

# Independence Annual Satisfaction Survey November 2011

Filter: Waiver = Independence

**Total Independence surveys mailed: 2089**

**Total Replies: 555**

**Reply rate: 27%**

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

**Question 2: I need services which are not available.**

Response	Frequency	Percent	
Yes	134	24.7	
No	360	66.3	
Not Applicable	31	5.7	
I Don't Understand	18	3.3	
543			

Response	Frequency	Percent	
Yes	503	91.1	
No	32	5.8	
Not Applicable	11	2.0	
I Don't Understand	6	1.1	
552			

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

**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	106	19.4	
No	416	76.1	
Not Applicable	14	2.6	
I Don't Understand	11	2.0	
547			

Response	Frequency	Percent	
Yes	484	88.0	
No	56	10.2	
Not Applicable	2	0.4	
I Don't Understand	8	1.5	
550			

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

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

Response	Frequency	Percent	
Yes	525	94.8	
No	22	4.0	
Not Applicable	5	0.9	
I Don't Understand	2	0.4	
554			

Response	Frequency	Percent	
Yes	508	91.5	
No	21	3.8	
Not Applicable	7	1.3	
I Don't Understand	19	3.4	
555			

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

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

Response	Frequency	Percent	
Yes	488	87.9	
No	62	11.2	
Not Applicable	1	0.2	
I Don't Understand	4	0.7	
555			

Response	Frequency	Percent	
Yes	428	77.5	
No	83	15.0	
Not Applicable	10	1.8	
I Don't Understand	31	5.6	
552			

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

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

Response	Frequency	Percent	
Yes	480	86.6	
No	47	8.5	
Not Applicable	8	1.4	
I Don't Understand	19	3.4	
554			

Response	Frequency	Percent	
Yes	475	86.7	
No	54	9.9	
Not Applicable	1	0.2	
I Don't Understand	18	3.3	
548			

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

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

Response	Frequency	Percent	
Yes	502	90.8	
No	38	6.9	
Not Applicable	6	1.1	
I Don't Understand	7	1.3	
553			

Response	Frequency	Percent	
Yes	507	92.0	
No	41	7.4	
Not Applicable	1	0.2	
I Don't Understand	2	0.4	
551			

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

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

Response	Frequency	Percent	
Yes	493	90.1	
No	33	6.0	
Not Applicable	8	1.5	
I Don't Understand	13	2.4	

Response	Frequency	Percent	
Yes	522	94.9	
No	18	3.3	
Not Applicable	8	1.5	
I Don't Understand	2	0.4	

Understand

547

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

Response	Frequency	Percent
Yes	507	92.7
No	36	6.6
Not Applicable	2	0.4
I Don't	2	0.4

547

Understand

550

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

Response	Frequency	Percent
Yes	469	87.0
No	62	11.5
Not Applicable	4	0.7
I Don't	4	0.7

539

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

Response	Frequency	Percent
Yes	163	30.1
No	352	65.1
Not Applicable	14	2.6
I Don't	12	2.2

541

**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	478	87.7
No	59	10.8
Not Applicable	4	0.7
I Don't	4	0.7

545

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

Response	Frequency	Percent
Yes	504	92.3
No	31	5.7
Not Applicable	6	1.1
I Don't	5	0.9

546

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

Response	Frequency	Percent
Yes	517	94.5
No	25	4.6
Not Applicable	1	0.2
I Don't	4	0.7

547

**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	514	93.6
No	26	4.7
Not Applicable	5	0.9
I Don't	4	0.7

549

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

Response	Frequency	Percent
Yes	506	92.5
No	36	6.6
Not Applicable	3	0.5
I Don't	2	0.4

547

**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	459	83.9
No	55	10.1
Not Applicable	25	4.6
I Don't	8	1.5

547

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

Response	Frequency	Percent
Yes	518	95.0
No	20	3.7
Not Applicable	5	0.9
I Don't	2	0.4

545

**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	484	89.0
No	45	8.3
Not Applicable	8	1.5
I Don't	7	1.3

544

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

Response	Frequency	Percent
Yes	481	88.1
No	43	7.9
Not Applicable	9	1.6
I Don't	13	2.4

546

**Question 27: During the past month, I have gone without service(s) when I needed it.**

Response	Frequency	Percent
Yes	67	12.1
No	469	84.8
Not Applicable	12	2.2
I Don't	5	0.9

553

**Question 28: I know how to report abuse, neglect or exploitation, including the use of restraints and other restrictions.**

Response	Frequency	Percent
Yes	520	94.4
No	21	3.8
Not Applicable	5	0.9
I Don't	5	0.9

551

**Question 29: Overall, the person(s) who are paid to**

**Question 30: The person(s) who are paid to provide hands on**

provide hands on assistance treat me with dignity.

assistance give me privacy when needed.

Response	Frequency	Percent
Never	18	3.3
Rarely	3	0.5
Sometimes	26	4.7
Always	505	91.5
552		

Response	Frequency	Percent
Never	18	3.3
Rarely	5	0.9
Sometimes	21	3.8
Always	506	92.0
550		

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	327	59.9
Rarely	137	25.1
Sometimes	71	13.0
Always	11	2.0
546		

Response	Frequency	Percent
Never	32	6.3
Rarely	14	2.7
Sometimes	70	13.7
Always	395	77.3
511		

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	24	4.4
Rarely	3	0.5
Sometimes	21	3.8
Always	503	91.3
551		

Response	Frequency	Percent
Never	33	6.0
Rarely	9	1.6
Sometimes	26	4.7
Always	484	87.7
552		

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	20	3.6
Rarely	9	1.6
Sometimes	38	6.9
Always	484	87.8
551		

Response	Frequency	Percent
Self	350	68.6
Spouse/Family	86	16.9
Service Provider	10	2.0
Friend	41	8.0
Other	23	4.5
510		