### Aging Waiver - July 2013 New Participant Replies

### New Participants - Period Covered: 1/1/2013 - 4/30/13 Total Aging surveys mailed: 2164

**Total Replies: 613** 

#### Reply rate: 28%

Q1 I am able to help choose the service(s) that help me to stay in my home. Q2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Frequency	Percent	t		Response	Frequer	ncy Percent
YES	576	93.35		YES	560	90.76	
NO	15	2.43		NO	45	7.29	
NOT	6	0.97		NOT	4	0.65	
APPLICABLE	•	4.40		APPLICABLE		0.05	
I DON'T UNDERSTAND	9	1.46		I DON'T UNDERSTAND	4	0.65	
Total	606			Total	613		

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

Response Percent Response Frequency Percent Frequency YES 551 89.30 YES 410 66.45 14.75 NO 29 4.70 NO 91 NOT 16 2.59 NOT 56 9.08 APPLICABLE APPLICABLE I DON'T 11 1.78 I DON'T 49 7.94 UNDERSTAND UNDERSTAND Total 607 Total 606

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

Response	Frequency	Percent
YES	531	86.06
NO	37	6.00
NOT	21	3.40
APPLICABLE I DON'T UNDERSTAND	17	2.76
ONDERGIAND		
Total	606	

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

Q4 I know I can employ my own paid workers.

	Response	Frequency Percent
YES	529	85.74
NO	30	4.86
NOT	23	3.73
APPLICABLE		
I DON'T	20	3.24
UNDERSTAND		
Total	602	

Q7 I receive services that help keep me independent.

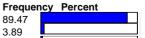
Q8 I am involved in the choices related to the development of my Individual Service Plan.

Response	Frequency	Percent		Response	Frequency Percent
YES	568	92.06	YES	519	84.12
NO	16	2.59	NO	31	5.02
NOT	13	2.11	NOT	13	2.11
APPLICABLE			APPLICABLE		
I DON'T	11	1.78	I DON'T	42	6.81
UNDERSTAND			UNDERSTAND		
Total	608		Total	605	

