			ant Satisfaction S	ui vey iviai		
Filter:		rce Name = NFCE-PD				
		the service(s) that h			nator helps me ge	
ne to stay in m	y home.				could also be refe	erred
			to as a Care Mar	nager or Suppor	ts Coordinator.)	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	516	89.9	Yes	545	95.1	
No	37	6.4	No	17	3.0	
Not Applicable	12	2.1	Not Applicable	3	0.5	
Don't	9	1.6	I Don't	8	1.4	
Understand	0	1.0	Understand	0		
onderotand	574	4	Chaelotana	57	3	
Question 3 - I w	as given clear	r information about	Question 4 - I an	n satisfied with	how long it took t	0
choosing my se	ervice(s).		begin getting se		Ū	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	539	93.1	Yes	470	81.7	
No	27	4.7	No	96	16.7	
Not Applicable	7	1.2	Not Applicable	5	0.9	
Don't	6	1.0	I Don't	4	0.7	
Understand	0	1.0	Understand	•	0.1	
	57	9		57	5	
Question 5 - I n	eed service(s)	which are not availa			n information abo	ut
			who coordinates			
Response	Frequency	Percent	Response	Frequency	Percent	_
Yes	117	20.7	Yes	528	92.1	
No	376	66.4	No	35	6.1	
Not Applicable	43	7.6	Not Applicable	2	0.3	
Don't	30	5.3	I Don't	8	1.4	
Understand			Understand			
	56	6		57	3	
Question 7 - I a	m familiar with	h my individual servi	e Question 8 - I kn	ow who to talk	to if I have questi	ons
plan.			or concerns abo	out my services.		
_	_					
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	512	89.0	Yes	550	95.3	
No	38	6.6	No	20	3.5	
Not Applicable	6	1.0	Not Applicable	3	0.5	
l Don't	19	3.3	I Don't	4	0.7	
Understand			Understand			
	57			. 57		
	an choose the	agency which provi			h information ab	
my service(s).			choosing the ag	ency which pro	vides my services	5.
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	480	83.3	Yes	498	86.5	
No	48	8.3	No No	490	8.5	
	48 16	2.8		49 14	2.4	
Not Applicable			Not Applicable			
Don't	32	5.6	I Don't	15	2.6	
Jnderstand	57	6	Understand	57	6	
	57	U		57	U	
		s) more often than I g	t Question 12 - I c	an choose who	coordinates my	
Question 11 - I	need service(s		service(s).		, , , , , , , , , , , , , , , , , , ,	
	need service(		301 1100(3).			
them.	need service(					
them.	need service(s Frequency	Percent	Response	Frequency	Percent	
them. Response	•	· ·		Frequency 370	Percent 67.6	
t <b>hem.</b> Response Yes	Frequency	Percent	Response			
t <b>hem.</b> Response Yes No	Frequency 137 402	Percent 24.4	Response       Yes       No	370	67.6	
t <b>hem.</b> Response Yes No Not Applicable	<b>Frequency</b> 137 402 12	Percent 24.4 71.7 2.1	Yes No Not Applicable	370 91 31	67.6 16.6 5.7	
t <b>hem.</b> Response Yes No Not Applicable I Don't	Frequency 137 402	Percent 24.4 71.7	Yes No Not Applicable I Don't	370 91	67.6 16.6	
<b>them.</b> Response Yes No Not Applicable I Don't	<b>Frequency</b> 137 402 12 10	Percent           24.4           71.7           2.1           1.8	Yes No Not Applicable	370 91 31 55	67.6 16.6 5.7 10.1	
them. Response Yes No Not Applicable I Don't Understand	Frequency 137 402 12 10 56	Percent 24.4 71.7 2.1 1.8	Response         Yes         No         Not Applicable         I Don't         Understand	370 91 31 55 54	67.6 16.6 5.7 10.1	ovide
them. Response Yes Not Applicable I Don't Understand Question 13 - I	Frequency 137 402 12 10 56 was given clea	Percent 24.4 71.7 2.1 1.8 1 ar information about	Response Yes No Not Applicable I Don't Understand Question 14 - I c	370 91 31 55 54 an choose the p	67.6 16.6 5.7 10.1	ovide
t <b>hem.</b> Response Yes No Not Applicable I Don't Understand Question 13 - I	Frequency 137 402 12 10 56 was given clea	Percent 24.4 71.7 2.1 1.8	Response Yes No Not Applicable I Don't Understand Question 14 - I c	370 91 31 55 54 an choose the p	67.6 16.6 5.7 10.1	ovide
t <b>hem.</b> Response Yes No Not Applicable Don't Jnderstand Question 13 - I	Frequency 137 402 12 10 56 was given clea	Percent 24.4 71.7 2.1 1.8 1 ar information about	Response Yes No Not Applicable I Don't Understand Question 14 - I c	370 91 31 55 54 an choose the p	67.6 16.6 5.7 10.1	ovide

Yes       473       84.5       Yes       419       75.5         Not Applicable       15       2.7       Not Applicable       17       3.1         Don't       15       2.7       Understand       565         Question 15 - I know who to talk to if I have a complaint.       Complaint.       565         Question 15 - I know who to talk to if I have a complaint.       Complaint.       565         Question 15 - I would like charges to my individual service plan.       Service plan.       565         Response       Frequency       Percent       Yes       88       53.8         Outestion 15 - I was given clear information about choosing who coordinates my service(s).       Question 18 - Service Coordination helps me. (Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency       Percent       Yes       503       89.7         No Applicable       13       2.3       Understand       561       Courstand       561         Ouestion 16 - I know who will be providing my ervice(s).       Guestion 20 - I was given clear information about the person(s) who provide my hands on assistance.       561         Not Applicable       13       2.3       Intervide the providing my course information about the person(s) who provide my hands on assistance.	I Don't Understand						my
No         57         10.2         No         104         18.7           I chard Applicable         15         2.7         Don't         15         2.7           Understand         560         Cost         2.7         Cost         2.7           Understand         565         Coustion 16 - I would like charges to my individual service plan.         Science         Percent         Yes         53         1.0         Science         Percent         Yes         83         1.5         2.7         Science         Percent         Yes         446         79.6         Science         Science         Science         Science         Yes         462         Science         Science         Science         Science         Yes         462         Science         Yes         462         Science         Science <td< th=""><th>I Don't Understand</th><th></th><th></th><th></th><th>550</th><th>6</th><th></th></td<>	I Don't Understand				550	6	
No         57         10.2         No         104         18.7           ID ont         15         2.7         ID ont         15         2.7           Understand         560         55         55         55           Guestion 15         10 work to talk to If I have a         Question 16 - I would like changes to my individual service plan.           Response         Frequency         Percent         Response         Frequency         Percent           Value         2.0         4.0         Not Applicable         2.0.1         1.0           Understand         561         Understand         560         500         500           Oursetion 17 - I was given clear information about choosing who coordinates my service(s).         Guestion 18 - Service Coordination helps me.         560         500	I Don't			enderetand			
No         57         10.2         No         104         18.7           Don't         15         2.7         Understand         555            Cuestion 15         10 on't         15         2.7         Understand             Cuestion 15         10 on't         15         2.7         Understand             Cuestion 15         10 on't         15         2.7              Cuestion 15         10 on't         15         2.7              Vas         521         92.9          Not Applicable         12         2.1            Understand         561   .				Understand			
