

Vermont Developmental Services

Summary Report

Consumer Survey Project 2002



**Division of Developmental Services
103 South Main Street
Waterbury, VT 05671-1601
802-241-2614**

A message from Green Mountain Self-Advocates



Read this book
or
ask a friend to read it with you
or
read it with your self-advocacy group.

It is a satisfaction survey.

It tells you what some people think about their services.

The words are with pictures so you can understand how all the people answered the questions.

As you read the book mark the questions that are important to you. Then set up a time to speak with your casemanager or agency director. Talk with them about the questions that are important to you.

And remember. Speaking up, it may be hard, but it's worth it.



Questions? Call 1-800-564-9990
Someone from Green Mountain
Self-Advocates will help you.

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Introduction

Each year, the Vermont Division of Developmental Services asks a group of people who do not work for the Division or any of the developmental service agencies to survey adults who get services.

In 2002, 274 adults from five agencies took part in the survey.

Those five agencies were:

Health Care & Rehabilitation Services of SE Vermont
Howard Community Services
Northwestern Counseling & Support Services
Sterling Area Services
Upper Valley Services

Personal information about all the adults was collected from their agencies. In addition, **136 of the adults were directly interviewed** to find out what they think about their life and the services they get. Each person did not always answer every question.

The information collected from each person for this survey is kept private and not shown to anyone else. All the information is gathered together and put into a summary for the state and for each of the five agencies. This report is a state summary of just some of the information that was collected during the interviews. The questions on the graphs have been re-worded to make them easier to read. The graphs do not always include all the possible answers for each question.

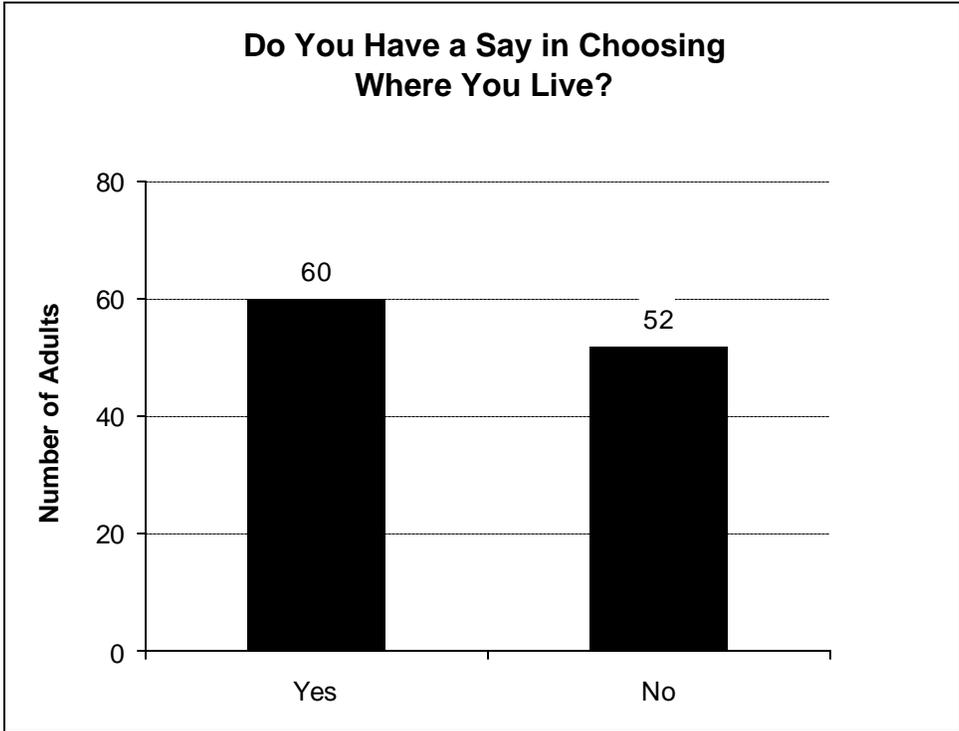
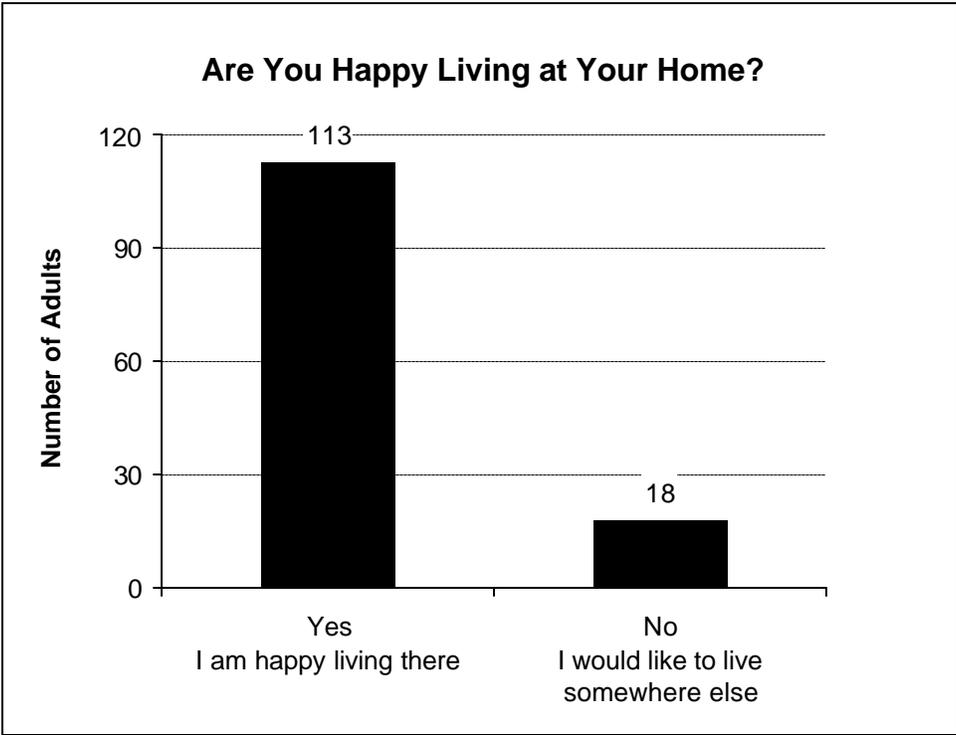
Reports with more detail have also been made. If you want a copy of these reports, contact:

The Division of Developmental Services (802-241-2614)
or one of the service agencies listed above.

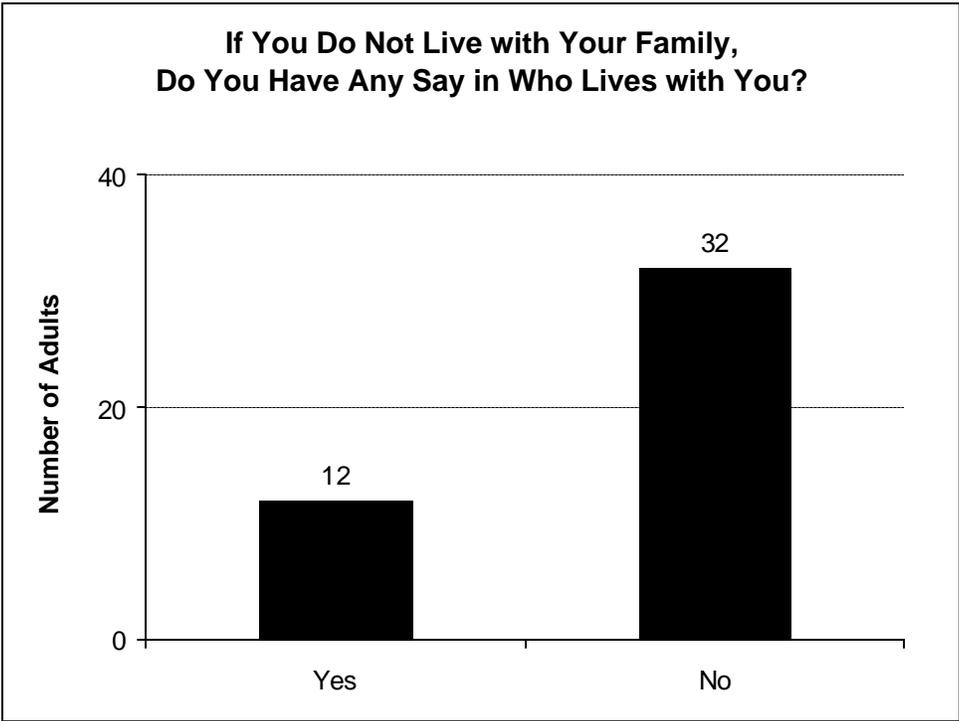
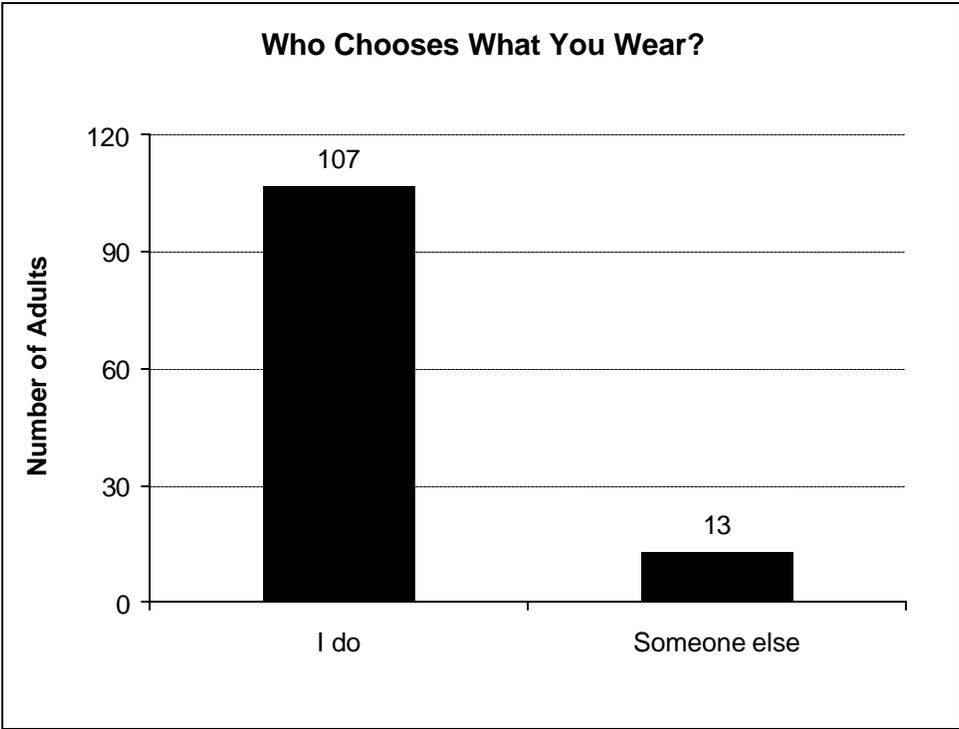
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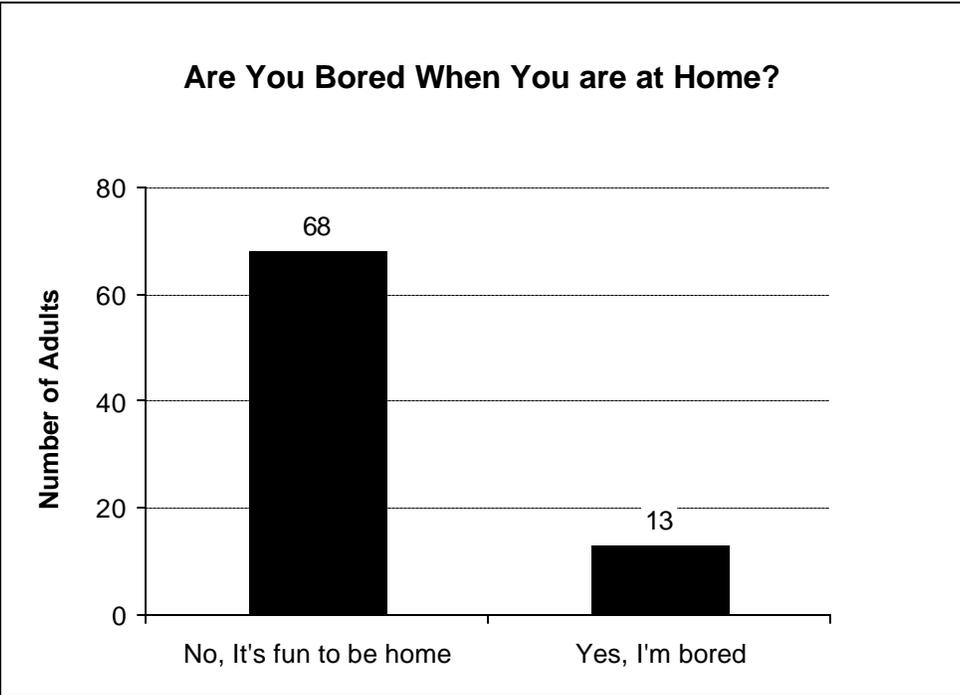
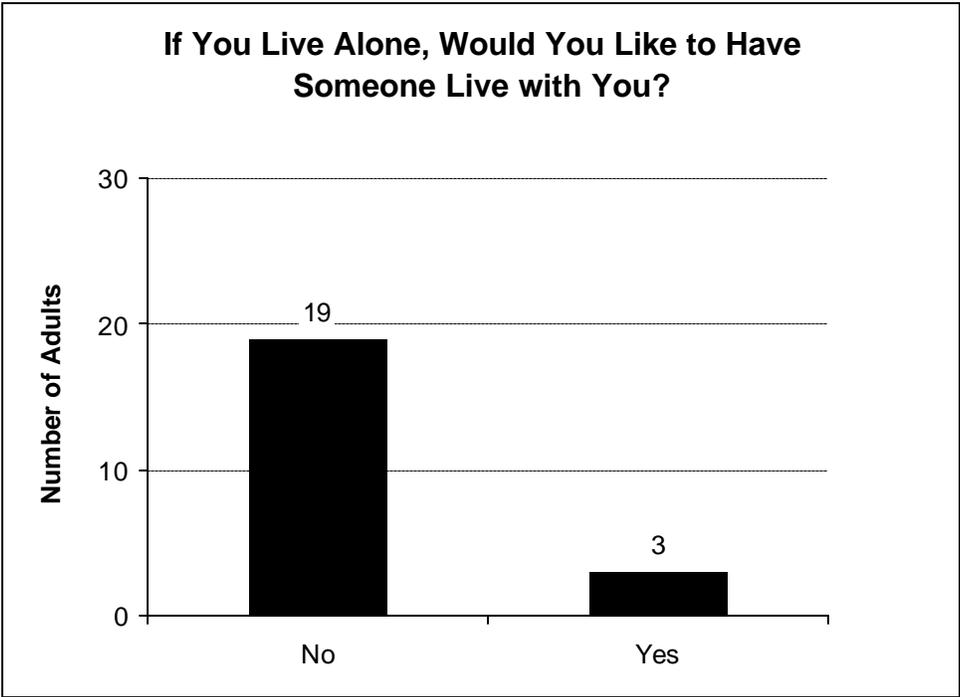
HOME



