		Independence Waiver -	January 2014	Annual	Participa <b>Participa</b>	nt Replies		
	Total Independence	e surveys mailed: 2000			Total Replies	s: 618		
Reply rate:	31%				-			
Q1 I am able to o stay in my ho		rvice(s) that help me	Q2 I know who to complaints about		ve questions,	concerns, or		
Response	Frequency	Percent		Response	Frequency	Percent		
response ES	585	93.75	YES	579	92.79	reitellt		
10	16	2.56	NO	29	4.65			
IOT	7	1.12	NOT	5	0.80			
PPLICABLE	•	2	APPLICABLE	· ·	0.00			
DON'T	10	1.60	I DON'T	4	0.64			
INDERSTAND	10	1.00	UNDERSTAND	•	0.01			
NIDEROTALIA								
otal	618		Total	617				
Q3 I can choos service(s).	e the agency which	provides my	Q4 Iknow Ican	employ my ow	n paid workers	S.		
esponse	Frequency	Percent		Response	Frequency	Percent		
ES	579	92.79	YES	534	85.58			
10	18	2.88	NO	42	6.73			
NOT	7	1.12	NOT	13	2.08			
PPLICABLE			_ APPLICABLE					
DON'T	13	2.08	I DON'T	26	4.17			
JNDERSTAND	-	2.00	UNDERSTAND					
			7					
otal	617		Total	615	•			
25 I can choose ervices (my pa		son(s) who provide my		Q6 I know who will be providing my services (my paid worker).				
		-	(my para worker)		_			
lesponse	Frequency	Percent	71	Response	Frequency	Percent		
ES	577	92.47	YES	582	93.27			
IO IO	16	2.56	NO NO	11	1.76			
IOT	10	1.60	→ NOT	12	1.92			
PPLICABLE			APPLICABLE					
DON'T	14	2.24	□ I DON'T	12	1.92			
INDERSTAND			UNDERSTAND					
otal	617		Total	617				
	rvices that help keep	n me independent	Q8 I am involved		rolated to the			
(r Treceive Sei	i vices tilat lielp kee	р те тиерепиен.	development of n			-		
lesponse	Frequency	Percent		Response	Frequency	Percent		
ES .	588	94.23	YES	549	87.98			
10	8	1.28	NO	24	3.85			
IOT	13	2.08	NOT	11	1.76			
PPLICABLE		•	APPLICABLE		_			
DON'T	9	1.44	□ I DON'T	34	5.45			
INDERSTAND			UNDERSTAND					
						<del>_</del>		
otal	618		Total	618				
Q9 Overall, the ne with respect		provide my services treat	Q10 Are you sati provide services		d worker(s) kn	ow how to		
Response	Frequency	Percent		Response	Frequency	Percent		
ES	598	95.83	YES	579	92.79	7 0.00110		
IO	6	0.96	NO	21	3.37			
IOT	8	1.28	NOT	5	0.80			
PPLICABLE	•	1.20	APPLICABLE	J	0.00			
DON'T	6	0.96	I DON'T	5	0.80			
INDERSTAND	~	0.50	UNDERSTAND	J	0.00			
otal	618		Total	610				
011 Overall, I a jet.	m satisfied with the	type(s) of service(s) I	Q12 I receive all Service Plan.	of the services	s that are in my	y Individual		
lesponse	Frequency	Percent		Response	Frequency	Percent		
esponse ES	585	93.75	YES	605	96.96	reiceilt		
NO	18	2.88	NO	0	0.00			
NO.	10	2.00	i NO	U	0.00			

	5	0.80	NOT	0	0.00	
PPLICABLE	-		APPLICABLE	-		
DON'T	4	0.64	I DON'T	0	0.00	
	4	0.04		U	0.00	
JNDERSTAND			UNDERSTAND			
Γotal	612		Total	605		
Q13 Overall, I	am satisfied that my Indi <sup>,</sup> ls.	vidual Service Plan	Q14 Overall, I a my services.	m satisfied with	n my paid worl	ker(s) who prov
	_			_		
Response	Frequency	Percent	VE0	Response	Frequency	Percent
YES	567	90.87	YES	586	93.91	
NO	28	4.49	NO	13	2.08	
NOT	3	0.48	NOT	5	0.80	
APPLICABLE			APPLICABLE			
I DON'T	7	1.12	I DON'T	5	0.80	
UNDERSTAND	•	···-	UNDERSTAND	-		
SINDEROTAND			ONDERGIAND			
Total	605		Total	609		
Q15 Overall, I	am satisfied with my Ser	vice Coordinator.	Q16 I know how including the us			
Response	Frequency	Percent Percent		Response	Frequency	Percent
YES	560	89.74	YES	577	92.47	
NO	34	5.45	NO	21	3.37	
NOT	5	0.80	NOT	6	0.96	
	<b>o</b>	0.00		· ·	0.00	
APPLICABLE	-	4.40	APPLICABLE		0.00	
APPLICABLE I DON'T	7	1.12	I DON'T	6	0.96	
APPLICABLE I DON'T	7	1.12		6	0.96	
APPLICABLE I DON'T UNDERSTAND	7 606	1.12	I DON'T	6	0.96	