No         57         10.2         No         104         18.7           ID Applicable         15         2.7         Understand         555           Coursion 15         2.7         Understand         555           Coursion 15         Town who to talk to if I have a         Cuestion 15         2.7           Coursion 15         Two who to talk to if I have a         Cuestion 16         Howald like changes to my individual service plan.           Response         Frequency         Percent         Yes         89         15.9           No Applicable         2.0         No         446         79.6           No Applicable         2.0         No         446         79.6           Understand         560         Courstion 18         560         Courstion 18         560           Guestion 17 - I was given clear information about choosing who coordinates my service(s).         Cuestion 18         Service Coordination.         Cuestion 28         9.7         No           No Applicable         13         2.3         Cuestion 28         9.7         No         Service Coordination.         Service Coordination.           Understand         568         Coordination couph information about the person(9) who provide my hands on assistance.         Service (20 <t< td=""><td></td><td>5</td><td>0.9</td><td></td><td>12</td><td>2.2</td><td></td></t<>		5	0.9		12	2.2	
No         57         10.2         No         104         18.7           ID ont         15         2.7         Inderstand         555         Guestion 15 - 1 know who to talk to talk to if have a complaint.         555         Guestion 15 - 1 know who to talk to if have a complaint.         Guestion 15 - 1 know who to talk to if have a complaint.         Guestion 15 - 1 know who to talk to if have a complaint.         Guestion 15 - 1 know who to talk to if have a complaint.         Guestion 15 - 1 know who to talk to if have a complaint.         Guestion 15 - 1 know who talk to if have a complaint.         Guestion 15 - 1 know who talk to if have a complaint.         Guestion 15 - 1 know who talk to if have a complaint.         Guestion 15 - 1 know who talk to if have a complaint.         Guestion 16 - 1 know who talk to if have a complaint.         Guestion 16 - 1 know who talk to if have a complaint.         Guestion 17 - 1 was given citer information about thorestand         Sing 12 - 1 know who talk to if have a complaint could also be referred to as a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s a complaint could also be referred to a s	Not Applicable						
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Understand       555         Complaint.       560       555       Complaint       555         Complaint.       560       555       Complaint       555         Complaint.       Cuestion 15 - Iwould like changes to my individual service plan.       555       Cuestion 15.1       500         Response       Frequency       Percent       Yes       89       15.9       15.9         Not Applicable       2       0.4       100       13       2.3       100         Understand       561       Courstion 13 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination).       600       10.4							
No         57         10.2         No         104         18.7           Not Applicable         55							
No       57       10.2       No       104       18.7         ID ont       15       2.7       Understand       555         Outsiton 15       2.7       Understand       555         Constant 15       2.7       Understand       555         Constant 16       100 mt       15       2.7         Understand       560       555         Constant 16       100 mt       15       2.7         Understand       560       55       50         Outestion 16       100 mt       15       2.7         No       32       5.7       No       446       79.6         No       32       5.7       No       446       79.6         No At Applicable       2       0.4       100 mt       13       2.3         Understand       560       500       500       500         Ouestion 17       1 was given clear information about choosing who coordinates my service(s).       Cuestion 18       560       501         Response       Frequency       Percent       Yes       503       687         Not Applicable       601       10.5       501       501       501         Understand							nt
No       57       10.2       No       104       13.7         ID ont       15       2.7       Understand       555         Question 15       2.7       Understand       555         Question 15-1 know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response for Question 16 - I would like changes to my individual service plan.         Not Applicable       2       0.4       15.9       15.9         Not Applicable       2.0       15.9       15.9         Not Applicable       2.0       1.1       100nt have a complaint.       15.9         Understand       560       500       500       500         Question 17-1 was given clear information about choosing who coordinates my service(s).       Question 16 - Service Coordination holps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency       Percent       Yes       561         Question 19 - 1 know who will be providing my service(s).       Question 20 - 1 was given clear information about the person(s) who provide my hands on assistance.         Response       Frequency       Percent       Yes       463       561         Question 21 - 1 am involved with m							
No       57       10.2       No       104       13.7         ID ont       15       2.7       ID ont       15       2.7         Understand       560       555       555       555       557         Ouestion 15       15 and the inf have a complaint.       Guestion 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response for the information about of all of the information about choosing who coordinates my service(s).       Not Applicable information about choosing who coordinates my service(s).       Question 16 - Struce Coordination helps me. (Service Coordination nould also be referred to as a Care Manager or Supports Coordination.         Response       Frequency       Percent       Yes       Frequency Percent (Service Coordination helps me. (Service Coordination nould also be referred to as a Care Manager or Supports Coordination.         Response       Frequency       Percent       Yes       Frequency       Percent         Ves       561       Question 13 - I know who will be providing my       Question 20 - I was given clear information about the person(s) who provide my hands on assistance.         Response       Frequency       Percent       Yes       468       360         Question 13 - I know who will be providing my       Question 22 - I was given clear information about the person(s) who provide my hands on assistance. <td>of service(s) I g</td> <td>et.</td> <td></td> <td>direct the service</td> <td>e(s) I use.</td> <td></td> <td></td>	of service(s) I g	et.		direct the service	e(s) I use.		
