
2002 Consumer Satisfaction Survey

Submitted to:

**Vermont Department of Aging and Disabilities
Division of Advocacy and Independent Living
103 South Main Street
Waterbury, VT 05671-2301
(802) 241-2408
ATTN: Ms. Joan Haslett**

by:

**ORC Macro
126 College Street, Suite 2A
Burlington, Vermont 05401**

June 30, 2003

Table of Contents

Page Number

Executive Summary

Introduction

Chapter I. Overview of Long-Term Care Services Ratings	1
A. Satisfaction with Long-Term Care Program Aspects.....	I-1
B. Amount of Choice and Control.....	I-3
C. Quality of Help Received.....	I-6
D. Timeliness of Services.....	I-9
E. Scheduling of Services.....	I-12
F. Communication with Caregivers.....	I-15
G. Caregiver Reliability.....	I-18
H. Degree to which Services Met Consumer Needs.....	I-21
I. Problem and Concern Resolution.....	I-24
J. Caregiver Courtesy	I-27
K. How Well Program Staff Listen.....	I-30
L. Perceived Value of Services Received.....	I-33
M. Impact of Programs and Services on Consumers' Lives.....	I-35
N. Program Impacts on Consumers' Ability to Stay in their Homes.....	I-38
Chapter II. Quality of Life Among Vermonters Using Long-Term Care Services	41
A. Safety at Home.....	II-45
B. Safety in the Community.....	II-46
C. Mobility Outside the Home.....	II-47
D. Mobility At Home.....	II-48
E. Satisfaction with Leisure Activities.....	II-49
F. Contact with Family and Friends.....	II-50
G. Support in an Emergency.....	II-51
H. Social Life and Connections to the Community.....	II-52
I. Concerns about Financial Security.....	II-53
J. Perceived Value and Degree of Respect.....	II-54
K. Concern about Going to a Nursing Home.....	II-55
L. Overall Quality of Life.....	II-56

Chapter III. Satisfaction with the Attendant Services Program 59

- A. Satisfaction with Quality of Services.....III-60
- B. Degree to which Services Met Consumer Needs.....III-63
- C. Respectfulness and Courtesy of Attendant Services Caregivers.....III-66
- D. Knowledge of Whom to Contact with Complaints or Requests.....III-69
- E. Meeting Consumer Needs When and Where Necessary.....III-71

Chapter IV. Satisfaction with the Homemaker Program 75

- A. Satisfaction with Quality of Services.....IV-76
- B. Degree to which Services Met Consumer Needs.....IV-79
- C. Respectfulness and Courtesy of Homemaker Program Caregivers.....IV-82
- D. Knowledge of Whom to Contact with Complaints or Requests.....IV-85
- E. Meeting Consumer Needs When and Where Necessary.....IV-88

Chapter V: Satisfaction with the Medicaid Waiver Program 91

- A. Satisfaction with Quality of Services.....V-92
- B. Degree to which Services Met Consumer Needs.....V-95
- C. Respectfulness and Courtesy of Medicaid Waiver Program Caregivers..V-98
- D. Knowledge of Whom to Contact with Complaints or Requests.....V-101
- E. Meeting Consumer Needs When and Where Necessary.....V-104

Chapter VI: Satisfaction with the Adult Day Services Program 107

- A. Satisfaction with Quality of Services.....VI-109
- B. Degree to which Services Met Consumer Needs.....VI-112
- C. Respectfulness and Courtesy of Adult Day Center Caregivers.....VI-115
- D. Knowledge of Whom to Contact with Complaints Or Requests.....VI-118
- E. Meeting Consumer Needs When and Where Necessary.....VI-121

Appendix A: Survey Methodology

Appendix B: Survey Questionnaire

Appendix C: Weighted Survey Frequencies

Executive Summary

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 fourth year, the Department contracted with ORC Macro of Burlington, Vermont, to conduct a statewide survey of individuals receiving services from Department-sponsored programs in 2002. 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 prior years. 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 2000-2002 surveys asked questions of consumers about their experiences with the Attendant Services, Homemaker, Medicaid Waiver Services, and Adult Day Programs. The questions in the 2000-2002 surveys were identical, with the exception of four of the five program-specific questions asked of Adult Day Participants. The changes to this section of the survey were intended to provide uniformity in service element satisfaction questions across programs.

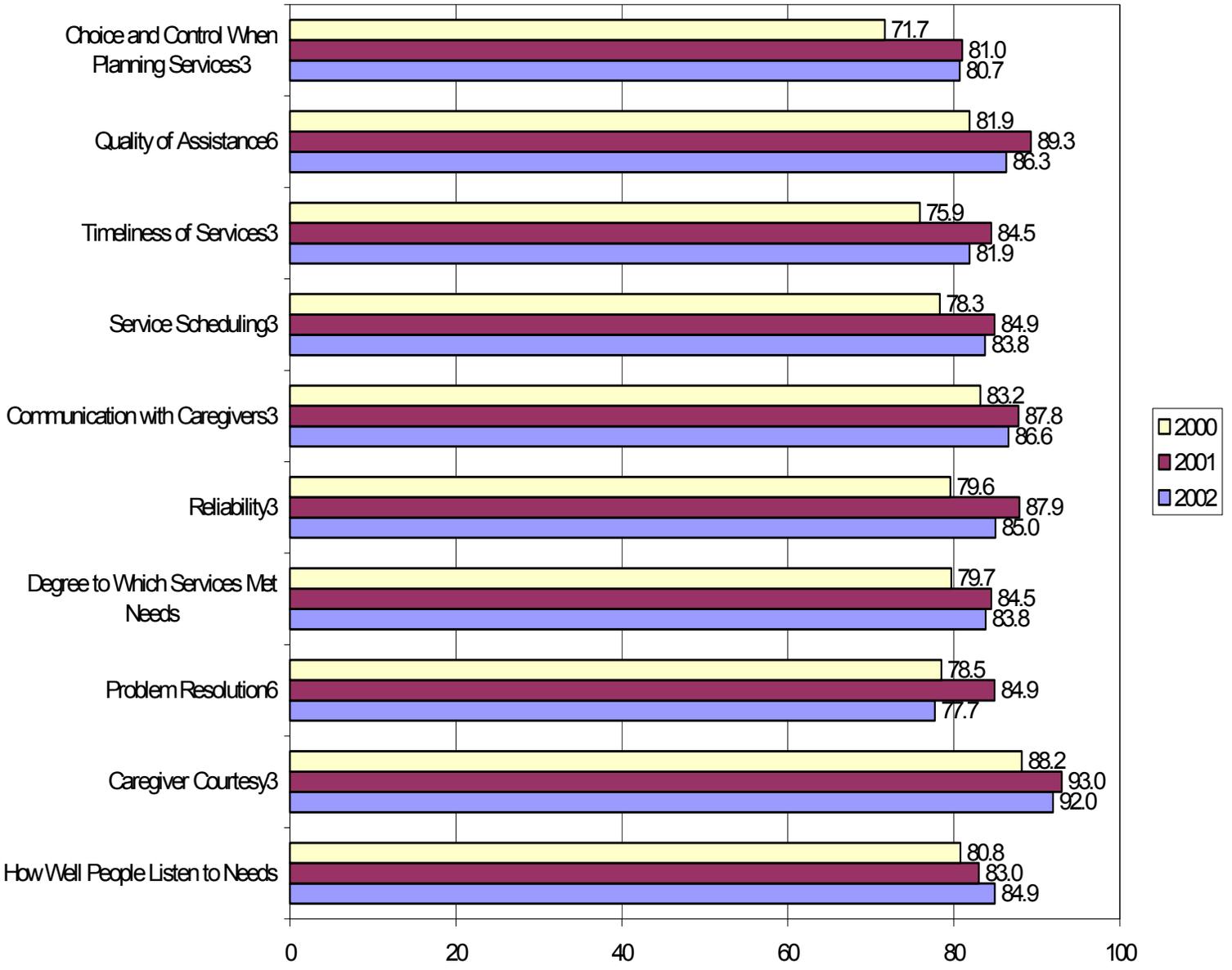
I. Overall Consumer Satisfaction

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 fourth year in a row, consumers were most satisfied with the courtesy shown by their caregivers, with 92% 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 communication with caregivers (86.6%), assistance they received (86.3%), and the reliability of service (85.0%).

Last year, it was noted that satisfaction levels increased significantly between 2000 and 2001 for nine of ten services elements. Overall, fewer significant differences were noted between 2001 and 2002. Satisfaction levels for two service elements dropped significantly between 2001 and 2002: overall quality of the assistance offered (89.3% to 86.3%) and problem resolution (84.9% to 77.7%). However, 2002 results are consistent with satisfaction levels reported in the 2000 survey (81.9% and 78.5%, respectively).

In 2002, the percentage of consumers who felt long-term care programs were a good value for the services (86.2%) increased significantly compared to both 2001 (80.8%) and 2000 (80.6%). An overwhelming majority (92.3%) of consumers felt the help they have received from long-term care services had made their lives "much" or "somewhat better" – a level consistent with previous years. Nearly 80% of consumers statewide felt it would be "difficult" or "very difficult" to stay in their homes if they did not receive services; a result consistent with 2001 (80.8%) and 2000 (78.4%).

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



1 Indicates statistical difference between 2001 and 2002
 2 Indicates statistical difference between 2000 and 2002
 3 Indicates statistical difference between 2000 and 2001
 4 Indicates statistical difference between 2000, 2001 and 2002
 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

II. 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:

- The majority of consumers (86.9%) reported feeling safe in their homes.
- Most consumers (87.6%) had someone they could rely on for support in an emergency.
- A majority of consumers (70.3%) indicated they can get around inside their home as much as needed.
- The majority of consumers (70.3%) felt valued and respected.

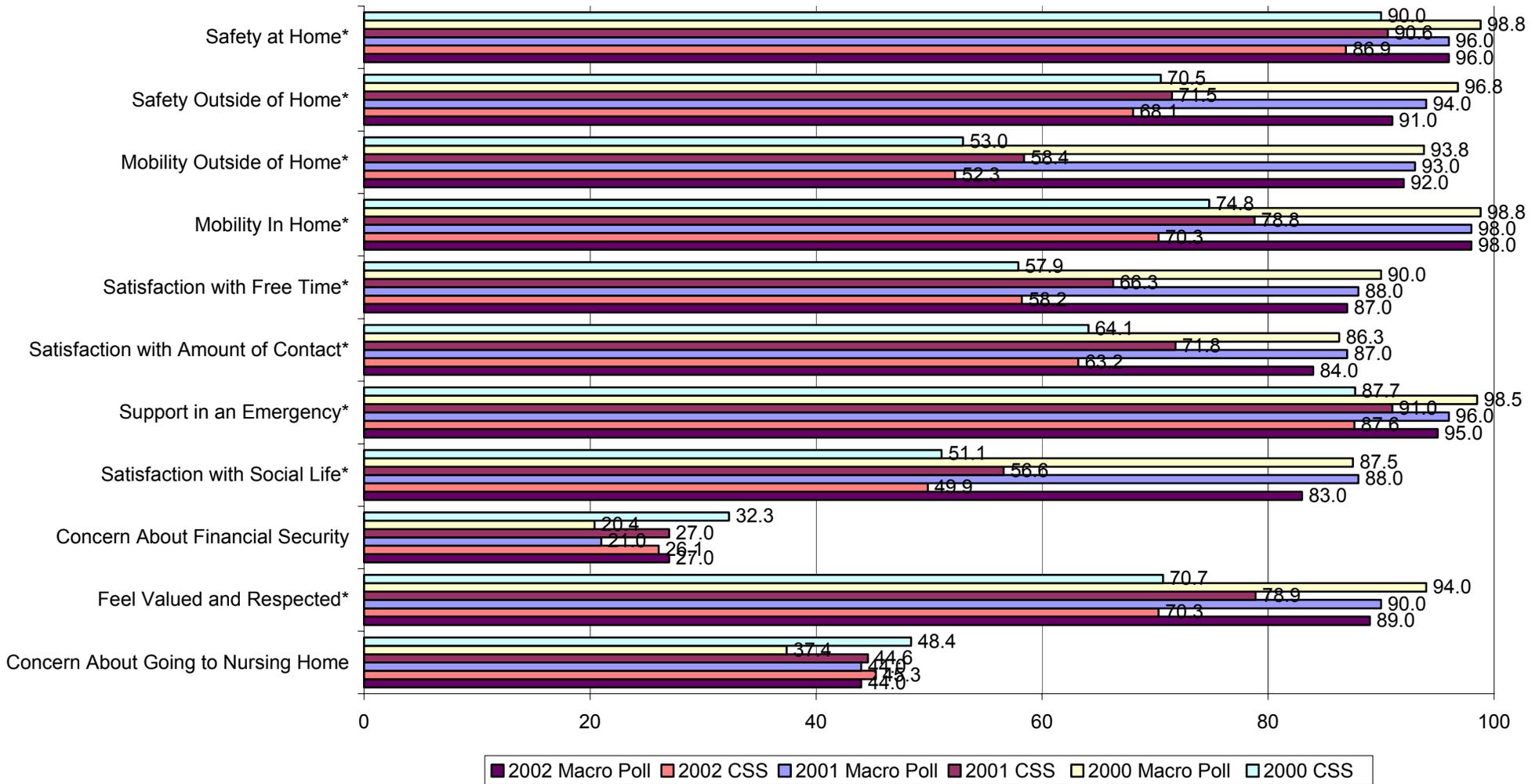
However, long-term care consumers may experience a lesser quality of life than other Vermonters. On similar quality of life measures, the general Vermont public was consistently more positive about the quality of their lives than long-term care consumers, and indicated significantly higher levels of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

- Department consumers report less mobility than all Vermonters. Whereas 92% of Vermonters felt that they can “get where I need and want to go,” only 52.3% of Department consumers agree (a difference of 39.7%).
- Long-term care consumers were far less likely than other Vermonters to be satisfied with their social lives and connections to the community. While 83% of Vermonters were satisfied with their social life and their connection to the community, just about half of consumers (49.9%) were satisfied (a difference of 33.1%).
- While 87% of Vermonters were satisfied with how they spend their free time, 58.2% of consumers were satisfied (a difference of 28.8%).
- Whereas 98% of Vermonters felt mobile inside their homes, only 70.3% of Department consumers felt that they could get around as much as they would like in their home (a difference of 27.7%).

On two measures, satisfaction of long-term care consumers matched the general Vermont public; no statistical difference was found for:

- The percentage of consumers who were concerned that they do not have enough money for the essentials (26.1% of consumers and 27% of all Vermonters).
- The percentage of consumers who were concerned that someday they may have to go to a nursing home (45.3% of consumers and 44% of all Vermonters).

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



*Indicates statistical difference between 2002 Macro Poll results and 2002 Consumer Satisfaction Survey (CSS) results

III. 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 80% of consumers were "always" or "almost always" satisfied.

- Consumers were most satisfied with the respect and courtesy shown to them by their caregivers, with nearly 93% indicating they were "always" or "almost always" satisfied.
- Satisfaction levels remained constant between 2001 and 2002 – no statistical differences were found in "always" and "almost always" responses on five measures of satisfaction.

IV. Consumer Satisfaction with Homemaker Program

Over 83% of long-term care consumers participating in the Homemaker Program were "always" or "almost always" satisfied with all program aspects.

- Nearly 94% of consumers indicated their caregivers "always" or "almost always" treated them with respect and courtesy. This result represents a significant increase over 2001 (87.8%).
- In 2002, a significantly greater percentage of consumers reported that they knew whom to contact with a complaint or request (87.8%) than in 2001 (76.9%).

V. Consumer Satisfaction with the Medicaid Waiver Program

On average, elderly and disabled Vermonters participating in the state's Medicaid Waiver Program indicated higher levels of satisfaction with this program than all other programs evaluated in the study, with over 90% of consumers "always" or "almost always" satisfied with all program aspects. These high levels of satisfaction did not change significantly in 2002 compared to 2001.

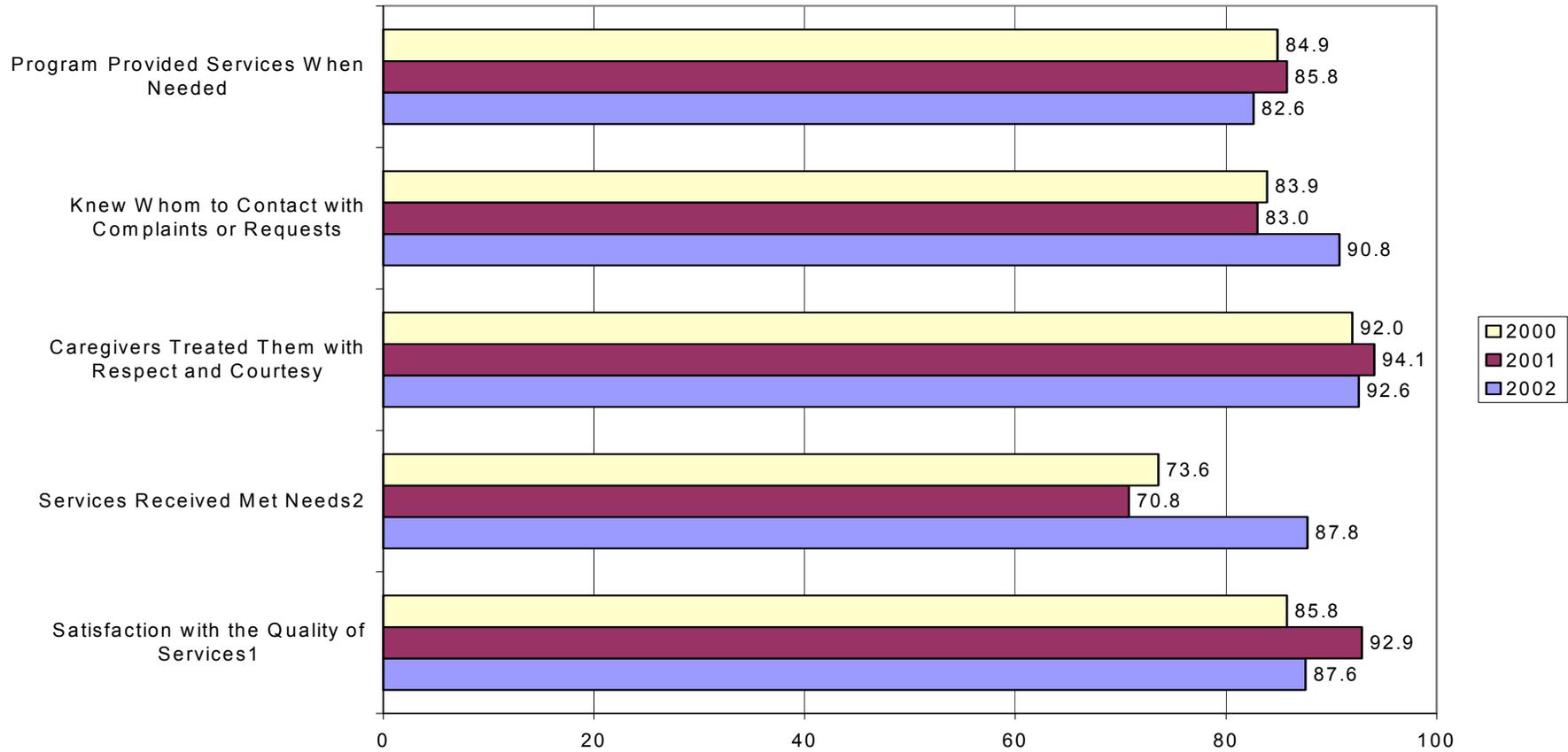
- Consumers were most satisfied with the respect and courtesy shown to them by their caregivers, with 95.6% having indicated their caregiver "always" or "almost always" treated them with respect and courtesy.
- Medicaid Waiver Program participants were least satisfied with their knowledge of whom to contact with a complaint or request. However, even in this category, 88.0% of Medicaid Waiver Program consumers were satisfied with this program aspect.

VI. Consumer Satisfaction with the Adult Day Center Program

Several changes to question wording were implemented in 2002 for the Adult Day Program service element questions. These changes prevent meaningful comparisons to prior survey years. However, the majority of consumers expressed high satisfaction with many aspects of the Program in 2002.

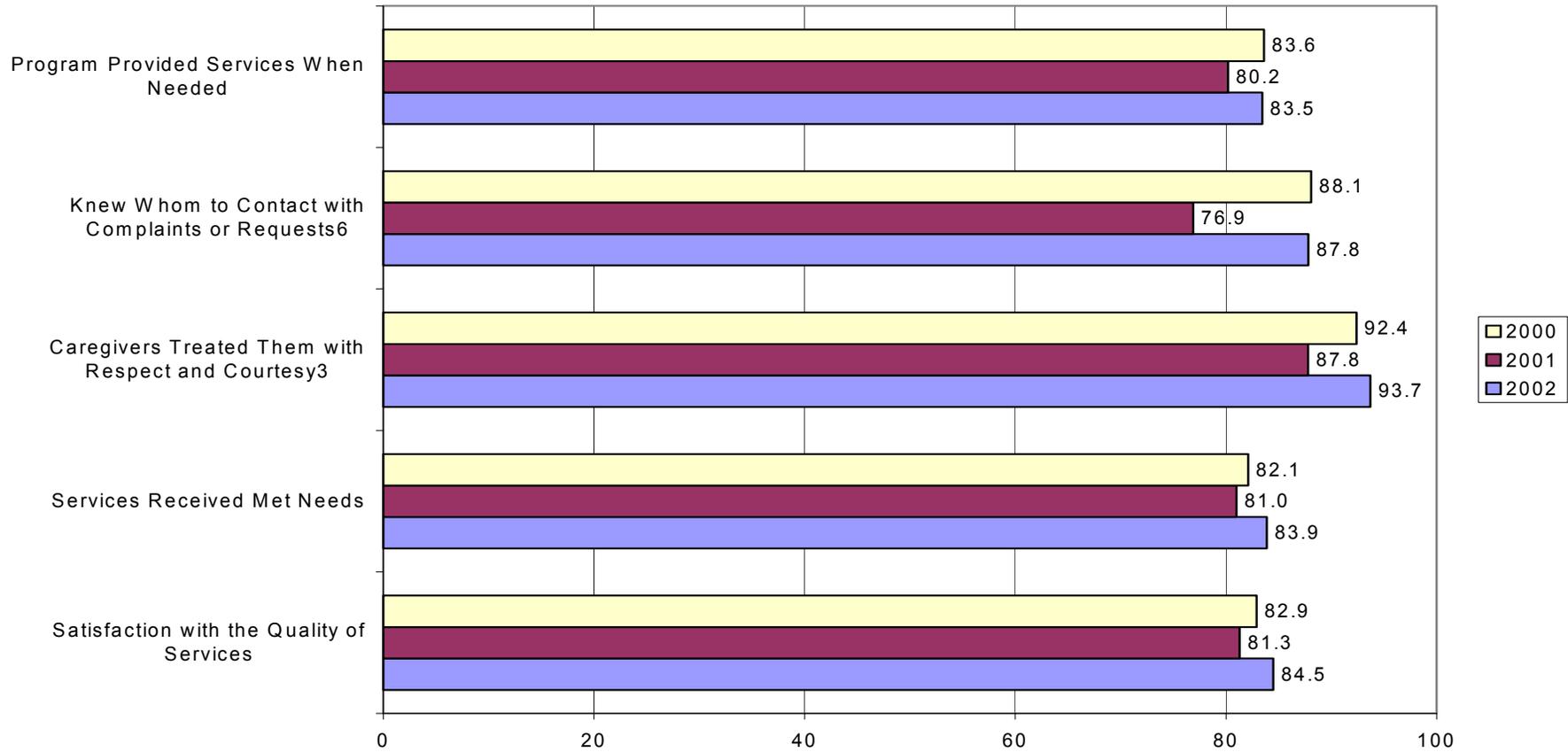
- Over 84% of long-term care consumers participating in the Adult Day Program were "always" or "almost always" satisfied with all program aspects.
- Consumers were most satisfied with the respect and courtesy shown to them by their caregivers, with 93.8% having indicated their caregiver "always" or "almost always" treated them with respect and courtesy.

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



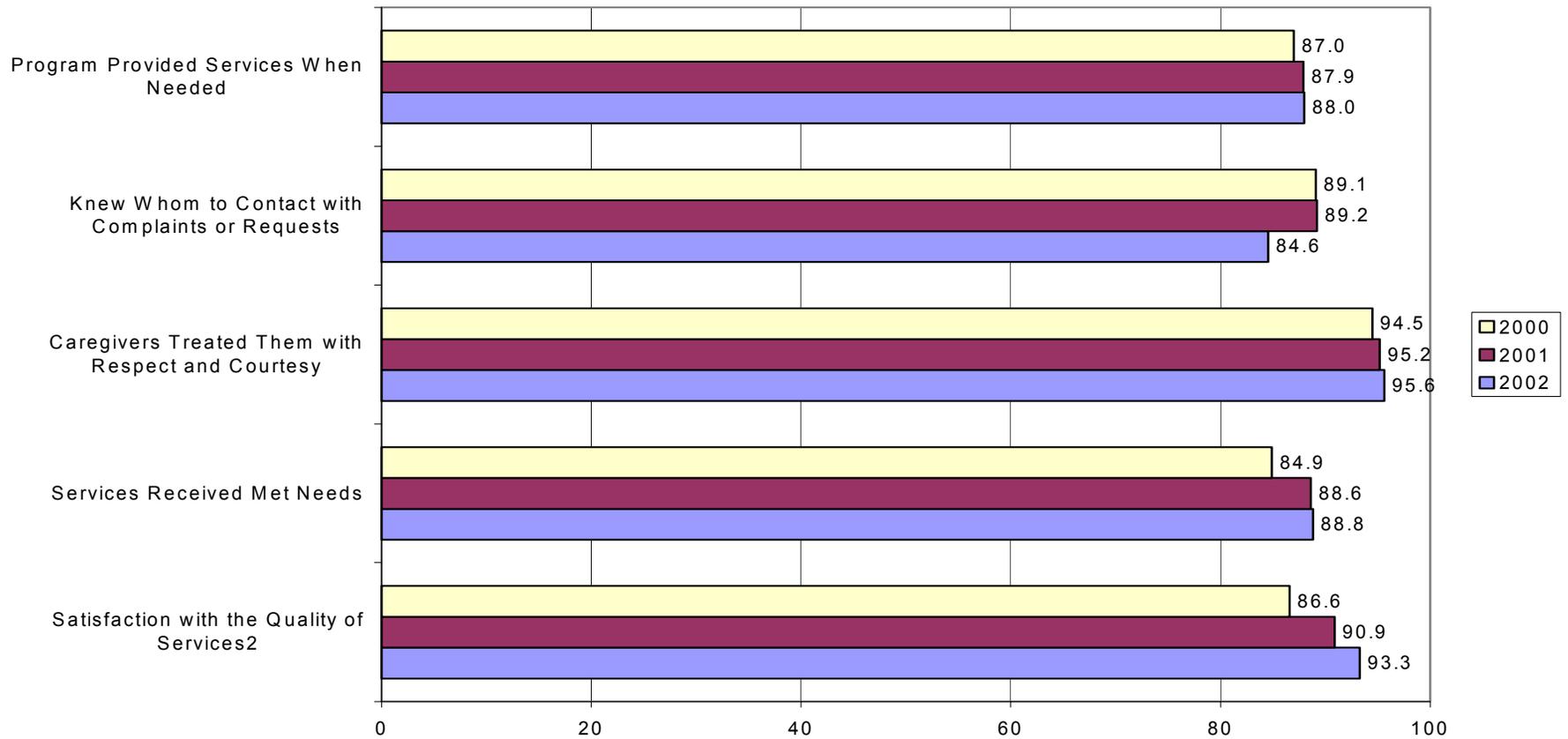
1 Indicates statistical difference between 2001 and 2002
 2 Indicates statistical difference between 2000 and 2002
 3 Indicates statistical difference between 2000 and 2001
 4 Indicates statistical difference between 2000, 2001 and 2002
 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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



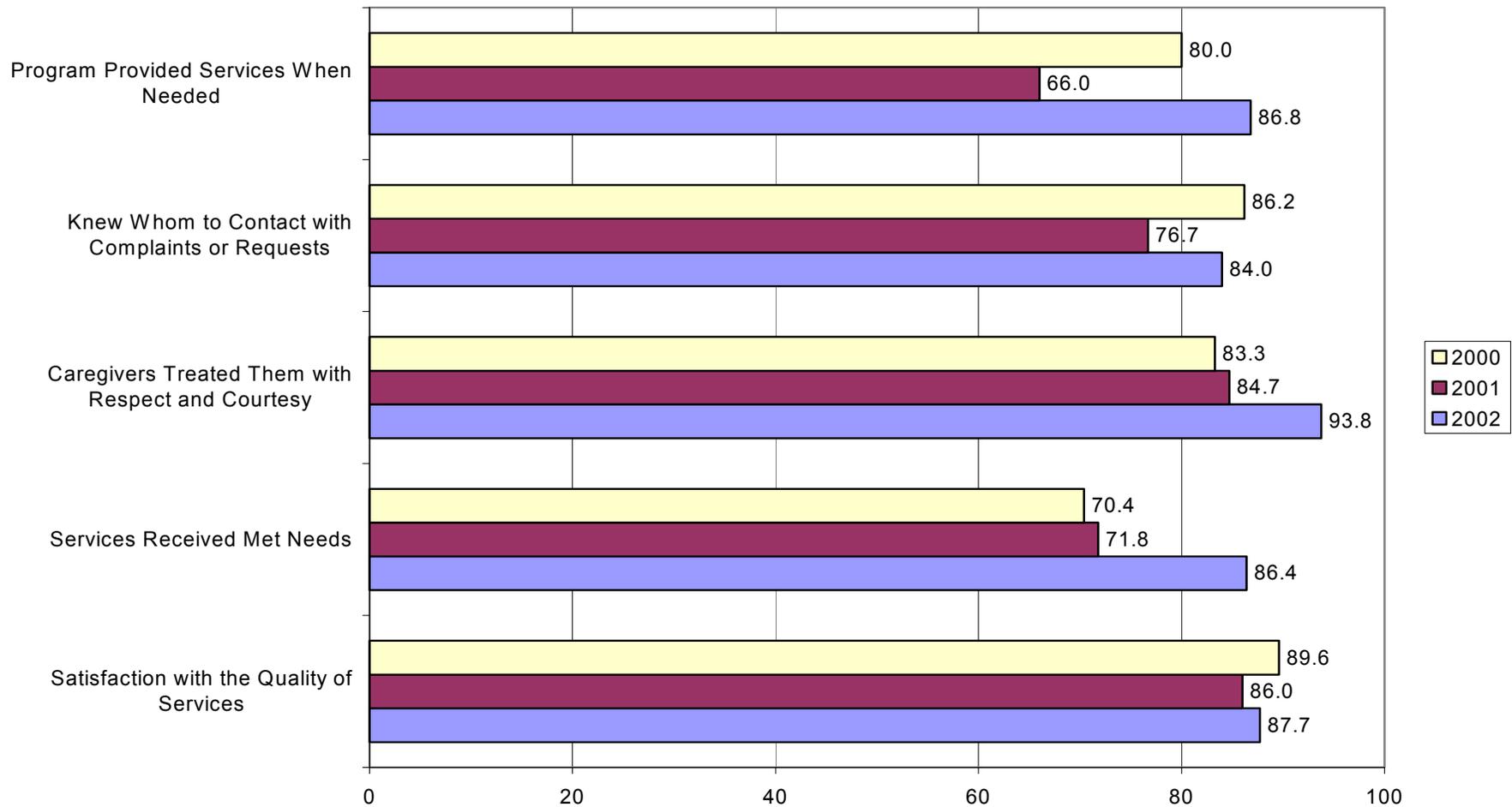
¹ Indicates statistical difference between 2001 and 2002
² Indicates statistical difference between 2000 and 2002
³ Indicates statistical difference between 2000 and 2001
⁴ Indicates statistical difference between 2000, 2001 and 2002
⁵ Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
⁶ Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
⁷ Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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



Note: Because of changes to question wording, statistical testing between years performed only on "respect and courtesy" element. No statistical differences were found between survey years on this measure.

