Attendant Care Waiver - July 2013 New Participant Replies

New Participants - Period Covered: 1/1/2013 - 4/30/13 Total ACW surveys mailed: 348

Total Replies: 88

Reply rate: 25%

YES NO 0 3

0.00 3.37

					/e questions, concerns, or			
		the service(s) that help me	complaints about my services.					
to stay in my ho	Frequency	Percent		Response	Frequency Percent			
Posponso	84	94.38	YES	83	93.26			
Response								
YES	1	1.12	NO	4	4.49			
NO	1	1.12	NOT	0	0.00			
NOT			APPLICABLE					
APPLICABLE	1	1.12	I DON'T	0	0.00			
I DON'T			UNDERSTAND					
UNDERSTAND								
ONDERGIAND	87	H	Total	87	.			
Total	_							
	e the agency	which provides my	Q4 Iknow Ican e	employ my owi	n paid workers.			
service(s).								
	Frequency	Percent		Response	Frequency Percent			
Response	84	94.38	YES	75	84.27			
YES	2	2.25	NO	3	3.37			
NO	0	0.00	NOT	1	1.12			
NOT		[]	APPLICABLE					
APPLICABLE	0	0.00	I DON'T	7	7.87			
I DON'T			UNDERSTAND					
UNDERSTAND								
ONDERGIAND	86		Total	86				
Total	00		Total	00				
lotal			Q6 I know who w	vill be providin	a my services			
05 Lean choos	e or change ti	ne person(s) who provide my	(my paid worker).	-	g my services			
services (my pa			(iny paid worker).	•				
со: носо (у ра	Frequency	Percent		Response	Frequency Percent			
Pachanca	83	93.26	YES	83	93.26			
Response								
YES	1	1.12	NO	3	3.37			
NO	2	2.25	NOT	1	1.12			
NOT			APPLICABLE		F			
APPLICABLE	1	1.12	I DON'T	0	0.00			
I DON'T			UNDERSTAND					
			UNDERGIAND					
JNDERSTAND	07		Total	07				
Total	87		Total	87				
lotal					es related to the developmer			
Q7 I receive se	rvices that he	p keep me independent.	of my Individual S	Service Plan.				
	Frequency	Percent		Response	Frequency Percent			
Poenonco			YES	76				
Response	80	89.89			85.39			
YES	1	1.12	NO	2	2.25			
NO	1	1.12	NOT	3	3.37			
NOT			APPLICABLE					
APPLICABLE	3	3.37	I DON'T	4	4.49			
	5	0.01		-	1. 10			
DON'T			UNDERSTAND					
UNDERSTAND								
	85		Total	85				
Total								
			Q10 Are you sati	sfied your paid	l worker(s) know how to			
Q9 Overall, the	paid workers	who provide my	provide services	for you?				
services treat m			•	-				
dignity.								
aiginty.	Froqueney	Percent		Response	Fraguancy Parcent			
Bachanaa	Frequency		VES	•	Frequency Percent			
Response	82	92.13	YES	86	96.63			

