

Report Month  
**June 2011**

## Self-Administered Services Consumer Satisfaction

Surveys sent from 07/01/2010 and 06/30/2011

*1,533 Consumers*

*1,150 Households*

*Survey Response Rate (Statewide) 53.6%*

*Survey Response Rate (by Provider)*

1 Surveys  
Bad Addresses

*Acumen Fiscal Agent, LLC (ACUMEN)*

638 Surveys  
311 Responses  
15 Bad Addresses  
49.9% Response Rate

*Leonard Consulting, LLC (LEONARD)*

419 Surveys  
243 Responses  
10 Bad Addresses  
59.4% Response Rate

*Morning Star Financial Services, LLC (MORNING STAR)*

93 Surveys  
49 Responses  
2 Bad Addresses  
53.8% Response Rate

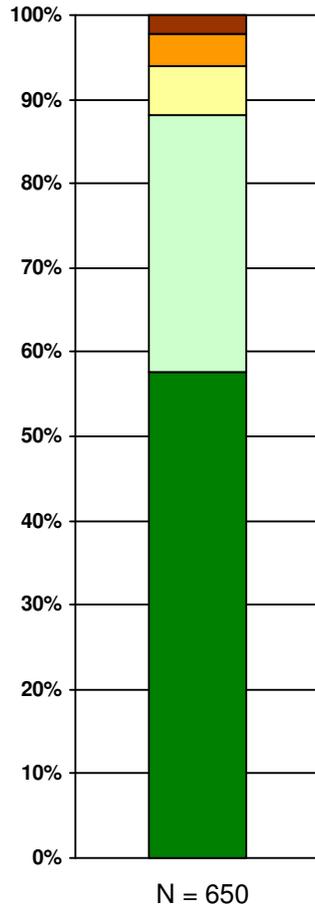
*Bad Address Rate*

*1,151 Surveys*  
*27 Bad Addresses*  
*2.3% Bad Address Rate*

# Self-Administered Services - Overall Satisfaction

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

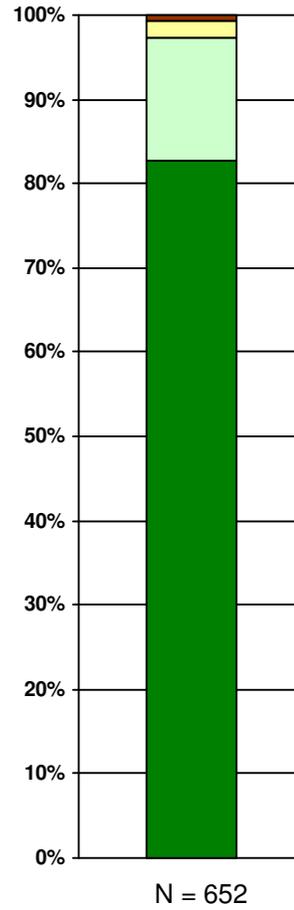
Overall, I am satisfied with my Fiscal Agent



Current Overall Satisfaction

**88.2%**

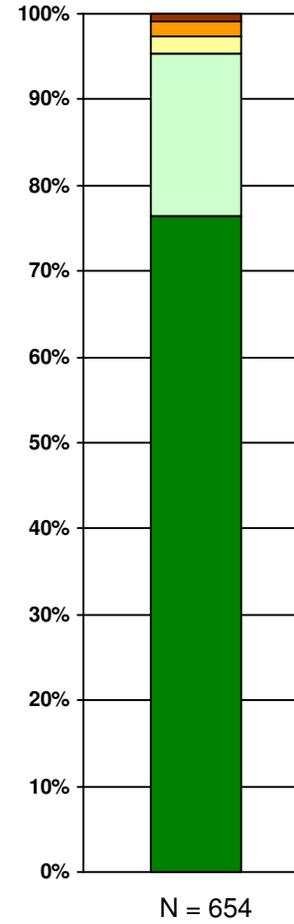
Overall, I am satisfied with my Staff



Current Overall Satisfaction

**97.2%**

Overall, I am satisfied with my Support Coordinator



Current Overall Satisfaction

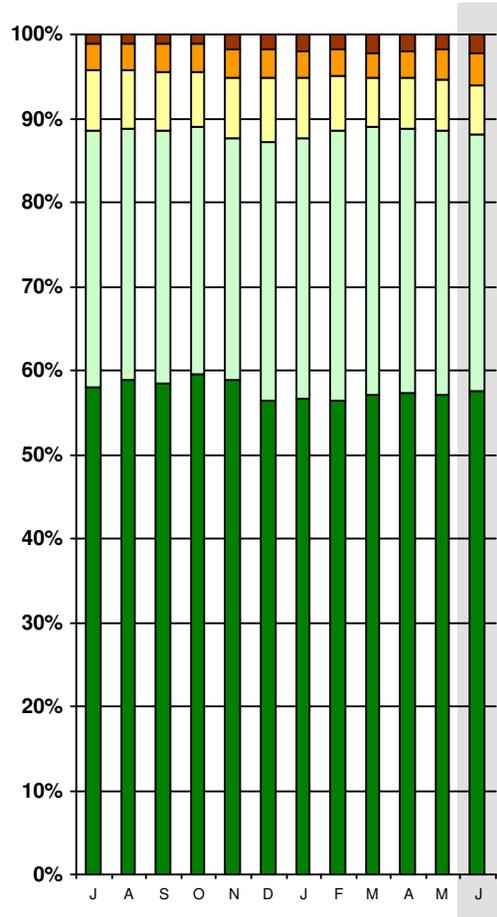
**95.4%**

Strongly Disagree    Disagree    Neither Agree Nor Disagree    Agree    Strongly Agree

