Filter:	waiver =	Independence				
		endence surveys maile	ed: 371	Poply rate	- 31%	
Question One - me to stay in my	I help choose	the service(s) that help				
Deenenee	Francisco	Dereent	Deenenee	Freeseware	Dereent	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	78	92.9		73	88.0	
No	5	6.0		8	9.6	
Not Applicable	1	1.2	Not Applicable	1	1.2	
Don't	0	0.0	I Don't	1	1.2	
Jnderstand	0		Understand		0	
Question 3 - I w	84 as given clear	⁴ information about	Question 4 - I am		3 Now long it took to	
choosing my se	-		begin getting ser		3	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	74	89.2	Yes	43	51.2	
No	8	9.6		41	48.8	
Not Applicable	0	0.0	Not Applicable	0	0.0	
l Don't	1	1.2	I Don't	0	0.0	
Understand	8	2	Understand	0	4	
Question 5 - I ne		which are not available.	Question 6 - I wa who coordinates	s given enough	information about	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	21	26.3	Yes	67	81.7	
No	50	62.5		15	18.3	
				-		
Not Applicable	3	3.8	Not Applicable	0	0.0	
Don't	6	7.5	I Don't	0	0.0	
Jnderstand	8	0	Understand	o	2	
Question 7 - I ar		n my individual service	Question 8 - I kno		2 o if I have questions	
plan.		-	or concerns abo	ut my services.	-	
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	65	78.3	Yes	78	92.9	
No	11	13.3		6	7.1	
10	0	0.0	Not Applicable	0	0.0	
	-	8.4		-		
Not Applicable	7	0.4	I Don't	0	0.0	
Not Applicable Don't	7					
Not Applicable I Don't Understand		3	Understand	8	4	
Not Applicable Don't Jnderstand Question 9 - I ca	8:	3 agency which provides	Question 10 - I w	as given enoug	4 h information about	
Not Applicable Don't Jnderstand Question 9 - I ca	8:		Question 10 - I w	as given enoug		
Not Applicable Don't Jnderstand Question 9 - I ca my service(s). Response	8:	agency which provides Percent	Question 10 - I w	as given enoug	h information about	
Not Applicable Don't Jnderstand Question 9 - I ca ny service(s). Response	83 an choose the	agency which provides	Question 10 - I w choosing the age	as given enoug ency which prov	h information about vides my services.	
Not Applicable Don't Jnderstand Question 9 - I ca ny service(s). Response Yes	83 an choose the Frequency	agency which provides Percent	Question 10 - I w choosing the age Response	as given enoug ency which prov Frequency	h information about rides my services. Percent	
Not Applicable Don't Jnderstand Question 9 - I ca ny service(s). Response Yes	83 an choose the Frequency 79	agency which provides Percent 94.0	Question 10 - I w choosing the age Response Yes No	as given enoug ency which prov Frequency 62	h information about rides my services. Percent 73.8	
Not Applicable Don't Jnderstand Question 9 - I cany service(s). Response (es No Not Applicable	8: an choose the Frequency 79 3	agency which provides Percent 94.0 3.6	Question 10 - I w choosing the age Response Yes	as given enoug ency which prov Frequency 62 18	h information about rides my services. Percent 73.8 21.4 1.2	
Not Applicable Don't Jnderstand Question 9 - I cany service(s). Response (es No Not Applicable Don't	8: an choose the Frequency 79 3 0	agency which provides Percent 94.0 3.6 0.0	Question 10 - I w choosing the age Response Yes No Not Applicable	as given enoug ency which prov Frequency 62 18 1	h information about rides my services. Percent 73.8 21.4	
Not Applicable I Don't Understand	8: an choose the Frequency 79 3 0	agency which provides Percent 94.0 3.6 0.0 2.4	Question 10 - I w choosing the age Response Yes No Not Applicable I Don't	as given enoug ency which prov Frequency 62 18 1	h information about rides my services. Percent 73.8 21.4 1.2 3.6	
Not Applicable I Don't Understand Question 9 - I ca my service(s). Response Yes No Not Applicable I Don't Understand	83 an choose the Frequency 79 3 0 2 8	agency which provides Percent 94.0 3.6 0.0 2.4	Question 10 - I w choosing the age Response Yes No Not Applicable I Don't	as given enoug ency which prov Frequency 62 18 1 3 3	h information about rides my services. Percent 73.8 21.4 1.2 3.6	
