

Aging Waiver - New Participants March 2013 Mailing

New Participants - Period Covered: 9/1/2012 - 12/31/12

Total Aging surveys mailed: 2216

Total Replies: 640

Reply rate: 29%

Q 1 I am able to help choose the service(s) that help me to stay in my home.

Response	Value	Frequency	Percent	Cum. Percent
YES		584	91.82	
NO		27	4.25	
NOT APPLICABLE I DON'T		5	0.79	
UNDERSTAND		13	2.04	
Total Valid	629	98.90	100.00	
Missing	7	1.10		
Total	636	100.00		

Q 2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Value	Frequency	Percent	Cum. Percent
YES		575	90.41	
NO		52	8.18	
NOT APPLICABLE I DON'T		0	0.00	
UNDERSTAND		4	0.63	
Total Valid	631	99.21	100.00	
Missing	5	0.79		
Total	636	100.00		

Q 3 I can choose the agency which provides my service(s).

Response	Value	Frequency	Percent	Cum. Percent
YES		544	85.53	
NO		42	6.60	
NOT APPLICABLE I DON'T		17	2.67	
UNDERSTAND		26	4.09	
Total Valid	629	98.90	100.00	
Missing	7	1.10		

Total 636 100.00

Q 4 I know I can employ my own paid workers.

Response	Value	Frequency	Percent	Cum. Percent
YES		418	65.72	
NO		90	14.15	
NOT APPLICABLE I DON'T UNDERSTAND		51	8.02	
		60	9.43	
Total Valid	619	97.33	100.00	
Missing	17	2.67		
Total	636	100.00		

Q 5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES		531	83.49	
NO		35	5.50	
NOT APPLICABLE I DON'T UNDERSTAND		23	3.62	
		35	5.50	
Total Valid	624	98.11	100.00	
Missing	12	1.89		
Total	636	100.00		

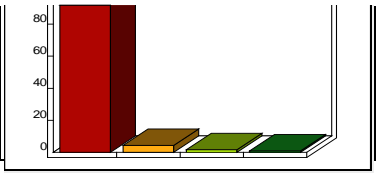
Q 6 I know who will be providing my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES		535	84.12	
NO		41	6.45	
NOT APPLICABLE I DON'T UNDERSTAND		23	3.62	
		22	3.46	
Total Valid	621	97.64	100.00	
Missing	15	2.36		
Total	636	100.00		

Q 7 I receive services that help keep me independent.

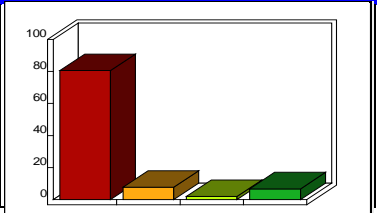
Response	Value	Frequency	Percent	Cum. Percent
YES		584	91.82	

NO	28	4.40
NOT APPLICABLE I DON'T	10	1.57
UNDERSTAND	6	0.94
Total Valid	628	98.74
Missing	8	1.26
Total	636	100.00



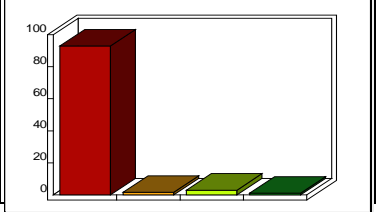
Q 8 I am involved in the choices related to the development of my Individual Service Plan.

Response	Value	Frequency	Percent	Cum. Percent
YES		512	80.50	
NO		49	7.70	
NOT APPLICABLE I DON'T		13	2.04	
UNDERSTAND		43	6.76	
Total Valid	617	97.01	100.00	
Missing	19	2.99		
Total	636	100.00		



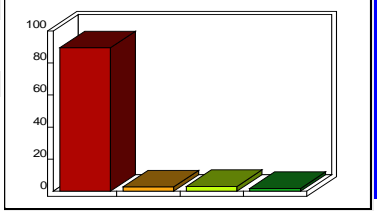
Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Value	Frequency	Percent	Cum. Percent
YES		591	92.92	
NO		10	1.57	
NOT APPLICABLE I DON'T		19	2.99	
UNDERSTAND		7	1.10	
Total Valid	627	98.58	100.00	
Missing	9	1.42		
Total	636	100.00		



Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Value	Frequency	Percent	Cum. Percent
YES		570	89.62	
NO		17	2.67	
NOT APPLICABLE I DON'T		19	2.99	
UNDERSTAND		11	1.73	



Total Valid	617	97.01	100.00
Missing	19	2.99	
Total	636	100.00	

Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

Response	Value	Frequency	Percent	Cum. Percent
YES		587	92.30	
NO		28	4.40	
NOT APPLICABLE I DON'T		4	0.63	
UNDERSTAND		4	0.63	
Total Valid	623	97.96	100.00	
Missing	13	2.04		
Total	636	100.00		

Q 12 I receive all of the services that are in my Individual Service Plan.

