

New Aging Participant Satisfaction Survey July 2012

Filter: Funding Source Name = PDA Waiver

Total Aging surveys mailed: 2265

Total Replies: 708

Reply rate: 31%

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	619	88.6	
No	51	7.3	
Not Applicable	16	2.3	
I Don't Understand	13	1.9	
699			

Response	Frequency	Percent	
Yes	668	95.3	
No	18	2.6	
Not Applicable	5	0.7	
I Don't Understand	10	1.4	
701			

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	651	91.9	
No	41	5.8	
Not Applicable	6	0.8	
I Don't Understand	10	1.4	
708			

Response	Frequency	Percent	
Yes	542	76.9	
No	148	21.0	
Not Applicable	4	0.6	
I Don't Understand	11	1.6	
705			

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	134	19.6	
No	454	66.3	
Not Applicable	58	8.5	
I Don't Understand	39	5.7	
685			

Response	Frequency	Percent	
Yes	618	88.5	
No	50	7.2	
Not Applicable	9	1.3	
I Don't Understand	21	3.0	
698			

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	612	87.7	
No	53	7.6	
Not Applicable	11	1.6	
I Don't Understand	22	3.2	
698			

Response	Frequency	Percent	
Yes	645	92.0	
No	38	5.4	
Not Applicable	11	1.6	
I Don't Understand	7	1.0	
701			

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	585	84.1	
No	53	7.6	
Not Applicable	18	2.6	
I Don't Understand	40	5.7	
696			

Response	Frequency	Percent	
Yes	587	83.9	
No	72	10.3	
Not Applicable	13	1.9	
I Don't Understand	28	4.0	
700			

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	164	24.0	
No	486	71.1	
Not Applicable	23	3.4	
I Don't Understand	11	1.6	
684			

Response	Frequency	Percent	
Yes	485	70.4	
No	128	18.6	
Not Applicable	22	3.2	
I Don't Understand	54	7.8	
689			

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	588	86.0	
No	64	9.4	
Not Applicable	14	2.0	
I Don't Understand	18	2.6	
684			

Response	Frequency	Percent	
Yes	539	79.0	
No	105	15.4	
Not Applicable	10	1.5	
I Don't Understand	28	4.1	
682			

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	635	91.8	
No	44	6.4	
Not Applicable	5	0.7	
I Don't Understand	8	1.2	
692			

Response	Frequency	Percent	
Yes	91	13.3	
No	547	80.0	
Not Applicable	19	2.8	
I Don't Understand	27	3.9	
684			

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	568	83.0	
No	79	11.5	
Not Applicable	8	1.2	
I Don't Understand	29	4.2	
684			

Response	Frequency	Percent	
Yes	615	90.3	
No	27	4.0	
Not Applicable	14	2.1	
I Don't Understand	25	3.7	
681			

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	630	92.2	
No	37	5.4	
Not Applicable	5	0.7	
I Don't Understand	11	1.6	
683			

Response	Frequency	Percent	
Yes	577	85.0	
No	76	11.2	
Not Applicable	10	1.5	
I Don't Understand	16	2.4	
679			

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	536	79.3	
No	94	13.9	
Not Applicable	11	1.6	
I Don't Understand	35	5.2	
676			

Response	Frequency	Percent	
Yes	548	82.3	
No	92	13.8	
Not Applicable	8	1.2	
I Don't Understand	18	2.7	
666			

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	601	87.7	
No	69	10.1	
Not Applicable	2	0.3	
I Don't Understand	13	1.9	
685			

Response	Frequency	Percent	
Yes	644	92.9	
No	32	4.6	
Not Applicable	10	1.4	
I Don't Understand	7	1.0	
693			

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	636	92.3	
No	37	5.4	
Not Applicable	6	0.9	
I Don't Understand	10	1.5	

Response	Frequency	Percent	
Yes	610	88.8	
No	34	4.9	
Not Applicable	18	2.6	
I Don't Understand	25	3.6	

689

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

Response	Frequency	Percent
Yes	654	94.9
No	21	3.0
Not Applicable	5	0.7
I Don't Understand	9	1.3

689

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

Response	Frequency	Percent
Yes	643	93.6
No	24	3.5
Not Applicable	4	0.6
I Don't Understand	16	2.3

687

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	637	92.3
No	29	4.2
Not Applicable	5	0.7
I Don't Understand	19	2.8

690

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

Response	Frequency	Percent
Never	36	5.3
Rarely	12	1.8
Sometimes	106	15.6
Always	524	77.3

678

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	49	7.2
Rarely	13	1.9
Sometimes	66	9.7
Always	555	81.3

683

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	29	4.3
Rarely	19	2.8
Sometimes	94	13.9
Always	536	79.1

678

687

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

Response	Frequency	Percent
Yes	626	91.0
No	42	6.1
Not Applicable	8	1.2
I Don't Understand	12	1.7

688

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	635	92.2
No	29	4.2
Not Applicable	5	0.7
I Don't Understand	20	2.9

689

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

Response	Frequency	Percent
Yes	625	91.1
No	42	6.1
Not Applicable	7	1.0
I Don't Understand	12	1.7

686

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	48	7.1
Rarely	19	2.8
Sometimes	95	14.1
Always	512	76.0

674

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	28	4.1
Rarely	22	3.2
Sometimes	100	14.6
Always	536	78.1

686

Question 38 - Who is completing this survey?

Response	Frequency	Percent
Self	346	51.6
Spouse	43	6.4
Service Provider	21	3.1
Friend	82	12.2
Other	178	26.6

670