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
Overall, I am satisfied with my Support Coordinator

Overall, I am satisfied with my Staff

Overall, I am satisfied with my Fiscal Agent

Current Overall Satisfaction

92.1%

98.4%

95.7%
Self-Administered Services - Overall Satisfaction

Rolling 12-month average based on date response received

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

92.1%

98.4%

95.7%
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

Current Overall Satisfaction: 92.1%
Overall, I am satisfied with my Fiscal Agent.

They respond quickly to my contacts: 92.1%

They pay my employees the right amount: 92.1%

They pay my employees on time: 92.1%

They are polite and courteous: 92.1%

Current Overall Satisfaction: 92.1%
Satisfaction with Fiscal Agent - Acumen
Rolling 12-month average based on date response received

Sept 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

Current Overall Satisfaction: 87.9%

Report Month
N = 273 to 312
N = 273 to 314
N = 273 to 314
N = 273 to 313
N = 273 to 314

Strongly Disagree  Disagree  Neither Agree Nor Disagree  Agree  Strongly Agree
Satisfaction with Fiscal Agent - Leonard
Rolling 12-month average based on date response received

Sept 2012

Current Overall Satisfaction

96.2%

Overall, I am satisfied with my fiscal agent

They respond quickly to my contacts

They pay my employees on time

They pay my employees the right amount

They are polite and courteous

Report Month

Current Overall Satisfaction

96.2%

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

Sept 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

Rolling 12-month average based on date response received

N = 38 to 45

N = 39 to 54

N = 39 to 46

N = 39 to 46

N = 39 to 46

Strongly Disagree
Disagree
Neither Agree Nor Disagree
Agree
Strongly Agree

Current Overall Satisfaction
97.6%
They are trustworthy and dependable

They are patient and caring

Overall, I am satisfied with my Staff

Satisfaction with Staff

Survey Month: Sept 2012

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

Current Overall Satisfaction: 98.4%

N = 564

N = 562

N = 562

Categories:
- 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

Current Overall Satisfaction 98.4%

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

Report Month
Sept 2012

N = 544 to 600

N = 542 to 600

N = 542 to 602

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

Sept 2012

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

Report Month

Current Overall Satisfaction

95.7%

N = 563

N = 561

N = 562

N = 561

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree

N = 561

N = 562

N = 563

N = 561
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

Sept 2012

Report Month

Rolling 12-month average based on date response received

Current Overall Satisfaction

95.7%

N = 543 to 603

N = 541 to 601

N = 541 to 601

N = 541 to 604

Strongly Disagree

Disagree

Neither Agree Nor Disagree

Agree

Strongly Agree