Not Applicable Don't Jnderstand Question 9 - I cany service(s). Response (es No Not Applicable Don't Jnderstand Question 11 - I r hem.	8: an choose the Frequency 79 3 0 2 2 8: need service(s	Agency which provides Percent 94.0 3.6 0.0 2.4	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s).	as given enoug ency which prov Frequency 62 18 1 3 8 an choose who	h information about rides my services. Percent 73.8 21.4 1.2 3.6	
Not Applicable Don't Jnderstand Question 9 - I ca my service(s). Response Yes No Not Applicable Don't Jnderstand Question 11 - I r them. Response	83 an choose the Frequency 79 3 0 2 84 need service(s Frequency	agency which provides Percent 94.0 3.6 0.0 2.4 4 5) more often than I get	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s).	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency	h information about vides my services. Percent 73.8 21.4 1.2 3.6 4 coordinates my Percent	
Not Applicable Don't Jnderstand Question 9 - I ca my service(s). Response Yes No Not Applicable Don't Jnderstand Question 11 - I r them. Response Yes	83 an choose the Frequency 79 3 0 2 84 need service(s Frequency 32	agency which provides Percent 94.0 3.6 0.0 2.4 4 s) more often than I get Percent 40.0	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s). Response Yes	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency 62	h information about vides my services. Percent 73.8 21.4 1.2 3.6 4 coordinates my Percent 77.5	
Not Applicable Don't Understand Question 9 - I ca my service(s). Response Yes No Not Applicable Don't Understand Question 11 - I r them. Response Yes No	83 an choose the Frequency 79 3 0 2 84 need service(s Frequency 32 45	agency which provides Percent 94.0 3.6 0.0 2.4 4 s) more often than I get Percent 40.0 56.3	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s). Response Yes No	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency 62 7	h information about rides my services.	
Not Applicable Don't Jnderstand Question 9 - I cany service(s). Response Yes No Not Applicable Don't Jnderstand Question 11 - I r them. Response Yes No Not Applicable	83 an choose the Frequency 79 3 0 2 84 need service(s Frequency 32 45 2	agency which provides Percent 94.0 3.6 0.0 2.4 4 s) more often than I get Percent 40.0 56.3 2.5	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s). Response Yes No Not Applicable	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency 62 7 2	h information about rides my services.	
Not Applicable Don't Jnderstand Question 9 - I cany service(s). Response Yes No Not Applicable Don't Jnderstand Question 11 - I r them. Response Yes No Not Applicable Don't	83 an choose the Frequency 79 3 0 2 84 need service(s Frequency 32 45	agency which provides Percent 94.0 3.6 0.0 2.4 4 s) more often than I get Percent 40.0 56.3	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s). Response Yes No Not Applicable I Don't	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency 62 7	h information about rides my services.	
Not Applicable Don't Understand Question 9 - I can ny service(s). Response Yes Not Applicable Don't Understand Question 11 - I r hem. Response Yes No Not Applicable Don't	8: an choose the Frequency 79 3 0 2 84 need service(s Frequency 32 45 2 1	agency which provides Percent 94.0 3.6 0.0 2.4 4 5) more often than I get Percent 40.0 56.3 2.5 1.3	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s). Response Yes No Not Applicable	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency 62 7 2 9	h information about rides my services.	
Not Applicable Don't Jnderstand Question 9 - I cany service(s). Response (es Not Applicable Don't Jnderstand Question 11 - I r hem. Response (es No Not Applicable Don't Jnderstand	8: an choose the Frequency 79 3 0 2 84 neeed service(s Frequency 32 45 2 1	agency which provides Percent 94.0 3.6 0.0 2.4 4 5) more often than I get Percent 40.0 56.3 2.5 1.3	Question 10 - I w choosing the age Yes No Not Applicable I Don't Understand Question 12 - I ca service(s). Response Yes No Not Applicable I Don't Understand	as given enoug ency which prov 62 18 1 3 8 an choose who Frequency 62 7 2 9 8	h information about rides my services.	

