Participant Satisfaction Survey March 2011

Filter: Funding Source Name = Attendant Care

Question One - I help choose the service(s) that help me to stay in my home.

Response	Frequency	Percent
Yes	90	90.0
No	6	6.0
Not Applicable	2	2.0
I Don't Understand	2	2.0
Total	100	

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	89	89.9
No	5	5.1
Not Applicable	3	3.0
I Don't Understand	2	2.0
Total	99	

Question 3 - I was given clear information about choosing my service(s).

Response	Frequency	Percent
Yes	92	92.9
No	3	3.0
Not Applicable	3	3.0
I Don't Understand	1	1.0
Total	99	

Question 4 - I am satisfied with how long it took to begin getting service(s).

Response	Frequency	Percent
Yes	73	73.7
No	25	25.3
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	99	

Question 5 - I need service(s) which are not available.

Response	Frequency	Percent
Yes	28	28.3
No	59	59.6
Not Applicable	7	7.1
I Don't Understand	5	5.1
Total	99	

Question 6 - I was given enough information about who coordinates my service(s).

Response	Frequency	Percent
Yes	94	94.0
No	4	4.0
Not Applicable	1	1.0
I Don't Understand	1	1.0
Total	100	

Question 7 - I am familiar with my individual service plan.

Response	Frequency	Percent
Yes	91	91.0
No	7	7.0
Not Applicable	2	2.0
I Don't Understand	0	0.0
Total	100	

Question 8 - I know who to talk to if I have questions or concerns about my services.

Response	Frequency	Percent
Yes	92	92.0
No	7	7.0
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	100	

Question 9 - I can choose the agency which provides my service(s).

Response	Frequency	Percent
Yes	80	80.8
No	8	8.1
Not Applicable	4	4.0
I Don't Understand	7	7.1
Total	99	

Question 10 - I was given enough information about choosing the agency which provides my services.

Response	Frequency	Percent
Yes	84	84.0
No	9	9.0
Not Applicable	5	5.0
I Don't Understand	2	2.0
Total	100	

Question 11 - I need service(s) more often than I get them.

Response	Frequency	Percent
Yes	37	39.4
No	54	57.4
Not Applicable	0	0.0
I Don't Understand	3	3.2
Total	94	

Question 12 - I can choose who coordinates my service(s).

Response	Frequency	Percent
Yes	66	72.5
No	13	14.3
Not Applicable	4	4.4
I Don't Understand	8	8.8
Total	91	

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

Response	Frequency	Percent
Yes	81	83.5

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

Response	Frequency	Percent
Yes	92	94.8

No	10	10.3
Not Applicable	3	3.1
I Don't Understand	3	3.1
Total	97	

No	4	4.1
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	97	

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	89	91.8
No	8	8.2
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	97	

Response	Frequency	Percent
Yes	22	23.2
No	67	70.5
Not Applicable	1	1.1
I Don't Understand	5	5.3
Total	95	

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	81	84.4
No	9	9.4
Not Applicable	4	4.2
I Don't Understand	2	2.1
Total	96	

Response	Frequency	Percent
Yes	82	87.2
No	3	3.2
Not Applicable	0	0.0
I Don't Understand	9	9.6
Total	94	

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	92	95.8
No	3	3.1
Not Applicable	0	0.0
I Don't Understand	1	1.0
	96	

Response	Frequency	Percent
Yes	86	88.7
No	7	7.2
Not Applicable	3	3.1
I Don't Understand	1	1.0
	97	

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	85	88.5
No	6	6.3
Not Applicable	0	0.0
I Don't Understand	5	5.2
Total	96	

Response	Frequency	Percent
Yes	86	89.6
No	7	7.3
Not Applicable	3	3.1
I Don't Understand	0	0.0
Total	96	

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	80	84.2
No	14	14.7
Not Applicable	1	1.1
I Don't Understand	0	0.0
Total	95	

