Yes	requency 93.6 3.5 2.1 0.7 141 requency Perce 76.8 22.5 0.0 0.7 138 requency Inform recrvice(s). requency Perce 90.0 7.9 1.4	nt g it took to		
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Don't	0.7 141 sfied with how lons). requency Perce 76.8 22.5 0.0 0.7 138 ren enough inform service(s). requency Perce 90.0 7.9 1.4	nt ation about		
Understand	141 sfied with how lons). requency Perce 76.8 22.5 0.0 0.7 138 ren enough inform rervice(s). requency Perce 90.0 7.9 1.4	nt ation about		
Question 3 - I was given clear information about begin getting service(s). Response Frequency Percent (so 136 96.5	requency Perce 26 76.8 22.5 0.0 0.7 138 en enough inform service(s). requency Perce 90.0 7.9 1.4	nt ation about		
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Don't 0 0.0 1 1 1 1 1 1 1 1 1	0.7 138 en enough inform service(s). requency Perce 90.0 7.9 1.4			
Question 5 - I need service(s) which are not available. Response Frequency Percent Yes 33 24.1 Yes 12 No 17 No 17 No 17 No 17 No 17 No 17 No 18 Percent Yes 128 92.1 Yes 128 No 9 6.5 Not Applicable 0 0.0 Di Don't 2 1.4 Don't 2 1.4 Don't 2 1.4 Don't 3 Understand Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Yes 128 92.1 Not Applicable 0 1 Don't 3 Understand Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Response Frequency Percent Yes 128 92.1 No 8 Not Applicable 0 1 Don't 3 Understand Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Response Frequency Percent Yes 131 92.9 No 4 2.8 No 14 Not Applicable 5 I Don't 2 1.4 Understand Question 10 - I was given by the provides Choosing the agency of the agenc	138 en enough inform service(s). requency Perce 90.0 7.9 1.4			
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Don't 9 6.6				
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Question 7 - I am familiar with my individual service or concerns about my or concerns about	0.7			
Question 7 - I am familiar with my individual service plan. Response Frequency Percent Yes 128 92.1 Yes 128 No 9 6.5 No 8 Not Applicable 0 0.0 I Don't 2 1.4 Understand Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Yes 131 92.9 Yes 12 No 17 No 17 Not Applicable 4 2.8 I Don't 2 1.4 Understand Question 11 - I need service(s) more often than I get Question 12 - I can choose the notation of the provide of	4.40			
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No 9 6.5 Not Applicable 0 0.0 I Don't 2 1.4 Understand Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Yes 131 92.9 No 4 2.8 Not Applicable 4 2.8 I Don't 2 1.4 Question 11 - I need service(s) more often than I get No 8 Not Applicable 0 I Don't 3 Understand Question 10 - I was gichoosing the agency Yes 12 No 17 No 17 No 17 Not Applicable 5 I Don't 2 Understand Question 12 - I can ch				
Not Applicable 0 0.0 I Don't 2 1.4 Understand Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Yes 131 92.9 Yes 12 Not Applicable 4 2.8 I Don't 2 1.4 Understand Not Applicable 5 I Don't 2 Understand Question 11 - I need service(s) more often than I get Question 12 - I can ch	19 92.1 5.7			
Understand 139 Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Yes 131 92.9 Yes 12 No 4 2.8 No 17 Not Applicable 4 2.8 I Don't 2 1.4 Understand Question 11 - I need service(s) more often than I get I Don't 3 Understand Question 12 - I can ch	0.0			
Question 9 - I can choose the agency which provides my service(s). Response Frequency Percent Yes 131 92.9 Yes 12 No 4 2.8 No 17 Not Applicable 4 2.8 I Don't 2 1.4 Understand Question 11 - I need service(s) more often than I get Understand Understand Question 10 - I was gi choosing the agency which provides Choosing the agency of the service in the provides of the service in the service				
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Response Frequency Percent Yes 131 92.9 Yes 12 No 4 2.8 No 17 Not Applicable 4 2.8 Not Applicable 5 I Don't 2 1.4 Understand Question 11 - I need service(s) more often than I get Choosing the agency Choosi	140			
Response Frequency Percent Response Fr Yes 131 92.9 Yes 12 No 4 2.8 No 17 Not Applicable 4 2.8 Not Applicable 5 I Don't 2 1.4 Understand Understand 141 Understand Question 12 - I can ch	Question 10 - I was given enough information about choosing the agency which provides my services.			
