| Filter: | Funding Sou | Participan rce Name = Attendant Care | | | | | | |
|--|---|---|---|--|--|--|--|--|
| | I help choose | the service(s) that help | Question 2 - My s services. (Services) | Question 2 - My Service Coordinator helps me get my services. (Service Coordinator could also be referred | | | | |
| | | | to as a Care Man | to as a Care Manager or Supports Coordinator.) | | | | |
| Response | Frequency | Percent | Response | Frequency | Perce | nt | | |
| Yes | 90 | 90.0 | Yes | 89 | 89.9 | | | |
| No | 6 | 6.0 | No | 5 | 5.1 | | | |
| Not Applicable | 2 | 2.0 | Not Applicable | 3 | 3.0 | | | |
| l Don't | 2 | 2.0 | I Don't | 2 | 2.0 | | | |
| | 2 | 2.0 | | 2 | 2.0 | | | |
| Understand | 40 | 9 | Understand | 0.0 | 2 | | | |
| Total | 10 | · information about | Total | 99 | - | | | |
| choosing my s | | information about | Question 4 - I am begin getting ser | | now ion | g it took to | | |
| oncooning my o | <u> </u> | | begin getting bei | <u> </u> | | | | |
| Response | Frequency | Percent | Response | Frequency | Perce | nt | | |
| Yes | 92 | 92.9 | Yes | 73 | 73.7 | | | |
| No | 3 | 3.0 | No | 25 | 25.3 | | | |
| Not Applicable | 3 | 3.0 | Not Applicable | 1 | 1.0 | | | |
| l Don't | 1 | 1.0 | I Don't | 0 | 0.0 | | | |
| Understand | | | Understand | | | | | |
| Total | 9 | 9 | Total | 99 | 9 | | | |
| | | which are not available. | Question 6 - I wa | | - | ation about | | |
| | | | who coordinates | | | | | |
| Response | Frequency | Percent | Response | Frequency | Perce | nt . | | |
| Yes | 28 | 28.3 | Yes | 94 | 94.0 | | | |
| | | | | - | | | | |
| No | 59 7 | 59.6 | No Not Applicable | 4 | 4.0 | | | |
| Not Applicable | 7 | 7.1 | Not Applicable | 1 | 1.0 | | | |
| I Don't | 5 | 5.1 | —— I Don't | 1 | 1.0 | L | | |
| | | | | | | | | |
| Understand | | | Understand | | | | | |
| Total | 9 m familiar witl | | Total | 100 |) | ve questions | | |
| Total Question 7 - I a plan. | m familiar with | n my individual service | Total Question 8 - I kno or concerns abo | ow who to talk tut my services. | o to if I ha | · | | |
| Total Question 7 - I a plan. Response | m familiar with | n my individual service Percent | Total Question 8 - I known concerns about | ow who to talk tut my services. Frequency | o to if I ha | · | | |
| Total Question 7 - I a plan. Response Yes | m familiar with Frequency 91 | Percent 91.0 | Question 8 - I knoor concerns about | ow who to talk to ut my services. Frequency 92 | Percer 92.0 | · | | |
| Total Question 7 - I a plan. Response Yes No | m familiar with Frequency 91 7 | Percent 91.0 7.0 | Response Yes No | who to talk to | Percer 92.0 7.0 | · | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable | m familiar with Frequency 91 7 | Percent 91.0 7.0 2.0 | Response Yes No Not Applicable | who to talk to | Percel 92.0 7.0 1.0 | · | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable | m familiar with Frequency 91 7 | Percent 91.0 7.0 | Response Yes No | who to talk to | Percer 92.0 7.0 | · | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't | m familiar with Frequency 91 7 | Percent 91.0 7.0 2.0 | Response Yes No Not Applicable | who to talk to | Percel 92.0 7.0 1.0 | · | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total | Frequency 91 7 2 0 | Percent 91.0 7.0 2.0 0.0 | Response Yes No Not Applicable I Don't Understand Total | Frequency 92 7 1 0 | Percel 92.0 7.0 1.0 0.0 | nt | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c | Frequency 91 7 2 0 | Percent 91.0 7.0 2.0 0.0 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w | Frequency 92 7 1 0 100 as given enoug | Percei 92.0 7.0 1.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0 | nt | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c | Frequency 91 7 2 0 | Percent 91.0 7.0 2.0 0.0 | Response Yes No Not Applicable I Don't Understand Total | Frequency 92 7 1 0 100 as given enoug | Percei 92.0 7.0 1.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0 | nt | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). | Frequency 91 7 2 0 | Percent 91.0 7.0 2.0 0.0 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w | Frequency 92 7 1 0 100 as given enoug | Percei 92.0 7.0 1.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0.0 0 | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes | Frequency 91 7 2 0 10 an choose the | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age | Frequency 92 7 1 0 100 as given enougency which pro | Percel 92.0 7.0 1.0 0.0 0 h informities my Percel 84.0 | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes | Frequency 91 7 2 0 10 an choose the | Percent 91.0 7.0 2.0 0.0 agency which provides | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age | Frequency 92 7 1 0 100 as given enougency which pro | Percel 92.0 7.0 1.0 0.0 h informities my | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No | Frequency 91 7 2 0 10 an choose the | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age | Frequency 92 7 1 0 100 as given enougency which provided | Percel 92.0 7.0 1.0 0.0 0 h informities my Percel 84.0 | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable | Frequency 91 7 2 0 10 an choose the | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No | Frequency 92 7 1 0 100 as given enougency which pro | Percel 92.0 7.0 1.0 0.0 0 h informitivides my 9.0 9.0 9.0 | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't | Frequency 91 7 2 0 10 an choose the | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable | Frequency 92 7 1 0 100 as given enougency which provided | Percel 92.0 7.0 1.0 0.0 0 h informvides my Percel 84.0 9.0 5.0 | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand | Frequency 91 7 2 0 10 an choose the | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total I Den't Understand Total I Don't Understand Total I Don't | Frequency 92 7 1 0 100 as given enougency which provided | Percei 92.0 7.0 1.0 0.0 0 h inform vides m 9.0 5.0 2.0 | nation about | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable Understand