

**SURVEY OF ADULTS RECEIVING  
DEVELOPMENTAL SERVICES  
IN VERMONT  
SPRING 2009**

Consumer Survey Project

Report Prepared July 2009

For

The Division of Disability and Aging Services  
Vermont Department of Disabilities, Aging and Independent Living  
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This Report describes findings from a survey of adults receiving developmental services across Vermont. The survey was conducted by members of the Vermont Consumer Survey Project in the spring of 2009. The coordinating members of the Vermont Consumer Survey Project are:

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## FOREWORD

We at the Division of Disability and Aging Services are committed to quality improvement. We continually monitor, and seek ways we can improve, the developmental services provided here in Vermont. A critical component of that quality improvement effort is input from the people we serve. Our first statewide in-depth consumer surveys took place in 1995 using a questionnaire originally developed by Drs Susan Culbert and Sara Burchard from the Psychology Department at the University of Vermont. Over time, this questionnaire has been revised and enhanced on the basis of findings from the surveys and in consultation with our consumer advocates. The information from the surveys has not only helped us to develop a profile of the people we serve, but to better understand what people feel is important to their quality of life and how we can provide the best support possible.

This report contains findings from the second year in the fourth 3-year cycle of surveys. Each year, we include consumers from a subset of the agencies in Vermont who provide developmental services. This subset is selected to be representative of the whole state in any given year. So that you can see how opinion has changed over time, this report also includes comparisons with the statewide responses from the last completed cycle of surveys. In addition, in keeping with our efforts for continuing improvement, new information has been added to this cycle of surveys on how people are able to get to places that are beyond walking distance, and on barriers that may prevent them from participating in more community activities and enjoyment.

We hope you find this both informative and helpful.

Lorraine Wargo, Director  
Division of Disability and Aging Services

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## **SECTION 1**

### **OVERVIEW**



## INTRODUCTION

The spring of 2009 marked the second year in the fourth 3-year cycle of satisfaction surveys of adults with developmental disabilities served by the State of Vermont Division of Disability and Aging Services. The agencies surveyed this year were: Counseling Service of Addison County – Community Associates (CSAC), Lamoille County Mental Health Services (LCMH), Northeast Kingdom Human Services (NKHS), Sterling Area Services (SAS), and Washington County Mental Health Services – Community Developmental Services (WCMH). As in the past, respondent selection is designed to be representative both within each agency and across the statewide population of consumers. It should be noted that the order in which agencies are visited has changed for this survey cycle, partly due to demographic changes since the inception of these surveys, and partly to make the scheduling and completion of the interview process more efficient. A consequence of this change is that some of the agencies visited this year will not have participated in the equivalent year in the last survey (2005). For this reason, the statewide report compares the responses from this year's interviews to consumer responses from all agencies over the last completed survey cycle (2004 – 2006) to give a fair reflection of overall change over time. Individual agency reports will continue as before to contain comparisons with the responses from the year that particular agency was last visited.

The evolution of the demographic and satisfaction surveys from their original form in 1995 reflects the Division's commitment to continuous quality improvement and its mission to better understand and respond to the needs and wishes of people served by Vermont's developmental service agencies. For example, the survey cycle started in 2001 included more demographic information and added survey questions on self-determination based on input from self-advocates. The last cycle starting in 2004 expanded further on demographics and included substantial changes and additions to the survey report presentation format. This latest round of surveys starting in 2008 features changes based on input from a range of stakeholders; information on access and barriers to community activities has been added and a number of questions have been rephrased for easier understanding. As before, the reports consist of four major Sections:

- **Overview:** This Section provides a brief stand-alone summary of findings for spring 2009. It gives a basic description of the interviews, a brief profile of the respondents, and how they rate their satisfaction in a range of life domains. For comparison purposes, information about respondents participating in the 2004 – 2006 cycle is also included.
- **Consumer Survey 2009 - What People Had To Say.** This Section provides more detail on how people responded to individual questions on the survey. It first gives comparison information from the 2004 – 2006 survey cycle and 2009 on selected questions within the life domains. Further detail on domain scores is then given. The final part of this Section includes the full set of responses to the 2009 survey questions.
- **Participant Profile 2009 - Who Participated.** This Section reports on findings from the demographics survey to provide a clear picture of the consumer population served. Each table includes numbers for those interviewed and those not interviewed.

- **Methodology - How This Survey Is Conducted.** This Section describes the procedures for collecting survey information and how that information is analyzed for reporting purposes.

**SUMMARY OF FINDINGS: STATE OF VERMONT 2009**

In the spring of 2009, the independently contracted survey team visited five agencies: Counseling Service of Addison County – Community Associates (CSAC), Lamoille County Mental Health Services (LCMH), Northeast Kingdom Human Services (NKHS), Sterling Area Services (SAS) and Washington County Mental Health Services – Community Developmental Services (WCMH). 100% of those who are able to respond to the survey at smaller agencies (LCMH and SAS) and 50% of those at the larger designated agencies were invited to be interviewed. Interview times remain similar to earlier surveys, taking an average of 30 minutes to complete in 2009 and 31 minutes in 2004 – 2006. However, as can be seen from Table 1.1, the response rate for 2009 was considerably higher than the statewide rate for 2004 – 2006 (in parentheses).

**Table 1.1 – Participants and Types of Interviews Conducted (N=415)**

	CSAC	LCMH	NKHS	SAS	WCMH	Total 2009	(2004-2006)
<b>Interviewed</b>							
Full interview	48%	62%	55%	36%	34%	47%	(35%)
Picture only	3%	3%	1%	5%	0%	2%	(5%)
<b>Total Interviewed</b>	<b>51%</b>	<b>65%</b>	<b>56%</b>	<b>41%</b>	<b>34%</b>	<b>49%</b>	<b>(40%)</b>
<b>Not Interviewed</b>							
Agency decision	28%	13%	14%	41%	22%	21%	(17%)
Guardian's decision	3%	0%	6%	2%	1%	3%	(2%)
Unable to complete	0%	2%	1%	2%	1%	1%	(4%)
No Show/Person's choice	15%	4%	9%	0%	28%	13%	(23%)
Person out of town	>1%	2%	3%	0%	2%	2%	(2%)
Person incapacitated	>1%	11%	7%	12%	11%	8%	(8%)
Scheduling oversight	0%	0%	1%	2%	0%	0%	(1%)
Other	0%	3%	3%	0%	1%	1.7%	(3%)
<b>Total not Interviewed</b>	<b>49%</b>	<b>35%</b>	<b>44%</b>	<b>59%</b>	<b>66%</b>	<b>51%</b>	<b>(60%)</b>
<b>Total Participants</b>	<b>61</b>	<b>55</b>	<b>139</b>	<b>56</b>	<b>104</b>	<b>415</b>	<b>(1188)</b>

In order to be able to draw valid comparisons between findings at the state and local level it is important that the profile of those giving their opinions about life satisfaction is broadly the same. Table 1.2 compares some of the main demographic characteristics of the people surveyed in 2004 – 2006 and 2009.

**Table 1.2 – Brief Profile of Consumers Interviewed**

	<b>Statewide 2004 - 2006 (N=475)</b>	<b>Statewide 2009 (N=203)</b>
<b>Age</b>		
Average Age	42	41
Minimum Age	19	19
Maximum Age	86	81
<b>Gender</b>		
Male	58%	55%
Female	42%	45%
<b>Developmental Disability Label</b>		
Mild MR	71%	70%
Moderate MR	20%	17%
Severe MR	4%	2%
Profound MR	0%	1%
Unknown/None Reported	5%	10%
<b>Living Situation</b>		
Provider Home	43%	48%
Family Home	27%	22%
Person's Own Home	22%	23%
Group Living	4%	2%
Staffed Living	1%	2%
Other	3%	3%
<b>Services Received</b>		
Service Coordination	95%	93%
Residential Supports*	48%	52%
Community Supports	59%	57%
Employment	51%	53%
Family Supports - Respite/FFF	43%	50%

\* In Provider Home, Group Living, or Staffed Living

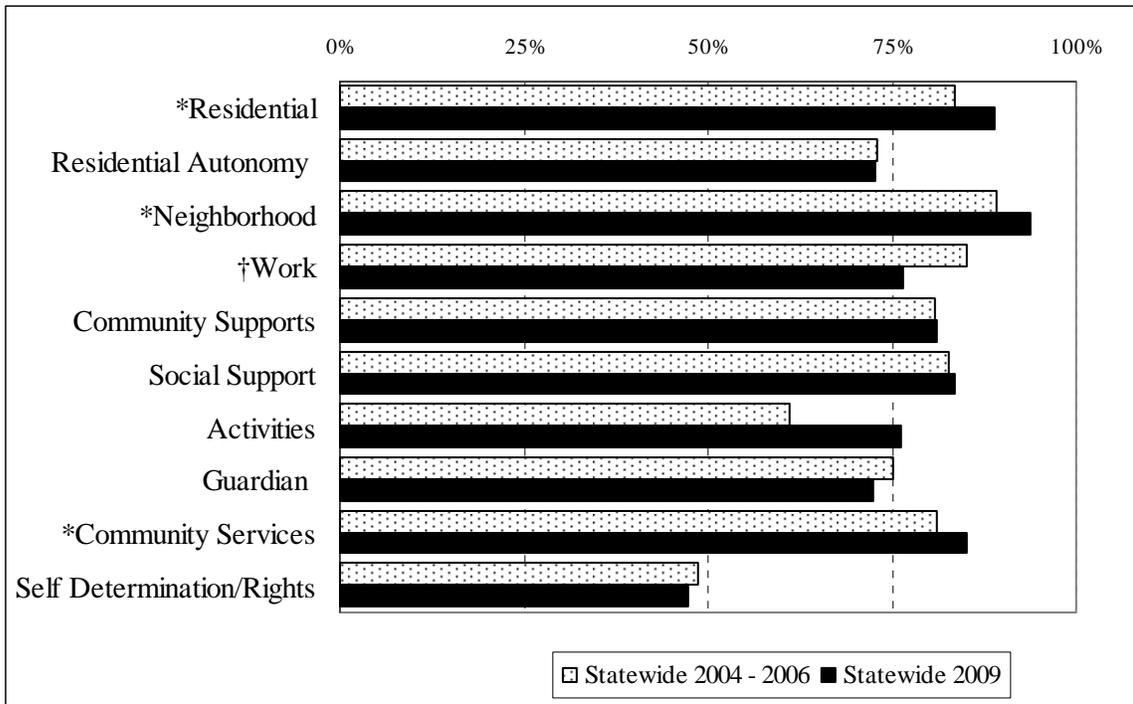
In general the profiles are similar. A slightly higher percentage of the people interviewed in 2009 live in developmental homes than those interviewed in 2004 – 2006 and percentages are somewhat higher for the use of residential and family support services in 2009.