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



1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

INTRODUCTION

For the past four 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 2000-2002, the survey was changed to include questions about the Homemaker Program, replacing those regarding the Home Delivered Meals Program¹. 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.² 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 2002 Consumer Satisfaction Survey; the report also compares these results to those obtained in the 2000 and 2001 surveys.

- Chapter I presents an overview of long-term care services ratings for all programs combined.
- 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 provides weighted frequencies for each survey question.

¹ In 2002, a special series of questions were asked of participants in the Home Delivered Meals Program. These questions were in addition to the core questions asked of participants in the Attendant Services, Homemaker, Medicaid Waiver, and Adult Day Center programs. Results of these questions are presented in a separate report.

² Reports summarizing data by region may be obtained by contacting Joan Haslett at (802) 241-2408.

CHAPTER I. Overview of Long-Term Care Services Ratings

For the fourth 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 caregiver courtesy, communication with caregivers, overall quality of assistance received, and the degree to which services offered met consumer needs. A more detailed discussion of these results follows. Similar to previous years' results, there was some variation between county or region and the statewide result. The data presented below represents responses to questions about four programs: Adult Day, Medicaid Waiver Services, Homemaker, and Attendant Services. The questions and programs discussed in the chapter have remained constant over the past three years (2000-2002), and therefore offer the opportunity for year-to-year comparisons.

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," and "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 2000 and 2001. Statewide, about 84.3% 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 2002 were slightly lower than in 2001 (86.1%), but still about five percentage points higher than in 2000 (79.8%).

Last year, it was noted that satisfaction levels increased significantly between 2000 and 2001 for nine of ten services elements. Overall, fewer significant differences were noted between 2001 and 2002, and the differences detected represented decreases in satisfaction. Satisfaction levels for two service elements dropped significantly between 2001 and 2002: overall quality of the assistance offered (89.3% to 86.3%) and problem resolution (84.9% to 77.7%). These results represent a fall back to about 2000 levels for both quality of assistance (81.9%) and problem resolution (78.5%).

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 yet again the most highly rated service element by program participants, with 92% of respondents indicating they felt this service element was either "excellent" or "good." With the exception of problem resolution (77.7%) all of the remaining service elements were rated the "excellent" or "good" by at least 80% of consumers.

Figure 1.1: Satisfaction with Service Elements

Service Elements	Percentage of Respondents Statewide Who Rated Element as “Excellent” or “Good”		
	2000	2001	2002
Choice and Control When Planning Services ³	71.7%	81.0%	80.7%
Quality of Assistance ⁶	81.9%	89.3%	86.3%
Timeliness of Services ³	75.9%	84.5%	81.9%
Service Scheduling ³	78.3%	84.9%	83.8%
Communication with Caregivers ³	83.2%	87.8%	86.6%
Reliability ³	79.6%	87.9%	85.0%
Degree to Which Services Met Needs	79.7%	84.5%	83.8%
Problem Resolution ⁶	78.5%	84.9%	77.7%
Caregiver Courtesy ³	88.2%	93.0%	92.0%
How Well People Listen to Needs, Preferences	80.8%	83.0%	84.9%
Total Yearly Average	79.8%	86.1%	84.3%

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

In comparison to previous survey years, less variation was detected in the level of satisfaction among long-term care consumers in each area as compared to the statewide average. The exception to this finding is consumers in Addison, who more frequently rated service elements as above average, using a response of “excellent” or “good,” than consumers statewide.

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. In addition, survey results concerning consumers’ perception of the value of the services they receive, as well as the impact of services on their lives and their ability to remain in their homes are presented. Results are summarized by county or region, as well as statewide.

B. Amount of Choice and Control

In 2002, 80.7% 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” (Chart 1.1). This percentage is not statistically different than last year’s result (81.0%), or the findings from 2000 (71.7%).

Satisfaction levels with this service element were consistent across the state; there were no significant differences found between above average ratings in any county or region as compared to the statewide average (Chart 1.1). When looking at “excellent” and “good” ratings separately however (Figure 1.2), it is noted that significantly fewer consumers in Essex/Orleans (24.3%) rated the amount of choice and control they had when they planned the services as “excellent” than consumers across the state (41.2%).

After a significant increase in the percent of consumers in Rutland who rated the amount choice and control in planning services as “excellent” or “good” in 2001 (88.3%) as compared to 2000 (64.3%), satisfaction levels returned to 2000 levels in 2002 (72.3%) – a significant drop from the 2001 increase. However, significant increases in above average ratings gained in Windham and Chittenden/Grand Isle in 2001 over 2000 held steady in 2002.

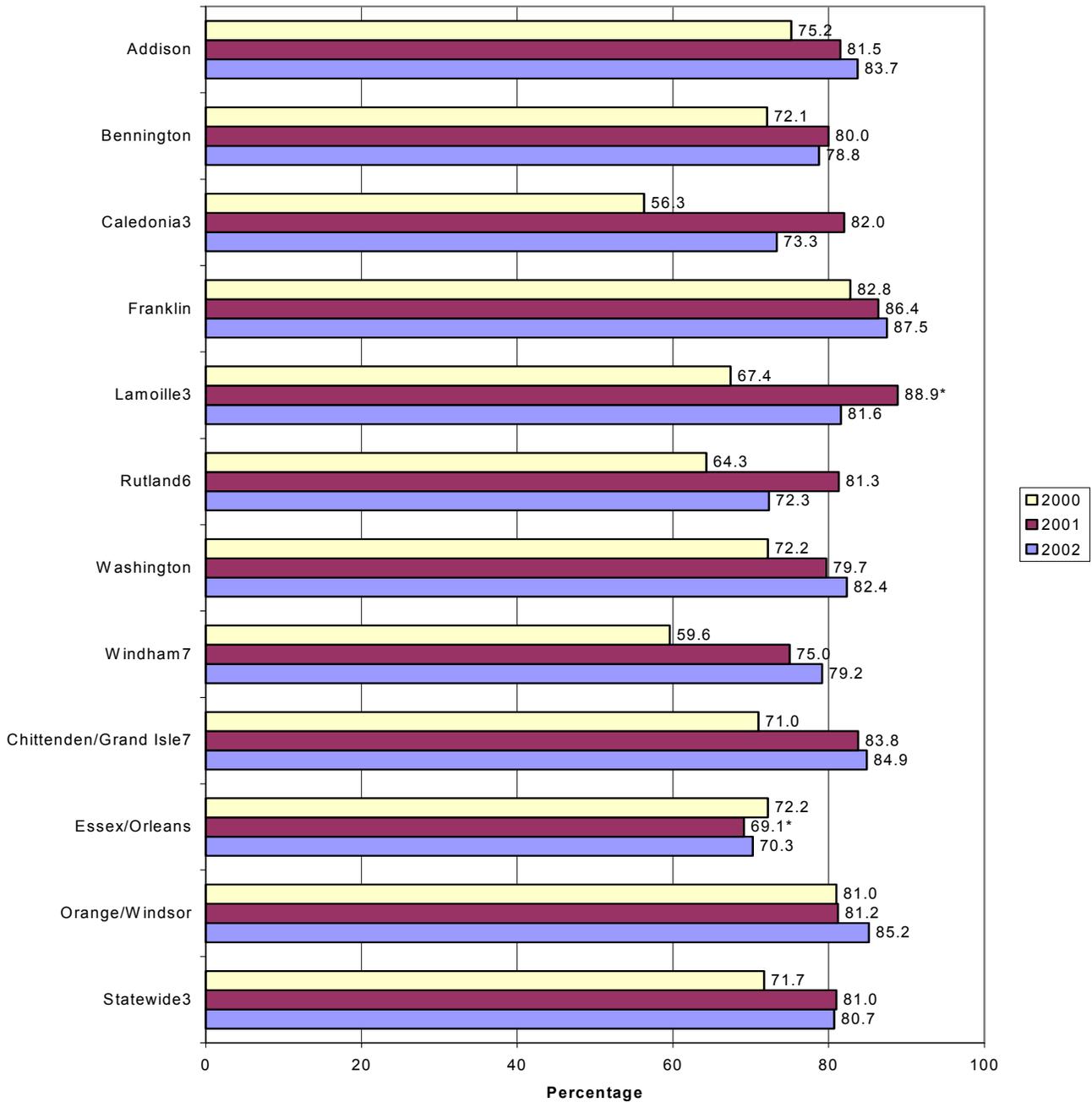
Figure 1.2: Amount of Choice and Control

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	33.4/c	50.7/c	44.2/d	41.8/c	30.7/b	39.5/c	7.3/b	7.7/a	7.0/b	3.6/a	1.5/a	0.0/a*	3.6/a	1.5/a	7.0/b
Bennington	27.9/c	44.4/c	42.4/d	44.2/c	35.6/c	36.4/d	7.0/b	8.9/b	15.2/c	2.3/a	4.4/a	0.0/a*	2.3/a	0.0/a*	0.0/a*
Caledonia	29.2/b	34.0/c	40.0/d	27.1/b*	48.0/c	33.3/d	16.7/b	6.0/a	16.7/c	0.0/a	4.0/a	0.0/a*	2.1/a	0.0/a*	0.0/a*
Franklin	44.8/c*	47.5/c	42.5/d	37.9/c	39.0/c	45.0/d	10.3/b	6.8/a	10.0/b	3.5/a	1.7/a	0.0/a*	1.7/a	1.7/a	0.0/a*
Lamoille	34.9/c	40.7/c	47.4/d	32.6/c	48.2/c	34.2/c	9.3/b	7.4/a	10.5/b	0.0/a	0.0/a*	0.0/a*	2.3/a	0.0/a*	0.0/a*
Rutland	26.8/c	35.9/c	42.6/c	37.5/c	45.3/c	29.8/c	23.2/b*	6.3/a	14.9/b	5.4/a	3.1/a	0.0/a*	1.8/a	0.0/a*	2.1/a
Washington	25.9/c	48.4/c	51.0/c	46.3/c	31.3/b	31.4/c	11.1/b	9.4/b	5.9/b	7.4/b	1.6/a	7.8/b	5.6/a	1.6/a	0.0/a*
Windham	34.6/c	43.3/c	33.3/c	25.0/c*	31.7/b	45.8/c	13.5/b	8.3/a	8.3/b	9.6/b	3.3/a	6.3/b	5.8/a	3.3/a	0.0/a*
Chittenden/ Grand Isle	38.7/c	42.7/c	47.2/c	32.3/c	41.2/c	37.7/c	14.5/b	5.9/a	11.3/b	1.6/a	1.5/a	0.0/a*	1.6/a	1.5/a	1.89/a
Essex/ Orleans	38.9/c	29.1/b*	24.3/c*	33.3/c	40.0/c	46.0/d	9.3/b	21.8/b*	18.9/c	1.9/a	0.0/a*	0.0/a*	1.9/a	0.0/a*	5.4/b
Orange/ Windsor	32.8/c	46.4/c	29.6/d	48.3/c	34.8/b	55.6/e	13.8/b	15.9/b	7.4/b	1.7/a	0.0/a*	3.7/b	0.0/a	1.5/a	0.0/a*
Statewide	33.8/a	42.9/a	41.2/a	37.9/a	38.1/a	39.5/a	12.8/a	9.3/a	10.8/a	3.5/a	1.8/a	1.9/a	2.5/a	1.2/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

C. Quality of Help Received

Statewide, 86.3% of consumers rated their satisfaction with the overall quality of help received as “excellent” or “good,” with nearly half (49.8 %) of respondents rating this aspect as “excellent” (Figure 1.3). This level of satisfaction is significantly lower than in 2001 (89.3%), but is consistent with 2000 results (81.9%).

Again, no significant differences were noted in above average ratings of any county or region as compared to the statewide average (Chart 1.2). Separating “excellent” and “good” ratings, however (Figure 1.3), shows that consumers in Chittenden/Grand Isle were less likely to rate the overall quality of help as “excellent” (34.0%) than consumers statewide (49.8%).

In 2002, above average ratings with overall quality of services fell significantly in Rutland (87.2%), compared to 2001 (92.2%). This satisfaction level is comparable to the 2000 result (85.7%), however. In Bennington and Caledonia, significant increases between 2000 and 2001 held for 2002; in both counties the percent of consumers rating the quality of help received was significantly higher in 2002 (90.9% and 86.7%, respectively) compared to 2000 (72.1% and 70.8%, respectively).

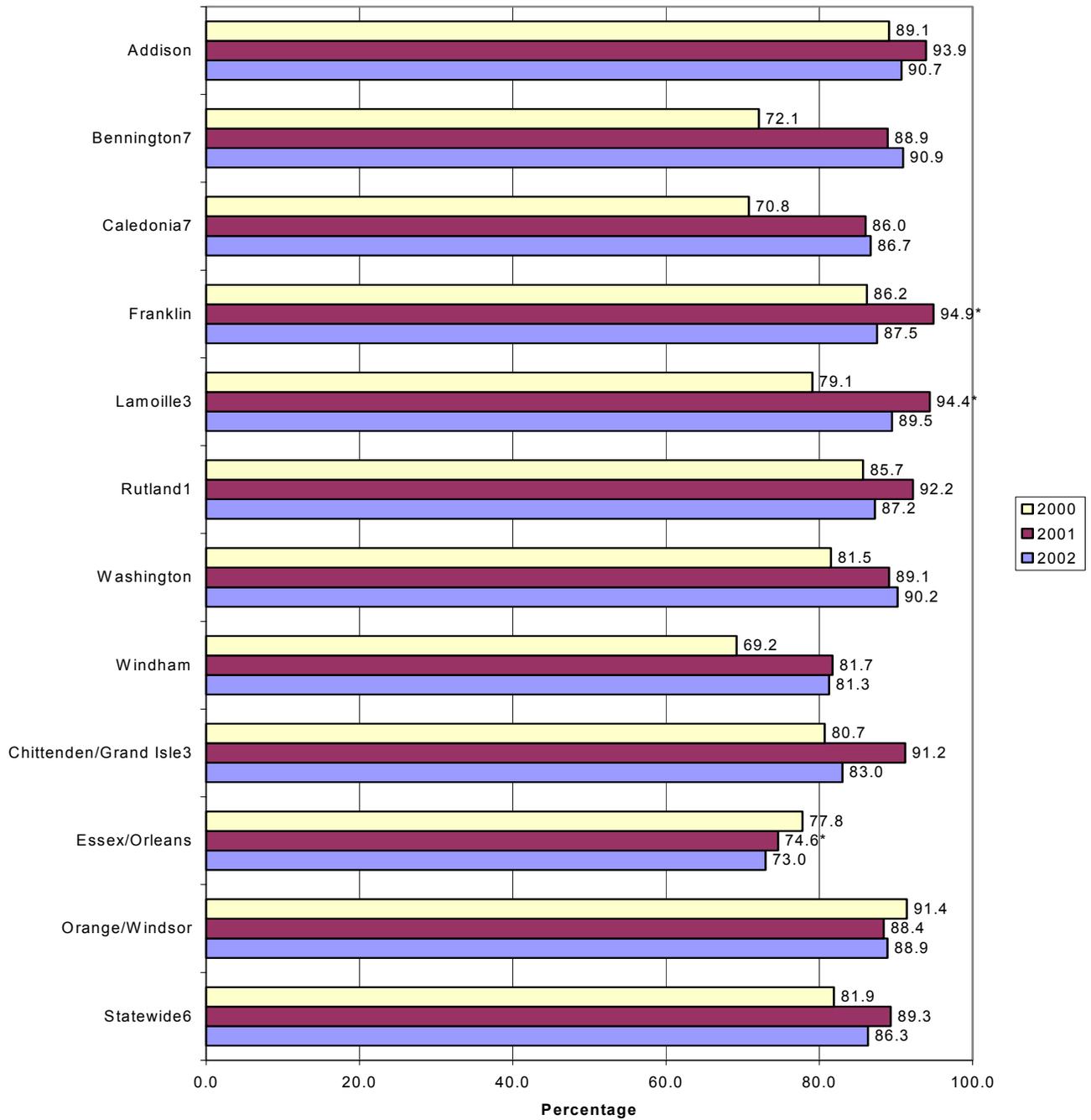
Figure 1.3: Overall Quality

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	58.2/c	56.9/c	60.5/c	31.0/c	36.9/c	30.2/c	3.6/a*	4.6/a	7.0/b	0.0/a	0.0/a*	0.0/a*	1.8/a	0.0/a*	0.0/a
Bennington	37.2/c	44.4/c	54.6/d	34.9/c	44.4/c	36.4/d	11.6/b	4.4/a	6.1/b	0.0/a	4.4/a	0.0/a*	2.3/a	0.0/a*	0.0/a
Caledonia	39.6/c	44.0/c	46.7/d	31.3/b	42.0/c	40.0/d	8.3/a	10.0/b	10.0/c	0.0/a	0.0/a*	0.0/a*	2.1/a	0.0/a*	0.0/a
Franklin	56.9/c	47.5/c	52.5/d	29.3/b	47.5/c	35.0/c	12.1/b	5.1/a	12.5/b	1.7/a	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a
Lamoille	39.5/c	42.6/c	57.9/d	39.5/c	51.9/c*	31.6/c	16.3/b	5.6/a	7.9/b	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a
Rutland	50.0/c	53.1/c	51.1/c	35.7/c	39.1/c	36.2/c	5.4/a	6.3/a	6.4/b	1.8/a	0.0/a*	2.1/a	3.6/a	0.0/a*	0.0/a
Washington	42.6/c	54.7/c	60.8/c	38.9/c	34.4/c	29.4/c	16.7/b	6.3/a	5.9/b	0.0/a	0.0/a*	2.0/a	1.9/a	1.6/a	0.0/a
Windham	46.2/c	45.0/c	52.1/c	23.1/b*	36.7/c	29.2/c	15.4/b	6.7/a	8.3/b	7.7/b	3.3/a	6.3/b	1.9/a	1.7/a	2.1/a
Chittenden/ Grand Isle	48.4/c	48.5/c	34.0/c*	32.3/c	42.7/c	49.1/c	12.9/b	4.4/a	9.4/b	3.2/a	0.0/a*	1.9/a	1.6/a	1.5/a	0.0/a
Essex/ Orleans	40.7/c	32.7/b*	43.2/d	37.0/c	41.8/c	29.7/c	13.0/b	18.2/b*	18.9/c	1.9/a	0.0/a*	2.7/a	0.0/a	0.0/a*	0.0/a
Orange/ Windsor	48.3/c	47.8/c	48.2/e	43.1/c	40.6/c	40.7/e	5.2/a	11.6/b	7.4/b	0.0/a	0.0/a*	3.7/b	0.0/a	0.0/a*	0.0/a
Statewide	47.3/a	48.4/a	49.8/a	34.6/a	40.9/a	36.6/a	10.6/a	7.2/a	8.7/a	1.6/a	.49/a	1.9/a	1.4/a	.53/a	.15/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

¹ Indicates statistical difference between 2001 and 2002

² Indicates statistical difference between 2000 and 2002

³ Indicates statistical difference between 2000 and 2001

⁴ Indicates statistical difference between 2000, 2001 and 2002

⁵ Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

⁶ Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

⁷ Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

D. Timeliness of Services

Statewide, 81.9% of long-term care service consumers rated the timeliness of the services they received as above average (Chart 1.3). This rating is not significantly different from 2001 (84.5%) or 2000 (75.9%).

As for many other service elements discussed in this chapter, regional differences were not found – no significant differences were found in satisfaction levels between counties or regions and the statewide average in 2002.

A significantly higher percentage of consumers in Caledonia rated timeliness of services as above average in 2002 (80.0%) than in 2000 (64.6%), maintaining a significant increase gained between 2001 (82.0%) and 2000.

Figure 1.4: Timeliness of Services

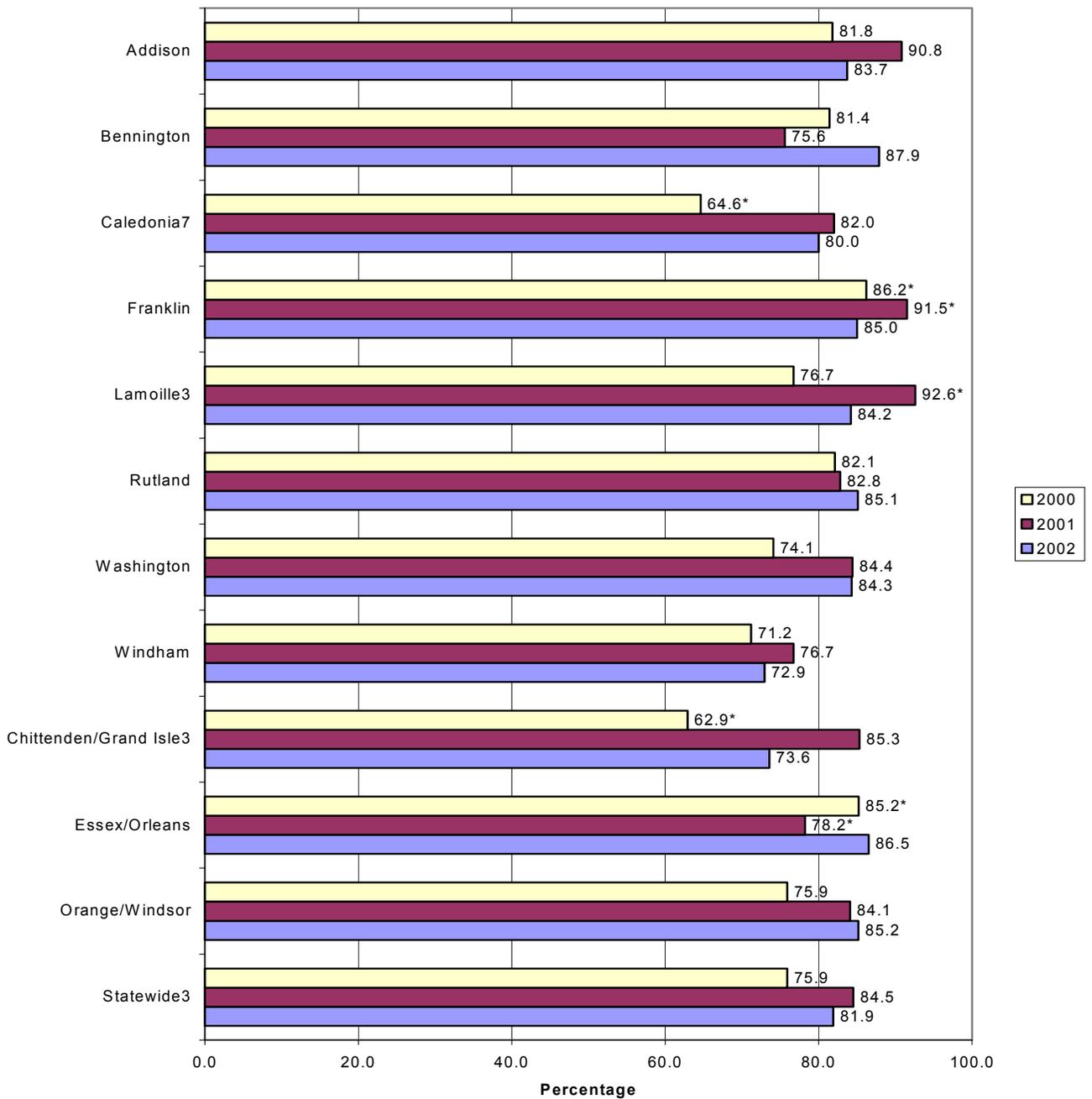
3C. The **timeliness** of your services. For example, did your services start when you needed them? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	50.9/c	55.4/c	53.5/d	30.9/c	35.4/c	30.2/c	7.3/b	3.1/a*	4.7/a	3.6/a	0.0/a*	4.7/a	3.6/b	1.5/a	0.0/a*
Bennington	34.9/c	31.1/c*	54.6/d	46.5/c*	44.4/c	33.3/d	7.0/b	15.6/b*	6.1/b	0.0/a	6.7/a	3.0/a	0.0/a	0.0/a*	0.0/a*
Caledonia	33.3/c	50.0/c	46.7/d	31.3/b	32.0/b	33.3/d	8.3/a	8.0/a	16.7/c	2.1/a	2.0/a	0.0/a*	4.2/a	4.0/a	3.3/b
Franklin	55.2/c*	50.9/c	45.0/d	31.0/b	40.7/c	40.0/d	5.2/a*	8.5/a	5.0/b	1.7/a	0.0/a*	2.5/a	3.5/a	0.0/a*	5.0/b
Lamoille	37.2/c	37.0/b*	50.0/d	39.5/c	55.6/c*	34.2/c	7.0/b	3.7/a	10.5/b	7.0/b	3.7/a	2.6/a	0.0/a	0.0/a*	0.0/a*
Rutland	53.6/c	46.9/c	48.9/c	28.6/c	35.9/c	36.2/c	8.9/b	10.9/b	8.5/b	3.6/a	3.1/a	2.1/a	1.8/a	0.0/a*	0.0/a*
Washington	35.2/c	50.0/c	56.9/c	38.9/c	34.4/c	27.5/c	11.1/b	6.3/a	9.8/b	5.6/a	0.0/a*	2.0/a	7.4/b	3.1/a	0.0/a*
Windham	48.1/c	45.0/c	39.6/c	23.1/b*	31.7/b	33.3/c	7.7/b	6.7/a	10.4/b	3.9/a	6.7/a	6.3/b	9.6/b*	1.7/a	4.2/a
Chittenden/ Grand Isle	35.5/c	52.9/c	49.1/c	27.4/c	32.4/c	24.5/c	22.6/b*	5.9/a	11.3/b	4.8/a	2.9/a	11.3/b	0.0/a	1.5/a	0.0/a*
Essex/ Orleans	44.4/c	38.2/c	46.0/d	40.7/c	40.0/c	40.6/d	7.4/a	9.1/b	8.1/b	0.0/a	0.0/a*	5.4/b	0.0/a	1.8/a	0.0/a*
Orange/ Windsor	36.2/c	46.4/c	44.4/e	39.7/c	37.7/c	40.7/e	12.1/b	5.8/a	11.1/c	5.2/a	5.8/a	3.7/b	1.7/a	1.5/a	0.0/a*
Statewide	42.3/a	47.5/a	48.9/a	33.7/a	37.0/a	33.0/a	10.8/a	7.1/a	9.6/a	3.7/a	2.7/a	4.6/a	2.8/a	1.4/a	.85/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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

E. Scheduling of Services

In 2002, 83.8% of consumers statewide said the schedule of when they received their service or care was “excellent” or “good” (Chart 4.1) – about the same percentage as in 2001 (84.9%) and in 2000 (78.3%).

The percentage of consumers in Addison (95.4%) who rated schedule of services as above average was greater than the statewide average (83.8%). In addition, Addison consumers were more likely to rate this service element as “excellent” (67.4%), than their peers across the state (49.8%) (Figure 1.5).

No significant differences were found between 2001 and 2002 satisfaction levels in any county or region (Chart 1.4). A greater percentage of consumers in Caledonia, however, reported that the timing of when they receive services or care was “excellent” or “good” in 2002 (86.7%) than in 2000 (62.5%), maintaining a significant increased noted between satisfaction levels in 2001 (86.0%), as compared to 2000 (62.5%).

