

**STATISFACTOIN OF ADULT CONSUMERS OF
DEVELOPMENTAL SERVICES FROM
THE STATE OF VERMONT**

1995 - 1999

Summer, 2000

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Consumer Satisfaction Project
Burlington, Vermont

STATE OF VERMONT 1995, 1997, 1998 and 1999

PURPOSE

This section of the report contains the results of the consumer satisfaction survey given to people receiving services from agencies in the State of Vermont during the interview year 1995, 1997, 1998 and 1999. The demographic information and survey results are based on people who responded to each section of the survey for all four years combined. Information is combined to show trends for adults receiving services in the State of Vermont.

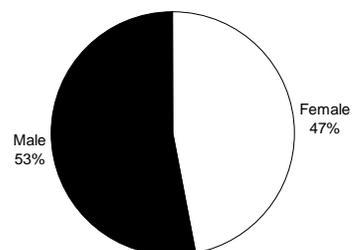
PARTICIPANTS

876 People

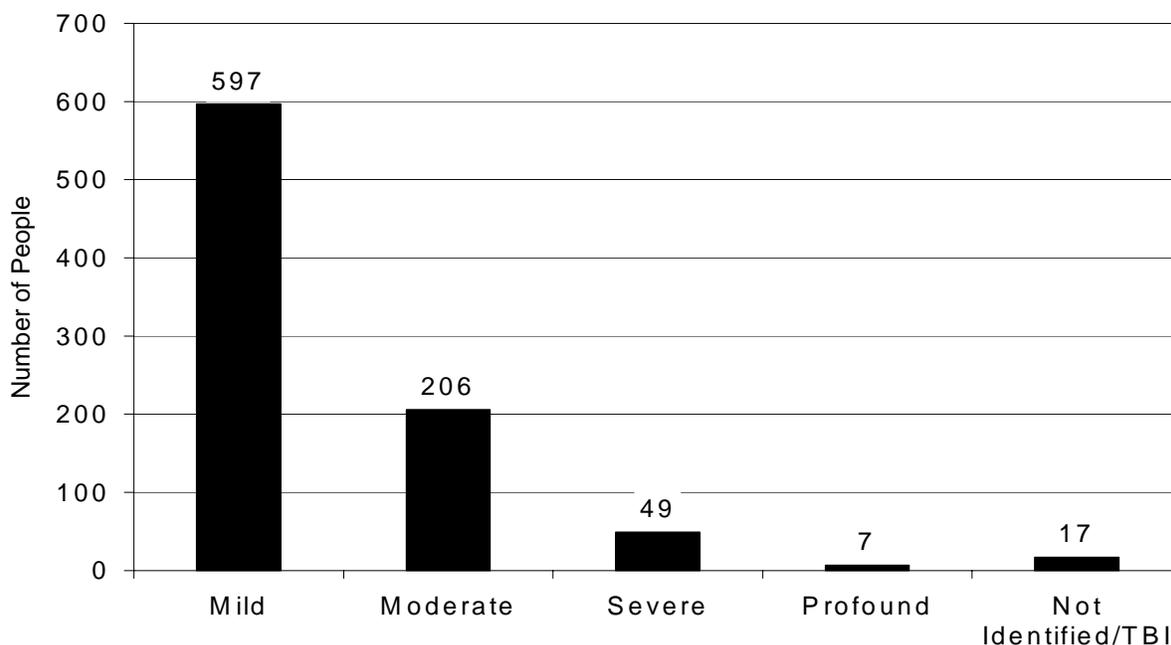
Age Range:
17 - 98 years

Median Age:
37 years

Gender:
Female = 412
Male = 464



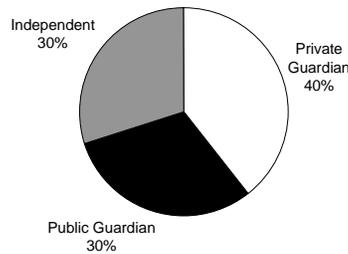
Intellectual Challenges:



(State of Vermont 1995-1999 con't.)

