

## Attendant Care Waiver - Annual November 2012 Mailing

Annual Participants - Period Covered: 9/1/2011 - 8/31/12

Total ACW surveys mailed: 2164

Total Replies: 605

Reply rate: 28%

### Q 1 I am able to help choose the service(s) that help me to stay in my home.

Response	Value	Frequency	Percent	Cum. Percent
YES		575	95.04	
NO		9	1.49	
NOT APPLICABLE I DON'T		10	1.65	
UNDERSTAND		7	1.16	
<b>Total Valid</b>	601	99.34	100.00	
<b>Missing</b>	4	0.66		
<b>Total</b>	605	100.00		

### Q 2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Value	Frequency	Percent	Cum. Percent
YES		565	93.39	
NO		29	4.79	
NOT APPLICABLE I DON'T		4	0.66	
UNDERSTAND		5	0.83	
<b>Total Valid</b>	603	99.67	100.00	
<b>Missing</b>	2	0.33		
<b>Total</b>	605	100.00		

### Q 3 I can choose the agency which provides my service(s).

Response	Value	Frequency	Percent	Cum. Percent
YES		563	93.06	
NO		15	2.48	
NOT APPLICABLE I DON'T		12	1.98	
UNDERSTAND		13	2.15	
<b>Total Valid</b>	603	99.67	100.00	
<b>Missing</b>	2	0.33		
<b>Total</b>	605	100.00		

### Q 4 I know I can employ my own paid workers

Response	Value	Frequency	Percent	Cum. Percent
YES		537	88.76	
NO		33	5.45	

NOT APPLICABLE I DON'T UNDERSTAND	13	2.15	
	17	2.81	
<b>Total Valid</b>	600	99.17	100.00
<b>Missing</b>	5	0.83	
<b>Total</b>	605	100.00	

**Q 5 I can choose or change the person(s) who provide my services (my paid worker).**

Response	Value	Frequency	Percent	Cum. Percent
YES		578	95.54	
NO		8	1.32	
NOT APPLICABLE I DON'T		11	1.82	
UNDERSTAND		7	1.16	
<b>Total Valid</b>	604	99.83	100.00	
<b>Missing</b>	1	0.17		
<b>Total</b>	605	100.00		

**Q 6 I know who will be providing my services (my paid worker).**

Response	Value	Frequency	Percent	Cum. Percent
YES		570	94.21	
NO		10	1.65	
NOT APPLICABLE I DON'T		14	2.31	
UNDERSTAND		6	0.99	
<b>Total Valid</b>	600	99.17	100.00	
<b>Missing</b>	5	0.83		
<b>Total</b>	605	100.00		

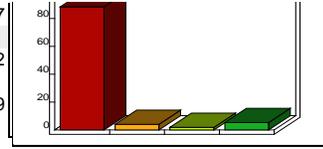
**Q 7 I receive services that help keep me independent.**

Response	Value	Frequency	Percent	Cum. Percent
YES		574	94.88	
NO		11	1.82	
NOT APPLICABLE I DON'T		8	1.32	
UNDERSTAND		10	1.65	
<b>Total Valid</b>	603	99.67	100.00	
<b>Missing</b>	2	0.33		
<b>Total</b>	605	100.00		

**Q 8 I am involved in the choices related to the development of my Individual Service Plan.**

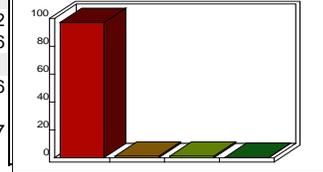
Response	Value	Frequency	Percent	Cum. Percent
YES		534	88.26	

NO	24	3.97	
NOT APPLICABLE I DON'T	11	1.82	
UNDERSTAND	32	5.29	
<b>Total Valid</b>	601	99.34	100.00
<b>Missing</b>	4	0.66	
<b>Total</b>	605	100.00	



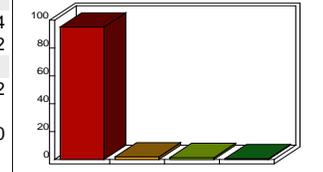
**Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.**

Response	Value	Frequency	Percent	Cum. Percent
YES		587	97.02	
NO		7	1.16	
NOT APPLICABLE I DON'T		7	1.16	
UNDERSTAND		1	0.17	
<b>Total Valid</b>	602	99.50	100.00	
<b>Missing</b>	3	0.50		
<b>Total</b>	605	100.00		



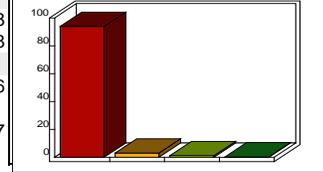
**Q 10 Are you satisfied your paid worker(s) know how to provide services for you?**

