



Report Month
Sept 2012

Self-Administered Services Consumer Satisfaction

Surveys sent from 10/01/2011 and 09/30/2012

1,527 Consumers

1,093 Households

Survey Response Rate (Statewide) 53.2%

Survey Response Rate (by Provider)

Acumen Fiscal Agent, LLC (ACUMEN)

564 Surveys

280 Responses

11 Bad Addresses

50.6% Response Rate

Leonard Consulting, LLC (LEONARD)

435 Surveys

244 Responses

13 Bad Addresses

57.8% Response Rate

Morning Star Financial Services, LLC (MORNING STAR)

95 Surveys

43 Responses

4 Bad Addresses

47.3% Response Rate

Bad Address Rate

1,094 Surveys

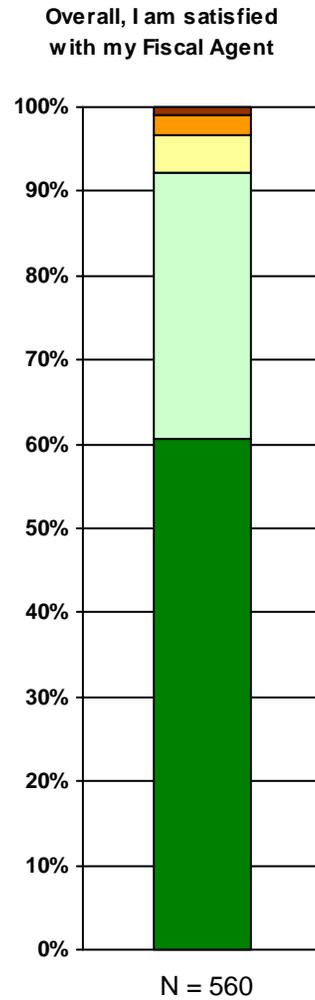
28 Bad Addresses

2.6% Bad Address Rate



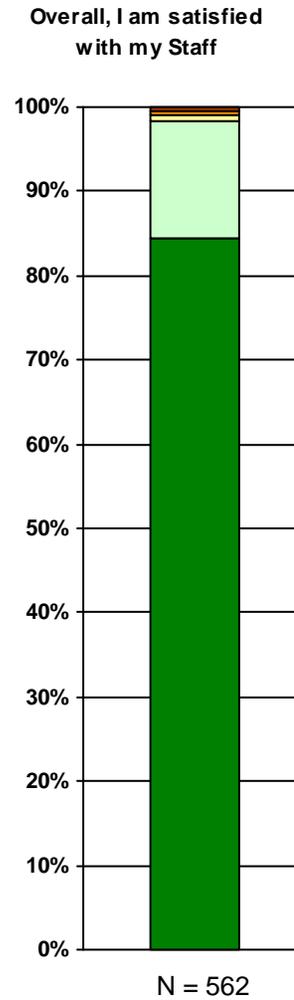
Self-Administered Services - Overall Satisfaction

