Participant Satisfaction Survey March 2011 AIDS

Filter: FUNDINGSOURCENAME = 0192 AIDS Waiver

Question 1: I help choose the service(s) that help me Question 2: I need services which are not available.

to stay in my ho	ome.						
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	83	72.2	Yes	22	18.8		
No	8	7.0	No	68	58.1		
Not Applicable	8 19	16.5	Not Applicable	18	15.4		
I Don't	5	4.3	I Don't	9	7.7		
Understand	5	4.5	Understand	5	1.1		
Total	11	5	Total	117	7		
		onore time talking about my	Question 4: Overall, my Service Coordinator meets my needs.				
individual servi		nore time taiking about my	(Service Coordinator could also be referred to as a				
	ce plan.		Care Manager or Supports Coordinator.)				
			<u> </u>				
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	24	20.5	Yes	95	80.5		
No	77	65.8	No	10	8.5		
Not Applicable	13	11.1	Not Applicable	10	8.5		
I Don't	3	2.6	I Don't	3	2.5		
Understand			Understand				
Total	11	7	Total	118	3		
Question 5: The	e person(s) wł	no are paid to provide	Question 6: I car	n choose the ag	ency which provides my		
hands on assis	tance does the	e tasks they are supposed to.	service(s).				
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	73	62.4	Yes	79	68.7		
	-						
No Not Applicable	10	8.5	No Not Applicable	12	10.4		
Not Applicable	31	26.5	Not Applicable	16	13.9		
I Don't	3	2.6	I Don't	8	7.0		
Understand			Understand				
Total	11	7	Total	Total 115			
Question 7: Ov	erall, I am sati	sfied with the amount	Question 8: I can choose who coordinates my service(s).				
of service(s) I g	jet.						
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	96	81.4	Yes	72	62.1		
No	14	11.9	No	19	16.4		
Not Applicable	8	6.8	Not Applicable	17	14.7		
I Don't	0	0.0	I Don't	8	6.9		
	0	0.0		0	0.9		
Understand Total	11	0	Understand	110	2		
Question 9: I ar	11 n involved wit		Total 116 Question 10: I receive all of the services that I am supposed to.				
planning proce					services that rain supposed to.		
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	91	79.1	Yes	91	77.1		
No	8	7.0	No	14	11.9		
Not Applicable	12	10.4	Not Applicable	5	4.2		
l Don't	4	3.5	I Don't	8	6.8		
Understand			Understand				
Total	11	5	Total	118	3		
Question 11: Lo	an choose the	e person(s) who provide	Question 12: I kr	Question 12: I know who to talk to if I have a complaint.			
my hands on as		- p					
	_						
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	78	66.1	Yes	91	78.4		
No	17	14.4	No	21	18.1		
Not Applicable	20	16.9	Not Applicable	4	3.4		
l Don't	3	2.5	I Don't	0	0.0		
Understand			Understand				
Total	11	8	Total		6		
AIDS March 20	11 Annual						
Question 13: O	tisfied with my ability	Question 14. The	Question 14: The person(s) who are paid to provide hands on				
to direct my own services.				assistance stay as long as scheduled.			
			······································				

