		New ACW Particip	ant Satisfac	tion Surv	ev July 2012
Filter:	Funding S	Source Name = Attendant C			
	Total A	ACW surveys mailed: 573		Total Rep	lies: 127
Reply rate:	22%				
		the service(s) that help			nator helps me get my
me to stay in m	ly home.		to as a Care Man		could also be referred
Response	Frequency	Percent	Response	Frequency	Percent
Yes	116	92.8	Yes	100	81.3
No Not Applicable	3 3	2.4	No Not Applicable	12 2	9.8
I Don't	3	2.4	I Don't	9	7.3
Understand	5	2.7	Understand	5	1.0
	12			12	
Question 3 - I w choosing my se		r information about	Question 4 - I am begin getting ser		how long it took to
checcing hy c			Sogin gotting cor		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	113	91.1	Yes	72	56.7
No Not Appliaghla	10 1	8.1	No Not Applicable	54 1	42.5
Not Applicable I Don't	1 0		Not Applicable I Don't	1	0.8
Understand	0	0.0	Understand	0	0.0
	12			12	
Question 5 - I n	eed service(s)	which are not available.			n information about
			who coordinates	my service(s).	
Response	Frequency	Percent	Response	Frequency	Percent
Yes	36	29.3	Yes	107	87.0
No	70	56.9	No	13	10.6
Not Applicable	10	8.1	Not Applicable	1	0.8
l Don't	7	5.7	l Don't	2	1.6
Understand	12	3	Understand	12	3
Question 7 - I a		h my individual service	Question 8 - I kno		to if I have questions
plan.			or concerns abou	ut my services.	
Response	Frequency	Percent	Response	Frequency	Percent
Yes	107	84.3	Yes	107	84.9
No	17	13.4	No	17	13.5
Not Applicable	0	0.0	Not Applicable	2	1.6
l Don't	3	2.4	l Don't	0	0.0
Understand			Understand		
Question 0. Lo	12	7 agency which provides	Question 10 Luc	12	6 Jh information about
my service(s).	an choose the	agency which provides			vides my services.
Response	Frequency	Percent	Response	Frequency	Percent
Yes	114	89.8	Yes	99	79.8
No	6	4.7	No Not Applicable	18	14.5
Not Applicable I Don't	3 4	2.4	Not Applicable I Don't	2 5	1.6 4.0
Understand	+	5.1	Understand	5	н.u <u>–</u>
enderotand	12	7	Chaololand	124	4
	need service(s	s) more often than I get	Question 12 - I ca	an choose who	coordinates my
them.			service(s).		
Response	Frequency	Percent	Response	Frequency	Percent
Yes	47	38.5	Yes	86	69.9
No	70	57.4	No	17	13.8
Not Applicable	3	2.5	Not Applicable	3	2.4
l Don't	2	1.6	I Don't	17	13.8
Understand			Understand		•
Outpotter: 10 1	12		Ouestless 11	12	
Question 13 - I	was given clea	ar information about	Question 14 - I ca	in choose the p	person(s) who provide

Response     Frequency     Percent     Response     Frequency     Percent       Not     19     51.4     No     10     67.5     67.5       Not Applicable     1     0     0.0     0     0.0     0.0       Don't     2     1.6     Not Applicable     0     0.0     0.0       Understand     123     Cession 15 - It would like changes to my individual service plan.     123       Constitution 15     12.2     No Applicable     7     4.1       No applicable     15     12.2     No Applicable     7     5.7       No applicable     0     0.0     No Applicable     7     5.7       Understand     12     0.0     100     100     100       Understand     12     0.0     100     100     100     100       Understand     12     0.8     0.8     2.4     0.8     0.8     2.4     0.8       Ves     10     8.5     0.7     0.7     0.8     0.7     0.7	choosing the ag	gency which p	vrovides my service(s).	my hands on ass	istance.			