Surveys received from 10/01/2011 to 09/30/2012



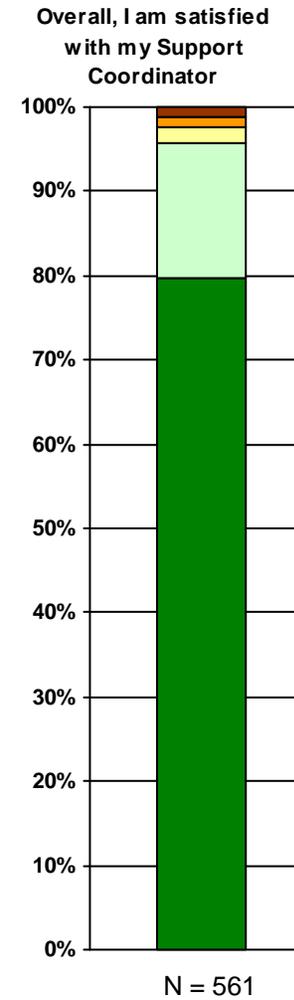
Current Overall Satisfaction

92.1%



Current Overall Satisfaction

98.4%



Current Overall Satisfaction

95.7%

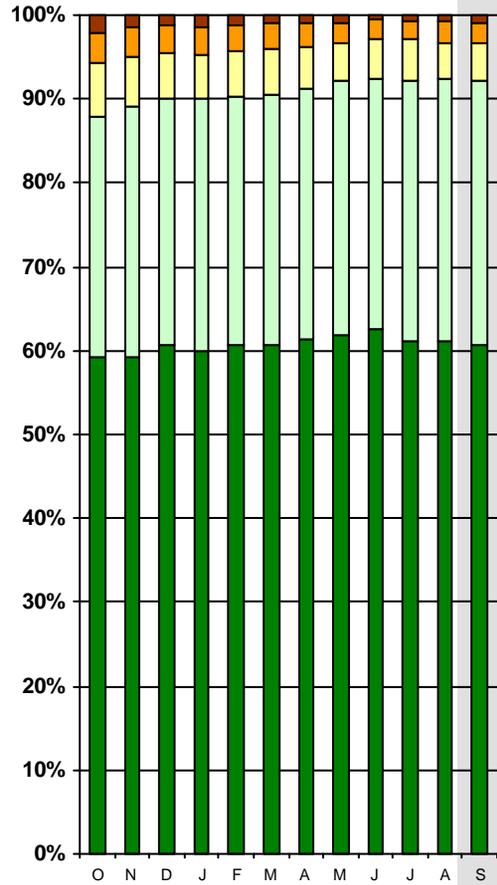


Self-Administered Services - Overall Satisfaction

Rolling 12-month average based on date response received



Overall, I am satisfied with my Fiscal Agent

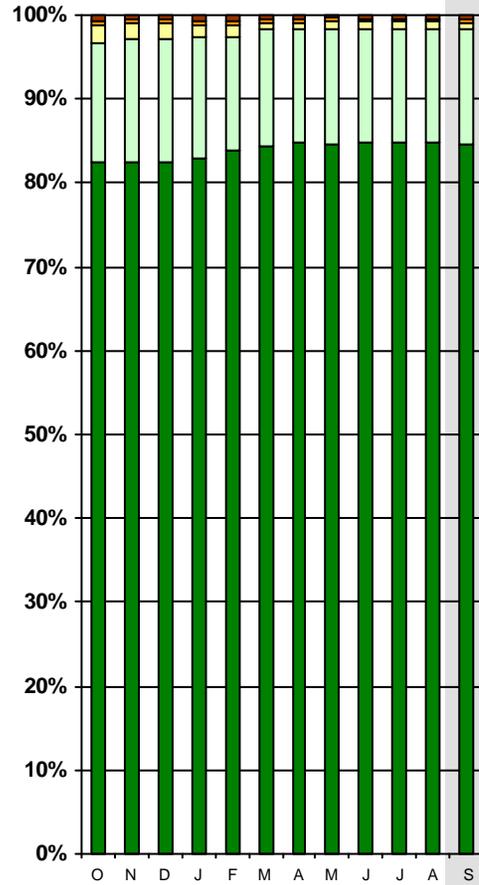


N = 540 to 601

Current Overall Satisfaction

92.1%

Overall, I am satisfied with my Staff

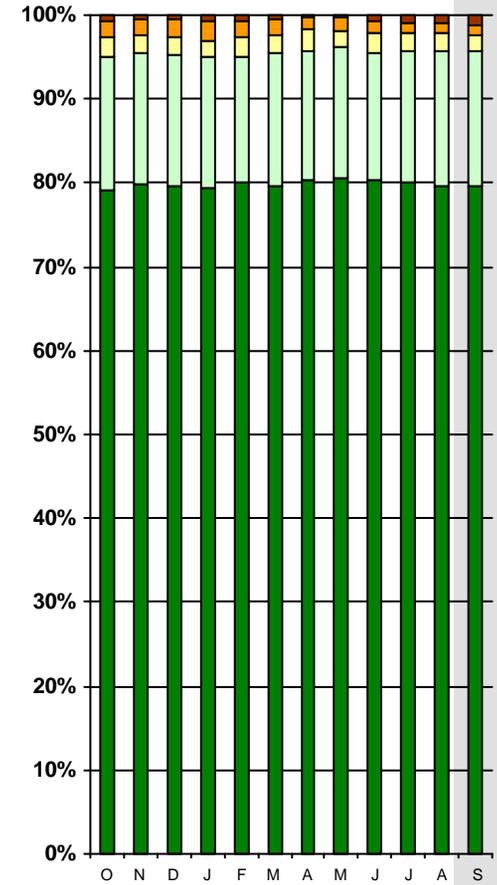


N = 542 to 602

Current Overall Satisfaction

98.4%

Overall, I am satisfied with my Support Coordinator



N = 541 to 604

Current Overall Satisfaction

95.7%

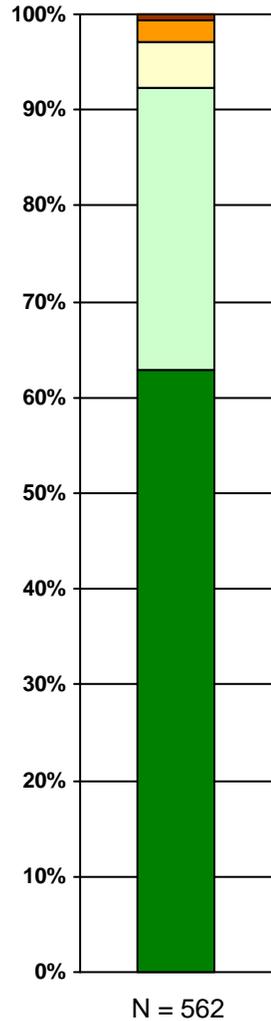


Satisfaction with Fiscal Agent

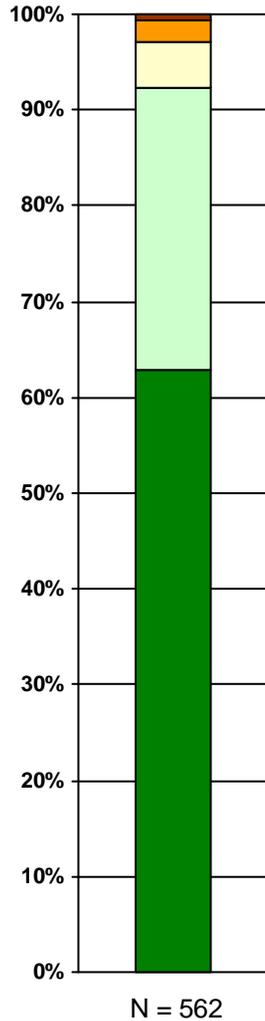
Surveys received from 10/01/2011 to 09/30/2012