# Self-Administered Services - Overall Satisfaction

Rolling 12-month average based on date response received

Overall, I am satisfied with my  
**Fiscal Agent**

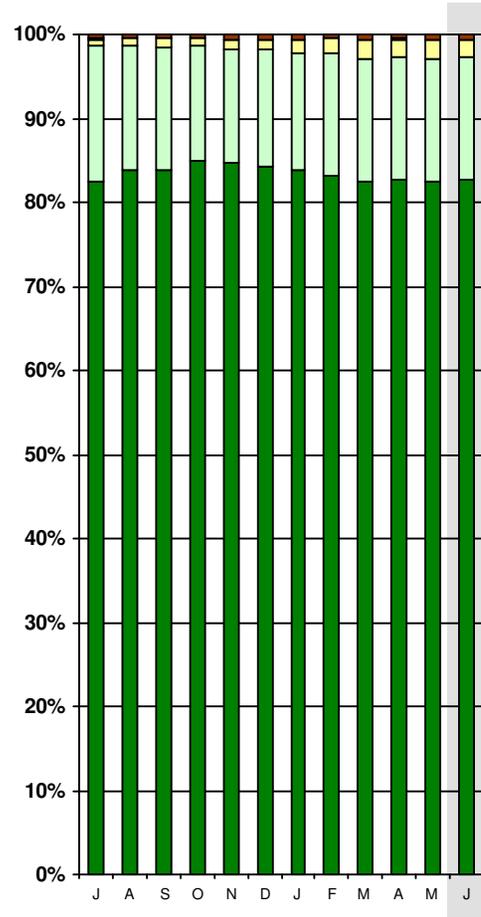


N = 633 to 678

Current Overall Satisfaction

**88.2%**

Overall, I am satisfied with my  
**Staff**

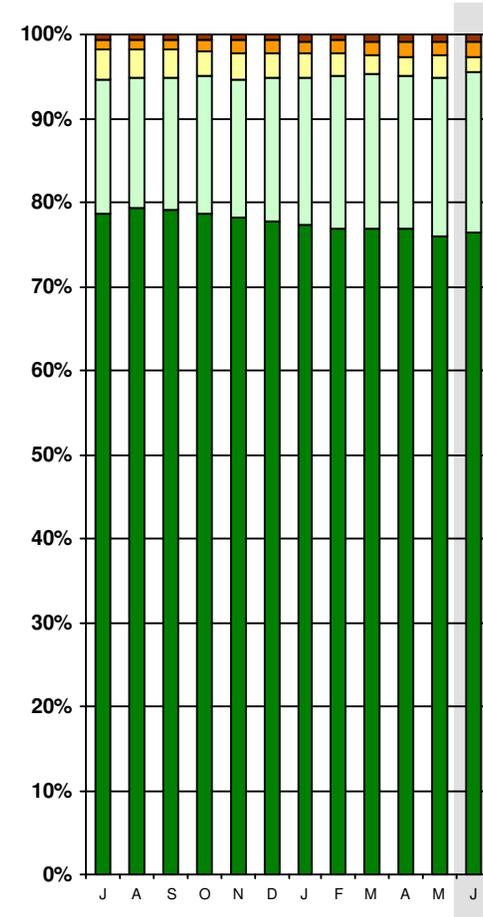


N = 639 to 683

Current Overall Satisfaction

**97.2%**

Overall, I am satisfied with my  
**Support Coordinator**



N = 638 to 681

Current Overall Satisfaction

**95.4%**



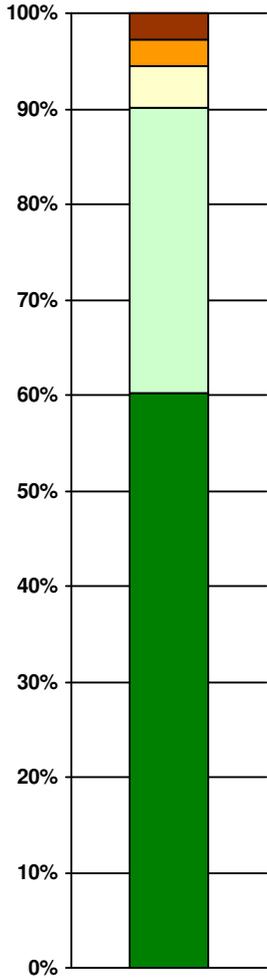
\* Number of responses vary due to the conversion from an annual to a monthly survey.

# Satisfaction with Fiscal Agent

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

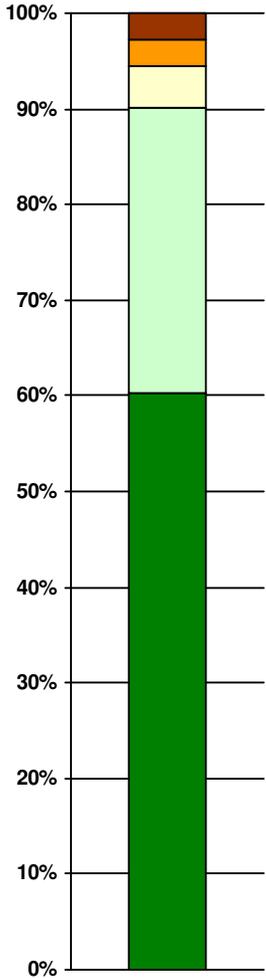
## 88.2%

They respond quickly to my contacts



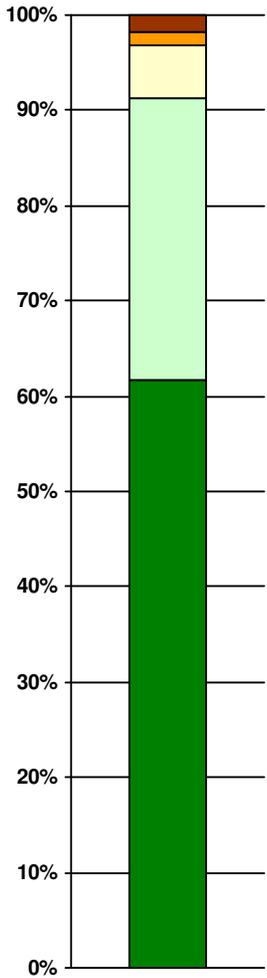
N = 647

They pay my employees the right amount



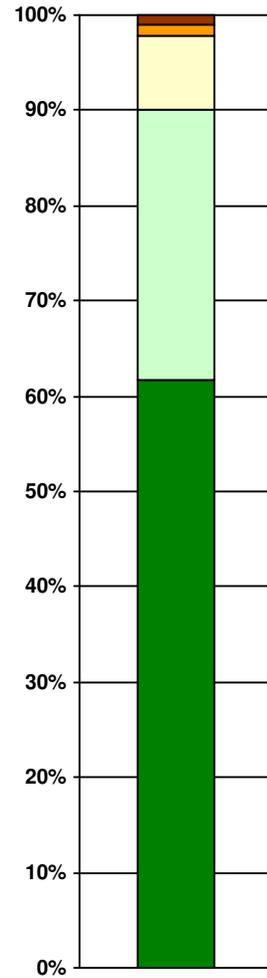
N = 647

They pay my employees on time



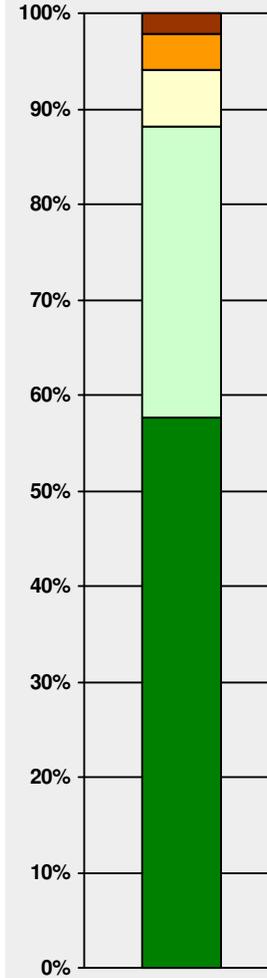
N = 648

They are polite and courteous



N = 648

Overall, I am satisfied with my Fiscal Agent



N = 650

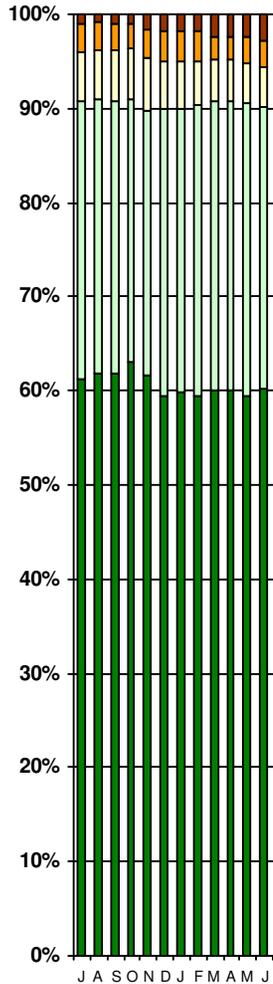
Strongly Disagree
  Disagree
  Neither Agree Nor Disagree
  Agree
  Strongly Agree