HOME



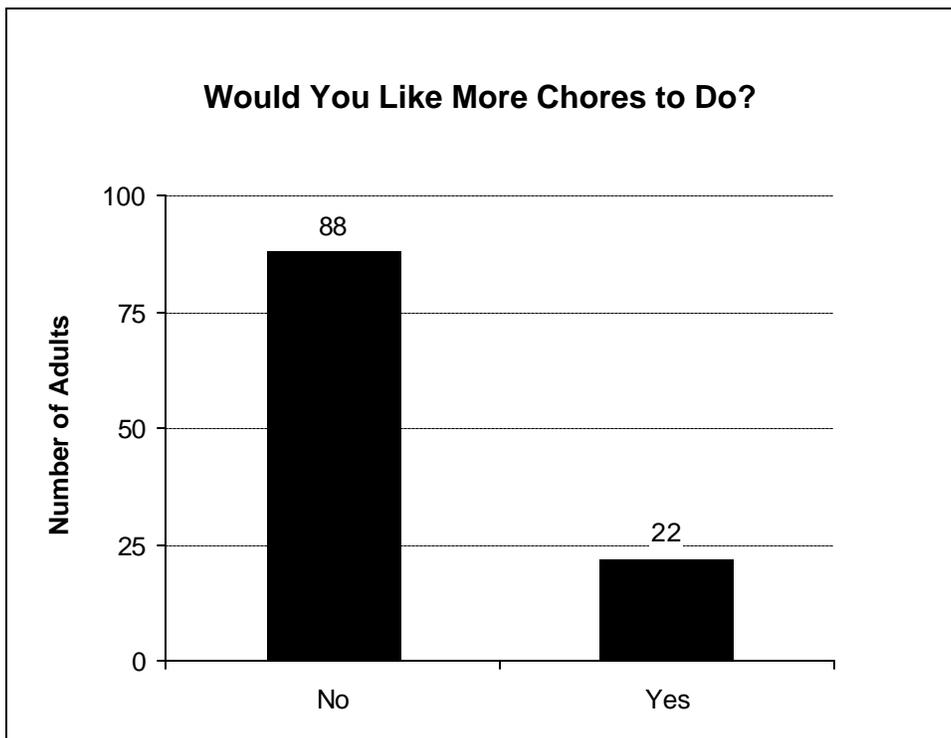
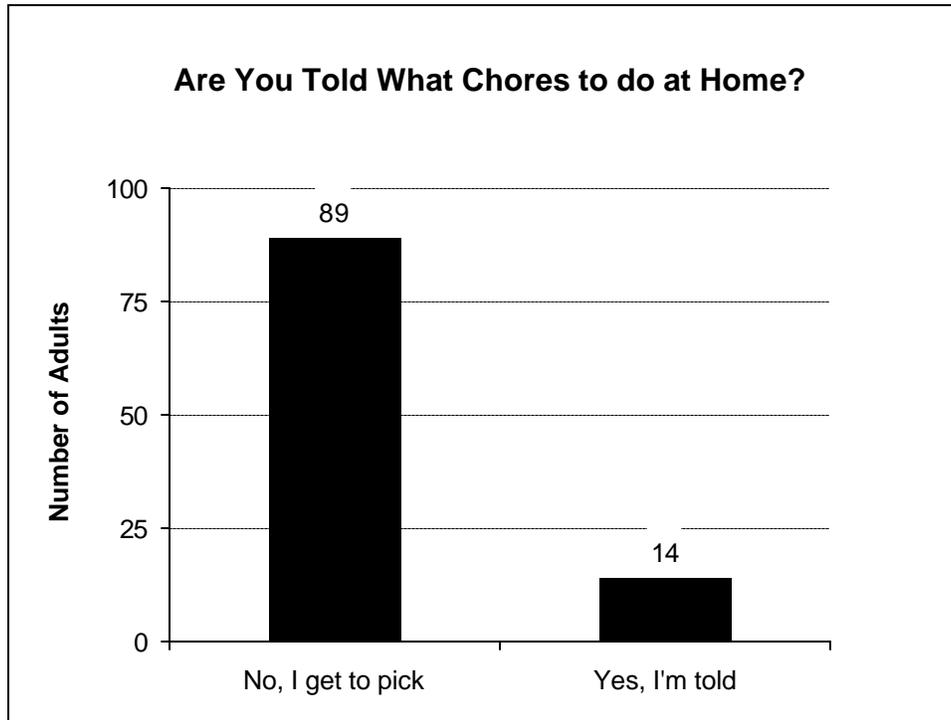
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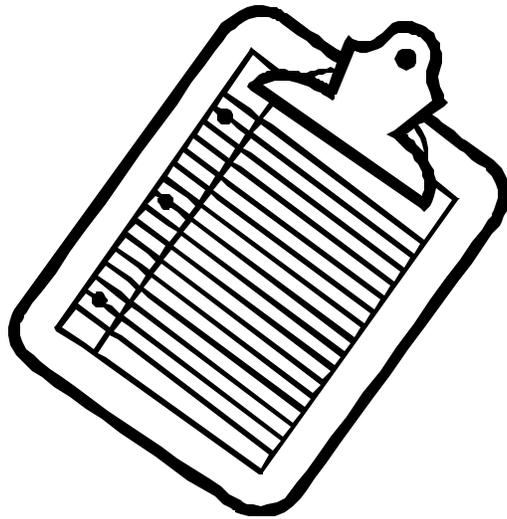
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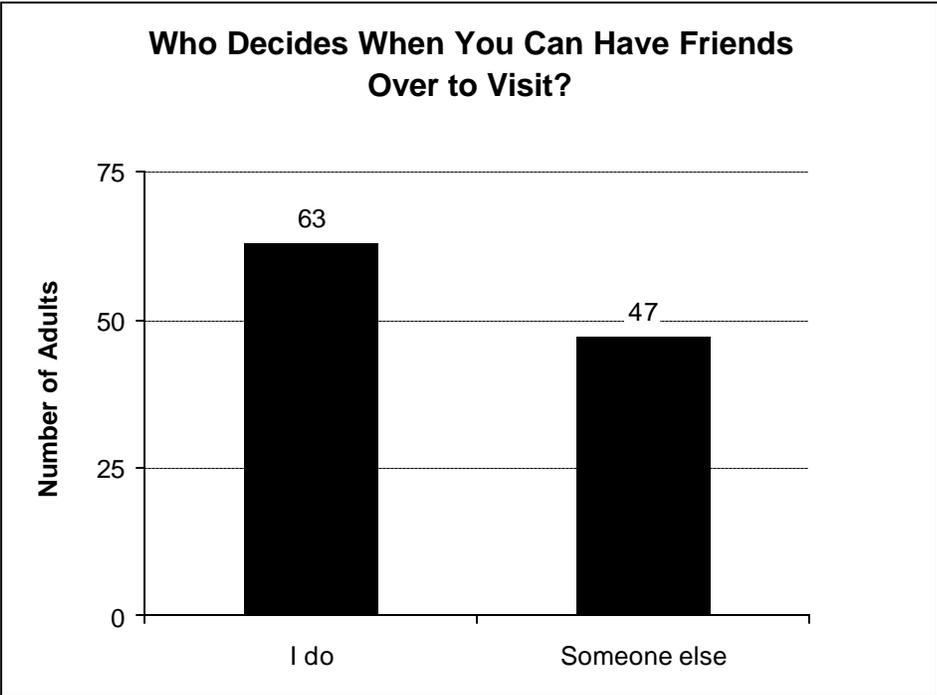
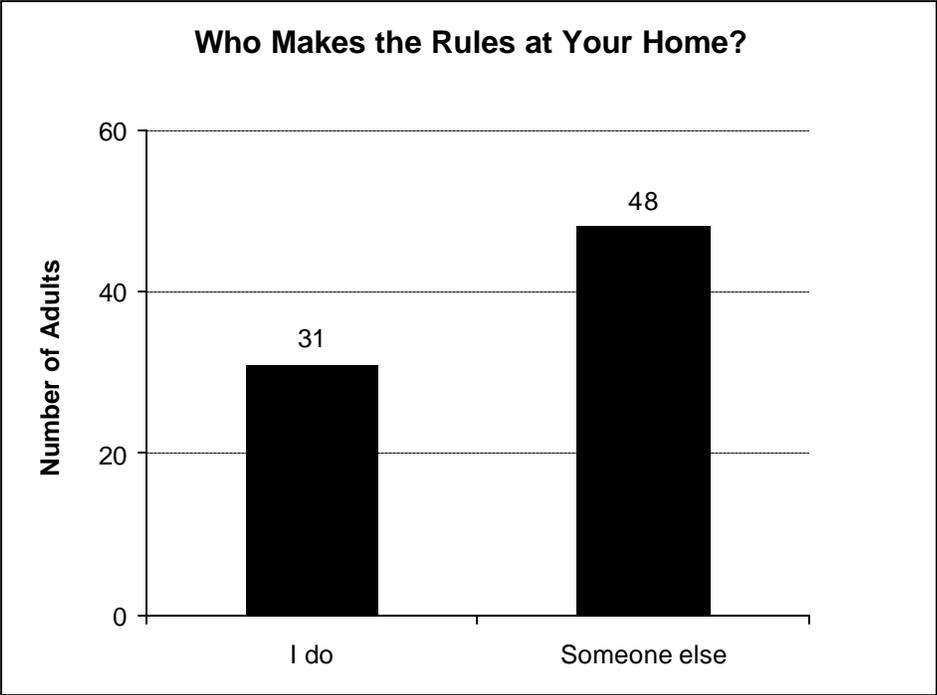
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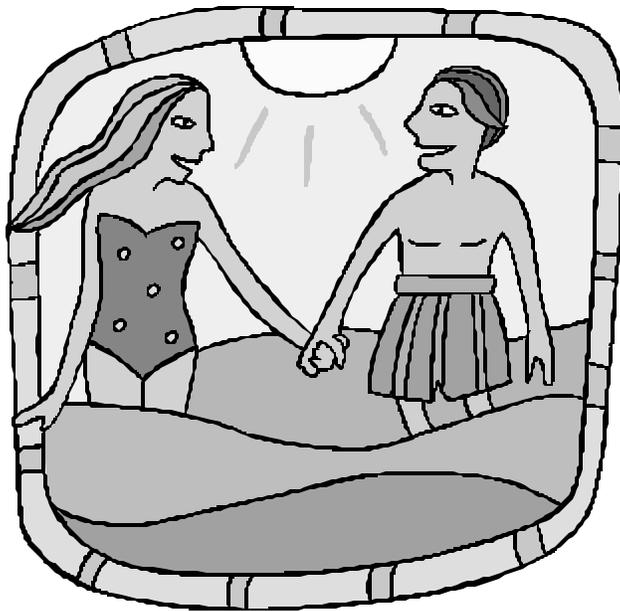
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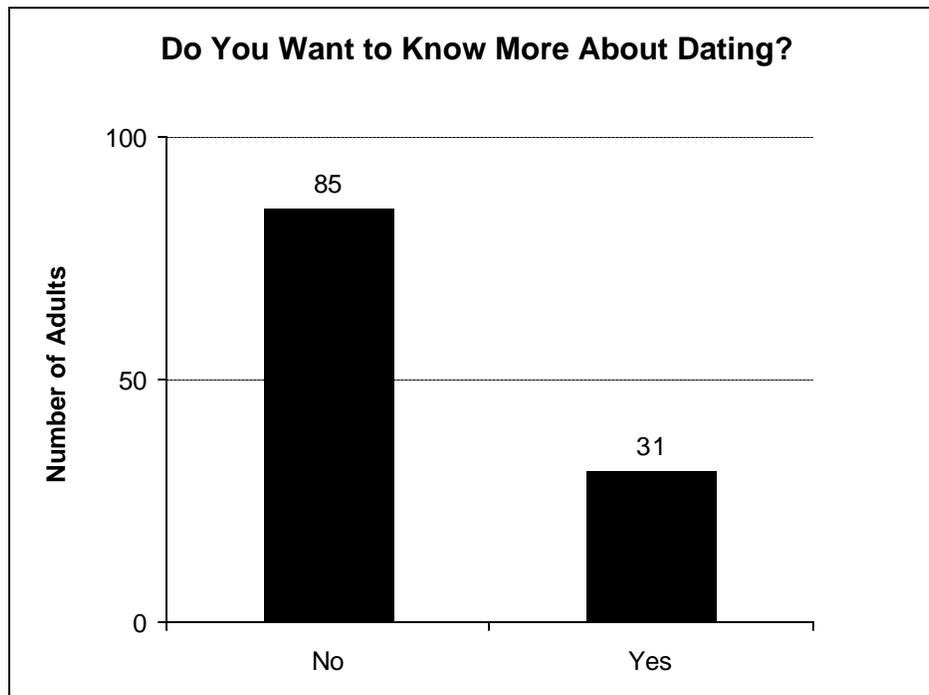
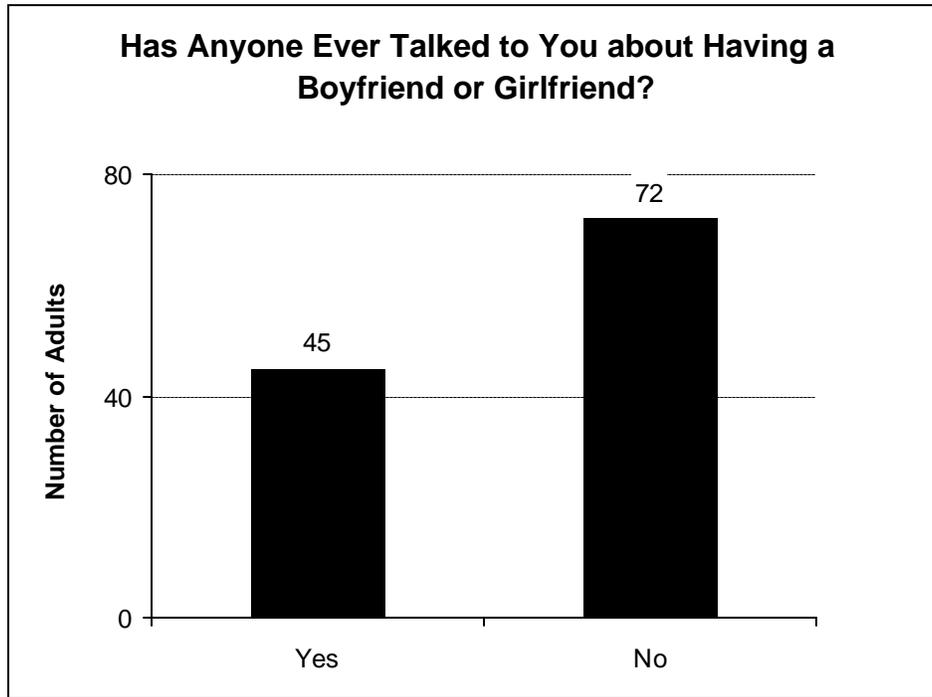
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RELATIONSHIPS



