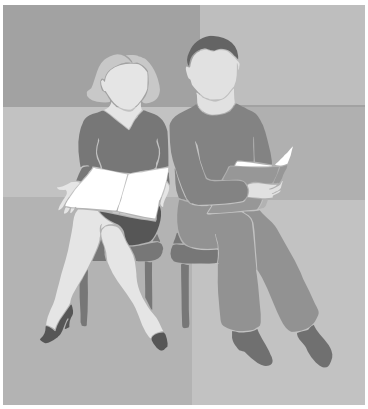
Vermont Developmental Disability Services

Summary Report

Consumer Survey Project
2005

Division of Disability and Aging Services
103 South Main Street
Waterbury, VT 05671-1601
802-241-2648

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 case manager 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 Disability and Aging 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 2005, 355 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. A summary of this information is at the end of this report. In addition, **134 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.

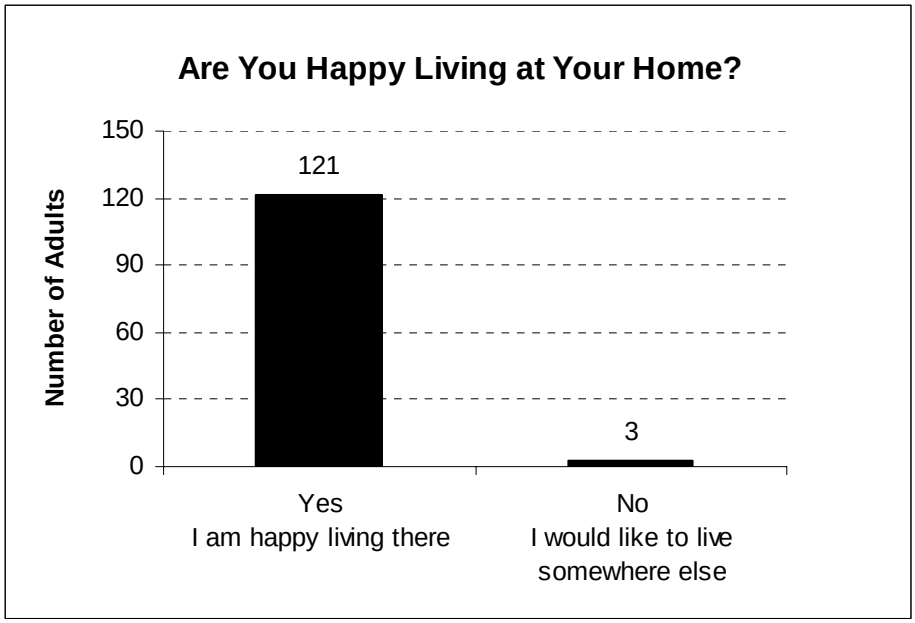
The information collected from each person for this survey is kept private and not shown to anyone else. All the information is gathered together and put into a summary for the state and for each of the five agencies. This report is a state summary of just some of the information that was collected during 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.

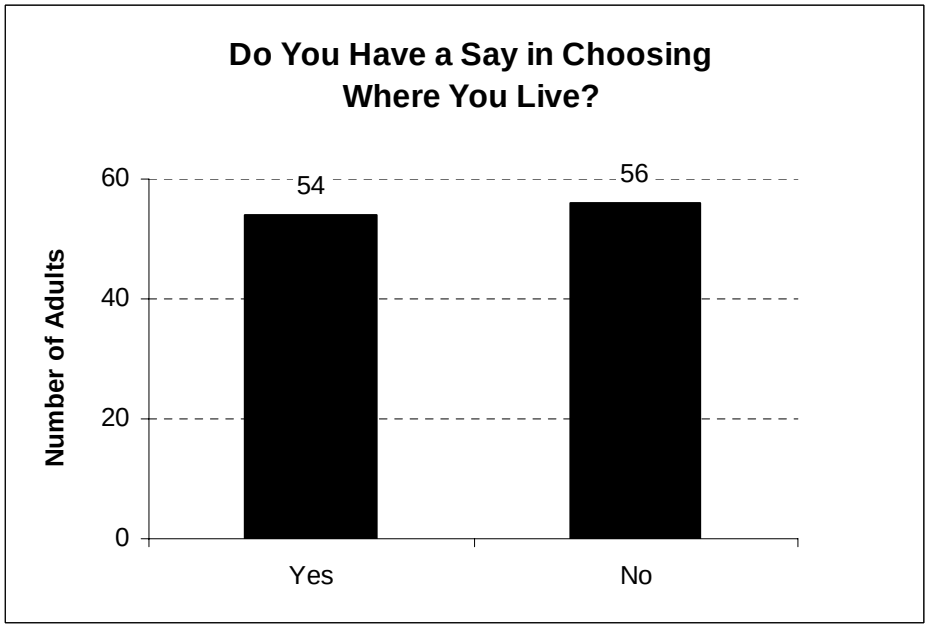
Reports with more detail have also been made. If you want a copy of these reports, contact:

The Division of Disability and Aging Services (802-241-2648)
or one of the service agencies listed above.

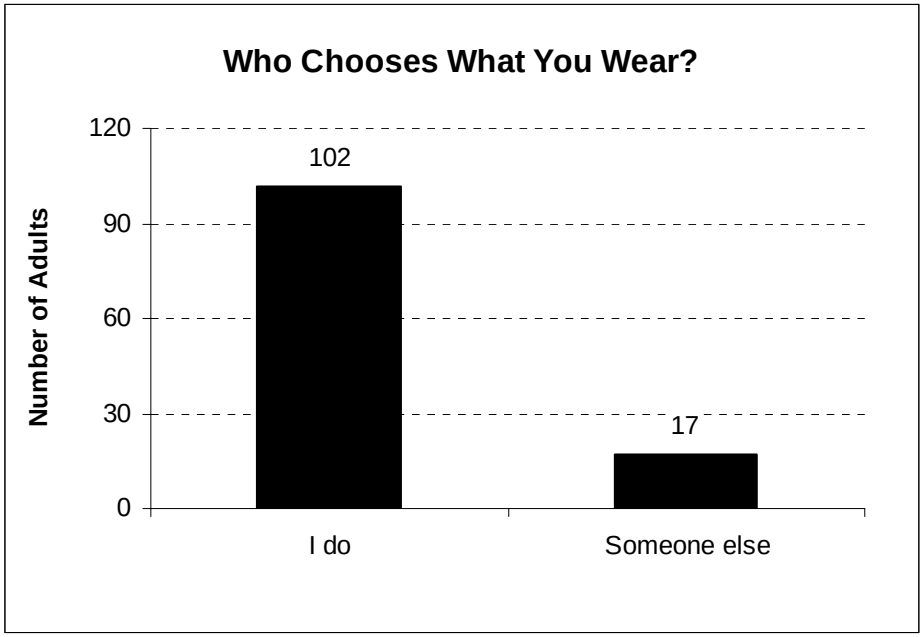
HOME

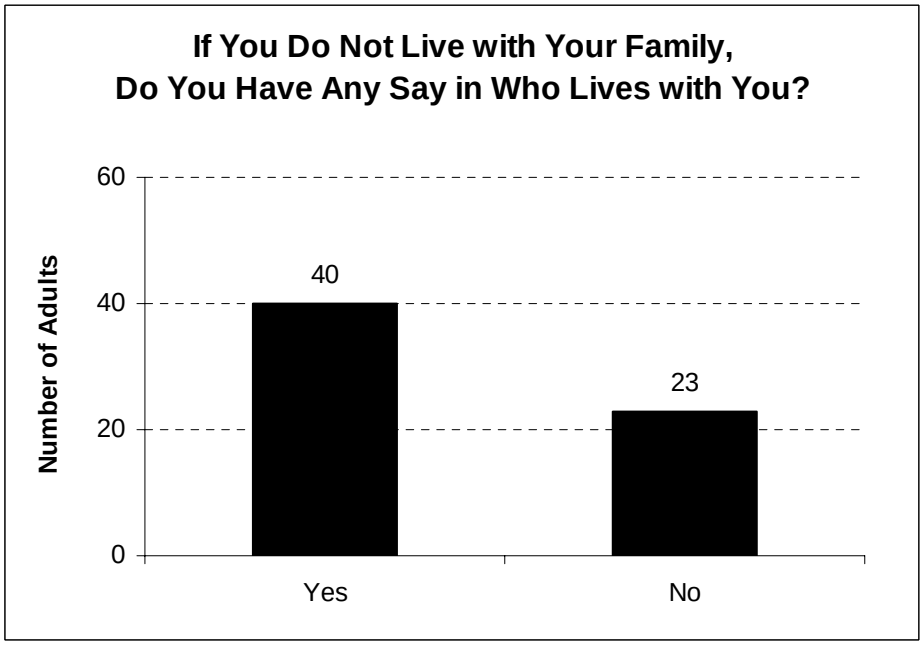
HOME


Are You Happy Living at Your Home?
Number of Adults
150
120
90
60
30
0
121
3
Yes
I am happy living there
No
I would like to live somewhere else

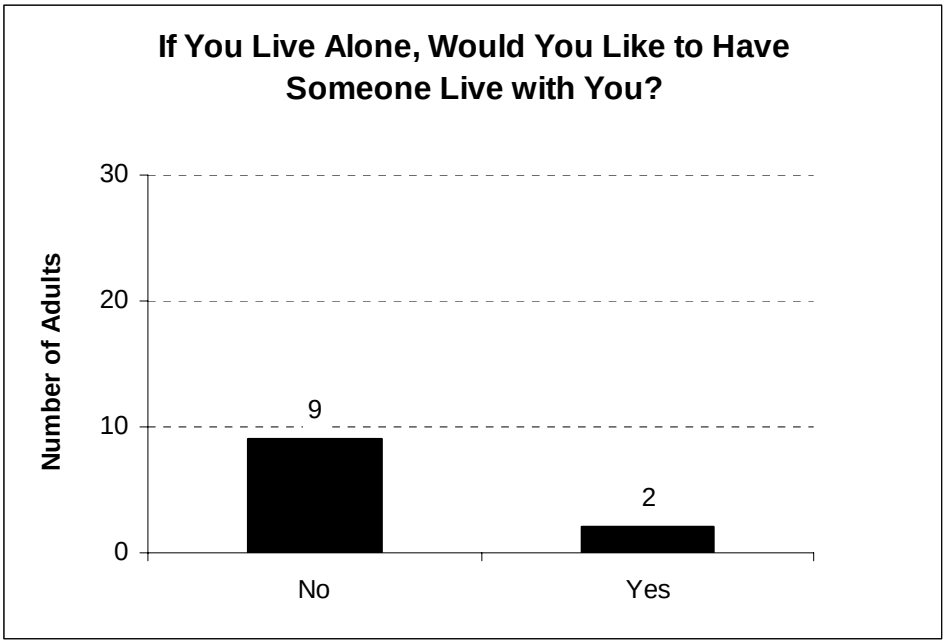

Do You Have a Say in Choosing Where You Live?
Number of Adults
60
40
20
0
54
56
Yes
No

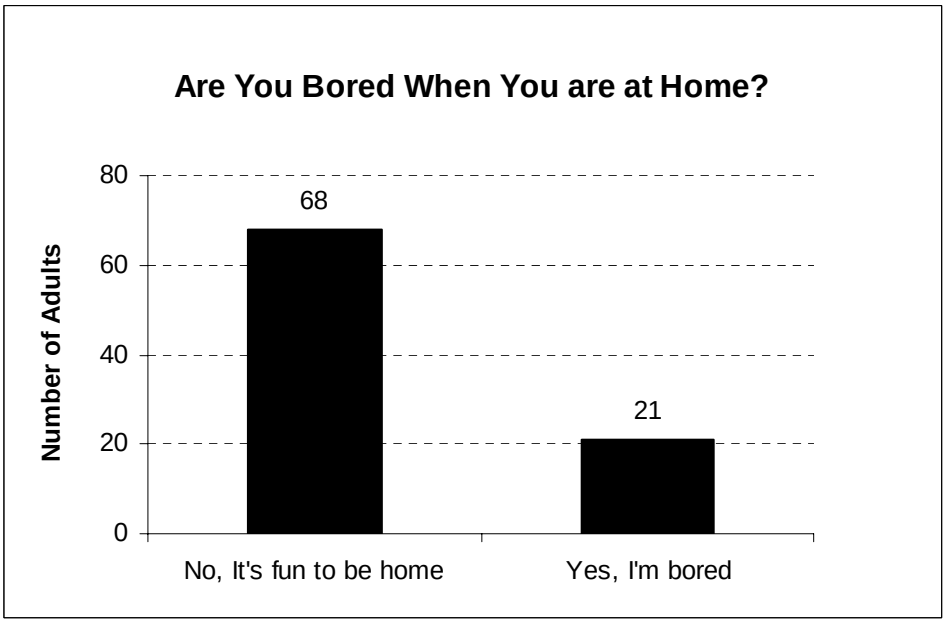
HOME


Who Chooses What You Wear?
Number of Adults
120
90
60
30
0
102
17
I do
Someone else

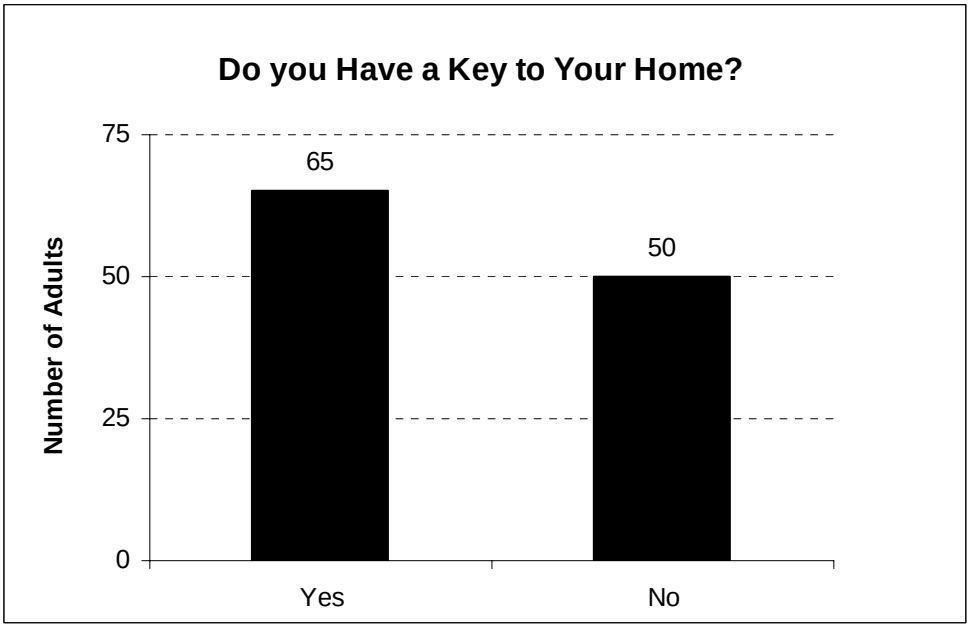

If You Do Not Live with Your Family,
Do You Have Any Say in Who Lives with You?
Number of Adults
60
40
20
0
40
23
Yes
No

