

Independence Waiver - Annual November 2012 Mailing

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

Total Ind. surveys mailed: 2193

Total Replies: 641

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		606	94.54	
NO		19	2.96	
NOT APPLICABLE		5	0.78	
I DON'T UNDERSTAND		3	0.47	
Total Valid	633	98.75	100.00	
Missing	8	1.25		
Total	641	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		595	92.82	
NO		36	5.62	
NOT APPLICABLE		3	0.47	
I DON'T UNDERSTAND		4	0.62	
Total Valid	638	99.53	100.00	
Missing	3	0.47		
Total	641	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		595	92.82	
NO		23	3.59	
NOT APPLICABLE		6	0.94	
I DON'T UNDERSTAND		14	2.18	
Total Valid	638	99.53	100.00	
Missing	3	0.47		
Total	641	100.00		

Q 4 I know I can employ my own paid workers

Response	Value	Frequency	Percent	Cum. Percent
YES		553	86.27	
NO		34	5.30	

NOT APPLICABLE I DON'T UNDERSTAND	22	3.43	
	28	4.37	
Total Valid	637	99.38	100.00
Missing	4	0.62	
Total	641	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		598	93.29	
NO		15	2.34	
NOT APPLICABLE I DON'T		13	2.03	
UNDERSTAND		11	1.72	
Total Valid	637	99.38	100.00	
Missing	4	0.62		
Total	641	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		604	94.23	
NO		16	2.50	
NOT APPLICABLE I DON'T		8	1.25	
UNDERSTAND		8	1.25	
Total Valid	636	99.22	100.00	
Missing	5	0.78		
Total	641	100.00		

Q 7 I receive services that help keep me independent.

Response	Value	Frequency	Percent	Cum. Percent
YES		600	93.60	
NO		19	2.96	
NOT APPLICABLE I DON'T		8	1.25	
UNDERSTAND		7	1.09	
Total Valid	634	98.91	100.00	
Missing	7	1.09		
Total	641	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	568	88.61
NO	27	4.21
NOT APPLICABLE	11	1.72
I DON'T UNDERSTAND	31	4.84
Total Valid	637	99.38
Missing	4	0.62
Total	641	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	1.00	619	96.57	
NO	2.00	9	1.40	
NOT APPLICABLE	3.00	10	1.56	
I DON'T UNDERSTAND	4.00	1	0.16	
Total Valid	639	99.69	100.00	
Missing	2	0.31		
Total	641	100.00		

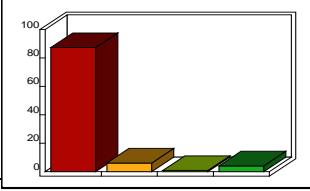
Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Value	Frequency	Percent	Cum. Percent
YES		604	94.23	
NO		18	2.81	
NOT APPLICABLE		6	0.94	
I DON'T UNDERSTAND		6	0.94	
Total Valid	634	98.91	100.00	
Missing	7	1.09		
Total	641	100.00		

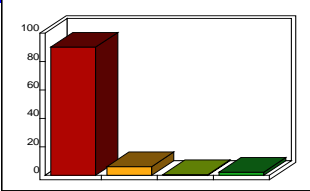
Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

Response	Value	Frequency	Percent	Cum. Percent
YES		592	92.36	
NO		36	5.62	
NOT APPLICABLE		1	0.16	
I DON'T UNDERSTAND		4	0.62	
Total Valid	633	98.75	100.00	
Missing	8	1.25		
Total	641	100.00		

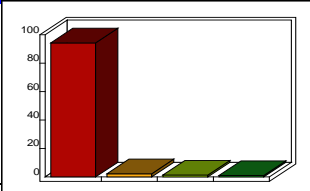
Q 12 I receive all of the services that are in my Individual Service Plan.

Response	Value	Frequency	Percent	Cum. Percent
YES		559	87.21	
NO		39	6.08	
NOT APPLICABLE		5	0.78	
I DON'T		26	4.06	
UNDERSTAND				
Total Valid	629	98.13	100.00	
Missing	12	1.87		
Total	641	100.00		

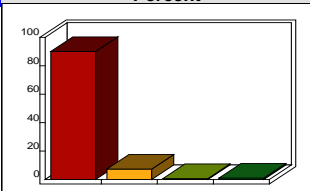
Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Response	Value	Frequency	Percent	Cum. Percent
YES		578	90.17	
NO		39	6.08	
NOT APPLICABLE		3	0.47	
I DON'T		14	2.18	
UNDERSTAND				
Total Valid	634	98.91	100.00	
Missing	7	1.09		
Total	641	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		604	94.23	
NO		14	2.18	
NOT APPLICABLE		8	1.25	
I DON'T		6	0.94	
UNDERSTAND				
Total Valid	632	98.60	100.00	
Missing	9	1.40		
Total	641	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		577	90.02	
NO		47	7.33	
NOT APPLICABLE		4	0.62	
I DON'T		6	0.94	
UNDERSTAND				
Total Valid	634	98.91	100.00	
Missing	7	1.09		
Total	641	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		607	94.70	
NO		21	3.28	
NOT APPLICABLE		3	0.47	
I DON'T UNDERSTAND		4	0.62	
Total Valid	635	99.06	100.00	
Missing	6	0.94		
Total	641	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
Never		22	3.43	
Rarely		16	2.50	
Sometimes		101	15.76	
Always		487	75.98	
Total Valid	626	97.66	100.00	
Missing	15	2.34		
Total	641	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
Never		24	3.74	
Rarely		21	3.28	
Sometimes		70	10.92	
Always		510	79.56	
Total Valid	625	97.50	100.00	
Missing	16	2.50		
Total	641	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		372	58.22%
9		90	14.08%
8		79	12.36%
7		41	6.42%
6		16	2.50%
5		14	2.19%
4		7	1.10%
3		7	1.10%
2		4	0.63%
1 Very Poor		9	1.41%
Total Valid		639.00	100.00%