# Satisfaction with Fiscal Agent

Rolling 12-month average based on date response received

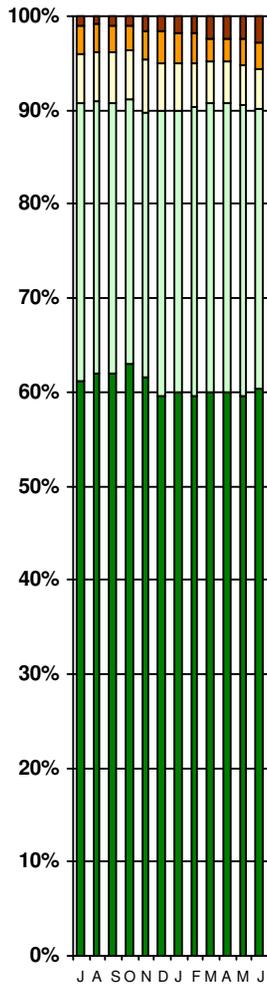
## 88.2%

**They respond quickly to my contacts**



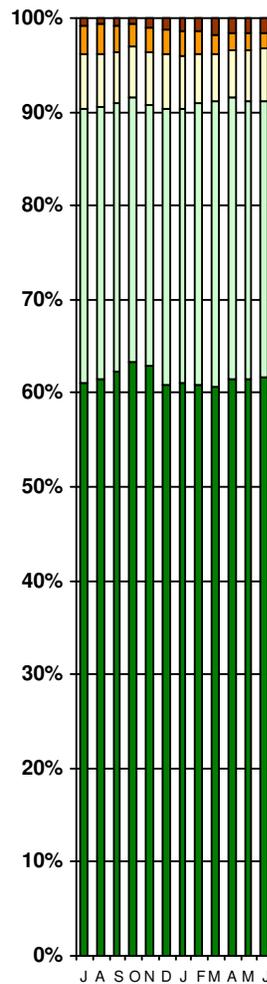
N = 630 to 677

**They pay my employees the right amount**



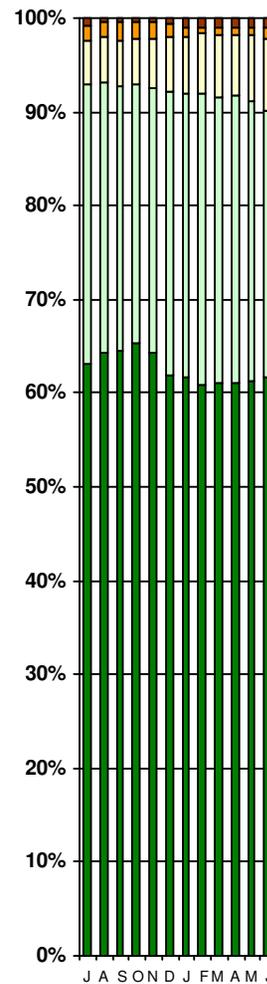
N = 630 to 677

**They pay my employees on time**



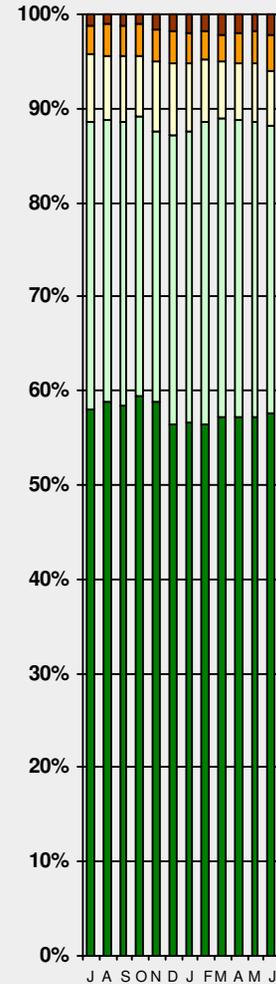
N = 629 to 676

**They are polite and courteous**



N = 630 to 679

**Overall, I am satisfied with my Fiscal Agent**



N = 633 to 678



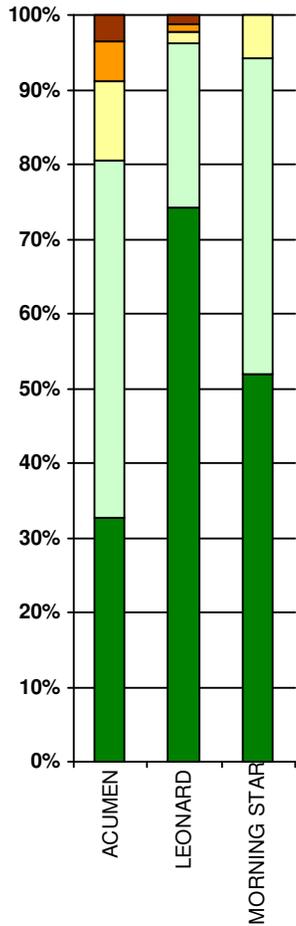
\* Number of responses vary due to the conversion from an annual to a monthly survey.

# Satisfaction with Fiscal Agent - By Provider

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

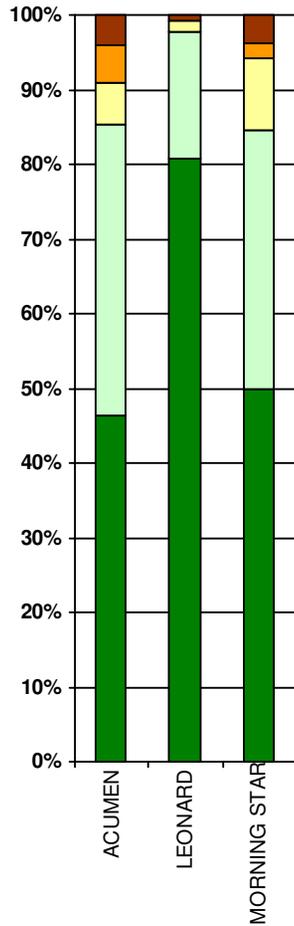
Current Overall Satisfaction  
**ACUMEN** 81.7%  
**LEONARD** 96.5%  
**MORNING STAR** 88.7%

**They respond quickly to my contacts**



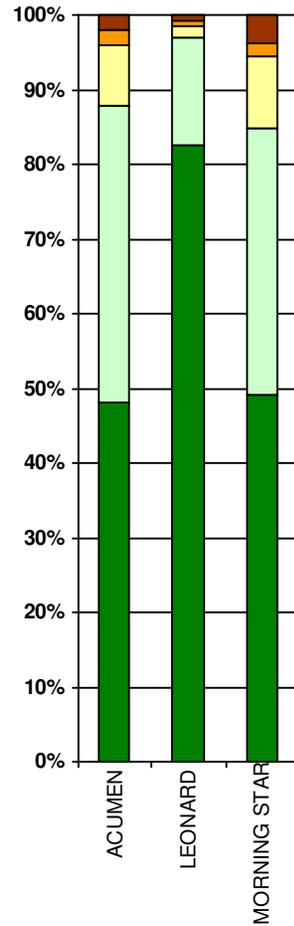
ACUMEN, n = 338  
 LEONARD, n = 259  
 MORNING STAR, n = 52

