
2001 Consumer Satisfaction Survey

Submitted to:

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2001 Consumer Satisfaction Survey

Executive Summary

Background

As a part of a comprehensive strategy to improve Vermont's system of long-term care, the Department of Aging and Disabilities has crafted partnerships with counties and regions to plan and manage long-term care services available to Vermonters. As a part of these outcome-based partnerships, the Department routinely conducts surveys with consumers to measure satisfaction with systems of care and overall quality of life.

For the third year, the Department contracted with ORC Macro of Burlington, Vermont, to conduct a statewide survey of individuals receiving services from Department-sponsored programs in 2001. The survey was designed to provide objective information about long-term care consumers from different areas around the state, as well as to compare these results to those obtained in 1999 and in 2000. A combination of mail and telephone surveys were conducted with long-term care consumers in the Adult Day, Medicaid Waiver Services, Homemaker, and Attendant Services programs over the age of 18. In addition, results from a series of quality of life questions posed to a representative sample of the general Vermont population (who were not necessarily receiving long-term care services) were compared to the responses of long-term care consumers.

The 2000 and 2001 surveys were identical, and asked consumers about their experiences with the Attendant Services, Homemaker, Medicaid Waiver Services, and Adult Day Programs. However, the 1999 survey asked consumers questions about the Home Delivered Meals Program, rather than the Homemaker Program. Therefore, while 2000 and 2001 results may be directly compared, comparison of 1999 results to those of 2000 and 2001 should be considered general trends.

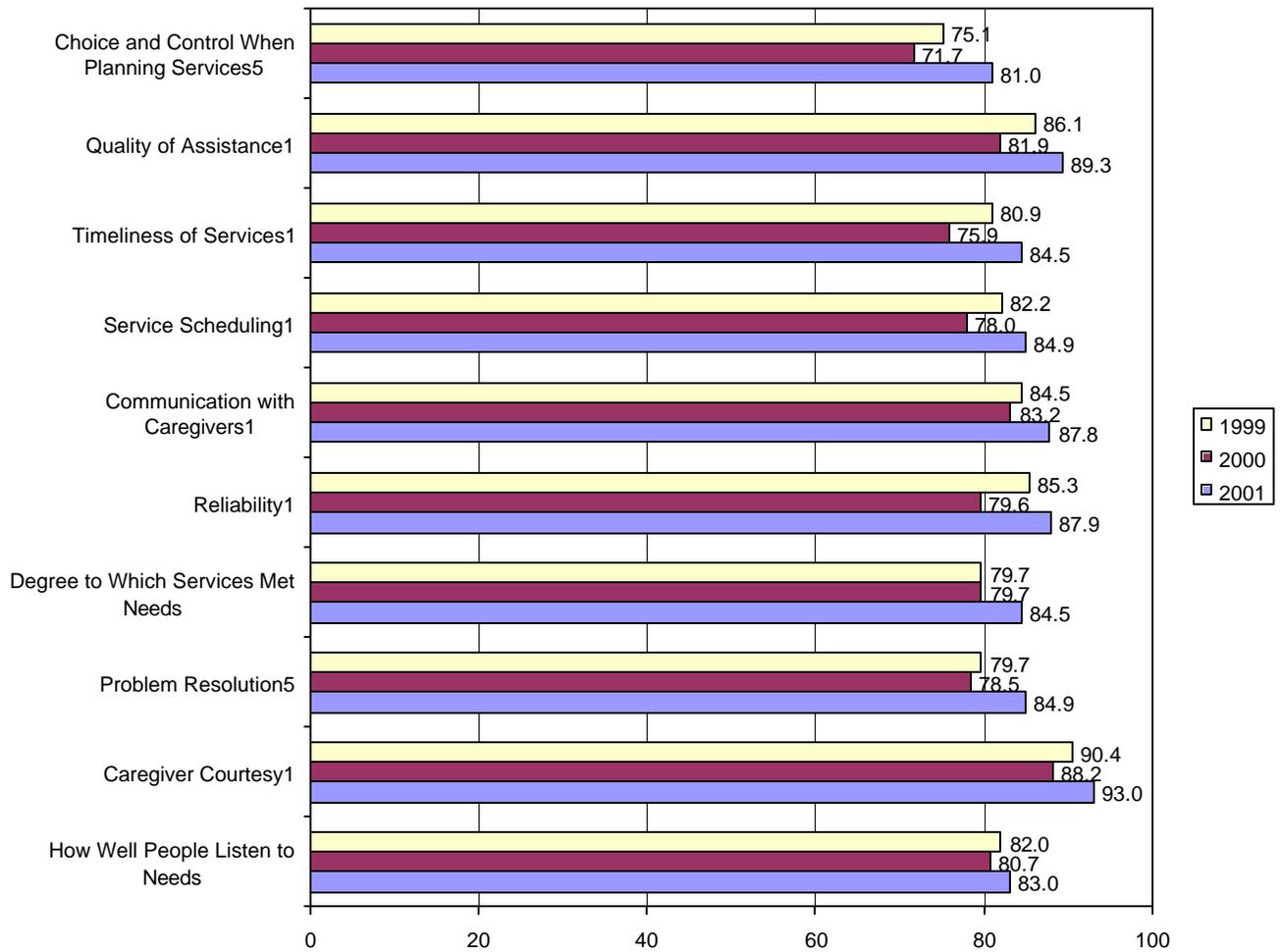
Overall Consumer Satisfaction

Consumers of the State's long-term care services indicated overwhelming satisfaction and approval for the programs in which they participated. Satisfaction and approval ratings were consistently high across all measures. For the third year in a row, consumers were most satisfied with the courtesy shown by their caregivers, with 93% of consumers indicating they felt caregiver courtesy was either "excellent" or "good." Additionally, at least 85% of long-term care consumers statewide indicated similar levels of satisfaction with the quality of assistance they received (89.3%), the reliability of service (87.9%), and communication with caregivers (87.8%).

Long-term care consumers statewide were less satisfied with the amount of choice and control they had when planning their long-term care services, although their satisfaction level increased significantly in 2001 compared to 2000. Whereas only 71.7% of consumers rated the amount of choice and control they had as "excellent" or "good" in 2000, 81.0% rated this service element as "excellent" or "good" in 2001.

In 2001, the percentage of consumers who felt long-term care programs were a good value for the services they received remained consistent with 2000 results, at about 80%. Furthermore, an overwhelming majority (89.1%) of consumers felt the help they have received from long-term care services had made their lives “much” or “somewhat better.” Over 80% of consumers statewide felt it would be “difficult” or “very difficult” to stay in their homes if they did not receive long-term care services.

Percentage of Respondents Statewide Who Rated Overall Services as "Excellent" or "Good"



1 Indicates statistical difference between 2000 and 2001
 2 Indicates statistical difference between 1999 and 2001
 3 Indicates statistical difference between 1999 and 2000
 4 Indicates statistical difference between 1999, 2000 and 2001
 5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001
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Quality of Life Among Long-Term Care Consumers

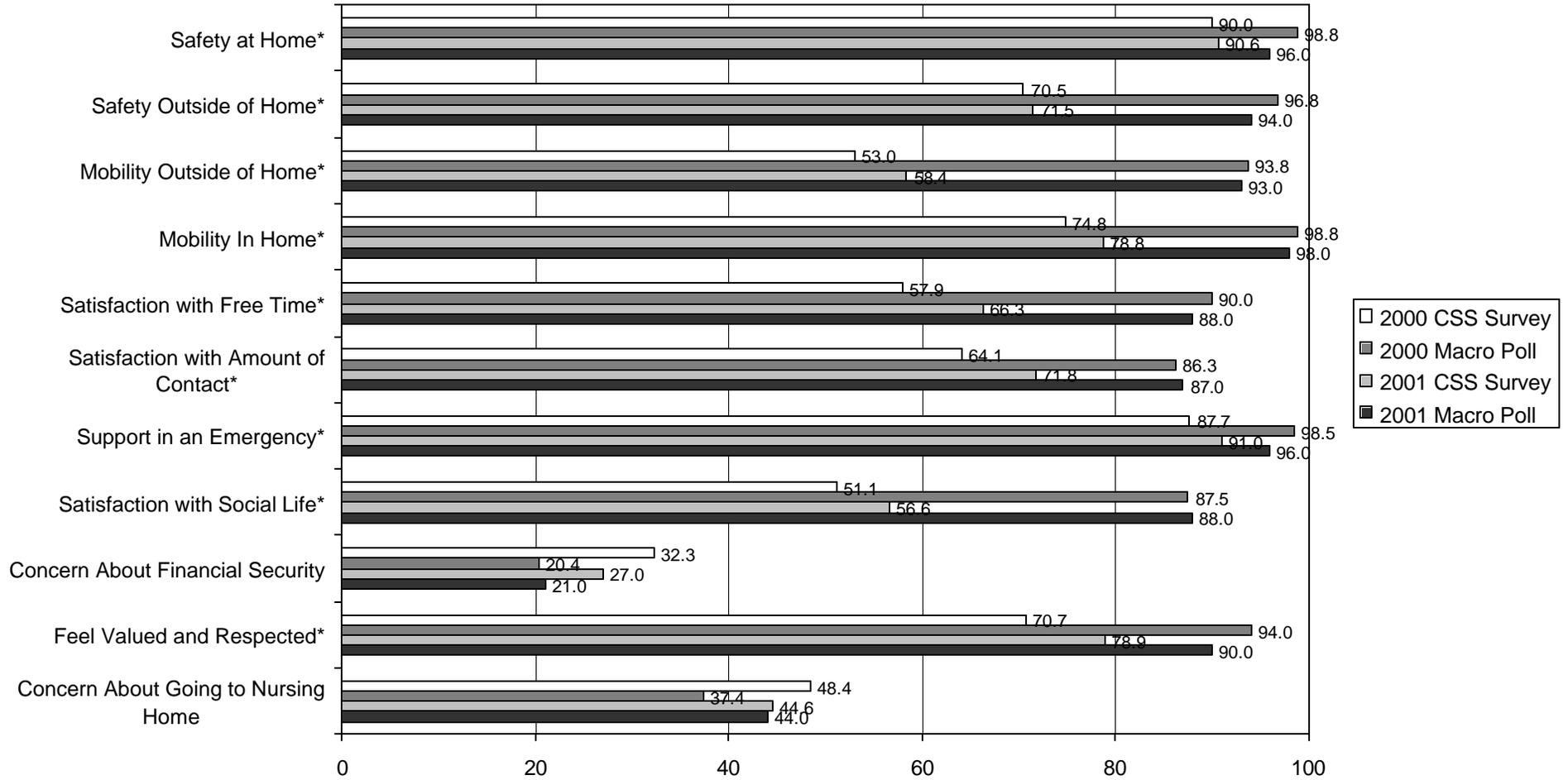
Most elderly and disabled Vermonters who receive assistance from the state's long-term care programs perceived the quality of their life as being generally good. Specifically:

- Nearly 80% (78.9%) of consumers indicated they felt valued and respected.
- The majority of consumers felt safe in their home (90.6%) and safe in their communities (71.5%).
- Most consumers (91.%) had someone they can rely on for support in an emergency.

However, long-term care consumers may experience a lesser quality of life than other Vermonters. On similar quality of life measures, the general Vermont public was consistently more positive about the quality of their lives than long-term care consumers, and indicated significantly higher levels of satisfaction in a number of areas. For example:

- Long-term care consumers were far less likely than other Vermonters to be satisfied with their social lives and connections to the community. While 88.0% of Vermonters indicated they were satisfied with their social lives, only 56.6% of long-term care consumers felt the same way.
- Members of the general Vermont public were more than 15% more likely to be satisfied with the amount of contact they have with family and friends (87% vs. 71.8%).
- Elderly and disabled Vermonters participating in long-term care programs were less likely than the general Vermont public to feel valued and respected (78.9% compared to 90.0%).

Quality-of-Life Measures: A Comparison of Macro Poll and CSS Results (Percentage of Respondents Indicating "Yes")



*Indicates statistical difference between 2001 Macro Poll results and 2001 Consumer Satisfaction Survey (CSS) results

Consumer Satisfaction with Attendant Services Program

Long-term care consumers who participated in the State's Attendant Services Program indicated high levels of satisfaction with the care they received. For each program aspect, at least 70% of consumers were "always" or "almost always" satisfied.

- Consumers were most satisfied with the respect and courtesy shown to them by their caregivers, with over 94% indicating they were "always" or "almost always" satisfied.
- Attendant Services consumers in 2001 were more likely to indicate they were satisfied with the quality of services compared to 2000 responses (92.9% vs. 85.8%).

Consumer Satisfaction with Homemaker Program

Over 75% of long-term care consumers participating in the Homemaker Program were "always" or "almost always" satisfied with all program aspects.

- Nearly 88% of consumers indicated their caregivers "always" or "almost always" treated them with respect and courtesy.
- In 2001, significantly fewer consumers reported that they knew whom to contact with a complaint or request (76.9%) than in 2000 (88.1%).

Consumer Satisfaction with the Medicaid Waiver Program

Elderly and disabled Vermonters participating in the state's Medicaid Waiver Program on average indicated higher levels of satisfaction with this program than all other programs evaluated in the study. These high levels of satisfaction did not change significantly in 2001 compared to 2000.

- Consumers were most satisfied with the respect and courtesy shown to them by their caregivers, with 95.2% having indicated their caregiver "always" or "almost always" treated them with respect and courtesy.
- Medicaid Waiver Program participants were least satisfied with when and where services were offered. However, even in this category, 87.9% of Medicaid Waiver Program consumers were satisfied with this program aspect.

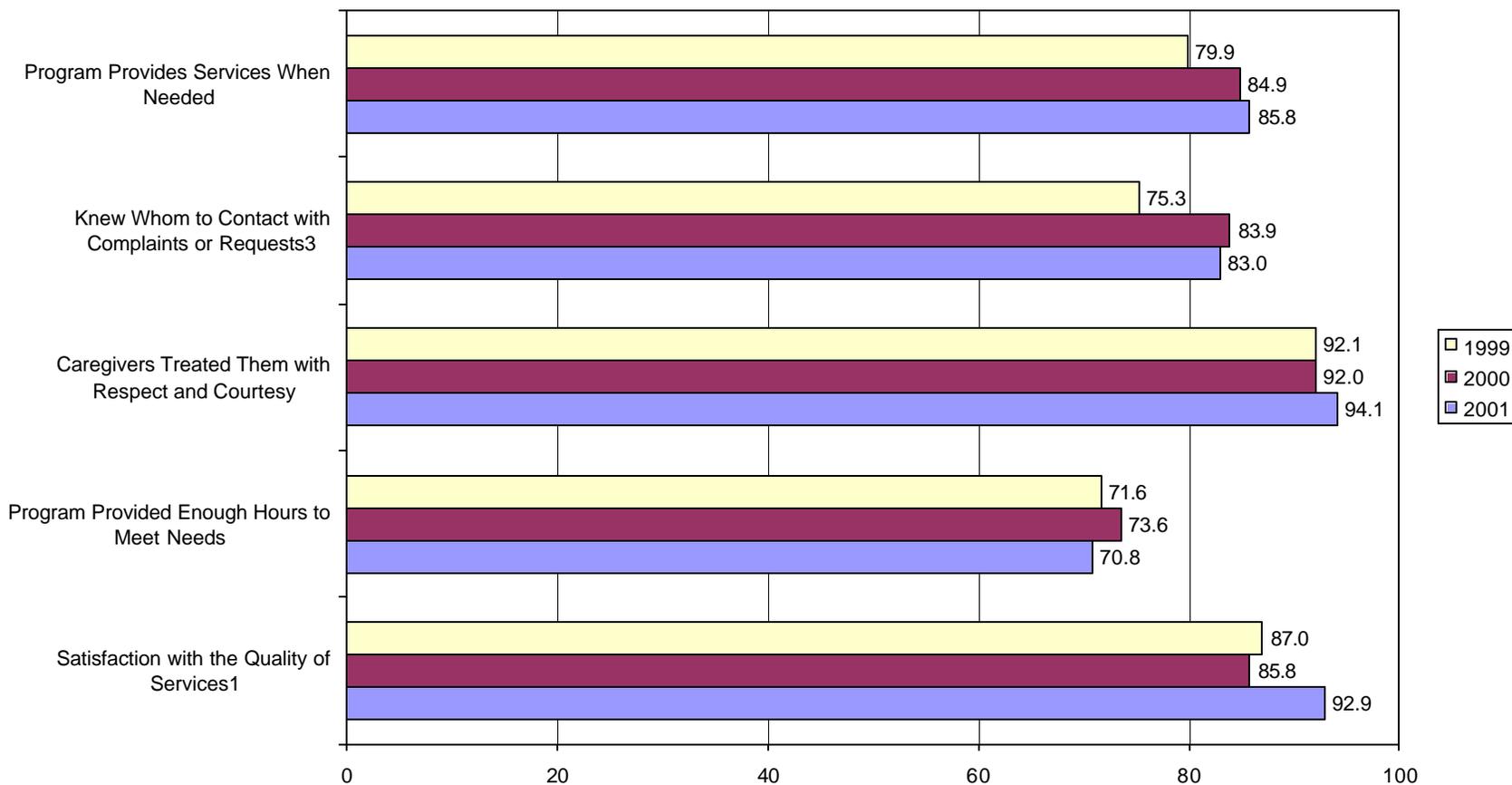
Consumer Satisfaction with the Adult Day Center Program

Satisfaction levels with the Adult Day Center Program appear lower than satisfaction levels with other programs. However, Adult Day Center consumers were asked to rate different program aspects than consumers of the other programs included in the survey. The majority of consumers were satisfied with many aspects of the Adult Day Center Program.

- Consumers were most satisfied with days and hours of the program operation: 86.0% were always or almost always satisfied with this aspect of the Adult Day Center program.
- In addition, 71.8% of Adult Day Center consumers felt that the activities offered by the program matched their interests.

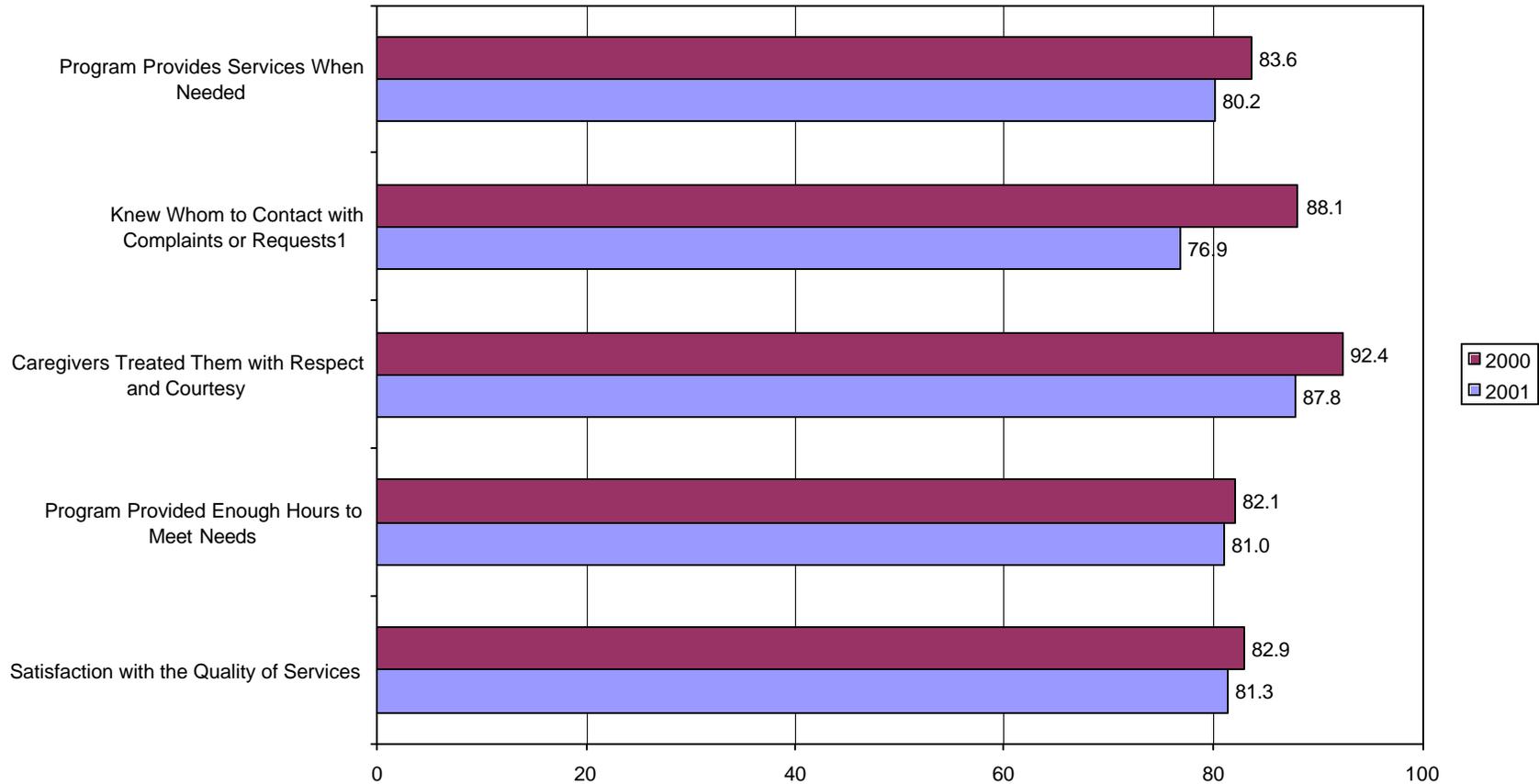
- However, only 66.0% of consumers could regularly afford all of the hours or services required.

**Percentage of Respondents Who Were "Always" or "Almost Always" Satisfied
with Attendant Services Program Aspects**



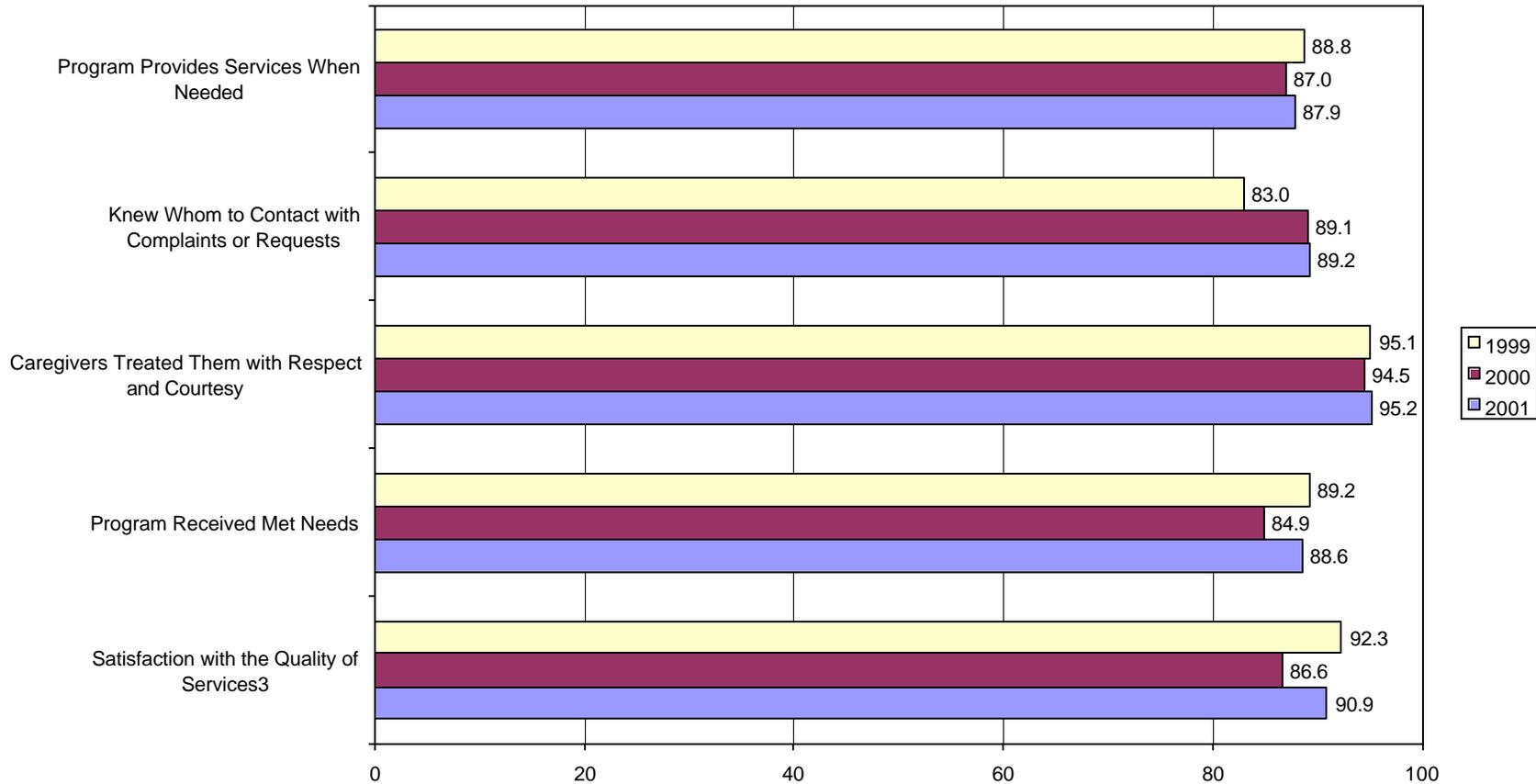
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**Percentage of Respondents Who Were "Always" or "Almost Always" Satisfied
with Homemaker Program Aspects**



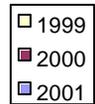
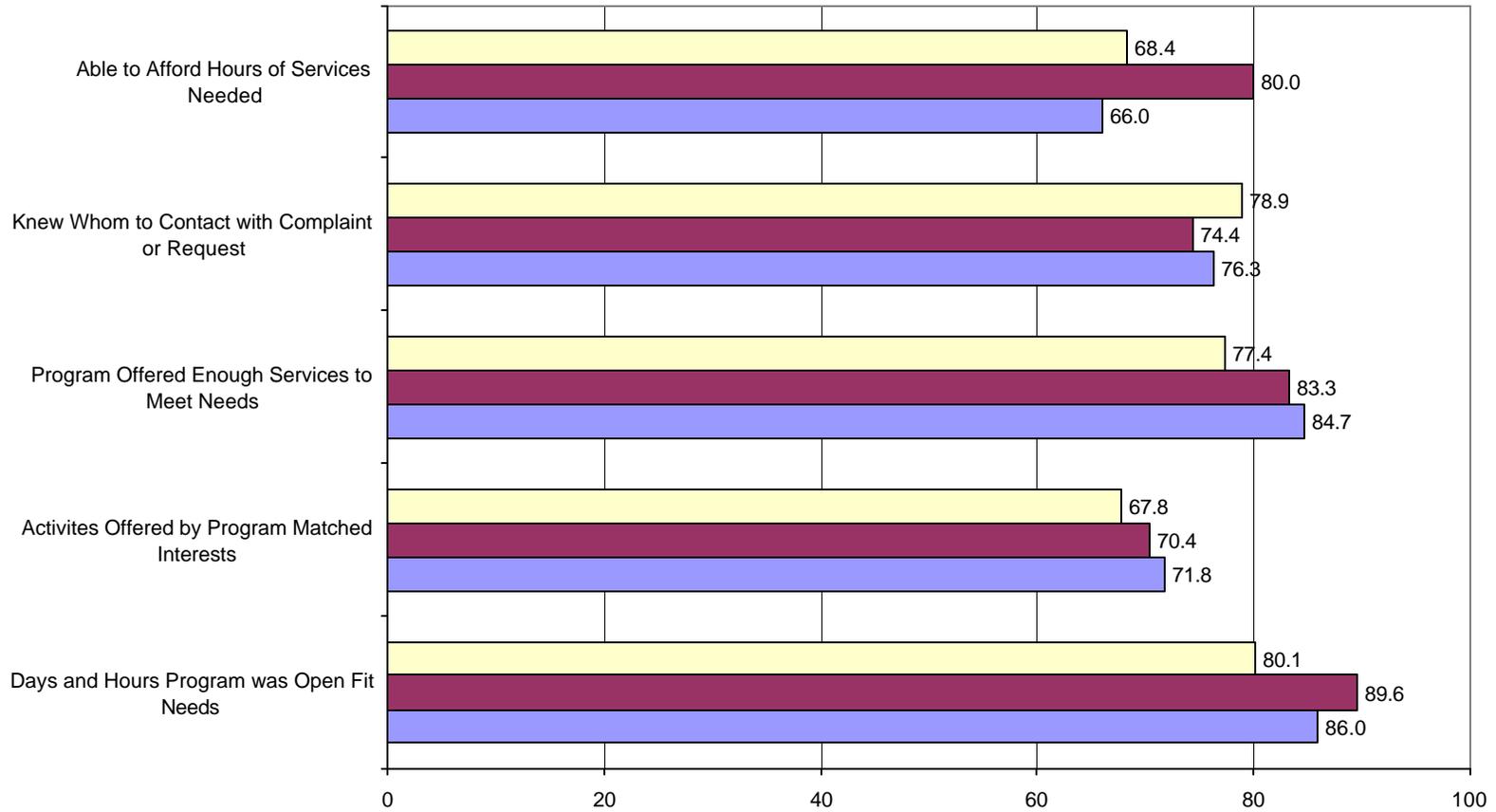
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**Percentage of Respondents Who Were "Always" or "Almost Always" Satisfied
with Medicaid Waiver Program Aspects**



1 Indicates statistical difference between 2000 and 2001
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 6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001
 7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

Percentage of Respondents Who Were "Always" or "Almost Always" Satisfied with Adult Day Center Program Aspects



- 1 Indicates statistical difference between 2000 and 2001
- 2 Indicates statistical difference between 1999 and 2001
- 3 Indicates statistical difference between 1999 and 2000
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INTRODUCTION

For the past three years, the Vermont Department of Aging and Disabilities has conducted a survey of clients who utilize long-term care services and programs. These consumer satisfaction surveys provide the Department with measures of consumers' perceptions, experiences, and opinions about the services they receive. In 1999, the survey examined satisfaction with four different state programs: the Attendant Services Program, the Home Delivered Meals Program, the Medicaid Waiver Program, and the Adult Day Center Program. In 2000 and 2001, the survey was changed to include questions about the Homemaker Program, replacing those regarding the Home Delivered Meals Program. The specific goals were to assess the following:

- Overall consumer satisfaction with the programs and services offered by the Department.
- The degree to which consumers perceived Department programs and services as a good value.
- The degree to which Department programs and services have made a positive impact on the lives of consumers.
- The quality of life of individuals participating in Department programs.
- Levels of consumer satisfaction with specific program elements of the Attendant Services, Homemaker, Medicaid Waiver, and Adult Day Center Programs.

In addition to measuring overall Department performance, the survey provided measures of consumer satisfaction at the county and regional level, also allowing comparisons among individual counties or regions, and the state.¹ Its methodology was supported by a sophisticated sampling plan that provides statistically valid estimates at the county/regional level. The Department intends to use this consumer input as a part of its annual program planning and evaluation process with its partners, the Community-Based Long-Term Care Coalitions. The survey was administered to clients in the following counties and regions: Addison, Bennington, Caledonia, Franklin, Lamoille, Rutland, Washington, Windham, Chittenden/Grand Isle, Essex/Orleans, and Orange/Windsor.

The following chapters detail the results of the 2001 Consumer Satisfaction Survey; the report also compares these results to those obtained in the 1999 and 2000 surveys.

- Chapter I presents an overview of long-term care services ratings.
- Chapter II presents quality-of-life measures among Vermonters who use long-term care services, comparing the results to state-wide responses.
- Chapters III, IV, V, and VI present a more detailed picture of satisfaction with the Attendant Services Program, the Homemaker Program, the Medicaid Waiver Program, and the Adult Day Center Program, respectively.
- Appendix A provides a detailed overview of the survey methodology.
- Appendix B includes a copy of the survey questionnaire.
- Appendix C shows state-wide Macro Poll quality-of-life survey results.
- Appendix D provides weighted frequencies for each survey question.

¹ Reports summarizing data by region may be obtained by contacting Joan Haslett at (802) 241-2400.

CHAPTER I. Overview of Long-Term Care Services Ratings

For the third year of this survey, consumers of the State of Vermont's long-term care services indicated overwhelming satisfaction with, and approval of, the programs and services in which they participated. Ratings remained consistently high across all measures, including program satisfaction, overall quality of assistance received, responsiveness to consumer needs, and treatment by caregivers. A more detailed discussion of these results follows. Similar to previous years' results, there was considerable variation between county or region and the statewide result. It is important to note that the results for overall consumer satisfaction are presented here as general trends for the survey years 1999 and 2000, because consumers in 2000 were not asked the same program-specific questions that were asked in 1999; however, the same program-specific questions were asked in 2000 and 2001, providing the opportunity for direct comparisons. In 2000 and 2001, the programs included in the survey were Adult Day, Medicaid Waiver Services, Homemaker, and Attendant Services Programs. In 1999, respondents were asked about the Home Delivered Meals Program instead of the Homemaker Program.

In the questionnaire, respondents were asked to rate various service elements using one of two five-point scales: the first scale included; "always," "almost always," "sometimes," "seldom," and "never." The second scale included; "excellent," "good," "average," "poor," or "unsatisfactory." Please note that in this report, "above average" indicates a rating of "excellent" or "good," while "below average" indicates a rating of "poor" or "unsatisfactory."

A. Satisfaction with Long-Term Care Service Elements

The majority of participants in the State's Attendant Services Programs, Homemaker Programs, Medicaid Waiver Services, and Adult Day Center Programs were pleased with the type, quality, and amount of services they had received from these programs. The survey included 10 questions about different aspects of program support and service delivery; these questions were identical to those asked in 1999 and 2000. Statewide, about 86.1% of consumers rated their satisfaction with the programs as either "excellent" or "good" (Figure 1.1). On average, satisfaction levels with service elements (i.e., average ratings of "excellent" or "good") in 2001 (86.1%) were more than 6 percentage points higher than in 2000 (80%). In fact, satisfaction with eight of ten service elements increased significantly between 2000 and 2001. Satisfaction with the following service elements did not change between 2000 and 2001: "degree to which services met needs," and "how well people listen to needs and preferences."

While the level of satisfaction with these programs was generally high, there was some variation among different service elements (Figure 1.1). Caregiver courtesy was again given the most favorable rating by program participants, with an overwhelming 93.0% of respondents indicating they felt this service element was either "excellent" or "good." In contrast, only 81.0% of respondents rated the degree of choice and control they had when planning for their services as "excellent" or "good," although this rating was significantly higher than last year.

Figure 1.1: Satisfaction with Service Elements

Service Elements	Percentage of Respondents Statewide Who Rated Element as “Excellent” or “Good”		
	1999	2000	2001
Choice and Control When Planning Services	75.1%	71.7%	81.0%*
Quality of Assistance	86.1%	81.9%	89.3%*
Timeliness of Services	80.9%	75.9%	84.5%*
Service Scheduling	82.2%	78.0%	84.9%*
Communication with Caregivers	84.5%	83.2%	87.8%*
Reliability	85.3%	79.6%	87.9%*
Degree to Which Services Met Needs	79.7%	79.7%	84.5%
Problem Resolution	79.7%	78.5%	84.9%*
Caregiver Courtesy	90.4%	88.2%	93.0%*
How Well People Listen to Needs, Preferences	82.0%	80.7%	83.0%
Total Yearly Average	82.6%	79.7%	86.1%

** Indicates statistical difference between 2000 and 2001 at .05%*
Please note: years 1999 and 2000 have not been tested for significance due to the incomplete comparability of overall satisfaction between survey years.

There was considerable variation in the level of satisfaction among long-term care consumers in each area. Results indicated a trend toward higher levels of consumer satisfaction for specific long-term care programs in Lamoille and Addison counties. Consumers in these areas more frequently rated service elements and service elements as above average, using a response of “excellent” or “good,” than consumers statewide.

Results also indicated a trend toward lower levels of consumer satisfaction for these same service elements in Essex/Orleans and Orange/Windsor. Consumers in these areas more frequently rated service elements and service elements below the statewide average.

The following sections discuss survey results for each specific service element presented in the survey: amount of choice and control, quality of help received, timeliness of services, scheduling of services, communication with caregivers, caregiver reliability, degree to which services met consumers’ needs, problem and concern resolution, caregiver courtesy, and how well program staff listen. Results are summarized by county or region.

B. Amount of Choice and Control

In 2001, 81.0% of consumers statewide rated their satisfaction with the amount of choice and control they had when they planned their services or care as above average, using a rating of “excellent” or “good” (Figure 1.2). This result is a significant increase over statewide satisfaction with amount of choice and control in 2000 (71.7%). Consumers in Lamoille (88.9%) were more likely than consumers statewide to rate the amount of choice and control in planning their services or care as above average (Chart 1.1). Consumers in Essex/Orleans (69.1%), however, were less likely than consumers statewide to rate the amount of choice and control they had as above average, and more likely to rate this aspect of their service as “average” (21.8%).

While consumer responses reflect a relatively high degree of satisfaction with this service element, consumers statewide were less likely to rate this aspect as above average than other service elements. Nonetheless, satisfaction levels among consumers in Caledonia, Lamoille, Rutland, Windham, and Chittenden/Grand Isle increased significantly in 2001 compared to 2000.

Figure 1.2: Amount of Choice and Control

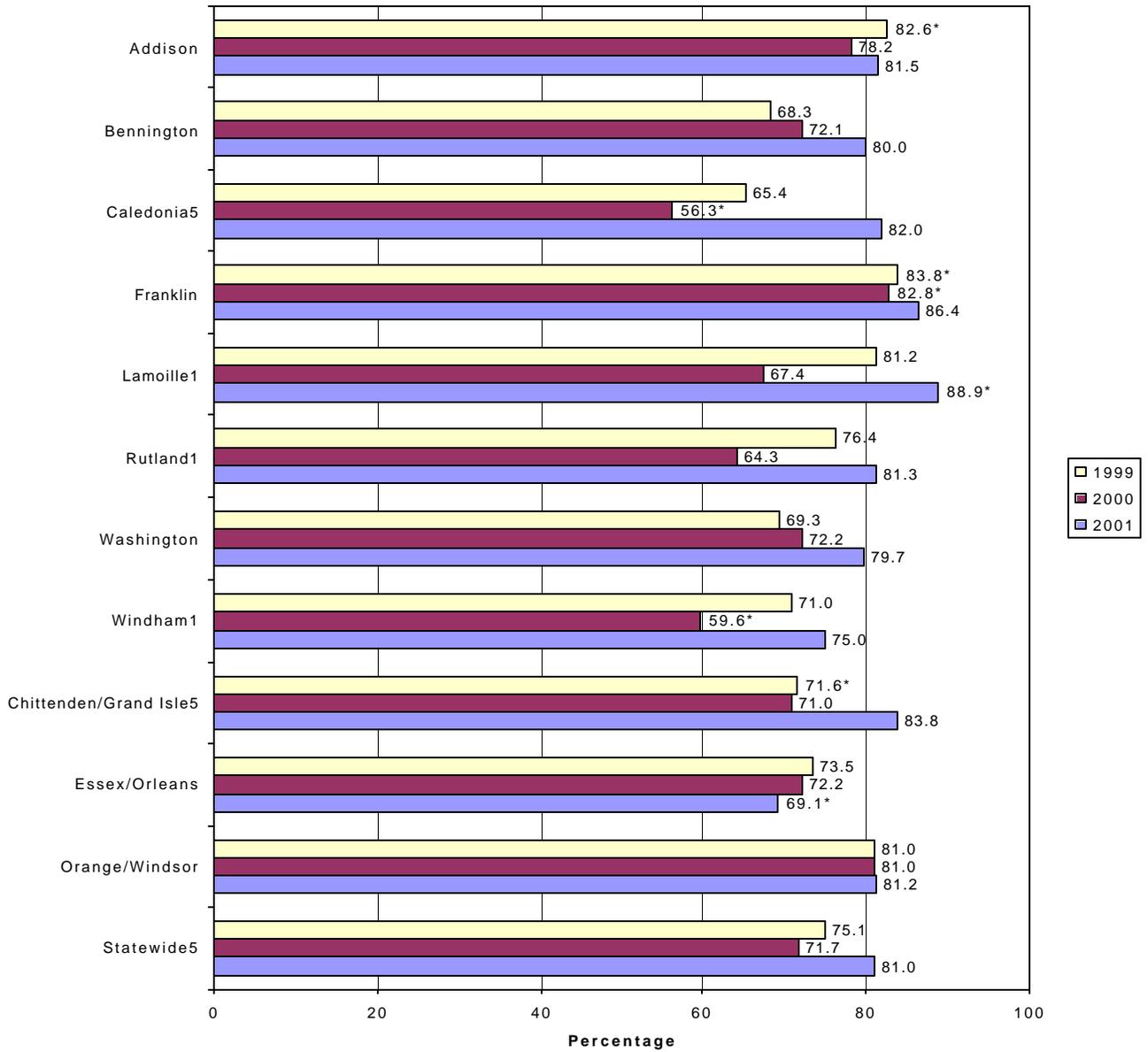
3A. *The amount of choice and control you had when you planned the services or care you would receive. Would you say:*

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	42.0/c	33.4/c	50.7/c	40.6/c	41.8/c	30.7/b	7.2/b	7.3/b	7.7/a	0.0	3.6/a	1.5/a	1.4/a	3.6/a	1.5/a
Bennington	41.3/c	27.9/c	44.4/c	27.0/c*	44.2/c	35.6/c	12.7/b	7.0/b	8.9/b	3.2/a	2.3/a	4.4/a	0.0	2.3/a	0.0*
Caledonia	41.8/c	29.2/b	34.0/c	23.6/c*	27.1/b*	48.0/c	18.2/c*	16.7/b	6.0/a	5.5/b	0.0	4.0/a	1.8/a	2.1/a	0.0*
Franklin	42.6/c	44.8/c*	47.5/c	41.2/c	37.9/c	39.0/c	7.4/b	10.3/b	6.8/a	2.9/a	3.5/a	1.7/a	0.0	1.7/a	1.7/a
Lamoille	33.3/c	34.9/c	40.7/c	47.9/c*	32.6/c	48.2/c	6.3/b*	9.3/b	7.4/a	2.1/a	0.0	0.0*	2.1/a	2.3/a	0.0*
Rutland	39.8/c	26.8/c	35.9/c	36.6/c	37.5/c	45.3/c	6.5/b	23.2/b*	6.3/a	2.2/a	5.4/a	3.1/a	1.1/a	1.8/a	0.0*
Washington	30.8/c	25.9/c	48.4/c	38.5/c	46.3/c	31.3/b	12.3/b	11.1/b	9.4/b	3.1/a	7.4/b	1.6/a	1.5/a	5.6/a	1.6/a
Windham	35.5/c	34.6/c	43.3/c	35.5/c	25.0/c*	31.7/b	9.7/b	13.5/b	8.3/a	1.6/a	9.6/b	3.3/a	0.0	5.8/a	3.3/a
Chittenden/ Grand Isle	27.2/b*	38.7/c	42.7/c	44.4/c	32.3/c	41.2/c	9.9/b	14.5/b	5.9/a	3.7/a	1.6/a	1.5/a	2.5/a	1.6/a	1.5/a
Essex/ Orleans	42.2/c	38.9/c	29.1/b*	31.3/c	33.3/c	40.0/c	14.1/b	9.3/b	21.8/b*	1.6/a	1.9/a	0.0*	0.0	1.9/a	0.0*
Orange/ Windsor	36.9/b	32.8/c	46.4/c	44.1/b	48.3/c	34.8/b	9.9/b	13.8/b	15.9/b	0.0	1.7/a	0.0*	0.9/a	0.0	1.5/a
Statewide	36.6/a	33.8/a	42.9/a	38.5/a	37.9/a	38.1/a	9.7/a	12.8/a	9.3/a	2.3/a	3.5/a	1.8/a	1.1/a	2.5/a	1.2/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 1.1: Percentage of Respondents Rating Amount of Choice and Control as Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

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C. Quality of Help Received

Statewide, 89.3% of consumers rated their satisfaction with the overall quality of help received as above average, with nearly half (48.4 %) of respondents rating this aspect as “excellent” (Figure 1.3). This level of satisfaction is significantly greater than in 2000 (81.9%). Quality of help received was one of the highest rated service elements in 2001.

