

## Participant Satisfaction Survey March 2011 AIDS

Filter: FUNDINGSOURCENAME = 0192 AIDS Waiver

**Question 1: I help choose the service(s) that help me to stay in my home.**

**Question 2: I need services which are not available.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 83         | 72.2    |  |
| No                 | 8          | 7.0     |  |
| Not Applicable     | 19         | 16.5    |  |
| I Don't Understand | 5          | 4.3     |  |
| <b>Total</b>       | <b>115</b> |         |  |

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 22         | 18.8    |  |
| No                 | 68         | 58.1    |  |
| Not Applicable     | 18         | 15.4    |  |
| I Don't Understand | 9          | 7.7     |  |
| <b>Total</b>       | <b>117</b> |         |  |

**Question 3: I need to spend more time talking about my individual service plan.**

**Question 4: 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                | 24         | 20.5    |  |
| No                 | 77         | 65.8    |  |
| Not Applicable     | 13         | 11.1    |  |
| I Don't Understand | 3          | 2.6     |  |
| <b>Total</b>       | <b>117</b> |         |  |

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 95         | 80.5    |  |
| No                 | 10         | 8.5     |  |
| Not Applicable     | 10         | 8.5     |  |
| I Don't Understand | 3          | 2.5     |  |
| <b>Total</b>       | <b>118</b> |         |  |

**Question 5: The person(s) who are paid to provide hands on assistance does the tasks they are supposed to.**

**Question 6: I can choose the agency which provides my service(s).**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 73         | 62.4    |  |
| No                 | 10         | 8.5     |  |
| Not Applicable     | 31         | 26.5    |  |
| I Don't Understand | 3          | 2.6     |  |
| <b>Total</b>       | <b>117</b> |         |  |

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 79         | 68.7    |  |
| No                 | 12         | 10.4    |  |
| Not Applicable     | 16         | 13.9    |  |
| I Don't Understand | 8          | 7.0     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 7: Overall, I am satisfied with the amount of service(s) I get.**

**Question 8: I can choose who coordinates my service(s).**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 96         | 81.4    |  |
| No                 | 14         | 11.9    |  |
| Not Applicable     | 8          | 6.8     |  |
| I Don't Understand | 0          | 0.0     |  |
| <b>Total</b>       | <b>118</b> |         |  |

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 72         | 62.1    |  |
| No                 | 19         | 16.4    |  |
| Not Applicable     | 17         | 14.7    |  |
| I Don't Understand | 8          | 6.9     |  |
| <b>Total</b>       | <b>116</b> |         |  |

**Question 9: I am involved with my service planning process.**

**Question 10: I receive all of the services that I am supposed to.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 91         | 79.1    |  |
| No                 | 8          | 7.0     |  |
| Not Applicable     | 12         | 10.4    |  |
| I Don't Understand | 4          | 3.5     |  |
| <b>Total</b>       | <b>115</b> |         |  |

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 91         | 77.1    |  |
| No                 | 14         | 11.9    |  |
| Not Applicable     | 5          | 4.2     |  |
| I Don't Understand | 8          | 6.8     |  |
| <b>Total</b>       | <b>118</b> |         |  |

**Question 11: I can choose the person(s) who provide my hands on assistance.**

**Question 12: I know who to talk to if I have a complaint.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 78         | 66.1    |  |
| No                 | 17         | 14.4    |  |
| Not Applicable     | 20         | 16.9    |  |
| I Don't Understand | 3          | 2.5     |  |
| <b>Total</b>       | <b>118</b> |         |  |

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 91         | 78.4    |  |
| No                 | 21         | 18.1    |  |
| Not Applicable     | 4          | 3.4     |  |
| I Don't Understand | 0          | 0.0     |  |
| <b>Total</b>       | <b>116</b> |         |  |

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**Question 13: Overall, I am satisfied with my ability to direct my own services.**

