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# Research Report

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

**Vermont Long-Term Care Consumer Survey**

**December 2010**

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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 2010 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. Many of the items included in the survey included questions that were asked in prior surveys. Additional questions were added to those from prior years to address other topic areas and to assess quality and service improvement. 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
- Emergency Preparedness
- Case Management
- Program Specific Measures of Quality, Satisfaction, Problems, and Service Improvement
- Home Delivered Meals Program
- Additional Comments

Data collection was conducted between September 20 and November 3, 2010. A total of 972 customers completed the survey, 840 by telephone and 132 completed mail surveys. Table 1 provides a breakdown of the number of completed survey by program.

**Table 1. Number of Completed Surveys by VT DAIL Program**

<b>Program</b>	<b>Completed Surveys</b>
Choices for Care - Attendant Services Program	136
Choices for Care - Personal Care Services(consumer, surrogate and health agency directed)	389
Choices for Care- FlexibleChoices	52
Choices for Care - Adult Day Centers	171
Choices for Care – Homemaker Services	300
High Technology Care Program	13
Traumatic Brain Injury Program	17
<b>Total</b>	<b>972</b>

The overall survey response rate among customers was 73% (calculated using the standard American Association for Public Opinion Research response rate formula - AAPOR RR3). The respondent cooperation rate was 88% and the respondent refusal rate was 10% 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 2,585 customers

## Resident Survey

The Vermont Department of Disabilities, Aging and Independent Living Resident Survey is based on telephone interviews conducted among Vermont residents. The target population for the resident survey consisted of all Vermont residents aged 18 and older. A random sample of residents was drawn in proportion to the population throughout Vermont.

The survey used an instrument developed by VT DAIL and Market Decisions. Many of the items included in the survey included questions that were asked in the prior surveys. Additional questions were added to those from prior years to address other topic areas and to assess familiarity with long term care services and financing options as well as emergency preparedness. The final survey instrument included questions in the following areas:

- Awareness of Long Term Care Services
- Quality of Life Measures
- Health Status
- Emergency Preparedness
- Demographics

Data collection was conducted between September 6 and September 23, 2010. A total of 401 Vermont residents completed the survey by telephone.

The overall survey response rate among customer was 39% (calculated using the standard American Association for Public Opinion Research response rate formula - AAPOR RR3). The respondent cooperation rate was 79% and the respondent refusal rate was 8% among residents. The sampling error associated with results presented in this report for all Vermont residents is plus or minus 4.9% at 95% confidence.

The resident survey data has been weighted to adjust for non-response and also to match the state profile based upon sex, age, and area of residence. The weighted data set is designed to provide data that can be generalized to the all residents of Vermont, to allow statements to be made about all residents 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 total adult population of Vermont, or 492,652 residents.

## 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 (22% of customers), hospital (12%), and health care providers (10%), among other sources. Seventy-two percent of customers indicate they has spoken with someone about ways to get needed help with daily activities and 89% were satisfied with the information they were provided.

A majority of customers (61%) indicate they are not at all or not very familiar with the LTC ombudsman program. A slight majority (51%) 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 7. 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-two percent of customers rate the value of the services they receive as excellent or good while 89% rate the quality of the help they receive as excellent or good. More than eight in ten (81%) rate as excellent or good their involvement in planning for the services or care they receive and controlling this care. Eighty-four percent rate the timeliness of the services as excellent or good and 88% rate as excellent or good when they receive their services. Overall, 88% rate the degree to which the services meet their needs as excellent or good.

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 86% rate as excellent or good how well customers problems or concerns are taken care of. Ninety-percent of customers rate the communications 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. Ninety-two percent of customers indicate that the services and care they receive has made their life better. Eighty-two 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 with only 14% indicating it would be very easy, easy or about the same.

## **C. Case Manager or Support Coordinator**

A summary of satisfaction and quality measures with case managers of support coordinators is provided in Table 3 on page 8. Excluding customers receiving services through the Attendant Services Program and Flexible Choices, 79% identified their case manager or support coordinator. Four percent indicate they did not have a case manager or support coordinator and the remainder is unsure of their case manager or support coordinator.

Customers rate the quality service they receive from their case manager or support coordinator very positively, believe that their case manager or support coordinator understand their specific situation, and customers are also satisfied with the amount of involvement they are given by their case manager or support coordinator. Nearly all customers with a case manager or support coordinator (94%) 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 84% indicating their case manager or support coordinator always or almost always asks what they want and 84% 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; 86% indicate they can always or almost always talk to their case manager or support coordinator when they need to and 88% indicate their case manager or support coordinators 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 91% 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**

	%
Overall, how do you rate the value of the services you receive? (% excellent or good)	92%
How would you rate the overall quality of the help you receive? (% excellent or good)	89%
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)	81%
How would you rate the timeliness of your services? (% excellent or good)	84%
How would you rate when you receive your services or care? (% excellent or good)	88%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	88%
How would you rate the reliability of the people who help you? (% excellent or good)	90%
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%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	86%
How would you rate the communication between you and the people who help you? (% excellent or good)	90%
Has the help you received made your life... (% somewhat or much better)	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	14%

**Table 3. Summary Items Evaluating Case Manager or Support Coordinator**

	<b>%</b>
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)	84%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	91%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	86%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	84%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	86%

## **D. Quality Ratings of Individual Programs**

A summary of items evaluating individual programs and services is provided in Table 4 beginning on page 10.

### **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 (94%) are very or somewhat satisfied with the services they receive and 96% 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. Eighty-four 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-three percent of customers indicate the program always or almost always provides services when and where they are needed.

Only 19% of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 17% indicate difficulties in finding adequate caregivers, 13% cite difficulties with paperwork or forms, 9% indicate the slow process of getting services in place, and 8% indicate changes in personnel. Only 43% percent of customers that experienced problems during the prior 12 months indicate that the 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 (98%) 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 (97%) report their caregivers always or almost always treat them with respect and courtesy. Ninety-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-three percent of customers indicate the program always or almost always provides services when and where they are needed.

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

	<b>Attendant Services Program</b>	<b>Personal Care Services(Consumer, Surrogate, and Home Health Agency Directed)</b>	<b>Flexible Choices</b>
How satisfied are you with the services you receive from the ___? (% very or somewhat satisfied)	94%	98%	97%
How do you rate the quality of the services you receive from the ___? (% excellent or good)	96%	97%	88%
The services I receive from the ___ meet my needs. (% always or almost always)	91%	93%	88%
My caregivers in the ___ treat me with respect and courtesy. (% always or almost always)	97%	97%	91%
I know who to contact if I have a complaint about the ___ or if I need more help. (% always or almost always)	84%	92%	90%
The ___ provides services to me when and where I need them. (% always or almost always)	93%	93%	92%
Have you experienced any problems with the _____ during the past 12 months? (% Yes)	19%	16%	19%
Did the _____ work to resolve any problems? (% Yes)	43%	67%	32%

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

	<b>Homemaker Services</b>	<b>Adult Day Center</b>	<b>High Technology Home Care Program</b>	<b>Traumatic Brain Injury Program</b>
How satisfied are you with the services you receive from the ___? (% very or somewhat satisfied)	94%	96%	89%	88%
How do you rate the quality of the services you receive from the ___? (% excellent or good)	89%	94%	89%	76%
The services I receive from the ___ meet my needs. (% always or almost always)	86%	90%	88%	70%
My caregivers in the ___ treat me with respect and courtesy. (% always or almost always)	95%	95%	89%	89%
I know who to contact if I have a complaint about the ___ or if I need more help. (% always or almost always)	90%	89%	89%	71%
The ___ provides services to me when and where I need them. (% always or almost always)	84%	88%	89%	77%
Have you experienced any problems with the _____ during the past 12 months? (% Yes)	28%	10%	24%	41%
Did the _____ work to resolve any problems? (% Yes)	68%	52%	54%	43%

Only 16% of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 16% indicate caregivers are good when they show up but have inconsistent attendance, 15% indicate they need more help, 12% indicate difficulties with caregivers wanting or knowing how to work, 12% indicate that caregivers are unresponsive to their needs, and 11% note scheduling problems. Among those experiencing problems, 17% indicate difficulties in finding adequate caregivers, 13% cite difficulties with paperwork or forms, 9% indicate the slow process of getting services in place, and 8% indicate changes in personnel. Sixty-seven percent of customers that experienced problems during the prior 12 months indicate that the program worked to resolve their problems.

## **Flexible Choices**

Customers receiving services through Flexible Choices are also highly satisfied and highly rate the quality of these services. Nearly all customers (97%) are very or somewhat satisfied with the services they receive while 88% of customers rate the quality of services as excellent or good. Eighty-eight percent of customers also indicate that the services they receive always or almost always meet their needs.

Nearly all customers (91%) report their caregivers always or almost always treat them with respect and courtesy. Ninety 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-two percent of customers indicate the program always or almost always provides services when and where they are needed.

Only 19% of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 25% indicate transportation issues and the need for transportation assistance, 15% indicate that there was a shortage of staff, 15% indicate caregivers are good when they show up but have inconsistent attendance, 13% experiencing problems with payments, and 13% experiencing difficulties with paperwork and forms. Only 32% of customers that experienced problems during the prior 12 months indicate that the program worked to resolve their problems.

## **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 (94%) are very or somewhat satisfied with the services they receive and 89% of customers rate the quality of services as excellent or good. Eighty-six 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. Ninety 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-four percent of customers indicate the program always or almost always provides services when and where they are needed.

Twenty-eight percent of customers report they have experienced problems during the past 12 months. Among those experiencing problems, 18% indicate that the caregiver does not do a good job or know how to clean, 16% indicate problems with scheduling or switching employees, 15% indicate that the caregiver does not want to or does not know how to work, and 13% indicate inconsistent attendance by caregivers. Sixty-eight percent of customers that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems.

### **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 (96%) are very or somewhat satisfied with the services they receive and 94% of customers rate the quality of services as excellent or good. Ninety 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-nine 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.

Among those receiving attending an Adult Day Center, only 10% report they have experienced problems during the past 12 months. Among those experiencing problems, 14% indicate it was difficult finding a facility to meet their needs and 12% indicate the need for more frequent bathroom trips. Fifty-two 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. Eighty-nine percent of respondents receiving services through the High Technology Home Care Program are very or somewhat satisfied with the services they receive and 89% of respondents rate the quality of services as excellent or good. Eighty-eight percent of respondents indicate that the services they receive always or almost always meet their needs.

Eighty-nine percent of respondents report their caregivers always or almost always treat them with respect and courtesy. Eighty-nine 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-nine 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, 24% report they have experienced problems during the past 12 months.

### **Traumatic Brain Injury Program**

Respondents are highly satisfied with the serviced they receive through the Traumatic Brain Injury Program. Eighty-eight percent of respondents receiving services through the High Technology Home Care Program are very or somewhat satisfied with the services they receive though only 76% of respondents rate the quality of services as excellent or good. A smaller percentage of respondents (70%) indicate that the services they receive always or almost always meet their needs.

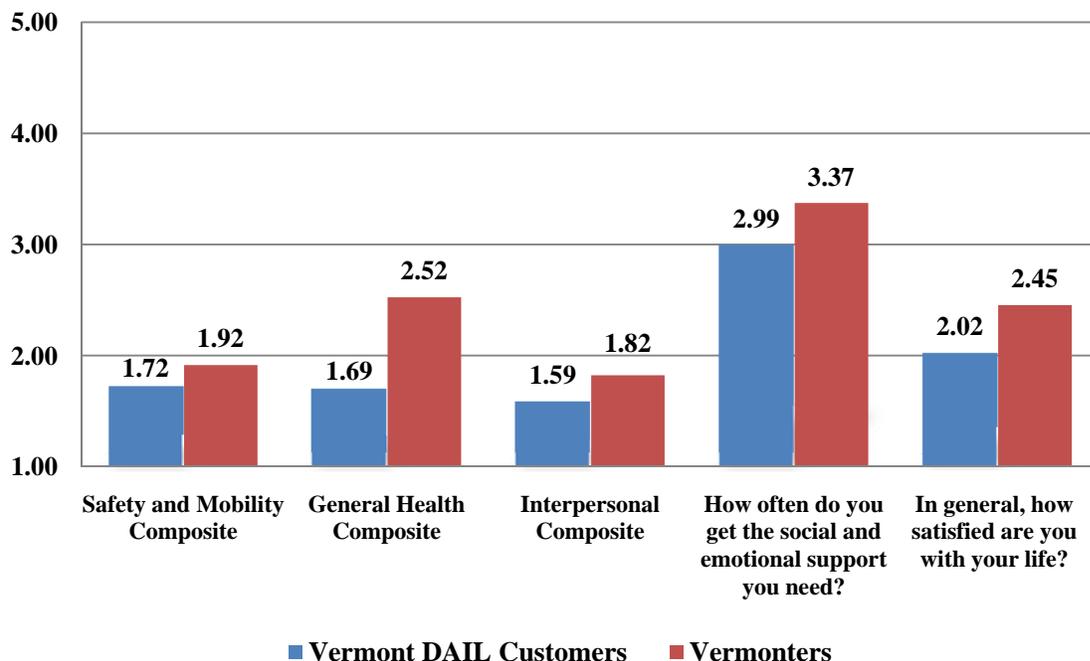
Eighty-nine percent of respondents report their caregivers always or almost always treat them with respect and courtesy. Only 71% of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Finally, 77% of respondents 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, 41% 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). More detailed information on how these composite variables were created can be found in the VT DAIL Customer and Resident Survey Technical Documentation. 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 Vermont DAIL Customers and**  
**Vermonters**



As can be seen in Figure 1, DAIL customers had statistically significant lower QoL as well as lower overall life satisfaction and social support compared to Vermonters in general. While differences were statistically significant most differences are small from a practical standpoint. The two exceptions are differences on the health composite and overall life satisfaction. Scores on these two items indicate that DAIL customers perceive themselves to be relatively unhealthy and somewhat dissatisfied with life in general.

Table 5 displays composite and overall scores by various programs. As can be seen very few differences exist. The only statistically significant difference was between DAIL Customers receiving Personal Care Services and those receiving homemaker services. Customers receiving

Personal Care Services feel they do not get enough social and emotional support compared to customers receiving Homemaker Services. No other significant differences between programs and services were found.

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

	<b>Service &amp; Staff Composite</b>	<b>Safety and Mobility Composite</b>	<b>General Health Composite</b>	<b>Inter-personal Composite</b>	<b>How often do you get the social and emotional support you need?</b>	<b>In general, how satisfied are you with your life?</b>
Traumatic Brian Injury Program	2.51	1.73	1.69	1.59	3.00	2.03
High Technology Program	2.51	1.72	1.69	1.58	2.99	2.02
Adult Day Center	2.51	1.72	1.67	1.58	2.97	2.02
Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed)	2.44	1.71	1.72	1.57	2.88	2.05
Flexible Choices	2.50	1.72	1.69	1.58	2.98	2.02
Homemaker services	2.54	1.73	1.69	1.61	3.11	2.02
Attendant Services Program	2.50	1.72	1.70	1.58	2.99	2.02

## **F. Quality and Service Improvement**

The results of the 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 the Vermont Department of Disabilities, Aging and Independent Living (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 the Division continues to provide a high level of service as evidenced by the high levels of satisfaction expressed by its customers. First, some of the key positive highlights include:

- Nearly all of your customers (more than 95%) are very or somewhat satisfied with the services they receive through VT DAIL programs.
- More than 90% of customers rate the quality of the services they receive through the various programs as excellent or good.
- Nearly 90% indicate that the services they receive always or almost always meet their needs.
- Nearly 90% rate the overall quality of the service they receive as excellent or good.
- While there were no differences observed between the results from 2010 and those in 2008 and 2009 among the overall measures of satisfaction and quality, there were two programs that did show an increase in program specific measures. Among the four measures asked in all three years there was an increase in all four measures among customers attending Adult Day Centers and an increase among two of the four measures among customers receiving Personal Care Services.
- While nearly 20% of customers indicate that they have experienced problems with VT DAIL programs or the services provided during the past 12 months approximately 62% of those with problems indicate that VT DAIL worked to resolve the problem,

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 the 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:

- While based on small sample size, the satisfaction and quality measures were consistently lowest among those receiving services through the Traumatic Brain Injury Program. Many scores for customers receiving services through the High Technology Home Care Program were also lower than other customers.
- The measures that generally have the lowest scores are those that focus on customer involvement and communication.
- Look at those demographic groups of customers identified in this survey where satisfaction with the services or ratings of quality are rated the lowest.
- The most commonly mentioned issues in respondent verbatim feedback relate to the quality of the services provided by caregivers and to the availability of caregivers to meet their needs.
- Look at those demographic groups that have a higher percentage reporting experiencing problems and work to resolve any issues or concerns they may have.

## **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 972 respondents, 202 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 91% of customers indicating they are very or somewhat satisfied with the program. Ninety-two percent of customers rate the service they receive as good or excellent.

A large majority also express satisfaction with the food they receive. Sixty-nine percent of customers indicate that the food they receive through the Home Delivered Meals Program always or almost always tastes good and 76% indicate that the food always or almost always looks good. Eighty-five percent of customers indicate that the meals provided always or almost always provide a variety of foods. Seventy-eight percent of customers believe that the food offered always or almost always meets their specific dietary needs. Finally, 84% of customers always or almost always eat the meals that are delivered.

A large majority also rate the delivery of the food highly. Eighty-six percent indicate that the meals are always or almost always delivered on time. Eighty-three percent indicate that when delivered, the hot food is always or almost always hot and 82% indicate that the cold food is always or almost always cold.

Customers also see the benefits of the Home Delivered Meals Program; 85% 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 12% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. These included issues with food preparation, food choices tailored to those with diabetes, and delivery problems. Among those experiencing problems, only 43% indicate that program worked to resolve the problem.

## **H. Vermonters Familiarity with Long-term Care Services**

Vermont residents are in large part not familiar with the types of long-term care services that are available to residents (Table 6). The most familiar program to residents is the Home Delivered Meals Program with which 83% are very or somewhat familiar. Fifty percent of residents are very or somewhat familiar with Assisted Living Services. Less than a majority are very or somewhat familiar with Adult Day Centers (48%), and Personal Care Services (45%). Only 24% are very or somewhat familiar with Homemaker Services and only 9% are very or somewhat familiar with the Attendant Services Program.

**Table 6. Familiarity with Long-term Care Services  
(% very or somewhat familiar)**

	%
Home Delivered Meals Program	83%
Assisted Living Services	50%
Adult Day Centers	48%
Personal Care Services	45%
Homemaker Services	24%
Attendant Services Program	9%

Most residents (56%) are unsure of the financing options that are available to residents for long term care. Many residents consider government programs as financing options; 20% view Medicaid as a financing option, 19% consider Medicare, and 7% indicate that Social Security is a financing option for long-term care. Other residents focus on personally funding long-term care services; 20% indicate a financing option is simply to pay out of pocket, 9% mention private health insurance, and 9% mention long-term care insurance as a financing options for Vermont residents for long-term care.

## **I. Emergency Preparedness**

A summary of responses to the series of questions concerning emergency preparedness is presented in Table 7 on page 20.

### **Customers**

Thirty-one percent of customers indicate they feel well prepared to handle a large-scale disaster or emergency. Most customers (59%) have a three day supply of water, 80% have a three day supply of non-perishable foods, and 94% have a three day supply of prescription medicines for all members of the household. Most customers report that they have a working battery operated radio (58%) and a working flashlight (90%) along with working batteries.

Most customers would rely on a regular land line telephone (60%) to communicate with family or friends during a large-scale disaster or emergency along with a cell phone (38%), email (10%), or simply speaking with neighbors (8%). Customers would turn to the radio (40%) and their neighbors (23%) to get information from the authorities along with calling people by telephone (14%) and using the Internet (10%).

**Table 7. Summary of Questions Concerning Emergency Preparedness**

	<b>VT DAIL Customers</b>	<b>Vermonters</b>
How well prepared do you feel your household is to handle a large-scale disaster or emergency? (% well prepared or somewhat prepared)	78%	85%
Does your household have a 3-day supply of water for everyone who lives there? (% yes)	59%	48%
Does your household have a 3-day supply of nonperishable food for everyone who lives there? (% yes)	80%	88%
Does your household have a 3-day supply of prescription medication for each person who takes prescribed medicines? (% yes or not requiring)	94%	93%
Does your household have a working battery operated radio and working batteries for your use if the electricity is out? (% yes)	58%	67%
Does your household have a working flashlight and working batteries for your use if the electricity is out? (% yes)	90%	95%
In a large-scale disaster or emergency, what would be your main method or way of communicating with relatives and friends? (most frequently mentioned categories)	Land line phone (60%), cell phone (38%), email (10%)	Cell phone (65%), land line phone (42%), email (17%)
What would be your main method or way of getting information from authorities in a large-scale disaster or emergency? (most frequently mentioned categories)	Television (42%), radio (40%), neighbors (23%)	Radio (64%), television (31%), Internet (19%)
Does your household have a written disaster evacuation plan for how you will leave your home, in case of a large-scale disaster or emergency that requires evacuation? (% yes)	27%	13%
If public authorities announced a mandatory evacuation from your community due to a large-scale disaster or emergency, would you evacuate? (% yes)	83%	79%
How many people are there that could help you if there was a storm, your power went out, there was a flood, or other disaster? (% one or more)	80%	85%
How many people are there that could help you if your caregiver did not show up? (% one or more)	71%	n/a

Twenty-seven percent of customers report their household has a written disaster evacuation plan. Eighty-three percent of customers indicate that they would evacuate given a mandatory evacuation order. Among the small percent that would not evacuate the main reasons include health problems precluding their ability to evacuate (25%), the lack of transportation (24%), concern about leaving pets (17%), the need for assistance to leave (15%), that they would not know where to go (12%), concerns about personal safety (11%), and that they are simply prepared to stay at home (11%).

Eighty percent of customers report they have at least one person to help them if there was a storm, the power went out, a flood, or other disaster and 71% indicate they have at least one person to help them if their caregiver did not show up.

### **Vermont Residents**

Twenty-six percent of Vermont residents indicate they feel well prepared to handle a large-scale disaster or emergency. Nearly half of Vermont residents (48%) have a three day supply of water, 88% have a three day supply of non-perishable foods, and 93% have a three day supply of prescription medicines for all members of the household or do not require prescription medicines. Most residents report that they have a working battery operated radio (67%) and a working flashlight (95%) along with working batteries.

Most residents would rely on a cell phone (65%) to communicate with family or friends during a large-scale disaster or emergency along with a regular phone (42%), email (17%), a car (11%), or simply speaking with neighbors (10%). Residents would turn to the radio (64%) and the Internet (19%) as a main method of getting information from authorities in a large-scale disaster or emergency.

Only 13% of Vermont residents report their household has a written disaster evacuation plan. Seventy-nine percent of residents indicate that they would evacuate given a mandatory evacuation order. Among the small percent that would not evacuate the main reasons include that the decision to evacuate would depend on the severity of the situation (43%), that they are prepared to stay home (25%), and that they would not know where to go (15%).

Eighty-five percent of Vermont residents report they have at least one person to help them if there was a storm, the power went out, a flood, or other disaster.

## II. Detailed Findings

### Presentation of Survey Results

This report provides a summary of the results for both the customer and resident survey. The detailed findings section is divided into sections based on the survey questionnaires. Most sections discuss the results from the customer survey. Section O summarizes questions asked of Vermont residents about their familiarity with long-term care programs and financing options. Finally sections K and P provide a summary of responses for both customers and residents (these sections report on items that were asked in both surveys).

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 or responses among all respondents. Based on the section this will be all customers, all residents, 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 responsible parties 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. The few differences that were found are noted in the report and are noted as significant differences in the narrative.

### 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 (22%), a hospital (12%), or a doctor or other health care provider (10%).**
- **Nearly three in four (72%) 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, 89% were very or somewhat satisfied with the information they were given.**
- **A majority of customers (61%) are not very or not at all familiar with the LTC ombudsman program.**
- **Slightly more than half of customers (51%) 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 (22%), a hospital (12%), or a doctor or other health care provider (10%).**

**How did you first learn about the long-term care services you receive?**

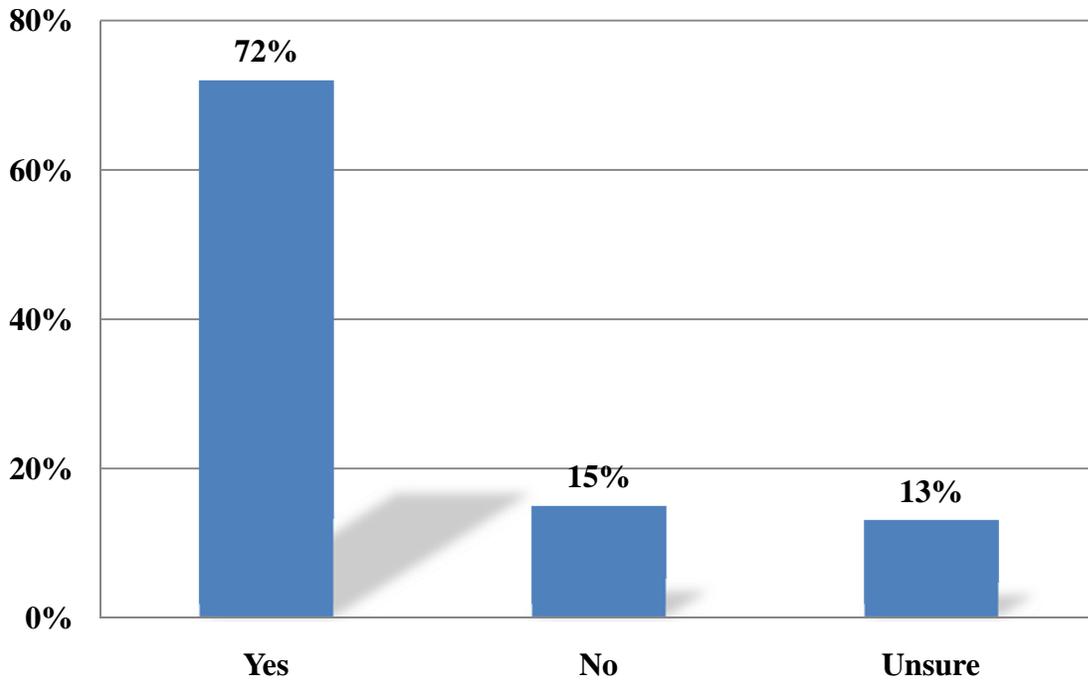
<b>Category</b>	<b>%</b>
Person, friend, family, word of mouth, other children	22%
Hospital	12%
Doctor, nurse, health care provider	10%
Social services	9%
Division of Aging and Disability Services	6%
Area agency on aging, council on aging, NGO	6%
Visiting nurses, VNA	6%
Agency of Human Services	5%
Dept of Disabilities, Aging and Independent Living	5%
Home health	5%
Welfare office, social welfare	2%
General awareness of programs, services available	2%
Nursing home	2%
Assistance department, assistance office	1%
Community groups, advocacy groups, church	1%
Division for the Blind and Visually Impaired	1%
Division of Vocational Rehabilitation	1%
Government office - general	1%
TV, radio, newspaper advertisement	1%
Day care, senior center	1%
Independent living facility	1%
Personal research - phone book, internet	1%
Rehabilitation center	1%
Was contacted - direct mail, called	1%
VA - veteran's affairs	1%
Other	2%
Unsure	16%

**Comments:**

Among all customers, 22% report they first learned about the long-term care services they receive from a family member or friend. Another 12% first learned about these services from a hospital while 10% learned about long-term care services from a doctor or other health care provider. Other sources of information about long-term care services include social services (mentioned by 9% of customers), Division of Aging and Disability Services (6%), an area agency on aging (6%), and visiting nurses (6%), among other sources of information.

**Nearly three in four (72%) 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?**



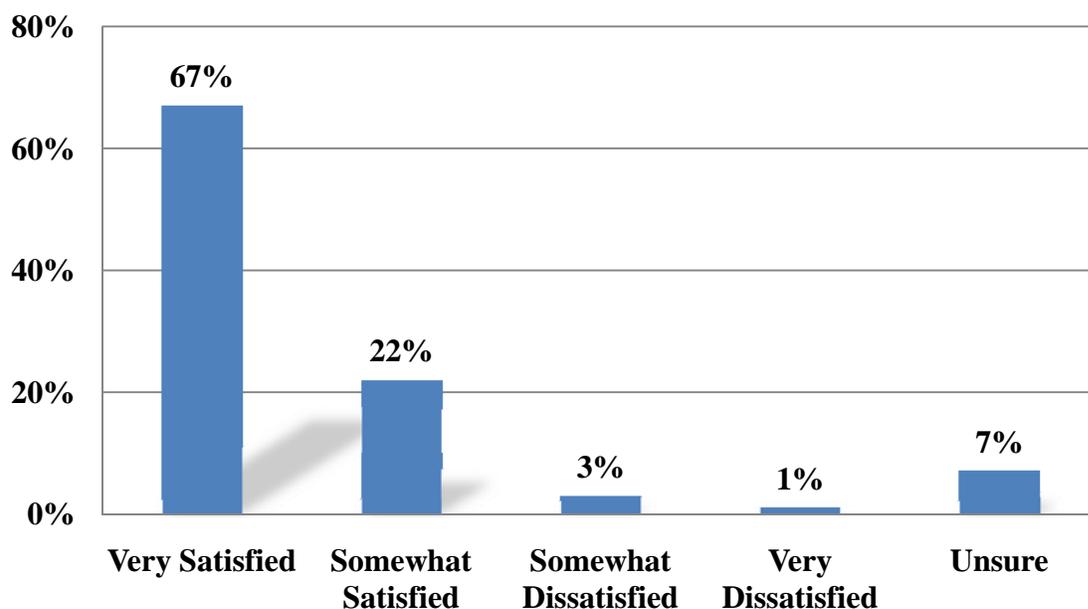
**Comments:**

Seventy-two percent of customers indicate that 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 13% were unsure if 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, 89% were very or somewhat satisfied with the information they were given.**

### **How satisfied were you with the information you were given?**

(% among cusotmers speaking with someone about ways to get help with daily activities)



#### **Comments:**

Among those that spoke with someone about way do get help with daily activities, 67% indicate they were very satisfied with the information they were given. Another 22% indicate they were somewhat satisfied with the information they were given. Only 4% of those that spoke with someone about way do get help with daily activities indicate they were dissatisfied with the information provided.

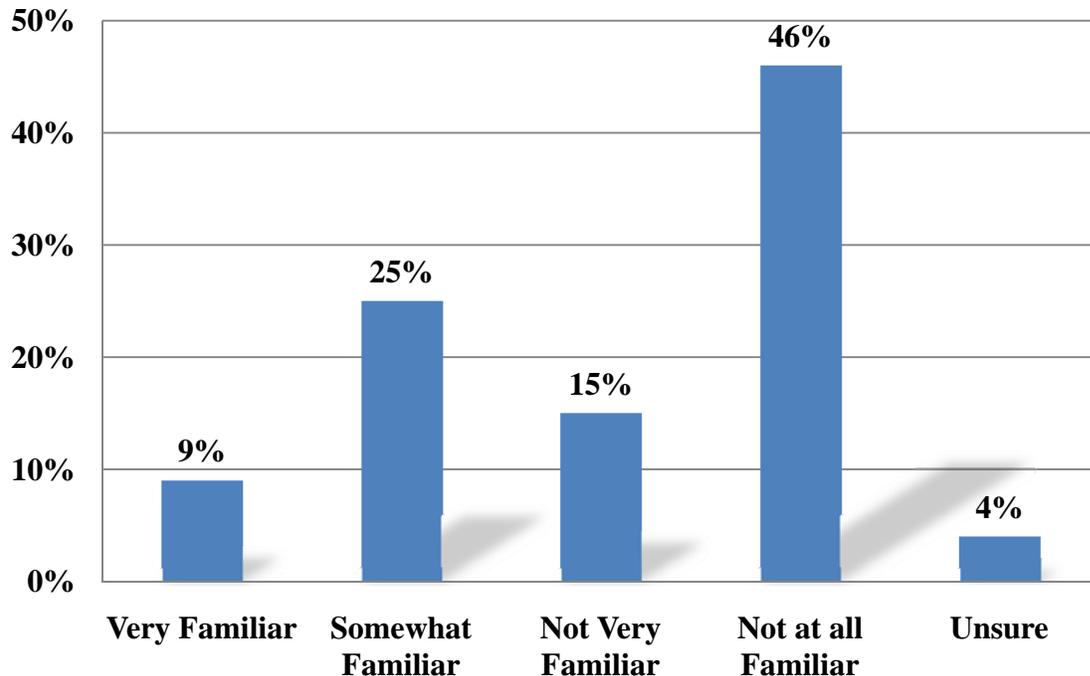
Among this small percentage of customers that were dissatisfied with the information they were given, 7% indicated that they had concerns about the cost of the service, 7% indicated there was no follow-through, and 7% indicated they were not provided sufficient information to best take advantage of the services that were available.

**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)**

<b>Category</b>	<b>%</b>
Cost of services is a burden	7%
No follow-through, get run around	7%
Not enough information given to take best advantage of available services	7%
Process is confusing, too much information, overwhelming	6%
Did not qualify for needed services	6%
Need more information, communication	5%
Did not receive needed assistance	4%
Poor communication	4%
Had to do a lot of research ourselves	3%
Broken promises; unreliable	3%
Condition makes situation confusing	3%
Lack of contact, communication with case worker	3%
Conflicting information	2%
Personnel changes, having to train new staff	2%
Not given enough assistance, help	1%
Other	3%
Unsure	27%

**A majority of customers (61%) are not very or not at all familiar with the LTC ombudsman program.**

**How familiar you are with the The LTC ombudsman program?**



**Comments:**

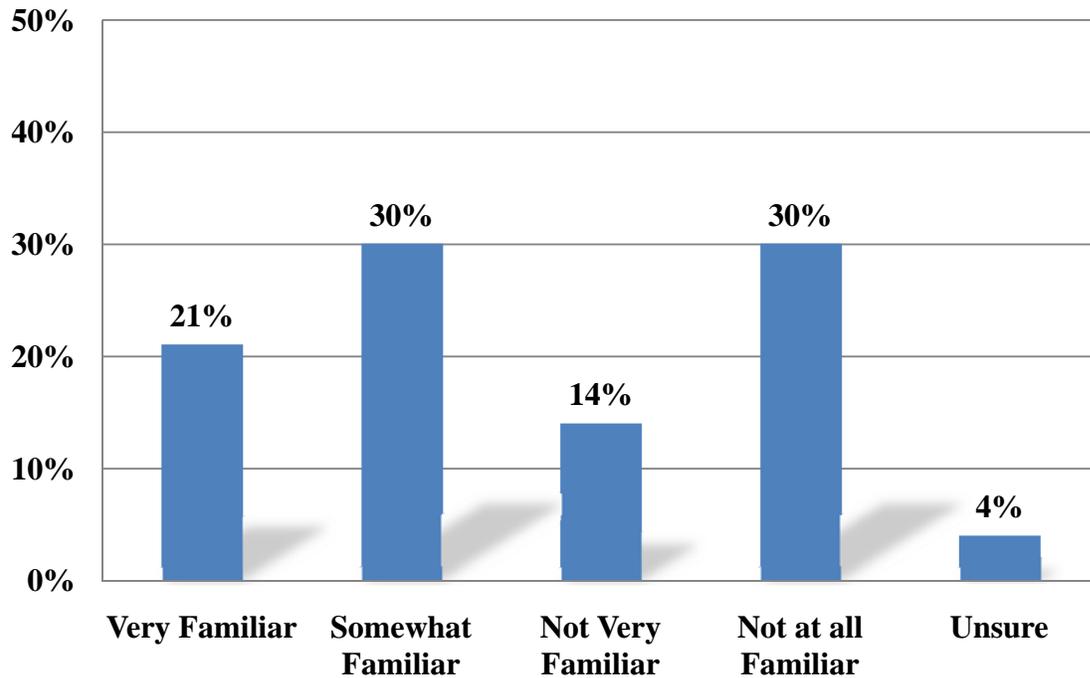
Only 9% of customers indicate they are very familiar with the LTC ombudsman program while 25% of customers indicate they are somewhat familiar. Fifteen percent of customers indicate they are not very familiar with the LTC ombudsman program. Nearly half (46%) indicate they are not at all familiar with the LTC ombudsman program and 4% are unsure.

Those who are least familiar with the LTC ombudsman program include:

- Customers under 50 years of age (59% indicate they are not at all familiar, a significantly lower percentage than among other customers)

**Slightly more than half of customers (51%) 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, 21% indicate they are very familiar with the Adult Protective Services program and another 30% are somewhat familiar with this program. Fourteen percent of customers indicate they are not very familiar with the Adult Protective Services program and 30% are not at all familiar. Four percent of respondents indicate they are unsure.

Those who are most familiar with the Adult Protective Services program include:

- Customers receiving services through the Attendant Services Program (62% indicate they are very or somewhat familiar, a significantly higher percentage than among other customers)
- Customers aged 50 to 64 (60% indicate they are very or somewhat familiar, a significantly higher percentage than among other customers)

Those who are least familiar with the Adult Protective Services program include:

- Customers receiving services through the Homemaker Services program (57% indicate they are not very or not at all familiar, a significantly lower percentage than among other customers)

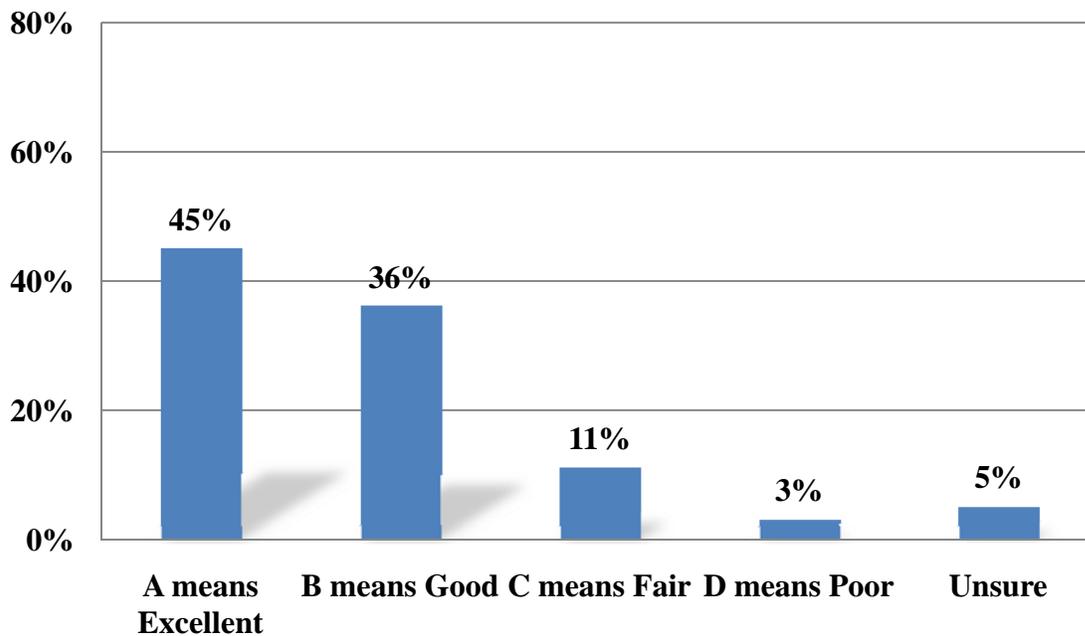
## B. Overall Ratings of Quality

### Key Findings

- **More than eight in ten customers (81%) rate the amount of choice and control they had in planning the services or care they receive as excellent or good.**
- **Nearly nine in ten customers (89%) rate the quality of help they receive as excellent or good.**
- **84% of customers rate the timeliness of services as excellent or good.**
- **Nearly nine in ten customers (88%) rate when they receive their services or care as excellent or good.**
- **Nine in ten customers (90%) rate the communications 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.**
- **Nearly nine in ten customers (88%) rate the degree to which the services meet their daily needs as excellent or good.**
- **86% 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 good or excellent.**
- **More than nine in ten customers (91%) rate how well people listen to their needs and preferences as excellent or good.**
- **More than nine in ten customers (92%) rate the value of the services they receive as excellent or good, overall.**
- **More than nine in ten customers (92%) indicate the help they receive has made their life better.**
- **More than eight in ten respondents (82%) indicate it would be difficult or very difficult to stay in their home if they did not receive services.**

**More than eight in ten customers (81%) 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?**



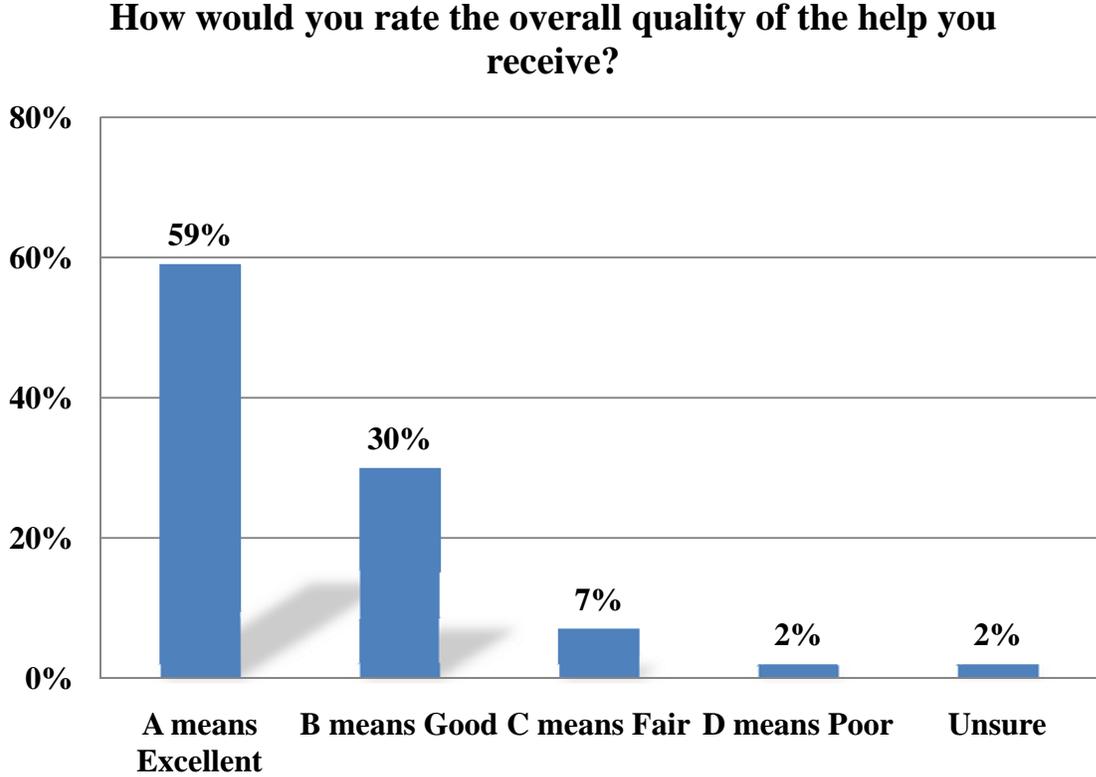
**Comments:**

Forty-five percent of customers rate the amount of choice and control they had in planning the services or care they receive as excellent while 36% rate the amount of choice and control they had as good. Eleven 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.

By Year:

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

Nearly nine in ten customers (89%) rate the quality of help they receive as excellent or good.



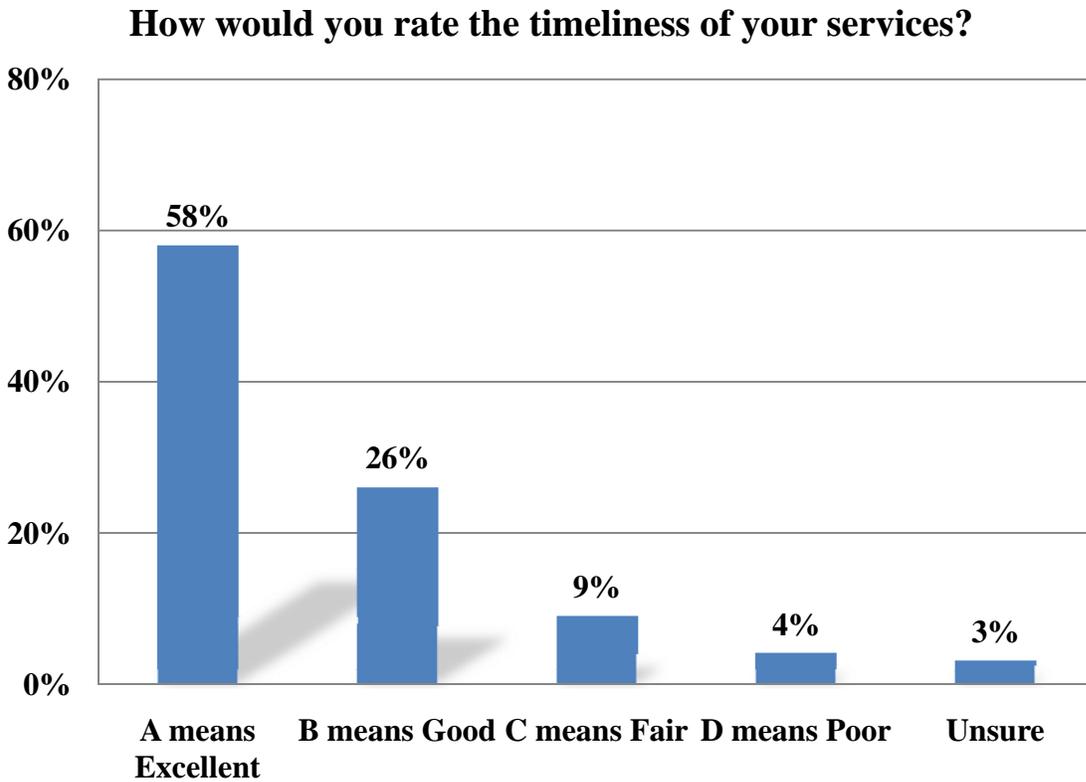
**Comments:**

Fifty-nine percent of customers rate the quality of help they receive as excellent while 30% indicate the quality of help they receive is good. Seven percent of customers rate the quality of help they receive as fair and only 2% rate the quality of help they receive as poor.

By Year:

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

**84% of customers rate the timeliness of services as excellent or good.**



**Comments:**

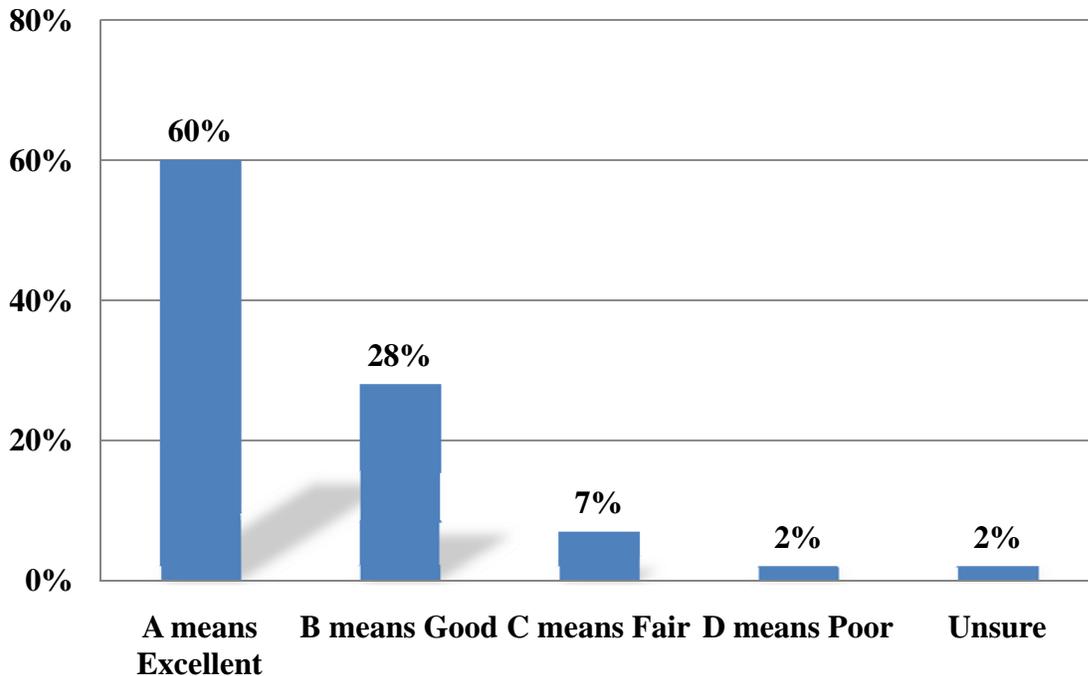
Fifty-eight percent of customers rate the timeliness of services as excellent while 26% indicate the timeliness of services is good. Nine percent of customers rate the timeliness of services as fair and only 4% rate the timeliness of services as poor.

By Year:

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

**Nearly 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:**

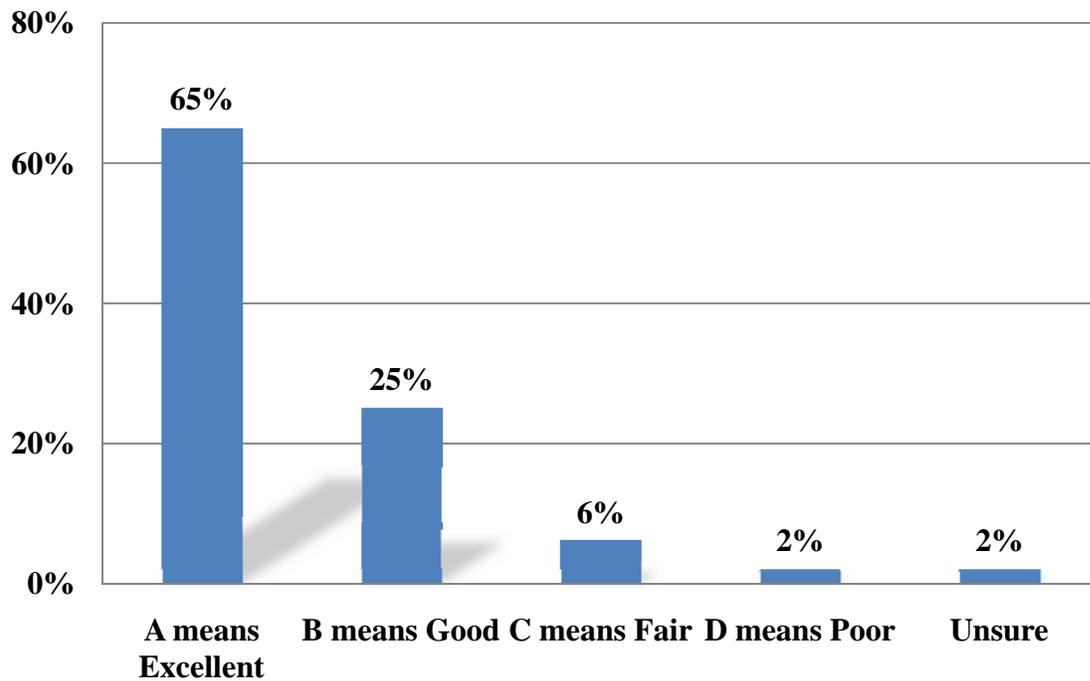
Sixty percent of customers rate when they receive their services or care as excellent while 28% rate when they receive their services or care as good. Seven percent of customers rate when they receive their services or care as fair and only 2% rate when they receive their services or care as poor.

By Year:

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

**Nine in ten customers (90%) rate the communications 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:**

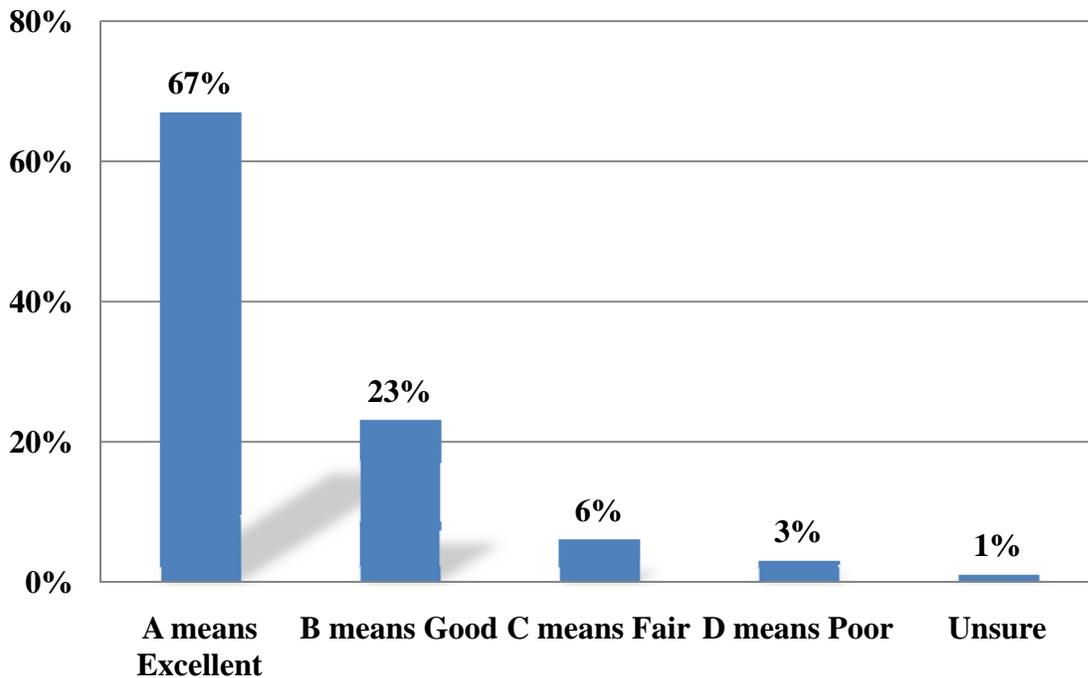
Sixty-five percent of customers rate communications between themselves and the people who help them as excellent while 25% indicate that the communication with the people helping them is good. Six percent of customers rate the communications as fair and only 2% rate communications between themselves and the people who help them as poor.

By Year:

- In 2008, 90% rated as excellent or good.
- In 2009, 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:**

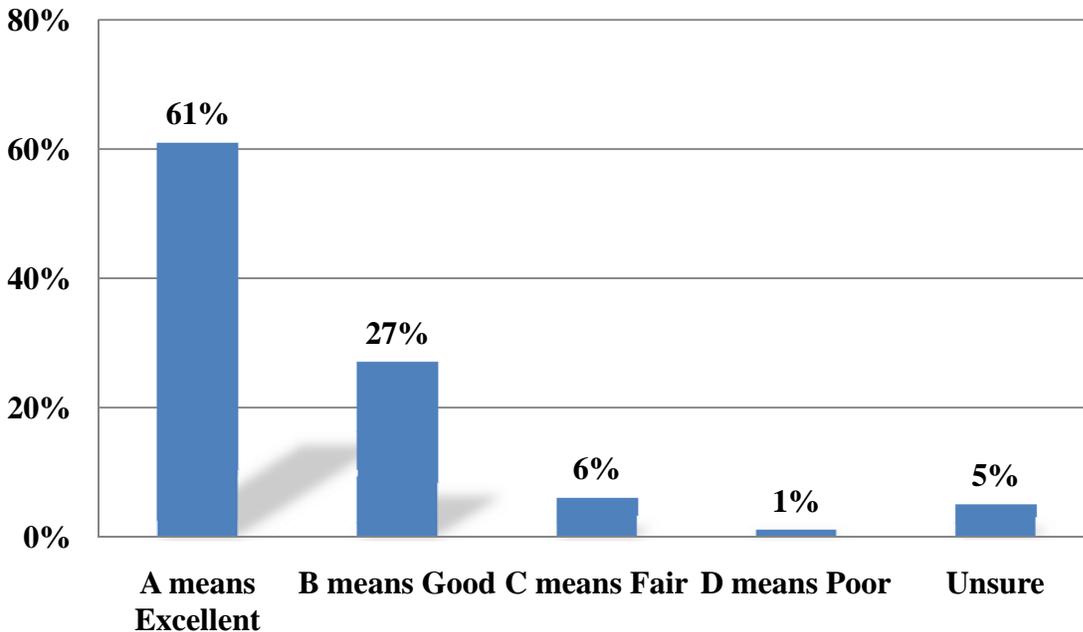
Sixty-seven percent of customers rate the reliability of the people who help them as excellent while 23% indicate their reliability is good. Six percent of customers rate this reliability as fair and only 3% rate the reliability of the people who help them as poor.

By Year:

- In 2008, 89% rated as excellent or good.
- In 2009, 89% rated as excellent or good.