Yes   107   87.0     No   19   15.4   Not Applicable   0   0.0     Lond   2   1.6   Not Applicable   0   0.0     Understand   123   Cuestion 15 - I would like changes to my individual service plan.   Cuestion 15 - I would like changes to my individual service plan.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   108   67.6   Not Applicable   98   73.0     Not Applicable   0   0.0   Not Applicable   5   4.1     Ves   108   67.6   Not Applicable   5   4.1     Ves   10   15   12.2   Not Applicable   5   4.1     Understand   123   Ouestion 16 - I would like changes to my individual service plan.   Coordination helps me.   (Service Coordination helps me.     Closelion 17 - I was given close information about the applicable   1   0.8   1   1     Closelion 19 - I know who will be providing my analysis   0uestion 12 - Use given enough information about the percent who provide my hands on assistance.   1     Ves   108   67.7	Response	Frequency	Percent	Response	Frequency	Percen	t	
No     19     15.4     No     11     8.9       ID ont     2     1.6     No Applicable     0     0.0       Understand     123     123     123     123       Cuestion 15     Income who to talk to 16 I have a     Question 16 - I would like changes to my individual service plan.       Complaint.     Cuestion 15 - I house who to talk to 17 - I would like changes to my individual service plan.     Service Coordination helps me.       No     15     12.2     No     89     73.0       Not Applicable     0     0.0     Not Applicable     5     4.1       Understand     123     122     No     89     73.0       Understand     123     124     No     89     73.0       Understand     123     124     Question 16 - Service Coordination nelses me.     Service Coordination nelses me.     Service Coordination nelses me.       No hot Applicable     10     138     149     100     10     110       Not Applicable     12     90     12     10     10     10     10	-	• •						
Not Applicable   2   1.6   Not Applicable   0   0.0     Understand   12   12   123   123     Question 15 - I know who to talk to if I have a complaint.   Question 15 - I would like changes to my individual screenplaint.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   108   87.8   Not Applicable   5   4.1     Don't   15   12.2   Not Applicable   5   4.1     Understand   123   Understand   122   Understand     Understand   123   Understand   122   124     Understand   123   Understand   122   124     Understand   123   Question 18 - Service Coordination helps me.   Service plan.     Response   Frequency   Percent   Yes   98   82.4     No   12   0.1   Not Applicable   1   0.8     I Don't   0.8   1   0.8   1   0.8     Not Applicable   1   0.8   1   1   0.8     Yes <td< td=""><td></td><td></td><td></td><td></td><td>-</td><td></td><td></td></td<>					-			
Don't     2     1.6     Don't     5     4.1       Understand     123     124     125     124     125     124     125     124     125     124     125     124     12		-						
Understand     Understand     Image: complaint.       Coustion 15 - I know who to talk to if I have a complaint.     Coustion 16 - I would like changes to my individual service plan.       Response     Frequency     Percent     Response     Frequency     Percent       Yes     108     87.8     No     No     89     73.0       No     15     12.2     No     No     89     73.0       Understand     123     Coustion 17 - I sag tive nclear information about choosing who coordinates my service(s).     Coustion 18 - Service Coordination helps me. (knownic could also be referred to as a Care Manager or Supports Coordination.)       Response     Frequency     Percent     Response     Frequency     Percent       Yes     103     84.4     Yes     98     82.4     Image: Coordination about choosing who coordination about choosing who coordination about the person(s) who provide my hands on assistance.       Response     Frequency     Percent     Yes     104     10       Question 19 - 1 know who will be providing my service(s).     Question 20 - 1 was given enough information about the person(s) who provide my hands on assistance.       Response     Frequency     Percent								
123     123       Constitution of the transmission of transmitre transmission of transmissicon of transmission of tr		2	1.0		0	7.1		
complaint     service plan.       Response Ves     Frequency 108     Percent 72.8		12	3	enderetand	123	3		
Yes     108     67.8     Yes     21     17.2       Not     15     12.2     No     89     73.0       Not Applicable     0     0.0     Not Applicable     5     4.1       IDont     0     0.0     Not Applicable     5     4.1       Clustion 17 - I was given clear information about choosing who coordinates my service(s).     Clustion 18 - Service Coordination)     Clustion 18 - Service Coordination)       Response     Frequency     Percent     Response     Frequency     Percent       Yes     98     82.4     No     12     10.1       Not Applicable     10.8     Not Applicable     10.8     6.7       Understand     122     0.1     100     100     100       Understand     122     0.1     100     100     100     10.8     10.7       Understand     122     0.2     100     119     100     10.8     10.0     10.0     10.0     10.0     10.0     10.0     10.0     10.0     10.0     10.0		know who to t	alk to if I have a		ould like chang	es to my	individual	
Yes     108     67.8     Yes     21     17.2       Not     15     12.2     No     89     73.0       Not Applicable     0     0.0     Not Applicable     5     4.1       IDont     0     0.0     Not Applicable     5     4.1       Clustion 17 - I was given clear information about choosing who coordinates my service(s).     Clustion 18 - Service Coordination)     Clustion 18 - Service Coordination)       Response     Frequency     Percent     Response     Frequency     Percent       Yes     98     82.4     No     12     10.1       Not Applicable     10.8     Not Applicable     10.8     6.7       Understand     122     0.1     100     100     100       Understand     122     0.1     100     100     100     10.8     10.7       Understand     122     0.2     100     119     100     10.8     10.0     10.0     10.0     10.0     10.0     10.0     10.0     10.0     10.0     10.0								
