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Research Report

**Vermont Department of Disabilities, Aging &
Independent Living, Division of Disability &
Aging Services**

Vermont Long-Term Care Consumer Survey

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I. Report Summary

Survey Methodology

A detailed description of the survey methodology is provided in a separate technical document.

Customer Survey

The Vermont Department of Disabilities, Aging and Independent Living Long-Term Care Services and Programs Customer Survey is based on telephone interviews and mail surveys conducted among current customers receiving services. The target population for the 2012 VT DAIL Long-Term Care Services and Programs Customer Survey consisted of all residents receiving services. This included those receiving services through:

- Choices for Care - Adult Day Centers
- Choices for Care - Homemaker Services
- Choices for Care - Personal Care Services (consumer directed, surrogate directed and home health agency directed)
- Choices for Care - Flexible Choices
- The Attendant Services Program
- The High Technology Home Care Program
- The Traumatic Brain Injury Program

A random sample of customers was selected within each program to participate in the survey.

The survey used an instrument developed by VT DAIL and Market Decisions in 2010. Many of the items in the survey included questions that were asked in prior surveys. The 2010 survey instrument added additional questions to those from prior years to address other topic areas and to assess quality and service improvement. In 2011, a new series of questions was added that asked customers dually covered by Medicare and Medicaid about their health care coverage and access to care. In 2012, 8 additional questions were added at the request of the UMass Medical School, the external evaluator of the choices for care program. The final survey instrument included questions in the following areas:

- Information and Awareness of LTC Programs
- General Ratings of Services Provided by DAIL
- Improvement in Quality of Life
- Quality of Life Measures
- Health Status
- Questions asked of Customers with Dual Coverage Through Medicare and Medicaid
- Case Management
- Program Specific Measures of Quality, Satisfaction, Problems, and Service Improvement
- Home Delivered Meals Program
- Additional Comments

A copy of the complete survey is provided as a separate document.

Data collection was conducted between September 29, 2012 and November 16, 2012. A total of 977 customers completed the survey; 881 by telephone and 96 completed mail surveys. Table 1 provides a breakdown of the number of completed surveys by program.

Table 1. Number of Completed Surveys by VT DAIL Program

Program	Completed Surveys
Choices for Care - Attendant Services Program	92
Choices for Care - Personal Care Services (consumer, surrogate and health agency directed)	381
Choices for Care - Flexible Choices	48
Choices for Care - Adult Day Centers	166
Choices for Care - Homemaker Services	353
High Technology Home Care Program	8
Traumatic Brain Injury Program	12
Total	977*

**Note that a number of customers were enrolled in more than one program.*

The overall survey response rate among customers was 54% (calculated using the standard American Association for Public Opinion Research response rate formula - AAPOR RR1). The respondent cooperation rate was 80% and the respondent refusal rate was 11% among customers. The sampling error associated with results presented in this report for all customers is plus or minus 2.5% at 95% confidence.

The data has been weighted to adjust for non-response and also to match the customer profile based sex, age, area of residence, and long term care program. The weighted data set is designed to provide data that can be generalized to all customers receiving services, to allow statements to be made about all customers as well as for various sub-populations with a known standard error and confidence. The population size reflected in the final data set is the approximate number of customers receiving services, or 2,601 customers

Summary Statement

The results of survey suggest that the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent or good. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.” This high level of satisfaction continues a trend observed in the survey results since 2008. Based upon the views and attitudes of the large majority of customers, the survey results did not identify any major systemic problems with the programs and services provided by VT DAIL. VT DAIL is providing the services needed by the vast majority of its customers in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by customers as providing an important service that allows them to remain in their homes.

A. Sources of Information and Familiarity with Programs

Customers first heard about long-term care services through a variety of sources. This included family and friends (20% of customers), hospital (15%), and health care providers (14%), among other sources. Seventy-four percent of customers indicate they have spoken with someone about ways to get needed help with daily activities and 88% were satisfied with the information they were provided.

A majority of customers (63%) indicate they are not at all or not very familiar with the LTC ombudsman program. More than half (52%) are very or somewhat familiar with the Adult Protective Services program.

B. Overall Ratings of Quality

A summary of overall measures of satisfaction and quality is provided in Table 2 on page 5. Based on the overall measures of quality, a large majority of customers are satisfied with the services they receive and those providing these services. Ninety-three percent of customers rate the value of the services they receive as excellent or good while 90% rate the quality of the help they receive as excellent or good. More than eight in ten (84%) rate as excellent or good their involvement in planning for the services or care they receive and controlling this care. Eighty-three percent rate the timeliness of the services as excellent or good and 88% rate as excellent or good when they receive their services. Overall, 85% rate the degree to which the services meet their needs as excellent or good. Nearly three quarters (72%) strongly agree or agree that they receive all the services they need and want exactly when and how they need and want the services.

Customers are also satisfied with those providing these services with 90% rating as excellent or good their reliability, 96% their courtesy, 91% how well people listen to customers’ needs and preferences, and 84% rate as excellent or good how well their problems or concerns are taken care of. Ninety percent of customers rate the communication with those that are providing services or care as excellent or good.

The services provided to customers are making a significant difference in their lives. Eighty-eight percent of customers indicate that the services and care they receive has made their life better. Seventy-six percent of customers indicate it would be difficult for them to remain in their homes if they did not receive these long-term care services provided.

C. Case Manager or Support Coordinator

A summary of satisfaction and quality measures with case managers or support coordinators is provided in Table 3 on page 6. These questions exclude customers receiving services through the Attendant Services Program and Flexible Choices.

Customers rate the quality service they receive from their case manager or support coordinator very positively, believe that their case manager or support coordinator understands their specific situation, and are also satisfied with the amount of involvement they are given by their case manager or support coordinator. Nearly all customers (95%) with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.

Customers believe that their case manager or support coordinator is responsive to their needs with 83% indicating their case manager or support coordinator always or almost always asks what they want, 88% indicating their case manager or support coordinator always or almost always coordinates their services to meet their needs, and 86% percent indicating that they feel they always or almost always have a part in the planning of their care. Eighty-six percent also indicate that their case manager or support coordinator always or almost always helps them to understand the different service options that are available. Customers also indicate that their case manager or support coordinator is available to meet their needs; 87% indicate they can always or almost always talk to their case manager or support coordinator when they need to and 89% indicate their case manager or support coordinator always or almost always helps when the customer asks for something. Finally, customers believe that their case manager or support coordinator is helping them to remain independent with 90% indicating their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.

Table 2. Summary of Overall Ratings of Quality

	%
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	90%
How would you rate the timeliness of your services? (% excellent or good)	83%
How would you rate when you receive your services or care? (% excellent or good)	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	90%
How would you rate the reliability of the people who help you? (% excellent or good)	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%
How would you rate the courtesy of those who help you? (% excellent or good)	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	72%
Has the help you received made your life... (% somewhat or much better)	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	75%
My services help me to achieve my personal goals (% agree or strongly agree)	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	89%
I receive services exactly where I need and want services (% agree or strongly agree)	85%
My services help me to maintain or improve my health (% agree or strongly agree)	85%

Table 3. Summary Items Evaluating Case Manager or Support Coordinator

	%
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	86%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	90%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	87%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	89%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	83%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	87%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	88%

D. Quality Ratings of Individual Programs

A summary of items evaluating individual programs and services is provided in Table 4 beginning on page 9.

Attendant Services Program

Customers are highly satisfied with the Attendant Services Program and highly rate the quality of services they receive through the program. Nearly all customers receiving services through the Attendant Services Program (98%) are very or somewhat satisfied with the services they receive and 100% of customers rate the quality of services as excellent or good. Ninety-six percent of customers also indicate that the services they receive always or almost always meet their needs.

All customers (100%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-three percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-six percent of customers indicate the program always or almost always provides services when and where they are needed.

Only 7% of customers report they have experienced problems during the past 12 months. Nearly a third (31%) of customers that experienced problems during the prior 12 months indicates that the Attendant Services Program worked to resolve their problems.

Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed)

Customers receiving services through Personal Care Services are highly satisfied and also highly rate the quality of these services. Nearly all customers (96%) are very or somewhat satisfied with the services they receive and 95% of customers rate the quality of services as excellent or good. Ninety-one percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (97%) report their caregivers always or almost always treat them with respect and courtesy. Ninety-one percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-one percent of customers indicate the program always or almost always provides services when and where they are needed.

A majority of customers agree that they were also able to choose their providers and schedule. Eighty-one percent of customers strongly agree or agree they were able to choose their services while 76% strongly agree or agree they were able to choose the provider of their services. A small majority (62%) strongly agrees or agrees that they were able to select their provider from a variety of providers. Eighty-one percent of customers indicate they strongly agree or agree that they were able to choose the scheduling of services to meet their needs. Less than half (44%) strongly agrees or agrees that that having more providers would better meet their needs though most (65%) disagree that there are services they need that they cannot get. These include transportation assistance and more in-home healthcare.

Only 14% of customers report they have experienced problems during the past 12 months. Sixty-two percent of customers that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems.

Nearly half of customers (45%) indicate it would be helpful or very helpful to add new Personal Care Services providers and 46% of customers strongly agree or agree that adding new providers of Personal Care Services would improve their ability to have services when and where needed. Less than a third of customers (32%) strongly agree or agree that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive and 37% strongly agree or agree that adding new providers of Personal Care Services would improve the quality of the services they receive. The comments offered by respondents about adding new providers is split between those who think it is a good idea and others who feel that it is not needed.

Table 4. Summary of Items Evaluating Individual Programs and Services

	Attendant Services Program	Personal Care Services (Consumer, Surrogate, Home Health Agency Directed)	Flexible Choices - Personal Care Services
How satisfied are you with the services you receive from the ___? (% very or somewhat satisfied)	98%	96%	96%
How do you rate the quality of the services you receive from the ___? (% excellent or good)	100%	96%	93%
The services I receive from the ___ meet my needs. (% always or almost always)	96%	91%	83%
My caregivers in the ___ treat me with respect and courtesy. (% always or almost always)	100%	97%	98%
I know who to contact if I have a complaint about the ___ or if I need more help. (% always or almost always)	82%	91%	87%
The ___ provides services to me when and where I need them. (% always or almost always)	96%	91%	91%
Have you experienced any problems with the ___ during the past 12 months? (% Yes)	92%	85%	72%
I was able to choose my _____ services (% agree or strongly agree)	NA	81%	76%
I was able to choose the provider of my _____ services (% agree or strongly agree)	NA	76%	77%
I was able to choose the scheduling of _____ services that meets my needs (% agree or strongly agree)	NA	82%	76%
I was able to select my _____ services provider from a variety of providers (% agree or strongly agree)	NA	61%	53%
Having more providers who offer _____ services would allow me to better meet my needs (% agree or strongly agree)	NA	43%	53%
There are _____ services that I need that I CAN'T GET (% agree or strongly agree)	NA	65%	61%
ARIS solutions has met or exceeded my expectations (% agree or strongly agree)	82%	77%	NA
The ARIS staff treats me with respect and courtesy (% agree or strongly agree)	88%	81%	NA

*NA – not asked of customers receiving this service

**Table 4. Summary of Items Evaluating Individual Programs and Services
(continued)**

	Homemaker Services	Adult Day Center	High Technology Home Care Program	Traumatic Brain Injury Program
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	92%	95%	100%	92%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	88%	98%	100%	92%
The services I receive from the ____ meet my needs. (% always or almost always)	84%	93%	100%	83%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	95%	96%	100%	92%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	87%	87%	83%	83%
The ____ provides services to me when and where I need them. (% always or almost always)	88%	93%	85%	100%
Have you experienced any problems with the ____ during the past 12 months? (% Yes)	75%	95%	54%	100%
I was able to choose my ____ services (% agree or strongly agree)	63%	NA	NA	NA
I was able to choose the provider of my ____ services (% agree or strongly agree)	46%	NA	NA	NA
I was able to choose the scheduling of ____ services that meets my needs (% agree or strongly agree)	64%	NA	NA	NA
I was able to select my ____ services provider from a variety of providers (% agree or strongly agree)	32%	NA	NA	NA
Having more providers who offer ____ services would allow me to better meet my needs (% agree or strongly agree)	46%	NA	NA	NA
There are ____ services that I need that I CAN'T GET (% agree or strongly agree)	58%	NA	NA	NA
ARIS solutions has met or exceeded my expectations (% agree or strongly agree)	NA	NA	NA	NA
The ARIS staff treats me with respect and courtesy (% agree or strongly agree)	NA	NA	NA	NA

*NA – not asked of customers receiving this service

Flexible Choices

Customers receiving services through Flexible Choices are also highly satisfied and highly rate the quality of these services. Ninety-six percent of customers are very or somewhat satisfied with the services they receive while 93% of customers rate the quality of services as excellent or good. Eighty-three percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (99%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-seven percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-one percent of customers indicate the program always or almost always provides services when and where they are needed.

Seventy-six percent of customers strongly agree or agree they were able to choose their services while 77% strongly agree or agree they were able to choose the provider of their services. More than half (52%) strongly agree or agree that they were able to select their provider from a variety of providers. Seventy-six percent of customers indicate they strongly agree or agree that they were able to choose the scheduling of services to meet their needs.

Fifty-three percent strongly agree or agree that that having more providers would better meet their needs though most (61%) disagree that there are services they need that they cannot get.

More than a quarter (26%) of customers report they have experienced problems during the past 12 months. More than two-thirds (67%) of customers that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems

Nearly half (47%) indicate it would be very helpful or helpful to add new Flexible Choices providers and 42% of customers strongly agree or agree that adding new providers of Flexible Choices would improve their ability to have services when and where needed. Less than one-third of customers (31%) strongly agree or agree that adding new providers of Flexible Choices would improve the cost effectiveness of the services they receive and 29% strongly agree or agree that adding new providers of Flexible Choices would improve the quality of the services they receive. The comments offered by respondents about adding new providers include needing more qualified providers and that it's a good because many people need help.

Homemaker Services

Customers are highly satisfied with the Homemaker Services they receive and highly rate the quality of the services. Nearly all customers receiving Homemaker Services (91%) are very or somewhat satisfied with the services they receive and 88% of customers rate the quality of services as excellent or good. Eighty-five percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (95%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-six percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Eighty-eight percent of customers indicate the program always or almost always provides services when and where they are needed.

Sixty-three percent of customers strongly agree or agree they were able to choose their services though only 46% strongly agree or agree they were able to choose the provider of their services. Less than a third (32%) strongly agrees or agrees that they were able to select their provider from a variety of providers. Sixty-four percent of customers indicate they strongly agree or agree that they were able to choose the scheduling of services to meet their needs.

Only 46% strongly agrees or agrees that that having more providers would better meet their needs though most (58%) disagree that there are services they need that they cannot get.

Among those receiving services through Homemaker Services, 24% report they have experienced problems during the past 12 months. Half (50%) of customers that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems.

Fifty-seven percent of customers indicate it would be helpful or very helpful to add new Homemaker Services providers and 57% of customers strongly agree or agree that adding new providers of Homemaker Services would improve their ability to have services when and where needed. Forty-one percent strongly agree or agree that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive and 46% strongly agree or agree that adding new providers of Homemaker Services would improve the quality of the services they receive. The comments offered by respondents about adding new providers include that it is a good idea because many people need help, they are happy with their current provider, and adding new providers would help with scheduling and would allow caregivers more time with clients, among others.

Adult Day Centers

Customers are very satisfied with the Adult Day Center they attend and value the quality of the services provided at the center. Nearly all customers attending Adult Day Centers (95%) are very or somewhat satisfied with the services they receive and 97% of customers rate the quality of services as excellent or good. Ninety-three percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (96%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-eight percent of customers indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-four percent of customers indicate the program always or almost always provides services when and where they are needed.

Among those attending an Adult Day Center, only 5% report they have experienced problems during the past 12 months. Eighty percent of customers that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems.

High Technology Home Care Program

Respondents are highly satisfied with the services they receive through the High Technology Home Care Program and the quality of services they receive through the program. One hundred percent of respondents receiving services through the High Technology Home Care Program are very or somewhat satisfied with the services they receive and 100% of respondents rate the quality of services as excellent or good. One hundred percent of respondents indicate that the services they receive always or almost always meet their needs.

Ninety-eight percent of respondents report their caregivers always or almost always treat them with respect and courtesy. Eighty-three percent of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Eighty-four percent of respondents indicate the program always or almost always provides services when and where they are needed.

Among respondents receiving services through the High Technology Home Care Program, 46% report they have experienced problems during the past 12 months. One hundred percent of customers that experienced problems during the prior 12 months indicate that the High Technology Home Care Program worked to resolve their problems.

Traumatic Brain Injury Program

Respondents are highly satisfied with the services they receive through the Traumatic Brain Injury Program. Ninety-two percent of respondents receiving services through the Traumatic Brain Injury Program are very or somewhat satisfied with the services they receive and 92% of respondents rate the quality of services as excellent or good. Eighty-three percent indicate that the services they receive always or almost always meet their needs.

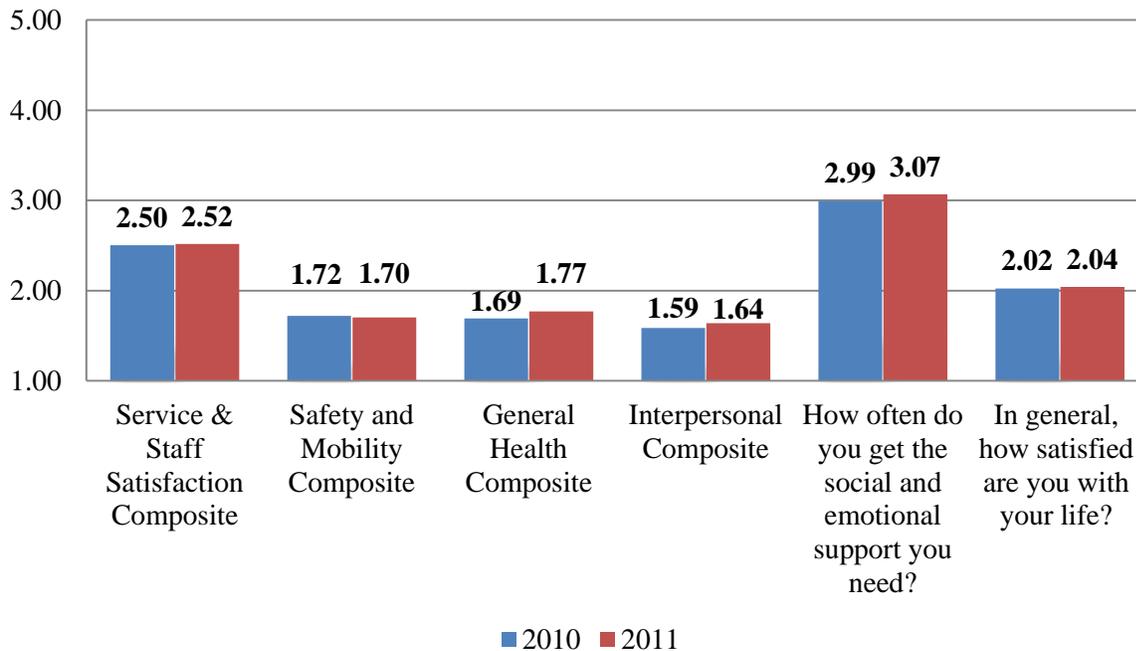
Ninety-one percent of respondents report their caregivers always or almost always treat them with respect and courtesy. Eighty-three of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. One hundred percent of respondents indicate the program always or almost always provides services when and where they are needed.

Among respondents receiving services through the Traumatic Brain Injury Program, 0% report they have experienced problems during the past 12 months.

E. Quality of Life and Satisfaction Scale Measures

In addition to analyses on individual survey questions, several composite variables were developed to evaluate quality of life (QoL). These composite variables include Interpersonal QoL, Safety and Mobility QoL, and Health QoL. Interpersonal QoL is comprised of individual questions on the respondent's social support network, Safety and Mobility QoL measures a respondent's ability to go where they want to go in and outside their home, and Health QoL assesses a respondent's perceived health. A fourth composite variable was also developed for DAIL customers assessing satisfaction with services and staff. Two single item measures were also examined which measured overall life satisfaction and social support. In all cases, higher scores indicate better QoL or higher satisfaction.

Figure 1
QoL Comparisons Between 2010 and 2011 Vermont DAIL Customers



As can be seen in Figure 1, there has been very little change on quality of life indices among DAIL customers between 2010 and 2011.

Table 5 below displays composite and overall scores by various programs. Several significant differences were found on quality of life indices between the various programs. Customers in the Traumatic Brain Injury Program rated their health better compared to all other customers, except those in the High Technology Home Care Program, while customers in the High Technology Home Care Program had higher health scores compared to those receiving Attendant Services.

Customers in the High Technology Home Care Program rate their interpersonal quality of life better than those receiving Homemaker or Attendant Services.

Customers who receive Homemaker Services do not feel they get the emotional or social support they need compared to customers in the High Technology Home Care Program, Adult Day Center, Personal Care Services, or Flexible Choices Programs.

Table 5. QoL and Satisfaction Comparisons Between DAIL Customers in Different Programs

	Service & Staff Composite	Safety and Mobility Composite	General Health Composite	Interpersonal Composite	How often do you get the social and emotional support you need?	In general, how satisfied are you with your life?
Traumatic Brian Injury Program	2.17	1.77	2.38	1.53	3.17	2.18
High Technology Home Care Program	2.23	1.74	1.86	1.67	3.61	2.55
Adult Day Center	2.52	1.78	1.87	1.71	3.15	2.05
Personal Care Services(Consumer, Surrogate, and Agency Directed)	2.38	1.76	1.46	1.60	3.01	1.88
Flexible Choices	2.54	1.72	1.70	1.63	3.14	2.00
Homemaker Services	2.36	1.68	1.74	1.57	2.85	2.04
Attendant Services Program	2.68	1.75	1.73	1.66	3.16	2.15

F. Quality and Service Improvement

The results of the Vermont Department of Disabilities, Aging and Independent Living (VT DAIL) Long-Term Care Services and Programs Customer Survey suggest that the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.”

This high level of satisfaction continues a trend observed in the survey results since 2008, though there has been a slight drop in overall satisfaction compared to 2011.

Based upon the views and attitudes of the large majority of customers, the survey results did not identify any major systemic problems with the programs and services provided by VT DAIL. VT DAIL is providing the services needed by the vast majority of its customers in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by customers as providing an important service that allows them to remain in their homes.

Some of the key positive highlights include

- 90% of your customers rate the services they receive through VT DAIL programs as excellent or good.
- 93% of your customers rate the value of the services they receive as excellent or good.
- 90% of your customers rate the reliability of the people that help them as excellent or good.
- The percentage of customers reporting problems has decreased since 2011 among those receiving care through the Attendant Services Program, Personal Care Services, Homemaker Services, Adult Day Center, and among customers of the Traumatic Brain Injury Program. The percentage among those that experienced problems indicating that VT DAIL worked to resolve the problem increased slightly from 55% in 2011 to 58% in 2012.
- The two programs that generally had the lowest scores in 2011 (High Technology Home Care and Traumatic Brain Injury) saw an increase on a number of program specific measures; continuing a trend observed from 2010 to 2011.

There does seem to be a slight decrease in overall satisfaction. When looking at the overall rating items and those rating case managers, all but two has declined since 2011 (with 19 out of 21 dropping by at least a percentage point). Five of these measures show a significant decline (by 4 percentage points or more) since 2011:

- How would you rate the reliability of the people who help you?
- How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?

- How would you rate how well problems or concerns you have with your care are taken care of?
- Has the help you received made your life...?
- My case manager or support coordinator asks me what I want.

As with any quality assurance process, the survey did identify some areas of concern or focus for quality improvement. The survey results also show the concerns expressed by some customers about the lack of resources experienced by VT DAIL in providing services and the shortage of caregivers to provide these services. The results do suggest that there are some areas on which VT DAIL can focus to improve customer satisfaction:

- In looking at these overall measures, the measures with the lowest percentage of respondents that provided a positive response focus on the services they receive and their timeliness, as well as the level of involvement of the customer in the process.
- When looking at program specific measures, the measures that generally have the lowest scores are those that focus on the access to services and availability of providers. This continues the trend observed in 2011.
- In the feedback provided by customers, three of the most common themes concern access to services, the need for more providers, and problems with scheduling. This is similar to the feedback provided by customers in 2011.
- Among the 16% of customers indicating they experienced problems, the most common problems were concerns or problems with caregiver and scheduling issues, accounting for 77% of reported problems. A fairly high percentage (36% and 35% respectively) indicated that VT DAIL did not work to resolve their problems with caregivers.

G. Quality Ratings of Home Delivered Meals Program

Respondents to the Long Term Care Customer Survey were asked if, in addition to other long term care services, whether they also currently receive meals through the Home Delivered Meals Program. Of the 977 respondents, 563 indicated that they also receive services through the Home Delivered Meals Program.

There is a high level of satisfaction with the Home Delivered Meals Program with 89% of customers indicating they are very or somewhat satisfied with the program. Eighty-nine percent of customers rate the service they receive as good or excellent.

A large majority also express satisfaction with the food they receive. Sixty-eight percent of customers indicate that the food they receive through the Home Delivered Meals Program always or almost always tastes good and 73% indicate that the food always or almost always looks good. Eighty-three percent of customers indicate that the meals provided always or almost always provide a variety of foods. Seventy-six percent of customers believe that the food offered always or almost always meets their specific dietary needs. Eighty-four percent of customers always or almost always eat the meals that are delivered.

A large majority also rate the delivery of the food highly. Eighty-seven percent indicate that the meals are always or almost always delivered on time. Eighty-two percent indicate that when delivered, the hot food is always or almost always hot and 88% indicate that the cold food is always or almost always cold.

Customers also see the benefits of the Home Delivered Meals Program; 87% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat financially while 84% of customers indicate the program has helped them a lot or somewhat to improve the nutritional value of the food they eat.

Only 15% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Fifty-eight percent of customers that experienced problems during the prior 12 months indicate that the Home Delivered Meals Program worked to resolve their problems.

H. Access to Health Care

Fifty-nine percent of customers rate the range of services covered by their health insurance as excellent or very good and 58% rate the quality of care available under their health insurance as excellent or very good.

Sixty-nine percent of customers strongly agree or agree that the amount paid for premiums is reasonable, 73% strongly agree or agree that the amount paid for co-pays for doctor's visits is reasonable, and 80% strongly agree or agree that the amount paid for co-pays for prescription drugs is reasonable.

While three in five customers did not defer needed health care during the prior 12 months, 17% did not get needed dentures or eyeglasses, 15% did not get needed dental care, and 8% did not get needed medical care. Eleven percent of customers indicate there were times during the prior 12 months they skipped doses or took smaller amounts of their prescription drugs to make them last longer.

Seven percent of customers indicate there were times they delayed getting care because they could not find a doctor or other health care provider. Another 17% indicate there were times during the prior 12 months that had problems paying for medical bills.

II. Detailed Findings

Presentation of Survey Results

This report provides a summary of the results for the customer. The detailed findings section is divided into sections based on the survey questionnaires. Most sections discuss the views, ratings and satisfaction with the services received from VT DAIL. Other sections focus on health status, quality of life measures, and questions asked of those with health insurance coverage through Medicare and Medicaid (dual coverage)

The detailed findings section presents the results in graphical or tabular form along with a narrative description. In the charts and tables, the percentages referenced will always be the percent of responses among all respondents. Based on the section, this will be all customers or customers that are receiving services through a specific program.

Comparative analysis was conducted among both customers and residents to identify groups whose scores differed significantly from their respective population. This analysis relied on 95% confidence intervals to determine if a given score was significantly different. The 95% confidence interval provides the range in which the “true” percentage from the total population of customers would fall. Based on these intervals, we are 95% confident that the actual percentage would fall within the specified range of values.

This analysis largely determined that there were no significant differences, especially among customers. Among customers, this reflects the high level of satisfaction and the view that the services provided are of high quality among the various groups to which VT DAIL provides services.

NOTE: There may be slight differences in reported percentages in cases where two or more categories are added together. For example, when a summary of % very satisfied and satisfied is reported, this may differ slightly than if one were to add the categories. This is simply due to rounding of the percentages.

Data Compendium

A separate data compendium is provided separately from this report. This data compendium provides detailed tables of responses to all survey questions for all customers and residents. The data compendium also provides tabulated results for a number of customer groups.

A. Sources of Information and Familiarity with Services

Key Findings

- **The largest percentage of customers first learned about long-term care services from family or friends (20%), a hospital (15%), or a doctor or other health care provider (14%).**
- **Three-quarters (74%) of customers indicate that they had spoken with someone about ways to get needed help with daily activities.**
- **Among those that spoke with someone about ways to get help with daily activities, 88% were very or somewhat satisfied with the information they were given.**
- **A majority of customers (63%) are not very or not at all familiar with the LTC ombudsman program.**
- **More than half of customers (52%) are very or somewhat familiar with the Adult Protective Services program.**

The largest percentage of customers first learned about long-term care services from family or friends (20%), a hospital (15%), or a doctor or other health care provider (14%).

**How did you first learn about the long-term care services you receive?
(Multiple responses accepted)**

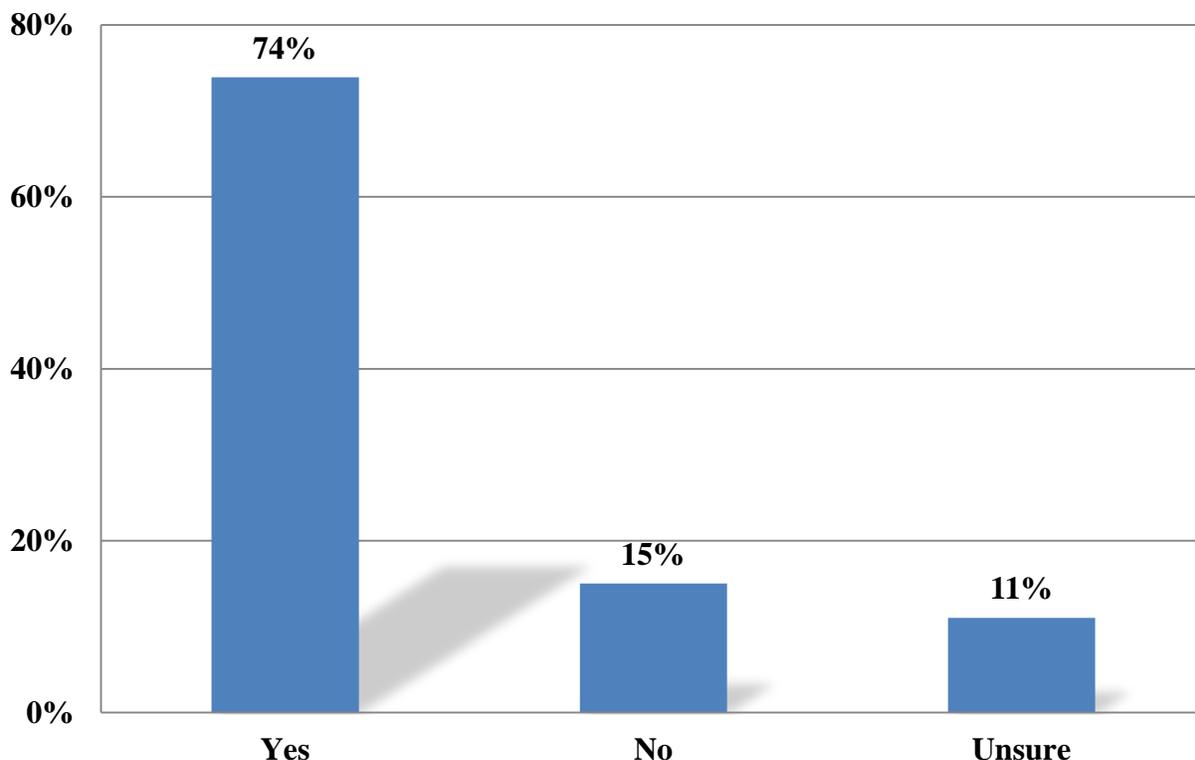
Category	%
Person, friend, family, word of mouth, other children	20%
Hospital	15%
Doctor, nurse, health care provider	14%
Social services	8%
Dept of Disabilities, Aging and Independent Living	8%
Agency of Human Services	8%
Division of Aging and Disability Services	6%
Visiting nurses, VNA	5%
Home Health	3%
Area agency on aging, Council on Aging, NGO	3%
Community groups, advocacy groups, church	3%
Assistance department, assistance office	3%
Division of Vocational Rehabilitation	2%
Government office - general	1%
Rehabilitation center	1%
TV, radio, newspaper advertisement	1%
Welfare office, social welfare	1%
Nursing home	1%
Case manager; social worker	1%
Health fair, community event	1%
Was contacted - direct mail, called	1%
General awareness of programs, services available	1%
Independent living facility	1%
Other	2%
Unsure	15%
Total	100%

Comments:

Among all customers, 20% report they first learned about the long-term care services they receive from a family member or friend. Another 15% first learned about these services from a hospital while 14% learned about long-term care services from a doctor or other health care provider. These were also the most frequently mentioned categories in 2011 with 22%, 17%, and 13% respectively.

Three-quarters (74%) of customers indicate that they had spoken with someone about ways to get needed help with daily activities.

Did someone talk with you about ways of getting the help you needed with daily activities?



Comments:

Seventy-four percent of customers indicate that they had spoken with someone about ways to get needed help with daily activities. This up slightly from the 70% of customers in 2011 that indicated they had spoken with someone about ways to get needed help with daily activities. Fifteen percent of customers indicate they had not spoken with someone and 11% were unsure if they had spoken with someone about ways to get needed help with daily activities.

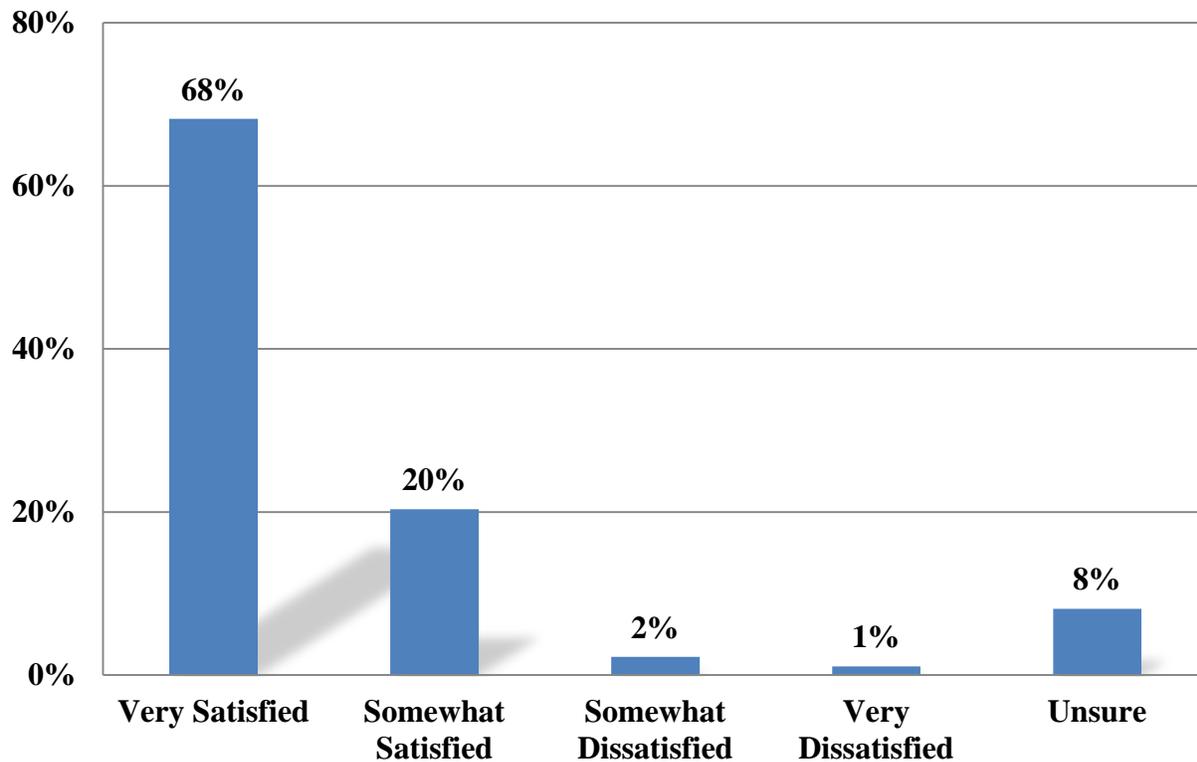
Among those that spoke with someone, the largest percentage (27%) spoke with specific people that they knew. Thirteen percent spoke with their case manager, 9% spoke with a doctor or other health care provider, 8% with a friend, family member or their children, 8% with visiting nurses or VNA, and 7% with an area agency on aging, Council on Aging, or NGO about ways to get needed help with daily activities, among other responses.

Who spoke with you?
 (% among respondents indicating someone had spoken with them about ways to get needed help with daily activities)
Multiple responses accepted

Category	%
Specific name - no affiliation	27%
Case manager/Social worker	13%
Doctor/Nurse/Health care provider	9%
Person/Friend/Family/Word of mouth/Other children	8%
Visiting nurses, VNA	8%
Area agency on aging/Council on Aging/NGO	7%
Home Health	6%
Dept of Disabilities, Aging and Independent Living	2%
Agency - general, non-specific	2%
Rehabilitation center	1%
Hospital	1%
Personal research - phone book, internet	1%
Government office - general	1%
Choices for Care	1%
Day care/Senior center	1%
Other	2%
Unsure	19%
Total	100%

Among those that spoke with someone about ways to get help with daily activities, 88% were very or somewhat satisfied with the information they were given.

How satisfied were you with the information you were given?



Comments:

Among those that spoke with someone about ways to get help with daily activities, 68% indicate they were very satisfied with the information they were given. This is down slightly from the 72% that were very satisfied in 2011. Another 20% indicate they were somewhat satisfied with the information they were given. Only 3% of those that spoke with someone about ways to get help with daily activities indicate they were dissatisfied with the information provided.

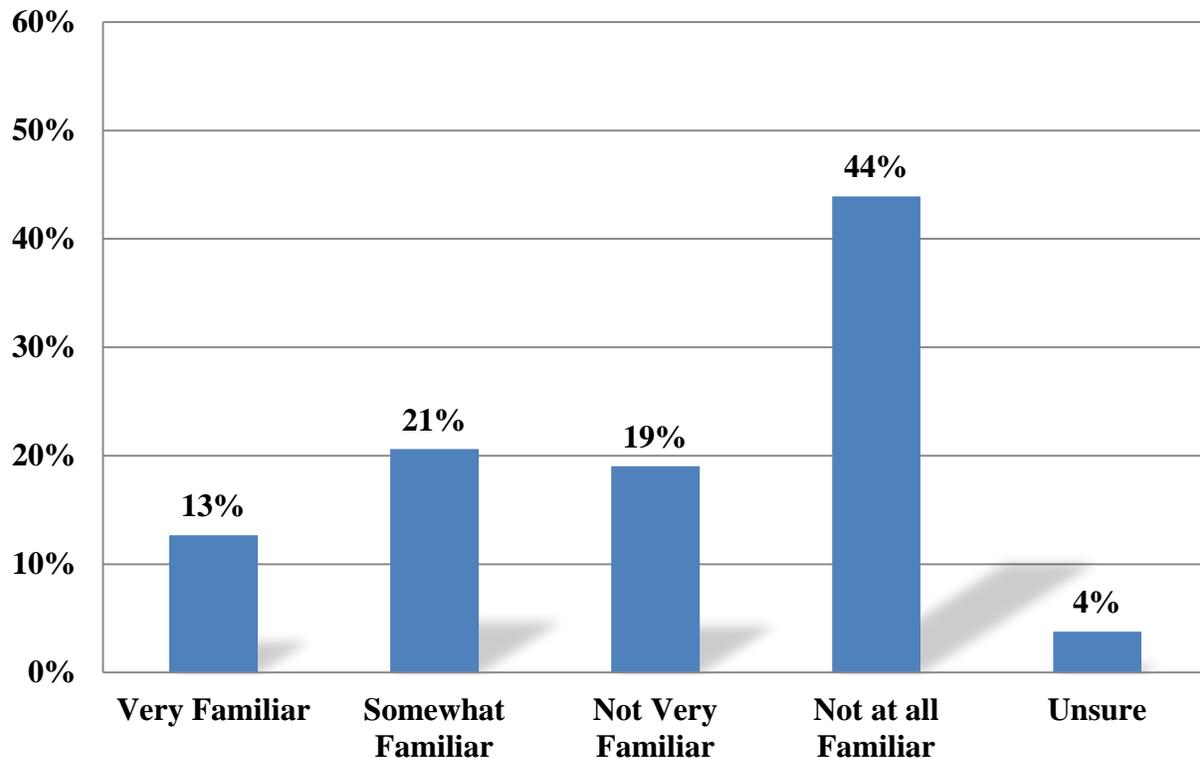
Among this small percentage of customers that were dissatisfied with the information they were given, 15% indicate they did not receive the assistance they needed, 14% did not get enough information given to take best advantage of available services, 12% say there was no follow-through or that they got the run around and 11% needed more information and communication about the LTC services.

Why were you dissatisfied with the information you were given?
 (% among customers indicating they were dissatisfied with the information they were given
 about ways to get help with daily activities)
Multiple responses accepted

Category	%
Did not receive needed assistance	15%
Not enough information given to take best advantage of available services	14%
No follow-through/Got run around	12%
Need more information, communication	11%
Did not receive as much assistance as I expected, require	9%
Process is confusing/Too much information/Overwhelming	8%
Did not explain things/Did not answer questions	8%
Had to do a lot of research ourselves	5%
Condition makes situation confusing	4%
Conflicting information	3%
Cost of services is a burden	3%
Calls not returned	3%
Other	9%
Unsure	15%
Total	100%

A majority of customers (63%) are not very or not at all familiar with the LTC ombudsman program.

How familiar you are with the The LTC ombudsman program?

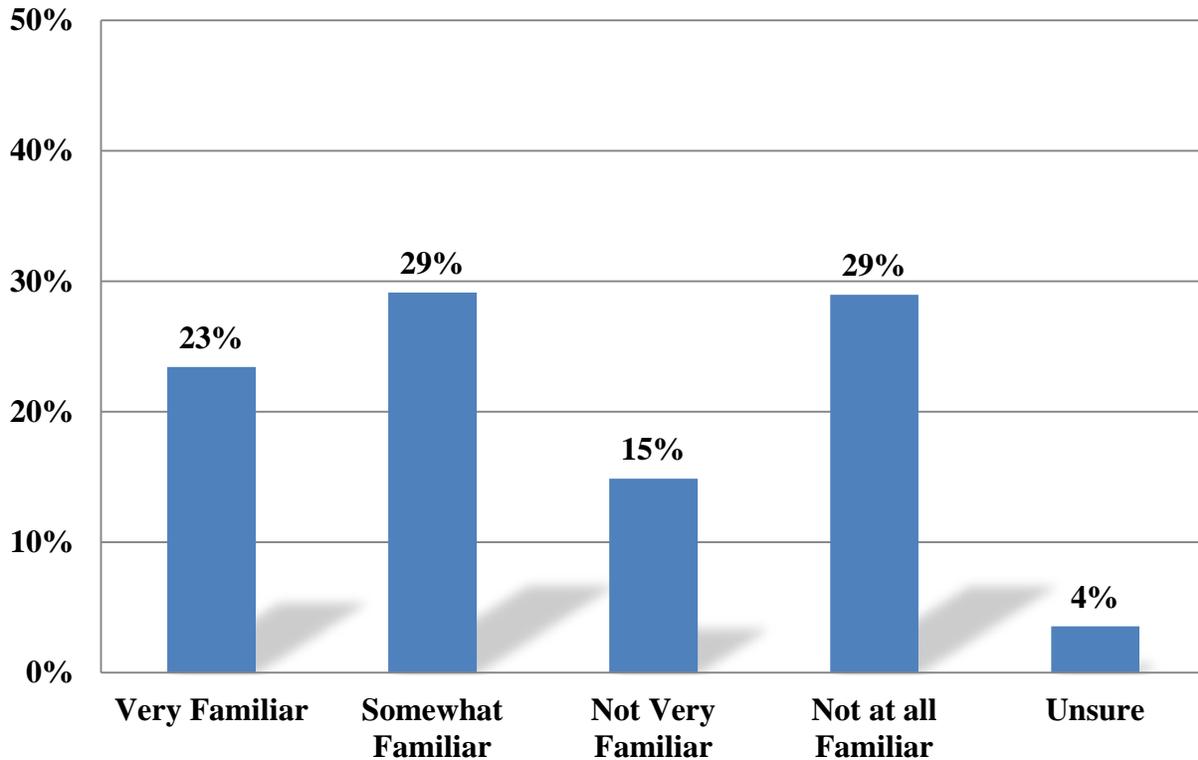


Comments:

Only 13% of customers indicate they are very familiar with the LTC ombudsman program while 21% of customers indicate they are somewhat familiar. However, the percent of customers very or somewhat familiar with the LTC ombudsman program has increased from 27% in 2011 to 34% in 2012. Nineteen percent of customers indicate they are not very familiar with the LTC ombudsman program. Slightly less than half (44%) indicate they are not at all familiar with the LTC ombudsman program, no change from 44% in 2011.

More than half of customers (52%) are very or somewhat familiar with the Adult Protective Services program.

How familiar you are with the Adult Protective Services program?



Comments:

Among all customers, 23% indicate they are very familiar with the Adult Protective Services program and another 29% are somewhat familiar with this program. The percentage of customers that are very or somewhat familiar with the Adult Protective Services Program has increased to 52% from 46% in 2011. Fifteen percent of customers indicate they are not very familiar with the Adult Protective Services program and 29% are not at all familiar. The percentage of customers that are not at all familiar with the Adult Protective Services Program has declined from 37% in 2011.

B. Overall Ratings of Quality

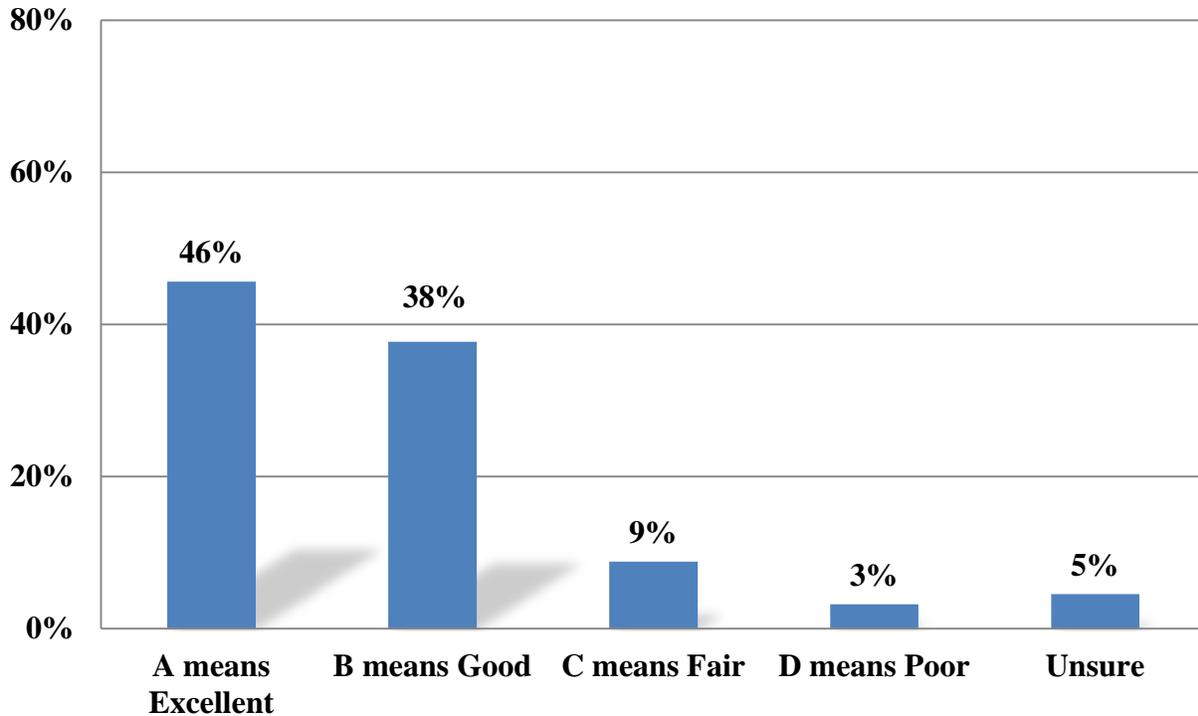
Key Findings

- **84% of customers rate the amount of choice and control they had in planning the services or care they receive as excellent or good.**
- **Nine in ten customers (90%) rate the quality of help they receive as excellent or good.**
- **83% of customers rate the timeliness of services as excellent or good.**
- **Slightly less than nine in ten customers (88%) rate when they receive their services or care as excellent or good.**
- **Nine in ten customers (90%) rate the communication with the people that help them as excellent or good.**
- **Nine in ten customers (90%) rate the reliability of the people who help them as excellent or good.**
- **85% of customers rate the degree to which the services meet their daily needs as excellent or good.**
- **84% of customers rate how well their problems or concerns are taken care of as excellent or good.**
- **Nearly all customers (96%) rate the courtesy of those that help them as excellent or good**
- **More than nine in ten customers (91%) rate how well people listen to their needs and preferences as excellent or good.**
- **93% of customers rate the value of the services they receive as excellent or good, overall.**
- **Nearly three-quarters of customers (72%) agree that they receive all the services they need and want when and how they need and want services.**
- **Three-quarters of customers (75%) agree their services help them to achieve their personal goals.**
- **85% of customers agree their services help them to maintain or improve their health.**

- **89% of customers agree their current residence is the setting in which they choose to receive services.**
- **85% of customers agree they receive services exactly where they need and want services.**
- **36% of customers indicate there could be improvement to the services offered.**
- **30% of customers indicate that if they had complete control, their service plan would look different.**
- **88% of customers indicate the help they receive has made their life better.**
- **More than three-quarters of customers (76%) indicate it would be difficult or very difficult to stay in their home if they did not receive services.**

84% of customers rate the amount of choice and control they had in planning the services or care they receive as excellent or good.

How would you rate the amount of choice and control you had when you planned the services or care you would receive?



Comments:

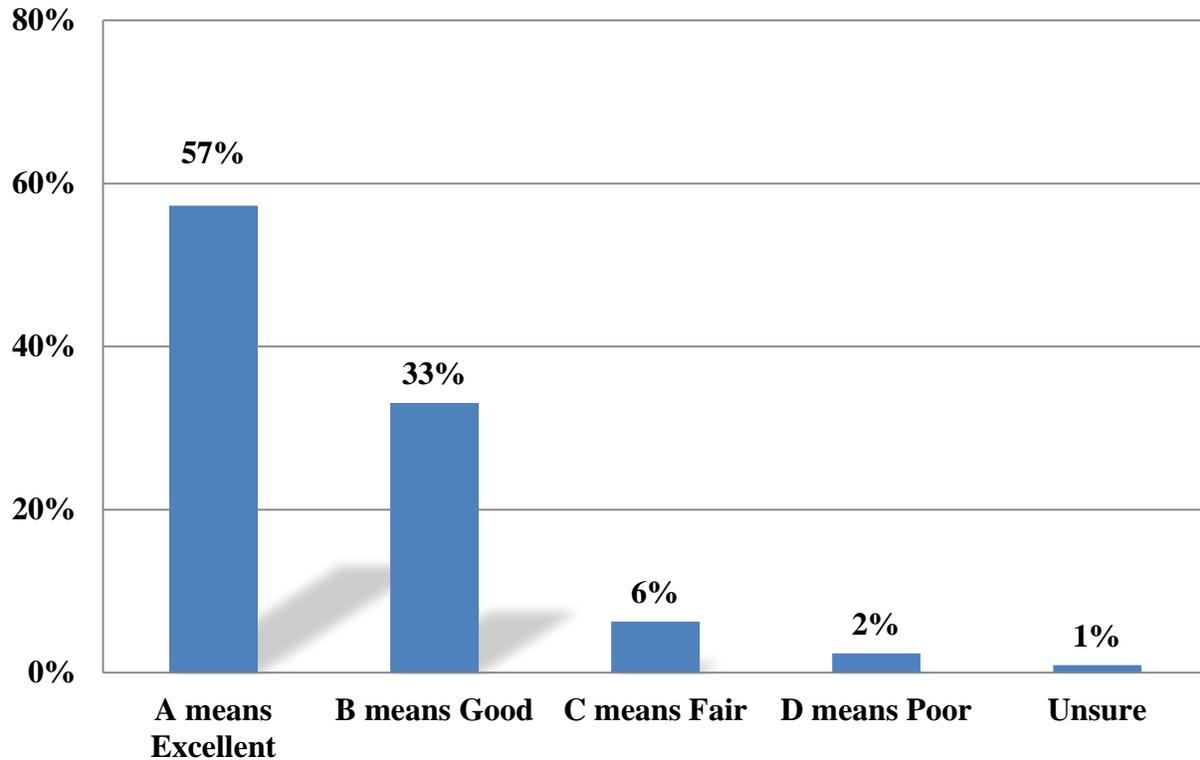
Forty-six percent of customers rate the amount of choice and control they had in planning the services or care they receive as excellent while 38% rate the amount of choice and control they had as good. Nine percent of customers rate the amount of choice and control they had as fair and only 3% rate the amount of choice and control they had in planning the services or care they receive as poor. Five percent of customers indicate they are unsure.

By Year:

- In 2008, 85% rated as excellent or good.
- In 2009, 85% rated as excellent or good.
- In 2010, 81% rated as excellent or good.
- In 2011, 85% rated as excellent or good.

Nine in ten customers (90%) rate the quality of help they receive as excellent or good.

How would you rate the overall quality of the help you receive?



Comments:

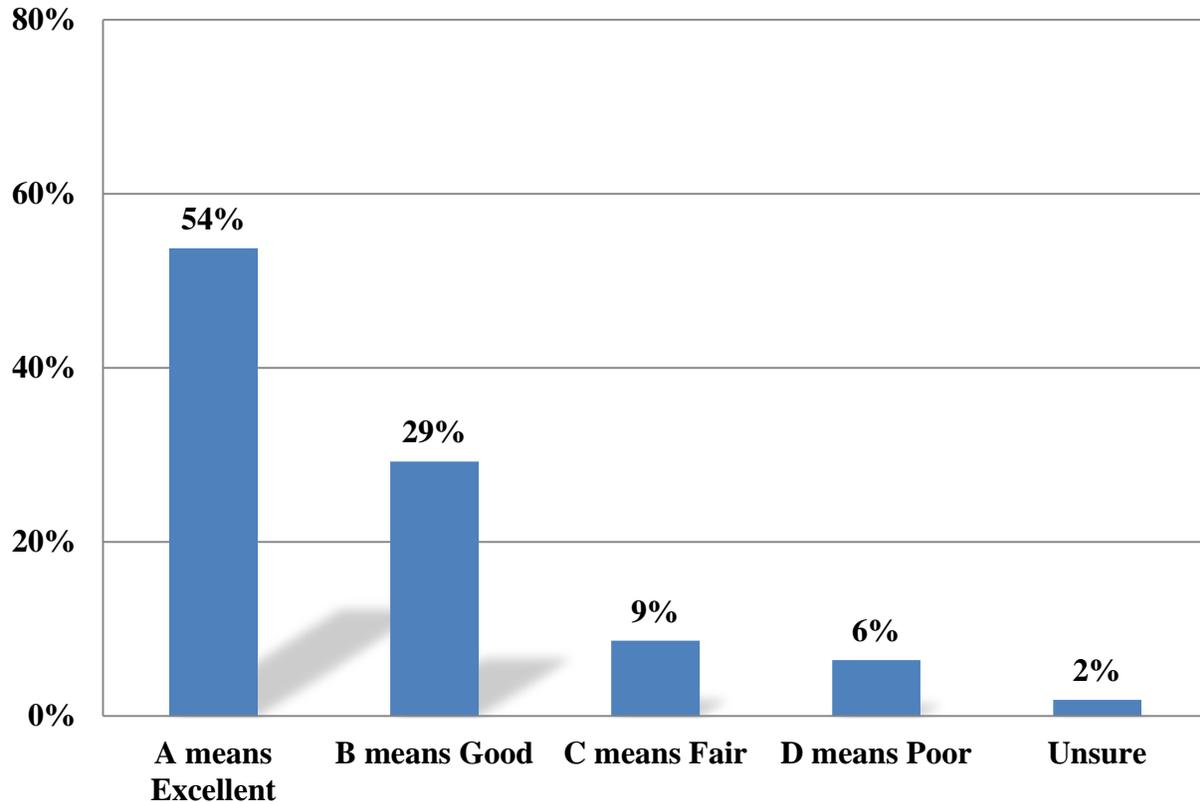
Fifty-seven percent of customers rate the quality of help they receive as excellent while 33% indicate the quality of help they receive is good. Six percent of customers rate the quality of help they receive as fair and only 2% rates the quality of help they receive as poor. One percent of customers indicate they are unsure.

By Year:

- In 2008, 91% rated as excellent or good.
- In 2009, 91% rated as excellent or good.
- In 2010, 89% rated as excellent or good.
- In 2011, 93% rated as excellent or good.

83% of customers rate the timeliness of services as excellent or good.

How would you rate the timeliness of your services?



Comments:

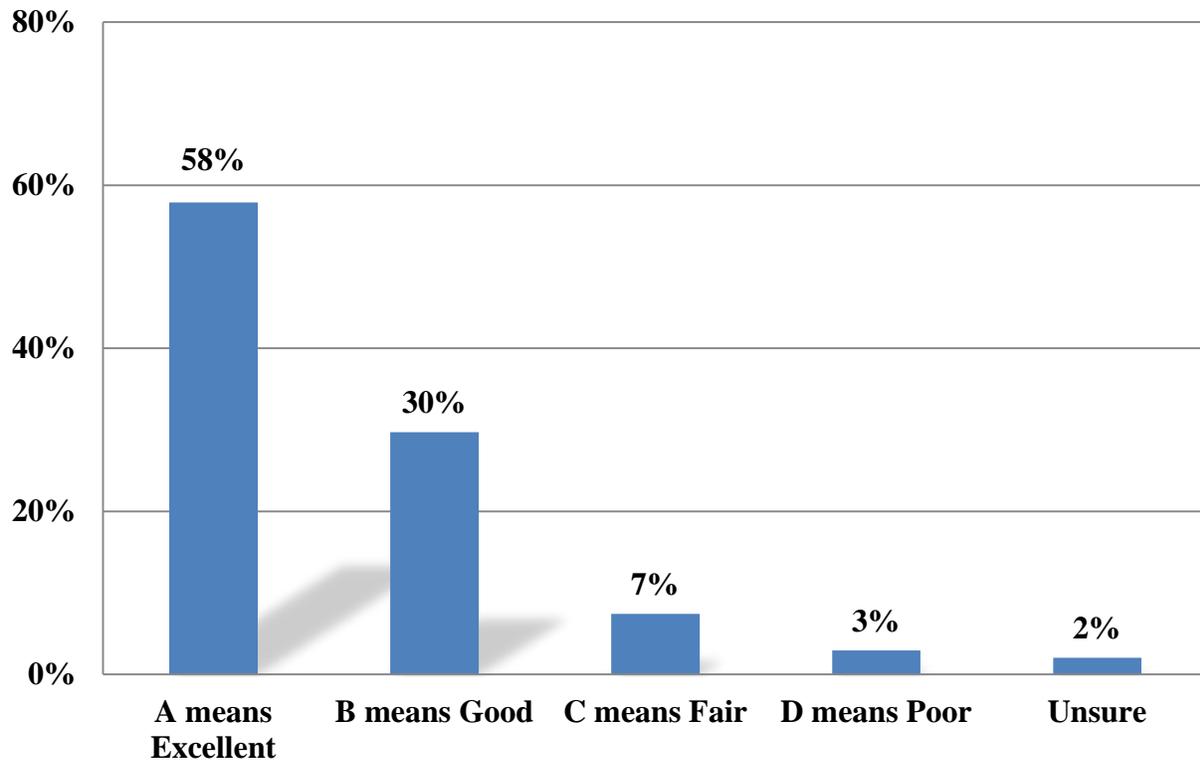
Fifty-four percent of customers rate the timeliness of services as excellent while 29% indicate the timeliness of services is good. Nine percent of customers rate the timeliness of services as fair and only 6% rate the timeliness of services as poor. Two percent of customers indicate they are unsure.

By Year:

- In 2008, 85% rated as excellent or good.
- In 2009, 84% rated as excellent or good.
- In 2010, 84% rated as excellent or good.
- In 2011, 85% rated as excellent or good.

Slightly less than nine in ten customers (88%) rate when they receive their services or care as excellent or good.

How would you rate when you receive your services or care?



Comments:

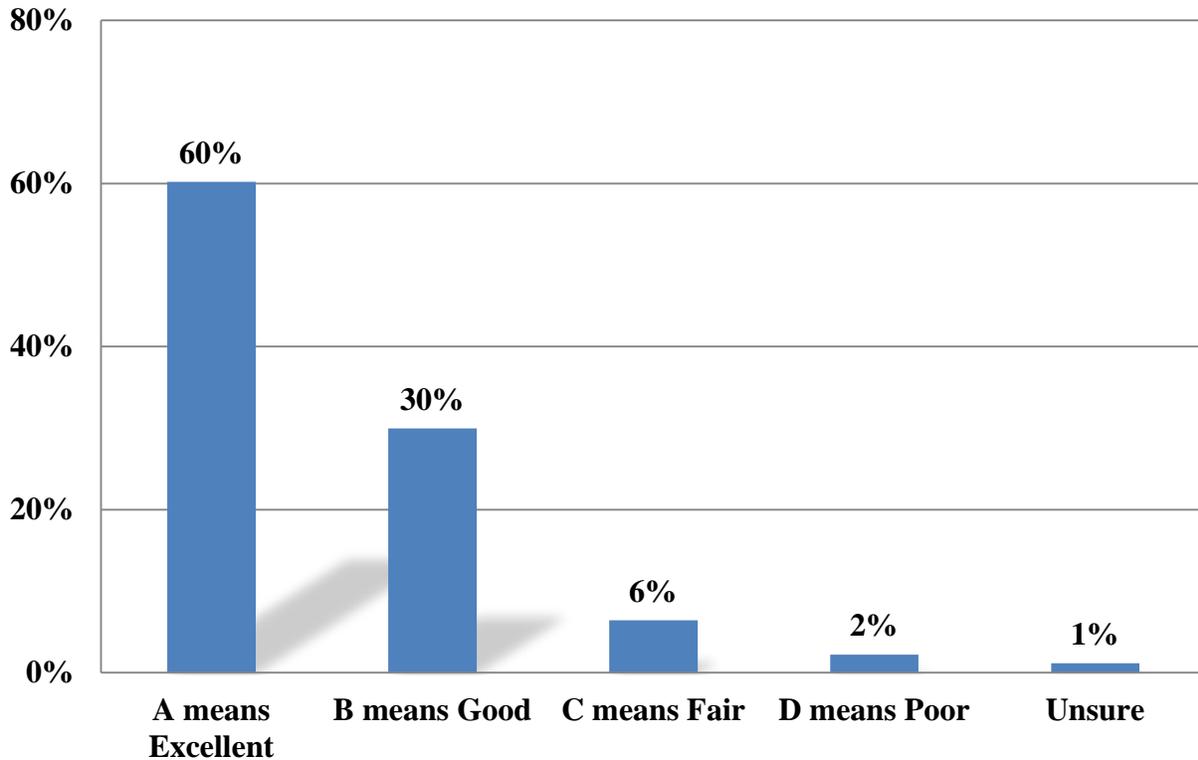
Fifty-eight percent of customers rate when they receive their services or care as excellent while 30% rate when they receive their services or care as good. Seven percent of customers rate when they receive their services or care as fair and only 3% rate when they receive their services or care as poor. Two percent of customers indicate they are unsure.

By Year:

- In 2008, 88% rated as excellent or good.
- In 2009, 89% rated as excellent or good.
- In 2010, 88% rated as excellent or good.
- In 2011, 90% rated as excellent or good.

Nine in ten customers (90%) rate the communication with the people that help them as excellent or good.

How would you rate the communication between you and the people who help you?



Comments:

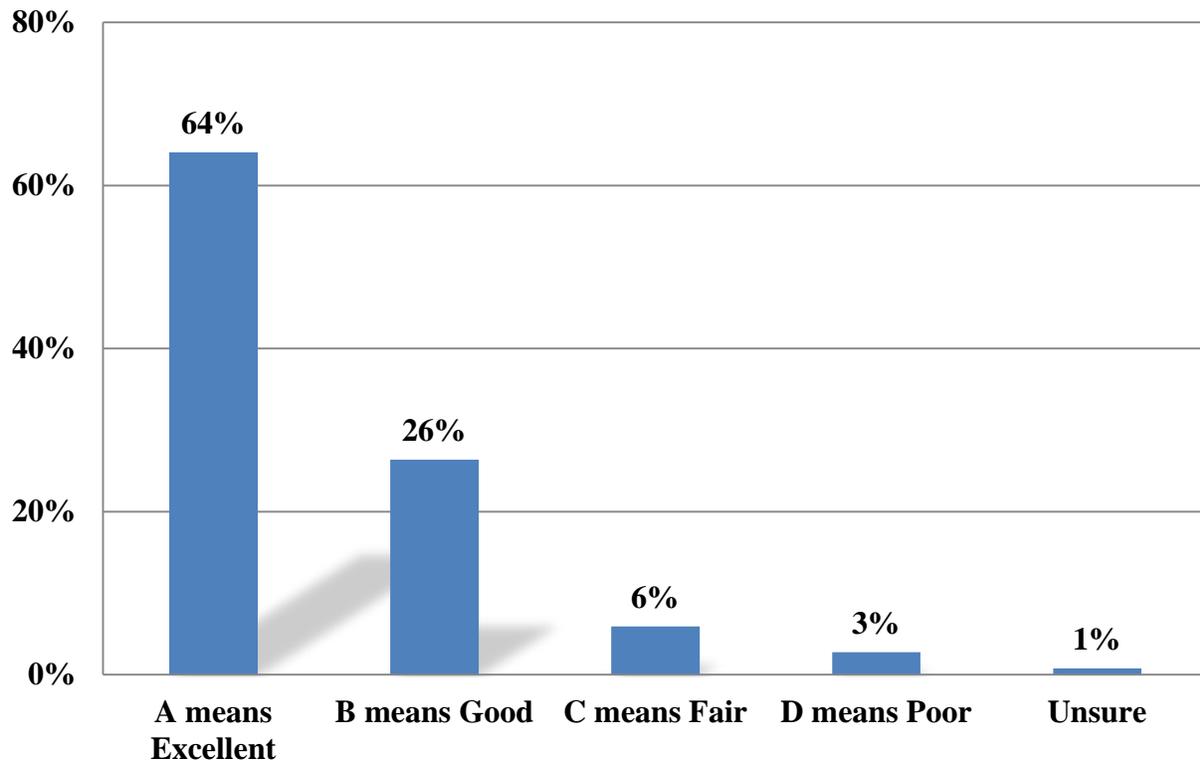
Sixty percent of customers rate the communication between themselves and the people who help them as excellent while 30% indicate that the communication with the people helping them is good. Six percent of customers rate the communication as fair and only 2% rate the communication between themselves and the people who help them as poor. One percent of customers indicate they are unsure.

By Year:

- In 2008, 90% rated as excellent or good.
- In 2009, 91% rated as excellent or good.
- In 2010, 90% rated as excellent or good.
- In 2011, 91% rated as excellent or good.

Nine in ten customers (90%) rate the reliability of the people who help them as excellent or good.

How would you rate the reliability of the people who help you?



Comments:

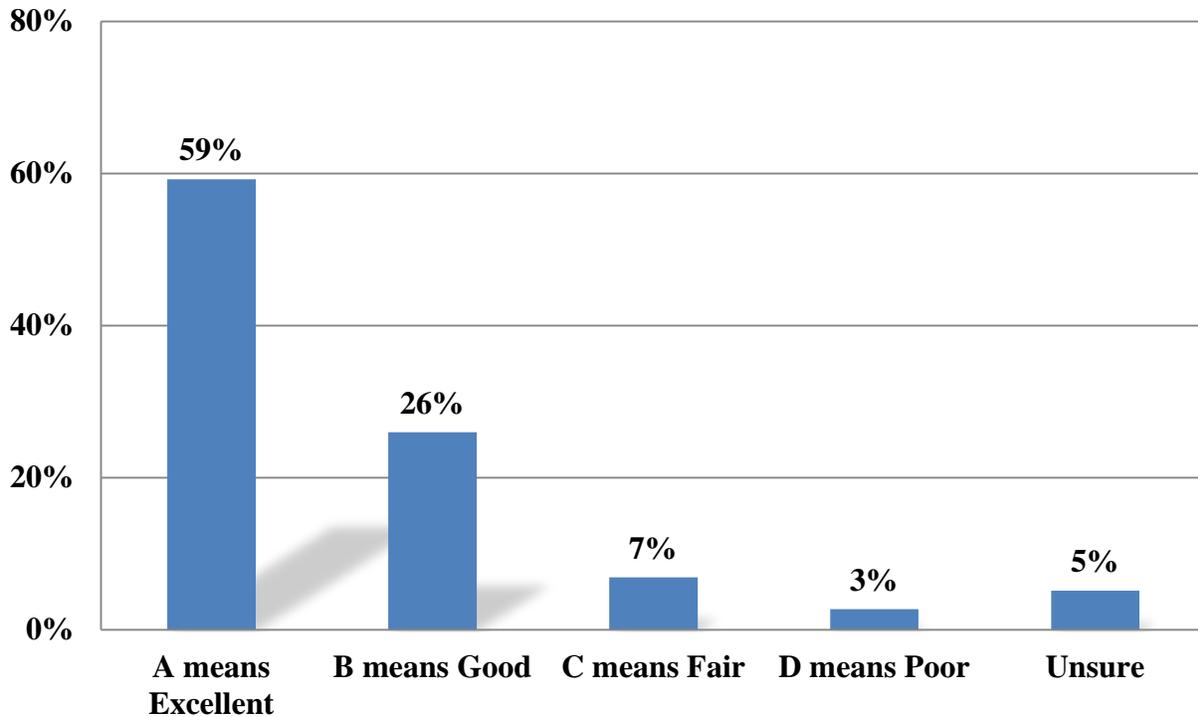
Sixty-four percent of customers rate the reliability of the people who help them as excellent while 26% indicate the reliability is good. Six percent of customers rate this reliability as fair and only 3% rates the reliability of the people who help them as poor. One percent of customers indicate they are unsure.

By Year:

- In 2008, 89% rated as excellent or good.
- In 2009, 89% rated as excellent or good.
- In 2010, 90% rated as excellent or good.
- In 2011, 94% rated as excellent or good.

85% of customers rate the degree to which the services meet their daily needs as excellent or good.

How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?



Comments:

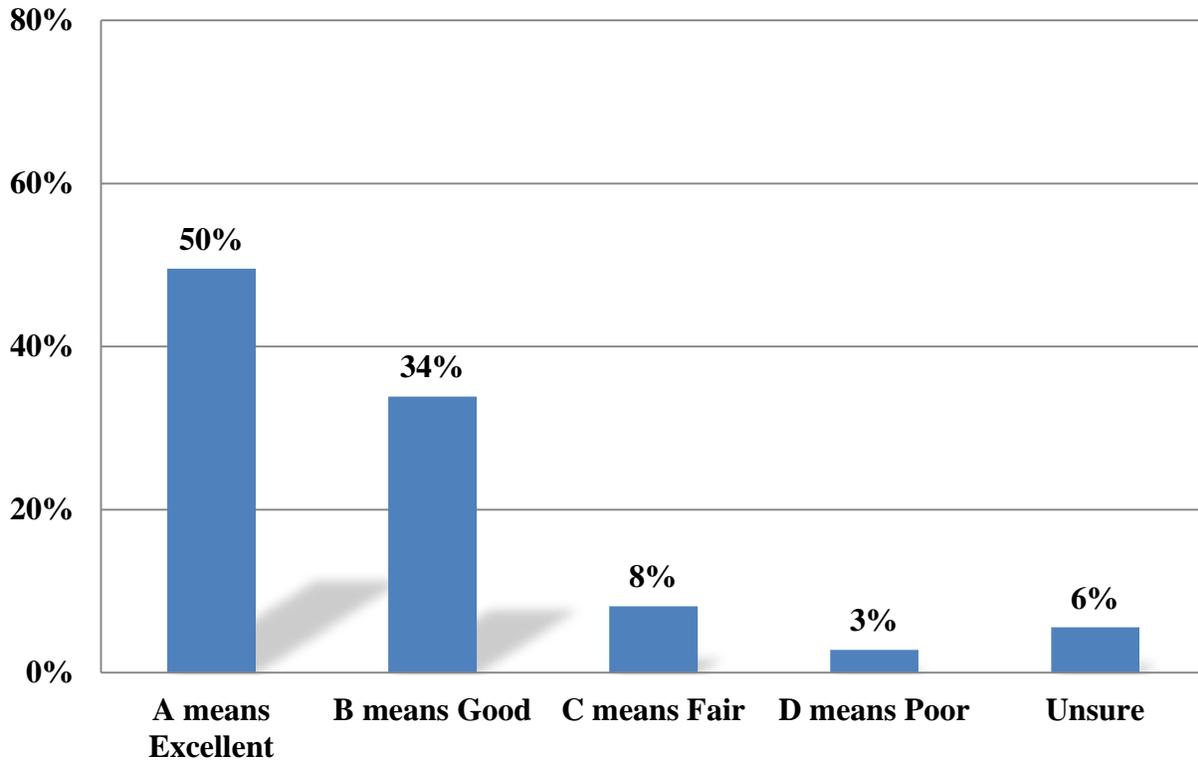
Fifty-nine percent of customers rate the degree to which the services provided meet their daily needs as excellent while 26% rate the degree to which these services meet their needs as good. Seven percent of customers rate the degree to which services meet their needs as fair and only 3% rate the degree to which the services provided meet their daily needs as poor. Five percent of customers indicate they are unsure.

By Year:

- In 2008, 87% rated as excellent or good.
- In 2009, 87% rated as excellent or good.
- In 2010, 88% rated as excellent or good.
- In 2011, 88% rated as excellent or good.

84% of customers rate how well their problems or concerns are taken care of as excellent or good.

How would you rate how well problems or concerns you have with your care are taken care of?



Comments:

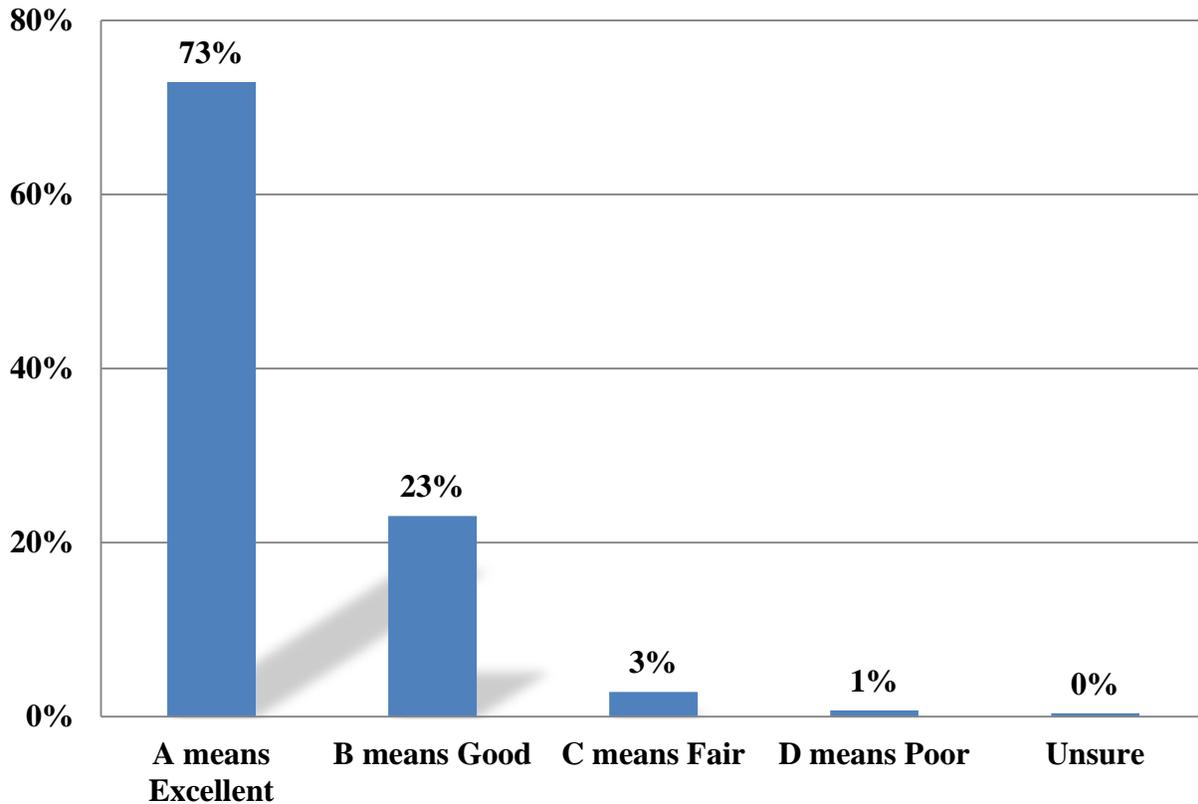
Fifty percent of customers rate how well problems or concerns are taken care of as excellent while 34% rate taking care of these problems or concerns as good. Eight percent of customers rate addressing problems or concerns as fair and only 3% rate how well problems or concerns are taken care of as poor. Six percent of customers indicate they are unsure.

By Year:

- In 2008, 84% rated as excellent or good.
- In 2009, 85% rated as excellent or good.
- In 2010, 86% rated as excellent or good.
- In 2011, 88% rated as excellent or good.

Nearly all customers (96%) rate the courtesy of those that help them as excellent or good.

How would you rate the courtesy of those who help you?



Comments:

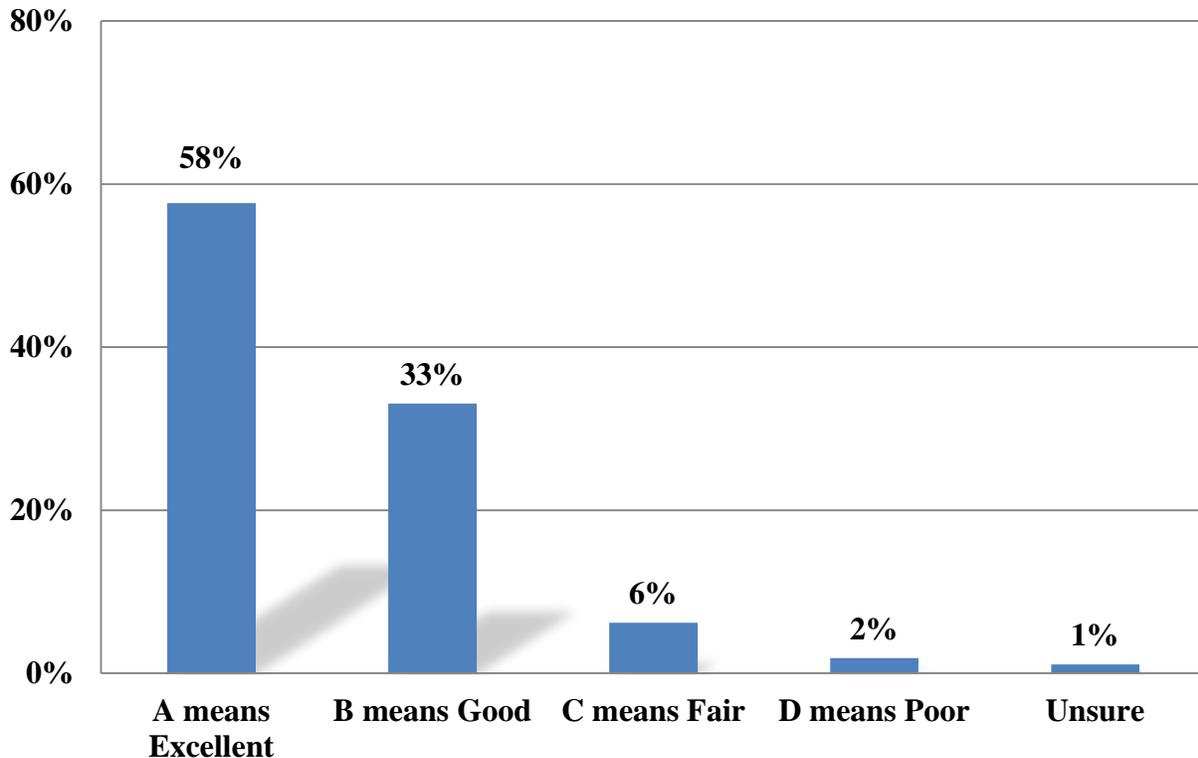
Seventy-three percent of customers rate the courtesy of the people who help them as excellent while 23% indicate their courtesy is good. Only 3% of customers rate this courtesy as fair and 1% as poor. Zero percent of customers indicate they are unsure.

By Year:

- In 2008, 96% rated as excellent or good.
- In 2009, 94% rated as excellent or good.
- In 2010, 96% rated as excellent or good.
- In 2011, 96% rated as excellent or good.

More than nine in ten customers (91%) rate how well people listen to their needs and preferences as excellent or good.

How would you rate how well people listen to your needs and preferences?



Comments:

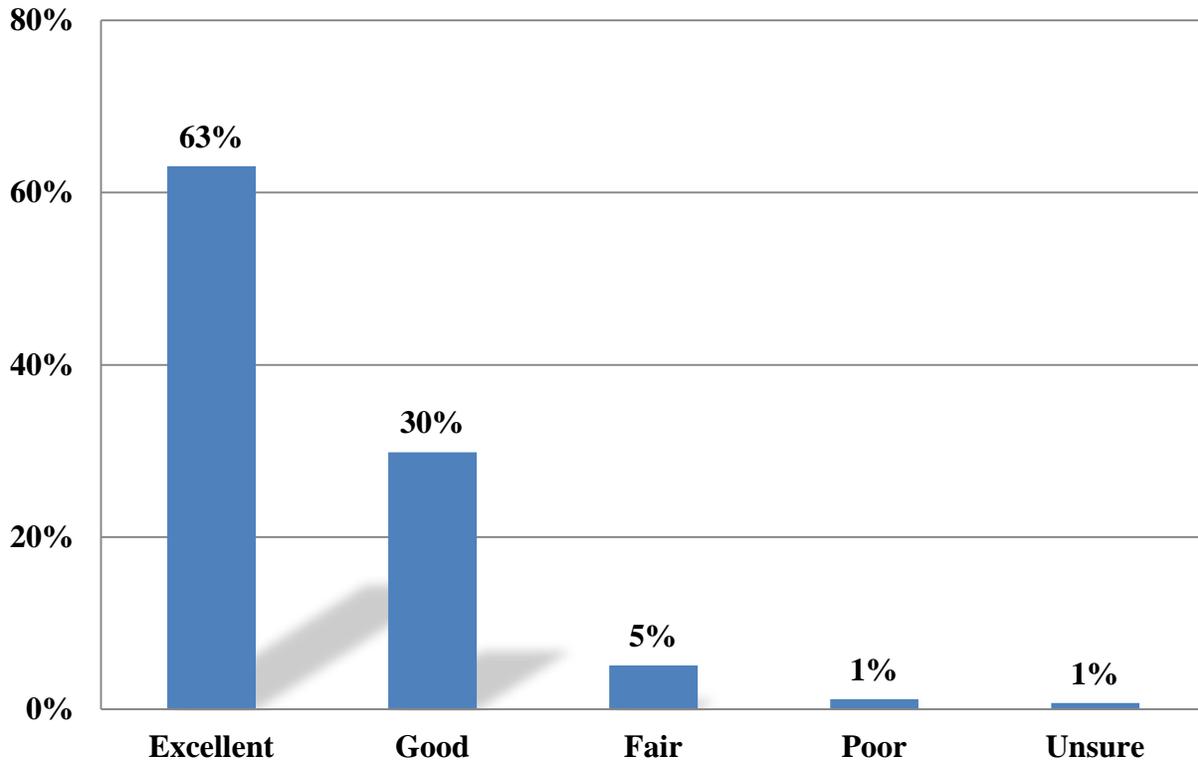
Fifty-eight percent of customers rate how well people listen to their needs and preferences as excellent while 33% rate how well people listen as good. Six percent of customers rate how well people listen as fair and only 2% rate how well people listen to their needs and preferences as poor. One percent of customers indicate they are unsure.

By Year:

- In 2008, 89% rated as excellent or good.
- In 2009, 89% rated as excellent or good.
- In 2010, 91% rated as excellent or good.
- In 2011, 92% rated as excellent or good.