**Nearly nine in ten customers (88%) 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:**

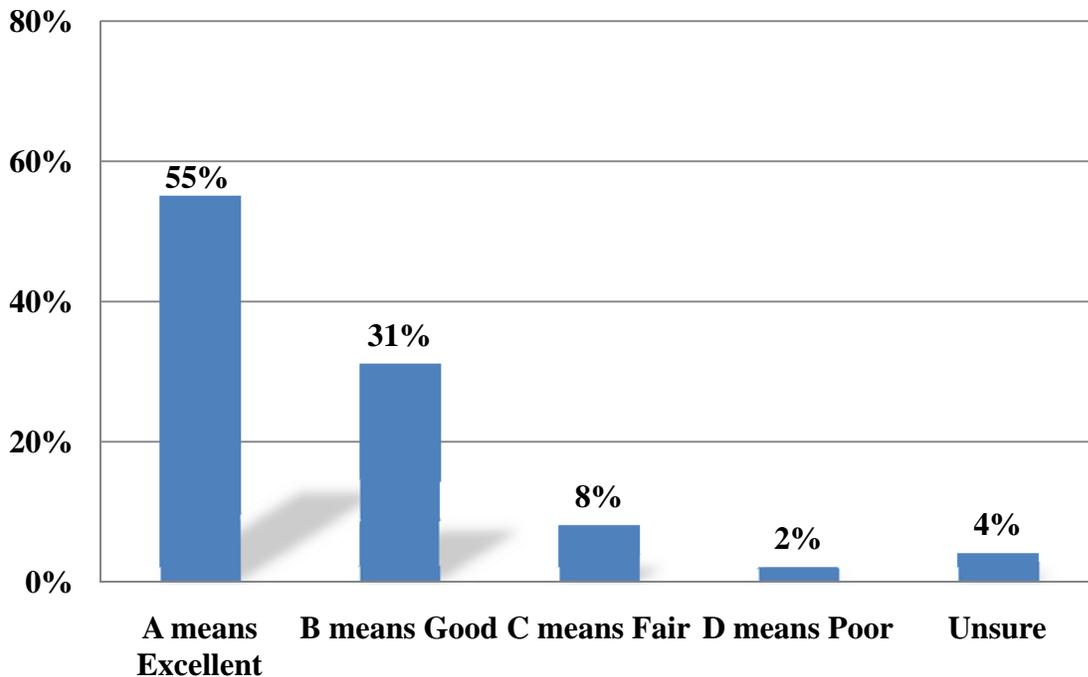
Sixty-one percent of customers rate the degree to which the services are provided meet their daily needs as excellent while 27% rate the degree to which these services meet their needs as good. Six percent of customers rate the degree to which services meet their needs as fair and only 1% rate the degree to which the services they are provided meet their daily needs as poor.

By Year:

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

**86% 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:**

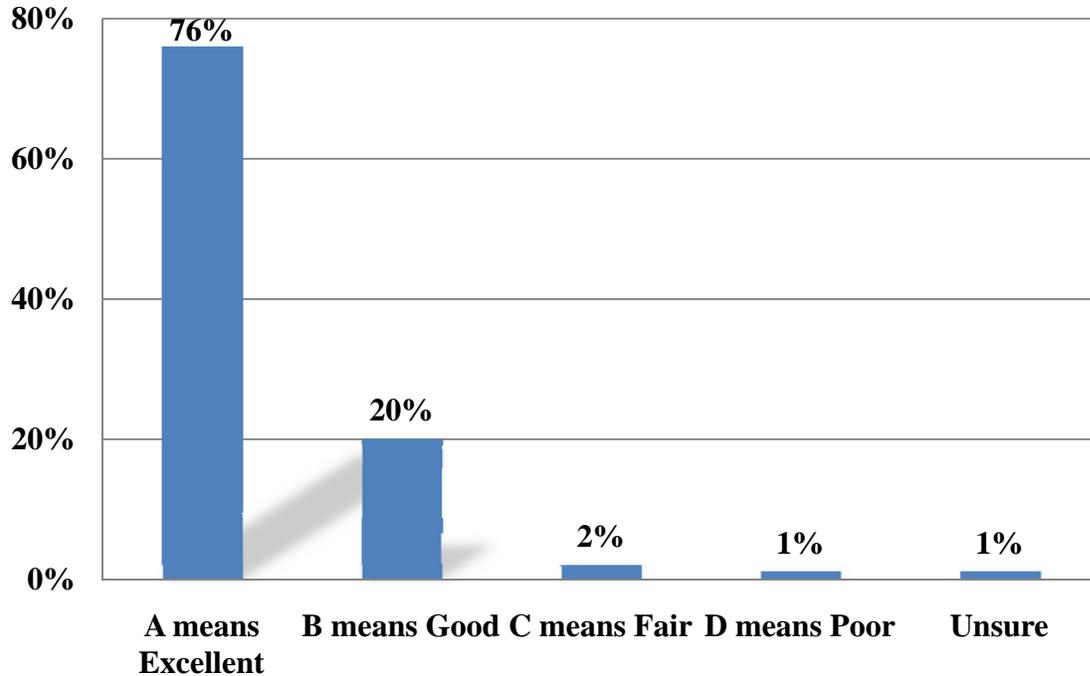
Fifty-five percent of customers rate how well problems or concerns are taken care of as excellent while 31% rate taking care of these problems or concerns as good. Eight percent of customers rate addressing problems or concerns as fair and only 2% rate how well problems or concerns are take care of as poor.

By Year:

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

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

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



#### Comments:

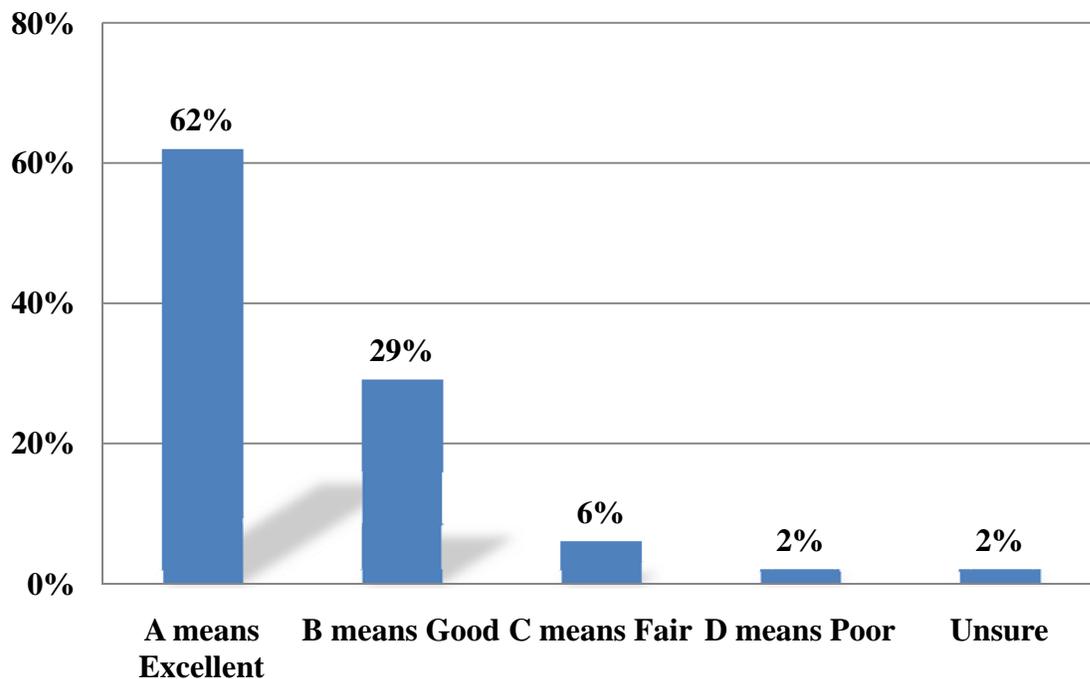
Seventy-six percent of customers rate the courtesy of the people who help them as excellent while 20% indicate their courtesy is good. Only 2% of customers rate this courtesy as fair and only 1% rate the courtesy of the people who help them as poor.

#### By Year:

- In 2008, 96% rated as excellent or good.
- In 2009, 94% 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:**

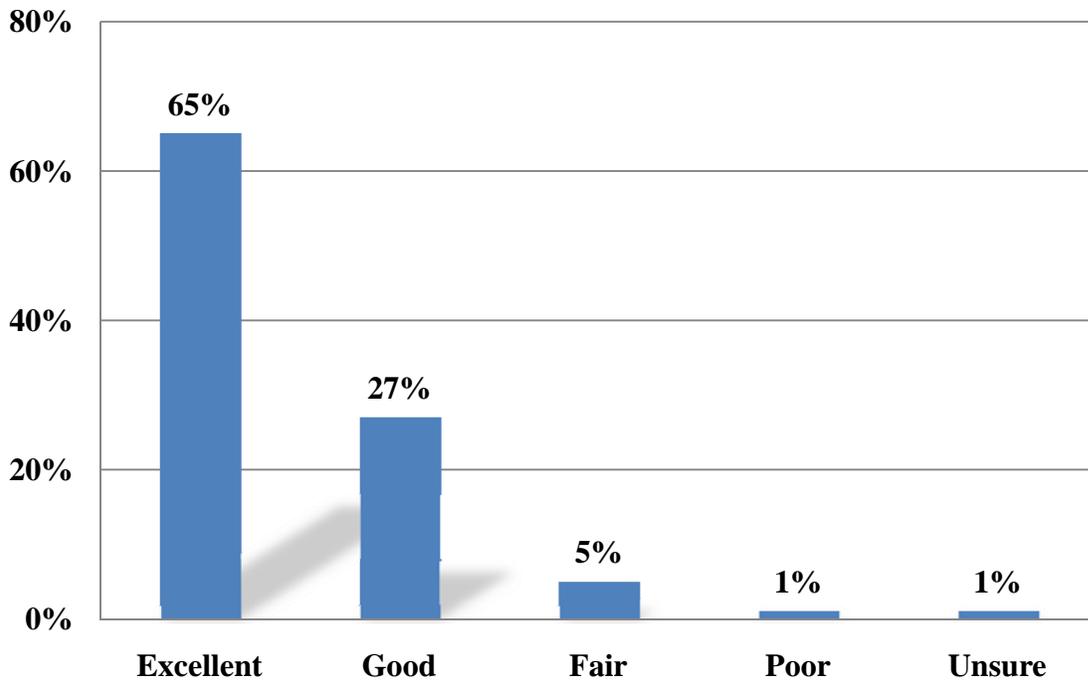
Sixty-two percent of customers rate as excellent how well people listen to their needs and preferences while 29% rate how well people listen as good. Six percent of customers rate how well people listen as fair and only 2% rate as poor how well people listen to their needs and preferences.

By Year:

- In 2008, 89% rated as excellent or good.
- In 2009, 89% rated as excellent or good.

**More than nine in ten customers (92%) 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?**

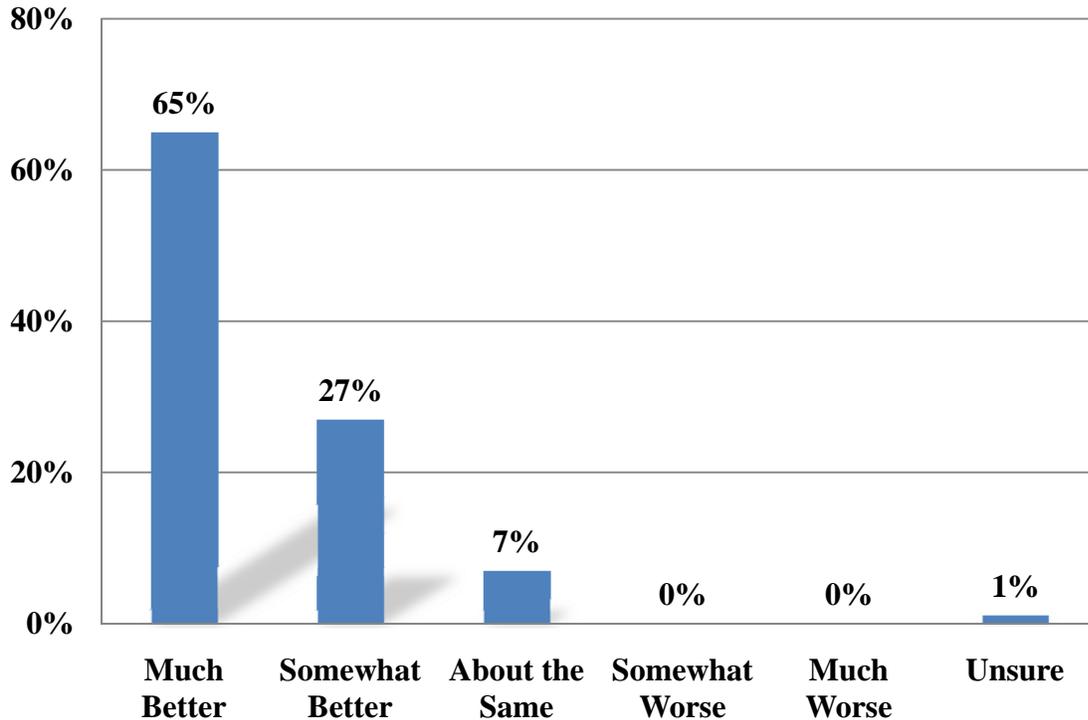


**Comments:**

Sixty-five percent of customers rate the value of the services they receive as excellent overall while 27% rate the value of the services they receive as good. Five percent of customers rate the value of services as fair and only 2% rate the value of the services they receive as poor overall.

**More than nine in ten customers (92%) indicate the help they receive has made their life better.**

### Has the help you received made your life...

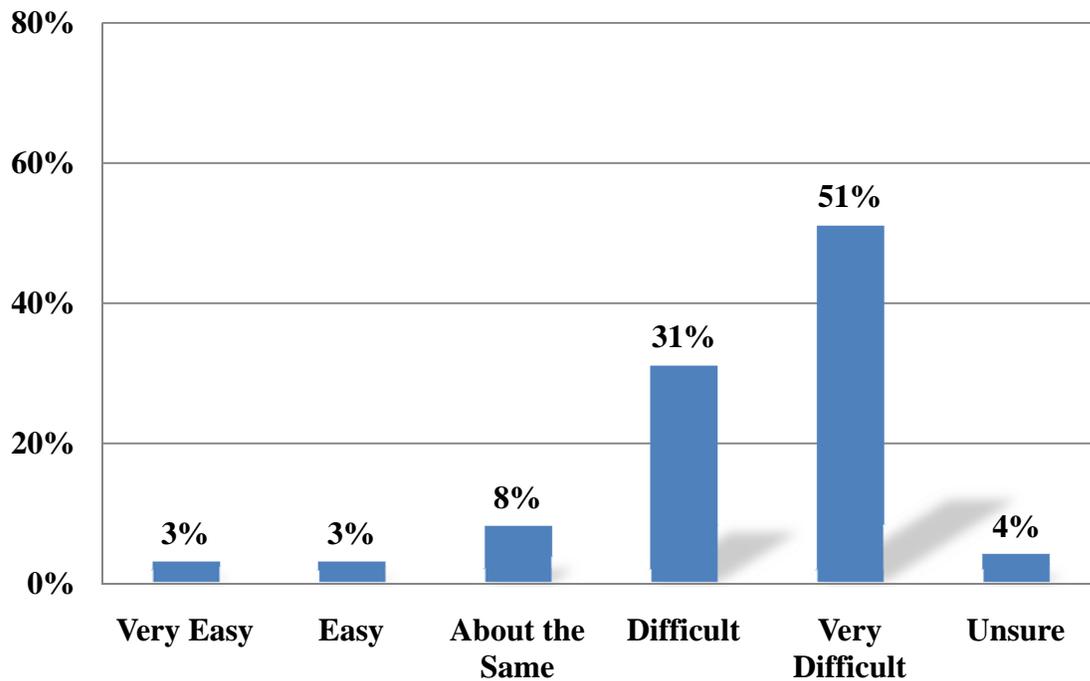


#### Comments:

Nearly all customers indicate that the services they receive have made their life better. Sixty-five percent of customers indicate that they services they receive have made their life much better while 27% indicate these services have made their life somewhat better. Seven percent indicate that the services they receive have no impact, that is, their life is about the same.

**More than eight in ten respondents (82%) 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 6% of respondents indicate it would be very easy (3%) or easy (3%) to remain in their home if they did not receive services. Eight 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 51% indicate it would be very difficult to stay in their home if they did not receive services.

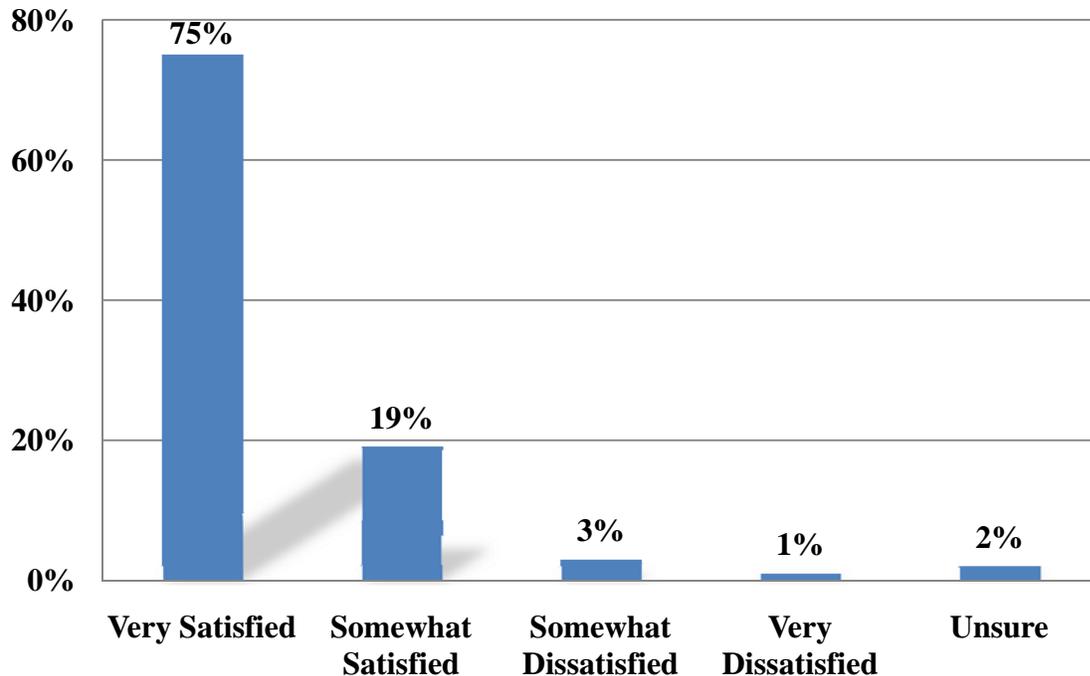
## C. Ratings of Case Manager or Support Coordinator

### Key Findings

- **Nearly all (94%) customers with a case manager or support coordinator are very or somewhat satisfied with their case manager or support coordinator.**
- **84% 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.**
- **More than nine in ten (91%) indicate their case manager or support coordinator always or almost always understands the services they need to stay in their current living situation.**
- **86% indicate they can always or almost always talk to their case manager or support coordinator when they need to.**
- **Nearly nine in ten (88%) indicate their case manager or support coordinators always or almost always helps when the customer asks for something.**
- **84% 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.**

**Nearly all (94%) 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, 75% are very satisfied with their case manager or support coordinator while 19% are somewhat satisfied. Only 4% are dissatisfied with their case manager or support coordinator (3% somewhat dissatisfied and 1% very dissatisfied).

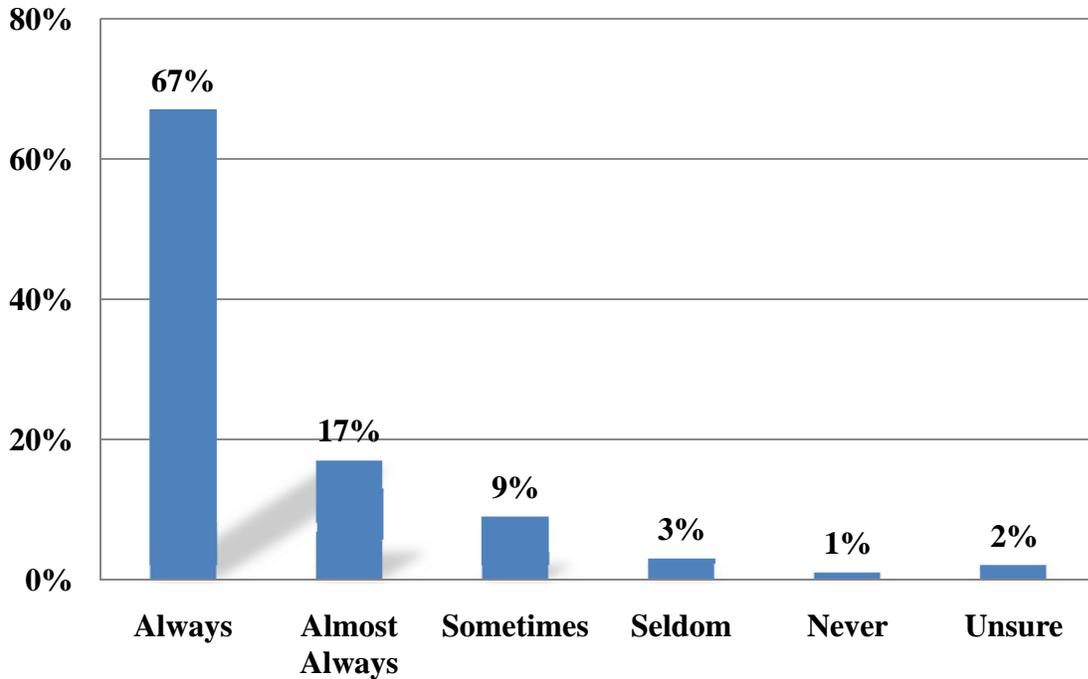
Among the small percentage that are dissatisfied with their case manager or support coordinator, the main concerns are the lack of contact or communication with their case manager or support coordinator (mentioned by 32% of those that were dissatisfied), that they were not given enough assistances (10%), that their case manager or support coordinator is slow to return calls (9%), and that they do not listen to the concerns or requests of the customer (9%), among other concerns.

**Why were you dissatisfied with your case manager or support coordinator?  
(% among customers indicating they are very or somewhat dissatisfied)**

<b>Category</b>	<b>%</b>
Lack of contact, communication with case worker	32%
Not given enough assistance, help	10%
Slow to return calls	9%
Staff does not listen to concerns, requests	9%
Miscommunication with case worker	8%
Broken promises; unreliable	5%
Difficulty working with unfamiliar type of consumer	5%
Feel my case is not a priority for case worker	5%
Calls not returned	4%
Process is confusing, too much information, overwhelming	4%
Case manager is rude, insensitive, disrespectful	4%
Lack of activities, need large variety of activities	4%
Poor communication	2%
Short-staffed, not enough help	2%
Other	5%
Unsure	6%

**84% 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.**

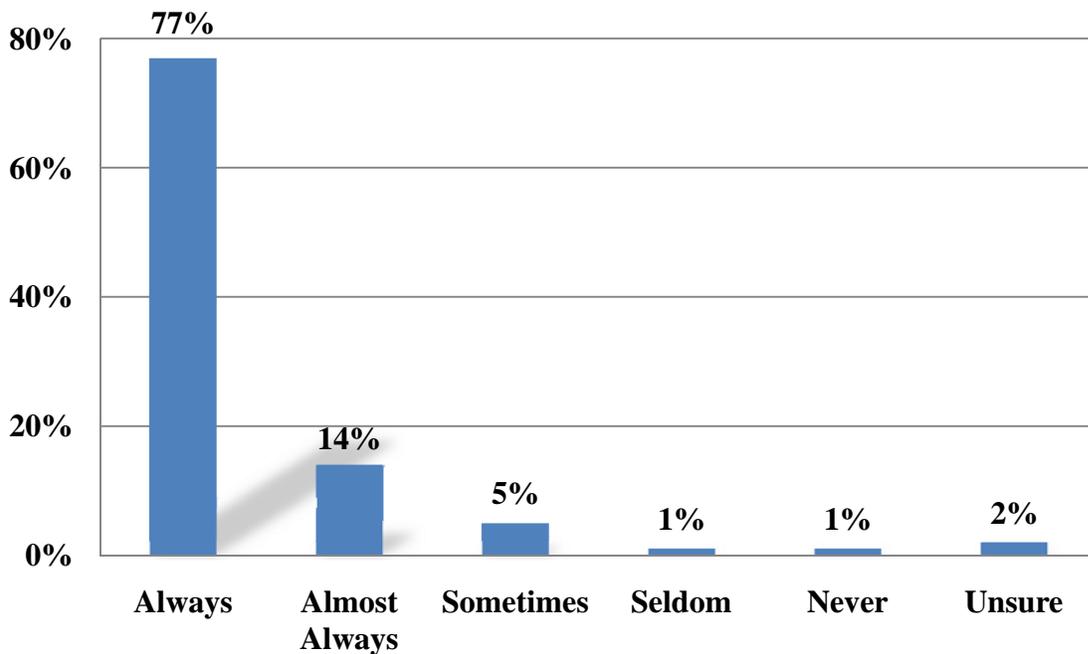


**Comments:**

Sixty-seven percent of customers with a case manager or support coordinator indicate they always feel like they have a part in planning their care, while 17% indicate they almost always feel like they have a part in planning their care. Nine percent feel they sometimes have a part in planning their care. Only 3% of customers with a case manager or support coordinator indicate they seldom and only 1% indicate they never feel like they have a part in planning their care.

**More than nine in ten (91%) 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.**

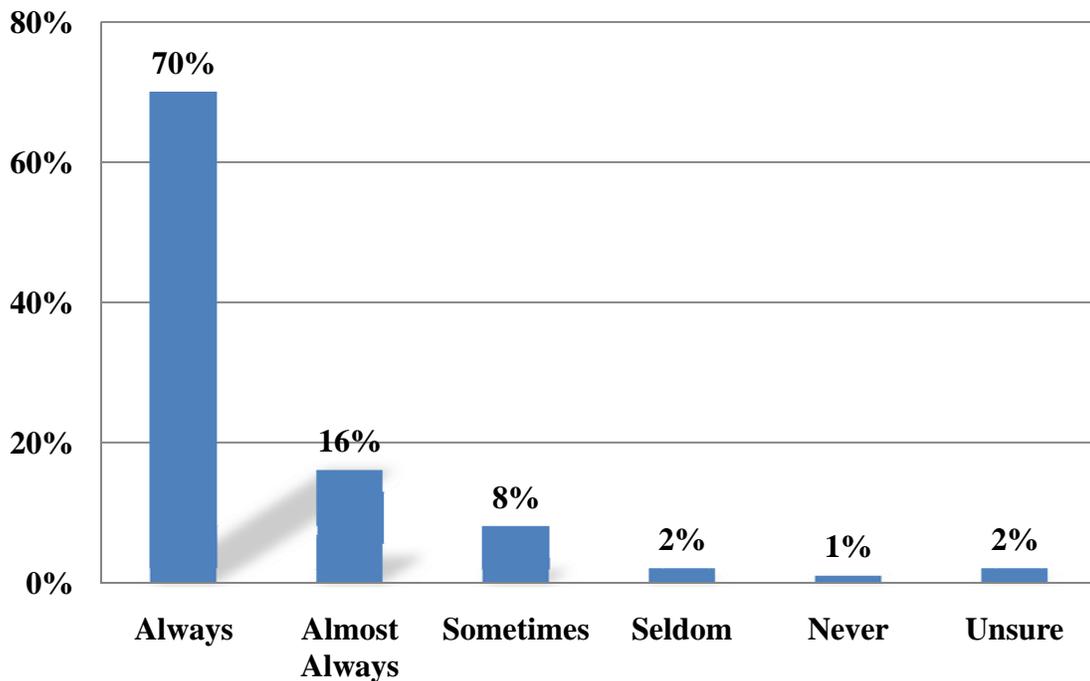


**Comments:**

Seventy-seven 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, while 14% indicate their case manager or support coordinators 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. Only 1% of customers indicate their case manager or support coordinator seldom and only 1% indicate their case manager or support coordinator never understands they services needed to allow the customer to stay in their current living situation.

**86% 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.**

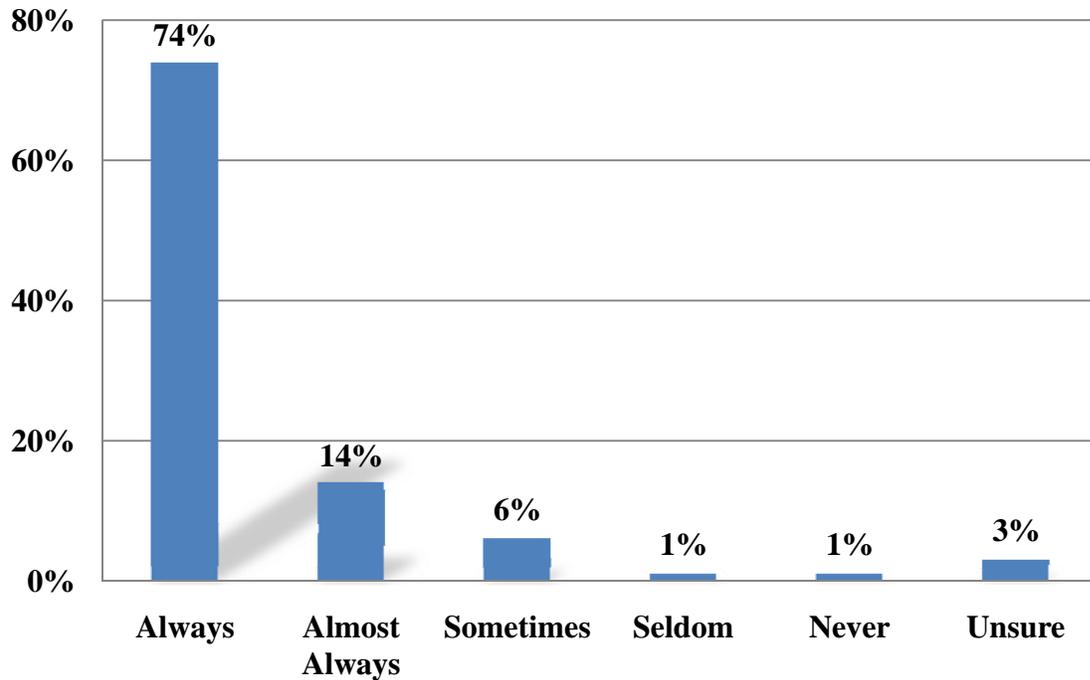


**Comments:**

Seventy 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, while 16% indicate they can almost always talk with their case manager or support coordinator. Eight percent indicate they can talk to their case manager or support coordinator when needed some of the time. Only 2% indicate they can seldom speak with their case manager or support coordinator and only 1% indicates they can never speak with their case manager or support coordinator when they need to do so.

**Nearly nine in ten (88%) indicate their case manager or support coordinators always or almost always helps when the customer asks for something.**

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

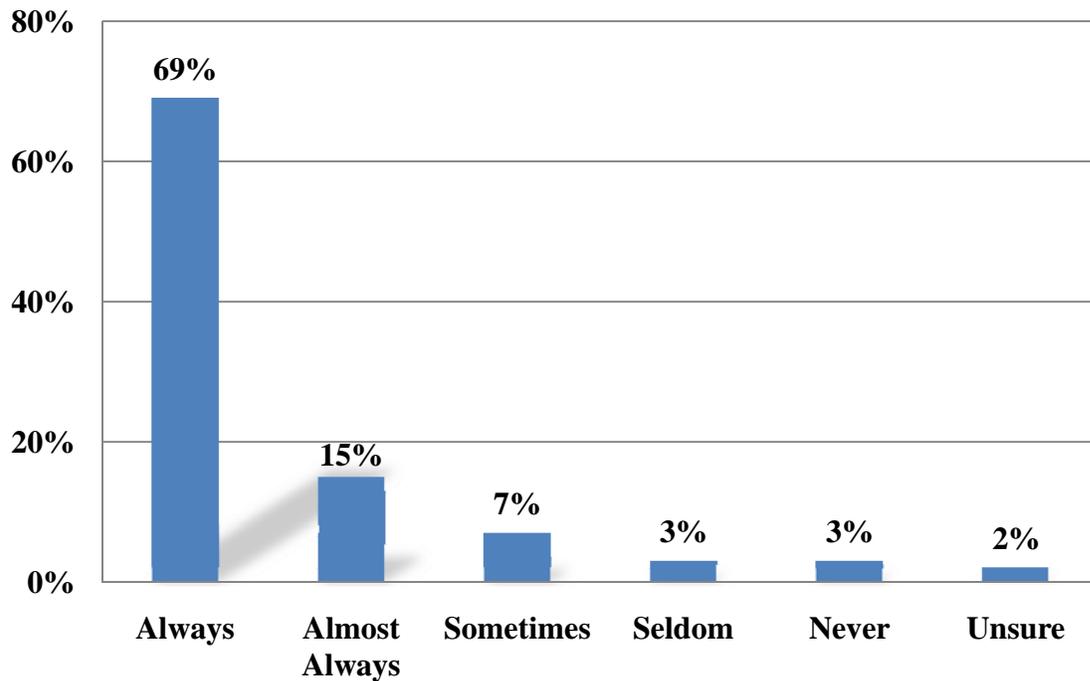


**Comments:**

Seventy-four percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always helps when asked for something, while 14% indicate their case manager or support coordinator almost always helps when asked. Six percent indicate their case manager or support coordinator helps some of the time. Only 1% indicate their case manager or support coordinator seldom and only 1% indicate their case manager or support coordinator never helps when asked for something.

**84% 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.**

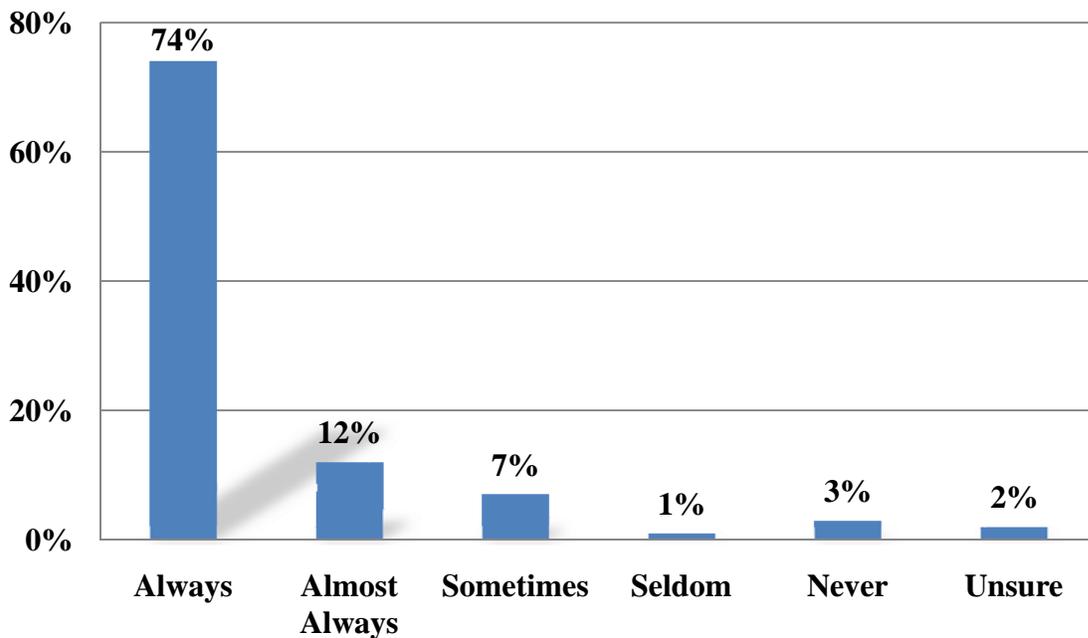


**Comments:**

Sixty-nine percent of customers with a case manager or support coordinator indicate their case manager or support coordinator always asks what they want, while 15% 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 3% indicate their case manager or support coordinator seldom and only 3% indicate their case manager or support coordinator never 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.**

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



**Comments:**

Seventy-four 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, while 12% indicate their case manager or support coordinator almost always helps them to understand options available. Seven percent indicate their case manager or support coordinator helps them to understand the different service options that are available some of the time. Only 1% indicate their case manager or support coordinator seldom and only 3% indicate their case manager or support coordinator never helps them to understand the different service options that are available.

## D. Attendant Services Program

The results in this section are based on 136 completed surveys.

### Key Findings

- **Nearly all customers (94%) are very or somewhat satisfied with the Attendant Services Program.**
- **Nearly all customers (96%) rate the quality of services they receive through the Attendant Services Program as excellent or good.**
- **More than nine in ten customers (91%) indicate the services they receive from the Attendant Services Program always or almost always meet their needs.**
- **Nearly all customers (97%) indicate that the caregivers in the Attendant Service Program always or almost always treat them with respect and courtesy.**
- **84% of customers always or almost always know who to contact if they have a complaint about the Attendant Service Program or need more help.**
- **93% of customers indicate that the Attendant Services Program always or almost always provides services to them when and where they are needed.**
- **Only 19% of customers have experienced problems with the Attendant Services Program during the past 12 months. Among those, only 43% indicate that the Attendant Services Program worked to resolve their problems.**
- **The main ideas for service improvement include paying caregivers more or providing benefits, simply need more help, and the need for more hours for caregivers.**

A summary of the overall ratings of quality and satisfaction are provided page 57 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.

Four items were asked in 2010 that were also asked in 2008 and 2009:

- The services I receive from the Attendant Services Program meet my needs.
- My caregivers in the Attendant Services Program treat me with respect and courtesy.
- I know who to contact if I have a complaint about the Attendant Services Program or if I need more help.
- The Attendant Services Program provides services to me when and where I need them.

In general, the results for 2010 are comparable to those observed in 2008 and 2009 with the exception of the item:

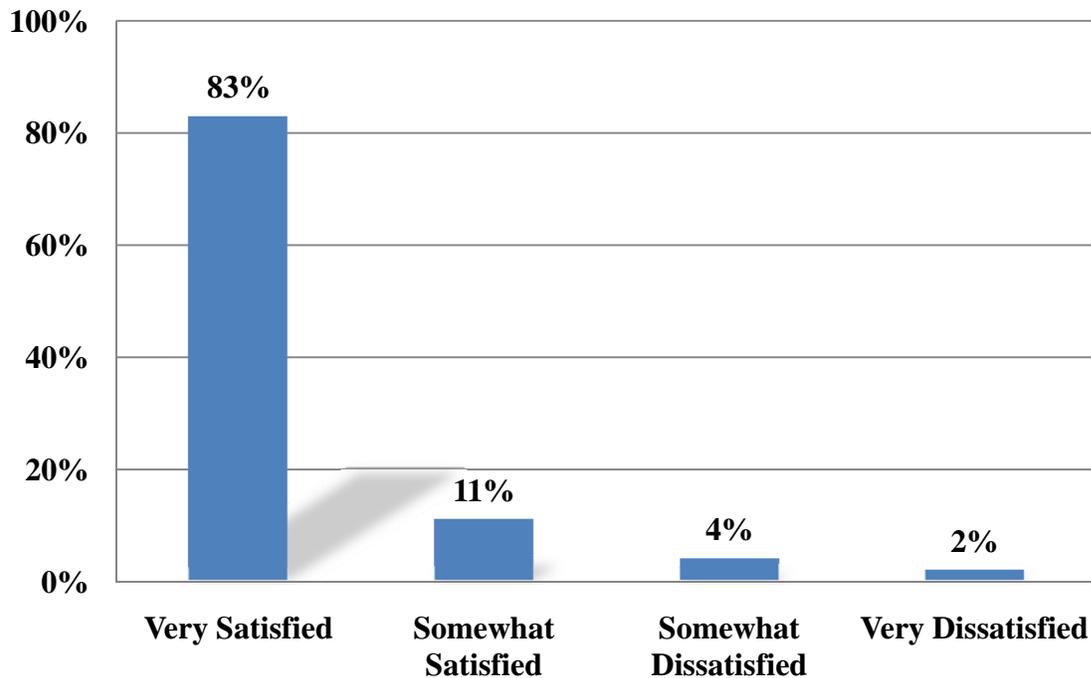
- **I know who to contact if I have a complaint about the Attendant Services Program or if I need more help**, which showed a significant though small decline in the percentage of customers indicating always or almost always since 2009 (from 90% in 2009 to 84% in 2010).

## Summary of Overall Ratings of Quality

	<b>Attendant Services Program</b>	<b>All Customers</b>
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%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	88%	89%
How would you rate the timeliness of your services? (% excellent or good)	82%	84%
How would you rate when you receive your services or care? (% excellent or good)	92%	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)	93%	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)	91%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	86%	86%
How would you rate the courtesy of those who help you? (% excellent or good)	93%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	91%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	92%	92%
Has the help you received made your life... (% somewhat or much better)	96%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	11%	14%

**Nearly all customers (94%) 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 Service Program, 83% are very satisfied and another 11% are somewhat satisfied with the services they receive. Only 4% indicate they are somewhat dissatisfied and only 2% are very dissatisfied with the services they receive through the Attendant Services Program.

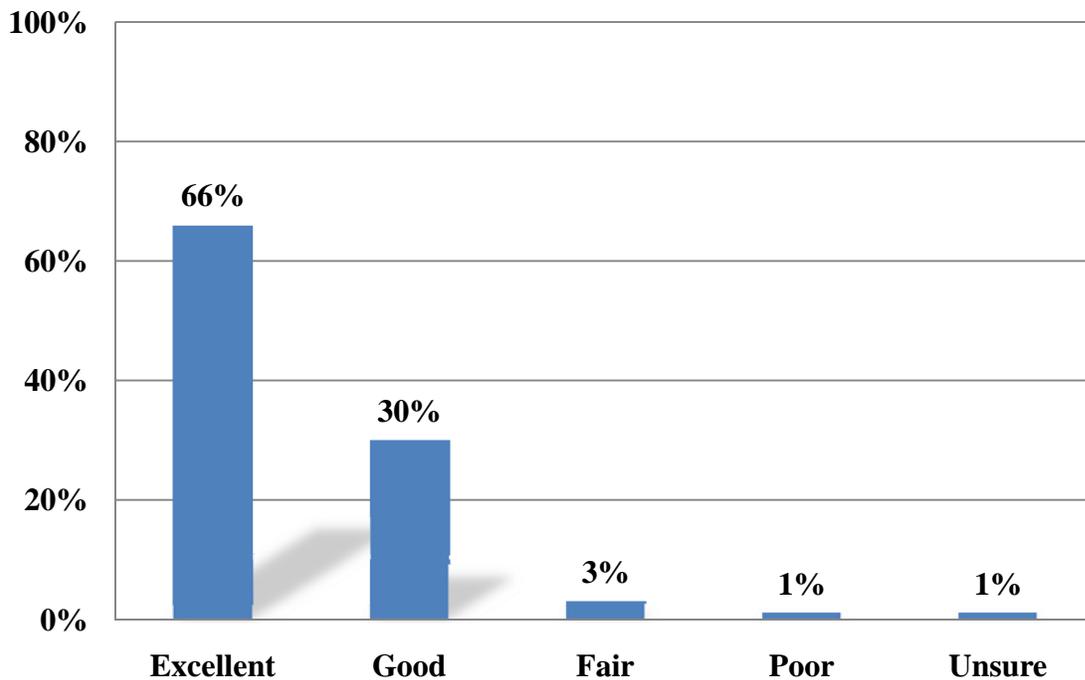
Among the small percentage that are dissatisfied, the main reasons given are that they feel that caregivers are not paid enough or should receive benefits (mentioned by 43% of those who are very or somewhat dissatisfied), that they keep cutting the hours of service or they need more help (26%), the difficulty in finding caregivers (13%), and changes in their caregivers and the need to train new caregivers (13%), among other reasons.

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

<b>Category</b>	<b>%</b>
Caregivers not paid enough, need benefits	43%
Keep cutting hours, need more help	26%
Difficult to find adequate caregivers	13%
Personnel changes, having to train new staff	13%
Not given enough assistance, help	10%
Short-staffed, not enough help	10%
Other	10%

**Nearly all customers (96%) 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?**

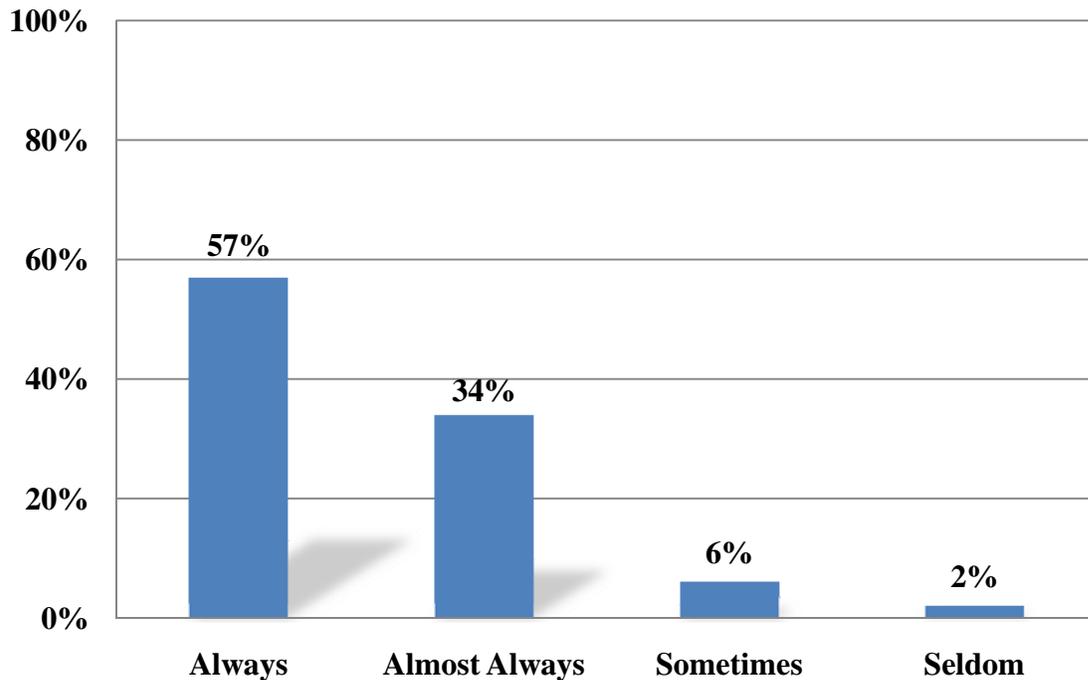


**Comments:**

Among those receiving services through the Attendant Service Program, 66% rate the quality of services as excellent and 30% rate the quality of the services they receive as good. Only 3% indicate that the quality of the services they receive is fair and only 1% indicate the quality of services they receive through the Attendant Services Program is poor.

**More than nine in ten customers (91%) 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:**

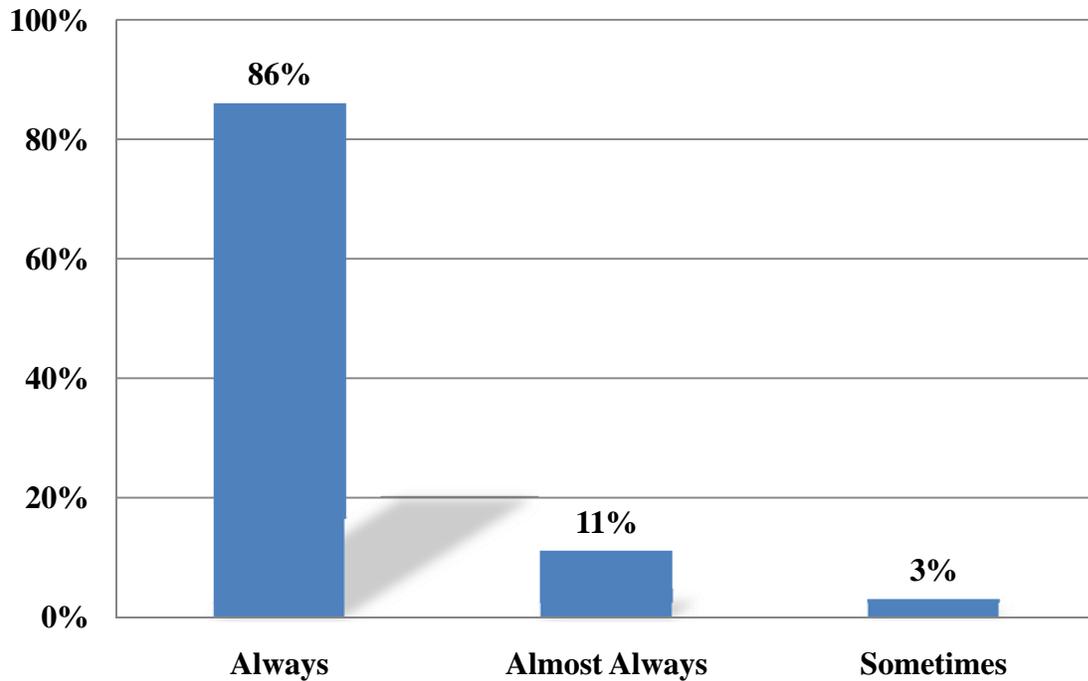
Among those receiving services through the Attendant Service Program, 57% indicate the services they receive always meet their needs. Another 34% indicate the services they receive almost always meet their needs. Six percent of customers indicate that the services they receive through the Attendant Services Program meet their needs some of the time. Only 2% of customers receiving services through the Attendant Service Program indicate that the services only seldom meet their needs.

By Year:

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

**Nearly all customers (97%) indicate that the caregivers in the Attendant Service Program always or almost always treat them with respect and courtesy.**

**My caregivers in the Attendant Services Program treat me with respect and courtesy.**



**Comments:**

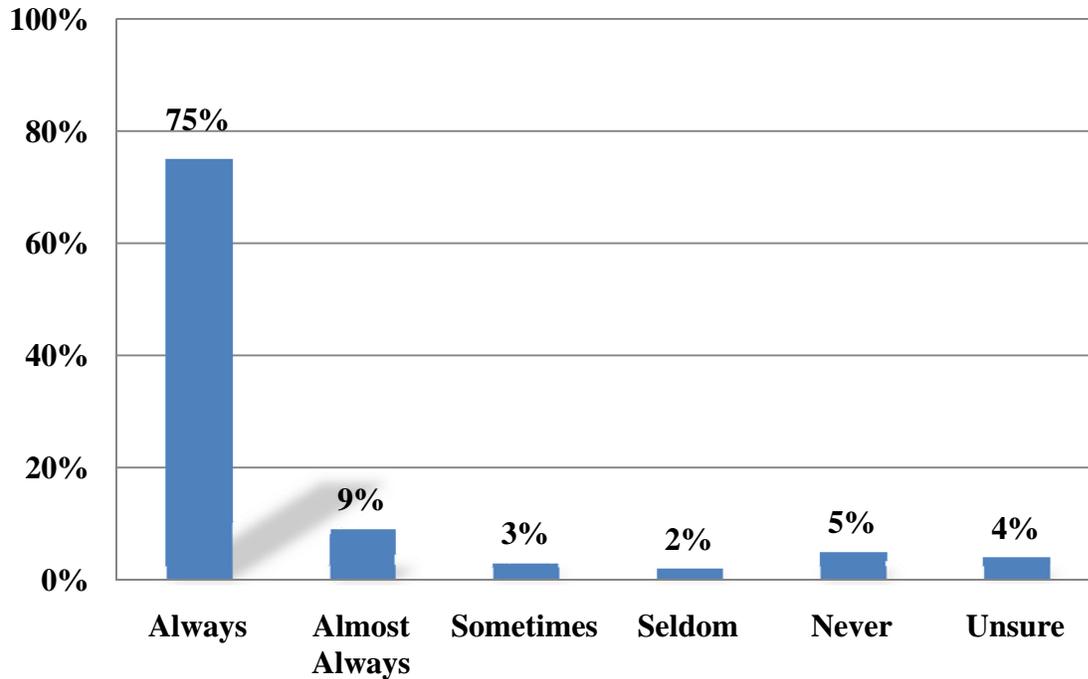
Among those receiving services through the Attendant Service Program, 86% indicate their caregivers always treat them with respect and courtesy. Another 11% indicate the staff at the Adult Day Center almost always treats them with respect and courtesy. Only 3% of customers attending an Adult Day Center indicate their caregivers treat them with respect and courtesy only some of the time.

By Year:

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

**84% of customers always or almost always know who to contact if they have a complaint about the Attendant Service 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:**

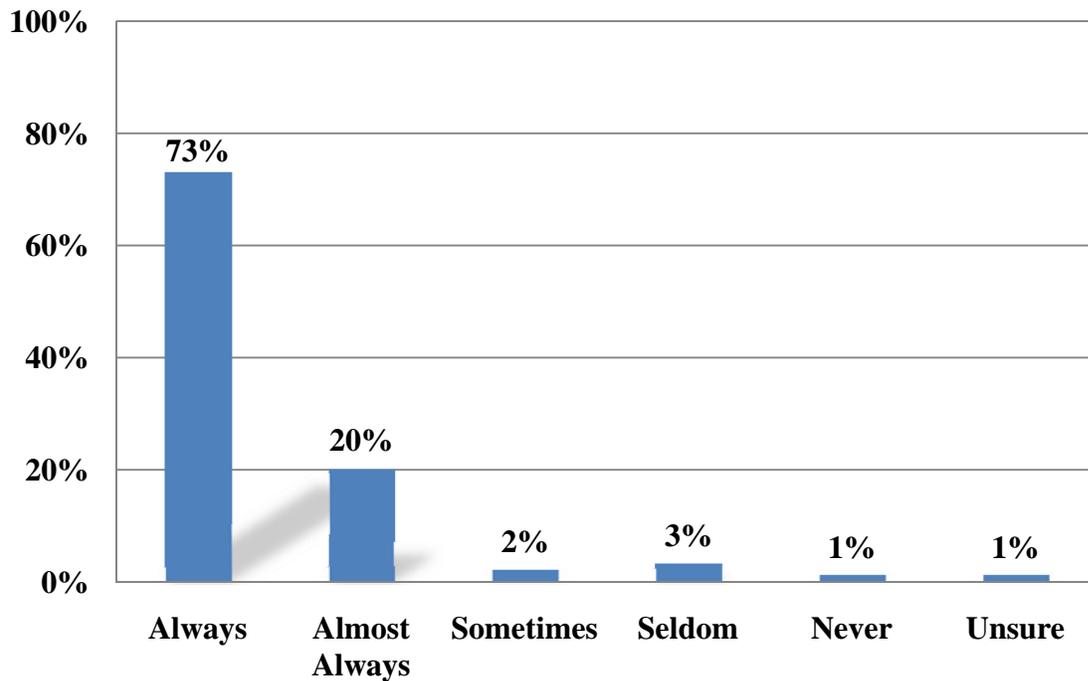
Among those receiving services through the Attendant Service Program, 75% indicate they always know who to contact if they have a complaint or if they need more help. Another 9% indicate they almost always know who to contact. Three percent of customers indicate they know who to contact some of the time. Only 2% of customers receiving services through the Attendant Service Program seldom know and only 5% indicate they never know who to contact if they have a complaint or if they need more help.

By Year:

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

**93% of customers 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:**

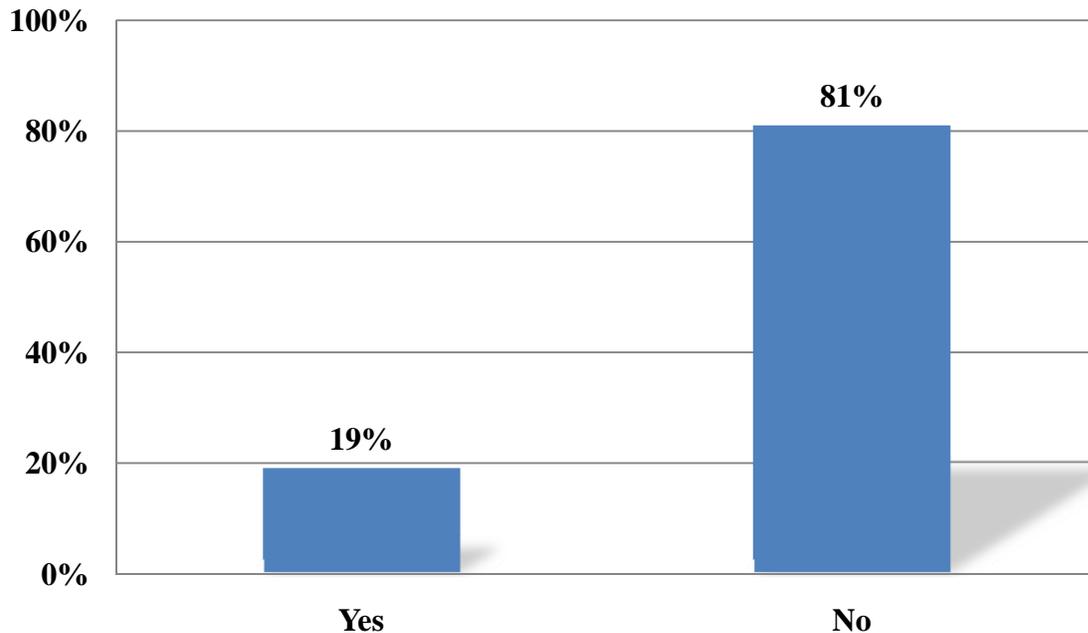
Among those receiving services through the Attendant Service Program, 73% indicate they are provided services when and where they are needed. Another 20% indicate services are almost always provided when and where they are needed. Two percent of customers indicate that services are provided when and where needed through the Attendant Services Program some of the time. Only 3% of customers indicate services are provided seldom and only 1% indicate that services are never provided when and where they are needed.

By Year:

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

**Only 19% of customers have experienced problems with the Attendant Services Program during the past 12 months. Among those, only 43% 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?**



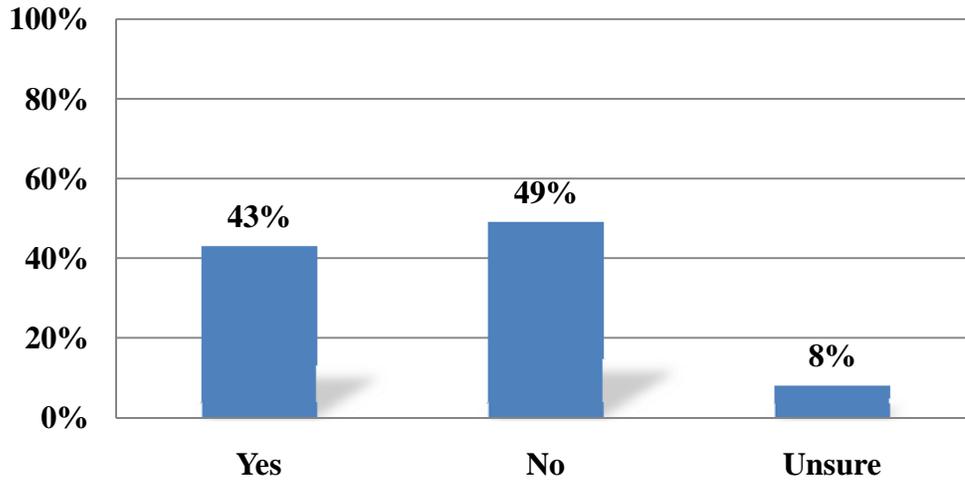
**Comments:**

Among those receiving services through the Attendant Service Program, only 19% report they have experienced problems during the past 12 months. Among those experiencing problems, 17% indicate difficulties in finding adequate caregivers, 13% cite difficulties with paperwork or forms, 9% indicate the slow process of getting services in place, and 8% indicate changes in personnel. Only 43% percent of customers that experienced problems during the prior 12 months indicate that the Attendant Service Program worked to resolve their problems.

