Independence New Satisfaction Survey November 2011

Filter: Waiver =   Independence

Total Independence surveys mailed: 371   **Reply rate: 31%**

Question One - I help choose the service(s) that help me to stay in my home.

Response	Frequency	Percent	
Yes	78	92.9	
No	5	6.0	
Not Applicable	1	1.2	
I Don't Understand	0	0.0	
		84	

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	73	88.0	
No	8	9.6	
Not Applicable	1	1.2	
I Don't Understand	1	1.2	
		83	

Question 3 - I was given clear information about choosing my service(s).

Response	Frequency	Percent	
Yes	74	89.2	
No	8	9.6	
Not Applicable	0	0.0	
I Don't Understand	1	1.2	
		83	

Question 4 - I am satisfied with how long it took to begin getting service(s).

Response	Frequency	Percent	
Yes	43	51.2	
No	41	48.8	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
		84	

Question 5 - I need service(s) which are not available.

Response	Frequency	Percent	
Yes	21	26.3	
No	50	62.5	
Not Applicable	3	3.8	
I Don't Understand	6	7.5	
		80	

Question 6 - I was given enough information about who coordinates my service(s).

Response	Frequency	Percent	
Yes	67	81.7	
No	15	18.3	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
		82	

Question 7 - I am familiar with my individual service plan.

Response	Frequency	Percent	
Yes	65	78.3	
No	11	13.3	
Not Applicable	0	0.0	
I Don't Understand	7	8.4	
		83	

Question 8 - I know who to talk to if I have questions or concerns about my services.

Response	Frequency	Percent	
Yes	78	92.9	
No	6	7.1	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
		84	

Question 9 - I can choose the agency which provides my service(s).

Response	Frequency	Percent	
Yes	79	94.0	
No	3	3.6	
Not Applicable	0	0.0	
I Don't Understand	2	2.4	
		84	

Question 10 - I was given enough information about choosing the agency which provides my services.

Response	Frequency	Percent	
Yes	62	73.8	
No	18	21.4	
Not Applicable	1	1.2	
I Don't Understand	3	3.6	
		84	

Question 11 - I need service(s) more often than I get them.

Response	Frequency	Percent	
Yes	32	40.0	
No	45	56.3	
Not Applicable	2	2.5	
I Don't Understand	1	1.3	
		80	

Question 12 - I can choose who coordinates my service(s).

Response	Frequency	Percent	
Yes	62	77.5	
No	7	8.8	
Not Applicable	2	2.5	
I Don't Understand	9	11.3	
		80	

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

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

Response	Frequency	Percent			Response	Frequency	Percent	
Yes	63	80.8			Yes	79	97.5	
No	12	15.4			No	2	2.5	
Not Applicable	1	1.3			Not Applicable	0	0.0	
I Don't Understand	2	2.6			I Don't Understand	0	0.0	
		78					81	

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			Response	Frequency	Percent	
Yes	73	90.1			Yes	13	16.3	
No	8	9.9			No	59	73.8	
Not Applicable	0	0.0			Not Applicable	4	5.0	
I Don't Understand	0	0.0			I Don't Understand	4	5.0	
		81					80	

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			Response	Frequency	Percent	
Yes	60	77.9			Yes	67	81.7	
No	11	14.3			No	6	7.3	
Not Applicable	2	2.6			Not Applicable	0	0.0	
I Don't Understand	4	5.2			I Don't Understand	9	11.0	
		77					82	

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			Response	Frequency	Percent	
Yes	75	92.6			Yes	71	86.6	
No	5	6.2			No	11	13.4	
Not Applicable	0	0.0			Not Applicable	0	0.0	
I Don't Understand	1	1.2			I Don't Understand	0	0.0	
		81					82	

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			Response	Frequency	Percent	
Yes	68	85.0			Yes	70	86.4	
No	8	10.0			No	10	12.3	
Not Applicable	1	1.3			Not Applicable	0	0.0	
I Don't Understand	3	3.8			I Don't Understand	1	1.2	
		80					81	

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			Response	Frequency	Percent	
Yes	61	78.2			Yes	73	88.0	
No	17	21.8			No	7	8.4	
Not Applicable	0	0.0			Not Applicable	0	0.0	
I Don't Understand	0	0.0			I Don't Understand	3	3.6	
		78					83	

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			Response	Frequency	Percent	
Yes	69	83.1			Yes	75	90.4	
No	9	10.8			No	5	6.0	
Not Applicable	0	0.0			Not Applicable	0	0.0	
I Don't Understand	5	6.0			I Don't Understand	3	3.6	
		83					83	

Question 27 - Overall, I am satisfied with who

Question 28 - Overall, I am satisfied that my

coordinates my service(s).

Response	Frequency	Percent	
Yes	73	89.0	
No	4	4.9	
Not Applicable	0	0.0	
I Don't Understand	5	6.1	
		82	

individual service plan meets my needs.

Response	Frequency	Percent	
Yes	65	78.3	
No	16	19.3	
Not Applicable	0	0.0	
I Don't Understand	2	2.4	
		83	

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

Response	Frequency	Percent	
Yes	76	91.6	
No	7	8.4	
Not Applicable	0	0.0	
I Don't Understand	0	0.0	
		83	

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	72	87.8	
No	9	11.0	
Not Applicable	0	0.0	
I Don't Understand	1	1.2	
		82	

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	87.8	
No	9	11.0	
Not Applicable	0	0.0	
I Don't Understand	1	1.2	
		82	

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

Response	Frequency	Percent	
Yes	79	95.2	
No	2	2.4	
Not Applicable	2	2.4	
I Don't Understand	0	0.0	
		83	

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

Response	Frequency	Percent	
Never	6	7.2	
Rarely	3	3.6	
Sometimes	14	16.9	
Always	60	72.3	
		83	

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	7	8.5	
Rarely	1	1.2	
Sometimes	12	14.6	
Always	62	75.6	
		82	

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	5	6.0	
Rarely	3	3.6	
Sometimes	10	11.9	
Always	66	78.6	
		84	

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	3	3.6	
Rarely	6	7.1	
Sometimes	13	15.5	
Always	62	73.8	
		84	

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	1	1.2	
Rarely	6	7.1	
Sometimes	16	19.0	
Always	61	72.6	
		84	

Question 38 - Who is completing this survey?

Response	Frequency	Percent	
Self	54	66.7	
Spouse	7	8.6	
Service Provider	0	0.0	
Friend	2	2.5	
Other	18	22.2	
		81	