					MOAGINDEL VIII	
Filter:	Waiver = Atte	W Annual Participa	int oatisiacti	on our vey	NOVCIIIDCI ZUTT	
	Total Attend	lant Care surveys mailed:	2015 Total Replies: 529			
Ponty rato:	26%			. otal itopi		
Reply rate:		service(s) that help me	Question 2: I need services which are not available.			
o stay in my h	•	service(s) that help me	Question 2: Thee	a services whic	ii are not available.	
	_	_	_		_	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	138	26.6	Yes	482	91.5	
No	326	62.9	No	20	3.8	
Not Applicable	31	6.0	Not Applicable	12	2.3	
Don't	23	4.4	I Don't	13	2.5	
Understand	-	0	Understand	F.0	7	
Question 3: I no	51 eed to spend m	ore time talking about my	Question 4: Over	52 all my Service	<sup>/</sup> Coordinator meets my needs.	
individual servi	•	oro anio taiking about my			be referred to as a	
naividuai sel Vi	ioo pian.		Care Manager or			
			Care manager of			
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	99	19.1	Yes	476	90.5	
No	390	75.1	No	40	7.6	
Not Applicable	18	3.5	Not Applicable	2	0.4	
l Don't	12	2.3	I Don't	8	1.5	
Jnderstand			Understand			
	51			52		
		o are paid to provide		choose the age	ency which provides my	
nands on assis	tance does the	tasks they are supposed to.	service(s).			
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	506	96.9	Yes	480	91.6	
No.	14	2.7	No	17	3.2	
Not Applicable	2	0.4	Not Applicable	10	1.9	
Don't	0	0.0	I Don't	17	3.2	
Understand	U	0.0	Understand	17	5.2	
Onderstand	52	22	Onderstand	52	4	
Question 7: Ov		fied with the amount	Question 8: I car		oordinates my service(s).	
of service(s) I g	jet.					
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	454	86.5	Yes	365	70.9	
No	67	12.8	No	98	19.0	
Not Applicable	1	0.2	Not Applicable	21	4.1	
I Don't	3	0.6	I Don't	30	5.8	
Understand	•	0.0	Understand	00	0.0	
שומבוטוט	52	25	Unucisiallu	51	4	
Question 9: I ar	m involved with		Question 10: I re		ervices that I am supposed to	
olanning proce	ss.					
Daguar -	F	Davagut	Daguerra		Davaget	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	465	88.9	Yes	455	86.0	
No	29	5.5	No	43	8.1	
Not Applicable	10	1.9	Not Applicable	7	1.3	
Don't	19	3.6	I Don't	24	4.5	
Jnderstand		20	Understand	=-	0	
	52	'ও		52	9	
Question 11: I on a supply the state of the		person(s) who provide	Question 12: I kr	ow who to talk	to if I have a complaint.	
ny nanus on a	33131AIIUE.					
Response	Frequency	Percent	Response	Frequency	Percer	
Yes	491	93.2	Yes	483	92.9	
100	-T-0 I	JU.2	163	700	JL.J	
\lo	28	5.3	No	33	6.3	
	28	5.3	No Not Applicable	33	6.3	
No Not Applicable I Don't	28 2 6	5.3 0.4 1.1	No Not Applicable I Don't	33 4 0	6.3 0.8 0.0	

 Response
 Frequency
 Percent
 Response
 Frequency
 Percent

 Yes
 480
 93.6
 Yes
 506
 97.7

 No
 18
 3.5
 No
 8
 1.5

Understand

Question 14: The person(s) who are paid to provide hands on assistance stay as long as scheduled.

Understand

527

Question 13: Overall, I am satisfied with my ability to direct my own services.