Response	Frequency	Percent
Yes	96	98.0
No	1	1.0
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

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	89	91.8
No	7	7.2
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	97	

Response	Frequency	Percent
Yes	87	91.6
No	4	4.2
Not Applicable	2	2.1
I Don't Understand	2	2.1
Total	95	

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	93	95.9
No	2	2.1
Not Applicable	1	1.0
I Don't Understand	1	1.0
Total	97	

Response	Frequency	Percent
Yes	84	85.7
No	12	12.2
Not Applicable	2	2.0
I Don't Understand	0	0.0
Total	98	

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

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	92	93.9
No	5	5.1
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

Response	Frequency	Percent
Yes	90	93.8
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	2	2.1
Total	96	

Question 31 - Overall, I am satisfied wi Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

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

Response	Frequency	Percent
Yes	90	93.8
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	2	2.1
Total	96	

Response	Frequency	Percent
Yes	94	95.9
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

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

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	3.2
Rarely	0	0.0
Sometimes	19	20.0
Always	73	76.8
Total	95	

Response	Frequency	Percent
Never	4	4.2
Rarely	4	4.2
Sometimes	11	11.5
Always	77	80.2
Total	96	

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.)

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	3	3.1
Rarely	4	4.2
Sometimes	7	7.3
Always	82	85.4
Total	96	

Response	Frequency	Percent
Never	3	3.2
Rarely	3	3.2
Sometimes	15	15.8
Always	74	77.9
Total	95	

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

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Never	4	4.2
Rarely	5	5.2
Sometimes	12	12.5
Always	75	78.1
Total	96	

Response	Frequency	Percent
Self	73	76.8
Spouse	4	4.2
Service Provider	3	3.2
Friend	11	11.6
Other	4	4.2
Total	95	

Question 11 - I need service(s) more often than I get them.

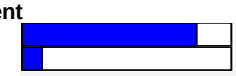
Response	Frequency	Percent
Yes	37	39.4
No	54	57.4
Not Applicable	0	0.0
I Don't Understand	3	3.2
Total	94	

Question 12 - I can choose who coordinates my service(s).

Response	Frequency	Percent
Yes	66	72.5
No	13	14.3
Not Applicable	4	4.4
I Don't Understand	8	8.8
Total	91	

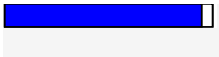
Question 13 - I was given clear information about choosing the agency which provides my service(s).

Response	Frequency	Percent
Yes	81	83.5
No	10	10.3
Not Applicable	3	3.1
I Don't Understand	3	3.1
Total	97	



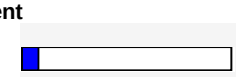
Question 14 - I can choose the person(s) who provide my hands on assistance.

Response	Frequency	Percent
Yes	92	94.8
No	4	4.1
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	97	



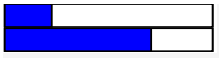
Question 15 - I know who to talk to if I have a complaint.

Response	Frequency	Percent
Yes	89	91.8
No	8	8.2
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	97	



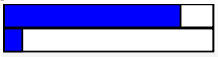
Question 16 - I would like changes to my individual service plan.

Response	Frequency	Percent
Yes	22	23.2
No	67	70.5
Not Applicable	1	1.1
I Don't Understand	5	5.3
Total	95	



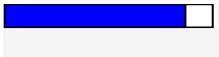
Question 17 - I was given clear information about choosing who coordinates my service(s).

Response	Frequency	Percent
Yes	81	84.4
No	9	9.4
Not Applicable	4	4.2
I Don't Understand	2	2.1
Total	96	



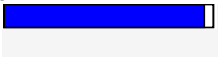
Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)

Response	Frequency	Percent
Yes	82	87.2
No	3	3.2
Not Applicable	0	0.0
I Don't Understand	9	9.6
Total	94	



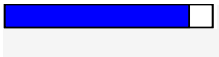
Question 19 - I know who will be providing my service(s).