The analysis of responses to the consumer survey involves grouping responses into scales reflecting a series of life satisfaction domains (Table 1.3). While the revisions to the survey necessitated some regrouping of responses for the scales, the domains examined remain the same as for the previous survey cycle. The ratings for all but one of the domains are directly comparable to previous years. Response options for questions relating to participation in activities have been changed to help providers see what activities consumers would like more

opportunities to enjoy or would rather not participate in at all. The effect of this has been to increase the overall Activities satisfaction rating. This is further discussed on page 12.

The 2009 results indicate similar levels of satisfaction within six of the domains when compared to the 2004-2006 cycle of surveys, and statistically significant differences in four domains. The changes reflect general trends across the agencies participating in the 2009 survey. Significant increases in satisfaction were found in the Residential, Neighborhood, and Community Services domains. The apparent increase in satisfaction with Activities is due, at least in part, to increased response options available for Activity satisfaction questions. The significant decrease in satisfaction in the Work domain was noted in four of the five agencies participating statewide in 2009.

**Table 1.3 - Comparative Satisfaction by Domain**



**SECTION 2**

**CONSUMER SURVEY 2009**

**WHAT PEOPLE HAD TO SAY**



This Section focuses on how people responded to the consumer survey in 2009. The method used for collecting survey data is designed to obtain feedback that is broadly representative of consumer opinion statewide each year. In each of the years since 2001, this has been done by interviewing a random selection of consumers from a sampling of agencies based on agency size and regional representation. Since the order of visiting agencies has been revised to better reflect the demographic composition of the consumer base in Vermont, the selected highlights also include comparative statewide responses from all of the 2004 - 2006 surveys rather than the equivalent year from that cycle. A brief profile of the adults who were interviewed is given in Section 1 and full demographic information on all survey participants for 2009 is available in Section 4.

### CONSUMER RESPONSE HIGHLIGHTS

Each of the tables below highlights responses that illustrate trends in a given satisfaction domain. For comparison purposes, the tables include the responses of all people interviewed statewide in the period 2004 – 2006 and 2009. The columns show the percentage of respondents whose response agreed with each statement. For full details of how the participants responded to the full set of survey questions in 2009, see page 14.

**Table 2.1 – Residential**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I like where I live	91%	88%
• I cannot think of anywhere better to live	67%	74%
• I'm happy about how I spend my free time	74%	81%
• I'm happy with the chores I do	72%	89%
• I feel safe at home	93%	93%
• I almost always have a way to get to places	92%	91%

**Table 2.2 – Residential Autonomy**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I had a say in where I live	53%	59%
• I choose what I wear	84%	89%
• I can change the rules at my house	54%	47%
• I can invite friends/family over when I want	87%	86%
• I have privacy when friends/family visit	73%	70%
• I have a say in how I spend my money	94%	98%
• I can stay home alone if I want to when others go out	60%	60%

**Table 2.3 – Neighbors/neighborhood**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• Neighbors are friendly	91%	97%
• I like the neighborhood	85%	89%
• I feel safe in the neighborhood	93%	92%

**Table 2.4 – Work**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I chose my job	89%	72%
• I like my job	94%	94%
• I work enough hours at my job	61%	50%
• The people I work with respect me	92%	97%
• I chose my job coach	61%	22%
• There's nothing I'd rather do during the day	65%	81%

**Table 2.5 – Community Supports (Individual)**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I like my (individual) community activities	97%	97%
• I have enough (individual) community activities	52%	49%
• I like the people I spend time with	83%	97%
• I chose my support person	57%	32%
• There's nothing I'd rather do during the day	73%	85%

**Table 2.6 - Friends/Social Supports**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I have plenty of friends	59%	62%
• I can see my friends when I want	83%	82%
• I have opportunities to meet new people	-	91%
• I have friends I like to talk/be with (not staff or family)	73%	73%
• I'm not often lonely	62%	51%
• I see my family as much as I want	79%	82%

**Table 2.7 – Activities\***

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I shop as much as I want	56%	57%
• I exercise/play sport as much as I want	56%	58%
• I eat out as much as I want	56%	54%
• I go to entertainment as much as I want	52%	51%
• I go to church/synagogue as much as I want	62%	69%

\* Includes those who take part in the activity as much as they want and those who choose not to do so. Note that response options for Activities satisfaction were expanded for the 2008 – 2010 survey [see page 12 for details on how this affected measurement of overall satisfaction with activities.]

**Table 2.8 - Guardianship**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I'm happy about my guardian	85%	88%
• I chose my guardian	40%	23%
• I see my guardian whenever I want	89%	71%
• My guardian lets me make my own decisions	67%	64%

**Table 2.9 - Community Services**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I'm happy with my service agency	83%	85%
• I chose my case manager	45%	27%
• I'm happy with my case manager	86%	92%
• It's easy to contact my case manager	57%	72%
• People listen to me at ISA meetings	93%	89%

**Table 2.10 - Self Determination/Rights**

	<b>Statewide 2004 - 2006</b>	<b>Statewide 2009</b>
• I have attended a self advocacy meeting	41%	48%
• I have voted in an election	48%	49%
• I get to learn new things/skills	77%	84%
• I have enough control over my life	81%	79%
• I make all the choices I want	62%	75%

**DOMAIN SATISFACTION**

In order to obtain a better overall picture of what people who receive our services think, the responses to survey questions are grouped to reflect a range of life satisfaction domains. Due to some item changes in the survey instrument for the 2008 – 2010, there have been some minor changes to the construction of the life domain scales. However, the domains examined remain the same as in the last survey cycle. The ratings for all but one of the domains are directly comparable to previous years. Questions relating to participation in activities have been changed to allow three rather than just two response options. This will help providers not only see which activities consumers feel they do enough, but also which activities they would like more opportunities to enjoy, or would rather not participate in at all. The effect of this has been to increase the overall Activities satisfaction rating. The questions used to analyze each domain are listed in Section 4.

In the first instance, domain satisfaction was examined across everyone who was interviewed in 2009 and 2004 – 2006. Table 2.11 shows similar levels of satisfaction within six of the domains when compared to the 2004-2006 cycle of surveys, and statistically significant differences in four domains. The same changes were found across most of the agencies participating in the 2009 survey. Significant increases in satisfaction were found in the Residential, Neighborhood, and Community Services domains. The apparent increase in satisfaction with Activities is due, at least in part, to increased response options available for Activity satisfaction questions. The significant decrease in satisfaction in the Work domain was noted in four of the five agencies participating statewide in 2009.

**Table 2.11 - Comparative Domain Satisfaction**

<b>Domain</b>	<b>Statewide 2004 - 2006 (N=475)</b>	<b>Statewide 2009 (N=203)</b>
*Residential	84%	89%
Residential Autonomy	73%	73%
*Neighborhood	89%	94%
†Work	85%	77%
Community Supports	81%	81%
Social Support	83%	84%
Activities	61%	76%
Guardian	75%	72%
*Community Services	81%	85%
Self Determination/Rights	49%	47%

\* People interviewed in 2009 gave significantly higher ratings in the Residential, Neighborhood and Community Service domains (p<.05)

† People interviewed in 2009 gave significantly lower ratings in the Work domain (p<.5)

When further analyses of domain satisfaction by respondent characteristics were completed, significant differences were found in two domains: Residential Autonomy and Self Determination/Rights. When domain satisfaction was examined by the types of home setting, it was found that people who lived independently rated their Residential Autonomy

and Self Determination/Rights significantly higher than those who lived in other residential settings (Table 2.12). Residential Autonomy ratings given by people living in family homes were also significantly higher than those given by people living in provider homes. No statistically significant differences were found in the other domains by residential type. Similarly, examination of Community Support satisfaction by type of support (individual or group) and Guardian satisfaction by type of guardian showed no significant differences.

**Table 2.12 - Domain Satisfaction by Residential Type – 2009**

<b>Domain</b>	<b>Family Home (n=45)</b>	<b>Semi-Independent Living (n=47)</b>	<b>Provider Home (n=98)</b>	<b>All Residential Settings (n=203)</b>
Residential	88%	90%	90%	89%
* Residential Autonomy	77%	92%	62%	73%
Neighborhood	92%	94%	94%	94%
Work	76%	78%	75%	77%
Community Supports	79%	85%	81%	81%
Social Support	82%	85%	83%	84%
Activities	74%	79%	75%	76%
Guardian	76%	81%	70%	72%
Community Services	86%	82%	85%	85%
*Self Determination/Rights	38%	58%	46%	47%

\*People living semi-independently rated Residential Autonomy higher (p<.05) than those in other home types

People living with their family rated Residential Autonomy higher (p<.05) than those in provider homes

People living semi-independently rated their Self Determination/Rights higher (p<.05) than those in other home types

**SURVEY RESPONSES, 2009: STATEWIDE (N=203)**

The following pages provide details of how people across the participating agencies responded to individual questions on the Consumer Survey in the spring of 2009. The percentages given in the results below are the percentages of those consumers who answered the question. The notation ‘-’ indicates there were too few responses to be meaningful and ‘NR’ indicates that no-one answered this question.