**What problems did you experience with the Attendant Services Program during the past 12 months?**  
 (% among customers experiencing problem during the past 12 months)

<b>Category</b>	<b>%</b>
Difficult to find adequate caregivers	17%
Problems with paperwork, new forms	13%
Slow process getting services in place	9%
Personnel changes, having to train new staff	8%
Problems with payments	7%
Poor communication	6%
Slow to return calls	6%
Cost of services is a burden	4%
Suspect theft of medications, personal items	4%
Positive comment in general	4%
Good when they show up, inconsistent attendance	3%
Other	14%

**Did the Attendant Services Program work to resolve any problems?**



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

**What could the Attendant Services Program do to improve the services it offers to you and others?**

<b>Category</b>	<b>%</b>
Caregivers not paid enough, need benefits	16%
Need more help, more time	8%
Keep cutting hours, need more help	4%
Short-staffed, not enough help	3%
Programs need more funding, keep them going	3%
Slow process getting services in place	2%
Problems with paperwork, new forms	2%
Calls not returned	1%
Did not receive needed assistance	1%
Not enough information given to take best advantage of available services	1%
Need more information, communication	1%
More detail oriented, professional	1%
Not given enough assistance, help	1%
Staff does not listen to concerns, requests	1%
Address management problems, mismanagement	1%
Difficult to find adequate caregivers	1%
Personnel changes, having to train new staff	1%
Problems with payments	1%
Better screening of caregivers	1%
New caregivers need more training	1%
Transportation assistance	1%
Short-staffed; need to have back-ups in place when caregiver is out for day	1%
Would like to find out about other available services	1%
Other	5%
Nothing	47%
Unsure	6%

## Comments:

Among those receiving services through the Attendant Service Program, 47% offered suggestions for improving the services provided to customers. Sixteen percent indicate that caregivers should be paid more or that caregivers need to receive benefits. Eight percent indicate that they (the customer) simply needed more help or more time with the caregiver. Other comments include the need to stop cutting hours (mentioned by 4%), that the program is short-staffed and needed more help (3%), programs like the Attendant Service Program need more funding (3%), the need to speed up the process of getting services in place (2%), and to simplify paperwork or eliminate difficulties in completing paperwork (2%), among other ideas.

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

**The results in this section are based on 389 completed surveys.**

Results are presented in this section for all 389 customers. 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

<b>Group</b>	<b># of Respondents</b>
Consumer Directed	80
Surrogate Directed	140
Home Health Agency Directed (total)	169
Addison County Home Health Agency	19
Bayada Professional Nurses Service Inc.	29
Caledonia Home Health	15
Central VT Home Health Agency & Hospice	9
Franklin County Home Health & Hospice	26
Lamoille Home Health Agency & Hospice	4
Orleans-Essex VNA Association & Hospice, Inc.	9
Rutland Area VNA Hospice	8
Visiting Nurse Alliance of VT & New Hampshire	7
Visiting Nurse Association, Chittenden& Grand Isle	39
VNA & Hospice of Southwestern Vermont Health Care	4
Total Personal Care Services Respondents	389

### Key Findings

- **Nearly all customers (98%) are very or somewhat satisfied with Personal Care Services.**
- **Nearly all customers (97%) rate the quality of services they receive through Personal Care Services as excellent or good.**
- **More than nine in ten customers (93%) 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.**
- **92% of customers always or almost always know who to contact if they have a complaint about Personal Care Services or need more help.**
- **93% of customers indicate that Personal Care Services always or almost always provides services to them when and where they are needed.**
- **Only 16% of customers have experienced problems with Personal Care Services during the past 12 months. Among those, 67% indicate that Personal Care Services worked to resolve their problems.**
- **The main ideas for service improvement include that the customer needs more help and paying caregivers more or providing benefits.**

A summary of the overall ratings of quality and satisfaction are provided on page 71 and include results for all customers for comparison. In general, the results for those receiving services through Personal Care Services are comparable to those observed among all customers. A summary of responses for consumer directed, surrogate directed, and home health agency directed (by agency) customers is provided on pages 72-73. A summary of the items evaluating the case manager or support coordinator is provided on page 74. In general, the results for those receiving Personal Care Services are also comparable to those observed among all customers. A summary of responses for consumer directed, surrogate directed, and agency directed (by agency) customers is provided on pages 75-76.

Four items were asked in 2010 that were also asked in 2008 and 2009:

- The Personal Care Services I receive meet my needs.
- My personal caregiver treats me with respect and courtesy.
- I know who to contact if I have a complaint about Personal Care Services or if I need more help.
- Personal Care Services are provided to me when and where I need them.

In general, the results for 2010 are comparable to those observed in 2008 and 2009, though two items did show an increase since 2009:

- **The Personal Care Services I receive meet my needs** which showed a significant increase in the percentage of customers indicating always or almost always since 2009 (from 87% in 2009 to 93% in 2010), and
- **Personal Care Services are provided to me when and where I need them** which showed a significant increase in the percentage of customers indicating always or almost always since 2009 (from 86% in 2009 to 93% in 2010).

## Summary of Overall Ratings of Quality

	<b>Personal Care Services</b>	<b>All Customers</b>
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)	84%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	89%
How would you rate the timeliness of your services? (% excellent or good)	86%	84%
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)	92%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	92%	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)	92%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	90%	86%
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)	95%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	95%	92%
Has the help you received made your life... (% somewhat or much better)	94%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	9%	14%

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

	Consumer Directed	Surrogate Directed	Addison County Home Health Agency	Bayada Professional Nurses Service Inc.	Caledonia Home Health	Central VT Home Health Agency & Hospice	Franklin County Home Health & 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)	92%	82%	90%	79%	92%	77%	90%
How would you rate the overall quality of the help you receive? (% excellent or good)	95%	94%	93%	85%	86%	100%	100%
How would you rate the timeliness of your services? (% excellent or good)	85%	89%	80%	90%	86%	69%	90%
How would you rate when you receive your services or care? (% excellent or good)	94%	93%	90%	89%	90%	87%	89%
How would you rate the communication between you and the people who help you? (% excellent or good)	93%	91%	94%	78%	100%	100%	94%
How would you rate the reliability of the people who help you? (% excellent or good)	92%	95%	85%	70%	96%	82%	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)	95%	92%	96%	85%	100%	100%	91%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	89%	91%	93%	88%	88%	100%	97%
How would you rate the courtesy of those who help you? (% excellent or good)	98%	96%	100%	98%	100%	100%	97%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	97%	94%	93%	88%	96%	100%	92%
Overall, how do you rate the value of the services you receive? (% excellent or good)	95%	95%	93%	91%	100%	100%	97%
Has the help you received made your life... (% somewhat or much better)	91%	94%	97%	98%	100%	100%	81%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	3%	9%	32%	13%	24%	0%	10%

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

	Lamoille Home Health Agency & Hospice	Orleans-Essex VNA Association & Hospice, Inc.	Rutland Area VNA Hospice	Visiting Nurse Alliance of VT & New Hampshire	Visiting Nurse Association, Chittenden & 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%	92%	88%	73%	71%	72%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	100%	100%	82%	87%	72%
How would you rate the timeliness of your services? (% excellent or good)	100%	100%	100%	73%	85%	72%
How would you rate when you receive your services or care? (% excellent or good)	100%	91%	100%	84%	89%	72%
How would you rate the communication between you and the people who help you? (% excellent or good)	100%	100%	100%	100%	88%	72%
How would you rate the reliability of the people who help you? (% excellent or good)	100%	100%	90%	100%	93%	57%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	69%	100%	100%	91%	89%	40%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	69%	100%	100%	75%	86%	72%
How would you rate the courtesy of those who help you? (% excellent or good)	100%	100%	100%	100%	98%	72%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	100%	100%	100%	100%	92%	72%
Overall, how do you rate the value of the services you receive? (% excellent or good)	100%	100%	100%	100%	90%	100%
Has the help you received made your life... (% somewhat or much better)	100%	100%	84%	100%	96%	100%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	0%	9%	11%	0%	6%	0%

## Summary of Items Evaluating of Case Manager or Support Coordinator

	<b>Personal Care Services</b>	<b>All Customers</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	96%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	88%	84%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	94%	91%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	90%	86%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	92%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	90%	84%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	86%

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

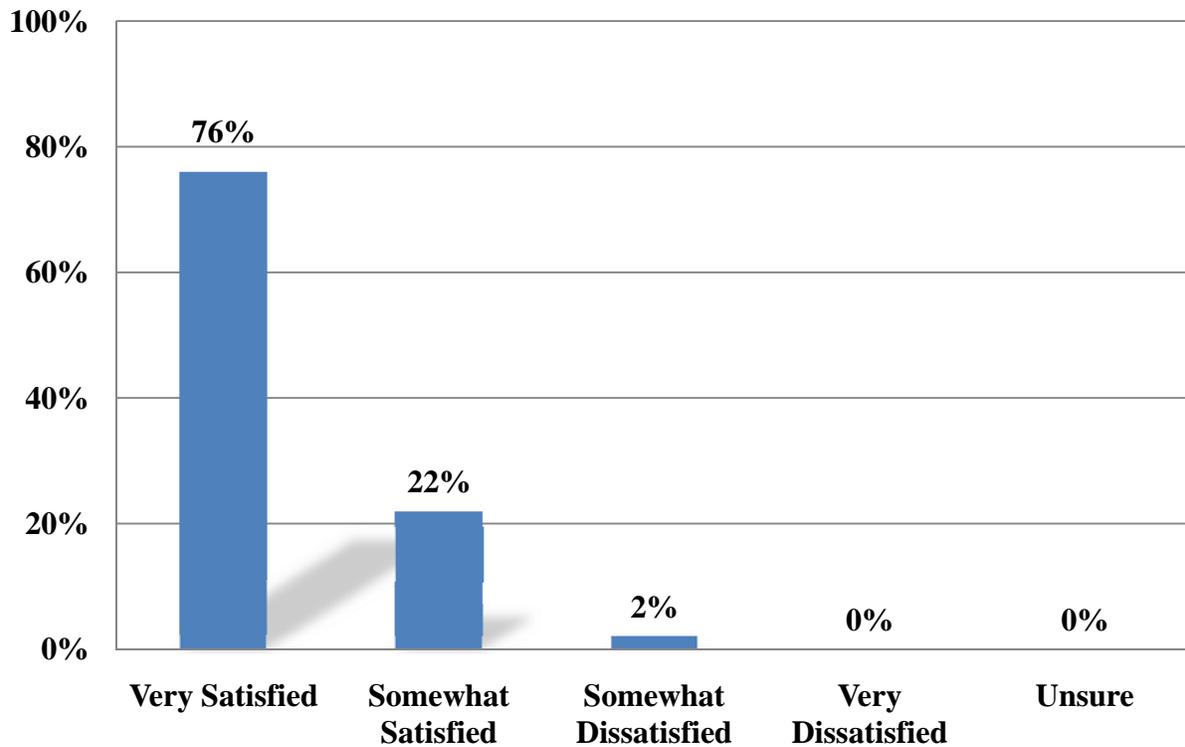
	Consumer Directed	Surrogate Directed	Addison County Home Health Agency	Bayada Professional Nurses Service Inc.	Caledonia Home Health	Central VT Home Health Agency & Hospice	Franklin County Home Health & Hospice
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	99%	97%	84%	87%	100%	100%	100%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	89%	90%	84%	77%	100%	87%	91%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	93%	98%	85%	93%	100%	100%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	90%	91%	80%	75%	100%	100%	95%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	94%	92%	84%	78%	100%	100%	100%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	90%	93%	81%	86%	90%	85%	100%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	94%	88%	93%	81%	100%	86%	100%

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

	Lamoille Home Health Agency & Hospice	Orleans-Essex VNA Association & Hospice, Inc.	Rutland Area VNA Hospice	Visiting Nurse Alliance of VT & New Hampshire	Visiting Nurse Association, Chittenden & 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%	100%	100%	94%	100%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	100%	100%	71%	91%	89%	100%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	100%	100%	100%	70%	91%	100%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	69%	100%	86%	90%	91%	100%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	100%	100%	74%	80%	93%	100%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	85%	100%	86%	100%	86%	100%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	100%	100%	100%	90%	87%	75%

**Nearly all customers (98%) 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 76% are very satisfied and another 22% are somewhat satisfied with the services they receive. Only 2% indicate they are somewhat dissatisfied with the services they receive through Personal Care Services.

Among the small percentage that are dissatisfied, the main reasons given are the need for better screening of caregivers (mentioned by 22% of those who are very or somewhat dissatisfied), that caregivers are un-responsive to the needs of the customer (21%), the need for improved communications and scheduling (13%), and the need for more help getting up (13%), among others.

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

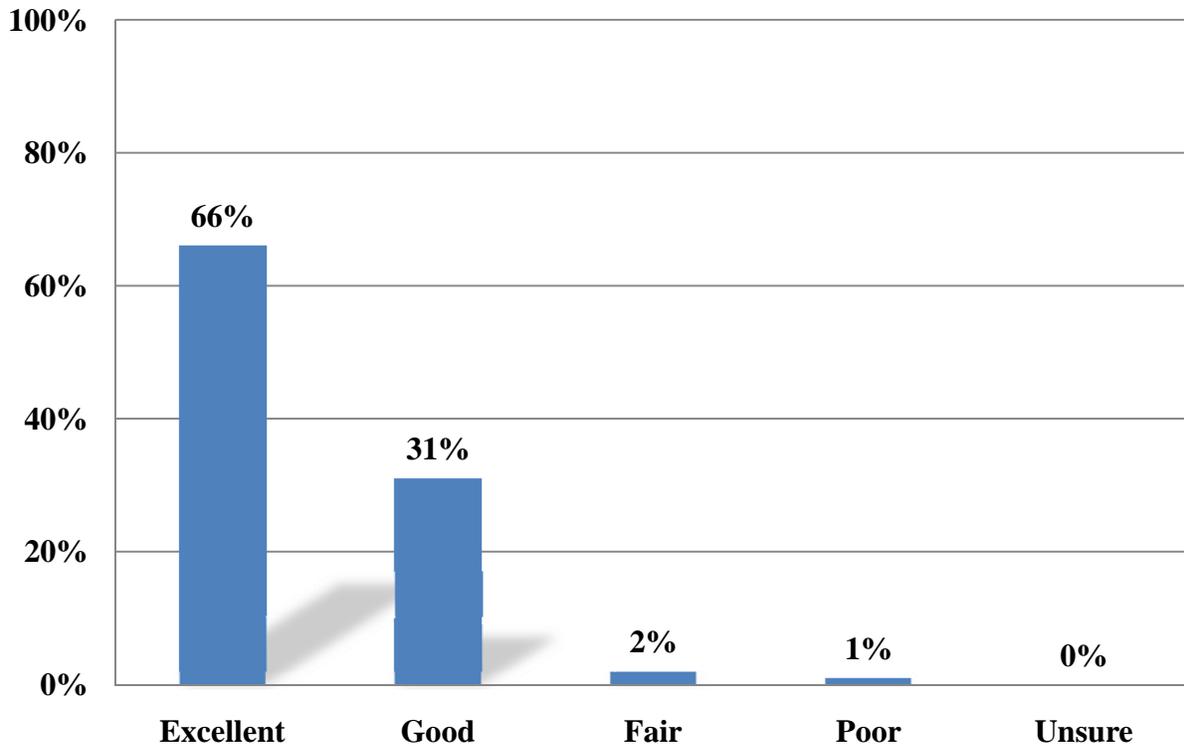
<b>Total Customers</b>	98%
Consumer Directed	100%
Surrogate Directed	94%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc.	100%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	88%
Franklin County Home Health & Hospice	96%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chittenden & Grand Isle	97%
VNA & Hospice of Southwestern Vermont Health Care	100%

**Why are you dissatisfied with the Personal Care Services you receive?  
(% among customers indicating they are very or somewhat dissatisfied)**

<b>Category</b>	<b>Total</b>
Better screening of caregivers	22%
Caregivers unresponsive to needs	21%
Improve communication; who is coming, and when	13%
Need more help getting up, spouse not supposed to do it	13%
Cost of services is a burden	11%
Services have been cut back	10%
Personality, temperament conflicts with caregivers	6%
Unsure	14%
<b>Total</b>	<b>100%</b>

**Nearly all customers (97%) 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:

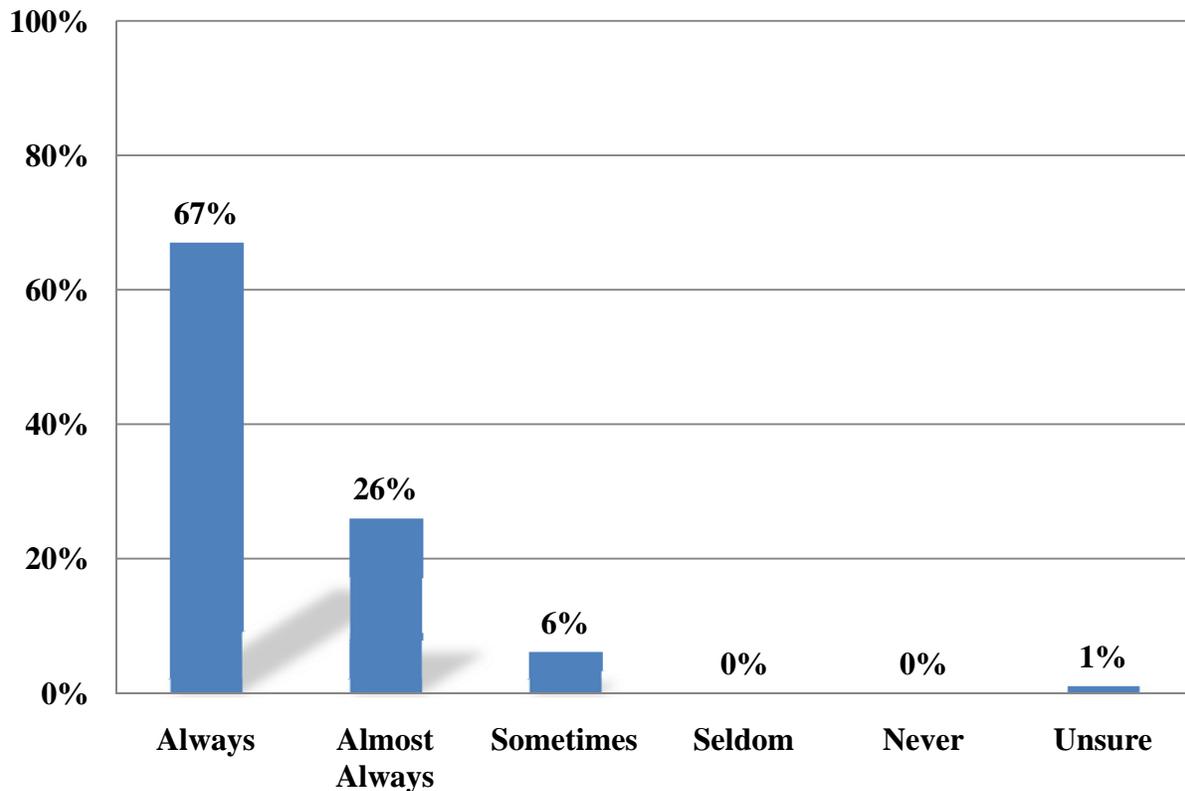
Among those receiving services through Personal Care Services, 66% rate the quality of services as excellent and 31% rate the quality of the services they receive as good. Only 2% indicate that the quality of the services they receive is fair and only 1% indicate the quality of services they receive through Personal Care Services is poor.

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

<b>Total Customers</b>	97%
Consumer Directed	98%
Surrogate Directed	98%
Addison County Home Health Agency	93%
Bayada Professional Nurses Service Inc.	89%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	97%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chittenden & Grand Isle	97%
VNA & Hospice of Southwestern Vermont Health Care	100%

**More than nine in ten customers (93%) 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, 67% indicate the services they receive always meet their needs. Another 26% indicate the services they receive almost always meet their needs. Six percent of customers indicate that the services they receive through Personal Care Services meet their needs some of the time.

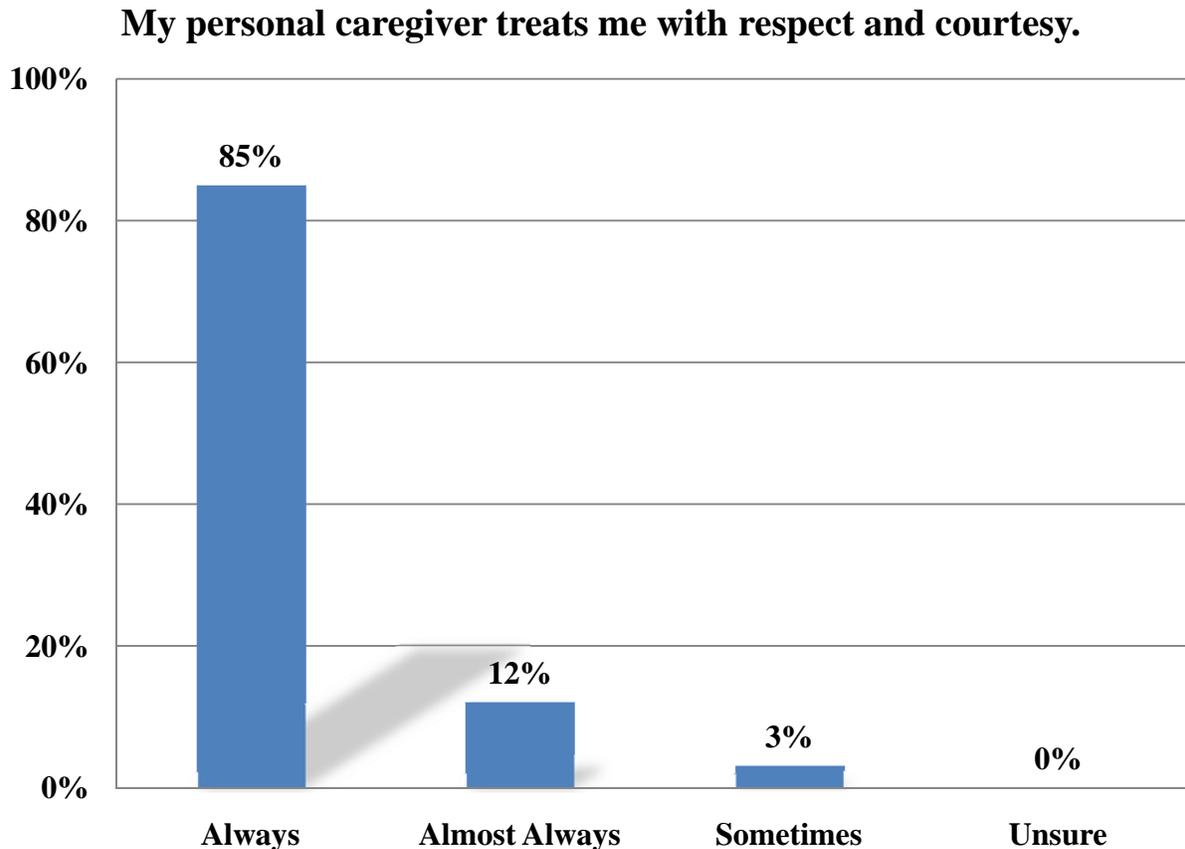
#### By Year:

- In 2008, 88% rated as always or almost always.
- In 2009, 87% 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)**

<b>Total Customers</b>	93%
Consumer Directed	93%
Surrogate Directed	93%
Addison County Home Health Agency	97%
Bayada Professional Nurses Service Inc.	78%
Caledonia Home Health	95%
Central VT Home Health Agency & Hospice	88%
Franklin County Home Health & Hospice	98%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
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%

**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, 85% indicate their caregivers always treat them with respect and courtesy. Another 12% indicate their caregivers almost always treat them with respect and courtesy. Only 3% of customers receiving services through Personal Care Services indicate their caregivers treat them with respect and courtesy only some of the time.

By Year:

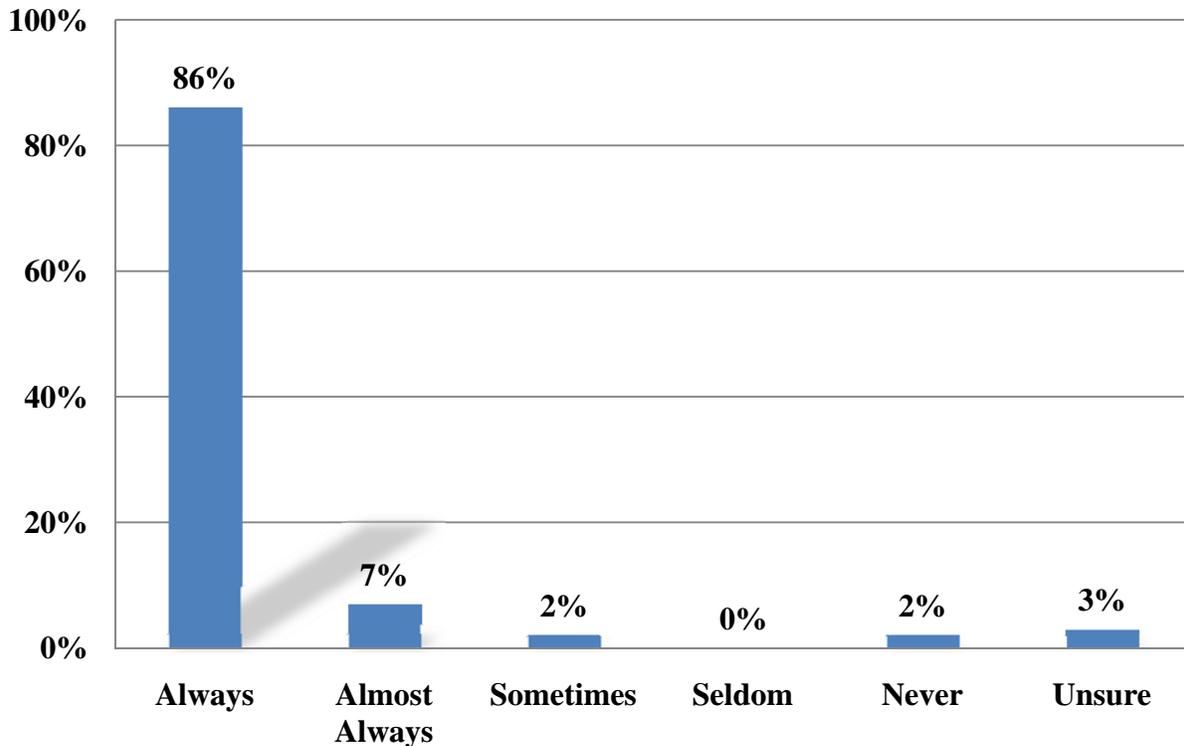
- In 2008, 92% rated as always or almost always.
- In 2009, 92% rated as always or almost always.

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

<b>Total Customers</b>	97%
Consumer Directed	95%
Surrogate Directed	96%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc.	95%
Caledonia Home Health	100%
Central VT Home Health Agency & Hospice	100%
Franklin County Home Health & Hospice	98%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	100%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chittenden & Grand Isle	98%
VNA & Hospice of Southwestern Vermont Health Care	100%

**92% 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, 86% indicate they always know who to contact if they have a complaint or if they need more help. Another 7% indicate they almost always know who to contact. Two 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.

By Year:

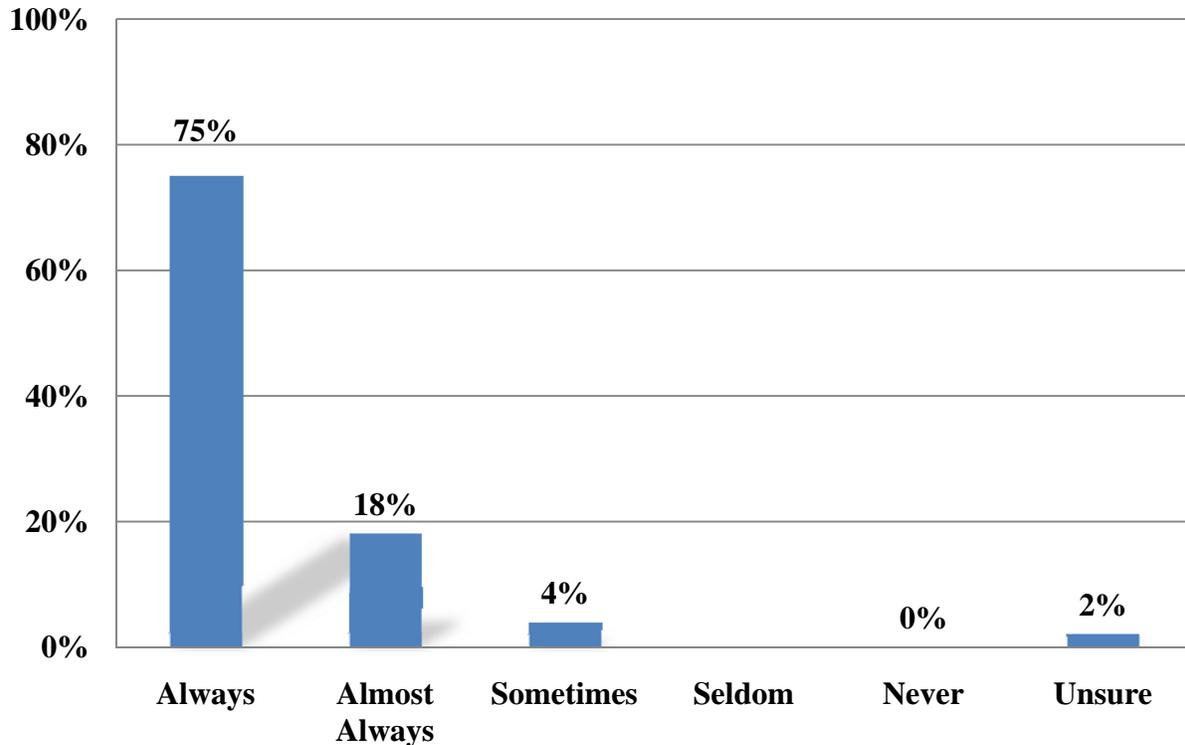
- In 2008, 87% rated as always or almost always.
- In 2009, 88% rated as always or almost always.

**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)**

<b>Total Customers</b>	93%
Consumer Directed	92%
Surrogate Directed	91%
Addison County Home Health Agency	100%
Bayada Professional Nurses Service Inc.	82%
Caledonia Home Health	96%
Central VT Home Health Agency & Hospice	87%
Franklin County Home Health & Hospice	100%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	91%
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%

**93% 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, 75% indicate they are provided services when and where they are needed. Another 18% 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 through Personal Care Services some of the time.

By Year:

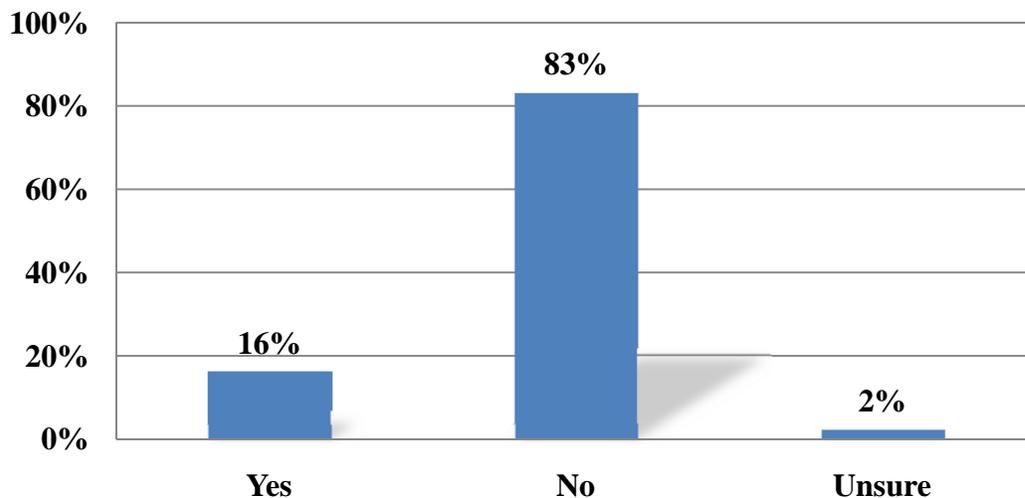
- In 2008, 90% rated as always or almost always.
- In 2009, 86% rated as always or almost always.

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

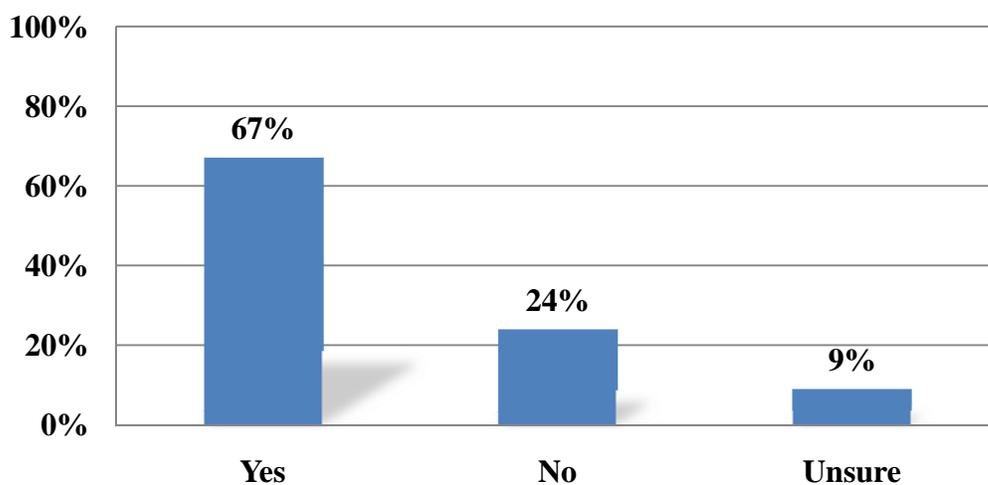
<b>Total Customers</b>	93%
Consumer Directed	93%
Surrogate Directed	95%
Addison County Home Health Agency	89%
Bayada Professional Nurses Service Inc.	86%
Caledonia Home Health	95%
Central VT Home Health Agency & Hospice	88%
Franklin County Home Health & Hospice	98%
Lamoille Home Health Agency & Hospice	100%
Orleans-Essex VNA Association & Hospice, Inc.	100%
Rutland Area VNA Hospice	88%
Visiting Nurse Alliance of VT & New Hampshire	100%
Visiting Nurse Association, Chittenden & Grand Isle	93%
VNA & Hospice of Southwestern Vermont Health Care	68%

**Only 16% of customers have experienced problems with Personal Care Services during the past 12 months. Among those, 67% 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?**



## Comments:

Among those receiving services through Personal Care Services, only 16% report they have experienced problems during the past 12 months.

- 33% of those under age 50 indicate they experienced problems during the prior 12 months, significantly more than other customers.

Among those experiencing problems, 16% indicate caregivers are good when they show up but have inconsistent attendance, 15% indicate they need more help, 12% indicate difficulties with caregivers wanting or knowing how to work, 12% indicate that caregivers are unresponsive to their needs, and 11% note scheduling problems.

Sixty-seven percent of customers that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems.

- Only 48% of those under age 50 indicate that Personal Care Services worked to resolve their problem, significantly less than other customers.

### Summary by Group and Agency Providing Services

	% Experiencing Problems	% Indicating Worked to Resolve Problem
<b>Total Customers</b>	16%	67%
Consumer Directed	10%	71%
Surrogate Directed	6%	50%
Addison County Home Health Agency	20%	45%
Bayada Professional Nurses Service Inc.	42%	77%
Caledonia Home Health	10%	100%
Central VT Home Health Agency & Hospice	45%	72%
Franklin County Home Health & Hospice	17%	100%
Lamoille Home Health Agency & Hospice	31%	100%
Orleans-Essex VNA Association & Hospice, Inc.	16%	100%
Rutland Area VNA Hospice	13%	100%
Visiting Nurse Alliance of VT & New Hampshire	9%	0%
Visiting Nurse Association, Chittenden & Grand Isle	29%	48%
VNA & Hospice of Southwestern Vermont Health Care	32%	100%

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

<b>Category</b>	<b>%</b>
Good when they show up, inconsistent attendance	16%
Need more help, more time	15%
Laziness; do not want or know how to work	12%
Caregivers unresponsive to needs	12%
Scheduling problems, switching employees	11%
Poor professional skills; rudeness, gossiping, cell phone use	9%
Poor communication	7%
Difficult to find adequate caregivers	4%
Short-staffed, not enough help	3%
Problems with payments	2%
Slow process getting services in place	3%
Suspect theft of medications, personal items	3%
Improve communication; who is coming, and when	2%
Personality, temperament conflicts with caregivers	4%
Transportation assistance	1%
Miscommunication with case worker	2%
Not given enough assistance, help	2%
Staff does not listen to concerns, requests	2%
Dependable, reliable; take good care of me	2%
New caregivers need more training	2%
Cost of services is a burden	1%
Personnel changes, having to train new staff	1%
Need more help getting up, spouse not supposed to do it	1%
Concerns of physical abuse	1%
specific caregiver is appreciated	2%
Other	9%
Unsure	6%
Total	100%

**The main ideas for service improvement include that the customer needs more help and paying caregivers more or providing benefits.**

**What could be done to improve the Personal Care Services offered to you and others?**

<b>Category</b>	<b>%</b>
Need more help, more time	7%
Caregivers not paid enough, need benefits	4%
Short-staffed, not enough help	2%
Good when they show up, inconsistent attendance	2%
Improve training; work skills & professionalism	2%
Improve communication; who is coming, and when	2%
Transportation assistance	2%
Overall satisfied with services I receive	2%
Lack of contact, communication with case worker	1%
Not given enough assistance, help	1%
Poor communication	1%
Staff does not listen to concerns, requests	1%
Difficult to find adequate caregivers	1%
Problems with paperwork, new forms	1%
Scheduling problems, switching employees	2%
Understaffed	1%
Caregivers unresponsive to needs	1%
New caregivers need more training	1%
Better oversight of caregivers going into private homes	2%
Respite care	1%
Programs need more funding, keep them going	1%
Better screening of caregivers	1%
Other	4%
Nothing	55%
Unsure	10%
Total	100%

## Comments:

Among those receiving services through Personal Care Services, 35% offered suggestions for improving the services provided to customers. Seven percent indicate that they simply need more help. Four percent indicate that caregivers should be paid more or that caregivers need to receive benefits. Other comments include that they are short-staffed (2%), inconsistent attendance with caregivers (2%), the need to improve training, work skills, and professionalism (2%), Improving communication so customers know who is coming and when they care coming (2%), the need for transportation assistance (2%), and overall satisfaction with services (2%), among other comments.

## F. Flexible Choices

**The results in this section are based on 52 completed surveys.**

These respondents were asked the same series of questions about personal care services as those receiving consumer, surrogate, or home health agency directed personal care services.

### Key Findings

- **Nearly all customers (97%) are very or somewhat satisfied with Flexible Choices services.**
- **Nearly all customers (88%) rate the quality of services they receive through Flexible Choices as excellent or good.**
- **Nearly nine in ten customers (88%) indicate the services they receive from Flexible Choices always or almost always meet their needs.**
- **More than nine in ten customers (91%) indicate that the caregivers in Flexible Choices always or almost always treat them with respect and courtesy.**
- **90% of customers always or almost always know who to contact if they have a complaint about Flexible Choices or need more help.**
- **92% of customers indicate that Flexible Choices always or almost always provides services to them when and where they are needed.**
- **Only 19% of customers have experienced problems with Flexible Choices during the past 12 months. Among those, only 32% indicate that Flexible Choices worked to resolve their problems.**
- **The main ideas for service improvement include that the customer needs more help and the program needs additional funding.**

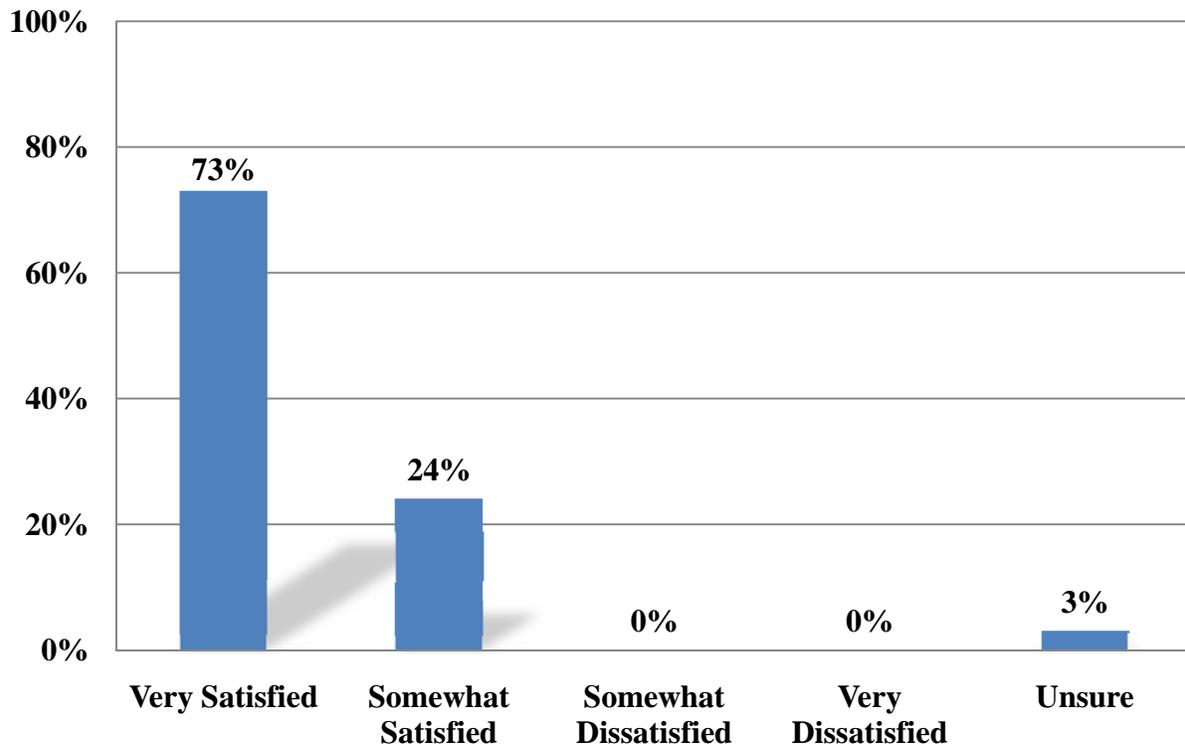
A summary of the overall ratings of quality and satisfaction are provided on page 95 and include results for all customers for comparison. In general, the results for those receiving services through Flexible Choices are comparable to those observed among all customers.

## Summary of Overall Ratings of Quality

	<b>Flexible Choices</b>	<b>All Customers</b>
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%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	88%	89%
How would you rate the timeliness of your services? (% excellent or good)	92%	84%
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)	86%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	86%	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%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	87%	86%
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)	85%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	90%	92%
Has the help you received made your life... (% somewhat or much better)	95%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	9%	14%

**Nearly all customers (88%) are very or somewhat satisfied with Flexible Choices services.**

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

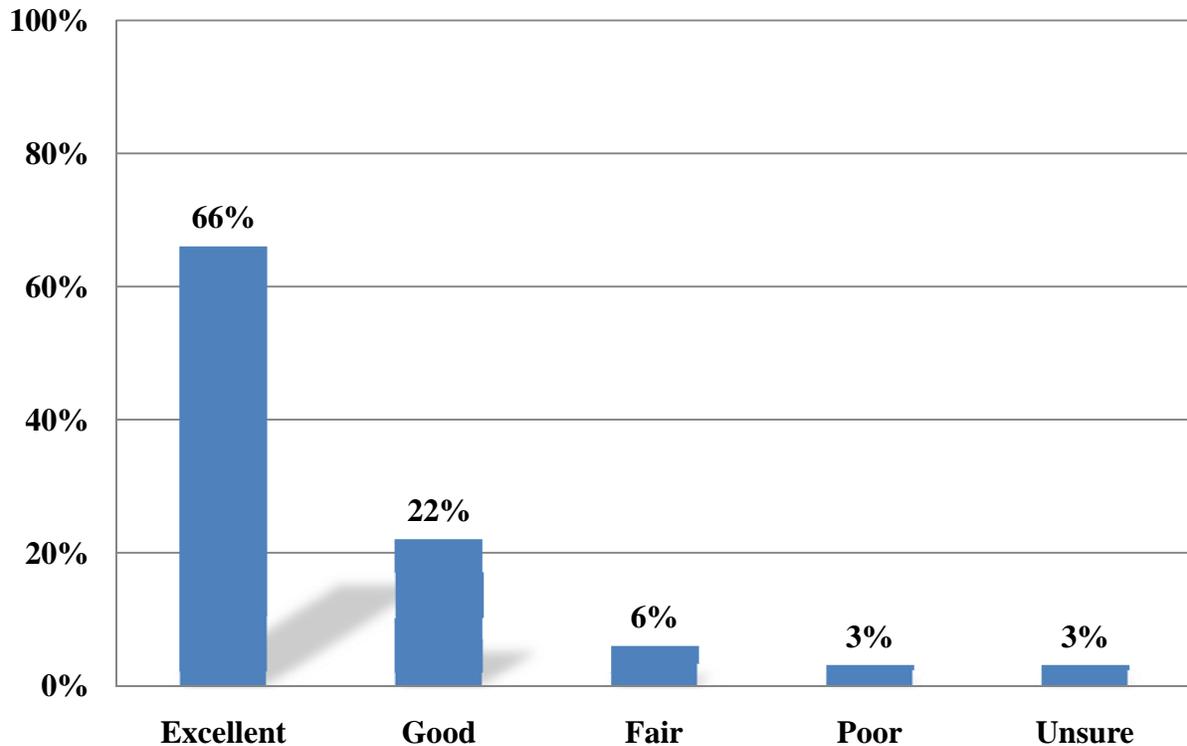


**Comments:**

Among those receiving services through Flexible Choices, 73% are very satisfied and another 24% are somewhat satisfied with the services they receive.

**Nearly all customers (88%) rate the quality of services they receive through Flexible Choices as excellent or good.**

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

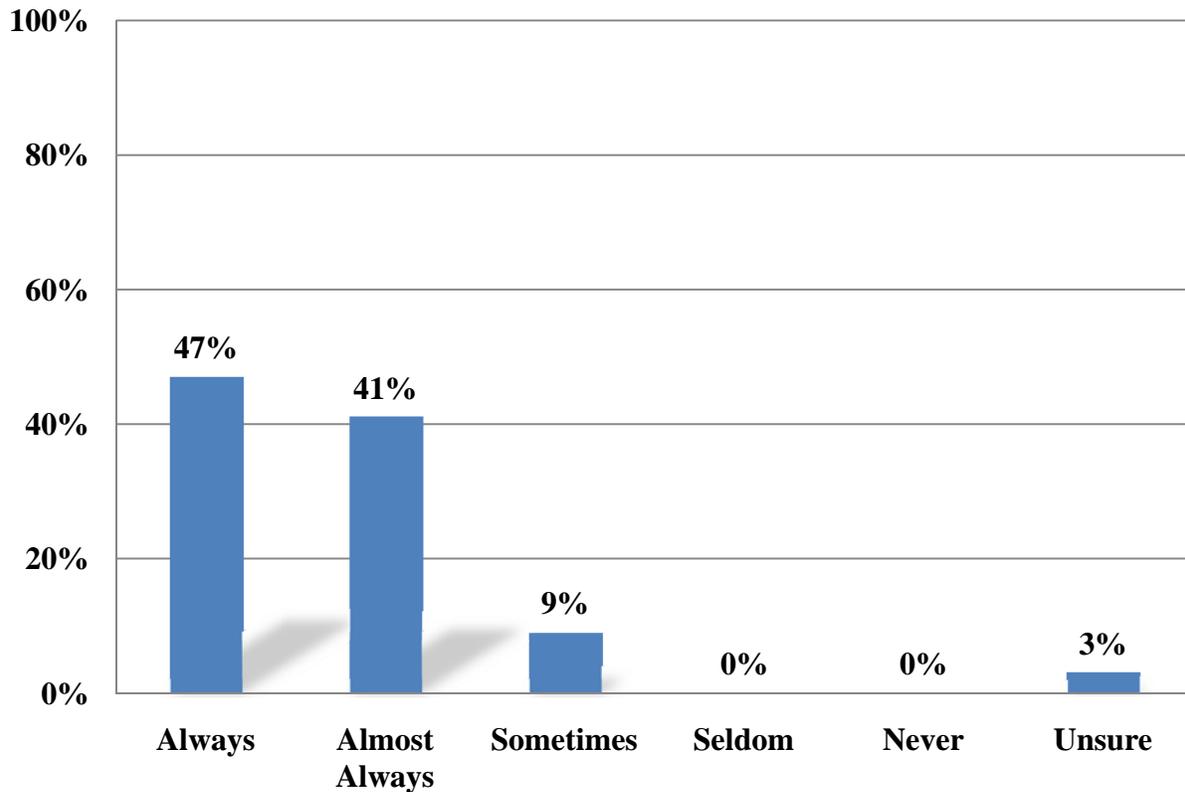


#### Comments:

Among those receiving services through Flexible Choices, 66% rate the quality of services as excellent and 22% rate the quality of the services they receive as good. Only 6% indicate that the quality of the services they receive is fair and only 3% indicate the quality of services they receive through Flexible Choices is poor.

**Nearly nine in ten customers (88%) indicate the services they receive from Flexible Choices always or almost always meet their needs.**

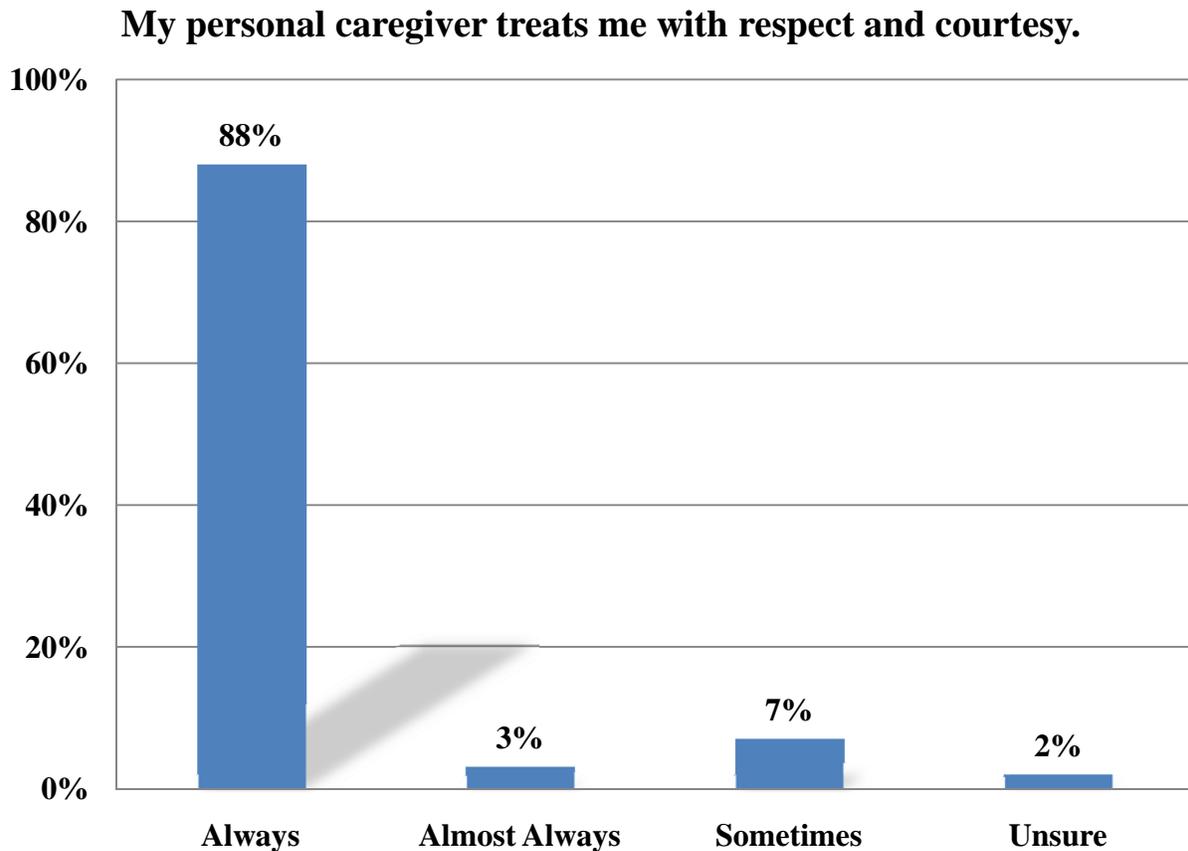
**The Personal Care Services I receive meet my needs.**



**Comments:**

Among those receiving services through Flexible Choices, 47% indicate the services they receive always meet their needs. Another 41% indicate the services they receive almost always meet their needs. Nine percent of customers indicate that the services they receive through Flexible Choices meet their needs some of the time.

**More than nine in ten customers (91%) indicate that the caregivers in Flexible Choices always or almost always treat them with respect and courtesy.**

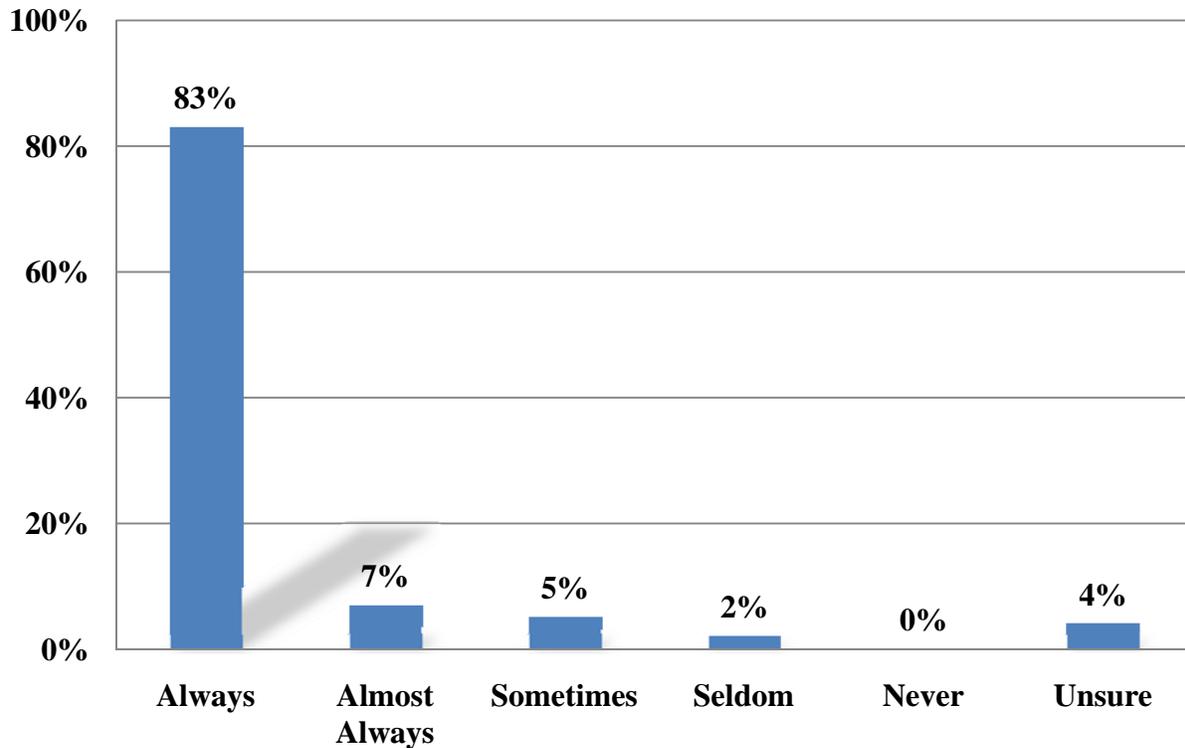


**Comments:**

Among those receiving services through Flexible Choices, 88% indicate their caregivers always treat them with respect and courtesy. Another 3% indicate their caregivers almost always treat them with respect and courtesy. Only 7% of customers receiving services through Flexible Choices indicate their caregivers treat them with respect and courtesy only some of the time.