93% of customers rate the value of the services they receive as excellent or good overall.

Overall, how do you rate the value of the services you receive?



Comments:

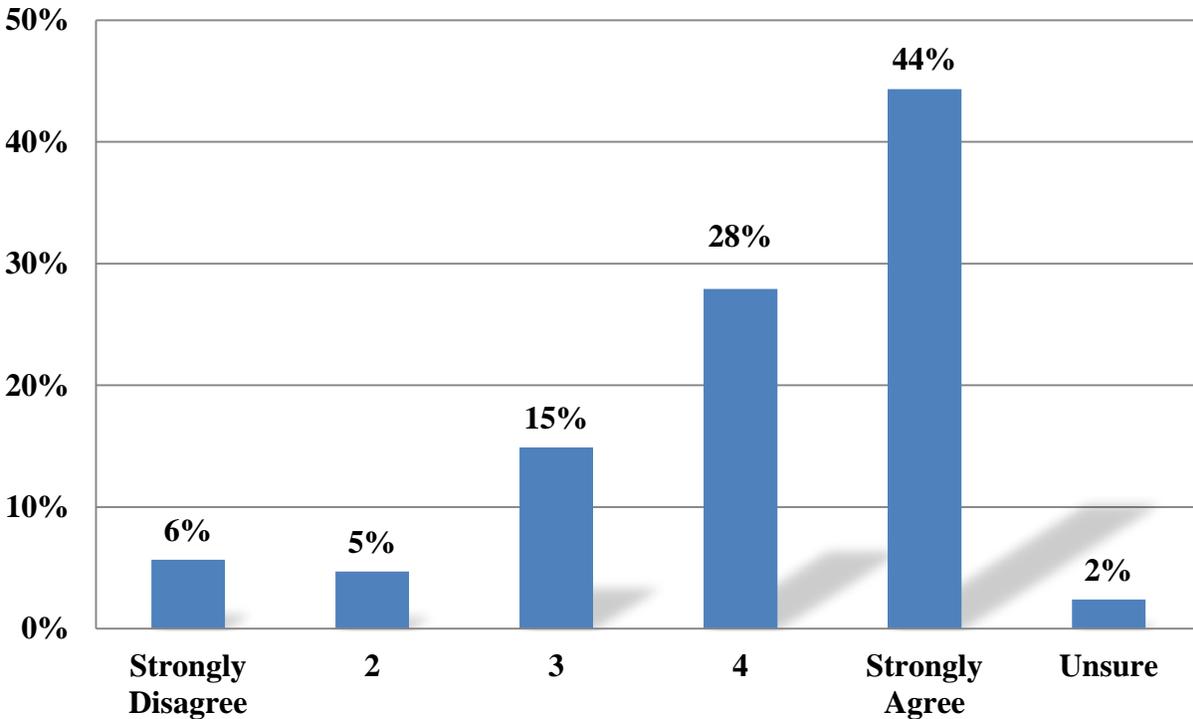
Sixty-three percent of customers rate the value of the services they receive as excellent overall while 30% rate the value of the services they receive as good. Only 5% of customers rate the value of services as fair and only 1% rates the value of the services they receive as poor overall. One percent of customers indicate they are unsure.

By Year:

- In 2010, 92% rated as excellent or good.
- In 2011, 95% rated as excellent or good.

Nearly three-quarters of customers (72%) agree that they receive all the services they need and want when and how they need and want services.

How strongly you agree or disagree with the following statement: I receive all the services I need and want exactly when and how I need and want the services.



Comments:

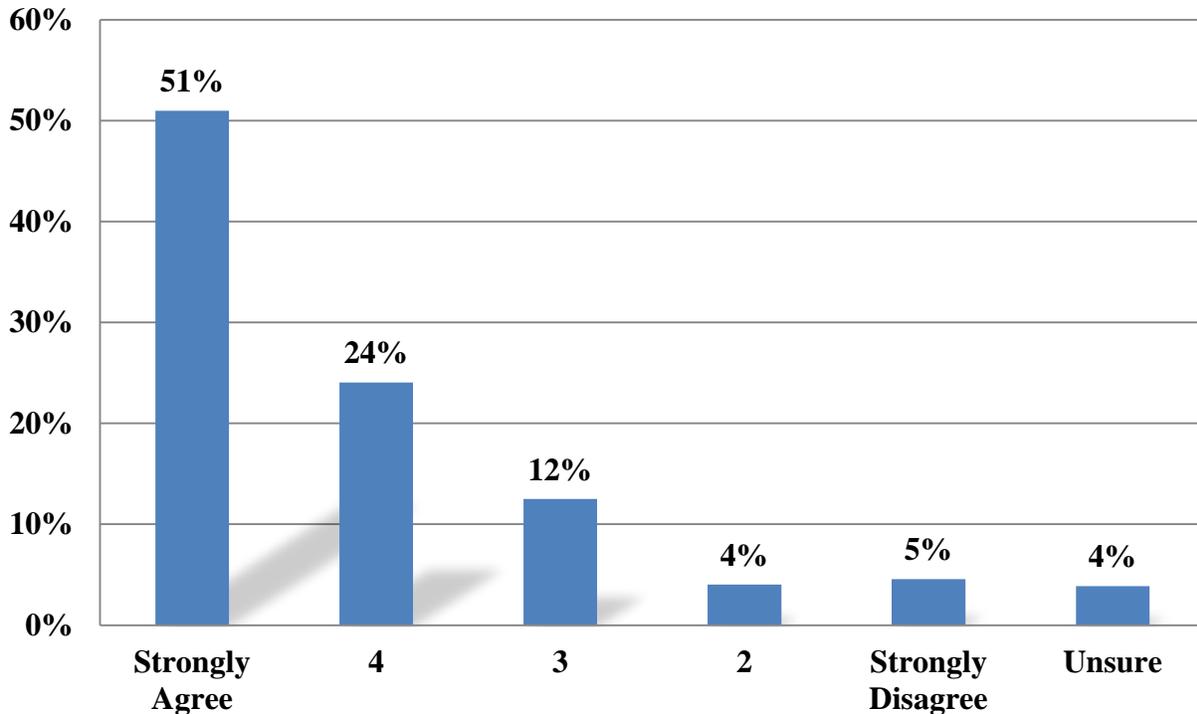
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I receive all the services I need and want exactly when and how I need and want the services.

Overall, 44% of customers strongly agree (rating as a 5 on a five-point scale) and 28% agree (rating as a 4). Fifteen percent of customers neither agree nor disagree with the statement (rating as a 3). Eleven percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Two percent of customers indicate they are unsure.

Three-quarters of customers (75%) agree their services help them to achieve their personal goals.

How strongly you agree or disagree with the following statement: My services help me to achieve my personal goals.



Comments:

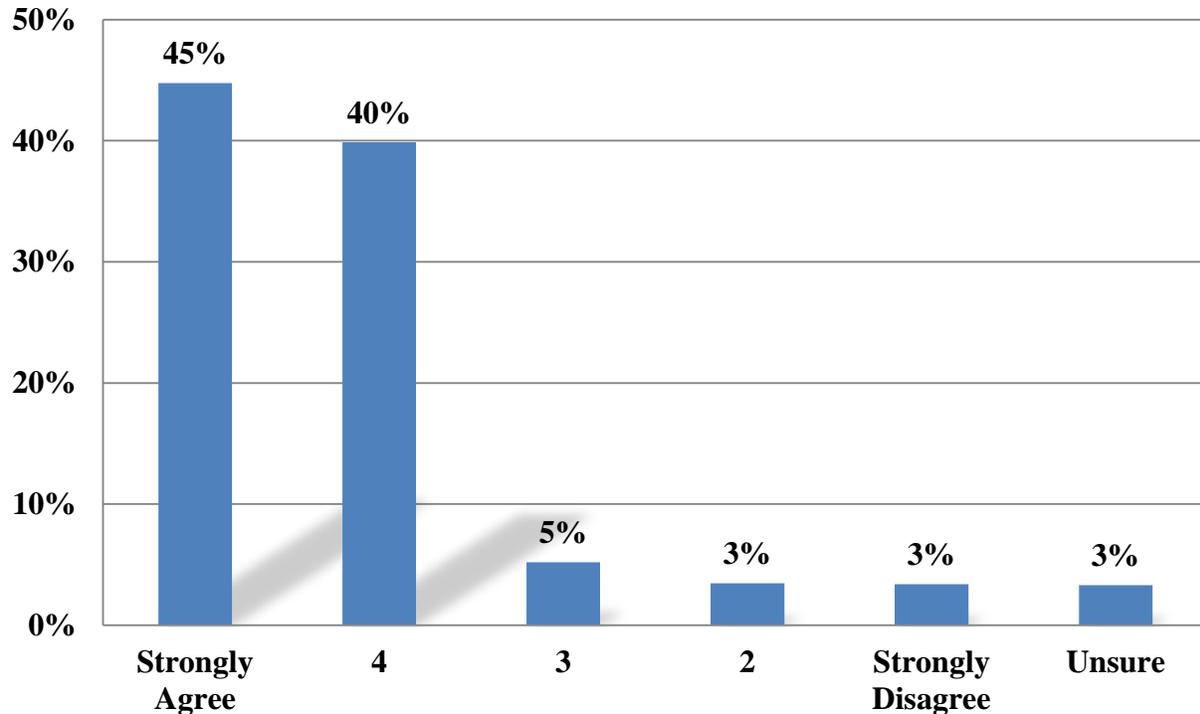
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- My services help me to achieve my personal goals.

Overall, 51% of customers strongly agree (rating as a 5 on a five-point scale) and 24% agree (rating as a 4). Twelve percent of customers neither agree nor disagree with the statement (rating as a 3). Nine percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Four percent of customers indicate they are unsure.

85% of customers agree their services help them to maintain or improve their health.

How strongly you agree or disagree with the following statement: My services help me to maintain or improve my health.



Comments:

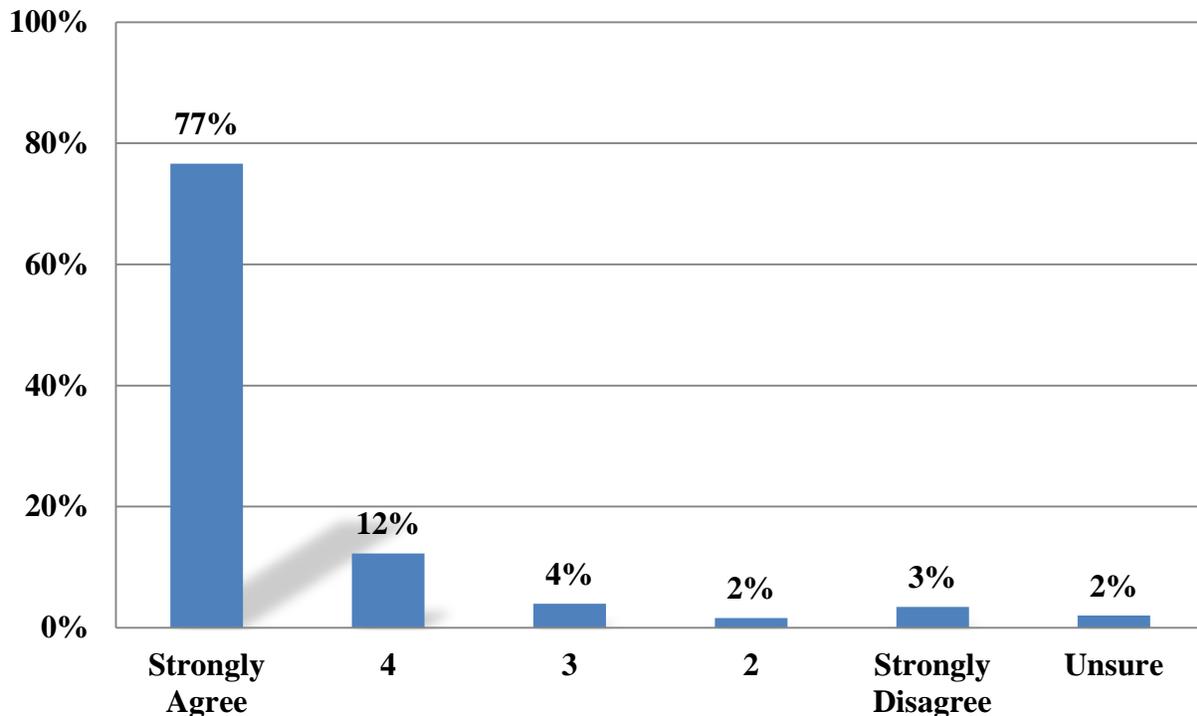
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- My services help me to maintain or improve my health.

Overall, 45% of customers strongly agree (rating as a 5 on a five-point scale) and 40% agree (rating as a 4). Five percent of customers neither agree nor disagree with the statement (rating as a 3). Six percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Three percent of customers indicate they are unsure.

89% of customers agree their current residence are the setting in which they choose to receive services.

How strongly you agree or disagree with the following statement: My current residence is the setting in which I choose to receive services.



Comments:

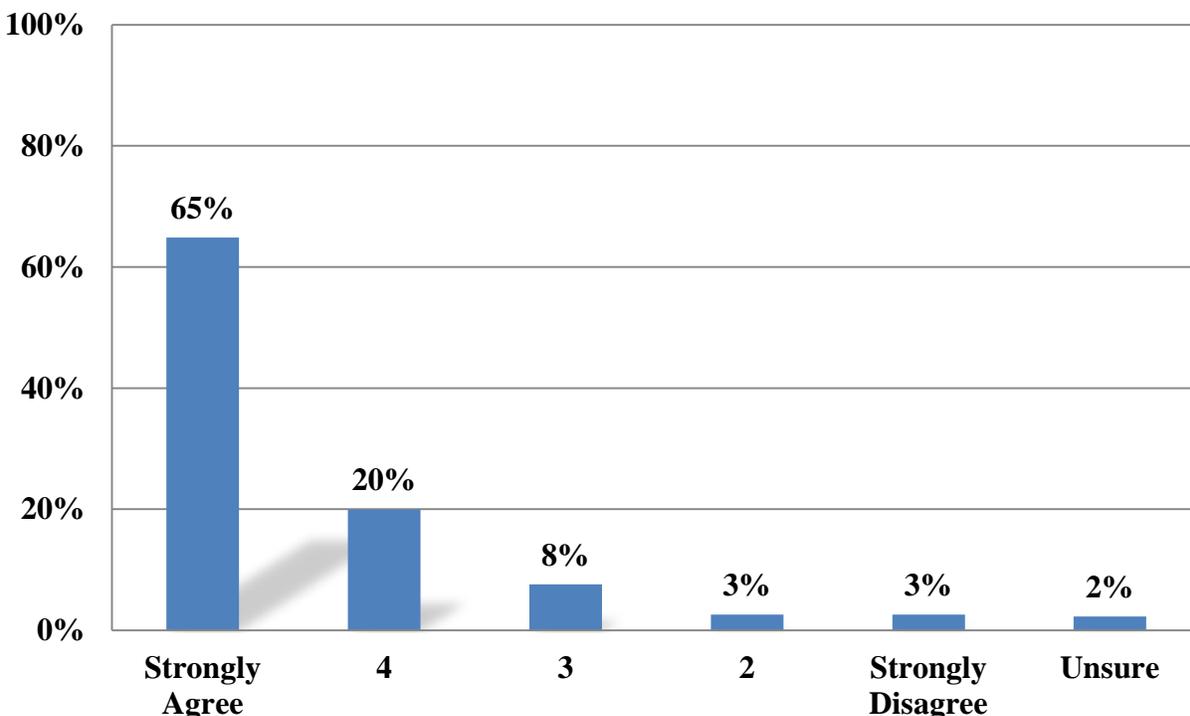
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- My current residence is the setting in which I choose to receive services.

Overall, 77% of customers strongly agree (rating as a 5 on a five-point scale) and 12% agree (rating as a 4). Four percent of customers neither agree nor disagree with the statement (rating as a 3). Five percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Two percent of customers indicate they are unsure.

85% of customers agree they receive services exactly where they need and want services.

How strongly you agree or disagree with the following statement: I receive services exactly where I need and want services.



Comments:

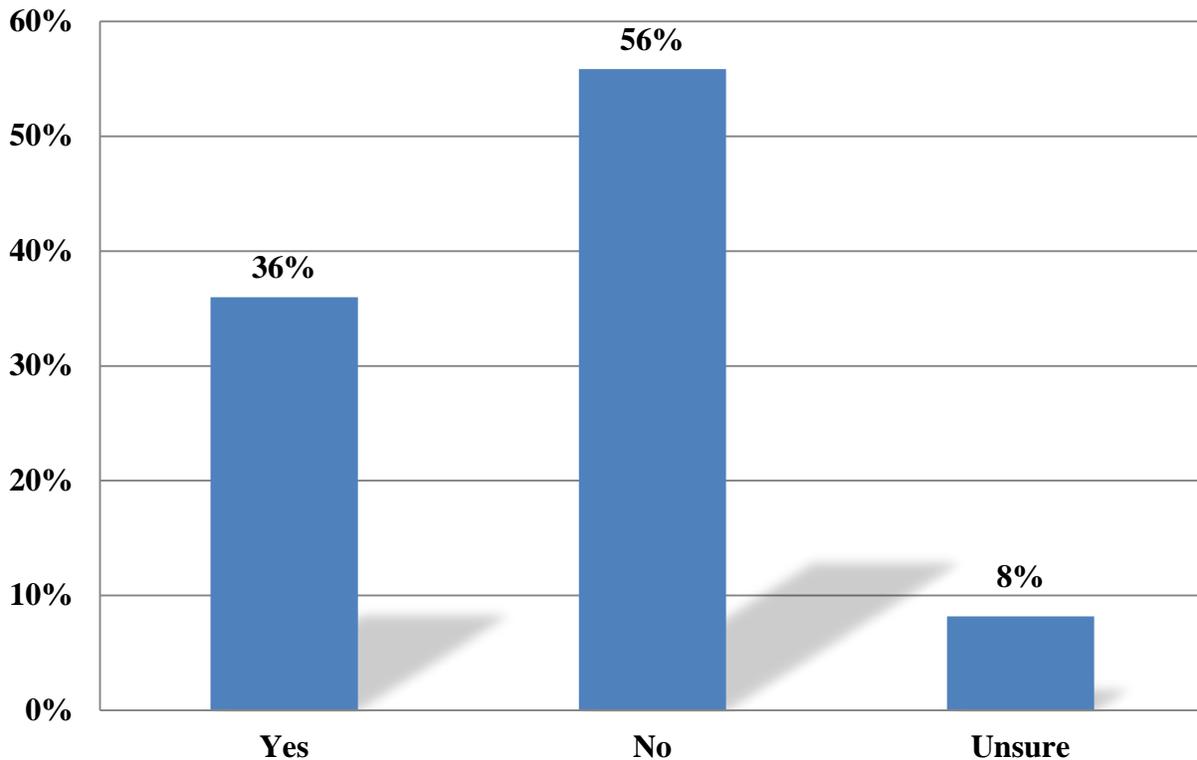
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I receive services exactly where I need and want services.

Overall, 65% of customers strongly agree (rating as a 5 on a five-point scale) and 20% agree (rating as a 4). Eight percent of customers neither agree nor disagree with the statement (rating as a 3). Six percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Two percent of customers indicate they are unsure.

36% of customers indicate there could be improvement to the services offered.

Is there anything that could improve the services offered to you and others?



Comments:

Thirty-six percent of customers indicate there could be improvements to the services offered to customers. Fifty-six percent of customers indicate that there isn't anything that could improve the services while 8% are unsure.

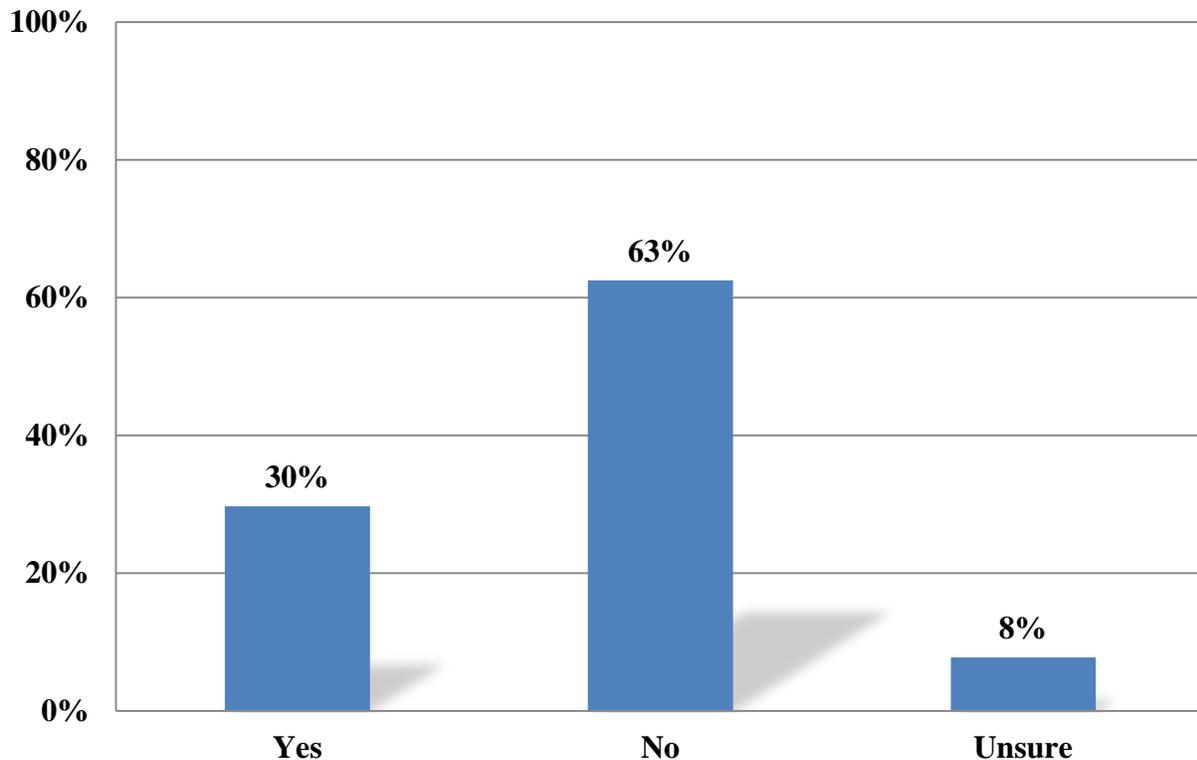
Among all customers, the most frequently mentioned improvements are that they need better scheduling, planning and more hours (9% of all customers), More qualified, caring caregivers (6%), More funding, more money & benefits for caregivers (6%), More communication with caregivers & caseworkers (4%), and more services available (3%), among others.

**Is there anything that could improve the services offered to you and others?
 (What could be improved - % among all customers)
 Multiple responses accepted**

Category	%
Better scheduling, planning/More hours needed	9%
More qualified, caring caregivers	6%
More funding/More money & benefits for caregivers	6%
More communication with caregivers, caseworkers	4%
More services available	3%
More care needed - household chores, cleaning	2%
Keep same caregivers/Less turnover/Need more employees	2%
Access to more providers/More people to help	1%
More care needed - general, non-specific	1%
More care needed - transportation	1%
More information needed, Types of services available	1%
Social hours/Friendship/Outside activities	1%
More care needed - personal hygiene, bathing assistance	1%
Assistance with paperwork, insurance, answering questions	1%
Have a substitute available if caregiver calls out	1%
More care needed - grocery shopping	1%
Other	3%
None, happy with choices and services	56%
Unsure	10%
Total	100%

30% of customers indicate that if they had complete control, their service plan would look different.

If you had complete choice, control and flexibility, would your service plan look different?



Comments:

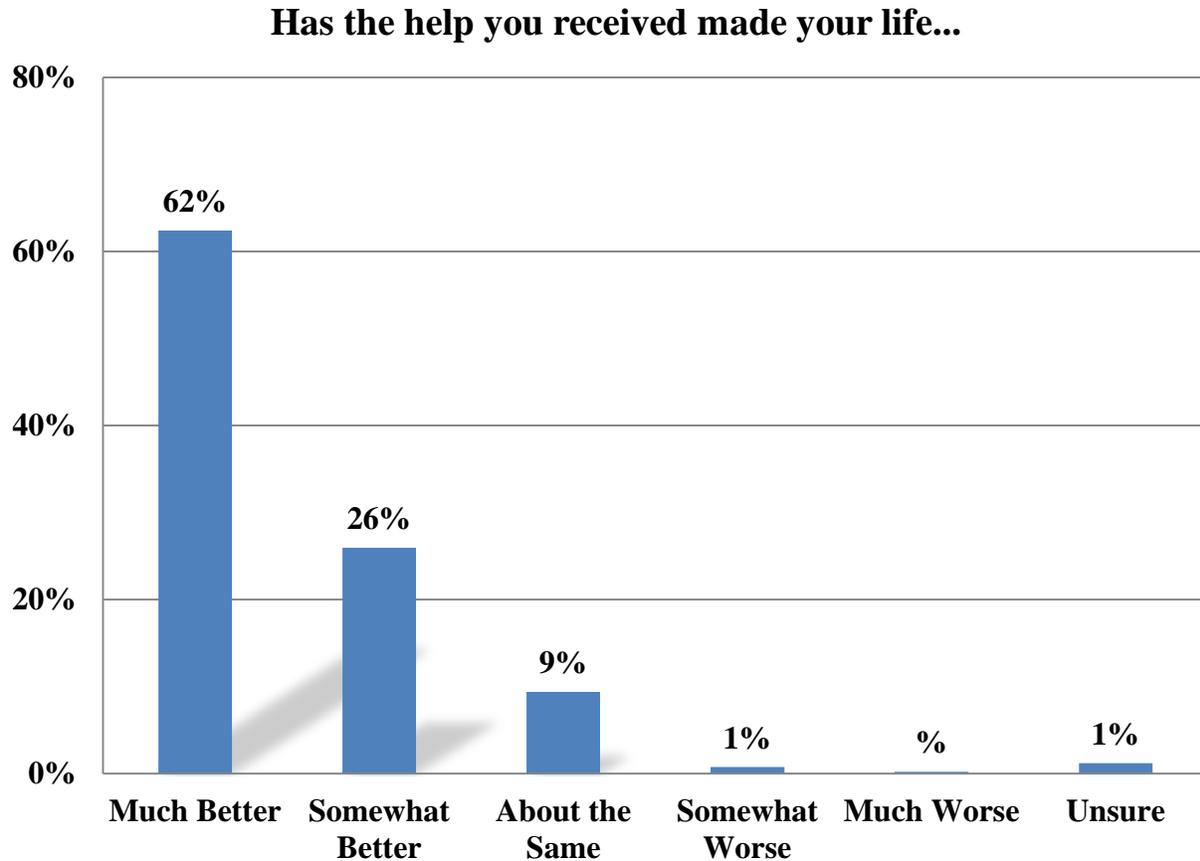
Thirty percent of customers indicate that their service plan would look different if they had complete control. Almost two-thirds (63%) indicate that their service plan would not look different while 8% are unsure.

Among all customers, the most commonly mentioned changes are that they need better scheduling, planning and more hours (12% of all customers), more qualified and caring caregivers (4%), and that customers would do more on their own and have more control (3%), among other aspects of their service plan.

**If you had complete choice, control and flexibility, would your service plan look different?
 (How would your service plan look different - % among all customers)
 Multiple responses accepted**

Category	%
Better scheduling, planning/More hours needed	12%
More qualified, caring caregivers	4%
I would do more on my own, have more control	3%
More funding/More money & benefits for caregivers	2%
More services available	2%
More care needed - household chores, cleaning	1%
More communication with caregivers, caseworkers	1%
More care needed - general, non-specific	1%
Access to more providers/More people to help	1%
More care needed - transportation	1%
Keep same caregivers/Less turnover/Need more employees	1%
More information needed , Types of services available	1%
Assistance with paperwork, insurance, answering questions	1%
Would choose my own caregivers	1%
More care needed - grocery shopping	1%
More care needed - in-home healthcare	1%
More care needed - nighttime, overnight care	1%
Other	2%
None, happy with choices and services	63%
DK	9%
Total	100%

88% of customers indicate the help they receive has made their life better.

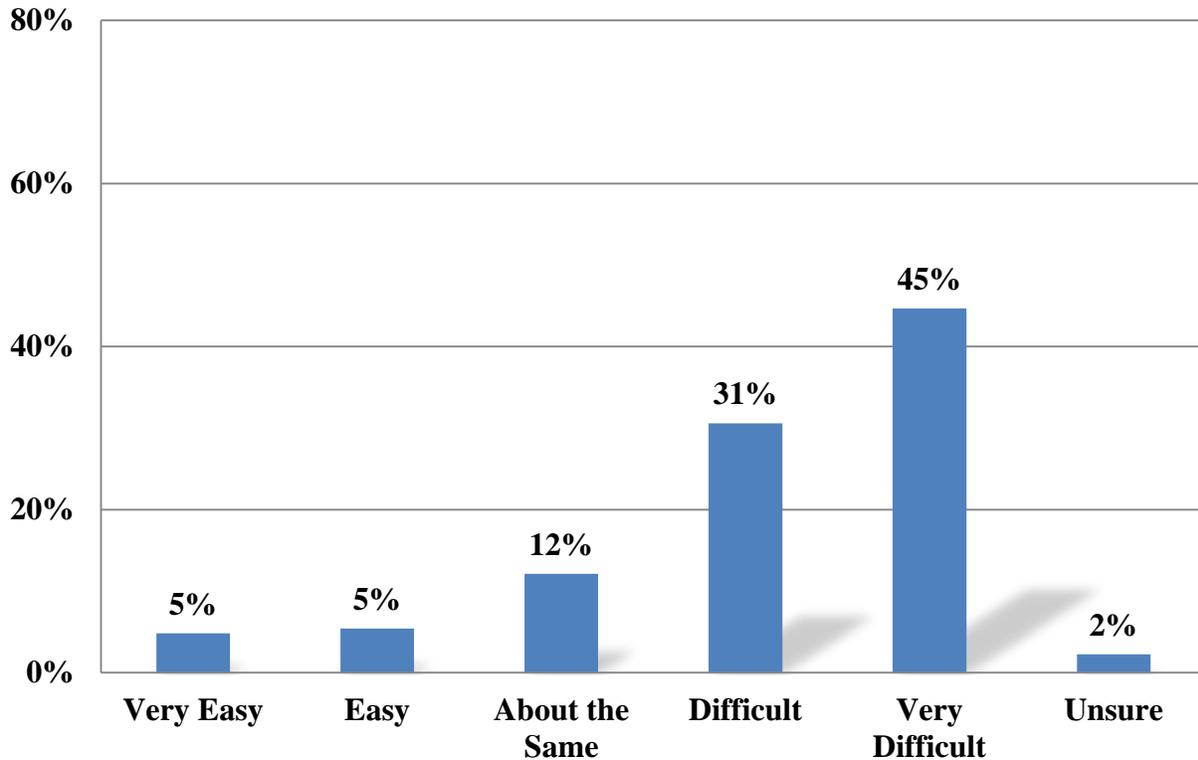


Comments:

Nearly nine out of ten customers indicate that the services they receive have made their life better. Sixty-two percent of customers indicate that the services they receive have made their life much better compared to 68% in 2011. Twenty-six percent indicate these services have made their life somewhat better. Nine percent indicate that the services they receive have no impact, that is, their life is about the same. Only 1% indicates that the help they received has made their life worse. One percent indicates they are unsure.

More than three-quarters of customers (76%) indicate it would be difficult or very difficult to stay in their home if they did not receive services.

How easy would it be for you to stay in your home if you did not receive services? Would you say...



Comments:

Most customers indicate that without the services they receive, it would be difficult to stay in their home. Only 10% of respondents indicate it would be very easy (5%) or easy (5%) to remain in their home if they did not receive services. This is comparable to the 6% indicating it would be easy or very easy in 2011. Twelve percent indicate that the services they receive have no impact on their ability to remain in their home. Thirty-one percent of customers indicate it would be difficult and 45% indicate it would be very difficult to stay in their home if they did not receive services. The 76% of customers indicating it would be difficult or very difficult to remain in their home if they did not receive services is comparable to the 81% reported in 2011. Two percent of customers indicate they are unsure.

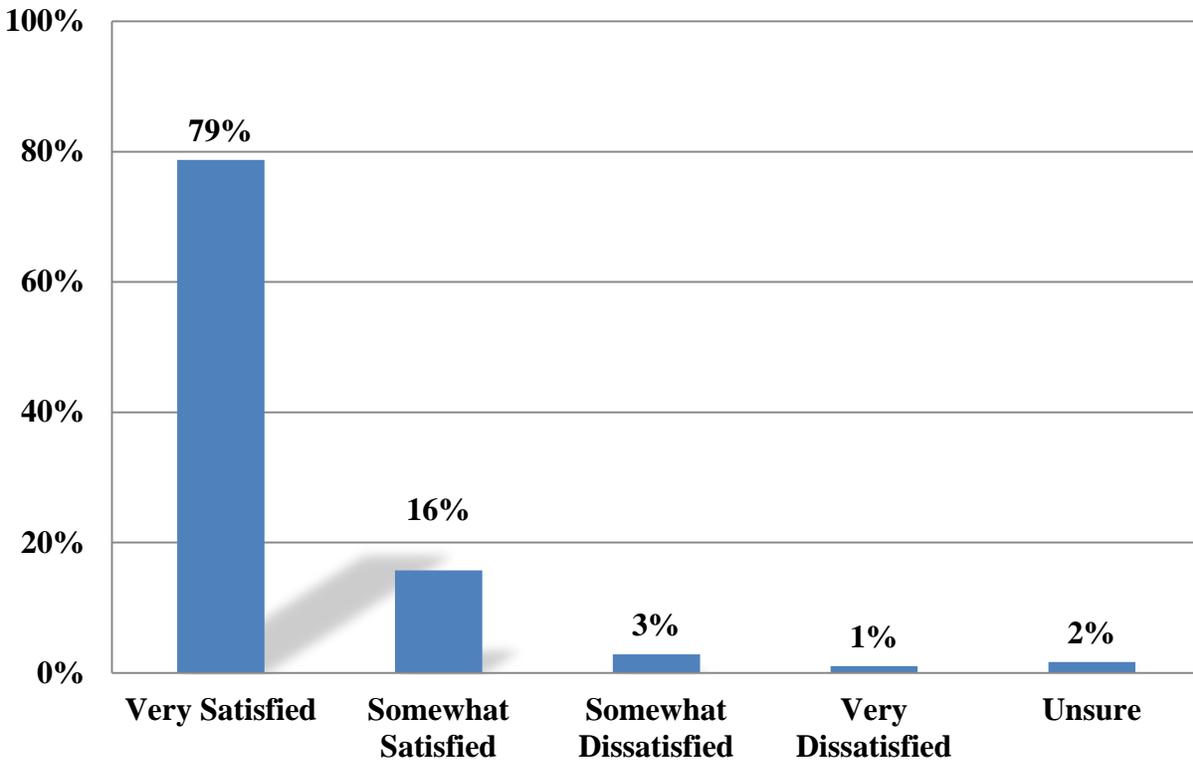
C. Ratings of Case Manager or Support Coordinator

Key Findings

- **Nearly all (95%) customers with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.**
- **86% of customers indicate that they always or almost always feel they have a part in planning their care with their case manager or support coordinator.**
- **Nine in ten (90%) indicate their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.**
- **87% indicate they can always or almost always talk to their case manager or support coordinator when they need to.**
- **Nearly nine in ten (89%) indicate their case manager or support coordinator always or almost always helps when the customer asks for something.**
- **83% indicate that their case manager or support coordinator always or almost always asks what they want.**
- **86% indicate their case manager or support coordinator always or almost always helps them to understand the different service options that are available.**
- **88% indicate their case manager or support coordinator always or almost always coordinate their services to meet their needs.**

Nearly all (95%) customers with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.

How satisfied are you with your case manager or support coordinator?



Comments:

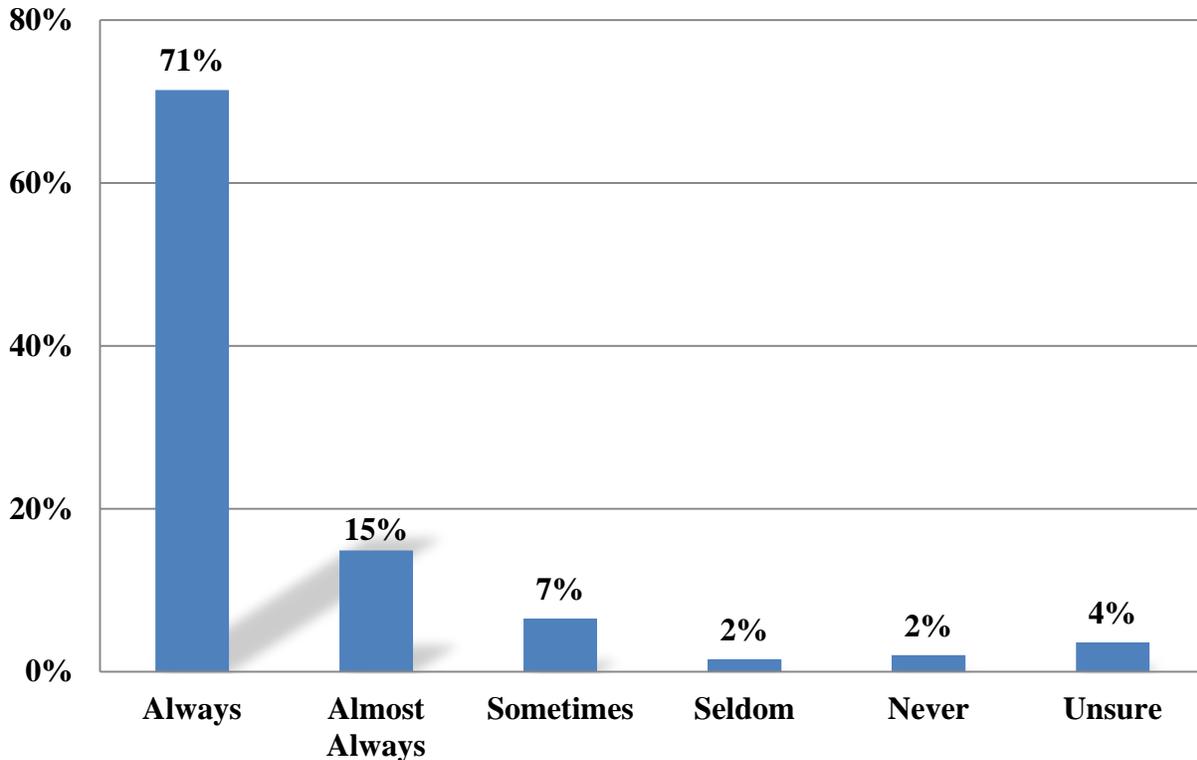
Among those customers who identified their case manager or support coordinator, 79% are very satisfied with their case manager or support coordinator (compared to 75% in 2011) while 16% are somewhat satisfied. Only 4% are dissatisfied with their case manager or support coordinator (3% somewhat dissatisfied and 1% very dissatisfied). Two percent of customers indicate they are unsure. In 2011, 3% of customers reported they were somewhat or very dissatisfied.

**Why were you dissatisfied with your case manager or support coordinator?
(Multiple responses accepted)**

Category	%
Lack of contact, communication with case worker	29%
Poor communication	13%
Case manager is rude, insensitive, disrespectful	12%
Broken promises/Unreliable	11%
Calls not returned	9%
Slow to return calls	8%
Not given enough assistance, help	7%
Feel my case is not a priority for case worker	5%
Short-staffed/Not enough help	4%
Staff does not listen to concerns, requests	3%
Disorganized/Services inconsistent	3%
Unsure	27%
Total	100%

86% of customers indicate that they always or almost always feel they have a part in planning their care with their case manager or support coordinator.

I feel I have a part in planning my care with my case manager or support coordinator.

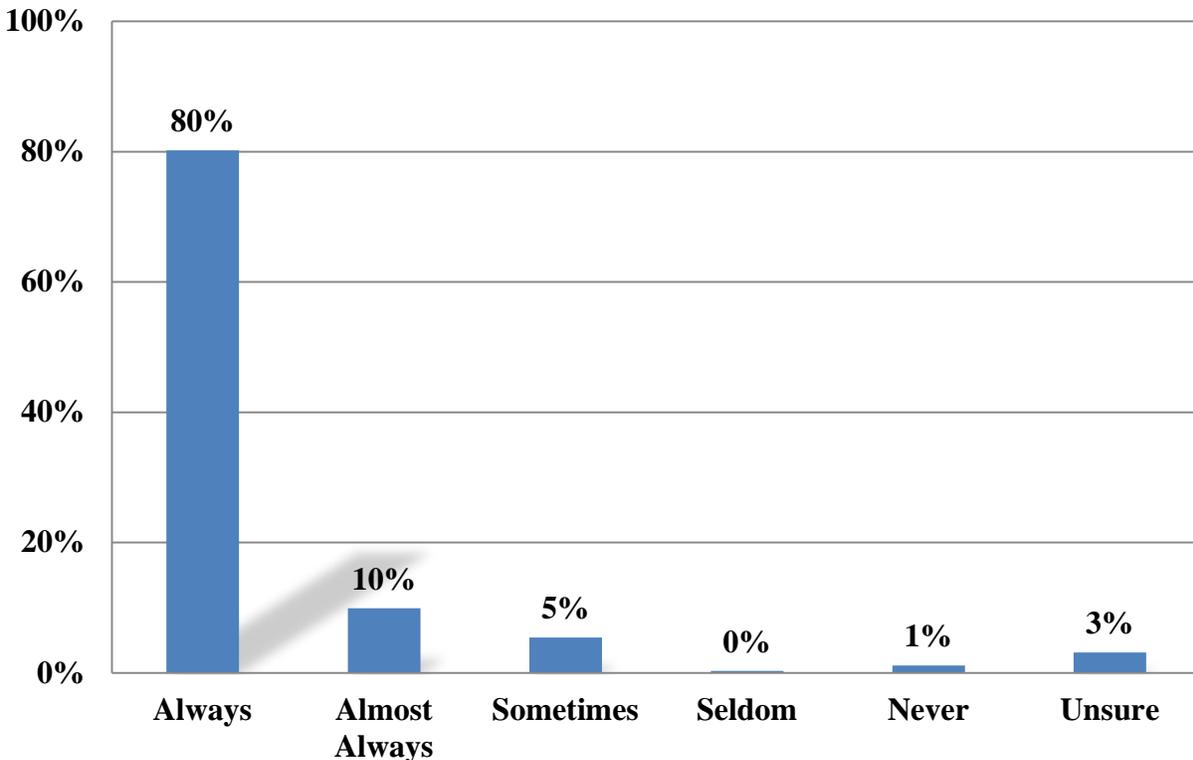


Comments:

Seventy-one percent of customers with a case manager or support coordinator indicate they always feel like they have a part in planning their care, compared to 73% in 2011. Another 15% indicate they almost always feel like they have a part in planning their care. Seven percent feel they sometimes have a part in planning their care. Only 2% of customers with a case manager or support coordinator indicate they seldom and only 2% indicates they never feel like they have a part in planning their care. Four percent of customers indicate they are unsure.

Nine in ten (90%) indicate their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.

My case manager or support coordinator understands which services I need to stay in my current living situation.

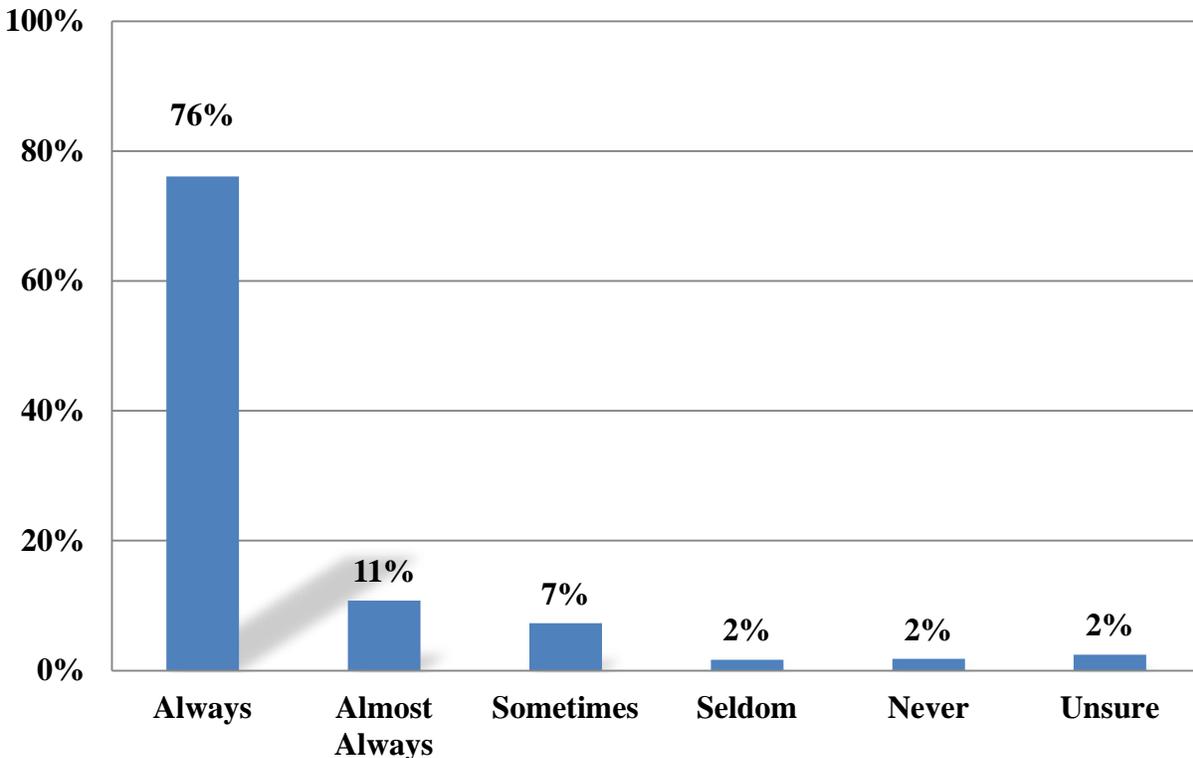


Comments:

Eighty percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always understands the services needed to allow the customer to stay in their current living situation. This compares to 83% of customers in 2011. Ten percent of customers indicate their case manager or support coordinator almost always understands the services they need. Five percent indicate their case manager or support coordinator sometimes understands the services they need to stay in their current living situation. One percent of customers indicate their case manager or support coordinator never understands the services needed to allow the customer to stay in their current living situation. Three percent of customers indicate they are unsure.

87% indicate they can always or almost always talk to their case manager or support coordinator when they need to.

I can talk to my case manager or support coordinator when I need to.

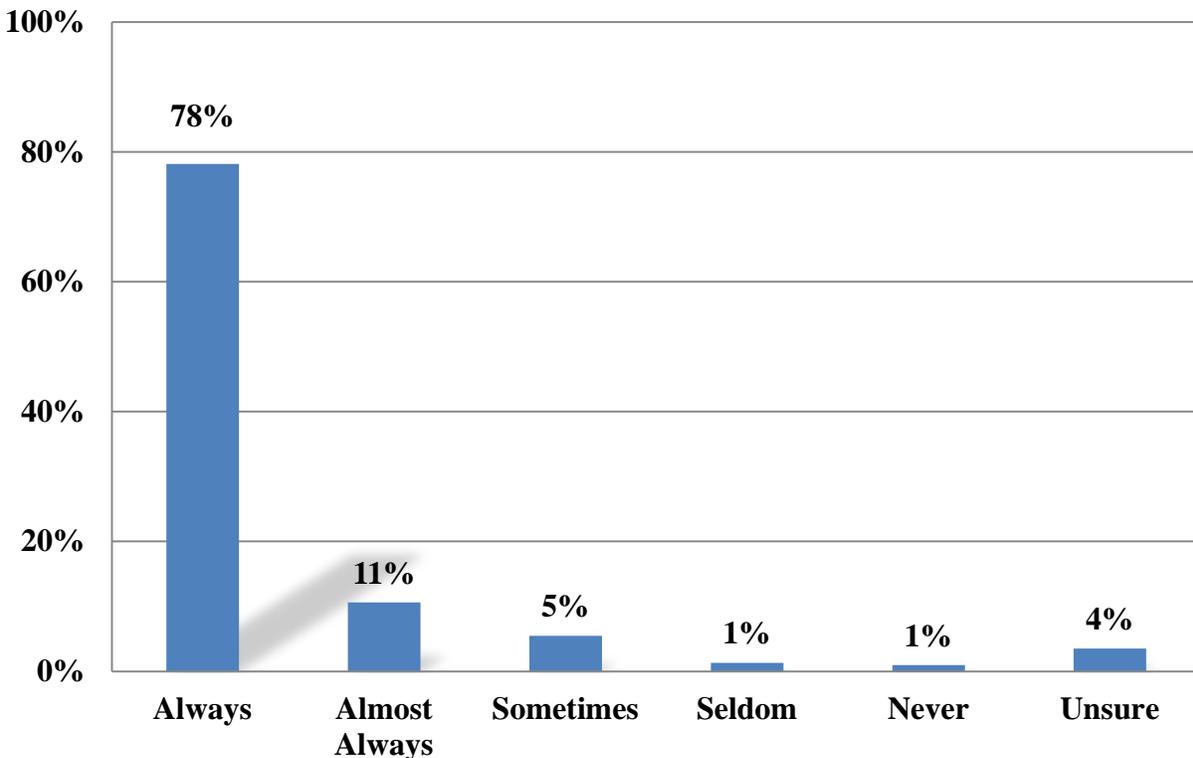


Comments:

Seventy-six percent of customers with a case manager or support coordinator indicate they can always talk with their case manager or support coordinator when they need to do so, compared to 78% in 2011. Another 11% indicate they can almost always talk with their case manager or support coordinator. Seven percent indicate they can sometimes talk to their case manager or support coordinator when needed. Only 2% indicate they can seldom speak with their case manager or support coordinator and only 2% indicate they can never speak with their case manager or support coordinator when they need to do so. Two percent of customers indicate they are unsure.

Nearly nine in ten (89%) indicate their case manager or support coordinator always or almost always helps when the customer asks for something.

My case manager or support coordinator helps me when I ask for something.

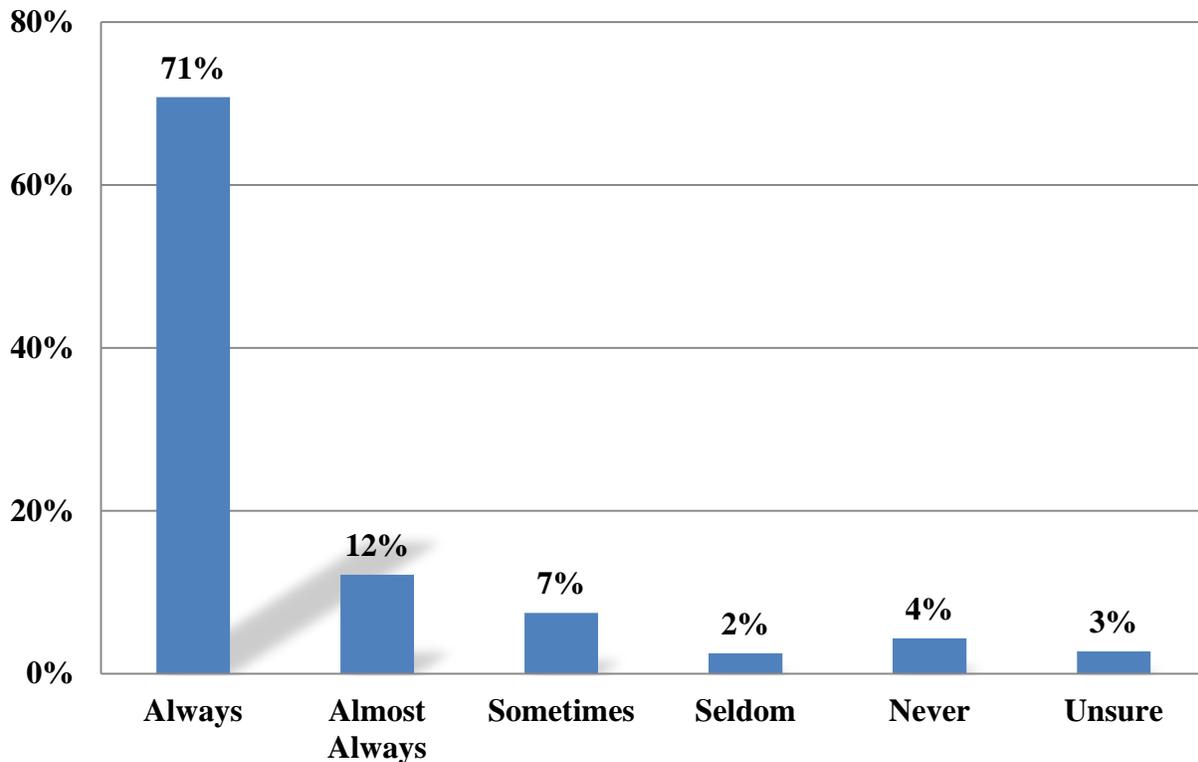


Comments:

Seventy-eight percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always helps when asked for something, compared to 78% in 2011. Eleven percent indicates their case manager or support coordinator almost always helps when asked. Five percent indicate their case manager or support coordinator helps some of the time. Only 1% indicates their case manager or support coordinator seldom helps and 1% indicates their case manager or support coordinator never helps when asked for something. Four percent of customers indicate they are unsure.

83% indicate that their case manager or support coordinator always or almost always asks what they want.

My case manager or support coordinator asks me what I want.

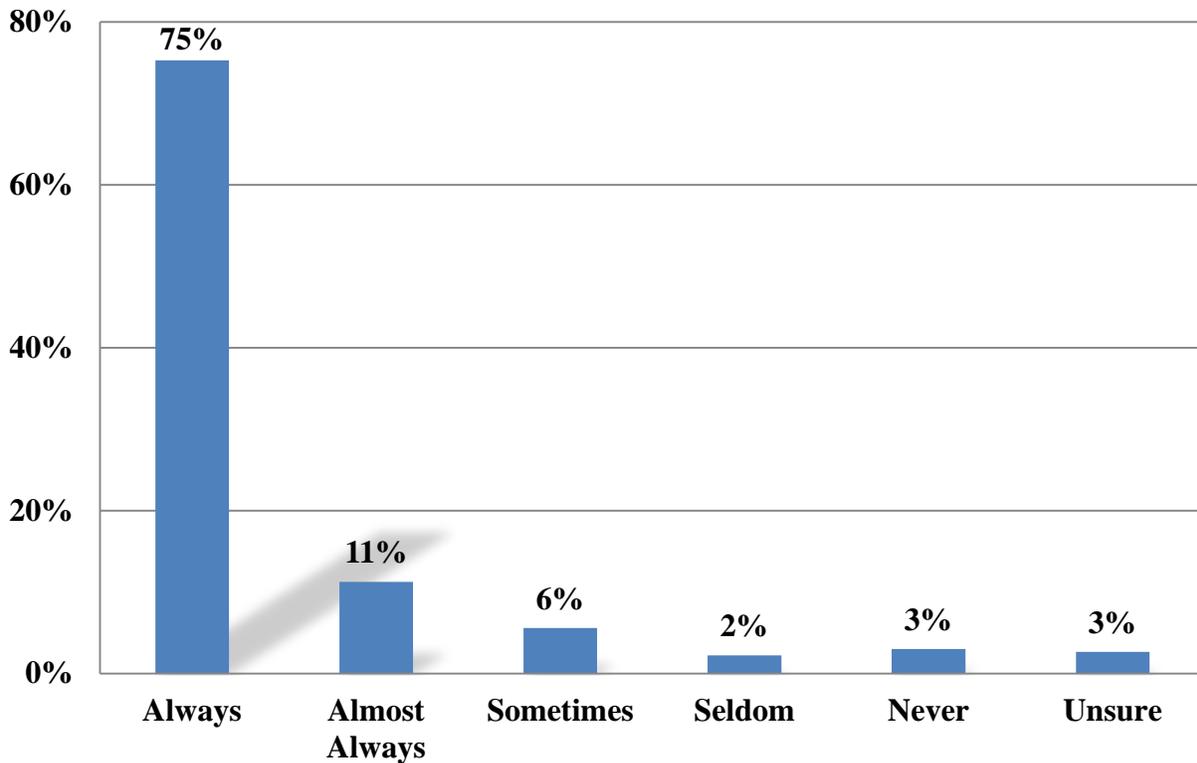


Comments:

Seventy-one percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always asks what they want. This compares with 78% in 2011. Another 12% indicate their case manager or support coordinator almost always asks. Seven percent indicate their case manager or support coordinator asks what they want some of the time. Only 2% indicates their case manager or support coordinator seldom and 4% indicate their case manager or support coordinator never asks what they want. Three percent of customers indicate they are unsure.

86% indicate their case manager or support coordinator always or almost always helps them to understand the different service options that are available.

My case manager or support coordinator helps me understand the different service options that are available.

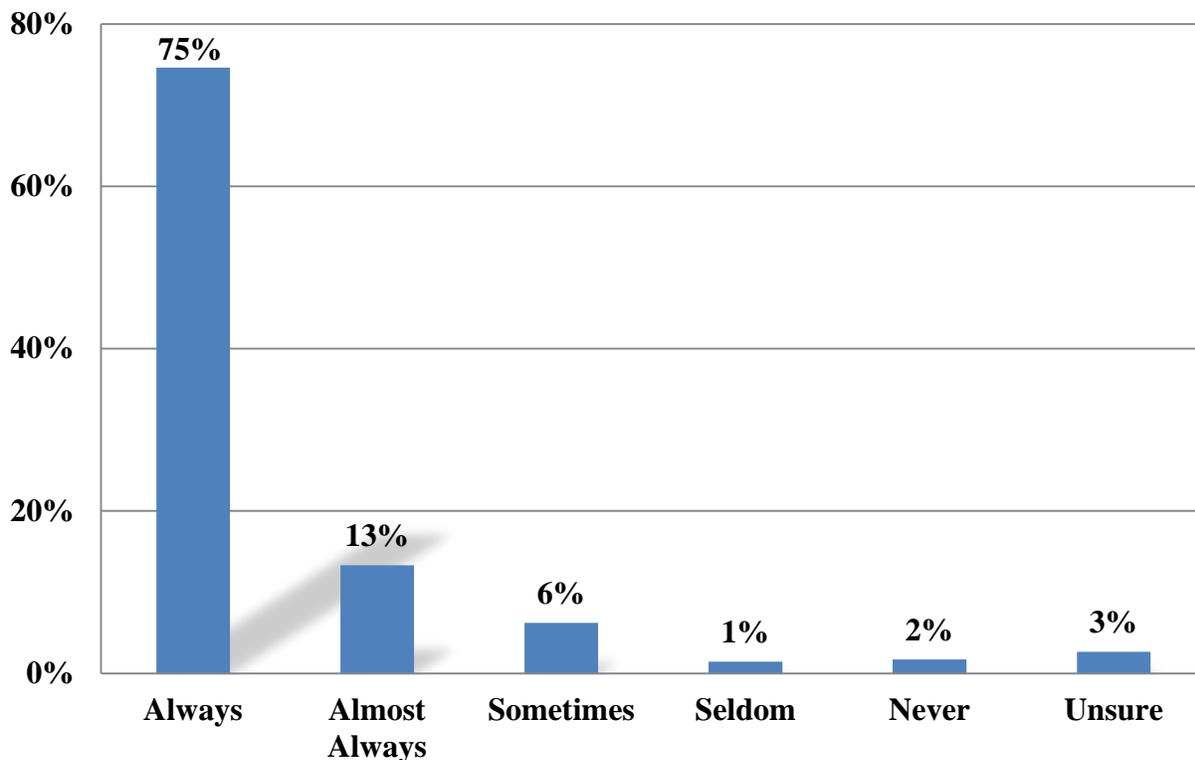


Comments:

Seventy-five percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always helps them to understand the different service options that are available, compared to 78% in 2011. Eleven percent of customers indicate their case manager or support coordinator almost always helps them to understand options available. Six percent indicate their case manager or support coordinator sometimes helps them to understand the different service options that are available. Only 2% indicates their case manager or support coordinator seldom and only 3% indicates their case manager or support coordinator never helps them to understand the different service options that are available. Three percent of customers indicate they are unsure.

88% indicate their case manager or support coordinator always or almost always coordinates their services to meet their needs.

My case manager or support coordinator coordinates my services to meet my needs.



Comments:

Seventy-five percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always coordinates their services to meet their needs. Thirteen percent of customers indicate their case manager or support coordinator almost always coordinates their services to meet their needs. Six percent indicate their case manager or support coordinator sometimes coordinates their services to meet their needs. Only 1% indicates their case manager or support coordinator seldom and only 2% indicates their case manager or support coordinator never coordinates their services to meet their needs. Three percent of customers indicate they are unsure.

D. Attendant Services Program

The results in this section are based on 92 completed surveys.

Key Findings

- **Nearly all customers (98%) are very or somewhat satisfied with the Attendant Services Program.**
- **All customers (100%) rate the quality of services they receive through the Attendant Services Program as excellent or good.**
- **Nearly all customers (96%) indicate the services they receive from the Attendant Services Program always or almost always meet their needs.**
- **All customers (100%) indicate that the caregivers in the Attendant Services Program always or almost always treat them with respect and courtesy.**
- **83% of customers always or almost always know who to contact if they have a complaint about the Attendant Services Program or need more help.**
- **Nearly all customers (96%) indicate that the Attendant Services Program always or almost always provides services to them when and where they are needed.**
- **Only 7% of customers have experienced problems with the Attendant Services Program during the past 12 months. Among those, 31% indicate that the Attendant Services Program worked to resolve their problems.**
- **The main ideas for service improvement include the need for more help and paying caregivers more or providing benefits.**
- **82% of customers agree that ARIS solutions has met or exceeded their expectations.**
- **87% of customers agree that ARIS staff treats them with respect and courtesy.**

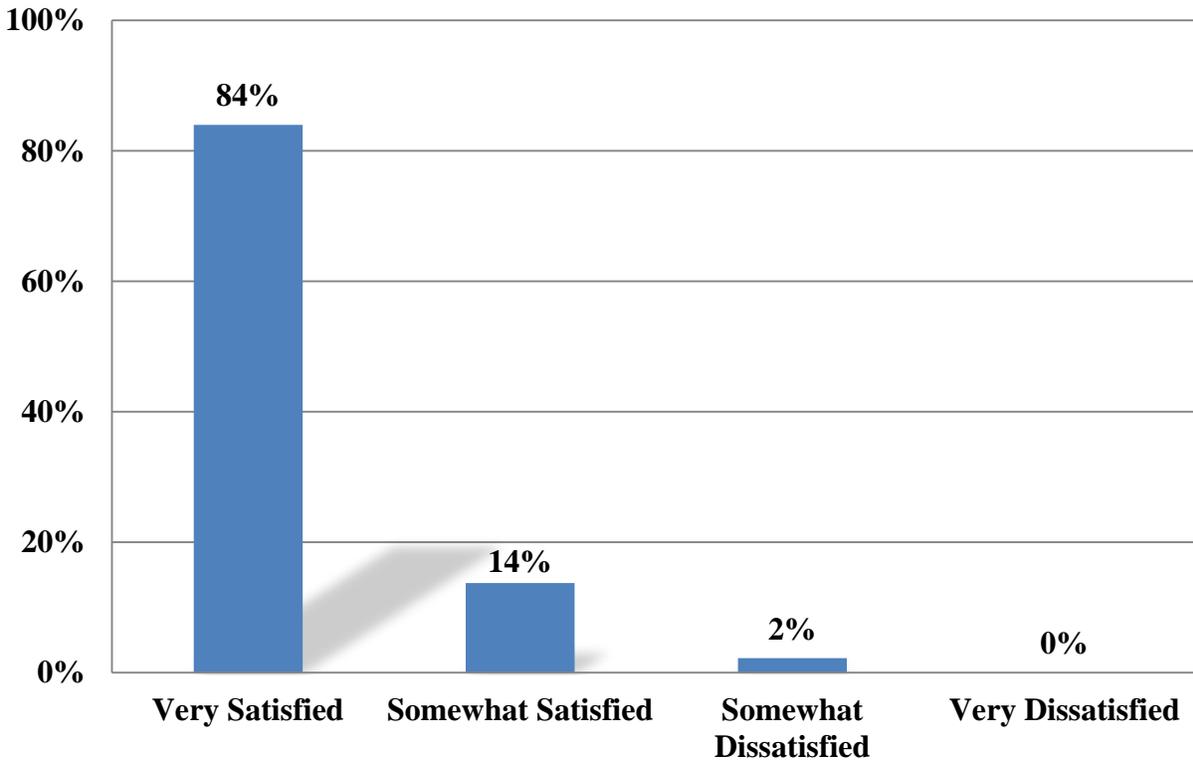
A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services through the Attendant Services Program are comparable to those observed among all customers. They are somewhat more likely to indicate it would be difficult to remain in their homes if they did not receive services.

Summary of Overall Ratings of Quality

	Attendant Services Program	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	91%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	98%	90%
How would you rate the timeliness of your services? (% excellent or good)	88%	83%
How would you rate when you receive your services or care? (% excellent or good)	94%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	99%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	98%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	98%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	95%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	99%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	98%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	98%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	81%	72%
Has the help you received made your life... (% somewhat or much better)	97%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	84%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	91%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	95%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	94%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	92%	85%

Nearly all customers (98%) are very or somewhat satisfied with the Attendant Services Program.

How satisfied are you with the services you receive from the Attendant Services Program?



Comments:

Among those receiving services through the Attendant Services Program, 84% are very satisfied, compared to 73% in 2011. Fourteen percent are somewhat satisfied with the services they receive. Only 2% indicate they are somewhat dissatisfied and less than 1% is very dissatisfied with the services they receive through the Attendant Services Program.

By Year:

- In 2010, 94% rated as very satisfied or somewhat satisfied.
- In 2011, 94% rated as very satisfied or somewhat satisfied.

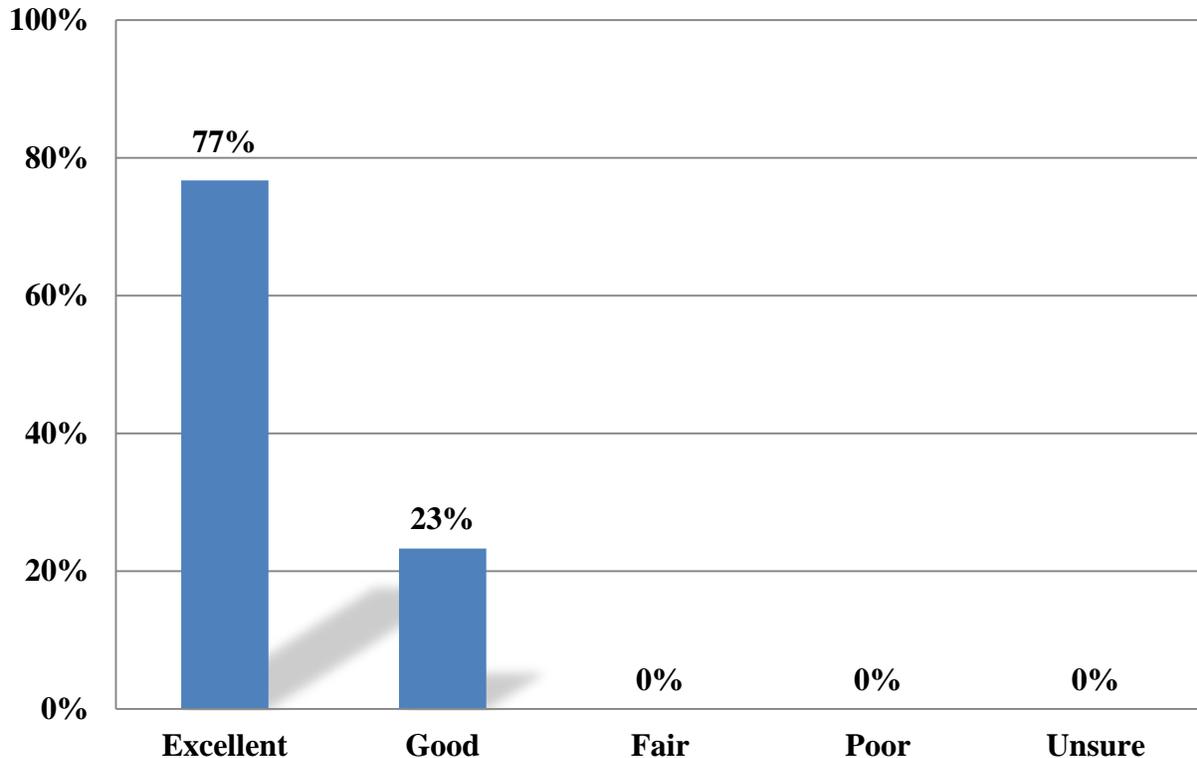
Among the small percentage that are dissatisfied, the main reasons given were that they keep cutting hours (11% of those somewhat or very dissatisfied), that caregivers are not paid enough and need benefits (7%), that programs need more funding to keep them going (4%), and problems with paperwork (4%), among others.

**Why were you dissatisfied the services you receive from the Attendant Services Program?
 (% among customers indicating they are very or somewhat dissatisfied)
 Multiple responses accepted**

Category	%
Keep cutting hours/Need more help	11%
Caregivers not paid enough, need benefits	7%
Programs need more funding, keep them going	4%
Problems with paperwork, new forms	3%
Problems with payments	1%
Difficult to find adequate caregivers	1%
Other	5%
Nothing	66%
Unsure	6%
Total	100%

All customers (100%) rate the quality of services they receive through the Attendant Services Program as excellent or good.

How do you rate the quality of the services you receive from the Attendant Services Program?



Comments:

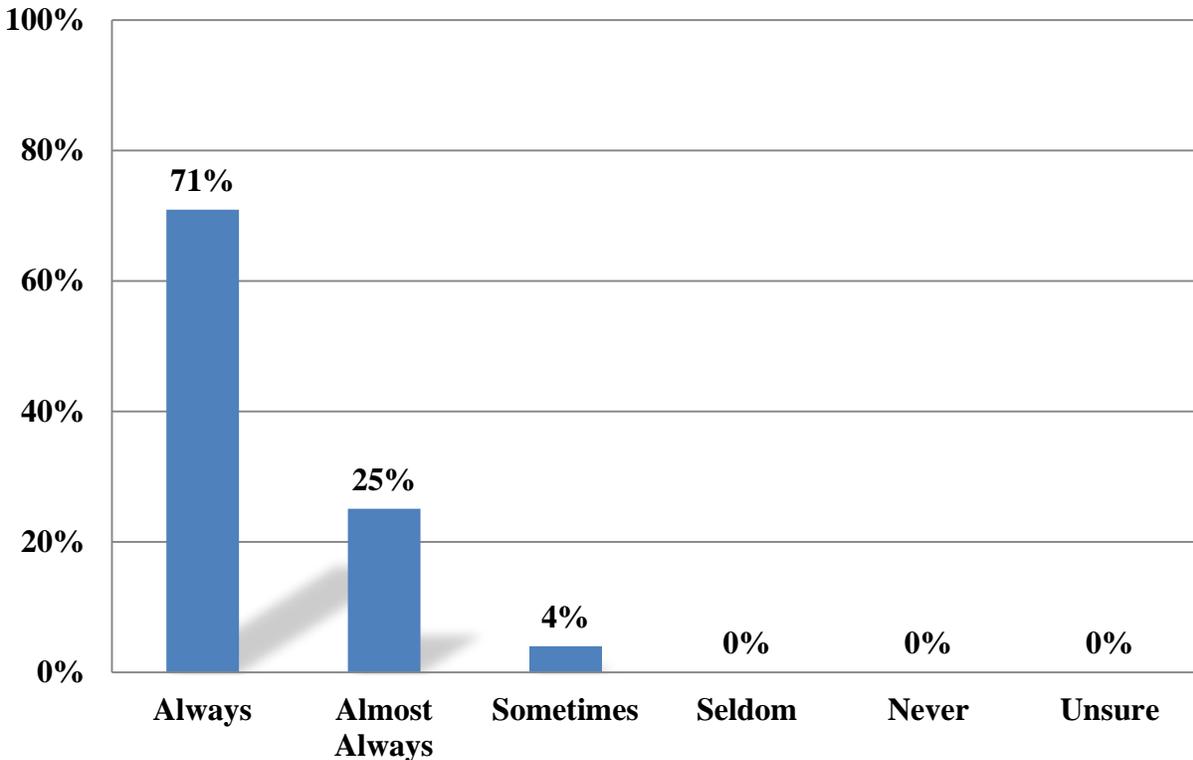
Among those receiving services through the Attendant Services Program, 77% rate the quality of services as excellent, compared to 69% in 2011. Another 23% rate the quality of the services they receive as good.

By Year:

- In 2010, 96% rated as excellent or good.
- In 2011, 94% rated as excellent or good.

Nearly all customers (96%) indicate the services they receive from the Attendant Services Program always or almost always meet their needs.

The services I receive from the Attendant Services Program meet my needs.



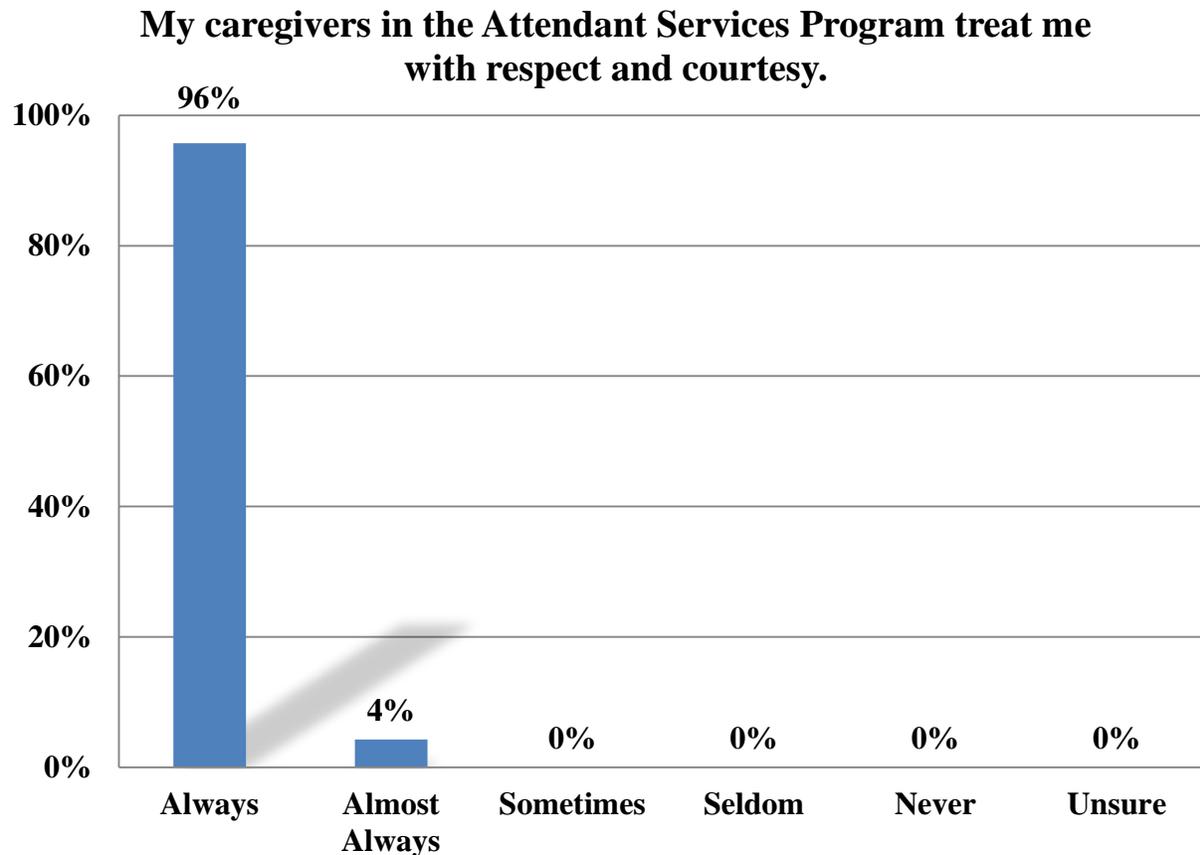
Comments:

Among those receiving services through the Attendant Services Program, 71% indicate the services they receive always meet their needs. Another 25% indicate the services they receive almost always meet their needs. The 96% of customers indicating that the program always or almost always meets their needs is up from 86% in 2011. Four percent of customers indicate that the services they receive through the Attendant Services Program meet their needs some of the time.

By Year:

- In 2008, 90% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 91% rated as always or almost always.
- In 2011, 86% rated as always or almost always.

All customers (100%) indicate that the caregivers in the Attendant Services Program always or almost always treat them with respect and courtesy.



Comments:

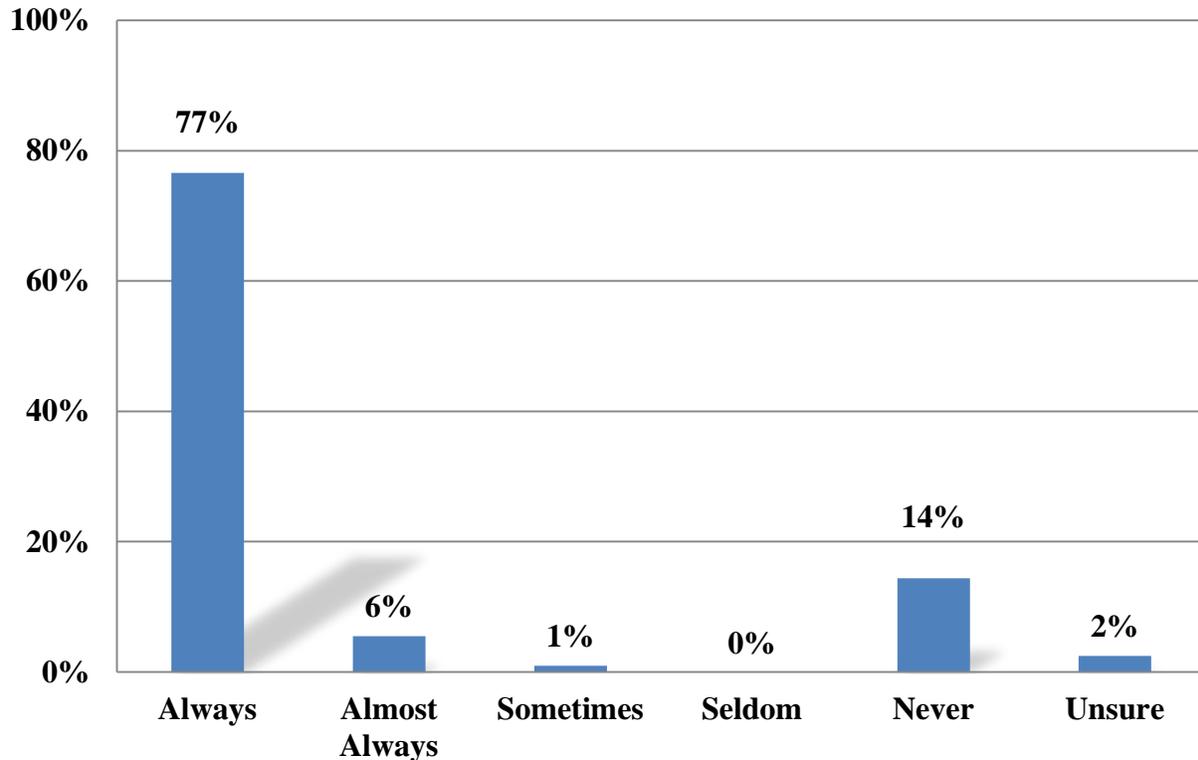
Among those receiving services through the Attendant Services Program, 96% indicate their caregivers always treat them with respect and courtesy. Another 4% indicate the staff almost always treats them with respect and courtesy.

By Year:

- In 2008, 95% rated as always or almost always.
- In 2009, 95% rated as always or almost always.
- In 2010, 97% rated as always or almost always.
- In 2011, 97% rated as always or almost always.

83% of customers always or almost always know who to contact if they have a complaint about the Attendant Services Program or need more help.

I know who to contact if I have a complaint about the Attendant Services Program or if I need more help.



Comments:

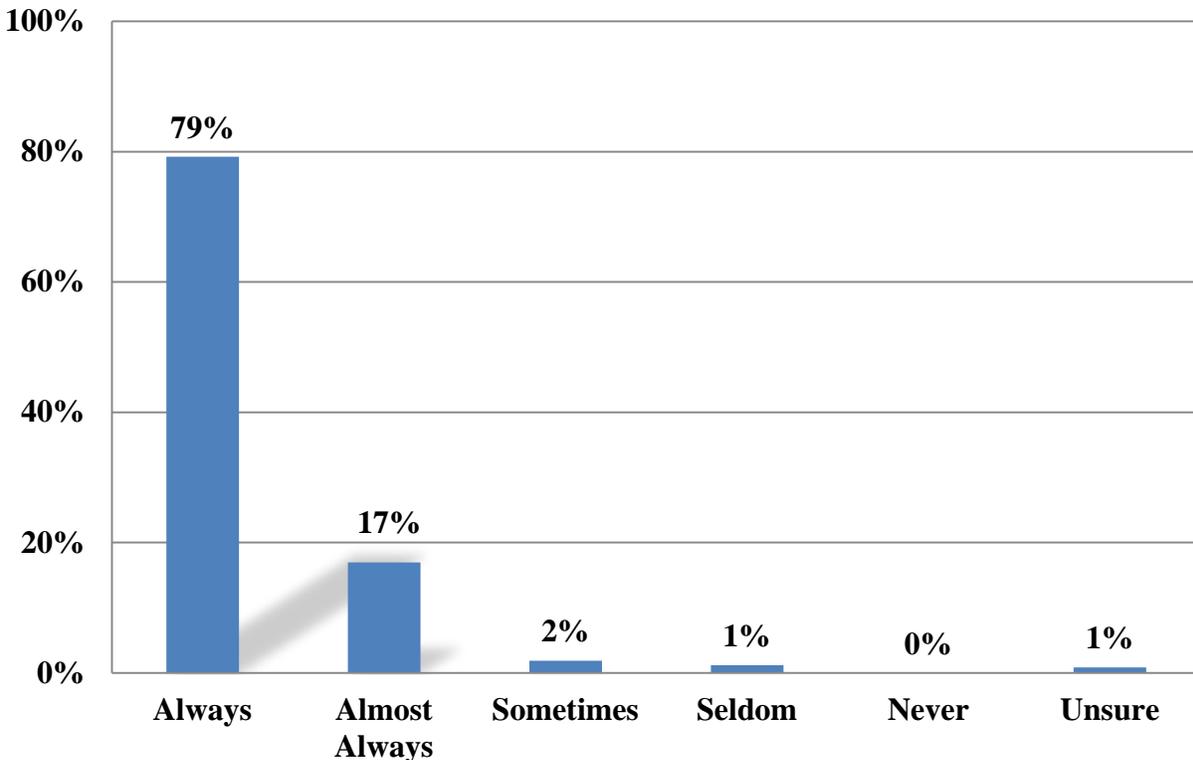
Among those receiving services through the Attendant Services Program, 77% indicate they always know who to contact if they have a complaint or if they need more help, compared to 78% in 2011. Another 6% indicate they almost always know who to contact. One percent of customers indicate they know who to contact some of the time. 14% indicate they never know who to contact if they have a complaint or if they need more help. Two percent indicate they are unsure.

By Year:

- In 2008, 88% rated as always or almost always.
- In 2009, 90% rated as always or almost always.
- In 2010, 84% rated as always or almost always.
- In 2011, 84% rated as always or almost always.

Nearly all customers (96%) indicate that the Attendant Services Program always or almost always provides services to them when and where they are needed.

The Attendant Services Program provides services to me when and where I need them.



