

# Participant Satisfaction Survey March 2011

**Filter:** Funding Source Name = NFCE-PDA Waiver

**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	516	89.9	
No	37	6.4	
Not Applicable	12	2.1	
I Don't Understand	9	1.6	
574			

Response	Frequency	Percent	
Yes	545	95.1	
No	17	3.0	
Not Applicable	3	0.5	
I Don't Understand	8	1.4	
573			

**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	539	93.1	
No	27	4.7	
Not Applicable	7	1.2	
I Don't Understand	6	1.0	
579			

Response	Frequency	Percent	
Yes	470	81.7	
No	96	16.7	
Not Applicable	5	0.9	
I Don't Understand	4	0.7	
575			

**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	117	20.7	
No	376	66.4	
Not Applicable	43	7.6	
I Don't Understand	30	5.3	
566			

Response	Frequency	Percent	
Yes	528	92.1	
No	35	6.1	
Not Applicable	2	0.3	
I Don't Understand	8	1.4	
573			

**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	512	89.0	
No	38	6.6	
Not Applicable	6	1.0	
I Don't Understand	19	3.3	
575			

Response	Frequency	Percent	
Yes	550	95.3	
No	20	3.5	
Not Applicable	3	0.5	
I Don't Understand	4	0.7	
577			

**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	480	83.3	
No	48	8.3	
Not Applicable	16	2.8	
I Don't Understand	32	5.6	
576			

Response	Frequency	Percent	
Yes	498	86.5	
No	49	8.5	
Not Applicable	14	2.4	
I Don't Understand	15	2.6	
576			

**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	137	24.4	
No	402	71.7	
Not Applicable	12	2.1	
I Don't Understand	10	1.8	
561			

Response	Frequency	Percent	
Yes	370	67.6	
No	91	16.6	
Not Applicable	31	5.7	
I Don't Understand	55	10.1	
547			

**Question 13 - I was given clear information about choosing the agency which provides my service(s).**

**Question 14 - I can choose the person(s) who provide my hands on assistance.**

**Response**      **Frequency**      **Percent** \_\_\_\_\_

**Response**      **Frequency**      **Percent** \_\_\_\_\_

Yes	473	84.5	
No	57	10.2	
Not Applicable	15	2.7	
I Don't Understand	15	2.7	
			560

Yes	419	75.5	
No	104	18.7	
Not Applicable	17	3.1	
I Don't Understand	15	2.7	
			555

**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	521	92.9	
No	32	5.7	
Not Applicable	2	0.4	
I Don't Understand	6	1.1	
			561

Response	Frequency	Percent	
Yes	89	15.9	
No	446	79.6	
Not Applicable	12	2.1	
I Don't Understand	13	2.3	
			560

**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	462	83.1	
No	60	10.8	
Not Applicable	13	2.3	
I Don't Understand	21	3.8	
			556

Response	Frequency	Percent	
Yes	503	89.7	
No	24	4.3	
Not Applicable	4	0.7	
I Don't Understand	30	5.3	
			561

**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	519	92.0	
No	34	6.0	
Not Applicable	2	0.4	
I Don't Understand	9	1.6	
			564

Response	Frequency	Percent	
Yes	468	83.0	
No	69	12.2	
Not Applicable	15	2.7	
I Don't Understand	12	2.1	
			564

**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	440	78.7	
No	72	12.9	
Not Applicable	17	3.0	
I Don't Understand	30	5.4	
			559

Response	Frequency	Percent	
Yes	444	79.7	
No	75	13.5	
Not Applicable	20	3.6	
I Don't Understand	18	3.2	
			557

**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	488	86.5	
No	69	12.2	
Not Applicable	4	0.7	
I Don't Understand	3	0.5	
			564

Response	Frequency	Percent	
Yes	537	94.7	
No	22	3.9	
Not Applicable	4	0.7	
I Don't Understand	4	0.7	
			567

**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	530	93.6	
No	29	5.1	
Not Applicable	2	0.4	
I Don't Understand	5	0.9	
			566

Response	Frequency	Percent	
Yes	502	90.3	
No	33	5.9	
Not Applicable	9	1.6	
I Don't Understand	12	2.2	
			556

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

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

Response	Frequency	Percent
Yes	524	92.6
No	27	4.8
Not Applicable	5	0.9
I Don't Understand	10	1.8

Response	Frequency	Percent
Yes	506	89.7
No	48	8.5
Not Applicable	4	0.7
I Don't Understand	6	1.1

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

**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	534	94.0
No	17	3.0
Not Applicable	11	1.9
I Don't Understand	6	1.1
568		

Response	Frequency	Percent
Yes	523	92.6
No	23	4.1
Not Applicable	4	0.7
I Don't Understand	15	2.7
565		

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

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

Response	Frequency	Percent
Yes	524	93.2
No	23	4.1
Not Applicable	5	0.9
I Don't Understand	10	1.8
562		

Response	Frequency	Percent
Yes	526	93.4
No	15	2.7
Not Applicable	13	2.3
I Don't Understand	9	1.6
563		

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

**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	21	3.8
Rarely	23	4.2
Sometimes	59	10.6
Always	451	81.4
554		

Response	Frequency	Percent
Never	27	4.9
Rarely	17	3.1
Sometimes	57	10.3
Always	453	81.8
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**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.)**

**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	28	5.0
Rarely	17	3.1
Sometimes	49	8.8
Always	462	83.1
556		

Response	Frequency	Percent
Never	16	2.9
Rarely	9	1.6
Sometimes	64	11.6
Always	462	83.8
551		

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

**Question 38 - Who is completing this survey?**

Response	Frequency	Percent
Never	18	3.3
Rarely	8	1.5
Sometimes	68	12.3
Always	457	82.9
551		

Response	Frequency	Percent
Self	256	47.2
Spouse	46	8.5
Service Provider	11	2.0
Friend	61	11.3
Other	168	31.0
542		

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

Response	Frequency	Percent	
Yes	137	24.4	
No	402	71.7	
Not Applicable	12	2.1	
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**Question 12 - I can choose who coordinates my service(s).**

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No	91	16.6	
Not Applicable	31	5.7	
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Not Applicable	15	2.7	
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