

OBRA Waiver - Annual Participants November 2012 Mailing

Annual Participants - Period Covered: 9/1/2011 - 8/31/12

Total Aging surveys mailed: 1486

Total Replies: 458

Reply rate: 31%

Q 1 I am able to help choose the service(s) that help me to stay in my home.

Response	Value	Frequency	Percent	Cum. Percent
YES		435	94.98	
NO		8	1.75	
NOT APPLICABLE I DON'T		11	2.40	
UNDERSTAND		3	0.66	
Total Valid	457	99.78	100.00	
Missing	1	0.22		
Total	458	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		439	95.85	
NO		12	2.62	
NOT APPLICABLE I DON'T		4	0.87	
UNDERSTAND		1	0.22	
Total Valid	456	99.56	100.00	
Missing	2	0.44		
Total	458	100.00		

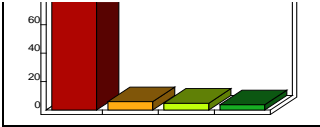
Q 3 I can choose the agency which provides my service(s).

Response	Value	Frequency	Percent	Cum. Percent
YES		424	92.58	
NO		15	3.28	
NOT APPLICABLE I DON'T		8	1.75	
UNDERSTAND		7	1.53	
Total Valid	454	99.13	100.00	
Missing	4	0.87		
Total	458	100.00		

Q 4 I know I can employ my own paid workers

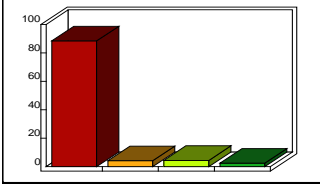
Response	Value	Frequency	Percent	Cum. Percent
YES		389	84.93	
NO		27	5.90	

NOT APPLICABLE I DON'T UNDERSTAND	22	4.80	
	17	3.71	
Total Valid	455	99.34	100.00
Missing	3	0.66	
Total	458	100.00	



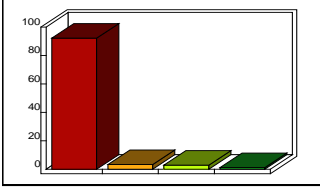
Q 5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES		405	88.43	
NO		19	4.15	
NOT APPLICABLE I DON'T UNDERSTAND		20	4.37	
		11	2.40	
Total Valid	455	99.34	100.00	
Missing	3	0.66		
Total	458	100.00		



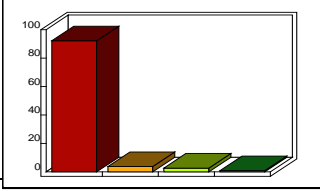
Q 6 I know who will be providing my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES		422	92.14	
NO		15	3.28	
NOT APPLICABLE I DON'T UNDERSTAND		13	2.84	
		5	1.09	
Total Valid	455	99.34	100.00	
Missing	3	0.66		
Total	458	100.00		



Q 7 I receive services that help keep me independent.

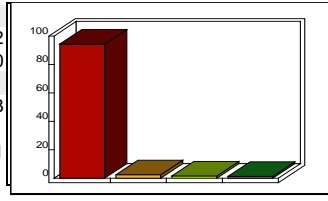
Response	Value	Frequency	Percent	Cum. Percent
YES		422	92.14	
NO		17	3.71	
NOT APPLICABLE I DON'T UNDERSTAND		12	2.62	
		4	0.87	
Total Valid	455	99.34	100.00	
Missing	3	0.66		
Total	458	100.00		



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

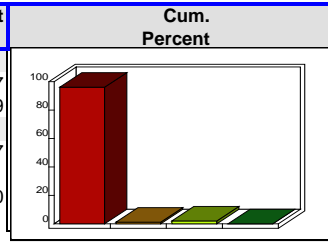
Response	Value	Frequency	Percent	Cum. Percent
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YES		432	94.32
NO		11	2.40
NOT APPLICABLE I DON'T		7	1.53
UNDERSTAND		6	1.31
Total Valid			
	456	99.56	100.00
Missing			
	2	0.44	
Total			
	458	100.00	