Looking at specific areas within the state, consumers in Bennington, Caledonia, Lamoille, and Chittenden/Grand Isle all responded with greater satisfaction with the quality of help received in 2001 compared to 2000. Furthermore, at least half of consumers in Addison (56.9%) and Washington (54.7%) rated overall quality as “excellent.” Consumers in Franklin (94.9%) and Lamoille (94.4%) were more likely than consumers statewide to indicate that they felt service quality was above average; consumers in Essex/Orleans were less likely than consumers across the state to rate the quality of help received as above average (Chart 1.2).

Figure 1.3: Overall Quality

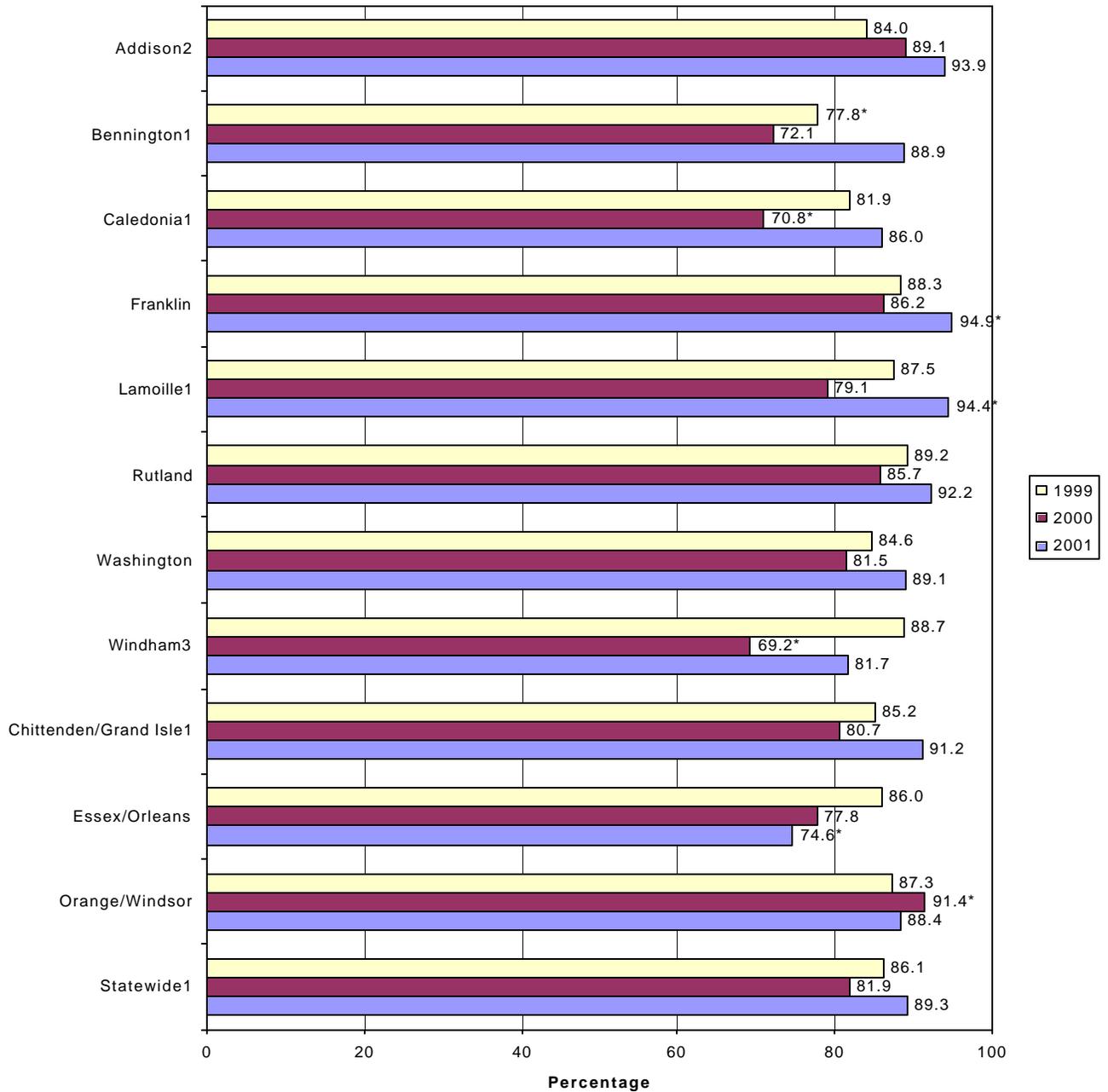
3B. The overall *quality* of the help you receive. Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	39.1/c	58.2/c	56.9/c	44.9/c	31.0/c	36.9/c	4.3/a	3.6/a*	4.6/a	0.0	0.0	0.0*	0.0	1.8/a	0.0*
Bennington	52.4/c	37.2/c	44.4/c	25.4/c*	34.9/c	44.4/c	9.5/b	11.6/b	4.4/a	0.0	0.0	4.4/a	1.6/a	2.3/a	0.0*
Caledonia	36.4/c	39.6/c	44.0/c	45.5/c	31.3/b	42.0/c	12.7/b*	8.3/a	10.0/b	0.0	0.0	0.0*	0.0	2.1/a	0.0*
Franklin	51.5/c	56.9/c	47.5/c	36.8/c	29.3/b	47.5/c	5.9/b	12.1/b	5.1/a	1.5/a	1.7/a	0.0*	0.0	0.0	0.0*
Lamoille	33.3/c*	39.5/c	42.6/c	54.2/c*	39.5/c	51.9/c*	4.2/a	16.3/b	5.6/a	0.0	0.0	0.0*	0.0	0.0	0.0*
Rutland	46.2/c	50.0/c	53.1/c	43.0/c	35.7/c	39.1/c	2.2/a*	5.4/a	6.3/a	0.0	1.8/a	0.0*	0.0	3.6/a	0.0*
Washington	43.1/c	42.6/c	54.7/c	41.5/c	38.9/c	34.4/c	7.7/b	16.7/b	6.3/a	3.1/a	0.0	0.0*	1.5/a	1.9/a	1.6/a
Windham	46.8/c	46.2/c	45.0/c	41.9/c	23.1/b*	36.7/c	1.6/a*	15.4/b	6.7/a	1.6/a	7.7/b	3.3/a	0.0	1.9/a	1.7/a
Chittenden/ Grand Isle	46.9/c	48.4/c	48.5/c	38.3/c	32.3/c	42.7/c	6.2/b	12.9/b	4.4/a	1.2/a	3.2/a	0.0*	0.0	1.6/a	1.5/a
Essex/ Orleans	39.1/c	40.7/c	32.7/b*	46.9/c	37.0/c	41.8/c	9.4/b	13.0/b	18.2/b*	0.0	1.9/a	0.0*	0.0	0.0	0.0*
Orange/ Windsor	43.2/b	48.3/c	47.8/c	44.1/b	43.1/c	40.6/c	3.6/a	5.2/a	11.6/b	2.7/a	0.0	0.0*	0.0	0.0	0.0*
Statewide	45.1/a	47.3/a	48.4/a	41.0/a	34.6/a	40.9/a	5.3/a	10.6/a	7.2/a	1.1/a	1.6/a	.49/a	0.2/a	1.4/a	.53/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 1.2: Percentage of Consumers Who Rated Overall Quality as Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

D. Timeliness of Services

Statewide, 84.5% of long-term care service consumers rated the timeliness of the services they received as above average, with approximately 48% rating timeliness as “excellent” and 37% rating it as “good” (Figure 1.4). These ratings represent a significant increase over 2000, when 75.9% of consumers rated the timeliness of their services as above average (Chart 1.3). Consumers in Caledonia, Lamoille, and Chittenden/Grand Isle all indicated improved satisfaction with timeliness of service in 2001 compared to 2000.

Over half of respondents in Addison (55.4%), Caledonia (50.0%), Franklin (50.9%), Washington (50.0%), and Chittenden/Grand Isle (52.9%) reported the timeliness of the services they received as “excellent.” Consumers in Franklin (91.5%) and Lamoille (92.6%) were even more likely than consumers statewide to indicate timeliness of service as being above average in 2001 (Chart 1.3).

Figure 1.4: Timeliness of Services

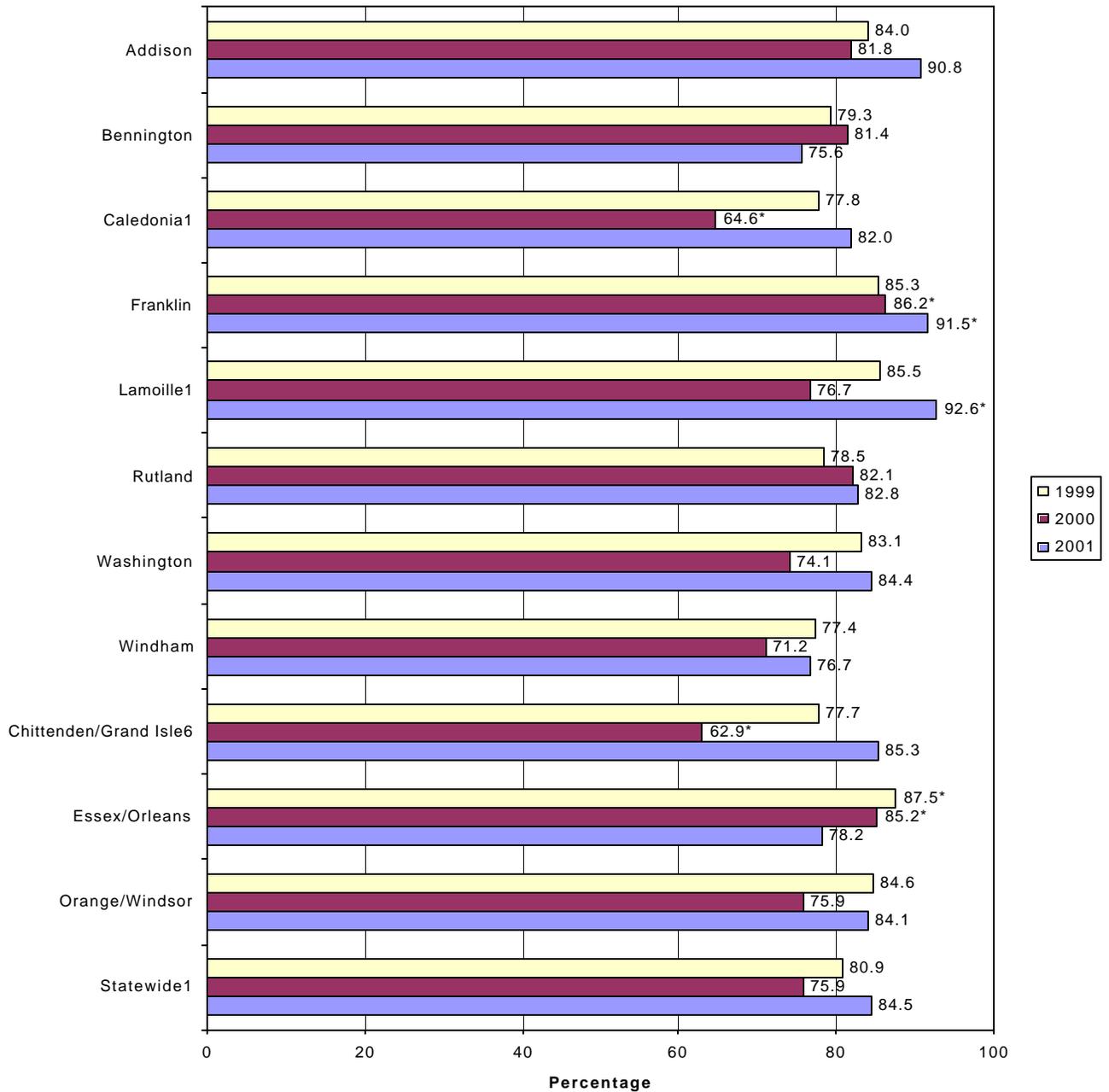
3C. The *timeliness* of your services. For example, did your services start when you needed them? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	39.1/c	50.9/c	55.4/c	44.9 /c	30.9/c	35.4/c	7.2 /b	7.3/b	3.1/a*	0.0	3.6/a	0.0*	0.0	3.6/b	1.5/a
Bennington	47.6/c	34.9/c	31.1/c*	31.7/c	46.5/c*	44.4/c	4.8/a	7.0/b	15.6/b*	3.2/a	0.0	6.7/a	1.6/a	0.0	0.0*
Caledonia	31.5/c*	33.3/c	50.0/c	46.3/c	31.3/b	32.0/b	13.0 /b	8.3/a	8.0/a	0.0	2.1/a	2.0/a	3.6/a	4.2/a	4.0/a
Franklin	52.9/c*	55.2/c*	50.9/c	32.4/c	31.0/b	40.7/c	8.8 /b	5.2/a*	8.5/a	1.5/a	1.7/a	0.0*	0.0	3.5/a	0.0*
Lamoille	43.8/c	37.2/c	37.0/b*	41.7/c	39.5/c	55.6/c*	6.3 /b	7.0/b	3.7/a	0.0	7.0/b	3.7/a	2.1/a	0.0	0.0*
Rutland	40.9/c	53.6/c	46.9/c	37.6/c	28.6/c	35.9/c	9.7 /b	8.9/b	10.9/b	2.2/a	3.6/a	3.1/a	0.0	1.8/a	0.0*
Washington	46.2/c	35.2/c	50.0/c	36.9/c	38.9/c	34.4/c	3.1/a*	11.1/b	6.3/a	4.6/a	5.6/a	0.0*	4.6/a	7.4/b	3.1/a
Windham	37.1/c	48.1/c	45.0/c	40.3/c	23.1/b*	31.7/b	9.7 /b	7.7/b	6.7/a	1.6/a	3.9/a	6.7/a	1.6/a	9.6/b*	1.7/a
Chittenden/ Grand Isle	40.7/c	35.5/c	52.9/c	37.0/c	27.4/c	32.4/c	9.9 /b	22.6/b*	5.9/a	1.2/a	4.8/a	2.9/a	2.5/a	0.0	1.5/a
Essex/ Orleans	45.3/c	44.4/c	38.2/c	42.2/c	40.7/c	40.0/c	4.7 /b*	7.4/a	9.1/b	0.0	0.0	0.0*	0.0	0.0	1.8/a
Orange/ Windsor	44.1/b	36.2/c	46.4/c	40.5/b	39.7/c	37.7/c	8.1/a	12.1/b	5.8/a	0.9/a	5.2/a	5.8/a	0.0	1.7/a	1.5/a
Statewide	42.5/a	42.3/a	47.5/a	38.4/a	33.7/a	37.0/a	8.3/a	10.8/a	7.1/a	1.5/a	3.7/a	2.7/a	1.3/a	2.8/a	1.4/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average

Chart 1.3: Percentage of Consumers Indicating Timeliness of Services was Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

E. Scheduling of Services

In 2001, 84.9% of consumers statewide said the schedule for receiving their service or care was “excellent” or “good” (Figure 1.5), a significant increase over 2000 (78.3%). In Addison (53.9%), Franklin (50.9%), Lamoille (50%), and Orange/Windsor (52.2%), at least 50% of respondents rated service scheduling as “excellent.” Furthermore, consumers in Franklin (94.9%) were more likely than consumers statewide to indicate that service scheduling was above average (Chart 1.4), a significant increase over last year (84.5%). Consumers in Caledonia and Washington were also more likely to report that scheduling of services was “excellent” or “good” in 2001 than they did in 2000.

Figure 1.5: Service Scheduling

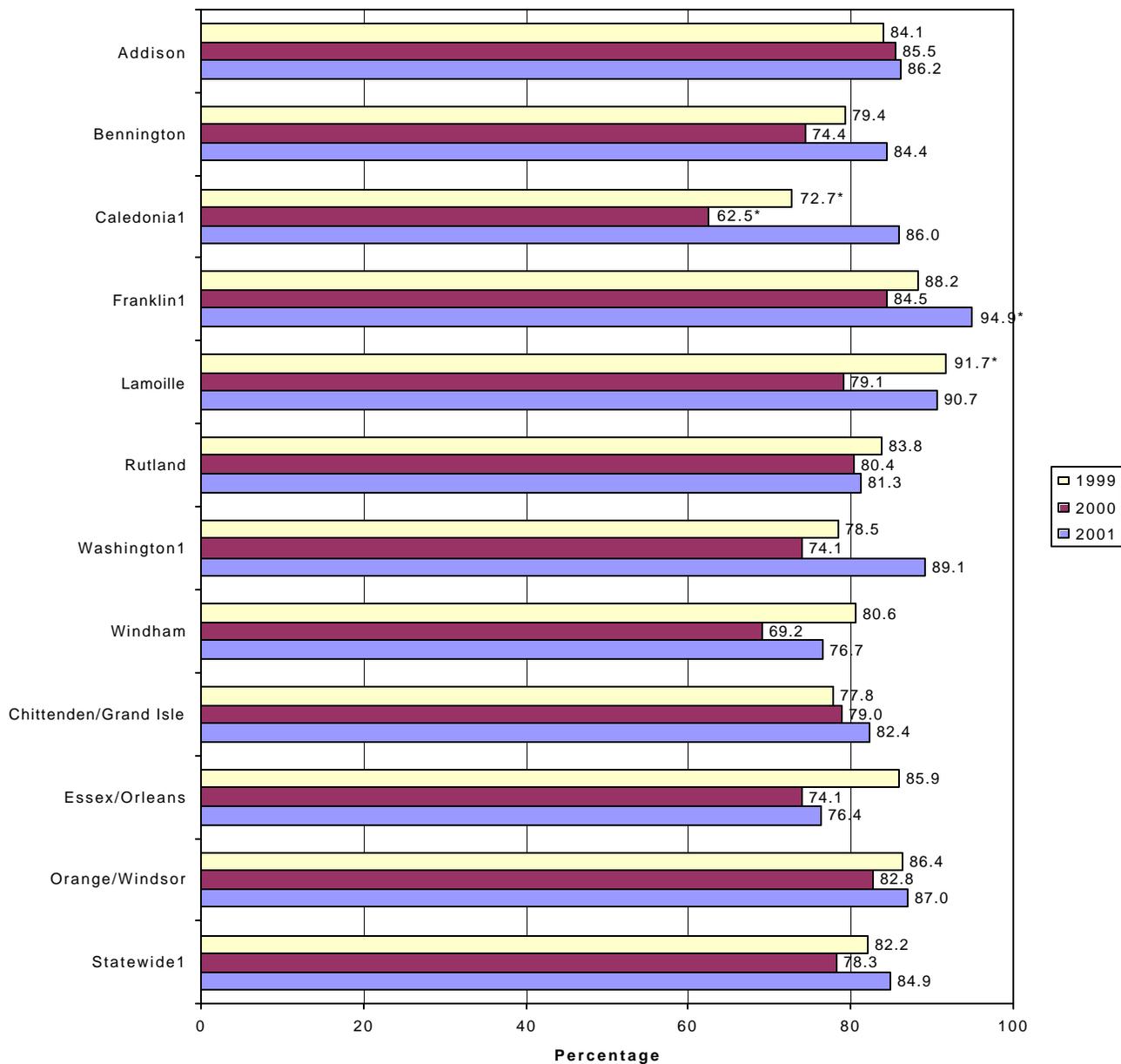
3D. When you receive your services or care? For example, do they fit with your schedule? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	40.6/c	43.6/c	53.9/c	43.5/c	41.8/c	32.3/c	2.9/a*	5.5/a*	7.7/a	1.4/a	1.8/a	0.0*	1.4/a	0.0	0.0*
Bennington	52.4/c	27.9/c*	46.7/c	27.0/c*	46.5/c	37.8/c	4.8/a	9.3/b	11.1/b	6.3/b*	2.3/a	0.0*	0.0	2.3/a	4.4/a
Caledonia	40.0/c	31.3/b	42.0/c	32.7/c	31.3/b	44.0/c	14.5/b	12.5/b	6.0/a	0.0	4.2/a	0.0*	3.6/a	4.2/a	2.0/a
Franklin	54.4/c	53.5/c*	50.9/c	33.8/c	31.0/b	44.1/c	5.9/b	8.6/b	3.4/a*	2.9/a	1.7/a	1.7/a	0.0	3.5/a	0.0*
Lamoille	54.2/c*	34.9/c	50.0/c	37.5/c	44.2/c	40.7/c	0.0	7.0/b	7.4/a	0.0	0.0	0.0*	0.0	0.0	0.0*
Rutland	41.9/c	44.6/c	40.6/c	41.9/c	35.7/c	40.6/c	10.8/b	14.3/b	14.1/b	0.0	0.0	1.6/a	0.0	1.8/a	0.0*
Washington	38.5/c	37.0/c	45.3/c	40.0/c	37.0/c	43.8/c	10.8/b	16.7/b	7.8/a	1.5/a	3.7/a	0.0*	3.1/a	3.7/a	0.0*
Windham	38.7/c	42.3/c	46.7/c	41.9/c	26.9/c	30.0/b	6.5/b	11.5/b	10.0/b	1.6/a	1.9/a	5.0/a	0.0	7.7/b	1.7/a
Chittenden/ Grand Isle	43.2/c	50.0/c	47.1/c	34.6/c	29.0/c	35.3/c	12.3/b	14.5/b	5.9/a	2.5/a	1.6/a	4.4/a	0.0	1.6/a	1.5/a
Essex/ Orleans	45.3/c	33.3/c	27.3/b*	40.6/c	40.7/c	49.1/c	7.8/b	11.1/a	10.9/b	1.6/a	5.6/a	5.5/a	0.0	0.0	0.0*
Orange/ Windsor	47.7/b	36.2/c	52.2/c	38.7/b	46.6/c	34.8/b	4.5/a*	8.6/b	11.6/b	0.0	3.5/a	1.5/a	0.0	0.0	0.0*
Statewide	44.5/a	41.0/a	46.4/a	37.7/a	37.1/a	38.4/a	8.2/a	11.3/a	8.8/a	1.6/a	2.3/a	2.0/a	0.5/a	2.1/a	.68/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average

Chart 1.4: Percentage of Consumers Who Indicated Service Scheduling was Above Average



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

F. Communication with Caregivers

Statewide, 87.8% of consumers rated their satisfaction with communication between themselves and their caregivers as above average in 2001, a significant increase from the 83.2% who gave caregiver communication an above average rating in 2000. Above average ratings in specific Vermont counties or regions did not differ significantly from the statewide average for this service element (Chart 1.5). However, consumers in Caledonia and Lamoille were more likely to rate their satisfaction with caregiver communication as “good” or “excellent” in 2001 than 2000.

Figure 1.6: Communication with Caregivers

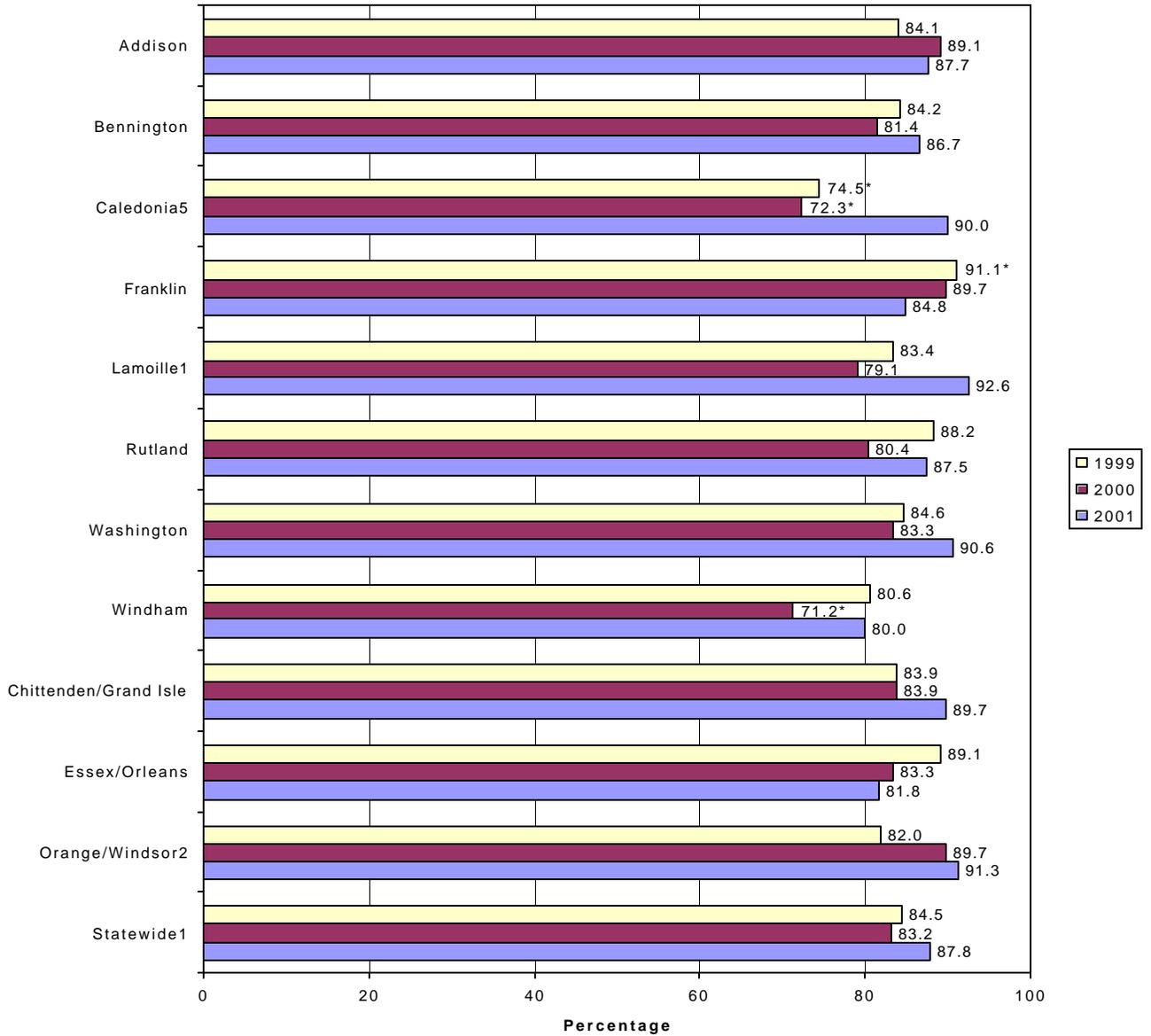
3E. The communication between you and the people who help you?

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	49.3/c	58.2/c	58.5/c	34.8/c	30.9/c	29.2/b	4.3/a	3.6/a	7.7/a	1.4/a	1.8/a	1.5/a	0.0	0.0	0.0*
Bennington	55.6/c	37.2/c	55.6/c	28.6/c*	44.2/c	31.1/c	4.8/a	2.3/a*	6.7/a	3.2/a	2.3/a	0.0*	0.0	2.3/a	4.4/a
Caledonia	32.7/c*	45.8/c	58.0/c	41.8/c	27.1/b	32.0/b	16.4/c*	10.4/b	6.0/a	3.6/a	0.0	0.0*	1.8/a	0.0	0.0*
Franklin	52.9/c*	60.3/c	50.9/c	38.2/c	29.3/b	33.9/c	2.9/a*	6.9/a	13.6/b	1.5/a	1.7/a	1.7/a	0.0	1.7/a	0.0*
Lamoille	52.1/c	41.9/c	61.1/c	31.3/c*	37.2/c	31.5/b	10.4/b	2.3/a*	7.4/a	0.0	7.0/b	0.0*	0.0	0.0	0.0*
Rutland	48.4/c	51.8/c	59.4/c	39.8/c	28.6/c	28.1/b	5.4/a	10.7/b	10.9/b	0.0	1.8/a	0.0*	0.0	1.8/a	0.0*
Washington	43.1/c	42.6/c	53.1/c	41.5/c	40.7/c	37.5/c	7.7/b	11.1/b	1.6/a*	0.0	1.9/a	0.0*	3.1/a	1.9/a	0.0*
Windham	40.3/c	46.2/c	55.0/c	40.3/c	25.0/c	25.0/b	9.7/b	11.5/b	8.3/a	1.6/a	7.7/b	3.3/a	0.0	3.9/a	1.7/a
Chittenden/ Grand Isle	43.2/c	46.8/c	52.9/c	40.7/c	37.1/c	36.8/c	6.2/b	9.7/b	4.4/a	1.2/a	0.0	0.0*	1.2/a	1.6/a	1.5/a
Essex/ Orleans	50.0/c	50.0/c	41.8/c*	39.1/c	33.3/c	40.0/c	6.3/b	9.3/b	7.3/a	0.0	0.0	1.8/a	0.0	0.0	0.0*
Orange/ Windsor	50.5/b	51.7/c	52.3/c	31.5/b	37.9/c	39.1/c	10.8/b	6.9/a	5.8/a	0.0	0.0	0.0*	0.0	0.0	1.5/a
Statewide	46.9/a	49.1/a	54.4/a	37.6/a	34.2/a	33.4/a	7.2/a	8.1/a	7.1/a	1.0/a	1.9/a	.72/a	0.5/a	1.2/a	.75/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 1.5: Percentage of Consumers Who Indicated Communication with Caregivers was Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

G. Caregiver Reliability

Similar to other service elements, consumers statewide indicated high levels of satisfaction with the reliability of the people who offer care. Overall, 87.9% of consumers statewide rated caregiver reliability as either “excellent” or “good” in 2001 (Figure 1.7), a significant increase over 2000 (79.3%). Among Vermont counties and regions, consumers in Washington (93.8%) were more likely than consumers statewide to rate caregiver reliability as above average. Furthermore, above-average ratings in Bennington and Caledonia increased significantly in 2001 (91.9% and 92.0%) compared to 2000 (74.4% and 60.4%). Windham (76.7%) and Essex/Orleans (76.4%) consumers, however, were less likely than other consumers statewide to rate this service element as above average.

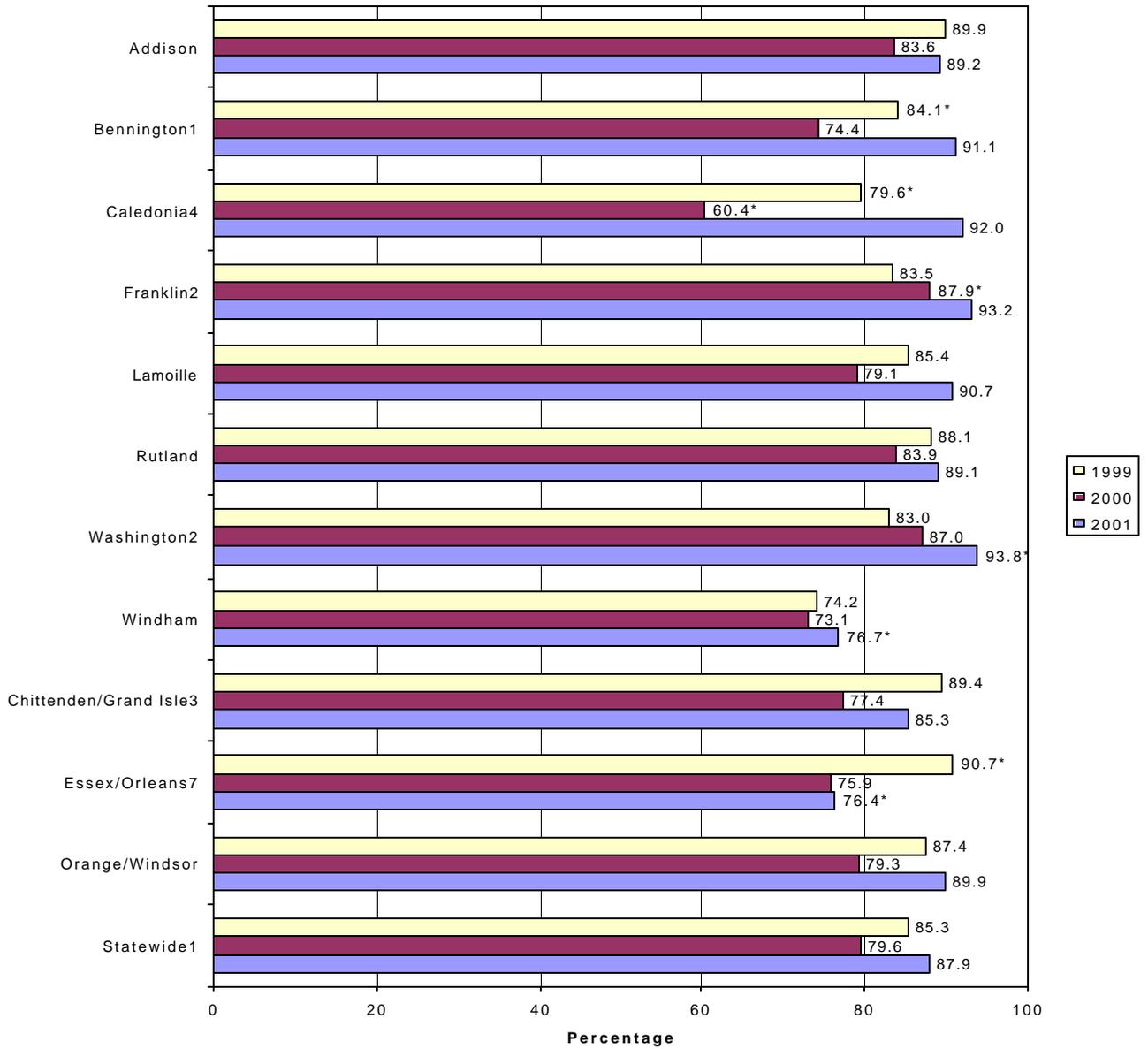
Figure 1.7: Caregiver Reliability

3F. The **reliability** of the people who help you. For example, do they show up when they are supposed to be there? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	46.4/c	58.2/c	64.6/c	43.5/c	25.5/c	24.6/b	2.9/a*	7.3/b	7.7/a	0.0	0.0	0.0*	0.0	1.8/a	0.0*
Bennington	57.1/c	34.9/c*	51.1/c	27.0/c*	39.5/c	40.0/c	4.8/a	11.6/b	6.7/a	1.6/a	2.3/a	0.0*	0.0	0.0	2.2/a
Caledonia	40.7/c	41.7/c	48.0/c	38.9/c	18.8/b*	44.0/c*	7.4/b	22.9/b*	6.0/a	7.4/b*	2.1/a	0.0*	0.0	2.1/a	0.0*
Franklin	52.2/c	58.6/c	50.9/c	31.3/c	29.3/b	42.4/c*	9.0/b	8.6/b	5.1/a	0.0	0.0	0.0*	1.5/a	3.5/a	1.7/a
Lamoille	52.1/c	41.9/c	48.2/c	33.3/c	37.2/c	42.6/c*	4.2/a	7.0/b	5.6/a	2.1/a	2.3/a	1.9/a	0.0	0.0	0.0*
Rutland	50.5/c	67.9/c*	62.5/c	37.6/c	16.7/b*	26.6/b	5.4/a	8.9/b	6.3/a	1.1/a	1.8/a	0.0*	0.0	1.8/a	0.0*
Washington	41.5/c	46.3/c	62.5/c	41.5/c	40.7/c	31.3/b	10.8/b	1.9/a*	1.6/a*	0.0	3.7/a	0.0*	1.5/a	3.7/a	0.0*
Windham	41.9/c	36.5/c*	55.0/c	32.3/c	36.5/c	21.7/b	12.9/b	11.5/b	8.3/a	1.6/a	3.9/a	5.0/a	0.0	3.9/a	3.3/a
Chittenden/ Grand Isle	49.4/c	46.8/c	61.8/c	39.5/c	30.7/c	23.5/b	4.9/a	14.5/b	8.8/b	2.5/a	1.6/a	1.5/a	1.2/a	1.6/a	1.5/a
Essex/ Orleans	43.8/c	46.3/c	45.5/c*	46.9/c*	29.6/c	30.9/b	1.6/a*	11.1/b	18.2/b*	1.6	5.6/a	0.0*	0.0	0.0	0.0*
Orange/ Windsor	47.8/b	55.2/c	60.9/c	39.6/b	24.1/c	29.0/b	6.3/a	13.8/b	7.3/a	0.0	1.7/a	1.5/a	0.0	1.7/a	0.0*
Statewide	47.9/a	50.2/a	57.6/a	37.4/a	29.4/a	30.3/a	6.6/a	10.5/a	7.3/a	1.4/a	2.2/a	.93/a	0.5/a	1.9/a	.75/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12, /g=13%
 * Indicates statistical difference from statewide average at .05%

Chart 1.6: Percentage of Consumers Who Rated Caregiver Reliability as Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

H. Degree to Which Services Meet Consumer Needs

Statewide, 84.5% of consumers felt that the long-term care services they received from the state were an “excellent” or “good” match for their needs in 2001 (Figure 1.8). This rating did not change significantly compared to 2000 survey results (79.7%).

Consumers in Bennington (91.1%) and Orange/Windsor (95.7%) were more likely than their neighbors across the state to consider the degree to which services met their needs above average (Chart 1.7). Furthermore, above average ratings increased significantly between 2000 and 2001 in Bennington (74.4% vs. 91.1%) and Caledonia (64.6% vs. 82.0%). However, consumers in Windham (71.7%) were less likely than consumers statewide to indicate that the degree to which the services they received met their needs was above average.

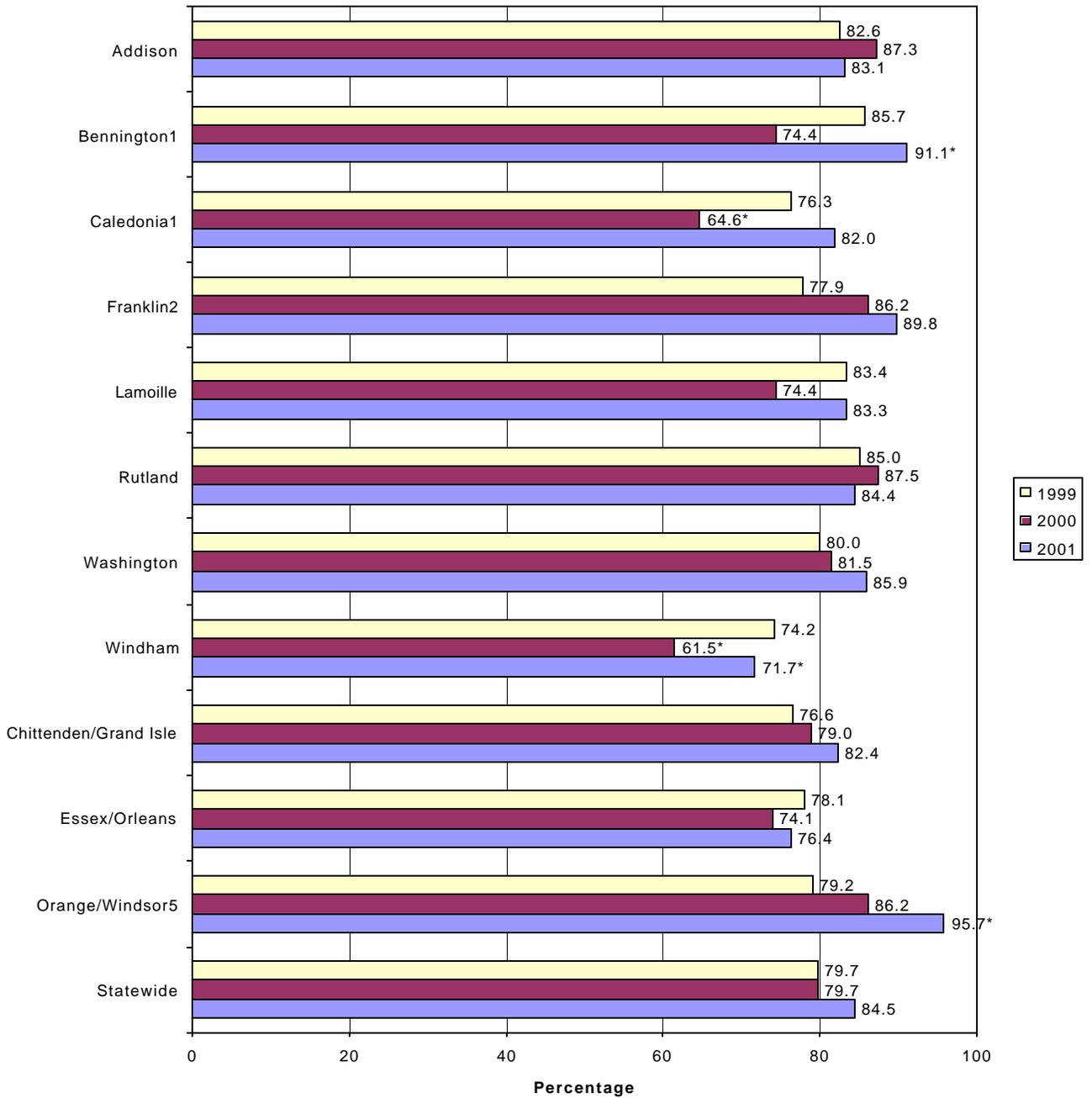
Figure 1.8: Degree to which Services Meet Consumer Needs

3G. The degree to which the services *meet your needs*? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	36.2/c	50.9/c	52.3/c	46.4/c	36.4/c	30.8/b	5.8/b*	3.6/a*	9.2/b	1.4/a	0.0	0.0*	0.0	3.6/a	0.0*
Bennington	58.7/c*	34.9/c	44.4/c	27.0/c*	39.5/c	46.7/c	4.8/a*	4.7/a	2.2/a*	1.6/a	2.3/a	2.2/a	0.0	4.7/a	2.2/a
Caledonia	43.6/c	35.4/c	44.0/c	32.7/c	29.2/b	38.0/c	7.3/b	10.4/b	12.0/b	9.1/b*	4.2/a	2.0/a	0.0	0.0	0.0*
Franklin	44.1/c	46.6/c	44.1/c	33.8/c	39.7/c	45.8/c	11.8/b	8.6/b	8.5/a	0.0	0.0	0.0*	0.0	1.7/a	0.0*
Lamoille	54.2/c*	34.9/c	40.7/c	29.2/c*	39.5/c	42.6/c	10.4/b	14.0/b	11.1/b	0.0	2.3/a	1.9/a	0.0	0.0	1.9/a
Rutland	40.9/c	46.4/c	46.9/c	44.1/c	41.2/c	37.5/c	6.5/a	7.1/b	9.4/b	2.2/a	0.0	3.1/a	0.0	1.8/a	0.0*
Washington	38.5/c	42.6/c	53.1/c	41.5/c	38.9/c	32.8/b	9.2/b	11.1/b	4.7/a	1.5/a	0.0	1.6/a	3.1/a	3.7/a	1.6/a
Windham	33.9/c	36.5/c	50.0	40.3/c	25.0/c*	21.7*	14.5/b	15.4/b	15.0	1.6/a	9.6/b*	5.0	0.0	3.9/a	1.7/a
Chittenden/ Grand Isle	42.0/c	35.5/c	44.1/c	34.6/c	43.6/c	38.2/c	16.0/b	12.9/b	8.8/b	2.5/a	1.6/a	0.0*	0.0	1.6/a	1.5/a
Essex/ Orleans	35.9/c	38.9/c	36.4/c	42.2/c	35.2/c	40.0/c	10.9/b	13.0/b	16.4/b	3.1/a	1.9/a	1.8/a	0.0	0.0	0.0*
Orange/ Windsor	36.9/b	37.9/c	46.4/c	42.3/b	48.3/c	49.3/c*	11.7/b	10.3/b	1.5/a*	1.8/a	0.0	0.0*	0.0	0.0	1.5/a
Statewide	41.1/a	40.5/a	46.4/a	38.6/a	39.1/a	38.1/a	10.6/a	10.1/a	8.6/a	2.1/a	1.6/a	1.4/a	0.2/a	1.9/a	.92/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12, /g=13%
* Indicates statistical difference from statewide average

Chart 1.7: Percentage of Consumers Who Rated The Degree to Which Services Met Their Needs as Above Average



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

I. Problem and Concern Resolution

Almost 85% of consumers statewide rated satisfaction with the resolution of their problems or concerns about their care as either “excellent” or “good” (Figure 1.9), a significant increase compared to 2000 (78.5%). Consumers in Essex/Orleans (70.5%) were less likely than consumers statewide to report that problem resolution was above average (Chart 1.8). However, consumers in Franklin (91.5%) and Rutland (92.2%) were more likely to rate problem resolution as above average than consumers across the state. Furthermore, consumers in Addison (90.8% vs. 80.0%) and Bennington (88.9% vs. 65.1%) were more likely to indicate that problem resolution was above average in 2001 compared to 2000.

