		Aging Waiver - Janu	lary 2014 Anr	iuai Parti	cipant Re	plies	
Reply rate:	Total Aging s 33%	urveys mailed: 3050			Total Replies		1015
					·		
Q1 I am able to to stay in my ho	•	the service(s) that help me	Q2 I know who to talk to if I have questions, concerns, or complaints about my services.				
Response	Frequency	Percent		Response	Frequency	Percent	
YES	938	91.78	YES	951	93.05	rercent	
NO	38	3.72	NO	52	5.09		
TOV	12	1.17	NOT	4	0.39		
APPLICABLE			APPLICABLE				
I DON'T	23	2.25	I DON'T	8	0.78		
UNDERSTAND			UNDERSTAND				
Total	1011		Total	1015			
Q3 I can choose the agency which provides my service(s).			Q4 Iknow Ican 6	employ my owi	n paid workers	i	
	_	D ,			_		
Response	Frequency	Percent	VEC	Response	Frequency	Percent	\neg
YES	906	88.65	YES	691	67.61		-
NO NOT	66 14	6.46	NO NOT	133	13.01		-
NOT APPLICABLE	14	1.37	NOT APPLICABLE	76	7.44		
I DON'T	25	2.45	I DON'T	94	9.20		
UNDERSTAND	25	2.45	UNDERSTAND	94	9.20		
UNDERSTAIND			UNDERSTAND				
Total	1011		Total	994			
Q5 I can choos my services (m		ne person(s) who provide).	Q6 I know who w (my paid worker).	•	g my services		
Response	Frequency	Percent		Response	Frequency	Percent	
YES	918	89.82	YES	887	86.79		
NO	36	3.52	NO	58	5.68		
TOV	25	2.45	NOT	35	3.42		
APPLICABLE			APPLICABLE		_		
I DON'T	25	2.45	I DON'T	29	2.84		
UNDERSTAND			UNDERSTAND				_
Γotal .	1004		Total	1009			
Q7 I receive se		lp keep me independent.	Q8 I am involved		ces related to t	he	
			development of n	ny Individual S	ervice Plan.		
Response	Frequency	Percent		Response	Frequency	Percent	
YES	953	93.25	YES	842	82.39		
NO	23	2.25	NO	56	5.48		
TOV	15	1.47	NOT	22	2.15		
APPLICABLE			APPLICABLE		_		
DON'T	21	2.05	I DON'T	83	8.12		
JNDERSTAND			UNDERSTAND				_
Total	1012		Total	1003			
Q9 Overall, the ny services tre dignity.			Q10 Are you sati provide services		d worker(s) kno	ow how to	
	F	Denound		D	F	Dan 1	
Response	Frequency	Percent	YES	Response	Frequency	Percent	
YES	982	96.09	TEO	962	94.13		

