

Independence New Participant Satisfaction Survey March 2012

Filter: Funding Source Name = Independence

Total Independence surveys mailed: 359

Total Replies: 80

Reply rate: 22%

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

Question 2 - My Service Coordinator helps me get my services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Response	Frequency	Percent	
Yes	70	87.5	
No	7	8.8	
Not Applicable	2	2.5	
I Don't Understand	1	1.3	
80			

Response	Frequency	Percent	
Yes	65	83.3	
No	6	7.7	
Not Applicable	1	1.3	
I Don't Understand	6	7.7	
78			

Question 3 - I was given clear information about choosing my service(s).

Question 4 - I am satisfied with how long it took to begin getting service(s).

Response	Frequency	Percent	
Yes	68	85.0	
No	8	10.0	
Not Applicable	3	3.8	
I Don't Understand	1	1.3	
80			

Response	Frequency	Percent	
Yes	39	48.8	
No	41	51.3	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
80			

Question 5 - I need service(s) which are not available.

Question 6 - I was given enough information about who coordinates my service(s).

Response	Frequency	Percent	
Yes	32	40.5	
No	39	49.4	
Not Applicable	4	5.1	
I Don't Understand	4	5.1	
79			

Response	Frequency	Percent	
Yes	65	81.3	
No	15	18.8	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
80			

Question 7 - I am familiar with my individual service plan.

Question 8 - I know who to talk to if I have questions or concerns about my services.

Response Frequency Percent

Response Frequency Percent

Yes	59	73.8	
No	16	20.0	
Not Applicable	1	1.3	
I Don't Understand	4	5.0	

80

Yes	66	82.5	
No	13	16.3	
Not Applicable	0	0.0	
I Don't Understand	1	1.3	

80

Question 9 - I can choose the agency which provides my service(s).

Question 10 - I was given enough information about choosing the agency which provides my services.

Response	Frequency	Percent	
Yes	70	88.6	
No	5	6.3	
Not Applicable	0	0.0	
I Don't Understand	4	5.1	

79

Response	Frequency	Percent	
Yes	60	75.0	
No	14	17.5	
Not Applicable	5	6.3	
I Don't Understand	1	1.3	

80

Question 11 - I need service(s) more often than I get them.

Question 12 - I can choose who coordinates my service(s).

Response	Frequency	Percent	
Yes	30	37.5	
No	41	51.3	
Not Applicable	6	7.5	
I Don't Understand	3	3.8	

80

Response	Frequency	Percent	
Yes	64	80.0	
No	12	15.0	
Not Applicable	1	1.3	
I Don't Understand	3	3.8	

80

Question 13 - I was given clear information about choosing the agency which provides my service(s).

Question 14 - I can choose the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	63	78.8	
No	16	20.0	
Not Applicable	1	1.3	
I Don't Understand	0	0.0	

80

Response	Frequency	Percent	
Yes	67	83.8	
No	13	16.3	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	

80

Question 15 - I know who to talk to if I have a complaint.

Question 16 - I would like changes to my individual service plan.

Response	Frequency	Percent	
Yes	64	81.0	
No	14	17.7	

Response	Frequency	Percent	
Yes	11	14.1	
No	59	75.6	

Not Applicable	0	0.0	
I Don't Understand	1	1.3	
			79

Not Applicable	0	0.0	
I Don't Understand	8	10.3	
			78

Question 17 - I was given clear information about choosing who coordinates my service(s).

Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)

Response	Frequency	Percent	
Yes	65	82.3	
No	13	16.5	
Not Applicable	0	0.0	
I Don't Understand	1	1.3	
			79

Response	Frequency	Percent	
Yes	62	78.5	
No	10	12.7	
Not Applicable	2	2.5	
I Don't Understand	5	6.3	
			79

Question 19 - I know who will be providing my service(s).

Question 20 - I was given enough information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	71	89.9	
No	6	7.6	
Not Applicable	2	2.5	
I Don't Understand	0	0.0	
			79

Response	Frequency	Percent	
Yes	61	76.3	
No	12	15.0	
Not Applicable	5	6.3	
I Don't Understand	2	2.5	
			80

Question 21 - I am involved with my individual service planning process.