**90% 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 Personal Care Services or if I need more help.**

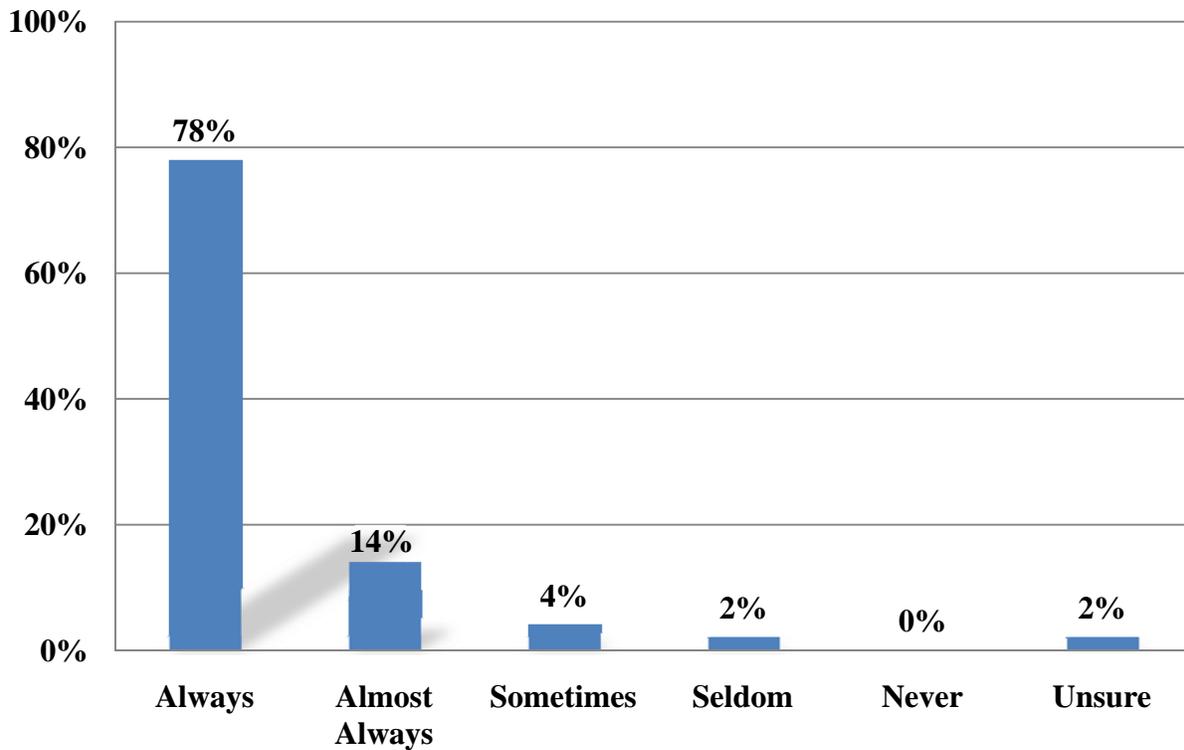


**Comments:**

Among those receiving services through Flexible Choices, 83% indicate they always know who to contact if they have a complaint or if they need more help. Another 7% indicate they almost always know who to contact. Five percent of customers indicate they know who to contact some of the time. Only 2% of customers receiving services through Flexible Choices indicate they seldom know who to contact if they have a complaint or if they need more help.

**92% of customers indicate that Flexible Choices 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.**

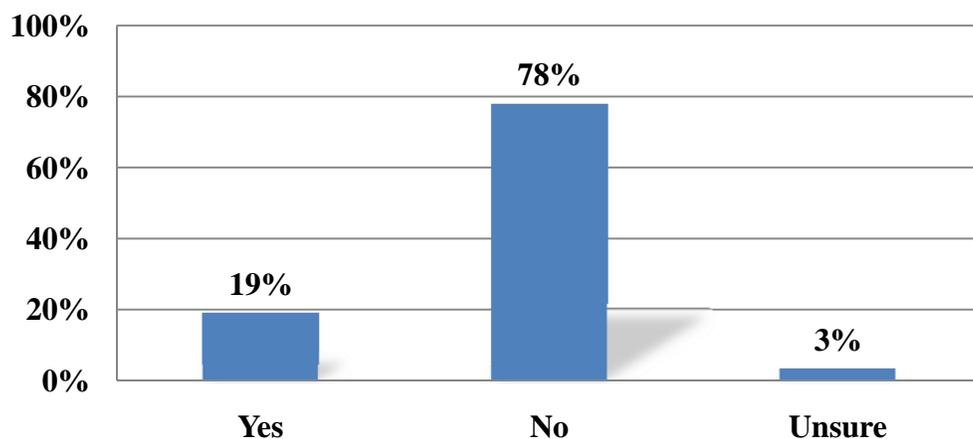


**Comments:**

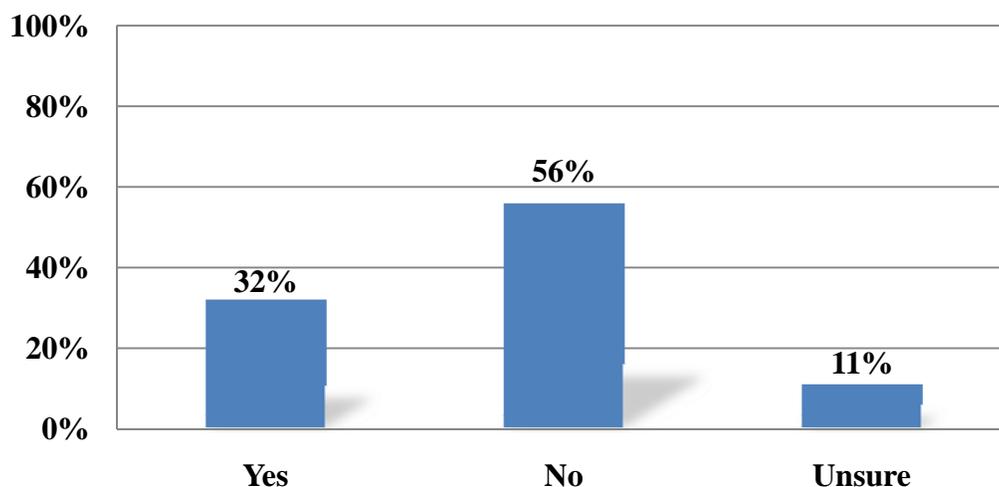
Among those receiving services through Flexible Choices, 78% indicate they are provided services when and where they are needed. Another 14% indicate services are almost always provided when and where they are needed. Four percent of customers indicate that services are provided when and where needed through Flexible Choices some of the time and 2% indicate services are seldom provided when and where needed.

**Only 19% of customers have experienced problems with Flexible Choices during the past 12 months. Among those, only 32% indicate that Flexible Choices 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?**



**Comments:**

Among those receiving services through Flexible Choices, only 19% report they have experienced problems during the past 12 months.

Among those experiencing problems, 25% indicate the need for transportation assistance, 15% indicate problems with inconsistent attendance, that there was a shortage of staff (15%), problems with payments (13%), and experiencing difficulties with paperwork and forms (13%), among other difficulties.

Only 32% of customers that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems.

**What problems did you experience with Personal Care Services during the past 12 months?**

**(% among customers experiencing problem during the past 12 months)**

<b>Category</b>	<b>%</b>
Transportation assistance	25%
Good when they show up, inconsistent attendance	15%
Short-staffed, not enough help	15%
Problems with payments	13%
Problems with paperwork, new forms	13%
Suspect theft of medications, personal items	10%
Keep cutting hours, need more help	10%
Programs need more funding, keep them going	10%
Need more help, more time	9%
Improve communication; who is coming, and when	7%
Unsure	11%
Total	100%

**The main ideas for service improvement include that the customer needs more help and the program needs additional funding.**

**What could be done to improve the Personal Care Services offered to you and others?**

<b>Category</b>	<b>%</b>
Need more help, more time	5%
Programs need more funding, keep them going	5%
Address management problems, mismanagement	3%
Caregivers not paid enough, need benefits	2%
Short-staffed, not enough help	2%
Transportation assistance	2%
Staff does not listen to concerns, requests	2%
Understaffed	2%
Calls not returned	2%
Cost of services is a burden	2%
Not enough information given to take best advantage of available services	2%
Problems with payments	2%
Keep cutting hours, need more help	2%
Afraid to complain; fear repercussions	2%
Increase courtesy, respect for participants	2%
Services are appreciated	2%
Help I need has been well received	1%
Process is confusing, too much information, overwhelming	1%
Other	4%
Nothing	53%
Unsure	9%
Total	100%

## Comments:

Among those receiving services through Flexible Choices, 38% offered suggestions for improving the services provided to customers. Five percent indicate that they simply need more help. Five percent felt that the program needed additional funding. Other comments include the need to address management problems (3%), that the program is short-staffed (4%), the need for transportation assistance (2%), that the staff does not listen to concerns or requests (2%), that calls are not returned (2%), the cost of the services provides (2%), the need for more information about services (2%), problems with payments (2%), the need for more help (2%), having a fear to complain about services (2%), the need for more courtesy and respect from caregivers (2%), and that the services are appreciated (2%).

## G. Homemaker Services

The results in this section are based on 300 completed surveys.

### Key Findings

- **Nearly all customers (94%) are very or somewhat satisfied with Homemaker Services.**
- **Nearly nine in ten customers (89%) rate the quality of services they receive through Homemaker Services as excellent or good.**
- **86% 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.**
- **Nine in ten customers (90%) always or almost always know who to contact if they have a complaint about Homemaker Services or need more help.**
- **84% of customers indicate that Homemaker Services always or almost always provides services to them when and where they are needed.**
- **28% of customers have experienced problems with Homemaker Services during the past 12 months. Among those, 68% indicate that Homemaker Services worked to resolve their problems.**
- **The main ideas for service improvement include simply needing more help or hours of assistance; improving training, work skills and professionalism, and addressing scheduling problems and switching of employees.**

A summary of the overall ratings of quality and satisfaction are provided on page 108 and include results for all customers for comparison. In general, the results for those receiving Homemaker Services are comparable to those observed among all customers with one exception: Those receiving Homemaker Services are significantly more likely to indicate it would be easy to stay in their home if they did not receive these services (25% indicate it would be easy compared to only 14% among all customers).

A summary of the items evaluating the case manager or support coordinator is provided on page 109. In general, the results for those receiving Homemaker Services are comparable to those observed among all customers.

Four items were asked in 2010 that were also asked in 2008 and 2009:

- The Homemaker Services I receive meet my needs.
- My caregivers providing Homemaker Services treat me with respect and courtesy.
- I know who to contact if I have a complaint about Homemaker Services or if I need more help.
- The Homemaker Services are provided to me when and where I need them.

In general, the results for 2010 are comparable to those observed in 2008 and 2009.

## Summary of Overall Ratings of Quality

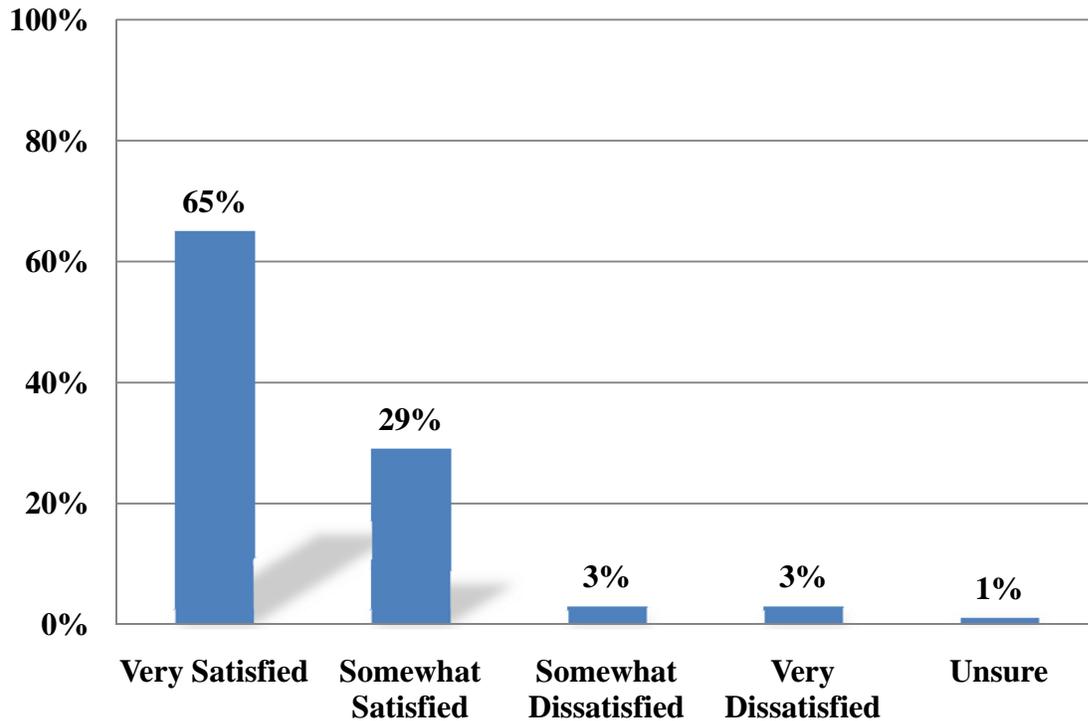
	<b>Homemaker Services</b>	<b>All Customers</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	76%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	84%	89%
How would you rate the timeliness of your services? (% excellent or good)	84%	84%
How would you rate when you receive your services or care? (% excellent or good)	84%	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)	88%	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%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	81%	86%
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)	87%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	91%	92%
Has the help you received made your life... (% somewhat or much better)	89%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	25%	14%

## Summary of Items Evaluating of Case Manager or Support Coordinator

	<b>Homemaker Services</b>	<b>All Customers</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	89%	94%
I feel I have a part in planning my care with my case manager or support coordinator. (% indicating always or almost always)	81%	84%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	86%	91%
I can talk to my case manager or support coordinator when I need to. (% indicating always or almost always)	83%	86%
My case manager or support coordinator helps me when I ask for something. (% indicating always or almost always)	82%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	76%	84%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	80%	86%

**Nearly all customers (94%) are very or somewhat satisfied with Homemaker Services.**

### How satisfied are you with Homemaker Services?



#### Comments:

Among those receiving services through Homemaker Services, 65% are very satisfied and another 29% are somewhat satisfied with the services they receive. Only 3% indicate they are somewhat dissatisfied and only 3% are very dissatisfied with the services they receive through Homemaker Services.

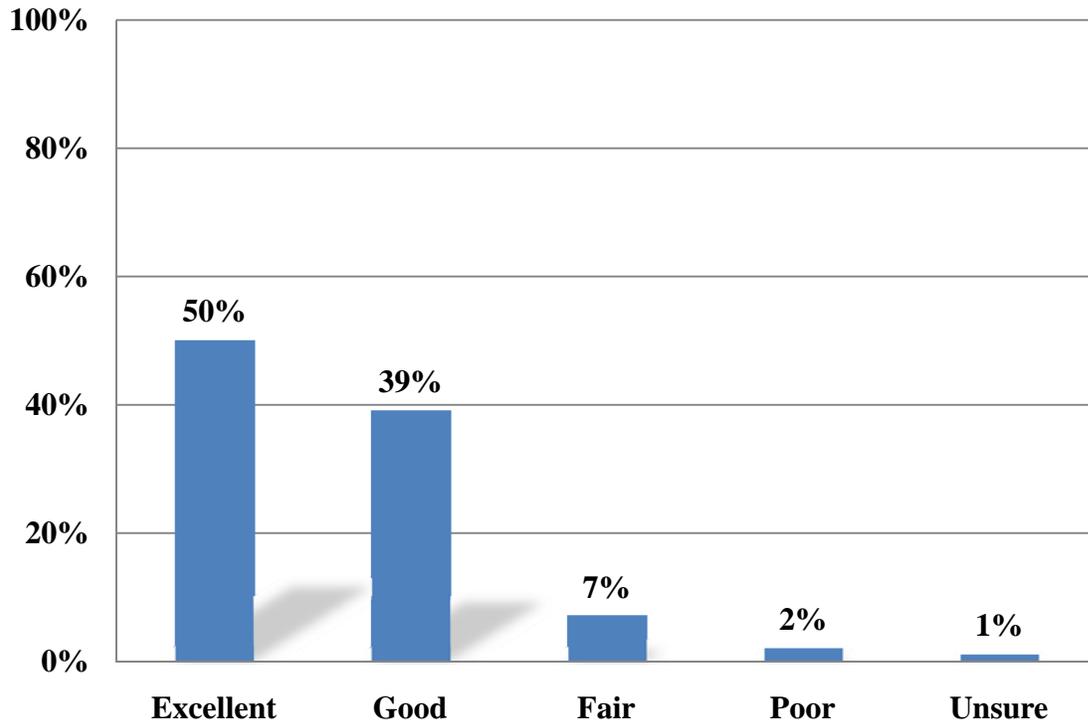
Among the small percentage that are dissatisfied, the main reasons given are that caregivers are good but inconsistent in attendance (22%), that they simply need more help (18%), problems with scheduling or switching employees (18%), or that the caregiver does not want to or does not know how to work (17%), among others.

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

<b>Category</b>	<b>%</b>
Good when they show up, inconsistent attendance	22%
Need more help, more time	18%
Scheduling problems, switching employees	18%
Laziness; do not want or know how to work	17%
Worker does not do good job or know how to clean	16%
Worker does not do tasks the way I like them done	16%
Case manager is rude, insensitive, disrespectful	6%
specific caregiver is appreciated	6%
Poor professional skills; rudeness, gossiping, cell phone use	5%
Some are good; some are not	5%
Other	6%
Total	100%

**Nearly nine in ten customers (89%) rate the quality of services they receive through Homemaker Services as excellent or good.**

### How do you rate the quality of Homemaker Services?

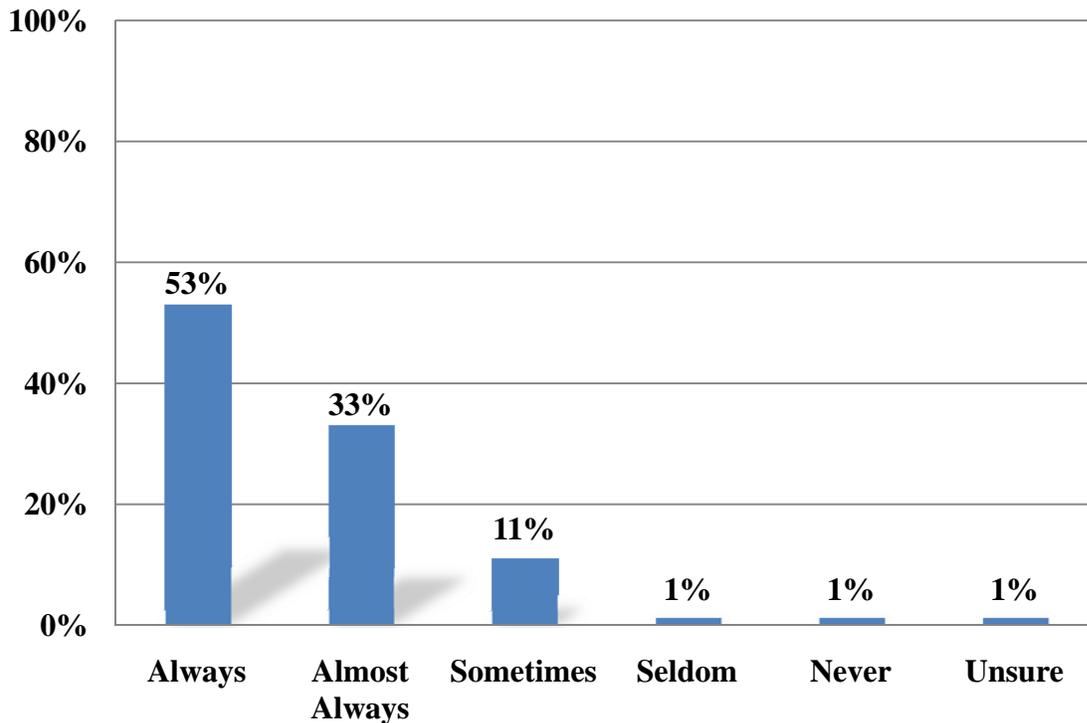


#### Comments:

Among those receiving services through Homemaker Services, 50% rate the quality of services as excellent and 39% rate the quality of the services they receive as good. Only 7% indicate that the quality of the services they receive is fair and only 2% indicate the quality of services they receive through Homemaker Services is poor.

**86% 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:

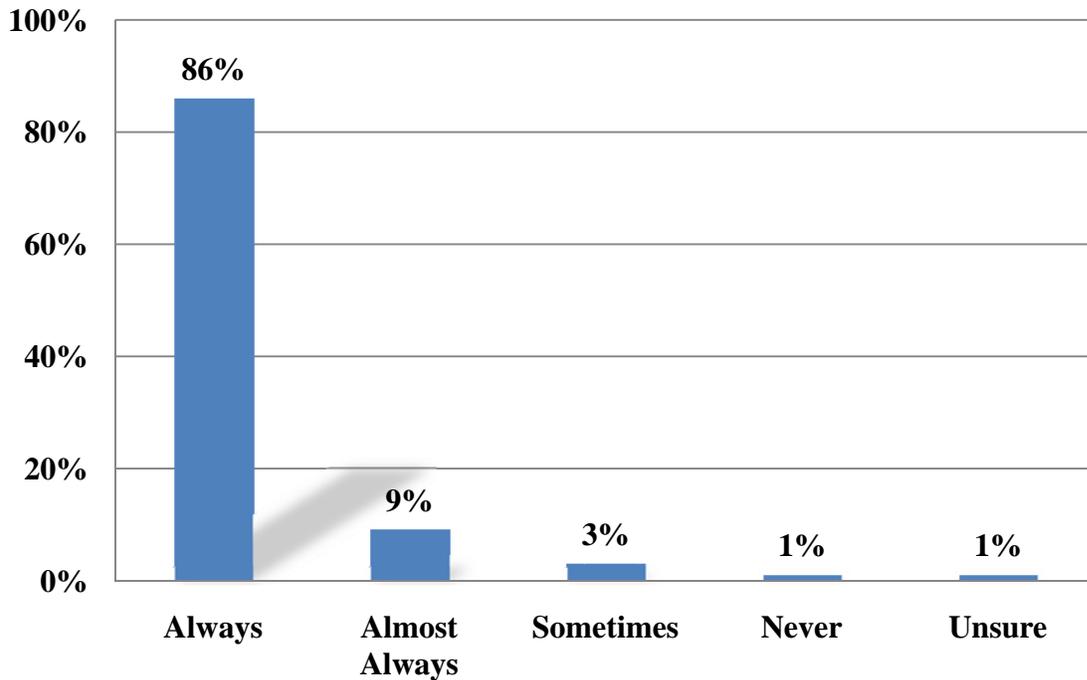
Among those receiving services through Homemaker Services, 53% indicate the services they receive always meet their needs. Another 33% indicate the services they receive almost always meet their needs. Eleven percent of customers indicate that the services they receive through Homemaker Services meet their needs some of the time. Only 1% of customers receiving services through Homemaker Services indicate that the services only seldom and only 1% indicate that the services never meet their needs.

#### By Year:

- In 2008, 82% rated as always or almost always.
- In 2009, 85% 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:**

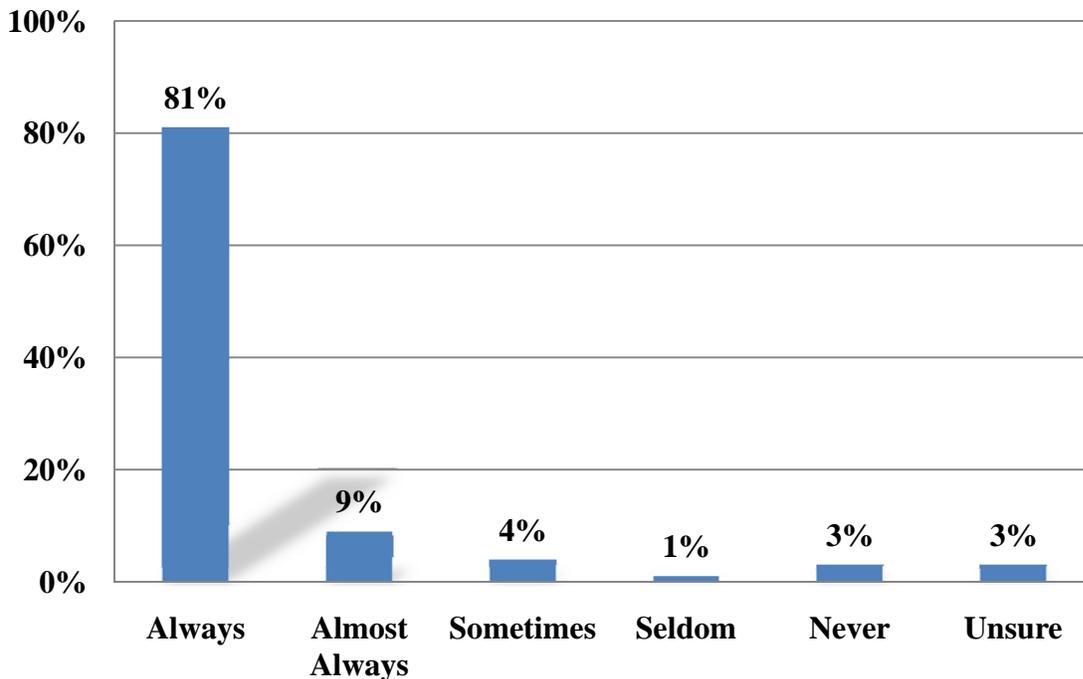
Among those receiving services through Homemaker Services, 86% indicate their caregivers always treat them with respect and courtesy. Another 9% indicate their caregivers almost always treat them with respect and courtesy. Only 3% of customers receiving services through Homemaker Services indicate their caregivers treat them with respect and courtesy only some of the time and only 1% indicate that caregivers never treat them with respect and courtesy.

By Year:

- In 2008, 93% rated as always or almost always.
- In 2009, 93% rated as always or almost always.

**Nine in ten customers (90%) 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:**

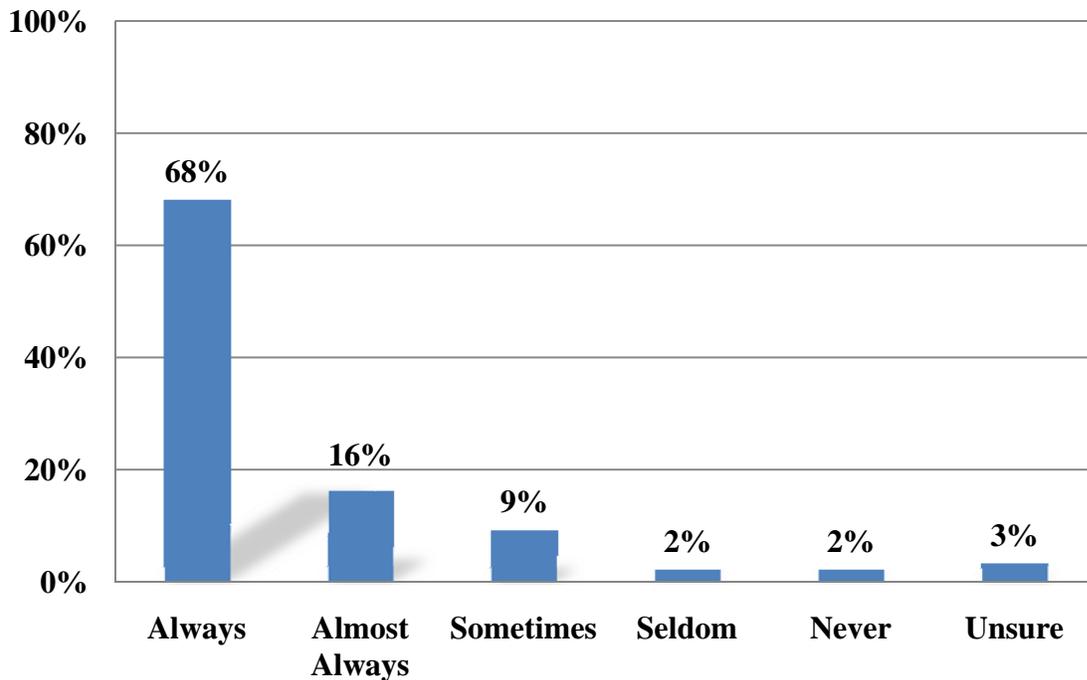
Among those receiving services through Homemaker Services, 81% indicate they always know who to contact if they have a complaint or if they need more help. Another 9% indicate they almost always know who to contact. Four percent of customers indicate they know who to contact some of the time. Only 1% of customers receiving services through Homemaker Services seldom know and only 3% indicate they never know who to contact if they have a complaint or if they need more help

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 88% rated as always or almost always.

**84% 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:**

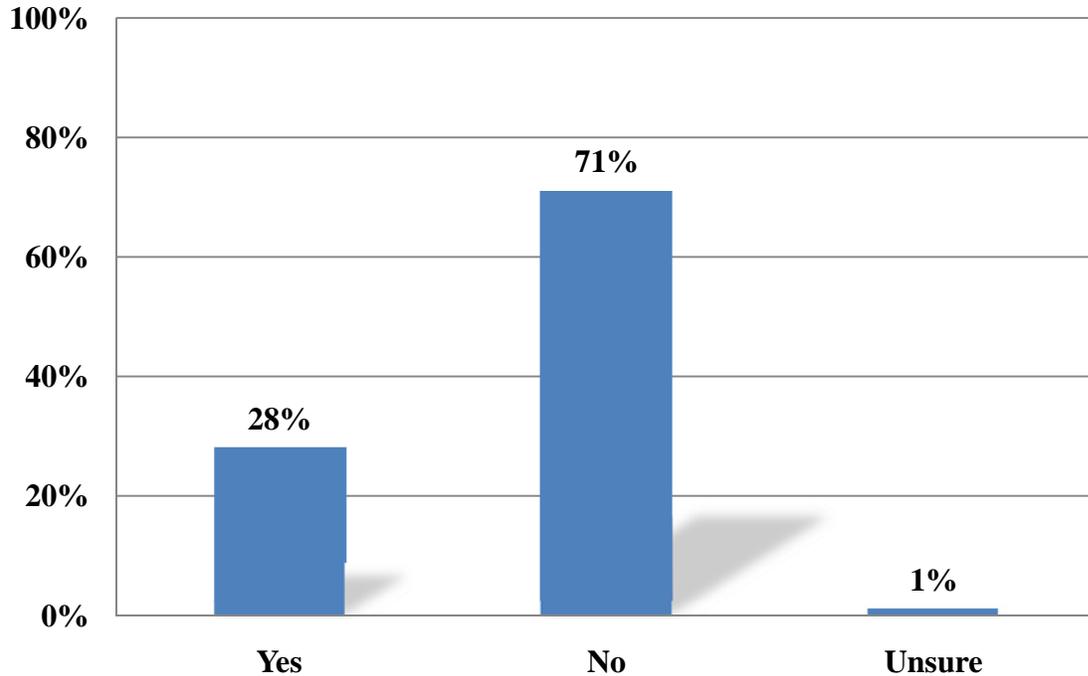
Among those receiving services through Homemaker Services, 68% indicate they are provided services when and where they are needed. Another 16% indicate services are almost always provided when and where they are needed. Nine percent of customers indicate that services are provided when and where needed through Homemaker Services some of the time. Only 2% of customers indicate services are provided seldom and only 2% indicate that services are never provided when and where they are needed.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 85% rated as always or almost always.

**28% of customers have experienced problems with HomemakerServices during the past 12 months. Among those, 68% indicate that Homemaker Services worked to resolve their problems.**

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



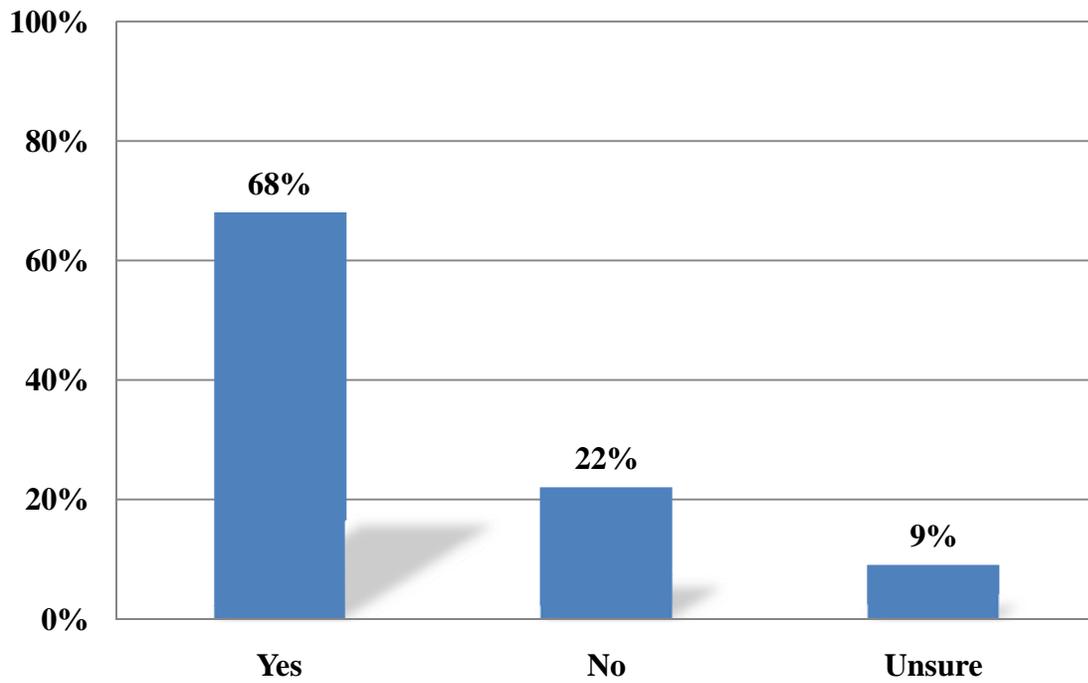
**Comments:**

Among those receiving services through Homemaker Services, 28% report they have experienced problems during the past 12 months. Among those experiencing problems, 18% indicate that the caregiver does not do a good job or know how to clean, 16% indicate problems with scheduling or switching employees, 15% indicate that the caregiver does not want to or does not know how to work, and 13% indicate inconsistent attendance by caregivers. Sixty-eight percent of customers that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems.

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

<b>Category</b>	<b>%</b>
Worker does not do good job or know how to clean	18%
Scheduling problems, switching employees	16%
Laziness; do not want or know how to work	15%
Good when they show up, inconsistent attendance	13%
Need more help, more time	8%
Too much switching of employees	7%
Poor professional skills; rudeness, gossiping, cell phone use	7%
Suspect theft of medications, personal items	6%
Worker does not do tasks the way I like them done	6%
Improve communication; who is coming, and when	5%
Personnel changes, having to train new staff	4%
Tardiness	4%
Understaffed	3%
Would like to go to store myself; choose stores	3%
Personality, temperament conflicts with caregivers	3%
No follow-through, get run around	2%
Need more information, communication	1%
Short-staffed, not enough help	1%
Good communication, I know who to go to for help	1%
Keep cutting hours, need more help	1%
Limited travel time between consumers, need more time	1%
Services have been cut back	1%
Dependable, reliable; take good care of me	1%
Some are good; some are not	1%
specific caregiver is appreciated	1%
Other	9%
Unsure	1%
Total	100%

### Did Homemaker Services work to resolve any problems?



**The main ideas for service improvement include simply needing more help or hours of assistance; improving training, work skills and professionalism, and addressing scheduling problems and switching of employees.**

**What could Homemaker Services do to improve the services it offers to you and others?**

<b>Category</b>	<b>%</b>
Need more help, more time	6%
Improve training; work skills & professionalism	5%
Scheduling problems, switching employees	3%
Caregivers not paid enough, need benefits	2%
Good when they show up, inconsistent attendance	2%
Worker does not do good job or know how to clean	2%
Worker does not do tasks the way I like them done	2%
Improve communication; who is coming, and when	2%
Need more information, communication	1%
Case manager is rude, insensitive, disrespectful	1%
Poor communication	1%
Short-staffed, not enough help	1%
Staff does not listen to concerns, requests	1%
Address management problems, mismanagement	1%
Personnel changes, having to train new staff	1%
Keep cutting hours, need more help	1%
Laziness; do not want or know how to work	1%
Tardiness	1%
Too much switching of employees	1%
Would like more time for running errands	1%
Dependable, reliable; take good care of me	1%
Transportation assistance	1%
Overall satisfied with services I receive	1%
Programs need more funding, keep them going	1%
Other	4%
Nothing	55%
Unsure	9%
Total	100%

## Comments:

Among those receiving services through the Attendant Service Program, 36% offered suggestions for improving the services provided to customers. Six percent indicate they simply need more help and 5% indicate the need for additional training and work skills for staff. Other comments include issues with scheduling (3%), that caregivers are not paid enough or need benefits (2%), that the caregiver does not do a good job (2%), that the caregiver does not do tasks the way the customer prefers (2%), and the need for better communication of who is coming and when they are coming (2%), among others.

## H. Adult Day Centers

The results in this section are based on 171 completed surveys.

### Key Findings

- **Nearly all customers (96%) are very or somewhat satisfied with the Adult Day Center they attend.**
- **94% of customers rate the quality of services they receive at the Adult Day Center they attend as excellent or good.**
- **Nine in ten customers (90%) indicate the services they receive from the Adult Day Center always or almost always meet their needs.**
- **Nearly all customers (95%) indicate that the caregivers at the Adult Day Center always or almost always treat them with respect and courtesy.**
- **89% of customers always or almost always know who to contact if they have a complaint about the Adult Day Center or need more help.**
- **88% of customers indicate that the Adult Day Center always or almost always provides services to them when and where they are needed.**
- **Only 10% of customers have experienced problems with the Adult Day Center they attend during the past 12 months. Among those, 52% indicate that the Adult Day Center worked to resolve their problems.**
- **The main ideas for service improvement include expanding activities, expanding hours, and transportation assistance.**

A summary of the overall ratings of quality and satisfaction are provided on page 124 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.

A summary of the items evaluating the case manager or support coordinator is provided on page 125. In general, the results for those receiving services through Adult Day Centers are also comparable to those observed among all customers.

Four items were asked in 2010 that were also asked in 2008 and 2009:

- The services I receive from the Adult Day Center meet my needs.
- My caregivers at the Adult Day Center treat me with respect and courtesy.
- I know who to contact if I have a complaint about the Adult Day Center or if I need more help.
- The Adult Day Center provides services to me when and where I need them.

The results for all four of these measures show an increase in the percentage of indicating always or almost always since 2009:

- **The services I receive from the Adult Day Center meet my needs** showed a significant increase in the percentage of customers indicating always or almost always since 2009 (from 81% in 2009 to 90% in 2010).
- **My caregivers at the Adult Day Center treat me with respect and courtesy** showed a significant increase in the percentage of customers indicating always or almost always since 2009 (from 88% in 2009 to 95% in 2010).
- **I know who to contact if I have a complaint about the Adult Day Center or if I need more help** showed a significant increase in the percentage of customers indicating always or almost always since 2009 (from 79% in 2009 to 89% in 2010).
- **The Adult Day Center provides services to me when and where I need them** showed a significant increase in the percentage of customers indicating always or almost always since 2009 (from 82% in 2009 to 88% in 2010).

## Summary of Overall Ratings of Quality

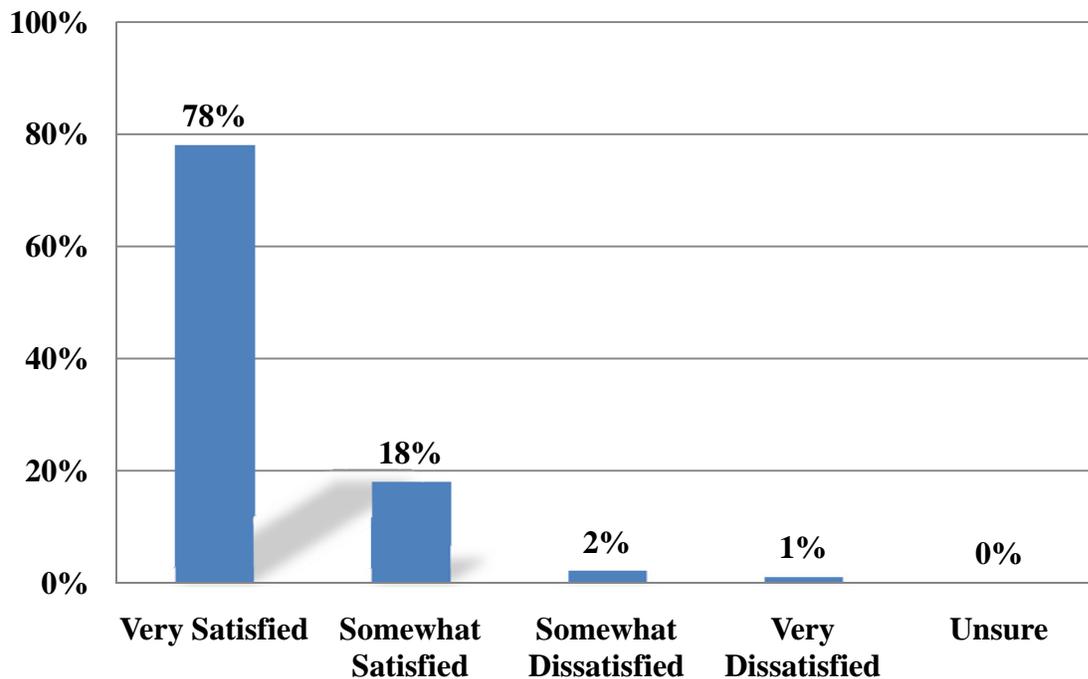
	Adult Day Center	All Customers
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	81%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	93%	89%
How would you rate the timeliness of your services? (% excellent or good)	87%	84%
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)	87%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	89%	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%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	83%	86%
How would you rate the courtesy of those who help you? (% excellent or good)	93%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	90%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	93%	92%
Has the help you received made your life... (% somewhat or much better)	87%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	18%	14%

## 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)	98%	94%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	84%	84%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	95%	91%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	93%	86%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	94%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	88%	84%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	91%	86%

**Nearly all customers (96%) 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 and another 18% are somewhat satisfied with the services they receive. Only 2% indicate they are somewhat dissatisfied and only 1% are very dissatisfied with the services they receive at the Adult Day Center they attend.

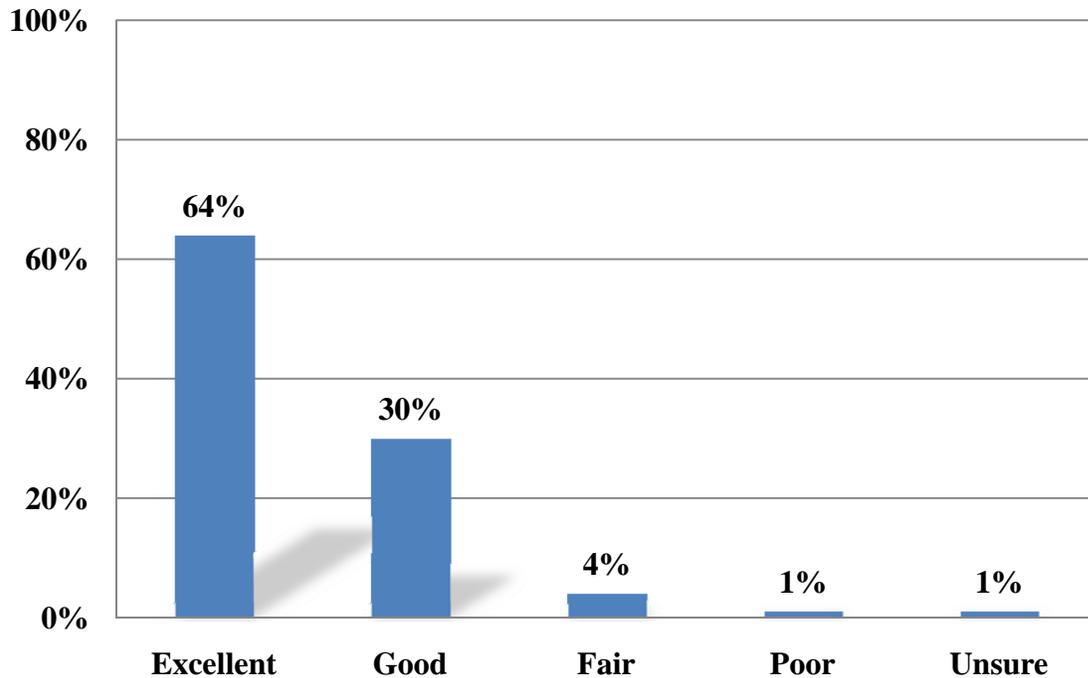
Among the small percentage that are dissatisfied, the main reasons given are the difficulty in finding a facility that meets needs (22%), the poor professional skills of the employees (19%), a dislike in being placed at a center with Alzheimer's patients (19%), and the need for more mental stimulation (19%).

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

<b>Category</b>	<b>%</b>
Difficulty finding facility that meets our needs	22%
Poor professional skills; rudeness, gossiping, cell phone use	19%
Dislike being with Alzheimer's patients	19%
Want more mental stimulation	19%
Unsure	21%
Total	100%

**94% 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?**

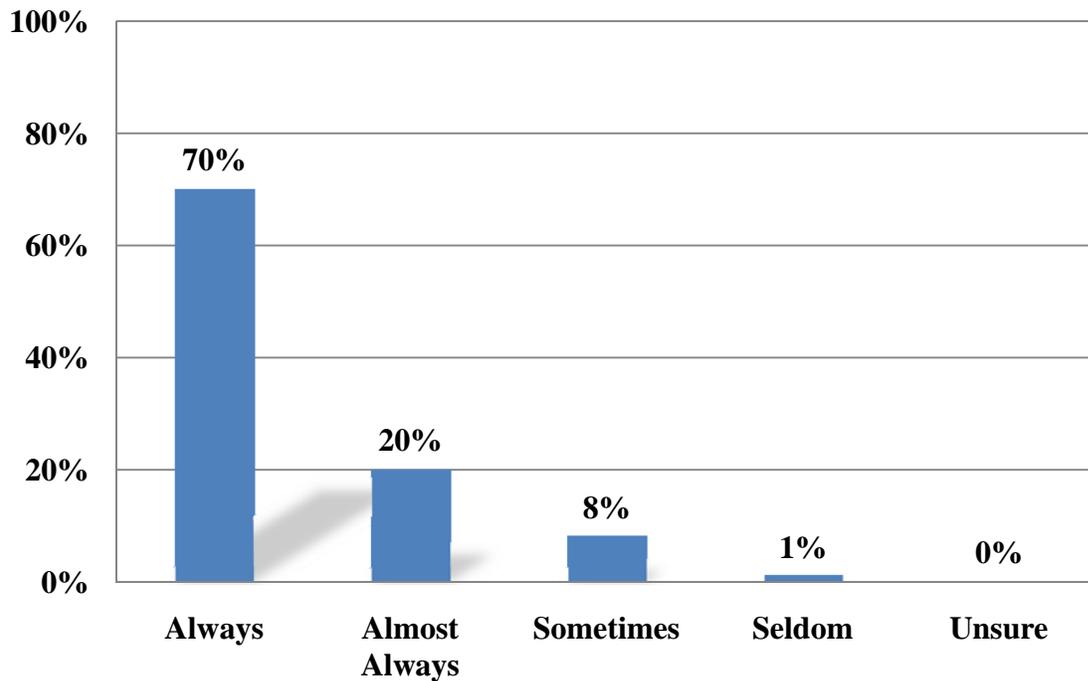


**Comments:**

Among those attending an Adult Day Center, 64% rate the quality of services as excellent and 30% rate the quality of the services they receive as good. Only 4% indicate that the quality of the services they receive is fair and only 1% indicate the quality of services they receive at the Adult Day Center they attend is poor.

**Nine in ten customers (90%) 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:**

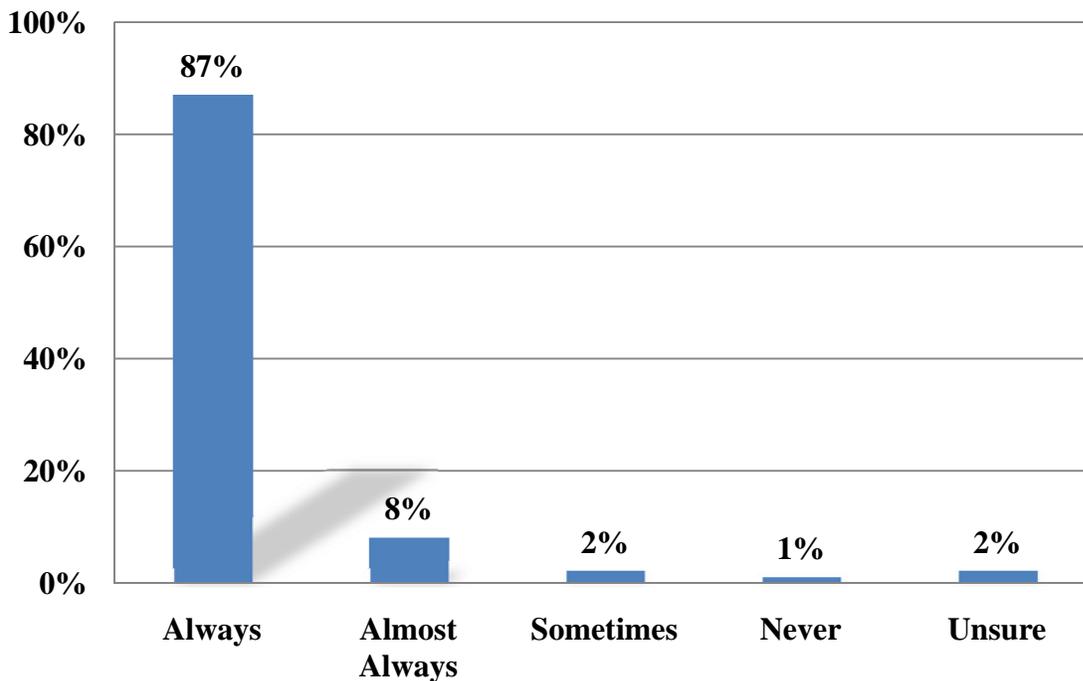
Among those attending an Adult Day Center, 70% indicate the services they receive always meet their needs. Another 20% indicate the services they receive almost always meet their needs. Eight percent of customers indicate that the services they receive through from the Adult Day Center meet their needs some of the time. Only 1% of customers attending an Adult Day Center indicate that the services only seldom meet their needs.

By Year:

- In 2008, 86% rated as always or almost always.
- In 2009, 81% rated as always or almost always.

**Nearly all customers (95%) 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:**

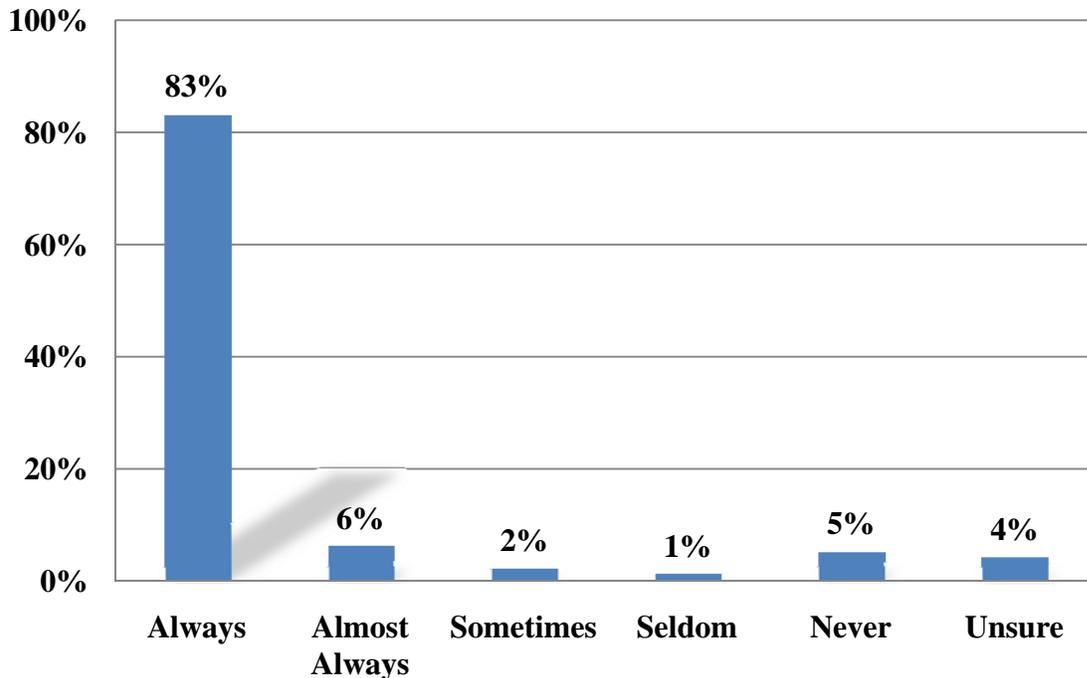
Among those receiving attending an Adult Day Center, 87% indicate their caregivers always treat them with respect and courtesy. Another 8% their caregivers almost always treat them with respect and courtesy. Only 2% of customers receiving services through the Attendant Service Program indicate their caregivers treat them with respect and courtesy only some of the time.

By Year:

- In 2008, 87% rated as always or almost always.
- In 2009, 88% rated as always or almost always.

**89% 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, 83% indicate they always know who to contact if they have a complaint or if they need more help. Another 6% indicate they almost always know who to contact. Two percent of customers indicate they know who to contact some of the time. Only 1% of customers attending an Adult Day Center seldom know and only 5% indicate they never know who to contact if they have a complaint or if they need more help.

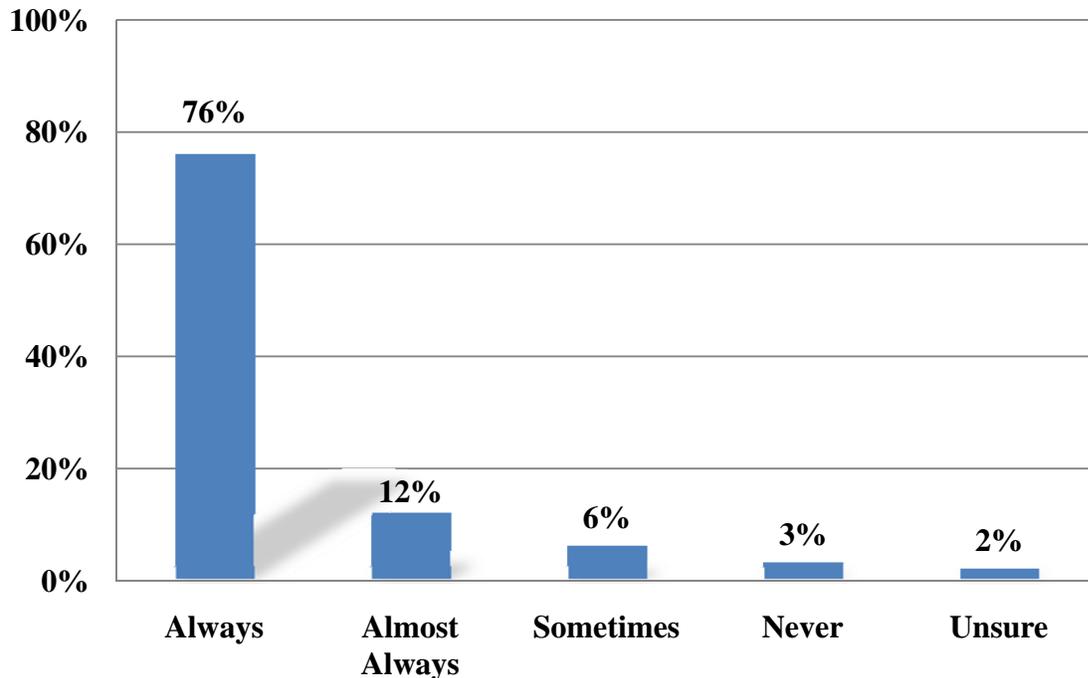
- Customers under age 50 were less likely to indicate they always know who to contact if they have a complaint or if they need more help (65% compared to 83%).

By Year:

- In 2008, 81% rated as always or almost always.
- In 2009, 79% rated as always or almost always.

**88% 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, 76% indicate they are provided services when and where they are needed. Another 12% 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 at the Adult Day Center some of the time. Only 3% of customers indicate services are seldom provided by the Adult Day Center when and where they are needed.

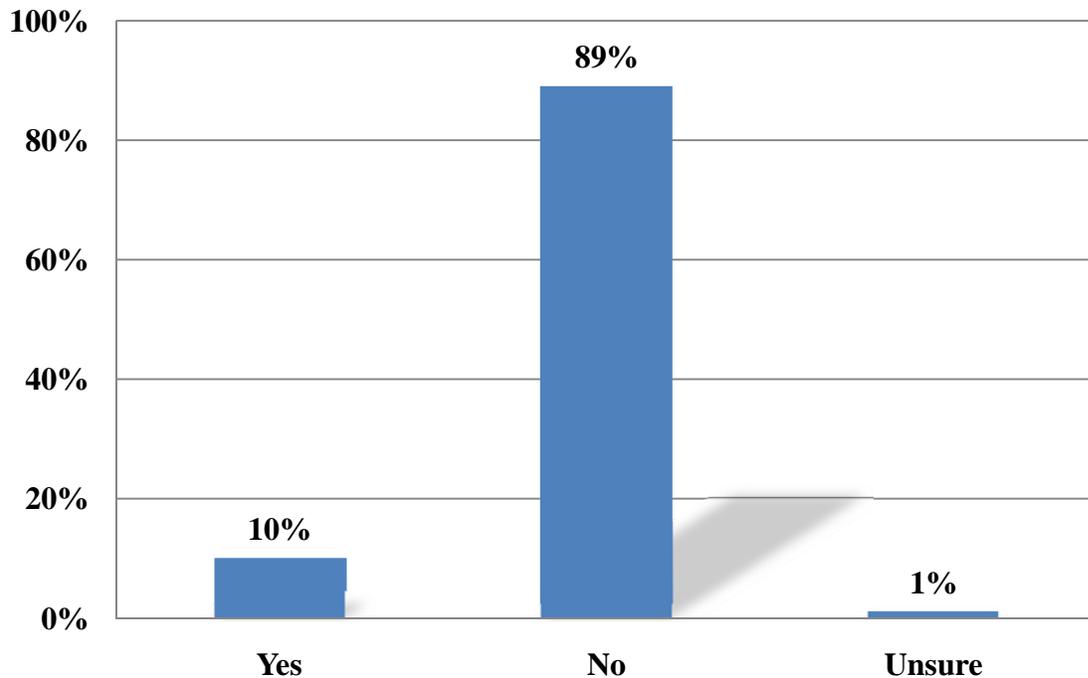
- Customers under age 50 were less likely to indicate the Adult Day Center provides services when and where they need them (29% compared to 76%).