Total Understand Total Understand Total Understand Total Understand Total Understand | Frequency 92 7 1 0 100 as given enougency which provency 84 9 5 2 | Percel 92.0 7.0 1.0 0.0 0 | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable Understand Total Understand Total Understand Total Understand Total Total Total Total Total Total | Frequency 92 7 1 0 100 as given enougency which provency 84 9 5 2 | Percel 92.0 7.0 1.0 0.0 0 | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 92 7 1 0 100 as given enougency which provency 84 9 5 2 100 an choose who | Percel 92.0 7.0 1.0 0.0 0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 100 100 100 100 100 100 100 100 1 | Percel 92.0 7.0 1.0 0.0 0 1.0 1.0 1.0 1.0 1.0 1.0 1.0 | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get Percent 39.4 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 100 100 100 100 100 100 100 100 1 | Percei 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 Percent 99 s) more often than I get Percent 39.4 57.4 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 100 100 100 100 100 100 100 100 1 | Percei 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 Percent 39.4 57.4 0.0 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 Frequency 84 9 5 2 100 Frequency 84 9 5 100 100 100 100 100 100 100 100 100 1 | Percei 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 Percent 99 s) more often than I get Percent 39.4 57.4 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 100 100 100 100 100 100 100 100 1 | Percei 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable I Don't Understand Total Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 Percent 39.4 57.4 0.0 3.2 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 Frequency 84 9 5 2 100 Frequency 84 9 5 100 100 100 100 100 100 100 100 100 1 | Percei 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get Percent 39.4 57.4 0.0 3.2 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 Frequency 84 9 5 2 100 Frequency 84 9 5 100 100 100 100 100 100 100 100 100 1 | Percei 84.0 9.0 5.0 2.0 Coordin Percei 72.5 14.3 4.4 8.8 | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get Percent 39.4 57.4 0.0 3.2 4 ar information about | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 84 9 5 2 100 100 100 100 100 100 100 100 100 1 | Percel 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get Percent 39.4 57.4 0.0 3.2 | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 92 7 1 0 100 as given enougency which provency which provency 84 9 5 2 100 an choose who Frequency 66 13 4 8 | Percel 84.0 9.0 5.0 2.0 Coordin | nation about y services. | | |
| Total Question 7 - I a plan. Response Yes No Not Applicable I Don't Understand Total Question 9 - I c my service(s). Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. Response Yes No Not Applicable I Don't Understand Total Question 11 - I them. | Frequency 91 7 2 0 10 an choose the Frequency 80 8 4 7 9 need service(s | Percent 91.0 7.0 2.0 0.0 agency which provides Percent 80.8 8.1 4.0 7.1 9 s) more often than I get Percent 39.4 57.4 0.0 3.2 4 ar information about | Response Yes No Not Applicable I Don't Understand Total Question 10 - I w choosing the age Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). Response Yes No Not Applicable I Don't Understand Total Question 12 - I caservice(s). | Frequency 92 7 1 0 100 as given enougency which provency which provency 84 9 5 2 100 an choose who Frequency 66 13 4 8 | Percel 84.0 9.0 5.0 2.0 Coordin | nation about y services. ates my or the service of the service o | | |

| | | | _ | | | | _ |
|--|--------------------------------|---------------------------|------------------|--|------------------------|---------------------------|-----------------|
| No | 10 | 10.3 | | No | 4 | 4.1 | |
| Not Applicable | 3 | 3.1 | | Not Applicable | 0 | 0.0 | |
| I Don't | 3 | 3.1 | | I Don't | 1 | 1.0 | |
| Understand | • | _ | | Understand | | _ | |
| Total | 9 | | | Total | 97 | | |
| Question 15 - I complaint. | know who to t | alk to if | I have a | Question 16 - I we service plan. | ould like chang | es to m | y individual |
| complaint. | | | | oci vioc piari. | | | |
| Response | Frequency | Perce | nt | Response | Frequency | Percer | nt |
| Yes | 89 | 91.8 | | Yes | 22 | 23.2 | |
| No | 8 | 8.2 | | No | 67 | 70.5 | |
| Not Applicable | 0 | 0.0 | | Not Applicable | 1 | 1.1 | |
| I Don't | 0 | 0.0 | | I Don't | 5 | 5.3 | |
| Understand | | | | Understand | | | |
| Total | . 9 | - | | Total | 95 | _ | |
| Question 17 - I | | | | Question 18 - Ser | | | |
| choosing who | coordinates m | y servic | e(s). | (Service Coordina | | | |
| | | | | Care Manager or | Supports Cool | umanor | ı. <i>)</i> |
| Response | Frequency | Perce | nt | Response | Frequency | Percer | nt |
| Yes | 81 | 84.4 | | Yes | 82 | 87.2 | |
| No | 9 | 9.4 | | No | 3 | 3.2 | |
| Not Applicable | 4 | 4.2 | | Not Applicable | 0 | 0.0 | |
| I Don't | 2 | 2.1 | | I Don't | 9 | 9.6 | |
| Understand | | | | Understand | | | |
| Total | 9 | | | Total | 94 | 4 | |
| Question 19 - I | know who wil | be prov | /iding my | Question 20 - I wa | | | |
| service(s). | | | | the person(s) wh | o provide my h | ands on | assistance. |
| _ | | | | | | | |
| Response | Frequency | Perce | nt | Response | Frequency | Percer | nt |
| Yes | 92 | 95.8 | | Yes | 86 | 88.7 | |
| No Not Applicable | 3 0 | 3.1 0.0 | | No Not Applicable | 7 3 | 7.2 3.1 | |
| I Don't | 1 | 1.0 | | I Don't | 1 | 1.0 | |
| Understand | • | 1.0 | | Understand | | 1.0 | |
| | 9 | 6 | | | 97 | 7 | |
| | | | | | | | |
| Question 21 - I | | ith my i | ndividual | Question 22 - I wa | | | |
| service plannin | g process. | | | person(s) who pr | ovide my hand | s on ass | sistance. |
| D | F | D | | D | F | D | - 4 |
| Response | Frequency | Perce | nt | Response | Frequency | Percer | nt |
| Yes | 85 | 88.5 | | Yes | 86 | 89.6 | |
| No Not Applicable | 6 0 | 6.3 0.0 | | No Not Applicable | 7 3 | 7.3 3.1 | |
| I Don't | 5 | 5.2 | | I Don't | 0 | 0.0 | |