Question 22 - I was given clear information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent	
Yes	63	78.8	
No	8	10.0	
Not Applicable	3	3.8	
I Don't Understand	6	7.5	
			80

Response	Frequency	Percent	
Yes	62	77.5	
No	13	16.3	
Not Applicable	4	5.0	
I Don't Understand	1	1.3	
			80

Question 23 - Overall, I am satisfied with the amount of service(s) I get.

Question 24 - Overall, I am satisfied with the agency which provides my service(s).

Response	Frequency	Percent	
Yes	60	75.9	
No	17	21.5	
Not Applicable	2	2.5	

Response	Frequency	Percent	
Yes	67	83.8	
No	7	8.8	
Not Applicable	5	6.3	

I Don't Understand	0	0.0	
			79

I Don't Understand	1	1.3	
			80

Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.

Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.

Response	Frequency	Percent	
Yes	65	81.3	
No	8	10.0	
Not Applicable	6	7.5	
I Don't Understand	1	1.3	
			80

Response	Frequency	Percent	
Yes	66	82.5	
No	6	7.5	
Not Applicable	4	5.0	
I Don't Understand	4	5.0	
			80

Question 27 - Overall, I am satisfied with who coordinates my service(s).

Question 28 - Overall, I am satisfied that my individual service plan meets my needs.

Response	Frequency	Percent	
Yes	69	87.3	
No	8	10.1	
Not Applicable	0	0.0	
I Don't Understand	2	2.5	
			79

Response	Frequency	Percent	
Yes	64	80.0	
No	13	16.3	
Not Applicable	1	1.3	
I Don't Understand	2	2.5	
			80

Question 29 - Overall, I am satisfied with the person(s) who provide my hands on assistance.

Question 30 - 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	68	85.0	
No	7	8.8	
Not Applicable	4	5.0	
I Don't Understand	1	1.3	
			80

Response	Frequency	Percent	
Yes	66	84.6	
No	10	12.8	
Not Applicable	0	0.0	
I Don't Understand	2	2.6	
			78

Question 31 - Overall, I am satisfied with my Service Coordinator. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

Question 32 - I know how to report abuse, neglect or exploitation including the use of restraints and other restrictions.

Response	Frequency	Percent	
Yes	65	82.3	

Response	Frequency	Percent	
Yes	69	86.3	

No	9	11.4	
Not Applicable	2	2.5	
I Don't Understand	3	3.8	

79

No	9	11.3	
Not Applicable	1	1.3	
I Don't Understand	1	1.3	

80

Question 33 - I get help when I call with a problem.

Question 34 - When I leave a message, the person(s) who provide my hands on assistance returns my call within 24 hours after I leave a message.

Response	Frequency	Percent	
Never	2	2.6	
Rarely	3	3.9	
Sometimes	12	15.6	
Always	60	77.9	

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Response	Frequency	Percent	
Never	6	7.8	
Rarely	5	6.5	
Sometimes	8	10.4	
Always	58	75.3	

77

Question 35 - 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.)

Question 36 - When I call the person or agency who coordinates my services, they return my call within 24 hours after I leave a message.

Response	Frequency	Percent	
Never	5	6.6	
Rarely	3	3.9	
Sometimes	8	10.5	
Always	60	78.9	

76

Response	Frequency	Percent	
Never	5	6.5	
Rarely	4	5.2	
Sometimes	6	7.8	
Always	62	80.5	

77

Question 37 - When I call the agency who provides my service(s), they return my call within 24 hours after I leave a message.

Question 38 - Who is completing this survey?

Response	Frequency	Percent	
Never	4	5.3	
Rarely	4	5.3	
Sometimes	7	9.2	
Always	61	80.3	

76

Response	Frequency	Percent	
Self	56	74.7	
Spouse	3	4.0	
Service Provider	3	4.0	
Friend	5	6.7	
Other	8	10.7	

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