

ACW New Participant Satisfaction Survey November 2011

Filter: Waiver = Attendant Care

Total ACW surveys mailed: 210

Total Replies: 61

Reply rate: 29%

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	59	96.7	
No	0	0.0	
Not Applicable	1	1.6	
I Don't	1	1.6	
Understand			
61			

Response	Frequency	Percent	
Yes	52	85.2	
No	4	6.6	
Not Applicable	2	3.3	
I Don't	3	4.9	
Understand			
61			

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	59	98.3	
No	0	0.0	
Not Applicable	0	0.0	
I Don't	1	1.7	
Understand			
60			

Response	Frequency	Percent	
Yes	39	63.9	
No	21	34.4	
Not Applicable	1	1.6	
I Don't	0	0.0	
Understand			
61			

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	17	28.3	
No	35	58.3	
Not Applicable	6	10.0	
I Don't	2	3.3	
Understand			
60			

Response	Frequency	Percent	
Yes	58	95.1	
No	1	1.6	
Not Applicable	2	3.3	
I Don't	0	0.0	
Understand			
61			

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	
Yes	57	93.4	
No	3	4.9	
Not Applicable	0	0.0	
I Don't	1	1.6	
Understand			
61			

Response	Frequency	Percent	
Yes	56	93.3	
No	2	3.3	
Not Applicable	2	3.3	
I Don't	0	0.0	
Understand			
60			

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	56	91.8	
No	4	6.6	
Not Applicable	0	0.0	
I Don't	1	1.6	
Understand			
61			

Response	Frequency	Percent	
Yes	54	90.0	
No	4	6.7	
Not Applicable	1	1.7	
I Don't	1	1.7	
Understand			
60			

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	20	33.9	
No	37	62.7	
Not Applicable	1	1.7	
I Don't	1	1.7	
Understand			
59			

Response	Frequency	Percent	
Yes	49	84.5	
No	6	10.3	
Not Applicable	0	0.0	
I Don't	3	5.2	
Understand			
58			

Question 13 - I was given clear information about

Question 14 - I can choose the person(s) who provide

choosing the agency which provides my service(s).

my hands on assistance.

Response	Frequency	Percent
Yes	55	96.5
No	2	3.5
Not Applicable	0	0.0
I Don't	0	0.0
Understand		

57

Response	Frequency	Percent
Yes	55	93.2
No	1	1.7
Not Applicable	1	1.7
I Don't	2	3.4
Understand		

59

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	53	89.8
No	5	8.5
Not Applicable	1	1.7
I Don't	0	0.0
Understand		

59

Response	Frequency	Percent
Yes	8	13.6
No	49	83.1
Not Applicable	2	3.4
I Don't	0	0.0
Understand		

59

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	50	86.2
No	4	6.9
Not Applicable	2	3.4
I Don't	2	3.4
Understand		

58

Response	Frequency	Percent
Yes	52	88.1
No	3	5.1
Not Applicable	2	3.4
I Don't	2	3.4
Understand		

59

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	53	94.6
No	3	5.4
Not Applicable	0	0.0
I Don't	0	0.0
Understand		

56

Response	Frequency	Percent
Yes	52	88.1
No	4	6.8
Not Applicable	3	5.1
I Don't	0	0.0
Understand		

59

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	48	81.4
No	6	10.2
Not Applicable	2	3.4
I Don't	3	5.1
Understand		

59

Response	Frequency	Percent
Yes	52	88.1
No	3	5.1
Not Applicable	3	5.1
I Don't	1	1.7
Understand		

59

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	49	83.1
No	8	13.6
Not Applicable	2	3.4
I Don't	0	0.0
Understand		

59

Response	Frequency	Percent
Yes	55	96.5
No	2	3.5
Not Applicable	0	0.0
I Don't	0	0.0
Understand		

57

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	52	89.7
No	5	8.6
Not Applicable	0	0.0
I Don't	1	1.7
Understand		

Response	Frequency	Percent
Yes	52	89.7
No	2	3.4
Not Applicable	2	3.4
I Don't	2	3.4
Understand		

58

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

Response	Frequency	Percent
Yes	54	94.7
No	2	3.5
Not Applicable	1	1.8
I Don't Understand	0	0.0

57

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

Response	Frequency	Percent
Yes	54	93.1
No	1	1.7
Not Applicable	2	3.4
I Don't Understand	1	1.7

58

Question 31 - 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	55	94.8
No	3	5.2
Not Applicable	0	0.0
I Don't Understand	0	0.0

58

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

Response	Frequency	Percent
Never	5	8.9
Rarely	1	1.8
Sometimes	5	8.9
Always	45	80.4

56

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.)

Response	Frequency	Percent
Never	3	5.3
Rarely	2	3.5
Sometimes	4	7.0
Always	48	84.2

57

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

Response	Frequency	Percent
Never	3	5.0
Rarely	1	1.7
Sometimes	1	1.7
Always	55	91.7

60

58

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

Response	Frequency	Percent
Yes	52	89.7
No	6	10.3
Not Applicable	0	0.0
I Don't Understand	0	0.0

58

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	51	87.9
No	7	12.1
Not Applicable	0	0.0
I Don't Understand	0	0.0

58

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

Response	Frequency	Percent
Yes	57	98.3
No	0	0.0
Not Applicable	1	1.7
I Don't Understand	0	0.0

58

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	4	7.0
Rarely	0	0.0
Sometimes	9	15.8
Always	44	77.2

57

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	3	5.0
Rarely	1	1.7
Sometimes	6	10.0
Always	50	83.3

60

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	45	75.0
Spouse	2	3.3
Service Provider	2	3.3
Friend	6	10.0
Other	5	8.3

60