

QMMA Participant Satisfaction Surveys
New Participant Comparison
Attendant Care Waiver Performance Measures

Service Plan Assurance

Service plans address all participants' assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means

SP – 2.3 Number and percent of waiver participant satisfaction survey respondents who reported unmet needs

Services are delivered in accordance with the service plan, including in the type, scope, amount, duration, and frequency specified in the service plan

SP – 12.3 Number and percent of participant satisfaction survey respondents reporting the receipt of all services in Individual Service Plan

Health and Welfare Assurance

The state, on an ongoing basis, identifies, addresses, and seeks to prevent the occurrence of abuse, neglect and exploitation

HW – 7.3 Number and percent of Waiver participants who indicate knowledge of how to report abuse, neglect and exploitation

October 1, 2009 Mailing

November 23, 2009 Mailing

March 4, 2010 Mailing

July 9, 2010 Mailing

Combined (average or mean)

Performance Measure SP - Question 11: I need services more often than I get them

Response	Frequency	Percent
Yes	49	36.3
No	81	60.0
Not Applicable	3	2.2
I Don't Understand	2	1.5
Total	135	

Response	Frequency	Percent
Yes	35	35.4
No	59	59.6
Not Applicable	4	4.0
I Don't Understand	1	1.0
Total	99	

Response	Frequency	Percent
Yes	21	28.8
No	52	71.2
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	73	

Response	Frequency	Percent
Yes	57	41.0
No	77	55.4
Not Applicable	2	1.4
I Don't Understand	3	2.2
Total	139	

Response	Frequency	Percent	STDEV
Yes	162	36.3%	5.0
No	269	60.3%	6.8
Not Applicable	9	2.0%	1.7
I Don't Understand	6	1.3%	0.9
Total	446		

Performance Measure SP - Question 28: Overall I am satisfied that my individual service plan meets my needs

Response	Frequency	Percent
Yes	106	80.3
No	21	15.9
Not Applicable	1	0.8
I Don't Understand	4	3.0
Total	132	

Response	Frequency	Percent
Yes	84	84.8
No	14	14.1
Not Applicable	0	0.0
I Don't Understand	1	1.0
Total	99	

Response	Frequency	Percent
Yes	72	97.3
No	1	1.4
Not Applicable	0	0.0
I Don't Understand	1	1.4
Total	74	

Response	Frequency	Percent
Yes	126	87.5
No	11	7.6
Not Applicable	2	1.4
I Don't Understand	5	3.5
Total	144	

Response	Frequency	Percent	STDEV
Yes	388	86.4%	7.2
No	47	10.5%	6.6
Not Applicable	3	0.7%	0.7
I Don't Understand	11	2.4%	1.2
Total	449		

Performance Measure SP - Question 23: I am satisfied with the amount of services I get

Response	Frequency	Percent
Yes	103	76.3
No	29	21.5
Not Applicable	0	0.0
I Don't Understand	3	2.2
Total	135	

Response	Frequency	Percent
Yes	77	79.4
No	18	18.6
Not Applicable	0	0.0
I Don't Understand	2	2.1
Total	97	

Response	Frequency	Percent
Yes	64	90.1
No	7	9.9
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	71	

Response	Frequency	Percent
Yes	109	80.1
No	26	19.1
Not Applicable	1	0.7
I Don't Understand	0	0.0
Total	136	

Response	Frequency	Percent	STDEV
Yes	353	80.4%	6.0
No	80	18.2%	5.1
Not Applicable	1	0.2%	0.4
I Don't Understand	5	1.1%	1.2
Total	439		

Performance Measure SP - Question 25: Overall I am satisfied with the types of services I get

Response	Frequency	Percent
Yes	118	86.8
No	15	11.0
Not Applicable	0	0.0
I Don't Understand	3	2.2
Total	136	

Response	Frequency	Percent
Yes	90	88.2
No	10	9.8
Not Applicable	1	1.0
I Don't Understand	1	1.0
Total	102	

