

OBRA Annual Participant Satisfaction Survey November 2011

Filter: Waiver = OBRA

Total OBRA surveys mailed: 1524

Total Replies: 363

Reply rate: 24%

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	64	18.1	
No	256	72.3	
Not Applicable	20	5.6	
I Don't Understand	14	4.0	
354			

Response	Frequency	Percent	
Yes	326	90.6	
No	13	3.6	
Not Applicable	15	4.2	
I Don't Understand	6	1.7	
360			

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	45	12.5	
No	291	80.8	
Not Applicable	15	4.2	
I Don't Understand	9	2.5	
360			

Response	Frequency	Percent	
Yes	332	92.2	
No	15	4.2	
Not Applicable	6	1.7	
I Don't Understand	7	1.9	
360			

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	333	92.5	
No	9	2.5	
Not Applicable	13	3.6	
I Don't Understand	5	1.4	
360			

Response	Frequency	Percent	
Yes	331	92.7	
No	9	2.5	
Not Applicable	13	3.6	
I Don't Understand	4	1.1	
357			

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	314	88.0	
No	37	10.4	
Not Applicable	1	0.3	
I Don't Understand	5	1.4	
357			

Response	Frequency	Percent	
Yes	299	83.1	
No	36	10.0	
Not Applicable	14	3.9	
I Don't Understand	11	3.1	
360			

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	334	92.0	
No	19	5.2	
Not Applicable	5	1.4	
I Don't Understand	5	1.4	
363			

Response	Frequency	Percent	
Yes	313	87.2	
No	35	9.7	
Not Applicable	3	0.8	
I Don't Understand	8	2.2	
359			

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	314	87.0	
No	28	7.8	
Not Applicable	13	3.6	
I Don't Understand	6	1.7	
361			

Response	Frequency	Percent	
Yes	340	93.9	
No	20	5.5	
Not Applicable	1	0.3	
I Don't Understand	1	0.3	
362			

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	330	92.2	
No	18	5.0	
Not Applicable	7	2.0	
I Don't Understand	3	0.8	

Response	Frequency	Percent	
Yes	330	92.7	
No	13	3.7	
Not Applicable	13	3.7	
I Don't Understand	0	0.0	

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

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

Response	Frequency	Percent
Yes	329	92.7
No	20	5.6
Not Applicable	4	1.1
I Don't Understand	2	0.6

Response	Frequency	Percent
Yes	308	87.3
No	38	10.8
Not Applicable	5	1.4
I Don't Understand	2	0.6

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

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	86	24.6
No	234	66.9
Not Applicable	22	6.3
I Don't Understand	8	2.3

Response	Frequency	Percent
Yes	332	93.0
No	19	5.3
Not Applicable	3	0.8
I Don't Understand	3	0.8

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

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

Response	Frequency	Percent
Yes	345	95.8
No	10	2.8
Not Applicable	4	1.1
I Don't Understand	1	0.3

Response	Frequency	Percent
Yes	345	96.1
No	8	2.2
Not Applicable	5	1.4
I Don't Understand	1	0.3

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

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

Response	Frequency	Percent
Yes	331	93.0
No	12	3.4
Not Applicable	9	2.5
I Don't Understand	4	1.1

Response	Frequency	Percent
Yes	334	92.3
No	23	6.4
Not Applicable	4	1.1
I Don't Understand	1	0.3

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

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

Response	Frequency	Percent
Yes	301	85.5
No	26	7.4
Not Applicable	23	6.5
I Don't Understand	2	0.6

Response	Frequency	Percent
Yes	336	93.6
No	12	3.3
Not Applicable	9	2.5
I Don't Understand	2	0.6

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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.)

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

Response	Frequency	Percent
Yes	332	92.5
No	18	5.0
Not Applicable	5	1.4
I Don't Understand	4	1.1

Response	Frequency	Percent
Yes	324	91.3
No	13	3.7
Not Applicable	3	0.8
I Don't Understand	15	4.2

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

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

Response	Frequency	Percent
Yes	49	13.5
No	305	83.8
Not Applicable	8	2.2
I Don't Understand	2	0.5

Response	Frequency	Percent
Yes	339	93.9
No	15	4.2
Not Applicable	6	1.7
I Don't Understand	1	0.3

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

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

Response **Frequency** **Percent**

Response **Frequency** **Percent**

Never	6	1.7	
Rarely	1	0.3	
Sometimes	18	5.1	
Always	331	93.0	
		356	

Never	11	3.1	
Rarely	4	1.1	
Sometimes	19	5.3	
Always	322	90.4	
		356	

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

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	215	60.6	
Rarely	93	26.2	
Sometimes	37	10.4	
Always	10	2.8	
		355	

Response	Frequency	Percent	
Never	21	6.3	
Rarely	13	3.9	
Sometimes	37	11.0	
Always	265	78.9	
		336	

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

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	7	2.0	
Rarely	2	0.6	
Sometimes	11	3.1	
Always	335	94.4	
		355	

Response	Frequency	Percent	
Never	11	3.1	
Rarely	1	0.3	
Sometimes	23	6.5	
Always	317	90.1	
		352	

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

Who is completing this survey?

Response	Frequency	Percent	
Never	9	2.5	
Rarely	5	1.4	
Sometimes	21	5.9	
Always	321	90.2	
		356	

Response	Frequency	Percent	
Self	173	51.5	
Spouse/Family	97	28.9	
Service Provider	10	3.0	
Friend	23	6.8	
Other	33	9.8	
		336	