

**** Please use blue ink, black ink, or a number 2 pencil to complete the survey. Fill in the oval entirely like the example below. Do not use a (✓) or X. ****

EXAMPLE:

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

Annual Participant Satisfaction Survey

All questions in this section will use the following response scale:

YES	NO	*NOT APPLICABLE	I DON'T UNDERSTAND
-----	----	--------------------	-----------------------

**(NOT APPLICABLE = Question does not apply to you.)*

YES	NO	NOT APPLICABLE	I DON'T UNDERSTAND
-----	----	-------------------	-----------------------

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

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

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

4. I know I can employ my own paid workers.

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

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

7. I receive services that help keep me independent.

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

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

All questions in this section will use the following response scale:

YES	NO	*NOT APPLICABLE	I DON'T UNDERSTAND
-----	----	-----------------	--------------------

*(NOT APPLICABLE = Question does not apply to you.)

	YES	NO	NOT APPLICABLE	I DON'T UNDERSTAND
10. Are you satisfied your paid worker(s) know how to provide services for you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Overall, I am satisfied with the type(s) of service(s) I get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I receive all of the services that are in my Individual Service Plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Overall, I am satisfied that my Individual Service Plan meets my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Overall, I am satisfied with my paid worker(s) who provide my services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Overall, I am satisfied with my Service Coordinator.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. I know how to report abuse, neglect or exploitation including the use of restraints and other restrictions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next two questions use the following response scale:

NEVER	RARELY	SOMETIMES	ALWAYS
-------	--------	-----------	--------

	NEVER	RARELY	SOMETIMES	ALWAYS
17. I get help when I call with a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. My Service Coordinator returns my phone calls and follows up with me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Overall, using a scale of one (1) to six (6) (where (6) means excellent and one (1) means very poor) how satisfied are you with the services you receive?

1	2	3	4	5	6
Very Poor					Excellent
<input type="radio"/>					