	C	OMMCAR	E Annual	Satisfaction	Survey N	ovem	ber 2011	
Filter:	Waiver = CO							
	Total COM	IMCARE surv	eys mailed:	665	Total Repl	ies: 144	l.	
Reply rate:	22%							
Question 1: I he		service(s) that	help me	Question 2: I nee	ed services whic	h are not	available.	
to stay in my ne	Jilio.							
Response	Frequency	Percent		Response	Frequency	Percent		
Yes	28	19.7		Yes	114	79.7		
No Not Applicable	102 8	71.8 5.6		No Not Applicable	11 13	7.7 9.1		
I Don't	4	2.8		I Don't	5	3.5		
Understand	4.4	0		Understand	4.4	0		
Question 3: I ne	14 eed to spend r	_	a about my	Question 4: Ove	14 rall, my Service		or meets my needs.	
individual servi	•		g about my	(Service Coordin				
				Care Manager or	Supports Coor	dinator.)		
Response	Frequency	Percent		Response	Frequency	Percent	.	
Yes	24	16.8		Yes	123	86.6		
No	109	76.2		No	13	9.2		
Not Applicable	4	2.8		Not Applicable	3	2.1		
I Don't Understand	6	4.2		I Don't Understand	3	2.1		
Understand	14	3		Understand	14	2		
		o are paid to pr		Question 6: I car	choose the age	ency whic	h provides my	
hands on assis	tance does th	e tasks they are	supposed to.	service(s).				
Response	Frequency	Percent		Response	Frequency	Percent	t	
Yes	132	92.3		Yes	116	81.7		
No	5	3.5		No	13	9.2		
Not Applicable	5	3.5		Not Applicable	6	4.2		
I Don't Understand	1	0.7		I Don't Understand	7	4.9	_	
	14				14			
Question 7: Ove of service(s) I g	,	sfied with the ar	nount	Question 8: I car	n choose who co	oordinates	s my service(s).	
Pasnansa	Frequency	Percent		Response	Frequency	Percent	•	
Response Yes	130	90.3		Yes	117	81.8		
No	13	9.0		No	16	11.2		
Not Applicable	1	0.7		Not Applicable	5	3.5		
I Don't	0	0.0		I Don't	5	3.5		
Understand	14	4		Understand	14	3		
Question 9: I ar	n involved wit			Question 10: I re	143 Question 10: I receive all of the services that I am supposed to			
planning proce	ss.							
Response	Frequency	Percent_		Response	Frequency	Percent	i	
Yes	116	81.7		Yes	123	86.0		
No	17	12.0		No	14	9.8		
Not Applicable I Don't	4 5	2.8		Not Applicable I Don't	0 6	0.0 4.2		
Understand	ບ	ა.ა -		Understand	U	4.2		
2	14	2		55010tania	14	3		
Question 11: I omy hands on as		e person(s) who	provide	Question 12: I kr	now who to talk	to if I have	e a complaint.	
Dognanas	Eroniia	Dorcont .		Poomenes	Експистом	Douces		
Response Yes	Frequency 115	Percent 81.0		Response Yes	Frequency 130	Percent 90.9		
res No	16	11.3		No	130	90.9 7.7		
Not Applicable	9	6.3		Not Applicable	1	0.7		
I Don't	2	1.4		I Don't	1	0.7		
Understand	14	2		Understand	14	3		