No         57         10.2         No         104         18.7           Don't         15         2.7         Understand         3.1           Don't         15         2.7         Understand         555           Outestion 15 - I know who to talk to if I have a complaint.         Ouestion 16 - I would like changes to my individual service plan.           Response         Frequency         Percent         Yes         69         15.9           Via Applicable 2         0.4         Don't         13         2.3           Understand         561         S60         Guestion 17 - I was given clear information about choosing who coordination meets as a care Manager or Supports Coordination.         S60           Question 17 - I was given clear information about choosing who coordinates my service(s).         Guestion 18 - Service Coordination out also be referred to as a care Manager or Supports Coordination.           No Applicable 13         2.3         Understand         561           Question 19 - I know who will be providing my service(s).         Question 20 - I was given encough information about the person(s) who provide my hands on assistance.           Response         Frequency         Percent         Yes         68         30           Ves         519         92.0         No         69         12.2         100 <t< td=""><td></td><td></td><td>tisfied with the type(s)</td><td></td><td></td><td>fied with</td><td>n my ability to</td></t<>			tisfied with the type(s)			fied with	n my ability to
No         57         10.2         No         104         13.7           Don't         15         2.7         Understand         555           Outerstand         560         555         557           Outerstand         555         557         52.3         57.7           Outerston 15.1 know who to talk to if I have a complaint.         Guestion 15.1 know who to talk to if I have a construct plan.         Guestion 15.1 know who to talk to if I have a construct plan.           Response         Frequency         Percent         Yes         98         15.9           Via Applicable         2         0.4         100nt         13         2.3           Understand         561         560         Guestion 17.1 was given clear information about choosing who coordination neuld also be referred to as a Care Manager or Supports Coordination.         Secondation could also be referred to as a Care Manager or Supports Coordination.           Not Applicable         13         2.3         Not Applicable         0.7           Not Appl							
No         57         10.2         No         104         18.7           Don't         15         2.7         Understand         555           Question 15 - 1 know who to talk to if 1 have a complaint.         Question 16 - 1 would like changes to my individual service plan.           Response         Frequency         Percent         Response to my individual service plan.           Response         Frequency         Percent         Response to my individual service plan.           Not Applicable         2         0.4         Not Applicable         12         2.1           Don't         6         1.1         Don't         13         2.3         Inderstand           561         Coordination could also be referred to as a Care Manager or Supports Coordination.         Geston 18 - Service Coordination.         Service plan.           Response         Frequency         Percent         Yes         90.7         Sol           Not Applicable         13         2.3         Sol         Sol         Sol           Not Applicable         2         0.4         0.7         Sol         Sol           Not Applicable         13         2.3         Sol         Sol         Sol           Outerstand         556         Guestion 21 - I was given c	Understand			Understand			
No         57         10.2         No         104         18.7           ID ont         15         2.7         Not Applicable         17         3.1           ID ont         15         2.7         Understand         555           Question 15 - I know who to talk to if I have a complaint.         Question 16 - I would like changes to my individual service plan.           Response         Frequency         Percent         Response to my individual service plan.           Response         Frequency         Percent         Yes         89         15.9           Not Applicable         2         0.4         Not Applicable         12         2.1           ID ont         13         2.3         Understand         560         Question 17 - I was given clear information about choosing who coordination could also be referred to as a Care Manager or Supports Coordination.         Question 18 - Service Coordination could also be referred to as a Care Manager or Supports Coordination.           Not Applicable         13         2.3         Not Applicable         4         0.7           Not Applicable         13         2.3         Not Applicable         4         0.7           Not Applicable         2         0.4         0.7         1.0         1.0         0.7         1.0		3	0.5		4	0.7	
No         57         10.2         No         104         18.7           Don't         15         2.7         Not Applicable         17         3.1           Don't         15         2.7         Understand         560         555           Question 15 - 1 know who to talk to if I have a complaint.         560         555         Question 15 - 1 would like changes to my individual service plan.           Response         Frequency         Percent         Response         Frequency Percent         Yes         89         15.9           Not Applicable         2         0.4         Not Applicable         12         2.1           Don't         6         1.1         Don't         13         2.3           Understand         561         Coordination could also be referred to as a Care Manager or Supports Coordination.         560           Question 17 - 1 was given clear information about choosing who coordination could also be referred to as a Care Manager or Supports Coordination.         57           No         60         10.8         Not Applicable         4.0.7           No         60         10.8         Not Applicable         4.0.7           Understand         556         Coordination could also be referred to as a Care Manager or Supports Coordination could also be referred to							
No         57         10.2         No         104         18.7           Not Applicable         15         2.7         Not Applicable         17         3.1           IDon't         15         2.7         Understand         555         Cuestion 15 - 1 know who to talk to if I have a complaint.           Response         Frequency         Percent         Response         Frequency         Percent           Yes         521         92.9         No         446         79.6           Not Applicable         2         0.4         Not Applicable         12         2.1           IDon't         6         1.1         IDon't         13         2.3           Understand         560         Question 13 - 1 service Coordination helps me. (Service Coordination could also be referred to as a Care Manger or Supports Coordination.         60           Question 17 - 1 was given clear information about choosing who coordinates my service(s).         Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manger or Supports Coordination.           Response         Frequency         Percent         Yes         503         89.7         No           No         60         10.8         Not Applicable         4         0.7         Don'         Don'							
No       57       10.2       No       104       18,7         Not Applicable       15       2.7       Not Applicable       17       3.1         I Don't       15       2.7       Understand       565         Question 15 - 1 know who to talk to if 1 have a complaint.       Question 16 - 1 would like charges to my individual service plan.         Response       Frequency       Percent       Yes       89       15.9       No         Yes       521       92.9       Not Applicable       12       2.1         I Don't       6       1.1       Not Applicable       12       2.1         I Don't       6       1.1       Not Applicable       12       2.1         Understand       561       500       Question 18 - Service Coordination helps me. (Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.         Response       Frequency       Percent       Yes       503       89.7         No       24       43       Not Applicable       40       0.56       100         Question 19 - 1 know who will be providing my       Question 20 - 1 was given enough information about the person(s) who provide my hands on assistance.       561         Question 21 - 1 am involved with my Indiv	Yes			Yes			
No       57       10.2       No       104       18,7         Not Applicable       15       2.7       Not Applicable       17       3.1         I Don't       15       2.7       Understand       565         Question 15 - 1 know who to talk to if 1 have a complaint.       Question 16 - 1 would like charges to my individual service plan.         Response       Frequency       Percent       Yes       89       15.9       No         Yes       521       92.9       Not Applicable       12       2.1         I Don't       6       1.1       Not Applicable       12       2.1         I Don't       6       1.1       Not Applicable       12       2.1         Understand       561       500       Question 18 - Service Coordination helps me. (Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.         Response       Frequency       Percent       Yes       503       89.7         No       24       43       Not Applicable       40       0.56       100         Question 19 - 1 know who will be providing my       Question 20 - 1 was given enough information about the person(s) who provide my hands on assistance.       561         Question 21 - 1 am involved with my Indiv	Response	Frequency	Percent	Response	Frequency	Percer	nt
No         57         10.2         No         104         18.7           Not Applicable         15         2.7         Not Applicable         17         3.1           I Don't         15         2.7         Understand         555           Question 15 - I know who to talk to if I have a complaint.         Question 16 - I would like changes to my individual service plan.           Response         Frequency         Percent         Response         Frequency         Percent           Yes         521         2.9         Not Applicable         12         2.1           I Don't         6         1.1         Understand         500           Question 17 - I was given clear information about choosing who coordinates my service(s).         Question 18 - Service Coordination helps me. (Service Coordination helps me. (Service Coordination be referred to as a Care Manager or Supports Coordination.)           Response         Frequency         Percent         Yes         503         89.7         No           Vale         60         10.8         Not Applicable         40         0.7         Don't         2.3         Don't         2.3         Don't         30         5.3         Don't         2.3         Don't         30         5.3         Don't         Don't         3.8							
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         IDon't       15       2.7       Understand       555         Question 15 - 1 know who to talk to if 1 have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       100n't       13       2.3         Understand       561       Courstiantion neuroparticle       2.3       Understand         561       Care Manager or Supports Coordination helps me.       (Service Coordination helps me.       (Service Coordination helps me.         (Service Coordination on bout choosing who coordinates my service(s).       Care Manager or Supports Coordination.       Seit         Not Applicable       13       2.3       Understand       Seit       Seit         Not Applicable       13       2.3       Understand       Seit       Seit       Seit         Not Applicable       13       2.3       Understand       Seit       Seit       Seit	of service(s) I g	jet.		which provides r	ny service(s).		