By Year:

- In 2008, 84% rated as always or almost always.
- In 2009, 82% rated as always or almost always.

**Only 10% of customers have experienced problems with the Adult Day Center they attend during the past 12 months. Among those, 52% 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?**



**Comments:**

Among those receiving attending an Adult Day Center, only 10% report they have experienced problems during the past 12 months. Among those experiencing problems, 14% indicate it was difficult finding a facility to meet their needs and 12% indicate the need for more frequent bathroom trips. Fifty-two percent of customers that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems.

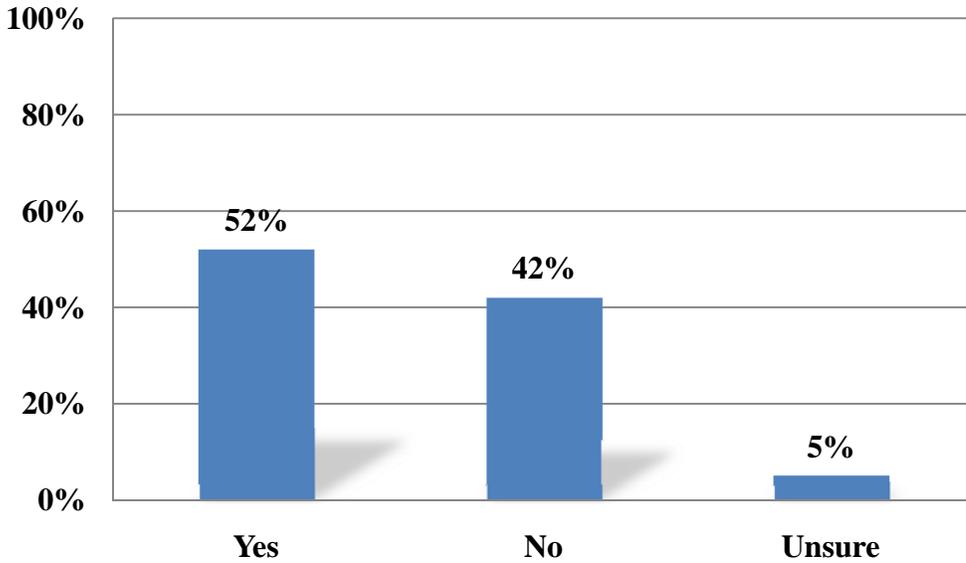
- Customers under age 50 were more likely to indicate they had experienced problems during the prior 12 months (34%). They were also less likely to indicate that the Adult Day Center resolved their problem (0%).

**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)**

<b>Category</b>	<b>%</b>
Difficultly finding facility that meets our needs	14%
More frequent bathroom trips	12%
Caregivers unresponsive to needs	9%
Good when they show up, inconsistent attendance	6%
Dislike being with Alzheimer's patients	6%
Transportation assistance	6%
Want more mental stimulation	6%
Feel my case is not a priority for case worker	5%
Other	35%
Total	100%

**Did the Adult Day Center work to resolve any problems?**



**The main ideas for service improvement include expanding activities, expanding hours, and transportation assistance.**

**What could be done to improve the services offered by the Adult Day Center to you and others?**

<b>Category</b>	<b>%</b>
Lack of activities, need large variety of activities	7%
Need expanded hours, weekend hours	4%
Transportation assistance	4%
Understaffed	3%
Programs need more funding, keep them going	2%
Short-staffed, not enough help	1%
Staff does not listen to concerns, requests	1%
Improve training; work skills & professionalism	1%
New caregivers need more training	1%
Different rooms for people with different needs	1%
Dislike being with Alzheimer's patients	1%
More frequent bathroom trips	1%
Want more mental stimulation	1%
Increase courtesy, respect for participants	1%
Food choices difficult for diabetic - white bread, starches problematic	1%
Quality of food is sub-par	1%
Overall satisfied with services I receive	1%
Difficultly finding facility that meets our needs	0%
Other	3%
Nothing	62%
Unsure	9%
Total	100%

**Comments:**

Among those attending an Adult Day Center, 29% offered suggestions for improving the services provided to customers. Seven percent indicate the need for a larger variety of activities at the Adult Day Center they attend. Four percent indicate the need for expanded or weekend hours and 4% also indicate the need for transportation assistance.

## I. High Technology Home Care Program

**The results in this section are based on 13 completed surveys.**

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

### Key Findings

- **89% of respondents are very or somewhat satisfied with the services they receive from the High Technology Home Care Program.**
- **89% of respondents rate the quality of services they receive through the High Technology Home Care Program as excellent or good.**
- **88% of customers indicate the services they receive from the High Technology Home Care Program always or almost always meet their needs.**
- **89% of respondents indicate that the caregivers in the High Technology Home Care Program always treat them with respect and courtesy.**
- **89% of respondents always know who to contact if they have a complaint about the High Technology Home Care Program or need more help.**
- **89% of customers indicate that the High Technology Home Care Program always or almost always provides services to them when and where they are needed.**
- **24% of respondents have experienced problems with the High Technology Home Care Program during the past 12 months.**

A summary of the overall ratings of quality and satisfaction are provided on page 137 and include results for all customers for comparison. A summary of the items evaluating the case manager or support coordinator is provided on page 138.

## Summary of Overall Ratings of Quality

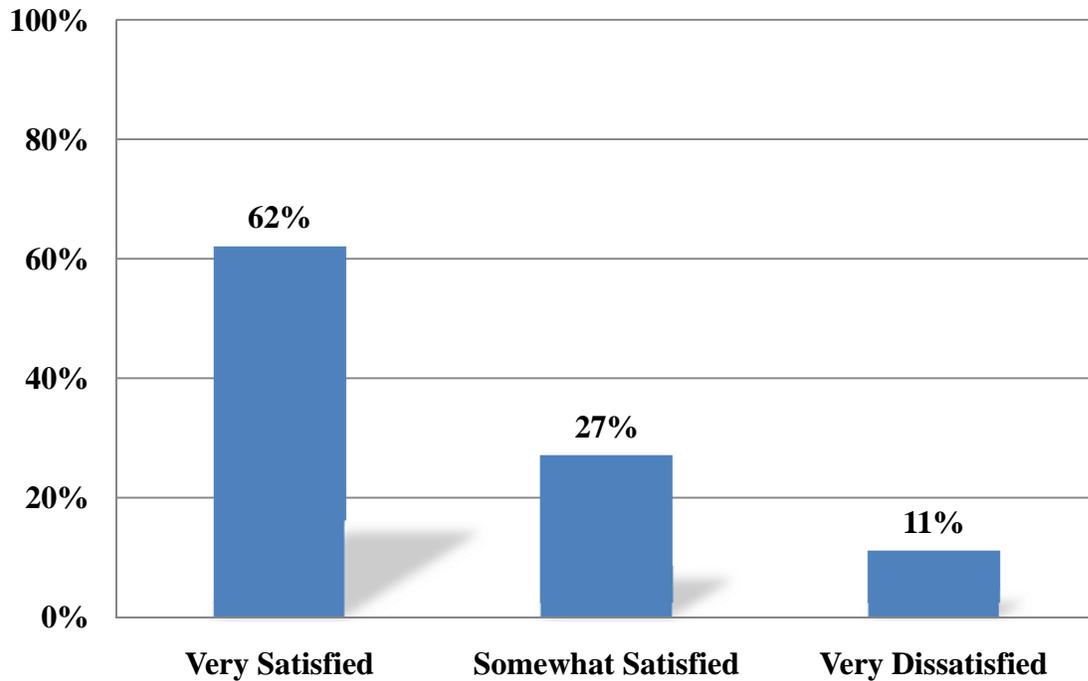
	<b>High Technology Home Care Program</b>	<b>All Customers</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	76%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	100%	89%
How would you rate the timeliness of your services? (% excellent or good)	64%	84%
How would you rate when you receive your services or care? (% excellent or good)	89%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	100%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	89%	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)	100%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	100%	86%
How would you rate the courtesy of those who help you? (% excellent or good)	88%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	89%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	89%	92%
Has the help you received made your life... (% somewhat or much better)	100%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	0%	14%

## Summary of Items Evaluating of Case Manager or Support Coordinator

	<b>High Technology Home Care Program</b>	<b>All Customers</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	80%	94%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	60%	84%
My case manager or support coordinator understands which services I need to stay in my current living situation. (% indicating always or almost always)	80%	91%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	80%	86%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	80%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	60%	84%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	79%	86%

**89% 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?**

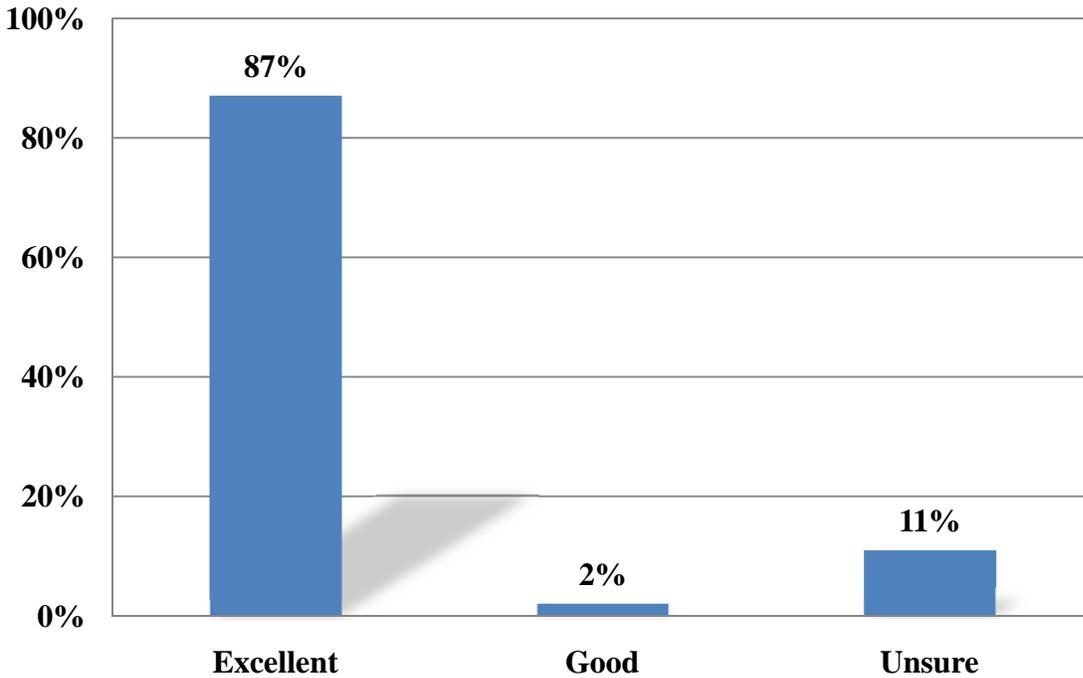


**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 62% are very satisfied and another 27% are somewhat satisfied with the services they receive. Only 11% of respondents indicate they are very dissatisfied the services they receive.

**89% 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?**

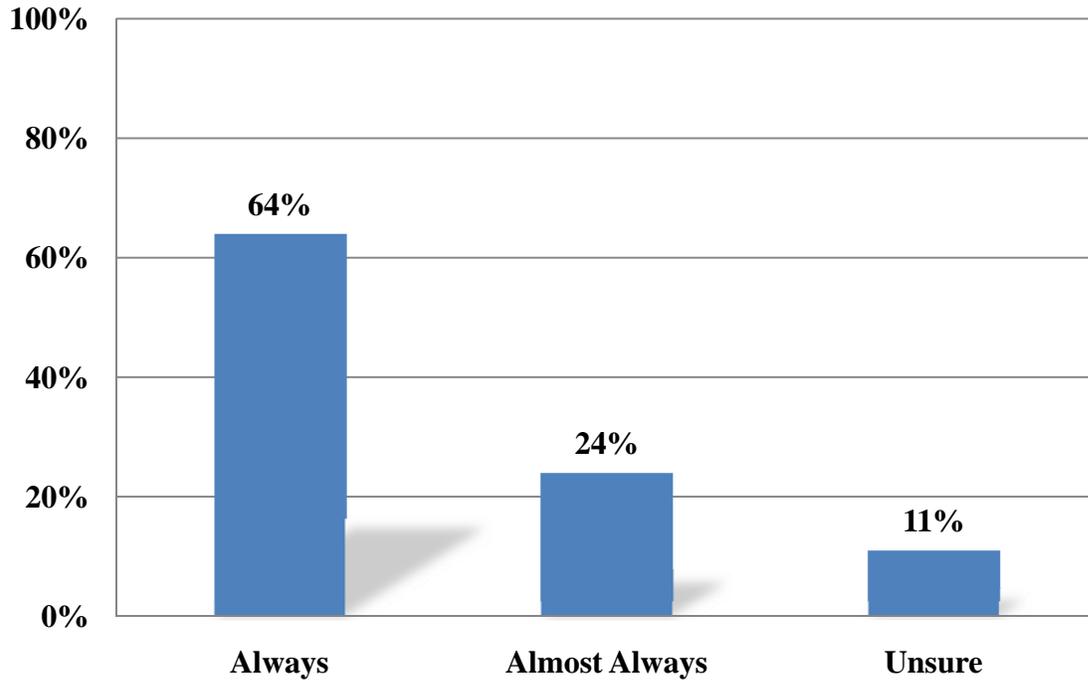


**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 87% rate the quality of services as excellent and 2% rate the quality of the services they receive as good.

**88% 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.**

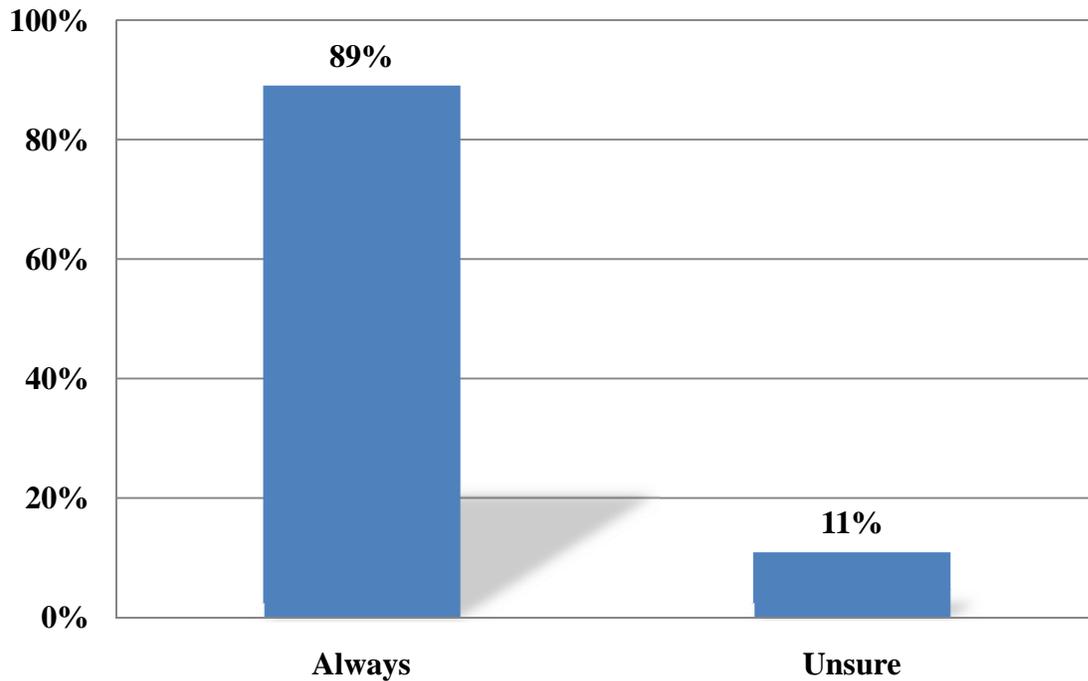


**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 64% indicate the services they receive always meet their needs. Another 24% indicate the services they receive almost always meet their needs.

**89% of respondents 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.**

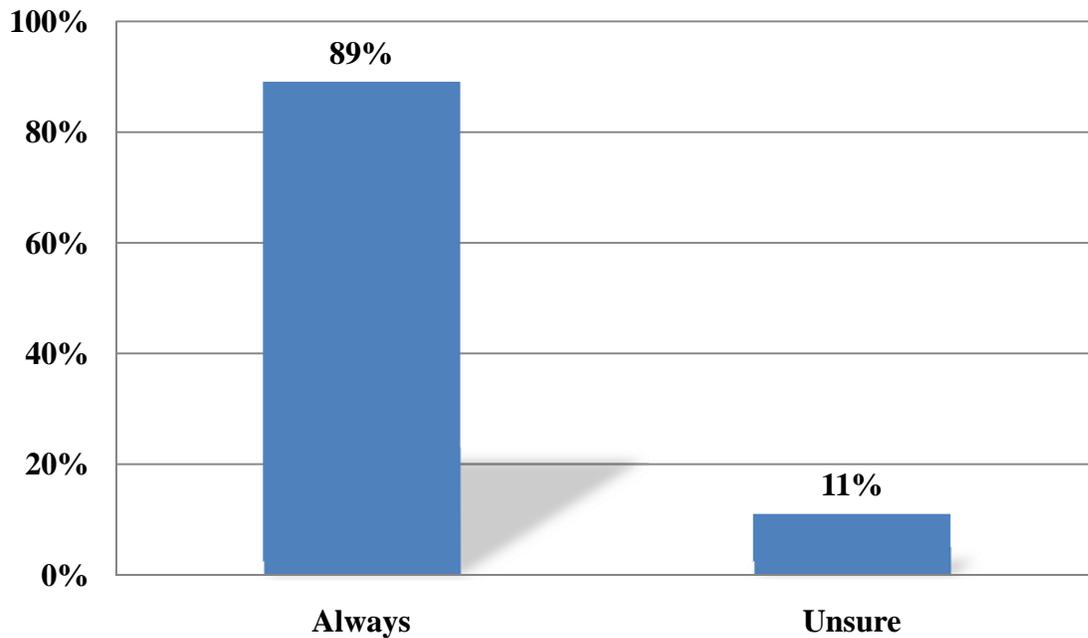


**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 89% indicate their caregivers always treat them with respect and courtesy.

**89% of respondents 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.**

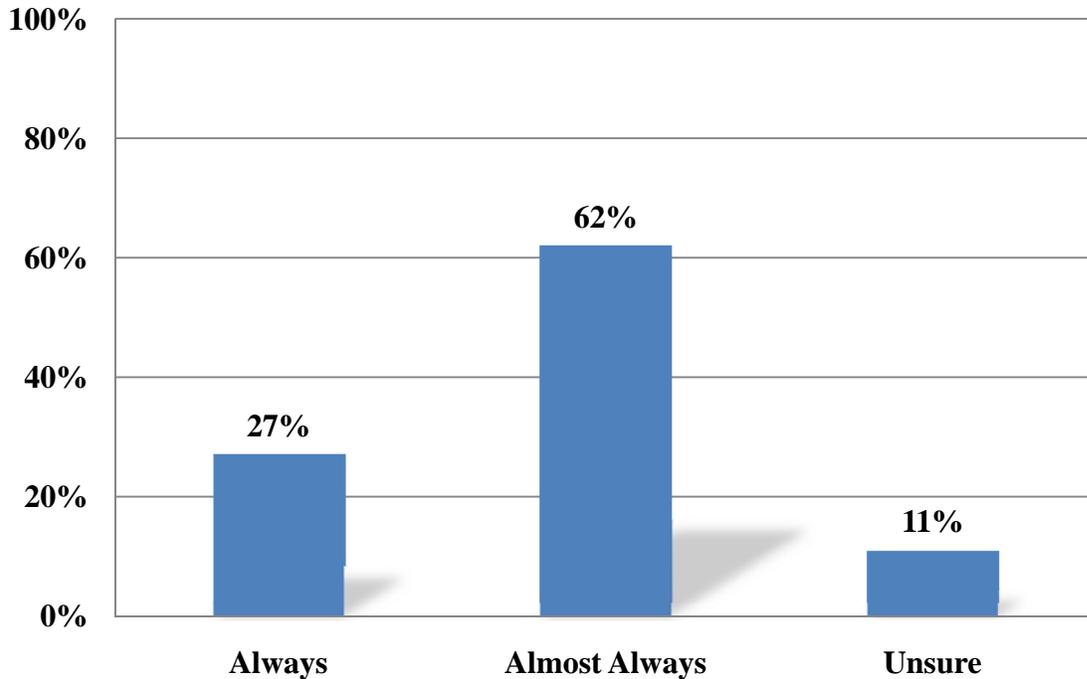


**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 89% indicate they always know who to contact if they have a complaint or if they need more help.

**89% 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.**

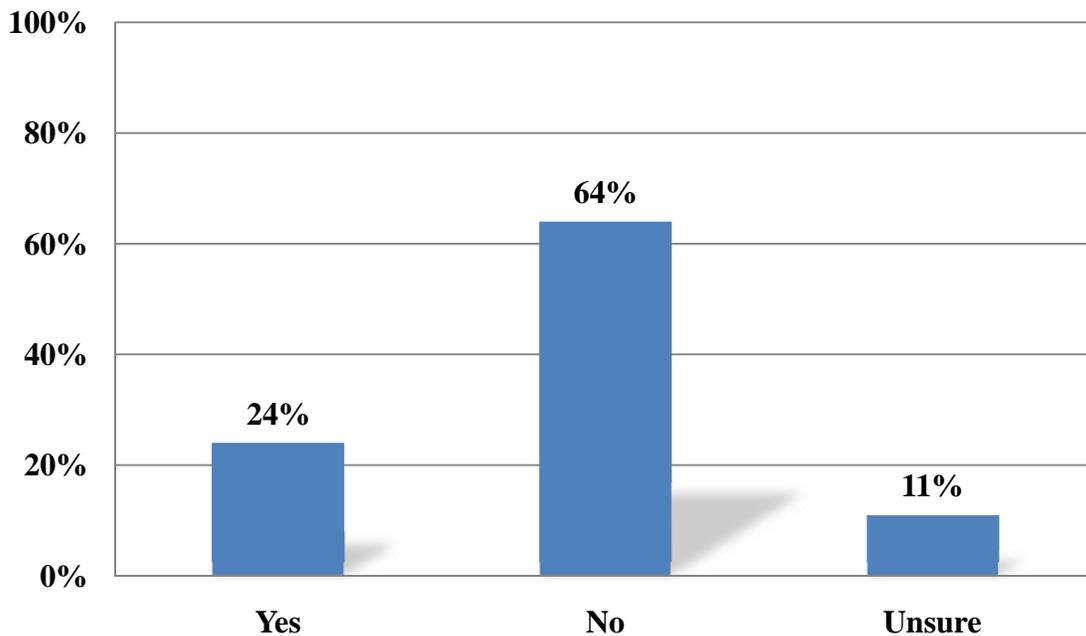


**Comments:**

Among respondents receiving services through the High Technology Home Care Program, 27% indicate they are provided services when and where they are needed. Another 62% indicate services are almost always provided when and where they are needed.

**24% of respondents have experienced problems with the High Technology Home Care Program during the past 12 months.**

**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, 24% report they have experienced problems during the past 12 months. These respondents indicate:

- No back up nurses, in general, when a nurse is out sick or on vacation.
- Difference of opinion re: care & use of feeding pump and that person suggesting decrease in nursing & making parents more responsible for more care - meds @ 10pm, 2am, 6am & [changing?] the existing protocols without doctors orders. This is a current [24 hr a day] problem

## Respondent Comments:

### What could Homemaker Services do to improve the services it offers to you and others?

- Have more nursing staff available
- Continue to provide consistency with care & providers, health status can deteriorate quickly & requires 3 month evaluations & me, allowing parents to sleep soundly and be able to function and work.
- The biggest problem is having people to replace those who are 'out' for a given day.
- Roll over unused hours from missed time due to vacation/sickness from week to week.
- I think maybe having more girls who can do it when they have someone that's off. (Missing a service if someone is out.). They've been great; I can't complain about them at all, he would not be home without them.

## **J. Traumatic Brain Injury Program**

**The results in this section are based on 17 completed surveys.**

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

### **Key Findings**

- **88% of respondents are very or somewhat satisfied with the services they receive from the Traumatic Brain Injury Program.**
- **76% of respondents rate the quality of services they receive through the Traumatic Brain Injury Program as excellent or good.**
- **70% of customers indicate the services they receive from the Traumatic Brain Injury Program always or almost always meet their needs.**
- **89% of respondents indicate that the caregivers in the Traumatic Brain Injury Program always or almost always treat them with respect and courtesy.**
- **71% of respondents always know who to contact if they have a complaint about the Traumatic Brain Injury Program or need more help.**
- **77% of customers indicate that the Traumatic Brain Injury Program always or almost always provides services to them when and where they are needed.**
- **41% of respondents have 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 page 148 and include results for all customers for comparison. A summary of the items evaluating the case manager or support coordinator is provided on page 149.

## Summary of Overall Ratings of Quality

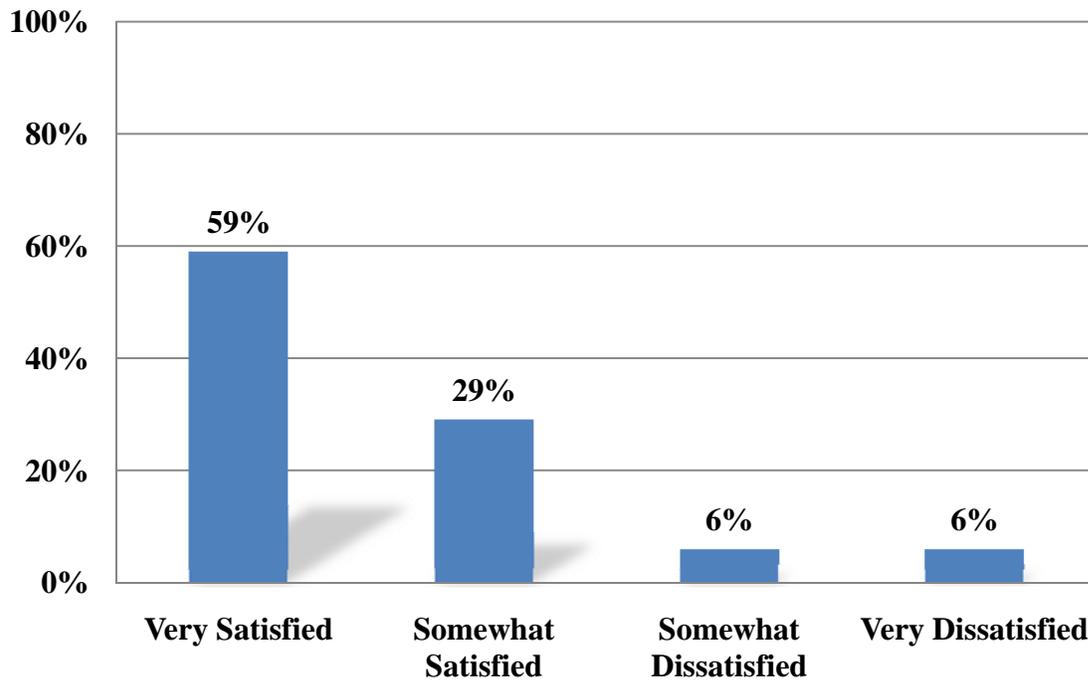
	<b>Traumatic Brain Injury Program</b>	<b>All Customers</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	64%	81%
How would you rate the overall quality of the help you receive? (% excellent or good)	76%	89%
How would you rate the timeliness of your services? (% excellent or good)	65%	84%
How would you rate when you receive your services or care? (% excellent or good)	88%	88%
How would you rate the communication between you and the people who help you? (% excellent or good)	88%	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)	88%	88%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	71%	86%
How would you rate the courtesy of those who help you? (% excellent or good)	89%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	82%	91%
Overall, how do you rate the value of the services you receive? (% excellent or good)	82%	92%
Has the help you received made your life... (% somewhat or much better)	77%	92%
How easy would it be for you to stay in your home if you did not receive services? Would you say... (% about the same, easy, or very easy)	12%	14%

## Summary of Items Evaluating of Case Manager or Support Coordinator

	<b>Traumatic Brain Injury Program</b>	<b>All Customers</b>
How satisfied are you with your case manager or support coordinator? (% very or somewhat satisfied)	88%	94%
I feel I have a part in planning my care with my case manager or support coordinator.(% indicating always or almost always)	76%	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%	91%
I can talk to my case manager or support coordinator when I need to.(% indicating always or almost always)	75%	86%
My case manager or support coordinator helps me when I ask for something.(% indicating always or almost always)	88%	88%
My case manager or support coordinator asks me what I want. (% indicating always or almost always)	75%	84%
My case manager or support coordinator helps me understand the different service options that are available. (% indicating always or almost always)	75%	86%

**88% of respondents 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?**



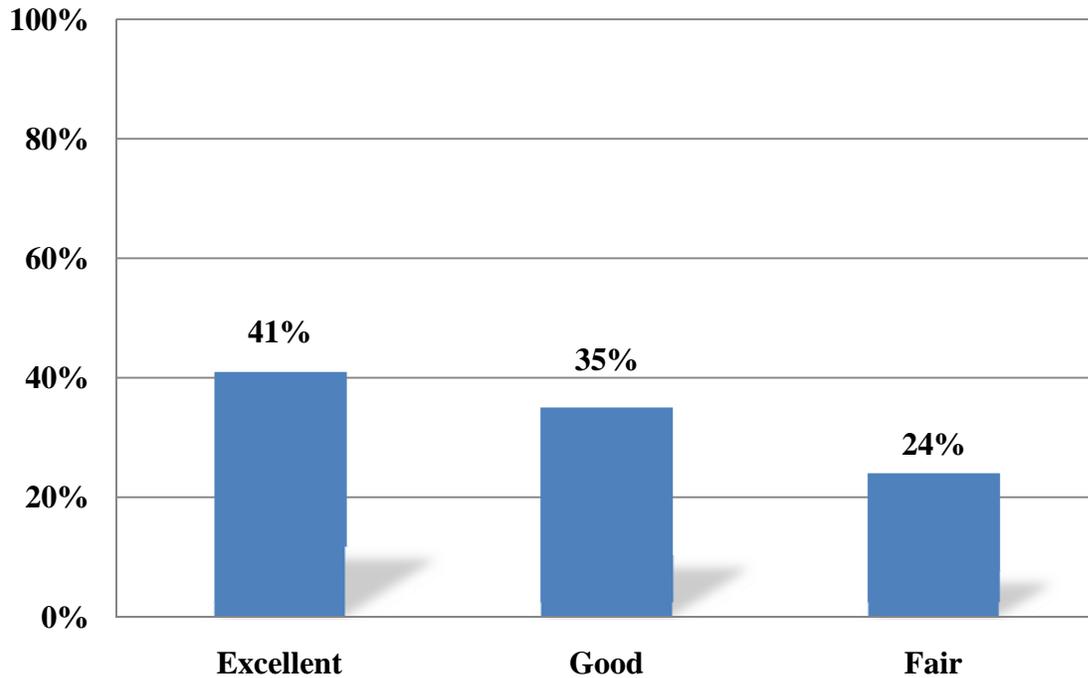
**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 59% are very satisfied and another 29% are somewhat satisfied with the services they receive. Only 6% of respondents indicate they are somewhat dissatisfied and only 6% indicate they are very dissatisfied the services they receive. One dissatisfied respondent indicates:

- Too many people coming in, they are so disorganized, in the end they help with nothing, if they all worked together they'd get things done but they don't; never finished in a timely manner.

**76% of respondents 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?**

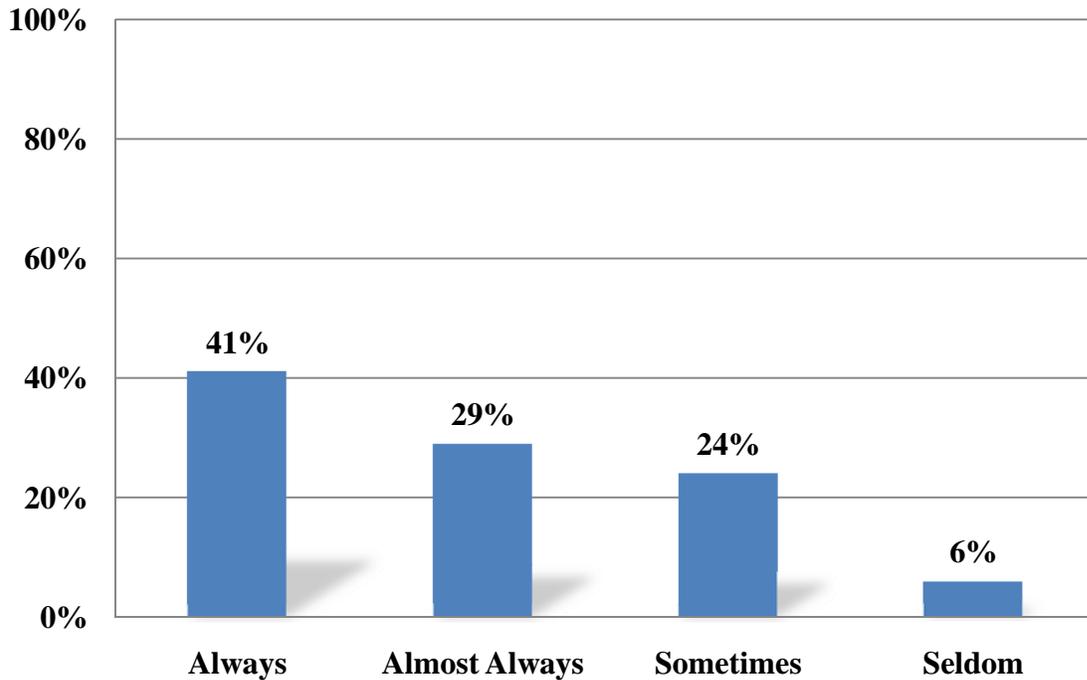


**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 41% rate the quality of services as excellent and 35% rate the quality of the services they receive as good. Twenty-four percent of respondents receiving services through the Traumatic Brain Injury Program rate the quality of services they receive as fair.

**70% 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.**

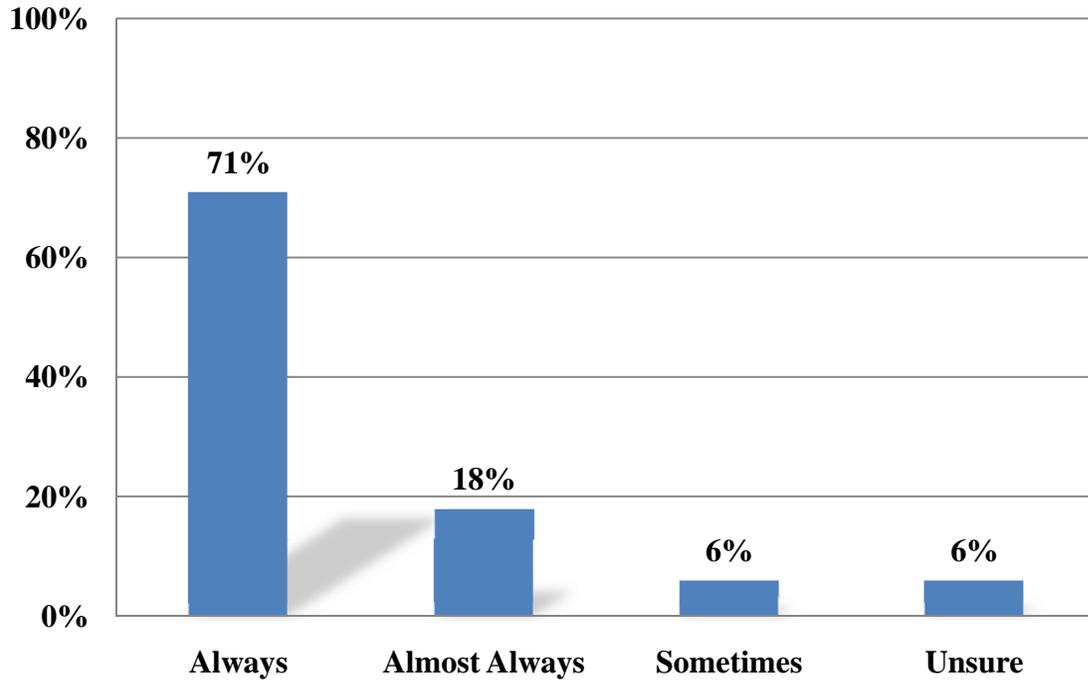


**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 41% indicate the services they receive always meet their needs. Another 29% indicate the services they receive almost always meet their needs. Twenty-four percent of respondents indicate that the services meet their needs some of the time and 6% of respondents receiving services through the Traumatic Brain Injury Program indicate that the services seldom meet their needs.

**89% of respondents 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.**

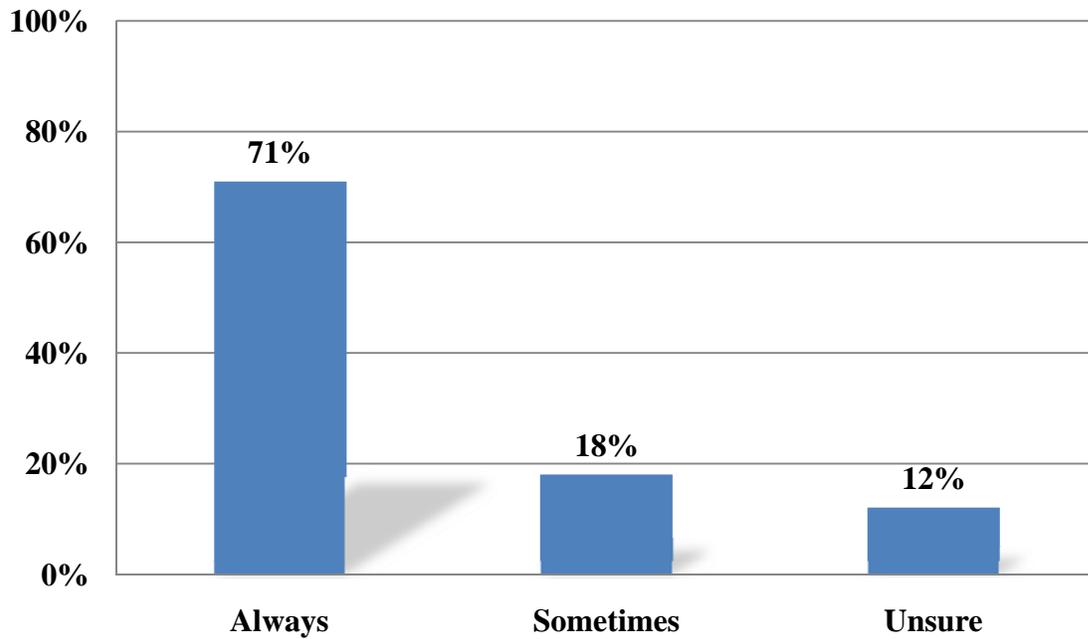


**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 71% indicate their caregivers always treat them with respect and courtesy while 18% indicate they are treated with respect and courtesy almost always. Six percent of respondents receiving services indicate their caregivers treat them with respect and courtesy some of the time.

**71% of respondents 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.**

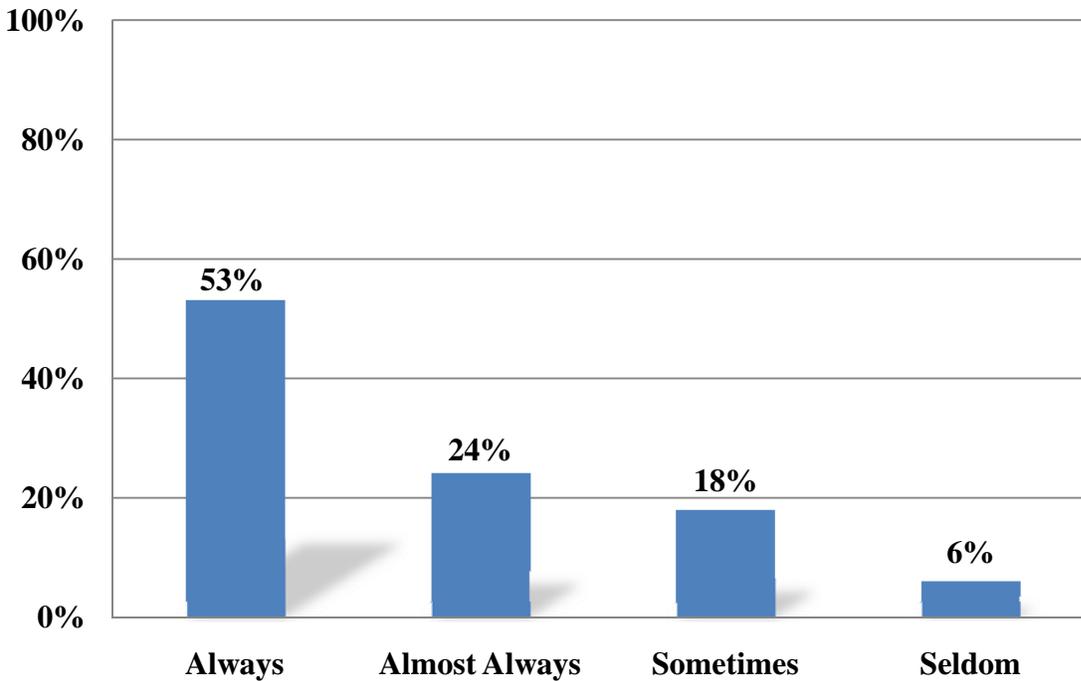


**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 71% indicate they always know who to contact if they have a complaint or if they need more help. Eighteen percent of respondents indicate they know who to contact if they have a complaint or need more help some of the time.

**77% 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.**

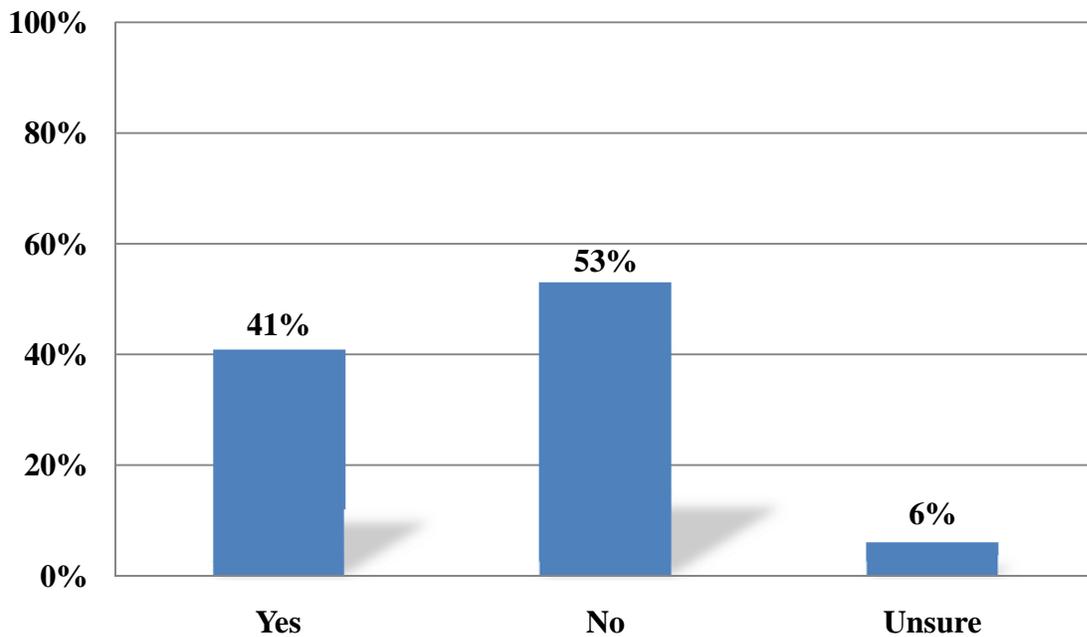


**Comments:**

Among respondents receiving services through the Traumatic Brain Injury Program, 53% indicate they are provided services when and where they are needed. Another 24% indicate services are almost always provided when and where they are needed. Eighteen percent of respondents indicate that the program provides services when and where needed only some of the time and 6% of respondents indicate the Traumatic Brain Injury Program seldom provides services when and where needed.

**41% of respondents have 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, 24% report they have experienced problems during the past 12 months. These respondents indicate:

- A misunderstanding & lack of communication about an incident involving HCRS in Springfield VT
- The one who lives with me has personal issues and I told the counselor. One was very overbearing and had to do things her way.
- The only issue we have is the inability of our caregivers to drive him out to community (always need a taxi, very expensive; ~\$100 round trip to town/time)
- I have lost too much weight

## Respondent Comments:

- Find more time for him to find things to do
- Director [needs to] come & visit the home to see how things are going.
- Need to do better screening people to help people with brain injuries; prepare them better for us. We are not all alike and help us getting back to work and base activities. Add programs so they don't get behind.
- I need caregivers more than once a week
- The only issue we have is the inability of our caregivers to drive him out to community
- All that this program does for me is wonderful!
- No, because they pay attention to what I do and I pay attention to what they do for me. work back and forth

## 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 and Vermonters in general 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 Program, Traumatic Brain Injury Program).

Given the large number of individual questions addressing service satisfaction and QoL these were combined into composite measures using a Principal Components Analysis (PCA). Twenty-Six individual questions were included in the PCA and yielded 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.

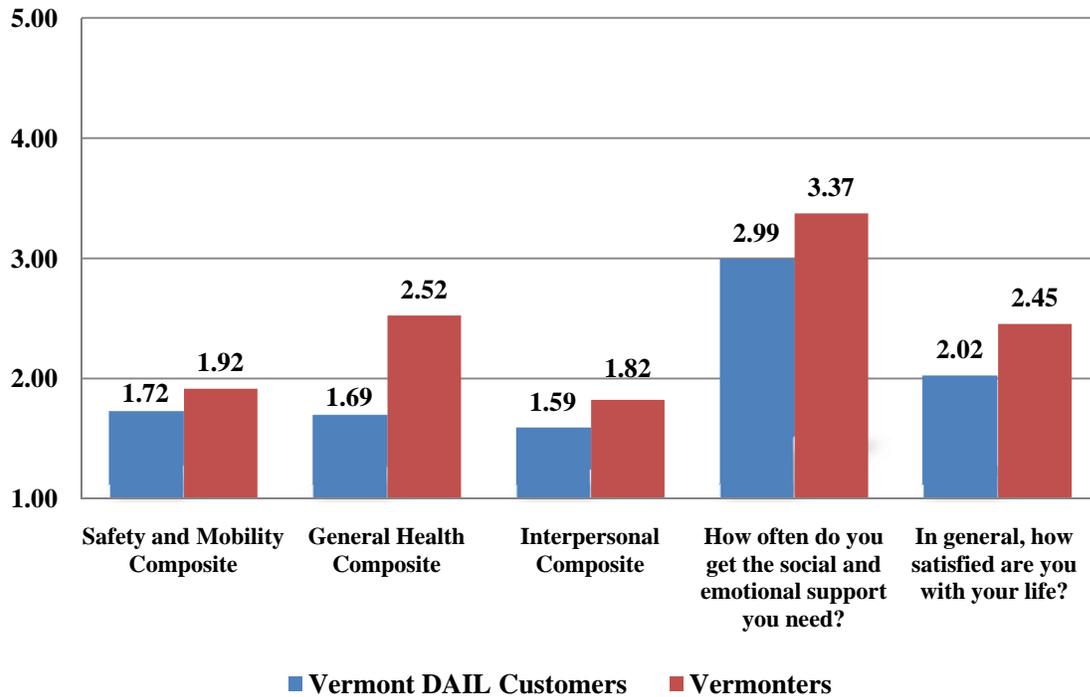
<b>Items Included in Composite Measures</b>
<b>Service and Staff Satisfaction Composite Measure (4-point scale)</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive?
How would you rate the overall quality of the help you receive?
How 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?

<b>Items Included in Composite Measures</b>
<b>Interpersonal QoL Composite (3-point scale)</b>
I am satisfied with how I spend my free time. (How well does this statement describe you life?)
I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe you life?)
I have someone I can count on in an emergency. (How well does this statement describe you life?)
I feel satisfied with my social life. (How well does this statement describe you life?)
I feel valued and respected. (How well does this statement describe you life?)
I really feel a part of my community. (How well does this statement describe you life?)
I have someone I can count on to listen to me when I need to talk. (How well does this statement describe you life?)
I have someone to do something enjoyable with. (How well does this statement describe you life?)
During my leisure time, I almost always have something to do. (How well does this statement describe you life?)
<b>Safety and Mobility QoL Composite (3-point scale)</b>
I feel safe in the home where I live. (How well does this statement describe you life?)
I feel safe out in my community. (How well does this statement describe you life?)
I can get to where I need or want to go. (How well does this statement describe you life?)
I can get around inside my home as much as I need to. (How well does this statement describe you life?)
<b>General Health QoL Composite (5-point scale)</b>
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?
<b>Individual Overall Items</b>
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 you life?), did not statistically load on any composite item and was, therefore, dropped from the composite measures.*

**Across all measures DAIL Customers report lower Quality of Life and life satisfaction compared to Vermonters in general.**

**QoL Comparisons Between Vermont DAIL Customers and Vermonters**

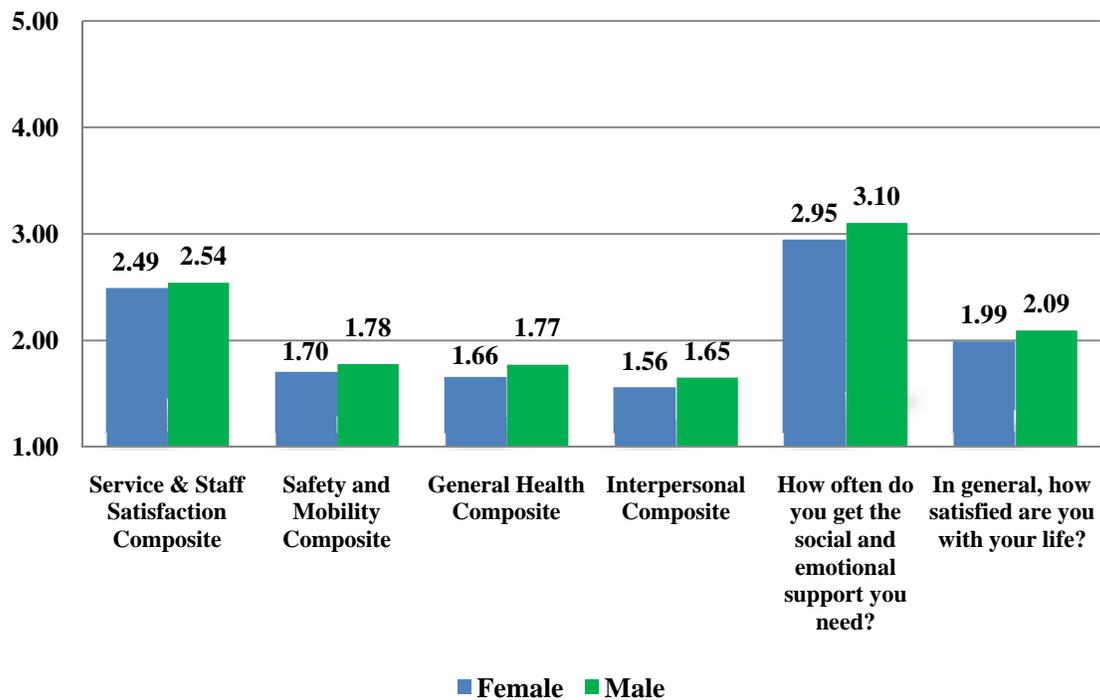


**Comments:**

Across all composite measures and overall satisfaction, VT DAIL customers had significantly lower scores than Vermonters in general. VT DAIL customers felt they were less healthy, less safe and mobile, had lower interpersonal satisfaction, lower social support and life satisfaction than the general public.

**Male DAIL Customers report higher Interpersonal Quality of Life compared to female DAIL Customers.**

**QoL and Satisfaction Comparisons Between Female and Male Customers**

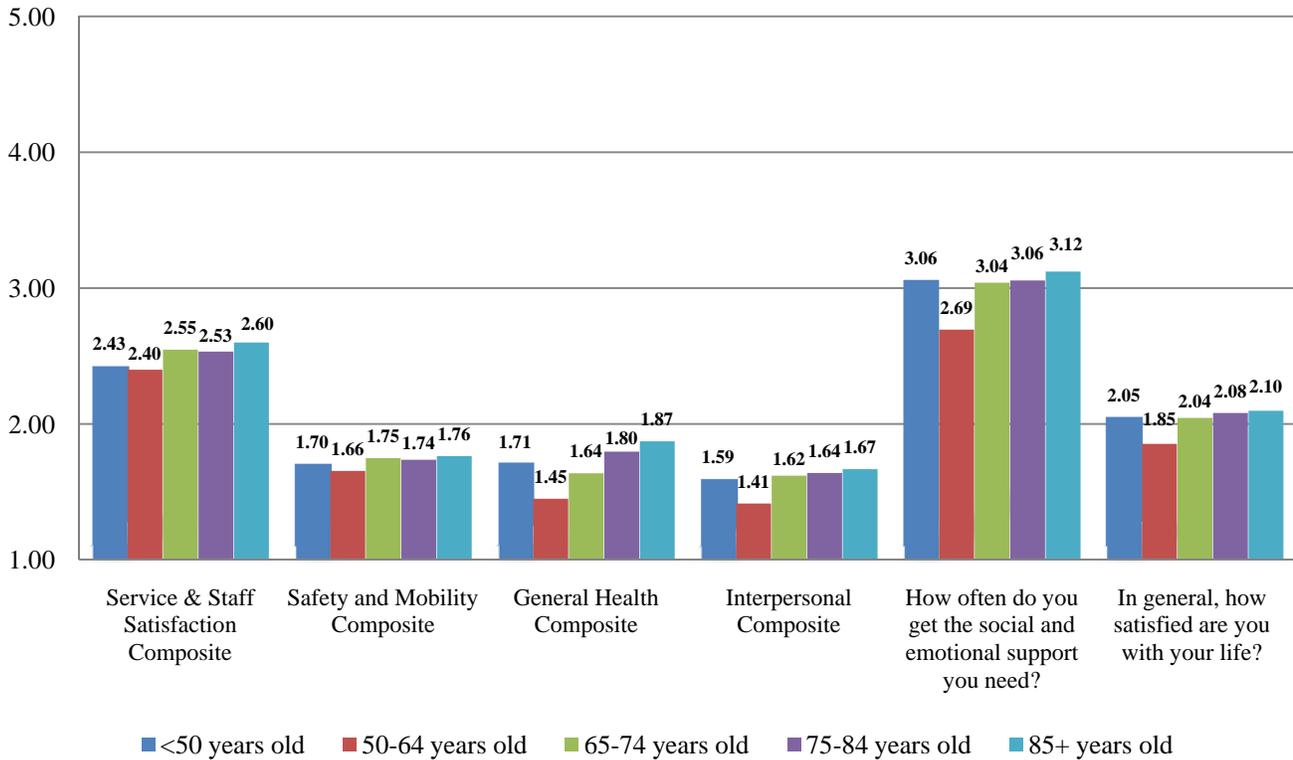


**Comments:**

Male customers had significantly higher interpersonal quality of life compared to female customers. No other gender differences were found on other composites of overall satisfaction with social support or life in general.

**Compared to other age groups, 50 to 64 year olds had lower Health and Interpersonal Quality of Life, as well as lower emotional support and overall life satisfaction.**

**QoL and Satisfaction Comparisons Between Vermont Customers of Different Ages**



**Comments:**

Customers between the ages of 50 and 64 rated their quality of life with regards to health as well as overall life satisfaction significantly lower than those 75 and older. These same individuals also rated their interpersonal quality of life and social support significantly lower than all other age groups.

**Differences were found between counties on service and staff satisfaction, safety and mobility, as well as general health.**

**QoL and Satisfaction Comparisons Between Customers in Different Counties**

	<b>Service &amp; Staff Composite</b>	<b>Safety and Mobility Composite</b>	<b>General Health Composite</b>	<b>Interpersonal Composite</b>	<b>How often do you get the social and emotional support you need?</b>	<b>In general, how satisfied are you with your life?</b>
Addison	2.62	1.80	1.88	1.64	3.30	2.15
Bennington	2.40	1.62	1.76	1.54	3.03	2.07
Caledonia	2.53	1.74	1.96	1.62	2.91	2.12
Chittenden	2.48	1.71	1.65	1.57	3.00	2.00
Essex	2.50	1.63	1.72	1.49	2.83	2.10
Franklin	2.64	1.71	1.43	1.62	3.14	2.04
Grand Isle	2.41	1.73	1.47	1.49	2.76	1.91
Lamoille	2.65	1.79	1.56	1.66	3.05	2.07
Orange	2.43	1.70	1.86	1.54	2.81	1.99
Orleans	2.57	1.75	1.43	1.59	3.08	2.07
Rutland	2.50	1.73	1.79	1.60	2.98	1.95
Washington	2.47	1.70	1.72	1.60	2.89	1.93
Windham	2.33	1.72	1.61	1.54	2.81	2.05
Windsor	2.49	1.73	1.64	1.56	2.99	1.93

**Comments:**

Customers in Windham County rated their satisfaction with service and staff significantly lower than customers in Franklin and Lamoille Counties. Customers in Bennington County rated their safety and mobility significantly lower than customers in Addison County. Customers living in Caledonia County rated their health as significantly better than those in Franklin and Orleans Counties.