**They pay my employees on time**



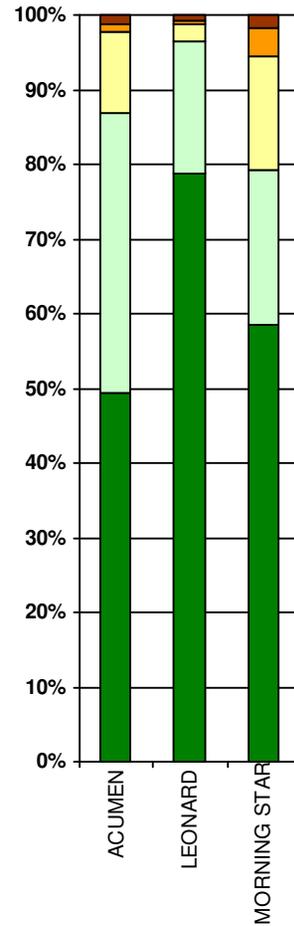
ACUMEN, n = 339  
 LEONARD, n = 256  
 MORNING STAR, n = 52

**They pay my employees the right amount**



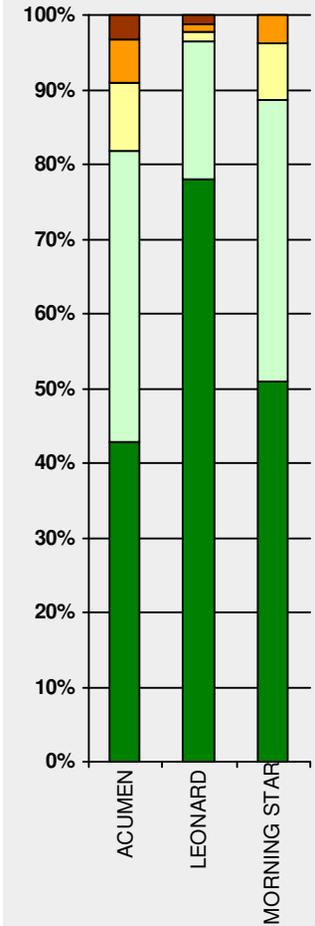
ACUMEN, n = 339  
 LEONARD, n = 256  
 MORNING STAR, n = 53