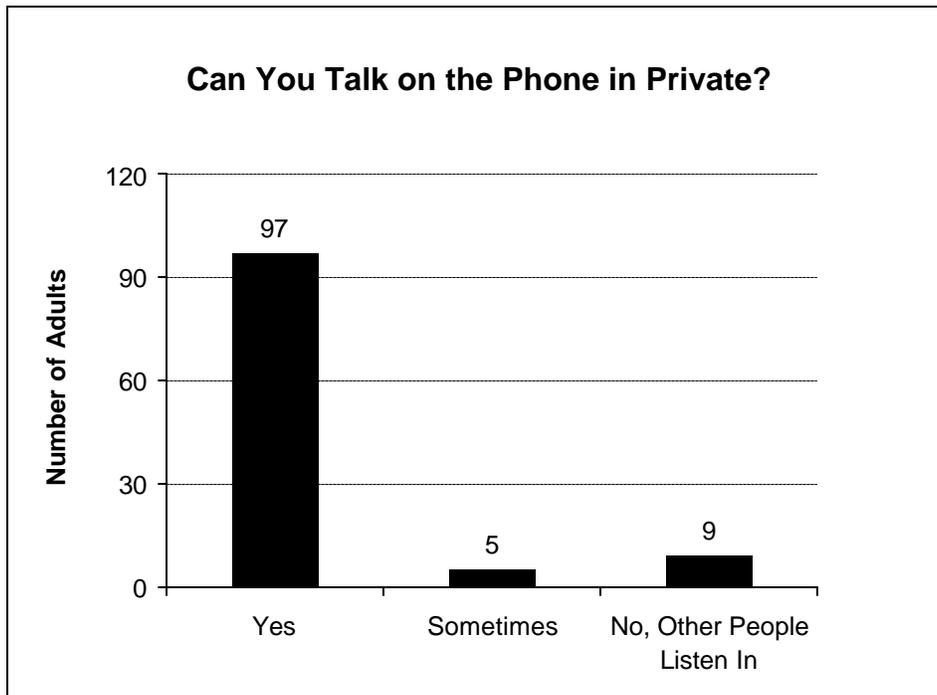
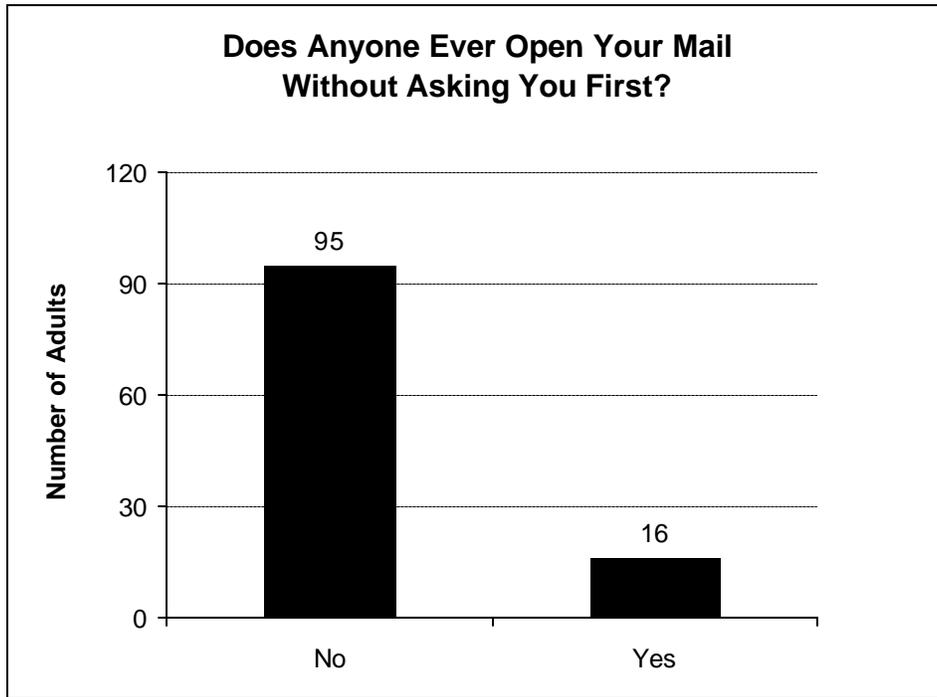
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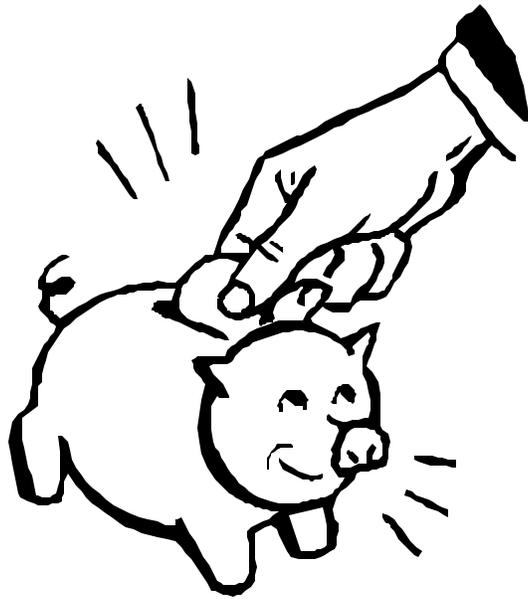
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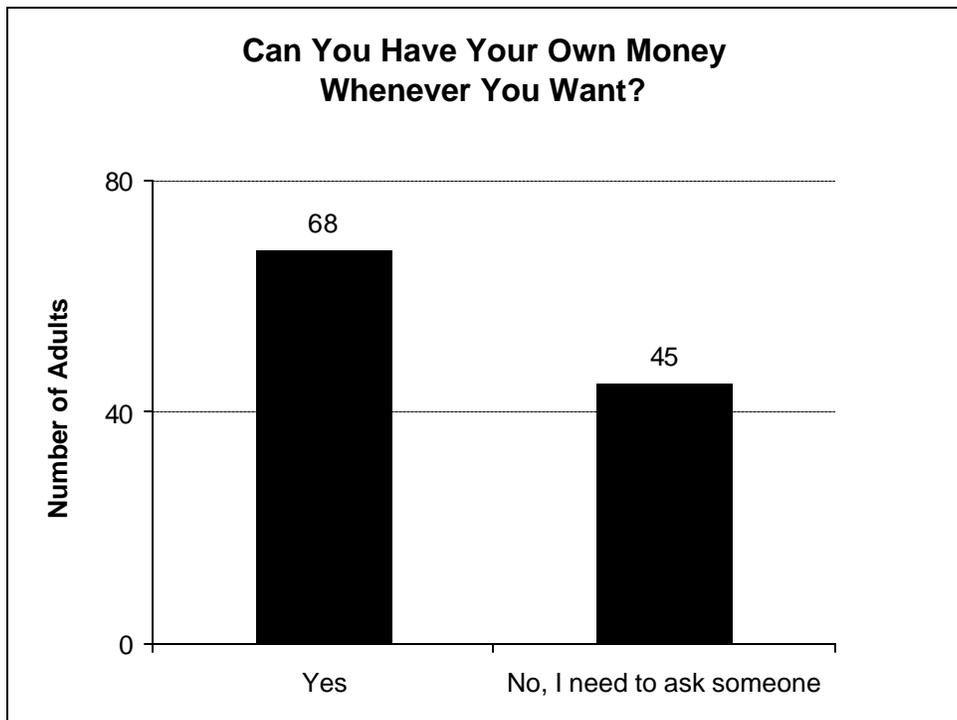
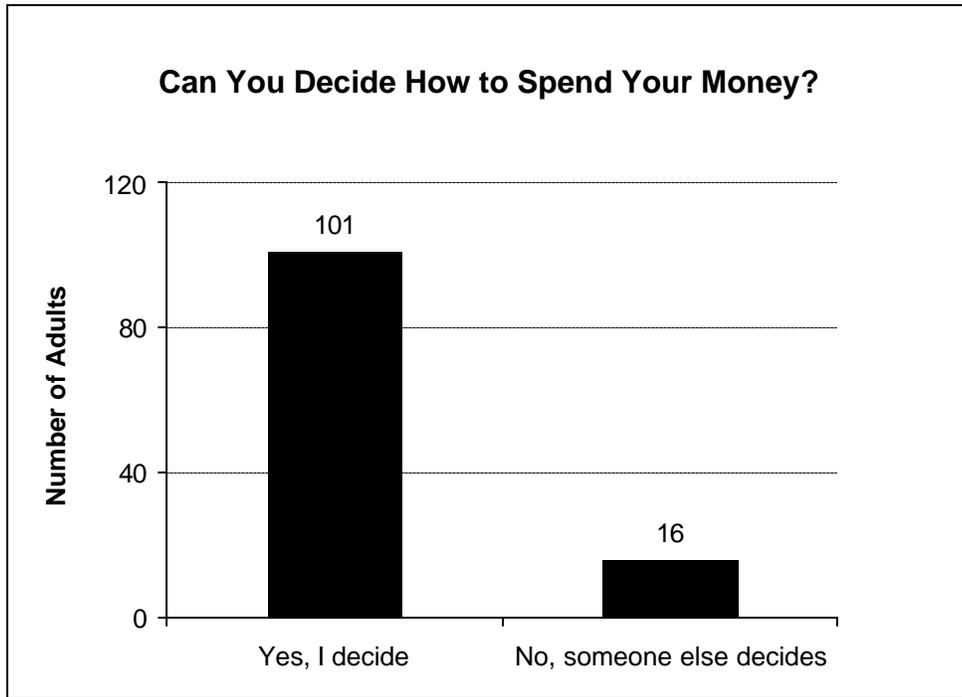
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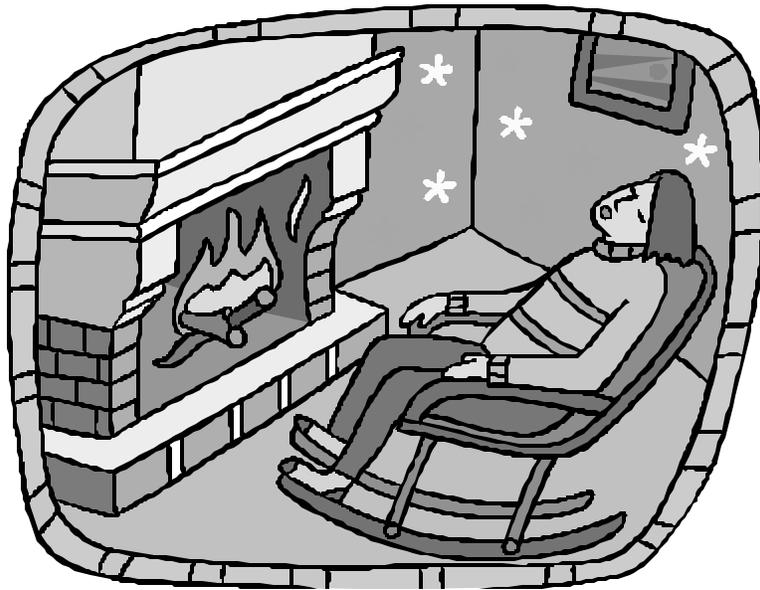
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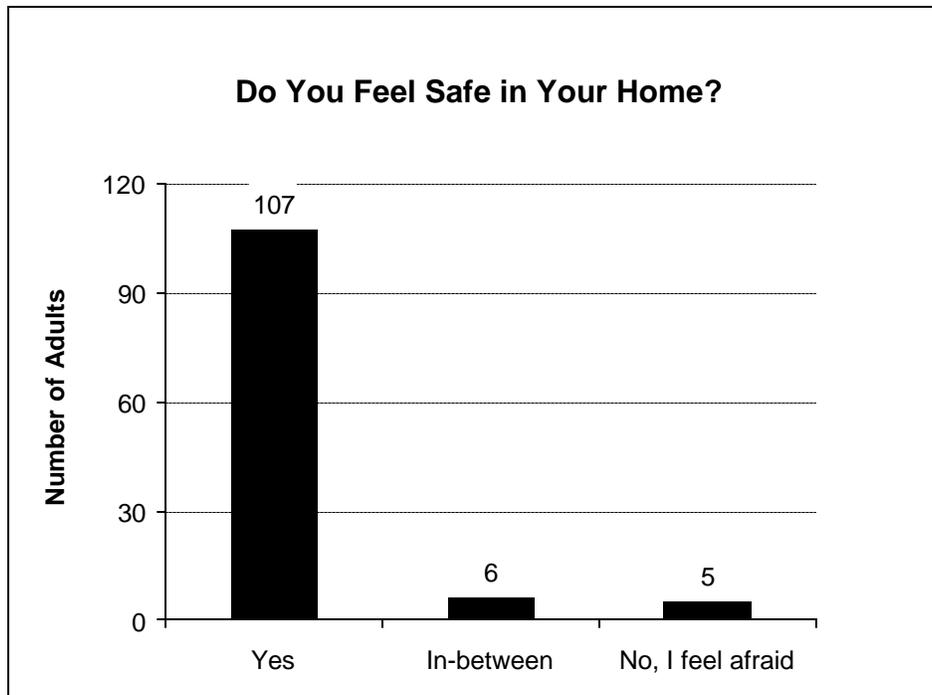