Figure 1.9: Problem Resolution

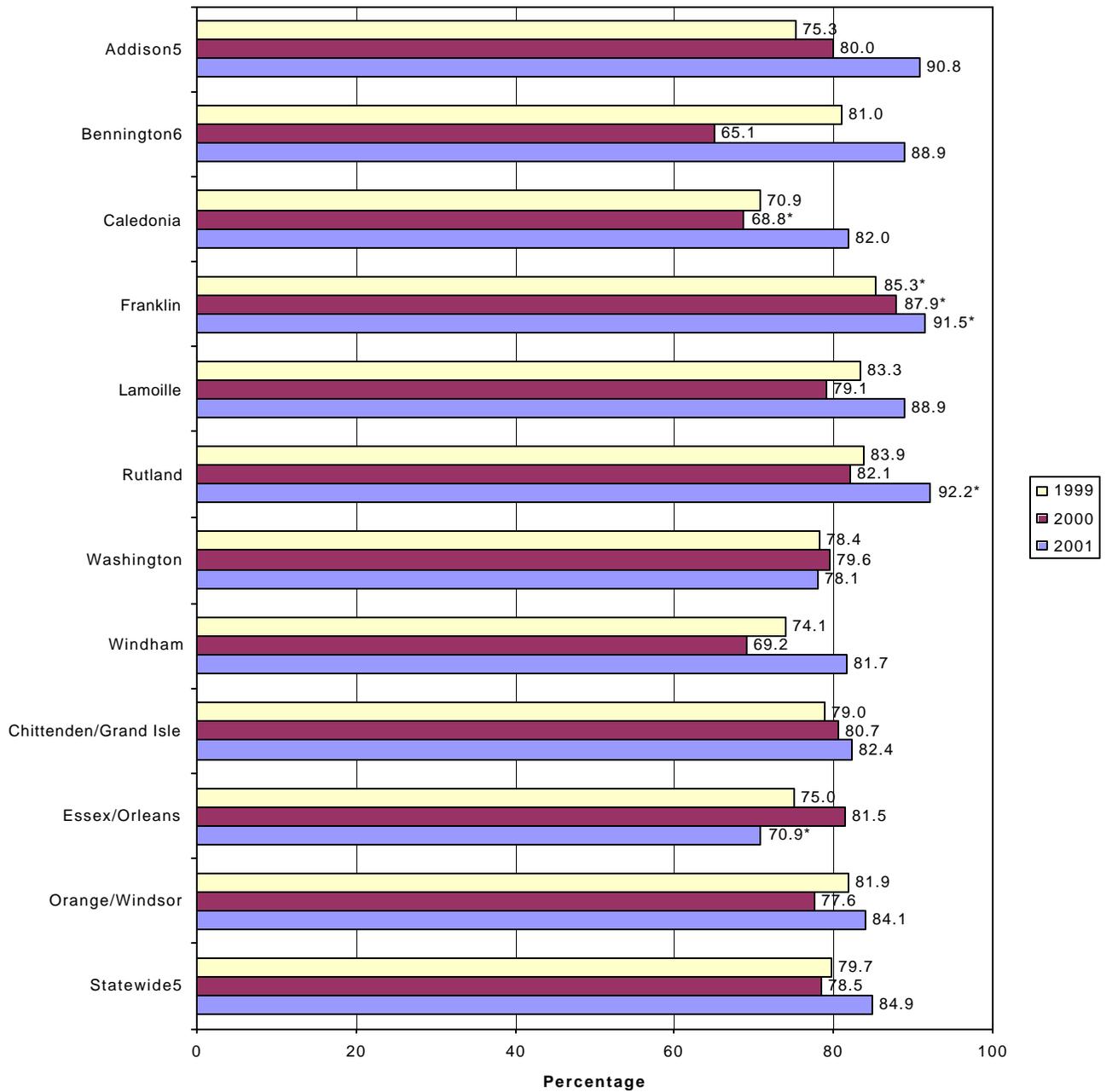
*3H. How well are **problems or concerns** you have with your care taken care of?*

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	36.2/c	41.8/c	53.9/c	39.1/c	38.2/c	36.9/c	4.3/b	1.8/a*	1.5/a*	2.9/a	0.0	0.0*	0.0	1.8/a	0.0*
Bennington	54.0/c*	20.9/c*	46.7/c	27.0/c*	44.2/c	42.2/c	3.2/a*	11.6/b	4.4/a	3.2/a	2.3/a	2.2/a	1.6/a	2.3/a	2.2/a
Caledonia	36.4/c	35.4/c	44.0/c	34.5/c	33.3/c	38.0/c	10.9/b	10.4/b	8.0/a	3.6/a	6.3/a	0.0*	0.0	0.0	0.0*
Franklin	44.1/c	48.3/c*	42.4/c	41.2/c	40.0/c	49.2/c*	5.9/b	6.9/a	6.8/a	0.0	0.0	1.7/a	0.0	3.5/a	0.0*
Lamoille	45.8/c	27.9/c	50.0/c	37.5/c	51.2/c	38.9/c	8.3/b	9.3/b	7.4/a	0.0	0.0	0.0*	0.0	0.0	0.0*
Rutland	40.9/c	35.7/c	50.0/c	43.0/c	46.4/c	42.2/c	4.3/a	7.1/b	4.7/a	1.1/a	1.8/a	0.0*	1.1/a	1.8/a	0.0*
Washington	33.8/c	35.2/c	42.2/c	44.6/c	44.4/c	35.9/c	9.2/b	14.8/b	6.3/a	0.0	0.0	1.6/a	1.5/a	1.9/a	0.0*
Windham	43.5/c	38.5/c	55.0/c	30.6/c	30.8/c*	26.7/b*	11.3/b	5.8/a	8.3/a	3.2/a	7.7/b	1.7/a	0.0	5.8/a	3.3/a
Chittenden/ Grand Isle	39.5/c	38.7/c	45.6/c	39.5/c	41.9/c	36.8/c	11.1/b	9.7/b	10.3/b	1.2/a	4.8/a	1.5/a	1.2/a	0.0	1.5/a
Essex/ Orleans	42.2/c	37.0/c	30.9/b*	32.8/c	44.4/c	40.0/c	15.6/b*	5.6/a	16.4/b*	0.0	1.9/a	1.8/a	0.0	0.0	1.8/a
Orange/ Windsor	36.0/b	31.0/c	47.8/c	45.9/b	46.6/c	36.2/b	6.3/a	13.8/b	10.1/b	1.8/a	1.7/a	1.5/a	0.0	0.0	0.0*
Statewide	40.5/a	36.1/a	46.8/a	39.2/a	42.3/a	38.1/a	7.8/a	9.0/a	7.6/a	1.6/a	2.3/a	1.1/a	0.6/a	1.4/a	.73/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 1.8: Percentage of Consumers Who Indicated Problem Resolution was Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

J. Caregiver Courtesy

In 2001 (as in 1999 and 2000) consumers indicated higher levels of satisfaction with the courtesy shown by their caregivers than any other aspect of the state's long-term care programs and services. Overall, 93% of consumers statewide indicated that caregiver courtesy was above average, with over 66% of consumers in all Vermont areas rating caregiver courtesy as "excellent" (Figure 1.10). Consumers in Lamoille (98.2%) were even more likely than the state average to indicate higher than average satisfaction with caregiver courtesy (Chart 1.9). Although highly satisfied, consumers in Essex/Orleans (81.8%) were less likely than consumers statewide to rate courtesy as above average.

Ratings of caregiver courtesy increased significantly in Caledonia, Lamoille, and Windham in 2001. Whereas 77.1% of Caledonia consumers rated caregiver courtesy as above average in 2000, 94.0% rated it above average in 2001. Furthermore, courtesy ratings increased from 88.4% to 98.2% in Lamoille, and from 73.1% to 86.7% in Windham between 2000 and 2001.

Figure 1.10: Caregiver Courtesy

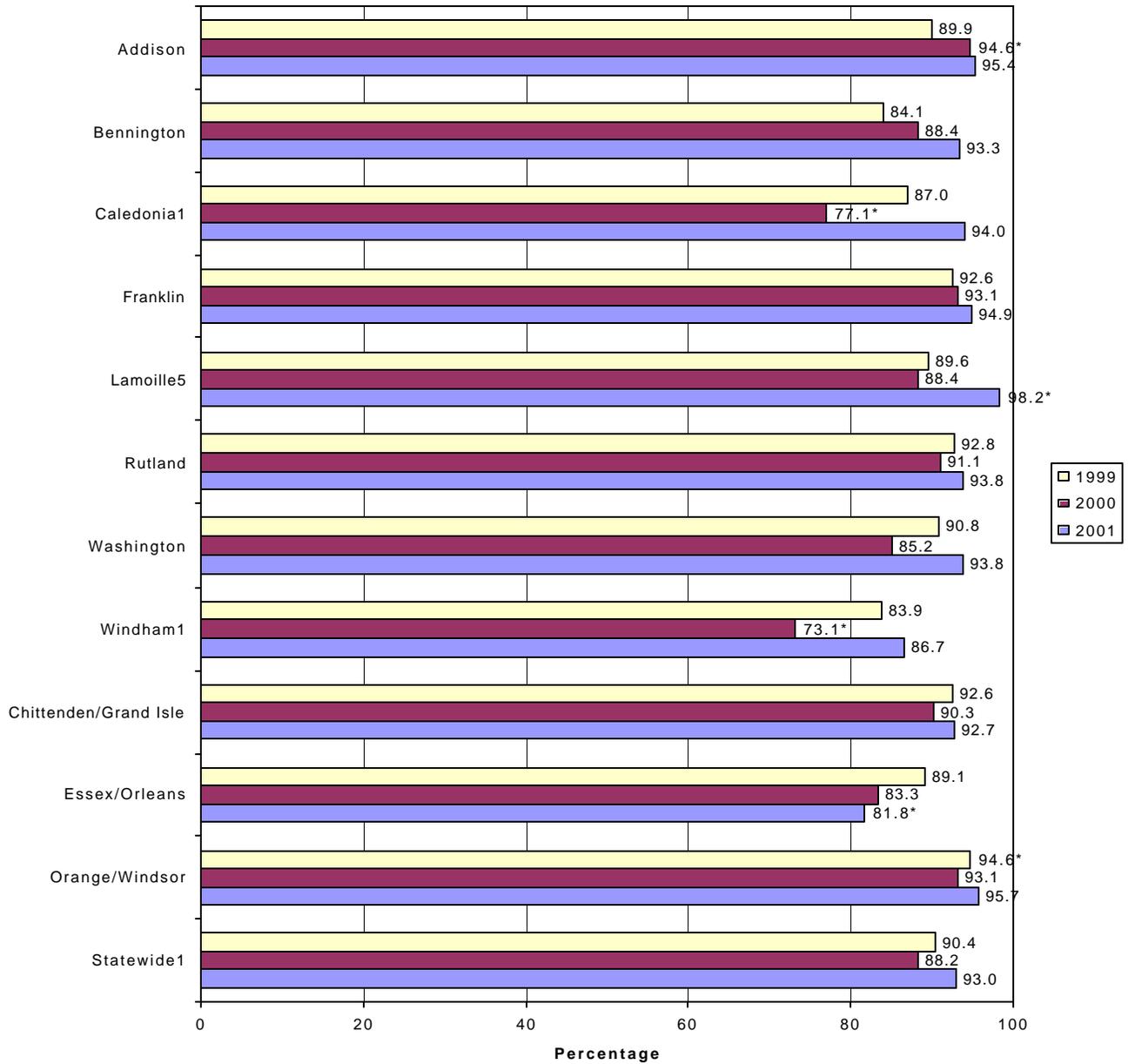
3l. The *courtesy* of those who help you? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	55.1/c	65.5/c	76.9/b*	34.8/c	29.1/c	18.5/b	1.4/a	0.0	1.5/a	0.0	0.0	0.0	0.0	0.0	0.0*
Bennington	65.1/c	58.1/c	66.7/c	19.0/c*	30.2/c	26.7/b	4.8/a	0.0	2.2/a	1.6/a	0.0	0.0	1.6/a	0.0	2.2/a
Caledonia	46.3/c*	60.4/c	66.0/b	40.7/c	16.7/b*	28.0/b	11.1/b*	6.3/a	2.0/a	0.0	2.1/a	0.0	0.0	0.0	2.0/a
Franklin	67.2/c	67.2/c	57.6/c	25.4/c	28.9/b	37.3/c*	3.0/a	5.2/a	5.1/a	0.0	0.0	0.0	0.0	0.0	0.0*
Lamoille	62.5/c	46.5/c	64.8/b	27.1/c	41.9/c	33.3/b	6.3/b	0.0	0.0*	0.0	0.0	0.0	0.0	2.3/a	0.0*
Rutland	61.3/c	67.9/c	64.1/c	31.2/c	23.0/b	29.7/b	2.2/a	1.8/a	3.1/a	0.0	0.0	1.6/a	0.0	1.8/a	0.0*
Washington	55.4/c	55.6/c	67.2/b	35.4/c	29.6/c	26.6/b	1.5/a	7.4/b	1.6/a	0.0	1.9/a	0.0	3.1/a	1.9/a	0.0*
Windham	56.5/c	48.1/c	73.3/b	27.4/c	25.0/c	13.3/b*	6.5/b	9.6/b	5.0/a	0.0	1.9/a	1.7/a	0.0	3.9/a	1.7/a
Chittenden/ Grand Isle	59.3/c	51.6/c	70.6/b	33.3/c	38.7/c	22.1/b	3.7/a	6.5/a	4.4/a	0.0	0.0	0.0	0.0	0.0	1.5/a
Essex/ Orleans	56.3/c	51.9/c	50.9/c*	32.8/c	31.5/c	30.9/b	4.7/a	5.6/a	9.1/b	0.0	0.0	0.0	0.0	0.0	1.8/a
Orange/ Windsor	57.7/b	62.1/c	63.8/b	36.9/b	31.0/c	31.9/b	0.0	1.7/a	1.5/a	0.0	0.0	0.0	0.0	0.0	0.0*
Statewide	58.8/a	58.1/a	66.5/a	31.6/a	30.1/a	26.5/a	3.3/a	4.1/a	3.2/a	0.1/a	0.5/a	.32/a	0.3/a	0.8/a	.69/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 1.9: Percentage of Consumers Who Indicated Caregiver Courtesy was Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

K. How Well Program Staff Listen

Statewide, long-term care consumers were satisfied with how well program staff listened to their needs and preferences in 2001: 83% of consumers reported their as either “excellent” or “good,” with 51% rating this aspect as “excellent” (Figure 1.11). This rating, while high, was among the lowest for the service elements examined in the survey.

Only one regional difference was found for this service rating: Consumers in Washington (73.4%) rated program staff listening skills as “excellent” or “good” less frequently than did consumers statewide (Chart 1.10).

In addition, above average ratings of how well program staff listened to needs and preferences of consumers in 2001 did not differ significantly from those measured in 2000 (80.7%). However, consumers in Lamoille were significantly more likely to indicate that program staff listening skills were above average in 2001 (86.0%) than in 2000 (66.7%).

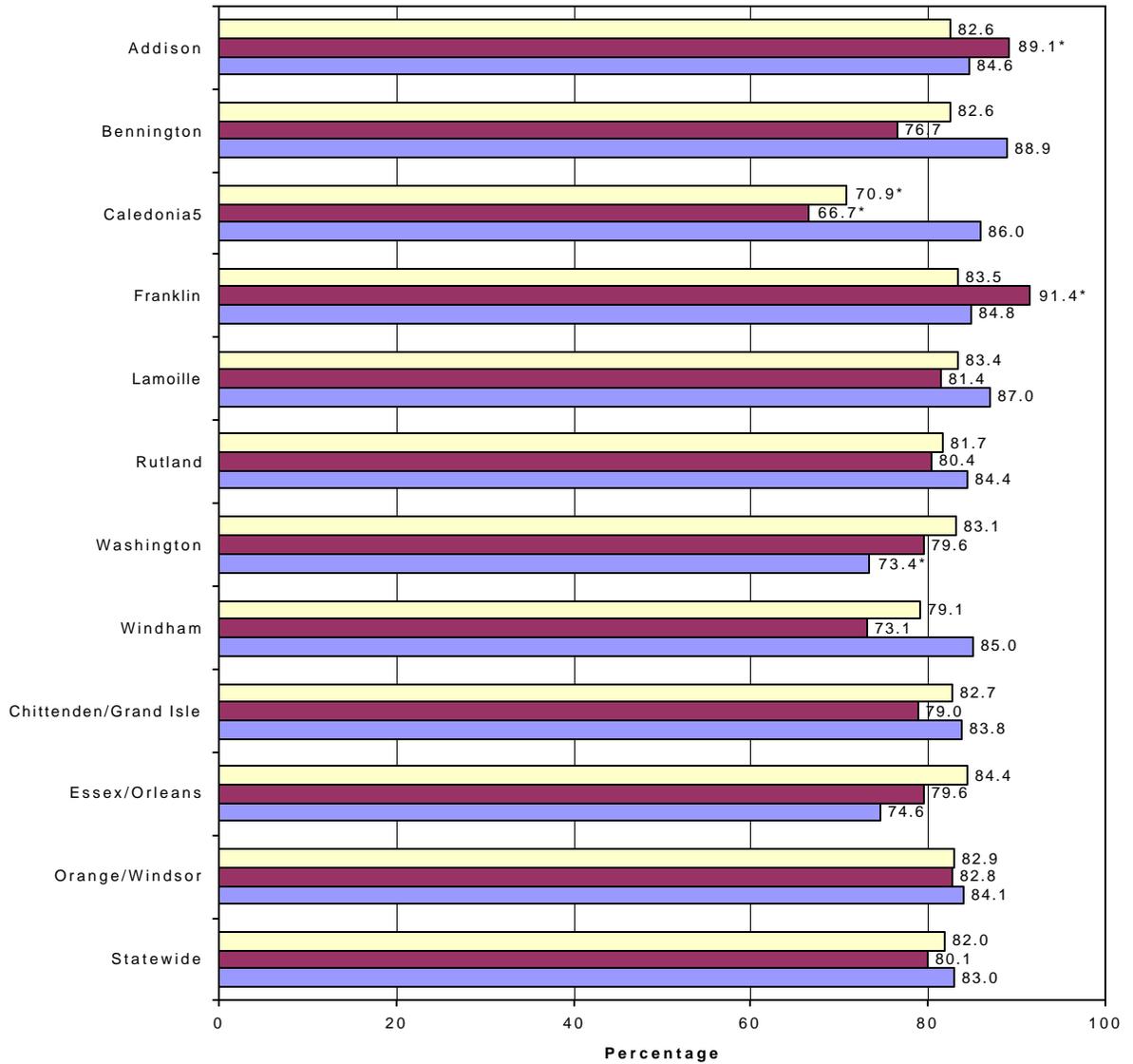
Figure 1.11: Program Staff Listening Skills

3J. How well did people *listen* to your needs and preferences?
Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	50.7/c	52.7/c	60.0/c	31.9/c	36.4/c	24.6/b	4.3/a	3.6/a*	7.7/a	1.4/a	0.0	1.5/a	0.0	1.8/a	0.0*
Bennington	55.6/c*	34.9/c	51.1/c	27.0/c*	41.9/c	37.8/c	3.2/a	4.7/a	6.7/a	1.6/a	2.3/a	0.0*	1.6/a	0.0	2.2/a
Caledonia	43.6/c	33.3/c	48.0/c	27.3/c*	33.3/c	38.0/c	14.5/b*	12.5/b	8.0/a	5.5/b*	4.2/a	2.0/a	0.0	0.0	0.0*
Franklin	48.5/c	43.1/c	44.1/c	36.8/c	48.3/c	40.7/c	7.4/b	8.6/b	10.2/b	0.0	0.0	1.7/a	0.0	0.0	1.7/a
Lamoille	54.2/c*	37.2/c	51.9/c	29.2/c*	44.2/c	35.2/b	8.3/b	4.7/a	7.4/a	0.0	4.7/a	1.9/a	0.0	0.0	0.0*
Rutland	44.1/c	35.7/c	46.9/c	37.6/c	44.6/c	37.5/c	8.6/b	12.5/b	14.1/b	0.0	0.0	0.0*	0.0	1.8/a	0.0*
Washington	38.5/c	35.2/c	48.4/c	44.6/c	44.4/c	25.0/b	7.7/b	13.0/b	12.5/b	0.0	1.9/a	3.1/a	3.1/a	1.9/a	0.0*
Windham	45.2/c	42.3/c	56.7/c	33.9/c	30.8/c	28.3/b	8.1/b	1.9/a*	3.3/a*	1.6/a	9.6/b*	3.3/a	0.0	5.8/a	1.7/a
Chittenden/ Grand Isle	40.7/c	45.2/c	54.4/c	42.0/c	38.9/c	29.4/b	9.9/b	14.5/b	8.8/b	1.2/a	0.0	1.5/a	1.2/a	1.6/a	1.5/a
Essex/ Orleans	46.9/c	48.2/c	41.8/c	37.5/c	31.5/c	32.7/b	7.8/b	7.4/a	12.7/b	0.0	1.9/a	5.5/a	0.0	0.0	0.0*
Orange/ Windsor	45.1/b	48.3/c	50.7/c	37.8/b	34.5/c	33.3/b	8.1/a	8.6/b	11.6/b	0.0	1.7/a	0.0*	0.9/a	0.0	1.5/a
Statewide	45.3/a	42.4/a	51.0/a	36.7/a	38.4/a	32.0/a	8.1/a	9.1/a	9.7/a	0.9/a	1.9/a	1.7/a	0.7/a	1.3/a	.79/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%
* Indicates statistical difference from statewide average

Chart 1.10: Percentage of Consumers Who Indicated Program Staff Listening Skills were Above Average



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

L. Perceived Value of Services Received

Statewide, approximately 80% of consumers felt the services they received were a good value in 2001, a very similar rating to that measured in 2000 (Figure 1.12). Consumers in Caledonia (88.0%) and Rutland (89.1%) were more likely to have reported that services received were a good value than consumers statewide, whereas consumers in Windham (68.3%) were less likely to find the services a good value than their neighbors around the state. In addition, all respondents in Rutland indicated they found the services they received to be a good value. Furthermore, consumers in Bennington, Caledonia, and Franklin were more likely to report that services provided were a good value in 2001 compared to 2000.

Figure 1.12: Value of Services

4. For what you had to pay for the services you receive(d), did you find them of good value?

	Yes			No		
	1999	2000	2001	1999	2000	2001
Addison	76.8/c	83.6/b	87.7/b	4.3/a	1.8/a	1.5/a
Bennington ¹	74.6/c	67.4/c*	84.4/b	12.7/b	2.3/a	2.2/a
Caledonia ¹	72.7/c	75.0/b	88.0/b*	12.7/b	4.2/a	4.0/a
Franklin ¹	76.5/c	84.5/b	84.8/b	2.9/a*	6.9/a	3.4/a
Lamoille	85.4/b*	81.4/b	81.5/b	2.1/a*	0.0*	1.9/a
Rutland	76.3/b	75.0/c	89.1/b*	5.4/a	3.8/a	0.0*
Washington	70.8/c	83.3/b	73.4/b	10.8/b	3.7/a	3.1/a
Windham	64.5/c	75.0/c	68.3/b*	6.5/b	9.6/b	8.3/a
Chittenden/ Grand Isle	72.8/c	83.9/b	73.5/b	6.2/b	6.5/a	5.9/a
Essex/ Orleans	71.9/c	81.5/b	80.0/b	4.7/a	0.0*	1.8/a
Orange/ Windsor	70.3/b	84.5/b	84.1/b	9.0/b	5.2/a	2.9/a
Statewide	73.1/a	80.6/a	80.8/a	7.0/a	4.3/a	3.3/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

1 Indicates "yes" estimate is statistically different between 2000 and 2001

2 Indicates "yes" estimate is statistically different between 1999 and 2001

3 Indicates "yes" estimate is statistically different between 1999 and 2000

4 Indicates "yes" estimate is statistically different between 1999, 2000 and 2001

5 Indicates "yes" estimate is statistically different between 1999 and 2001 and also 2000 and 2001

6 Indicates "yes" estimate is statistically different between 1999 and 2001 and also 2000 and 2001

7 Indicates "yes" estimate is statistically different between 1999 and 2000 and also 1999 and 2001

M. Impact of Programs and Services on Consumers' Lives

An overwhelming majority (89.1%) of long-term care program consumers felt the help they received from state services made their lives “much” or “somewhat” better (Figure 1.13). Furthermore, 69.1% of consumers in all Vermont counties and regions stated the help they received made their lives “much better.” Only 6.5% of consumers felt that the help they receive has made their lives “about the same,” and about 1% reported that it made their lives worse. Fewer consumers in Essex/Orleans (54.6%) reported that long-term care services have made their lives “much better” than other areas of the state.

Figure 1.13: Impact of Programs and Services

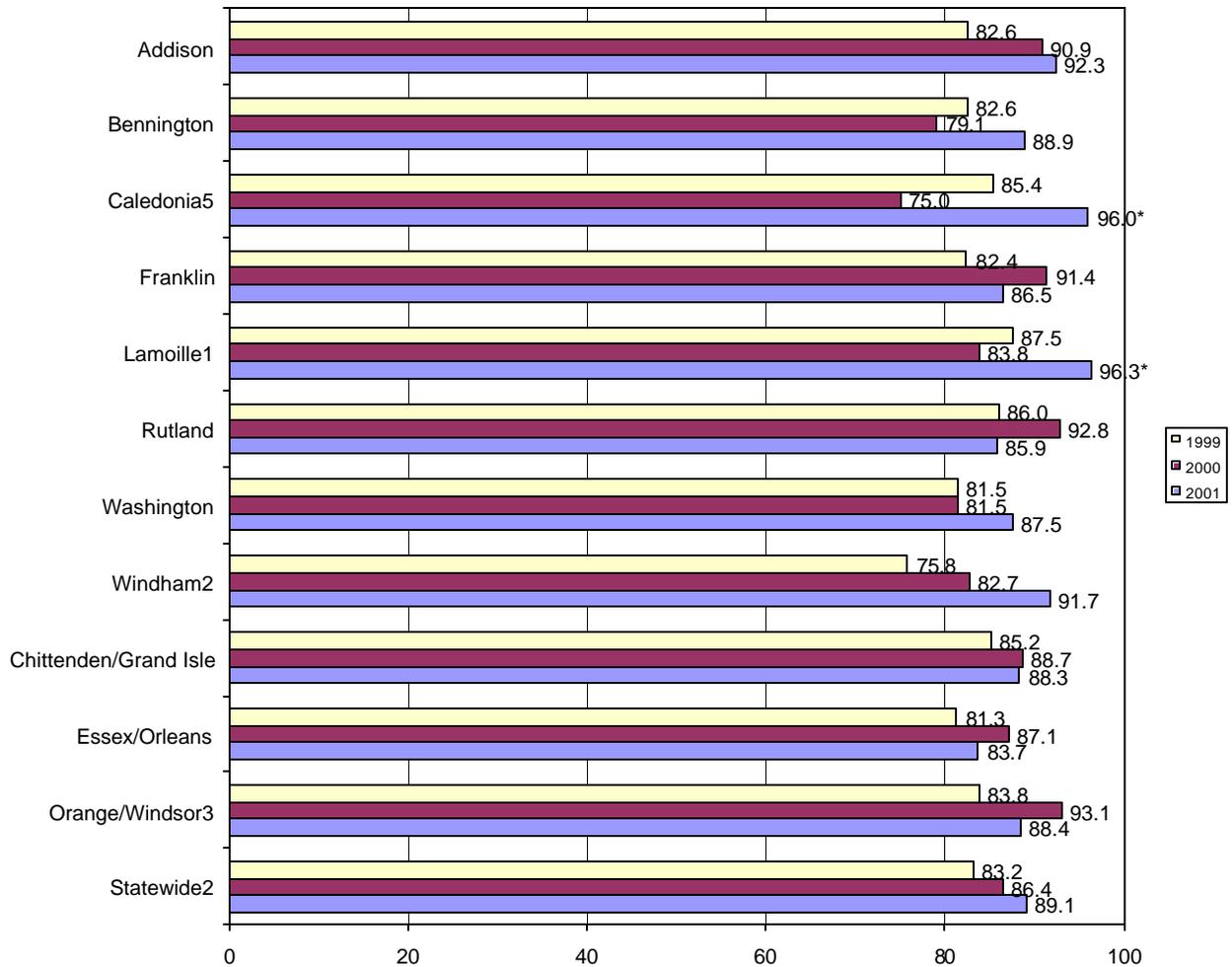
5. *Would you say the help you have received has made your life:*

	Much better			Somewhat better			About the same			Somewhat worse			Much worse		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	55.1/c	70.9/c	70.8/b	27.5/c	20.0/b	21.5/b	13.0/b	5.5/a	7.7/a	0.0	1.8/a	0.0	0.0	0.0	0.0*
Bennington	55.6/c	46.5/c*	66.7/c	27.0/c	32.6/c	22.2/b	9.5/b	7.0/b	11.1/b	0.0	2.3/a	0.0	1.6/a	0.0	0.0*
Caledonia	54.5/c	54.2/c	68.0/b	30.9/c	20.8/b	28.0/b	9.1/b	12.5/b	2.0/a*	1.8/a	0.0	0.0	0.0	0.0	0.0*
Franklin	61.8/c	63.8/c	69.5/b	20.6/c	27.6/b	17.0/b	11.8/b	8.6/b	11.9/b	1.5/a	0.0	0.0	0.0	0.0	1.7/a
Lamoille	64.6/c*	60.5/c	77.8/b	22.9/c	23.3/c	18.5/b	8.3/b	7.0/b	1.9/a*	0.0	0.0	0.0	0.0	0.0	0.0*
Rutland	52.7/c	73.2/c*	70.3/b	33.3/c	19.6/b	15.6/b	9.7/b	0.0	10.9/b	0.0	0.0	0.0	0.0	1.8/a	0.0*
Washington	56.9/c	59.3/c	64.1/c	24.6/c	22.2/c	23.4/b	13.8/b	14.8/b	4.7/a	0.0	0.0	1.6/a	1.5/a	1.9/a	1.6/a
Windham	62.9/c	65.4/c	70.0/b	12.9/b*	17.3/b	21.7/b	9.7/b	5.8/a	1.7/a*	0.0	3.9/a	0.0	0.0	3.9/a	1.7/a
Chittenden/ Grand Isle	64.2/c	62.9/c	72.1/b	21.0/b	25.8/c	16.2/b	11.1/b	8.1/b*	5.9/a	0.0	0.0	0.0	0.0	0.0	1.5/a
Essex/ Orleans	56.3/c	66.7/c	54.6/c*	25.0/c	20.4/b	29.1/b	14.1/b	3.7/a	5.5/a	0.0	0.0	0.0	0.0	0.0	1.8/a
Orange/ Windsor	54.1/b	43.1/c*	71.0/b	29.7/b	50.0/c*	17.4/b	11.7/b	3.5/a	5.8/a	0.0	1.7/a	1.5/a	0.0	0.0	1.5/a
Statewide	58.0/a	60.1/a	69.1/a	25.2/a	26.3/a	20.0/a	11.1/a	6.7/a	6.5/a	0.2/a	0.8/a	.34/a	0.2/a	0.7/a	.96/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

**Chart 1.11: Q5 "Would you say the help you have received has made your life:"
Percent Responding "Much Better" or "Somewhat Better"**



* Indicates statistical difference from statewide average at .05% in that year

- 1 Indicates statistical difference between 2000 and 2001
- 2 Indicates statistical difference between 1999 and 2001
- 3 Indicates statistical difference between 1999 and 2000
- 4 Indicates statistical difference between 1999, 2000 and 2001
- 5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001
- 6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001
- 7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

N. Program Impacts on Consumers' Ability to Remain in Their Homes

Over 80% of consumers statewide indicated they felt it would be “difficult” or “very difficult” to remain in their homes if they did not receive long-term care services (Figure 1.14). Consumers in Orange/Windsor (62.3%) indicated more often than consumers statewide that they would find it “very difficult” to stay in their homes absent long-term care support services. Similarly, consumers in Chittenden/Grand Isle (45.6%) were more likely than others statewide to report that it would be “difficult” to stay in their homes without these services. In contrast, over 11% of consumers in Bennington felt the ability to stay in their homes without long-term care services would be “easy”—over three times the state average.

Figure 1.14: Ability to Stay at Home

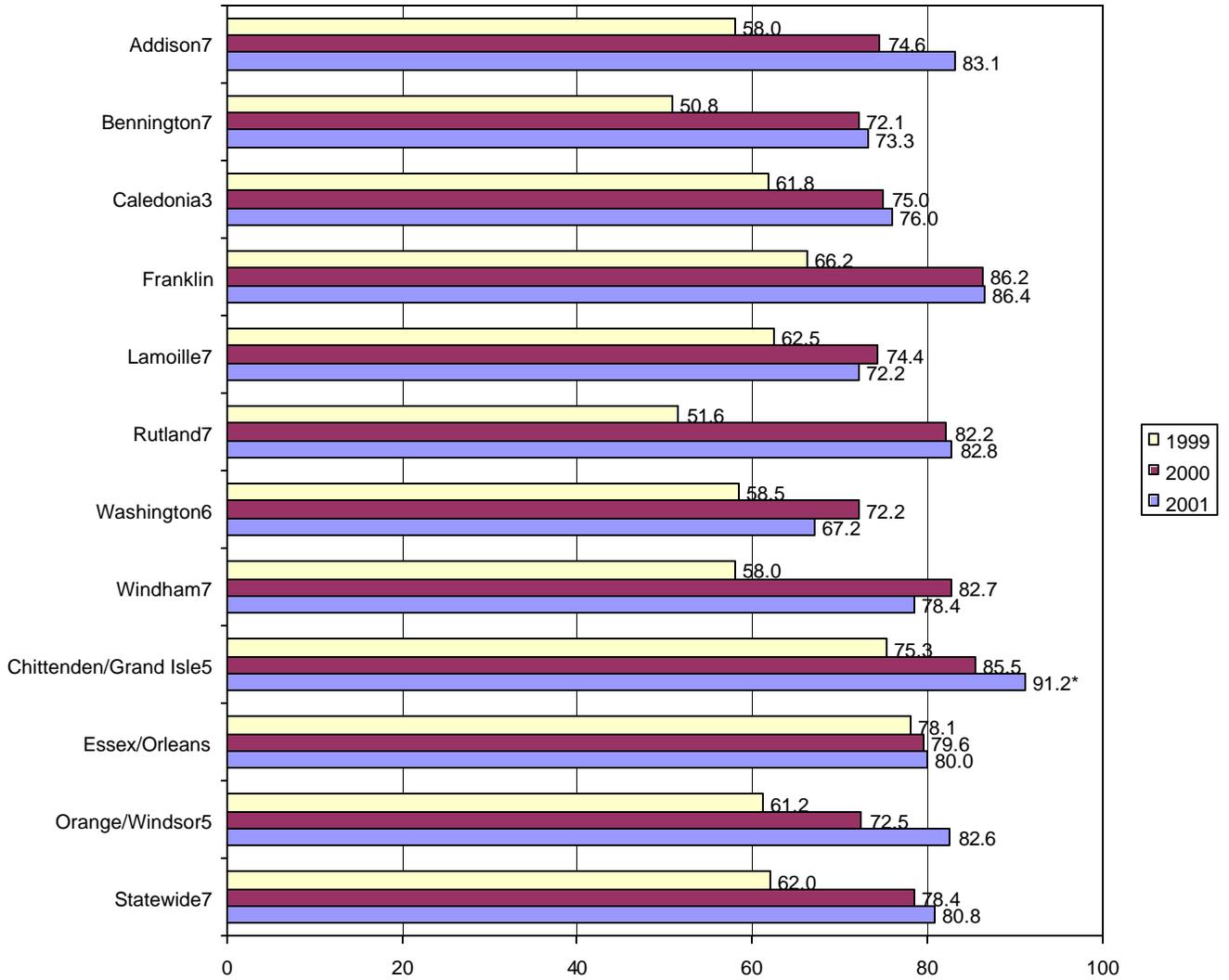
6. How easy would it be for you to stay in your home if you did not receive services? Would you say:

	Very difficult			Difficult			About the same			Easy			Very easy		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	34.8/c	40.0/c	53.9/c	23.2/c	34.6/c	29.2/b	8.7/b	5.5/a	3.1/a*	8.7/b	5.5/a	6.2/a	14.5/b	0.0	0.0*
Bennington	23.8/c	44.2/c	44.4/c	27.0/c	27.9/c	28.9/c	17.5/b	11.6/b	13.3/b	12.7/b	2.3/a	11.1/b*	11.1/b	2.3/a	0.0*
Caledonia	30.9/c	37.5/c	44.0/c	30.9/c	37.5/c	32.0/b	16.4/b	10.4/b	12.0/b	5.5/b	2.1/a	2.0/a	10.9/b	2.1/a	6.0/a
Franklin	36.8/c	55.2/c	52.5/c	29.4/c	31.0/b	33.9/c	14.7/b	6.9/a	5.1/a	5.9/b	1.7/a	1.7/a	7.4/b	3.5/a	3.4/a
Lamoille	29.2/c	48.8/c	50.0/c	33.3/c	25.6/c	22.2/b*	14.6/b*	4.7/a	20.4/b*	12.5/b*	2.3/a	0.0*	4.2/b	2.3/a	5.6/a
Rutland	14.0/b	42.9/c	35.9/c*	37.6/c	39.3/c	46.9/c*	16.1/b	7.1/b	10.9/b	10.8/b	3.6/a	3.1/a	9.7/b	0.0	3.1/a
Washington	23.1/c	46.3/c	37.5/c*	35.4/c	25.9/c	29.7/b	16.9/b	11.1/b	12.5/b	9.2/c	0.0	7.8/a	6.2/c	1.9/a	4.7/a
Windham	29.0/c	59.6/c	56.7/c	29.0/c	23.1/b	21.7/b*	12.9/b	3.9/a	8.3/a	4.8/b	0.0	5.0/a	9.7/b	1.9/a	0.0*
Chittenden/ Grand Isle	38.3/c	62.9/c*	45.6/c	37.0/c*	22.6/b	45.6/c*	3.7/a	1.6/a*	7.4/a	3.7/a	1.6/a	0.0*	9.9/b	4.8/a	0.0*
Essex/ Orleans	48.4/c	50.0/c	50.9/c	29.7/c	29.6/c	29.1/b	7.8/b	9.3/b	7.3/a	6.3/b	0.0	5.5/a	4.7/a*	7.4/a	3.6/a
Orange/ Windsor	32.4/b	32.8/c*	62.3/c*	28.8/b	39.7/c	20.3/b*	9.9/b	8.6/b	11.6/b	8.1/a	8.6/b	0.0*	8.1/a	6.9/a	4.4/a
Statewide	29.9/a	47.7/a	48.6/a	32.1/a	30.7/a	32.2/a	11.8/a	6.9/a	9.5/a	7.5/a	2.8/a	3.4/a	9.2/a	3.2/a	2.5/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=105, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 1.12: Q6 "How easy would it be for you to stay in your home if you did not receive services?" Percent Responding "Very Difficult" or "Difficult"



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

CHAPTER II. Quality of Life Among Vermonters Using Long-Term Care Services

As in prior years, 2001 survey results show that, overall, elderly and disabled Vermonters who participated in the state's long-term care programs seemed to hold very different perceptions about their quality of life compared to the perceptions of the general Vermont public.

A total of 12 questions designed to assess quality of life were administered to long-term care survey participants. The 2000 and 2001 surveys included the 11 questions asked in the 1999 survey, with one additional question. These same 11 questions from the 1999 survey were also administered to a random sample of Vermonters in a Macro Poll in 1999, 2000, and 2001. Macro Poll results are generalizable to the Vermont population as a whole, provide a good picture of trends and perceptions statewide, and may be compared descriptively to results from the Department's Consumer Satisfaction Survey. Statewide results for the quality-of-life questions presented in the Macro Poll and to long-term care consumers in 1999, 2000, and 2001 are provided in Figure 2.1.

Results showed that most elderly and disabled Vermonters who received assistance from the state's long-term care programs perceived their quality of life as good:

- The majority of consumers (90.6%) reported feeling safe in their homes.
- More than three-quarters of consumers (78.8%) indicated they can get around inside their home as much as needed.
- Most consumers (91.0%) had someone they could rely on for support in an emergency.
- The majority of consumers (78.9%) felt valued and respected.

Survey data also suggested, however, that consumers of long-term care may experience a lower quality of life than other Vermonters in some respects. Comparison of Department consumers with Vermonters statewide (as measured by the Macro Poll) shows that the general Vermont public was consistently more positive about the quality of their lives than long-term care consumers and indicated substantially higher levels of satisfaction on a number of measures (Chart 2.1). In fact, responses of long-term care recipients were statistically different from statewide results for nine of the 11 questions also asked of the general Vermont public. The areas of greatest difference between the general Vermont public and Department consumers include mobility outside the home; satisfaction with social life, safety outside of the home, and satisfaction with free time:

- Whereas 93% of Vermonters felt that they can "get where I need and want to go," only 58.4% of Department consumers agree.
- While 88% of Vermonters were satisfied with their social life and their connection to the

community, just over half of consumers (56.6%) were satisfied.

- Whereas 94% of Vermonters felt safe out in their community, only 71.5% of Department consumers felt safe outside.
- While 88% of Vermonters were satisfied with how they spend their free time, 66.3% of consumers were satisfied.

