Filter: Reply rate: Question One - me to stay in m	Funding S	v Independence Pa source Name = Independe pendence surveys mailed:	-					
Question One -	Total Indep	andanca survova mailad						
Question One -		senuence surveys mailed	475 Total Replies: 90					
	19%							
me to stay in m	•	the service(s) that help			nator helps me get my			
	y home.		services. (Service Coordinator could also be referred					
			to as a Care Man	ager or Suppor	ts Coordinator.)			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	81	91.0	Yes	74	83.1			
No	5	5.6	No	8	9.0			
Not Applicable	2	2.2	Not Applicable	3	3.4			
Don't	1	1.1	l Don't	4	4.5			
Jnderstand			Understand					
	8			8				
Question 3 - I w choosing my se		r information about	Question 4 - I am satisfied with how long it took to begin getting service(s).					
Response	Frequency	Percent	Response	Frequency	Percent			
response	72	82.8	Yes	52	59.1			
No	13	14.9	No	33	37.5			
Not Applicable	1	1.1	Not Applicable	3	3.4			
Don't	1	1.1	I Don't	0	0.0			
Inderstand			Understand					
	8			88				
Question 5 - I no	eed service(s)	which are not available.			n information about			
			who coordinates	my service(s).				
Response	Frequency	Percent	Response	Frequency	Percent			
/es	26	30.6	Yes	69	78.4			
٨o	50	58.8	No	16	18.2			
Not Applicable	6	7.1	Not Applicable	0	0.0			
Don't	3	3.5	l Don't	3	3.4			
Jnderstand			Understand					
	8			8				
Question 7 - I ai plan.	m familiar with	n my individual service	Question 8 - I kno or concerns abou		to if I have questions			
Response	Frequency	Percent	Response	Frequency	Percent			
res	70	78.7	Yes	75	83.3			
No	16	18.0	No	14	15.6			
Not Applicable	0	0.0	Not Applicable	0	0.0			
Don't	3	3.4	l Don't	1	1.1			
Jnderstand			Understand					
	8			90				
Question 9 - I ca ny service(s).	estion 9 - I can choose the agency which provides service(s).			Question 10 - I was given enough information about choosing the agency which provides my services.				
Pasnonso	Frequency	Percent	Response	Frequency	Percent			
Response Yes	Frequency 79	88.8	Response Yes	Frequency 73	81.1			
No	79 5	5.6	No	73 15	16.7			
Not Applicable	1	1.1	Not Applicable	2	2.2			
Don't	4	4.5	I Don't	0	0.0			
Jnderstand	-		Understand	-				
Question 11 - L	89 need service	9 6) more often than I get	Question 12 - I ca	90 an choose who				
hem.		,	service(s).		······································			
Response	Frequency	Percent	Response	Frequency	Percent			
response les	30	34.9	Response Yes	Frequency 64	73.6			
No	50 53	61.6	No	15	17.2			
	0	0.0	Not Applicable	2	2.3			
Not Applicable	-	3.5	I Don't	6	6.9			
Not Applicable Don't	3	0.0		0				
Not Applicable Don't Jnderstand	3	0.0	Understand	0	0.0			

choosing the ag	hoosing the agency which provides my service(s).			my hands on assistance.				
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	67	77.0	Yes	76	88.4			
No	19	21.8	No	8	9.3			
Not Applicable	0	0.0	Not Applicable	0	0.0			
l Don't	1	1.1	I Don't	2	2.3			
Understand			Understand					
	8			8				
Question 15 - I know who to talk to if I have a complaint.			Question 16 - I v service plan.	Question 16 - I would like changes to my individual service plan.				
D	F	Danaant	Beenewee	F	Deveent			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	70	79.5	Yes	18	20.7			
No	16	18.2	No	58	66.7			
Not Applicable	0	0.0	Not Applicable	6	6.9			
l Don't	2	2.3	l Don't	5	5.7			
Understand	0	0	Understand	0	7			
Question 17 - L	83 was given clea	ar information about	Question 18 - Se	8 ervice Coordinat				
choosing who					o be referred to as a			
		······································	•	or Supports Coor				
	F n a c c c c c c c c c c	Deveent	D	F	Dercent			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	66	75.0	Yes	73	83.9			
No	19	21.6	No No	11	12.6			
Not Applicable	1	1.1	Not Applicable	0	0.0			
l Don't	2	2.3	I Don't	3	3.4			
Jnderstand	_		Understand		_			
Question 19 - L	8 know who will	-	Question 20 - Ly	Nas diven enoug				
service(s).	Question 19 - I know who will be providing my ervice(s).			Question 20 - I was given enough information about the person(s) who provide my hands on assistance.				