Response	Frequency	Percent	Response	Frequency	Percent				
Yes	89	77.4	Yes	68	59.1				
No	9	7.8	No Not Analisation	7	6.1				
Not Applicable I Don't	13 4	11.3 3.5	Not Applicable	38 2	33.0				
Understand	4	5.5 -	Understand	Z	1.7				
Total	11	5	Total	115	5				
Question 15: O	verall. I am sat	tisfied with the quality of the	Question 16: I ae	t service(s) as	often as I need it.				
service(s) I get.	•	,,,,,	j-						
Response	Frequency	Percent	Response	Frequency					
Yes	91	79.1	Yes	82	73.2				
No Not Applicable	10	8.7	J No	13	11.6				
Not Applicable I Don't	13 1	11.3	Not Applicable	16 1	14.3				
Understand	I	0.9	Understand	I	0.9				
Total	11	5	Total						
		on(s) who are paid to		Question 18: Overall, I am satisfied with my Service					
provide handso	on assistance	to spend more time with me.		Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)					
			as a care manag						
Response	Frequency	Percent	Response	Frequency	Percent				
Yes	24	20.9	Yes	94	83.2				
No	57	49.6	No	5	4.4				
Not Applicable	32	27.8	Not Applicable	10	8.8				
I Don't	2	1.7	I Don't	4	3.5				
Understand Total	11	5	Understand Total	113	2				
		h the services I am			providing my service(s).				
scheduled to re			Question 20.1 Ki		providing my service(s).				
_		_							
Response Yes	Frequency	Percent	Response	Frequency	Percent				
No	92 13	80.0	Yes No	87 15	76.3				
Not Applicable	9	7.8	Not Applicable	10	8.8				
I Don't	1	0.9] I Don't	2	1.8				
Understand			Understand		-				
Total	11		Total	114					
		/ho are paid to provide hands		erall, I am satisf	fied with the type(s) of service(s) I				
on assistance l work with me.	have the training	ng and skills they need to	get.						
WORK WRITHIC.									
Response	Frequency	Percent	Response	Frequency	Percent				
Yes	82	70.7	Yes	95	82.6				
No	5	4.3	l No	8	7.0				
Not Applicable	26	22.4	Not Applicable	8	7.0				
I Don't Understand	3	2.6	I Don't Understand	4	3.5				
Total	11	6	Total	115	5				
		ance about changes in the			are paid to provide hands on				
	schedule of the person(s) who are paid to provide hands assistance listen to what I have to say.								
	e person(s) wh	o are paid to provide hands	assistance listen	to what I have					
on assistance.	e person(s) wh	o are paid to provide hands	assistance listen	to what I have					
on assistance. Response	e person(s) wh Frequency	o are paid to provide nands Percent	Response	Frequency	Percent				
					·				
Response Yes No	Frequency 61 19	Percent 52.6 16.4	Response Yes No	Frequency 81 8	Percent 71.7 7.1				
Response Yes No Not Applicable	Frequency 61 19 32	Percent 52.6 16.4 27.6	Response Yes No Not Applicable	Frequency 81 8 23	Percent 71.7 7.1 20.4				
Response Yes No Not Applicable I Don't	Frequency 61 19	Percent 52.6 16.4	Response Yes No Not Applicable I Don't	Frequency 81 8	Percent 71.7 7.1				
Response Yes No Not Applicable I Don't Understand	Frequency 61 19 32 4	Percent 52.6 16.4 27.6 3.4	Response Yes No Not Applicable I Don't Understand	Frequency 81 8 23 1	Percent 71.7 7.1 20.4 0.9				
Response Yes No Not Applicable I Don't	Frequency 61 19 32 4	Percent 52.6 16.4 27.6 3.4	Response Yes No Not Applicable I Don't	Frequency 81 8 23	Percent 71.7 7.1 20.4 0.9				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20	Frequency 61 19 32 4 11 11 Annual	Percent 52.6 16.4 27.6 3.4	Response Yes No Not Applicable I Don't Understand Total	Frequency 81 8 23 1 1	Percent 71.7 7.1 20.4 0.9				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20' Question 25: M	Frequency 61 19 32 4 11 Annual y Service Cool	Percent 52.6 16.4 27.6 3.4	Response Yes No Not Applicable I Don't Understand Total	Frequency 81 23 1 113 vice Coordinati	Percent 71.7 7.1 20.4 0.9 3 ion helps me. (Service				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20 ^o Question 25: M services. (Serv	Frequency 61 19 32 4 11 Annual y Service Cool rice Coordinate	Percent 52.6 16.4 27.6 3.4 6 crdinator helps me get needed or could also be referred	Response Yes No Not Applicable I Don't Understand Total Question 26: Ser Coordination con	Frequency 81 23 1 113 vice Coordinati	Percent 71.7 7.1 20.4 0.9 3 ion helps me. (Service rred to as Care				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20 ^o Question 25: M services. (Serv	Frequency 61 19 32 4 11 Annual y Service Cool rice Coordinate	Percent 52.6 16.4 27.6 3.4	Response Yes No Not Applicable I Don't Understand Total	Frequency 81 23 1 113 vice Coordinati	Percent 71.7 7.1 20.4 0.9 3 ion helps me. (Service rred to as Care				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20 ^o Question 25: M services. (Serv	Frequency 61 19 32 4 11 Annual y Service Cool rice Coordinate	Percent 52.6 16.4 27.6 3.4 6 crdinator helps me get needed or could also be referred	Response Yes No Not Applicable I Don't Understand Total Question 26: Ser Coordination con	Frequency 81 23 1 113 vice Coordinati	Percent 71.7 7.1 20.4 0.9 3 ion helps me. (Service rred to as Care				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20 [°] Question 25: M services. (Serv to as a Care Ma Response Yes	Frequency 61 19 32 4 11 Annual y Service Cool rice Coordinate mager or Supp Frequency 92	Percent 52.6 16.4 27.6 3.4 6 rdinator helps me get needed or could also be referred ports Coordinator.) Percent 79.3	Response Yes No Not Applicable I Don't Understand Total Question 26: Ser Coordination con Management or S Response Yes	Frequency 81 8 23 1 113 vice Coordinati uld also be refe Supports Coord Frequency 93	Percent 71.7 7.1 20.4 0.9 3 3 ion helps me. (Service rred to as Care dination.) Percent 78.8				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20 [°] Question 25: M services. (Serv to as a Care Ma Response Yes No	Frequency 61 19 32 4 11 11 11 11 11 11 11 11 11 11 11 11 1	Percent 52.6 16.4 27.6 3.4 6 rdinator helps me get needed or could also be referred ports Coordinator.) Percent 79.3 3.4	Response Yes No Not Applicable I Don't Understand Total Question 26: Ser Coordination con Management or S Response Yes No	Frequency 81 8 23 1 1 113 vice Coordinati Id also be refe Supports Coord Frequency 93 3	Percent 71.7 7.1 20.4 0.9 3 3 ion helps me. (Service rred to as Care dination.) Percent 78.8 2.5				
Response Yes No Not Applicable I Don't Understand Total AIDS March 20 [°] Question 25: M services. (Serv to as a Care Ma Response Yes	Frequency 61 19 32 4 11 Annual y Service Cool rice Coordinate mager or Supp Frequency 92	Percent 52.6 16.4 27.6 3.4 6 rdinator helps me get needed or could also be referred ports Coordinator.) Percent 79.3	Response Yes No Not Applicable I Don't Understand Total Question 26: Ser Coordination con Management or S Response Yes	Frequency 81 8 23 1 113 vice Coordinati uld also be refe Supports Coord Frequency 93	Percent 71.7 7.1 20.4 0.9 3 3 ion helps me. (Service rred to as Care dination.) Percent 78.8				

