

# New Independence Participant Satisfaction Survey July 2012

**Filter:** Funding Source Name = Independence

**Total Independence surveys mailed: 475**

**Total Replies: 90**

**Reply rate: 19%**

**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	81	91.0	
No	5	5.6	
Not Applicable	2	2.2	
I Don't Understand	1	1.1	
89			

Response	Frequency	Percent	
Yes	74	83.1	
No	8	9.0	
Not Applicable	3	3.4	
I Don't Understand	4	4.5	
89			

**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	72	82.8	
No	13	14.9	
Not Applicable	1	1.1	
I Don't Understand	1	1.1	
87			

Response	Frequency	Percent	
Yes	52	59.1	
No	33	37.5	
Not Applicable	3	3.4	
I Don't Understand	0	0.0	
88			

**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	26	30.6	
No	50	58.8	
Not Applicable	6	7.1	
I Don't Understand	3	3.5	
85			

Response	Frequency	Percent	
Yes	69	78.4	
No	16	18.2	
Not Applicable	0	0.0	
I Don't Understand	3	3.4	
88			

**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	70	78.7	
No	16	18.0	
Not Applicable	0	0.0	
I Don't Understand	3	3.4	
89			

Response	Frequency	Percent	
Yes	75	83.3	
No	14	15.6	
Not Applicable	0	0.0	
I Don't Understand	1	1.1	
90			

**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	79	88.8	
No	5	5.6	
Not Applicable	1	1.1	
I Don't Understand	4	4.5	
89			

Response	Frequency	Percent	
Yes	73	81.1	
No	15	16.7	
Not Applicable	2	2.2	
I Don't Understand	0	0.0	
90			

**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	30	34.9	
No	53	61.6	
Not Applicable	0	0.0	
I Don't Understand	3	3.5	
86			

Response	Frequency	Percent	
Yes	64	73.6	
No	15	17.2	
Not Applicable	2	2.3	
I Don't Understand	6	6.9	
87			

**Question 13 - I was given clear information about**

**Question 14 - I can choose the person(s) who provide**

**choosing the agency which provides my service(s).**

**my hands on assistance.**

Response	Frequency	Percent	
Yes	67	77.0	
No	19	21.8	
Not Applicable	0	0.0	
I Don't Understand	1	1.1	
			87

Response	Frequency	Percent	
Yes	76	88.4	
No	8	9.3	
Not Applicable	0	0.0	
I Don't Understand	2	2.3	
			86

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

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

Response	Frequency	Percent	
Yes	70	79.5	
No	16	18.2	
Not Applicable	0	0.0	
I Don't Understand	2	2.3	
			88

Response	Frequency	Percent	
Yes	18	20.7	
No	58	66.7	
Not Applicable	6	6.9	
I Don't Understand	5	5.7	
			87

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

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

Response	Frequency	Percent	
Yes	66	75.0	
No	19	21.6	
Not Applicable	1	1.1	
I Don't Understand	2	2.3	
			88

Response	Frequency	Percent	
Yes	73	83.9	
No	11	12.6	
Not Applicable	0	0.0	
I Don't Understand	3	3.4	
			87

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

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

Response	Frequency	Percent	
Yes	75	86.2	
No	9	10.3	
Not Applicable	0	0.0	
I Don't Understand	3	3.4	
			87

Response	Frequency	Percent	
Yes	66	75.9	
No	18	20.7	
Not Applicable	2	2.3	
I Don't Understand	1	1.1	
			87

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

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

Response	Frequency	Percent	
Yes	67	75.3	
No	17	19.1	
Not Applicable	1	1.1	
I Don't Understand	4	4.5	
			89

Response	Frequency	Percent	
Yes	63	72.4	
No	20	23.0	
Not Applicable	3	3.4	
I Don't Understand	1	1.1	
			87

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

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

Response	Frequency	Percent	
Yes	66	75.0	
No	21	23.9	
Not Applicable	1	1.1	
I Don't Understand	0	0.0	
			88

Response	Frequency	Percent	
Yes	68	79.1	
No	15	17.4	
Not Applicable	1	1.2	
I Don't Understand	2	2.3	
			86

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

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

Response	Frequency	Percent	
Yes	75	84.3	
No	13	14.6	
Not Applicable	0	0.0	
I Don't Understand	1	1.1	
			89

Response	Frequency	Percent	
Yes	70	78.7	
No	17	19.1	
Not Applicable	0	0.0	
I Don't Understand	2	2.2	
			89

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

Response	Frequency	Percent	
Yes	70	78.7	
No	15	16.9	
Not Applicable	1	1.1	
I Don't Understand	3	3.4	

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

Response	Frequency	Percent	
Yes	76	86.4	
No	10	11.4	
Not Applicable	0	0.0	
I Don't Understand	2	2.3	

**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	72	80.9	
No	14	15.7	
Not Applicable	0	0.0	
I Don't Understand	3	3.4	

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

Response	Frequency	Percent	
Never	8	9.2	
Rarely	6	6.9	
Sometimes	15	17.2	
Always	58	66.7	

**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	8	9.0	
Rarely	6	6.7	
Sometimes	14	15.7	
Always	61	68.5	

**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	10	11.4	
Rarely	4	4.5	
Sometimes	17	19.3	
Always	57	64.8	

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

Response	Frequency	Percent	
Yes	68	76.4	
No	17	19.1	
Not Applicable	1	1.1	
I Don't Understand	3	3.4	

**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	70	78.7	
No	15	16.9	
Not Applicable	0	0.0	
I Don't Understand	4	4.5	

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

Response	Frequency	Percent	
Yes	75	84.3	
No	12	13.5	
Not Applicable	0	0.0	
I Don't Understand	2	2.2	

**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	8	9.4	
Rarely	3	3.5	
Sometimes	14	16.5	
Always	60	70.6	

**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	7	8.0	
Rarely	4	4.5	
Sometimes	17	19.3	
Always	60	68.2	

**Question 38 - Who is completing this survey?**

Response	Frequency	Percent	
Self	62	72.9	
Spouse	8	9.4	
Service Provider	1	1.2	
Friend	4	4.7	
Other	10	11.8	