

# Aging Annual Participant Satisfaction Survey November 2011

Filter: Waiver = PDA Waiver

Total Aging surveys mailed: 1974

Total Replies: 544

Reply rate: 28%

**Question 1: I help choose the service(s) that help me to stay in my home.**

**Question 2: I need services which are not available.**

Response	Frequency	Percent
Yes	87	16.3
No	375	70.4
Not Applicable	39	7.3
I Don't Understand	32	6.0

533

Response	Frequency	Percent
Yes	503	92.5
No	28	5.1
Not Applicable	12	2.2
I Don't Understand	1	0.2

544

**Question 3: I need to spend more time talking about my individual service plan.**

**Question 4: 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	86	16.0
No	412	76.4
Not Applicable	22	4.1
I Don't Understand	19	3.5

539

Response	Frequency	Percent
Yes	516	94.9
No	19	3.5
Not Applicable	4	0.7
I Don't Understand	5	0.9

544

**Question 5: The person(s) who are paid to provide hands on assistance does the tasks they are supposed to.**

**Question 6: I can choose the agency which provides my service(s).**

Response	Frequency	Percent
Yes	507	93.2
No	20	3.7
Not Applicable	9	1.7
I Don't Understand	8	1.5

544

Response	Frequency	Percent
Yes	459	85.2
No	36	6.7
Not Applicable	22	4.1
I Don't Understand	22	4.1

539

**Question 7: Overall, I am satisfied with the amount of service(s) I get.**

**Question 8: I can choose who coordinates my service(s).**

Response	Frequency	Percent
Yes	503	92.6
No	37	6.8
Not Applicable	1	0.2
I Don't Understand	2	0.4

543

Response	Frequency	Percent
Yes	367	68.5
No	86	16.0
Not Applicable	34	6.3
I Don't Understand	49	9.1

536

**Question 9: I am involved with my service planning process.**

**Question 10: I receive all of the services that I am supposed to.**

Response	Frequency	Percent
Yes	453	84.0
No	54	10.0
Not Applicable	10	1.9
I Don't Understand	22	4.1

539

Response	Frequency	Percent
Yes	486	89.5
No	38	7.0
Not Applicable	5	0.9
I Don't Understand	14	2.6

543

**Question 11: I can choose the person(s) who provide my hands on assistance.**

**Question 12: I know who to talk to if I have a complaint.**

Response	Frequency	Percent
Yes	439	81.1
No	80	14.8
Not Applicable	11	2.0
I Don't Understand	11	2.0

541

Response	Frequency	Percent
Yes	503	94.0
No	32	6.0
Not Applicable	0	0.0
I Don't Understand	0	0.0

535

**Question 13: Overall, I am satisfied with my ability to direct my own services.**

**Question 14: The person(s) who are paid to provide hands on assistance stay as long as scheduled.**

Response Frequency Percent

Response Frequency Percent

Yes	471	89.5	
No	27	5.1	
Not Applicable	11	2.1	
I Don't Understand	17	3.2	
526			

Yes	506	94.9	
No	15	2.8	
Not Applicable	10	1.9	
I Don't Understand	2	0.4	
533			

**Question 15: Overall, I am satisfied with the quality of the service(s) I get.**

**Question 16: I get service(s) as often as I need it.**

Response	Frequency	Percent	
Yes	505	96.2	
No	18	3.4	
Not Applicable	2	0.4	
I Don't Understand	0	0.0	
525			

Response	Frequency	Percent	
Yes	466	88.6	
No	50	9.5	
Not Applicable	6	1.1	
I Don't Understand	4	0.8	
526			

**Question 17: I need the person(s) who are paid to provide handson assistance to spend more time with me.**

**Question 18: 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	161	30.6	
No	330	62.7	
Not Applicable	27	5.1	
I Don't Understand	8	1.5	
526			

Response	Frequency	Percent	
Yes	505	94.7	
No	20	3.8	
Not Applicable	3	0.6	
I Don't Understand	5	0.9	
533			