**Customers receiving Personal Care Services feel they do not get enough social and emotional support compared to customers receiving homemaker services.**

**QoL and Satisfaction Comparisons Between Customers in Different Programs**

	<b>Service &amp; Staff Composite</b>	<b>Safety and Mobility Composite</b>	<b>General Health Composite</b>	<b>Interpersonal Composite</b>	<b>How often do you get the social and emotional support you need?</b>	<b>In general, how satisfied are you with your life?</b>
Traumatic Brian Injury Program	2.51	1.73	1.69	1.59	3.00	2.03
High Technology Program	2.51	1.72	1.69	1.58	2.99	2.02
Adult Day Center	2.51	1.72	1.67	1.58	2.97	2.02
Personal Care Services(Consumer, Surrogate, and Agency Directed)	2.44	1.71	1.72	1.57	2.88	2.05
Flexible Choices	2.50	1.72	1.69	1.58	2.98	2.02
Homemaker services	2.54	1.73	1.69	1.61	3.11	2.02
Attendant Services Program	2.50	1.72	1.70	1.58	2.99	2.02

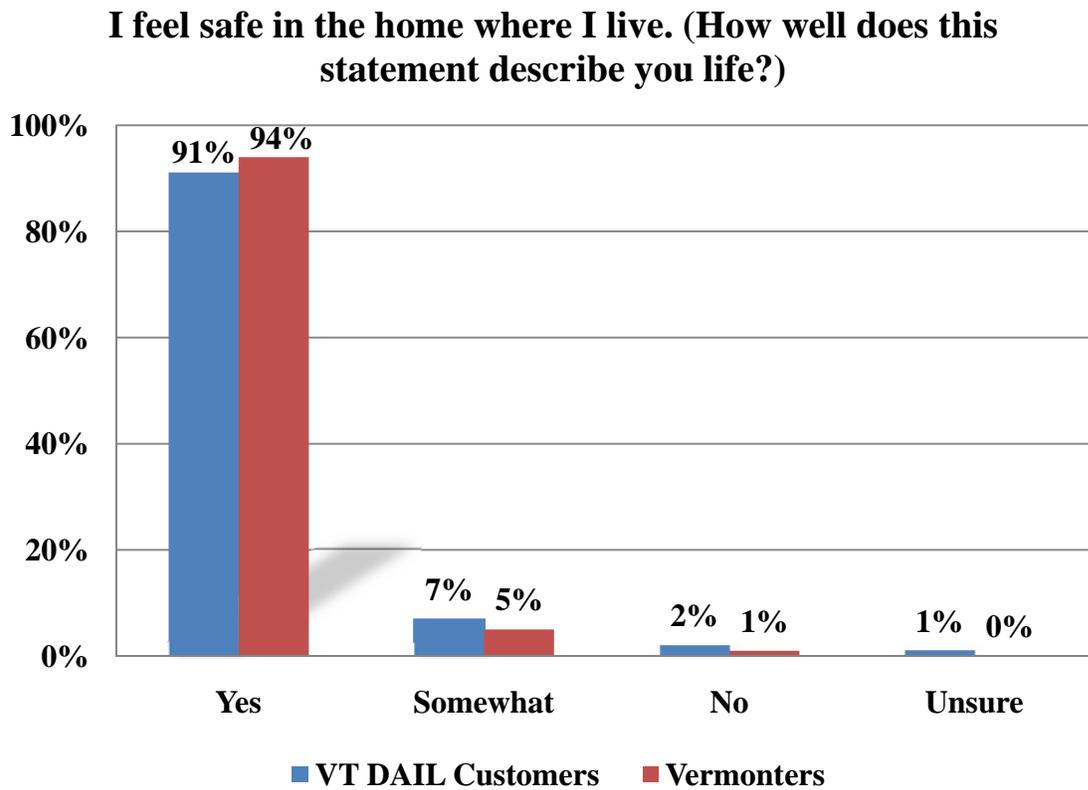
**Comments:**

Customers receiving Personal Care Services (consumer, surrogate, or agency directed) feel they do not get enough social and emotional support compared to customers receiving homemaker services, rating this scale score significantly lower. No other significant differences between programs and services were found.

## 2. Components of Quality of Life Measures

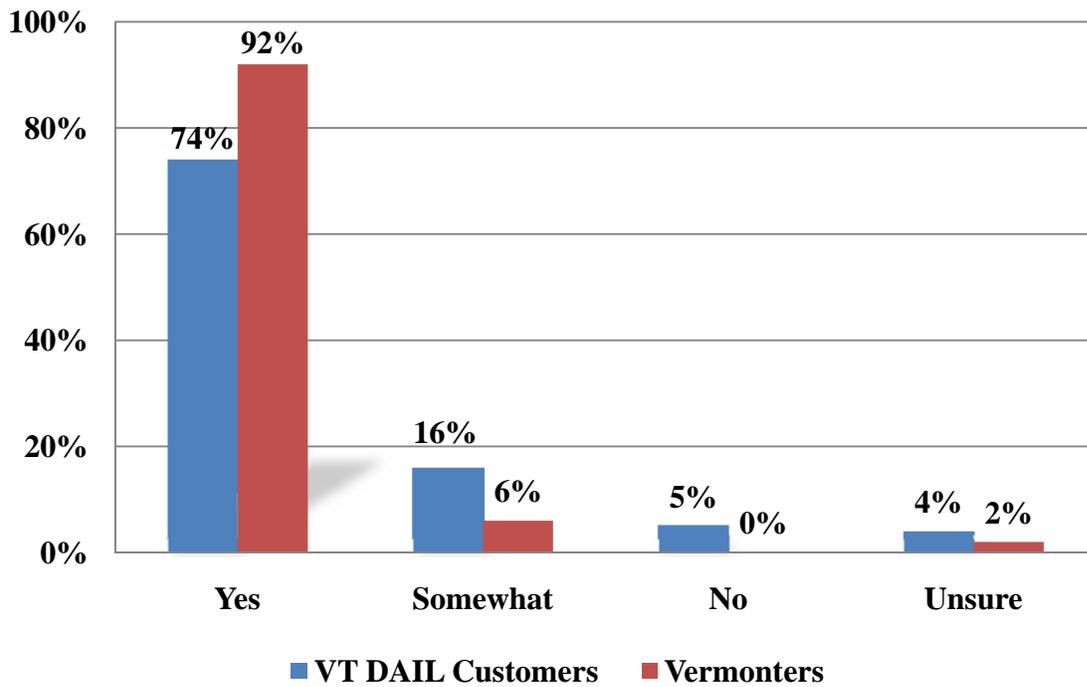
### A. Safety and Mobility

**91% of customers feel safe in the home they live and 7% feel somewhat safe; 94% of residents feel safe in the home they live and 5% feel somewhat safe.**



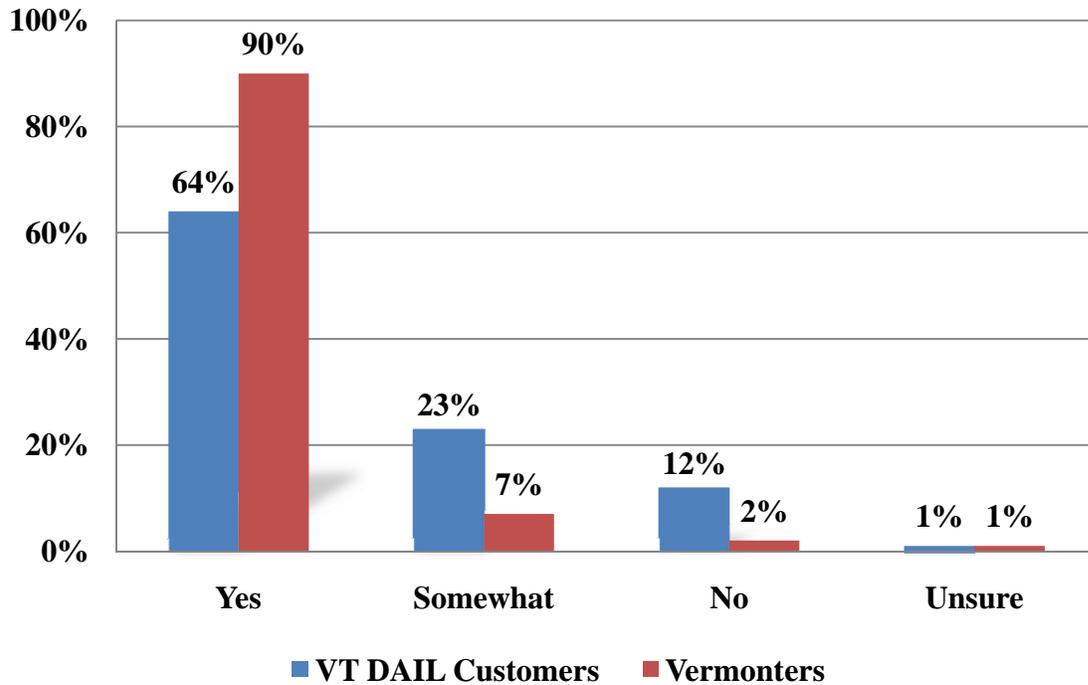
**74% of customers feel safe out in their community and 16% feel somewhat safe; 92% of residents feel safe out in their community and 6% feel somewhat safe.**

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



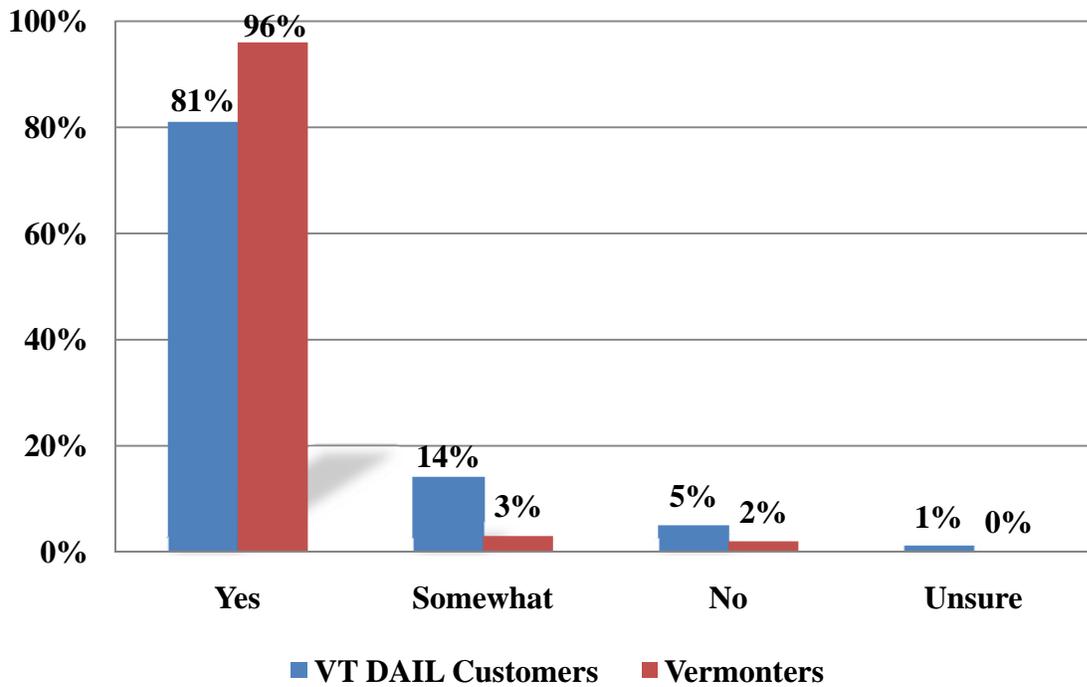
**64% of customers can get or where they need to go and 23% can somewhat do so; 90% of residents can get or where they need to go and 7% can somewhat do so.**

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



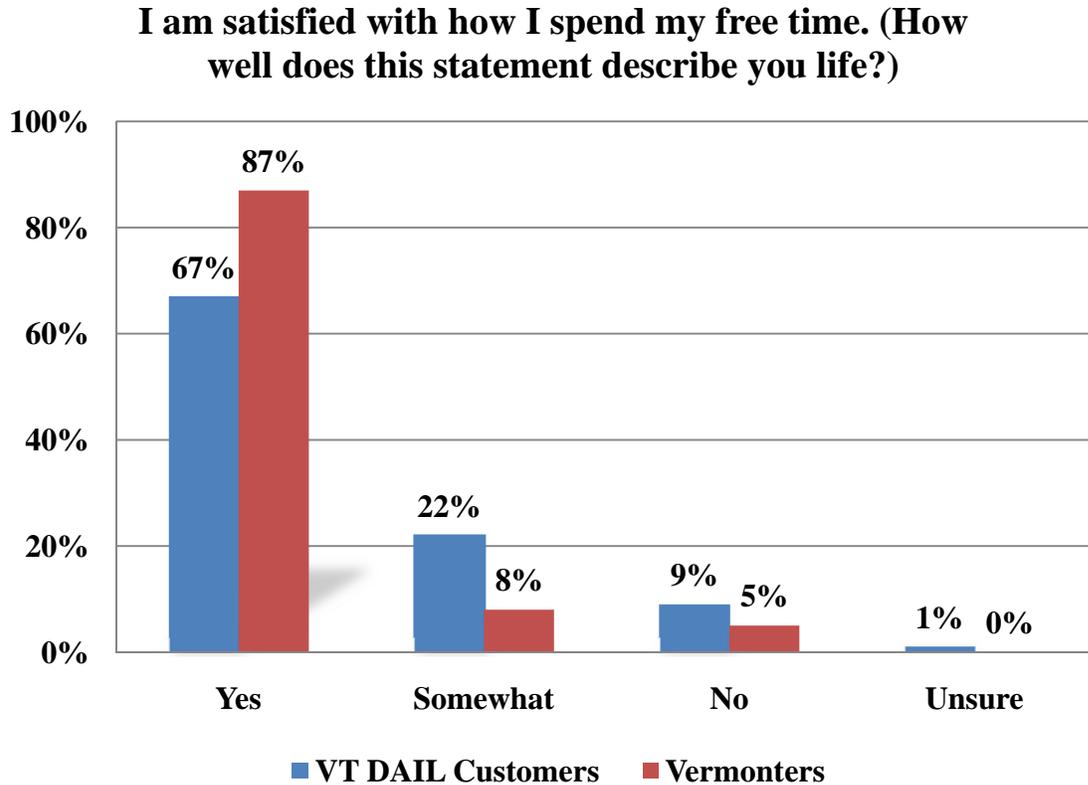
**81% of customers can get around inside their home as much as they need to and 14% can somewhat get around; 96% of residents can get around inside their home as much as they need to and 3% can somewhat get around.**

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



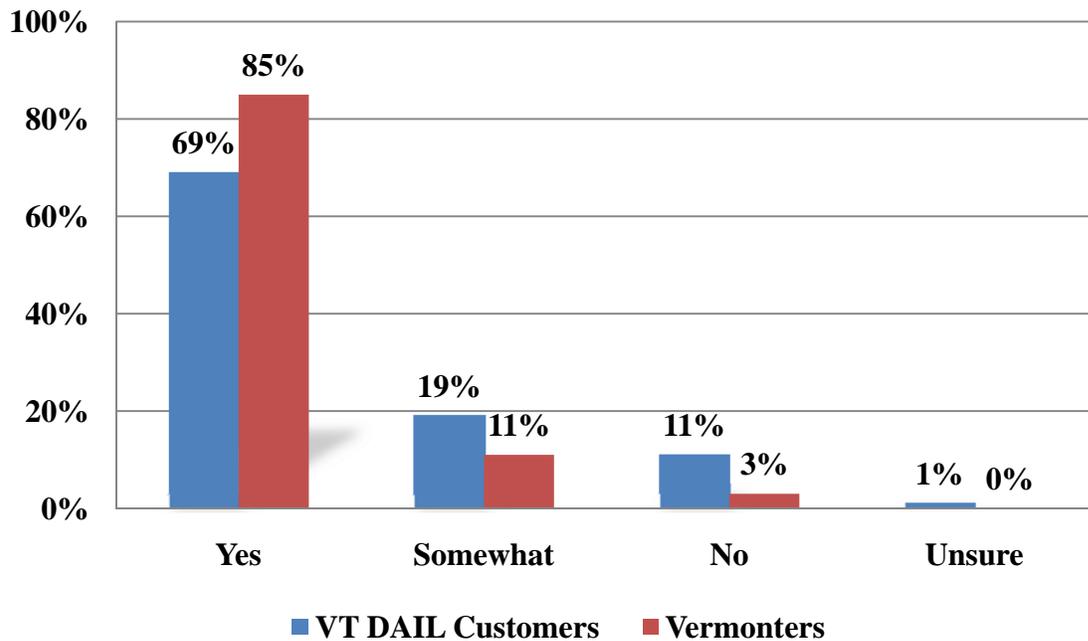
## B. Interpersonal

**67% of customers are satisfied with how they spend their free time and 22% are somewhat satisfied; 87% of residents are satisfied with how they spend their free time and 8% are somewhat satisfied.**



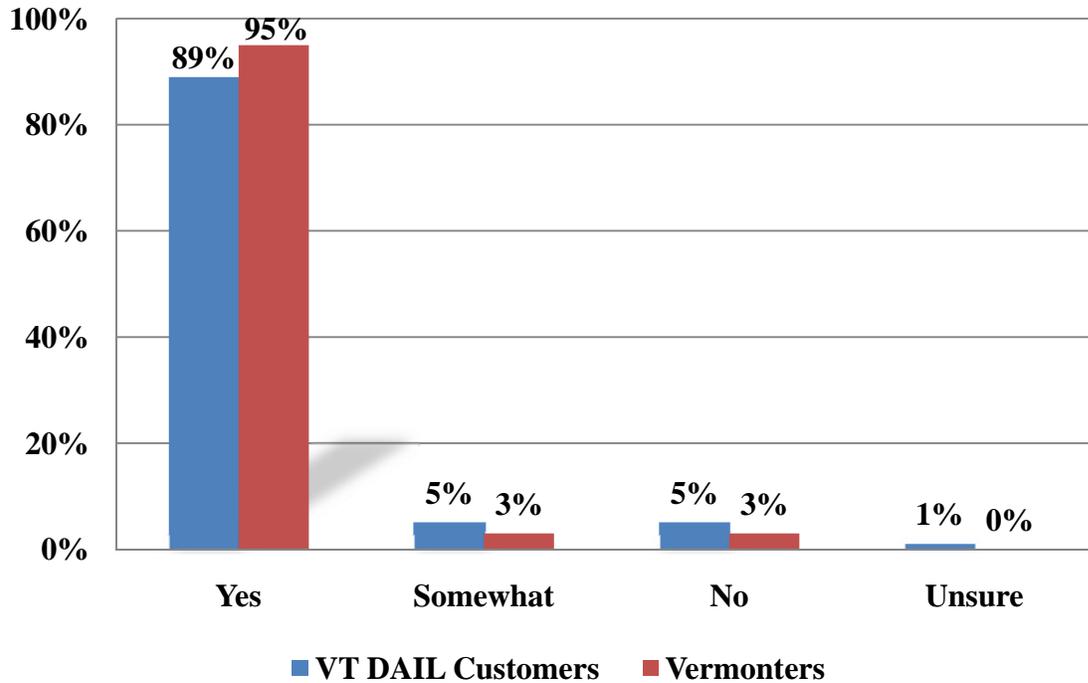
**69% of customers are satisfied with the amount of contact they have with family and friends and 19% are somewhat satisfied; 85% of residents are satisfied with the amount of contact they have with family and friends and 11% are somewhat satisfied.**

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



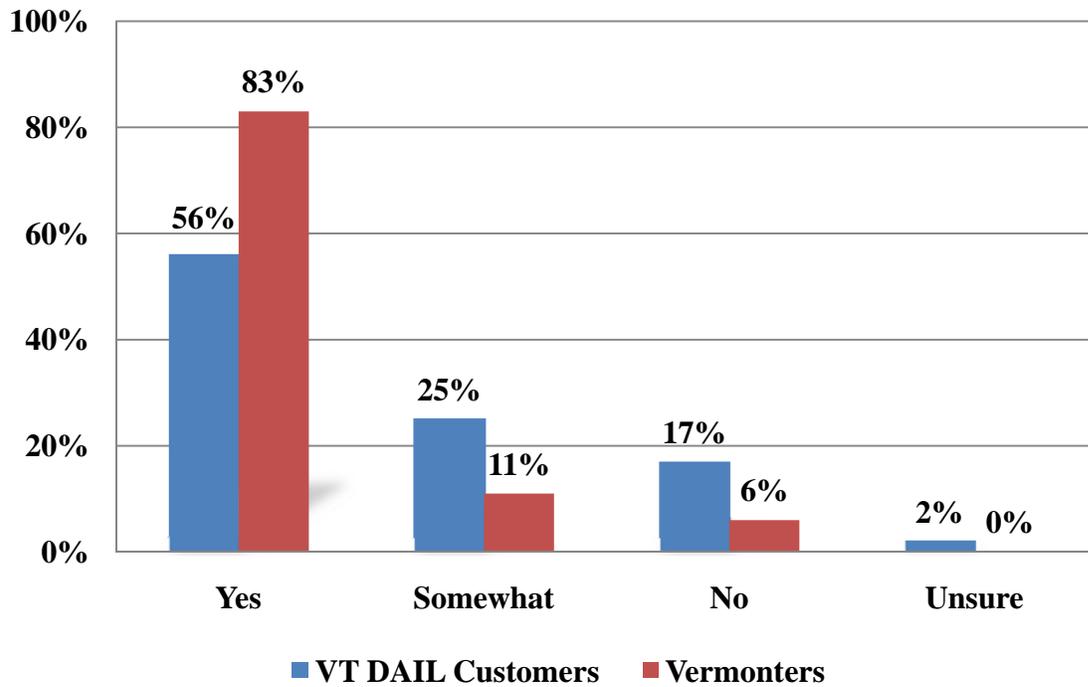
**89% of customers indicate they have someone to count on in an emergency and 5% feel this way somewhat; 95% of residents indicate they have someone to count on in an emergency and 3% feel this way somewhat.**

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



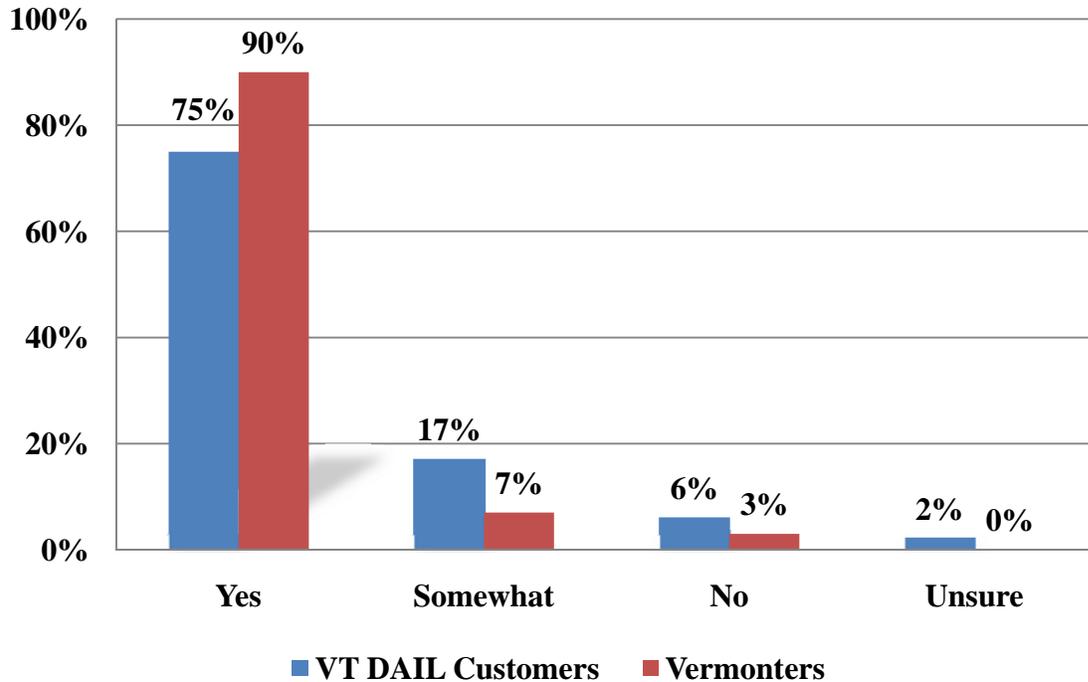
**56% of customers are satisfied with their social life and 25% are somewhat satisfied; 83% of residents are satisfied with their social life and 11% are somewhat satisfied.**

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



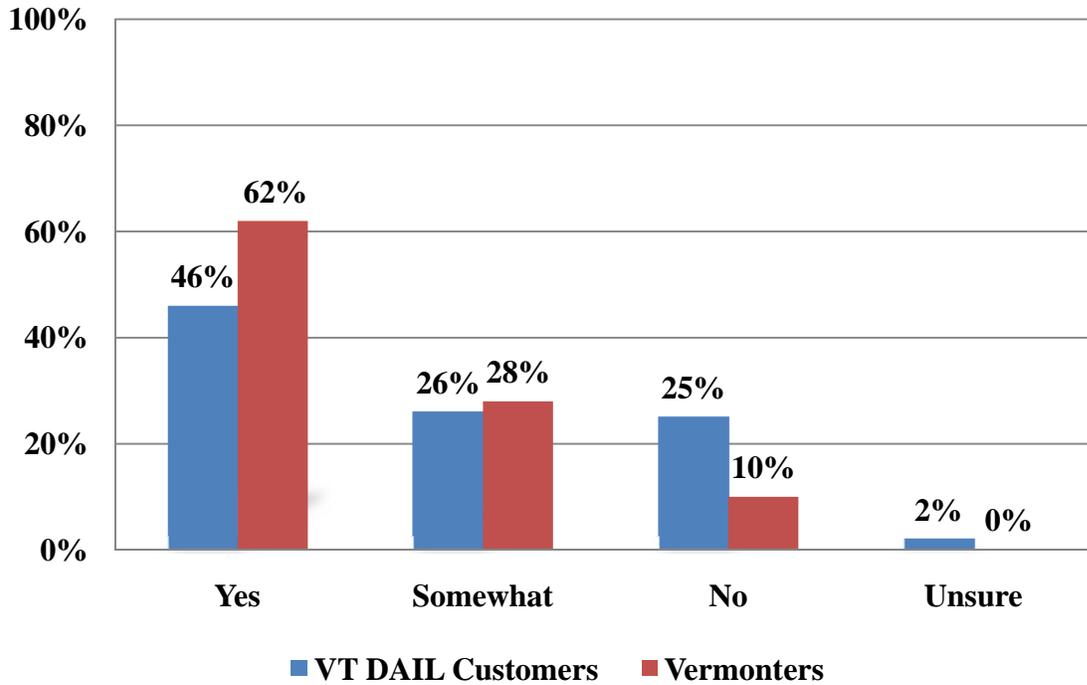
**75% of customers feel valued and respected and 17% feel this way somewhat;  
90% of residents feel valued and respected and 7% feel this way somewhat.**

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



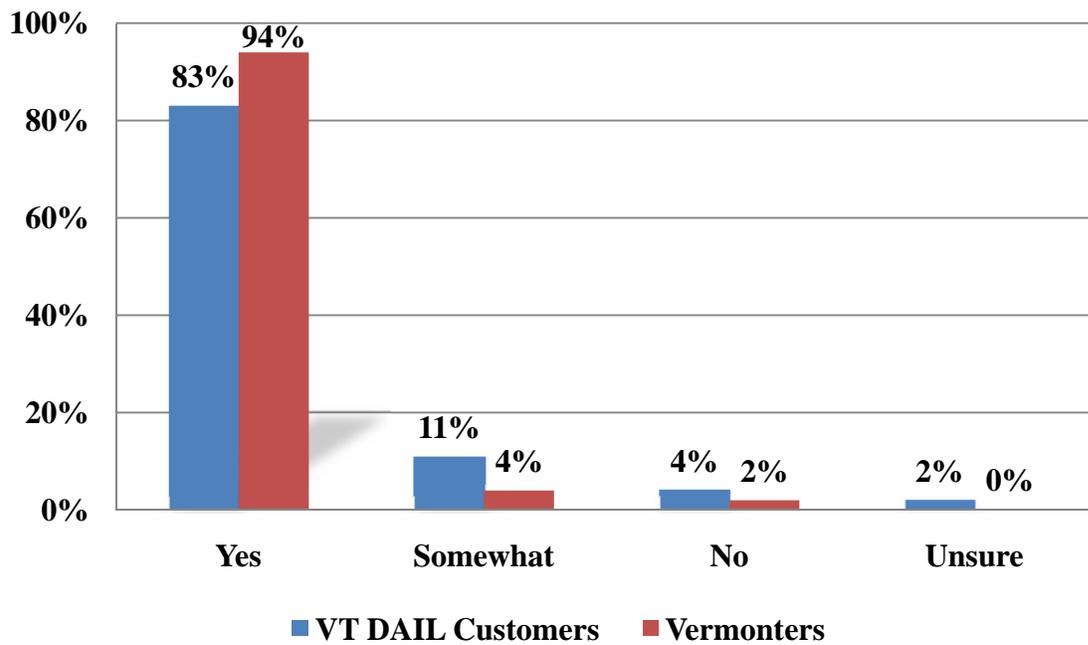
**46% of customers feel a part of their community and 26% somewhat feel a part of their community; 62% of residents feel a part of their community and 28% somewhat feel a part of their community.**

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



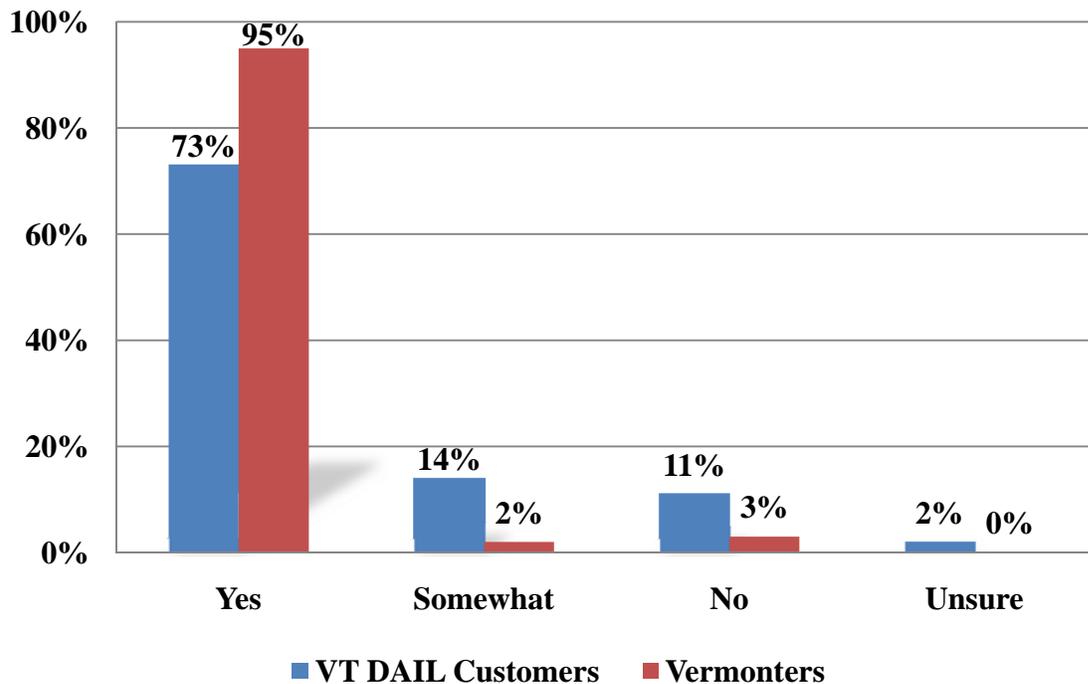
**83% of customers have someone to listen to them when they need to talk and 11% feel this way somewhat; 94% of residents have someone to listen to them when they need to talk and 4% feel this way somewhat.**

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



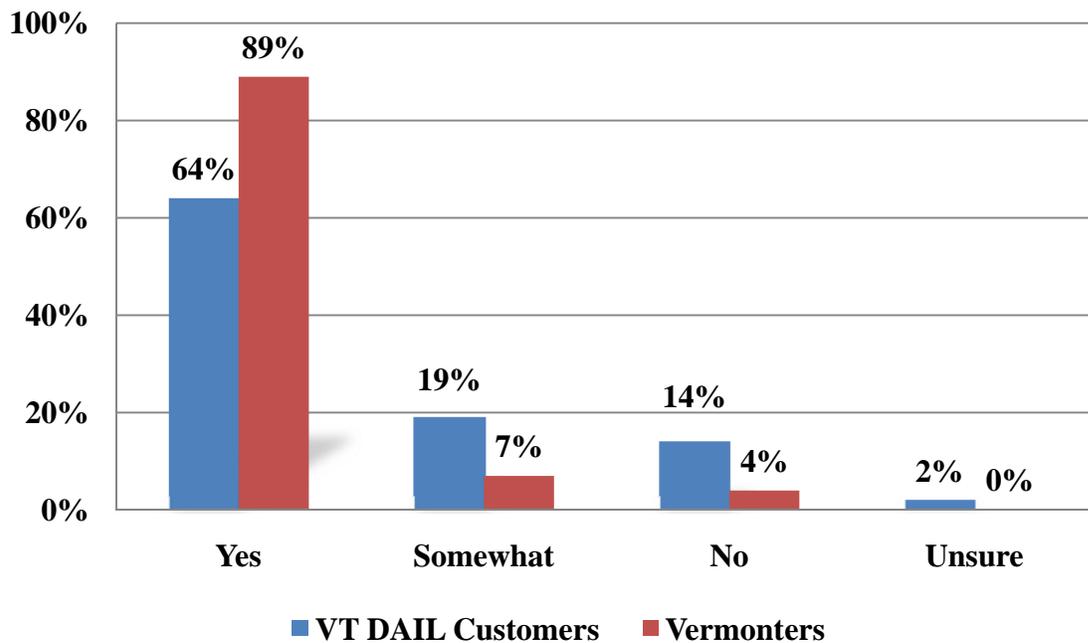
**73% of customers have someone to do something enjoyable with and 14% feel this way somewhat; 95% of residents have someone to do something enjoyable with and 2% feel this way somewhat.**

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



**64% of customers almost always have something to do in their leisure time while 19% feel this way somewhat; 89% of residents almost always have something to do in their leisure time while 7% feel this way somewhat.**

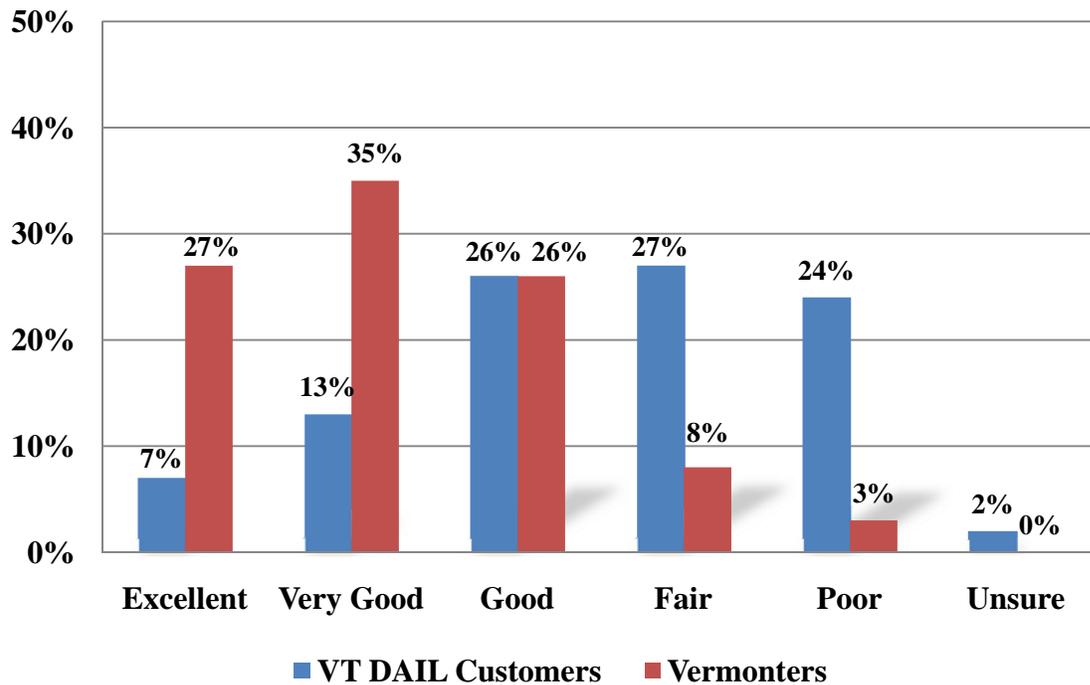
**During my leisure time, I almost always have something to do. (How well does this statement describe you life?)**



### C. General Health

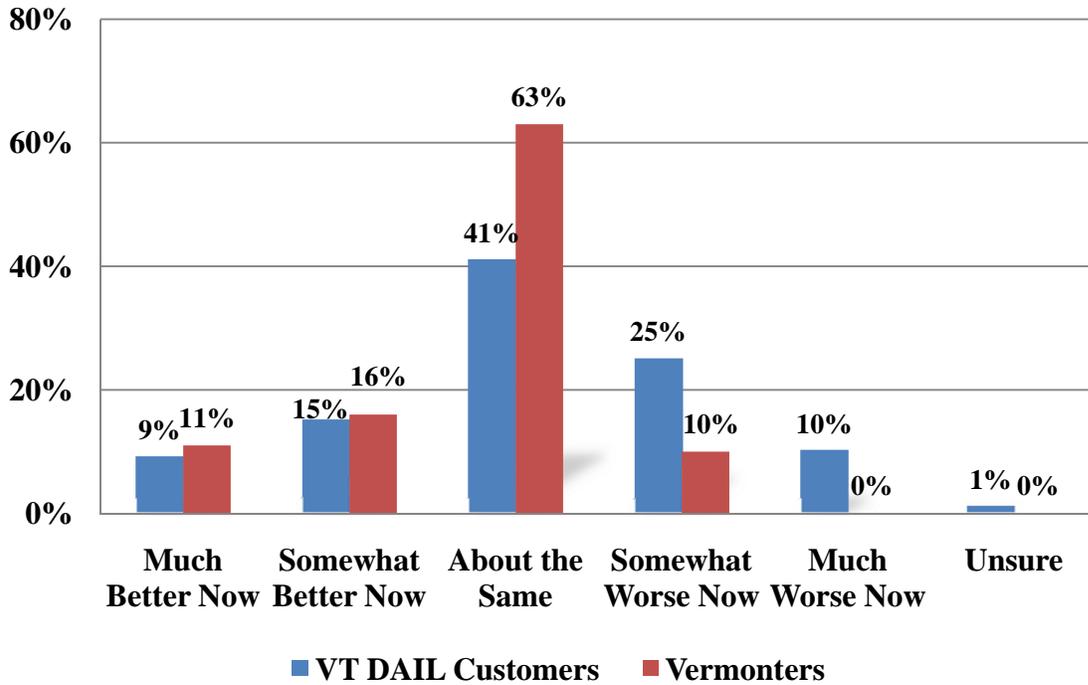
**46% of customers rate their health as excellent, very good, or good compared to others their age; 88% of residents rate their health as excellent, very good, or good compared to others their age.**

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



**65% of customers rate their health as the same or better when compared to a year ago; 90% of residents rate their health as the same or better when compared to a year ago**

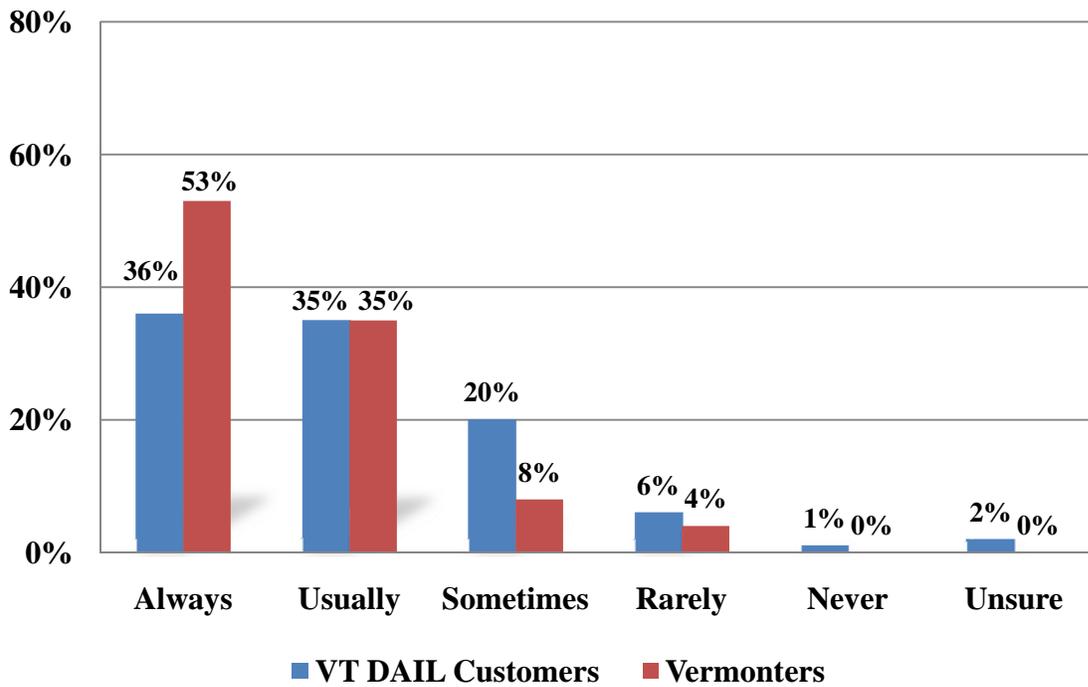
**Compared to one year ago, how would you rate your health in general now?**



#### D. Overall Emotional Support

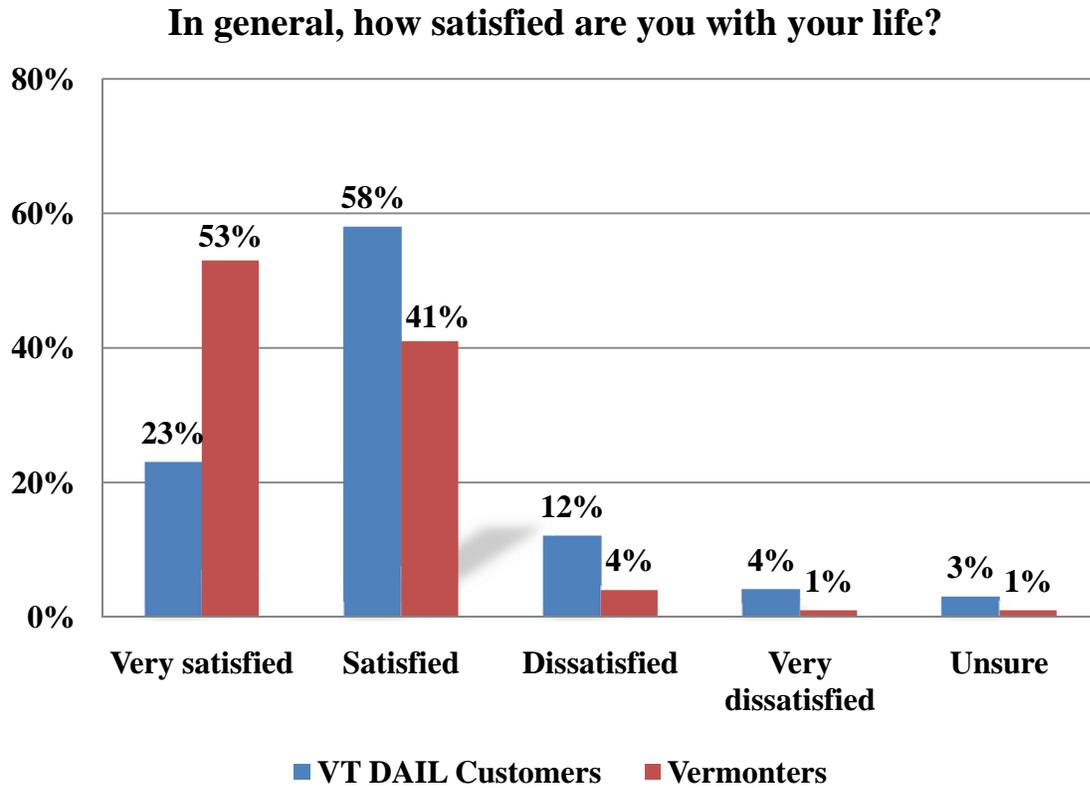
**71% of customers always or usually get the social and emotional support they need; 88% of residents always or usually get the social and emotional support they need.**

**How often do you get the social and emotional support you need?**



## E. Overall Life Satisfaction

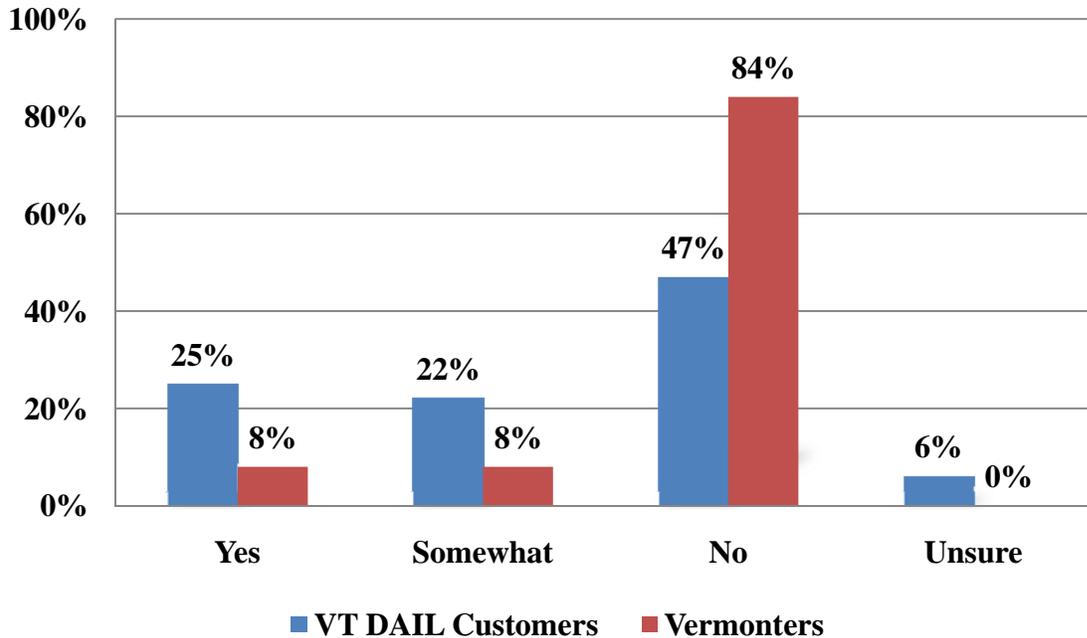
**81% of customers are very satisfied or satisfied with their life; 94% of residents are very satisfied or satisfied with their life.**



F. Additional Questions

**Only 25% of customers indicate that they do not like what they are doing in their leisure time but do not know what else to do; Only 8% of residents 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 you life?)**



## L. Final Comments

**Among the 45% 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)**

<b>Category of Comment</b>	<b>%</b>
Positive comments	31.5%
Caregiver - positive comments	5.6%
Support - did not receive needed support, needed more support	3.1%
Caregiver - shortage of caregivers	2.4%
Caregiver - quality of caregivers, problems with caregivers	1.7%
Meals - food quality or variety	1.5%
Need more funding	1.2%
Staff - shortage of staff	1.2%
Information issues	1.1%
Client involvement, issues	1.1%
Time for travel, more hours	0.8%
Communications issues with staff	0.7%
Cost of services	0.5%
Caregiver - need more training, oversight	0.5%
Staff - problems with staff	0.4%
Program effectiveness, did not meet expectations	0.3%
Meals - delivery issues	0.3%
Activities, lack of, need more variety	0.3%
Fear of , abuse from caregivers	0.1%
Access to services	0.1%
Other	2.9%
No additional comments	55.2%
Total	100.0%

## 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. Forty-five percent of respondents offered additional comments.

These comments were coded and then grouped into general categories. Among all customers, the majority has positive comments about the Division and the services provided. Thirty-two percent of customers offered positive comments and 6% offered positive comments specifically about their caregiver. Specifically, 17% of customers indicate that overall they are satisfied with the services they receive, 11% indicate that the services are appreciated, 6% indicate their caregiver is reliable and takes good of the customer, 6% indicate they would be unable to remain in their house if they did not receive care, and 3% indicate they appreciate their specific caregiver.

A small percentage of customers offer more negative feedback. This include 3% of customers that indicate they did not receive needed support, 2% that note a shortage of caregivers, 2% indicate they experienced problems with caregivers or not a lack of quality caregivers, 1% indicate the program needs more funding, 1% indicate that the Division needs additional staff, and 1% had difficulties with the information they were provided.

**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)**

<b>Comment</b>	<b>%</b>
Overall satisfied with services I receive	17.4%
Services are appreciated	11.4%
Dependable, reliable; take good care of me	5.6%
Would be unable to remain in my home without help received	5.6%
specific caregiver is appreciated	3.3%
Need more help, more time	2.0%
Positive comment in general	1.9%
Help I need has been well received	1.6%
Good communication, I know who to go to for help	1.3%
Programs need more funding, keep them going	1.2%
Keep cutting hours, need more help	1.0%
Need companionship	1.0%
Other	2.9%
Nothing	55.2%
Total	100.0%

## 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 supports.
- **Self-Determination** - Individuals will direct their own lives.
- **Living Well** - The individual's services and supports 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 the 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 the DVT 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 2010 is roughly comparable to that observed in 2008 and 2009. Across all measures that were assessed in 2008, 2009, and 2010 there were no significant increases or decreases in those indicating they were satisfied, rating the quality of service (and aspects of the services) as excellent or good, or indicating that the services provided always or almost always meet their needs and are provided when needed. While it may be unsatisfying to some that there wasn't an improvement in measures over this period of time, this is in large part due to the very high levels of satisfaction and ratings of quality by your customers over the years.

First, some of the key positive highlights:

- Nearly all of your customers (more than 95%) are very or somewhat satisfied with the services they receive through VT DAIL programs.
- More than 90% of customers rate the quality of the services they receive through the various programs as excellent or good.
- Nearly 90% indicate that the services they receive always or almost always meet their needs.
- Nearly 90% rate the overall quality of the service they receive as excellent or good.
- While there were no differences observed between the results from 2010 and those in 2008 and 2009 among the overall measures of satisfaction and quality, there were two programs that did show an increase in program specific measures. Among the four measures asked in all three years there was an increase in all four measures among customers attending Adult Day Centers and an increase among two of the four measures among customers receiving personal care services.
- While nearly 20% of customers indicate that they have experienced problems with VT DAIL programs or the services provided during the past 12 months approximately 62% of those with problems indicate that VT DAIL worked to resolve the problem,

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

*While based on small sample size, the satisfaction and quality measures were consistently lowest among those receiving services through the Traumatic Brain Injury Program. Many scores for customers receiving services through the High Technology Home Care Program were also lower than other customers.*

Across nearly all measures (both the overall series of satisfaction and quality measures as well as the program specific measures), customers receiving services through the Traumatic Brain Injury Program had the lowest scores. These customers also had the highest percentage of respondents reporting they had experienced problems during the prior 12 months and among those experiencing problems one of the lowest percentage reporting that the program worked to resolve the problem. This does not indicate that a majority of respondents were dissatisfied or

view the quality of the service poorly, simply that relative to customers in other programs their scores tend to be lower.

The small number of completed surveys does make it somewhat difficult to interpret why their reported scores are so much lower. It may actually indicate that relative to other programs that respondents are less satisfied with the service and less likely to rate the quality of the service highly or it may be simply that those dissatisfied with the survey were more likely to respond to the survey. In moving forward one important goal should be to increase participation in the survey process among this population to determine if there are concerns that need to be addressed among those receiving services through the Traumatic Brain Injury Program or to determine if this year's results are simply an artifact of the small sample size.

Customers receiving services through the High Technology Home Care Program also tend to have lower scores than customer receiving services through other VT DAIL programs, though not to the extent observed among customers receiving services through the Traumatic Brain Injury Program. However, the same general conclusion would apply to these customers as well: increasing participation to determine if this group is truly less satisfied or whether the results are related to the small sample size.

***The measures that generally have the lowest scores are those that focus on customer involvement and communication.***

The vast majority of customers rate positively all measures of satisfaction and quality. However, many of those that rate lowest are focused on customer involvement and communication:

- How would you rate the amount of choice and control you had when you planned the services or care you would receive? (overall measure).
- How would you rate how well problems or concerns you have with your care are taken care of? (overall measure).
- I know who to contact if I have a complaint about the \_\_\_ or if I need more help. (program specific measure).
- I feel I have a part in planning my care with my case manager or support coordinator. (case manager measure).
- My case manager or support coordinator asks me what I want. (case manager measure).
- My case manager or support coordinator helps me understand the different service options that are available. (case manager measure).
- I can talk to my case manager or support coordinator when I need to. (case manager measure).
- My case manager or support coordinator helps me when I ask for something. (case manager measure).

In reviewing all of the verbatim comments, 60 respondents (6%) also mention communications issues at some time during the course of their survey. It is important to note that while among those rated lowest, more than 80% (though less than 90%) of customers still rate these items positively. Thus the results suggest that this is not a systemic problem rather a concern that can be addressed to improve the already high level of customer satisfaction. Much of this can be addressed by reinforcing actions the staff is already taking:

- Always ask for customer input. What do they see as their needs and then explain what VT DAIL programs can do to meet their needs.
- Let customers know what can and cannot be done by VT DAIL to help set expectations.
- Following through with customers to let them know that you are doing your best to help meet their needs.
- In getting back to customers or following up, give a realistic time frame.
- In terms of providing information to customers, work to determine if there are potentially other services that may be of benefit. As important, verify that customers are clear on the range of services that can be provided.
- Ask (frequently) if the customer has any concerns or problems.
- Make sure providers and caregivers clearly communicate with customers; especially on factors like delays and any change in those providing the care.

***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 customer overall. These might identify groups where additional efforts are required to improve (albeit their already high) level of satisfaction. Typically the lower ratings among these demographic groups were focused on one or two programs:

- Customers under age 50 (lowest ratings focused on Adult Day Centers)
- Customer aged 50 to 64 (lowest ratings focused on Homemaker Services)
- Customers in Addison County (lowest ratings focused on Attendant Service Program)
- Customers in Caledonia County (lowest ratings focused on Adult Day Centers)
- Customers in Essex County (lowest ratings focused on Personal Care Services and Homemaker Services)
- Customers in Orange County (lowest ratings focused on Homemaker Services and Adult Day Centers)
- Customers in Rutland County (lowest ratings focused on Adult Day Centers)
- Customers in Washington County (lowest ratings focused on Personal Care Services)
- Customers in Windham County (lowest ratings focused on Homemaker Services)
- Customers in Windsor County (lowest ratings focused on Attendant Service Program and Homemaker Services)

***The most commonly mentioned issues in respondent verbatim feedback relate to the quality of the services provided by caregivers and to the availability of caregivers to meet their needs.***

In the feedback provided by respondents, the two most common themes concern caregivers and the quality of the services they provide. Sixteen percent of respondents mention quality issues with caregivers including the quality of the caregivers providing service, experiencing problems with caregivers, or the need for more training/oversight of caregivers. Some of the specific problems customers mention are instances where caregivers either do not show up or are late, scheduling problems (either a person is not scheduled sufficiently in advance or scheduled at times without consulting with the customer to determine if the time is convenient), and caregivers that do not adequately perform their work. The impact of such difficulties is it will reflect poorly on the program as a whole. It is important that VT DAIL stress to customers the importance of providing feedback on the quality of the care they receive both to VT DAIL and to the agency providing the care. Customers should be encouraged to not only report problems and concerns but also provide positive feedback about the quality of care they receive. It should be noted that this survey represents one mechanism for customers to provide feedback about their caregivers.

Twelve percent of respondents also express concern about the shortage of caregivers or issues affecting their availability. This includes the lack of caregivers along with comments that indicate that caregivers are not receiving adequate compensation for their work (in terms of pay or the feeling that caregivers should receive benefits as a part of their compensation). These customers relate the level of compensation to the quality of their caregivers; they express the view that the current compensation is not sufficient to attract the highest quality caregivers. Compensation of caregivers is likely an issue beyond the capability of VT DAIL to resolve to any large degree given funding mechanisms for the programs it administers. However, VT DAIL can inform its customers of such limitations. This may help motivate customers and their families to serve as advocates to improve compensation since this will impact the quality of the care they receive.

***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 20% of customers indicate they experienced a problem with VT DAIL or the services they receive at some time during the prior 12 months. Among those customers indicating they experienced problems, problems were mainly focused on difficulties with caregivers or the ability to find caregivers.

Among all customers experiencing problems, approximately 62% indicate that VT DAIL worked to resolve their problem. This demonstrates a high level of customer service and working to meet all of the needs of VT DAIL's customers. But this also implies that approximately 38% of customers did not perceive VT DAIL as resolving their concerns or problems. The results do suggest there are specific programs where this is of greater concern and also some specific problems that customers mention:

There are two programs where the percentage indicating that VT DAIL worked to resolve problems is less than half:

- Flexible Choices(32% of those experiencing problems indicate that VT DAIL worked to resolve their problem).
- Attendant Services Program (43% % of those experiencing problems indicate that VT DAIL worked to resolve their problem).

There are also some specific issues where a large percentage of customers indicate that VT DAIL did not work to resolve their problem:

- Caregivers are good when they show up but have inconsistent attendance (54% of those experiencing problems indicate that VT DAIL worked to resolve their problem).
- Program keeps cutting hours for caregivers; the customer needs more help (25% of those experiencing problems indicate that VT DAIL worked to resolve their problem).
- Difficulty in finding adequate caregivers (33% of those experiencing problems indicate that VT DAIL worked to resolve their problem).
- The need to improve communication; which caregiver is coming, and when (33% of those experiencing problems indicate that VT DAIL worked to resolve their problem).