Response	Frequency	Percent
Yes	71	97.3
No	1	1.4
Not Applicable	0	0.0
I Don't Understand	1	1.4
Total	73	

Response	Frequency	Percent
Yes	130	92.2
No	9	6.4
Not Applicable	1	0.7
I Don't Understand	1	0.7
Total	141	

Response	Frequency	Percent	STDEV
Yes	409	90.5%	4.7
No	35	7.7%	4.3
Not Applicable	2	0.4%	0.5
I Don't Understand	6	1.3%	0.7
Total	452		

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

Response	Frequency	Percent
Yes	126	92.0
No	7	5.1
Not Applicable	1	0.7
I Don't Understand	3	2.2
Total	137	

Response	Frequency	Percent
Yes	97	96.0
No	3	3.0
Not Applicable	1	1.0
I Don't Understand	0	0.0
Total	101	

Response	Frequency	Percent
Yes	71	95.9
No	2	2.7
Not Applicable	1	1.4
I Don't Understand	0	0.0
Total	74	

Response	Frequency	Percent
Yes	137	94.5
No	6	4.1
Not Applicable	0	0.0
I Don't Understand	2	1.4
Total	145	

Response	Frequency	Percent	STDEV
Yes	431	94.3%	1.9
No	18	3.9%	1.1
Not Applicable	3	0.7%	0.6
I Don't Understand	5	1.1%	1.1
Total	457		

QMMA Participant Satisfaction Surveys
New Participants Comparison
Aging Waiver Performance Measures

Service Plan Assurance

Service plans address all participants' assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means

SP - 2.3 Number and percent of waiver participant satisfaction survey respondents who reported unmet needs

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SP - 12.3 Number and percent of participant satisfaction survey respondents reporting the receipt of all services in Individual Service Plan

Health and Welfare Assurance

The state, on an ongoing basis, identifies, addresses, and seeks to prevent the occurrence of abuse, neglect and exploitation

HW - 7.3 Number and percent of Waiver participants who indicate knowledge of how to report abuse, neglect and exploitation

October 1, 2009 Mailing

November 23, 2009 Mailing

March 4, 2010 Mailing

July 9, 2010 Mailing

Combined (average or mean)

Performance Measure SP - Question 11: I need services more often than I get them

Response	Frequency	Percent
Yes	102	21.8
No	341	72.9
Not Applicable	18	3.8
I Don't Understand	7	1.5
Total	468	

Response	Frequency	Percent
Yes	60	16.9
No	282	79.2
Not Applicable	6	1.7
I Don't Understand	8	2.2
Total	356	

Response	Frequency	Percent
Yes	86	18.8
No	348	76.1
Not Applicable	12	2.6
I Don't Understand	11	2.4
Total	457	

Response	Frequency	Percent
Yes	120	21.9
No	407	74.1
Not Applicable	13	2.4
I Don't Understand	9	1.6
Total	549	

Response	Frequency	Percent	STDEV
Yes	368	20.1%	2.4
No	1378	75.3%	2.8
Not Applicable	49	2.7%	0.9
I Don't Understand	35	1.9%	0.4
Total	1830		

Performance Measure SP - Question 28: Overall I am satisfied that my individual service plan meets my needs

Response	Frequency	Percent
Yes	445	92.5
No	26	5.4
Not Applicable	5	1.0
I Don't Understand	5	1.0
Total	481	

Response	Frequency	Percent
Yes	340	94.2
No	16	4.4
Not Applicable	0	0.0
I Don't Understand	5	1.4
Total	361	

Response	Frequency	Percent
Yes	404	88.0
No	22	4.8
Not Applicable	22	4.8
I Don't Understand	11	2.4
Total	459	

Response	Frequency	Percent
Yes	503	90.5
No	40	7.2
Not Applicable	3	0.5
I Don't Understand	10	1.8
Total	556	

Response	Frequency	Percent	STDEV
Yes	1692	91.1%	2.7
No	104	5.6%	1.2
Not Applicable	30	1.6%	2.2
I Don't Understand	31	1.7%	0.6
Total	1857		