**They are polite and courteous**



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

**Overall, I am satisfied with my fiscal agent**



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

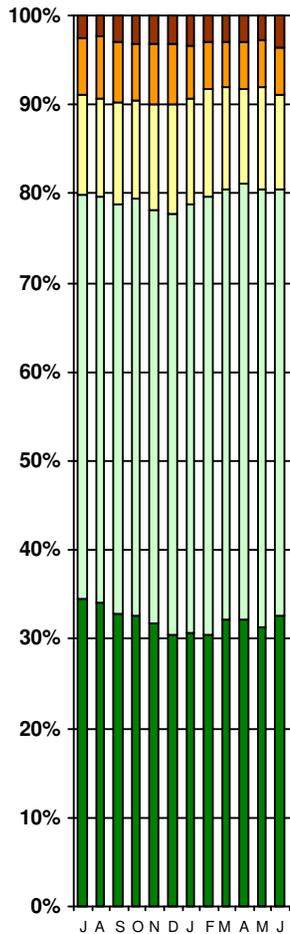


# Satisfaction with Fiscal Agent - Acumen

Rolling 12-month average based on date response received

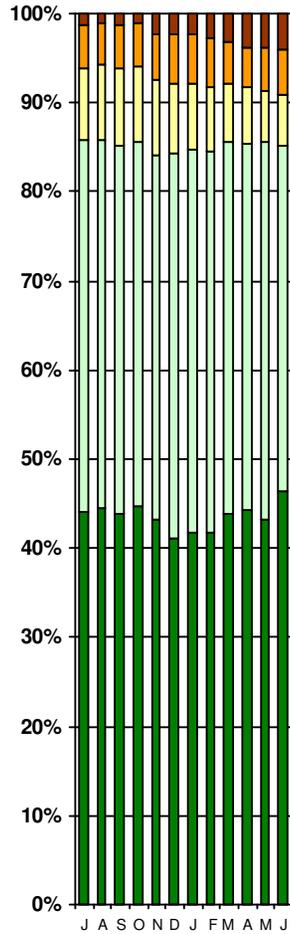
## 81.7%

**They respond quickly to my contacts**



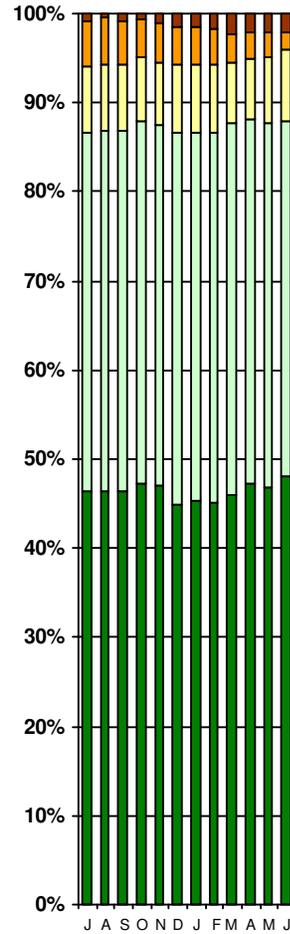
N = 332 to 389

**They pay my employees on time**



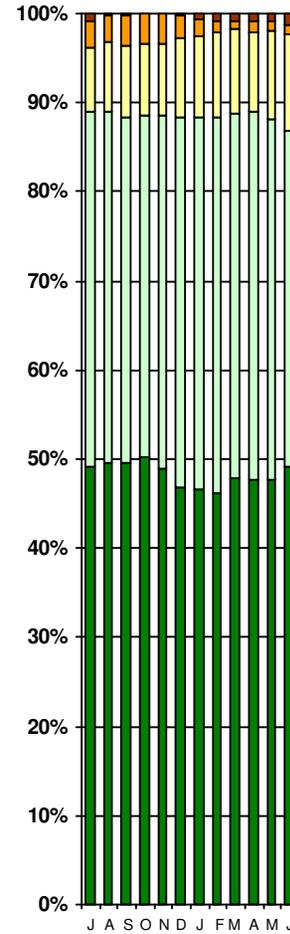
N = 333 to 392

**They pay my employees the right amount**



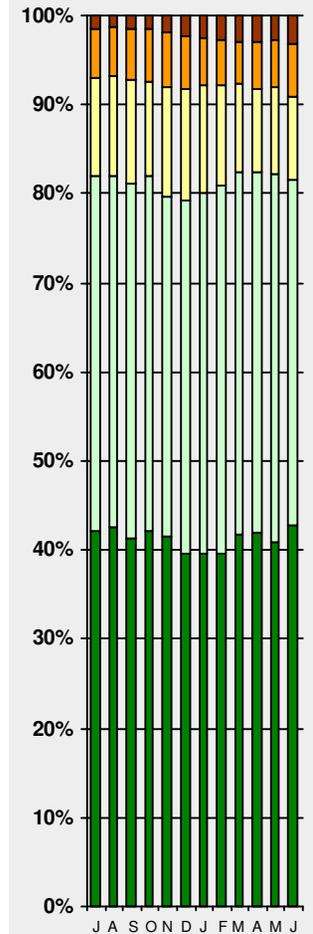
N = 333 to 392

**They are polite and courteous**



N = 331 to 393

**Overall, I am satisfied with my fiscal agent**



N = 332 to 391



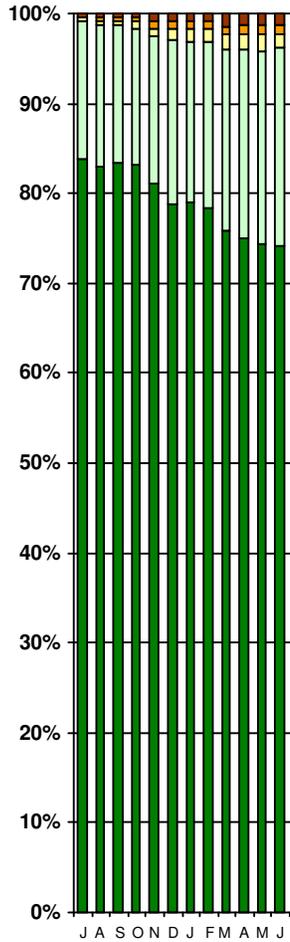
\* Number of responses vary due to the conversion from an annual to a monthly survey.

# Satisfaction with Fiscal Agent - Leonard

Rolling 12-month average based on date response received

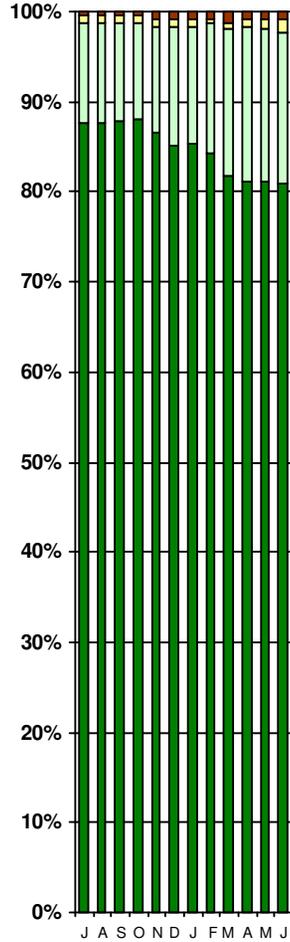
## 96.5%

**They respond quickly to my contacts**



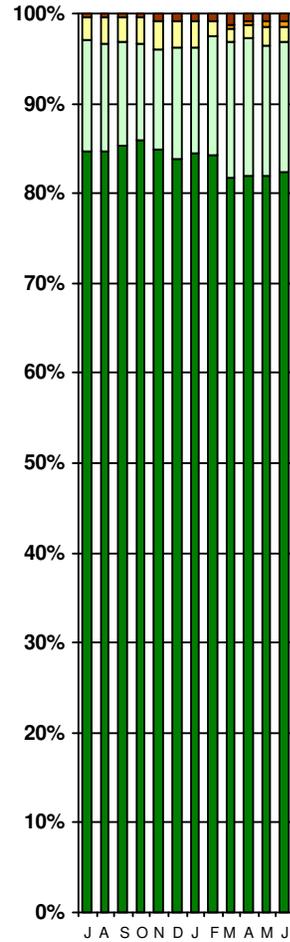
N = 236 to 259

**They pay my employees on time**



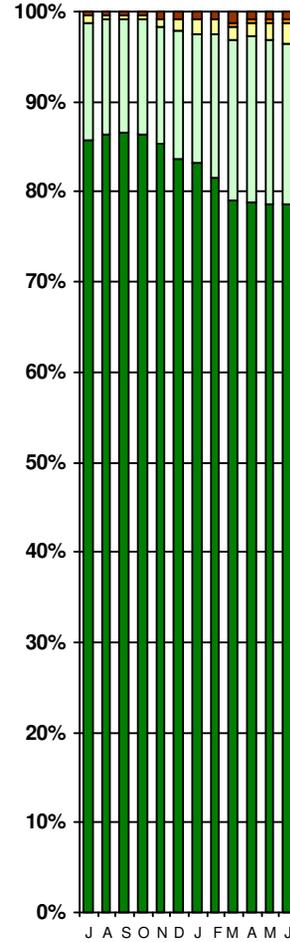
N = 236 to 256

**They pay my employees the right amount**



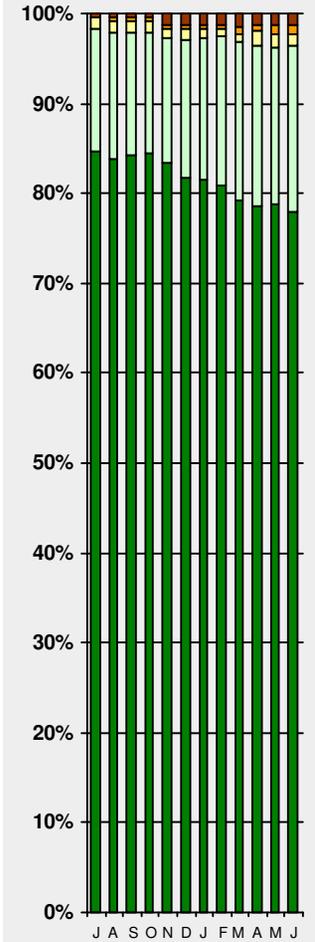
N = 236 to 256

**They are polite and courteous**

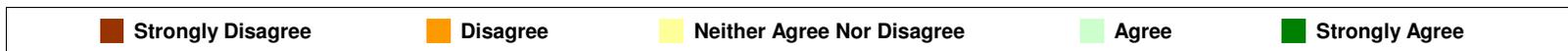


N = 237 to 258

**Overall, I am satisfied with my fiscal agent**



N = 235 to 259



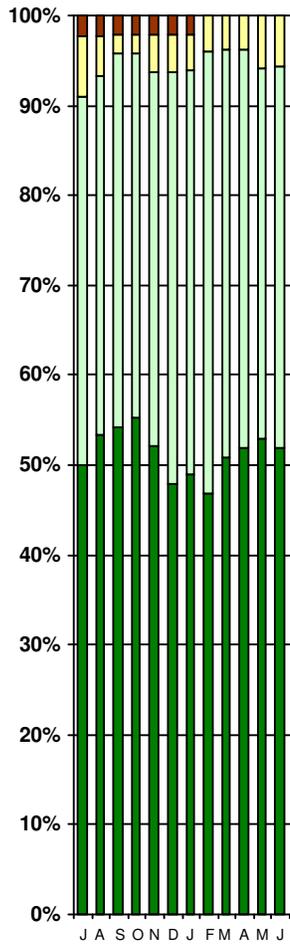
\* Number of responses vary due to the conversion from an annual to a monthly survey.