	Frequency	Percent	Response	Frequency	Percent	
Yes	63	80.8	Yes	79	97.5	
No	12	15.4	No No	2	2.5	
Not Applicable	1	1.3	Not Applicable	0	0.0	
I Don't	2	2.6	I Don't	0	0.0	
Understand		o	Understand	~	1	
Question 15 - I	73 know who to ta	8 alk to if I have a	Question 16 - I w	8 ould like chang	es to my individual	
complaint.			service plan.	e and line onally		
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	73	90.1	Yes	13	16.3	
No	8	9.9	No	59	73.8	
Not Applicable	0	0.0	Not Applicable	4	5.0	
Don't	0	0.0	I Don't	4	5.0	
Jnderstand			Understand			
Question 17 - L	8 was given clea	1 ar information about	Question 18 - Se	8 rvice Coordinati	-	
choosing who					be referred to as a	
		· · · · · · ·	Care Manager or			
Response	Frequency	Percent	Response	Frequency	Percent	
Yes	60	77.9	Yes	67	81.7	
No	11	14.3	No	6	7.3	
Not Applicable	2	2.6	Not Applicable	0	0.0	
Don't	2	5.2	I Don't	9	11.0	
	4	J.Z -	Understand	3	11.0	
Jnderstand	7	7	Understand	8	2	
Question 10 - L		be providing my	Question 20 - Lu	-	A information about	
service(s).					ands on assistance.	
	F	Democrat		E	Dama au f	
Response	Frequency	Percent	Response	Frequency	Percent	
/es	75	92.6		71	86.6	
No	5	6.2	No	11	13.4	
			F F F F F F F F F F			
	0	0.0	Not Applicable	0	0.0	
Don't	0 1	0.0 1.2	I Don't	0 0	0.0	
I Don't	1	1.2		0	0.0	
Not Applicable I Don't Understand		1.2	I Don't		0.0	
Don't Understand Question 21 - I	1 8 am involved w	1.2	I Don't Understand Question 22 - I w	0 as given clear in	0.0 2 nformation about the	
Don't Jnderstand Question 21 - I	1 8 am involved w	1.2	I Don't Understand	0 as given clear in	0.0 2 nformation about the	_
Don't Understand Question 21 - I service plannin	1 8 am involved w	1.2	I Don't Understand Question 22 - I w	0 as given clear in	0.0 2 nformation about the	
Don't Understand Question 21 - I service plannin Response	1 am involved w g process.	1.2 1 rith my individual	I Don't Understand Question 22 - I w person(s) who p	0 as given clear in rovide my hands	0.0 2 nformation about the s on assistance.	_
Don't Jnderstand Question 21 - I service plannin Response Yes	1 am involved w g process. Frequency	1.2 1 rith my individual Percent	I Don't Understand Question 22 - I w person(s) who pu Response	0 as given clear in rovide my hands Frequency	0.0 2 nformation about the s on assistance. Percent	
Don't Jnderstand Question 21 - I service plannin Response (es No	1 am involved w g process. Frequency 68	1.2 1 rith my individual Percent 85.0	I Don't Understand Question 22 - I w person(s) who pu Response Yes	0 as given clear in rovide my hands Frequency 70	0.0 2 nformation about the s on assistance. Percent 86.4	
Don't Jnderstand Question 21 - I service plannin Response (es No Not Applicable	1 am involved w g process. Frequency 68 8	1.2 1 rith my individual Percent 85.0 10.0	I Don't Understand Question 22 - I w person(s) who pu Response Yes No	0 as given clear in rovide my hands Frequency 70 10	0.0 2 nformation about the s on assistance. Percent 86.4 12.3	
Don't Jnderstand Question 21 - I service plannin Response (es Vo Not Applicable Don't	1 am involved w g process. Frequency 68 8 1	1.2 1 rith my individual Percent 85.0 10.0 1.3	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable	0 as given clear in rovide my hands Frequency 70 10 0	0.0 2 nformation about the s on assistance. Percent 86.4 12.3 0.0	
Don't Jnderstand Question 21 - I Service plannin Response Yes No Not Applicable Don't Jnderstand	1 am involved w g process. Frequency 68 8 1 3	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand	0 as given clear in rovide my hands Frequency 70 10 0 1 8	0.0 2 nformation about the s on assistance. Percent 86.4 12.3 0.0 1.2	
