

COMMCARE Annual Satisfaction Survey November 2011

Filter: Waiver = COMMCARE

Total COMMCARE surveys mailed: 665

Total Replies: 144

Reply rate: 22%

Question 1: I help choose the service(s) that help me to stay in my home.

Response	Frequency	Percent	
Yes	28	19.7	
No	102	71.8	
Not Applicable	8	5.6	
I Don't Understand	4	2.8	
142			

Question 2: I need services which are not available.

Response	Frequency	Percent	
Yes	114	79.7	
No	11	7.7	
Not Applicable	13	9.1	
I Don't Understand	5	3.5	
143			

Question 3: I need to spend more time talking about my individual service plan.

Response	Frequency	Percent	
Yes	24	16.8	
No	109	76.2	
Not Applicable	4	2.8	
I Don't Understand	6	4.2	
143			

Question 4: Overall, my Service Coordinator meets my needs. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent	
Yes	123	86.6	
No	13	9.2	
Not Applicable	3	2.1	
I Don't Understand	3	2.1	
142			

Question 5: The person(s) who are paid to provide hands on assistance does the tasks they are supposed to.

Response	Frequency	Percent	
Yes	132	92.3	
No	5	3.5	
Not Applicable	5	3.5	
I Don't Understand	1	0.7	
143			

Question 6: I can choose the agency which provides my service(s).

Response	Frequency	Percent	
Yes	116	81.7	
No	13	9.2	
Not Applicable	6	4.2	
I Don't Understand	7	4.9	
142			

Question 7: Overall, I am satisfied with the amount of service(s) I get.

Response	Frequency	Percent	
Yes	130	90.3	
No	13	9.0	
Not Applicable	1	0.7	
I Don't Understand	0	0.0	
144			

Question 8: I can choose who coordinates my service(s).

Response	Frequency	Percent	
Yes	117	81.8	
No	16	11.2	
Not Applicable	5	3.5	
I Don't Understand	5	3.5	
143			

Question 9: I am involved with my service planning process.

Response	Frequency	Percent	
Yes	116	81.7	
No	17	12.0	
Not Applicable	4	2.8	
I Don't Understand	5	3.5	
142			

Question 10: I receive all of the services that I am supposed to.

Response	Frequency	Percent	
Yes	123	86.0	
No	14	9.8	
Not Applicable	0	0.0	
I Don't Understand	6	4.2	
143			

Question 11: I can choose the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	115	81.0	
No	16	11.3	
Not Applicable	9	6.3	
I Don't Understand	2	1.4	
142			

Question 12: I know who to talk to if I have a complaint.

Response	Frequency	Percent	
Yes	130	90.9	
No	11	7.7	
Not Applicable	1	0.7	
I Don't Understand	1	0.7	
143			

Question 13: Overall, I am satisfied with my ability to direct my own services.

Response	Frequency	Percent	
Yes	127	89.4	
No	5	3.5	
Not Applicable	7	4.9	
I Don't Understand	3	2.1	
			142

Question 14: The person(s) who are paid to provide hands on assistance stay as long as scheduled.

Response	Frequency	Percent	
Yes	132	91.7	
No	5	3.5	
Not Applicable	6	4.2	
I Don't Understand	1	0.7	
			144

Question 15: Overall, I am satisfied with the quality of the service(s) I get.

Response	Frequency	Percent	
Yes	134	93.1	
No	9	6.3	
Not Applicable	1	0.7	
I Don't Understand	0	0.0	
			144

Question 16: I get service(s) as often as I need it.

Response	Frequency	Percent	
Yes	122	85.9	
No	18	12.7	
Not Applicable	0	0.0	
I Don't Understand	2	1.4	
			142

Question 17: I need the person(s) who are paid to provide handson assistance to spend more time with me.

Response	Frequency	Percent	
Yes	31	21.7	
No	105	73.4	
Not Applicable	7	4.9	
I Don't Understand	0	0.0	
			143

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	
Yes	121	84.6	
No	18	12.6	
Not Applicable	1	0.7	
I Don't Understand	3	2.1	
			143

Question 19: I am familiar with the services I am scheduled to receive.