Yes 131 92.9 Yes 12 No 4 2.8 No 10 Not Applicable 4 2.8 No 10 I Don't 2 1.4 Understand Understand Question 11 - I need service(s) more often than I get Question 12 - I can ch	equency Perce			
No 4 2.8 Not Applicable 4 2.8 I Don't 2 1.4 Understand 141 Question 11 - I need service(s) more often than I get No 17 Not Applicable 5 I Don't 2 Understand Question 12 - I can ch				
Not Applicable 4 2.8 I Don't 2 1.4 Understand Understand Question 11 - I need service(s) more often than I get Not Applicable 5 I Don't 2 Understand Question 12 - I can ch				
Understand 1 Don't 2 1 Don't 2 Understand 141 Question 11 - I need service(s) more often than I get Question 12 - I can ch	3.5			
Understand 141 Question 11 - I need service(s) more often than I get Question 12 - I can ch	1.4			
141 Question 11 - I need service(s) more often than I get Question 12 - I can ch	1.4	_		
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them service(s)	oose who coordir	nates my		
33 (134)				
· · · · · · · · · · · · · · · · · · ·	equency Perce	nt		
Yes 44 31.9 Yes 1 ²				
No 87 63.0 No 18	12.9			
Not Applicable 3 2.2 Not Applicable 4	2.9			
I Don't 4 2.9 I Don't 7	5.0			
Understand Understand				
Question 13 - I was given clear information about Question 14 - I can ch choosing the agency which provides my service(s). my hands on assistan		s) who provide		

	40=		· · ·	440			
Yes	125	89.9	Yes	118	85.5		
No	9	6.5	No Not Applicable	18	13.0		
Not Applicable I Don't	3 2	2.2 1.4	Not Applicable I Don't	1 1	0.7 0.7		
Understand	2	1.4	Understand	Į.	0.7		
Onderstand			Officerstatio				
Question 15 - I	know who to t	alk to if I have	Question 16 - I v	vould like chang	jes to my	y individual	
complaint.			service plan.				
Response	Frequency	Percent	Response	Frequency	Percer	n t	
Yes	129	91.5	Yes	27	19.4		
No	123	8.5	No No	107	77.0		
Not Applicable	0	0.0	Not Applicable	3	2.2		
I Don't	0	0.0	I Don't	2	1.4		
Understand	-		Understand				
O		! ((!	Overtion 40, Or	i Oli			
Question 17 - I choosing who			Question 18 - Se (Service Coordi				
oncosing who	oooramates m	y 301 1100(3).	Care Manager o				
Response	Frequency	Percent	Response	Frequency	Percer	nt	
Yes	121	88.3	Yes	130	94.9		
No Not Applicable	12	8.8	No Not Applicable	3	2.2		
Not Applicable I Don't	1 3	0.7 2.2	Not Applicable I Don't	2 2	1.5 1.5		
Understand	3	2.2	Understand	2	1.5		
Question 19 - I service(s).	know who wil	l be providing	Question 20 - I v the person(s) w				
service(s).			tile person(s) wi	no provide my n	ands on	assistance.	
Response	Frequency	Percent	Response	Frequency	Percer	nt	
Yes	130	94.2	Yes	116	84.1		
No	7	5.1	No	17	12.3		
Not Applicable	0	0.0	Not Applicable	4	2.9		
I Don't	1	0.7	I Don't	1	0.7		
Understand			Understand				
Question 21 - I		ith my individu	Question 22 - I v				
service plannin	ig process.		person(s) who p	provide my hand	s on ass	sistance.	
Response	Frequency	Percent	Response	Frequency	Percer	nt	
Yes	122	89.1	Yes	115	82.7		
No	12	8.8	No	18	12.9		
Not Applicable	0	0.0	Not Applicable	4	2.9		
l Don't	3	2.2	I Don't	2	1.4		
Understand			Understand				
Question 23 - C)verall. I am sa	itisfied with the	ınt Question 24 - O	verall. I am satis	fied with	the agency	
of service(s) I g	•		Question 24 - Overall, I am satisfied with the agency which provides my service(s).				
Decrees		Donoont	Daamanaa	F=====================================	Davas	-4	
Response	Frequency	Percent	Response	Frequency	Percer	IL .	