Comments:

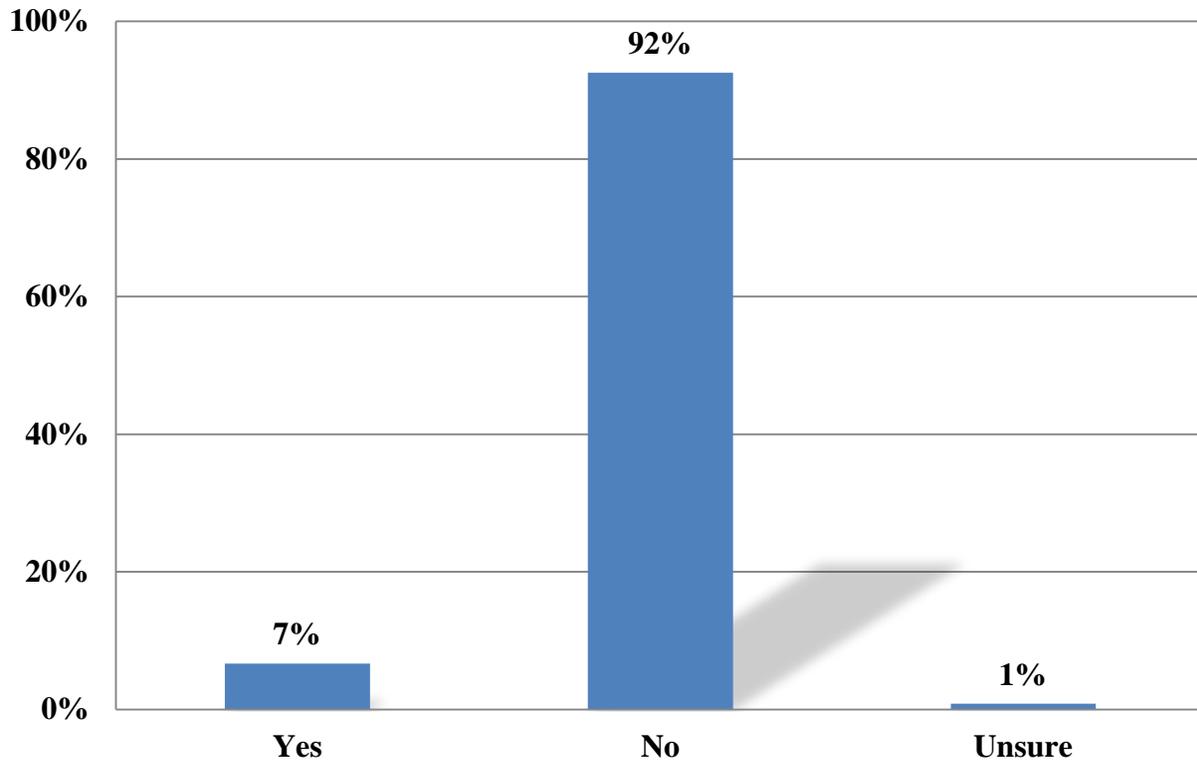
Among those receiving services through the Attendant Services Program, 79% indicate they are always provided services when and where they are needed. Another 17% indicate services are almost always provided when and where they are needed. Two percent of customers indicate that services are sometimes provided when and where needed through the Attendant Services Program. Only 1% of customers indicate services are seldom provided when and where they are needed. One percent of customers indicate they are unsure.

By Year:

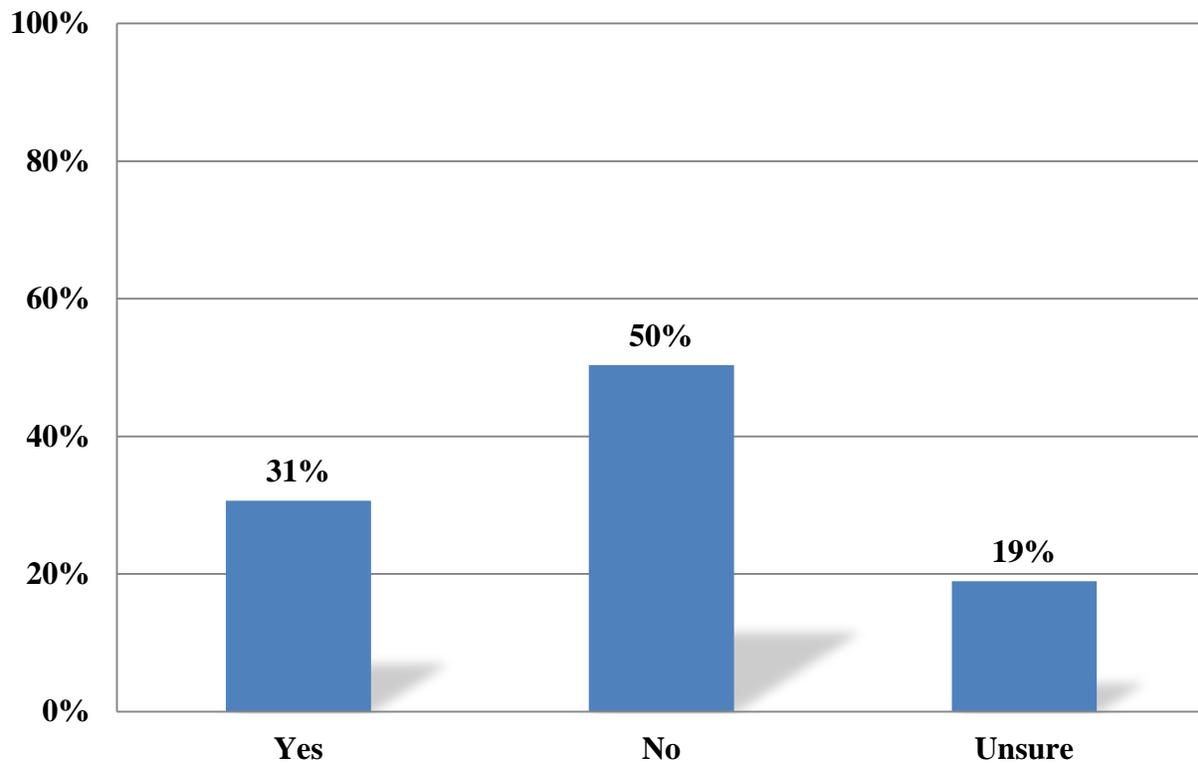
- In 2008, 90% rated as always or almost always.
- In 2009, 94% rated as always or almost always.
- In 2010, 93% rated as always or almost always.
- In 2011, 90% rated as always or almost always.

Only 7% of customers have experienced problems with the Attendant Services Program during the past 12 months. Among those, 31% indicate that the Attendant Services Program worked to resolve their problems.

Have you experienced any problems with the Attendant Services Program during the past 12 months?



Did the Attendant Services Program work to resolve any problems?



Comments:

Among those receiving services through the Attendant Services Program, only 7% report they have experienced problems during the past 12 months, down from 12% in 2011. Among those reporting problems with the Attendant Services Program, 82% report problems with payments.

The main ideas for service improvement include the need for more help and paying caregivers more or providing benefits.

**Is there anything that could improve services offered to you and others by the Attendant Services Program?
(Multiple responses accepted)**

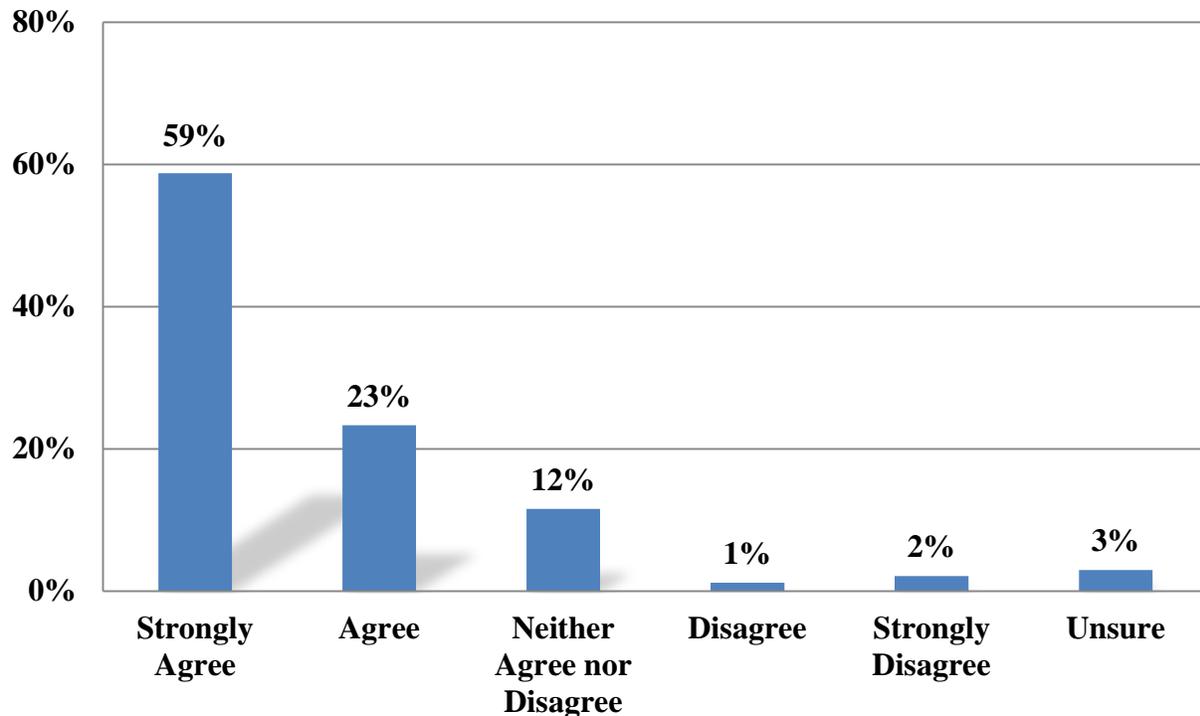
Category	%
Keep cutting hours/Need more help	11%
Caregivers not paid enough, need benefits	7%
Programs need more funding, keep them going	4%
Problems with paperwork, new forms	3%
Problems with payments	1%
Difficult to find adequate caregivers	1%
Other	5%
Nothing	66%
Unsure	6%
Total	100%

Comments:

Among those receiving services through the Attendant Services Program, 28% offered suggestions for improving the services provided to customers. Eleven percent of these customers indicates their hours keep getting cut and that they need more help or need additional time from their caregivers. Seven percent indicate that caregivers should be paid more or that caregivers need to receive benefits. Other comments include programs need funding and should continue (4%), problems with paperwork or forms (3%), problems with payments (1%) and that it's difficult to find adequate caregivers (1%).

82% of customers agree that ARIS solutions has met or exceeded their expectations.

How strongly you agree or disagree with the following statements. ARIS solutions has met or exceeded my expectations.

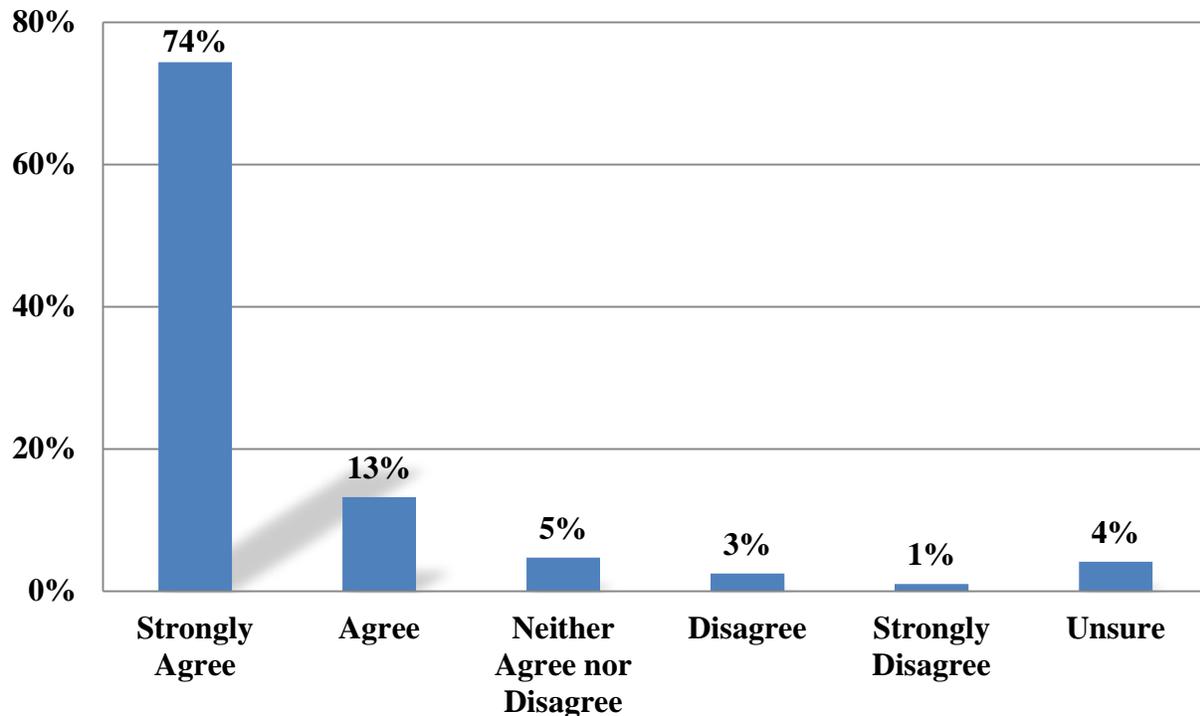


Comments:

Among those receiving services through the Attendant Services Program, 59% strongly agree that ARIS solutions has met or exceeded their expectations. Twenty-three percent agree that ARIS solutions has met or exceeded their expectations. Twelve percent neither agree nor disagree that ARIS solutions has met or exceeded their expectations. Only 1% disagrees and 2% strongly disagrees that that ARIS solutions has met or exceeded their expectations. Three percent of customers indicate they are unsure.

87% of customers agree that the ARIS staff treats them with respect and courtesy.

How strongly you agree or disagree with the following statements. The ARIS staff treats me with respect and courtesy.



Comments:

Among those receiving services through the Attendant Services Program, 74% strongly agrees that ARIS staff treats them with respect and courtesy. Thirteen percent agree that ARIS staff treats them with respect and courtesy. Five percent neither agrees nor disagrees that ARIS staff treats them with respect and courtesy. Only 3% disagrees and 1% strongly disagrees that ARIS staff treats them with respect and courtesy. Four percent of customers indicate they are unsure.

E. Personal Care Services (Consumer, Surrogate, Home Health Agency Directed)

The results in this section are based on 381 completed surveys.

Results are presented in this section for all 381 customers receiving Personal Care Services. This section also provides breakdowns in tabular form based on those receiving Personal Care Services through consumer and surrogate directed care, along with a breakdown by agency for those receiving home health agency directed Personal Care Services. The table below summarizes the number of respondents.

Summary of Respondents Receiving Personal Care Services by Group

Group	# of Respondents
Consumer Directed	79
Surrogate Directed	109
Home Health Agency Directed (total)	192
Addison County Home Health Agency	22
Bayada Professional Nurses Service Inc	36
Caledonia Home Health	14
Central VT Home Health Agency & Hospice	16
Franklin County Home Health & Hospice	24
Lamoille Home Health Agency & Hospice	4
Manchester Health Services, Inc.	1
Orleans-Essex VNA Association & Hospice, Inc.	9
Rutland Area VNA Hospice	12
Visiting Nurse Alliance of VT & New Hampshire	13
Visiting Nurse Association, Chittenden & Grand Isle	36
VNA & Hospice of Southwestern Vermont Health Care	5
None Listed	1
Total Personal Care Services Respondents	381

Key Findings

- **Nearly all customers (96%) are very or somewhat satisfied with Personal Care Services.**
- **Nearly all customers (95%) rate the quality of services they receive through Personal Care Services as excellent or good.**
- **91% of customers indicate the services they receive from Personal Care Services always or almost always meet their needs.**
- **Nearly all customers (97%) indicate that the caregivers in Personal Care Services always or almost always treat them with respect and courtesy.**
- **91% of customers always or almost always know who to contact if they have a complaint about Personal Care Services or need more help.**
- **91% of customers indicate that Personal Care Services always or almost always provides services to them when and where they are needed.**
- **81% of customers agree that they were able to choose their Personal Care Services.**
- **76% of customers agree that they were able to choose the provider of their Personal Care Services.**
- **81% of customers agree that they were able to choose the scheduling of their Personal Care Services to meet their needs.**
- **62% of customers agree that they were able to choose their Personal Care Services provider from a variety of providers.**
- **44% of customers agree that having more providers offering Personal Care Services would allow customers to better meet their needs.**
- **65% of customers disagree that there are Personal Care Services that they need but cannot get.**
- **Only 14% of customers have experienced problems with Personal Care Services during the past 12 months. Among those, 62% indicate that Personal Care Services worked to resolve their problems.**
- **The main request for service improvement is that the customer needs more hours and more care.**
- **Nearly half of customers (45%) indicate it would be helpful or very helpful to add new Personal Care Services providers.**

- **46% of customers agree that adding new providers of Personal Care Services would improve their ability to have services when and where needed.**
- **Less than one-third of customers (32%) agree that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive.**
- **37% of customers agree that adding new providers of Personal Care Services would improve the quality of the services they receive.**
- **The comments offered by respondents about adding new providers is split between those who think it is a good idea and others who feel that it is not needed.**
- **More than three-quarters (77%) of customers agree that ARIS solutions has met or exceeded their expectations.**
- **81% of customers agree that ARIS staff treats them with respect and courtesy.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services through Personal Care Services are comparable or slightly more positive to those observed among all customers. Eighty-two percent of those receiving Personal Care Services indicate it would be difficult or very difficult to stay in their home if they did not receive services, compared to 75% among all customers.

A summary of responses for consumer directed, surrogate directed, and home health agency directed (by agency) customers is provided on pages 81-85. A summary of the items evaluating the case manager or support coordinator is provided on page 86. In general, the results for those receiving Personal Care Services are also comparable to those observed among all customers. A summary of responses evaluating the case manager or support coordinator by the group or agency providing services is provided on pages 87-90.

Summary of Overall Ratings of Quality

	Personal Care Services	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	87%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	90%
How would you rate the timeliness of your services? (% excellent or good)	86%	83%
How would you rate when you receive your services or care? (% excellent or good)	90%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	93%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	94%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	90%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	89%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	97%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	94%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	96%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	77%	72%
Has the help you received made your life... (% somewhat or much better)	89%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	82%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	78%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	93%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	89%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	88%	85%

Summary of Overall Ratings of Quality by Group/Agency Providing Services

	Total	Consumer Directed	Surrogate Directed	Agency Directed (total)
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	87%	90%	89%	85%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	97%	95%	89%
How would you rate the timeliness of your services? (% excellent or good)	86%	84%	84%	88%
How would you rate when you receive your services or care? (% excellent or good)	90%	89%	92%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	93%	94%	93%	92%
How would you rate the reliability of the people who help you? (% excellent or good)	94%	93%	94%	93%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	90%	91%	87%	91%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	89%	90%	94%	85%
How would you rate the courtesy of those who help you? (% excellent or good)	97%	98%	97%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	94%	95%	96%	93%
Overall, how do you rate the value of the services you receive? (% excellent or good)	96%	96%	97%	95%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	77%	75%	76%	78%
Has the help you received made your life... (% somewhat or much better)	89%	90%	89%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	82%	91%	82%	78%
My services help me to achieve my personal goals (% agree or strongly agree)	78%	85%	85%	72%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	93%	96%	95%	90%
I receive services exactly where I need and want services (% agree or strongly agree)	89%	89%	93%	86%
My services help me to maintain or improve my health (% agree or strongly agree)	88%	92%	90%	86%

**Summary of Overall Ratings of Quality by Group/Agency Providing Services
(Continued)**

	Addison County Home Health Agency	Bayada Professional Nurses Service Inc.	Caledonia Home Health	Central VT Home Health Agency & Hospice
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	86%	75%	84%	95%
How would you rate the overall quality of the help you receive? (% excellent or good)	91%	90%	92%	82%
How would you rate the timeliness of your services? (% excellent or good)	95%	88%	92%	100%
How would you rate when you receive your services or care? (% excellent or good)	91%	83%	91%	100%
How would you rate the communication between you and the people who help you? (% excellent or good)	100%	93%	95%	100%
How would you rate the reliability of the people who help you? (% excellent or good)	96%	86%	100%	100%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	96%	84%	100%	100%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	86%	84%	100%	80%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	97%	100%	95%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%	92%	87%	100%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	93%	93%	100%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	86%	71%	83%	75%
Has the help you received made your life... (% somewhat or much better)	100%	78%	88%	95%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	87%	79%	44%	87%
My services help me to achieve my personal goals (% agree or strongly agree)	78%	65%	69%	58%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	91%	86%	94%	100%
I receive services exactly where I need and want services (% agree or strongly agree)	91%	88%	94%	94%
My services help me to maintain or improve my health (% agree or strongly agree)	91%	83%	78%	93%

**Summary of Overall Ratings of Quality by Group/Agency Providing Services
(Continued)**

	Franklin County Home Health & Hospice	Lamoille Home Health Agency & Hospice	Manchester Health Services, Inc.	Orleans- Essex VNA Association & Hospice, Inc.
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	86%	100%	100%	89%
How would you rate the overall quality of the help you receive? (% excellent or good)	95%	100%	100%	100%
How would you rate the timeliness of your services? (% excellent or good)	91%	100%	100%	87%
How would you rate when you receive your services or care? (% excellent or good)	96%	100%	100%	100%
How would you rate the communication between you and the people who help you? (% excellent or good)	100%	100%	100%	100%
How would you rate the reliability of the people who help you? (% excellent or good)	95%	100%	100%	100%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	100%	100%		100%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	95%	100%	100%	87%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	100%	100%	100%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	95%	100%	100%	100%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	100%	100%	88%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	91%	76%		77%
Has the help you received made your life... (% somewhat or much better)	96%	100%		89%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	87%	100%	100%	68%
My services help me to achieve my personal goals (% agree or strongly agree)	83%	76%		77%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	88%	100%		90%
I receive services exactly where I need and want services (% agree or strongly agree)	74%	100%		87%
My services help me to maintain or improve my health (% agree or strongly agree)	96%	100%		90%

**Summary of Overall Ratings of Quality by Group/Agency Providing Services
(Continued)**

	Rutland Area VNA Hospice	Visiting Nurse Alliance of VT & New Hampshire	Visiting Nurse Association, Chitt & Grand Isle	VNA & Hospice of Southwestern Vermont Health Care
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	100%	69%	82%	100%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	68%	82%	100%
How would you rate the timeliness of your services? (% excellent or good)	100%	87%	69%	100%
How would you rate when you receive your services or care? (% excellent or good)	92%	94%	77%	76%
How would you rate the communication between you and the people who help you? (% excellent or good)	92%	94%	76%	100%
How would you rate the reliability of the people who help you? (% excellent or good)	100%	100%	85%	100%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	93%	87%	82%	100%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%	81%	77%	100%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	94%	91%	100%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	93%	94%	88%	100%
Overall, how do you rate the value of the services you receive? (% excellent or good)	93%	100%	91%	100%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	85%	93%	68%	100%
Has the help you received made your life... (% somewhat or much better)	100%	78%	85%	79%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	84%	63%	80%	56%
My services help me to achieve my personal goals (% agree or strongly agree)	93%	100%	58%	100%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	100%	100%	85%	100%
I receive services exactly where I need and want services (% agree or strongly agree)	100%	93%	76%	100%
My services help me to maintain or improve my health (% agree or strongly agree)	85%	93%	77%	100%

Summary of Items Evaluating of Case Manager or Support Coordinator

	Personal Care Services	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	95%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	89%	86%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	95%	90%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	91%	87%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	92%	89%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	87%	83%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	87%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	92%	88%

Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency Providing Services

	Total	Consumer Directed	Surrogate Directed	Agency Directed (total)
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	95%	92%	96%	96%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	89%	91%	88%	89%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	95%	94%	97%	93%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	91%	89%	86%	94%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	92%	92%	90%	92%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	87%	88%	86%	88%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	91%	92%	90%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	92%	86%	96%	91%

**Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency
Providing Services
(Continued)**

	Addison County Home Health Agency	Bayada Professional Nurses Service Inc.	Caledonia Home Health	Central VT Home Health Agency & Hospice
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	96%	94%	100%	100%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	96%	83%	100%	100%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	91%	94%	100%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	95%	87%	100%	100%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	81%	91%	100%	100%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	91%	73%	100%	93%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	84%	89%	93%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	91%	90%	100%	93%

**Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency
Providing Services
(Continued)**

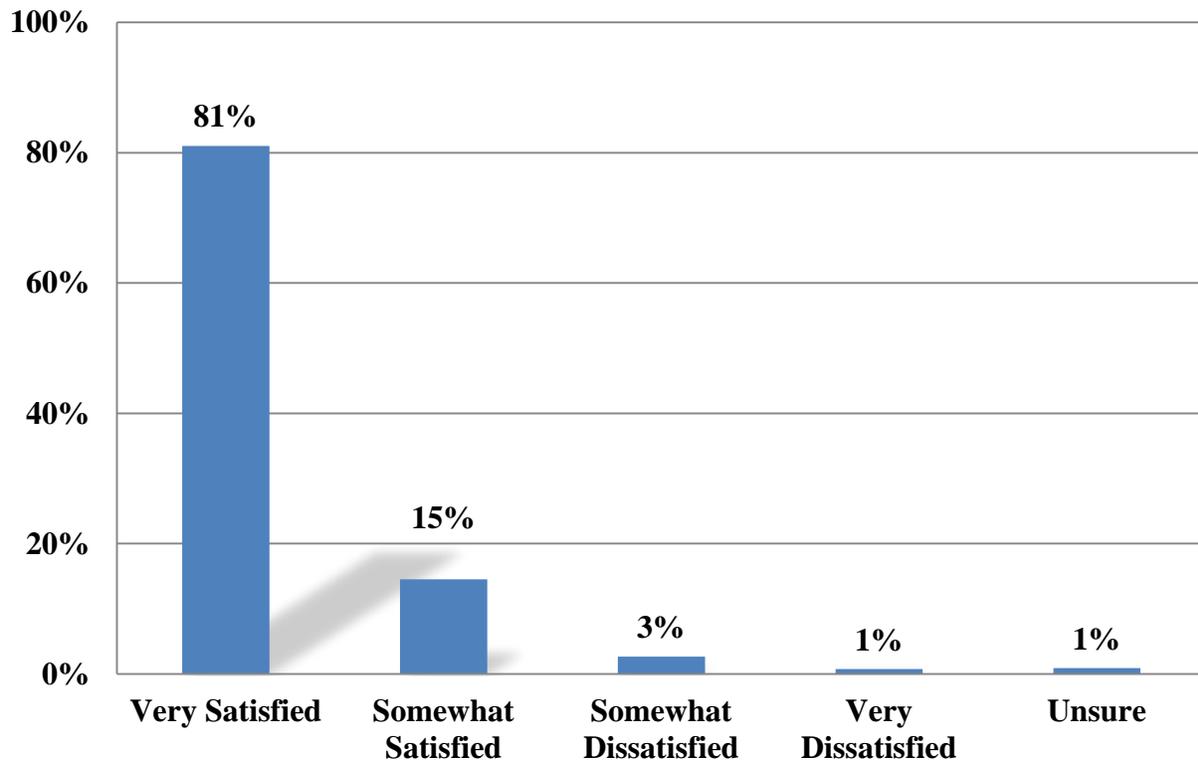
	Franklin County Home Health & Hospice	Lamoille Home Health Agency & Hospice	Manchester Health Services, Inc.	Orleans-Essex VNA Association & Hospice, Inc.
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	94%	76%	100%	100%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	94%	100%	100%	84%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	88%	76%	100%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	94%	76%	100%	100%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	88%	76%	100%	100%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	88%	76%	100%	100%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	88%	76%	100%	100%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	88%	76%	100%	100%

**Summary of Items Evaluating of Case Manager or Support Coordinator by Group/Agency
Providing Services
(Continued)**

	Rutland Area VNA Hospice	Visiting Nurse Alliance of VT & New Hampshire	Visiting Nurse Association, Chitt & Grand Isle	VNA & Hospice of Southwestern Vermont Health Care
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	100%	100%	96%	100%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	89%	72%	85%	100%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	91%	93%	92%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	89%	93%	96%	100%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	100%	93%	94%	100%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	81%	93%	93%	100%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	93%	90%	100%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	89%	85%	93%	100%

Nearly all customers (96%) are very or somewhat satisfied with Personal Care Services.

How satisfied are you with the Personal Care Services you receive?



Comments:

Among those receiving services through Personal Care Services, 81% are very satisfied and another 15% are somewhat satisfied with the services they receive. Only 3% indicates they are somewhat dissatisfied and 1% very dissatisfied with the services they receive through Personal Care Services. One percent indicates they are unsure.

By Year:

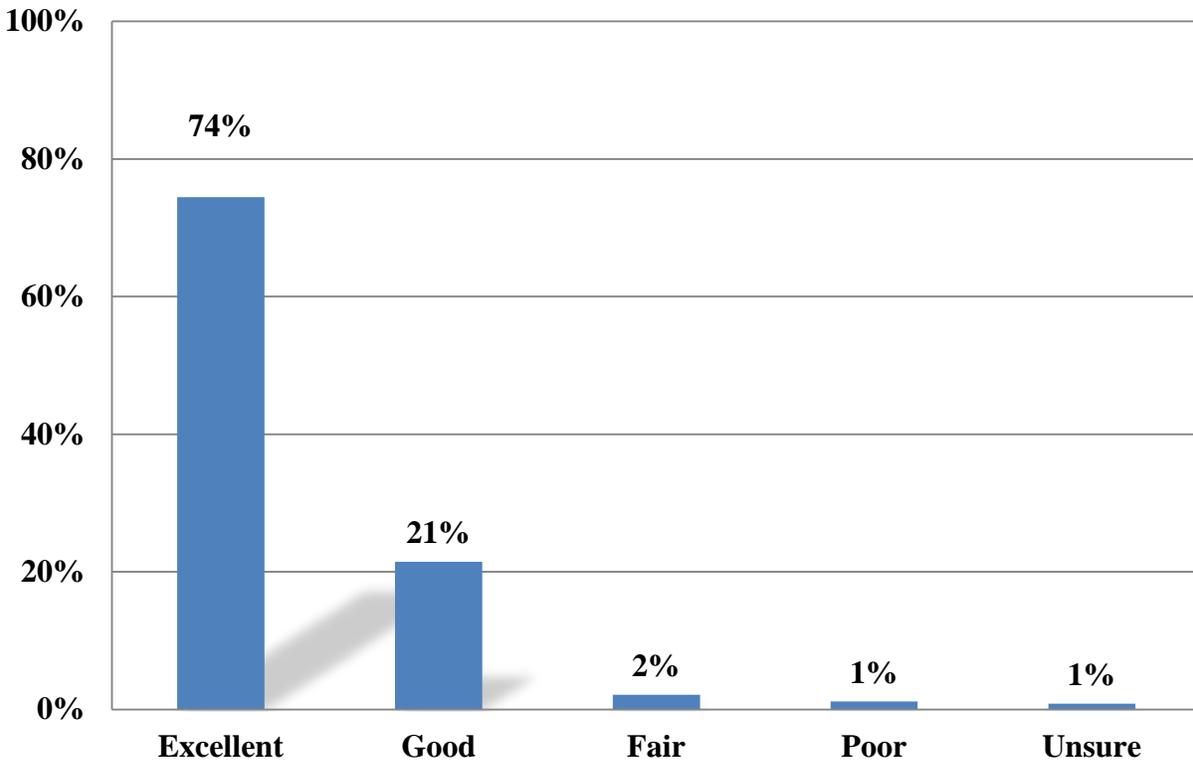
- In 2010, 98% rated as very or somewhat satisfied.
- In 2011, 99% rated as very or somewhat satisfied.

**How satisfied are you with the Personal Care Services you receive?
 Summary by Group and Agency Providing Services
 (% very or somewhat satisfied)**

Group/Provider	%
Personal Care Services Total	96%
Consumer Directed	98%
Surrogate Directed	95%
Agency Directed (total)	95%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc	94%
Caledonia Home Health	95%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	100%
Manchester Health Services, Inc.	100%
Orleans-Essex VNA Association & Hospice, Inc.	87%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	93%
Visiting Nurse Association, Chittenden & Grand Isle	88%
VNA & Hospice of Southwestern Vermont Health Care	100%

Nearly all customers (95%) rate the quality of services they receive through Personal Care Services as excellent or good.

How do you rate the quality of the Personal Care Services you receive?



Comments:

Among those receiving services through Personal Care Services, 74% rate the quality of services as excellent, compared to 69% in 2011, and 21% rate the quality of the services they receive as good. Only 2% indicate that the quality of the services they receive is fair and 1% indicates that the quality of the services they receive is poor. One percent indicates they are unsure.

By Year:

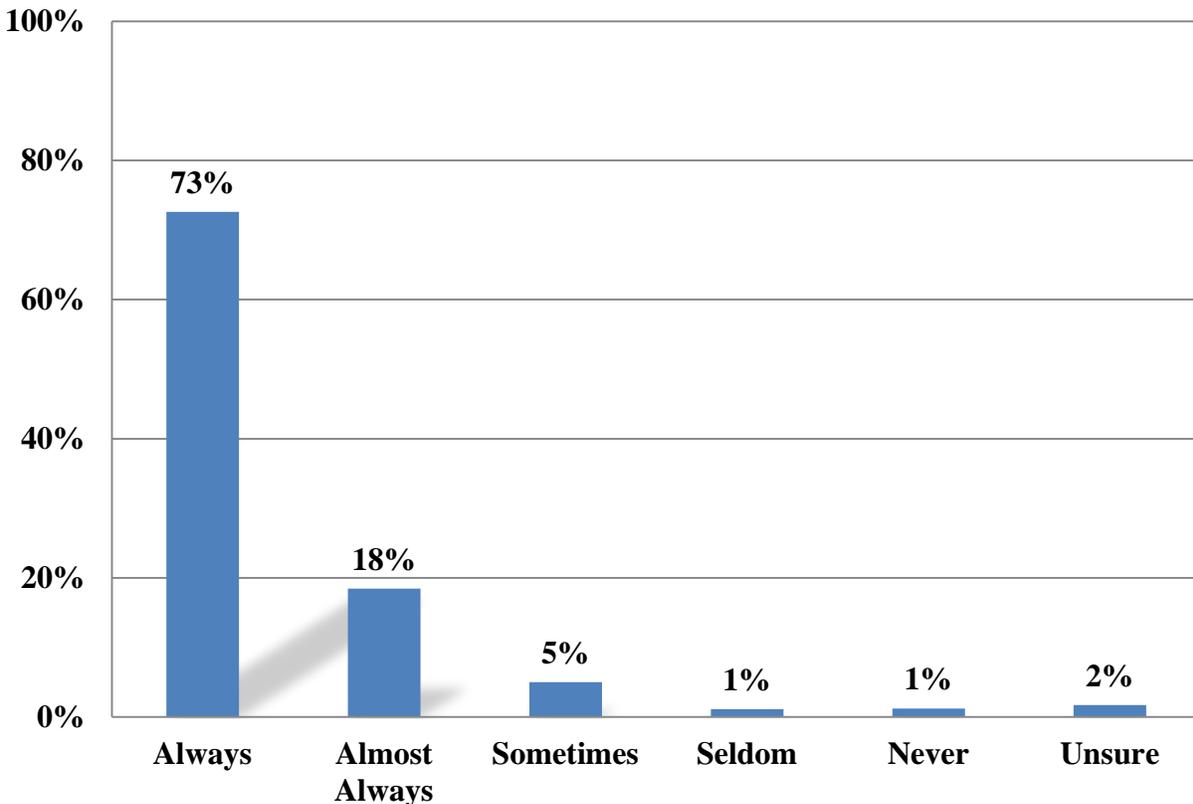
- In 2010, 97% rated as excellent or good.
- In 2011, 97% rated as excellent or good.

**How do you rate the quality of the Personal Care Services you receive?
Summary by Group and Agency Providing Services
(% excellent or good)**

Group/Provider	%
Personal Care Services Total	95%
Consumer Directed	98%
Surrogate Directed	96%
Agency Directed (total)	95%
Addison County Home Health Agency	96%
Bayada Professional Nurses Service Inc	89%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	100%
Manchester Health Services, Inc.	100%
Orleans-Essex VNA Association & Hospice, Inc.	87%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chittenden & Grand Isle	91%
VNA & Hospice of Southwestern Vermont Health Care	100%

91% of customers indicate the services they receive from Personal Care Services always or almost always meet their needs.

The Personal Care Services I receive meet my needs.



Comments:

Among those receiving services through Personal Care Services, 73% indicate the services they receive always meet their needs. Another 18% indicate the services they receive almost always meet their needs. Five percent of customers indicate the services they receive through Personal Care Services meet their needs some of the time and 1% indicates the services seldom meet their needs. One percent indicates the services never meet their needs. Two percent of customers indicate they are unsure.

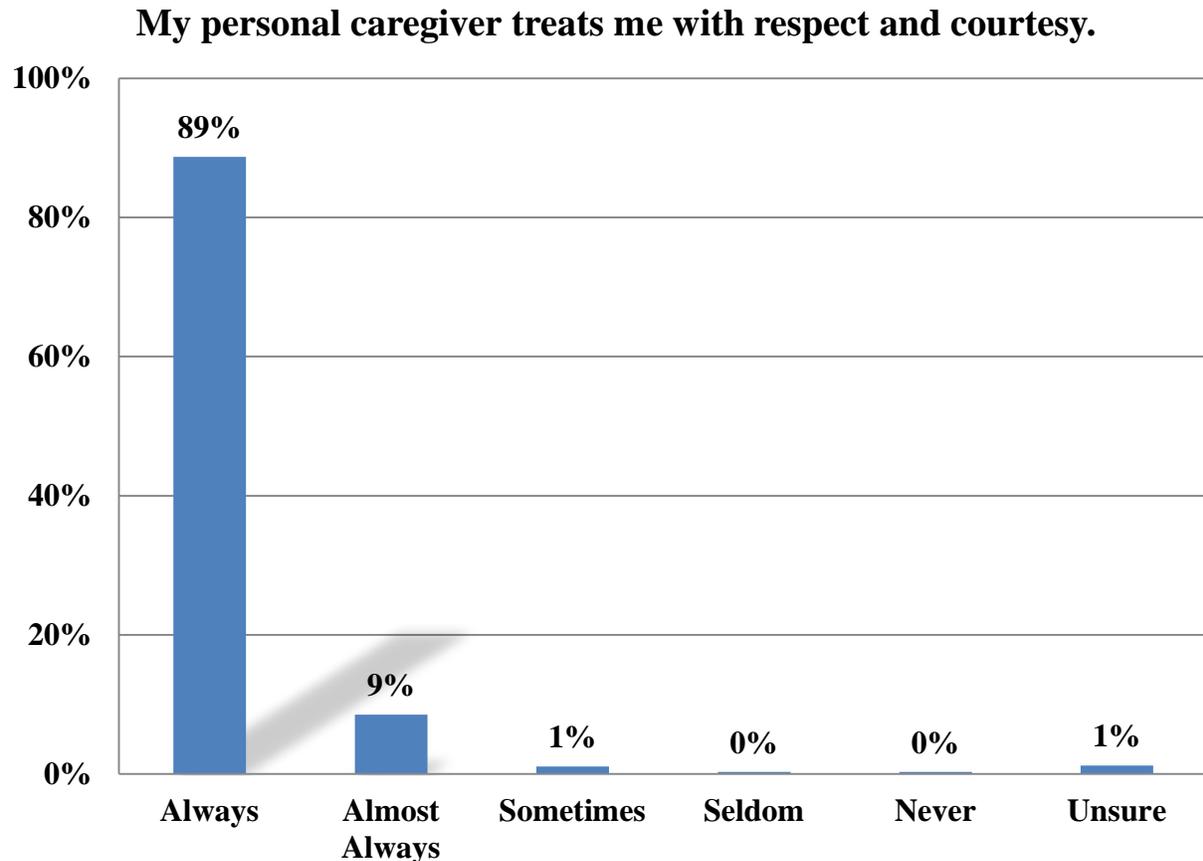
By Year:

- In 2008, 88% rated as always or almost always.
- In 2009, 87% rated as always or almost always.
- In 2010, 93% rated as always or almost always.
- In 2011, 94% rated as always or almost always.

**The Personal Care Services I receive meet my needs.
Summary by Group and Agency Providing Services
(% always or almost always)**

Group/Provider	%
Personal Care Services Total	91%
Consumer Directed	91%
Surrogate Directed	91%
Agency Directed (total)	91%
Addison County Home Health Agency	91%
Bayada Professional Nurses Service Inc	89%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	77%
Rutland Area VNA Hospice	93%
Visiting Nurse Alliance of VT & New Hampshire	87%
Visiting Nurse Association, Chittenden & Grand Isle	88%
VNA & Hospice of Southwestern Vermont Health Care	100%

Nearly all customers (97%) indicate that the caregivers in Personal Care Services always or almost always treat them with respect and courtesy.



Comments:

Among those receiving services through Personal Care Services, 89% indicate their caregivers always treat them with respect and courtesy, down from 94% in 2011. Nine percent indicate their caregivers almost always treat them with respect and courtesy. Only 1% of customers receiving services through Personal Care Services indicate their caregivers treat them with respect and courtesy only some of the time. One percent of customers indicate they are unsure.

By Year:

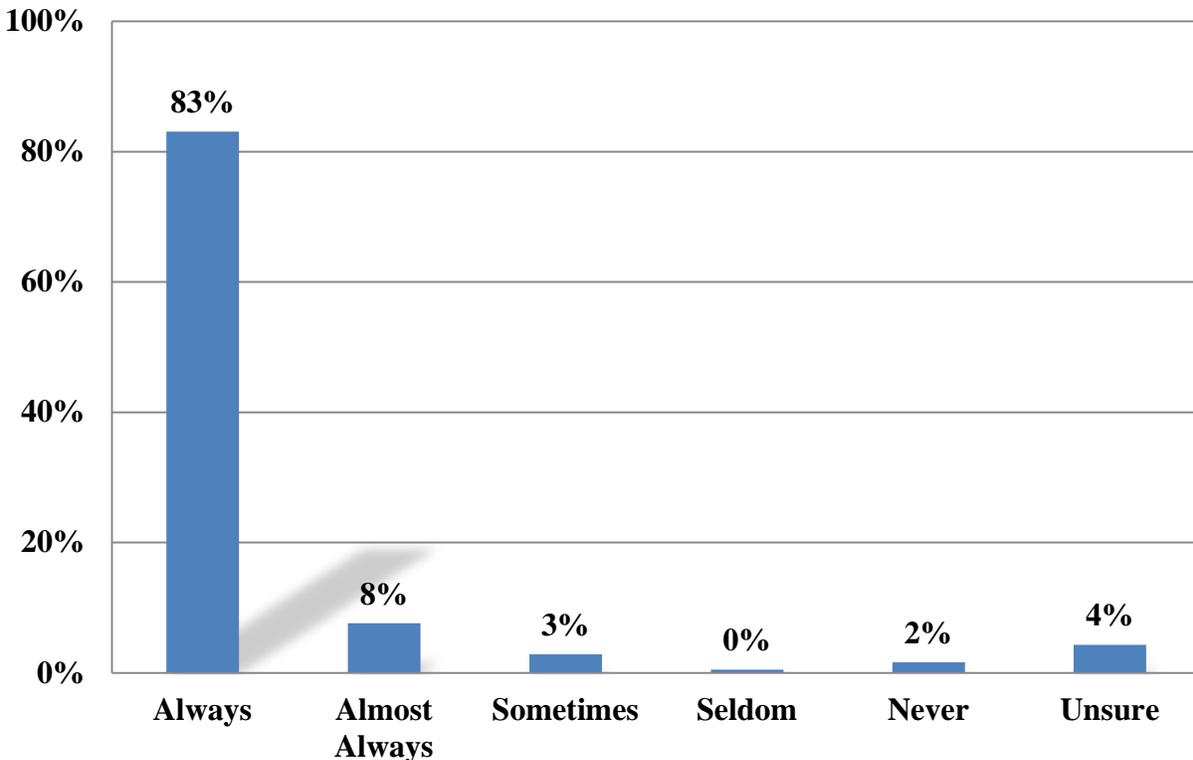
- In 2008, 92% rated as always or almost always.
- In 2009, 92% rated as always or almost always.
- In 2010, 97% rated as always or almost always.
- In 2011, 98% rated as always or almost always.

My personal caregiver treats me with respect and courtesy.
Summary by Group and Agency Providing Services
 (% always or almost always)

Group/Provider	%
Personal Care Services Total	97%
Consumer Directed	99%
Surrogate Directed	97%
Agency Directed (total)	97%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc	97%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	100%
Manchester Health Services, Inc.	
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	93%
Visiting Nurse Alliance of VT & New Hampshire	94%
Visiting Nurse Association, Chittenden & Grand Isle	94%
VNA & Hospice of Southwestern Vermont Health Care	100%

91% of customers always or almost always know who to contact if they have a complaint about Personal Care Services or need more help.

I know who to contact if I have a complaint about Personal Care Services or if I need more help.



Comments:

Among those receiving services through Personal Care Services, 83% indicate they always know who to contact if they have a complaint or if they need more help. Another 8% indicate they almost always know who to contact. Three percent of customers indicate they know who to contact some of the time. Only 2% of customers receiving services through Personal Care Services indicate they never know who to contact if they have a complaint or if they need more help. Four percent of customers indicate they are unsure.

By Year:

- In 2008, 87% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 92% rated as always or almost always.
- In 2011, 93% rated as always or almost always.

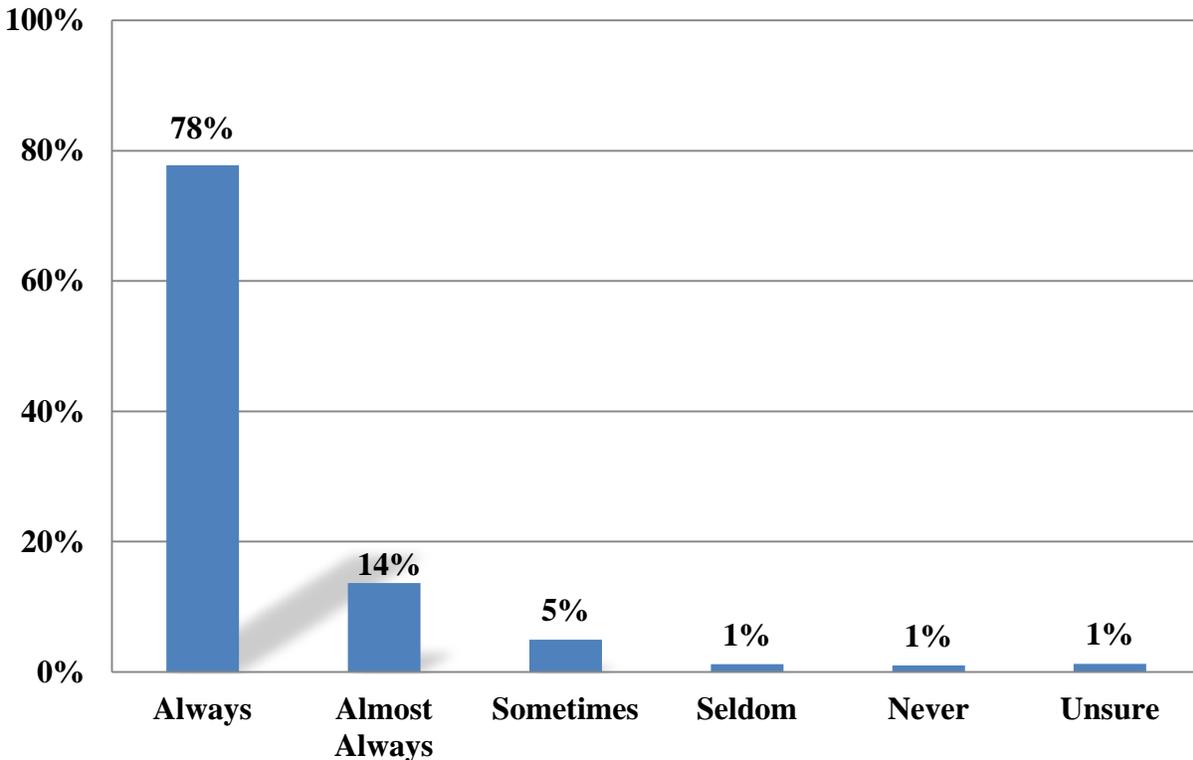
I know who to contact if I have a complaint about Personal Care Services or if I need more help.

**Summary by Group and Agency Providing Services
(% always or almost always)**

Group/Provider	%
Personal Care Services Total	91%
Consumer Directed	96%
Surrogate Directed	90%
Agency Directed (total)	89%
Addison County Home Health Agency	91%
Bayada Professional Nurses Service Inc	82%
Caledonia Home Health	87%
Central VT Home Health Agency & Hospice	93%
Franklin County Home Health & Hospice	86%
Lamoille Home Health Agency & Hospice	100%
Manchester Health Services, Inc.	
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	84%
Visiting Nurse Alliance of VT & New Hampshire	94%
Visiting Nurse Association, Chittenden & Grand Isle	91%
VNA & Hospice of Southwestern Vermont Health Care	100%

91% of customers indicate that Personal Care Services always or almost always provides services to them when and where they are needed.

Personal Care Services are provided to me when and where I need them.



Comments:

Among those receiving services through Personal Care Services, 78% indicate they are always provided services when and where they are needed, compared to 78% in 2011. Another 14% indicate services are almost always provided when and where they are needed. Five percent of customers indicate that services are provided when and where needed through Personal Care Services some of the time. One percent indicates they are seldom and 1% indicates they are never provided services when and where they are needed. One percent indicates they are unsure.

By Year:

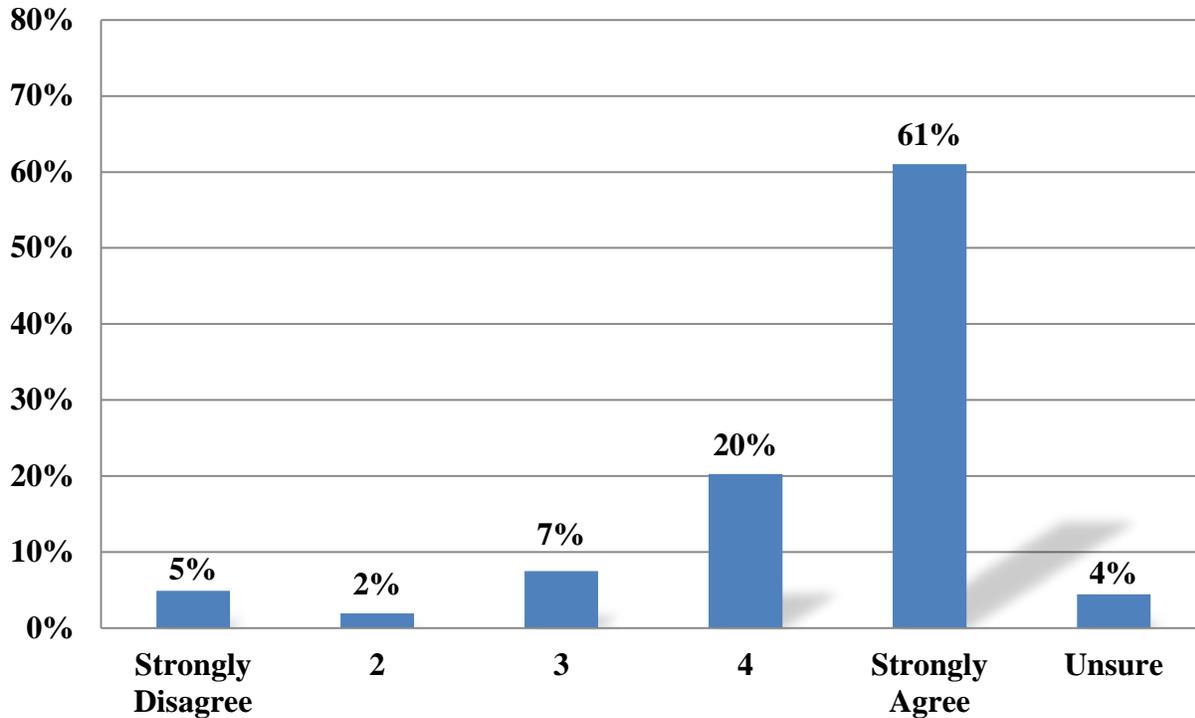
- In 2008, 90% rated as always or almost always.
- In 2009, 86% rated as always or almost always.
- In 2010, 93% rated as always or almost always.
- In 2011, 95% rated as always or almost always.

**Personal Care Services are provided to me when and where I need them.
 Summary by Group and Agency Providing Services
 (% always or almost always)**

Group/Provider	%
Personal Care Services Total	91%
Consumer Directed	95%
Surrogate Directed	93%
Agency Directed (total)	89%
Addison County Home Health Agency	91%
Bayada Professional Nurses Service Inc	87%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	95%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	
Orleans-Essex VNA Association & Hospice, Inc.	87%
Rutland Area VNA Hospice	93%
Visiting Nurse Alliance of VT & New Hampshire	87%
Visiting Nurse Association, Chittenden & Grand Isle	80%
VNA & Hospice of Southwestern Vermont Health Care	100%

81% of customers agree that they were able to choose their Personal Care Services.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Personal Care Services.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose my Personal Care Services.

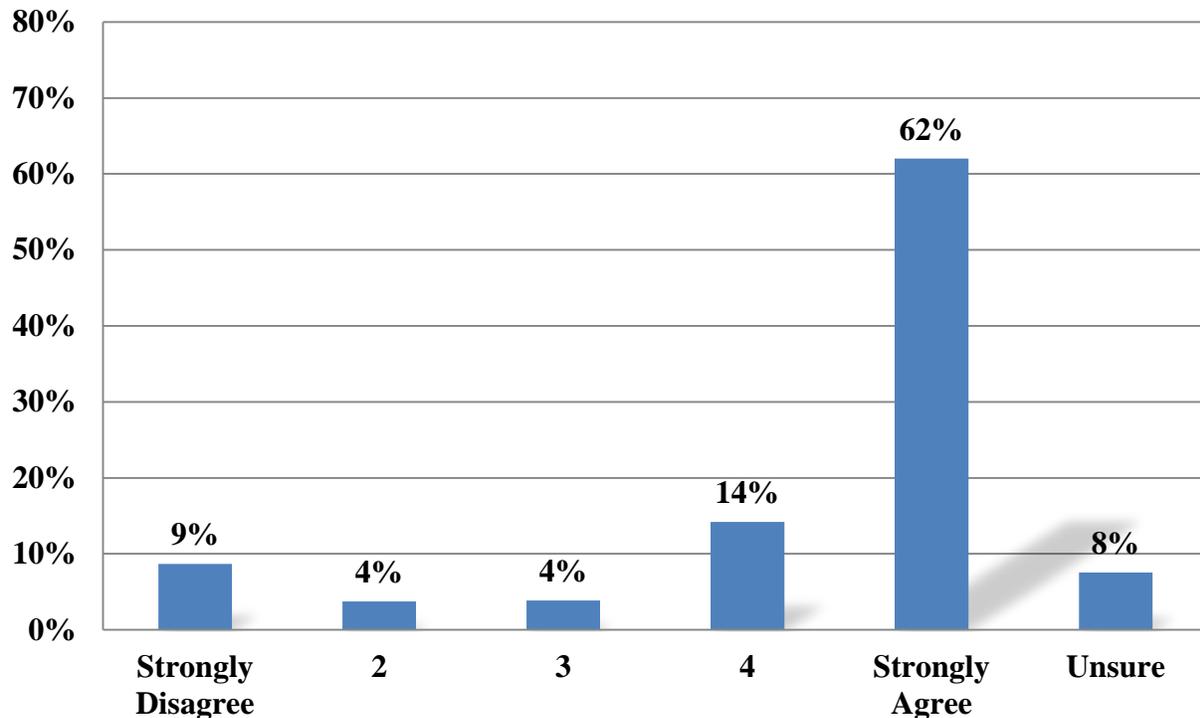
Overall, 61% of customers strongly agree (rating as a 5 on a five-point scale) and 20% agree (rating as a 4). Seven percent of customers neither agree nor disagree with the statement (rating as a 3). Seven percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Four percent of customers indicate they are unsure.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Personal Care Services.
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	81%
Consumer Directed	88%
Surrogate Directed	93%
Agency Directed (total)	72%
Addison County Home Health Agency	72%
Bayada Professional Nurses Service Inc	80%
Caledonia Home Health	87%
Central VT Home Health Agency & Hospice	83%
Franklin County Home Health & Hospice	73%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	77%
Rutland Area VNA Hospice	74%
Visiting Nurse Alliance of VT & New Hampshire	68%
Visiting Nurse Association, Chittenden & Grand Isle	54%
VNA & Hospice of Southwestern Vermont Health Care	76%

76% of customers agree that they were able to choose the provider of their Personal Care Services.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Personal Care Services.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose the provider of my Personal Care Services.

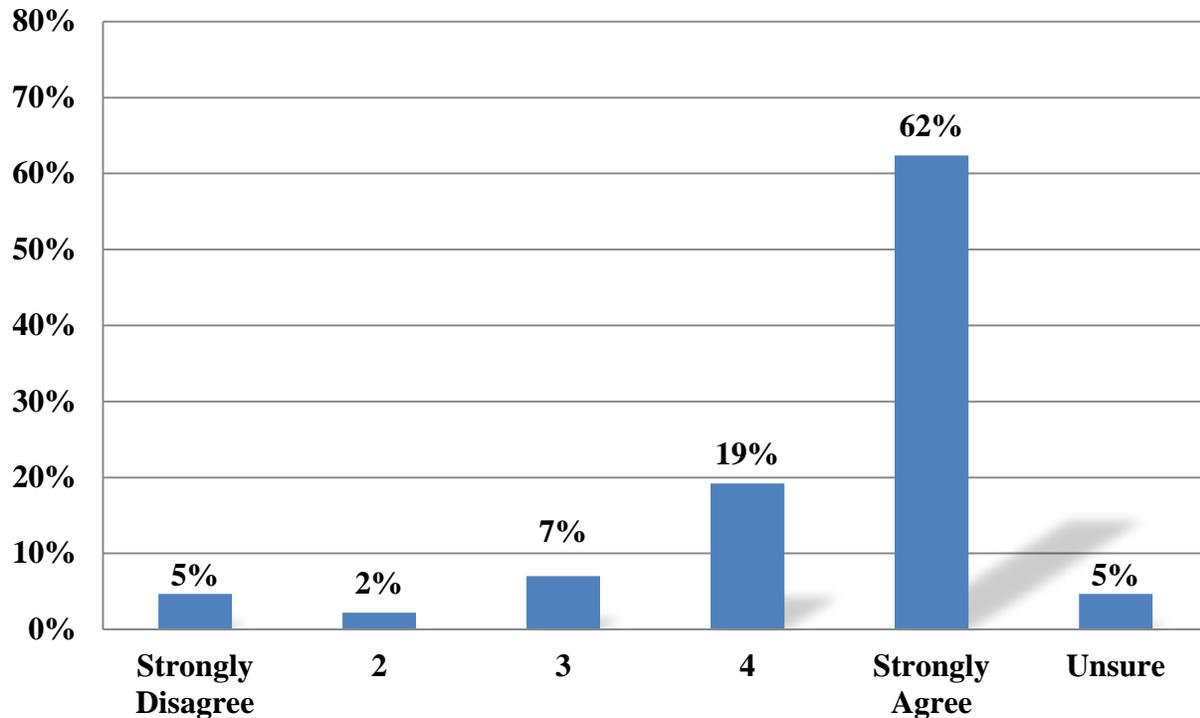
Overall, 62% of customers strongly agree (rating as a 5 on a five-point scale) and 14% agree (rating as a 4). Four percent of customers neither agree nor disagree with the statement (rating as a 3). Thirteen percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Eight percent of customers indicate they are unsure.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Personal Care Services.
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	76%
Consumer Directed	90%
Surrogate Directed	87%
Agency Directed (total)	64%
Addison County Home Health Agency	65%
Bayada Professional Nurses Service Inc	74%
Caledonia Home Health	71%
Central VT Home Health Agency & Hospice	62%
Franklin County Home Health & Hospice	66%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	
Orleans-Essex VNA Association & Hospice, Inc.	77%
Rutland Area VNA Hospice	66%
Visiting Nurse Alliance of VT & New Hampshire	38%
Visiting Nurse Association, Chittenden & Grand Isle	55%
VNA & Hospice of Southwestern Vermont Health Care	84%

81% of customers agree that they were able to choose the scheduling of their Personal Care Services to meet their needs.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Personal Care Services that meets my needs.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose the scheduling of Personal Care Services that meets my needs.

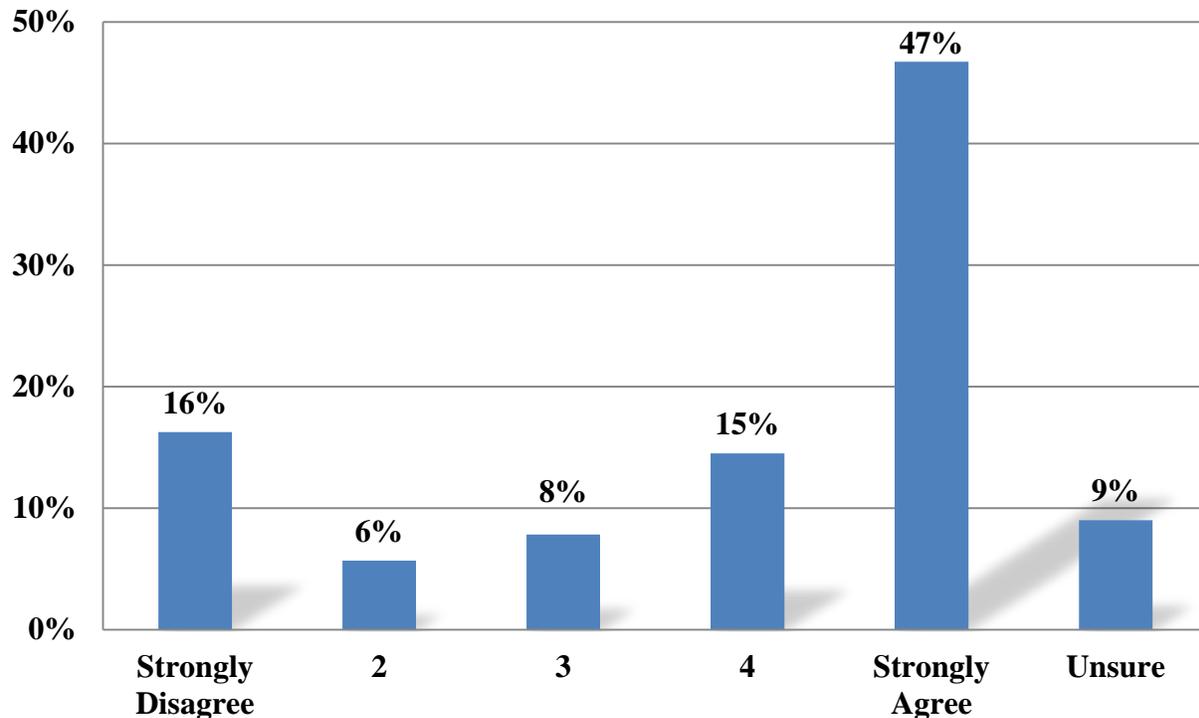
Overall, 62% of customers strongly agree (rating as a 5 on a five-point scale) and 19% agree (rating as a 4). Seven percent of customers neither agree nor disagree with the statement (rating as a 3). Seven percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Five percent of customers indicate they are unsure.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Personal Care Services that meets my needs.
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	81%
Consumer Directed	93%
Surrogate Directed	87%
Agency Directed (total)	74%
Addison County Home Health Agency	61%
Bayada Professional Nurses Service Inc.	76%
Caledonia Home Health	79%
Central VT Home Health Agency & Hospice	88%
Franklin County Home Health & Hospice	79%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	
Orleans-Essex VNA Association & Hospice, Inc.	90%
Rutland Area VNA Hospice	91%
Visiting Nurse Alliance of VT & New Hampshire	69%
Visiting Nurse Association, Chittenden & Grand Isle	65%
VNA & Hospice of Southwestern Vermont Health Care	54%

62% of customers agree that they were able to choose their Personal Care Services provider from a variety of providers.

Please tell me how strongly you agree or disagree with the following statement: I was able to select my Personal Care Services provider from a variety of providers.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to select my Personal Care Services provider from a variety of providers.

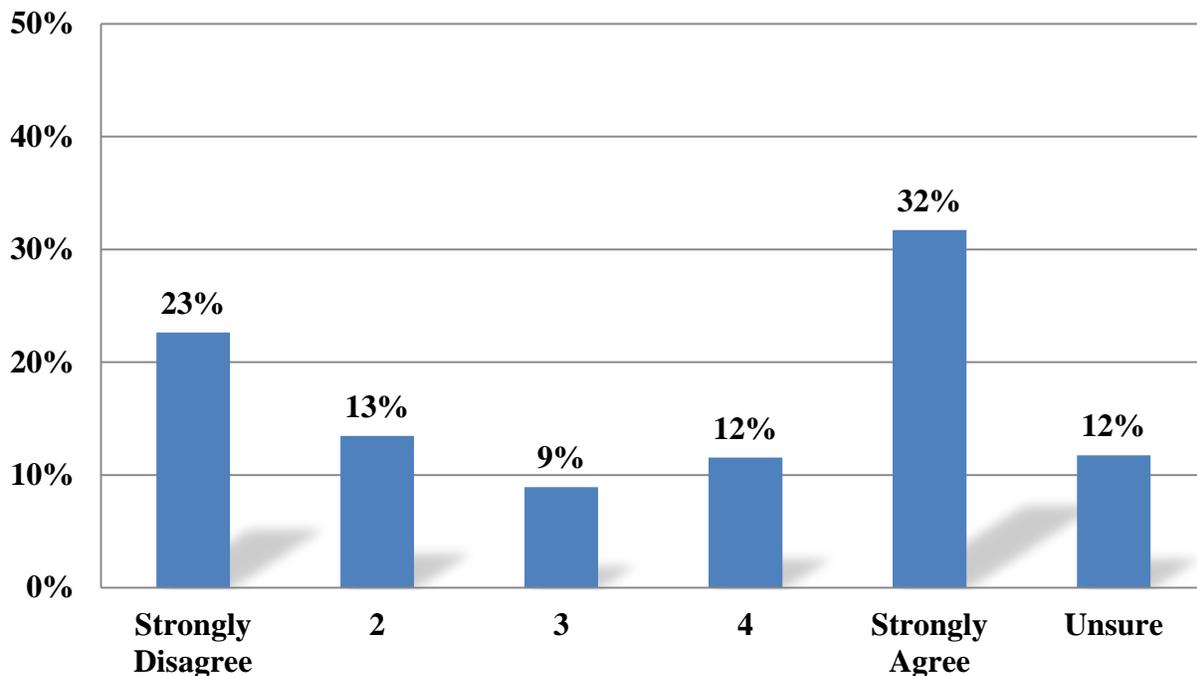
Overall, 47% of customers strongly agree (rating as a 5 on a five-point scale) and 15% agree (rating as a 4). Eight percent of customers neither agree nor disagree with the statement (rating as a 3). Nearly a quarter (22%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). Nine percent of customers indicate they are unsure.

Please tell me how strongly you agree or disagree with the following statement: I was able to select my Personal Care Services provider from a variety of providers.
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	62%
Consumer Directed	65%
Surrogate Directed	79%
Agency Directed (total)	50%
Addison County Home Health Agency	32%
Bayada Professional Nurses Service Inc.	53%
Caledonia Home Health	69%
Central VT Home Health Agency & Hospice	61%
Franklin County Home Health & Hospice	58%
Lamoille Home Health Agency & Hospice	51%
Manchester Health Services, Inc.	100%
Orleans-Essex VNA Association & Hospice, Inc.	53%
Rutland Area VNA Hospice	49%
Visiting Nurse Alliance of VT & New Hampshire	50%
Visiting Nurse Association, Chittenden & Grand Isle	39%
VNA & Hospice of Southwestern Vermont Health Care	54%

44% of customers agree that having more providers offering Personal Care Services would allow customers to better meet their needs.

Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Personal Care Services would allow me to better meet my needs.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Having more providers who offer Personal Care Services would allow me to better meet my needs.

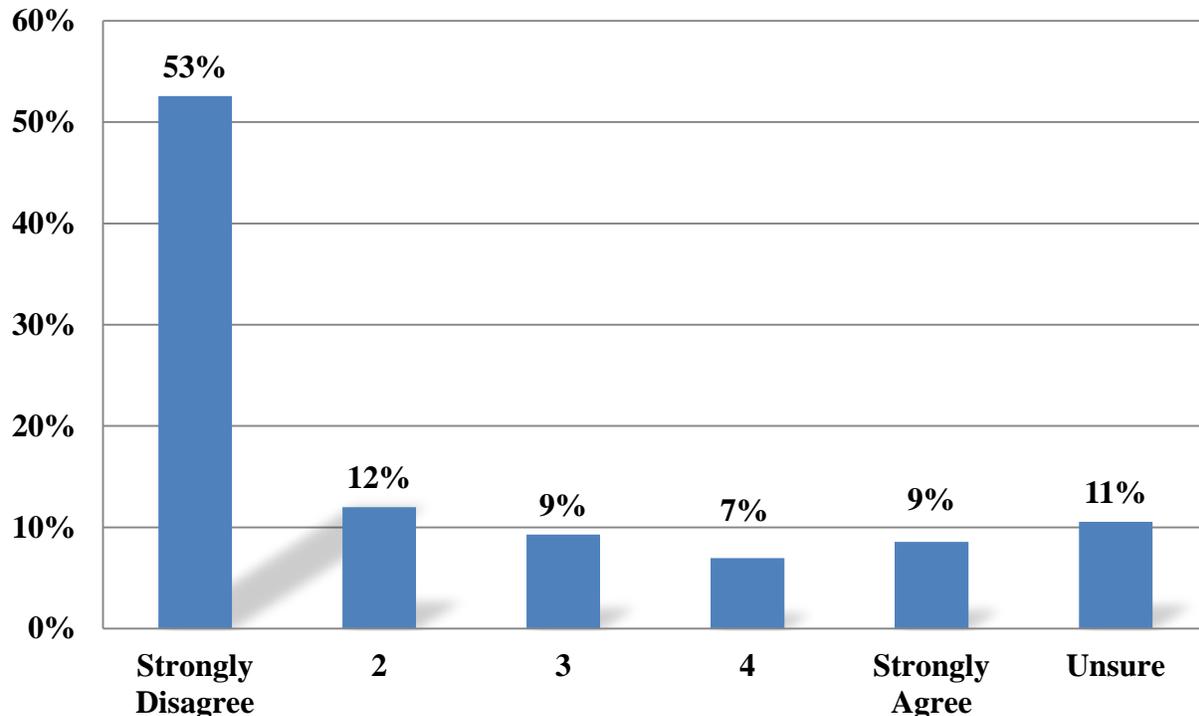
Overall, 32% of customers strongly agree (rating as a 5 on a five-point scale) and 12% agree (rating as a 4). Nine percent of customers neither agree nor disagree with the statement (rating as a 3). More than a third (36%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Twelve percent of customers indicate they are unsure.

Please tell me how strongly you agree or disagree with the following statement: **Having more providers who offer Personal Care Services would allow me to better meet my needs.**
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	44%
Consumer Directed	53%
Surrogate Directed	48%
Agency Directed (total)	37%
Addison County Home Health Agency	31%
Bayada Professional Nurses Service Inc.	40%
Caledonia Home Health	33%
Central VT Home Health Agency & Hospice	30%
Franklin County Home Health & Hospice	35%
Lamoille Home Health Agency & Hospice	51%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	30%
Rutland Area VNA Hospice	42%
Visiting Nurse Alliance of VT & New Hampshire	58%
Visiting Nurse Association, Chittenden & Grand Isle	33%
VNA & Hospice of Southwestern Vermont Health Care	62%

65% of customers disagree that there are Personal Care Services that they need but cannot get.

Please tell me how strongly you agree or disagree with the following statement: There are Personal Care Services that I need that I cannot get.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- There are Personal Care Services that I need that I cannot get.

Overall, 9% of customers strongly agree (rating as a 5 on a five-point scale) and 7% agree (rating as a 4). Nine percent of customers neither agree nor disagree with the statement (rating as a 3). Nearly three-quarters (65%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Eleven percent of customers indicate they are unsure.

Among the 16% that indicate there are Personal Care Services that they need but cannot get, the most commonly mentioned services are more hours or more time from caregivers (20% of these customers), physical therapy (14%), nighttime or overnight care (10%), more choice and control of care (8%), a wheelchair or power chair (6%) and glasses or dentures (6%), among other responses.

**What are these Personal Care services that you need but cannot get?
(Multiple responses accepted)**

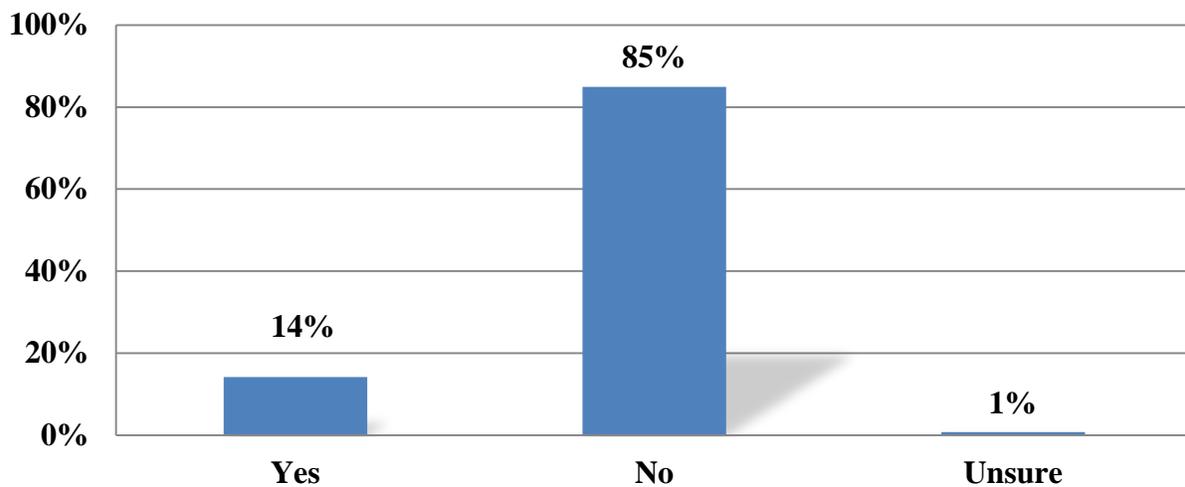
Category	%
More hours/More time from caregivers	20%
Physical therapy	14%
Nighttime care/Overnight care	10%
More choice and control of care	8%
Wheelchair/Power chair	6%
Glasses/Dentures	6%
Transportation assistance	5%
Social hours/Recreational time/Talk	5%
Assistance with transportation	5%
Assistance with grocery shopping	5%
Provide clients with more information on all available services	3%
Assistance with bathing, grooming	2%
Other	4%
DK	24%
Total	100%

Please tell me how strongly you agree or disagree with the following statement: **There are Personal Care Services that I need that I cannot get.**
 (% DISagree or strongly DISagree)

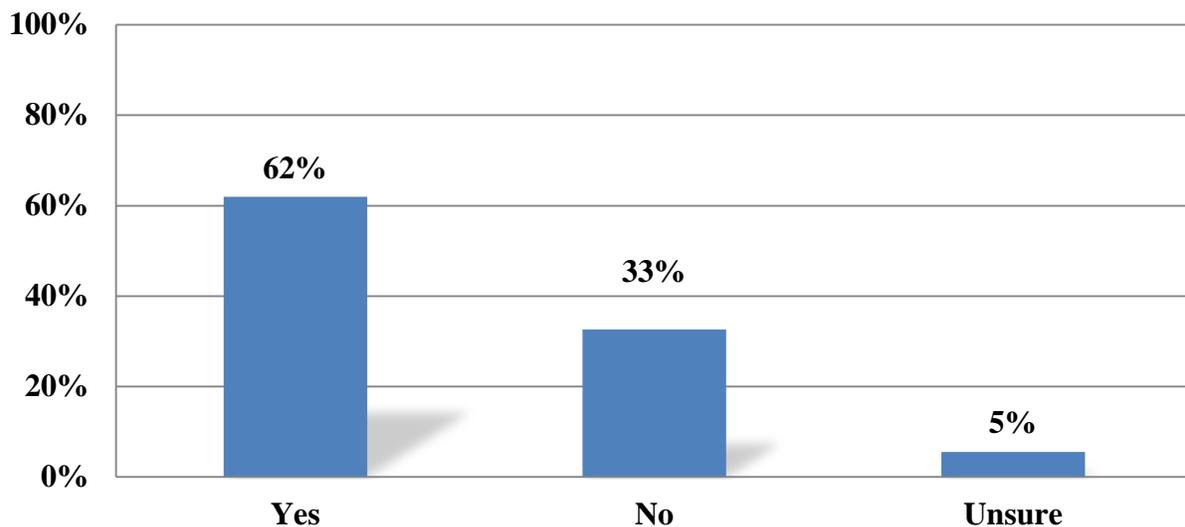
Group/Provider	%
Personal Care Services Total	65%
Consumer Directed	65%
Surrogate Directed	59%
Agency Directed (total)	68%
Addison County Home Health Agency	83%
Bayada Professional Nurses Service Inc.	72%
Caledonia Home Health	47%
Central VT Home Health Agency & Hospice	57%
Franklin County Home Health & Hospice	58%
Lamoille Home Health Agency & Hospice	51%
Manchester Health Services, Inc.	100%
Orleans-Essex VNA Association & Hospice, Inc.	90%
Rutland Area VNA Hospice	92%
Visiting Nurse Alliance of VT & New Hampshire	85%
Visiting Nurse Association, Chittenden & Grand Isle	52%
VNA & Hospice of Southwestern Vermont Health Care	62%

Only 14% of customers have experienced problems with Personal Care Services during the past 12 months. Among those, 62% indicate that Personal Care Services worked to resolve their problems.

Have you experienced any problems with Personal Care Services during the past 12 months?



Did Personal Care Services work to resolve any problems?



What problems did you experience with Personal Care Services during the past 12 months?
(% among customers experiencing problem during the past 12 months)
Multiple responses accepted

Category	%
Inconsistent care, scheduling/Call outs/Changing caregivers	41%
Personality, temperament conflicts with caregivers	16%
Poor communication from management, caseworkers	13%
Caregivers unresponsive to needs	11%
Poor screening of caregivers	9%
New caregivers need more training	7%
Provide more services/Flexibility in providing care, meeting needs	5%
Need companionship	5%
Understaffed/Hard to find available caregivers	3%
Better pay for caregivers/More funding	2%
Concerns of physical abuse	2%
Other	10%
Unsure	2%
Total	100%

Comments:

Among those receiving services through Personal Care Services, only 14% report they have experienced problems during the past 12 months. This is up slightly from 11% in 2011.

Among those experiencing problems, 41% indicate that the care they receive is inconsistent, including issues with scheduling, call outs, or changing caregivers, 16% mention personality, temperament conflicts with caregivers, 13% indicate poor communication from management or caseworkers, and 11% say caregivers are unresponsive to their needs.

Sixty-two percent of customers that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems. This is up from 53% in 2011.

Summary by Group and Agency Providing Services

Group/Provider	% Experiencing Problems	% Indicating Worked to Resolve Problem
Personal Care Services Total	14%	62%
Consumer Directed	12%	58%
Surrogate Directed	9%	31%
Agency Directed (total)	18%	72%
Addison County Home Health Agency	9%	100%
Bayada Professional Nurses Service Inc.	29%	81%
Caledonia Home Health	5%	100%
Central VT Home Health Agency & Hospice	17%	67%
Franklin County Home Health & Hospice	21%	77%
Lamoille Home Health Agency & Hospice	0%	NA
Manchester Health Services, Inc.	0%	NA
Orleans-Essex VNA Association & Hospice, Inc.	13%	0%
Rutland Area VNA Hospice	0%	NA
Visiting Nurse Alliance of VT & New Hampshire	16%	100%
Visiting Nurse Association, Chittenden & Grand Isle	29%	61%
VNA & Hospice of Southwestern Vermont Health Care	0%	NA

The main request for service improvement is that the customer needs more hours and more care.

**Is there anything that could improve the Personal Care Services offered to you and others?
(Multiple responses accepted)**

Category	%
Need more hours, more care	7%
Consistent care, scheduling/Show up/Use same caregivers	4%
Provide more services/Flexibility in providing care, meeting needs	4%
Better pay for caregivers/More funding	4%
More staff, Larger selection of caregivers	3%
New caregivers need more training	1%
Need companionship	1%
Better screening of caregivers	1%
Better communication from Management, caseworkers	1%
Caregivers who are responsive to needs	1%
Better oversight of caregivers going into private homes	1%
Friendlier caregivers, have positive attitude	<1%
Other	3%
Nothing	69%
Unsure	5%
Total	100%

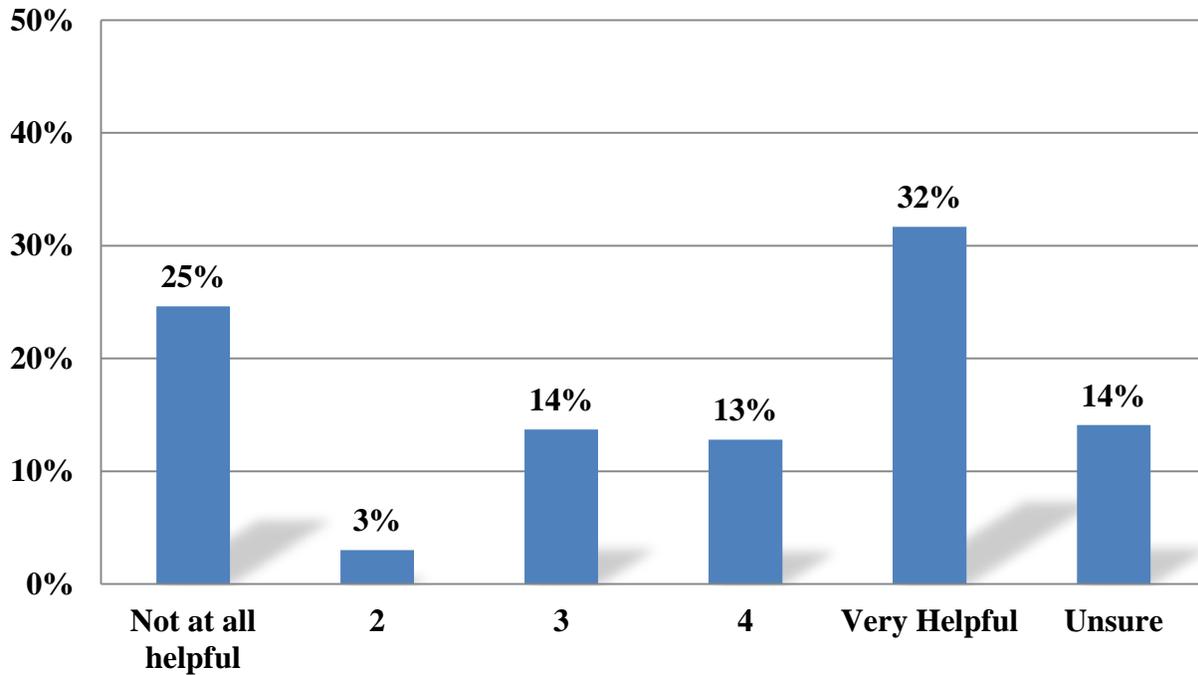
Comments:

Among those receiving services through Personal Care Services, 26% offered suggestions for improving the services provided to customers.

Seven percent of customers indicate that they simply need more hours or more care, while 4% say that there should be more consistent care, scheduling, or attendance by caregivers. An additional 4% say that more services should be provided or that services should be more flexible to meet needs and 4% indicate that there needs to be better pay for caregivers, among other responses.

Nearly half of customers (45%) indicate it would be helpful or very helpful to add new Personal Care Services providers.

Vermont is looking at possibly adding new providers of Personal Care Services. Based on your experience, how helpful would adding new providers of Personal Care Services be to you?



Comments:

Thirty-two percent of customers indicate that it would be very helpful to add new providers of Personal Care Services and another 13% feel it would be helpful to add new providers (rating as a 4 on a five-point scale). Fourteen percent are neutral (rating as a 3). Twenty-five percent of customers indicate that it would not be helpful at all and 3% indicate it would not be very helpful (rating as a 2) to customers to add new providers of Personal Care Services. Fourteen percent of customers are unsure.