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

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





NOT	17	2.76		NOT	15	2.43	
APPLICABLE I DON'T	6	0.97		APPLICABLE I DON'T	14	2.27	
UNDERSTAND	6	0.97		UNDERSTAND	14	2.21	
				ONDERGIAND			
Total	611			Total	605		
	am satisfied w	ith the ty	pe(s) of service(s) I	Q12 I receive all	of the services	s that are	e in my Indiv
get.				Service Plan.			
Response	Frequency	Perce	nt		Response	Frequ	ency Perce
YES	569	92.22		YES	595	96.43	
NO	18	2.92		NO	0	0.00	
NOT	8	1.30		NOT	0	0.00	
APPLICABLE	0	1.50		APPLICABLE	0	0.00	
	7	4.40			0	0.00	
I DON'T	7	1.13		I DON'T	0	0.00	
UNDERSTAND			<b></b>	UNDERSTAND			
Total	602			Total	595		_
TOTAL	002			TUTAL	595		
		nat my In	dividual Service	Q14 Overall, I an	n satisfied with	n my paie	d worker(s)
Plan meets my	neeas.			my services.			
Response	Frequency	Perce	nt		Response	Frequ	ency Perce
YES	544	88.17		YES	553	89.63	
NO	30	4.86		NO	20	3.24	
NOT	13	2.11		NOT	16	2.59	
APPLICABLE	-			APPLICABLE	-		
I DON'T	14	2.27		I DON'T	13	2.11	
UNDERSTAND	17	2.21		UNDERSTAND	10	<u> -</u>	
GNDERGIAND			<b></b>	UNDERGIAND			
Total	601		<b>-</b>	Total	602		
			ervice Coordinator.	Q16 I know how including the use	of restraints a	and othe	r restriction
Response	Frequency	Perce		including the use	of restraints a Response	and othe Frequ	r restriction en <u>cy</u> Perce
<b>Response</b> YES	Frequency 561	<b>Perce</b> 90.92		including the use	of restraints a Response 569	Frequ 92.22	r restriction en <u>cy</u> Perce
<b>Response</b> YES NO	Frequency 561 25	<b>Perce</b> 90.92 4.05		including the use YES NO	e of restraints a Response 569 20	Frequ 92.22 3.24	r restriction en <u>cy</u> Perce
<b>Response</b> YES NO NOT	Frequency 561	<b>Perce</b> 90.92		YES NO NOT	of restraints a Response 569	Frequ 92.22	r restriction en <u>cy</u> Perce
<b>Response</b> YES NO NOT APPLICABLE	<b>Frequency</b> 561 25 6	<b>Perce</b> 90.92 4.05 0.97		YES NO NOT APPLICABLE	e of restraints a Response 569 20 8	Frequ 92.22 3.24 1.30	r restriction en <u>cy</u> Perce
<b>Response</b> YES NO NOT APPLICABLE I DON'T	Frequency 561 25	<b>Perce</b> 90.92 4.05		YES NO NOT APPLICABLE I DON'T	e of restraints a Response 569 20	Frequ 92.22 3.24	r restriction en <u>cy</u> Perce
<b>Response</b> YES NO NOT APPLICABLE	<b>Frequency</b> 561 25 6	<b>Perce</b> 90.92 4.05 0.97		YES NO NOT APPLICABLE	e of restraints a Response 569 20 8	Frequ 92.22 3.24 1.30	r restriction en <u>cy</u> Perce
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	<b>Frequency</b> 561 25 6 12	<b>Perce</b> 90.92 4.05 0.97		YES NO NOT APPLICABLE I DON'T UNDERSTAND	e of restraints a Response 569 20 8 7	Frequ 92.22 3.24 1.30	r restriction en <u>cy Perce</u>
<b>Response</b> YES NO NOT APPLICABLE I DON'T	<b>Frequency</b> 561 25 6	<b>Perce</b> 90.92 4.05 0.97		YES NO NOT APPLICABLE I DON'T	e of restraints a Response 569 20 8	Frequ 92.22 3.24 1.30	r restriction en <u>cy</u> Perce
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	<b>Frequency</b> 561 25 6 12 12	<b>Perce</b> 90.92 4.05 0.97 1.94	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service	e of restraints a Response 569 20 8 7 604 Coordinator re	<b>Frequ</b> 92.22 3.24 1.30 1.13	r restriction ency Perce
Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v	Frequency 561 25 6 12 604 when I call wit	Perce 90.92 4.05 0.97 1.94	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total	e of restraints a Response 569 20 8 7 604 Coordinator re	<b>Frequ</b> 92.22 3.24 1.30 1.13	r restriction ency Perce
Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response	Frequency 561 25 6 12 604 when I call wit	Perce 90.92 4.05 0.97 1.94	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m	e of restraints a Response 569 20 8 7 604 Coordinator re ne. Response	rrequ 92.22 3.24 1.30 1.13 turns m Frequ	r restriction ency Perce
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never	Frequency 561 25 6 12 604 when I call wit Frequency 28	Perce 90.92 4.05 0.97 1.94 th a prob	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m	e of restraints a Response 569 20 8 7 604 Coordinator re te. Response 31	rrequ 92.22 3.24 1.30 1.13 turns my Frequ 5.02	r restriction ency Perce
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely	Frequency 561 25 6 12 604 when I call wit Frequency 28 17	Perce 90.92 4.05 0.97 1.94 th a prob	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with n	e of restraints a Response 569 20 8 7 604 Coordinator re 10 Response 31 13	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11	r restriction ency Perce
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never	Frequency 561 25 6 12 604 when I call wit Frequency 28	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m	e of restraints a Response 569 20 8 7 604 Coordinator re te. Response 31	rrequ 92.22 3.24 1.30 1.13 turns my Frequ 5.02	r restriction ency Perce
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Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Never Rarely Sometimes Always	Frequency 561 25 6 12 604 when I call wit Frequency 28 17 69 478	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18	nt	including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service + follows up with n Never Rarely Sometimes Always	e of restraints a Response 569 20 8 7 604 Coordinator re 16. Response 31 13 54 491	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely Sometimes	Frequency 561 25 6 12 604 when I call wit Frequency 28 17 69	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18	nt	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with n Never Rarely Sometimes	e of restraints a Response 569 20 8 7 604 Coordinator re 12 Response 31 13 54	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Never Rarely Sometimes Always	Frequency 561 25 6 12 604 when I call wit Frequency 28 17 69 478 592	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18	nt	including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service + follows up with n Never Rarely Sometimes Always	e of restraints a Response 569 20 8 7 604 Coordinator re 16. Response 31 13 54 491	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Never Rarely Sometimes Always Total	Frequency 561 25 6 12 604 when I call wit Frequency 28 17 69 478 592	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18	nt	including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service + follows up with n Never Rarely Sometimes Always	e of restraints a Response 569 20 8 7 604 Coordinator re 16. Response 31 13 54 491	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help Response Never Rarely Sometimes Always Total Q19 Overall Sa	Frequency           561           25           6           12           604           when I call wit           Frequency           28           17           69           17           69           478           592           tisfaction	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18 77.47	nt	including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service + follows up with n Never Rarely Sometimes Always	e of restraints a Response 569 20 8 7 604 Coordinator re 16. Response 31 13 54 491	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
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Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Never Rarely Sometimes Always Total Q19 Overall Sa Response Unacceptable Poor Fair	Frequency 561 25 6 12 604 when I call wite Frequency 28 17 69 478 592 tisfaction Frequency 12 7 14	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18 77.47 Perce 1.94 1.13 2.27	nt	including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service + follows up with n Never Rarely Sometimes Always	e of restraints a Response 569 20 8 7 604 Coordinator re 16. Response 31 13 54 491	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
Response YES NO APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely Sometimes Always Total Q19 Overall Sa Response Unacceptable Poor Fair Good	Frequency         561         25         6         12         604         when I call with         Frequency         28         17         69         478         592         tisfaction         Frequency         12	Perce 90.92 4.05 0.97 1.94 th a prob Perce 4.54 2.76 11.18 77.47 Perce 1.94 1.13 2.27 7.94	nt	including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service + follows up with n Never Rarely Sometimes Always	e of restraints a Response 569 20 8 7 604 Coordinator re 16. Response 31 13 54 491	Frequ           92.22           3.24           1.30           1.13           turns my           Frequ           5.02           2.11           8.75	r restriction ency Perce
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