		ACW New Participa	ant Satisfac	tion Surv	ey July 2011	
Filter:	WAIVER = A	ttendant Care				
	Total Atten	dant Care surveys mailed:	344	Reply rate	23%	
Question One -		•				
Question One - I help choose the service(s) that help		Question 2 - My Service Coordinator helps me get my services. (Service Coordinator could also be referred				
me to stay in my home.			to as a Care Manager or Supports Coordinator.)			
					•	
Response	Frequency	Percent	Response	Frequency	Percent	
es es	74	93.7	Yes	61	78.2	
10	3	3.8	No	13	16.7	
Not Applicable	1	1.3	Not Applicable	1	1.3	
Don't	1	1.3	I Don't	3	3.8	
Inderstand	_	_	Understand	_		
Juestion 3 - Lu	7: vas given clear		Ouestion 4 - Lam	78	how long it took to	
Question 3 - I was given clear information about choosing my service(s).			begin getting ser		now long it took to	
,	(0)					
Response	Frequency	Percent	Response	Frequency	Percent	
es/es	73	92.4	Yes	56	71.8	
10	6	7.6	No	19	24.4	
Not Applicable	0	0.0	Not Applicable	2	2.6	
Don't	0	0.0	I Don't	1	1.3	
Inderstand			Understand			
	7:			78		
Question 5 - I n	eed service(s)	which are not available.			n information about	
			who coordinates	my service(s).		
esponse	Frequency	Percent	Response	Frequency	Percent	
'es	25	32.1	Yes	67	84.8	
lo	42	53.8	No	11	13.9	
lot Applicable	7	9.0	Not Applicable	1	1.3	
Don't	4	5.1	I Don't	0	0.0	
Inderstand	•		Understand	· ·		
	7			79		
	m familiar wit	h my individual service			to if I have questions	
olan.			or concerns abo	ut my services.		
Response	Frequency	Percent	Response	Frequency	Percent	
'es	66	84.6	Yes	67	84.8	
10	9	11.5	No	9	11.4	
lot Applicable	1	1.3	Not Applicable	0	0.0	
Don't	2	2.6	I Don't	3	3.8	
Inderstand			Understand			
	7			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.				
ny service(s).			choosing the age	ency which pro	vides my services.	
esponse	Frequency	Percent	Response	Frequency	Percent	
'es	64	81.0	Yes	63	80.8	
l o	6	7.6	No	10	12.8	
lot Applicable	3	3.8	Not Applicable	3	3.8	
Don't	6	7.6	I Don't	2	2.6	
Inderstand			Understand			
	7:	9		78	3	
Question 11 - I hem.	need service(s) more often than I get	Question 12 - I ca service(s).	an choose who	coordinates my	
) osnonos	Erogueses	Parcent	Pospones	Eronucas	Porcont	
Response	Frequency	Percent	Response	Frequency	Percent	
es .	25	32.9	Yes	52	68.4	
lot Applicable	48	63.2	No	16	21.1	
Not Applicable	0	0.0	Not Applicable	4	5.3	
Don't	3	3.9	I Don't	4	5.3	
Jnderstand	-	6	Understand	76		
	7	n		76	n	

Response	Frequency	Percent	Response	Frequency	Percent
Yes	60	77.9	Yes	74	96.1
No	14	18.2	No	1	1.3
Not Applicable	2	2.6	Not Applicable	2	2.6

76

Question 14 - I can choose the person(s) who provide my hands on assistance.

76

Question 13 - I was given clear information about choosing the agency which provides my service(s).