92.1%

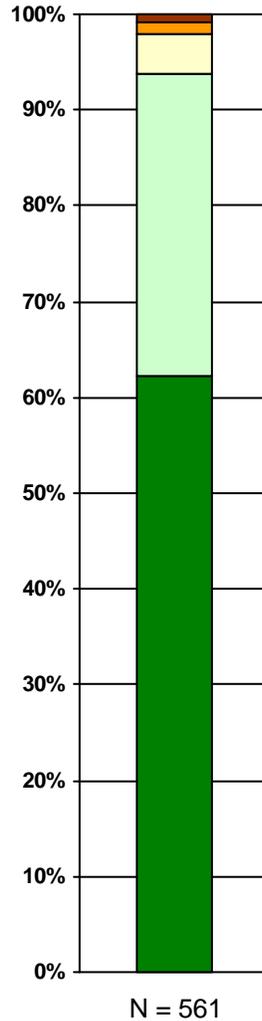
They respond quickly to my contacts



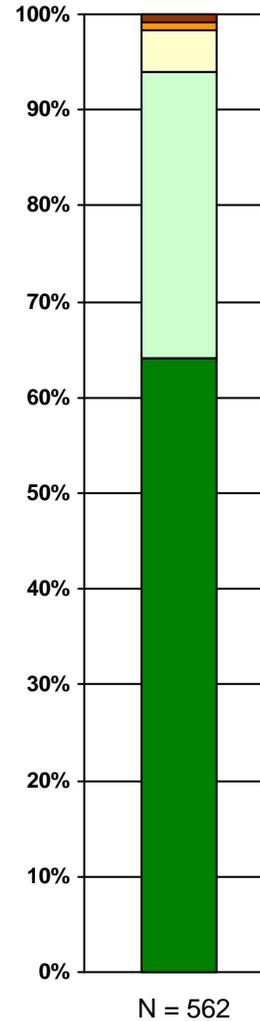
They pay my employees the right amount



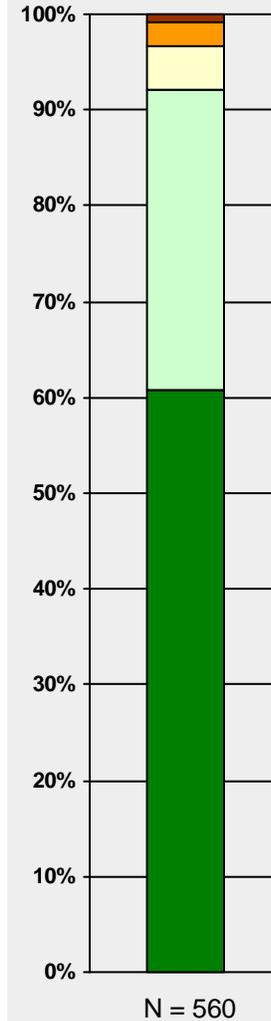
They pay my employees on time



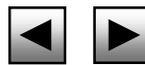
They are polite and courteous



Overall, I am satisfied with my Fiscal Agent



Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree



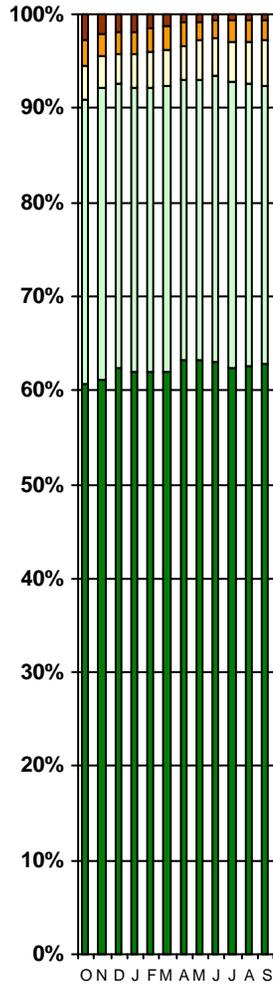
Satisfaction with Fiscal Agent

Rolling 12-month average based on date response received

92.1%

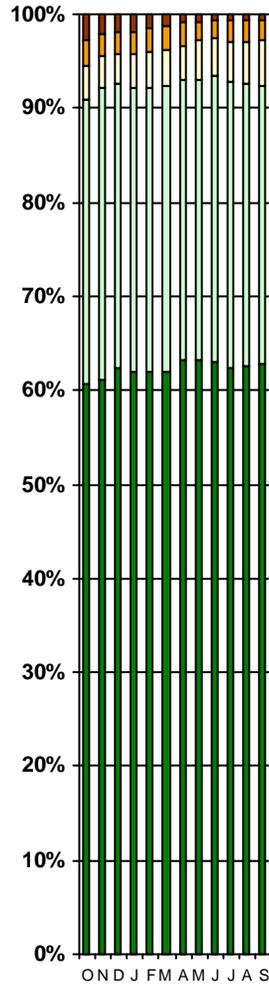


They respond quickly to my contacts



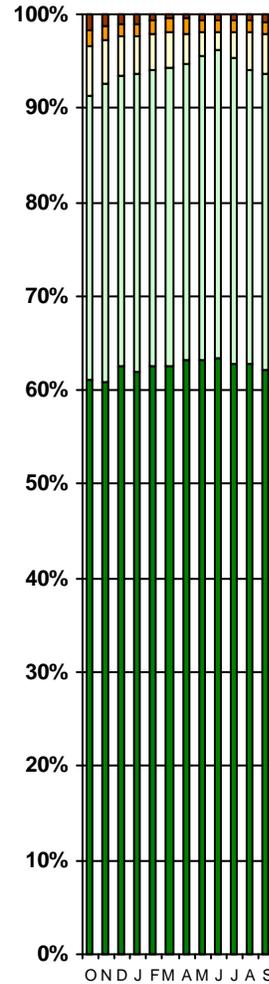
N = 542 to 600

They pay my employees the right amount



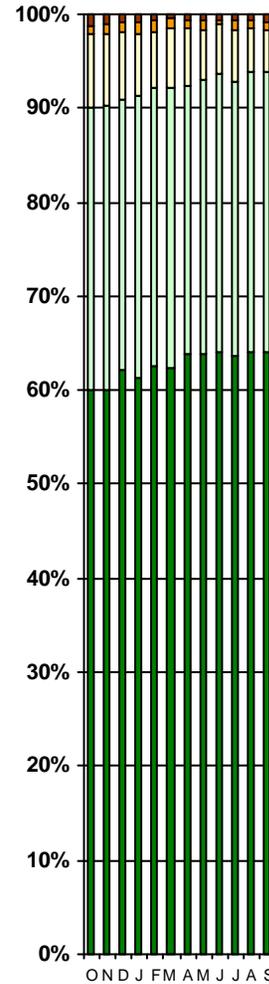
N = 542 to 600

They pay my employees on time



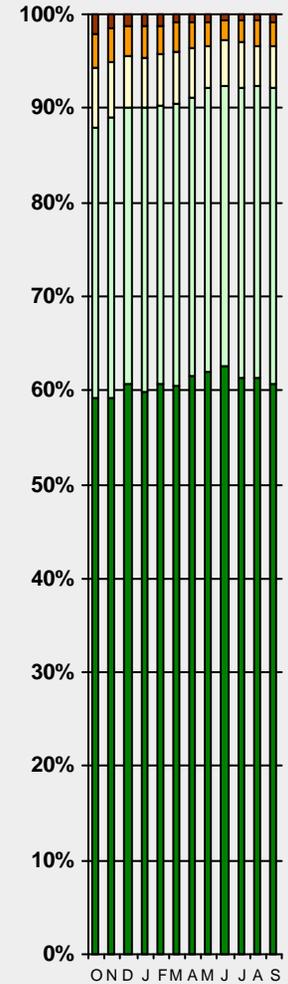
N = 541 to 601

They are polite and courteous



N = 541 to 600

Overall, I am satisfied with my Fiscal Agent



N = 540 to 601

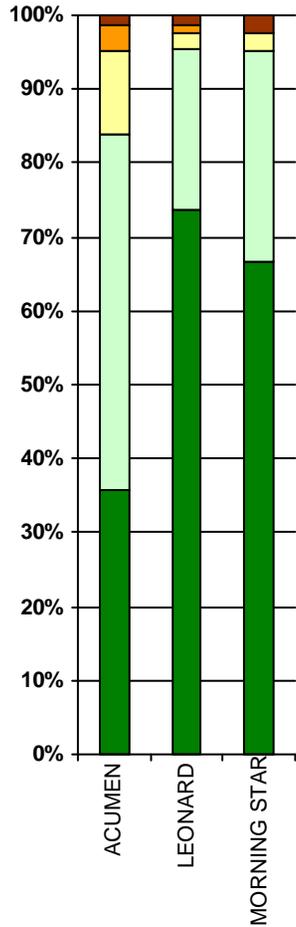


Satisfaction with Fiscal Agent - By Provider

Surveys received from 10/01/2011 to 09/30/2012

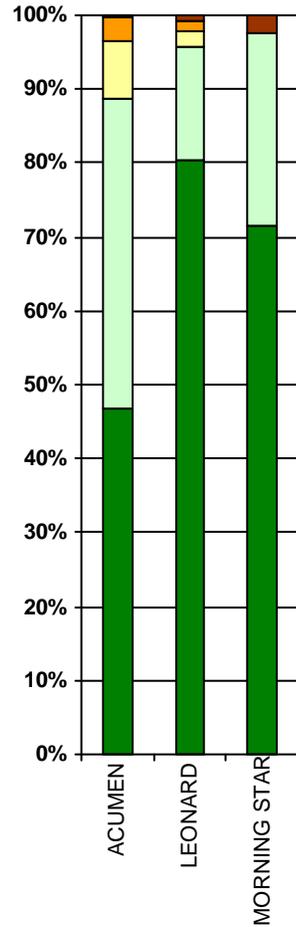
Current Overall Satisfaction
ACUMEN 87.9%
LEONARD 96.2%
MORNING STAR 97.6%

