

Aging Waiver - Annual Participants November 2012 Mailing

Annual Participants - Period Covered: 9/1/2011 - 8/31/12

Total Aging surveys mailed: 2128

Total Replies: 746

Reply rate: 35%

Q 1 I am able to help choose the service(s) that help me to stay in my home.

Response	Value	Frequency	Percent	Cum. Percent
YES		696	93.30	
NO		23	3.08	
NOT APPLICABLE I DON'T		14	1.88	
UNDERSTAND		9	1.21	
Total Valid	742	99.46	100.00	
Missing	4	0.54		
Total	746	100.00		

Q 2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Value	Frequency	Percent	Cum. Percent
YES		693	92.90	
NO		39	5.23	
NOT APPLICABLE I DON'T		3	0.40	
UNDERSTAND		6	0.80	
Total Valid	741	99.33	100.00	
Missing	5	0.67		
Total	746	100.00		

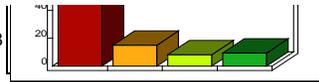
Q 3 I can choose the agency which provides my service(s).

Response	Value	Frequency	Percent	Cum. Percent
YES		654	87.67	
NO		40	5.36	
NOT APPLICABLE I DON'T		21	2.82	
UNDERSTAND		27	3.62	
Total Valid	742	99.46	100.00	
Missing	4	0.54		
Total	746	100.00		

Q 4 I know I can employ my own paid workers

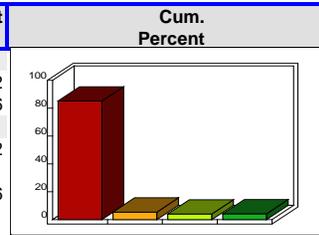
Response	Value	Frequency	Percent	Cum. Percent
YES		489	65.55	
NO		112	15.01	
NOT APPLICABLE		61	8.18	

I DON'T UNDERSTAND		70	9.38	
Total Valid	732	98.12	100.00	
Missing	14	1.88		
Total	746	100.00		



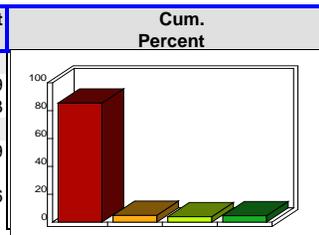
Q 5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES		635	85.12	
NO		40	5.36	
NOT APPLICABLE		30	4.02	
I DON'T UNDERSTAND		31	4.16	
Total Valid	736	98.66	100.00	
Missing	10	1.34		
Total	746	100.00		



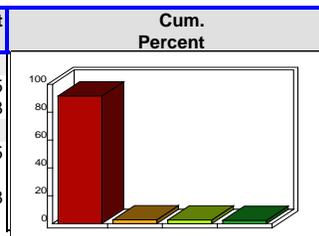
Q 6 I know who will be providing my services (my paid worker).

Response	Value	Frequency	Percent	Cum. Percent
YES		637	85.39	
NO		36	4.83	
NOT APPLICABLE		29	3.89	
I DON'T UNDERSTAND		34	4.56	
Total Valid	736	98.66	100.00	
Missing	10	1.34		
Total	746	100.00		



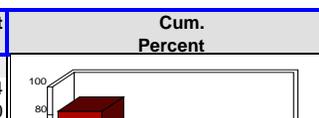
Q 7 I receive services that help keep me independent.

Response	Value	Frequency	Percent	Cum. Percent
YES		683	91.55	
NO		20	2.68	
NOT APPLICABLE		19	2.55	
I DON'T UNDERSTAND		17	2.28	
Total Valid	739	99.06	100.00	
Missing	7	0.94		
Total	746	100.00		

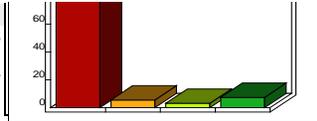


Q 8 I am involved in the choices related to the development of my Individual Service Plan.

Response	Value	Frequency	Percent	Cum. Percent
YES		615	82.44	
NO		41	5.50	

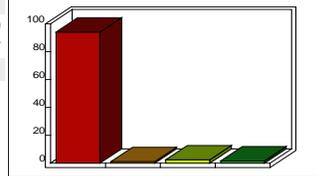


NOT APPLICABLE I DON'T UNDERSTAND	23	3.08	
	55	7.37	
Total Valid	734	98.39	100.00
Missing	12	1.61	
Total	746	100.00	



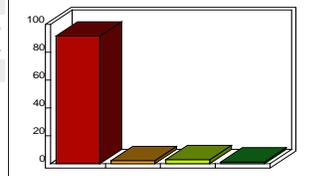
Q 9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Value	Frequency	Percent	Cum. Percent
YES		702	94.10	
NO		8	1.07	
NOT APPLICABLE I DON'T UNDERSTAND		18	2.41	
		12	1.61	
Total Valid	740	99.20	100.00	
Missing	6	0.80		
Total	746	100.00		



