

## Independence Waiver - January 2014 Annual Participant Replies

Total Independence surveys mailed: 2000

Total Replies: 618

Reply rate: 31%

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

Response	Frequency	Percent
YES	585	93.75
NO	16	2.56
NOT APPLICABLE	7	1.12
I DON'T UNDERSTAND	10	1.60
<b>Total</b>	<b>618</b>	

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

Response	Frequency	Percent
YES	579	92.79
NO	29	4.65
NOT APPLICABLE	5	0.80
I DON'T UNDERSTAND	4	0.64
<b>Total</b>	<b>617</b>	

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

Response	Frequency	Percent
YES	579	92.79
NO	18	2.88
NOT APPLICABLE	7	1.12
I DON'T UNDERSTAND	13	2.08
<b>Total</b>	<b>617</b>	

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

Response	Frequency	Percent
YES	534	85.58
NO	42	6.73
NOT APPLICABLE	13	2.08
I DON'T UNDERSTAND	26	4.17
<b>Total</b>	<b>615</b>	

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

Response	Frequency	Percent
YES	577	92.47
NO	16	2.56
NOT APPLICABLE	10	1.60
I DON'T UNDERSTAND	14	2.24
<b>Total</b>	<b>617</b>	

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

Response	Frequency	Percent
YES	582	93.27
NO	11	1.76
NOT APPLICABLE	12	1.92
I DON'T UNDERSTAND	12	1.92
<b>Total</b>	<b>617</b>	

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

Response	Frequency	Percent
YES	588	94.23
NO	8	1.28
NOT APPLICABLE	13	2.08
I DON'T UNDERSTAND	9	1.44
<b>Total</b>	<b>618</b>	

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

Response	Frequency	Percent
YES	549	87.98
NO	24	3.85
NOT APPLICABLE	11	1.76
I DON'T UNDERSTAND	34	5.45
<b>Total</b>	<b>618</b>	

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

Response	Frequency	Percent
YES	598	95.83
NO	6	0.96
NOT APPLICABLE	8	1.28
I DON'T UNDERSTAND	6	0.96
<b>Total</b>	<b>618</b>	

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

Response	Frequency	Percent
YES	579	92.79
NO	21	3.37
NOT APPLICABLE	5	0.80
I DON'T UNDERSTAND	5	0.80
<b>Total</b>	<b>610</b>	

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

Response	Frequency	Percent
YES	585	93.75
NO	18	2.88

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

Response	Frequency	Percent
YES	605	96.96
NO	0	0.00

NOT APPLICABLE I DON'T UNDERSTAND	5	0.80		NOT APPLICABLE I DON'T UNDERSTAND	0	0.00	
	4	0.64			0	0.00	
<b>Total</b>	<b>612</b>			<b>Total</b>	<b>605</b>		

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

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

Response	Frequency	Percent		Response	Frequency	Percent	
YES	567	90.87		YES	586	93.91	
NO	28	4.49		NO	13	2.08	
NOT APPLICABLE I DON'T UNDERSTAND	3	0.48		NOT APPLICABLE I DON'T UNDERSTAND	5	0.80	
	7	1.12			5	0.80	
<b>Total</b>	<b>605</b>			<b>Total</b>	<b>609</b>		

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

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

Response	Frequency	Percent		Response	Frequency	Percent	
YES	560	89.74		YES	577	92.47	
NO	34	5.45		NO	21	3.37	
NOT APPLICABLE I DON'T UNDERSTAND	5	0.80		NOT APPLICABLE I DON'T UNDERSTAND	6	0.96	
	7	1.12			6	0.96	
<b>Total</b>	<b>606</b>			<b>Total</b>	<b>610</b>		

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

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

Response	Frequency	Percent		Response	Frequency	Percent	
Never	11	1.76		Never	17	2.72	
Rarely	17	2.72		Rarely	16	2.56	
Sometimes	107	17.15		Sometimes	64	10.26	
Always	469	75.16		Always	505	80.93	
<b>Total</b>	<b>604</b>			<b>Total</b>	<b>602</b>		

**Q19 Overall Satisfaction**

Response	Frequency	Percent	
Unacceptable	3	0.48	
Poor	7	1.12	
Fair	23	3.69	
Good	53	8.49	
Very Good	138	22.12	
Excellent	383	61.38	
<b>Total</b>	<b>607</b>		