They respond quickly to my contacts



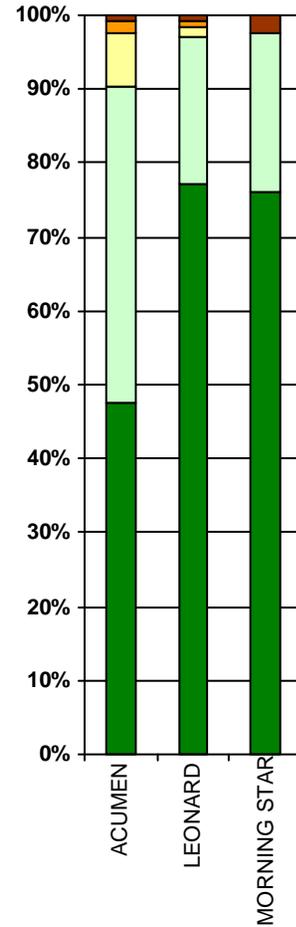
ACUMEN, n = 283
 LEONARD, n = 239
 MORNING STAR, n = 42

They pay my employees on time



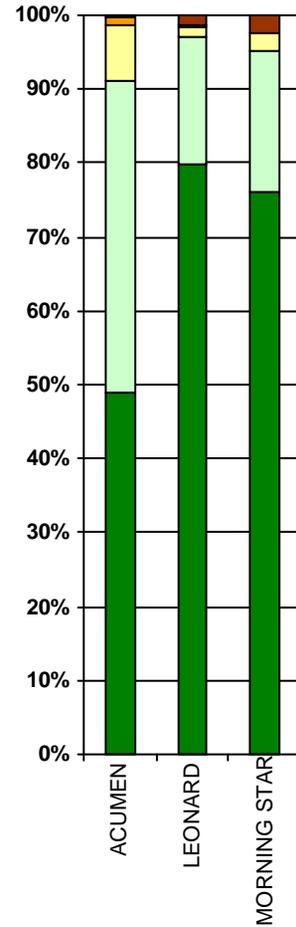
ACUMEN, n = 282
 LEONARD, n = 238
 MORNING STAR, n = 42

They pay my employees the right amount



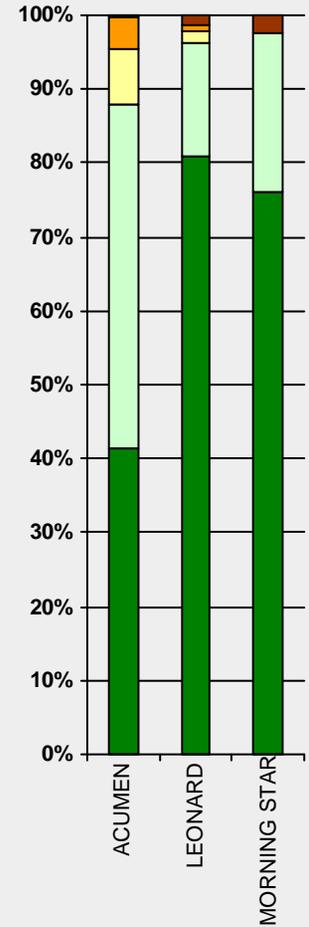
ACUMEN, n = 282
 LEONARD, n = 237
 MORNING STAR, n = 42

