		Aging New Parti	cipant Satisfact	ion Surve	ey Ma	rch 2012			
Filter:	Funding Source Name = NFCE-PDA Waiver								
	Total A	ging surveys mailed:	2073	Total Replies: 545					
Reply rate:	26%								
		the service(s) that help		Question 2 - My Service Coordinator helps me get my					
me to stay in my	to stay in my home.			services. (Service Coordinator could also be referred					
			to as a Care Man	to as a Care Manager or Supports Coordinator.)					
Response	Frequency	Percent	Response	Frequency	Percer	nt			
Yes	497	91.7	Yes	521	96.1				
No	29	5.4	No	10	1.8				
Not Applicable	8	1.5	Not Applicable	2	0.4				
l Don't	8	1.5	I Don't	9	1.7				
Understand	54	2	Understand	54	2				
Question 3 - I w	-	information about	Question 4 - I am	-		g it took to			
choosing my se	ervice(s).		begin getting ser	vice(s).					
Response	Frequency	Percent	Response	Frequency	Percer	nt			
Yes	519	96.1	Yes	419	78.3				
No	17	3.1	No	110	20.6				
Not Applicable	2	0.4	Not Applicable	4	0.7				
I Don't	2	0.4	I Don't	2	0.4				
Understand	54	0	Understand	53	F				
Question 5 - I ne	-	which are not available.	Question 6 - I wa			ation about			
	. ,		who coordinates	my service(s).					
Response	Frequency	Percent	Response	Frequency	Percer	nt			
Yes	101	19.2	Yes	501	92.3				
No	350	66.5	No	33	6.1				
Not Applicable	44	8.4	Not Applicable	5	0.9				
I Don't	31	5.9	I Don't	4	0.7				
Understand	50	<u>^</u>	Understand	54	0				
Question 7 - I ar	52 n familiar witl	o n my individual service	Question 8 - I kno	54. ow who to talk	-	ve questions			
plan.			or concerns abo						
Response	Frequency	Percent	Response	Frequency	Percer	nt			
Yes	487	90.9	Yes	518	95.0				
No	34	6.3	No	25	4.6				
Not Applicable	4	0.7	Not Applicable	1	0.2				
I Don't	11	2.1	I Don't	1	0.2				
Understand			Understand						
Ourselien O. Lee	53		Ourselier 40 Lui	54		- the should			
my service(s).	an choose the	agency which provides	Question 10 - I w choosing the age						
Response	Frequency	Percent	Response	Frequency	Percer	nt			
Yes No	478 34	88.4 6.3	Yes No	487 39	89.4 7.2				
Not Applicable	34 11	2.0	Not Applicable	13	2.4				
I Don't	18	3.3		6	1.1				
Understand		0.0	Understand	Ū					
	54	1		54	5				
Question 11 - I r them.	need service(s	s) more often than I get	Question 12 - I ca service(s).	an choose who	coordin	ates my			
Response	Frequency	Percent	Response	Frequency	Percer	nt			
Yes	128	24.2	Yes	373	71.6				
No	386	72.8	No	81	15.5				
Not Applicable	10	1.9	Not Applicable	25	4.8				
l Don't	6	1.1	I Don't	42	8.1				
	6 53		I Don't Understand	42 52		•			

	geney miner p	provides my service(s).	my hands on ass	•	erson(s) who provide	
D		D (-	D (
Response	Frequency	Percent 87.8	Response Yes	Frequency 422	Percent 79.9	
Yes No	459 44	87.8 8.4	No	422 81	15.3	
	11	2.1	Not Applicable	15	2.8	
Not Applicable I Don't	9	1.7	I Don't	10	2.0 1.9	
	9	1.7		10	1.9	
Jnderstand	52	3	Understand	528	3	
	know who to t	alk to if I have a		ould like chang	es to my individual	
complaint.			service plan.			
