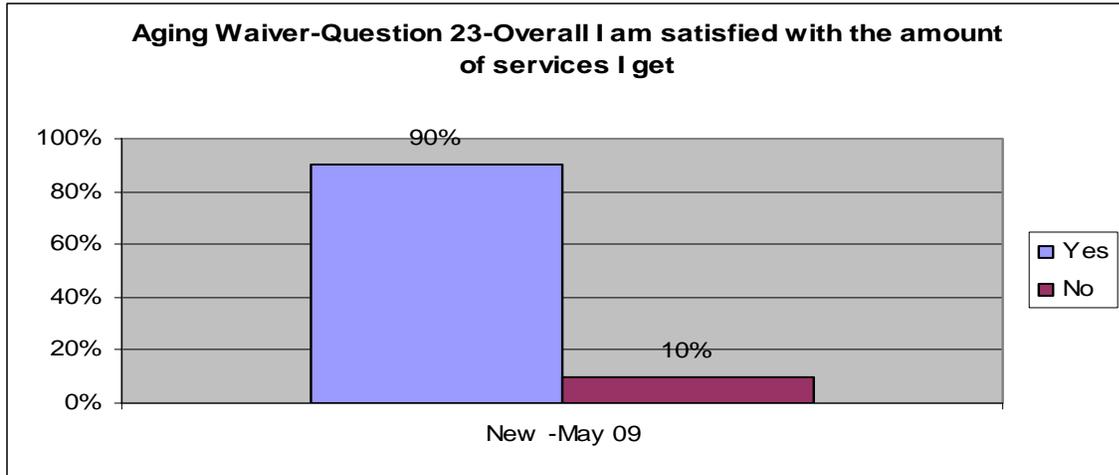


	Yes	No
%	90%	10%
#	685	79

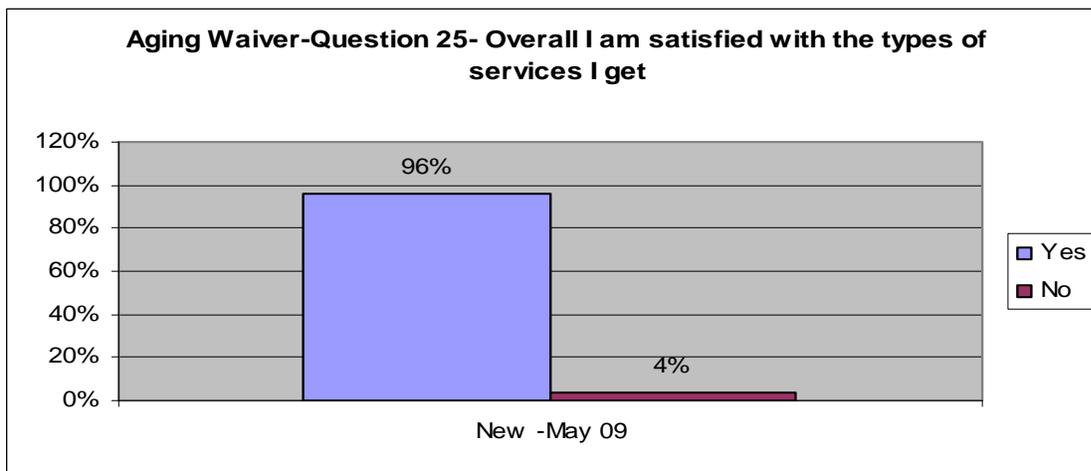


Annual - May 09					
	Never	Rarely	Sometimes	Always	
%	6%	0%	6%	85%	
#	52	2	46	708	

Performance Measure 2: # and % of Respondents Who Reported Receipt of All Services in the Individualized Service Plan (ISP).

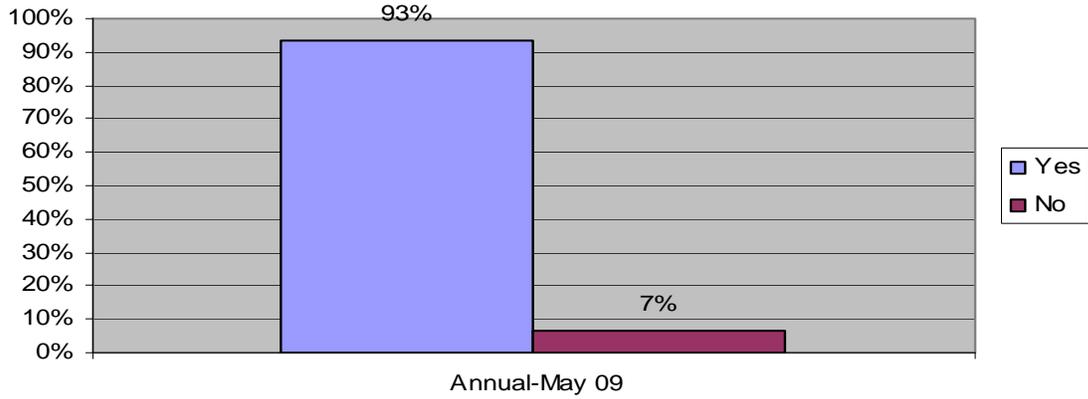


	Yes	No
%	90%	10%
#	379	40



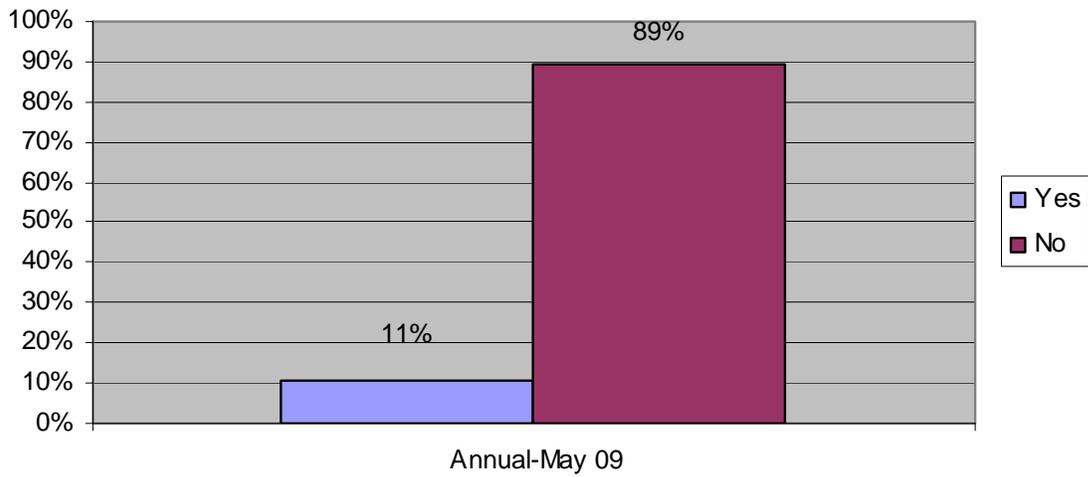
	Yes	No
%	96%	4%
#	411	16

Aging Waiver-Question 10- I receive all of the services that I am supposed to



	Yes	No
%	93%	7%
#	732	51

Aging Waiver-Question 27- During the last month I have gone without services when I needed it



	Yes	No
%	11%	89%
#	783	694