

2014 Vermont Long-Term Services and Supports HCBS Consumer Survey Report

Prepared For:



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A. Executive Summary

In 2014, the Vermont Department of Disabilities Aging and Independent Living (DAIL) again surveyed consumers receiving the following long-term services and supports regarding their satisfaction with services and quality of life:

- Choices for Care (CFC) Case Management Services
- Personal Care Services
 - Consumer-Directed Personal Care Services
 - Surrogate-Directed Personal Care Services
 - Agency-Directed Personal Care Services
- Flexible Choices
- Adult Family Care
- Homemaker Services
- Adult Day Centers
- Attendant Services Program
- Home-Delivered Meals Program

Summary Statement

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

Improving and Maintaining Performance

Thoroughbred Research Group conducted a key driver analysis called attributable effects analysis to determine what attributes drive overall satisfaction and recommendation of the various long-term care services and programs provided by DAIL. This analysis identifies two types of drivers. Potential drivers are attributes where the greatest benefit can be realized through improvements in quality. Maintenance drivers are those that would result in the greatest loss of satisfaction/recommendation if quality declined in these attributes.

The provision of services is among the strongest Potential and Maintenance drivers. Staff attributes are also important, with ensuring competency of staff as a top Potential and Maintenance driver, and having courteous and respectful caregivers as a top Maintenance driver. Consumer choice is another important driver of satisfaction with services provided and recommendation of the programs/services to others.

DAIL should focus on improving the quality of services received, the competency of staff, the receipt of all services that consumers need, and the choice and control consumers have in their care in order to improve its overall rating. DAIL should focus on maintaining the quality of services received, the courtesy and respect of caregivers, staff competency, and the receipt of all services that consumers need.

Top Potential Drivers	Top Maintenance Drivers
Quality of Services Received	Quality of Services Received
Staff Competency	Courteous and Respectful Caregivers
Consumers Receive Services That Meet Needs	Staff Competency
Consumers Have Enough Choice and Control	Consumers Receive Services That Meet Needs

B. Background and Introduction

The Vermont Department of Disabilities, Aging and Independent Living (DAIL) manages Medicaid Long Term Services and Supports (LTSS) and conducts survey research to evaluate consumer satisfaction with these LTSS services. Since 2006, DAIL has been conducting an annual consumer survey assessing satisfaction with services and overall quality of life provided by the various LTSS programs (including Choices for Care home and community based services, Flexible Choices, Adult Day services, Adult Family Care Program, Homemaker services, the Attendant Service Program, and home delivery of meals). The LTSS Consumer Survey results are used for evaluating services and have led to redesigning some services in order to impact satisfaction. This survey was designed for home and community-based recipients. Several questions from the MyInner View Survey tool (a survey instrument used with individuals in nursing and assisted living facilities to assess their satisfaction with services and overall quality of life) were adopted and added to this survey instrument. By adopting these items, in the future we will be able to make direct comparisons between long-term care consumers receiving home- and community-based services and those living in nursing homes and other facilities.

In 2014, Vermont DAIL contracted with Thoroughbred Research Group to conduct the 2014 Vermont Long-Term Care (LTC) Consumer Survey. The 2014 Vermont LTSS survey population consisted of all consumers using one or more of the following DAIL-funded services: Choices for Care home and community based services, Flexible Choices, Adult Family Care Program, Adult Day services, Homemaker services, and the Attendant Services Program. Data collection occurred from late September – mid November and consisted of a mixed-mode methodology (mail, telephone). Surveys were first mailed to recipients of LTSS. People who did not respond to the mail survey were contacted by telephone.

C. Survey Methodology

A detailed description of the survey methodology is provided in Appendix 1.

1. CONSUMER SURVEY AND POPULATION

The Vermont Department of Disabilities, Aging and Independent Living Long-Term Services and Supports Consumer Survey (Vermont LTSS Consumer Survey) is based on mail surveys and telephone interviews conducted among current consumers receiving services. The target population for the 2014 Vermont LTSS Consumer Survey consisted of all residents receiving services.

A random sample of customers was selected within each program to participate in the survey. The survey used an instrument developed by DAIL, Thoroughbred, and University of Massachusetts in 2014. Many of the items in the survey included questions that were asked in prior surveys. The 2014 survey instrument added additional questions to make each program/services section consistent as well as to address other topic areas. A copy of the survey is included in Appendix 2.

2. SURVEY PROTOCOL

The 2014 Vermont LTSS Consumer Survey protocol that generated the data summarized in this report used a mixed methodology mail and telephone contact protocol. The protocol incorporated 1 mail attempt and 6 contact attempts by telephone.

3. RESPONSE RATE

Surveys were counted as complete as long as one question was completed. A total of 1,495 surveys were completed by consumers by mail (700) and telephone (795), for a total response rate of 65.26%. Response rates were calculated using the AAPOR Response Rate 1 formula.

4. SAMPLE CHARACTERISTICS

The table below provides the breakout of completed surveys by program, county, age category, and gender. All reported percentages include design effect adjustments.

Program	N	%
Case Management	1,347	90.3%
<i>Moderate Needs</i>	641	42.3%
<i>High/Highest Needs</i>	706	47.9%
Personal Care Services	698	47.0%
<i>Consumer-Directed</i>	178	10.9%
<i>Surrogate-Directed</i>	230	16.8%
<i>Agency-Directed</i>	377	24.3%
Flexible Choices*	100	6.4%
<i>Moderate Needs</i>	46	2.7%
<i>High/Highest Needs</i>	54	3.7%
Adult Family Care Program	4	0.5%

Program	N	%
Adult Day Centers	243	15.5%
Homemaker Services	561	37.4%
Attendant Services Program*	94	6.0%
County	N	%
Addison*	121	7.2%
Bennington*	116	7.9%
Caledonia*	126	7.7%
Chittenden*	207	17.0%
Essex*	27	2.0%
Franklin*	89	5.9%
Grand Isle*	12	0.7%
Lamoille*	66	4.0%
Orange*	67	4.6%
Orleans*	119	7.2%
Rutland	226	14.2%
Washington*	103	8.0%
Windham*	95	6.0%
Windsor*	120	7.2%
Age Category	N	%
< 50	116	9.9%
50 – 64	351	24.3%
65 – 74	370	22.8%
75 – 84	371	22.9%
85+	287	20.1%
Gender	N	%
Female	1,053	57.1%
Male	438	42.6%

* Results did not meet 95/5 statistical criteria and findings should be interpreted with caution

5. POST-STRATIFICATION WEIGHTING

The data presented in this report is of weighted data (unless otherwise noted). We apply post-stratification weighting so that the results are representative of the entire population. Among consumers, post stratification weighting is designed to standardize the weights so they sum to the actual number of consumers based on the program or programs through which they receive services as well as demographic characteristics (county of residence, age, gender). More detail about the post-stratification weighting used can be found in Appendix 1, Section 6.

6. STATISTICAL TESTING

Two types of statistical comparisons were used: z-tests for difference of proportions and t-tests for means of independent samples. In the tables that follow, an upward arrow in any cell indicates that the cell is significantly higher than the total, and a downward arrow in any cell indicates that the cell is significantly lower than the total.

D. Key Findings

1. SOURCES OF INFORMATION AND FAMILIARITY WITH PROGRAMS

Respondents first heard about long-term care services through a variety of sources. Sources included family and friends (23%), Area Agency on Aging (22%), health care providers (18%), and Home Health Agencies (17%), among other sources. Eighty-two percent of respondents indicate they have spoken with someone about ways to get needed help with daily activities and 96% were somewhat or very satisfied with the information they were provided.

Familiarity is highest for home health agency services, with over eight in ten (82%) very or somewhat familiar with these services. Only one in three respondents are familiar with Flexible Choices (34%), Adult Family Care (35%), Surrogate-Directed Services (36%), and the LTC Ombudsman program.

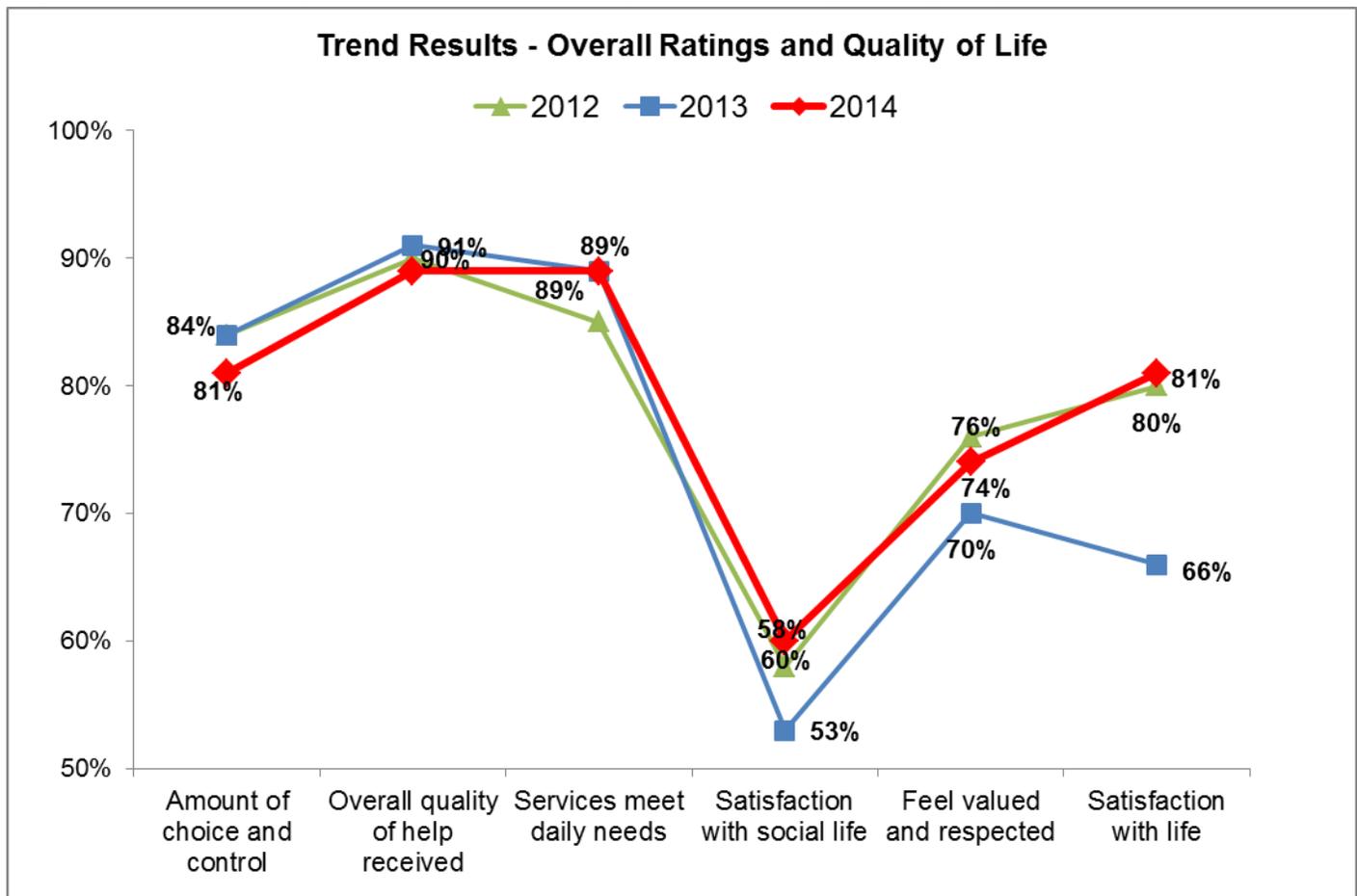
2. TREND COMPARISONS – SELECT OVERALL RATINGS AND QUALITY OF LIFE ITEMS

Figure 1 displays data from the past six years (2009 – 2014) for select overall ratings and quality of life items:

- The amount of choice and control you had when you planned the services or care you would receive (% Excellent or Good)
- The overall quality of help you receive (% Excellent or Good)
- The degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping (% Excellent or Good)
- I feel satisfied with my social life (% Yes)
- I feel valued and respected (% Yes)
- In general, how satisfied are you with your life? (% Very Satisfied or Satisfied)

In general, we see similar responses over the past three years on several overall ratings of services and quality of life items. Satisfaction with social life is the lowest among respondents, and is the area that affords the most opportunity for improvement. Satisfaction with social life decreased in 2013, but increased back to the 2012 level in 2014. This finding may be due to the response scale changing to a five-point scale in 2013 and then changing back to a four-point scale in 2014, forcing respondents to either report satisfaction or dissatisfaction.

Figure 1. Trend comparisons on several top overall rating and quality of life items



Note: In 2013, we added a “Neither Satisfied or Dissatisfied” option to the response scale for satisfaction with life, thus increasing the scale from a 4-point scale to a 5-point scale. In 2014, we removed this option, decreasing it back to a 4-point scale.

3. OVERALL RATINGS OF QUALITY

A summary of overall measures of satisfaction and quality is provided in Table 1. Based on the overall measures of quality, a large majority of respondents are satisfied with the services they receive and those providing these services. Ninety-two percent of respondents rate the value of the services they receive as excellent or good and 89% rate the quality of the help they receive as excellent or good. Eight in ten (81%) rate as excellent or good their involvement in planning for the services or care they receive and controlling this care, but this is a significant decline from 2013 (84%). Eighty-four percent rate the timeliness of the services as excellent or good and 89% rate the degree to which the services meet their needs as excellent or good. Over nine in ten (91%) strongly agree or agree that they receive all the services they need the way they want to get them, a significant increase since 2013 (79%).

Respondents are also satisfied with those providing these services, with 91% rating their reliability, 96% their courtesy, 89% how well people listen to respondents’ needs and preferences, and 87% rating how well their problems or concerns are taken care of as excellent or good. Ninety percent of respondents rate the communication with those that are providing services or care as excellent or good.

The services provided to respondents are making a significant difference in their lives. Eighty-nine percent of respondents indicate that the services and care they receive has made their life better. Eighty-four percent of respondents indicate it would be difficult for them to remain in their homes if they did not receive these long-term care services provided, a significant increase from last year (75%). Ninety-three percent said the services they receive help them maintain or improve their health, a significant increase from 2013 (87%).

Further comparisons to 2013 data are discussed in the detailed findings section.

Table 1. Summary of Overall Ratings of Quality

	All Respondents 2013	All Respondents 2014
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)	91%	89%
How would you rate the timeliness of your services? (% excellent or good)	85%	84%
How would you rate the communication between you and the people who help you? (% excellent or good)	90%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	90%	91%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	89%	89%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	86%	87%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	89%	89%
Overall, how do you rate the value of the services you receive? (% excellent or good)	93%	92%
I get the services I need the way I want to get them. (% agree or strongly agree)	79%	91% ↑
My services help me to achieve my personal goals. (% agree or strongly agree)	83%	90% ↑
My current residence is the setting in which I choose to receive services. (% agree or strongly agree)	94%	95%

	All Respondents 2013	All Respondents 2014
Has the help you received made your life... (% somewhat or much better)	91%	89%
How easy would it be for you to stay in your home if you did not receive services? (% difficult or very difficult)	75%	84% ↑
My services help me to maintain or improve my health. (% agree or strongly agree)	87%	93% ↑

↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

4. CASE MANAGER

A summary of satisfaction and quality measures with case managers is provided in Table 2. Respondents rate the quality of service they receive from their case manager very positively, believe that their case manager understands their specific situation, and are also satisfied with the amount of involvement they are given by their case manager. Over nine in ten respondents (94%) with a case manager are very or somewhat satisfied with their case manager (a significant increase from 2013, 89%) and 88% would give an excellent or good recommendation of their case manager to others. Nine in ten respondents (89%) rate the competency of case management staff as excellent or good.

Respondents believe that their case manager is responsive to their needs with 84% indicating their case manager always or almost always asks what they want, 85% indicating their case manager always or almost always coordinates their services to meet their needs, and 86% percent indicating that they feel they always or almost always have a part in the planning of their care. Eighty-three percent also indicate that their case manager always or almost always helps them to understand the different service options that are available. Respondents also indicate that their case manager is available to meet their needs as 83% indicate they can always or almost always talk to their case manager when they need to and 86% indicate their case manager always or almost always helps when the consumer asks for something. Finally, respondents believe that their case manager is helping them to remain independent with 87% indicating their case manager always or almost always understands the services they need to stay in their current living situation.

Comparisons to 2013 data are discussed in the detailed findings section.

Table 2. Summary of Items Evaluating Case Manager

	All Respondents 2013	All Respondents 2014
How satisfied are you with your case manager? (% very or somewhat satisfied)	89%	94% ↑
What is your recommendation of your case manager to others? (% indicating excellent or good)	88%	88%
I feel I have a part in planning my care with my case manager. (% indicating always or almost always)	83%	86%
My case manager coordinates my services to meet my needs. (% indicating always or almost always)	85%	85%
My case manager understands which services I need to stay in my current living situation. (% indicating always or almost always)	89%	87%
I can talk to my case manager when I need to. (% indicating always or almost always)	82%	83%
My case manager helps me when I ask for something. (% indicating always or almost always)	87%	86%
My case manager asks me what I want. (% indicating always or almost always)	84%	84%
My case manager helps me understand the different service options that are available. (% indicating always or almost always)	83%	83%
Please rate case management services on the competency of staff (% indicating excellent or good)	90%	89%

↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

5. QUALITY RATINGS OF INDIVIDUAL PROGRAMS

A summary of items evaluating individual programs and services is provided in Tables 3a and 3b starting on page 16. Due to overlapping samples (a consumer might receive more than one type of service/be enrolled in more than one program) and the way the questions were set up (asked separately for each program), statistical comparisons between programs/services were not made for the program-specific items.

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

Respondents in Personal Care Services were asked a series of questions about the services they receive.

Respondents in Personal Care Services are highly satisfied and also highly rate the quality of these services. Nearly all respondents (95%) are very or somewhat satisfied with the services they receive and 94% of respondents rate the quality of services as excellent or good. Ninety-one percent of

respondents rate their recommendation of Personal Care Services as excellent or good, a decline since 2013 (95%). Eighty-eight percent of respondents also indicate that the services they receive always or almost always meet their needs, a decrease since 2013 (92%). Ninety-three percent of respondents rate the competency of Personal Care Services staff as excellent or good.

Nearly all respondents (96%) report their caregivers always or almost always treat them with respect and courtesy. Ninety-one 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. Ninety-two percent of respondents indicate the program always or almost always provides services when they are needed and where they are needed.

A majority of respondents agree that they have enough choice in their services. Ninety-two percent of respondents strongly agree or agree that they have enough choice and control in their services, and 84% strongly agree or agree they were able to choose the provider of their services.

Only 26% agree that there are services they need that they cannot get. These include more care/services in general, transportation assistance, and mobility/medical equipment (wheelchair, power chair, lift/ramp, hospital bed).

Only 16% of respondents report they have experienced problems during the past 12 months. Fifty-nine percent of respondents that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems.

Flexible Choices

Although we had a high response rate for Flexible Choices (response rate: 73% moderate needs, 62% high/highest needs; surveys completed: 46 moderate needs, 54 high/highest needs), we were unable to reach the 95% confidence level with 5% margin of error. Therefore findings for Flexible Choices should be interpreted with caution.

Respondents receiving Flexible Choices were asked a series of questions about the services they receive.

Respondents receiving Flexible Choices are highly satisfied and also highly rate the quality of these services. Nine in ten respondents (92%) are very or somewhat satisfied with the services they receive and 91% of respondents rate the quality of services as excellent or good. Ninety-three percent of respondents rate their recommendation of Flexible Choices as excellent or good. Eighty-four percent of respondents also indicate that the services they receive always or almost always meet their needs. Eighty-nine percent of respondents rate the competency of Flexible Choices staff as excellent or good.

Nine in ten respondents (92%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-six 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-six percent of respondents indicate the program always or almost always provides services when they are needed and where they are needed.

A majority of respondents agree that they have enough choice in their services. Ninety-three percent of respondents strongly agree or agree that they have enough choice and control in their services, and 89% strongly agree or agree they were able to choose the provider of their services.

Only 27% agree that there are services they need that they cannot get. These include homemaker services and mobility/medical equipment (wheelchair, power chair, lift/ramp, hospital bed).

Only 6% of respondents report they have experienced problems during the past 12 months. One in 4 (24%) respondents that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems.

Homemaker Services

Respondents are highly satisfied with the Homemaker Services they receive and highly rate the quality of the services. Nearly all respondents receiving Homemaker Services (93%) are very or somewhat satisfied with the services they receive and 86% of respondents rate the quality of services as excellent or good. Eighty-six percent of respondents rate their recommendation of Homemaker Services as excellent or good. Eighty-five percent of respondents also indicate that the services they receive always or almost always meet their needs. Eighty-seven percent of respondents rate the competency of Homemaker Services staff as excellent or good.

Nearly all respondents (96%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-eight 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-six percent of respondents indicate the program always or almost always provides services when they are needed, and 90% of respondents indicate the program always or almost always provide services where they are needed.

A majority of respondents agree that they have enough choice in their services. Eighty-nine percent of respondents strongly agree or agree that they have enough choice and control in their services, and 60% strongly agree or agree they were able to choose the provider of their services, an increase from 48% last year.

Almost one in three (32%) agree that there are services they need that they cannot get, an increase from 2013 (24%). These include more homemaker services (e.g., meal preparation, bigger tasks at home), more choice and control, transportation assistance, and assistance with tasks outside the home (e.g., groceries).

Among those in Homemaker Services, 23% report they have experienced problems during the past 12 months. Sixty-two percent of respondents that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems, an increase from last year (55%).

Adult Family Care Program

Due to the small number of Adult Family Care participants (15) and the low response rate obtained for the Adult Family Care Program participants (50%; only 4 Adult Family Care participants responded to the survey), findings for the Adult Family Care Program should be interpreted with caution.

Respondents in the Adult Family Care Program were asked a series of questions about the services they receive.

Respondents in the Adult Family Care Program are highly satisfied and highly rate the quality of these services. All respondents (100%) are very or somewhat satisfied with the services they receive and rate the quality of services as excellent or good. Seventy-three percent of respondents rate their recommendation of the Adult Family Care Program as excellent or good. All respondents (100%) also indicate that the services they receive always or almost always meet their needs. All respondents (100%) rate the competency of the Adult Family Care Program staff as excellent or good.

Seventy-three (73%) report their caregivers always or almost always treat them with respect and courtesy and indicate they always or almost always know who to contact if they have a complaint about the program or need more help. Seventy-three percent of respondents indicate the program always or almost always provides services when they are needed and where they are needed.

All respondents (100%) strongly agree or agree that they have enough choice and control in their services, but slightly more than one in three (37%) strongly agree or agree they were able to choose the provider of their services.

No respondents agree that there are services they need that they cannot get, and no respondents report they have experienced problems during the past 12 months.

Adult Day Centers

Respondents are very satisfied with the Adult Day Center they attend and value the quality of the services provided at the center. Nearly all respondents attending Adult Day Centers (94%) are very or somewhat satisfied with the services they receive and 91% of respondents rate the quality of services as excellent or good. Eighty-nine percent of respondents rate their recommendation of their Adult Day Center as excellent or good, a significant decrease from 2013 (94%). Eighty-eight percent of respondents also indicate that the services they receive always or almost always meet their needs. Ninety-two percent of respondents rate the competency of their Adult Day Center staff as excellent or good.

Nearly all respondents (92%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-four 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, a decrease from 2013 (90%). Eighty-eight percent of respondents indicate the program always or almost always provides services when they are needed and where they are needed.

A majority of respondents agree that they have enough choice in their services. Ninety percent of respondents strongly agree or agree that they have enough choice and control in their services, and 83% strongly agree or agree they were able to choose the provider of their services.

Only 24% agree that there are services they need that they cannot get. These include personal care services, physical/speech/vocational therapy, exercise, and more care/services in general.

Among those attending an Adult Day Center, only 5% report they have experienced problems during the past 12 months, a significant decline since 2013 (12%). Only half (49%) of respondents that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems.

Attendant Services Program

Although we had a high response rate for the Attendant Services Program of 67%; surveys completed with 94 completed surveys, we were unable to reach the 95% confidence level with 5% margin of error. Therefore findings for the Attendant Services Program should be interpreted with caution.

In general, respondents are highly satisfied with the Attendant Services Program and highly rate the quality of services they receive through the program. Almost all (97%) of respondents in the Attendant Services Program are very or somewhat satisfied with the services they receive (a significant increase since 2013; 90%), and 97% of respondents rate the quality of services as excellent or good. Ninety-six percent of respondents rate their recommendation of Attendant Services Program as excellent or good. Eighty-six percent of respondents also indicate that the services they receive always or almost always meet their needs, a significant decrease since 2013 (95%). Ninety-six percent of respondents rate the competency of Attendant Services Program staff as excellent or good.

Almost all respondents (98%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-five percent of respondents indicate they always or almost always know who to contact if they have a complaint or if they need more help. Ninety-two percent of respondents indicate the program always or almost always provides services when they are needed and 94% indicate the program always or almost always provides services where they are needed.

A majority of respondents agree that they have enough choice in their services. Ninety-five percent of respondents strongly agree or agree that they have enough choice and control in their services, and 99% strongly agree or agree they were able to choose the provider of their services.

One in three respondents (33%) agree that there are services they need that they cannot get. These include more care/services in general, homemaker services, and transportation assistance.

Only 2% of respondents report they have experienced problems during the past 12 months. None of these respondents that experienced problems during the prior 12 months indicate that the Attendant Services Program worked to resolve their problems.

Table 3a. Summary of Items Evaluating Individual Programs and Services

	Personal Care Services	Flexible Choices	Home-maker Services
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	95%	92%	93%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	94%	91%	86%
What is your recommendation of the services you receive from the ____ to others? (% excellent or good)	91%	93%	86%
Please rate the ____ on the competency of staff. (% excellent or good)	93%	89%	87%
The services I receive from the ____ meet my needs. (% always or almost always)	88%	84%	85%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	96%	92%	96%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	91%	86%	88%
The ____ provides services to me when I need them. (% always or almost always)	92%	86%	86%
The ____ provides services to me where I need them. (% always or almost always)	92%	86%	90%
I have enough choice and control in my _____ services. (% agree or strongly agree)	92%	93%	89%
I was able to choose my provider of _____ services. (% agree or strongly agree)	84%	89%	60%
There are _____ services that I need that I can't get. (% agree or strongly agree)	26%	27%	32%
Have you experienced any problems with the _____ during the past 12 months? (% Yes)	16%	6%	23%

Table 3b. Summary of Items Evaluating Individual Programs and Services

	Adult Family Care	Adult Day Centers	Attendant Services Program
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	100%	94%	97%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	100%	91%	97%
What is your recommendation of the services you receive from the ____ to others? (% excellent or good)	73%	89%	96%
Please rate the ____ on the competency of staff. (% excellent or good)	100%	92%	96%
The services I receive from the ____ meet my needs. (% always or almost always)	100%	88%	86%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	73%	92%	98%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	73%	84%	85%
The ____ provides services to me when I need them. (% always or almost always)	73%	88%	92%
The ____ provides services to me where I need them. (% always or almost always)	73%	88%	94%
I have enough choice and control in my _____ services. (% agree or strongly agree)	100%	90%	95%
I was able to choose my provider of _____ services. (% agree or strongly agree)	37%	83%	99%
There are _____ services that I need that I can't get. (% agree or strongly agree)	0%	24%	33%
Have you experienced any problems with the _____ during the past 12 months? (% Yes)	0%	5%	2%

Quality Ratings of Home Delivered Meals Program

Respondents to the Long Term Care Consumer Survey were asked, in addition to other long term care services, if they also currently receive meals through the Home Delivered Meals Program. Of the 1,495 respondents, 326 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 88% of respondents indicating they are very or somewhat satisfied with the program. Eighty-nine percent of respondents rate the service they receive as good or excellent, and 84% of respondents give an excellent or good recommendation of the Home Delivered Meals Program.

A majority also express satisfaction with the food they receive. Seventy-three percent of respondents indicate that the food they receive through the Home Delivered Meals Program always or almost always tastes good, and 75% indicate that the food always or almost always looks good. Eighty-three percent of respondents indicate that the meals provided always or almost always provide a variety of foods. Eighty-two percent of respondents always or almost always eat the meals that are delivered.

A large majority also rate the delivery of the food highly. Eighty-three percent indicate that the meals are always or almost always delivered on time. Eighty 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.

Respondents also see the benefits of the Home Delivered Meals Program. A majority of respondents strongly agree or agree that the program has helped them eat healthier foods (88%), achieve or maintain a healthy weight (83%), improve their health (84%), feel better (85%), continue to live at home (89%), helped them financially (91%), and helps them meet their specific dietary requirements (83%).

On average, the majority of respondents receiving home delivered meals receive meals four or more days a week (68%). Roughly one-third receive two or three meals a week (34%) and almost four in then receive one or less meals a week (39%). On the days that respondents eat a meal from home-delivered meals, one in three (34%) state that the meals represent more than half of the food eaten in day, 39% state that the meals represent about one-half of the food eaten in a day, and only 21% state that the meals represent less than one-half of the food eaten in a day.

Only 14% of respondents have experienced problems with the Home Delivered Meals Program during the past 12 months. Thirty-one percent of respondents that experienced problems during the prior 12 months indicate that the Home Delivered Meals Program worked to resolve their problems

6. QUALITY AND SERVICE IMPROVEMENT

The results of the DAIL Long-Term Care Services and Programs Consumer Survey suggest that the large majority of respondents are satisfied with 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 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.”

Based upon the views and attitudes of the large majority of respondents, the survey results did not identify any major systemic problems with the programs and services provided by DAIL.

DAIL is providing the services needed by the vast majority of its respondents in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by respondents as providing an important service that allows them to remain in their homes.

Some of the key positive highlights include:

- 92% of respondents rate the value of the services they receive as excellent or good.
- 91% of respondents rate the reliability of the people that help them as excellent or good.
- 89% of respondents rate the quality of services they receive through DAIL programs as excellent or good.
- There was an increase on several overall ratings items and some program-specific questions.
- Satisfaction with case management significantly increased this year.

However, other ratings of case management remained on par with 2013 ratings. Since all but one item saw a decline in 2013 ratings compared to 2012 ratings, this program is still a potential action item for increasing satisfaction. On average, high/highest need respondents receiving case management services rate the services more favorably than moderate need respondents.

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 respondents regarding the lack of communication, scheduling issues, role of the consumer in their services, and shortage of qualified caregivers to provide these services. The results do suggest that there are some areas on which DAIL and provider organizations can focus to improve consumer satisfaction:

- In looking at these overall measures, the measures with the lowest percentage of respondents that provided a positive response focus on the amount of choice and control when planning services or care (81%), the timeliness of services (84%), and how well problems or concerns consumers have with their care are taken care of (87%).
- When looking at program specific measures, the measures that generally have the lowest scores are those that focus on the access to services and availability of providers, in addition to knowing who to contact if they have a complaint or need more help (see Table 3 on pages 16-17). This continues the trend observed in 2013.
- In the feedback provided by respondents, four of the most common themes concern access to services, the need for more qualified providers, problems with scheduling, and communication issues (see Open-Ended Comments in each program-specific section). This is similar to the feedback provided by respondents in 2013.
- Among the respondents indicating they experienced problems, the most common problems were concerns or problems with caregiver and scheduling issues. A fairly high percentage indicated that their case managers and/or service providers did not work to resolve their problems with caregivers.

7. QUALITY OF LIFE IMPROVEMENT

The results of this survey also suggest that the large majority of respondents receiving services through DAIL programs experience a good quality of life and improved quality of life. There were significant increases on several quality of life items.

Some of the key positive quality of life highlights include:

- 93% of respondents believe that the services they receive have helped them improve their health.
- 90% of respondents feel safe in their home.
- 89% of respondents feel the help they receive has made their life better.
- 89% of respondents have someone they can count on in an emergency.
- 84% of respondents can get around their house as much as they need to.
- 83% of respondents have someone they can count on to listen to them when they need to talk.

Several quality of life items improved significantly from 2013, representing the positive impact the services they receive through DAIL and provider organizations have on respondents. However, many of these quality of life items still remain low. As we know that improving one's quality of life through meeting social, emotional and physical needs, leads to better outcomes and better health, there are several areas in which DAIL and provider organizations can focus on to improve quality of life outcomes:

- Continuing to help respondents get where they need or want to go (64% of respondents report being able to get to where they need or want to go, a significant increase since 2013; 57%).
- Continuing to ensure that respondents have their social needs met (only 70% of respondents are satisfied with the amount of contact they have with family and friends, 60% of respondents feel satisfied with their social life, and 72% have someone to do something enjoyable with). Satisfaction with amount of contact with family and friends and feeling satisfied with social life ratings have increased significantly since 2013 (64%, 53% respectively).
- Continuing to ensure that respondents get adequate social and emotional support (only 70% of respondents feel they get the social and emotional support they need, a significant increase from 2013; 62%).
- Continuing to help respondents find activities for their leisure time (only 72% are satisfied with how they spend their free time and less than 2 in 3 (65%) feel they have something to do in their leisure time). Both of these have risen significantly since 2013 (65%, 60% respectively).
- Continuing to help make respondents feel valuable (only 74% feel valued and respected and less than half of respondents (48%) feel a part of their community). Both items have risen significantly since 2013 (70%, 43% respectively).
- Continuing to increase respondents' feelings of safety in their community (only 78% feel safe in their community; a significant increase since 2013; 71%).
- Ensuring that the services provided make it easy for respondents to stay in their home (84% agree that it would be difficult to stay in their home if they didn't receive services).
- Ensuring the emotional health of respondents (14% always or usually felt blue in the past week).

E. Detailed Findings with Trending Comparisons

1. PROXY RESPONDENTS

Tables 4a and 4b display the methods used by proxy respondents in helping consumers complete the survey. We highlight the findings below. Thirty percent of respondents had help completing the survey. Not surprisingly, almost two in three respondents receiving Surrogate-Directed Personal Care Services had someone help them complete their survey. Those in the Attendant Services Program and Moderate Needs Case Management were the least likely to have help completing the survey.

For the mail survey, the most cited ways respondents received help were by having questions read to them and having someone record the answers they gave.

Of those receiving help, almost one in three were helped by a paid caregiver. Those enrolled in the Attendant Services Program and those receiving Consumer-Directed Personal Care Services had the highest percentage of respondents receiving help completing the survey from a paid caregiver. Over one in three respondents received help from a member of their immediate family. Over one in four received help from by someone unrelated to them, possibly a paid caregiver. Just under one in five (19%) were helped by a spouse, and only 5% were helped by an extended family member.

Table 4a. Help Completing Survey by Program

	Help completing survey (% Yes)	How helped				
		Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions	Some other way
Total	30%	43%	46%	19%	3%	3%
CFC Case Mgmt	31%	43%	45%	19%	4%	3%
<i>Moderate Needs</i>	17% ↓	60% ↑	62% ↑	18%	1%	4%
<i>High/Highest Needs</i>	43% ↑	37%	39%	19%	5%	2%
Personal Care Services	43% ↑	36%	38%	19%	5%	2%
<i>Consumer-Directed</i>	23% ↓	51%	53%	0%	1%	5%
<i>Surrogate-Directed</i>	65% ↑	31% ↓	34% ↓	20%	6%	1%
<i>Agency-Directed</i>	37% ↑	37%	39%	25%	4%	4%
Flexible Choices*	28%	47%	50%	13%	3%	7%
<i>Moderate Needs</i>	23%	54%	56%	8%	0%	6%
<i>High/Highest Needs</i>	31%	43%	47%	16%	5%	7%
Adult Family Care	0%	--	--	--	--	--
Adult Day Centers	48% ↑	34%	39%	23%	1%	2%
Homemaker Services	14% ↓	68%	72%	15%	1%	3%
Attendant Services Program*	17%	61%	69%	23%	0%	6%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 4b. Help Completing Survey by Program

	Paid caregiver (% Yes)	Relationship to consumer			
		Spouse	Immediate family	Extended family	Unrelated/ Other
Total	31%	19%	36%	5%	27%
CFC Case Mgmt	30%	19%	36%	4%	28%
<i>Moderate Needs</i>	28%	17% ↓	32% ↓	5%	48% ↑
<i>High/Highest Needs</i>	31%	19%	37%	4%	21%
Personal Care Services	31%	20%	36%	3%	21%
<i>Consumer-Directed</i>	43%	20%	29%	4%	29%
<i>Surrogate-Directed</i>	34%	18%	42%	5%	17% ↓
<i>Agency-Directed</i>	22% ↓	18%	31%	4%	24%
Flexible Choices*	33%	19%	22%	10%	27%
<i>Moderate Needs*</i>	28%	20%	8%	0%	56%
<i>High/Highest Needs*</i>	35%	19%	29%	14%	12%
Adult Family Care*	--	--	--	--	--
Adult Day Centers	20% ↓	26%	44%	1%	17% ↓
Homemaker Services	32%	15%	31%	6%	54%
Attendant Services Program*	60%	32%	49%	6%	35%

↑ Statistically higher than the total at 95% confidence level

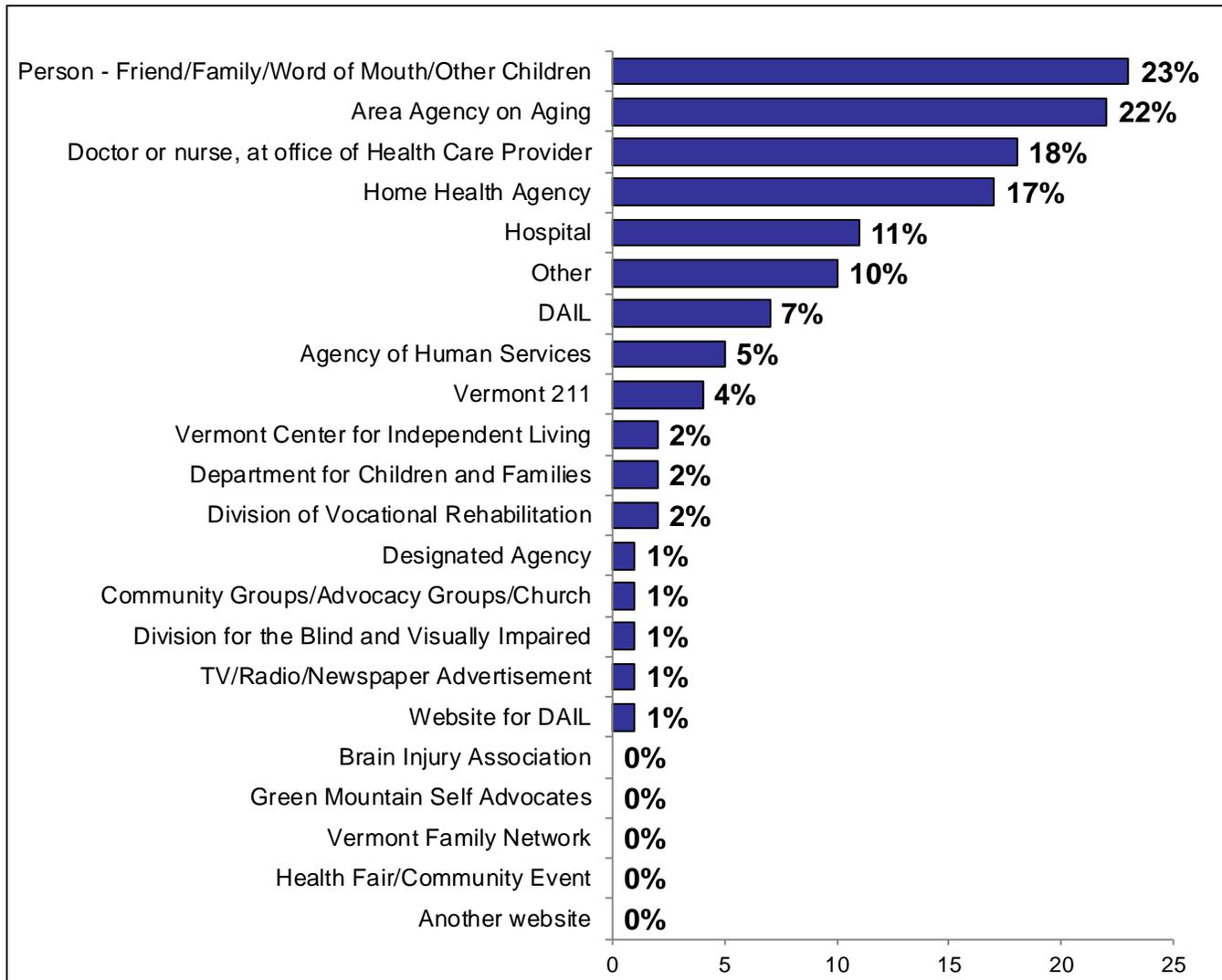
↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

2. INFORMATION AND AWARENESS OF LTSS PROGRAMS

As shown in Figure 2 below, a little more than one in five respondents found out about the long-term care services they receive through a friend, family member, child, or other word-of-mouth (23%) and the Area Agency on Aging (22%). Other sources of information include doctor or nurses, home health agencies, and hospitals. These sources are similar to those cited in 2013.

Figure 2. Percentage of Respondents Who Learned about Long-Term Care Services Received Through Various Means



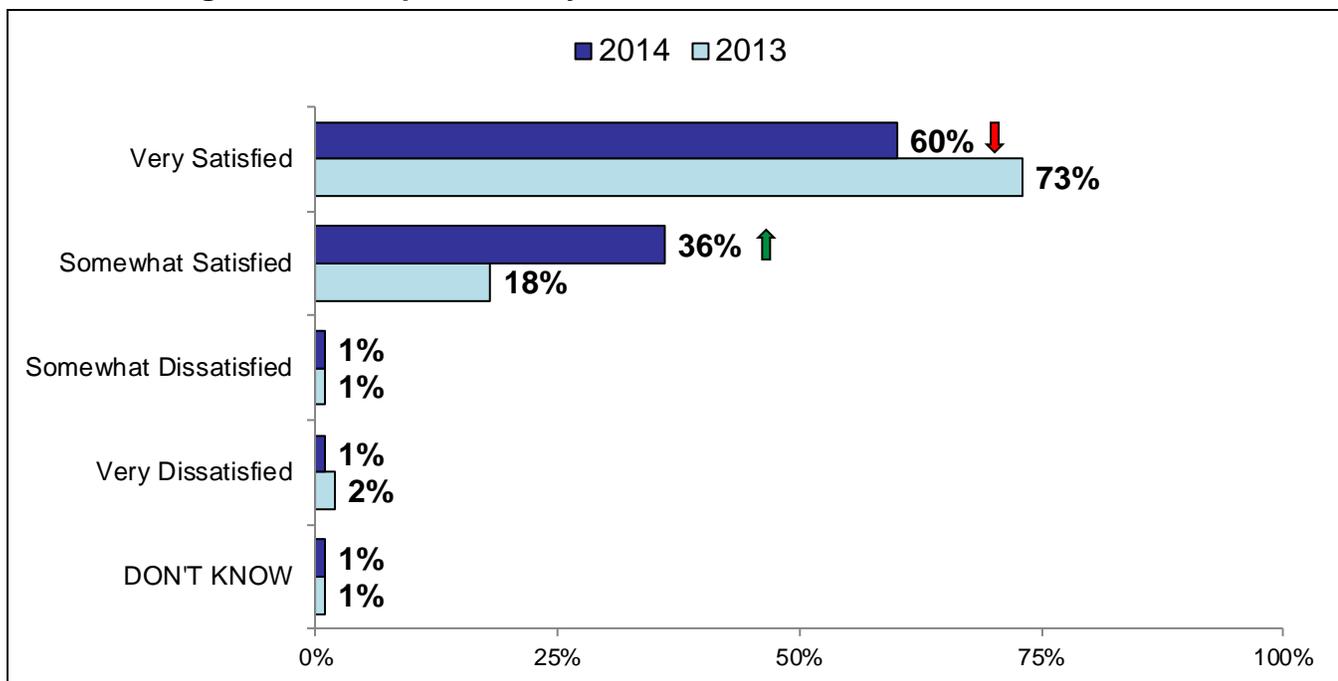
Over four in five respondents reported that someone talked to them about getting the help needed with daily activities, on par with 2013 (80%).

Table 5. Who Talked to Respondents about Ways of Getting Help Needed with Daily Activities

Someone talked with you about ways of getting the help you needed with daily activities	
Number answering question (unweighted)	1,474
Yes	82%
No	14%
Don't Know	5%

Sixty percent of respondents are very satisfied with the information they were given about ways of getting the help they needed with daily activities, a significant decline since 2013 (73%). Overall, 96% of respondents are very satisfied or satisfied with the information they were given, a slight increase from 2013 (91%).

Figure 3. Percentage of Respondents' Satisfaction with the Information They Were Given About Getting Needed Help With Daily Activities



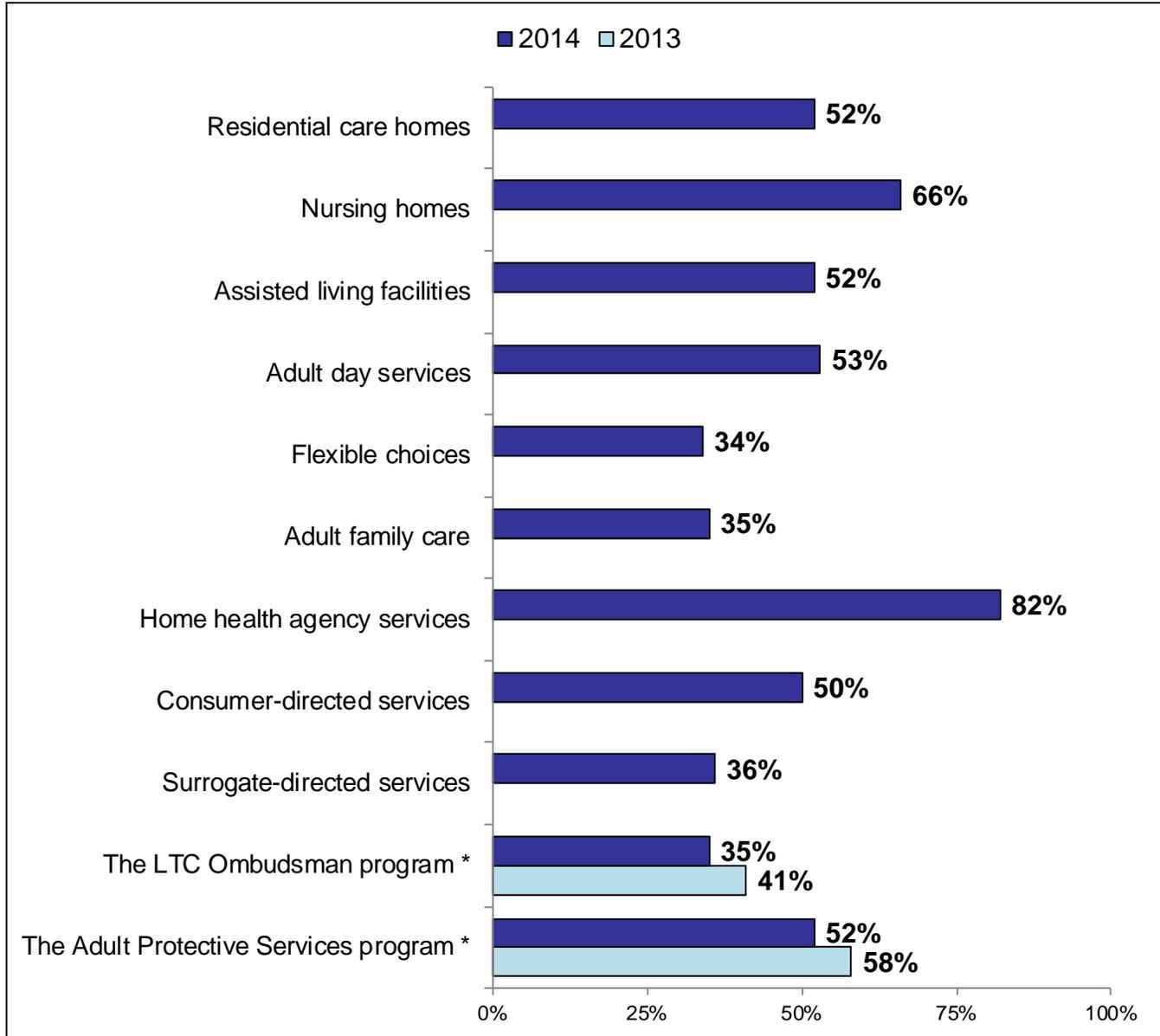
↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

Familiarity is highest for home health agency services, with over eight in ten (82%) very or somewhat familiar with these services. Roughly two in three (66%) of respondents are very or somewhat familiar with nursing homes (66%), and half of respondents are very or somewhat familiar with adult day services (53%), residential care homes (52%), assisted living facilities (52%), the Adult Protective Services program (52%), and consumer-directed services (50%). Slightly more than one in three respondents are familiar with flexible choices (34%), adult family care (35%), surrogate-directed services (36%), and the LTC Ombudsman program (35%).

Familiarity with the LTC Ombudsman program has decreased slightly from 41% in 2013 to 35% in 2014, and familiarity with the Adult Protective Services program decreased slightly from 58% in 2013 to 52% in 2014.

Figure 4. Percentage of respondents Very Familiar or Somewhat Familiar with the various LTSS programs



* In 2014, the response scale was changed from Yes/No to "Very Familiar, Somewhat Familiar, Not Very Familiar, and Not At All Familiar."

2.1. RESPONSES BY PROGRAM

Satisfaction with information given ranged from 92% in the High/Highest Needs Flexible Choices to 98% in Moderate Needs Flexible Choices. One hundred percent of Adult Family Care Program respondents were satisfied, but there were only three respondents to this question.

Table 6. Percentage of Respondents' Satisfaction with the Information They Were Given by Program

	Satisfaction with information given	
	% Very or Somewhat Satisfied	
	n	%
Total	1,189	96%
CFC Case Mgmt	1,068	97%
<i>Moderate Needs</i>	483	97%
<i>High/Highest Needs</i>	585	97%
Personal Care Services	578	97%
<i>Consumer-Directed</i>	155	96%
<i>Surrogate-Directed</i>	195	97%
<i>Agency-Directed</i>	303	97%
Flexible Choices*	84	95%
<i>Moderate Needs*</i>	37	98%
<i>High/Highest Needs*</i>	47	92%
Adult Family Care*	3	100%
Adult Day Centers	186	98%
Homemaker Services	418	97%
Attendant Services Program*	74	94%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Case Management Services

Moderate Needs: Moderate need respondents receiving case management services are less likely to be familiar with residential care homes, flexible choices, adult family care, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

High/Highest Needs: High/Highest need respondents receiving case management services are more likely to be familiar with residential care homes, adult day services, adult family care, home health agency services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

Personal Care Services: Respondents participating in Personal Care Services are more likely than those in other programs to be familiar with residential care homes, nursing homes, adult day services, adult family care, home health agency services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

Consumer-Directed: Respondents receiving Consumer-Directed Personal Care Services are more likely than those in other programs to be familiar with residential care homes, flexible choices, adult family care, home health agency-directed services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

Surrogate-Directed: Respondents receiving Surrogate-Directed Personal Care Services are more likely than those in other programs to be familiar with residential care homes, adult day services, adult family care, consumer-directed services, surrogate-directed services, and the LTC Ombudsman program than other programs.

Agency-Directed: Respondents receiving Agency-Directed Personal Care Services are more likely than those in other programs to be familiar with nursing homes, home health agency services, and the LTC Ombudsman program than other programs.

Flexible Choices

Moderate Needs: Moderate need respondents receiving Flexible Choice services are less likely to be familiar with assisted living facilities, adult family care, and the Adult Protective Services program than other programs

High/Highest Needs: High/Highest need respondents receiving Flexible Choice services are more likely to be familiar with flexible choices and consumer-directed services, but less familiar with home health agency-directed services than other programs.

Homemaker Services: Those receiving Homemaker Services are less likely to be familiar with residential care homes, nursing homes, adult day services, flexible choices, adult family care, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

Adult Day Centers: Those attending an Adult Day Center are more likely to be familiar with adult day services and adult family care compared to other programs.

Attendant Services Program: Respondents in the Attendant Services Program are more likely to be familiar with consumer-directed services than those in other programs.