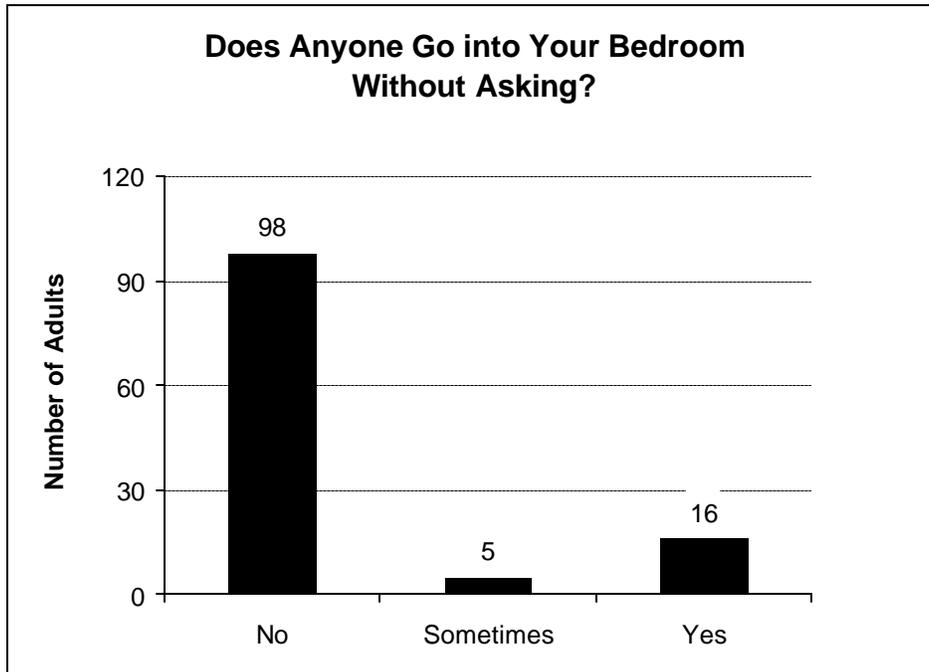
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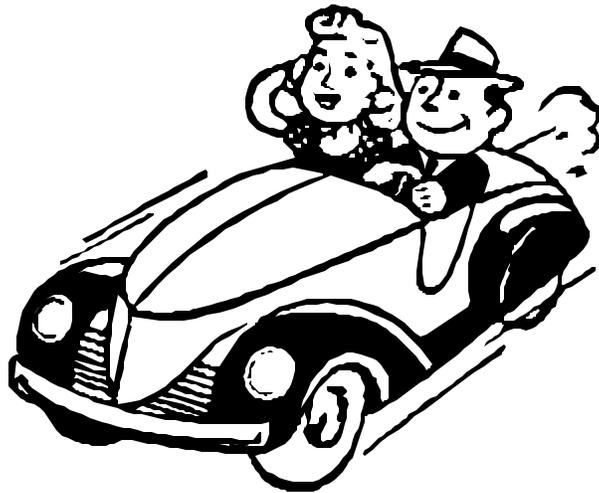
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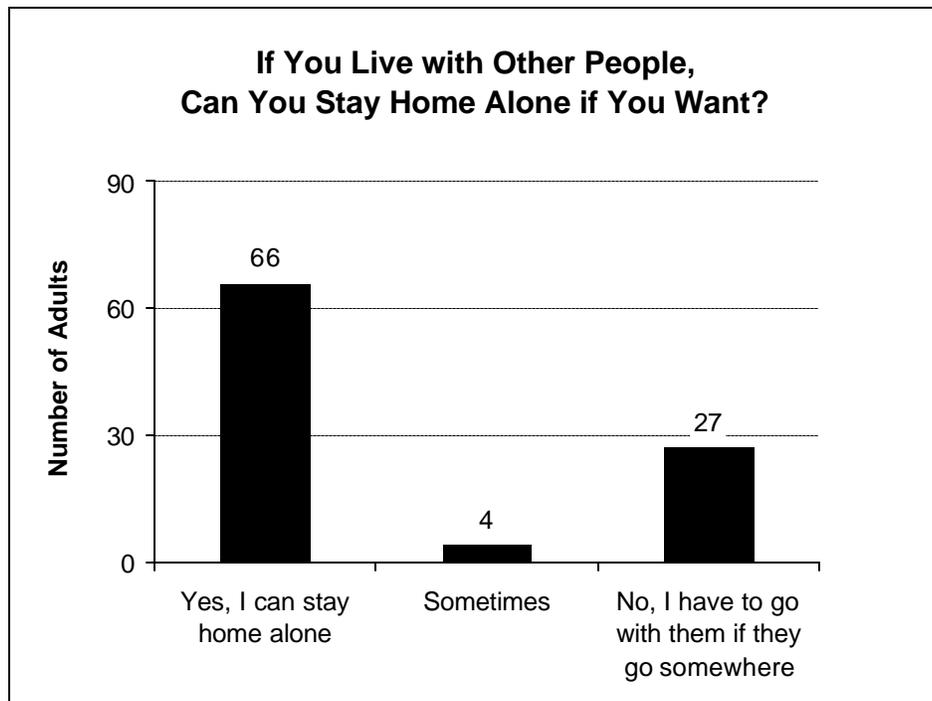
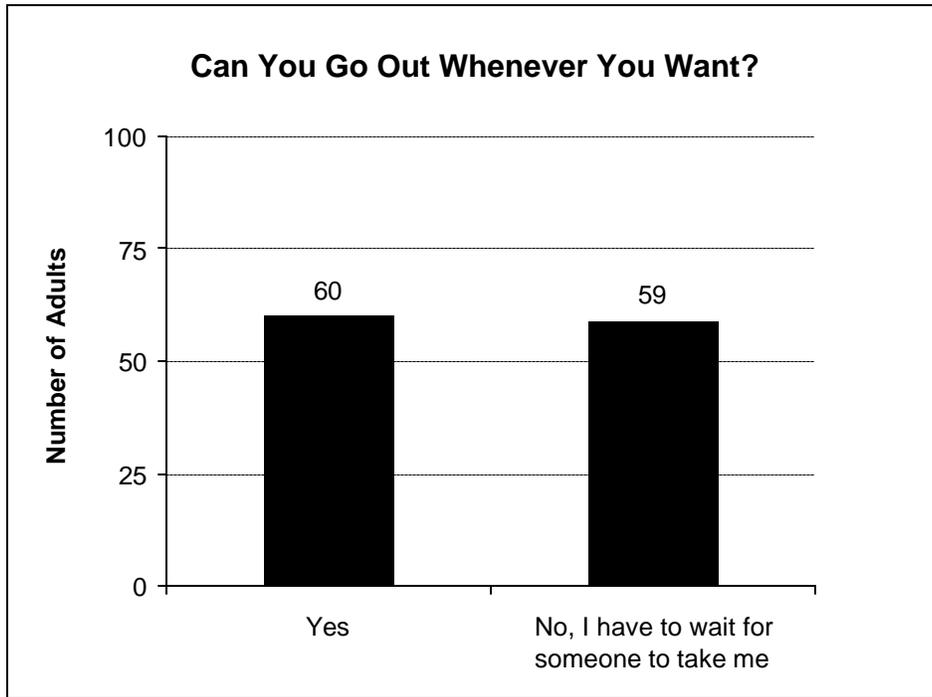
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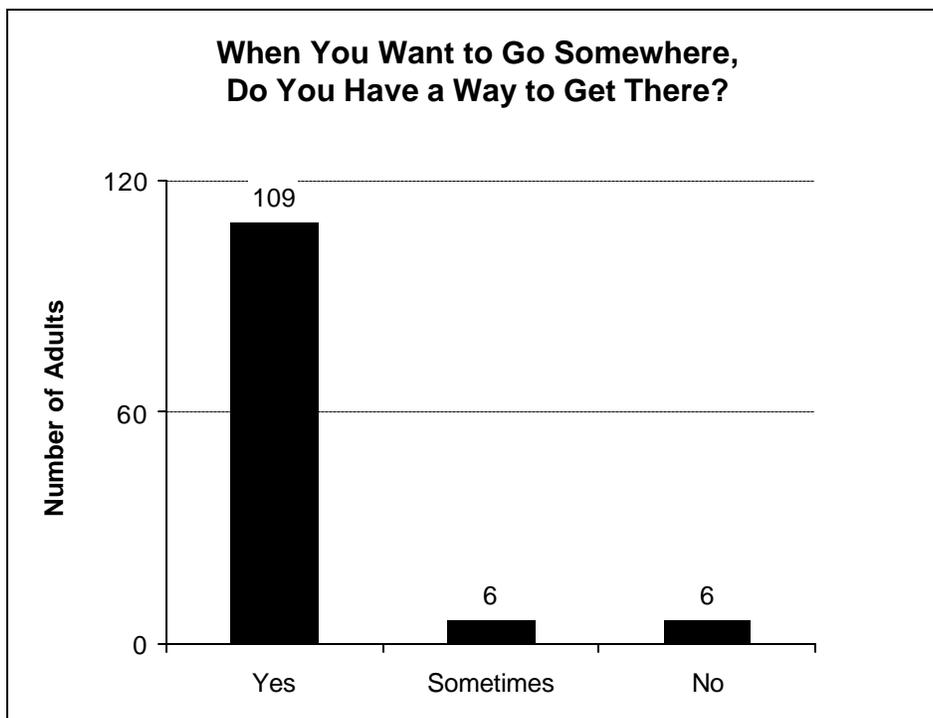
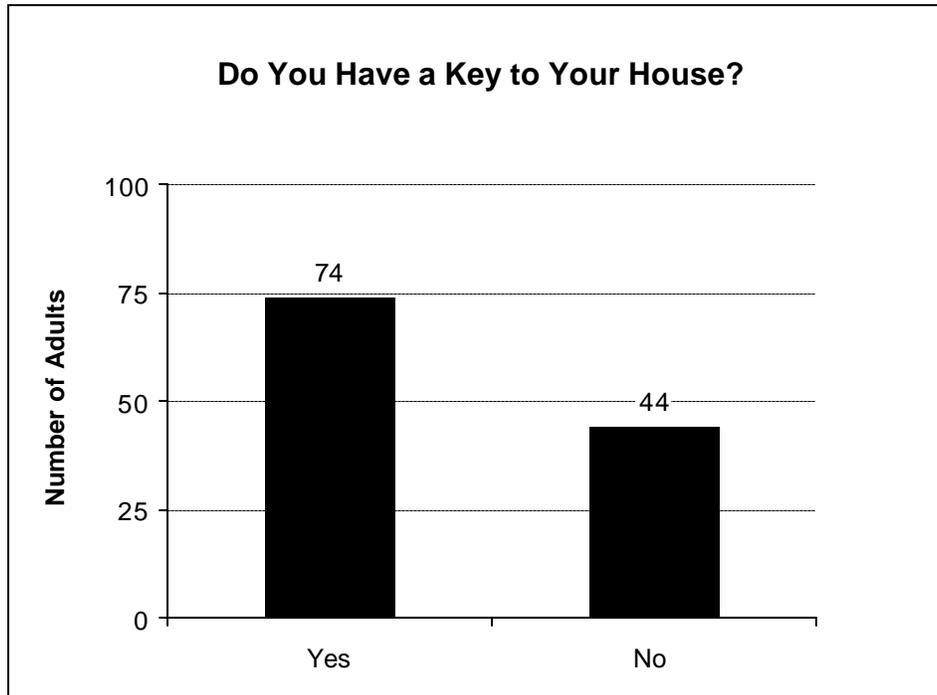
GOING PLACES



