Participant Satisfaction Survey March 2011

Filter: Funding Source Name = Independence

Question One - I help choose the service(s) that help me to stay in my home.

Response	Frequency	Percent	
Yes	133	94.3	
No	3	2.1	
Not Applicable	5	3.5	
I Don't Understand	0	0.0	
	141		

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	132	93.6	
No	5	3.5	
Not Applicable	3	2.1	
I Don't Understand	1	0.7	
	141		

Question 3 - I was given clear information about choosing my service(s).

Response	Frequency	Percent	
Yes	136	96.5	
No	5	3.5	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
	141		

Question 4 - I am satisfied with how long it took to begin getting service(s).

Response	Frequency	Percent	
Yes	106	76.8	
No	31	22.5	
Not Applicable	0	0.0	
I Don't Understand	1	0.7	
	138		

Question 5 - I need service(s) which are not available.

Response	Frequency	Percent	
Yes	33	24.1	
No	82	59.9	
Not Applicable	13	9.5	
I Don't Understand	9	6.6	
	137		

Question 6 - I was given enough information about who coordinates my service(s).

Response	Frequency	Percent	
Yes	126	90.0	
No	11	7.9	
Not Applicable	2	1.4	
I Don't Understand	1	0.7	
	140		

Question 7 - I am familiar with my individual service plan.

Response	Frequency	Percent	
Yes	128	92.1	
No	9	6.5	
Not Applicable	0	0.0	
I Don't Understand	2	1.4	
	139		

Question 8 - I know who to talk to if I have questions or concerns about my services.

Response	Frequency	Percent	
Yes	129	92.1	
No	8	5.7	
Not Applicable	0	0.0	
I Don't Understand	3	2.1	
	140		

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 Understand	2	1.4	
	141		

Question 10 - I was given enough information about choosing the agency which provides my services.

Response	Frequency	Percent	
Yes	123	87.2	
No	11	7.8	
Not Applicable	5	3.5	
I Don't Understand	2	1.4	
	141		

Question 11 - I need service(s) more often than I get them.

Response	Frequency	Percent	
Yes	44	31.9	
No	87	63.0	
Not Applicable	3	2.2	
I Don't Understand	4	2.9	

Question 12 - I can choose who coordinates my service(s).

Response	Frequency	Percent	
Yes	111	79.3	
No	18	12.9	
Not Applicable	4	2.9	
I Don't Understand	7	5.0	

Question 13 - I was given clear information about choosing the agency which provides my service(s).

Response	Frequency	Percent	

Question 14 - I can choose the person(s) who provide my hands on assistance.

Response	Frequency	Percent	

Response	Frequency	Percent		Response	Frequency	Percent	
Yes	125	89.9		Yes	118	85.5	
No	9	6.5		No	18	13.0	
Not Applicable	3	2.2		Not Applicable	1	0.7	
I Don't Understand	2	1.4		I Don't Understand	1	0.7	

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		Response	Frequency	Percent	
Yes	129	91.5		Yes	27	19.4	
No	12	8.5		No	107	77.0	
Not Applicable	0	0.0		Not Applicable	3	2.2	
I Don't Understand	0	0.0		I Don't Understand	2	1.4	

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		Response	Frequency	Percent	
Yes	121	88.3		Yes	130	94.9	
No	12	8.8		No	3	2.2	
Not Applicable	1	0.7		Not Applicable	2	1.5	
I Don't Understand	3	2.2		I Don't Understand	2	1.5	

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		Response	Frequency	Percent	
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 Understand	1	0.7		I Don't Understand	1	0.7	

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		Response	Frequency	Percent	
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	
I Don't Understand	3	2.2		I Don't Understand	2	1.4	

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		Response	Frequency	Percent	
Yes	116	83.5		Yes	130	92.9	
No	21	15.1		No	8	5.7	
Not Applicable	0	0.0		Not Applicable	2	1.4	
I Don't Understand	2	1.4		I Don't Understand	0	0.0	

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		Response	Frequency	Percent	
Yes	130	93.5		Yes	127	91.4	
No	8	5.8		No	8	5.8	
Not Applicable	1	0.7		Not Applicable	0	0.0	
I Don't Understand	0	0.0		I Don't Understand	4	2.9	

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

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

Response	Frequency	Percent		Response	Frequency	Percent
Yes	131	94.2		Yes	125	89.9
No	4	2.9		No	14	10.1
Not Applicable	2	1.4		Not Applicable	0	0.0
I Don't Understand	2	1.4		I Don't Understand	0	0.0

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

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		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 Understand	0	0.0		I Don't Understand	3	2.2

Question 31 - Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

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

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
I Don't Understand	5	3.6		I Don't Understand	0	0.0

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

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		Response	Frequency	Percent
Never	6	4.4		Never	5	3.7
Rarely	1	0.7		Rarely	3	2.2
Sometimes	23	16.9		Sometimes	23	17.0
Always	106	77.9		Always	104	77.0

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.)

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		Response	Frequency	Percent
Never	5	3.7		Never	4	2.9
Rarely	2	1.5		Rarely	4	2.9
Sometimes	18	13.2		Sometimes	27	19.6
Always	111	81.6		Always	103	74.6

Question 37 - When I call the agency who provides my service(s), they return my call within 24 hours after I leave a message.

Question 38 - Who is completing this survey?

Response	Frequency	Percent		Response	Frequency	Percent
Never	3	2.2		Self	76	55.5
Rarely	5	3.6		Spouse	16	11.7
Sometimes	23	16.5		Service Provider	3	2.2
Always	108	77.7		Friend	14	10.2
				Other	28	20.4