Table 7. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTSS Programs by Program

	Residential care homes		Nursing homes		Assisted living facilities	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
Total	1,495	52%	1,495	66%	1,495	52%
CFC Case Mgmt	1,347	52%	1,347	66%	1,347	52%
<i>Moderate Needs</i>	641	44% ↓	641	61%	641	50%
<i>High/Highest Needs</i>	706	59% ↑	706	70%	706	54%
Personal Care Services	698	58% ↑	698	70% ↑	698	54%
<i>Consumer-Directed</i>	178	64% ↑	178	71%	178	58%
<i>Surrogate-Directed</i>	230	60% ↑	230	69%	230	55%
<i>Agency-Directed</i>	377	56%	377	74% ↑	377	53%
Flexible Choices*	100	48%	100	62%	100	46%
<i>Moderate Needs*</i>	46	43%	46	59%	46	34% ↓
<i>High/Highest Needs*</i>	54	51%	54	64%	54	55%
Adult Family Care*	4	100%	4	37%	4	37%
Adult Day Centers	243	57%	243	69%	243	59%
Homemaker Services	561	44% ↓	561	61% ↓	561	49%
Attendant Services Program*	94	50%	94	64%	94	53%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

	Adult Day Services		Flexible Choices		Adult Family Care	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
Total	1,495	53%	1,495	34%	1,495	35%
CFC Case Mgmt	1,347	54%	1,347	32%	1,347	35%
<i>Moderate Needs</i>	641	49%	641	25% ↓	641	26% ↓
<i>High/Highest Needs</i>	706	59% ↑	706	37%	706	43% ↑
Personal Care Services	698	59% ↑	698	37%	698	42% ↑
<i>Consumer-Directed</i>	178	54%	178	49% ↑	178	49% ↑
<i>Surrogate-Directed</i>	230	65% ↑	230	34%	230	51% ↑
<i>Agency-Directed</i>	377	57%	377	34%	377	33%
Flexible Choices*	100	49%	100	65% ↑	100	21% ↓
<i>Moderate Needs*</i>	46	51%	46	27%	46	17% ↓
<i>High/Highest Needs*</i>	54	47%	54	92% ↑	54	23%
Adult Family Care*	4	47%	4	20%	4	100%
Adult Day Centers	243	89% ↑	243	39%	243	50% ↑
Homemaker Services	561	44% ↓	561	23% ↓	561	25% ↓
Attendant Services Program*	94	47%	94	36%	94	38%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

	Home Health Agency Services		Consumer-Directed Services		Surrogate-Directed Services	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
Total	1,495	82%	1,495	50%	1,495	36%
CFC Case Mgmt	1,347	83%	1,347	48%	1,347	36%
<i>Moderate Needs</i>	641	80%	641	34% ↓	641	24% ↓
<i>High/Highest Needs</i>	706	86% ↑	706	59% ↑	706	46% ↑
Personal Care Services	698	86% ↑	698	59% ↑	698	46% ↑
<i>Consumer-Directed</i>	178	89% ↑	178	79% ↑	178	50% ↑
<i>Surrogate-Directed</i>	230	80%	230	62% ↑	230	63% ↑
<i>Agency-Directed</i>	377	89% ↑	377	52%	377	36%
Flexible Choices*	100	74%	100	57%	100	41%
<i>Moderate Needs*</i>	46	83%	46	41%	46	28%
<i>High/Highest Needs*</i>	54	68% ↓	54	68% ↑	54	50%
Adult Family Care*	4	73%	4	100%	4	37%
Adult Day Centers	243	77%	243	48%	243	39%
Homemaker Services	561	81%	561	33% ↓	561	23% ↓
Attendant Services Program*	94	75%	94	78% ↑	94	39%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

	The LTC Ombudsman program		The Adult Protective Services program	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%
Total	1,495	35%	1,495	52%
CFC Case Mgmt	1,347	36%	1,347	51%
<i>Moderate Needs</i>	641	24% ↓	641	43% ↓
<i>High/Highest Needs</i>	706	46% ↑	706	58% ↑
Personal Care Services	698	46% ↑	698	59% ↑
<i>Consumer-Directed</i>	178	54% ↑	178	68% ↑
<i>Surrogate-Directed</i>	230	47% ↑	230	59%
<i>Agency-Directed</i>	377	43% ↑	377	55%
Flexible Choices*	100	34%	100	48%
<i>Moderate Needs</i>	46	25%	46	35% ↓
<i>High/Highest Needs</i>	54	42%	54	57%
Adult Family Care	4	37%	4	37%
Adult Day Centers	243	36%	243	55%
Homemaker Services	561	24% ↓	561	43% ↓
Attendant Services Program*	94	29%	94	59%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

2.2. RESPONSES BY COUNTY

Satisfaction with information given ranged from 94% in Franklin County to 100% in Essex and Grand Isle counties.

Windham County: Respondents in Windham County are significantly more satisfied with the information they received than those in other counties.

Table 8. Percentage of Respondents' Satisfaction with the Information They Were Given by County

	Satisfaction with information given	
	% Very or Somewhat Satisfied	
	n	%
Total	1,189	96%
Addison*	95	97%
Bennington*	95	99%
Caledonia*	103	97%
Chittenden*	164	95%
Essex*	22	100%
Franklin*	75	94%
Grand Isle*	8	100%
Lamoille*	52	96%
Orange*	51	95%
Orleans*	99	97%
Rutland	179	96%
Washington*	80	95%
Windham*	73	97% ↑
Windsor*	92	97%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Addison County: Residents of Addison County are less likely to be familiar with nursing homes than those in other counties.

Bennington County: Residents of Bennington County are more likely to be familiar with residential care homes than those in other counties.

Caledonia County: Residents of Caledonia County are less likely to be familiar with consumer-directed services than those in other counties.

Franklin County: Residents of Franklin County are more likely to be familiar with home health agency services than those in other counties.

Lamoille County: Residents of Lamoille County are more likely to be familiar with home health agency services than those in other counties.

Orleans County: Residents of Orleans County are less likely to be familiar with adult day services and adult family care than those in other counties.

Rutland County: Residents of Rutland County are less likely to be familiar with flexible choices than those in other counties.

Washington County: Residents of Washington County are more likely to be familiar with home health agency services than those in other counties.

Table 9a. Percentage of respondents Very Familiar or Somewhat Familiar with the LTC Ombudsman program and the Adult Protective Services program by County

	Residential care homes		Nursing homes		Assisted living facilities	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
Total	1,495	52%	1,495	66%	1,495	52%
Addison*	121	53%	121	55% ↓	121	52%
Bennington*	116	62% ↑	116	74%	116	58%
Caledonia*	126	46%	126	63%	126	47%
Chittenden*	207	50%	207	63%	207	57%
Essex*	27	44%	27	64%	27	49%
Franklin*	89	58%	89	68%	89	58%
Grand Isle*	12	64%	12	88%	12	69%
Lamoille*	66	48%	66	63%	66	53%
Orange*	67	51%	67	61%	67	48%
Orleans*	119	53%	119	64%	119	46%
Rutland	226	49%	226	71%	226	51%
Washington*	103	57%	103	73%	103	53%
Windham*	95	51%	95	55%	95	51%
Windsor*	120	43%	120	66%	120	48%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 9b. Percentage of respondents Very Familiar or Somewhat Familiar with the LTC Ombudsman program and the Adult Protective Services program by County

	Adult Day Services		Flexible Choices		Adult Family Care	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
Total	1,495	53%	1,495	34%	1,495	35%
Addison*	121	62%	121	38%	121	37%
Bennington*	116	62%	116	37%	116	41%
Caledonia*	126	57%	126	34%	126	35%
Chittenden*	207	55%	207	39%	207	34%
Essex*	27	56%	27	34%	27	28%
Franklin*	89	51%	89	32%	89	36%
Grand Isle*	12	69%	12	68%	12	43%
Lamoille*	66	43%	66	33%	66	29%
Orange*	67	52%	67	39%	67	39%
Orleans*	119	37% ↓	119	27%	119	24% ↓
Rutland	226	50%	226	24% ↓	226	34%
Washington*	103	51%	103	37%	103	38%
Windham*	95	49%	95	27%	95	27%
Windsor*	120	61%	120	42%	120	44%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 9c. Percentage of respondents Very Familiar or Somewhat Familiar with the LTC Ombudsman program and the Adult Protective Services program by County

	Home Health Agency Services		Consumer-Directed Services		Surrogate-Directed Services	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
Total	1,495	82%	1,495	50%	1,495	36%
Addison*	121	88%	121	47%	121	36%
Bennington*	116	79%	116	50%	116	40%
Caledonia*	126	83%	126	38% ↓	126	34%
Chittenden*	207	78%	207	56%	207	42%
Essex*	27	69%	27	44%	27	26%
Franklin*	89	95% ↑	89	53%	89	33%
Grand Isle*	12	90%	12	71%	12	43%
Lamoille*	66	93% ↑	66	47%	66	30%
Orange*	67	82%	67	62%	67	36%
Orleans*	119	80%	119	44%	119	33%
Rutland	226	78%	226	47%	226	35%
Washington*	103	89% ↑	103	55%	103	34%
Windham*	95	82%	95	52%	95	38%
Windsor*	120	74%	120	51%	120	38%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 9d. Percentage of respondents Very Familiar or Somewhat Familiar with the LTC Ombudsman program and the Adult Protective Services program by County

	The LTC Ombudsman program		The Adult Protective Services program	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%
Total	1,495	35%	1,495	52%
Addison*	121	31%	121	47%
Bennington*	116	42%	116	59%
Caledonia*	126	32%	126	51%
Chittenden*	207	40%	207	53%
Essex*	27	28%	27	47%
Franklin*	89	38%	89	60%
Grand Isle*	12	53%	12	72%
Lamoille*	66	36%	66	49%
Orange*	67	30%	67	50%
Orleans*	119	35%	119	50%
Rutland	226	34%	226	52%
Washington*	103	31%	103	47%
Windham*	95	36%	95	44%
Windsor*	120	33%	120	55%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

3. GENERAL RATINGS OF SERVICES

3.1. RATINGS OF LONG-TERM CARE SERVICES

The 2014 survey included nine questions to assess respondents' ratings of following aspects of service delivery:

1. The amount of choice and control that the consumer had when he or she planned the services or care they would receive
2. The overall quality of the help received
3. The timeliness of the services (e.g., services received when needed).
4. The communication between the consumer and their care provider(s)
5. The reliability of the consumer's care provider(s)
6. The degree to which the services meet the consumer's daily needs
7. How well problems or concerns about the consumer's care are resolved
8. The courtesy of the consumer's care provider(s)
9. How well people listen to the consumer's needs and preferences

The survey also included one question assessing the overall value of services provided by DAIL and the Choices for Care program:

1. Overall how do you rate the value of the services you receive?

Respondents rated these items on a four-point scale: "excellent", "good", "fair", or "poor". For each survey item we indicate the percentage of respondents who endorsed either "excellent" or "good" as a percentage of all valid responses.

Amount of Choice and Control

In 2014, 81% of all long-term care participants rate the amount of choice and control that they had when planning their services or care as "excellent" or "good". This is on par with 2013 (84%).

Quality of Help Received

In 2014, 89% of respondents rate the quality of the help they received as "excellent" or "good". This percentage was similar to respondents surveyed in 2013 (91%).

Timeliness of Services

In 2014, 84% of respondents rate the timeliness of the services as "excellent" or "good". This percentage was similar to respondents surveyed in 2013 (85%).

Communication with Caregivers

In 2014, 90% of respondents rate the communication with their caregivers as "excellent" or "good". This percentage was unchanged from those surveyed in 2013 (90%).

Caregiver Reliability

In 2014, 91% of respondents rate the reliability of their caregivers as “excellent” or “good”. This percentage was on par with respondents surveyed in 2013 (90%).

Services Meet Needs

In 2014, 89% of respondents rate the degree to which services meet their daily needs as “excellent” or “good”. This percentage remains unchanged from those surveyed in 2013 (89%).

Problem Resolution

In 2014, 87% of respondents rate the manner in which problems or concerns with their care were resolved as “excellent” or “good”. This percentage was similar to those surveyed in 2013 (86%).

Caregiver Courtesy

In 2014, 96% of respondents rate the courtesy of their caregivers as “excellent” or “good”. This percentage was unchanged from respondents surveyed in 2013 (96%).

People Listen to Needs

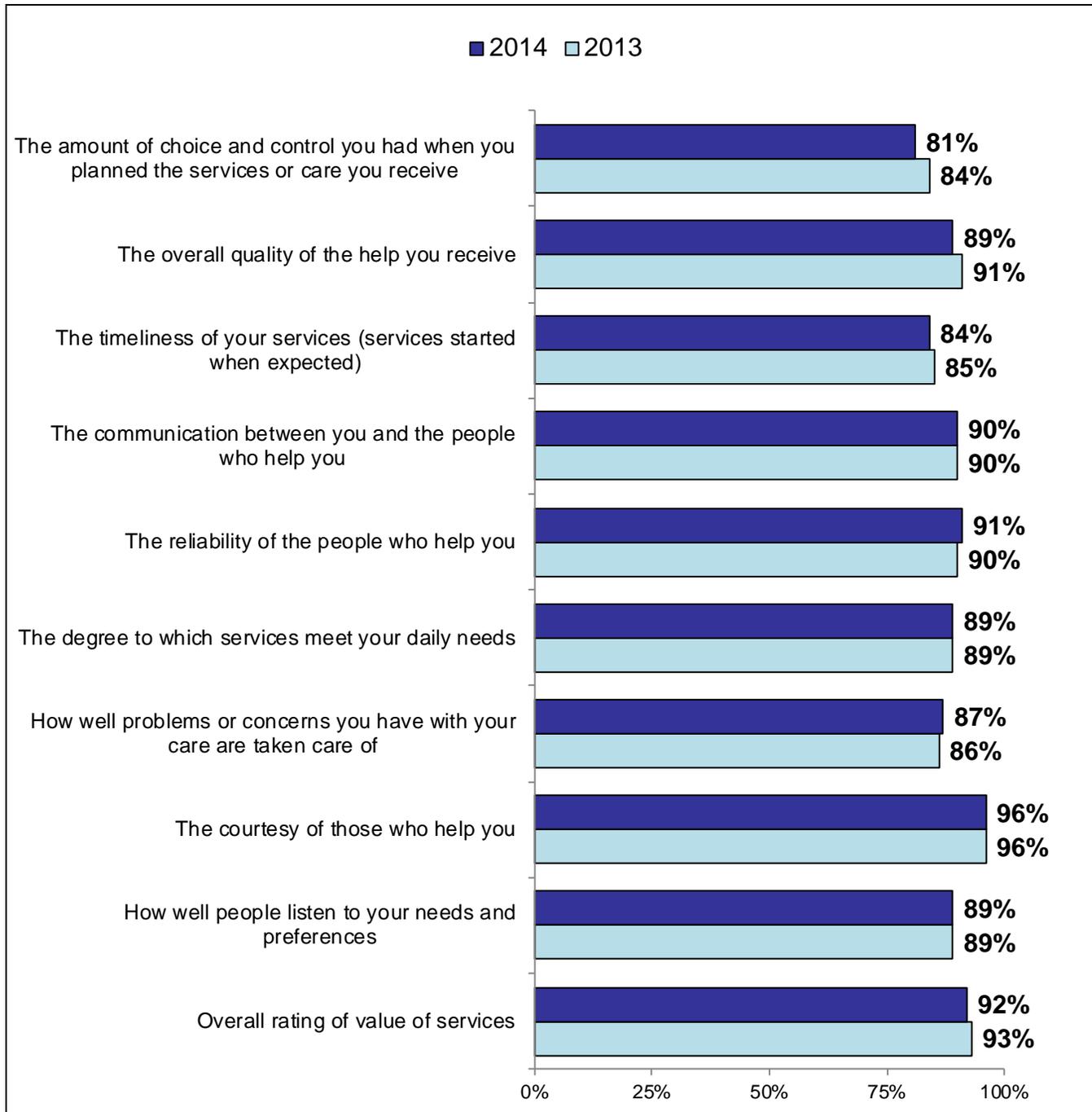
In 2014, 89% of respondents rate how well people listened to their needs as “excellent” or “good”. This percentage was unchanged from respondents surveyed in 2013 (89%).

Overall Value of Services

In 2014, 92% of respondents rate the overall value of services as “excellent” or “good”. This percentage is on par with respondents surveyed in 2013 (93%).

Figure 5 displays the survey results for the 12 long-term care service rating items summarized above.

Figure 5. Percentage of Respondents Rating General Services “Excellent” or “Good”



3.1.1. RATINGS OF LONG-TERM CARE SERVICES BY PROGRAM

Case Management Services

Moderate Needs: Moderate need respondents receiving case management services give significantly lower ratings compared to other respondents on amount of choice and control, the degree to which services meet daily needs, and how well problems or concerns are taken care of.

High/Highest Needs: High/highest need respondents receiving case management services give significantly higher ratings compared to other respondents on the degree to which services meet daily needs.

Personal Care Services: Respondents receiving Personal Care Services give significantly higher ratings compared to other respondents on the degree to which service meet their needs and problem resolution.

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Services give significantly higher ratings compared to other respondents on: the degree to which services meet needs.

Surrogate-Directed Personal Care Services: Respondents receiving Surrogate-Directed Personal Care Services give significantly higher ratings compared to other respondents on: the amount of choice and control they had, overall quality of help, caregiver reliability, the degree to which service meet daily needs, problem resolution, people listening to their needs, and the overall value of services. Given the high percentage of proxy respondents among Surrogate-Directed Personal Care Services, it is not surprising that these respondents have more positive experiences with their services. It is highly likely that the person helping complete the survey on behalf of the respondent is the same person that employs their caregivers. As shown in section 3.3, proxies gave significantly higher ratings on almost all general rating items than respondents completing the survey themselves.

Homemaker Services: Respondents receiving Homemaker Care Services give significantly lower ratings compared to other respondents on the amount of choice and control, the degree to which services meet your daily needs, and problem resolution.

Attendant Services Program: Respondents in the Attendant Services Program give significantly higher ratings compared to other respondents on the amount of choice and control they had, overall quality of help, caregiver reliability, and problem resolution. Like respondents in Surrogate-Directed Personal Care Services, respondents in the Attendant Services Program are likely to have their services directed by a surrogate. Therefore, it is highly likely that the person helping complete the survey on behalf of the respondent is the same person that employs their caregivers.

Table 10a. Percentage of Respondents Rating General Services “Excellent” or “Good” by Program

	Amount of choice and control		Overall quality of help		Timeliness of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	1,495	81%	1,495	89%	1,495	84%
CFC Case Mgmt	1,347	80%	1,347	89%	1,347	84%
<i>Moderate Needs</i>	641	75% ↓	641	87%	641	82%
<i>High/Highest Needs</i>	706	84%	706	91%	706	86%
Personal Care Services	698	84%	698	91%	698	86%
<i>Consumer-Directed</i>	178	85%	178	92%	178	87%
<i>Surrogate-Directed</i>	230	87% ↑	230	95% ↑	230	87%
<i>Agency-Directed</i>	377	83%	377	89%	377	87%
Flexible Choices*	100	82%	100	89%	100	86%
<i>Moderate Needs</i>	46	76%	46	89%	46	89%
<i>High/Highest Needs</i>	54	86%	54	90%	54	83%
Adult Family Care Program	4	73%	4	55%	4	55%
Adult Day Centers	243	81%	243	89%	243	83%
Homemaker Services	561	74% ↓	561	86%	561	82%
Attendant Services Program*	94	91% ↑	94	97% ↑	94	86%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 10b. Percentage of Respondents Rating General Services “Excellent” or “Good” by Program

	Communication between you and the people who help you		Reliability of people who help you		Degree to which services meet your daily needs	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	1,495	90%	1,495	91%	1,495	89%
CFC Case Mgmt	1,347	89%	1,347	91%	1,347	88%
<i>Moderate Needs</i>	641	88%	641	90%	641	83% ↓
<i>High/Highest Needs</i>	706	91%	706	91%	706	92% ↑
Personal Care Services	698	91%	698	91%	698	92% ↑
<i>Consumer-Directed</i>	178	93%	178	93%	178	94% ↑
<i>Surrogate-Directed</i>	230	92%	230	96% ↑	230	95% ↑
<i>Agency-Directed</i>	377	88%	377	88%	377	90%
Flexible Choices*	100	94%	100	90%	100	86%
<i>Moderate Needs*</i>	46	93%	46	89%	46	82%
<i>High/Highest Needs*</i>	54	95%	54	90%	54	89%
Adult Family Care*	4	73%	4	73%	4	100%
Adult Day Centers	243	89%	243	90%	243	90%
Homemaker Services	561	87%	561	89%	561	83% ↓
Attendant Services Program*	94	94%	94	96% ↑	94	92%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 10c. Percentage of Respondents Rating General Services “Excellent” or “Good” by Program

	How well problems or concerns are taken care of		The courtesy of those who help you		How well people listen to your needs and preferences		Overall rating of value of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	1,495	87%	1,495	96%	1,495	89%	1,495	92%
CFC Case Mgmt	1,347	86%	1,347	96%	1,347	89%	1,347	92%
<i>Moderate Needs</i>	641	82% ↓	641	96%	641	88%	641	90%
<i>High/Highest Needs</i>	706	90%	706	95%	706	91%	706	93%
Personal Care Services	698	90% ↑	698	95%	698	91%	698	94%
<i>Consumer-Directed</i>	178	90%	178	94%	178	93%	178	93%
<i>Surrogate-Directed</i>	230	94% ↑	230	98%	230	94% ↑	230	98% ↑
<i>Agency-Directed</i>	377	87%	377	94%	377	88%	377	91%
Flexible Choices*	100	83%	100	94%	100	89%	100	91%
<i>Moderate Needs</i>	46	76%	46	95%	46	91%	46	91%
<i>High/Highest Needs</i>	54	88%	54	93%	54	88%	54	91%
Adult Family Care Program	4	73%	4	73%	4	73%	4	100%
Adult Day Centers	243	89%	243	93%	243	89%	243	94%
Homemaker Services	561	82% ↓	561	96%	561	87%	561	89%
Attendant Services Program*	94	93% ↑	94	97%	94	92%	94	94%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

3.1.2. RATINGS OF LONG-TERM CARE SERVICES BY COUNTY

Tables 11a and 11b display the ratings of long-term care service by county. We highlight the findings below.

Addison County: Respondents residing in Addison County are significantly more likely to give higher ratings on the degree to which services meet their needs than those in other counties.

Orange County: Respondents residing in Orange County are significantly more likely to give higher ratings on the courtesy of those that help them than those in other counties.

Washington County: Respondents residing in Washington County are significantly more likely to rate problem resolution as “excellent” or “good” than those in other counties.

Table 11a. Percentage of Respondents Rating General Services “Excellent” or “Good” by County

	Amount of choice and control		Overall quality of help		Timeliness of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	1,495	81%	1,495	89%	1,495	84%
Addison*	121	84%	121	90%	121	88%
Bennington*	116	85%	116	92%	116	88%
Caledonia*	126	77%	126	86%	126	82%
Chittenden*	207	81%	207	88%	207	83%
Essex*	27	69%	27	89%	27	80%
Franklin*	89	84%	89	89%	89	87%
Grand Isle*	12	87%	12	94%	12	93%
Lamoille*	66	82%	66	90%	66	87%
Orange*	67	85%	67	90%	67	83%
Orleans*	119	78%	119	89%	119	89%
Rutland	226	80%	226	88%	226	82%
Washington*	103	85%	103	94%	103	89%
Windham*	95	76%	95	91%	95	79%
Windsor*	120	75%	120	86%	120	78%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 11b. Percentage of Respondents Rating General Services “Excellent” or “Good” by County

	Communication between you and the people who help you		Reliability of people who help you		Degree to which services meet your daily needs	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	1,495	90%	1,495	91%	1,495	89%
Addison*	121	93%	121	91%	121	94% ↑
Bennington*	116	91%	116	94%	116	88%
Caledonia*	126	90%	126	87%	126	87%
Chittenden*	207	89%	207	91%	207	86%
Essex*	27	89%	27	92%	27	83%
Franklin*	89	92%	89	94%	89	90%
Grand Isle*	12	93%	12	93%	12	87%
Lamoille*	66	90%	66	94%	66	91%
Orange*	67	85%	67	93%	67	93%
Orleans*	119	91%	119	95%	119	90%
Rutland	226	89%	226	88%	226	89%
Washington*	103	91%	103	91%	103	89%
Windham*	95	90%	95	91%	95	92%
Windsor*	120	87%	120	88%	120	83%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 11c. Percentage of Respondents Rating General Services “Excellent” or “Good” by County

	How well problems or concerns are taken care of		The courtesy of those who help you		How well people listen to your needs and preferences		Overall rating of value of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	1,495	87%	1,495	96%	1,495	89%	1,495	92%
Addison*	121	91%	121	95%	121	94%	121	95%
Bennington*	116	86%	116	96%	116	92%	116	93%
Caledonia*	126	83%	126	95%	126	88%	126	93%
Chittenden*	207	86%	207	94%	207	89%	207	90%
Essex*	27	83%	27	97%	27	78%	27	92%
Franklin*	89	85%	89	94%	89	88%	89	88%
Grand Isle*	12	93%	12	100%	12	93%	12	93%
Lamoille*	66	91%	66	98%	66	93%	66	94%
Orange*	67	84%	67	99% ↑	67	89%	67	95%
Orleans*	119	91%	119	97%	119	87%	119	93%
Rutland	226	87%	226	96%	226	88%	226	91%
Washington*	103	94% ↑	103	96%	103	93%	103	95%
Windham*	95	83%	95	96%	95	88%	95	93%
Windsor*	120	82%	120	93%	120	90%	120	86%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

3.2. AGREEMENT WITH STATEMENTS ABOUT SERVICES

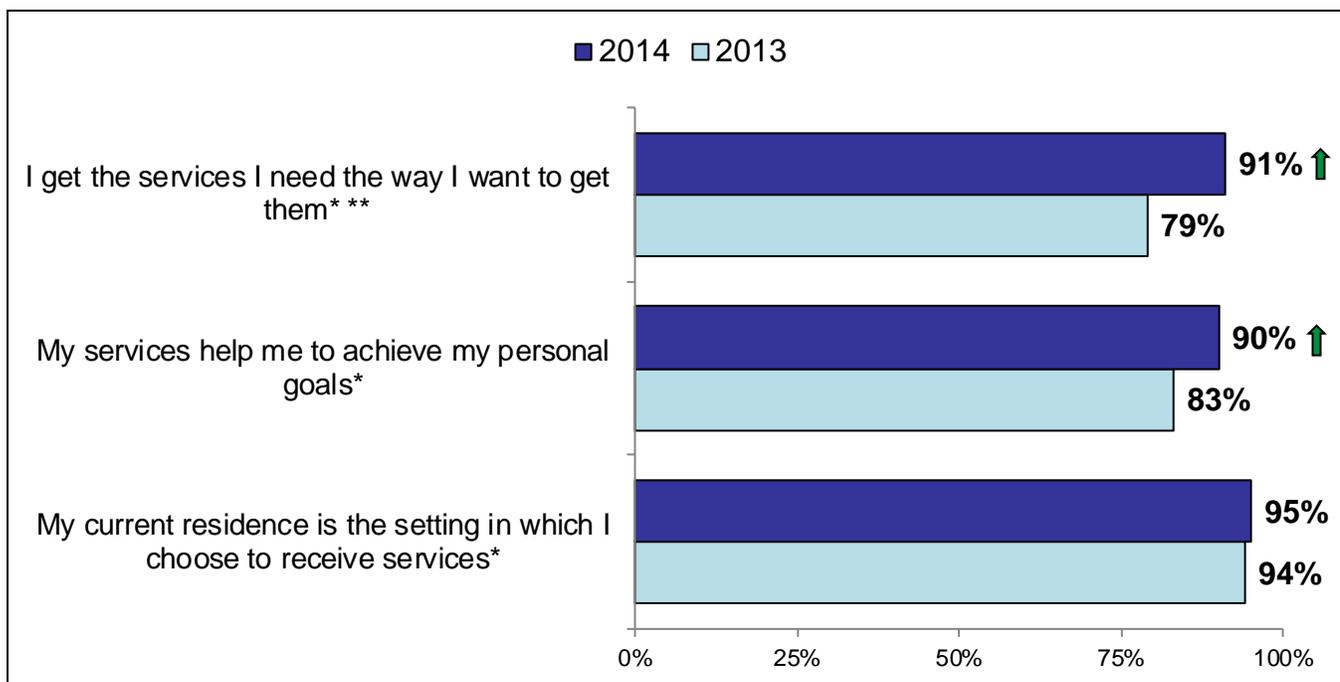
The 2014 survey included three questions to assess respondents' satisfaction with the following aspects of service delivery:

1. Getting services the consumer needs the way they want to get them.
2. Services help consumer achieve personal goals
3. The consumer's current residence is the setting in which they choose to receive services

Respondents rated these items on a four-point scale: "strongly agree", "agree", "disagree", or "strongly disagree". For each survey item we indicate the percentage of respondents who endorsed either "strongly agree", or "agree" as a percentage of all valid responses.

As shown in Figure 6 below, respondents rate getting the services they need the way they want to get them and services helping them achieve their personal goals significantly higher in 2014 compared to 2013. It is worth pointing out that in 2014, we removed the middle response category ("neither agree nor disagree") from the response scale, forcing respondents to agree or disagree with the items.

Figure 6. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services



↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the "Neither Agree nor Disagree" option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, we changed the wording of this question from "I receive all the services I need and want exactly when and how I need and want the services" to "I get the services I need the way I want to get them."

3.2.1. AGREEMENT WITH STATEMENTS ABOUT SERVICES BY PROGRAM

Personal Care Services

Surrogate-Directed Personal Care Services: Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to agree or strongly agree compared to other respondents on getting needed services the way they want to get them.

Attendant Services Program: Respondents in the Attendant Services Program are significantly more likely to agree or strongly agree with the statement that services help them to achieve their personal goals compared to those in other programs.

Table 12. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services by Program

	I get needed services the way I want to get them		My services help me to achieve personal goals		Current residence is where I choose to receive services	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	1,495	91%	1,495	90%	1,495	95%
CFC Case Mgmt	1,347	91%	1,347	90%	1,347	95%
<i>Moderate Needs</i>	641	89%	641	89%	641	93%
<i>High/Highest Needs</i>	706	92%	706	91%	706	96%
Personal Care Services	698	92%	698	91%	698	96%
<i>Consumer-Directed</i>	178	91%	178	90%	178	96%
<i>Surrogate-Directed</i>	230	94% ↑	230	93%	230	97%
<i>Agency-Directed</i>	377	91%	377	90%	377	96%
Flexible Choices*	100	93%	100	89%	100	97%
<i>Moderate Needs*</i>	46	95%	46	90%	46	95%
<i>High/Highest Needs*</i>	54	91%	54	88%	54	98%
Adult Family Care*	4	73%	4	73%	4	100%
Adult Day Centers	243	92%	243	90%	243	95%
Homemaker Services	561	88%	561	88%	561	94%
Attendant Services Program*	94	95%	94	96% ↑	94	98%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

3.2.2. AGREEMENT WITH STATEMENTS ABOUT SERVICES BY COUNTY

Caledonia County: Residents of Caledonia County are significantly more likely to agree or strongly agree with statements about getting needed services the way they want to get them than those in other counties.

Windsor County: Residents of Windsor County are significantly more likely to strongly agree or agree with the statement that their current residence is where they receive services than those in other counties.

Table 13. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services by County

	I get needed services the way I want to get them		My services help me to achieve personal goals		Current residence is where I choose to receive services	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	1,495	91%	1,495	90%	1,495	95%
Addison*	121	90%	121	93%	121	96%
Bennington*	116	93%	116	92%	116	94%
Caledonia*	126	96% ↑	126	93%	126	97%
Chittenden*	207	90%	207	87%	207	94%
Essex*	27	91%	27	89%	27	94%
Franklin*	89	89%	89	93%	89	98%
Grand Isle*	12	93%	12	93%	12	100%
Lamoille*	66	93%	66	89%	66	93%
Orange*	67	92%	67	90%	67	91%
Orleans*	119	92%	119	92%	119	95%
Rutland	226	92%	226	91%	226	94%
Washington*	103	90%	103	89%	103	97%
Windham*	95	84%	95	91%	95	96%
Windsor*	120	91%	120	85%	120	98% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

3.3. RATINGS OF LONG-TERM CARE SERVICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of the consumer who receives services rating 10 of the 13 general ratings items significantly higher than respondents who completed the survey themselves.

Table 14. Percentage of Respondents Rating General Services “Excellent” or “Good” by Respondents to Survey

	Proxy	Consumer
Total	425	1,378
The amount of choice and control you had when you planned the services or care you receive	95% ↑	91%
The overall quality of the help you receive	93% ↑	89%
The timeliness of your services	98% ↑	95%
The communication between you and the people who help you	92% ↑	86%
The reliability of the people who help you	91%	88%
The degree to which services meet your daily needs	93%	91%
How well problems or concerns you have are taken care of	91%	90%
The courtesy of those who help you	90% ↑	83%
How well people listen to your needs and preferences	95% ↑	89%
Overall rating of value of the services received	87% ↑	80%
My current residence is the setting in which I choose to receive services	97% ↑	95%
My services help me to achieve my personal goals	94% ↑	90%
I get the services I need the way I want to get them	96% ↑	91%

↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

3.4. OPEN-ENDED COMMENTS

Respondents were asked whether there was anything that could improve the services offered to them and others. Almost one in three respondents responded yes. Of those 417 respondents, there were 191 responses that indicated services could be improved by providing more care/services. Other ways respondents indicated that services could be improved were by communicating better, offering better care/services, and offering better quality staff.

Table 15. Open-Ended Comments Regarding Improvement of Services

Is there anything that could improve the services offered to you and others?	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	1,331	
Yes	417	31%
No	896	67%
Don't Know	18	1%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	466
Need more care/services	191
Need better communication	71
Need better care/services	66
Other	55
Need better staff	54
More consistent staffing/Too many different people	12
Better pay/higher wages for staff	10
Need more choice and control	7

Respondents were also asked if they had more choice, control, and flexibility, would their services be different. Just over one in four respondents indicated yes. Of those 348 that said yes, there were 98 responses made. Of those, 43 responses involved having more care/services, and 22 responses indicated the need for better care/services.

Table 16. Open-Ended Comments Regarding How Services Would be Different If Had More Choice, Control and Flexibility

If you had more choice, control and flexibility, would your services be different?	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	1,330	
Yes	348	26%
No	945	71%
Don't Know	37	3%

How services would be different (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	98
Need more care/services	43
Other	22
Need better care/services	11
Need more choice & control	7
Needed better staff	5
Need better communication	5
More consistent staffing/Too many different people	3
Better pay/Higher wages for staff	2

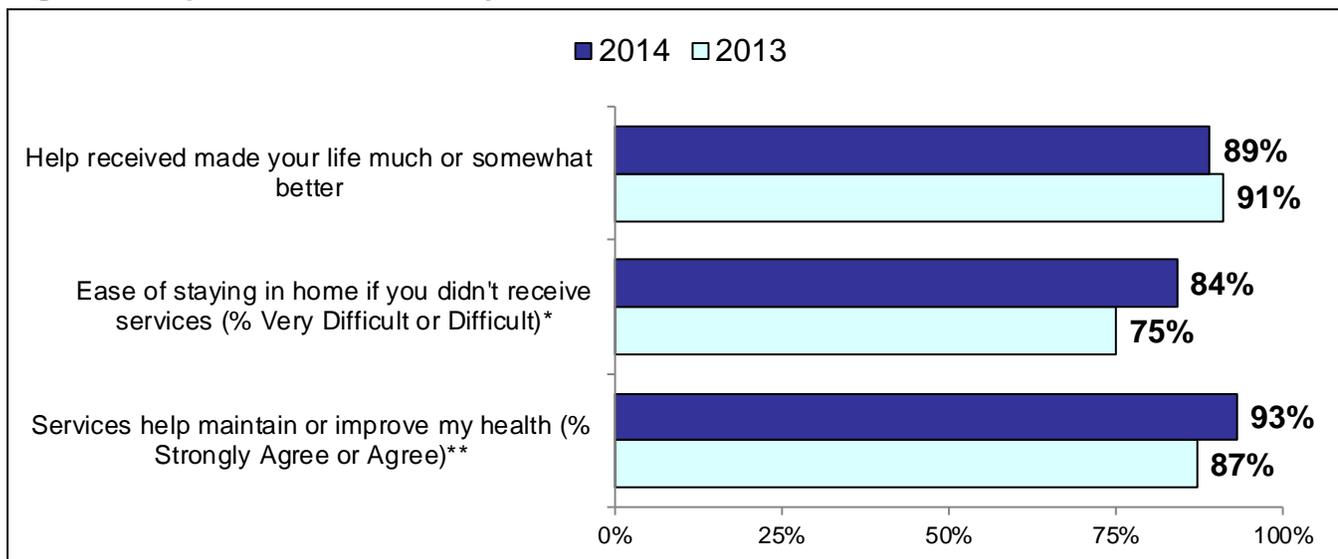
4. IMPROVEMENT IN QUALITY OF LIFE

The 2014 survey included 3 questions to assess the improvement in respondents' quality of life as a result of receiving long-term care services:

1. Has the help they received made their life better, somewhat better, about the same, somewhat worse, much worse – 5 point scale
2. The ease it would be to stay in their home if they didn't receive services (very easy, easy, difficult, very difficult) – 4 point scale
3. The agreement with the statement that their service help them to maintain or improve their health (strongly agree, agree, disagree, strongly disagree) – 4 point scale

As shown in Figure 7 below, almost nine in ten respondents report that services have made their life somewhat or much better, a slight decrease from 2013. Eighty-four percent of reported that it would be difficult or very difficult to stay in their home if they didn't receive these services. Over nine in ten respondents reported that the services help them maintain or improve their health.

Figure 7. Improvement in Quality of Life Items



* In 2014, we deleted the "About the Same" option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, we deleted the "Neither Agree nor Disagree" option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

4.1. IMPROVEMENT IN QUALITY OF LIFE BY PROGRAM

Case Management Services

Moderate Needs: Moderate need respondents receiving case management services are significantly less likely than respondents in other programs to report that the help they received has made their life much or somewhat better and that it would be difficult or very difficult to stay in their home if they didn't receive services.

High/Highest Needs: High/highest need respondents receiving case management services are significantly more likely than respondents in other programs to report that it would be difficult or very difficult to stay in their home if they didn't receive services.

Personal Care Services: Respondents receiving Personal Care Services are significantly more likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Service are more significantly likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs

Surrogate-Directed Personal Care Services: Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

Adult Day Centers: Individuals attending an Adult Day Center are significantly less likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

Homemaker Services: Individuals receiving Homemaker Services are significantly less likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

Attendant Services Program: Respondents in the Attendant Services Program are significantly more likely than those in other programs to report that the help they received has made their life much or somewhat better and that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

Table 17. Improvement in Quality of Life Items by Program

	Help received made your life much or somewhat better		Ease of staying in home if you didn't receive services		Services help maintain or improve my health	
	% Much or Somewhat Better		% Very Difficult or Difficult		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	1,495	89%	1,495	84%	1,495	93%
CFC Case Mgmt	1,347	88%	1,347	83%	1,347	93%
<i>Moderate Needs</i>	641	85% ↓	641	76% ↓	641	91%
<i>High/Highest Needs</i>	706	91%	706	89% ↑	706	95%
Personal Care Services	698	91%	698	90% ↑	698	95%
<i>Consumer-Directed</i>	178	92%	178	93% ↑	178	95%
<i>Surrogate-Directed</i>	230	91%	230	89% ↑	230	95%
<i>Agency-Directed</i>	377	91%	377	87%	377	94%
Flexible Choices*	100	94%	100	84%	100	95%
<i>Moderate Needs*</i>	46	92%	46	77%	46	92%
<i>High/Highest Needs*</i>	54	95%	54	90%	54	97%
Adult Family Care*	4	83%	4	45%	4	100%
Adult Day Centers	243	85%	243	76% ↓	243	94%
Homemaker Services	561	86%	561	77% ↓	561	91%
Attendant Services Program*	94	95% ↑	94	91% ↑	94	96%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

4.2. IMPROVEMENT IN QUALITY OF LIFE BY COUNTY

Orange County: Residents of Orange County are significantly more likely to report that the help they have received has made their life somewhat or much better than those in other counties.

Windham County: Residents of Windham County are significantly more likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services than those in other counties.

Table 18. Improvement in Quality of Life Items by County

	Help received made your life much or somewhat better		Ease of staying in home if you didn't receive services		Services help maintain or improve my health	
	% Much or Somewhat Better		% Very Difficult or Difficult		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	1,495	89%	1,495	84%	1,495	93%
Addison*	121	92%	121	84%	121	97%
Bennington*	116	90%	116	80%	116	93%
Caledonia*	126	88%	126	79%	126	94%
Chittenden*	207	90%	207	87%	207	91%
Essex*	27	83%	27	70%	27	83%
Franklin*	89	88%	89	87%	89	96%
Grand Isle*	12	93%	12	76%	12	93%
Lamoille*	66	80%	66	81%	66	96%
Orange*	67	95% ↑	67	81%	67	94%
Orleans*	119	86%	119	81%	119	96%
Rutland	226	89%	226	87%	226	94%
Washington*	103	89%	103	83%	103	95%
Windham*	95	91%	95	91% ↑	95	90%
Windsor*	120	87%	120	81%	120	89%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

5. QUALITY OF LIFE MEASURES

The 2014 survey included 21 questions intended to measure aspects of respondents' quality of life.

The first 15 items asked respondents to respond either "Yes", "Somewhat", or "No". Items included the following (Figure 8):

1. Feel safe in the home where they live
2. Feel safe out in their community
3. Are prepared for an emergency (new in 2014)
4. Can get where they need or want to go
5. Can get around inside their home as needed
6. Are satisfied with how they spend their free time
7. Are satisfied with the amount of contact with family and friends
8. Have someone they can count on in an emergency
9. Are satisfied with their social life
10. Feel valued and respected
11. Feel connected to their community
12. Have someone they can count on to listen to them when they need to talk
13. Have someone to do something enjoyable with
14. In their leisure time, they don't like what they are doing but don't know what else to do
15. During leisure time, they almost always have something to do

The next three items asked respondents to indicate their need for help around the house and the help they receive from non-paid caregivers (Figure 9):

1. Need more help with things around the house than they are receiving (yes, no)
2. Whether there are people who are not paid who help them stay at home and get around in the community (yes, no)
3. How often they see that person during the week (less than one time a week, one time a week, more than one time a week)

The last three items asked about mental health, emotional support and life satisfaction (Figure 9):

1. How often they felt sad or blue during the past week on a five-point scale (always, usually, sometimes, rarely, never)
2. How often they get the social and emotional support they need on a five-point scale (always, usually, sometimes, rarely, never)
3. Overall satisfaction with life (very satisfied, satisfied, dissatisfied, very dissatisfied)

Safety in Home

In 2014, 90% of respondents reported feeling safe in their homes. This percentage is similar to respondents surveyed in 2013 (89%).

Safety in Community

In 2014, 78% of respondents reported feeling safe when out in their community. This percentage was significantly higher than those surveyed in 2013 (71%). A significantly greater percentage of respondents with moderate needs and respondents with high/highest needs indicated they felt safe when out in the community in 2014 (80%; 76%, respectively) compared to 2013 (68%; 72% respectively).

Preparedness for an Emergency (NEW)

In 2014, 70% of respondents indicated they were prepared for an emergency.

Mobility Outside the Home

In 2014, 64% of respondents indicated that they could get where they needed and wanted to go outside of the home. This percentage is significantly higher than those surveyed in 2013 (57%). A significantly greater percentage of respondents with moderate needs indicated they could get where they needed and wanted to go outside of the home in 2014 (63%) compared to 2013 (53%).

Mobility Inside the Home

In 2014, 84% of respondents indicated that they were able to get around inside their home. This percentage is similar to respondents surveyed in 2013 (81%). A significantly greater percentage of respondents with moderate needs indicated they were able to get around inside their home in 2014 (89%) compared to 2013 (84%).

Satisfaction with Free Time

In 2014, 72% of respondents indicated being satisfied with how they spent their free time. This percentage is significantly higher than respondents surveyed in 2013 (65%). A significantly greater percentage of respondents with moderate needs indicated being satisfied with how they spend their free time in 2014 (75%) compared to 2013 (65%).

Contact with Family and Friends

In 2014, 70% of respondents indicated being satisfied the amount of contact they had with family and friends. This percentage is significantly higher than respondents surveyed in 2013 (64%). A significantly greater percentage of respondents with moderate needs indicated being satisfied with the amount of contact they had with family and friends in 2014 (67%) compared to 2013 (58%).

Support in an Emergency

In 2014, 89% of respondents indicated having support in the event of an emergency. This percentage is the same as respondents surveyed in 2013 (89%).

Social Life

In 2014, 60% of respondents indicated being satisfied with their social life. This percentage is

significantly higher than respondents surveyed in 2013 (53%). A significantly greater percentage of respondents with moderate needs and respondents with high/highest needs indicated being satisfied with their social life in 2014 (58%; 60%, respectively) compared to 2013 (52%; 54% respectively).

Valued and Respected

In 2014, 74% of respondents reported feeling valued and respected. This percentage is significantly higher than the percentage of respondents surveyed in 2013 (70%). A significantly greater percentage of respondents (71%) with moderate needs indicated they felt valued and respected in 2014 compared to 2013 (63%).

Connection with Community

In 2014, 48% of respondents indicated feeling connected to the community. This percentage is significantly higher than the percentage of respondents surveyed in 2013 (43%). A significantly greater percentage of respondents with moderate needs indicated feeling connected to the community in 2014 (50%) compared to 2013 (41%).

Support when Need to Talk

In 2014, 83% of respondents indicated they have someone they can count on to listen to them when they need to talk. This percentage is similar to the percentage of respondents surveyed in 2013 (81%). A significantly greater percentage of respondents with high/highest needs indicated they have someone they can count on to listen to them when they need to talk in 2014 (88%) compared to 2013 (84%).

Someone to Do Something Enjoyable with

In 2014, 72% of respondents indicated they had someone to do something enjoyable with. This percentage is on par with respondents surveyed in 2013 (71%).

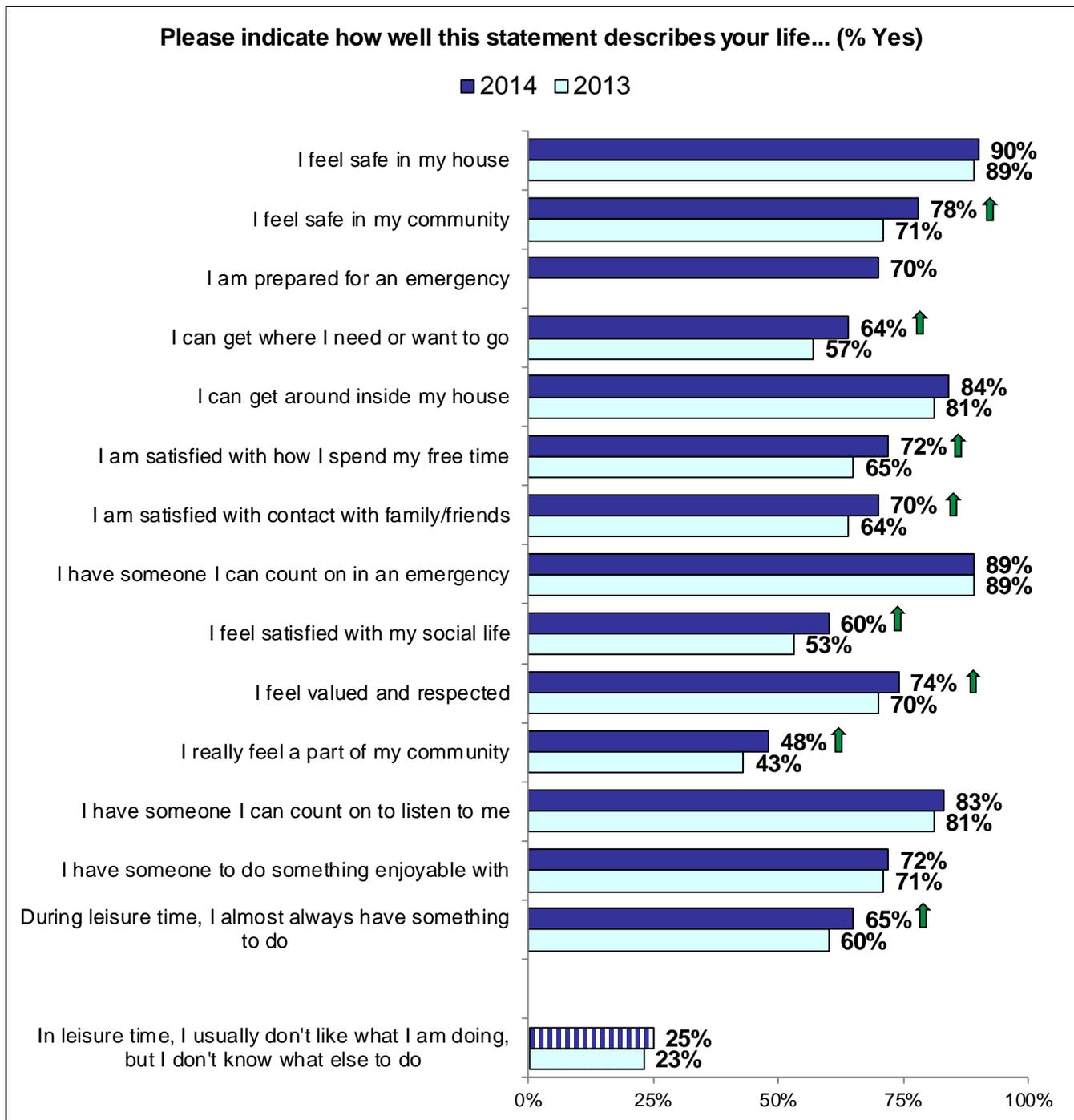
Don't Like what Doing in Leisure Time

In 2014, 25% of respondents indicated that they do not like what they are going in their leisure time, but do not know what else to do. This percentage is on par with 2013 (23%).

Have Something to Do in Leisure Time

In 2014, 65% of respondents indicated they almost always had something to do in their leisure time. This percentage is significantly higher than the percentage of respondents surveyed in 2013 (60%). A significantly greater percentage of respondents with moderate needs indicated they almost always had something to do in their leisure time in 2014 (67%) compared to 2013 (60%).

Figure 8. Quality of Life Items



↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

Table 19. Quality of Life Items by Need

	Moderate needs		High/highest needs		Attendant Services Program	
	2013	2014	2013	2014	2013	2014
I feel safe in my house	86%	87%	92%	92%	93%	93%
I feel safe in my community	68%	80% ↑	72%	76% ↑	76%	85%
I am prepared for an emergency	--	66%	--	74%	--	71%
I can get where I need or want to go	53%	63% ↑	61%	65%	62%	63%
I can get around inside my house	84%	89% ↑	77%	80%	79%	76%
I am satisfied with how I spend my free time	65%	75% ↑	66%	70%	78%	74%
I am satisfied with contact with family/friends	58%	67% ↑	68%	71%	76%	81%
I have someone I can count on in an emergency	83%	85%	93%	91%	96%	97%
I feel satisfied with my social life	52%	58% ↑	54%	60% ↑	59%	62%
I feel valued and respected	63%	71% ↑	75%	76%	75%	78%
I really feel a part of my community	41%	50% ↑	45%	46%	56%	54%
I have someone I can count on to listen to me	76%	77%	84%	88% ↑	85%	85%
I have someone to do something enjoyable with	61%	66%	77%	77%	84%	77%
During leisure time, I almost always have something to do	60%	67% ↑	58%	63%	72%	74%
In leisure time, I usually don't like what I am doing, but I don't know what else to do*	23%	25%	24%	26%	19%	19%

* Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

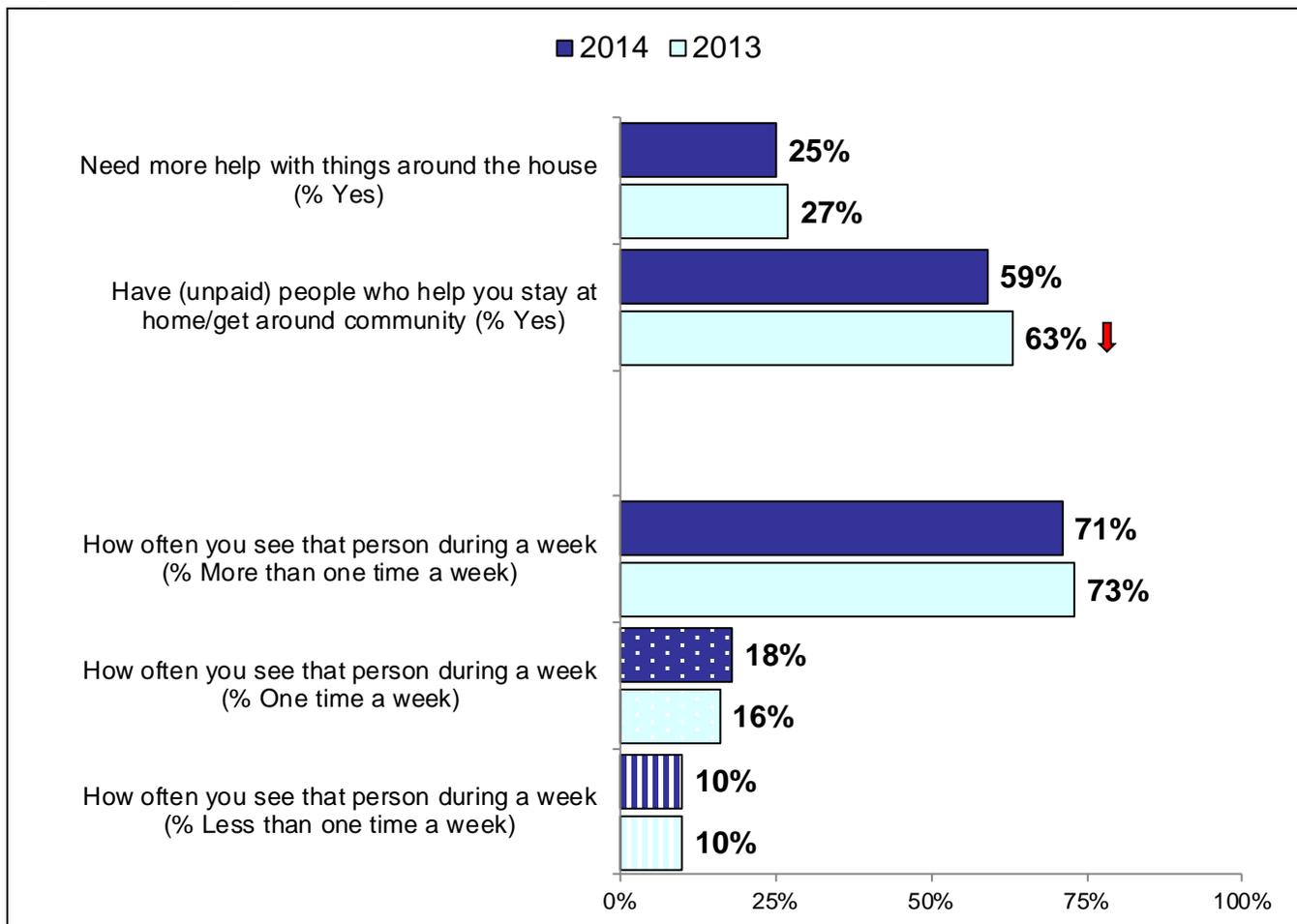
↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

One in four respondents report that they need more help around the house than they are currently receiving. Over half of respondents (59%) have help staying in the house and getting around the community from people who are not paid. This is significantly lower than 2013. Almost 3 in 4 people receiving this help see this person more than once a week.