I Don't Understand	1	1.3	I Don't Understand	0	0.0			
Question 15 - I know who to talk to if I have a complaint.			77 Question 16 - I would like changes to my individual service plan.					
D	P	D	B	F	Power			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	67	85.9	Yes	9	11.5			
No	10	12.8	No	66	84.6			
Not Applicable	1	1.3	Not Applicable	0	0.0			
I Don't	0	0.0	I Don't	3	3.8			
Understand	_	_	Understand	_	_			
	78			78				
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					
Decrease	Francis	Davagut	Desmanes	Francis	Dorsowi			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	59	78.7	Yes	67	85.9			
No	12	16.0	No	6	7.7			
Not Applicable	0	0.0	Not Applicable	0	0.0			
I Don't	4	5.3	I Don't	5	6.4			
Understand			Understand					
	7!			78				
Question 19 - I know who will be providing my				Question 20 - I was given enough information about				
service(s).			the person(s) wh	o provide my h	ands on assistance.			
Dosponos	Erogueses	Parcent	Donners	Eroniono	Percent			
Response	Frequency	Percent	Response	Frequency				
Yes	69	88.5	Yes	67	87.0			
No	5	6.4	No	4	5.2			
Not Applicable	1	1.3	Not Applicable	6	7.8			
I Don't	3	3.8	I Don't	0	0.0			
Understand			Understand					
	78	8		77	7			
Question 21 - I service planning		vith my individual	Question 22 - I w person(s) who p		information about the is on assistance.			
Response	Frequency	Percent	Response	Frequency	Percent			
Response Yes	Frequency 59	Percent 78.7	Response Yes	Frequency 64	86.5			
Yes	59	78.7	Yes	64	86.5			
Yes No	59 10	78.7 13.3	Yes No	64 4	86.5 5.4			
Yes No Not Applicable	59 10 0	78.7 13.3 0.0	Yes No Not Applicable	64 4 6	86.5 5.4 8.1			
Yes No Not Applicable I Don't	59 10 0	78.7 13.3 0.0 8.0	Yes No Not Applicable I Don't	64 4 6	86.5 5.4 8.1 0.0			
Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am sa	78.7 13.3 0.0 8.0	Yes No Not Applicable I Don't Understand Question 24 - Ov	64 4 6 0 74 erall, I am satis	86.5 5.4 8.1 0.0	_		
Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am sa	78.7 13.3 0.0 8.0	Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis	86.5 5.4 8.1 0.0	_ _ _		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g	59 10 0 6 79 Overall, I am sa	78.7 13.3 0.0 8.0 5 Itisfied with the amount	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r	64 4 6 0 74 erall, I am satis ny service(s).	86.5 5.4 8.1 0.0 4 fied with the agency	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g	59 10 0 6 75 Overall, I am saget. Frequency	78.7 13.3 0.0 8.0 5 tisfied with the amount	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r	64 4 6 0 74 erall, I am satis ny service(s).	86.5 5.4 8.1 0.0 4 fied with the agency Percent	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes	59 10 0 6 75 Overall, I am saget. Frequency 60	78.7 13.3 0.0 8.0 5 tisfied with the amount Percent 77.9	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes	64 4 6 0 74 erall, I am satis ny service(s). Frequency	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No	59 10 0 6 79 Overall, I am sa get. Frequency 60 16	78.7 13.3 0.0 8.0 5 tisfied with the amount Percent 77.9 20.8	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable	59 10 0 6 7 Overall, I am saget. Frequency 60 16	78.7 13.3 0.0 8.0 5 tisfied with the amount Percent 77.9 20.8 1.3	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't	59 10 0 6 79 Overall, I am sa get. Frequency 60 16	78.7 13.3 0.0 8.0 5 tisfied with the amount Percent 77.9 20.8	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable	59 10 0 6 75 Overall, I am saget. Frequency 60 16 1	78.7 13.3 0.0 8.0 5 stisfied with the amount Percent 77.9 20.8 1.3 0.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I compared Response Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1	78.7 13.3 0.0 8.0 5 stisfied with the amount Percent 77.9 20.8 1.3 0.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5	_		
Yes No Not Applicable I Don't Understand Question 23 - Coof service(s) I go Response Yes No Not Applicable I Don't Understand Question 25 - Cooperation Coopera	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0	78.7 13.3 0.0 8.0 5 stisfied with the amount Percent 77.9 20.8 1.3 0.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I compared Response Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0	78.7 13.3 0.0 8.0 5 stisfied with the amount Percent 77.9 20.8 1.3 0.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 77 Overall, I am saget.	78.7 13.3 0.0 8.0 5 Itisfied with the amount Percent 77.9 20.8 1.3 0.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use.	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to	_		
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 77 Overall, I am saget.	78.7 13.3 0.0 8.0 5 Itisfied with the amount Percent 77.9 20.8 1.3 0.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response Yes	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 Overall, I am saget. Frequency 71	78.7 13.3 0.0 8.0 5 Itisfied with the amount Percent 77.9 20.8 1.3 0.0 7 Itisfied with the type(s)	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency 71	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I Comparison Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I Comparison Response Yes No	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 Overall, I am saget. Frequency 71 4	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency 71 3	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response Yes No Not Applicable Not Applicable Yes No Not Applicable	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency 71 3 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response Yes No Not Applicable I Don't	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 Overall, I am saget. Frequency 71 4	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency 71 3	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response Yes No Not Applicable Not Applicable Yes No Not Applicable	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 2.6			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I complete Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I complete Response Yes No Not Applicable I Don't Understand Question 27 - Complete I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 Overall, I am sa	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2 2 erall, I am satis	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 3 fied that my			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I g Response Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 Overall, I am sa	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2 2 erall, I am satis	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 3 fied that my			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I complete Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I complete Response Yes No Not Applicable I Don't Understand Question 27 - Complete I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 79 Overall, I am saget.	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2 2 erall, I am satis e plan meets m	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 3 fied that my			
Yes No Not Applicable I Don't Understand Question 23 - Cof service(s) I comparison Response Yes No Not Applicable I Don't Understand Question 25 - Cof service(s) I comparison Response Yes No Not Applicable I Don't Understand Question 27 - Coordinates my	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 Overall, I am sa	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6 8 titisfied with who	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand Question 28 - Ov individual service	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2 2 erall, I am satis	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 3 fied that my y needs.			
Yes No Not Applicable I Don't Understand Question 23 - Coof service(s) I coordinates my Response Yes No Not Applicable I Don't Understand Question 25 - Coordinates my Response Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 78 Overall, I am saget y service(s).	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6 8 titisfied with who Percent 87.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand Question 28 - Ov individual service Response Yes Response Yes	64 4 6 0 74 erall, I am satis ny service(s). Frequency 69 6 2 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2 erall, I am satis e plan meets m Frequency 68	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 2.6 3 fied that my y needs. Percent 88.3			
Yes No Not Applicable I Don't Understand Question 23 - Coof service(s) I g Response Yes No Not Applicable I Don't Understand Question 25 - Coof service(s) I g Response Yes No Not Applicable I Don't Understand Question 27 - Coordinates my Response Yes No	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 79 Overall, I am saget. Frequency 77 7 Frequency 67 7	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6 8 titisfied with who Percent 87.0 9.1	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand Question 28 - Ov individual service Response Yes No	erall, I am satismy service(s). Frequency 69 6 2 2 erall, I am satismy service(s). Frequency 71 3 2 2 erall, I am satismy service(s).	86.5 5.4 8.1 0.0 4 filed with the agency Percent 87.3 7.6 2.5 2.5 2.5 9 filed with my ability to Percent 91.0 3.8 2.6 2.6 3 filed that my y needs. Percent 88.3 10.4			
Yes No Not Applicable I Don't Understand Question 23 - Coof service(s) I coordinates my Response Yes No Not Applicable I Don't Understand Question 25 - Coordinates my Response Yes No Not Applicable I Don't Understand	59 10 0 6 79 Overall, I am saget. Frequency 60 16 1 0 79 Overall, I am saget. Frequency 71 4 1 2 78 Overall, I am saget y service(s).	78.7 13.3 0.0 8.0 5 titisfied with the amount Percent 77.9 20.8 1.3 0.0 7 titisfied with the type(s) Percent 91.0 5.1 1.3 2.6 8 titisfied with who Percent 87.0	Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service Response Yes No Not Applicable I Don't Understand Question 28 - Ov individual service Response Yes Response Yes	64 4 6 0 74 erall, I am satis my service(s). Frequency 69 6 2 2 2 erall, I am satis e(s) I use. Frequency 71 3 2 2 erall, I am satis e plan meets m Frequency 68	86.5 5.4 8.1 0.0 4 fied with the agency Percent 87.3 7.6 2.5 2.5 9 fied with my ability to Percent 91.0 3.8 2.6 2.6 2.6 3 fied that my y needs. Percent 88.3			

