

IN-HOME SATISFACTION SURVEY: COP-W QA MONITORING

Participant Name: _____ County: _____

Key:	Participant Response	Note to Reviewer: If a guardian completes the satisfaction survey, the guardian's answers should reflect the participant's viewpoint.
	Reviewer's Assessment	

<u>Care Management</u>	1 Strongly Disagree	2 Somewhat Disagree	3 Agree	4 Mostly Agree	5 Strongly Agree
1. "I have a say in what services I receive."	1	2	3	4	5
	1	2	3	4	5
2. "My care manager is easy to contact."	1	2	3	4	5
	1	2	3	4	5
3. "My care manager is a good listener and easy to talk to."	1	2	3	4	5
	1	2	3	4	5
4. "My care manager responds when I have requests."	1	2	3	4	5
	1	2	3	4	5
5. "My care manager takes the time to get to know me."	1	2	3	4	5
	1	2	3	4	5
6. "My care manager is knowledgeable about the services that are available to me."	1	2	3	4	5
	1	2	3	4	5
7. "My care manager responds quickly to my questions and concerns."	1	2	3	4	5
	1	2	3	4	5
8. "I am satisfied with my care manager."	1	2	3	4	5
	1	2	3	4	5
9. "I am comfortable with my care manger."	1	2	3	4	5
	1	2	3	4	5

IN-HOME WORKERS: Not Applicable (check if section does not apply)

10. "My in-home workers arrive on time."	1	2	3	4	5
	1	2	3	4	5
11. "My in-home workers perform tasks the way I like them done."	1	2	3	4	5
	1	2	3	4	5
12. "My in-home workers do the tasks they are supposed to do."	1	2	3	4	5
	1	2	3	4	5
13. "I have had the same workers for a long time."	1	2	3	4	5
	1	2	3	4	5
14. "I trust my in-home workers."	1	2	3	4	5
	1	2	3	4	5
15. "I am comfortable with my in-home workers."	1	2	3	4	5
	1	2	3	4	5
16. "I am satisfied with my in-home workers."	1	2	3	4	5
	1	2	3	4	5

SUBSTITUTE CARE: Not Applicable (check if section does not apply)

17. "The staff here performs tasks the way I like them to be done."	1	2	3	4	5
	1	2	3	4	5
18. "I decide how I will spend my time each day."	1	2	3	4	5
	1	2	3	4	5
19. "I talk to the staff if I am concerned about something."	1	2	3	4	5
	1	2	3	4	5
20. "The staff is helpful."	1	2	3	4	5
	1	2	3	4	5
21. "I am comfortable living here."	1	2	3	4	5
	1	2	3	4	5
22. "It is my preference to live here."	1	2	3	4	5
	1	2	3	4	5

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COMMENTS

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