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Loont       15       2.7       Understand       555         Question 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         No A Applicable       2       0.4       100nt       13       2.3         Understand       561       Constants       560       Constants       560         Question 18 - I would like changes or supports Coordination helps me. (Service Coordination be referred to as a case data data data data data data data dat			tisfied with the amoun		•	fied with	n the agency
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Loant       15       2.7       Understand       560       555         Question 15 - I know who to talk to if I have a complaint.       Guestion 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       150.1       12       2.1         Understand       560       Guestion 18 - Service Coordination helps me.       (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency       Percent       Response       Frequency       Percent         Yes       462       83.1       Not Applicable       4.0       0.7       100         10ont       2       1.3       1.0       Not Applicable       4.0       1.0       1.0         10ont       2.3       Understand       5.3       1.0       1.0       1.0       1.0         Yes       503       80.7			-				
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       IDon't       15       2.7         Understand       560       555       Guestion 15 - I know who to talk to if I have a complaint.       Guestion 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       100n't       13       2.3         Understand       561       Guestion 18 - Service Coordination helps me.       660         Question 17 - I was given clear information about coordinates my service(s).       Guestion 18 - Service Coordination helps me.       Gervice Coordination helps me.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       462       83.1       Not Applicable       40.7       Not Applicable         10ont       13       2.3       Understand       561       Guestion 20 - I was given clear information about the person(s) who provide my hands on assistance.         Response       Frequency       Percent       Yes       50       S       S	Understand			Understand			
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         IDon't       15       2.7       Understand       555         Guestion 15 - I know who to talk to if I have a complaint.         Response Frequency Percent         Yes       521       92.9         No       32       5.7       No       446       79.6         Not Applicable       2       0.4       150       2.1         Understand       561       Coustion 18 - Service Coordination helps me.       660         Question 17 - I was given clear information about coordinates my service(s).       Guestion 18 - Service Coordination helps me.       (Service Coordination could also be referred to as a Care Manager or Supports Coordination.         Response Frequency Percent         Yes       462       83.1       Not Applicable       4.0         IDon't       13       2.3       Inderstand       0.0         No       Sister Coordination could also be referred to as a Care Manager or Supports Coordination.         Yes       462       83.1       Not Applicable       4       0.7         IDon't       13       2.3 <td< td=""><td></td><td>30</td><td>5.4</td><td></td><td>18</td><td>3.2</td><td></td></td<>		30	5.4		18	3.2	
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       IDon't       15       2.7         Understand       560       555       Guestion 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       Not Applicable       12       2.1         Understand       561       Cuestion 17 - I was given clear information about choosing who coordinates my service(s).       Question 18 - Service Coordination helps me.       (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency       Percent       Yes       503       89.7         No       60       10.8       Not Applicable       4       0.7         I bon't       21       3.8       Understand       561       561         Guestion 19 - I know who will be providing my service(s).       Guestion 20 - I was given enough information about the person(s) who provide my hands on assistance.         Not Applicable       13       2.3       10 on'							
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       IDon't       15       2.7         Understand       560       555       Ouestion 16 - 1 know who to talk to if 1 have a complaint.       Seponse       Frequency       Percent       Response       Frequency       Percent       Response       Frequency       Percent       Perce							
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       560       555       Understand       555         Question 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       Not Applicable       12       2.1         IDon't       13       2.3       Inderstand       2.3       Inderstand         Understand       561       Question 17 - I was given clear information about choosing who coordinates my service(s).       Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency       Percent       Response       Frequency       Percent         Yes       462       83.1       Not Applicable       4.0       0.7         IDon't       13       2.3       Inderstand       100       1.3       1.3         Not Applicable       13       2.3       Inderstand       1.4       1.7       1.4         IDon't	Yes	440		Yes		79.7	
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       560       555       Understand       555         Question 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No tApplicable       12       2.1         Not Applicable       2       0.4       I Don't       13       2.3         Understand       561       Cuestion 18 - Service Coordination helps me. (Service Coordination helps me. (Service Coordination nelps me. (Service Coordination	Response	Frequency	Percent	Response	Frequency	Percer	nt
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       560       555       Question 15 - I know who to talk to if I have a complaint.       555         Question 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       Not Applicable       12       2.1         I Don't       6       1.1       Understand       560       Guestion 18 - Service Coordination helps me.         Genome       560       Question 18 - Service Coordination could also be referred to as a Care Manager or Supports Coordination.       560         Question 17 - I was given clear information about choosing who coordinates my service(s).       No Applicable       4.3       4.3         Not Applicable       13       2.3       Understand       561       Guestion 18 - Service Coordination about the person(s) who provide my hands on assistance.         Not Applicable       13       2.3       100nt       30       5.3							
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       560       555       Guestion 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       Not Applicable       12       2.1         I Don't       6       1.1       Understand       560       560         Question 17 - I was given clear information about choosing who coordinates my service(s).       Gervice Coordination could also be referred to as a Care Manager or Supports Coordination.         Response       Frequency       Percent       Yes       560         Question 18 - Service Coordination neugla size and the person coordination about choosing who coordinates my service(s).       Gervice Coordination could also be referred to as a Care Manager or Supports Coordination.         Response       Frequency       Percent       Yes       503       89.7         Not Applicable       13       2.3       Understand       561       Guestion 18 - Service Coordination about the person(s) who provide my hands on assistance. <td>service plannin</td> <td>g process.</td> <td></td> <td>person(s) who p</td> <td>rovide my hand</td> <td>s on ass</td> <td>sistance.</td>	service plannin	g process.		person(s) who p	rovide my hand	s on ass	sistance.