A significantly lower percentage of respondents with high/highest needs indicated they had help staying in the house and getting around the community from people who are not paid in 2014 (60%) than 2013 (66%). A significantly lower percentage of moderate need respondents reported seeing an unpaid person more than one time a week in 2014 (62%) than 2013 (69%), and more moderate need respondents reported seeing the unpaid person one time a week in 2014 (25%) than in 2013 (19%).

Figure 9. Quality of Life Items – Help Around the House



↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

Table 20. Quality of Life Items – Help Around the House by Need

	Moderate needs		High/highest needs		Attendant Services Program	
	2013	2014	2013	2014	2013	2014
Need more help with things around the house (% Yes)	35%	30%	22%	21%	22%	27%
Have (unpaid) people who help you at home/get around community? (% Yes)	59%	56%	66%	60% ↓	67%	67%
How often you see that person during a week (% Less than one time a week)	11%	13%	9%	8%	11%	9%
How often you see that person during a week (% One time a week)	19%	25% ↑	14%	14%	20%	16%
How often see that person during a week (% More than one time a week)	69%	62% ↓	75%	78%	69%	76%

↑ Statistically higher than the total at 95% confidence level

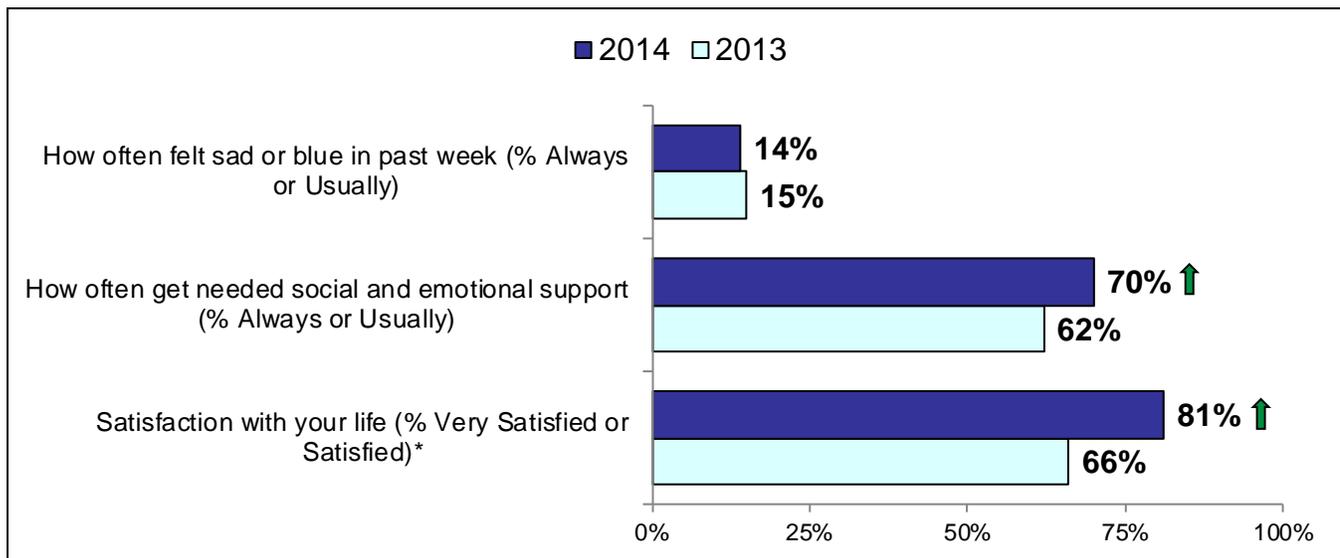
↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Fourteen percent of respondents report always or usually feeling blue in the past week. In 2014, 70% of respondents report always or usually getting the social and emotional support they need, a significant increase since 2013 (62%). In 2014, 81% of respondents report being satisfied or very satisfied with their life, a significant increase since 2013 (66%).

A significantly higher percentage of respondents with moderate needs and respondents with high/highest needs indicated they usually or always get the social and emotional support they need in 2014 (61%; 76%, respectively) compared to 2013 (54%; 67% respectively). A significantly greater percentage of respondents with moderate needs and respondents with high/highest needs indicated they are satisfied or very satisfied with their life in 2014 (79%; 82%, respectively) compared to 2013 (66%; 67% respectively).

Figure 10. Quality of Life Items – Emotional Health, Emotional Support, and Satisfaction with Life



↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Table 21. Quality of Life Items – Help Around the House by Need

	Moderate needs		High/highest needs		Attendant Services Program	
	2013	2014	2013	2014	2013	2014
How often felt sad or blue in past week (% Always or Usually)	16%	17%	14%	13%	11%	9%
How often get needed social and emotional support (% Always or Usually)	54%	61% ↑	67%	76% ↑	76%	82%
Satisfaction with your life (% Very Satisfied or Satisfied)**	66%	79% ↑	67%	82% ↑	73%	82%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

** In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

5.1. QUALITY OF LIFE MEASURES BY PROGRAM

Case Management Services: Respondents receiving case management services are significantly less likely to report having someone to listen to them when needed compared to those in other programs.

Moderate Needs: Moderate needs respondents receiving case management services are significantly less likely to report feeling safe in their home, having someone they can count on in an emergency, having someone they can count on to listen to them when needed, and having someone to do something enjoyable with and significantly more likely to report getting around the house as much as needed than respondents in other programs.

High/Highest Needs: High/highest needs respondents receiving case management services are significantly more likely to report having someone they can count on in an emergency and having someone to do something enjoyable with and significantly less likely to report having someone they can count on to listen to them when needed and getting around the house as much as needed than respondents in other programs.

Personal Care Services: Respondents enrolled in Personal Care Services are significantly more likely than those in other programs to report having someone they can count on in an emergency, having someone they can count on to listen to them when needed, and having someone to do something enjoyable with. They are significantly less likely than respondents in other programs to report being able to get around their house as much as needed.

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Services are significantly more likely than those in other programs to report having someone they can count on in an emergency and having someone they can count on to listen to them when needed. They are significantly less likely than respondents in other programs to report being able to get around their house as much as needed and feeling satisfied with how they spend their free time.

Surrogate-Directed Personal Care Services: Respondents enrolled in Surrogate-Directed Personal Care Services are significantly more likely to report feeling safe in their home, being prepared in an emergency, being able to get where they need or want to go, being satisfied with the amount of contact they have with family and friends, having someone they can count on in an emergency, feeling satisfied with their social life, feeling part of the community, feeling valued and respected, having someone they can count on to listen to them when they need to talk, and having someone to do something enjoyable with than those in other programs.

Agency-Directed Personal Care Services: Respondents receiving Agency-Directed Personal Care Services are significantly more likely than those in other programs to report having someone they can count on to listen to them when needed. They are significantly less likely than respondents in other programs to report feeling part of their community and almost always having something to do during their leisure time.

Adult Day Centers: Adult Day Center respondents are significantly more likely to be prepared for an emergency, feel satisfied with their social life, feel valued and respected, feel part of the community, have someone to count on to listen when needed, and having someone to do something enjoyable with than those in other programs.

Homemaker Services: Recipients of Homemaker Services are significantly more likely to be able to get around their house as much as they need to but significantly less likely to feel safe in their home, be prepared for an emergency, have someone to count on in an emergency, and have someone they can count on to listen to them when they need to talk compared to those in other programs.

Attendant Services Program: Respondents enrolled in the Attendant Services Program are significantly more likely to feel safe in their community, be satisfied with the amount of contact they have with family and friends, and have someone they can count on in an emergency compared to those in other programs.

Table 22a. Quality of Life Items by Program

	I feel safe in my house		I feel safe in my community		I am prepared for an emergency		I can where I need or want to go	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
Total	1,495	90%	1,495	72%	1,495	70%	1,495	64%
CFC Case Mgmt	1,347	90%	1,347	71%	1,347	71%	1,347	64%
<i>Moderate Needs</i>	641	87% ↓	641	73%	641	66%	641	63%
<i>High/Highest Needs</i>	706	93%	706	70%	706	74%	706	65%
Personal Care Services	698	92%	698	69%	698	74%	698	65%
<i>Consumer-Directed</i>	178	91%	178	65%	178	65%	178	58%
<i>Surrogate-Directed</i>	230	97% ↑	230	75%	230	83% ↑	230	76% ↑
<i>Agency-Directed</i>	377	91%	377	68%	377	71%	377	60%
Flexible Choices*	100	85%	100	67%	100	64%	100	55%
<i>Moderate Needs*</i>	46	81%	46	69%	46	58%	46	52%
<i>High/Highest Needs*</i>	54	89%	54	66%	54	67%	54	56%
Adult Family Care*	4	100%	4	83%	4	100%	4	83%
Adult Day Centers	243	92%	243	77%	243	81% ↑	243	68%
Homemaker Services	561	86% ↓	561	72%	561	65% ↓	561	62%
Attendant Services Program*	94	93%	94	84% ↑	94	71%	94	63%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 22b. Quality of Life Items by Program

	I can get around inside my house		I am satisfied with how I spend my free time		I am satisfied with contact with family/friends		I have someone I can count on in an emergency	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
Total	1,495	84%	1,495	72%	1,495	70%	1,495	89%
CFC Case Mgmt	1,347	84%	1,347	73%	1,347	69%	1,347	88%
<i>Moderate Needs</i>	641	89% ↑	641	75%	641	67%	641	85% ↓
<i>High/Highest Needs</i>	706	80% ↓	706	71%	706	71%	706	91% ↑
Personal Care Services	698	79% ↓	698	70%	698	72%	698	92% ↑
<i>Consumer-Directed</i>	178	71% ↓	178	64% ↓	178	73%	178	94% ↑
<i>Surrogate-Directed</i>	230	84%	230	78%	230	78% ↑	230	96% ↑
<i>Agency-Directed</i>	377	80%	377	69%	377	67%	377	88%
Flexible Choices*	100	86%	100	63%	100	59%	100	85%
<i>Moderate Needs*</i>	46	89%	46	64%	46	60%	46	86%
<i>High/Highest Needs*</i>	54	83%	54	63%	54	59%	54	85%
Adult Family Care*	4	100%	4	100%	4	37%	4	37%
Adult Day Centers	243	86%	243	79%	243	74%	243	91%
Homemaker Services	561	89% ↑	561	74%	561	66%	561	83% ↓
Attendant Services Program*	94	76%	94	74%	94	81% ↑	94	97% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 22c. Quality of Life Items by Program

	I feel satisfied with my social life		I feel valued and respected		I really feel a part of my community		I have someone I can count on to listen to me	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
Total	1,495	60%	1,495	74%	1,495	48%	1,495	83%
CFC Case Mgmt	1,347	60%	1,347	74%	1,347	48%	1,347	83%
<i>Moderate Needs</i>	641	58%	641	71%	641	50%	641	77% ↓
<i>High/Highest Needs</i>	706	61%	706	76%	706	46%	706	89% ↓
Personal Care Services	698	60%	698	76%	698	46%	698	89% ↑
<i>Consumer-Directed</i>	178	52%	178	70%	178	42%	178	89% ↑
<i>Surrogate-Directed</i>	230	72% ↑	230	85% ↑	230	57% ↑	230	93% ↑
<i>Agency-Directed</i>	377	57%	377	71%	377	41% ↓	377	84% ↑
Flexible Choices*	100	53%	100	69%	100	37%	100	75%
<i>Moderate Needs*</i>	46	50%	46	63%	46	39%	46	65% ↓
<i>High/Highest Needs*</i>	54	55%	54	73%	54	36%	54	82%
Adult Family Care*	4	100%	4	100%	4	0%	4	100%
Adult Day Centers	243	72% ↑	243	81% ↑	243	58% ↑	243	88% ↑
Homemaker Services	561	57%	561	70%	561	49%	561	75% ↓
Attendant Services Program*	94	62%	94	78%	94	54%	94	85%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 22d. Quality of Life Items by Program

	I have someone to do something enjoyable with		During leisure time, I almost always have something to do		In leisure time, I usually don't like what I'm doing, but I don't know what else to do**	
	% Yes		% Yes		% Yes	
	n	%	n	%	n	%
Total	1,495	72%	1,495	65%	1,495	25%
CFC Case Mgmt	1,347	72%	1,347	65%	1,347	26%
<i>Moderate Needs</i>	641	66% ↓	641	67%	641	25%
<i>High/Highest Needs</i>	706	77% ↑	706	63%	706	26%
Personal Care Services	698	77% ↑	698	63%	698	27%
<i>Consumer-Directed</i>	178	75%	178	70%	178	28%
<i>Surrogate-Directed</i>	230	86% ↑	230	64%	230	23%
<i>Agency-Directed</i>	377	70%	377	59% ↓	377	29% ↓
Flexible Choices*	100	70%	100	59%	100	21%
<i>Moderate Needs*</i>	46	60%	46	62%	46	25%
<i>High/Highest Needs*</i>	54	77%	54	57%	54	18%
Adult Family Care*	4	64%	4	37%	4	20%
Adult Day Centers	243	84% ↑	243	63%	243	27%
Homemaker Services	561	65% ↓	561	67%	561	23%
Attendant Services Program*	94	77%	94	74%	94	19%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

** Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

Case Management Services

Moderate Needs: Moderate needs respondents in case management are significantly more likely to state they need more help with things around the house, are significantly more likely to have an unpaid person help only once a week, and significantly less likely to have an unpaid person help more than once a week than respondents in other programs.

High/Highest Needs: High/highest needs respondents in case management are significantly less likely to state they need more help with things around the house, are significantly less likely to have an unpaid person help only once a week, and significantly more likely to have an unpaid person help more than once a week than respondents in other programs.

Personal Care Services: Respondents enrolled in Personal Care Services are significantly less likely to have an unpaid person help only once a week and significantly more likely to have an unpaid person help more than once a week than respondents in other programs.

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Services are significantly less likely to have an unpaid person help only once a week and significantly more likely to have an unpaid person help more than once a week than respondents in other programs.

Surrogate-Directed Personal Care Services: Respondents enrolled in Surrogate-Directed Personal Care Services are significantly less likely to state they need more help with things around the house, are significantly less likely to have an unpaid person help only once a week, and significantly more likely to have an unpaid person help more than once a week than respondents in other programs.

Agency-Directed Personal Care Services: Respondents enrolled in Agency-Directed Personal Care Services are significantly less likely to report needing more help with things around the house than those in other programs and having an unpaid person help them less than once a week compared to those in other programs.

Flexible Choices: Flexible Choices respondents are significantly more likely to report having an unpaid person help them more than once a week than those in other programs. This is especially true for respondents with High/Highest needs.

Adult Day Centers: Respondents attending an Adult Day Center are significantly less likely to report needing help with things around the house than those in other programs.

Homemaker Services: Respondents receiving Homemaker Services are significantly more likely to report needing more help with things around the house compared to those in other programs. Among those that receive help around the house and in the community from a person that is not paid, those in Homemaker Services are significantly more likely to see that person once a week or less and less likely to see them more than once a week than those in other programs.

Table 23a. Quality of Life Items – Help around the house by Program

	Need more help with things around the house		Have (unpaid) people to help you stay at home/get around community	
	% Yes		% Yes	
	n	%	n	%
Total	1,495	25%	1,495	59%
CFC Case Mgmt	1,347	25%	1,347	59%
<i>Moderate Needs</i>	641	30% ↑	641	56%
<i>High/Highest Needs</i>	706	20% ↓	706	61%
Personal Care Services	698	20%	698	62%
<i>Consumer-Directed</i>	178	24%	178	63%
<i>Surrogate-Directed</i>	230	17% ↓	230	65%
<i>Agency-Directed</i>	377	20% ↓	377	60%
Flexible Choices*	100	31%	100	52%
<i>Moderate Needs*</i>	46	38%	46	49%
<i>High/Highest Needs*</i>	54	26%	54	54%
Adult Family Care*	4	17%	4	0%
Adult Day Centers	243	17% ↓	243	64%
Homemaker Services	561	31% ↑	561	55%
Attendant Services Program*	94	27%	94	67%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 23b. Quality of Life Items – Help around the house by Program

How often see (unpaid) person that helps you during a week		Less than once a week	Once a week	More than once a week
	n	%	%	%
Total	1,495	10%	18%	71%
CFC Case Mgmt	1,347	10%	19%	70%
<i>Moderate Needs</i>	641	13%	25% ↑	62% ↓
<i>High/Highest Needs</i>	706	8%	14% ↓	77% ↑
Personal Care Services	698	8%	13% ↓	78% ↑
<i>Consumer-Directed</i>	178	11%	10% ↓	78% ↑
<i>Surrogate-Directed</i>	230	8%	12% ↓	79% ↑
<i>Agency-Directed</i>	377	6% ↓	17%	76%
Flexible Choices*	100	0%	16%	84% ↑
<i>Moderate Needs*</i>	46	0%	22%	78%
<i>High/Highest Needs*</i>	54	0%	12%	88% ↑
Adult Family Care*	4	0%	0%	0%
Adult Day Centers	243	9%	20%	71%
Homemaker Services	561	14% ↑	28% ↑	58% ↓
Attendant Services Program*	94	9%	16%	76%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Case Management Services

Moderate Needs: Moderate needs respondents in case management are significantly less likely to report getting needed social and emotional support compared to respondents in other programs.

High/Highest Needs: High/highest needs respondents in case management are significantly more likely to report getting needed social and emotional support compared to respondents in other programs.

Personal Care Services: Respondents enrolled in Personal Care Services are significantly more likely to report getting needed social and emotional support compared to respondents in other programs.

Surrogate-Directed Personal Care Services: Respondents receiving Surrogate-Directed Personal Care Service are significantly less likely than others to report feeling sad or blue in the past week, and are significantly more likely than others to report getting needed social and emotional support and feeling satisfied with their lives.

Adult Day Centers: Respondents attending Adult Day Centers are significantly more likely than others to report feeling satisfied with their lives.

Attendant Services Program: Respondents in the Attendant Services Program are significantly more likely than others to report getting needed social and emotional support.

Table 24. Quality of Life Items – Emotional Health, Emotional Support, and Satisfaction with Life by Program

	How often felt sad or blue in past week		How often get needed social and emotional support		Satisfaction with your life**	
	% Always or Usually		% Always or Usually		% Very Satisfied or Satisfied	
	n	%	n	%	n	%
Total	1,495	14%	1,495	70%	1,495	81%
CFC Case Mgmt	1,347	14%	1,347	69%	1,347	81%
<i>Moderate Needs</i>	641	17%	641	61% ↓	641	79%
<i>High/Highest Needs</i>	706	12%	706	76% ↑	706	82%
Personal Care Services	698	12%	698	76% ↑	698	81%
<i>Consumer-Directed</i>	178	18%	178	74%	178	80%
<i>Surrogate-Directed</i>	230	9% ↓	230	85% ↑	230	87% ↑
<i>Agency-Directed</i>	377	11%	377	71%	377	79%
Flexible Choices*	100	16%	100	70%	100	85%
<i>Moderate Needs*</i>	46	8%	46	61%	46	81%
<i>High/Highest Needs*</i>	54	22%	54	76%	54	87%
Adult Family Care*	4	0%	4	37%	4	100%
Adult Day Centers	243	11%	243	76%	243	87% ↑
Homemaker Services	561	17%	561	60%	561	79%
Attendant Services Program*	94	9%	94	82% ↑	94	82%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

5.2. QUALITY OF LIFE MEASURES BY COUNTY

Addison County: Residents of Addison County are significantly more likely to report feeling safe in their community, being prepared for an emergency, and feeling valued and respected, and significantly less likely to believe they don't enjoy what they are doing in their leisure time than residents of other counties.

Bennington County: Residents of Bennington County are significantly more likely to report being prepared for an emergency, getting to where they need or want to go, being satisfied with how they spend their free time, feeling valued and respected, feeling part of their community, and not liking what they are doing in their leisure time but not knowing what else to do than residents of other counties.

Caledonia County: Residents of Caledonia County are significantly more likely report being satisfied with the amount of contact they have with family and friends than residents of other counties.

Orange County: Residents of Orange County are significantly less likely to feel satisfied with the amount of contact they have with friends and family than residents of other counties.

Windham County: Residents of Windham County are significantly less likely to report having someone to count on in emergency and having someone to count on to listen to them when needed than residents of other counties.

Table 25a. Quality of Life Items by County

	I feel safe in my house		I feel safe in my community		I am prepared for an emergency		I can where I need or want to go	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
Total	1,495	90%	1,495	72%	1,495	70%	1,495	64%
Addison*	121	93%	121	83% ↑	121	82% ↑	121	69%
Bennington*	116	93%	116	72%	116	81% ↑	116	77% ↑
Caledonia*	126	93%	126	71%	126	69%	126	63%
Chittenden*	207	92%	207	68%	207	68%	207	59%
Essex*	27	86%	27	72%	27	49%	27	61%
Franklin*	89	87%	89	71%	89	69%	89	62%
Grand Isle*	12	100%	12	74%	12	71%	12	82%
Lamoille*	66	92%	66	72%	66	70%	66	57%
Orange*	67	89%	67	68%	67	68%	67	67%
Orleans*	119	89%	119	79%	119	66%	119	67%
Rutland	226	91%	226	71%	226	68%	226	65%
Washington*	103	83%	103	65%	103	67%	103	61%
Windham*	95	84%	95	74%	95	73%	95	66%
Windsor*	120	91%	120	69%	120	75%	120	58%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 25b. Quality of Life Items by County

	I can get around inside my house		I am satisfied with how I spend my free time		I am satisfied with contact with family/friends		I have someone I can count on in an emergency	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
Total	1,495	84%	1,495	72%	1,495	70%	1,495	89%
Addison*	121	83%	121	77%	121	72%	121	90%
Bennington*	116	86%	116	84% ↑	116	73%	116	89%
Caledonia*	126	85%	126	80%	126	79% ↑	126	93%
Chittenden*	207	84%	207	68%	207	66%	207	87%
Essex*	27	89%	27	56%	27	51%	27	86%
Franklin*	89	85%	89	74%	89	73%	89	90%
Grand Isle*	12	71%	12	67%	12	62%	12	100%
Lamoille*	66	81%	66	63%	66	67%	66	87%
Orange*	67	83%	67	69%	67	54% ↓	67	84%
Orleans*	119	82%	119	69%	119	70%	119	91%
Rutland	226	85%	226	73%	226	75%	226	91%
Washington*	103	79%	103	73%	103	69%	103	88%
Windham*	95	87%	95	67%	95	64%	95	78% ↓
Windsor*	120	81%	120	74%	120	73%	120	90%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 25c. Quality of Life Items by County

	I feel satisfied with my social life		I feel valued and respected		I really feel a part of my community		I have someone I can count on to listen to me	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
Total	1,495	60%	1,495	74%	1,495	48%	1,495	83%
Addison*	121	63%	121	83% ↑	121	49%	121	88%
Bennington*	116	67%	116	82% ↑	116	63% ↑	116	89%
Caledonia*	126	64%	126	77%	126	48%	126	87%
Chittenden*	207	60%	207	73%	207	50%	207	83%
Essex*	27	30%	27	47%	27	48%	27	63%
Franklin*	89	63%	89	66%	89	45%	89	82%
Grand Isle*	12	67%	12	83%	12	60%	12	93%
Lamoille*	66	48%	66	77%	66	42%	66	85%
Orange*	67	65%	67	69%	67	35%	67	87%
Orleans*	119	54%	119	69%	119	47%	119	81%
Rutland	226	59%	226	73%	226	45%	226	82%
Washington*	103	59%	103	73%	103	44%	103	81%
Windham*	95	60%	95	74%	95	43%	95	73% ↓
Windsor*	120	58%	120	80%	120	49%	120	87%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 25d. Quality of Life Items by County

	I have someone to do something enjoyable with		During leisure time, I almost always have something to do		In leisure time, I usually don't like what I'm doing, but I don't know what else to do**	
	% Yes		% Yes		% Yes	
	n	%	n	%	n	%
Total	1,495	72%	1,495	65%	1,495	25%
Addison*	121	76%	121	64%	121	15% ↓
Bennington*	116	76%	116	75% ↑	116	35% ↑
Caledonia*	126	77%	126	65%	126	25%
Chittenden*	207	69%	207	63%	207	28%
Essex*	27	41%	27	60%	27	29%
Franklin*	89	72%	89	62%	89	20%
Grand Isle*	12	100%	12	76%	12	23%
Lamoille*	66	69%	66	54%	66	26%
Orange*	67	70%	67	66%	67	25%
Orleans*	119	73%	119	59%	119	24%
Rutland	226	69%	226	68%	226	24%
Washington*	103	74%	103	69%	103	21%
Windham*	95	72%	95	61%	95	25%
Windsor*	120	79%	120	69%	120	26%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

** Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

Addison County: Residents of Addison County are significantly less likely to report needing more help around the house than those in other counties.

Bennington County: Respondents in Bennington County are significantly less likely to report needing more help around the house than those in other counties.

Chittenden County: Respondents in Chittenden County are significantly more likely to report needing more help around the house than those in other counties.

Orange County: Among respondents that receive help around the house or in the community by an unpaid person, those in Orange County are significantly more likely to see that person less than once a week than respondents in other counties.

Windsor County: Respondents in Windsor County are significantly more likely to report needing more help around the house than residents of other counties.

Table 26a. Quality of Life Items – Help Around the House by County

	Need more help with things around the house		Have (unpaid) people to help you stay at home/get around community	
	% Yes		% Yes	
	n	%	n	%
Total	1,495	25%	1,495	59%
Addison*	121	16% ↓	121	65%
Bennington*	116	16% ↓	116	63%
Caledonia*	126	19%	126	63%
Chittenden*	207	33% ↑	207	52%
Essex*	27	37%	27	47%
Franklin*	89	23%	89	59%
Grand Isle*	12	12%	12	47%
Lamoille*	66	18%	66	55%
Orange*	67	26%	67	64%
Orleans*	119	21%	119	60%
Rutland	226	22%	226	58%
Washington*	103	27%	103	68%
Windham*	95	29%	95	57%
Windsor*	120	36% ↑	120	57%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 26b. Quality of Life Items – Help Around the House by County

How often see (unpaid) person that helps you during a week		Less than once a week	Once a week	More than once a week
	n	%	%	%
Total	1,495	10%	18%	71%
Addison*	121	5%	18%	77%
Bennington*	116	11%	19%	69%
Caledonia*	126	10%	16%	72%
Chittenden*	207	9%	21%	70%
Essex*	27	6%	0.13	81%
Franklin*	89	9%	23%	69%
Grand Isle*	12	0	38%	62%
Lamoille*	66	8%	16%	75%
Orange*	67	28% ↑	5%	65%
Orleans*	119	7%	15%	78%
Rutland	226	7%	22%	70%
Washington*	103	14%	12%	73%
Windham*	95	14%	22%	64%
Windsor*	120	8%	21%	71%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Caledonia County: Respondents in Caledonia County are less likely to report feeling sad or blue in the past week and more likely to report being satisfied with their life than those in other counties.

Lamoille County: Respondents in Lamoille County are more likely to report getting the social and emotional support needed than those in other counties.

Windsor County: Respondents in Windsor County are less likely to report feeling sad or blue in the past week than those in other counties.

Table 27. Quality of Life Items – Emotional Health, Emotional Support, and Satisfaction with Life by County

	How often felt sad or blue in past week		How often get needed social and emotional support		Satisfaction with your life**	
	% Always or Usually		% Always or Usually		% Very Satisfied or Satisfied	
	n	%	n	%	n	%
Total	1,495	14%	1,495	70%	1,495	81%
Addison*	121	10%	121	74%	121	80%
Bennington*	116	9%	116	78%	116	85%
Caledonia*	126	7% ↓	126	74%	126	90% ↑
Chittenden*	207	20%	207	68%	207	80%
Essex*	27	19%	27	50%	27	63%
Franklin*	89	15%	89	63%	89	78%
Grand Isle*	12	12%	12	77%	12	100%
Lamoille*	66	16%	66	82% ↑	66	83%
Orange*	67	18%	67	77%	67	88%
Orleans*	119	16%	119	71%	119	81%
Rutland	226	12%	226	68%	226	79%
Washington*	103	14%	103	71%	103	76%
Windham*	95	20%	95	65%	95	75%
Windsor*	120	8% ↓	120	68%	120	86%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

6. HEALTH STATUS

All long-term care services respondents were also asked three questions about their physical health. The results are displayed in Figure 11.

Health Compared to People of the Same Age

Respondents were asked to compare their health to that of other people their own age. In 2014, 21% of respondents rate their own health as either “excellent” or “very good”. This is the same as obtained in 2013 (21%).

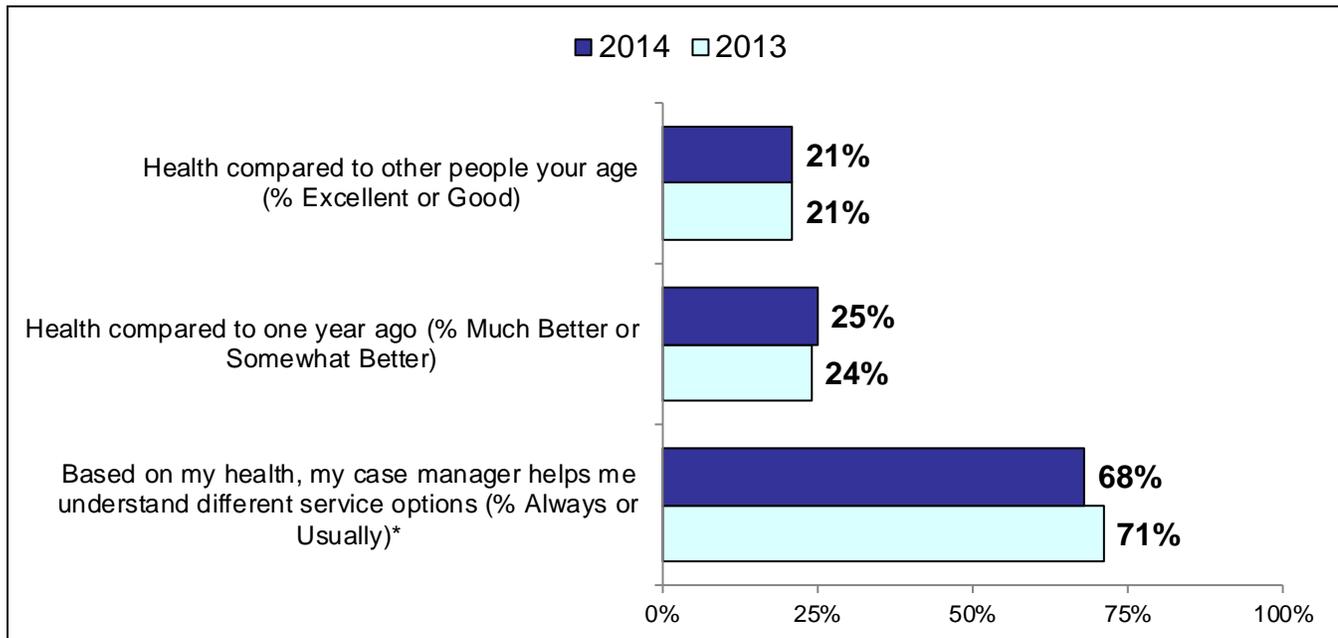
Health Compared to One Year Ago

Respondents were also asked to compare their general health now (at the time of the survey) with their health of one year ago. In 2014, 25% of respondents rate their present general health as either “much better now than one year ago” or “somewhat better now than one year ago”. This was similar to the 24% of respondents who rated their health in 2013.

Case Manager Helps Respondents Understand Different Service Options Based on Health

Respondents were also asked whether their case manager helps them understand the different service options that would be good for them based on their health needs. In 2014, 68% of respondents said their case manager “always” or “usually” did. This is on par with 2013 (71%).

Figure 11. Health Status



* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

6.1. HEALTH STATUS BY PROGRAM

Case Management Services

Moderate Needs: Moderate needs respondents in case management are significantly less likely to report their case manager helps them understand the different service options that would be good for them based on their health needs than those in other programs.

High/Highest Needs: High/highest needs respondents in case management are significantly more likely to report their case manager helps them understand the different service options that would be good for them based on their health needs than respondents in other programs.

Personal Care Services: Individuals receiving Personal Care Services are significantly more likely to have a case manager help them understand different services options that meet their health needs than those enrolled in other programs.

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Services report significantly worse health compared to other people their age and are significantly more likely to report their case manager helps them understand the different service options that would be good for them based on their health needs than those in other programs.

Surrogate-Directed Personal Care Services: Individuals receiving Surrogate-Directed Personal Care Services are significantly more likely to have a case manager help them understand different services options that meet their health needs than those enrolled in other programs.

Agency-Directed Personal Care Services: Individuals receiving Agency-Directed Personal Care Services are significantly more likely to have a case manager help them understand different services options that meet their health needs than those enrolled in other programs.

Flexible Choices: Respondents receiving Flexible Choices (both Moderate and High/Highest needs) are significantly less likely to have a case manager help them understand different services options that meet their health needs than those enrolled in other programs.

Adult Day Centers: Respondents attending an Adult Day Center are significantly more likely to report being in excellent or good health compared to other people their age than those in other programs.

Homemaker Services: Respondents receiving Homemaker Care Services are significantly less likely to report having a case manager that helps them understand different service options that meet their needs than those in other programs.

Attendant Services Program: Respondents in the Attendant Services Program are significantly less likely to report being in excellent or very good health compared to other people their age and having a case manager that helps them understand different service options that meet their needs than those in other programs.

Table 28. Health Status by Program

	Health compared to other people your age		Health compared to one year ago		Case manager helps me understand different service options	
	% Excellent or Very Good		% Much or Somewhat Better		% Always or Usually	
	n	%	n	%	n	%
Total	1,495	21%	1,495	25%	1,495	68%
CFC Case Mgmt	1,347	22%	1,347	25%	1,347	70%
<i>Moderate Needs</i>	641	25%	641	23%	641	61% ↓
<i>High/Highest Needs</i>	706	20%	706	27%	706	78% ↑
Personal Care Services	698	20%	698	27%	698	78% ↑
<i>Consumer-Directed</i>	178	7% ↓	178	28%	178	79% ↑
<i>Surrogate-Directed</i>	230	27%	230	23%	230	79% ↑
<i>Agency-Directed</i>	377	20%	377	29%	377	77% ↑
Flexible Choices*	100	21%	100	28%	100	48% ↓
<i>Moderate Needs*</i>	46	20%	46	27%	46	51% ↓
<i>High/Highest Needs*</i>	54	22%	54	29%	54	46% ↓
Adult Family Care*	4	36%	4	20%	4	55%
Adult Day Centers	243	29% ↑	243	26%	243	72%
Homemaker Services	561	24%	561	23%	561	61% ↓
Attendant Services Program*	94	11% ↓	94	19%	94	50% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

6.2. HEALTH STATUS BY COUNTY

Bennington County: Respondents in Bennington County are more likely to report having much or somewhat better health compared to one year ago than those in other counties.

Table 29. Health Status by County

	Health compared to other people your age		Health compared to one year ago		Case manager helps me understand different service options	
	% Excellent or Very Good		% Much or Somewhat Better		% Always or Usually	
	n	%	n	%	n	%
Total	1,495	21%	1,495	25%	1,495	68%
Addison*	121	24%	121	19%	121	67%
Bennington*	116	23%	116	35% ↑	116	73%
Caledonia*	126	18%	126	20%	126	64%
Chittenden*	207	20%	207	27%	207	68%
Essex*	27	15%	27	30%	27	71%
Franklin*	89	24%	89	23%	89	74%
Grand Isle*	12	12%	12	0%	12	93%
Lamoille*	66	26%	66	19%	66	74%
Orange*	67	27%	67	20%	67	72%
Orleans*	119	25%	119	26%	119	74%
Rutland	226	20%	226	26%	226	66%
Washington*	103	20%	103	28%	103	62%
Windham*	95	25%	95	22%	95	63%
Windsor*	120	16%	120	21%	120	59%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

7. CASE MANAGEMENT

All long-term care services respondents that reported having a case manager were asked 10 questions about their overall experiences with case management services and their case manager. The results are displayed in Figures 12 and 13.

Satisfaction with Case Manager

Over nine in ten respondents (94%) reported being very or somewhat satisfied with their case manager in 2014, a significant increase from 2013 (89%). Those with high/highest needs gave significantly higher ratings than those with moderate needs.

Recommendation of Case Manager to Others

Almost nine in ten individuals rated their case manager as “excellent” or “good”. This is unchanged from 2013 (88%). Those with high/highest needs gave significantly higher ratings than those with moderate needs.

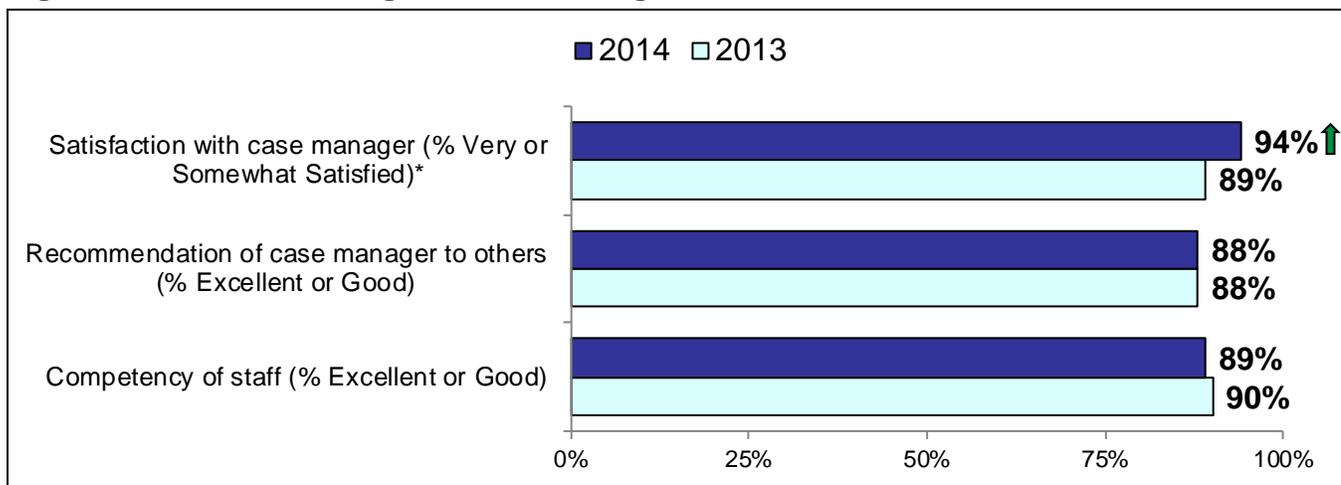
Rating of Case Management Services on Staff Competency

Eighty-nine percent of respondents rate staff competency as “excellent” or “good”, on par with 2013 (90%). Those with high/highest needs gave significantly higher ratings than those with moderate needs.

Experiences with Case Manager

Seven items asked respondents about their experiences with case managers, on a four-point scale of Always, Usually, Sometimes, or Never. Respondents rate their case managers highly, ranging from 83%, being able to talk to case manager when needed and having a case manager who helps them understand the different available service options, to 87%, having a case manager that understands what services they need. The ratings were on par with the ratings given in 2013. Those with high/highest needs gave significantly higher ratings than those with moderate needs.

Figure 12a. Overall Ratings of Case Manager

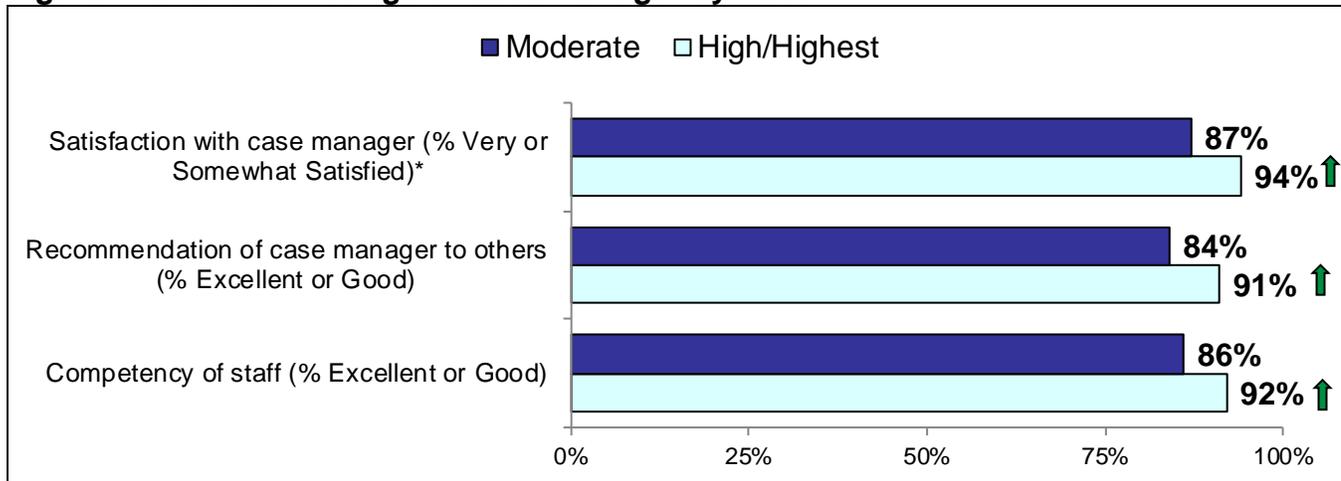


↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 12b. Overall Ratings of Case Manager by Need

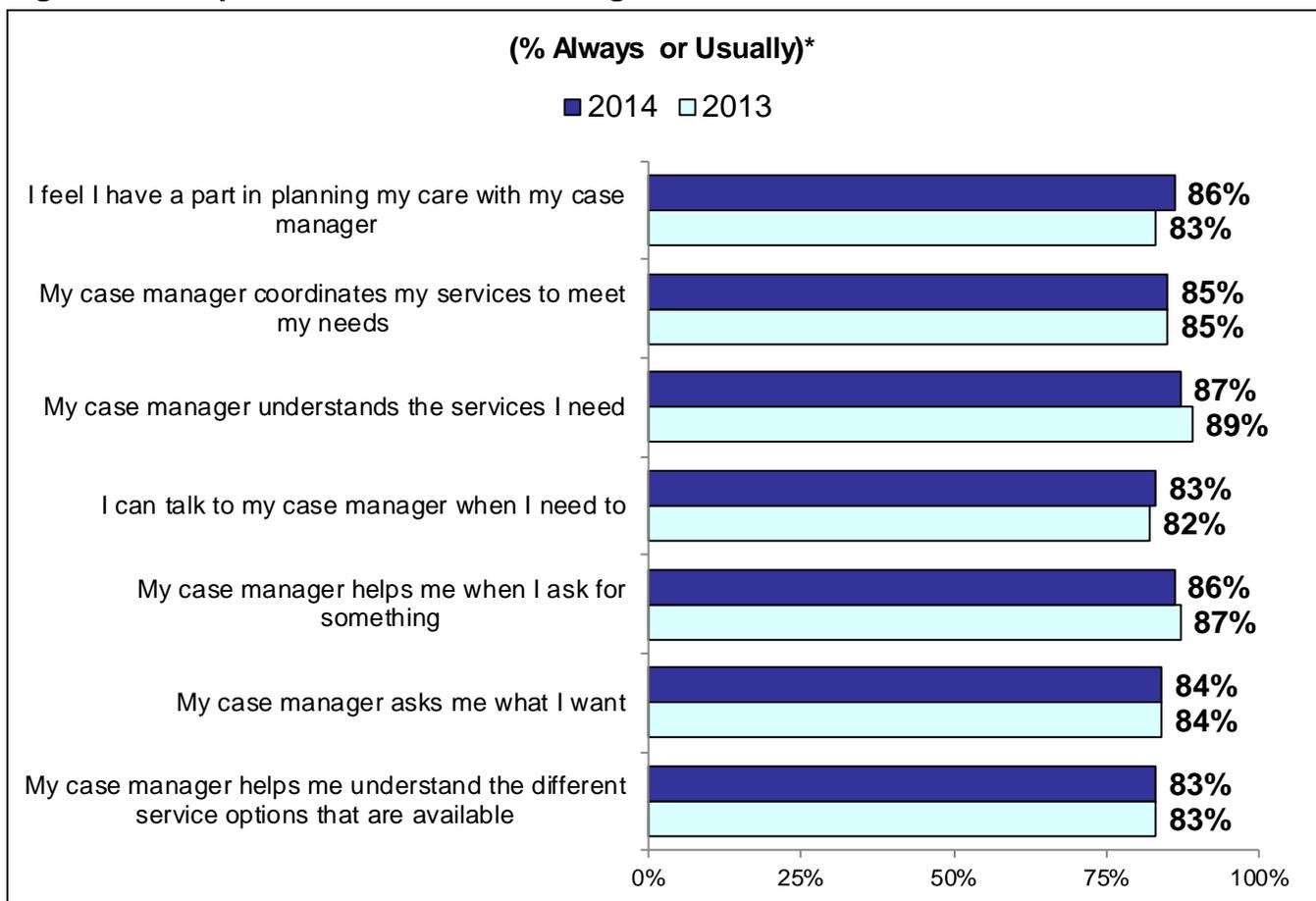


↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

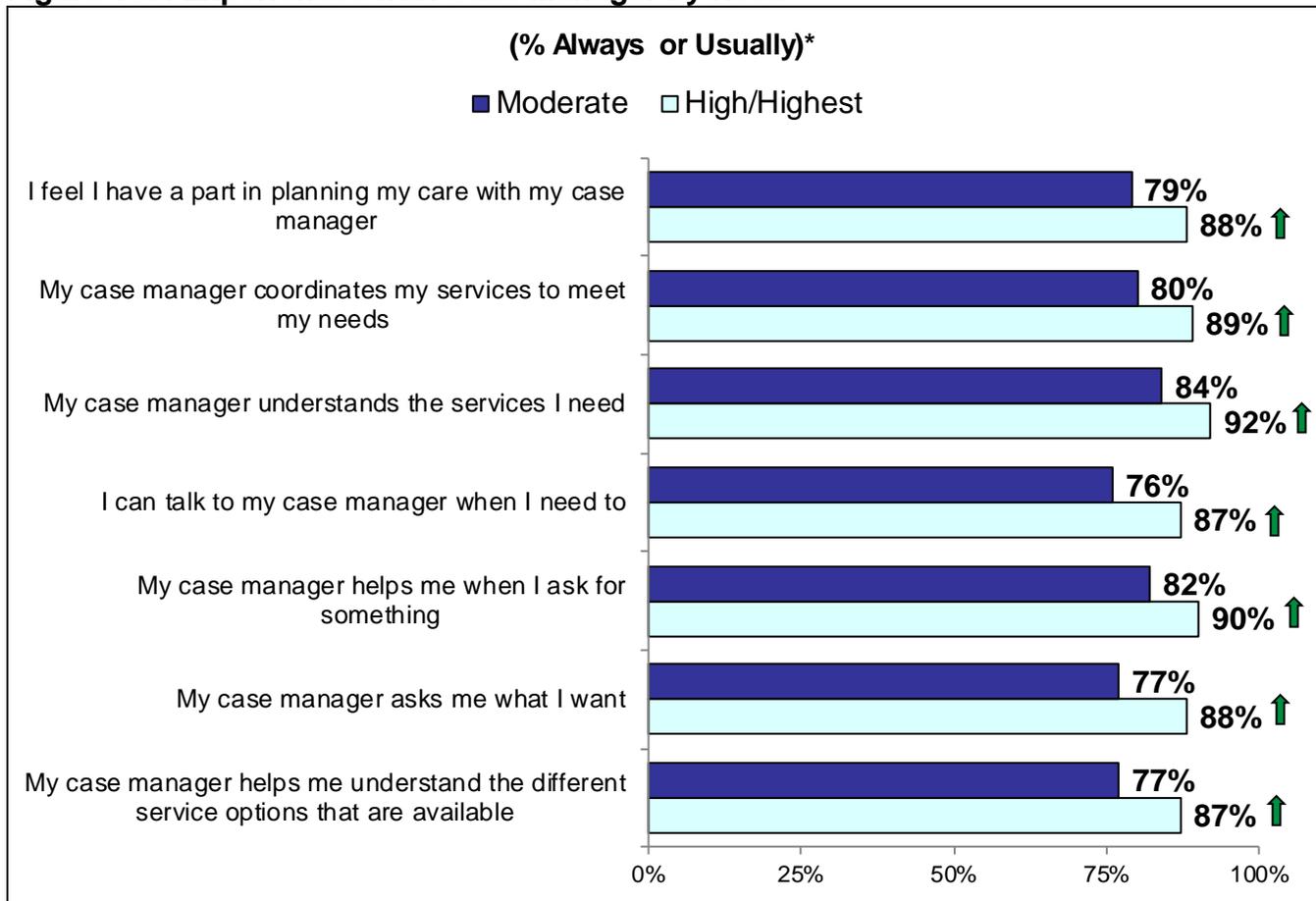
* In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 13a. Experiences with Case Manager



* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 13b. Experiences with Case Manager by Need



↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the "Rarely" option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

7.1. CASE MANAGEMENT BY PROGRAM

Case Management

Moderate Needs: Respondents enrolled in Moderate Needs case management are significantly less likely to be satisfied with their case manager, give an excellent or good rating of the competency of case management services staff, report being able to talk with their case manager when needed, report that their case manager helps them when they ask for something, report that their case manager asks them what they want, and report that their case manager helps them understand the different service options that are available compared to those in other programs.

High/Highest Needs: Respondents enrolled in High/Highest Needs Case Management are significantly more likely to give an excellent or good rating of the competency of case management staff, report being able to talk with their case manager when needed, report that their case manager helps them when they ask for something, report that their case manager asks them what they want, and report that their case manager helps them understand the different service options that are available compared to those in other programs.

Personal Care Services: Respondents receiving Personal Care Services are significantly more likely to report being able to talk with their case manager when needed, that their case manager helps them when they ask for something, that their case manager asks them what they want, and that their case manager helps them understand the different service options that are available compared to those in other programs.

Consumer-Directed: Respondents receiving Consumer-Directed Personal Care Services are significantly more likely to feel they have a part in planning their care, report being able to talk with their case manager when needed, and report that their case manager asks them what they want compared to those in other programs.