Don't Jnderstand Question 21 - I service plannin Response Yes Yos Not Applicable Don't Jnderstand Question 23 - O	1 am involved w g process. Frequency 68 8 1 3 8 2 2 8 2 2 2 2 2 2 3	1.2 1 ith my individual Percent 85.0 10.0 1.3 3.8	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf	0.0 2 nformation about the s on assistance. Percent 86.4 12.3 0.0 1.2	
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Don't Jnderstand Question 21 - I service plannin Response Yes No Not Applicable Don't Jnderstand Question 23 - O of service(s) I g Response	1 am involved w g process. Frequency 68 8 1 3 8 Overall, I am sa jet. Frequency	1.2 1 ith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response	0 8 as given clear in rovide my hands Frequency 70 10 0 1 1 8 erall, I am satisf ny service(s).	0.0 2 formation about the s on assistance. Percent 86.4 12.3 0.0 1.2 1 ied with the agency Percent	
Don't Jnderstand Question 21 - I service plannin Response Yes No Not Applicable Don't Jnderstand Question 23 - O of service(s) I g Response	1 am involved w g process. Frequency 68 8 1 3 8 Verall, I am sa jet. Frequency 61	1.2 1 ith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf ny service(s). Frequency 73	0.0 2 nformation about the s on assistance. Percent 86.4 12.3 0.0 1.2 1 ied with the agency	
Don't Understand Question 21 - I service plannin Response Yes No Don't Understand Question 23 - O of service(s) I g Response Yes No	1 am involved w g process. Frequency 68 8 1 3 8 Overall, I am sa jet. Frequency	1.2 1 ith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No	0 8 as given clear in rovide my hands Frequency 70 10 0 1 1 8 erall, I am satisf ny service(s).	0.0 2 nformation about the son assistance. Percent 86.4 12.3 0.0 1.2 1 Tied with the agency Percent 88.0 8.4	
Don't Jnderstand Question 21 - I service plannin Response (es No Aot Applicable Don't Jnderstand Question 23 - O of service(s) I g Response (es No No Applicable	1 am involved w g process. Frequency 68 8 1 3 8 0verall, I am sa jet. Frequency 61 17 0	1.2 1 ith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable	0 as given clear in rovide my hands Frequency 70 10 0 1 8 rerall, I am satisf my service(s). Frequency 73 7 0	0.0 2 formation about the s on assistance. Percent 86.4 12.3 0.0 1.2 1 fied with the agency Percent 88.0	
Don't Jnderstand Question 21 - I service plannin Response (es No Aot Applicable Don't Jnderstand Question 23 - O of service(s) I g Response (es No Aot Applicable	1 am involved w g process. Frequency 68 8 1 3 8 Verall, I am sa jet. Frequency 61 17	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2 21.8	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf ny service(s). Frequency 73 7	0.0 2 nformation about the son assistance. Percent 86.4 12.3 0.0 1.2 1 Tied with the agency Percent 88.0 8.4	
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Don't Jnderstand Question 21 - I Service plannin Response (es No Addition 23 - O of service(s) I g Response (es No Not Applicable Don't Jnderstand	1 am involved w g process. Frequency 68 8 1 3 8 0 0 0 1 1 1 0 0 7 7 7	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2 21.8 0.0 0.0 0.0 8	I Don't Understand Question 22 - I w person(s) who pu Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf ny service(s). Frequency 73 7 0 3	0.0 2 nformation about the son assistance. Percent 86.4 12.3 0.0 1.2 1 ried with the agency Percent 88.0 8.4 0.0 3.6	