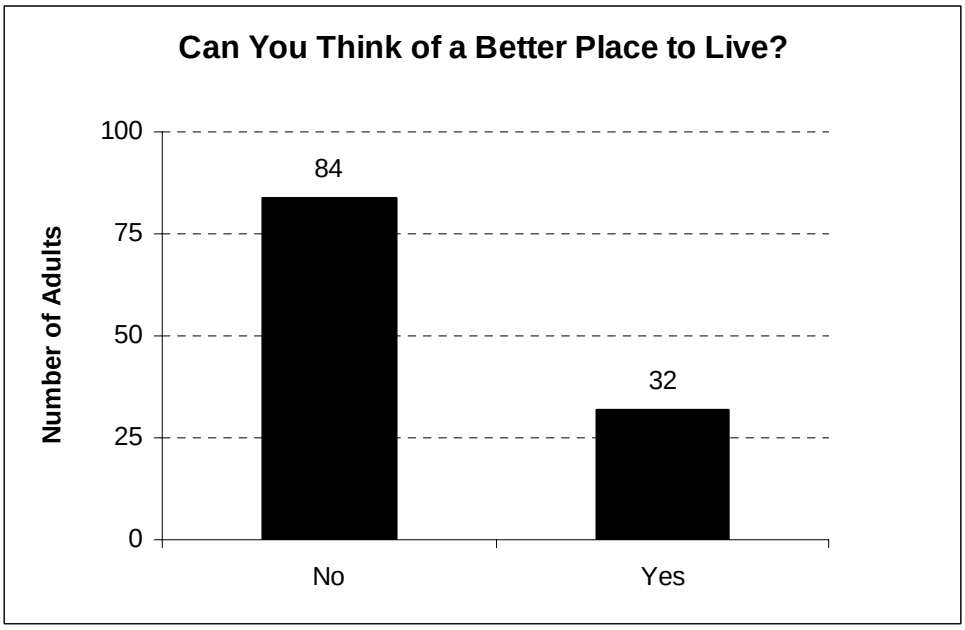
HOME


If You Live Alone, Would You Like to Have Someone Live with You?
Number of Adults
30
20
10
0
9
2
No
Yes


Are You Bored When You are at Home?
Number of Adults
80
60
40
20
0
68
21
No, It's fun to be home
Yes, I'm bored

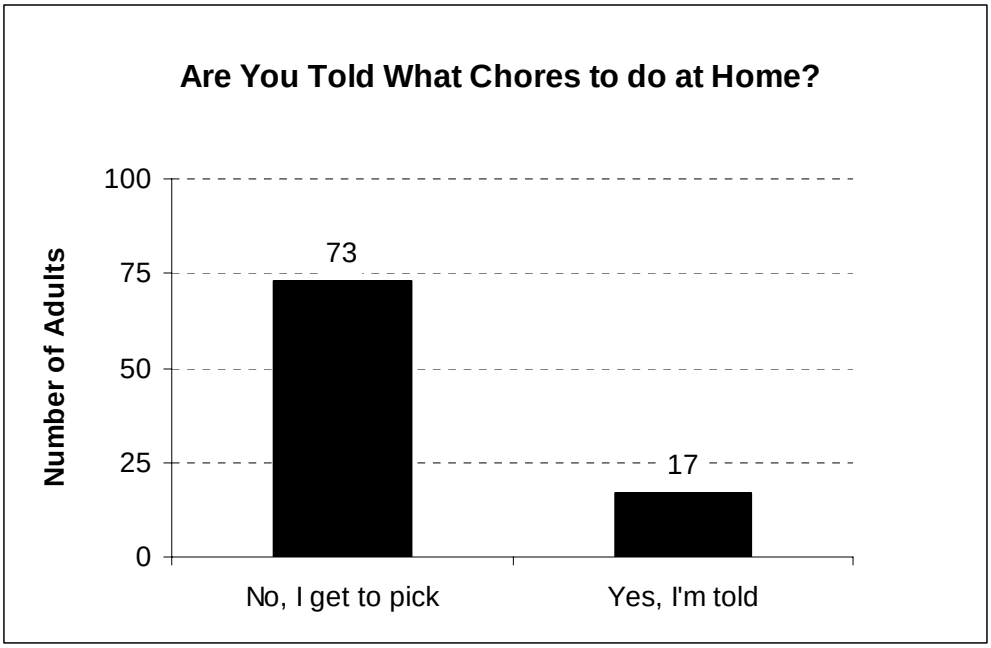
HOME

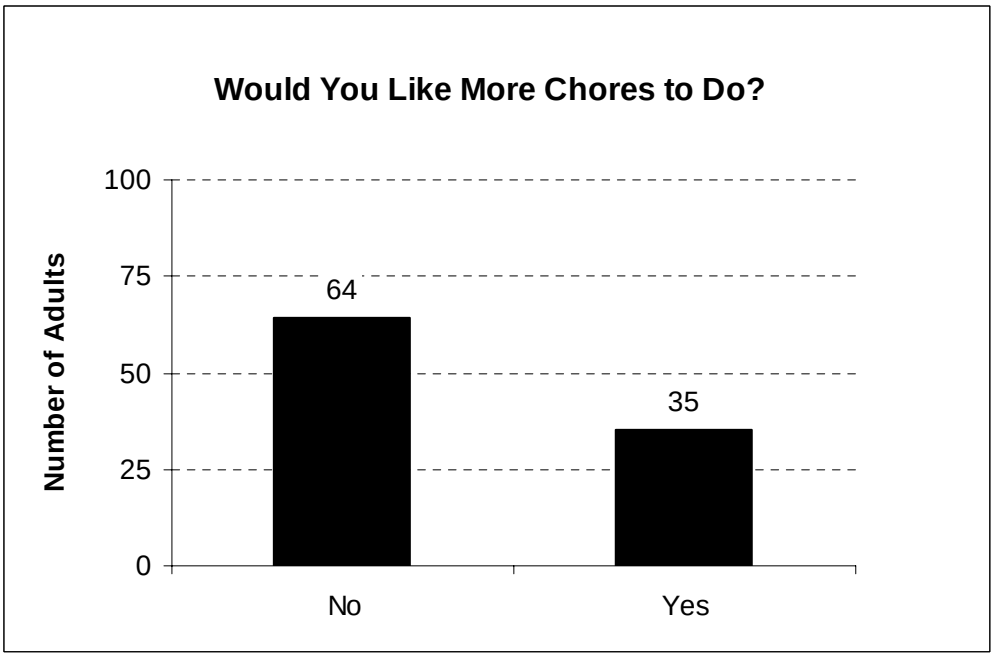

Do you Have a Key to Your Home?
Number of Adults
75
50
25
0
65
50
Yes
No


Can You Think of a Better Place to Live?
Number of Adults
100
75
50
25
0
84
32
No
Yes

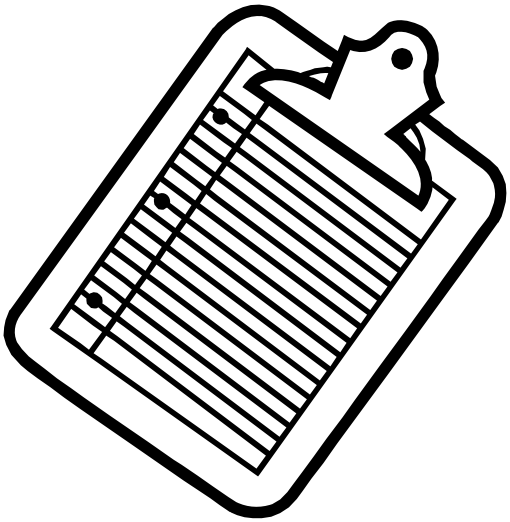
HOUSEHOLD CHORES

HOUSEHOLD CHORES

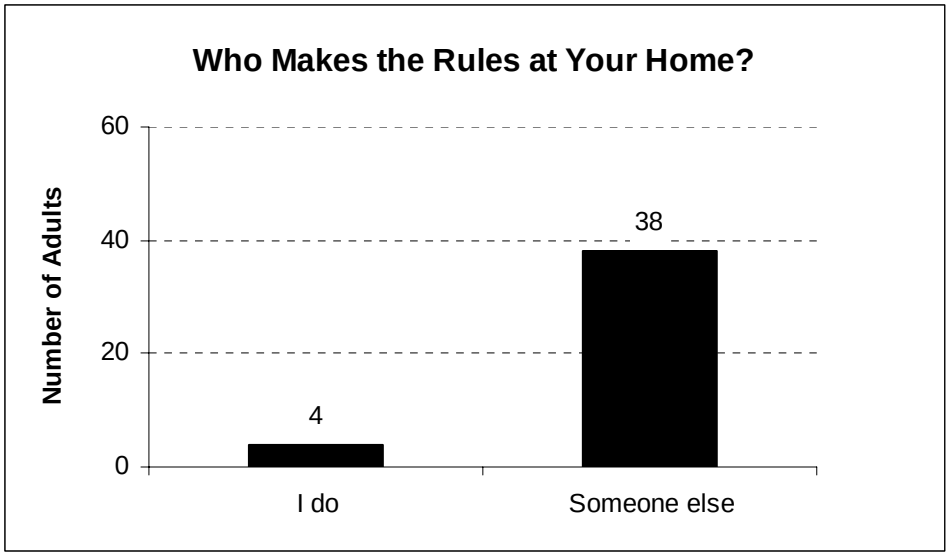


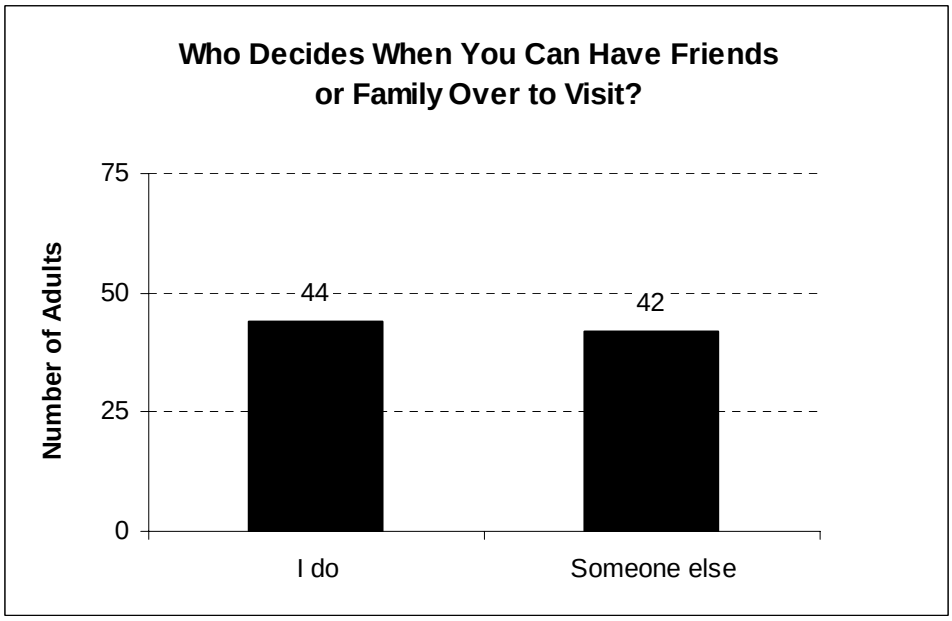


RULES

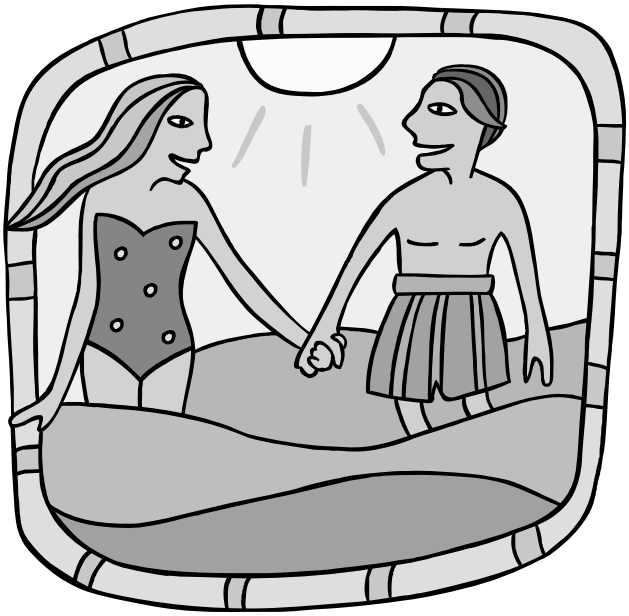


RULES

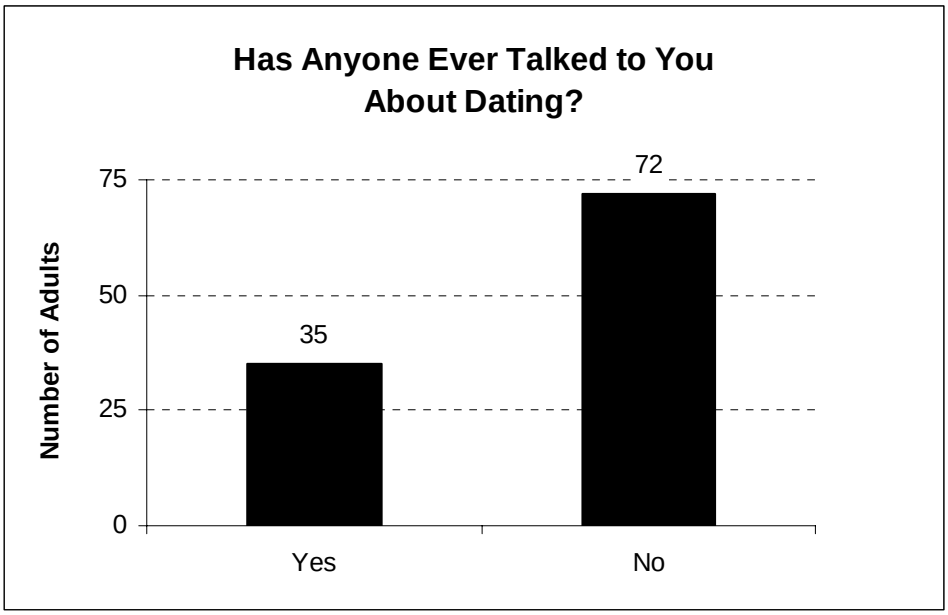

Who Makes the Rules at Your Home?
Number of Adults
60
40
20
0
4
38
I do
Someone else

