Self-Administered Services
Consumer Satisfaction

Surveys sent from 07/01/2011 and 06/30/2012

1,510 Consumers
1,111 Households

Survey Response Rate (Statewide) 52.9%

Survey Response Rate (by Provider)

Acumen Fiscal Agent, LLC (ACUMEN)
578 Surveys
290 Responses
11 Bad Addresses
51.1% Response Rate

Leonard Consulting, LLC (LEONARD)
440 Surveys
240 Responses
14 Bad Addresses
56.3% Response Rate

Morning Star Financial Services, LLC (MORNING STAR)
93 Surveys
42 Responses
4 Bad Addresses
47.2% Response Rate

Bad Address Rate 1,111 Surveys
29 Bad Addresses
2.6% Bad Address Rate
Overall, I am satisfied with my Fiscal Agent

Overall, I am satisfied with my Staff

Overall, I am satisfied with my Support Coordinator

Current Overall Satisfaction

92.4%  98.3%  95.6%
Overall, I am satisfied with my Fiscal Agent

Current Overall Satisfaction

92.4%

Overall, I am satisfied with my Staff

Current Overall Satisfaction

98.3%

Overall, I am satisfied with my Support Coordinator

Current Overall Satisfaction

95.6%
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 2012

Surveys received from 07/01/2011 to 06/30/2012

Report Month

Current Overall Satisfaction 92.4%

N = 542 N = 542 N = 541 N = 541 N = 540

Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

N = 542 N = 542 N = 541 N = 541 N = 540
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

June 2012

Rolling 12-month average based on date response received

Current Overall Satisfaction

92.4%

N = 542 to 606
N = 542 to 606
N = 541 to 607
N = 541 to 606
N = 540 to 608

Strongly Disagree
Disagree
Neither Agree Nor Disagree
Agree
Strongly Agree
Satisfaction with Fiscal Agent - By Provider
Surveys received from 07/01/2011 to 06/30/2012

Report Month
June 2012

Overall, I am satisfied with my fiscal agent

ACUMEN, n = 274
LEONARD, n = 228
MORNING STAR, n = 39

Current Overall Satisfaction
ACUMEN 88.7%
LEONARD 96.0%
MORNING STAR 97.4%

They respond quickly to my contacts
ACUMEN, n = 273
LEONARD, n = 230
MORNING STAR, n = 39

They pay my employees on time
ACUMEN, n = 274
LEONARD, n = 229
MORNING STAR, n = 39

They pay my employees the right amount
ACUMEN, n = 274
LEONARD, n = 228
MORNING STAR, n = 39

They are polite and courteous
ACUMEN, n = 274
LEONARD, n = 227
MORNING STAR, n = 39

Current Overall Satisfaction
ACUMEN 88.7%
LEONARD 96.0%
MORNING STAR 97.4%

Overall, I am satisfied with my fiscal agent

ACUMEN, n = 274
LEONARD, n = 228
MORNING STAR, n = 39

Current Overall Satisfaction
ACUMEN 88.7%
LEONARD 96.0%
MORNING STAR 97.4%

Overall, I am satisfied with my fiscal agent

ACUMEN, n = 274
LEONARD, n = 228
MORNING STAR, n = 39

Current Overall Satisfaction
ACUMEN 88.7%
LEONARD 96.0%
MORNING STAR 97.4%

Overall, I am satisfied with my fiscal agent

ACUMEN, n = 274
LEONARD, n = 228
MORNING STAR, n = 39

Current Overall Satisfaction
ACUMEN 88.7%
LEONARD 96.0%
MORNING STAR 97.4%
Satisfaction with Fiscal Agent - Acumen
Rolling 12-month average based on date response received

June 2012

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

Current Overall Satisfaction

88.7%

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N = 273 to 315
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N = 274 to 318
Satisfaction with Fiscal Agent - Leonard

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
June 2012

Rolling 12-month average based on date response received

Current Overall Satisfaction
96.0%

N = 230 to 244
N = 229 to 245
N = 228 to 245
N = 228 to 244
N = 227 to 244

Strongly Disagree  Disagree  Neither Agree Nor Disagree  Agree  Strongly Agree
Satisfaction with Fiscal Agent - Morning Star

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: June 2012

Current Overall Satisfaction: 97.4%

Rolling 12-month average based on date response received.

N = 38 to 47

N = 39 to 47

N = 39 to 48

N = 39 to 48

N = 39 to 48

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

JASONDJFMAMJ

Strongly Disagree Disagree Neither Agree Nor Disagree Agree Strongly Agree
They are trustworthy and dependable

They are patient and caring

Overall, I am satisfied with my Staff

Survey Month: June 2012

Surveys received from 07/01/2011 to 06/30/2012

Current Overall Satisfaction: 98.3%
Overall, I am satisfied with my Staff

Current Overall Satisfaction 98.3%

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

They are trustworthy and dependable

They are patient and caring

Overall, I am satisfied with my Staff

N = 544 to 608
N = 542 to 607
N = 542 to 609

Strongly Disagree
Disagree
Neither Agree Nor Disagree
Agree
Strongly Agree

June 2012

Report Month

June 2012

Report Month

June 2012

Report Month
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 2012

Satisfaction with Support Coordinator

Surveys received from 07/01/2011 to 06/30/2012

Current Overall Satisfaction: 95.6%

N = 543

N = 541

N = 541

N = 541

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

Satisfaction with Support Coordinator

Rolling 12-month average based on date response received

Current Overall Satisfaction 95.6%

N = 543 to 611
N = 541 to 608
N = 541 to 608
N = 541 to 610