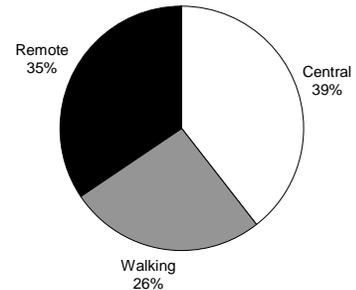
Guardianship:

Private Guardian = 343
 Public Guardian = 265
 Independent = 261
 Unknown = 7



Residential Location:

Centrally Located = 343
 Within Walking Distance of Town = 225
 Remote Rural Area = 300
 Unknown = 8

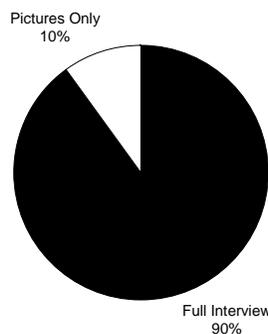


Residential Situations:

Residential Type	1995	1997	1998	1999	Total
ICF/MR/Nursing	2	6	4	4	16
Group Home	24	12	9	8	53
Staffed Apartment	14	1	7	4	26
Developmental Home	53	115	87	78	333
Family Home	0	113	58	49	221
Supervised Living	17	80	42	50	188
Residential Care Home	2	13	11	7	33
Other/Unidentified	0	1	5	0	6
Total	112	341	223	200	876

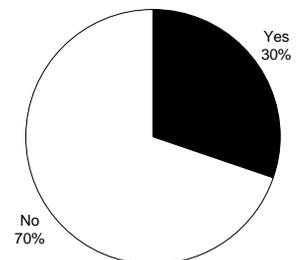
Interview Type:

Full Interview = 789
 Pictures Only = 87



Volunteer Activities:

Yes = 256
 No = 589
 Unknown = 31



Hours:

.5 - 22.5 hours per week

Median Hours:

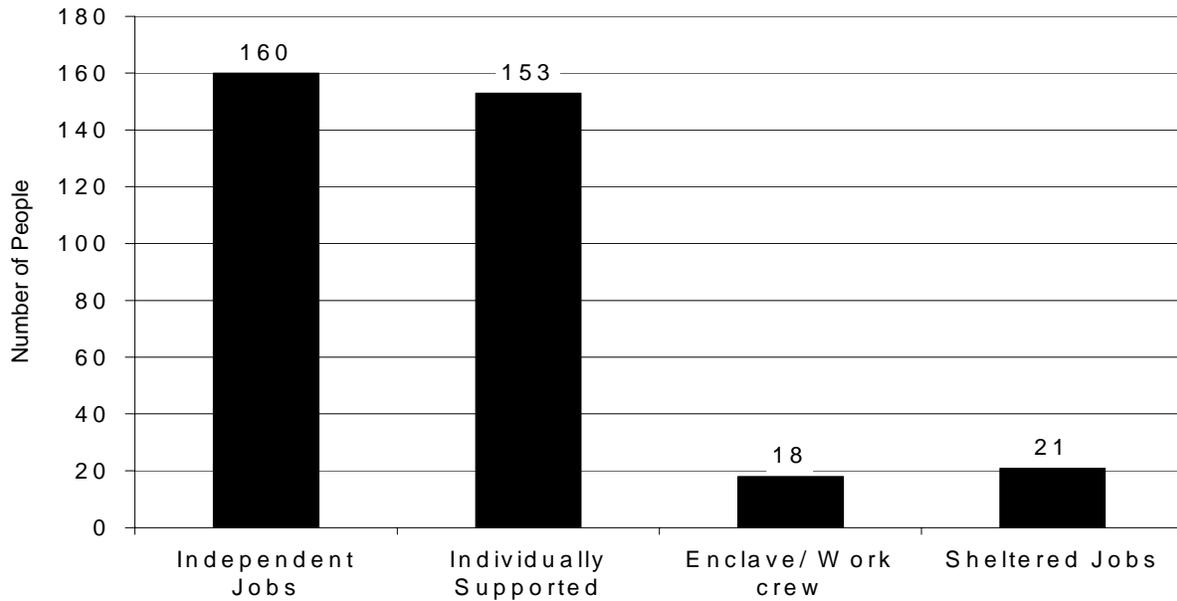
4 hours per week

(State of Vermont 1995-1999 con't.)