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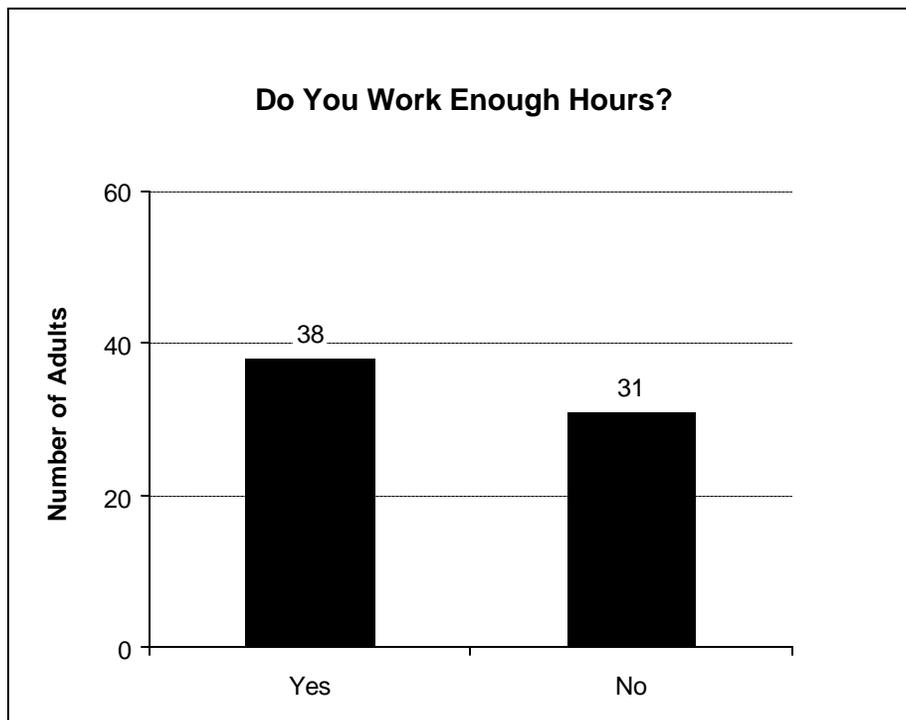
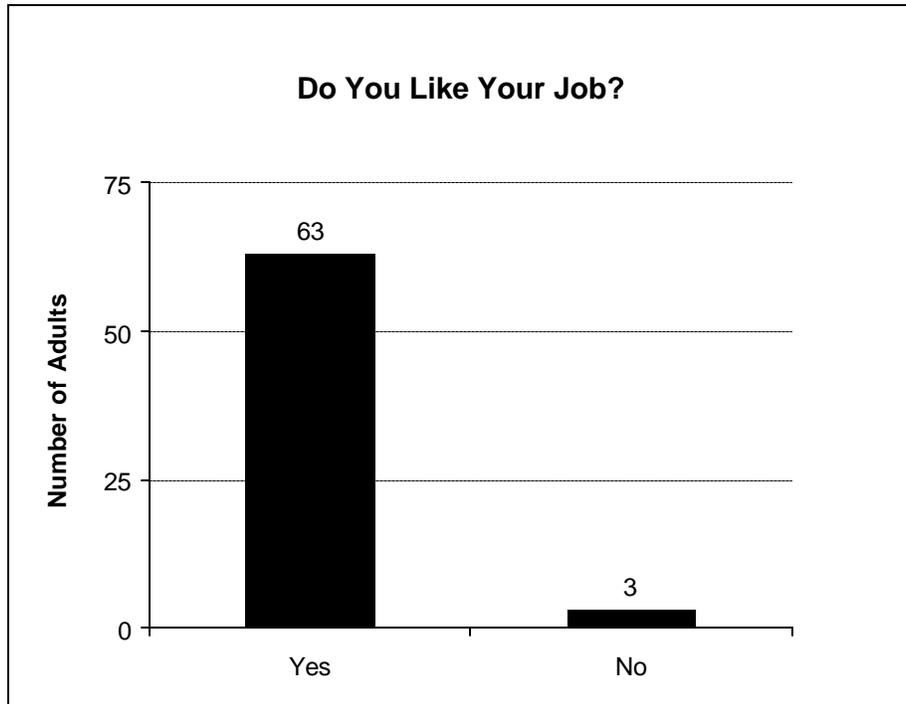
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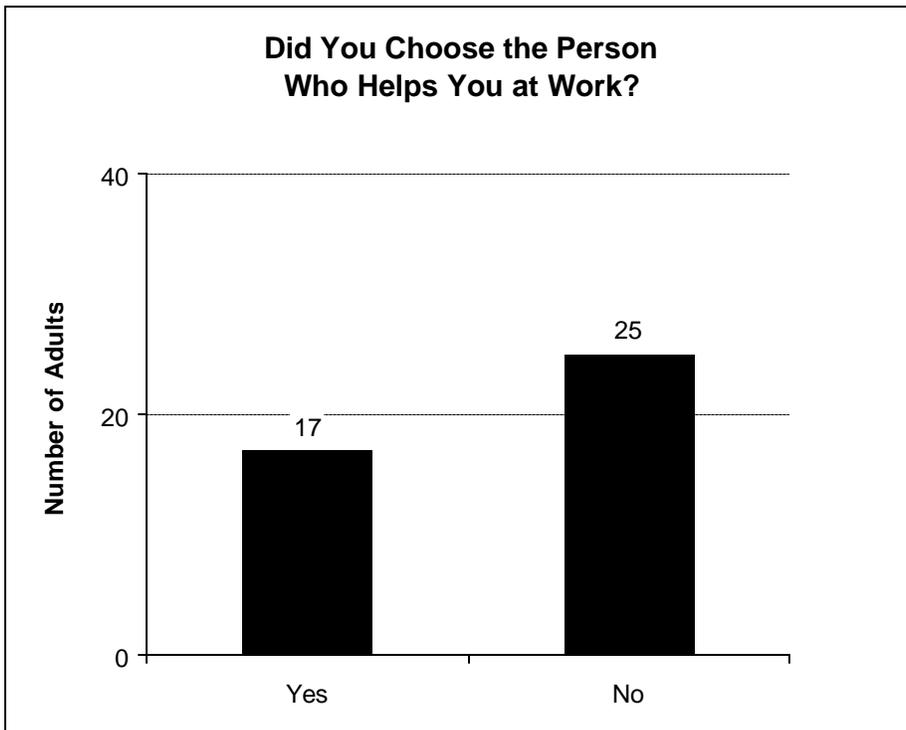
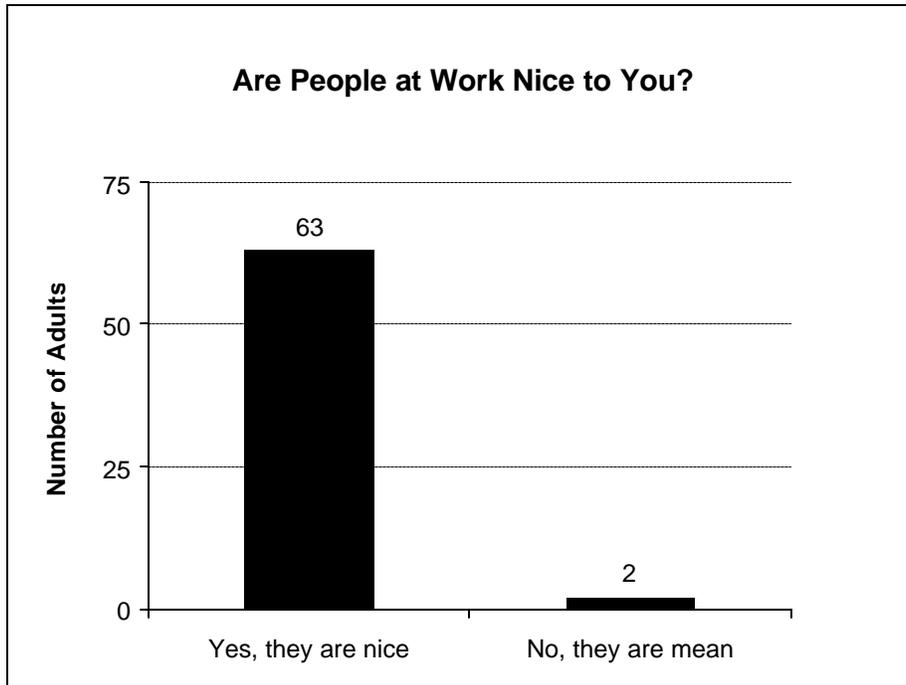
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WORK