Understand	6 9	1.2 1.8	Not Applicable I Don't Understand	1 3	0.2 0.6	
	51			51		
Question 15: O service(s) I get.	•	isfied with the quality of the	Question 16: I ge	et service(s) as o	often as I need it.	
		P d	D	F	D d	
<b>Response</b> Yes	Frequency 491	Percent 95.0	<b>Response</b> Yes	Frequency 434	Percent 84.3	
No	25	4.8	No	62	12.0	
Not Applicable	1	0.2	Not Applicable	10	1.9	
Don't	0	0.0	I Don't	9	1.7	
Understand			Understand			
	51			51		
		n(s) who are paid to o spend more time with me.	Question 18: Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)			
Dagmanaa	Гианиана <i>и</i>	Doroomt	Deemanaa	Francis	Davaget	
Response	Frequency 176	Percent	<b>Response</b> Yes	Frequency	Percent	
Yes	316	34.5 62.0		469 38	90.5	
No Not Applicable	10	62.0 2.0	No Not Applicable	38 4	7.3 0.8	
I Don't	8	1.6	I Don't	7	1.4	
Understand	J		Understand	•	·· T	
	51	-		51		
Question 19: I a		n the services I am	Question 20: I kn	ow who will be	providing my service(s).	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	493	95.2	Yes	488	95.1	
No	17	3.3	No	20	3.9	
Not Applicable	2	0.4	Not Applicable	1	0.2	
I Don't	6	1.2	I Don't	4	0.8	
Understand		10	Understand	<i></i>	2	
Ougation 24: T	51	ho are paid to provide hands	Ougation 22: O	51	3 ed with the type(s) of service(s)	
		ng and skills they need to	get.	eran, rani sausi	ed with the type(s) of service(s)	
Response	Frequency	Percent	Response	Frequency	Percent	
	491	95.0	Yes	493	95.4	
res	4.0	3.1	No	20	3.9	
	16		Not Applicable	0	0.0	
No	4	0.8	Not Applicable	0		
No Not Applicable	-	0.8 1.2	I Don't	4	0.8	
No Not Applicable I Don't	4	1.2	• •	4		
No Not Applicable I Don't	4	1.2	I Don't			
No Not Applicable I Don't Understand  Question 23: I a schedule of the	4 6 51 am told in adva	1.2	I Don't Understand	4 51 e person(s) who	7 are paid to provide hands on	
No Not Applicable I Don't Understand Question 23: I a schedule of the on assistance. Response	4 6 51 am told in adva e person(s) who	1.2  17  Ince about changes in the paid to provide hands  Percent	Understand  Question 24: The assistance listen	4 51 e person(s) who to what I have to	7 are paid to provide hands on to say. Percent	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes	4 6 51 am told in adva e person(s) who Frequency 436	1.2  17  Ince about changes in the pare paid to provide hands  Percent 84.2	Understand  Question 24: The assistance listen  Response Yes	person(s) who to what I have to Frequency	are paid to provide hands on so say.  Percent 96.7	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No	4 6 51 am told in adva e person(s) who Frequency 436 40	1.2  17  Ince about changes in the pare paid to provide hands  Percent 84.2 7.7	Understand  Question 24: The assistance listen  Response Yes No	person(s) who to what I have to Frequency 502 12	are paid to provide hands on to say.  Percent 96.7 2.3	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable	4 6 51 am told in adva e person(s) who Frequency 436 40 34	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6	Question 24: The assistance listen  Response Yes No Not Applicable	person(s) who to what I have to Frequency 502 12 0	are paid to provide hands on to say.  Percent 96.7 2.3 0.0	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't	4 6 51 am told in adva e person(s) who Frequency 436 40	1.2  17  Ince about changes in the pare paid to provide hands  Percent 84.2 7.7	Question 24: The assistance listen  Response Yes No Not Applicable I Don't	person(s) who to what I have to Frequency 502 12	are paid to provide hands on to say.  Percent 96.7 2.3	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't	4 6 51 am told in adva e person(s) who Frequency 436 40 34 8	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5	Question 24: The assistance listen  Response Yes No Not Applicable	person(s) who to what I have to what I have to 502 12 0 5	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand	4 6 51 am told in adva e person(s) who Frequency 436 40 34 8	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5	Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand	4 51 e person(s) who to what I have to  Frequency 502 12 0 5	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services.	am told in adva e person(s) who Frequency 436 40 34 8	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5	Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand	Frequency 502 12 0 5 vice Coordinaticuld also be refer	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services as a Care Ma	am told in adva e person(s) who Frequency 436 40 34 8	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5 18 dinator helps me get needed or could also be referred	Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand  Question 26: Ser Coordination coord	Frequency 502 12 0 5 vice Coordinaticuld also be refer	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services as a Care Ma	Frequency 436 40 34 8  51  Sy Service Coordinates anager or Supp	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5 18 dinator helps me get needed or could also be referred orts Coordinator.)	