Frequency 117 Percent

81.8

Response

Yes

Frequency 118 Percent

84.9

Response

Yes

to direct my ow	ni services.		assistance stay a	as iong as some	uuleu.	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	127	89.4	Yes	132	91.7	
No	5		No	-		
	-	3.5		5	3.5	
Not Applicable	7	4.9	Not Applicable	6	4.2	
l Don't	3	2.1	I Don't	1	0.7	
Understand			Understand			
142 Question 15: Overall, I am satisfied with the quality of the			144 Question 16: I get service(s) as often as I need it.			
Question 15: O' service(s) I get.		tisfied with the quality of the	Question 16: I ge	et service(s) as o	often as I need it.	
Response	Frequency	Percent	Response	Frequency	Percent	
-	134	93.1	•		85.9	
Yes			Yes	122		
No	9	6.3	No	18	12.7	
Not Applicable	1	0.7	Not Applicable	0	0.0	
Don't	0	0.0	I Don't	2	1.4	
Jnderstand			Understand			
	14			14		
		on(s) who are paid to to spend more time with me.			ied with my Service Coordin be referred to as a	
			Care Manager or			
	_					
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	31	21.7	Yes	121	84.6	
No	105	73.4	No	18	12.6	
Not Applicable	7	4.9	Not Applicable	1	0.7	
Don't	0	0.0	I Don't	3	2.1	
Jnderstand	•	5.0	Understand	•		
Jilucislallu	14	3	Unidersidilu	14	3	
Ougotion 40: L		h the services I am	Ougstion 20: Lim		ठ providing my service(s).	
scheduled to re					promaing my corrector.	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	128	88.9	Yes	129	90.2	
	_	111				
No	10	6.9	No	10	7.0	
Not Applicable	1	0.7	Not Applicable	1	0.7	
Don't	5	3.5	I Don't	3	2.1	
Understand			Understand			
	14	4		14	3	
		rho are paid to provide hands ng and skills they need to	Question 22: Ove get.	erall, I am satisf	ied with the type(s) of servic	
	_			_	_	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	127	90.7	Yes	129	90.2	
No	7	5.0	No	11	7.7	
Not Applicable	5	3.6	Not Applicable	0	0.0	
Don't	1	0.7	I Don't	3	2.1	
Jnderstand	'	0.1	Understand	5	£. 1	
nucisiallu	4.4	0	Understand	4.4	2	
Ougation 00: 1	14 2000 told in adv		Question 04: T	14		
		ance about changes in the o are paid to provide hands	Question 24: The assistance listen		are paid to provide hands o to say.	
on assistance.	. (-,				-	
Response	Frequency	Percent	Response	Frequency	Percent	
-			•			
es .	109	75.7	Yes	134	93.1	
No	14	9.7	No	3	2.1	
lot Appliachle	20	13.9	Not Applicable	6	4.2	
Not Applicable			I Don't	1	0.7	
	1	0.7				
Don't	1	0.7		•	0	
Not Applicable Don't Jnderstand	1 14		Understand	14		