The two quality of life measures for which no differences were found between long-term care consumers and the general Vermont public included:

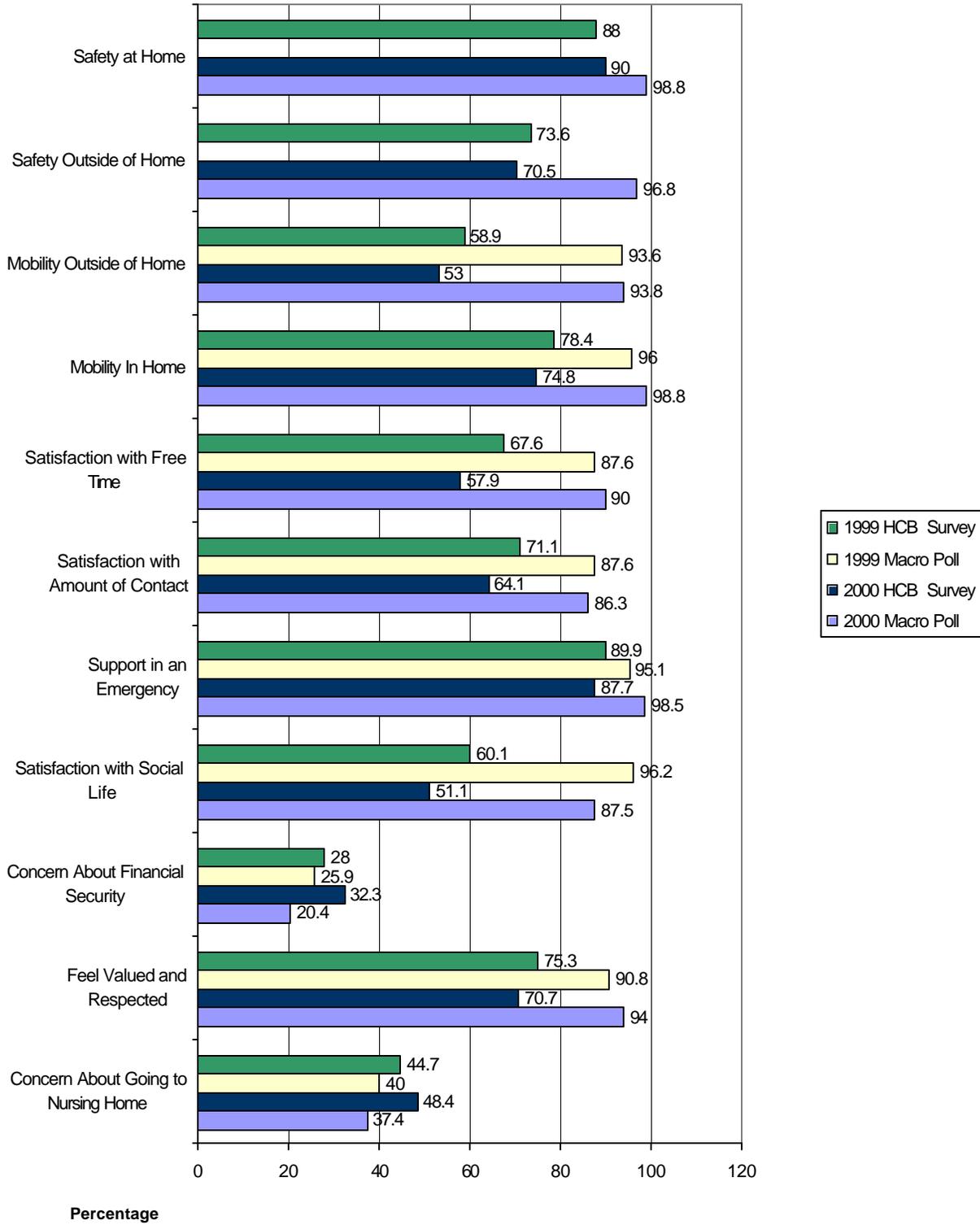
- The percentage of consumers who were concerned that they don't have enough money for the essentials (27.0% of consumers and 21.0% of all Vermonters).
- The percentage of consumers who were concerned that someday they may have to go to a nursing home (44.6% of consumers and 44.0% of all Vermonters).

Figure 2.1: Quality-of-Life Measures

Quality-of-Life Measure	Macro Poll Results Percentage Responding "Yes"			Survey Percentage Responding "Yes"		
	1999	2000	2001	1999	2000	2001
Safety at Home	N/A	98.8%	96.0%	88.0%	90.0%	90.6%*
Safety in Community (Outside of Home)	N/A	96.8%	94.0%	73.6%	70.5%	71.5%*
Mobility Outside of Home ("Get Where They Want to Go")	93.6%	93.8%	93.0%	58.9%	53.0%	58.4%*
Mobility in Home	96.0%	98.8%	98.0%	78.4%	74.8%	78.8%*
Satisfied with Free Time	87.6%	90.0%	88.0%	67.6%	57.9%	66.3%*
Satisfied with the Amount of Contact with Family and Friends	87.6%	86.3%	87.0%	71.1%	64.1%	71.8%*
Support in an Emergency	95.1%	98.5%	96.0%	89.9%	87.7%	91.0%*
Satisfied with Social Life and Connections with the Community	86.1%	87.5%	88.0%	60.1%	51.1%	56.6%*
Concern About Financial Security	25.8%	20.4%	21.0%	28.0%	32.3%	27.0%
Feel Valued and Respected	90.8%	94.0%	90.0%	75.3%	70.7%	78.9%*
Concern About Going to a Nursing Home in the Future	40.0%	37.4%	44.0%	44.7%	48.4%	44.6%

* Indicates statistical difference from Macro Poll results at .05%

Chart 2.1: Quality-of-Life Measures: A Comparison of Macro Poll and HCB Survey Results (Percentage of Respondents Indicating "Yes")



A. Safety at Home

In each of the last three survey years, an overwhelming majority (88.0% in 1999, 90% in 2000, and 90.6% in 2001) of long-term care consumers felt safe in their homes (Figure 2.2). Consumers in Orange/Windsor (95.7%) were significantly more likely to indicate they felt safe in their homes than the statewide average. Furthermore, there were no consumers in Bennington, Franklin, Lamoille, Rutland, Windham, and Orange/Windsor who indicated they did not feel safe in their homes.

Figure 2.2: Safety at Home

7A. *I feel safe in the home where I live. Would you say:*

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	97.1/a*	92.7/b	90.8/b	1.4/a*	5.5/a	6.2/a	0.0	1.8/a	3.1/a
Bennington	92.1/b	86.1/b	93.3/a	4.8/a	7.0/b	6.7/a	3.2/a	2.3/a	0.0*
Caledonia	87.3/b	89.6/b	86.0/b	9.1/b	6.3/a	6.0/a	0.0	2.1/a	4.0/a
Franklin	92.6/b*	87.9/b	91.5/a	5.9/b	12.1/b	6.8/a	0.0	0.0	0.0*
Lamoille	89.6/b	86.1/b	88.9/b	4.2/a	7.0/b	9.3/a	2.1/a	2.3/a	0.0*
Rutland	86.0/b	94.6/a	93.8/a	6.5/a	0.0	4.7/a	0.0	1.8/a	0.0*
Washington	84.6/b	77.8/c*	92.2/a	7.7/b	16.7/b*	6.3/a	1.5/a	0.0	1.6/a
Windham	74.2/c	82.7/b	86.7/b	11.3/b	7.7/b	11.7/b	3.2/a	5.8/a	0.0*
Chittenden/ Grand Isle	90.1/b	96.8/a*	88.2/b	2.5/a*	1.6/a*	7.4/a	4.9/a	0.0	2.9/a
Essex/ Orleans	89.1/b	94.4/a	85.5/b	4.7/a	3.7/a	7.3/a	1.6/a	1.8/a	1.8/a
Orange/ Windsor	89.2/b*	93.1/a	95.7/a*	4.5/a	3.5/a	4.4/a	0.9/a	0.0	0.0*
Statewide	88.0/a	90.0/a	90.6/a	5.5/a	6.0/a	6.7/a	1.8/a	1.3/a	1.3/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

B. Safety in the Community (Outside of the Home)

In 2001, 71.5% of long-term care consumers statewide felt safe in their communities (Figure 2.3). This figure is similar to previous years (73.6% in 1999 and 70.5% in 2000). No statistical difference was found between the percentage of consumers who felt safe outside their homes in any county or region compared to the statewide average.

Figure 2.3: Safety Outside of Home

7B. I feel safe out in my community. Would you say:

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	81.2/b*	78.2/b	72.3/b	8.7/b	10.9/b	20.0/b	4.3/a	0.0	1.5/a*
Bennington	84.1/b*	69.8/c	75.6/b	4.8/a*	16.3/b	11.1/b	6.3/a	4.7/a	8.9/b
Caledonia	60.0/c*	68.8/b	70.0/b	21.8/c*	14.6/b	16.0/b	9.1/b	6.3/a	0.0*
Franklin	75.0/c	60.3/c	71.2/b	17.6/b	28.9/b*	18.6/b	1.5/a*	5.2/a	10.2/b
Lamoille	75.0/c	76.7/c	77.8/b	14.6/b	7.0/b	11.1/b	0.0	2.3/a	7.4/a
Rutland	64.5/c*	73.2/c	65.6/c	12.9/b	8.9/b	23.4/b	6.5/a	5.4/a	3.1/a
Washington	76.9/c	63.0/c	68.8/b	9.2/b	14.8/b	9.4/b	4.6/a	9.3/b	10.9/b
Windham	67.7/c	71.2/c	66.7/b	14.5/b	9.6/b	18.3/b	4.8/b	3.9/a	3.3/a
Chittenden/ Grand Isle	70.4/c	69.4/c	70.6/b	14.8/b	16.1/b	14.7/b	7.4/b	8.1/b	8.8/b
Essex/ Orleans	76.6/c	79.6/b	78.2/b	10.9/b	11.1/b	9.1/b	0.0	3.7/a	1.8/a*
Orange/ Windsor	84.7/b*	69.0/c	75.4/b	5.4/a*	13.8/b	11.6/b	3.6/a	8.6/b	4.4/a
Statewide	73.6/a	70.5/a	71.5/a	12.1/a	13.7/a	15.3/a	5.0/a	5.7/a	5.6/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

C. Mobility Outside the Home

Statewide, 58.4% of long-term care consumers surveyed in 2001 reported they could get where they needed or wanted to go (Figure 2.4), an increase over 2000 results (53%). An additional 26.1% indicated they were only “somewhat” mobile outside of their homes in 2001, and nearly 12% of long-term care consumers did not feel they could get where they needed or wanted to go. Consumers in Bennington were less likely than those in other areas of the state to feel mobile outside the home (40.0%).

Figure 2.4: Mobility Outside of Home

7C. I can get where I need or want to go. Would you say:

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	75.4/c*	54.6/c	67.7/c	20.3/b	27.3/c	20.0/b	2.9/a*	12.7/b	12.3/b
Bennington	58.7/c	44.2/c	40.0/c*	22.2/c	30.2/c	35.6/c	14.3/b	16.3/b	17.8/b
Caledonia	54.5/c	52.1/c	52.0/c	23.6/c	25.0/b	22.0/b	14.5/b	18.8/b	16.0/b
Franklin	67.6/c	56.9/c	54.2/c	20.6/c	24.1/b	30.5/b	7.4/b	15.5/b	13.6/b
Lamoille	60.4/c	58.1/c	55.6/c	25.0/c	20.9/c	27.8/b	6.3/a*	9.3/b	14.8/b
Rutland	52.7/c	53.6/c	67.2/c	31.2/c	32.1/c	25.0/b	5.4/a*	7.1/b	7.8/a
Washington	60.0/c	51.9/c	54.7/c	29.2/c	22.2/c	28.1/b	6.2/b	16.7/b	10.9/b
Windham	48.4/c	55.8/c	58.3/c	29.0/c	21.2/b	30.0/b	11.3/b	17.3/b	6.7/a
Chittenden/ Grand Isle	58.0/c	56.5/c	50.0/c	22.2/c	30.7/c	29.4/b	14.8/b	8.1/b	17.7/b
Essex/ Orleans	64.1/c	55.6/c	61.8/c	12.5/b*	37.0/c	18.2/b	12.5/b	7.4/b	9.1/b
Orange/ Windsor	60.4/b	44.8/c	66.7/b	18.9/b	37.9/c	23.2/b	12.6/b	10.3/b	7.3/a
Statewide	58.9/a	53.0/a	58.4/a	23.9/a	28.8/a	26.1/a	10.1/a	12.0/a	11.9/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=105, /g=13%
* Indicates statistical difference from statewide average at .05%

D. Mobility at Home

Long-term care consumers were considerably more positive about their ability to get around inside their homes than outside of their homes. Nearly 80% (78.8%) of consumers statewide indicated that mobility within their homes was not a problem; another 14.7% indicated that they could do so “somewhat” (Figure 2.5).

Consumers in Lamoille were significantly more likely to respond both “yes” and “somewhat” to the question of whether they feel mobile in their homes, compared to respondents across the state.

Figure 2.5: Mobility at Home

*7D. I can get around inside my home as much as I need to.
Would you say:*

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	82.6/b	70.9/c	81.5/b	8.7/b	16.4/b	12.3/b	7.2/b	9.1/b	6.2/a
Bennington	85.7/b*	74.4/c	84.4/b	11.1/b	11.6/b	13.3/b	3.2/a	11.6/b	2.2/a
Caledonia	78.2/c	77.1/b	72.0/b	12.7/b	16.7/b	12.0/b	3.6/a	2.1/a	10.0/b
Franklin	77.9/c	67.2/c	78.0/b	19.1/b	20.7/b	15.3/b	0.0	6.9/a	6.8/a
Lamoille	79.2/c	79.1/c	88.9/b*	8.3/b	7.0/b*	7.4/a*	6.2/b	7.0/b	1.9/a
Rutland	80.6/b	76.8/b	81.3/b	5.4/a*	16.1/b	15.6/b	6.5/a	0.0	3.1/a
Washington	87.7/b*	75.9/c	79.7/b	6.2/b*	14.8/b	15.6/b	3.1/a	5.6/a	1.6/a
Windham	75.8/c	78.9/b	76.7/b	12.9/b	11.5/b	16.7/b	3.2/a	3.9/a	3.3/a
Chittenden/ Grand Isle	72.8/c	67.7/c	77.9/b	14.8/b	19.4/b	17.7/b	9.9/b	9.7/b	2.9/a
Essex/ Orleans	71.9/c	85.2/b*	78.2/b	9.4/b	13.0/b	12.7/b	15.6/b*	1.9/a	1.8/a
Orange/ Windsor	76.6/b	77.6/b	72.5/b	12.6/b	5.2/a*	15.9/b	5.4/a	6.9/a	8.7/a
Statewide	78.4/a	74.8/a	78.8/a	11.4/a	14.1/a	14.7/a	5.8/a	6.1/a	4.4/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%
* Indicates statistical difference from statewide average at .05%

E. Satisfaction with Leisure Activities

In 2001, 66.3% of long-term care consumers reported satisfaction with the way they spent their free time. In addition, 22.7% of consumers indicated that they were “somewhat” satisfied with their free time (Figure 2.6).

While respondents across the state were equally likely to feel satisfied or somewhat satisfied with how they spend free time, consumers in Addison were less likely than the state average to respond that they were not satisfied with how they spend their free time.

Figure 2.6: Satisfaction with Leisure Activities

7E. I am satisfied with how I spend my free time. Would you say:

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	81.2/b*	58.2/c	75.4/b	15.9/b	21.8/b	18.5/b	1.4/a*	10.9/b	3.1/a*
Bennington	68.3/c	44.2/c*	73.3/b	19.0/c	34.9/c	17.8/b	9.5/b	18.6/b	6.7/a
Caledonia	60.0/c	50.0/c	60.0/c	30.9/c*	35.4/c	22.0/b	3.6/a*	10.4/b	14.0/b
Franklin	73.5/c	51.7/c	61.0/c	17.6/b	29.3/b	28.8/b	7.4/b	10.3/b	10.2/b
Lamoille	72.9/c	62.8/c	66.7/b	16.7/b	23.3/c	27.8/b	6.3/b	7.0/b	3.7/a
Rutland	63.4/c	60.7/c	65.6c	24.7/b	25.0/c	21.9/b	4.3/a	8.9/b	9.4/b
Washington	70.8/c	61.1/c	71.9/b	18.5/b	20.4/b	15.6/b	6.2/b	14.8/b	7.8/a
Windham	66.1/c	69.2/c*	68.3/b	16.1/b	15.4/b*	20.0/b	6.5/b	9.6/b	8.3/a
Chittenden/ Grand Isle	61.7/c	50.0/c	63.2/c	18.5/b	32.3/c	23.5/b	14.8/b*	12.9/b	7.4/a
Essex/ Orleans	60.9/c	55.6/c	69.1/b	20.3/b	29.6/c	18.2/b	7.8/b	13.0/b	7.3/a
Orange/ Windsor	72.1/b	67.2/c	58.0/c	11.7/b*	20.7/b	31.9/b	9.0/b	6.9/a	10.1/b
Statewide	67.6/a	57.9/a	66.3/a	18.8/a	25.6/a	22.7/a	7.8/a	11.1/a	7.9/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

F. Contact with Family and Friends

Satisfaction levels with the amount of contact long-term care consumers had with family and friends increased in 2001 compared to 2000 (Figure 2.7), from 64.1% to 71.8%. However, consumers in Caledonia (58.0%) were less likely than consumers statewide to indicate satisfaction with amount of contact with family and friends. Long-term care consumers in Chittenden/Grand Isle were less likely than others across the state to be somewhat satisfied with their contact with family and friends (10.3%), while consumers in Caledonia (20.0%) were more likely than other Vermonter consumers to indicate that they were *not* satisfied with this type of contact. Finally, consumers in Franklin were less likely to be unsatisfied with levels of contact than the state average (3.4%).

Figure 2.7: Contact with Family and Friends

7F. I am satisfied with the amount of contact I have with my family and friends.

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	76.8/c	61.8/c	76.9/b	17.4/b	18.2/b	16.9/b	4.3/a	16.4/b	6.2/a
Bennington	69.8/c	55.8/c	71.1/c	14.3/b	25.6/c	17.8/b	14.3/b*	14.0/b	11.1/b
Caledonia	69.1/c	66.7/c	58.0/c*	23.6/c	14.6/b	16.0/b	5.5/b	14.6/b	20.0/b*
Franklin	67.6/c	63.8/c	72.9/b	22.1/c	20.7/b	22.0/b	7.4/b	12.1/b	3.4/a*
Lamoille	68.8/c	69.8/c	68.5/b	16.7/b	18.6/b	20.4/b	8.3/b	7.0/b	9.3/a
Rutland	72.0/b	69.6/c	70.3/b	16.1/b	14.3/b	21.9/b	5.4/a	12.5/b	4.7/a
Washington	66.2/c	59.3/c	71.9/b	18.5/b	20.4/b	18.8/b	7.7/b	16.7/b	4.7/a
Windham	67.7/c	57.7/c	63.3/c	19.4/c	28.9/c	26.7/b	4.8/b	5.8/a*	8.3/a
Chittenden/ Grand Isle	75.3/c	64.5/c	77.9/b	17.3/b	16.1/b	10.3/b*	6.2/b	16.1/b	10.3/b
Essex/ Orleans	73.4/c	66.7/c	72.7/b	15.6/b	22.2/b	14.6/b	7.8/b	9.3/b	7.3/a
Orange/ Windsor	70.3/b	67.2/c	72.5/b	14.4/b	20.7/b	18.8/b	10.8/b	3.5/a*	8.7/a
Statewide	71.1/a	64.1/a	71.8/a	17.5/a	19.6/a	18.2/a	7.3/a	11.9/a	7.9/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=10%, /g=13%

** Indicates statistical difference from statewide average at .05%*

G. Support in An Emergency

A very large proportion of 2001 consumers statewide indicated they had someone to count on in an emergency (91.0%) (Figure 2.8). Consumers in Addison (96.9%) were even more likely to feel that they did have someone to count on, and to feel that they somewhat had someone to rely on in an emergency. However, 11.1% of consumers in Bennington indicated that they did not have someone to rely on in an emergency. No respondents in Addison, Caledonia or Rutland felt that they did not have someone they could count on in an emergency.

Figure 2.8: Support in an Emergency

7G. I have someone I can count on in an emergency.

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	94.2/b	90.9/b	96.9/a*	1.4/a*	5.5/a	1.5/a*	2.9/a	0.0	0.0*
Bennington	95.2/a*	93.0/b	86.7/b	0.0	2.3/a	2.2/a	4.8/a	2.3/a	11.1/b*
Caledonia	94.5/b	89.6/b	84.0/b	1.8/a	4.2/a	12.0/b*	0.0	4.2/a	0.0*
Franklin	97.1/a*	91.4/b	93.2/a	1.5/a*	1.7/a*	3.4/a	0.0	1.7/a	1.7/a
Lamoille	93.8/b*	86.1/b	87.0/b	2.1/a*	9.3/b	5.6/b	0.0	0.0	3.7/a
Rutland	84.9/b	91.1/b	95.3/a	7.5/b	0.0	4.7/a	3.2/a	5.4/a	0.0*
Washington	89.2/b	81.5/b	89.1/b	3.1/a	5.6/a	6.3/b	1.5/a	9.3/b	4.7/a
Windham	82.3/c	78.9/b	91.7/a	8.1/b	9.6/b	1.7/a*	1.6/b	7.7/b	5.0/a
Chittenden/ Grand Isle	90.1/b	88.7/b	89.7/b	3.7/a	9.7/b	5.9/a	6.2/a	0.0	2.9/a
Essex/ Orleans	87.5/b	88.9/b	87.3/b	7.8/b	7.4/a	7.3/a	1.6/a	0.0	1.8/a
Orange/ Windsor	90.1/b	86.2/b	91.3/a	4.5/a	6.9/a	5.8/a	0.9/a	1.7/a	1.5/a
Statewide	89.9/a	87.7/a	91.0/a	4.3/a	5.8/a	4.9/a	2.6/a	2.9/a	2.5/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

H. Social Life and Connections to the Community

Slightly more than half of long-term care consumers statewide (56.6%) indicated satisfaction with their social life and connections to the community (Figure 2.9). Additionally, 27.3% of respondents were somewhat satisfied with their social lives, while 11.4% expressed dissatisfaction.

While county and regional satisfaction levels do not deviate significantly from state averages, Department clients in Caledonia were more likely than consumers across the state to be dissatisfied with their social lives and connections to community.

Figure 2.9: Social Life and Connections to the Community*

*7H. I feel satisfied with my social life and with my connection to my community.
Would you say...*

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	65.2/c	56.4/c	61.5/c	17.4/b	25.5/c	29.2/b	11.6/b	10.9/b	6.2/a
Bennington	63.5/c	39.5/c	48.9/c	19.0/b	27.9/c	35.6/c	15.9/b	20.9/c	13.3/b
Caledonia	50.9/c	47.9/c	50.0/c	29.1/c	27.2/b	22.0/b	10.9/b	16.7/b	22.0/b*
Franklin	61.8/c	56.9/c	59.3/c	23.5/c	29.3/b	30.5/b	8.8/b	8.6/b*	8.5/a
Lamoille	58.3/c	53.5/c	59.3/c	18.8/b	25.6/c	22.2/b	14.6/b	11.6/b	16.7/b
Rutland	55.9/c	53.6/c	56.3/c	28.0/b	25.0/c	32.8/c	8.6/b	16.1/b	6.3/a
Washington	50.8/c	55.6/c	64.1/c	24.6/c	22.2/c	25.0/b	12.3/b	14.8/b	6.3/a
Windham	59.7/c	46.2/c	51.7/c	22.6/c	25.0/c	30.0/b	8.1/b	21.2/b	8.3/a
Chittenden/ Grand Isle	61.7/c	45.2/c	55.9/c	19.8/b	29.0/c	19.1/b	11.1/b	19.4/b	19.1/b
Essex/ Orleans	56.3/c	50.0/c	58.2/c	23.4/c	33.3/c	23.6/b	10.9/b	13.0/b	7.3/a
Orange/ Windsor	67.6/b	53.5/c	52.2/c	15.3/b*	22.4/b	31.9/b	9.0/b	13.8/b	14.5/b
Statewide	60.1/a	51.1/a	56.6/a	21.9/a	26.4/a	27.3/a	10.4/a	15.2/a	11.4/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

** Indicates statistical difference from statewide average at .05%*

I. Concerns About Financial Security

Slightly less than one-third (27%) of consumers were concerned that they don't have enough money for the essentials in 2001 (Figure 2.10). A similar percentage of long-term care consumers were somewhat concerned about their financial security (27.7%). Over 40% of consumers were not concerned about having enough money for essentials, however. Consumers in Franklin (52.5%) and Orange/Windsor (53.6%) were more likely than consumers statewide to express no concern about having enough for essentials.

Figure 2.10: Financial Security

71. I am concerned that I don't have enough money for the essentials.

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	31.9/c	23.6/c	24.6/b	18.8/b	23.6/c	21.5/b	44.9/c	45.5/c	49.2/c
Bennington	23.8/c	30.2/c	20.0/b	20.6/c	20.9/c	37.8/c	49.2/c	39.5/c	37.8/c
Caledonia	20.0/c	29.2/b	26.0/b	34.5/c*	39.6/c*	30.0/b	40.0/c	27.1/b	36.0/c
Franklin	23.5/c	29.3/b	22.0/b	33.8/c	24.1/b	23.7/b	41.2/c	41.4/c	52.5/c*
Lamoille	29.2/c	27.9/c	27.8/b	22.9/c	16.3/b*	27.8/b	39.6/c	46.5/c	42.6/c
Rutland	21.5/b	33.9/c	25.0/b	30.1/c	32.1/c	35.9/c	40.9/c	30.4/c	32.8/c
Washington	30.8/c	40.7/c	32.8/b	20.0/c	25.9/c	26.6/b	38.5/c	25.9/c	37.5/c
Windham	29.0/c	26.9/c	26.7/b	24.2/c	26.9/c	36.7/c	35.5/c	40.4/c	33.3/b
Chittenden/ Grand Isle	35.8/c	35.5/c	36.7/c	16.0/b*	27.4/c	23.5/b	42.0/c	33.9/c	35.3/c
Essex/ Orleans	26.6/c	37.0/c	23.6/b	26.6/c	25.9/b	29.1/b	32.8/c*	37.0/c	41.8/c
Orange/ Windsor	29.7/b	32.8/c	21.7/b	25.2/b	29.3/c	23.2/b	37.8/c	29.3/c	53.6/c*
Statewide	28.0/a	32.3/a	27.0/a	24.4/a	26.8/a	27.7/a	40.4/a	35.3/a	41.4/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%
* Indicates statistical difference from statewide average at .05%

J. Perceived Value and Degree of Respect

An increased number of consumers felt valued and respected in 2001 (78.9%) than in 2000 (75.3%) (Figure 2.11). A very small percentage of consumers across the state reported not feeling valued and respected (3.7%). Consumers in Caledonia (64.0%) were less likely to feel valued and respected than consumers in other areas, and more likely to report feeling “somewhat” valued and respected (24.0%). No long-term care consumers in Orange/Windsor reported that they did not feel valued and respected.

Figure 2.11: Perceived Value and Degree of Respect

7J. I feel valued and respected.

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	89.9/b*	78.2/b	84.6/b	5.8/b*	10.9/b	10.8/b	1.4/a	5.5/a	3.1/a
Bennington	71.4/c	62.8/c	73.3/b	20.6/c	20.9/c	15.6/b	4.8/a	7.0/b	4.4/a
Caledonia	74.5/c	75.0/b	64.0/c*	18.2/c	16.7/b	24.0/b*	1.8/a	2.1/a*	4.0/a
Franklin	76.5/c	75.9/b	84.8/b	14.7/b	12.1/b	13.6/b	4.4/a	5.2/a	1.7/a
Lamoille	58.3/c*	72.1/c	77.8/b	29.2/c*	11.6/b	11.1/b	4.2/a	9.3/b	7.4/a
Rutland	73.1/b	71.4/c	76.6/b	17.2/b	16.1/b	15.6/b	3.2/a	8.9/b	3.1/a
Washington	75.4/c	72.2/c	76.6/b	12.3/b	13.0/b	17.2/b	4.6/a	5.6/a	4.7/a
Windham	67.7/c	65.4/c	73.3/b	16.1/b	17.3/b	15.0/b	4.8/b	11.5/b	6.7/a
Chittenden/ Grand Isle	77.8/c	69.4/c	80.9/b	13.6/b	22.6/b	13.2/b	6.2/b	3.2/a	4.4/a
Essex/ Orleans	76.6/b	64.8/c	76.4/b	12.5/b	25.9/b	14.6/b	6.3/b	5.6/a	3.6/a
Orange/ Windsor	76.6/b	69.0/c	85.5/b	15.3/b	12.1/b	13.0/b	0.9/a*	8.6/b	0.0*
Statewide	75.3/a	70.7/a	78.9/a	15.2/a	16.2/a	14.4/a	3.9/a	6.5/a	3.7/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

K. Concern About Going to a Nursing Home

In 2001, 69.2% of long-term care consumers reported having some concern about going to a nursing home in the future, a similar figure 2000 (67.3%) results (Figure 2.12). Of those consumers, 44.6% had definite concerns and 24.6% reported being “somewhat” concerned. In contrast, only 27.2% of consumers statewide indicated that they were no concern about going to a nursing home in the future.

Consumers in Essex/Orleans were less likely to express certain concern (30.9%) than consumers statewide, but more likely to be somewhat concerned (36.4%) that someday they may have to go to a nursing home.

Figure 2.12: Future Nursing Home Usage

7K. I am concerned that someday I may have to go to a nursing home.

	Yes			Somewhat			No		
	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	40.6/c	57.3/c	46.2/c	20.3/b	20.0/b	24.6/b	36.2/c	23.6/c	24.6/b
Bennington	49.2/c	55.8/c	48.9/c	14.3/b	14.0/b	28.9/c	30.2/c	14.0/b*	22.2/b
Caledonia	54.5/c	37.5/c*	38.0/c	7.3/b*	18.8/b	24.0/b	32.7/c	31.3/b	32.0/b
Franklin	55.9/c*	53.5/c	42.4/c	16.2/b	12.1/b	28.8/b	19.1/b*	29.3/b	27.1/b
Lamoille	50.0/c	41.9/c	53.7/c	14.6/b	9.3/b*	18.5/b	25.0/c	30.2/c	22.2/b
Rutland	45.2/c	41.1/c	48.4/c	19.4/b	19.6/b	20.3/b	22.6/b	35.7/c*	28.1/b
Washington	43.1/c	55.6/c	45.3/c	16.9/b	18.5/b	18.8/b	32.3/c	18.5/b	32.8/b
Windham	32.3/c*	48.1/c	40.0/c	21.0/c	23.1/b	30.0/b	35.5/c	13.5/b*	23.3/b
Chittenden/ Grand Isle	43.2/c	45.2/c	50.0/c	23.5/c	22.6/b	19.1/b	28.4/c	22.6/b	26.5/b
Essex/ Orleans	39.1/c	44.4/c	30.9/b*	18.8/b	29.6/c	36.4/c*	40.6/c*	24.1/b	25.5/b
Orange/ Windsor	45.0/b	51.7/c	40.6/c	9.9/b*	15.5/b	29.0/b	35.1/b	24.1/c	30.4/b
Statewide	44.7/a	48.4/a	44.6/a	17.4/a	18.9/a	24.6/a	29.8/a	24.2/a	27.2/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Overall Quality of Life

Beginning in 2000, a new question was added to the Consumer Satisfaction Survey that asked clients of long-term care programs and services how they would rate their quality of life, overall, on a five-point scale (Figure 2.13). Over 61% of consumers in 2001 indicated that their quality of life was above average, compared to 56.2% in 2000. In 2001, 17.2% reported the quality as “excellent,” while 41.4% reported it as “good.” Additionally, only 8% of consumers reported their quality of life overall as below average in 2001, down from 12.6% in 2000.

Consumers in Bennington (41.9%) were less likely than consumers statewide (56.2%) to indicate that their quality of life was above average (Chart 2.2).

Figure 2.13: Overall Quality of Life

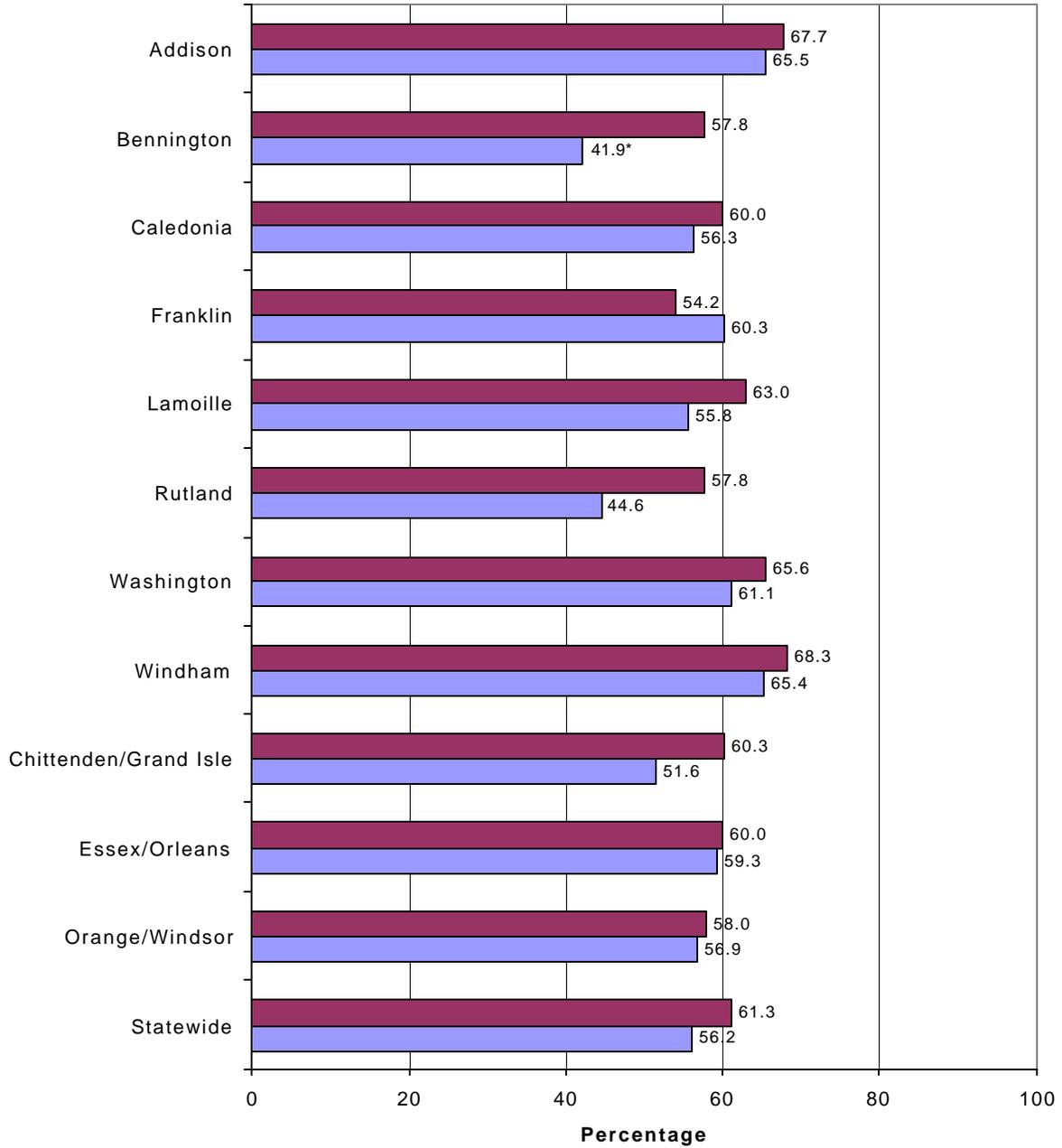
8. Overall, how would you rate your quality of life?

	Excellent		Good		Average		Poor		Unsatisfactory	
	2000	2001	2000	2001	2000	2001	2000	2001	2000	2001
Addison	10.9/b	21.5/b	54.6/c	46.2/c	16.4/b*	24.6/b	10.9/b	4.6/a	0.0	0.0*
Bennington	14.0/b	11.1/b	27.9/c*	46.7/c	41.9/c*	33.3/c	4.7/a	4.4/a	7.0/b	2.2/a
Caledonia	25.0/b*	16.0/b	31.3/b*	44.0/c	27.1/b	32.0/b	6.3/a	4.0/a	0.0	2.0/a
Franklin	8.6/b	20.3/b	51.7/c	33.9/c	31.0/b	35.6/c	5.2/a	6.8/a	0.0	0.0*
Lamoille	11.6/b	20.4/b	44.2/c	42.6/c	23.3/c	24.1/b	7.0/b	7.4/a	4.7/a	1.9/a
Rutland	8.9/b	14.1/b	35.7/c	43.8/c	37.5/c*	34.4/c	10.7/b	6.3/a	1.8/a	0.0*
Washington	13.0/b	17.2/b	48.2/c	48.4/c	20.4/b	21.9/b	9.3/b	7.8/a	3.7/a	0.0*
Windham	15.4/b	25.0/b	50.0/c	43.3/c	17.3/b	16.7/b*	7.7/b	8.3/a	1.9/a	3.3/a
Chittenden/ Grand Isle	11.3/b	16.2/b	40.3/c	44.1/c	29.0/c	20.6/b	12.9/b	10.3/b	3.3/b	2.9/a
Essex/ Orleans	13.0/b	10.9/b	46.3/c	49.1/c	22.2/b	29.1/b	9.3/b	5.5/a	3.7/b	0.0*
Orange/ Windsor	12.1/b	14.5/b	44.8/c	43.5/c	20.7/b	31.9/b	15.5/b	5.8/a	3.5/a	1.5/a
Statewide	12.3/a	17.2/a	43.9/a	44.1/a	25.7/a	27.0/a	10.0/a	6.8/a	2.6/a	1.2/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 2.2: Percentage of Respondents who Rated Overall Quality of Life Above Average



* Indicates statistical difference from statewide average at .05% in that year

CHAPTER III. Satisfaction with the Attendant Services Program

Long-term care consumers who participated in the State’s Attendant Services Programs indicated high levels of satisfaction with the care they had received in 1999, 2000, and 2001 (Figure 3.1). For each service element, at least 70% of consumers indicated they were “always” or “almost always” satisfied in 2001. Overall, consumers statewide were most satisfied with the respect and courtesy shown them by their caregivers (94.1%) and the overall quality of the services they had received (92.9%). However, an increased number of consumers statewide felt that the Attendant Services Program “seldom” or “never” provided enough hours to meet their needs in 2001 (8.7%), compared to 2000 (6.7%).

Figure 3.1: Satisfaction with Attendant Services Program

	Percentage of Consumers Statewide Who Answered “Always” or “Almost Always”			Percentage of Consumers Statewide Who Answered “Seldom” or “Never”		
	1999	2000	2001	1999	2000	2001
Satisfaction with the Quality of the Services ¹	87.0%	85.8%	92.9%	.6%	2.4%	0.0%
Program Provides Enough Hours to Meet Needs	71.6%	73.6%	70.8%	5.9%	6.7%	8.7%
Caregivers Treated Them with Respect and Courtesy	92.1%	92.0%	94.1%	.6%	1.8%	1.9%
Know Whom to Contact with Complaints or Requests ⁷	75.3%	83.9%	83.0%	7.4%	3.7%	4.0%
Program Provides Services When Needed	79.9%	84.9%	85.8%	3.5%	1.6%	2.3%
Total Yearly Average	81.2%	84.0%	85.3%	3.6%	3.2%	3.4%

¹ Indicates “always” or “almost always” statistical difference between 2000 and 2001

⁷ Indicates “always” or “almost always” statistical difference between 1999 and 2000 and also 1999 and 2001

Levels of satisfaction among consumers in Vermont areas varied considerably. Specifically, results indicate a trend toward higher levels of consumer satisfaction for the Attendant Services Program in the following Vermont areas:

- Addison
- Caledonia
- Lamoille
- Chittenden/Grand Isle
- Orange/Windsor

A. Satisfaction with Quality of Services

A vast majority of Attendant Services Program consumers were satisfied with the quality of the services provided by the program (Figure 3.2), with 92.9% indicating they were “always” or “almost always” satisfied. Furthermore, the percent of consumers who indicated that they were “always” or “almost always” satisfied increased significantly from 2000 survey results (85.8%).

In six Vermont counties or regions, 100% of consumers reported “always” or “almost always” being satisfied with the quality of services; these were Addison, Caledonia, Lamoille, Chittenden/Grand Isle, Essex/Orleans, and Orange/Windsor (Chart 3.1). In all of these counties or regions except Essex/Orleans, these results represent a significant increase over above-average ratings in 2000. No respondents in any county or region reported they were “seldom” or “never” satisfied with the quality of services they received from the Attendant Services Program.

Figure 3.2 Quality of Services from Attendant Services Program

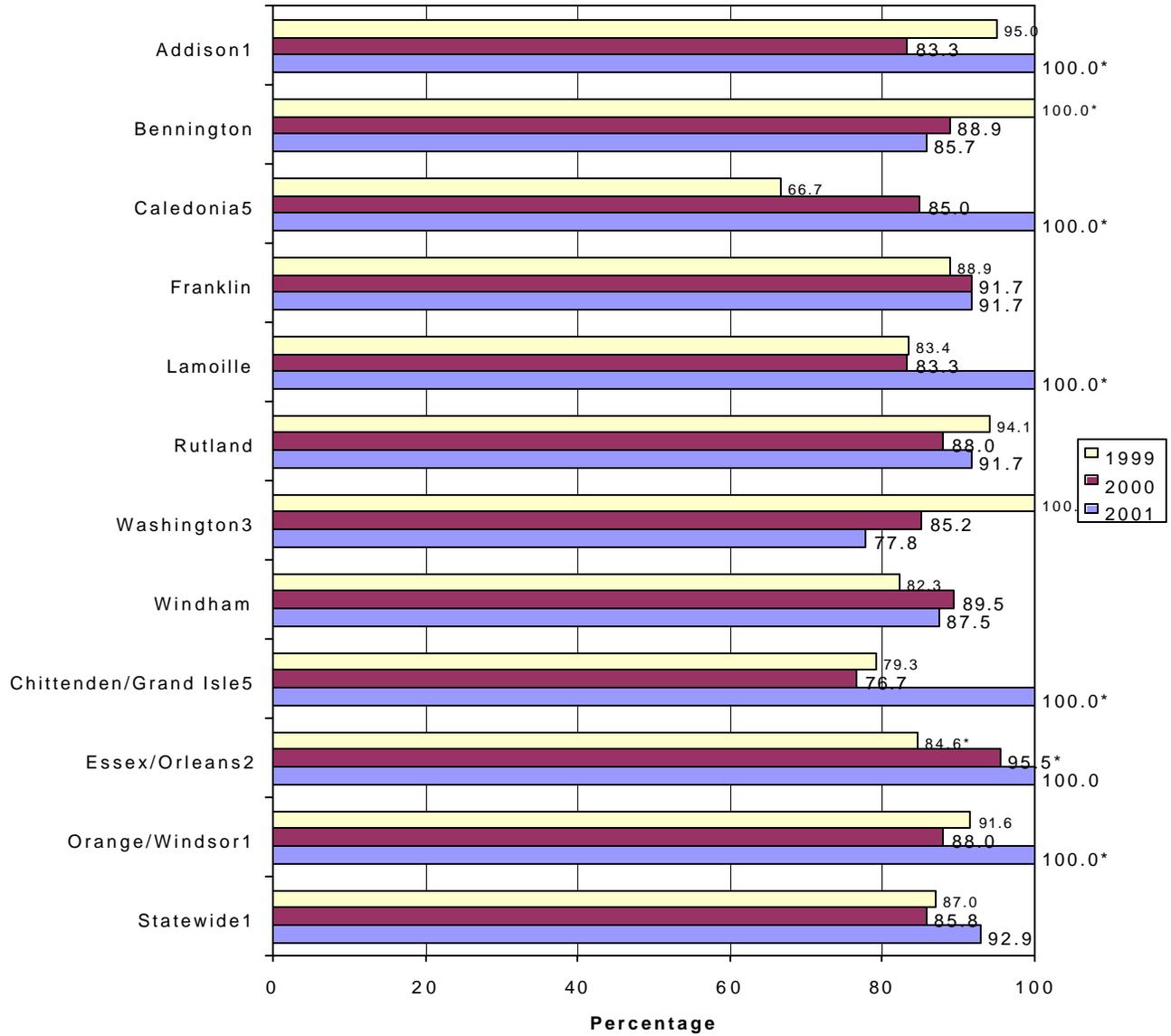
9A. I am satisfied with the quality of the services I receive from the Attendant Services Program.

