

Aging New Participant Satisfaction Survey March 2012

Filter: Funding Source Name = NFCE-PDA Waiver

Total Aging surveys mailed: 2073

Total Replies: 545

Reply rate: 26%

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	497	91.7	
No	29	5.4	
Not Applicable	8	1.5	
I Don't Understand	8	1.5	
542			

Response	Frequency	Percent	
Yes	521	96.1	
No	10	1.8	
Not Applicable	2	0.4	
I Don't Understand	9	1.7	
542			

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	519	96.1	
No	17	3.1	
Not Applicable	2	0.4	
I Don't Understand	2	0.4	
540			

Response	Frequency	Percent	
Yes	419	78.3	
No	110	20.6	
Not Applicable	4	0.7	
I Don't Understand	2	0.4	
535			

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	101	19.2	
No	350	66.5	
Not Applicable	44	8.4	
I Don't Understand	31	5.9	
526			

Response	Frequency	Percent	
Yes	501	92.3	
No	33	6.1	
Not Applicable	5	0.9	
I Don't Understand	4	0.7	
543			

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	487	90.9	
No	34	6.3	
Not Applicable	4	0.7	
I Don't Understand	11	2.1	
536			

Response	Frequency	Percent	
Yes	518	95.0	
No	25	4.6	
Not Applicable	1	0.2	
I Don't Understand	1	0.2	
545			

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	478	88.4	
No	34	6.3	
Not Applicable	11	2.0	
I Don't Understand	18	3.3	
541			

Response	Frequency	Percent	
Yes	487	89.4	
No	39	7.2	
Not Applicable	13	2.4	
I Don't Understand	6	1.1	
545			

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	128	24.2	
No	386	72.8	
Not Applicable	10	1.9	
I Don't Understand	6	1.1	
530			

Response	Frequency	Percent	
Yes	373	71.6	
No	81	15.5	
Not Applicable	25	4.8	
I Don't Understand	42	8.1	
521			

Question 13 - I was given clear information about choosing the agency which provides my service(s).

Response	Frequency	Percent
Yes	459	87.8
No	44	8.4
Not Applicable	11	2.1
I Don't Understand	9	1.7

523

Question 14 - I can choose the person(s) who provide my hands on assistance.

Response	Frequency	Percent
Yes	422	79.9
No	81	15.3
Not Applicable	15	2.8
I Don't Understand	10	1.9

528

Question 15 - I know who to talk to if I have a complaint.

Response	Frequency	Percent
Yes	505	94.7
No	27	5.1
Not Applicable	0	0.0
I Don't Understand	1	0.2

533

Question 16 - I would like changes to my individual service plan.

Response	Frequency	Percent
Yes	63	11.8
No	438	82.3
Not Applicable	18	3.4
I Don't Understand	13	2.4

532

Question 17 - I was given clear information about choosing who coordinates my service(s).

Response	Frequency	Percent
Yes	438	83.1
No	56	10.6
Not Applicable	16	3.0
I Don't Understand	17	3.2

527

Question 18 - Service Coordination helps me. (Service Coordination could also be referred to as a Care Manager or Supports Coordination.)

Response	Frequency	Percent
Yes	492	93.7
No	16	3.0
Not Applicable	3	0.6
I Don't Understand	14	2.7

525

Question 19 - I know who will be providing my service(s).

Response	Frequency	Percent
Yes	491	92.3
No	32	6.0
Not Applicable	1	0.2
I Don't Understand	8	1.5

532

Question 20 - I was given enough information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent
Yes	449	84.4
No	59	11.1
Not Applicable	17	3.2
I Don't Understand	7	1.3

532

Question 21 - I am involved with my individual service planning process.

Response	Frequency	Percent
Yes	430	82.2
No	53	10.1
Not Applicable	11	2.1
I Don't Understand	29	5.5

523

Question 22 - I was given clear information about the person(s) who provide my hands on assistance.

Response	Frequency	Percent
Yes	450	84.9
No	57	10.8
Not Applicable	15	2.8
I Don't Understand	8	1.5

530

Question 23 - Overall, I am satisfied with the amount of service(s) I get.

Response	Frequency	Percent
Yes	481	89.9
No	50	9.3
Not Applicable	3	0.6
I Don't Understand	1	0.2

535

Question 24 - Overall, I am satisfied with the agency which provides my service(s).

Response	Frequency	Percent
Yes	505	94.4
No	21	3.9
Not Applicable	4	0.7
I Don't Understand	5	0.9

535

Question 25 - Overall, I am satisfied with the type(s) of service(s) I get.

Response	Frequency	Percent
Yes	505	94.2
No	25	4.7
Not Applicable	2	0.4
I Don't Understand	4	0.7

Question 26 - Overall, I am satisfied with my ability to direct the service(s) I use.

Response	Frequency	Percent
Yes	475	89.3
No	23	4.3
Not Applicable	16	3.0
I Don't Understand	18	3.4

Understand

536

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

Response	Frequency	Percent	
Yes	504	93.9	
No	21	3.9	
Not Applicable	2	0.4	
I Don't	10	1.9	
Understand			

537

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

Response	Frequency	Percent	
Yes	511	94.5	
No	18	3.3	
Not Applicable	5	0.9	
I Don't	7	1.3	
Understand			

541

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	499	92.8	
No	23	4.3	
Not Applicable	3	0.6	
I Don't	13	2.4	
Understand			

538

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

Response	Frequency	Percent	
Never	30	5.7	
Rarely	10	1.9	
Sometimes	65	12.3	
Always	425	80.2	
Understand			

530

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	34	6.4	
Rarely	7	1.3	
Sometimes	38	7.2	
Always	452	85.1	
Understand			

531

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	25	4.7	
Rarely	4	0.8	
Sometimes	78	14.8	
Always	420	79.7	
Understand			

527

Understand

532

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

Response	Frequency	Percent	
Yes	486	91.2	
No	35	6.6	
Not Applicable	3	0.6	
I Don't	9	1.7	
Understand			

533

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	501	92.6	
No	23	4.3	
Not Applicable	4	0.7	
I Don't	13	2.4	
Understand			

541

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

Response	Frequency	Percent	
Yes	491	91.9	
No	26	4.9	
Not Applicable	11	2.1	
I Don't	6	1.1	
Understand			

534

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	35	6.7	
Rarely	10	1.9	
Sometimes	57	10.8	
Always	424	80.6	
Understand			

526

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	24	4.5	
Rarely	5	0.9	
Sometimes	68	12.8	
Always	434	81.7	
Understand			

531

Question 38 - Who is completing this survey?

Response	Frequency	Percent	
Self	260	50.9	
Spouse	39	7.6	
Service Provider	16	3.1	
Friend	58	11.4	
Other	138	27.0	
Understand			

511