Response	Frequency	Percent	
Yes	128	88.9	
No	10	6.9	
Not Applicable	1	0.7	
I Don't Understand	5	3.5	
			144

Question 20: I know who will be providing my service(s).

Response	Frequency	Percent	
Yes	129	90.2	
No	10	7.0	
Not Applicable	1	0.7	
I Don't Understand	3	2.1	
			143

Question 21: The person(s) who are paid to provide hands on assistance have the training and skills they need to work with me.

Response	Frequency	Percent	
Yes	127	90.7	
No	7	5.0	
Not Applicable	5	3.6	
I Don't Understand	1	0.7	
			140

Question 22: Overall, I am satisfied with the type(s) of service(s) I get.

Response	Frequency	Percent	
Yes	129	90.2	
No	11	7.7	
Not Applicable	0	0.0	
I Don't Understand	3	2.1	
			143

Question 23: I am told in advance about changes in the schedule of the person(s) who are paid to provide hands on assistance.

Response	Frequency	Percent	
Yes	109	75.7	
No	14	9.7	
Not Applicable	20	13.9	
I Don't Understand	1	0.7	
			144

Question 24: The person(s) who are paid to provide hands on assistance listen to what I have to say.

Response	Frequency	Percent	
Yes	134	93.1	
No	3	2.1	
Not Applicable	6	4.2	
I Don't Understand	1	0.7	
			144

Question 25: My Service Coordinator helps me get needed services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent	
Yes	117	81.8	

Question 26: Service Coordination helps me. (Service Coordination could also be referred to as Care Management or Supports Coordination.)

Response	Frequency	Percent	
Yes	118	84.9	

No	16	11.2	
Not Applicable	1	0.7	
I Don't Understand	9	6.3	
		143	

No	12	8.6	
Not Applicable	3	2.2	
I Don't Understand	6	4.3	
		139	

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.

Response	Frequency	Percent	
Yes	14	9.9	
No	122	85.9	
Not Applicable	6	4.2	
I Don't Understand	0	0.0	
		142	

Response	Frequency	Percent	
Yes	128	92.8	
No	6	4.3	
Not Applicable	2	1.4	
I Don't Understand	2	1.4	
		138	

Question 29: Overall, the person(s) who are paid to provide hands on assistance treat me with dignity.

Question 30: The person(s) who are paid to provide hands on assistance give me privacy when needed.

Response	Frequency	Percent	
Never	4	2.8	
Rarely	2	1.4	
Sometimes	10	7.0	
Always	126	88.7	
		142	

Response	Frequency	Percent	
Never	5	3.6	
Rarely	0	0.0	
Sometimes	17	12.1	
Always	118	84.3	
		140	

Question 31: The person(s) who is paid to provide hands on assistance arrives late.

Question 32: My Service Coordinator returns my phone calls and 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	Frequency	Percent	
Never	71	51.1	
Rarely	47	33.8	
Sometimes	18	12.9	
Always	3	2.2	
		139	

Response	Frequency	Percent	
Never	3	2.8	
Rarely	3	2.8	
Sometimes	20	18.5	
Always	82	75.9	
		108	

Question 33: The person(s) who are paid to provide hands on assistance treat me with respect.

Question 34: The person(s) who are paid to provide hands on assistance says things in a way I can understand.

Response	Frequency	Percent	
Never	10	7.0	
Rarely	0	0.0	
Sometimes	6	4.2	
Always	126	88.7	
		142	

Response	Frequency	Percent	
Never	10	7.1	
Rarely	0	0.0	
Sometimes	21	14.9	
Always	110	78.0	
		141	

Question 35: Overall, the person(s) who are paid to provide hands on assistance meet my needs.

Who is completing this survey?

Response	Frequency	Percent	
Never	9	6.4	
Rarely	2	1.4	
Sometimes	12	8.5	
Always	118	83.7	
		141	

Response	Frequency	Percent	
Self	63	48.1	
Spouse/Family	41	31.3	
Service Provider	4	3.1	
Friend	5	3.8	
Other	18	13.7	
		131	