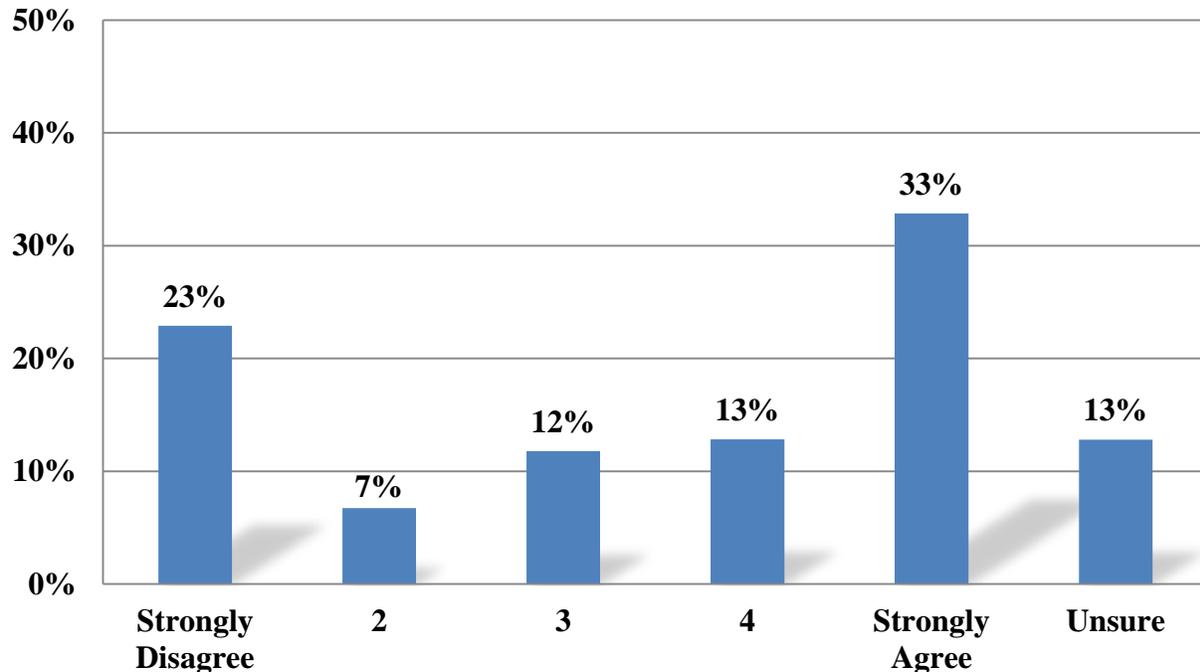
Vermont is looking at possibly adding new providers of Personal Care Services. Based on your experience, how helpful would adding new providers of Personal Care Services be to you?

(% helpful or very helpful)

Group/Provider	%
Personal Care Services Total	45%
Consumer Directed	47%
Surrogate Directed	46%
Agency Directed (total)	43%
Addison County Home Health Agency	27%
Bayada Professional Nurses Service Inc.	50%
Caledonia Home Health	44%
Central VT Home Health Agency & Hospice	31%
Franklin County Home Health & Hospice	53%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	24%
Rutland Area VNA Hospice	26%
Visiting Nurse Alliance of VT & New Hampshire	47%
Visiting Nurse Association, Chittenden & Grand Isle	50%
VNA & Hospice of Southwestern Vermont Health Care	63%

46% of customers agree that adding new providers of Personal Care Services would improve their ability to have services when and where needed.

How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve my ability to have services where and when I need them.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Personal Care Services would improve my ability to have services where and when I need them.

Overall, 33% of customers strongly agree (rating as a 5 on a five-point scale) and 13% agree (rating as a 4). Twelve percent of customers neither agree nor disagree with the statement (rating as a 3). Thirty percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Thirteen percent of customers indicate they are unsure.

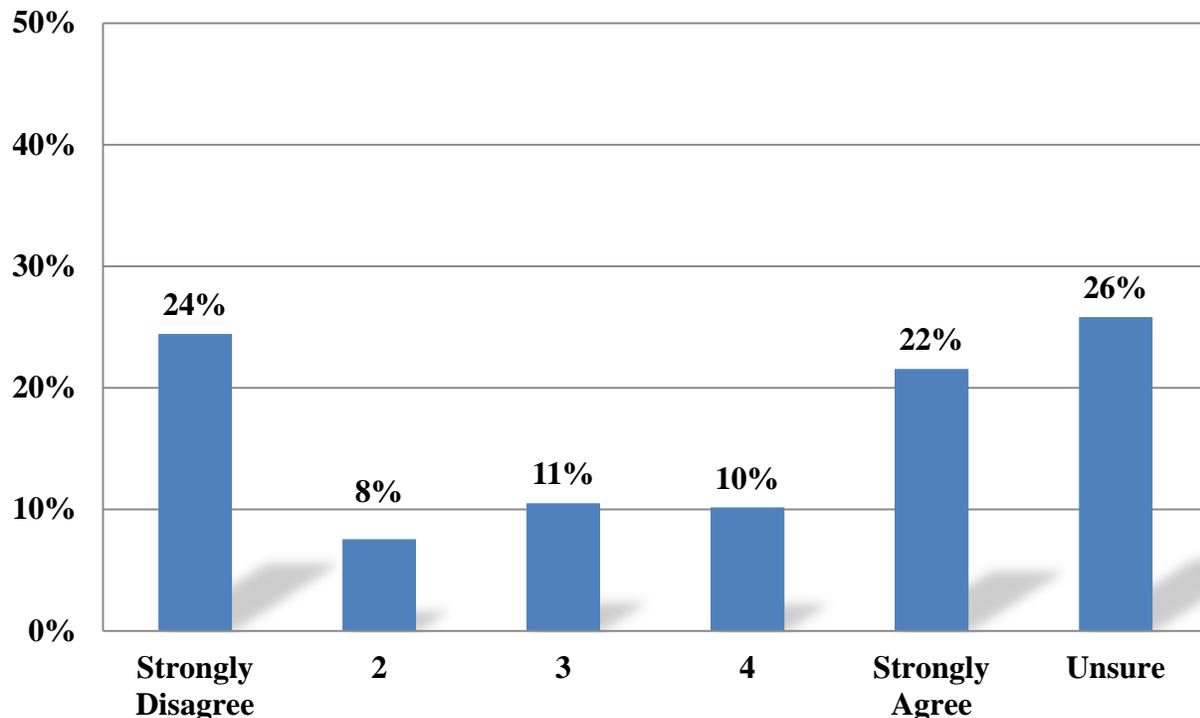
How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve my ability to have services where and when I need them.

(% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	46%
Consumer Directed	46%
Surrogate Directed	50%
Agency Directed (total)	44%
Addison County Home Health Agency	14%
Bayada Professional Nurses Service Inc.	58%
Caledonia Home Health	36%
Central VT Home Health Agency & Hospice	50%
Franklin County Home Health & Hospice	53%
Lamoille Home Health Agency & Hospice	24%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	45%
Rutland Area VNA Hospice	50%
Visiting Nurse Alliance of VT & New Hampshire	47%
Visiting Nurse Association, Chittenden & Grand Isle	44%
VNA & Hospice of Southwestern Vermont Health Care	41%

Less than one-third customers (32%) agree that adding new providers of Personal Care Services would improve the cost effectiveness of the services they receive.

How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the cost effectiveness of my services.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Personal Care Services would improve the cost effectiveness of my services.

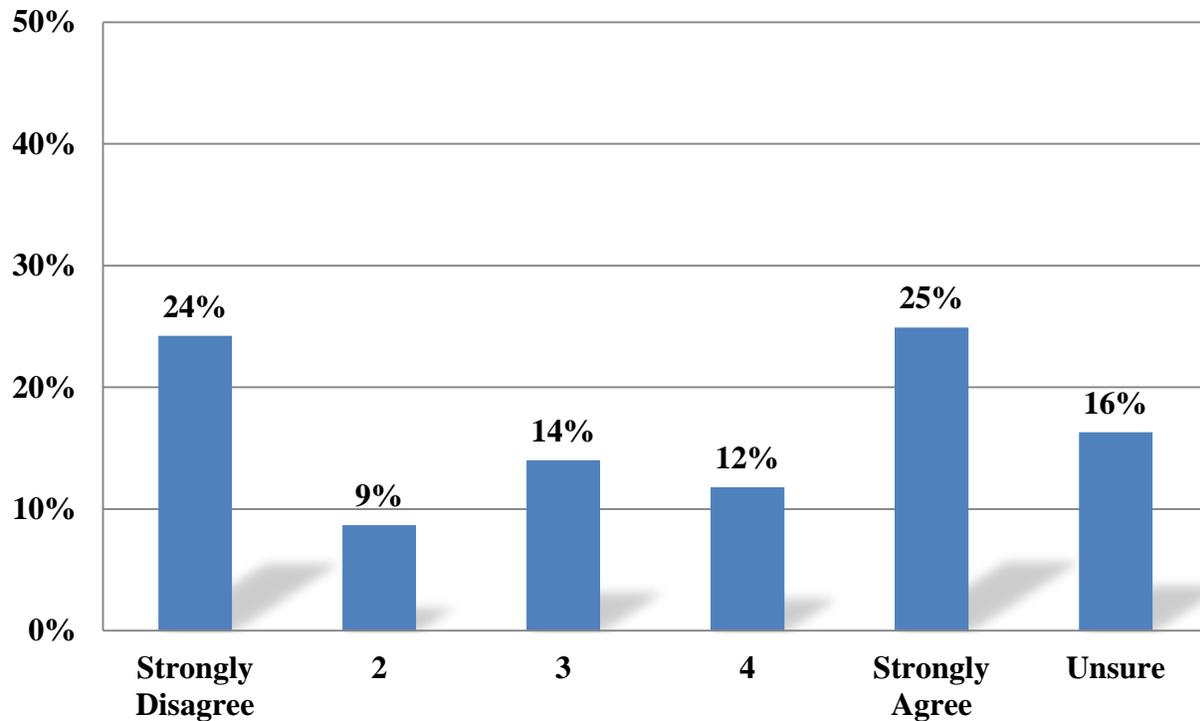
Overall, 22% of customers strongly agree (rating as a 5 on a five-point scale) and 10% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). Nearly a third (32%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). More than a quarter (26%) of customers indicates they are unsure.

How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the cost effectiveness of my services.
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	32%
Consumer Directed	29%
Surrogate Directed	32%
Agency Directed (total)	33%
Addison County Home Health Agency	26%
Bayada Professional Nurses Service Inc.	42%
Caledonia Home Health	-
Central VT Home Health Agency & Hospice	24%
Franklin County Home Health & Hospice	32%
Lamoille Home Health Agency & Hospice	51%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	45%
Rutland Area VNA Hospice	27%
Visiting Nurse Alliance of VT & New Hampshire	39%
Visiting Nurse Association, Chittenden & Grand Isle	37%
VNA & Hospice of Southwestern Vermont Health Care	41%

37% of customers agree that adding new providers of Personal Care Services would improve the quality of the services they receive.

How strongly do you agree or disagree with the following statement: Adding new providers Personal Care Services would improve the quality of my services.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Personal Care Services would improve the quality of my services.

Overall, 25% of customers strongly agree (rating as a 5 on a five-point scale) and 12% agree (rating as a 4). Fourteen percent of customers neither agree nor disagree with the statement (rating as a 3). One-third (33%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Sixteen percent of customers indicate they are unsure.

How strongly do you agree or disagree with the following statement: Adding new providers of Personal Care Services would improve the quality of my services.
 (% agree or strongly agree)

Group/Provider	%
Personal Care Services Total	37%
Consumer Directed	32%
Surrogate Directed	37%
Agency Directed (total)	38%
Addison County Home Health Agency	23%
Bayada Professional Nurses Service Inc.	37%
Caledonia Home Health	35%
Central VT Home Health Agency & Hospice	39%
Franklin County Home Health & Hospice	32%
Lamoille Home Health Agency & Hospice	76%
Manchester Health Services, Inc.	-
Orleans-Essex VNA Association & Hospice, Inc.	56%
Rutland Area VNA Hospice	42%
Visiting Nurse Alliance of VT & New Hampshire	39%
Visiting Nurse Association, Chittenden & Grand Isle	41%
VNA & Hospice of Southwestern Vermont Health Care	56%

The comments offered by respondents about adding new providers is split between those who think it is a good idea and others who feel that it is not needed.

**Do you have any other comments about adding new providers?
(Multiple responses accepted)**

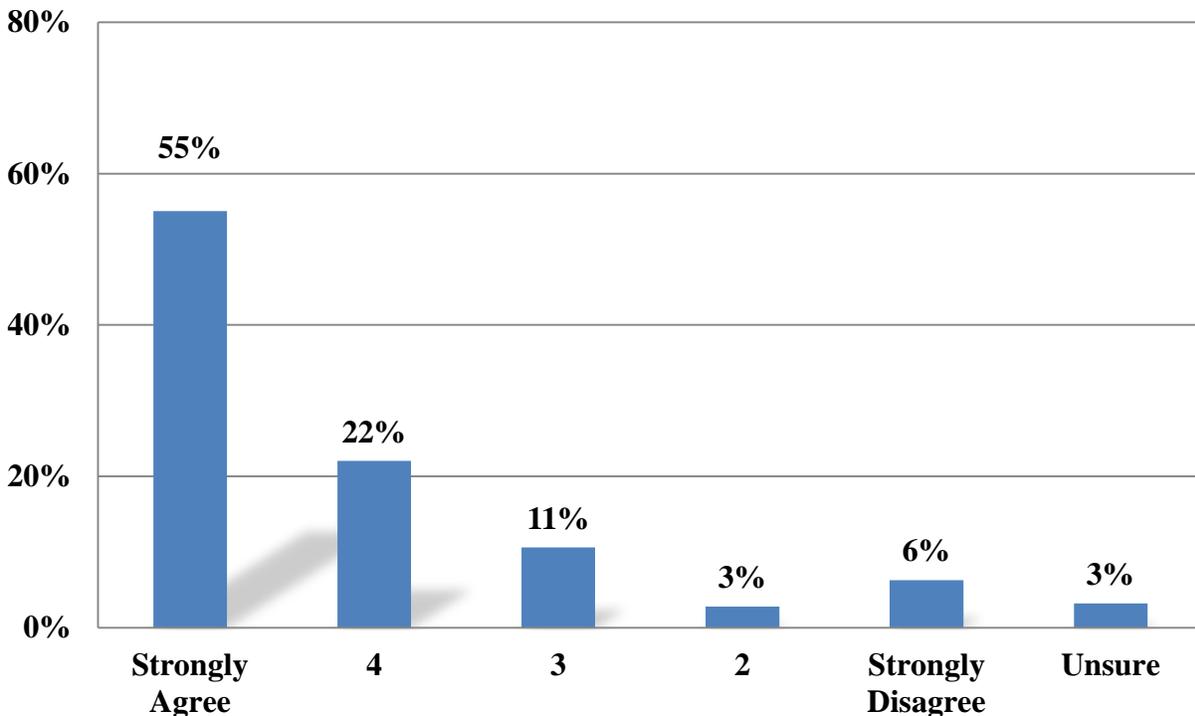
Category	%
It is a good idea/Many people need help (General)	5%
Not needed	5%
Would help with scheduling/Would allow caregiver more time with client	3%
Need more qualified providers	3%
Happy with current provider	3%
Caregivers need better pay	3%
Would allow clients more choices/Bigger pool of workers	2%
Prefer a familiar caregiver, homemaker	1%
Trust issues/Need screening and background checks	1%
Already short staffed/High turnover	1%
Transportation assistance	1%
Other	4%
No comments	75%
DK	1%
Total	100%

Comments:

Twenty-four percent of customers offered comments about adding new providers. Among all customers receiving Personal Care Services, 5% felt that it is a good idea and that many others need help, however, another 5% say that adding additional providers is not needed. Three percent indicate that it would help with scheduling and allow caregivers more time with the client while another 3% see a need for more qualified providers. Other comments include that clients are happy with their current provider (3%), that caregivers need better pay (3%) and that adding new providers would allow clients more choices and a bigger pool of workers to choose from (2%), among others.

More than three-quarters (77%) of customers agree that ARIS solutions has met or exceeded their expectations.

Please tell me how strongly you agree or disagree with the following statements. ARIS solutions has met or exceeded my expectations.



Comments:

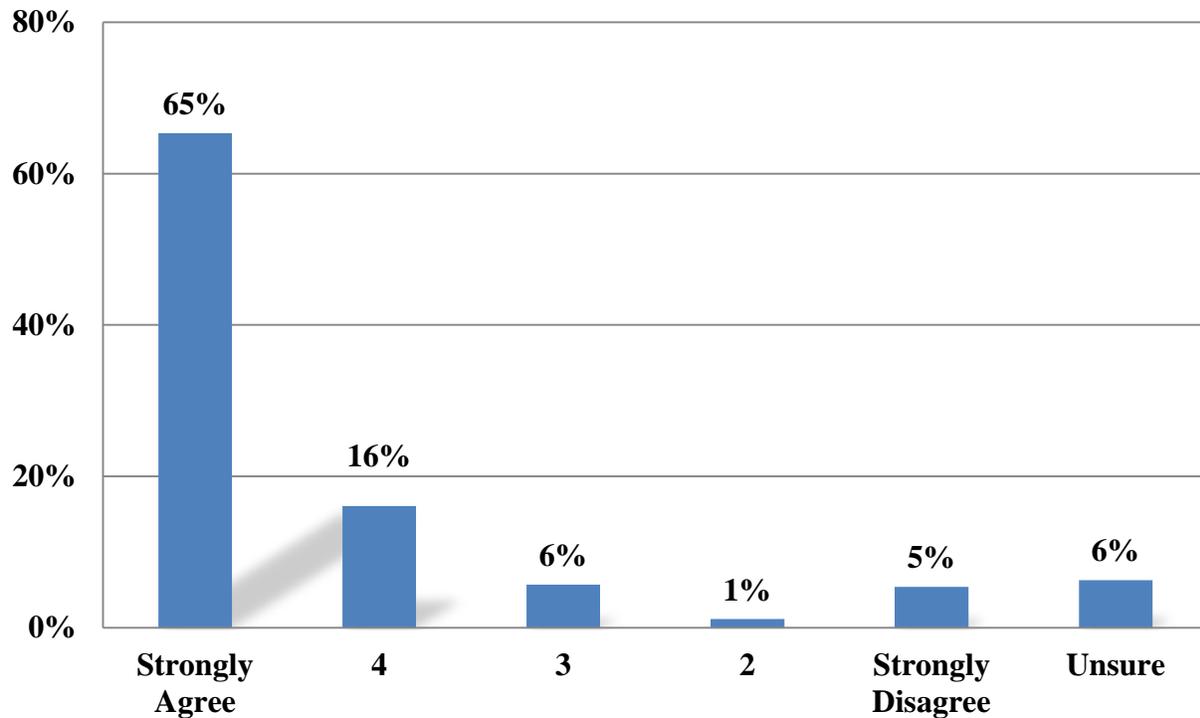
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- ARIS solutions has met or exceeded my expectations.

Overall, 55% of customers strongly agree (rating as a 5 on a five-point scale) and 22% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). Nine percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Three percent of customers indicate they are unsure.

81% of customers agree that ARIS staff treats them with respect and courtesy.

Please tell me how strongly you agree or disagree with the following statements. The ARIS staff treats me with respect and courtesy.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- ARIS staff treats me with respect and courtesy.

Overall, 65% of customers strongly agree (rating as a 5 on a five-point scale) and 16% agree (rating as a 4). Six percent of customers neither agree nor disagree with the statement (rating as a 3). Six percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Six percent of customers indicate they are unsure.

F. Flexible Choices

The results in this section are based on 49 completed surveys.

These respondents were asked the same series of questions about Flexible Choices services as those receiving consumer, surrogate, or home health agency directed Personal Care Services.

Key Findings

- **Nearly all customers (96%) are very or somewhat satisfied with Flexible Choices services.**
- **More than nine in ten customers (93%) rate the quality of services they receive through Flexible Choices as excellent or good.**
- **83% of customers indicate the services they receive from Flexible Choices always or almost always meet their needs.**
- **Almost all customers (99%) indicate that the caregivers in Flexible Choices always or almost always treat them with respect and courtesy.**
- **87% of customers always or almost always know who to contact if they have a complaint about Flexible Choices or need more help.**
- **91% of customers indicate that Flexible Choices always or almost always provides services to them when and where they are needed.**
- **76% of customers agree that they were able to choose their Flexible Choices services.**
- **77% of customers agree that they were able to choose the provider of their Flexible Choices services.**
- **76% of customers agree that they were able to choose the scheduling of their Flexible Choices services to meet their needs.**
- **52% of customers agree that they were able to choose their Flexible Choices services provider from a variety of providers.**
- **53% of customers agree that having more providers offering Flexible Choices services would allow customers to better meet their needs.**
- **61% of customers disagree that there are Flexible Choices services that they need but cannot get.**

- **26% of customers have experienced problems with Flexible Choices during the past 12 months. Among those, 67% indicate that Flexible Choices worked to resolve their problems.**
- **The main ideas for service improvement include better pay for caregivers and more program funding, needing more hours and care, and the need for more services and flexibility in providing care, among others.**
- **47% of customers indicate it would be helpful or very helpful to add new Flexible Choices services providers.**
- **42% of customers agree that adding new providers of Flexible Choices services would improve their ability to have services when and where needed.**
- **Less than one-third of customers (31%) agree that adding new providers of Flexible Choices services would improve the cost effectiveness of the services they receive.**
- **More than a quarter of customers (29%) agree that adding new providers of Flexible Choices services would improve the quality of the services they receive.**
- **The comments offered by respondents about adding new providers include needing more qualified providers and that it's a good idea because many people need help, among others.**

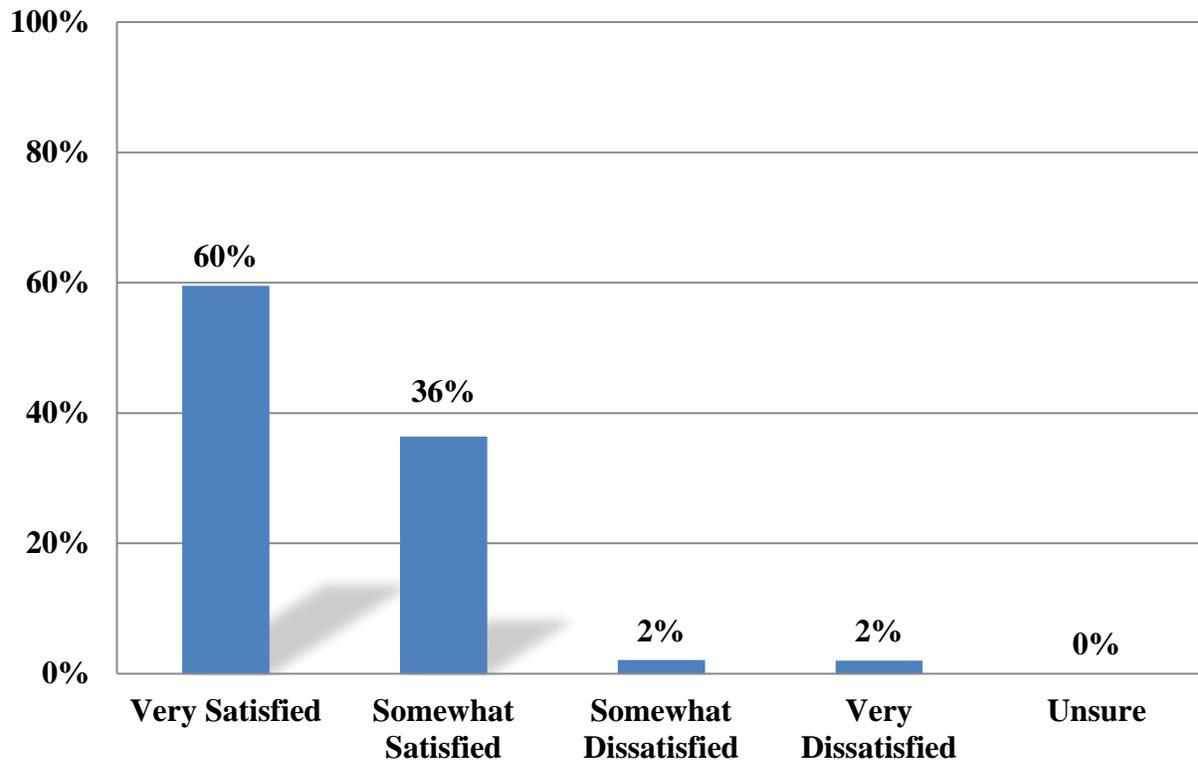
A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services through Flexible Choices are comparable to those observed among all customers.

Summary of Overall Ratings of Quality

	Flexible Choices	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	91%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	98%	90%
How would you rate the timeliness of your services? (% excellent or good)	88%	83%
How would you rate when you receive your services or care? (% excellent or good)	94%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	99%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	98%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	98%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	95%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	99%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	98%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	98%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	81%	72%
Has the help you received made your life... (% somewhat or much better)	97%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	84%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	91%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	95%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	94%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	92%	85%

Nearly all customers (96%) are very or somewhat satisfied with Flexible Choices services.

How satisfied are you with the Flexible Choices services you receive?

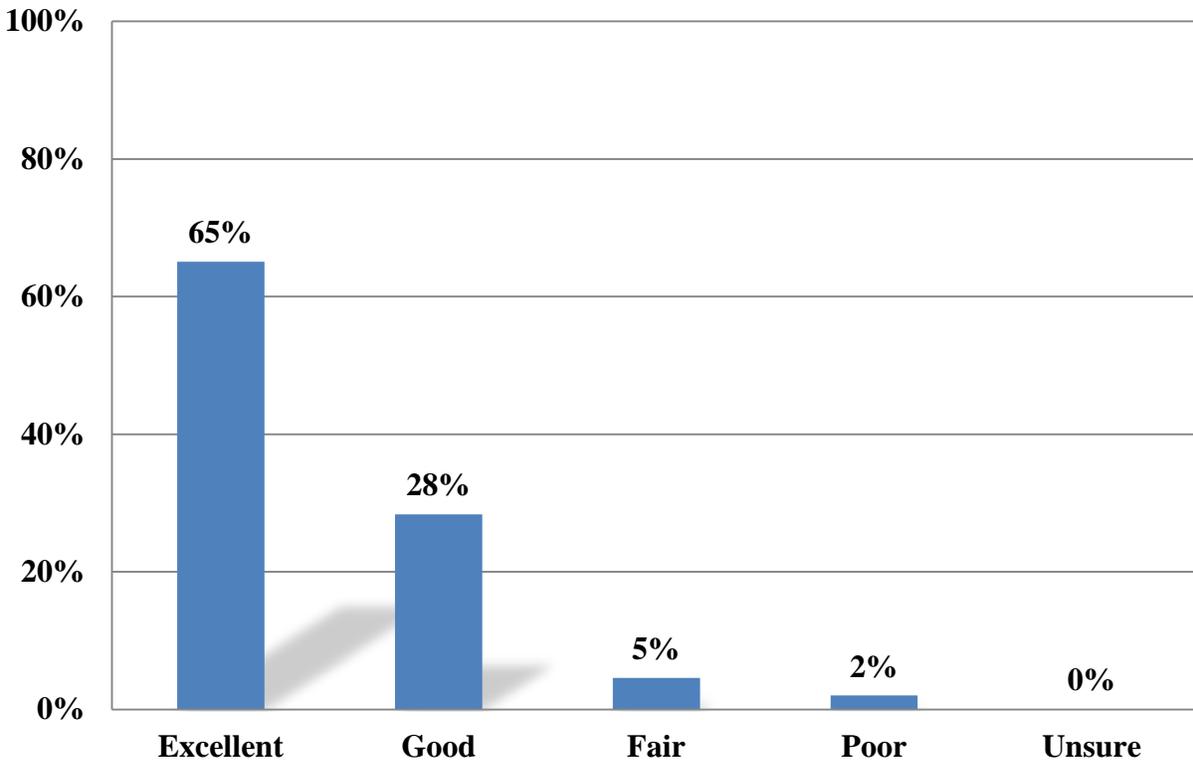


Comments:

Among those receiving services through Flexible Choices, 60% are very satisfied with the services they receive, compared to 79% in 2011. Another 36% are somewhat satisfied with the services they receive. Only 2% of customers are somewhat dissatisfied and 2% are very dissatisfied with the Flexible Choices services they receive.

More than nine in ten customers (93%) rate the quality of services they receive through Flexible Choices as excellent or good.

How do you rate the quality of the Flexible Choices services you receive?

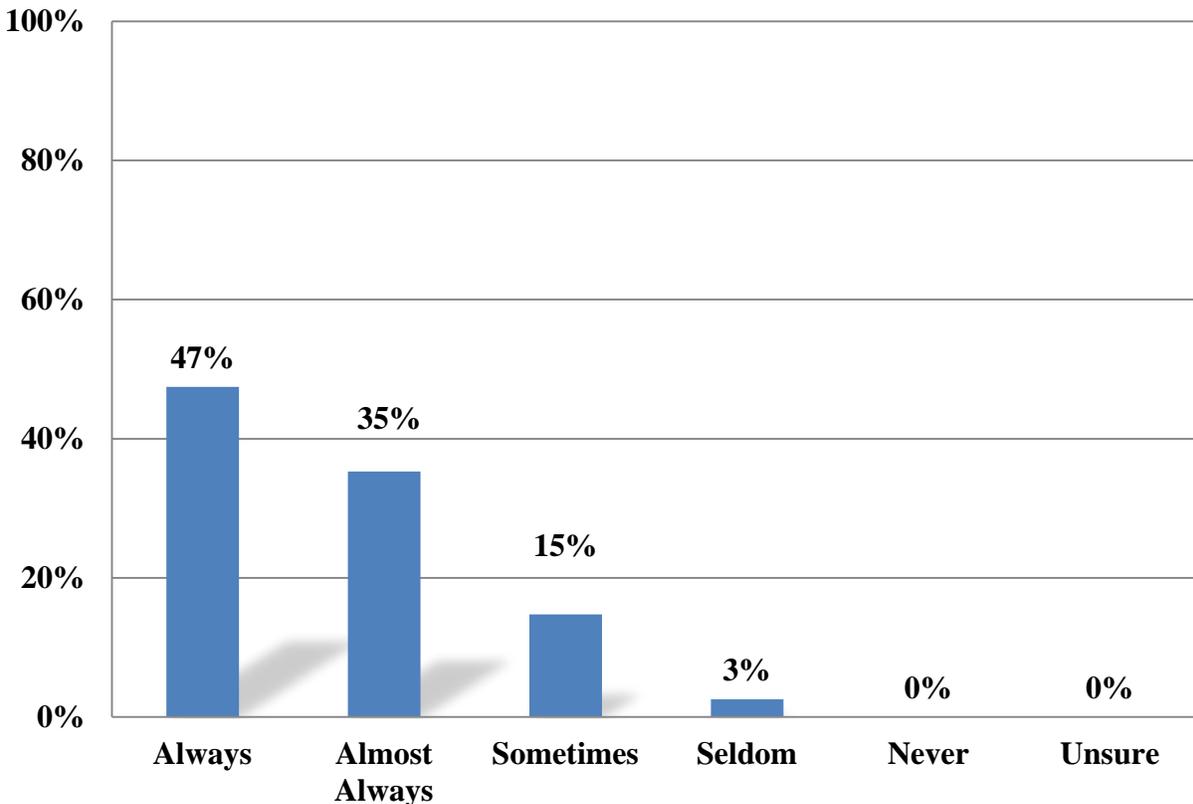


Comments:

Among those receiving services through Flexible Choices, 65% rate the quality of services as excellent, compared to 71% in 2011. More than a quarter (28%) rate the quality of the services they receive as good. Only 5% indicate that the quality of the services they receive is fair and only 2% indicates the quality of services they receive through Flexible Choices is poor.

83% of customers indicate the services they receive from Flexible Choices always or almost always meet their needs.

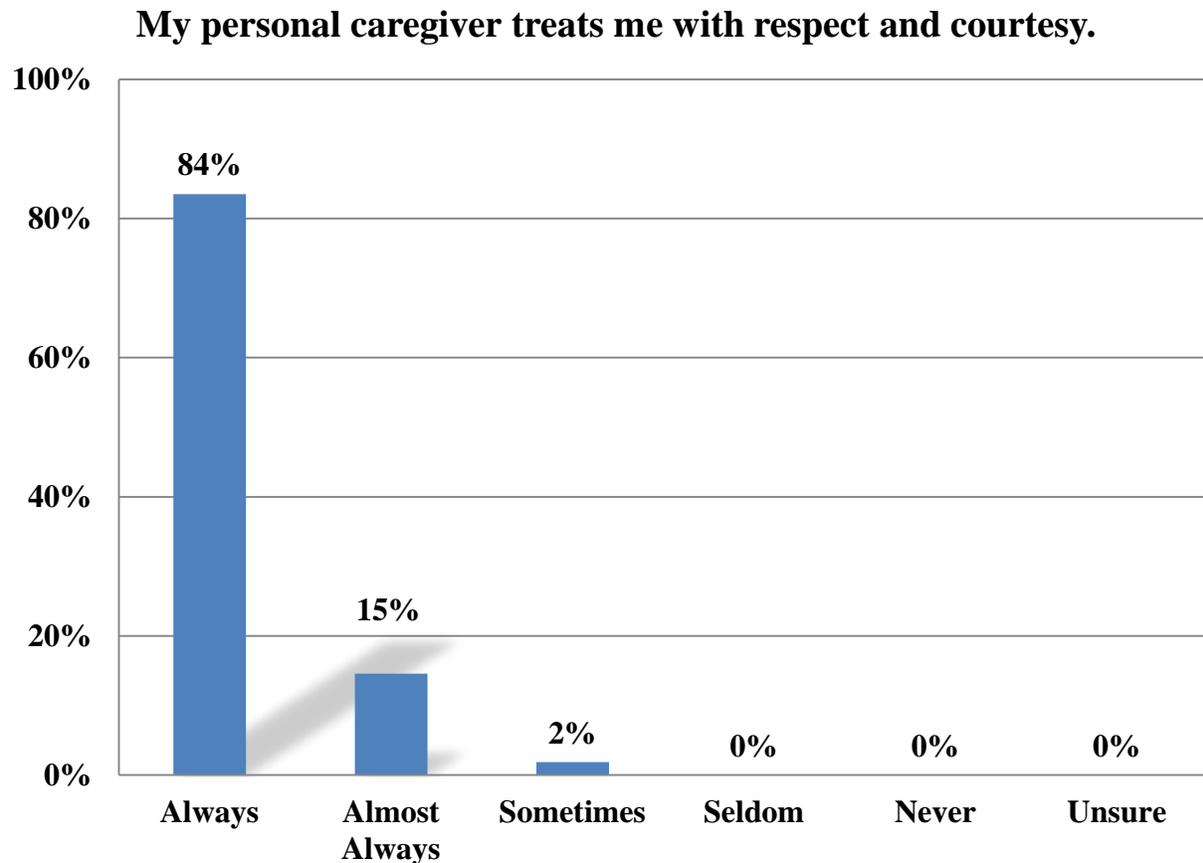
The Flexible Choices services I receive meet my needs.



Comments:

Among those receiving services through Flexible Choices, 47% indicate the services they receive always meet their needs; this is down from the 61% reported by customers in 2011 and equal to the 47% reported by customers in 2010. Another 35% indicate the services they receive almost always meet their needs. Fifteen percent of customers indicate that the services they receive through Flexible Choices meet their needs some of the time, 3% seldom, and 0% indicate that the services they receive never meet their needs.

Almost all customers (99%) indicate that the caregivers in Flexible Choices always or almost always treat them with respect and courtesy.

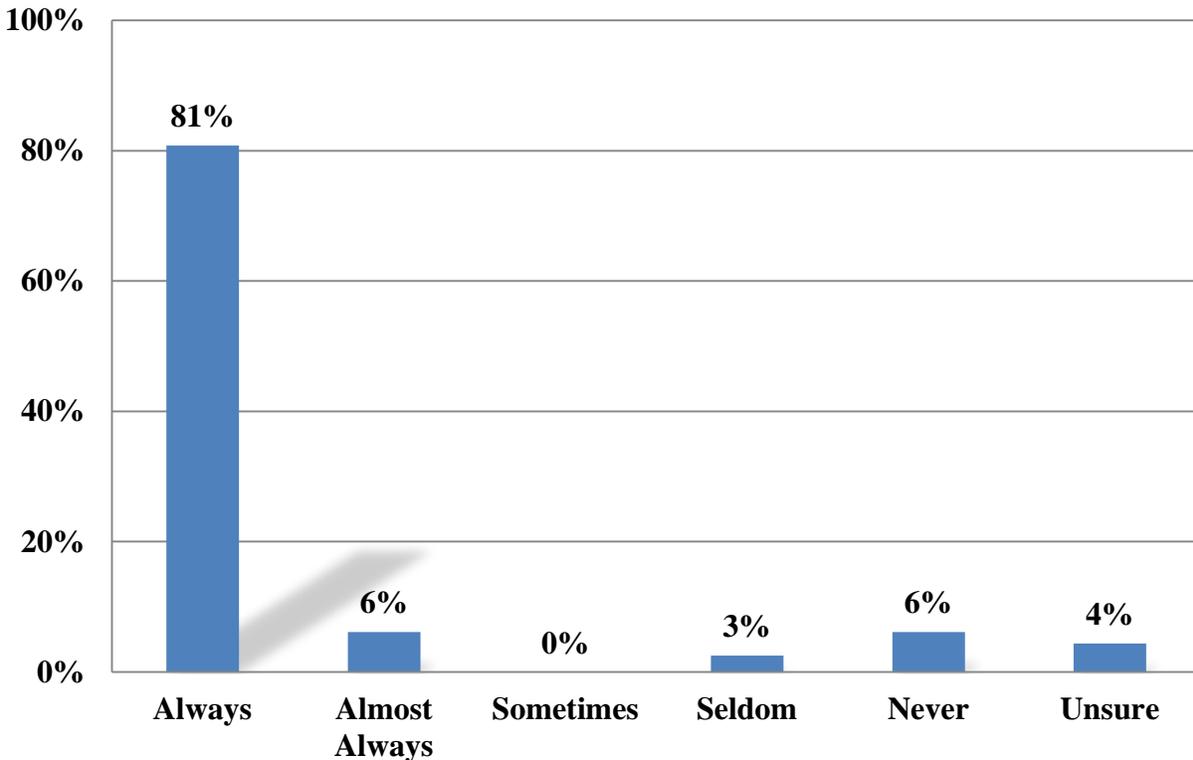


Comments:

Among those receiving services through Flexible Choices, 84% indicate their caregivers always treat them with respect and courtesy, down slightly from 88% in 2011. Another 15% indicate their caregivers almost always treat them with respect and courtesy. Only 2% of customers receiving services through Flexible Choices indicate their caregivers treat them with respect and courtesy only some of the time.

87% of customers always or almost always know who to contact if they have a complaint about Flexible Choices or need more help.

I know who to contact if I have a complaint about Flexible Choices services or if I need more help.

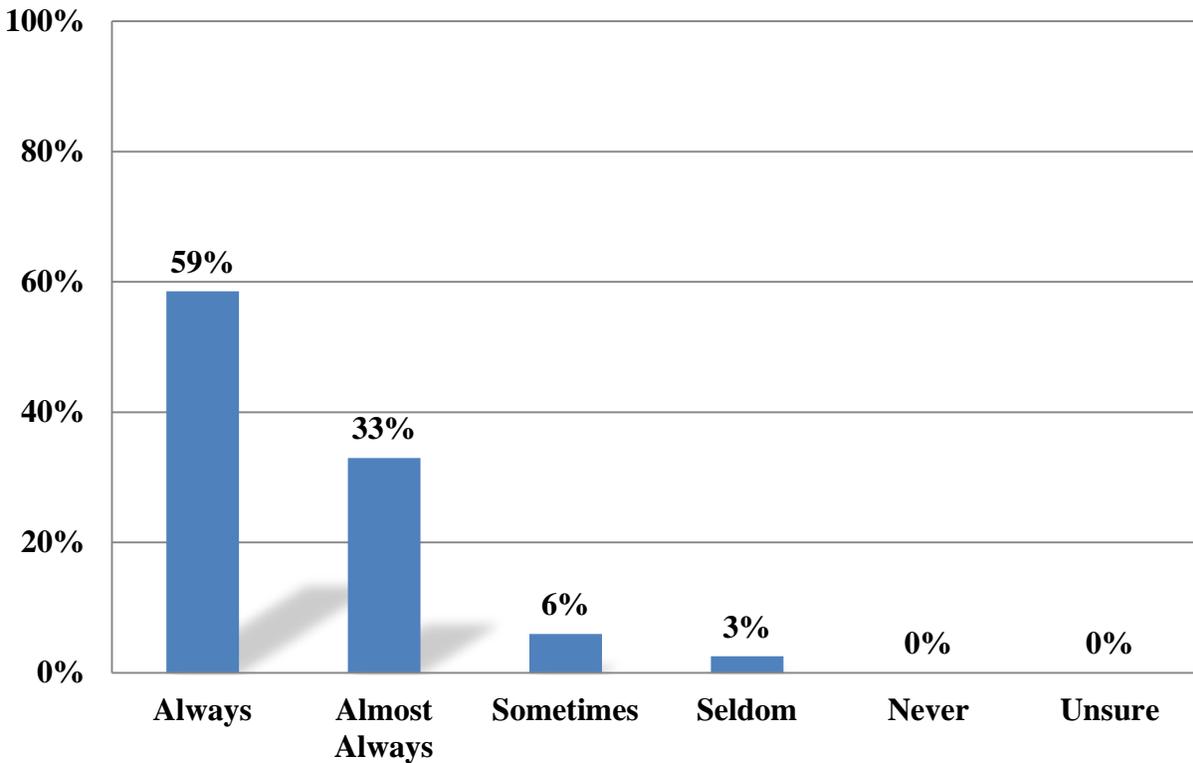


Comments:

Among those receiving services through Flexible Choices, 81% indicate they always know who to contact if they have a complaint or if they need more help, up from 76% in 2011. Another 6% indicate they almost always know who to contact. Only 3% of customers receiving services through Flexible Choices indicate they seldom know and 6% indicate they never know who to contact if they have a complaint or if they need more help. Four percent of respondents indicate they are unsure.

91% of customers indicate that Flexible Choices always or almost always provides services to them when and where they are needed.

Flexible Choices services are provided to me when and where I need them.

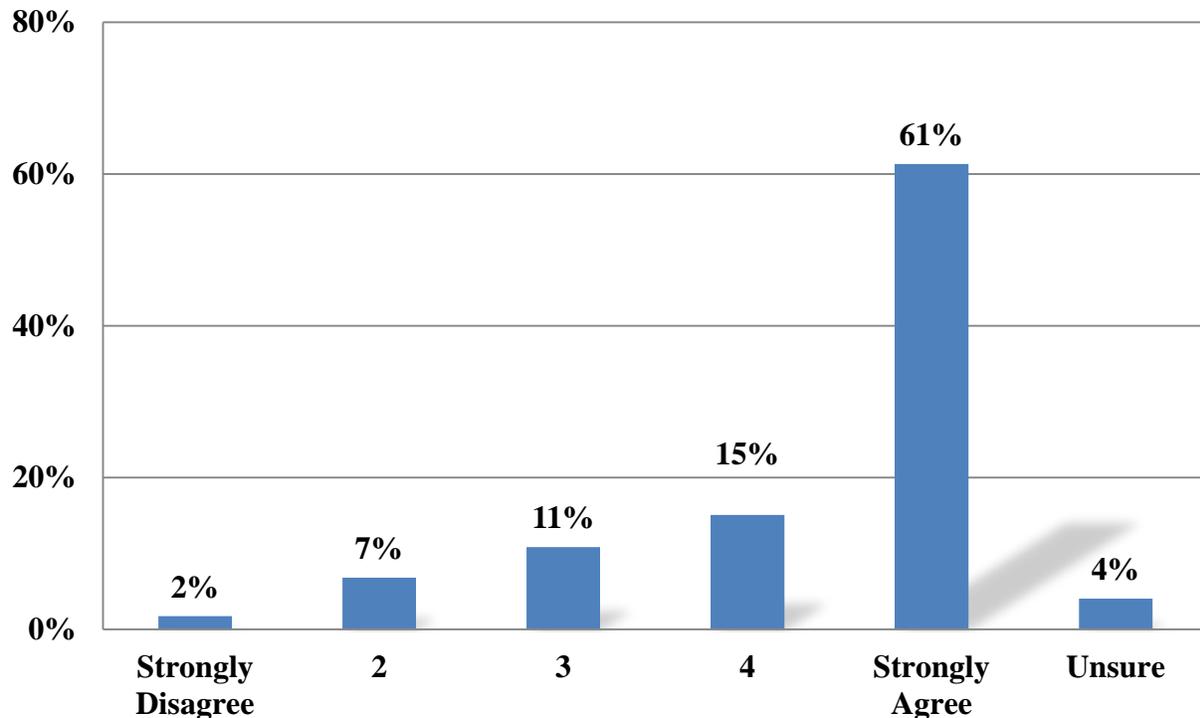


Comments:

Among those receiving services through Flexible Choices, 59% indicate they are always provided services when and where they are needed, down from 82% in 2011. Another 33% indicate services are almost always provided when and where they are needed. Six percent of customers indicate that services are provided when and where needed through Flexible Choices some of the time and 3% indicate services are seldom provided when and where needed.

76% of customers agree that they were able to choose their Flexible Choices services.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Flexible Choices services.



Comments:

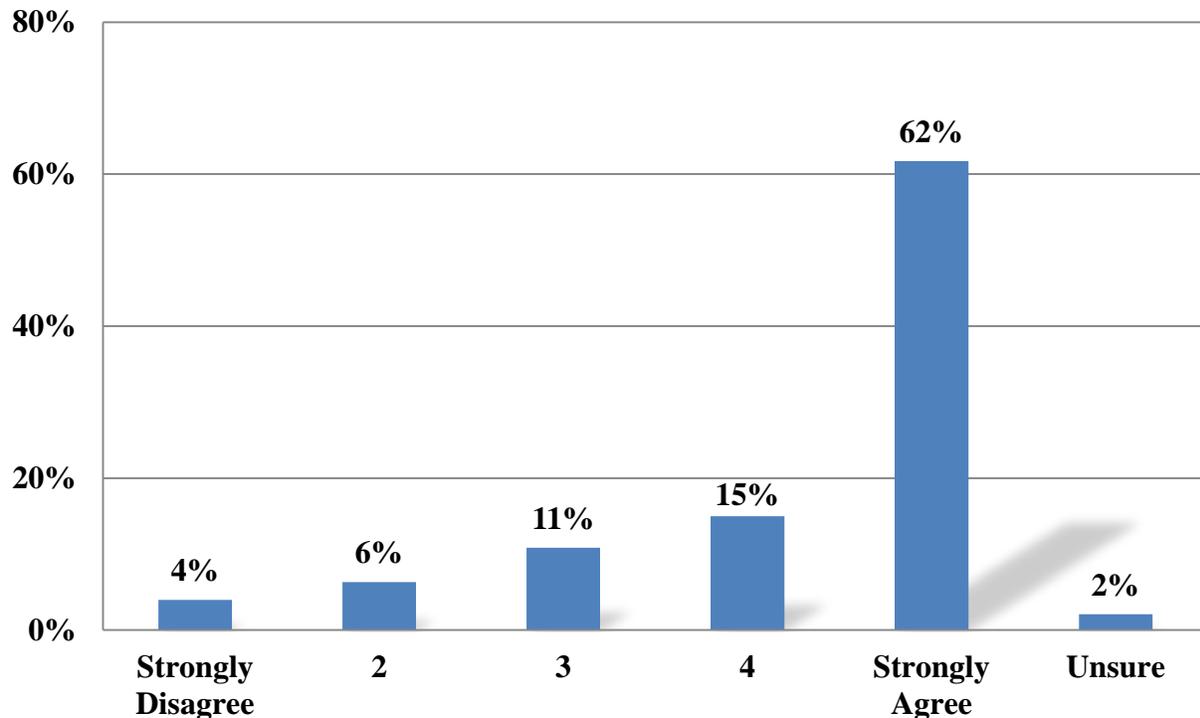
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose my Flexible Choices services.

Overall, 61% of customers strongly agree (rating as a 5 on a five-point scale) and 15% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). Nine percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Four percent of customers indicate they are unsure.

77% of customers agree that they were able to choose the provider of their Flexible Choices services.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Flexible Choices services.



Comments:

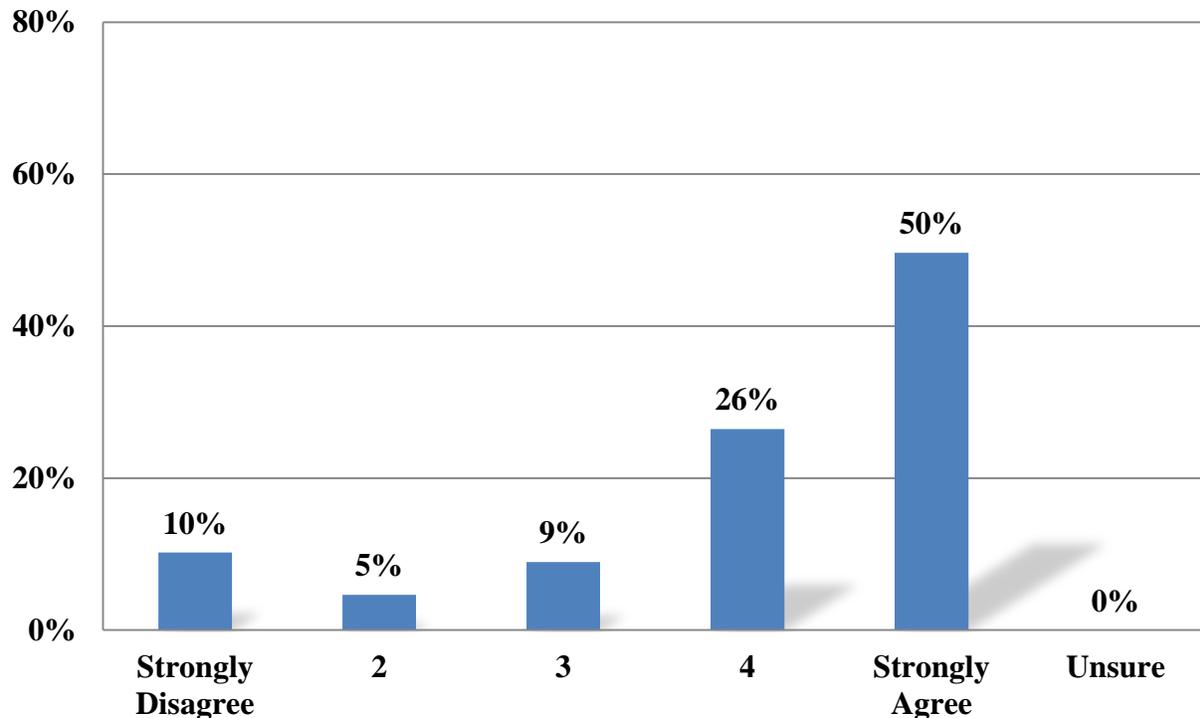
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose the provider of my Flexible Choices services.

Overall, 62% of customers strongly agree (rating as a 5 on a five-point scale) and 15% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). Ten percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Two percent of customers indicate they are unsure.

76% of customers agree that they were able to choose the scheduling of their Flexible Choices services to meet their needs.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Flexible Choices services that meets my needs.



Comments:

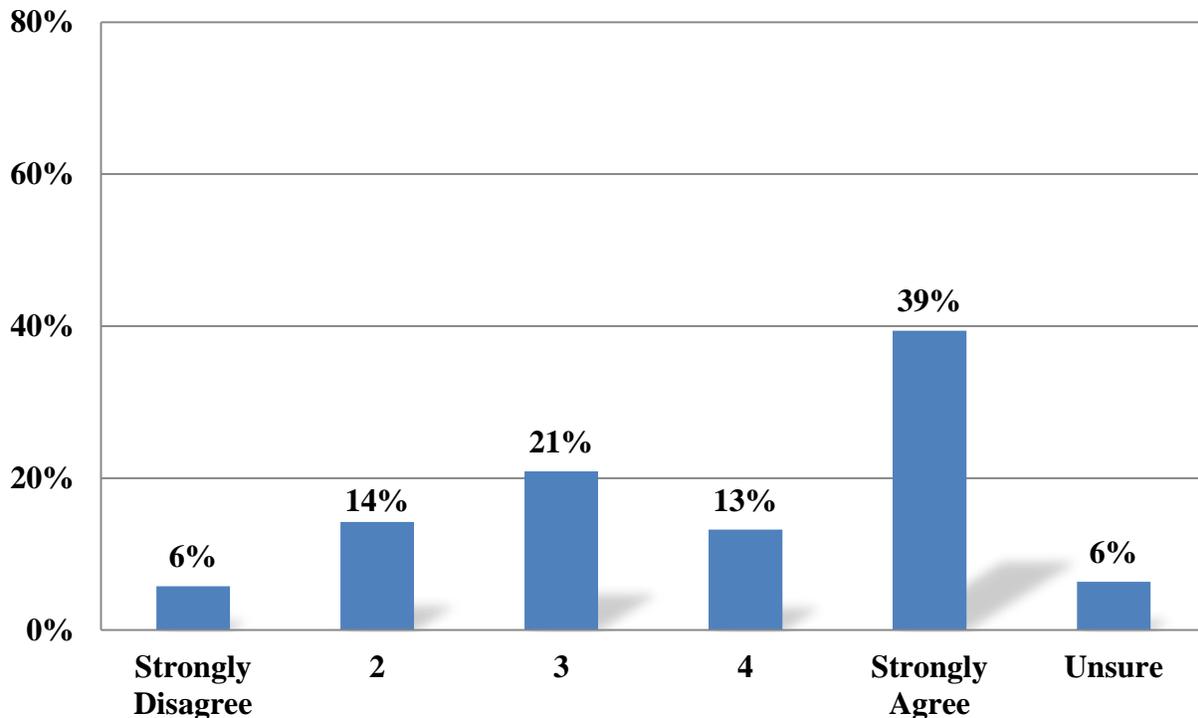
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose the scheduling of Flexible Choices services that meets my needs.

Overall, 50% of customers strongly agree (rating as a 5 on a five-point scale) and 26% agree (rating as a 4). Nine percent of customers neither agree nor disagree with the statement (rating as a 3). Fifteen percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Zero percent of customers indicate they are unsure.

52% of customers agree that they were able to choose their Flexible Choices services provider from a variety of providers.

Please tell me how strongly you agree or disagree with the following statement: I was able to select my Flexible Choices services provider from a variety of providers.



Comments:

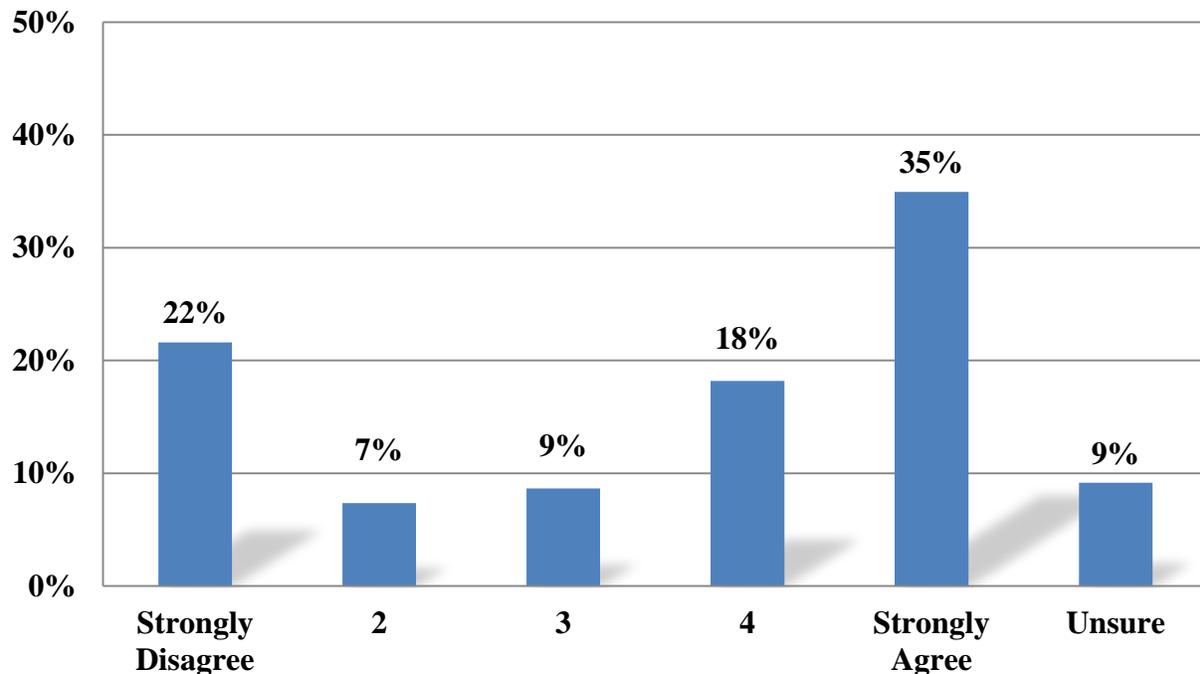
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to select my Flexible Choices services provider from a variety of providers.

Overall, 39% of customers strongly agree (rating as a 5 on a five-point scale) and 13% agree (rating as a 4). Twenty-one percent of customers neither agree nor disagree with the statement (rating as a 3). Twenty percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Six percent of customers indicate they are unsure.

53% of customers agree that having more providers offering Flexible Choices services would allow customers to better meet their needs.

Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Flexible Choices services would allow me to better meet my needs.



Comments:

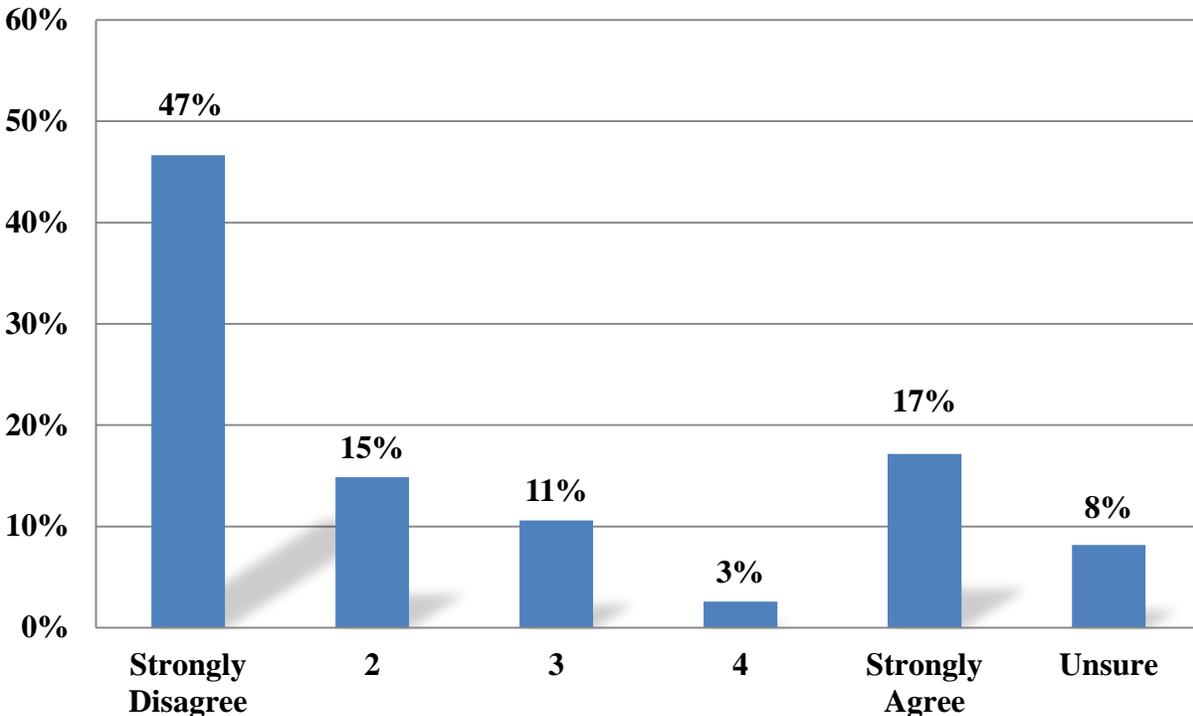
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Having more providers who offer Flexible Choices services would allow me to better meet my needs.

Overall, 35% of customers strongly agree (rating as a 5 on a five-point scale) and 18% agree (rating as a 4). Nine percent of customers neither agree nor disagree with the statement (rating as a 3). More than a quarter (29%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Nine percent of customers indicate they are unsure.

61% of customers disagree that there are Flexible Choices services that they need but cannot get.

Please tell me how strongly you agree or disagree with the following statement: There are Flexible Choices services that I need that I cannot get.



Comments:

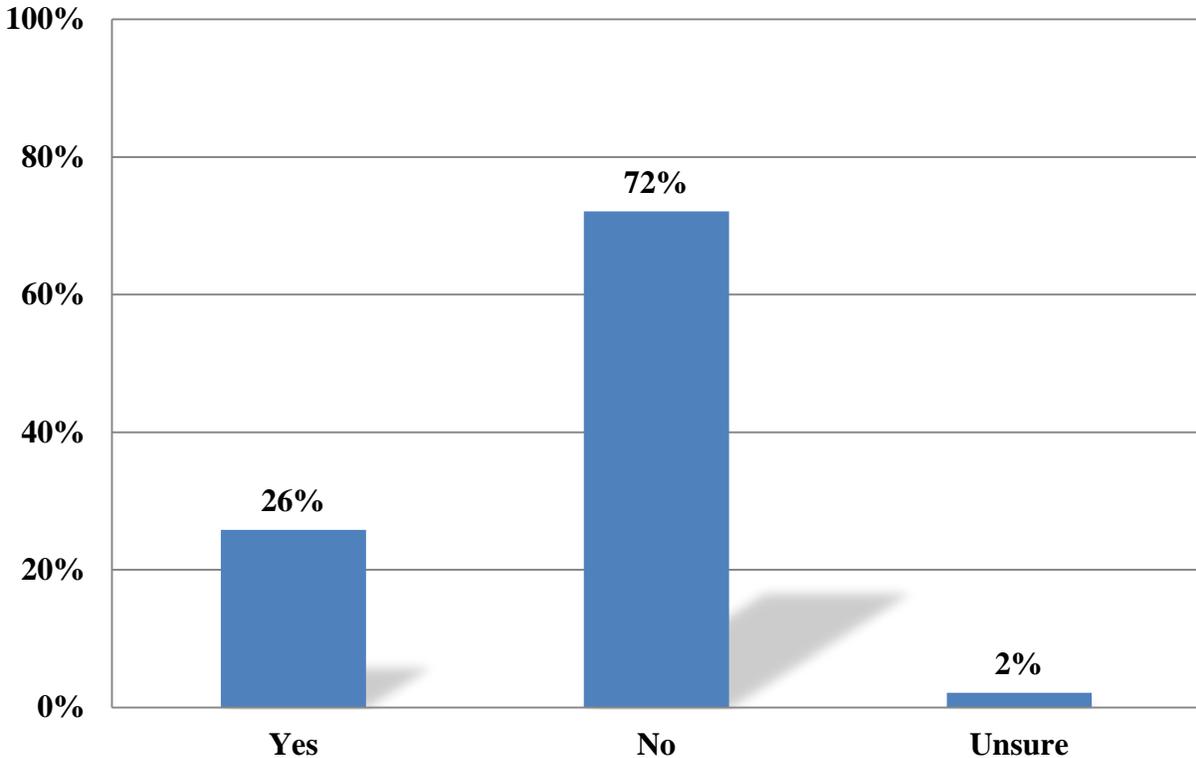
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- There are Flexible Choices services that I need that I cannot get.

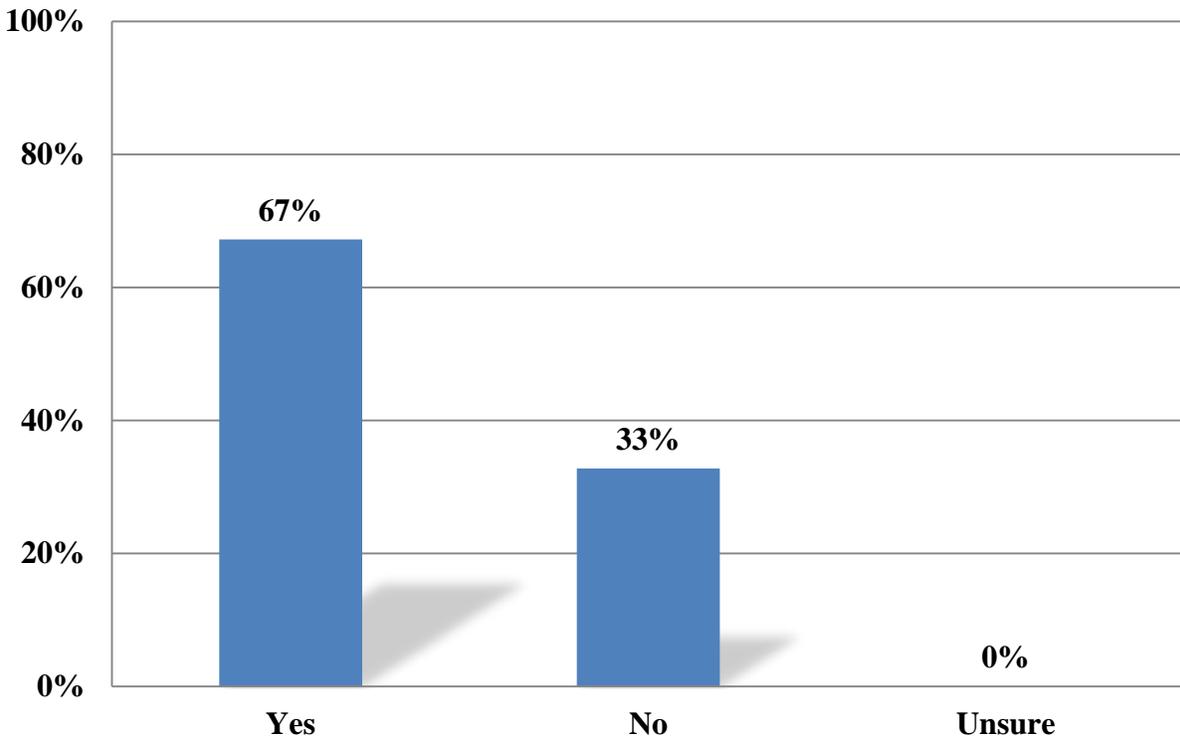
Overall, 17% of customers strongly agree (rating as a 5 on a five-point scale) and 3% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). Nearly two-thirds (62%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Eight percent of customers indicate they are unsure.

26% of customers have experienced problems with Flexible Choices during the past 12 months. Among those, 67% indicate that Flexible Choices worked to resolve their problems.

Have you experienced any problems with Flexible Choices services during the past 12 months?



Did Flexible Choices services work to resolve any problems?



What problems did you experience with Flexible Choices services during the past 12 months?

(% among customers experiencing problem during the past 12 months)
Multiple responses accepted

Category	%
Inconsistent care: scheduling, call outs, changing caregivers	23%
Better screening of caregivers	16%
Poor communication from management, caseworkers	16%
New caregivers need more training	9%
Concerns of physical abuse	8%
Caregivers unresponsive to needs	8%
Understaffed/Hard to find available caregivers	7%
Other	35%
Unsure	18%
Total	100%

Comments:

Among those receiving services through Flexible Choices, 26% report they have experienced problems during the past 12 months, up from 15% in 2011.

Among those experiencing problems, 23% mentioned inconsistent care in terms of scheduling, call outs and changing caregivers, 16% mentioned that they need better screening of caregivers and another 16% mentioned poor communication from management or caseworkers. Nine percent mentioned new caregivers need more training, 8% had concerns about physical abuse and another 8% indicated caregivers are unresponsive to their needs, among other responses.

67% of customers that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems, which is up from 22% in 2011.

The main ideas for service improvement include better pay for caregivers and more program funding, needing more hours and care, and the need for more services and flexibility in providing care, among others.

**Is there anything that could improve the Flexible Choices services offered to you and others?
(Multiple responses accepted)**

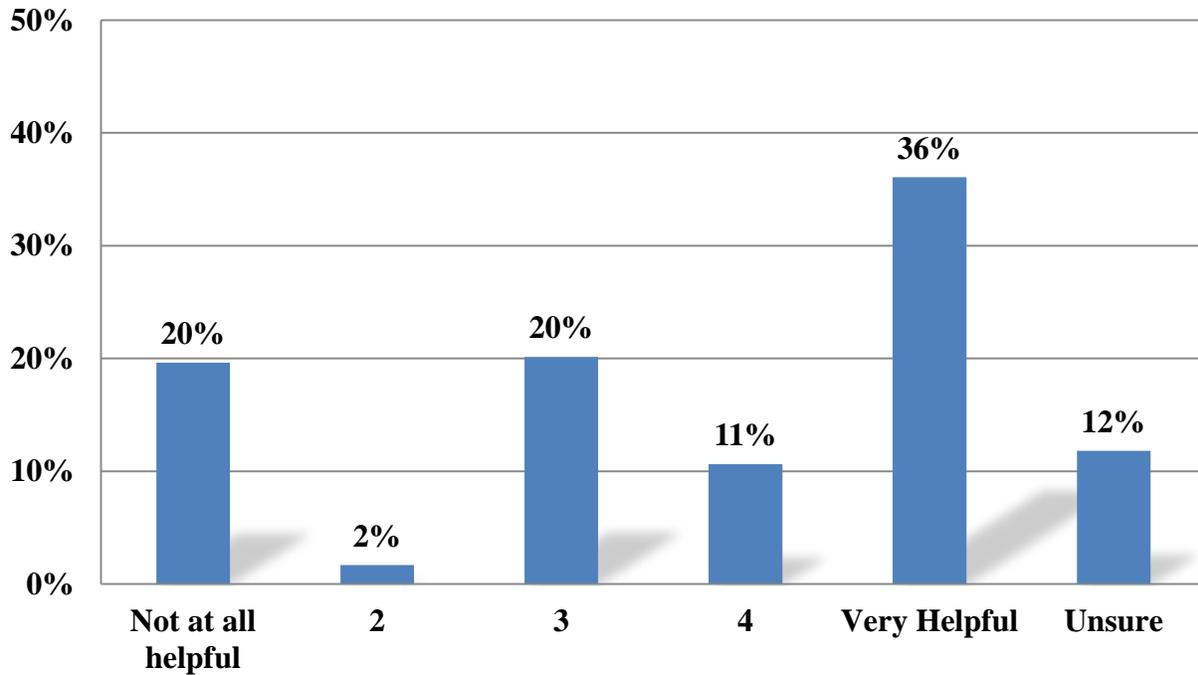
Category	%
Better pay for caregivers/More funding	13%
Need more hours, more care	10%
Provide more services/Flexibility in providing care, meeting needs	10%
Better screening of caregivers	8%
New caregivers need more training	6%
Consistent care: scheduling, show up, same caregivers	4%
Need companionship	2%
Caregivers who are responsive to needs	2%
More staff/Larger selection of caregivers	2%
Other	2%
Nothing	48%
Unsure	11%
Total	100%

Comments:

Among those receiving services through Flexible Choices, 41% offered suggestions for improving the services provided to customers. Thirteen percent believe that caregivers need better pay and that more funding is needed. 10% said they need more hours and more care while another 10% wanted more services and more flexibility in providing care and meeting their needs. Eight percent think that better screening of caregivers would improve service and 6% feel that new caregivers need more training. Other comments include the need for more consistent care, the need for companionship, and the need for caregivers who are more responsive to client needs, among others.

47% of customers indicate it would be helpful or very helpful to add new Flexible Choices services providers.

Vermont is looking at possibly adding new providers of Flexible Choices services. Based on your experience, how helpful would adding new providers of Flexible Choices services be to you?

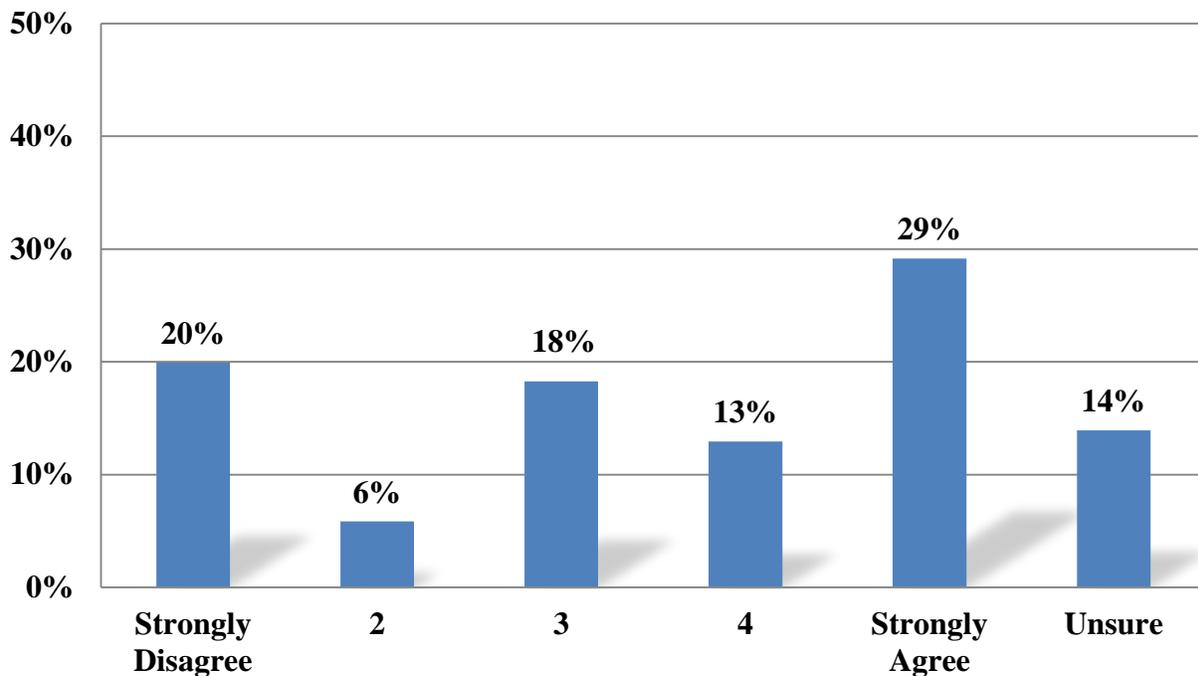


Comments:

Thirty-six percent of customers indicate that it would be very helpful to add new providers of Flexible Choices services and another 11% feel it would be helpful to add new providers (rating as a 4 on a five-point scale). Twenty percent are neutral (rating as a 3). Twenty percent of customers indicate that it would not be helpful at all and 2% indicate it would not be very helpful (rating as a 2) to customers to add new providers of Flexible Choices services. Twelve percent of customers are unsure.

42% of customers agree that adding new providers of Flexible Choices services would improve their ability to have services when and where needed.

How strongly do you agree or disagree with the following statement: Adding new providers of Flexible Choices services would improve my ability to have services where and when I need them.



Comments:

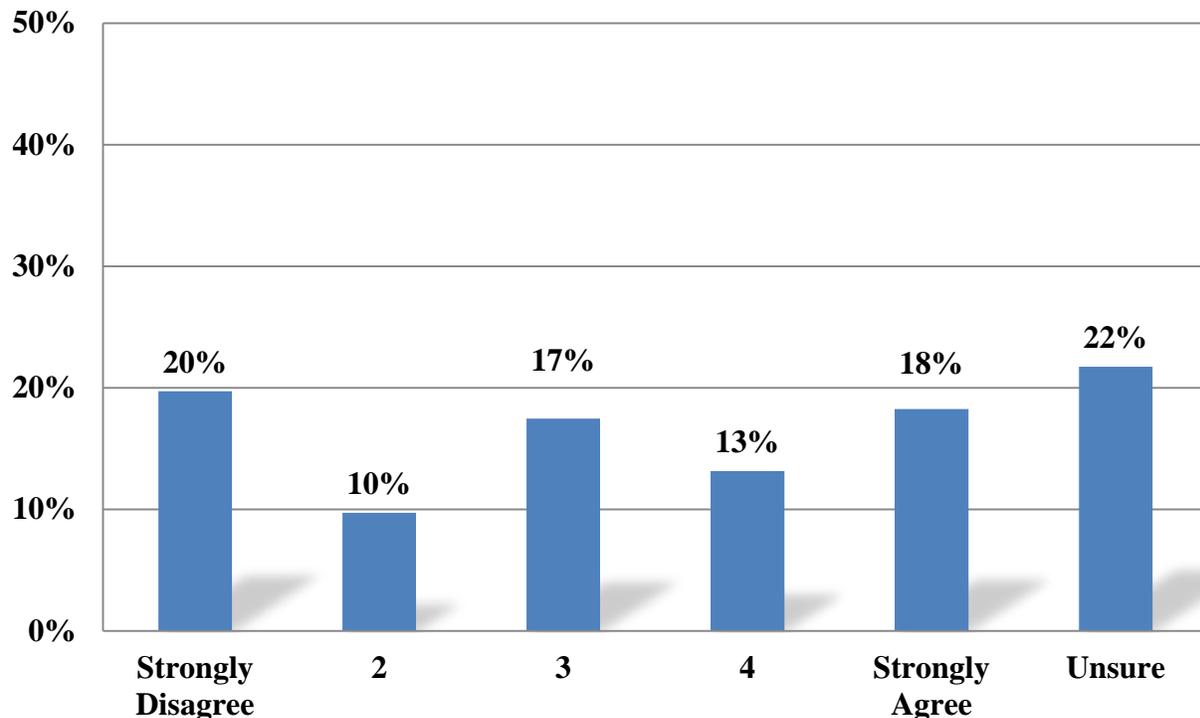
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Flexible Choices services would improve my ability to have services where and when I need them.

Overall, 29% of customers strongly agree (rating as a 5 on a five-point scale) and 13% agree (rating as a 4). Eighteen percent of customers neither agree nor disagree with the statement (rating as a 3). More than a quarter (26%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). Fourteen percent of customers indicate they are unsure.

Less than one-third customers (31%) agree that adding new providers of Flexible Choices services would improve the cost effectiveness of the services they receive.

How strongly do you agree or disagree with the following statement: Adding new providers of Flexible Choices services would improve the cost effectiveness of my services.



Comments:

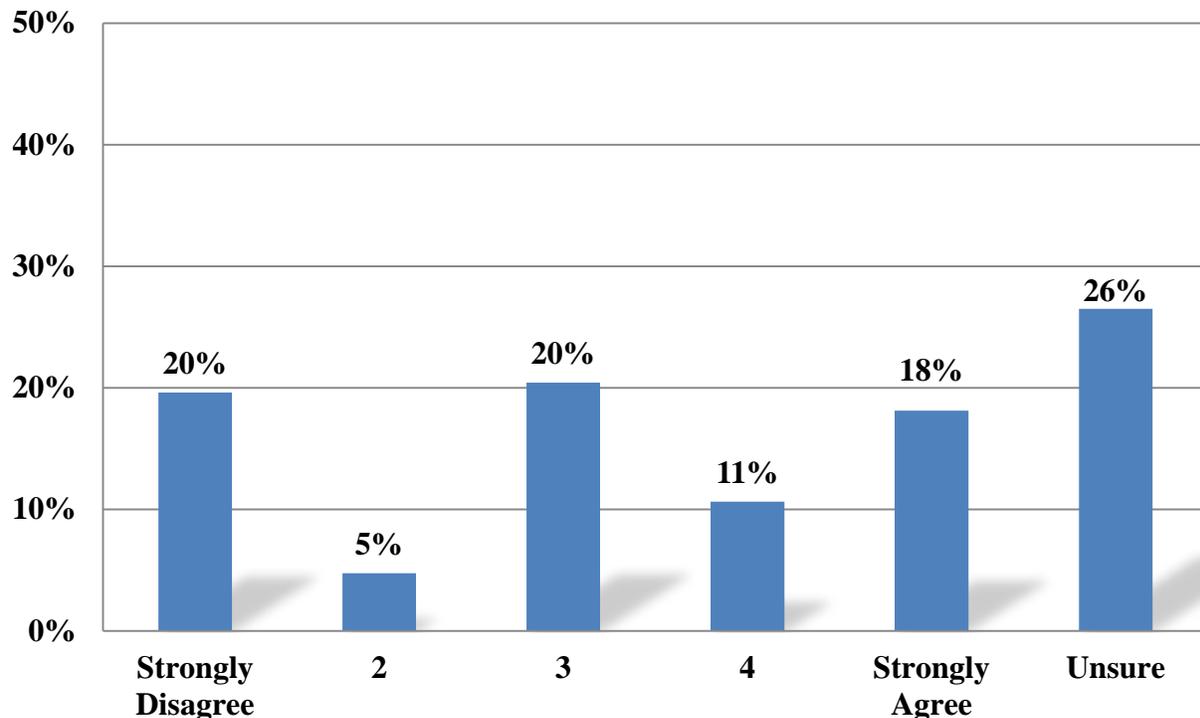
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Flexible Choices services would improve the cost effectiveness of my services.

Overall, 18% of customers strongly agree (rating as a 5 on a five-point scale) and 13% agree (rating as a 4). Seventeen percent of customers neither agree nor disagree with the statement (rating as a 3). Thirty percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Nearly a quarter (22%) of customers indicates they are unsure.

More than a quarter of customers (29%) agree that adding new providers of Flexible Choices services would improve the quality of the services they receive.

How strongly do you agree or disagree with the following statement: Adding new providers Flexible Choices services would improve the quality of my services.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers Flexible Choices services would improve the quality of my services.

Overall, 18% of customers strongly agree (rating as a 5 on a five-point scale) and 11% agree (rating as a 4). Twenty percent of customers neither agree nor disagree with the statement (rating as a 3). One quarter (25%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). More than a quarter (26%) of customers indicates they are unsure.

The comments offered by respondents about adding new providers include needing more qualified providers and that it's a good idea because many people need help, among others.

**Do you have any other comments about adding new providers?
(Multiple responses accepted)**

Category	%
Need more qualified providers	11%
It is a good idea/Many people need help	8%
Would allow clients more choices/Bigger pool of workers	5%
Trust issues/Need screening and background checks	5%
Would help with scheduling/Would allow caregiver more time with client	3%
Not needed	3%
Already short staffed/High turnover	2%
Other	5%
No comments	68%
Total	100%

Comments:

Thirty-two percent of customers offered comments about adding new providers. Among all customers receiving Flexible Choices services, 11% indicate the need for access to more qualified providers and 8% think that adding new providers is a good idea because many people need help. 5% indicate the need for more choice and control of their care. Other comments include that the customer had concerns about trust and screening of caregivers (5%) and that more providers would help with scheduling and allow more time with the client (3%), among others.

G. Homemaker Services

The results in this section are based on 353 completed surveys.

Key Findings

- **More than nine in ten customers (91%) are very or somewhat satisfied with Homemaker Services.**
- **88% of customers rate the quality of services they receive through Homemaker Services as excellent or good.**
- **85% of customers indicate the services they receive from Homemaker Services always or almost always meet their needs.**
- **Nearly all customers (95%) indicate that the caregivers in Homemaker Services always or almost always treat them with respect and courtesy.**
- **86% of customers always or almost always know who to contact if they have a complaint about Homemaker Services or need more help.**
- **88% of customers indicate that Homemaker Services always or almost always provides services to them when and where they are needed.**
- **63% of customers agree that they were able to choose their Homemaker Services.**
- **46% of customers agree that they were able to choose the provider of their Homemaker Services.**
- **64% of customers agree that they were able to choose the scheduling of their Homemaker Services to meet their needs.**
- **32% of customers agree that they were able to choose their Homemaker Services provider from a variety of providers.**
- **46% of customers agree that having more providers offering Homemaker Services would allow customers to better meet their needs.**
- **58% of customers disagree that there are Homemaker Services that they need but cannot get.**
- **24% of customers have experienced problems with Homemaker Services during the past 12 months. Among those, 50% indicate that Homemaker Services worked to resolve their problems.**

- **The main ideas for service improvement include simply needing more help or more time, addressing scheduling problems and switching of employees, and having staff do their work correctly and allow them to do more tasks, among others.**
- **57% of customers indicate it would be helpful or very helpful to add new Homemaker Services providers.**
- **57% of customers agree that adding new providers of Homemaker Services would improve their ability to have services when and where needed.**
- **41% of customers agree that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive.**
- **46% of customers agree that adding new providers of Homemaker Services would improve the quality of the services they receive.**
- **The comments offered by respondents about adding new providers include that it is a good idea and many people need help, they are happy with their current provider, and adding new providers would help with scheduling and would allow caregivers more time with clients, among others.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and includes results for all customers for comparison. In general, the results for those receiving Homemaker Services are comparable to those observed among all customers. They are less likely to indicate that it would be difficult or very difficult to stay in their home if they did not receive services.

A summary of the items evaluating the case manager or support coordinator is provided on page 158. In general, the results for those receiving Homemaker Services are comparable to those observed among all customers.

