

COMMCARE Waiver - Annual November 2012 Mailing

Annual Participants - Period Covered: 9/1/2011 - 8/31/12

Total COMMCARE surveys mailed: 625

Total Replies: 180

Reply rate: 29%

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		153	85.00	
NO		10	5.56	
NOT APPLICABLE		10	5.56	
I DON'T		4	2.22	
UNDERSTAND				
Total Valid	177	98.33	100.00	
Missing	3	1.67		
Total	180	100.00		

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		159	88.33	
NO		13	7.22	
NOT APPLICABLE		2	1.11	
I DON'T		2	1.11	
UNDERSTAND				
Total Valid	176	97.78	100.00	
Missing	4	2.22		
Total	180	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		151	83.89	
NO		13	7.22	
NOT APPLICABLE		3	1.67	
I DON'T		9	5.00	
UNDERSTAND				
Total Valid	176	97.78	100.00	
Missing	4	2.22		
Total	180	100.00		

Q 4 I know I can employ my own paid workers

Response	Value	Frequency	Percent	Cum. Percent
YES		126	70.00	
NO		19	10.56	
NOT APPLICABLE		24	13.33	

I DON'T UNDERSTAND		6	3.33	
Total Valid	175	97.22	100.00	
Missing	5	2.78		
Total	180	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		141	78.33	
NO		17	9.44	
NOT APPLICABLE		14	7.78	
I DON'T UNDERSTAND		5	2.78	
Total Valid	177	98.33	100.00	
Missing	3	1.67		
Total	180	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		156	86.67	
NO		6	3.33	
NOT APPLICABLE		9	5.00	
I DON'T UNDERSTAND		6	3.33	
Total Valid	177	98.33	100.00	
Missing	3	1.67		
Total	180	100.00		

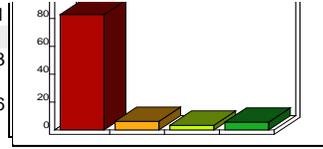
Q 7 I receive services that help keep me independent.

Response	Value	Frequency	Percent	Cum. Percent
YES		158	87.78	
NO		9	5.00	
NOT APPLICABLE		7	3.89	
I DON'T UNDERSTAND		2	1.11	
Total Valid	176	97.78	100.00	
Missing	4	2.22		
Total	180	100.00		

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

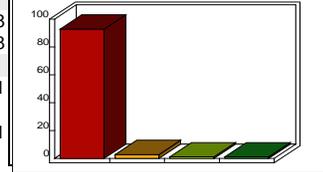
Response	Value	Frequency	Percent	Cum. Percent
YES		149	82.78	

NO	11	6.11	
NOT APPLICABLE I DON'T	6	3.33	
UNDERSTAND	10	5.56	
Total Valid	176	97.78	100.00
Missing	4	2.22	
Total	180	100.00	



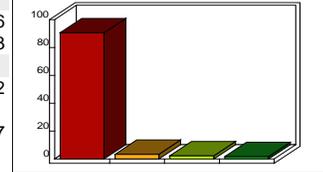
Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Value	Frequency	Percent	Cum. Percent
YES		167	92.78	
NO		5	2.78	
NOT APPLICABLE I DON'T		2	1.11	
UNDERSTAND		2	1.11	
Total Valid	176	97.78	100.00	
Missing	4	2.22		
Total	180	100.00		



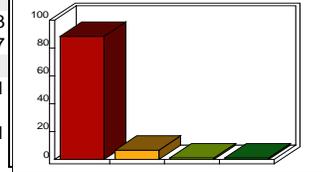
Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Value	Frequency	Percent	Cum. Percent
YES		163	90.56	
NO		6	3.33	
NOT APPLICABLE I DON'T		4	2.22	
UNDERSTAND		3	1.67	
Total Valid	176	97.78	100.00	
Missing	4	2.22		
Total	180	100.00		



Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

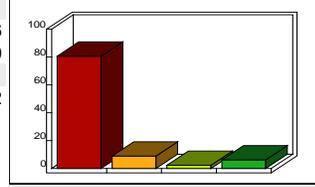
Response	Value	Frequency	Percent	Cum. Percent
YES		159	88.33	
NO		12	6.67	
NOT APPLICABLE I DON'T		2	1.11	
UNDERSTAND		2	1.11	
Total Valid	175	97.22	100.00	
Missing	5	2.78		
Total	180	100.00		



Q 12 I receive all of the services that are in my Individual Service Plan.

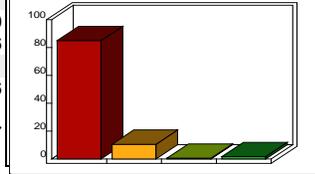
Response	Value	Frequency	Percent	Cum. Percent
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YES	145	80.56
NO	16	8.89
NOT APPLICABLE I DON'T	4	2.22
UNDERSTAND	11	6.11
Total Valid	176	97.78
Missing	4	2.22
Total	180	100.00



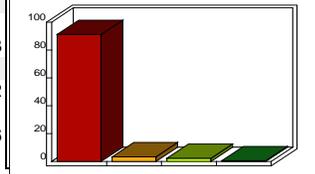
Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Response	Value	Frequency	Percent	Cum. Percent
YES		153	85.00	
NO		19	10.56	
NOT APPLICABLE I DON'T		1	0.56	
UNDERSTAND		3	1.67	
Total Valid	176	97.78	100.00	
Missing	4	2.22		
Total	180	100.00		



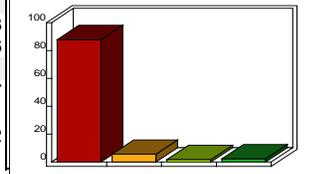
Q 14 Overall, I am satisfied with the paid worker(s) who provide my services.

Response	Value	Frequency	Percent	Cum. Percent
YES		164	91.11	
NO		6	3.33	
NOT APPLICABLE I DON'T		4	2.22	
UNDERSTAND		1	0.56	
Total Valid	175	97.22	100.00	
Missing	5	2.78		
Total	180	100.00		



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

Response	Value	Frequency	Percent	Cum. Percent
YES		158	87.78	
NO		10	5.56	
NOT APPLICABLE I DON'T		3	1.67	
UNDERSTAND		4	2.22	
Total Valid	175	97.22	100.00	
Missing	5	2.78		
Total	180	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
YES		165	91.67	
NO		5	2.78	
NOT APPLICABLE		2	1.11	
I DON'T UNDERSTAND		3	1.67	
Total Valid	175	97.22	100.00	
Missing	5	2.78		
Total	180	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
Never		7	3.89	
Rarely		4	2.22	
Sometimes		41	22.78	
Always		121	67.22	
Total Valid	173	96.11	100.00	
Missing	7	3.89		
Total	180	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
Never		9	5.00	
Rarely		1	0.56	
Sometimes		34	18.89	
Always		127	70.56	
Total Valid	171	95.00	100.00	
Missing	9	5.00		
Total	180	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	82	46.86%
	9	27	15.43%
	8	35	20.00%
	7	9	5.14%
	6	8	4.57%
	5	7	4.00%
	4	2	1.14%
	3	1	0.57%
	2	2	1.14%
	1 Very Poor	2	1.14%
Total Valid		175	100.00%