				II			
NO	6	0.59		⊒ NO	22	2.15 L	
NOT	17	1.66		NOT	14	1.37 L	
APPLICABLE				APPLICABLE			
DON'T	10	0.98		I DON'T	8	0.78	
JNDERSTAND	10	0.00		UNDERSTAND	O	0.70	
SINDLINGITATIO						Г	
				_			
Total	1015			Total	1006		
Q11 Overall, I a get.	ım satisfied wi	th the type(s)	of service(s) I	Q12 I receive all Service Plan.	of the services	that are ir	n my Individual
Response	Frequency	Percent			Response	Frequen	cy Percent
YES	977	95.60		YES	1002	98.04	
NO	19	1.86		NO	0	0.00	
NOT	3	0.29		NOT	0	0.00	
APPLICABLE	Ü	0.20		APPLICABLE	Ü	0.00	
I DON'T	7	0.68		I DON'T	0	0.00	
	1	0.00			U	0.00 -	
UNDERSTAND				UNDERSTAND		Г	
Total	1006			Total	1002		
Q13 Overall, I a		at my Individ	ual Service Pla			my paid w	vorker(s)
meets my needs	S.			who provide my	services.		
Response	Frequency	Percent			Response	Frequen	cy Percent
YES	935	91.49		YES	958	93.74	-, . 5100111
NO	29	2.84		J NO	20	1.96	
NOT	7			NOT	14		
	1	0.68			14	1.37 L	
APPLICABLE				_ APPLICABLE		Г	
-	30	2.94		┘ I DON'T	15	1.47	
_	30	2.94			15	1.47	
-	30	2.94		┘ I DON'T	15	1.47 L [
I DON'T UNDERSTAND Total	1001	2.94		┘ I DON'T	1007	1.47 [
UNDERSTAND	1001		e Coordinator.	I DON'T UNDERSTAND	1007	e, neglect,	
UNDERSTAND Total Q15 Overall, I a	1001 nm satisfied wi	ith my Service	e Coordinator.	I DON'T UNDERSTAND Total Q16 I know how	1007 to report abuse of restraints a	e, neglect, and other re	estrictions.
UNDERSTAND Total Q15 Overall, I a	1001 nm satisfied wi Frequency	ith my Service	e Coordinator.	I DON'T UNDERSTAND Total Q16 I know how including the use	1007 to report abuse of restraints a	e, neglect, ınd other ro Frequen	estrictions.
UNDERSTAND Total Q15 Overall, I a	1001 m satisfied wi Frequency 960	ith my Service	e Coordinator.	I DON'T UNDERSTAND Total Q16 I know how	1007 to report abuse of restraints a	e, neglect, and other re	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES	1001 nm satisfied wi Frequency	ith my Service	e Coordinator.	I DON'T UNDERSTAND Total Q16 I know how including the use	1007 to report abuse of restraints a	e, neglect, ınd other ro Frequen	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO	1001 m satisfied wi Frequency 960	Percent 93.93	e Coordinator.	I DON'T UNDERSTAND Total Q16 I know how including the use	1007 to report abuse of restraints a Response 933	e, neglect, and other re Frequen 91.29	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT	1001 m satisfied wi Frequency 960 23	Percent 93.93 2.25	e Coordinator.	Total Q16 I know how including the use	1007 to report abuse of restraints a Response 933 37	e, neglect, and other re Frequen 91.29 3.62	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE	1001 Frequency 960 23 6	Percent 93.93 2.25 0.59	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE	1007 to report abuse of restraints a Response 933 37 14	e, neglect, and other ro Frequen 91.29 3.62 1.37	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T	1001 m satisfied wi Frequency 960 23	Percent 93.93 2.25	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T	1007 to report abuse of restraints a Response 933 37	e, neglect, and other re Frequen 91.29 3.62	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T	1001 Frequency 960 23 6	Percent 93.93 2.25 0.59	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE	1007 to report abuse of restraints a Response 933 37 14	e, neglect, and other ro Frequen 91.29 3.62 1.37	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T	1001 Frequency 960 23 6	Percent 93.93 2.25 0.59	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T	1007 to report abuse of restraints a Response 933 37 14	e, neglect, and other ro Frequen 91.29 3.62 1.37	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	1001 Frequency 960 23 6	Percent 93.93 2.25 0.59	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T	1007 to report abuse of restraints a Response 933 37 14	e, neglect, and other ro Frequen 91.29 3.62 1.37	estrictions.
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	1001 m satisfied with	Percent 93.93 2.25 0.59 1.66	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator re	Frequence 91.29 3.62 1.37 2.15	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v	Frequency 960 23 6 17	Percent 93.93 2.25 0.59 1.66	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene.	e, neglect, and other research Frequen 91.29 3.62 1.37 2.15	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w	Frequency 960 23 6 17 1006 when I call with	Percent 93.93 2.25 0.59 1.66 h a problem.	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response	e, neglect, and other ro Frequen 91.29 3.62 1.37 2.15	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never	Frequency 960 23 6 17 1006 when I call with	Percent 93.93 2.25 0.59 1.66 Percent 2.74	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service of follows up with means the service of the service	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rese. Response 37	e, neglect, and other regular 91.29 3.62 1.37 [2.15 [turns my p	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely	Frequency 960 23 6 17 1006 when I call with Frequency 28 17	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with many many many many many many many many	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely Sometimes	1001 Frequency 960 23 6 17 1006 When I call with Frequency 28 17 129	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66 12.62	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with many many many many many many many many	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20 107	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely Sometimes	Frequency 960 23 6 17 1006 when I call with Frequency 28 17	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with many many many many many many many many	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Response Response Rerely Sometimes Always	1001 Frequency 960 23 6 17 1006 When I call with Frequency 28 17 129	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66 12.62	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with many many many many many many many many	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20 107	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Never Rarely Sometimes Always Total	1001 Frequency 960 23 6 17 1006 When I call with Frequency 28 17 129 818	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66 12.62	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m Never Rarely Sometimes Always	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20 107 830	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely Sometimes Always Total Q19 Overall Sat	Frequency 960 23 6 17 1006 when I call with Frequency 28 17 129 818 992 isfaction	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66 12.62 80.04	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m Never Rarely Sometimes Always	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20 107 830	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help v Response Never Rarely Sometimes Always Total Q19 Overall Sat Response	1001 Frequency 960 23 6 17 1006 When I call with Frequency 28 17 129 818 992 isfaction Frequency	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66 12.62 80.04	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m Never Rarely Sometimes Always	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20 107 830	e, neglect, and other response of the second	estrictions. cy Percent
UNDERSTAND Total Q15 Overall, I a Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17 I get help w Response Never Rarely Sometimes Always Total Q19 Overall Sat	Frequency 960 23 6 17 1006 when I call with Frequency 28 17 129 818 992 isfaction	Percent 93.93 2.25 0.59 1.66 Percent 2.74 1.66 12.62 80.04	e Coordinator.	Total Q16 I know how including the use YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q18 My Service follows up with m Never Rarely Sometimes Always	1007 to report abuse of restraints a Response 933 37 14 22 1006 Coordinator rene. Response 37 20 107 830	e, neglect, and other response of the second	estrictions. cy Percent

Fair	19	1.86	
Good	58	5.68	
Very Good	230	22.50	
Excellent	687	67.22	

1002

Total