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	70.0/e	66.7/e	100.0/a*	25.0/e	16.7/d	0.0*	0.0	11.1/c	0.0	0.0	5.6/b	0.0	0.0	0.0	0.0
Bennington	58.3/f	55.6/g	85.7/e	41.7/f	33.3/f	0.0*	0.0	0.0	14.3/e	0.0	0.0	0.0	0.0	0.0	0.0
Caledonia	38.9/e*	45.0/d	75.0/f	27.8/e	45.0/d	25.0/f	33.3/e*	15.0/c	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Franklin	74.1/d	75.0/d*	66.7/f	14.8/c	16.7/c*	25.0/e	11.1/c	8.3/b	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Lamoille	66.7/f	41.7/f	60.0/h	16.7/d	41.7/f	40.0/h	8.3/c	8.3/c	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	70.6/e	56.0/f	83.3/e	23.5/e	32.0/f	8.3/c*	5.9/c	0.0	0.0	0.0	0.0	0.0	0.0	4.0/b	0.0
Washington	65.0/e	33.3/f*	44.4/g	35.0/e	51.9/f	33.3/g	0.0	0.0	11.1/d	0.0	3.7/b	0.0	0.0	0.0	0.0
Windham	52.9/f	47.4/e	62.5/g	29.4/e	42.1/e	25.0/f	11.8/d	5.3/b	0.0	5.9/c	5.3/b	0.0	0.0	0.0	0.0
Chittenden/ Grand Isle	48.3/e	50.0/d	62.5/h	31.0/e	26.7/d	37.5/h	20.7/d	13.3/c	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Essex/ Orleans	65.4/d	68.2/d	60.0/h	19.2/c	27.3/d	40.0/h	7.7/b	4.6/b	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Orange/ Windsor	70.8/e	68.0/f	42.9/h	20.8/d	20.0/f	57.1/h	0.0	4.0/b	0.0	0.0	0.0	0.0	0.0	4.0/b	0.0
Statewide	61.0/b	55.0/a	65.6/b	26.0/b	30.8/a	27.3/b	10.5/a	6.3/a	2.1/a	0.6/a	1.3/a	0.0	0.0	1.0/a	0.0

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%

* Indicates statistical difference from statewide average at .05%

Chart 3.1: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with the Quality of Attendant Services Program



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

B. Satisfaction with Number of Hours Provided

In 2001, 70.8% of consumers statewide were “always” or “almost always” satisfied with the number of hours provided by the Attendant Services Program, a similar figure to 2000 survey results (73.6%). However, substantial variation in the level of satisfaction with the number of hours provided was found among counties and regions (Figure 3.3). While 100% consumers in Addison, Franklin, and Orange/Windsor were “always” or “almost always” satisfied with the number of hours provided (all significant increases over 2000), only 22.2% of consumers in Washington shared those opinions (significantly fewer than the statewide average, and a significant drop from 2000 results in Washington county). In fact, one-third of consumers (33.3%) in Washington reported being “never” satisfied with the number of Attendant Service Program hours provided (Chart 3.2).

Satisfaction with the number of hours provided increased, however, among consumers in Chittenden/Grand Isle from 60% in 2000 to 87.5% in 2001.

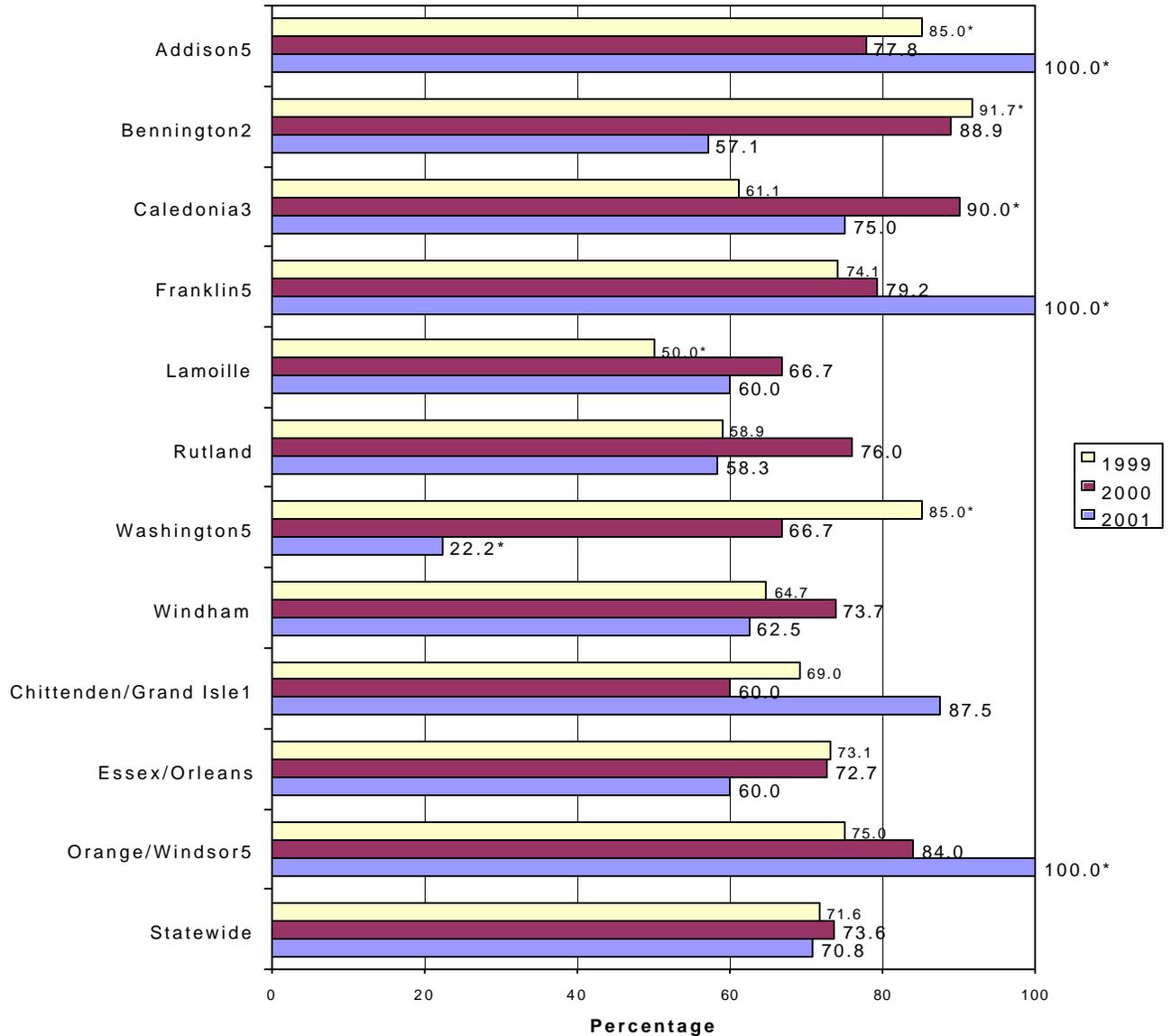
Figure 3.3 Satisfaction with Number of Attendant Services Hours Provided

9B. The Attendant Services Program provides enough hours to meet my needs.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	45.0/e	55.6/e	0.0*	40.0/e*	22.2/d	100.0/a*	5.0/b*	11.1/c	0.0*	0.0	0.0	0.0*	0.0	5.6/b	0.0*
Bennington	41.7/f	55.6/g	42.9/g	50.0/f*	33.3/f	14.3/e	8.3/d	11.1/d	28.6/f	0.0	0.0	14.3/e	0.0	0.0	0.0*
Caledonia	38.9/e	50.0/d	25.0/f	22.2/e	40.0/d	50.0/g	27.8/e	10.0/b	25.0/f	11.1/d	0.0	0.0*	0.0	0.0	0.0*
Franklin	59.3/e	50.0/d	58.3/f	14.8/c	29.2/d	41.7/f	14.8/c	12.5/c	0.0*	0.0	0.0	0.0*	3.7/b	4.2/b	0.0*
Lamoille	33.3/f*	25.0/e	40.0/h	16.7/d	41.7/f	20.0/g	16.7/d	16.7/d	20.0/g	16.7/d*	0.0	20.0/g	0.0	0.0	0.0*
Rutland	47.1/f	40.0/d	50.0/f	11.8/d	36.0/d	8.3/c*	17.6/e	12.0/c	25.0/e	5.9/c	4.0/b	0.0*	0.0	4.0/b	0.0*
Washington	70.0/e*	37.0/d	11.1/d*	15.0/d	29.6/d	11.1/d	10.0/c	18.5/c	22.2/f	5.0/b	7.4/b	11.1/d	0.0	0.0	33.3/g*
Windham	41.2/f	31.6/d	50.0/g	23.5/e	42.1/d	12.5/e	29.4/e	5.3/b	25.0/g	5.9/c	5.3/b	0.0*	0.0	5.3/b	0.0*
Chittenden/ Grand Isle	48.3/e	43.3/d	62.5/h	20.7/d	16.7/c*	25.0/g	17.2/d	23.3/d	0.0*	10.3/c	6.7/b	12.5/e	0.0	0.0	0.0*
Essex/ Orleans	42.3/d	45.5/d	20.0/g	30.8/d	27.3/d	40.0/h	7.7/b*	22.7/d	40.0/h	7.7/b	0.0	0.0*	0.0	4.6/b	0.0*
Orange/ Windsor	62.5/e	48.0/d	71.4/g	12.5/c	36.0/d	28.6/g	16.7/d	0.0	0.0*	0.0	4.0/b	0.0*	0.0	8.0/b	0.0*
Statewide	50.4/b	43.6/a	45.2/b	21.2/b	30.0/a	25.6/b	16.2/b	13.7/a	15.2/b	5.4/a	3.6/a	4.8/a	0.5/a	3.5/a	3.9/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%
* Indicates statistical difference from statewide average at .05%

Chart 3.2: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with the Number of Attendant Services Hours Provided



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

C. Treatment by Attendant Services Caregivers

Consumers across the state rated their satisfaction with the respect and courtesy shown by attendant services caregivers very highly – 94.1% were “always” or “almost always” satisfied with it in 2001 (Figure 3.4), a rating similar to 2000 survey results (92.0%). Furthermore, 100% of consumers in seven counties and regions (Addison, Caledonia, Lamoille, Washington, Chittenden/Grand Isle, Essex/Orleans, and Orange/Windsor) indicated that their caregivers “always” or “almost always” treated them with respect and courtesy (Chart 3.3). For Lamoille and Orange/Windsor, these results were significantly higher than those in 2000 (66.7% and 84.0%, respectively).

**Figure 3.4: Respect and Courtesy Shown
by Attendant Services Caregivers**

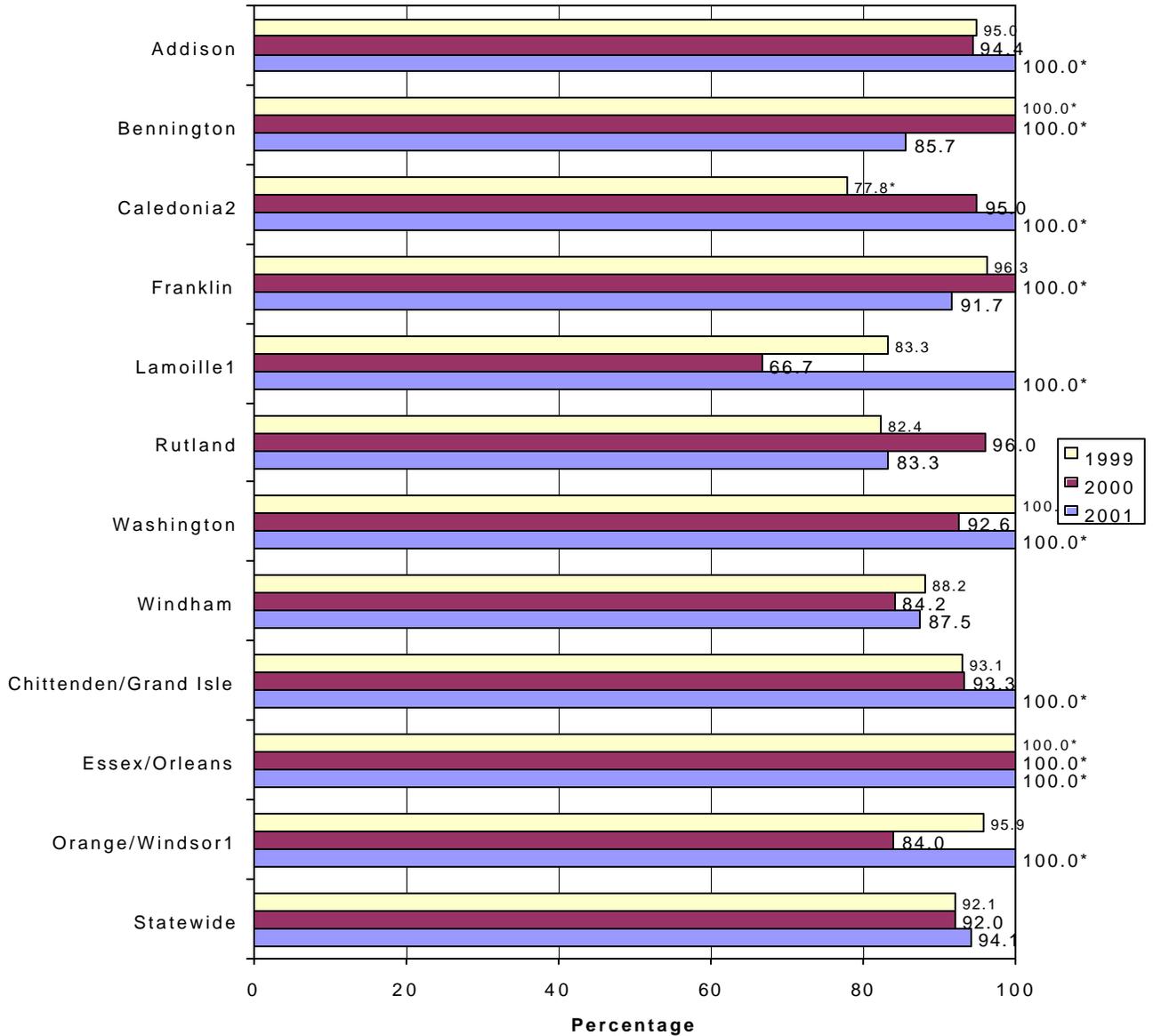
9C. My caregiver(s) in the Attendant Services Program treat(s) me with respect and courtesy.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	85.0/d	94.4/b*	100.0/a*	10.0/c	0.0	0.0*	5.0/b	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Bennington	75.0/f	100/a*	71.4/g	25.0/f	0.0	14.3/e	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	14.3/e
Caledonia	55.6/e*	80.0/c	100.0/a*	22.2/e	15.0/c	0.0*	22.2/e*	5.0/b	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Franklin	88.9/c	83.3/c	75.0/e	7.4/c	16.7/c	16.7/d	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	8.3/c
Lamoille	50.0/f*	66.7/f	80.0/g	33.3/f*	0.0	20.0/g	0.0	16.7/d	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	76.5/e	76.0/d	83.3/e	5.9/c	20.0/d	0.0*	0.0	0.0	8.3/c	0.0	0.0	0.0	0.0	4.0/b	0.0
Washington	90.0/c	66.7/d	77.8/f	10.0/c	25.9/d	22.2/f	0.0	3.7/b	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Windham	64.7/f	73.7/d	50.0/g	23.5/e	10.5/c	37.5/g	5.9/c	5.3/b	0.0	5.9/c	5.3/b	0.0	0.0	5.3/b	0.0
Chittenden/ Grand Isle	79.3/d	83.3/c	75.0/g	13.8/c	10.0/b	25.0/g	6.9/c	3.3/a	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Essex/ Orleans	88.5/c*	95.5/b*	100.0/a*	11.5/c	4.5/b	0.0*	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Orange/ Windsor	91.7/c*	76.0/d	71.4/g	4.2/b*	8.0/b	28.6/g	0.0	12.0/c	0.0	0.0	4.0/b	0.0	0.0	0.0	0.0
Statewide	79.8/b	80.0/a	77.8/b	12.3/a	12.0/a	16.3/b	4.2/a	4.0/a	1.5/a	0.6/a	0.9/a	0.0	0.0	0.9/a	1.9/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%

* Indicates statistical difference from statewide average at .05%

Chart 3.3: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Shown Respect and Courtesy by Attendant Services Caregivers



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

D. Knowledge of Whom to Contact with Complaints or Requests

Statewide, 83.0% of consumers who participated in the Attendant Services Program reported that they “always” or “almost always” knew whom to contact if they had a complaint or wanted to request more help from the program (Figure 3.5). This level of satisfaction is consistent with 2000 survey results (83.9%).

While 100% of consumers in Addison, Caledonia, Lamoille, Chittenden/Grand Isle, and Essex/Orleans “always” or “almost always” knew whom to contact with a complaint, only 44.4% of consumers in Washington reported similar knowledge – significantly less than the statewide average (Chart 3.4). Results among consumers in Addison and Washington are significantly higher than 2000 satisfaction levels, while the drop in consumer satisfaction in Washington is also statistically significant compared to 2000 (85.2%).

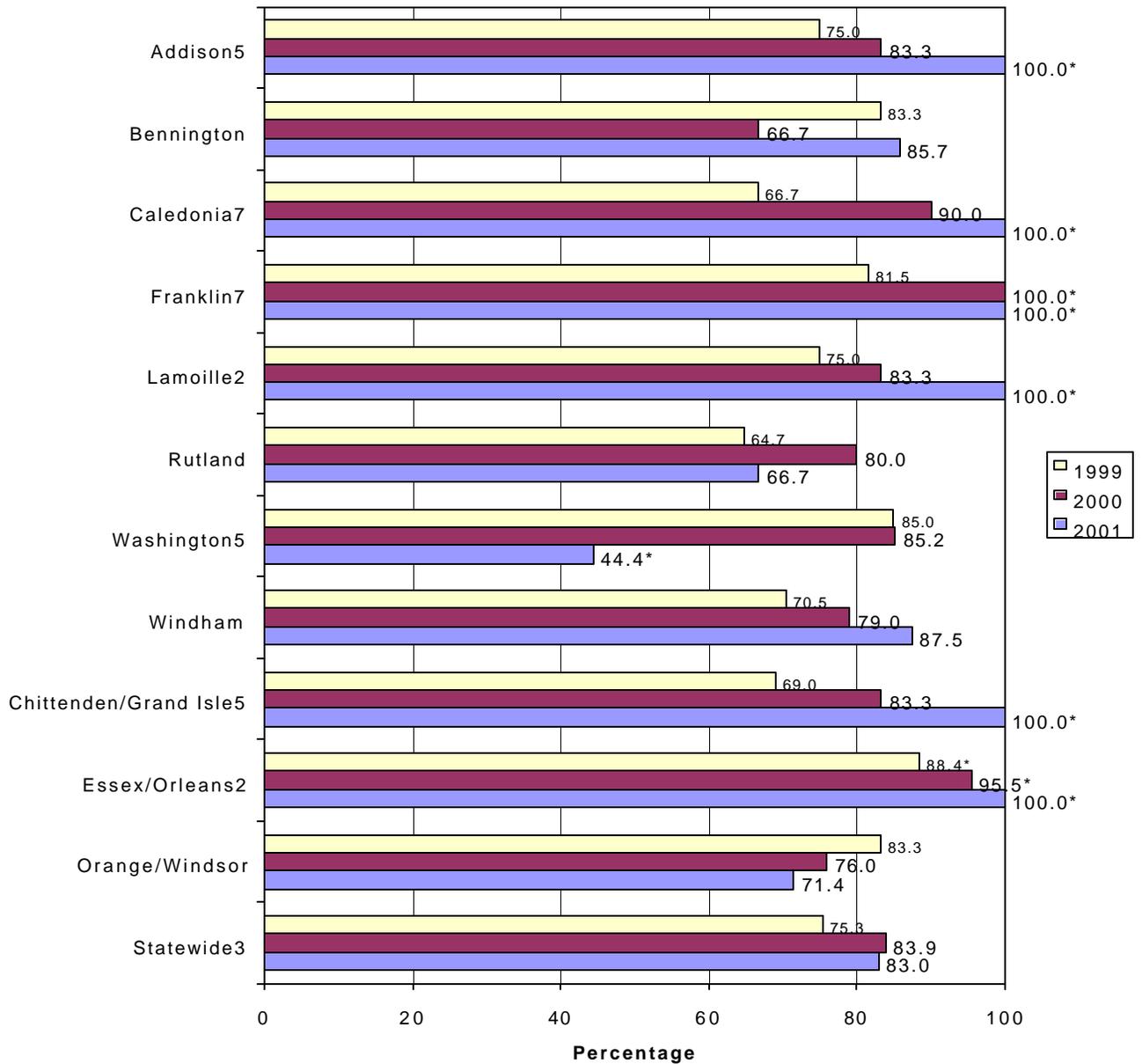
Figure 3.5: Knowledge of Whom to Contact with Complaints or Requests

9D. I know whom to contact if I have a complaint or if I need more help from the program.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	70.0/e	77.8/d	100.0/a*	5.0/b	5.6/b	0.0*	5.0/b	0.0	0.0*	0.0	0.0	0.0	5.0/b	5.6/b	0.0
Bennington	83.3/e	66.7/f	71.4/f	0.0	0.0	14.3/e	0.0	0.0	14.3/e	0.0	11.1/d	0.0	0.0	0.0	0.0
Caledonia	55.6/e	70.0/d	100.0/a*	11.1/c	20.0/c	0.0*	16.7/d	5.0/b	0.0*	5.6/c	0.0	0.0	5.6/c	5.0/b	0.0
Franklin	77.8/d	83.3/c	83.3/d	3.7/b	16.7/c	16.7/d	11.1/c	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Lamoille	66.7/f	66.7/f	80.0/g	8.3/c	16.7/d	20.0/g	8.3/c	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	58.8/f	80.0/d	50.0/f	5.9/c	0.0	16.7/e	5.9/c	8.0/b	8.3/c	0.0	0.0	0.0	5.9/c	4.0/b	0.0
Washington	75.0/e	6.0/d	44.4/g	10.0/c	22.2/d	0.0*	5.0/b	3.7/b	22.2/f	0.0	0.0	0.0	5.0/b	0.0	22.2/f
Windham	52.9/f	73.7/d	75.0/f	17.6/e	5.3/b	12.5/e	11.8/d	0.0	0.0*	5.9/c	10.5/c	0.0	11.8/d	0.0	0.0
Chittenden/ Grand Isle	62.1/e	80.0/c	100.0/a*	6.9/c	3.3/a	0.0*	17.2/d	6.7/b	0.0*	0.0	0.0	0.0	10.3/c	0.0	0.0
Essex/ Orleans	76.9/d	77.3/d	40.0/h	11.5/c	18.2/c	60.0/h*	3.8/b	0.0	0.0*	0.0	0.0	0.0	0.0	4.6/b	0.0
Orange/ Windsor	75.0/d	68.0/d	71.4/g	8.3/c	8.0/b	0.0*	0.0	8.0/b	14.3/f	0.0	0.0	14.3/f	12.5/c	8.0/b	0.0
Statewide	67.4/b	74.1/a	72.2/b	7.9/a	9.9/a	10.8/a	9.3/a	4.0/a	6.3/a	0.9/a	1.0/a	1.4/a	6.5/a	2.6/a	2.6/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%
* Indicates statistical difference from statewide average at .05%

Chart 3.4: Percentage of Consumers Who "Always" or "Almost Always" Knew Whom to Contact with a Complaint or for More Help



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

E. Meeting Consumers' Needs When and Where Necessary

Statewide, 85.8% of Attendant Services consumers surveyed in 2001 indicated the program “always” or “almost always” provided services when and where they were needed (Figure 3.6). This level of satisfaction is similar to that measured among consumers statewide in 2000 (84.9%). Consumers in Addison (100%) were significantly more likely than consumers statewide to “always” or “almost always” report this level of satisfaction (Chart 3.5). At the county or region level, the percentage of consumers who indicated that the Attendant Services Program provided services when and where they were needed did not change significantly between 2000 and 2001.

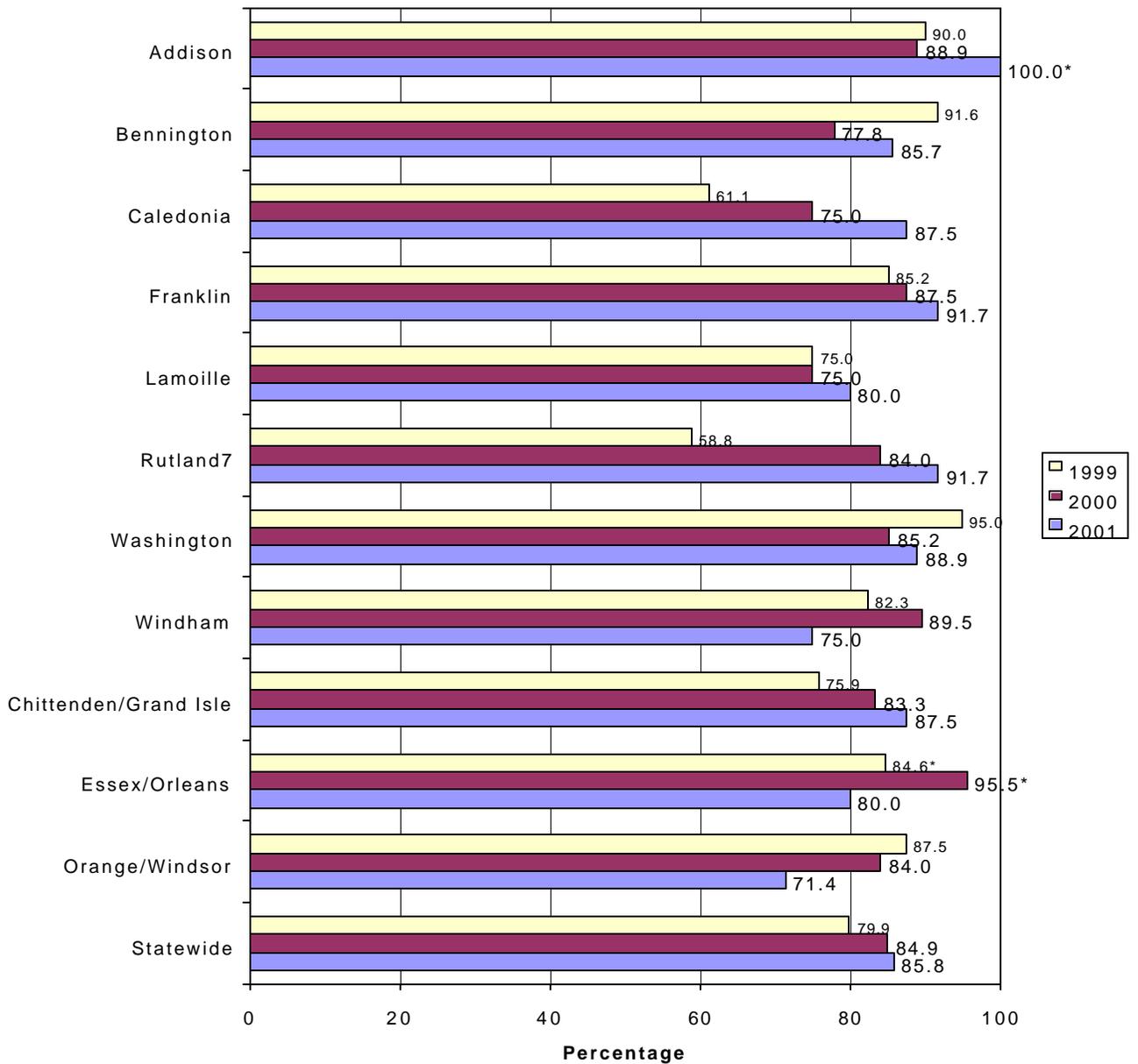
Figure 3.6: Meeting Customer Needs

9E. The Attendant Services Program provides services to me when and where I need them.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	60.0/e	77.8/d*	50.0/j	30.0/e*	11.1/c*	50.0/j	0.0	5.6/b	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Bennington	58.3/f	66.7/f	71.4/f	33.3/f	11.1/d	14.3/e	8.3/d	11.1/d	0.0*	0.0	0.0	14.3/e	0.0	0.0	0.0
Caledonia	44.4/e	60.0/d	50.0/g	16.7/d	15.0/c	37.5/f	27.8/e*	20.0/c	12.5/d	5.6/c	5.0/b	0.0	5.6/c	0.0	0.0
Franklin	77.8/d	66.7/d	66.7/f	7.4/c	20.8/c	25.0/e	3.7/b*	8.3/b	0.0*	3.7/b	4.2/b	0.0	0.0	0.0	0.0
Lamoille	58.3/f	50.0/f	60.0/h	16.7/d	25.0/e	20.0/g	16.7/d	16.7/d	20.0/g	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	52.9/f	56.0/d	66.7/f	5.9/c	28.0/d	25.0/e	11.8/d	0.0	0.0*	5.9/c	0.0	0.0	0.0	4.0/b	0.0
Washington	70.0/e	55.6/d	44.4/g	25.0/e	29.6/d	44.4/g	0.0	7.4/b	0.0*	5.0/b	0.0	0.0	0.0	3.7/b	0.0
Windham	64.7/f	63.2/e	37.5/g	17.6/e	26.3/d	37.5/g	11.8/d	5.3/b	0.0*	5.9/c	0.0	0.0	0.0	0.0	0.0
Chittenden/ Grand Isle	62.1/e	63.3/d	62.5/h	13.8/e	20.0/c	25.0/g	20.7/d	13.0/c	0.0*	3.4/b	0.0	0.0	0.0	0.0	0.0
Essex/ Orleans	73.1/d	54.6/d	60.0/h	11.5/c	40.9/d	20.0/g	15.4/c	4.6/b	20.0/g	0.0	0.0	0.0	0.0	0.0	0.0
Orange/ Windsor	83.3/d*	52.0/d	57.1/h	4.2/b*	32.0/d	14.3/f	4.2/b	4.0/b	14.3/f	0.0	0.0	14.3/f	0.0	0.0	0.0
Statewide	65.5/b	60.0/a	58.0/b	14.4/a	24.9/a	27.8/b	11.3/a	7.8/a	4.1/a	3.2/a	0.6/a	2.3/a	0.3/a	1.0/a	0.0

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%
* Indicates statistical difference from statewide average at .05%

Chart 3.5: Percentage of Consumers Who Indicated the Attendant Services Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

CHAPTER IV. Satisfaction with the Homemaker Program

The 2000 and 2001 Consumer Satisfaction Surveys asked consumers about their satisfaction with the Homemaker Program, whereas the 1999 Survey asked about the Home Delivered Meals Program. Therefore, only year 2000 and 2001 results will be discussed in this chapter.

Over 81% of consumers statewide participating in the state’s Homemaker Program indicated high levels of satisfaction with the program and the services it provided (Figure 4.1). Consumers were most satisfied with the way their caregivers treated them, with 87.8% reporting their caregivers “always” or “almost always” treated them with courtesy and respect.

Figure 4.1: Satisfaction with Homemaker Program

	Percentage of Consumers Who Answered “Always” or “Almost Always”		Percentage of Consumers Who Answered “Seldom” or “Never”	
	2000	2001	2000	2001
Satisfaction with the Quality of the Services	82.9%	81.3%	3.1%	2.2%
Program Provides Enough Hours to Meet Needs	82.1%	81.0%	3.3%	3.4%
Caregivers Treated Them with Respect and Courtesy	92.4%	87.8%	0.6%	1.5%
Know Whom to Contact with Complaints or Requests ¹	88.1%	76.9%	3.3%	9.0%
Program Provides Services When Needed	83.6%	80.2%	2.1%	3.7%
Total Yearly Average	85.8%	81.4%	2.5%	4.0%

1 Indicates “always” or “almost always” statistical difference between 2000 and 2001

Some variation in satisfaction levels among consumers in Vermont counties and regions was found. Specifically, results indicated a trend toward higher levels of consumer satisfaction for the Homemaker Program in Lamoille; consumers in this county more frequently rated aspects of the Homemaker Program as “always” or “almost always” satisfactory than consumers statewide.

In contrast, results also indicated a trend toward lower levels of consumer satisfaction for the Homemaker Program in Caledonia, where consumers more frequently rated aspects of the program as “seldom” or “never” satisfactory than consumers statewide.

A. Satisfaction with Quality of Service

Statewide, 81.3% of respondents who used the Homemaker Program reported they were “always” or “almost always” satisfied with the quality of the services they received, with 50.5% of consumers statewide saying they were “always” satisfied (Figure 4.2). These results are not statistically different from 2000, when 82.9% of consumers indicated frequent satisfaction with the quality of Homemaker Program services. However, a significantly smaller percentage of consumers in Lamoille indicated “always” or “almost always” satisfaction in 2001 (85.2%) than in 2000 (100%). However, this result, as with 2001 satisfaction levels in other counties or regions, did not differ significantly from the statewide average (Chart 4.1).

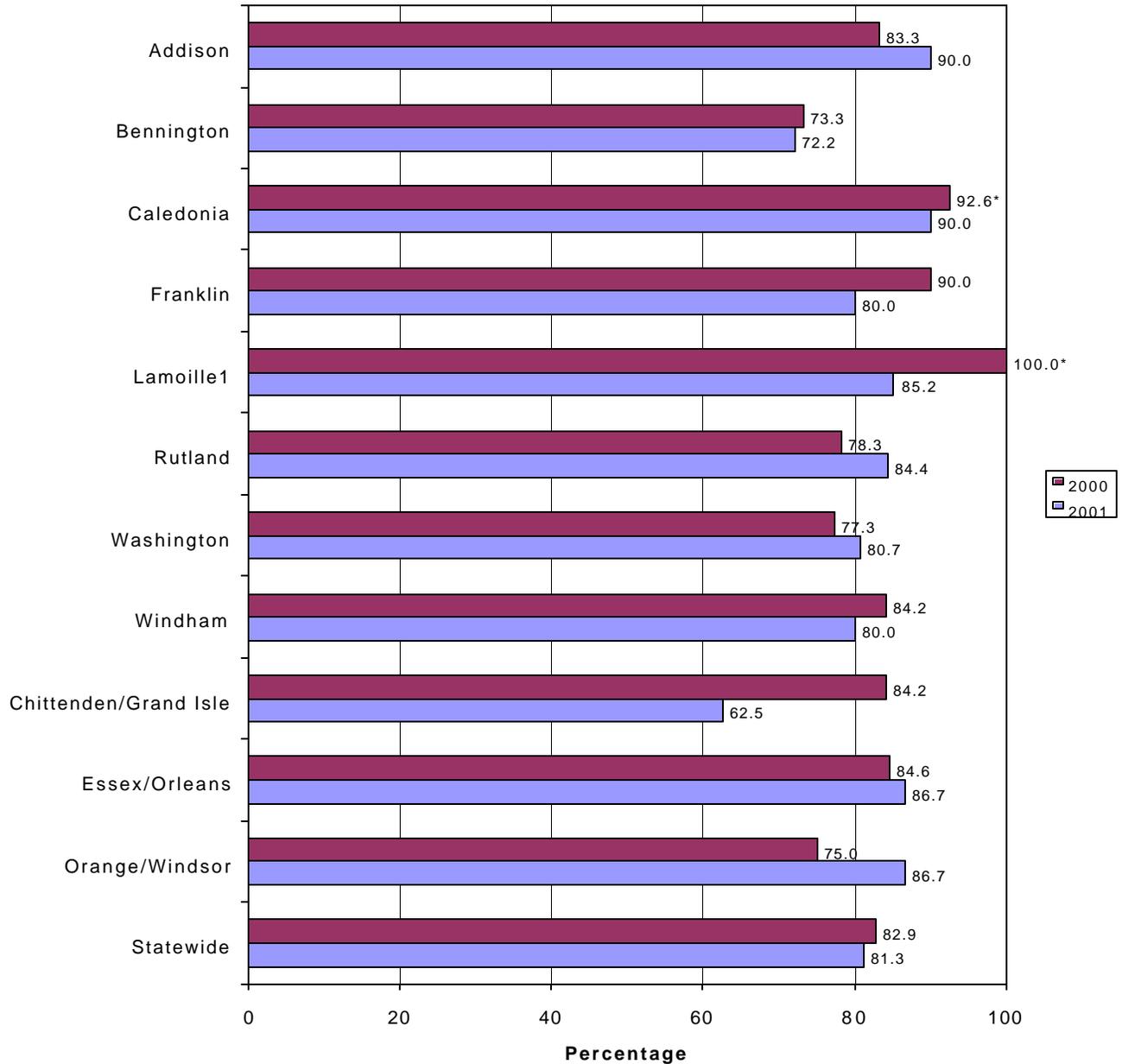
Figure 4.2 Quality of Services from Homemaker Program

10A. I am satisfied with the quality of the services I receive from the Homemaker Program.

	Always		Almost Always		Sometimes		Seldom		Never	
	2000	2001	2000	2001	2000	2001	2000	2001	2000	2001
Addison	50.0/f	60.0/g	33.3/f	30.0/f	16.7/e	10.0/d	0.0	0.0	0.0	0.0
Bennington	40.0/e	61.1/d	33.3/e	11.1/c*	20.0/d	11.1/c	6.7/c	0.0	0.0	0.0
Caledonia	63.0/c	50.0/d	29.6/c	40.0/d	7.4/b	5.0/b	0.0	0.0	0.0	0.0
Franklin	80.0/d*	40.0/e	10.0/c*	40.0/e	10.0/c	6.7/c	0.0	0.0	0.0	0.0
Lamoille	71.4/e	63.0/d	28.6/e	22.2/c	0.0	11.1/b	0.0	3.7/a	0.0	0.0
Rutland	65.2/d	65.6/d	13.0/c*	18.8/c	13.0/c	3.1/a	0.0	0.0	4.4/b	3.1/a
Washington	40.9/e	58.1/d	36.4/e	22.6/c	18.2/d	12.9/c	4.6/b	0.0	0.0	0.0
Windham	63.2/e	40.0/d	21.1/d	40.0/d	5.2/b	8.0/b	0.0	4.0/b	10.5/c	0.0
Chittenden/ Grand Isle	57.9/e	25.0/e*	26.3/e	37.5/e	5.3/b	12.5/d	5.3/b	6.3/c	0.0	0.0
Essex/ Orleans	38.5/d	40.0/c	46.2/d	46.7/d*	15.4/c	0.0*	0.0	0.0	0.0	3.3/a
Orange/ Windsor	31.3/e*	46.7/f	43.8/f	40.0/e	25.0/e	6.7/c	0.0	0.0	0.0	0.0
Statewide	53.8/b	50.5/a	29.2/a	30.9/a	12.7/a	7.7/a	1.7/a	1.4/a	1.4/a	.86/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%
* Indicates statistical difference from statewide average at .05%

Chart 4.1: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with the Quality of Homemaker Services



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

B. Degree to Which Services Met Consumer Needs

Statewide, 81.0% of consumers who used the Homemaker Program reported that the services they received “always” or “almost always” met their needs (Figure 4.3); a similar percentage reported this level of satisfaction in 2000 (82.1%). Consumers in Caledonia (60.0%) were less likely than consumers in other areas of the state to indicate a high level of satisfaction with the degree to which Homemaker services fit their needs (Chart 4.2). Consumers in Orange/Windsor, however, indicated greater satisfaction with this aspect of the Homemaker Program in 2001 (93.3%) than in 2000 (68.8%). In Lamoille, 88.9% of consumers reported services “always” or “almost always” met their needs in 2001, a significant drop from last year (100%).