APPLICABLE DON'T JNDERSTAND Fotal			I DON'T UNDERSTAND	610  Coordinator re		ne calls and
APPLICABLE DON'T UNDERSTAND Total  Q17   get help	606 when I call with a proble	m.	Total  Q18 My Service	610 Coordinator re me.	eturns my pho	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help Response	606 when I call with a proble	m. Percent	Total  Q18 My Service follows up with	610  Coordinator reme.  Response	turns my pho	ne calls and
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never	606  when I call with a proble  Frequency 11	m.  Percent  1.76	Total  Q18 My Service follows up with  Never	610  Coordinator reme.  Response	Frequency	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely	when I call with a proble  Frequency 11 17	Percent 1.76 2.72	Total  Q18 My Service follows up with  Never Rarely	610  Coordinator reme.  Response 17 16	Frequency 2.72 2.56	
APPLICABLE DON'T JNDERSTAND  Fotal  217   get help  Response Never Rarely Sometimes	606  when I call with a proble  Frequency 11 17 107	Percent 1.76 2.72 17.15	Total  Q18 My Service follows up with  Never Rarely Sometimes	Coordinator reme.  Response 17 16 64	Frequency 2.72 2.56 10.26	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes	when I call with a proble  Frequency 11 17	Percent 1.76 2.72	Total  Q18 My Service follows up with  Never Rarely	610  Coordinator reme.  Response 17 16	Frequency 2.72 2.56	
APPLICABLE I DON'T UNDERSTAND Total	606  when I call with a proble  Frequency 11 17 107	Percent 1.76 2.72 17.15	Total  Q18 My Service follows up with  Never Rarely Sometimes	Coordinator reme.  Response 17 16 64	Frequency 2.72 2.56 10.26	
APPLICABLE DON'T UNDERSTAND  Total  Q17 I get help  Response Never Rarely Sometimes Always  Total	606  when I call with a proble  Frequency 11 17 107 469 604	Percent 1.76 2.72 17.15	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always	606  when I call with a proble  Frequency 11 17 107 469 604	Percent 1.76 2.72 17.15	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response	Frequency 11 17 107 469 604 attisfaction Frequency	Percent 1.76 2.72 17.15 75.16  Percent	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable	Frequency 11 17 107 469 604 attisfaction Frequency 3	Percent 1.76 2.72 17.15 75.16  Percent 0.48	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable Poor	when I call with a proble  Frequency 11 17 107 469 604  atisfaction  Frequency 3 7	Percent 1.76 2.72 17.15 75.16  Percent 0.48 1.12	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
APPLICABLE I DON'T UNDERSTAND Total  Q17 I get help  Response Never Rarely Sometimes Always  Total  Q19 Overall Sa  Response Unacceptable Poor Fair	Frequency 11 17 107 469 604 atisfaction Frequency 3 7 23	Percent 1.76 2.72 17.15 75.16  Percent 0.48 1.12 3.69	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
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 11 17 107 469 604 attisfaction Frequency 3 7 23 53	Percent 1.76 2.72 17.15 75.16  Percent 0.48 1.12 3.69 8.49	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
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 11 17 107 469 604 atisfaction Frequency 3 7 23 53 138	Percent 1.76 2.72 17.15 75.16  Percent 0.48 1.12 3.69 8.49 22.12	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	
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 11 17 107 469 604 attisfaction Frequency 3 7 23 53	Percent 1.76 2.72 17.15 75.16  Percent 0.48 1.12 3.69 8.49	Total  Q18 My Service follows up with  Never Rarely Sometimes Always	610  Coordinator reme.  Response 17 16 64 505	Frequency 2.72 2.56 10.26	