Work¹:

Hours:
1 - 40 hours per week

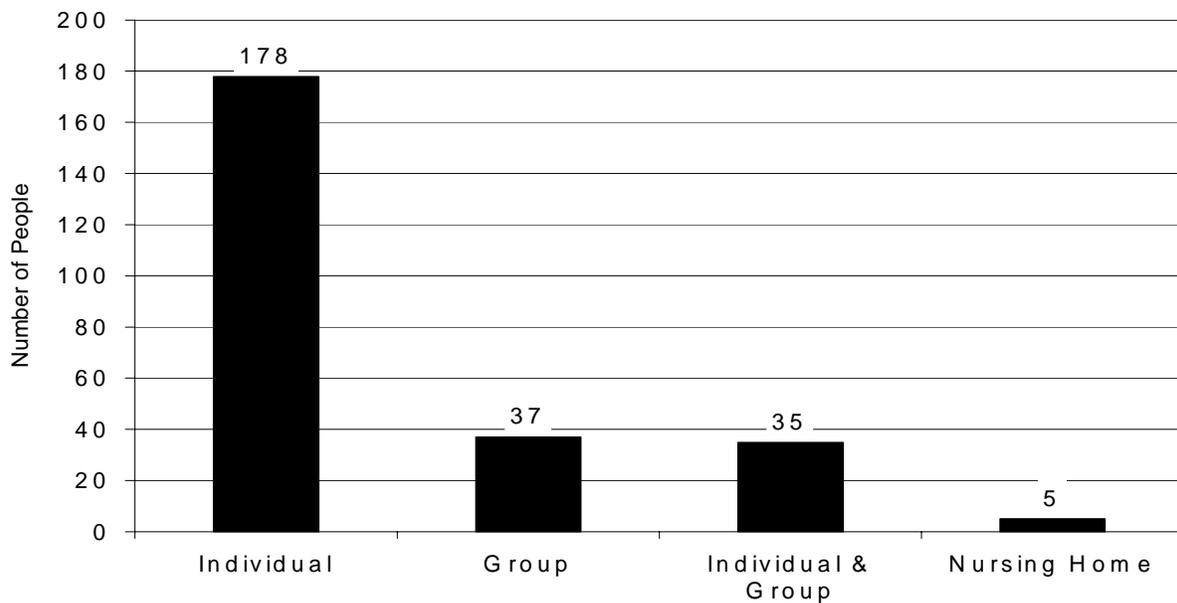
Median Hours:
12 hours per week



Day Activity²:

Hours:
1.25 - 40 hours per week

Median Hours:
15.5 hours per week



¹ Consumers interviewed during 1995 are not included as responses concerning out-of-residence activities (i.e., work and day activities) are not differentiated.

² Consumers interviewed during 1995 and 1997 are not included as the categories were concerned with whether or not the activities took place in or out of the residence and not whether the activities were individualized or part of a group.