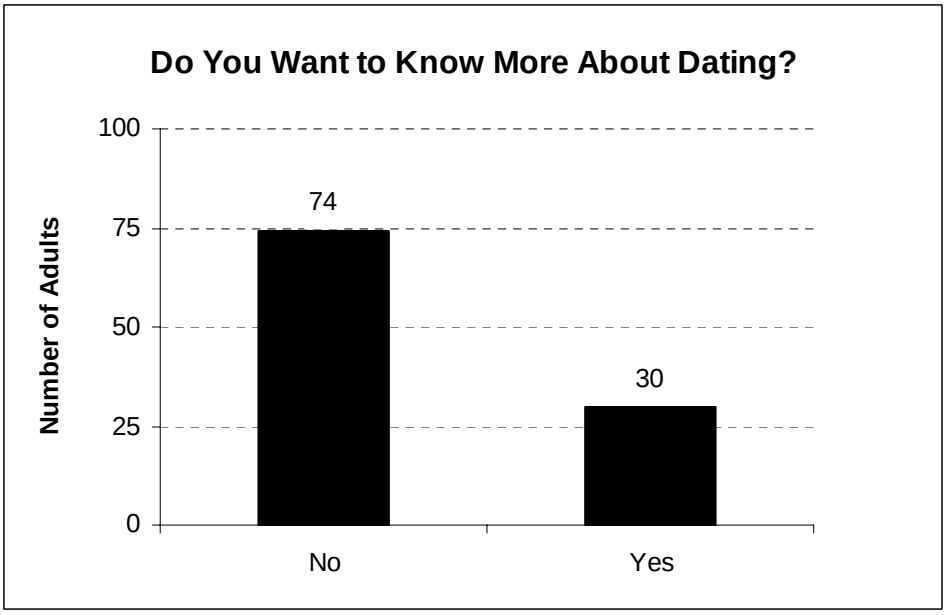

Who Decides When You Can Have Friends or Family Over to Visit?
Number of Adults
75
50
25
0
44
42
I do
Someone else

RELATIONSHIPS



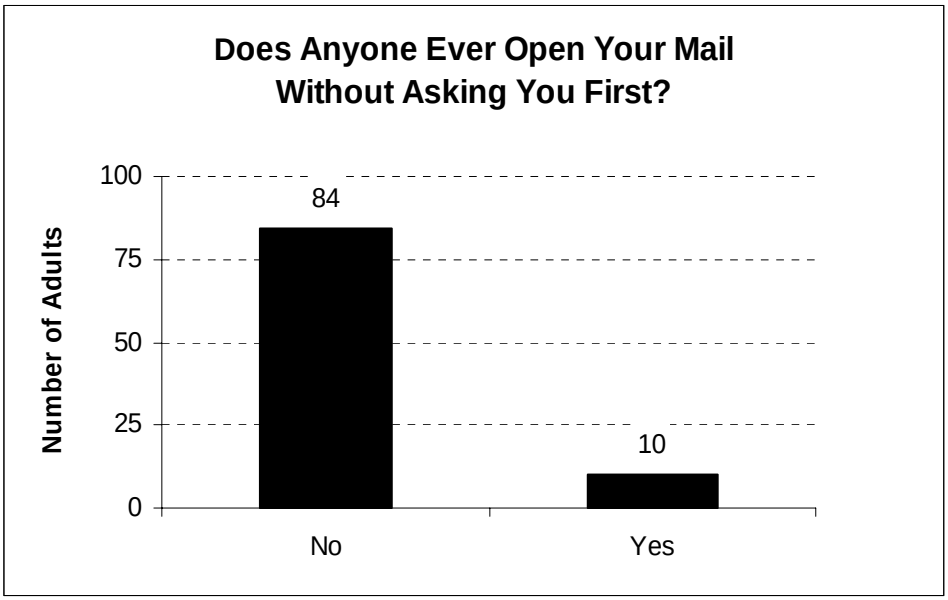
RELATIONSHIPS

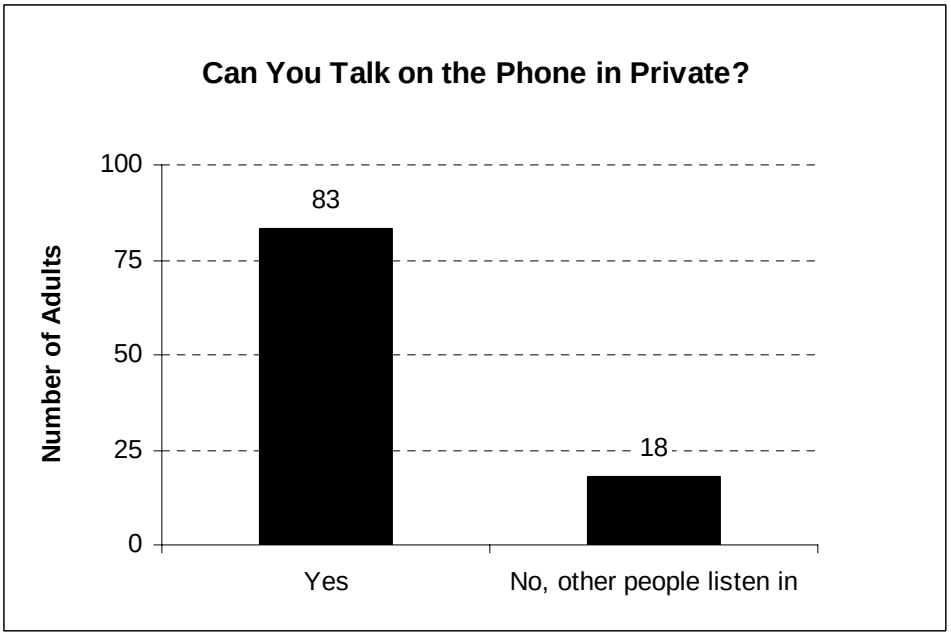




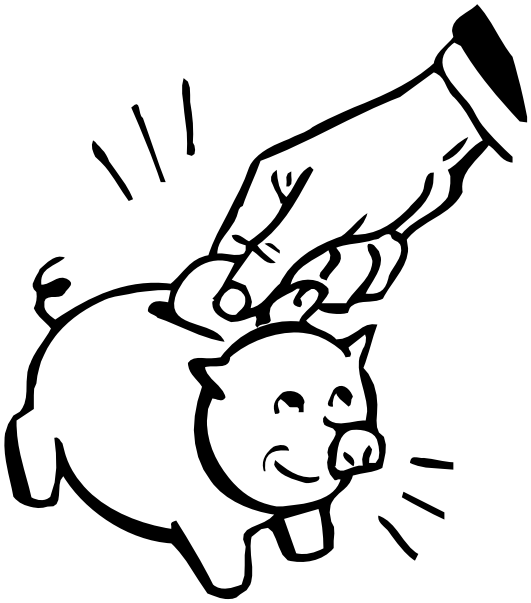
PRIVACY

PRIVACY

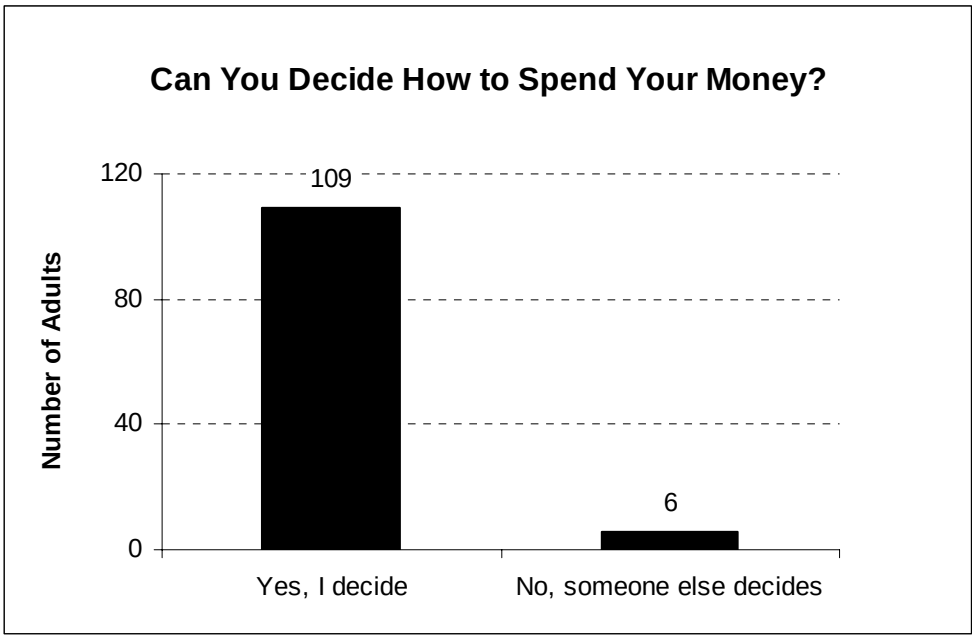

Does Anyone Ever Open Your Mail
Without Asking You First?
Number of Adults
100
75
50
25
0
84
10
No
Yes

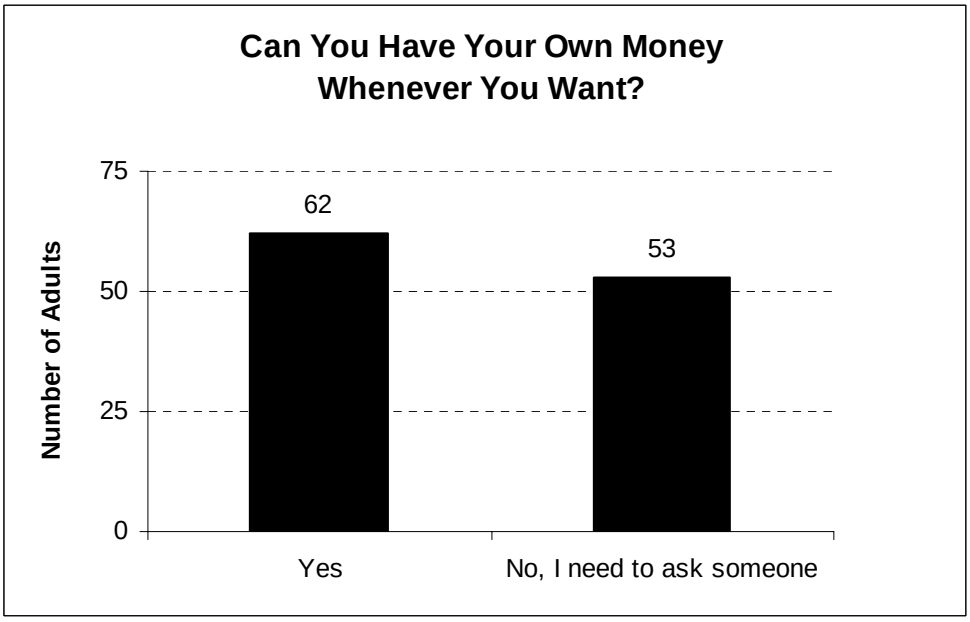

Can You Talk on the Phone in Private?
Number of Adults
100
75
50
25
0
83
18
Yes
No, other people listen in

MONEY

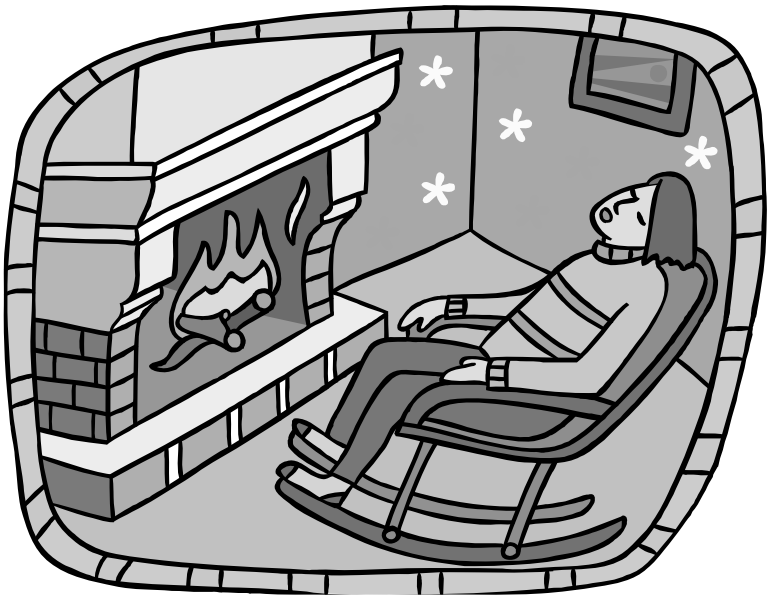


MONEY

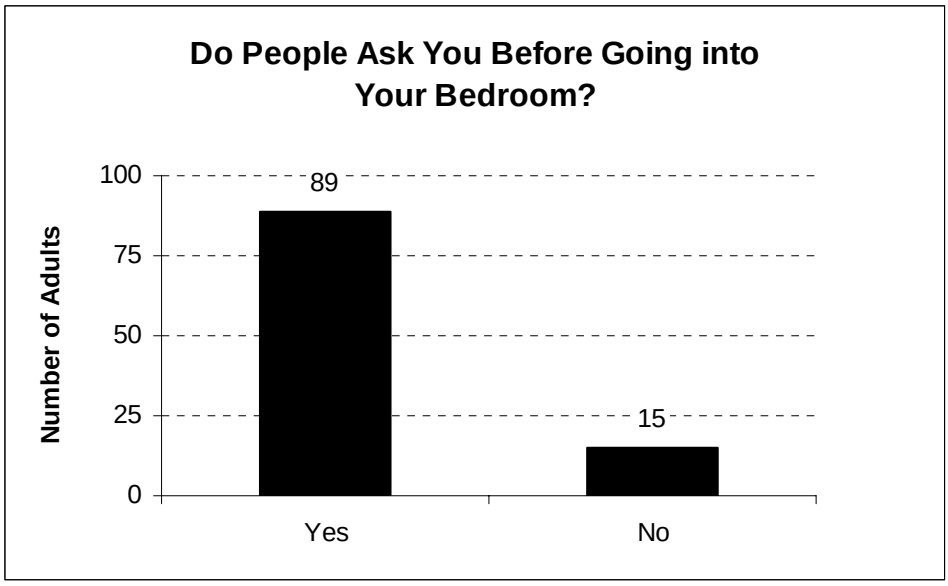

Can You Decide How to Spend Your Money?
Number of Adults
120
80
40
0
109
6
Yes, I decide
No, someone else decides