| Understand | · · | 0.2 | | Understand | · · | 0.0 | |
| Total | 9 | 6 | | Total | 96 | | |
| | | tisfied v | vith the amount | Question 24 - Ove | | fied with | n the agency |
| of service(s) I g | et. | | | which provides m | ny service(s). | | |
| | | _ | | | | _ | |
| Response | Frequency | Perce | nt | Response | Frequency | Percer | nt |
| Yes | 80 | 84.2 | | Yes | 96 | 98.0 | |
| No Not Applicable | 14 | 14.7 | | No Not Applicable | 1 | 1.0 | |
| Not Applicable I Don't | 1 0 | 1.1 0.0 | | Not Applicable I Don't | 1 0 | 1.0 0.0 | |
| Understand | J | 0.0 | | Understand | U | 0.0 | |
| Total | 9 | 5 | | Total | 98 | 3 | |
| Question 25 - C | | | vith the type(s) | Question 26 - Ove | | _ | n my ability to |
| | | | 71 \-7 | direct the service | | | |
| of service(s) I g | <u></u> | | | | | | |
| | GL. | | | | | | |
| Response | Frequency | Perce | nt | Response | Frequency | Percer | nt |
| Response Yes | Frequency 89 | 91.8 | nt | Yes | 87 | 91.6 | nt |
| Response Yes No | Frequency 89 7 | 91.8 7.2 | nt | Yes No | 87 4 | 91.6 4.2 | nt |
| Response Yes No Not Applicable | Frequency 89 7 0 | 91.8 7.2 0.0 | nt | Yes No Not Applicable | 87 4 2 | 91.6 4.2 2.1 | nt |
| Response Yes No Not Applicable I Don't | Frequency 89 7 | 91.8 7.2 | nt | Yes No Not Applicable I Don't | 87 4 | 91.6 4.2 | nt |
| Response Yes No Not Applicable I Don't Understand | Frequency 89 7 0 | 91.8 7.2 0.0 1.0 | nt | Yes No Not Applicable I Don't Understand | 87 4 2 2 | 91.6 4.2 2.1 2.1 | nt |
| Response Yes No Not Applicable I Don't | Frequency 89 7 0 1 | 91.8 7.2 0.0 1.0 | | Yes No Not Applicable I Don't | 87 4 2 2 2 | 91.6 4.2 2.1 2.1 | |

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 | Res | ponse | Frequency | Percent | |
|---|--|---|--|--|--|--|---|
| res res | 93 | 95.9 | Yes | - | 84 | 85.7 | |
| No | 2 | 2.1 | No | | 12 | 12.2 | |
| Not Applicable | 1 | 1.0 | | Applicable | 2 | 2.0 | |
| Don't | 1 | 1.0 | I Do | | 0 | 0.0 | |
| | ' | 1.0 | | | U | 0.0 | |
| Understand | 0. | 7 | | lerstand | 00 | n | |
| Total | 9' | | Tota | | 98 | - | |
| Question 29 - C | | | | | | e Coordinator meets | |
| person(s) who | provide my ha | nds on as | | • | | could also be | |
| | | | | | are Manager oı | r Supports | |
| | | | Cod | ordinator.) | | | |
| | | | | | | | |
| Response | Frequency | Percent | | ponse | Frequency | Percent | |
| Yes | 92 | 93.9 | Yes | | 90 | 93.8 | |
| No | 5 | 5.1 | No | | 3 | 3.1 | |
| Not Applicable | 1 | 1.0 | Not | Applicable | 1 | 1.0 | |
| l Don't | 0 | 0.0 | I Do | n't | 2 | 2.1 | |
| Understand | | | Und | lerstand | | | |
| Total | 98 | 8 | Tota | | 96 | 6 | |
| Question 31 - C | verall. I am sa | tisfied wi | Que | estion 32 - I kn | ow how to rep | ort abuse | |
| Coordinator. (| | | | | | restraints and other | |
| referred to as a | | | | rictions. | J 200 01 | | |
| Coordinator.) | | | 7000 | | | | |
| | | | | | | | |
| Response | Frequency | Percent | Res | ponse | Frequency | Percent | |
| Yes | 90 | 93.8 | Yes | - | 94 | 95.9 | |
| No | 3 | 3.1 | No | | 3 | 3.1 | |
| Not Applicable | 1 | 1.0 | | Applicable | 1 | 1.0 | |
| NOT Applicable | 2 | 2.1 | I Do | | 0 | 0.0 | |
| | | | | ni t | U | 0.0 | |
| Don't | 2 | 2 | | loretand | | | |
| I Don't Understand | _ | | Und | lerstand | ~- | 2 | |
| l Don't Understand Total | 9 | 6 | Und Tota | al | 98 | - | |
| I Don't Understand | 9 | 6 | a problem. Que who | al estion 34 - Who provide my h | en I leave a me | ssage, the person(s) tance returns my call | |
| l Don't Understand Total | 9 get help when | 6 | a problem. Que who | al estion 34 - Who provide my h | en I leave a me ands on assis | ssage, the person(s) tance returns my call | |
| I Don't Understand Total Question 33 - I | 9 | 6 | a problem. Que who with | al estion 34 - Who provide my h | en I leave a me ands on assis | ssage, the person(s) tance returns my call | |
| l Don't Understand Total | 9 get help when | 6 I call with | a problem. Que who with | al estion 34 - Who o provide my h nin 24 hours a sponse | en I leave a me lands on assis fter I leave a m | ssage, the person(s) tance returns my call essage. | |
| I Don't Understand Total Question 33 - I | get help when | 6 I call with Percent | a problem. Que who with | estion 34 - Who provide my h nin 24 hours a ponse er | en I leave a me lands on assis fter I leave a me Frequency | ssage, the person(s) tance returns my call essage. Percent | |
| I Don't Understand Total Question 33 - I Response Never Rarely | get help when Frequency 3 0 | Percent 3.2 0.0 | a problem. Que who with | estion 34 - Who provide my h nin 24 hours a ponse er | en I leave a me lands on assist fter I leave a me Frequency 4 4 | ssage, the person(s) tance returns my call essage. Percent 4.2 4.2 | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes | get help when Frequency 3 0 19 | Percent 3.2 0.0 20.0 | a problem. Que who with | estion 34 - Who provide my hain 24 hours a ponse er ely netimes | en I leave a me nands on assist fter I leave a me Frequency 4 4 | ssage, the person(s) tance returns my call essage. Percent 4.2 4.2 11.5 | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always | get help when Frequency 3 0 19 73 | Percent 3.2 0.0 20.0 76.8 | a problem. Que who with Res Nev Rare Som Alwa | estion 34 - Who provide my hain 24 hours a ponse er ely netimes ays | en I leave a me nands on assist fter I leave a me Frequency 4 4 11 77 | ssage, the person(s) tance returns my call essage. Percent 4.2 4.2 11.5 80.2 | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total | get help when Frequency 3 0 19 73 | Percent 3.2 0.0 20.0 76.8 | a problem. Que who with Res Nev Rare Som Alwa Tota | estion 34 - Who provide my hain 24 hours and provide my hain 25 hours and provide my hain 26 hours and | en I leave a me nands on assist fter I leave a me Frequency 4 4 11 77 | ssage, the person(s) tance returns my call essage. Percent 4.2 4.2 11.5 80.2 | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I | Frequency 3 0 19 73 9: My Service Coo | Percent 3.2 0.0 20.0 76.8 5 | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my Que | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al | en I leave a me lands on assist fter I leave a me Frequency 4 4 11 77 96 en I call the pe | ssage, the person(s) tance returns my call essage. Percent 4.2 4.2 11.5 80.2 6 rson or agency who | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Question 35 - II | Frequency 3 0 19 73 99 My Service Cood follows up w | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ | a problem. Que who with Res Nev Rarr Som Alwa Tota Peturns my ervice Que Coo | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Wh rdinates my s | en I leave a me lands on assist fter I leave a me Frequency 4 4 11 77 96 en I call the pere | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Question 25 - I Question 25 - I Coordinator co | Frequency 3 0 19 73 9: My Service Cood follows up wuld also be ref | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a | a problem. Que who with Res Nev Rarr Som Alwa Tota Peturns my ervice Que Coo | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Wh rdinates my s | en I leave a me lands on assist fter I leave a me Frequency 4 4 11 77 96 en I call the pe | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Ohone calls and | Frequency 3 0 19 73 9: My Service Cood follows up wuld also be ref | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a | a problem. Que who with Res Nev Rarr Som Alwa Tota Peturns my ervice Que Coo | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Wh rdinates my s | en I leave a me lands on assist fter I leave a me Frequency 4 4 11 77 96 en I call the pere | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co | get help when Frequency 3 0 19 73 99 Ty Service Cood follows up wuld also be ref | Percent 3.2 0.0 20.0 76.8 5 ordinator in the (Sterred to a mator.) | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my ervice coo s a Care 24 h | estion 34 - Who provide my hain 24 hours an eponse er ely netimes ays al estion 36 - Whordinates my shours after I le | en I leave a me lands on assist fter I leave a me Frequency 4 4 11 77 96 en I call the pere lervices, they re ave a message | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within s. | _ |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su | get help when Frequency 3 0 19 73 99 Ty Service Cood follows up wuld also be refeports Coordin | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my Que ervice coo s a Care 24 h | estion 34 - Who provide my hain 24 hours an eponse er ely netimes all estion 36 - Whordinates my shours after I le | en I leave a me lands on assist fter I leave a me Frequency 4 4 11 77 96 en I call the per levices, they re lave a message Frequency | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within s. | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never | get help when Frequency 3 0 19 73 99 Ty Service Cood follows up wuld also be refeports Coordin Frequency 3 | Percent 3.2 0.0 20.0 76.8 5 ordinator r ith me. (\$ferred to a hator.) | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my ervice coo s a Care 24 h | estion 34 - Who provide my hain 24 hours at sponse er ely netimes ays at estion 36 - Whordinates my shours after I lestonse er | Frequency 11 77 96 11 call the perevices, they reave a message Frequency 3 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within s. | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely | get help when Frequency 3 0 19 73 99 fly Service Cood follows up well also be referency coording. | Percent 3.2 0.0 20.0 76.8 5 ordinator in the me. (\$ferred to a hator.) Percent 3.1 4.2 | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my Que ervice coo s a Care 24 h | estion 34 - Who provide my hain 24 hours at sponse er ely netimes at sponse estion 36 - Whordinates my shours after I lestonse er ely | Frequency 11 77 96 Frequency 4 11 77 96 Frequency ave a message Frequency 3 3 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 8. Percent 3.2 3.2 | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes | get help when Frequency 3 0 19 73 99 Ty Service Cood follows up wuld also be refeports Coordin Frequency 3 | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my Que ervice coo s a Care 24 h | estion 34 - Who provide my hain 24 hours at sponse er ely netimes as shours after I le sponse er ely netimes at sponse estion 36 - Whordinates my shours after I le sponse er ely netimes | Frequency 11 77 96 Frequency 4 11 77 96 Frequency ave a message Frequency 3 3 15 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 8. Percent 3.2 3.2 15.8 | |
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| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always | get help when Frequency 3 0 19 73 99 Ty Service Cood follows up wuld also be refeports Coordin Frequency 3 4 7 | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my Que ervice coo s a Care 24 h | estion 34 - Who provide my hain 24 hours at sponse er ely netimes ays at sponse estion 36 - Whordinates my shours after I lestonse er ely netimes ays | Frequency 11 77 96 Frequency 4 11 77 96 Frequency ave a message Frequency 3 3 15 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within e. Percent 3.2 3.2 15.8 77.9 | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I | Frequency 3 0 19 73 99 19 Service Cod follows up wuld also be refeports Coordin Frequency 3 4 7 82 | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota Res Nev Rarr Som Alwa Tota Res Nev Rarr Som Alwa Tota | estion 34 - Who provide my hain 24 hours at sponse er ely netimes at sponse estion 36 - Whordinates my shours after I lestonse er ely netimes ays at sponse ely netimes ays at sponse ely netimes ays at sponse ely netimes and sponse ely netimes ays at sponse ely netimes and sponse ely netimes are ely netimes and sponse ely netimes ely netimes and sponse ely netimes ely n | Frequency 4 4 11 77 96 en I call the perevices, they reave a message Frequency 3 3 15 74 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 9. Percent 