Understand Understand

Understand			Understand					
	7	7		7	7			
Question 29 - Overall, I am satisfied with the			Question 30 - Ov	erall, my Servic	e Coordinator meets			
person(s) who provide my hands on assistance.			my needs. (Service Coordinator could also be referred to as a Care Manager or Supports					
								Coordinator.)
						oooramator.,		
Deenenee	F	Danasart	D	F	Danasart			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	72	92.3	Yes	70	88.6			
No	1	1.3	No	8	10.1			
Not Applicable	2	2.6	Not Applicable	0	0.0			
I Don't	3	3.8	I Don't	1	1.3			
Understand			Understand					
	7	8		79	9			
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.					
B	F	Danisant	B	F	Personal			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	69	88.5	Yes	75	94.9			
No	8	10.3	No	4	5.1			
Not Applicable	0	0.0	Not Applicable	0	0.0			
I Don't	1	1.3	I Don't	0	0.0			
Understand			Understand					
	7	8		79	9			
Question 33 - I	get help when	I call with a problem.	Question 34 - Wi	nen I leave a me	essage, the person(s)			
Question oo 1	get neip witen	roun 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.					
			Within 24 nours a	aiter i leave a ili	essage.			
Response	Frequency	Percent	Response	Frequency	Percent			
Never	3	3.9	Never	3	3.9			
Rarely	3	3.9	Rarely	1	1.3			
Sometimes	7	9.2	Sometimes	12	15.6			
Always	63	82.9	Always	61	79.2			
	7			7				
		ordinator returns my			rson or agency who			
phone calls and follows up with me. (Service			coordinates my services, they return my call within					
Coordinator could also be referred to as a Care			24 hours after I leave a message.					
Manager or Su	pports Coordi	nator.)						
Response	Frequency	Percent	Response	Frequency	Percent			
Never	6	7.8	Never	4	5.1			
Rarely	2	2.6	Rarely	2	2.6			
Sometimes	6	7.8	Sometimes	14	17.9			
Always	63	81.8	Always	58	74.4			
-	7		•	78				
Question 37 - V		agency who provides	Question 38 - Wi					
		call within 24 hours			.			
after I leave a r	, ,							
Response	Frequency	Percent	Response	Frequency	Percent			
Never	5	6.4	Self	61	83.6			
Rarely	3	3.8	Spouse	1	1.4			
Sometimes	16	20.5	Service	1	1.4			
	-	-	Provider					
Always	54	69.2	Friend	6	8.2			
/ wways	U -1	00.2	Other	4	5.5			
	-	0	Outer					
78				69	d			