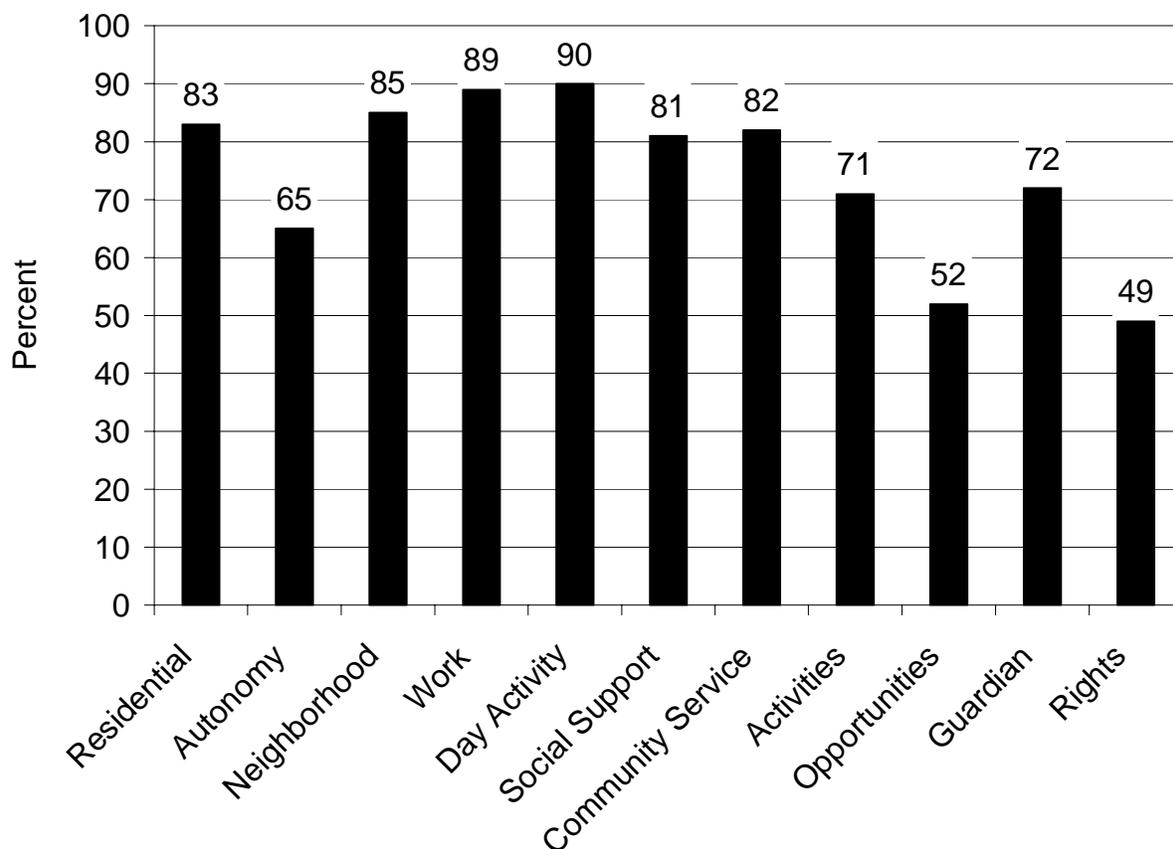
RESULTS

Life Area Satisfaction³

The interview questions are organized by their content into life areas.

- The following life areas are presented as percent satisfied: **Residential, Neighborhood, Work, Day Activity, Social Support, Community Service, Activities, and Guardianship.**
- The following life areas are presented as the average percent of positive responses: **Autonomy, Opportunities, and Rights.**

The graph below shows the average percent satisfied or percent positive for all consumers in the State of Vermont during the interview years 1995, 1997, 1998 and 1999.



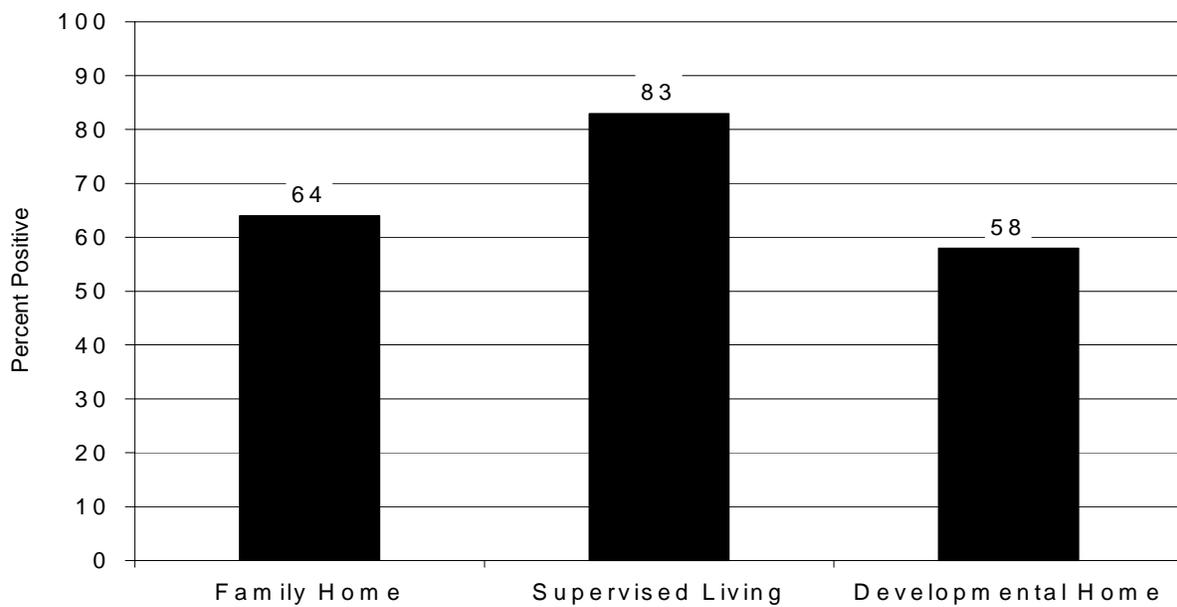
³ As questions have been deleted and added in accordance with the national Core Indicators Project, life areas were based on questions in the 1997 interview. Only those questions that are constant for all four years are included.

