

ACW New Participant Satisfaction Survey March 2012

Filter: Funding Source Name = Attendant Care

Total ACW surveys mailed: 366

Total Replies: 82

Reply rate: 22%

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	71	86.6	
No	6	7.3	
Not Applicable	3	3.7	
I Don't Understand	2	2.4	

82

Response	Frequency	Percent	
Yes	69	85.2	
No	5	6.2	
Not Applicable	1	1.2	
I Don't Understand	6	7.4	

81

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	75	91.5	
No	7	8.5	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	

82

Response	Frequency	Percent	
Yes	50	61.7	
No	30	37.0	
Not Applicable	1	1.2	
I Don't Understand	0	0.0	

81

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	16	21.1	
No	51	67.1	
Not Applicable	1	1.3	
I Don't Understand	8	10.5	

76

Response	Frequency	Percent	
Yes	69	86.3	
No	10	12.5	
Not Applicable	0	0.0	
I Don't Understand	1	1.3	

80

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	64	81.0	
No	12	15.2	
Not Applicable	1	1.3	
I Don't Understand	2	2.5	

79

Response	Frequency	Percent	
Yes	74	90.2	
No	8	9.8	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	

82

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	75	92.6	
No	2	2.5	
Not Applicable	1	1.2	
I Don't Understand	3	3.7	

81

Response	Frequency	Percent	
Yes	72	87.8	
No	8	9.8	
Not Applicable	2	2.4	
I Don't Understand	0	0.0	

82

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	20	25.0	
No	48	60.0	
Not Applicable	5	6.3	
I Don't Understand	7	8.8	

80

Response	Frequency	Percent	
Yes	61	75.3	
No	11	13.6	
Not Applicable	2	2.5	
I Don't Understand	7	8.6	

81

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

Response	Frequency	Percent	
Yes	67	82.7	
No	8	9.9	
Not Applicable	4	4.9	
I Don't Understand	2	2.5	
			81

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

Response	Frequency	Percent	
Yes	71	87.7	
No	6	7.4	
Not Applicable	2	2.5	
I Don't Understand	2	2.5	
			81

Question 15 - I know who to talk to if I have a complaint.

Response	Frequency	Percent	
Yes	67	82.7	
No	13	16.0	
Not Applicable	0	0.0	
I Don't Understand	1	1.2	
			81

Question 16 - I would like changes to my individual service plan.

Response	Frequency	Percent	
Yes	10	12.5	
No	63	78.8	
Not Applicable	2	2.5	
I Don't Understand	5	6.3	
			80

Question 17 - I was given clear information about choosing who coordinates my service(s).

Response	Frequency	Percent	
Yes	68	84.0	
No	8	9.9	
Not Applicable	2	2.5	
I Don't Understand	3	3.7	
			81

Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)

Response	Frequency	Percent	
Yes	65	81.3	
No	8	10.0	
Not Applicable	0	0.0	
I Don't Understand	7	8.8	
			80

Question 19 - I know who will be providing my service(s).

Response	Frequency	Percent	
Yes	71	87.7	
No	6	7.4	
Not Applicable	1	1.2	
I Don't Understand	3	3.7	
			81

Question 20 - I was given enough information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	68	84.0	
No	8	9.9	
Not Applicable	4	4.9	
I Don't Understand	1	1.2	
			81

Question 21 - I am involved with my individual service planning process.

Response	Frequency	Percent	
Yes	62	76.5	
No	10	12.3	
Not Applicable	3	3.7	
I Don't Understand	6	7.4	
			81

Question 22 - I was given clear information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	65	81.3	
No	6	7.5	
Not Applicable	7	8.8	
I Don't Understand	2	2.5	
			80

Question 23 - Overall, I am satisfied with the amount of service(s) I get.

Response	Frequency	Percent	
Yes	63	78.8	
No	14	17.5	
Not Applicable	1	1.3	
I Don't Understand	2	2.5	
			80

Question 24 - Overall, I am satisfied with the agency which provides my service(s).

Response	Frequency	Percent	
Yes	67	83.8	
No	11	13.8	
Not Applicable	1	1.3	
I Don't Understand	1	1.3	
			80

Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.

Response	Frequency	Percent	
Yes	67	83.8	
No	12	15.0	
Not Applicable	0	0.0	
I Don't Understand	1	1.3	

Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.

Response	Frequency	Percent	
Yes	62	79.5	
No	10	12.8	
Not Applicable	0	0.0	
I Don't Understand	6	7.7	

Understand

80

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

Response	Frequency	Percent
Yes	66	83.5
No	8	10.1
Not Applicable	0	0.0
I Don't	5	6.3
Understand		

79

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

Response	Frequency	Percent
Yes	71	89.9
No	4	5.1
Not Applicable	3	3.8
I Don't	1	1.3
Understand		

79

Question 31 - 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	67	85.9
No	6	7.7
Not Applicable	1	1.3
I Don't	4	5.1
Understand		

78

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

Response	Frequency	Percent
Never	1	1.2
Rarely	8	9.9
Sometimes	18	22.2
Always	54	66.7
Understand		

81

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.)

Response	Frequency	Percent
Never	9	11.3
Rarely	5	6.3
Sometimes	12	15.0
Always	54	67.5
Understand		

80

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

Response	Frequency	Percent
Never	7	8.6
Rarely	7	8.6
Sometimes	11	13.6
Always	56	69.1
Understand		

81

Understand

78

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

Response	Frequency	Percent
Yes	65	81.3
No	12	15.0
Not Applicable	0	0.0
I Don't	3	3.8
Understand		

80

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	64	82.1
No	9	11.5
Not Applicable	0	0.0
I Don't	5	6.4
Understand		

78

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

Response	Frequency	Percent
Yes	73	91.3
No	5	6.3
Not Applicable	1	1.3
I Don't	1	1.3
Understand		

80

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	11	13.9
Rarely	6	7.6
Sometimes	7	8.9
Always	55	69.6
Understand		

79

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	10	12.2
Rarely	5	6.1
Sometimes	10	12.2
Always	57	69.5
Understand		

82

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	67	84.8
Spouse	2	2.5
Service Provider	1	1.3
Friend	5	6.3
Other	4	5.1
Understand		

79