Again it is important to stress again that the results of the survey do not point to the need for any substantial change by VT DAIL to their programs or the way in which they provide services. Customers are satisfied with the services they receive as well as the quality of the services provided by VT DAIL. The information provided by your customers identified some areas of concern that can be addresses to improve the already high level of satisfaction among customers.

**Among all customer comments, 37% of customers offered positive feedback about the program (32%) or caregivers (5%). The main concerns or difficulties that respondents mention focus on the availability (12%) or quality (11%) of caregivers, or the need for additional support (11%).**

**Summary of Respondent Feedback  
(Main Categories)**

<b>Category of Comment</b>	<b>Number of Respondents</b>	<b>% of Respondents</b>
Caregiver - shortage of caregivers	119	12%
Caregiver - quality of caregivers, problems with caregivers	105	11%
Support - did not receive needed support, needed more support	105	11%
Communications issues with staff	60	6%
Staff - shortage of staff	45	5%
Caregiver - need more training, oversight	38	4%
Time for travel, more hours	36	4%
Information issues	32	3%
Staff - problems with staff	31	3%
Need more funding	27	3%
Client involvement, issues	21	2%
Activities, lack of, need more variety	17	2%
Cost of services	16	2%
Meals - food quality or variety	16	2%
Caregiver - issues with quality of care	11	1%
Access to services	10	1%
Facilities	9	1%
Program effectiveness, did not meet expectations	8	1%
Fear of , abuse from caregivers	4	0%
Meals - delivery issues	3	0%
Eligibility for services	2	0%
Quality of care	1	0%
Caregiver - positive comments	53	5%
Positive comments	313	32%
Other	84	9%
Total	972	100%

## 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 (32%), or positive feedback about their caregiver (5%). Among customers that had concerns or problems, the most common areas were their views of a shortage of caregivers and the need for caregivers to receive better compensation (12%), the quality of the caregiver or that they had experience problems with a caregiver (11%), and that the customer did not receive sufficient support or needed more support (11%). Other areas of comment include difficulties in communication with staff (6%), a shortage of staff (5%), the need for more training or oversight for caregivers (4%), and additional time for travel (4%), among others.

When looking at this feedback in more detail, 9% of customer indicate they need more help or for caregivers to provide more time for help, 5% indicate that caregivers are not paid enough or need benefits, 4% express concerns about scheduling problems or switching caregivers, 3% indicate that while caregivers provide good service they are inconsistent with their attendance, 3% indicate that caregivers do not want to or do not know how to work, 3% indicate the need for more funding for the program, 3% indicate their caregiver does not do a good job, and 3% mention transportation assistance needs.

A larger percentage of respondents offered positive feedback. This includes that they are satisfied with the services they receive (18%), the services are appreciated (11%), that they would be unable to remain in their house without these services (6%), the their caregiver is reliable and takes good care of the customer (6%), and that the care provided by a specific caregiver is appreciated (4%), among other positive comments.

**Summary of Respondent Feedback  
(Specific Comments Mentioned by 5 or More Respondents)**

<b>Specific Comment</b>	<b>Number of Respondents</b>	<b>% of Respondents</b>
Overall satisfied with services I receive	172	17.7%
Services are appreciated	110	11.3%
Would be unable to remain in my home without help received	57	5.9%
Dependable, reliable; take good care of me	53	5.5%
Specific caregiver is appreciated	34	3.5%
Positive comment in general	22	2.3%
Help I need has been well received	20	2.1%
Good communication, I know who to go to for help	12	1.2%
Need more help, more time	88	9.1%
Caregivers not paid enough, need benefits	47	4.8%
Scheduling problems, switching employees	36	3.7%
Good when they show up, inconsistent attendance	31	3.2%
Laziness; do not want or know how to work	27	2.8%
Programs need more funding, keep them going	27	2.8%
Worker does not do good job or know how to clean	24	2.5%
Transportation assistance	24	2.5%
Short-staffed, not enough help	23	2.4%
Keep cutting hours, need more help	22	2.3%
Improve communication; who is coming, and when	22	2.3%
Improve training; work skills & professionalism	21	2.2%
Personnel changes, having to train new staff	18	1.9%
Lack of contact, communication with case worker	15	1.5%
Poor communication	15	1.5%
Staff does not listen to concerns, requests	15	1.5%
Poor professional skills; rudeness, gossiping, cell phone use	15	1.5%
Lack of activities, need large variety of activities	15	1.5%
Understaffed	14	1.4%
Not given enough assistance, help	13	1.3%
Difficult to find adequate caregivers	13	1.3%
Worker does not do tasks the way I like them done	13	1.3%
Problems with paperwork, new forms	11	1.1%
Caregivers unresponsive to needs	11	1.1%
Need companionship	11	1.1%

**Summary of Respondent Feedback  
(continued)  
(Specific Comments Mentioned by 5 or More Respondents)**

<b>Specific Comment</b>	<b>Number of Respondents</b>	<b>% of Respondents</b>
New caregivers need more training	10	1.0%
Need more information, communication	9	0.9%
Suspect theft of medications, personal items	9	0.9%
Tardiness	9	0.9%
Too much switching of employees	9	0.9%
Cost of services is a burden	8	0.8%
Problems with payments	8	0.8%
Personality, temperament conflicts with caregivers	8	0.8%
Better screening of caregivers	8	0.8%
Need expanded hours, weekend hours	8	0.8%
Food not appetizing	8	0.8%
Would like to find out about other available services	8	0.8%
Calls not returned	7	0.7%
Not enough information given to take best advantage of available services	7	0.7%
Slow to return calls	7	0.7%
Slow process getting services in place	7	0.7%
Process is confusing, too much information, overwhelming	6	0.6%
Case manager is rude, insensitive, disrespectful	6	0.6%
Address management problems, mismanagement	6	0.6%
Respite care	6	0.6%
No follow-through, get run around	5	0.5%
Would like more time for running errands	5	0.5%
Better oversight of caregivers going into private homes	5	0.5%
Other	84	8.6%
Total	972	100.0%

**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 of more less than the overall score.

The table on page 197 summarizes the results for overall measures of satisfaction and quality. There are a total of 19 overall measures (listed on page 198). The second column of the table summarizes the count of items for the particular group where the group score was 10 percentage points or more below the score for all customers. The third column is the percentage of the 19 items where the score was 10 percentage points or more below the score for all customers. Most of these groups had no items that were 10 percentage points below the score for all customers. Those that did have items 10 percentage points below the score for all customers are:

- Customers receiving services through the Traumatic Brian Injury Program (7 items)
- Customers receiving services through the High Technology Home Care Program (5 items)
- Customers residing in Essex County (3 items)
- Customers aged 50 – 64 (2 items)
- Customers residing in Bennington County (2 items)
- Customers residing in Grand Isle County (2 items)
- Customers residing in Orange County (1 item)

The table on page 199 summarizes the results for program specific measures of satisfaction and quality. There are a total of 28 program specific measures, seven in each of four programs. In this analysis all respondents receiving care through personal care services are combined. Given the low number of respondents, those receiving services through the High Technology Home Care Program and the Traumatic Brian Injury Program are excluded. The second column of the table summarizes the count of items for the particular group where the group score was 10 percentage points or more below the score for all customers receiving services through the program. The third column is the percentage of the 28 items where the score was 10 percentage points or more below the score for all customers receiving services. The final column notes cases where a specific program had two or more of its seven measures of satisfaction and quality that met this 10 percentage point threshold.

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 age 50 (7 items with lowest ratings focused on Adult Day Centers)
- Customer aged 50 to 64 (3 items with lowest ratings focused on Homemaker Services)
- Customers in Addison County (3 items with lowest ratings focused on Attendant Service Program)
- Customers in Caledonia County (5 items with lowest ratings focused on Adult Day Centers)
- Customers in Essex County (7 item with lowest ratings focused on Personal Care Services and Homemaker Services)
- Customers in Orange County (Six items with lowest ratings focused on Homemaker Services and Adult Day Centers)
- Customers in Rutland County (2 items with lowest ratings focused on Adult Day Centers)
- Customers in Washington County (4 items with lowest ratings focused on Personal Care Services)
- Customers in Windham County (4 items with lowest ratings focused on Homemaker Services)
- Customers in Windsor County (8 items with lowest ratings focused on Attendant Service Program and Homemaker Services)

A similar analysis was conducted by case program, service description, and among the agencies providing services across the overall and program specific measures of satisfaction and quality. As observed among customer demographic characteristic, there are very few cases where the difference in ratings of satisfaction or quality rose to the level of statistical significance. The qualitative assessment did identify a few agencies where scores did fall ten percentage points or more below the overall score among all customers. Among five agencies there were five or more of the 47 measures that met this threshold:

- Visiting Nurse Alliance of VT & New Hampshire (6 items of which 2 focus on Case Manager or Support Coordinator)
- Visiting Nurse Association, Chittenden & Grand Isle (5 items of which 2 focus on Personal Care Services and 3 focus on Homemaker Services)
- Caledonia Home Health (7 items of which 5 focus on Adult Day Centers)
- Bayada Professional Nurses Service Inc (11 items of which 6 focus on Homemaker Services)
- VNA & Hospice of Southwestern Vermont Health Care (6 items of which 3 focus on Case Manager or Support Coordinator and 2 focus on Personal Care Services)

**Qualitative Assessment of Overall Measures of Satisfaction and Quality  
by Demographic Group and Program**

<b>Group</b>	<b>Count of Measures</b>	<b>% of Measures</b>
<b>Gender</b>		
Female	0	0%
Male	0	0%
<b>Age</b>		
< 50	0	0%
50 - 64	2	11%
65-74	0	0%
75 - 84	0	0%
85+	0	0%
<b>County of Residence</b>		
Addison	0	0%
Bennington	2	11%
Caledonia	0	0%
Chittenden	0	0%
Essex	3	16%
Franklin	0	0%
Grand Isle	2	11%
Lamoille	0	0%
Orange	1	5%
Orleans	0	0%
Rutland	0	0%
Washington	0	0%
Windham	2	11%
Windsor	0	0%
<b>Program</b>		
Attendant Services Program	0	0%
Homemaker services	0	0%
Personal Care Services	0	0%
Flexible Choices	0	0%
Adult Day Center	0	0%
High Technology Home Care Program	5	26%
Traumatic Brian Injury Program	7	37%

**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. Overall, how do you rate the value of the services you receive?
11. Has the help you received made your life...
12. How would you rate the courtesy of those who help you?
13. How satisfied are you with your case manager or support coordinator?
14. I feel I have a part in planning my care with my case manager or support coordinator.
15. My case manager or support coordinator understands which services I need to stay in my current living situation.
16. I can talk to my case manager or support coordinator when I need to.
17. My case manager or support coordinator helps me when I ask for something.
18. My case manager or support coordinator asks me what I want.
19. My case manager or support coordinator helps me understand the different service options that are available.

**Qualitative Assessment of Program Specific Measures of Satisfaction and Quality  
by Demographic Group**

<b>Group</b>	<b>Count of Measures</b>	<b>% of Measures</b>	<b>Program with 2 or items more below average</b>
<b>Gender</b>			
Female	0	0%	
Male	1	4%	
<b>Age</b>			
< 50	7	25%	ADC
50 - 64	3	11%	HS
65-74	0	0%	
75 - 84	0	0%	
85+	0	0%	
<b>County of Residence</b>			
Addison	3	11%	ASP
Bennington	1	4%	
Caledonia	5	18%	ADC
Chittenden	2	7%	
Essex	7	25%	PCS, HS
Franklin	0	0%	
Grand Isle	2	7%	
Lamoille	1	4%	
Orange	6	21%	HS, ADC
Orleans	0	0%	
Rutland	2	7%	ADC
Washington	4	14%	PCS
Windham	4	14%	HS
Windsor	8	29%	ASP, HS

*ADC – Adult Day Center  
 ASP – Attendant Services Program  
 HS – Homemaker Services  
 PCS – Personal Care Services*

**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?

**Among all customers approximately 20% indicate they have experienced a problem during the prior 12 months. Among these customers, approximately 62% indicate that VT DAIL worked to resolve their problem.**

**Summary of Whether Problems were Experienced by Program and Resolution of Problems**

<b>Program*</b>	<b>Experienced problems during the past 12 months?</b>	<b>Program work to resolve any problems?</b>	<b>Primary Problems</b>
Attendant Services Program	19%	43%	Difficult to find adequate caregivers, Problems with paperwork and forms, Slow process getting services in place
Personal Care Services (Consumer, Surrogate, Agency Directed)	16%	67%	Good when they show up but inconsistent attendance, Need more help or more time, Laziness; do not want or know how to work, Caregivers unresponsive to needs, Scheduling problems and switching employees
Flexible Choices	19%	32%	Need transportation assistance, Good when they show up but inconsistent attendance, Short-staffed - not enough help, Problems with payments, Keep cutting hours or need more help
Homemaker Services	28%	68%	Worker does not do good job or know how to clean, Scheduling problems or switching employees, Laziness; do not want or know how to work, Good when they show up but inconsistent attendance
Adult Day Center	10%	52%	Difficultly finding facility that meets our needs, Need more frequent bathroom trips, Caregivers unresponsive to needs

*\*Given the small number of respondents, results for the High Technology Home Care Program and Traumatic Brain Injury Program are not summarized in this table.*

**Comments:**

Overall, approximately 20% of customers indicate they experienced a problem with VT DAIL or the services they receive at some time during the prior 12 months. There was some variability by program with the lowest percentage experiencing problems among those attending Adult Day Centers (only 10%) to 28% among customers receiving Homemaker Services. Among those customers indicating they experienced problems, problems were mainly focused on difficulties with caregivers or the ability to find caregivers

Among all customers experiencing problems, approximately 62% indicate that VT DAIL worked to resolve their problem. While customers receiving Homemaker Services had the highest percentage reporting problems, these customers did have the highest percentage reporting that VT DAIL worked to resolve their problem (68%). Those customers with the lowest percentage indicating that VT DAIL worked to resolve their problems are those receiving services through Flexible Choices (32%), and the Attendant Services Program (43%).

The tables below summarize 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. The first table on page 203 summarizes problems by general area while the table on pages 204-205 summarizes the specific concern of customers. For the most commonly mentioned problems a majority indicate that VT DAIL worked to resolve the problem:

- Quality of caregivers or problems with caregivers (71% indicate that VT DAIL worked to resolve the problem).
- Shortage of caregivers (64% indicate that VT DAIL worked to resolve the problem).
- Not receiving needed support (63% indicate that VT DAIL worked to resolve the problem).
- Communications issues with staff (71% indicate that VT DAIL worked to resolve the problem).

Those areas where less than a majority of customers indicate that VT DAIL worked to resolve the problem include:

- Shortages of staff (36% indicate that VT DAIL worked to resolve the problem).
- Issues or concerns with facilities (40% indicate that VT DAIL worked to resolve the problem).
- Access to services (40% indicate that VT DAIL worked to resolve the problem).

When looking at the specific issues or concerns, a majority also indicate that VT DAIL worked to resolve the most commonly mentioned problems:

- Good when they show up but inconsistent attendance (54% indicate that VT DAIL worked to resolve the problem).
- Scheduling problems, switching caregivers (67% indicate that VT DAIL worked to resolve the problem).
- Laziness; do not want or know how to work (85% indicate that VT DAIL worked to resolve the problem).
- Need more help or more time (71% indicate that VT DAIL worked to resolve the problem).
- Caregiver does not do good job or know how to clean (87% indicate that VT DAIL worked to resolve the problem).
- Caregiver has poor professional skills; rudeness, gossiping, cell phone use (82% indicate that VT DAIL worked to resolve the problem).

### Summary of Resolution of Problems by Type of Problem (Main Categories)

<b>Problem Mentioned</b>	<b>Count (# of Respondents)</b>	<b>% of all Respondents</b>	<b>% that mentioned problem*</b>	<b>% indicating problem was resolved</b>
Caregiver - quality of caregivers, problems with caregivers	80	8%	42%	71%
Caregiver - shortage of caregivers	39	4%	21%	64%
Support - did not receive needed support, needed more support	19	2%	10%	63%
Communications issues with staff	14	1%	7%	71%
Staff - shortage of staff	11	1%	6%	36%
Caregiver - issues with quality of care	8	1%	4%	63%
Cost of services	6	1%	3%	50%
Facilities	5	1%	3%	40%
Information issues	5	1%	3%	60%
Access to services	5	1%	3%	40%
Time for travel, more hours	5	1%	3%	80%
Staff - problems with staff	3	0%	2%	67%
Client involvement, issues	2	0%	1%	50%
Activities, lack of, need more variety	1	0%	1%	0%
Fear of , abuse from caregivers	1	0%	1%	100%
Need more funding	1	0%	1%	0%
Caregiver - need more training, oversight	1	0%	1%	100%
Caregiver - positive comments	2	0%	1%	100%
Positive comments	4	0%	2%	100%
Other	21	2%	11%	48%
Unsure	6	1%	3%	67%
<b>Total</b>	<b>189</b>	<b>19%</b>	<b>100%</b>	<b>63%</b>

\*% among customers indicating they experienced a problem during the prior 12 months

### Summary of Resolution of Problems by Type of Problem (Specific Problems)

Specific Problem Mentioned	Count (# of Respondents)	% of all Respondents	% that mentioned problem*	% indicating problem was resolved
Good when they show up, inconsistent attendance	24	2.5%	13%	54%
Scheduling problems, switching employees	21	2.2%	11%	67%
Laziness; do not want or know how to work	20	2.1%	11%	85%
Need more help, more time	17	1.7%	9%	71%
Worker does not do good job or know how to clean	15	1.5%	8%	87%
Poor professional skills; rudeness, gossiping, cell phone use	11	1.1%	6%	82%
Suspect theft of medications, personal items	9	0.9%	5%	67%
Keep cutting hours, need more help	8	0.8%	4%	25%
Caregivers unresponsive to needs	8	0.8%	4%	63%
Difficult to find adequate caregivers	6	0.6%	3%	33%
Personnel changes, having to train new staff	6	0.6%	3%	50%
Too much switching of employees	6	0.6%	3%	100%
Improve communication; who is coming, and when	6	0.6%	3%	33%
Poor communication	5	0.5%	3%	100%
Worker does not do tasks the way I like them done	5	0.5%	3%	60%
Personality, temperament conflicts with caregivers	5	0.5%	3%	60%
Problems with payments	4	0.4%	2%	75%
Slow process getting services in place	4	0.4%	2%	50%
Problems with paperwork, new forms	4	0.4%	2%	50%
Transportation assistance	4	0.4%	2%	75%
Short-staffed, not enough help	3	0.3%	2%	67%
Tardiness	3	0.3%	2%	67%
Cost of services is a burden	2	0.2%	1%	0%
No follow-through, get run around	2	0.2%	1%	100%
Staff does not listen to concerns, requests	2	0.2%	1%	50%

\*% among customers indicating they experienced a problem during the prior 12 months

**Summary of Resolution of Problems by Type of Problem (Specific Problems)  
(continued)**

<b>Specific Problem Mentioned</b>	<b>Count</b>	<b>% of all Respondents</b>	<b>% that mentioned problem*</b>	<b>% indicating problem was resolved</b>
Understaffed	2	0.2%	1%	100%
Would like to go to store myself; choose stores	2	0.2%	1%	50%
Dependable, reliable; take good care of me	2	0.2%	1%	100%
Difficultly finding facility that meets our needs	2	0.2%	1%	50%
More frequent bathroom trips	2	0.2%	1%	50%
specific caregiver is appreciated	2	0.2%	1%	100%
Need more information, communication	1	0.1%	1%	100%
Feel my case is not a priority for case worker	1	0.1%	1%	100%
Miscommunication with case worker	1	0.1%	1%	100%
Not given enough assistance, help	1	0.1%	1%	0%
Slow to return calls	1	0.1%	1%	100%
Good communication, I know who to go to for help	1	0.1%	1%	100%
Limited travel time between consumers, need more time	1	0.1%	1%	100%
Services have been cut back	1	0.1%	1%	0%
Some are good; some are not	1	0.1%	1%	100%
Need more help getting up, spouse not supposed to do it	1	0.1%	1%	0%
Concerns of physical abuse	1	0.1%	1%	100%
New caregivers need more training	1	0.1%	1%	100%
Dislike being with Alzheimer's patients	1	0.1%	1%	0%
Want more mental stimulation	1	0.1%	1%	0%
Positive comment in general	1	0.1%	1%	100%
Programs need more funding, keep them going	1	0.1%	1%	0%
Other	21	2.2%	11%	48%
Unsure	6	0.6%	3%	67%
<b>Total</b>	<b>189</b>	<b>19.4%</b>	<b>100%</b>	<b>63%</b>

*\*% 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 972 respondents, 202 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.

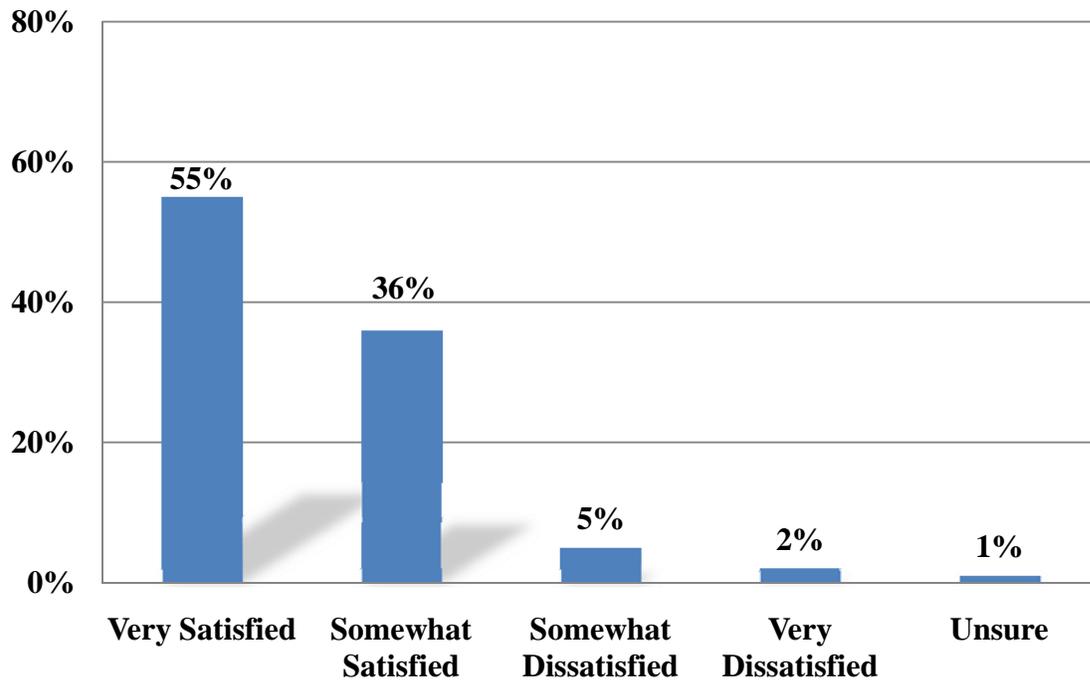
### Key Findings

- **More than nine in ten customers (91%) are very or somewhat satisfied with the Home Delivered Meals Program.**
- **92% rate the quality of services they receive through the Home Delivered Meals Program as excellent or good.**
- **69% of customers indicate that the food always or almost always tastes good.**
- **76% of customers indicate that the food always or almost always looks good.**
- **85% of customers indicate that the meals always or almost always provide a variety of foods.**
- **83% of customers indicate that when the meal arrives the hot food is hot always or almost always.**
- **82% of customers indicate that when the meal arrives the cold food is cold always or almost always.**
- **86% 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.**
- **78% of customers indicate that the food offered through the Home Delivered Meals Program always or almost always meets specific dietary needs.**
- **85% 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.**
- **12% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those, only 43% 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 preparation.**

**More than nine in ten customers (91%) 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 Meal Program, 55% are very satisfied and another 36% are somewhat satisfied with the services they receive. Only 5% indicate they are somewhat dissatisfied and only 2% are very dissatisfied with the services they receive through the Home Delivered Meal Program.

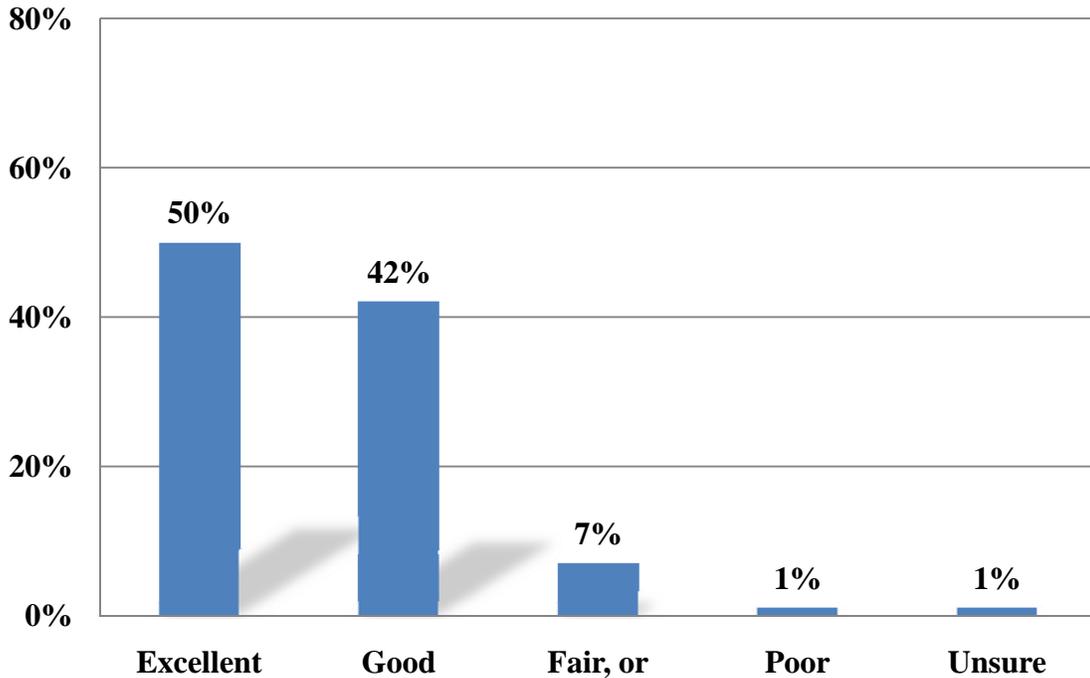
Among the small percentage that are dissatisfied, the main reasons given are that the food is not appetizing (50%), that food choices are difficult for a diabetic (22%), and difficulties with the delivery schedule (9%), among other issues.

**Why are you dissatisfied with the Home Delivered Meals Program?  
(% among customers indicating they are very or somewhat dissatisfied)**

<b>Category</b>	<b>%</b>
Food not appetizing	50%
Food choices difficult for diabetic - white bread, starches problematic	22%
Delivery schedule difficult - always eating reheated food	9%
Food preparation issues	8%
Food seasoning issues	7%
Quantity problem - small portions	6%
Need more variety in food choices	5%
Quality of food is sub-par	5%
Reliable delivery - sometimes does not come, no notification	4%
Delivery problems - do not deliver, will not leave if no one is home	3%
Unsure	19%
Total	100%

**92% 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?**



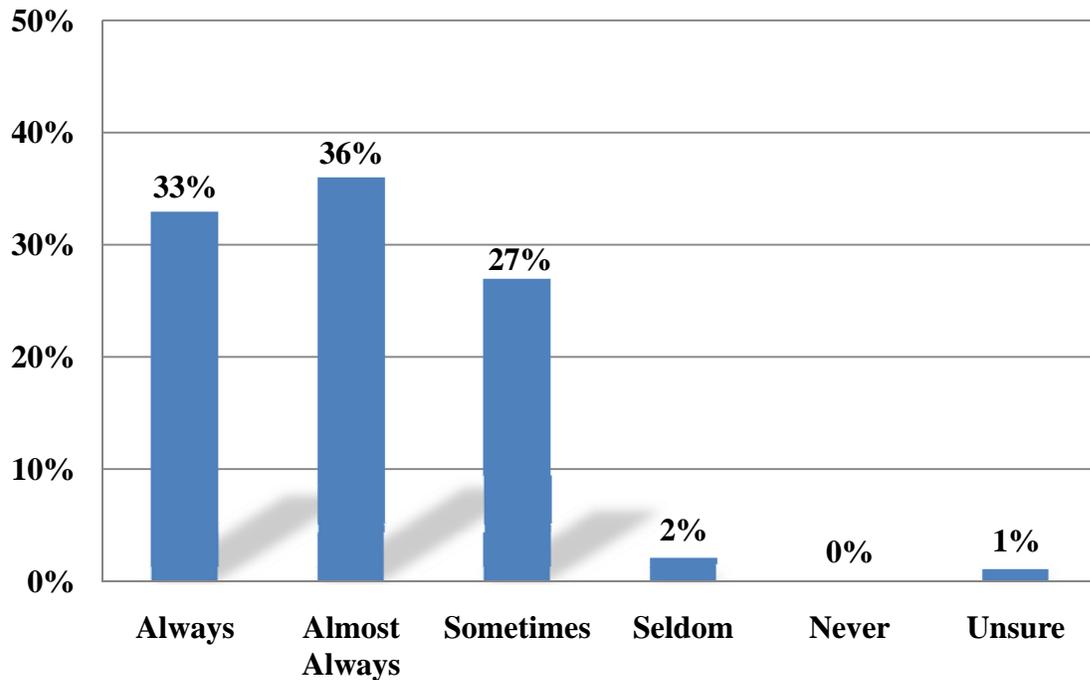
**Comments:**

Among those receiving services through the Home Delivered Meal Program, 50% rate the quality of services as excellent and 42% rate the quality of the services they receive as good. Only 7% indicate that the quality of the services they receive is fair and only 1% indicate the quality of services they receive through the Home Delivered Meal Program is poor.

- Only 74% of those under age 50 rate the quality of services as excellent or good while 26% indicate the quality of service is fair or poor.

**69% 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.**

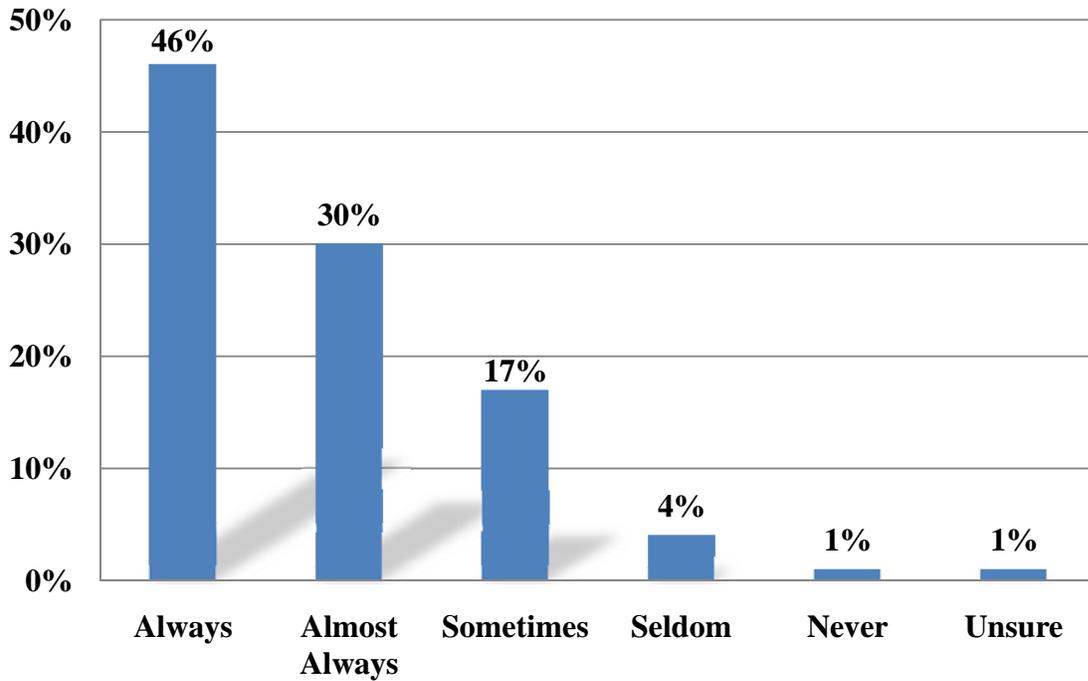


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 33% indicate that the food they receive always tastes good while another 36% indicate that the food almost always tastes good. Twenty-seven percent of customers indicate that the food tastes good some of the time. Only 2% of those receiving services through the Home Delivered Meal Program indicate that the food seldom tastes good.

**76% 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.**

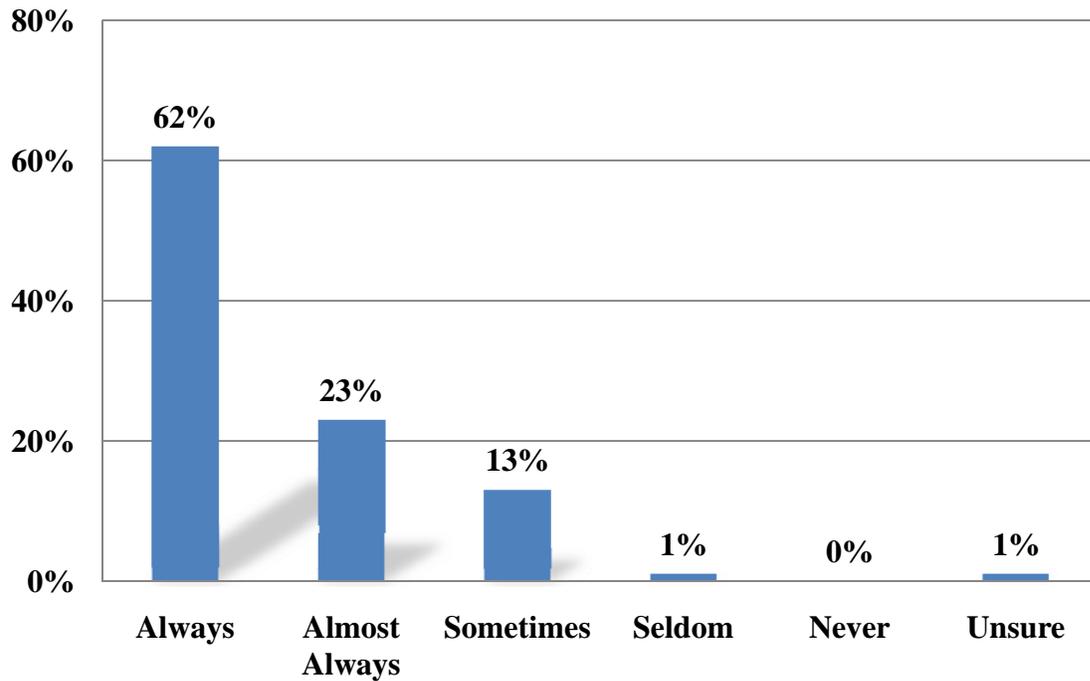


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 46% indicate that the food they receive always looks good while another 30% indicate that the food almost always looks good. Seventeen percent of customers indicate that the food looks good some of the time. Only 2% of those receiving services through the Home Delivered Meal Program indicate that the food seldom tastes good and only 1% indicate that the food never looks good.

**85% 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.**

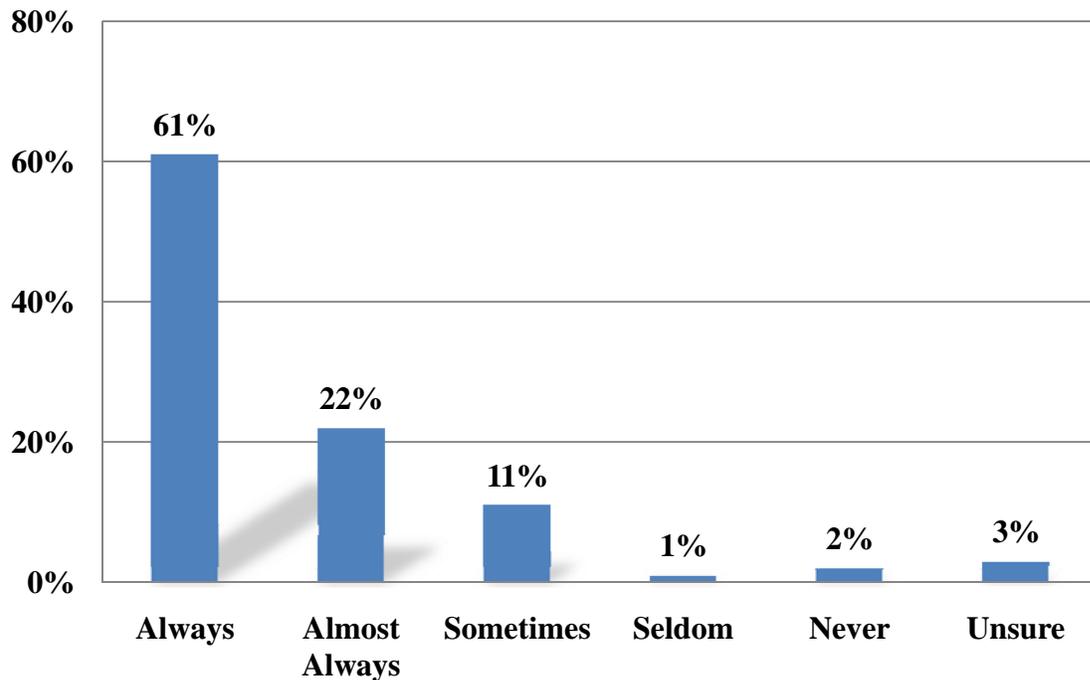


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 62% indicate that the meals they receive always provide a variety of foods while another 23% indicate that the meals almost always provide a variety of foods. Thirteen percent of customers indicate that the meals provide a variety of foods some of the time. Only 1% of those receiving services through the Home Delivered Meal Program indicate that the meals seldom provide a variety of foods.

**83% of customers indicate that when the meal arrives the hot food is hot always or almost always.**

**Please rate the Home Delivered Meals Program on this attribute - When the meal arrives, the hot food is hot.**



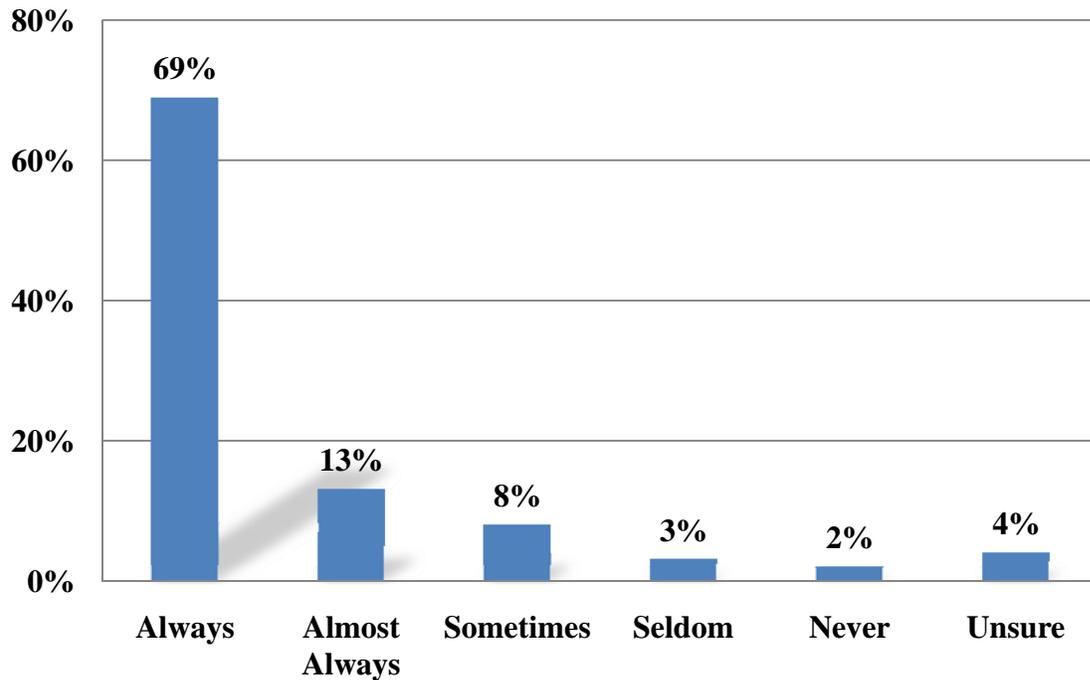
**Comments:**

Among those receiving services through the Home Delivered Meal Program, 61% indicate when the meal arrives the hot food is always hot while another 22% indicate that the hot food is almost always hot. Eleven percent of customers indicate that hot food is hot some of the time. Only 1% of those receiving services through the Home Delivered Meal Program indicate when the meal arrives the hot food is seldom hot and only 2% indicate that the hot food is never hot.

- Only 59% of those under age 50 indicate that when the meal arrives the hot food is always or almost always hot.

**82% of customers indicate that when the meal arrives the cold food is cold always or almost always.**

**Please rate the Home Delivered Meals Program on this attribute - When the meal arrives, the cold food is cold.**



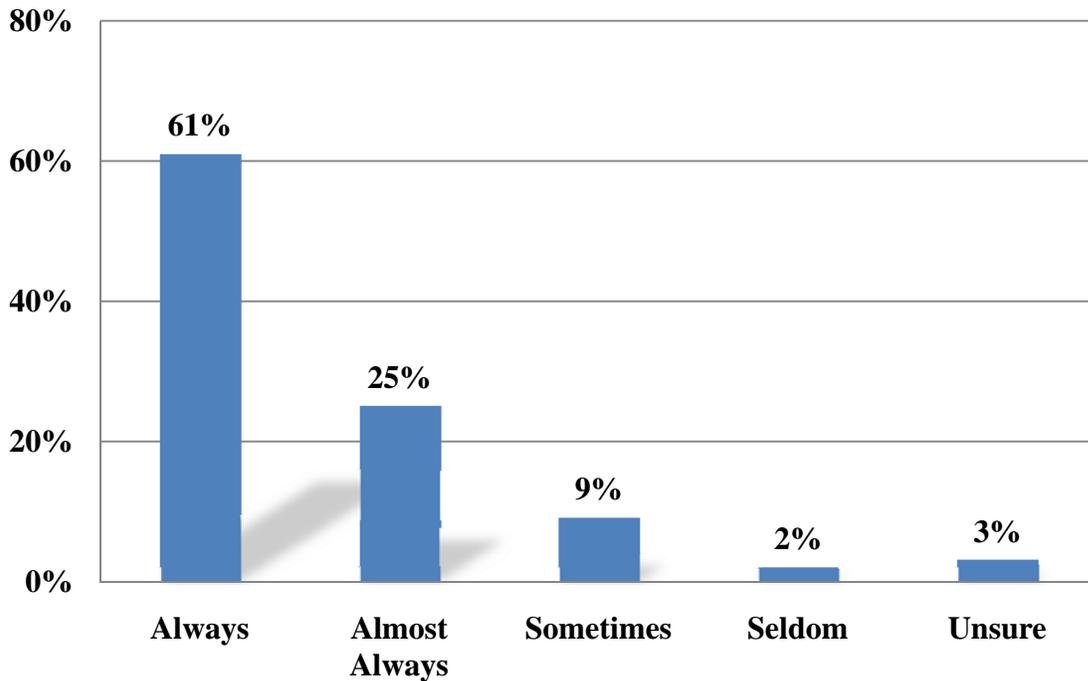
**Comments:**

Among those receiving services through the Home Delivered Meal Program, 69% indicate when the meal arrives the cold food is always cold while another 13% indicate that the cold food is almost always cold. Eight percent of customers indicate that cold food is cold some of the time. Only 3% of those receiving services through the Home Delivered Meal Program indicate when the meal arrives the cold food is seldom cold and only 2% indicate that the cold food is never cold.

- Only 58% of those under age 50 indicate that when the meal arrives the cold food is always or almost always cold while 42% indicate that the cold food is seldom cold.

**86% 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.**

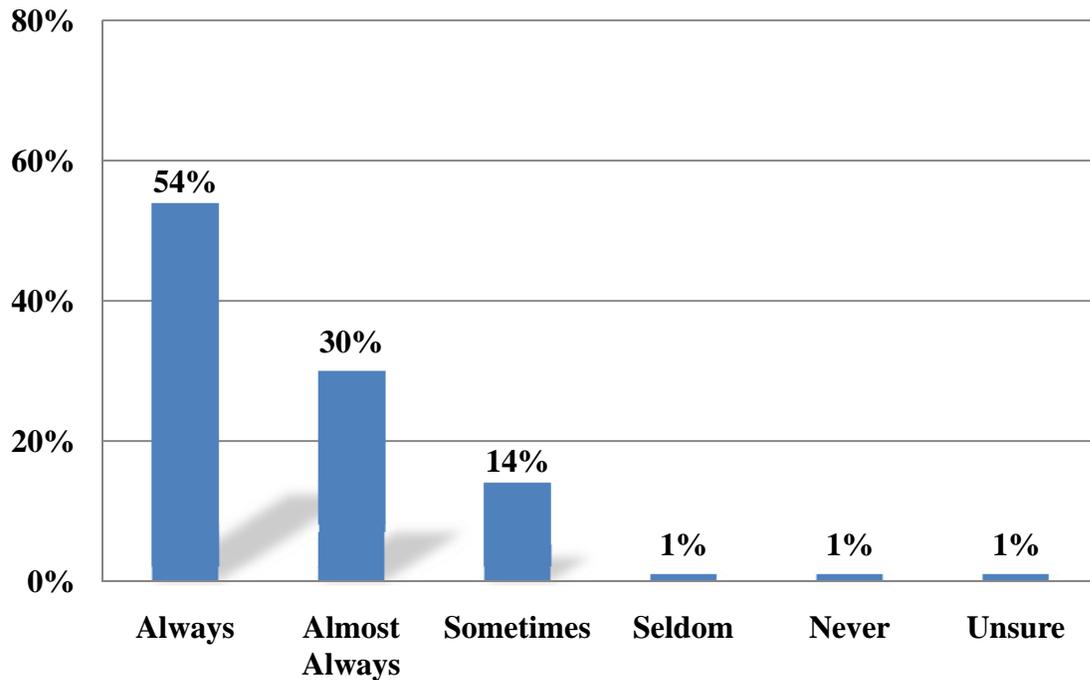


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 61% indicate that the meals are always delivered on time while another 25% indicate that the meals are almost always delivered on time. Nine percent of customers indicate that the meals are delivered on time some of the time. Only 2% of those receiving services through the Home Delivered Meal Program indicate that the meals are seldom delivered on time.

**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.**



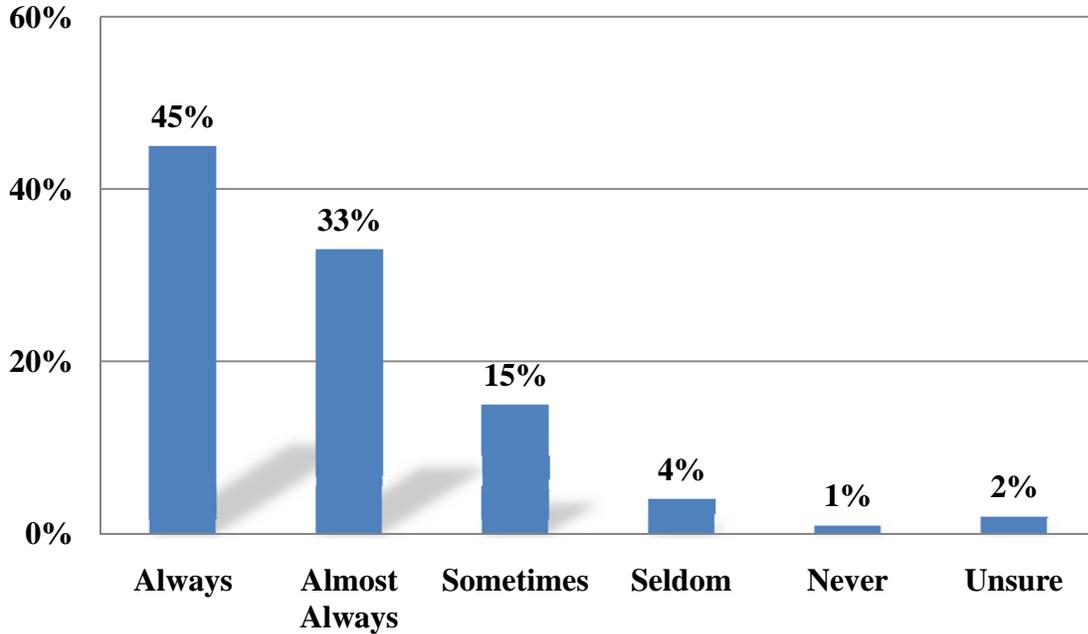
**Comments:**

Among those receiving services through the Home Delivered Meal Program, 54% indicate that they always eat the meals that are delivered while another 30% indicate that they almost always eat the meals that are delivered. Fourteen percent of customers indicate that they eat the meals that are delivered some of the time. Only 1% of those receiving services through the Home Delivered Meal Program indicate they seldom and only 1% indicate they never eat the meals that are delivered.

- Only 69% of those under age 50 indicate that they always or almost always eat the meals that are delivered.

**78% 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?**

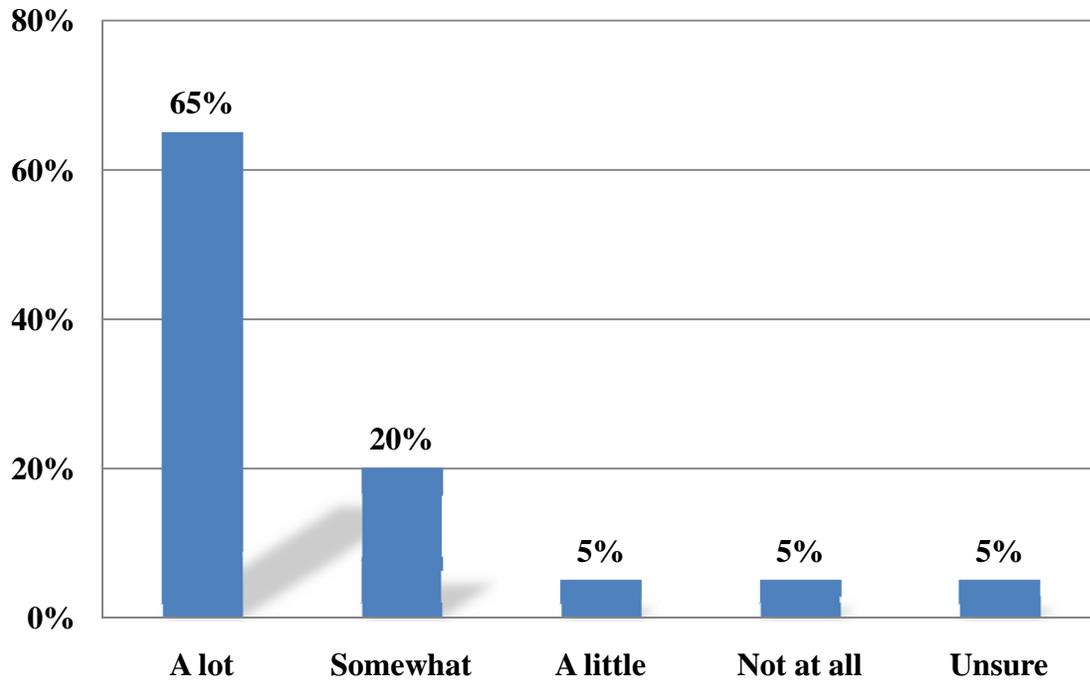


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 45% indicate that the meals offered always meet their specific dietary needs while another 33% indicate that the meals offered almost always meet their dietary needs. Fifteen percent of customers indicate the meals offered meet their dietary needs some of the time. Only 4% of those receiving services through the Home Delivered Meal Program indicate the meals seldom and only 1% indicate the meals never meet their specific dietary needs.

**85% 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?**

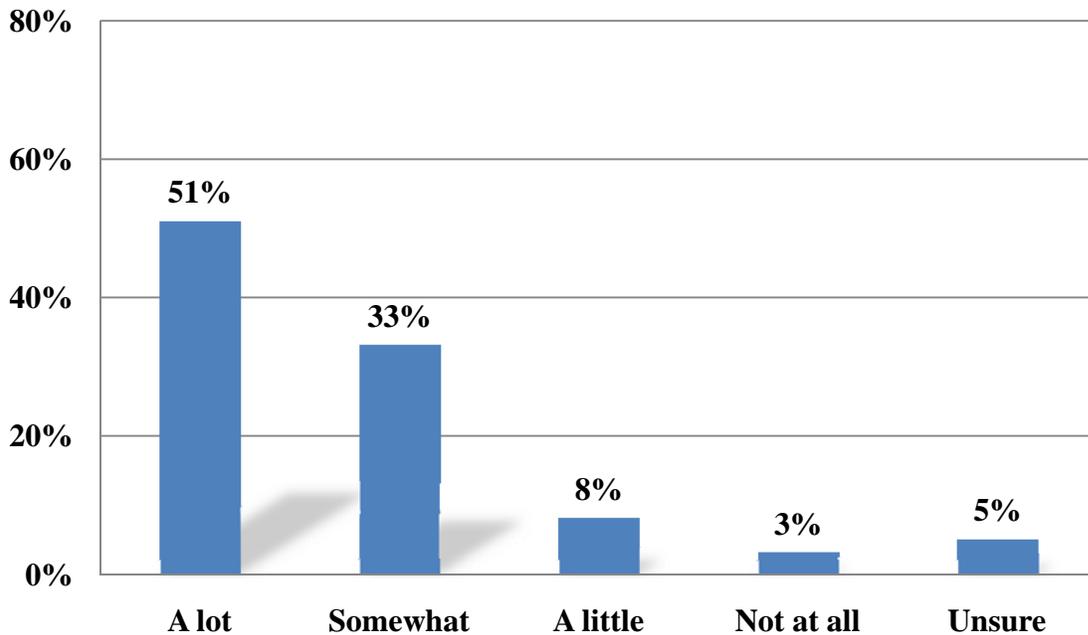


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 65% indicate that the program has helped them a lot financially while 20% indicate the program has helped them somewhat financially. Five percent of customers indicate that the Home Delivered Meals Program has helped them a little financially. Only 5% indicate that the program has not helped them at all 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.**

**To what degree do you feel that home delivered meals have improved the nutritional value of the food you eat?**

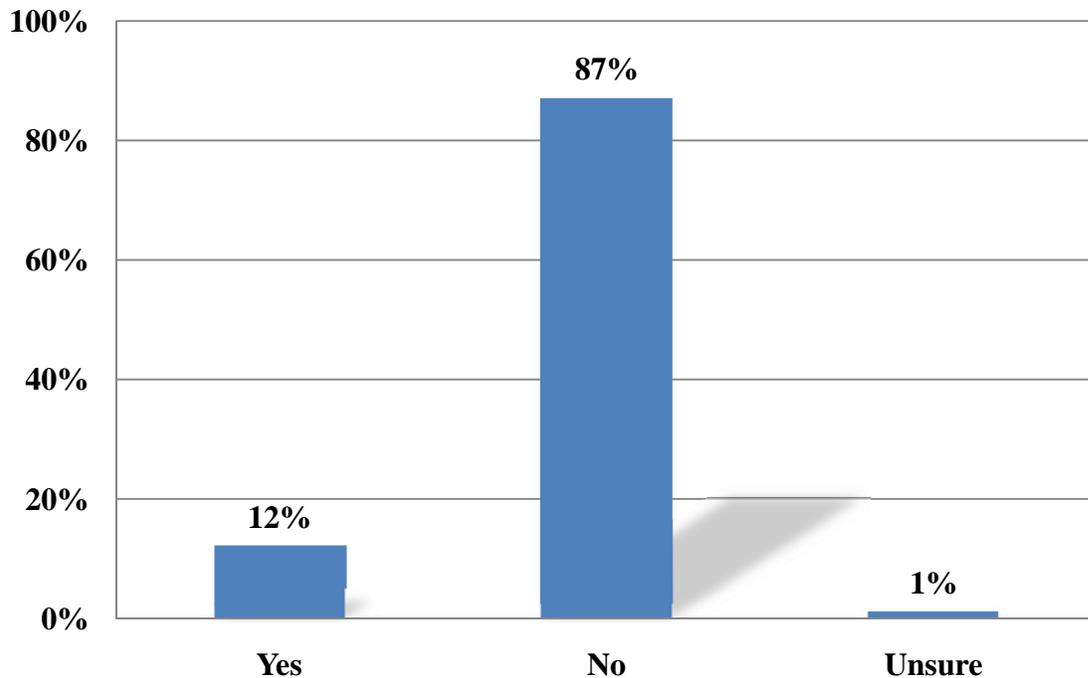


**Comments:**

Among those receiving services through the Home Delivered Meal Program, 51% indicate that the program has helped improve the nutritional value of the food they eat a lot while 33% indicate the program has helped improve the nutritional value of the food they eat somewhat. Eight percent of customers indicate that the Home Delivered Meals Program has helped improve the nutritional value of the food they eat a little financially. Only 3% indicate that the program has not helped improve the nutritional quality of the food they eat.