# Satisfaction with Fiscal Agent - Morning Star

Rolling 12-month average based on date response received

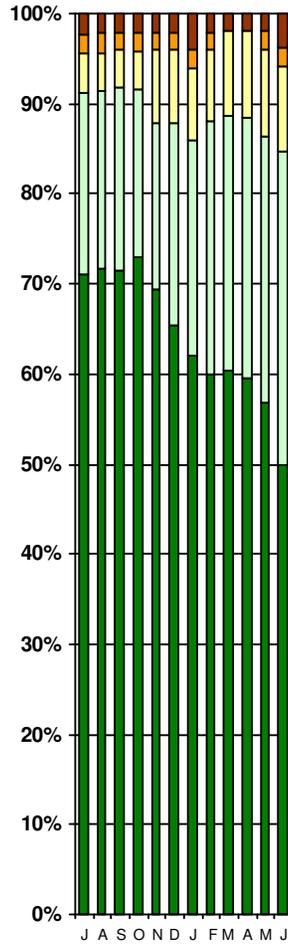
## 88.7%

**They respond quickly to my contacts**



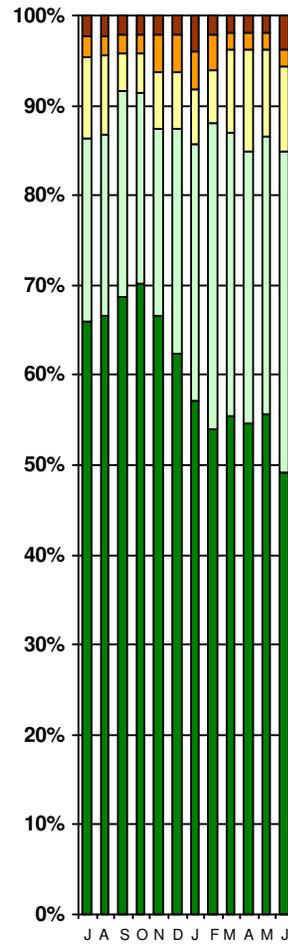
N = 44 to 53

**They pay my employees on time**



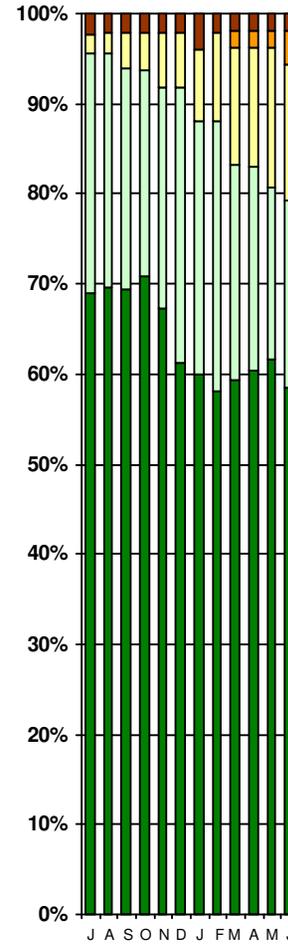
N = 45 to 53

**They pay my employees the right amount**



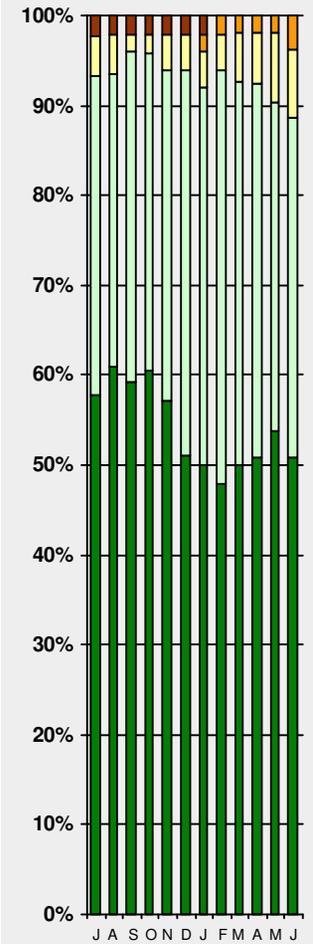
N = 44 to 54

**They are polite and courteous**

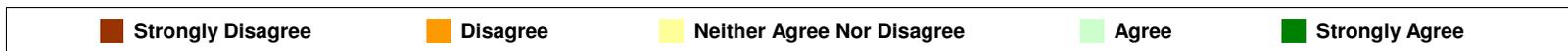


N = 45 to 54

**Overall, I am satisfied with my fiscal agent**

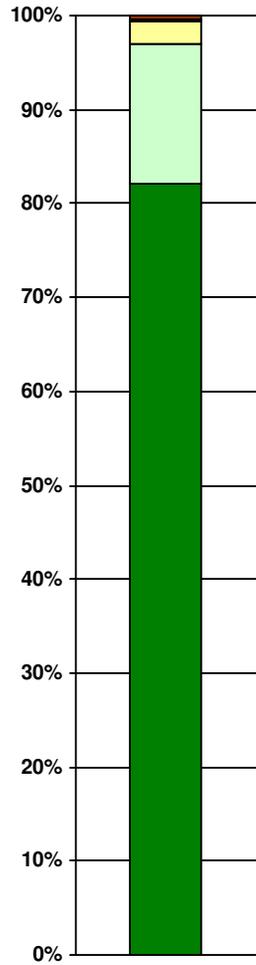


N = 45 to 54



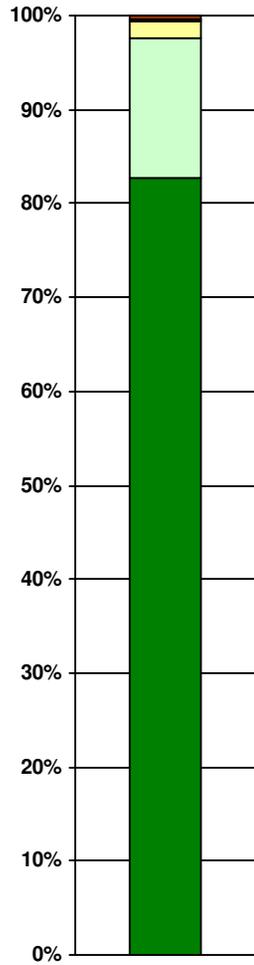
\* Number of responses vary due to the conversion from an annual to a monthly survey.