No     15     12.2     No     89     7.3.0       Dort     0     0.0     Not Applicable     5     4.1       Dort     0     0.0     Understand     123     123       Ouestion 7.1     Vas 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     103     84.4     Yes     98     82.4     101       Not Applicable     1     0.8     Not Applicable     12     10.1       Understand     122     119     119     110     100     100     100     8     6.7       Understand     122     119     Question 19 - 1 know who will be providing my service(s).     Question 20 - 1 was given neuroph information about the person(s) who provide my hands on assistance.     100     17     13.8       Not Applicable     1     0.8     17     10.8     100     100     100     100	-						t	
Not Applicable   0   0.0   Not Applicable   5   4.1     IDon't   0   0.0   123   121     Question 17 - 1 was given clear information about choosing who coordinates my service(s).   Cuestion 18 - 5 ervice Coordination could also be referred to as a Care Manager or Supports Coordination.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   12   9.8   0.0   0.0   12   0.1     Not Applicable   1   0.8   0.0   12   0.1     Understand   122   10.1   0.4   0.0   0.0     Understand   122   10.1   0.8   0.7   0.8     Understand   122   10.1   0.8   0.7   0.8   0.7     Understand   122   1.8   0.0   17   13.8   0.8   0.7     Not Applicable   1   0.8   0.7   13.8   0.8   0.8     Not Applicable   1   0.8   0.8   0.8   0.8   0.8     Understand   123   Question 21 - 1 was given clear information about the person(s								
Don't   0   0.0   Understand   122     Understand   123   122   0     Question 12 - Vas given clear information about choosing who coordinates my service(s).   Ouestion 12 - Overall, 1 am satisfied with the agency   Percent   Response   Frequency   Percent   Ves   98   82.4   Image: Coordination could also be referred to as a Care Manager or Supports Coordination.)     Response   Frequency   Percent   Ves   98   82.4   Image: Coordination could also be referred to as a Care Manager or Supports Coordination.)     Not Applicable   1   0.8   Not Applicable   1   0.8     Inderstand   122   0.1   Not Applicable   1   0.8     Understand   122   0   0   0   0   0     Understand   122   0   0   0   0   0   0     Understand   123   0		-						
Understand     Understand     123     122       Question 17 - 1 was given clear information about choosing who coordinates my service(s).     Question 18 - Service Coordination could also be referred to as a Care Manager or Supports Coordination.)       Response     Frequency     Percent     Response     Frequency     Percent       Yes     98     82.4		-						
122     122     Question 14 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)     Response Frequency Percent Yes 103     Not Applicable   1   0.8     12   9.8   1   0.1     Not Applicable   1   0.8   10     10ont   6   4.9   0   10     10derstand   122   119   0     Question 19 - I know who will be providing my service(s).   Question 20 - I was given clear information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Yes   104   84.6   10     Question 21 - I am involved with my individual service (s).   To as given clear information about the person(s) who provide my hands on assistance.   123     Question 21 - I am involved with my individual service planning process.   Yes   105   12.0     Response   Frequency   Percent   Yes   105   13.8     Not Applicable   1   0.8   12.0   10   12.0     Understand   123   Question 22 - I was given clear information about the person(s) who p		0	0.0		1	5.7		
Question 17 - I was given clear information about choosing who coordinates my service(s).   Question 18 - Service Coordination.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   98   82.4	Understand	12	3	Understand	12	2		
Choosing who coordinates my service(s).     (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)       Response Frequency Percent       Yes     103     84.4     Yes     98     82.4       Not Applicable     1     0.8     12     10.1       Understand     12     10.1     0.8     10       Understand     12     10.1     0.8     119       Question 20 - I was given enough information about service(s).     100     84.4     100       Question 21 - I am involved with my individual service(s)     98     10     86.7       Understand     123     123     123     123       Question 21 - I am involved with my individual service planning process.     123     123     123       Question 21 - I am involved with my individual service planning process.     100     1     0.8       I bornt     1     0.8     100     10     13.0       I cost 11 - I am involved with my individual service(s) information about the person(s) who provide my hands on assistance.     123       Question 22 - I was given clear information about the person(s) who provide my	Question 17 - I		-	Question 18 - Ser		_	s me.	
Response     Frequency     Percent     Response     Frequency     Percent       Yes     103     84.4     Yes     98     82.4     10.1       Not Applicable     1     0.8     Not Applicable     1     0.8       Loont     6     4.9     Understand     119       Question 19 - I know who will be providing my     Question 20 - I was given enough information about the person(s) who provide my hands on assistance.       Response     Frequency     Percent     Response     Frequency     Percent       Yes     104     87.8     Not Applicable     1     0.8       Loont     2     1.8     Not Applicable     1     0.8       Loont     2     1.6     Not Applicable     1     0.8       Loont     2     1.6     Not Applicable     1     0.8       Understand     123     Question 22 - I was given clear information about the person(s) who provide my hands on assistance.       Response     Frequency     Percent     Response     Frequency     Percent       Yes     105				(Service Coordina	ation could also	o be refe	rred to as a	
Yes   98   82.4     No   12   9.8     Not Applicable   1   0.8     I Dont   6   4.9     Understand   12   119     Question 19 - I know who will be providing my service(s).   Question 20 - I was given enough information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency     Yes   106   87.8   Not Applicable   1   0.8     I Dont   2   1.6   Not Applicable   1   0.8     Understand   12   9.8   Not Applicable   1   0.8     Understand   123   23   104   84.6   1     Question 21 - I am involved with my individual service planning process.   Response   Frequency   Percent   Yes   105   85.4     Not Applicable   0.0   0.0   Not Applicable   0.8   1   1   1     Question 21 - I am involved with my individual service (s) I get.   Question 22 - Overall, 1 am satisfied with the agency who provide my service(s).   1   0.8   1   1   1   1				Care Manager or	Supports Coor	dination.	.)	
