

Attendant Care Waiver - New Participants March 2013 Mailing

New Participants - Period Covered: 9/1/2012 - 12/31/12

Total Attendant Care surveys mailed: 357

Total Replies: 92

Reply rate: 26%

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		84	91.30	
NO		3	3.26	
NOT APPLICABLE I DON'T		4	4.35	
UNDERSTAND		1	1.09	
Total Valid				

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		82	89.13	
NO		10	10.87	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		0	0.00	
Total Valid				

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

Response	Value	Frequency	Percent	Cum. Percent
YES		84	91.30	
NO		5	5.43	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		3	3.26	
Total Valid				

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

Response	Value	Frequency	Percent	Cum. Percent
YES		74	80.43	
NO		6	6.52	
NOT APPLICABLE I DON'T		1	1.09	
UNDERSTAND		9	9.78	
Total Valid				

Missing	2	2.17
Total	92	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		84	91.30	
NO		3	3.26	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		5	5.43	
Total Valid	92	100.00	100.00	

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

Response	Value	Frequency	Percent	Cum. Percent
YES		83	90.22	
NO		4	4.35	
NOT APPLICABLE I DON'T		1	1.09	
UNDERSTAND		3	3.26	
Total Valid	91	98.91	100.00	
Missing	1	1.09		
Total	92	100.00		

Q 7 I receive services that help keep me independent.

Response	Value	Frequency	Percent	Cum. Percent
YES		83	90.22	
NO		4	4.35	
NOT APPLICABLE I DON'T		1	1.09	
UNDERSTAND		2	2.17	
Total Valid	90	97.83	100.00	
Missing	2	2.17		
Total	92	100.00		

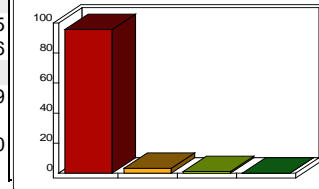
Q 8 I am involved with the choices related to the development of my Individual Service Plan.

Response	Value	Frequency	Percent	Cum. Percent
YES		80	86.96	
NO		5	5.43	
NOT APPLICABLE I DON'T		1	1.09	
UNDERSTAND		6	6.52	

Total Valid	92	100.00	100.00
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Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

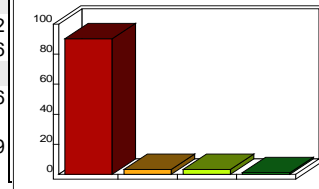
Response	Value	Frequency	Percent	Cum. Percent
YES		88	95.65	
NO		3	3.26	
NOT APPLICABLE I DON'T		1	1.09	
UNDERSTAND		0	0.00	



Total Valid	92	100.00	100.00
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Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Value	Frequency	Percent	Cum. Percent
YES		83	90.22	
NO		3	3.26	
NOT APPLICABLE I DON'T		3	3.26	
UNDERSTAND		1	1.09	



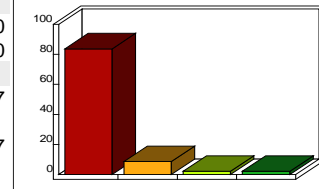
Total Valid	90	97.83	100.00
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Missing	2	2.17	
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Total	92	100.00	
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Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

Response	Value	Frequency	Percent	Cum. Percent
YES		77	83.70	
NO		8	8.70	
NOT APPLICABLE I DON'T		2	2.17	
UNDERSTAND		2	2.17	



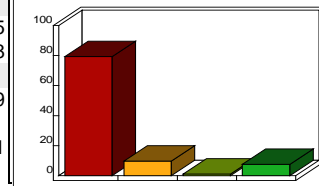
Total Valid	89	96.74	100.00
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Missing	3	3.26	
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Total	92	100.00	
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Q 12 I receive all of the services that are in my Individual Service Plan.