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       560       555       Guestion 15 - I know who to talk to if I have a complaint.       560       S55         Question 15 - I know who to talk to if I have a complaint.         Response Frequency Percent       Response Frequency Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       Not Applicable       12       2.1         I Don't       6       1.1       Understand       560       Guestion 18 - Service Coordination helps me.         Choosing who coordinates my service(s).       Cordination could also be referred to as a Care Manager or Supports Coordination.)         Response Frequency Percent         Yes       462       83.1         No       24       4.3         Not Applicable       13       2.3         Understand       561       561         Question 18 - Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response Frequency Percent         Yes       503       89.7 <td></td> <td></td> <td>ith my individual</td> <td></td> <td></td> <td></td> <td></td>			ith my individual				
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       560       555       Guestion 15 - 1 know who to talk to if I have a complaint.       560       555         Response       Frequency       Percent       Response       Frequency       Percent       Service plan.         Not Applicable       2       0.4       Not Applicable       12       2.1         Not Applicable       2       0.4       Not Applicable       12       2.1         Not Applicable       2       0.4       Not Applicable       12       2.1         Understand       561       Correct       Service Coordination helps me.         Vot Applicable       2       0.4       100nt       13       2.3         Understand       561       Correlation for Service Coordination helps me.       (Service Coordination ocul also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency       Percent       Yes       503       89.7         Not Applicable       13       2.3       Not Applicable       4       0.7         Not Applicable       13       2.3       Not Applic							
No       57       10.2       No       104       18.7         Not Applicable       15       2.7       Not Applicable       17       3.1         Understand       100       15       2.7       Understand       555         Question 15 - I know who to talk to if I have a complaint.       60       555       55         Response Frequency Percent         Yes       521       92.9       No       446       79.6         Not Applicable       2       0.4       Not Applicable       13       2.3         Understand       561       561       50       50         Question 17 - I was given clear information about choosing who coordinates my service(s).       Ouestion 18 - Service Coordination helps me. (Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)         Response       Frequency Percent       Yes       503       89.7         Yes       462       83.1       Not Applicable       4       0.7         IDon't       21       3.8       Not Applicable       4       0.7         IDon't       21       3.8       Not Applicable       4       0.7         IDon't       21       3.8       Not Applicable	Understand			Understand		4	
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No       57       10.2         Not Applicable       15       2.7         I Don't       15       2.7         Understand       560         560       555         Question 15 - I know who to talk to if I have a complaint.         Response       Frequency         Percent       Response       Frequency         Yes       521       92.9         No       32       5.7         No       446       79.6         No       A46       79.6         No       Applicable       12       2.1		U	1.1		15	۷.۵	
No       57       10.2         Not Applicable       15       2.7         I Don't       15       2.7         Understand       560         560       555         Question 15 - I know who to talk to if I have a complaint.         Response         Yes       521         92.9       92.9         No       32         5.7       10.2         No       104         10       15         Not Applicable       17         15       2.7         Understand       555         Question 16 - I would like changes to my individual service plan.							
No       57       10.2         Not Applicable       15       2.7         I Don't       15       2.7         Understand       560         560       555         Question 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response       Frequency       Percent       Response       Frequency       Percent       Yes       89       15.9		-			-		
No       57       10.2         Not Applicable       15       2.7         I Don't       15       2.7         Understand       560         560       555         Question 15 - I know who to talk to if I have a complaint.       Question 16 - I would like changes to my individual service plan.         Response         Frequency Percent		-					
No 57 10.2 Not Applicable 15 2.7 I Don't 15 2.7 Understand 560 555 Question 15 - I know who to talk to if I have a complaint. Question 16 - I would like changes to my individual service plan.	-	• •					
No       57       10.2         Not Applicable       15       2.7         I Don't       15       2.7         Understand       260         Solution 15 - I know who to talk to if I have a	Response	Frequency	Porcont	Doenonco	Frequency	Porece	at .
No       57       10.2         Not Applicable       15       2.7         I Don't       15       2.7         Understand       260         Solution 15 - I know who to talk to if I have a             No       104       18.7         Not Applicable       17       3.1         I Don't       15       2.7         Understand       560       555             Question 15 - I know who to talk to if I have a       Question 16 - I would like changes to my individual	complaint.			service plan.			
No         57         10.2         No         104         18.7           Not Applicable         15         2.7         Not Applicable         17         3.1           I Don't         15         2.7         I Don't         15         2.7           Understand         560         555		KNOW WNO tO t	aik to it i have a		ould like chang	es to m	y individual
No         57         10.2         No         104         18.7           Not Applicable         15         2.7         Not Applicable         17         3.1           I Don't         15         2.7         I Don't         15         2.7           Understand         Understand         Understand         Understand         Understand	<u> </u>		-			-	
No         57         10.2         No         104         18.7           Not Applicable         15         2.7         Not Applicable         17         3.1           I Don't         15         2.7         I Don't         15         2.7	understand	F.0	0	Understand		-	
No         57         10.2         No         104         18.7           Not Applicable         15         2.7         Not Applicable         17         3.1		15	2.1		15	2.7	
No 57 10.2 No 104 18.7		-				-	
		-				-	
		-			-		
	Vac	173	84.5	Vec	/10	75 5	

Response	Frequency	Percent	Response	Frequency	Percent
′es	524	92.6	Yes	506	89.7
No	27	4.8	No	48	8.5
Not Applicable	5	0.9	Not Applicable	4	0.7
Don't	10	1.8	I Don't	6	1.1
Understand	10		Understand	0	
			Undersidilu		
		tisfied with the			e Coordinator meets
person(s) who	provide my ha	inds on assistance.	my needs. (Serv		
			referred to as a ( Coordinator.)	Jare Manager o	Supports
			coordinator.)		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	534	94.0	Yes	523	92.6
No	17	3.0	No	23	4.1
Not Applicable	11	1.9	Not Applicable	4	0.7
Don't	6	1.1	I Don't	15	2.7
Jnderstand	0	1.1	Understand	15	2.1
nuerstand	56	8	Understand	56	5
Question 31 - C		o atisfied with my Service	Question 32 - I k		ort abuse, neglect or
		inator could also be			f restraints and other
referred to as a			restrictions.		
