## **COMMCARE - January 2014 Annual Participant Replies**

Total COMMCARE surveys mailed: 547 Total Replies: 152 Reply rate: 28% Q1 I am able to help choose the service(s) that help me Q2 I know who to talk to if I have questions, concerns, or complaints about my services. to stay in my home. Response Frequency Percent Response Frequency Percent YES YES 138 90.79 143 94.08 NO 2.63 NO 7 4.61 NOT 8 5.26 NOT 1 0.66 **APPLICABLE APPLICABLE** 0.00 I DON'T 2 1.32 I DON'T 0 **UNDERSTAND UNDERSTAND** Total 152 Total 151 Q3 I can choose the agency which provides my Q4 I know I can employ my own paid workers. service(s). Response Frequency Percent Response Frequency Percent YES 136 89.47 YES 114 75.00 9.87 NO 6 3.95 NO 15 NOT NOT 19 12.50 5 3.29 **APPLICABLE APPLICABLE** I DON'T 2 1.32 I DON'T 3 1.97 **UNDERSTAND UNDERSTAND** Total 149 Total 151 Q5 I can choose the person(s) who provide my services Q6 I know who will be providing my services (my paid worker). (my paid worker). Response Frequency Percent Response Frequency Percent YES YES 135 88.82 128 84.21 NO 6.58 NO 5.26 10 8 NOT 3.95 NOT 6 12 7.89 **APPLICABLE** APPLICABLE 0.00 I DON'T O I DON'T 0.66 1 **UNDERSTAND UNDERSTAND** Total 151 Total 149 Q7 I receive services that help keep me independent. Q8 I am involved with the choices related to the development of my Individual Service Plan. Response Frequency Percent Response Frequency Percent YES 94.08 136 89.47 YES 143 NO 2 1.32 NO 7 4.61 NOT NOT 2.63 6 3.95 4 **APPLICABLE APPLICABLE** I DON'T 0.00 I DON'T 1.97 0 3 UNDERSTAND **UNDERSTAND** Total 151 Total 150 Q9 Overall, the paid workers who provide my services treat Q10 Are you satisfied your paid worker(s) know how to me with respect and dignity. provide services for you? Response Frequency Percent Response Frequency Percent YES 144 94.74 YES 135 88.82 NO 3 1.97 NO 10 6.58 NOT 2 1.32 NOT 4 2.63 APPLICABLE **APPLICABLE** I DON'T 0.00 0.66 I DON'T 0