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	505	94.7	Yes	63	11.8	
No	27	5.1	No	438	82.3	
Not Applicable	0	0.0	Not Applicable	18	3.4	
Don't	1	0.2	I Don't	13	2.4	
Understand	•	0.2	Understand	10	2	
	53	3		532	2	
		ar information about	Question 18 - Se			
choosing who	coordinates m	y service(s).	(Service Coordin Care Manager or		o be referred to as a dination.)	
	F ac	Deveent	Desarra	F ue	Demont	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	438	83.1	Yes	492	93.7	
No	56	10.6	No Not Appliaghte	16	3.0	
Not Applicable	16	3.0	Not Applicable	3	0.6	
Don't	17	3.2	I Don't	14	2.7	
Jnderstand	50	-	Understand	507	_	
0	52		0	525		
	know who will	l be providing my			h information about	
service(s).			the person(s) wh	o provide my h	ands on assistance.	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	491	92.3	Yes	449	84.4	
No	32	6.0	No	59	11.1	
				00		
	1			17	3.2	
Not Applicable	1 8	0.2 1.5	Not Applicable			
Not Applicable Don't		0.2	Not Applicable	17	3.2	
Not Applicable Don't Understand	8	0.2 1.5 2	Not Applicable I Don't Understand	17 7 532	3.2 1.3	
Not Applicable I Don't Understand Question 21 - I	8 53 am involved w	0.2 1.5	Not Applicable I Don't Understand Question 22 - I w	17 7 532 as given clear i	3.2 1.3 nformation about the	
Not Applicable I Don't Understand Question 21 - I service plannin	8 53 am involved w ng process.	0.2 1.5 2 /ith my individual	Not Applicable I Don't Understand Question 22 - I w person(s) who pu	17 7 532 as given clear i rovide my hand	3.2 1.3 nformation about the s on assistance.	
Not Applicable I Don't Understand Question 21 - I service plannin Response	8 am involved w ng process. Frequency	0.2 1.5 2 /ith my individual Percent	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response	17 7 532 as given clear i rovide my hand Frequency	3.2 1.3 2 nformation about the s on assistance. Percent	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes	8 am involved w ng process. Frequency 430	0.2 1.5 2 /ith my individual Percent 82.2	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes	17 7 532 as given clear i rovide my hand Frequency 450	3.2 1.3 2 nformation about the s on assistance. Percent 84.9	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No	8 am involved w og process. Frequency 430 53	0.2 1.5 2 /ith my individual Percent 82.2 10.1	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No	17 7 532 as given clear i rovide my hand Frequency 450 57	3.2 1.3 information about the s on assistance. Percent 84.9 10.8	
Not Applicable Don't Understand Question 21 - I service plannin Response Yes No Not Applicable	8 am involved w og process. Frequency 430 53 11	0.2 1.5 2 /ith my individual Percent 82.2 10.1 2.1	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable	17 7 as given clear i rovide my hand Frequency 450 57 15	3.2 1.3 information about the s on assistance. Percent 84.9 10.8 2.8	
Not Applicable Don't Understand Question 21 - I service plannin Response Yes No Not Applicable Don't	8 am involved w og process. Frequency 430 53	0.2 1.5 2 /ith my individual Percent 82.2 10.1	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't	17 7 532 as given clear i rovide my hand Frequency 450 57	3.2 1.3 information about the s on assistance. Percent 84.9 10.8	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't	8 53 am involved w og process. Frequency 430 53 11 29	0.2 1.5 2 /ith my individual Percent 82.2 10.1 2.1 5.5	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable	17 7 as given clear i rovide my hand Frequency 450 57 15 8	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5	
Not Applicable Don't Jnderstand Question 21 - I service plannin Response Yes No Not Applicable Don't Jnderstand	8 am involved w bg process. Frequency 430 53 11 29 52	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand	17 7 as given clear i rovide my hand Frequency 450 57 15 8 530	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa	0.2 1.5 2 /ith my individual Percent 82.2 10.1 2.1 5.5	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand	17 7 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satis	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g	8 am involved w ag process. Frequency 430 53 11 29 52 Overall, I am sa get.	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides re	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 53(erall, I am satistic ny service(s).	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 fied with the agency	