Summary of Overall Ratings of Quality

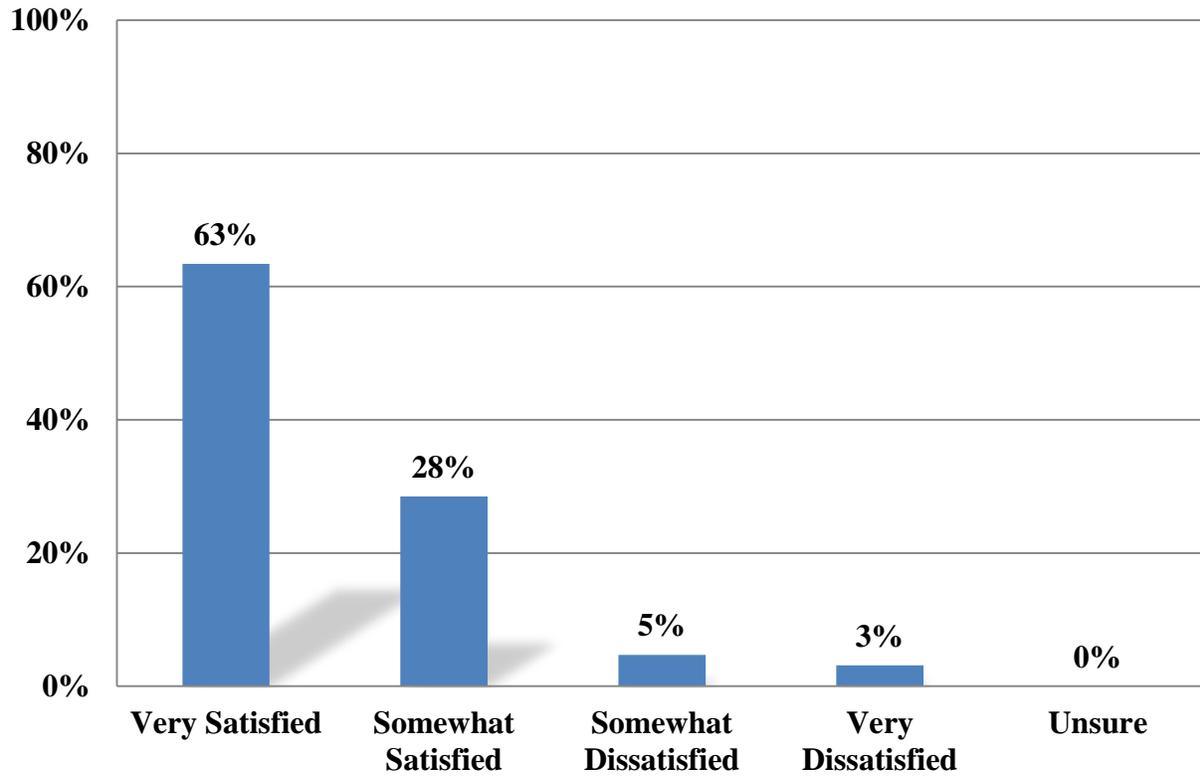
	Homemaker Services	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	78%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	87%	90%
How would you rate the timeliness of your services? (% excellent or good)	80%	83%
How would you rate when you receive your services or care? (% excellent or good)	86%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	87%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	87%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	79%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	74%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	95%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	86%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	90%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	68%	72%
Has the help you received made your life... (% somewhat or much better)	88%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	68%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	71%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	89%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	84%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	81%	85%

Summary of Items Evaluating of Case Manager or Support Coordinator

	Homemaker Services	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	92%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	81%	86%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	85%	90%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	80%	87%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	83%	89%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	75%	83%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	80%	87%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	84%	88%

More than nine in ten customers (91%) are very or somewhat satisfied with Homemaker Services.

How satisfied are you with Homemaker Services?



Why are you dissatisfied with Homemaker Services?
 (% among customers indicating they are very or somewhat dissatisfied)
 Multiple responses accepted

Category	%
Worker does not do good job, doesn't know how to clean	38%
Improve training; work skills & professionalism	12%
They do not show up, do not call	11%
Laziness; do not want or know how to work	11%
Understaffed	10%
Worker does not do tasks the way I like them done	5%
Need more help, more time	4%
Poor professional skills; rudeness, gossiping, cell phone use	4%
Dependable, reliable; take good care of me	3%
Services have been cut back	3%
Scheduling problems, switching employees	3%
Improve communication; who is coming, and when	3%
Other	8%
Unsure	9%
Total	100%

Comments:

Among those receiving services through Homemaker Services, 63% are very satisfied with the services they receive compared to 69% in 2011. Another 28% are somewhat satisfied with the services they receive. Only 5% indicate they are somewhat dissatisfied and only 3% are very dissatisfied with the services they receive through Homemaker Services.

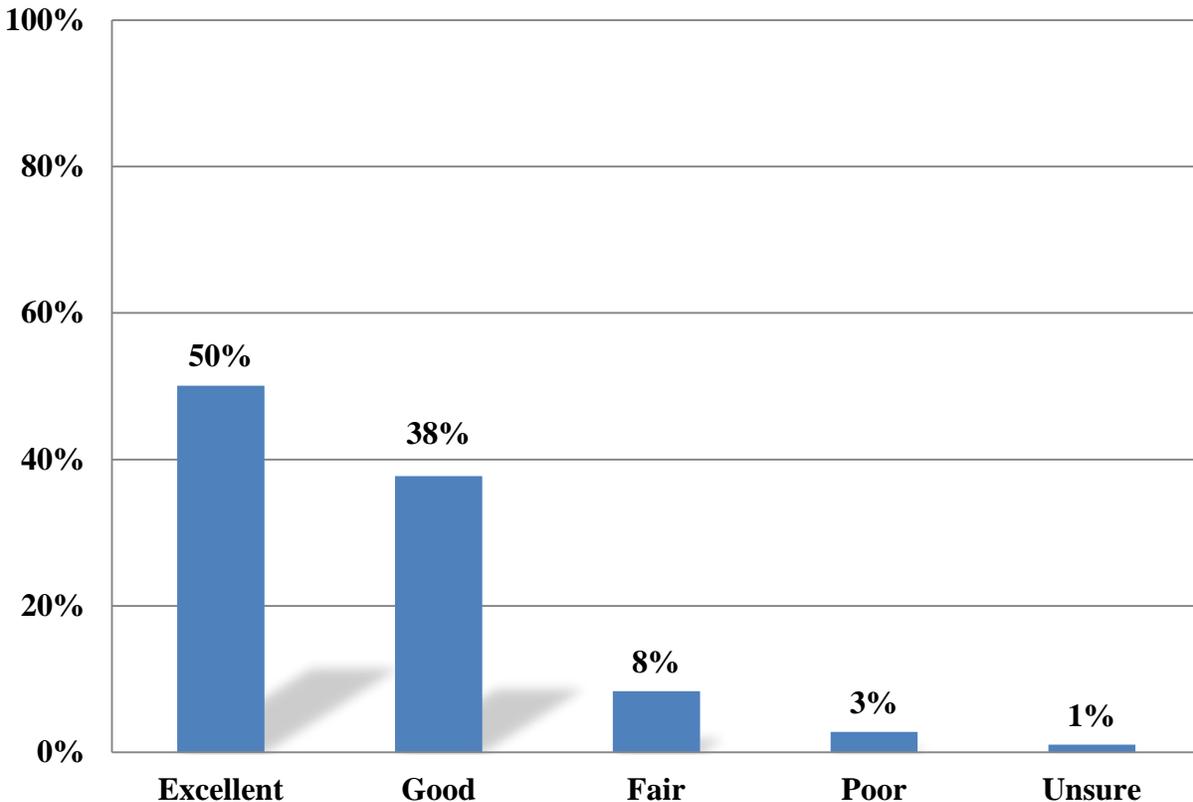
By Year:

- In 2010, 94% rated as very satisfied or satisfied.
- In 2011, 93% rated as very satisfied or satisfied.

Among the small percentage that are dissatisfied, the main reasons given are that the worker does not do a good job and does not know how to clean or work correctly (38%), training needs to be improved, especially work skills and professionalism (12%), that staff does not show up and does not call if they can't work (11%) and that staff are lazy and do not want or know how to work (11%), among others.

88% of customers rate the quality of services they receive through Homemaker Services as excellent or good.

How do you rate the quality of Homemaker Services?



Comments:

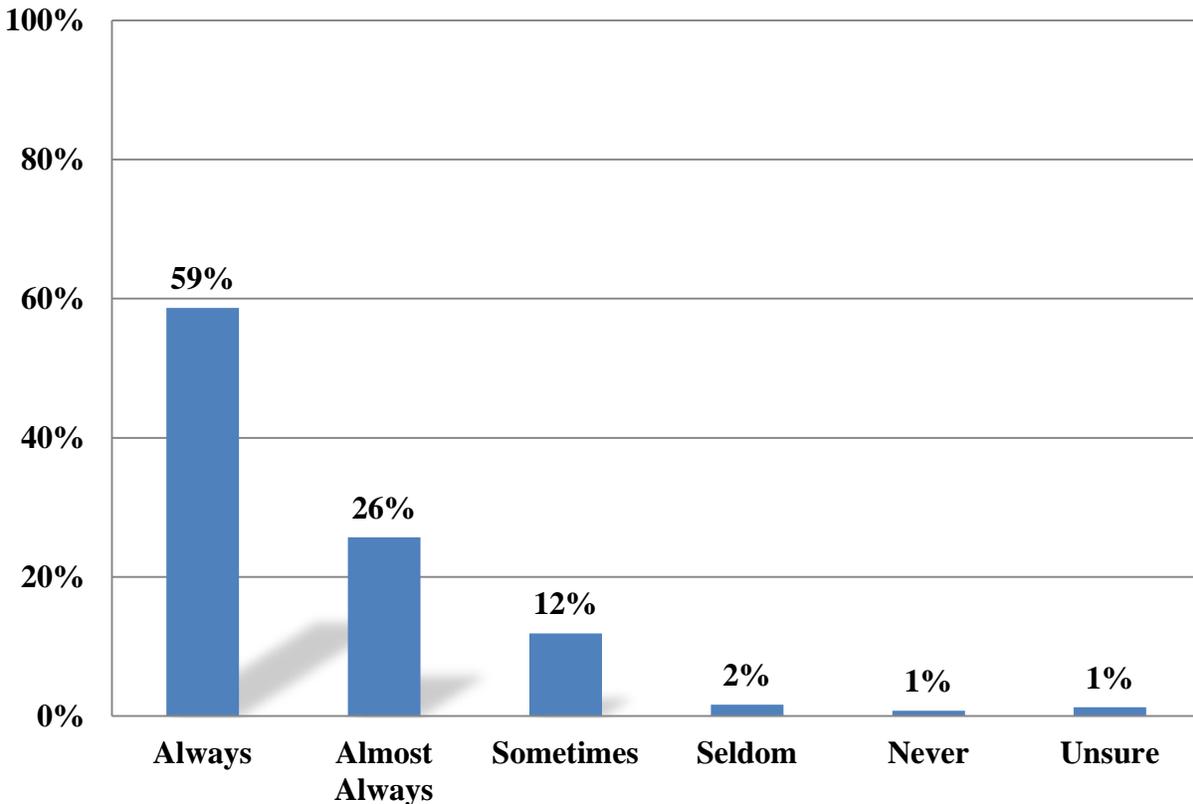
Among those receiving services through Homemaker Services, 50% rate the quality of services as excellent, compared to 58% in 2011. Another 38% rate the quality of the services they receive as good. Only 8% indicate that the quality of the services they receive is fair and only 3% indicate the quality of services they receive through Homemaker Services is poor.

By Year:

- In 2010, 89% rated as excellent or good.
- In 2011, 90% rated as excellent or good.

85% of customers indicate the services they receive from Homemaker Services always or almost always meet their needs.

The Homemaker Services I receive meet my needs.



Comments:

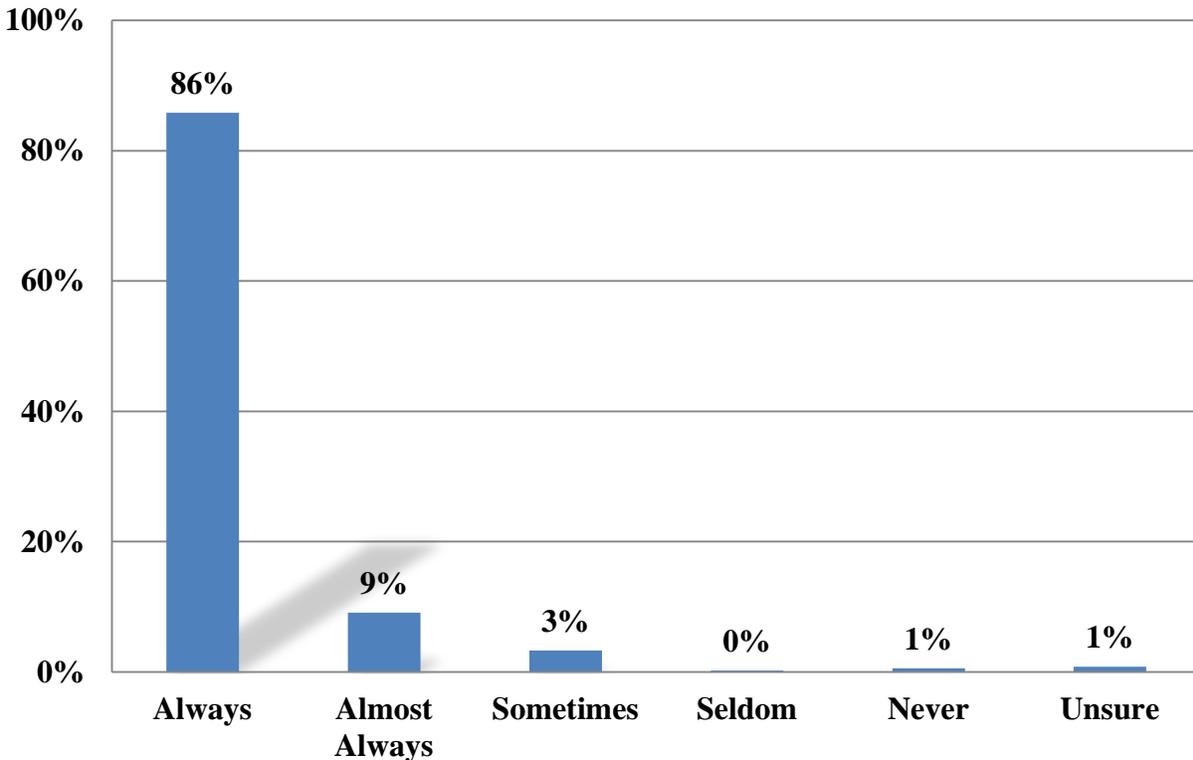
Among those receiving services through Homemaker Services, 59% indicate the services they receive always meet their needs, down from 65% in 2011. Another 26% indicate the services they receive almost always meet their needs. Twelve percent of customers indicate that the services they receive through Homemaker Services meet their needs some of the time. Only 2% of customers receiving services through Homemaker Services indicate that the services seldom and only 1% indicate that the services never meet their needs. One percent of customers indicate they are unsure.

By Year:

- In 2008, 82% rated as always or almost always.
- In 2009, 85% rated as always or almost always.
- In 2010, 86% rated as always or almost always.
- In 2011, 89% rated as always or almost always.

Nearly all customers (95%) indicate that the caregivers in Homemaker Services always or almost always treat them with respect and courtesy.

My caregivers providing Homemaker Services treat me with respect and courtesy.



Comments:

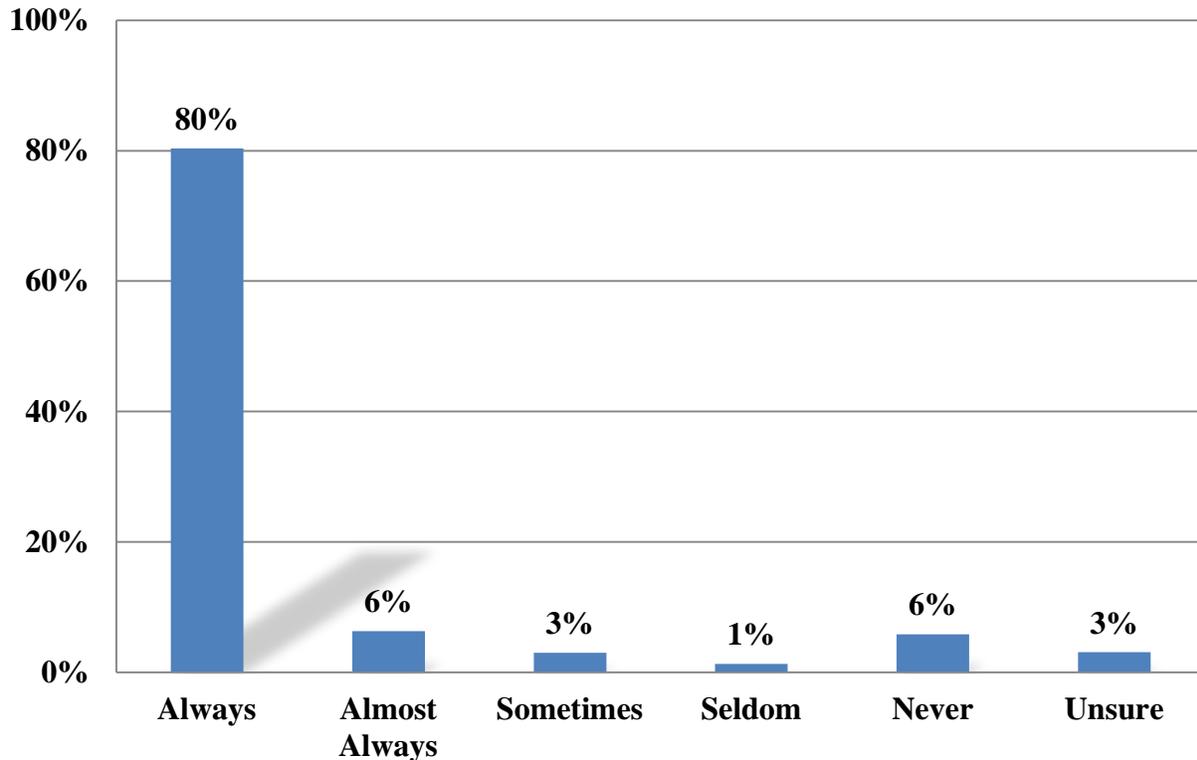
Among those receiving services through Homemaker Services, 86% indicate their caregivers always treat them with respect and courtesy, compared to 90% in 2011. Another 9% indicate their caregivers almost always treat them with respect and courtesy. Only 3% of customers receiving services through Homemaker Services indicate their caregivers treat them with respect and courtesy only some of the time. Only 1% of customers receiving services through Homemaker Services indicate that the caregivers never treat them with respect and courtesy. One percent of customers indicate they are unsure.

By Year:

- In 2008, 93% rated as always or almost always.
- In 2009, 93% rated as always or almost always.
- In 2010, 95% rated as always or almost always.
- In 2011, 96% rated as always or almost always.

86% of customers always or almost always know who to contact if they have a complaint about Homemaker Services or need more help.

I know who to contact if I have a complaint about Homemaker Services or if I need more help.



Comments:

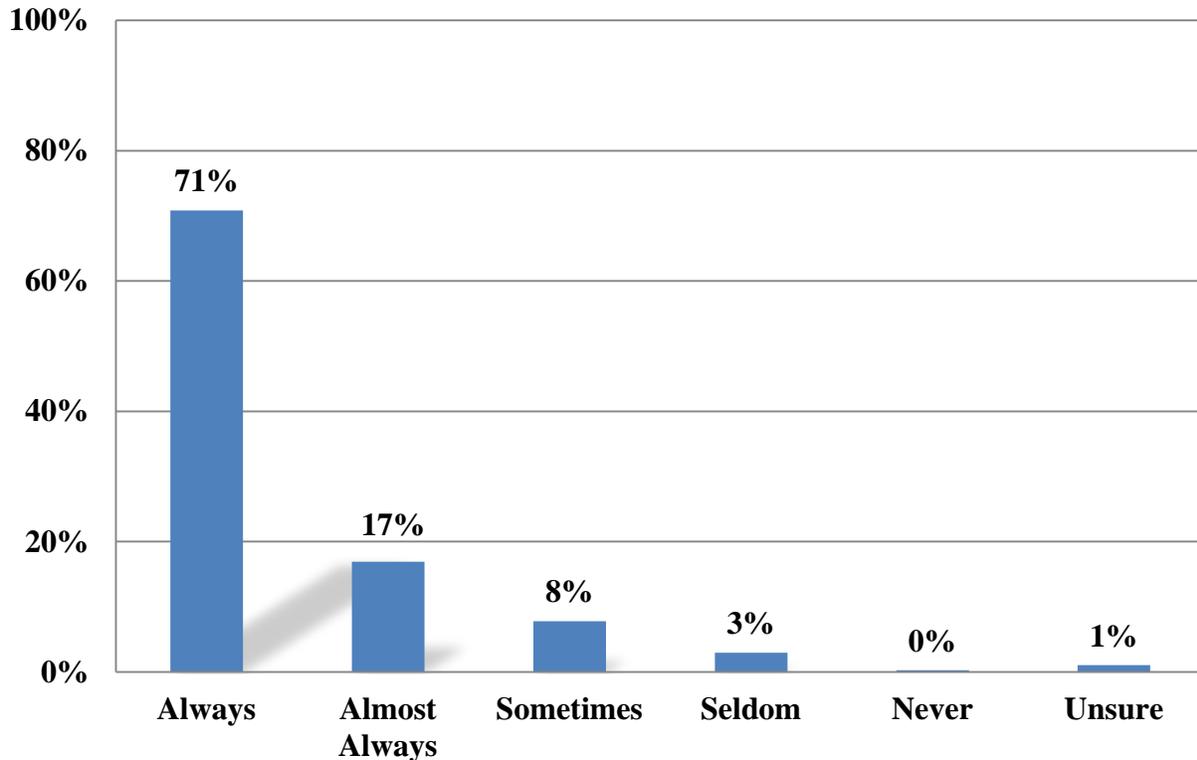
Among those receiving services through Homemaker Services, 80% indicate they always know who to contact if they have a complaint or if they need more help, compared to 84% in 2011. Another 6% indicate they almost always know who to contact. Three percent of customers indicate they know who to contact some of the time. Only 1% of customers receiving services through Homemaker Services seldom know and only 6% never know who to contact if they have a complaint or if they need more help. Three percent of customers indicate they are unsure.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 90% rated as always or almost always.
- In 2011, 91% rated as always or almost always.

88% of customers indicate that Homemaker Services always or almost always provides services to them when and where they are needed.

The Homemaker Services are provided to me when and where I need them.



Comments:

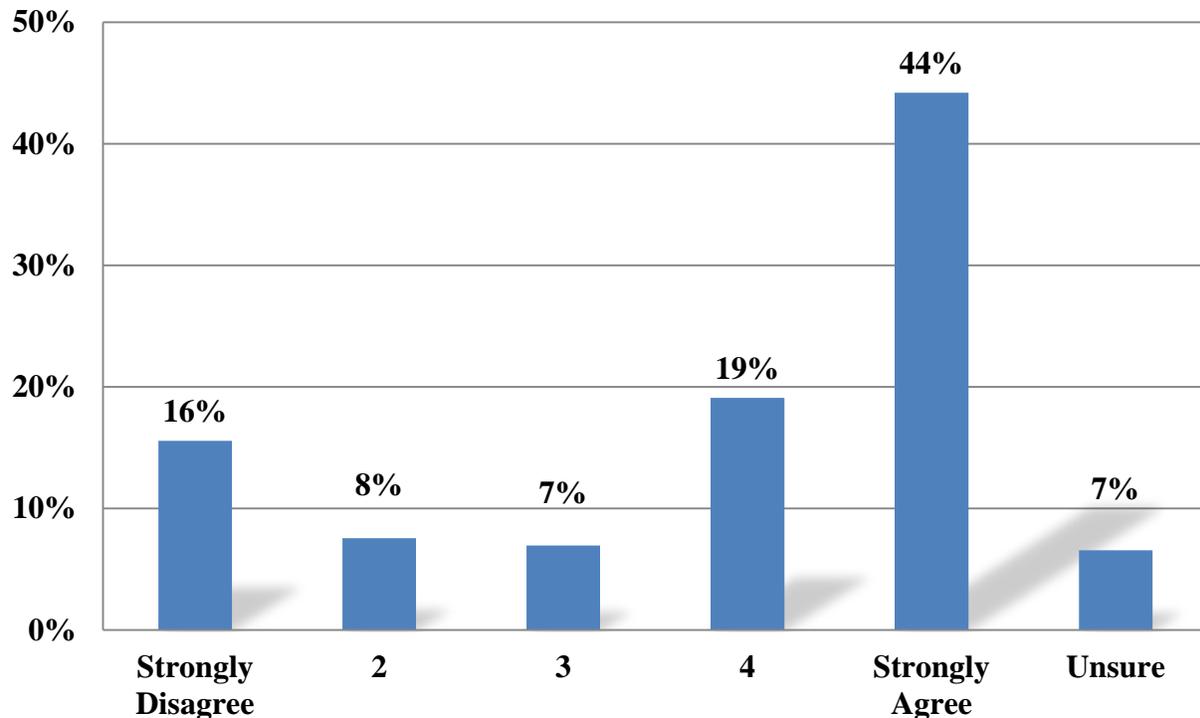
Among those receiving services through Homemaker Services, 71% indicate they are always provided services when and where they are needed, compared to 71% in 2011. Another 17% indicate services are almost always provided when and where they are needed. Eight percent of customers indicate that services are provided when and where needed through Homemaker Services some of the time. Only 3% of customers indicate services are provided seldom and 0% indicates that services are never provided when and where they are needed. One percent of customers indicate they are unsure.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 85% rated as always or almost always.
- In 2010, 84% rated as always or almost always.
- In 2011, 88% rated as always or almost always.

63% of customers agree that they were able to choose their Homemaker Services.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose my Homemaker Services.



Comments:

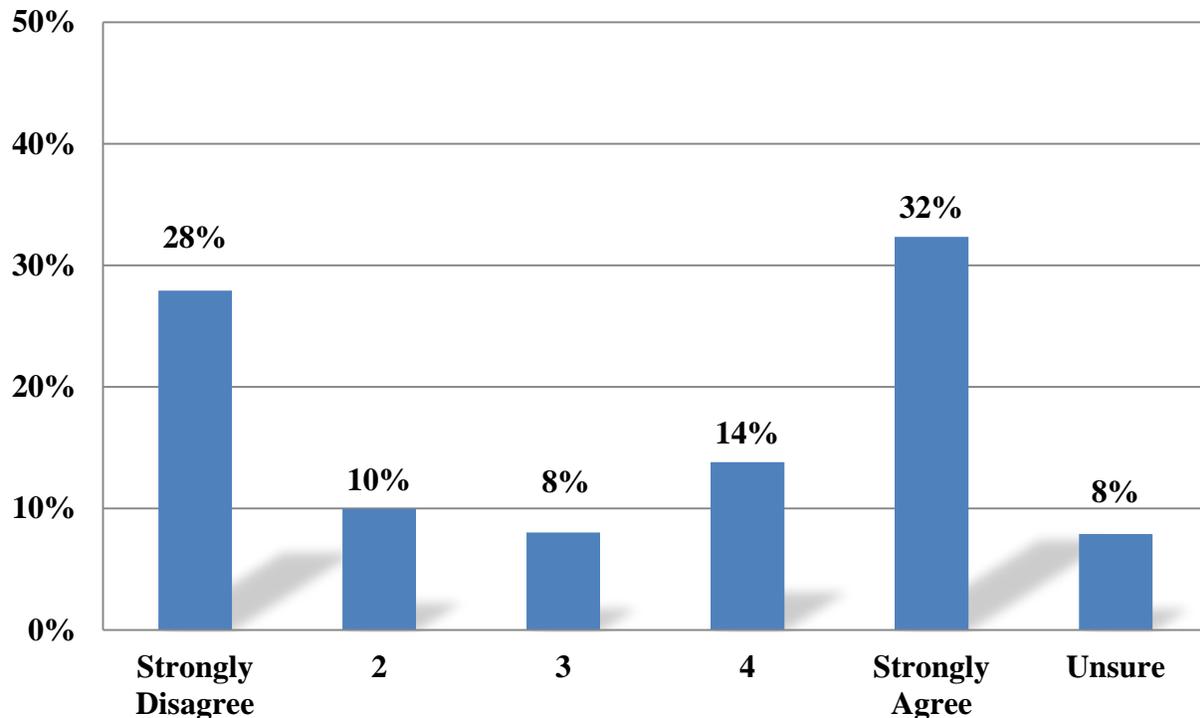
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose my Homemaker Services.

Overall, 44% of customers strongly agree (rating as a 5 on a five-point scale) and 19% agree (rating as a 4). Seven percent of customers neither agree nor disagree with the statement (rating as a 3). Nearly a quarter (24%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). Seven percent of customers indicate they are unsure.

46% of customers agree that they were able to choose the provider of their Homemaker Services.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the provider of my Homemaker Services.



Comments:

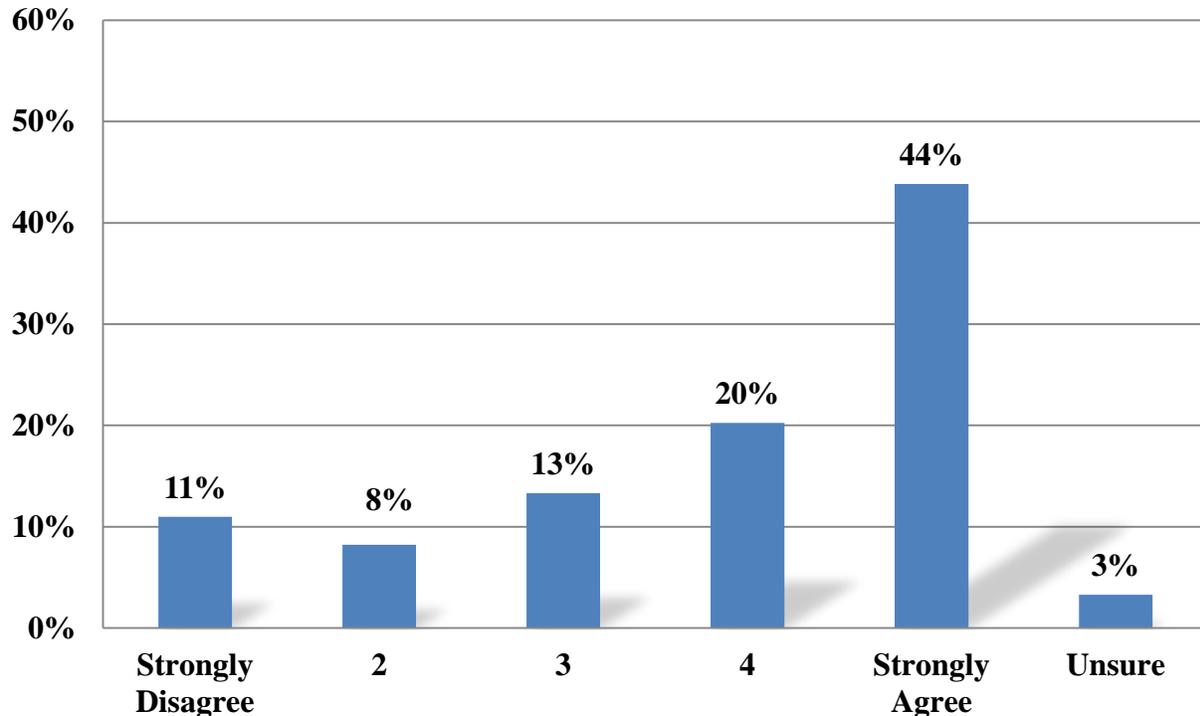
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose the provider of my Homemaker Services.

Overall, 32% of customers strongly agree (rating as a 5 on a five-point scale) and 14% agree (rating as a 4). Eight percent of customers neither agree nor disagree with the statement (rating as a 3). Thirty-eight percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Eight percent of customers indicate they are unsure.

64% of customers agree that they were able to choose the scheduling of their Homemaker Services to meet their needs.

Please tell me how strongly you agree or disagree with the following statement: I was able to choose the scheduling of Homemaker Services that meets my needs.



Comments:

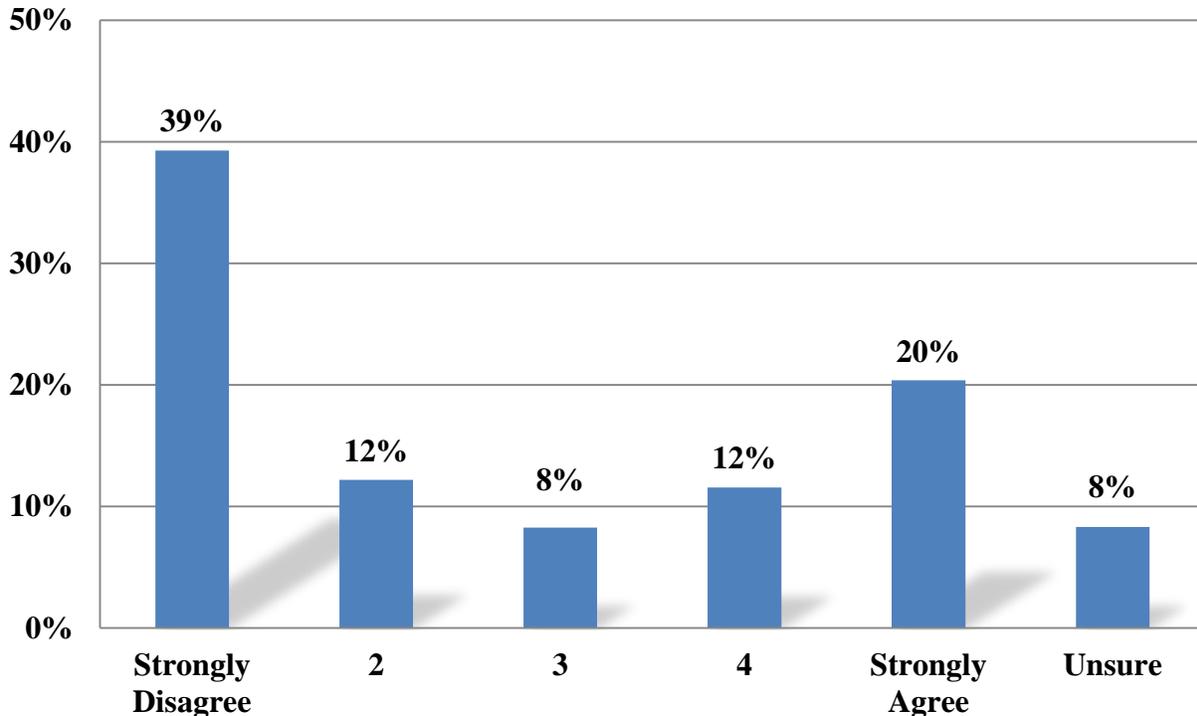
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to choose the scheduling of Homemaker Services that meets my needs.

Overall, 44% of customers strongly agree (rating as a 5 on a five-point scale) and 20% agree (rating as a 4). Thirteen percent of customers neither agree nor disagree with the statement (rating as a 3). Nineteen percent of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Three percent of customers indicate they are unsure.

32% of customers agree that they were able to choose their Homemaker Services provider from a variety of providers.

Please tell me how strongly you agree or disagree with the following statement: I was able to select my Homemaker Services provider from a variety of providers.



Comments:

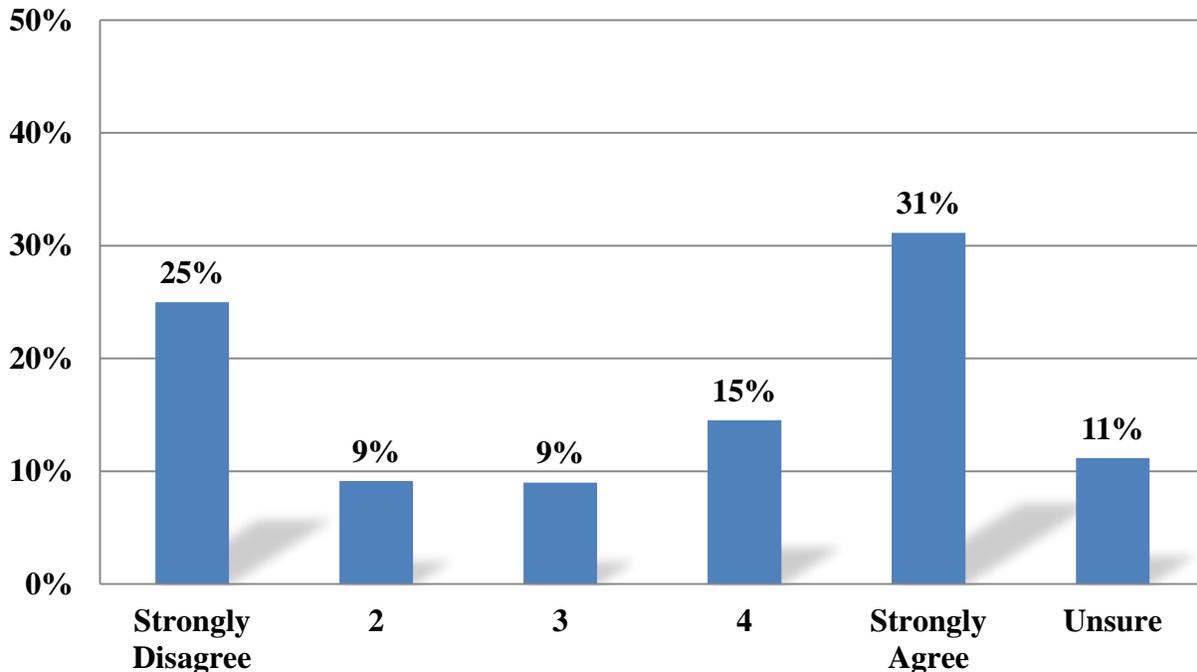
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- I was able to select my Homemaker Services provider from a variety of providers.

Overall, 20% of customers strongly agree (rating as a 5 on a five-point scale) and 12% agree (rating as a 4). Eight percent of customers neither agree nor disagree with the statement (rating as a 3). More than half (51%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Eight percent of customers indicate they are unsure.

46% of customers agree that having more providers offering Homemaker Services would allow customers to better meet their needs.

Please tell me how strongly you agree or disagree with the following statement: Having more providers who offer Homemaker Services would allow me to better meet my needs.



Comments:

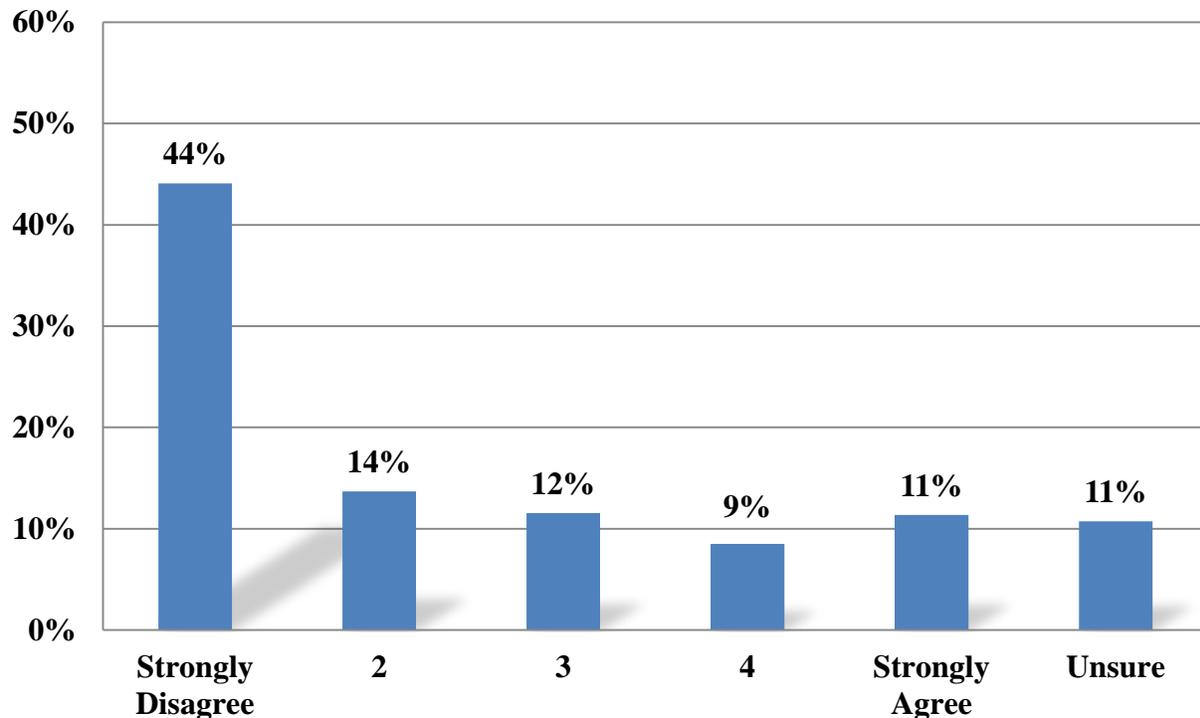
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Having more providers who offer Homemaker Services would allow me to better meet my needs.

Overall, 31% of customers strongly agree (rating as a 5 on a five-point scale) and 15% agree (rating as a 4). Nine percent of customers neither agree nor disagree with the statement (rating as a 3). More than a third (34%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). Eleven percent of customers indicate they are unsure.

58% of customers disagree that there are Homemaker Services that they need but cannot get.

Please tell me how strongly you agree or disagree with the following statement: There are Homemaker Services that I need that I cannot get.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- There are Homemaker Services that I need that I cannot get.

Overall, 11% of customers strongly agree (rating as a 5 on a five-point scale) and 9% agree (rating as a 4). Twelve percent of customers neither agree nor disagree with the statement (rating as a 3). Over half (58%) of customers disagree with the statement (rating as a 1 or 2 on the five-point scale). Eleven percent of customers indicate they are unsure.

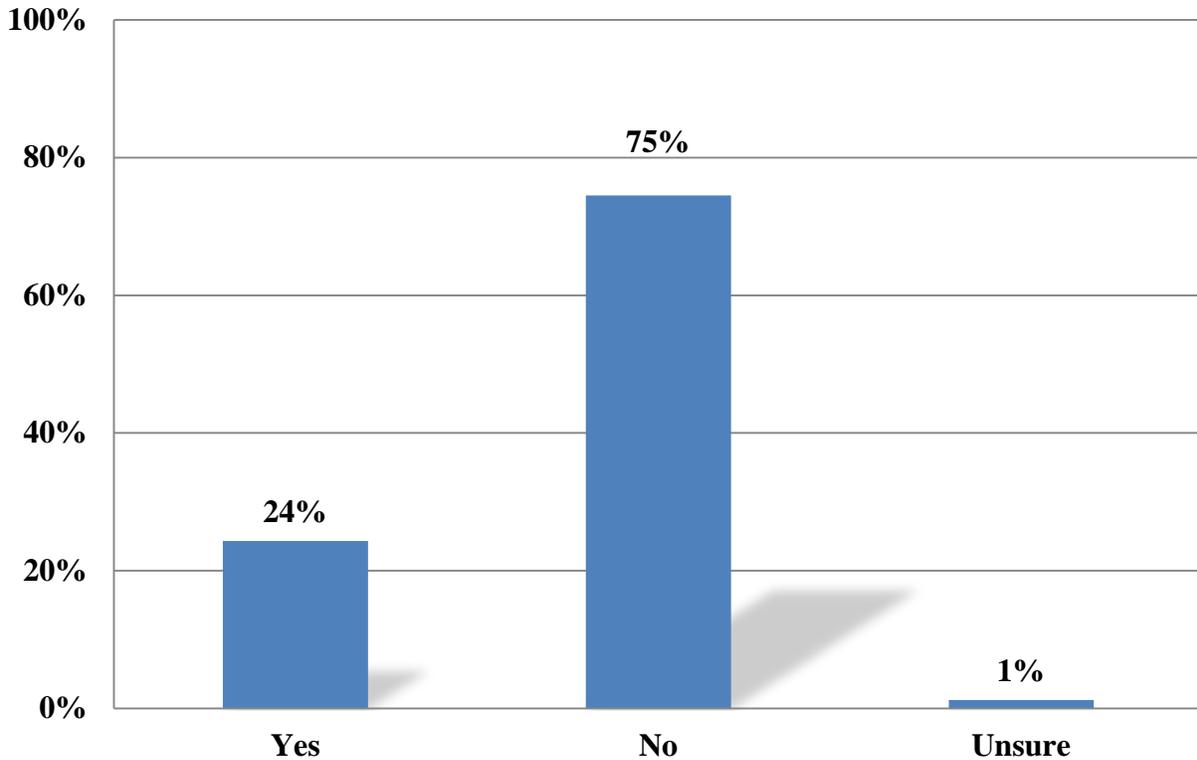
Among the 20% that indicate they are Homemaker Services that they need but cannot get, the most commonly mentioned services are that the customer would like assistance with bigger tasks and chores at home (33%), more hours of care (10%), assistance with grocery shopping (7%), and assistance with meal preparation (6%), among others.

**What are these Homemaker Services that you need but cannot get?
(Multiple responses accepted)**

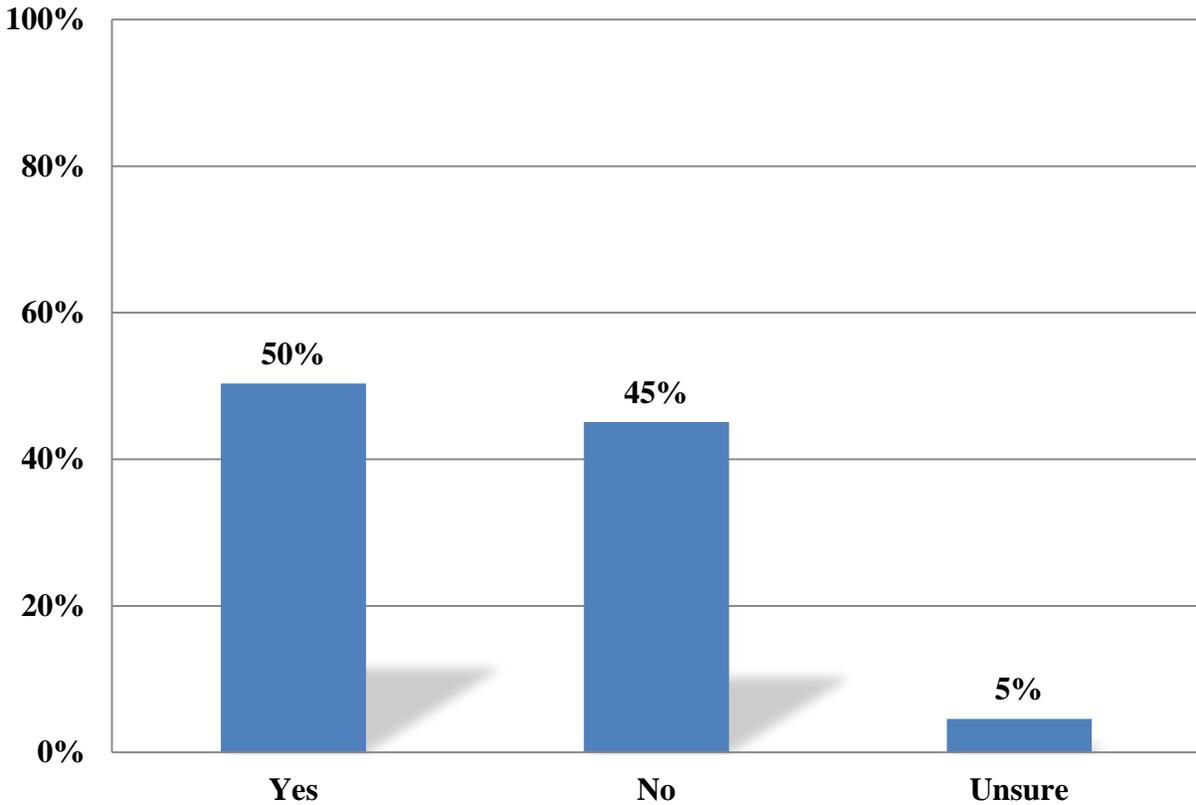
Category	%
Assistance with bigger tasks and chores at home	33%
More hours	10%
Assistance with grocery shopping	7%
Assistance with meal preparation	6%
Social hours/Recreational time/Talk	4%
Transportation assistance	4%
More choice and control of care	4%
Assistance with transportation	3%
Assistance with bathing, grooming	3%
Other	7%
Unsure	28%
Total	100%

24% of customers have experienced problems with Homemaker Services during the past 12 months. Among those, 50% indicate that Homemaker Services worked to resolve their problems.

Have you experienced any problems with Homemaker Services during the past 12 months?



Did Homemaker Services work to resolve any problems?



Comments:

Among those receiving services through Homemaker Services, 24% report they have experienced problems during the past 12 months, up from 17% in 2011. Among those experiencing problems, 36% indicate they had problems with scheduling or switching staff, 21% mention that the worker does not do a satisfactory job and does not know how to clean, and 17% indicate staff does not show up and does not call if they cannot work, among others. Fifty percent of customers that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems, down from 62% in 2011.

What problems did you experience with Homemaker Services during the past 12 months?
 (% among customers experiencing problem during the past 12 months)
Multiple responses accepted

Category	%
Scheduling problems/Switching employees	36%
Worker does not do good job, does not know how to clean	21%
They do not show up, do not call	17%
Laziness; do not want or know how to work	15%
Poor professional skills; rudeness, gossiping, cell phone use	7%
Services have been cut back	6%
Improve communication; who is coming, and when	6%
Understaffed	5%
Tardiness	4%
Need more help, more time	4%
Improve training; work skills & professionalism	3%
Some are good, some are not	3%
Suspect theft of medications, personal items	2%
Afraid to complain, fear repercussions	2%
Dependable/Reliable/Take good care of me	2%
Worker does not do tasks the way I like them done	1%
Would like more time for running errands	1%
Good when they show up, inconsistent attendance	1%
Other	4%
Unsure	2%
Total	100%

The main ideas for service improvement include simply needing more help or more time, addressing scheduling problems and switching of employees, and having staff do their work correctly and allow them to do more tasks, among others.

**Is there anything that could improve the Homemaker Services offered to you and others?
(Multiple responses accepted)**

Category	%
Need more help, more time	7%
Improve scheduling/Send same caregivers	6%
Do work correctly, allow staff to do more tasks	6%
Improve training; work skills & professionalism	3%
Hire more staff	3%
Improve communication; who is coming, and when	2%
Improve work ethic, do what is asked	2%
Improve skills; be polite, do not gossip, talk on phone	1%
Would like to go to store myself; choose stores	1%
Show up/Call if you cannot make it	1%
Address problems	1%
Do not cut services	1%
Would like more time for running errands	1%
Other	3%
Nothing	63%
Unsure	6%
Total	100%

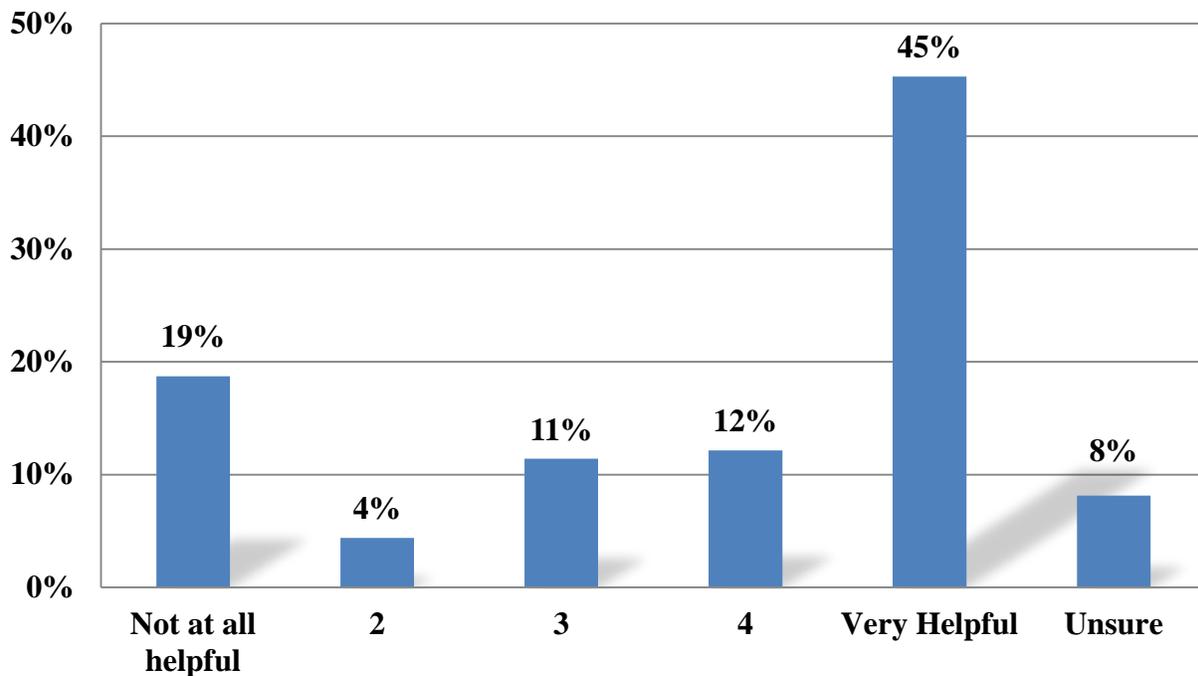
Comments:

Among those receiving services through Homemaker Services, 31% offered suggestions for improving the services provided to customers.

Seven percent indicate they simply need more help and more time with caregivers and 6% mention that scheduling needs to be improved and the same caregivers should be sent. Other comments include that staff should do their work correctly and should be allowed to do more tasks (6%), the need for improved training that focuses on work skills and professionalism (3%), hiring more staff (3%), improving communication on who is coming and when (2%), and improving staff work ethic and having staff do what they are asked (2%), among others.

57% of customers indicate it would be helpful or very helpful to add new Homemaker Services providers.

Vermont is looking at possibly adding new providers of Homemaker Services. Based on your experience, how helpful would adding new providers of Homemaker Services be to you?

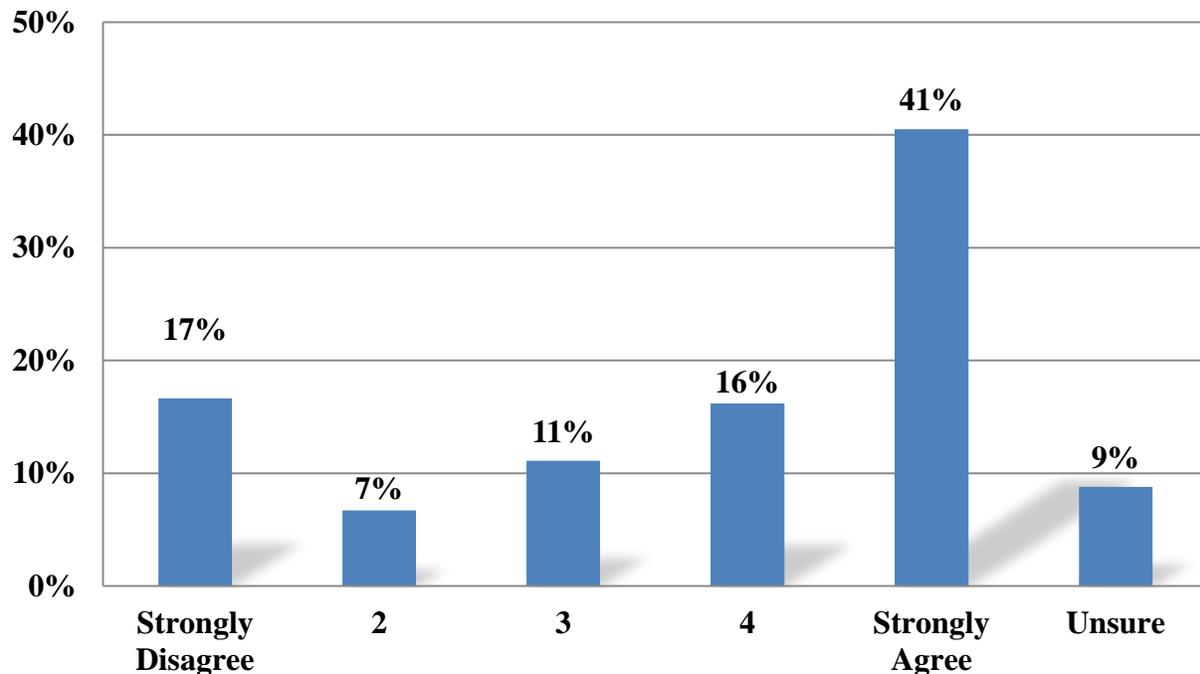


Comments:

Forty-five percent of customers indicate that it would be very helpful to add new providers of Homemaker Services and another 12% feel it would be helpful to add new providers (rating as a 4 on a five-point scale). Eleven percent is neutral (rating as a 3). Nineteen percent of customers indicate that it would not be at all helpful and 4% indicate it would not be very helpful (rating as a 2) to add new providers of Homemaker Services. Eleven percent of customers indicate they are unsure.

57% of customers agree that adding new providers of Homemaker Services would improve their ability to have services when and where needed.

How strongly do you agree or disagree with the following statement: Adding new providers of Homemaker Services would improve my ability to have services where and when I need them.



Comments:

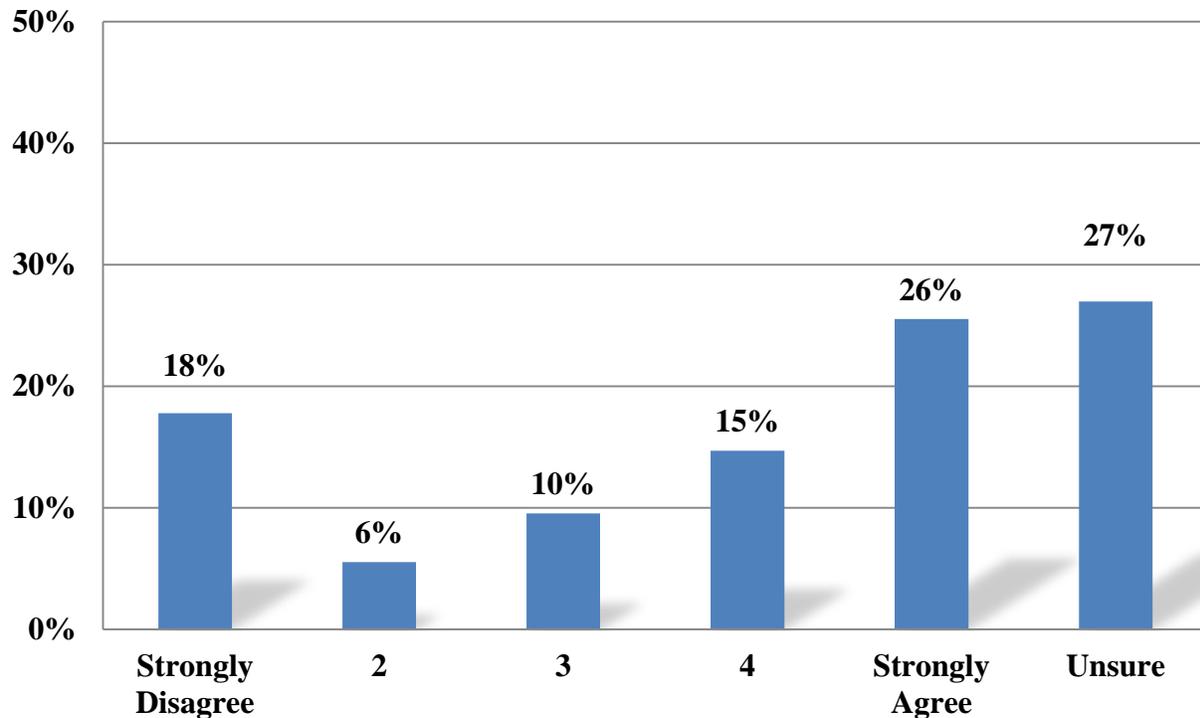
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Homemaker Services would improve my ability to have services where and when I need them.

Overall, 41% of customers strongly agree (rating as a 5 on a five-point scale) and 16% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). Nearly a quarter (24%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). Nine percent of customers indicate they are unsure.

41% of customers agree that adding new providers of Homemaker Services would improve the cost effectiveness of the services they receive.

How strongly do you agree or disagree with the following statement: Adding new providers of Homemaker Services would improve the cost effectiveness of my services.



Comments:

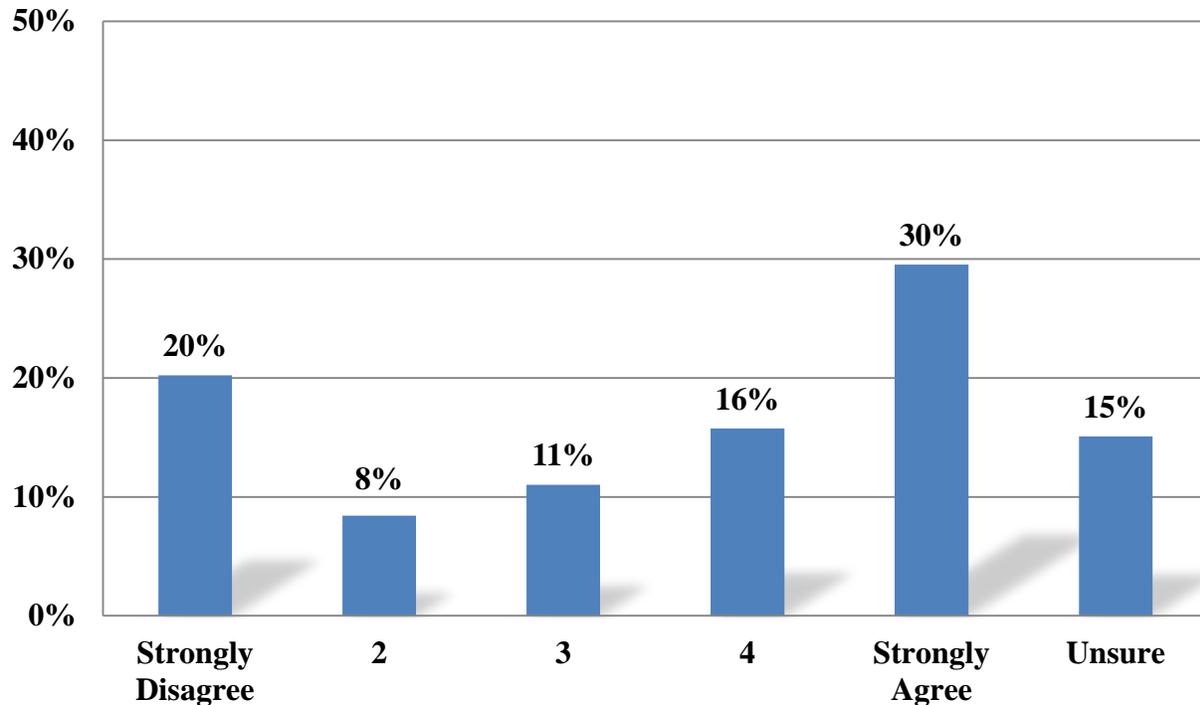
Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Homemaker Services would improve the cost effectiveness of my services.

Overall, 26% of customers strongly agree (rating as a 5 on a five-point scale) and 15% agree (rating as a 4). Ten percent of customers neither agree nor disagree with the statement (rating as a 3). Nearly a quarter (24%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). More than a quarter (27%) of customers indicates they are unsure.

46% of customers agree that adding new providers of Homemaker Services would improve the quality of the services they receive.

How strongly do you agree or disagree with the following statement: Adding new providers Homemaker Services would improve the quality of my services.



Comments:

Customers were asked to indicate how strongly they agree or disagree with the following statement, rating on a five-point scale from strongly disagree (1) to strongly agree (5):

- Adding new providers of Homemaker Services would improve the quality of my services.

Overall, 30% of customers strongly agree (rating as a 5 on a five-point scale) and 16% agree (rating as a 4). Eleven percent of customers neither agrees nor disagrees with the statement (rating as a 3). More than a quarter (28%) of customers disagrees with the statement (rating as a 1 or 2 on the five-point scale). Fifteen percent of customers indicate they are unsure.

The comments offered by respondents about adding new providers include that it is a good idea and many people need help, they are happy with their current provider, and adding new providers would help with scheduling and would allow caregivers more time with clients, among others.

**Do you have any other comments about adding new providers?
(Multiple responses accepted)**

Category	%
It is a good idea/Many people need help	6%
Happy with current provider	3%
Would help with scheduling/Would allow caregiver more time with client	3%
Already short staffed/High turnover	2%
Would allow clients more choices/Bigger pool of workers	2%
Need more qualified providers	2%
Not needed	2%
Prefer a familiar caregiver, homemaker	1%
Transportation assistance	1%
Caregivers need better pay	1%
Other	2%
No comments	79%
Unsure	3%
Total	100%

Comments:

Eighteen percent of customers offered comments about adding new providers. Among all customers receiving Homemaker Services, 6% think it is a good idea and that many people need help. Other comments include that customers are satisfied with their current provider (3%), that it would help with scheduling and would allow more time with the client (3%), that they are already short staffed with high turnover (2%), that it would allow clients more choices (2%), and that there is a need for more qualified providers (2%), among others.

H. Adult Day Centers

The results in this section are based on 166 completed surveys.

Key Findings

- **Nearly all customers (95%) are very or somewhat satisfied with the Adult Day Center they attend.**
- **97% of customers rate the quality of services they receive at the Adult Day Center they attend as excellent or good.**
- **93% of customers indicate the services they receive from the Adult Day Center always or almost always meet their needs.**
- **Nearly all customers (96%) indicate that the caregivers at the Adult Day Center always or almost always treat them with respect and courtesy.**
- **88% of customers always or almost always know who to contact if they have a complaint about the Adult Day Center or need more help.**
- **94% of customers indicate that the Adult Day Center always or almost always provides services to them when and where they are needed.**
- **Only 5% of customers have experienced problems with the Adult Day Center they attend during the past 12 months. Among those, 80% indicate that the Adult Day Center worked to resolve their problems.**
- **The main ideas for service improvement include expanding activities, adding more outings and outdoor activities and expanding hours.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. In general, the results for those receiving services at Adult Day Centers are comparable to those observed among all customers, though they are somewhat less likely to indicate it would be difficult or very difficult easy to stay in their home if they did not receive services.

A summary of the items evaluating the case manager or support coordinator is provided on page 184. In general, the results for those receiving services through Adult Day Centers are also comparable to those observed among all customers. Though they are somewhat more likely to indicate always or almost always to:

- **Feel I have a part in planning my care with my case manager or support coordinator.**
- **My case manager or support coordinator helps me understand the different service options that are available.**

Summary of Overall Ratings of Quality

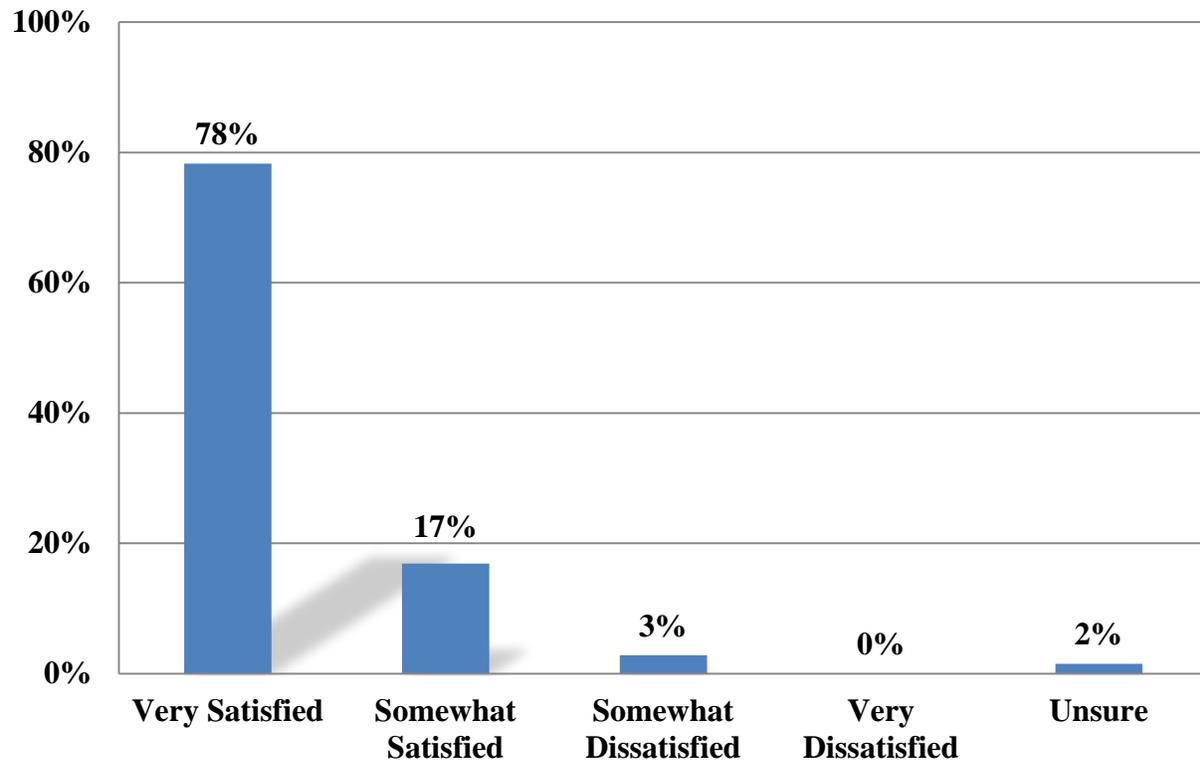
	Adult Day Center	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	88%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	95%	90%
How would you rate the timeliness of your services? (% excellent or good)	86%	83%
How would you rate when you receive your services or care? (% excellent or good)	91%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	93%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	95%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	83%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	85%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	97%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	92%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	94%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	77%	72%
Has the help you received made your life... (% somewhat or much better)	87%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	68%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	76%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	82%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	87%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	85%	85%

Summary of Items Evaluating of Case Manager or Support Coordinator

	Adult Day Center	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	97%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	88%	86%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	92%	90%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	88%	87%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	88%	89%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	82%	83%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	88%	87%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	91%	88%

Nearly all customers (95%) are very or somewhat satisfied with the Adult Day Center they attend.

How satisfied are you with the Adult Day Center you attend?



Comments:

Among those attending an Adult Day Center, 78% are very satisfied with the services they receive, comparable to 79% in 2011. Another 17% are somewhat satisfied with the services they receive. Only 3% indicate they are somewhat dissatisfied and 0% is very dissatisfied with the services they receive at the Adult Day Center they attend. Two percent of customers are unsure.

By Year:

- In 2010, 96% rated as very or somewhat satisfied.
- In 2011, 97% rated as very or somewhat satisfied.

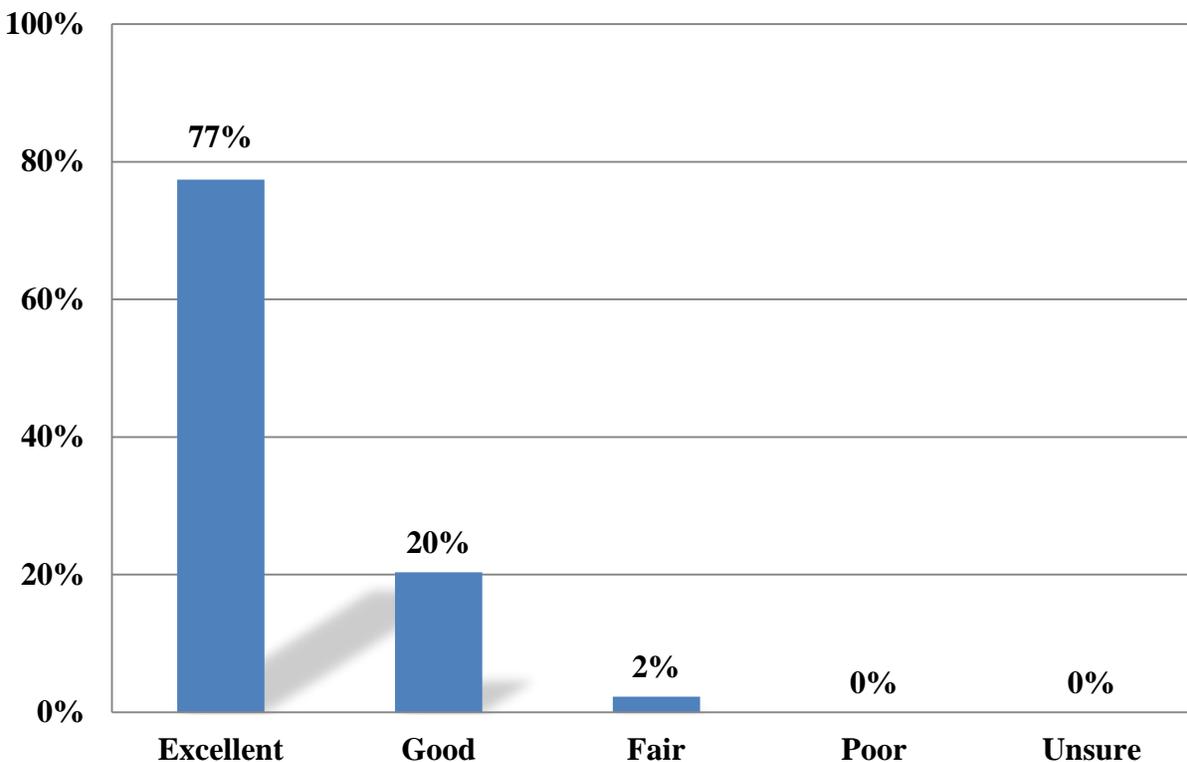
Among the small percentage that are dissatisfied, the main reasons given are a lack of courtesy or respect for participants (21%), the need for expanded or weekend hours (20%), lack of activities or lack in variety of activities (17%), and wanting more mental stimulation (13%), among others.

**Why are you dissatisfied with the Adult Day Center you attend?
 (% among customers indicating they are very or somewhat dissatisfied)
 Multiple responses accepted**

Category	%
Increase courtesy, respect for participants	21%
Need expanded hours, weekend hours	20%
Lack of activities, need large variety of activities	17%
Want more mental stimulation	13%
Other	15%
Unsure	13%
Total	100%

97% of customers rate the quality of services they receive at the Adult Day Center they attend as excellent or good.

How do you rate the quality of the services provided by the Adult Day Center you attend?



Comments:

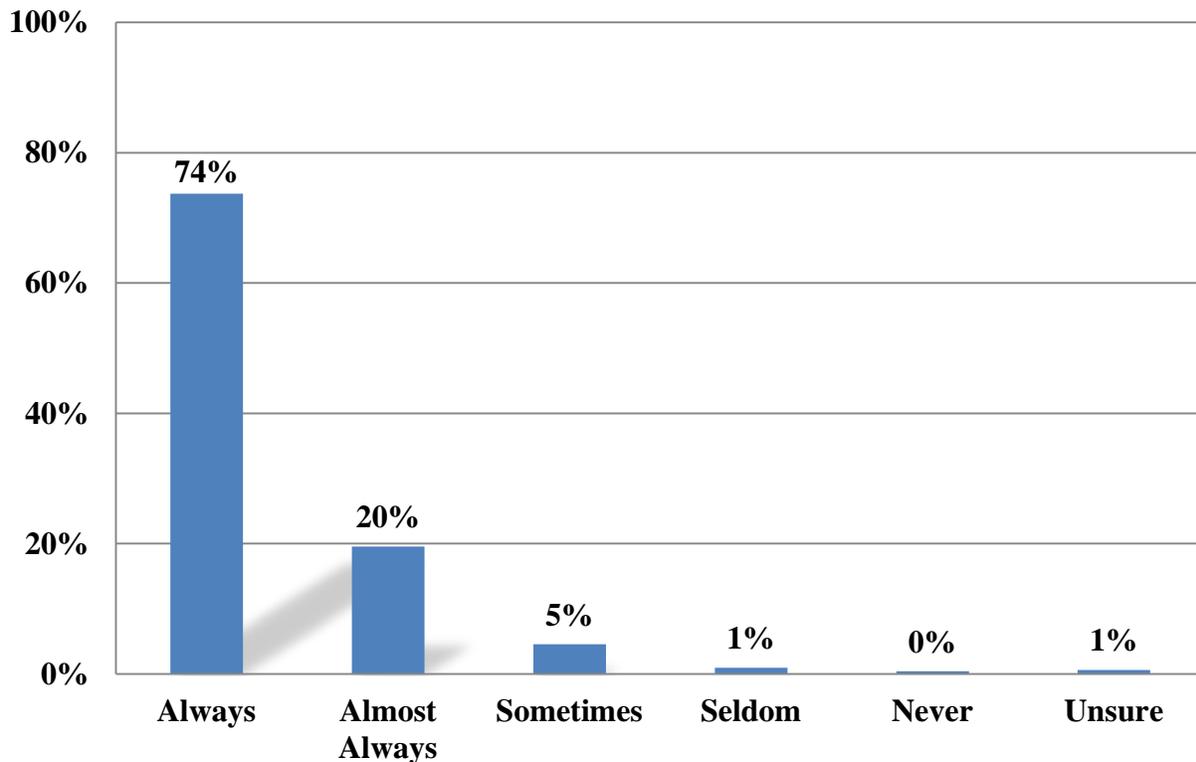
Among those attending an Adult Day Center, 77% rate the quality of services as excellent, the same as the 77% in 2011. Another 20% rate the quality of the services they receive as good. Only 2% indicate that the quality of the services they receive is fair and 0% indicates the quality of services they receive at the Adult Day Center they attend is poor.

By Year:

- In 2010, 94% rated as excellent or good.
- In 2011, 95% rated as excellent or good.

93% of customers indicate the services they receive from the Adult Day Center always or almost always meet their needs.

The services I receive from the Adult Day Center meet my needs.



Comments:

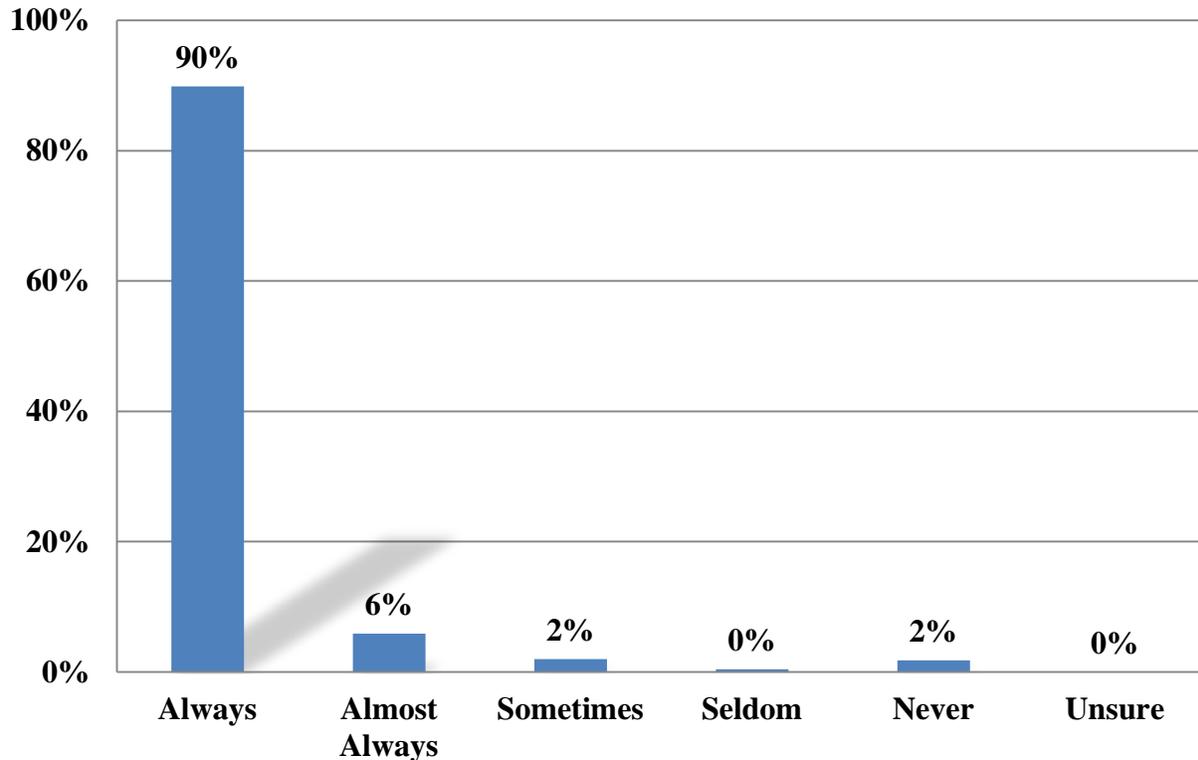
Among those attending an Adult Day Center, 74% indicate the services they receive always meet their needs, compared to 76% in 2011. Another 20% indicate the services they receive almost always meet their needs. Five percent of customers indicate that the services they receive through the Adult Day Center meet their needs some of the time. Only 1% of customers attending an Adult Day Center indicate that the services seldom meet their needs. One percent of customers indicate they are unsure.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 81% rated as always or almost always.
- In 2010, 90% rated as always or almost always.
- In 2011, 92% rated as always or almost always.

Nearly all customers (96%) indicate that the caregivers at the Adult Day Center always or almost always treat them with respect and courtesy.

My caregivers at the Adult Day Center treat me with respect and courtesy.



Comments:

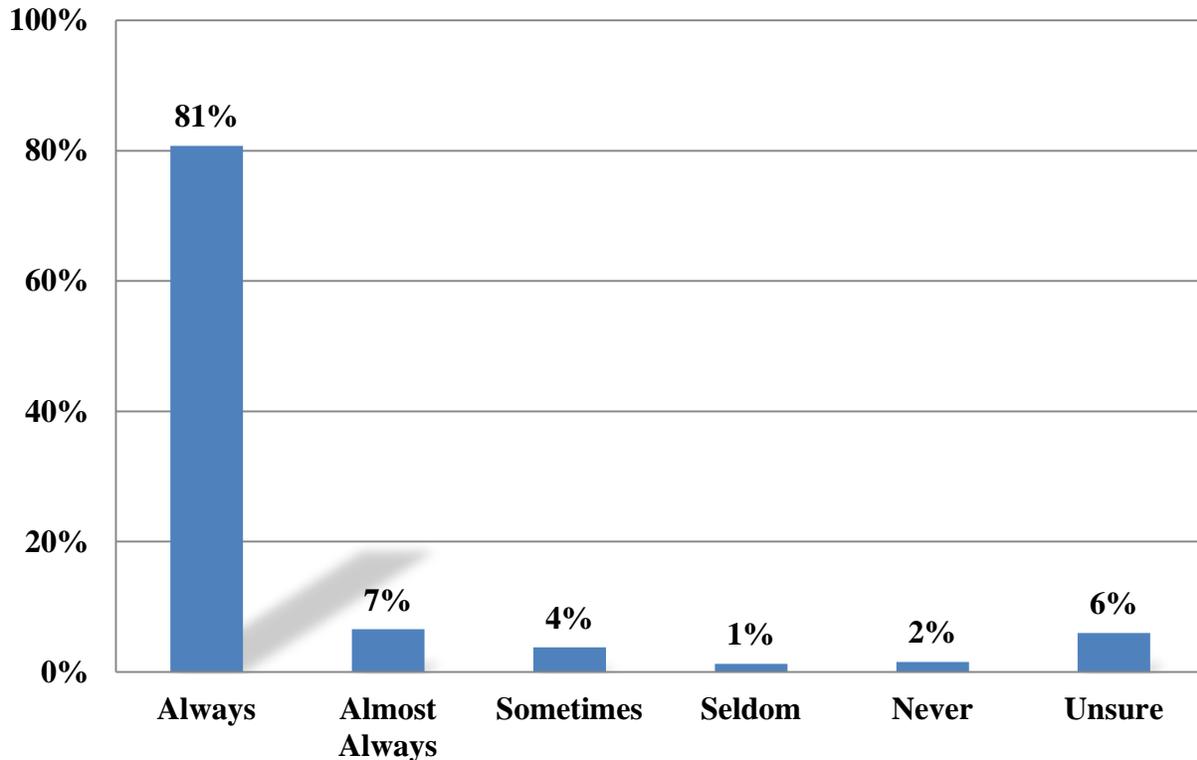
Among those attending an Adult Day Center, 90% indicate their caregivers always treat them with respect and courtesy, down from 96% in 2011. Another 6% indicates their caregivers almost always treat them with respect and courtesy. Only 2% of customers receiving services through an Adult Day Center indicate their caregivers treat them with respect and courtesy only some of the time while 2% indicate that they are never treated with respect and courtesy.

By Year:

- In 2008, 87% rated as always or almost always.
- In 2009, 88% rated as always or almost always.
- In 2010, 95% rated as always or almost always.
- In 2011, 97% rated as always or almost always.

88% of customers always or almost always know who to contact if they have a complaint about the Adult Day Center or need more help.

I know who to contact if I have a complaint about the Adult Day Center or if I need more help.