Figure 1.5: Service Scheduling

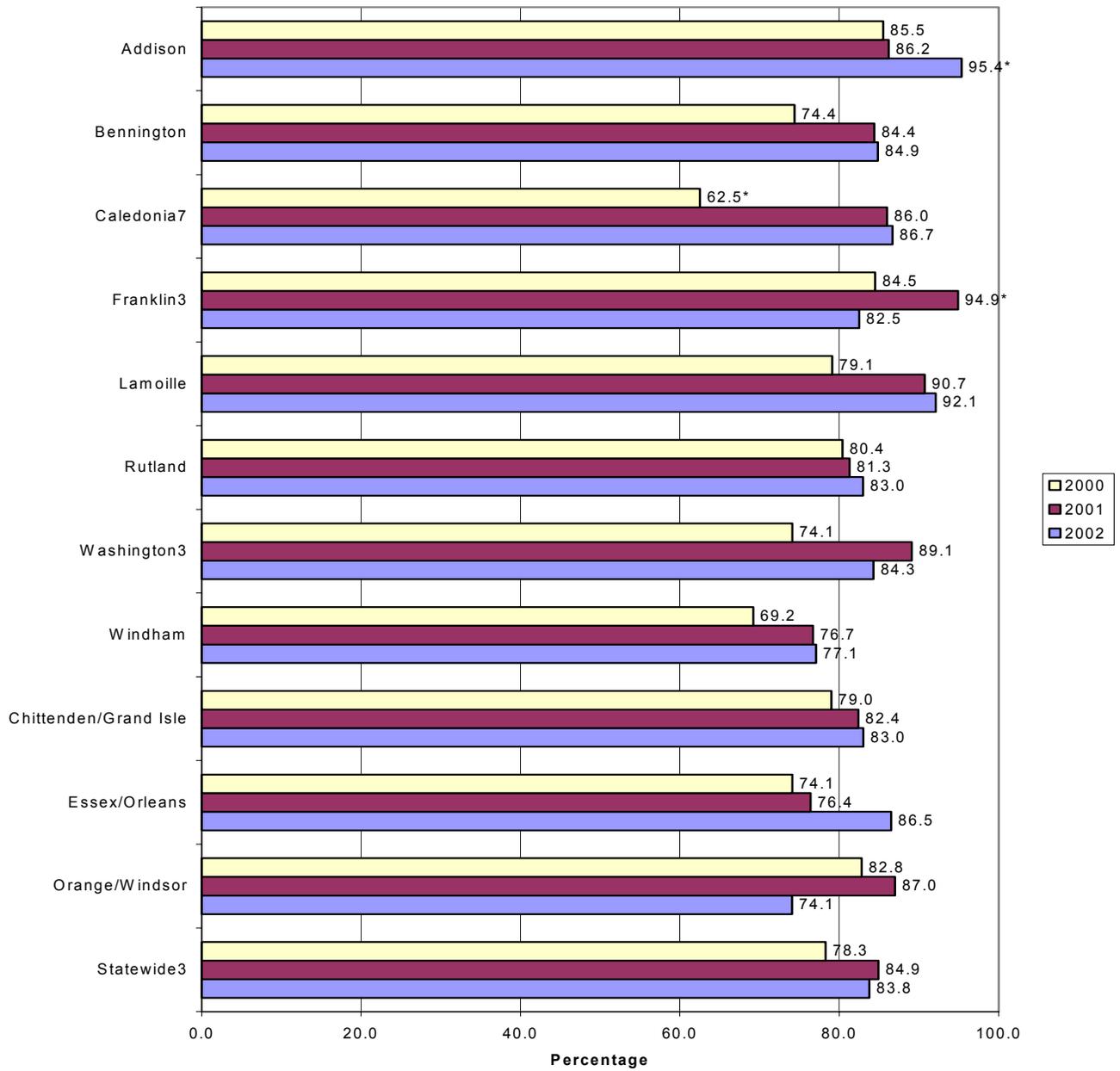
3D. When you receive your services or care? For example, do they fit with your schedule? Would you say:

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	43.6/c	53.9/c	67.4/c*	41.8/c	32.3/c	27.9/c	5.5/a*	7.7/a	4.7/a	1.8/a	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a
Bennington	27.9/c*	46.7/c	51.5/d	46.5/c	37.8/c	33.3/d	9.3/b	11.1/b	9.1/b	2.3/a	0.0/a*	0.0/a*	2.3/a	4.4/a	0.0/a
Caledonia	31.3/b	42.0/c	46.7/d	31.3/b	44.0/c	40.0/d	12.5/b	6.0/a	10.0/c	4.2/a	0.0/a*	3.3/b	4.2/a	2.0/a	0.0/a
Franklin	53.5/c*	50.9/c	52.5/d	31.0/b	44.1/c	30.0/c	8.6/b	3.4/a*	12.5/b	1.7/a	1.7/a	0.0/a*	3.5/a	0.0/a*	0.0/a
Lamoille	34.9/c	50.0/c	60.5/d	44.2/c	40.7/c	31.6/c	7.0/b	7.4/a	5.3/b	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a
Rutland	44.6/c	40.6/c	53.2/c	35.7/c	40.6/c	29.8/c	14.3/b	14.1/b	10.6/b	0.0/a	1.6/a	0.0/a*	1.8/a	0.0/a*	0.0/a
Washington	37.0/c	45.3/c	58.8/c	37.0/c	43.8/c	25.5/c	16.7/b	7.8/a	11.8/b	3.7/a	0.0/a*	3.9/a	3.7/a	0.0/a*	0.0/a
Windham	42.3/c	46.7/c	47.9/c	26.9/c	30.0/b	29.2/c	11.5/b	10.0/b	6.3/b	1.9/a	5.0/a	10.4/ b	7.7/b	1.7/a	2.1/a
Chittenden/ Grand Isle	50.0/c	47.1/c	39.6/c	29.0/c	35.3/c	43.4/c	14.5/b	5.9/a	11.3/b	1.6/a	4.4/a	1.9/a	1.6/a	1.5/a	0.0/a
Essex/ Orleans	33.3/c	27.3/b*	46.0/d	40.7/c	49.1/c	40.5/d	11.1/a	10.9/b	8.1/b	5.6/a	5.5/a	5.4/b	0.0/a	0.0/a*	0.0/a
Orange/ Windsor	36.2/c	52.2/c	37.0/e	46.6/c	34.8/b	37.0/e	8.6/b	11.6/b	14.8/c	3.5/a	1.5/a	7.4/b	0.0/a	0.0/a*	0.0/a
Statewide	41.0/a	46.4/a	49.8/a	37.1/a	38.4/a	34.0/a	11.3/a	8.8/a	10.1/a	2.3/a	2.0/a	3.1/a	2.1/a	.68/a	.15/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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

F. Communication with Caregivers

Statewide, 86.6% of consumers rated their satisfaction with communication between themselves and their caregivers as above average in 2002 (Chart 1.5). This level of satisfaction is about the same as that noted in 2001 (87.8%) and 2000 (83.2%).

Consumers in Addison (95.4%) were more likely to report that communication was excellent or good than the statewide average (86.6%). Looking at “excellent” and “good” responses separately (Figure 1.6) reveals that consumers in Washington were significantly more likely to rate the communication between themselves and their caregivers as “excellent” (72.6%) than their peers across the state (56.9%). On the other hand, consumers in Washington were significantly less likely to rate their communication as excellent (32.4%), than consumers statewide.

The percentage of consumers in Chittenden/Grand Isle who rated communication as “excellent” or “good” dropped significantly in 2002 (77.4%) as compared to 2001 (89.7%). However, above average ratings in Caledonia remained significantly higher in 2002 (90.0%) than in 2000 (72.9%).

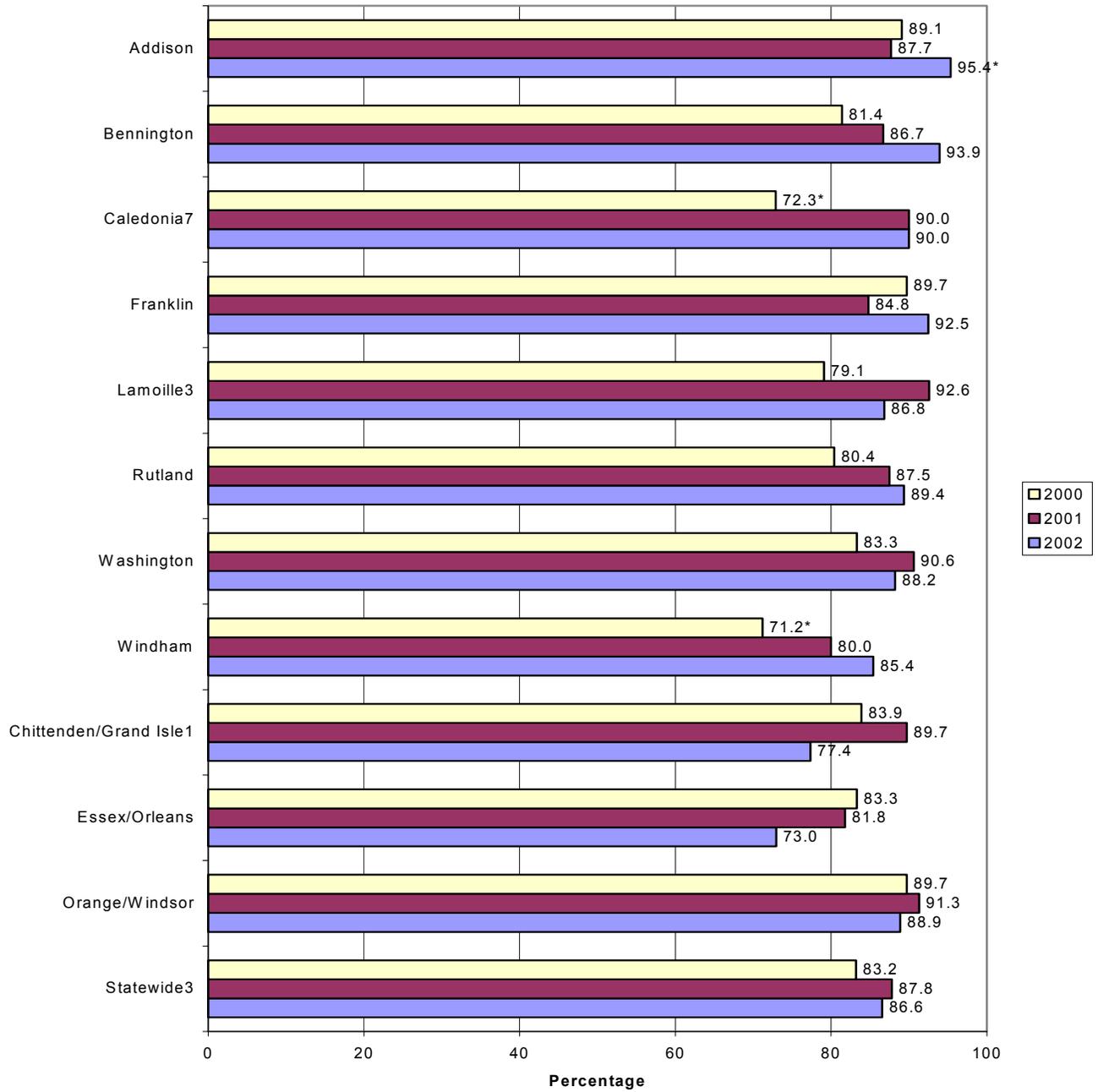
Figure 1.6: Communication with Caregivers

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	58.2/c	58.5/c	60.5/c	30.9/c	29.2/b	34.9/c	3.6/a	7.7/a	0.0/a*	1.8/a	1.5/a	2.3/a	0.0/a	0.0/a*	2.3/a
Bennington	37.2/c	55.6/c	60.6/d	44.2/c	31.1/c	33.3/d	2.3/a*	6.7/a	3.03/a	2.3/a	0.0/a*	0.0/a*	2.3/a	4.4/a	0.0/a
Caledonia	45.8/c	58.0/c	60.0/d	27.1/b	32.0/b	30.0/d	10.4/b	6.0/a	10.0/c	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a
Franklin	60.3/c	50.9/c	50.0/d	29.3/b	33.9/c	42.5/d	6.9/a	13.6/b	5.0/b	1.7/a	1.7/a	0.0/a*	1.7/a	0.0/a*	0.0/a
Lamoille	41.9/c	61.1/c	60.5/d	37.2/c	31.5/b	26.3/c	2.3/a*	7.4/a	5.3/b	7.0/b	0.0/a*	5.3/b	0.0/a	0.0/a*	0.0/a
Rutland	51.8/c	59.4/c	61.7/c	28.6/c	28.1/b	27.7/c	10.7/b	10.9/b	6.4/b	1.8/a	0.0/a*	2.1/a	1.8/a	0.0/a*	0.0/a
Washington	42.6/c	53.1/c	72.6/c*	40.7/c	37.5/c	15.7/b*	11.1/b	1.6/a*	7.8/b	1.9/a	0.0/a*	0.0/a*	1.9/a	0.0/a*	0.0/a
Windham	46.2/c	55.0/c	56.3/c	25.0/c	25.0/b	29.2/c	11.5/b	8.3/a	4.2/a	7.7/b	3.3/a	2.1/a	3.9/a	1.7/a	4.2/a
Chittenden/ Grand Isle	46.8/c	52.9/c	52.8/c	37.1/c	36.8/c	24.5/c	9.7/b	4.4/a	11.3/b	0.0/a	0.0/a*	7.6/b	1.6/a	1.5/a	0.0/a
Essex/ Orleans	50.0/c	41.8/c*	32.4/d*	33.3/c	40.0/c	40.5/d	9.3/b	7.3/a	16.2/c	0.0/a	1.8/a	5.4/b	0.0/a	0.0/a*	0.0/a
Orange/ Windsor	51.7/c	52.3/c	51.9/e	37.9/c	39.1/c	37.0/e	6.9/a	5.8/a	7.4/b	0.0/a	0.0/a*	0.0/a*	0.0/a	1.5/a	3.7/b
Statewide	49.1/a	54.4/a	56.9/a	34.2/a	33.4/a	29.7/a	8.1/a	7.1/a	7.4/a	1.9/a	.72/a	2.5/a	1.2/a	.75/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

G. Caregiver Reliability

Similar to other service elements, consumers statewide indicated high levels of satisfaction with the reliability of their caregivers. Overall, 85.0% of consumers statewide rated caregiver reliability as either “excellent” or “good” in 2002 (Chart 1.6). A significant increase in satisfaction with this service element was noted between 2000 (79.6%) and 2001 (87.9%); 2002 (85.0%) findings are consistent with 2001 levels.

Among Vermont counties and regions, Addison was again the only area that showed a significant difference from the statewide result in above average ratings – consumers there were more likely to rate caregiver reliability as above average (95.4%) than their peers across the state (85.0%). The high rating given to caregiver reliability 2002 is significantly greater than the 2000 result (83.6%).

Looking at “excellent” and “good” responses separately (Figure 1.7), shows that consumers in Lamoille (73.7%) and Bennington (66.7%) were significantly more likely than others across the state (52.0%) to rate caregiver reliability as “excellent.”

Year to year comparisons also showed that consumers in Caledonia rated caregiver reliability significantly higher in 2002 than in 2000 (86.7% vs. 60.4%), just as they had in 2001 (87.9% vs. 60.4%).

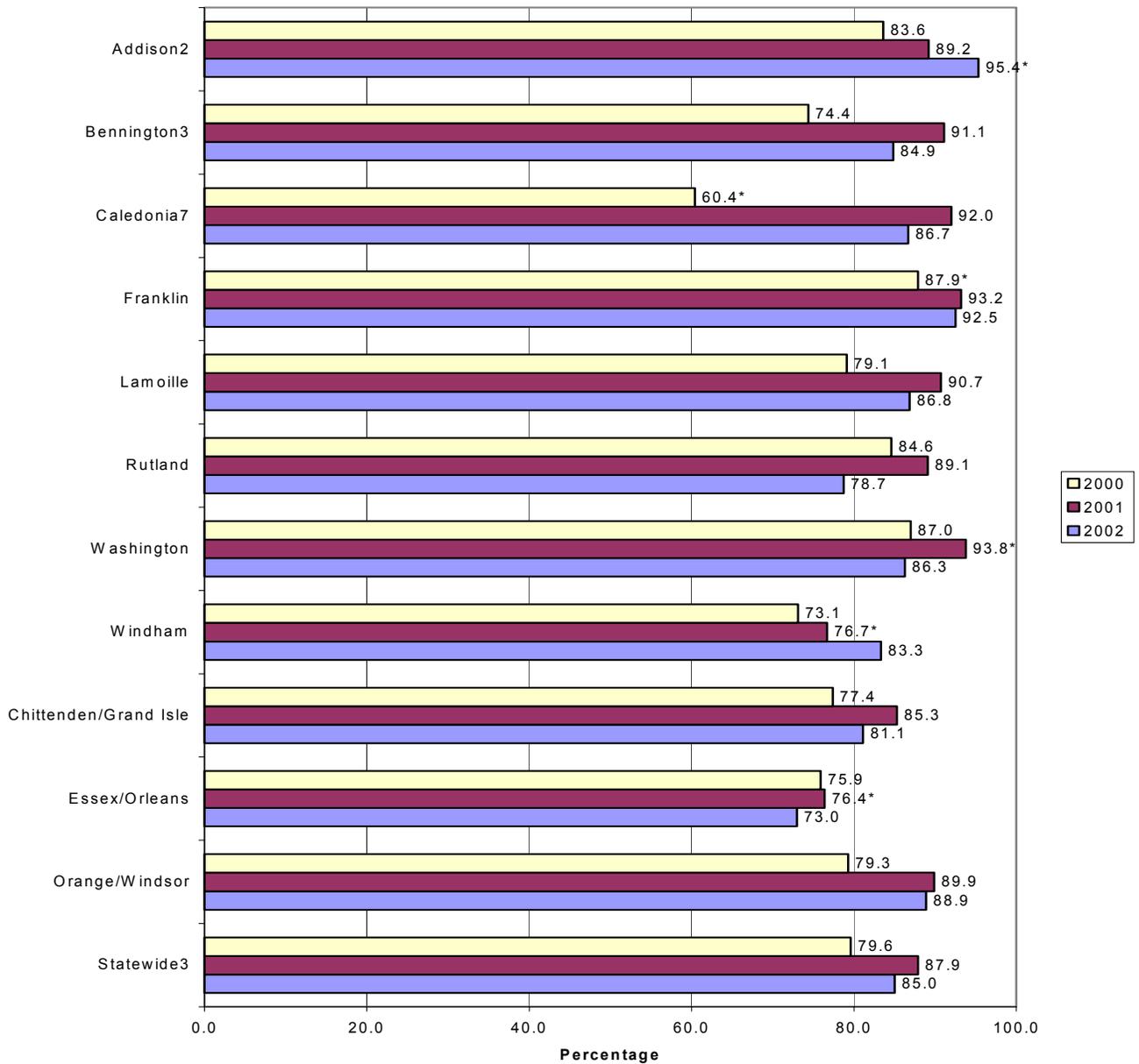
Figure 1.7: Caregiver Reliability

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	58.2/c	64.6/c	62.8/c	25.5/c	24.6/b	32.6/c	7.3/b	7.7/a	0.0/a*	0.0/a	0.0/a*	0.0/a*	1.8/a	0.0/a*	0.0/a*
Bennington	34.9/c*	51.1/c	66.7/d*	39.5/c	40.0/c	18.2/c*	11.6/b	6.7/a	12.1/c	2.3/a	0.0/a*	0.0/a*	0.0/a	2.2/a	0.0/a*
Caledonia	41.7/c	48.0/c	43.3/d	18.8/b*	44.0/c*	43.3/d	22.9/b*	6.0/a	13.3/c	2.1/a	0.0/a*	0.0/a*	2.1/a	0.0/a*	0.0/a*
Franklin	58.6/c	50.9/c	52.5/d	29.3/b	42.4/c*	40.0/d	8.6/b	5.1/a	2.5/a*	0.0/a	0.0/a*	2.5/a	3.5/a	1.7/a	0.0/a*
Lamoille	41.9/c	48.2/c	73.7/c*	37.2/c	42.6/c*	13.2/b*	7.0/b	5.6/a	7.9/b	2.3/a	1.9/a	2.6/a	0.0/a	0.0/a*	0.0/a*
Rutland	67.9/c*	62.5/c	48.9/c	16.7/b*	26.6/b	29.8/c	8.9/b	6.3/a	10.6/b	1.8/a	0.0/a*	2.1/a	1.8/a	0.0/a*	0.0/a*
Washington	46.3/c	62.5/c	51.0/c	40.7/c	31.3/b	35.3/c	1.9/a*	1.6/a*	5.9/b	3.7/a	0.0/a*	2.0/a	3.7/a	0.0/a*	0.0/a*
Windham	36.5/c*	55.0/c	58.3/c	36.5/c	21.7/b	25.0/c	11.5/b	8.3/a	2.1/a*	3.9/a	5.0/a	4.2/a	3.9/a	3.3/a	6.3/b
Chittenden/ Grand Isle	46.8/c	61.8/c	41.5/c	30.7/c	23.5/b	39.6/c	14.5/b	8.8/b	11.3/b	1.6/a	1.5/a	1.9/a	1.6/a	1.5/a	0.0/a*
Essex/ Orleans	46.3/c	45.5/c*	43.2/d	29.6/c	30.9/b	29.7/c	11.1/b	18.2/b*	16.2/c	5.6/a	0.0/a*	5.4/b	0.0/a	0.0/a*	2.7/a
Orange/ Windsor	55.2/c	60.9/c	51.9/e	24.1/c	29.0/b	37.0/e	13.8/b	7.3/a	7.4/b	1.7/a	1.5/a	3.7/b	1.7/a	0.0/a*	0.0/a*
Statewide	50.2/a	57.6/a	52.0/a	29.4/a	30.3/a	33.1/a	10.5/a	7.3/a	8.1/a	2.2/a	.93/a	2.3/a	1.9/a	.75/a	.62/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

H. Degree to Which Services Meet Consumer Needs

Statewide, 83.8% of consumers felt that the long-term care services they received from the state were an “excellent” or “good” match for their needs in 2002 (Chart 1.7). Levels of “above average” ratings have remained consistent since 2000 – no significant differences were found between any of the last three survey years.

Consumers in Addison (95.4%) were again more likely than their neighbors across the state to consider the degree to which services met their needs above average (Chart 1.7). Furthermore, this above average ratings increased significantly between 2001 (83.1%) and 2002.

While relatively lower than in other regions, the percent of consumers in Windham who rated the degree to which services provided met their needs as above average was significantly higher in 2002 (79.2%) than in 2000 (61.5%). A significant increase was also found in Caledonia between 2000 (64.6%) and 2002 (83.3%).

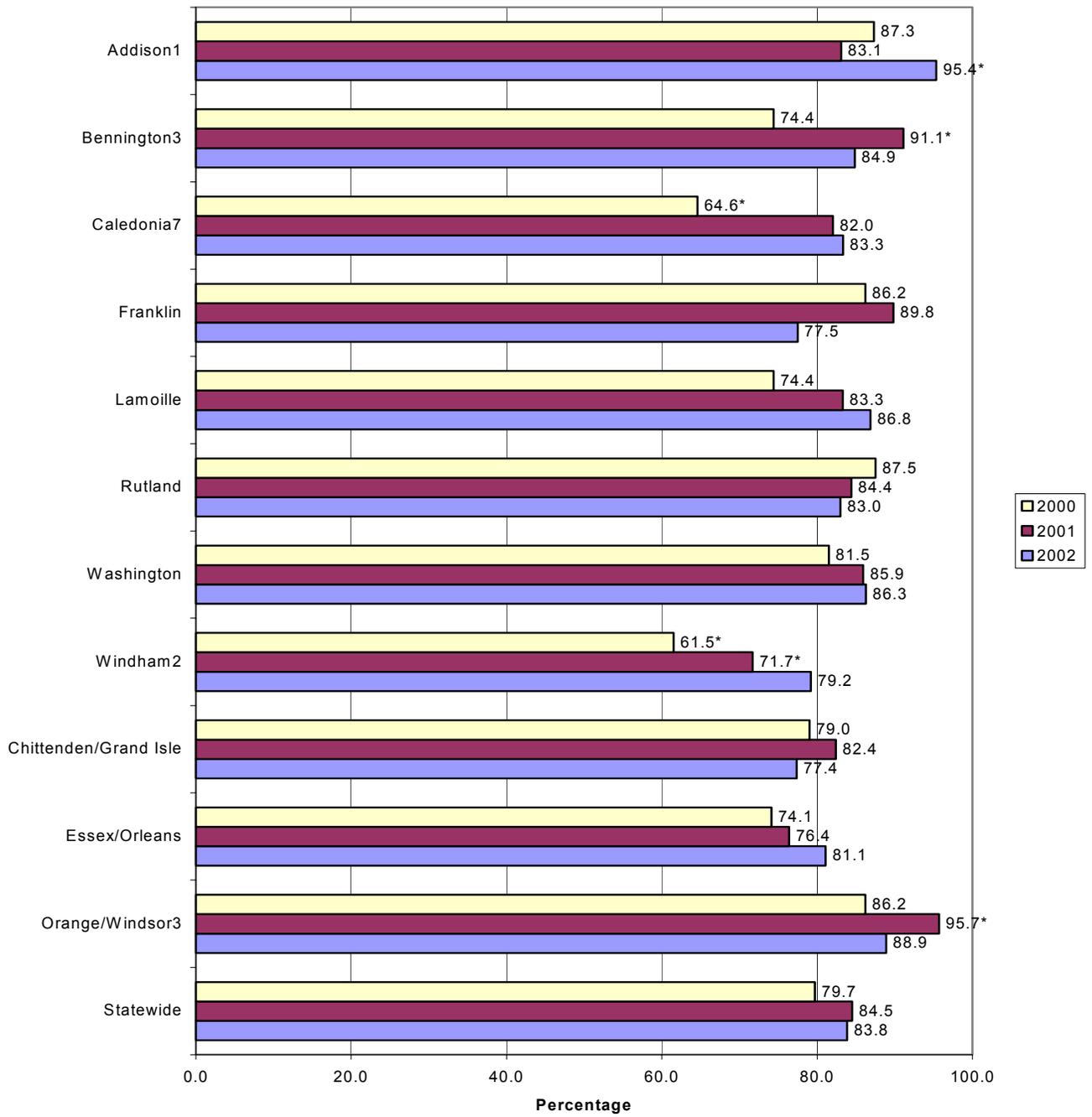
Figure 1.8: Degree to which Services Meet Consumer Needs

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	50.9/c	52.3/c	55.8/d	36.4/c	30.8/b	39.5/c	3.6/a*	9.2/b	2.3/a*	0.0/a	0.0/a*	0.0/a	3.6/a	0.0/a*	0.0/a
Bennington	34.9/c	44.4/c	48.5/d	39.5/c	46.7/c	36.4/d	4.7/a	2.2/a*	12.1/c	2.3/a	2.2/a	0.0/a	4.7/a	2.2/a	0.0/a
Caledonia	35.4/c	44.0/c	40.0/d	29.2/b	38.0/c	43.3/d	10.4/b	12.0/b	16.7/c	4.2/a	2.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Franklin	46.6/c	44.1/c	40.0/d	39.7/c	45.8/c	37.5/c	8.6/b	8.5/a	17.5/c	0.0/a	0.0/a*	0.0/a	1.7/a	0.0/a*	0.0/a
Lamoille	34.9/c	40.7/c	52.6/d	39.5/c	42.6/c	34.2/c	14.0/b	11.1/b	7.9/b	2.3/a	1.9/a	0.0/a	0.0/a	1.9/a	0.0/a
Rutland	46.4/c	46.9/c	44.7/c	41.2/c	37.5/c	38.3/c	7.1/b	9.4/b	10.6/b	0.0/a	3.1/a	0.0/a	1.8/a	0.0/a*	0.0/a
Washington	42.6/c	53.1/c	52.9/c	38.9/c	32.8/b	33.3/c	11.1/b	4.7/a	7.8/b	0.0/a	1.6/a	2.0/a	3.7/a	1.6/a	0.0/a
Windham	36.5/c	50.0	41.7/c	25.0/c*	21.7*	37.5/c	15.4/b	15.0	12.5/b	9.6/b*	5.0	4.2/a	3.9/a	1.7/a	2.1/a
Chittenden/ Grand Isle	35.5/c	44.1/c	37.7/c	43.6/c	38.2/c	39.6/c	12.9/b	8.8/b	18.9/c	1.6/a	0.0/a*	0.0/a	1.6/a	1.5/a	0.0/a
Essex/ Orleans	38.9/c	36.4/c	54.1/d	35.2/c	40.0/c	27.0/c	13.0/b	16.4/b	16.2/c	1.9/a	1.8/a	0.0/a	0.0/a	0.0/a*	2.7/a
Orange/ Windsor	37.9/c	46.4/c	33.3/d	48.3/c	49.3/c*	55.6/e	10.3/b	1.5/a*	3.7/b*	0.0/a	0.0/a*	3.7/b	0.0/a	1.5/a	0.0/a
Statewide	40.5/a	46.4/a	44.6/a	39.1/a	38.1/a	39.3/a	10.1/a	8.6/a	11.4/a	1.6/a	1.4/a	1.0/a	1.9/a	.92/a	.33/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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

I. Problem and Concern Resolution

When asked how well problems or concerns with their care were taken care of, 77.7% of consumers statewide rated reported “excellent” or “good” resolution (Chart 1.8). While satisfaction with this service element increased significantly between 2000 and 2001 (78.5% vs. 84.9%), satisfaction dropped significantly between 2001 and 2002 (84.9% to 77.3%), back to 2000 levels.

Across the state, the percent of consumers rating problem resolution as above average is consistently low relative to other service elements — no significant deviations from the statewide average were found. In fact, above average ratings fell significantly between 2001 and 2002 in three counties or regions: Lamoille (95.2% to 80.9%); Rutland (95.2% to 80.9%); and Orange/Windsor (87.9% to 74.1%).

An examination of “excellent” and “good” ratings separately shows that consumers in Lamoille (57.9%) were more likely to rate problem resolution as “excellent” than consumers across the state (42.5%), even though the combined above average rating for the county did not differ from the statewide average. Consumers in Essex/Orleans (24.3%) were even less likely than their neighbors across the state to consider problem resolution “excellent,” although again the combined above average rating for the county did not differ from the statewide average.