Performance Measure SP - Question 23: I am satisfied with the amount of services I get

Response	Frequency	Percent
Yes	435	92.0
No	32	6.8
Not Applicable	4	0.8
I Don't Understand	2	0.4
Total	473	

Response	Frequency	Percent
Yes	334	92.0
No	28	7.7
Not Applicable	0	0.0
I Don't Understand	1	0.3
Total	363	

Response	Frequency	Percent
Yes	420	91.3
No	35	7.6
Not Applicable	2	0.4
I Don't Understand	3	0.7
Total	460	

Response	Frequency	Percent
Yes	502	90.1
No	49	8.8
Not Applicable	3	0.5
I Don't Understand	3	0.5
Total	557	

Response	Frequency	Percent	STDEV
Yes	1691	91.3%	0.9
No	144	7.8%	0.8
Not Applicable	9	0.5%	0.3
I Don't Understand	9	0.5%	0.2
Total	1853		

Performance Measure SP - Question 25: Overall I am satisfied with the types of services I get

Response	Frequency	Percent
Yes	466	95.3
No	17	3.5
Not Applicable	2	0.4
I Don't Understand	4	0.8
Total	489	

Response	Frequency	Percent
Yes	349	95.9
No	13	3.6
Not Applicable	0	0.0
I Don't Understand	2	0.5
Total	364	

Response	Frequency	Percent
Yes	439	95.4
No	13	2.8
Not Applicable	4	0.9
I Don't Understand	4	0.9
Total	460	

Response	Frequency	Percent
Yes	523	93.6
No	30	5.4
Not Applicable	2	0.4
I Don't Understand	4	0.7
Total	559	

Response	Frequency	Percent	STDEV
Yes	1777	94.9%	1.0
No	73	3.9%	1.1
Not Applicable	8	0.4%	0.4
I Don't Understand	14	0.7%	0.2
Total	1872		

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

Response	Frequency	Percent
Yes	455	93.6
No	16	3.3
Not Applicable	6	1.2
I Don't Understand	9	1.9
Total	486	

Response	Frequency	Percent
Yes	327	90.6
No	22	6.1
Not Applicable	8	2.2
I Don't Understand	4	1.1
Total	361	

Response	Frequency	Percent
Yes	411	89.5
No	26	5.7
Not Applicable	16	3.5
I Don't Understand	6	1.3
Total	459	

Response	Frequency	Percent
Yes	506	91.0
No	34	6.1
Not Applicable	7	1.3
I Don't Understand	9	1.6
Total	556	

Response	Frequency	Percent	STDEV
Yes	1699	91.2%	1.7
No	98	5.3%	1.3
Not Applicable	37	2.0%	1.1
I Don't Understand	28	1.5%	0.4
Total	1862		

**QMMA Participant Satisfaction Surveys
New Participants Comparison
Independence Waiver Performance Measures**

Service Plan Assurance

Service plans address all participants' assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means

SP - 2.3 Number and percent of waiver participant satisfaction survey respondents who reported unmet needs

Services are delivered in accordance with the service plan, including in the type, scope, amount, duration, and frequency specified in the service plan

SP - 12.3 Number and percent of participant satisfaction survey respondents reporting the receipt of all services in Individual Service Plan

Health and Welfare Assurance

The state, on an ongoing basis, identifies, addresses, and seeks to prevent the occurrence of abuse, neglect and exploitation

HW - 7.3 Number and percent of Waiver participants who indicate knowledge of how to report abuse, neglect and exploitation

October 1, 2009 Mailing

November 23, 2009 Mailing

March 4, 2010 Mailing

July 9, 2010 Mailing

Combined (average or mean)

Performance Measure SP- Question 11: I need services more often than I get them

Response	Frequency	Percent
Yes	19	29.7
No	42	65.6
Not Applicable	0	0.0
I Don't Understand	3	4.7
Total	64	

Response	Frequency	Percent
Yes	13	28.9
No	30	66.7
Not Applicable	2	4.4
I Don't Understand	0	0.0
Total	45	