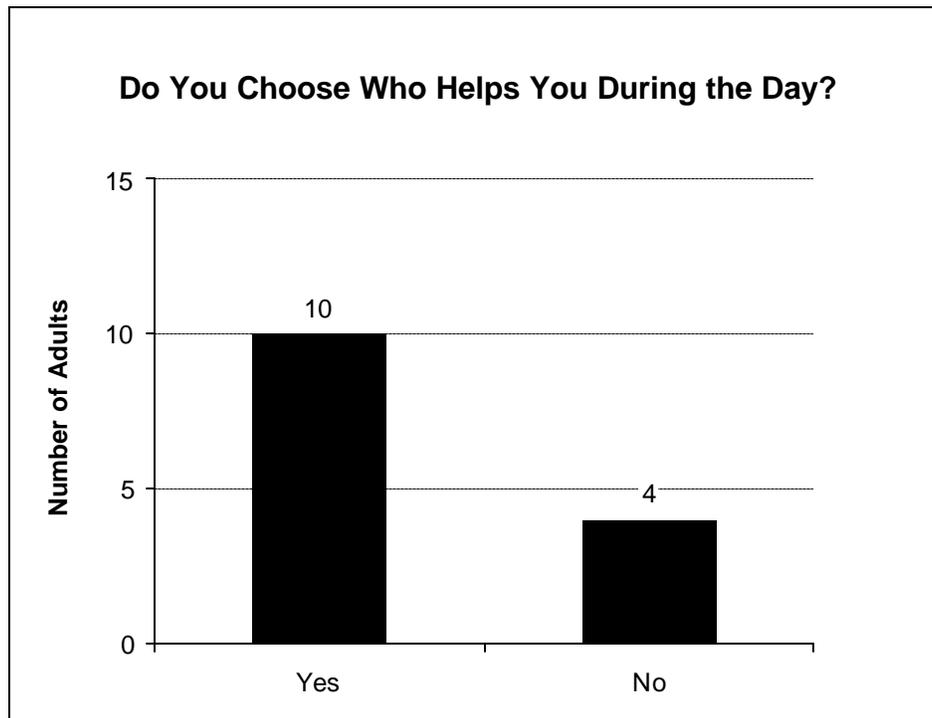
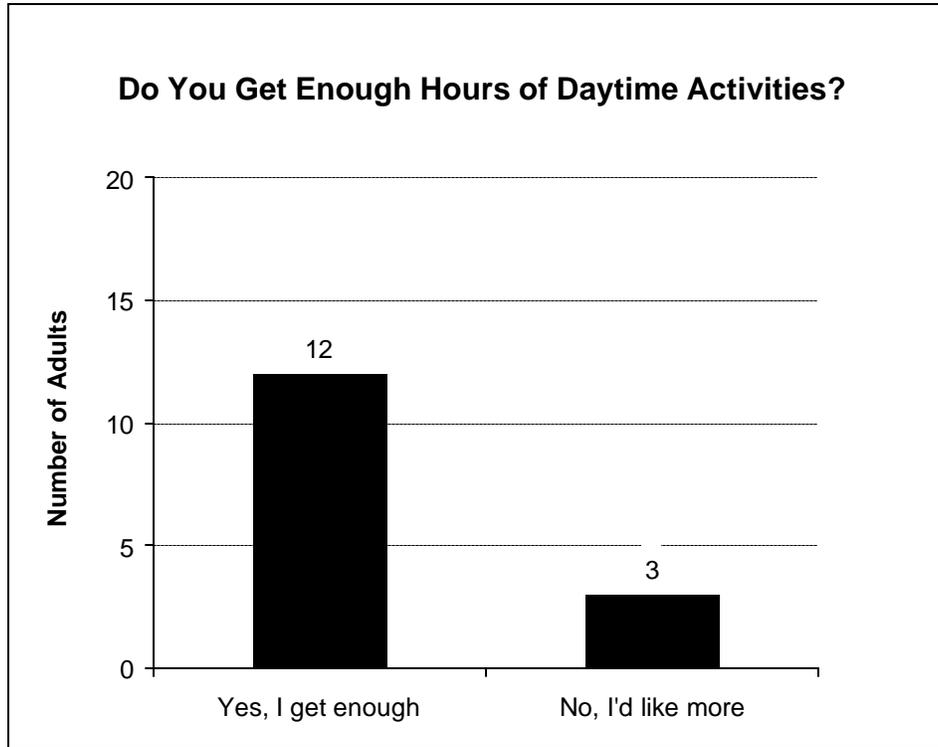
WORK