Surrogate-Directed: Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to report that their case manager coordinates their services to their needs, that their case manager understands which services they need to stay in their current living situation, that their case manager helps them when they ask for something, and that their case manager asks them what they want compared to those in other programs.

Flexible Choices: Respondents receiving moderate need Flexible Choices are significantly more likely to report satisfaction with their case manager and that their case manager understands what services they need to stay in their current living situation but significantly less likely to report being able to talk to their case manager when needed compared to those in other programs.

Adult Day Centers: Respondents attending an Adult Day Center are significantly more likely to believe their case manager helps them when they need something.

Homemaker Services: Respondents receiving Homemaker Services are significantly less likely to recommend their case manager to others, report their case manager coordinates services to meet their needs, their case manager understands which services they need to stay in their current living situation, that they can talk to their case manager when needed, their case manager helps them when they ask for something, their case manager asks them what they want, and their case manager helps them understand the different service options that are available compared to those in other

programs.

Table 30. Overall Ratings of Case Manager by Program

	Satisfaction with case manager		Recommendation of case manager to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	1,347	94%	1,347	88%	1,347	89%
<i>Moderate Needs</i>	641	92% ↓	641	85%	641	84% ↓
<i>High/Highest Needs</i>	706	96%	706	91%	706	91% ↑
Personal Care Services	698	96%	698	90%	698	91%
<i>Consumer-Directed</i>	178	96%	178	90%	178	92%
<i>Surrogate-Directed</i>	230	97%	230	92%	230	92%
<i>Agency-Directed</i>	377	96%	377	89%	377	91%
Flexible Choices*	46	100% ↑	46	90%	46	89%
<i>Moderate Needs*</i>	46	100% ↑	46	90%	46	89%
Adult Family Care*	4	100%	4	100%	4	100%
Adult Day Centers	243	95%	243	89%	243	90%
Homemaker Services	561	92%	561	85% ↓	561	84%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Note: Not all Flexible Choices respondents are enrolled in Case Management Services

Table 31a. Experiences with Case Manager by Program

	I feel I have a part in planning my care with my case manager		My case manager coordinates my services to meet my needs		My case manager understands which services I need to stay in my current living situation		I can talk to my case manager when I need to	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%
Total	1,347	86%	1,347	85%	1,347	87%	1,347	83%
<i>Moderate Needs</i>	1,347	86%	1,347	85%	1,347	87%	1,347	83% ↓
<i>High/Highest Needs</i>	706	87%	706	88%	706	90%	706	87% ↑
Personal Care Services	698	87%	698	88%	698	90%	698	87% ↑
<i>Consumer-Directed</i>	178	92% ↑	178	89%	178	89%	178	90% ↑
<i>Surrogate-Directed</i>	230	88%	230	91% ↑	230	92% ↑	230	89%
<i>Agency-Directed</i>	377	84%	377	85%	377	88%	377	84%
Flexible Choices*	46	86%	46	93%	46	96% ↑	46	65% ↓
<i>Moderate Needs*</i>	46	86%	46	93%	46	96% ↑	46	65% ↓
Adult Family Care*	4	100%	4	100%	4	100%	4	100%
Adult Day Centers	243	85%	243	87%	243	89%	243	85%
Homemaker Services	561	83%	561	81% ↓	561	83% ↓	561	77% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Note: Not all Flexible Choices respondents are enrolled in Case Management Services

Table 31b. Experiences with Case Manager by Program

	My case manager helps me when I ask for something		My case manager asks me what I want		My case manager helps me understand the different service options that are available	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
Total	1,347	86%	1,347	84%	1,347	83%
<i>Moderate Needs</i>	1,347	86% ↓	1,347	84% ↓	1,347	83% ↓
<i>High/Highest Needs</i>	706	90% ↑	706	88% ↑	706	87% ↑
Personal Care Services	698	89% ↑	698	88% ↑	698	87% ↑
<i>Consumer-Directed</i>	178	90%	178	92% ↑	178	88%
<i>Surrogate-Directed</i>	230	93% ↑	230	89% ↑	230	87%
<i>Agency-Directed</i>	377	88%	377	84%	377	86%
Flexible Choices*	46	90%	46	73%	46	82%
<i>Moderate Needs*</i>	46	90%	46	73%	46	82%
Adult Family Care*	4	100%	4	100%	4	100%
Adult Day Centers	243	91% ↑	243	86%	243	83%
Homemaker Services	561	81% ↓	561	77% ↓	561	78% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Note: Not all Flexible Choices respondents are enrolled in Case Management Services

7.2. CASE MANAGEMENT BY CFC AGENCY

Addison County Home Health: Respondents receiving Choices for Care (CFC) services through Addison County Home Health are significantly more likely to report greater satisfaction with their case manager, a better recommendation of their case manager, and a better rating of the competency of case management services staff than those receiving services from other agencies. Respondents in Addison County Home Health are also more likely to report that their case manager coordinates services to meet their needs, that they can talk to their case manager when needed, and that their case manager asks them what they want than those receiving services from other agencies.

Central Vermont Home Health Agency & Hospice: Respondents receiving services from Central Vermont Home Health Agency & Hospice are significantly more likely than those receiving services from other agencies to be satisfied with their case manager, recommend their case manager to others, report that they play a part in planning their care, that their case manager always or usually helps them when they ask for something, that their case manager asks them what they want, and that their case manager helps them understand the different service options that are available.

Franklin County Home Health & Hospice: Respondents receiving Choices for Care services through Franklin County Home Health & Hospice report significantly higher scores on all case management ratings compared to those receiving services from other agencies.

Orleans-Essex VNA Association and Hospice: Respondents receiving services from Orleans-Essex VNA Association and Hospice are significantly more likely than those receiving services from other agencies to be satisfied with their case manager, recommend their case manager to others, report their case manager always or usually helps them when they ask for something, their case manager always or usually coordinates services to meet their needs, their case manager usually or always understands what services they need to stay in their current living situation that they usually or always can talk to their case manager when they need to, that their case manager usually or always asks them what they want, and that their case manager usually or always helps them understand the different service options that are available.

Rutland Area VNA Hospice: Respondents receiving services from the Rutland Area VNA Hospice are significantly less likely than those receiving services from other agencies to report they play a part in planning their care with their case manager and that their case manager usually or always coordinates their services to meet their needs.

Visiting Nurse Alliance & Hospice of Southwestern Vermont: Respondents receiving Choices for Care services through Visiting Nurse Alliance and Hospice of Southwestern Vermont are significantly less likely to have an excellent or good recommendation of their case manager and less likely to rate competency of case management services staff as excellent or good than those receiving services from other agencies.

Table 32. Overall Ratings of Case Manager by CFC Agency

	Satisfaction with case manager		Recommendation of case manager to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	1,347	94%	1,347	88%	1,347	89%
Addison County Home Health	66	98% ↑	66	96% ↑	66	96% ↑
Caledonia Home Health	68	97%	68	90%	68	86%
Central Vermont Council on Aging	134	91%	134	87%	134	91%
Central VT Home Health Agency & Hospice	47	100% ↑	47	100% ↑	47	91%
Champlain Valley Agency on Aging	186	96%	186	92%	186	89%
Council on Aging for Southeastern VT	102	93%	102	87%	102	88%
Franklin County Home Health & Hospice	41	100% ↑	41	100% ↑	41	100% ↑
Lamoille Home Health Agency & Hospice	32	100%	32	90%	32	93%
Manchester Health Services, Inc.	7	100%	7	69%	7	90%
Northeastern Vermont Area Agency on Aging	124	97%	124	88%	124	90%
Orleans-Essex VNA Association & Hospice	61	99% ↑	61	96% ↑	61	95%
Rutland Area VNA Hospice	73	86%	73	85%	73	85%
Southwestern Vermont Council on Aging	210	93%	210	85%	210	86%
Visiting Nurse Alliance of VT & New Hampshire	96	92%	96	79%	96	80%
Visiting Nurse Association, Chitt & Grand Isle	78	95%	78	86%	78	85%
VNA & Hospice of Southwestern Vermont	22	88%	22	78% ↓	22	88% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

Table 33a. Experiences with Case Manager by CFC Case Management Agency

	I feel I have a part in planning my care with my case manager		My case manager coordinates my services to meet my needs		My case manager understands which services I need to stay in my current living situation		I can talk to my case manager when I need to	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%
Total	1,347	86%	1,347	85%	1,347	87%	1,347	83%
Addison County Home Health	66	90%	66	93% ↑	66	93%	66	93% ↑
Caledonia Home Health	68	85%	68	90%	68	91%	68	80%
Central Vermont Council on Aging	134	85%	134	85%	134	87%	134	85%
Central VT Home Health Agency & Hospice	47	94% ↑	47	91%	47	88%	47	91%
Champlain Valley Agency on Aging	186	88%	186	86%	186	90%	186	81%
Council on Aging for Southeastern VT	102	86%	102	86%	102	88%	102	86%
Franklin County Home Health & Hospice	41	94% ↑	41	100% ↑	41	96% ↑	41	100% ↑
Lamoille Home Health Agency & Hospice	32	94%	32	91%	32	87%	32	86%
Manchester Health Services, Inc.	7	90%	7	90%	7	100%	7	90%
Northeastern Vermont Area Agency on Aging	124	89%	124	89%	124	90%	124	79%
Orleans-Essex VNA Association & Hospice	61	88%	61	97% ↑	61	94% ↑	61	95% ↑
Rutland Area VNA Hospice	73	73% ↓	73	70% ↓	73	80%	73	79%
Southwestern Vermont Council on Aging	210	82%	210	84%	210	84%	210	79%
Visiting Nurse Alliance of VT & New Hampshire	96	82%	96	79%	96	79%	96	75%
Visiting Nurse Association, Chitt & Grand Isle	78	82%	78	73%	78	79%	78	78%
VNA & Hospice of Southwestern Vermont	22	100%	22	89%	22	100%	22	90%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

Table 33b. Experiences with Case Manager by CFC Case Management Agency

	My case manager helps me when I ask for something		My case manager asks me what I want		My case manager helps me understand the different service options that are available	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
Total	1,347	86%	1,347	84%	1,347	83%
Addison County Home Health	66	93%	66	95% ↑	66	91%
Caledonia Home Health	68	92%	68	86%	68	85%
Central Vermont Council on Aging	134	87%	134	84%	134	84%
Central VT Home Health Agency & Hospice	47	94% ↑	47	94% ↑	47	91% ↑
Champlain Valley Agency on Aging	186	86%	186	82%	186	83%
Council on Aging for Southeastern VT	102	88%	102	85%	102	85%
Franklin County Home Health & Hospice	41	100% ↑	41	97% ↑	41	97% ↑
Lamoille Home Health Agency & Hospice	32	86%	32	94%	32	90%
Manchester Health Services, Inc.	7	79%	7	90%	7	90%
Northeastern Vermont Area Agency on Aging	124	87%	124	83%	124	84%
Orleans-Essex VNA Association & Hospice	61	97% ↑	61	94% ↑	61	94% ↑
Rutland Area VNA Hospice	73	76%	73	78%	73	79%
Southwestern Vermont Council on Aging	210	84%	210	77%	210	79%
Visiting Nurse Alliance of VT & New Hampshire	96	80%	96	79%	96	76%
Visiting Nurse Association, Chitt & Grand Isle	78	78%	78	80%	78	77%
VNA & Hospice of Southwestern Vermont	22	88%	22	81%	22	79%

↑ Statistically higher than the total at 95% confidence level
 ↓ Statistically lower than the total at 95% confidence level

7.3. RATINGS OF CASE MANAGER BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer reported significantly higher ratings on all case management questions compared to respondents who completed the survey themselves.

Table 34. Ratings of Case Manager by Respondents to Survey

	Proxy	Consumer
Total	393	1,236
Satisfaction with case manager (% Very or Somewhat Satisfied)	93% ↑	91%
Recommendation of case manager to others (% Excellent or Good)	93% ↑	88%
Competency of staff (% Excellent or Good)	93% ↑	89%
I feel I have a part in planning my care with my case manager (% Always or Usually)	89% ↑	84%
My case manager coordinates my services to meet my needs (% Always or Usually)	89% ↑	85%
My case manager understands the services I need (% Always or Usually)	93% ↑	89%
I can talk to my case manager when I need to (% Always or Usually)	88% ↑	82%
My case manager helps me when I ask for something (% Always or Usually)	91% ↑	86%
My case manager asks me what I want (% Always or Usually)	90% ↑	83%
My case manager helps me understand the different service options that are available (% Always or Usually)	88% ↑	83%

↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

8. ATTENDANT SERVICES PROGRAM

All long-term care respondents in the Attendant Services Program were asked 12 questions about their overall experiences with the Attendant Services Program. The results are displayed in Figures 14-16. Due to the inability to reach the 95% confidence level with 5% margin of error with Attendant Services Program participants, findings for the Attendant Services Program should be interpreted with caution.

Satisfaction with Attendant Services Program

Almost all (97%) of respondents report being very or somewhat satisfied with the Attendant Services Program in 2014, a significant increase from 2013 (90%).

Quality of Services from Attendant Services Program

The majority of respondents (97%) rate the quality of services they receive from the Attendant Services Program in 2014 as “excellent” or “good”, on par with 2013 (97%).

Recommendation of Attendant Services Program to Others

Ninety-six percent of respondents rate their Attendant Services Program as “excellent” or “good”, as in 2013 (96%).

Rating of Attendant Services Program on Staff Competency

Ninety-six percent of respondents rate staff competency as “excellent” or “good”, on par with 2013 (95%).

Experiences with Attendant Services Program

Five items asked respondents about their experiences with the Attendant Services Program, on a four-point scale of Always, Usually, Sometimes, or Never.

In 2014, 86% of respondents rate the Attendant Services Program as always or usually meeting their needs, a significant decline from the 2013 rating of 95%.

In 2014, 98% of Attendant Services Program participants said that their caregivers always or usually treat them with courtesy and respect, a significant decrease from 100% in 2013.

There is little change from 2013 in knowing who to contact if they have a complaint about the Attendant Services Program or need help (85% in 2014 compared to 87% in 2013).

In 2014, 92% of participants rate the Attendant Services Program as usually or always providing services to them when needed and 94% of participants rate the Attendant Services Program as usually or always providing services to them where they need them. This is on par with the rating of 93% in 2013 (previously these two questions were asked as one question).

Agreement with Statements about Attendant Services Program

Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

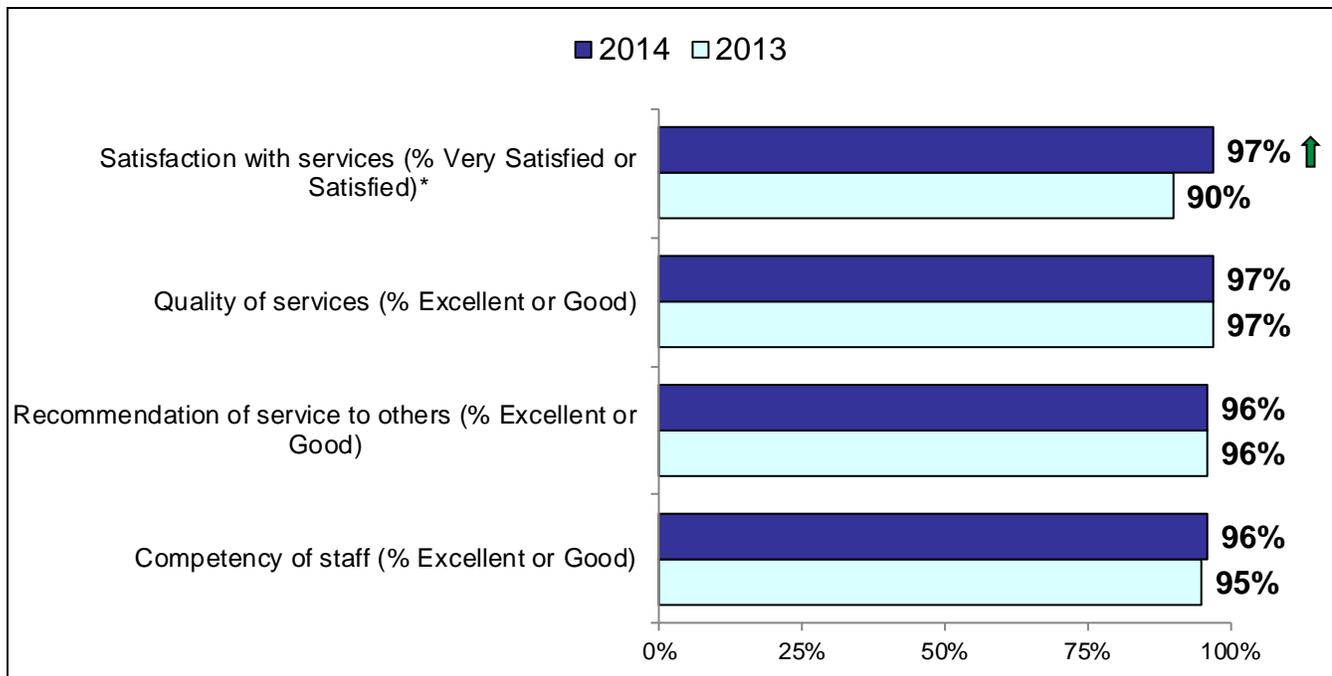
NEW. In 2014, 95% of respondents report having enough choice and control in the Attendant

Services Program.

NEW. Ninety-nine percent of respondents were able to choose their provider or caregiver in the Attendant Services Program in 2014.

NEW. In 2014, one in three respondents (33%) report that there are services they need from the Attendant Services Program but cannot get.

Figure 14. Overall Ratings of Attendant Services Program

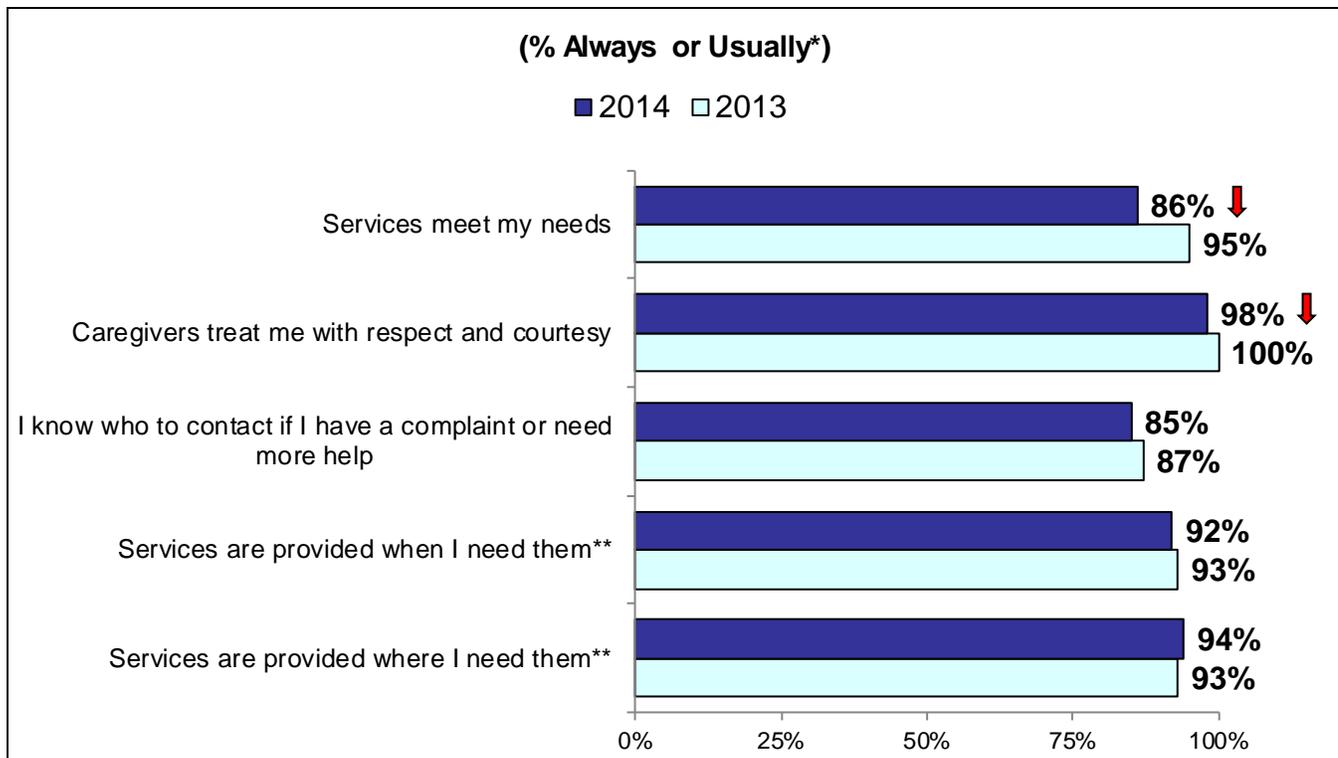


↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the "Neither Satisfied nor Dissatisfied" option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 15. Experiences with Attendant Services Program

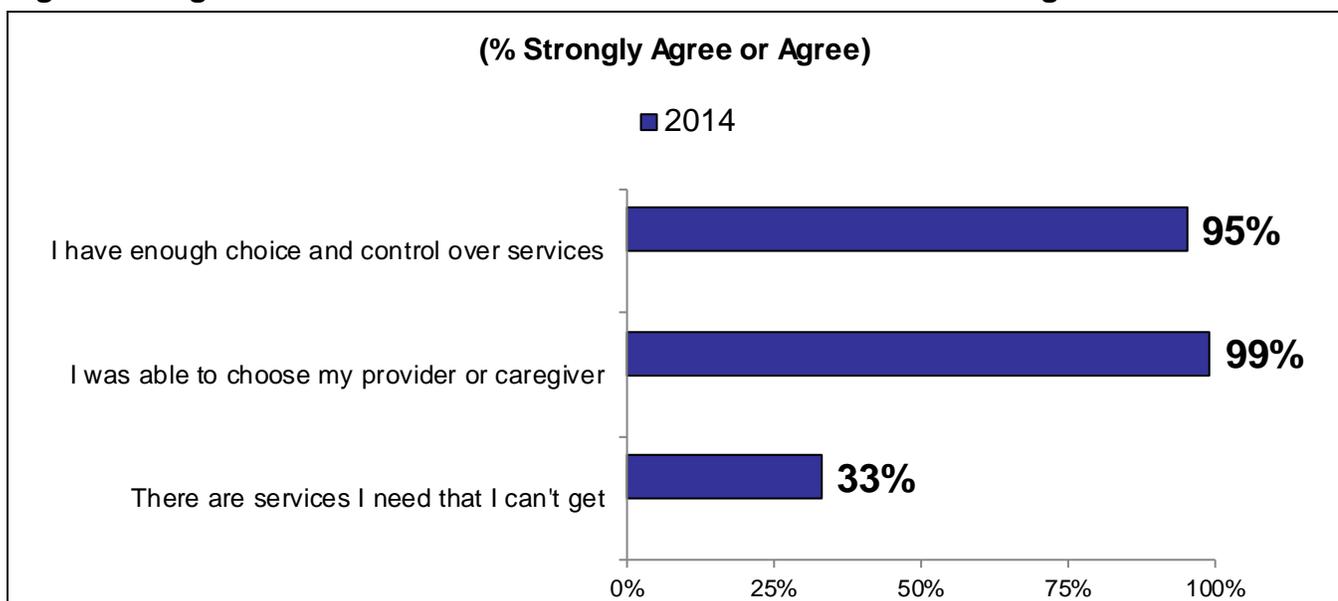


↑ Statistically higher than 2013 at 95% confidence level
 ↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, these questions were asked as one question: “Services are provided when and where I need them.”

Figure 16. Agreement with Statements about Attendant Services Program



8.1. ATTENDANT SERVICES PROGRAM BY COUNTY

Sample size is too low for the Attendant Service Program to examine differences by county.

8.2. RATINGS OF ATTENDANT SERVICES PROGRAM BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer had a tendency to report better ratings on all Attendant Service Program questions.

Table 35. Ratings of Attendant Services Program by Respondents to Survey

	Proxy	Consumer
Total	15	93
Satisfaction with services (% Very or Somewhat Satisfied)	100%	97%
Quality of services (% Excellent or Good)	100%	97%
Recommendation of services to others (% Excellent or Good)	100%	96%
Competency of staff (% Excellent or Good)	100%	96%
Services meet my needs (% Always or Usually)	100%	86%
Caregivers treat me with respect and courtesy (% Always or Usually)	100%	98%
I know who to contact if I have a complaint or need more help (% Always or Usually)	91%	85%
Services are provided when I need them (% Always or Usually)	100%	92%
Services are provided where I need them (% Always or Usually)	100%	94%
I have enough choice and control over services (% Strongly Agree or Agree)	100%	95%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	100%	99%
There are services I need that I can't get (% Strongly Agree or Agree)	10%	33%
Have a backup plan for personal care (% Yes)	90%	76%
Problems with services in the last 12 months (% Yes)	0%	2%
Program worked to resolve problems (% Yes)	*	0%

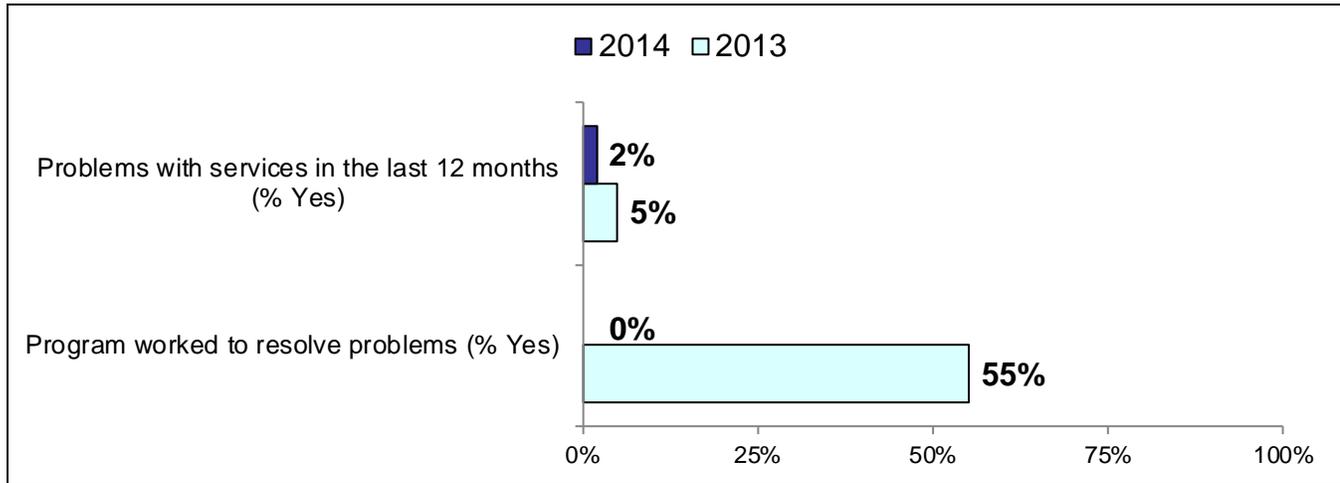
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

8.3. PROBLEMS WITH ATTENDANT SERVICES PROGRAM

Only 2% of respondents in the Attendant Services Program report having a problem in 2014, a slight decrease from 5% in 2013. None of the respondents report that the Attendant Services Program worked to resolve these problems.

Figure 17. Problems with Attendant Services Program



8.4. BACKUP PLAN

Over three in four respondents in the Attendant Services Program report having a backup plan for personal care in case their paid caregiver is unavailable or does not show.

Table 36. Back-up Plan

Have a backup plan for personal care	
Number answering question (unweighted)	88
Yes	77%
No	23%
Don't Know	0%

8.5. OPEN-ENDED COMMENTS

Of the three individuals who indicated they were dissatisfied with the Attendant Services Program, all three report that they needed more care/services in general.

Table 37. Reasons for Dissatisfaction with Attendant Services Program

Dissatisfaction with services	
Number of respondents reporting they are Very or Somewhat Dissatisfied (unweighted)	3
Percent of respondents reporting they are Very or Somewhat Dissatisfied (weighted)	3%
Why dissatisfied	
Total number of responses (unweighted)	3
I got no case management and no help getting medical attention. My case manager from the past could of helped me, and after almost two years i still haven't got the medical assistant i need.	
I need more help than is paid for.	
They cut my hours in half and my health is the same as it was and its hard to manage.	

Eight of the twenty-seven responses about what services were needed but respondents could not get dealt with needing more care/services in general.

Table 38. Needed Services from Attendant Services Program

There are services I need that I can't get	
Number of respondents who "Strongly Agree" or "Agree" (unweighted)	29
Percent of respondents who "Strongly Agree" or "Agree" (weighted)	33%
Services needed (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	27
More care/services in general	8
Homemaker services (e.g., meal preparation, bigger tasks at home)	4
Transportation	3
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	3
Other	3
Personal care services (e.g., bathing, grooming)	2
Scheduling of services evening, nights, weekends	2
Physical/speech/vocational therapy, exercise	1
More choice & control	1

Problems experienced by respondents in the Attendant Services Program include problems with dependability and quality of staff, needing more care/services, and needing better care/services.

Table 39. Problems Experienced with Attendant Services Program

Experienced problems in last 12 months	
Number of respondents indicating they had a problem	3
Percent of respondents indicating they had a problem	2%
Problems experienced	
Total number of responses (unweighted)	3
No case management and no help getting medical attention. Also no help hiring good pcas.	
Not showing up or being on time. Having to re-schedule missed appointments	
The service wanted less hours, I did keep those hours	

Approximately one in four respondents in the Attendant Services Program believe that there was something that could improve the Attendant Services Program. Of the things reported that could be improved, eight are miscellaneous, seven are concerned with needing more care/services and four indicate the need for better care/services.

Table 40. Improvement of the Attendant Services Program

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	85	
Yes	24	28%
No	61	72%
Don't Know	0	0%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	24
Other	8
Need more care/services	7
Need better care/services	4
Needed better staff	2
Need more choice & control	1
Need better communication	1
Better pay/Higher wages for staff	1

9. PERSONAL CARE SERVICES

All long-term care respondents receiving Personal Care Services were asked 12 questions about their overall experiences with Personal Care Services. The results are displayed in Figures 18, 19, and 20.

Satisfaction with Personal Care Services

Ninety-five percent of respondents report being very or somewhat satisfied with Personal Care Services in 2014, unchanged from 2013 (95%).

Quality of Services from Personal Care Services

The majority of respondents rate the quality of services they receive from Personal Care Services as “excellent” or “good” in 2014 (94%), on par with 2013 (95%).

Recommendation of Personal Care Services to Others

Ninety-one percent of respondents rate their Personal Care Services as “excellent” or “good”, a significant decrease from 2013 (95%).

Rating of Personal Care Services on Staff Competency

Ninety-three percent of respondents rate staff competency as “excellent” or “good”, unchanged from 2013 (93%).

Experiences with Personal Care Services

Five items asked about respondents’ experiences with Personal Care Services, on a four-point scale of Always, Usually, Sometimes, or Never.

In 2014, 88% of respondents rate Personal Care Services as always or usually meeting their needs, which is significantly lower than the 2013 rating of 92%.

In 2014, 96% of respondents rate Personal Care Services’ caregivers as always or usually treating them with courtesy and respect, which is similar to the 2013 rating of 98%.

In 2014, 91% of respondents report they know who to contact if they have a complaint about the Personal Care Services or need help, similar to 2013 (92%).

In 2014, 92% of participants rate Personal Care Services as usually or always providing services to them when they need them and where they need them, unchanged from the 92% rating given in 2013 (previously these two questions were asked as one question).

Agreement with Statements about Personal Care Services

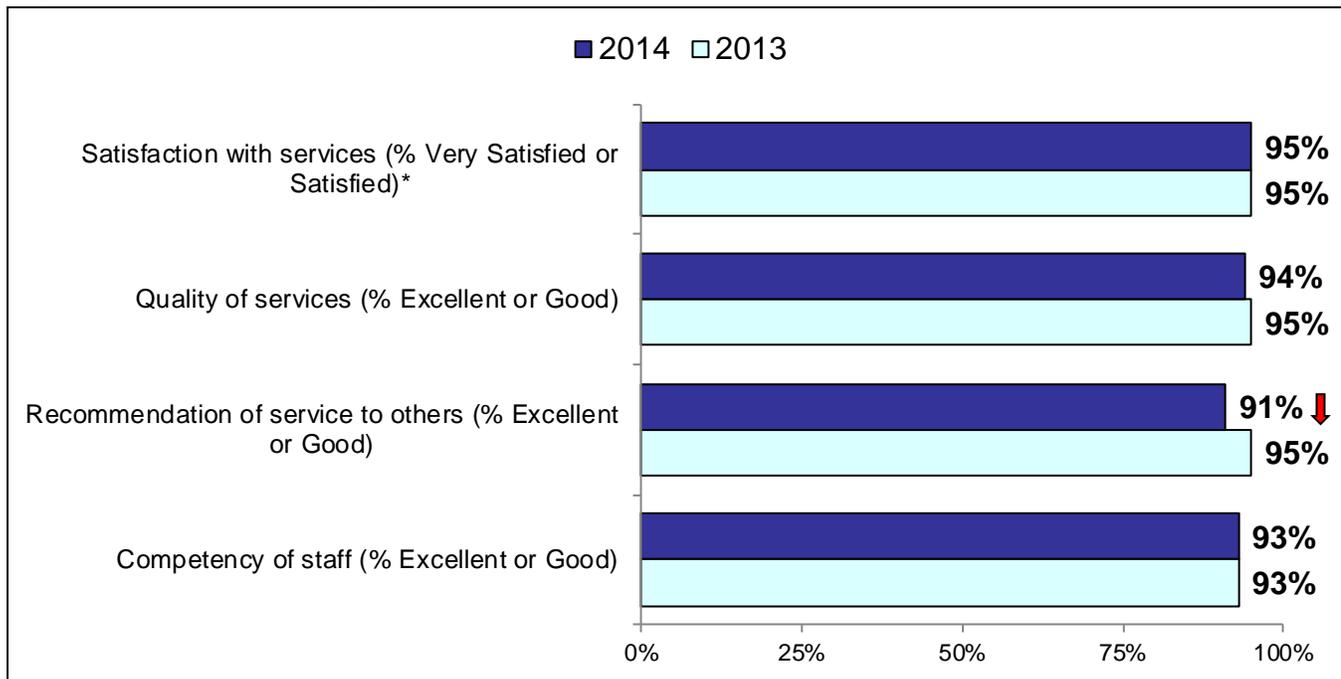
Three items asked respondents their level of agreement with the statement about Personal Care Services on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2014, 92% of respondents report having enough choice and control in their Personal Care Services. Previously, this item was worded to report respondents’ ability to choose their Personal Care Services, with 87% of respondents rating this item agree or strongly agree.

In 2014, 84% of respondents report they are able to choose their provider of Personal Care Services, on par with 85% in 2013.

In 2014, 26% of respondents report that there are Personal Care Services they need but cannot get, on par with 2013 (23%).

Figure 18. Overall Ratings of Personal Care Services

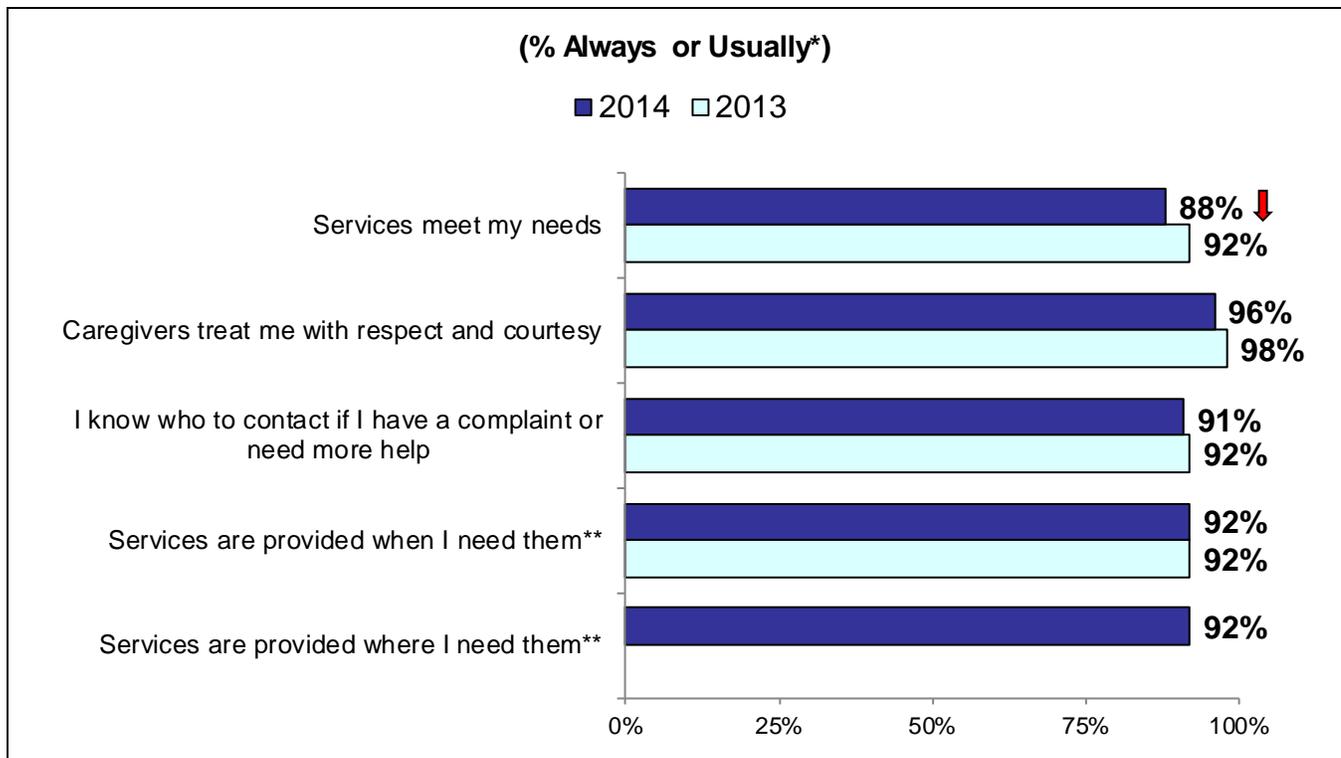


↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 19. Experiences with Personal Care Services

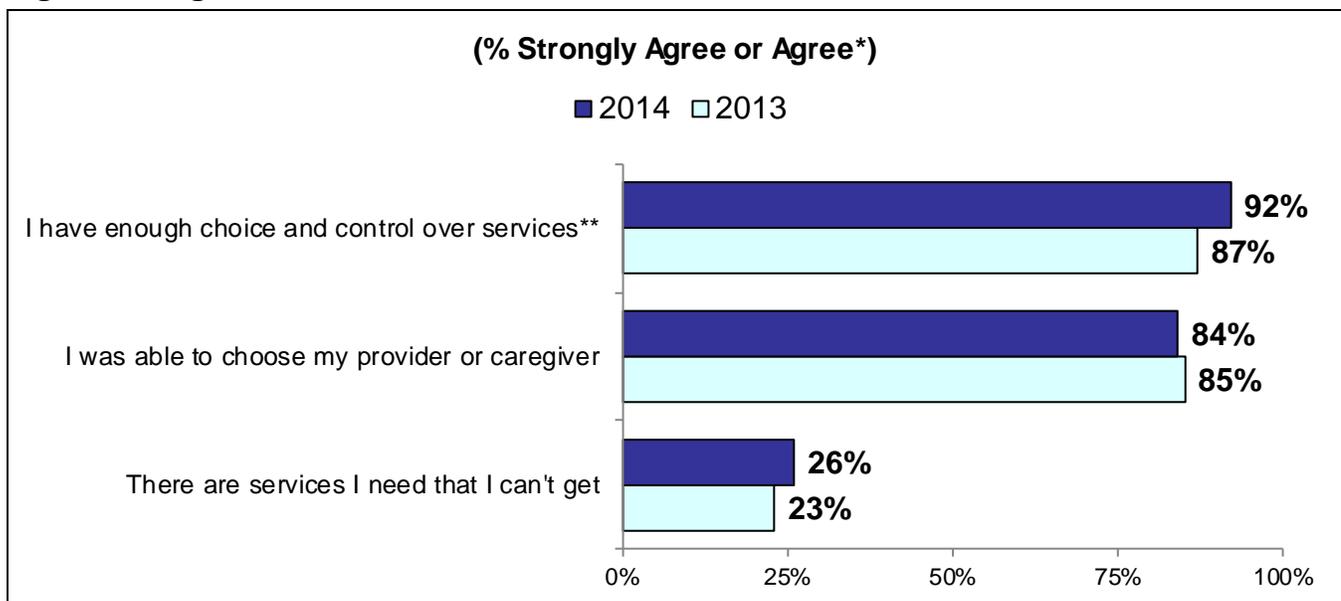


↑ Statistically higher than 2013 at 95% confidence level
 ↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, these questions were asked as one question: “Services are provided when and where I need them.”

Figure 20. Agreement with Statements about Personal Care Services



* In 2014, we deleted the “Neither Agree nor Disagree” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, this question was reworded from “I was able to choose my services” to “I have enough choice and control over services.”

9.1. PERSONAL CARE SERVICES BY SERVICE AND AGENCY

Tables 41 – 43 display the results of Personal Care Services questions by service and agency. We highlight the findings below.

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Services are significantly more likely to report being able to choose their provider or caregiver of Personal Care Services than other Personal Care Services recipients.

Surrogate-Directed Personal Care Services: Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to rate the quality of services received and the competency of Personal Care Services staff from Personal Care Services as excellent or good than others receiving other Personal Care Services. Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to report that their personal caregiver always or usually treats them with courtesy and respect than other respondents. Those receiving Surrogate-Directed Personal Care Services are also significantly more likely to report being able to choose the provider of their Personal Care Services than other respondents.

Agency-Directed Personal Care Services: Those receiving Agency-Directed Personal Care Services are significantly less likely to report being able to choose the provider of their Personal Care Services than other respondents.

Addison County Home Health Agency: Respondents receiving Personal Care Services from Addison County Home Health Agency are significantly more likely to rate their satisfaction with Personal Care Services and the competency of Personal Care Services staff as excellent or good than respondents receiving Personal Care Services through other agencies.

Bayada Professional Nurse Service Inc.: Respondents receiving Personal Care Services from Bayada Professional Nurse Service Inc. are significantly more likely to report that they were able to choose the provider of Personal Care Services than respondents receiving Personal Care Services through other agencies.

VNA, Chitt & Grand Isle: Respondents receiving Personal Care Services from VNA, Chitt & Grand Isle are significantly less likely to report having enough choice and control in their Personal Care Services compared to those in other agencies.

Table 41. Overall Ratings of Personal Care Services by Service and Agency

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	698	95%	698	94%	698	91%	698	93%
<i>Consumer-Directed</i>	178	96%	178	95%	178	92%	178	93%
<i>Surrogate-Directed</i>	230	96%	230	97% ↑	230	95%	230	96% ↑
<i>Agency-Directed</i>	377	93%	377	91%	377	89%	377	89%
Addison County Home Health Agency	49	100% ↑	49	94%	49	94%	49	97% ↑
Bayada Professional Nurses Service Inc	98	87%	98	87%	98	84%	98	82%
Caledonia Home Health	24	90%	24	90%	24	90%	24	86%
Central VT Home Health Agency & Hospice	20	80%	20	100%	20	94%	20	100%
Franklin County Home Health & Hospice	29	100%	29	100%	29	96%	29	100%
Lamoille Home Health Agency & Hospice	14	100%	14	100%	14	94%	14	100%
Manchester Health Services, Inc.	5	100%	5	100%	5	100%	5	100%
Orleans-Essex VNA Association & Hospice	21	100%	21	100%	21	100%	21	93%
Rutland Area VNA Hospice	29	100%	29	94%	29	73%	29	87%
Visiting Nurse Alliance of VT & New Hampshire	21	96%	21	91%	21	87%	21	92%
VNA, Chitt & Grand Isle	54	93%	54	85%	54	90%	54	85%
VNA & Hospice of Southwestern Vermont	13	79%	13	79%	13	79%	13	71%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program/agency did not meet 95/5 statistical criteria and should be interpreted with caution

Table 42. Experiences with Personal Care Services by Service and Agency

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
Total	698	88%	698	96%	698	91%	698	92%	698	92%
<i>Consumer-Directed</i>	178	89%	178	96%	178	91%	178	95%	178	95%
<i>Surrogate-Directed</i>	230	91%	230	98%↑	230	91%	230	94%	230	94%
<i>Agency-Directed</i>	377	86%	377	94%	377	92%	377	89%	377	89%
Addison County Home Health Agency	49	86%	49	95%	49	89%	49	91%	49	79%
Bayada Professional Nurses Service Inc	98	81%	98	90%	98	90%	98	87%	98	72%
Caledonia Home Health	24	94%	24	93%	24	90%	24	100%	24	63%
Central VT Home Health Agency & Hospice	20	94%	20	100%	20	95%	20	94%	20	63%
Franklin County Home Health & Hospice	29	96%	29	100%	29	93%	29	96%	29	69%
Lamoille Home Health Agency & Hospice	14	94%	14	100%	14	100%	14	94%	14	82%
Manchester Health Services, Inc.	5	100%	5	100%	5	100%	5	100%	5	100%
Orleans-Essex VNA Association & Hospice	21	93%	21	100%	21	100%	21	100%	21	77%
Rutland Area VNA Hospice	29	88%	29	100%	29	93%	29	88%	29	74%
Visiting Nurse Alliance of VT & New Hampshire	21	77%	21	96%	21	89%	21	95%	21	76%
VNA, Chitt & Grand Isle	54	82%	54	93%	54	93%	54	79%	54	65%
VNA & Hospice of Southwestern Vermont	13	91%	13	71%	13	91%	13	71%	13	58%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program/agency did not meet 95/5 statistical criteria and should be interpreted with caution

Table 43. Agreement with Statements about Personal Care Services by Service and Agency

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	698	92%	698	84%	698	26%
<i>Consumer-Directed</i>	178	96%	178	92% ↑	178	30%
<i>Surrogate-Directed</i>	230	94%	230	89% ↑	230	24%
<i>Agency-Directed</i>	377	90%	377	76% ↓	377	25%
Addison County Home Health Agency	49	94%	49	73%	49	22%
Bayada Professional Nurses Service Inc	98	89%	98	79% ↑	98	18%
Caledonia Home Health	24	90%	24	75%	24	14%
Central VT Home Health Agency & Hospice	20	94%	20	83%	20	20%
Franklin County Home Health & Hospice	29	96%	29	71%	29	26%
Lamoille Home Health Agency & Hospice	14	93%	14	85%	14	16%
Manchester Health Services, Inc.	5	100%	5	85%	5	30%
Orleans-Essex VNA Association & Hospice	21	100%	21	84%	21	31%
Rutland Area VNA Hospice	29	96%	29	89%	29	29%
Visiting Nurse Alliance of VT & New Hampshire	21	96%	21	82%	21	32%
VNA, Chitt & Grand Isle	54	77% ↓	54	68%	54	37%
VNA & Hospice of Southwestern Vermont	13	91%	13	44%	13	30%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program/agency did not meet 95/5 statistical criteria and should be interpreted with caution

9.2. PERSONAL CARE SERVICES BY COUNTY

Tables 44 – 46 display the results of Personal Care Services questions by county. We highlight the findings below.

Addison County: Residents of Addison County are significantly more likely to report satisfaction with Personal Care Services and higher staff competency than those in other counties.

Caledonia County: Residents of Caledonia County are significantly more likely to report that their Personal Care Services always or usually meet their needs than residents of other counties.

Chittenden County: Residents of Chittenden County are significantly less likely to strongly agree or agree they have enough choice and control in their Personal Care Services, and are significantly more likely to report that there are Personal Care Services they need but cannot get, compared to those in other counties.

Franklin County: Residents of Franklin County are significantly more likely to report that Personal Care Services are always or usually provided when they are needed and they have enough choice and control in their Personal Care Services than those in other counties.

Orleans County: Residents of Orleans County are significantly more likely to be very or somewhat satisfied with Personal Care Services and that Personal Care Services are provided to them where they are needed than those in other counties.

Rutland County: Residents of Rutland County are significantly more likely to know who to contact if they have a complaint or need more help than those in other counties.

Windham County: Residents of Windham County are significantly more likely to report that their caregiver always or usually treats them with courtesy and respect than those in other counties.

Table 44. Overall Ratings of Personal Care Services by County

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	698	95%	698	94%	698	91%	698	93%
Addison*	68	100%↑	68	95%	68	96%	68	98%↑
Bennington*	62	92%	62	87%	62	88%	62	87%
Caledonia*	49	96%	49	96%	49	94%	49	94%
Chittenden*	88	92%	88	88%	88	89%	88	86%
Essex*	8	100%	8	90%	8	100%	8	90%
Franklin*	50	95%	50	95%	50	93%	50	95%
Grand Isle*	8	90%	8	90%	8	90%	8	100%
Lamoille*	28	100%	28	100%	28	92%	28	97%
Orange*	28	96%	28	96%	28	93%	28	92%
Orleans*	61	99%↑	61	96%	61	96%	61	95%
Rutland	120	97%	120	95%	120	89%	120	93%
Washington*	40	83%	40	95%	40	86%	40	93%
Windham*	42	88%	42	96%	42	94%	42	94%
Windsor*	45	97%	45	95%	45	88%	45	94%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 45. Experiences with Personal Care Services by County

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
Total	698	88%	698	96%	698	91%	698	92%	698	92%
Addison*	68	88%	68	96%	68	89%	68	93%	68	90%
Bennington*	62	89%	62	92%	62	93%	62	90%	62	93%
Caledonia*	49	98%↑	49	97%	49	85%	49	95%	49	90%
Chittenden*	88	83%	88	96%	88	92%	88	83%	88	85%
Essex*	8	77%	8	90%	8	100%	8	100%	8	100%
Franklin*	50	93%	50	95%	50	91%	50	98%↑	50	89%
Grand Isle*	8	90%	8	100%	8	100%	8	82%	8	100%
Lamoille*	28	97%	28	100%	28	88%	28	90%	28	94%
Orange*	28	90%	28	96%	28	86%	28	91%	28	96%
Orleans*	61	87%	61	95%	61	92%	61	95%	61	100%↑
Rutland	120	88%	120	96%	120	97%↑	120	93%	120	93%
Washington*	40	91%	40	93%	40	92%	40	88%	40	88%
Windham*	42	88%	42	100%↑	42	94%	42	96%	42	90%
Windsor*	45	83%	45	96%	45	78%	45	95%	45	94%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 46. Agreement with Statements about Personal Care Services by County

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	698	92%	698	84%	698	26% ↓
Addison*	68	96%	68	81%	68	19%
Bennington*	62	92%	62	78%	62	13%
Caledonia*	49	96%	49	92%	49	18%
Chittenden*	88	82% ↓	88	78%	88	41% ↑
Essex*	8	100%	8	91%	8	21%
Franklin*	50	98% ↑	50	76%	50	17%
Grand Isle*	8	73%	8	80%	8	8%
Lamoille*	28	94%	28	90%	28	31%
Orange*	28	96%	28	97%	28	31%
Orleans*	61	95%	61	88%	61	35%
Rutland	120	95%	120	86%	120	20%
Washington*	40	94%	40	81%	40	15%
Windham*	42	92%	42	88%	42	34%
Windsor*	45	88%	45	89%	45	34%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

9.3. RATINGS OF PERSONAL CARE SERVICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer reported significantly higher ratings on several personal care services questions compared to respondents who completed the survey themselves, as shown in the table below.

