

ACW Annual Participant Satisfaction Survey November 2011

Filter: Waiver = Attendant Care

Total Attendant Care surveys mailed: 2015

Total Replies: 529

Reply rate: 26%

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	138	26.6
No	326	62.9
Not Applicable	31	6.0
I Don't Understand	23	4.4

518

Response	Frequency	Percent
Yes	482	91.5
No	20	3.8
Not Applicable	12	2.3
I Don't Understand	13	2.5

527

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	99	19.1
No	390	75.1
Not Applicable	18	3.5
I Don't Understand	12	2.3

519

Response	Frequency	Percent
Yes	476	90.5
No	40	7.6
Not Applicable	2	0.4
I Don't Understand	8	1.5

526

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	506	96.9
No	14	2.7
Not Applicable	2	0.4
I Don't Understand	0	0.0

522

Response	Frequency	Percent
Yes	480	91.6
No	17	3.2
Not Applicable	10	1.9
I Don't Understand	17	3.2

524

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	454	86.5
No	67	12.8
Not Applicable	1	0.2
I Don't Understand	3	0.6

525

Response	Frequency	Percent
Yes	365	70.9
No	98	19.0
Not Applicable	21	4.1
I Don't Understand	30	5.8

514

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	465	88.9
No	29	5.5
Not Applicable	10	1.9
I Don't Understand	19	3.6

523

Response	Frequency	Percent
Yes	455	86.0
No	43	8.1
Not Applicable	7	1.3
I Don't Understand	24	4.5

529

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	491	93.2
No	28	5.3
Not Applicable	2	0.4
I Don't Understand	6	1.1

527

Response	Frequency	Percent
Yes	483	92.9
No	33	6.3
Not Applicable	4	0.8
I Don't Understand	0	0.0

520

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	480	93.6
No	18	3.5

Response	Frequency	Percent
Yes	506	97.7
No	8	1.5

Not Applicable 6 1.2
 I Don't 9 1.8
 Understand

513

Not Applicable 1 0.2
 I Don't 3 0.6
 Understand

518

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

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

Response	Frequency	Percent
Yes	491	95.0
No	25	4.8
Not Applicable	1	0.2
I Don't	0	0.0
Understand		

517

Response	Frequency	Percent
Yes	434	84.3
No	62	12.0
Not Applicable	10	1.9
I Don't	9	1.7
Understand		

515

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

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	176	34.5
No	316	62.0
Not Applicable	10	2.0
I Don't	8	1.6
Understand		

510

Response	Frequency	Percent
Yes	469	90.5
No	38	7.3
Not Applicable	4	0.8
I Don't	7	1.4
Understand		

518

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

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

Response	Frequency	Percent
Yes	493	95.2
No	17	3.3
Not Applicable	2	0.4
I Don't	6	1.2
Understand		

518

Response	Frequency	Percent
Yes	488	95.1
No	20	3.9
Not Applicable	1	0.2
I Don't	4	0.8
Understand		

513

Question 21: The person(s) who are paid to provide hands on assistance have the training and skills they need to work with me.

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

Response	Frequency	Percent
Yes	491	95.0
No	16	3.1
Not Applicable	4	0.8
I Don't	6	1.2
Understand		

517

Response	Frequency	Percent
Yes	493	95.4
No	20	3.9
Not Applicable	0	0.0
I Don't	4	0.8
Understand		

517

Question 23: I am told in advance about changes in the schedule of the person(s) who are paid to provide hands on assistance.

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

Response	Frequency	Percent
Yes	436	84.2
No	40	7.7
Not Applicable	34	6.6
I Don't	8	1.5
Understand		

518

Response	Frequency	Percent
Yes	502	96.7
No	12	2.3
Not Applicable	0	0.0
I Don't	5	1.0
Understand		

519

Question 25: My Service Coordinator helps me get needed services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)

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

Response	Frequency	Percent
Yes	455	87.7
No	44	8.5
Not Applicable	12	2.3
I Don't	8	1.5
Understand		

519

Response	Frequency	Percent
Yes	445	86.6
No	40	7.8
Not Applicable	12	2.3
I Don't	17	3.3
Understand		

514

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

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

Response	Frequency	Percent
Yes	67	12.8

Response	Frequency	Percent
Yes	491	94.8

No	436	83.5	No	18	3.5
Not Applicable	17	3.3	Not Applicable	5	1.0
I Don't Understand	2	0.4	I Don't Understand	4	0.8
522			518		

Question 29: Overall, the person(s) who are paid to provide hands on assistance treat me with dignity.

Question 30: The person(s) who are paid to provide hands on assistance give me privacy when needed.

Response	Frequency	Percent
Never	17	3.2
Rarely	1	0.2
Sometimes	13	2.5
Always	495	94.1
526		

Response	Frequency	Percent
Never	23	4.4
Rarely	2	0.4
Sometimes	15	2.9
Always	485	92.4
525		

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	323	62.2
Rarely	131	25.2
Sometimes	46	8.9
Always	19	3.7
519		

Response	Frequency	Percent
Never	38	7.9
Rarely	21	4.3
Sometimes	61	12.6
Always	364	75.2
484		

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	21	4.0
Rarely	1	0.2
Sometimes	17	3.3
Always	483	92.5
522		

Response	Frequency	Percent
Never	44	8.5
Rarely	5	1.0
Sometimes	22	4.2
Always	449	86.3
520		

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	23	4.4
Rarely	5	1.0
Sometimes	28	5.4
Always	464	89.2
520		

Response	Frequency	Percent
Self	407	80.4
Spouse/Family	50	9.9
Service Provider	9	1.8
Friend	28	5.5
Other	12	2.4
506		