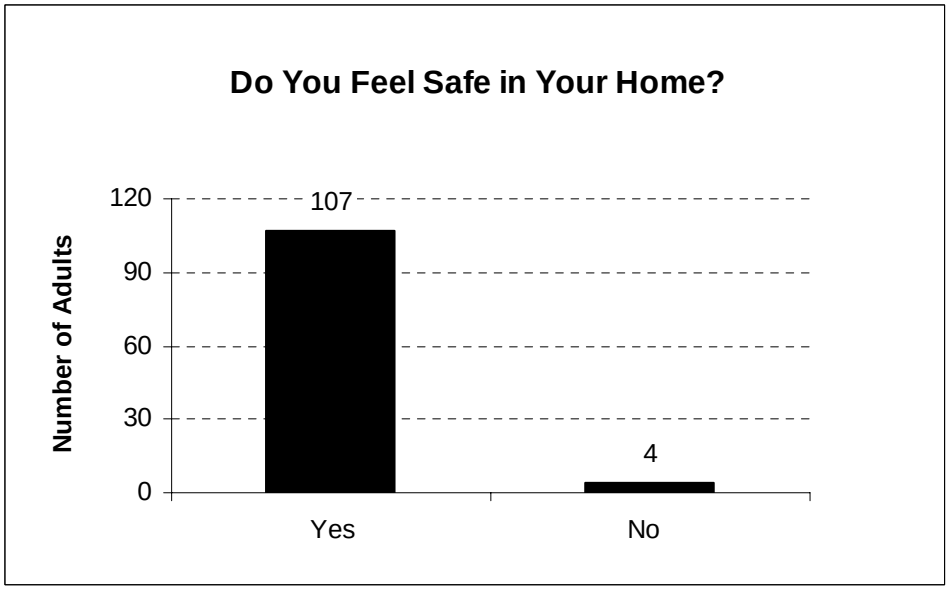

Can You Have Your Own Money
Whenever You Want?
Number of Adults
75
50
25
0
62
53
Yes
No, I need to ask someone

SAFETY



SAFETY

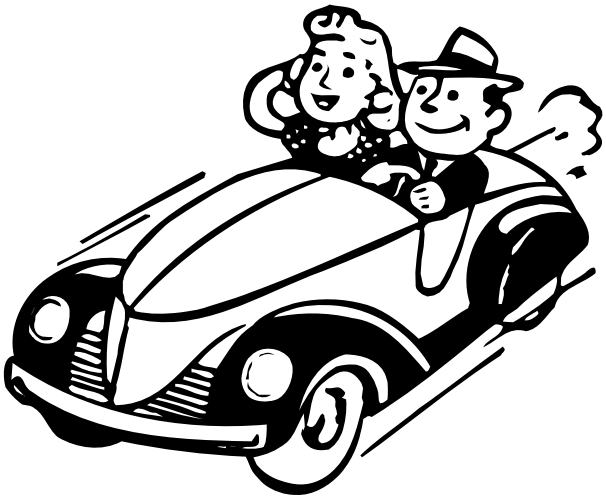

Do People Ask You Before Going into Your Bedroom?
Number of Adults
100
75
50
25
0
89
15
Yes
No


Do You Feel Safe in Your Home?
Number of Adults
120
90
60
30
0
107
4
Yes
No

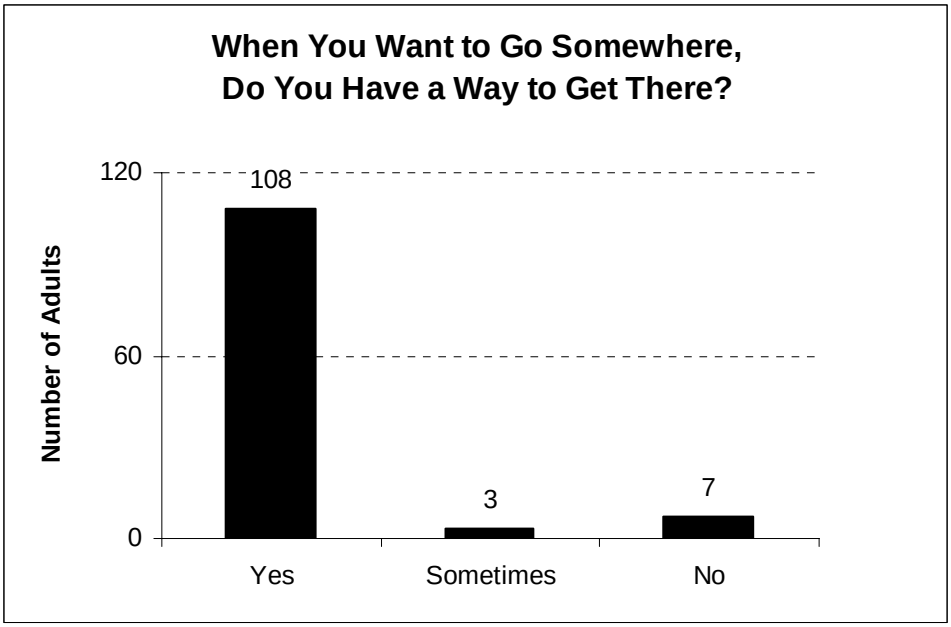
SAFETY

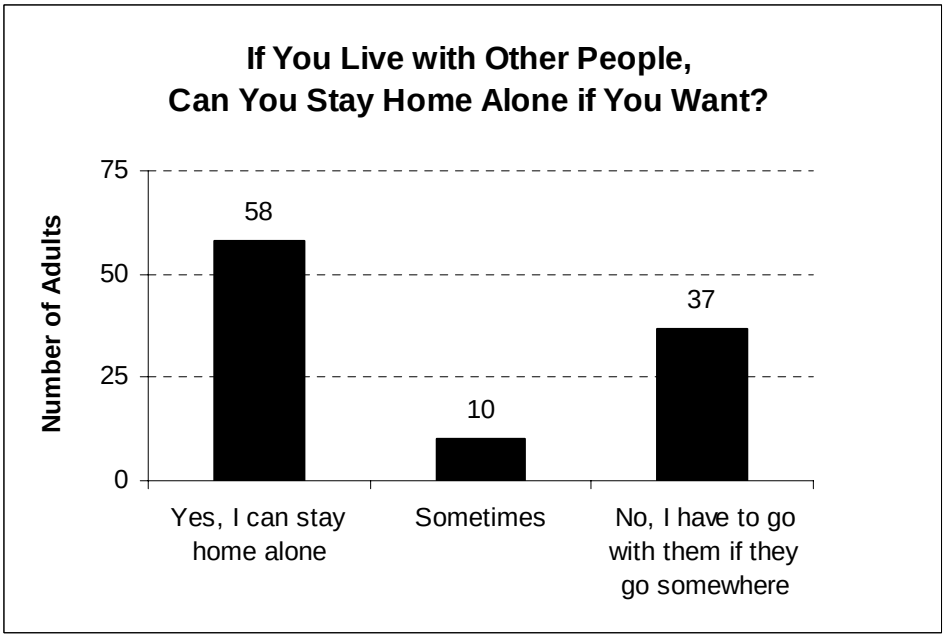
Do You Feel Safe Walking
Around Your Neighborhood
Number of Adults
100
75
50
25
0
100
8
Yes, I feel safe
No