**UNDERSTAND** 

**UNDERSTAND** 

Total	150		Total	149				
Q11 Overall, I a	am satisfied wi	ith the type(s) of service(s) I	Q12 I receive all of the services that are in my Individual Service Plan.					
_					_			
Response	Frequency	Percent	VEO	Response	Freque	ency	Percent	
YES	137	90.13	YES	151	99.34			_
NO	9	5.92	NO	0	0.00			
NOT	2	1.32	NOT	0	0.00			
APPLICABLE			APPLICABLE			_		
I DON'T	0	0.00	I DON'T	0	0.00			
UNDERSTAND			UNDERSTAND			_		
Total	148		Total	151				—┛.
Total	140		rotai	131				
Q13 Overall, I a meets my need		at my Individual Service Plan		Q14 Overall, I am satisfied with my paid worker(s) who provide my services.				
Response	Frequency	Percent		Response	Freque	encv	Percent	
YES	136	89.47	YES	138	90.79		. 0.00111	
NO	11	7.24	NO	7	4.61			
NOT	3	1.97	NOT	3	1.97			—
APPLICABLE	_		APPLICABLE					
I DON'T	0	0.00	I DON'T	2	1.32	-		
UNDERSTAND			UNDERSTAND					
Total	150		Total	150				
,	am satisfied w	-						
Response	Frequency	Percent	including the use	e of restraints a	rnd other		Percent	
Response			including the use					
<b>Response</b> YES	Frequency 134	Percent 88.16	YES	Response 140	<b>Freque</b> 92.11			
Response YES NO	Frequency 134 10	Percent 88.16 6.58	YES NO	Response 140 8	<b>Freque</b> 92.11 5.26			
Response YES NO NOT	Frequency 134	Percent 88.16	YES NO NOT	Response 140	<b>Freque</b> 92.11			
Response YES NO NOT APPLICABLE	Frequency 134 10 2	Percent 88.16 6.58 1.32	YES NO NOT APPLICABLE	Response 140 8 3	Freque 92.11 5.26 1.97			
Response YES NO NOT APPLICABLE I DON'T	Frequency 134 10 2	Percent 88.16 6.58	YES NO NOT APPLICABLE I DON'T	Response 140 8	<b>Freque</b> 92.11 5.26			
Response YES NO NOT	Frequency 134 10 2	Percent 88.16 6.58 1.32	YES NO NOT APPLICABLE	Response 140 8 3	Freque 92.11 5.26 1.97			
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	Frequency 134 10 2	Percent 88.16 6.58 1.32	YES NO NOT APPLICABLE I DON'T UNDERSTAND	Response 140 8 3	Freque 92.11 5.26 1.97			
Response YES NO NOT APPLICABLE I DON'T	Frequency 134 10 2	Percent 88.16 6.58 1.32	YES NO NOT APPLICABLE I DON'T	Response 140 8 3	Freque 92.11 5.26 1.97			
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	Frequency 134 10 2 3	Percent 88.16 6.58 1.32	YES NO NOT APPLICABLE I DON'T UNDERSTAND	Response 140 8 3 0 151  Coordinator re	Freque 92.11 5.26 1.97 0.00	ency	Percent	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total	Frequency 134 10 2 3 149 when I call wit	Percent 88.16 6.58 1.32	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total	Response 140 8 3 0 151  Coordinator rene.	Freque 92.11 5.26 1.97 0.00	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total Q17   get help	Frequency 134 10 2 3 149 when I call wit	Percent 88.16 6.58 1.32 1.97  th a problem.	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n	Response 140 8 3 0 151  Coordinator rene.	Freque 92.11 5.26 1.97 0.00	phone	Percent	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never	Frequency 134 10 2 3 149 when I call wit	Percent 88.16 6.58 1.32 1.97  th a problem.  Percent 3.29	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n	Response 140 8 3 0 151  Coordinator rene.  Response 4	92.11 5.26 1.97 0.00	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q18 My Service follows up with n	Response 140 8 3 0 151  Coordinator re ne.  Response 4	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63 15.13	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes	Response 140 8 3 0 151  Coordinator re ne.  Response 4 4 25	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63	YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q18 My Service follows up with n	Response 140 8 3 0 151  Coordinator re ne.  Response 4	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63 15.13	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes	Response 140 8 3 0 151  Coordinator re ne.  Response 4 4 25	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Response Rever Rarely Sometimes Always	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63 15.13	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always Total  Q19 Overall Sa	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148	Percent 88.16 6.58 1.32 1.97  Percent 3.29 2.63 15.13 76.32  Percent	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Response Never Rarely Sometimes Always Total  Q19 Overall Sa Response	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63 15.13 76.32	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 attisfaction  Frequency 2	Percent 88.16 6.58 1.32 1.97  Percent 3.29 2.63 15.13 76.32  Percent 1.32	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable Poor	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction  Frequency 2 3	Percent 88.16 6.58 1.32 1.97  h a problem.  Percent 3.29 2.63 15.13 76.32  Percent 1.32 1.97	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable Poor Fair	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction  Frequency 2 3 7	Percent  88.16 6.58 1.32 1.97  Percent 3.29 2.63 15.13 76.32  Percent 1.32 1.97 4.61	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always Total  Q19 Overall Sa  Response Unacceptable Poor Fair Good	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction  Frequency 2 3 7 9	Percent 88.16 6.58 1.32 1.97  The a problem.  Percent 3.29 2.63 15.13 76.32  Percent 1.32 1.97 4.61 5.92	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable Poor Fair Good Very Good	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction  Frequency 2 3 7 9 39	Percent 88.16 6.58 1.32 1.97  The a problem.  Percent 3.29 2.63 15.13 76.32  Percent 1.32 1.97 4.61 5.92 25.66	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always Total  Q19 Overall Sa  Response Unacceptable Poor Fair Good	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction  Frequency 2 3 7 9	Percent 88.16 6.58 1.32 1.97  The a problem.  Percent 3.29 2.63 15.13 76.32  Percent 1.32 1.97 4.61 5.92	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	
Response YES NO NOT APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable Poor Fair Good Very Good	Frequency 134 10 2 3 149 when I call wit  Frequency 5 4 23 116 148 atisfaction  Frequency 2 3 7 9 39	Percent 88.16 6.58 1.32 1.97  The a problem.  Percent 3.29 2.63 15.13 76.32  Percent 1.32 1.97 4.61 5.92 25.66	YES NO NOT APPLICABLE I DON'T UNDERSTAND  Total  Q18 My Service follows up with n  Never Rarely Sometimes Always	Response 140 8 3 0 151  Coordinator rene.  Response 4 4 25 112	Freque 92.11 5.26 1.97 0.00 turns my Freque 2.63 2.63 16.45	phone	Percent  e calls and	