Don't Jnderstand Question 21 - I service plannin Response Yes No Applicable Don't Jnderstand Question 23 - O of service(s) I g Response Yes No Not Applicable Don't Jnderstand Question 25 - O	1 am involved w g process. Frequency 68 8 1 3 8 0 0 0 0 7 0 0 0 7 0 0 0 7 0 0 0 7 0 0 0 7 0 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2 21.8 0.0 0.0 0.0	I Don't Understand Question 22 - I w person(s) who pu Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf ry service(s). Frequency 73 7 0 3 8 erall, I am satisf	0.0 2 nformation about the s on assistance. Percent 86.4 12.3 0.0 1.2 1 ied with the agency Percent 88.0 8.4 0.0 3.6	
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I Don't Understand Question 21 - I service plannin Response Yes No Not Applicable I Don't Understand Question 23 - O of service(s) I g Response Yes No Applicable I Don't Understand Question 25 - O of service(s) I g Response Yes No	1 am involved w g process. Frequency 68 8 1 3 8 0verall, I am sa jet. Frequency 61 17 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 0 7 0 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2 21.8 0.0 0.0 8 tisfied with the type(s) Percent 83.1	I Don't Understand Question 22 - I w person(s) who pi Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 26 - Ov direct the service Yes No	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf ry service(s). Frequency 73 7 0 3 8 erall, I am satisf (s) I use. Frequency 75	0.0 2	
Don't Understand Question 21 - I service plannin Response Yes No Not Applicable Don't Understand Question 23 - O of service(s) I g Response Yes No Not Applicable Don't Understand Question 25 - O of service(s) I g Response Yes	1 am involved w g process. Frequency 68 8 1 3 8 0verall, I am sa jet. Frequency 61 17 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 0 7 0 0 0 7 0 0 0 7 0 0 0 0 0 0 0 0 0 0 0 0 0	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2 21.8 0.0 0.0 8 tisfied with the type(s) Percent 83.1 10.8	I Don't Understand Question 22 - I w person(s) who pu Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r Response Yes No Not Applicable I Don't Understand Question 26 - Ov direct the service	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf rovice(s). Frequency 73 7 0 3 8 erall, I am satisf (s) I use. Frequency 75 5	0.0 2	
Don't Jnderstand Question 21 - I service plannin Response Yes No Not Applicable Don't Jnderstand Question 23 - O of service(s) I g Response Yes No Not Applicable Don't Jnderstand Question 25 - O of service(s) I g Response Yes No Not Applicable No Not Applicable Yes No	1 8 am involved w g process. Frequency 68 8 1 3 8 0verall, I am sa jet. Frequency 61 17 0 0 7 0verall, I am sa jet. Frequency 61 17 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 7 0 0 0 7 0 0 0 7 0 0 0 0 7 0	1.2 1 rith my individual Percent 85.0 10.0 1.3 3.8 0 tisfied with the amount Percent 78.2 21.8 0.0 0.0 8 tisfied with the type(s) Percent 83.1 10.8 0.0	I Don't Understand Question 22 - I w person(s) who provides Response Yes No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 24 - Ov which provides r No Not Applicable I Don't Understand Question 26 - Ov direct the service Yes No Not Applicable No Not Applicable No Not Applicable	0 as given clear in rovide my hands Frequency 70 10 0 1 8 erall, I am satisf my service(s). Frequency 73 7 0 3 8 erall, I am satisf (s) I use. Frequency 75 5 0	0.0 2	

coordinates my					e plan meets my	
Response	Frequency	Percen	ł	Response	Frequency	Percent
Yes	73	89.0		Yes	65	78.3
No	4	89.0 4.9		No	16	19.3
Not Applicable	4	4.9 0.0		Not Applicable	0	0.0
	5					
Don't	5	6.1		I Don't	2	2.4
Understand	~	0		Understand	~	2
0	8		(h. (h	0		3
Question 29 - (person(s) who	•			Question 30 - Ov my needs. (Serv referred to as a (Coordinator.)	ice Coordinator	
				ooordinator.)		