GOING PLACES



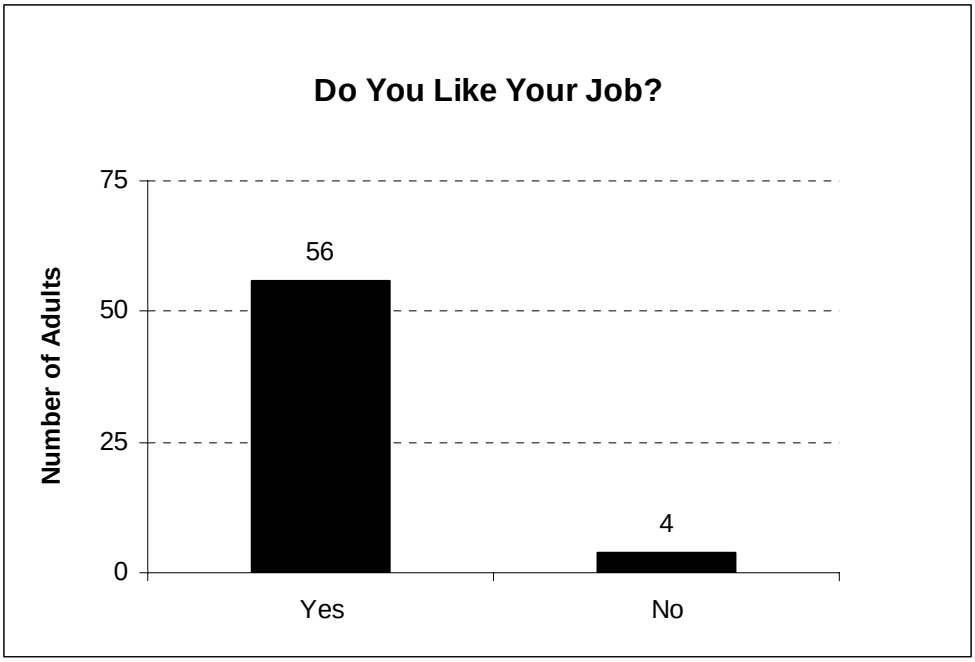
GOING PLACES

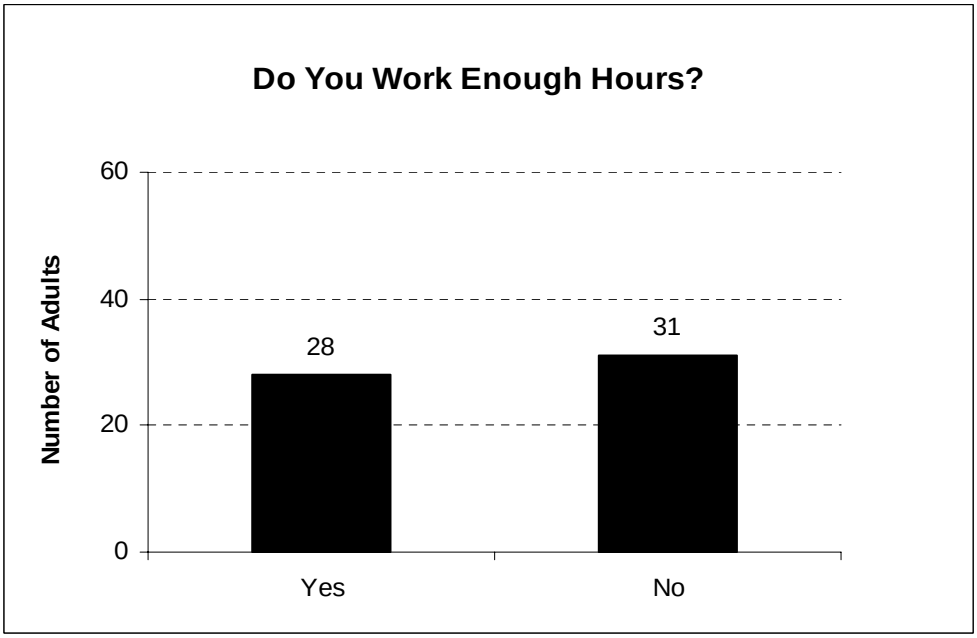




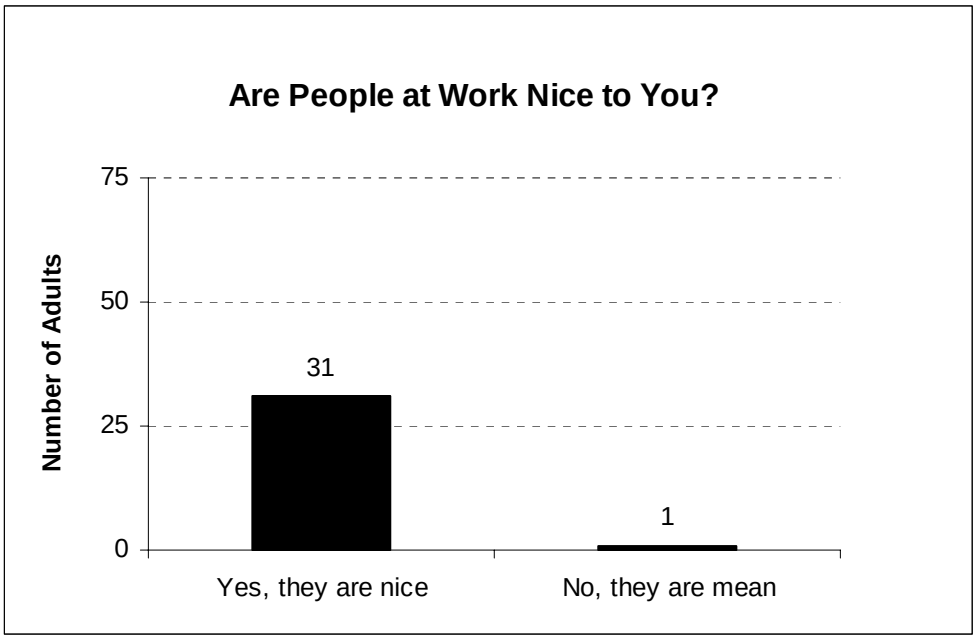
WORK

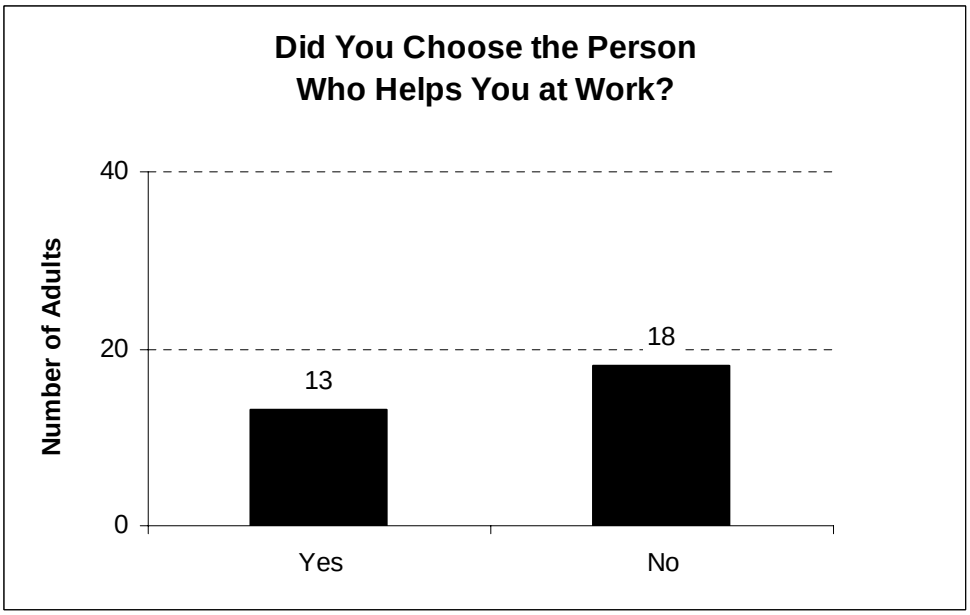
WORK


Do You Like Your Job?
Number of Adults
75
50
25
0
56
4
Yes
No

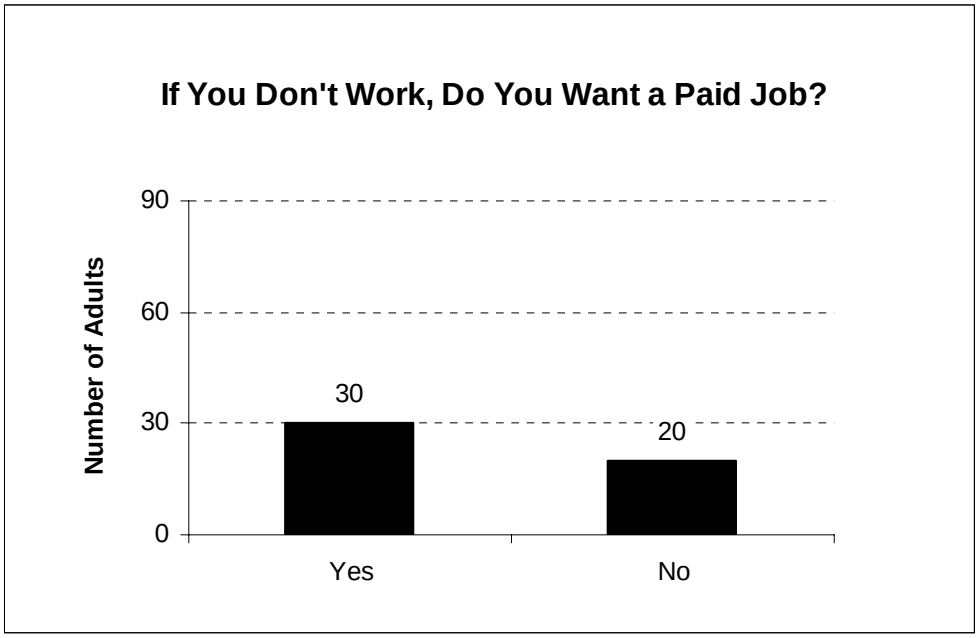

Do You Work Enough Hours?
Number of Adults
60
40
20
0
28
31
Yes
No

WORK


Are People at Work Nice to You?
Number of Adults
75
50
25
0
31
1
Yes, they are nice
No, they are mean

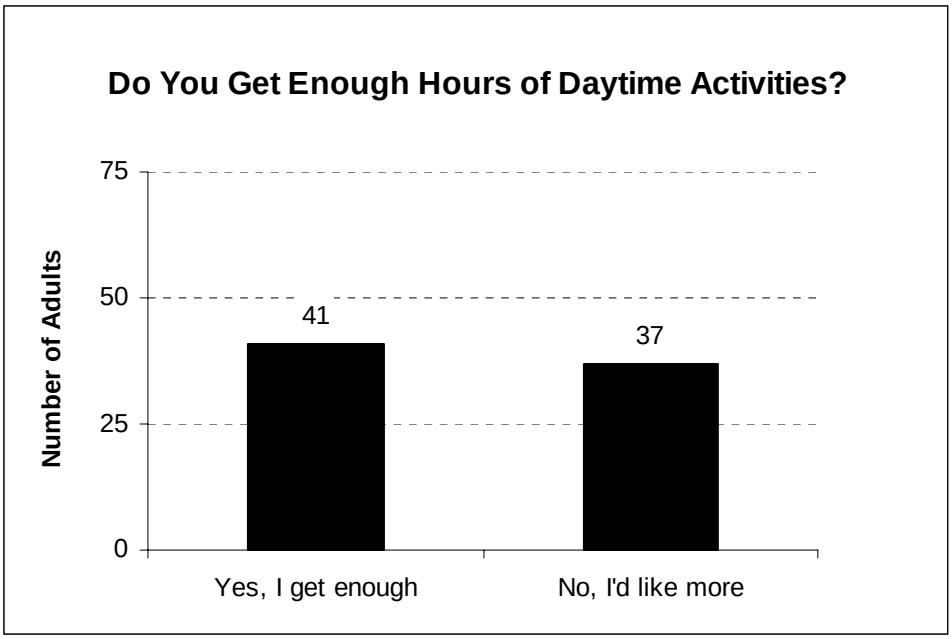

Did You Choose the Person
Who Helps You at Work?
Number of Adults
40
20
0
13
18
Yes
No

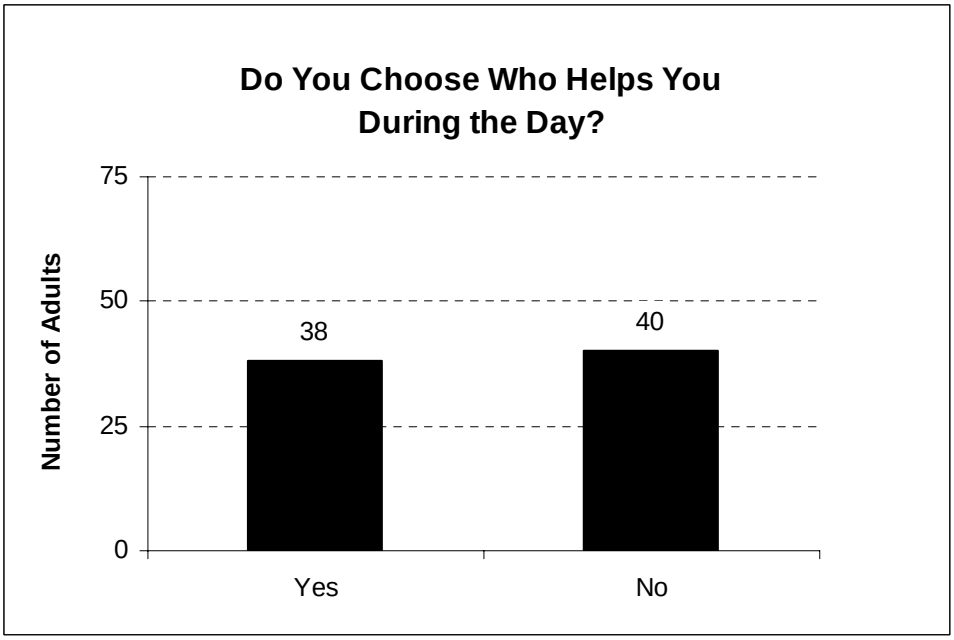
WORK


If You Don't Work, Do You Want a Paid Job?
Number of Adults
90
60
30
0
30
20
Yes
No

DAYTIME ACTIVITIES

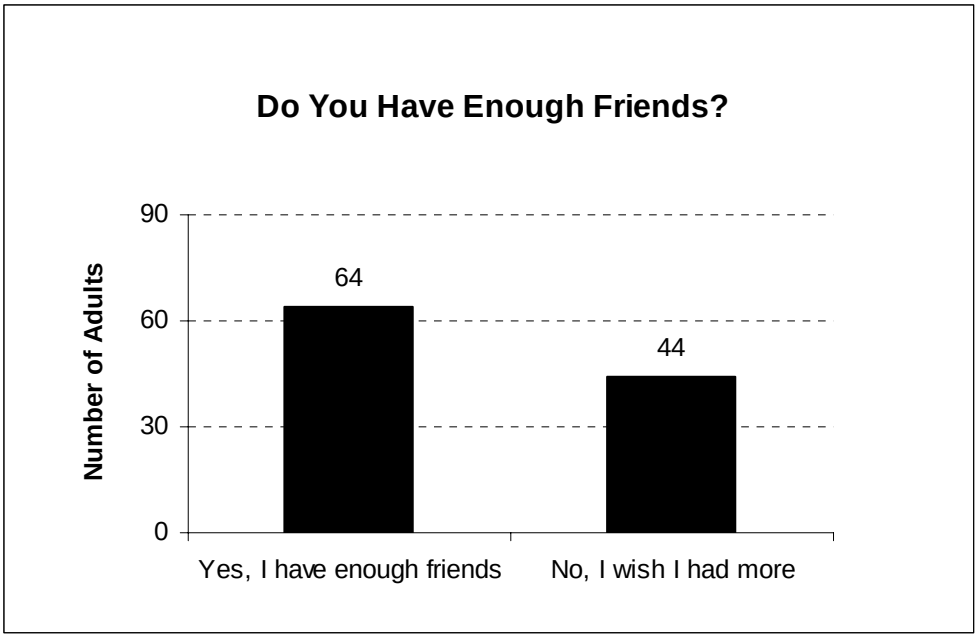
DAYTIME ACTIVITIES

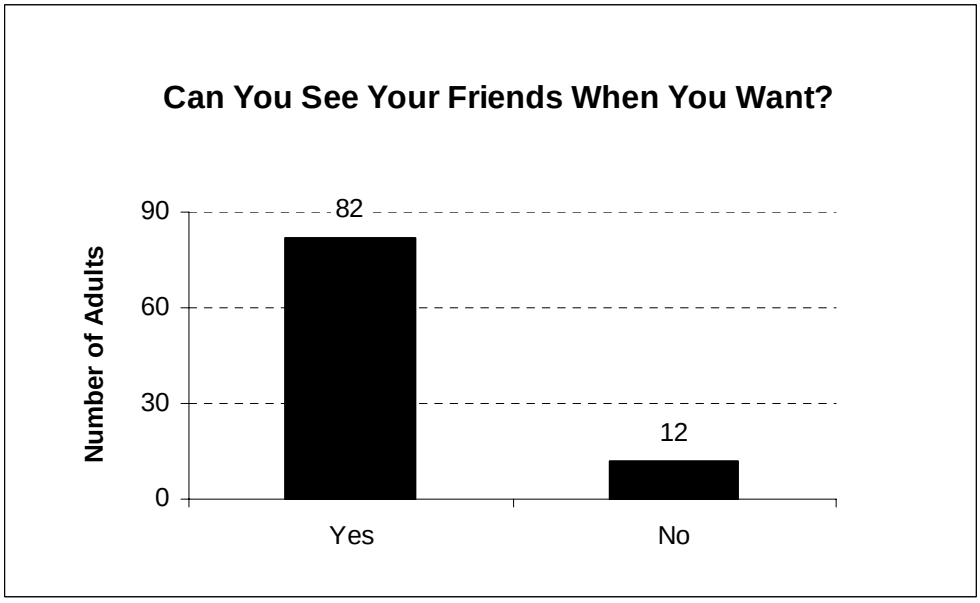




FRIENDS

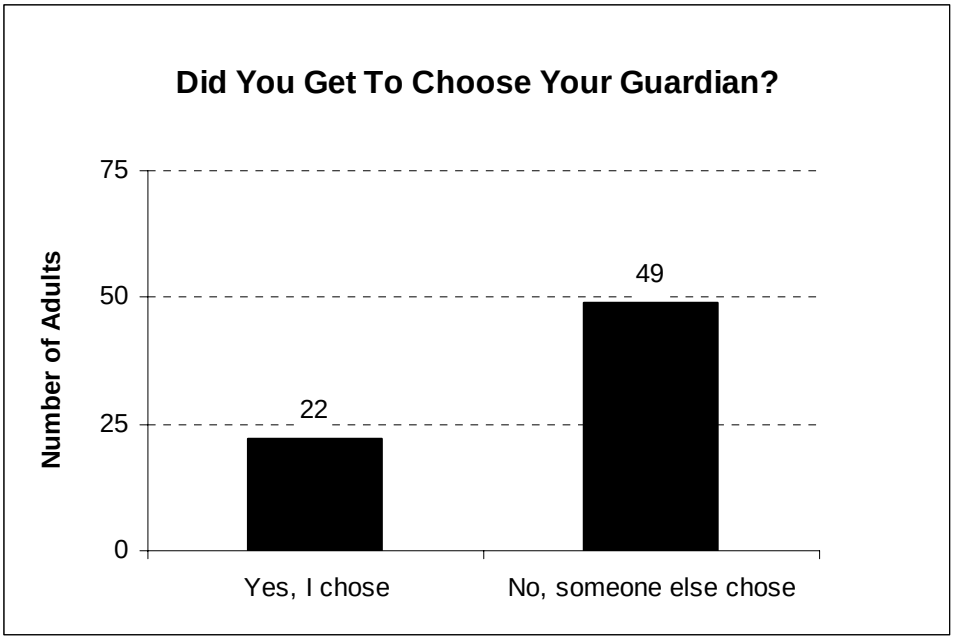
FRIENDS

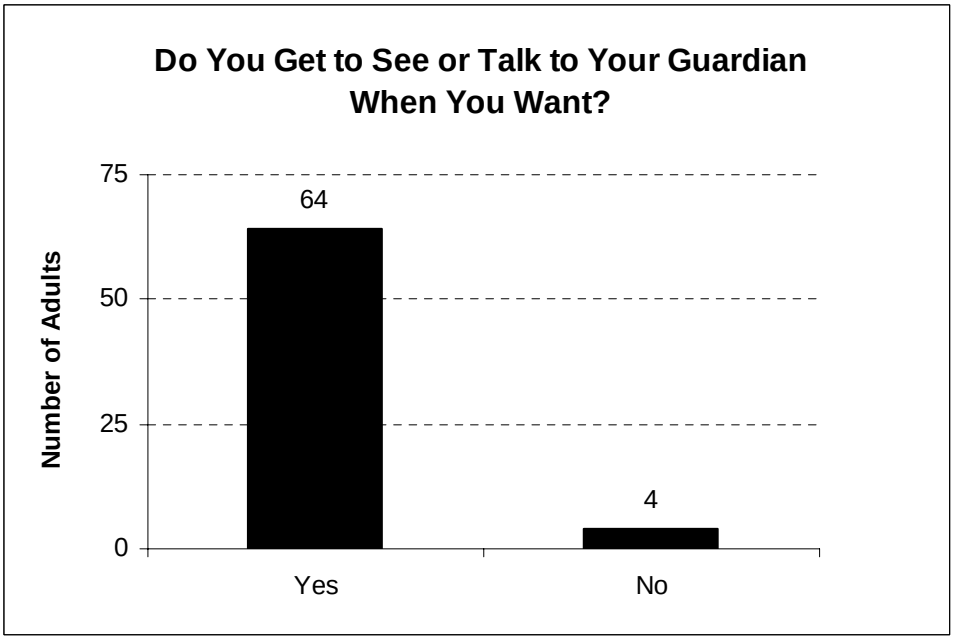

Do You Have Enough Friends?
Number of Adults
90
60
30
0
64
44
Yes, I have enough friends
No, I wish I had more