**Question 14: The person(s) who are paid to provide hands on assistance stay as long as scheduled.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 89         | 77.4    |  |
| No                 | 9          | 7.8     |  |
| Not Applicable     | 13         | 11.3    |  |
| I Don't Understand | 4          | 3.5     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 15: Overall, I am satisfied with the quality of the service(s) I get.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 68         | 59.1    |  |
| No                 | 7          | 6.1     |  |
| Not Applicable     | 38         | 33.0    |  |
| I Don't Understand | 2          | 1.7     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 16: I get service(s) as often as I need it.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 91         | 79.1    |  |
| No                 | 10         | 8.7     |  |
| Not Applicable     | 13         | 11.3    |  |
| I Don't Understand | 1          | 0.9     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 17: I need the person(s) who are paid to provide handson assistance to spend more time with me.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 82         | 73.2    |  |
| No                 | 13         | 11.6    |  |
| Not Applicable     | 16         | 14.3    |  |
| I Don't Understand | 1          | 0.9     |  |
| <b>Total</b>       | <b>112</b> |         |  |

**Question 18: 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                | 24         | 20.9    |  |
| No                 | 57         | 49.6    |  |
| Not Applicable     | 32         | 27.8    |  |
| I Don't Understand | 2          | 1.7     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 19: I am familiar with the services I am scheduled to receive.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 94         | 83.2    |  |
| No                 | 5          | 4.4     |  |
| Not Applicable     | 10         | 8.8     |  |
| I Don't Understand | 4          | 3.5     |  |
| <b>Total</b>       | <b>113</b> |         |  |

**Question 20: I know who will be providing my service(s).**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 92         | 80.0    |  |
| No                 | 13         | 11.3    |  |
| Not Applicable     | 9          | 7.8     |  |
| I Don't Understand | 1          | 0.9     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 21: The person(s) who are paid to provide hands on assistance have the training and skills they need to work with me.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 87         | 76.3    |  |
| No                 | 15         | 13.2    |  |
| Not Applicable     | 10         | 8.8     |  |
| I Don't Understand | 2          | 1.8     |  |
| <b>Total</b>       | <b>114</b> |         |  |

**Question 22: Overall, I am satisfied with the type(s) of service(s) I get.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 82         | 70.7    |  |
| No                 | 5          | 4.3     |  |
| Not Applicable     | 26         | 22.4    |  |
| I Don't Understand | 3          | 2.6     |  |
| <b>Total</b>       | <b>116</b> |         |  |

**Question 23: I am told in advance about changes in the schedule of the person(s) who are paid to provide hands on assistance.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 95         | 82.6    |  |
| No                 | 8          | 7.0     |  |
| Not Applicable     | 8          | 7.0     |  |
| I Don't Understand | 4          | 3.5     |  |
| <b>Total</b>       | <b>115</b> |         |  |

**Question 24: The person(s) who are paid to provide hands on assistance listen to what I have to say.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 61         | 52.6    |  |
| No                 | 19         | 16.4    |  |
| Not Applicable     | 32         | 27.6    |  |
| I Don't Understand | 4          | 3.4     |  |
| <b>Total</b>       | <b>116</b> |         |  |

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**Question 25: My Service Coordinator helps me get needed services. (Service Coordinator could also be referred to as a Care Manager or Supports Coordinator.)**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 81         | 71.7    |  |
| No                 | 8          | 7.1     |  |
| Not Applicable     | 23         | 20.4    |  |
| I Don't Understand | 1          | 0.9     |  |
| <b>Total</b>       | <b>113</b> |         |  |

**Question 26: Service Coordination helps me. (Service Coordination could also be referred to as Care Management or Supports Coordination.)**

| Response           | Frequency | Percent |  |
|--------------------|-----------|---------|--|
| Yes                | 92        | 79.3    |  |
| No                 | 4         | 3.4     |  |
| Not Applicable     | 15        | 12.9    |  |
| I Don't Understand | 5         | 4.3     |  |

| Response           | Frequency | Percent |  |
|--------------------|-----------|---------|--|
| Yes                | 93        | 78.8    |  |
| No                 | 3         | 2.5     |  |
| Not Applicable     | 16        | 13.6    |  |
| I Don't Understand | 6         | 5.1     |  |