Response	Frequency	Percent
Yes	92	95.8
No	3	3.1
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	96	



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

Response	Frequency	Percent
Yes	86	88.7
No	7	7.2
Not Applicable	3	3.1
I Don't Understand	1	1.0
Total	97	



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

Response	Frequency	Percent
Yes	85	88.5
No	6	6.3
Not Applicable	0	0.0
I Don't Understand	5	5.2
Total	96	

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

Response	Frequency	Percent
Yes	86	89.6
No	7	7.3
Not Applicable	3	3.1
I Don't Understand	0	0.0
Total	96	

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

Response	Frequency	Percent
Yes	80	84.2
No	14	14.7
Not Applicable	1	1.1
I Don't Understand	0	0.0
Total	95	

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

Response	Frequency	Percent
Yes	96	98.0
No	1	1.0
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

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

Response	Frequency	Percent
Yes	89	91.8
No	7	7.2
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	97	

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

Response	Frequency	Percent
Yes	87	91.6
No	4	4.2
Not Applicable	2	2.1
I Don't Understand	2	2.1
Total	95	

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

Response	Frequency	Percent
Yes	93	95.9
No	2	2.1
Not Applicable	1	1.0
I Don't Understand	1	1.0
Total	97	

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

Response	Frequency	Percent
Yes	84	85.7
No	12	12.2
Not Applicable	2	2.0
I Don't Understand	0	0.0
Total	98	

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

Response	Frequency	Percent
Yes	92	93.9
No	5	5.1
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

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	90	93.8
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	2	2.1
Total	96	

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

Response	Frequency	Percent
Yes	85	88.5
No	6	6.3
Not Applicable	0	0.0
I Don't Understand	5	5.2
Total	96	

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

Response	Frequency	Percent
Yes	86	89.6
No	7	7.3
Not Applicable	3	3.1
I Don't Understand	0	0.0
Total	96	

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

Response	Frequency	Percent
Yes	80	84.2
No	14	14.7
Not Applicable	1	1.1
I Don't	0	0.0

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

Response	Frequency	Percent
Yes	96	98.0
No	1	1.0
Not Applicable	1	1.0
I Don't	0	0.0

Understand		
Total	95	

Understand		
Total	98	

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

Response	Frequency	Percent
Yes	89	91.8
No	7	7.2
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	97	

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

Response	Frequency	Percent
Yes	87	91.6
No	4	4.2
Not Applicable	2	2.1
I Don't Understand	2	2.1
Total	95	

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

Response	Frequency	Percent
Yes	93	95.9
No	2	2.1
Not Applicable	1	1.0
I Don't Understand	1	1.0
Total	97	

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

Response	Frequency	Percent
Yes	84	85.7
No	12	12.2
Not Applicable	2	2.0
I Don't Understand	0	0.0
Total	98	

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

Response	Frequency	Percent
Yes	92	93.9
No	5	5.1
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

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	90	93.8
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	2	2.1
Total	96	

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	90	93.8
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	2	2.1
Total	96	

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

Response	Frequency	Percent
Yes	94	95.9
No	3	3.1
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	98	

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

Response	Frequency	Percent
Never	3	3.2
Rarely	0	0.0
Sometimes	19	20.0
Always	73	76.8
Total	95	

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	4	4.2
Rarely	4	4.2
Sometimes	11	11.5
Always	77	80.2
Total	96	

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	3	3.1
Rarely	4	4.2
Sometimes	7	7.3
Always	82	85.4
Total	96	

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	3	3.2
Rarely	3	3.2
Sometimes	15	15.8
Always	74	77.9
Total	95	

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	4	4.2
Rarely	5	5.2
Sometimes	12	12.5
Always	75	78.1
Total	96	

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	73	76.8
Spouse	4	4.2
Service Provider	3	3.2
Friend	11	11.6
Other	4	4.2
Total	95	