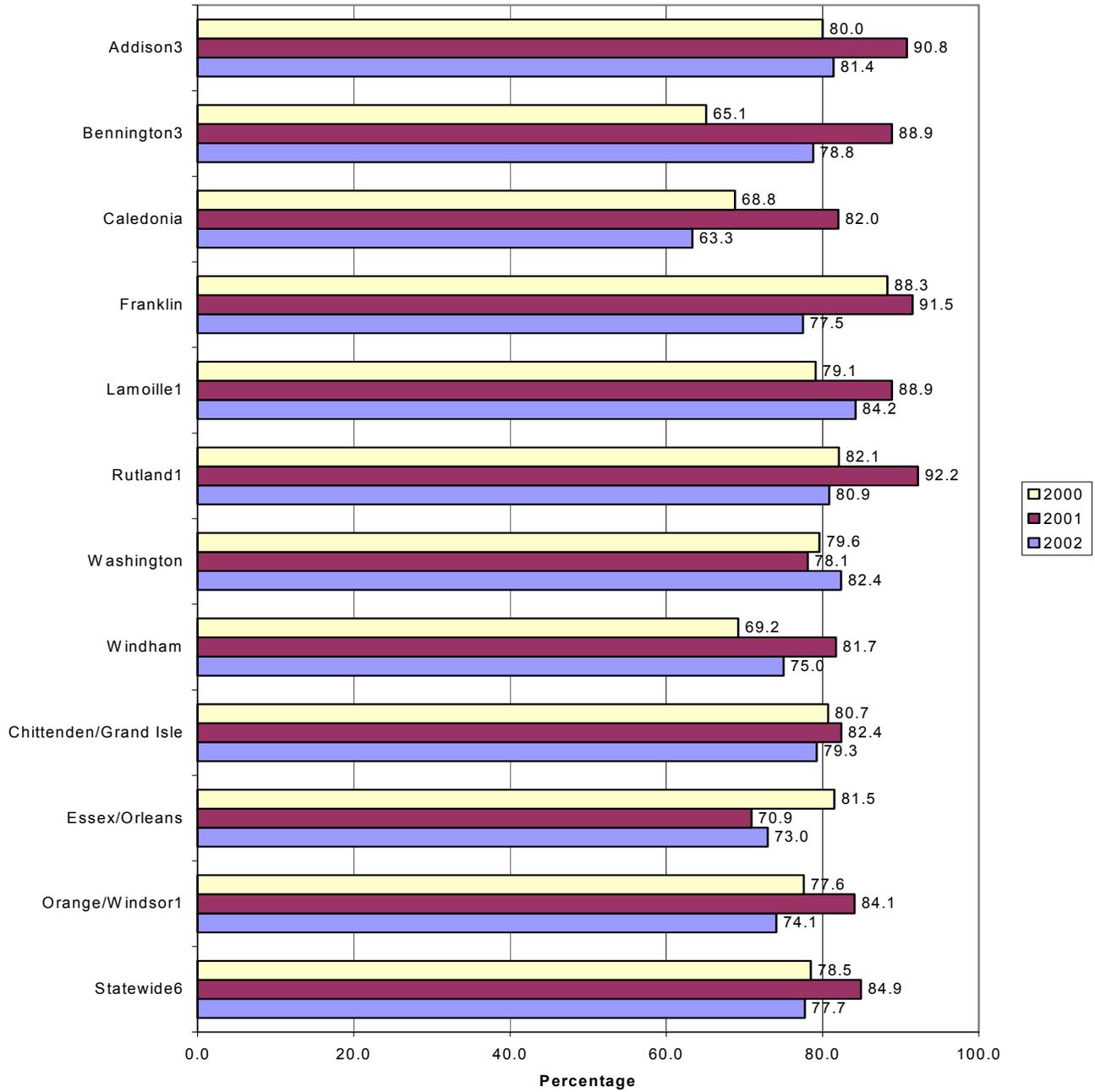
Figure 1.9: Problem Resolution

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	41.8/c	53.9/c	44.2/d	38.2/c	36.9/c	37.2/c	1.8/a*	1.5/a*	7.0/b	0.0/a	0.0/a*	0.0/a*	1.8/a	0.0/a*	0.0/a*
Bennington	20.9/c*	46.7/c	42.4/d	44.2/c	42.2/c	36.4/d	11.6/b	4.4/a	12.1/c	2.3/a	2.2/a	0.0/a*	2.3/a	2.2/a	0.0/a*
Caledonia	35.4/c	44.0/c	33.3/d	33.3/c	38.0/c	30.0/d	10.4/b	8.0/a	26.7/d	6.3/a	0.0/a*	3.3/b	0.0/a	0.0/a*	0.0/a*
Franklin	48.3/c*	42.4/c	42.5/d	40.0/c	49.2/c*	35.0/c	6.9/a	6.8/a	15.0/c	0.0/a	1.7/a	0.0/a*	3.5/a	0.0/a*	0.0/a*
Lamoille	27.9/c	50.0/c	57.9/d*	51.2/c	38.9/c	26.3/c	9.3/b	7.4/a	7.9/b	0.0/a	0.0/a*	2.6/a	0.0/a	0.0/a*	0.0/a*
Rutland	35.7/c	50.0/c	46.8/c	46.4/c	42.2/c	34.0/c	7.1/b	4.7/a	8.5/b	1.8/a	0.0/a*	0.0/a*	1.8/a	0.0/a*	0.0/a*
Washington	35.2/c	42.2/c	52.9/c	44.4/c	35.9/c	29.4/c	14.8/b	6.3/a	7.8/b	0.0/a	1.6/a	2.0/a	1.9/a	0.0/a*	0.0/a*
Windham	38.5/c	55.0/c	43.8/c	30.8/c*	26.7/b*	31.3/c	5.8/a	8.3/a	10.4/b	7.7/b	1.7/a	4.2/a	5.8/a	3.3/a	6.3/b
Chittenden/ Grand Isle	38.7/c	45.6/c	45.3/c	41.9/c	36.8/c	34.0/c	9.7/b	10.3/b	13.2/b	4.8/a	1.5/a	1.9/a	0.0/a	1.5/a	1.9/a
Essex/ Orleans	37.0/c	30.9/b*	24.3/c*	44.4/c	40.0/c	48.7/d	5.6/a	16.4/b*	21.6/c	1.9/a	1.8/a	2.7/a	0.0/a	1.8/a	0.0/a*
Orange/ Windsor	31.0/c	47.8/c	29.6/d	46.6/c	36.2/b	44.4/e	13.8/b	10.1/b	14.8/c	1.7/a	1.5/a	3.7/b	0.0/a	0.0/a*	3.7/b
Statewide	36.1/a	46.8/a	42.5/a	42.3/a	38.1/a	35.3/a	9.0/a	7.6/a	12.7/a	2.3/a	1.1/a	1.9/a	1.4/a	.73/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

J. Caregiver Courtesy

As in each year since 1999, consumers indicated higher levels of satisfaction in 2002 with the courtesy shown by their caregivers than any other aspect of the state's long-term care programs and services. Overall, 92.0% of consumers statewide indicated that caregiver courtesy was above average (Chart 1.9), with over 66% of consumers in all Vermont areas rating caregiver courtesy as "excellent" (Figure 1.10). A significant increase was noted between 2000 (88.2%) and 2001 (93.0%), and 2002 results are consistent with 2001 results.

Consumers in Addison (100%) were even more likely than their peers across the state to indicate higher than average satisfaction with caregiver courtesy (Chart 1.9); the 2002 result was significantly higher than 2001 (95.4%) survey ratings of above average caregiver courtesy.

While no other significant changes in satisfaction of caregiver courtesy were found between 2001 and 2002, ratings of caregiver courtesy were significantly higher in Caledonia and Windham in 2002 as compared to 2000 (90.0% vs. 77.1% and 87.5% vs. 73.1%, respectively).

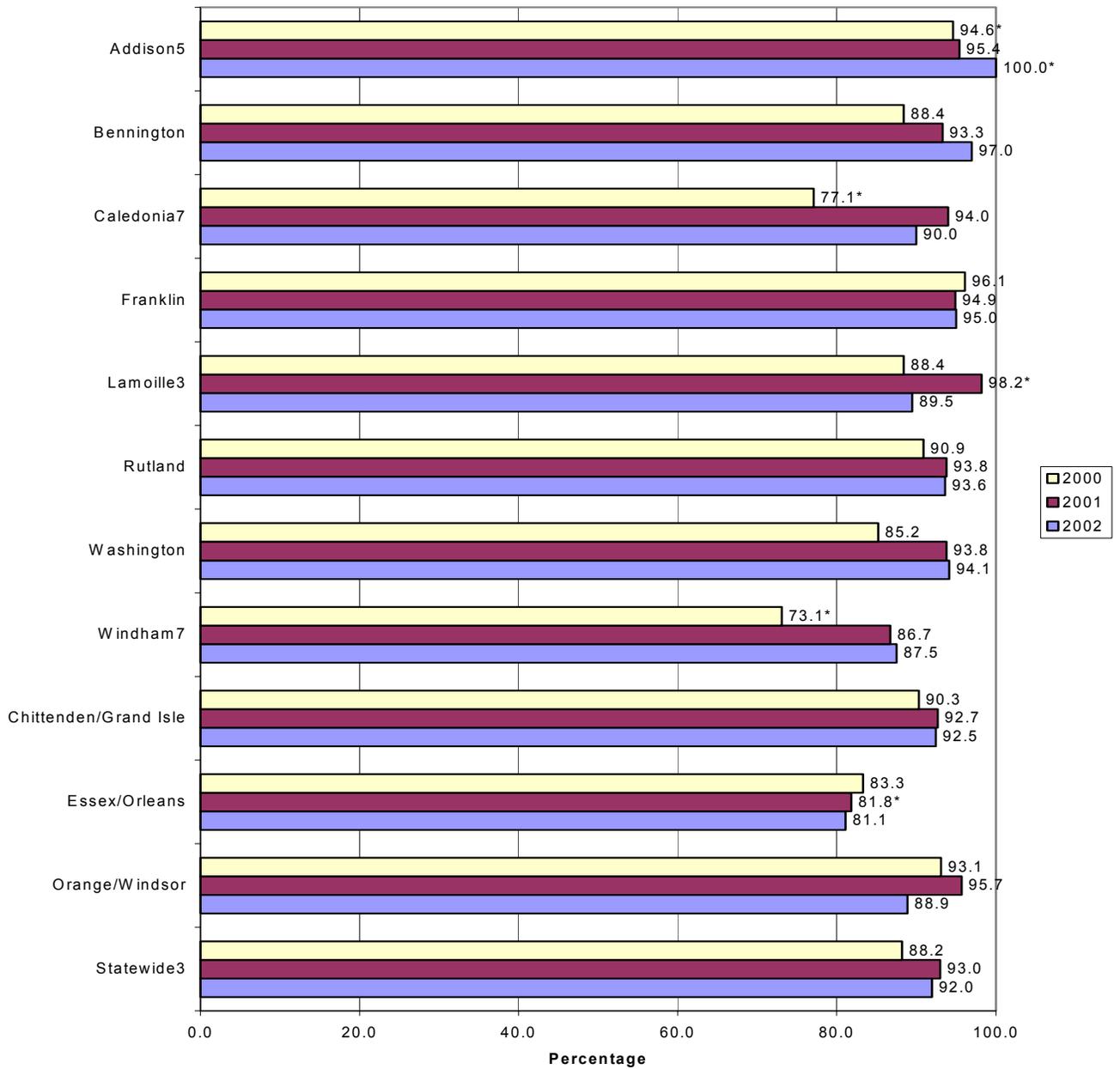
Figure 1.10: Caregiver Courtesy

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	65.5/c	76.9/b*	79.1/c*	29.1/c	18.5/b	20.9/c	0.0/a	1.5/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Bennington	58.1/c	66.7/c	63.6/d	30.2/c	26.7/b	33.3/d	0.0/a	2.2/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	2.2/a	0.0/a
Caledonia	60.4/c	66.0/b	63.3/d	16.7/b*	28.0/b	26.7/d	6.3/a	2.0/a	6.7/b	2.1/a	0.0/a	0.0/a	0.0/a	2.0/a	0.0/a
Franklin	67.2/c	57.6/c	60.0/d	28.9/b	37.3/c*	35.0/c	5.2/a	5.1/a	5.0/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Lamoille	46.5/c	64.8/b	65.8/c	41.9/c	33.3/b	23.7/c	0.0/a	0.0/a*	5.3/b	0.0/a	0.0/a	0.0/a	2.3/a	0.0/a*	0.0/a
Rutland	67.9/c	64.1/c	70.2/c	23.0/b	29.7/b	23.4/c	1.8/a	3.1/a	6.4/b	0.0/a	1.6/a	0.0/a	1.8/a	0.0/a*	0.0/a
Washington	55.6/c	67.2/b	74.5/c	29.6/c	26.6/b	19.6/c	7.4/b	1.6/a	2.0/a	1.9/a	0.0/a	0.0/a	1.9/a	0.0/a*	2.0/a
Windham	48.1/c	73.3/b	72.9/c	25.0/c	13.3/b*	14.6/b*	9.6/b	5.0/a	0.0/a*	1.9/a	1.7/a	2.1/a	3.9/a	1.7/a	2.1/a
Chittenden/ Grand Isle	51.6/c	70.6/b	60.4/c	38.7/c	22.1/b	32.1/c	6.5/a	4.4/a	5.7/b	0.0/a	0.0/a	0.0/a	0.0/a	1.5/a	0.0/a
Essex/ Orleans	51.9/c	50.9/c*	51.4/d	31.5/c	30.9/b	29.7/c	5.6/a	9.1/b	16.2/c*	0.0/a	0.0/a	0.0/a	0.0/a	1.8/a	0.0/a
Orange/ Windsor	62.1/c	63.8/b	63.0/e	31.0/c	31.9/b	25.9/d	1.7/a	1.5/a	7.4/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	3.7/b
Statewide	58.1/a	66.5/a	66.1/a	30.1/a	26.5/a	25.8/a	4.1/a	3.2/a	5.0/a	0.5/a	.32/a	.15/a	0.8/a	.69/a	.87/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

K. How Well Program Staff Listen

Statewide, 84.9% of consumers reported that how well program staff listened to their needs and preferences was “excellent” or “good” in 2002 (Chart 1.10). This percentage is consistent with survey results for this program element in 2001 (83.0%) and 2000 (80.8%).

Consumers in both Addison and Franklin were more likely than consumers statewide to rate how well program staff listen as above average. In 2002, 97.7% of consumers in Addison, and 95.0% of consumers in Franklin rated this element as “excellent” or “good.”

A significantly greater percentage of consumers in Addison rated how well program staff listen as above average in 2002 as compared to 2001 (84.6%). In Caledonia, a significant increase was noted for this service element between 2000 and 2001 (66.7% to 86.0%). Although lower than the 2001 result, the percentage of consumers who rated how well program staff listen was also significantly greater in 2002 (76.7%) than 2000.

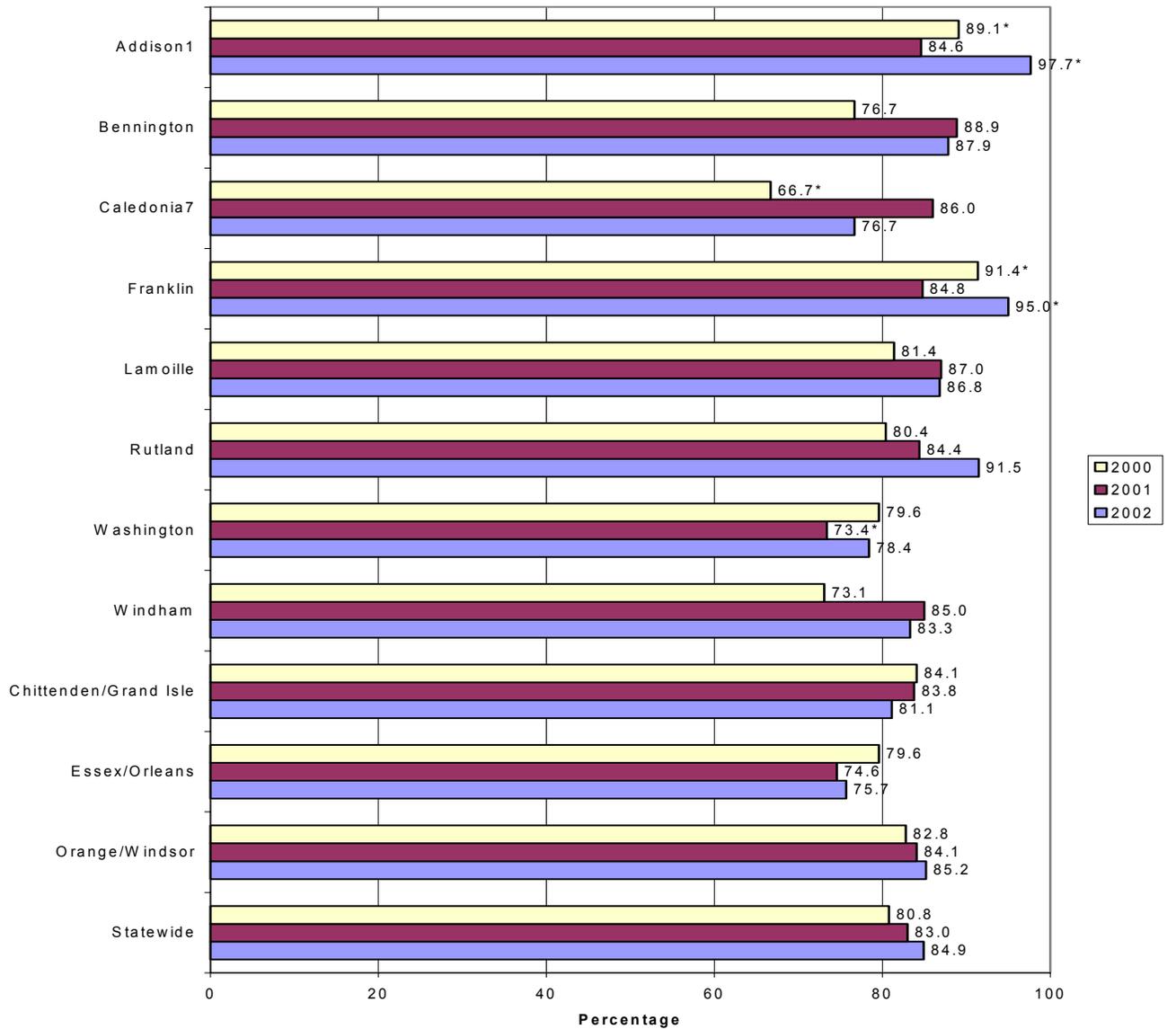
Figure 1.11: Program Staff Listening Skills

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	52.7/c	60.0/c	55.8/d	36.4/c	24.6/b	41.9/c	3.6/a*	7.7/a	2.3/a*	0.0/a	1.5/a	0.0/a*	1.8/a	0.0/a*	0.0/a
Bennington	34.9/c	51.1/c	54.6/d	41.9/c	37.8/c	33.3/d	4.7/a	6.7/a	6.1/b	2.3/a	0.0/a*	3.0/a	0.0/a	2.2/a	0.0/a
Caledonia	33.3/c	48.0/c	43.3/d	33.3/c	38.0/c	33.3/d	12.5/b	8.0/a	16.7/c	4.2/a	2.0/a	3.3/b	0.0/a	0.0/a*	0.0/a
Franklin	43.1/c	44.1/c	47.5/d	48.3/c	40.7/c	47.5/d*	8.6/b	10.2/b	2.5/a*	0.0/a	1.7/a	0.0/a*	0.0/a	1.7/a	0.0/a
Lamoille	37.2/c	51.9/c	65.8/c	44.2/c	35.2/b	21.1/c	4.7/a	7.4/a	2.6/a*	4.7/a	1.9/a	2.6/a	0.0/a	0.0/a*	0.0/a
Rutland	35.7/c	46.9/c	48.9/c	44.6/c	37.5/c	42.6/c	12.5/b	14.1/b	4.3/a	0.0/a	0.0/a*	0.0/a*	1.8/a	0.0/a*	0.0/a
Washington	35.2/c	48.4/c	60.8/c	44.4/c	25.0/b	17.7/b*	13.0/b	12.5/b	17.7/b	1.9/a	3.1/a	0.0/a*	1.9/a	0.0/a*	0.0/a
Windham	42.3/c	56.7/c	54.2/c	30.8/c	28.3/b	29.2/c	1.9/a*	3.3/a*	8.3/b	9.6/b*	3.3/a	2.1/a	5.8/a	1.7/a	4.2/a
Chittenden/ Grand Isle	45.2/c	54.4/c	56.6/c	38.9/c	29.4/b	24.5/c	14.5/b	8.8/b	13.2/b	0.0/a	1.5/a	5.7/b	1.6/a	1.5/a	0.0/a
Essex/ Orleans	48.2/c	41.8/c	46.0/d	31.5/c	32.7/b	29.7/c	7.4/a	12.7/b	18.9/c	1.9/a	5.5/a	0.0/a*	0.0/a	0.0/a*	0.0/a
Orange/ Windsor	48.3/c	50.7/c	51.9/e	34.5/c	33.3/b	33.3/d	8.6/b	11.6/b	11.1/c	1.7/a	0.0/a*	3.7/b	0.0/a	1.5/a	0.0/a
Statewide	42.4/a	51.0/a	53.7/a	38.4/a	32.0/a	31.2/a	9.1/a	9.7/a	10.2/a	1.9/a	1.7/a	2.1/a	1.3/a	.79/a	.29/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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

L. Perceived Value of Services Received

When asked whether they found the services they received of good value (for what they had to pay for them) 86.2% of consumers statewide responded “yes” in 2002 (Figure 1.12). This percentage is significantly higher than percentage responding “yes” in both 2001 (80.8%) and 2000 (80.6%).

One regional difference was found: consumers in Washington (96.1%) were even more likely to have reported that services received were a good value than consumers statewide. This result was significantly higher than in 2001, when 73.4% of consumers in Washington reported that services were a good value.

Consumers in Essex/Orleans were more likely to have reported that services were a good value in 2002 (91.9%) than in 2001 (80.0%) or in 2000 (81.5%). In addition, consumers in Bennington and Rutland were more likely to report that services provided were a good value in 2002 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		
	2000	2001	2002	2000	2001	2002
Addison	83.6/b	87.7/b	76.7/c	1.8/a	1.5/a	2.3/a
Bennington ⁷	67.4/c*	84.4/b	84.9/c	2.3/a	2.2/a	6.1/b
Caledonia ³	75.0/b	88.0/b*	86.7/c	4.2/a	4.0/a	0.0/a*
Franklin	84.5/b	84.8/b	85.0/c	6.9/a	3.4/a	0.0/a*
Lamoille	81.4/b	81.5/b	86.8/b	0.0*	1.9/a	0.0/a*
Rutland ²	75.0/c	89.1/b*	87.2/b	3.8/a	0.0*	4.3/a
Washington ¹	83.3/b	73.4/b	96.1/a*	3.7/a	3.1/a	0.0/a*
Windham	75.0/c	68.3/b*	83.3/b	9.6/b	8.3/a	4.2/a
Chittenden/Grand Isle ³	83.9/b	73.5/b	83.0/b	6.5/a	5.9/a	3.8/a
Essex/Orleans ⁵	81.5/b	80.0/b	91.9/b	0.0*	1.8/a	2.7/a
Orange/ Windsor	84.5/b	84.1/b	85.2/c	5.2/a	2.9/a	3.7/b
Statewide ⁵	80.6/a	80.8/a	86.2/a	4.3/a	3.3/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%

* Indicates statistical difference from statewide average at 5%

1 Indicates "yes" estimate is statistically different between 2001 and 2002

2 Indicates "yes" estimate is statistically different between 2000 and 2002

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

4 Indicates "yes" estimate is statistically different between 2000, 2001 and 2002

5 Indicates "yes" estimate is statistically different between 2000 and 2002 and also 2001 and 2002

6 Indicates "yes" estimate is statistically different between 2000 and 2002 and also 2001 and 2002

7 Indicates "yes" estimate is statistically different between 2000 and 2001 and also 2000 and 2002

M. Impact of Programs and Services on Consumers' Lives

An overwhelming majority (92.3%) of long-term care program consumers reported that the help they received from state services made their lives “much” or “somewhat” better (Chart 1.11). This result is consistent with high ratings in 2001 (89.1%) and 2000 (86.4%). Furthermore, 70.5% of consumers in all Vermont counties and regions stated the help they received made their lives “much better” (Figure 1.13). Only 7.0% of consumers felt that the help they receive has made their lives “about the same,” and less than 1% of consumers reported that it made their lives “somewhat” or “much” worse (Figure 1.13).

A significantly higher percentage of consumers in Washington reported that the services they received made their life “much” or “somewhat” better in 2002 (100%) than their peers across the state. This percentage represents a significant increase over 2000, when 81.5% of consumers in Washington reported the same opinion.

A significant increase over 2000 was also found in Caledonia, where 86.7% of consumers reported that the services they received made their life “much” or “somewhat” better in 2002, compared to 75.0% in 2000.

Figure 1.13: Impact of Programs and Services

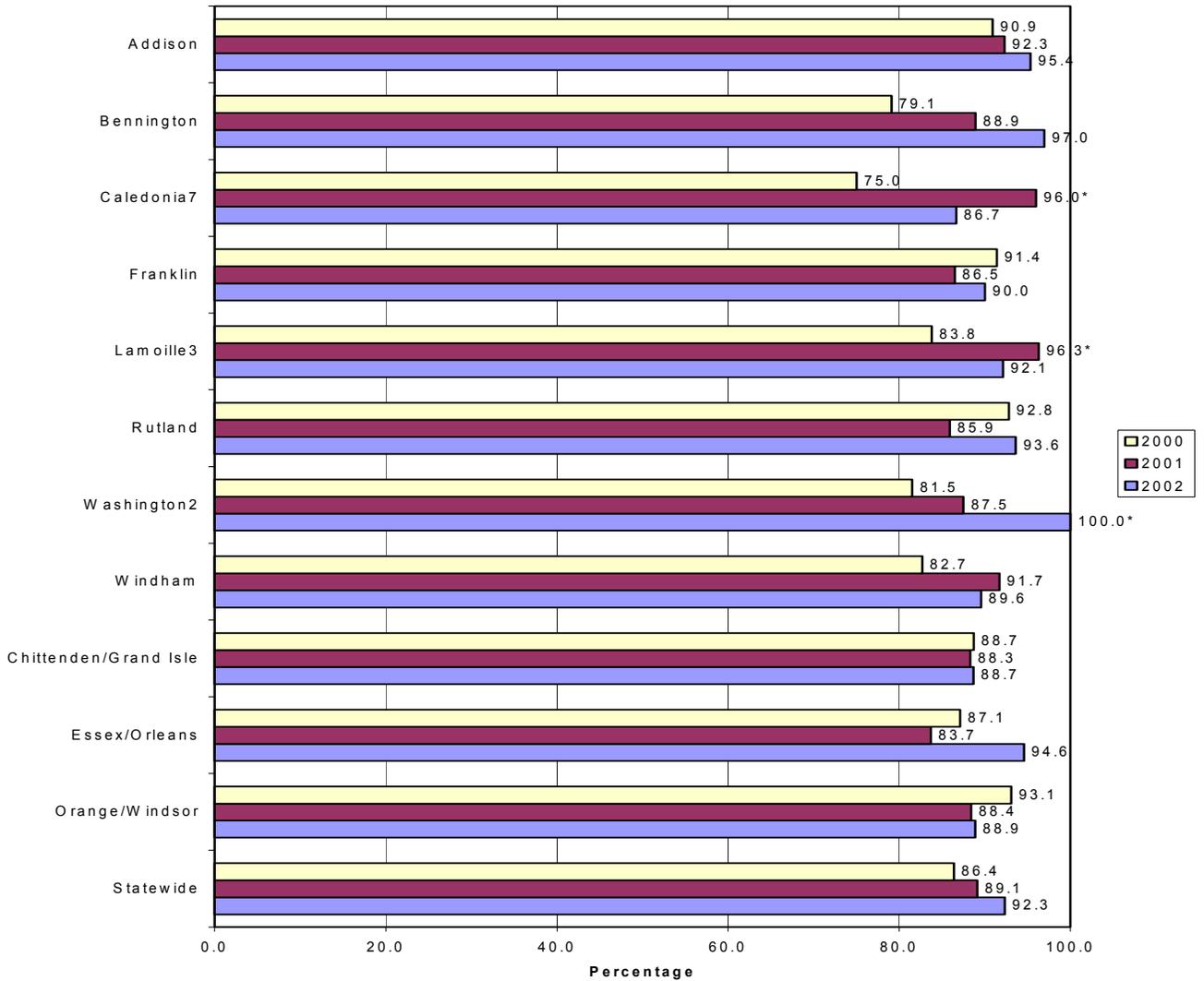
5. *Would you say the help you have received has made your life:*

	Much better			Somewhat better			About the same			Somewhat worse			Much worse		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	70.9/c	70.8/b	65.1/c	20.0/b	21.5/b	30.2/c	5.5/a	7.7/a	4.7/a	1.8/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Bennington	46.5/c*	66.7/c	84.9/c*	32.6/c	22.2/b	12.1/c	7.0/b	11.1/b	3.0/a	2.3/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Caledonia	54.2/c	68.0/b	70.0/d	20.8/b	28.0/b	16.7/c	12.5/b	2.0/a*	13.3/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Franklin	63.8/c	69.5/b	65.0/c	27.6/b	17.0/b	25.0/c	8.6/b	11.9/b	5.0/b	0.0/a	0.0/a	0.0/a	0.0/a	1.7/a	0.0/a
Lamoille	60.5/c	77.8/b	86.8/b*	23.3/c	18.5/b	5.3/b*	7.0/b	1.9/a*	5.3/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Rutland	73.2/c*	70.3/b	68.1/c	19.6/b	15.6/b	25.5/c	0.0/a	10.9/b	6.4/b	0.0/a	0.0/a	0.0/a	1.8/a	0.0/a*	0.0/a
Washington	59.3/c	64.1/c	76.5/c	22.2/c	23.4/b	23.5/c	14.8/b	4.7/a	0.0/a*	0.0/a	1.6/a	0.0/a	1.9/a	1.6/a	0.0/a
Windham	65.4/c	70.0/b	62.5/c	17.3/b	21.7/b	27.1/c	5.8/a	1.7/a*	8.3/b	3.9/a	0.0/a	2.1/a	3.9/a	1.7/a	0.0/a
Chittenden/ Grand Isle	62.9/c	72.1/b	69.8/c	25.8/c	16.2/b	18.9/c	8.1/b*	5.9/a	11.3/b	0.0/a	0.0/a	0.0/a	0.0/a	1.5/a	0.0/a
Essex/ Orleans	66.7/c	54.6/c*	62.2/d	20.4/b	29.1/b	32.4/d	3.7/a	5.5/a	5.4/b	0.0/a	0.0/a	0.0/a	0.0/a	1.8/a	0.0/a
Orange/ Windsor	43.1/c*	71.0/b	70.4/d	50.0/c*	17.4/b	18.5/d	3.5/a	5.8/a	11.1/c	1.7/a	1.5/a	0.0/a	0.0/a	1.5/a	0.0/a
Statewide	60.1/a	69.1/a	70.5/a	26.3/a	20.0/a	21.8/a	6.7/a	6.5/a	7.0/a	0.8/a	.34/a	.15/a	0.7/a	.96/a	0.0/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 5%

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



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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

In 2002, 79.6% 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 (Chart 1.12), with 42.9% reporting that it would be “very difficult” and 36.7% reporting that it would be “difficult.” The percentage of respondents reporting “very difficult” or “difficult” has remained consistent over the past three survey years – no significant difference were found in 2002 (79.6%) compared to 2000 (78.4%) or 2001 (80.8%) results.

Consumers in Windham (56.3%) indicated more often than consumers statewide (42.9%) that they would find it “very difficult” to stay in their homes absent long-term care support services. Similarly, consumers in Franklin (90.0%) were more likely than others statewide (79.6%) to report that it would be “very difficult” or “difficult” to stay in their homes without these services.

