

OBRA Waiver - January 2014 Annual Participant Replies

Total OBRA surveys mailed: 1402

Total Replies: 433

Reply rate: 31%

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

Response	Frequency	Percent
YES	410	94.69
NO	8	1.85
NOT APPLICABLE	8	1.85
I DON'T UNDERSTAND	5	1.15
Total	431	

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

Response	Frequency	Percent
YES	416	96.07
NO	12	2.77
NOT APPLICABLE	4	0.92
I DON'T UNDERSTAND	0	0.00
Total	432	

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

Response	Frequency	Percent
YES	414	95.61
NO	9	2.08
NOT APPLICABLE	7	1.62
I DON'T UNDERSTAND	1	0.23
Total	431	

Q4 I know I can employ my own paid workers.

Response	Frequency	Percent
YES	373	86.14
NO	23	5.31
NOT APPLICABLE	26	6.00
I DON'T UNDERSTAND	9	2.08
Total	431	

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

Response	Frequency	Percent
YES	413	95.38
NO	4	0.92
NOT APPLICABLE	13	3.00
I DON'T UNDERSTAND	2	0.46
Total	432	

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

Response	Frequency	Percent
YES	407	94.00
NO	10	2.31
NOT APPLICABLE	13	3.00
I DON'T UNDERSTAND	2	0.46
Total	432	

Q7 I receive services that help keep me independent.

Response	Frequency	Percent
YES	402	92.84
NO	16	3.70
NOT APPLICABLE	11	2.54
I DON'T UNDERSTAND	2	0.46
Total	431	

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

Response	Frequency	Percent
YES	414	95.61
NO	9	2.08
NOT APPLICABLE	3	0.69
I DON'T UNDERSTAND	7	1.62
Total	433	

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

Response	Frequency	Percent
YES	417	96.30
NO	2	0.46
NOT APPLICABLE	10	2.31
I DON'T UNDERSTAND	1	0.23
Total	430	

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

Response	Frequency	Percent
YES	400	92.38
NO	15	3.46
NOT APPLICABLE	11	2.54
I DON'T UNDERSTAND	0	0.00
Total	426	

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	Response	Frequency	Percent
YES	405	93.53	YES	426	98.38
NO	17	3.93	NO	0	0.00
NOT APPLICABLE	1	0.23	NOT APPLICABLE	0	0.00
I DON'T UNDERSTAND	1	0.23	I DON'T UNDERSTAND	0	0.00
Total	424		Total	426	

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	Response	Frequency	Percent
YES	398	91.92	YES	404	93.30
NO	21	4.85	NO	11	2.54
NOT APPLICABLE	3	0.69	NOT APPLICABLE	10	2.31
I DON'T UNDERSTAND	3	0.69	I DON'T UNDERSTAND	2	0.46
Total	425		Total	427	

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	Response	Frequency	Percent
YES	398	91.92	YES	419	96.77
NO	20	4.62	NO	4	0.92
NOT APPLICABLE	6	1.39	NOT APPLICABLE	3	0.69
I DON'T UNDERSTAND	2	0.46	I DON'T UNDERSTAND	1	0.23
Total	426		Total	427	

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	Response	Frequency	Percent
Never	7	1.62	Never	12	2.77
Rarely	9	2.08	Rarely	7	1.62
Sometimes	62	14.32	Sometimes	45	10.39
Always	345	79.68	Always	359	82.91
Total	423		Total	423	

Q19 Overall Satisfaction

Response	Frequency	Percent
Unacceptable	4	0.92
Poor	7	1.62
Fair	11	2.54
Good	29	6.70
Very Good	127	29.33
Excellent	247	57.04
Total	425	