Coordinator.)	Jui J manaye	· •. • • • • • • • • • • • • • • • • • •	1000100010		
,					
Response	Frequency	Percent	Response	Frequency	Percent
Yes	524	93.2	Yes	526	93.4
No	23	4.1	No	15	2.7
Not Applicable	5	0.9	Not Applicable	13	2.3
Don't	10	1.8	I Don't	9	1.6
Jnderstand	10	1.0	Understand	5	1.0
JUDELSIANO			Understand		
	F.0	<u>ົ</u>		F.04	2
	56 act boln when		Question 24 M	563	-
		2 I call with a problem.		hen I leave a me hands on assis	essage, the person(s) tance returns my call
Question 33 - I	get help when	I call with a problem.	who provide my within 24 hours a	hen I leave a me hands on assis after I leave a m	ssage, the person(s) tance returns my call essage.
Question 33 - I Response	get help when Frequency	I call with a problem. Percent	who provide my within 24 hours a Response	hen I leave a me hands on assis after I leave a m Frequency	essage, the person(s) tance returns my call essage. Percent
Question 33 - I Response Never	get help when Frequency 21	I call with a problem. Percent 3.8	who provide my within 24 hours a Response Never	hen I leave a me hands on assis after I leave a m Frequency 27	essage, the person(s) tance returns my call essage. Percent 4.9
Question 33 - I Response Never Rarely	get help when Frequency	Percent 3.8 4.2	who provide my within 24 hours a Response Never Rarely	hen I leave a me hands on assis after I leave a m Frequency 27 17	essage, the person(s) tance returns my call essage. Percent 4.9 3.1
Question 33 - I Response Never Rarely	get help when Frequency 21	I call with a problem. Percent 3.8	who provide my within 24 hours a Response Never	hen I leave a me hands on assis after I leave a m Frequency 27	essage, the person(s) tance returns my call essage. Percent 4.9
Question 33 - I Response Never Rarely Sometimes	get help when Frequency 21 23	Percent 3.8 4.2	who provide my within 24 hours a Response Never Rarely	hen I leave a me hands on assis after I leave a m Frequency 27 17	essage, the person(s) tance returns my call essage. Percent 4.9 3.1
Question 33 - I Response	get help when Frequency 21 23 59	Percent           3.8           4.2           10.6           81.4	who provide my within 24 hours a Response Never Rarely Sometimes	hen I leave a me hands on assis after I leave a m Frequency 27 17 57	Percent 4.9 3.1 10.3 81.8
Question 33 - I Response Never Rarely Sometimes Always Question 35 - M phone calls and	get help when Frequency 21 23 59 451 55 Iy Service Coo d follows up w	Percent           3.8           4.2           10.6           81.4	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co	get help when Frequency 21 23 59 451 55 Iy Service Coo d follows up w uld also be ref	Percent 3.8 4.2 10.6 81.4 4 brdinator returns my rith me. (Service ferred to as a Care	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N Shone calls and Coordinator co Manager or Su	get help when Frequency 21 23 59 451 55 Iy Service Coo d follows up w uld also be ref	Percent 3.8 4.2 10.6 81.4 4 brdinator returns my rith me. (Service ferred to as a Care	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N Sohone calls and Coordinator co Manager or Su Response	get help when Frequency 21 23 59 451 55 fy Service Cood d follows up w uld also be reformed poorts Coordin	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my vith me. (Service ferred to as a Care nator.)	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I hours	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message	Percent 4.9 3.1 10.3 81.8 4 Percent who eturn my call within 5.
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Su Response Never	get help when Frequency 21 23 59 451 55 fy Service Coo d follows up w uld also be rel pports Coordin Frequency 28	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my ordinator returns my ordinator ceturns my ordinator returns my ferred to as a Care nator.) Percent 5.0	who provide my within 24 hours a Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I he Response Never	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16	Percent 4.9 3.1 10.3 81.8 4 Percent who eturn my call within 5. Percent 2.9
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely	get help when Frequency 21 23 59 451 55 fy Service Coo d follows up w uld also be ref pports Coordin Frequency 28 17	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my vith me. (Service ferred to as a Care nator.) Percent 5.0 3.1	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9	Percent 4.9 3.1 10.3 81.8 4 Percent 4 Percent 2.9 1.6
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N Sohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes	get help when Frequency 21 23 59 451 55 fy Service Cood follows up w uld also be rel pports Coordin Frequency 28 17 49	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my rith me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they me eave a message Frequency 16 9 64	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 5. Percent 2.9 1.6 11.6
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N Sohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes	get help when Frequency 21 23 59 451 55 fy Service Coo d follows up w uld also be ref pports Coordin Frequency 28 17 49 462	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my with me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8 83.1	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they me eave a message Frequency 16 9 64 462	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Suj Response Never Rarely Sometimes Always	get help when Frequency 21 23 59 451 55 fy Service Cood follows up w uld also be rel pports Coordin Frequency 28 17 49 462 55	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my vith me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8 83.1 6	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes Always	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they me eave a message Frequency 16 9 64 462 55	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V ny service(s), t	get help when Frequency 21 23 59 451 55 My Service Cood d follows up w uld also be relepports Coordin Frequency 28 17 49 462 55 When I call the they return my	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my with me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8 83.1	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they me eave a message Frequency 16 9 64 462 55	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V my service(s), ta fter I leave a m	get help when Frequency 21 23 59 451 55 fy Service Coordinates for the service for the service of the s	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my rith me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8 83.1 6 agency who provides r call within 24 hours	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after 1 h Response Never Rarely Sometimes Always Question 38 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1 g this survey?
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V ny service(s), t after I leave a m Response	get help when Frequency 21 23 59 451 55 Ty Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 When I call the they return my nessage.	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my rith me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8 83.1 6 agency who provides r call within 24 hours	who provide my within 24 hours a Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1 g this survey?
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N ohone calls and Coordinator co Manager or Suj Response Never Rarely Sometimes Always Question 37 - V my service(s), t after I leave a m Response Never	get help when Frequency 21 23 59 451 55 Ty Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 When I call the they return my nessage. Frequency 18	Percent          3.8         4.2         10.6         81.4         4         ordinator returns my         rith me. (Service         ferred to as a Care         nator.)         Percent         5.0         3.1         8.8         83.1         6         agency who provides         r call within 24 hours	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing Frequency 256	Percent 2.9 1.6 11.6 83.8 1 g this survey?