Not Applicable Don't Jnderstand Question 21 - I service plannin Response Yes Not Applicable Don't Jnderstand Question 23 - C of service(s) I g Response	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa jet. Frequency	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent	Not Applicable I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 53(erall, I am satistic ny service(s).	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 fied with the agency Percent	
Not Applicable Don't Jnderstand Question 21 - I service plannin Response (es Not Applicable Don't Jnderstand Question 23 - C of service(s) I g Response (es	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa jet. Frequency 481	0.2 1.5 2 rith my individual Percent 82.2 10.1 2.1 5.5 3 ttisfied with the amount Percent 89.9	Not Applicable I Don't Understand Question 22 - I w person(s) who provides Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satist ny service(s).	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 fied with the agency Percent 94.4	
Not Applicable Don't Jnderstand Question 21 - I service plannin Response (es Not Applicable Don't Jnderstand Question 23 - C of service(s) I g Response (es No	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa jet. Frequency 481 50	0.2 1.5 2 rith my individual Percent 82.2 10.1 2.1 5.5 3 ttisfied with the amount Percent 89.9 9.3	Not Applicable I Don't Understand Question 22 - I w person(s) who provides Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Yes No	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satis ny service(s).	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 fied with the agency Percent 94.4 3.9	
Iot Applicable Don't Jnderstand Question 21 - I ervice plannin Response Yes Jo Iot Applicable Don't Jnderstand Question 23 - C of service(s) I g Response Yes Jo Jot Applicable	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa jet. Frequency 481 50 3	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6	Not Applicable I Don't Understand Question 22 - I w person(s) who provides Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Yes No Not Applicable Not Applicable No Not Applicable Yes No No No No Not Applicable	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 57 15 8 530 erall, I am satisi ny service(s). Frequency 505 21 4	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 5 fied with the agency Percent 94.4 3.9 0.7	
Not Applicable Don't Jnderstand Question 21 - I service plannin Response (es Not Applicable Don't Jnderstand Question 23 - C of service(s) I g Response (es No Not Applicable	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa jet. Frequency 481 50	0.2 1.5 2 rith my individual Percent 82.2 10.1 2.1 5.5 3 ttisfied with the amount Percent 89.9 9.3	Not Applicable I Don't Understand Question 22 - I w person(s) who provides Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Yes No	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satis ny service(s).	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 fied with the agency Percent 94.4 3.9	
Not Applicable Don't Jnderstand Question 21 - I service plannin Response Yes No Not Applicable Don't Jnderstand Question 23 - C of service(s) I g Response Yes No Not Applicable Don't	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2	Not Applicable I Don't Understand Question 22 - I w person(s) who provides Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Yes No Not Applicable Not Applicable No Not Applicable Yes No No No Not Applicable	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 57 15 8 530 erall, I am satis ny service(s). Frequency 505 21 4 5	3.2 1.3 2 1.3 2 1.3 2 10.8 10.8 2.8 1.5 1.5 0 fied with the agency Percent 94.4 3.9 0.7 0.9	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 1 53	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2 5	Not Applicable I Don't Understand Question 22 - I w person(s) who pr Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides m Yes No Not Applicable I Don't Understand Question 24 - Ov which provides m Yes No Not Applicable I Don't Understand	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 57 15 8 530 erall, I am satis ny service(s). Frequency 505 21 4 5 5	3.2 1.3 2 1.3 2 1.3 2 10.8 10.8 2.8 1.5 10.8 9 1.5 0 10.8 9 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0 1.5 0.7 0.9 0.7 0.9 0.7 1.5	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 23 Verall, I am sa 53 53	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2	Not Applicable I Don't Understand Question 22 - I w person(s) who pr Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides m Yes No Not Applicable I Don't Understand Question 24 - Ov which provides m Yes No Not Applicable I Don't Understand	