

Independence Waiver - July 2013 New Participant Replies

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

Total Independence surveys mailed: 495

Total Replies: 113

Reply rate: 23%

Q1 I am able to help choose the service(s) that help me to stay in my home.

Response	Frequency	Percent	
YES	107	94.69	<div style="width: 94.69%; background-color: #0000FF; height: 10px;"></div>
NO	2	1.77	<div style="width: 1.77%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	0	0.00	<div style="width: 0.00%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	3	2.65	<div style="width: 2.65%; background-color: #0000FF; height: 10px;"></div>
Total	112		

Q2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Frequency	Percent	
YES	104	92.04	<div style="width: 92.04%; background-color: #0000FF; height: 10px;"></div>
NO	8	7.08	<div style="width: 7.08%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	0	0.00	<div style="width: 0.00%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>
Total	113		

Q3 I can choose the agency which provides my service(s).

Response	Frequency	Percent	
YES	106	93.81	<div style="width: 93.81%; background-color: #0000FF; height: 10px;"></div>
NO	2	1.77	<div style="width: 1.77%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	4	3.54	<div style="width: 3.54%; background-color: #0000FF; height: 10px;"></div>
Total	113		

Q4 I know I can employ my own paid workers.

Response	Frequency	Percent	
YES	92	81.42	<div style="width: 81.42%; background-color: #0000FF; height: 10px;"></div>
NO	11	9.73	<div style="width: 9.73%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	5	4.42	<div style="width: 4.42%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	3	2.65	<div style="width: 2.65%; background-color: #0000FF; height: 10px;"></div>
Total	111		

Q5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Frequency	Percent	
YES	102	90.27	<div style="width: 90.27%; background-color: #0000FF; height: 10px;"></div>
NO	6	5.31	<div style="width: 5.31%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	2	1.77	<div style="width: 1.77%; background-color: #0000FF; height: 10px;"></div>
Total	111		

Q6 I know who will be providing my services (my paid worker).

Response	Frequency	Percent	
YES	106	93.81	<div style="width: 93.81%; background-color: #0000FF; height: 10px;"></div>
NO	3	2.65	<div style="width: 2.65%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	2	1.77	<div style="width: 1.77%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>
Total	112		

Q7 I receive services that help keep me independent.

Response	Frequency	Percent	
YES	104	92.04	<div style="width: 92.04%; background-color: #0000FF; height: 10px;"></div>
NO	5	4.42	<div style="width: 4.42%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	0	0.00	<div style="width: 0.00%; background-color: #0000FF; height: 10px;"></div>
Total	110		

Q8 I am involved with the choices related to the development of my Individual Service Plan.

Response	Frequency	Percent	
YES	104	92.04	<div style="width: 92.04%; background-color: #0000FF; height: 10px;"></div>
NO	3	2.65	<div style="width: 2.65%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	0	0.00	<div style="width: 0.00%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	6	5.31	<div style="width: 5.31%; background-color: #0000FF; height: 10px;"></div>
Total	113		

Q9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Frequency	Percent	
YES	106	93.81	<div style="width: 93.81%; background-color: #0000FF; height: 10px;"></div>
NO	2	1.77	<div style="width: 1.77%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	4	3.54	<div style="width: 3.54%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>

Q10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Frequency	Percent	
YES	100	88.50	<div style="width: 88.50%; background-color: #0000FF; height: 10px;"></div>
NO	3	2.65	<div style="width: 2.65%; background-color: #0000FF; height: 10px;"></div>
NOT APPLICABLE	4	3.54	<div style="width: 3.54%; background-color: #0000FF; height: 10px;"></div>
I DON'T UNDERSTAND	1	0.88	<div style="width: 0.88%; background-color: #0000FF; height: 10px;"></div>

Total	113		Total	108	
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Q11 Overall, I am satisfied with the type(s) of service(s) I get.

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

Response	Frequency	Percent	
YES	98	86.73	
NO	8	7.08	
NOT APPLICABLE	2	1.77	
I DON'T UNDERSTAND	1	0.88	
Total	109		

Response	Frequency	Percent	
YES	109	96.46	
NO	0	0.00	
NOT APPLICABLE	0	0.00	
I DON'T UNDERSTAND	0	0.00	
Total	109		

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

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

Response	Frequency	Percent	
YES	98	86.73	
NO	8	7.08	
NOT APPLICABLE	2	1.77	
I DON'T UNDERSTAND	1	0.88	
Total	109		

Response	Frequency	Percent	
YES	98	86.73	
NO	3	2.65	
NOT APPLICABLE	7	6.19	
I DON'T UNDERSTAND	1	0.88	
Total	109		

Q15 Overall, I am satisfied with my Service Coordinator.

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

Response	Frequency	Percent	
YES	96	84.96	
NO	9	7.96	
NOT APPLICABLE	3	2.65	
I DON'T UNDERSTAND	1	0.88	
Total	109		

Response	Frequency	Percent	
YES	106	93.81	
NO	3	2.65	
NOT APPLICABLE	0	0.00	
I DON'T UNDERSTAND	0	0.00	
Total	109		

Q17 I get help when I call with a problem.

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

Response	Frequency	Percent	
Never	1	0.88	
Rarely	3	2.65	
Sometimes	18	15.93	
Always	87	76.99	
Total	109		

Response	Frequency	Percent	
Never	1	0.88	
Rarely	1	0.88	
Sometimes	18	15.93	
Always	86	76.11	
Total	106		

Q19 Overall Satisfaction

Response	Frequency	Percent	
Unacceptable	3	2.65	
Poor	2	1.77	
Fair	5	4.42	
Good	2	1.77	
Very Good	22	19.47	
Excellent	74	65.49	
Total	108		