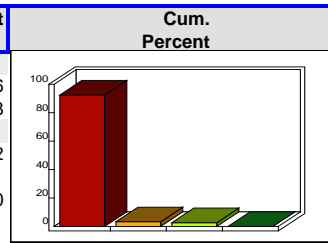
Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Value	Frequency	Percent	Cum. Percent
YES		440	96.07	
NO		5	1.09	
NOT APPLICABLE I DON'T		9	1.97	
UNDERSTAND		0	0.00	
Total Valid				
	454	99.13	100.00	
Missing				
	4	0.87		
Total				
	458	100.00		



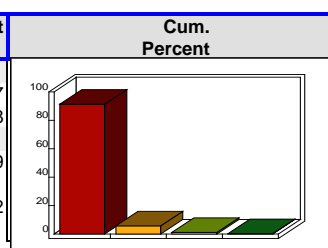
Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Value	Frequency	Percent	Cum. Percent
YES		423	92.36	
NO		15	3.28	
NOT APPLICABLE I DON'T		12	2.62	
UNDERSTAND		0	0.00	
Total Valid				
	450	98.25	100.00	
Missing				
	8	1.75		
Total				
	458	100.00		



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

Response	Value	Frequency	Percent	Cum. Percent
YES		418	91.27	
NO		26	5.68	
NOT APPLICABLE I DON'T		5	1.09	
UNDERSTAND		1	0.22	
Total Valid				
	450	98.25	100.00	
Missing				
	8	1.75		
Total				
	458	100.00		



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

Response	Value	Frequency	Percent	Cum. Percent
YES		409	89.30	
NO		27	5.90	
NOT APPLICABLE I DON'T		4	0.87	
UNDERSTAND		9	1.97	
Total Valid	449	98.03	100.00	
Missing	9	1.97		
Total	458	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		411	89.74	
NO		32	6.99	
NOT APPLICABLE I DON'T		4	0.87	
UNDERSTAND		4	0.87	
Total Valid	451	98.47	100.00	
Missing	7	1.53		
Total	458	100.00		

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

Response	Value	Frequency	Percent	Cum. Percent
YES		423	92.36	
NO		13	2.84	
NOT APPLICABLE I DON'T		11	2.40	
UNDERSTAND		1	0.22	
Total Valid	448	97.82	100.00	
Missing	10	2.18		
Total	458	100.00		

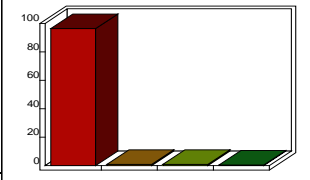
Q 15 Overall, I am satisfied with my Service Coordinator.

Response	Value	Frequency	Percent	Cum. Percent
YES		408	89.08	
NO		28	6.11	
NOT APPLICABLE I DON'T		5	1.09	
UNDERSTAND		5	1.09	
Total Valid	446	97.38	100.00	
Missing	12	2.62		

Total	458	100.00
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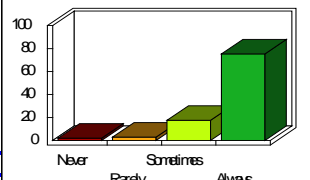
Q 16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

Response	Value	Frequency	Percent	Cum. Percent
YES		441	96.29	
NO		4	0.87	
NOT APPLICABLE		4	0.87	
I DON'T UNDERSTAND		2	0.44	
Total Valid	451	98.47	100.00	
Missing	7	1.53		
Total	458	100.00		



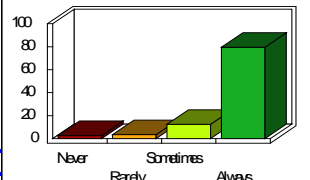
Q 17 I get help when I call with a problem.

Response	Value	Frequency	Percent	Cum. Percent
Never		9	1.97	
Rarely		13	2.84	
Sometimes		80	17.47	
Always		345	75.33	
Total Valid	447	97.60	100.00	
Missing	11	2.40		
Total	458	100.00		



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

Response	Value	Frequency	Percent	Cum. Percent
Never		12	2.62	
Rarely		16	3.49	
Sometimes		57	12.45	
Always		364	79.48	
Total Valid	449	98.03	100.00	
Missing	9	1.97		
Total	458	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 Percent
10 Excellent		234	51.43%
9		90	19.78%
8		54	11.87%
7		25	5.49%
6		12	2.64%
5		22	4.84%
4		5	1.10%
3		5	1.10%
2		2	0.44%
1 Very Poor		6	1.32%
Total Valid		455	100.00%