

## Attendant Care - January 2014 Annual Participant Replies

Total Attendant Care surveys mailed: 2000

Total Replies: 588

Reply rate: 29%

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

Response	Frequency	Percent	
YES	560	94.92	
NO	10	1.69	
NOT APPLICABLE	3	0.51	
I DON'T UNDERSTAND	10	1.69	
<b>Total</b>	<b>583</b>		

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

Response	Frequency	Percent	
YES	554	93.90	
NO	27	4.58	
NOT APPLICABLE	3	0.51	
I DON'T UNDERSTAND	4	0.68	
<b>Total</b>	<b>588</b>		

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

Response	Frequency	Percent	
YES	551	93.39	
NO	16	2.71	
NOT APPLICABLE	2	0.34	
I DON'T UNDERSTAND	15	2.54	
<b>Total</b>	<b>584</b>		

### Q4 I know I can employ my own paid workers

Response	Frequency	Percent	
YES	505	85.59	
NO	33	5.59	
NOT APPLICABLE	17	2.88	
I DON'T UNDERSTAND	28	4.75	
<b>Total</b>	<b>583</b>		

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

Response	Frequency	Percent	
YES	550	93.22	
NO	18	3.05	
NOT APPLICABLE	6	1.02	
I DON'T UNDERSTAND	12	2.03	
<b>Total</b>	<b>586</b>		

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

Response	Frequency	Percent	
YES	555	94.07	
NO	13	2.20	
NOT APPLICABLE	4	0.68	
I DON'T UNDERSTAND	11	1.86	
<b>Total</b>	<b>583</b>		

### Q7 I receive services that help keep me independent.

Response	Frequency	Percent	
YES	562	95.25	
NO	15	2.54	
NOT APPLICABLE	3	0.51	
I DON'T UNDERSTAND	6	1.02	
<b>Total</b>	<b>586</b>		

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

Response	Frequency	Percent	
YES	529	89.66	
NO	15	2.54	
NOT APPLICABLE	2	0.34	
I DON'T UNDERSTAND	35	5.93	
<b>Total</b>	<b>581</b>		

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

Response	Frequency	Percent	
YES	569	96.44	
NO	10	1.69	
NOT APPLICABLE	6	1.02	
I DON'T UNDERSTAND	3	0.51	

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

Response	Frequency	Percent	
YES	558	94.58	
NO	13	2.20	
NOT APPLICABLE	3	0.51	
I DON'T UNDERSTAND	3	0.51	

UNDERSTAND

UNDERSTAND

Total 588

Total 577

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	
YES	560	94.92	
NO	12	2.03	
NOT APPLICABLE	2	0.34	
I DON'T UNDERSTAND	4	0.68	
Total	578		

Response	Frequency	Percent	
YES	579	98.14	
NO	0	0.00	
NOT APPLICABLE	0	0.00	
I DON'T UNDERSTAND	0	0.00	
Total	579		

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	
YES	549	93.05	
NO	22	3.73	
NOT APPLICABLE	3	0.51	
I DON'T UNDERSTAND	5	0.85	
Total	579		

Response	Frequency	Percent	
YES	558	94.58	
NO	12	2.03	
NOT APPLICABLE	5	0.85	
I DON'T UNDERSTAND	3	0.51	
Total	578		

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	
YES	541	91.69	
NO	25	4.24	
NOT APPLICABLE	7	1.19	
I DON'T UNDERSTAND	5	0.85	
Total	578		

Response	Frequency	Percent	
YES	561	95.08	
NO	13	2.20	
NOT APPLICABLE	4	0.68	
I DON'T UNDERSTAND	1	0.17	
Total	579		

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	
Never	16	2.71	
Rarely	12	2.03	
Sometimes	75	12.71	
Always	474	80.34	
Total	577		

Response	Frequency	Percent	
Never	17	2.88	
Rarely	13	2.20	
Sometimes	52	8.81	
Always	491	83.22	
Total	573		

Q19 Overall Satisfaction

Response	Frequency	Percent	
Unacceptable	9	1.53	
Poor	5	0.85	
Fair	11	1.86	
Good	21	3.56	
Very Good	138	23.39	
Excellent	396	67.12	
Total	580		