Figure 4.3 Degree to which Services Met Consumer Needs

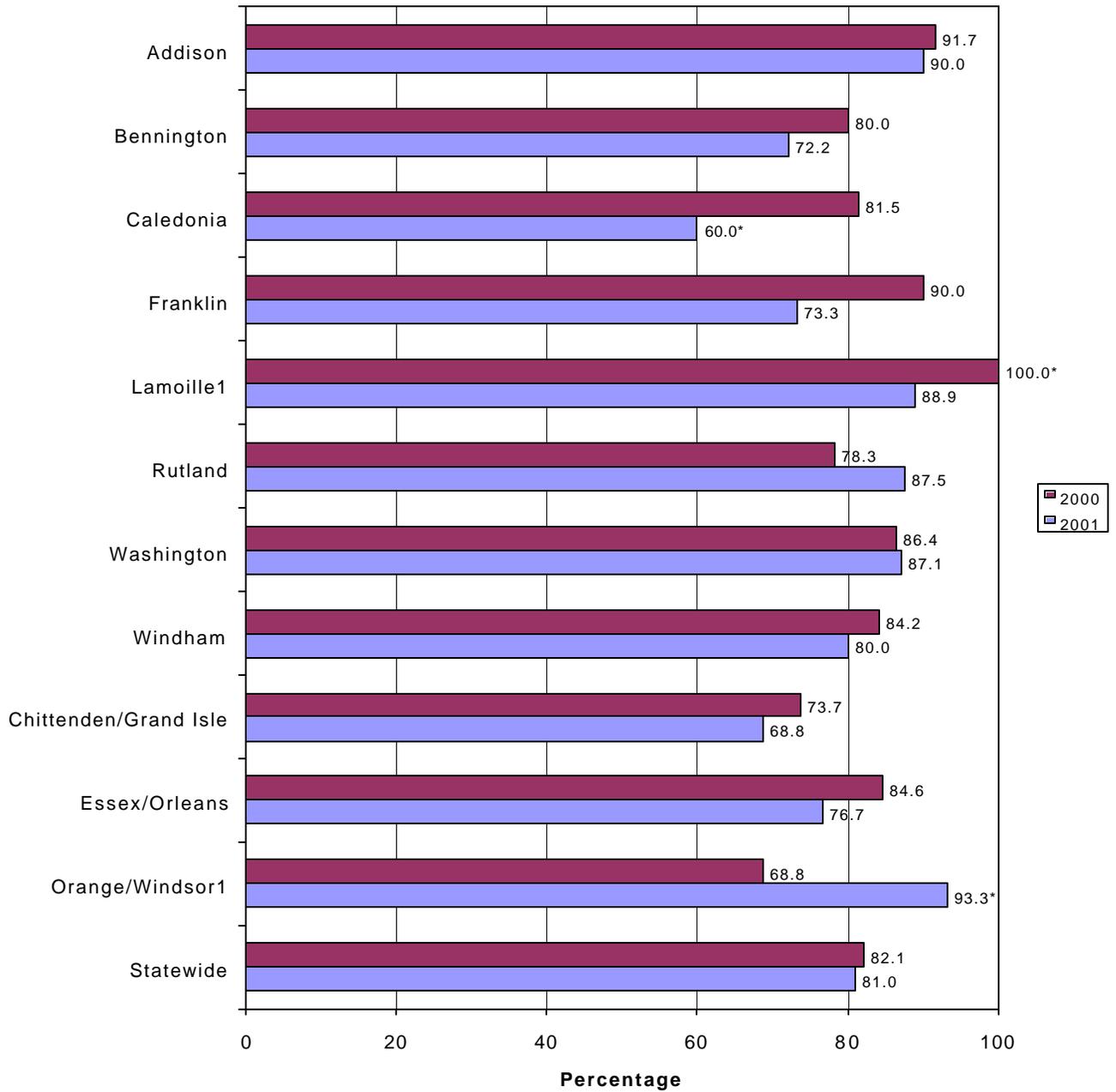
10B. The services I receive from the Homemaker Program meet my needs.
Would you say:

	Always		Almost Always		Sometimes		Seldom		Never	
	2000	2001	2000	2001	2000	2001	2000	2001	2000	2001
Addison	50.0/f	70.0/f	41.7/f	20.0/e	8.3/c	10.0/d	0.0	0.0*	0.0	0.0
Bennington	46.7/e	55.6/d	33.3/e	16.7/c	20.0/d	11.1/c	0.0	0.0*	0.0	0.0
Caledonia	63.0/c	35.0/d*	18.5/b	25.0/d	11.1/b	20.0/c	0.0	10.0/b	0.0	0.0
Franklin	70.0/d	46.7/e	20.0/d	26.7/e	10.0/c	13.3/d	0.0	0.0*	0.0	0.0
Lamoille	78.6/d*	74.1/c*	21.4/d	14.8/c*	0.0	7.4/b	0.0	3.7/a	0.0	0.0
Rutland	52.2/e	68.8/d*	26.1/d	18.8/c	13.0/c	3.1/a	0.0	3.1/a	4.4/b	0.0
Washington	59.1/e	64.5/d	27.3/d	22.6/c	9.1/c	6.5/b	4.6/b	0.0*	0.0	0.0
Windham	47.4/e	44.0/d	36.8/e	36.0/d	0.0	16.0/c	0.0	0.0*	10.5/c	0.0
Chittenden/ Grand Isle	47.4/e	18.8/d*	26.3/e	50.0/f*	15.8/d	6.3/c	5.3/b	12.5/d	0.0	0.0
Essex/ Orleans	42.3/d	46.7/d	42.3/d	30.0/c	15.4/c	3.3/a	0.0	0.0*	0.0	6.7/b
Orange/ Windsor	37.5/e	53.3/f	31.3/e	40.0/e	18.8/d	6.7/c	6.3/c	0.0*	0.0	0.0
Statewide	52.8/b	53.5/a	29.3/a	27.5/a	11.7/a	8.3/a	1.9/a	2.7/a	1.4/a	.69/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 4.2: Percentage of Consumers Who Indicated the Services They Received from the Homemaker Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

C. Treatment by Homemaker Program Caregivers

Statewide, 87.9% of consumers who participated in the Homemaker Program indicated their caregivers “always” or “almost always” treated them with courtesy and respect (Figure 4.4), a result consistent with 2000 satisfaction levels (92.4%). Consumers in Addison (90.0%), Lamoille (100.0%), and Orange/Windsor (93.3%) were more likely than consumers in other areas of the state to indicate high level of satisfaction with caregiver treatment (Chart 4.3). However, consumers in Windsor (84.0% vs. 100.0%) and Essex/Orleans (80% vs. 96.2%) were less likely to be satisfied with this aspect of the Homemaker Program in 2001 than in 2000.

Figure 4.4: Respect and Courtesy Shown by Homemaker Program Caregivers

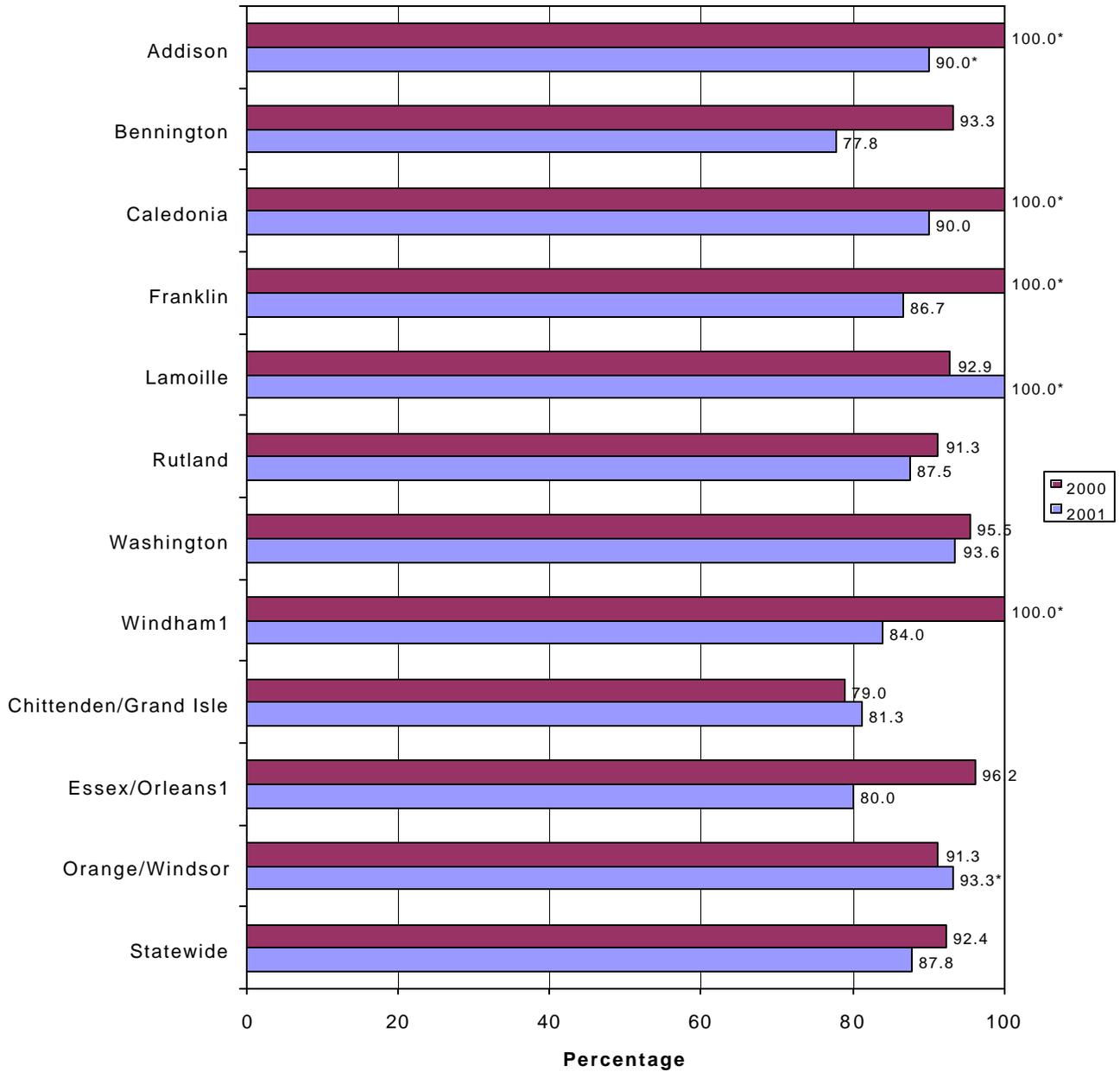
10C. My caregiver(s) in the Homemaker Program treat(s) me with respect and courtesy.
Would you say:

	Always		Almost Always		Sometimes		Seldom		Never	
	2000	2001	2000	2001	2000	2001	2000	2001	2000	2001
Addison	91.7/c	90.0/d	8.3/c	0.0*	0.0	10.0/d	0.0	0.0	0.0	0.0*
Bennington	80.0/d	66.7/d	13.3/d	11.1/c	6.7/c	0.0*	0.0	0.0	0.0	0.0*
Caledonia	88.9/b*	80.0/c	11.1/b	10.0/b	0.0	0.0*	0.0	0.0	0.0	0.0*
Franklin	95.0/b*	66.7/e	5.0/b	20.0/d	0.0	0.0*	0.0	0.0	0.0	0.0*
Lamoille	85.7/d	100.0/a*	7.1/c	0.0*	0.0	0.0*	0.0	0.0	0.0	0.0*
Rutland	87.0/c	84.4/c	4.4/b*	3.1/a	0.0	3.1/a	0.0	0.0	4.4/b	3.1/a
Washington	81.8/d	87.1/c	13.6/c	6.5/b	4.6/b	0.0*	0.0	0.0	0.0	0.0*
Windham	89.5/c	84.0/c	10.5/b	0.0*	0.0	12.0/c	0.0	0.0	0.0	0.0*
Chittenden/ Grand Isle	63.2/e	62.5/e	15.8/d	18.8/d	10.5/c	6.3/c	0.0	0.0	0.0	6.3/c
Essex/ Orleans	65.4/d*	60.0/c	30.8/d*	20.0/c	3.9/b	0.0*	0.0	0.0	0.0	3.3/a
Orange/ Windsor	56.3/f*	80.0/d	25.0/e	13.3/d	6.3/c	6.7/c	0.0	0.0	0.0	0.0*
Statewide	78.7/a	79.0/a	13.7/a	8.9/a	3.4/a	3.4/a	0.0	0.0	0.6/a	1.5/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 4.3: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Shown Respect and Courtesy by Homemaker Program Caregivers



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

D. Knowledge of Whom to Contact with Complaints or Requests

The majority (76.9%) of long-term care consumers statewide reported they “always” or “almost always” knew whom to contact within the Homemaker Program with complaints or requests in 2001 (Figure 4.5). However, this percentage of consumers is significantly fewer than those who indicated the same level of satisfaction in 2000 (88.1%). Similarly, fewer consumers in Caledonia (80% vs. 100.0%), Franklin (73.3% vs. 95.0%), Rutland (71.9% vs. 91.3%), and Washington (80.7% vs. 95.5%) knew whom to contact with a complaint or request in 2001 than in 2000 (Chart 4.4). In contrast, 100% of consumers in Lamoille indicated that they “always” or “almost always” knew whom to contact with complaints or for additional help, more than the statewide average and the same percentage as last year.

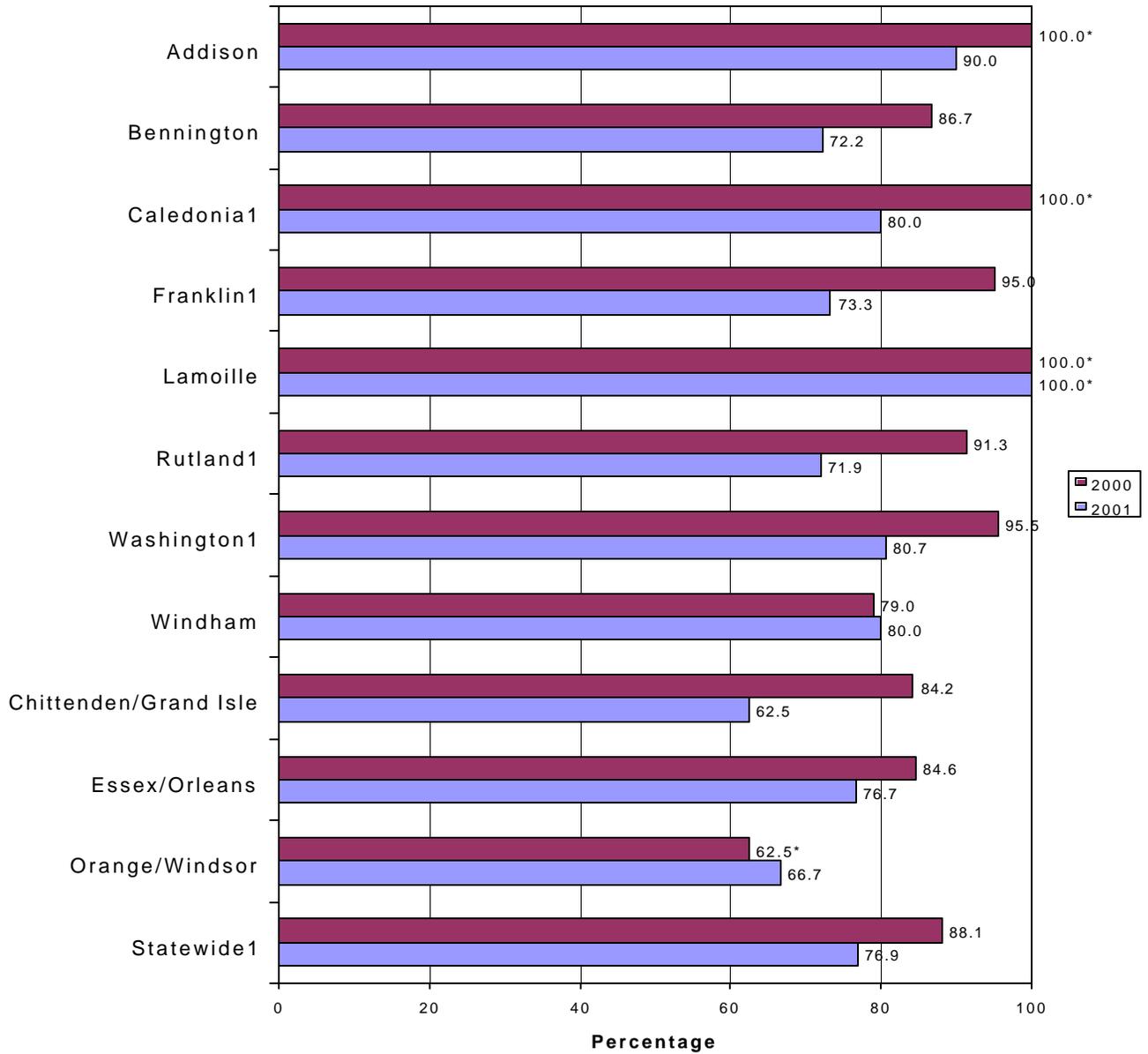
Figure 4.5: Knowledge of Whom to Contact with Complaints or Requests

10D. I know whom to contact if I have a complaint or if I need more help from the program.
Would you say:

	Always		Almost Always		Sometimes		Seldom		Never	
	2000	2001	2000	2001	2000	2001	2000	2001	2000	2001
Addison	83.3/e	70.0/g	16.7/e	20.0/e	0.0	0.0*	0.0	0.0*	0.0	10.0/d
Bennington	80.0/d	72.2/d	6.7/c	0.0*	6.7/c	5.6/b	0.0	0.0*	0.0	5.6/b
Caledonia	92.6/b*	65.0/d	7.4/b	15.0/c	0.0	5.0/b	0.0	0.0*	0.0	0.0*
Franklin	85.0/c	53.3/e	10.0/c	20.0/d	5.0/b	0.0*	0.0	0.0*	0.0	6.7/c
Lamoille	100/a*	88.9/b*	0.0	11.1/b	0.0	0.0*	0.0	0.0*	0.0	0.0*
Rutland	78.3/d	71.9/c	13.0/c	0.0*	0.0	6.3/b	0.0	0.0*	4.4/b	12.5/c
Washington	77.3/d	74.2/c	18.2/d	6.5/b	0.0	3.2/a	0.0	0.0*	0.0	0.0*
Windham	68.4/d	76.0/c	10.5/c	4.0/b	0.0	12.0/c	0.0	4.0/b	5.3/b	0.0*
Chittenden/ Grand Isle	73.7/e	56.3/f	10.5/c	6.3/c	0.0	0.0*	5.3/b	25.0/e*	0.0	6.3/c
Essex/ Orleans	53.9/d*	66.7/c	30.8/d	10.0/b	3.9/b	0.0*	3.9/b	3.3/a	0.0	6.7/b
Orange/ Windsor	62.5/e	66.7/e	0.0	0.0*	12.5/d	6.7/c	6.3/c	0.0*	6.3/c	13.3/d
Statewide	76.0/a	69.9/a	12.1/a	7.0/a	2.4/a	3.8/a	1.7/a	3.3/a	1.6/a	5.6/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%
* Indicates statistical difference from statewide average at .05%

Chart 4.4: Percentage of Consumers Who "Always" or "Almost Always" Knew Whom to Contact with a Complaint or for More Help



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

E. Meeting Consumers' Needs When and Where Necessary

About 80% of consumers who participated in the Homemaker Program indicated that their services were “always” or “almost always” provided when and where they were needed (Figure 4.6). Consumers in Lamoille (96.3%), however, were more likely than consumers across the state to indicate satisfaction with this aspect of the program (Chart 4.5). In contrast, consumers in Caledonia were significantly less likely to report this sentiment than consumers across the state; and whereas 85.2% felt that services were “always” or “almost always” provided when and where needed in 2000, this percentage dropped to 60% in 2001. Similarly, the percent of consumers in Franklin who expressed satisfaction with having their needs met dropped from 95.0% in 2000 to 73.3% in 2001.

Figure 4.6: Meeting Customer Needs

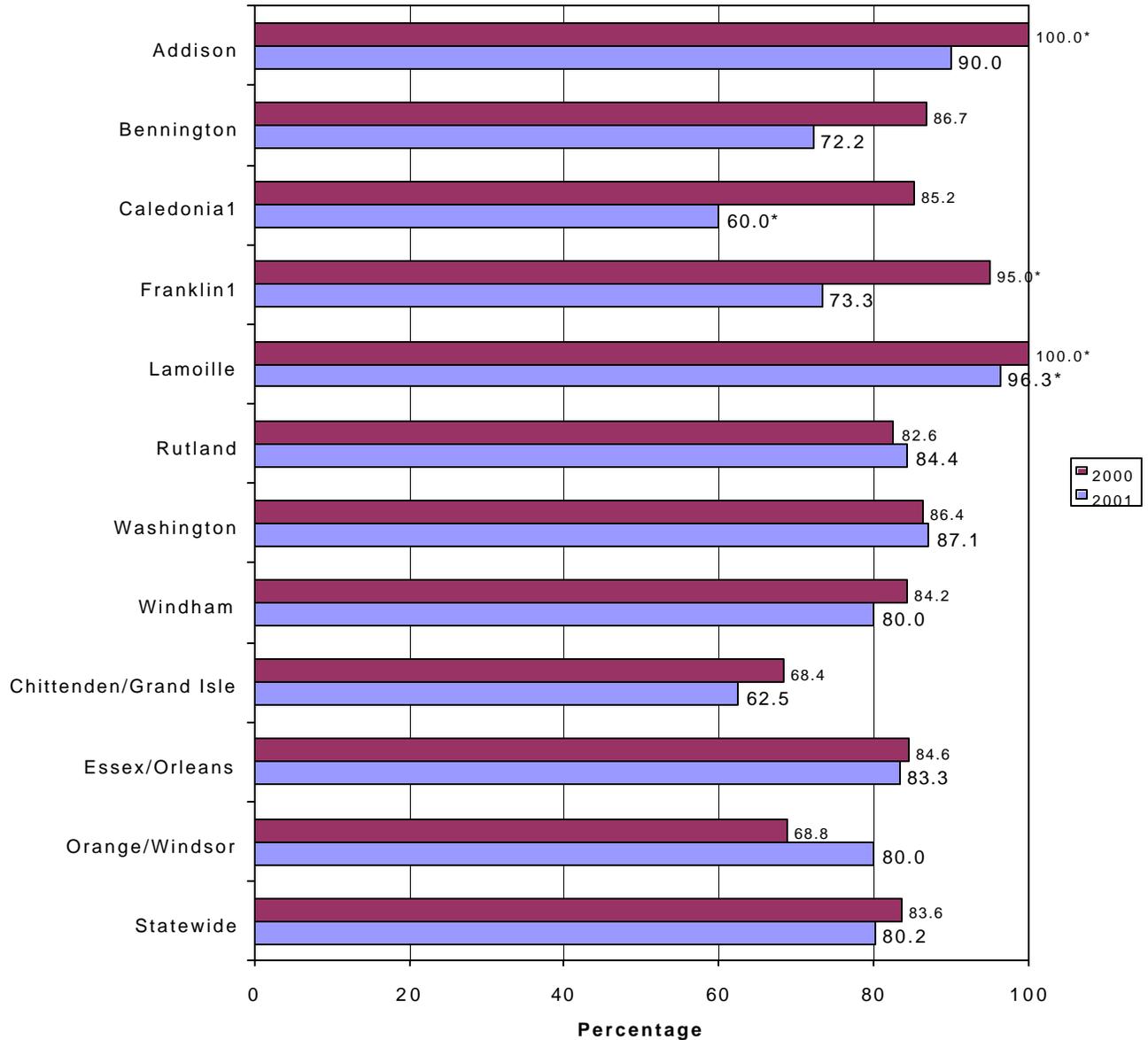
10E. The Homemaker Program provides services to me when and where I need them. Would you say:

	Always		Almost Always		Sometimes		Seldom		Never	
	2000	2001	2000	2001	2000	2001	2000	2001	2000	2001
Addison	91.7/c*	80.0/e	8.3/c	10.0/d	0.0	10.0/d	0.0	0.0*	0.0	0.0*
Bennington	46.7/e	66.7/d	40.0/e	5.6/b*	13.3/d	11.1/c	0.0	0.0*	0.0	0.0*
Caledonia	66.7/c	45.0/d	18.5/c	15.0/c	3.7/a	25.0/d*	0.0	0.0*	0.0	5.0/b
Franklin	85.0/c*	46.7/e	10.0/c*	26.7/e	5.0/b	0.0*	0.0	0.0*	0.0	0.0*
Lamoille	78.6/d	81.5/c*	21.4/d	14.8/c	0.0	0.0*	0.0	3.7/a	0.0	0.0*
Rutland	69.6/d	71.9/c	13.0/c	12.5/c	8.7/c	3.1/a	0.0	0.0*	4.4/b	3.1/a
Washington	59.1/e	67.7/d	27.3/d	19.4/c	9.1/c	6.5/b	0.0	0.0*	0.0	0.0*
Windham	63.2/e	60.0/d	21.1/d	20.0/c	0.0	12.0/c	0.0	4.0/b	10.5/c	0.0*
Chittenden/ Grand Isle	36.8/e*	31.3/e*	31.6/e	31.3/e	15.8/d	12.5/d	0.0	0.0*	5.3/b	12.5/d
Essex/ Orleans	53.9/d	56.7/d	30.8/d	26.7/c	11.5/c	3.3/a	0.0	0.0*	0.0	3.3/a
Orange/ Windsor	43.8/f	53.3/f	25.0/e	26.7/e	18.8/d	13.3/d	0.0	6.7/c	0.0	0.0*
Statewide	60.7/a	60.8/a	22.8/a	19.4/a	8.9/a	7.9/a	0.0	1.2/a	2.1/a	2.5/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05

Chart 4.5: Percentage of Consumers Who Indicated the Homemaker Program "Always" or "Almost Always" Provided Services When and Where They Needed Them



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

CHAPTER V. Satisfaction with the Medicaid Waiver Program

Long-term care consumers participating in the State’s Medicaid Waiver Program were highly satisfied with the services they received in 2001, as in 1999 and 2000 (Figure 5.1). For the third year, approximately 95% of consumers indicated that their caregivers “always” or “almost always” treated them with respect and courtesy (Figure 5.1), making this the top rated service element. Medicaid Waiver Program participants were least satisfied with when and where their program provided services. However, even in this category, 87.9% of consumers statewide were “always” or “almost always” satisfied with this aspect of their care.

Figure 5.1: Consumer Satisfaction with the Medicaid Waiver Program

	Percentage of Consumers Who Answered “Always” or “Almost Always”			Percentage of Consumers Who Answered “Seldom” or “Never”		
	1999	2000	2001	1999	2000	2001
Satisfaction with the Quality of the Services Received	92.3%	86.6%	90.9%	1.4%	1.6%	.56%
Services Received Meet Needs	89.2%	84.9%	88.6%	1.9%	1.9%	1.3%
Treated with Respect and Courtesy by Caregiver	95.1%	94.5%	95.2%	0.0%	1.3%	.56%
Know Whom to Contact With Complaints or Requests	83.0%	89.1%	89.2%	3.7%	3.6%	4.1%
Program Provides to Consumer When and Where Needed	88.8%	87.0%	87.9%	2.3%	2.2%	1.5%
Total Yearly Average	89.7%	88.4%	90.4%	1.9%	2.1%	1.6%

*No statistical differences were found between survey years for “always” or “almost always” responses for these aspects of the Medicaid Waiver Program.

The level of satisfaction varied somewhat among consumers in Vermont counties and regions. Specifically, results indicate a trend toward higher levels of consumer satisfaction for the Medicaid Waiver Program in Bennington and Essex/Orleans. Consumers in these three areas more frequently rated aspects of the Medicaid Waiver Program as “always” or “almost always” satisfactory than consumers statewide. No areas of the state consistently indicated lower levels of consumer satisfaction for the Medicaid Waiver Program compared to the statewide average.

A. Satisfaction with Quality of Services

Statewide, 90.9% of Medicaid Waiver Program consumers reported they were “always” or “almost always” satisfied with the quality of the services they received, up slightly from 86.6% in 2000 (Figure 5.2). Among Vermont areas, 100% of consumers in Addison, Bennington, Caledonia, and Essex/Orleans indicated that they were “always” or “almost always” satisfied with the quality of Medicaid Waiver Program services—a significant difference from the statewide average (Chart 5.1). In Bennington and Essex/Orleans, results were significantly greater than in 2000. Similarly, in Washington, significantly more consumers indicated that they were “always” or “almost always” satisfied with the quality of the services they received from the Medicaid Waiver Program in 2001 (94.7%) than in 2000 (75.0%).

Figure 5.2: Overall Quality of Services

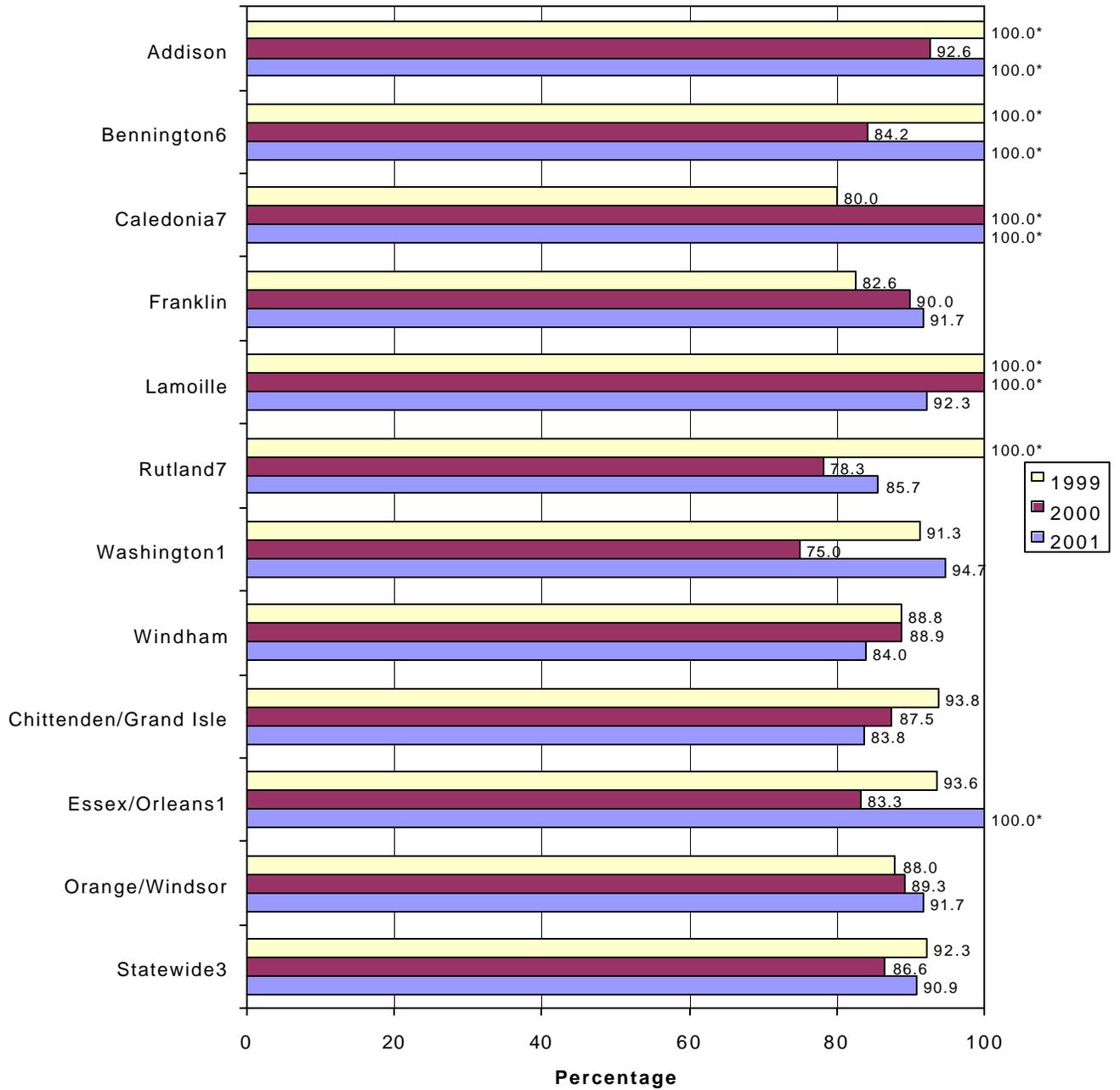
11A. I am satisfied with the quality of the services I receive. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	87.5/c*	74.1/d	76.9/d	12.5/c*	18.5/c	23.1/d	0.0	7.4/b	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Bennington	61.5/e	63.2/e	72.7/e	38.5/f	21.1/d	27.3/e	0.0	10.5/c	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Caledonia	26.7/e*	83.3/d*	81.8/d	53.3/f*	16.7/d	18.2/d	20.0/e*	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Franklin	73.9/e	76.7/c*	75.0/c	8.7/c*	13.3/c*	16.7/c	13.0/d	16.7/b	5.6/b	0.0	0.0	0.0	4.3/b	0.0	0.0
Lamoille	71.4/e	80.0/d*	46.2/e*	28.6/e	20.0/d	46.2/e*	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	85.0/d*	43.5/e	71.4/d	15.0/d	34.8/d	14.3/c	0.0	13.0/c	9.5/c	0.0	0.0	0.0	0.0	4.4/b	0.0
Washington	56.5/e	39.3/d*	84.2/d*	34.8/e	35.7/d	10.5/c	4.3/b	10.7/c	0.0*	0.0	3.6/b	0.0	0.0	3.6/b	0.0
Windham	44.4/f*	72.2/d	68.0/d	44.4/f	16.7/d	16.0/c	5.6/c	11.1/c	4.0/b	5.6/c	0.0	0.0	0.0	0.0	0.0
Chittenden/ Grand Isle	71.9/d	47.5/d	59.5/d	21.9/d	40.0/d	24.3/c	3.1/b	10.0/b	8.1/b	0.0	0.0	2.7/a	0.0	0.0	0.0
Essex/ Orleans	61.3/d	50.0/e	53.3/e	32.3/d	33.3/e	46.7/e*	6.5/b	11.1/c	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Orange/ Windsor	60.0/e	67.9/d	63.9/c	28.0/d	21.4/c	27.8/c	4.0/b	10.7/c	5.6/b	4.0/b	0.0	0.0	0.0	0.0	0.0
Statewide	66.5/b	59.0/a	68.1/a	25.8/b	27.6/a	22.7/a	4.7/a	9.4/a	4.5/a	0.9/a	0.7/a	.56/a	0.5/a	0.9/a	0.0

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 5.1: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with the Medicaid Waiver Program



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

B. Degree to Which Services Met Consumer Needs

The vast majority (88.6%) of Medicaid Waiver Program consumers statewide surveyed in 2001 were “always” or “almost always” satisfied with the degree to which services met their needs (Figure 5.3). This result is consistent with the sentiments of consumers statewide in 2000. Consumers in Bennington (100%) were more likely than consumers in other areas of the state to indicate that they were “always” or “almost always” satisfied with how Medicaid Waiver Program services met their needs (Chart 5.2). Satisfaction with this aspect of the Medicaid Waiver Program did not change significantly in any Vermont county or region in 2001 compared to 2000.

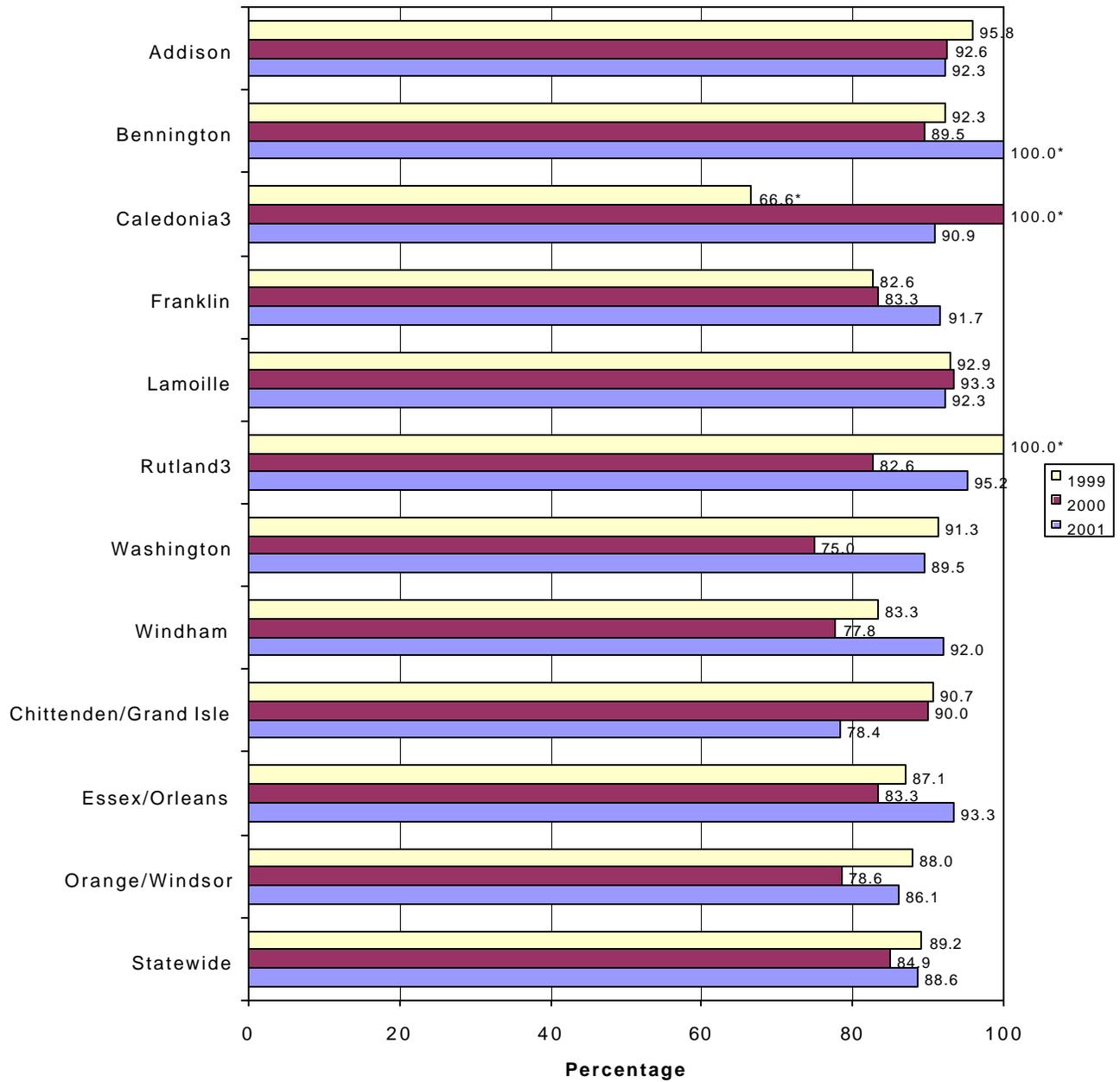
Figure 5.3: Degree to Which Services Meet Consumer Needs

11B. The services I receive meet my needs. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	70.8/d	77.8/c*	65.4/d	25.0/d	14.8/c	26.9/d	4.2/b	7.4/b	3.9/b	0.0	0.0	3.9/b	0.0	0.0	0.0
Bennington	69.2/f	63.2/e	72.7/e	23.1/f	26.3/d	27.3/e	7.7/d	5.3/b	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Caledonia	33.3/f*	83.3/d*	63.6/e	33.3/f	16.7/d	27.3/e	33.3/f*	0.0	9.1/c	0.0	0.0	0.0	0.0	0.0	0.0
Franklin	69.6/e	76.7/c*	66.7/c	13.0/d*	6.7/b*	25.0/c	13.0/d	6.7/b	8.3/b	4.3/b	6.7/b	0.0	0.0	6.7/b	0.0
Lamoille	78.6/e*	86.7/d*	53.9/e	14.3/d*	6.7/c*	38.5/e	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	90.0/c*	47.8/e	61.9/e	10.0/c*	34.8/d	33.3/d	0.0	8.7/c	4.8/b	0.0	0.0	0.0	0.0	4.4/b	0.0
Washington	52.2/e	46.4/d	79.0/d	39.1/e	28.6/d	10.5/c*	0.0	14.3/c	0.0*	4.3/b	3.6/b	0.0	0.0	3.6/b	0.0
Windham	50.0/f	55.6/e	68.0/d	33.3/e	22.2/d	24.0/c	11.1/d	16.7/d	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Chittenden/ Grand Isle	59.4/d	52.5/d	67.6/c	31.3/d	37.5/c	10.8/b*	6.3/b	10.0/b	13.5/c	0.0	0.0	0.0	0.0	0.0	2.7/a
Essex/ Orleans	54.8/d	50.0/e	53.3/e	32.3/d	33.3/e	40.0/e	6.5/b	16.7/d	0.0*	0.0	0.0	6.7/c	3.2/b	0.0	0.0
Orange/ Windsor	52.0/e	57.1/d	61.1/d	36.0/e	21.4/c	25.0/c	4.0/b	17.9/c	11.1/b	8.0/c	0.0	0.0	0.0	0.0	0.0
Statewide	62.1/a	59.7/a	65.5/a	27.1/a	25.2/a	23.1/a	6.9/a	10.6/a	6.8/a	1.7/a	1.0/a	.74/a	0.2/a	0.9/a	.56/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%
 * Indicates statistical difference from statewide average at .05%

Chart 5.2: Percentage of Consumers Who Indicated the Medicaid Waiver Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at .05% in that year

- 1 Indicates statistical difference between 2000 and 2001
- 2 Indicates statistical difference between 1999 and 2001
- 3 Indicates statistical difference between 1999 and 2000
- 4 Indicates statistical difference between 1999, 2000 and 2001
- 5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001
- 6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001
- 7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

C. Respectfulness and Courtesy of Medicaid Waiver Program Caregivers

Of all aspects of the Medicaid Waiver Program in all survey years, consumers were most satisfied with the respect and courtesy shown to them by their caregivers, with 95.2% indicating they were “always” or “almost always” treated with respect and courtesy (Figure 5.4). Consumers in Addison (100%), Bennington (100%), Caledonia (100%) and Essex/Orleans (100%) were even more satisfied with how they were treated by caregivers than consumers statewide (Chart 5.3). Again, no differences were found between satisfaction levels in Vermont counties or regions in 2001 as compared to 2000.

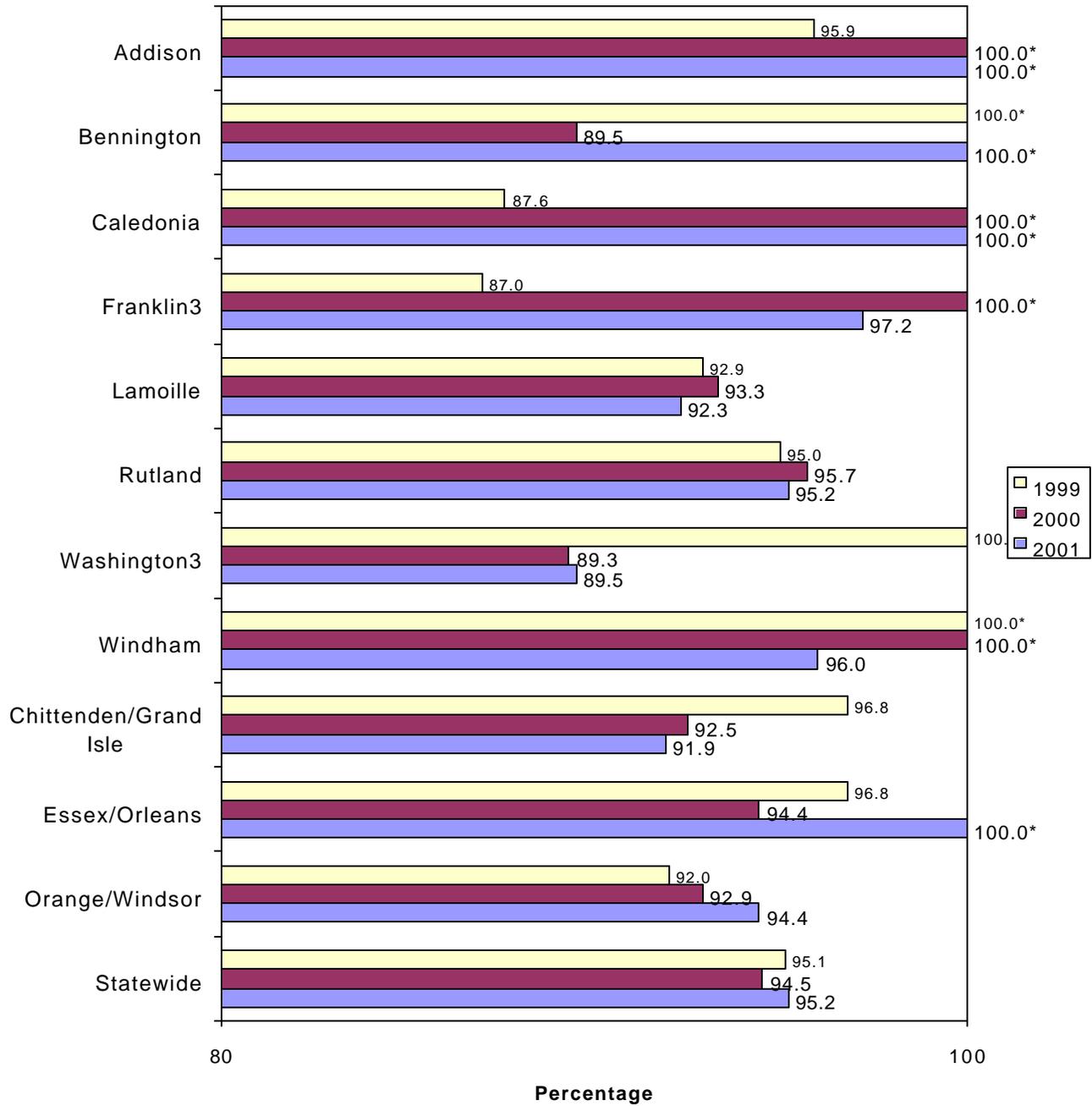
Figure 5.4: Respect and Courtesy of Caregivers

11C. My caregiver(s) in the Medicaid Waiver Program treat(s) me with respect and courtesy. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	91.7/c*	92.6/b	92.3/b	4.2/b*	7.4/b	7.7/b	4.2/b	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Bennington	84.6/e	84.2/c	90.9/c	15.4/e	5.3/b	9.1/c	0.0	5.3/b	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Caledonia	47.6/f*	83.3/d	90.9/c	40.0/f*	16.7/d	9.1/c	13.3/d	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Franklin	78.3/d	93.3/b*	86.1/b	8.7/c	6.7/b	11.1/b	13.0/d	0.0	2.8/a	0.0	0.0	0.0	0.0	0.0	0.0
Lamoille	92.9/c*	93.3/c	84.6/d	0.0	0.0	7.7/c	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	90.0/c	91.3/c	85.7/c	5.0/c	4.4/b	9.5/c	5.0/c	0.0	0.0*	0.0	0.0	0.0	0.0	4.4/b	0.0
Washington	82.6/d	67.9/d	89.5/c	17.4/d	21.4/c	0.0*	0.0	3.6/b	0.0*	0.0	7.1/b	0.0	0.0	0.0	0.0
Windham	88.9/d	83.3/d	92.0/b	11.1/d	16.7/d	4.0/b	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Chittenden/ Grand Isle	81.2/d	77.5/c	86.5/c	15.6/c	15.0/c	5.4/b	3.1/b	0.0	2.7/a	0.0	0.0	2.7/a	0.0	0.0	0.0
Essex/ Orleans	87.1/c	72.2/d	100.0/a*	9.7/b	22.2/d	0.0*	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Orange/ Windsor	76.0/d	89.3/c	86.1/b	16.0/d	3.6/b*	8.3/b	0.0	0.0	2.8/a	0.0	0.0	0.0	0.0	0.0	0.0
Statewide	82.3/a	83.5/a	88.5/a	12.8/a	11.0/a	6.7/a	3.6/a	2.3/a	1.4/a	0.0	0.9/a	.56/a	0.0	0.4/a	0.0

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%
* Indicates statistical difference from statewide average at .05%

Chart 5.3: Percentage of Consumers Who Indicated Medicaid Waiver Program Caregivers "Always" or "Almost Always" Treated Them with Respect



* Indicates statistical difference from statewide average at .05% in that year

- 1 Indicates statistical difference between 2000 and 2001
- 2 Indicates statistical difference between 1999 and 2001
- 3 Indicates statistical difference between 1999 and 2000
- 4 Indicates statistical difference between 1999, 2000 and 2001
- 5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001
- 6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001
- 7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

D. Knowledge of Whom to Contact with Complaints or Requests

In 2001, 89.2% of Medicaid Waiver Program consumers statewide reported that they “always” or “almost always” knew whom to contact with complaints or requests (Figure 5.5)– nearly the same percentage as in 2000 (89.1%). Consumers in Essex/Orleans (100%) were more likely to report “always” or “almost always” knowing whom to contact than consumers around the state, a significant increase from 2000 (83.3%) (Chart 5.4). However, consumers in Washington (68.4%) were significantly less likely to “always” or “almost always” have the same knowledge.