**RESIDENTIAL**

1. Do you like where you live? Who do you live with?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
203	88%	7%	5%

2. Who chose (picked) the place where you live? (Did somebody help you make this choice?)

<b>RESPONDENTS</b>	<b>SELF</b>	<b>SELF WITH HELP</b>	<b>SOMEONE ELSE</b>
147	16%	42%	42%

3. Can you think of a place you would rather live?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
186	74%	26%

4. Tell me how you feel about the food at your house.

<b>RESPONDENTS</b>	<b>LIKE</b>	<b>IN-BETWEEN</b>	<b>NOT LIKE</b>
189	94%	4%	2%

5. Who usually decides (picks) what you eat?

<b>RESPONDENTS</b>	<b>SELF</b>	<b>SOMEONE ELSE, I LIKE IT</b>	<b>SOMEONE ELSE, I DON'T LIKE IT</b>
161	55%	43%	2%

6. Who usually decides (picks) what you wear?

<b>RESPONDENTS</b>	<b>SELF</b>	<b>SOMEONE ELSE, I LIKE IT</b>	<b>SOMEONE ELSE, I DON'T LIKE IT</b>
159	89%	9%	2%

7. Who decides when you do things each day (like when to get up, when to eat dinner, what to watch on TV, when to go to bed?)

<b>RESPONDENTS</b>	<b>SELF</b>	<b>SELF WITH HELP</b>	<b>SOMEONE ELSE</b>
158	86%	8%	6%

8. Are there any pets at your house?

<b>RESPONSES</b>	<b>YES</b>	<b>NO</b>
190	75%	25%

9. (If has pet) Do you like having a pet?

<b>RESPONSES</b>	<b>LIKE</b>	<b>IN-BETWEEN</b>	<b>NOT LIKE</b>
149	92%	3%	5%

10. (If has no pet) Do you want to have a pet? If "YES", what kind?

<b>RESPONSES</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
41	54%	7%	39%

11. (For persons with paid helper(s) in home) Are/is \_\_\_\_\_ nice and polite to you?

<b>RESPONSES</b>	<b>POLITE</b>	<b>SOMETIMES</b>	<b>NOT POLITE</b>
111	91%	8%	1%

12. Tell me how you feel about \_\_\_\_\_.

<b>RESPONSES</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
123	88%	12%	0%

13. Did you choose (pick) who helps you at home? (Did you get to interview/hire them? Did you get to meet other people or was someone assigned to you?)

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
131	45%	7%	48%

14. Have you had a lot of different people support you there?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
66	71%	29%

14a. Is that a problem for you?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
22	73%	27%

15. (For persons living with unpaid others) Are/is the other people/person nice and polite to you?

<b>RESPONDENTS</b>	<b>POLITE</b>	<b>SOMETIMES</b>	<b>NOT POLITE</b>
91	84%	15%	1%

16. Tell me how you feel about \_\_\_\_\_.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
101	84%	13%	3%

17. Did you choose (pick) the people you live with? (Did anyone ask who you'd like to live with? Were you given choices? Did you get to interview people?)

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
54	18%	17%	65%

18. (For persons living semi-independently with no roommate) Do you like living by yourself?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
29	86%	10%	4%

19. Would you like to have someone live with you?

<b>RESPONDENTS</b>	<b>NO</b>	<b>IN-BETWEEN</b>	<b>YES</b>
28	54%	18%	28%

**THINGS TO DO:**

What do you do for fun when you are at home? (*Not during community or work supports.*)

20. Who decides how you spend you free time? (Who decides what you do for fun? Who chooses the activities you do?)

RESPONDENTS	SELF	SELF WITH HELP	SOMEONE ELSE
161	84%	10%	6%

21. Do you have enough to do when you're at home or do you sit around with nothing to do?

RESPONDENTS	ENOUGH	IN-BETWEEN	NOTHING
188	84%	12%	4 %

22. Are you bored when you are at home, or is it fun to be home?

RESPONDENTS	FUN	IN-BETWEEN	BORED
187	66%	26%	8%

23. Show me how you feel about how you spend your free time at home.

RESPONDENTS	HAPPY	IN-BETWEEN	SAD
200	81%	15%	4%

**JOBS/CHORES:**

24. Are you told what jobs to do or do you get to pick the jobs/chores you want to do?

RESPONDENTS	PICK	IN-BETWEEN	TOLD
151	62%	8%	30%

25. Would you like to have more jobs/chores to do?

RESPONDENTS	NO	SOMETIMES	YES
156	70%	2%	28%

26. Show me how you feel about the jobs/chores you do around your house.

RESPONDENTS	HAPPY	IN-BETWEEN	SAD
166	89%	9%	2%

**RULES:**

27. Who makes the rules for living here?

<b>RESPONDENTS</b>	<b>SELF</b>	<b>IN-BETWEEN</b>	<b>SOMEONE ELSE</b>
116	5%	7%	88%

28. Tell me what you think about the rules at your house.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
125	72%	20%	8%

29. What happens if you don't like a rule? Can you change a rule? (like when you have to go to bed etc.)?

<b>RESPONDENTS</b>	<b>CHANGE IT</b>	<b>IN-BETWEEN</b>	<b>CAN'T CHANGE</b>
110	35%	12%	53%

30. What if you want to drink a beer or some wine in your house? Is there no drinking allowed there (at home) or can you have a beer or wine there (at home) if you want?

<b>RESPONDENTS</b>	<b>HAVE A DRINK</b>	<b>IN-BETWEEN</b>	<b>NOT ALLOWED</b>
112	67%	0%	33%

31. Can you invite your friends or your family over to your house whenever you want to?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
165	86%	1%	13%

32. Who decides when you can have friends/family over to visit?

<b>RESPONDENTS</b>	<b>SELF</b>	<b>IN-BETWEEN</b>	<b>OTHER</b>
157	31%	18%	51%

**PRIVACY:**

33. Can you be alone if you want to? (Do you have privacy?)

<b>RESPONDENTS</b>	<b>YES ENOUGH</b>	<b>WANT MORE TIME ALONE</b>
160	83%	17%

34. (If people get mail) Does anyone ever open your mail without asking you first?

<b>RESPONDENTS</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
175	96%	1%	3%

35. Can you use the telephone when you want to?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO/SOME RESTRICTIONS</b>
173	78%	22%

36. Can you talk on the phone in private or do other people listen in?

<b>RESPONDENTS</b>	<b>HAVE PRIVACY</b>	<b>LISTEN IN</b>
150	93%	7%

37. Can you answer the phone at home?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
169	74%	26%

38. (If friends come over to visit?) Can you be alone with them, or does someone have to be with you?

<b>RESPONDENTS</b>	<b>HAVE PRIVACY</b>	<b>NOT ALONE</b>
138	70%	30%

39. Do you have a boyfriend/girlfriend? What is his/her first name?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
178	40%	60%

40. (If no) Do you want to have a boyfriend/girlfriend?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
111	60%	40%

41. (If yes) Can you see (boyfriend/girlfriend) as much as you want?

RESPONDENTS	YES	NO
63	81%	19%

42. (If yes) Can you be with (boyfriend/girlfriend) alone in your bedroom

RESPONDENTS	YES, ALLOWED	SOMETIMES	NOT ALLOWED
131	62%	2%	36%

43. Would you like to know more about dating? (Having a boyfriend/girlfriend?)

RESPONDENTS	YES	SOMETIMES	NO
159	50%	0%	50%

44. Do you have someone to talk to about dating? (Having a boyfriend/girlfriend?)

RESPONDENTS	YES	NO
153	73%	27%

**MONEY:**

45. Can you have your own money whenever you want it or do you have to ask someone for your money?

RESPONDENTS	HAVE IT	ASK FOR IT
184	72%	28%

46. Tell me how you feel about (self or other) having your money.

RESPONDENTS	HAPPY	IN-BETWEEN	SAD
192	90%	6%	4%

47. Do you choose what to buy with your spending money (Did someone else decide how you spend your money?)

RESPONDENTS	YES WITHOUT HELP	YES WITH HELP	NO SOMEONE ELSE CHOOSES
183	93%	5%	2%

48. Do people steal (take) your money?

RESPONDENTS	NO	YES
185	97%	3%

**SAFETY:**

49. Do people in your house take your things or do they leave your stuff alone?

<b>RESPONDENTS</b>	<b>LEAVE ALONE</b>	<b>TAKE</b>
147	97%	3%

50. Do people let you know before they come to your house?

<b>RESPONDENTS</b>	<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>
181	90%	6%	4%

51. Do people let you know before coming into your bedroom?

<b>RESPONDENTS</b>	<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>
144	75%	11%	14%

52. Do you feel safe in your home?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
189	93%	5%	2%

53. Are you ever afraid or scared when you are at home?

<b>RESPONDENTS</b>	<b>NO RARELY</b>	<b>IN-BETWEEN</b>	<b>YES MOST OF TIME</b>
190	82%	17%	1%

**ACCESS/ TRANSPORTATION**

54. When people in your house go somewhere, do you have to go or can you stay home alone if you want to?

<b>RESPONDENTS</b>	<b>CAN STAY ALONE</b>	<b>IN-BETWEEN</b>	<b>HAVE TO GO</b>
131	60%	3%	37%

55. Do you have a key to your house?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
174	53%	47%

56. When you want to go somewhere, do you have a way to get there? (Can you get a ride when you need one or is it hard to get a ride?)