Response	Value	Frequency	Percent	Cum. Percent
YES		575	95.04	
NO		11	1.82	
NOT APPLICABLE I DON'T		8	1.32	
UNDERSTAND		3	0.50	
<b>Total Valid</b>	597	98.68	100.00	
<b>Missing</b>	8	1.32		
<b>Total</b>	605	100.00		



**Q 11 Overall, I am satisfied with the type(s) of service(s) I get.**

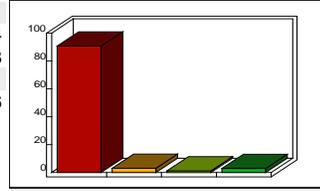
Response	Value	Frequency	Percent	Cum. Percent
YES		568	93.88	
NO		18	2.98	
NOT APPLICABLE I DON'T		7	1.16	
UNDERSTAND		1	0.17	
<b>Total Valid</b>	594	98.18	100.00	
<b>Missing</b>	11	1.82		
<b>Total</b>	605	100.00		



**Q 12 I receive all of the services that are in my Individual Service Plan.**

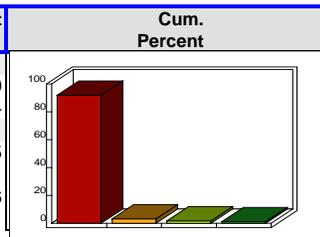
Response	Value	Frequency	Percent	Cum. Percent
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YES	549	90.74
NO	18	2.98
NOT APPLICABLE I DON'T	7	1.16
UNDERSTAND	17	2.81
<b>Total Valid</b>	591	97.69
<b>Missing</b>	14	2.31
<b>Total</b>	605	100.00



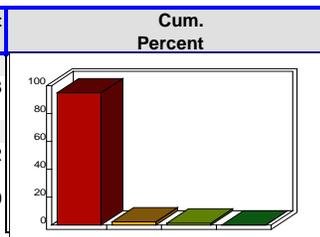
**Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.**

Response	Value	Frequency	Percent	Cum. Percent
YES		556	91.90	
NO		19	3.14	
NOT APPLICABLE I DON'T		10	1.65	
UNDERSTAND		7	1.16	
<b>Total Valid</b>	592	97.85	100.00	
<b>Missing</b>	13	2.15		
<b>Total</b>	605	100.00		



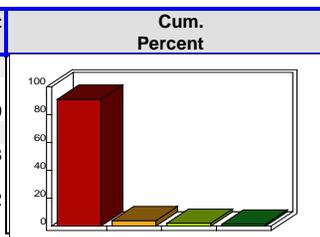
**Q 14 Overall, I am satisfied with the paid worker(s) who provide my services.**

Response	Value	Frequency	Percent	Cum. Percent
YES		574	94.88	
NO		14	2.31	
NOT APPLICABLE I DON'T		8	1.32	
UNDERSTAND		0	0.00	
<b>Total Valid</b>	596	98.51	100.00	
<b>Missing</b>	9	1.49		
<b>Total</b>	605	100.00		



**Q 15 Overall, I am satisfied with my Service Coordinator.**

Response	Value	Frequency	Percent	Cum. Percent
YES		550	90.91	
NO		23	3.80	
NOT APPLICABLE I DON'T		12	1.98	
UNDERSTAND		8	1.32	
<b>Total Valid</b>	593	98.02	100.00	
<b>Missing</b>	12	1.98		
<b>Total</b>	605	100.00		



**Q 16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.**

Response	Value	Frequency	Percent	Cum. Percent
YES		570	94.21	
NO		17	2.81	
NOT APPLICABLE		4	0.66	
I DON'T UNDERSTAND		1	0.17	
<b>Total Valid</b>	592	97.85	100.00	
<b>Missing</b>	13	2.15		
<b>Total</b>	605	100.00		

**Q 17 I get help when I call with a problem.**

Response	Value	Frequency	Percent	Cum. Percent
Never		14	2.31	
Rarely		16	2.64	
Sometimes		101	16.69	
Always		459	75.87	
<b>Total Valid</b>	590	97.52	100.00	
<b>Missing</b>	15	2.48		
<b>Total</b>	605	100.00		

**Q 18 My Service Coordinator returns my phone calls and follows up with me.**

Response	Value	Frequency	Percent	Cum. Percent
Never		19	3.14	
Rarely		11	1.82	
Sometimes		82	13.55	
Always		480	79.34	
<b>Total Valid</b>	592	97.85	100.00	
<b>Missing</b>	13	2.15		
<b>Total</b>	605	100.00		

**Q19 Overall, using a scale of one (1) to ten (10) where ten (10) means excellent and one (1) means very poor how satisfied are you with the services you receive?**

Response	Value	Frequency	Percent
10 Excellent		329	54.38%
9		87	14.38%
8		54	8.93%
7		77	12.73%
6		27	4.46%
5		8	1.32%
4		15	2.48%
3		3	0.50%
2		4	0.66%
1 Very Poor		1	0.17%
<b>Total Valid</b>		605	100.00%