**Question 19: I am familiar with the services I am scheduled to receive.**

**Question 20: I know who will be providing my service(s).**

Response	Frequency	Percent	
Yes	510	95.7	
No	16	3.0	
Not Applicable	2	0.4	
I Don't Understand	5	0.9	
533			

Response	Frequency	Percent	
Yes	487	91.7	
No	31	5.8	
Not Applicable	6	1.1	
I Don't Understand	7	1.3	
531			

**Question 21: The person(s) who are paid to provide hands on assistance have the training and skills they need to work with me.**

**Question 22: Overall, I am satisfied with the type(s) of service(s) I get.**

Response	Frequency	Percent	
Yes	496	93.6	
No	22	4.2	
Not Applicable	11	2.1	
I Don't Understand	1	0.2	
530			

Response	Frequency	Percent	
Yes	504	95.5	
No	21	4.0	
Not Applicable	2	0.4	
I Don't Understand	1	0.2	
528			

**Question 23: I am told in advance about changes in the schedule of the person(s) who are paid to provide hands on assistance.**

**Question 24: The person(s) who are paid to provide hands on assistance listen to what I have to say.**

Response	Frequency	Percent	
Yes	439	83.1	
No	60	11.4	
Not Applicable	25	4.7	
I Don't Understand	4	0.8	
528			

Response	Frequency	Percent	
Yes	507	95.1	
No	12	2.3	
Not Applicable	9	1.7	
I Don't Understand	5	0.9	
533			

**Question 25: My Service Coordinator helps me get needed services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)**

**Question 26: Service Coordination helps me. (Service Coordination could also be referred to as Care Management or Supports Coordination.)**

Response	Frequency	Percent	
Yes	496	94.1	
No	22	4.2	
Not Applicable	7	1.3	
I Don't Understand	2	0.4	
527			

Response	Frequency	Percent	
Yes	477	91.4	
No	16	3.1	
Not Applicable	14	2.7	
I Don't Understand	15	2.9	
522			

**Question 27: During the past month, I have gone without service(s) when I needed it.**

**Question 28: I know how to report abuse, neglect or exploitation, including the use of restraints and other restrictions.**

Response	Frequency	Percent
Yes	69	12.8
No	460	85.2
Not Applicable	9	1.7
I Don't Understand	2	0.4
		540

Response	Frequency	Percent
Yes	495	92.2
No	27	5.0
Not Applicable	12	2.2
I Don't Understand	3	0.6
		537

**Question 29: Overall, the person(s) who are paid to provide hands on assistance treat me with dignity.**

**Question 30: The person(s) who are paid to provide hands on assistance give me privacy when needed.**

Response	Frequency	Percent
Never	25	4.7
Rarely	2	0.4
Sometimes	20	3.8
Always	485	91.2
		532

Response	Frequency	Percent
Never	31	5.8
Rarely	5	0.9
Sometimes	23	4.3
Always	473	88.9
		532

**Question 31: The person(s) who is paid to provide hands on assistance arrives late.**

**Question 32: 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.) \*If you have never called your Service Coordinator, please leave blank.**

Response	Frequency	Percent
Never	316	59.1
Rarely	142	26.5
Sometimes	59	11.0
Always	18	3.4
		535

Response	Frequency	Percent
Never	34	7.5
Rarely	7	1.5
Sometimes	36	7.9
Always	377	83.0
		454

**Question 33: The person(s) who are paid to provide hands on assistance treat me with respect.**

**Question 34: The person(s) who are paid to provide hands on assistance says things in a way I can understand.**

Response	Frequency	Percent
Never	29	5.4
Rarely	3	0.6
Sometimes	8	1.5
Always	496	92.5
		536

Response	Frequency	Percent
Never	43	8.1
Rarely	7	1.3
Sometimes	29	5.4
Always	454	85.2
		533

**Question 35: Overall, the person(s) who are paid to provide hands on assistance meet my needs.**

**Who is completing this survey?**

Response	Frequency	Percent
Never	29	5.4
Rarely	4	0.7
Sometimes	27	5.0
Always	475	88.8
		535

Response	Frequency	Percent
Self	260	51.6
Spouse/Family	160	31.7
Service Provider	10	2.0
Friend	38	7.5
Other	36	7.1
		504