		Independence Annual Satisfaction Survey November 2011							
Filter:	Waiver = Independence								
	Total Indep	endence surveys m	ailed: 2089	Total Replies: 555					
Reply rate:	27%								
Question 1: I he to stay in my he		service(s) that help me	Question 2: I ne	Question 2: I need services which are not available.					
Response	Frequency	Percent	Response	Frequency	Percent				
Yes	134	24.7	Yes	503	91.1				
No	360	66.3	No	32	5.8	4			
Not Applicable	31	5.7	Not Applicable	11	2.0	-			
Don't	18	3.3	I Don't	6	1.1				
Inderstand	54	3	Understand	55	2				
Question 3: I ne ndividual servi	ed to spend n	nore time talking about	(Service Coordi	552 Question 4: Overall, my Service Coordinator meets my needs. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)					
esponse	Frequency	Percent	Response	Frequency	Percent	-			
es	106	19.4	Yes	484	88.0	-			
lo	416	76.1	No No	56	10.2				
lot Applicable	14	2.6	Not Applicable	2	0.4				
Don't	11	2.0	I Don't	8	1.5				
nderstand		_	Understand						
upstion F. Th	54 [°] person(s) wh	7 o are paid to provide	Augetian 6. Las	550 Question 6: I can choose the agency which provides my					
		e tasks they are suppos		n choose the age	andy which provides my				
esponse	Frequency	Percent	Response	Frequency	Percent				
es	525	94.8	Yes	508	91.5				
lo	22	4.0	No	21	3.8	_			
ot Applicable	5	0.9	Not Applicable	7	1.3				
Don't	2	0.4	I Don't	19	3.4				
nderstand			Understand	-					
	554	4		55	5				
Question 7: Overall, I am satisfied with the amount of service(s) I get.			Question 8: I ca	Question 8: I can choose who coordinates my service(s).					
Response	Frequency	Percent	Response	Frequency	Percent	_			
'es	488	87.9	Yes	428	77.5				
10	62	11.2	No	83	15.0	4			
lot Applicable	1	0.2	Not Applicable	10	1.8	=			
Don't	4	0.7	I Don't	31	5.6				
nderstand			Understand						
nuerstanu	555			552					
nuerstanu	55	5		55		i o.			
uestion 9: I ar	n involved wit		Question 10: I re		ervices that I am supposed t				
uestion 9: I ar Ianning proce	n involved wit ss.	h my service		eceive all of the s					
uestion 9: I ar lanning proce esponse	n involved wit ss. Frequency	h my service Percent	Response	eceive all of the s Frequency	Percent				
uestion 9: I ar lanning proce esponse es	n involved wit ss. Frequency 480	h my service Percent 86.6	Response Yes	eceive all of the s Frequency 475	Percent 86.7				
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uestion 9: I ar lanning proce esponse es o ot Applicable	n involved with ss. Frequency 480 47 8	h my service Percent 86.6 8.5 1.4	Response Yes No Not Applicable	eceive all of the s Frequency 475 54 1	Percent 86.7 9.9 0.2				
uestion 9: I ar lanning proce esponse es o ot Applicable Don't	n involved with ss. Frequency 480 47	h my service Percent 86.6 8.5	Response Yes No Not Applicable I Don't	Eceive all of the s Frequency 475 54	Percent 86.7 9.9				
euestion 9: I ar lanning proce esponse es o ot Applicable Don't	n involved with ss. Frequency 480 47 8	Percent 86.6 8.5 1.4 3.4	Response Yes No Not Applicable	eceive all of the s Frequency 475 54 1	Percent 86.7				
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Question 9: I ar lanning proce lesponse fes lo lot Applicable Don't Inderstand Question 11: I of ny hands on as lesponse fes lot Applicable Don't Inderstand Question 13: Or o direct my ow Response fes	n involved with ss. Frequency 480 47 8 19 55- can choose the ssistance. Frequency 502 38 6 7 552 verall, I am sat n services. Frequency 493	Percent 86.6 8.5 1.4 3.4 4 e person(s) who provide Percent 90.8 6.9 1.1 1.3 3 isfied with my ability Percent 90.1	Response Yes No Not Applicable I Don't Understand Question 12: I k Response Yes No Not Applicable I Don't Understand Question 14: Th assistance stay Response Yes	Frequency 475 54 1 18 54 now who to talk Frequency 507 41 1 2 557 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 507 507 41 507 41 507 41 507 507 41 507 41 507 41 507 41 507 507 41 507 41 507 507 41 507 41 507 507 41 507 507 41 507 507 507 507 507 507 507 507 507 507	Percent 86.7 9.9 0.2 3.3 8 to if I have a complaint. Percent 92.0 7.4 0.2 0.4 1 are paid to provide hands or suled. Percent 94.9				
Question 9: I ar planning proce Response (res No Not Applicable Don't Don't Question 11: I c my hands on as Response (res No Not Applicable Don't Jnderstand Question 13: Or o direct my ow Response (res No	n involved with ss. Frequency 480 47 8 19 55- can choose the ssistance. Frequency 502 38 6 7 552 verall, I am sat n services. Frequency 493 33	Percent 86.6 8.5 1.4 3.4 4 e person(s) who provide Percent 90.8 6.9 1.1 1.3	Response Yes No Not Applicable I Don't Understand Question 12: I k Response Yes No Not Applicable I Don't Understand Question 12: I k Understand Question 14: Th assistance stay Response Yes No	Frequency 475 54 1 18 54 now who to talk Frequency 507 41 1 2 55 sor 41 507 41 507 41 507 41 507 41 507 41 507 41 507 41 1 2 55 507 41 1 2 55 507 41 1 2 55 507 41 1 8 55 507 41 1 8 55 507 41 1 8 55 55 55 55 55 55 55 55 55 55 55 55 5	Percent 86.7 9.9 0.2 3.3 8 to if I have a complaint. Percent 92.0 7.4 0.2 0.4 1 are paid to provide hands or tuled. Percent 94.9 3.3				
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Understand	54	7		Understand	550	0		
Question 15: O service(s) I get.	verall, I am sa		he quality of the	Question 16: I ge		-	need it.	
Response	Frequency	Percent		Response	Frequency	Percent	t	
Yes	507	92.7		Yes	469	87.0		
No	36	6.6		No	62	11.5		
Not Applicable	2	0.4		Not Applicable	4	0.7		
I Don't	2	0.4		I Don't	4	0.7		
	Z	0.4			4	0.7		
Understand	F 4	7		Understand	50	•		
	54			539				
Question 17: I need the person(s) who are paid to provide handson assistance to spend more time with me.			Question 18: Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)					
Response	Frequency	Percent		Response	Frequency	Percent	•	
Yes	163	30.1		Yes	478	87.7	1	
No	352	65.1		No	59	10.8		
Not Applicable	14	2.6		Not Applicable	4	0.7		
I Don't	12	2.2		l Don't	4	0.7		
Understand				Understand				
	54	1			54	5		
Question 19: I am familiar with the services I am scheduled to receive.				Question 20: I know who will be providing my service(s).				
Response	Frequency	Percent		Response	Frequency	Percent	t	
Yes	504	92.3		Yes	517	94.5		
No	31	5.7		No Not Assellation	25	4.6	•J	
Not Applicable	6	1.1		Not Applicable	1	0.2		
I Don't	5	0.9		l Don't	4	0.7		
Understand				Understand				
	54				54			
Question 21: The on assistance he work with me.	• • • •	•	to provide hands they need to	Question 22: Ove get.	erall, I am satisfi	ed with th	ne type(s) of service(s) I	
	F	Descent			F	D		
Response	Frequency	Percent		Response	Frequency	Percent	2	
Yes	514	93.6		Yes	506	92.5		
No	26	4.7		No	36	6.6		
Not Applicable	5	0.9		Not Applicable	3	0.5		
I Don't	4	0.7		l Don't	2	0.4		
Understand				Understand				
	54	9			54	7		
Question 23: I am told in advance about changes in the schedule of the person(s) who are paid to provide hands on assistance.			Question 24: The person(s) who are paid to provide hands on assistance listen to what I have to say.					
Response	Frequency	Percent		Response	Frequency	Percent	t	
Yes	459	83.9		Yes	518	95.0		
No	55	10.1		No	20	3.7		
Not Applicable	25	4.6		Not Applicable	5	0.9		
l Don't	8	1.5		l Don't	2	0.4		
Understand				Understand				
0 // 05 1	54				54			
Question 25: My Service Coordinator helps me get needed services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)				Question 26: Service Coordination helps me. (Service Coordination could also be referred to as Care Management or Supports Coordination.)				
Beenster	Eroeure	Derect		Deenster	Examination	Dens		
Response	Frequency 484	Percent 89.0		Response Yes	Frequency	Percent 88.1	1	
Yes					481			
No	45	8.3		No	43	7.9		
Not Applicable	8	1.5		Not Applicable	9	1.6		
l Don't	7	1.3		I Don't	13	2.4		
Understand				Understand				
	54	4			546	6		
Question 27: During the past month, I have gone without service(s) when I needed it.				Question 28: I know how to report abuse, neglect or exploitation, including the use of restraints and other restrictions.				
Beenerss	Erogramor	Dercont		Deenenss	Francisco	Deree		
Response	Frequency	Percent		Response	Frequency	Percent		
Yes	67	12.1		Yes	520	94.4		
No	469	84.8		No	21	3.8		
Not Applicable	12	2.2		Not Applicable	5	0.9		
I Don't	5	0.9		I Don't	5	0.9		