Yes   98   82.4     No   12   9.8     Not Applicable   1   0.8     I Dont   6   4.9     Understand   12   119     Question 19 - I know who will be providing my service(s).   Question 20 - I was given enough information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency     Yes   106   87.8   Not Applicable   1   0.8     I Dont   2   1.6   Not Applicable   1   0.8     Understand   12   9.8   Not Applicable   1   0.8     Understand   123   23   104   84.6   1     Question 21 - I am involved with my individual service planning process.   Response   Frequency   Percent   Yes   105   85.4     Not Applicable   0.0   0.0   Not Applicable   0.8   1   1   1     Question 21 - I am involved with my individual service (s) I get.   Question 22 - Overall, 1 am satisfied with the agency who provide my service(s).   1   0.8   1   1   1   1	Response	Frequency	Percent	Response	Frequency	Percen	t	
Not Applicable   12   9.8   No   12   10.1     Not Applicable   1   0.8   1 Don't   8   6.7     Understand   122   119   119   119     Question 19 - I know who will be providing my service(s).   Question 20 - I was given enough information about the person(s) who provide my hands on assistance.   119     Response   Frequency   Percent   Response   Frequency   Percent     Yes   104   84.6   0.8   0.0   17   13.8     Not Applicable   1   0.8   0.0   17   13.8     Not Applicable   1   0.8   0.8   0.8   0.8     I Don't   2   1.6   0.6   0.0   0.8   0.8     I Don't   2   1.6   0.0   100 nt   1   0.8     Understand   123   Question 22 - I was given clear information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   90   81.8   Yes   105   15.4   0.0		• •			• •	82.4		
I Don't   6   4.9   Lont   8   6.7     Understand   122   119   Question 19 - I know who will be providing my service(s).   19     Response   Frequency   Percent   Response   Frequency   Percent     Kesponse   Frequency   Percent   Response   Frequency   Percent     Not Applicable   1   0.8   Not Applicable   1   0.8     IDon't   2   1.6   Not Applicable   1   0.8     Understand   123   123   123   123     Question 21 - I am involved with my individual service planning process.   Response   Frequency   Percent     Yes   99   81.8   No   16   13.0   16     Not Applicable   0   0.0   Not Applicable   1   0.8     IDon't   7   5.8   100   1   0.8     IDon't   7   5.8   100   1   0.8     IDon't   7   5.8   100   1   0.8     IDon't   7   7.8   100   0.0								
I Don't   6   4.9   Lont   8   6.7     Understand   122   119   Question 19 - I know who will be providing my service(s).   19     Response   Frequency   Percent   Response   Frequency   Percent     Kesponse   Frequency   Percent   Response   Frequency   Percent     Not Applicable   1   0.8   Not Applicable   1   0.8     IDon't   2   1.6   Not Applicable   1   0.8     Understand   123   123   123   123     Question 21 - I am involved with my individual service planning process.   Response   Frequency   Percent     Yes   99   81.8   No   16   13.0   16     Not Applicable   0   0.0   Not Applicable   1   0.8     IDon't   7   5.8   100   1   0.8     IDon't   7   5.8   100   1   0.8     IDon't   7   5.8   100   1   0.8     IDon't   7   7.8   100   0.0	Not Applicable	1	0.8	Not Applicable	1	0.8		
119     Question 19 - I know who will be providing my service(s).     Question 20 - I was given enough information about the person(s) who provide my hands on assistance.     Response     Frequency   Percent     Yes   108   87.8   No   104   84.6   Image: colspan="2">Colspan="2"     Colspan="2">Colspan="2"     Colspan="2" <td colspan<="" td=""><td></td><td>6</td><td>4.9</td><td></td><td>8</td><td>6.7</td><td></td></td>	<td></td> <td>6</td> <td>4.9</td> <td></td> <td>8</td> <td>6.7</td> <td></td>		6	4.9		8	6.7	
Question 19 - I know who will be providing my service(s).   Question 20 - I was given enough information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   108   87.8   Yes   104   84.6     No   12   9.8   Not Applicable   1   0.8     IDont   2   1.6   IDont   1   0.8     Understand   123   Question 22 - I was given clear information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   99   81.8   Yes   105   85.4   IDont   1   0.8     Not Applicable   0   0.0   Not Applicable   1   0.8   IDont   1   0.8     IDderstand   121   Yes   105   85.4   IDont   1   0.8     IDderstand   121   Ves   105   85.4   IDont   1   0.8     IDderstand   123   Ves   106   13.0   IDont   1	Understand			Understand				
the person(s) who provide my hands on assistance.       Response     Frequency     Percent     Response     Frequency     Percent       Yes     108     87.8     No     17     13.8     Image: colspan="2">Image: colspan="2"       No     12     123     Image: colspan="2"								
Yes   108   87.8   Yes   104   84.6     Not Applicable   1   0.8   Not Applicable   1   0.8     I Don't   2   1.6   I Don't   1   0.8     Understand   123   Question 21 - I am involved with my individual service planning process.   123   Question 22 - I was given clear information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   99   81.8   No   16   13.0   16     Not Applicable   0   0.0   15   12.4   No   16   13.0     Understand   121   Yes   104   84.6   10.8   10.8   10.8     Understand   121   Yes   16   13.0   10.1   1   0.8     Understand   121   Question 23 - Overall, I am satisfied with the amount of service(s) I get.   123   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Yes   104   84.6   14   11.4   11.4		know who wil	l be providing my					