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	75	86.2	Yes	66	75.9			
No	9	10.3	No	18	20.7			
Not Applicable	0	0.0	Not Applicable	2	2.3			
Don't	3	3.4	l Don't	1	1.1			
Understand			Understand					
	8			8				
Question 21 - I	am involved w	vith my individual	Question 22 - I v	was given clear i	nformation about the			
service plannin	g process.		person(s) who p	provide my hand	s on assistance.			
Response	Frequency	Percent	Response	Frequency	Percent			
Yes	67	75.3	Yes	63	72.4			
No	67 17	19.1	No Yes	20	23.0			
Not Applicable	1	1.1	Not Applicable	3	3.4			
l Don't Understand	4	4.5	I Don't	1	1.1			
Understand	8	٥	Understand	8	7			
Question 22 - 0		entisfied with the amount	Outstion 24 - Outstield and a statement of the statement	-	fied with the agency			
of service(s) I g	•		which provides					
	Frequences	Daraant	Decremen	Execute	Doroont			
Joongrag	Frequency	Percent	Response	Frequency	Percent			
	66	75.0	Yes	68	79.1			
Yes	66 04		No	15	17.4			
Yes No	21	23.9		4				
/es lo lot Applicable	21 1	1.1	Not Applicable	1	1.2			
′es lo lot Applicable Don't	21		Not Applicable I Don't	1 2	1.2 2.3			
Yes No Not Applicable Don't	21 1 0	1.1 0.0	Not Applicable	2	2.3			
Yes No Not Applicable Don't Jnderstand	21 1 0	1.1 0.0 8	Not Applicable I Don't Understand	2	2.3 6			
Yes No Not Applicable I Don't Understand Question 25 - O	21 1 0 8 overall, I am sa	1.1 0.0	Not Applicable I Don't Understand	2 80 verall, I am satis	2.3			
Yes No Not Applicable I Don't Understand Question 25 - O of service(s) I g	21 1 0 8 overall, I am sa et.	1.1 0.0 8 tisfied with the type(s)	Not Applicable I Don't Understand Question 26 - O direct the service	2 80 verall, I am satis ce(s) I use.	2.3 6 fied with my ability to			
Yes No Not Applicable I Don't Understand Question 25 - O of service(s) I g Response	21 1 0 8 overall, I am sa et. Frequency	1.1 0.0 8 tisfied with the type(s) Percent	Not Applicable I Don't Understand Question 26 - O direct the servic Response	2 verall, I am satis ce(s) I use. Frequency	2.3 6 fied with my ability to Percent			
of service(s) I g Response Yes	21 1 0 everall, I am sa et. Frequency 75	1.1 0.0 8 tisfied with the type(s) Percent 84.3	Not Applicable I Don't Understand Question 26 - O direct the servic Response Yes	2 verall, I am satis ce(s) I use. Frequency 70	2.3 6 fied with my ability to Percent 78.7			
Yes No Not Applicable I Don't Understand Question 25 - O of service(s) I g Response Yes No	21 1 0 8 overall, I am sa et. Frequency	1.1 0.0 8 tisfied with the type(s) Percent	Not Applicable I Don't Understand Question 26 - O direct the service Response Yes No	2 verall, I am satis ce(s) I use. Frequency	2.3 6 fied with my ability to Percent			
Yes No Not Applicable I Don't Understand Question 25 - O of service(s) I g Response Yes No Not Applicable	21 1 0 everall, I am sa et. Frequency 75	1.1 0.0 8 tisfied with the type(s) Percent 84.3	Not Applicable I Don't Understand Question 26 - O direct the service Response Yes No Not Applicable	2 verall, I am satis ce(s) I use. Frequency 70	2.3 6 fied with my ability to Percent 78.7			
Yes No Not Applicable I Don't Understand Question 25 - O of service(s) I g Response Yes No	21 1 0 84 Overall, I am sa net. Frequency 75 13	1.1 0.0 8 tisfied with the type(s) Percent 84.3 14.6	Not Applicable I Don't Understand Question 26 - O direct the service Response Yes No	2 verall, I am satis ce(s) I use. Frequency 70 17	2.3 6 fied with my ability to Percent 78.7 19.1			

	8	-		89			
		tisfied with who		Question 28 - Overall, I am satisfied that my individual service plan meets my needs.			