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 57 15 8 530 erall, I am satist hy service(s). Frequency 505 21 4 5 5 533 erall, I am satist	3.2 1.3 2 1.3 2 1.3 2 10.8 10.8 2.8 1.5 1.5 0 fied with the agency Percent 94.4 3.9 0.7 0.9	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - C of service(s) I g	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 29 52 52 52 52 52 52 52 52 52 52	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2 5 tisfied with the type(s)	Not Applicable I Don't Understand Question 22 - I w person(s) who pr Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Yes No Question 24 - Ov which provides r Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satist 505 21 4 5 505 21 4 5 5 533 erall, I am satist 5 534 erall, I am satist	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 5 fied with the agency Percent 94.4 3.9 0.7 0.9 5 fied with my ability to	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - C of service(s) I g Response	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 Overall, I am sa get. Frequency	0.2 1.5 2 ith my individual Percent 82.2 10.1 2.1 5.5 3 ttisfied with the amount Percent 89.9 9.3 0.6 0.2 5 ttisfied with the type(s)	Not Applicable I Don't Understand Question 22 - I w person(s) who presson(s) who presson(s) who presson(s) Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides restand Pes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satist 505 21 4 5 505 21 4 5 505 21 4 5 505 21 4 5 5 538 erall, I am satist 5 505	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 5 fied with the agency Percent 94.4 3.9 0.7 0.9 5 fied with my ability to Percent	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - C of service(s) I g Response Yes	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 Overall, I am sa get. Frequency 53 1 53 53 52 52 52 52 52 52 52 52 52 52	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2 5 tisfied with the type(s) Percent 94.2	Not Applicable I Don't Understand Question 22 - I w person(s) who pr Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satist hy service(s). Frequency 505 21 4 5 5 533 erall, I am satist (s) I use.	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 5 fied with the agency Percent 94.4 3.9 0.7 0.9 5 fied with my ability to Percent 89.3	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - C of service(s) I g Response Yes No	8 53 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 Overall, I am sa get. Frequency 53 53 52 53 52 53 53 52 53 52 53 52 53 52 53 52 53 52 53 52 53 52 53 52 53 52 53 52 53 53 52 53 53 52 53 53 52 53 53 52 52 53 53 52 53 52 53 53 53 52 52 52 52 53 53 53 53 53 52 52 53 53 53 53 52 52 53 53 53 53 52 52 53 53 53 53 52 52 53 53 53 53 53 53 53 53 53 53	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2 5 tisfied with the type(s) Percent 94.2 4.7	Not Applicable I Don't Understand Question 22 - I w person(s) who pr Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides m Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides m Question 24 - Ov Which provides m Question 24 - Ov Which provides m Question 26 - Ov direct the service Response Yes No	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satist ny service(s). Frequency 505 21 4 5 5 533 erall, I am satist (s) I use.	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 5 fied with the agency Percent 94.4 3.9 0.7 0.9 5 fied with my ability to Percent 89.3 4.3	
Not Applicable I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - C of service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - C of service(s) I g Response Yes	8 am involved w ig process. Frequency 430 53 11 29 52 Overall, I am sa get. Frequency 481 50 3 1 53 Overall, I am sa get. Frequency 53 1 53 53 52 52 52 52 52 52 52 52 52 52	0.2 1.5 2 vith my individual Percent 82.2 10.1 2.1 5.5 3 tisfied with the amount Percent 89.9 9.3 0.6 0.2 5 tisfied with the type(s) Percent 94.2	Not Applicable I Don't Understand Question 22 - I w person(s) who pr Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes	17 7 532 as given clear i rovide my hand Frequency 450 57 15 8 530 erall, I am satist hy service(s). Frequency 505 21 4 5 5 533 erall, I am satist (s) I use.	3.2 1.3 2 nformation about the s on assistance. Percent 84.9 10.8 2.8 1.5 5 fied with the agency Percent 94.4 3.9 0.7 0.9 5 fied with my ability to Percent 89.3	

Question 27 - Overall, I a coordinates my service(s Response Frequen	536	Understand 532					
coordinates my service(s		532					
		Question 28 - Overall, I am satisfied that my individual service plan meets my needs.					
Response Frequen]-		e plan meets m	y needs.			