Yes   108   87.8   Yes   104   84.6     Not Applicable   1   0.8   Not Applicable   1   0.8     I Don't   2   1.6   I Don't   1   0.8     Understand   123   Question 21 - I am involved with my individual service planning process.   123   Question 22 - I was given clear information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   99   81.8   No   16   13.0   16     Not Applicable   0   0.0   15   12.4   No   16   13.0     Understand   121   Yes   104   84.6   10.8   10.8   10.8     Understand   121   Yes   16   13.0   10.1   1   0.8     Understand   121   Question 23 - Overall, I am satisfied with the amount of service(s) I get.   123   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Yes   104   84.6   14   11.4   11.4	Response	Frequency	Percent	Response	Frequency	Percen	t	
No   12   9.8   No   17   13.8     Not Applicable   1   0.8   Not Applicable   1   0.8     Understand   123   123   123   123     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   99   81.8   Yes   105   85.4     Not Applicable   0   0.0   Not Applicable   1   0.8     IDon't   7   5.8   IDon't   1   0.8     Understand   121   123   123   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   104   123     Response   Frequency   Percent   Yes   104   44.6     No   20   16.5   4.1   104   14   11.4     No   104   12.4   Not Applicable   5   4.1   104   123     Question 25 - Overall, I am satisfied with the tamount on th		• •						
Not Applicable   1   0.8   Don't   1   0.8     Understand   123   123   123     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   99   81.8   Yes   105   85.4     Not Applicable   0   0.0   Not Applicable   1   0.8     I Don't   7   5.8   I Don't   1   0.8     Understand   121   123   123   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Not Applicable   1   0.8     Ves   96   79.3   104   84.6   14     Not Applicable   4   3.3   Not Applicable   5   4.1     IDon't   1   0.8   104   84.6   14   11.4     Not Applicable   4   3.3   Not Applicable   5   4.1   104     IDon't   1   0.8   10					-			
I Dont   2   1.6   I Dont   1   0.8     Understand   123   123   123     Question 21 - 1 am involved with my individual service planning process.   Question 22 - 1 was given clear information about the person(s) who provide my hands on assistance.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   99   81.8   No   16   13.0   16     No   15   12.4   No   16   13.0   100nt     Understand   121   Ves   10   0.8   100nt   1   0.8     Understand   121   0uestion 24 - Overall, 1 am satisfied with the agency which provides my service(s).   123     Question 23 - Overall, 1 am satisfied with the amount of service(s) 1 get.   123   Question 24 - Overall, 1 am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   No   14   11.4   11.4     Not Applicable   4   3.3   Not Applicable   5   4.1     I Dont   1								
123 123   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 99 81.8 Yes 105 85.4 Image: Colspan="2">Colspan="2"   Colspan="2"   Colspan="2"   Colspan="2"   Colspan="2"   Colspan="2"   Colspan="2"   Colspan="2"   Colspan="2" <td c<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td>	<td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>							
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   99   81.8   Yes   105   85.4     Not Applicable 0   0.0   Not Applicable 1   0.8     I Don't   7   5.8   I Don't   1   0.8     Understand   121   123   Question 24 - Overall, I am satisfied with the agency which provides my service(s).   Percent     Yes   96   79.3   Question 24 - Overall, I am satisfied with the agency which provides my service(s).   Percent     Yes   96   79.3   Percent   Yes   104   84.6     No   20   16.5   No   14   11.4   14     I Don't   1   0.8   Understand   123   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response   Frequency   Percent   Yes   104   84.6     Not Applicable 4   3.3   Not Applicable 5   4.1   123     Question 25 - Ov	Understand			Understand				
service planning process.     person(s) who provide my hands on assistance.       Response     Frequency     Percent     Response     Frequency     Percent       No     15     12.4     No     16     13.0     Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Percent       No     15     12.4     No     16     13.0     Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Image: colspan="2">Percent       No     15     12.4     No     16     13.0     Image: colspan="2">Image: colspan="2"       IDon't     7     5.8     Image: colspan="2">Image: colspan="2"       Image: colspan="2">Image: colspan="2"       Image: colspan="2"     Image: colspan="2"     Image:								
Response     Frequency     Percent     Response     Frequency     Percent       Yes     99     81.8     Yes     105     85.4       No     15     12.4     No     16     13.0       Not Applicable     0     0.0     Not Applicable     1     0.8       I Don't     7     5.8     I Don't     1     0.8       Understand     121     123     123       Question 23 - Overall, I am satisfied with the amount of service(s) I get.     Question 24 - Overall, I am satisfied with the agency which provides my service(s).       Response     Frequency     Percent     Response     Frequency     Percent       Yes     96     79.3     Yes     104     84.6     100       No     20     16.5     No     14     11.4     11.4     11.4       I Don't     1     0.8     Understand     123     123       Question 25 - Overall, I am satisfied with the type(s)     of service(s) I get.     Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.       Response </td <td></td> <td></td> <td>vith my individual</td> <td></td> <td></td> <td></td> <td></td>			vith my individual					