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N ohone calls and Coordinator co Manager or Suj Response Never Rarely Sometimes Always Question 37 - V my service(s), t after I leave a m Response Never Rarely	get help when Frequency 21 23 59 451 55 fy Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8	Percent          3.8         4.2         10.6         81.4         4         ordinator returns my         rith me. (Service         ferred to as a Care         nator.)         Percent         5.0         3.1         8.8         83.1         6         agency who provides         r call within 24 hours	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing Frequency 256 46	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N ohone calls and Coordinator co Manager or Suj Response Never Rarely Sometimes Always Question 37 - V my service(s), t after I leave a m Response Never	get help when Frequency 21 23 59 451 55 Ty Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 When I call the they return my nessage. Frequency 18	Percent          3.8         4.2         10.6         81.4         4         ordinator returns my         rith me. (Service         ferred to as a Care         nator.)         Percent         5.0         3.1         8.8         83.1         6         agency who provides         r call within 24 hours	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing Frequency 256	Percent 2.9 1.6 11.6 83.8 1 g this survey?
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N ohone calls and Coordinator co Manager or Suj Response Never Rarely Sometimes Always Question 37 - V my service(s), t after I leave a m Response Never Rarely	get help when Frequency 21 23 59 451 55 fy Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8	Percent          3.8         4.2         10.6         81.4         4         ordinator returns my         rith me. (Service         ferred to as a Care         nator.)         Percent         5.0         3.1         8.8         83.1         6         agency who provides         r call within 24 hours	who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after I h Response Never Rarely Sometimes Always Question 38 - Wh	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing Frequency 256 46	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5
Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V my service(s), to after I leave a mon Response Never Rarely Sometimes	get help when Frequency 21 23 59 451 55 Ty Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 When I call the they return my nessage. Frequency 18 8 68	Percent 3.8 4.2 10.6 81.4 4 ordinator returns my rith me. (Service ferred to as a Care nator.) Percent 5.0 3.1 8.8 83.1 6 agency who provides r call within 24 hours Percent 3.3 1.5 12.3	who provide my within 24 hours a Never Rarely Sometimes Always Question 36 - Wh coordinates my 24 hours after 1 h Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing Frequency 256 46 11	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5 2.0
Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V ny service(s), t after I leave a m Response Never Rarely	get help when Frequency 21 23 59 451 55 fy Service Cood d follows up w uld also be ref ports Coordin Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8	Percent          3.8         4.2         10.6         81.4         4         ordinator returns my         rith me. (Service         ferred to as a Care         nator.)         Percent         5.0         3.1         8.8         83.1         6         agency who provides         r call within 24 hours	<pre>who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wf coordinates my 24 hours after I f Response Never Rarely Sometimes Always Question 38 - Wf Response Self Spouse Service Provider</pre>	hen I leave a me hands on assis after I leave a m Frequency 27 17 57 453 55 hen I call the pe services, they re eave a message Frequency 16 9 64 462 55 ho is completing Frequency 256 46	Percent 4.9 3.1 10.3 81.8 4 rson or agency who eturn my call within 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5

Question 11 - I them.	need service(s	s) more often than I get	Question 12 - I ca service(s).	an choose who	coordinates my
Response	Frequency	Percent	Response	Frequency	Percent
Yes	137	24.4	Yes	370	67.6
No	402	71.7		91	16.6
	-			-	
Not Applicable	12	2.1	Not Applicable	31	5.7
I Don't	10	1.8	I Don't	55	10.1
Understand			Understand		_
<b>0</b>	56			54	
		ar information about			person(s) who provide
choosing the a	gency which p	rovides my service(s).	my hands on ass	sistance.	
Response	Frequency	Percent	Response	Frequency	Percent
Yes	473	84.5	Yes	419	75.5
No	57	10.2		104	18.7
	-			-	
Not Applicable	15	2.7	Not Applicable	17	3.1
I Don't	15	2.7	I Don't	15	2.7
Understand		2	Understand		r.
Questien 45	56 know who to t	0 alk to if I have a	Question 16	55	b Jes to my individual
complaint.		air iu ii i nave a		ould like chang	jes to my maividual
compiaint.			service plan.		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	521	92.9	Yes	89	15.9
No	32	5.7	No	446	79.6
	-			-	
Not Applicable	2	0.4	Not Applicable	12	2.1
I Don't	6	1.1	I Don't	13	2.3
Understand		4	Understand	F.0.	0
Question 17 - L	56 was given clea	ar information about	Question 18 - Se	56 rvice Coordinat	
choosing who					o be referred to as a
choosing who	Loorumates m	y = vice(s).			
			Care Manager or	Supports COO	unation.)
Response	Frequency	Percent	Response	Frequency	Percent
Yes	462	83.1	Yes	503	89.7
No	402 60	10.8		24	4.3
Not Applicable	13	2.3	Not Applicable	4	0.7
I Don't	21	3.8	l Don't	30	5.3
Understand		0	Understand	50	
Questien 40	55 know who will		Quastian 20 Lu	56	
service(s).		be providing my			Ih information about ands on assistance.
301 VICE(S).			the person(s) wh	io provide my n	anus un assistance.
Response	Frequency	Percent	Response	Frequency	Percent
Yes	519	92.0	Yes	468	83.0
No	34	6.0	No	69	12.2
Not Applicable	2	0.4	Not Applicable	15	2.7
I Don't	9	1.6	I Don't	12	2.1
Understand	50		Understand	50	
7/4 4/00/11	56			56	
7/14/2011		Pa	articipant Satisfaction Su	rvey March	Page
			-7/17.1		

## Question 21 - I am involved with my individual service planning process.

Question 22 - I was given clear information about the person(s) who provide my hands on assistance.

				-	
Response	Frequency	Percent	Response	Frequency	Percent
Yes	440	78.7	Yes	444	79.7
No	72	12.9	No	75	13.5
Not Applicable	17	3.0	Not Applicable	20	3.6
Don't	30	5.4	I Don't	18	3.2
Understand			Understand		
	55	9		55	7
Question 23 - O	verall, I am sa	tisfied with the amount	Question 24 - Ov	erall, I am satis	fied with the agency
of service(s) I g	et.		which provides n	ny service(s).	
Response	Frequency	Percent	Response	Frequency	Percent
•			Yes		
Yes	488	86.5		537	94.7
No	69	12.2	No No	22	3.9
Not Applicable	4	0.7	Not Applicable	4	0.7
Don't	3	0.5	l Don't	4	0.7
Understand			Understand		_
Question 25	56 Werall Lam sa	4 itisfied with the type(s)	Question 26 Ou	56 orall Lam satis	7 ified with my ability to
of service(s) I g		tioned with the type(S)	direct the service		oneu with my ability to
or service(s) I g	<b>E</b> L.			5(3) 1 438.	