Table 47. Ratings of Personal Care Services by Respondents to Survey

	Proxy	Consumer
Total	281	602
Satisfaction with services (% Very or Somewhat Satisfied)	97%	95%
Quality of services (% Excellent or Good)	97%	94%
Recommendation of services to others (% Excellent or Good)	95% ↑	91%
Competency of staff (% Excellent or Good)	97% ↑	92%
Services meet my needs (% Always or Usually)	96% ↑	88%
Caregivers treat me with respect and courtesy (% Always or Usually)	98%	96%
I know who to contact if I have a complaint or need more help (% Always or Usually)	95% ↑	91%
Services are provided when I need them (% Always or Usually)	95%	92%
Services are provided where I need them (% Always or Usually)	95% ↑	91%
I have enough choice and control over services (% Strongly Agree or Agree)	95%	93%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	89%	85%
There are services I need that I can't get (% Strongly Agree or Agree)	21%	27%
Have a backup plan for personal care (% Yes)	63% ↑	50%
Problems with services in the last 12 months (% Yes)	13%	16%
Program worked to resolve problems (% Yes)	73% ↑	54%

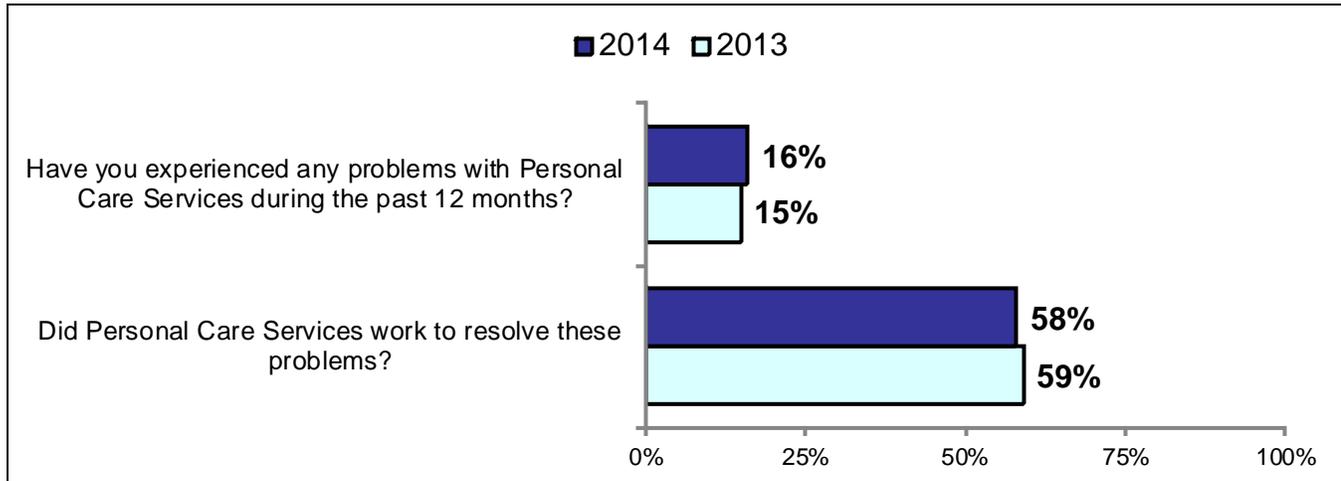
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

9.4. PROBLEMS WITH PERSONAL CARE SERVICES

Sixteen percent of respondents receiving Personal Care Services report having a problem in 2014, a similar result obtained in 2013 (15%). Over half of respondents (58%) report that Personal Care Services worked to resolve these problems, similar to the 59% obtained in 2013.

Figure 21. Problems with Personal Care Services



9.5. BACKUP PLAN

Two out of three respondents receiving Personal Care Services report having a backup plan for personal care, in case their paid caregiver is unavailable or does not show.

Table 48. Backup Plan

Have a backup plan for personal care	
Number answering question (unweighted)	560
Yes	66%
No	33%
Don't Know	1%

9.6. OPEN-ENDED COMMENTS

Of the respondents that report being dissatisfied with Personal Care Services, the most common reasons were needing more care/services and needing better quality staff.

Table 49. Reasons for Dissatisfaction with Personal Care Services

Dissatisfaction with services	
Number of respondents reporting they are Very or Somewhat Dissatisfied	18
Percent of respondents reporting they are Very or Somewhat Dissatisfied	4%
Why dissatisfied (coded categories)	
	Number of responses (unweighted)
Total number of responses (unweighted)	16
Needed better staff	6
Need more care/services	4
Need better care/services	2
Need more choice & control	2
Need better communication	1
Other	1

Of the respondents receiving Personal Care Services who report needing services they cannot get, the most common services include needing more care/services in general, needing transportation assistance, and needing medical equipment.

Table 50. Needed Personal Care Services

There are services I need that I can't get	
Number of respondents who "Strongly Agree" or "Agree" (unweighted)	144
Percent of respondents who "Strongly Agree" or "Agree" (weighted)	26%
Services needed (coded categories)	
	Number of responses (unweighted)
Total number of responses (unweighted)	105
Other	23
More care/services in general	21
Transportation	14
Personal care services (e.g., bathing, grooming)	11
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	11
Homemaker services (e.g., meal preparation, bigger tasks at home)	7
Assistance with tasks outside of home (e.g., groceries)	4
Scheduling of services evening, nights, weekends	4
Glasses, dentures, medicine, other medical equipment	4
Physical/speech/vocational therapy, exercise	4
More choice & control	2

Of the respondents receiving Personal Care Services who report having a problem, the most common problems include staff dependability, staff skills/training, and communication problems, including scheduling issues.

Table 51. Problems Experienced with Personal Care Services

Experienced problems in last 12 months	
Number of respondents indicating they had a problem	96
Percent of respondents indicating they had a problem	16%
Problems experienced (coded categories)	
	Number of responses (unweighted)
Total number of responses (unweighted)	116
Staff dependability	36
Staff skills/training	27
Communication problems (including scheduling issues)	12
Other	11
Staff rudeness/disrespectfulness	10
Lack of 'back-up' staff ((i.e. when caregiver doesn't show up, back up is not sent)	9
Reduction in services	6
More consistent staffing/Too many different people	4
Lack of choice and control	1

Approximately one in five respondents receiving Personal Care Services believe that there was something that could improve Personal Care Services. Of those that report things that could be improved, the most common issues include needing more and better care/services, needing better quality staff, and needing better communication.

Table 52. Improvement of Personal Care Services

Is there anything that can improve services?	Number of respondents	Percent of respondents
Total number of respondents (unweighted)	493	
Yes	92	19%
No	389	79%
Don't Know	12	2%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	104
Need more care/services	38
Other	24
Needed better staff	14
Need better care/services	9
Need better communication	9
Better pay/Higher wages for staff	5
Need more choice & control	3
More consistent staffing/Too many different people	2

10. FLEXIBLE CHOICES

Flexible Choices questions were added to the survey in 2014. Moderate needs respondents were also added to the sample in 2014. All long-term care respondents receiving Flexible Choices were asked 12 questions about their overall experiences with Flexible Choices. The results are displayed in Figures 22, 23, and 24. Due to the inability to reach the 95% confidence level with 5% margin of error with Flexible Choices participants, findings for Flexible Choices should be interpreted with caution.

Satisfaction with Flexible Choices

Ninety-two percent of respondents report being very or somewhat satisfied with Flexible Choices in 2014.

Quality of Services from Flexible Choices

Over nine in ten respondents (91%) rate the quality of services they receive from Flexible Choices as “excellent” or “good” in 2014.

Recommendation of Flexible Choices to Others

Ninety-three percent of respondents rate their Flexible Choices as “excellent” or “good”.

Rating of Flexible Choices on Staff Competency

Eighty-nine percent of respondents rate staff competency as “excellent” or “good”.

Experiences with Flexible Choices

Five items asked respondents about their experiences with Flexible Choices, on a four-point scale of Always, Usually, Sometimes, or Never.

In 2014, 84% of respondents rate Flexible Choices as always or usually meeting their needs.

Over nine in ten respondents (92%) receiving Flexible Choices said that their caregivers always or usually treat them with courtesy and respect.

Eighty-six percent of respondents report knowing who to contact if they have a complaint about Flexible Choices or need help.

In 2014, 86% of participants rate Flexible Choices as usually or always providing services to them when they need them and where they need them.

Agreement with Statements about Flexible Choices

Three items asked respondents their level of agreement with the statement on a five-point scale of Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree.

In 2014, 93% of respondents report having enough choice and control in their Flexible Choices.

In 2014, 89% of respondents report having the ability to choose their provider/caregiver.

In 2014, 27% of respondents report that there are Flexible Choices they need but cannot get.

Figure 22. Overall Ratings of Flexible Choices

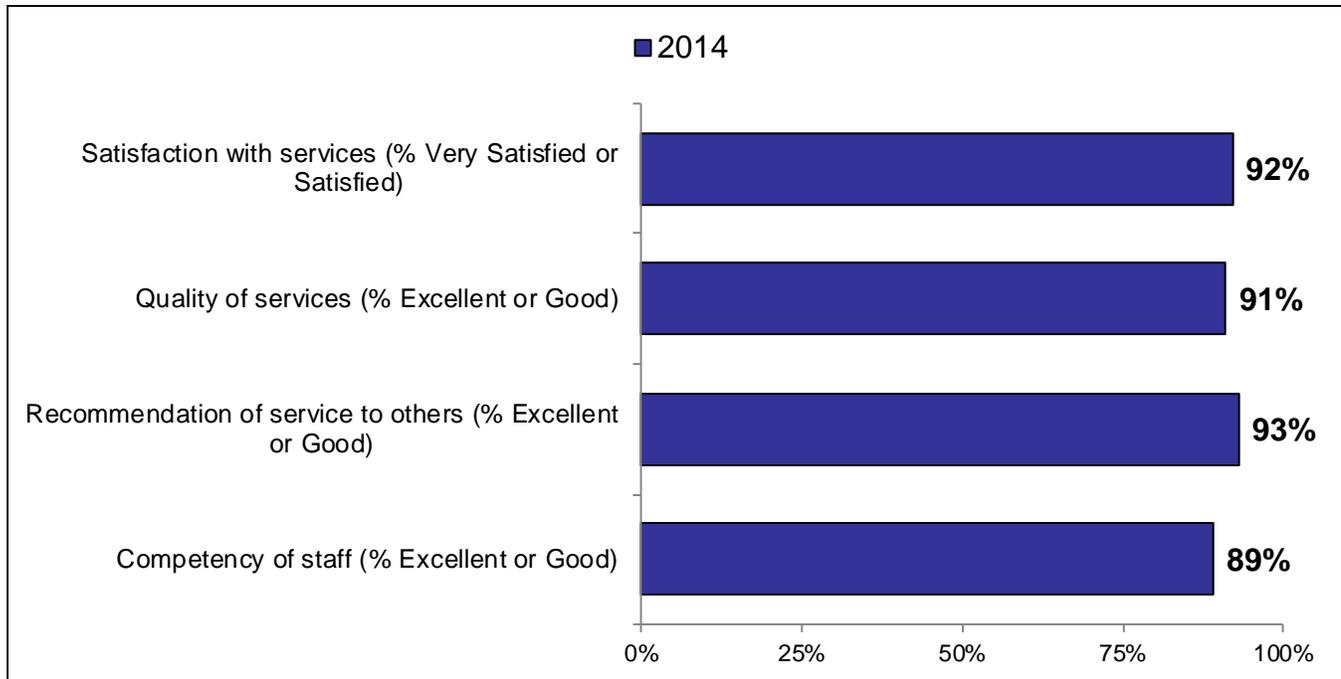


Figure 23. Experiences with Flexible Choices

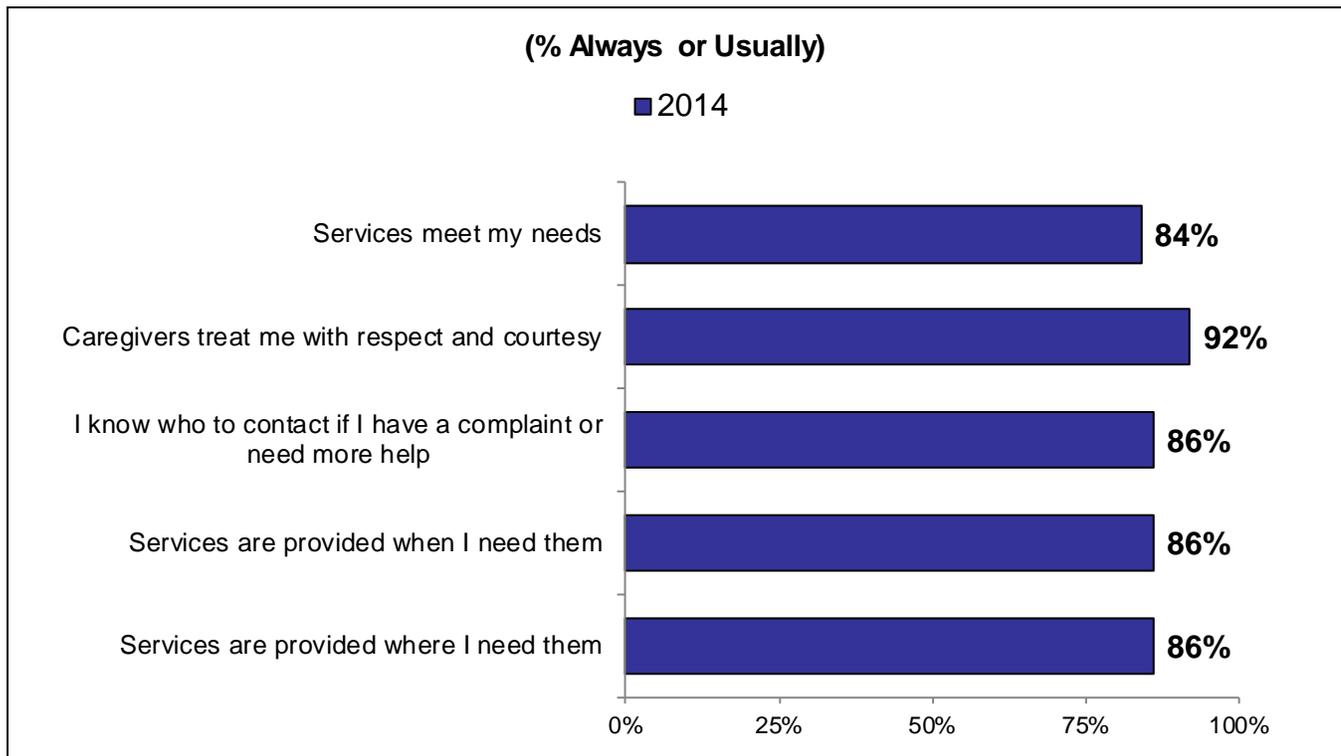
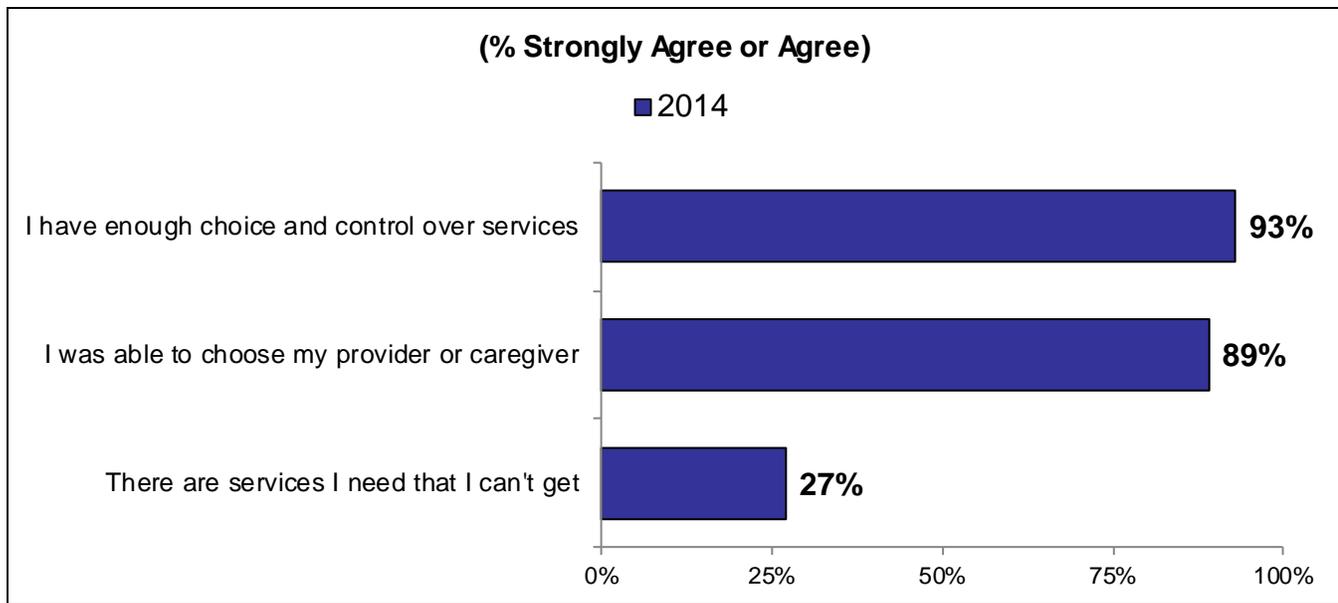


Figure 24. Agreement with Statements about Flexible Choices



10.1. FLEXIBLE CHOICES BY NEED

Those with high/highest need view their Flexible Choices significantly higher than those with moderate need, as shown in the tables that follow.

Table 53. Overall Ratings of Flexible Choices by Need

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	100	92%	100	91%	100	93%	100	89%
<i>Moderate Needs*</i>	46	79%	46	78%	46	82%	46	75%
<i>High/Highest Needs*</i>	54	98% ↑	54	97% ↑	54	99% ↑	54	95% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 54. Experiences with Flexible Choices by Need

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
Total	100	84%	100	92%	100	86%	100	86%	100	86%
<i>Moderate Needs</i>	46	68%	46	84%	46	79%	46	70%	46	62%
<i>High/Highest Needs</i>	54	92%↑	54	96%↑	54	89%	54	93%↑	54	97%↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 55. Agreement with Statements about Flexible Choices by Need

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	100	93%	100	89%	100	27%
<i>Moderate Needs</i>	46	80%	46	69%	46	33%
<i>High/Highest Needs</i>	54	99%↑	54	98%↑	54	25%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

10.2. RATINGS OF FLEXIBLE CHOICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer tend to report higher ratings compared to respondents who completed the survey themselves.

Table 56. Ratings of Flexible Choices by Respondents to Survey

	Proxy	Consumer
Total	27	93
Satisfaction with services (% Very or Somewhat Satisfied)	96%	91%
Quality of services (% Excellent or Good)	96%	90%
Recommendation of services to others (% Excellent or Good)	96%	93%
Competency of staff (% Excellent or Good)	96%	88%
Services meet my needs (% Always or Usually)	92%	84%
Caregivers treat me with respect and courtesy (% Always or Usually)	100%	92%
I know who to contact if I have a complaint or need more help (% Always or Usually)	89%	86%
Services are provided when I need them (% Always or Usually)	96%	84%
Services are provided where I need them (% Always or Usually)	89%	87%
I have enough choice and control over services (% Strongly Agree or Agree)	96%	92%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	100%	88%
There are services I need that I can't get (% Strongly Agree or Agree)	28%	27%
Have a backup plan for personal care (% Yes)	64%	64%
Problems with services in the last 12 months (% Yes)	4%	7%
Program worked to resolve problems (% Yes)	0%	24%

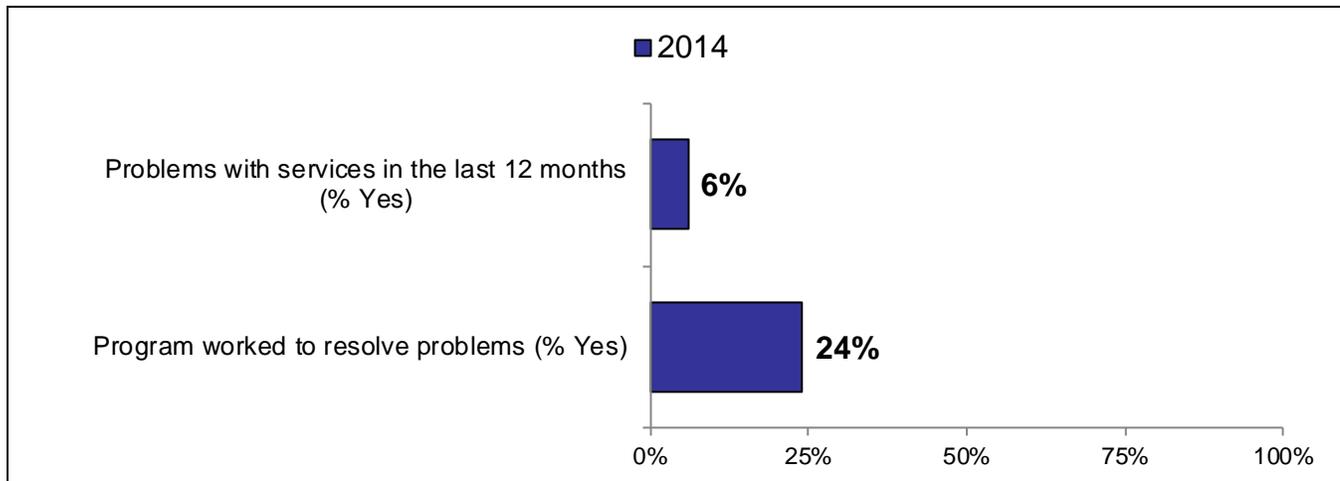
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

10.3. PROBLEMS WITH FLEXIBLE CHOICES

Only 6% of respondents receiving Flexible Choices report having a problem in 2014. One in four respondents report that Flexible Choices worked to resolve these problems.

Figure 25. Problems with Flexible Choices



10.4. BACKUP PLAN

Over six in ten respondents in Flexible Choices report having a backup plan for personal care, in case their paid caregiver is unavailable or does not show.

Table 57. Backup Plan

Have a backup plan for personal care	
Number answering question (unweighted)	76
Yes	60%
No	34%
Don't Know	5%

10.5. OPEN-ENDED COMMENTS

The reasons for dissatisfaction with Flexible Choices by the three dissatisfied respondents are displayed in the table below.

Table 58. Reasons for Dissatisfaction with Flexible Choices

Dissatisfaction with services	
Number of respondents reporting they are Very or Somewhat Dissatisfied (unweighted)	3
Percent of respondents reporting they are Very or Somewhat Dissatisfied (weighted)	3%
Why dissatisfied	
Total number of responses (unweighted)	3
Adult Day Program is not for everyone	
Because they didn't get back to me in a timely manner. I needed a door put up and they didn't contact me.	
No one lists or asks about my greatest needs	

Of those respondents reporting there are Flexible Choices they need but cannot get, the most cited services needed are homemaker services and needing mobility/medical equipment (wheelchair, power chair, lift/ramp, hospital bed).

Table 59. Needed Flexible Choices

There are services I need that I can't get	
Number of respondents who "Strongly Agree" or "Agree" (unweighted)	20
Percent of respondents who "Strongly Agree" or "Agree" (weighted)	27%
Services needed (coded categories)	
Total number of responses (unweighted)	17
Other	4
Homemaker services (e.g., meal preparation, bigger tasks at home)	3
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	3
Glasses, dentures, medicine, other medical equipment	2
Assistance with tasks outside of home (e.g., groceries)	1
Physical/speech/vocational therapy, exercise	1
Scheduling of services evening, nights, weekends	1
More care/services in general	1
Personal care services (e.g., bathing, grooming)	1

Only six respondents experience problems with Flexible Choices. The problems they experienced are shown in the table below.

Table 60. Problems Experienced with Flexible Choices

Experienced problems in last 12 months	
Number of respondents indicating they had a problem	6
Percent of respondents indicating they had a problem	6%
Problems experienced	
Total number of responses (unweighted)	5
Adult Day Program requirement - delayed budget review difficulties	
Change president	
No that's all	
One of the aids I hired was not working out at all. Wasn't completing the tasks she needed to do in the time she had, and she frequently complained about another job while she was working and brought personal issues into work. She stole some of my personal property. She did not work according to my instructions or wishes. I do not feel she was working at a level that justified her rate of pay. She misrepresented her abilities to perform the needed task when i hired her. She did not cooperate with attempts to facilatate her working behavior. She had medical issues she wouldnt get treated for while she was working.	
paying this monthly	

One in four respondents believed there was something that could improve Flexible Choices. Of those the majority cite needing more care/services.

Table 61. Improvement of Flexible Choices

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	65	
Yes	16	25%
No	40	63%
Don't Know	9	12%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	18
Other	8
Need more care/services	6
Need better communication	2
Needed better staff	1
Need more choice & control	1

11. ADULT FAMILY CARE PROGRAM

The Adult Family Care Program was added to the survey in 2014. All long-term care respondents participating in the Adult Family Care Program were asked 12 questions about their overall experiences with the Adult Family Care Program. The results are displayed in Figures 26, 27, and 28. Due to the small number of Adult Family Care participants and the low response rate obtained for the Adult Family Care Program participants, findings for the Adult Family Care Program should be interpreted with caution.

Satisfaction with Adult Family Care Program

All respondents report being very or somewhat satisfied with the Adult Family Care Program in 2014.

Quality of Services from the Adult Family Care Program

All respondents rate the quality of services they receive from the Adult Family Care Program as “excellent” or “good” in 2014.

Recommendation of Adult Family Care Program to Others

Three out of four respondents rate their Adult Family Care Program as “excellent” or “good”.

Rating of Adult Family Care Program on Staff Competency

All respondents rate staff competency as “excellent” or “good”.

Experiences with Adult Family Care Program

Five items asked respondents about their experiences with the Adult Family Care Program, on a four-point scale of Always, Usually, Sometimes, or Never.

In 2014, all respondents rate the Adult Family Care Program as always or usually meeting their needs.

Three out of four respondents participating in the Adult Family Care Program said that their caregivers always or usually treat them with courtesy and respect.

Three out of four respondents participating in the Adult Family Care Program know who to contact if they have a complaint about Adult Family Care Program.

In 2014, Three out of four participants rate the Adult Family Care Program as usually or always providing services to them when they need them and where they need them.

Agreement with Statements about Adult Family Care Program

Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2014, all respondents report having enough choice and control in the Adult Family Care Program.

Slightly more than one in three respondents agree that they are able to choose their provider of the Adult Family Care Program.

In 2014, no respondents report that there are services from the Adult Family Care Program they need but cannot get.

Figure 26. Overall Ratings of Adult Family Care Program

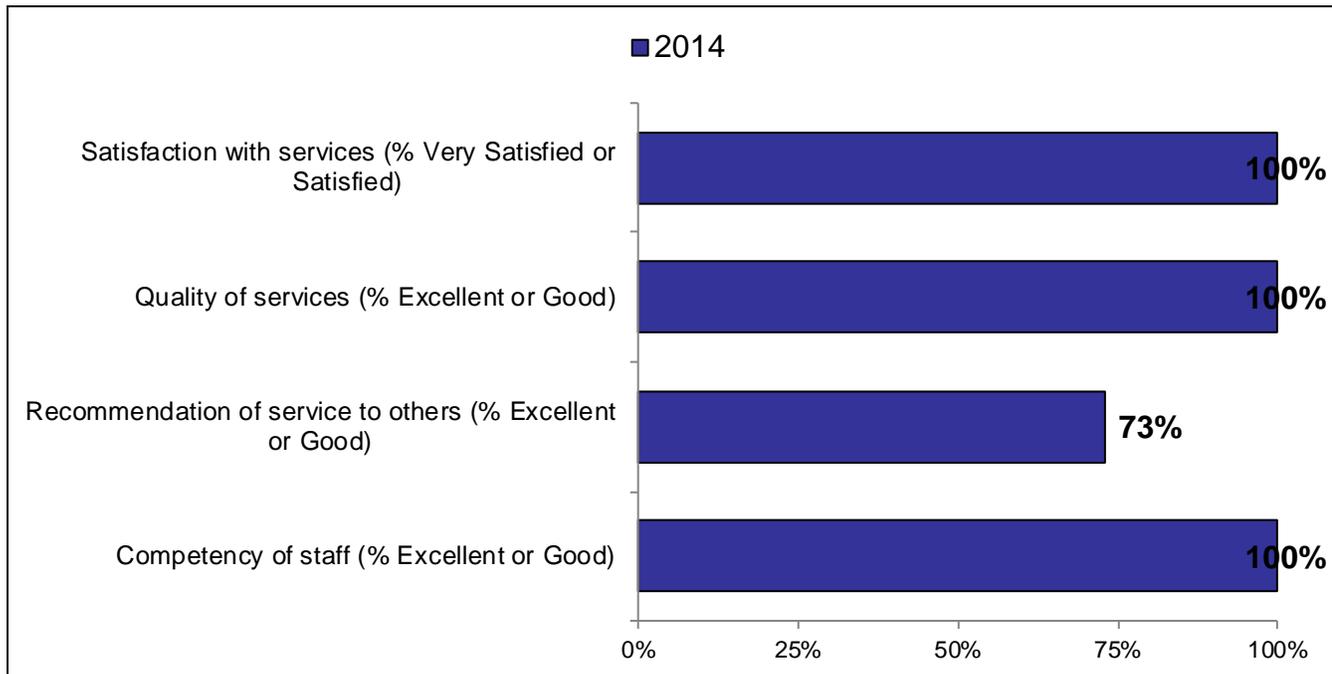


Figure 27. Experiences with Adult Family Care Program

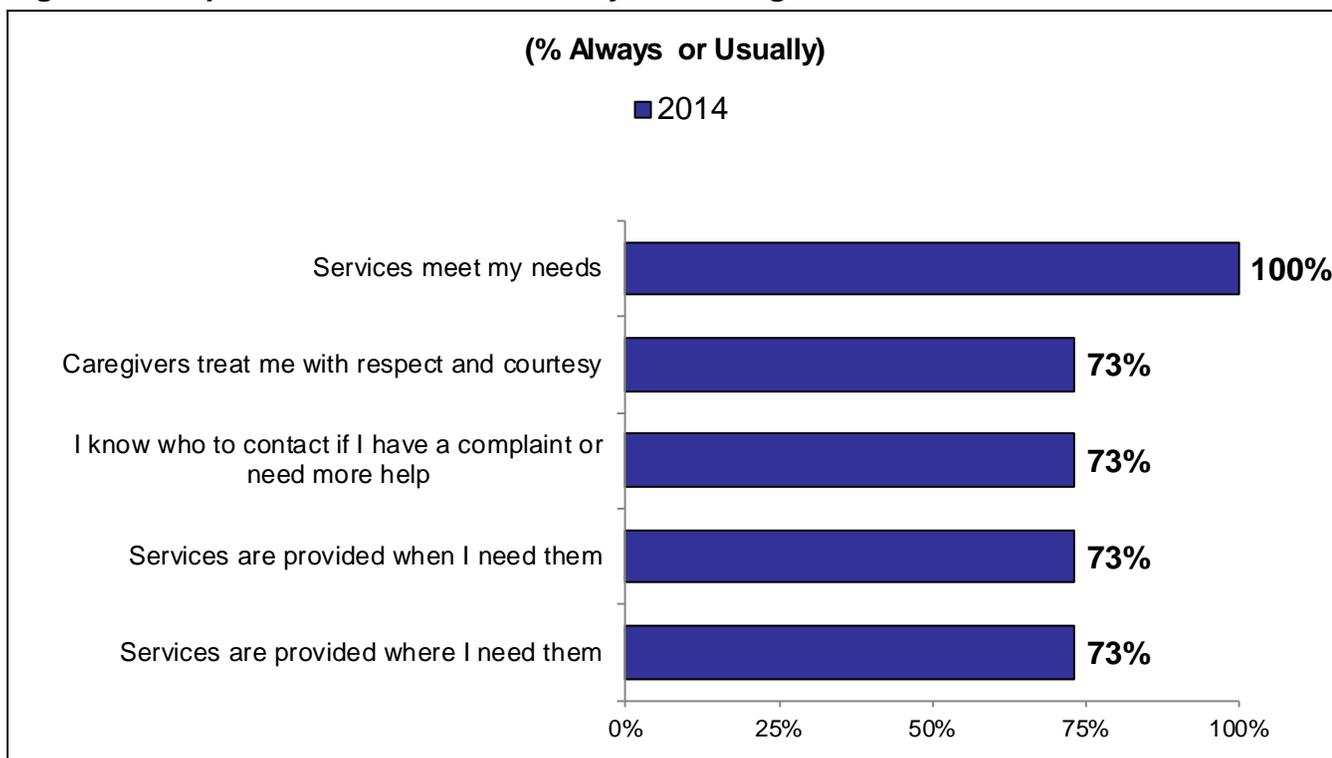
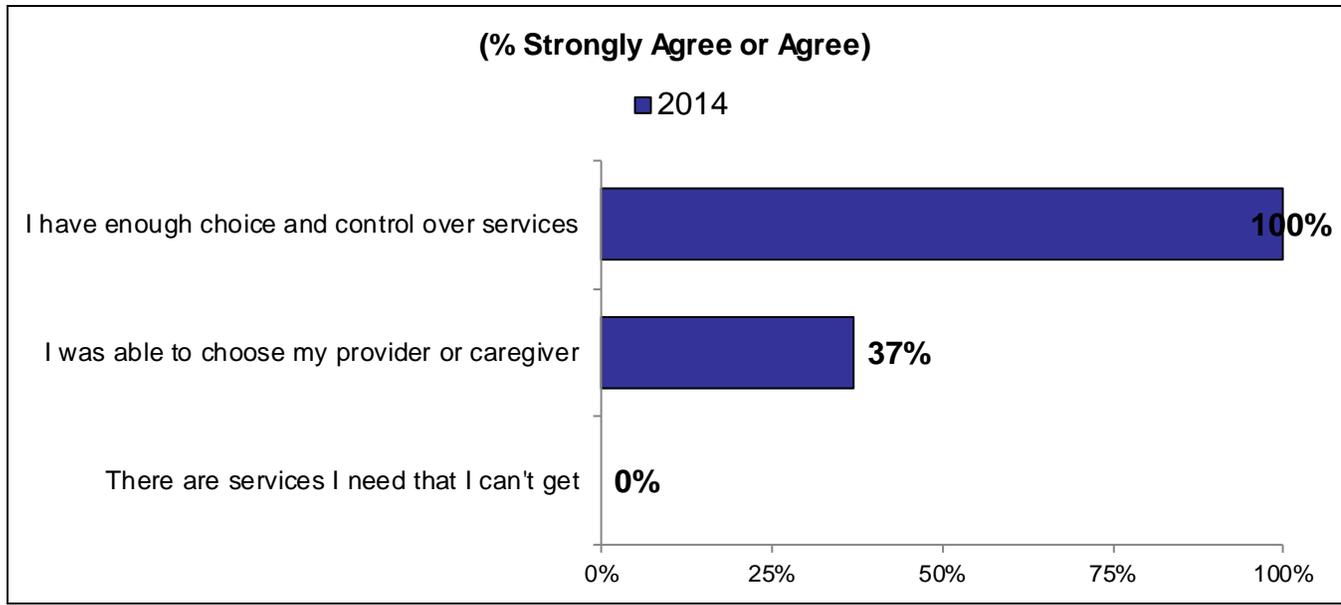


Figure 28. Agreement with Statements about Adult Family Care Program



11.1. PROBLEMS WITH ADULT FAMILY CARE PROGRAM

There were no problems reported by respondents in the Adult Family Care Program.

12. HOMEMAKER SERVICES

All long-term care respondents receiving Homemaker Services were asked 12 questions about their overall experiences with Homemaker Services. The results are displayed in Figures 29, 30, and 31.

Satisfaction with Homemaker Services

Ninety-three percent of respondents report being very or somewhat satisfied with Homemaker Services in 2014, similar to the rating of 90% in 2013.

Quality of Services from Homemaker Services

Eighty-six percent of respondents rate the quality of services they receive from Homemaker Services as “excellent” or “good” in 2014. This percent is on par with 2013 (88%).

Recommendation of Homemaker Services to Others

Eighty-six percent of respondents rate their recommendation of Homemaker Services as “excellent” or “good”, on par with 2013 (88%).

Rating of Homemaker Services on Staff Competency

Eighty-seven percent of respondents rate staff competency as “excellent” or “good”, on par with 2013 (89%).

Experiences with Homemaker Services

Five items asked respondents about their experiences with Homemaker Services, on a four-point scale of Always, Usually, Sometimes, or Never.

In 2014, 85% of respondents rate Homemaker Services as always or usually meeting their needs, which is similar to the 2013 rating of 83%.

Almost all respondents receiving Homemaker Services (96%) said that their caregivers always or usually treat them with courtesy and respect, on par with 2013 (98%).

2014 shows the same rating as 2013 in knowing who to contact if they have a complaint about Homemaker Services or need help (88%).

In 2014, 86% of participants rate Homemaker Services as usually or always providing services to them when they are needed and 90% rate Homemaker Services as usually or always providing services to them where they need them. This is similar to the rating of 87% in 2013 (previously these two questions were asked as one question).

Agreement with Statements about Homemaker Services

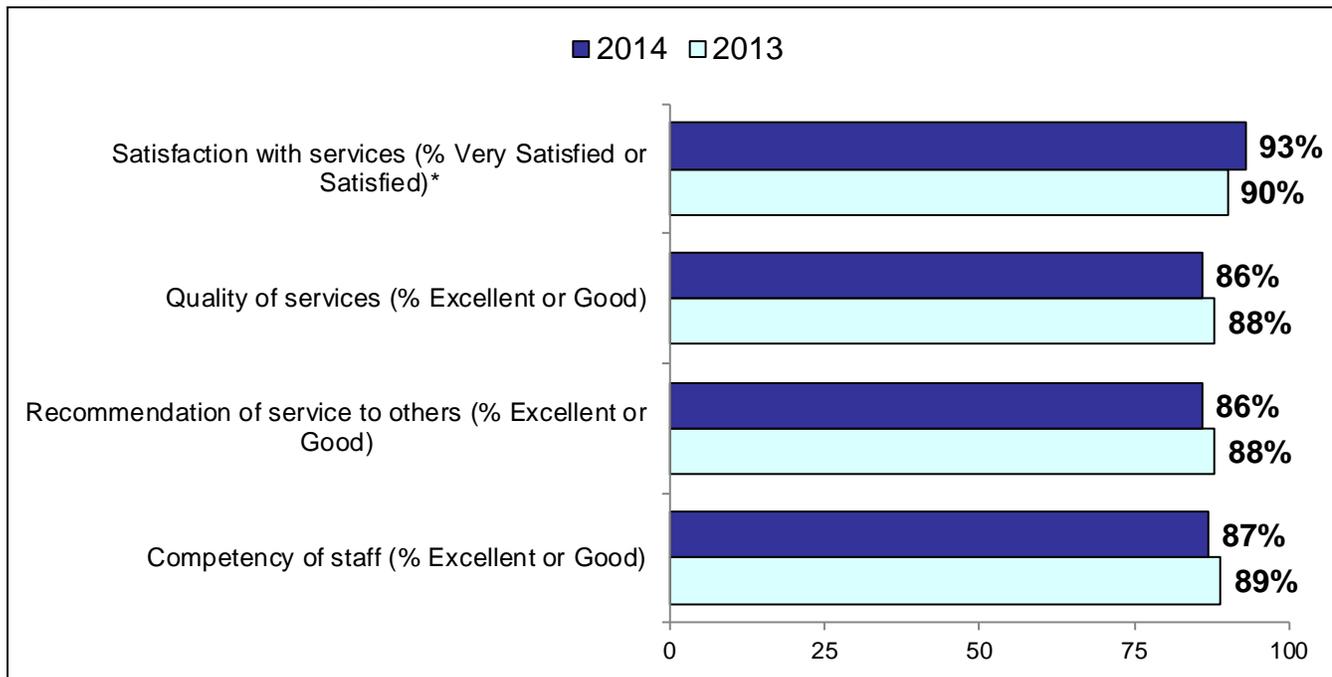
Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2014, 89% of respondents report having enough choice and control in their Homemaker Services. Previously, this item was worded to report respondents’ ability to choose their Homemaker Services, with 67% of respondents rating this item agree or strongly agree.

Sixty percent of respondents agree that they are able to choose the provider of their Homemaker Services, a significant increase from 48% in 2013.

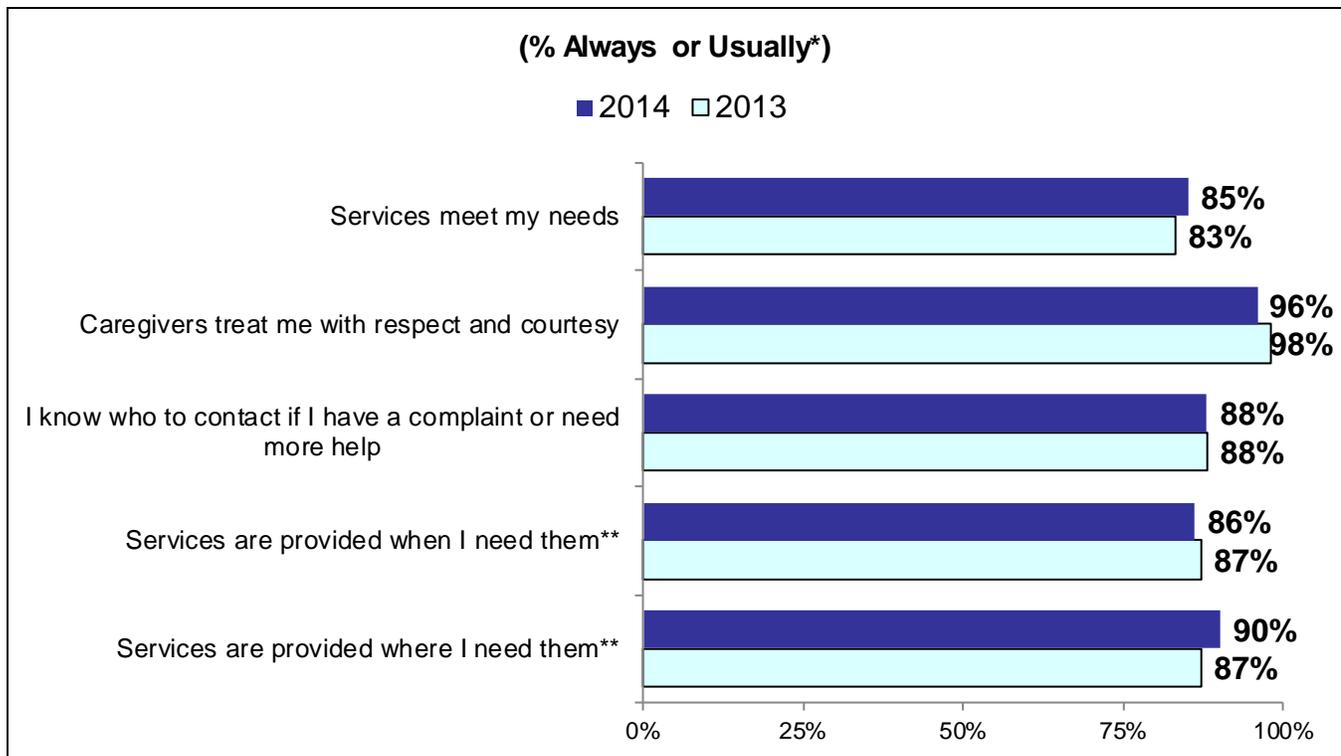
In 2014, 32% of respondents report that there are Homemaker Services they need but cannot get, significantly higher than 2013 (24%).

Figure 29. Overall Ratings of Homemaker Services



* In 2014, we deleted the "Neither Satisfied nor Dissatisfied" option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

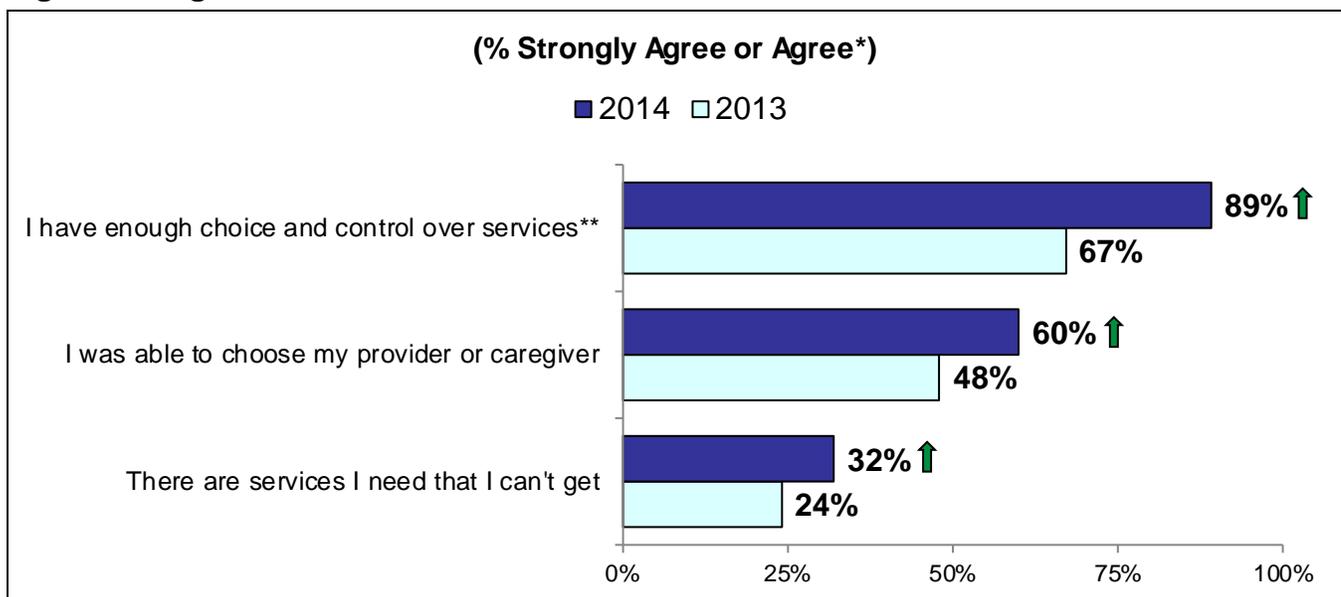
Figure 30. Experiences with Homemaker Services



* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, these questions were asked as one question: “Services are provided when and where I need them.”

Figure 31. Agreement with Statements about Homemaker Services



↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Neither Agree nor Disagree” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, this question was reworded from “I was able to choose my services” to “I have enough choice and control over services.”

12.1. HOMEMAKER SERVICES BY COUNTY

Tables 62 – 64 display the results of Homemaker Services questions by county. We highlight findings below.

Bennington County: Residents of Bennington County are significantly more likely to rate their Homemaker caregivers as always or usually treating them with courtesy and respect than those residing in other counties.

Caledonia County: Residents of Caledonia County are more likely to rate their homemaker services significantly higher in meeting their needs, their caregivers treating them with courtesy and respect, knowing who to contact if they have a complaint or need help, providing them with services when they need them, and having enough choice and control of Homemaker Services than those in other counties.

Chittenden County: Residents of Chittenden County are significantly more likely to report needing Homemaker Services they cannot get than those in other counties.

Windham County: Residents of Windham County are significantly more likely to rate their caregivers as always or usually treating them with courtesy and respect significantly lower than those in other counties.

Windsor County: Residents of Windsor County are more likely to rate the competency of Homemaker Services staff, services provided to them when they need them, enough choice and control of their Homemaker Services and their ability to choose their provider of Homemaker Services significantly lower than those in other counties.

Table 62. Overall Ratings of Homemaker Services by County

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	561	93%	561	86%	561	86%	561	87%
Addison*	29	97%	29	100%	29	95%	29	100%
Bennington*	37	91%	37	86%	37	91%	37	85%
Caledonia*	61	95%	61	90%	61	92%	61	90%
Chittenden*	78	93%	78	84%	78	82%	78	86%
Essex*	18	91%	18	85%	18	91%	18	84%
Franklin*	30	91%	30	88%	30	89%	30	82%
Grand Isle*	2	64%	2	64%	2	64%	2	100%
Lamoille*	31	96%	31	92%	31	92%	31	92%
Orange*	17	91%	17	83%	17	84%	17	90%
Orleans*	48	95%	48	84%	48	89%	48	89%
Rutland	82	96%	82	86%	82	84%	82	89%
Washington*	50	92%	50	84%	50	78%	50	90%
Windham*	36	83%	36	82%	36	85%	36	84%
Windsor*	42	92%	42	85%	42	83%	42	67% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 63. Experiences with Homemaker Services by County

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
Total	561	85%	561	96%	561	88%	561	86%	561	90%
Addison*	29	95%	29	100%	29	94%	29	97%	29	97%
Bennington*	37	86%	37	100%↑	37	91%	37	89%	37	86%
Caledonia*	61	94%↑	61	100%↑	61	95%↑	61	97%↑	61	97%↑
Chittenden*	78	80%	78	91%	78	80%	78	85%	78	90%
Essex*	18	85%	18	100%	18	91%	18	89%	18	100%
Franklin*	30	91%	30	94%	30	97%	30	89%	30	97%
Grand Isle*	2	64%	2	100%	2	0%	2	64%	2	64%
Lamoille*	31	88%	31	100%	31	91%	31	80%	31	83%
Orange*	17	92%	17	100%	17	100%	17	90%	17	100%
Orleans*	48	79%	48	95%	48	89%	48	84%	48	89%
Rutland	82	84%	82	92%	82	85%	82	85%	82	85%
Washington*	50	80%	50	96%	50	85%	50	88%	50	92%
Windham*	36	90%	36	100%↑	36	92%	36	84%	36	87%
Windsor*	42	80%	42	92%	42	83%	42	67%↓	42	90%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 64. Agreement with Statements about Homemaker Services by County

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	561	89%	561	60%	561	32%
Addison*	29	97%	29	94%	29	31%
Bennington*	37	94%	37	63%	37	22%
Caledonia*	61	98% ↑	61	55%	61	25%
Chittenden*	78	89%	78	65%	78	31% ↑
Essex*	18	91%	18	30%	18	29%
Franklin*	30	91%	30	45%	30	23%
Grand Isle*	2	64%	2	64%	2	36%
Lamoille*	31	92%	31	72%	31	26%
Orange*	17	90%	17	82%	17	56%
Orleans*	48	87%	48	63%	48	42%
Rutland	82	91%	82	57%	82	39%
Washington*	50	88%	50	59%	50	36%
Windham*	36	81%	36	62%	36	29%
Windsor*	42	65% ↓	42	41% ↓	42	36%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

12.2. RATINGS OF HOMEMAKER SERVICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer reported higher ratings on Homemaker Services questions compared to respondents who completed the survey themselves.

Table 65. Ratings of Homemaker Services by Respondents to Survey

	Proxy	Consumer
Total	80	555
Satisfaction with services (% Very or Somewhat Satisfied)	95%	93%
Quality of services (% Excellent or Good)	92%	86%
Recommendation of services to others (% Excellent or Good)	93% ↑	86%
Competency of staff (% Excellent or Good)	91%	87%
Services meet my needs (% Always or Usually)	93% ↑	85%
Caregivers treat me with respect and courtesy (% Always or Usually)	99% ↑	96%
I know who to contact if I have a complaint or need more help (% Always or Usually)	94% ↑	87%
Services are provided when I need them (% Always or Usually)	92%	86%
Services are provided where I need them (% Always or Usually)	96% ↑	90%
I have enough choice and control over services (% Strongly Agree or Agree)	92%	89%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	62%	59%
There are services I need that I can't get (% Strongly Agree or Agree)	35%	32%
Problems with services in the last 12 months (% Yes)	20%	24%
Program worked to resolve problems (% Yes)	42% ↓	62%

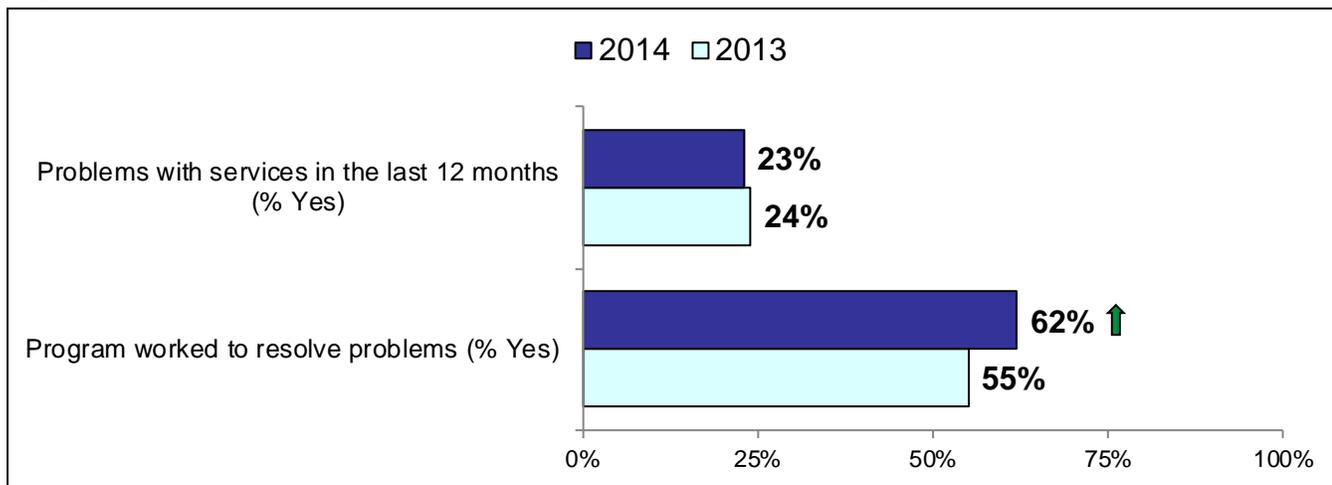
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

12.3. PROBLEMS WITH HOME MAKER SERVICES

Almost one in four respondents receiving Homemaker Services report having a problem in 2014, similar to 2013. Sixty-two percent of respondents report that Homemaker Services worked to resolve these problems, a significant increase of 7% from 2013.