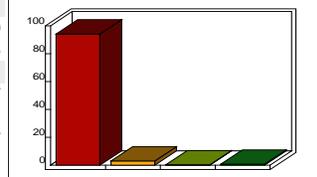
Q 10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Value	Frequency	Percent	Cum. Percent
YES		683	91.55	
NO		16	2.14	
NOT APPLICABLE I DON'T UNDERSTAND		21	2.82	
		9	1.21	
Total Valid	729	97.72	100.00	
Missing	17	2.28		
Total	746	100.00		



Q 11 Overall, I am satisfied with the type(s) of service(s) I get.

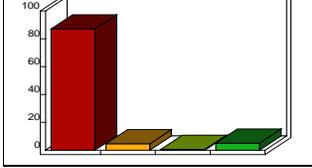
Response	Value	Frequency	Percent	Cum. Percent
YES		702	94.10	
NO		22	2.95	
NOT APPLICABLE I DON'T UNDERSTAND		2	0.27	
		5	0.67	
Total Valid	731	97.99	100.00	
Missing	15	2.01		
Total	746	100.00		



Q 12 I receive all of the services that are in my Individual Service Plan.

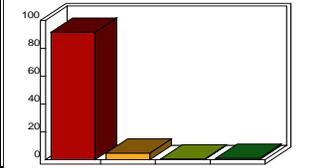
Response	Value	Frequency	Percent	Cum. Percent
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YES	649	87.00
NO	34	4.56
NOT APPLICABLE	4	0.54
I DON'T UNDERSTAND	37	4.96
Total Valid	724	97.05
Missing	22	2.95
Total	746	100.00



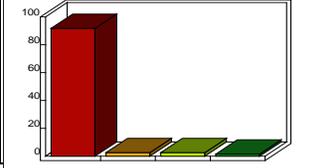
Q 13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Response	Value	Frequency	Percent	Cum. Percent
YES	682	91.42		
NO	35	4.69		
NOT APPLICABLE	4	0.54		
I DON'T UNDERSTAND	7	0.94		
Total Valid	728	97.59	100.00	
Missing	18	2.41		
Total	746	100.00		



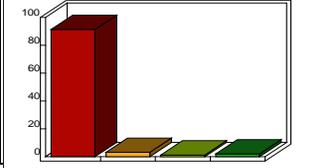
Q 14 Overall, I am satisfied with the paid worker(s) who provide my services.

Response	Value	Frequency	Percent	Cum. Percent
YES	684	91.69		
NO	19	2.55		
NOT APPLICABLE	19	2.55		
I DON'T UNDERSTAND	11	1.47		
Total Valid	733	98.26	100.00	
Missing	13	1.74		
Total	746	100.00		



Q 15 Overall, I am satisfied with my Service Coordinator.

Response	Value	Frequency	Percent	Cum. Percent
YES	681	91.29		
NO	23	3.08		
NOT APPLICABLE	9	1.21		
I DON'T UNDERSTAND	15	2.01		
Total Valid	728	97.59	100.00	
Missing	18	2.41		
Total	746	100.00		



Q 16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

Response	Value	Frequency	Percent	Cum. Percent
YES		684	91.69	
NO		24	3.22	
NOT APPLICABLE I DON'T		14	1.88	
UNDERSTAND		12	1.61	
Total Valid	734	98.39	100.00	
Missing	12	1.61		
Total	746	100.00		

Q 17 I get help when I call with a problem.

Response	Value	Frequency	Percent	Cum. Percent
Never		25	3.35	
Rarely		18	2.41	
Sometimes		83	11.13	
Always		597	80.03	
Total Valid	723	96.92	100.00	
Missing	23	3.08		
Total	746	100.00		

Q 18 My Service Coordinator returns my phone calls and follows up with me.

Response	Value	Frequency	Percent	Cum. Percent
Never		30	4.02	
Rarely		15	2.01	
Sometimes		66	8.85	
Always		605	81.10	
Total Valid	716	95.98	100.00	
Missing	30	4.02		
Total	746	100.00		

Q19 Overall, using a scale of one (1) to ten (10) where ten (10) means excellent and one (1) means very poor how satisfied are you with the services you receive?

Response	Value	Frequency	Percent
10 Excellent		469	63.21%
9		117	15.77%
8		73	9.84%
7		35	4.72%
6		11	1.48%
5		17	2.29%
4		6	0.81%
3		6	0.81%
2		2	0.27%
1 Very Poor		6	0.81%
Total Valid		742	100.00%