3.2 3.2 15.8 77.9 | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V | get help when Frequency 3 0 19 73 99 Ty Service Cood follows up wuld also be refeports Coordin Frequency 3 4 7 82 99 When I call the | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota co provides Que Rarr Som Alwa Tota Que | estion 34 - Who provide my hain 24 hours at sponse er ely netimes at sponse estion 36 - Whordinates my shours after I lestonse er ely netimes ays at sponse ely netimes ays at sponse ely netimes ays at sponse ely netimes and sponse ely netimes ays at sponse ely netimes and sponse ely netimes are ely netimes and sponse ely netimes ely netimes and sponse ely netimes ely n | Frequency 4 4 11 77 96 en I call the perevices, they reave a message Frequency 3 3 15 74 96 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 9. Percent 3.2 3.2 15.8 77.9 | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), 1 | Frequency 3 0 19 73 99 19 Service Cood follows up well also be referency 3 4 7 82 99 When I call the they return my | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota co provides Que Rarr Som Alwa Tota Que | estion 34 - Who provide my hain 24 hours at sponse er ely netimes at sponse estion 36 - Whordinates my shours after I lestonse er ely netimes ays at sponse ely netimes ays at sponse ely netimes ays at sponse ely netimes and sponse ely netimes ays at sponse ely netimes and sponse ely netimes are ely netimes and sponse ely netimes ely netimes and sponse ely netimes ely n | Frequency 4 4 11 77 96 en I call the perevices, they reave a message Frequency 3 3 15 74 96 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 9. Percent 3.2 3.2 15.8 77.9 | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - I Response | Frequency 3 0 19 73 99 19 Service Cood follows up well also be referency 3 4 7 82 99 When I call the they return my | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota co provides Que Rarr Som Alwa Tota Que | estion 34 - Who provide my hain 24 hours at sponse er ely netimes at sponse estion 36 - Whordinates my shours after I lestonse er ely netimes ays at sponse ely netimes ays at sponse ely netimes ays at sponse ely netimes and sponse ely netimes ays at sponse ely netimes and sponse ely netimes are ely netimes and sponse ely netimes ely netimes and sponse ely netimes ely n | Frequency 4 4 11 77 96 en I call the perevices, they reave a message Frequency 3 3 15 74 96 | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 9. Percent 3.2 3.2 15.8 77.9 | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Chone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), fafter I leave a n | get help when Frequency 3 0 19 73 9: Ty Service Cood follows up where the coordinates of the coordinates o | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota co provides Que a C4 hours | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Who rdinates my s hours after I le eponse er ely netimes ays al estion 36 - Who rdinates my s hours after I le eponse er ely netimes ays al | Frequency 4 4 11 77 96 Frequency 4 15 77 96 Frequency 3 3 15 74 95 o is completing | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 9. Percent 3.2 3.2 15.8 77.9 | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Ohone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), fafter I leave a n | get help when Frequency 3 0 19 73 9: My Service Cood follows up wuld also be refoports Coordin Frequency 3 4 7 82 9: When I call the they return mynessage. | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (Serred to a nator.) Percent 3.1 4.2 7.3 85.4 6 agency w call withi | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota co provides Que no provides Que no provides Que no 24 hours Res | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Who rdinates my s nours after I le ponse er ely netimes ays al estion 36 - Who rdinates my s nours after I le | Frequency and I leave a metal and son assist fer I leave a metal fer I leave a message Frequency Frequency 3 3 15 74 95 o is completing | Percent 4.2 4.2 11.5 80.2 6 rson or agency who eturn my call within 9. Percent 3.2 3.2 15.8 77.9 6 g this survey? | |
| I Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), to after I leave a n Response Never | get help when Frequency 3 0 19 73 9: My Service Cood follows up where with the service coordinates of the service coordinates o | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w call withi | a problem. Que who with Res Nev Rare Som Alwa Tota eturns my ervice coo s a Care Res Nev Rare Som Alwa Tota Res Nev Rare Som Alwa Tota Res Nev Rare Som Alwa Tota Res Sem Alwa Tota Res Sem | estion 34 - Who provide my hain 24 hours and provide my hain 24 hours and provide my hain 24 hours and provide metimes and pro | Frequency and I leave a metal and son assist fer I leave a metal fer I leave a message Frequency 3 3 15 74 95 o is completing Frequency 73 | Percent 3.2 3.2 15.8 77.9 G this survey? | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), tafter I leave a n Response Never Rarely Response Never Rarely Response | Frequency 3 0 19 73 99 1y Service Cood follows up well also be referency 3 4 7 82 99 When I call the shey return mynessage. Frequency 4 5 | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w call withi Percent 4.2 5.2 | a problem. Que who with Res Nev Rarr Som Alwa Tota eturns my Que coo s a Care Res Nev Rarr Som Alwa Tota so provides Que no provides Que 124 hours Res Self Spo | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Who rdinates my s hours after I le ponse er ely netimes ays al estion 38 - Who ponse er ely netimes ays al | Frequency and I leave a metal leave a message Frequency 3 3 15 74 95 o is completing Frequency 73 4 | Percent 3.2 3.2 15.8 77.9 Percent 4.2 4.2 4.2 11.5 80.2 From or agency who eturn my call within eta. | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), tafter I leave a n Response Never Rarely Response Never Rarely Response | get help when Frequency 3 0 19 73 9: My Service Cood follows up where with the service coordinates of the service coordinates o | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w call withi | Res Nev Rar Som Alwa Tota Seturns my ervice coo s a Care Res Nev Rar Som Alwa Tota Res Nev Rar Som Alwa Tota Res Nev Rar Som Alwa Tota Som | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Who rdinates my s nours after I le ponse er ely netimes ays al estion 38 - Who ponse er ely netimes ays al | Frequency and I leave a metal and son assist fer I leave a metal fer I leave a message Frequency 3 3 15 74 95 o is completing Frequency 73 | Percent 3.2 3.2 15.8 77.9 G this survey? | |