Figure 32. Problems with Homemaker Services



↑ Statistically higher than 2013 at 95% confidence level
 ↓ Statistically lower than 2013 at 95% confidence level

12.4. OPEN-ENDED COMMENTS

Of the respondents that report being dissatisfied with Homemaker Services, the most common reasons are the need for better staff and the need for more care/services.

Table 66. Reasons for Dissatisfaction with Homemaker Services

Dissatisfaction with services	
Number of respondents reporting they are Very or Somewhat Dissatisfied	32
Percent of respondents reporting they are Very or Somewhat Dissatisfied	6%
Why dissatisfied (coded categories)	
Total number of responses (unweighted)	22
Needed better staff	8
Need more care/services	7
Need better care/services	4
Other	3

Of the respondents receiving Homemaker Services who report needing services they cannot get, the most common services include needing more homemaker services, needing more care/services in general, and transportation.

Table 67. Needed Homemaker Services

There are services I need that I can't get	
Number of respondents who "Strongly Agree" or "Agree" (unweighted)	149
Percent of respondents who "Strongly Agree" or "Agree" (weighted)	32%
Services needed (coded categories)	
Total number of responses (unweighted)	129
Homemaker services (e.g., meal preparation, bigger tasks at home)	54
More care/services in general	27
Transportation	14
Assistance with tasks outside of home (e.g., groceries)	11
Other	6
Personal care services (e.g., bathing, grooming)	5
Glasses, dentures, medicine, other medical equipment	4
More choice & control	3
Scheduling of services evening, nights, weekends	2
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	2
Physical/speech/vocational therapy, exercise	1

Of the respondents receiving Homemaker Services who report having a problem, the most common issues include staff skills/training, staff dependability, and staff rudeness/disrespectfulness.

Table 68. Problems Experienced with Homemaker Services

Experienced problems in last 12 months	
Number of respondents indicating they had a problem	112
Percent of respondents indicating they had a problem	23%
Problems experienced (coded categories)	
	Number of responses (unweighted)
Total number of responses (unweighted)	150
Staff skills/training	43
Staff dependability	34
Staff rudeness/disrespectfulness	27
Communication problems (including scheduling issues)	19
More consistent staffing/Too many different people	8
Lack of 'back-up' staff ((i.e. when caregiver doesn't show up, back up is not sent)	7
Other	7
Reduction in services	3
Lack of choice and control	2

Thirty percent of respondents receiving Homemaker Services believe that there was something that could improve Homemaker Services. Of those that report things that could be improved, one in three report needing more care/services. Other top needs are the need for better staff and better care/services.

Table 69. Improvement of Homemaker Services

Is there anything that can improve services?	Number of respondents	Percent of respondents
Total number of respondents (unweighted)	437	
Yes	137	30%
No	296	69%
Don't Know	4	1%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	147
Need more care/services	52
Needed better staff	28
Need better care/services	25
Other	15
Need better communication	13
Need more choice & control	7
Better pay/Higher wages for staff	5
More consistent staffing/Too many different people	2

13. ADULT DAY CENTERS

All long-term care respondents attending Adult Day Centers were asked 12 questions about their overall experiences with their Adult Day Center. The results are displayed in Figures 33, 34, and 35.

Satisfaction with Adult Day Center

Ninety-four percent of respondents report being very or somewhat satisfied with the Adult Day Center they attend in 2014, unchanged from the rating of 94% in 2013.

Quality of Services from Adult Day Center

Ninety-one percent of respondents rate the quality of services they receive from the Adult Day Center they attend as excellent or good in 2014, on par with 2013 (94%).

Recommendation of Adult Day Center to Others

Eighty-nine percent of respondents rate the Adult Day Center they attend as “excellent” or “good”, a significant decline from 2013 (94%).

Rating of Adult Day Centers on Staff Competency

Ninety-two percent of respondents rate staff competency as “excellent” or “good”, on par with 2013 (94%).

Experiences with Adult Day Center

Five items asked respondents about their experiences with the Adult Day Center they attend, on a four-point scale of Always, Usually, Sometimes, or Never.

In 2014, 88% of respondents rate the Adult Day Center as always or usually meeting their needs, which is slightly lower than the 2013 rating of 92%.

In 2014, 92% of Adult Day Center participants said that their caregivers always or usually treat them with courtesy and respect, a slight decrease from 96% in 2013.

Eighty-four percent of respondents report knowing who to contact if they have a complaint about the Adult Day Center they attend or need more help in 2014, significantly lower than in 2013 (90%).

In 2014, 88% of participants rate the Adult Day Center they attend as usually or always providing services to them when they need them and where they need them. This is slightly lower than the rating of 93% in 2013 (previously these two questions were asked as one question).

Agreement with Statements about Adult Day Center

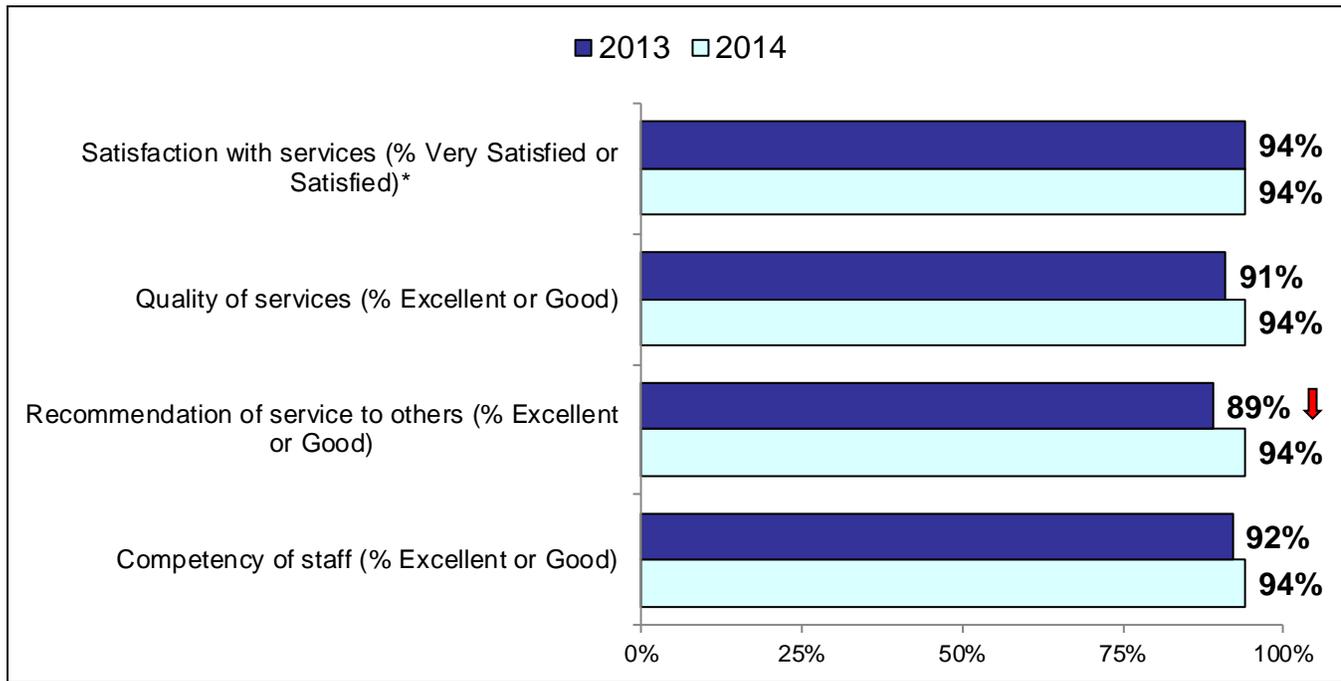
Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

NEW. In 2014, 90% of respondents report having enough choice and control in their Adult Day Center.

NEW. Eighty-three percent of respondents were able to choose the Adult Day Center they attend in 2014.

NEW. In 2014, one in four (24%) of respondents report that there are services they need from their Adult Day Center but cannot get.

Figure 33. Overall Ratings of Adult Day Center

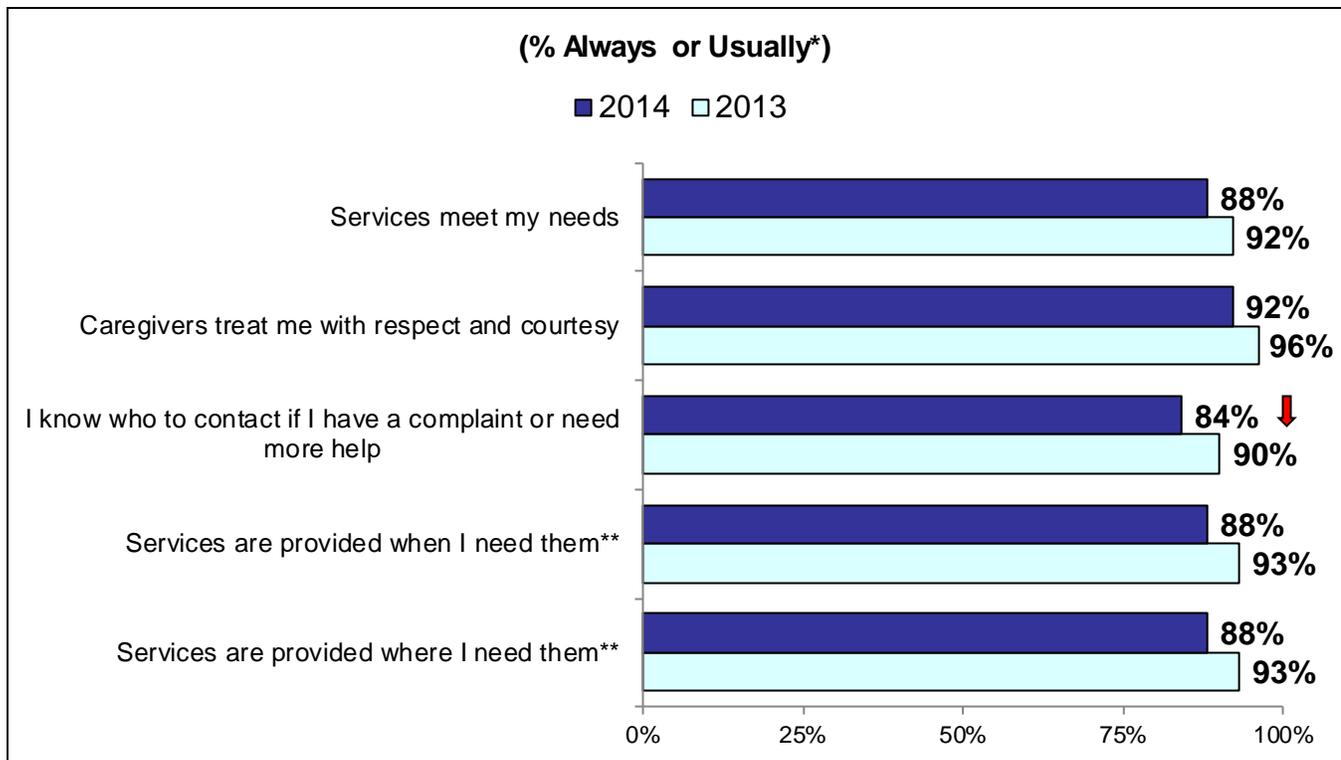


↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 34. Experiences with Adult Day Center



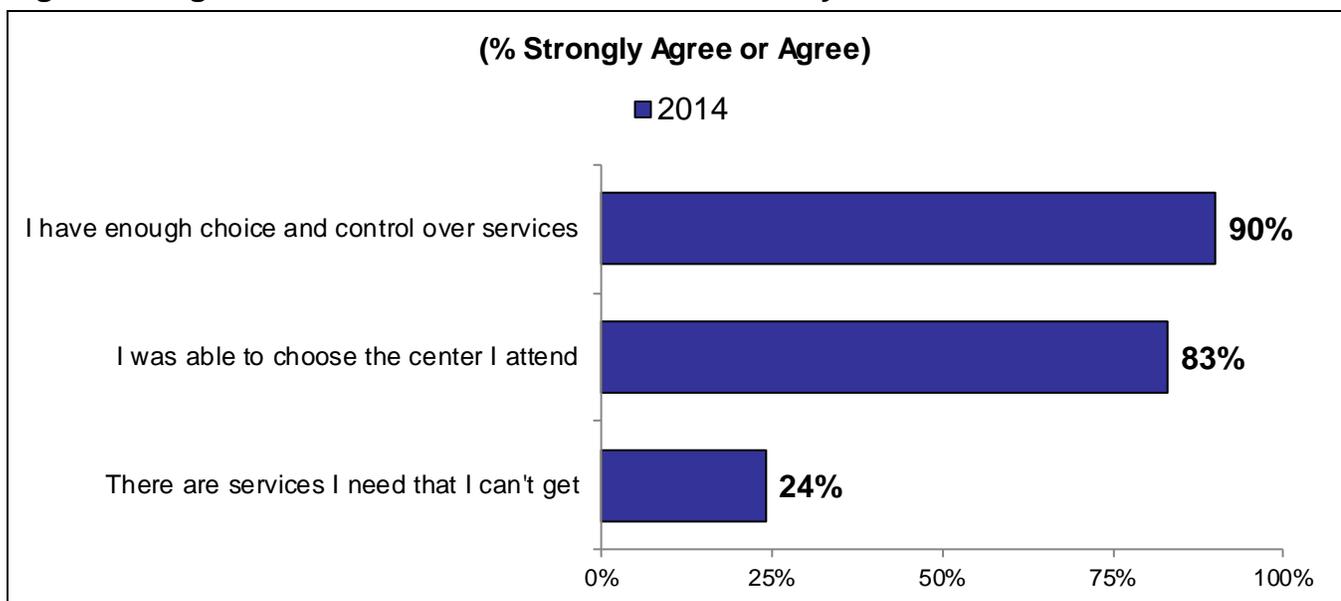
↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

** In 2014, these questions were asked as one question: “Services are provided when and where I need them.”

Figure 35. Agreement with Statements about Adult Day Center



13.1. ADULT DAY CENTERS BY COUNTY

There are no statistically significant differences of the ratings of Adult Day Centers by county.

Table 70. Overall Ratings of Adult Day Centers by County

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
Total	243	94%	243	91%	243	89%	243	92%
Addison*	32	97%	32	100%	32	97%	32	88%
Bennington*	27	100%	27	93%	27	89%	27	93%
Caledonia*	21	100%	21	80%	21	74%	21	95%
Chittenden*	26	100%	26	100%	26	93%	26	100%
Essex**	0	0%	0	0%	0	0%	0	0%
Franklin*	16	100%	16	100%	16	100%	16	100%
Grand Isle*	1	0%	1	0%	1	100%	1	100%
Lamoille*	8	100%	8	100%	8	100%	8	100%
Orange*	10	100%	10	88%	10	88%	10	100%
Orleans*	10	90%	10	100%	10	100%	10	89%
Rutland	29	87%	29	87%	29	84%	29	87%
Washington*	15	81%	15	81%	15	81%	15	81%
Windham*	18	100%	18	82%	18	82%	18	88%
Windsor*	30	88%	30	87%	30	84%	30	89%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

** No residents of Essex County attend an Adult Day Center

Table 71. Experiences with Adult Day Centers by County

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
Total	243	88%	243	92%	243	84%	243	88%	243	88%
Addison*	32	88%	32	91%	32	88%	32	91%	32	91%
Bennington*	27	89%	27	96%	27	86%	27	94%	27	94%
Caledonia*	21	95%	21	95%	21	77%	21	95%	21	83%
Chittenden*	26	100%	26	100%	26	84%	26	95%	26	95%
Essex**	0	0%	0	0%	0	0%	0	0%	0	0%
Franklin*	16	96%	16	100%	16	94%	16	94%	16	100%
Grand Isle*	1	100%	1	100%	1	100%	1	100%	1	100%
Lamoille*	8	88%	8	100%	8	88%	8	88%	8	88%
Orange*	10	88%	10	88%	10	66%	10	77%	10	77%
Orleans*	10	90%	10	89%	10	79%	10	79%	10	89%
Rutland	29	75%	29	81%	29	79%	29	82%	29	84%
Washington*	15	81%	15	87%	15	86%	15	87%	15	81%
Windham*	18	82%	18	94%	18	82%	18	82%	18	69%
Windsor*	30	81%	30	83%	30	84%	30	80%	30	87%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

** No residents of Essex County attend an Adult Day Center

Table 72. Agreement with Statements about Adult Day Centers by County

	I have enough choice and control over services		I was able to choose the center I attend		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
Total	243	90%	243	83%	243	24%
Addison*	32	84%	32	85%	32	21%
Bennington*	27	93%	27	89%	27	39%
Caledonia*	21	100%	21	74%	21	18%
Chittenden*	26	100%	26	100%	26	24%
Essex**	0	0%	0	0%	0	0%
Franklin*	16	100%	16	100%	16	25%
Grand Isle*	1	0%	1	100%	1	100%
Lamoille*	8	87%	8	87%	8	49%
Orange*	10	100%	10	100%	10	42%
Orleans*	10	79%	10	71%	10	18%
Rutland	29	87%	29	71%	29	16%
Washington*	15	75%	15	67%	15	0%
Windham*	18	93%	18	82%	18	14%
Windsor*	30	88%	30	72%	30	27%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

** No residents of Essex County attend an Adult Day Center

13.2. RATINGS OF ADULT DAY CENTERS BY RESPONDENTS TO SURVEY

Overall, proxies who completed the survey on behalf of a consumer reported lower rating on the quality of services received from the Adult Day Center compared to respondents who completed the survey themselves.

Table 73. Ratings of Adult Day Centers by Respondents to Survey

	Proxy	Consumer
Total	106	211
Satisfaction with services (% Very or Somewhat Satisfied)	93%	97%
Quality of services (% Excellent or Good)	87% ↓	96%
Recommendation of services to others (% Excellent or Good)	89%	92%
Competency of staff (% Excellent or Good)	93%	94%
Services meet my needs (% Always or Usually)	91%	89%
Caregivers treat me with respect and courtesy (% Always or Usually)	92%	94%
I know who to contact if I have a complaint or need more help (% Always or Usually)	86%	86%
Services are provided when I need them (% Always or Usually)	92%	89%
Services are provided where I need them (% Always or Usually)	92%	89%
I have enough choice and control over services (% Strongly Agree or Agree)	92%	93%
I was able to choose the center I attend (% Strongly Agree or Agree)	81%	86%
There are services I need that I can't get (% Strongly Agree or Agree)	19%	24%
Problems with services in the last 12 months (% Yes)	4%	5%
Program worked to resolve problems (% Yes)	100%	38%

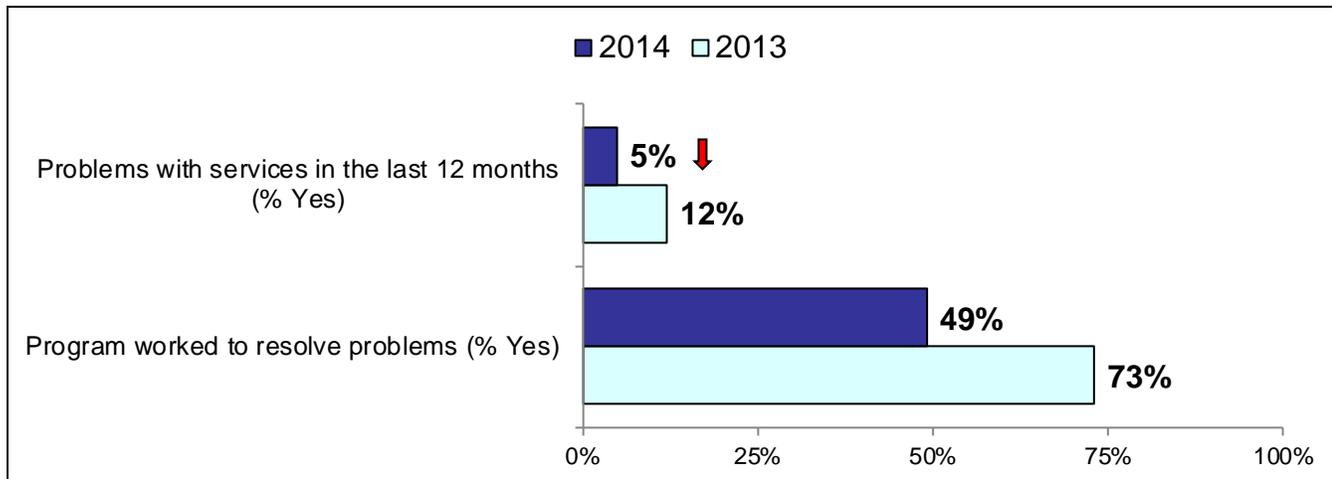
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

13.3. PROBLEMS WITH ADULT DAY CENTERS

Five percent of respondents attending Adult Day Centers report having a problem with services in 2014, a significant decrease from 12% in 2013. Only about half of respondents report that the Adult Day Center they attend worked to resolve these problems, a decrease of 24% from 2013 (73%).

Figure 36. Problems with Adult Day Centers



↑ Statistically higher than 2013 at 95% confidence level
 ↓ Statistically lower than 2013 at 95% confidence level

13.4. OPEN-ENDED COMMENTS

Reasons for dissatisfaction with Adult Day Centers are listed in the table below.

Table 74. Reasons for Dissatisfaction with Adult Day Centers

Dissatisfaction with services	
Number of respondents reporting they are Very or Somewhat Dissatisfied (unweighted)	4
Percent of respondents reporting they are Very or Somewhat Dissatisfied (weighted)	1%
Why dissatisfied	
Total number of responses (unweighted)	4
Because the person that's running it now don't know what she's doing. She does it for her own benefit. When we do arts and crafts she does what she wants to do than ask the group what we want to do. Pottery is ridiculous. I like to paint and things that I paint then ceramic than pottery. Its the same thing over and over. w/e i think there should be more outings. w/e i think there should be more choices for the people and what they would like to do and if somebody is going to call then that should be the caller's responsibility that they take over and room the caller. You have people in there that yeah is good for them to do things but only if they want to.	
I have after six years, "graduated" with honors	
My husband had to have surgery and had to wear a helmet. They declined him in the adult day care because he had the helmet on but we only have one so there was no argument.	
They change	

Of those reporting needed services from Adult Day Centers they cannot get, most common needs are

personal care services, physical/speech/vocation therapy, exercise, and need for more care/services in general.

Table 75. Needed Services from Adult Day Centers

There are services I need that I can't get	
Number of respondents who "Strongly Agree" or "Agree" (unweighted)	41
Percent of respondents who "Strongly Agree" or "Agree" (weighted)	24%
Services needed (coded categories)	
Total number of responses (unweighted)	23
Other	8
Personal care services (e.g., bathing, grooming)	5
Physical/speech/vocational therapy, exercise	4
More care/services in general	3
Scheduling of services evening, nights, weekends	1
Glasses, dentures, medicine, other medical equipment	1
More choice & control	1

Problems experienced with Adult Day Centers include lack of choice and control, staff skills/training, and reduction in services.

Table 76. Problems Experienced with Adult Day Centers

Experienced problems in last 12 months	
Number of respondents indicating they had a problem	27
Percent of respondents indicating they had a problem	4%
Problems experienced (coded categories)	
Total number of responses (unweighted)	9
Other	3
Lack of choice and control	2
Reduction in services	2
Staff skills/training	1
Staff dependability	1

Only 16% of those attending Adult Day Centers report that there was something that could be done to improve services offered by the Adult Day Center they attend. Of those offering suggestions for improvement, the most common suggestions were the need for more activities and the need for more care/services.

Table 77. Improvement of Adult Day Centers

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	169	
Yes	27	16%
No	134	79%
Don't Know	8	5%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	28
Other	9
Need more care/services	7
Need more activities	7
Need better care/services	3
Need better communication	2

14. HOME-DELIVERED MEALS PROGRAM

All long-term care respondents in the Home Delivered Meals Program were asked 20 questions about their overall experiences with the Home Delivered Meals Program. The results are displayed in Figures 37-41.

Satisfaction with Home Delivered Meals Program

88% of respondents report being very or somewhat satisfied with the Home Delivered Meals Program in 2014, a slight increase from 2013 (84%).

Quality of Services from Home Delivered Meals Program

Almost nine in ten (89%) rate the quality of services they receive from the Home Delivered Meals Program as “excellent” or “good” in 2014, the same as in 2013.

Recommendation of Home Delivered Meals Program to Others

Eighty-four percent of respondents rate their Home Delivered Meals Program as “excellent” or “good”, on par with 2013 (83%).

Experiences with Home Delivered Meals Program

Eight items asked respondents about their experiences with the Home Delivered Meals Program, on a four-point scale of Always, Usually, Sometimes, or Never. For the most part, the results for the Home Delivered Meals Program in 2014 are similar to those obtained in 2013.

Average Number of Days Receive Meals During Week

NEW. Approximately two out of three respondents receiving home delivered meals receive meals four or more days a week. Roughly one in three respondents receiving home delivered meals received them one or less days or two or three days a week.

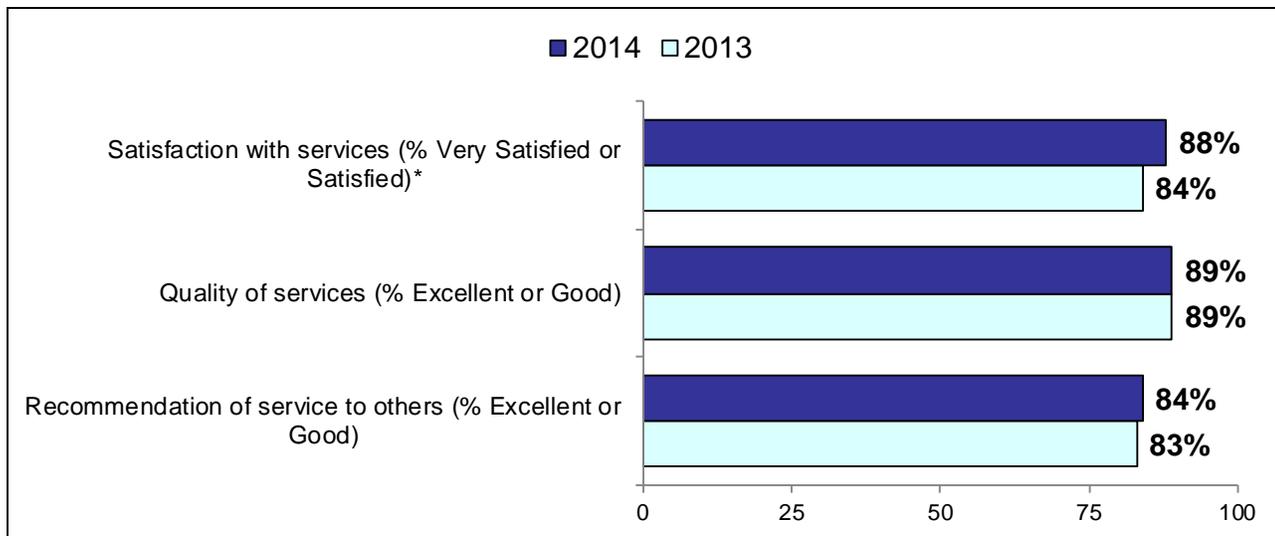
Proportion of Food Home Delivered Meals Represent

The proportion of food eaten in a day that comes from home delivered meals is higher in 2014 compared to 2013. Just 21% of respondents report that home delivered meals make up less than half of their daily meals in 2014 (compared to 47% in 2013). Almost four in ten report that home delivered meals represent one-half of their meals in a day (39%; compared to 25% in 2013), and one in three (33%) report that more than half their meals in a day are home delivered meals (34%; compared to 23% in 2013).

Home Delivered Meals Program Helps To Meet Goals

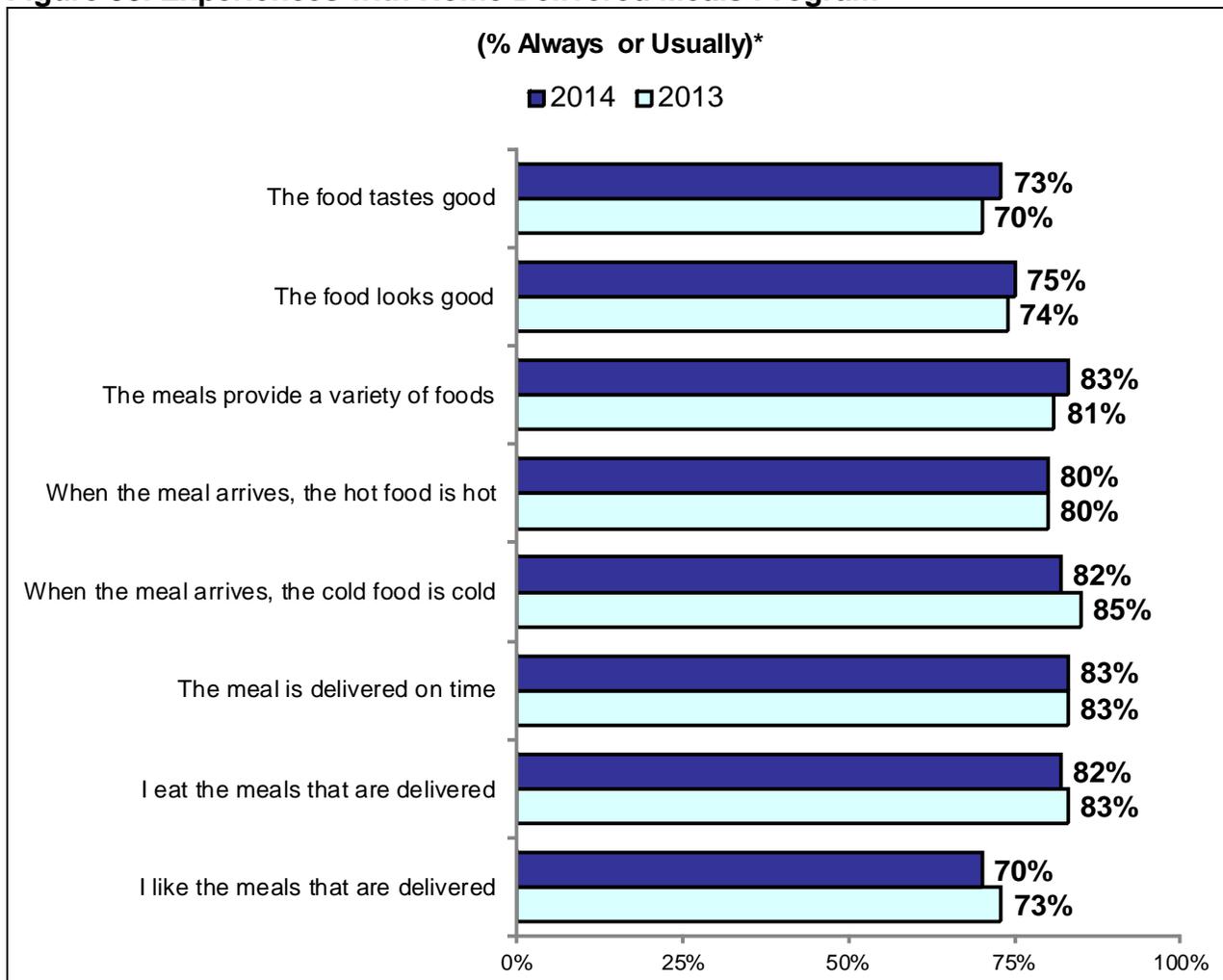
Seven questions ask respondents whether the services from Home Delivered Meals Program help them to: 1) eat healthier foods; 2) achieve or maintain a healthy weight; 3) improve their health; 4) feel better; 5) continue to live at home; 6) helped them financially (new scale in 2014) and helped them meet specific dietary requirements (new scale in 2014). The majority of respondents in the Home Delivered Meals Program reported “yes” to these items.

Figure 37. Overall Ratings of Home Delivered Meals Program



* In 2014, we deleted the “Neither Satisfied nor Dissatisfied” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 38. Experiences with Home Delivered Meals Program



* In 2014, we deleted the “Rarely” option from the response scale, thus decreasing the scale from a 5-point scale to a 4-point scale.

Figure 39. Number of Days a Week Receive Home Delivered Meals

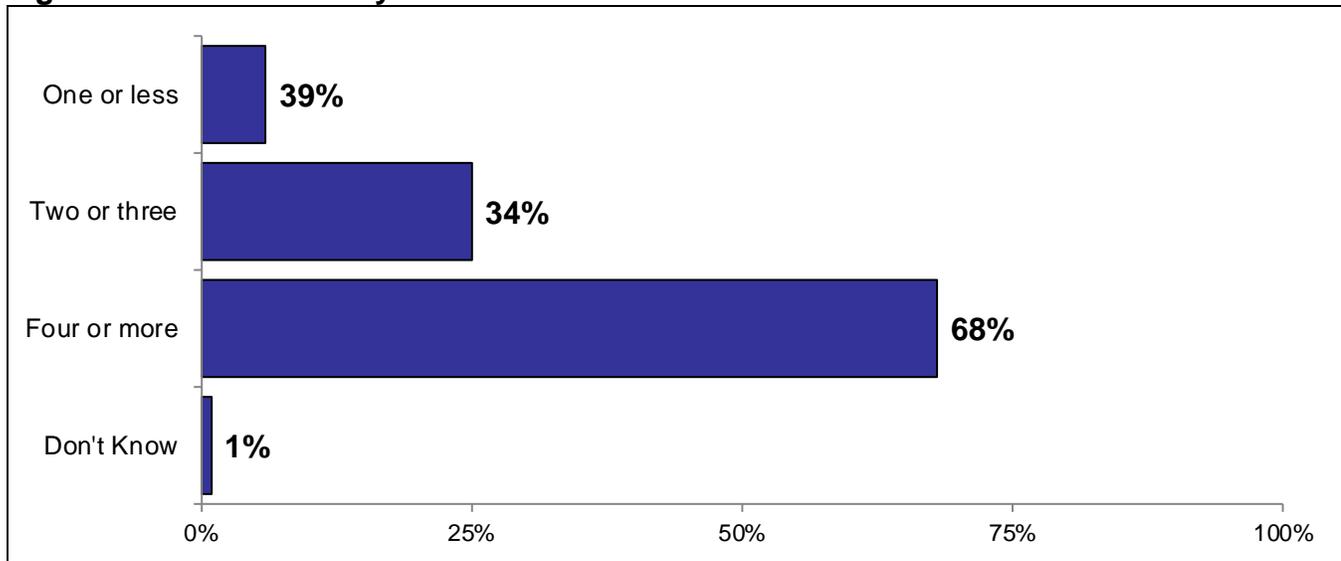
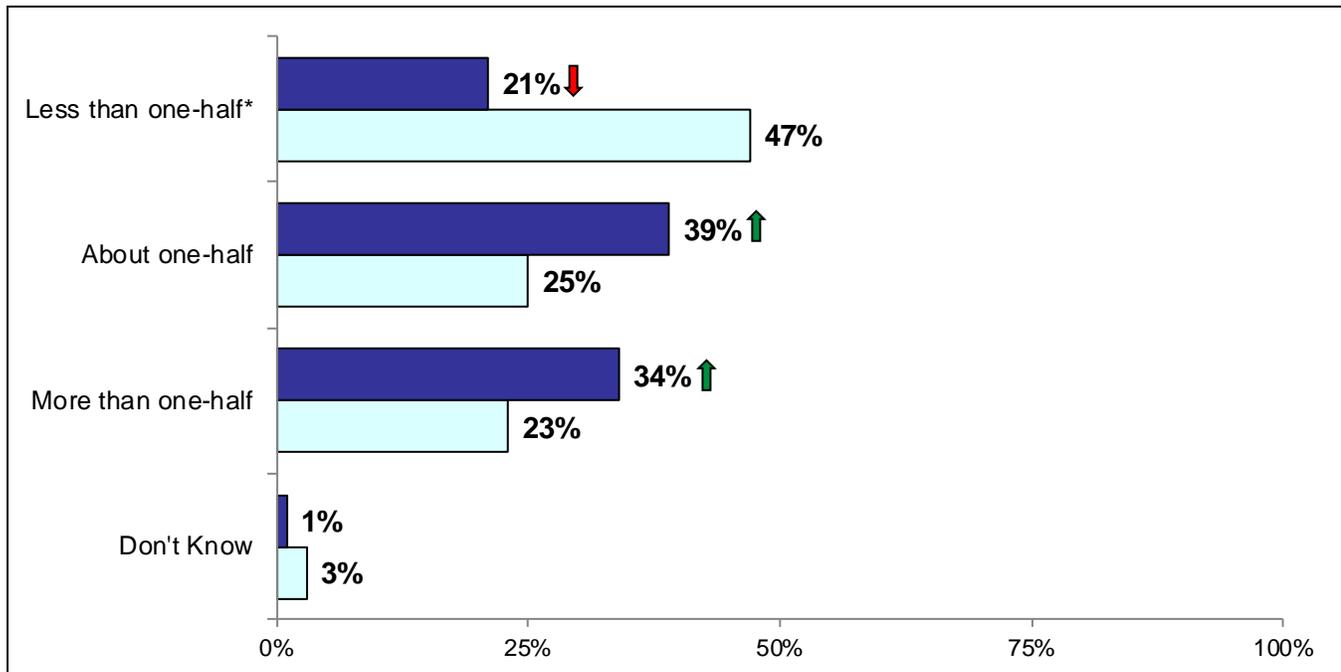


Figure 40. Proportion of Food Home Delivered Meals Represent

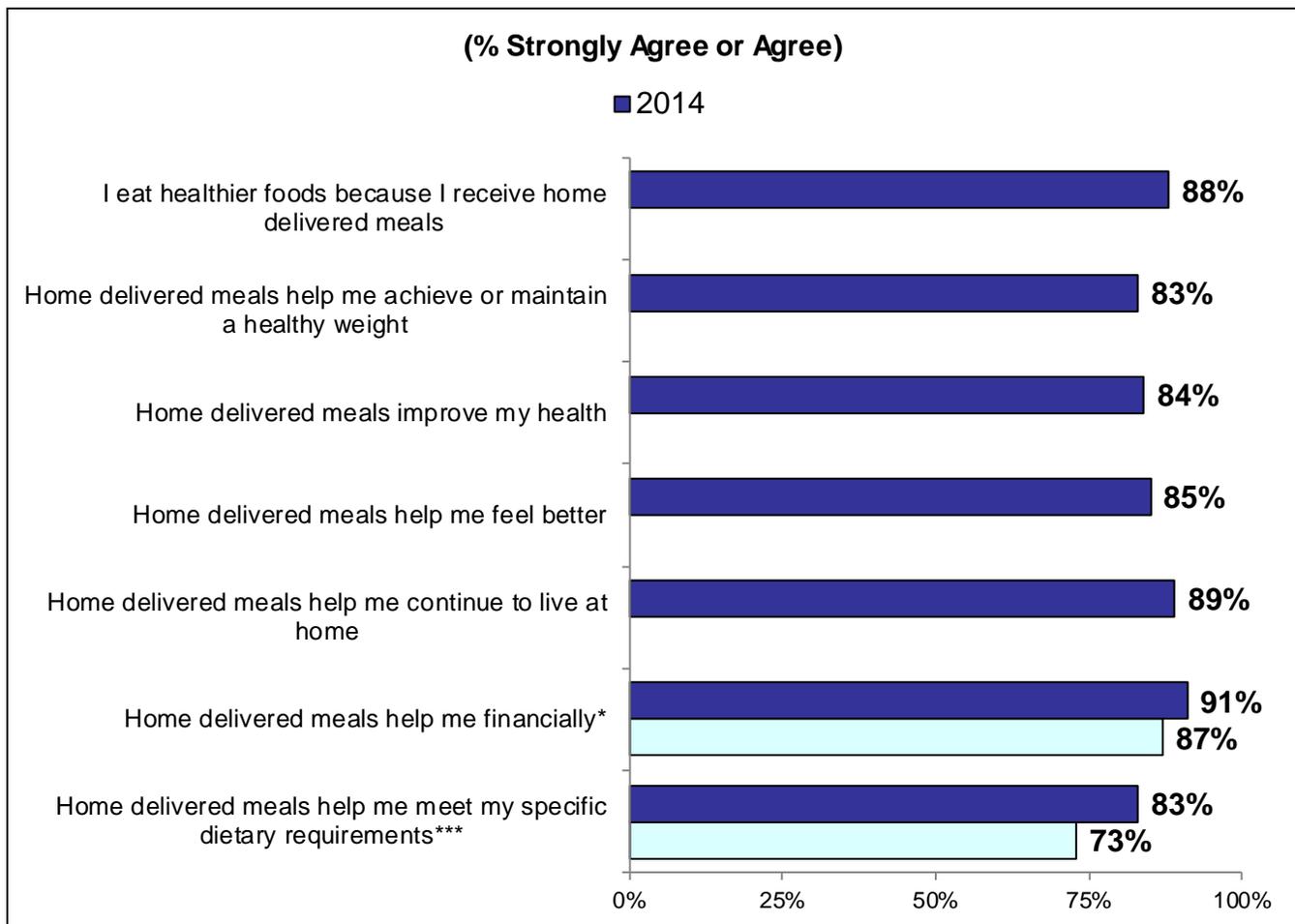


↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

* In 2014, this response options “Less than one-third” and “Between one-third and one half” were combined to create “Less than one-half” reducing the number of response categories from four to three.

Figure 41. Agreement with Statements about Home Delivered Meals



* In 2014, this question was reworded from “To what degree do you feel that the home delivered meals have helped you financially” to “Home delivered meals help me financially.” In addition, the response scale changed from A lot, Somewhat, A little, Not at all to Strongly Agree, Agree, Disagree, Strongly Disagree.

** In 2014, this question was reworded from “How often do the meals offered through the Home Delivered Meals Program meet your specific dietary requirements?” to “Home delivered meals help me meet my specific dietary requirements.” In addition the response scale changed from Always, Usually, Sometimes, Rarely, Never to Strongly Agree, Agree, Disagree, Strongly Disagree.

14.1. HOME-DELIVERED MEALS PROGRAM BY COUNTY

Chittenden County: Recipients of home delivered meals in Chittenden County are significantly more likely to report receiving meals four or more days a week than other counties.

Rutland County: Recipients of home delivered meals in Rutland County are significantly less likely to report receiving meals four or more days a week than other counties.

Table 78. Overall Ratings of Home Delivered Meals Program by County

	Satisfaction with services		Quality of services		Recommendation of service to others	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
Total	326	88%	326	89%	326	84%
Addison*	28	100%	28	95%	28	97%
Bennington*	17	82%	17	95%	17	74%
Caledonia*	19	91%	19	91%	19	87%
Chittenden*	37	79%	37	89%	37	83%
Essex*	7	100%	7	100%	7	100%
Franklin*	19	82%	19	91%	19	79%
Grand Isle*	2	100%	2	100%	2	100%
Lamoille*	19	91%	19	100%	19	91%
Orange*	14	86%	14	68%	14	79%
Orleans*	23	91%	23	89%	23	81%
Rutland	75	88%	75	85%	75	81%
Washington*	20	96%	20	96%	20	92%
Windham*	18	90%	18	85%	18	95%
Windsor*	28	86%	28	77%	28	72%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 79a. Experiences with Home Delivered Meals Program by County

	The food tastes good		The food looks good		The meals provide a variety of foods	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
Total	326	73%	326	75%	326	83%
Addison*	28	76%	28	81%	28	74%
Bennington*	17	61%	17	61%	17	90%
Caledonia*	19	74%	19	79%	19	95%
Chittenden*	37	65%	37	60%	37	82%
Essex*	7	100%	7	100%	7	100%
Franklin*	19	66%	19	71%	19	87%
Grand Isle*	2	64%	2	64%	2	64%
Lamoille*	19	74%	19	82%	19	78%
Orange*	14	73%	14	80%	14	84%
Orleans*	23	77%	23	77%	23	73%
Rutland	75	72%	75	71%	75	84%
Washington*	20	92%	20	92%	20	91%
Windham*	18	79%	18	89%	18	78%
Windsor*	28	66%	28	80%	28	85%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 79b. Experiences with Home Delivered Meals Program by County

	When the meal arrives, the hot food is hot		When the meal arrives, the cold food is cold		The meal is delivered on time	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
Total	326	80%	326	82%	326	83%
Addison*	28	88%	28	77%	28	90%
Bennington*	17	85%	17	76%	17	100%
Caledonia*	19	54%	19	77%	19	70%
Chittenden*	37	77%	37	76%	37	84%
Essex*	7	100%	7	89%	7	76%
Franklin*	19	80%	19	76%	19	83%
Grand Isle*	2	100%	2	100%	2	100%
Lamoille*	19	87%	19	91%	19	90%
Orange*	14	95%	14	95%	14	90%
Orleans*	23	42%	23	89%	23	85%
Rutland	75	79%	75	77%	75	70%
Washington*	20	89%	20	81%	20	88%
Windham*	18	100%	18	93%	18	91%
Windsor*	28	83%	28	97%	28	85%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 79c. Experiences with Home Delivered Meals Program by County

	I eat the meals that are delivered		I like the meals that are delivered		The meals meet specific dietary requirements	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
Total	316	83%	316	73%	316	73%
Addison*	20	87%	20	76%	20	87%
Bennington*	25	75%	25	57%	25	76%
Caledonia*	27	97%	27	80%	27	69%
Chittenden*	29	80%	29	75%	29	69%
Essex*	5	81%	5	61%	5	100%
Franklin*	11	89%	11	89%	11	70%
Grand Isle*	1	100%	1	100%	1	100%
Lamoille*	15	79%	15	72%	15	81%
Orange*	25	83%	25	64%	25	60%
Orleans*	22	78%	22	65%	22	74%
Rutland	67	87%	67	81%	67	78%
Washington*	20	83%	20	83%	20	79%
Windham*	20	71%	20	65%	20	81%
Windsor*	29	88%	29	70%	29	51%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 80. Number of Days a Week Receive Home Delivered Meals by County

		One or Less	Two or Three	Four or More	Don't Know
	n	%	%	%	%
Total	326	6%	25%	68%	1%
Addison*	28	2%	35%	63%	0%
Bennington*	17	0%	16%	84%	0%
Caledonia*	19	18%	26%	56%	0%
Chittenden*	37	3%	0%	97% ↑	0%
Essex*	7	0%	35%	65%	0%
Franklin*	19	5%	26%	69%	0%
Grand Isle*	2	0%	100%	0%	0%
Lamoille*	19	0%	0%	100%	0%
Orange*	14	6%	65%	28%	0%
Orleans*	23	14%	65%	22%	0%
Rutland	75	12%	31%	55% ↓	2%
Washington*	20	0%	18%	82%	0%
Windham*	18	6%	6%	88%	0%
Windsor*	28	0%	21%	79%	0%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 81. Proportion of Food Home Delivered Meals Represent by County

	n	Less than one-half	About one-half	More than one-half	Don't Know
		%	%	%	%
Total	326	22%	41%	36%	1%
Addison*	28	15%	47%	39%	0%
Bennington*	17	53%	13%	34%	0%
Caledonia*	19	19%	44%	37%	0%
Chittenden*	37	17%	34%	46%	3%
Essex*	7	0%	39%	61%	0%
Franklin*	19	32%	48%	21%	0%
Grand Isle*	2	0%	0%	100%	0%
Lamoille*	19	19%	45%	36%	0%
Orange*	14	15%	64%	20%	0%
Orleans*	23	23%	44%	33%	0%
Rutland	75	27%	36%	34%	2%
Washington*	20	14%	38%	48%	0%
Windham*	18	14%	67%	18%	0%
Windsor*	28	18%	53%	26%	3%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 82a. Agreement with Statements about Home Delivered Meals

	I eat healthier foods		Help me achieve or maintain a healthy weight		Improve my health		Help me feel better	
	%Strongly Agree or Agree		%Strongly Agree or Agree		%Strongly Agree or Agree		%Strongly Agree or Agree	
	n	%	n	%	n	%	n	%
Total	326	88%	326	83%	326	84%	326	85%
Addison*	28	98%	28	87%	28	95%	28	90%
Bennington*	17	76%	17	76%	17	72%	17	72%
Caledonia*	19	82%	19	82%	19	86%	19	90%
Chittenden*	37	87%	37	73%	37	87%	37	82%
Essex*	7	100%	7	76%	7	76%	7	100%
Franklin*	19	87%	19	76%	19	79%	19	92%
Grand Isle*	2	100%	2	100%	2	100%	2	100%
Lamoille*	19	87%	19	100%	19	96%	19	100%
Orange*	14	91%	14	93%	14	72%	14	84%
Orleans*	23	88%	23	91%	23	84%	23	84%
Rutland	75	88%	75	84%	75	82%	75	83%
Washington*	20	91%	20	91%	20	92%	20	96%
Windham*	18	94%	18	86%	18	88%	18	83%
Windsor*	28	79%	28	76%	28	74%	28	68%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 82b. Agreement with Statements about Home Delivered Meals

	Help me continue to live at home		Help me financially		Help me meet specific dietary requirements	
	%Strongly Agree or Agree		%Strongly Agree or Agree		%Strongly Agree or Agree	
	n	%	n	%	n	%
Total	326	89%	326	91%	326	83%
Addison*	28	95%	28	100%	28	96%
Bennington*	17	76%	17	75%	17	77%
Caledonia*	19	89%	19	96%	19	71%
Chittenden*	37	93%	37	85%	37	77%
Essex*	7	100%	7	100%	7	100%
Franklin*	19	92%	19	87%	19	84%
Grand Isle*	2	100%	2	100%	2	100%
Lamoille*	19	92%	19	92%	19	100%
Orange*	14	91%	14	85%	14	78%
Orleans*	23	88%	23	91%	23	77%
Rutland	75	91%	75	92%	75	85%
Washington*	20	83%	20	91%	20	86%
Windham*	18	100%	18	94%	18	78%
Windsor*	28	73%	28	97%	28	71%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

14.2. RATINGS OF HOME DELIVERED MEALS PROGRAM BY RESPONDENTS TO SURVEY

There were no significant differences between proxies who completed the survey on behalf of a consumer and respondents who completed the survey themselves for home delivered meals.

Table 83. Ratings of Home Delivered Meals Program by Respondents to Survey

	Proxy	Consumer
Total	100	299
Satisfaction with services (% Very or Somewhat Satisfied)	89%	88%
Quality of services (% Excellent or Good)	87%	88%
Recommendation of services (% Excellent or Good)	82%	84%
The food looks good (% Always or Usually)	67%	74%
The food tastes good (% Always or Usually)	74%	76%
The meals provide a variety of foods (% Always or Usually)	82%	83%
When the meal arrives, the hot food is hot (% Always or Usually)	87%	79%
When the meal arrives, the cold food is cold (% Always or Usually)	87%	80%
The meal is delivered on time (% Always or Usually)	84%	83%
I eat the meals that are delivered (% Always or Usually)	76%	83%
I like the meals that are delivered (% Always or Usually)	72%	70%
I eat healthier foods (% Always or Usually)	87%	87%
Help me achieve or maintain a healthy weight (% Always or Usually)	88%	82%
Improve my health (% Always or Usually)	83%	84%
Help me feel better (% Always or Usually)	80%	85%
Help me continue to live at home (% Always or Usually)	86%	89%
Help me financially (% Always or Usually)	89%	91%
Help me meet my specific dietary requirements (% Always or Usually)	86%	81%
Problems with services in the last 12 months (% Yes)	21%	15%
Program worked to resolve problems (% Yes)	31%	30%

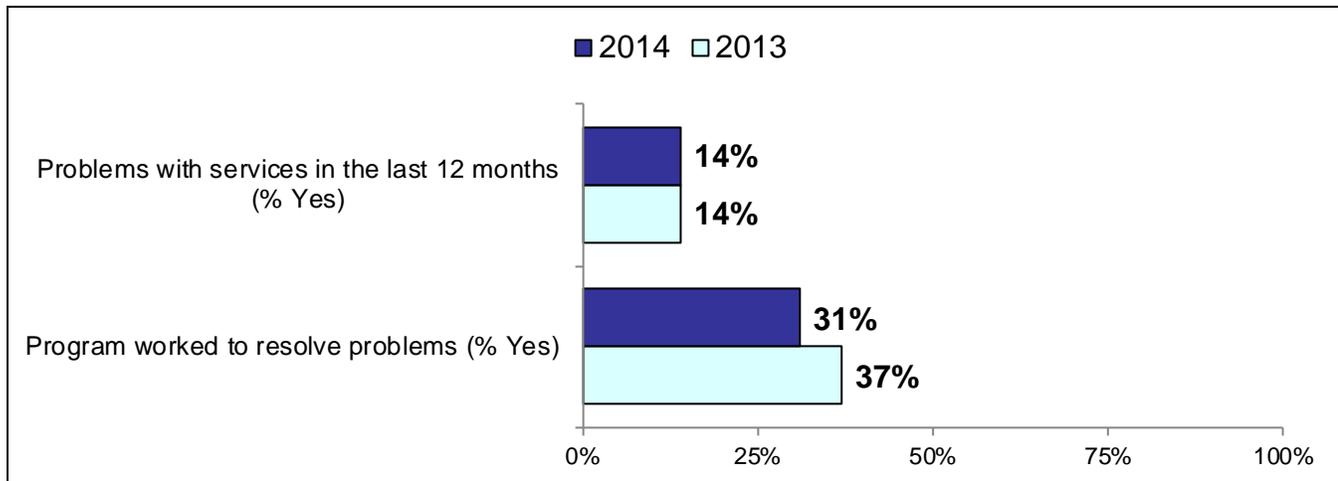
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

14.3. PROBLEMS WITH HOME DELIVERED MEALS PROGRAM

Fourteen percent of respondents in the Home Delivered Meals Program report having a problem in 2014, unchanged from 14% in 2013. Almost one in three respondents report that the Home Delivered Meals Program worked to resolve these problems, a slight decrease from 37% in 2013.

