

Attendant Care Waiver - July 2013 New Participant Replies

New Participants - Period Covered: 1/1/2013 - 4/30/13

Total ACW surveys mailed: 348

Total Replies: 88

Reply rate: 25%

Q1 I am able to help choose the service(s) that help me to stay in my home.				Q2 I know who to talk to if I have questions, concerns, or complaints about my services.			
Response	Frequency	Percent		Response	Frequency	Percent	
Response	84	94.38	<div style="width: 94.38%; height: 10px; background-color: blue;"></div>	YES	83	93.26	<div style="width: 93.26%; height: 10px; background-color: blue;"></div>
YES	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	NO	4	4.49	<div style="width: 4.49%; height: 10px; background-color: blue;"></div>
NO	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	NOT APPLICABLE	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>
NOT APPLICABLE	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	I DON'T UNDERSTAND	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>
I DON'T UNDERSTAND			<div style="width: 0%; height: 10px; background-color: blue;"></div>				<div style="width: 0%; height: 10px; background-color: blue;"></div>
Total	87			Total	87		
Q3 I can choose the agency which provides my service(s).				Q4 I know I can employ my own paid workers.			
Response	Frequency	Percent		Response	Frequency	Percent	
Response	84	94.38	<div style="width: 94.38%; height: 10px; background-color: blue;"></div>	YES	75	84.27	<div style="width: 84.27%; height: 10px; background-color: blue;"></div>
YES	2	2.25	<div style="width: 2.25%; height: 10px; background-color: blue;"></div>	NO	3	3.37	<div style="width: 3.37%; height: 10px; background-color: blue;"></div>
NO	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>	NOT APPLICABLE	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>
NOT APPLICABLE	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>	I DON'T UNDERSTAND	7	7.87	<div style="width: 7.87%; height: 10px; background-color: blue;"></div>
I DON'T UNDERSTAND			<div style="width: 0%; height: 10px; background-color: blue;"></div>				<div style="width: 0%; height: 10px; background-color: blue;"></div>
Total	86			Total	86		
Q5 I can choose or change the person(s) who provide my services (my paid worker).				Q6 I know who will be providing my services (my paid worker).			
Response	Frequency	Percent		Response	Frequency	Percent	
Response	83	93.26	<div style="width: 93.26%; height: 10px; background-color: blue;"></div>	YES	83	93.26	<div style="width: 93.26%; height: 10px; background-color: blue;"></div>
YES	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	NO	3	3.37	<div style="width: 3.37%; height: 10px; background-color: blue;"></div>
NO	2	2.25	<div style="width: 2.25%; height: 10px; background-color: blue;"></div>	NOT APPLICABLE	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>
NOT APPLICABLE	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	I DON'T UNDERSTAND	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>
I DON'T UNDERSTAND			<div style="width: 0%; height: 10px; background-color: blue;"></div>				<div style="width: 0%; height: 10px; background-color: blue;"></div>
Total	87			Total	87		
Q7 I receive services that help keep me independent.				Q8 I am involved with the choices related to the development of my Individual Service Plan.			
Response	Frequency	Percent		Response	Frequency	Percent	
Response	80	89.89	<div style="width: 89.89%; height: 10px; background-color: blue;"></div>	YES	76	85.39	<div style="width: 85.39%; height: 10px; background-color: blue;"></div>
YES	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	NO	2	2.25	<div style="width: 2.25%; height: 10px; background-color: blue;"></div>
NO	1	1.12	<div style="width: 1.12%; height: 10px; background-color: blue;"></div>	NOT APPLICABLE	3	3.37	<div style="width: 3.37%; height: 10px; background-color: blue;"></div>
NOT APPLICABLE	3	3.37	<div style="width: 3.37%; height: 10px; background-color: blue;"></div>	I DON'T UNDERSTAND	4	4.49	<div style="width: 4.49%; height: 10px; background-color: blue;"></div>
I DON'T UNDERSTAND			<div style="width: 0%; height: 10px; background-color: blue;"></div>				<div style="width: 0%; height: 10px; background-color: blue;"></div>
Total	85			Total	85		
Q9 Overall, the paid workers who provide my services treat me with respect and dignity.				Q10 Are you satisfied your paid worker(s) know how to provide services for you?			
Response	Frequency	Percent		Response	Frequency	Percent	
Response	82	92.13	<div style="width: 92.13%; height: 10px; background-color: blue;"></div>	YES	86	96.63	<div style="width: 96.63%; height: 10px; background-color: blue;"></div>
YES	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>	NO	0	0.00	<div style="width: 0%; height: 10px; background-color: blue;"></div>
NO	3	3.37	<div style="width: 3.37%; height: 10px; background-color: blue;"></div>	NOT	2	2.25	<div style="width: 2.25%; height: 10px; background-color: blue;"></div>

NOT APPLICABLE	0	0.00		APPLICABLE	0	0.00	
I DON'T UNDERSTAND				I DON'T UNDERSTAND			
Total				Total			

Total

Q11 Overall, I am satisfied with the type(s) of service(s) I get.

	Frequency	Percent	
Response	86	96.63	
YES	1	1.12	
NO	1	1.12	
NOT APPLICABLE	0	0.00	
I DON'T UNDERSTAND			
Total			

Total

Q12 I receive all of the services that are in my Individual Service Plan.

	Response	Frequency	Percent	
Response	88	98.88		
YES	0	0.00		
NO	0	0.00		
NOT APPLICABLE	0	0.00		
I DON'T UNDERSTAND	0	0.00		
Total				

Total

Q13 Overall, I am satisfied that my Individual Service Plan meets my needs.

	Frequency	Percent	
Response	83	93.26	
YES	1	1.12	
NO	2	2.25	
NOT APPLICABLE	2	2.25	
I DON'T UNDERSTAND			
Total			

Total

Q14 Overall, I am satisfied with my paid worker(s) who provide my services.

	Response	Frequency	Percent	
Response	84	94.38		
YES	0	0.00		
NO	3	3.37		
NOT APPLICABLE	1	1.12		
I DON'T UNDERSTAND				
Total				

Total

Q15 Overall, I am satisfied with my Service Coordinator.

	Frequency	Percent	
Response	81	91.01	
YES	4	4.49	
NO	0	0.00	
NOT APPLICABLE	2	2.25	
I DON'T UNDERSTAND			
Total			

Total

Q16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

	Response	Frequency	Percent	
Response	86	96.63		
YES	3	3.37		
NO	0	0.00		
NOT APPLICABLE	0	0.00		
I DON'T UNDERSTAND	0	0.00		
Total				

Total

Q17 I get help when I call with a problem.

	Frequency	Percent	
Response	2	2.25	
Never	2	2.25	
Rarely	9	10.11	
Sometimes	74	83.15	
Always			
Total			

Total

Q18 My Service Coordinator returns my phone calls and follows up with me.

	Response	Frequency	Percent	
Response	3	3.37		
Never	2	2.25		
Rarely	10	11.24		
Sometimes	71	79.78		
Always				
Total				

Total

Q19 Overall Satisfaction

	Frequency	Percent	
Response	1	1.12	
Unacceptable	0	0.00	
Poor	3	3.37	
Fair	4	4.49	
Good	19	21.35	
Very Good	60	67.42	
Excellent			
Total			

Total