coordinates my	/ service(s).		individual servic				
Response	Frequency	Percent	Response	Frequency	Percent		
Yes	70	78.7	Yes	68	76.4		
No	15	16.9		17	19.1		
Not Applicable	1	1.1	Not Applicable	1	1.1		
Don't	3	3.4	I Don't	3	3.4		
Jnderstand	0	0.1	Understand	Ū	0.1		
	8	9		89	9		
Question 29 - C	verall, I am sa	tisfied with the	Question 30 - Ov	verall, my Servic	e Coordinator meets		
		nds on assistance.	my needs. (Serv	vice Coordinato	r could also be		
			referred to as a	Care Manager of	r Supports		
			Coordinator.)				
Response	Frequency	Percent	Response	Frequency	Percent		
es	76	86.4	Yes	70	78.7		
	10	11.4	No No	15	16.9		
Not Applicable	0	0.0	Not Applicable	0	0.0		
Don't	2	2.3	I Don't	4	4.5		
Jnderstand	8	8	Understand	89	2		
Juestion 31 - C	-	tisfied with my Service	Question 32 - Lk		ort abuse, neglect or		
		inator could also be			f restraints and other		
referred to as a			restrictions.				
Coordinator.)	Je la construction de la constru						
Response	Frequency	Percent	Response	Frequency	Percent		
'es	72	80.9	Yes	75	84.3		
10	14	15.7	No	12	13.5		
lot Applicable	0	0.0	Not Applicable	0	0.0		
Don't	3	3.4	I Don't	2	2.2		
Jnderstand		_	Understand		_		
	8			89			
Question 33 - I	get help when	I call with a problem.			ssage, the person(s)		
			within 24 hours		tance returns my call		
					oodagoi		
Response	Frequency	Percent	Response	Frequency	Percent		
Vever	8	9.2	Never	8	9.4		
	6	6.9	Rarely	3	3.5		
		17.2	Sometimes	14	16.5		
Rarely	15	17.2		14			
Rarely Sometimes	15 58	66.7	Always	60	70.6		
Rarely Sometimes Always	58 8	66.7 7	Always	60 85	70.6 		
Rarely Sometimes Always Question 35 - N	58 8 Iy Service Coc	66.7 7 ordinator returns my	Always Question 36 - W	60 85 hen I call the pe	70.6 5 rson or agency who		
Rarely Sometimes Always Question 35 - N Shone calls and	58 8 Ny Service Coo d follows up w	66.7 7 ordinator returns my ith me. (Service	Always Question 36 - W coordinates my	60 84 hen I call the person services, they re	70.6 5 rson or agency who eturn my call within		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co	58 Ay Service Coo d follows up w uld also be ref	66.7 7 ordinator returns my ith me. (Service ferred to as a Care	Always Question 36 - W	60 84 hen I call the person services, they re	70.6 5 rson or agency who eturn my call within		
Carely Cometimes Iways Question 35 - M None calls and Coordinator co	58 Ay Service Coo d follows up w uld also be ref	66.7 7 ordinator returns my ith me. (Service ferred to as a Care	Always Question 36 - W coordinates my	60 84 hen I call the person services, they re	70.6 5 rson or agency who eturn my call within		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su	58 By Service Coo d follows up w uld also be ref pports Coordin	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.)	Always Question 36 - W coordinates my 24 hours after I	60 88 hen I call the pe services, they re leave a message	70.6 5 rson or agency who eturn my call within e.		
Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Su Response	58 Ny Service Coo d follows up w uld also be ref pports Coordin Frequency	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent	Always Question 36 - W coordinates my 24 hours after I Response	60 hen I call the pe services, they re leave a message Frequency	70.6 5 rson or agency who eturn my call within e. Percent		
Rarely Sometimes Always Question 35 - N phone calls and Coordinator co Manager or Su Response Never	58 Ny Service Coo d follows up w uld also be ref pports Coordin Frequency 8	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0	Always Question 36 - W coordinates my 24 hours after I Response Never	60 <u>88</u> hen I call the per services, they re leave a message Frequency 7	70.6 5 rson or agency who eturn my call within e. Percent 8.0		
Rarely Sometimes Always Question 35 - Nohone calls and Coordinator co Manager or Sup Response Never Rarely	58 Ny Service Coo d follows up w uld also be ref pports Coordin Frequency	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7	Always Question 36 - W coordinates my 24 hours after I Response Never Rarely	60 hen I call the pe services, they re leave a message Frequency	70.6 5 rson or agency who eturn my call within e. Percent		
Rarely Sometimes Wways Question 35 - N hone calls and Coordinator co Manager or Su Response Rever Rarely Sometimes	58 8 1y Service Coo d follows up w uld also be ref pports Coordin Frequency 8 6	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0	Always Question 36 - W coordinates my 24 hours after I Response Never	60 <u>8</u> hen I call the per services, they re leave a message Frequency 7 4	70.6 5 rson or agency who eturn my call within Percent 8.0 4.5		
Rarely Sometimes Always Ouestion 35 - No hone calls and Coordinator co Manager or Su Response Response Rever Rarely Sometimes	58 Ay Service Coo d follows up w uld also be ref pports Coordin Frequency 8 6 14	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5	Always Question 36 - W coordinates my 24 hours after I I Response Never Rarely Sometimes	60 hen I call the per services, they re leave a message Frequency 7 4 17	70.6 5 rson or agency who eturn my call within 9. Percent 8.0 4.5 19.3 68.2		
Rarely Sometimes Always Question 35 - Nohone calls and Coordinator co Manager or Sup Response Response Rever Rarely Sometimes Always	58 Ay Service Coord of follows up we uld also be reference ports Coordin Frequency 8 6 14 61 8	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5	Always Question 36 - W coordinates my 24 hours after I I Response Never Rarely Sometimes	60 <u>88</u> hen I call the per services, they re leave a message Frequency 7 4 17 60 88	70.6 5 rson or agency who eturn my call within e. Percent 8.0 4.5 19.3 68.2 3		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Rever Rarely Sometimes Always Question 37 - V ny service(s), f	58 8 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5	Always Question 36 - W coordinates my 24 hours after I I Response Never Rarely Sometimes Always	60 <u>88</u> hen I call the per services, they re leave a message Frequency 7 4 17 60 88	70.6 5 rson or agency who eturn my call within e. Percent 8.0 4.5 19.3 68.2 3		
Rarely Sometimes Jways Ruestion 35 - M chone calls and Coordinator co Manager or Sup Response Jever Rarely Sometimes Jways Ruestion 37 - V ny service(s), 1	58 8 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides	Always Question 36 - W coordinates my 24 hours after I I Response Never Rarely Sometimes Always	60 <u>88</u> hen I call the per services, they re leave a message Frequency 7 4 17 60 88	70.6 5 rson or agency who eturn my call within e. Percent 8.0 4.5 19.3 68.2 3		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Su Response Rever Rarely Sometimes Always Question 37 - V ny service(s), f Ifter I leave a n	58 8 9 9 9 9 9 9 9 9 9 9 9 9 9	66.7 7 ordinator returns my ith me. (Service ferred to as a Care hator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours	Always Question 36 - W coordinates my 24 hours after I Response Never Rarely Sometimes Always Question 38 - W	60 84 hen I call the person services, they re- leave a message Frequency 7 4 17 60 84 ho is completing	70.6 rson or agency who eturn my call within e. Percent 8.0 4.5 19.3 68.2 3 g this survey?		