

# COMMCARE - January 2014 Annual Participant Replies

Total COMMCARE surveys mailed: 547

Total Replies: 152

Reply rate: 28%

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

Response	Frequency	Percent	
YES	138	90.79	
NO	4	2.63	
NOT APPLICABLE	8	5.26	
I DON'T UNDERSTAND	2	1.32	
<b>Total</b>	<b>152</b>		

**Q2 I know who to talk to if I have questions, concerns, or complaints about my services.**

Response	Frequency	Percent	
YES	143	94.08	
NO	7	4.61	
NOT APPLICABLE	1	0.66	
I DON'T UNDERSTAND	0	0.00	
<b>Total</b>	<b>151</b>		

**Q3 I can choose the agency which provides my service(s).**

Response	Frequency	Percent	
YES	136	89.47	
NO	6	3.95	
NOT APPLICABLE	5	3.29	
I DON'T UNDERSTAND	2	1.32	
<b>Total</b>	<b>149</b>		

**Q4 I know I can employ my own paid workers.**

Response	Frequency	Percent	
YES	114	75.00	
NO	15	9.87	
NOT APPLICABLE	19	12.50	
I DON'T UNDERSTAND	3	1.97	
<b>Total</b>	<b>151</b>		

**Q5 I can choose the person(s) who provide my services (my paid worker).**

Response	Frequency	Percent	
YES	135	88.82	
NO	10	6.58	
NOT APPLICABLE	6	3.95	
I DON'T UNDERSTAND	0	0.00	
<b>Total</b>	<b>151</b>		

**Q6 I know who will be providing my services (my paid worker).**

Response	Frequency	Percent	
YES	128	84.21	
NO	8	5.26	
NOT APPLICABLE	12	7.89	
I DON'T UNDERSTAND	1	0.66	
<b>Total</b>	<b>149</b>		

**Q7 I receive services that help keep me independent.**

Response	Frequency	Percent	
YES	143	94.08	
NO	2	1.32	
NOT APPLICABLE	6	3.95	
I DON'T UNDERSTAND	0	0.00	
<b>Total</b>	<b>151</b>		

**Q8 I am involved with the choices related to the development of my Individual Service Plan.**

Response	Frequency	Percent	
YES	136	89.47	
NO	7	4.61	
NOT APPLICABLE	4	2.63	
I DON'T UNDERSTAND	3	1.97	
<b>Total</b>	<b>150</b>		

**Q9 Overall, the paid workers who provide my services treat me with respect and dignity.**

Response	Frequency	Percent	
YES	144	94.74	
NO	3	1.97	
NOT APPLICABLE	2	1.32	
I DON'T UNDERSTAND	1	0.66	

**Q10 Are you satisfied your paid worker(s) know how to provide services for you?**

Response	Frequency	Percent	
YES	135	88.82	
NO	10	6.58	
NOT APPLICABLE	4	2.63	
I DON'T UNDERSTAND	0	0.00	

Total	150		Total	149	
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**Q11 Overall, I am satisfied with the type(s) of service(s) I get.**

Response	Frequency	Percent	
YES	137	90.13	
NO	9	5.92	
NOT APPLICABLE	2	1.32	
I DON'T UNDERSTAND	0	0.00	
Total	148		

**Q12 I receive all of the services that are in my Individual Service Plan.**

Response	Frequency	Percent	
YES	151	99.34	
NO	0	0.00	
NOT APPLICABLE	0	0.00	
I DON'T UNDERSTAND	0	0.00	
Total	151		

**Q13 Overall, I am satisfied that my Individual Service Plan meets my needs.**

Response	Frequency	Percent	
YES	136	89.47	
NO	11	7.24	
NOT APPLICABLE	3	1.97	
I DON'T UNDERSTAND	0	0.00	
Total	150		

**Q14 Overall, I am satisfied with my paid worker(s) who provide my services.**

Response	Frequency	Percent	
YES	138	90.79	
NO	7	4.61	
NOT APPLICABLE	3	1.97	
I DON'T UNDERSTAND	2	1.32	
Total	150		

**Q15 Overall, I am satisfied with my Service Coordinator.**

Response	Frequency	Percent	
YES	134	88.16	
NO	10	6.58	
NOT APPLICABLE	2	1.32	
I DON'T UNDERSTAND	3	1.97	
Total	149		

**Q16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.**

Response	Frequency	Percent	
YES	140	92.11	
NO	8	5.26	
NOT APPLICABLE	3	1.97	
I DON'T UNDERSTAND	0	0.00	
Total	151		

**Q17 I get help when I call with a problem.**

Response	Frequency	Percent	
Never	5	3.29	
Rarely	4	2.63	
Sometimes	23	15.13	
Always	116	76.32	
Total	148		

**Q18 My Service Coordinator returns my phone calls and follows up with me.**

Response	Frequency	Percent	
Never	4	2.63	
Rarely	4	2.63	
Sometimes	25	16.45	
Always	112	73.68	
Total	145		

**Q19 Overall Satisfaction**

Response	Frequency	Percent	
Unacceptable	2	1.32	
Poor	3	1.97	
Fair	7	4.61	
Good	9	5.92	
Very Good	39	25.66	
Excellent	90	59.21	
Total	150		