They are polite and courteous



ACUMEN, n = 282
 LEONARD, n = 238
 MORNING STAR, n = 42

Overall, I am satisfied with my fiscal agent



ACUMEN, n = 282
 LEONARD, n = 236
 MORNING STAR, n = 42

Strongly Disagree
 Disagree
 Neither Agree Nor Disagree
 Agree
 Strongly Agree



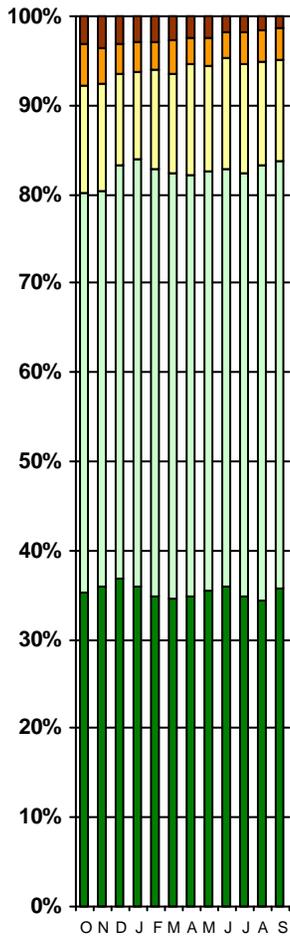
Satisfaction with Fiscal Agent - Acumen

Rolling 12-month average based on date response received

87.9%

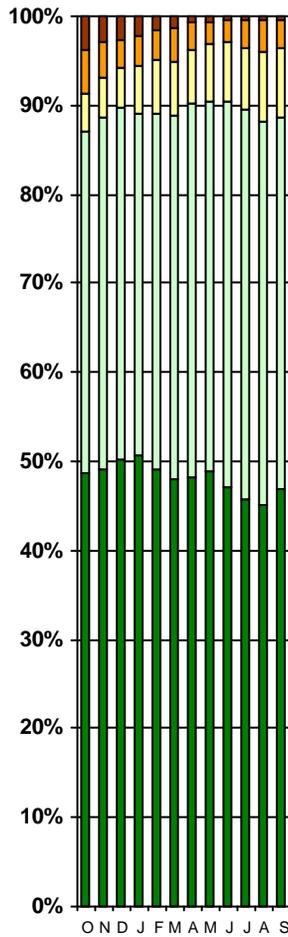


They respond quickly to my contacts



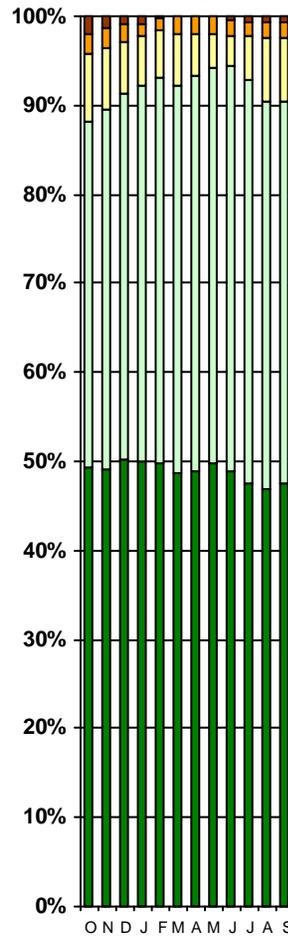
N = 273 to 312

They pay my employees on time



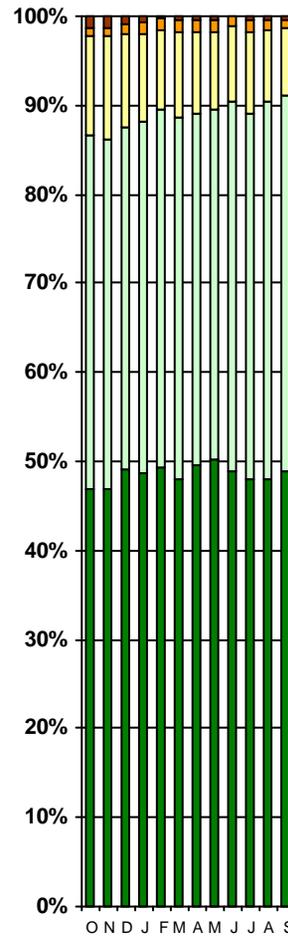
N = 273 to 314

They pay my employees the right amount



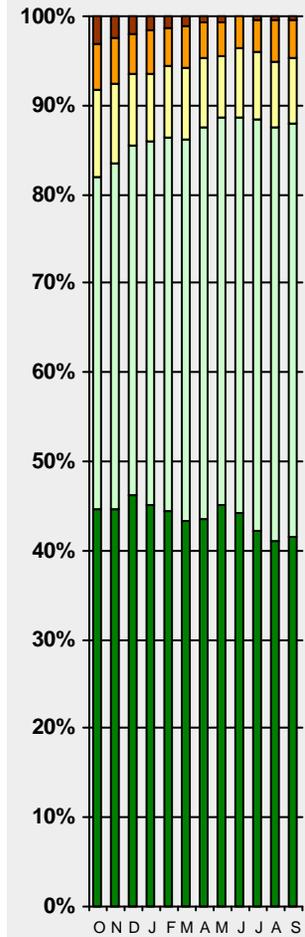
N = 273 to 314

They are polite and courteous

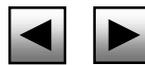


N = 273 to 313

Overall, I am satisfied with my fiscal agent



N = 273 to 314

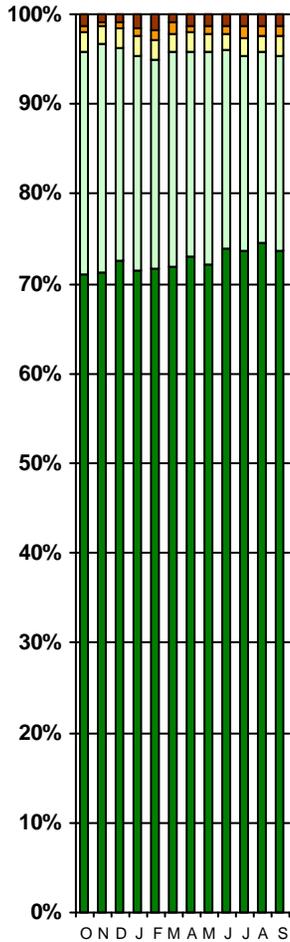


Satisfaction with Fiscal Agent - Leonard

Rolling 12-month average based on date response received

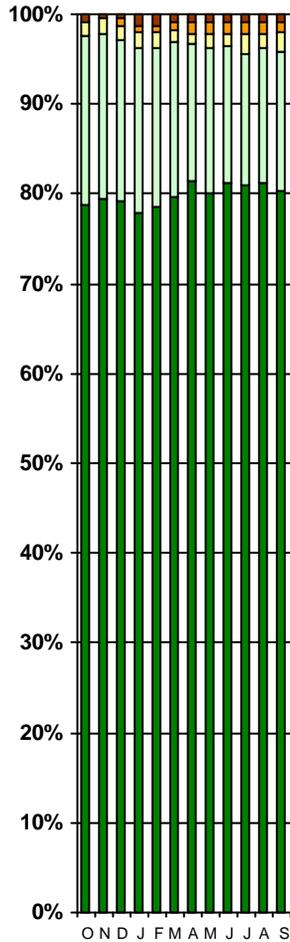
96.2%

They respond quickly to my contacts



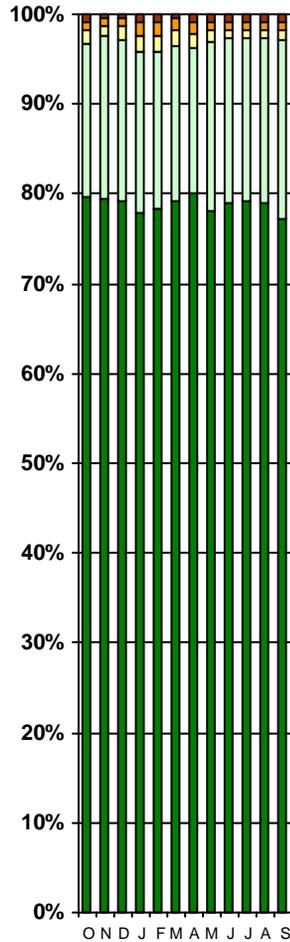
N = 230 to 244

They pay my employees on time



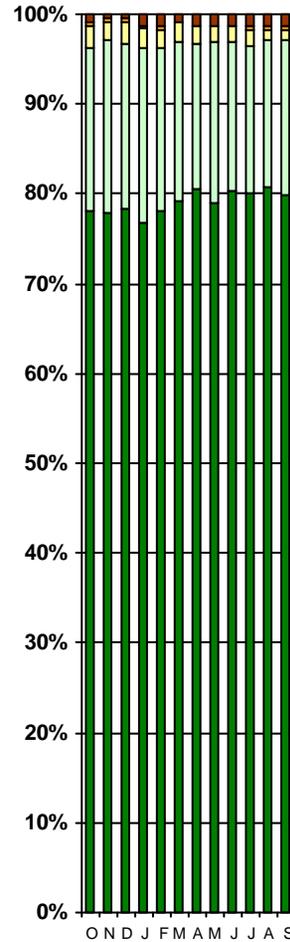
N = 229 to 245

They pay my employees the right amount



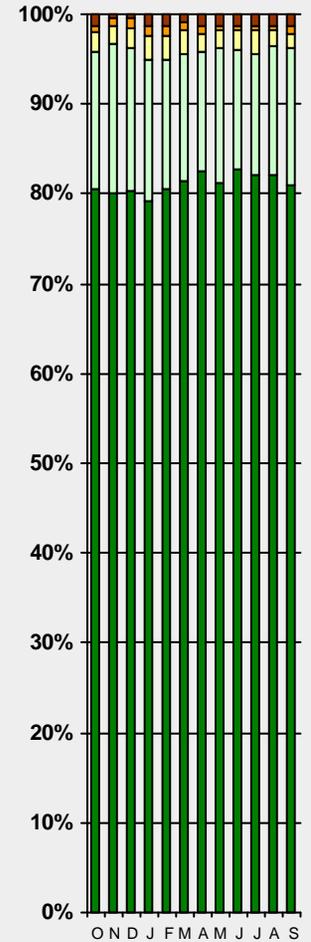
N = 228 to 245

They are polite and courteous



N = 228 to 244

Overall, I am satisfied with my fiscal agent



N = 227 to 244

Strongly Disagree
 Disagree
 Neither Agree Nor Disagree
 Agree
 Strongly Agree



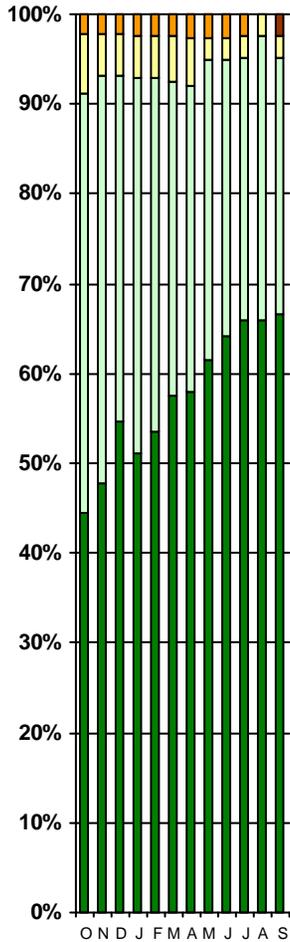
Satisfaction with Fiscal Agent - Morning Star