Total 116  
**Question 27: During the past month, I have gone without service(s) when I needed it.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 14         | 12.0    |  |
| No                 | 81         | 69.2    |  |
| Not Applicable     | 20         | 17.1    |  |
| I Don't Understand | 2          | 1.7     |  |
| <b>Total</b>       | <b>117</b> |         |  |

Total 118  
**Question 28: I know how to report abuse, neglect or exploitation, including the use of restraints and other restrictions.**

| Response           | Frequency  | Percent |  |
|--------------------|------------|---------|--|
| Yes                | 84         | 71.2    |  |
| No                 | 16         | 13.6    |  |
| Not Applicable     | 18         | 15.3    |  |
| I Don't Understand | 0          | 0.0     |  |
| <b>Total</b>       | <b>118</b> |         |  |

**Question 29: Overall, the person(s) who are paid to provide hands on assistance treat me with dignity.**

| Response     | Frequency  | Percent |  |
|--------------|------------|---------|--|
| Never        | 9          | 8.5     |  |
| Rarely       | 4          | 3.8     |  |
| Sometimes    | 6          | 5.7     |  |
| Always       | 87         | 82.1    |  |
| <b>Total</b> | <b>106</b> |         |  |

**Question 30: The person(s) who are paid to provide hands on assistance give me privacy when needed.**

| Response     | Frequency  | Percent |  |
|--------------|------------|---------|--|
| Never        | 8          | 7.8     |  |
| Rarely       | 0          | 0.0     |  |
| Sometimes    | 8          | 7.8     |  |
| Always       | 86         | 84.3    |  |
| <b>Total</b> | <b>102</b> |         |  |

**Question 31: The person(s) who is paid to provide hands on assistance arrives late.**

| Response     | Frequency | Percent |  |
|--------------|-----------|---------|--|
| Never        | 59        | 59.6    |  |
| Rarely       | 19        | 19.2    |  |
| Sometimes    | 15        | 15.2    |  |
| Always       | 6         | 6.1     |  |
| <b>Total</b> | <b>99</b> |         |  |

**Question 32: 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.) \*If you have never called your Service Coordinator, please leave blank.**

| Response     | Frequency | Percent |  |
|--------------|-----------|---------|--|
| Never        | 12        | 12.9    |  |
| Rarely       | 4         | 4.3     |  |
| Sometimes    | 11        | 11.8    |  |
| Always       | 66        | 71.0    |  |
| <b>Total</b> | <b>93</b> |         |  |

**Question 33: The person(s) who are paid to provide hands on assistance treat me with respect.**

| Response     | Frequency  | Percent |  |
|--------------|------------|---------|--|
| Never        | 9          | 8.9     |  |
| Rarely       | 3          | 3.0     |  |
| Sometimes    | 2          | 2.0     |  |
| Always       | 87         | 86.1    |  |
| <b>Total</b> | <b>101</b> |         |  |

**Question 34: The person(s) who are paid to provide hands on assistance says things in a way I can understand.**

| Response     | Frequency  | Percent |  |
|--------------|------------|---------|--|
| Never        | 12         | 11.7    |  |
| Rarely       | 2          | 1.9     |  |
| Sometimes    | 6          | 5.8     |  |
| Always       | 83         | 80.6    |  |
| <b>Total</b> | <b>103</b> |         |  |

**Question 35: Overall, the person(s) who are paid to provide hands on assistance meet my needs.**

| Response     | Frequency  | Percent |  |
|--------------|------------|---------|--|
| Never        | 8          | 7.8     |  |
| Rarely       | 2          | 1.9     |  |
| Sometimes    | 10         | 9.7     |  |
| Always       | 83         | 80.6    |  |
| <b>Total</b> | <b>103</b> |         |  |

**Who is completing this survey?**

| Response         | Frequency  | Percent |  |
|------------------|------------|---------|--|
| Self             | 98         | 87.5    |  |
| Spouse/Family    | 5          | 4.5     |  |
| Service Provider | 0          | 0.0     |  |
| Friend           | 5          | 4.5     |  |
| Other            | 4          | 3.6     |  |
| <b>Total</b>     | <b>112</b> |         |  |