The percentage of consumers who reported that it would be “very difficult” or “difficult” to remain in their homes without services fell significantly between 2001 and 2002 in Chittenden/Grand Isle (91.2% to 79.3%), but rose significantly between 2001 and 2002 in Caledonia (76.0% to 76.7%).

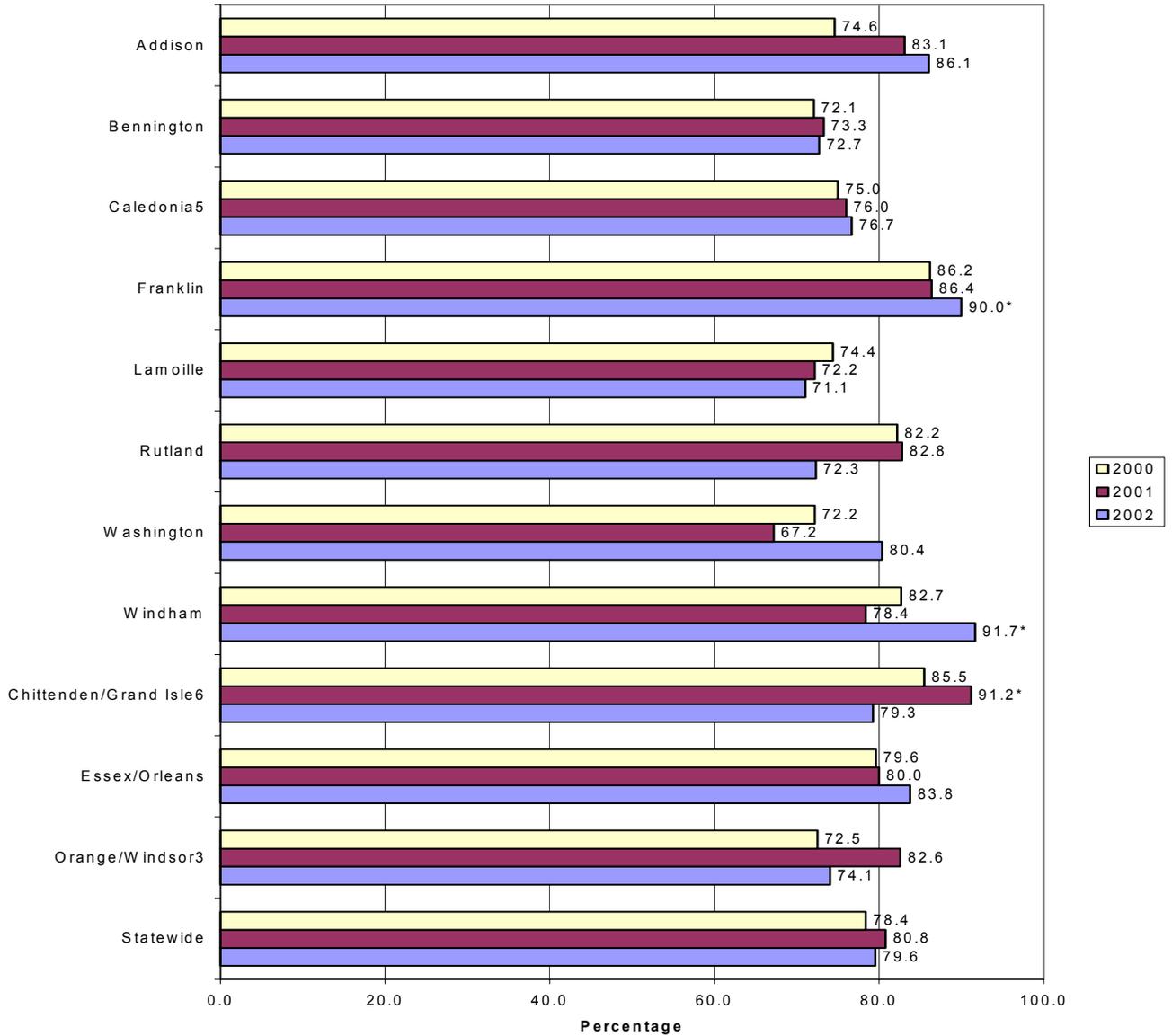
Figure 1.14: Ability to Stay at Home

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	40.0/c	53.9/c	37.2/c	34.6/c	29.2/b	48.8/d	5.5/a	3.1/a*	4.7/a	5.5/a	6.2/a	2.3/a	0.0/a	0.0/a*	4.7/a
Bennington	44.2/c	44.4/c	39.4/d	27.9/c	28.9/c	33.3/d	11.6/b	13.3/b	18.2/c	2.3/a	11.1/b*	6.1/b	2.3/a	0.0/a*	3.0/a
Caledonia	37.5/c	44.0/c	46.7/d	37.5/c	32.0/b	30.0/d	10.4/b	12.0/b	10.0/c	2.1/a	2.0/a	3.3/b	2.1/a	6.0/a	6.7/b
Franklin	55.2/c	52.5/c	55.0/d	31.0/b	33.9/c	35.0/c	6.9/a	5.1/a	2.5/a*	1.7/a	1.7/a	2.5/a	3.5/a	3.4/a	0.0/a*
Lamoille	48.8/c	50.0/c	44.7/d	25.6/c	22.2/b*	26.3/c	4.7/a	20.4/b*	18.4/c	2.3/a	0.0/a*	2.6/a	2.3/a	5.6/a	2.6/a
Rutland	42.9/c	35.9/c*	38.3/c	39.3/c	46.9/c*	34.0/c	7.1/b	10.9/b	17.0/c	3.6/a	3.1/a	4.3/a	0.0/a	3.1/a	4.3/a
Washington	46.3/c	37.5/c*	39.2/c	25.9/c	29.7/b	41.2/c	11.1/b	12.5/b	5.9/b	0.0/a	7.8/a	2.0/a	1.9/a	4.7/a	9.8/b
Windham	59.6/c	56.7/c	56.3/c*	23.1/b	21.7/b*	35.4/c	3.9/a	8.3/a	4.2/a*	0.0/a	5.0/a	0.0/a*	1.9/a	0.0/a*	0.0/a*
Chittenden/ Grand Isle	62.9/c*	45.6/c	37.7/c	22.6/b	45.6/c*	41.5/c	1.6/a*	7.4/a	9.4/b	1.6/a	0.0/a*	7.6/b	4.8/a	0.0/a*	1.9/a
Essex/ Orleans	50.0/c	50.9/c	46.0/d	29.6/c	29.1/b	37.8/d	9.3/b	7.3/a	13.5/c	0.0/a	5.5/a	0.0/a*	7.4/a	3.6/a	2.7/a
Orange/ Windsor	32.8/c*	62.3/c*	44.4/e	39.7/c	20.3/b*	29.6/d	8.6/b	11.6/b	14.8/c	8.6/b	0.0/a*	7.4/b	6.9/a	4.4/a	3.7/b
Statewide	47.7/a	48.6/a	42.9/a	30.7/a	32.2/a	36.7/a	6.9/a	9.5/a	10.5/a	2.8/a	3.4/a	4.0/a	3.2/a	2.5/a	3.9/a

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

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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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

As in prior years, 2002 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. Eleven of these 12 questions were also administered to a random sample of Vermonters in a Macro Poll in 2000, 2001, and 2002. 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 2000, 2001, and 2002 are provided in Figure 2.1.

Overall, responses to quality-of-life measures among survey participants are lower in 2002 than in 2001. Responses among the general Vermont public dropped on a few measures between 2001 and 2002, but not as consistently as among Department consumers. However, 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 on a several measures:

- The majority of consumers (86.9%) reported feeling safe in their homes.
- Most consumers (87.6%) had someone they could rely on for support in an emergency.
- About two-thirds of consumers (70.3%) indicated they can get around inside their home as much as needed.
- The majority of consumers (70.3%) 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 92% of Vermonters felt that they can "get where I need and want to go," only 52.3% of Department consumers agree (a difference of 39.7%).
- While 83% of Vermonters were satisfied with their social life and their connection to the community, just about half of consumers (49.9%) were satisfied (a difference of 33.1%).

- While 87% of Vermonters were satisfied with how they spend their free time, 58.2% of consumers were satisfied (a difference of 28.8%).
- Whereas 98% of Vermonters felt mobile inside their homes, only 70.3% of Department consumers felt that they could get around as much as they would like in their home (a difference of 27.7%).

On two measures, satisfaction of long-term care consumers matched the general Vermont public; no statistical difference was found for:

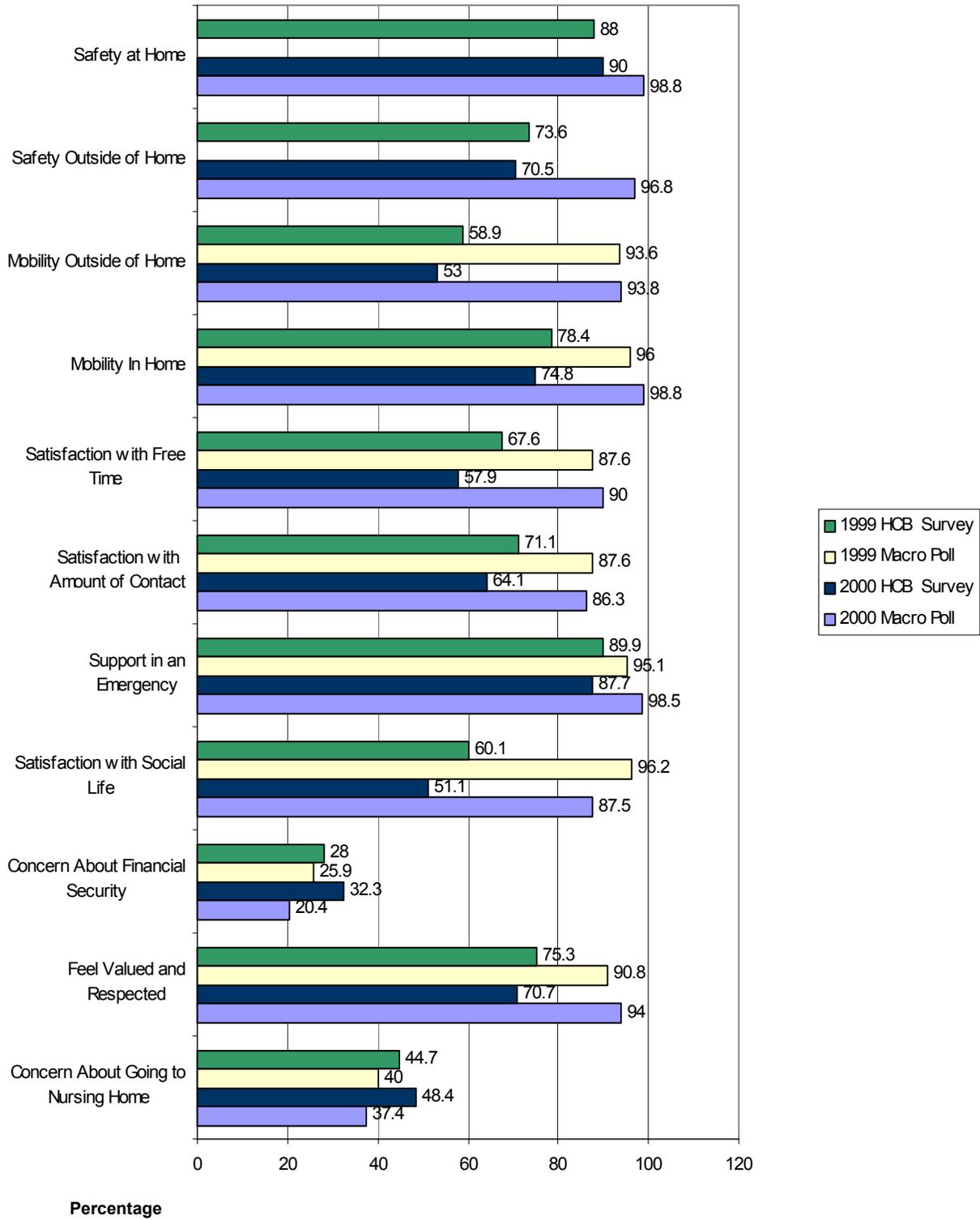
- The percentage of consumers who were concerned that they don't have enough money for the essentials (26.1% of consumers and 27% of all Vermonters).
- The percentage of consumers who were concerned that someday they may have to go to a nursing home (45.3% of consumers and 44% of all Vermonters).

Figure 2.1: Quality-of-Life Measures

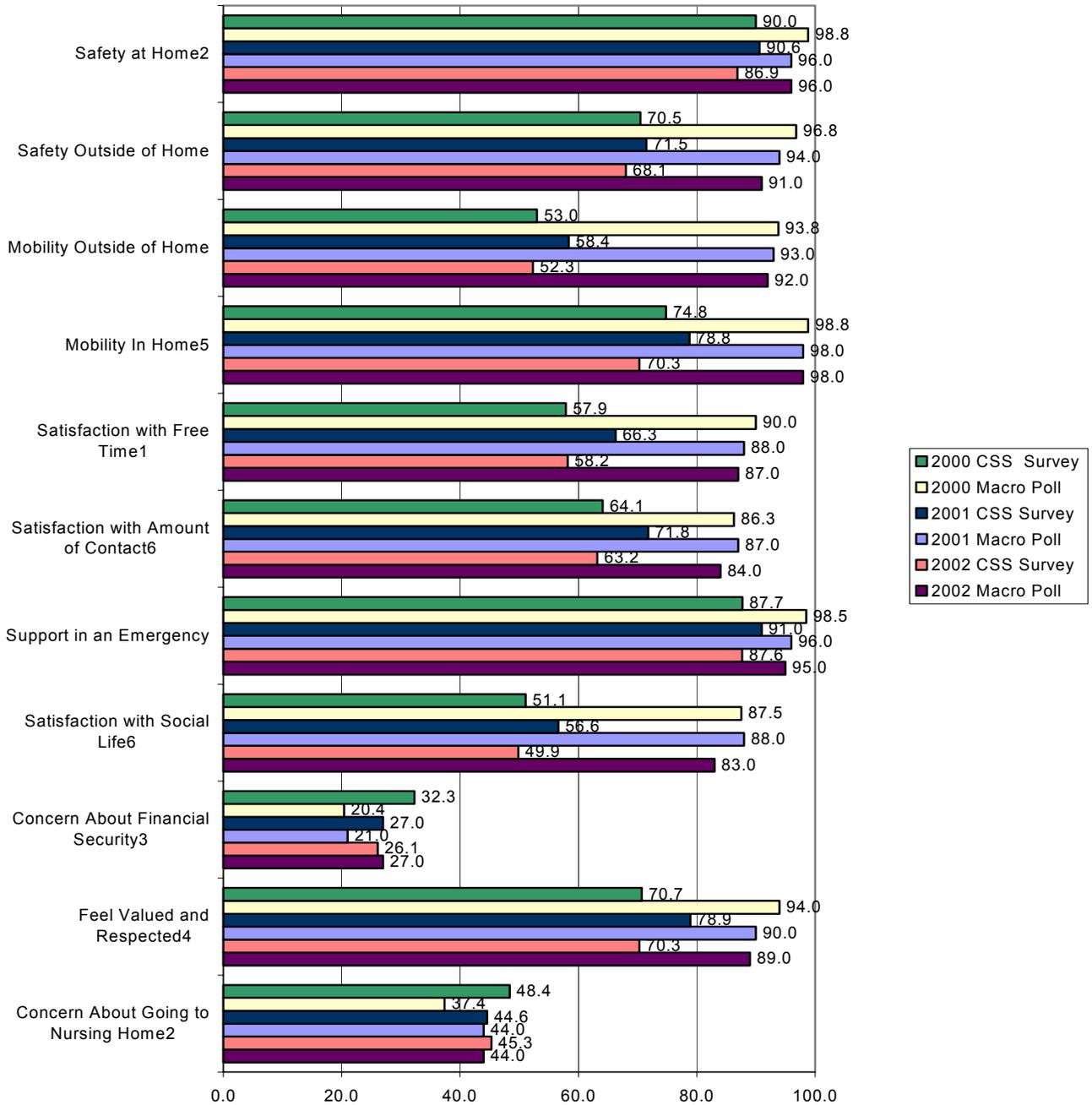
Quality-of-Life Measure	Macro Poll Results			Survey		
	Percentage Responding "Yes"			Percentage Responding "Yes"		
	2000	2001	2002	2000	2001	2002
Safety at Home	98.8%	96.0%	96.0%	90.0%	90.6%*	86.9%*
Safety in Community (Outside of Home)	96.8%	94.0%	91.0%	70.5%	71.5%*	68.1%*
Mobility Outside of Home ("Get Where They Want to Go")	93.8%	93.0%	92.0%	53.0%	58.4%*	52.3%*
Mobility in Home	98.8%	98.0%	98.0%	74.8%	78.8%*	70.3%*
Satisfied with Free Time	90.0%	88.0%	87.0%	57.9%	66.3%*	58.2%*
Satisfied with the Amount of Contact with Family and Friends	86.3%	87.0%	84.0%	64.1%	71.8%*	63.2%*
Support in an Emergency	98.5%	96.0%	95.0%	87.7%	91.0%*	87.6%*
Satisfied with Social Life and Connections with the Community	87.5%	88.0%	83.0%	51.1%	56.6%*	49.9%*
Concern About Financial Security	20.4%	21.0%	27.0%	32.3%	27.0%	26.1%
Feel Valued and Respected	94.0%	90.0%	89.0%	70.7%	78.9%*	70.3%*
Concern About Going to a Nursing Home in the Future	37.4%	44.0%	44.0%	48.4%	44.6%	45.3%

* Indicates statistical difference from Macro Poll results at 5%
 Note: Statistical difference tests were not performed on 2000 data.

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



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



* Indicates statistical difference between CSS Survey and Macro Poll results at .05%

A. Safety at Home

In each of the last three survey years, an overwhelming majority (90% in 2000, 90.6% in 2001, and 86.9% in 2002) of long-term care consumers felt safe in their homes (Figure 2.2). Consumers in both Addison (95.4%) and Washington (94.1%) were significantly more likely to indicate they felt safe in their homes than the statewide average. Furthermore, there were no consumers in Addison, Caledonia, Franklin, Rutland, Washington, Windham, and Essex/Orleans 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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	92.7/b	90.8/b	95.4/a*	5.5/a	6.2/a	4.7/a	1.8/a	3.1/a	0.0/a*
Bennington	86.1/b	93.3/a	81.8/c	7.0/b	6.7/a	9.1/b	2.3/a	0.0/a *	3.0/a
Caledonia	89.6/b	86.0/b	93.3/b	6.3/a	6.0/a	6.7/b	2.1/a	4.0/a	0.0/a*
Franklin	87.9/b	91.5/a	92.5/b	12.1/b	6.8/a	7.5/b	0.0/a	0.0*	0.0/a*
Lamoille	86.1/b	88.9/b	81.6/c	7.0/b	9.3/a	5.3/b	2.3/a	0.0*	2.6/a
Rutland	94.6/a	93.8/a	87.2/b	0.0	4.7/a	10.6/b	1.8/a	0.0*	0.0/a*
Washington	77.8/c*	92.2/a	94.1/b*	16.7/b*	6.3/a	5.9/b	0.0/a	1.6/a	0.0/a*
Windham	82.7/b	86.7/b	87.5/b	7.7/b	11.7/b	10.4/b	5.8/a	0.0*	0.0/a*
Chittenden/ Grand Isle	96.8/a*	88.2/b	83.0/b	1.6/a*	7.4/a	11.3/b	0.0/a	2.9/a	5.7/b
Essex/ Orleans	94.4/a	85.5/b	83.8/c	3.7/a	7.3/a	13.5/c	1.8/a	1.8/a	0.0/a*
Orange/ Windsor	93.1/a	95.7/a*	77.8/d	3.5/a	4.4/a	14.8/c	0.0/a	0.0*	7.4/b
Statewide	90.0/a	90.6/a	86.9/a	6.0/a	6.7/a	9.5/a	1.3/a	1.3/a	2.2/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 5%

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

In 2002, 68.1% of long-term care consumers statewide felt safe in their communities (Figure 2.3). This figure is slightly lower to previous years (70.5% in 2000 and 71.5% in 2002). Consumers in Addison (83.7%) were more likely than consumers around the state to feel safe out in their community. In contrast, consumers in Essex/Orleans (51.4%) were significantly less likely to report the same feelings of safety outside of the home 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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	78.2/b	72.3/b	83.7/c*	10.9/b	20.0/b	9.3/b*	0.0/a	1.5/a*	7.0/b
Bennington	69.8/c	75.6/b	66.7/d	16.3/b	11.1/b	15.2/c	4.7/a	8.9/b	6.1/b
Caledonia	68.8/b	70.0/b	76.7/d	14.6/b	16.0/b	10.0/c	6.3/a	0.0*	3.3/b
Franklin	60.3/c	71.2/b	67.5/c	28.9/b*	18.6/b	20.0/c	5.2/a	10.2/b	7.5/b
Lamoille	76.7/c	77.8/b	65.8/c	7.0/b	11.1/b	21.1/c	2.3/a	7.4/a	0.0/a*
Rutland	73.2/c	65.6/c	57.5/c	8.9/b	23.4/b	27.7/c	5.4/a	3.1/a	8.5/b
Washington	63.0/c	68.8/b	70.6/c	14.8/b	9.4/b	19.6/c	9.3/b	10.9/b	3.9/a
Windham	71.2/c	66.7/b	64.6/c	9.6/b	18.3/b	20.8/c	3.9/a	3.3/a	8.3/b
Chittenden/ Grand Isle	69.4/c	70.6/b	71.7/c	16.1/b	14.7/b	11.3/b	8.1/b	8.8/b	13.2/b
Essex/ Orleans	79.6/b	78.2/b	51.4/d*	11.1/b	9.1/b	37.8/d*	3.7/a	1.8/a*	2.7/a
Orange/ Windsor	69.0/c	75.4/b	66.7/d	13.8/b	11.6/b	14.8/c	8.6/b	4.4/a	11.1/c
Statewide	70.5/a	71.5/a	68.1/a	13.7/a	15.3/a	18.1/a	5.7/a	5.6/a	7.5/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 5%

C. Mobility Outside the Home

Statewide, 52.3% of long-term care consumers surveyed in 2002 reported they could get where they needed or wanted to go (Figure 2.4), compared to 58.4% who reported similar feelings in 2001 (Figure 2.4). An additional 26.1% indicated they were “somewhat” mobile outside of their homes in 2002, and nearly 17% of long-term care consumers did not feel they could get where they needed or wanted to go. Consumers in Franklin were more likely than their peers around the state to report that they could get where they need and want to go (67.5%), and less likely to report that they could *not* get where they need and want to go (7.5%). Similarly, consumers in Lamoille were less likely than consumers around the state to report that they did *not* have mobility outside of the home (7.9%).

Figure 2.4: Mobility Outside of Home

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

	Yes			Somewhat			No		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	54.6/c	67.7/c	58.1/c	27.3/c	20.0/b	18.6/c	12.7/b	12.3/b	23.3/c
Bennington	44.2/c	40.0/c*	51.5/d	30.2/c	35.6/c	27.3/d	16.3/b	17.8/b	12.1/c
Caledonia	52.1/c	52.0/c	46.7/d	25.0/b	22.0/b	36.7/d	18.8/b	16.0/b	10.0/c
Franklin	56.9/c	54.2/c	67.5/c*	24.1/b	30.5/b	25.0/c	15.5/b	13.6/b	7.5/b*
Lamoille	58.1/c	55.6/c	50.0/d	20.9/c	27.8/b	34.2/c	9.3/b	14.8/b	7.9/b*
Rutland	53.6/c	67.2/c	44.7/c	32.1/c	25.0/b	36.2/c	7.1/b	7.8/a	12.8/b
Washington	51.9/c	54.7/c	62.8/c	22.2/c	28.1/b	17.7/b	16.7/b	10.9/b	17.7/b
Windham	55.8/c	58.3/c	52.1/c	21.2/b	30.0/b	29.2/c	17.3/b	6.7/a	14.6/b
Chittenden/ Grand Isle	56.5/c	50.0/c	47.2/c	30.7/c	29.4/b	24.5/c	8.1/b	17.7/b	22.6/c
Essex/ Orleans	55.6/c	61.8/c	43.2/d	37.0/c	18.2/b	37.8/d	7.4/b	9.1/b	10.8/b
Orange/ Windsor	44.8/c	66.7/b	51.9/e	37.9/c	23.2/b	22.2/d	10.3/b	7.3/a	25.9/d
Statewide	53.0/a	58.4/a	52.3/a	28.8/a	26.1/a	26.8/a	12.0/a	11.9/a	16.8/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 5%

D. Mobility at Home

Long-term care consumers were somewhat more positive about their ability to get around inside their homes than outside of their homes. In 2002 more than 70% (70.3%) of consumers statewide indicated that mobility within their homes was not a problem, and an additional 21.6% indicated that they could “somewhat” get around inside their home as much as they needed to (Figure 2.5). These figures represent a slight drop in “yes” responses between 2001 and 2002 (78.8% to 70.3%), and a slight increase in “somewhat” responses (14.7% to 21.6%)

Consumers in Addison were significantly more likely to respond “yes” (86.1%) and significantly less likely to respond “somewhat” (9.3%) to the question of whether they feel mobile in their homes, compared to respondents across the state. In addition, no consumers in Franklin reported that they did not have necessary mobility at home, compared to the statewide average of 6.3%.

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	70.9/c	81.5/b	86.1/b*	16.4/b	12.3/b	9.3/b*	9.1/b	6.2/a	4.7/a
Bennington	74.4/c	84.4/b	69.7/d	11.6/b	13.3/b	21.2/c	11.6/b	2.2/a	3.0/a
Caledonia	77.1/b	72.0/b	66.7/d	16.7/b	12.0/b	23.3/d	2.1/a	10.0/b	6.7/b
Franklin	67.2/c	78.0/b	65.0/c	20.7/b	15.3/b	35.0/c	6.9/a	6.8/a	0.0/a*
Lamoille	79.1/c	88.9/b*	60.5/d	7.0/b*	7.4/a*	18.4/c	7.0/b	1.9/a	13.2/b
Rutland	76.8/b	81.3/b	57.5/c	16.1/b	15.6/b	34.0/c	0.0	3.1/a	6.4/b
Washington	75.9/c	79.7/b	80.4/c	14.8/b	15.6/b	15.7/b	5.6/a	1.6/a	3.9/a
Windham	78.9/b	76.7/b	72.9/c	11.5/b	16.7/b	12.5/b*	3.9/a	3.3/a	10.4/b
Chittenden/ Grand Isle	67.7/c	77.9/b	73.6/c	19.4/b	17.7/b	22.6/c	9.7/b	2.9/a	3.8/a
Essex/ Orleans	85.2/b*	78.2/b	56.8/d	13.0/b	12.7/b	29.7/c	1.9/a	1.8/a	8.1/b
Orange/ Windsor	77.6/b	72.5/b	70.4/d	5.2/a*	15.9/b	18.5/d	6.9/a	8.7/a	11.1/c
Statewide	74.8/a	78.8/a	70.3/a	14.1/a	14.7/a	21.6/a	6.1/a	4.4/a	6.3/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 5%*

E. Satisfaction with Leisure Activities

In 2002, 58.2% of long-term care consumers reported satisfaction with the way they spent their free time, down from 66.3% in 2001. In addition, 26.4% 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 Washington (3.9%) were less likely than the state average (11.0%) 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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	58.2/c	75.4/b	67.4/c	21.8/b	18.5/b	18.6/c	10.9/b	3.1/a*	7.0/b
Bennington	44.2/c*	73.3/b	54.6/d	34.9/c	17.8/b	33.3/d	18.6/b	6.7/a	6.1/b
Caledonia	50.0/c	60.0/c	56.7/d	35.4/c	22.0/b	26.7/d	10.4/b	14.0/b	6.7/b
Franklin	51.7/c	61.0/c	52.5/d	29.3/b	28.8/b	32.5/c	10.3/b	10.2/b	10.0/b
Lamoille	62.8/c	66.7/b	57.9/d	23.3/c	27.8/b	26.3/c	7.0/b	3.7/a	7.9/b
Rutland	60.7/c	65.6c	48.9/c	25.0/c	21.9/b	27.7/c	8.9/b	9.4/b	14.9/b
Washington	61.1/c	71.9/b	62.8/c	20.4/b	15.6/b	29.4/c	14.8/b	7.8/a	3.9/a*
Windham	69.2/c*	68.3/b	64.6/c	15.4/b*	20.0/b	18.8/b	9.6/b	8.3/a	14.6/b
Chittenden/ Grand Isle	50.0/c	63.2/c	54.7/c	32.3/c	23.5/b	26.4/c	12.9/b	7.4/a	17.0/b
Essex/ Orleans	55.6/c	69.1/b	48.7/d	29.6/c	18.2/b	32.4/d	13.0/b	7.3/a	16.2/c
Orange/ Windsor	67.2/c	58.0/c	66.7/d	20.7/b	31.9/b	22.2/d	6.9/a	10.1/b	11.1/c
Statewide	57.9/a	66.3/a	58.2/a	25.6/a	22.7/a	26.4/a	11.1/a	7.9/a	11.0/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 5%*

F. Contact with Family and Friends

Satisfaction levels with the amount of contact long-term care consumers had with family and friends decreased in 2002 (63.2%) compared to 2001 (71.8%), to a level similar to that reported in 2000 (64.1%). No significant regional differences were found in the percent of consumers who were satisfied or somewhat satisfied with the amount of contact they had with family and friends. However, a greater percentage of long-term care consumers in Chittenden/Grand Isle (22.6%) reported that they were *not* satisfied with the amount of contact than the statewide average (11.1%). In contrast, fewer consumers in Bennington (3.0%), Caledonia (3.3%), and Washington (3.9%) reported that they were not satisfied with friend and family contact than the statewide average (11.1%).