Comments:

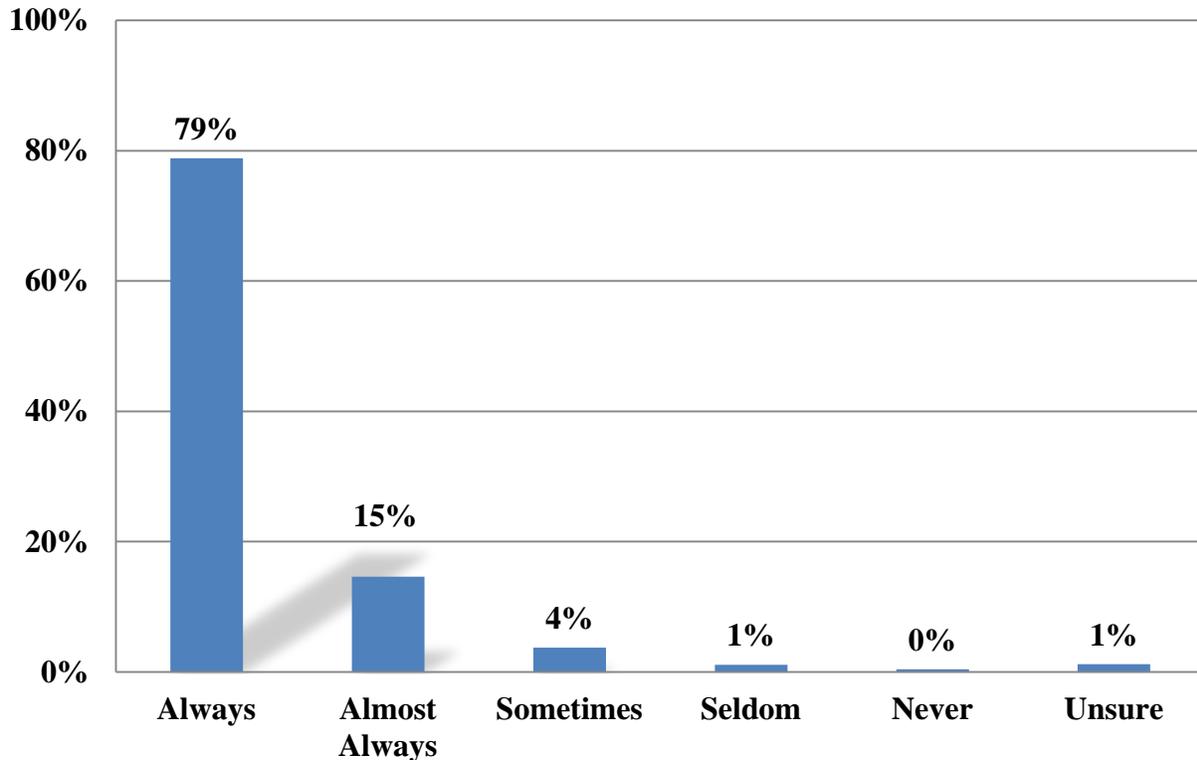
Among those attending an Adult Day Center, 81% indicate they always know who to contact if they have a complaint or if they need more help, compared to 82% in 2011. Another 7% indicate they almost always know who to contact. Four percent of customers indicate they know who to contact some of the time. Only 1% customers attending an Adult Day Center indicate they seldom know and only 2% indicate they never know who to contact if they have a complaint or if they need more help. Six percent of customers indicate they are unsure.

By Year:

- In 2008, 81% rated as always or almost always.
- In 2009, 79% rated as always or almost always.
- In 2010, 89% rated as always or almost always.
- In 2011, 90% rated as always or almost always.

94% of customers indicate that the Adult Day Center always or almost always provides services to them when and where they are needed.

The Adult Day Center provides services to me when and where I need them.



Comments:

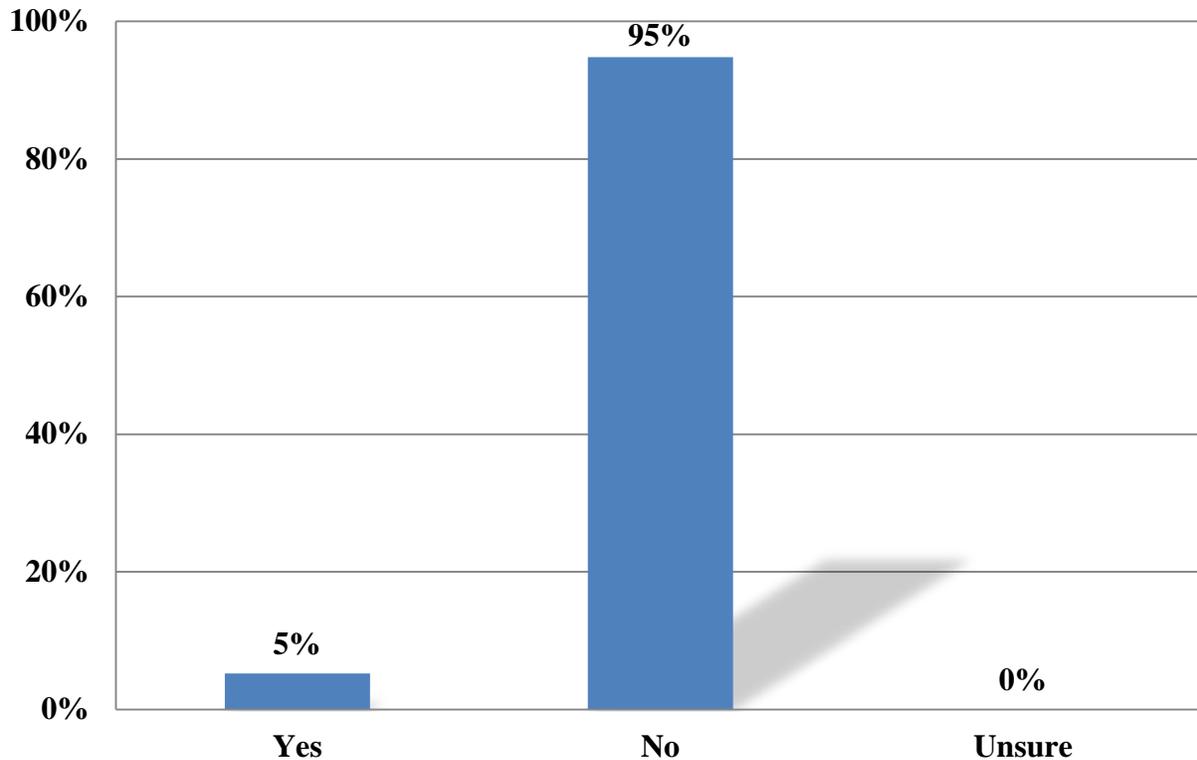
Among those attending an Adult Day Center, 79% indicate they are always provided services when and where they are needed. This is down from 83% in 2011. Another 15% indicate services are almost always provided when and where they are needed. Four percent of customers indicate that services are provided when and where needed at the Adult Day Center some of the time. Only 1% of customers indicate services are seldom provided by the Adult Day Center when and where they are needed. One percent of customers indicate they are unsure.

By Year:

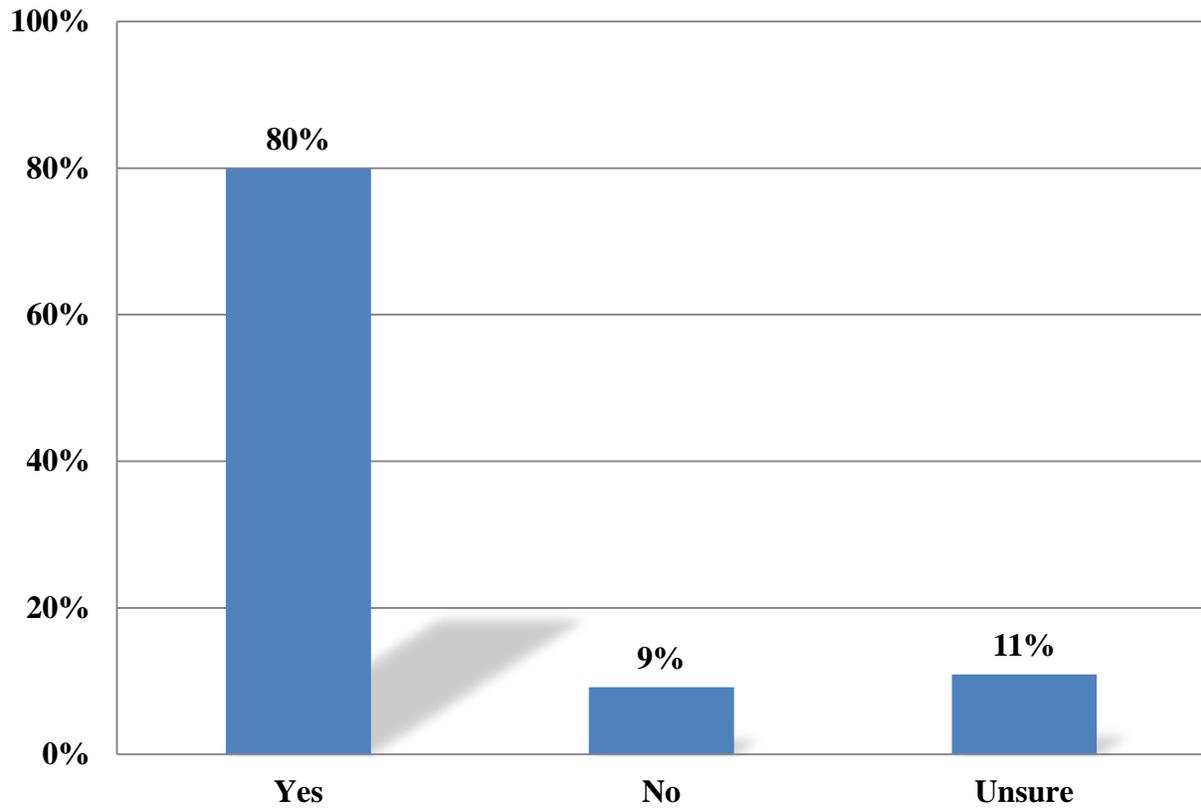
- In 2008, 84% rated as always or almost always.
- In 2009, 82% rated as always or almost always.
- In 2010, 88% rated as always or almost always.
- In 2011, 95% rated as always or almost always.

Only 5% of customers have experienced problems with the Adult Day Center they attend during the past 12 months. Among those, 80% indicate that the Adult Day Center worked to resolve their problems.

During the past 12 months, have you experienced any problems with the Adult Day Center you attend?



Did the Adult Day Center work to resolve any problems?



Comments:

Among those attending an Adult Day Center, only 5% report they have experienced problems during the past 12 months, compared to 6% in 2011. Among those experiencing problems, 35% indicate the need for more courtesy and respect, 15% mention difficulty finding a facility that meets their needs, and 9% mention the lack of activities or lack of variety of activities, among other responses. Eighty percent of customers that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems, compared to 48% in 2011.

**What problems did you experience with the Adult Day Center you attend during the past 12 months?
(% among customers experiencing problem during the past 12 months)
Multiple responses accepted**

Category	%
Increase courtesy, respect for participants	35%
Difficulty finding facility that meets our needs	15%
Lack of activities, need large variety of activities	9%
Other	32%
Unsure	10%
Total	100%

The main ideas for service improvement include expanding activities, adding more outings and outdoor activities and expanding hours.

Is there anything that could improve services offered by the Adult Day Center to you and others?

(Multiple responses accepted)

Category	%
Lack of activities, need large variety of activities	3%
Would like more outings, outdoor activities	3%
Need expanded hours, weekend hours	3%
Transportation assistance	2%
Need more providers, volunteers	2%
Appreciate services, gets me out of the house	1%
Difficultly finding facility that meets our needs	1%
Other	3%
Nothing	80%
Unsure	5%
Total	100%

Comments:

Among those attending an Adult Day Center, 15% offered suggestions for improving the services provided to customers. Three percent indicate the need for a larger variety of activities at the Adult Day Center they attend while 3% would like more outings or outdoor activities, and 3% would like more hours or weekend hours. Other comments include the need for transportation assistance (2%) and a need for more providers or volunteers (2%), among others.

I. High Technology Home Care Program

The results in this section are based on 8 completed surveys.

Note: Given the small number of completed surveys, the results have a large sampling error and thus should be interpreted as a qualitative assessment of the program.

Key Findings

- **100% of respondents are very or somewhat satisfied with the services they receive from the High Technology Home Care Program.**
- **100% of respondents rate the quality of services they receive through the High Technology Home Care Program as excellent or good.**
- **100% of customers indicate the services they receive from the High Technology Home Care Program always or almost always meet their needs.**
- **98% of respondents indicate that the caregivers in the High Technology Home Care Program always treat them with respect and courtesy.**
- **83% of respondents always know who to contact if they have a complaint about the High Technology Home Care Program or need more help.**
- **84% of customers indicate that the High Technology Home Care Program always or almost always provides services to them when and where they are needed.**
- **46% of customers have experienced problems with the High Technology Home Care Program during the past 12 months. Among those, 100% indicate that the High Technology Home Care Program worked to resolve their problems.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. A summary of the items evaluating the case manager or support coordinator is provided on page 198.

Summary of Overall Ratings of Quality

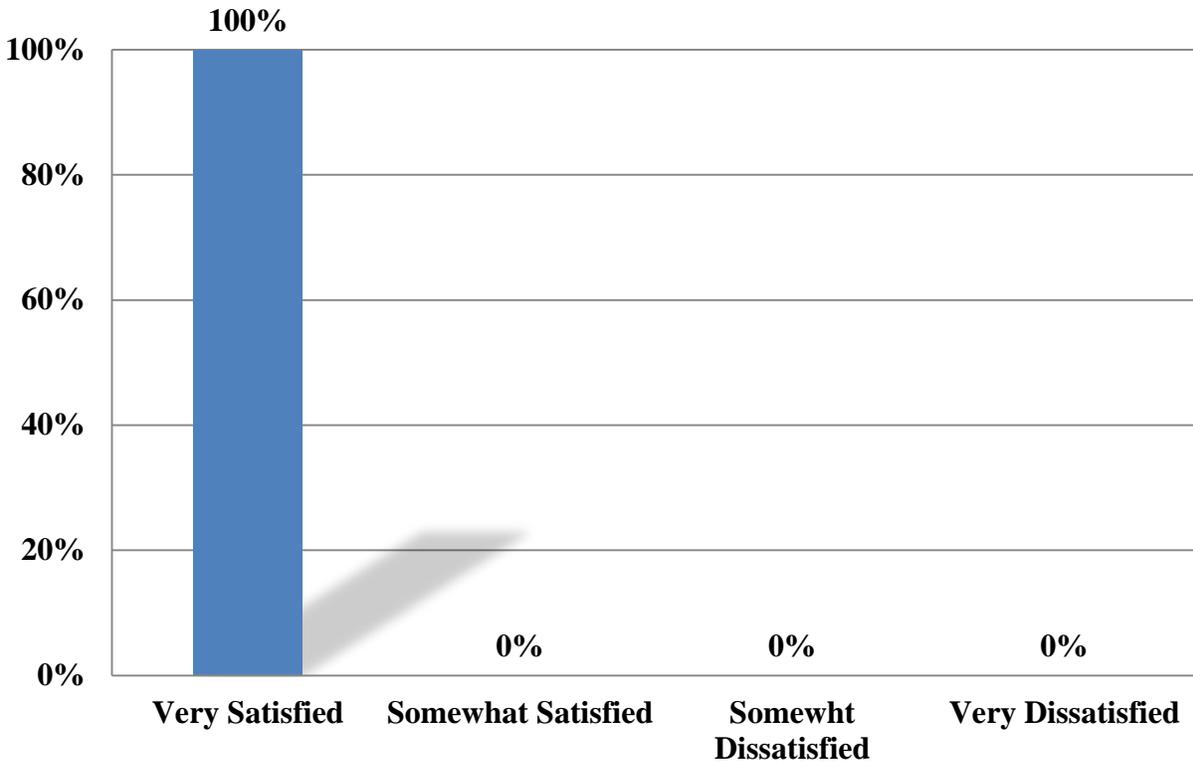
	High Technology Home Care Program	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	85%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	90%
How would you rate the timeliness of your services? (% excellent or good)	69%	83%
How would you rate when you receive your services or care? (% excellent or good)	85%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	85%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	85%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	85%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	100%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	100%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	83%	72%
Has the help you received made your life... (% somewhat or much better)	100%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	85%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	83%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	98%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	83%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	52%	85%

Summary of Items Evaluating of Case Manager or Support Coordinator

	High Technology Home Care Program	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	100%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	100%	86%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	70%	90%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	100%	87%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	100%	89%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	100%	83%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	100%	87%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	70%	88%

100% of respondents are very or somewhat satisfied with the services they receive from the High Technology Home Care Program.

How satisfied are you with the services you receive from the High Technology Home Care Program?



Comments:

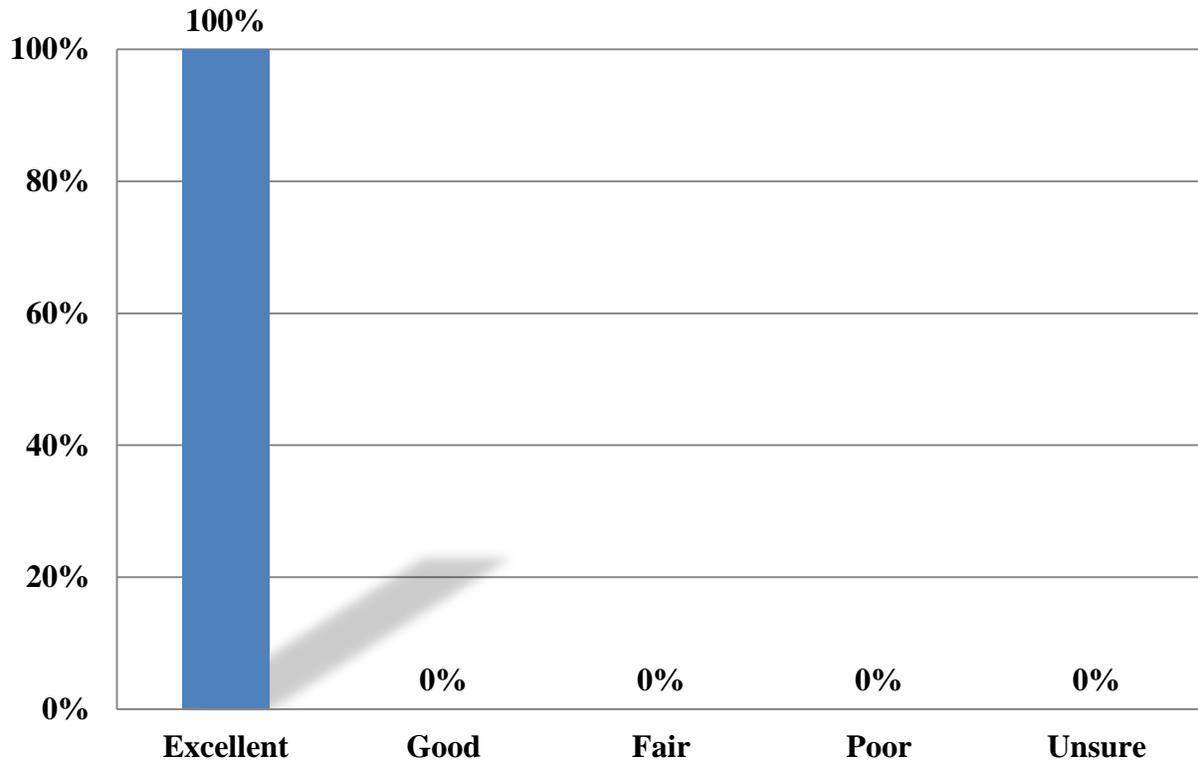
Among respondents receiving services through the High Technology Home Care Program, 100% are very satisfied with the services they receive, compared to 81% in 2011.

By Year:

- In 2010, 89% rated as very or somewhat satisfied.
- In 2011, 100% rated as very or somewhat satisfied.

100% of respondents rate the quality of services they receive through the High Technology Home Care Program as excellent or good.

How do you rate the quality of the services you receive from the High Technology Home Care Program?



Comments:

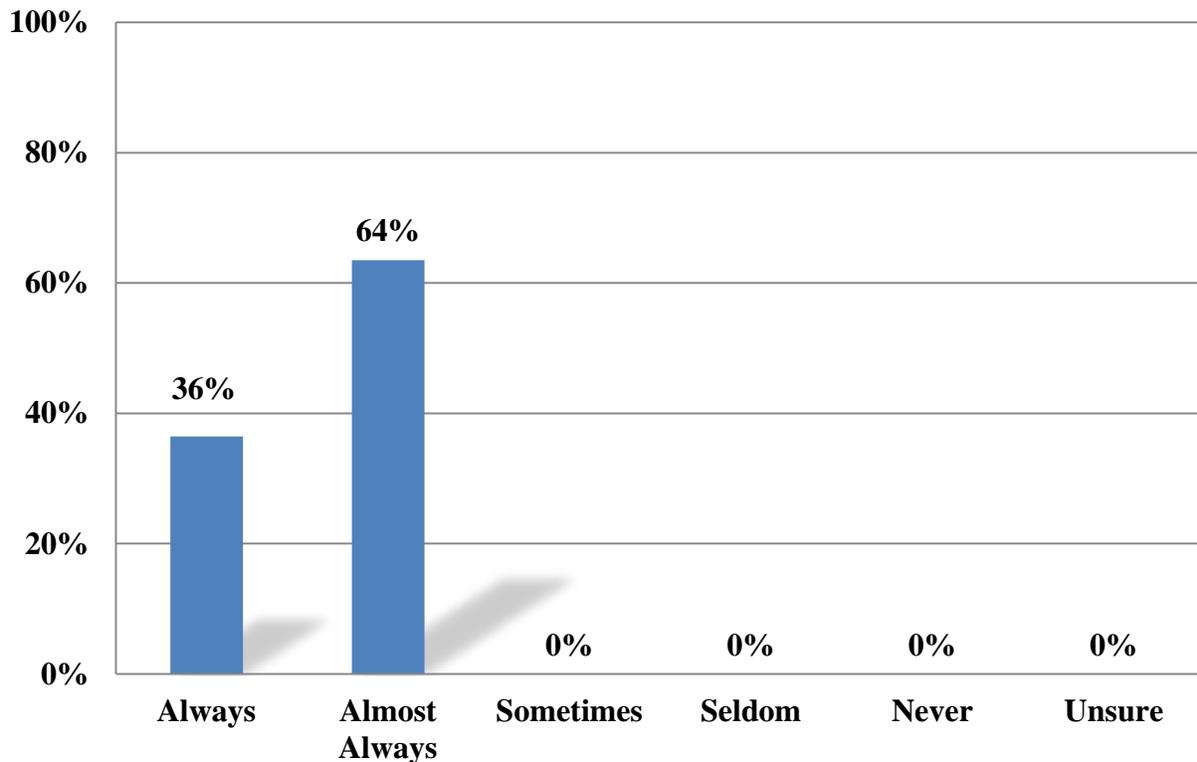
Among respondents receiving services through the High Technology Home Care Program, 100% rate the quality of services as excellent, compared to 91% in 2011.

By Year:

- In 2010, 89% rated excellent or good.
- In 2011, 100% rated excellent or good.

100% of customers indicate the services they receive from the High Technology Home Care Program always or almost always meet their needs.

The services I receive from the High Technology Home Care Program meet my needs.



Comments:

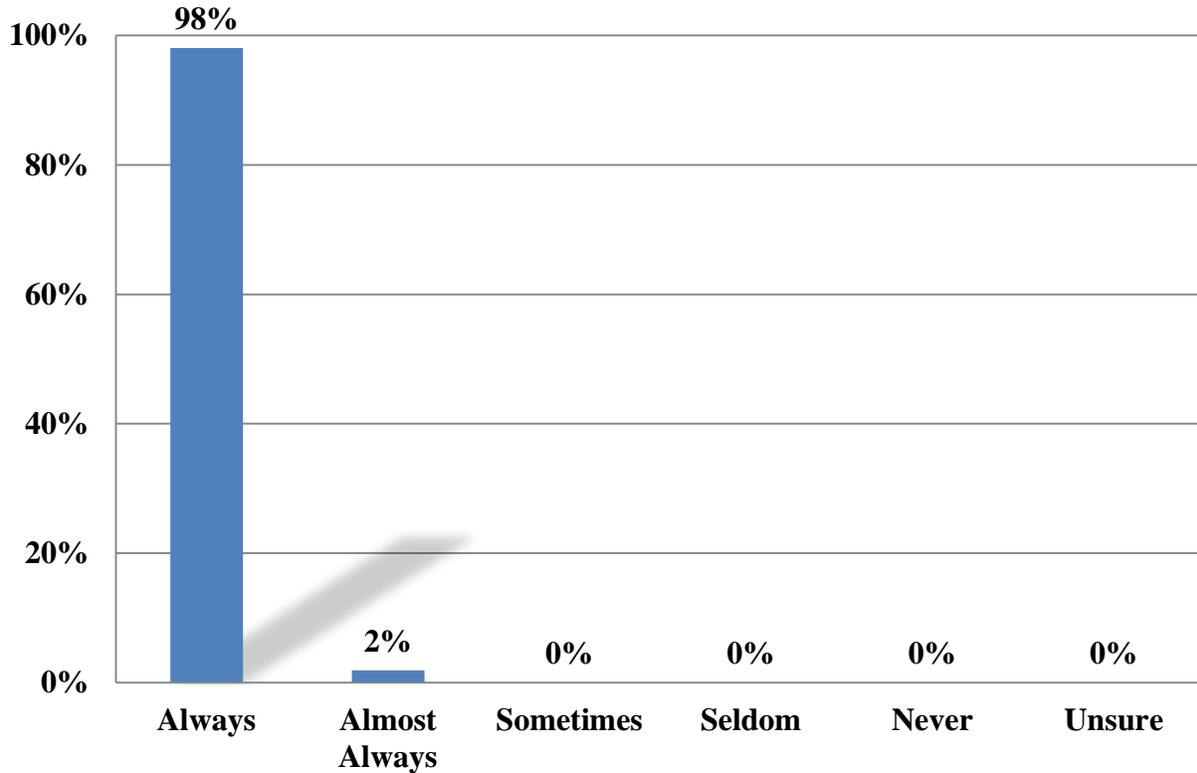
Among respondents receiving services through the High Technology Home Care Program, 36% indicate the services they receive always meet their needs, compared to 72% in 2011. Another 64% indicate the services they receive almost always meet their needs.

By Year:

- In 2010, 88% rated as always or almost always.
- In 2011, 100% rated as always or almost always.

98% of customers indicate that the caregivers in the High Technology Home Care Program always treat them with respect and courtesy.

My caregivers in the High Technology Home Care Program treat me with respect and courtesy.



Comments:

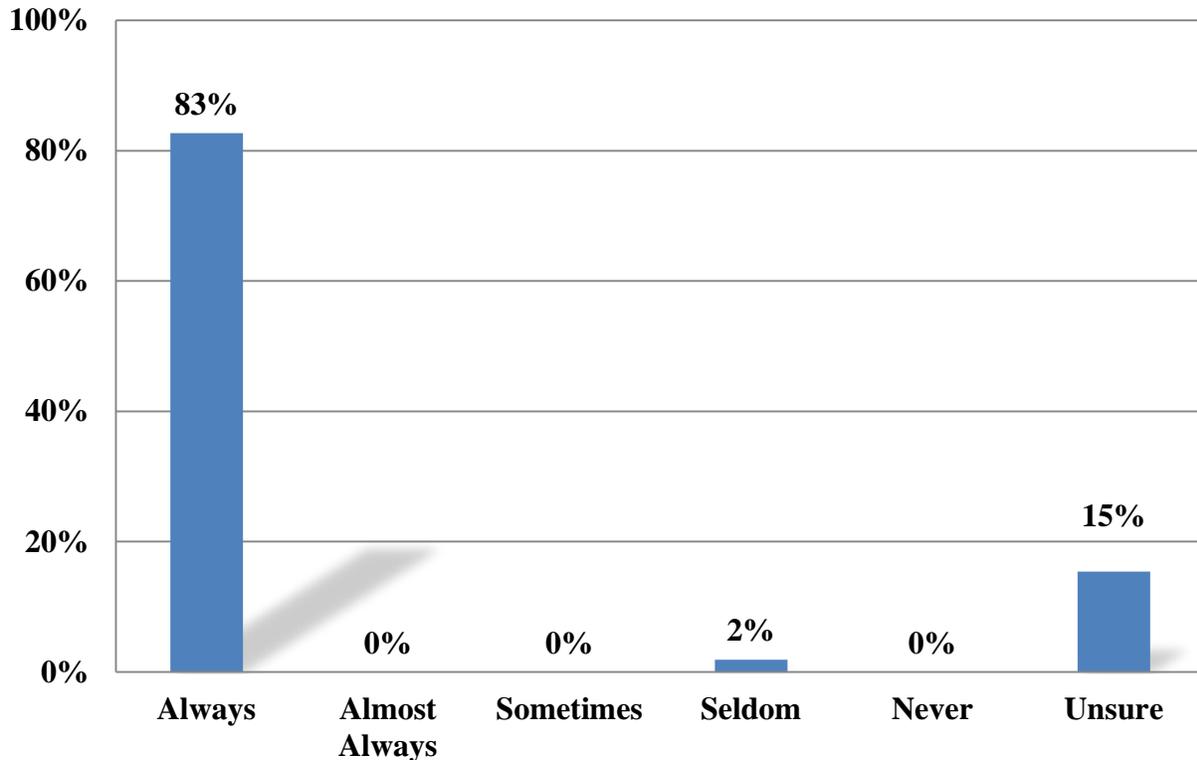
Among respondents receiving services through the High Technology Home Care Program, 98% indicate their caregivers always treat them with respect and courtesy, compared to 100% in 2011. Another 2% indicate their caregivers almost always treat them with respect and courtesy.

By Year:

- In 2010, 89% rated as always.
- In 2011, 100% rated as always.

83% of customers always know who to contact if they have a complaint about the High Technology Home Care Program or need more help.

I know who to contact if I have a complaint about the High Technology Home Care Program or if I need more help.



Comments:

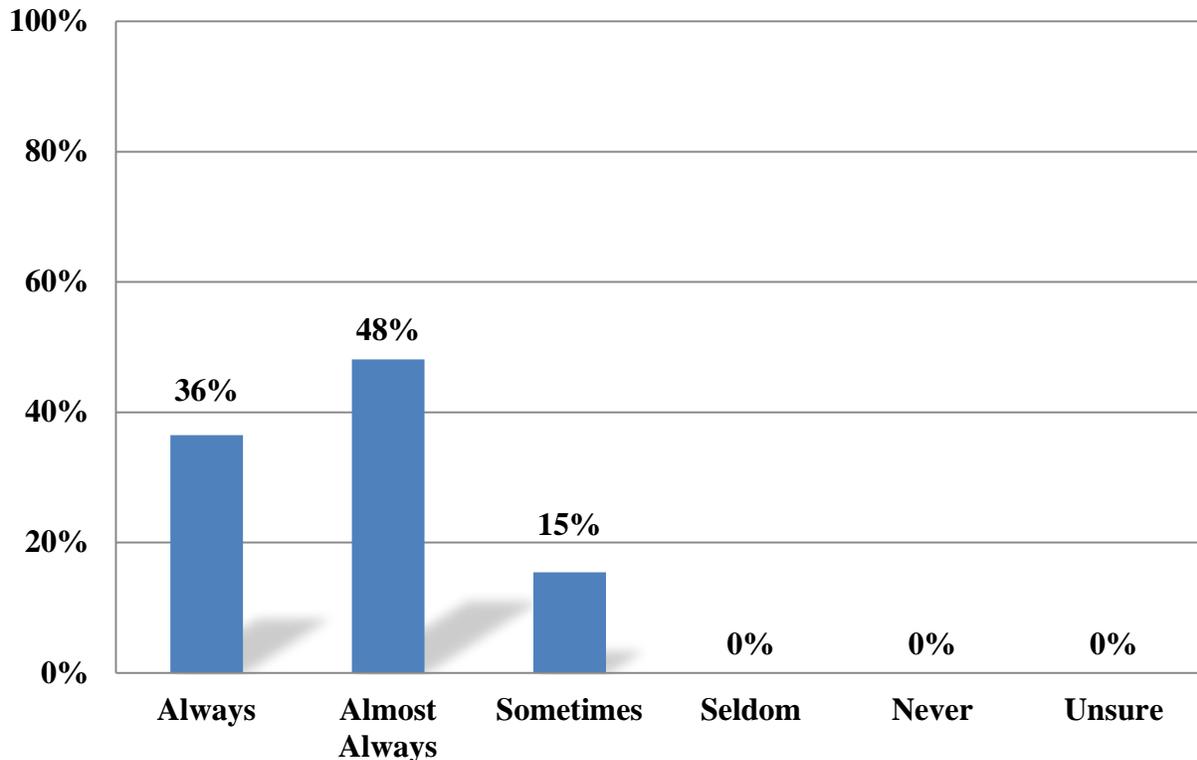
Among respondents receiving services through the High Technology Home Care Program, 83% indicate they always know who to contact if they have a complaint or if they need more help, compared to 91% in 2011. Two percent seldom know who to contact if they have a complaint or if they need more help. Fifteen percent of customers indicate they are unsure.

By Year:

- In 2010, 89% rated as always.
- In 2011, 91% rated as always.

84% of customers indicate that the High Technology Home Care Program always or almost always provides services to them when and where they are needed.

The High Technology Home Care Program provides services to me when and where I need them.



Comments:

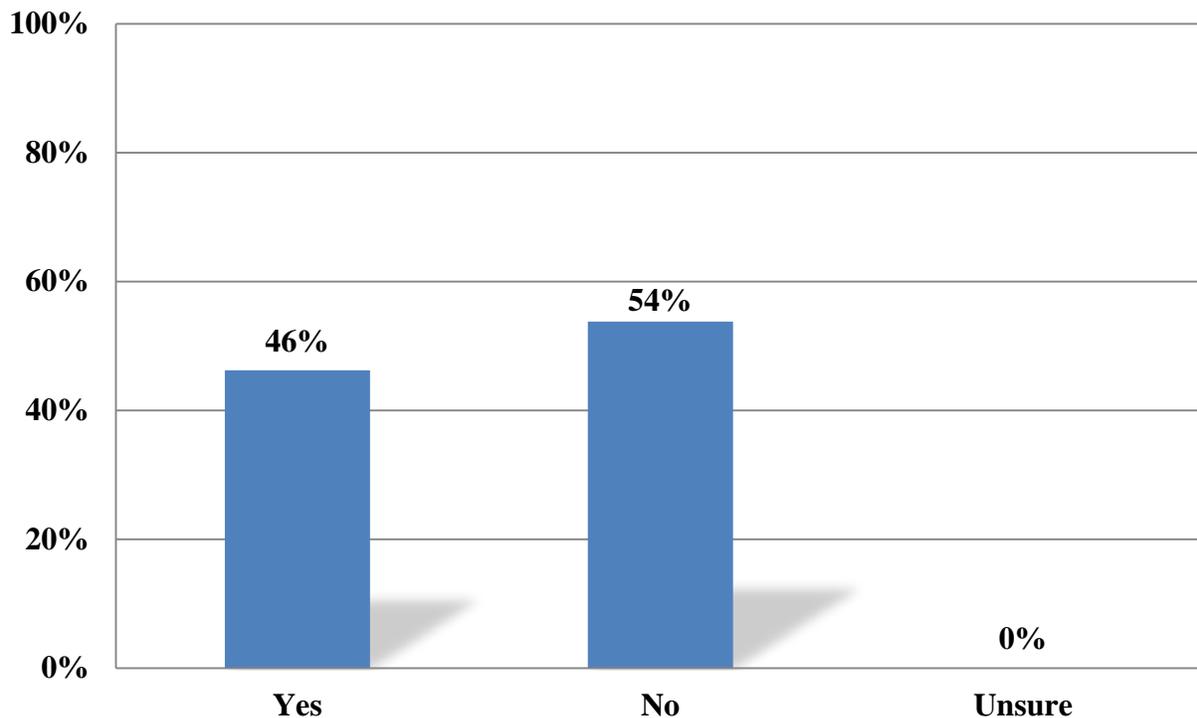
Among respondents receiving services through the High Technology Home Care Program, 36% indicate they are always provided services when and where they are needed, compared to 51% in 2011. Another 48% indicate services are almost always provided when and where they are needed while 15% indicated they are provided services when and where they are need some of the time.

By Year:

- In 2010, 89% rated as always or almost always.
- In 2011, 100% rated as always or almost always.

46% of customers have experienced problems with the High Technology Home Care Program during the past 12 months. Among those, 100% indicate that the High Technology Home Care Program worked to resolve their problems.

Have you experienced any problems with the High Technology Home Care Program during the past 12 months?



Comments:

Among respondents receiving services through the High Technology Home Care Program, 46% report they have experienced problems during the past 12 months, compared to 31% in 2011. One hundred percent of customers that experienced problems during the prior 12 months indicate that the High Technology Home Care Program worked to resolve their problems.

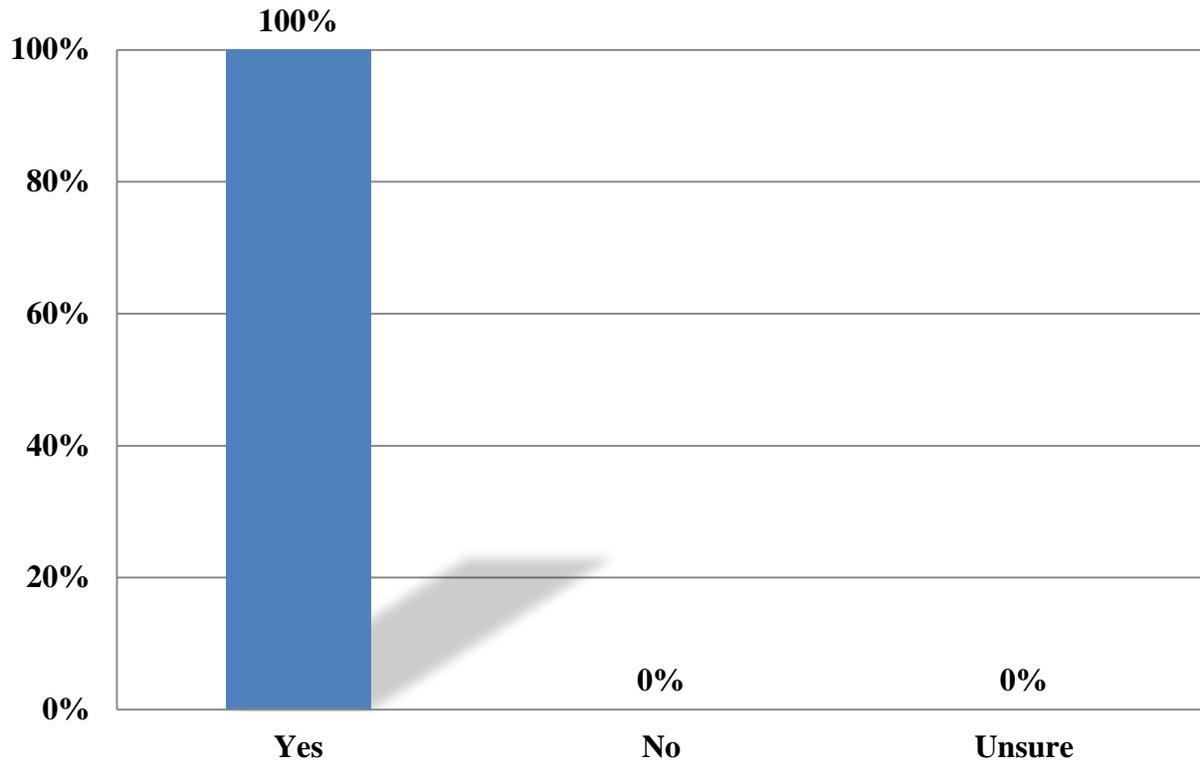
These respondents indicate:

One caregiver was not a good match for [redacted] or her home setting.

- 1) Long wait to fill available hours due to nurse turnover*
- 2) Difficulty finding back-up nurses for sick or vacationing nurses*

Because our local home health agency would not allow for full-time nursing position, we had to go to Bayada for the fifth night.

Did the High Technology Home Care Program work to resolve any problems?



Respondent Comments:

What could High Technology Home Care Program do to improve the services it offers to you and others?

Consistent DIRECT access to care manager.

I have recently learned that the VNA is letting go of the part-time pedi-high-tech nurse coordinator and the social worker for that department - both have done a first-rate job, and I think it a BIG mistake to let those women go!

I know it would be REALLY difficult to organize (maybe impossible?) but it would be wonderful to have enough nurses to "fill in" when nurses are sick or on vacation.

J. Traumatic Brain Injury Program

The results in this section are based on 12 completed surveys.

Note: Given the small number of completed surveys, the results have a large sampling error and thus should be interpreted as a qualitative assessment of the program.

Key Findings

- **92% of customers are very or somewhat satisfied with the services they receive from the Traumatic Brain Injury Program.**
- **92% of customers rate the quality of services they receive through the Traumatic Brain Injury Program as excellent or good.**
- **83% of customers indicate the services they receive from the Traumatic Brain Injury Program always or almost always meet their needs.**
- **91% of customers indicate that the caregivers in the Traumatic Brain Injury Program always or almost always treat them with respect and courtesy.**
- **83% of customers always or almost always know who to contact if they have a complaint about the Traumatic Brain Injury Program or need more help.**
- **100% of customers indicate that the Traumatic Brain Injury Program always or almost always provides services to them when and where they are needed.**
- **No customer has experienced problems with the Traumatic Brain Injury Program during the past 12 months.**

A summary of the overall ratings of quality and satisfaction are provided on the next page and include results for all customers for comparison. A summary of the items evaluating the case manager or support coordinator is provided on page 210.

Summary of Overall Ratings of Quality

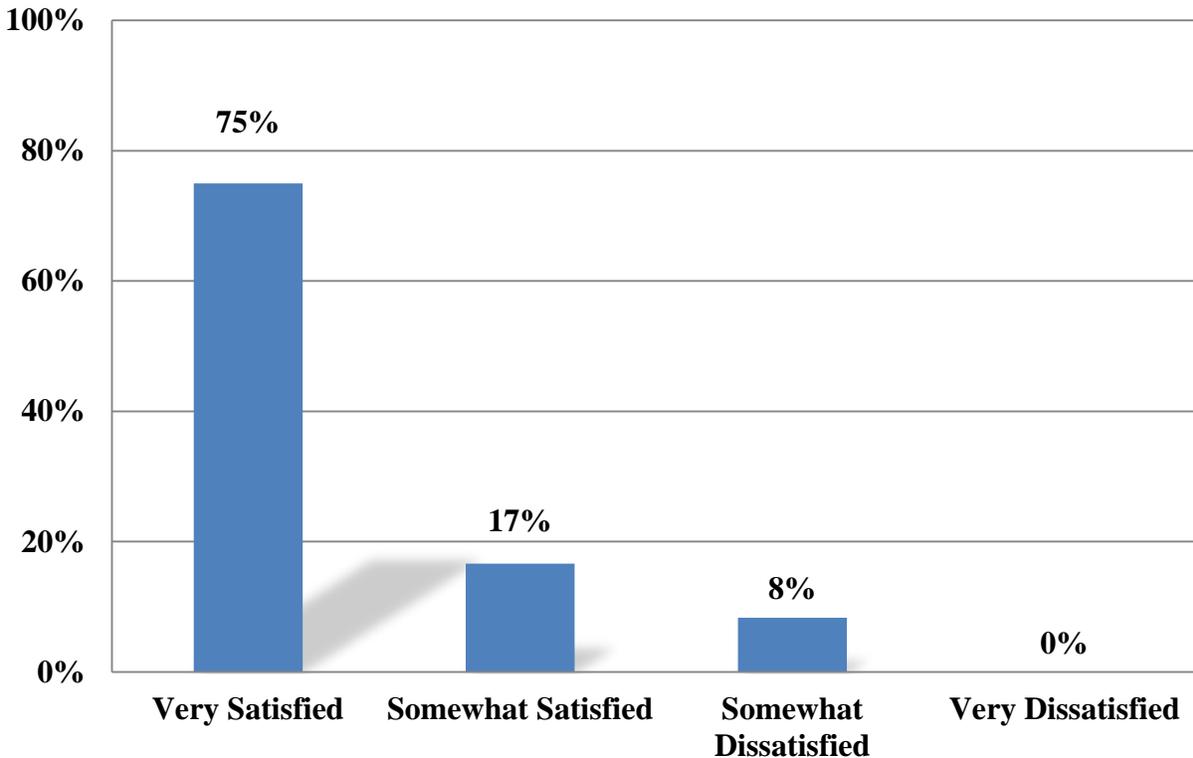
	Traumatic Brain Injury Program	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	67%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	75%	90%
How would you rate the timeliness of your services? (% excellent or good)	83%	83%
How would you rate when you receive your services or care? (% excellent or good)	75%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	75%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	75%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	83%	85%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%	83%
How would you rate the courtesy of those who help you? (% excellent or good)	92%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	67%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	67%	93%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	58%	72%
Has the help you received made your life... (% somewhat or much better)	83%	88%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	67%	75%
My services help me to achieve my personal goals (% agree or strongly agree)	67%	75%
My current residence is the setting in which I choose to receive services (% agree or strongly agree)	67%	89%
I receive services exactly where I need and want services (% agree or strongly agree)	58%	85%
My services help me to maintain or improve my health (% agree or strongly agree)	100%	85%

Summary of Items Evaluating of Case Manager or Support Coordinator

	Traumatic Brain Injury Program	All Customers
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	100%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	100%	86%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	100%	90%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	100%	87%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	100%	89%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	89%	83%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	89%	87%
My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always)	100%	88%

92% of customers are very or somewhat satisfied with the services they receive from the Traumatic Brain Injury Program.

How satisfied are you with the services you receive from the Traumatic Brain Injury Program?



Comments:

Among respondents receiving services through the Traumatic Brain Injury Program, 75% are very satisfied with the services they receive, compared to 69% in 2011. Another 17% are somewhat satisfied with the services they receive. Eight percent of respondents indicate they are somewhat dissatisfied with the services they receive. The dissatisfied respondents indicate:

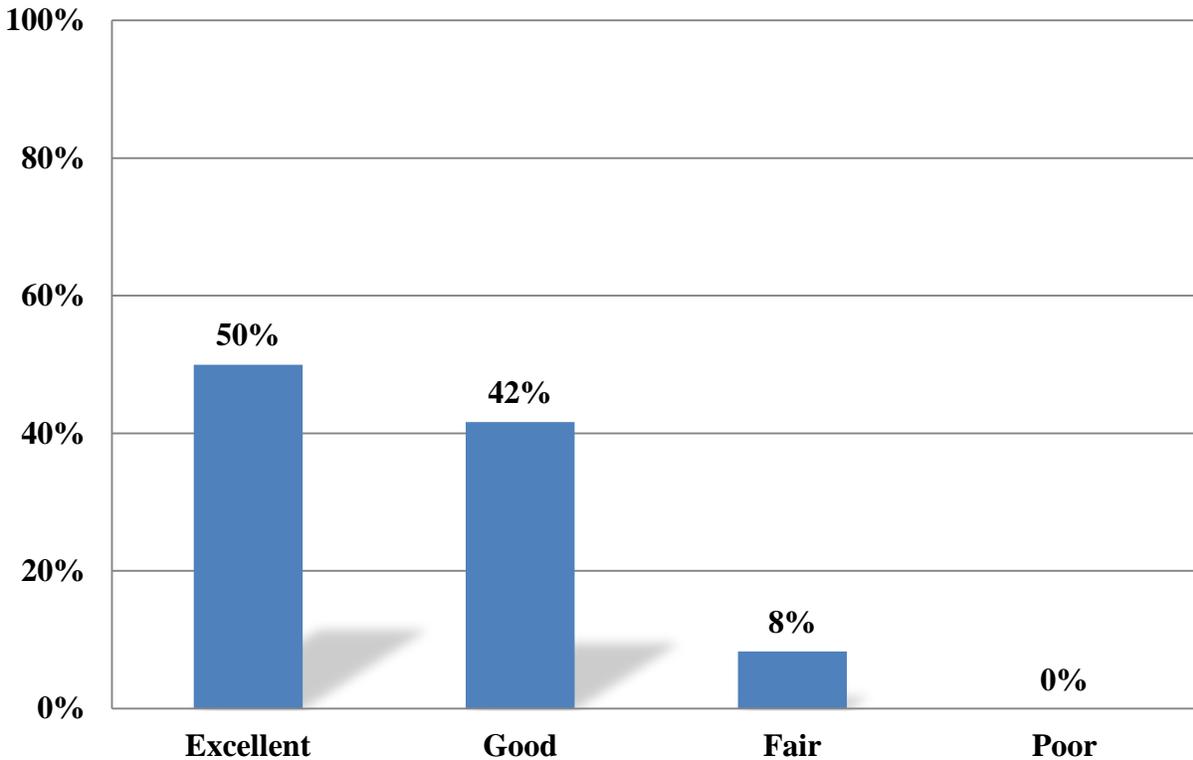
Not satisfied with speech and physical therapy, lack of independence. It's kind of impersonal- feeling a lack of a personal life.

By Year:

- In 2010, 88% rated as very or somewhat satisfied.
- In 2011, 84% rated as very or somewhat satisfied.

92% of customers rate the quality of services they receive through the Traumatic Brain Injury Program as excellent or good.

How do you rate the quality of the services you receive from the Traumatic Brain Injury Program?



Comments:

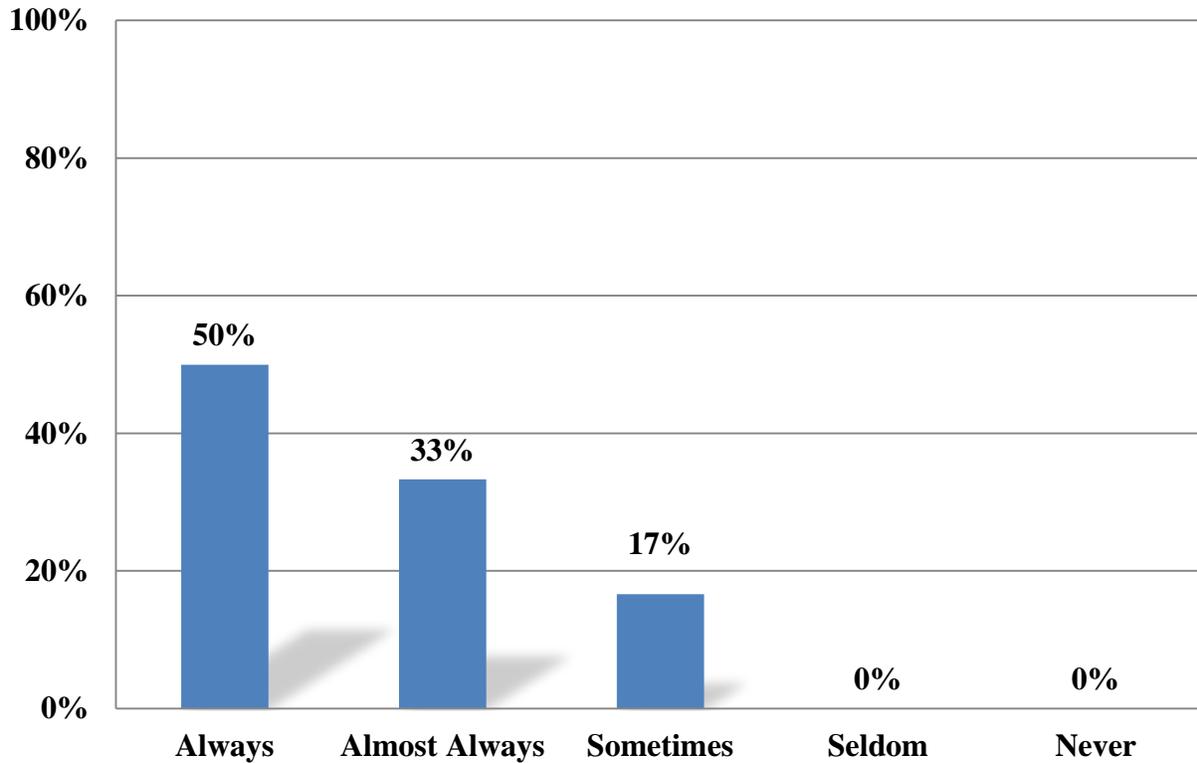
Among respondents receiving services through the Traumatic Brain Injury Program, 50% rate the quality of services as excellent, compared to 54% in 2011. Another 42% rate the quality of the services they receive as good and 8% rate the quality as fair.

By Year:

- In 2010, 76% rated as excellent or good.
- In 2011, 100% rated as excellent or good.

83% of customers indicate the services they receive from the Traumatic Brain Injury Program always or almost always meet their needs.

The services I receive from the Traumatic Brain Injury Program meet my needs.



Comments:

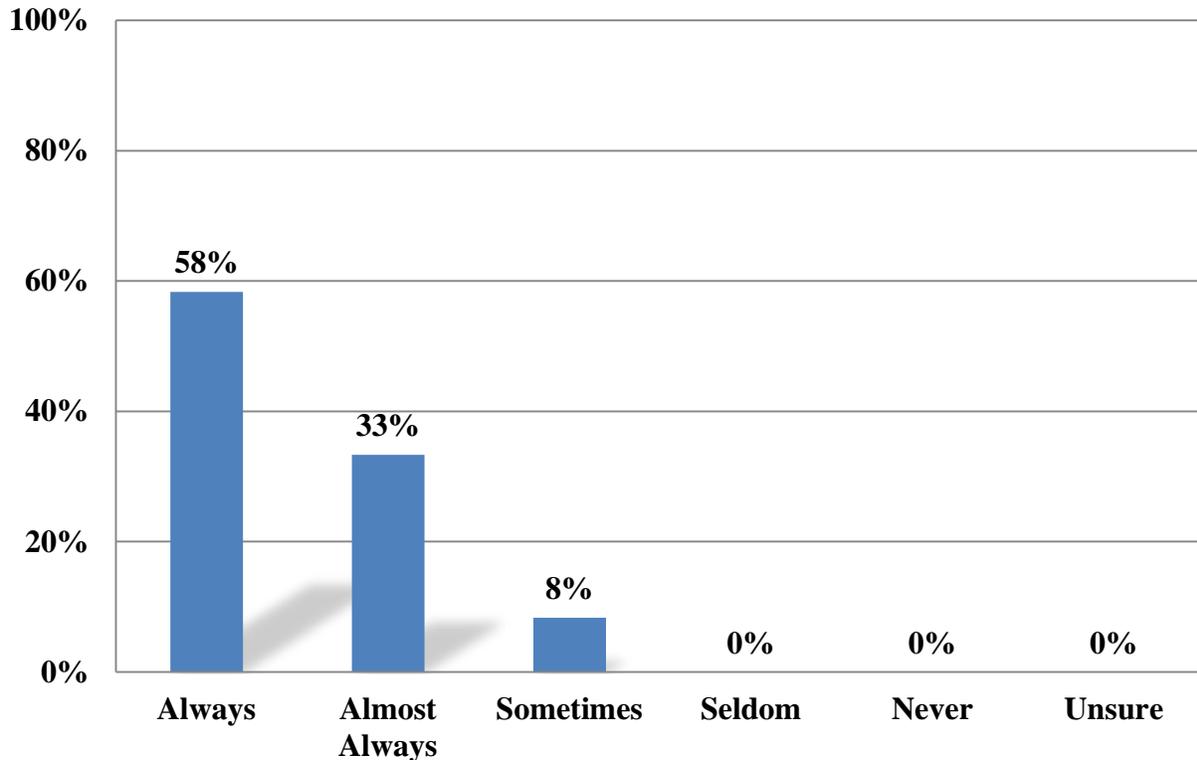
Among respondents receiving services through the Traumatic Brain Injury Program, 50% indicate the services they receive always meet their needs, compared to 46% in 2011. Another 33% indicate the services they receive almost always meet their needs while 17% indicate the services sometimes meet their needs.

By Year:

- In 2010, 70% rated as always or almost always.
- In 2011, 69% rated as always or almost always.

91% of customers indicate that the caregivers in the Traumatic Brain Injury Program always or almost always treat them with respect and courtesy.

My caregivers in the Traumatic Brain Injury Program treat me with respect and courtesy.



Comments:

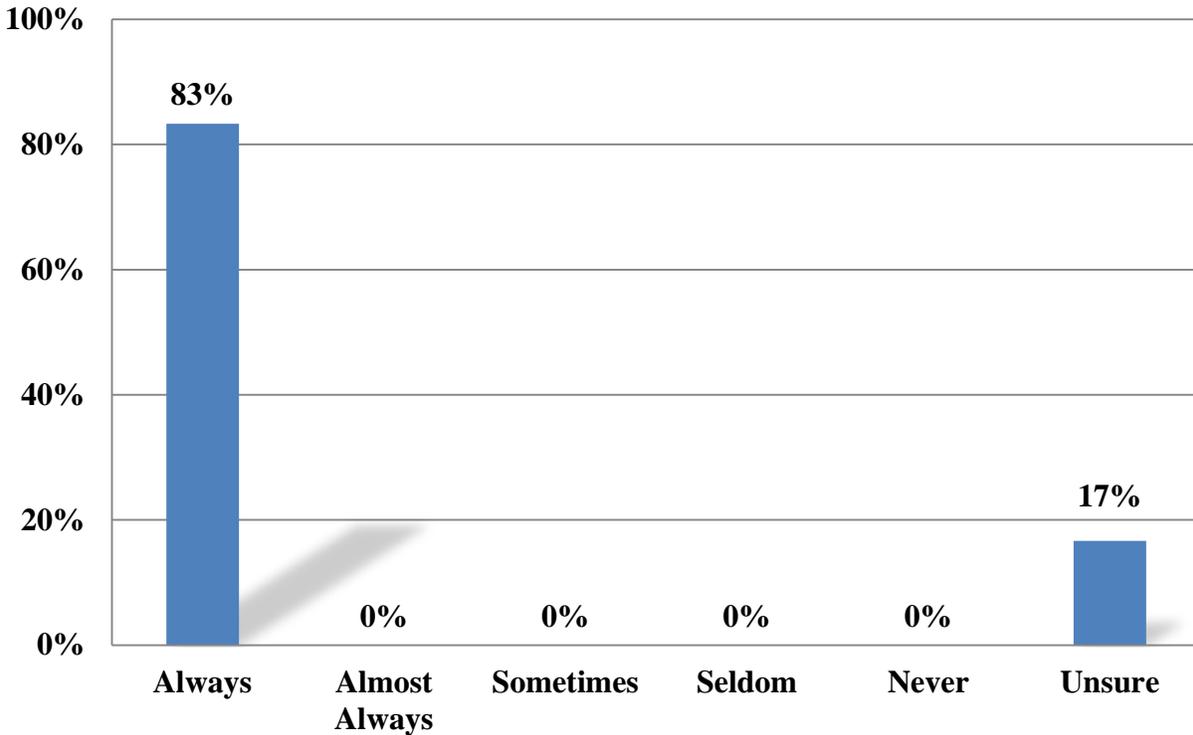
Among respondents receiving services through the Traumatic Brain Injury Program, 58% indicate their caregivers always treat them with respect and courtesy, compared to 92% in 2011. Another 33% indicate they are almost always treated with respect and courtesy while 8% indicate they are sometimes treated with respect and courtesy.

By Year:

- In 2010, 89% rated as always or almost always.
- In 2011, 100% rated as always or almost always.

83% of customers always or almost always know who to contact if they have a complaint about the Traumatic Brain Injury Program or need more help.

I know who to contact if I have a complaint about the Traumatic Brain Injury Program or if I need more help.



Comments:

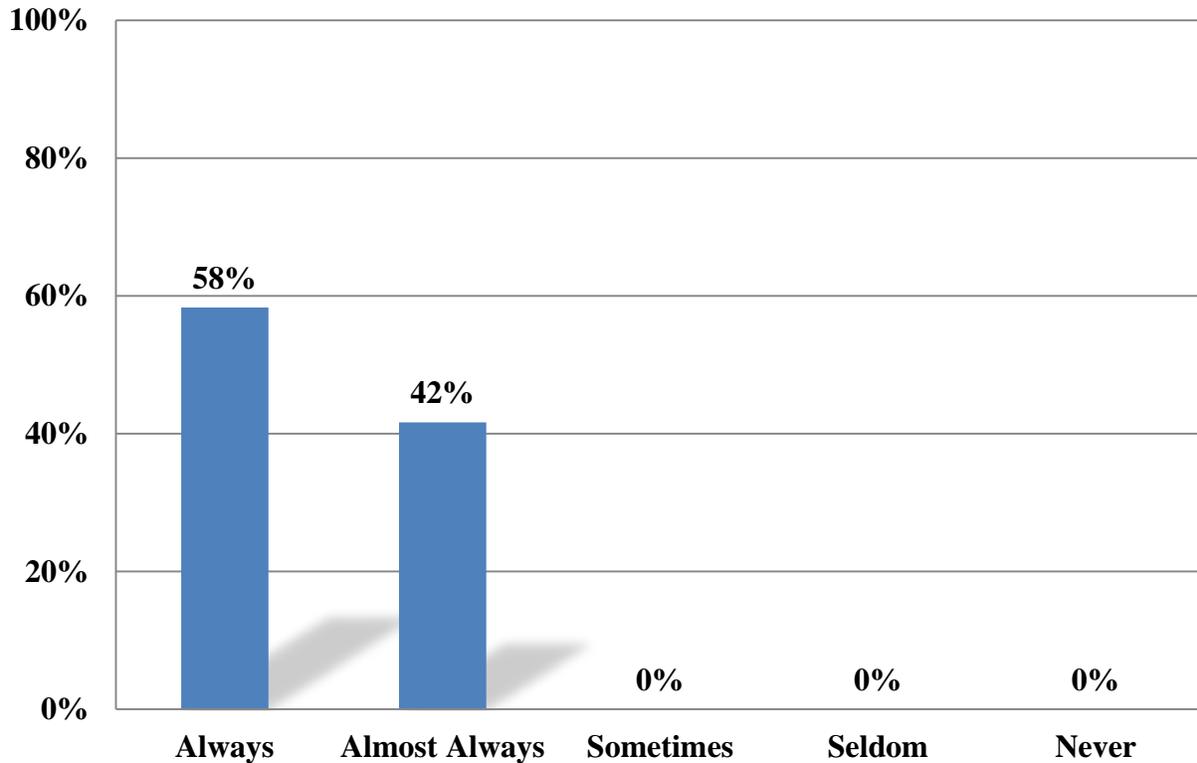
Among respondents receiving services through the Traumatic Brain Injury Program, 83% indicate they always know who to contact if they have a complaint or if they need more help, compared to 54% in 2011. Seventeen percent are unsure who to contact if they have a complaint or if they need more help.

By Year:

- In 2010, 71% rated as always.
- In 2011, 54% rated as always.

100% of customers indicate that the Traumatic Brain Injury Program always or almost always provides services to them when and where they are needed.

The Traumatic Brain Injury Program provides services to me when and where I need them.



Comments:

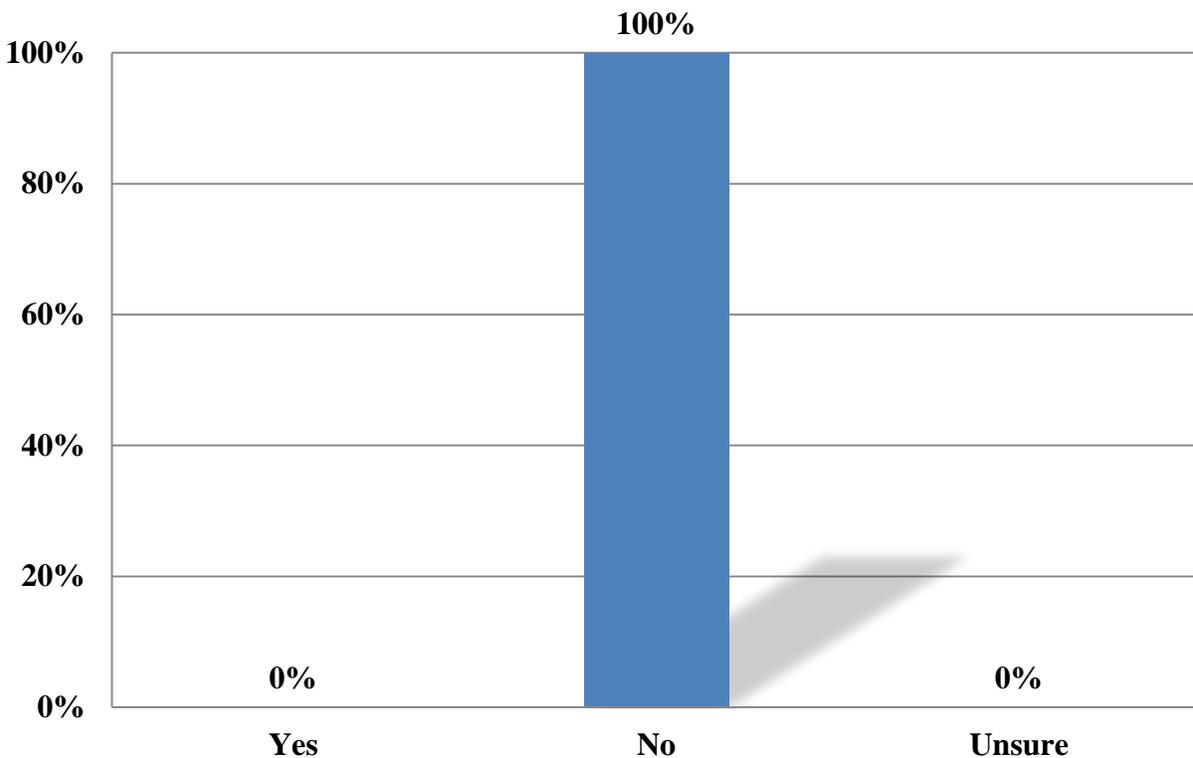
Among respondents receiving services through the Traumatic Brain Injury Program, 58% indicate they are always provided services when and where they are needed, compared to 62% in 2011. Another 42% indicate services are almost always provided when and where they are needed.

By Year:

- In 2010, 77% rated as always or almost always.
- In 2011, 77% rated as always or almost always.

No customer has experienced problems with the Traumatic Brain Injury Program during the past 12 months.

Have you experienced any problems with the Traumatic Brain Injury Program during the past 12 months?



Comments:

Among respondents receiving services through the Traumatic Brain Injury Program, 0% report they have experienced problems during the past 12 months, compared to 38% in 2011.

By Year:

- In 2010, 41% reported Yes.
- In 2011, 38% reported Yes.

Respondent Comments:

Is there anything that could improve services offered by the Traumatic Brain Injury Program to you and others?

Caregivers need to be more aware of physical therapy things

Help more people who need it.

More focus/funding on physical and speech therapy, more focus on independent living (and independence in general). More focus on different cases, as not many people are in my position.

More funding.

K. Quality of Life and Satisfaction Scale Measures

1. Quality of Life and Satisfaction Indices

This section summarizes results of analyses conducted on items addressing service satisfaction and quality of life. Comparisons between DAIL customers in 2010, 2011 and 2012 are examined on Quality of Life (QoL) measures while service satisfaction and QoL is examined with respect to DAIL customers' demographic characteristics (gender, age, and county of residence) as well as program participation (Attendant Services Program, Homemaker Services, Personal Care Services, Flexible Choices, Adult Day Center, High Technology Home Care Program, Traumatic Brain Injury Program).

Given the large number of individual questions addressing service satisfaction and QoL, these were combined into composite measures consistent with those used in previous years. Twenty-six individual questions were collapsed into four composite measures including a Service and Staff Satisfaction Composite, an Interpersonal QoL Composite, a Safety and Mobility QoL Composite, and a General Health QoL Composite. The table below displays the individual items which comprise each composite measure. Composite scores were calculated by averaging scores across all items making up the composite. In addition to these four composite measures, two overall measures of social support and life satisfaction are examined. Significant differences are assessed by comparing 95% Confidence Intervals. Across all four composite measures and two overall measures examined in this section, higher scores indicate more positive feelings.

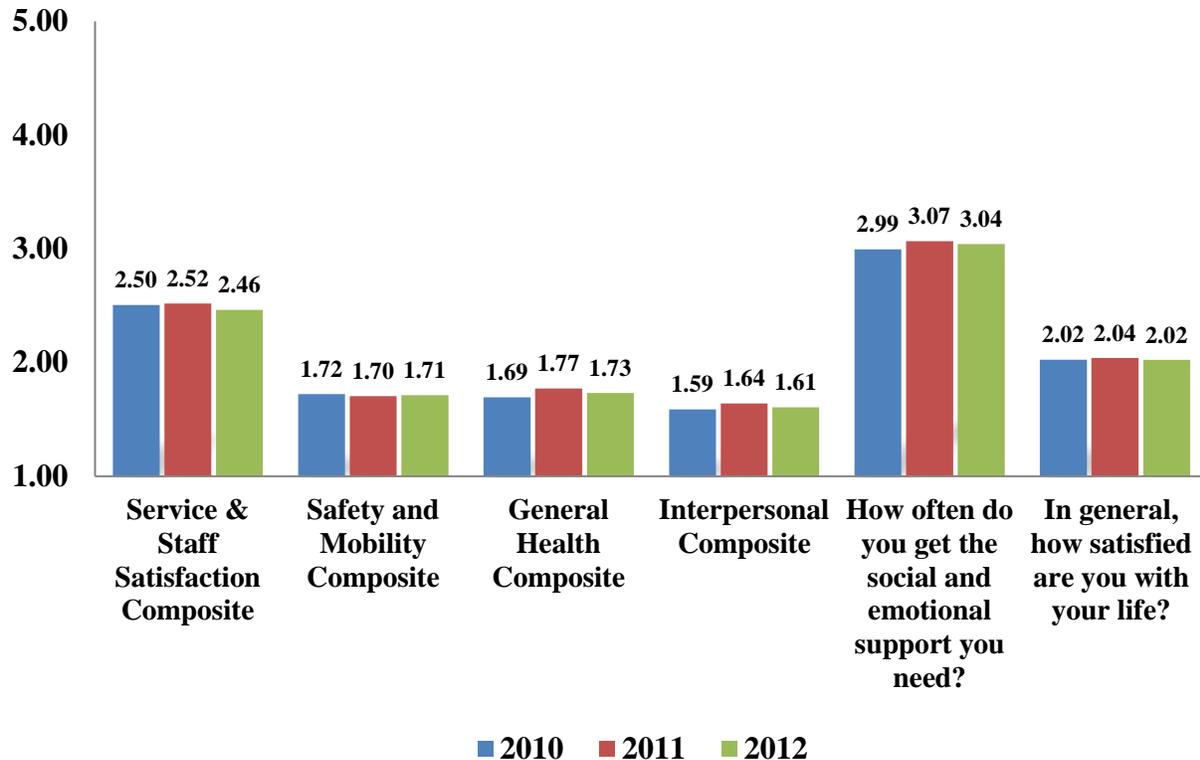
Items Included in Composite Measures
Service and Staff Satisfaction Composite Measure (4-point scale)
How would you rate the amount of choice and control you had when you planned the services or care you would receive?
How would you rate the overall quality of the help you receive?
How would you rate the timeliness of your services?
How would you rate when you receive your services or care?
How would you rate the communication between you and the people who help you?
How would you rate the reliability of the people who help you?
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
How would you rate how well problems or concerns you have with your care are taken care of?
How would you rate the courtesy of those who help you?
How would you rate how well people listen to your needs and preferences?

Items Included in Composite Measures
Interpersonal QoL Composite (3-point scale)
I am satisfied with how I spend my free time. (How well does this statement describe your life?)
I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe your life?)
I have someone I can count on in an emergency. (How well does this statement describe your life?)
I feel satisfied with my social life. (How well does this statement describe your life?)
I feel valued and respected. (How well does this statement describe your life?)
I really feel a part of my community. (How well does this statement describe your life?)
I have someone I can count on to listen to me when I need to talk. (How well does this statement describe your life?)
I have someone to do something enjoyable with. (How well does this statement describe your life?)
During my leisure time, I almost always have something to do. (How well does this statement describe your life?)
Safety and Mobility QoL Composite (3-point scale)
I feel safe in the home where I live. (How well does this statement describe your life?)
I feel safe out in my community. (How well does this statement describe your life?)
I can get to where I need or want to go. (How well does this statement describe your life?)
I can get around inside my home as much as I need to. (How well does this statement describe your life?)
General Health QoL Composite (5-point scale)
In general, compared to other people your age, would you say your health is...?
Compared to one year ago, how would you rate your health in general now?
Individual Overall Items
How often do you get the social and emotional support you need? (5-point scale)
In general, how satisfied are you with your life? (4-point scale)

Note. One item, “In my leisure time, I usually do not like what I am doing, but I do not know what else to do. (How well does this statement describe your life?),” did not statistically load on any composite item and was, therefore, dropped from the composite measures.

There have been no significant changes among DAIL customers between 2011 and 2012 on Quality of Life and life satisfaction.

QoL Comparisons Between Vermont DAIL Customers (2010-2012)

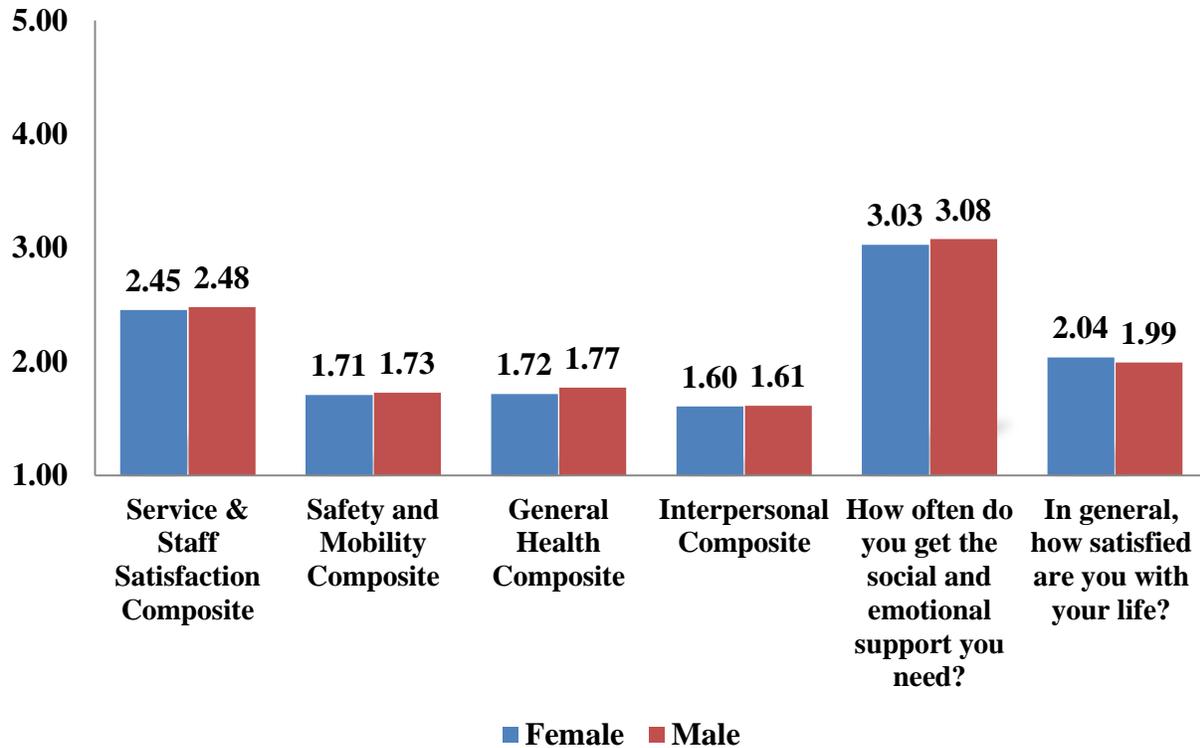


Comments:

The quality of life composite scores all remain on par with those in 2010 and 2011. In fact, there have been no significant changes in quality of life between 2011 and 2012. The service and staff composite score dipped slightly from 2.52 in 2011 to 2.46 in 2012, although this change is not statistically significant.

There are no significant differences between male DAIL customers compared to female DAIL customers.

QoL and Satisfaction Comparisons Between Female and Male Vermont DAIL Customers

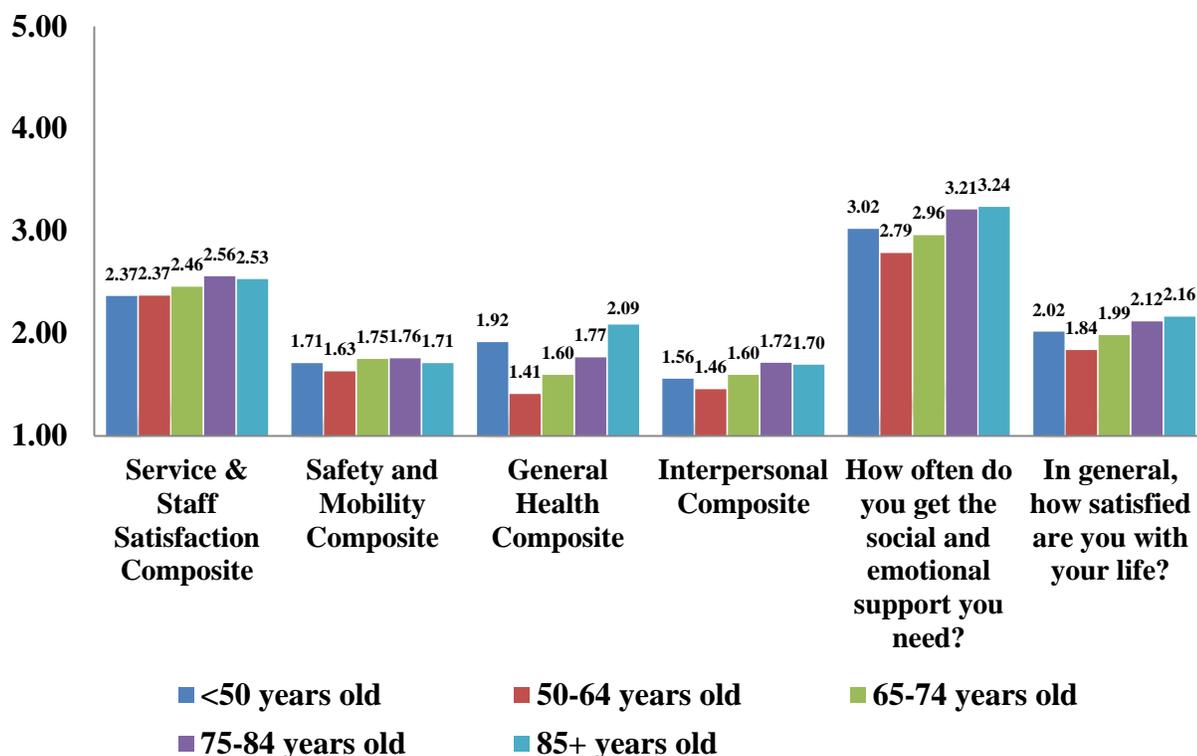


Comments:

There were no significant differences found between females and males on quality of life.

Customers age 50-64 years old scored significantly lower on all quality of life scales compared to those in older age groups.

QoL and Satisfaction Comparisons Between Vermont DAIL Customers of Different Ages



Comments:

There are a number of differences in the quality of life measures by age. Customers in the 50-64 year old age group scored lower on all quality of life measures compared to all other age groups. These differences are statistically significant in nearly all cases. Additionally, those in the 65-74 year old age group also scored lower on the service, general health, interpersonal skills, social and emotional support, and satisfaction with life compared to those age 75+. Finally, customers age 50 or less had a significantly lower score on the service and staff scale compared to customers age 75+.

Addison, Caledonia and Lamoille counties rank near the top of the list on numerous quality of life measures.

QoL and Satisfaction Comparisons between Customers in Different Counties

	Service & Staff Composite	Safety and Mobility Composite	General Health Composite	Interpersonal Composite	How often do you get the social and emotional support you need?	In general, how satisfied are you with your life?
Addison	2.64	1.79	1.82	1.72	3.23	2.07
Bennington	2.53	1.73	1.74	1.61	3.07	1.97
Caledonia	2.43	1.80	1.82	1.69	3.18	2.14
Chittenden	2.33	1.64	1.75	1.55	2.98	2.02
Essex	2.58	1.70	1.57	1.52	2.96	2.21
Franklin	2.64	1.74	1.66	1.62	3.14	2.08
Grand Isle	2.55	1.70	2.12	1.68	2.91	2.34
Lamoille	2.54	1.75	1.78	1.64	3.21	2.09
Orange	2.37	1.63	1.74	1.50	2.87	1.82
Orleans	2.54	1.81	1.67	1.71	2.85	2.01
Rutland	2.51	1.72	1.80	1.62	3.11	2.08
Washington	2.50	1.55	1.65	1.50	2.89	1.87
Windham	2.39	1.71	1.40	1.57	3.05	1.92
Windsor	2.33	1.71	1.77	1.58	2.99	1.97

Comments:

There are numerous significant differences in the quality of life measures by county. In general, Addison County ranks at the top of the list in three of the six measures (Service and Staff, Interpersonal, and social and emotional support) as well as in the top 3 for Safety and Mobility and General Health. Caledonia and Lamoille Counties also rank very highly in a number of the quality of life measures.

By comparison, Washington County ranks at the bottom of the county list in two measures (Safety and Mobility and Interpersonal) and is near the bottom of list in the others. Orange County also ranks last or second to last in four of the six quality of life measures.

There were several significant differences on health, interpersonal quality of life, and satisfaction with emotional and social support received between customers receiving various services.

QoL and Satisfaction Comparisons between Customers in Different Programs

	Service & Staff Composite	Safety and Mobility Composite	General Health Composite	Interpersonal Composite	How often do you get the social and emotional support you need?	In general, how satisfied are you with your life?
Traumatic Brian Injury Program	2.17	1.77	2.38	1.53	3.17	2.18
High Technology Home Care Program	2.23	1.74	1.86	1.67	3.61	2.55
Adult Day Center	2.52	1.78	1.87	1.71	3.15	2.05
Personal Care Services(Consumer, Surrogate, and Agency Directed)	2.38	1.76	1.46	1.60	3.01	1.88
Flexible Choices	2.54	1.72	1.70	1.63	3.14	2.00
Homemaker Services	2.36	1.68	1.74	1.57	2.85	2.04
Attendant Services Program	2.68	1.75	1.73	1.66	3.16	2.15

Comments:

There were also a number of statistically significant differences comparing the quality of life measures between the various programs. In general, those in the Adult Day Center program had the highest quality of life scores. Specifically, customers in this program had significantly higher scores than all other customers among the Safety and Mobility, General Health and Interpersonal measures. Those in the High Technology Program, Attendant Services Program and Traumatic Brian Injury Program also had higher scores, on average, than other types of customers.

Customers receiving Homemaker Services, Flexible Choices Personal Care Services and Personal Care Services had quality of life scores that were lower, on average, than other customers.

2. Correlations between Quality of Life Measures

While there is a high level of correlation between all of the quality of life measures, Service and Staff and General Health statuses are the least correlated scales, meaning that a customer's health does not appear to impact the quality of the staff and services they receive.

	Service & Staff Composite	Safety and Mobility Composite	General Health Composite	Interpersonal Composite	How often do you get the social and emotional support you need?	In general, how satisfied are you with your life?
Service & Staff Composite	-	.322**	.132**	.373**	.282**	.310**
Safety and Mobility Composite	.322**	-	.292**	.529**	.394**	.321**
General Health Composite	.132**	.292**	-	.322**	.386**	.298**
Interpersonal Composite	.373**	.529**	.322**	-	.630**	.592**
How often do you get the social and emotional support you need?	.282**	.394**	.386**	.630**	-	.499**
In general, how satisfied are you with your life?	.310**	.321**	.298**	.592**	.499**	-

** . Correlation is significant at the 0.01 level (2-tailed).

Comments:

A correlation analysis was run on the quality of life measures. All of the measures have a statistically significant level of inter-correlation between them. However, the most highly correlated measure is the Interpersonal composite score and the question about social and emotional support. This is not surprising given the relationship between many of the questions that make up the interpersonal scale (such as, "I have someone I can count on to listen to me when I need to talk") and the overall social and emotional support question. They are both measuring similar constructs related to social and emotional wellbeing.