Yes   99   81.8   Yes   105   85.4     No   15   12.4   No   16   13.0     Not Applicable   0   0.0   Not Applicable   1   0.8     Understand   121   123   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   Yes   104   84.6     Not Applicable   4   3.3   Not Applicable   5   4.1     IDon't   1   0.8   0.0   0.0   0.0     Understand   121   123   124   124   124     Not Applicable   4   3.3   Not Applicable   5   4.1     IDon't   1   0.8   0.0   0.0   0.0     Understand   121   123   123   123     Question 25 - Overall, I am satisfied with the type(s)   0   0.0   0.0     0 for service(s)								
No   15   12.4     Not Applicable   0   0.0     I Don't   7   5.8     Understand   121   100't     121   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent     Yes   96   79.3     Not Applicable   5   4.1     I Don't   1   0.8     Vot Applicable   4   3.3     I Don't   0   0.0     Understand   104   84.6     No   14   11.4     I Don't   0   0.0     Understand   121   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response   Frequency   Percent     Yes   103   86.6     Not Applicable	Response	Frequency	Percent	Response	Frequency	Percen	t	
Not Applicable   0   0.0   Not Applicable   1   0.8     I Don't   7   5.8   Understand   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   123   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).   123     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   Yes   104   84.6     No   20   16.5   No   14   11.4     I Don't   1   0.8   Understand   0   0.0     Understand   121   123   123   124   124     Question 25 - Overall, I am satisfied with the type(s)   0   0.0   0.0   0.0     Understand   121   123   123   123   124   123     Question 25 - Overall, I am satisfied with the type(s)   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.   123   123     Response   Frequency   Percent   Yes   103 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>								
I Don't   7   5.8   I Don't   1   0.8     Understand   121   123   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).   1   123     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   Yes   104   84.6     No   20   16.5   No   14   11.4     I Don't   1   0.8   Not Applicable   5   4.1     I Don't   1   0.8   Understand   123     Question 25 - Overall, I am satisfied with the type(s)   Ouestion 26 - Overall, I am satisfied with my ability to direct the service(s) I use.   123     Question 25 - Overall, I am satisfied with the type(s)   Ouestion 26 - Overall, I am satisfied with my ability to direct the service(s) I use.   123     Response   Frequency   Percent   Yes   103   86.6     No   14   11.4   No   7   5.9   1     Not Applicable   2   1.6   Not Applicable   3.4   1								
Understand   121   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   Yes   104   84.6     No   20   16.5   No   14   11.4     Not Applicable   4   3.3   100n't   0   0.0     Understand   121   123   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.   123     Response   Frequency   Percent   Response   Frequency   Percent     Yes   106   86.2   No   No   7   5.9     Not Applicable   2   1.6   Not Applicable   4   3.4   100n't   1     Not Applicable   2   1.6   Not Applicable								
121   123     Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   Percent   Response   Frequency   Percent     Yes   96   79.3   Percent   Response   Frequency   Percent     Yes   104   84.6   No   14   11.4     Not Applicable   4   3.3   Don't   0   0.0     Understand   121   123   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response   Frequency   Percent     Yes   106   86.2   No   No   7   5.9   Not Applicable   2   1.6     Not Applicable   2   1.6   Not Applicable   4   3.4   Percent     Yes   103   86.6   No   7   5.9   Not A		7	5.8		1	0.8		
Question 23 - Overall, I am satisfied with the amount of service(s) I get.   Question 24 - Overall, I am satisfied with the agency which provides my service(s).     Response   Frequency   Percent   Response   Frequency   Percent     Yes   96   79.3   Yes   104   84.6     No   20   16.5   No   14   11.4     Not Applicable   4   3.3   100n't   0   0.0     Understand   121   123   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.   123     Response   Frequency   Percent   Yes   103   86.6     No   14   11.4   No   No   7   5.9     No   14   0.8   10on't   5   4.2	Understand	10	1	Understand	1.0	2		
of service(s) I get.     which provides my service(s).       Response     Frequency     Percent       Yes     96     79.3       No     20     16.5       Not Applicable     4     3.3       I Don't     1     0.8       Understand     121     123       Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.     Question 26 - Overall, I am satisfied with the type(s) of service(s) I get.     Question 26 - Overall, I am satisfied with the type(s) of service(s) I get.       Response     Frequency     Percent     Yes       Yes     106     86.2     Yes     103       No     14     11.4     Not Applicable     4       No     7     5.9     Not Applicable     4	Question 23 - 0			Question 24 - Ove		-	the agency	
Yes   96   79.3   Yes   104   84.6     No   20   16.5   No   14   11.4     Not Applicable   4   3.3   Not Applicable   5   4.1     I Don't   1   0.8   Understand   121   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response   Frequency   Percent     Yes   106   86.2   Yes   103   86.6   1     Not Applicable   2   1.6   Not Applicable   4   3.4   1     I Don't   1   0.8   I Don't   5   4.2   1							lie ageney	