Figure 42. Overall Ratings of Home Delivered Meals Program



14.4. OPEN-ENDED COMMENTS

Of those dissatisfied with the Home Delivered Meals Program, a large percentage state that they are dissatisfied because the food is not appetizing/edible/palatable.

Table 84. Reasons for Dissatisfaction with Home Delivered Meals Program

Dissatisfaction with services	
Number of respondents reporting they are Very or Somewhat Dissatisfied	37
Percent of respondents reporting they are Very or Somewhat Dissatisfied	12%
Why dissatisfied (coded categories)	
	Number of responses (unweighted)
Total number of responses (unweighted)	42
Food not appetizing / edible / palatability	17
Food doesn't meet dietary requirements	8
More portions / variety	8
Delivery schedule / problems with food delivery	5
Other	3
Food preparation & delivery issues (e.g., hot food isn't hot, food is stale)	1

Of those reporting a problem with the Home Delivered Meals Program, the most common problems reported are delivery schedule problems/problems with food delivery, and the food is not appetizing/edible/palatable.

Table 85. Problems Experienced with Home Delivered Meals Program

Experienced problems in last 12 months	
Number of respondents indicating they had a problem	43
Percent of respondents indicating they had a problem	14%
Problems experienced (coded categories)	
	Number of responses (unweighted)
Total number of responses (unweighted)	41
Delivery schedule / problems with food delivery	13
Food not appetizing / edible / palatability	13
Food doesn't meet dietary requirements	4
Food preparation & delivery issues (e.g., hot food isn't hot, food is stale)	4
More portions / variety	4
Other	3

Almost one in three respondents report there is something that could be done to improve services offered by the Home Delivered Meals Program. One in three report improving portions and variety of foods offered. Another common improvement suggestion is to make the food more appetizing.

Table 86. Improvement of Services Offered by Home Delivered Meals Program

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	283	
Yes	27	32%
No	134	66%
Don't Know	8	2%

What could be improved (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	107
More portions / variety	34
Food not appetizing / edible / palatability	28
Other	21
Delivery schedule / problems with food delivery	9
Food doesn't meet dietary requirements	8
Food preparation & delivery issues (e.g., hot food isn't hot, food	7

15. ADDITIONAL COMMENTS

At the end of the survey, respondents are asked if they had any comments they would like to make about the help they receive. One in three respondents said yes. Of those that had a comment, 30% said their help/care/services were appreciated and one in four made a general positive comment.

Table 87. Additional Comments

Additional comments made about help received	Number of respondents (unweighted)	Percent of respondents (weighted)
Total number of respondents (unweighted)	1,215	
Yes	27	32%
No	134	68%

Additional comments (coded categories)	Number of responses (unweighted)
Total number of responses (unweighted)	437
Help/care/services appreciated	132
General positive comment	114
Other	59
More care/services	55
General negative comment	27
Better care/services	23
Specific caregiver appreciated	14
Better communication	13

16. COMPARISON TO STATE-WIDE MEASURES

The Vermont Behavioral Risk Factor Surveillance Survey (BRFSS) is administered annually to the general Vermont population. In this section, we compare responses on the few questions of the 2014 Vermont Long-Term Care Consumer Survey that were also asked of the general Vermont population. One question was asked in the most recent BRFSS survey (2013), one was asked last in 2012, and one was asked last in 2010.

Not surprisingly, the percentage of respondents who reported being in poor or fair general health is much higher in the LTSS population than the general population. Probably as a result of poor health and an inability to get around as much as they used to, a higher percentage of LTSS respondents report being dissatisfied or very dissatisfied with their life. There is no difference in the ability to get emotional and social support between the LTSS population and general population.

Table 88. Comparison to Statewide Measures

	2014 LTC Consumer Survey	2013 State-wide BRFSS Survey
Rating of General Health (% Fair or Poor)	52%	12%
	2014 LTC Consumer Survey	2012 State-wide BRFSS Survey
How Often Get Needed Social and Emotional Support (% Rarely or Never)	9%	10%
	2014 LTC Consumer Survey	2010 State-wide BRFSS Survey
Satisfaction with Life (% Very Dissatisfied or Dissatisfied)	18%	5%

F. Multivariate Analyses of 2014 Key Indicators

1. QUALITY OF LIFE AND SATISFACTION INDICES

This section summarizes results of analyses conducted on items addressing service satisfaction and quality of life. Service satisfaction and Quality of Life (QoL) measures are examined with respect to DAIL respondents demographic characteristics (gender, age, and county of residence) as well as level of need (moderate, high, highest) and program participation (CFC Case Management, Personal Care Services, Flexible Choices, Homemaker Services, Adult Family Care, Adult Day Center, Attendant Services Program).

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

The items comprising the composites were the same as used in 2013. However, we added one item to the Safety and Mobility QoL (“I am prepared for an emergency”). Results of a principal components analyses showed that these items loaded onto the existing factor well. In addition, recommendation of Choices of Care was removed from the survey this year and therefore is not being reported as an individual item. Table 89 displays the items comprising the composite measures as well as the three overall measures.

Table 89. Items Included in Composite Measures

Service and Staff Satisfaction Composite Measure (4-point scale)
How would you rate the amount of choice and control you had when you planned the services or care you would receive?
How would you rate the overall quality of the help you receive?
How would you rate the timeliness of your services?
How would you rate when you receive your services or care?
How would you rate the communication between you and the people who help you?
How would you rate the reliability of the people who help you?
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
How would you rate how well problems or concerns you have with your care are taken care of?
How would you rate the courtesy of those who help you?
How would you rate how well people listen to your needs and preferences?
Overall, how do you rate the value of the services you receive?
Interpersonal QoL Composite (3-point scale)
I am satisfied with how I spend my free time. (How well does this statement describe your life?)
I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe your life?)
I have someone I can count on in an emergency. (How well does this statement describe your life?)
I feel satisfied with my social life. (How well does this statement describe your life?)
I feel valued and respected. (How well does this statement describe your life?)
I really feel a part of my community. (How well does this statement describe your life?)
I have someone I can count on to listen to me when I need to talk. (How well does this statement describe your life?)
I have someone to do something enjoyable with. (How well does this statement describe your life?)
During my leisure time, I almost always have something to do. (How well does this statement describe your life?)

Safety and Mobility QoL Composite (3-point scale)

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

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

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

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

NEW. I am prepared for an emergency (examples: power failure, snowstorm, flood).

General Health QoL Composite (5-point scale)

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

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

During the past week, how often would you say you felt sad or blue?

Individual Overall Items

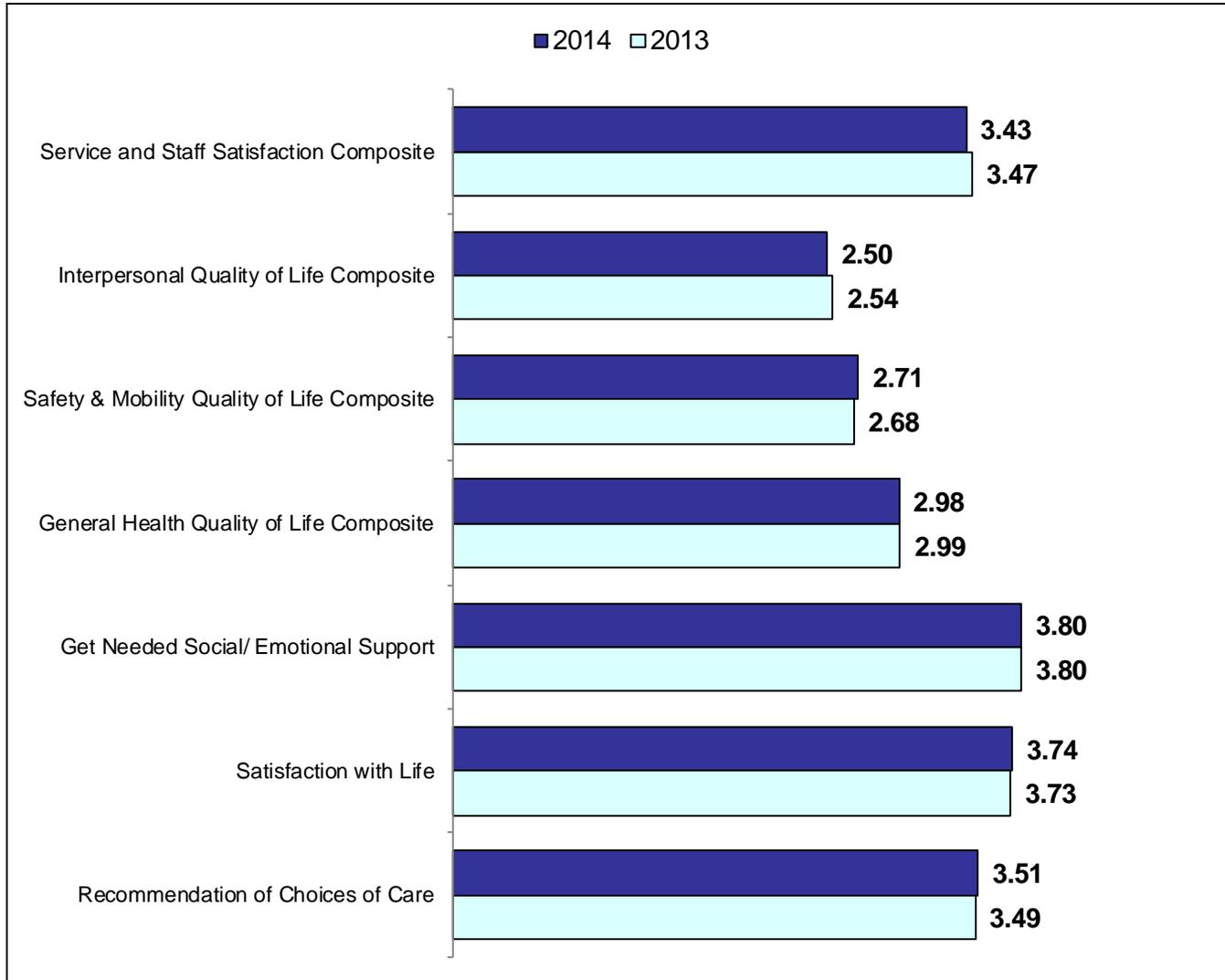
How often do you get the social and emotional support you need? (5-point scale)

In general, how satisfied are you with your life? (4-point scale)

1.1. QUALITY OF LIFE AND SATISFACTION INDICES BY YEAR

There are no statistically significant differences between Years 2014 and 2013.

Figure 43. Quality of Life and Satisfaction Composites by Year



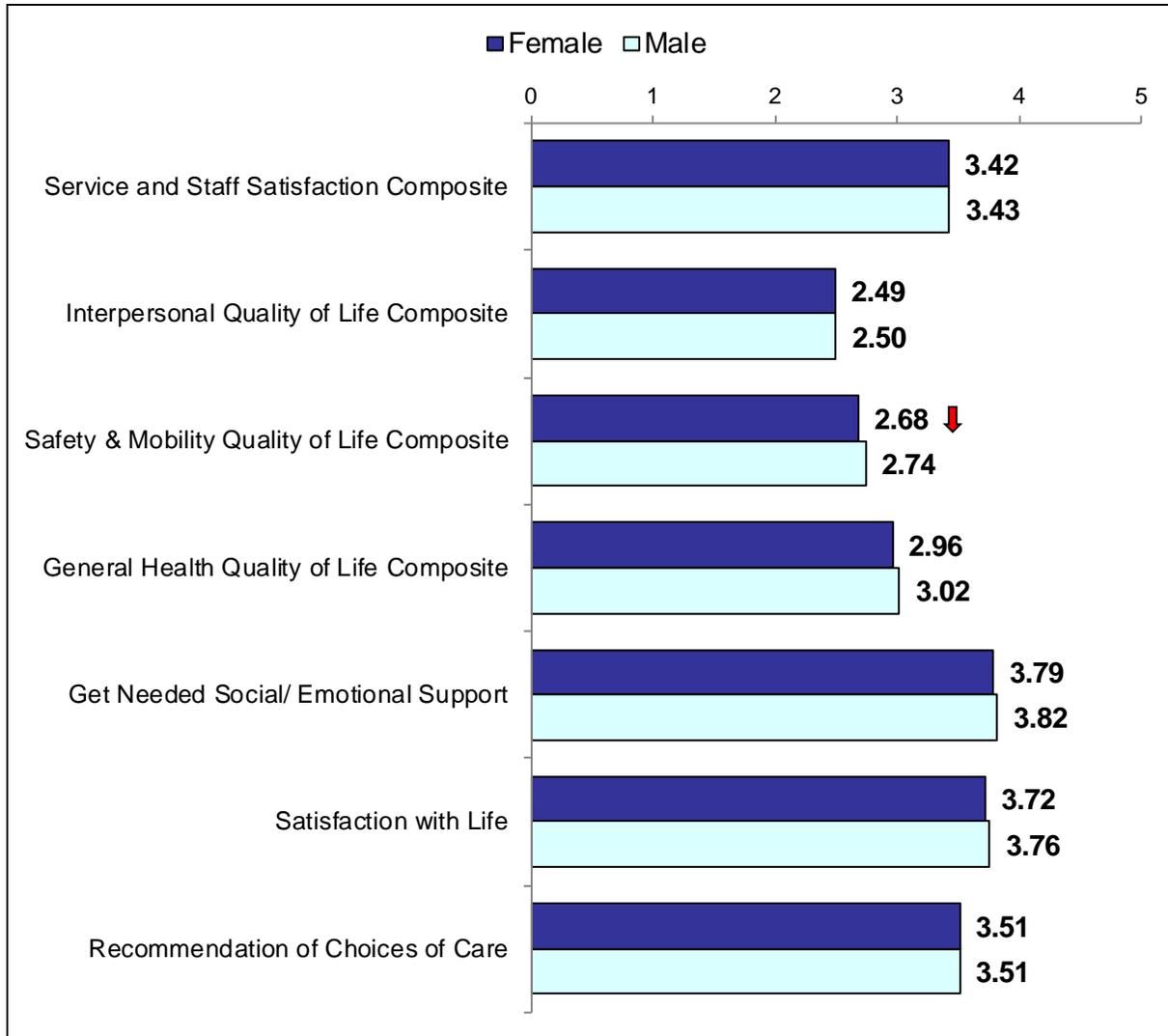
↑ Statistically higher than 2013 at 95% confidence level

↓ Statistically lower than 2013 at 95% confidence level

1.2. QUALITY OF LIFE AND SATISFACTION INDICES BY GENDER

Women score significantly lower on the Safety and Mobility QoL composite than men.

Figure 44. Quality of Life and Satisfaction Composites by Gender

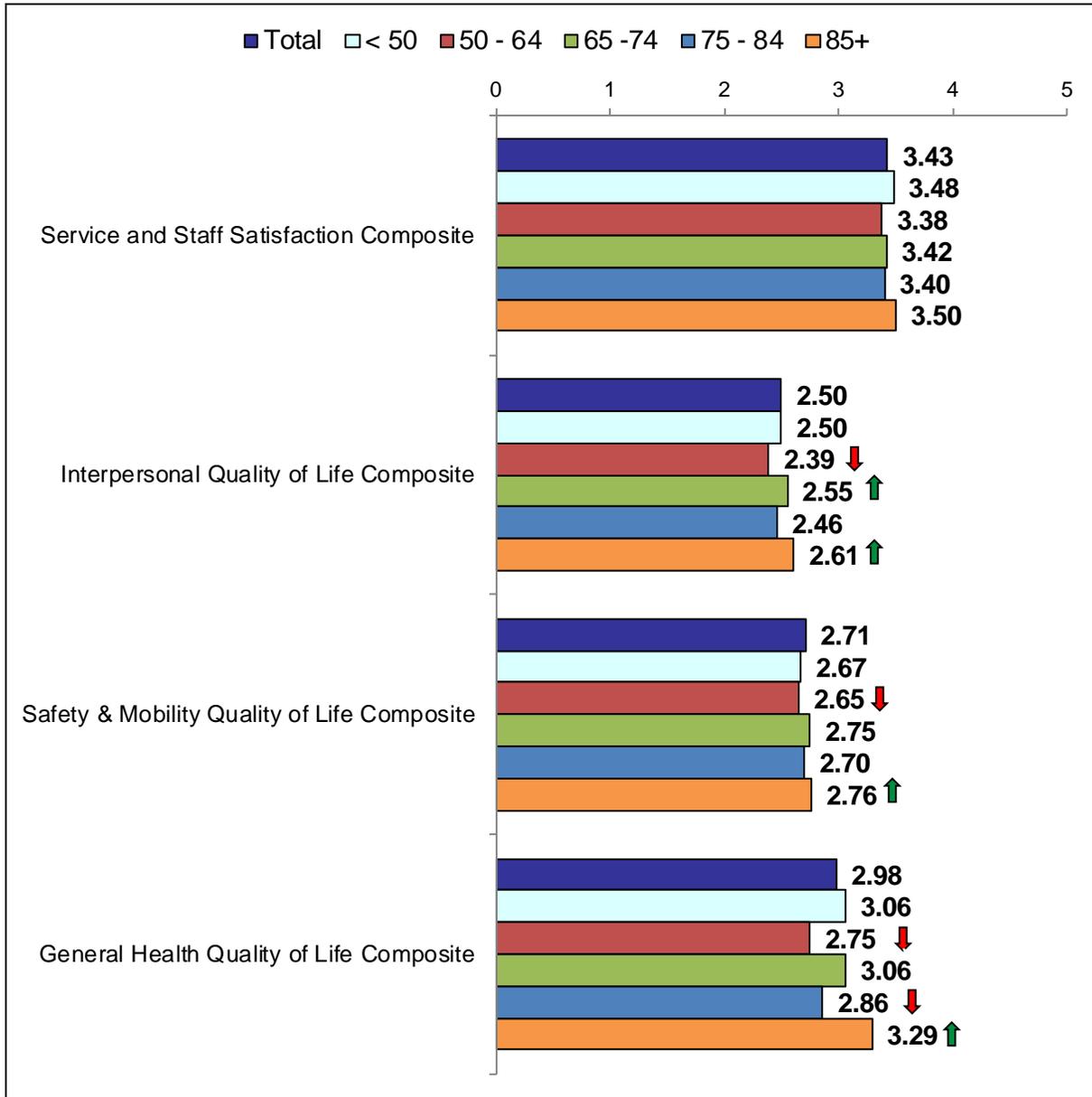


↑ Statistically higher than males at 95% Confidence Level
 ↓ Statistically lower than males at 95% Confidence Interval

1.3. QUALITY OF LIFE AND SATISFACTION INDICES BY AGE

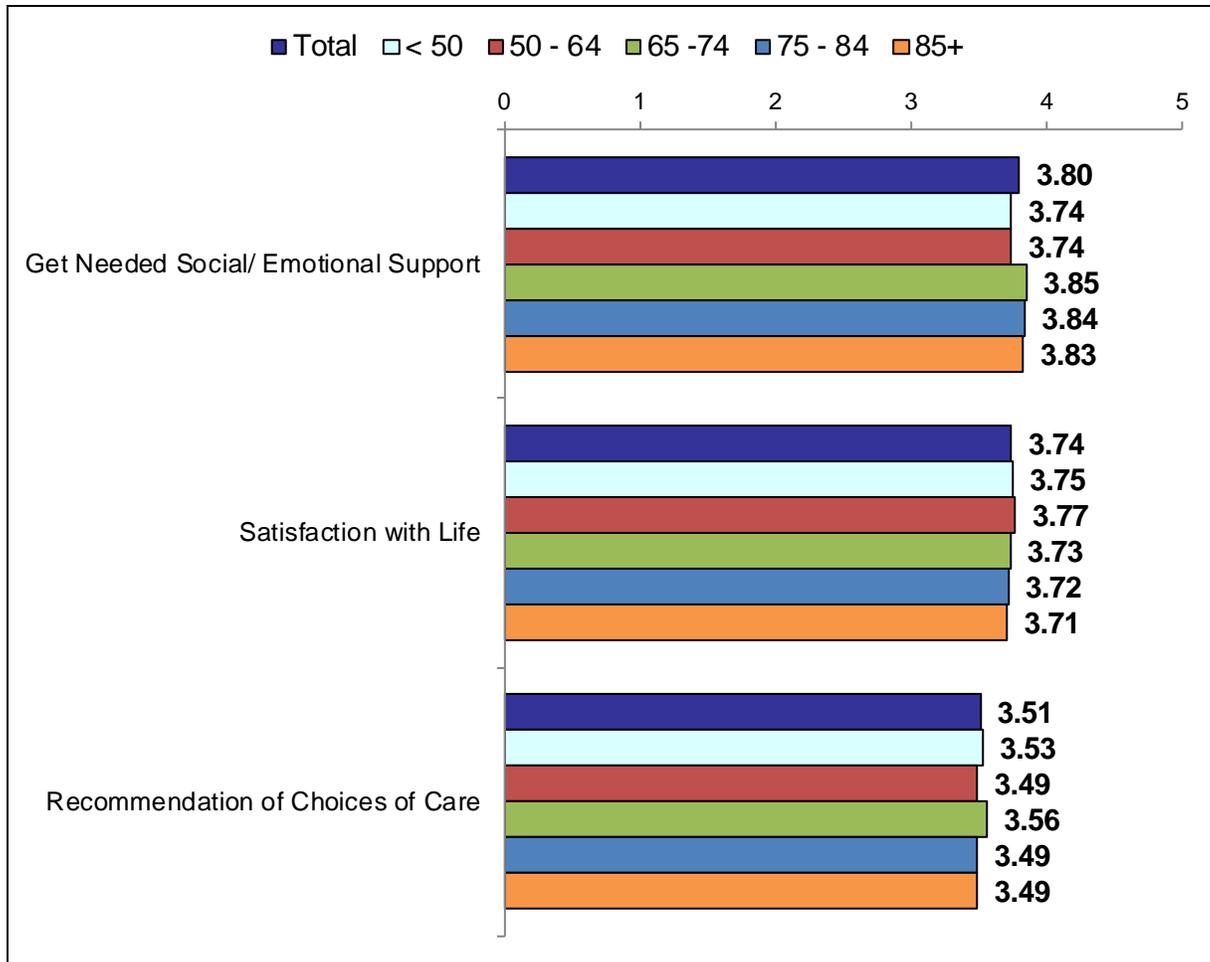
Respondents in the 50 – 64 year old age group scored significantly lower on several quality of life measures compared to all other age groups (Interpersonal QoL Composite, General Health QoL Composite, Safety & Mobility Quality of Life Composite). Additionally, older participants (age 65+) tend to score higher on the quality of life measures compared to those younger (<64).

Figure 45a. Quality of Life and Satisfaction Composites by Age



↑ Statistically higher than the total at 95% confidence level
 ↓ Statistically lower than the total at 95% confidence level

Figure 45b. Quality of Life and Satisfaction Composites by Age

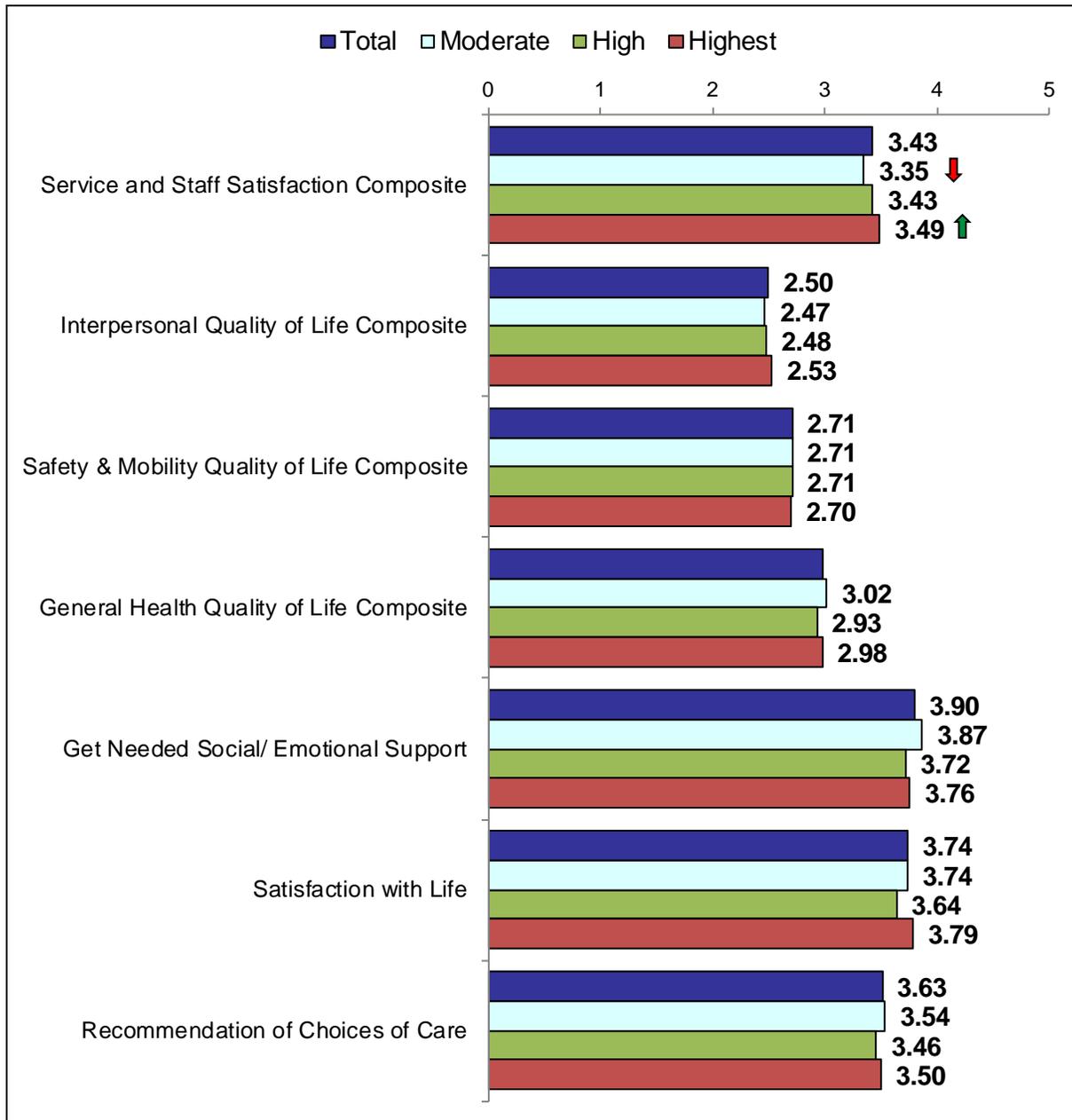


↑ Statistically higher than the total at 95% confidence level
↓ Statistically lower than the total at 95% confidence level

1.4. QUALITY OF LIFE AND SATISFACTION INDICES BY LEVEL OF NEED

Respondents with moderate level of need tend to have significantly lower scores on the Service and Staff Satisfaction Composite compared to those with higher needs, and those with the highest level of need report significantly higher scores on the Service and Staff Satisfaction Composite compared to those with lower needs.

Figure 46. Quality of Life and Satisfaction Composites by Level of Need



↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

1.5. QUALITY OF LIFE AND SATISFACTION INDICES BY PROGRAM

Case Management: Respondents in Moderate Needs Case Management score significantly lower on the Service and Staff Composite compared to those in other programs.

Personal Care Services:

Consumer-Directed Personal Care Services: Respondents receiving Consumer-Directed Personal Care Services score significantly lower on the Safety & Mobility Quality of Life Composite and the General Health Quality of Life composite than those in other programs.

Surrogate-Directed Personal Care Services: Respondents receiving Surrogate-Directed Personal Care Services score significantly higher on the Service and Staff Satisfaction Composite, Interpersonal Quality of Life Composite, and the Safety & Mobility Quality of Life Composite compared to those in other programs.

Adult Day Centers: Respondents attending Adult Day Centers score significantly higher on the Interpersonal Quality of Life composite, the Safety & Mobility Quality of Life Composite, and the General Health Quality of Life Composite than those in other programs.

Homemaker Services: Respondents enrolled in Homemaker Services have significantly lower scores on the Service and Staff Satisfaction Composite and the Interpersonal Quality of Life Composite compared to those in other programs.

Attendant Services Program: Those in the Attendant Services Program score significantly higher on the Service and Staff Satisfaction Composite compared to those in other programs.

Table 90a. Quality of Life and Satisfaction Composites by Program

	Service and Staff Satisfaction Composite	Interpersonal Quality of Life Composite	Safety & Mobility Quality of Life Composite	General Health Quality of Life Composite
Total	3.43	2.50	2.71	2.98
CFC Case Mgmt	3.41	2.50	2.71	2.99
<i>Moderate Needs</i>	3.35 ↓	2.47	2.71	3.02
<i>High/Highest Needs</i>	3.46	2.52	2.71	2.97
Personal Care Services	3.41	2.48	2.71	2.96
<i>Consumer-Directed</i>	3.50	2.49	2.63 ↓	2.74 ↓
<i>Surrogate-Directed</i>	3.54 ↑	2.62 ↑	2.80 ↑	3.06
<i>Agency-Directed</i>	3.40	2.46	2.68	3.00
Flexible Choices*	3.42	2.40	2.63	2.98
<i>Moderate Needs*</i>	3.34	2.40	2.64	3.04
<i>High/Highest Needs*</i>	3.48	2.40	2.63	2.93
Adult Family Care*	3.19	2.43	2.91	3.37
Adult Day Centers	3.44	2.60 ↑	2.78 ↑	3.15 ↑
Homemaker Services	3.33 ↓	2.45 ↓	2.70	3.01
Attendant Services Program*	3.62 ↑	2.57	2.73	2.87

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Table 90b. Quality of Life and Satisfaction Composites by Program

	Get Needed Social/Emotional Support	Satisfaction with Life	Recommendation of Choices of Care
Total	3.80	3.74	3.51
CFC Case Mgmt	3.81	3.74	3.51
<i>Moderate Needs</i>	3.87	3.74	3.54
<i>High/Highest Needs</i>	3.76	3.75	3.49
Personal Care Services	3.87	3.75	3.52
<i>Consumer-Directed</i>	3.79	3.74	3.46
<i>Surrogate-Directed</i>	3.75	3.71	3.48
<i>Agency-Directed</i>	3.79	3.76	3.50
Flexible Choices*	3.72	3.70	3.49
<i>Moderate Needs*</i>	3.95	3.80	3.50
<i>High/Highest Needs*</i>	3.58	3.64	3.48
Adult Family Care*	4.07	4.00	3.80
Adult Day Centers	3.75	3.69	3.54
Homemaker Services	3.88	3.75	3.54
Attendant Services Program*	3.84	3.70	3.44

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* Program did not meet 95/5 statistical criteria and should be interpreted with caution

1.6. QUALITY OF LIFE AND SATISFACTION INDICES BY COUNTY

Addison County: Residents of Addison County score significantly higher on the Service and Staff Satisfaction Composite and the Safety & Mobility Quality of Life Composite than those in other counties.

Bennington County: Residents of Bennington County score significantly higher than respondents in other counties on the Service and Staff Satisfaction Composite, the Interpersonal Quality of Life Composite, and the Safety & Mobility Quality of Life Composite than those in other counties.

Caledonia County: Residents of Caledonia County score significantly higher on the Interpersonal Quality of Life Composite than those in other counties.

Orange County: Residents of Orange County score significantly lower on the Satisfaction with Life Composite than those in other counties.

Washington County: Residents of Washington County score lower on the Safety & Mobility Quality of Life Composite than those in other counties.

Table 91a. Quality of Life and Satisfaction Composites by County

	Service and Staff Satisfaction Composite	Interpersonal Quality of Life Composite	Safety & Mobility Quality of Life Composite	General Health Quality of Life Composite
Total	3.43	2.50	2.71	2.98
Addison*	3.54 ↑	2.55	2.79 ↑	3.10
Bennington*	3.54 ↑	2.60 ↑	2.79 ↑	3.14
Caledonia*	3.39	2.57 ↑	2.72	2.99
Chittenden*	3.39	2.46	2.68	2.97
Essex*	3.33	2.30	2.67	2.93
Franklin*	3.44	2.47	2.68	2.94
Grand Isle*	3.62	2.62	2.71	2.44
Lamoille*	3.47	2.46	2.70	3.06
Orange*	3.47	2.45	2.70	2.97
Orleans*	3.40	2.47	2.69	3.00
Rutland	3.38	2.52	2.72	2.93
Washington*	3.47	2.45	2.59 ↓	2.94
Windham*	3.40	2.43	2.70	2.91
Windsor*	3.34	2.55	2.73	3.01

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

Table 91b. Quality of Life and Satisfaction Composites by County

	Get Needed Social/Emotional Support	Satisfaction with Life	Recommend Choices of Care
Total	3.80	3.74	3.51
Addison*	3.84	3.85	3.53
Bennington*	3.80	3.63	3.49
Caledonia*	3.72	3.73	3.53
Chittenden*	3.74	3.65	3.49
Essex*	4.26	4.13	3.57
Franklin*	3.79	3.79	3.39
Grand Isle*	3.64	3.54	3.43
Lamoille*	3.82	3.80	3.64
Orange*	3.72	3.36 ↓	3.47
Orleans*	3.85	3.76	3.43
Rutland	3.89	3.81	3.57
Washington*	3.75	3.76	3.52
Windham*	3.87	3.83	3.49
Windsor*	3.73	3.72	3.53

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

* County did not meet 95/5 statistical criteria and should be interpreted with caution

2. CORRELATIONS BETWEEN QUALITY OF LIFE MEASURES

A correlation analysis was run on the quality of life measures. All of the measures have a statistically significant level of inter-correlation between them. The most highly correlated measure is the Interpersonal Composite and the Satisfaction with Life question.

The least correlated items are the Service and Staff Satisfaction Composite with both the General Health scale and the Satisfaction with Life scale. These correlations mean that while there is still a small relationship between a consumer's health status and their satisfaction with the life with the perceived level of services they receive, it is relatively low compared to the other quality of life measures. In other words, a person's health status and satisfaction with their life does not appear greatly impacted by the quality of service that they receive.

Table 92. Quality of Life and Satisfaction Composites Correlation Matrix

	Service and Staff Satisfaction Composite	Interpersonal Composite	Safety & Mobility Composite	General Health Composite	Get Needed Social/ Emotional Support	Satisfaction with Life
Service and Staff Satisfaction Composite	-					
Interpersonal Composite	.389**	-				
Safety & Mobility Composite	.334**	.593**	-			
General Health Composite	.198**	.415**	.354**	-		
Get Needed Social/ Emotional Support	.418**	.548**	.340**	.328**	-	
Satisfaction with Life	.284**	.622**	.392**	.501**	.460**	-

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

G. Quality Improvement Analysis and Recommendations

Attributable Effects Analysis

Attributable Effects Analysis is an analytic tool that is designed to yield actionable information about key drivers that is more robust than normal correlation or regression analysis. Attributable Effects is a probability-based analysis that partitions the impact of each possible driver into two components: loss and potential. Briefly, potential estimates the degree to which improvement in a particular driver (say, the amount of choice and control you had when you planned the services you would receive) would increase respondents overall rating of the value of the services received (outcome). Loss estimates the degree to which a decrease in the driver would reduce the overall rating among affected patients.

The power of Attributable Effects is that it focuses on differences in outcomes between those who are satisfied with care and those who are not. This analysis is performed one question at a time and provides direction on where to focus quality improvement (QI) efforts. It identifies attributes of care that can have an impact on overall satisfaction in both directions: potential improvement areas as well as where current efforts must be maintained so that scores do not decline.

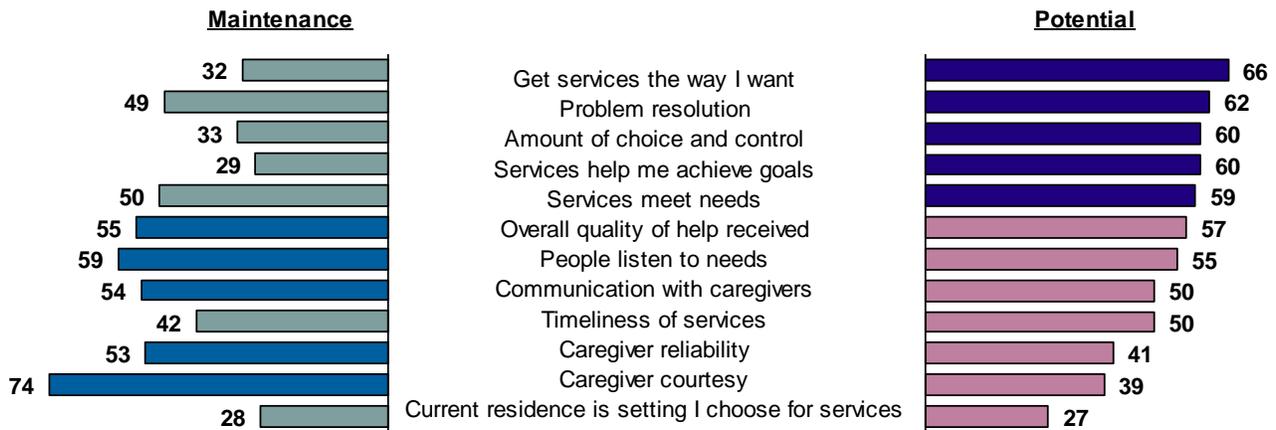
Loss: The loss score represents the proportion of patients who are currently satisfied with the outcome, but would cease to be satisfied if a positive experience with the attribute were to completely disappear. A positive experience is defined when the driver event “always” occurs or is considered “very good” or “excellent.” An attribute that has a relatively high loss score is referred to as a maintenance driver. For instance, in the data shown in the chart on the following page, 66% of patients who currently rate the overall value of the services they receive as “Excellent” would cease to be satisfied if they no longer believed that the courtesy of the people that help them was “Excellent”.

Potential: Another important feature of the Attributable Effects analysis is that it provides information about both the drivers of existing satisfaction and the drivers that have potential to bring about increases in satisfaction. Potential scores represent the proportion of affected patients who are not currently satisfied with their care but who would become satisfied if the driver were improved such that everyone was having a positive experience. For instance, in the chart on the following page, 78% of respondents who do not currently rate the overall value of the services they receive as “Excellent” would become satisfied if they all felt that they could get the services they need and want when and how they need them.

Applicable Population: In interpreting the results, it is important to consider that some questions are not asked and/or answered by all respondents because they are not applicable to the individual patient’s experience.

1. OVERALL CHOICES FOR CARE PROGRAM

1.1. OVERALL VALUE OF SERVICES RECEIVED



Potential

The three features with highest potential to improve rating of the overall value of services received include:

- Ensuring that respondents get services the way they want them (66%)
- Effectively resolving problems (62%)
- Ensuring that consumers have enough choice and control in their services (60%)

This indicates that one can effectively improve respondents rating of the overall value of services received.

Maintenance

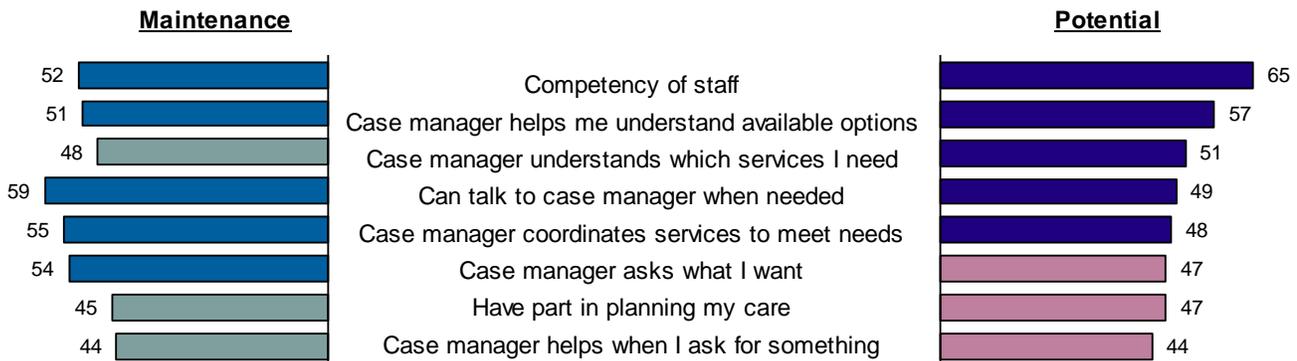
The three features with highest importance for maintaining rating of the overall value or services received include:

- Having courteous caregivers (74%)
- Having people that listen to consumers' needs and preferences (59%)
- Ensuring the help received is of the highest quality (55%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on rating of the overall value of services received.

2. CASE MANAGEMENT SERVICES

2.1. SATISFACTION WITH CASE MANAGER



Potential

The three features with highest potential to improve the satisfaction with case managers include:

- Ensuring the competency of case management staff (65%)
- Ensuring that case managers help consumers understand the options that are available (57%)
- Ensuring that case managers understand which services consumers need (51%)

This indicates that one can effectively improve consumers' satisfaction with their case managers.

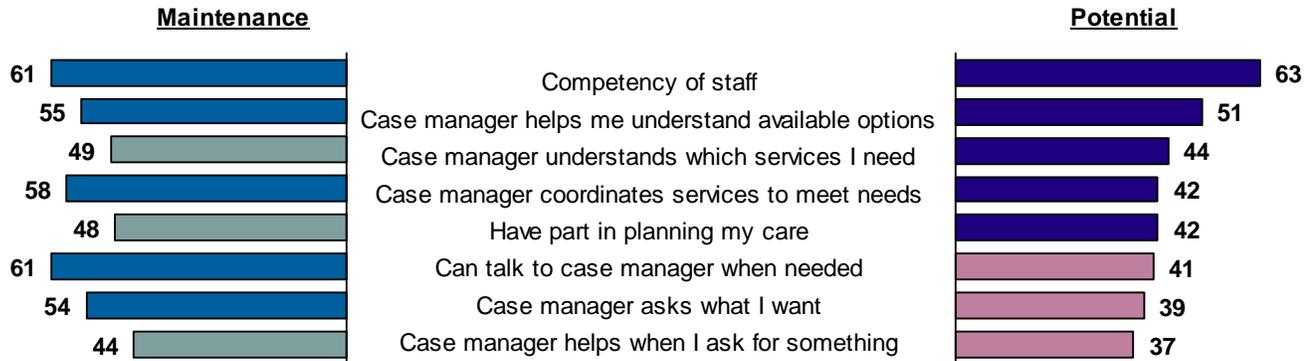
Maintenance

The three features with highest importance for maintaining the satisfaction with case managers:

- Ensuring that consumers can talk to their case manager when needed (59%)
- Ensuring that case managers coordinate services to meet consumers' needs (55%)
- Having case managers ask consumers what they want (54%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with case managers.

2.2. RECOMMENDATION OF CASE MANAGER



Potential

The three features with highest potential to improve the recommendation of case managers include:

- Ensuring the competency of case management staff (63%)
- Ensuring that case managers help consumers understand the options that are available (51%)
- Ensuring that case managers understand which services consumers need (44%)

This indicates that one can effectively improve consumers' recommendation of case managers.

Maintenance

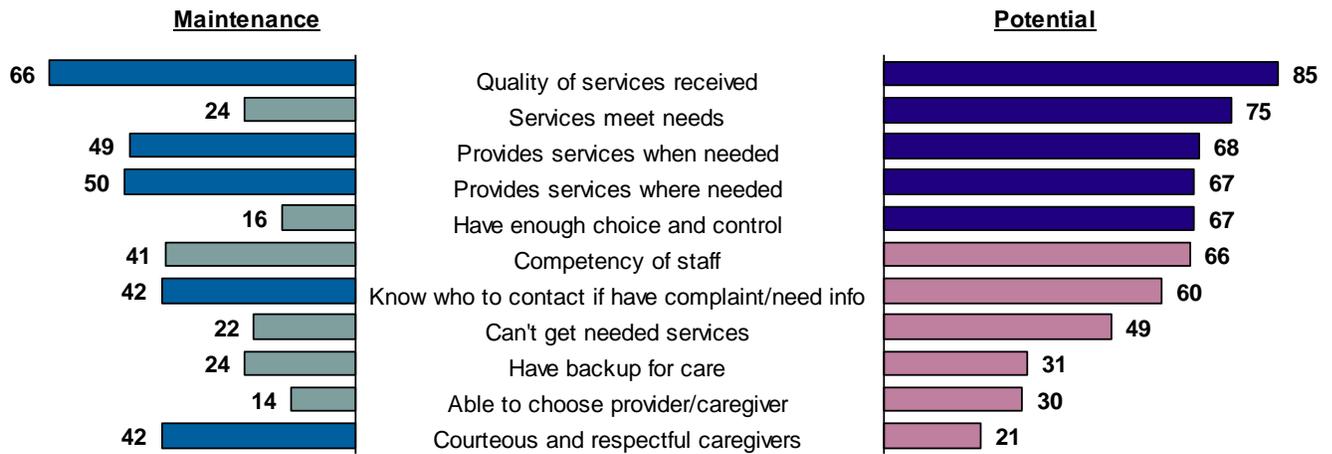
The three features with highest importance for maintaining the recommendation of case managers include:

- Ensuring that consumers can talk to their case manager when needed (61%)
- Ensuring the competency of case management staff (61%)
- Ensuring case managers coordinate services that meet consumers' needs (58%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of case managers.

3. ATTENDANT SERVICES PROGRAM

3.1. SATISFACTION WITH ATTENDANT SERVICES PROGRAM



Potential

The three features with highest potential to improve the satisfaction with the Attendant Services Program include:

- Ensuring the quality of services received (85%)
- Ensuring that consumers receive services that meet their needs (75%)
- Ensuring that services are provided when they are needed (68%)

This indicates that one can effectively improve consumers' satisfaction with the Attendant Services Program.

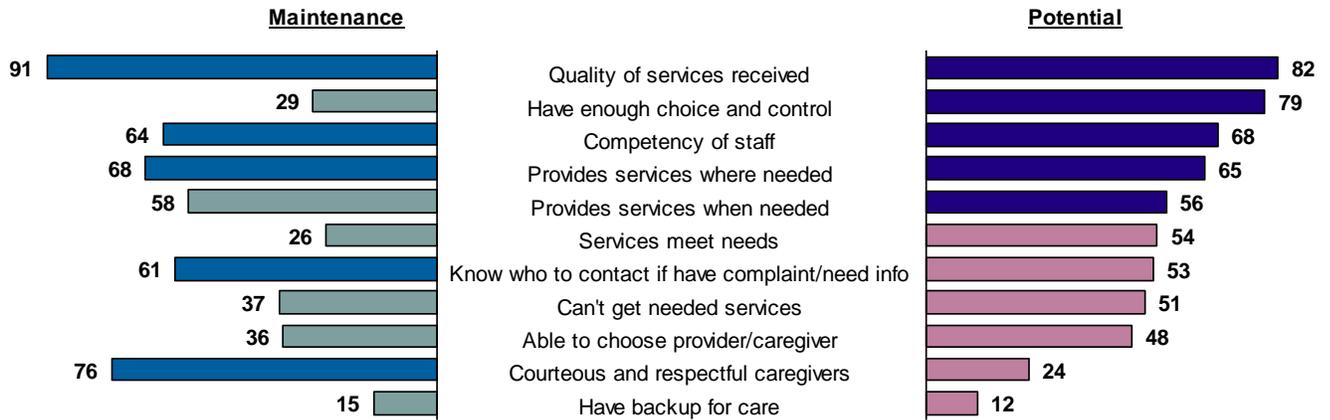
Maintenance

The three features with highest importance for maintaining the satisfaction of the Attendant Services Program include:

- Ensuring the quality of services received (66%)
- Ensuring that services are provided where they are needed (50%)
- Ensuring that services are provided when they are needed (49%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with the Attendant Services Program.

3.2. RECOMMENDATION OF ATTENDANT SERVICES PROGRAM



Potential

The three features with highest potential to improve the recommendation of the Attendant Services Program include:

- Ensuring the quality of services received (82%)
- Ensuring that consumers have enough choice and control in the Attendant Services Program (79%)
- Ensuring the competence of Attendant Service Program staff (68%)

This indicates that one can effectively improve consumers' recommendation of the Attendant Services Program.

Maintenance

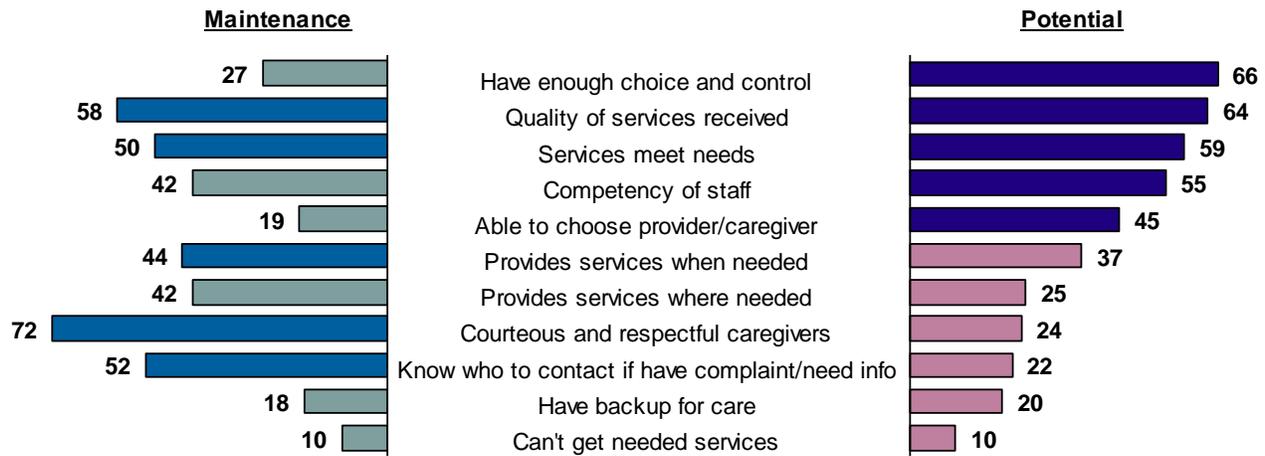
The three features with highest importance for maintaining the recommendation of the Attendant Services Program to others include:

- Ensuring the quality of services received (91%)
- Having courteous and respectful caregivers (76%)
- Ensuring that services are provided where they are needed (68%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of the Attendant Services Program.

4. PERSONAL CARE SERVICES

4.1. SATISFACTION WITH PERSONAL CARE SERVICES



Potential

The three features with highest potential to improve the satisfaction with Personal Care Services include:

- Ensuring that consumers have enough choice and control in their services (66%)
- Ensuring the quality of services received (64%)
- Ensuring that consumers receive services that meet their needs (59%)

This indicates that one can effectively improve consumers' satisfaction with Personal Care Services.