This aspect of the Medicaid Waiver Program was the one most likely to be given low ratings, with 3.6% of respondents statewide reporting they “never” knew whom to contact with complaints or requests, the same percentage as in 2000.

Figure 5.5: Information on Whom to Contact with Complaints or Requests

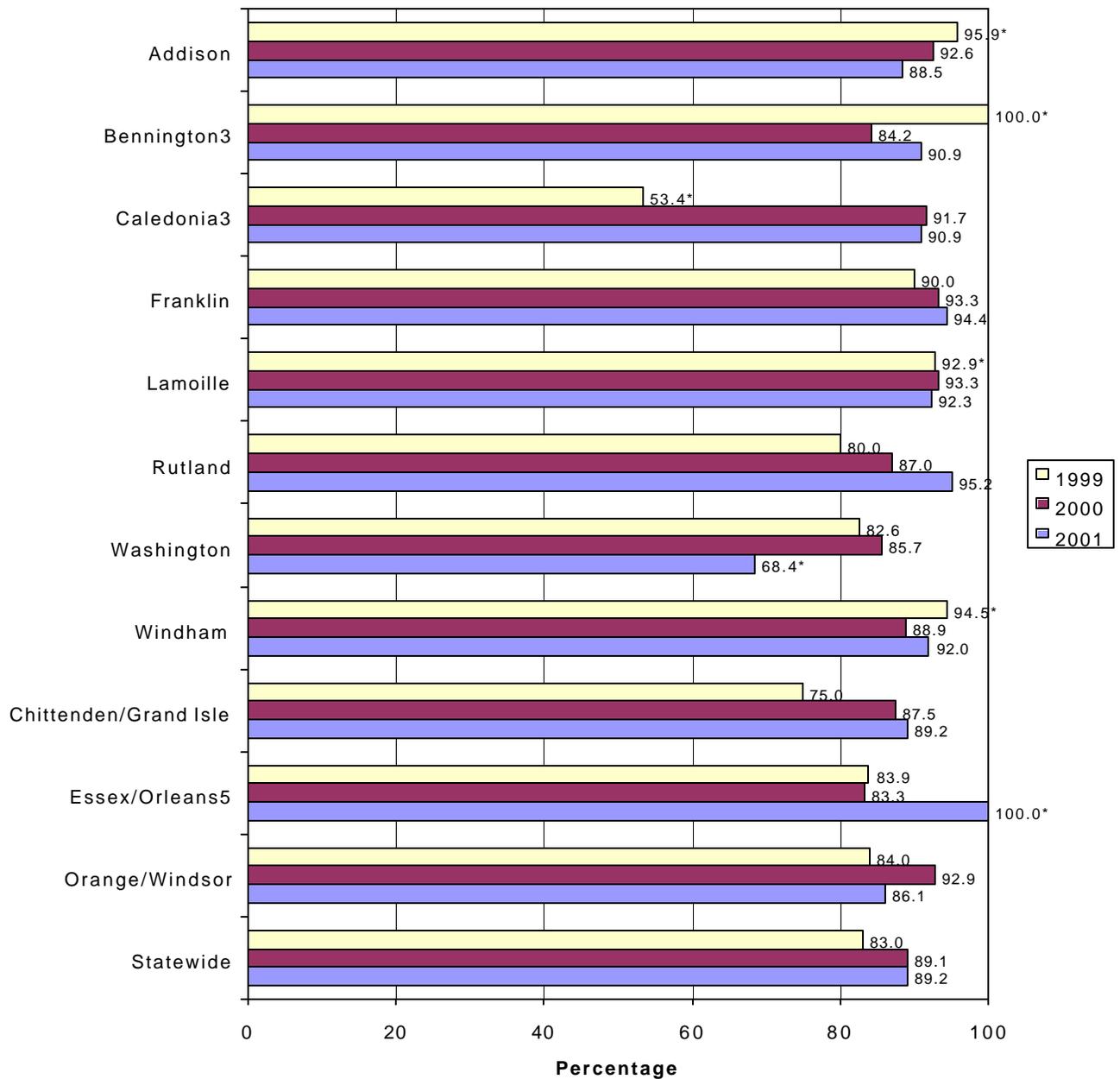
11D. I know whom to contact if I have a complaint or if I need more help. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	91.7/c*	85.2/c	80.8/c	4.2/b	7.4/b	7.7/b	0.0	0.0	3.9/b	0.0	0.0	0.0	0.0	0.0	3.9/b
Bennington	84.6/e	79.0/d	72.7/e	15.4/e	5.3/b	18.2/d	0.0	5.3/b	0.0*	0.0	0.0	0.0	0.0	0.0	0.0*
Caledonia	46.7/f*	83.3/d	81.8/d	6.7/c	8.3/c	9.1/c	26.7/e*	0.0	0.0*	13.3/d*	0.0	0.0	0.0	8.3/c	9.1/c
Franklin	90.0/b*	83.3/c	86.1/b	0.0	10.0/d	8.3/b	8.7/c	0.0	0.0*	0.0	0.0	0.0	4.4/b	6.7/b	2.8/a
Lamoille	92.9/c*	93.3/c*	76.9/d	0.0	0.0	15.4/d	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0*
Rutland	75.0/e	73.9/d	90.5/c	5.0/c	13.0/c	4.8/b	15.0/d	4.4/b	0.0*	0.0	0.0	0.0	0.0	4.4/b	0.0*
Washington	65.2/e	57.1/d*	63.2/e*	17.4/d	28.6/d*	5.3/b	0.0	7.1/b	0.0*	0.0	0.0	0.0	8.7/c	3.6/b	10.5/c
Windham	66.7/d	77.8/d	92.0/b	27.8/e*	11.1/c	0.0*	5.6/c	0.0	0.0*	0.0	0.0	0.0	0.0	5.6/b	4.0/b
Chittenden/ Grand Isle	71.9	77.5/c	83.8/c	3.1/b*	10.0/b	5.4/b	15.6	0.0	5.4/b	0.0	0.0	0.0	6.3/b	5.0/b	2.7/a
Essex/ Orleans	77.4/c	66.7/e	93.3/c	6.5/b	16.7/d	6.7/c	6.5/b	0.0	0.0*	0.0	0.0	0.0	0.0	11.0/c	0.0*
Orange/ Windsor	64.0/e	85.7/c	83.3/c	20.0/d	7.1/d	2.8/a	4.0/b	3.6/b	2.8/a	0.0	0.0	2.8/a	4.0/b	0.0	5.6/b
Statewide	73.8/b	77.4/a	83.2/a	9.2/a	11.6/a	5.9/a	8.9/a	2.1/a	2.0/a	0.6/a	0.0	.44/a	3.1/a	3.6/a	3.6/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 5.4: Percentage of Medicaid Waiver Program Consumers Who "Always" or "Almost Always" Knew Whom to Contact with Complaints or Requests



* Indicates statistical difference from statewide average at .05% in that year

- 1 Indicates statistical difference between 2000 and 2001
- 2 Indicates statistical difference between 1999 and 2001
- 3 Indicates statistical difference between 1999 and 2000
- 4 Indicates statistical difference between 1999, 2000 and 2001
- 5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001
- 6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001
- 7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

E. Meeting Consumer Needs When and Where Necessary

In 2001, 87.9% of consumers indicated that the Medicaid Waiver Program had “always” or “almost always” provided service to them when and where they needed assistance (Figure 5.6). This result is consistent with statewide satisfaction levels reported in 2000. Consumers in Bennington (100%) and Windham (96%) were more likely than consumers statewide to report the Medicaid Waiver Program as “always” or “almost always” meeting their needs (Chart 5.5) — a significant increase in Bennington compared to 2000 (84.2%).

Figure 5.6: Meeting Consumer Needs

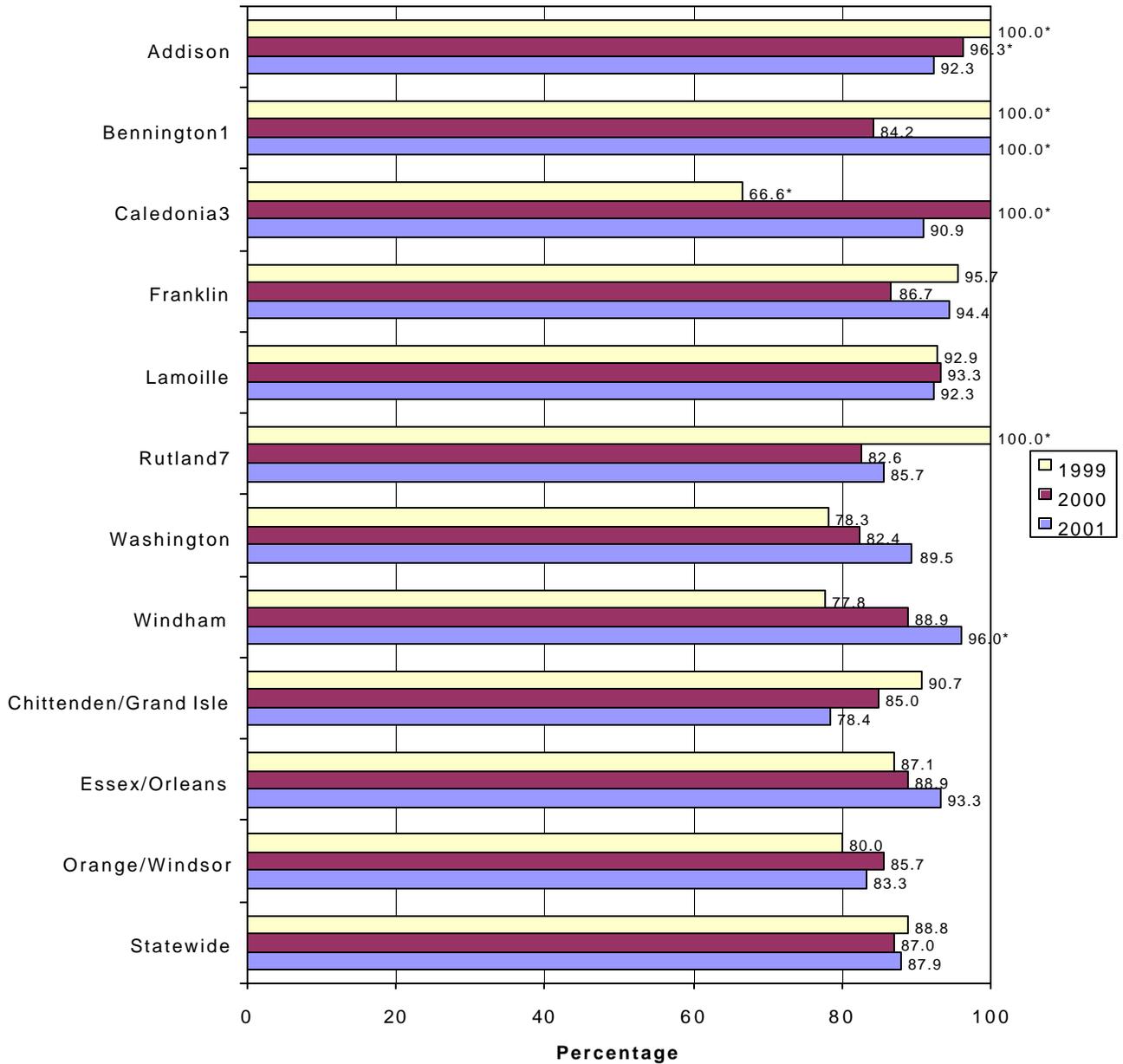
11E. The Medicaid Waiver Program provides to me when and where I need assistance.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	83.3/d*	81.5/c*	76.9/d	16.7/d	14.8/c	15.4/c	0.0	0.0	3.9/b	0.0	0.0	0.0	0.0	3.7/b	0.0
Bennington	69.2/f	57.9/e	81.8/d	30.8/f	26.3/d	18.2/d	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	5.3/b	0.0
Caledonia	33.3/f*	83.3/d*	54.6/f	33.3/f	16.7/d	36.4/e	26.7/f*	0.0	9.1/c	6.7/c	0.0	0.0	0.0	0.0	0.0
Franklin	69.6/e	73.3/c	77.8/c	26.1/e	13.3/c	16.7/c	0.0	6.7/b	2.8/a	4.3/b	0.0	0.0	0.0	0.0	2.8/a
Lamoille	78.6/e*	86.7/d*	61.5/e	14.3/d	6.7/c*	30.8/e	0.0	0.0	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	75.0/e	52.2/e	71.4/d	25.0/e	30.4/d	14.3/c	0.0	8.7/c	9.5/c	0.0	0.0	0.0	0.0	4.4/b	0.0
Washington	52.2/e	60.7/d	79.0/d	26.1/d	21.4/c	10.5/c	4.3/b	10.7/c	0.0*	4.3/b	3.6/b	0.0	0.0	0.0	0.0
Windham	55.6/f	72.2/d	80.0/c	22.2/e	16.7/d	16.0/c	22.2/e	11.1/c	0.0*	0.0	0.0	0.0	0.0	0.0	0.0
Chittenden/ Grand Isle	59.4/d	52.5/d	67.6/c	31.3/d	32.5/c	10.8/b	6.3/b	12.5/b	13.5/c	3.1/b	0.0	5.4/b	0.0	0.0	0.0
Essex/ Orleans	58.1/d	66.7/e	66.7/e	29.0/d	22.2/d	26.7/d	6.5/b	5.6/b	6.7/c	0.0	0.0	0.0	0.0	0.0	0.0
Orange/ Windsor	64.0/e	64.3/d	69.4/c	16.0/d	21.4/c	13.9/b	12.0/c	10.7/c	11.1/b	4.0/b	0.0	0.0	0.0	0.0	0.0
Statewide	63.3/b	64.5/a	72.3/a	25.5/b	22.5/a	15.6/a	6.8/a	7.5/a	6.8/a	2.3/a	1.0/a	1.1/a	0.0	1.1/a	.34/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%, /g=13%

* Indicates statistical difference from statewide average at .05%

Chart 5.5: Percentage of Medicaid Waiver Program Consumers Who Indicated the Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

CHAPTER VI. Satisfaction with the Adult Day Center Program

The majority of Adult Day Center participants surveyed in 1999, 2000, and 2001 were highly satisfied with several aspects of the program.¹ A large percentage of consumers felt that centers' operating hours fit their needs, with 86.0% indicating they were either "always" or "almost always" satisfied with this program aspect (Figure 6.1). In contrast, only 67.0% of consumers statewide "always" or "almost always" felt that they were able to afford all the hours of center services that their family needed. This rating is similar to 1999 survey results, and represents a decrease from satisfaction levels in 2000 (80.0%).

Figure 6.1: Consumer Satisfaction with the Adult Day Center Program

	Percentage of Consumers Who Answered "Always" or "Almost Always"			Percentage of Consumers Who Answered "Seldom" or "Never"		
	1999	2000	2001	1999	2000	2001
Satisfaction with the Days and Hours of Program	80.1%	89.6%	86.0%	3.3%	2.5%	3.1%
Activities Offered Match my Interests	67.8%	70.4%	71.8%	7.4%	4.6%	2.4%
Program Offers Enough Services to Suit My Needs	77.4%	83.3%	84.7%	10.8%	3.8%	1.8%
Know Whom to Contact With Complaints or Requests	78.9%	74.4%	76.7%	12.9%	6.3%	6.3%
Able to Afford Hours of Services Needed	68.4%	80.0%	67.0%	9.8%	12.1%	6.4%
Total Yearly Average	74.5%	79.5%	77.2%	8.8%	5.9%	4.0%

In all survey years, consumer satisfaction varied significantly among Vermont counties and regions, with some areas having extremely high levels of satisfaction (e.g., 100% of consumers "always" or "almost always" satisfied) and other counties having lower levels of satisfaction (e.g., 60% of consumers "seldom" or "never" satisfied). On average, 2001 survey results indicated a trend toward slightly higher levels of consumer satisfaction for the Adult Day Center Program in Caledonia, Washington, and Essex/Orleans. Consumers in these areas more frequently rated aspects of the Adult Day Center Program as "always" or "almost always" satisfactory than consumers statewide. In contrast, results also indicated a trend toward lower levels of consumer satisfaction for the Adult Day Program in Orange/Windsor, where consumers more frequently rated aspects of the program as "seldom" or "never" satisfactory than consumers statewide.

¹ While satisfaction levels with program aspects discussed in this chapter are somewhat lower than those discussed in previous chapters, it is important to note that the program aspects that respondents were asked to rate for this program were different than for the other three programs included in the survey. Therefore, direct comparisons should not be made.

A. Satisfaction with Operating Hours of Adult Day Center Program

About 86% of consumers statewide who participated in the Adult Day Center Program indicated they were “always” or “almost always” satisfied with the program’s hours of operation (Figure 6.2).

Consumers in Bennington (100%) and Caledonia (100%) indicated more frequently than consumers statewide they were “always” or “almost always” satisfied with this aspect (Chart 6.1). However, consumers in Orange/Windsor (66.7%) were less likely than consumers statewide to be “always” or “almost always” satisfied with days and hours of program operation, a significant drop from 2000 satisfaction levels (93.3%).

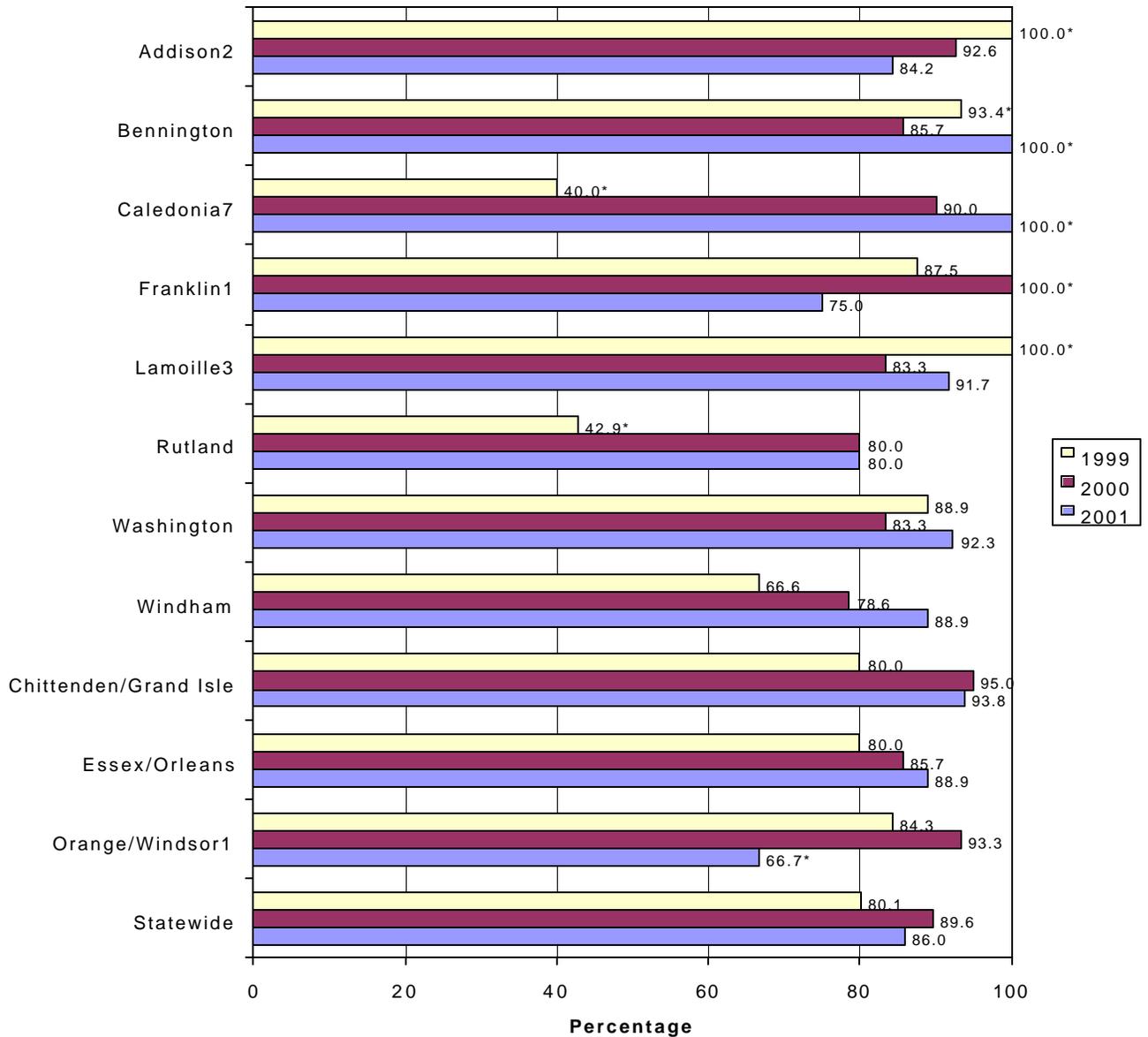
Figure 6.2: Satisfaction with Days and Hours

12A. The days and hours that the Adult Day Program is open fit my needs. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	92.6/c*	74.1/d	65.8/c	7.4/c	18.5/c	18.4/c	0.0	7.4/b	5.3/b	0.0	0.0	0.0	0.0	0.0	2.6/a
Bennington	86.7/d*	64.3/e	66.7/e	6.7/c	21.4/d	33.3/e	6.7/c	14.3/d	0.0*	0.0	0.0	0.0	0.0	0.0	0.0*
Caledonia	30.0/f*	70.0/e	85.7/c*	10.0/d	20.0/e	14.3/c	40.0/g*	10.0/d	0.0*	0.0	0.0	0.0	0.0	0.0	0.0*
Franklin	87.5/f*	69.2/e	58.3/f	0.0	30.8/e	16.7/d	0.0	0.0	0.0*	0.0	0.0	0.0	12.5/f	0.0	8.3/c
Lamoille	87.5/e*	66.7/e	75.0/e	12.5/e	16.7/d	16.7/d	0.0	11.1/c	8.3/c	0.0	0.0	0.0	0.0	0.0	0.0*
Rutland	28.6/g*	40.0/i	60.0/l	14.3/f	40.0/i	20.0/h	28.6/g	20.0/h	0.0*	0.0	0.0	0.0	0.0	0.0	20.0/h
Washington	55.6/g	50.0/f	84.6/d	33.3/g	33.3/f	7.7/c	0.0	0.0	0.0*	0.0	8.3/d	0.0	0.0	8.3/d	7.7/c
Windham	33.3/f*	35.7/e*	66.7/f	33.3/f	42.9/f	22.2/f	8.3/d	21.4/e	0.0*	0.0	0.0	0.0	16.7/e	0.0	0.0*
Chittenden/ Grand Isle	66.7/f	70.0/e	87.5/d*	13.3/d	25.0/d	6.3/c	6.7/c	0.0	0.0*	0.0	5.0/b	0.0	0.0	0.0	0.0*
Essex/ Orleans	60.0/f	71.4/g	77.8/e	20.0/f	14.3/e	11.1/d	20.0/f	14.3/e	0.0*	0.0	0.0	11.1/d	0.0	0.0	0.0*
Orange/ Windsor	63.2/e	46.7/f	44.4/e*	21.1/e	46.7/f	22.2/d	10.5/c	0.0	11.1/c	5.3/c	0.0	0.0	0.0	0.0	0.0*
Statewide	64.6/b	61.6/b	69.3/b	15.5/b	28.0/b	16.7/a	9.2/a	6.6/a	3.3/a	0.7/a	1.7/a	.48/a	2.6/a	0.8/a	2.7/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%
 * Indicates statistical difference from statewide average at .05%

Chart 6.1: Percentage of Adult Day Center Program Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with the Days and Hours of Operation



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

B. Satisfaction with Adult Day Center Program Activities

In 2001, 71.8% of consumers statewide in the Adult Day Center Program indicated that they were either “always” or “almost always” satisfied with the program activities offered by the program (Figure 6.3), a level consistent with results from the 1999 and 2000 surveys. Of the various program elements included in the questionnaire, consumers across the state were least satisfied with this aspect of the Adult Day Program. However, consumers in Caledonia (92.9%), Washington (92.3%), and Essex/Orleans (100%) reported greater satisfaction than the statewide average (Chart 6.2). The increase in satisfaction reported in Washington (92.3%) was significantly greater than last year’s results (58.3%). Consumers in Orange/Windsor (50%), however, were far less satisfied than state consumers as a whole. Finally, while the percent of consumers in Franklin (50%) who were “always” or “almost always” satisfied with the program activities was not statistically different than the statewide average, the result was a significant drop from satisfaction levels with this program element in 2000 (84.6%).

Figure 6.3: Satisfaction with Activities

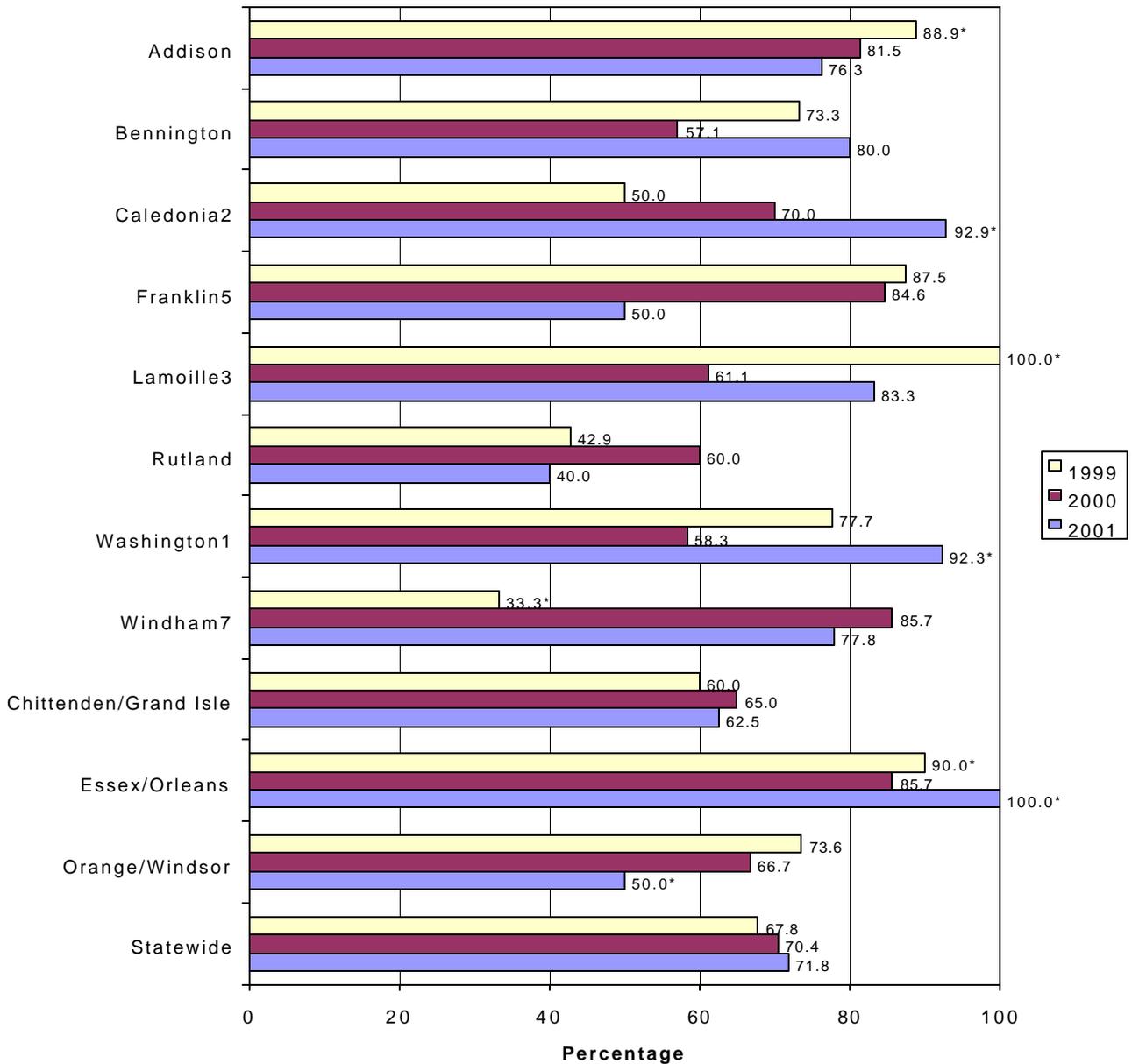
12B. The activities offered at my Adult Day Program match my interests. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	63.0/d*	48.2/d	55.3/c	25.9/d	33.3/d	21.1/c	7.4/c	14.8/c	10.5/b	0.0	0.0	0.0*	0.0	0.0	0.0
Bennington	60.0/f	21.4/d*	33.3/e	13.3/d	35.7/e	46.7/e*	26.7/e	35.7/e	20.0/d	0.0	0.0	0.0*	0.0	7.4/c	0.0
Caledonia	20.0/f*	50.0/f	42.9/e	30.0/f	20.0/e	50.0/e*	20.0/f	20.0/e	0.0*	10.0/d	10.0/d	7.1/c	10.0/d	0.0	0.0
Franklin	87.5/f*	61.5/f	41.7/f	0.0	23.1/e	8.3/c	0.0	7.8/c*	33.3/f	12.5/f	0.0	0.0*	0.0	0.0	0.0
Lamoille	87.5/e*	44.4/e	66.7/e	12.5/e*	16.7/d	16.7/d	0.0	33.3/e	16.7/d	0.0	0.0	0.0*	0.0	5.6/b	0.0
Rutland	14.3/f*	40.0/i	40.0/i	28.6/g	20.0/h	0.0*	0.0	20.0/h	0.0*	0.0	0.0	20.0/h	14.3/f	20.0/h	20.0/h
Washington	33.3/g	41.7/f	69.2/e	44.4/g	16.7/e	23.1/e	11.1/e	16.7/e	7.7/c	0.0	8.3/d	0.0*	0.0	0.0	0.0
Windham	8.3/d*	50.0/f	66.7/f	25.0/f	35.7/e	11.1/d	33.3/f	14.3/d	0.0*	8.3/d	0.0	11.1/d	8.3/d	0.0	0.0
Chittenden/ Grand Isle	26.7/f	55.0/e	50.0/f	33.3/f	10.0/c*	12.5/d	20.0/e	30.0/e	31.2/e	0.0	5.0/b	0.0*	6.7/c	0.0	0.0
Essex/ Orleans	70.0/f*	71.4/g	66.7/f	20.0/f	14.3/e	33.3/f	10.0/d	14.3/e	0.0*	0.0	0.0	0.0*	0.0	0.0	0.0
Orange/ Windsor	36.8/e	33.3/e	27.8/e*	36.8/e	33.3/e	22.2/d	10.5/c	20.0/e	22.2/d	0.0	6.7/c	0.0*	10.5/c	0.0	0.0
Statewide	40.9/b	46.4/b	50.3/b	26.9/b	24.0/b	21.6/a	14.7/b	21.4/a	15.3/a	2.2/a	1.7/a	1.7/a	5.2/a	1.7/a	.73/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%

* Indicates statistical difference from statewide average at .05%

Chart 6.2: Percentage of Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with Adult Day Center Program Activities



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

C. Program Offers Enough Services to Meet Needs

Over 84% of consumers in the Adult Day Center Program surveyed in 2001 felt that the Program “always” or “almost always” offered enough services to meet their needs (Figure 6.4). Little geographic variation is evident in consumer satisfaction levels across the state compared to those in specific counties or regions. However, consumers in Essex/Orleans (100%) indicated more frequently than consumers statewide that they “always” or “almost always” felt that the services offered met their needs (Chart 6.3). Satisfaction levels across the state and within county/region remained steady with last year; the percent of respondents reporting that services offered “always” or “almost always” met their needs did not change significantly from 2000 to 2001 on the statewide level or within county or region.

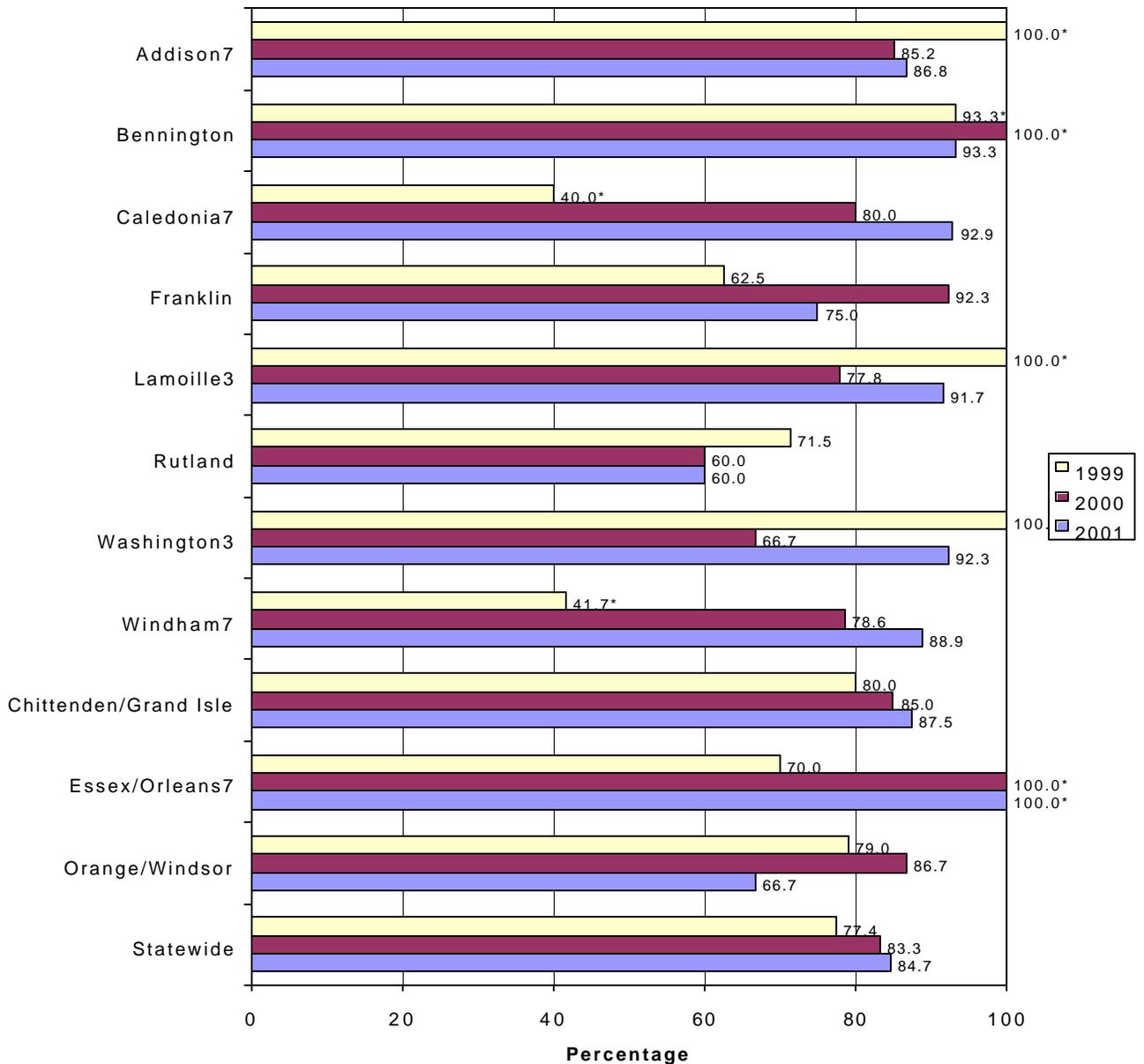
Figure 6.4: Offers Enough Services to Meet Needs

12C. The Adult Day Program offers enough services to suit my needs. For example, nursing, physical therapy and meals. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	70.4/d	66.7/d	81.6/c	29.6/d	18.5/c	5.3/b*	0.0	7.4/b	5.3/b	0.0	0.0	0.0	0.0	0.0	0.0
Bennington	80.0/e	71.4/e	60.0/e	13.3/d	28.6/e	33.3/e*	6.7/c	0.0	6.7/b	0.0	0.0	0.0	0.0	0.0	0.0
Caledonia	30.0/f*	60.0/f	78.6/d	10.0/d	20.0/e	14.3/c	30.0/f*	10.0/d	0.0*	20.0/f	0.0	7.1/c	10.0/d	0.0	0.0
Franklin	50.0/g	84.6/d*	50.0/f	12.5/f	7.7/c	25.0/e	12.5/f	7.7/c	8.3/c	12.5/f	0.0	0.0	0.0	0.0	0.0
Lamoille	100.0*	66.7/e	91.7/c*	0.0	11.1/c	0.0*	0.0	22.2/d	8.3/c	0.0	0.0	0.0	0.0	0.0	0.0
Rutland	42.9/g	40.0/i	60.0/l	28.6/g	20.0/h	0.0*	0.0	20.0/h	0.0*	14.3/f	0.0	0.0	0.0	20.0/h	20.0/h
Washington	66.7/g	50.0/f	53.9/f	33.3/g	16.7/e	38.5/f*	0.0	16.7/e	0.0*	0.0	8.3/d	7.7/c	0.0	8.3/d	0.0
Windham	25.0/f*	57.1/f	66.7/f	16.7/e	21.4/e	22.2/f	25.0/f	14.3/d	0.0*	8.3/d	7.4/c	0.0	8.3/d	0.0	0.0
Chittenden/ Grand Isle	60.0/f	70.0/e	68.8/e	20.0/e	15.0/d	18.8/d	0.0	5.0/b	6.3/c	0.0	5.0/b	0.0	13.3/d	0.0	0.0
Essex/ Orleans	60.0/f	100.0*	88.9/d*	10.0/d	0.0	11.1/d	10.0/d	0.0	0.0*	10.0/d	0.0	0.0	10.0/d	0.0	0.0
Orange/ Windsor	47.4/f	73.3/e	55.6/e	31.6/e	13.3/d	11.1/c	5.3/c	13.3/d	5.6/b	5.3/c	0.0	0.0	10.5/c	0.0	0.0
Statewide	55.7/b	67.3/b	69.7/b	21.7/b	16.1/a	15.0/a	6.9/a	10.2/a	4.5/a	4.9/a	2.2/a	1.1/a	5.9/a	1.5/a	.73/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%
* Indicates statistical difference from statewide average at .05%

Chart 6.3: Percentage of Consumers Who Indicated the Adult Day Center Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

D. Knowledge of Whom to Contact with Complaints or Requests

More than three-quarters of consumers statewide (76.3%) who participated in the Adult Day Center Program indicated they “always” or “almost always” knew whom to contact if they had a complaint or if they needed more help from the program (Figure 6.5). Consumers in Lamoille (100%) were more likely than consumers across the state to indicate that they “always” or “almost always” knew whom to contact – a significant increase from 2000 results (81.3%). While the percent of consumers in Addison (71.1%) who felt that they “always” or “almost always” knew whom to contact was not different than the statewide average, there was a significant drop from 2000 satisfaction levels (84.0%).