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| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I Chone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), fafter I leave a n Response Never Rarely Sometimes Never Rarely Sometimes Never Rarely Sometimes Never Rarely Sometimes | Frequency 3 0 19 73 99 1y Service Cood follows up well also be referency 3 4 7 82 99 When I call the shey return mynessage. Frequency 4 5 | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a hator.) Percent 3.1 4.2 7.3 85.4 6 agency w call withi Percent 4.2 5.2 | Res Nev Rar Som Alwa Tota Seturns my ervice coo s a Care Res Nev Rar Som Alwa Tota Res Nev Rar Som Alwa Tota Res Nev Rar Som Alwa Tota Som Alwa Tota Som Alwa Tota Som Alwa Tota Som Frice Self | estion 34 - Who provide my h in 24 hours a ponse er ely netimes ays al estion 36 - Who rdinates my s nours after I le ponse er ely netimes ays al estion 38 - Who ponse er ely netimes ays al estion 38 - Who ponse er ely netimes ays al | Frequency and I call the perevices, they reave a message Frequency Frequency Frequency and I call the perevices, they reave a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message Frequency and I call the perevices are a message I call the perevices are a message Frequency and I call the perevices are a message I call the pe | Percent 3.2 3.2 15.8 77.9 Percent 76.8 4.2 3.2 11.6 | |
| Don't Understand Total Question 33 - I Response Never Rarely Sometimes Always Total Question 35 - I phone calls and Coordinator co Manager or Su Response Never Rarely Sometimes Always Total Question 37 - V my service(s), tafter I leave a n Response Never Rarely Response Never Rarely Response | Frequency 3 0 19 73 99 19 Service Cood follows up well also be referency 3 4 7 82 99 When I call the shey return mynessage. Frequency 4 5 12 | Percent 3.2 0.0 20.0 76.8 5 ordinator i ith me. (\$ ferred to a nator.) Percent 3.1 4.2 7.3 85.4 6 agency w call withi Percent 4.2 5.2 12.5 | Res Nev Rar Som Alwa Tota Seturns my ervice coo s a Care Res Nev Rar Som Alwa Tota Res Nev Rar Som Alwa Tota Res Nev Rar Som Alwa Tota Res Self Spo Sen Prov | estion 34 - Who provide my hain 24 hours and provide my hain 24 hours and provide my hain 24 hours and provide my sale and pro | Frequency and I call the perevices, they reave a message Frequency Frequency Frequency Frequency Frequency So is completing Frequency 73 4 3 | Percent 3.2 3.2 15.8 77.9 g this survey? Percent 76.8 4.2 3.2 11.6 4.2 | |

| Response | Frequency | Percent | Response Frequency Percent |
|-----------------|-----------------|------------------------|--|
| Yes | 37 | 39.4 | Yes 66 72.5 |
| No | 54 | 57.4 | No 13 14.3 |
| | | **** | |
| Not Applicable | 0 | 0.0 | |
| I Don't | 3 | 3.2 | I Don't 8 8.8 |
| Understand | _ | | Understand |
| Total | 9 | | Total 91 |
| | | r information about | Question 14 - I can choose the person(s) who provide |
| choosing the ag | gency which p | rovides my service(s). | . my hands on assistance. |
| Response | Frequency | Percent | Response Frequency Percent |
| Yes | 81 | 83.5 | Yes 92 94.8 |
| No | 10 | 10.3 | No 4 4.1 |
| Not Applicable | 3 | 3.1 | Not Applicable 0 0.0 |
| I Don't | 3 | 3.1 | I Don't 1 1.0 |
| | 3 | 3.1 | |
| Understand | 0 | 7 | Understand |
| Total | 9 | | Total 97 |
| Question 15 - I | know wno to t | aik to if I nave a | Question 16 - I would like changes to my individual |
| complaint. | | | service plan. |
| Response | Frequency | Percent | Response Frequency Percent |
| Yes | 89 | 91.8 | Yes 22 23.2 |
| No | 8 | 8.2 | No 67 70.5 |
| Not Applicable | 0 | 0.0 | Not Applicable 1 1.1 |
| I Don't | 0 | 0.0 | I Don't 5 5.3 |
| Understand | O | 0.0 | Understand |
| Total | 9 | 7 | Total 95 |
| | | r information about | Question 18 - Service Coordination helps me. |
| choosing who | | | (Service Coordination could also be referred to as a |
| choosing who t | coordinates in | y 301 v100(3). | Care Manager or Supports Coordination.) |
| | | | care manager or capporte coordinations, |
| Response | Frequency | Percent_ | Response Frequency Percent |
| Yes | 81 | 84.4 | Yes 82 87.2 |
| No | 9 | 9.4 | No 3 3.2 |
| Not Applicable | 4 | 4.2 | Not Applicable 0 0.0 |
| I Don't | 2 | 2.1 | I Don't 9 9.6 |
| Understand | _ | | Understand |
| Total | 9 | 6 | Total 94 |
| | | be providing my | Question 20 - I was given enough information about |
| service(s). | KIIOW WIIO WIII | be providing my | the person(s) who provide my hands on assistance. |
| SCI VICC(S). | | | the person(s) who provide my hands on assistance. |
| Response | Frequency | Percent | Response Frequency Percent |
| Yes | 92 | 95.8 | Yes 86 88.7 |
| No | 3 | 3.1 | No 7 7.2 |
| Not Applicable | 0 | 0.0 | Not Applicable 3 3.1 |
| I Don't | 1 | 1.0 | I Don't 1 1.0 |
| Understand | • | | Understand |
| Total | 9 | 6 | Total 97 |
| 7/14/2011 | 9 | <u> </u> | Participant Satisfaction Survey March Page 2 |
| 1117/2011 | | | r artioparti Gatioraction Garvey Maron |

| Response | Frequency | Percent | | Response | Frequency | Percent |
|---|--|--|----------------|---|---|---|
| es 'es | 85 | 88.5 | | Yes | 86 | 89.6 |
| lo | 6 | 6.3 | | No | 7 | 7.3 |
| lot Applicable | 0 | 0.0 | | Not Applicable | 3 | 3.1 |
| Don't | 5 | 5.2 | | I Don't | 0 | 0.0 |
| Inderstand | 5 | J.2 | | Understand | U | 0.0 |
| otal | 90 | 6 | | Total | 96 | S |
| Question 23 - C | | | th the amount | | | fied with the ageno |