Understand

553 Question 29: Overall, the person(s) who are paid to

Understand

551 Question 30: The person(s) who are paid to provide hands on provide hands on assistance treat me with dignity. assistance give me privacy when needed. Response Frequency Percent Response Frequency Percent Never 18 3.3 Never 18 3.3 Rarely 0.9 3 0.5 Rarely 5 Sometimes 26 4.7 Sometimes 21 3.8 506 505 91.5 Always 92.0 Always 552 550 Question 32: My Service Coordinator returns my phone calls and Question 31: The person(s) who is paid to provide hands on assistance arrives late. follows up with me.* (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.) *If you have never called your Service Coordinator, please leave blank. Response Percent Response Frequency Percent Frequency Never 327 59.9 Never 32 6.3 Rarely 137 Rarely 14 2.7 25.1 Sometimes 70 Sometimes 71 13.0 13.7 Always 11 2.0 Always 395 77.3 546 511 Question 33: The person(s) who are paid to provide hands on Question 34: The person(s) who are paid to provide hands on assistance treat me with respect. assistance says things in a way I can understand. Response Frequency Percent Response Frequency Percent Never 24 4.4 Never 33 6.0 Rarely 0.5 3 Rarely 9 1.6 Sometimes 21 3.8 Sometimes 26 4.7 503 91.3 484 87.7 Always Always 551 552 Question 35: Overall, the person(s) who are paid to Who is completing this survey? provide hands on assistance meet my needs. Response Frequency Percent Response Frequency Percent Self 350 68.6 Never 20 3.6 Rarely 9 1.6 Spouse/Family 86 16.9 Sometimes 38 6.9 Service 10 2.0 Provider Always 484 87.8 Friend 41 8.0 Other 23 4.5

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