NO NOT 0 2 0.00 2.25

				APPLICABLE			
APPLICABLE	0	0.00		I DON'T	0	0.00 L	
I DON'T				UNDERSTAND		Г	
UNDERSTAND							
	85			Total	88		
Total				Q12 I receive all	of the services	that are in	my Indi [,]
	m satisfied wi	ith the ty	vpe(s) of service(s) I	Service Plan.			-
get.	Freedow	Danaa	-4		Deenenee	Freeseren	
D	Frequency	Percer	nt	VEC	Response	Frequence	cy Perce
Response	86	96.63		YES	88	98.88	
YES	1	1.12		NO	0	0.00	
NO	1	1.12		NOT	0	0.00 L	
NOT				APPLICABLE		Г	
APPLICABLE	0	0.00		I DON'T	0	0.00	
I DON'T				UNDERSTAND		_	
UNDERSTAND							
	88			Total	88		
Total	_				a a ti a fi a si susiti.		
Q13 Overall, I a	m satisfied th	at my Ind	dividual Service Plan	Q14 Overall, I am provide my servio		my paid we	orker(s)
meets my need		Danaa	-		Deenenee	F	Deve
Pasnanaa	Frequency	Percer		VES	Response	Frequence	Jy Perce
Response	83 1	93.26		YES	84	94.38	
YES	1	1.12		NO	0	0.00	
NO	2	2.25	•		3	3.37	
NOT	0	0.05			4	440 F	
	2	2.25	-		1	1.12	
I DON'T				UNDERSTAND		г	
UNDERSTAND				- / 1		L	
	88			Total	88		
Total							
	m satisfied w	ith my Se	ervice Coordinator.	Q16 I know how including the use			
		ith my Se Percer			of restraints a	ind other re	estriction
Q15 Overall, I a	Frequency	Percer		including the use	of restraints a Response	nd other re Frequenc	estrictior
Q15 Overall, I a	Frequency 81	Percer 91.01		including the use	of restraints a Response 86	Frequence 96.63	estrictior
Q15 Overall, I a Response YES	Frequency	Percer 91.01 4.49		including the use YES NO	of restraints a Response 86 3	Frequence 96.63 3.37	estrictior
Q15 Overall, I a	Frequency 81 4	Percer 91.01		YES NO NOT	of restraints a Response 86	Frequence 96.63	estrictior
Q15 Overall, I a Response YES NO NOT	Frequency 81 4	Percer 91.01 4.49 0.00		YES NO NOT APPLICABLE	of restraints a Response 86 3 0	Frequence 96.63 3.37 0.00	estrictior
Q15 Overall, I a Response YES NO	Frequency 81 4 0	Percer 91.01 4.49		YES NO NOT	of restraints a Response 86 3	Frequence 96.63 3.37	estrictior
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T	Frequency 81 4 0	Percer 91.01 4.49 0.00		YES NO NOT APPLICABLE I DON'T	of restraints a Response 86 3 0	Frequence 96.63 3.37 0.00	estrictior
Q15 Overall, I a Response YES NO NOT APPLICABLE	Frequency 81 4 0 2	Percer 91.01 4.49 0.00		YES NO NOT APPLICABLE I DON'T UNDERSTAND	of restraints a Response 86 3 0 0	Frequence 96.63 3.37 0.00	estriction
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T	Frequency 81 4 0	Percer 91.01 4.49 0.00		YES NO NOT APPLICABLE I DON'T UNDERSTAND Total	of restraints a Response 86 3 0 0 0 89	Frequence 96.63 3.37 0.00 0.00	estriction
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	Frequency 81 4 0 2 87	Percer 91.01 4.49 0.00 2.25	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND	of restraints a Response 86 3 0 0 0 89 Coordinator rei	Frequence 96.63 3.37 0.00 0.00	estriction
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total	Frequency 81 4 0 2 87	Percer 91.01 4.49 0.00 2.25	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service 0	of restraints a Response 86 3 0 0 0 89 Coordinator rei	Frequence 96.63 3.37 0.00 0.00	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total	Frequency 81 4 2 87 when I call wit	Percer 91.01 4.49 0.00 2.25 h a prob	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service 0	of restraints a Response 86 3 0 0 89 Coordinator ref	Ind other re 96.63 3.37 0.00 0.00 0.00 0 0 0 0	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help	Frequency 81 4 2 87 when I call wit Frequency	Percer 91.01 4.49 0.00 2.25 h a prob	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service 0 follows up with m	of restraints a Response 86 3 0 0 0 89 Coordinator ref te. Response	Frequence 96.63 3.37 0.00 0.00	estriction cy Perconnection home cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never	Frequency 81 4 0 2 87 when I call wit Frequency 2 2	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service 0 follows up with m	of restraints a Response 86 3 0 0 89 Coordinator rel ne. Response 3 2	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25	estriction cy Perconnection home cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely	Frequency 81 4 0 2 87 when I call wit Frequency 2 9	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes	of restraints a Response 86 3 0 0 89 Coordinator ref 89 Coordinator ref 82 10	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perconnection home cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never	Frequency 81 4 0 2 87 when I call wit Frequency 2 2 9 74	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always	Frequency 81 4 0 2 87 when I call wit Frequency 2 9	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes	of restraints a Response 86 3 0 0 89 Coordinator ref 89 Coordinator ref 82 10	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perc
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total	Frequency 81 4 0 2 87 when I call wit Frequency 2 2 9 74	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11	Iem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always	Frequency 81 4 0 2 87 when I call wit Frequency 2 2 9 74 87 isfaction	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11 83.15	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat	Frequency 81 4 0 2 87 when I call wit Frequency 2 2 9 74 87 isfaction Frequency	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11 83.15	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perconnection home cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response	Frequency 81 4 0 2 87 when I call wit Frequency 2 2 9 74 87 iisfaction Frequency 1	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11 83.15 Percer 1.12	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response Unacceptable	Frequency 81 4 0 2 87 when I call wit Frequency 2 2 9 74 87 isfaction Frequency 1 0	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11 83.15 Percer 1.12 0.00	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response Unacceptable Poor	Frequency 81 4 0 2 87 when I call wit Frequency 2 9 74 87 isfaction Frequency 1 0 3	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 10.11 83.15 Percer 1.12 0.00 3.37	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perconnection home cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response Unacceptable Poor Fair	Frequency 81 4 0 2 87 87 When I call wit Frequency 2 9 74 87 isfaction Frequency 1 0 3 4	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11 83.15 Percer 1.12 0.00 3.37 4.49	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perce hone cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response Unacceptable Poor Fair Good	Frequency 81 4 0 2 87 87 When I call wit Frequency 2 2 9 74 87 Station Frequency 1 0 3 4	Percer 91.01 4.49 0.00 2.25 • h a prob Percer 2.25 2.25 10.11 83.15 • Percer 1.12 0.00 3.37 4.49 21.35	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perc
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response Unacceptable Poor Fair Good Very Good	Frequency 81 4 0 2 87 87 When I call wit Frequency 2 9 74 87 isfaction Frequency 1 0 3 4	Percer 91.01 4.49 0.00 2.25 h a prob Percer 2.25 2.25 10.11 83.15 Percer 1.12 0.00 3.37 4.49	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perconnection home cal
Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sat Response Unacceptable Poor Fair Good	Frequency 81 4 0 2 87 87 When I call wit Frequency 2 2 9 74 87 Station Frequency 1 0 3 4	Percer 91.01 4.49 0.00 2.25 • h a prob Percer 2.25 2.25 10.11 83.15 • Percer 1.12 0.00 3.37 4.49 21.35	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with m Never Rarely Sometimes Always	of restraints a Response 86 3 0 0 89 Coordinator ret 8 Response 3 2 10 71	Frequence 96.63 3.37 0.00 0.00 turns my ph Frequence 3.37 2.25 11.24	estriction cy Perconnection home cal