Response riequen	cv Percent	Response	Frequency	Percent			
Yes 504	93.9	Yes	486	91.2			
No 21	3.9		35	6.6			
Not Applicable 2	0.4	Not Applicable	3	0.6			
I Don't 10	1.9	I Don't	9	1.7			
	1.9		9	1.7			
Understand	537	Understand	52	2			
Question 29 - Overall, I a		533					
person(s) who provide m		Question 30 - Overall, my Service Coordinator meets my needs. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)					
D							
Response Frequen	-	Response	Frequency	Percent			
Yes 511	94.5	Yes	501	92.6			
No 18	3.3	No	23	4.3			
Not Applicable 5	0.9	Not Applicable	4	0.7			
I Don't 7	1.3	I Don't	13	2.4			
Understand		Understand					
	541		54				
Question 31 - Overall, I and Coordinator. (Service Co referred to as a Care Man Coordinator.)		Question 32 - I know how to report abuse, neglect or exploitation including the use of restraints and other restrictions.					
,							
Response Frequen	cy Percent	Response	Frequency	Percent			
Yes 499	92.8	Yes	491	91.9			
No 23	4.3	No	26	4.9			
Not Applicable 3	0.6	Not Applicable	11	2.1			
I Don't 13	2.4		6	1.1			
Understand	L .T	Understand	0				
Chaolotana	538	Chabiotana	534	4			
Question 33 - I get help w	hen 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.					
Paananaa Eraguan	Dercent	Baananaa	Fraguanay	Dereent			
Response Frequen	-	Response	Frequency	Percent			
Never 30	5.7	Never	35	6.7			
Rarely 10	1.9	Rarely	10	1.9			
Sometimes 65	12.3		57	10.8			
Always 425	80.2	Always	424	80.6			
	530		520				
Question 35 - My Service phone calls and follows u Coordinator could also b	p with me. (Service e referred to as a Care		services, they re	rson or agency who eturn my call within e.			
Manager or Supports Co							
Manager or Supports Co	Demonst	Desa	E	Developer			
Manager or Supports Coo Response Frequen	-	Response	Frequency	Percent			
Manager or Supports Coordination Response Frequent Never 34	6.4	Never	24	4.5			
Manager or Supports Coordination Response Frequent Never 34 Rarely 7	6.4 1.3	Never Rarely	24 5	4.5 0.9			
Manager or Supports CoordinationResponseFrequentNever34Rarely7Sometimes38	6.4 1.3 7.2	Never Rarely Sometimes	24 5 68	4.5 0.9 12.8			
Manager or Supports CoordinationResponseFrequentNever34Rarely7Sometimes38	6.4 1.3 7.2 85.1	Never Rarely	24 5 68 434	4.5 0.9 12.8 81.7			
Manager or Supports CoordinationResponseFrequentNever34Rarely7Sometimes38Always452	6.4 1.3 7.2 85.1 531	Never Rarely Sometimes Always	24 5 68 434 53	4.5 0.9 12.8 81.7			
Manager or Supports CoordinationResponseFrequentNever34Rarely7Sometimes38Always452	6.4 1.3 7.2 85.1 531 the agency who provides	Never Rarely Sometimes	24 5 68 434 53	4.5 0.9 12.8 81.7			
Manager or Supports Coordination Response Frequent Never 34 Rarely 7 Sometimes 38 Always 452 Question 37 - When I call my service(s), they return after I leave a message.	6.4 1.3 7.2 85.1 531 the agency who provides my call within 24 hours	Never Rarely Sometimes Always Question 38 - Wh	24 5 68 434 53 no is completing	4.5 0.9 12.8 81.7 1 g this survey?			
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Manager or Supports CoordinationResponseFrequentNever34Rarely7Sometimes38Always452Question 37 - When I callmy service(s), they returnafter I leave a message.ResponseFrequentNever25Rarely4Sometimes78	6.4 1.3 7.2 85.1 531 the agency who provides my call within 24 hours cy Percent 4.7 0.8 14.8	Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service Provider	24 5 68 434 53 no is completing Frequency 260 39 16	4.5 0.9 12.8 81.7 9 this survey? Percent 50.9 7.6 3.1			
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