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	61.8/c	76.9/b	60.5/c	18.2/b	16.9/b	25.6/c	16.4/b	6.2/a	11.6/b
Bennington	55.8/c	71.1/c	69.7/d	25.6/c	17.8/b	21.2/c	14.0/b	11.1/b	3.0/a*
Caledonia	66.7/c	58.0/c*	70.0/d	14.6/b	16.0/b	23.3/d	14.6/b	20.0/b*	3.3/b*
Franklin	63.8/c	72.9/b	70.0/c	20.7/b	22.0/b	25.0/c	12.1/b	3.4/a*	5.0/b
Lamoille	69.8/c	68.5/b	63.2/d	18.6/b	20.4/b	21.1/c	7.0/b	9.3/a	7.9/b
Rutland	69.6/c	70.3/b	63.8/c	14.3/b	21.9/b	25.5/c	12.5/b	4.7/a	8.5/b
Washington	59.3/c	71.9/b	74.5/c	20.4/b	18.8/b	19.6/c	16.7/b	4.7/a	3.9/a*
Windham	57.7/c	63.3/c	62.5/c	28.9/c	26.7/b	20.8/c	5.8/a*	8.3/a	12.5/b
Chittenden/ Grand Isle	64.5/c	77.9/b	54.7/c	16.1/b	10.3/b*	20.8/c	16.1/b	10.3/b	22.6/c*
Essex/ Orleans	66.7/c	72.7/b	62.2/d	22.2/b	14.6/b	27.0/c	9.3/b	7.3/a	5.4/b
Orange/ Windsor	67.2/c	72.5/b	55.6/e	20.7/b	18.8/b	25.9/d	3.5/a*	8.7/a	18.5/d
Statewide	64.1/a	71.8/a	63.2/a	19.6/a	18.2/a	23.1/a	11.9/a	7.9/a	11.1/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 5%

G. Support in An Emergency

A large proportion of 2002 consumers statewide indicated they had someone to count on in an emergency (87.6%) (Figure 2.8). Consumers in Addison (95.4%) and Franklin (95.0%) 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. No respondents in Addison, Bennington, Franklin, or Essex/Orleans 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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	90.9/b	96.9/a*	95.4/a*	5.5/a	1.5/a*	2.3/a	0.0/a	0.0/a *	0.0/a*
Bennington	93.0/b	86.7/b	84.9/c	2.3/a	2.2/a	6.1/b	2.3/a	11.1/b*	0.0/a*
Caledonia	89.6/b	84.0/b	90.0/c	4.2/a	12.0/b*	6.7/b	4.2/a	0.0/a *	3.3/b
Franklin	91.4/b	93.2/a	95.0/b*	1.7/a*	3.4/a	2.5/a	1.7/a	1.7/a	0.0/a*
Lamoille	86.1/b	87.0/b	76.3/c	9.3/b	5.6/b	10.5/b	0.0/a	3.7/a	5.3/b
Rutland	91.1/b	95.3/a	89.4/b	0.0/a	4.7/a	2.1/a	5.4/a	0.0/a *	6.4/b
Washington	81.5/b	89.1/b	92.2/b	5.6/a	6.3/b	3.9/a	9.3/b	4.7/a	3.9/a
Windham	78.9/b	91.7/a	79.2/c	9.6/b	1.7/a*	12.5/b	7.7/b	5.0/a	4.2/a
Chittenden/ Grand Isle	88.7/b	89.7/b	79.3/c	9.7/b	5.9/a	13.2/b	0.0/a	2.9/a	5.7/b
Essex/ Orleans	88.9/b	87.3/b	89.2/b	7.4/a	7.3/a	8.1/b	0.0/a	1.8/a	0.0/a*
Orange/ Windsor	86.2/b	91.3/a	92.6/b	6.9/a	5.8/a	3.7/b	1.7/a	1.5/a	3.7/b
Statewide	87.7/a	91.0/a	87.6/a	5.8/a	4.9/a	6.6/a	2.9/a	2.5/a	3.4/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 5%

H. Social Life and Connections to the Community

Nearly half long-term care consumers statewide (49.9%) indicated satisfaction with their social life and connections to the community, and an additional 26.7% reported being “somewhat” satisfied (Figure 2.9). More than 17% expressed dissatisfaction with their social lives and connection to their community in 2002 – an increase of more than six percentage points compared to 2001 (11.4%). Consumers in Essex/Orleans (43.2%) were more likely to report being “somewhat” satisfied compared to the statewide average (26.7%), while consumers in Washington (7.8%) were less likely to report dissatisfaction than consumers statewide (17.6%).

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	56.4/c	61.5/c	60.5/c	25.5/c	29.2/b	23.3/c	10.9/b	6.2/a	11.6/b
Bennington	39.5/c	48.9/c	54.6/d	27.9/c	35.6/c	21.2/c	20.9/c	13.3/b	15.2/c
Caledonia	47.9/c	50.0/c	50.0/d	27.2/b	22.0/b	26.7/d	16.7/b	22.0/b*	10.0/c
Franklin	56.9/c	59.3/c	45.0/d	29.3/b	30.5/b	32.5/c	8.6/b*	8.5/a	10.0/b
Lamoille	53.5/c	59.3/c	57.9/d	25.6/c	22.2/b	21.1/c	11.6/b	16.7/b	13.2/b
Rutland	53.6/c	56.3/c	44.7/c	25.0/c	32.8/c	23.4/c	16.1/b	6.3/a	25.5/c
Washington	55.6/c	64.1/c	52.9/c	22.2/c	25.0/b	33.3/c	14.8/b	6.3/a	7.8/b*
Windham	46.2/c	51.7/c	41.7/c	25.0/c	30.0/b	33.3/c	21.2/b	8.3/a	20.8/c
Chittenden/ Grand Isle	45.2/c	55.9/c	43.4/c	29.0/c	19.1/b	26.4/c	19.4/b	19.1/b	26.4/c
Essex/ Orleans	50.0/c	58.2/c	40.5/d	33.3/c	23.6/b	43.2/d*	13.0/b	7.3/a	10.8/b
Orange/ Windsor	53.5/c	52.2/c	59.3/e	22.4/b	31.9/b	14.8/c	13.8/b	14.5/b	25.9/d
Statewide	51.1/a	56.6/a	49.9/a	26.4/a	27.3/a	26.7/a	15.2/a	11.4/a	17.6/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 5%*

I. Concerns About Financial Security

Long-term care participants were asked whether they were concerned that they did not have enough money for the essentials. In 2002, 26.1% responded that they were concerned, 27.7% reported that they were “somewhat” concerned, and 37.0% said they were not concerned (Figure 2.1). These percentages are similar to 2001 results (27.0%, 26.8%, and 41.4%, respectively). Consumers around the state expressed similar levels of concern about financial security in 2002: no regional differences were detected in any of the response categories.

Figure 2.10: Financial Security

7I. I am concerned that I don't have enough money for the essentials.

	Yes			Somewhat			No		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	23.6/c	24.6/b	18.6/c	23.6/c	21.5/b	27.9/c	45.5/c	49.2/c	46.5/d
Bennington	30.2/c	20.0/b	18.2/c	20.9/c	37.8/c	39.4/d	39.5/c	37.8/c	33.3/d
Caledonia	29.2/b	26.0/b	26.7/d	39.6/c*	30.0/b	33.3/d	27.1/b	36.0/c	33.3/d
Franklin	29.3/b	22.0/b	27.5/c	24.1/b	23.7/b	42.5/d	41.4/c	52.5/c*	25.0/c
Lamoille	27.9/c	27.8/b	36.8/d	16.3/b*	27.8/b	18.4/c	46.5/c	42.6/c	34.2/c
Rutland	33.9/c	25.0/b	29.8/c	32.1/c	35.9/c	31.9/c	30.4/c	32.8/c	31.9/c
Washington	40.7/c	32.8/b	29.4/c	25.9/c	26.6/b	23.5/c	25.9/c	37.5/c	39.2/c
Windham	26.9/c	26.7/b	29.2/c	26.9/c	36.7/c	22.9/c	40.4/c	33.3/b	37.5/c
Chittenden/ Grand Isle	35.5/c	36.7/c	18.9/c	27.4/c	23.5/b	28.3/c	33.9/c	35.3/c	45.3/c
Essex/ Orleans	37.0/c	23.6/b	27.0/c	25.9/b	29.1/b	40.5/d	37.0/c	41.8/c	27.0/c
Orange/ Windsor	32.8/c	21.7/b	29.6/d	29.3/c	23.2/b	22.2/d	29.3/c	53.6/c*	37.0/e
Statewide	32.3/a	27.0/a	26.1/a	26.8/a	27.7/a	29.0/a	35.3/a	41.4/a	37.0/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 5%*

J. Perceived Value and Degree of Respect

The percentage of consumers who reported that they feel valued and respected in 2002 (70.3%), is less than in 2001 (78.9%), but similar to 2000 results (70.7%) (Figure 2.11). Again, the percentage of consumers across the state who reported not feeling valued and respected in 2002 (6.8%) is the very similar to the percentage in 2000 (6.5%), although up from 2001 (3.7%). Consumers in Caledonia (90.0%) were much more likely than their peers across the state to report feeling valued and respected. No long-term care consumers in Caledonia or Franklin 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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	78.2/b	84.6/b	67.4/c	10.9/b	10.8/b	9.3/b	5.5/a	3.1/a	7.0/b
Bennington	62.8/c	73.3/b	75.8/c	20.9/c	15.6/b	9.1/b	7.0/b	4.4/a	9.1/b
Caledonia	75.0/b	64.0/c*	90.0/c*	16.7/b	24.0/b*	6.7/b*	2.1/a*	4.0/a	0.0/a*
Franklin	75.9/b	84.8/b	75.0/c	12.1/b	13.6/b	22.5/c	5.2/a	1.7/a	0.0/a*
Lamoille	72.1/c	77.8/b	68.4/c	11.6/b	11.1/b	13.2/b	9.3/b	7.4/a	10.5/b
Rutland	71.4/c	76.6/b	63.8/c	16.1/b	15.6/b	27.7/c	8.9/b	3.1/a	4.3/a
Washington	72.2/c	76.6/b	76.5/c	13.0/b	17.2/b	11.8/b	5.6/a	4.7/a	5.9/b
Windham	65.4/c	73.3/b	60.4/c	17.3/b	15.0/b	27.1/c	11.5/b	6.7/a	10.4/b
Chittenden/ Grand Isle	69.4/c	80.9/b	71.7/c	22.6/b	13.2/b	15.1/b	3.2/a	4.4/a	9.4/b
Essex/ Orleans	64.8/c	76.4/b	59.5/d	25.9/b	14.6/b	29.7/c	5.6/a	3.6/a	2.7/a
Orange/ Windsor	69.0/c	85.5/b	66.7/d	12.1/b	13.0/b	22.2/d	8.6/b	0.0/a*	11.1/c
Statewide	70.7/a	78.9/a	70.3/a	16.2/a	14.4/a	17.7/a	6.5/a	3.7/a	6.8/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%
 26. Indicates statistical difference from statewide average at .05%

K. Concern About Going to a Nursing Home

In 2001, 67.2% of long-term care consumers reported having at least some concern about going to a nursing home in the future, slightly fewer than in 2001 (69.2%) (Figure 2.12). Of those consumers, 45.3% had definite concerns and 21.9% reported being “somewhat” concerned. In contrast, 26.7% of consumers statewide indicated that they had no concern about going to a nursing home in the future.

Consumers in Lamoille were less likely to express certain concern (26.3%) than consumers statewide (45.3%), whereas consumer in Addison (41.9%) were more likely than consumers statewide (26.7%) to report no concern 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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	57.3/c	46.2/c	32.6/c	20.0/b	24.6/b	23.3/c	23.6/c	24.6/b	41.9/c*
Bennington	55.8/c	48.9/c	45.5/d	14.0/b	28.9/c	24.2/c	14.0/b*	22.2/b	21.2/c
Caledonia	37.5/c*	38.0/c	50.0/d	18.8/b	24.0/b	23.3/d	31.3/b	32.0/b	26.7/d
Franklin	53.5/c	42.4/c	52.5/d	12.1/b	28.8/b	17.5/c	29.3/b	27.1/b	22.5/c
Lamoille	41.9/c	53.7/c	26.3/c*	9.3/b*	18.5/b	31.6/c	30.2/c	22.2/b	26.3/c
Rutland	41.1/c	48.4/c	36.2/c	19.6/b	20.3/b	31.9/c	35.7/c*	28.1/b	25.5/c
Washington	55.6/c	45.3/c	49.0/c	18.5/b	18.8/b	13.7/b	18.5/b	32.8/b	31.4/c
Windham	48.1/c	40.0/c	56.3/c	23.1/b	30.0/b	14.6/b	13.5/b*	23.3/b	27.1/c
Chittenden/ Grand Isle	45.2/c	50.0/c	43.4/c	22.6/b	19.1/b	26.4/c	22.6/b	26.5/b	24.5/c
Essex/ Orleans	44.4/c	30.9/b*	54.1/d	29.6/c	36.4/c*	16.2/c	24.1/b	25.5/b	21.6/c
Orange/ Windsor	51.7/c	40.6/c	51.9/e	15.5/b	29.0/b	18.5/d	24.1/c	30.4/b	22.2/d
Statewide	48.4/a	44.6/a	45.3/a	18.9/a	24.6/a	21.9/a	24.2/a	27.2/a	26.7/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%

L. 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). In 2002, 57.0% of consumers indicated that their quality of life was above average, compared to 61.3% in 2001 and 56.2% in 2000. In 2002, 15.9% reported the quality as “excellent,” while 41.1% reported it as “good.” Additionally, 9.9% of consumers reported their quality of life overall as below average in 2002, compared to 9% in 2001.

No regional differences were found in above-average ratings of quality of life. However, looking at “excellent” and “good” ratings separately shows a strong regional difference in Franklin. Consumers in Franklin (7.5%) were significantly less likely than consumers statewide (15.9%) to consider their quality of life “excellent.” In addition, consumers in Franklin were significantly more likely to consider their quality of life average (47.5%) compared to consumers statewide (30.4%). Consumers in Lamoille and Washington were less likely to consider their quality of life as “poor” than their peers across the state.

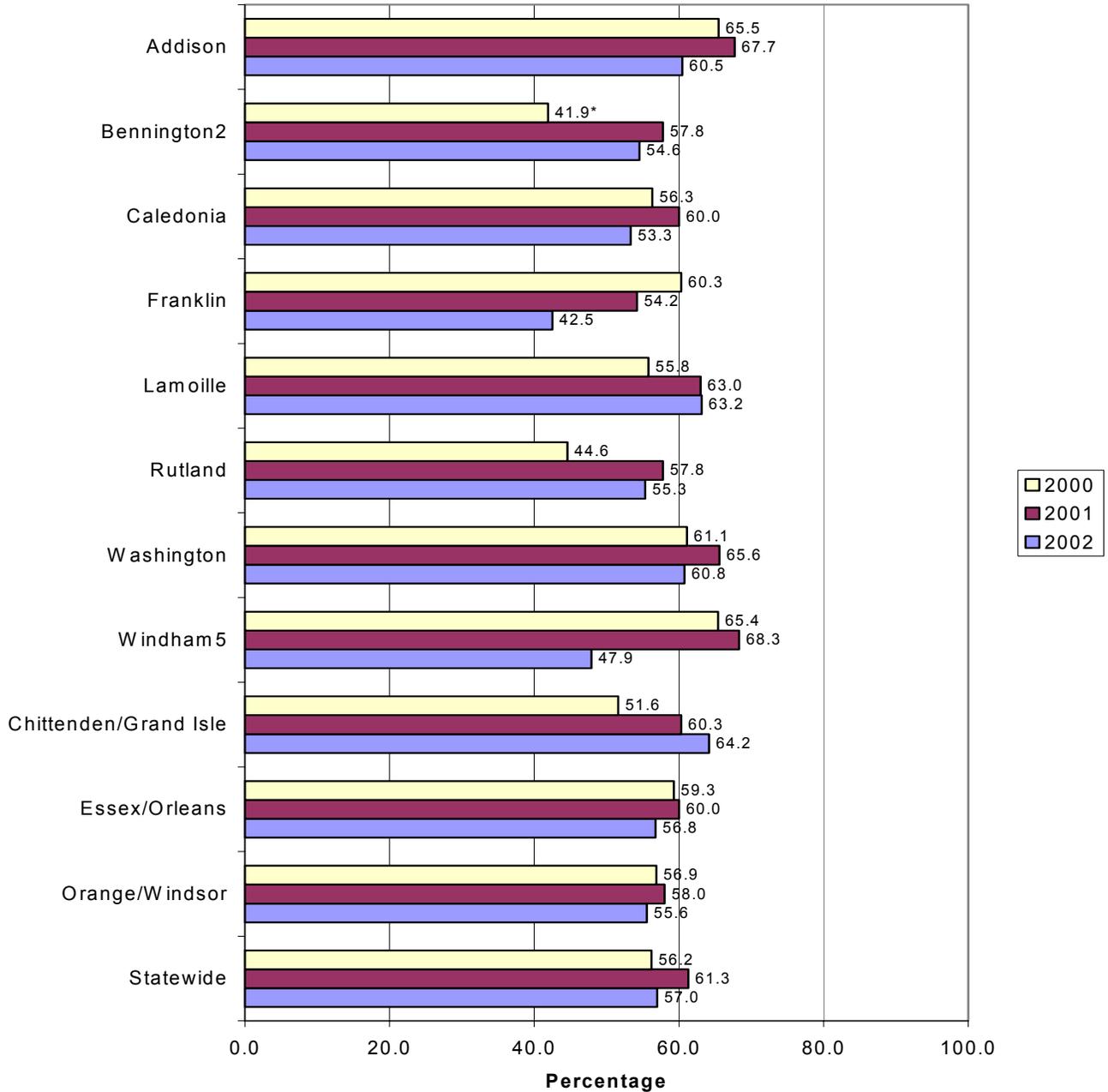
Figure 2.13: Overall Quality of Life

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

	Excellent			Good			Average			Poor			Unsatisfactory		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	10.9/b	21.5/b	20.9/c	54.6/c	46.2/c	39.5/c	16.4/b*	24.6/b	25.6/c	10.9/b	4.6/a	9.3/b	0.0/a	0.0/a*	0.0/a*
Bennington	14.0/b	11.1/b	12.1/c	27.9/c*	46.7/c	42.4/d	41.9/c*	33.3/c	21.2/c	4.7/a	4.4/a	12.1/c	7.0/b	2.2/a	6.1/b
Caledonia	25.0/b*	16.0/b	16.7/c	31.3/b*	44.0/c	36.7/d	27.1/b	32.0/b	36.7/d	6.3/a	4.0/a	6.7/b	0.0/a	2.0/a	3.3/b
Franklin	8.6/b	20.3/b	7.5/b*	51.7/c	33.9/c	35.0/c	31.0/b	35.6/c	47.5/d*	5.2/a	6.8/a	10.0/b	0.0/a	0.0/a*	0.0/a*
Lamoille	11.6/b	20.4/b	23.7/c	44.2/c	42.6/c	39.5/d	23.3/c	24.1/b	23.7/c	7.0/b	7.4/a	2.6/a*	4.7/a	1.9/a	2.6/a
Rutland	8.9/b	14.1/b	10.6/b	35.7/c	43.8/c	44.7/c	37.5/c*	34.4/c	27.7/c	10.7/b	6.3/a	10.6/b	1.8/a	0.0/a*	0.0/a*
Washington	13.0/b	17.2/b	19.6/c	48.2/c	48.4/c	41.2/c	20.4/b	21.9/b	37.3/c	9.3/b	7.8/a	2.0/a*	3.7/a	0.0/a*	0.0/a*
Windham	15.4/b	25.0/b	16.7/b	50.0/c	43.3/c	31.3/c	17.3/b	16.7/b*	25.0/c	7.7/b	8.3/a	14.6/b	1.9/a	3.3/a	2.1/a
Chittenden/ Grand Isle	11.3/b	16.2/b	17.0/b	40.3/c	44.1/c	47.2/c	29.0/c	20.6/b	26.4/c	12.9/b	10.3/b	5.7/b	3.3/b	2.9/a	3.8/a
Essex/ Orleans	13.0/b	10.9/b	13.5/c	46.3/c	49.1/c	43.2/d	22.2/b	29.1/b	27.0/c	9.3/b	5.5/a	10.8/b	3.7/b	0.0/a*	2.7/a
Orange/ Windsor	12.1/b	14.5/b	14.8/c	44.8/c	43.5/c	40.7/e	20.7/b	31.9/b	33.3/d	15.5/b	5.8/a	11.1/c	3.5/a	1.5/a	0.0/a*
Statewide	12.3/a	17.2/a	15.9/a	43.9/a	44.1/a	41.1/a	25.7/a	27.0/a	30.4/a	10.0/a	6.8/a	8.2/a	2.6/a	1.2/a	1.7/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 5%

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



*Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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 2000, 2001, and 2002 (Figure 3.1). For each service element, at least 82% of consumers indicated they were “always” or “almost always” satisfied in 2002. Overall, consumers statewide were most satisfied with the respect and courtesy shown them by their caregivers (92.6%) and their knowledge of whom to contact with a complaint or request (90.8%). Notably, the percentage of respondents who felt that the services they received from the Attendant Services Program “always” or “almost always” meet their needs increased significantly in 2002 (87.7%) compared to both 2000 (73.6%) and 2001 (70.8%) results.

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”		
	2000	2001	2002	2000	2001	2002
Satisfaction with the Quality of the Services ¹	85.8%	92.9%	87.6%	2.4%	0.0%	2.1%
Services Received From Program Meet My Needs ^{2,3}	73.6%	70.8%	87.8%	6.7%	8.7%	2.9%
Caregivers Treated Them with Respect and Courtesy	92.0%	94.1%	92.6%	1.8%	1.9%	2.8%
Know Whom to Contact with Complaints or Requests	83.9%	83.0%	90.8%	3.7%	4.0%	4.2%
Program Provides Services When Needed	84.9%	85.8%	82.6%	1.6%	2.3%	2.1%
Total Yearly Average	84.0%	85.3%	88.3%	3.2%	3.4%	2.8%

*1 Indicates statistical difference between 2000 and 2001
 2 Indicates statistical difference between 2000 and 2002
 3 Indicates statistical difference between 2001 and 2002*

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

- Bennington
- Caledonia
- Washington
- Essex/ Orleans
- 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 87.6% indicating they were “always” or “almost always” satisfied. While there was a significant increase in the percent of consumers who indicated that they were “always” or “almost always” satisfied from 2000 (85.8%) to 2001 (92.9%), 2002 results are consistent with both of the previous two years.

In four Vermont counties or regions, 100% of consumers reported “always” or “almost always” being satisfied with the quality of services; these were Bennington, Caledonia, Washington, and Orange/Windsor (Chart 3.1). In each of these counties or regions, these results represent significant differences compared to the statewide average of 87.6%.

Looking at results from 2002 as compared to 2001, however, shows no significant change in levels of satisfaction with quality of services in any county or region. (Although the percentage of respondents in Addison who were “always” or “almost always” satisfied with the quality of services dropped from 100% in 2001 to 50% in 2002, the difference is not significant due to a very small sample size — 2 in 2002, for example).

Figure 3.2 Satisfied with Quality of Services

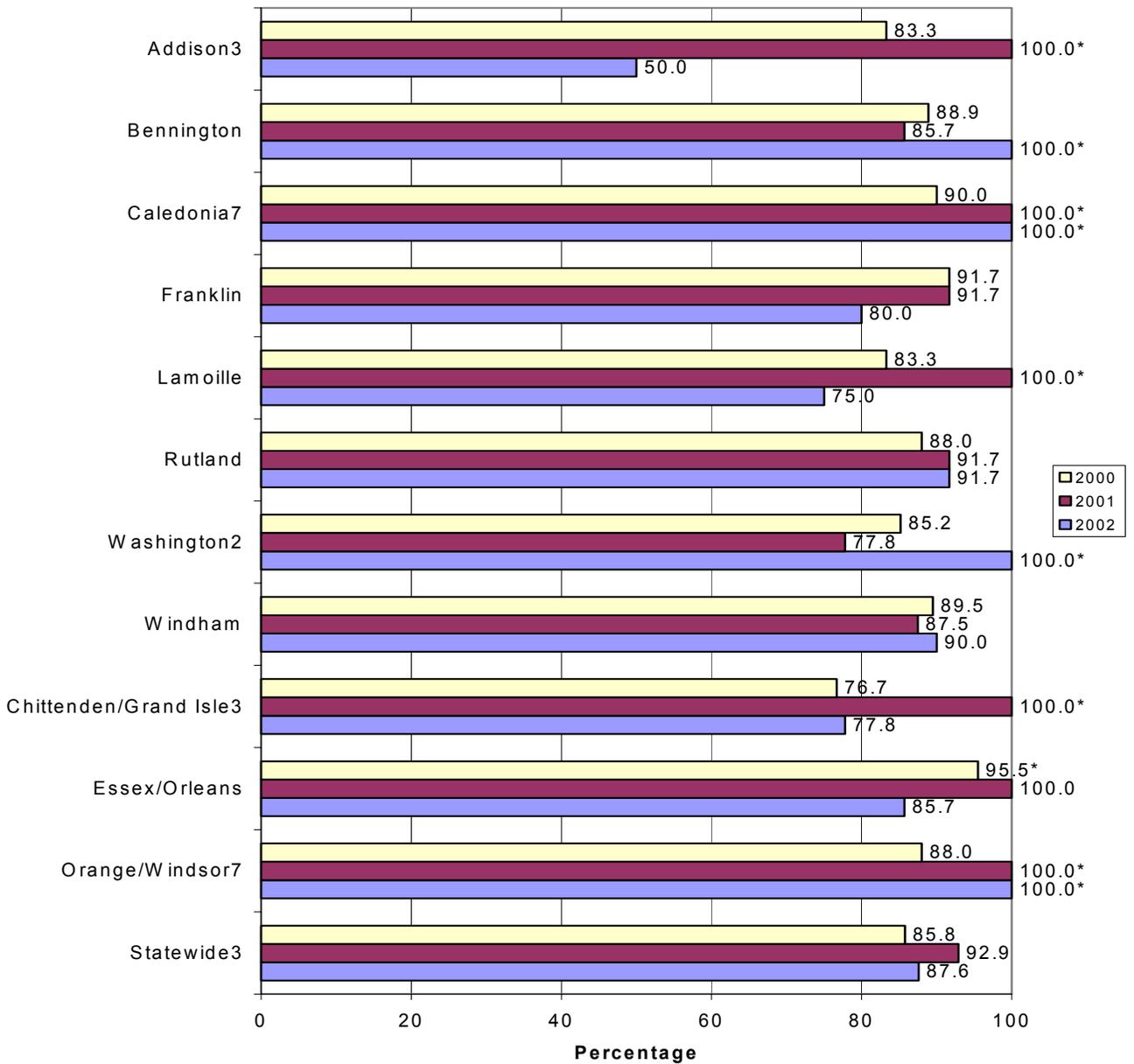
9A. I am satisfied with the quality of the services I receive from the Attendant Services Program. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	66.7/e	100.0/a*	50.0/j	16.7/d	0.0/a*	0.0/a*	11.1/c	0.0/a	0.0/a*	5.6/b	0.0/a	50.0/j	0.0/a	0.0/a	0.0/a
Bennington	55.6/g	85.7/e	100.0/a*	33.3/f	0.0/a*	0.0/a*	0.0/a	14.3/e	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	45.0/d	75.0/f	80.0/h	45.0/d	25.0/f	20.0/h	15.0/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	75.0/d*	66.7/f	60.0/g	16.7/c*	25.0/e	20.0/e	8.3/b	0.0/a	10.0/d	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Lamoille	41.7/f	60.0/h	50.0/g	41.7/f	40.0/h	25.0/f	8.3/c	0.0/a	25.0/f	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	56.0/f	83.3/e	58.3/f	32.0/f	8.3/c*	33.3/f	0.0/a	0.0/a	8.3/d	0.0/a	0.0/a	0.0/a	4.0/b	0.0/a	0.0/a
Washington	33.3/f*	44.4/g	75.0/l	51.9/f	33.3/g	25.0/i	0.0/a	11.1/d	0.0/a*	3.7/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Windham	47.4/e	62.5/g	60.0/f	42.1/e	25.0/f	30.0/f	5.3/b	0.0/a	0.0/a*	5.3/b	0.0/a	10.0/d	0.0/a	0.0/a	0.0/a
Chittenden/ Grand Isle	50.0/d	62.5/h	55.6/h	26.7/d	37.5/h	22.2/f	13.3/c	0.0/a	11.1/e	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Essex/ Orleans	68.2/d	60.0/h	57.1/h	27.3/d	40.0/h	28.6/g	4.6/b	0.0/a	14.3/f	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	68.0/f	42.9/h	50.0/j	20.0/f	57.1/h	50.0/j	4.0/b	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	4.0/b	0.0/a	0.0/a
Statewide	55.0/a	65.6/b	60.8/c	30.8/a	27.3/b	26.8/c	6.3/a	2.1/a	7.3/a	1.3/a	0.0/a	2.1/a	1.0/a	0.0/a	0.0/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 3.1: Percentage of Consumers Who Rated Quality of Attendant Services Program as Above Average



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

B. Degree to Which Services Met Consumer Needs

In 2002, 87.8% of consumers statewide reported that the services they received from the Attendant Services Program “always” or “almost always” meet their needs. In four counties, satisfaction levels differed significantly from the statewide average: 100% of consumers in Bennington, Caledonia, Washington, and Essex/Orleans reported that services they received from the Attendant Services Program “always” or “almost always” meet their needs.

Because the wording of this question changed from “The Attendant Services Program provides enough hours to meet my needs” in 1999-2001 to “The services I receive from the Attendant Services Program meet my needs” in 2002, direct comparisons in levels of satisfaction between years are not presented.