**They are trustworthy and dependable**



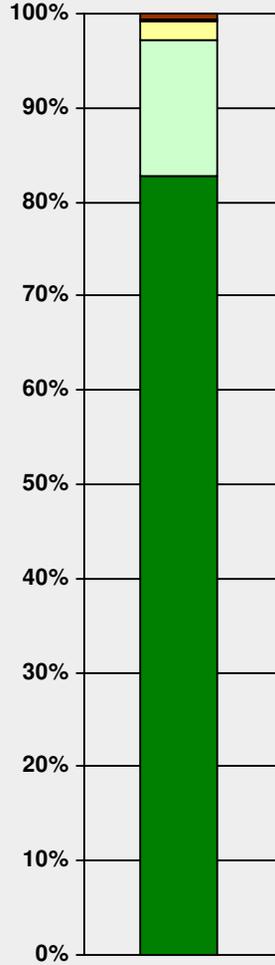
N = 650

**They are patient and caring**

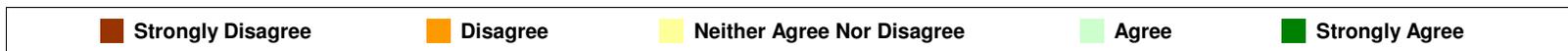


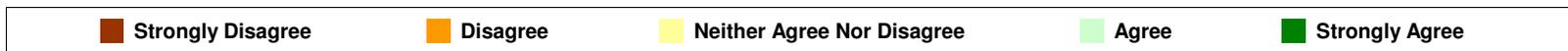
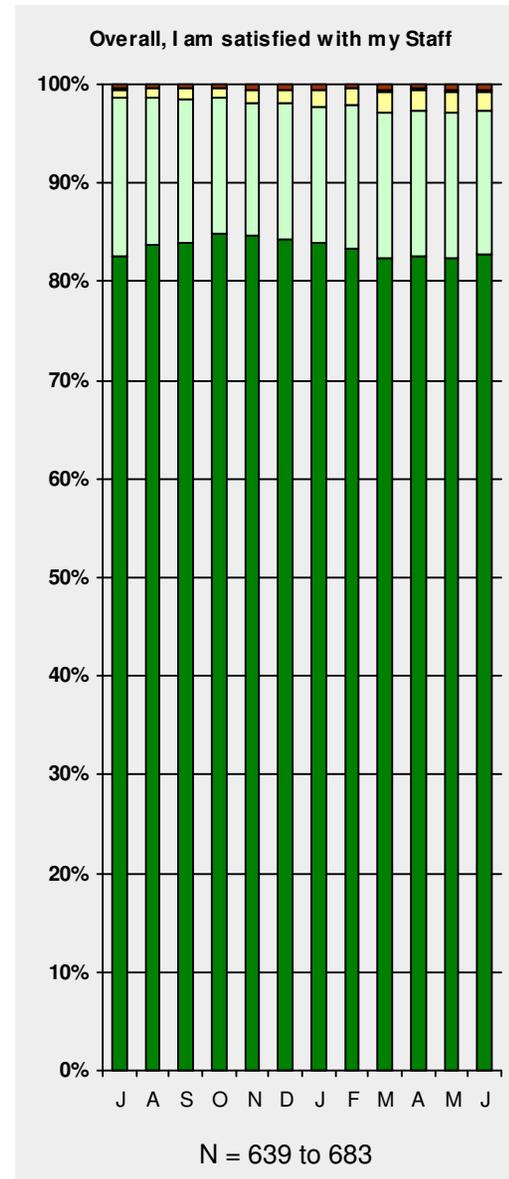
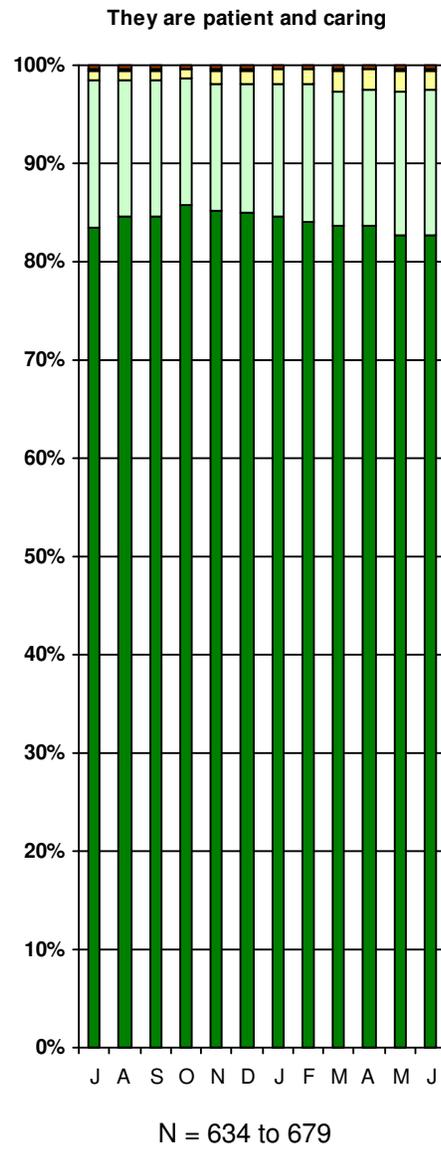
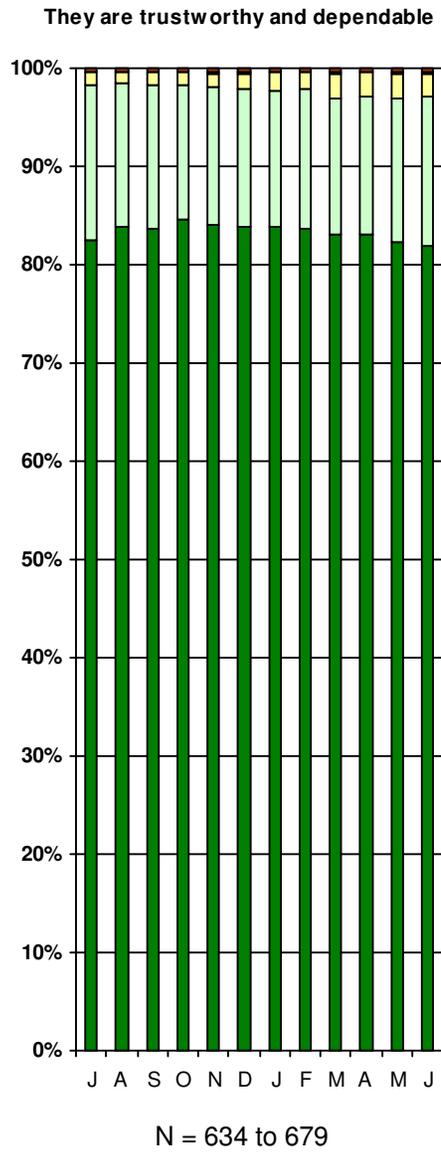
N = 649

**Overall, I am satisfied with my Staff**



N = 652





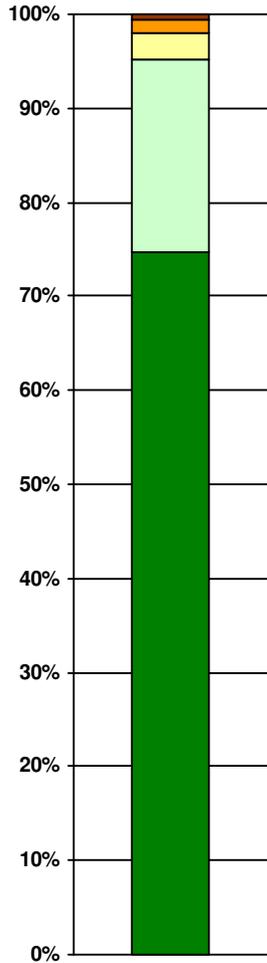
\* Number of responses vary due to the conversion from an annual to a monthly survey.

