Independence Waiver - New Participants March 2013 Mailing

New Participants - Period Covered: 9/1/2012 - 12/31/12

Total Independence surveys mailed: 417 Total Replies: 99

Reply rate: 24%

Q1 I am able to help choose the service(s) that help me to stay in my home.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		92 5	92.93 5.05	100
NOT APPLICABLE I DON'T		1	1.01	40
UNDERSTAND		0	0.00	20

	-			
Total Valid	98	98.99	100.00	
Missing	1_	1.01		
Total	99	100.00		

Q 2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		88 10	88.89 10.10	100
NOT APPLICABLE I DON'T		0	0.00	60 40 20
UNDERSTAND		1	1.01	0
Total Valid	99	100.00	100.00	

Q 3 I can choose the agency which provides my service(s).

Response	Value	Frequency	Percent	Cum. Percent
YES NO		91 6	91.92 6.06	
NOT APPLICABLE I DON'T		0	0.00	60_ 40_
UNDERSTAND		2	2.02	20
Total Valid	99	100.00	100.00	

Q 4 I know I can employ my own paid workers.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		79 13	79.80 13.13	100
NOT APPLICABLE I DON'T		1	1.01	40
UNDERSTAND		5	5.05	20

Total Valid	98	98.99	100.00
Missing	1	1.01	
	•		
Total	99	100.00	

Q 5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES NO		90 5	90.91 5.05	100
NOT APPLICABLE I DON'T		1	1.01	40
UNDERSTAND		1	1.01	20
Total Valid	97	97.98	100.00	
Total Tana	Ji	37.30	100.00	
Missing	2	2.02		

100.00

Q 6 I know who will be providing my services (my paid worker).

Total

Response	Value	Frequency	Percent	Cum. Percent
YES NO		88 8	88.89 8.08	100
NOT APPLICABLE I DON'T		1	1.01	40
UNDERSTAND		2	2.02	20
Total Valid	99	100.00	100.00	

Q 7 I receive services that help keep me independent.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		88 6	88.89 6.06	100
NOT APPLICABLE I DON'T		3	3.03	60_ 40_ 20
UNDERSTAND		2	2.02	
Total Valid	99	100.00	100.00	

Q 8 I am involved with the choices related to the development of my Individual Service Plan.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		91 3	91.92 3.03	100
NOT APPLICABLE I DON'T		2	2.02	60_ 40_
UNDERSTAND		2	2.02	20

Total Valid	98	98.99	100.00	
Missing	1	1.01		
Total	99	100.00		

Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

•			•	0 ,
Response	Value	Frequency	Percent	Cum. Percent
YES NO		93 1	93.94 1.01	100
NOT APPLICABLE I DON'T		3	3.03 1.01	60 40 20
UNDERSTAND		·		
Total Valid	98	98.99	100.00	
Missing	1	1.01		
Total	99	100.00		

Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

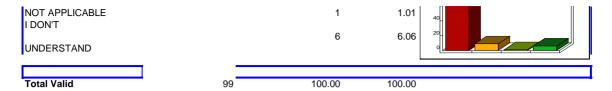
Response	Value	Frequency	Percent	Cum. Percent
YES NO NOT APPLICABLE I DON'T UNDERSTAND		90 5 2 1	90.91 5.05 2.02 1.01	
Total Valid	98	98.99	100.00	
Missing Total	99	1.01		

Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		89 6	89.90 6.06	100
NOT APPLICABLE I DON'T		2	2.02 0.00	40.
UNDERSTAND		-		
Total Valid	97	97.98	100.00	
Missing	2	2.02		
Total	99	100.00		

Q 12 I receive all of the services that are in my Individual Service Plan.

a 12 11000110 an of the control and are in my marriada. Control in an							
Response	Value	Frequency	Percent	Cum.			
				Percent			
YES		83	83.84	100			
NO		9	9.09	80			
				60			



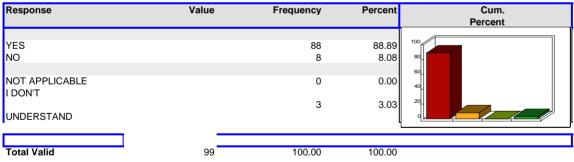
Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		90 8	90.91 8.08	
NOT APPLICABLE I DON'T		1	1.01	60_ 40_ 20
UNDERSTAND		0	0.00	
Total Valid	99	100.00	100.00	

Q 14 Overall, I am satisfied with my paid worker(s) who provide my paid my services.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		89 7	89.90 7.07	100
NOT APPLICABLE I DON'T		2	2.02	60 40 20
UNDERSTAND		1	1.01	
Total Valid	99	100.00	100.00	

Q 15 Overall, I am satisfied with my Service Coordinator.



Q 16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

Response	Value	Frequency	Percent	Cum. Percent
YES NO		87 7	87.88 7.07	100
NOT APPLICABLE I DON'T		3	3.03	40
UNDERSTAND		I	1.01	
Total Valid	98	98.99	100.00	

736 49 0.93758

Missing	1	1.01	
Total	99	100.00	

Q 17 I get help when I call with a problem.

Response	Value	Frequency	Percent	Cum. Percent
Never Rarely		5 2	5.05 2.02	100 80 60
Sometimes Always		14 76	14.14 76.77	40 20 0
				Never Sometimes Rarely Always
Total Valid	97	97.98	100.00	ratey Aways
Missing	2	2.02		
Total	99	100.00		

Q 18 My Service Coordinator returns my phone calls and follows up with me.

Response	Value	Frequency	Percent	Cum. Percent
Never Rarely		8 2	8.08 2.02	100 80 60
Sometimes Always		14 73	14.14 73.74	40 20 0
Total Valid	97	97.98	100.00	Never Sometimes Rarely Always
Missing	2	2.02		
Total	99	100.00		

Q19 Overall, using a scale of one (1) to ten (10) where ten (10) means excellent and one (1) means very poor how satisfied are you with the services you receive?

Response	Value	Frequency	Percent	
40	Finallant	00	C4 200/	
10	Excellent	60	61.22%	
9		7	7.14%	
8		13	13.27%	
7		8	8.16%	
6		4	4.08%	
5		2	2.04%	
4		0	0.00%	
3		0	0.00%	
2		0	0.00%	
1	Very Poor	4	4.08%	
Total Valid		98	100.00%	