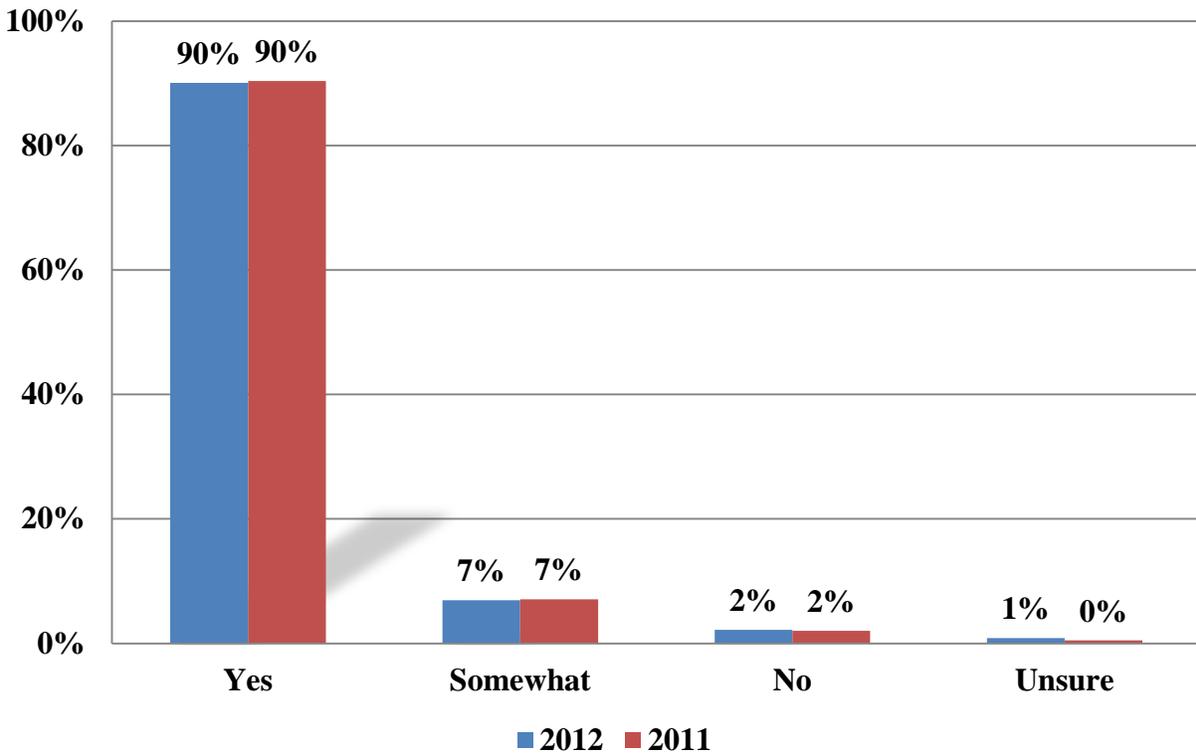
The least correlated items are Service & Staff and General Health scales. This means that while there is still a small relationship between a customer's health status and the perceived level of services they receive, it is relatively low compared to the other quality of life measures. In other words, a person's health status does not appear greatly impacted by the quality of service that they receive.

3. Components of Quality of Life Measures

A. Safety and Mobility

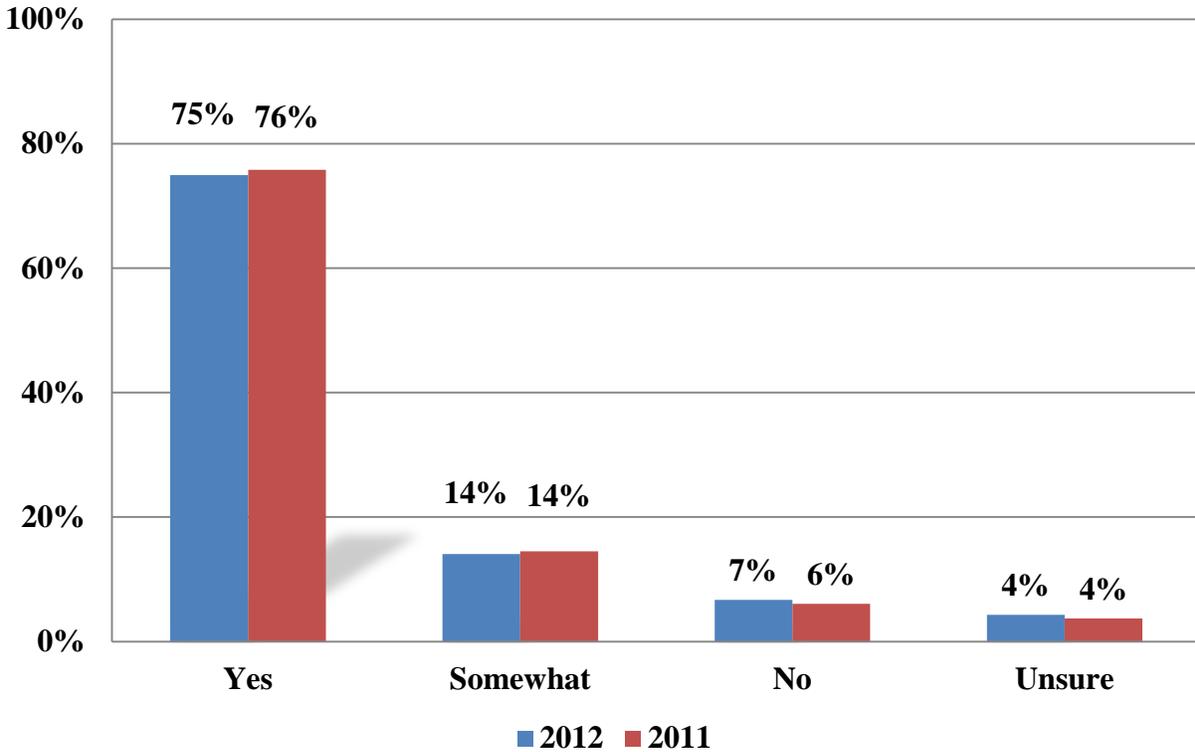
90% of customers feel safe in the home where they live and 7% feel somewhat safe.

I feel safe in the home where I live. (How well does this statement describe your life?)



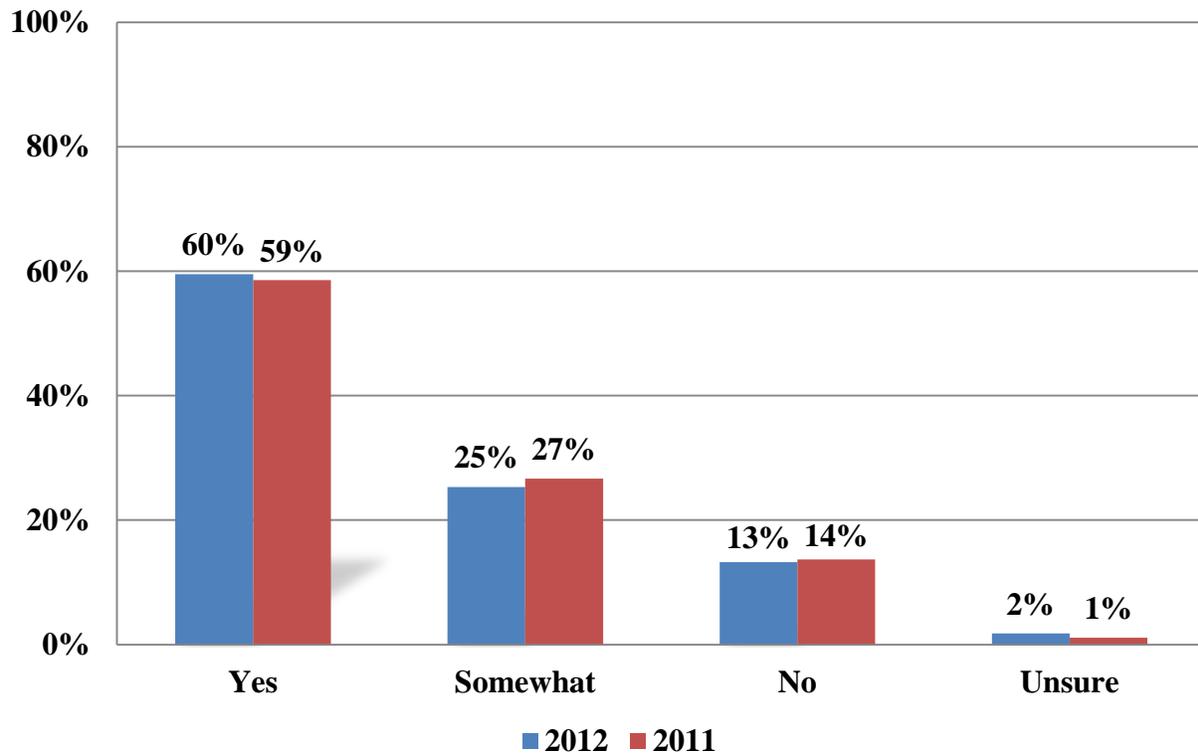
75% of customers feel safe out in their community and 14% feel somewhat safe.

I feel safe out in my community. (How well does this statement describe your life?)



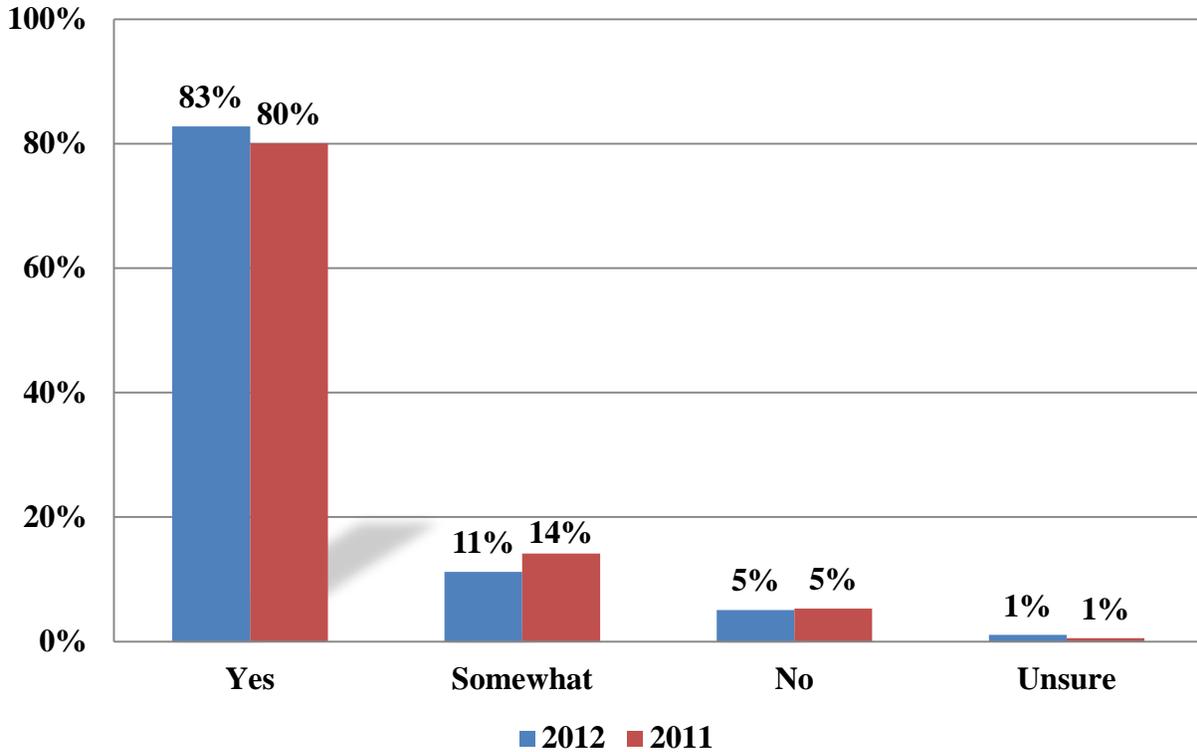
60% of customers can get to where they need to go and 25% can somewhat do so.

I can get to where I need or want to go. (How well does this statement describe your life?)



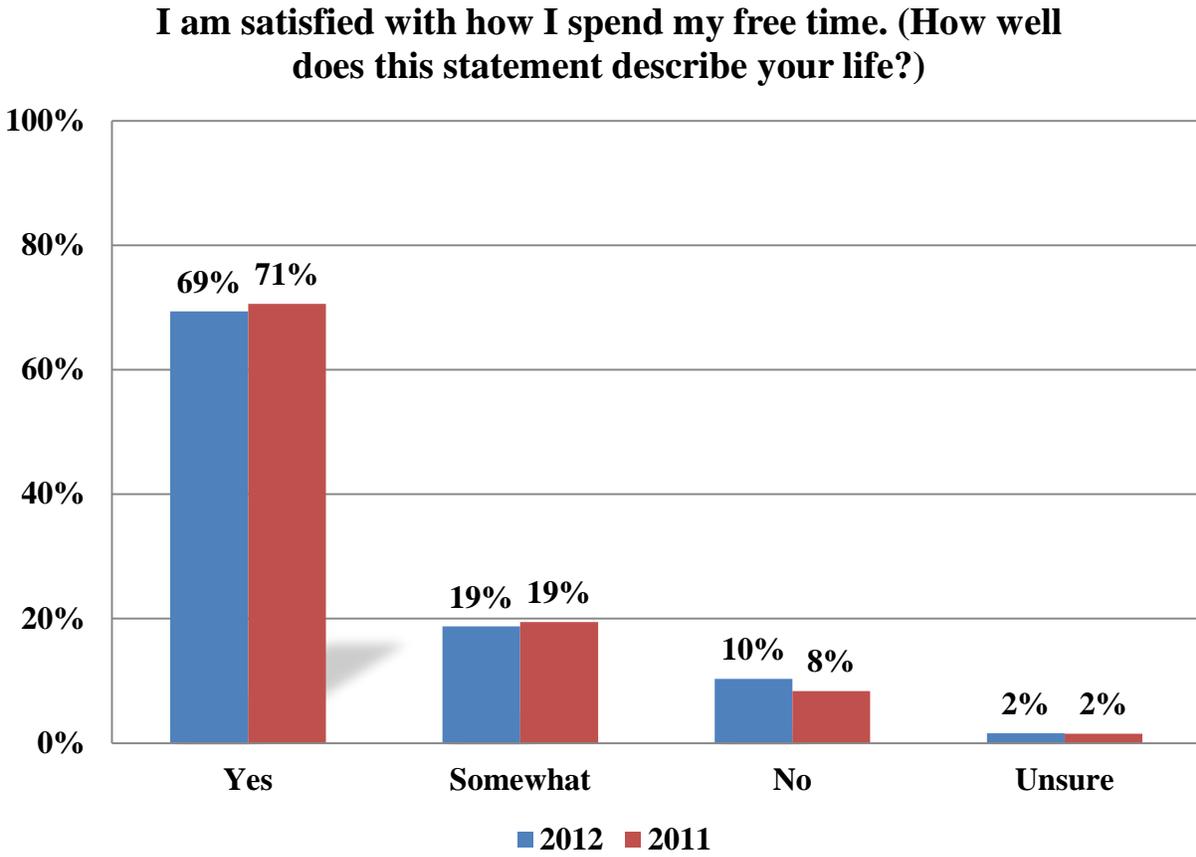
83% of customers can get around inside their home as much as they need to and 11% can somewhat get around.

**I can get around inside my home as much as I need to.
(How well does this statement describe your life?)**



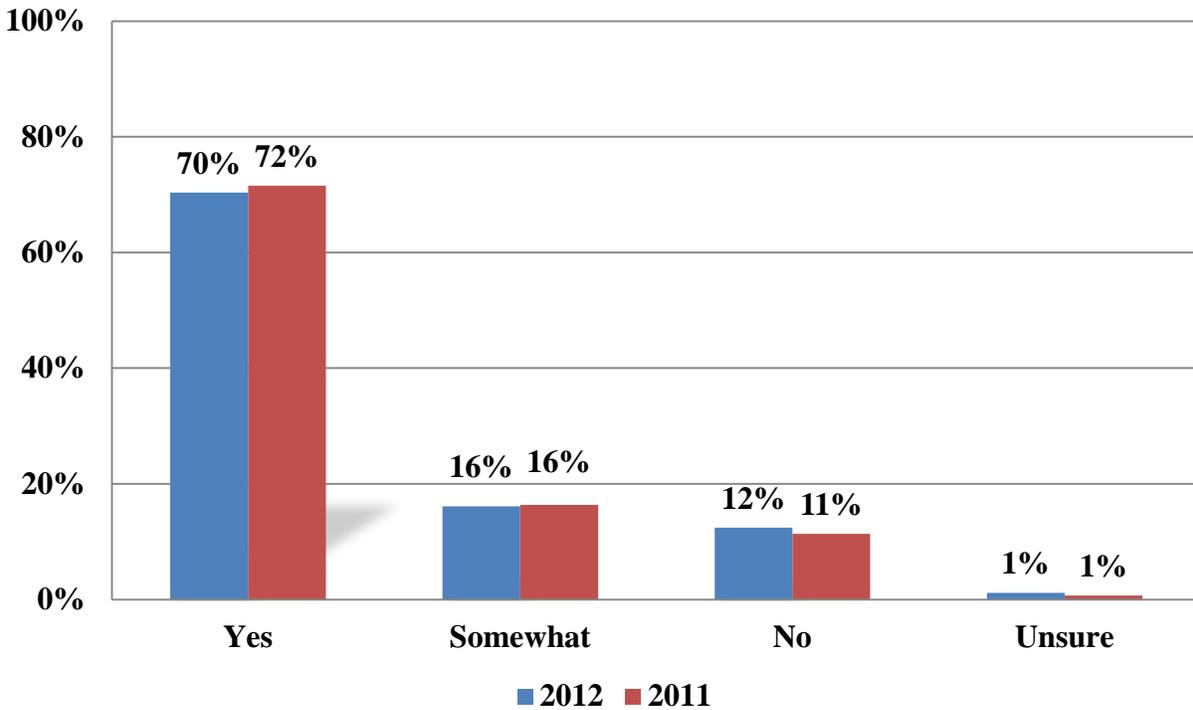
B. Interpersonal

69% of customers are satisfied with how they spend their free time and 19% are somewhat satisfied.



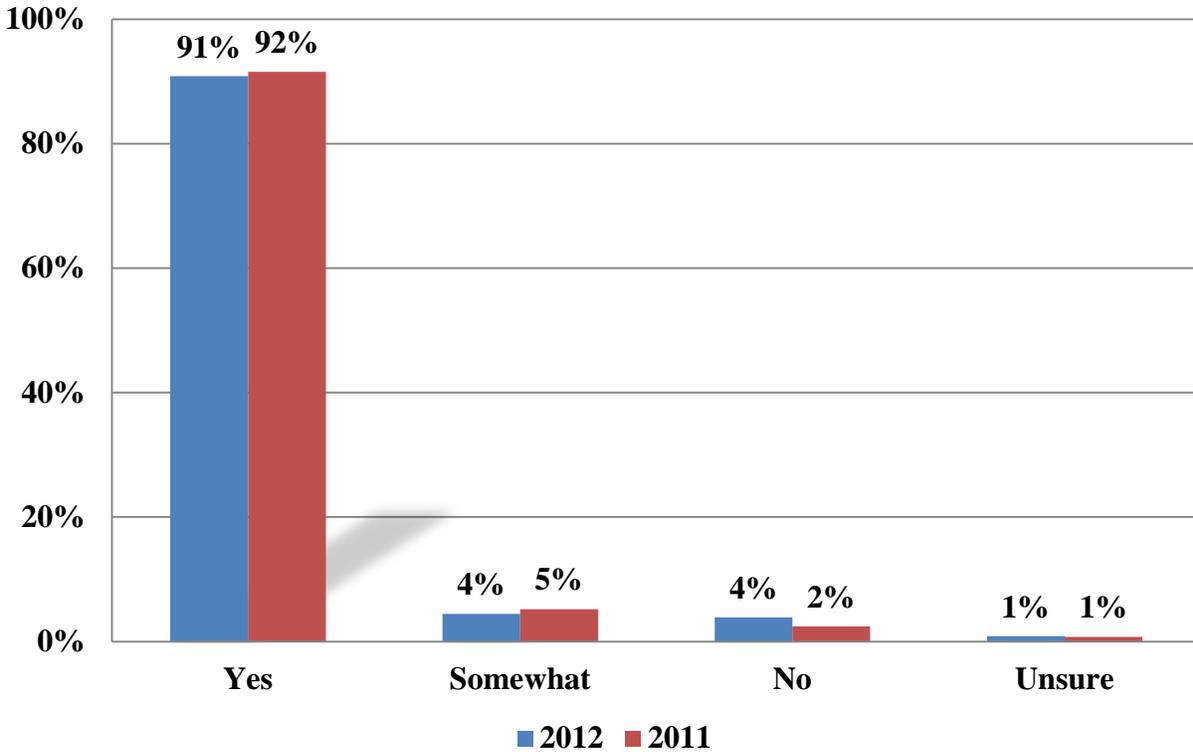
70% of customers are satisfied with the amount of contact they have with family and friends and 16% are somewhat satisfied.

I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe your life?)



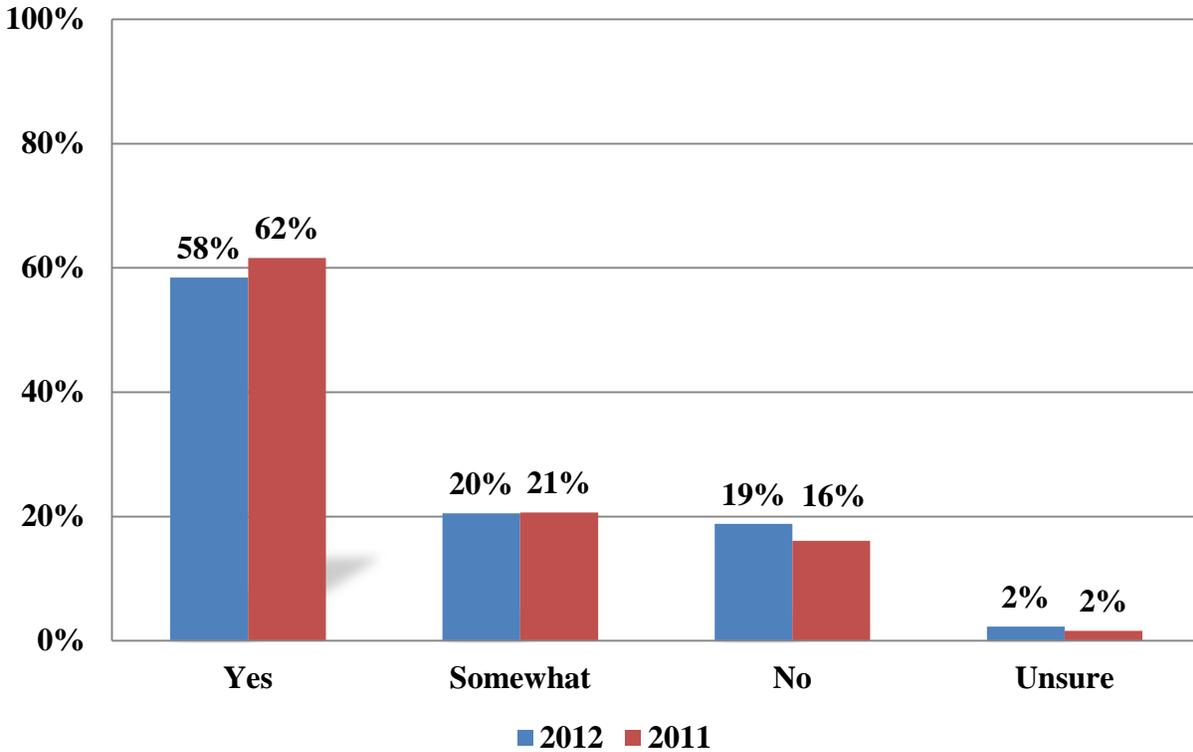
91% of customers indicate they have someone to count on in an emergency and 4% feel this way somewhat.

I have someone I can count on in an emergency. (How well does this statement describe your life?)



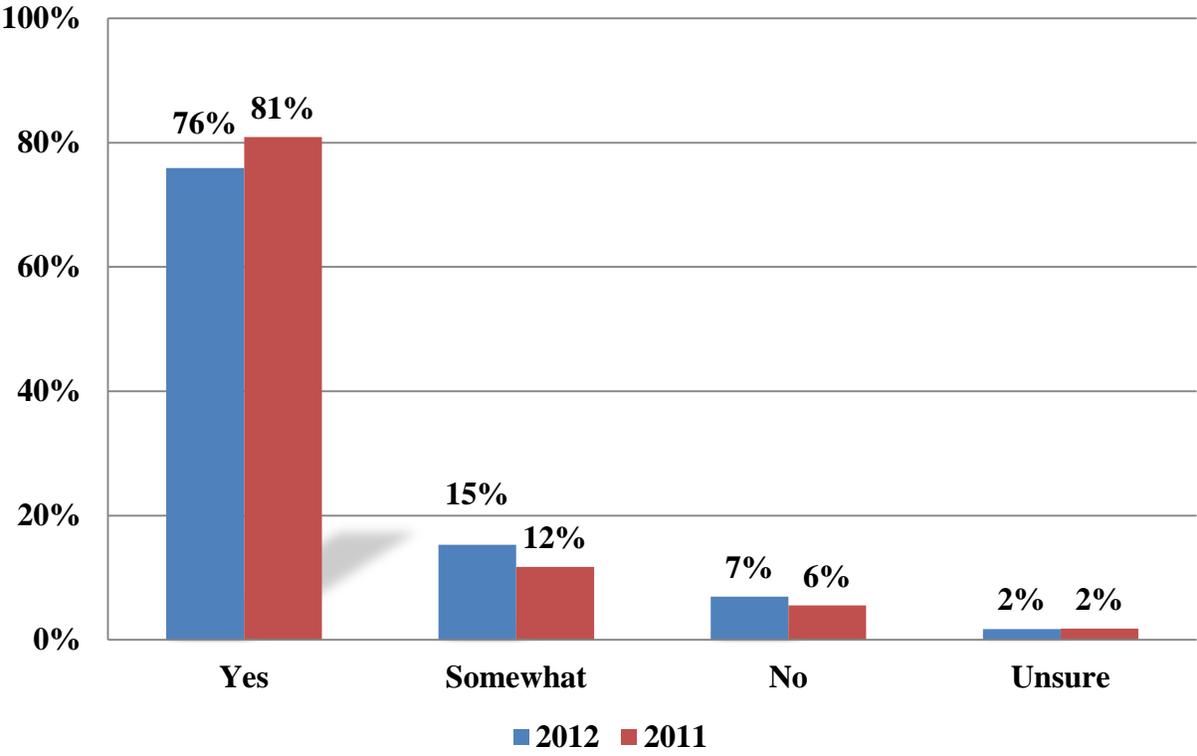
58% of customers are satisfied with their social life and 20% are somewhat satisfied.

I feel satisfied with my social life. (How well does this statement describe your life?)



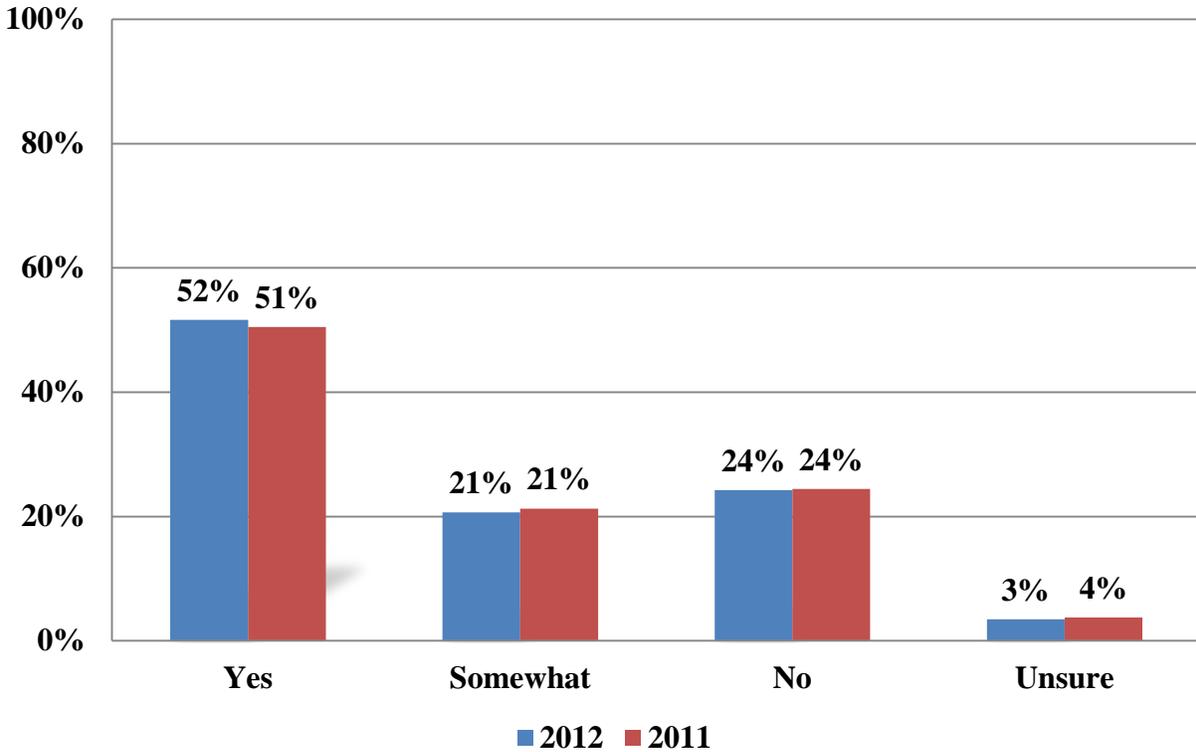
76% of customers feel valued and respected and 15% feel this way somewhat.

I feel valued and respected. (How well does this statement describe your life?)



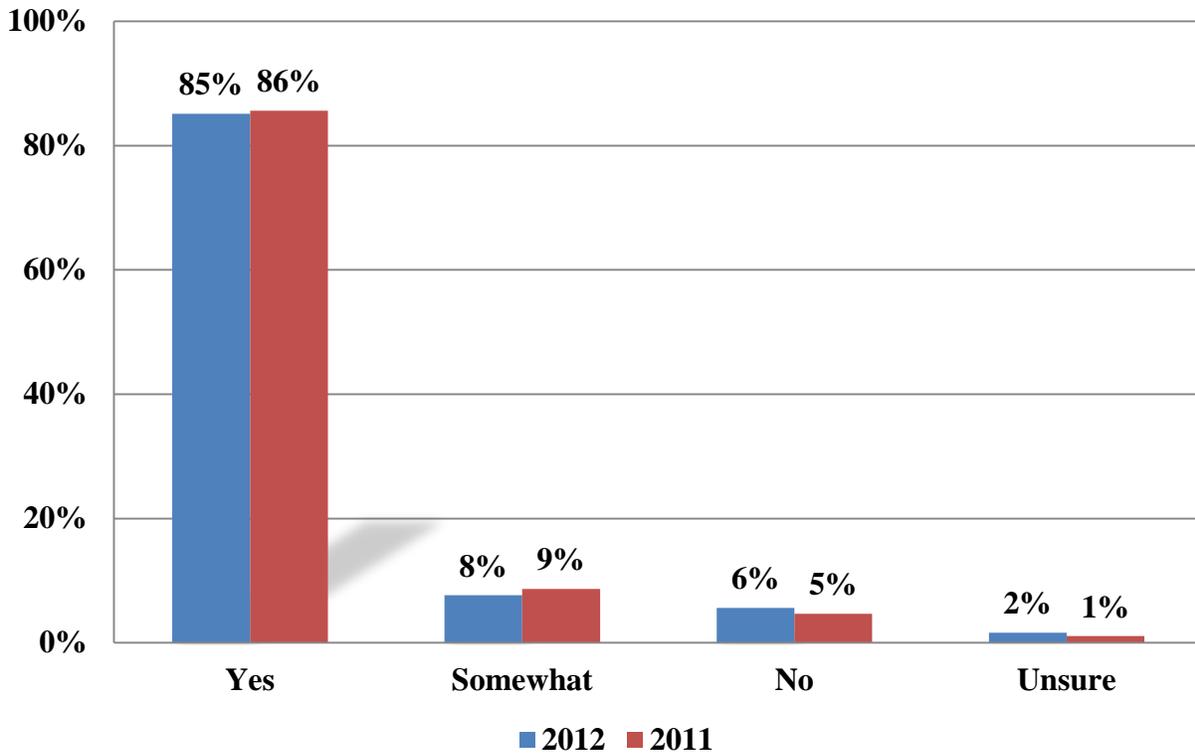
52% of customers feel a part of their community and 21% somewhat feel a part of their community.

I really feel a part of my community. (How well does this statement describe your life?)



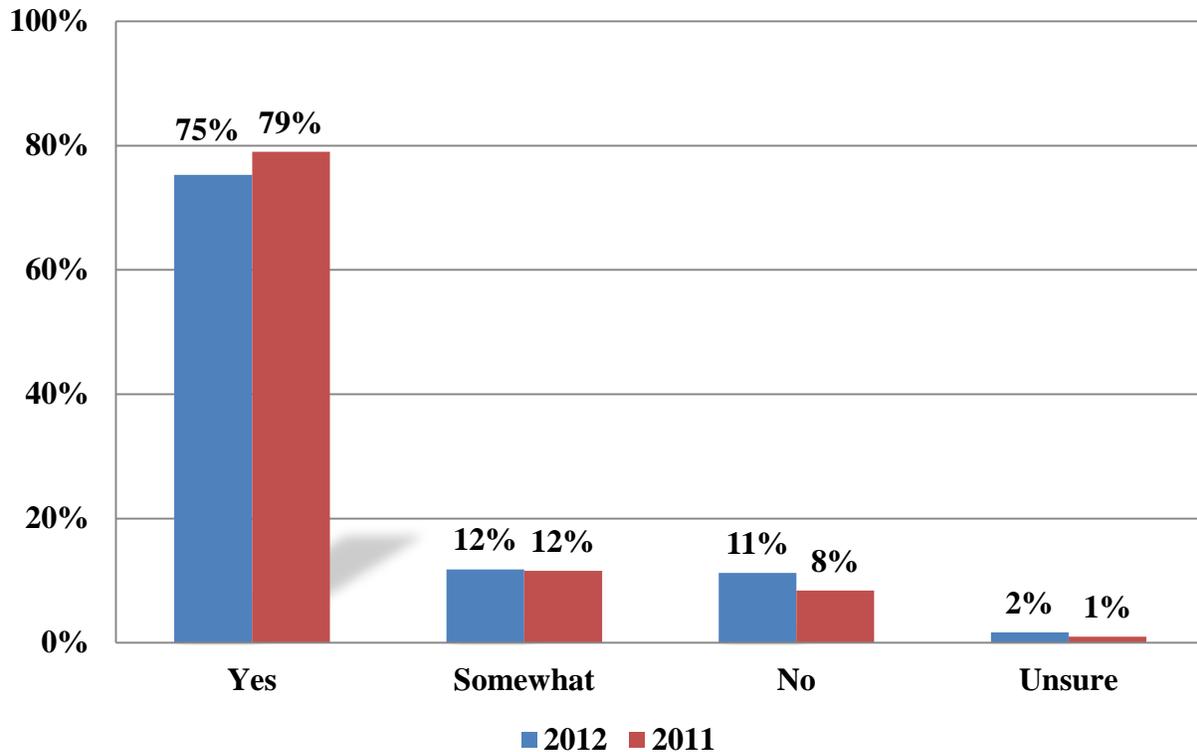
85% of customers have someone to listen to them when they need to talk and 8% feel this way somewhat.

I have someone I can count on to listen to me when I need to talk. (How well does this statement describe your life?)



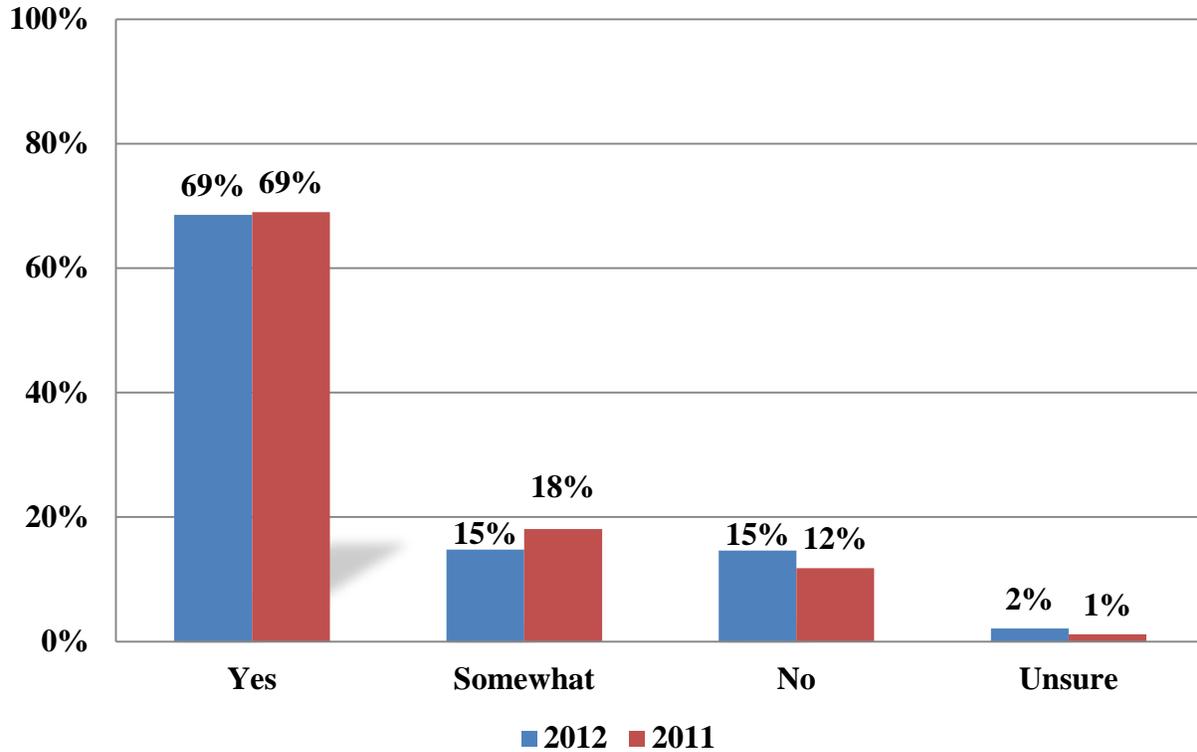
75% of customers have someone to do something enjoyable with and 12% feel this way somewhat.

I have someone to do something enjoyable with. (How well does this statement describe your life?)



69% of customers almost always have something to do in their leisure time while 15% feel this way somewhat.

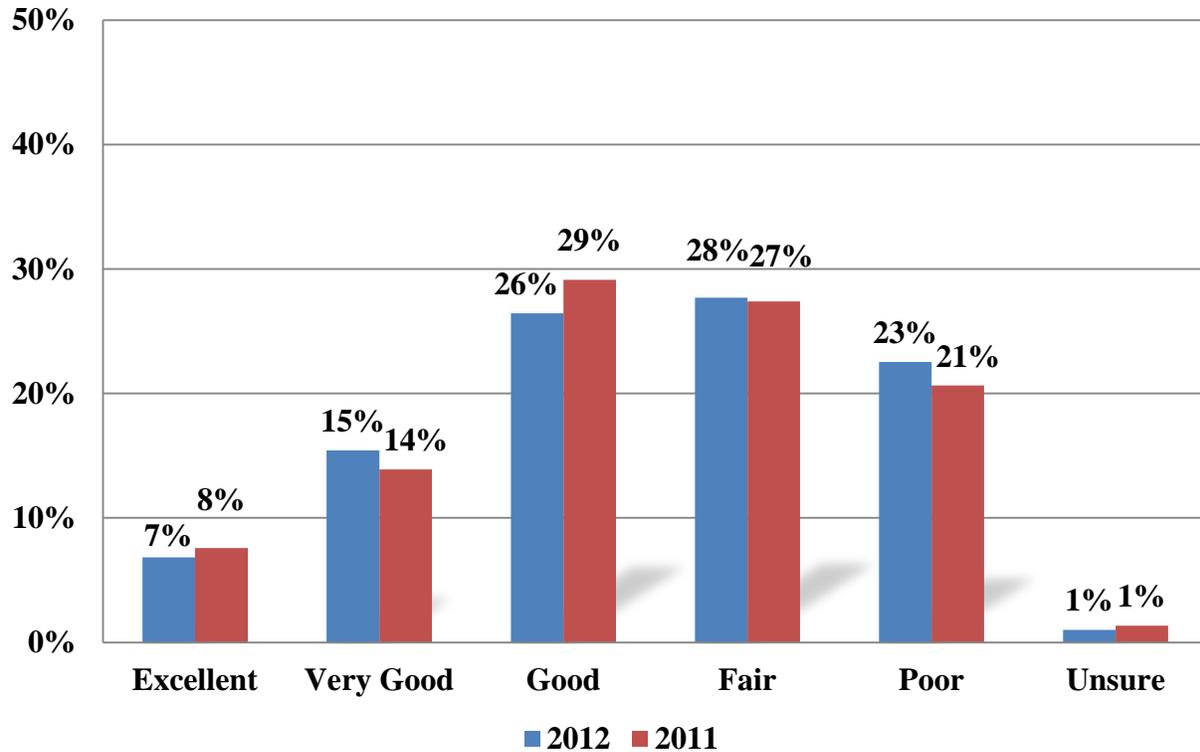
During my leisure time, I almost always have something to do. (How well does this statement describe your life?)



C. General Health

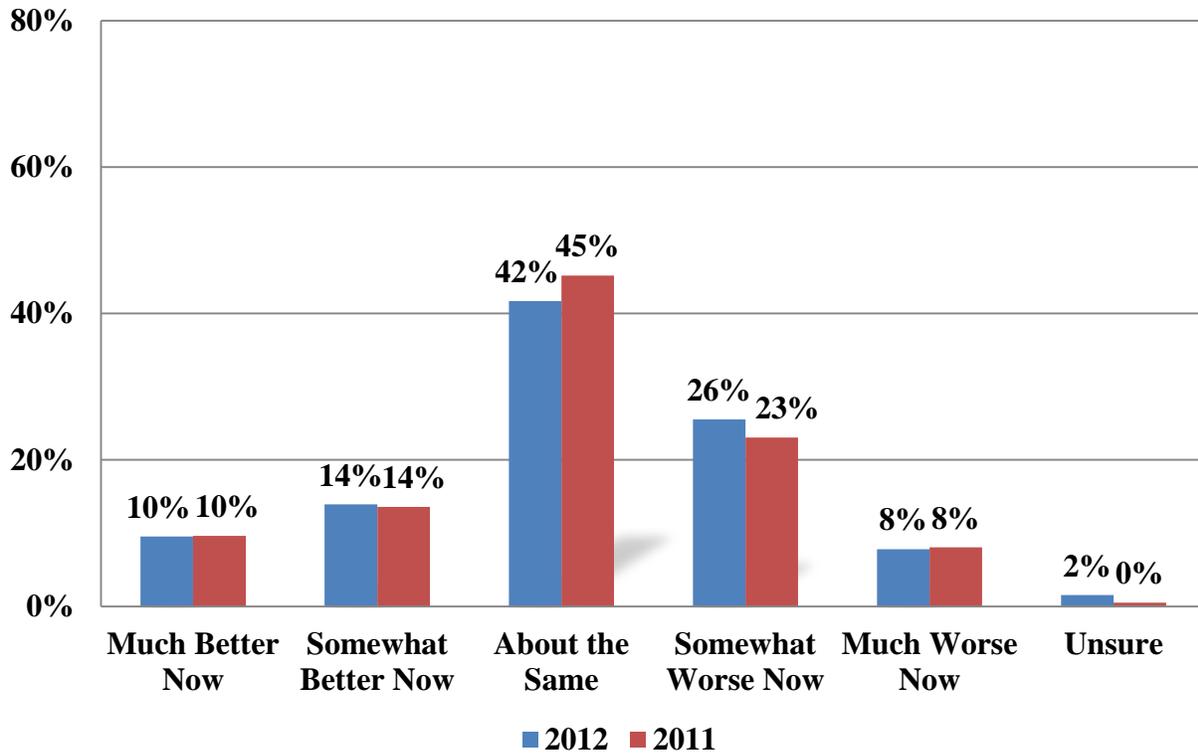
48% of customers rate their health as excellent, very good, or good compared to others their age.

In general, compared to other people your age, would you say your health is...?



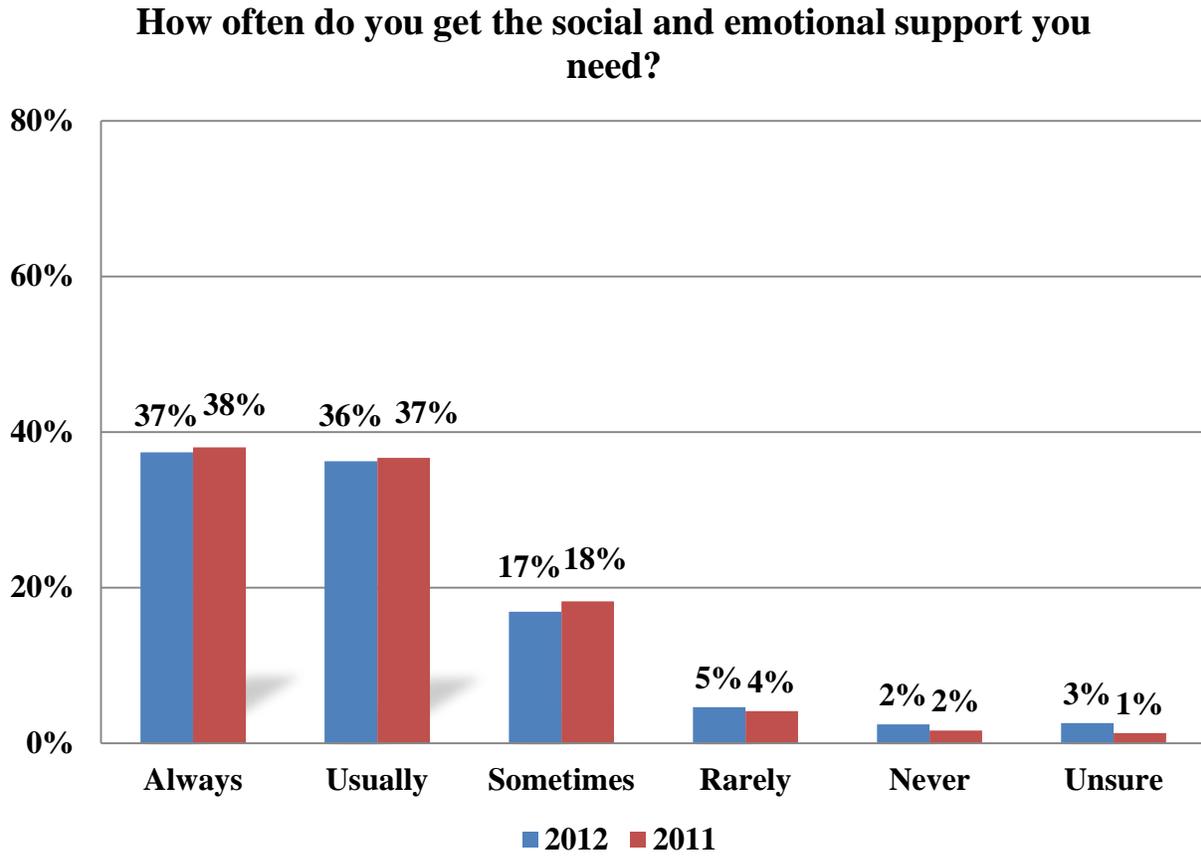
66% of customers rate their health as the same or better when compared to a year ago.

Compared to one year ago, how would you rate your health in general now?



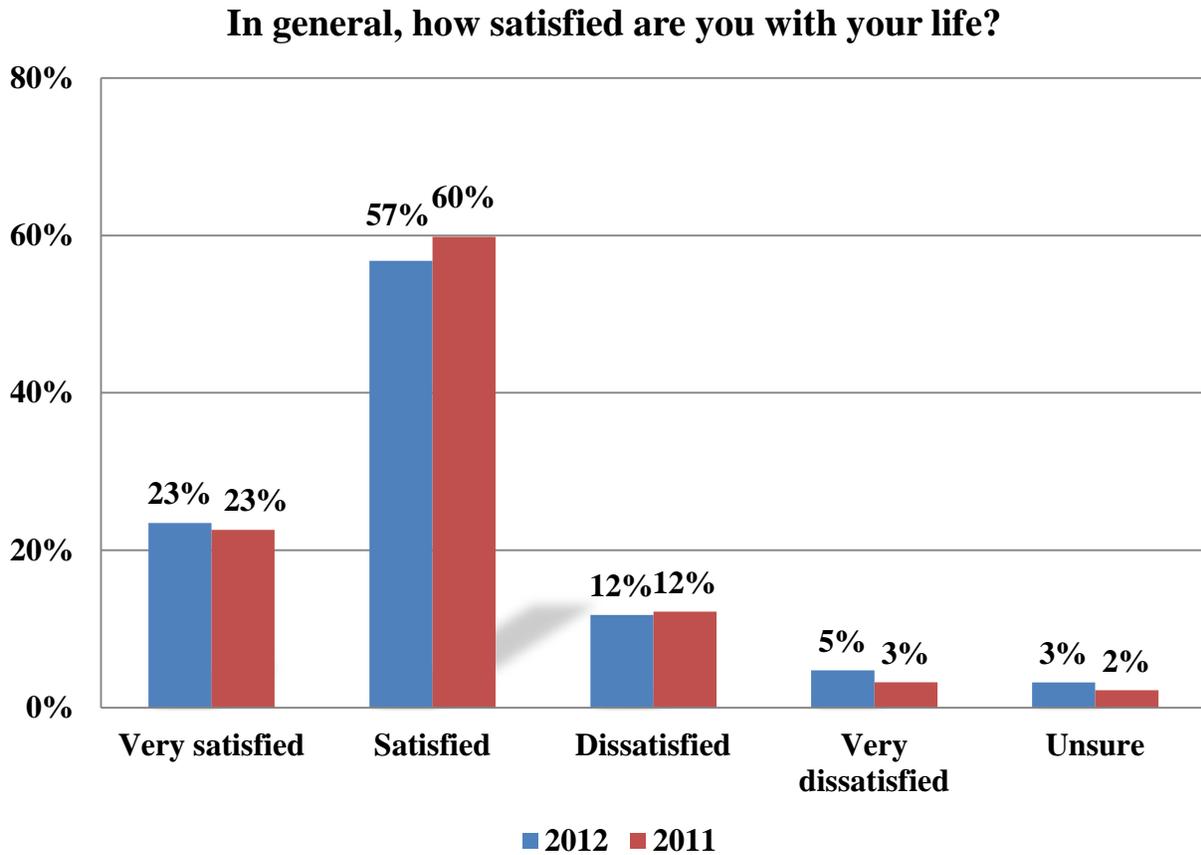
D. Overall Emotional Support

73% of customers always or usually get the social and emotional support they need.



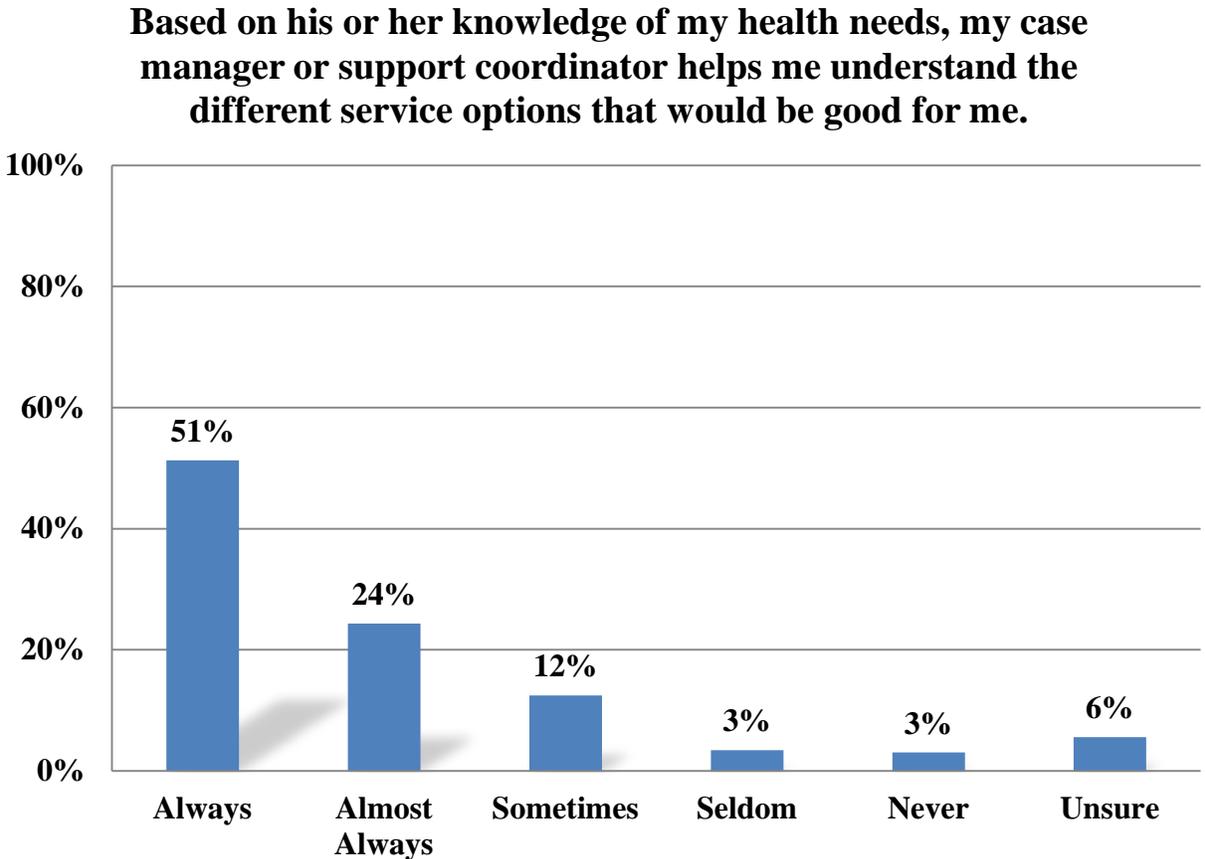
E. Overall Life Satisfaction

80% of customers are very satisfied or satisfied with their life.



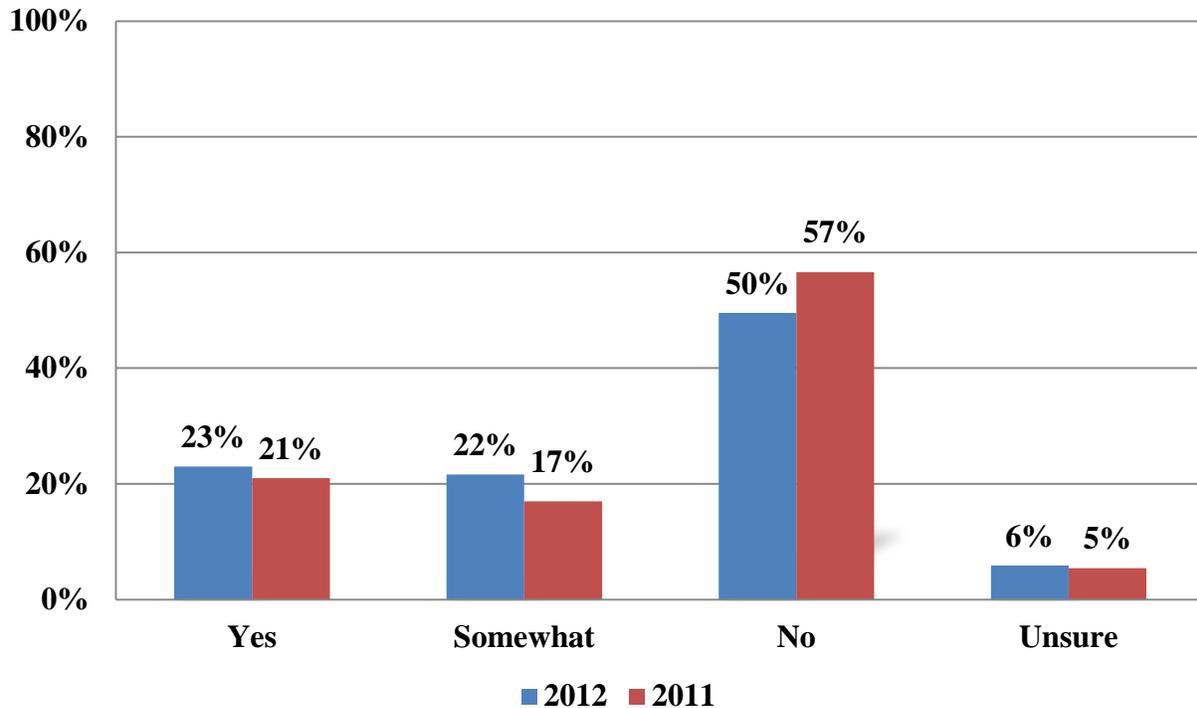
F. Additional Questions

75% of customers indicate their case manager or support coordinators always or almost always helps them understand the different service options that would be good for them.



Only 23% of customers indicate that they do not like what they are doing in their leisure time but do not know what else to do.

In my leisure time, I usually do not like what I am doing, but I do not know what else to do. (How well does this statement describe your life?)



L. Final Comments

Among the 37% of customers providing additional comments, most were positive about the program and their caregivers.

**And finally, do you have any comments you would like to make about the help you receive?
(General Categories)
Multiple responses accepted**

Category	%
Satisfied, happy with services	24%
Cuts in services or delays, need funding	2%
Need more help, services	2%
Communication issues - miscommunications, improve communications, do not return or slow to return calls	1%
Food or food quality issues	1%
Need more providers, staff	1%
Caregiver training, work skills	1%
Information - need more information, available information and paperwork confusing	1%
Scheduling issues	1%
Other	6%
None, nothing	63%
Total	100%

**And finally, do you have any comments you would like to make about the help you receive?
(Specific Comments mentioned by 1% or more of respondents)
Multiple responses accepted**

Category	% among those offering comments	% of all customers
Help I need has been well received	24%	9%
Services are appreciated	19%	7%
Positive comment in general	19%	7%
Negative comment in general	8%	3%
Specific caregiver is appreciated	5%	2%
Would like more hours, more care	5%	2%
Would be unable to remain in my home without help received	3%	1%
Would like more communication from case manager, organization	3%	1%
Meals on Wheels food is not good, not appetizing	3%	1%
Programs need more funding, keep them going	3%	1%
Hard to find quality caregivers/Short staffed	3%	1%
Caregivers need higher wages, insurance	3%	1%
Caregivers need more training/Need to do the work correctly	3%	1%
Would like to find out about other available services	3%	1%
Need consistent scheduling/Caregivers need to show up	3%	1%

Comments:

At the close of the survey, customers were provided the opportunity to add in any additional comments they had about the Vermont Division of Disability, Aging, and Independent Living, the services the customer receives, or their caregivers. Thirty-seven percent of respondents offered additional comments.

These comments were coded and then grouped into general categories. Among all customers, the majority had positive comments about VT DAIL and the services provided. Sixty-five percent of those offering comments or 24% of all customers indicated they were satisfied or happy with the services provided by VT DAIL. These customers indicated the services are well received, that the services are appreciated or that they appreciated the services provided by a specific caregiver.

Two percent of customers voiced concerns about the cuts in services and the need for more funding and 2% of customers indicate that they need more help or more services.

M. Quality and Service Improvement

The Vermont Department of Disabilities, Aging and Independent Living has at its core a set of principles to govern their programs and the services they provide to Vermont residents. These core principles are:

- **Person-Centered** - The individual will be at the core of all plans and services.
- **Respect** - Individuals, families, providers and staff are treated with respect.
- **Independence** - The individual's personal and economic independence will be promoted.
- **Choice** - Individuals will have options for services and support.
- **Self-Determination** - Individuals will direct their own lives.
- **Living Well** - The individual's services and support will promote health and well-being.
- **Contributing to the Community** - Individuals are able to work, volunteer, and participate in local communities.
- **Flexibility** - Individual needs will guide our actions.
- **Effective and Efficient** - Individuals' needs will be met in a timely and cost effective way.
- **Collaboration** - Individuals will benefit from our partnerships with families, communities, providers, and other federal, state and local organizations.

The results of the Vermont Department of Disabilities, Aging and Independent Living (VT DAIL) Long-Term Care Services and Programs Customer Survey suggest that the large majority of customers are satisfied with VT DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent. The survey results are a clear indication that VT DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.” This high level of satisfaction continues a trend observed in the survey results since 2008.

Based upon the views and attitudes of the large majority of customers, the survey results did not identify any major systemic problems with the programs and services provided by VT DAIL. VT DAIL is providing the services needed by the vast majority of its customers in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by customers as providing an important service that allows them to remain in their homes.

The results confirm that VT DAIL continues to provide a high level of service as evidenced by the high levels of satisfaction expressed by its customers. As with any quality assurance process, the survey did identify some areas of concern or focus for quality improvement. The survey results also show the concerns expressed by some customers about the lack of resources experienced by VT DAIL in providing services and the shortage of caregivers to provide these services.

Conclusions and Areas of Focus

As noted, there is, in general, a high level of satisfaction among the customers of VT DAIL. The level of satisfaction, views of quality, and ratings of services in 2012 has shown some decline when compared to the results of 2011, though for the most part, these are small drops in satisfaction and within the margin of error. First, some of the key positive highlights:

- 90% of your customers rate the services they receive through VT DAIL programs as excellent or good.
- 93% of your customers rate the value of the services they receive as excellent or good.
- 90% of your customers rate the reliability of the people that help them as excellent or good.
- The percentage of customers reporting problems has decreased since 2011 among those receiving care through the Attendant Services Program, Personal Care Services, Homemaker Services, Adult Day Center, and among customers of the Traumatic Brain Injury Program. The percentage among those that experienced problems indicating that VT DAIL worked to resolve the problem increased slightly from 55% in 2011 to 58% in 2012.
- The two programs that generally had the lowest scores in 2011 (High Technology Home Care and Traumatic Brain Injury) saw an increase on a number of program specific measures; continuing a trend observed from 2010 to 2011. For the High Technology Home Care Program, there was an increase in score on 4 (of 7) measures and a decline in three measures. For the Traumatic Brain Injury Program, there was an increase in all five measures.

The results do suggest that there are some areas on which VT DAIL can focus to improve customer satisfaction:

There does seem to seem a slight decrease in overall satisfaction. When looking at the overall rating items and those rating case managers, all but two has declined since 2011 (with 19 out of 21 dropping by at least a percentage point. Five of these measures show a significant decline (by 4 percentage points or more) since 2011:

1. How would you rate the reliability of the people who help you? (% reporting excellent or good has dropped from 94% in 2011 to 90% in 2012)
2. How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% reporting excellent or good has dropped from 89% in 2011 to 85% in 2012)
3. How would you rate how well problems or concerns you have with your care are taken care of? (% reporting excellent or good has dropped from 87% in 2011 to 83%.
4. Has the help you received made your life... (% reporting somewhat or much better has dropped from 81% in 2011 to 75% in 2012)

5. My case manager or support coordinator asks me what I want. (% reporting always or almost always has dropped from 87% in 2011 to 83% in 2012)

In looking at these overall measures, the measures with the lowest percentage of respondents that provided a positive response focus on the services they receive and their timeliness as well as the level of involvement of the customer in the process:

Question	% Positive Response
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	72%
My services help me to achieve my personal goals (% agree or strongly agree)	75%
How would you rate the timeliness of your services? (% excellent or good)	83%
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	83%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	83%

On the other hand, when looking at program specific measures, there was no clear trend; some measures have shown improvement since 2011 while others have declined. However, many of these items had fewer than 80% of customers respond positively. **The measures that generally have the lowest scores are those that focus on the access to services and availability of providers.** This continues the trend observed in 2011.

	Personal Care Services			Flexible Choices Personal Care Services			Homemaker Services		
	2011	2012	Diff	2011	2012	Diff	2011	2012	Diff
I was able to choose my _____ services (% agree or strongly agree)	82%	81%	-1%	85%	76%	-9%	60%	63%	3%
I was able to choose the provider of my _____ services (% agree or strongly agree)	73%	76%	3%	81%	77%	-4%	39%	46%	7%
I was able to choose the scheduling of _____ services that meets my needs (% agree or strongly agree)	78%	82%	4%	92%	76%	-16%	65%	64%	-1%
I was able to select my _____ services provider from a variety of providers (% agree or strongly agree)	59%	61%	2%	65%	53%	-12%	28%	32%	4%
There are _____ services that I need that I CAN'T GET (% disagree or strongly disagree)	66%	65%	-1%	69%	61%	-8%	61%	58%	-3%

Diff = difference between 2011 and 2012 score (a negative value means the score in 2012 was lower than in 2011).

The results for these items are comparable to the results from 2011 for those receiving Personal Care Services and Homemaker Services. However, the results among those receiving Flexible Choices Personal Care Services suggests that there is less satisfaction with access to services and providers now than in 2012. Regardless, access to service and providers do seem to remain a concern to some customers who are receiving Personal Care and Homemaker Services.

These results may also reflect a general view among all customers when it comes to their satisfaction with access to services and providers. While these items were asked only of those receiving Personal Care Services and Homemaker Services, the survey results show that access to services and providers may also be of concern to those receiving other services. Among the overall assessment items, several of those with the lowest percent of positive response focus on access and timeliness of services. Further, in reviewing all of the verbatim comments, two of the most commonly mentioned topics were the need for more help or additional services and the need for more providers or staff.

These comments suggest that this is a concern that is not solely limited to Personal Care Services and Homemaker Services, as noted in 2011. As mentioned in 2011, this would seem to suggest the need for additional staff and providers to meet the perceived needs of customers. As also observed in 2011, those currently receiving Homemaker Services in 2012 were significantly more likely to rate their access to and choice of providers lower than those receiving Personal Care Services.

Look at those demographic groups of customers identified in this survey where satisfaction with the services or ratings of quality are rated the lowest.

In reviewing differences among customers by their demographic characteristics, there were very few cases where the difference in ratings of satisfaction or quality rose to the level of statistical significance. However, there were trends where certain groups did rate a number of measures lower than customers overall. These might identify groups where additional efforts are required to improve their level of satisfaction. The list below identifies those demographic groups where:

- At least three of the overall measures were 10 percentage points or less than the percentage among all customers.
- At least three of the program specific measures were 10 percentage points or less than the percentage among all customers receiving the specific services.

The one group that did have three or more items 10 percentage points below the score for all customers (among the overall measures) are:

- Customers residing in Franklin County (7 items)

This program specific analysis also identified a number of demographic groups whose scores were 10 percentage points or more below the score for all customers receiving services. Among these are:

- Customers under ages 65-74 (3 items focused in Personal Care Services)
- Customers ages 85 and older (3 items focused in Homemaker Services)
- Addison County (4 items)
- Bennington County (5 items focused in Personal Care Services)
- Essex County (3 items focused in Personal Care Services)
- Franklin County (5 items focused in Homemaker Services)
- Orange County (5 items focused in Flexible Choices, Personal Care Services)
- Orange County (5 items focused in Personal Care Services)
- Windsor County (4 items)

Among providers of Personal Care Services:

- Visiting Nurse Association, Chittenden & Grand Isle (8 items)
- Addison County Home Health Agency (4 items)
- Visiting Nurse Alliance of VT & New Hampshire (4 items)
- Lamoille Home Health Agency & Hospice (3 items)

In looking at the groups, the one perhaps surprising finding is that the number of demographic groups with scores below all customers that were found among all customers had declined since 2011. Further, the total number of instances where a group was 10 percentage points or more below all customers is also down dramatically. This suggests that efforts targeting specific demographic groups have helped to increase satisfaction among these groups (though the overall level of satisfaction is down somewhat). In 2012, the older respondents seem to be the least satisfied group compared to 2011 when it was younger customers who were the least satisfied. The same issues noted with rural areas in 2011 are still evident in the 2012 data. Customers in rural parts of the state tended to have lower scores on access to care and providers. This suggests that they still see a need for more services and access to a greater number of providers. However, this is the challenge of meeting customer needs; those where there is the greatest perceived need of additional services are in the areas where they are most difficult to provide.

The most commonly mentioned issues in respondent verbatim feedback (aside from satisfaction with services) relate to the availability of services, access to providers, as well as scheduling problems. Another issue seems to be concerns with caregivers.

In the feedback provided by customers, the three of the most common themes concern access to services, the need for more providers and problems with scheduling. This is similar to the feedback provided by customers in 2011. Nineteen percent indicated the need for more help or services and 17% the need for more providers or caregivers. Fifteen percent also mentioned scheduling issues with providers and caregivers. Fourteen percent of customers mentioned concerns about caregivers (they were unprofessional, rude, or did not do a good job). Since 2011, the percent of customers indicating the need for additional help or services has declined.

However, the percent mentioning the need for more providers, scheduling issues, and concerns about caregivers has increased slightly.

Look at those demographic groups that have a higher percentage experiencing problems and work to resolve any issues or concerns they may have.

Overall, approximately 16% of customers indicate they experienced a problem with VT DAIL or the services they receive at some time during the prior 12 months. This is an improvement since 2011 when 20% reported problems with VT DAIL or the services they received. Further, only 37% of those experiencing problems indicated that VT DAIL did not work to resolve their problems.

Among those customers indicating they experienced problems, the most common problems were concerns or problems with caregivers and scheduling issues, accounting for 77% of reported problems. A fairly high percentage (36% and 35% respectively) indicated that VT DAIL did not work to resolve their problems with caregivers.

Nine percent of customers indicated problems with caregiver training or work skills and among these customers, 40% indicated that VT DAIL did not work to resolve their problems.

In summary and as in 2011, customers are satisfied with the services they receive as well as the quality of the services provided by VT DAIL. However, the general trend of slightly decreasing satisfaction across a broad range of measures may suggest some growing dissatisfaction with a growing percentage of customers; a trend that should be watched to determine if this represents a onetime occurrence or the start of a true trend.

On items assessing overall quality, nearly all items showed a slight decline from 2011 to 2012.

Summary of Overall Ratings of Quality

	2012	2011	2010	2012 to 2011 Difference	2012 to 2010 Difference
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	83%	85%	81%	-2%	2%
How would you rate the overall quality of the help you receive? (% excellent or good)	90%	93%	89%	-3%	1%
How would you rate the timeliness of your services? (% excellent or good)	83%	85%	84%	-2%	-1%
How would you rate when you receive your services or care? (% excellent or good)	88%	91%	88%	-3%	0%
How would you rate the communication between you and the people who help you? (% excellent or good)	90%	90%	90%	0%	0%
How would you rate the reliability of the people who help you? (% excellent or good)	90%	94%	90%	-4%	0%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	85%	89%	88%	-4%	-3%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%	87%	86%	-4%	-3%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%	96%	0%	0%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	91%	92%	91%	-1%	0%
Overall, how do you rate the value of the services you receive? (% excellent or good)	93%	95%	92%	-2%	1%
I receive all the services I need and want exactly when and how I need and want the services (% agree or strongly agree)	72%	74%		-2%	72%
Has the help you received made your life... (% somewhat or much better)	88%	94%	92%	-5%	-4%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% difficult or very difficult)	75%	81%	81%	-5%	-6%

Summary Items Evaluating Case Manager or Support Coordinator

	2012	2011	2010	2012 to 2011 Difference	2012 to 2010 Difference
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	94%	96%	94%	-2%	0%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	86%	87%	84%	-1%	2%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	90%	93%	91%	-3%	-1%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	87%	89%	86%	-2%	1%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	89%	88%	88%	1%	1%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	83%	87%	84%	-5%	-1%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	87%	88%	86%	-1%	1%

Comments:

In comparing overall measures and measures evaluating case management, 19 of 21 items saw a decline in the percentage of customers providing a positive rating to the question. Most of these were not significant by themselves, though five did reach the level of statistical significance among all customers (a decline of 4 percentage points or more):

1. How would you rate the reliability of the people who help you?
2. How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
3. How would you rate how well problems or concerns you have with your care are taken care of?
4. Has the help you received made your life...?
5. My case manager or support coordinator asks me what I want.

Among all customer comments, 28% of customers offered positive feedback about the program. The main concerns or difficulties that respondents mention focus on the availability of services (19%) or providers or caregivers (17%).

**Summary of Respondent Feedback
(Main Categories)**

	Count of Respondents	%
Satisfied/Happy with services	273	28%
Need more help, services	186	19%
Need more providers, staff	163	17%
Scheduling issues	148	15%
Concerns with caregivers - unresponsive, rude, does not do good job, do not show up	138	14%
Cuts in services or delays/Need funding	102	10%
Food or food quality issues	88	9%
Caregiver training, work skills	83	8%
Communication issues - miscommunications, improve communications, do not return or slow to return calls	76	8%
Information - need more information, available information and paperwork confusing	37	4%
Transportation issues	25	3%
Activities - need more or more variety	20	2%
Cost or payment issues	8	1%
Issues with staff	8	1%
Concerns - abuse, afraid to complain	6	1%
Control - want more control	3	0%
Customer condition, situation	1	0%

Comments:

One way to address areas for improvement is to analyze feedback provided by customers in their own words. This feedback provided information on specific concerns or problems they may experience. It also provides a method for customers to provide positive feedback, restating their satisfaction with the program and the services they receive.

Customers were allowed to provide feedback in their own words in responding to 20 questions throughout the survey. The table above provides a summary of all customer comments compiled from all their responses and grouped into primary categories. The table below provides a summary of the specific feedback. The second column in each table provides a count of the number of respondents who offered a comment at any time during the survey (within the specific category) and the third column is the percent of all respondents that offered such a comment at any time during the survey.

Overall, the largest percentage of respondents offered positive feedback about the program or services they receive (28%). Among customers that had concerns or problems, the most common areas were their views of the need for additional help or services (19%), or of a shortage of providers and caregivers (17%). Other comments include issues with scheduling (15%), concerns with caregivers or the quality of care they provide (14%), and concerns about cuts in funding (10%), among others.

When looking at this feedback in more detail, 23% offered positive comments about the services they receive. The two most commonly cited issues were scheduling issues (11% of customers) and the need for better scheduling or planning (9% of customers).

**Summary of Respondent Feedback
(Specific Comments Mentioned by 10 or More Respondents)**

	Count of Respondents	%
Scheduling issues	106	11%
Help I need has been well received	91	9%
Better scheduling, planning/More hours needed	91	9%
Services are appreciated	68	7%
Positive comment in general	65	7%
Need more help, services (related to specific service)	63	6%
Caregiver training, work skills	52	5%
More qualified, caring caregivers	52	5%
Cuts in services or delays/Need funding	50	5%
More funding, more money & benefits for caregivers	50	5%
Scheduling problems, switching employees	45	5%
It is a good idea, many people need help	45	5%
Communication issues - miscommunications, improve communications, do not return or slow to return calls	40	4%
Need more providers, staff	40	4%
Worker does not do good job, know how to clean	40	4%
Inconsistent care, scheduling, call outs, changing caregivers	40	4%
More communication with caregivers, caseworkers	40	4%
Need more variety in food choices	37	4%
Need more hours, more care	33	3%
Need more help, more time	29	3%
Negative comment in general	27	3%
More services available	27	3%
Not needed	26	3%

Summary of Respondent Feedback, Continued
(Specific Comments Mentioned by 10 or More Respondents)

	Count of Respondents	%
Assistance with bigger tasks and chores at home	25	3%
Better pay for caregivers/More funding	23	2%
Provide more services/Flexibility in providing care, meeting needs	23	2%
Food not appetizing - Improve food quality, Make more appetizing	22	2%
Specific caregiver is appreciated	22	2%
Would help with scheduling,/Would allow caregiver more time with client	22	2%
Happy with current provider	21	2%
Laziness; do not want or know how to work	20	2%
Would like more hours, more care	20	2%
More hours	20	2%
Need more qualified providers	20	2%
They do not show up, do not call	16	2%
Transportation assistance	16	2%
More care needed - household chores, cleaning	16	2%
Would allow clients more choices/Bigger pool of workers	16	2%
Understaffed	15	2%
Improve training; work skills & professionalism	15	2%
Understaffed/Hard to find available caregivers	15	2%
Keep same caregivers/Less turnover,/Need more employees	15	2%
Improve communication; who is coming, and when	14	1%
Programs need more funding/Keep them going	14	1%
Better screening of caregivers	13	1%
New caregivers need more training	13	1%

Summary of Respondent Feedback, Continued
(Specific Comments Mentioned by 10 or More Respondents)

	Count of Respondents	%
Would be unable to remain in my home without help received	13	1%
Would like more communication from case manager, organization	13	1%
Meals on Wheels food is not good, not appetizing	13	1%
Access to more providers/More people to help	13	1%
More care needed - general, non-specific	13	1%
Already short staffed, High turnover	13	1%
Poor communication from Management, caseworkers	12	1%
Delivery problems - do not deliver, will not leave if no one is home	12	1%
Caregivers need better pay	12	1%
Information - Need more information, available information and paperwork confusing	11	1%
Poor professional skills; rudeness, gossiping, cell phone use	11	1%
Hard to find quality caregivers, Short staffed	11	1%
Caregivers need higher wages, insurance	11	1%
More care needed - transportation	11	1%
Keep cutting hours, need more help	10	1%
Personality, temperament conflicts with caregivers	10	1%
Meeting dietary requirements - Understand clients dietary needs, Provide requested food	10	1%
Caregivers need more training/Need to do the work correctly	10	1%

A qualitative assessment of satisfaction and quality measures does identify groups of potential focus for quality improvement efforts.

In reviewing differences among customers by their demographic characteristics, there are very few cases where the difference in ratings of satisfaction or quality rose to the level of statistical significance. However, there were trends where certain groups did rate a number of measures lower than customers overall. These might identify groups where additional efforts are required to improve (albeit their already high) level of satisfaction.

To conduct this analysis, results for both the overall measures of satisfaction and quality and the program specific measures were summarized by program, gender, age, and county of residence. The scores for each of these groups were compared to customers overall (or to all customers receiving services through the specific program) to determine if the score was 10 percentage points or more below the overall score.

The table on pages 264-265 summarizes the results for overall measures of satisfaction and quality along with the specific program measures. There are a total of 26 overall measures (listed on page 266). There are a total of 57 program specific measures. The first column presents the demographic group. The second two columns provide the count and percent of items where the group scored below the average among all respondents for the 26 overall measures. The next two columns provide the count and percentages for the program specific measures. The final column notes the specific program where measures were low.

Compared to 2011, there are dramatically fewer groups that have scores lower than the average among all customers or among customer receiving a specific service, indicating there is a relatively comparable level of satisfaction among the various demographic groups to which VT DAIL provides service.

In both the case of the overall and program specific measures, an item was counted if the score for the demographic group was 10 percentage points or more below the score for all customers or for all customers receiving service through the specific program.

There was only one demographic group for which three or more items were 10 percentage points below the score for all customers on the 26 overall measures:

- Customers residing in Franklin County (3 items)

This program specific analysis did identify a number of demographic groups whose scores were 10 percentage points or more below the score for all customers receiving services. Among these are:

- Customers under ages 65-74 (3 items focused in Personal Care Services)
- Customers ages 85 and older (3 items focused in Homemaker Services)
- Addison County (4 items)
- Bennington County (5 items focused in Personal Care Services)
- Essex County (3 items focused in Personal Care Services)
- Franklin County (5 items focused in Homemaker Services)
- Orange County (5 items focused in Flexible Choices, Personal Care Services)
- Orange County (5 items focused in Personal Care Services)
- Windsor County (4 items)

A similar analysis was conducted by the agencies providing services for Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed). The qualitative assessment did identify a few agencies where three or more scores did fall ten percentage points or more below the score among all customers receiving these Personal Care Services (of the 15 program specific measures):

- Visiting Nurse Association, Chittenden & Grand Isle (8 items)
- Addison County Home Health Agency (4 items)
- Visiting Nurse Alliance of VT & New Hampshire (4 items)
- Lamoille Home Health Agency & Hospice (3 items)

**Qualitative Assessment of Overall Measures of Satisfaction and Quality
by Demographic Group and Program**

Demographic Group	Overall (26 total)		Program specific 57 total		Program with 2 or more measures below average
	Count	%	Count	%	
Gender					
Female	0	0%	0	0%	
Male	0	0%	1	2%	
Age					
< 50	0	0%	2	4%	
50 - 64	0	0%	1	2%	
65-74	0	0%	3	5%	Personal Care Services
75 - 84	0	0%	1	2%	
85+	0	0%	3	5%	Homemaker Services

**Qualitative Assessment of Overall Measures of Satisfaction and Quality
by Demographic Group and Program**

Demographic Group	Overall (26 total)		Program specific (57 total)		Program with 2 or more measures below average
County of Residence					
Addison	0	0%	4	7%	
Bennington	1	4%	3	5%	Personal Care Services
Caledonia	0	0%	2	4%	Personal Care Services
Chittenden	0	0%	1	2%	
Essex	2	8%	3	5%	Personal Care Services
Franklin	7	27%	4	7%	Homemaker Services
Grand Isle	0	0%	1	2%	
Lamoille	2	8%	1	2%	
Orange	0	0%	5	9%	Flexible Choices, Personal Care Services
Orleans	1	4%	5	9%	Personal Care Services
Rutland	0	0%	2	4%	
Washington	0	0%	2	4%	
Windham	0	0%	2	4%	
Windsor	0	0%	4	7%	

Overall Measures of Satisfaction and Quality Include:

1. How would you rate the amount of choice and control you had when you planned the services or care you would receive?
2. How would you rate the timeliness of your services?
3. How would you rate how well problems or concerns you have with your care are taken care of?
4. How would you rate when you receive your services or care?
5. How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
6. How would you rate the overall quality of the help you receive?
7. How would you rate the communication between you and the people who help you?
8. How would you rate the reliability of the people who help you?
9. How would you rate how well people listen to your needs and preferences?
10. I receive all the services I need and want exactly when and how I need and want the services
11. Overall, how do you rate the value of the services you receive?
12. Has the help you received made your life...?
13. How easy would it be for you to stay in your home if you did not receive services?
Would you say... (% difficult)
14. How would you rate the courtesy of those who help you?
15. How satisfied are you with your case manager or support coordinator?
16. I feel I have a part in planning my care with my case manager or support coordinator.
17. My case manager or support coordinator understands which services I need to stay in my current living situation.
18. I can talk to my case manager or support coordinator when I need to.
19. My case manager or support coordinator helps me when I ask for something.
20. My case manager or support coordinator asks me what I want.
21. My case manager or support coordinator helps me understand the different service options that are available.

Added in 2012:

22. My services help me to achieve my personal goals (% agree or strongly agree).
23. My current residence is the setting in which I choose to receive services (% agree or strongly agree).
24. I receive services exactly where I need and want services (% agree or strongly agree).
25. My services help me to maintain or improve my health (% agree or strongly agree).
26. My case manager or support coordinator coordinates my services to meet my needs. (% indicating always or almost always).

Program Specific Measures of Satisfaction and Quality Include:

1. How satisfied are you with the services you receive from ____?
2. How do you rate the quality of the services you receive from ____?
3. The services I receive from ____ meet my needs.
4. My caregivers in ____ treat me with respect and courtesy.
5. I know who to contact if I have a complaint about ____ or if I need more help.
6. The ____ provides services to me when and where I need them.
7. Have you experienced any problems with ____ during the past 12 months?

Asked of Homemaker Services, Flexible Choices, Personal Care Services Only:

8. I was able to choose my ____ services (% agree or strongly agree).
9. I was able to choose the provider of my ____ services (% agree or strongly agree).
10. I was able to choose the scheduling of ____ services that meets my needs (% agree or strongly agree).
11. I was able to select my _____ services provider from a variety of providers (% agree or strongly agree).
12. Having more providers who offer ____ services would allow me to better meet my needs (% agree or strongly agree).
13. There are ____ services that I need that I CAN'T GET (% agree or strongly agree).

Added in 2012 and Asked of Attendant Services Program and Personal Care Services Only:

14. ARIS solutions has met or exceeded my expectations (% agree or strongly agree).
15. The ARIS staff treats me with respect and courtesy (% agree or strongly agree).

Among all customers, approximately 16% indicate they have experienced a problem during the prior 12 months. Among these customers, approximately 58% indicate that VT DAIL worked to resolve their problem.

Summary of Whether Problems were Experienced by Program and Resolution of Problems

Program	Experienced problems during the past 12 months?	Program work to resolve any problems?	Primary Problems
Attendant Services Program	7%	31%	Payment issues.
Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed)	14%	62%	Inconsistent care, scheduling, call outs, changing caregivers; Poor communication from management; Caregivers unresponsive to needs; Better screening of caregivers needed; caregivers need more training.
Flexible Choices Personal Care Services	26%	67%	Inconsistent care, scheduling, call outs, changing caregivers; Poor communication from management; Better screening of caregivers needed.
Homemaker Services	24%	50%	Scheduling problems, switching employees; Worker does not do good job, know how to clean; Laziness - do not want or know how to work.
Adult Day Center	5%	80%	Concerns with caregivers - unresponsive, rude, Difficulty in finding a facility that meets needs.