(State of Vermont 1995-1999 con't.)

To determine whether there were any differences in satisfaction between people in **Developmental Homes**, **Family Homes**, and **Supervised Living** situations, statistical analyses were performed on satisfaction of life areas.

- People in Supervised Living situations are more autonomous than people in Family Homes and Developmental Homes.
- People in Family Homes are more autonomous than people in Developmental Homes.

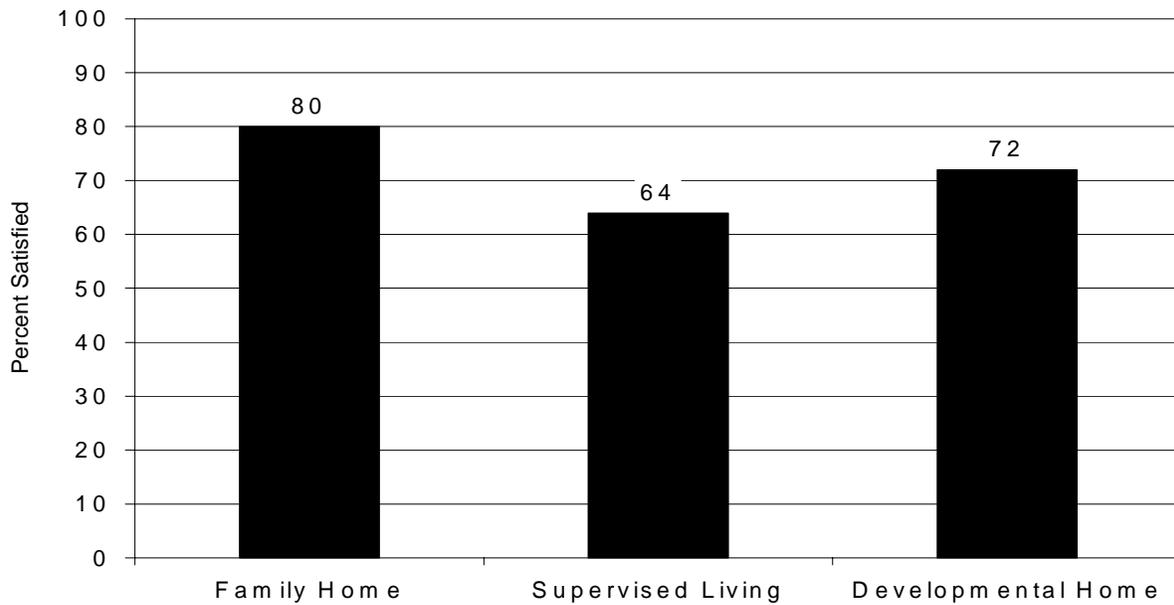
Autonomy



(State of Vermont 1995-1999 con't.)