DAYTIME ACTIVITIES



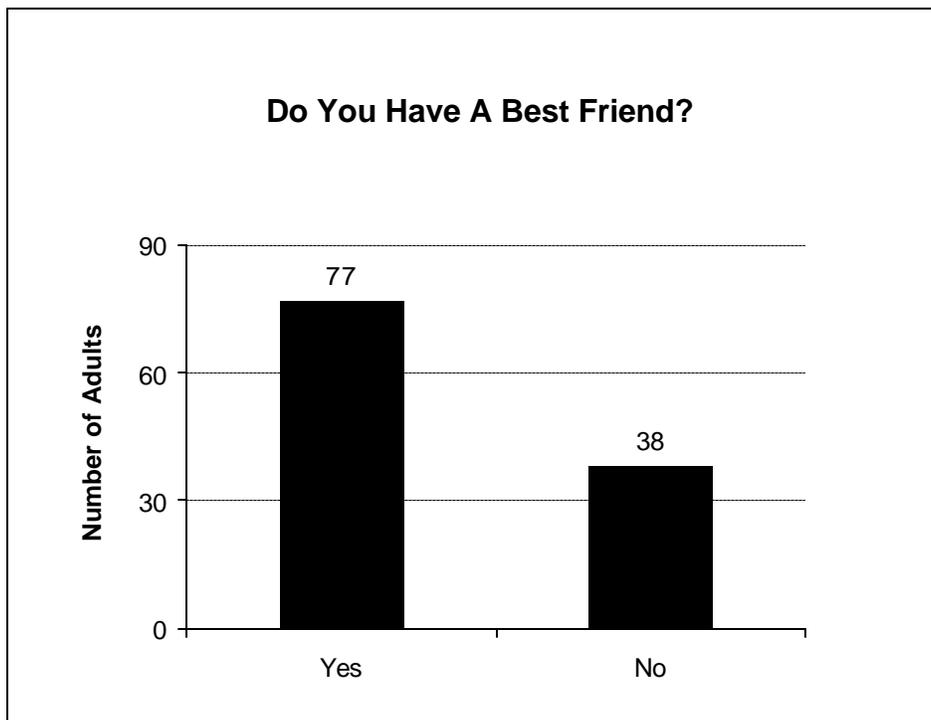
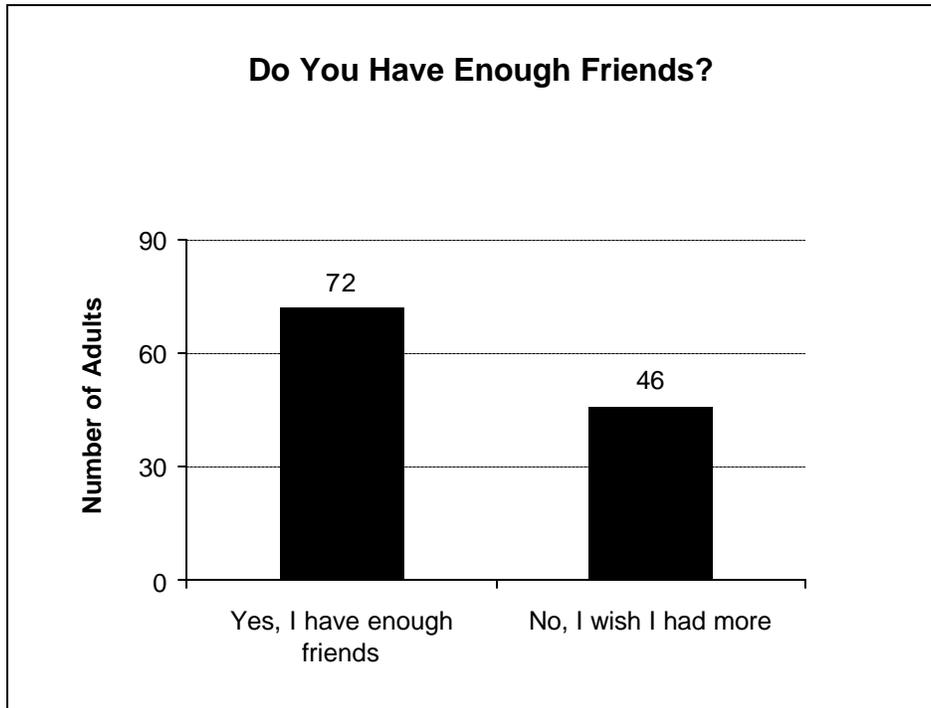
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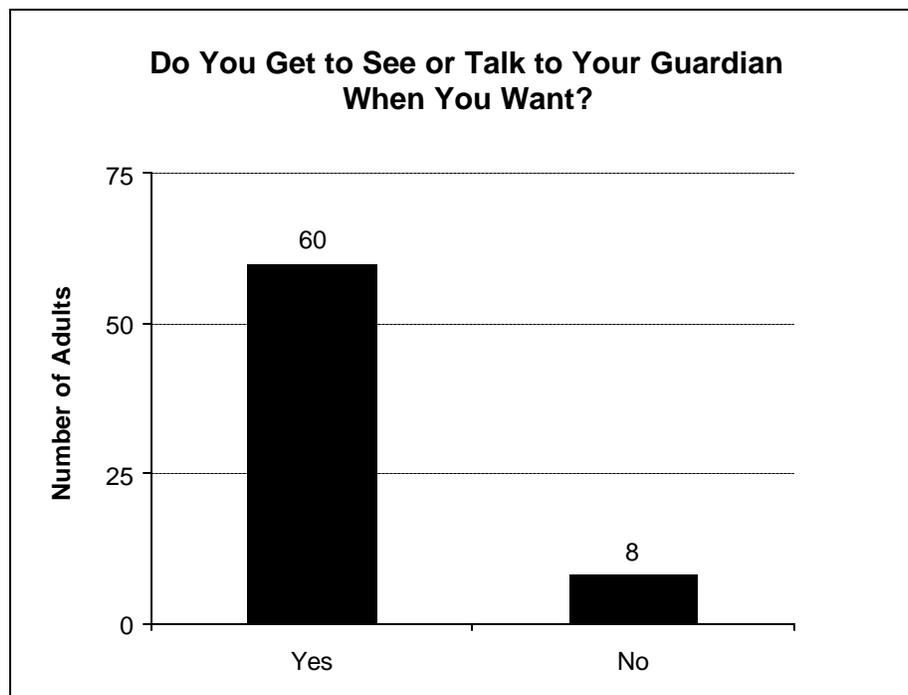
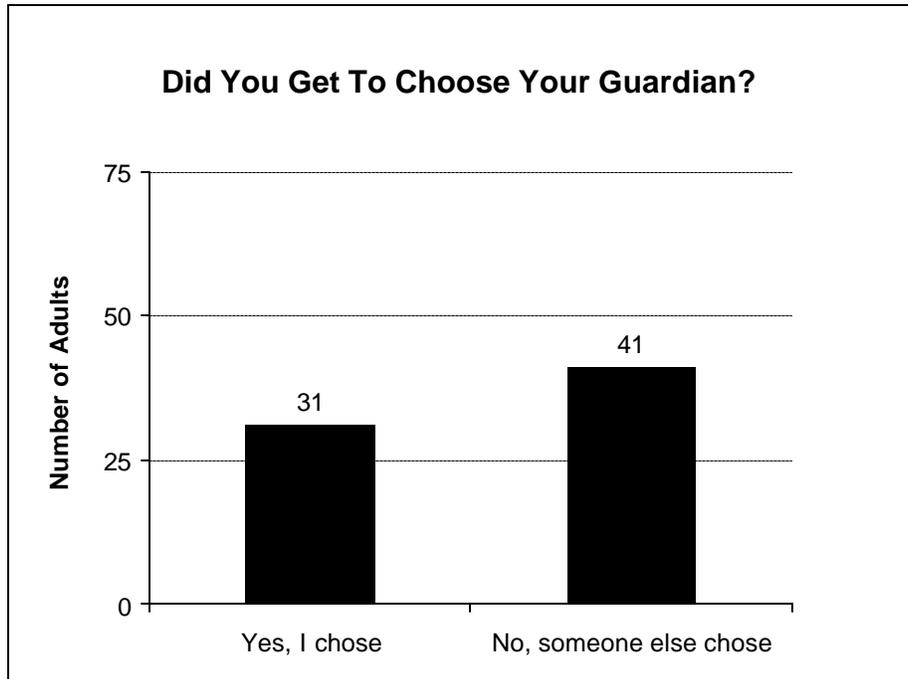
FRIENDS