Yes   96   79.3   Yes   104   84.6     No   20   16.5   No   14   11.4     Not Applicable   4   3.3   Not Applicable   5   4.1     I Don't   1   0.8   Understand   121   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response   Frequency   Percent     Yes   106   86.2   Yes   103   86.6   1     Not Applicable   2   1.6   Not Applicable   4   3.4   1     I Don't   1   0.8   I Don't   5   4.2   1	Response	Frequency	Percent	Response	Frequency	Percon	t	
No   20   16.5     Not Applicable   4   3.3     I Don't   1   0.8     Understand   121     123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.     Response     Frequency     Ves   106     Not Applicable   2     No   14     No   14     No   7     Not Applicable   2     106   86.2     No   14     Not Applicable   2     14   11.4     Not Applicable   2     100't   0.8								
Not Applicable   4   3.3   Not Applicable   5   4.1     I Don't   1   0.8   Understand   0   0.0     Understand   121   123   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.     Question 26 - Overall, I am satisfied with the type(s) of service(s) I get.     Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response requency Percent     Yes   106   86.2     No   14   11.4     Not Applicable   2   1.6     I Don't   1   0.8								
I Don't   1   0.8   I Don't   0   0.0     Understand   121   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.     Question 26 - Overall, I am satisfied with the type(s) of service(s) I get.     Response     Frequency   Percent     Yes   106   86.2     No   14   11.4     Not Applicable   2   1.6     I Don't   1   0.8		-						
Understand   121   123     Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.   Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.     Response   Frequency   Percent   Response   Frequency   Percent     Yes   106   86.2   Yes   103   86.6   Image: Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4">Colspan="4"Colspan="4">Colspan="4"Colspan="4								
Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.ResponseFrequencyPercentResponseFrequencyPercentYes10686.2Yes10386.6Image: Comparison of the type of type of the type of t			0.0		Ū.	0.0		
of service(s) I get.     direct the service(s) I use.       Response     Frequency     Percent       Yes     106     86.2       No     14     11.4       Not Applicable     2     1.6       I Don't     1     0.8		12	1		12:	3		
Yes 106 86.2   No 14 11.4   Not Applicable 2   I Don't 1   0.8 I Don't			tisfied with the type(s)			fied with	my ability to	
Yes 106 86.2   No 14 11.4   Not Applicable 2   I Don't 1   0.8 I Don't	Deensing	<b>Fue</b>	Democrat	Desarra	Factor	Dam		
No     14     11.4     No     7     5.9       Not Applicable     2     1.6     Not Applicable     4     3.4       I Don't     1     0.8     I Don't     5     4.2								
Not Applicable     2     1.6     Not Applicable     4     3.4       I Don't     1     0.8     I Don't     5     4.2								
I Don't 1 0.8 I Don't 5 4.2								
		1	0.0		5	4.2		

wuestion 27 - (		3 tisfied with who	Question 29 Or	119 In the section of the		
Question 27 - Overall, I am satisfied with who coordinates my service(s).			Question 28 - Overall, I am satisfied that my individual service plan meets my needs.			
Response	Frequency	Percent	Response	Frequency	Percent	
res	105	86.1	Yes	105	86.1	
No	13	10.7	No	15	12.3	
Not Applicable	2	1.6	Not Applicable	1	0.8	
Don't	2	1.6	I Don't	1	0.8	
Inderstand	40	2	Understand	4.04	2	
Question 29 - (	12 Overall Lam sa	z itisfied with the	Question 30 - Ov	122 Perall my Servic	Coordinator meets	
		inds on assistance.	my needs. (Serv			
	p		referred to as a C			
			Coordinator.)			
			_			
Response	Frequency	Percent	Response	Frequency	Percent	
res	110	90.2	Yes	102	83.6	
No	9	7.4	No	13	10.7	
Not Applicable	2	1.6	Not Applicable	2	1.6	
Don't	1	0.8	l Don't	5	4.1	
Jnderstand	10	0	Understand	10	2	
Question 31 - 0	12 Overall, I am sa	2 Itisfied with my Service	Question 32 - 1 kg	122 now how to rep	<sup>2</sup> ort abuse, neglect or	
		inator could also be			f restraints and other	
	a Care Manage		restrictions.			
Coordinator.)	a care manaye		10301000113.			
Response	Frequency	Percent	Response	Frequency	Percent	
/es	103	85.1	Yes	111	91.0	
٥V	13	10.7	No	8	6.6	
Not Applicable	2	1.7	Not Applicable	0	0.0	
Don't	3	2.5	I Don't	3	2.5	
Jnderstand			Understand			
	12			12:		
Question 33 - I	get help when	I call with a problem.			ssage, the person(s)	
			who provide my within 24 hours a		tance returns my call essage.	
					g-:	
		Percent	Response	Frequency	Percent	
-	Frequency				6.8	
Never	7	6.0	Never	8		
Never Rarely	7 5	6.0 4.3	Rarely	5	4.3	
Never Rarely Sometimes	7 5 19	6.0 4.3 16.4	Rarely Sometimes	5 20	17.1	
Never Rarely Sometimes	7 5 19 85	6.0 4.3 16.4 73.3	Rarely	5 20 84	17.1 71.8	
<b>Response</b> Never Rarely Sometimes Always Question 35 - I	7 5 19 85 11	6.0 4.3 16.4 73.3 6	Rarely Sometimes Always	5 20 84 11	17.1 71.8 7	