Yes	116	83.5	Yes	130	92.9		
No Not Applicable	21	15.1	No Not Applicable	8	5.7 1.4		
Not Applicable I Don't	0 2	0.0 1.4	Not Applicable I Don't	2 0	1.4 0.0		
Understand	۷	1.4	Understand	U	0.0		
			Cildolotalia			<u></u>	
Question 25 - C of service(s) I g		tisfied with the	s) Question 26 - O direct the servic		fied with	n my ability to	
Response	Eroguenev	Percent	Response	Frequency	Percer	nt	
Kesponse	rrequency		Yes	127	91.4		
	Frequency 130	93.5			91.4		
Yes No	130 8	93.5 5.8	No No	8			
Yes No	130		No		5.8 0.0		
Yes	130 8	5.8		8	5.8		
Yes No Not Applicable	130 8 1	5.8 0.7	No Not Applicable	8 0	5.8 0.0		

Response	Frequency	Percent	Response	Frequency	Percent			
Yes	131	94.2	Yes	125	89.9			
No	4	2.9	No	14	10.1			
	2	1.4	Not Applicable	0	0.0			
Not Applicable								
Don't	2	1.4	I Don't	0	0.0			
Jnderstand			Understand					
Question 29 - C	verall, I am sa	tisfied with the	Question 30 - Ov	erall, my Servic	ce Coordinator meets			
person(s) who	provide my ha	inds on assistance.	my needs. (Serv					
			referred to as a (referred to as a Care Manager or Supports				
			Coordinator.)					
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	130	93.5	Yes	124	89.2			
No	6	4.3	No	9	6.5			
Not Applicable	3	2.2	Not Applicable	3	2.2			
I Don't	0	0.0	I Don't	3	2.2			
Understand			Understand	· ·				
		tisfied with my Service			ort abuse, neglect or			
		inator could also be	•	iding the use o	f restraints and other			
referred to as a	Care Manage	r or Supports	restrictions.					
Coordinator.)								
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	125	89.9	Yes	134	97.1			
No	6	4.3	No	3	2.2			
Not Applicable	3	2.2	Not Applicable	1	0.7			
		3.6	I Don't	0	0.0			
	5	3.0	1 Don't					
l Don't	5	3.0	Understand					
I Don't Understand	-		Understand					
I Don't Understand	-	I call with a problem.	Understand Question 34 - Wh		essage, the person(s)			
I Don't Understand	-		Understand Question 34 - Wh		essage, the person(s) stance returns my call			
I Don't Understand	-		Understand Question 34 - Wh	hands on assis	tance returns my call			
I Don ['] t Understand Question 33 - I	get help when	I call with a problem.	Understand Question 34 - Wh who provide my within 24 hours a	hands on assis after I leave a m	stance returns my call lessage.			
I Don't Understand Question 33 - I Response	get help when	I call with a problem. Percent	Question 34 - Wh who provide my within 24 hours a	hands on assis after I leave a m Frequency	etance returns my call lessage. Percent			
I Don't Understand Question 33 - I Response	get help when Frequency 6	I call with a problem. Percent 4.4	Understand Question 34 - Wh who provide my within 24 hours a	hands on assis after I leave a m Frequency	etance returns my call dessage. Percent 3.7			
I Don't Understand Question 33 - I Response Never	get help when Frequency 6 1	Percent 4.4 0.7	Question 34 - Wh who provide my within 24 hours a	hands on assis after I leave a m Frequency	etance returns my call lessage. Percent			
I Don't Understand Question 33 - I Response Never Rarely	get help when Frequency 6	I call with a problem. Percent 4.4	Question 34 - Whywho provide mywithin 24 hours at Response	hands on assis after I leave a m Frequency	etance returns my call dessage. Percent 3.7			
I Don't Understand Question 33 - I Response Never Rarely Sometimes	get help when Frequency 6 1	Percent 4.4 0.7	Question 34 - Whywho provide mywithin 24 hours at Response Never Rarely	hands on assis after I leave a m Frequency 5 3	Percent 3.7 2.2			
I Don't Understand Question 33 - I Response Never Rarely Sometimes Always	Frequency 6 1 23 106	Percent 4.4 0.7 16.9 77.9	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always	hands on assis after I leave a m Frequency 5 3 23 104	Percent 3.7 2.2 17.0 77.0			
I Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - N	Frequency 6 1 23 106	Percent 4.4 0.7 16.9 77.9 ordinator returns my	Question 34 - Whywho provide mywithin 24 hours at Response Never Rarely Sometimes Always Question 36 - Whywho is a window with the company wi	Frequency 5 3 23 104 Ten I call the pe	Percent 3.7 2.2 17.0 77.0 erson or agency who			
I Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and	Frequency 6 1 23 106 My Service Cood follows up w	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my states	hands on assis after I leave a m Frequency 5 3 23 104 nen I call the pe services, they re	Percent 3.7 2.2 17.0 77.0 rson or agency who eturn my call within			
Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - Notes and Coordinator co	Frequency 6 1 23 106 My Service Cood follows up wuld also be ref	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care	Question 34 - Whywho provide mywithin 24 hours at Response Never Rarely Sometimes Always Question 36 - Whywho is a window with the company wi	hands on assis after I leave a m Frequency 5 3 23 104 nen I call the pe services, they re	Percent 3.7 2.2 17.0 77.0 rson or agency who eturn my call within			
Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - Nohone calls and	Frequency 6 1 23 106 My Service Cood follows up wuld also be ref	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my states	hands on assis after I leave a m Frequency 5 3 23 104 nen I call the pe services, they re	Percent 3.7 2.2 17.0 77.0 rson or agency who eturn my call within			
Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - Nohone calls and Coordinator co Manager or Su	Frequency 6 1 23 106 My Service Cood follows up wuld also be ref	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.)	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my states	hands on assis after I leave a m Frequency 5 3 23 104 nen I call the pe services, they re	Percent 3.7 2.2 17.0 77.0 rson or agency who eturn my call within			
Question 33 - I Response Never Rarely Sometimes Always Question 35 - No phone calls and Coordinator co Manager or Sup	Frequency 6 1 23 106 Ity Service Cood follows up wuld also be reports Coordin	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.)	Question 34 - Whywho provide mywithin 24 hours and Response Never Rarely Sometimes Always Question 36 - Whycoordinates my 24 hours after I leaders	Frequency 5 3 23 104 nen I call the perency reave a message	Percent 3.7 2.2 17.0 77.0 Person or agency who eturn my call within ea.			
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Nohone calls and Coordinator co Manager or Sul Response Never	Frequency 6 1 23 106 Ty Service Cood follows up wuld also be resports Coordin	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 3.7	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my serving 24 hours after I leaders	Frequency 5 3 23 104 nen I call the perevices, they recave a message	Percent 3.7 2.2 17.0 77.0 Person or agency who eturn my call within e.			
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Nohone calls and Coordinator co Manager or Sul Response Never Rarely	Frequency 6 1 23 106 fly Service Cood follows up wuld also be relipports Coordin	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 3.7 1.5	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my selection after I leaders Response Never Rarely	Frequency 5 3 23 104 nen I call the perservices, they receive a message Frequency 4 4	Percent 3.7 2.2 17.0 77.0 rson or agency who eturn my call within e. Percent 2.9 2.9			
Response Never Rarely Sometimes Always Question 35 - No phone calls and Coordinator co Manager or Sup Response Never Response Never Rarely Sometimes Never Rarely Sometimes	Frequency 6 1 23 106 fly Service Cood follows up wuld also be reports Coordin	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 3.7 1.5 13.2	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my selection after I leaders Response Never Rarely Sometimes Never Rarely Sometimes	Frequency 5 3 23 104 nen I call the perevices, they receive a message	Percent 3.7 2.2 17.0 77.0 rson or agency who eturn my call within e.			
I Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always	Frequency 6 1 23 106 fy Service Cood follows up well also be respons Coordin	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 3.7 1.5 13.2 81.6	Question 34 - Will who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Will coordinates my service after I lead to the coordinate service at the coordinate service se	Frequency 104 105 107 108 108 108 108 108 108 108 108 108 108	Percent 3.7 2.2 17.0 77.0 Percent within e.			
I Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V	Frequency 6 1 23 106 fy Service Cod follows up well also be resports Coordin Frequency 5 2 18 111	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 3.7 1.5 13.2 81.6 agency who provides	Question 34 - Why who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Why coordinates my selection after I leaders Response Never Rarely Sometimes Never Rarely Sometimes	Frequency 104 105 107 108 108 108 108 108 108 108 108 108 108	Percent 3.7 2.2 17.0 77.0 Percent within e.			
I Don't Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V my service(s), t	Frequency 6 1 23 106 fy Service Cood follows up well also be resports Coordin Frequency 5 2 18 111 When I call the they return my	Percent 4.4 0.7 16.9 77.9 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 3.7 1.5 13.2 81.6	Question 34 - Will who provide my within 24 hours at Response Never Rarely Sometimes Always Question 36 - Will coordinates my service after I lead to the coordinate service at the coordinate service se	Frequency 104 105 107 108 108 108 108 108 108 108 108 108 108	Percent 3.7 2.2 17.0 77.0 Percent within e.			
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