<b>RESPONDENTS</b>	<b>ALMOST ALWAYS</b>	<b>IN-BETWEEN</b>	<b>ALMOST NEVER</b>
177	91%	8%	1%

57. Are there places that you need to go that you can't get to? (Such as to the doctor, the service agency, to go shopping, to the pharmacy, etc.)

<b>RESPONDENTS</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
177	79%	19%	2%

**NEIGHBORHOOD:**

58. Are your neighbors/people who live near you friendly toward you?

<b>RESPONDENTS</b>	<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>
170	97%	1%	2%

59. Tell me how you feel about your neighbors/people who live near you

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
183	88%	10%	2%

60. Do you like living in your neighborhood the area where you live or would you like to live in a different neighborhood/area?

<b>RESPONDENTS</b>	<b>LIKE IT</b>	<b>IN-BETWEEN</b>	<b>DIFFERENT PLACE</b>
190	89%	5%	6%

61. Do you feel safe to be out in your neighborhood/the area near your house?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
189	92%	6%	2%

62. Are you ever afraid or scared when you are at out in your neighborhood?

<b>RESPONDENTS</b>	<b>NO RARELY</b>	<b>IN-BETWEEN</b>	<b>YES, MOST OF TIME</b>
190	90%	8%	2%

**WORK**

63. Do you volunteer? Do something that you are not paid for that is helpful to others?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
190	29%	71%

64. Do you have a job?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
190	53%	47%

65. (if q65 = No) Do you want to have a paid job?

<b>RESPONDENTS</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
77	29%	6%	65%

66. Did you choose to work at \_\_\_\_\_?

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
103	19%	53%	28%

67. Do you like working there?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
103	94%	3%	3%

68. Is the work you do important work or not important work?

<b>RESPONDENTS</b>	<b>IMPORTANT</b>	<b>NOT IMPORTANT</b>
103	96%	4%

69. Tell me how you feel about your work.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
107	86%	12%	2%

70. Do you work enough hours or do you want to work more hours?

<b>RESPONDENTS</b>	<b>ENOUGH</b>	<b>MORE</b>
90	50%	50%

71. Tell me how you feel about the amount of money you make from work

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
107	81%	13%	6%

72. Do you have to work all the time or do you get a vacation from work?

<b>RESPONDENTS</b>	<b>VACATION</b>	<b>ALL THE TIME</b>
99	64%	36%

Do you have a job coach/someone/staff who helps you do your job?

73. Is \_\_\_\_\_ nice and polite to you?

<b>RESPONDENTS</b>	<b>NICE</b>	<b>IN-BETWEEN</b>	<b>NOT NICE</b>
75	97%	3%	0%

74. Did you choose \_\_\_\_\_ to help you at work?

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
70	10%	11%	79%

75. Have you had a lot of different people support you at work?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
72	46%	54%

75a. Is that a problem for you?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
39	72%	28%

76. Tell me how you feel about the other people (co-workers) you work with.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
95	94%	6%	0%

77. Do the people you work with treat you okay, or do they not respect you?

<b>RESPONDENTS</b>	<b>RESPECT</b>	<b>IN-BETWEEN</b>	<b>NO RESPECT</b>
91	97%	3%	0%

78. Do you choose to go to work, or do you have to go?

<b>RESPONDENTS</b>	<b>CHOOSE TO GO</b>	<b>HAVE TO GO</b>
91	53%	47%

78. Is there something else you would rather do during the day?

<b>RESPONDENTS</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
92	81%	4%	15%

**COMMUNITY ACTIVITIES - INDIVIDUAL SUPPORT**

80. Did you choose (pick) your community activities?

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
103	50%	34%	16%

81. Do you like doing those activities?

<b>RESPONDENTS</b>	<b>LIKE</b>	<b>SOMETIMES</b>	<b>NOT LIKE</b>
105	97%	3%	0%

82. Do you get enough community activities or would you like more?

<b>RESPONDENTS</b>	<b>ENOUGH</b>	<b>MORE</b>
104	49%	51%

83. Tell me how you feel about your community activities.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
116	97%	2%	1%

84. Is (support person) nice and polite to you?

<b>RESPONDENTS</b>	<b>NICE</b>	<b>IN-BETWEEN</b>	<b>NOT NICE</b>
106	98%	2%	0%

85. Did you choose (or pick) \_\_\_\_\_ to help you with your community activities? (Did you get to interview/hire him/her? Did you choose or was he/she assigned to you?)

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
93	12%	20%	68%

86. Have you had a lot of different people support you during the day?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
96	48%	52%

86a. Is that a problem for you?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
50	70%	30%

87. Tell me how you feel about the people you spend time with during the day.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
97	97%	3%	0%

88. Do the people you spend time with during the day treat you okay, or do they not respect you?

<b>RESPONDENTS</b>	<b>RESPECT</b>	<b>IN-BETWEEN</b>	<b>NO RESPECT</b>
88	98%	2%	0%

89. Do you choose to go to your community activities, or do you have to go?

<b>RESPONDENTS</b>	<b>CHOOSE</b>	<b>HAVE TO GO</b>
102	82%	18%

90. Is there something else you would rather do during the day?

<b>RESPONDENTS</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
99	85%	6%	9%

**COMMUNITY ACTIVITIES - GROUP SUPPORT**

91. Did you choose (pick) your community activities?

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
8	38%	25%	37%

92. Do you like doing those activities?

<b>RESPONDENTS</b>	<b>YES</b>	<b>IN-BETWEEN</b>	<b>NO</b>
8	100%	0%	0%

93. Do you get enough community activities or would you like more?

<b>RESPONDENTS</b>	<b>ENOUGH</b>	<b>MORE</b>
8	63%	37%

94. Tell me how you feel about your community activities.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
8	75%	25%	0%

95. Is (support person) nice and polite to you?

<b>RESPONDENTS</b>	<b>NICE</b>	<b>IN-BETWEEN</b>	<b>NOT NICE</b>
8	100%	0%	0%

96. Did you choose (or pick) \_\_\_\_\_ to help you with your community activities? (Did you get to interview/hire him/her? Did you choose or was he/she assigned to you?)

<b>RESPONDENTS</b>	<b>YES WITHOUT HELP</b>	<b>YES WITH HELP</b>	<b>NO SOMEONE ELSE CHOSE</b>
7	14%	0%	86%

97. Have you had a lot of different people support you during the day?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
6	33%	67%

97a. Is that a problem for you?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
4	100%	0%

98. Tell me how you feel about the people you spend time with during the day.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
8	100%	0%	0%

99. Do the people you spend time with during the day treat you okay, or do they not respect you?

<b>RESPONDENTS</b>	<b>RESPECT</b>	<b>IN-BETWEEN</b>	<b>NO RESPECT</b>
8	100%	0%	0%

100. Do you choose to go to your community activities, or do you have to go?

<b>RESPONDENTS</b>	<b>CHOOSE</b>	<b>HAVE TO GO</b>
7	57%	43%

101. Is there something else you would rather do during the day?

<b>RESPONDENTS</b>	<b>NO</b>	<b>SOMETIMES</b>	<b>YES</b>
7	86%	0%	14%

**FRIENDS and SOCIAL SUPPORT**

FRIENDS:

102. Do you have a best friend or someone you are really close to? (Is there someone you can talk to about personal things?)

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
188	94%	6%

103. Do you have friends you like to talk to or do things with?

<b>RESPONDENTS</b>	<b>YES NOT STAFF OR FAMILY</b>	<b>ALL ARE STAFF OR FAMILY</b>	<b>NO FRIENDS</b>
188	73%	25%	2%

104. Tell me how feel about your friends.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
197	96%	3%	1%

105. Can you see your friends when you want to see them? (Can you make plans with your friends when you want to?)

<b>RESPONDENTS</b>	<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>
180	82%	8%	10%

106. Do you have plenty of friends or do you wish you had more friends?

<b>RESPONDENTS</b>	<b>PLENTY</b>	<b>MORE</b>
182	62%	38%

107. Do you have opportunities to meet new people?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
185	91%	9%

108. Do you have someone you trust to talk to when you need to talk to someone?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
183	97%	3%

109. Does anyone ever ask you to help them?

<b>RESPONDENTS</b>	<b>SOMEONE NAMED</b>	<b>NO ONE NAMED</b>
179	50%	50%

110. Do you ever feel lonely? (Does that happen a lot?)

<b>RESPONDENTS</b>	<b>NO NOT OFTEN</b>	<b>SOMETIMES</b>	<b>OFTEN LONELY</b>
188	51%	38%	11%

**FAMILY:**

111. (For those with family they can name) Do you ever get to see your family?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
161	96%	4%

112. Can you see your (named) family when you want to?

<b>RESPONDENTS</b>	<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>
158	82%	6%	12%

113. Tell me how you feel about these (named) family members.

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
169	83%	14%	3%

**ACTIVITIES**

What do you do for fun? Can you tell me some things you do for fun?

114. Do you ever go shopping?

114a. (If q114=Yes) Do you go to shop as much as you want or do you want to go more?

<b>RESPONDENTS</b>	<b>ENOUGH</b>	<b>WANT MORE</b>	<b>RATHER NOT GO</b>
186	57%	42%	1%

114b. (If q114=No) Do you ever want to go shopping?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
-	-	-

115. Do you ever run errands or go to appointments?

115a. (If q115=Yes) Do you run errands or go to appointments as much as you want or do you want to go more?

