

Independence New Participant Satisfaction Survey July 2011

Filter: WAIVER = Independence Waiver

Total Independence Waiver surveys mailed: 334

Reply rate: 29%

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	86	88.7	
No	6	6.2	
Not Applicable	2	2.1	
I Don't Understand	3	3.1	
97			

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

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	86	90.5	
No	6	6.3	
Not Applicable	1	1.1	
I Don't Understand	2	2.1	
95			

Response	Frequency	Percent	
Yes	55	58.5	
No	37	39.4	
Not Applicable	1	1.1	
I Don't Understand	1	1.1	
94			

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	30	31.9	
No	47	50.0	
Not Applicable	9	9.6	
I Don't Understand	8	8.5	
94			

Response	Frequency	Percent	
Yes	88	91.7	
No	6	6.3	
Not Applicable	1	1.0	
I Don't Understand	1	1.0	
96			

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	80	84.2	
No	9	9.5	
Not Applicable	0	0.0	
I Don't Understand	6	6.3	
95			

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

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	84	88.4	
No	3	3.2	
Not Applicable	3	3.2	
I Don't Understand	5	5.3	
95			

Response	Frequency	Percent	
Yes	83	87.4	
No	5	5.3	
Not Applicable	4	4.2	
I Don't Understand	3	3.2	
95			

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	35	36.8	
No	53	55.8	
Not Applicable	0	0.0	
I Don't Understand	7	7.4	
95			

Response	Frequency	Percent	
Yes	76	80.0	
No	8	8.4	
Not Applicable	3	3.2	
I Don't Understand	8	8.4	
95			

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	85	88.5
No	7	7.3
Not Applicable	4	4.2
I Don't Understand	0	0.0
96		

Response	Frequency	Percent
Yes	82	86.3
No	6	6.3
Not Applicable	4	4.2
I Don't Understand	3	3.2
95		

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	84	87.5
No	8	8.3
Not Applicable	1	1.0
I Don't Understand	3	3.1
96		

Response	Frequency	Percent
Yes	23	24.2
No	63	66.3
Not Applicable	3	3.2
I Don't Understand	6	6.3
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	78	82.1
No	10	10.5
Not Applicable	3	3.2
I Don't Understand	4	4.2
95		

Response	Frequency	Percent
Yes	82	87.2
No	7	7.4
Not Applicable	1	1.1
I Don't Understand	4	4.3
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	86	89.6
No	6	6.3
Not Applicable	1	1.0
I Don't Understand	3	3.1
96		

Response	Frequency	Percent
Yes	73	76.8
No	17	17.9
Not Applicable	1	1.1
I Don't Understand	4	4.2
95		

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	76	80.0
No	9	9.5
Not Applicable	4	4.2
I Don't Understand	6	6.3
95		

Response	Frequency	Percent
Yes	75	78.9
No	14	14.7
Not Applicable	2	2.1
I Don't Understand	4	4.2
95		

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	77	80.2
No	18	18.8
Not Applicable	0	0.0
I Don't Understand	1	1.0
96		

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

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	84	87.5
No	9	9.4
Not Applicable	0	0.0
I Don't Understand	3	3.1

Response	Frequency	Percent
Yes	82	86.3
No	4	4.2
Not Applicable	1	1.1
I Don't Understand	8	8.4

96

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

Response	Frequency	Percent
Yes	80	83.3
No	8	8.3
Not Applicable	5	5.2
I Don't Understand	3	3.1

96

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

Response	Frequency	Percent
Yes	85	90.4
No	6	6.4
Not Applicable	0	0.0
I Don't Understand	3	3.2

94

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	80	83.3
No	10	10.4
Not Applicable	4	4.2
I Don't Understand	2	2.1

96

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

Response	Frequency	Percent
Never	4	4.2
Rarely	4	4.2
Sometimes	21	21.9
Always	67	69.8

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	6	6.3
Rarely	6	6.3
Sometimes	15	15.8
Always	68	71.6

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	7	7.2
Rarely	6	6.2
Sometimes	15	15.5
Always	69	71.1

97

95

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

Response	Frequency	Percent
Yes	74	77.1
No	19	19.8
Not Applicable	1	1.0
I Don't Understand	2	2.1

96

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	83	86.5
No	10	10.4
Not Applicable	1	1.0
I Don't Understand	2	2.1

96

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

Response	Frequency	Percent
Yes	89	93.7
No	3	3.2
Not Applicable	2	2.1
I Don't Understand	1	1.1

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	5	5.3
Rarely	7	7.4
Sometimes	18	19.1
Always	64	68.1

94

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	6	6.2
Rarely	5	5.2
Sometimes	22	22.7
Always	64	66.0

97

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	67	69.8
Spouse	5	5.2
Service Provider	0	0.0
Friend	9	9.4
Other	15	15.6

96