## **ACW New Participant Satisfaction Survey March 2012** Funding Source Name = Attendant Care Filter: Total ACW surveys mailed: 366 **Total Replies: 82** Reply rate: Question One - I help choose the service(s) that help Question 2 - My Service Coordinator helps me get my me to stay in my home. services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.) Response Percent Frequency Percent Response Frequency 86.6 85.2 Yes 71 Yes 69 6 7.3 No 5 6.2 No Not Applicable 3 3.7 Not Applicable 1.2 1 I Don't 2 2.4 I Don't 6 7.4 Understand Understand 82 81 Question 3 - I was given clear information about Question 4 - I am satisfied with how long it took to choosing my service(s). begin getting service(s). Response Frequency Percent Response Frequency Percent Yes 75 91.5 Yes 50 61.7 7 30 No 8.5 No 37.0 Not Applicable 0 0.0 Not Applicable 1 1.2 I Don't 0 0.0 I Don't 0 0.0 Understand Understand 82 81 Question 5 - I need service(s) which are not available. Question 6 - I was given enough information about who coordinates my service(s). Response Frequency Percent Response Frequency Percent Yes 21.1 Yes 69 86.3 51 12.5 No 67.1 No 10 Not Applicable 1.3 Not Applicable 0 0.0 1 I Don't R 10.5 I Don't 1 1.3 Understand Understand Question 7 - I am familiar with my individual service Question 8 - I know who to talk to if I have questions or concerns about my services. Frequency Response Frequency Percent Response Percent 81.0 74 90.2 Yes 64 Yes 12 15.2 8 9.8 No No Not Applicable 1 1.3 Not Applicable 0 0.0 I Don't 2.5 I Don't 0 0.0 Understand Understand 79 Question 9 - I can choose the agency which provides Question 10 - I was given enough information about choosing the agency which provides my services. my service(s). Response Percent Response Frequency Percent Frequency Yes 75 92.6 Yes 72 87.8 No 2 2.5 No 8 9.8 Not Applicable 1 1.2 Not Applicable 2 2.4 3.7 0 0.0 I Don't 3 I Don't Understand Understand 81 Question 11 - I need service(s) more often than I get Question 12 - I can choose who coordinates my service(s). Response Percent Response Percent Frequency Frequency

Yes

No

I Don't

Not Applicable

Understand

61

11

2

7

75.3

13.6

2.5

8.6

81

Yes

No

I Don't

Not Applicable

Understand

20

48

5

7

25.0

60.0

6.3

8.8

80

Response	Frequency	Percent		Response	Frequency	Percent	
response res	67	82.7		Yes	71	87.7	
lo -		9.9		No		7.4	
	8				6		
lot Applicable	4	4.9		Not Applicable	2	2.5	
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ot Applicable	0	0.0		Not Applicable	2	2.5	
Don't	1	1.2		I Don't	5	6.3	
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				Care Manager of	Supports Coor	umanom.)	
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es .	68	84.0		Yes	65	81.3	
0	8	9.9		No	8	10.0	
ot Applicable	2	2.5		Not Applicable	0	0.0	
Don't	3	3.7		I Don't	7	8.8	
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3 3.8 80 Question 30 - Overall, my Service Coordinator meets

Frequency

65

12

0

78

Percent

81.3

15.0

0.0

Response	Frequency	Percent_	Response	Frequency	Percent
Yes	71	89.9	Yes	64	82.1
No	4	5.1	No	9	11.5
Not Applicable	3	3.8	Not Applicable	0	0.0
I Don't	1	1.3	I Don't	5	6.4
Understand			Understand		
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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_
es	67	85.9	Yes	73	91.3
0	6	7.7	No	5	6.3
t Applicable	1	1.3	Not Applicable	1	1.3
on't	4	5.1	I Don't	1	1.3
derstand			Understand		
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Question 33 - I get help when I call with a problem.

Question 34 - When I leave a message, the person(s) who provide my hands on assistance returns my call within 24 hours after I leave a message.

Response	Frequency	Percent	Response	Frequency	Percent
Never	1	1.2	Never	11	13.9
Rarely	8	9.9	Rarely	6	7.6
Sometimes	18	22.2	Sometimes	7	8.9
Always	54	66.7	Always	55	69.6
	8	1	•	7	9

Question 35 - My Service Coordinator returns my phone calls and follows up with me. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Question 36 - When I call the person or agency who coordinates my services, they return my call within 24 hours after I leave a message.

Response	Frequency	Percent	Response	Frequency	Percent
Never	9	11.3	Never	10	12.2
Rarely	5	6.3	Rarely	5	6.1
Sometimes	12	15.0	Sometimes	10	12.2
Always	54	67.5	Always	57	69.5
-	8	0	· ·	8:	2

Question 37 - When I call the agency who provides my service(s), they return my call within 24 hours after I leave a message.

Question 38 - Who is completing this survey?

Response	Frequency	Percent	Response	Frequency	Percent
Never	7	8.6	Self	67	84.8
Rarely	7	8.6	Spouse	2	2.5
Sometimes	11	13.6	Service	1	1.3
			Provider		
Always	56	69.1	Friend	5	6.3
-			Other	4	5.1
	81			7	9