<b>RESPONDENTS</b>	<b>ENOUGH</b>	<b>WANT MORE</b>	<b>RATHER NOT GO</b>
180	79%	20%	1%

115b. (If q115=No) Do you ever want to go on errands/appointments?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
7	100%	0%

116. Do you ever exercise or play sports?

116a. (If q116=Yes) Do you exercise/play sports as much as you want or do you want to do more?

<b>RESPONDENTS</b>	<b>ENOUGH</b>	<b>WANT MORE</b>	<b>RATHER NOT GO</b>
168	60%	40%	0%

116b. (If q116=No) Do you ever want to exercise/play sports?

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
19	47%	53%

117. Do you ever go out to entertainment?

117a. (If q117=Yes) Do you go out to entertainment as much as you want or do you want more?

RESPONDENTS	ENOUGH	WANT MORE	RATHER NOT GO
153	52%	48%	0%

117b. (If q117=No) Do you ever want to go out to entertainment?

RESPONDENTS	NO	YES
31	42%	58%

118. Do you ever go out to eat?

118a. (If q118=Yes) Do you go out to eat as much as you want or do you want to go more?

RESPONDENTS	ENOUGH	WANT MORE	RATHER NOT GO
177	55%	45%	0%

118b. (If q118=No) Do you ever want to go out to eat?

RESPONDENTS	NO	YES
9	22%	78%

119. Do you ever go to church or synagogue?

119a. (If q119=Yes) Do you go to church or synagogue as much as you want or do you want to go more?

RESPONDENTS	ENOUGH	WANT MORE	RATHER NOT GO
62	73%	26%	1%

119b. (If q119=No) Do you ever want to go to church or synagogue?

RESPONDENTS	NO	YES
127	68%	32%

120. Do you ever go to other community meetings?

120a. (If q120=Yes) Do you go to other community meetings as much as you want or do you want to go more?

RESPONDENTS	ENOUGH	WANT MORE	RATHER NOT GO
73	68%	29%	3%

120b. (If q120=No) Do you ever want to other community meetings?

RESPONDENTS	NO	YES
112	59%	41%

**GUARDIANSHIP**

121. Do you know who your guardian is? (Persons with guardianship)

<b>RESPONDENTS</b>	<b>YES</b>	<b>MAYBE</b>	<b>NOT SURE</b>
121	97%	1%	2%

122. Do you get to see or talk to your guardian when you want to?

<b>RESPONDENTS</b>	<b>YES</b>	<b>SOMETIMES</b>	<b>NO</b>
104	71%	15%	14%

123. Did you get to choose (pick) your guardian, or did someone else choose your guardian?

<b>RESPONDENTS</b>	<b>I CHOSE</b>	<b>SOMEONE ELSE CHOSE</b>
92	23%	77%

124. Tell me how you feel about (guardian).

<b>RESPONDENTS</b>	<b>HAPPY</b>	<b>IN-BETWEEN</b>	<b>SAD</b>
130	88%	10%	2%

125. Does your guardian let you make some decisions for yourself or does she/he make decisions for you?

<b>RESPONDENTS</b>	<b>OWN DECISIONS</b>	<b>GUARDIAN DECIDES</b>
116	64%	36%

126. Do you want to change who your guardian is? (Have a different guardian/Not have a guardian?)

<b>RESPONDENTS</b>	<b>NO</b>	<b>YES</b>
117	83%	17%

**SELF-ADVOCACY**

127. Have you ever gone to a self-advocacy meeting, conference or event?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
188	48%	52%

128. (If q127=Yes) Why did you go to the self-advocacy meeting, conference, or event?

<b>RESPONDENTS</b>	<b>INFORMATION</b>	<b>SOCIAL OPPORTUNITY</b>	<b>PART OF ADVOCACY MOVEMENT</b>	<b>OTHER</b>
88	33%	25%	41%	1%

129. (If q127=No) Why haven't you gone or been able to go?

<b>RESPONDENTS</b>	<b>NO TIME</b>	<b>NOT INTERESTED</b>	<b>NO RIDE</b>	<b>DIDN'T KNOW ABOUT IT</b>	<b>OTHER</b>
92	2%	25%	4%	66%	3%

130a. (If q127=Yes) Do you want to go (go again) to a self-advocacy meeting, conference or event?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
89	81%	19%

130b. (If q127=No) Do you want to go to a self-advocacy meeting, conference or event?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
84	48%	52%

131. Do you see yourself as being a self-advocate?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
184	94%	6%

132. Do you want to know more about self-advocacy?

<b>RESPONDENTS</b>	<b>YES</b>	<b>NO</b>
185	64%	36%

**VOTING**

133. Has anyone ever talked to you about voting in elections?

RESPONDENTS	YES	NO
189	64%	36%

134. Have you ever voted in an election?

RESPONDENTS	YES	NO
189	49%	51%

135a. (If have voted) Do you want to vote in an election?

RESPONDENTS	YES	NO
-	-	-

135b. (If have not voted) Do you want to vote in an election?

RESPONDENTS	YES	NO
94	40%	60%

**SERVICE AGENCY**

136 Do you know your service coordinator/case manager?

RESPONDENTS	YES	MAYBE/NOT SURE	NO
174	95%	3%	2%

137. Does he/she ask you what you want?

RESPONDENTS	YES	SOMETIMES	NO
170	71%	11%	18%

138. If you ask for something, does he/she help you get you what you need?

RESPONDENTS	YES	SOMETIMES	NO
169	85%	13%	2%

139. Tell me how you feel about (your case manager).

RESPONDENTS	HAPPY	IN-BETWEEN	SAD
180	92%	6%	2%

140. Did you choose (or pick) (your case manager)?

RESPONDENTS	YES WITHOUT HELP	YES WITH HELP	NO SOMEONE ELSE CHOSE
170	12%	15%	73%

141. Is it easy or is it hard to get in touch with (your case manager) when you want to?

RESPONDENTS	EASY	IN-BETWEEN	HARD
166	72%	16%	12%

142. Have you had a lot of different case managers (service coordinators)?

RESPONDENTS	NO	YES
161	52%	48%

142a. Is that a problem for you?

RESPONDENTS	NO	YES
78	72%	28%

143. Tell me how you feel about (your service agency).

RESPONDENTS	HAPPY	IN-BETWEEN	SAD
198	85%	12%	3%

144. Do you get the services you need?

RESPONDENTS	YES	SOMETIMES	NO
185	91%	6%	3%

145. Did you have a support plan (ISA) meeting this year?

RESPONDENTS	YES	NO
154	90%	10%

146. When you have your support plan (ISA) meetings, do people listen to what you have to say?

RESPONDENTS	LISTEN	SOMETIMES	NOT LISTEN
137	89%	8%	3%

147. Are the things that are important to you in your support plan (ISA)?

RESPONDENTS	YES	SOMETIMES	NO
135	95%	4%	1%

148. Do you have a friend or family member that you count on to help you make decisions?

RESPONDENTS	YES	NO
167	95%	5%

149. (Waiver or flexible funding consumers only) Do you know how much money the agency has to pay for your worker(s)/services?

RESPONDENTS	YES	MAYBE/NOT SURE	NO
152	5%	3%	92%

150. Do people at (your agency) listen to you or not listen to you?

RESPONDENTS	LISTEN	SOMETIMES	NOT LISTEN
182	84%	12%	4%

151. Are you having trouble getting the help you need from people at (your agency) or are you getting the help you need?

RESPONDENTS	GETTING HELP	SOMETIMES	HAVING TROUBLE
183	87%	9%	4%

152. Is there someone at (your agency) you can ask to help you change services or supports you do not like?

RESPONDENTS	SOMEONE NAMED	SOMEONE NOT NAMED	NO-ONE
169	91%	5%	4%

153. Do people help you do or learn new things?

RESPONDENTS	YES	SOMETIMES	NO
172	84%	6%	10%

153a. (if 153= No or Sometimes) Do you want [more] help to do or learn new things?

RESPONDENTS	YES	NO
59	46%	54%

154. Tell me how you feel about the help you get from (your agency).

RESPONDENTS	HAPPY	IN-BETWEEN	SAD
197	87%	8%	5%

155. Have you ever been told about (your agency's) grievance (complaint) process or are you not aware of (your agency's) grievance (complaint) process?

RESPONDENTS	TOLD	NOT AWARE
183	25%	75%

156. Have you been told about (your agency's) appeal process or are you not aware of (your agency's) appeal process?

RESPONDENTS	TOLD	NOT AWARE
184	23%	77%

157. Have you ever made a formal grievance (complaint) or appeal to someone at your agency?

RESPONDENTS	NO	YES
183	96%	4%

**SELF-DETERMINATION**

158. Do you need to have more control over your life or do you think you have enough control?

RESPONDENTS	ENOUGH	MORE
178	79%	21%

159. Are there decisions (choices) you wish you could make that you don't make now?

RESPONDENTS	NO	YES NOT NAMED	YES NAMED
173	75%	5%	20%

160. Do you need to know more about how to choose who helps you? (Do you need to learn how to interview and hire your support workers?)

