# Self-Administered Services
## Consumer Satisfaction
Report Month: June 2011
Surveys sent from 07/01/2010 and 06/30/2011

<table>
<thead>
<tr>
<th></th>
<th>1,533 Consumers</th>
<th>1,150 Households</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Survey Response Rate (Statewide)</strong></td>
<td>53.6%</td>
<td></td>
</tr>
<tr>
<td><strong>Survey Response Rate (by Provider)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Acumen Fiscal Agent, LLC (ACUMEN)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surveys</td>
<td>638</td>
<td>311 Responses</td>
</tr>
<tr>
<td>Bad Addresses</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Response Rate</td>
<td>49.9%</td>
<td></td>
</tr>
<tr>
<td><strong>Leonard Consulting, LLC (LEONARD)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surveys</td>
<td>419</td>
<td>243 Responses</td>
</tr>
<tr>
<td>Bad Addresses</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Response Rate</td>
<td>59.4%</td>
<td></td>
</tr>
<tr>
<td><strong>Morning Star Financial Services, LLC (MORNING STAR)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surveys</td>
<td>93</td>
<td>49 Responses</td>
</tr>
<tr>
<td>Bad Addresses</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Response Rate</td>
<td>53.8%</td>
<td></td>
</tr>
<tr>
<td><strong>Bad Address Rate</strong></td>
<td>1,151 Surveys</td>
<td>27 Bad Addresses</td>
</tr>
<tr>
<td>Bad Address Rate</td>
<td>2.3%</td>
<td></td>
</tr>
</tbody>
</table>
Overall, I am satisfied with my Support Coordinator

Overall, I am satisfied with my Staff

Overall, I am satisfied with my Fiscal Agent

Self-Administered Services - Overall Satisfaction
Surveys received from 07/01/2010 to 06/30/2011

Report Month
June 2011

Current Overall Satisfaction
88.2%

Current Overall Satisfaction
97.2%

Current Overall Satisfaction
95.4%
Overall, I am satisfied with my
Fiscal Agent

Overall, I am satisfied with my
Staff

Overall, I am satisfied with my
Support Coordinator

Self-Administered Services - Overall Satisfaction
Rolling 12-month average based on date response received

Current Overall Satisfaction

Overall, I am satisfied with my
Fiscal Agent
N = 633 to 678
Current Overall Satisfaction

88.2%

Overall, I am satisfied with my
Staff
N = 639 to 683
Current Overall Satisfaction

97.2%

Overall, I am satisfied with my
Support Coordinator
N = 638 to 681
Current Overall Satisfaction

95.4%

* Number of responses vary due to the conversion from an annual to a monthly survey.
Overall, I am satisfied with my Fiscal Agent

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

Satisfaction with Fiscal Agent

June 2011

Surveys received from 07/01/2010 to 06/30/2011

Current Overall Satisfaction 88.2%

N = 647

N = 647

N = 648

N = 648

N = 650
Overall, I am satisfied with my Fiscal Agent

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

Satisfaction with Fiscal Agent

Rolling 12-month average based on date response received

Report Month

June 2011

Current Overall Satisfaction

88.2%

* Number of responses vary due to the conversion from an annual to a monthly survey.
Satisfaction with Fiscal Agent - By Provider
Surveys received from 07/01/2010 to 06/30/2011

June 2011

They respond quickly to my contacts

They pay my employees on time

They pay my employees the right amount

They are polite and courteous

Overall, I am satisfied with my fiscal agent

Report Month

ACUMEN, n = 338
LEONARD, n = 259
MORNING STAR, n = 52

ACUMEN, n = 339
LEONARD, n = 256
MORNING STAR, n = 52

ACUMEN, n = 339
LEONARD, n = 256
MORNING STAR, n = 53

ACUMEN, n = 337
LEONARD, n = 258
MORNING STAR, n = 53

ACUMEN, n = 338
LEONARD, n = 259
MORNING STAR, n = 53

Current Overall Satisfaction
ACUMEN 81.7%
LEONARD 96.5%
MORNING STAR 88.7%
June 2011

Satisfaction with Fiscal Agent - Acumen
Rolling 12-month average based on date response received

Current Overall Satisfaction
81.7%

They respond quickly to my contacts

They pay my employees on time

They pay my employees the right amount

They are polite and courteous

Overall, I am satisfied with my fiscal agent

*N = 332 to 389
*N = 333 to 392
*N = 333 to 392
*N = 331 to 393
*N = 332 to 391

* Number of responses vary due to the conversion from an annual to a monthly survey.
Satisfaction with Fiscal Agent - Leonard

June 2011

Rolling 12-month average based on date response received

They respond quickly to my contacts

They pay my employees on time

They pay my employees the right amount

They are polite and courteous

Overall, I am satisfied with my fiscal agent

Current Overall Satisfaction: 96.5%

<table>
<thead>
<tr>
<th>Month</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree Nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N = 236 to 259
N = 236 to 256
N = 236 to 256
N = 237 to 258
N = 235 to 259

* Number of responses vary due to the conversion from an annual to a monthly survey.
They respond quickly to my contacts

They pay my employees on time

They pay my employees the right amount

They are polite and courteous

Overall, I am satisfied with my fiscal agent

Report Month

Satisfaction with Fiscal Agent - Morning Star
Rolling 12-month average based on date response received

June 2011

Current Overall Satisfaction
88.7%

- Strongly Disagree
- Disagree
- Neither Agree Nor Disagree
- Agree
- Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.
They are trustworthy and dependable

They are patient and caring

Overall, I am satisfied with my Staff

Report Month
June 2011

Surveys received from 07/01/2010 to 06/30/2011

Current Overall Satisfaction
97.2%
They are trustworthy and dependable

They are patient and caring

Overall, I am satisfied with my Staff

Report Month
June 2011

Satisfaction with Staff
Rolling 12-month average based on date response received

Current Overall Satisfaction
97.2%

N = 634 to 679
N = 634 to 679
N = 639 to 683

Strongly Disagree
Disagree
Neither Agree Nor Disagree
Agree
Strongly Agree

* Number of responses vary due to the conversion from an annual to a monthly survey.
Satisfaction with Support Coordinator

Surveys received from 07/01/2010 to 06/30/2011

Current Overall Satisfaction

95.4%

They are knowledgeable about Division services

They respond quickly to my contacts

They are helpful and supportive

Overall, I am satisfied with my Support Coordinator

N = 654

N = 651

N = 652

N = 654

Strongly Disagree
Disagree
Neither Agree Nor Disagree
Agree
Strongly Agree
They are knowledgeable about Division services

They respond quickly to my contacts

They are helpful and supportive

Overall, I am satisfied with my Support Coordinator

Report Month: June 2011

Current Overall Satisfaction: 95.4%

N = 637 to 681

N = 634 to 680

N = 633 to 676

N = 638 to 681

* Number of responses vary due to the conversion from an annual to a monthly survey.