Rolling 12-month average based on date response received

97.6%

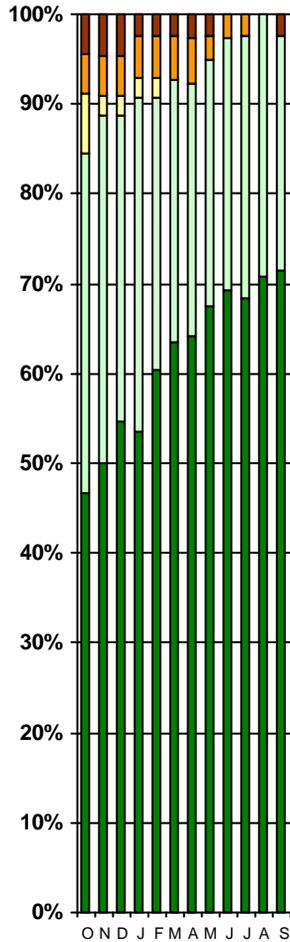


They respond quickly to my contacts



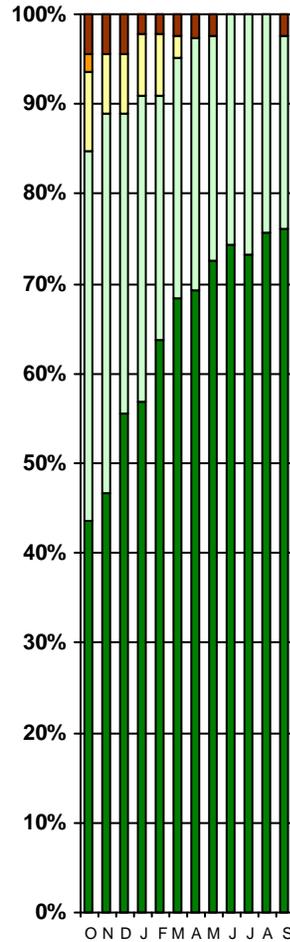
N = 38 to 45

They pay my employees on time



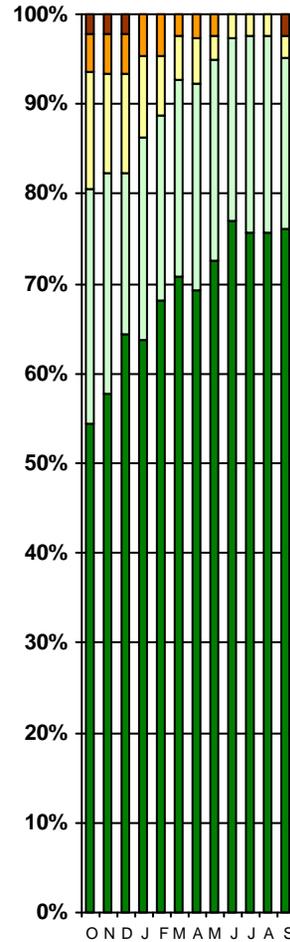
N = 39 to 45

They pay my employees the right amount



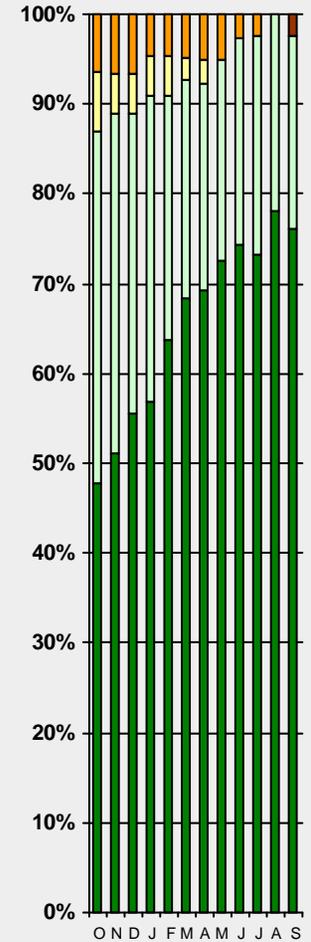
N = 39 to 46

They are polite and courteous



N = 39 to 46

Overall, I am satisfied with my fiscal agent



N = 39 to 46



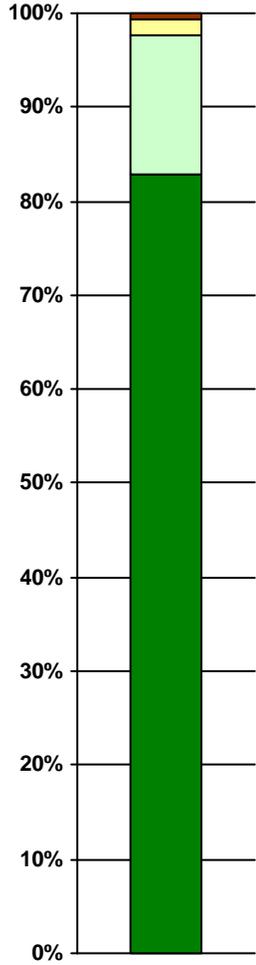
Satisfaction with Staff

Surveys received from 10/01/2011 to 09/30/2012

98.4%

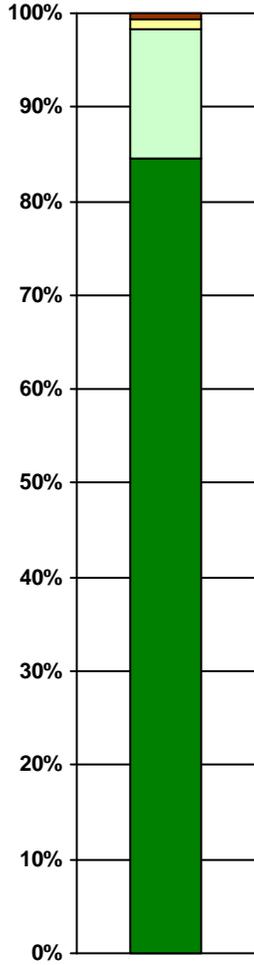


They are trustworthy and dependable



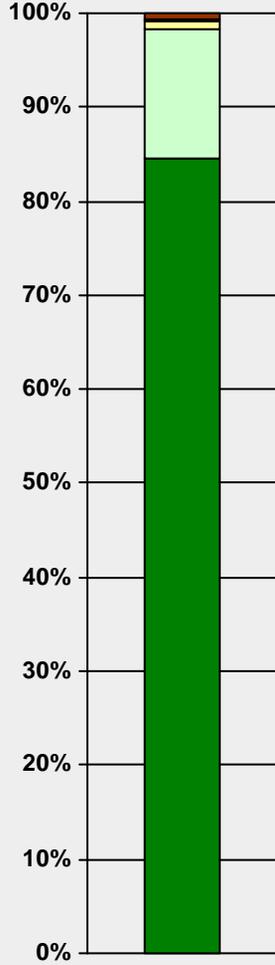
N = 564

They are patient and caring



N = 562