Response	Frequency	Percen	t	Response	Frequency	Percent
Yes	76	91.6		Yes	72	87.8
No	7	8.4		No	9	11.0
Not Applicable	0	0.0		Not Applicable	0	0.0
Don't	0	0.0		I Don't	1	1.2
Jnderstand	÷	0.0		Understand	·	
	8	3		Chaorotand	8	2
Question 31 - C Coordinator. (referred to as a Coordinator.)	Service Coordi	nator cou	ıld also be			ort abuse, neglect or restraints and other
Response	Frequency	Percen	ł	Response	Frequency	Percent
Yes	72	87.8		Yes	79	95.2
No	9	11.0		No	2	2.4
Not Applicable	0	0.0		Not Applicable	2	2.4
					-	
Don't	1	1.2		I Don't	0	0.0
Jnderstand	8	2	n a problem.	Understand Question 34 - Wi	8 Nen I leave a me	3 ssage, the person(s)
Jnderstand	8	2	n a problem.	Understand Question 34 - Wi	8 nen I leave a me hands on assist	3 ssage, the person(s) ance returns my call
Don't Understand Question 33 - I Response	8 get help when	2		Understand Question 34 - Wi who provide my within 24 hours a	8 nen I leave a me hands on assist	3 ssage, the person(s) ance returns my call
Understand Question 33 - I Response	8	2 I call wit		Understand Question 34 - Wi who provide my	8 nen I leave a me hands on assist after I leave a me	3 ssage, the person(s) ance returns my call essage.
Understand Question 33 - I Response Never	8 get help when Frequency 6	2 I call wit Percen 7.2		Understand Question 34 - Wh who provide my within 24 hours a Response Never	8 nen I leave a me hands on assist after I leave a me Frequency 7	3 ssage, the person(s) cance returns my call essage. Percent 8.5
Understand Question 33 - I Response Never Rarely	8 get help when Frequency 6 3	2 I call wit Percen 7.2 3.6	-	Understand Question 34 - Wł who provide my within 24 hours a Response Never Rarely	8 nen I leave a me hands on assist after I leave a me Frequency 7 1	3 ssage, the person(s) cance returns my call essage. Percent 8.5 1.2
Jnderstand Question 33 - I Response Never Rarely Sometimes	8 get help when Frequency 6 3 14	2 I call wit Percen 7.2 3.6 16.9	-	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 1 12	3 ssage, the person(s) cance returns my call essage. Percent 8.5 1.2 14.6
Understand	8 get help when Frequency 6 3 14 60	2 I call wit Percen 7.2 3.6 16.9 72.3	-	Understand Question 34 - Wł who provide my within 24 hours a Response Never Rarely	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 1 2 62	3 ssage, the person(s) sance returns my call essage. Percent 8.5 1.2 14.6 75.6
Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co	8 get help when Frequency 6 3 14 60 8 My Service Coo d follows up w uld also be ref	2 I call wit Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (3 erred to a	returns my Service	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 son or agency who aturn my call within
Jnderstand Question 33 - I Response Never Rarely Sometimes Always Question 35 - M Sohone calls an Coordinator co Manager or Su	8 get help when Frequency 6 3 14 60 8 My Service Coo d follows up w uld also be ref	2 I call wit Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (3 erred to a	returns my Service as a Care	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 son or agency who aturn my call within
Jnderstand Question 33 - I Response Never Rarely Sometimes Always Question 35 - M Sohone calls an Coordinator co Manager or Su Response	8 get help when Frequency 6 3 14 60 8 My Service Coo d follows up w uld also be ref pports Coordir	2 I call wit 7.2 3.6 16.9 72.3 3 rdinator ith me. (S erred to a hator.)	returns my Service as a Care	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I la	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message	3 ssage, the person(s) sance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within
Jnderstand Question 33 - I Response Never Rarely Sometimes Always Question 35 - M Sohone calls an Coordinator co Manager or Su Response Never	8 get help when Frequency 6 3 14 60 8 My Service Coo d follows up w uld also be ref pports Coordir Frequency	2 I call wit Percen 7.2 3.6 16.9 72.3 3 ordinator ith me. (i erred to a hator.) Percen	returns my Service as a Care	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I la	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message Frequency	3 ssage, the person(s) sance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within
Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls an Coordinator co Manager or Su Response Never Rarely	8 get help when Frequency 6 3 14 60 8 My Service Coo d follows up w uld also be ref pports Coordir Frequency 5 3	2 I call wit Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (3 percen 6.0 3.6	returns my Service as a Care	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message Frequency 3 6	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within Percent 3.6 7.1
Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls an Coordinator co Manager or Su Response Never Rarely Sometimes	8 get help when Frequency 6 3 14 60 8 My Service Cood d follows up w uld also be ref pports Coordir Frequency 5 3 10	2 Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (3 erred to a hator.) Percen 6.0 3.6 11.9	returns my Service as a Care	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely Sometimes	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message Frequency 3 6 13	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within Percent 3.6 7.1 15.5
Jnderstand Question 33 - I Response Never Rarely Sometimes Always Question 35 - Mohone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always	8 get help when 6 3 14 60 8 My Service Coo d follows up w uld also be ref pports Coordir Frequency 5 3 10 66	2 Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (3 erred to a hator.) Percen 6.0 3.6 11.9 78.6 4	t returns my Service as a Care	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message Frequency 3 6 13 62	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within Percent 3.6 7.1
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Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - W my service(s), fa fter I leave a m	8 get help when Frequency 6 3 14 60 8 My Service Coo d follows up w uld also be ref pports Coordir Frequency 5 3 10 66 8 When I call the they return my	2 Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (3 erred to a hator.) Percen 6.0 3.6 11.9 78.6 4 agency w	returns my Service as a Care t t t ho provides n 24 hours	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely Sometimes Always	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message Frequency 3 6 13 62 8	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within Percent 3.6 7.1 15.5 73.8 4
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Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - M phone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - W my service(s), fa fter I leave a m Response Never	8 get help when 6 3 14 60 8 My Service Coo d follows up w uld also be ref pports Coordir Frequency 5 3 10 66 8 When I call the they return my nessage.	2 I call wit Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (S erred to a hator.) Percen 6.0 3.6 11.9 78.6 4 agency w call with Percen 1.2	returns my Service as a Care t t t ho provides n 24 hours	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely Sometimes Always Question 38 - Wi	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re eave a message Frequency 3 6 13 62 8 no is completing 54	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 son or agency who turn my call within . Percent 3.6 7.1 15.5 73.8 4 this survey? Percent 66.7
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Understand Question 33 - I Response Never Rarely Sometimes Always Question 35 - N phone calls an Coordinator co Manager or Su Response Never Rarely Sometimes Always Question 37 - V my service(s), fa fter I leave a m Response Never Rarely Sometimes	8 get help when 6 3 14 60 8 My Service Cood d follows up w uld also be ref pports Coordir Frequency 5 3 10 66 8 When I call the they return my nessage. Frequency 1 6 16	2 Percen 7.2 3.6 16.9 72.3 3 rdinator ith me. (S erred to a hator.) Percen 6.0 3.6 11.9 78.6 4 agency w call with Percen 1.2 7.1 19.0	returns my Service as a Care t t t ho provides n 24 hours	Understand Question 34 - Wi who provide my within 24 hours a Response Never Rarely Sometimes Always Question 36 - Wi coordinates my 24 hours after I in Response Never Rarely Sometimes Always Question 38 - Wi Response Self Spouse Service Provider	8 nen I leave a me hands on assist after I leave a me Frequency 7 1 12 62 8 nen I call the per services, they re- eave a message Frequency 3 6 13 62 8 no is completing 54 7 0	3 ssage, the person(s) ance returns my call essage. Percent 8.5 1.2 14.6 75.6 2 rson or agency who turn my call within . Percent 3.6 7.1 15.5 73.8 4 this survey?
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