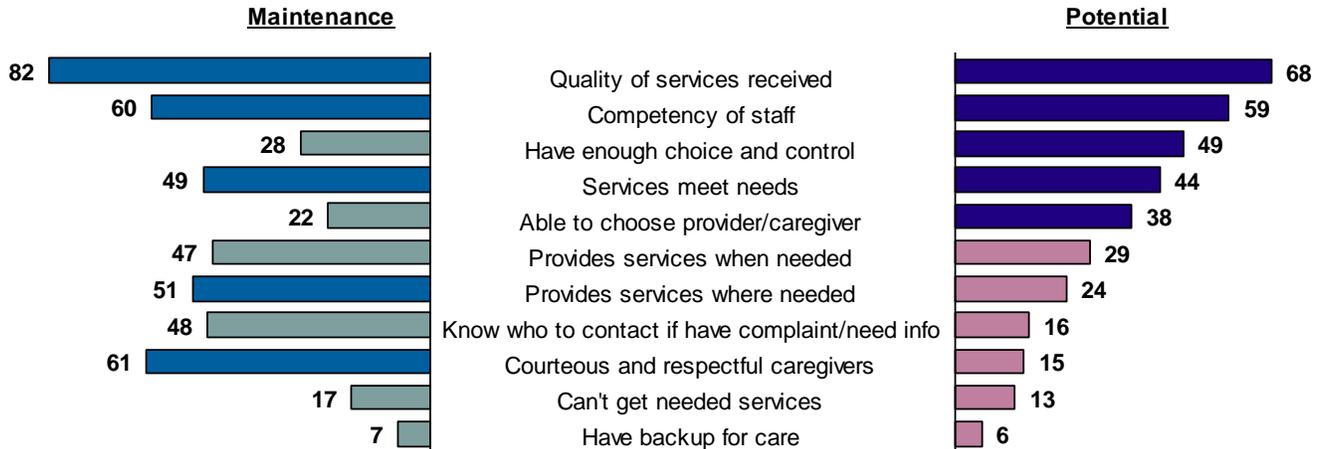
Maintenance

The three features with highest importance for maintaining the satisfaction of Personal Care Services include:

- Having courteous and respectful caregivers (72%)
- Ensuring the quality of services received (58%)
- Ensuring that consumers know who to contact if they have a complaint or need information (52%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with Personal Care Services.

4.2. RECOMMENDATION OF PERSONAL CARE SERVICES



Potential

The three features with highest potential to improve the recommendation of Personal Care Services include:

- Ensuring the quality of services received (68%)
- Ensuring the competency of Personal Care Services staff (59%)
- Ensuring that consumers have enough choice and control (49%)

This indicates that one can effectively improve consumers' recommendation of Personal Care Services.

Maintenance

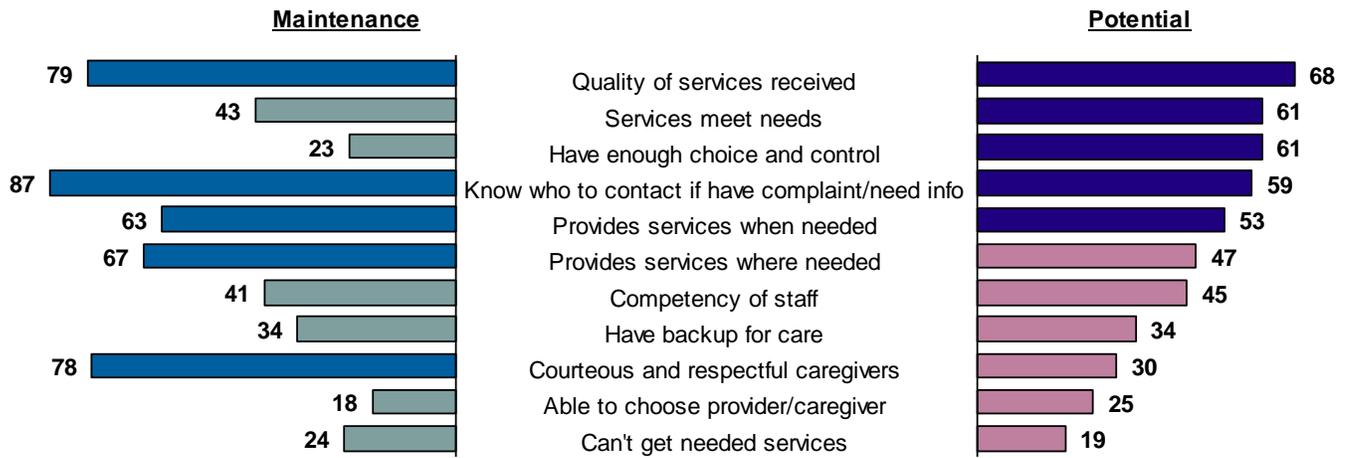
The three features with highest importance for maintaining the recommendation of Personal Care Services to others include:

- Ensuring the quality of services received (82%)
- Having courteous and respectful caregivers (61%)
- Having a competent Personal Care Services staff (60%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of Personal Care Services.

5. FLEXIBLE CHOICES

5.1. SATISFACTION WITH FLEXIBLE CHOICES



Potential

The three features with highest potential to improve the satisfaction with Flexible Choices include:

- Ensuring the quality of services received (68%)
- Ensuring that consumers receive services that meet their needs (61%)
- Ensuring that consumers have enough choice and control in their services (61%)

This indicates that one can effectively improve consumers' satisfaction with Flexible Choices.

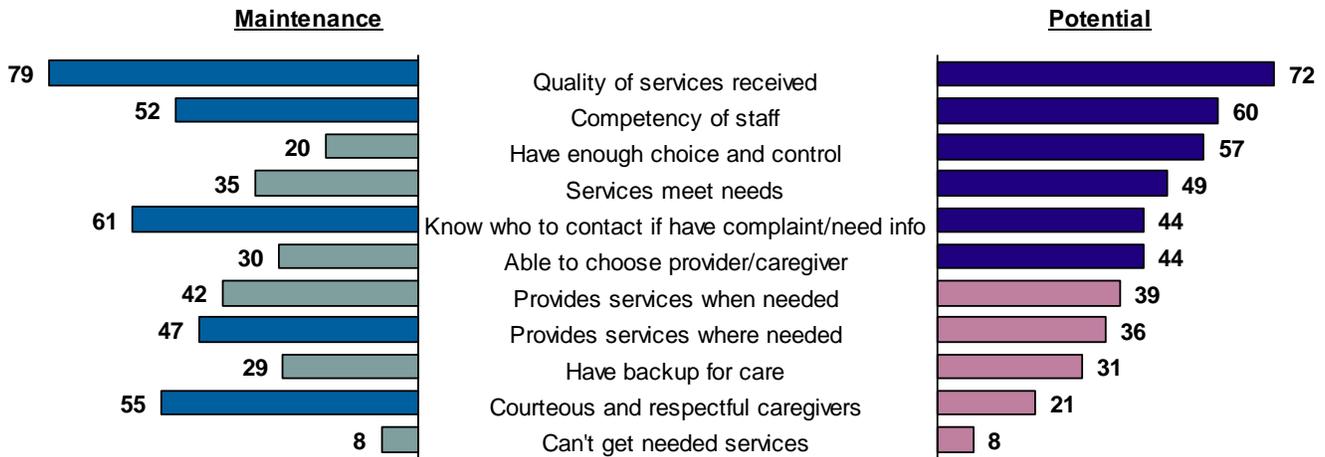
Maintenance

The three features with highest importance for maintaining the satisfaction of Flexible Choices include:

- Ensuring that consumers know who to contact if they have a complaint or need more information (87%)
- Ensuring the quality of services received (79%)
- Having courteous and respectful caregivers (78%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' satisfaction with Flexible Choices.

5.2. RECOMMENDATION OF FLEXIBLE CHOICES



Potential

The three features with highest potential to improve the recommendation of Flexible Choices to others include:

- Ensuring the quality of services received (72%)
- Ensuring the competency of Flexible Choices staff (60%)
- Ensuring that consumers have enough choice and control in their services (57%)

This indicates that one can effectively improve consumers' recommendation of Flexible Choices.

Maintenance

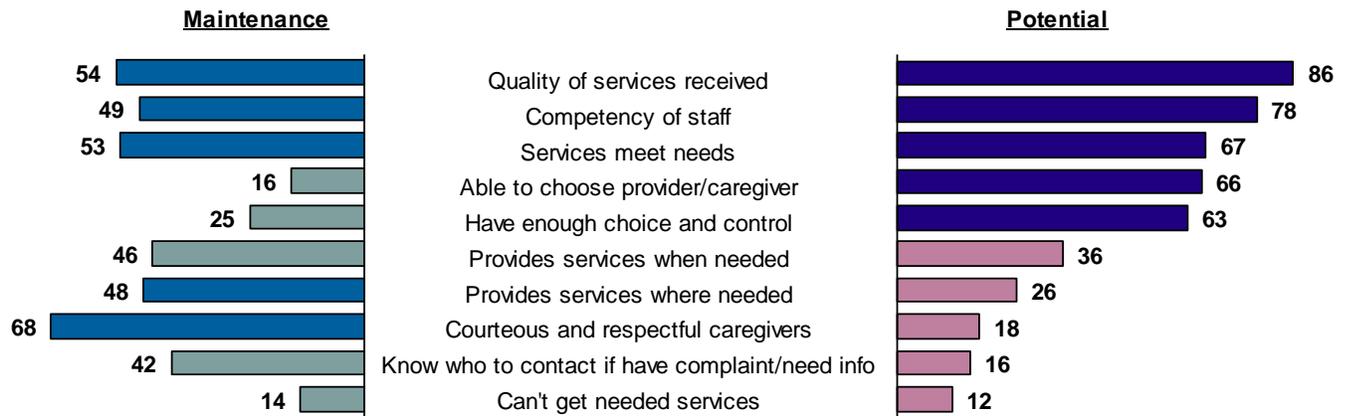
The three features with highest importance for maintaining the recommendation of Flexible Choices to others include:

- Ensuring the quality of services received (79%)
- Ensuring that consumers know who to contact if they have a complaint or need more information (61%)
- Having courteous and respectful caregivers (55%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of Flexible Choices.

6. HOME MAKER SERVICES

6.1. SATISFACTION WITH HOME MAKER SERVICES



Potential

The three features with highest potential to improve consumers' satisfaction with Homemaker Services include:

- Ensuring the quality of services received (86%)
- Ensuring the competency of Homemaker Services staff (78%)
- Ensuring that consumers receive services that meet their needs (67%)

This indicates that one can effectively improve consumers' satisfaction with Homemaker Services.

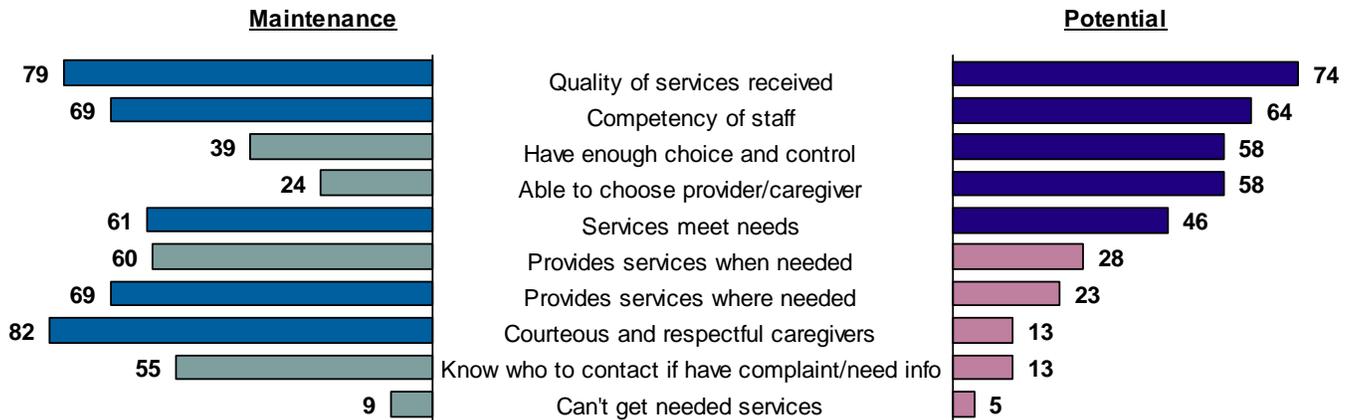
Maintenance

The three features with highest importance for maintaining consumers' satisfaction with Homemaker Services include:

- Having courteous and respectful caregivers (68%)
- Ensuring the quality of services received (54%)
- Ensuring that consumers receive services that meet their needs (53%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' satisfaction with Homemaker Services.

6.2. RECOMMENDATION OF HOMEMAKER SERVICES



Potential

The three features with highest potential to improve the recommendation of Homemaker Services include:

- Ensuring the quality of services received (74%)
- Ensuring the competency of Homemaker Services staff (64%)
- Ensuring that consumers have enough choice and control in their services (58%)

This indicates that one can effectively improve consumers' recommendation of Homemaker Services.

Maintenance

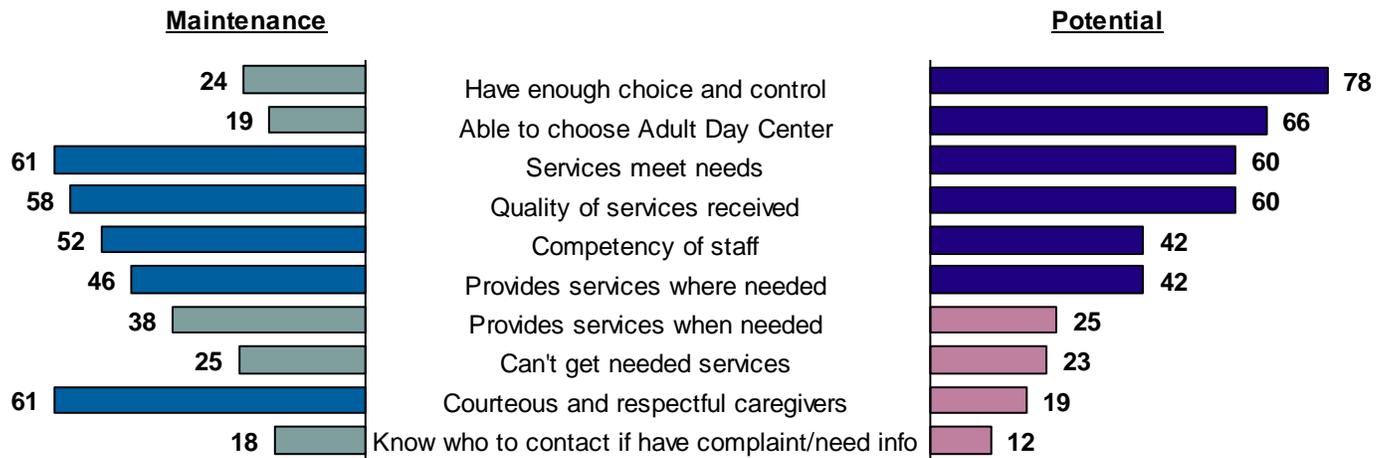
The three features with highest importance for maintaining the recommendation of Homemaker Services to others include:

- Having courteous and respectful caregivers (82%)
- Ensuring the quality of services received (79%)
- Ensuring the competency of Homemaker Services staff (69%)
- Ensuring that services are provided where they are needed (69%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of Homemaker Services.

7. ADULT DAY CENTERS

7.1. SATISFACTION WITH ADULT DAY CENTERS



Potential

The three features with highest potential to improve the satisfaction with Adult Day Centers include:

- Ensuring that consumers have enough choice and control in their services (78%)
- Ensuring that consumers are able to choose the Adult Day Center they attend (66%)
- Ensuring that consumers receive services that meet their needs (60%)
- Ensuring the quality of services received (60%)

This indicates that one can effectively improve consumers' satisfaction with Adult Day Centers.

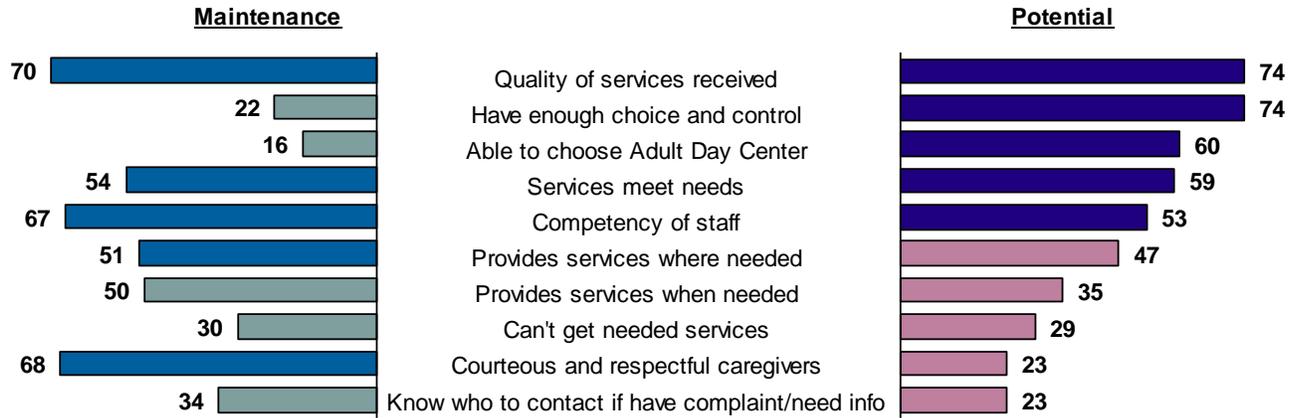
Maintenance

The three features with highest importance for maintaining the satisfaction of Adult Day Centers include:

- Having courteous and respectful caregivers (61%)
- Ensuring that consumers receive services that meet their needs (61%)
- Ensuring the quality of services received (58%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' satisfaction with Adult Day Centers.

7.2. RECOMMENDATION OF ADULT DAY CENTERS



Potential

The three features with highest potential to improve the recommendation of Adult Day Centers include:

- Ensuring the quality of services received (74%)
- Ensuring that consumers have enough choice and control in their Adult Day Center (74%)
- Ensuring that consumers are able to choose the Adult Day Center they attend (60%)

This indicates that one can effectively improve consumers' recommendation of Adult Day Centers.

Maintenance

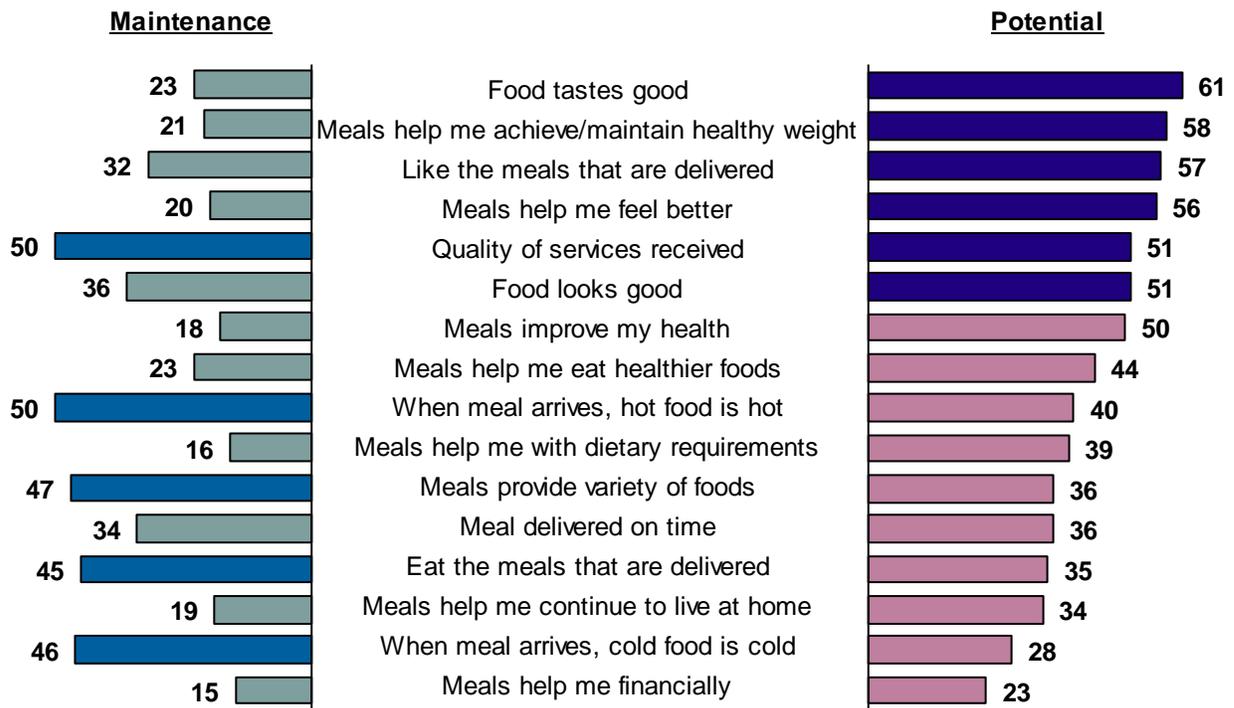
The three features with highest importance for maintaining the recommendation of Adult Day Centers to others include:

- Ensuring the quality of services received (70%)
- Having courteous and respectful caregivers (68%)
- Ensuring the competency of Adult Day Center staff (67%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of Adult Day Centers.

8. HOME DELIVERED MEALS PROGRAM

8.1. SATISFACTION WITH HOME DELIVERED MEALS PROGRAM



Potential

The three features with highest potential to improve the satisfaction with the Home Delivered Meals Program include:

- Making sure the food tastes good (61%)
- Making sure meals help the consumers achieve/maintain healthy weight (58%)
- Making sure the consumers like the meals that are delivered to them (57%)

This indicates that one can effectively improve consumers' satisfaction with the Home Delivered Meals Program.

Maintenance

The three features with highest importance for maintaining the satisfaction of the Home Delivered Meals Program include:

- Ensuring the quality of services received (50%)
- Ensuring that hot meals are hot when delivered (50%)
- Ensuring that the meals provide a variety of foods (47%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with the Home Delivered Meals Program.

8.2. RECOMMENDATION OF HOME DELIVERED MEALS PROGRAM



Potential

The three features with highest potential to improve the recommendation of the Home Delivered Meals Program include:

- Ensuring that the delivered meals help consumers feel better (70%)
- Ensuring the quality of services received (64%)
- Ensuring that the delivered meals improve consumers' health (60%)

This indicates that one can effectively improve consumers' recommendation of the Home Delivered Meals Program.

Maintenance

The three features with highest importance for maintaining the recommendation of the Home Delivered Meals Program to others include:

- Ensuring the quality of services received (67%)
- Ensuring that the meals provide a variety of foods (57%)
- Ensuring that cold food is cold when delivered (54%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of the Home Delivered Meals Program.

H. Appendix 1: Survey Methodology

1. SURVEY

The 2014 survey included a total of 174 questions with the following sections:

- Information and Awareness of LTSS Programs
- General Ratings of Services
- Improvement in Quality of Life
- Quality of Life Measures
- Health Status
- Case Management
- State Sponsored Programs
 - Attendant Services Program
 - Homemaker Services
 - Personal Care Services
 - Flexible Choices
 - Adult Family Care Program
 - Adult Day Centers
 - Home Delivered Meals Program
- Additional Comments
- Help Completing Survey

A total of 25 questions were added to the survey this year. Eight questions were added to obtain consumers' opinion on their recommendation of services/programs to others, and six questions were added to obtain consumers' opinion on the competency of staff for the various services/programs. In addition, five quality of life questions and six home-delivered meals program questions were added to the survey instrument. A copy of the survey is included in Appendix 2.

2. SURVEY POPULATION AND SAMPLE

The Vermont LTSS survey population consists of all consumers using one or more of the following DAIL-funded services: Choices for Care home and community based services, Adult Day services, Homemaker services, the Attendant Services Program, and the Traumatic Brain Injury Program.

Thoroughbred worked with DAIL to develop a sampling plan that meets statistical confidence levels of 5% standard error with a 95% confidence level for each program/service. We anticipated obtaining approximately 1,000 completes among the various programs/services. For the 2014 data collection, we created 17 sample strata. Sixteen of these strata included a census of all consumers, and one stratum included a random sample of consumers. We drew the random sample of this stratum (CFC Case Management, Homemaker Services) assuming a 35% response rate (due to past response rates). All out-of-state consumers were excluded from sampling. The table below shows the sample for the 2014 survey administration cycle.

Table 1: Sampling Plan for 2014 Survey

Sampling Strata	Total Customers Within Strata	Sample Pull
MODERATE NEEDS	1,222	1,082
Case Management, Flexible Choices	30	30
Case Management, Flexible Choices, Homemaker Services	35	35
Case Management, Flexible Choices, Adult Day Centers (w/ & w/out Homemaker)	12	12
<i>Case Management, Flexible Choices, Adult Day Centers</i>	8	8
<i>Case Management, Flexible Choices, Homemaker Services, Adult Day Centers</i>	4	4
Case Management, Homemaker Services	979	839
Case Management, Adult Day Centers	103	103
Case Management, Homemaker Services, Adult Day Centers	63	63
HIGH/HIGHEST NEEDS	1,493	1,493
<i>Case Management, Personal Care Services</i>		
Consumer-Directed	239	239
Surrogate-Directed	308	308
Agency-Directed	434	434
Agency-Directed, Consumer-Directed	55	55
Agency-Directed, Surrogate-Directed	61	61
<i>Case Management, Personal Care Services, Adult Day Centers</i>		
Consumer-Directed	12	12
Surrogate-Directed	97	97
Agency-Directed	123	123
Multiple Personal Care Services (Agency + 1 other)	28	28
<i>Agency-Directed, Consumer-Directed</i>	9	9
<i>Agency-Directed, Surrogate-Directed</i>	19	19
Other Multiple Services - High/Highest	13	13
<i>Case Management</i>	8	8
<i>Case Management, Adult Day Centers</i>	3	3
<i>Personal Care Services - Consumer-Directed</i>	1	1
<i>Personal Care Services - Surrogate-Directed</i>	1	1
Flexible Choices - High	108	108
Adult Family Care	15	15
<i>Adult Family Care</i>	1	1
<i>Adult Family Care, Case Management</i>	7	7
<i>Adult Family Care, Case Management, Adult Day Centers</i>	7	7
ATTENDANT SERVICES PROGRAM	174	174
Total	2,889	2,749

3. DATA COLLECTION

A mixed mode data collection methodology was used for the 2014 survey. First, all sampled beneficiaries were mailed a survey packet, consisting of a 16-page mail survey, a cover letter, and business reply envelope (BRE). Twenty-five days after mailing the survey packet, the telephone non-response phase began. Consumers who had not responded to the mail survey were contacted by telephone. A total of six attempts were made on the sample. Telephone data collection remained open for a total of four weeks.

Table 2: 2014 Survey Fielding Timeline

Date	Milestone
September 11	Surveys formatted for mail and programmed for CATI
September 25	Survey packet mailed
September 26	In-bound telephone line goes live
October 16	Telephone numbers updated with telephone appending software
October 20	Outbound telephone interviewing started
During fielding	Weekly disposition reports provided
November 16	Data collection closed

4. RESPONSE RATES

Surveys were counted as complete as long as one question was completed. A total of 1,495 surveys were completed by consumers by mail (700) and telephone (795), for a total response rate of 65.26%. Response rates were calculated using the AAPOR Response Rate 1 formula. Table 3a summarizes the response rates and sampling errors by program, and Table 3b summarizes the response rates and sampling errors by county.

Table 3a. Response Rate and Sampling Errors by Survey Population

Program	Number of Consumers	Completed Surveys	Response Rate	Precision @ 95% Confidence ¹
CFC Case Management	2,464	1,347	65.36%*	1.96%
<i>Moderate Needs</i>	1,082	641	68.78%*	2.75%
<i>High/Highest Needs</i>	1,382	706	62.53%*	2.78%
Personal Care Services	1,359	698	62.54%*	3.06%
<i>Consumer-Directed</i>	316	178	66.67%	5.08%
<i>Surrogate-Directed</i>	486	230	58.97%	5.07%
<i>Agency-Directed</i>	701	377	64.44%*	3.74%
Flexible Choices	185	100	66.67%	7.13%
<i>Moderate Needs</i>	77	46	73.02%	10.74%
<i>High/Highest Needs</i>	108	54	62.07%	9.56%
Adult Family Care Program	15	4	50.00%	43.43%
Adult Day Centers	448	243	67.31%*	4.69%
Homemaker Services	941	561	68.33%*	2.95%
Attendant Services Program	174	94	66.67%	7.12%
Total	2,749	1,495	65.26%*	1.77%

*Response rate meets 5% margin of error at 95% confidence level threshold

¹ Precision level was based on the number of consumers in each service/program that completed at least two items from the services/program in which they are enrolled.

Table 3b. Response Rate and Sampling Errors by County of Residence

Program	Number of Consumers	Completed Surveys	Response Rate	Precision @ 95% Confidence
Addison	205	121	71.60%	5.72%
Bennington	222	116	64.80%	6.30%
Caledonia	208	126	68.85%	5.49%
Chittenden	463	207	55.05%	5.07%
Essex	53	27	57.45%	13.34%
Franklin	164	89	67.94%	7.05%
Grand Isle	20	12	70.59%	18.36%
Lamoille	106	66	70.21%	7.45%
Orange	128	67	65.69%	8.30%
Orleans	194	119	73.91%	5.60%
Rutland	390	226	69.33%*	4.23%
Washington	213	103	58.86%	6.96%
Windham	168	95	65.97%	6.65%
Windsor	214	120	64.52%	5.94%
Total	2,749	1,495	65.26%*	1.77%

*Response rate meets 5% margin of error at 95% confidence level threshold

5. SAMPLE CHARACTERISTICS

Table 4 provides the breakout of completes by country, age category, and gender. All reported percentages include design effect adjustments.

Table 4. Sample Characteristics

County	N	%
Addison	121	7.2%
Bennington	116	7.9%
Caledonia	126	7.7%
Chittenden	207	17.0%
Essex	27	2.0%
Franklin	89	5.9%
Grand Isle	12	0.7%
Lamoille	66	4.0%
Orange	67	4.6%
Orleans	119	7.2%
Rutland	226	14.2%
Washington	103	8.0%
Windham	95	6.0%
Windsor	120	7.2%
Age Category	N	%
<50	116	9.9%
50 – 64	351	24.3%
65 – 74	370	22.8%
75 – 84	371	22.9%
85+	287	20.1%
Gender	N	%
Female	1,053	57.1%
Male	438	42.6%

6. DATA WEIGHTING

The data has been weighted to adjust for non-response and also to match the consumer profile based on long-term care program, county of residence, age, and gender. The weighting procedures involved three phases: Sample weighting adjustments, non-response weighting adjustments, and post stratification weighting adjustments.

An initial sample weight was assigned to each record in the sample file. This base weight was equal to the inverse of the probability of selecting a consumer within each of the sampling strata. For most of the sampling strata this sample weight was equal to 1.00 because a census was pulled. Non-response weighting adjustments were then made based on response rates within each of the sampling strata. This adjustment produced the overall design weight for each record in the consumer survey data set.

6.1. POST STRATIFICATION WEIGHTING

Among consumers, post stratification weighting is designed to standardize the weights so they sum to the actual number of consumers based on the program or programs through which they receive services as well as demographic characteristics (county of residence, age, gender).

Demographic data on population counts was developed from the lists of consumers provided by DAIL. The lists were compiled and duplicate records eliminated so that the population reflected is based on the number of consumers in long term care programs². Table 3 summarizes the demographic variables and categories along with the program through which the consumer was receiving services:

The initial post stratification weighting applied to the data set was determined by the program through which the consumer was receiving services. This initial post stratification weight adjusted the survey data to match the population counts by program enrollment. An adjustment factor was calculated within each program strata cell:

$$\text{Adj(AS)} = \text{AS}(\text{program enrollment} - \text{actual}) / \text{AS}(\text{program enrollment} - \text{survey})$$

Where:

- Adj(AS) was the program enrollment weighting adjustment
- AS (program enrollment – actual) was the actual number enrolled in the program (or receiving services through more than one program)
- AS (program enrollment – survey) was the weighted survey counts within the specific sampling strata.

² In many cases a consumer was receiving services through more than one program. To avoid double-counting these respondents during weighting, the consumer lists were compiled so that each consumer had only one record prior to developing population counts based on their characteristics. This compiled list of consumers was partitioned into groups that were equivalent to the sampling strata used during data collection to allow for post-stratification adjustments to account for those receiving services through more than one program.

Table 5. Variables Used in Weighting Consumer Survey Data

Sampling Strata (Program)	MODERATE NEEDS
	Case Management, Flexible Choices
	Case Management, Flexible Choices, Homemaker Services
	Case Management, Flexible Choices, Adult Day Centers (w/ & w/out Homemaker Services)
	<i>Case Management, Flexible Choices, Adult Day Centers</i>
	<i>Case Management, Flexible Choices, Homemaker Services, Adult Day Centers</i>
	Case Management, Homemaker Services
	Case Management, Adult Day Centers
	Case Management, Homemaker Services, Adult Day Centers
	HIGH/HIGHEST NEEDS
	<i>Case Management, Personal Care Services</i>
	Consumer-Directed
	Surrogate-Directed
	Agency-Directed
	Agency-Directed, Consumer-Directed
	Agency-Directed, Surrogate-Directed
	<i>Case Management, Personal Care Services, Adult Day Centers</i>
	Consumer-Directed
	Surrogate-Directed
	Agency-Directed
	Multiple Personal Care Services (Agency + 1 other)
	<i>Agency-Directed, Consumer-Directed</i>
	<i>Agency-Directed, Surrogate-Directed</i>
	Other Multiple Services - High/Highest
	<i>Case Management</i>
	<i>Case Management, Adult Day Centers</i>
	<i>Personal Care Services - Consumer-Directed</i>
	<i>Personal Care Services - Surrogate-Directed</i>
	Flexible Choices - High
	Adult Family Care
	<i>Adult Family Care</i>
	<i>Adult Family Care, Case Management</i>
	<i>Adult Family Care, Case Management, Adult Day Centers</i>
	ATTENDANT SERVICES PROGRAM

Table 5. Variables Used in Weighting Consumer Survey Data

County	
	Addison
	Bennington
	Caledonia
	Chittenden
	Essex
	Franklin
	Lamoille
	Grand Isle
	Orange
	Orleans
	Rutland
	Washington
	Windham
	Windsor

Age	
	< 50
	50 - 64
	65 - 74
	75 - 84
	85+

Gender	
	Female
	Male

Adjustments were made to this initial weight to adjust for the actual number of consumers by age and gender and then adjusted by county of residence (two separate weighting adjustments). Since the application of any weighting adjustment to the initial weight may cause the program survey counts to vary, a process called raking was utilized. That is, once the age/gender and county weighting adjustments were applied, the survey counts of consumers by program did not match the actual count of consumers. The raking process alternates making weighting adjustments by variables for which there are only marginal counts. Thus, the initial weight was adjusted by age/gender and in a separate adjustment by county of residence. Then, this new weight was adjusted by program strata so it again matched the profile of consumers by program. This weight was then adjusted to match the age/gender and then the counts by county of residence. The post stratification weighting process was repeated until the weighting adjustments converged and the weighted counts matched the profile by program or programs through which the consumer receives services, age, gender, and county of residence.

6.2. POPULATION SIZE REFLECTED IN THE FINAL DATA SET

The weighted data set is designed to provide data that can be generalized to all consumers receiving services through the Department and to allow statements to be made about all consumers as well as for various sub-populations with a known standard error and confidence level. The population size reflected in the final data set is the approximate number of consumers receiving services through the Department, or 2,749 consumers.

I. Appendix 2: Survey Instrument

**Vermont Department of Disabilities, Aging and Independent Living
Consumer Survey**

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.
Correct Mark ● Incorrect Marks ✕ ⊖ ⊙

You can be assured that your responses to this survey will be confidential. Your individual responses will never be shared with your caregivers or local agencies. Your responses will have no effect on your eligibility for services or the services you receive. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey. For specific information about this study, please call Thoroughbred Research Group at our Toll Free Number, 1-866-714-9948.

INFORMATION AND AWARENESS OF LTC PROGRAMS

1. How did you first learn about the long-term care services you receive? *Mark one or more.*

<input type="radio"/> Vermont 211	<input type="radio"/> Health Fair/Community Event
<input type="radio"/> Area Agency on Aging	<input type="radio"/> Community Groups/Advocacy Groups/Church
<input type="radio"/> Home Health Agency	<input type="radio"/> Department for Children and Families
<input type="radio"/> Vermont Center for Independent Living	<input type="radio"/> Department of Disabilities, Aging and Independent Living
<input type="radio"/> Brain Injury Association	<input type="radio"/> Division for the Blind and Visually Impaired
<input type="radio"/> Designated Agency	<input type="radio"/> Division of Vocational Rehabilitation
<input type="radio"/> Green Mountain Self Advocates	<input type="radio"/> Agency of Human Services
<input type="radio"/> Vermont Family Network	<input type="radio"/> TV/Radio/Newspaper Advertisement
<input type="radio"/> Doctor or nurse, at office of Health Care Provider	<input type="radio"/> Website for Department of Disabilities, Aging and Independent Living
<input type="radio"/> Hospital	<input type="radio"/> Another Website
<input type="radio"/> Person – Friend/Family/Word of Mouth/Other Children	<input type="radio"/> Other

2. Did someone talk with you or give you information about different ways of getting the help you needed?

Yes No

3. How satisfied were you with the information you were given?

Very Satisfied Satisfied Dissatisfied Very Dissatisfied

12345678900 

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4. Please let me know how familiar you are with the following:

	<u>Very Familiar</u>	<u>Somewhat Familiar</u>	<u>Not Very Familiar</u>	<u>Not at all Familiar</u>
a. Residential care homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Nursing homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Assisted living facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Adult Day Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Flexible Choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Adult Family Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Home health agency services (a home health agency hires and supervises caregivers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Consumer-directed services (the person receiving services hires and supervises caregivers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Surrogate-directed services (another person hires and supervises caregivers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The Long-Term Care Ombudsman program, which protects the health, welfare and rights of people who live in long-term care facilities in Vermont	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. The Adult Protective Services program, which protects adults from abuse, neglect and exploitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

GENERAL RATING OF SERVICES

5. For these next few questions, please think about ALL of the services you receive and ALL programs in which you participated in the past 12 months. For example, if you participated in more than one program, try to think about your experiences with all of the programs as a group.

Please give each statement a letter grade using a letter grade scale where A means Excellent, B means Good, C means Fair, and D means Poor.

	<u>A means Excellent</u>	<u>B means Good</u>	<u>C means Fair</u>	<u>D means Poor</u>
a. The amount of choice and control you had when you planned the services or care you receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The overall quality of the help you receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The timeliness of your services. Did your services start when you expected them to begin?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The communication between you and the people who help you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The reliability of the people who help you. For example, do they show up when they are supposed to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The degree to which services meet your daily needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. How well problems or concerns you have with your care are taken care of.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The courtesy of those who help you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. How well people listen to your needs and preferences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- Excellent Good Fair Poor

7. Next, please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
a. I get the services I need the way I want to get them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My services help me to achieve my personal goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My current residence is the setting in which I choose to receive services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Is there anything that could improve the services offered?

- Yes → Please specify what could be improved:

- No

9. If you had more choice, control and flexibility, would your services be different?

- Yes → Please specify how your services would be different:

- No

IMPROVEMENT IN QUALITY OF LIFE

10. Has the help you received made your life...?

- Much Better Somewhat Better About the Same Somewhat Worse Much Worse

11. How easy would it be for you to stay in your home if you didn't receive services?

- Very Easy Easy Difficult Very Difficult

12. Please tell me how strongly you agree or disagree: My services help me to maintain or improve my health.

- Strongly Agree Agree Disagree Strongly Disagree

QUALITY OF LIFE MEASURES

13. The next questions refer to how you feel about your life now. Please indicate how well the statements describe your life.

	Yes	No	Somewhat
a. I feel safe in the home where I live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I feel safe out in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I am prepared for an emergency (examples: power failure, snowstorm, flood).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I can get to where I need or want to go.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I can get around inside my home as much as I need to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I am satisfied with how I spend my free time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I am satisfied with the amount of contact I have with my family and friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I have someone I can count on in an emergency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. I feel satisfied with my social life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. I feel valued and respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. I really feel a part of my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. I have someone I can count on to listen to me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. I have someone to do something enjoyable with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. In my leisure time, I usually don't like what I am doing, but I don't know what else to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. During my leisure time, I almost always have something to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Please think about all the help you received during the last week around the house like cooking and cleaning. Do you need more help with things around the house than you are receiving?

- Yes No

15. Are there people who are not paid who help you at home or get around the community?

- Yes No → *If No, Go to Question 16*

15a. If there is someone who is not paid who helps you at home or around the community, how often do you see that person during a week?

- Less than one time a week One time a week More than one time a week

The next three questions are about your feelings, emotional support and life satisfaction.

16. During the past week, how often would you say you felt sad or blue?
 Always Usually Sometimes Rarely Never
17. How often do you get the social and emotional support you need (including family, friends, paid caregivers, and others)?
 Always Usually Sometimes Rarely Never
18. In general, how satisfied are you with your life?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied

HEALTH STATUS

19. In general, compared to other people your age, would you say your health is...?
 Excellent Very Good Good Fair Poor
20. Compared to one year ago, how would you rate your health in general now?
 Much Better Now than One Year Ago Somewhat Better Now than One Year Ago About the same Somewhat Worse Now than One Year Ago Much Worse Now than One Year Ago
21. Based on his or her knowledge of my health needs, my case manager helps me understand the different service options that would be good for me.
 Always Usually Sometimes Never Not applicable/No Case Manager

CASE MANAGEMENT (IF YOU DO NOT HAVE A CASE MANAGER, GO TO STATE-SPONSORED PROGRAMS SECTION)

22. Who is your case manager?

23. How satisfied are you with your case manager?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied
24. What is your recommendation of your case manager to others?
 Excellent Good Fair Poor

25. Please rate each statement about your experiences with your case manager.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. I feel I have a part in planning my care with my case manager.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My case manager coordinates my services to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My case manager understands the services I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I can talk to my case manager when I need to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My case manager helps me when I ask for something.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. My case manager asks me what I want.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. My case manager helps me understand the different service options that are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Please rate case management services on the competency of staff.

- Excellent Good Fair Poor

STATE SPONSORED PROGRAMS

For the next few questions, please think **SPECIFICALLY** about the services you receive from each one of the state-sponsored programs in which you participate. *If you do not receive services from one of the programs, please skip that section and go to the next.*

ATTENDANT SERVICES PROGRAM
(IF NOT IN ATTENDANT SERVICES PROGRAM,
GO TO HOMEMAKERS SERVICES SECTION, QUESTION 36)

The following questions are about your experiences with the Attendant Services Program. The Attendant Services Program provides assistance with personal care for adults with disabilities. Participants hire, train, and supervise their attendants.

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

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

27a. If you are dissatisfied, why are you dissatisfied?

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

- Excellent Good Fair Poor

29. What is your recommendation of the services you receive from the Attendant Services Program to others?

- Excellent Good Fair Poor

30. Please rate each statement about using the Attendant Services Program.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The services I receive from the Attendant Services Program meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers in the Attendant Services Program treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about the Attendant Services Program or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Attendant Services Program provides services to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Attendant Services Program provides services to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in the Attendant Services Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver in the Attendant Services Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are services I need from the Attendant Services Program that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31c1. If there are services you need but cannot get, what are they?

32. Please rate the Attendance Services Program on the competency of staff.

- Excellent Good Fair Poor

33. I have a backup plan for personal care, in case my paid caregiver is unavailable or does not show up.

- Yes No

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

- Yes No

34a. If you have experienced problems, what were they?

34b. Did the Attendant Services Program work to resolve these problems?

- Yes No

35. Is there anything that could improve the Attendant Services Program?

- Yes → Please specify what could be improved:

- No

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HOMEMAKER SERVICES
 (IF NOT RECEIVING HOMEMAKER SERVICES,
 GO TO PERSONAL CARE SERVICES SECTION, QUESTION 44.)

The following questions are about your experiences with Homemaker Services. Homemaker services provide help at home with activities such as cleaning, laundry, shopping, respite care, and limited personal care.

36. How satisfied are you with Homemaker Services?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

36a. If you are dissatisfied, why are you dissatisfied?

37. How do you rate the quality of Homemaker Services?

- Excellent Good Fair Poor

38. What is your recommendation of Homemaker Services to others?

- Excellent Good Fair Poor

39. Please rate each statement about Homemaker Services.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The Homemaker Services I receive meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers providing Homemaker Services treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about Homemaker Services or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Homemaker Services are provided to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Homemaker Services are provided to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Homemaker Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver of Homemaker Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are Homemaker Services I need that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40c1. If there are services you need but cannot get, what are they?

41. Please rate Homemaker Services on the competency of staff.
 Excellent Good Fair Poor
42. Have you experienced any problems with Homemaker Services during the past 12 months?
 Yes No

42a. If you have experienced problems, what were they?

42b. Did Homemaker Services work to resolve these problems?
 Yes No

43. Is there anything that could improve Homemaker Services?
 Yes → Please specify what could be improved:

 No

PERSONAL CARE SERVICES
 (IF NOT RECEIVING PERSONAL CARE SERVICES,
 GO TO FLEXIBLE CHOICES SECTION, QUESTION 53.)

The following questions are about your experiences with Choices for Care Personal Care Services. These services provide assistance with personal care for seniors and adults with disabilities.

44. How satisfied are you with the Personal Care Services you receive?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied

44a. If you are dissatisfied, why are you dissatisfied?

45. How do you rate the quality of the Personal Care Services you receive?
 Excellent Good Fair Poor

46. What is your recommendation of Personal Care Services to others?
 Excellent Good Fair Poor

47. Please rate each statement about the Personal Care Services you receive.

	Always	Usually	Sometimes	Never
a. The Personal Care Services I receive meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My personal caregiver treats me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about Personal Care Services or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Personal Care Services are provided to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Personal Care Services are provided to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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48. Please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Personal Care Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver of Personal Care Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are Personal Care Services I need that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

48c1. If there are services you need but cannot get, what are they?

49. Please rate Personal Care Services on the competency of staff.

- Excellent Good Fair Poor

50. I have a backup plan for personal care, in case my paid caregiver is unavailable or does not show up.

- Yes No

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

- Yes No

51a. If you have experienced problems, what are they?

51b. Did Personal Care Services work to resolve these problems?

- Yes No

52. Is there anything that could improve Personal Care Services?

- Yes → Please specify what could be improved:

- No

FLEXIBLE CHOICE SERVICES
 (IF NOT RECEIVING FLEXIBLE CHOICE SERVICES,
 GO TO ADULT FAMILY CARE PROGRAM SECTION, QUESTION 62.)

The following questions are about your experiences with the Choices for Care 'Flexible Choices' services. Flexible Choices gives people more flexibility in how funds are used to meet their needs.

53. How satisfied are you with the Flexible Choice Services you receive?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

53a. If you are dissatisfied, why are you dissatisfied?

54. How do you rate the quality of the Flexible Choice Services you receive?

- Excellent Good Fair Poor

55. What is your recommendation of Flexible Choice Services to others?

- Excellent Good Fair Poor

56. Please rate each statement about the Flexible Choice Services you receive.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The Flexible Choice Services I receive meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My personal caregiver treats me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about Flexible Choice Services or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Flexible Choice Services are provided to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Flexible Choice Services are provided to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57. Please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Flexible Choice services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver of Flexible Choice Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are Flexible Choice Services I need that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57c1. If there are services you need but cannot get, what are they?

58. Please rate Flexible Choice Services on the competency of staff.

- Excellent Good Fair Poor

59. I have a backup plan for personal care, in case my paid caregiver is unavailable or does not show up.

- Yes No

60. Have you experienced any problems with Flexible Choice Services during the past 12 months?

- Yes No

60a. If you have experienced problems, what were they?

60b. Did Flexible Choice Services work to resolve these problems?

- Yes No

61. Is there anything that could improve Flexible Choice Services?

- Yes → Please specify what could be improved:

- No

ADULT FAMILY CARE PROGRAM
*(IF NOT IN ADULT FAMILY CARE PROGRAM,
 GO TO ADULT DAY CENTERS SECTION, QUESTION 70.)*

The following questions are about your experiences with the Choices for Care Adult Family Care Program. Adult Family Care (AFC) is a 24-hour, shared living option in the home of another person that includes personal care, laundry/housekeeping and more.

62. How satisfied are you with the services you receive from the Adult Family Care Program?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

62a. If you are dissatisfied, why are you dissatisfied?

63. How do you rate the quality of the services you receive from the Adult Family Care Program?

- Excellent Good Fair Poor

64. What is your recommendation of the Adult Family Care Program to others?

- Excellent Good Fair Poor

65. Please rate each statement about the services you receive from the Adult Family Care Program.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The services I receive from the Adult Family Care Program meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers from the Adult Family Care Program treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about the Adult Family Care Program or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Adult Family Care Program provides services to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Adult Family Care Program provides services to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66. Please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Adult Family Care Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver in the Adult Family Care Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are services I need from the Adult Family Care Program that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66c1. If there are services you need but cannot get, what are they?

67. Please rate the Adult Family Care Program on the competency of staff.

- Excellent Good Fair Poor

68. Have you experienced any problems with the Adult Family Care Program during the past 12 months?

- Yes No

68a. If you have experienced problems, what were they?

68b. Did the Adult Family Care Program work to resolve these problems?

- Yes No

69. Is there anything that could improve the Adult Family Care Program?

- Yes → Please specify what could be improved:

- No

ADULT DAY CENTERS
 (IF NOT ATTENDING ADULT DAY CENTER,
 GO TO HOME DELIVERED MEALS SECTION, QUESTION 78.)

The following questions are about your experiences with Adult Day Centers. Adult Day Centers provide social interaction, meals, personal care, and health services.

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

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

70a. If you are dissatisfied, why are you dissatisfied?

71. How do you rate the quality of services provided by your Adult Day Center?

- Excellent Good Fair Poor

72. What is your recommendation of your Adult Day Center to others?

- Excellent Good Fair Poor

73. Please rate each statement about your Adult Day Center.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The services I receive from the Adult Day Center meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers at the Adult Day Center treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about the Adult Day Center or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Adult Day Center provides services to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Adult Day Center provides services to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

74. Please tell me how strongly you agree or disagree with the following statements.

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
a. I have enough choice and control in my Adult Day Center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose the Adult Day Center I attend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are services I need from the Adult Day Center that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

74c1. If there are services you need but cannot get, what are they?

75. Please rate the Adult Day Center you attend on the competency of staff.

- Excellent Good Fair Poor

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

- Yes No

76a. If you have experienced problems, what were they?

76b. Did the Adult Day Center work to resolve these problems?

- Yes No

77. Is there anything that could improve Adult Day Center services?

- Yes → Please specify what could be improved:

- No

HOME DELIVERED MEALS PROGRAM

The following questions are about your experience with the Home Delivered Meals Program, or Meals on Wheels. The Home Delivered Meals Program provides nourishing meals to seniors in their homes who are unable to attend a community meal site.

78. Do you currently receive meals through the Home Delivered Meals Program?

- Yes No → If No, Go to Help Completing Survey Section, Question 87

79. How satisfied are you with the Home Delivered Meals Program?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied

79a. If you are dissatisfied, why are you dissatisfied?

80. How do you rate the quality of the services provided by the Home Delivered Meals Program?

- Excellent Good Fair Poor

81. What is your recommendation of the Home Delivered Meals Program to others?

- Excellent Good Fair Poor

82. Please rate each statement about the Home Delivered Meals Program.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The food tastes good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The food looks good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The meals provide a variety of foods.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. When the meal arrives, the hot food is hot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. When the meal arrives, the cold food is cold.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The meal is delivered on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I eat the meals that are delivered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I like the meals that are delivered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

83a. On average, how many days a week do you receive home-delivered meals?

- One or less Two or three Four or more

83b. On the days you eat a meal from home-delivered meals, what proportion of all the food you eat in a day does this meal represent?

- Less than one-half (1/2) About one-half (1/2) More than one-half (1/2)

84. Please rate each statement about the Home Delivered Meals you receive.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I eat healthier foods because I receive home delivered meals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Home delivered meals help me achieve or maintain a healthy weight.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Home delivered meals improve my health.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Home delivered meals help me feel better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Home delivered meals help me continue to live at home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Home delivered meals help me financially.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Home delivered meals help me meet my specific dietary requirements (such as low sodium, low fat, high protein, or low sugar).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

85. Have you experienced any problems with the Home Delivered Meals Program during the past 12 months?

- Yes No

85a. If you have experienced problems, what were they?

85b. Did the Home Delivered Meals Program work to resolve these problems?

- Yes No

86. Is there anything that could improve the Home Delivered Meals Program?

- Yes → *Please specify what could be improved:*
-

- No

HELP COMPLETING SURVEY

87. Did someone help you complete this survey?

- Yes No → *If No, Go to Additional Comments section, Question 88*

87a. How did that person help you? *Mark one or more.*

- | | | | | |
|-----------------------------|----------------------------------|----------------------------------|---|-----------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Read the
questions to me | Wrote down the
answers I gave | Answered the
questions for me | Translated the
questions into my
language | Helped in some
other way |

87b. Is the person who helped you a paid caregiver for you?

- Yes No

87c. What is the relationship of the person who helped with the questionnaire to the person receiving services?

- | | | | |
|-----------------------|--|---|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spouse | Immediate family
(parent, child, or
sibling) | Extended family
(such as cousin, aunt,
uncle, grandchild) | Unrelated/Other |

ADDITIONAL COMMENTS

88. Do you have any comments you would like to make?

- Yes → *Please specify:*
-

- No

Thank you.

Please return the completed survey in
the postage-paid envelope.

Thoroughbred Research Group
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