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Rever Rarely Sometimes Always Question 37 - V ny service(s), f Infter I leave a n Response	58 8 1y Service Coordinates 1 follows up we wild also be reference ports Coordinates Frequency 8 6 14 61 8 When I call the they return mynessage. Frequency	66.7 7 ordinator returns my ith me. (Service ierred to as a Care nator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours	Always Question 36 - W coordinates my 24 hours after I Response Rarely Sometimes Always Question 38 - W Response	60 88 hen I call the person services, they re- leave a message Frequency 7 4 17 60 88 ho is completing	70.6 rson or agency who eturn my call within e. Percent 8.0 4.5 19.3 68.2 3 g this survey? Percent		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V ny service(s), f Infter I leave a n Response Never	58 8 1y Service Coordinates 1 follows up we wild also be reference ports Coordinates Frequency 8 6 14 61 8 When I call the they return mynessage. Frequency 10	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours Percent 11.4	Always Question 36 - W coordinates my 24 hours after II Response Never Rarely Sometimes Always Question 38 - W Response Self	60 88 hen I call the person services, they re- leave a message Frequency 7 4 17 60 88 ho is completing Frequency 62	70.6 rson or agency who eturn my call within 8.0 4.5 19.3 68.2 3 g this survey? Percent 72.9		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Jever Rarely Sometimes Always Question 37 - V ny service(s), 1 fiter I leave a n Response Jever Rarely	58 8 Ay Service Coord 6 follows up we uid also be reference ports Coordin Frequency 8 6 14 61 8 When I call the they return mynessage. Frequency 10 4	66.7 7 ordinator returns my ith me. (Service ferred to as a Care hator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours Percent 11.4 4.5	Always Question 36 - W coordinates my 24 hours after II Response Never Rarely Sometimes Always Question 38 - W Response Self Spouse	60 88 hen I call the person services, they re- leave a message Frequency 7 4 17 60 88 ho is completing Frequency 62 8	70.6 5 rson or agency who eturn my call within 8.0 4.5 19.3 68.2 9 this survey? Percent 72.9 9.4		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely Question 37 - V ny service(s), 1 after I leave a n Response Never Rarely	58 8 1y Service Coordinates 1 follows up we wild also be reference ports Coordinates Frequency 8 6 14 61 8 When I call the they return mynessage. Frequency 10	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours Percent 11.4	Always Question 36 - W coordinates my 24 hours after II Response Never Rarely Sometimes Always Question 38 - W Response Self Spouse Service	60 88 hen I call the person services, they re- leave a message Frequency 7 4 17 60 88 ho is completing Frequency 62	70.6 rson or agency who eturn my call within 8.0 4.5 19.3 68.2 3 g this survey? Percent 72.9		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Never Rarely Sometimes Always Question 37 - V ny service(s), fa fifer I leave a no Response Never Rarely Sometimes	58 8 Ay Service Coord 6 follows up we wild also be reference 58 6 14 61 8 When I call the they return my bessage. Frequency 10 4 17	66.7 7 ordinator returns my ith me. (Service ferred to as a Care nator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours Percent 11.4 4.5 19.3	Always Question 36 - W coordinates my 24 hours after I I Response Never Rarely Sometimes Always Question 38 - W Response Self Spouse Service Provider	60 88 hen I call the perservices, they releave a message Frequency 7 4 17 60 88 ho is completing Frequency 62 8 1	70.6 5 rson or agency who eturn my call within 8.0 4.5 19.3 68.2 9 this survey? Percent 72.9 9.4 1.2		
Rarely Sometimes Always Question 35 - Mohone calls and Coordinator co Manager or Sup Response Jever Rarely Sometimes Always Question 37 - V ny service(s), 1 fiter I leave a n Response Jever Rarely	58 8 Ay Service Coord 6 follows up we uid also be reference ports Coordin Frequency 8 6 14 61 8 When I call the they return mynessage. Frequency 10 4	66.7 7 ordinator returns my ith me. (Service ferred to as a Care hator.) Percent 9.0 6.7 15.7 68.5 9 agency who provides call within 24 hours Percent 11.4 4.5	Always Question 36 - W coordinates my 24 hours after II Response Never Rarely Sometimes Always Question 38 - W Response Self Spouse Service	60 88 hen I call the person services, they re- leave a message Frequency 7 4 17 60 88 ho is completing Frequency 62 8	70.6 5 rson or agency who eturn my call within 8.0 4.5 19.3 68.2 9 this survey? Percent 72.9 9.4		