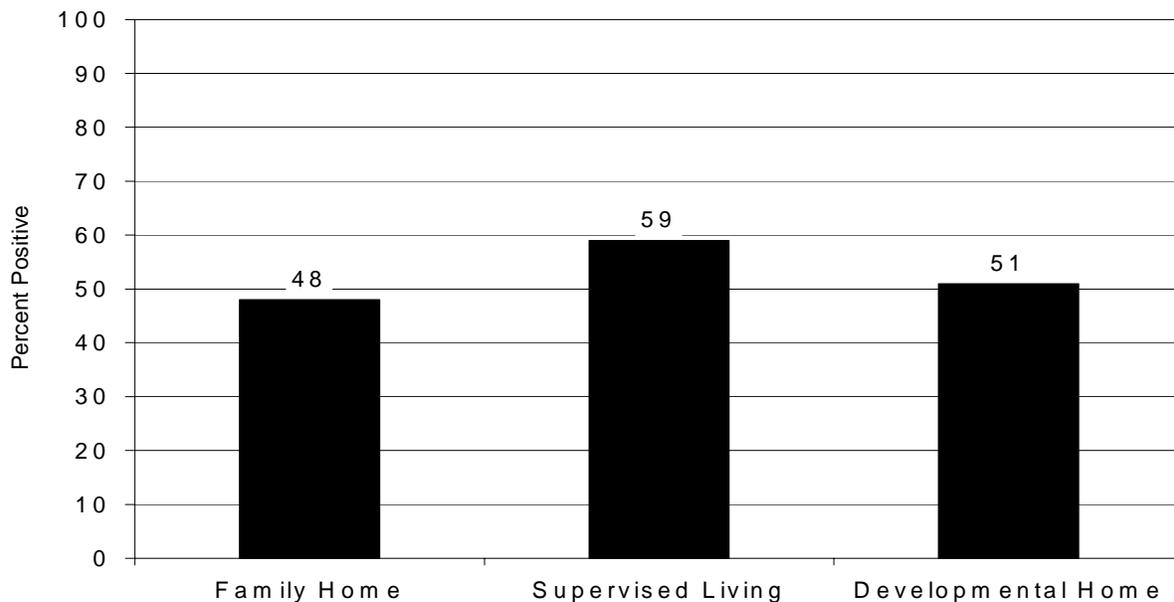
- People in Family Homes are more satisfied with their guardians than people in Developmental Homes and Supervised Living situations.
- People in Developmental Homes are more satisfied with their guardians than people in Supervised Living situations.

Guardian



- People in Supervised Living situations were more positive about their opportunities than people in Family Homes and Developmental Homes.

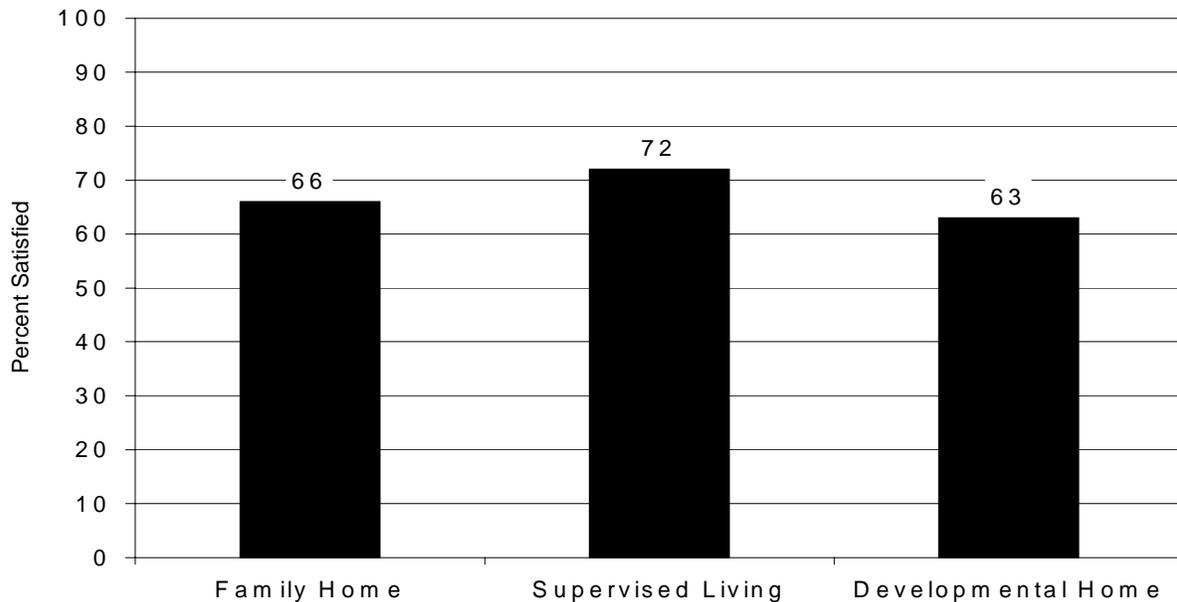
Opportunities



(State of Vermont 1995-1999 con't.)