Figure 3.3 Satisfaction with Degree that Services Meet Needs

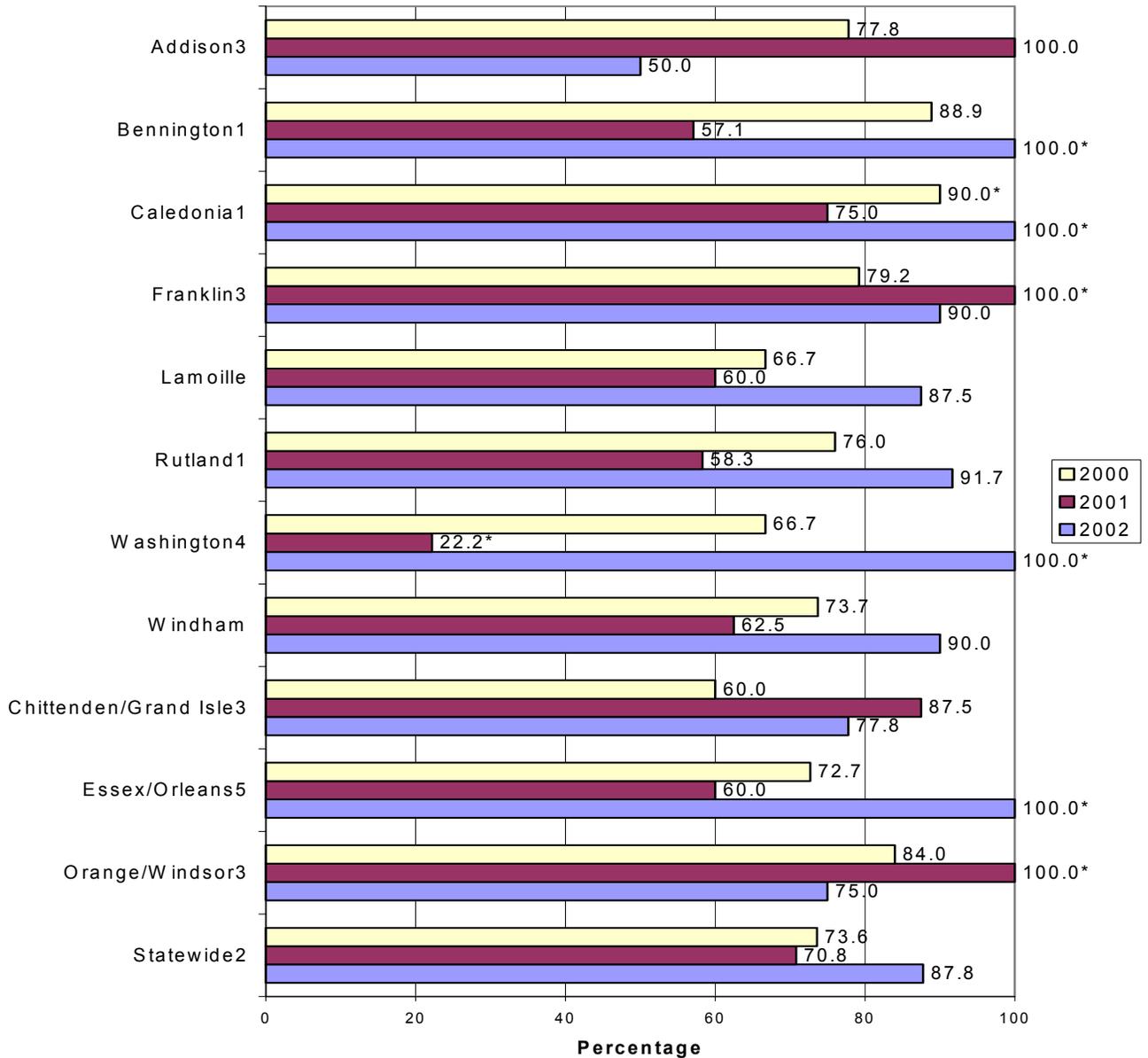
9B. The services I receive from the Attendant Services Program meet my needs.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	55.6/e	0.0/a*	50.0/j	22.2/d	100.0/*	0.0/a*	11.1/c	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a	5.6/b	0.0/a*	0.0/a
Bennington	55.6/g	42.9/g	60.0/l	33.3/f	14.3/e	40.0/l	11.1/d	28.6/f	0.0/a*	0.0/a	14.3/e	0.0/a	0.0/a	0.0/a*	0.0/a
Caledonia	50.0/d	25.0/f	40.0/l	40.0/d	50.0/g	60.0/l	10.0/b	25.0/f	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a*	0.0/a
Franklin	50.0/d	58.3/f	40.0/g	29.2/d	41.7/f	50.0/g	12.5/c	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a	4.2/b	0.0/a*	0.0/a
Lamoille	25.0/e	40.0/h	37.5/g	41.7/f	20.0/g	50.0/g	16.7/d	20.0/g	12.5/e	0.0/a	20.0/g	0.0/a	0.0/a	0.0/a*	0.0/a
Rutland	40.0/d	50.0/f	50.0/f	36.0/d	8.3/c*	41.7/f	12.0/c	25.0/e	8.3/d	4.0/b	0.0/a*	0.0/a	4.0/b	0.0/a*	0.0/a
Washington	37.0/d	11.1/d*	25.0/l	29.6/d	11.1/d	75.0/l	18.5/c	22.2/f	0.0/a*	7.4/b	11.1/d	0.0/a	0.0/a	33.3/g*	0.0/a
Windham	31.6/d	50.0/g	50.0/g	42.1/d	12.5/e	40.0/f	5.3/b	25.0/g	0.0/a*	5.3/b	0.0/a*	10.0/d	5.3/b	0.0/a*	0.0/a
Chittenden/ Grand Isle	43.3/d	62.5/h	55.6/h	16.7/*	25.0/g	22.2/f	23.3/d	0.0/a*	11.1/e	6.7/b	12.5/e	0.0/a	0.0/a	0.0/a*	11.1/e
Essex/ Orleans	45.5/d	20.0/g	85.7/f*	27.3/d	40.0/h	14.3/f	22.7/d	40.0/h	0.0/a*	0.0/a	0.0/a*	0.0/a	4.6/b	0.0/a*	0.0/a
Orange/ Windsor	48.0/d	71.4/g	50.0/j	36.0/d	28.6/g	25.0/j	0.0/a	0.0/a*	25.0/j	4.0/b	0.0/a*	0.0/a	8.0/b	0.0/a*	0.0/a
Statewide	43.6/a	45.2/b	50.1/c	30.0/a	25.6/b	37.7/c	13.7/a	15.2/b	7.1/b	3.6/a	4.8/a	.90/a	3.5/a	3.9/a	2.0/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 That the Services Provided by the Attendant Services Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

NOTE: Because the wording of this question changed from "The Attendant Services Program provides enough hours to meet my needs" in 1999-2001 to "The services I receive from the Attendant Services Program meet my needs" in 2002, direct comparisons in levels of satisfaction between years should be interpreted with caution.

C. Respectfulness and Courtesy of Attendant Services Caregivers

Consumers across the state rated their satisfaction with the respect and courtesy shown by attendant services caregivers very highly— 92.6% were “always” or “almost always” satisfied with it in 2002 (Figure 3.4), a rating similar to 2000 (92.0%) and 2001 (94.1%) survey results. Furthermore, 100% of consumers in five counties and regions (Bennington, Lamoille, Washington, Chittenden/Grand Isle, and Essex/Orleans) indicated that their caregivers “always” or “almost always” treated them with respect and courtesy (Chart 3.3). In all cases, these results were significantly higher than the statewide average. Satisfaction levels did not change significantly between 2001 and 2002 in any county or region.

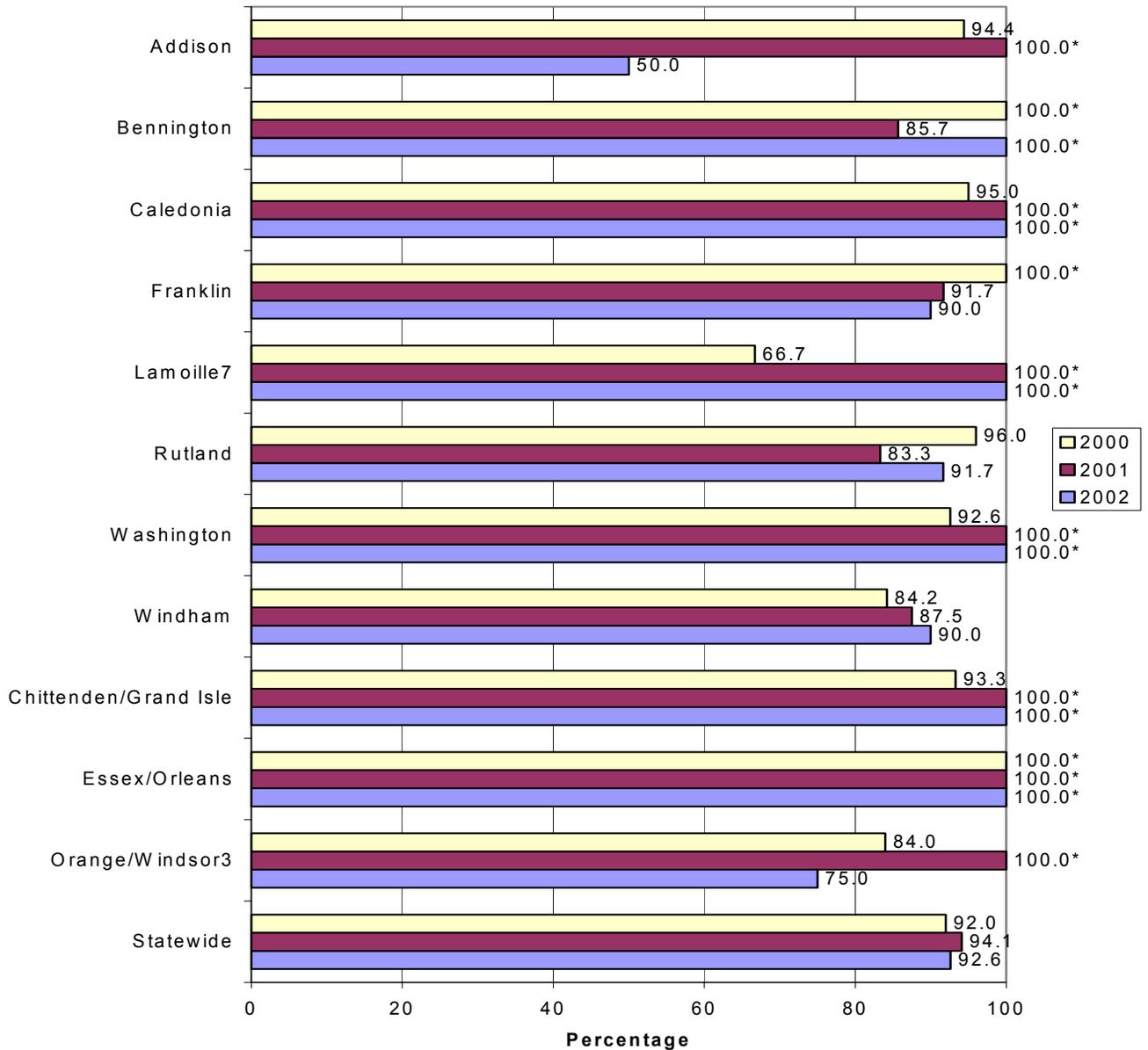
**Figure 3.4: Respect and Courtesy Shown
by Attendant Services Caregivers**

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	94.4/b*	100.0/a*	50.0/j	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	50.0/j	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Bennington	100/a*	71.4/g	100.0/a*	0.0/a	14.3/e	0.0/a*	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	14.3/e	0.0/a
Caledonia	80.0/c	100.0/a*	100.0/a*	15.0/c	0.0/a*	0.0/a*	5.0/b	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	83.3/c	75.0/e	60.0/g	16.7/c	16.7/d	30.0/f	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	8.3/c	0.0/a
Lamoille	66.7/f	80.0/g	75.0/f	0.0/a	20.0/g	25.0/f	16.7/d	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	76.0/d	83.3/e	58.3/f	20.0/d	0.0/a*	33.3/f	0.0/a	8.3/c	8.3/d	0.0/a	0.0/a	0.0/a	4.0/b	0.0/a	0.0/a
Washington	66.7/d	77.8/f	75.0/i	25.9/d	22.2/f	25.0/l	3.7/b	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Windham	73.7/d	50.0/g	80.0/e	10.5/c	37.5/g	10.0/d	5.3/b	0.0/a	10.0/d	5.3/b	0.0/a	0.0/a	5.3/b	0.0/a	0.0/a
Chittenden/ Grand Isle	83.3/c	75.0/g	66.7/g	10.0/b	25.0/g	33.3/g	3.3/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Essex/ Orleans	95.5/b*	100.0/a*	85.7/f	4.5/b	0.0/a*	14.3/f	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	76.0/d	71.4/g	75.0/j	8.0/b	28.6/g	0.0/a*	12.0/c	0.0/a	0.0/a*	4.0/b	0.0/a	25.0/j	0.0/a	0.0/a	0.0/a
Statewide	80.0/a	77.8/b	72.7/b	12.0/a	16.3/b	20.0/b	4.0/a	1.5/a	3.5/a	0.9/a	0.0/a	2.8/a	0.9/a	1.9/a	0.0/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 5% in that year

¹ Indicates statistical difference between 2001 and 2002

² Indicates statistical difference between 2000 and 2002

³ Indicates statistical difference between 2000 and 2001

⁴ Indicates statistical difference between 2000, 2001 and 2002

⁵ Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

⁶ Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

⁷ Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

D. Knowledge of Whom to Contact with Complaints or Requests

Statewide, 90.8% 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). While this result represents an increase, it is not significantly different from high levels of satisfaction with this program element in 2000 (83.9%) or 2001 (83.0%).

As with several other aspects of satisfaction with the Attendant Services Program, 100% of consumers in Bennington, Caledonia, Washington, Chittenden/Grand Isle, Essex/Orleans, and Orange Windsor “always” or “almost always” knew whom to contact with a complaint. This level is significantly higher than in 2001 in Bennington (up from 85.7%), Washington (up from 44.4%), and Orange/Windsor (up from 71.4%).

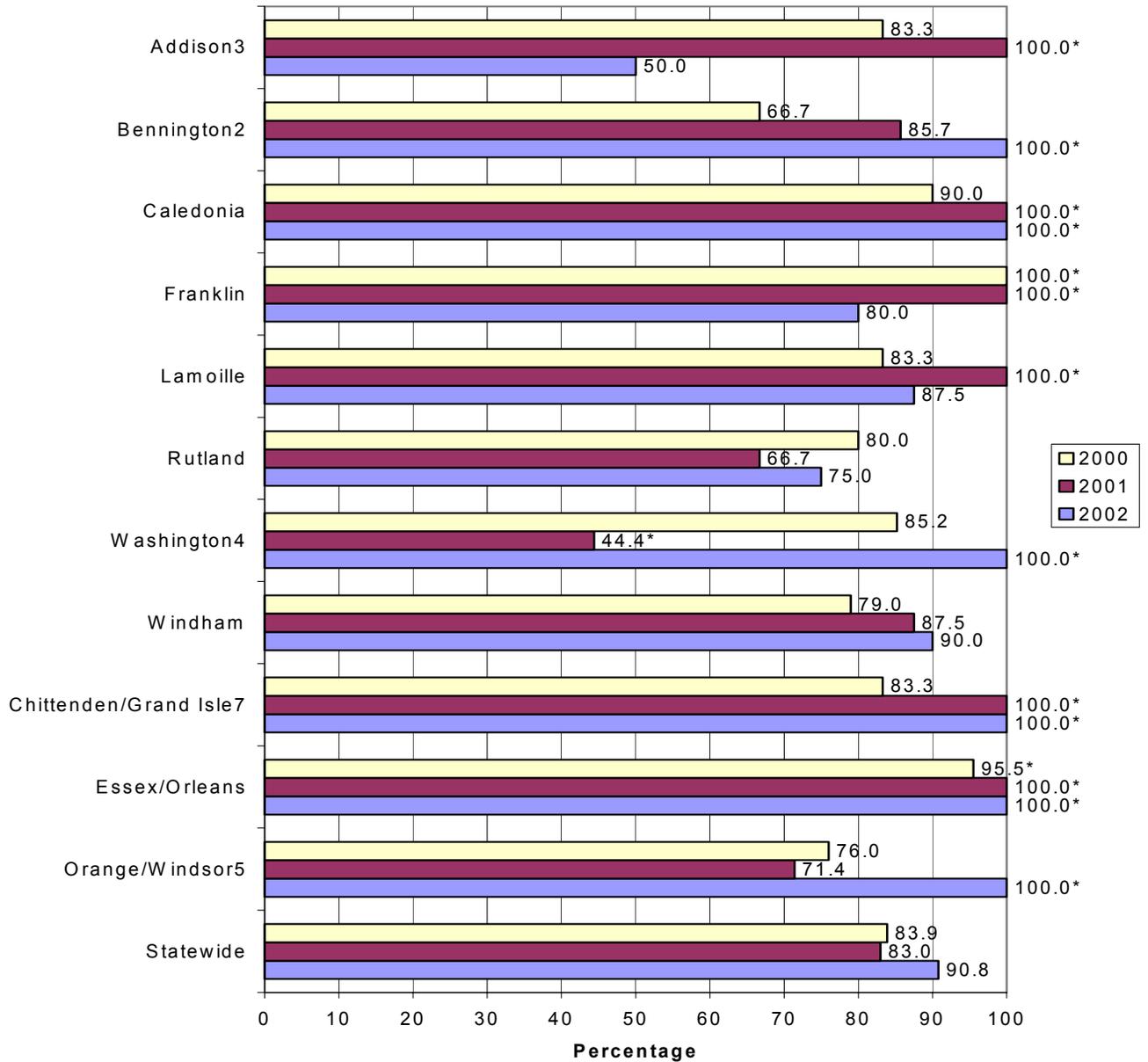
Figure 3.5: Knowledge of Whom to Contact with Complaints or Requests

9D. I know who 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:

	Always			Almost Always			Sometimes			Seldom			Never			
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	
Addison	77.8/d	100.0/a*	50.0/j	5.6/b	0.0*	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	5.6/b	0.0/a	0.0/a
Bennington	66.7/f	71.4/f	100.0/a*	0.0/a	14.3/e	0.0/a*	0.0/a	14.3/e	0.0/a	11.1/d	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	70.0/d	100.0/a*	100.0/a*	20.0/c	0.0/a*	0.0/a*	5.0/b	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	5.0/b	0.0/a	0.0/a
Franklin	83.3/c	83.3/d	80.0/e	16.7/c	16.7/d	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	10.0/d	0.0/a	0.0/a	0.0/a	
Lamoille	66.7/f	80.0/g	87.5/e	16.7/d	20.0/g	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	12.5/e
Rutland	80.0/d	50.0/f	75.0/f	0.0/a	16.7/e	0.0/a*	8.0/b	8.3/c	16.7/e	0.0/a	0.0/a	8.3/d	4.0/b	0.0/a	0.0/a	
Washington	63.0/d	44.4/g	100.0/a*	22.2/d	0.0/a*	0.0/a*	3.7/b	22.2/f	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	22.2/f	0.0/a	
Windham	73.7/d	75.0/f	70.0/f	5.3/b	12.5/e	20.0/e	0.0/a	0.0/a*	0.0/a	10.5/c	0.0/a	0.0/a	0.0/a	0.0/a	10.0/d	
Chittenden/ Grand Isle	80.0/c	100.0/a*	88.9/e	3.3/a	0.0/a*	11.1/e	6.7/b	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	
Essex/ Orleans	77.3/d	40.0/h	100.0/a*	18.2/c	60.0/h*	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	4.6/b	0.0/a	0.0/a	
Orange/ Windsor	68.0/d	71.4/g	75.0/j	8.0/b	0.0/a*	25.0/j	8.0/b	14.3/f	0.0/a	0.0/a	14.3/f	0.0/a	8.0/b	0.0/a	0.0/a	
Statewide	74.1/a	72.2/b	84.2/b	9.9/a	10.8/a	6.6/b	4.0/a	6.3/a	2.7/a	1.0/a	1.4/a	2.4/a	2.6/a	2.6/a	1.8/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 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

E. Meeting Consumers' Needs When and Where Necessary

Statewide, 82.6% of Attendant Services consumers surveyed in 2002 indicated the program “always” or “almost always” provided services when and where the consumer needed them (Figure 3.6). This level of satisfaction is similar to that measured among consumers statewide in 2000 (84.9%) and 2001 (84.9%). Consumers in Bennington (100%) and Essex/Orleans (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 2001 and 2002.

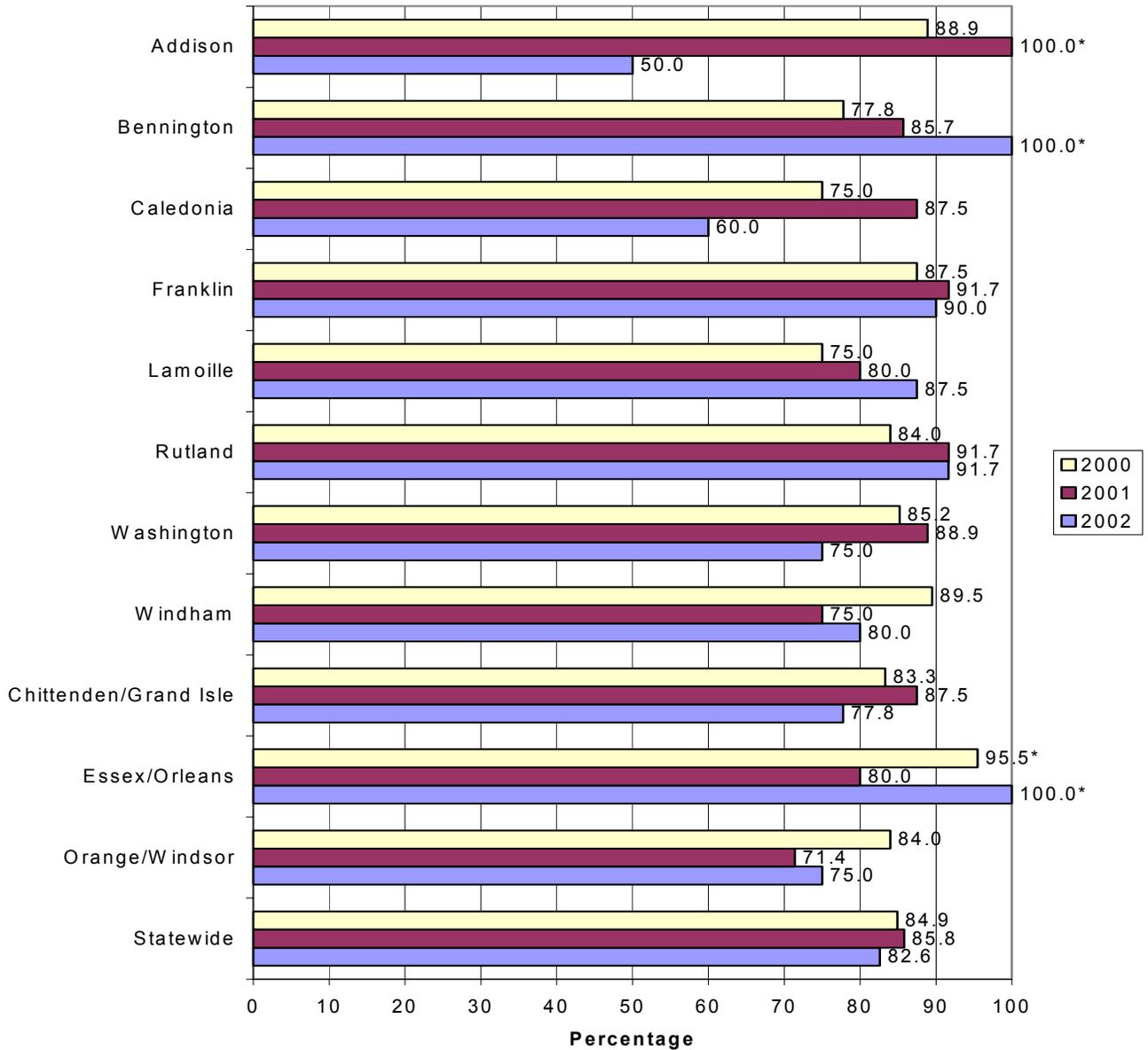
Figure 3.6: Provides Services When and Where Needed

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

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	77.8/d*	50.0/j	50.0/j	11.1/c*	50.0/j	0.0/a*	5.6/b	0.0*	0.0/a*	0.0	0.0	0.0/a	0.0	0.0	50.0/j
Bennington	66.7/f	71.4/f	100.0/a*	11.1/d	14.3/e	0.0/a*	11.1/d	0.0*	0.0/a*	0.0	14.3/e	0.0/a	0.0	0.0	0.0/a
Caledonia	60.0/d	50.0/g	40.0/i	15.0/c	37.5/f	20.0/h	20.0/c	12.5/d	20.0/h	5.0/b	0.0	0.0/a	0.0	0.0	0.0/a
Franklin	66.7/d	66.7/f	60.0/g	20.8/c	25.0/e	30.0/f	8.3/b	0.0*	0.0/a*	4.2/b	0.0	0.0/a	0.0	0.0	0.0/a
Lamoille	50.0/f	60.0/h	75.0/f	25.0/e	20.0/g	12.5/e	16.7/d	20.0/g	12.5/e	0.0	0.0	0.0/a	0.0	0.0	0.0/a
Rutland	56.0/d	66.7/f	58.3/f	28.0/d	25.0/e	33.3/f	0.0	0.0*	8.3/d	0.0	0.0	0.0/a	4.0/b	0.0	0.0/a
Washington	55.6/d	44.4/g	75.0/i	29.6/d	44.4/g	0.0/a*	7.4/b	0.0*	25.0/i	0.0	0.0	0.0/a	3.7/b	0.0	0.0/a
Windham	63.2/e	37.5/g	60.0/f	26.3/d	37.5/g	20.0/e	5.3/b	0.0*	10.0/d	0.0	0.0	10.0/d	0.0	0.0	0.0/a
Chittenden/ Grand Isle	63.3/d	62.5/h	77.8/f	20.0/c	25.0/g	0.0/a*	13.0/c	0.0*	22.2/f	0.0	0.0	0.0/a	0.0	0.0	0.0/a
Essex/ Orleans	54.6/d	60.0/h	100.0/a*	40.9/d	20.0/g	0.0/a*	4.6/b	20.0/g	0.0/a*	0.0	0.0	0.0/a	0.0	0.0	0.0/a
Orange/ Windsor	52.0/d	57.1/h	50.0/j	32.0/d	14.3/f	25.0/j	4.0/b	14.3/f	25.0/j	0.0	14.3/f	0.0/a	0.0	0.0	0.0/a
Statewide	60.0/a	58.0/b	67.2/c	24.9/a	27.8/b	15.5/b	7.8/a	4.1/a	12.9/b	0.6/a	2.3/a	.90/a	1.0/a	0.0	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=13-14%; /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" Provided Services When and Where They Needed Them



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

CHAPTER IV. Satisfaction with the Homemaker Program

Nearly 87% 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 93.7% reporting their caregivers “always” or “almost always” treated them with courtesy and respect. This high mark is a significant increase over 2001 findings (87.8%). Also reporting highest levels of satisfaction was the percentage of consumers who felt that they knew whom to contact if they had a complain or needed help; this result increased significantly in 2002 to 87.8%, rebounding from a significant dip in 2001 (76.9%) compared to 2000 (88.1%).

Figure 4.1: Satisfaction with Homemaker Program

	Percentage of Consumers Statewide Who Answered “Always” or “Almost Always”			Percentage of Consumers Statewide Who Answered “Seldom” or “Never”		
	2000	2001	2002	2000	2001	2002
Satisfaction with the Quality of the Services	82.9%	81.3%	84.5%	3.1%	2.2%	4.4%
Services Received From Program Meet My Needs	82.1%	81.0%	83.9%	3.3%	3.4%	2.7%
Caregivers Treated Them with Respect and Courtesy ³	92.4%	87.8%	93.7%	0.6%	1.5%	1.8%
Know Whom to Contact with Complaints or Requests ^{1,3}	88.1%	76.9%	87.8%	3.3%	9.0%	3.1%
Program Provides Services When Needed	83.6%	80.2%	83.5%	2.1%	3.7%	3.6%
Total Yearly Average	85.8%	81.4%	86.7%	2.5%	4.0%	3.1%

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2001 and 2002

Satisfaction levels for the Homemaker Program were very consistent across Vermont counties and regions. On most measures, few — if any — counties or regions differed significantly in “always” or “almost always” levels of satisfaction.

A. Satisfaction with Quality of Service

Statewide, 84.5% of respondents who participated in the Homemaker Program reported they were “always” or “almost always” satisfied with the quality of the services they received (Chart 4.1), with 52.6% of consumers statewide saying they were “always” satisfied (Figure 4.2). These results are not statistically different from 2001 or 2000, when 81.3% and 82.9%, respectively, of consumers indicated satisfaction with the quality of Homemaker Program services.

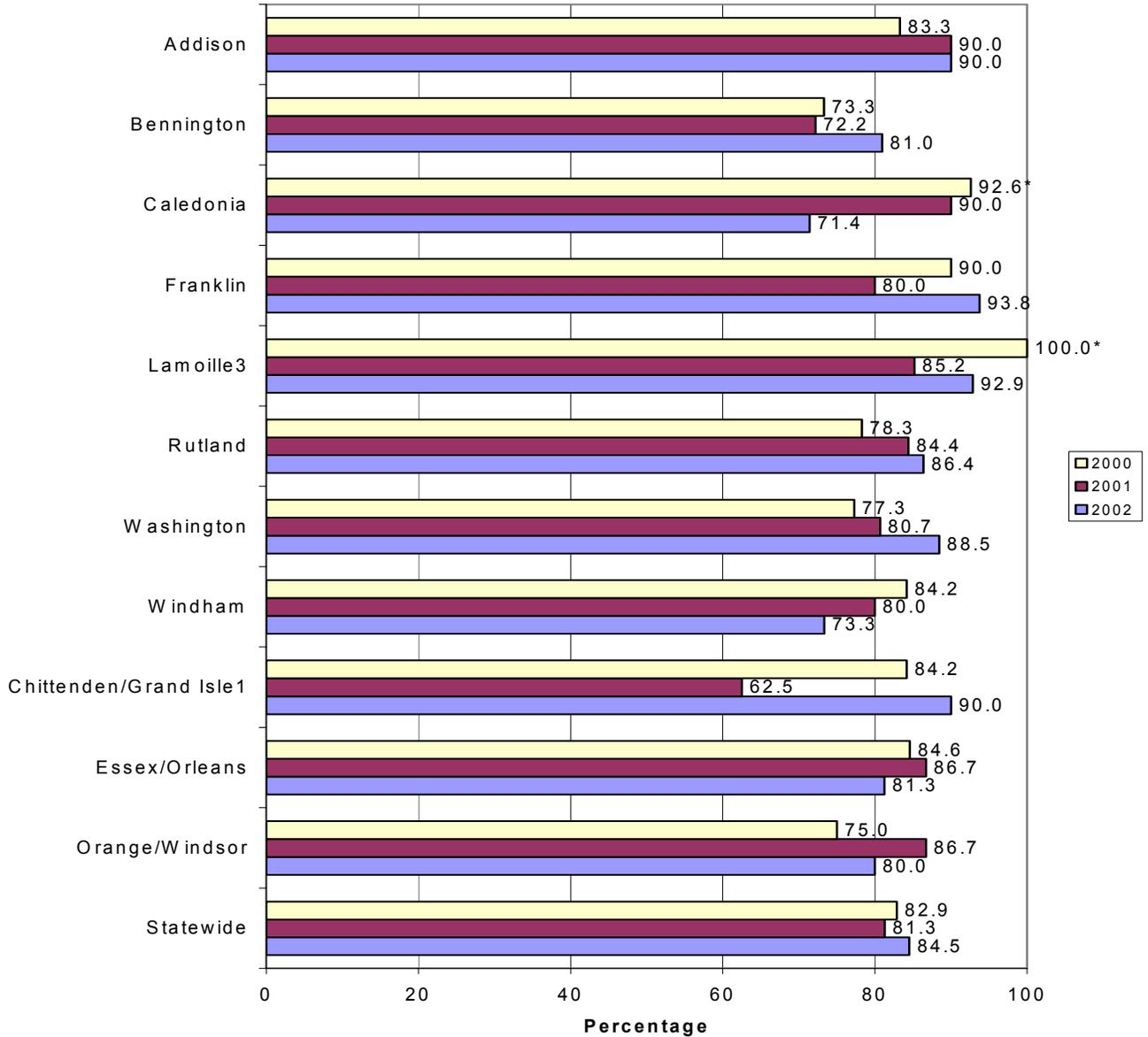
No individual county or region showed significant differences in above-average satisfaction as compared to the statewide average. However, a significantly greater percentage of consumers in Chittenden/Grand Isle indicated “always” or “almost always” satisfaction in 2002 (90.0%) than in 2001 (62.5%).