RESPONDENTS	NO	YES
173	67%	33%



**SECTION 3**

**PARTICIPANT PROFILE 2009**

**WHO PARTICIPATED**



This Section is intended to give an overall picture of the adults receiving developmental services statewide. It reports findings from the 2009 Demographics Survey as follows:

- **Basic Demographics (Tables 3.1-3.3)** covers Personal Characteristics, Legal Factors, and Family Involvement.
- **Communication Capability (Tables 3.4-3.6)** covers Means of Communication, Communication Effectiveness, and Communication Supports.
- **Medical/Health Issues (Tables 3.7-3.10)** covers Developmental Disability, Other Challenges, Healthcare and Health, and Lifestyle.
- **Residential Information (Tables 3.11-3.13)** covers Type of Residence, Residential Characteristics, and Guardianship by Residential Type.
- **Community Access and Barriers (Tables 3.14-3.15)**, a new category, covers Getting to Places and Barriers to More Recreational Activity and Enjoyment.
- **Services (Tables 3.16-3.17)** covers Type of Services Received and Self-/Family Management of Services.

Each of the tables includes percentages for those interviewed, those not interviewed, and all participants. For ease of reading, the definition of the data reported (left hand column) and the data for all participants served statewide (right hand column) are shown in bold.

### BASIC DEMOGRAPHICS

**Table 3.1 – Personal Characteristics**

Characteristic	Interviewed (n=203)	Not Interviewed (n=212)	All Participants (n=415)
<b>Age</b>			
<b>Average Age</b>	41	43	<b>42</b>
<b>Minimum</b>	19	18	<b>18</b>
<b>Maximum</b>	81	87	<b>87</b>
<b>Gender</b>			
<b>Male</b>	55%	53%	<b>54%</b>
<b>Female</b>	45%	47%	<b>46%</b>
<b>Marital Status</b>			
<b>Single</b>	90%	93%	<b>92%</b>
<b>Married/Civil Union</b>	3%	2%	<b>3%</b>
<b>Married/Civil Union in past</b>	7%	3%	<b>5%</b>
<b>Unknown</b>	0%	2%	<b>&lt;1%</b>
<b>Race</b>			
<b>White</b>	97%	96%	<b>96%</b>
<b>American Indian/Eskimo/Aleut</b>	1%	0%	<b>&lt;1%</b>
<b>Asian</b>	1%	0%	<b>&lt;1%</b>
<b>Black</b>	1%	0%	<b>&lt;1%</b>
<b>Other/Unknown</b>	0%	4%	<b>2%</b>
<b>Primary Language*</b>			
<b>English</b>	100%	100%	<b>100%</b>

\* Only one person interviewed spoke English as a second language

**Table 3.2 – Legal Factors**

	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Guardianship</b>			
<b>No Guardian</b>	35%	17%	<b>26%</b>
<b>Private Guardian</b>	40%	51%	<b>46%</b>
<b>Public Guardian</b>	25%	30%	<b>27%</b>
<b>Unknown</b>	0%	2%	<b>1%</b>
<b>Payee</b>			
<b>No Payee</b>	20%	10%	<b>15%</b>
<b>Payee</b>	78%	85%	<b>82%</b>
<b>Unknown</b>	2%	5%	<b>3%</b>
<b>Court Restrictions</b>			
<b>No</b>	96%	95%	<b>95%</b>
<b>Yes</b>	4%	3%	<b>4%</b>
<b>Unknown</b>	0%	2%	<b>1%</b>

**Table 3.3 - Family Involvement in People’s Lives**

	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Family Involved</b>			
<b>Yes</b>	86%	81%	<b>84%</b>
<b>No</b>	13%	18%	<b>15%</b>
<b>Unknown</b>	1%	1%	<b>1%</b>
<b>Why Family not Involved</b>	<b>(n=26)</b>	<b>(n=38)</b>	<b>(n=64)</b>
<b>Family gone/not alive/     whereabouts unknown</b>	38%	47%	<b>44%</b>
<b>Family choice</b>	46%	29%	<b>36%</b>
<b>Court restriction</b>	4%	3%	<b>3%</b>
<b>Other</b>	8%	5%	<b>6%</b>
<b>Unknown</b>	4%	16%	<b>11%</b>

**COMMUNICATION CAPABILITY**

**Table 3.4 – Means of Communication**

	Interviewed (n=203)	Not Interviewed (n=212)	All Participants (n=415)
<b>Adequate Reliable Speech</b>			
<b>Yes</b>	88%	41%	<b>64%</b>
<b>No</b>	12%	59%	<b>36%</b>
<b>Primary Means of Communication</b>			
<b>Spoken - Understood by</b>			
<b>familiar listener</b>	97%	69%	<b>83%</b>
<b>Gesture/body language</b>	1%	24%	<b>12%</b>
<b>Sign language/finger spelling</b>	0%	4%	<b>2%</b>
<b>Communication aid/device</b>	2%	2%	<b>2%</b>
<b>Other/Unknown</b>	0%	1%	<b>1%</b>

**Table 3.5 – Communication Effectiveness for People with Inadequate Speech**

	Interviewed (n=25)	Not Interviewed (n=126)	All Participants (n=151)
<b>Communicate with familiar people</b>			
<b>Yes</b>	100%	95%	<b>96%</b>
<b>No</b>	0%	5%	<b>4%</b>
<b>Communicate with unfamiliar people</b>			
<b>Yes</b>	72%	34%	<b>41%</b>
<b>No</b>	28%	62%	<b>56%</b>
<b>Unknown</b>	0%	4%	<b>3%</b>
<b>Communicate beyond basic needs</b>			
<b>Yes</b>	72%	42%	<b>47%</b>
<b>No</b>	20%	56%	<b>50%</b>
<b>Unknown</b>	8%	2%	<b>3%</b>
<b>Communication effectiveness in last year</b>			
<b>More effective</b>	28%	14%	<b>16%</b>
<b>As effective</b>	64%	79%	<b>76%</b>
<b>Health prevents fair assessment</b>	4%	2%	<b>3%</b>
<b>Less effective</b>	0%	3%	<b>3%</b>
<b>Unknown</b>	4%	2%	<b>2%</b>

**Table 3.6 – Communication Supports for People with Inadequate Speech**

	<b>Interviewed (n=25)</b>	<b>Not Interviewed (n=126)</b>	<b>All Participants (n=151)</b>
<b>Communication addressed in ISA</b>			
<b>Yes</b>	52%	49%	<b>50%</b>
<b>No</b>	48%	47%	<b>47%</b>
<b>Unknown</b>	0%	4%	<b>3%</b>
<b>Communication Supports in Place</b>			
<b>Consistent comm. partners</b>	96%	91%	<b>92%</b>
<b>Team support</b>	96%	95%	<b>95%</b>
<b>Access to comm. aids/devices</b>	48%	38%	<b>40%</b>
<b>Training support for support wkers</b>	80%	73%	<b>74%</b>
<b>Expert consultation/support</b>	40%	44%	<b>44%</b>

**MEDICAL/HEALTH ISSUES**

**Table 3.7 - Developmental Disability**

<b>Disability Label</b>	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Mild MR</b>	70%	35%	<b>52%</b>
<b>Moderate MR</b>	17%	22%	<b>20%</b>
<b>Severe MR</b>	2%	18%	<b>10%</b>
<b>Profound MR</b>	1%	12%	<b>6%</b>
<b>Unknown/None reported</b>	10%	13%	<b>12%</b>

**Table 3.8 - Other Challenges**

Challenge	Interviewed (n=203)	Not Interviewed (n=212)	All Participants (n=415)
None Reported	20%	21%	21%
Mental Illness	48%	33%	40%
Autism	13%	13%	13%
Cerebral Palsy	8%	13%	11%
Brain Injury	3%	7%	5%
Chemical Dependence	2%	0%	1%
Physical Disability	5%	15%	10%
Hearing	4%	7%	6%
Vision	12%	15%	14%
Seizures	18%	25%	21%
Communication Disorder	3%	12%	8%
Alzheimers Disease	0%	2%	1%
Prader Willi Syndrome	0%	0%	0%
Down Syndrome	4%	8%	7%
Non-Ambulatory	4%	15%	10%
Other	8%	8%	8%

**Table 3.9 – Healthcare**

	Interviewed (n=203)	Not Interviewed (n=212)	All Participants (n=415)
<b>Last Physical Examination</b>			
<b>In the past year</b>	83%	79%	81%
<b>Over 1 year ago</b>	11%	12%	11%
<b>Unknown</b>	6%	9%	8%
<b>Last Ob/Gyn Examination (female)</b>			
<b>In the past year</b>	54%	26%	40%
<b>Over 1 year ago</b>	22%	34%	28%
<b>Never had an ob/gyn exam</b>	12%	14%	13%
<b>Unknown</b>	12%	26%	19%
<b>Last Dental Examination</b>			
<b>In the past six months</b>	61%	54%	57%
<b>Over 6 months ago</b>	23%	29%	26%
<b>Unknown</b>	16%	17%	17%

**Table 3.10 - Health and Lifestyle**

	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Medical Care Required</b>			
<b>Less than once/month</b>	82%	83%	<b>83%</b>
<b>At least once/month</b>	7%	8%	<b>8%</b>
<b>At least once/week or more</b>	4%	3%	<b>3%</b>
<b>Unknown</b>	7%	6%	<b>6%</b>
<b>Seizure Frequency</b>			
<b>No seizures</b>	79%	71%	<b>75%</b>
<b>Less than once/month</b>	16%	15%	<b>16%</b>
<b>At least once/month</b>	1%	4%	<b>2%</b>
<b>At least once/week or more</b>	1%	5%	<b>3%</b>
<b>Unknown</b>	3%	5%	<b>4%</b>
<b>Vision</b>			
<b>Sees well (with/without correction)</b>	92%	78%	<b>85%</b>
<b>Vision problems limit activities</b>	7%	9%	<b>8%</b>
<b>Limited or no vision (legally blind)</b>	1%	9%	<b>5%</b>
<b>Unknown</b>	0%	4%	<b>2%</b>
<b>Level of Mobility</b>			
<b>Walks or uses wheelchair</b>	96%	85%	<b>90%</b>
<b>Non-ambulatory needs assistance</b>	4%	15%	<b>10%</b>
<b>Physically Active</b>			
<b>Very physically active</b>	16%	19%	<b>17%</b>
<b>Moderately physically active</b>	66%	50%	<b>58%</b>
<b>Physically inactive</b>	18%	26%	<b>22%</b>
<b>Unknown</b>	0%	5%	<b>3%</b>
<b>Weight concerns</b>			
<b>No weight concerns</b>	52%	63%	<b>58%</b>
<b>Overweight</b>	42%	27%	<b>34%</b>
<b>Underweight</b>	4%	6%	<b>5%</b>
<b>Unknown</b>	2%	4%	<b>3%</b>
<b>Smoke/chew tobacco</b>			
<b>No</b>	82%	90%	<b>86%</b>
<b>Yes</b>	16%	6%	<b>11%</b>
<b>Unknown</b>	2%	4%	<b>3%</b>