Comments:

Overall, approximately 16% of customers indicate they experienced a problem with VT DAIL or the services they receive at some time during the prior 12 months. This was down slightly from the 20% of customers reporting problems during 2011. There was some variability by program with the lowest percentage experiencing problems among those attending Adult Day Centers (only 5%) to 46% among customers receiving services through the High Technology Program. Among those customers indicating they experienced problems, problems were mainly focused on scheduling problems, difficulties with caregivers or communications issues.

Among all customers experiencing problems, approximately 58% indicate that VT DAIL worked to resolve their problem, down from 68% in 2011. Those receiving care through the High Technology Program and receiving care at a Day Center were the most likely to indicate that VT DAIL worked to resolve their problems (100% and 80% respectively) followed by those receiving services through Personal Care Services, (67% among Flexible Choices and 62% among consumer, surrogate, or agency driven), and Homemaker Services (50%). The lowest percentage of customers indicating that VT DAIL worked to resolve their problems was among those receiving services through the Attendant Services Program (31%).

The table below summarizes the types of problems experienced by customers and the percentage (that experienced the specific problem) that indicates that VT DAIL worked to resolve the problem or did not work to resolve the problem.

For the most commonly mentioned problem (concerns with caregivers), 58% indicate that VT DAIL worked to resolve the problem, while 58% of those experiencing problems with scheduling indicated VT DAIL worked to resolve their problems or difficulties. Fifty-three percent of respondents experiencing difficulties with the level of caregiver training or work skills indicated that VT DAIL worked to resolve the problem and 71% of those experiencing difficulties with communications indicated that VT DAIL work to resolve issues with miscommunication.

Summary of Resolution of Problems by Type of Problem (Main Categories)
(un-weighted responses)

Problem Mentioned	Count of Respondents	% of All Respondents	% that mentioned problem*	% indicating problem was resolved	% indicating problem was NOT resolved
Concerns with caregivers - unresponsive, rude, does not do good job, do not show up	91	9%	58%	58%	36%
Scheduling issues	31	3%	20%	58%	35%
Caregiver training, work skills	15	2%	9%	53%	40%
Communication issues - miscommunications	14	1%	9%	71%	21%
Need more help, services	9	1%	6%	56%	44%
Need more providers, staff	8	1%	5%	50%	38%
Cuts in services or delays, need funding	6	1%	4%	50%	50%
Concerns - abuse, afraid to complain	4	0%	3%	0%	100%
Satisfied, happy with services	2	0%	1%	100%	0%
Activities - need more or more variety	1	0%	1%	0%	100%
Other	15	2%	9%	73%	27%
Unsure	6	1%	4%	100%	0%
Total	158	16%	100%	58%	37%

**% among customers indicating they experienced a problem during the prior 12 months*

N. Home Delivered Meals Program

Respondents to the Long Term Care Customer Survey were asked if, in addition to other long term care services, whether they also currently receive meals through the Home Delivered Meals Program. Of the 977 respondents, 215 indicated that they also receive services through the Home Delivered Meals Program. Those responding to the survey were not drawn from the entire population of Vermont residents receiving services through the Home Delivered Meals Program, only those receiving this service in addition to other long term care services. The survey results provided in this section only represent the views of this group of customers, not the broader population of residents receiving services through the Home Delivered Meals Program.

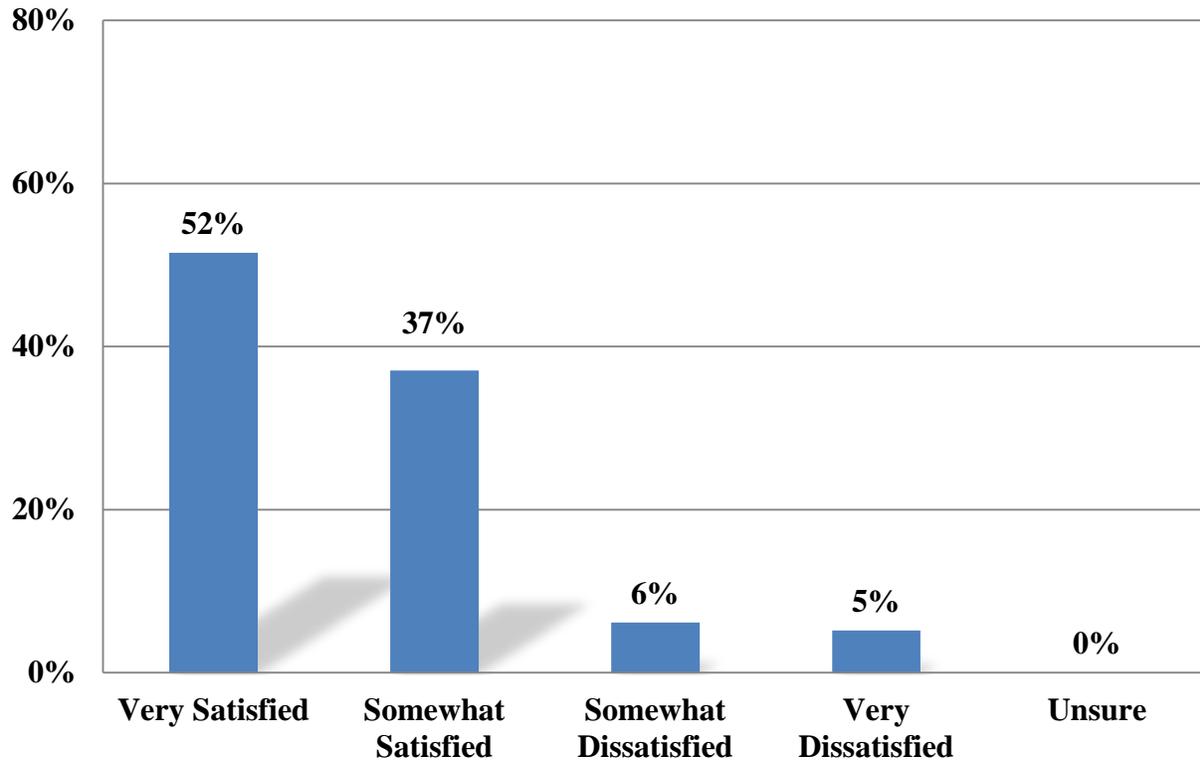
Key Findings

- **89% of customers are very or somewhat satisfied with the Home Delivered Meals Program.**
- **89% rate the quality of services they receive through the Home Delivered Meals Program as excellent or good.**
- **68% of customers indicate that the food always or almost always tastes good.**
- **73% of customers indicate that the food always or almost always looks good.**
- **83% of customers indicate that the meals always or almost always provide a variety of foods.**
- **82% of customers indicate that when the meal arrives, the hot food is always or almost always hot.**
- **88% of customers indicate that when the meal arrives, the cold food is always or almost always cold.**
- **87% of customers indicate that the meals are always or almost always delivered on time.**
- **84% of customers indicate that they always or almost always eat the meals that are delivered.**
- **76% of customers indicate that the food offered through the Home Delivered Meals Program always or almost always meets specific dietary needs.**
- **87% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat financially.**
- **84% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat to improve the nutritional value of the food they eat.**

- **15% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those, 58% indicate that the Home Delivered Meals Program worked to resolve their problems.**
- **The main ideas for service improvement include more variety in food choices and improvements to food quality.**

89% of customers are very or somewhat satisfied with the Home Delivered Meals Program.

How satisfied are you with the Home Delivered Meals Program?



Comments:

Among those receiving services through the Home Delivered Meals Program, 52% are very satisfied with the services they receive, which remains unchanged from 2011. Another 37% are somewhat satisfied with the services they receive. Only 6% indicate they are somewhat dissatisfied and only 5% are very dissatisfied with the services they receive through the Home Delivered Meals Program.

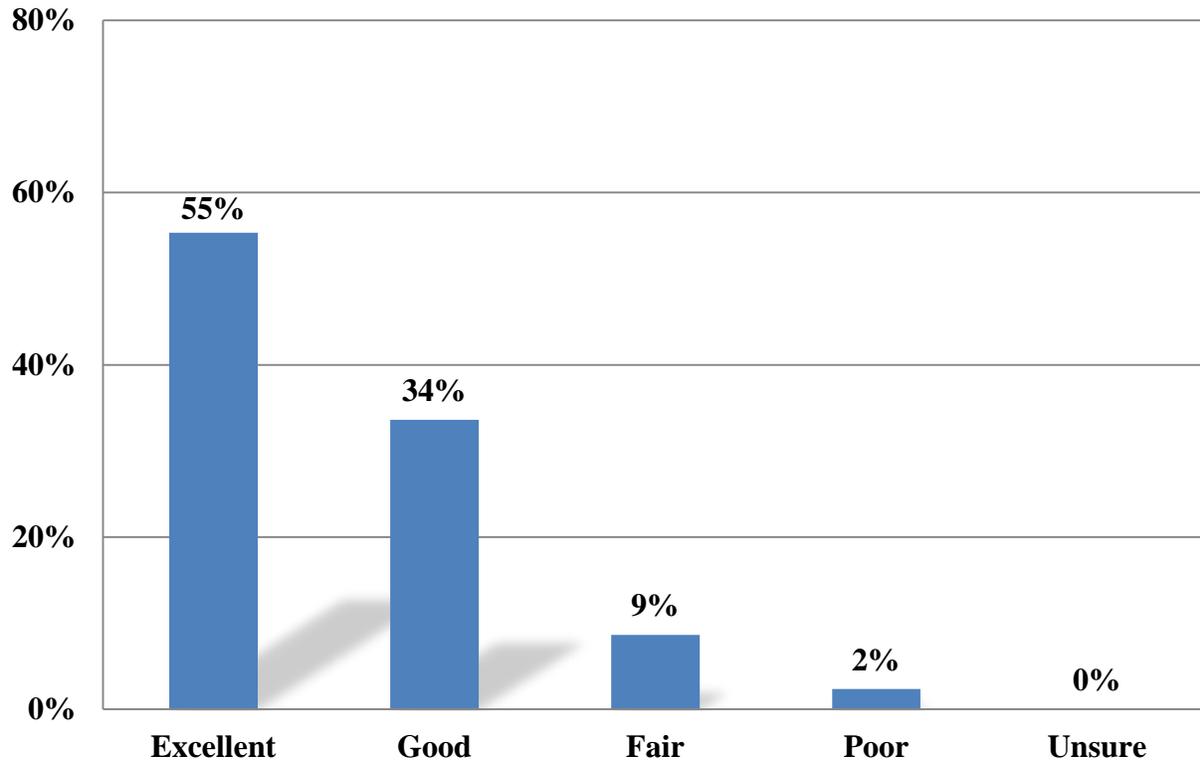
Among the customers that are dissatisfied, the main reasons given are that the food is not appetizing (33%), problems meeting dietary requirements (12%), problems getting food delivered (10%) and that more variety is needed in the food choices (10%), among other issues.

Why are you dissatisfied with the Home Delivered Meals Program?
(% among customers indicating they are very or somewhat dissatisfied)
Multiple responses accepted

Category	%
Food not appetizing	33%
Not meeting dietary requirements	12%
Delivery problems - do not deliver, will not leave if no one is home,	10%
Need more variety in food choices	10%
Food is delivered cold, should be hot	7%
Deliver more frequently	6%
Veggies not soft enough for elder palates, abilities	4%
Food seasoning issues	4%
Food preparation issues	3%
Food choices difficult for diabetic - white bread, starches problematic	2%
Other	12%
Unsure	17%
Total	100%

89% rate the quality of services they receive through the Home Delivered Meals Program as excellent or good.

How do you rate the quality of the services provided by the Home Delivered Meals Program?

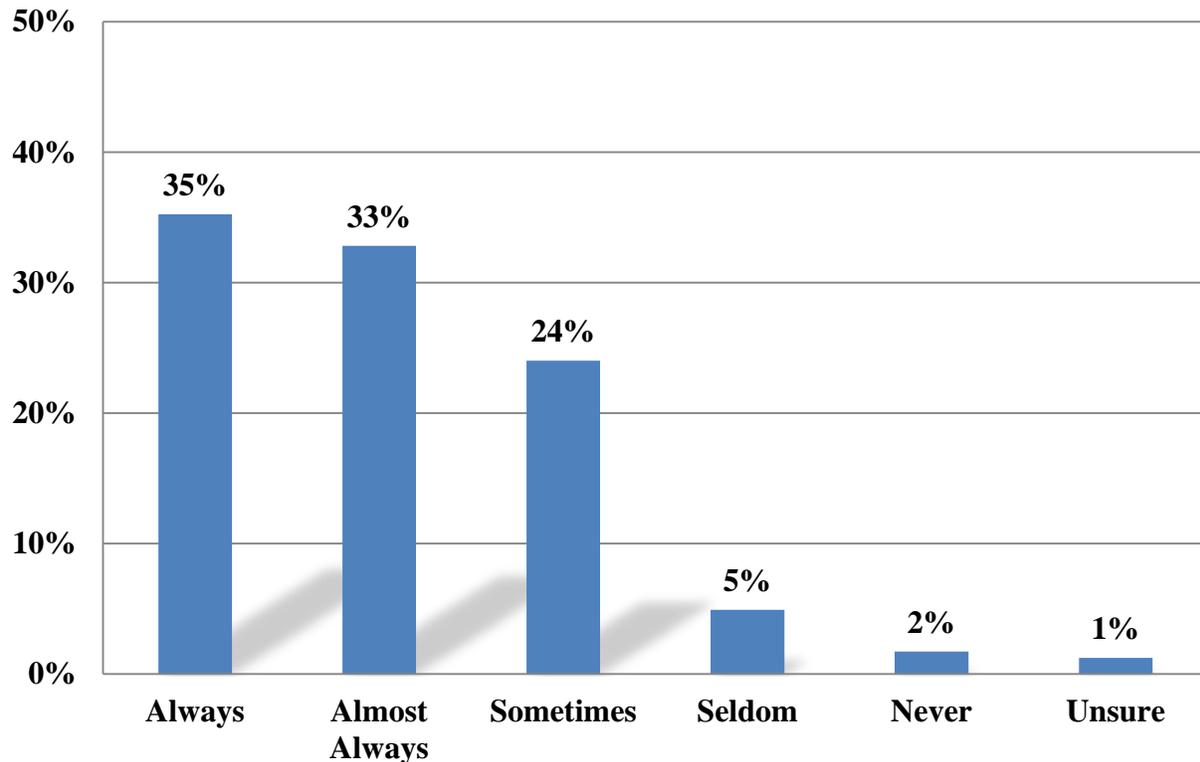


Comments:

Among those receiving services through the Home Delivered Meals Program, 55% rate the quality of services as excellent, compared to 54% in 2011. Another 34% rate the quality of the services they receive as good. Only 9% indicate that the quality of the services they receive is fair and only 2% indicate the quality of services they receive through the Home Delivered Meals Program is poor.

68% of customers indicate that the food always or almost always tastes good.

Please rate the Home Delivered Meals Program on this attribute - The food tastes good.

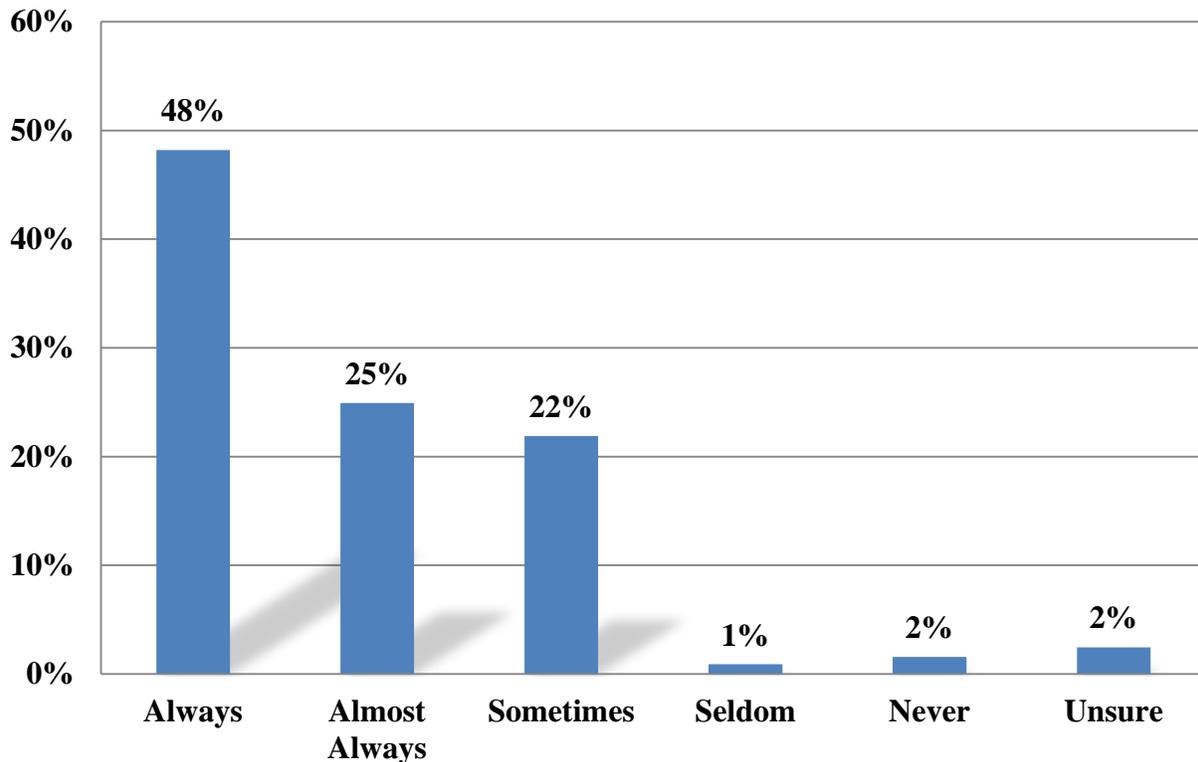


Comments:

Among those receiving services through the Home Delivered Meals Program, 35% indicate that the food they receive always tastes good, compared to 37% in 2011. Another 33% indicate that the food almost always tastes good. Twenty-four percent of customers indicate that the food tastes good some of the time. Only 5% of those receiving services through the Home Delivered Meals Program indicate that the food seldom tastes good and only 2% indicate the food never tastes good. One percent of customers indicate they are unsure.

73% of customers indicate that the food always or almost always looks good.

Please rate the Home Delivered Meals Program on this attribute - The food looks good.

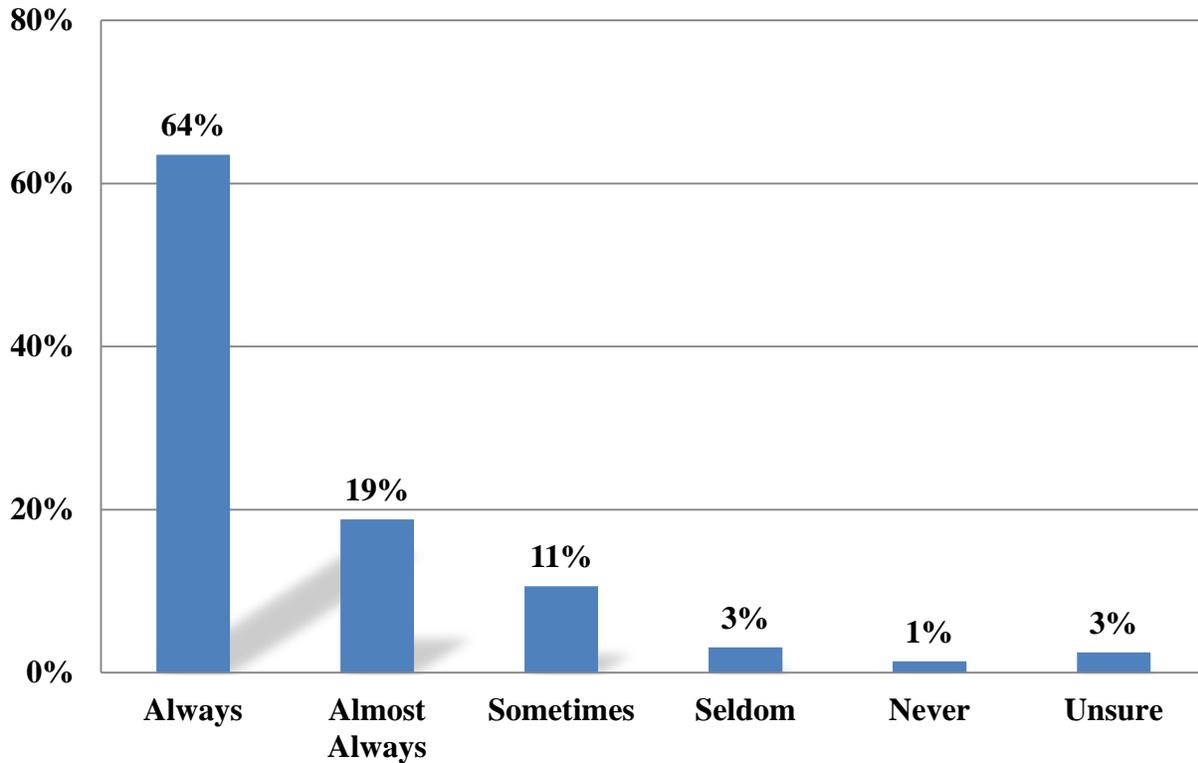


Comments:

Among those receiving services through the Home Delivered Meals Program, 48% indicate that the food they receive always looks good, compared to 49% in 2011. Another 25% indicate that the food almost always looks good. Twenty-two percent of customers indicate that the food looks good some of the time. Only 1% of those receiving services through the Home Delivered Meals Program indicate that the food seldom looks good and only 2% indicate that the food never looks good. Two percent of customers indicate they are unsure.

83% of customers indicate that the meals always or almost always provide a variety of foods.

Please rate the Home Delivered Meals Program on this attribute - The meals provide a variety of foods.

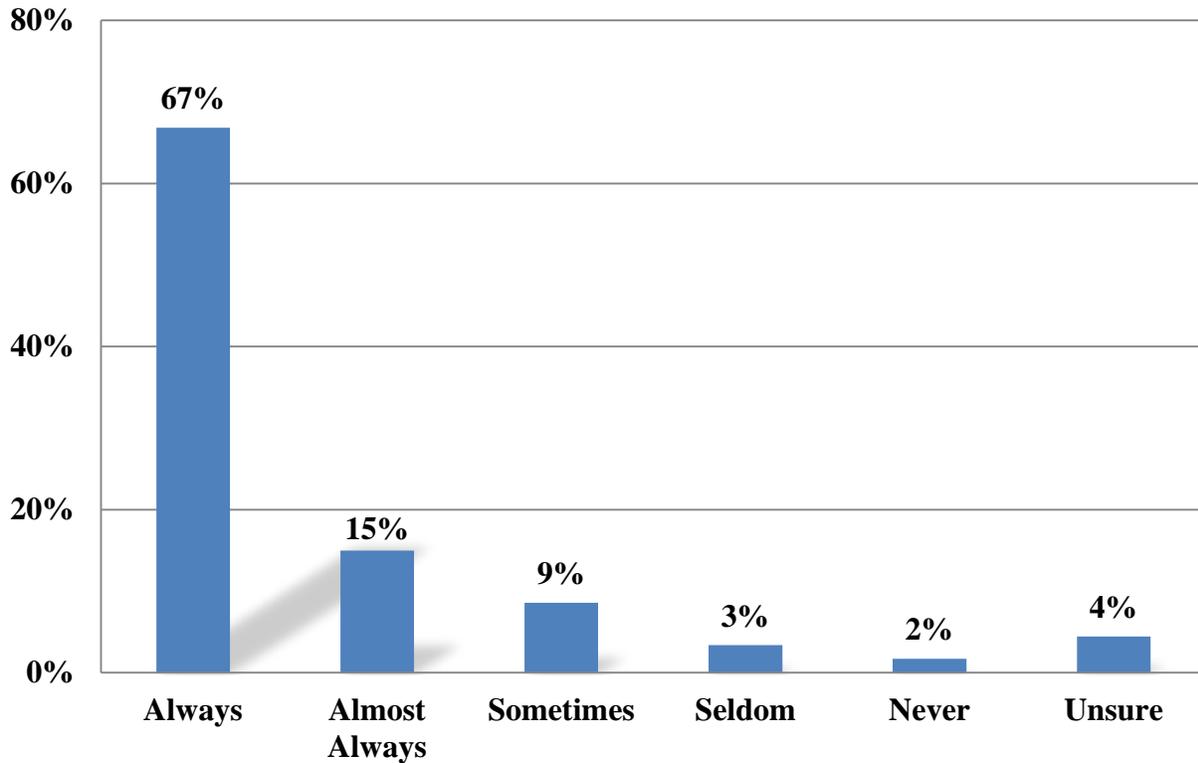


Comments:

Among those receiving services through the Home Delivered Meals Program, 64% indicate that the meals they receive always provide a variety of foods, compared to 66% in 2011. Another 19% indicate that the meals almost always provide a variety of foods. Eleven percent of customers indicate that the meals provide a variety of foods some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate that the meals seldom and 1% indicate the meals never provide a variety of foods. Three percent of customers indicate they are unsure.

82% of customers indicate that when the meal arrives, the hot food is always or almost always hot.

Please rate the Home Delivered Meals Program on this attribute - When the meal arrives, the hot food is hot.

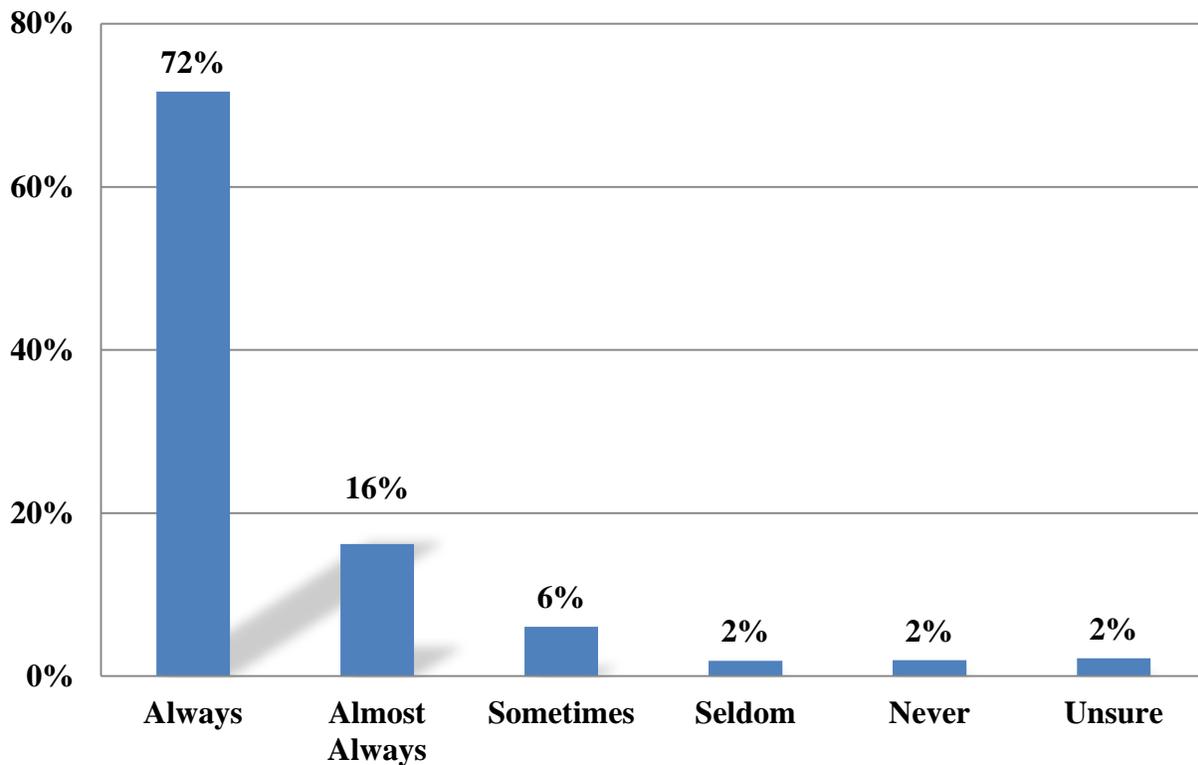


Comments:

Among those receiving services through the Home Delivered Meals Program, 67% indicate when the meal arrives, the hot food is always hot, compared to 62% in 2011. Another 15% indicate that the hot food is almost always hot. Nine percent of customers indicate that hot food is hot some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate when the meal arrives, the hot food is seldom hot and only 2% indicate that the hot food is never hot. Four percent of customers indicate they are unsure.

88% of customers indicate that when the meal arrives, the cold food is always or almost always cold.

Please rate the Home Delivered Meals Program on this attribute - When the meal arrives, the cold food is cold.

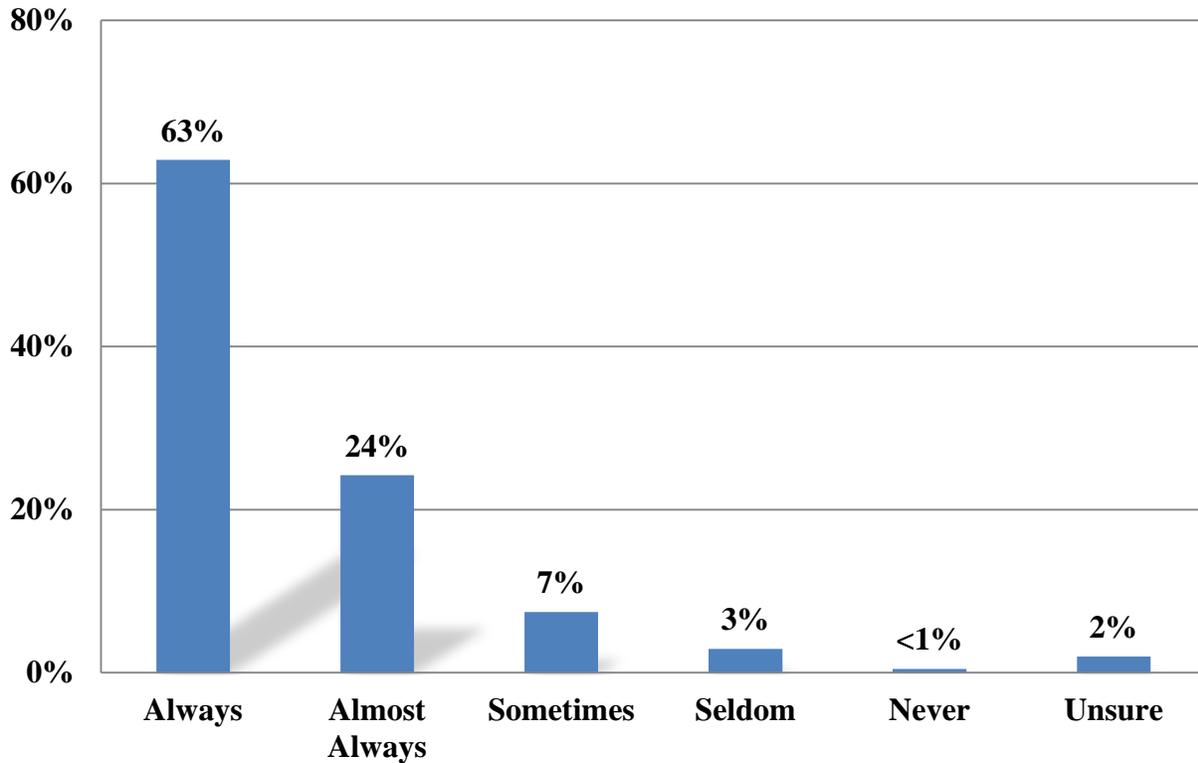


Comments:

Among those receiving services through the Home Delivered Meal Program, 72% indicate when the meal arrives, the cold food is always cold, compared to 75% in 2011. Another 16% indicate that the cold food is almost always cold. Six percent of customers indicate that cold food is cold some of the time. Only 2% of those receiving services through the Home Delivered Meals Program indicate when the meal arrives, the cold food is seldom cold and only 2% indicate that the cold food is never cold. Two percent of customers indicate they are unsure.

87% of customers indicate that the meals are always or almost always delivered on time.

Please rate the Home Delivered Meals Program on this attribute - The meal is delivered on time.

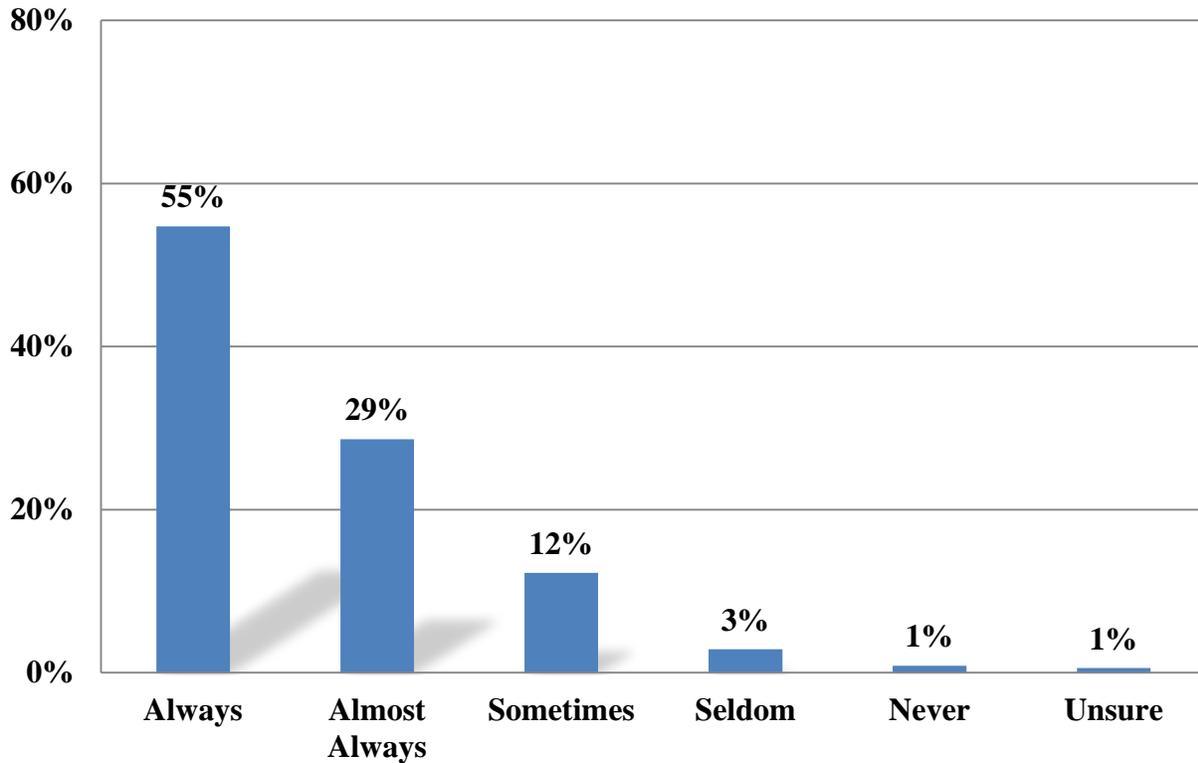


Comments:

Among those receiving services through the Home Delivered Meals Program, 63% indicate that the meals are always delivered on time, which is unchanged compared to 2011. Another 24% indicate that the meals are almost always delivered on time. Seven percent of customers indicate that the meals are delivered on time some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate that the meals are seldom and <1% indicates that meals are never delivered on time. Two percent of customers indicate they are unsure.

84% of customers indicate that they always or almost always eat the meals that are delivered.

Please rate the Home Delivered Meals Program on this attribute - I eat the meals that are delivered.

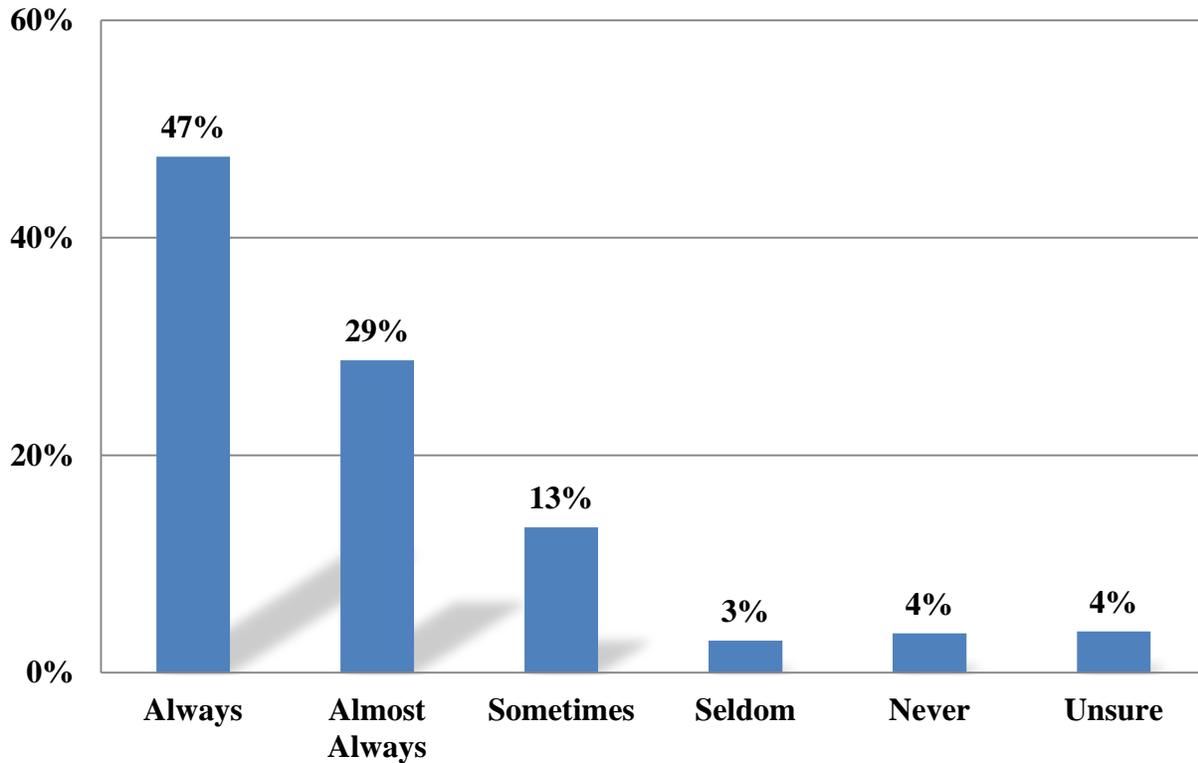


Comments:

Among those receiving services through the Home Delivered Meals Program, 55% indicate that they always eat the meals that are delivered, compared to 58% in 2011. Another 29% indicate that they almost always eat the meals that are delivered. Twelve percent of customers indicate that they eat the meals that are delivered some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate they seldom eat the meals and only 1% indicates they never eat the meals that are delivered. One percent of customers indicate they are unsure.

76% of customers indicate that the food offered through the Home Delivered Meals Program always or almost always meets specific dietary needs.

How often do foods offered through the Home Delivered Meals Program meet your specific dietary needs?

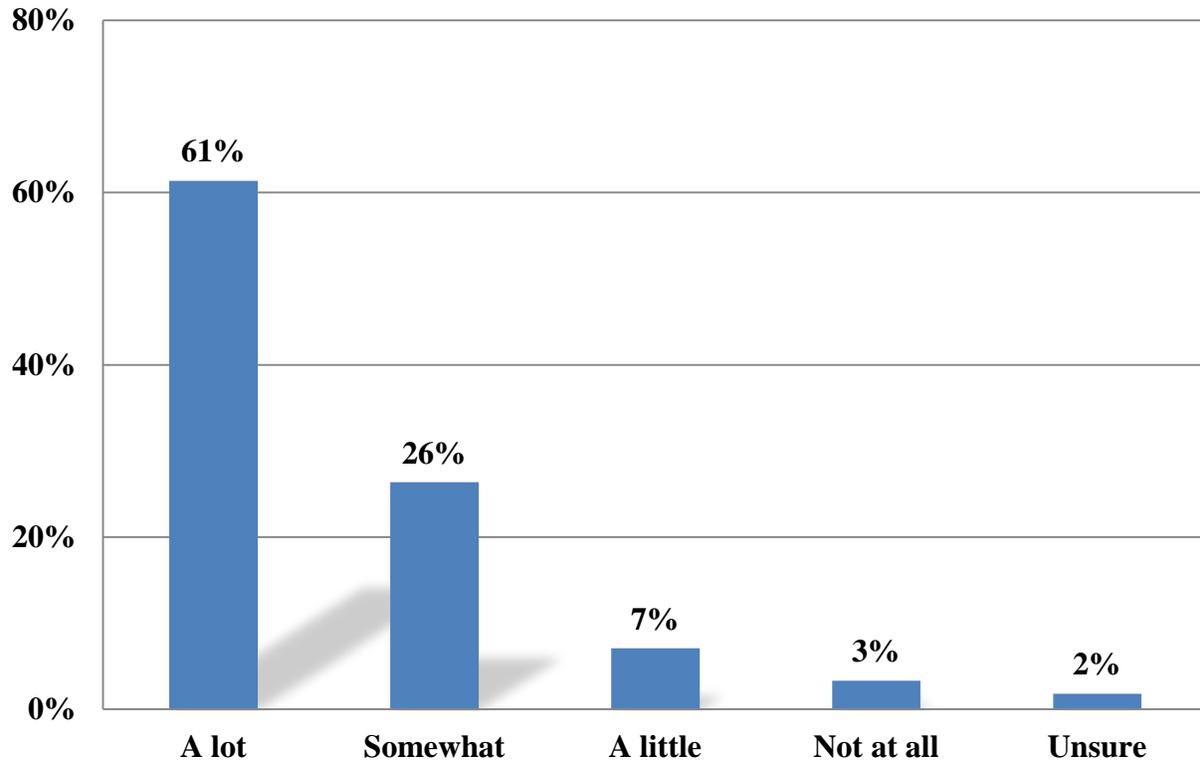


Comments:

Among those receiving services through the Home Delivered Meals Program, 47% indicate that the meals offered always meet their specific dietary needs, down from 57% in 2011. Another 29% indicate that the meals offered almost always meet their dietary needs. Thirteen percent of customers indicate the meals offered meet their dietary needs some of the time. Only 3% of those receiving services through the Home Delivered Meals Program indicate the meals seldom and only 4% indicate the meals never meet their specific dietary needs. Four percent of customers indicate they are unsure.

87% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat financially.

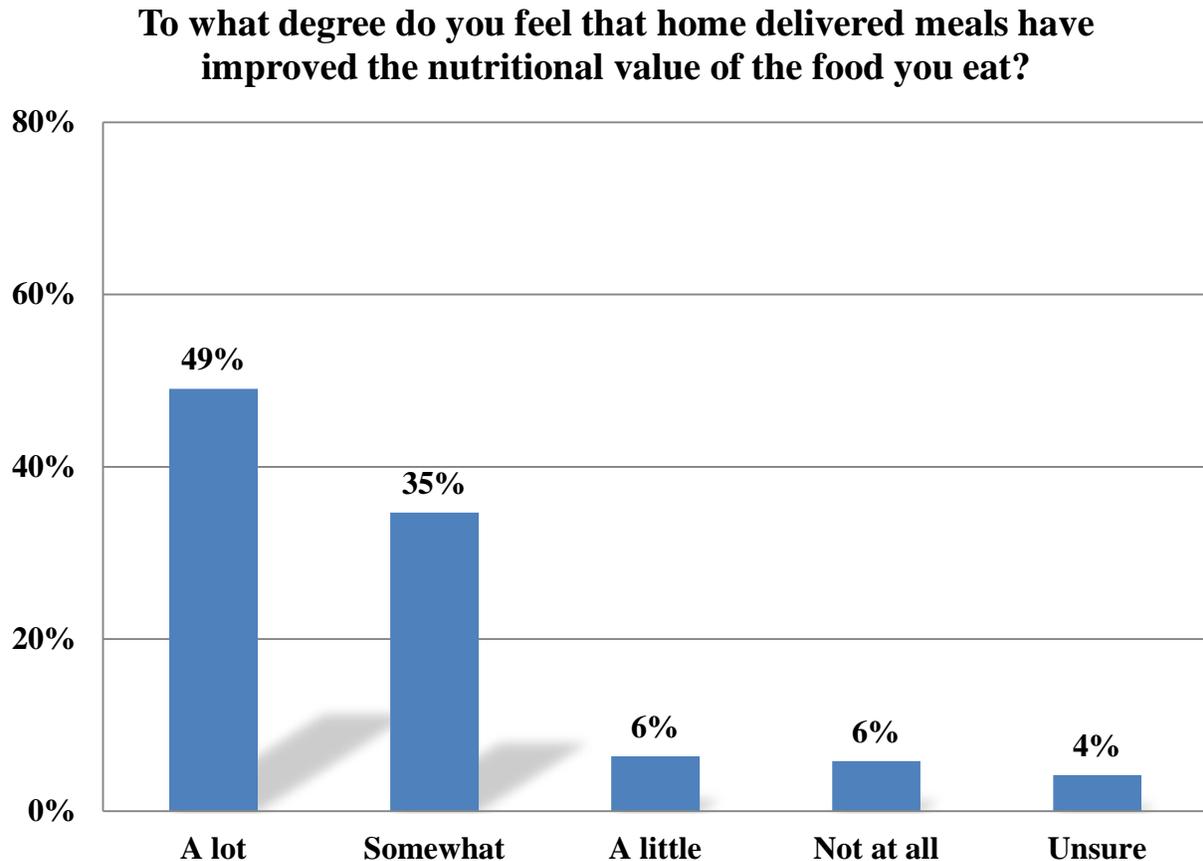
To what degree do you feel that the home delivered meals have helped you financially?



Comments:

Among those receiving services through the Home Delivered Meals Program, 61% indicate that the program has helped them a lot financially, compared to 70% in 2011. Another 26% indicate the program has helped them somewhat financially. Seven percent of customers indicate that the Home Delivered Meals Program has helped them a little financially. Only 3% indicate that the program has not helped them at all financially. Two percent of customers indicate they are unsure.

84% of customers indicate that the Home Delivered Meals Program has helped them a lot or somewhat to improve the nutritional value of the food they eat.

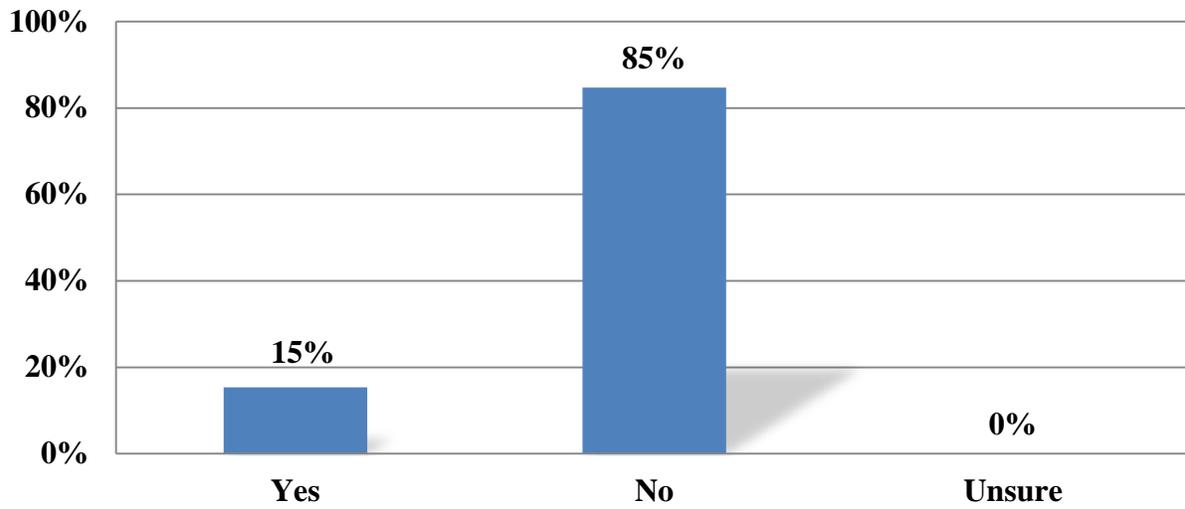


Comments:

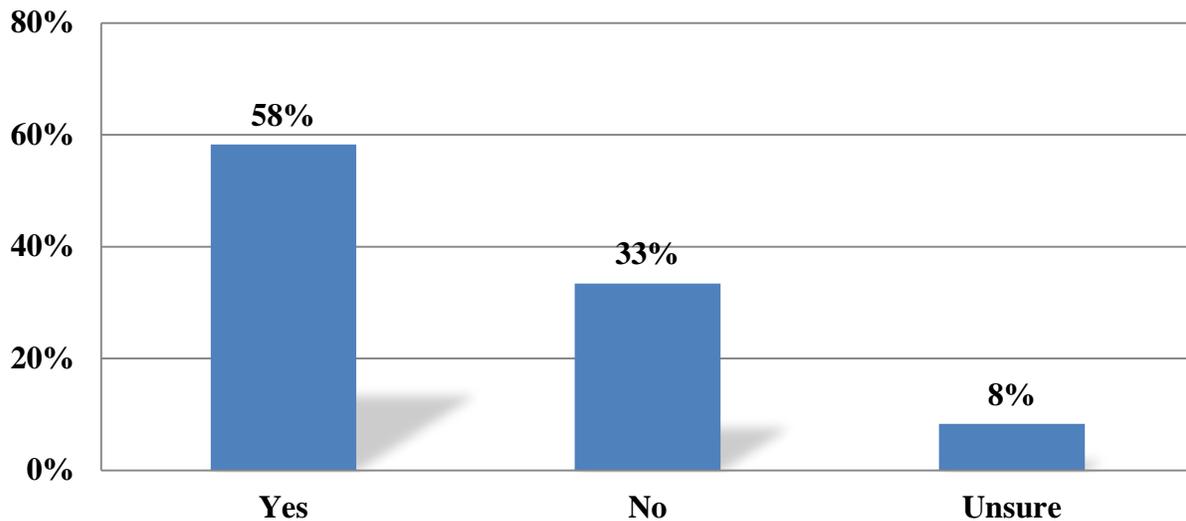
Among those receiving services through the Home Delivered Meals Program, 49% indicate that the program has helped improve the nutritional value of the food they eat a lot, compared to 57% in 2010. Another 35% indicate the program has helped improve the nutritional value of the food they eat somewhat. Six percent of customers indicate that the Home Delivered Meals Program has helped improve the nutritional value of the food they eat a little. Only 6% indicate that the program has not at all helped improve the nutritional value of the food they eat. Four percent of customers indicate they are unsure.

15% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those, 58% indicate that the Home Delivered Meals Program worked to resolve their problems.

Have you experienced any problems with the Home Delivered Meals Program during the past 12 months?



Did the Home Delivered Meals Program work to resolve any problems?



Comments:

Among those receiving services through the Home Delivered Meals Program, 15% report they have experienced problems during the past 12 months, up slightly from 12% in 2011. Slightly more than half (58%) of customers that experienced problems during the prior 12 months indicate that Home Delivered Meals Program worked to resolve their problem. This is up from 30% in 2011.

Among those experiencing problems, 28% indicate that the food is not appetizing and 26% indicate delivery problems. Other problems include the need for more variety in food choices (19%), food seasoning issues (17%) and food preparation issues (15%), among others.

**What problems have you experienced with the Home Delivered Meals Program during the past 12 months?
(% among customers experiencing problem during the past 12 months)
Multiple responses accepted**

Category	%
Food not appetizing	28%
Delivery problems - do not deliver, will not leave if no one is home	26%
Need more variety in food choices	19%
Food seasoning issues	17%
Food preparation issues	15%
Spoiled food is delivered, sour milk, stale or moldy bread	8%
Deliveries more frequent	7%
Quantity problem - small portions	7%
Veggies not soft enough for elder palates, abilities	6%
Not meeting dietary requirements	6%
Other	10%
Total	100%

The main ideas for service improvement include more variety in food choices and improvements to food quality.

**What could the Home Delivered Meals Program do to improve the services it offers to you and others?
(Multiple responses accepted)**

Category	%
Need more variety in food choices	14%
Improve food quality/Make more appetizing	6%
Would like a menu at the beginning of the month	3%
Understand clients dietary needs/Provide requested food	3%
Increase portion size	3%
Season food properly	2%
Improve food palatability/Provide soft foods	2%
Improve delivery, schedule, actually show up	2%
Improve food preparation/Cook food correctly	2%
Delivery more frequently	1%
Do not deliver spoiled food/Check expiration dates	1%
Packaging, food prep issues for elderly with difficulty self-feeding	1%
Other	4%
Nothing	58%
Unsure	7%
Total	100%

Comments:

Among those receiving services through the Home Delivered Meals Program, 35% offered suggestions for improving the services provided to customers. Fourteen percent indicate the need for more variety in food choices and 6% indicate that the food is not appetizing and should be improved. Other comments include providing a menu at the beginning of the month (3%), the need to better understand client's dietary needs to meet dietary requirements (3%) and that the portion sizes should be increased (3%), among others.

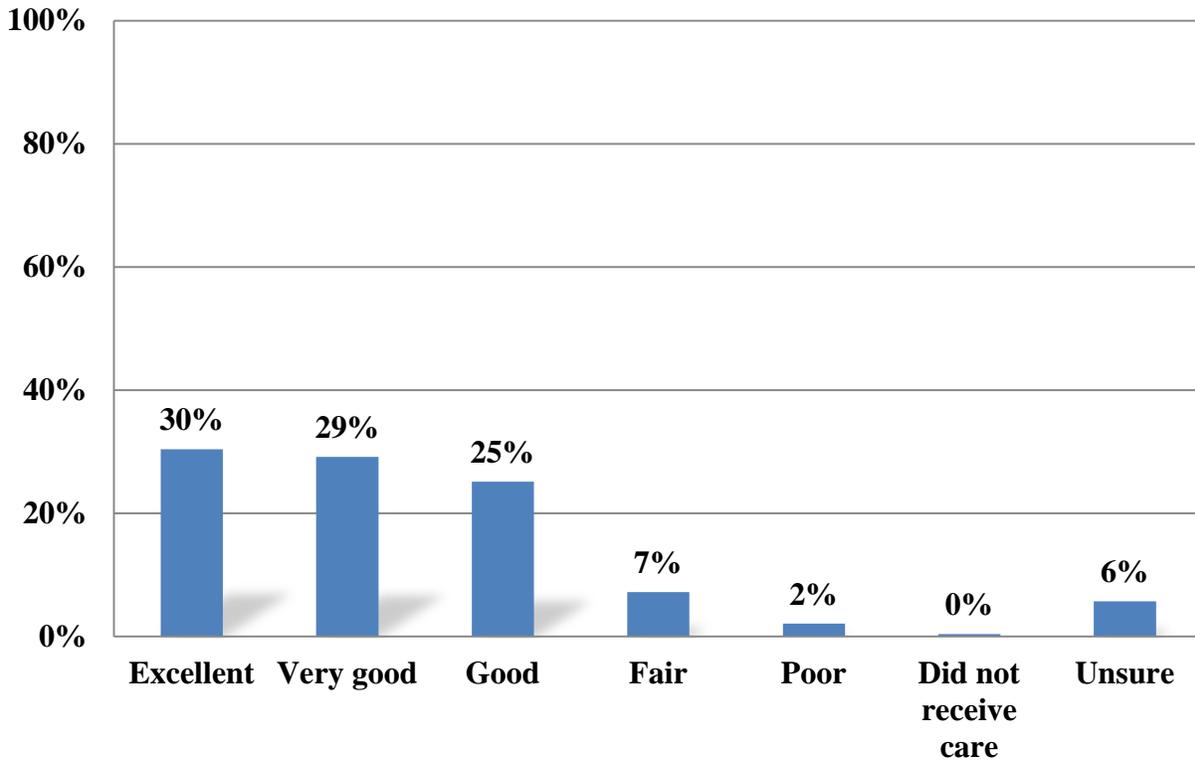
O. Access to Health Care

Key Findings

- **59% of customers rate the range of services covered by their health insurance as excellent or very good.**
- **58% of customers rate the quality of care available under their health insurance as excellent or very good.**
- **69% of customers strongly agree or agree that the amount paid for premiums is reasonable.**
- **73% of customers strongly agree or agree that the amount paid for co-pays for doctor's visits is reasonable.**
- **80% of customers strongly agree or agree that the amount paid for co-pays for prescription drugs is reasonable.**
- **While three in five customers did not defer needed health care during the prior 12 months, 17% did not get needed dentures or eyeglasses, 15% did not get needed dental care and 8% did not get needed medical care.**
- **11% of customers indicate there were times during the prior 12 months they skipped doses or took smaller amounts of their prescription drugs to make them last longer.**
- **7% of customers indicate there were times they delayed getting care because they could not find a doctor or other health care provider.**
- **17% of customers indicate there were times during the prior 12 months they had problems paying for medical bills.**

59% of customers rate the range of services covered by their health insurance as excellent or very good.

How would you rate the range of services covered by your current health insurance coverage?

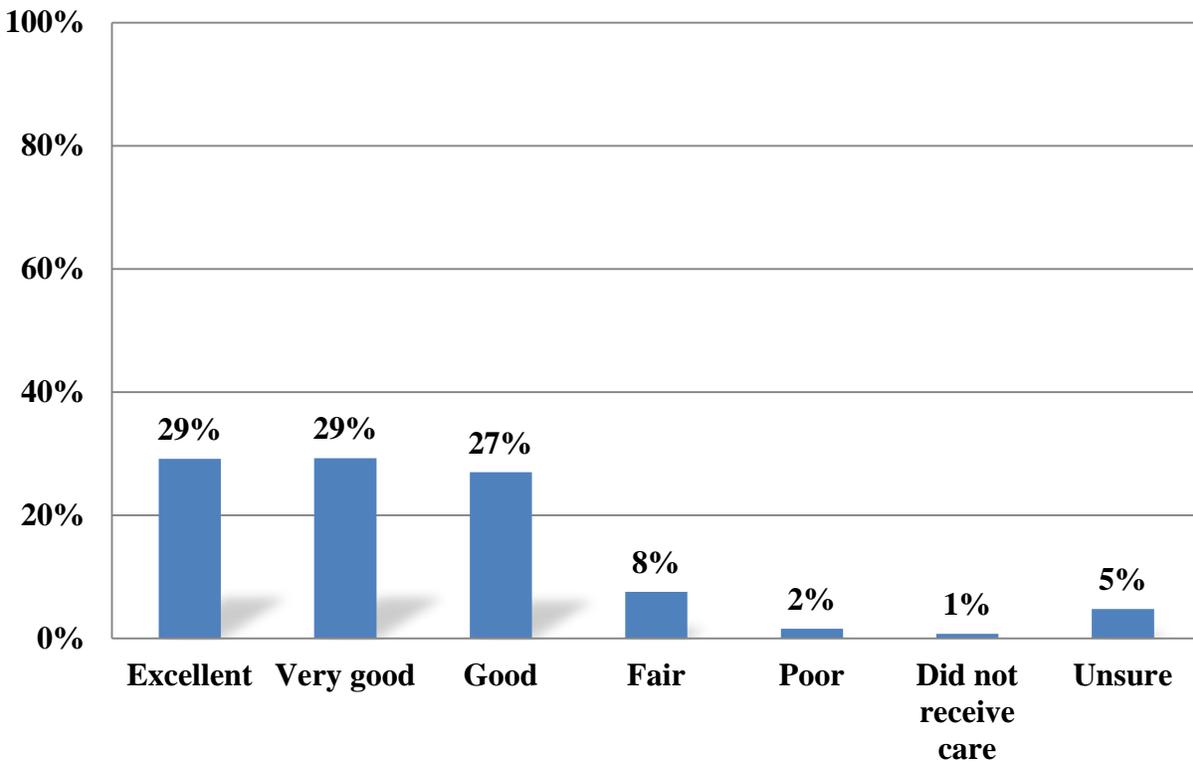


Comments:

Thirty percent of customers rate the range of services covered by their health insurance as excellent while 29% indicate the range of services covered by their health insurance is very good. Twenty-five percent of those with dual coverage rate the range of services covered by their health insurance as good. Only 7% rate the range of services covered as fair and only 2% rate the ranges of services covered by their health insurance as poor. Six percent of customers indicate they are unsure.

58% of customers rate the quality of care available under their health insurance as excellent or very good.

How would you rate the quality of care available under your current health insurance coverage?

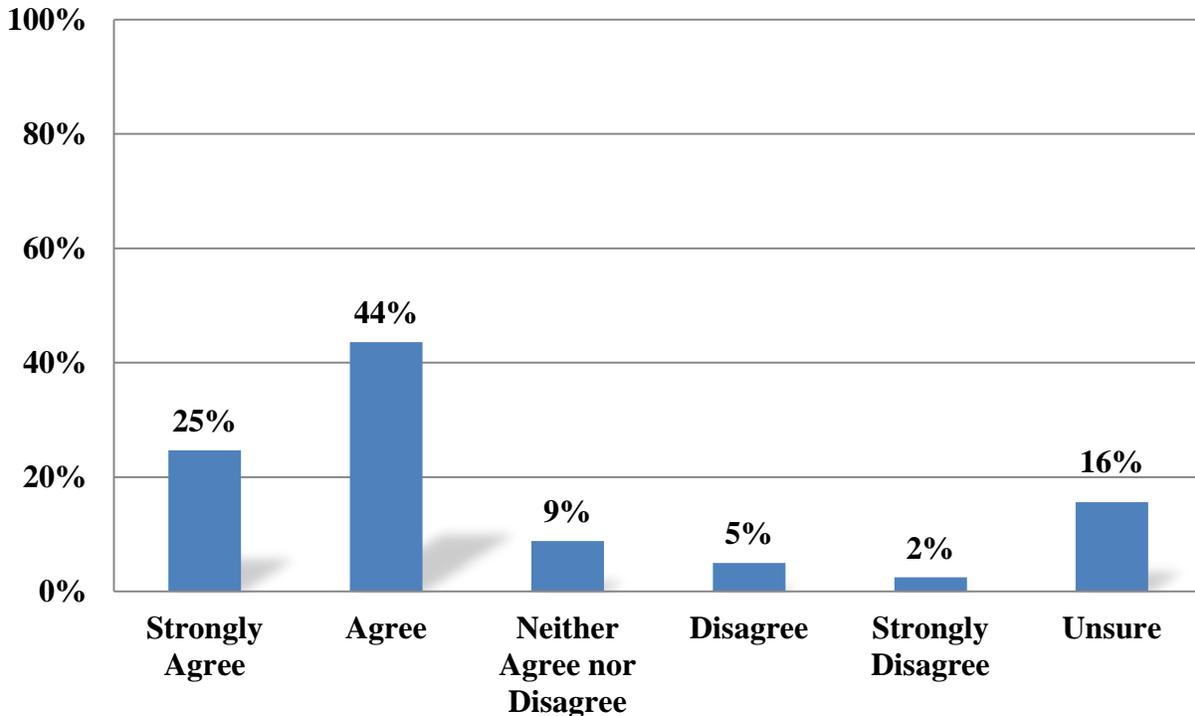


Comments:

Twenty-nine percent of customers rate the quality of care available under their health insurance as excellent while another 29% indicate the quality of care available is very good. Twenty-seven percent rate the quality of care available under their health insurance as good. Only 8% rate the quality of care as fair and only 2% rates the quality of care available under their health insurance as poor. One percent indicates they did not receive care and 5% indicate they are unsure.

69% of customers strongly agree or agree that the amount paid for premiums is reasonable.

Please tell me how much you agree or disagree with the following statement: I think that the amount that I pay for my premium is reasonable.



Comments:

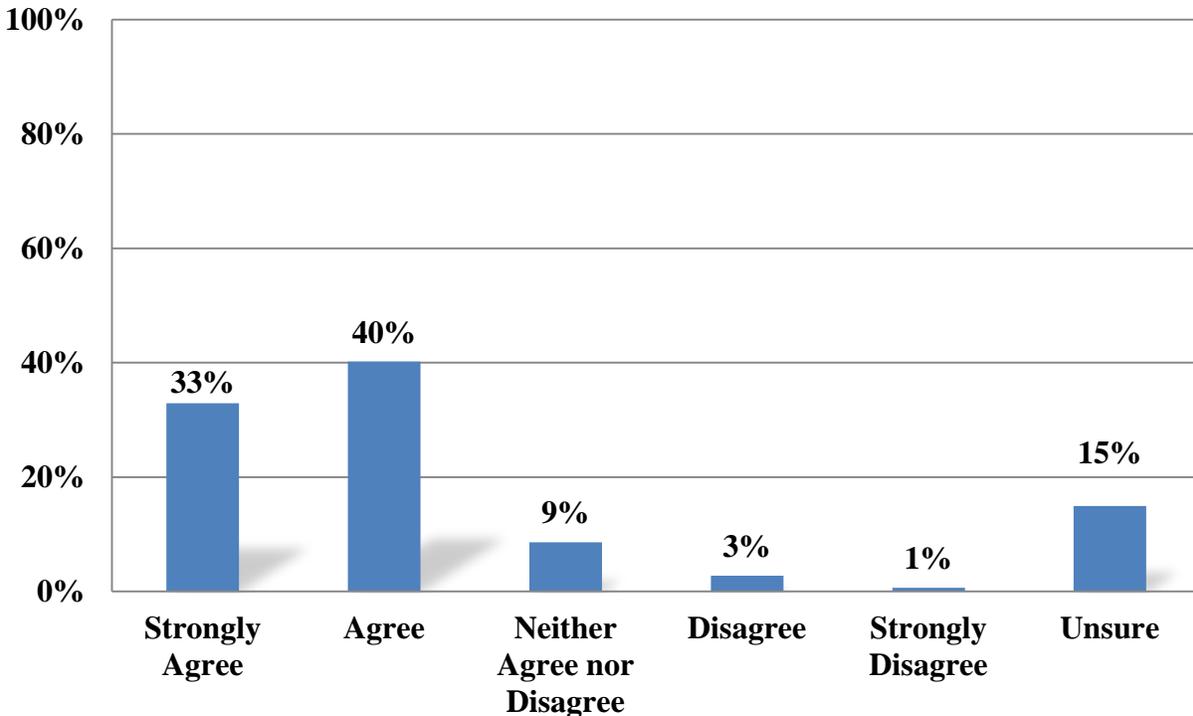
Customers were asked how strongly they agree or disagree with the following:

- I think that the amount that I pay for my premium is reasonable.

One-quarter (25%) of customers strongly agree and another 44% agree that the amount they pay for premiums is reasonable. Nine percent neither agree nor disagree. Five percent of customers disagree and another 2% strongly disagrees that the amount they pay for premiums is reasonable. Sixteen percent of customers indicate they are unsure.

73% of customers strongly agree or agree that the amount paid for co-pays for doctor's visits is reasonable.

Please tell me how much you agree or disagree with the following statement: The amount of my co-pay for doctor's visits is reasonable.



Comments:

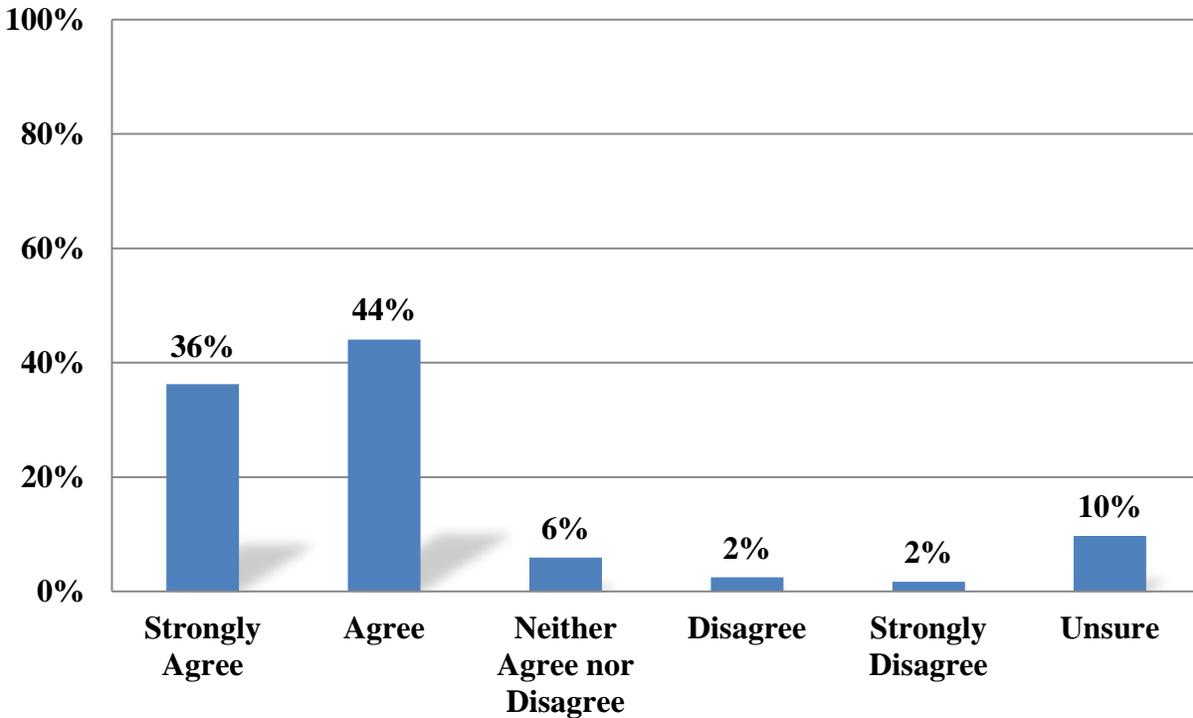
Customers were asked how strongly they agree or disagree with the following:

- The amount of my co-pay for doctor's visits is reasonable.

One-third (33%) of customers strongly agree and another 40% agree that the amount of their co-pay for doctor's visits is reasonable. Nine percent neither agree nor disagree. Three percent of customers disagree and another 1% strongly disagrees that the amount of their co-pay for doctor's visits is reasonable. Fifteen percent of customers indicate they are unsure.

80% of customers strongly agree or agree that the amount paid for co-pays for prescription drugs is reasonable.

Please tell me how much you agree or disagree with the following statement: The amount of my co-pay for prescription drugs is reasonable.



Comments:

Customers were asked how strongly they agree or disagree with the following:

- The amount of my co-pay for prescription drugs is reasonable.

Thirty-six percent of customers strongly agree and another 44% agree that the amount of their co-pay for prescription drugs is reasonable. Six percent neither agree nor disagree. Two percent of customers disagree and another 2% strongly disagrees that the amount of their co-pay for prescription drugs is reasonable. Ten percent of customers indicate they are unsure.

While three in five customers did not defer needed health care during the prior 12 months, 17% did not get needed dentures or eyeglasses, 15% did not get needed dental care and 8% did not get needed medical care.

**During the past 12 months, was there any time that you did not get or postponed...?
(Multiple responses accepted)**

Category	%
Dentures or eyeglasses	17%
Dental care including checkups	15%
Medical care from a doctor or surgery	8%
Modifications to make your home more accessible	7%
Prescription medicines	7%
Durable medical equipment or assistive technology	6%
Over the counter medicines	6%
A diagnostic test such as a CAT scan, MRI, lab work, or x-ray	4%
Mental health care or counseling	4%
None of the Above	59%
Unsure	5%
Total	100%

Comments:

Fifty-nine percent of customers report there were no instances during the prior 12 months where they did not get or postponed getting needed medical care. Among those who did defer care, the largest percentage did not get needed dentures or eyeglasses (17%). Fifteen percent of customers did not get needed dental care at some time during the prior 12 months. Eight percent report that they did not get needed medical care from a doctor, or that they needed surgery. Seven percent did not get needed home modifications while 7% did not get needed prescription medications.

Among those not getting needed medical care:

- 23% had transportation issues
- 15% had problems with the cost of the care
- 13% had trouble finding a doctor or provider to see them

Among those not getting needed mental health care:

- 30% had trouble finding a doctor or provider to see them
- 17% had problems with the cost of the care
- 13% had trouble getting an appointment

Among those not getting needed dental care:

- 53% had problems with the cost of the care
- 11% had issues with insurance providing coverage
- 8% had trouble finding a doctor to see them

Among those not getting a needed diagnostic test:

- 20% had transportation issues
- 14% had personal hesitance or fear
- 9% had problems with the cost of the care

Among those not getting a needed prescription medications:

- 42% had problems with the cost of the prescriptions
- 17% had issues with insurance providing coverage
- 8% had trouble finding a pharmacist to fill their prescriptions

Among those not getting a needed over the counter medications:

- 71% had problems with the cost of the prescriptions
- 9% had trouble finding a pharmacist to fill their prescriptions
- 5% had transportation issues

Among those not getting needed dentures or eyeglasses:

- 71% had problems with the cost of the care
- 9% had issues with insurance providing coverage

Among those not getting needed durable equipment or assistive technology:

- 40% had problems with the cost of the care
- 23% had issues with insurance providing coverage
- 9% indicated staff was unprofessional and did not want to help

Among those not getting needed home modifications:

- 57% had problems with the cost of the modifications
- 14% indicate home modifications would be difficult to produce
- 6% are waiting for follow up or an estimate

**Why did you not get or postpone getting...?
(Multiple responses accepted)**

Type of Care	Medical care from a doctor or surgery	Mental health care or counseling	Dental care including checkups
<i>% of all Customers</i>	8%	4%	15%

Reason

The Cost	15%	17%	53%
Insurance complication or lack of coverage	3%	4%	11%
Transportation issues	23%	8%	5%
Trouble finding a doctor or other health care provider who would see you	13%	30%	8%
Trouble getting an appointment with a doctor or other health care provider	8%	13%	2%
Personal hesitance, fear of doctor, surgery	4%	8%	1%
Staff unprofessional, do not want to help	4%		
Tired, Sick, Depressed	6%	2%	5%
Trouble finding a pharmacist to fill your prescriptions	1%		0%
Doctor postponed appointment or moved away	4%	3%	2%
Home modifications difficult to produce	1%		0%
Family, personal complication	4%	2%	0%
Busy schedule			1%
Some other reason	5%	3%	3%
Unsure	11%	10%	7%

**Why did you not get or postpone getting...?
(Multiple responses accepted)**

Type of Care	A diagnostic test such as a CAT scan, MRI, lab work, or x-ray	Prescription Medicines	Over the counter medicines
<i>% of all Customers</i>	4%	7%	6%

Reason

The Cost	9%	42%	71%
Insurance complication or lack of coverage	4%	17%	2%
Transportation issues	20%	7%	5%
Trouble finding a doctor or other health care provider who would see you	5%		
Trouble getting an appointment with a doctor or other health care provider	2%	3%	
Personal hesitance, fear of doctor, surgery	14%		
Staff unprofessional, do not want to help	7%	5%	
Tired, Sick, Depressed	5%		
Trouble finding a pharmacist to fill your prescriptions		8%	9%
Doctor postponed appointment or moved away	6%	4%	
Family, personal complication	1%	1%	
Busy schedule		1%	
Some other reason	10%	2%	9%
Unsure	14%	10%	5%

**Why did you not get or postpone getting...?
(Multiple responses accepted)**

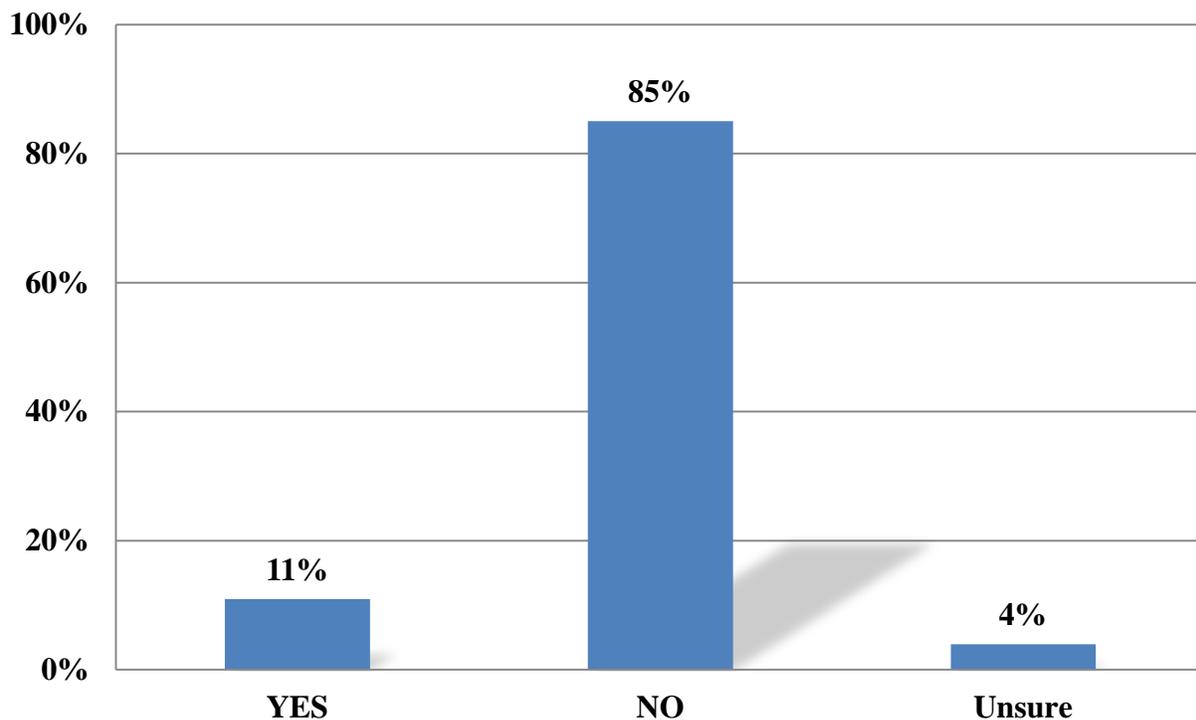
Type of Care	Dentures or eyeglasses	Durable medical equipment or assistive technology	Modifications to make your home more accessible
<i>% of all Customers</i>	17%	6%	7%

Reason

The Cost	71%	40%	57%
Insurance complication or lack of coverage	9%	23%	2%
Transportation issues	4%	1%	
Trouble finding a doctor or other health care provider who would see you	1%	4%	
Trouble getting an appointment with a doctor or other health care provider	4%	2%	
Personal hesitance, fear of doctor, surgery	1%		
Staff unprofessional, do not want to help		9%	
Tired, Sick, Depressed	2%		
Home modifications difficult to produce			14%
Waiting for follow up, estimate		7%	6%
Busy schedule	2%		2%
Do not need it, Unnecessary		1%	3%
Too much paperwork			3%
Do not know who to contact			3%
Do not want it		2%	
Forgot appointments	1%		
Some other reason	3%	8%	4%
Unsure	4%	3%	6%

11% of customers indicate there were times during the prior 12 months they skipped doses or took smaller amounts of their prescription drugs to make them last longer.

During the past 12 months, was there any time that you skipped doses or took smaller amounts of your prescription drugs to make them last longer?

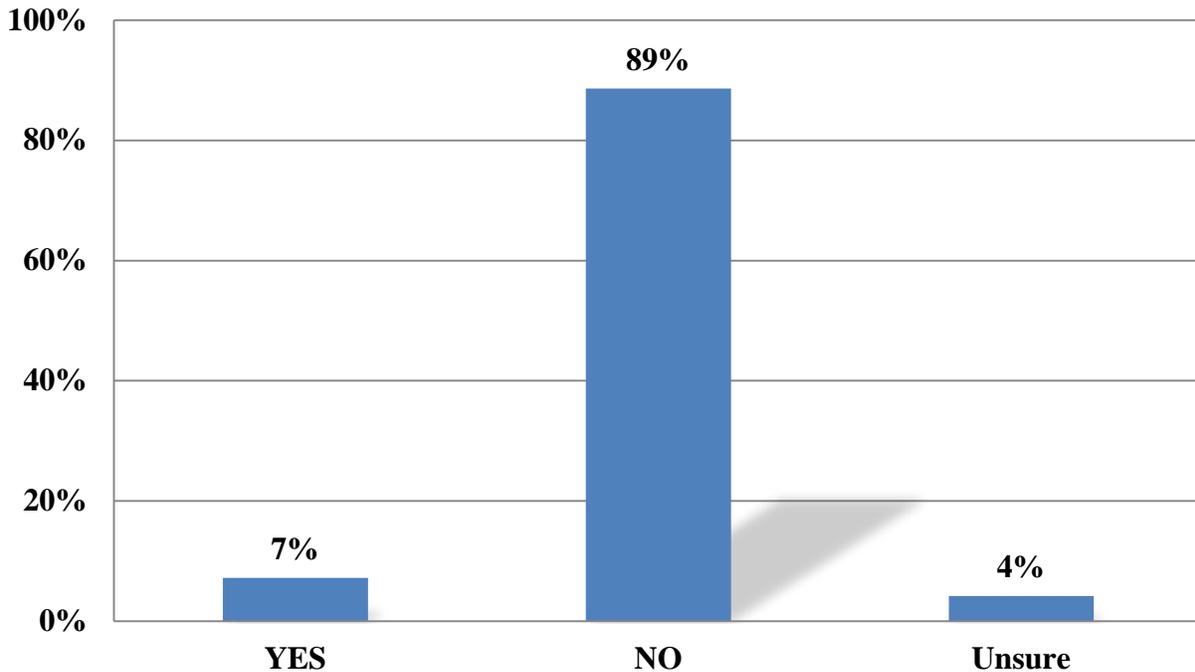


Comments:

Eleven percent of customers indicate that during the prior 12 months, there were times that they skipped doses or took smaller amounts of their prescription medications to make them last longer.

7% of customers indicate there were times they delayed getting care because they could not find a doctor or other health care provider that would accept their insurance.

Have you ever delayed or not gotten care because you could not find or did not know a doctor or other health care provider who would accept your health insurance or was accepting patients with your type of health insurance?

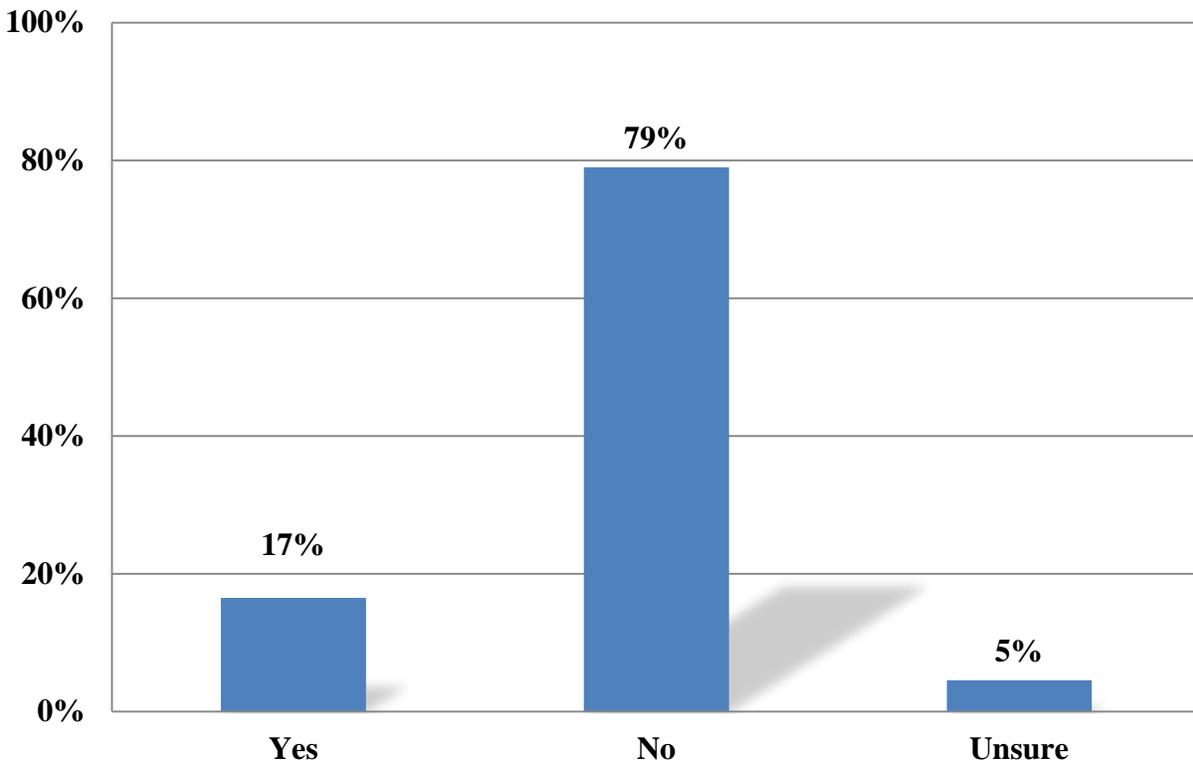


Comments:

Seven percent of customers indicate there were times they delayed getting care or did not get care because they could not find a doctor or other health care provider that would accept their insurance.

17% of customers indicate there were times during the prior 12 months that they had problems paying for medical bills.

During the last 12 months, were there times that there were problems paying for medical bills?



Comments:

Seventeen percent of customers indicate there were times during the prior 12 months that they had problems paying for medical bills.