No Not Applicable	16	11.2		No	12	8.6	
Not Applicable	1 9	0.7		Not Applicable	3	2.2	
Don't Inderstand	Э	6.3		I Don't Understand	6	4.3	
niuci statiu	14	3		Unucisianu	13	39	
Question 27: D		month, I have go	ne without	Question 28: I kr		-	neglect or exploitation
service(s) whe		, a g		including the us			
Response	Frequency	Percent		Response	Frequency	Percen	+
response res	14	9.9		Yes	128	92.8	
No	122	85.9		No	6	4.3	
Not Applicable	6	4.2		Not Applicable	2	1.4	
Don't	0	0.0		I Don't	2	1.4	
Jnderstand	O	0.0		Understand	-	1	
macrataria	14	2		Onderstand	13	38	
Question 29: C		son(s) who are p	aid to	Question 30: The			to provide hands on
		treat me with di		assistance give	me privacy whe	n needed.	
Response	Frequency	Percent		Response	Frequency	Percen	ŧ
Never	4	2.8		Never	5	3.6	•
Rarely	2	1.4		Rarely	0	0.0	
Sometimes	10	7.0		Sometimes	17	12.1	
Always	126	88.7		Always	118	84.3	
Aiways	14			Always	14		
Question 31: The person(s) who is paid to provide hands			Question 32: My Service Coordinator returns my phone calls a				
2000tion 01. 1		no is paid to pre	viac nanas				raculd alac
		nio is paid to pro	viuc nanus	follows up with i	me.* (Service Co	ordinato	could also
		no is paid to pre	viac nanas	follows up with r	a Care Manage	r or Supp	orts
		no is paid to pre	viue nanas	follows up with r	a Care Manage	r or Supp	orts
		no is paid to pre	vide nands	follows up with r	a Care Manage you have neve	r or Supp r called yo	orts
on assistance	arrives late.		wide names	follows up with r be referred to as Coordinator.) *If Coordinator, ple	a Care Manage fyou have nevel ase leave blank	r or Supp r called yo	orts our Service
on assistance	Frequency	Percent	wide names	follows up with r be referred to as Coordinator.) *If Coordinator, ple	a Care Manage f you have nevel ase leave blank Frequency	r or Supp r called yo Percen	orts our Service
Response Never	Frequency	Percent 51.1	Wide Hallas	follows up with r be referred to as Coordinator.) *If Coordinator, ple Response Never	a Care Manage you have never ase leave blank Frequency	r or Supp r called yo Percen 2.8	orts our Service
Response Never Rarely	Frequency 71 47	Percent 51.1 33.8	- I I I I I I I I I I I I I I I I I I I	follows up with r be referred to as Coordinator.) *If Coordinator, ple Response Never Rarely	a Care Manage f you have never ase leave blank Frequency 3 3	r or Supp r called you. Percen 2.8 2.8	orts our Service
Response Never Rarely Sometimes	Frequency 71 47 18	Percent 51.1 33.8 12.9	- I I I I I I I I I I I I I I I I I I I	follows up with r be referred to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes	Frequency 3 3 20	r or Supp r called you. Percen 2.8 2.8 18.5	orts our Service
Response Never Rarely Sometimes Always	Frequency 71 47 18 3	Percent 51.1 33.8 12.9 2.2	- I I I I I I I I I I I I I I I I I I I	follows up with r be referred to as Coordinator.) *If Coordinator, ple Response Never Rarely	a Care Manage you have never ase leave blank Frequency 3 3 20 82	r or Supp r called your Percen 2.8 2.8 18.5 75.9	orts our Service
Response Never Rarely Sometimes Always	Frequency 71 47 18 3	Percent 51.1 33.8 12.9 2.2		follows up with r be referred to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always	a Care Manage you have never ase leave blank Frequency 3 3 20 82	r or Supp r called you. Percen 2.8 2.8 18.5 75.9	orts our Service
Response Never Rarely Sometimes Always	Frequency 71 47 18 3	Percent 51.1 33.8 12.9 2.2 9 who are paid to p		follows up with r be referred to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always	a Care Manage you have never ase leave blank Frequency 3 3 20 82 10 e person(s) who	r or Supp r called you Percen 2.8 2.8 18.5 75.9 08 are paid	to provide hands on
Response Never Rarely Sometimes Always Question 33: Tassistance trea	Frequency 71 47 18 3 13 he person(s) wat me with resp	Percent 51.1 33.8 12.9 2.2 9 Tho are paid to pect.		follows up with repersion of the coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always n Question 34: The assistance says	a Care Manage you have never ase leave blank. Frequency 3 3 20 82 10 e person(s) who things in a way	r or Supp r called you Percen 2.8 2.8 18.5 75.9 08 are paid I can und	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea	Frequency 71 47 18 3 13 he person(s) w	Percent 51.1 33.8 12.9 2.2 9 who are paid to p		follows up with repersion to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always n Question 34: The	a Care Manage you have never ase leave blank Frequency 3 3 20 82 10 e person(s) who	r or Supp r called you Percen 2.8 2.8 18.5 75.9 08 are paid	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea	Frequency 71 47 18 3 13 he person(s) wat me with resp	Percent 51.1 33.8 12.9 2.2 9 Tho are paid to pect.		follows up with repersion of the series of t	a Care Manage you have never ase leave blank. Frequency 3 3 20 82 10 e person(s) who things in a way	Percen 2.8 2.8 18.5 75.9 08 are paid I can und	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea	Frequency 71 47 18 3 13 he person(s) wat me with resp	Percent 51.1 33.8 12.9 2.2 9 ho are paid to p ect. Percent 7.0		follows up with repersion of the series of t	a Care Manage you have never ase leave blank. Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10	Percen 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0	Percent 51.1 33.8 12.9 2.2 9 Pho are paid to p ect. Percent 7.0 0.0 4.2		follows up with repersion of the series of t	Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10 0 21	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126	Percent 51.1 33.8 12.9 2.2 9 Tho are paid to p ect. Percent 7.0 0.0 4.2 88.7	rovide hands o	follows up with repersion of the referred to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always Response Never Rasistance says Response Never Rarely Sometimes Always Always	Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10 0 21 110	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 Overall, the pers	Percent 51.1 33.8 12.9 2.2 9 Pho are paid to p ect. Percent 7.0 0.0 4.2 88.7	rovide hands of	follows up with repersed to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always n Question 34: The assistance says Response Never Rarely Sometimes Never Rarely Sometimes	Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10 0 21 110	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Carely Company Compan	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 126 14 Overall, the pers	Percent 51.1 33.8 12.9 2.2 9 who are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs	rovide hands of	follows up with report to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always n Question 34: The assistance says Response Never Rarely Sometimes Always Who is completi	a Care Manage you have never ase leave blank Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10 0 21 110 14 ng this survey?	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Carely Foreign 35: Carely Response Response	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 overall, the person assistance	Percent 51.1 33.8 12.9 2.2 9 cho are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs Percent	rovide hands of	follows up with repersed to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always n Question 34: The assistance says Response Never Rarely Sometimes Always Who is completications	a Care Manage you have never ase leave blank Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10 0 21 110 14 ng this survey?	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Compose Provide hands	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 overall, the person assistance Frequency 9	Percent 51.1 33.8 12.9 2.2 9 cho are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs Percent 6.4	rovide hands of	follows up with repersion of the series of t	Frequency 10 21 110 21 110 21 110 14 111 111 111 111 111 111 111 111	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Composition 35: Compo	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 Overall, the person assistance Frequency 9 2	Percent 51.1 33.8 12.9 2.2 9 who are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs Percent 6.4 1.4	rovide hands of	follows up with repersion of the coordinator.) *If Coordinator, plesses Never Rarely Sometimes Always n Question 34: The assistance says Response Never Rarely Sometimes Always Who is completion of the comple	a Care Manage you have never ase leave blank Frequency 3 3 20 82 10 e person(s) who things in a way Frequency 10 0 21 110 14 ng this survey? Frequency 63 41	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Carely Sometimes Always Question 35: Carely Response Never Rarely Rarely Response Never Rarely	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 overall, the person assistance Frequency 9	Percent 51.1 33.8 12.9 2.2 9 cho are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs Percent 6.4	rovide hands of	follows up with report to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always Properties Response Never Rarely Sometimes Always Response Never Rarely Sometimes Always Who is completi Response Self Spouse/Family Service	Frequency 10 21 110 21 110 21 110 14 111 111 111 111 111 111 111 111	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Composition 35: Compo	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 Overall, the person assistance Frequency 9 2 12	Percent 51.1 33.8 12.9 2.2 9 who are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p meet my needs Percent 6.4 1.4 8.5	rovide hands of	follows up with report to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always Response Never Rarely Sometimes Always Response Never Rarely Sometimes Always Who is completi Response Self Spouse/Family Service Provider	Frequency 10 0 21 110 21 110 21 110 44 114 114 115 115 116 117 117 117 118 118 119 119 119 119 119 119 119 119	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0 11	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Composition 35: Compo	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 Overall, the person assistance Frequency 9 2	Percent 51.1 33.8 12.9 2.2 9 who are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs Percent 6.4 1.4	rovide hands of	follows up with repersion of the coordinator.) *If Coordinator, pless of the coordinator, pless	Frequency 10 0 21 110 21 110 44 15	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0 11	to provide hands on lerstand.
Response Never Rarely Sometimes Always Question 33: Tassistance trea Response Never Rarely Sometimes Always Question 35: Carely	Frequency 71 47 18 3 13 he person(s) wat me with resp Frequency 10 0 6 126 14 Overall, the person assistance Frequency 9 2 12	Percent 51.1 33.8 12.9 2.2 9 who are paid to p ect. Percent 7.0 0.0 4.2 88.7 2 son(s) who are p emeet my needs Percent 6.4 1.4 8.5 83.7	rovide hands of	follows up with report to as Coordinator.) *If Coordinator, ple Response Never Rarely Sometimes Always Response Never Rarely Sometimes Always Response Never Rarely Sometimes Always Who is completi Response Self Spouse/Family Service Provider	Frequency 10 0 21 110 21 110 21 110 44 114 114 115 115 116 117 117 117 118 118 119 119 119 119 119 119 119 119	r or Supp r called you 2.8 2.8 18.5 75.9 08 are paid I can und Percen 7.1 0.0 14.9 78.0 11	to provide hands on lerstand.