Response Yes No Not Applicable I Don't Understand	Frequency 502 12 0 5 vice Coordinaticuld also be refer	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care ination.)	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services as a Care Ma Response Yes	4 6 51 am told in adva e person(s) who Frequency 436 40 34 8 51 by Service Coordinate anager or Supp	1.2  Ince about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5  Is  dinator helps me get needed or could also be referred orts Coordinator.)  Percent	Response I Don't Understand  Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand  Question 26: Ser Coordination coordination coordination coordination coordination coordinates	Frequency 502 12 0 5 vice Coordinaticuld also be refersupports Coord Frequency	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care ination.)  Percent	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services. (Services as a Care Ma  Response Yes No Not Applicable	Frequency 436 40 34 8 51 y Service Coordinate anager or Supp Frequency 455 44 12	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5  8 dinator helps me get needed or could also be referred orts Coordinator.)  Percent 87.7 8.5 2.3	Response I Don't Understand  Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand  Question 26: Ser Coordination cot Management or 3  Response Yes No Not Applicable	Frequency 502 12 0 5 vice Coordinativald also be refersupports Coord Frequency 445 40 12	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care nation.)  Percent 86.6 7.8 2.3	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services as a Care Ma Response Yes No Not Applicable I Don't	4 6 51 am told in adva e person(s) who Frequency 436 40 34 8 51 y Service Coor vice Coordinate anager or Supp Frequency 455 44	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5  Is dinator helps me get needed or could also be referred orts Coordinator.)  Percent 87.7 8.5	Response I Don't Understand  Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand  Question 26: Ser Coordination cot Management or Ser Response Yes No Not Applicable I Don't	Frequency 502 12 0 5 vice Coordinational also be refersupports Coord Frequency 445 40	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care mation.)  Percent 86.6 7.8	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services as a Care Ma Response Yes No Not Applicable I Don't	Frequency 436 40 34 8 51 9 Service Coordinate anager or Supp Frequency 455 44 12 8	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5  18 dinator helps me get needed or could also be referred orts Coordinator.)  Percent 87.7 8.5 2.3 1.5	Response I Don't Understand  Question 24: The assistance listen  Response Yes No Not Applicable I Don't Understand  Question 26: Ser Coordination cot Management or 3  Response Yes No Not Applicable	Frequency 502 12 0 51 vice Coordinaticuld also be refer Supports Coord Frequency 445 40 12 17	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care nation.)  Percent 86.6 7.8 2.3 3.3	
No Not Applicable I Don't Understand  Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Serv to as a Care Ma  Response Yes No Not Applicable I Don't Understand	4 6 51 am told in adva e person(s) who see person(s) whe see person(s) who see person(s) who see person(s) who see perso	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5  18 dinator helps me get needed or could also be referred orts Coordinator.)  Percent 87.7 8.5 2.3 1.5	Response Yes No Not Applicable I Don't Understand  Response Yes No Not Applicable I Don't Understand  Response Yes Coordination cot Management or S  Response Yes No Not Applicable I Don't Understand	Frequency 502 12 0 5 vice Coordinaticuld also be refersupports Coord Frequency 445 40 12 17 51 tow how to repo	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care nation.)  Percent 86.6 7.8 2.3 3.3	
Question 23: I a schedule of the on assistance.  Response Yes No Not Applicable I Don't Understand  Question 25: M services. (Services. (Services Acare Material Page 1) Don't Understand  Response Yes No Not Applicable I Don't Understand  Question 27: D	4 6 51 am told in adva e person(s) who see person(s) whe see person(s) who see person(s) who see person(s) who see perso	nce about changes in the pare paid to provide hands  Percent 84.2 7.7 6.6 1.5  18 dinator helps me get needed or could also be referred orts Coordinator.)  Percent 87.7 8.5 2.3 1.5	Response Yes No Not Applicable I Don't Understand  Response Yes No Not Applicable I Don't Understand  Response Yes Coordination cot Management or S  Response Yes No Not Applicable I Don't Understand	Frequency 502 12 0 5 vice Coordinaticuld also be refersupports Coord Frequency 445 40 12 17 51 tow how to repo	are paid to provide hands on to say.  Percent 96.7 2.3 0.0 1.0 9 on helps me. (Service red to as Care ination.)  Percent 86.6 7.8 2.3 3.3 4 rt abuse, neglect or exploitation.	