| f service(s) I g | | usneu Wi | in the aniount | which provides r | | neu with the agent |
| Response | Frequency | Percent | | Response | Frequency | Percent |
| 'es | 80 | 84.2 | | Yes | 96 | 98.0 |
| lo | 14 | 14.7 | | No | 1 | 1.0 |
| lot Applicable | 1 | 1.1 | | Not Applicable | 1 | 1.0 |
| Don't | 0 | 0.0 | | I Don't | 0 | 0.0 |
| nderstand | | | | Understand | | |
| otal | 9: | | | Total | 98 | |
| luestion 25 - C f service(s) I g | verall, I am sa et. | tisfied wi | th the type(s) | Question 26 - Ov direct the service | | fied with my ability |
| Response | Frequency | Percent | | Response | Frequency | Percent_ |
| 'es | 89 | 91.8 | | Yes | 87 | 91.6 |
| lo | 7 | 7.2 | | No | 4 | 4.2 |
| lot Applicable | 0 | 0.0 | | Not Applicable | 2 | 2.1 |
| Don't | 1 | 1.0 | | I Don't | 2 | 2.1 |
| Inderstand | | | | Understand | | |
| otal | 9. | 7 | | Total | 95 | 5 |
| Question 27 - C | | | th who | Question 28 - Ov | | |
| oordinates my | | | | individual servic | | |
| lesponse | Frequency | Percent | | Response | Frequency | Percent |
| 'es | 93 | 95.9 | | Yes | 84 | 85.7 |
| lo | 2 | 2.1 | | No | 12 | 12.2 |
| ot Applicable | 1 | 1.0 | | Not Applicable | 2 | 2.0 |
| Don't | 1 | 1.0 | | I Don't | 0 | 0.0 |
| Don't | | | | | | |
| Inderstand | | | | Understand | | |
| Inderstand otal | 9 | | | Total | 98 | |
| Inderstand | verall, I am sa | tisfied wi | | Total | erall, my Servic | e Coordinator mee |
| Inderstand otal Question 29 - C | verall, I am sa | tisfied wi | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C | erall, my Servic | e Coordinator mee |
| Understand Total Question 29 - Co Person(s) who | overall, I am sa provide my ha | tisfied wit nds on as | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) | erall, my Servic ice Coordinator Care Manager o | e Coordinator mee could also be Supports |
| Inderstand Total Ruestion 29 - Cerson(s) who Response | overall, I am sa provide my ha Frequency | tisfied wit nds on as Percent | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response | erall, my Servic ice Coordinator Care Manager of Frequency | e Coordinator mee could also be r Supports Percent |
| Understand Total Question 29 - Coerson(s) who Response Tes Total | Prevention of the second of th | Percent 93.9 5.1 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable | erall, my Servicice Coordinator Care Manager of Frequency 90 | e Coordinator mee could also be r Supports Percent 93.8 3.1 1.0 |
| Understand Total Question 29 - Coerson(s) who Response Tes Total | Provide my ha provide my ha Frequency 92 5 | Percent 93.9 5.1 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No | erall, my Servicice Coordinator Care Manager of Frequency 90 3 | e Coordinator mee could also be Supports Percent 93.8 3.1 |
| nderstand otal uestion 29 - Cerson(s) who esponse es to tot Applicable Don't | Previde my hat provide my hat provid | Percent 93.9 5.1 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable | Frequency 90 3 1 | Percent 93.8 3.1 1.0 2.1 |
| Inderstand Total Question 29 - Cerson(s) who Response Tes Total Total Total Total Total Total | Frequency 92 5 1 0 | Percent 93.9 5.1 1.0 0.0 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total | Frequency 90 3 1 2 | Percent 93.8 3.1 1.0 2.1 |
| Understand Total Question 29 - Coerson(s) who Response Yes | Frequency 92 5 1 0 99 am involved w | Percent 93.9 5.1 1.0 0.0 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total | erall, my Servicice Coordinator Care Manager of Frequency 90 3 1 2 | Percent 93.8 3.1 1.0 2.1 |
| Inderstand Total Ruestion 29 - Cerson(s) who Response Tes Total Total Total Ruestion 21 - I | Frequency 92 5 1 0 99 am involved w | Percent 93.9 5.1 1.0 0.0 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w | erall, my Servicice Coordinator Care Manager of Frequency 90 3 1 2 | Percent 93.8 3.1 1.0 2.1 |
| Inderstand | Frequency 92 5 1 0 sam involved w | Percent 93.9 5.1 1.0 0.0 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who pi | Frequency 90 3 1 2 96 as given clear i | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. |
| Inderstand | Frequency 92 5 1 0 gam involved w g process. | Percent 93.9 5.1 1.0 0.0 8 ith my inc | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who pi | Frequency 90 3 1 2 96 as given clear i | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. |
| esponse estand otal esponse es ot Applicable on't nderstand otal uestion 21 - I ervice plannin esponse | Frequency 92 5 1 0 gam involved w g process. Frequency 85 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who pi | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 |
| esponse lot Applicable lotal | Frequency 92 5 1 0 gam involved w g process. Frequency 85 6 | Percent 93.9 5.1 1.0 0.0 8 ith my inc | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who pi | Frequency 90 3 1 2 96 as given clear irovide my hand Frequency 86 | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 7.3 |
| nderstand otal uestion 29 - O erson(s) who esponse es o ot Applicable Don't nderstand otal uestion 21 - I ervice plannin esponse es o ot Applicable | Frequency 92 5 1 0 gam involved wg process. Frequency 85 6 0 | Percent 93.9 5.1 1.0 0.0 8 rith my inc 88.5 6.3 0.0 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person Not Applicable I Don't | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 7.3 3.1 |
| nderstand otal cuestion 29 - Cerson(s) who esponse es o ot Applicable Don't nderstand otal cuestion 21 - I ervice plannin esponse es o ot Applicable Don't nderstand | Frequency 92 5 1 0 gam involved wg process. Frequency 85 6 0 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 0.0 5.2 | sistance. | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person Not Applicable Yes No Not Applicable | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 7.3 3.1 0.0 |