Response	Frequency	Percent	Response	Frequency	Percent
Yes	530	93.6	Yes	502	90.3
No	29	5.1	No	33	5.9
Not Applicable	2	0.4	Not Applicable	9	1.6
Don't	5	0.9	I Don't	12	2.2
Understand	5	0.9	Understand	12	2.2
Understand	56	6	Understand	55	6
Question 27 - O		tisfied with who	Question 28 - Ov		
coordinates my		-	individual service		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	524	92.6	Yes	506	89.7
No	27	4.8	No	48	8.5
Not Applicable	5	0.9	Not Applicable	4	0.7
l Don't	10	1.8	I Don't	6	1.1
Understand			Understand		
Question 20	)vorall Lam co	tisfied with the	Question 30 Ou	orall my Sorvig	ce Coordinator meets
		inds on assistance.	my needs. (Serv		
person(s) who	provide my ha	1143 UII 43313141168.	referred to as a C		
			Coordinator.)	are manager o	Supports
			Coordinator.)		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	534	94.0	Yes	523	92.6
No	17	3.0	No	23	4.1
Not Applicable	11	1.9	Not Applicable	4	0.7
Don't	6	1.1	I Don't		2.7
	0	1.1		15	2.1
Understand	56	Q	Understand	56	5
7/14/2011	00	U	Participant Satisfaction Su		p Pa
1/17/2011					Fa
			2011		

Question 31 - Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.) Question 32 - I know how to report abuse, neglect or exploitation including the use of restraints and other restrictions.

Response	Frequency	Percent	Response	Frequency	Percent
Yes	524	93.2	Yes	526	93.4
No	23	4.1	No	15	2.7
Not Applicable	5	0.9	Not Applicable	13	2.3
l Don't	10	1.8	I Don't	9	1.6
Understand			Understand		
	56			56	
Question 33 - I	get help when	I call with a problem.			essage, the person(s)
					tance returns my call
			within 24 hours a	after I leave a m	essage.
Response	Frequency	Percent	Response	Frequency	Percent
Never	21	3.8	Never	27	4.9
Rarely	23	4.2	Rarely	17	3.1
Sometimes	23 59	4.2	Sometimes	57	10.3
Always	59 451	81.4	Always	57 453	81.8
niways	451 55	• • • •	- Aiways	455 554	
Question 35 - M		rdinator returns my	Question 36 - WI		+ rson or agency who
					eturn my call within
nhone calls and				301 11003, 1107 10	cum my can winilli
phone calls and					
Coordinator co	ould also be ref	erred to as a Care	24 hours after I l		
Coordinator co	ould also be ref	erred to as a Care			
	ould also be ref	erred to as a Care			
Coordinator co Manager or Su	ould also be ref pports Coordin	erred to as a Care nator.)	24 hours after I l	eave a message	
Coordinator co Manager or Su Response	ould also be ref pports Coordin Frequency	erred to as a Care hator.) Percent	24 hours after I k Response	eave a message Frequency	Percent
Coordinator co Manager or Su Response Never Rarely	puld also be ref pports Coordin Frequency 28	erred to as a Care hator.) Percent 5.0	24 hours after I le Response Never	eave a message Frequency 16	Percent 2.9
Coordinator co Manager or Su Response Never	Frequency 28 17 49 462	erred to as a Care nator.) Percent 5.0 3.1 8.8 83.1	24 hours after I le Response Never Rarely	Frequency 16 9	Percent 2.9 1.6
Coordinator co Manager or Su Response Never Rarely Sometimes Always	Frequency 28 17 49 462 55	Percent 5.0 3.1 8.8 83.1 6	24 hours after I le Response Never Rarely Sometimes Always	Frequency 16 9 64 462 55	Percent 2.9 1.6 11.6 83.8
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V	Frequency 28 17 49 462 55 Vhen I call the	Percent 5.0 3.1 8.8 83.1 6 agency who provides	24 hours after I le Response Never Rarely Sometimes	Frequency 16 9 64 462 55	Percent 2.9 1.6 11.6 83.8
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), 1	Frequency 28 17 49 462 55 Vhen I call the they return my	Percent 5.0 3.1 8.8 83.1 6	24 hours after I le Response Never Rarely Sometimes Always	Frequency 16 9 64 462 55	Percent 2.9 1.6 11.6 83.8
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), 1	Frequency 28 17 49 462 55 Vhen I call the they return my	Percent 5.0 3.1 8.8 83.1 6 agency who provides	24 hours after I le Response Never Rarely Sometimes Always	Frequency 16 9 64 462 55	Percent 2.9 1.6 11.6 83.8
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n	Frequency 28 17 49 462 55 Vhen I call the they return my nessage.	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh	Frequency 16 9 64 462 55 no is completing	Percent 2.9 1.6 11.6 83.8 1 g this survey?
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response	Frequency 28 17 49 462 55 When I call the they return my nessage.	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response	Frequency 16 9 64 462 55 no is completing	Percent 2.9 1.6 11.6 83.8 1 g this survey?
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never	Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self	Frequency 16 9 64 462 55 no is completing Frequency 256	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never Rarely	Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours Percent 3.3 1.5	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse	Frequency 16 9 64 462 55 to is completing Frequency 256 46	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never Rarely	Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service	Frequency 16 9 64 462 55 no is completing Frequency 256	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never Rarely Sometimes	Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8 68	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours Percent 3.3 1.5 12.3	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service Provider	Frequency 16 9 64 462 55 to is completing Frequency 256 46 11	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5 2.0
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never Rarely Sometimes	Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours Percent 3.3 1.5	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service Provider Friend	<b>Frequency</b> 16 9 64 462 55 <b>to is completing</b> <b>Frequency</b> 256 46 11 61	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5 2.0 11.3
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never Rarely	Frequency 28 17 49 462 55 When I call the they return my nessage. Frequency 18 8 68 457	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours Percent 3.3 1.5 12.3 82.9	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service Provider	<b>Frequency</b> 16 9 64 462 55 <b>to is completing</b> <b>Frequency</b> 256 46 11 61 168	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5 2.0 11.3 31.0
Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), f after I leave a n Response Never Rarely Sometimes	Frequency 28 17 49 462 55 Vhen I call the they return my nessage. Frequency 18 8 68	Percent 5.0 3.1 8.8 83.1 6 agency who provides call within 24 hours Percent 3.3 1.5 12.3 82.9 1	24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh Response Self Spouse Service Provider Friend	<b>Frequency</b> 16 9 64 462 55 <b>to is completing</b> <b>Frequency</b> 256 46 11 61 168 542	Percent 2.9 1.6 11.6 83.8 1 g this survey? Percent 47.2 8.5 2.0 11.3 31.0