

# New ACW Participant Satisfaction Survey July 2012

**Filter:** Funding Source Name = Attendant Care

Total ACW surveys mailed: 573

Total Replies: 127

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	116	92.8	
No	3	2.4	
Not Applicable	3	2.4	
I Don't Understand	3	2.4	
125			

Response	Frequency	Percent	
Yes	100	81.3	
No	12	9.8	
Not Applicable	2	1.6	
I Don't Understand	9	7.3	
123			

**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	113	91.1	
No	10	8.1	
Not Applicable	1	0.8	
I Don't Understand	0	0.0	
124			

Response	Frequency	Percent	
Yes	72	56.7	
No	54	42.5	
Not Applicable	1	0.8	
I Don't Understand	0	0.0	
127			

**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	36	29.3	
No	70	56.9	
Not Applicable	10	8.1	
I Don't Understand	7	5.7	
123			

Response	Frequency	Percent	
Yes	107	87.0	
No	13	10.6	
Not Applicable	1	0.8	
I Don't Understand	2	1.6	
123			

**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	107	84.3	
No	17	13.4	
Not Applicable	0	0.0	
I Don't Understand	3	2.4	
127			

Response	Frequency	Percent	
Yes	107	84.9	
No	17	13.5	
Not Applicable	2	1.6	
I Don't Understand	0	0.0	
126			

**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	114	89.8	
No	6	4.7	
Not Applicable	3	2.4	
I Don't Understand	4	3.1	
127			

Response	Frequency	Percent	
Yes	99	79.8	
No	18	14.5	
Not Applicable	2	1.6	
I Don't Understand	5	4.0	
124			

**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	47	38.5	
No	70	57.4	
Not Applicable	3	2.5	
I Don't Understand	2	1.6	
122			

Response	Frequency	Percent	
Yes	86	69.9	
No	17	13.8	
Not Applicable	3	2.4	
I Don't Understand	17	13.8	
123			

**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	100	81.3	
No	19	15.4	
Not Applicable	2	1.6	
I Don't Understand	2	1.6	
			123

Response	Frequency	Percent	
Yes	107	87.0	
No	11	8.9	
Not Applicable	0	0.0	
I Don't Understand	5	4.1	
			123

**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	108	87.8	
No	15	12.2	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
			123

Response	Frequency	Percent	
Yes	21	17.2	
No	89	73.0	
Not Applicable	5	4.1	
I Don't Understand	7	5.7	
			122

**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	103	84.4	
No	12	9.8	
Not Applicable	1	0.8	
I Don't Understand	6	4.9	
			122

Response	Frequency	Percent	
Yes	98	82.4	
No	12	10.1	
Not Applicable	1	0.8	
I Don't Understand	8	6.7	
			119

**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	108	87.8	
No	12	9.8	
Not Applicable	1	0.8	
I Don't Understand	2	1.6	
			123

Response	Frequency	Percent	
Yes	104	84.6	
No	17	13.8	
Not Applicable	1	0.8	
I Don't Understand	1	0.8	
			123

**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	99	81.8	
No	15	12.4	
Not Applicable	0	0.0	
I Don't Understand	7	5.8	
			121

Response	Frequency	Percent	
Yes	105	85.4	
No	16	13.0	
Not Applicable	1	0.8	
I Don't Understand	1	0.8	
			123

**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	96	79.3	
No	20	16.5	
Not Applicable	4	3.3	
I Don't Understand	1	0.8	
			121

Response	Frequency	Percent	
Yes	104	84.6	
No	14	11.4	
Not Applicable	5	4.1	
I Don't Understand	0	0.0	
			123

**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	106	86.2	
No	14	11.4	
Not Applicable	2	1.6	
I Don't Understand	1	0.8	
			123

Response	Frequency	Percent	
Yes	103	86.6	
No	7	5.9	
Not Applicable	4	3.4	
I Don't Understand	5	4.2	
			123

123

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

Response	Frequency	Percent	
Yes	105	86.1	
No	13	10.7	
Not Applicable	2	1.6	
I Don't Understand	2	1.6	

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

Response	Frequency	Percent	
Yes	110	90.2	
No	9	7.4	
Not Applicable	2	1.6	
I Don't Understand	1	0.8	

122

**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	103	85.1	
No	13	10.7	
Not Applicable	2	1.7	
I Don't Understand	3	2.5	

121

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

Response	Frequency	Percent	
Never	7	6.0	
Rarely	5	4.3	
Sometimes	19	16.4	
Always	85	73.3	

116

**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	11	9.4	
Rarely	5	4.3	
Sometimes	20	17.1	
Always	81	69.2	

117

**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	4	3.4	
Rarely	5	4.3	
Sometimes	28	23.9	
Always	80	68.4	

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119

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

Response	Frequency	Percent	
Yes	105	86.1	
No	15	12.3	
Not Applicable	1	0.8	
I Don't Understand	1	0.8	

122

**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	102	83.6	
No	13	10.7	
Not Applicable	2	1.6	
I Don't Understand	5	4.1	

122

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

Response	Frequency	Percent	
Yes	111	91.0	
No	8	6.6	
Not Applicable	0	0.0	
I Don't Understand	3	2.5	

122

**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	8	6.8	
Rarely	5	4.3	
Sometimes	20	17.1	
Always	84	71.8	

117

**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	4.2	
Rarely	5	4.2	
Sometimes	26	21.8	
Always	83	69.7	

119

**Question 38 - Who is completing this survey?**

Response	Frequency	Percent	
Self	105	85.4	
Spouse	1	0.8	
Service Provider	1	0.8	
Friend	7	5.7	
Other	9	7.3	

123