

Aging Waiver - January 2014 Annual Participant Replies

Reply rate: Total Aging surveys mailed: 3050
33%

Total Replies: 1015

Q1 I am able to help choose the service(s) that help me to stay in my home.

Response	Frequency	Percent	
YES	938	91.78	
NO	38	3.72	
NOT APPLICABLE	12	1.17	
I DON'T UNDERSTAND	23	2.25	

Total 1011

Q2 I know who to talk to if I have questions, concerns, or complaints about my services.

Response	Frequency	Percent	
YES	951	93.05	
NO	52	5.09	
NOT APPLICABLE	4	0.39	
I DON'T UNDERSTAND	8	0.78	

Total 1015

Q3 I can choose the agency which provides my service(s).

Response	Frequency	Percent	
YES	906	88.65	
NO	66	6.46	
NOT APPLICABLE	14	1.37	
I DON'T UNDERSTAND	25	2.45	

Total 1011

Q4 I know I can employ my own paid workers

Response	Frequency	Percent	
YES	691	67.61	
NO	133	13.01	
NOT APPLICABLE	76	7.44	
I DON'T UNDERSTAND	94	9.20	

Total 994

Q5 I can choose or change the person(s) who provide my services (my paid worker).

Response	Frequency	Percent	
YES	918	89.82	
NO	36	3.52	
NOT APPLICABLE	25	2.45	
I DON'T UNDERSTAND	25	2.45	

Total 1004

Q6 I know who will be providing my services (my paid worker).

Response	Frequency	Percent	
YES	887	86.79	
NO	58	5.68	
NOT APPLICABLE	35	3.42	
I DON'T UNDERSTAND	29	2.84	

Total 1009

Q7 I receive services that help keep me independent.

Response	Frequency	Percent	
YES	953	93.25	
NO	23	2.25	
NOT APPLICABLE	15	1.47	
I DON'T UNDERSTAND	21	2.05	

Total 1012

Q8 I am involved with the choices related to the development of my Individual Service Plan.

Response	Frequency	Percent	
YES	842	82.39	
NO	56	5.48	
NOT APPLICABLE	22	2.15	
I DON'T UNDERSTAND	83	8.12	

Total 1003

Q9 Overall, the paid workers who provide my services treat me with respect and dignity.

Response	Frequency	Percent	
YES	982	96.09	

Q10 Are you satisfied your paid worker(s) know how to provide services for you?

Response	Frequency	Percent	
YES	962	94.13	

NO	6	0.59		NO	22	2.15	
NOT APPLICABLE	17	1.66		NOT APPLICABLE	14	1.37	
I DON'T UNDERSTAND	10	0.98		I DON'T UNDERSTAND	8	0.78	

Total 1015

Total 1006

Q11 Overall, I am satisfied with the type(s) of service(s) I get.

Q12 I receive all of the services that are in my Individual Service Plan.

Response	Frequency	Percent		Response	Frequency	Percent	
YES	977	95.60		YES	1002	98.04	
NO	19	1.86		NO	0	0.00	
NOT APPLICABLE	3	0.29		NOT APPLICABLE	0	0.00	
I DON'T UNDERSTAND	7	0.68		I DON'T UNDERSTAND	0	0.00	

Total 1006

Total 1002

Q13 Overall, I am satisfied that my Individual Service Plan meets my needs.

Q14 Overall, I am satisfied with my paid worker(s) who provide my services.

Response	Frequency	Percent		Response	Frequency	Percent	
YES	935	91.49		YES	958	93.74	
NO	29	2.84		NO	20	1.96	
NOT APPLICABLE	7	0.68		NOT APPLICABLE	14	1.37	
I DON'T UNDERSTAND	30	2.94		I DON'T UNDERSTAND	15	1.47	

Total 1001

Total 1007

Q15 Overall, I am satisfied with my Service Coordinator.

Q16 I know how to report abuse, neglect, or exploitation including the use of restraints and other restrictions.

Response	Frequency	Percent		Response	Frequency	Percent	
YES	960	93.93		YES	933	91.29	
NO	23	2.25		NO	37	3.62	
NOT APPLICABLE	6	0.59		NOT APPLICABLE	14	1.37	
I DON'T UNDERSTAND	17	1.66		I DON'T UNDERSTAND	22	2.15	

Total 1006

Total 1006

Q17 I get help when I call with a problem.

Q18 My Service Coordinator returns my phone calls and follows up with me.

Response	Frequency	Percent		Response	Frequency	Percent	
Never	28	2.74		Never	37	3.62	
Rarely	17	1.66		Rarely	20	1.96	
Sometimes	129	12.62		Sometimes	107	10.47	
Always	818	80.04		Always	830	81.21	

Total 992

Total 994

Q19 Overall Satisfaction

Response	Frequency	Percent	
Unacceptable	8	0.78	
Poor	0	0.00	

Fair	19	1.86	
Good	58	5.68	
Very Good	230	22.50	
Excellent	687	67.22	

Total 1002