436	83.5	No	18	3.5		
17	3.3	Not Applicable	5	1.0		
2	0.4	I Don't	4	0.8		
		Understand				
52	22		51	8		
	• •	Question 30: The person(s) who are paid to provide hands on				
on assistance t	reat me with dignity.	assistance give i	me privacy wher	n needed.		
Frequency	Percent	Response	Frequency	Percent		
17		•		4.4		
1				0.4		
' <del>-</del>		,	_	2.9		
				92.4		
		7 tiway 5				
	•	Question 32: My				
. ,	To provide the provide	•				
		•	•			
		Coordinator.) *If you have never called your Service				
		, <b>,</b>				
Frequency	Percent	Response	Frequency	Percent		
				7.9		
131	25.2	Rarely	21	4.3		
46	8.9	Sometimes	61	12.6		
19	3.7	Always	364	75.2		
			40	1		
51			48			
he person(s) wh	no are paid to provide hands on		e person(s) who	are paid to provide hands on		
	no are paid to provide hands on		e person(s) who			
he person(s) what me with respe	no are paid to provide hands on	assistance says	e person(s) who things in a way	are paid to provide hands on		
he person(s) wh	no are paid to provide hands on ect.		e person(s) who	are paid to provide hands on I can understand.		
he person(s) what me with response  Frequency 21	Percent	Response Never	e person(s) who things in a way Frequency	are paid to provide hands on I can understand.  Percent 8.5		
he person(s) what me with response  Frequency 21 1	Percent 4.0 0.2	Response Never Rarely	e person(s) who things in a way Frequency 44 5	are paid to provide hands on can understand.  Percent 8.5 1.0		
he person(s) what me with response  Frequency 21 1 17	Percent 4.0 0.2 3.3	Response Never Rarely Sometimes	e person(s) who things in a way Frequency 44 5 22	Percent 8.5 1.0 4.2		
he person(s) what me with response  Frequency 21 1	Percent 4.0 0.2 3.3 92.5	Response Never Rarely	e person(s) who things in a way Frequency 44 5	Percent 8.5 1.0 4.2 86.3		
Frequency 21 1 17 483	Percent 4.0 0.2 3.3 92.5	Response Never Rarely Sometimes Always	e person(s) who things in a way Frequency 44 5 22 449 52	Percent 8.5 1.0 4.2 86.3		
Frequency 21 1 17 483 52 verall, the person(s) what me with respectively.	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to	Response Never Rarely Sometimes	e person(s) who things in a way Frequency 44 5 22 449 52	Percent 8.5 1.0 4.2 86.3		
Frequency 21 1 17 483 52 verall, the person(s) what me with respectively.	Percent 4.0 0.2 3.3 92.5	Response Never Rarely Sometimes Always	e person(s) who things in a way Frequency 44 5 22 449 52	Percent 8.5 1.0 4.2 86.3		
Frequency 21 1 17 483 52 verall, the person assistance	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to meet my needs.	Response Never Rarely Sometimes Always  Who is completing	Frequency 44 5 22 449 52 ng this survey?	Percent 8.5 1.0 4.2 86.3		
Frequency 21 1 17 483 52 verall, the person assistance Frequency 23	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to meet my needs.  Percent 4.4	Response Never Rarely Sometimes Always  Who is completing  Response Self	Frequency 44 5 22 449 52 ng this survey?	Percent 8.5 1.0 4.2 86.3 0		
Frequency 21 17 483 52 verall, the person assistance Frequency 23 5	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to meet my needs.  Percent 4.4 1.0	Response Never Rarely Sometimes Always  Who is completin  Response Self Spouse/Family	Frequency 44 5 22 449 52 ng this survey?  Frequency 407 50	Percent 8.5 1.0 4.2 86.3 0  Percent 80.4 9.9		
Frequency 21 1 17 483 52 verall, the person assistance Frequency 23	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to meet my needs.  Percent 4.4	Response Never Rarely Sometimes Always  Who is completin  Response Self Spouse/Family Service	Frequency 44 5 22 449 52 ng this survey?	Percent 8.5 1.0 4.2 86.3 0		
Frequency 21 1 17 483 52 verall, the person assistance Frequency 23 5 28	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to meet my needs.  Percent 4.4 1.0 5.4	Response Never Rarely Sometimes Always  Who is completin  Response Self Spouse/Family Service Provider	Frequency 44 5 22 449 52 ng this survey?  Frequency 407 50 9	Percent 8.5 1.0 4.2 86.3 0  Percent 80.4 9.9 1.8		
Frequency 21 17 483 52 verall, the person assistance Frequency 23 5	Percent 4.0 0.2 3.3 92.5 22 on(s) who are paid to meet my needs.  Percent 4.4 1.0	Response Never Rarely Sometimes Always  Who is completin  Response Self Spouse/Family Service	Frequency 44 5 22 449 52 ng this survey?  Frequency 407 50	Percent 8.5 1.0 4.2 86.3 0  Percent 80.4 9.9		
	2  verall, the person assistance to   Frequency 17 1 13 495 52 he person(s) wharrives late.  Frequency 323 131 46	2 0.4  522  Iverall, the person(s) who are paid to on assistance treat me with dignity.  Frequency Percent 17 3.2 1 0.2 13 2.5 495 94.1 526  The person(s) who is paid to provide hands arrives late.  Frequency Percent 323 62.2 131 25.2 46 8.9	2 0.4 I Don't Understand  522  Iverall, the person(s) who are paid to on assistance treat me with dignity.  Frequency Percent 17 3.2 Never 1 0.2 Rarely 13 2.5 Sometimes 495 94.1 Always  526  The person(s) who is paid to provide hands arrives late.  Frequency Percent 18 Coordinator.) *If Coordinator, pless  Frequency Percent 323 62.2 Never 323 62.2 Never 324 Never 325 Never 327 Never 328 Never 329 Never 329 Never 320 Never 320 Never 321 Never 322 Never 323 Never 324 Never 325 Never 325 Never 326 Never 327 Never 328 Never 329 Never 329 Never 320 Never 320 Never 321 Never 323 Never 323 Never 324 Never 325 Never 325 Never	2 0.4   I Don't 4   Understand   522   51   verall, the person(s) who are paid to on assistance treat me with dignity.   Frequency   Percent   Response   Frequency   17		