Response	Frequency	Percent
Yes	16	22.9
No	47	67.1
Not Applicable	3	4.3
I Don't Understand	4	5.7
Total	70	

Response	Frequency	Percent
Yes	36	31.6
No	72	63.2
Not Applicable	0	0.0
I Don't Understand	6	5.3
Total	114	

Response	Frequency	Percent	STDEV
Yes	84	28.7%	3.8
No	191	65.2%	1.8
Not Applicable	5	1.7%	2.5
I Don't Understand	13	4.4%	2.6
Total	293		

Performance Measure SP- Question 28: Overall I am satisfied that my individual service plan meets my needs

Response	Frequency	Percent
Yes	51	79.7
No	13	20.3
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	64	

Response	Frequency	Percent
Yes	40	85.1
No	6	12.8
Not Applicable	1	2.1
I Don't Understand	0	0.0
Total	47	

Response	Frequency	Percent
Yes	64	91.4
No	5	7.1
Not Applicable	1	1.4
I Don't Understand	0	0.0
Total	70	

Response	Frequency	Percent
Yes	103	89.6
No	8	7.0
Not Applicable	1	0.9
I Don't Understand	3	2.6
Total	115	

Response	Frequency	Percent	STDEV
Yes	258	87.2%	5.2
No	32	10.8%	6.3
Not Applicable	3	1.0%	0.9
I Don't Understand	3	1.0%	1.3
Total	296		

Performance Measure SP- Question 23: I am satisfied with the amount of services I get

Response	Frequency	Percent
Yes	51	79.7
No	12	18.8
Not Applicable	0	0.0
I Don't Understand	1	1.6
Total	64	

Response	Frequency	Percent
Yes	38	79.2
No	10	20.8
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	48	

Response	Frequency	Percent
Yes	63	88.7
No	8	11.3
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	71	

Response	Frequency	Percent
Yes	100	85.5
No	14	12.0
Not Applicable	2	1.7
I Don't Understand	1	0.9
Total	117	

Response	Frequency	Percent	STDEV
Yes	252	84.0%	4.6
No	44	14.7%	4.8
Not Applicable	2	0.7%	0.9
I Don't Understand	2	0.7%	0.8
Total	300		

Performance Measure SP- Question 25: Overall I am satisfied with the types of services I get

Response	Frequency	Percent
Yes	57	86.4
No	8	12.1
Not Applicable	0	0.0
I Don't Understand	1	1.5
Total	66	

Response	Frequency	Percent
Yes	41	89.1
No	4	8.7
Not Applicable	1	2.2
I Don't Understand	0	0.0
Total	46	

Response	Frequency	Percent
Yes	66	93.0
No	5	7.0
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	71	

Response	Frequency	Percent
Yes	111	94.9
No	3	2.6
Not Applicable	1	0.9
I Don't Understand	2	1.7
Total	117	

Response	Frequency	Percent	STDEV
Yes	275	91.7%	3.8
No	20	6.7%	4.0
Not Applicable	2	0.7%	1.0
I Don't Understand	3	1.0%	0.9
Total	300		

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

Response	Frequency	Percent
Yes	59	89.4
No	6	9.1
Not Applicable	1	1.5
I Don't Understand	0	0.0
Total	66	

Response	Frequency	Percent
Yes	44	93.6
No	2	4.3
Not Applicable	0	0.0
I Don't Understand	1	2.1
Total	47	

Response	Frequency	Percent
Yes	68	97.1
No	2	2.9
Not Applicable	0	0.0
I Don't Understand	0	0.0
Total	70	

Response	Frequency	Percent
Yes	108	93.1
No	4	3.4
Not Applicable	3	2.6
I Don't Understand	1	0.9
Total	116	

Response	Frequency	Percent	STDEV
Yes	279	93.3%	3.2
No	14	4.7%	2.8
Not Applicable	4	1.3%	1.3
I Don't Understand	2	0.7%	1.0
Total	299		