# Satisfaction with Support Coordinator

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

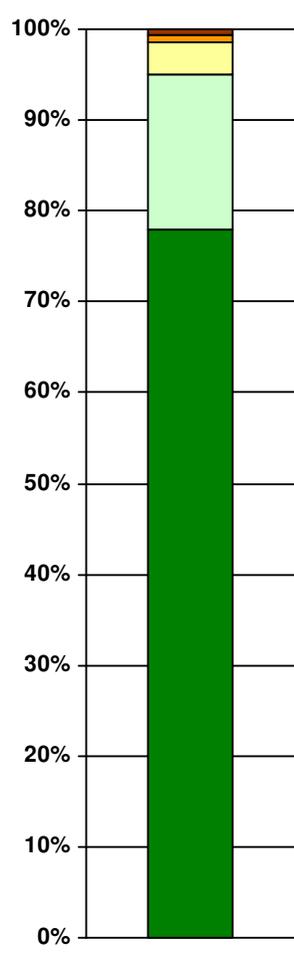
## 95.4%

They are knowledgeable about Division services



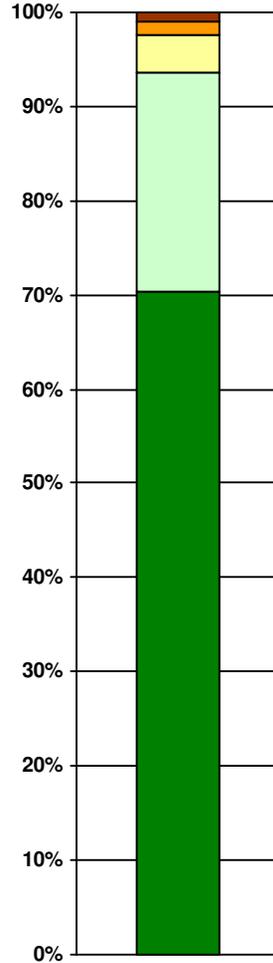
N = 654

They respond quickly to my contacts



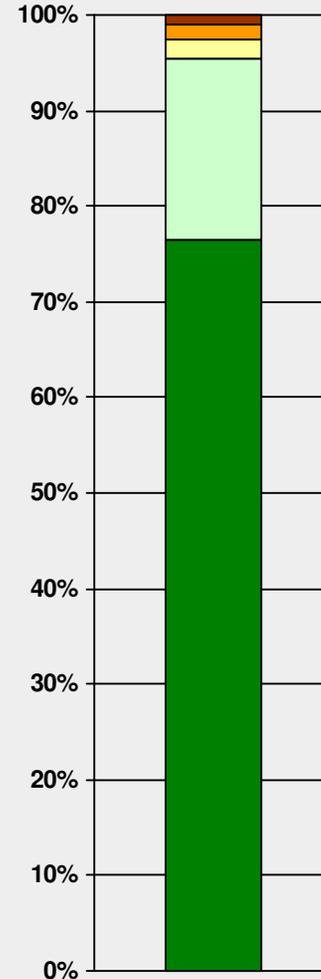
N = 651

They are helpful and supportive



N = 652

Overall, I am satisfied with my Support Coordinator



N = 654

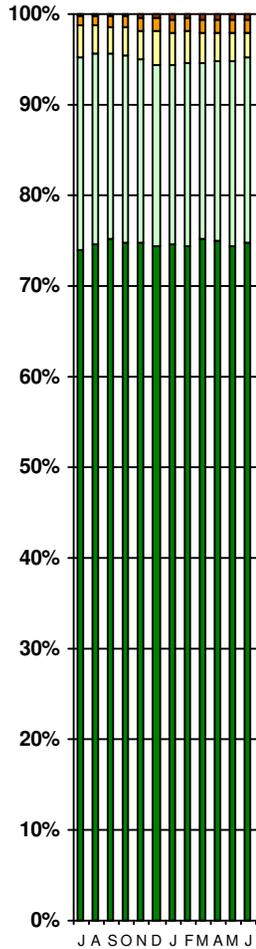
Strongly Disagree    Disagree    Neither Agree Nor Disagree    Agree    Strongly Agree

# Satisfaction with Support Coordinator

Rolling 12-month average based on date response received

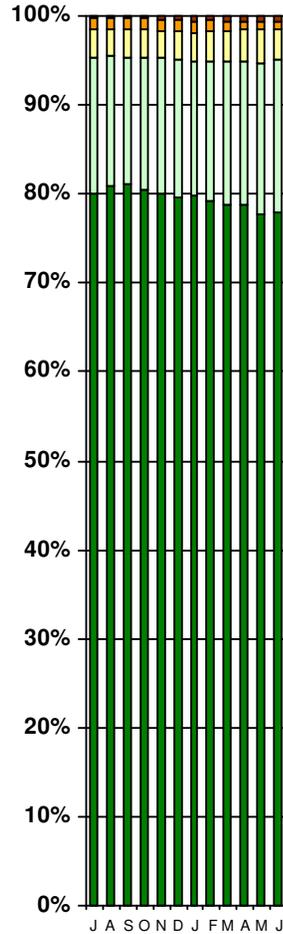
**95.4%**

**They are knowledgeable about Division services**



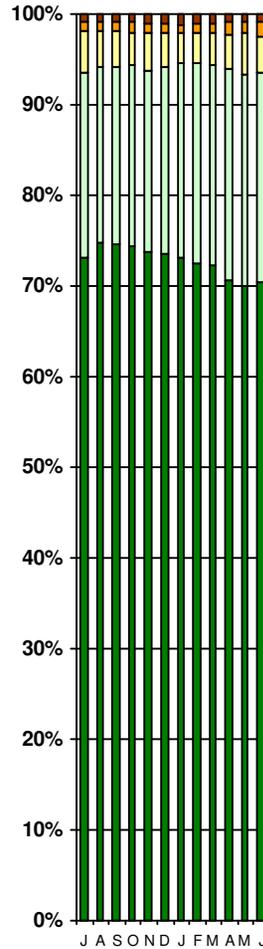
N = 637 to 681

**They respond quickly to my contacts**



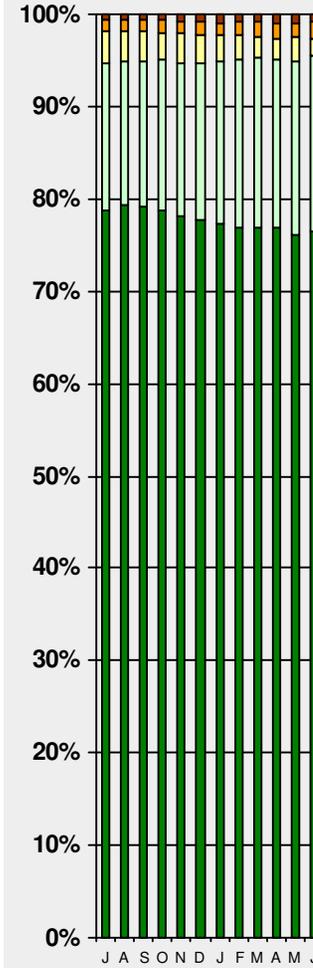
N = 634 to 680

**They are helpful and supportive**



N = 633 to 676

**Overall, I am satisfied with my Support Coordinator**



N = 638 to 681

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.