

ACW New Participant Satisfaction Survey July 2011

Filter: WAIVER = Attendant Care

Total Attendant Care surveys mailed: 344

Reply rate: 23%

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	74	93.7
No	3	3.8
Not Applicable	1	1.3
I Don't Understand	1	1.3

79

Response	Frequency	Percent
Yes	61	78.2
No	13	16.7
Not Applicable	1	1.3
I Don't Understand	3	3.8

78

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	73	92.4
No	6	7.6
Not Applicable	0	0.0
I Don't Understand	0	0.0

79

Response	Frequency	Percent
Yes	56	71.8
No	19	24.4
Not Applicable	2	2.6
I Don't Understand	1	1.3

78

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	25	32.1
No	42	53.8
Not Applicable	7	9.0
I Don't Understand	4	5.1

78

Response	Frequency	Percent
Yes	67	84.8
No	11	13.9
Not Applicable	1	1.3
I Don't Understand	0	0.0

79

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	66	84.6
No	9	11.5
Not Applicable	1	1.3
I Don't Understand	2	2.6

78

Response	Frequency	Percent
Yes	67	84.8
No	9	11.4
Not Applicable	0	0.0
I Don't Understand	3	3.8

79

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	64	81.0
No	6	7.6
Not Applicable	3	3.8
I Don't Understand	6	7.6

79

Response	Frequency	Percent
Yes	63	80.8
No	10	12.8
Not Applicable	3	3.8
I Don't Understand	2	2.6

78

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	25	32.9
No	48	63.2
Not Applicable	0	0.0
I Don't Understand	3	3.9

76

Response	Frequency	Percent
Yes	52	68.4
No	16	21.1
Not Applicable	4	5.3
I Don't Understand	4	5.3

76

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
Yes	60	77.9
No	14	18.2
Not Applicable	2	2.6

Response	Frequency	Percent
Yes	74	96.1
No	1	1.3
Not Applicable	2	2.6

I Don't 1 1.3
Understand

77

I Don't 0 0.0
Understand

77

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	67	85.9
No	10	12.8
Not Applicable	1	1.3
I Don't	0	0.0
Understand		

78

Response	Frequency	Percent
Yes	9	11.5
No	66	84.6
Not Applicable	0	0.0
I Don't	3	3.8
Understand		

78

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	59	78.7
No	12	16.0
Not Applicable	0	0.0
I Don't	4	5.3
Understand		

75

Response	Frequency	Percent
Yes	67	85.9
No	6	7.7
Not Applicable	0	0.0
I Don't	5	6.4
Understand		

78

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	69	88.5
No	5	6.4
Not Applicable	1	1.3
I Don't	3	3.8
Understand		

78

Response	Frequency	Percent
Yes	67	87.0
No	4	5.2
Not Applicable	6	7.8
I Don't	0	0.0
Understand		

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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	59	78.7
No	10	13.3
Not Applicable	0	0.0
I Don't	6	8.0
Understand		

75

Response	Frequency	Percent
Yes	64	86.5
No	4	5.4
Not Applicable	6	8.1
I Don't	0	0.0
Understand		

74

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	60	77.9
No	16	20.8
Not Applicable	1	1.3
I Don't	0	0.0
Understand		

77

Response	Frequency	Percent
Yes	69	87.3
No	6	7.6
Not Applicable	2	2.5
I Don't	2	2.5
Understand		

79

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	71	91.0
No	4	5.1
Not Applicable	1	1.3
I Don't	2	2.6
Understand		

78

Response	Frequency	Percent
Yes	71	91.0
No	3	3.8
Not Applicable	2	2.6
I Don't	2	2.6
Understand		

78

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	67	87.0
No	7	9.1
Not Applicable	1	1.3
I Don't	2	2.6

Response	Frequency	Percent
Yes	68	88.3
No	8	10.4
Not Applicable	1	1.3
I Don't	0	0.0

Understand

77

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

Response	Frequency	Percent
Yes	72	92.3
No	1	1.3
Not Applicable	2	2.6
I Don't	3	3.8
Understand		

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Understand

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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	70	88.6
No	8	10.1
Not Applicable	0	0.0
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	69	88.5
No	8	10.3
Not Applicable	0	0.0
I Don't	1	1.3
Understand		

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

Response	Frequency	Percent
Yes	75	94.9
No	4	5.1
Not Applicable	0	0.0
I Don't	0	0.0
Understand		

79

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

Response	Frequency	Percent
Never	3	3.9
Rarely	3	3.9
Sometimes	7	9.2
Always	63	82.9
Understand		

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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	3	3.9
Rarely	1	1.3
Sometimes	12	15.6
Always	61	79.2
Understand		

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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.)

Response	Frequency	Percent
Never	6	7.8
Rarely	2	2.6
Sometimes	6	7.8
Always	63	81.8
Understand		

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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	4	5.1
Rarely	2	2.6
Sometimes	14	17.9
Always	58	74.4
Understand		

78

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	5	6.4
Rarely	3	3.8
Sometimes	16	20.5
Always	54	69.2
Understand		

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Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	61	83.6
Spouse	1	1.4
Service Provider	1	1.4
Friend	6	8.2
Other	4	5.5
Understand		

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