- People in Supervised Living situations were more satisfied with their activities than people in Family Homes and Developmental Homes.

Activities



- People in Family Home, Supervised Living, and Developmental Home living situations are equally satisfied with the other life areas.

To determine whether there were any differences in satisfaction between people in **ICF/MR/Nursing Homes, Group Homes, Staffed Apartments, and Residential Care Homes**, statistical analyses were performed on satisfaction of life areas.

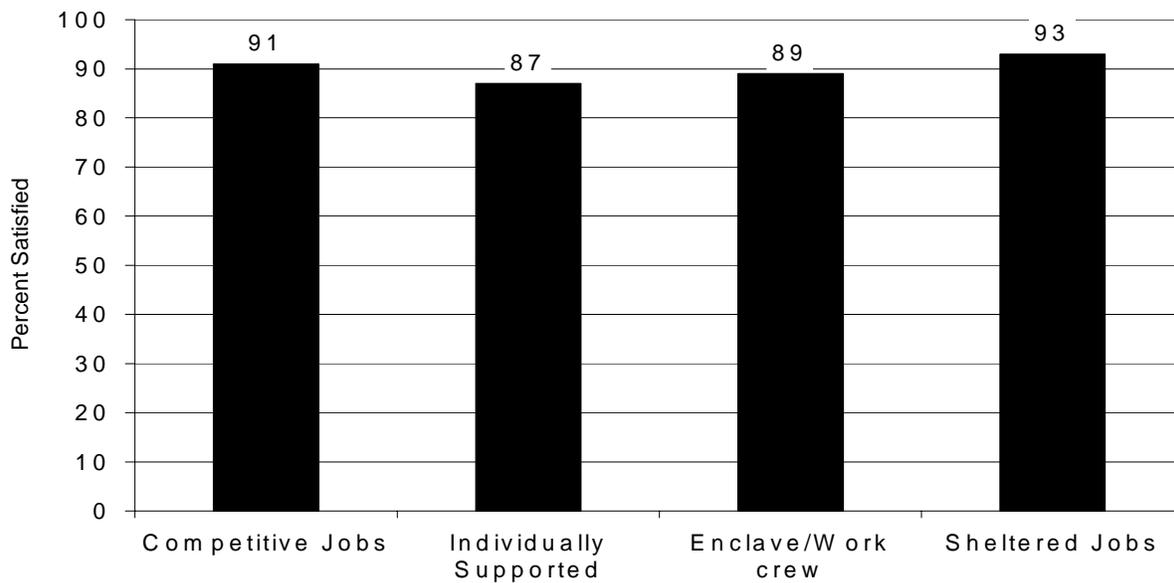
- People in ICF/MR/Nursing Homes, Group Homes, Staffed Apartments, and Residential Care Homes are equally satisfied with all life areas.

Work Satisfaction and Type of Employment

To determine whether there were any differences in satisfaction between people with Independent Competitive Jobs (follow-along support only), Individually Supported Jobs (on-the-job support), Enclave/Work crew Jobs, and Sheltered Jobs, statistical analyses were performed on satisfaction of life areas.

- People with Independent Competitive Jobs and people with Sheltered Jobs are more satisfied with work than people with Individually Supported Jobs.

Work



Day Activity Satisfaction and Type of Day Activity

To determine whether there were any differences in satisfaction between people with Individual Day Support, Group Support, Both Individual and Group Support, Companionship Services, and Nursing Home Support statistical analyses were performed on day activity satisfaction.

- When comparing people with Individual and/or Group activities they are equally satisfied with their day activities.
- People with Individual and/or Group activities are more satisfied than people with Nursing Home activities.

Day Activity