Overall, I am satisfied with my Staff



N = 562

Strongly Disagree
 Disagree
 Neither Agree Nor Disagree
 Agree
 Strongly Agree



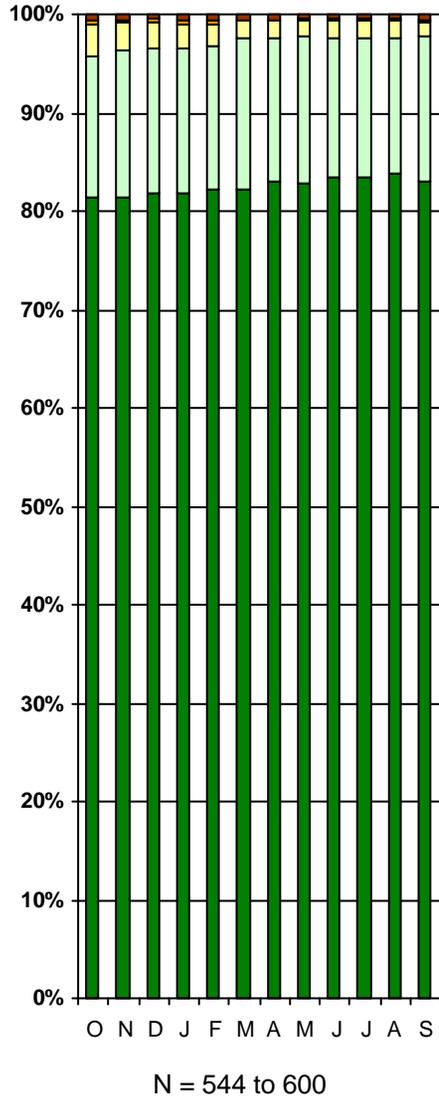
Satisfaction with Staff

Rolling 12-month average based on date response received

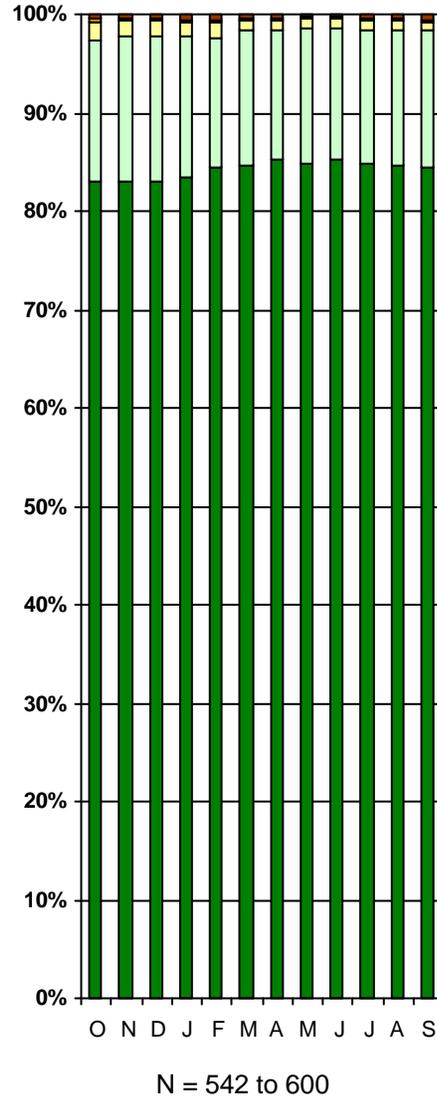
98.4%



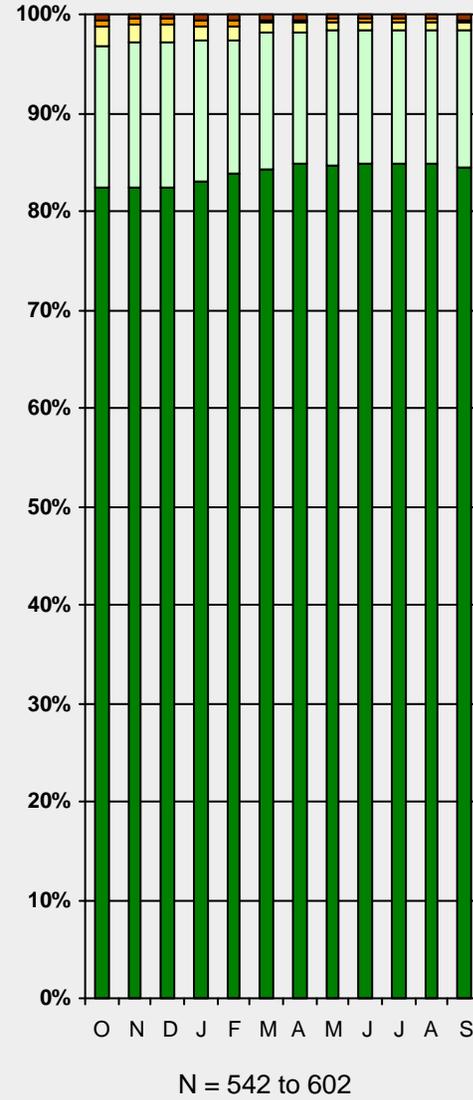
They are trustworthy and dependable



They are patient and caring



Overall, I am satisfied with my Staff



Strongly Disagree
 Disagree
 Neither Agree Nor Disagree
 Agree
 Strongly Agree



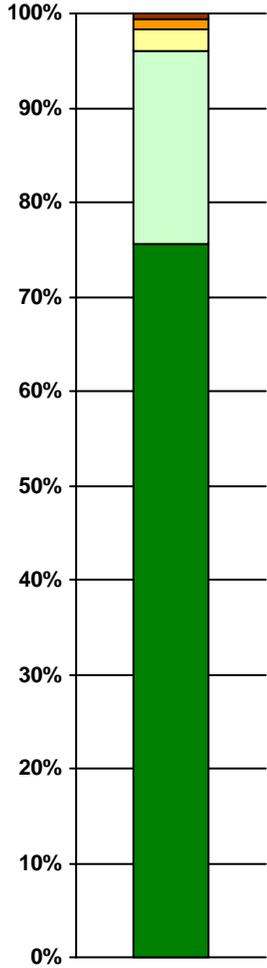
Satisfaction with Support Coordinator

Surveys received from 10/01/2011 to 09/30/2012

95.7%

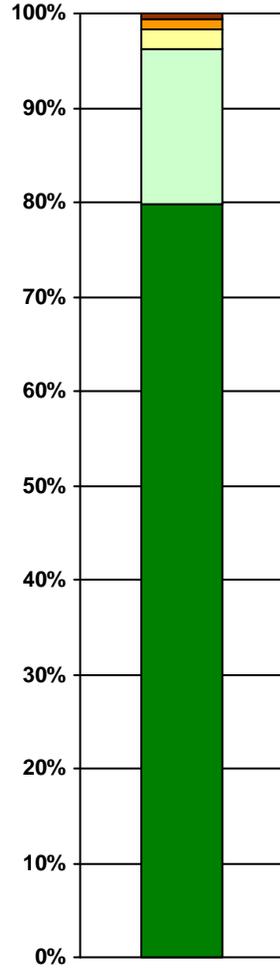


They are knowledgeable about Division services



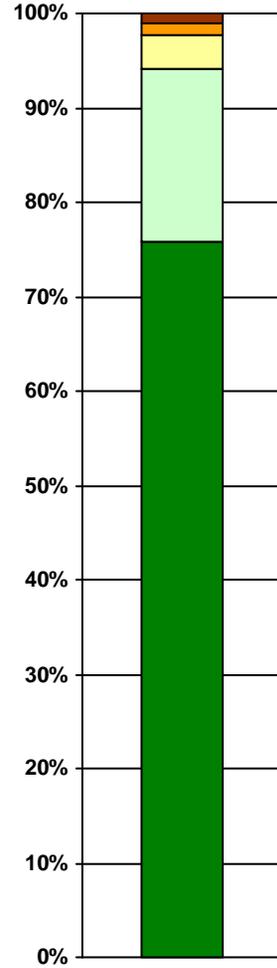