**RESIDENTIAL INFORMATION**

**Table 3.11 - Type of Residence**

<b>Residential Type</b>	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Provider Home</b>	48%	57%	<b>53%</b>
<b>Family Home</b>	22%	25%	<b>23%</b>
<b>Own Home w/ Housemate</b>	9%	3%	<b>6%</b>
<b>Own Home Lives Alone</b>	14%	6%	<b>10%</b>
<b>Group Living</b>	2%	4%	<b>3%</b>
<b>Staffed Living</b>	2%	3%	<b>3%</b>
<b>Residential Care Home</b>	2%	1%	<b>1%</b>
<b>Other/Unknown</b>	1%	1%	<b>1%</b>

**Table 3.12 – Respondent Guardianship by Residential Type**

<b>Residential Type</b>	<b>No Guardian (n=72)</b>	<b>Private Guardian (n=81)</b>	<b>Public Guardian (n=50)</b>	<b>Total (n=203)</b>
<b>Provider Home</b>	32%	38%	88%	<b>48%</b>
<b>Family Home</b>	15%	42%	0%	<b>22%</b>
<b>Own Home w/ Housemate</b>	21%	4%	0%	<b>9%</b>
<b>Own Home Lives Alone</b>	29%	9%	2%	<b>14%</b>
<b>Group Living</b>	0%	2%	4%	<b>2%</b>
<b>Staffed living</b>	1%	1%	4%	<b>2%</b>
<b>Other</b>	2%	4%	2%	<b>2%</b>

**Table 3.13 - Residence Characteristics**

<b>Residential Characteristic</b>	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Location</b>			
Remote	51%	67%	<b>59%</b>
Walking distance to town	26%	24%	<b>25%</b>
Centrally located in town	22%	8%	<b>15%</b>
Unknown	1%	1%	<b>1%</b>
<b>Ownership/Lease of Home</b>			
Family/guardian	22%	24%	<b>23%</b>
Individual/family person lives with	48%	53%	<b>51%</b>
Provider agency/affiliate	7%	11%	<b>9%</b>
Person rents home	19%	8%	<b>13%</b>
Person owns home	3%	3%	<b>3%</b>
Unknown	1%	1%	<b>1%</b>
<b>Amount of Paid Residential Support</b>			
No on-site support (Indep./family)	24%	18%	<b>21%</b>
24 hour on-site	52%	69%	<b>61%</b>
Daily on-site	10%	4%	<b>7%</b>
Less frequent than daily	8%	4%	<b>6%</b>
As needed	6%	4%	<b>5%</b>
Unknown	0%	1%	<b>&lt;1%</b>
<b>Household Composition</b>			
Non-related individuals	52%	64%	<b>58%</b>
Biological/adoptive parents	18%	22%	<b>20%</b>
Lives alone	15%	5%	<b>10%</b>
Spouse/Civil Union	3%	2%	<b>2%</b>
Other relatives	7%	7%	<b>7%</b>
Domestic partner	5%	0%	<b>3%</b>
<b>Living with Others with Developmental Disability</b>			
Yes	24%	36%	<b>30%</b>
No	76%	64%	<b>70%</b>
<b>Time in current home/with current provider</b>			
More than 5 years	43%	61%	<b>52%</b>
3-5 years	21%	15%	<b>18%</b>
1-2 years	17%	10%	<b>14%</b>
Less than 1 year	18%	12%	<b>15%</b>
Unknown	1%	2%	<b>1%</b>

**COMMUNITY ACCESS AND BARRIERS**

**Table 3.14 – Getting to Places beyond Walking Distance**

<b>Means of Transport</b>	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>Ride from family/friends</b>	56%	52%	<b>50%</b>
<b>Ride in staff member's car</b>	81%	80%	<b>74%</b>
<b>Group transport (provider van)</b>	4%	7%	<b>5%</b>
<b>Public transport</b>	13%	4%	<b>8%</b>
<b>Para transit/volunteer/ride-share</b>	3%	2%	<b>3%</b>
<b>Taxi</b>	3%	1%	<b>2%</b>
<b>Drives self</b>	8%	4%	<b>6%</b>
<b>Other</b>	2%	3%	<b>3%</b>

**Table 3.15 – Barriers to More Recreational Activity and Enjoyment**

<b>Barrier to more activities</b>	<b>Interviewed (n=203)</b>	<b>Not Interviewed (n=212)</b>	<b>All Participants (n=415)</b>
<b>No barrier</b>	56%	63%	<b>60%</b>
<b>Behavioral/emotional concerns</b>	22%	21%	<b>21%</b>
<b>Social skills limitations</b>	17%	16%	<b>16%</b>
<b>Health concerns</b>	10%	12%	<b>11%</b>
<b>Money/cost</b>	21%	13%	<b>17%</b>
<b>Inadequate transportation</b>	16%	6%	<b>11%</b>
<b>No chaperone</b>	10%	4%	<b>7%</b>
<b>Recreational activity shortage</b>	16%	6%	<b>11%</b>
<b>Other barrier</b>	2%	3%	<b>3%</b>

**SERVICES**

**Table 3.16 - Types of Services Received**

Service Type	Interviewed (n=203)	Not Interviewed (n=212)	All Participants (n=415)
<b>Residential Supports*</b>	52%	64%	<b>58%</b>
<b>Service Coordination</b>	93%	92%	<b>93%</b>
<b>Employment - Individual</b>	53%	35%	<b>44%</b>
<b>Employment - Group</b>	1%	2%	<b>2%</b>
<b>Community Support - Individual</b>	57%	57%	<b>57%</b>
<b>Community Support - Group</b>	8%	11%	<b>10%</b>
<b>Clinical Services</b>	53%	46%	<b>50%</b>
<b>Transportation</b>	60%	49%	<b>54%</b>
<b>Family Supports</b>	50%	54%	<b>52%</b>
<b>Other Supports</b>	5%	4%	<b>5%</b>

\* In Provider Home, Group Living, or Staffed Living

**Table 3.17 - Self-/Family-Management of Services**

	Interviewed (n=203)	Not Interviewed (n=212)	All Participants (n=415)
<b>Management of Services</b>			
<b>Self or Shared with Agency</b>	9%	9%	<b>9%</b>
<b>Family or Shared with Agency</b>	14%	17%	<b>16%</b>
<b>Agency Managed</b>	74%	69%	<b>71%</b>
<b>Unknown</b>	3%	5%	<b>4%</b>
<b>Individually Negotiated Budget</b>			
<b>Yes</b>	78%	76%	<b>77%</b>
<b>No</b>	18%	20%	<b>19%</b>
<b>Unknown</b>	4%	4%	<b>4%</b>
<b>Individual Support Agreement (ISA)</b>			
<b>Yes</b>	91%	91%	<b>91%</b>
<b>No</b>	8%	8%	<b>8%</b>
<b>Unknown</b>	1%	1%	<b>1%</b>
<b>Fiscal Intermediary (ISO/private payroll)</b>			
<b>Yes</b>	56%	54%	<b>55%</b>
<b>No</b>	42%	42%	<b>42%</b>
<b>Unknown</b>	2%	4%	<b>3%</b>
<b>Independent Support Broker (ISB)</b>			
<b>Yes</b>	0%	2%	<b>1%</b>
<b>No</b>	96%	92%	<b>94%</b>
<b>Unknown</b>	4%	6%	<b>5%</b>

## **SECTION 4**

### **METHODOLOGY**

#### **HOW THIS SURVEY IS CONDUCTED**



Since the inception of the statewide consumer surveys in 1995, the State Division of Disability and Aging Services has taken steps to provide a forum for people receiving developmental services to express their own point of view while eliminating possible bias or influence. For this reason, the surveys have always been administered by an independently contracted team. Originally, this work was contracted to a team from the University of Vermont. Since 2003, survey administration and data entry has been coordinated by Rosemary Drabing, M.S.W. and Janet Bramley Ph.D. has been responsible for survey analysis and reporting. Survey responses remain confidential and personally identifying data are removed before the survey responses are analyzed.

The Vermont Consumer Survey is conducted statewide over a 3 year period, 2009 marking the second year of the fourth such 3-year cycle. Within each year, a sample of adults receiving developmental services is surveyed. This Section describes the methodology used to obtain and analyze information for the 2008 – 2010 Vermont Consumer Survey. The information in this Section covers:

- **Participant Selection:** How people are chosen to take part in the survey to obtain a fair representation of the adults receiving developmental services in the state of Vermont and their views in a variety of life satisfaction domains.
- **The Survey Instruments:** A brief description of the questionnaires used to obtain demographic and satisfaction information.
- **Survey Administration:** A description of how demographic information is collected and the participant interview procedure.
- **Survey Analysis and Reporting:** A description of the analytical procedures used to derive the findings presented in this report.