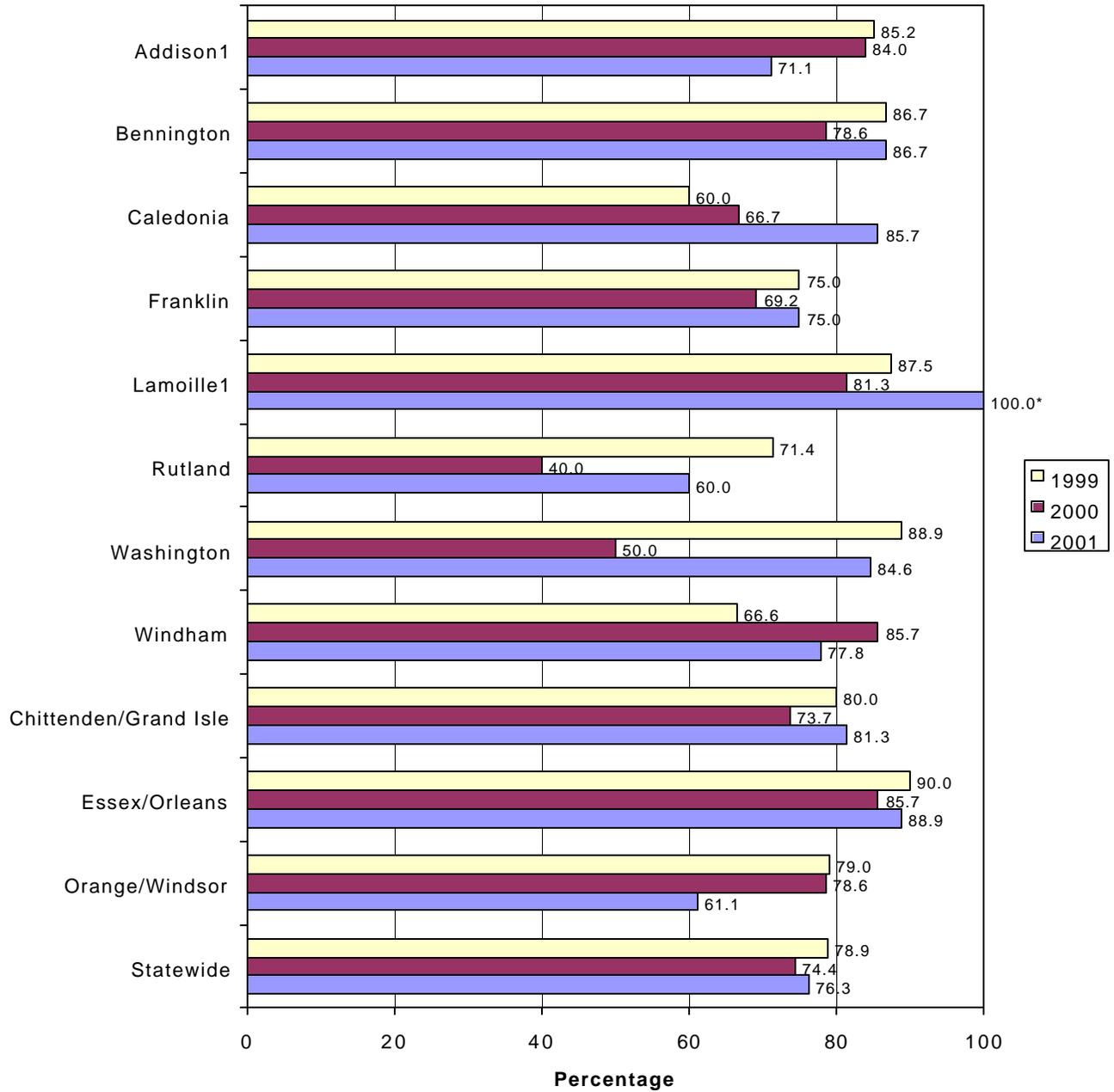
Figure 6.5: Knowledge of Whom to Contact with Complaints or Requests

12D. I know whom to contact if I have a complaint or if I need more help from the program.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	70.4/d	84.0/c	57.9/c	14.8/c	8.0/b	13.2/b	3.7/b	0.0	5.3/c	0.0	0.0	0.0	3.7/b	8.0/b	7.9/d
Bennington	80.0/e	78.6/d	73.3/d	6.7/c	7.1/b	13.3/c	6.7/c	14.3/d	6.7/b	0.0	0.0	0.0	0.0	0.0	6.7/b
Caledonia	60.0/g	66.7/f	71.4/d	0.0	22.2/e	14.3/c	0.0	0.0	0.0*	20.0/f	0.0	0.0	20.0/f	11.1/d	7.1/c
Franklin	62.5/g	69.2/e	50.0/f	12.5/f	15.4/d	25.0/e	12.5/f	0.0	0.0*	0.0	0.0	0.0	0.0	15.4/d	8.3/c
Lamoille	87.5/e*	81.3/d	100.0/a*	0.0	0.0	0.0*	0.0	6.3/b	0.0*	0.0	12.5/c	0.0	12.5/e	0.0	0.0*
Rutland	57.1/g	40.0/i	40.0/i	14.3/f	40.0/i	20.0/h	0.0	20.0/h	0.0*	0.0	0.0	0.0	14.3/f	0.0	20.0/h
Washington	77.8/f	50.0/f	76.9/e	11.1/e	16.7/e	7.7/c	0.0	25.0/f	0.0*	0.0	8.3/d	7.7/c	11.1/e	0.0	0.0*
Windham	58.3/g	85.7/d	66.7/f	8.3/d	14.3/d	11.1/d	0.0	0.0	0.0*	0.0	0.0	0.0	33.3/f	0.0	0.0*
Chittenden/ Grand Isle	73.3/f	73.7/e	75.0/e	6.7/c	10.5/c	6.3/c	0.0	5.3/b	6.3/c	0.0	0.0	0.0	6.7/c	10.5/c	6.3/c
Essex/ Orleans	80.0/f	85.7/e	66.7/f	10.0/d	0.0	22.2/e	0.0	14.3/e	0.0*	0.0	0.0	0.0	10.0/d	0.0	11.1/d
Orange/ Windsor	63.2/e	78.6/e	61.1/e	15.8/d	14.3/d	0.0*	0.0	0.0	5.6/b	10.5/c	0.0	0.0	10.5/c	7.1/c	0.0*
Statewide	68.7/b	74.4/b	66.0/b	10.2/b	11.8/a	10.7/a	2.0/a	6.3/a	3.5/a	2.5/a	1.9/a	.65/a	10.4/b	5.7/a	5.6/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i=18-20%; /j >20%
* Indicates statistical difference from statewide average at .05%

Chart 6.4: Percentage of Adult Day Center Program Consumers Who Indicated They "Always" or "Almost Always" Knew Whom to Contact with Complaints or Requests



* Indicates statistical difference from statewide average at .05% in that year

¹ Indicates statistical difference between 2000 and 2001

² Indicates statistical difference between 1999 and 2001

³ Indicates statistical difference between 1999 and 2000

⁴ Indicates statistical difference between 1999, 2000 and 2001

⁵ Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

⁶ Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

⁷ Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

E. Program Affordability

In 2001, the aspect with the lowest percentage of above average respondent satisfaction statewide was program cost (67.0%) (Figure 6.6). Despite this level of satisfaction, at least 50% of consumers in all areas (except Rutland) were “always” or “almost always” able to afford the services they required (Chart 6.5). Only consumers in Washington were more likely to say they were “always” able to afford all Adult Day Center services they needed than their counterparts statewide. This issue was more problematic in 2001 for consumers in Franklin than in 2000, where only 58.3% of respondents reported they could “always” or “almost always” afford all the hours of service they needed, down from 75% in 2000.

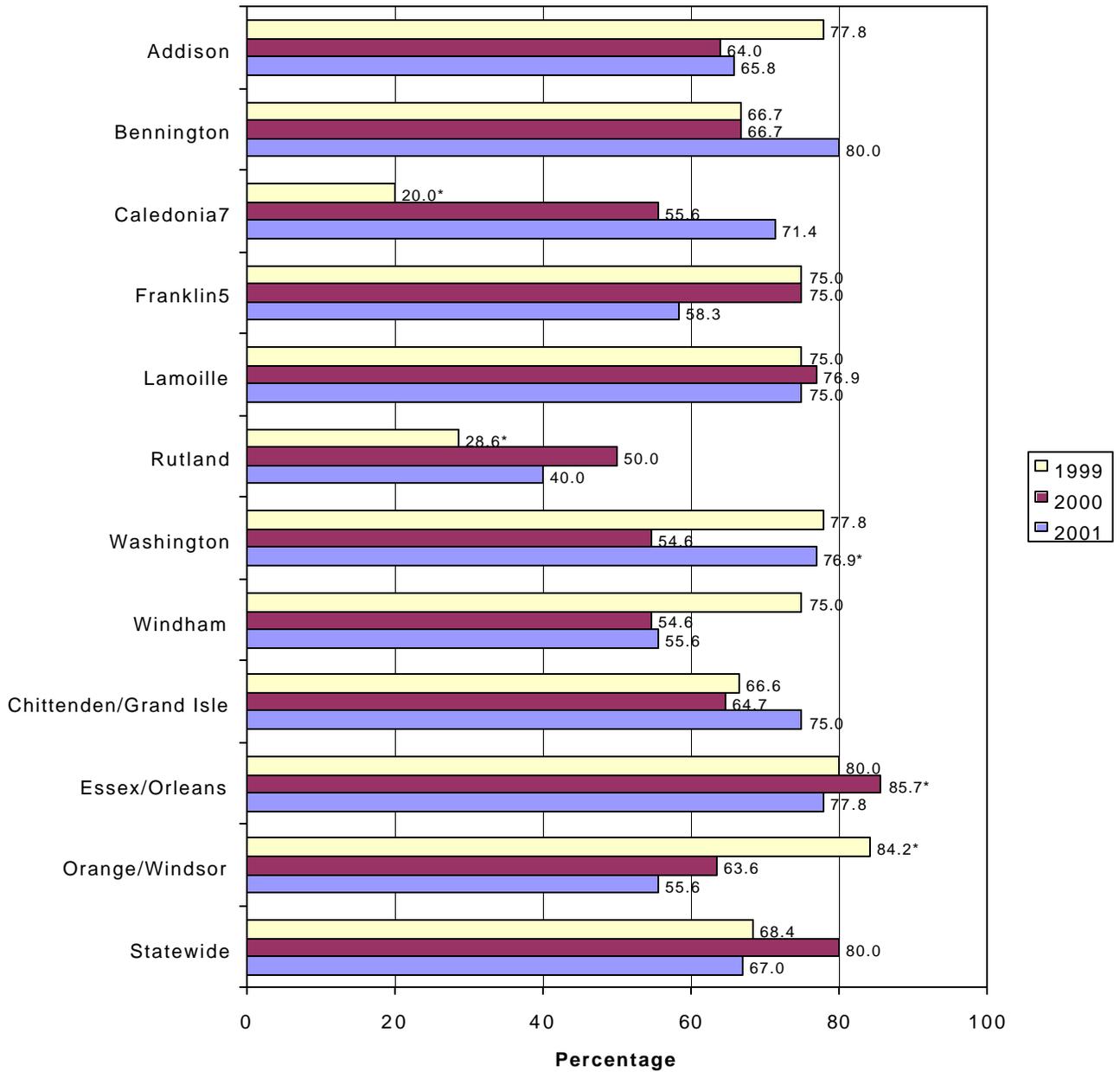
Figure 6.6: Satisfaction with Program Affordability

12E. I am able to afford all the hours of Adult Day Center that my family and I need.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
Addison	63.0/d	64.0/d	47.4/c	14.8/c	24.0/d	18.4/c	3.7/b	8.0/b	10.5/b	7.4/c	0.0	2.6/a	0.0	4.0/b	2.6/a
Bennington	60.0/f	66.7/f	53.3/e	6.7/c	8.3/c	26.7/d	20.0	0.0	0.0*	0.0	8.3/c	0.0*	0.0	16.7/d	0.0*
Caledonia	10.0/d	55.6/f	64.3/e	10.0/d	11.1/d	7.1/c	20.0/f	11.1/d	7.1/c	30.0/f*	11.1/d	0.0*	30.0/f*	11.1/d	14.3/c
Franklin	75.0/g	75.0/e	33.3/f	0.0	0.0	25.0/e	0.0	16.7/d	8.3/c	0.0	8.3/c	0.0*	12.5/f	0.0	8.3/c
Lamoille	75.0/f*	76.9/e	58.3/e	0.0	15.4/d	16.7/d	0.0	7.7/c	8.3/c	0.0	0.0	0.0*	0.0	0.0	0.0*
Rutland	14.3/f*	50.0/i	40.0/j	14.3/f	50.0/l*	0.0*	0.0	0.0	20.0/h	14.3/f	0.0	0.0*	0.0	0.0	20.0/h
Washington	55.6/g	54.6/g	76.9/e*	22.2/f	18.2/e	0.0*	11.1	9.1/d	0.0*	0.0	9.1/d	7.7/c	0.0	9.1/d	0.0*
Windham	66.7/f	54.6/f	44.4/g	8.3/d	36.4/f	11.1/d	8.3/d	9.1/d	11.1/d	0.0	0.0	0.0*	8.3/d	0.0	11.1/d
Chittenden/ Grand Isle	53.3/f	64.7/e	62.5/e	13.3/d	5.9/c	12.5/d	20.0/e	25.5/e	0.0*	0.0	0.0	0.0*	6.7/c	5.9/c	0.0*
Essex/ Orleans	70.0/f	85.7/e*	55.6/f	10.0/d	0.0	22.2/e	10.0/d	14.3/e	0.0*	0.0	0.0	22.2/e	0.0	0.0	0.0*
Orange/ Windsor	47.4/f	63.6/f	44.4/e	36.8/e*	27.3/f	11.1/c	0.0	0.0	5.6/b	5.3/c	0.0	0.0*	5.3/c	9.1/d	5.6/b
Statewide	53.6/b	64.5/b	52.6/b	14.8/b	15.5/a	14.4/a	9.3/b	12.1/a	6.3/a	4.5/a	2.5/a	2.3/a	5.3/a	5.4/a	4.1/a

Standard error on estimates: /a=0-2%; /b=3-4%; /c=5-6%; /d=7-8%; /e=9-10%; /f=11-12%; /g=13-14%; /h=15-17%; /i =18-20%; /j >20%
* Indicates statistical difference from statewide average at .05%

Chart 6.5: Percentage of Adult Day Center Program Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with Program Affordability



* Indicates statistical difference from statewide average at .05% in that year

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 1999 and 2001

3 Indicates statistical difference between 1999 and 2000

4 Indicates statistical difference between 1999, 2000 and 2001

5 Indicates statistical difference between 1999 and 2001 and also 2000 and 2001

6 Indicates statistical difference between 1999 and 2000 and also 2000 and 2001

7 Indicates statistical difference between 1999 and 2000 and also 1999 and 2001

APPENDIX A: SURVEY METHODOLOGY

I. SURVEY QUESTIONNAIRE

The 2001 Survey of Vermonters Who Use Long-Term Care Programs and Services questionnaire included 15 questions, many with several question subparts. A copy of the questionnaire is included as Appendix B. The survey's content focused on providing survey data that would inform the Department's principal research objectives. The survey was administered as a mixed-mode instrument, with responses gathered by mail and telephone.

The 2001 survey instrument was identical to that administered in 2000. The 2000 and 2001 surveys differed from the 1999 version in that the more recent versions included questions about the Homemaker Program rather than the Home Delivered Meals program. Since the instrument was unchanged, in lieu of a pretest with Department consumers, the survey's questions and format were thoroughly tested by a member of ORC Macro's project management team.

Given the diverse nature of the Department's consumers, including age, educational background, and possible limitations attributable to individual disabilities or impairments, several features were added to the survey's format to maximize respondent cooperation. These features included:

- **Tailored Confidentiality Pledge**
The opening dialogue used by telephone interviewers stressed that individual identities and responses would remain confidential.
- **Suspended Surveys**
ORC Macro's Computer-Assisted Telephone Interviewing (CATI) system includes a special survey "suspend" feature, was activated for this project. This feature allows survey interviews to stop at any point during the survey and to resume at a later time. This feature is helpful when conducting interviews with individuals who are busy, difficult-to-reach, or have limitations that prevent them from completing an interview in one episode.
- **Proxy Interviews**
It was anticipated that a small percentage of Department clients might have had difficulty with the telephone survey format. In these cases, consumers were allowed to assign another individual to complete the survey on their behalf. Proxy respondents were always encouraged to discuss the questions with the client as the survey progressed to ensure that his or her opinions were accurately reported. In 2001, 7.8% (n=51) of surveys were completed by a proxy.

Survey Administration

The survey was conducted during February and March 2002. All surveys were completed by a self-administered mail survey or over the telephone at ORC Macro's CATI Research Center in Burlington, Vermont.

Telephone survey interviewers who worked on the project were experienced ORC Macro CATI interviewers who had worked on numerous surveys, including those that collect information on sensitive subjects and require high levels of confidentiality, such as health risk behavior and public assistance program participation surveys. All interviewers had successfully completed ORC Macro's basic interviewer training program. Immediately prior to the survey fielding period, interviewing staff assigned to this project attended an additional project-specific training session that provided a detailed overview of the survey's content, administration issues, and a review of basic interviewing techniques. Department staff attended this training, and provided additional insight on the programs asked about in the survey.

All mail surveys were accompanied by a personalized letter signed by the Department's Commissioner that invited sampled individuals to participate in the survey by returning a completed mail survey, contacting ORC Macro directly using the project's toll-free hotline, or cooperating with a telephone survey interviewer if they were contacted by phone.

Consistent with industry standards, approximately 20% of all interviews were monitored by call center management staff using remote monitoring technology. With this technology, specialized quality control staff members were able to silently monitor interviews in progress while simultaneously viewing the interviewer's computer screen. Neither the interviewer nor the respondent was aware that the conversation was being monitored.

II. SURVEY SAMPLING

The sampling plan was designed to provide survey results at the county and region levels, as well as statewide. Specifically, the survey sample was defined as a stratified sample with disproportionate allocation.

Sample strata were defined at the regional level and were designed to support estimates of percentages with a worst-case standard error of 5% at the county or regional level. Precision at the state level was not explicitly specified; rather, it depended on the sample sizes resulting from aggregating the sample sizes from the county and regional levels.

Sample Size Computations

This disproportionate stratified sample design requires random sampling to occur at the county and regional level. Given the small (from a statistical perspective) average number of cases per county and region, it is essential that the finite population correction factor is used when determining the sample sizes and computing error margins for the response data. To operationalize general sample size requirements for each survey, it is standard to consider an estimate (\hat{p}) of a population proportion (p) from a random sample of size n from a population of size N . The standard interpretation of a 95 percent confidence interval around \hat{p} is that if the survey were repeated 20 times, an interval constructed as $\hat{p} \pm d$ will contain the true value of the population proportion (p) 19 out of 20 times. The half-width of the confidence interval (d) depends on the sampling variance of statistic and the level of confidence associated with the interval. This study specified the precision of the estimates in terms of the sampling variance of the percentages, as expressed in terms of a standard error $SE(\hat{p})$, rather than in terms of a confidence interval half width.

Using the normal approximation to the distribution of the sample proportion estimate, the standard error, $SE(\hat{p})$ and the population and sample sizes are related by the following inequality:¹

$$\sqrt{\frac{N-n}{N-1}} \sqrt{\frac{p(1-p)}{n}} < SE(\hat{p})$$

Minimum required sample sizes are obtained by setting this equation to equality and solving for n , which yields:

$$n = \frac{\frac{p(1-p)}{SE(\hat{p})}}{1 + \frac{1}{N} \left(\frac{p(1-p)}{SE(\hat{p})} - 1 \right)}$$

The size of the confidence interval varies with the value of p , taking on its maximum value at $p = .5$. For this study, p was assumed to be $.7$, and the targeted value for the standard error, $SE(\hat{p})$ was taken at 5%, or $.05$. The denominator of the above equation reflects the finite population correction (FPC) factor. The FPC takes into account the fact that the survey population is finite in size and that sampling is conducted without

¹ Cochran, W.G. 1963. *Sampling Techniques*. New York: John Wiley & Sons p. 74.

replacement. It is applied when the sampling fraction for a given population is large and provides a more precise estimate of the true mean response.

Sample sizes were computed using the equation above, based on these assumed and the population sizes N , for each county (or county grouping).

Sampling Procedures

The sampling frame for each survey period was constructed using the Department's consumer database. Lists of active cases were provided to ORC Macro in electronic format in the spring of 2000.

A statistical computer program was developed that grouped consumers by county and region, and randomly selected the required number of cases from each sampling frame. A higher number of cases were sampled than the required number of surveys to account for sample issues such as non-working telephone numbers, consumers who were unreachable for an interview during the time period, and refusals.

III. SURVEY WEIGHTING

Survey weighting is used to assign greater relative importance to some sampled elements than to others in the survey analysis and may be used to "post-stratify" survey data for analysis and make adjustments for total non-response. Post-stratification is necessary to account for the disproportionate nature of the survey's stratified design, that is, the varying sampling fractions within county and regional strata. Without weighting, standard errors for estimates that cross strata cannot be computed using methods appropriate for simple random sampling.

Survey data were subjected to two weighting factors. The first weight factor is simply the inverse of the selection probabilities and weights the number of sampled cases up to the population count. Letting n_i represent the number sampled cases sampled for the i^{th} county or region, and N_i represent the population count for the i^{th} county or region, the first component of the weight is computed as:

$$W_{I_i} = \frac{N_i}{n_i}$$

To correct for non-response at the county or regional level, a second weighting factor was computed to adjust the number of responding cases to equal the number of sampled cases for each county or region. Effectively, this allows those who did respond for each county or region represent those who did not respond. Using the notation developed above, and letting r_i represent the number of clients who responded for the i^{th} county or region, we compute the second component of the weight as:

$$W_{2i} = \frac{n_i}{r_i}$$

Combining these components results in the following formula for the final weight:

$$W_i = W_{I_i} W_{2i} = \frac{N_i}{r_i}$$

III. SURVEY ANALYSIS

Survey data analysis answered the key research questions identified by the Department. Two primary statistical analysis tools helped to analyze the survey data:

- **Descriptive Statistics**
Response frequencies for survey variables were analyzed and descriptive results, or trends, were identified.
- **Tests for Statistical Differences**
T-tests for proportions determined whether there were statistically significant differences among subgroups of the survey population. Results of these tests are reported in terms of their level of significance, or *p-value*, of the statistical test. The smaller the p-value, the heavier the weight of the sample evidence that there is a statistical difference between groups.

All analyses were conducted using the SUDAAN software package, and incorporated the weights described above. This software correctly models the stratified sampling design, resulting in accurate estimates of variances underlying error margins and other tests for differences among groups.

APPENDIX B: SURVEY QUESTIONNAIRE

{Intro 1}

Hello, this is _____ calling from ORC Macro on behalf of the Vermont Department of Aging and Disabilities. May I please speak with {Name}?

- 1 Yes, on the phone
- 2 Yes, coming to phone **{Repeat}**
- 3 No, not available **{Terminate}**
- 4 Respondent physically/mentally not able to participate in survey **{Go to Label Proxy}**

{Intro 2}

Section 1: Introduction

I'm calling on behalf of the Vermont Agency of Human Services, Department of Aging and Disabilities. We're doing a study of customer satisfaction of Vermonters who use our services.

The information from this survey will be used to help the State of Vermont and your community improve long-term care services. You were chosen to participate in the survey because you receive or have received help in 2001 from a long-term care program such as Adult Day Programs, Medicaid Waiver Services, Homemaker Services and Attendant Services.

You can be assured that your responses to this survey will be strictly confidential. You're answers will never be shared with your caregivers, program staff, or anyone else associated with your care or services.

As you answer the next few questions, please respond in terms of your experience with your long-term care and services in general, rather than thinking of individual services. These services include Adult Day Programs, Medicaid Waiver Services, Homemakers Services and Attendant Services.

- 1 Continue **{Go to Label Survey}**
- 2 Terminate
- 3 Respondent physically/mentally not able to participate in survey **{Go to Label Proxy}**

{Label Proxy}

It is important that we obtain information about {Name}'s experiences with long-term care services in the state. We'd like to conduct this survey with whoever is best able to answer for {Name}. May I speak to that person?

- 1 Yes, on the phone **{Go to Label Proxy3}**
- 2 Yes, respondent coming to the phone **{Go to Label Proxy2}**
- 3 No, not available **{Terminate}**

Section 2: General Satisfaction with Services

Question 3:

For the next series of questions, please think about *all* of the services you receive and programs in which you participate. For example, if you participate in more than one program, think about your experiences with the services you receive from *all* of the programs as a group.

I am going to read some statements that describe various aspects of long-term care programs. Please give each statement a letter grade using a letter grade scale where A means Excellent, B means Good, C means Average, D means Poor, F means Unsatisfactory.

3.A The **amount of choice and control** you had when you planned the services or care you would receive. Would you say....

- 3.A.1 A= Excellent
- 3.A.2 B= Good
- 3.A.3 C= Average
- 3.A.4 D= Poor
- 3.A.5 F= Unsatisfactory
- 3.A.6 Does not apply to respondent [Do Not Read]
- 3.A.8 Don't know [Do Not Read]
- 3.A.9 Refused [Do Not Read]

3.B The overall **quality** of the help you receive. Would you say...

- 3.B.1 A= Excellent
- 3.B.2 B= Good
- 3.B.3 C= Average
- 3.B.4 D= Poor
- 3.B.5 F= Unsatisfactory
- 3.B.6 Does not apply to respondent [Do Not Read]
- 3.B.8 Don't know [Do Not Read]
- 3.B.9 Refused [Do Not Read]

3.C The **timeliness** of your services. *For example, did your services start when you needed them?* Would you say...

- 3.C.1 A= Excellent
- 3.C.2 B= Good
- 3.C.3 C= Average
- 3.C.4 D= Poor
- 3.C.5 F= Unsatisfactory

- 3.C.6 Does not apply to respondent [Do Not Read]
- 3.C.8 Don't know [Do Not Read]
- 3.C.9 Refused [Do Not Read]
- 3.D **When** you receive your services or care? *For example, do they fit with your schedule?*
Would you say...
- 3.D.1 A= Excellent
- 3.D.2 B= Good
- 3.D.3 C= Average
- 3.D.4 D= Poor
- 3.D.5 F= Unsatisfactory
- 3.D.6 Does not apply to respondent [Do Not Read]
- 3.D.8 Don't know [Do Not Read]
- 3.D.9 Refused [Do Not Read]
- 3.E The **communication** between you and the people who help you?
- 3.E.1 A= Excellent
- 3.E.2 B= Good
- 3.E.3 C= Average
- 3.E.4 D= Poor
- 3.E.5 F= Unsatisfactory
- 3.E.6 Does not apply to respondent [Do Not Read]
- 3.E.8 Don't know [Do Not Read]
- 3.E.9 Refused [Do Not Read]
- 3.F The **reliability** of the people who help you. *For example, do they show up when they are supposed to be there?* Would you say?
- 3.F.1 A= Excellent
- 3.F.2 B= Good
- 3.F.3 C= Average
- 3.F.4 D= Poor
- 3.F.5 F= Unsatisfactory
- 3.F.6 Does not apply to respondent [Do Not Read]
- 3.F.8 Don't know [Do Not Read]
- 3.F.9 Refused [Do Not Read]
- 3.G The degree to which the services **meet your needs**? Would you say...
- 3.G.1 A= Excellent
- 3.G.2 B= Good
- 3.G.3 C= Average
- 3.G.4 D= Poor

- 3.G.5 F= Unsatisfactory
- 3.G.6 Does not apply to respondent [Do Not Read]
- 3.G.8 Don't know [Do Not Read]
- 3.G.9 Refused [Do Not Read]

3.H How well **problems or concerns** you have with your care are taken care of?

- 3.H.1 A= Excellent
- 3.H.2 B= Good
- 3.H.3 C= Average
- 3.H.4 D= Poor
- 3.H.5 F= Unsatisfactory
- 3.H.6 Does not apply to respondent [Do Not Read]
- 3.H.8 Don't know [Do Not Read]
- 3.H.9 Refused [Do Not Read]

3.I The **courtesy** of those who help you? Would you say...

- 3.I.1 A= Excellent
- 3.I.2 B= Good
- 3.I.3 C= Average
- 3.I.4 D= Poor
- 3.I.5 F= Unsatisfactory
- 3.I.6 Does not apply to respondent [Do Not Read]
- 3.I.8 Don't know [Do Not Read]
- 3.I.9 Refused [Do Not Read]

3.J How well did people **listen** to your needs and preferences? Would you say...

- 3.J.1 A= Excellent
- 3.J.2 B= Good
- 3.J.3 C= Average
- 3.J.4 D= Poor
- 3.J.5 F= Unsatisfactory
- 3.J.6 Does not apply to respondent [Do Not Read]
- 3.J.8 Don't know [Do Not Read]
- 3.J.9 Refused [Do Not Read]

4 For what you pay for the services you receive, do you find them to be of good value?

[If necessary: These services include Adult Day Programs, Medicaid Waiver Services, Homemakers Services and Attendant Services.]

- 4.1 Yes
- 4.2 No
- 4.6 Does not apply to respondent [Do Not Read]
- 4.8 Don't know [Do Not Read]
- 4.9 Refused [Do Not Read]

5 Would you say the help you have received has made your life...

- 5.1 Much better
- 5.2 Somewhat better
- 5.2 About the same
- 5.3 Somewhat worse
- 5.4 Much worse
- 5.6 Does not apply to respondent [Do Not Read]
- 5.8 Don't know [Do Not Read]
- 5.9 Refused [Do Not Read]

6 How easy would it be for you to stay in your home if you didn't receive services? Would you say...

- 6.1 Very easy
- 6.2 Easy
- 6.3 About the same
- 6.4 Difficult
- 6.5 Very difficult
- 6.6 Does not apply to respondent [Do Not Read]
- 6.8 Don't know [Do Not Read]
- 6.9 Refused [Do Not Read]

Section 3: Quality of Life

7 The following questions refer to how you feel about your life now. Please indicate how well the statements describe your life with either yes, somewhat, or no.

7.A I feel safe in the home where I live. Would you say...

7.A.1 Yes

7.A.2 Somewhat

7.A.3 No

7.A.8 Don't know [Do Not Read]

7.A.9 Refused [Do Not Read]

7.B I feel safe out in my community. Would you say...

7.B.1 Yes

7.B.2 Somewhat

7.B.3 No

7.B.8 Don't know [Do Not Read]

7.B.9 Refused [Do Not Read]

7.C I can get where I need or want to go. Would you say...

7.C.1 Yes

7.C.2 Somewhat

7.C.3 No

7.C.8 Don't know [Do Not Read]

7.C.9 Refused [Do Not Read]

7.D I can get around inside my home as much as I need to. Would you say...

7.D.1 Yes

7.D.2 Somewhat

7.D.3 No

7.D.8 Don't know [Do Not Read]

7.D.9 Refused [Do Not Read]

7.E I am satisfied with how I spend my free time. Would you say...

7.E.1 Yes

7.E.2 Somewhat

- 7.E.3 No
- 7.E.8 Don't know [Do Not Read]
- 7.E.9 Refused [Do Not Read]
- 7.F I am satisfied with the amount of contact I have with my family and friends. Would you say...
- 7.F.1 Yes
- 7.F.2 Somewhat
- 7.F.3 No
- 7.F.8 Don't know [Do Not Read]
- 7.F.9 Refused [Do Not Read]
- 7.G I have someone I can count on in an emergency. Would you say...
- 7.G.1 Yes
- 7.G.2 Somewhat
- 7.G.3 No
- 7.G.8 Don't know [Do Not Read]
- 7.G.9 Refused [Do Not Read]
- 7.H I feel satisfied with my social life and with my connection to my community. Would you say...
- 7.H.1 Yes
- 7.H.2 Somewhat
- 7.H.3 No
- 7.H.8 Don't know [Do Not Read]
- 7.H.9 Refused [Do Not Read]
- 7.I I am concerned that I don't have enough money for the essentials. Would you say...
- 7.I.1 Yes
- 7.I.2 Somewhat
- 7.I.3 No
- 7.I.8 Don't know [Do Not Read]
- 7.I.9 Refused [Do Not Read]
- 7.J I feel valued and respected. Would you say...
- 7.J.1 Yes
- 7.J.2 Somewhat

- 7.J.3 No
- 7.J.8 Don't know [Do Not Read]
- 7.J.9 Refused [Do Not Read]

- 7.K I am concerned that some day I may have to go to a nursing home. Would you say...

- 7.K.1 Yes
- 7.K.2 Somewhat
- 7.K.3 No
- 7.K.8 Don't know [Do Not Read]
- 7.K.9 Refused [Do Not Read]

- 8. Overall, how would you rate your quality of life?

- 8.1. A= Excellent
- 8.2 B= Good
- 8.3 C= Average
- 8.4 D= Poor
- 8.5 F= Unsatisfactory
- 8.6 Does not apply to respondent [Do Not Read]
- 8.8 Don't know [Do Not Read]
- 8.9 Refused [Do Not Read]

Satisfaction with long-term care programs

For the next few questions, I would like you to think about the services you receive from each one of the state-sponsored programs in which you participate.

Section 4: Attendant Services Program

{Ask this section only for participants of the Attendant Services program, as indicated in the sample file.}

- 9 The following series of 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.](#)

Please rate your opinion about each of the statements using the following scale. Always, Almost Always, Sometimes, Seldom, or Never.

- 9.A I am satisfied with the quality of the services I receive from the Attendant Services Program. Would you say...

9.A.1 Always

9.A.2 Almost always

9.A.3 Sometimes

9.A.4 Seldom

9.A.5 Never

9.A.8 Don't know [Do Not Read]

9.A.9 Refused [Do Not Read]

- 9.B The Attendant Services Program provides enough hours to meet my needs. Would you say...

9.B.1 Always

9.B.2 Almost always

9.B.3 Sometimes

9.B.4 Seldom

9.B.5 Never

9.B.8 Don't know [Do Not Read]

9.B.9 Refused [Do Not Read]

9.C My care giver(s) in the Attendant Services Program treat(s) me with respect and courtesy.
Would you say...

9.C.1 Always

9.C.2 Almost always

9.C.3 Sometimes

9.C.4 Seldom

9.C.5 Never

9.C.8 Don't know [Do Not Read]

9.C.9 Refused [Do Not Read]

9.D I know whom to contact if I have a complaint about the Attendant Services Program or if I
need more help from the Attendant Services Program Would you say...

9.D.1 Always

9.D.2 Almost always

9.D.3 Sometimes

9.D.4 Seldom

9.D.5 Never

9.D.8 Don't know [Do Not Read]

9.D.9 Refused [Do Not Read]

9.E The Attendant Services Program provides services to me when and where I need them.
Would you say...

9.E.1 Always

9.E.2 Almost always

9.E.3 Sometimes

9.E.4 Seldom

9.E.5 Never

9.E.8 Don't know [Do Not Read]

9.E.9 Refused [Do Not Read]

{Label HDM}

Section 5: Homemakers Program

{Ask this section only for participants of the Homemakers program, as indicated in the sample file.}

- 10 The following series of questions are about your experiences with Homemakers Program. [The Homemaker program serves adult Vermonters who need help at home with activities such as cleaning, laundry, shopping, respite care, and limited person care.](#)

Please rate your opinion about each of the statements using the following scale. Always, Almost Always, Sometimes, Seldom, or Never.

- 10.A I am satisfied with the quality of services I receive from the Homemaker program. Would you say...

- 10.A.1 Always
- 10.A.2 Almost always
- 10.A.3 Sometimes
- 10.A.4 Seldom
- 10.A.5 Never
- 10.A.8 Don't know [Do Not Read]
- 10.A.9 Refused [Do Not Read]

- 10.B The services I receive from the Homemaker program meet my needs. Would you say...

- 10.B.1 Always
- 10.B.2 Almost always
- 10.B.3 Sometimes
- 10.B.4 Seldom
- 10.B.5 Never
- 10.B.8 Don't know [Do Not Read]
- 10.B.9 Refused [Do Not Read]

- 10.C My caregivers in the Homemaker program treat me with respect and courtesy. Would you say...

- 10.C.1 Always
- 10.C.2 Almost always
- 10.C.3 Sometimes
- 10.C.4 Seldom
- 10.C.5 Never
- 10.C.8 Don't know [Do Not Read]

10.C.9 Refused [Do Not Read]

10.D I know who to contact if I have a complaint about the Homemaker program or if I need more help from the Homemaker program. Would you say...

10.D.1 Always

10.D.2 Almost always

10.D.3 Sometimes

10.D.4 Seldom

10.D.5 Never

10.D.8 Don't know [Do Not Read]

10.D.9 Refused [Do Not Read]

10.E The Homemaker Program provides services to me when and where I need them. Would you say...

10.E.1 Always

10.E.1 Almost always

10.E.3 Sometimes

10.E.4 Seldom

10.E.5 Never

10.E.8 Don't know [Do Not Read]

10.E.9 Refused [Do Not Read]

{Label MWP}

Section 6: Medicaid Waiver Program

{Ask this section only for participants of the Medicaid Waiver program, as indicated in the sample file.}

11. The following series of questions are about your experiences with the Medicaid Waiver Program. [The Medicaid Waiver Program provides long-term care to elders and adults with physical disabilities who live at home. Services include help with personal care, adult day services, respite care, assistive devices and case management.](#)

Please rate your opinion about each of the statements using the following scale. Always, Almost Always, Sometimes, Seldom, or Never.

- 11.A I am satisfied with the quality of the services I receive from the Medicaid Waiver Program. Would you say...

11.A.1 Always

11.A.2 Almost always

11.A.3 Sometimes

11.A.4 Seldom

11.A.5 Never

11.A.8 Don't know [Do Not Read]

11.A.9 Refused [Do Not Read]

- 11.B The services I receive from the Medicaid Waiver Program meet my needs. Would you say...

11.B.1 Always

11.B.2 Almost always

11.B.3 Sometimes

11.B.4 Seldom

11.B.5 Never

11.B.8 Don't know [Do Not Read]

11.B.9 Refused [Do Not Read]

11.C My care giver(s) in the Medicaid Waiver Program treat(s) me with respect and courtesy.
Would you say...

11.C.1 Always

11.C.2 Almost always

11.C.3 Sometimes

11.C.4 Seldom

11.C.5 Never

11.C.8 Don't know [Do Not Read]

11.C.9 Refused [Do Not Read]

11.D I know whom to contact if I have a complaint about the Medicaid Waiver Program or if I need more help from the Medicaid Waiver Program. Would you say...

11.D.1 Always

11.D.2 Almost always

11.D.3 Sometimes

11.D.4 Seldom

11.D.5 Never

11.D.8 Don't know [Do Not Read]

11.D.9 Refused [Do Not Read]

11.E The Medicaid Waiver Program provides services to me when and where I need them. Would you say...

11.E.1 Always

11.E.2 Almost always

11.E.3 Sometimes

11.E.4 Seldom

11.E.5 Never

11.E.8 Don't know [Do Not Read]

11.E.9 Refused [Do Not Read]

Section 7: Adult Day Services Program

{Ask this section only for participants of the Adult Day Services program, as indicated in the sample file.}

- 12 The following series of questions are about your experiences with the Adult Day Center Program. [Adult Day Centers provide day programs for adults with cognitive or physical disabilities including activities, social interaction, meals and personal and health screening.](#)

Please rate your opinion about each of the statements using the following scale. Always, Almost Always, Sometimes, Seldom, or Never.

- 12.A The days and hours that the Adult Day Center is open fit my needs. Would you say...

- 12.A.1 Always
- 12.A.2 Almost always
- 12.A.3 Sometimes
- 12.A.4 Seldom
- 12.A.5 Never
- 12.A.8 Don't know [Do Not Read]
- 12.A.9 Refused [Do Not Read]

- 12.B The activities offered at my Adult Day Center match my interests. Would you say...

- 12.B.1 Always
- 12.B.2 Almost always
- 12.B.3 Sometimes
- 12.B.4 Seldom
- 12.B.5 Never
- 12.B.8 Don't know [Do Not Read]
- 12.B.9 Refused [Do Not Read]

- 12.C The Adult Day Center offers enough services to suit my needs. For example, nursing, physical therapy, personal care and meals. Would you say...

- 12.C.1 Always
- 12.C.2 Almost always
- 12.C.3 Sometimes
- 12.C.4 Seldom
- 12.C.5 Never
- 12.C.8 Don't know [Do Not Read]
- 12.C.9 Refused [Do Not Read]

12.D I know whom to contact if I have a complaint about the Adult Day Center or if I need more help from the Adult Day Center program. Would you say...

12.D.1 Always

12.D.2 Almost always

12.D.3 Sometimes

12.D.4 Seldom

12.D.5 Never

12.D.8 Don't know [Do Not Read]

12.D.9 Refused [Do Not Read]

12.E I am able to afford all the hours of Adult Day Center Services that my family and I need. Would you say...

12.E.1 Always

12.E.2 Almost always

12.E.3 Sometimes

12.E.4 Seldom

12.E.5 Never

12.E.8 Don't know [Do Not Read]

12.E.9 Refused [Do Not Read]

Section 9: Contact Respondent

13. Would you like someone to contact you about worries or concerns you have about the services or care you are receiving from any of the State-sponsored programs that have been discussed in this survey? If so, please confirm your name and phone number. [Do Not Read Responses]

13.1 Yes - interested in being contacted

13.2 No **{Skip to Label IDEA}**

13.8 Don't know **{Skip to Label IDEA}**

13.9 Refused **{Skip to Label IDEA}**

13.A Please tell me your name and phone number so that we can have someone contact you.

Name **{Specify: _____}**

13.B Phone **{Specify: (802)____-____}** **{Range: number of digits entered =7}**

13.C Please give a brief description of the worry or concern you would like to be contacted about?

{Record response verbatim}

{Label IDEA}

Section 10: Improvements

14 The Department of Aging and Disabilities is very interested in hearing your ideas about how to make things work better for you and other Vermonters. Please tell us how you think your services or care could be improved.

14.1

[Record response verbatim]

14.2 No Comment

14.8 Don't know

14.9 Refused

Section 11: Comments

15 Do you have any comments you would like to make about the help you receive?

15.1 Yes

[Record response verbatim]

15.2 No

15.8 Don't Know

[Do Not Read]

15.9 Refused

[Do Not Read]

Section 12: Demographics

[DO NOT READ]

- 1 [Interviewer: Who was this interview conducted with?]
- 1.1 Respondent- the person who receives the services or care
- 1.2 Other/Proxy - proxy for the respondent

[DO NOT READ/VOICE RECOGNITION ONLY]

- 2 Are you male or female? [ONLY IF NECESSARY]
[Interviewer prompt: if respondent is proxy, record the gender of the person who actually receives the services.]
 - 2.1 Male
 - 2.2 Female
 - 2.8 Don't know
 - 2.9 Refused
-
- 17 That was my last question. Thank you for taking time to participate in this very important study.

**APPENDIX C: MACRO POLL QUALITY-OF-LIFE
SURVEY RESULTS**

Quality-of-Life Measures
General Population Survey of Vermonters
(Macro Poll Results)

Respondents were asked “Next, I would like to ask you a few questions about the quality of life in Vermont. Your answers will help the State of Vermont develop programs and policies that help elderly Vermonters and persons with disabilities. I am going to read a series of statements. Please tell me whether the statement applies to you.”

Statement	Yes			No		
	1999	2000	2001	1999	2000	2001
I feel safe in the home where I live.	NA	98.8%	96.0%	NA	1.0%	5.0%
I feel safe out in my community.	NA	96.8%	94.0%	NA	2.7%	6.0%
I can get where I need or want to go.	93.5%	93.8%	93.0%	5.5%	1.5%	4.0%
I can get around inside my home as much as I need to.	96.0%	98.8%	98.0%	2.7%	0.2%	1.0%
I am satisfied with how I spend my free time.	87.6%	90.0%	88.0%	9.2%	6.2%	8.0%
I am satisfied with the amount of contact I have with my family and friends.	87.6%	86.3%	87.0%	8.9%	9.7%	8.0%
I have someone I can count on in an emergency.	95.0%	98.5%	96.0%	2.7%	1.2%	3.0%
I feel satisfied with my social life and with my connection to my community.	86.1%	87.5%	88.0%	9.2%	7.2%	7.0%
I am concerned that I don't have enough money for the essentials.	25.8%	20.4%	21.0%	67.2%	74.3%	72.0%
I feel valued and respected.	90.8%	94.0%	90.0%	2.2%	2.0%	5.0%
I am concerned that someday I may have to go to a nursing home.	40.0%	37.4%	44.0%	51.9%	51.6%	50.0%

APPENDIX D: WEIGHTED SURVEY FREQUENCIES

Due to the size of the survey frequency data, it is provided under separate cover.