N = 563

They respond quickly to my contacts



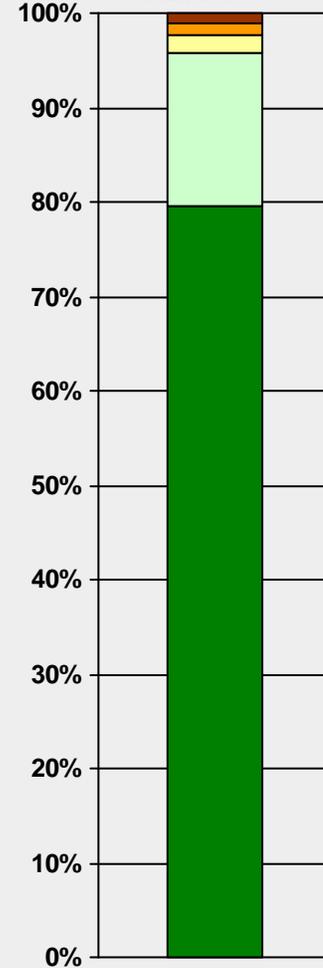
N = 561

They are helpful and supportive



N = 562

Overall, I am satisfied with my Support Coordinator



N = 561

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

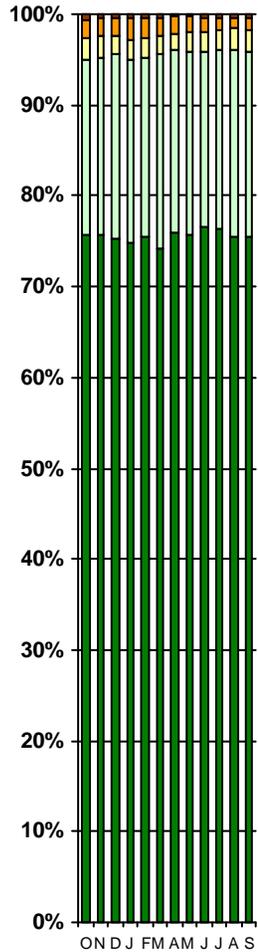


Satisfaction with Support Coordinator

Rolling 12-month average based on date response received

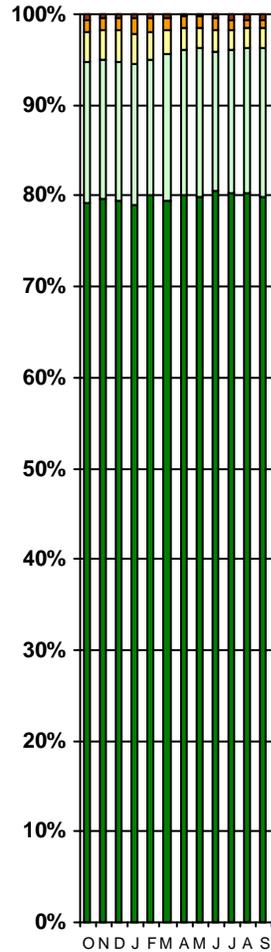
95.7%

They are knowledgeable about Division services



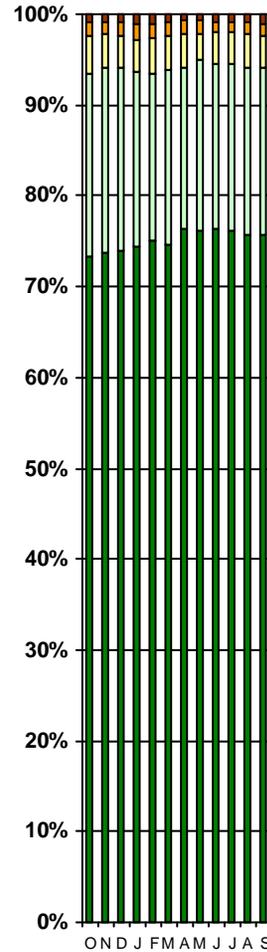
N = 543 to 603

They respond quickly to my contacts



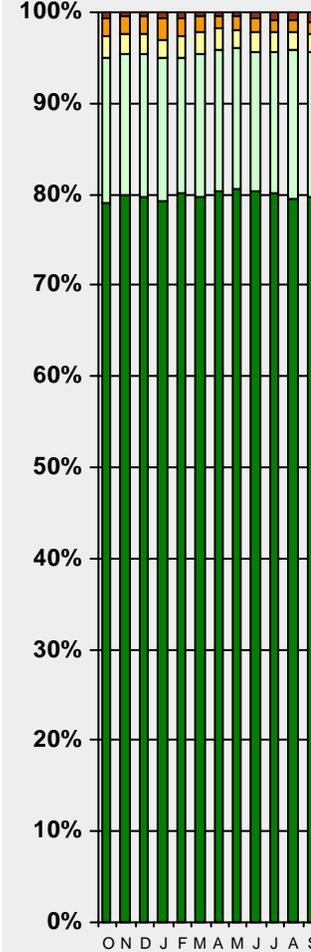
N = 541 to 601

They are helpful and supportive



N = 541 to 601

Overall, I am satisfied with my Support Coordinator



N = 541 to 604