**12% of customers have experienced problems with the Home Delivered Meals Program during the past 12 months. Among those, only 43% 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?**



**Comments:**

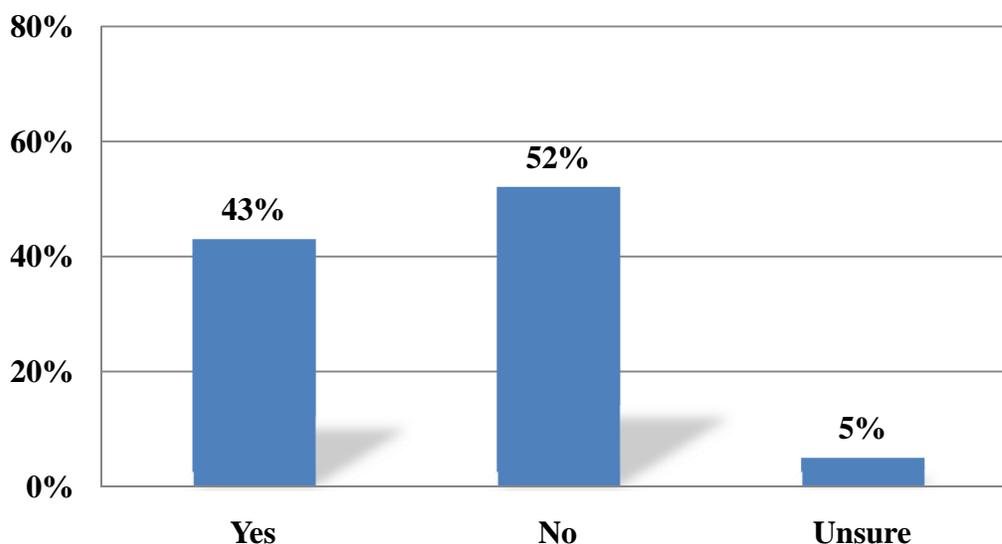
Among those receiving services through the Home Delivered Meal Program, 12% report they have experienced problems during the past 12 months. Among those experiencing problems, 23% mention food preparation issues, 13% indicate food choices being difficult for diabetics, 12% indicate delivery problems, another 11% indicate the need for reliable delivery, and 10% indicate that the vegetables are not soft enough for their palate, among other issues. Forty-three percent of customers that experienced problems during the prior 12 months indicate that the Home Delivered Meal Program worked to resolve their problems.

**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)**

Category	%
Food preparation issues	23%
Food choices difficult for diabetic - white bread, starches problematic	13%
Delivery problems - do not deliver, will not leave if no one is home	12%
Reliable delivery - sometimes does not come, no notification	11%
Veggies not soft enough for elder palates, abilities	10%
Meeting dietary requirements	8%
Deliveries more frequent	7%
Packaging, food prep issues for elderly with difficulty self feeding	7%
Need more variety in food choices	5%
Quality of food is sub-par	5%
Quantity problem - small portions	5%
Food not appetizing	4%
Delivery schedule difficult - always eating reheated food	3%
Other	9%
Unsure	5%
Total	100%

**Did the Home Delivered Meals Program work to resolve any problems?**



**The main ideas for service improvement include more variety in food choices and improvements to food preparation.**

**What could the Home Delivered Meals Program do to improve the services it offers to you and others?**

Category	%
Need more variety in food choices	9%
Food preparation issues	5%
Food not appetizing	4%
Meeting dietary requirements	4%
Deliveries more frequent	2%
Food seasoning issues	2%
Quantity problem - small portions	2%
Reliable delivery - sometimes does not come, no notification	2%
Delivery problems - do not deliver, will not leave if no one is home	1%
Dessert not satisfying	1%
Food choices difficult for diabetic - white bread, starches problematic	1%
Veggies not soft enough for elder palates, abilities	1%
Would like a menu at the beginning of the month	1%
Packaging, food prep issues for elderly with difficulty self feeding	1%
Overall satisfied with services I receive	1%
Services are appreciated	1%
Delivery schedule difficult - always eating reheated food	0%
Specific caregiver is appreciated	0%
Other	2%
Nothing	58%
Unsure	8%
Total	100%

**Comments:**

Among those receiving services through the Home Delivered Meals Program, 34% offered suggestions for improving the services provided to customers. Nine percent indicate the need for more variety in food choices while 5% indicate the need for improvements in food preparation. Other comments include that the food is not appetizing (mentioned by 4% of customers), the need for food to meet dietary requirements (4%), more frequent deliveries (2%), food seasoning issues (2%), concerns about the quantity of food (2%), and the need for reliable delivery of meals (2%), among other comments.

## O. Vermonters Familiarity with Long-term Care Services

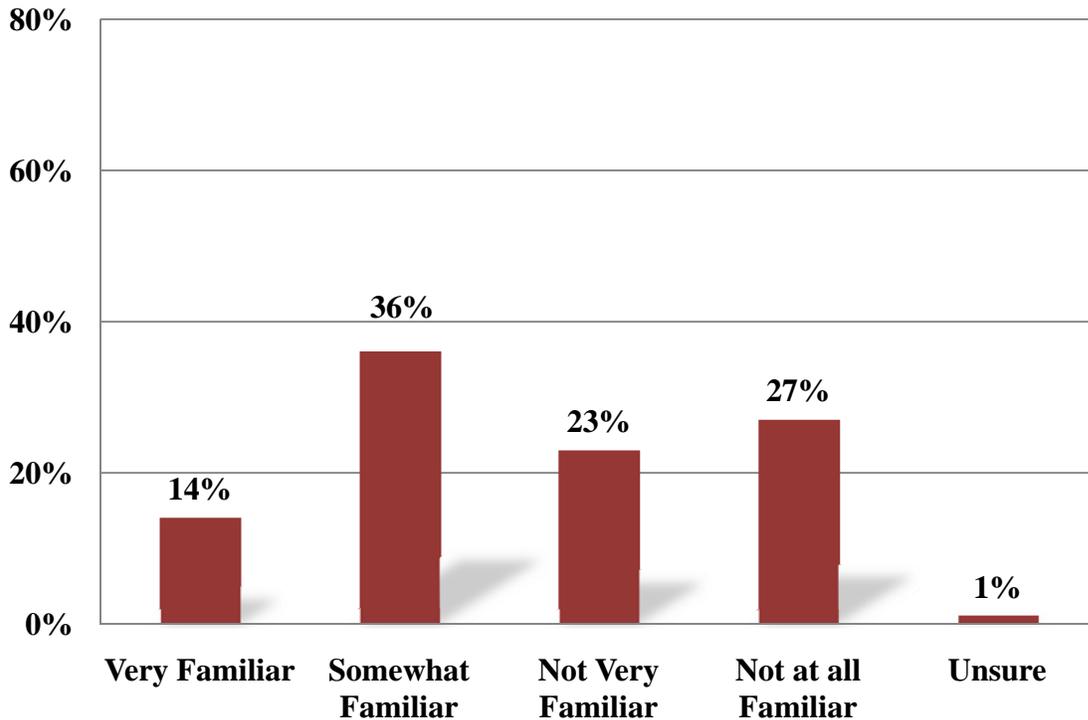
This section is based on the responses of 401 randomly selected adult residents of Vermont.

### Key Findings

- **Half of Vermonters (50%) are very or somewhat familiar with assisted living services.**
- **Only 9% of Vermonters are familiar with the Attendant Services Program.**
- **Nearly one in four Vermonters (24%) are very or somewhat familiar with Homemaker Services.**
- **45% of Vermonters are familiar with Personal Care Services.**
- **Nearly half of Vermonters (48%) are very or somewhat familiar with Adult Day Centers.**
- **83% of Vermonters are very or somewhat familiar with the Home Delivered Meals Program.**
- **Most Vermonters (56%) are unsure of the financing options available to residents for long-term care.**

**Half of Vermonters (50%) are very or somewhat familiar with assisted living services.**

### How familiar are you with Assisted Living Services?



#### Comments:

Fourteen percent of Vermont adults indicate they are very familiar with assisted living services while 36% indicate they are somewhat familiar. Twenty-three percent of Vermonters indicate they are not very familiar and 27% are not at all familiar with assisted living services.

#### Among those most familiar are:

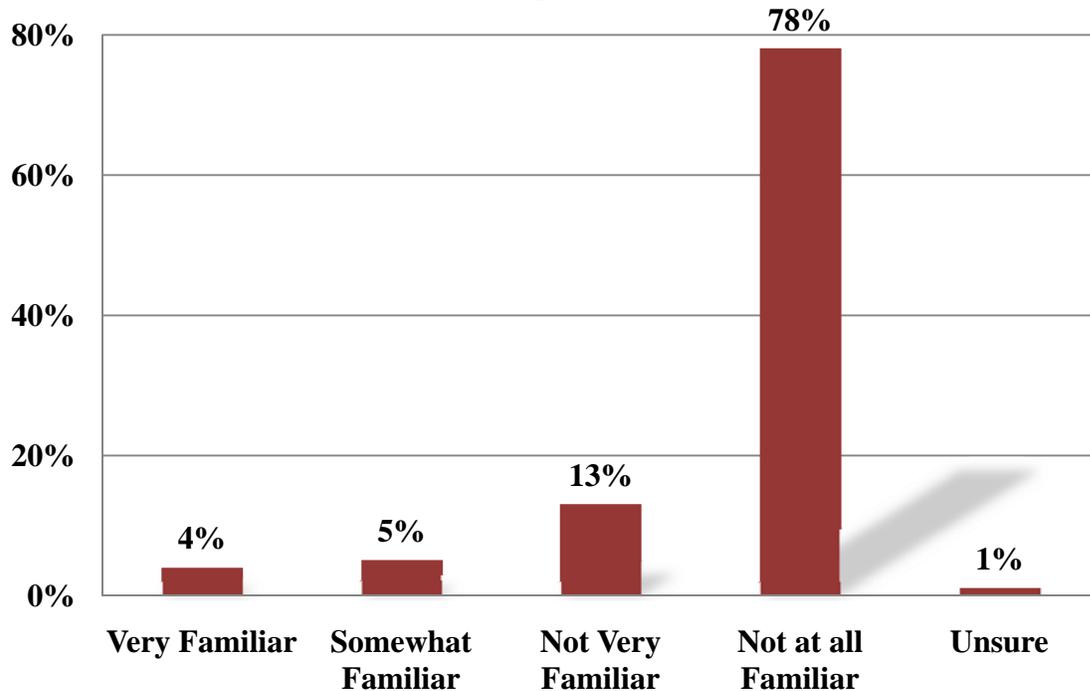
Residents aged 85 and older (62% indicating they are very or somewhat familiar, significantly greater than other residents)

#### Among those least familiar are:

Residents aged 75 to 84 (only 37% indicating they are very or somewhat familiar, significantly fewer than other residents)

**Only 9% of Vermonters are familiar with the Attendant Services Program.**

**How familiar are you with the Attendant Services Program?**



**Comments:**

Only 4% of Vermont adults indicate they are very familiar with the Attendant Services Program while 5% indicate they are somewhat familiar. Thirteen percent of Vermonters indicate they are not very familiar and 78% are not at all familiar with the Attendant Services Program.

Among those most familiar are:

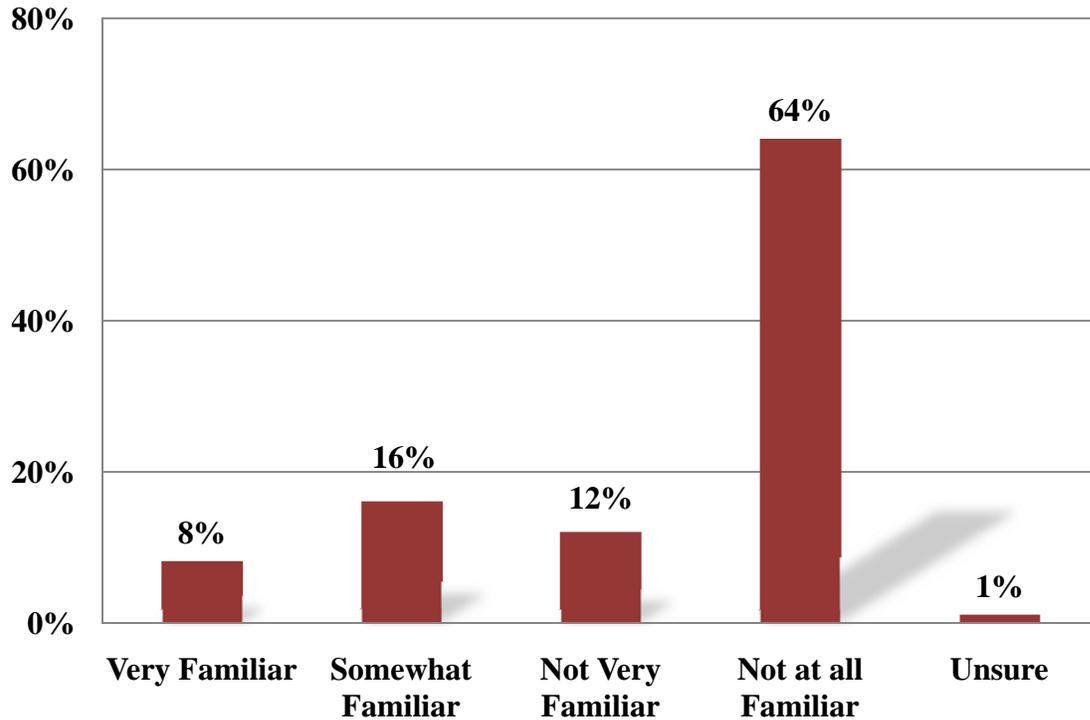
- Residents aged 85 and older (62% indicating they are very or somewhat familiar, significantly greater than other residents)

Among those least familiar are:

- Residents aged 75 to 84 (only 37% indicating they are very or somewhat familiar, significantly fewer than other residents)

**Nearly one in four Vermonters (24%) are very or somewhat familiar with Homemaker Services.**

### How familiar are you with Homemaker Services?



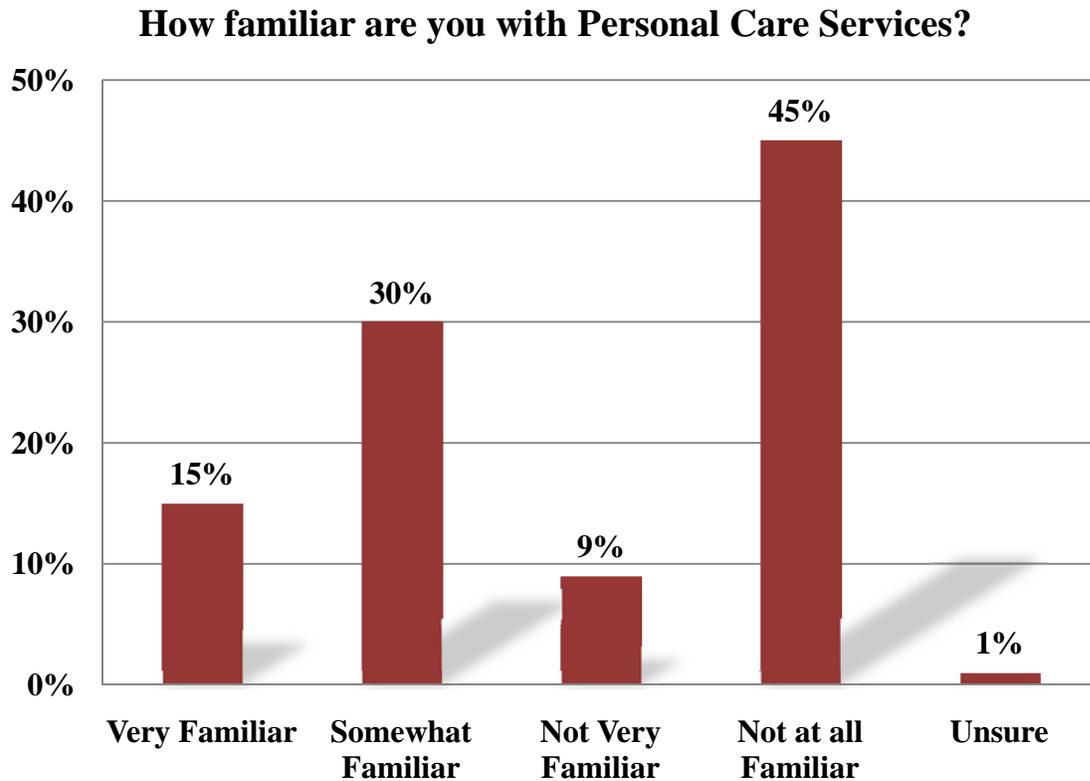
#### Comments:

Eight percent of Vermont adults indicate they are very familiar with Homemaker Services while 16% indicate they are somewhat familiar. Twelve percent of Vermonters indicate they are not very familiar and 64% are not at all familiar with Homemaker Services.

#### Among those most familiar are:

- Residents aged 50 to 64 (34% indicating they are very or somewhat familiar, significantly greater than other residents)

**45% of Vermonters are familiar with Personal Care Services.**



**Comments:**

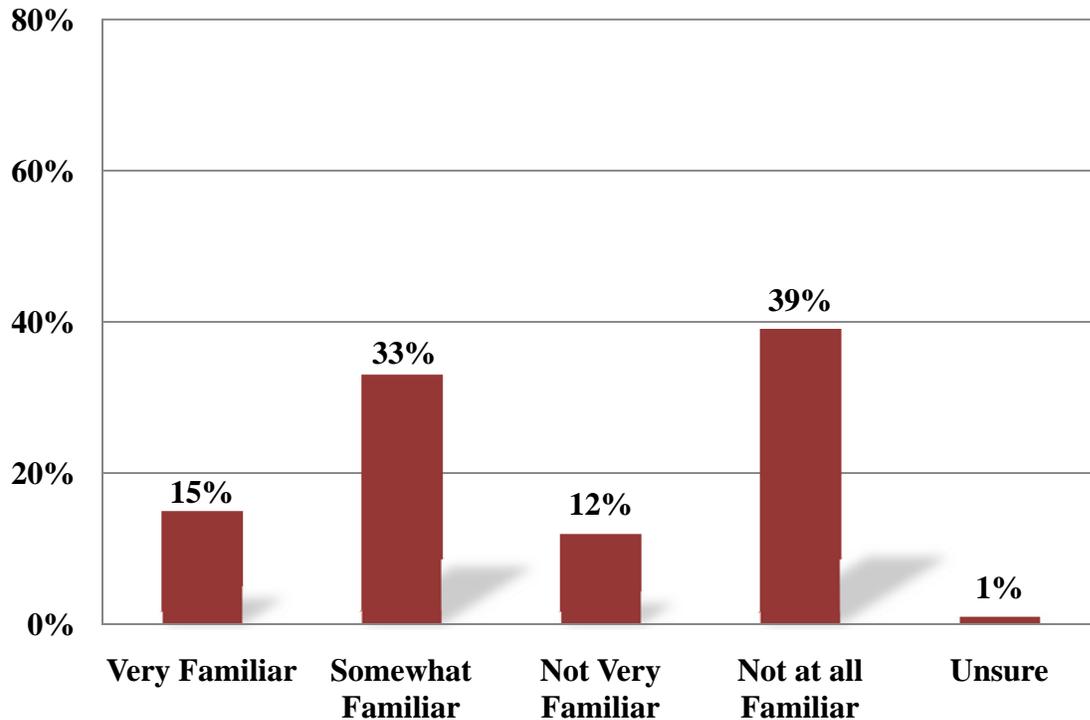
Fifteen percent of Vermont adults indicate they are very familiar with Personal Care Services while 30% indicate they are somewhat familiar. Nine percent of Vermonters indicate they are not very familiar and 45% are not at all familiar with Personal Care Services.

Among those least familiar are:

- Residents aged 75 to 84 (only 19% indicating they are very or somewhat familiar, significantly fewer than other residents)
- Residents aged 85 and older (only 33% indicating they are very or somewhat familiar, significantly fewer than other residents)

**Nearly half of Vermonters (48%) are very or somewhat familiar with Adult Day Centers.**

### How familiar are you with Adult Day Centers?



#### Comments:

Fifteen percent of Vermont adults indicate they are very familiar with Adult Day Centers while 33% indicate they are somewhat familiar. Twelve percent of Vermonters indicate they are not very familiar and 39% are not at all familiar with Adult Day Centers.

#### Among those most familiar are:

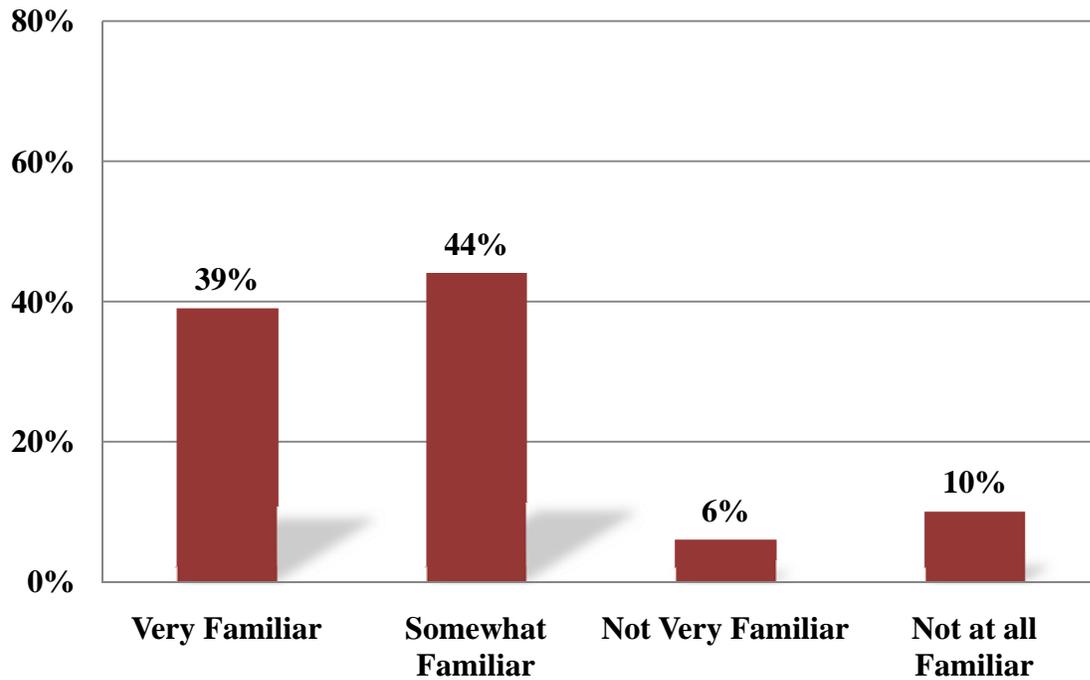
- Residents aged 50 to 64 (59% indicating they are very or somewhat familiar, significantly greater than other residents)

#### Among those least familiar are:

- Residents aged 75 to 84 (only 37% indicating they are very or somewhat familiar, significantly fewer than other residents)
- Residents aged 85 and older (only 39% indicating they are very or somewhat familiar, significantly fewer than other residents)

**83% of Vermonters are very or somewhat familiar with the Home Delivered Meals Program.**

**How familiar are you with Home Delivered Meals Program or Meals on Wheels?**



**Comments:**

Thirty-nine percent of Vermont adults indicate they are very familiar with the Home Delivered Meals Program while 44% indicate they are somewhat familiar. Six percent of Vermonters indicate they are not very familiar and 10% are not at all familiar with the Home Delivered Meals Program.

**Most Vermonters (56%) are unsure of the financing options available to residents for long-term care.**

**What are the financing options available to Vermont residents for long-term care?**

<b>Category</b>	<b>%</b>
Medicaid	20%
Pay out of pocket	20%
Medicare	19%
Private health insurance	9%
Long term care insurance	9%
Social Security, SSI	7%
Income based, low income	3%
Medicare supplemental insurance	2%
Church, charity, donations	1%
Disability	1%
Government program- state, federal	1%
None, very little	1%
Through specific service or program -hospice, visiting nurses	1%
Other	1%
Unsure	56%
Total	100%

**Comments:**

Fifty-six percent of Vermont adults indicate they are unsure of the financing options available to Vermont residents for their long-term care. Twenty-percent of residents indicate that Medicaid is one of the financing options and 20% indicate an option is to pay for long-term care out of pocket. Nineteen percent think of Medicare as a way for Vermont residents to finance their long-term care. Other financing options that residents mention are private health insurance (mentioned by 9% of residents), long-term care insurance (9%), and Social Security (7%), among others.

## P. Emergency Preparedness

This sections presents results from 972 customers of VT DAIL and 401 randomly selected adult Vermont residents.

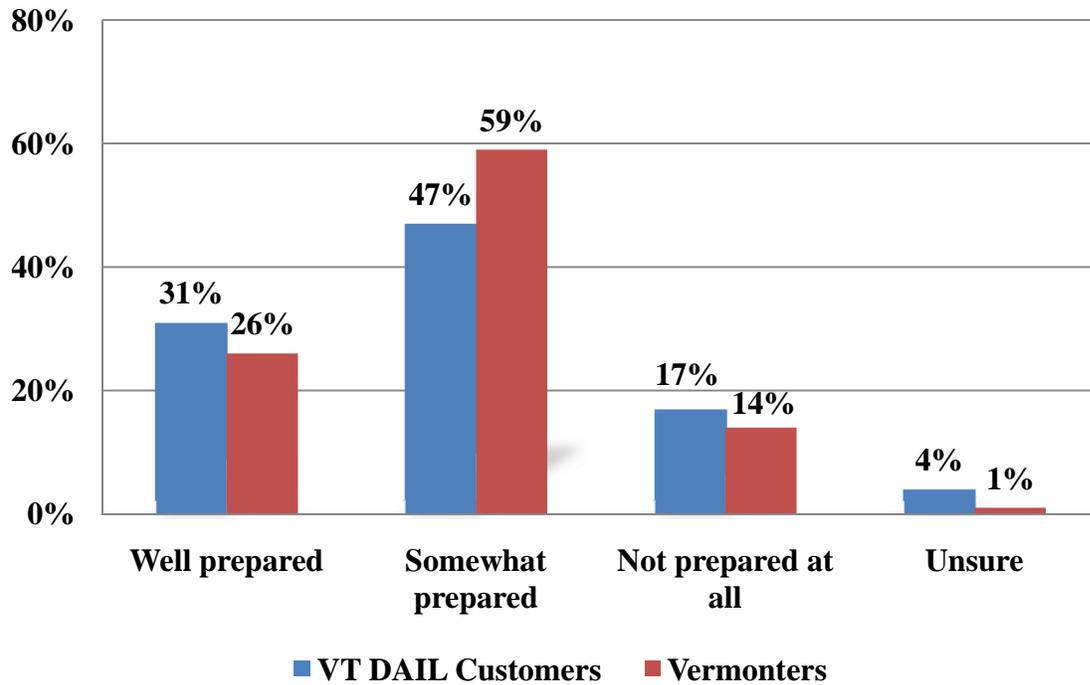
### Key Findings

- **31% of customers feel well prepared to handle a large-scale disaster or emergency compared to 26% of Vermonters.**
- **59% of customers have a three day supply of water compared to 48% of Vermonters.**
- **80% of customers have a three day supply of food compared to 88% of Vermonters.**
- **94% of customers have a three day supply of prescription medications. 77% of Vermonters have a three day supply while 16% do not require prescription medications.**
- **58% of customers have a working battery operated radio and batteries compared to 67% of Vermonters.**
- **90% of customers have a working flashlight and batteries compared to 95% of Vermonters.**
- **Most customers (60%) would rely on a regular telephone to communicate with family or friends during a large-scale disaster or emergency. Most Vermonters (65%) would rely on a cell phone to communicate with family or friends during a large-scale disaster or emergency.**
- **Customers would rely on the radio (40%) and neighbors (23%) to get information from the authorities during a large-scale disaster or emergency. Most Vermonters (64%) would rely on the radio to get information from the authorities during a large-scale disaster or emergency.**
- **27% of customers have a written disaster evacuation plan compared to 13% of Vermonters.**

- **83% of customers would evacuate given a mandatory evacuation compared to 79% of Vermonters.**
- **80% of customers have at least one person to help them if there was a storm, the power went out, a flood, or other disaster. This compared to 85% of Vermonters.**
- **71% of customers have people that could help if their caregiver did not show up.**

**31% of customers feel well prepared to handle a large-scale disaster or emergency compared to 26% of Vermonters.**

**How well prepared do you feel your household is to handle a large-scale disaster or emergency?**



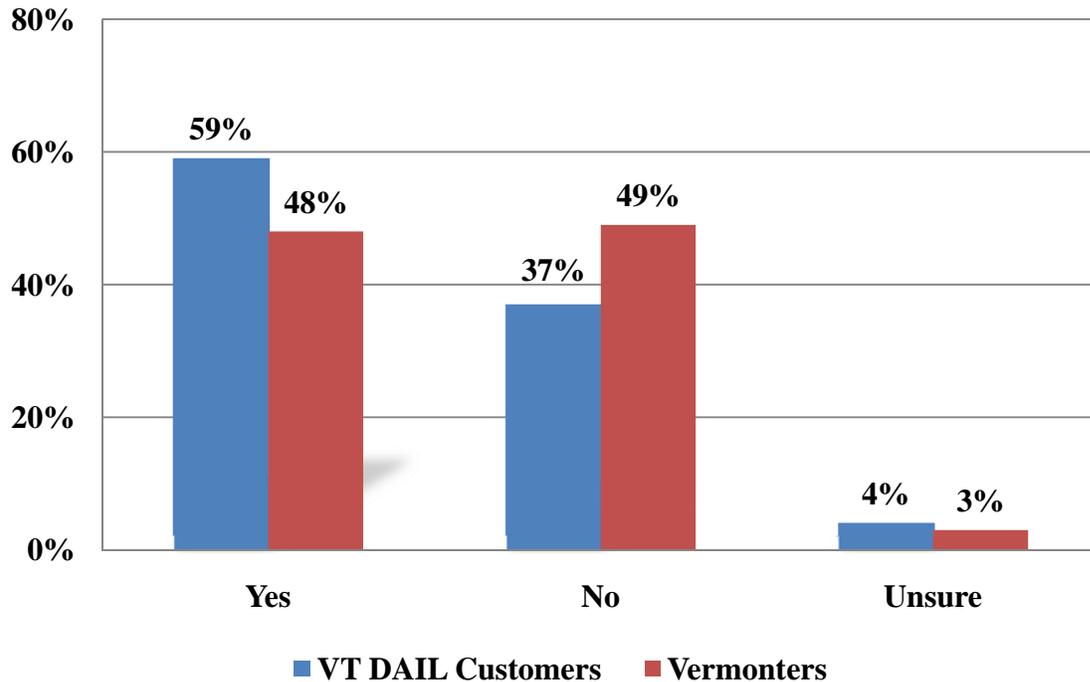
**Comments:**

Thirty-one percent of customers indicate their household is well prepared to handle a large-scale disaster or emergency. Forty-seven percent of customers indicate they are somewhat prepared and 17% are not at all prepared to handle a large-scale disaster or emergency.

Twenty-six percent of Vermont residents indicate their household is well prepared to handle a large-scale disaster or emergency. Fifty-nine percent of residents indicate they are somewhat prepared and 14% are not at all prepared to handle a large-scale disaster or emergency.

**59% of customers have a three day supply of water compared to 48% of Vermonters.**

**Does your household have a 3-day supply of water for everyone who lives there?**



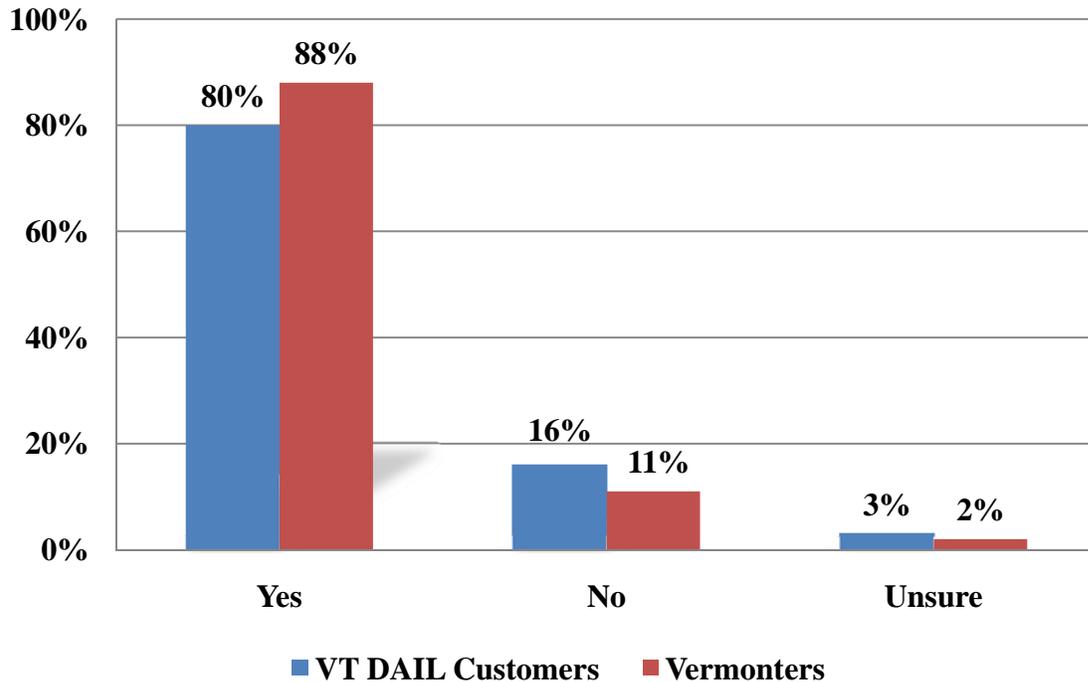
**Comments:**

Fifty-nine percent of customers indicate their household currently has a three day supply of water for everyone living there while 37% indicate their household does not have a three day supply of water.

Forty-eight percent of Vermont residents indicate their household currently has a three day supply of water for everyone living there while 49% indicate their household does not have a three day supply of water.

**80% of customers have a three day supply of food compared to 88% of Vermonters.**

**Does your household have a 3-day supply of nonperishable food for everyone who lives there?**



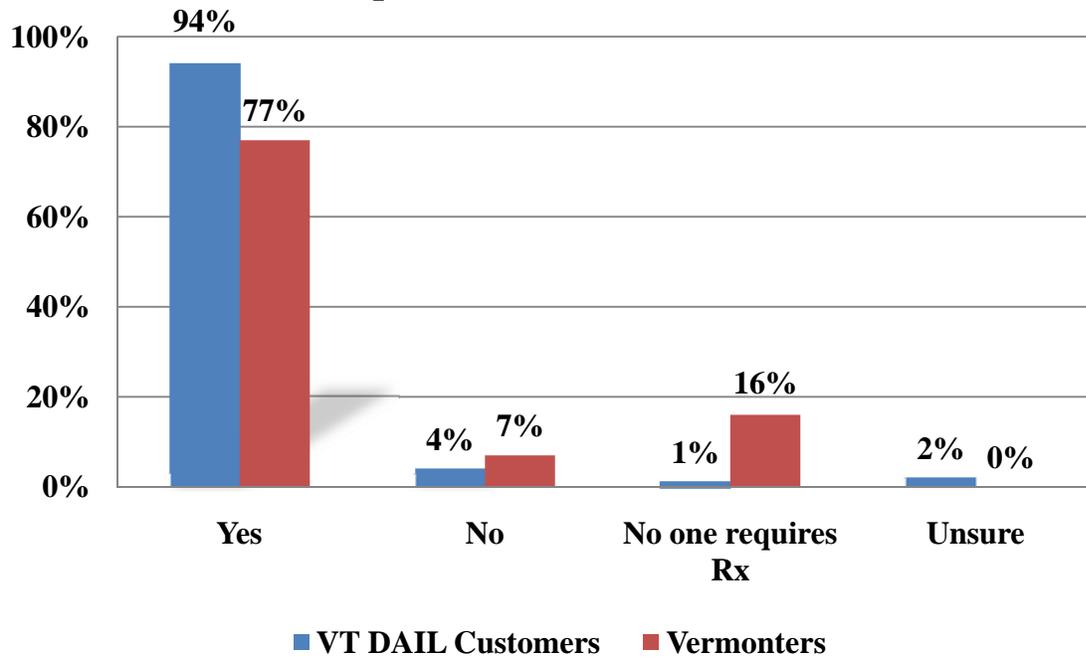
**Comments:**

Eighty percent of customers indicate their household has a three day supply of non-perishable food for everyone that lives their while 16% indicate their household does not have a three day supply of food.

Eighty-eight percent of Vermont residents indicate their household has a three day supply of non-perishable food for everyone that lives their while 11% indicate their household does not have a three day supply of food.

**94% of customers have a three day supply of prescription medications. 77% of Vermonters have a three day supply while 16% do not require prescription medications.**

**Does your household have a 3-day supply of prescription medication for each person who takes prescribed medicines?**



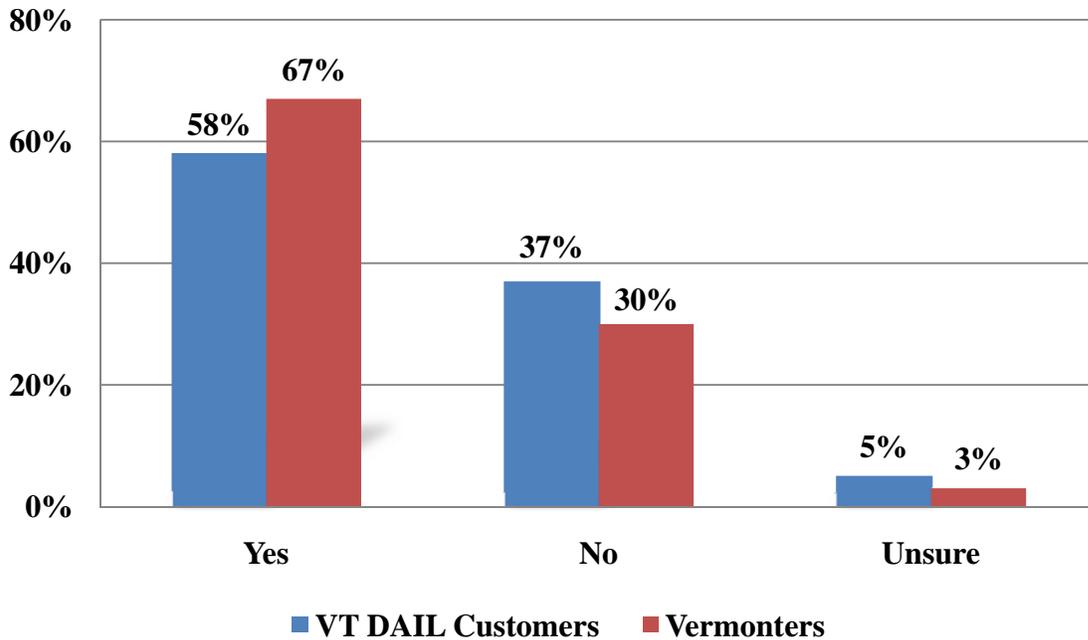
**Comments:**

Ninety-four percent of customers indicate their household has a three day supply of prescription medications for each person who takes medication while 4% indicate their household does not have a three day supply. One percent of customers indicate that no one in their household requires prescription medicines.

Seventy-seven percent of Vermont residents indicate their household has a three day supply of prescription medications for each person who takes medication and 16% indicate that no one in their household requires prescription medicines. Seven percent of residents indicate their household does not have a three day supply.

**58% of customers have a working battery operated radio and batteries compared to 67% of Vermonters.**

**Does your household have a working battery operated radio and working batteries for your use if the electricity is out?**

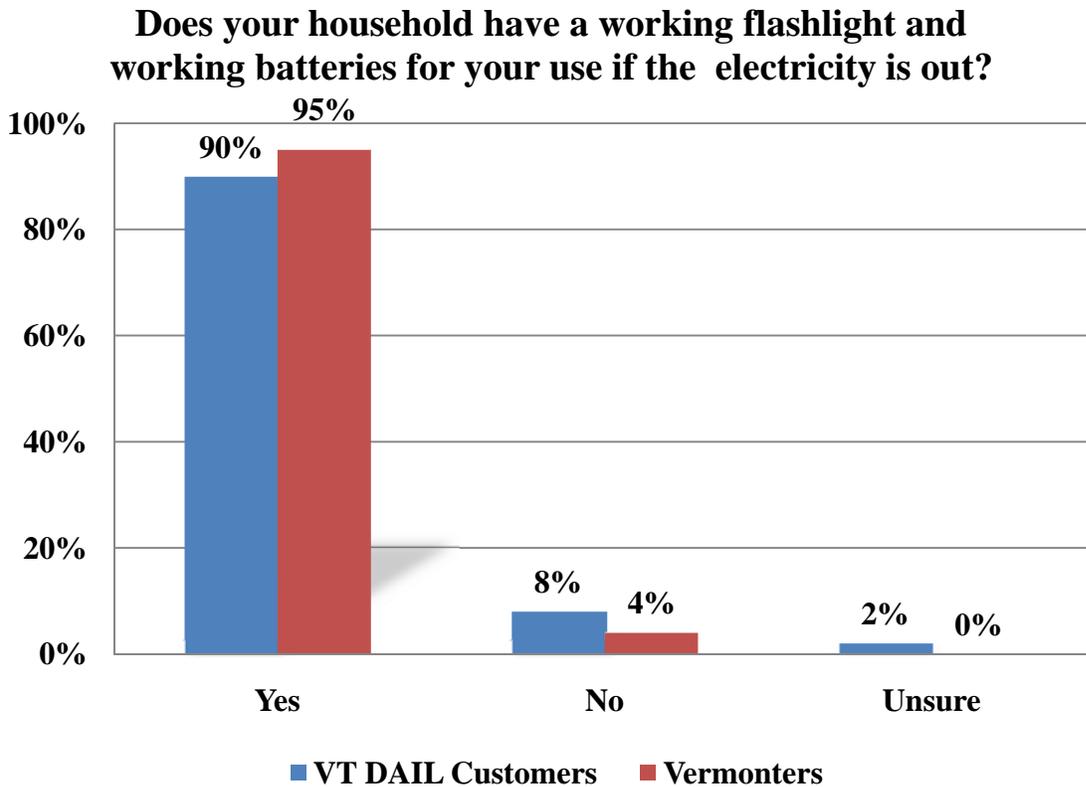


**Comments:**

Fifty-eight percent of customers indicate their household has a working battery operated radio and batteries for use if the electricity were to go out while 37% do not have a working battery operated radio.

Sixty-seven percent of Vermont residents indicate their household has a working battery operated radio and batteries for use if the electricity were to go out while 30% do not have a working battery operated radio.

**90% of customers have a working flashlight and batteries compared to 95% of Vermonters.**



**Comments:**

Ninety percent of customers indicate their household has a working flashlight and batteries for use if the electricity were to go out while 8% do not have a working flashlight.

Ninety-five percent of Vermont residents indicate their household has a working flashlight and batteries for use if the electricity were to go out while 4% do not have a working flashlight.

**Most customers (60%) would rely on a regular telephone to communicate with family or friends during a large-scale disaster or emergency. Most Vermonters (65%) would rely on a cell phone to communicate with family or friends during a large-scale disaster or emergency.**

**In a large-scale disaster or emergency, what would be your main method or way of communicating with relatives and friends?**

Category	VT DAIL Customers	Vermonters
Regular home telephones	60%	42%
Cell phones	38%	65%
Email	10%	17%
Walk, holler - family, friend, neighbor close by	8%	10%
Specific program or service, lifeline	5%	0%
2-way radios	2%	1%
Car, vehicle, travel to see person	2%	11%
Mail, post	1%	0%
In person, face to face	1%	4%
Caregiver is always present	1%	0%
Someone would check on me, come get me	1%	0%
Pager	0%	1%
Ham radio, short wave radio	0%	1%
Other	2%	4%
Unsure	9%	5%
Total	100%	100%

**Comments:**

In the event of a large-scale disaster or emergency, 60% of customers would rely on a regular telephone to communicate with family or friends while 38% would use a cell phone. Other methods customers would use include email (10%), simply walking over to speak with neighbors or family (8%), communicate through a specific program (5%), 2-way radios (2%), or travel by car (2%), among other methods. Nine percent of customers are unsure how they would communicate with family or friends during a large-scale disaster or emergency.

In the event of a large-scale disaster or emergency, 65% of Vermont residents would rely on cell phone to communicate with family or friends while 42% would use a regular telephone. Other methods residents would use include email (17%), travel by car (11%), or simply walking over to speak with neighbors or family (10%), among other methods. Five percent of residents are unsure how they would communicate with family or friends during a large-scale disaster or emergency.

**Customers would rely on television (42%), radio (40%) and neighbors (23%) to get information from the authorities during a large-scale disaster or emergency. Most Vermonters (64%) would rely on the radio to get information from the authorities during a large-scale disaster or emergency.**

**What would be your main method or way of getting information from authorities in a large-scale disaster or emergency?**

Category	VT DAIL Customers	Vermonters
Television	42%	31%
Radio	40%	64%
Neighbors	23%	11%
Telephone	14%	7%
Internet	11%	19%
Print media	6%	3%
Cell, mobile phone	4%	7%
Lifeline, specific program or service	3%	0%
Family member, care giver	3%	0%
Emergency services would come to me	2%	1%
Car, vehicle; travel to	1%	3%
Community siren or loudspeaker	0%	2%
Car radio	0%	2%
Other	1%	2%
Unsure	13%	7%
Total	100%	100%

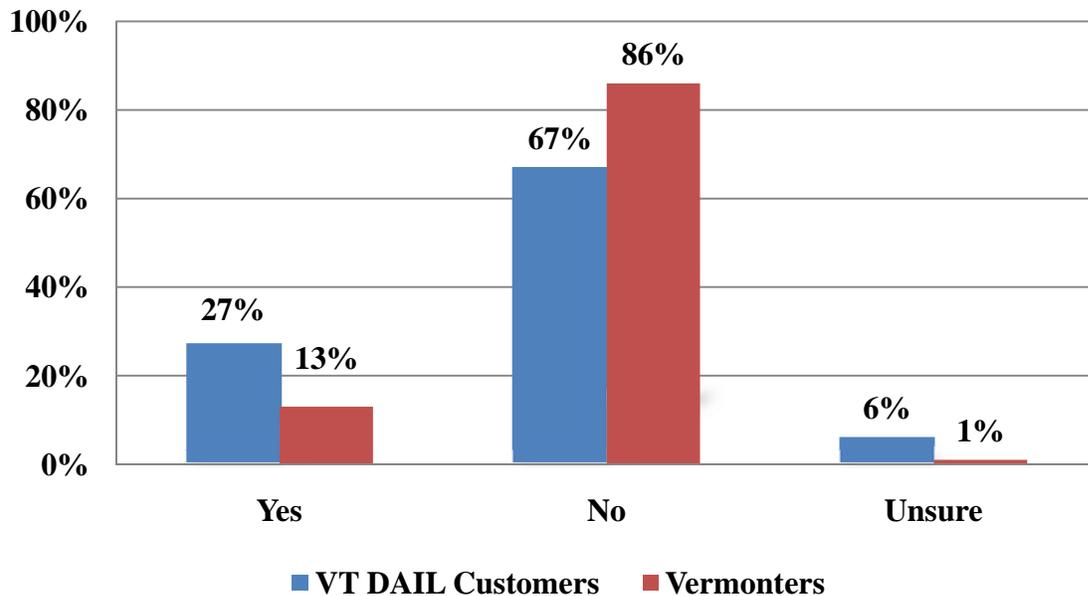
**Comments:**

In the event of a large-scale disaster or emergency, 40% of customers would rely on television to get information from the authorities, 40% would rely on the radio and 23% would rely on their neighbors. Other methods customers would use include the telephone (14%), the Internet (11%), and print media (6%), among other methods. Thirteen percent of customers are unsure how they would get information from authorities during a large-scale disaster or emergency.

In the event of a large-scale disaster or emergency, 64% of Vermont Residents would rely on the radio to get information from the authorities. Other methods residents would use include television (31%), the Internet (19%) and their neighbors (11%), among other methods. Seven percent of residents are unsure how they would get information from authorities during a large-scale disaster or emergency.

**27% of customers have a written disaster evacuation plan compared to 13% of Vermonters.**

**Does your household have a written disaster evacuation plan for how you will leave your home, in case of a large-scale disaster or emergency that requires evacuation?**



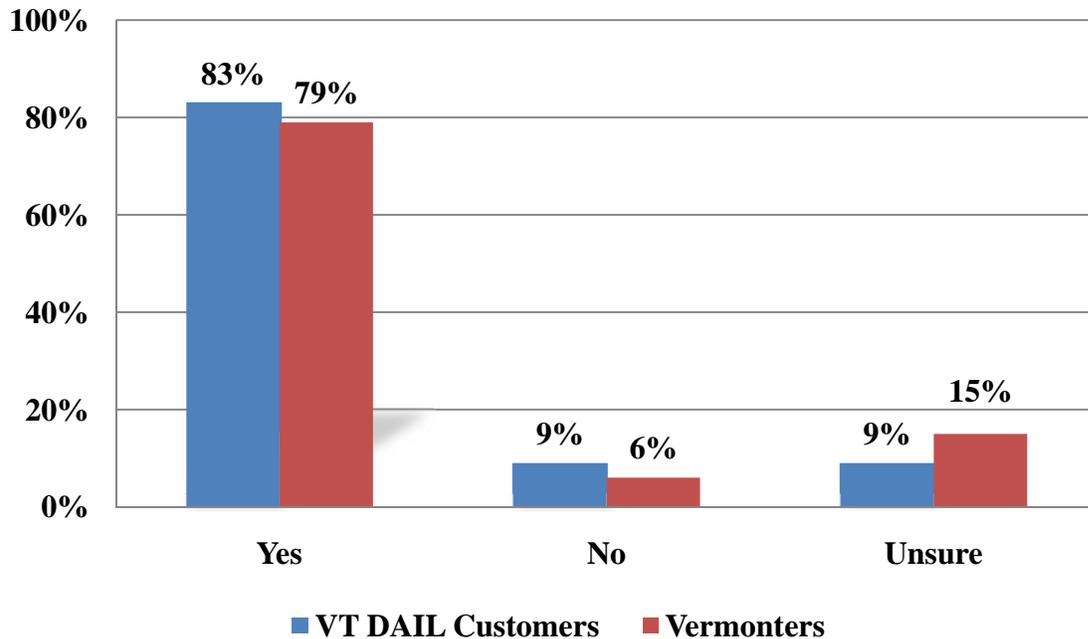
**Comments:**

Twenty-seven percent of customers indicate that their household has a written disaster evacuation plan for how they will leave their home in the case of a large-scale disaster or emergency that required evacuation. Sixty-seven percent of customers do not have a written disaster evacuation plan for their household and six percent are unsure if they have a written disaster evacuation plan.

Thirteen percent of Vermont residents indicate that their household has a written disaster evacuation plan for how they will leave their home in the case of a large-scale disaster or emergency that required evacuation. Eighty-six percent of residents do not have a written disaster evacuation plan for their household.

**83% of customers would evacuate given a mandatory evacuation compared to 79% of Vermonters.**

**If public authorities announced a mandatory evacuation from your community due to a large-scale disaster or emergency, would you evacuate?**



**Comments:**

Eighty-three percent of customers indicate they would evacuate if the public authorities announce a mandatory evacuation from their community due to a large-scale disaster or emergency. Nine percent of customers indicate they would not evacuate and 9% are unsure whether they would evacuate. Among the small percentage that would not evacuate the reasons cited include health problems precluding their ability to evacuate (25%), the lack of transportation (24%), concern about leaving pets (17%), the need for assistance to leave (15%), that they would not know where to go (12%), concerns about personal safety (11%), and that they are simply prepared to stay at home (11%).

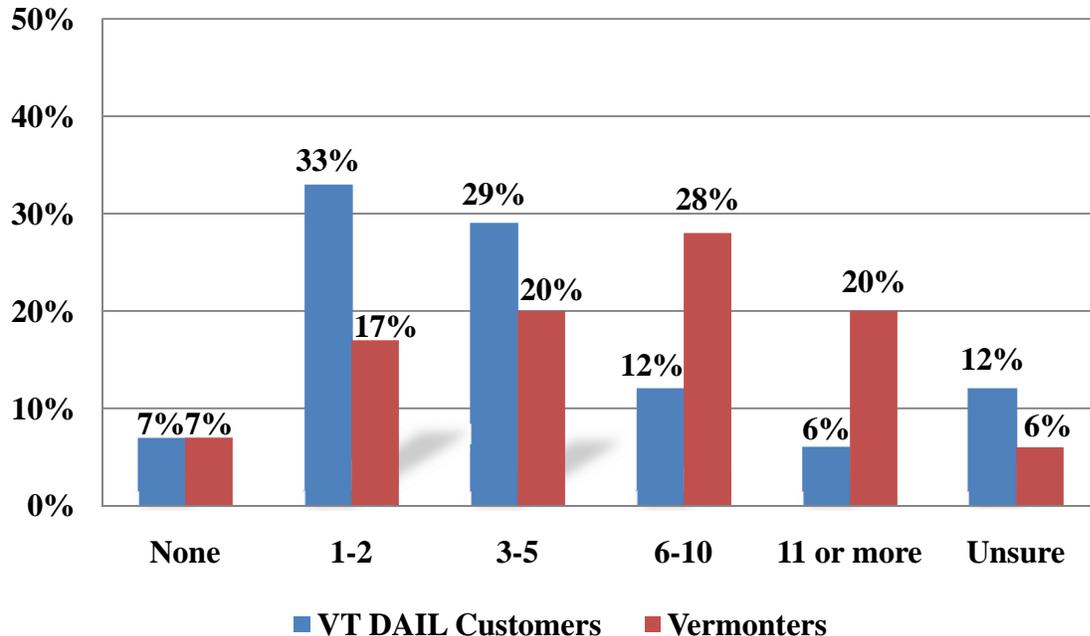
Seventy-nine percent of Vermont residents indicate they would evacuate if the public authorities announce a mandatory evacuation from their community due to a large-scale disaster or emergency. Six percent of residents indicate they would not evacuate and 15% are unsure whether they would evacuate. Among the small percentage that would not evacuate the reasons cited include that the decision to evacuate would depend on the severity of the situation (43%), that they are prepared to stay home (25%), and that they would not know where to go (15%).

**What would be the main reason you might not evacuate if asked to do so?  
(% among those indicating they would not evacuate)**

<b>Category</b>	<b>VT DAIL Customers</b>	<b>Vermonters</b>
Health problems, could not be moved	25%	0%
Lack of transportation	24%	0%
Concern about leaving pets	17%	6%
Would require assistance to leave	15%	0%
Do not know where I would go, so stay put	12%	15%
Concern about personal safety	11%	1%
Prepared to stay home, better off	11%	25%
Concern about leaving property behind	8%	3%
Concern about traffic jams and inability to get out	5%	0%
Decision would depend on the severity of the situation	4%	43%
Lack of trust in public officials	3%	4%
Other	3%	2%
Unsure	7%	2%
Total	100%	100%

**80% of customers have at least one person to help them if there was a storm, the power went out, a flood, or other disaster. This compared to 85% of Vermonters.**

**How many people are there that could help you if there was a storm, your power went out, there was a flood, or other disaster?**



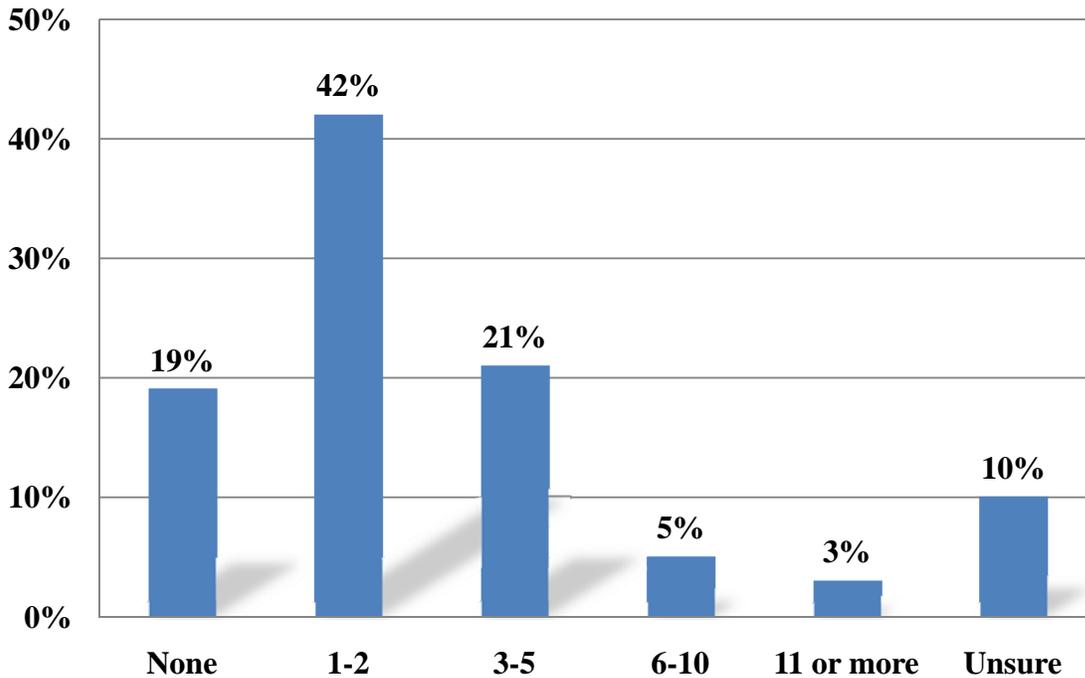
**Comments:**

Among customers, only 7% indicate there is no one to help them if there was a storm, the power went out, a flood, or other disaster and another 12% are unsure if there is someone to help. Thirty-three percent of customers indicate there are one to two people that could help, 29% indicate three to five people, 12% six to ten people and 6% of customers indicate there are eleven or more people to help them if there was a storm, the power went out, a flood, or other disaster.

Among Vermont residents, only 7% indicate there is no one to help them if there was a storm, the power went out, a flood, or other disaster and only 6% are unsure if there is someone to help. Seventeen percent of residents indicate there are one to two people that could help, 20% indicate three to five people, 28% six to ten people and 20% of residents indicate there are eleven or more people to help them if there was a storm, the power went out, a flood, or other disaster.

**71% of customers have people that could help if their caregiver did not show up.**

**How many people are there that could help you if your caregiver did not show up?**



**Comments:**

Among customers, 19% indicate there is no one to help them if their caregiver did not show up and another 10% are unsure if there is someone to help. Forty-two percent of customers indicate there are one to two people that could help, 21% indicate three to five people, 5% indicate that six to ten people would help and 3% of customers indicate there are eleven or more people to help them if their caregiver did not show up.