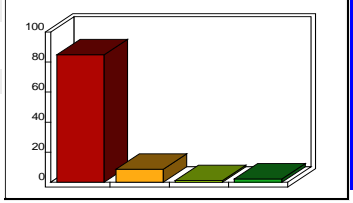
Response	Value	Frequency	Percent	Cum. Percent
YES		73	79.35	
NO		9	9.78	
NOT APPLICABLE I DON'T		1	1.09	
UNDERSTAND		7	7.61	



Total Valid	90	97.83	100.00
Missing	2	2.17	
Total	92	100.00	

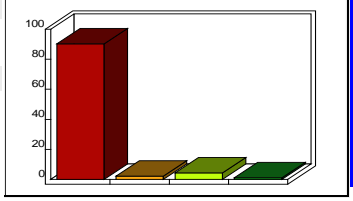
Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Response	Value	Frequency	Percent	Cum. Percent
YES		78	84.78	
NO		8	8.70	
NOT APPLICABLE I DON'T UNDERSTAND		1	1.09	
		2	2.17	
Total Valid	89	96.74	100.00	
Missing	3	3.26		
Total	92	100.00		



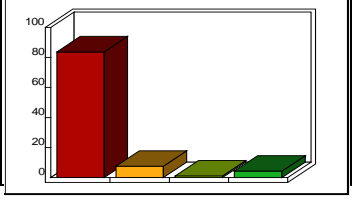
Q 14 Overall, I am satisfied with my paid worker(s) who provide my services.

Response	Value	Frequency	Percent	Cum. Percent
YES		83	90.22	
NO		2	2.17	
NOT APPLICABLE I DON'T UNDERSTAND		4	4.35	
		1	1.09	
Total Valid	90	97.83	100.00	
Missing	2	2.17		
Total	92	100.00		



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

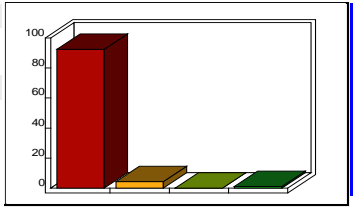
Response	Value	Frequency	Percent	Cum. Percent
YES		77	83.70	
NO		7	7.61	
NOT APPLICABLE I DON'T UNDERSTAND		1	1.09	
		4	4.35	
Total Valid	89	96.74	100.00	
Missing	3	3.26		
Total	92	100.00		



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

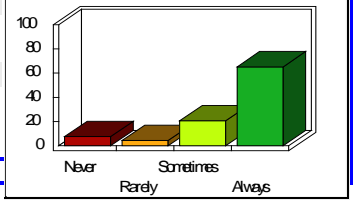
Response	Value	Frequency	Percent	Cum. Percent
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YES	85	92.39
NO	4	4.35
NOT APPLICABLE	0	0.00
I DON'T UNDERSTAND	1	1.09
Total Valid	90	97.83 100.00
Missing	2	2.17
Total	92	100.00



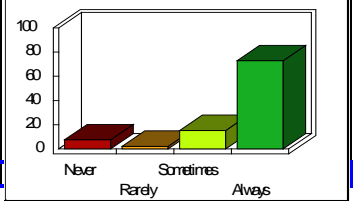
Q 17 I get help when I call with a problem.

Response	Value	Frequency	Percent	Cum. Percent
Never		7	7.61	
Rarely		4	4.35	
Sometimes		19	20.65	
Always		60	65.22	
Total Valid	90	97.83	100.00	
Missing	2	2.17		
Total	92	100.00		



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

Response	Value	Frequency	Percent	Cum. Percent
Never		7	7.61	
Rarely		2	2.17	
Sometimes		14	15.22	
Always		67	72.83	
Total Valid	90	97.83	100.00	
Missing	2	2.17		
Total	92	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	47	52.22%
	9	16	17.78%
	8	10	11.11%
	7	5	5.56%
	6	3	3.33%
	5	4	4.44%
	4	0	0.00%
	3	2	2.22%
	2	1	1.11%
	1 Very Poor	2	2.22%
Total Valid		90	100.00%