Total	116	3	Total	118	3			
		month, I have gone without	Question 28: I know how to report abuse, neglect or exploitation,					
service(s) wher	n I needed it.		including the use of restraints and othe restrictions.					
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	14	12.0	Yes	84	71.2			
No	81	69.2	No	16	13.6			
Not Applicable	20	17.1	Not Applicable	18	15.3			
l Don't	2	1.7	I Don't	0	0.0			
Understand			Understand					
Total	117	7	Total	118	3			
Question 29: Ov	erall, the pers	on(s) who are paid to	Question 30: The person(s) who are paid to provide hands on					
provide hands o	on assistance	treat me with dignity.	assistance give me privacy when needed.					
	_		_	-				
Response	Frequency	Percent	Response	Frequency	Percent			
Never	9	8.5	Never	8	7.8			
Rarely	4	3.8	Rarely	0				
Sometimes	6	5.7	Sometimes	8				
Always Total	87 106	82.1	Always Total	86 102	84.3			
		ho is paid to provide hands on		-				
assistance arriv	• • • •	no is paid to provide natids on	Question 32: My Service Coordinator returns my phone calls and follows up with me.* (Service Coordinator could also					
assistance anny	es late.		be referred to as a Care Manager or Supports					
			Coordinator.) *If you have never called your Service					
				Coordinator, please leave blank.				
Response	Frequency	Percent	Response	Frequency	Percent			
Never	59	59.6	Never	12	12.9			
Rarely	19	19.2	Rarely	4	4.3			
Sometimes	15	15.2	Sometimes	11	11.8			
Always	6	6.1	Always	66	71.0			
Total	99		Total	93				
				Question 34: The person(s) who are paid to provide hands on				
assistance treat	me with resp	ect.	assistance says things in a way I can understand.					
Response	Frequency	Percent	Response	Frequency	Percent			
Never	9	8.9	Never	12	11.7			
Rarely	3	3.0	Rarely	2	1.9			
Sometimes	2	2.0	Sometimes	6	5.8			
Always	87	86.1	Always	83	80.6			
Total	101	1	Total	103	3			
Question 35: Ov	erall, the pers	on(s) who are paid to	Who is completing this survey?					
provide hands on assistance meet my needs.								
Deenewaa	Freeduceren	Dereent	Deenence	Freedoment	Deveent			
Response	Frequency		Response	Frequency	Percent			
Never Rarely	8	7.8	Self Spouse/Family	98 5	87.5			
	2 10	1.9	Spouse/Family Service	5 0	4.5			
Sometimes	10	9.7	Provider	U	0.0			
Always	83	80.6	Friend	5	4.5			
Total	os 103		Other	5 4	3.6			
	-	·	Total	4 112				
			iotai	112	-			