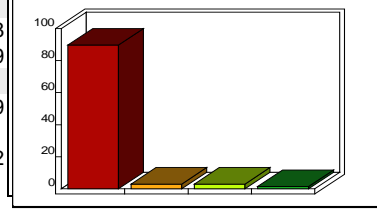
Response	Value	Frequency	Percent	Cum. Percent
YES		527	82.86	
NO		50	7.86	
NOT APPLICABLE I DON'T		12	1.89	
UNDERSTAND		30	4.72	
Total Valid	619	97.33	100.00	
Missing	17	2.67		
Total	636	100.00		

Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Response	Value	Frequency	Percent	Cum. Percent
YES		563	88.52	
NO		45	7.08	
NOT APPLICABLE I DON'T		5	0.79	
UNDERSTAND		9	1.42	
Total Valid	622	97.80	100.00	
Missing	14	2.20		
Total	636	100.00		

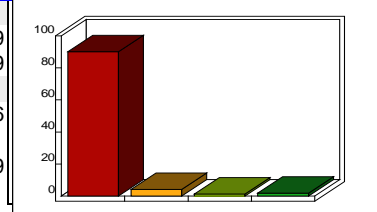
Q 14 Overall, I am satisfied with the paid worker(s) who provide my services.

Response	Value	Frequency	Percent	Cum. Percent
YES		571	89.78	
NO		19	2.99	
NOT APPLICABLE I DON'T UNDERSTAND		19	2.99	
		9	1.42	
Total Valid	618	97.17	100.00	
Missing	18	2.83		
Total	636	100.00		



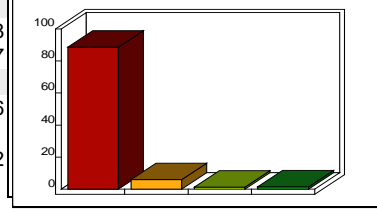
Q 15 Overall, I am satisfied with my Service Coordinator.

Response	Value	Frequency	Percent	Cum. Percent
YES		573	90.09	
NO		26	4.09	
NOT APPLICABLE I DON'T UNDERSTAND		8	1.26	
		12	1.89	
Total Valid	619	97.33	100.00	
Missing	17	2.67		
Total	636	100.00		



Q 16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

Response	Value	Frequency	Percent	Cum. Percent
YES		564	88.68	
NO		38	5.97	
NOT APPLICABLE I DON'T UNDERSTAND		8	1.26	
		9	1.42	
Total Valid	619	97.33	100.00	
Missing	17	2.67		
Total	636	100.00		

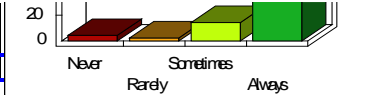


Q 17 I get help when I call with a problem.

Response	Value	Frequency	Percent	Cum. Percent
Never		28	4.40	
Rarely		15	2.36	
Sometimes		91	14.31	

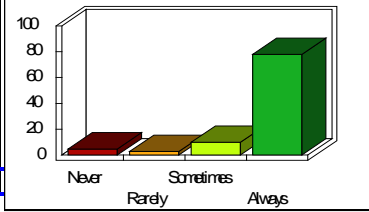


Always		471	74.06
Total Valid	605	95.13	100.00
Missing	31	4.87	
Total	636	100.00	



Q 18 My Service Coordinator returns my phone calls and follows up with me.

Response	Value	Frequency	Percent	Cum. Percent
Never		30	4.72	
Rarely		17	2.67	
Sometimes		63	9.91	
Always		496	77.99	
Total Valid	606	95.28	100.00	
Missing	30	4.72		
Total	636	100.00		



Q19 Overall, using a scale of one (1) to ten (10) where ten (10) means excellent and one (1) means very poor how satisfied are you with the services you receive?

Response	Value	Frequency	Percent
10 Excellent		350	54.69%
9		98	15.31%
8		76	11.88%
7		35	5.47%
6		31	4.84%
5		20	3.13%
4		8	1.25%
3		4	0.63%
2		5	0.78%
1 Very Poor		13	2.03%
Total Valid		640	100.00%