Never Rarely Sometimes Always <b>Question 35 - I</b> phone calls an	7 5 19 85 11 My Service Coo Id follows up w	6.0 4.3 16.4 73.3 6 ordinator returns my ith me. (Service	Rarely Sometimes Always Question 36 - Wh coordinates my s	5 20 84 111 nen I call the pe services, they re	17.1 71.8 7 rson or agency who eturn my call within	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co	7 5 19 85 11 My Service Coo Id follows up w buld also be ref	6.0 4.3 16.4 73.3 6 ordinator returns my rith me. (Service ferred to as a Care	Rarely Sometimes Always <b>Question 36 - Wh</b>	5 20 84 111 nen I call the pe services, they re	17.1 71.8 7 rson or agency who eturn my call within	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co	7 5 19 85 11 My Service Coo Id follows up w	6.0 4.3 16.4 73.3 6 ordinator returns my rith me. (Service ferred to as a Care	Rarely Sometimes Always Question 36 - Wh coordinates my s	5 20 84 111 nen I call the pe services, they re	17.1 71.8 7 rson or agency who eturn my call within	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co Manager or Su	7 5 19 85 11 My Service Coo Id follows up w buld also be ref	6.0 4.3 16.4 73.3 6 ordinator returns my rith me. (Service ferred to as a Care	Rarely Sometimes Always Question 36 - Wh coordinates my s	5 20 84 111 nen I call the pe services, they re	17.1 71.8 7 rson or agency who eturn my call within	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co Manager or Su Response	7 5 19 85 11 My Service Coo of follows up w build also be rei upports Coordin	6.0 4.3 16.4 73.3 6 ordinator returns my fith me. (Service ferred to as a Care mator.)	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I le	5 20 84 nen I call the pe services, they re eave a message	17.1 71.8 7 rson or agency who eturn my call within e.	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co Manager or Su Response Never	7 5 19 85 11 My Service Coo of follows up w build also be ref poports Coordin Frequency	6.0 4.3 16.4 73.3 6 ordinator returns my fith me. (Service ferred to as a Care nator.) Percent 9.4	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I he Response	5 20 84 nen I call the pe services, they re eave a message Frequency	17.1 71.8 7 rson or agency who eturn my call within e. Percent	
Never Rarely Sometimes Always Question 35 - I bhone calls an Coordinator co Manager or Su Response Never Rarely	7 5 19 85 11 My Service Coo of follows up w build also be ref pports Coordin Frequency 11 5	6.0 4.3 16.4 73.3 6 6 6 7 7 7 6 7 7 7 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I he Response Never Rarely	5 20 84 nen I call the pe services, they re eave a message Frequency 5 5	17.1 71.8 7 rson or agency who eturn my call within e. Percent 4.2 4.2	
Never Rarely Sometimes Always Dehone calls an Coordinator co Manager or Su Response Never Rarely Sometimes	7 5 19 85 11 My Service Coo of follows up w build also be ref poports Coordin Frequency 11	6.0 4.3 16.4 73.3 6 ordinator returns my fith me. (Service ferred to as a Care nator.) Percent 9.4	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I le Response Never Rarely Sometimes	5 20 84 nen I call the pe services, they re eave a message Frequency 5	17.1 71.8 7 rson or agency who eturn my call within e. Percent 4.2	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co Manager or Su Manager or Su Response Never Rarely Sometimes Always	7 5 19 85 11 My Service Coordinates of follows up would also be response to coordinates of the second secon	6.0 4.3 16.4 73.3 6 6 6 6 7 7 6 7 7 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I h Response Never Rarely Sometimes Always	5 20 84 117 nen I call the pe services, they re eave a message Frequency 5 5 5 26 83 119	17.1 71.8 7 rson or agency who eturn my call within e. Percent 4.2 4.2 21.8 69.7	
Never Rarely Sometimes Always Question 35 - I phone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - N	7 5 19 85 11 My Service Coordinates of the service Coordinates of the service of	6.0 4.3 16.4 73.3 6 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.4 4.3 17.1 69.2 7 agency who provides	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I le Response Never Rarely Sometimes	5 20 84 117 nen I call the pe services, they re eave a message Frequency 5 5 5 26 83 119	17.1 71.8 7 rson or agency who eturn my call within e. Percent 4.2 4.2 21.8 69.7	
Never Rarely Sometimes Always Question 35 - I bhone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - N my service(s),	7 5 19 85 11 My Service Coord of follows up would also be re- ports Coordin Frequency 11 5 20 81 11 5 20 81 11	6.0 4.3 16.4 73.3 6 6 6 6 7 7 6 7 7 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I h Response Never Rarely Sometimes Always	5 20 84 111 hen I call the pe services, they re eave a message Frequency 5 5 5 26 83 111	17.1 71.8 7 rson or agency who eturn my call within e. Percent 4.2 4.2 21.8 69.7	
Never Rarely Sometimes Always Question 35 - I bhone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - N ny service(s), after I leave a r	7 5 19 85 11 My Service Coordin ould also be responded also be res	6.0 4.3 16.4 73.3 6 6 6 6 7 7 agency who provides 6 7 7 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I le Response Never Rarely Sometimes Always Question 38 - Wh	5 20 84 111 nen I call the pe services, they re eave a message Frequency 5 5 26 83 119 no is completing	17.1 71.8 7 rson or agency who eturn my call within e. Percent 4.2 4.2 21.8 69.7 9 g this survey?	
Never Rarely Sometimes Always Question 35 - I bhone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - N my service(s), after I leave a r Response	7 5 19 85 11 My Service Coor d follows up w build also be ref ports Coordin Frequency 11 5 20 81 11 When I call the they return my message.	6.0 4.3 16.4 73.3 6 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.4 4.3 17.1 69.2 7 agency who provides call within 24 hours	Rarely Sometimes Always Question 36 - Wh coordinates my s 24 hours after I he Response Never Rarely Sometimes Always Question 38 - Wh Response	5 20 84 111 nen I call the pe services, they re eave a message Frequency 5 5 26 83 119 no is completing	17.1 71.8 7 rson or agency who eturn my call within 9. Percent 4.2 4.2 21.8 69.7 9 g this survey?	
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