Can You See Your Friends When You Want?
Number of Adults
90
60
30
0
82
12
Yes
No

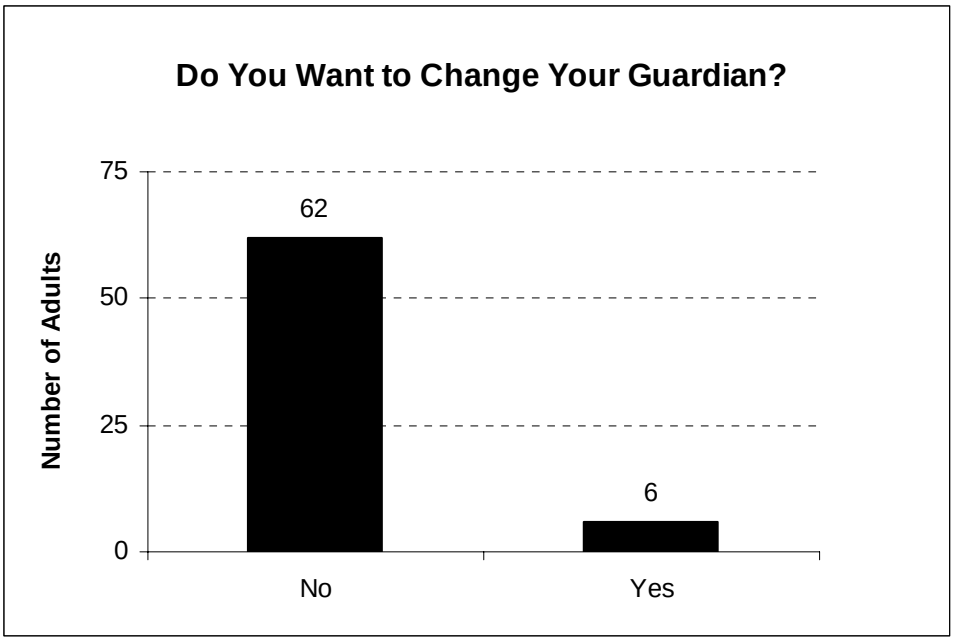
GUARDIANSHIP

GUARDIANSHIP



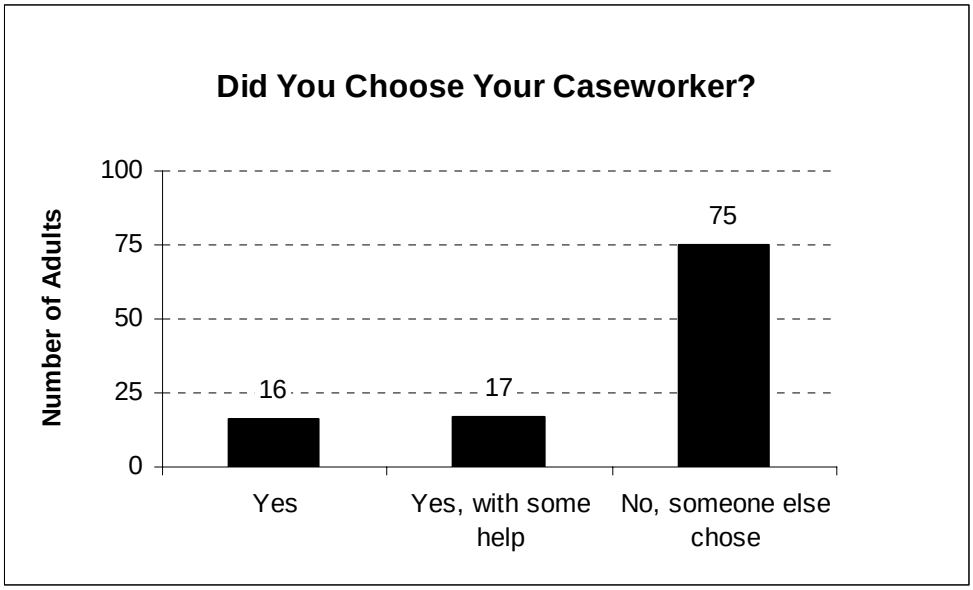


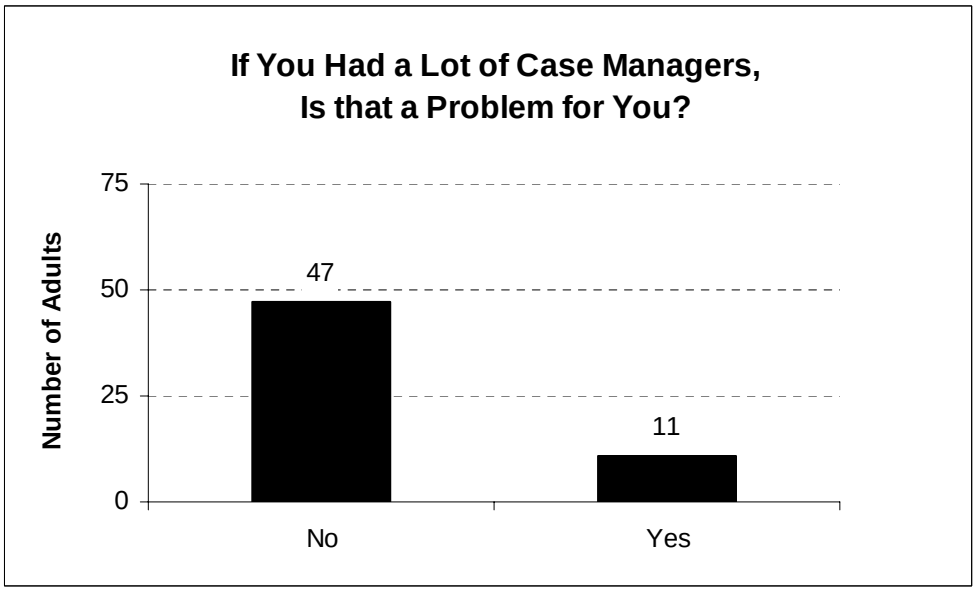
GUARDIANSHIP



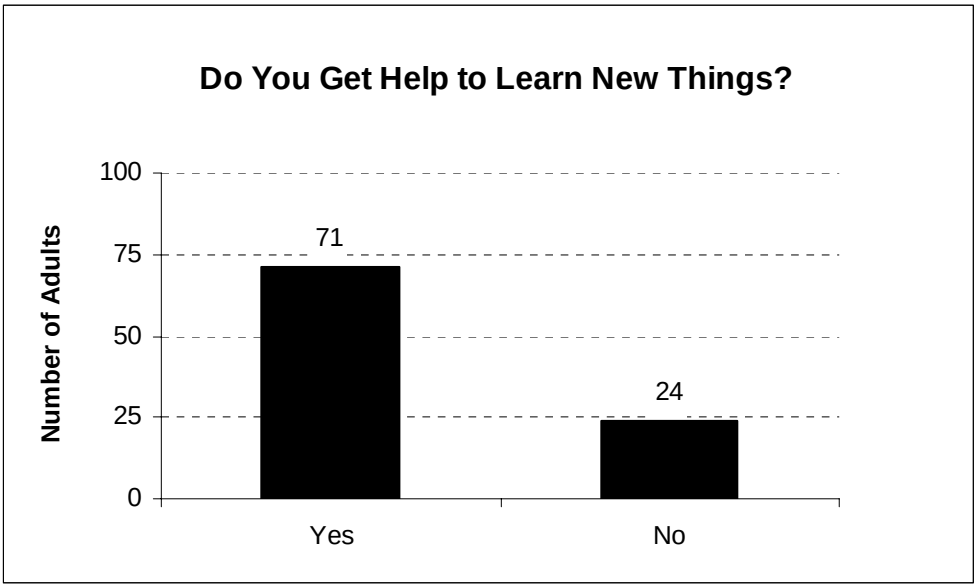
SERVICES

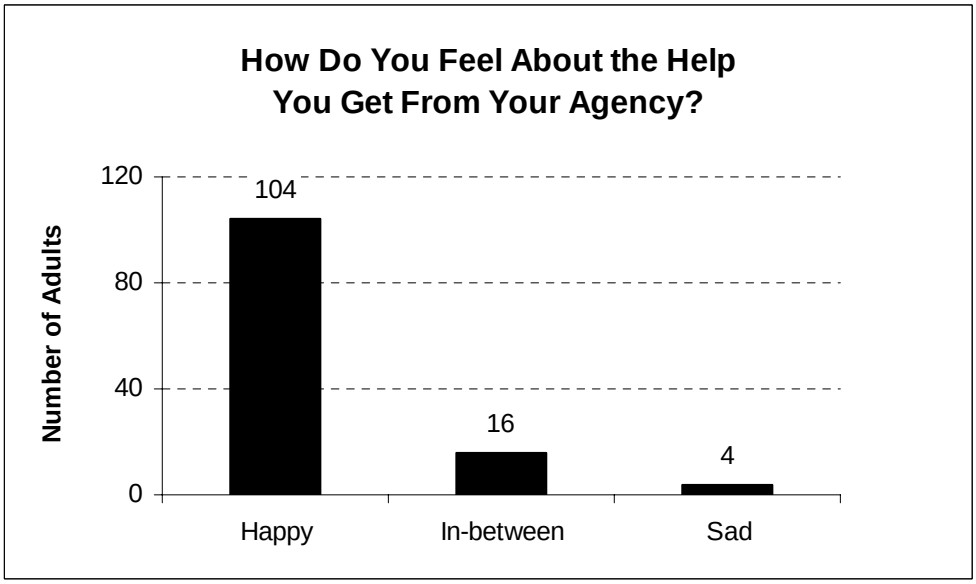
SERVICES


Did You Choose Your Caseworker?
Number of Adults
100
75
50
25
0
16
17
75
Yes
Yes, with some help
No, someone else chose

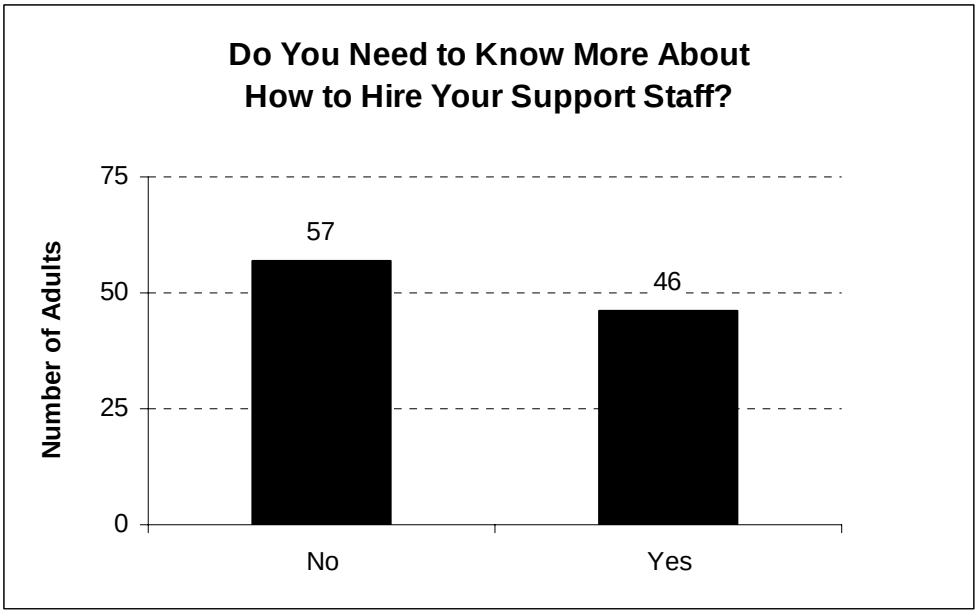

If You Had a Lot of Case Managers,
Is that a Problem for You?
Number of Adults
75
50
25
0
47
11
No
Yes

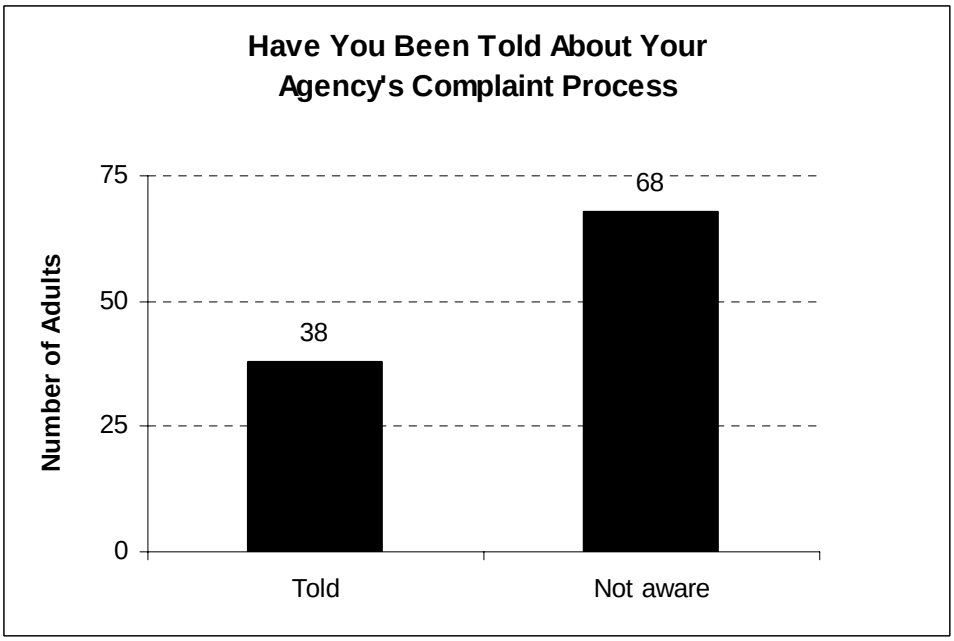
SERVICES


Do You Get Help to Learn New Things?
Number of Adults
100
75
50
25
0
71
24
Yes
No