GUARDIANSHIP



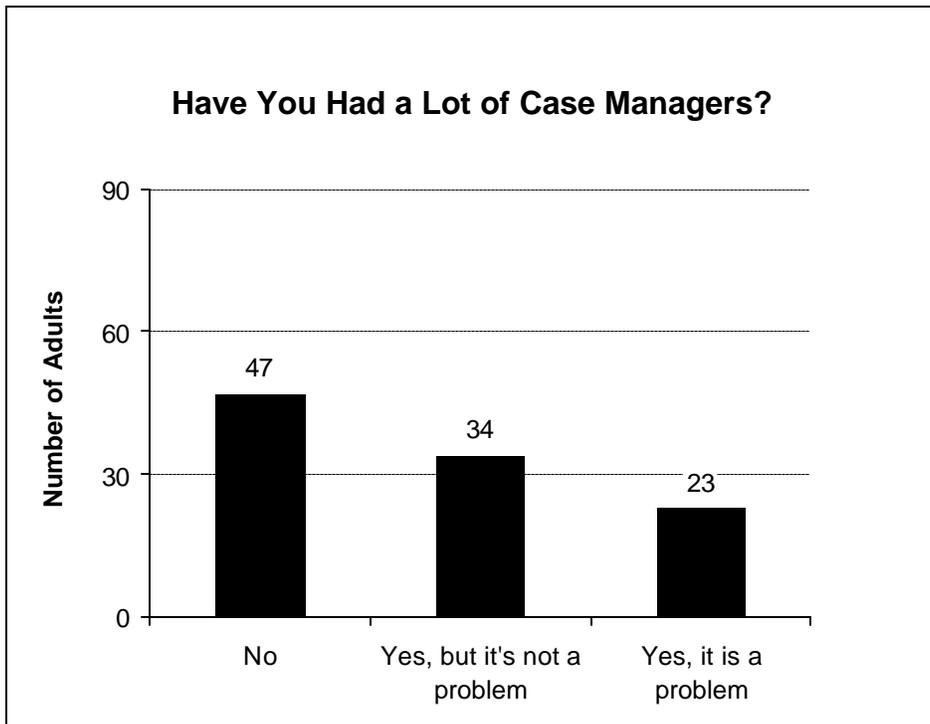
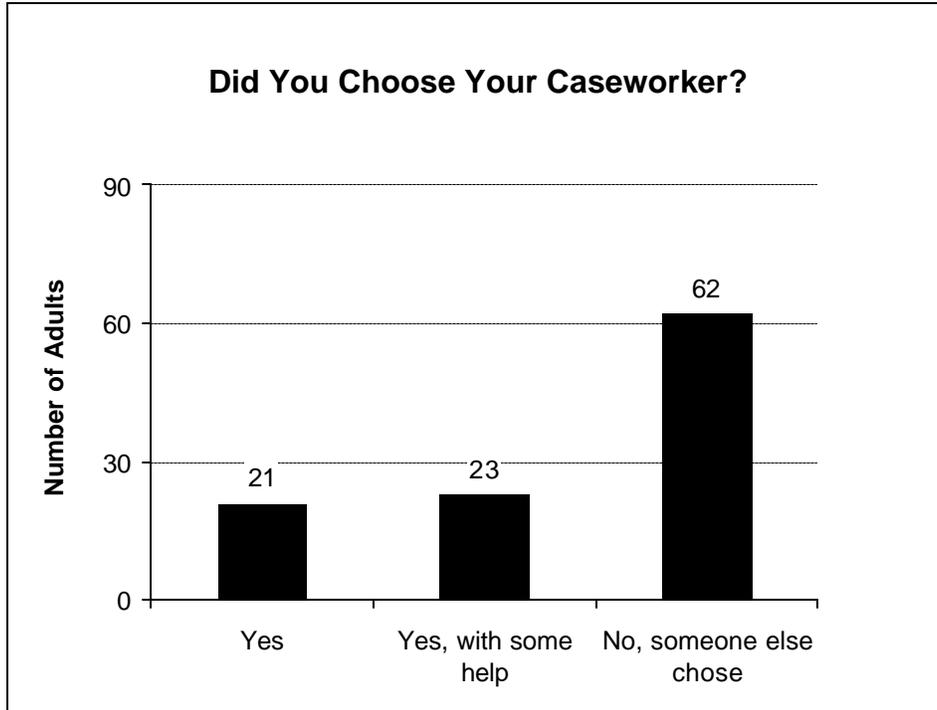
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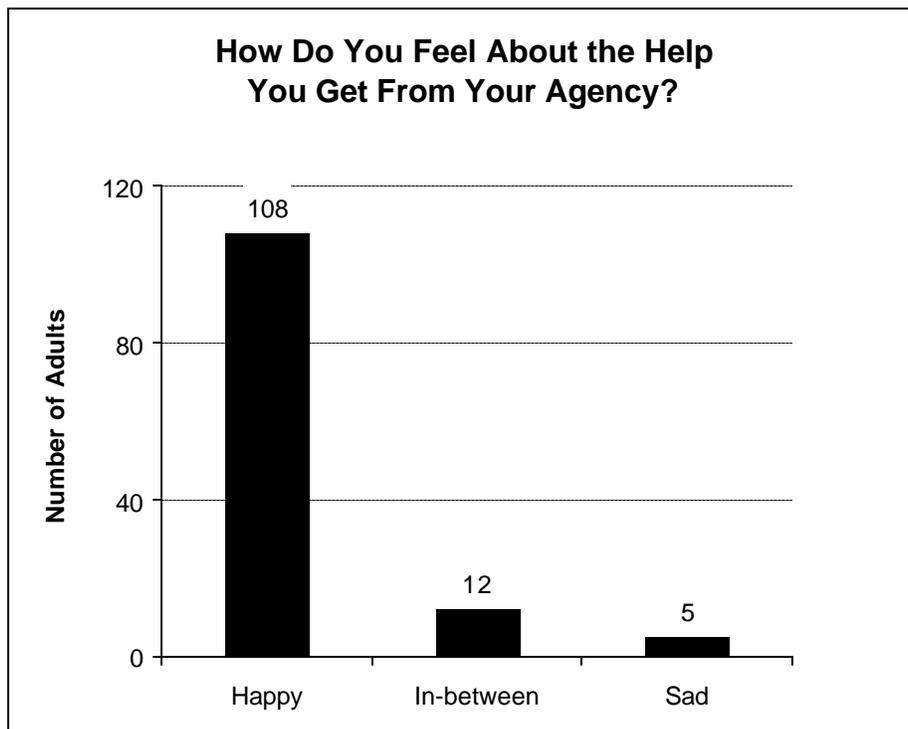
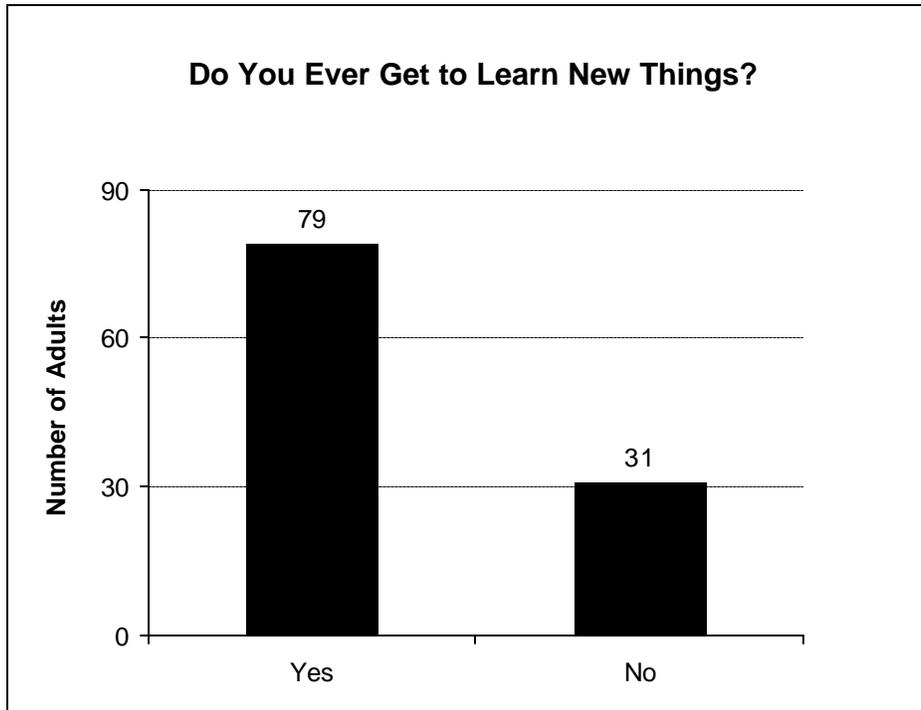
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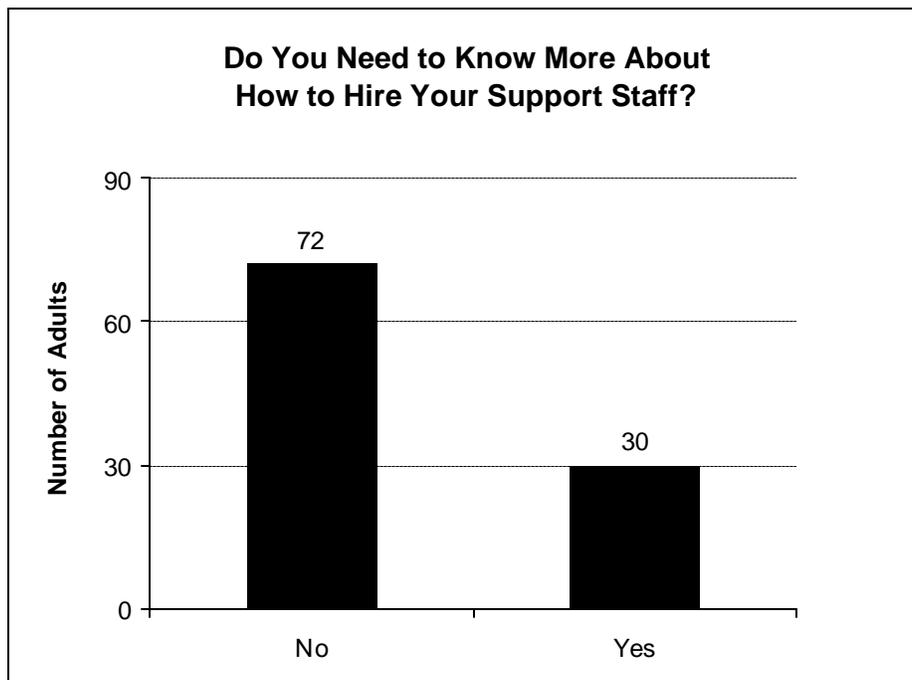
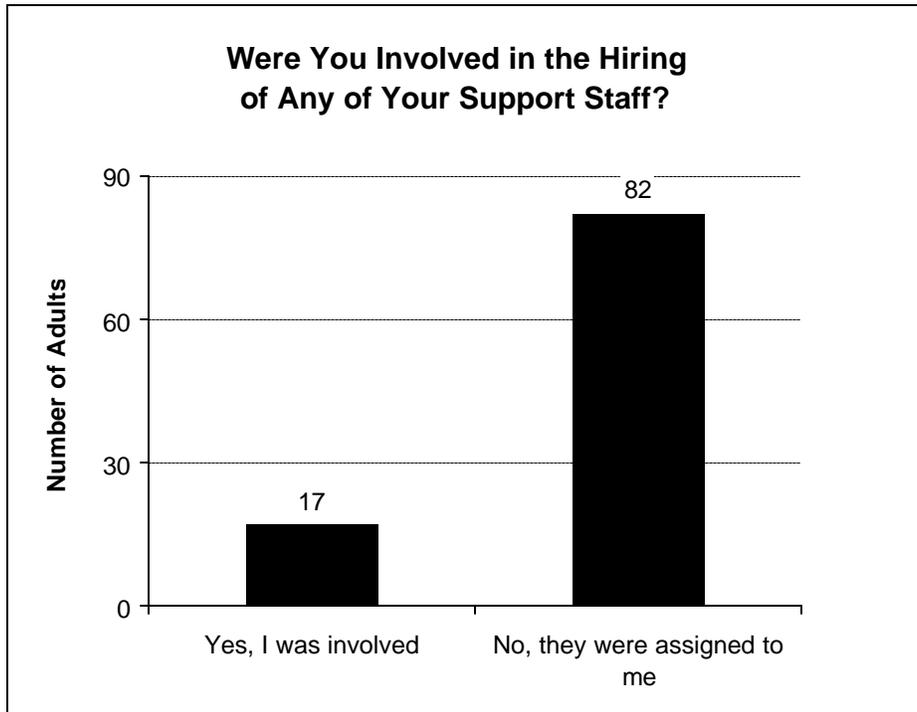
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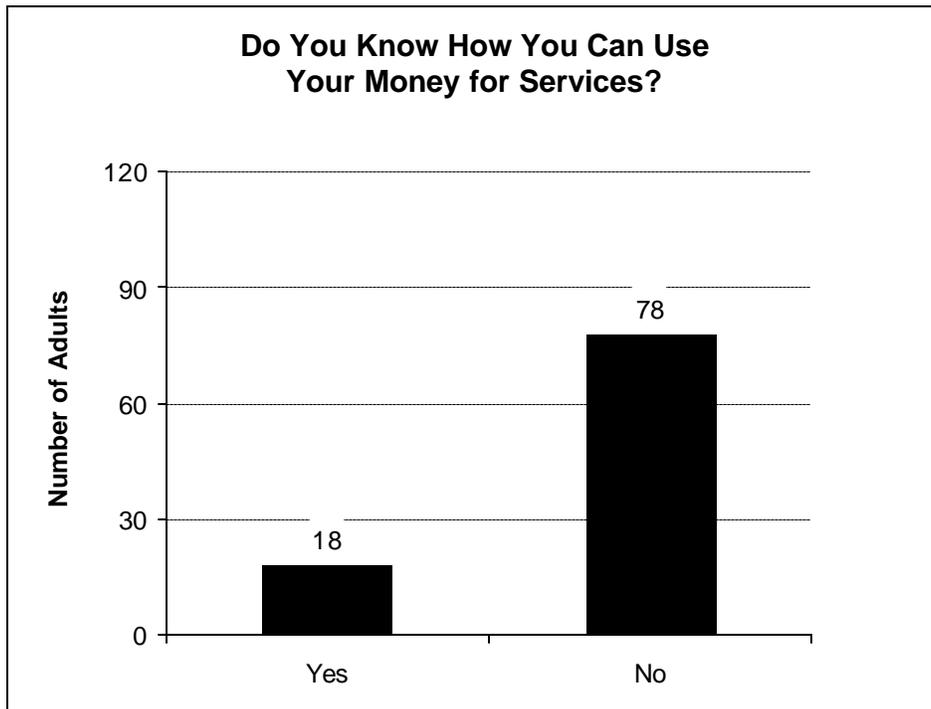
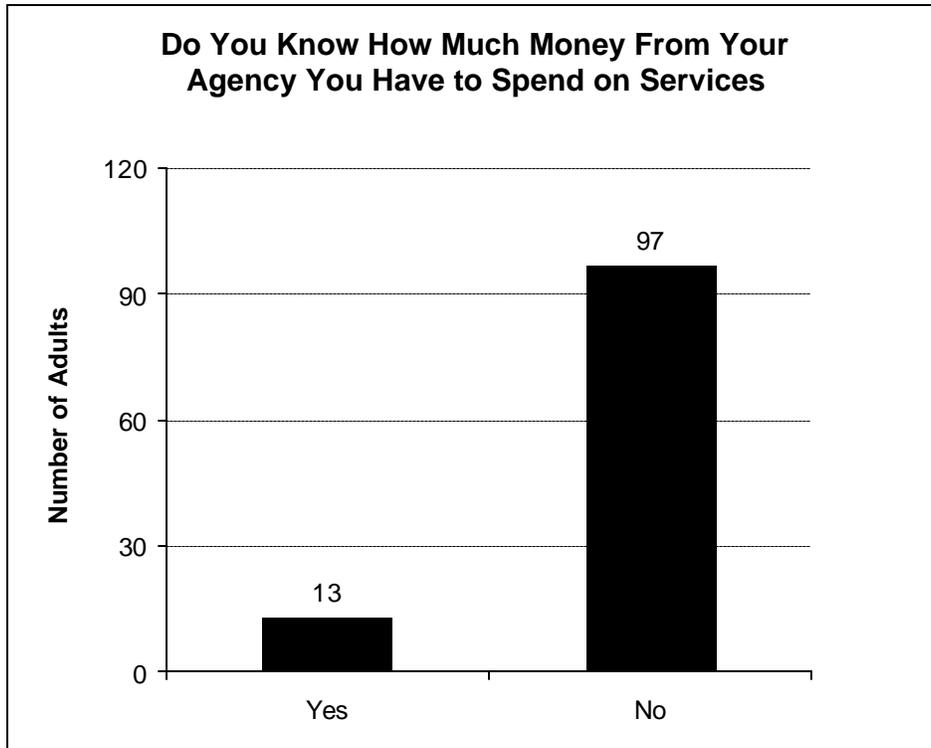
SERVICES



BUDGET



BUDGET



SELF- ADVOCACY



SELF-ADVOCACY