## **PARTICIPANT SELECTION**

The selection of adults to participate in the consumer survey aims to be representative both within each agency and across the statewide population receiving developmental services in each year. Five agencies are chosen each year. The order in which agencies are visited has remained unchanged over the previous three survey cycles. On the basis of a re-examination of current statewide demographics, the order and thus ‘mix’ of agencies visited each year has been changed to better represent the current profile of consumers served statewide. In the spring of 2009, the independently contracted survey interviewers visited the following agencies: Counseling Service of Addison County – Community Associates (CSAC), Lamoille County Mental Health Services (LCMH), Northeast Kingdom Human Services (NKHS), Sterling Area Services (SAS) and Washington County Mental Health Services – Community Developmental Services (WCMH).

Participant selection is the first stage of the survey process. In the winter, a random sample based on agency size and regional representation is drawn from the list of people currently served. These are the potential survey participants for that year. Table 4.1 shows

the percentage of individuals served by each agency who will be invited to participate and the order of agency visits in the 2009 – 2010 survey cycle.

**Table 4.1 –Sample Size by Agency as a Percentage of Adults Served**

Agency	2009	2009	2010
Champlain Community Services (CCS)	100%		
Counseling Service of Addison County - Community Associates (CSAC)		50%	
Health Care and Rehabilitation Services of Southeastern Vermont (HCRS)			50%
HowardCenter (HC)	50%		
Lamoille County Mental Health Services (LCMH)		100%	
Lincoln Street Incorporated (LSI)			100%
Northeast Kingdom Human Services (NKHS)		50%	
Northwestern Counseling and Support Services (NCSS)	50%		
Rutland Mental Health Services - Community Access Program (RMHS)			50%
Specialized Community Care (SCC)			100%
Sterling Area Services (SAS)		100%	
Upper Valley Services (UVS)	50%		
United Counseling Service (UCS)			50%
Washington County Mental Health Services - Community Developmental Services (WCMH)		50%	
Self-/Family-Management (T-II)	100%		

The Demographic Survey is used to collect information about all participants. The agency then makes a determination as to which people can also participate in satisfaction interviews. While it is recognized that not all participants are able or willing to be interviewed, the aim is to interview 60% of participants.

**THE SURVEY INSTRUMENTS**

Two survey instruments are used: the Demographic Survey and the Consumer Interview. These instruments were developed and extensively field-tested for reliability by Susan Culbert, Ph.D., and Sara Burchard, Ph.D. during the early 1990s. The format and questions had been reviewed and approved by a variety of stakeholders including self-advocates, family members, service providers, and representatives from the State Division of Developmental Services, prior to the survey instruments’ first statewide use in 1995.

Since the first 3-year cycle of surveys, a number of questions have been changed or added to the original survey instruments. For the second cycle of surveys, questions addressing knowledge of services and self-determination were added to the Consumer Interview in response to consumer advocacy requests. It was at this time also that the State

started submitting survey data to the National Core Indicators (NCI) project. This multi-state project provides an annual comparative ‘report card’ on services for adults receiving developmental services. For the 2004 – 2006 survey cycle, the Demographic Survey, in particular, was further enhanced. This was partly to include more on communication capabilities and services to inform the statewide communication initiative, and partly to align more closely with questions with the National Core Indicators (NCI) project to enable more cross state comparisons. This latest round of surveys starting in 2008 features changes based on input from a range of stakeholders; information on access and barriers to community activities has been added and a number of questions have been rephrased for easier understanding. As of 2009, Vermont ceased participation in the NCI project due to budget constraints.

The Demographic Survey is filled out by case managers at the participating agencies prior to the interviews with the people receiving services. The information gathered can be used in the first instance by the interviewers to inform and facilitate the interview process. It has also proved over the last decade to be a valuable resource for obtaining a comprehensive ongoing picture of the population of adults receiving developmental services here in Vermont. The Demographic Survey consists of sections covering general demographics, communication capabilities and services, medical and health information, behavioral challenges, residential characteristics, services, and self-/family management and self-determination. The information from the Demographic Survey is reported in section 3 of this Report.

The structured Consumer Interview consists of 160 questions designed to measure how satisfied people receiving developmental services are in a variety of life domains: how they feel about their residential living, work and/or community activities, community services, and activities. It also obtains information on other valued outcomes, such as social support, neighbors, leisure activities, degree of independence, opportunities for growth and change, self-advocacy, and self-determination. Each question on the survey has a high value of 2 (positive response) and a low of 0 (negative response). The values for ‘Not Applicable’, ‘Refused’ or ‘Unclear/unknown’ are excluded from the analysis. On average, the direct interviews will take between 30 and 35 minutes to complete. For people who have difficulty with verbal communication, there is an abbreviated version of the Consumer Interview covering the same satisfaction domains, in which picture cards (‘Happy’, ‘In-between’ and ‘Sad’) are used for respondents to indicate their answers. The information from the Consumer Interview is reported in section 2 of this Report.

Copies of the survey instruments may be requested from the Division of Disability and Aging Services.

## **SURVEY ADMINISTRATION**

Rosemary Drabing, an independent contractor with extensive experience with the Vermont developmental service system, took over project coordination in 2003, the last year of the previous cycle of surveys. In each year, field interviewers are hired and trained to complete the

consumer interviews. Typically, interviewers have included graduate students, teaching and human services professionals, and consumers of developmental services.

Once the participant pool has been selected (see page 54), the project coordinator meets with service coordinators at the participating agencies and distributes copies of the Demographic Survey to be filled out before the interviews. It is at this time that a determination will be made by the agencies as to which of the randomly selected adults can also participate in direct interviews. Arrangements are then made for the direct interviews to take place usually at agency offices.

Generally, the participants are interviewed alone at the agency offices to allow them to express their opinions freely. However, accommodations are made as necessary, for example, if the individual wants someone present or an interpreter is needed or the individual cannot get to the office. The interview questions are read by the interviewer and the answers are recorded on the questionnaire forms. Not all survey questions are applicable for every person, and not all people will answer all of the questions in their interviews. On a few occasions, it will be clear that the person has difficulty with the questions and cannot complete the interview. Should this happen, the interviewer may switch to the picture version of the survey, or the interview will be respectfully terminated and the responses will not be included in the survey analysis.

## **SURVEY ANALYSIS**

All data entry and analysis is performed using standard SPSS™ statistical software (Version 15) and the charts appearing in these reports are generated using Microsoft Excel™ to format output from the SPSS analysis.

On completion of the interview sessions, the completed Demographic Survey and Consumer Interview questionnaires are returned to the project coordinator for entry into an SPSS database. Each participant is identified by agency and a survey number; no personally identifying information is entered into this database. The database is then submitted to the Evaluator for analysis. Janet Bramley, the Evaluator for this project, has been connected with the Consumer Survey Project first as an interviewer and later as an evaluator since 1995.

The analysis of responses to the two survey instruments involves two stages. In the first instance, simple descriptive cross-tabulation statistics are used to generate data for the tables in Sections 2 (Interview responses) and Section 3 (Demographic Survey findings) of this Report.

The second stage involves grouping responses to the Consumer Survey into life satisfaction domains. Table 4.2 below indicates which questions were used for each of these domains. The valid responses to these questions are a high value of 2 (positive response) through a low value of 0 (negative response). The values for 'Not Applicable', 'Refused' or 'Unclear/unknown' are excluded from the analysis. For each domain the mean of the valid responses to the indicated questions is divided by 2 and multiplied by 100 to give a percentage satisfaction rate. These percentage rates are then further analyzed using Analysis

of Variance (ANOVA) procedures to determine whether there were significant differences between different groups of people (Domain Satisfaction, page 6, and pages 12-13)

**Table 4.2 – Survey Questions Used for Generating Domain Satisfaction Scores\***

Domain	Survey Questions used for Domain Scores
Residential	q1, q3, q4, q9, q10, q11, q12, q14a, q15, q16, q18, q19, q21, q22, q23, q25, q26, q28, q46, q48, q49, q50, q51, q52, q53, q56, q57
Residential Autonomy	q2, q5, q6, q7, q13, q17, q20, q24, q27, q29, q30, q31, q32, q33, q34, q35, q36, q37, q38, q41, q42, q45, q47, q54, q55
Neighborhood	q58, q59, q60, q61, q62
Work	q66, q67, q68, q69, q70, q71, q72, q73, q74, q75a, q76, q77, q78, q79
Day Program	q80, q81, q82, q83, q84, q85, q86a, q87, q88, q89, q90, q91, q92, q93, q94, q95, q96, q97a, q98, q99, q100, q101
Social Support	q102, q103, q104, q105, q106, q107, q108, q109, q110, q111, q112, q113
Activities	q114yes, q115yes, q116yes, q117yes, q118yes, q119yes, q120yes, q114no, q115no, q116no, q117no, q118no, q119no, q120no
Guardian	q122, q123, q124, q125, q126
Community Services	q137, q138, q139, q140, q141, q142a, q143, q144, q145, q146, q147, q148, q150, q151, q152, q153a, q154
Self Determination and Rights	q127, q134, q149, q155, q156, q158, q159, q160

\*Notes:

1. The Self Determination/Rights scale was added in 2004 and is based on questions added to the survey in response to feedback from advocates.
2. The Health Satisfaction scale from surveys prior to 2004 is no longer examined as those questions were removed from the survey in 2004. However, full demographic information on Healthcare and Lifestyle scale is shown in Tables 3.9 and 3.10.
3. Questions used for the Activities scale for the 2008-2010 survey cycle offer three response options instead of the two response options in previous surveys. For discussion of the impact of this change see page 12.