How Do You Feel About the Help
You Get From Your Agency?
Number of Adults
120
80
40
0
104
16
4
Happy
In-between
Sad

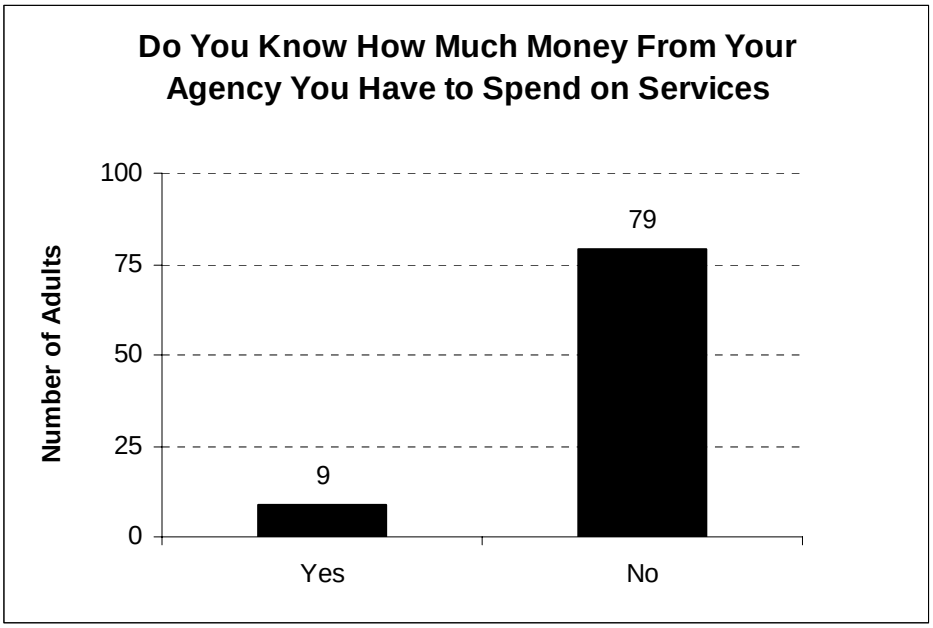
SERVICES

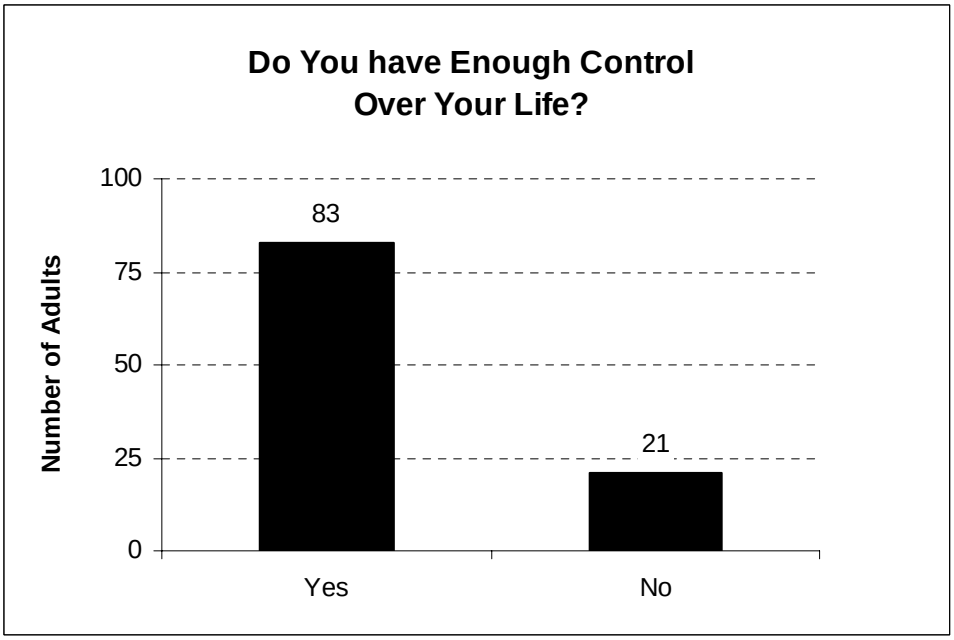

Do You Need to Know More About
How to Hire Your Support Staff?
Number of Adults
75
50
25
0
57
46
No
Yes


Have You Been Told About Your
Agency's Complaint Process
Number of Adults
75
50
25
0
38
68
Told
Not aware

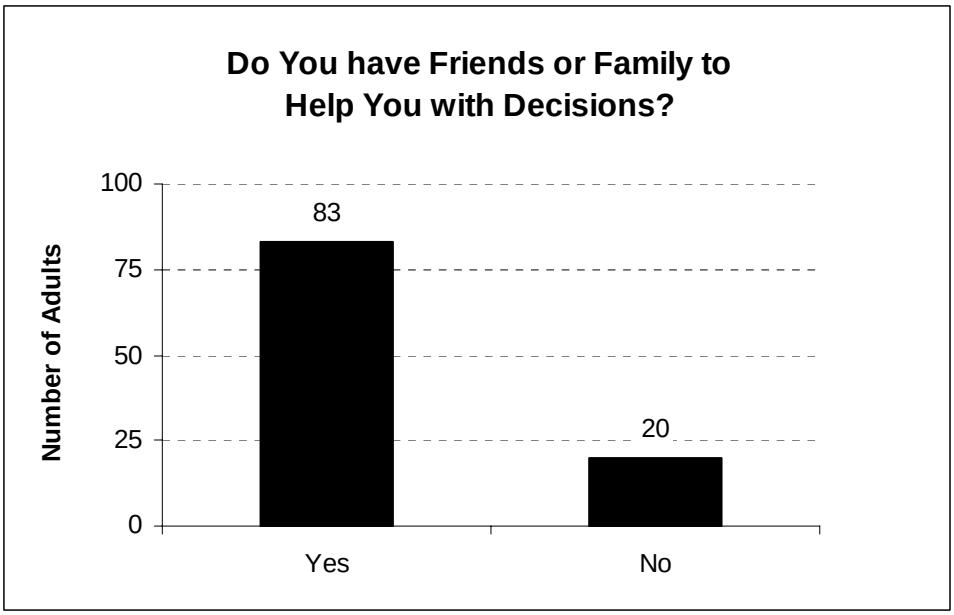
SELF-DETERMINATION

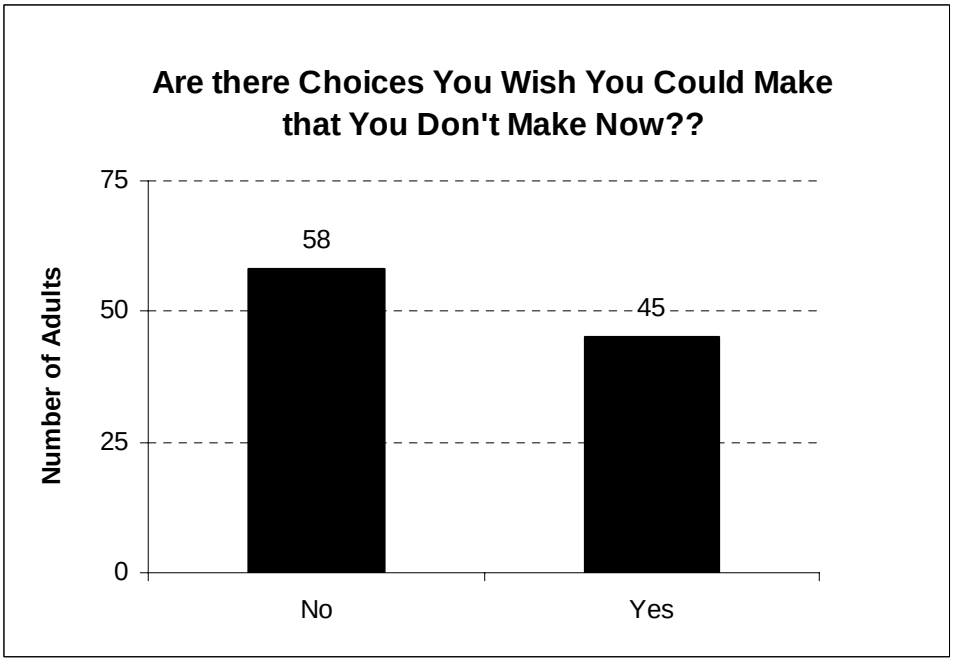
SELF-DETERMINATION





SELF-DETERMINATION





SELF-ADVOCACY

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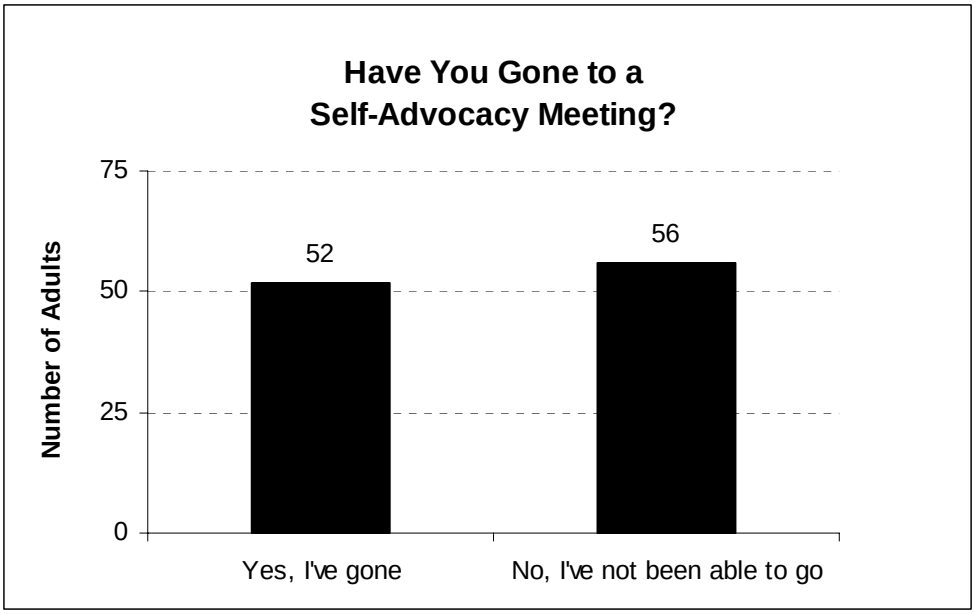

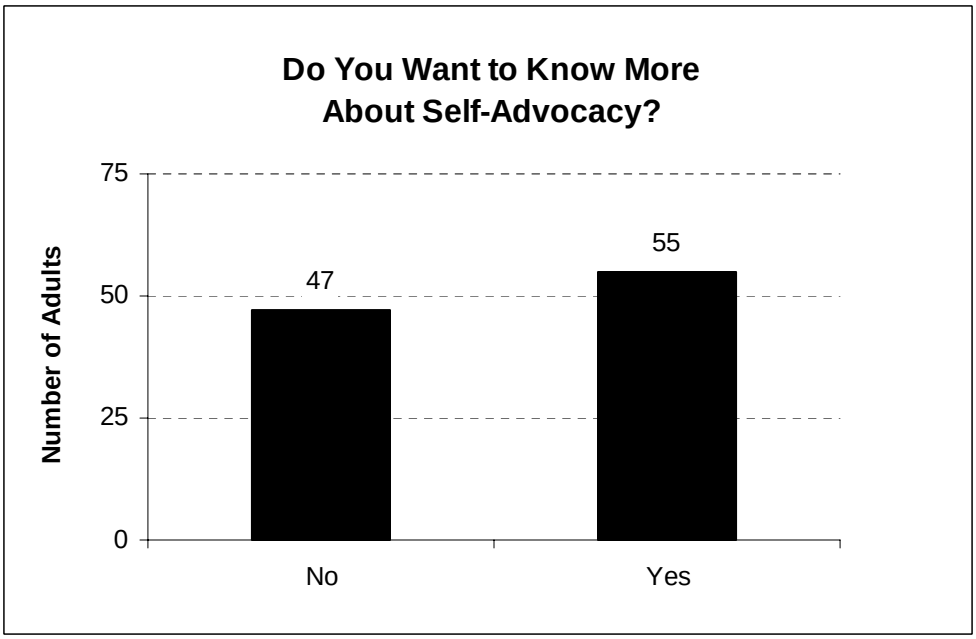

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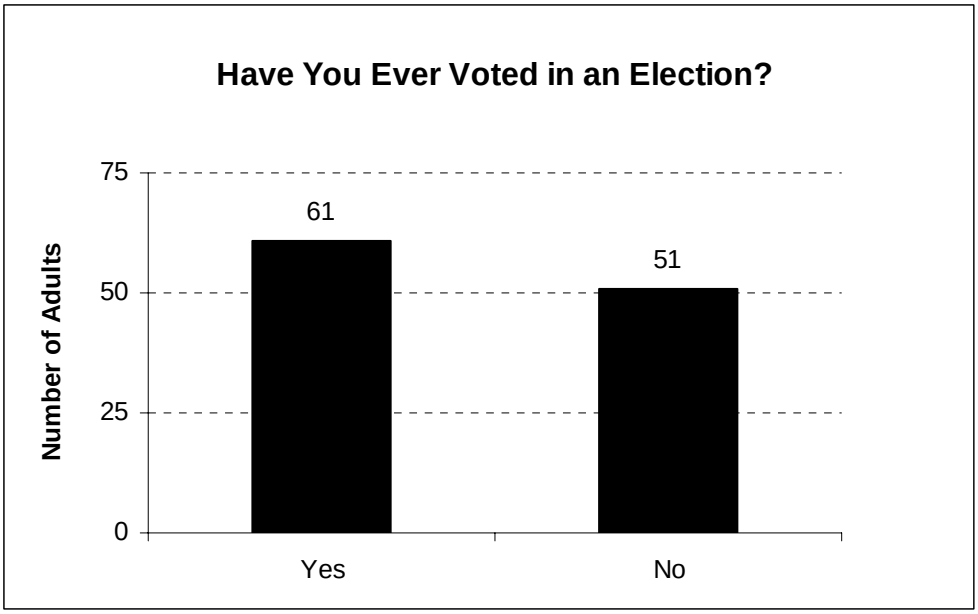