| Inderstand Total Ruestion 29 - Cerson(s) who Response Yes Ito Ito Applicable Don't Inderstand Total Ruestion 21 - I Rervice plannin | Frequency 92 5 1 0 99 am involved wg process. Frequency 85 6 0 5 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 0.0 5.2 | dividual | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person(s) who person(s) who person(s) to the control of the control | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 0 | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 7.3 3.1 0.0 |
| Inderstand Total Ruestion 29 - Corerson(s) who Response Tes Total Ruestion 21 - I Ruestion 23 - C Ruestion 24 - Ruestion 25 - C Ruestion 25 - | Frequency 92 5 1 0 93 am involved wg process. Frequency 85 6 0 5 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 0.0 5.2 6 tisfied with | dividual | Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person Not Applicable Understand Total Question 22 - I w person(s) who person Not Applicable I Don't Understand Total Question 24 - Ov which provides r | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 0 96 erall, I am satis ny service(s). | Percent 93.8 3.1 1.0 2.1 6 nformation about to son assistance. Percent 89.6 7.3 3.1 0.0 6 fied with the agence |
| Inderstand Total Ruestion 29 - Corson(s) who Response Tes Total Ruestion 21 - I Ruestion 23 - C | Frequency 92 5 1 0 93 am involved wg process. Frequency 85 6 0 5 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 0.0 5.2 6 tisfied with | dividual | Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person't Understand Total Question 24 - Ov which provides response | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 0 96 erall, I am satis ny service(s). | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 7.3 3.1 0.0 Field with the agence |
| Inderstand | Frequency 92 5 1 0 93 am involved wg process. Frequency 85 6 0 5 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 0.0 5.2 6 tisfied with 84.2 | dividual | Total Question 30 - Ov my needs. (Serv referred to as a C Coordinator.) Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person(s) who person(s) understand Total Question 24 - Ov which provides response Yes Response Yes | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 0 gerall, I am satis my service(s). | Percent 93.8 3.1 1.0 2.1 6 nformation about to son assistance. Percent 89.6 7.3 3.1 0.0 6 fied with the agence Percent 98.0 |
| Inderstand | Frequency 92 5 1 0 93 am involved wg process. Frequency 85 6 0 5 | Percent 93.9 5.1 1.0 0.0 8 ith my inc 88.5 6.3 0.0 5.2 6 tisfied with | dividual | Response Yes No Not Applicable I Don't Understand Total Question 22 - I w person(s) who person't Understand Total Question 24 - Ov which provides response | Frequency 90 3 1 2 96 as given clear i rovide my hand Frequency 86 7 3 0 96 erall, I am satis ny service(s). | Percent 93.8 3.1 1.0 2.1 sonformation about to son assistance. Percent 89.6 7.3 3.1 0.0 Field with the agence |

| Understand Total | 9 | 5 | Understand Total | 98 | 3 | |
|------------------------|------------------|--------------------------|---|-------------------|----------------------|--|
| | verall, I am sa | tisfied with the type(s) | Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use. | | | |
| Response | Frequency | Percent | Response | Frequency | Percent | |
| Yes | 89 | 91.8 | Yes | 87 | 91.6 | |
| No | 7 | 7.2 | No | 4 | 4.2 | |
| Not Applicable | 0 | 0.0 | Not Applicable | 2 | 2.1 | |
| I Don't | 1 | 1.0 | I Don't | 2 | 2.1 | |
| Understand | | | Understand | | | |
| Total | 9 | 7 | Total | 9 | 5 | |
| Question 27 - C | verall, I am sa | tisfied with who | Question 28 - Ov | erall, I am satis | fied that my | |
| coordinates my | / service(s). | | individual servic | | | |
| | | | | | | |
| Response | Frequency | Percent | Response | Frequency | Percent | |
| Yes | 93 | 95.9 | Yes | 84 | 85.7 | |
| No | 2 | 2.1 | No | 12 | 12.2 | |
| Not Applicable | 1 | 1.0 | Not Applicable | 2 | 2.0 | |
| I Don't | 1 | 1.0 | I Don't | 0 | 0.0 | |
| Understand | | | Understand | | | |
| Total | 9 | 7 | Total | 98 | - | |
| Question 29 - C | overall, I am sa | tisfied with the | | | ce Coordinator meets | |
| person(s) who | provide my ha | nds on assistance. | my needs. (Serv | | | |
| | | | referred to as a C | Care Manager o | r Supports | |
| | | | Coordinator.) | | | |
| | | 5 . | | | | |
| Response | Frequency | Percent | Response | Frequency | Percent | |
| Yes | 92 | 93.9 | Yes | 90 | 93.8 | |
| No | 5 | 5.1 | No Not Applicable | 3 | 3.1 | |
| Not Applicable I Don't | 1 0 | 1.0 | Not Applicable I Don't | 1 | 1.0 2.1 | |
| | U | 0.0 | | 2 | 2.1 | |
| Understand | 0 | 0 | Understand | 0.4 | 3 | |
| Total | 9 | 0 | Total | 90 | 0 | |

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

| Response | Frequency | Percent | Response | Frequency | Percent |
|----------------|-----------|---------|----------------|-----------|---------|
| Yes | 90 | 93.8 | Yes | 94 | 95.9 |
| No | 3 | 3.1 | No | 3 | 3.1 |
| Not Applicable | 1 | 1.0 | Not Applicable | 1 | 1.0 |
| I Don't | 2 | 2.1 | I Don't | 0 | 0.0 |
| Understand | | | Understand | | |
| Total | 9 | 96 | Total | 9 | 8 |

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 | Percen |
|-----------|-----------|---------|-----------|-----------|--------|
| Never | 3 | 3.2 | Never | 4 | 4.2 |
| Rarely | 0 | 0.0 | Rarely | 4 | 4.2 |
| Sometimes | 19 | 20.0 | Sometimes | 11 | 11.5 |
| Always | 73 | 76.8 | Always | 77 | 80.2 |
| Total | 9 |)5 | Total | 9 | 6 |

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 | Percen | t |
|-----------|-----------|---------|---------------|-----------|--------|---|
| Never | 3 | 3.1 | Never | 3 | 3.2 | |
| Rarely | 4 | 4.2 | Rarely | 3 | 3.2 | |
| Sometimes | 7 | 7.3 | Sometimes | 15 | 15.8 | |
| Always | 82 | 85.4 | Always | 74 | 77.9 | |
| Total | 9 | 16 | Total | 9 | 5 | |

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 | 4 | 4.2 | | Self | 73 | 76.8 |
| Rarely | 5 | 5.2 | , | Spouse | 4 | 4.2 |
| Sometimes | 12 | 12.5 | | Service | 3 | 3.2 |
| | | _ | | Provider | | |
| Always | 75 | 78.1 | | Friend | 11 | 11.6 |
| - | | | | Other | 4 | 4.2 |
| Total | 9 | 06 | | Total | 9 | 5 |

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