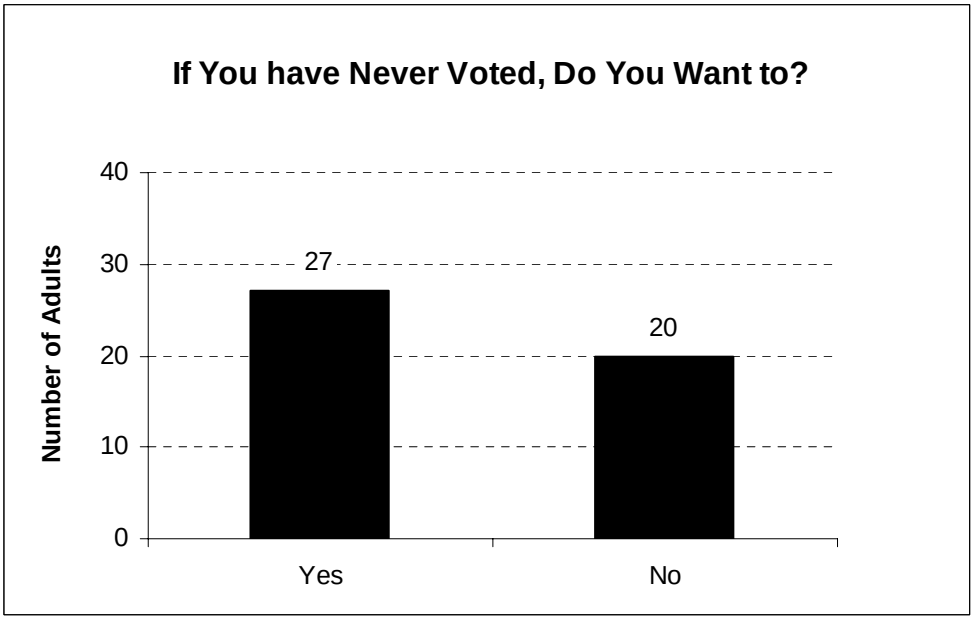

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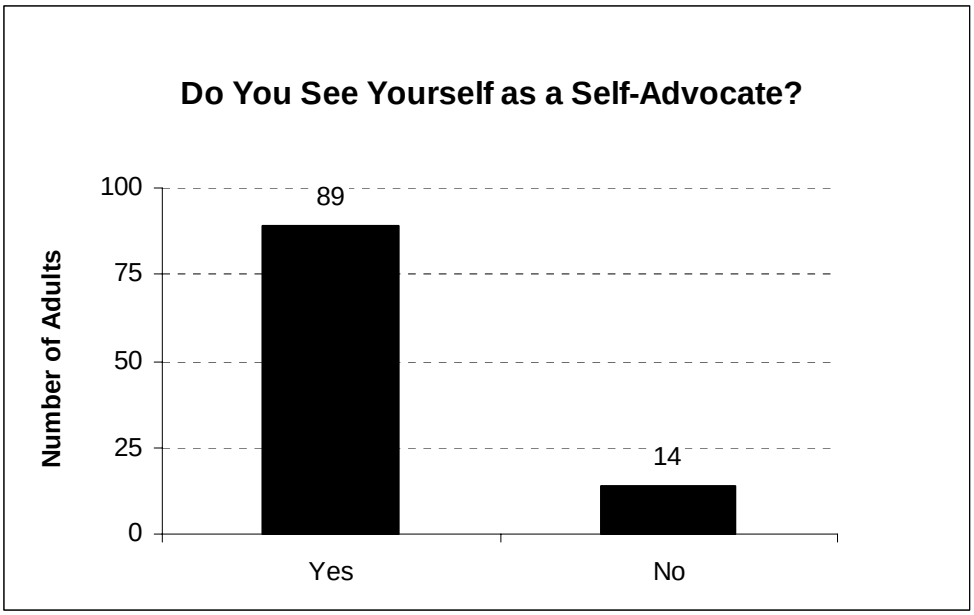


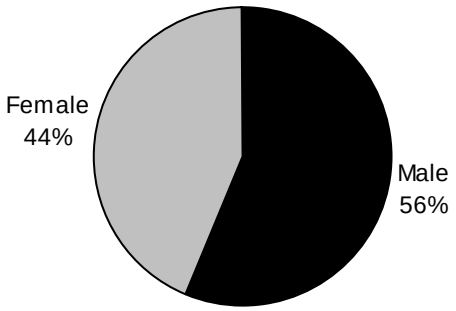
PERSONAL INFORMATION

PERSONAL INFORMATION

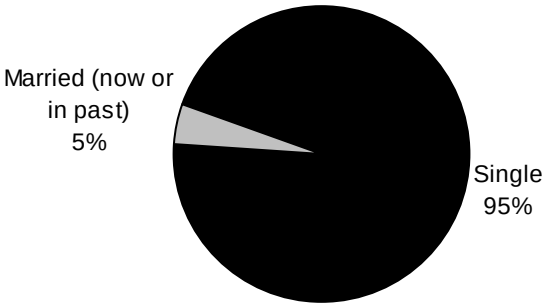
AGE

Average – 41 years old
Oldest – 86 years old
Youngest – 18 years old

GENDER

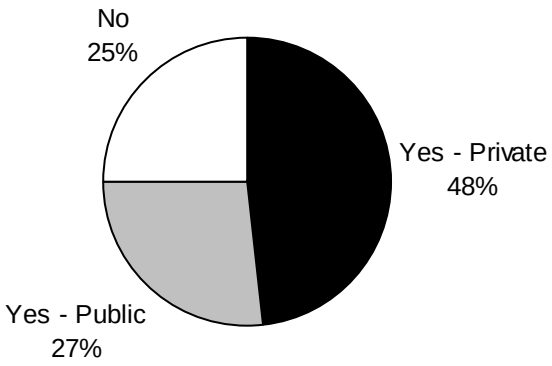


MARRIAGE

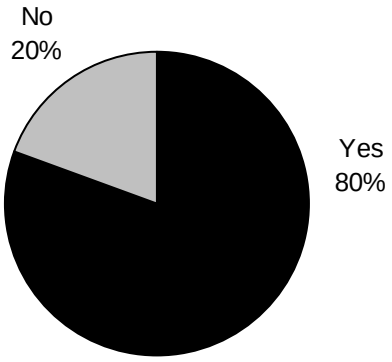


PERSONAL INFORMATION

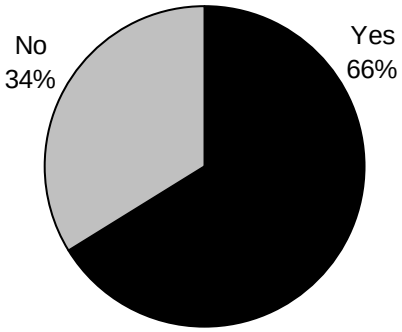
GUARDIAN



PAYEE

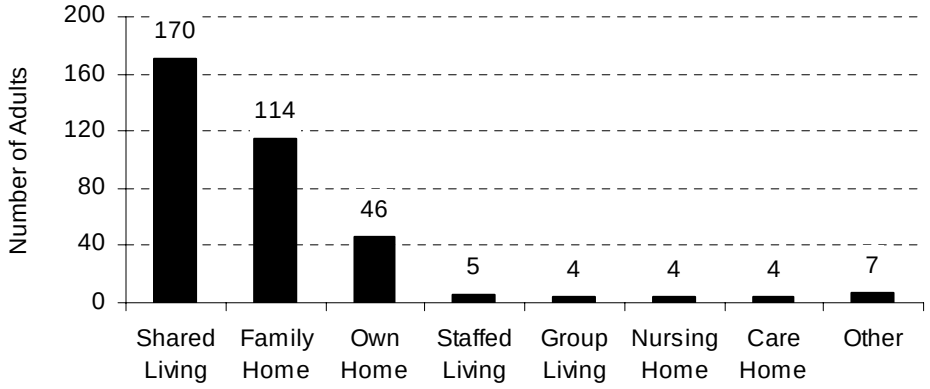


RELIABLE SPEECH

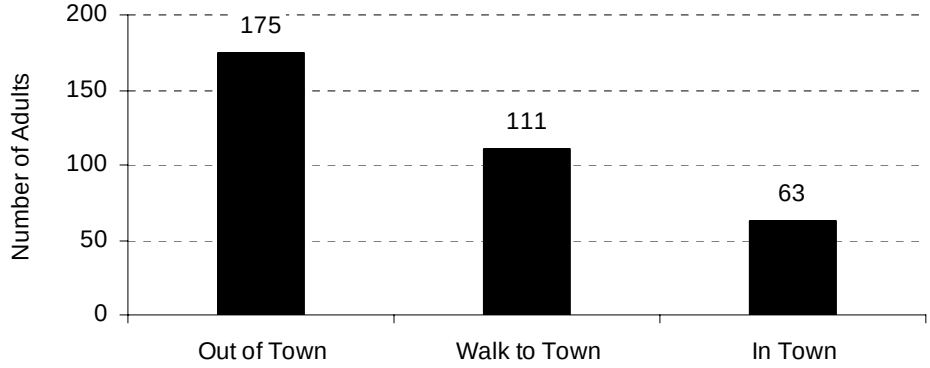


PERSONAL INFORMATION

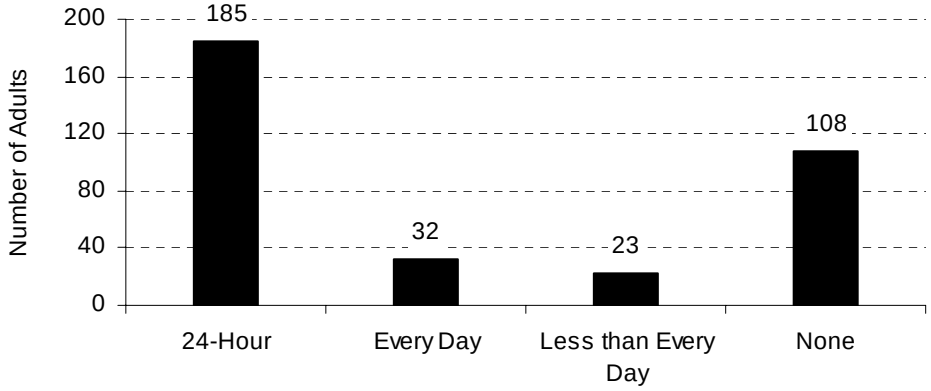
TYPE OF HOME



LOCATION OF HOME

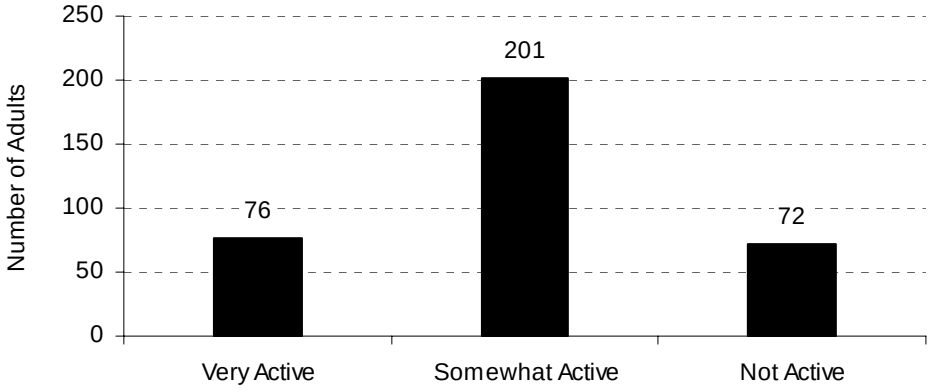


PAID HOME SUPPORT

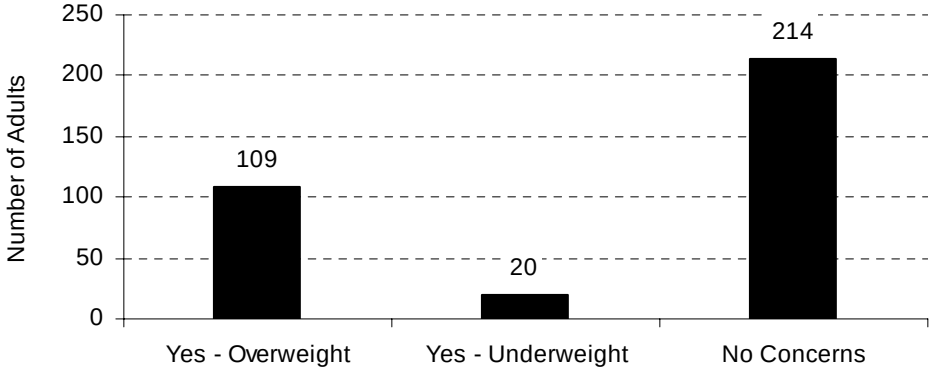
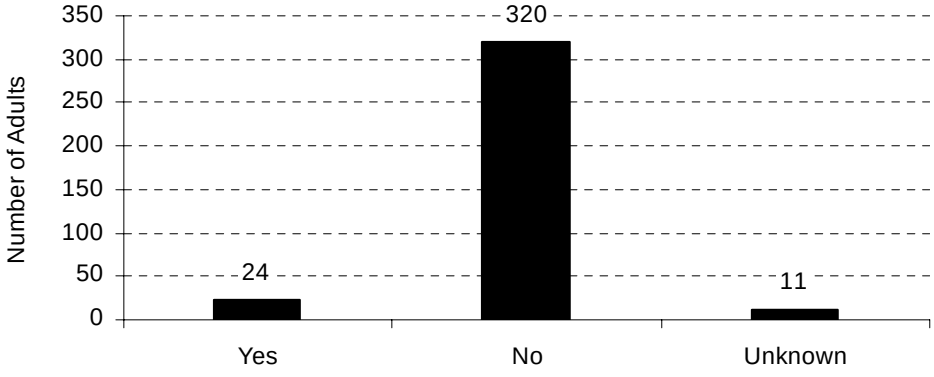


PERSONAL INFORMATION

PHYSICALLY ACTIVE



WEIGHT CONCERNS



TOBACCO USE