Figure 4.2 Satisfaction with Quality of Services
 10A. I am satisfied with the quality of the services I receive from the Homemaker Program. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	50.0/f	60.0/g	60.0/g	33.3/f	30.0/f	30.0/f	16.7/e	10.0/d	0.0/a*	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a
Bennington	40.0/e	61.1/d	61.9/d	33.3/e	11.1/c*	19.1/d	20.0/d	11.1/c	14.3/c	6.7/c	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a
Caledonia	63.0/c	50.0/d	50.0/f	29.6/c	40.0/d	21.4/e	7.4/b	5.0/b	28.6/e	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a
Franklin	80.0/d*	40.0/e	62.5/e	10.0/c*	40.0/e	31.3/e	10.0/c	6.7/c	6.3/c	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a
Lamoille	71.4/e	63.0/d	50.0/f	28.6/e	22.2/c	42.9/f	0.0/a	11.1/b	7.1/c	0.0/a	3.7/a	0.0/a*	0.0/a	0.0/a	0.0/a
Rutland	65.2/d	65.6/d	54.6/e	13.0/c*	18.8/c	31.8/d	13.0/c	3.1/a	4.6/b	0.0/a	0.0/a	0.0/a*	4.4/b	3.1/a	4.6/b
Washington	40.9/e	58.1/d	80.8/d*	36.4/e	22.6/c	7.7/b*	18.2/d	12.9/c	3.9/b	4.6/b	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a
Windham	63.2/e	40.0/d	33.3/e	21.1/d	40.0/d	40.0/e	5.2/b	8.0/b	20.0/d	0.0/a	4.0/b	0.0/a*	10.5/c	0.0/a	0.0/a
Chittenden/ Grand Isle	57.9/e	25.0/e*	30.0/g	26.3/e	37.5/e	60.0/g	5.3/b	12.5/d	0.0/a*	5.3/b	6.3/c	10.0/d	0.0/a	0.0/a	0.0/a
Essex/ Orleans	38.5/d	40.0/c	25.0/e*	46.2/d	46.7/d*	56.3/e*	15.4/c	0.0*	12.5/d	0.0/a	0.0/a	6.3/c	0.0/a	3.3/a	0.0/a
Orange/ Windsor	31.3/e*	46.7/f	40.0/g	43.8/f	40.0/e	40.0/g	25.0/e	6.7/c	0.0/a*	0.0/a	0.0/a	20.0/f	0.0/a	0.0/a	0.0/a
Statewide	53.8/b	50.5/a	52.6/b	29.2/a	30.9/a	31.9/b	12.7/a	7.7/a	7.8/a	1.7/a	1.4/a	3.8/a	1.4/a	.86/a	.59/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 5%

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 5% in that year

¹ Indicates statistical difference between 2001 and 2002

² Indicates statistical difference between 2000 and 2002

³ Indicates statistical difference between 2000 and 2001

⁴ Indicates statistical difference between 2000, 2001 and 2002

⁵ Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

⁶ Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

⁷ Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

B. Degree to Which Services Met Consumer Needs

Statewide, 83.9% of consumers who used the Homemaker Program reported that the services they received “always” or “almost always” met their needs (Figure 4.3). While a slight increase, similar percentages reported this level of satisfaction in 2001 (81.0%) and 2000 (82.1%). Satisfaction was consistent around the state – no county or region showed significantly higher or lower satisfaction levels than the statewide average.

Consumers in Caledonia reported a significant increase in their satisfaction with services meeting their needs (92.9%), up from a significant dip in 2001 (60.0%) as compared to 2000 (81.5%) (Chart 4.2). No other significant differences were detected between satisfaction levels in 2002 compared to 2001 in other areas of the state.

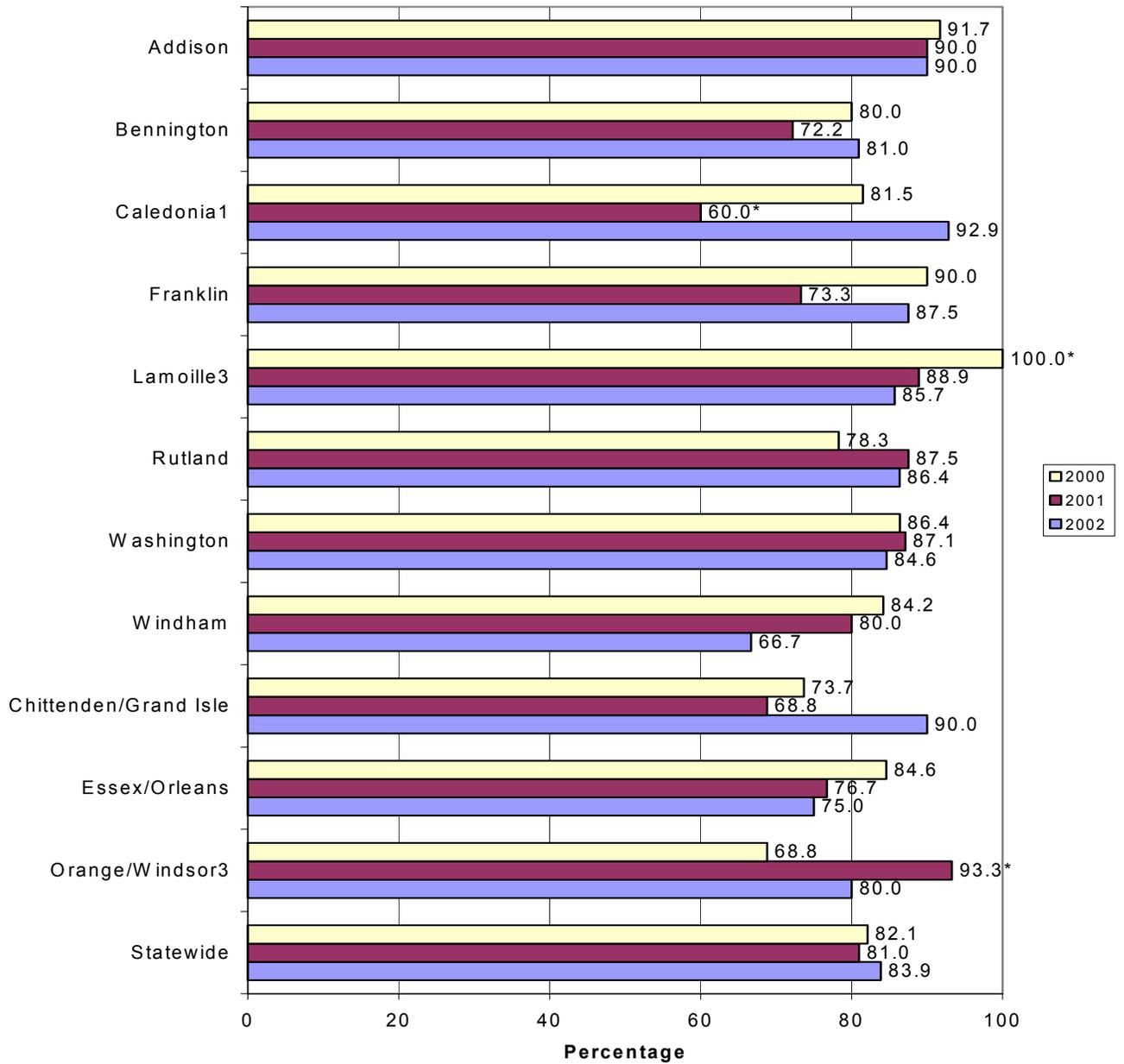
Figure 4.3 Satisfaction with Degree that Services Meet Needs

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

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	50.0/f	70.0/f	70.0/f	41.7/f	20.0/e	20.0/f	8.3/c	10.0/d	0.0/a*	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	0.0/a
Bennington	46.7/e	55.6/d	57.1/e	33.3/e	16.7/c	23.8/d	20.0/d	11.1/c	14.3/c	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	63.0/c	35.0/d*	57.1/f	18.5/b	25.0/d	35.7/f	11.1/b	20.0/c	0.0/a*	0.0/a	10.0/b	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	70.0/d	46.7/e	56.3/e	20.0/d	26.7/e	31.3/e	10.0/c	13.3/d	6.3/c	0.0/a	0.0/a *	6.3/c	0.0/a	0.0/a	0.0/a
Lamoille	78.6/d*	74.1/c*	50.0/f	21.4/d	14.8/c*	35.7/e	0.0	7.4/b	7.1/c	0.0/a	3.7/a	7.1/c	0.0/a	0.0/a	0.0/a
Rutland	52.2/e	68.8/d*	59.1/e	26.1/d	18.8/c	27.3/d	13.0/c	3.1/a	9.1/c	0.0/a	3.1/a	0.0/a	4.4/b	0.0/a	4.6/b
Washington	59.1/e	64.5/d	69.2/d	27.3/d	22.6/c	15.4/c	9.1/c	6.5/b	3.9/b	4.6/b	0.0/a *	0.0/a	0.0/a	0.0/a	0.0/a
Windham	47.4/e	44.0/d	33.3/e*	36.8/e	36.0/d	33.3/e	0.0/a	16.0/c	26.7/e	0.0/a	0.0/a *	0.0/a	10.5/c	0.0/a	0.0/a
Chittenden/ Grand Isle	47.4/e	18.8/d*	50.0/g	26.3/e	50.0/f*	40.0/g	15.8/d	6.3/c	10.0/d	5.3/b	12.5/d	0.0/a	0.0/a	0.0/a	0.0/a
Essex/ Orleans	42.3/d	46.7/d	25.0/e*	42.3/d	30.0/c	50.0/e	15.4/c	3.3/a	25.0/e	0.0/a	0.0/a *	0.0/a	0.0/a	6.7/b	0.0/a
Orange/ Windsor	37.5/e	53.3/f	60.0/g	31.3/e	40.0/e	20.0/f	18.8/d	6.7/c	10.0/e	6.3/c	0.0/a *	0.0/a	0.0/a	0.0/a	10.0/e
Statewide	52.8/b	53.5/a	55.6/b	29.3/a	27.5/a	28.2/b	11.7/a	8.3/a	9.5/a	1.9/a	2.7/a	.84/a	1.4/a	.69/a	1.8/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%
* Indicates statistical difference from statewide average at 5%

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 5% in that year

¹ Indicates statistical difference between 2001 and 2002

² Indicates statistical difference between 2000 and 2002

³ Indicates statistical difference between 2000 and 2001

⁴ Indicates statistical difference between 2000, 2001 and 2002

⁵ Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

⁶ Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

⁷ Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

C. Respectfulness and Courtesy of Homemaker Program Caregivers

Statewide, 93.7% 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 significantly higher than in 2001 (87.8%), but consistent with 2000 results (92.4%). Consumers in Caledonia (100.0%), and Windham (100.0%) were more likely than consumers in other areas of the state to indicate high level of satisfaction with caregiver treatment (Chart 4.3). The results in Windham represent a significant increase, and indicate a rebound, as satisfaction in 2001 (84.0%) had dropped significantly as compared to 2000 (96.2%).

**Figure 4.4: Respect and Courtesy Shown
by Homemaker Program Caregivers**

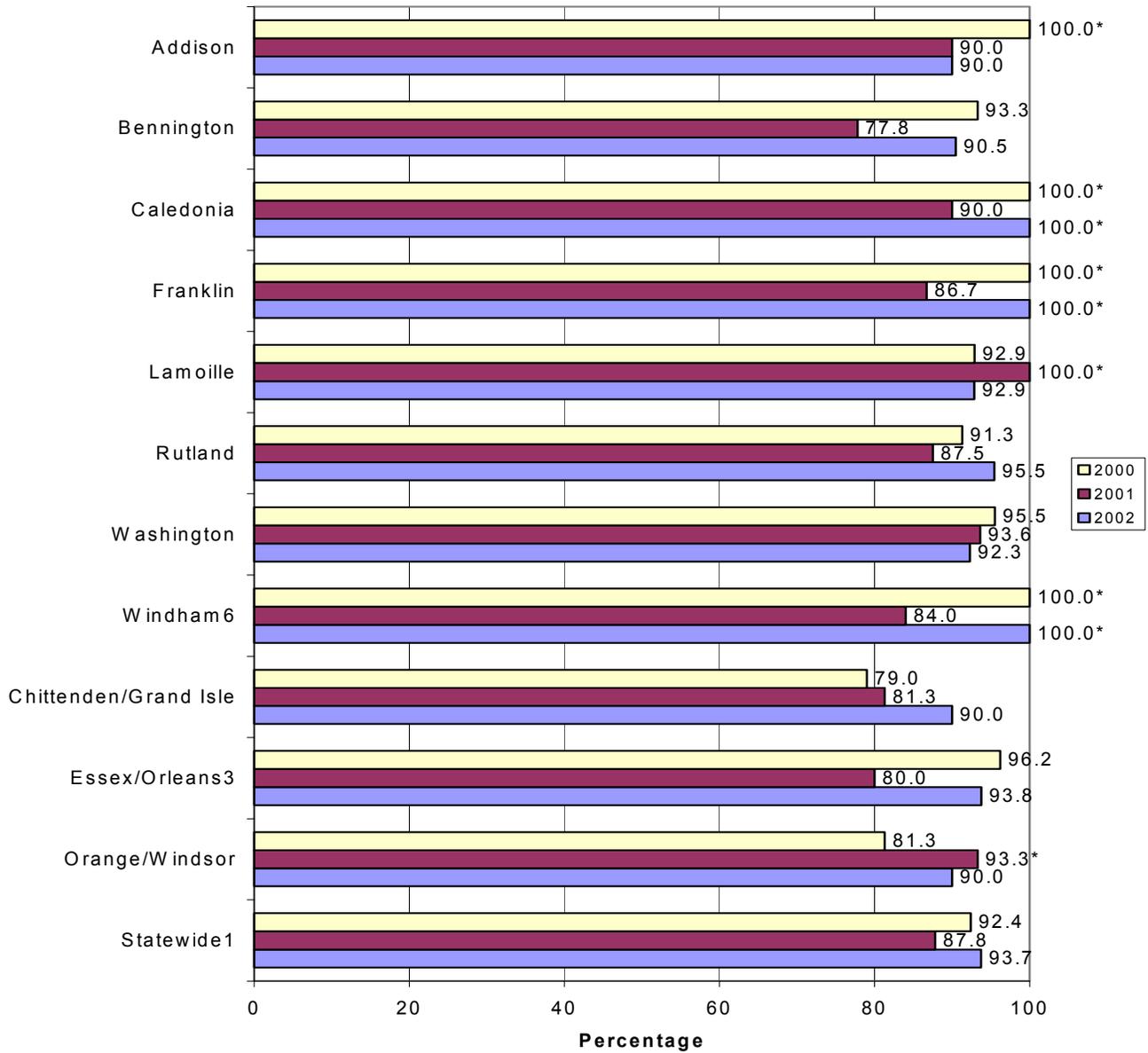
10C. My caregiver(s) in the Homemaker Program treat(s) me with respect and courtesy.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	91.7/c	90.0/d	90.0/d	8.3/c	0.0/a *	0.0/a*	0.0/a	10.0/d	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Bennington	80.0/d	66.7/d	76.2/d	13.3/d	11.1/c	14.3/c	6.7/c	0.0/a *	4.8/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Caledonia	88.9/b*	80.0/c	92.9/c	11.1/b	10.0/b	7.1/c	0.0/a	0.0/a *	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Franklin	95.0/b*	66.7/e	81.3/d	5.0/b	20.0/d	18.8/d	0.0/a	0.0/a *	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Lamoille	85.7/d	100.0/a*	71.4/e	7.1/c	0.0/a *	21.4/e	0.0/a	0.0/a *	7.1/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Rutland	87.0/c	84.4/c	86.4/c	4.4/b*	3.1/a	9.1/c	0.0/a	3.1/a	0.0/a*	0.0/a	0.0/a	0.0/a	4.4/b	3.1/a	4.6/b
Washington	81.8/d	87.1/c	80.8/d	13.6/c	6.5/b	11.5/c	4.6/b	0.0/a *	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Windham	89.5/c	84.0/c	86.7/d	10.5/b	0.0/a *	13.3/d	0.0/a	12.0/c	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a
Chittenden/ Grand Isle	63.2/e	62.5/e	80.0/f	15.8/d	18.8/d	10.0/d	10.5/c	6.3/c	10.0/d	0.0/a	0.0/a	0.0/a	0.0/a	6.3/c	0.0/a
Essex/ Orleans	65.4/d*	60.0/c	75.0/e	30.8/d*	20.0/c	18.8/d	3.9/b	0.0/a *	6.3/c	0.0/a	0.0/a	0.0/a	0.0/a	3.3/a	0.0/a
Orange/ Windsor	56.3/f*	80.0/d	90.0/e	25.0/e	13.3/d	0.0/a*	6.3/c	6.7/c	0.0/a*	0.0/a	0.0/a	10.0/e	0.0/a	0.0/a *	0.0/a
Statewide	78.8/a	79.0/a	83.1/a	13.7/a	8.9/a	10.6/a	3.4/a	3.4/a	2.1/a	0.0/a	0.0/a	1.2/a	0.6/a	1.5/a	.59/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 5%

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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

D. Knowledge of Whom to Contact with Complaints or Requests

Nearly 88% 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 2002 (Figure 4.5). This percentage of consumers is significantly higher than those who indicated the same level of satisfaction in 2001 (76.9%). However, the 2001 results seem to indicate a dip in satisfaction, as 2002 results (87.8%) are back at the 2000 level (88.1%). A similar trend can be seen in Rutland, where 2002 satisfaction levels (90.9%) are up significantly from 2001 (71.9%) – back at 2000 levels (91.3%).

A greater percentage of consumers in Chittenden/Grand Isle (100%) knew whom to contact with a complaint or request than consumers across the state. This result is also significantly higher than the percent of consumers in Chittenden/Grand Isle who reported above-average satisfaction in 2001 (62.5%) and 2000 (84.2%). Consumers in Orange/Windsor continued a trend of increasing satisfaction — consumers who “always” or “almost always” knew whom to contact increased to 90.0% in 2002, a significant increase over 2000 levels (62.5%).

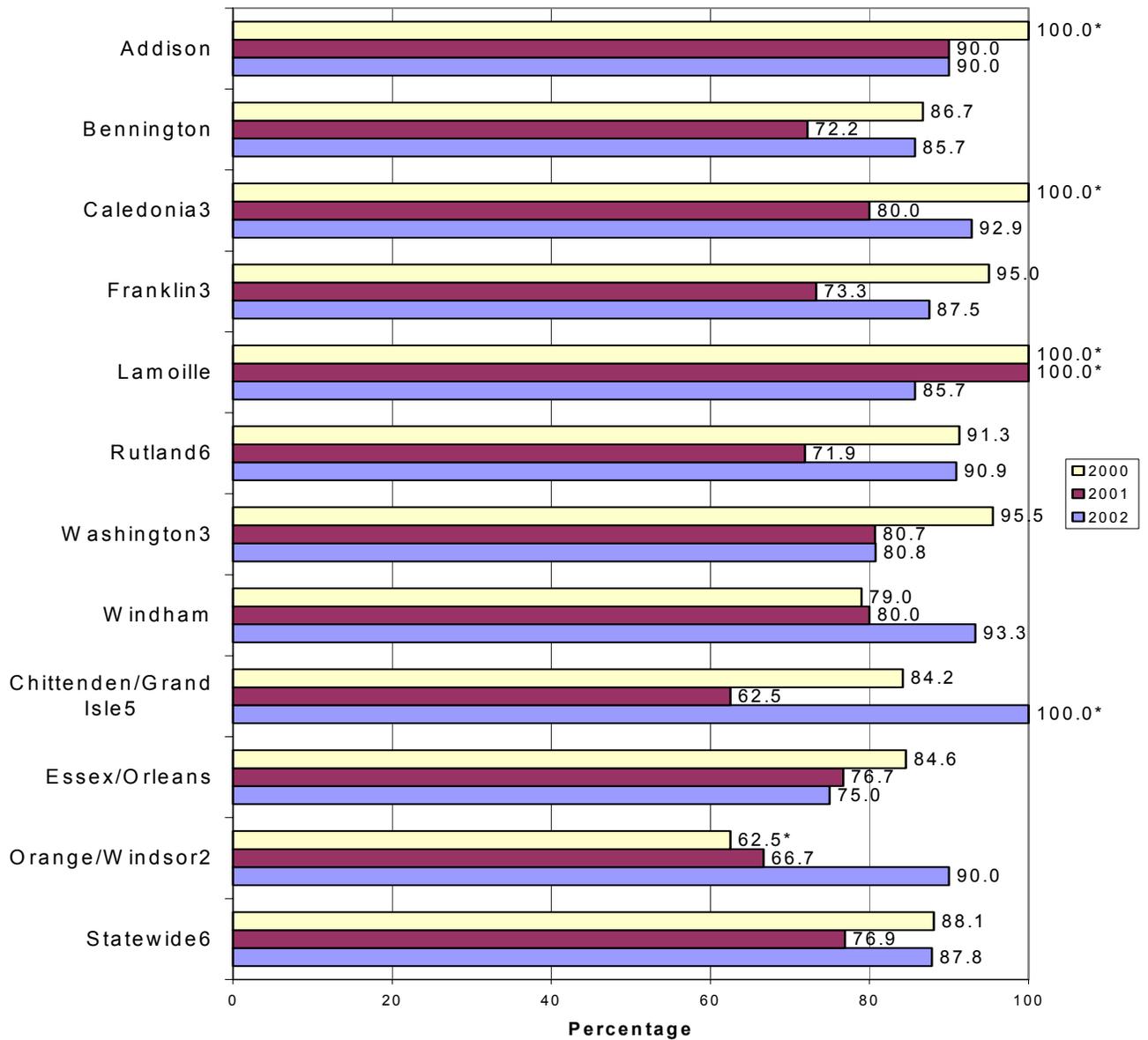
Figure 4.5: Knowledge of Whom to Contact with Complaints or Requests

10D. 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:

	Always			Almost Always			Sometimes			Seldom			Never			
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	
Addison	83.3/e	70.0/g	90.0/d	16.7/e	20.0/e	0.0/a*	0.0/a	0.0/a *	0.0/a*	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	10.0/d	0.0/a*
Bennington	80.0/d	72.2/d	66.7/d	6.7/c	0.0/a *	19.1/d	6.7/c	5.6/b	4.8/b	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	5.6/b	4.8/b
Caledonia	92.6/b*	65.0/d/d	85.7/d	7.4/b	15.0/c	7.1/c	0.0/a	5.0/b	7.1/c	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a*
Franklin	85.0/c	53.3/e	75.0/e	10.0/c	20.0/d	12.5/d	5.0/b	0.0/a *	6.3/c	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	6.7/c	6.3/c
Lamoille	100/a*	88.9/b*	78.6/e	0.0/a	11.1/b	7.1/c	0.0/a	0.0/a *	0.0/a*	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	0.0/a *	7.1/c
Rutland	78.3/d	71.9/c	90.9/c*	13.0/c	0.0/a *	0.0/a*	0.0/a	6.3/b	0.0/a*	0.0/a	0.0/a *	0.0/a	4.4/b	12.5/c	4.6/b	
Washington	77.3/d	74.2/c	65.4/d	18.2/d	6.5/b	15.4/c	0.0/a	3.2/a	11.5/c	0.0/a	0.0/a *	0.0/a	0.0/a	0.0/a	0.0/a *	0.0/a*
Windham	68.4/d	76.0/c	73.3/e	10.5/c	4.0/b	20.0/d	0.0/a	12.0/c	6.7/c	0.0/a	4.0/b	0.0/a	5.3/b	0.0/a *	0.0/a*	
Chittenden/ Grand Isle	73.7/e	56.3/f	80.0/f	10.5/c	6.3/c	20.0/f	0.0/a	0.0/a *	0.0/a*	5.3/b	25.0/e*	0.0/a	0.0/a	6.3/c	0.0/a*	
Essex/ Orleans	53.9/d*	66.7/c	50.0/e*	30.8/d	10.0/b	25.0/e	3.9/b	0.0/a *	12.5/d	3.9/b	3.3/a	0.0/a	0.0/a	6.7/b	0.0/a*	
Orange/ Windsor	62.5/e	66.7/e	90.0/e	0.0/a	0.0/a *	0.0/a*	12.5/d	6.7/c	0.0/a*	6.3/c	0.0/a *	0.0/a	6.3/c	13.3/d	10.0/e	
Statewide	76.0/a	69.9/a	76.8/a	12.1/a	7.0/a	11.0/a	2.4/a	3.8/a	4.8/a	1.7/a	3.3/a	0.0/a	1.6/a	5.6/a	3.1/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%
* Indicates statistical difference from statewide average at 5%

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 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

E. Meeting Consumers' Needs When and Where Necessary

Nearly 84% 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). This percentage is consistent with survey results in 2000 (83.6%) and 2001 (80.2%).

Consumers in Rutland (95.5%), however, were more likely than consumers across the state to indicate satisfaction with this aspect of the program (Chart 4.5). Whereas in 2001, satisfaction levels dropped significantly in two counties (Caledonia and Franklin), the only significant difference between 2001 and 2002 in regions of the state was an increase. A significantly higher percentage of consumers in Chittenden/Grand Isle indicated that their services were “always” or “almost always” provided when and where they were needed in 2002 (90.0%) than in 2001 (62.5%).

Figure 4.6: Provides Services When and Where Needed

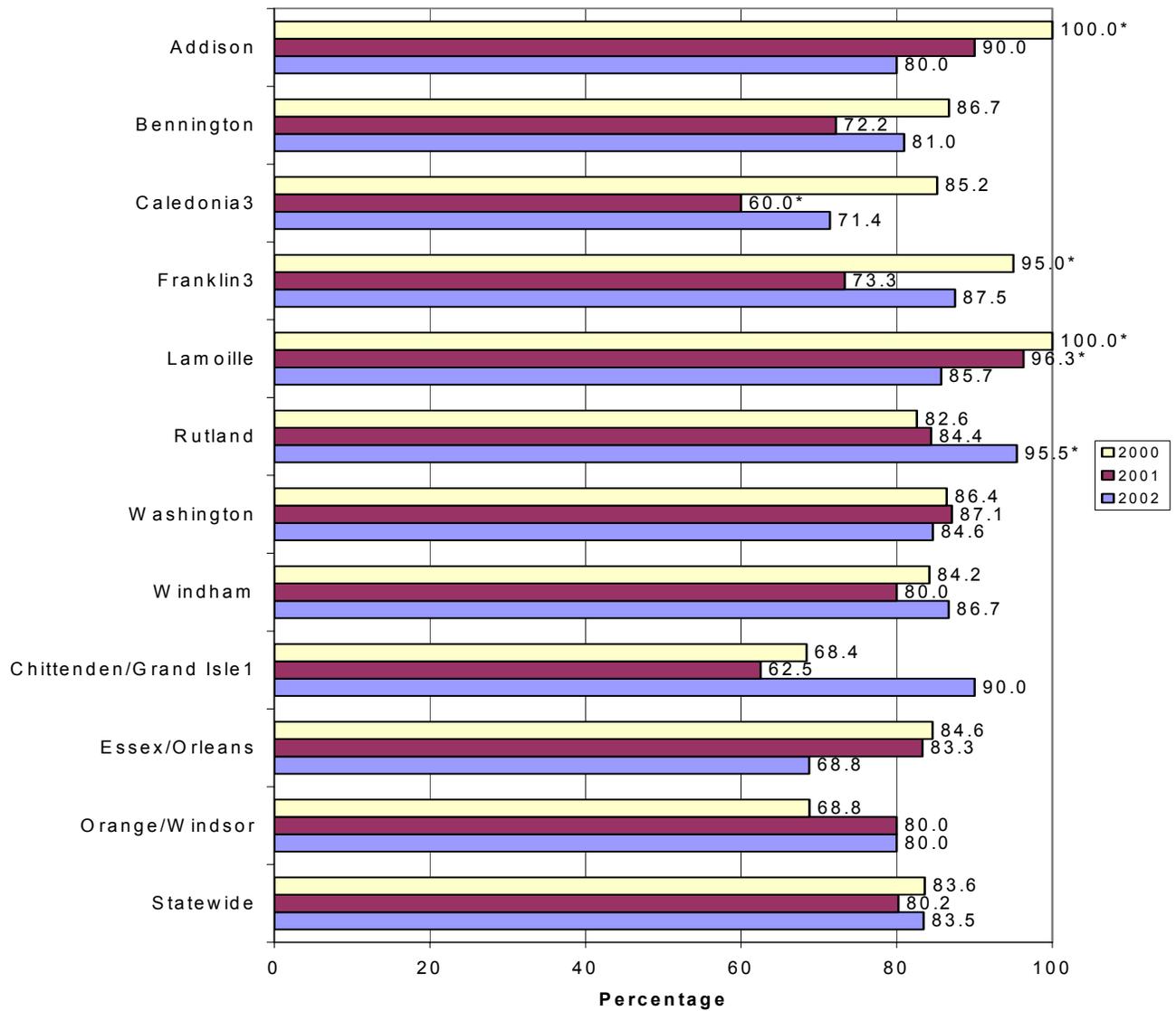
10E. The Homemaker Program provides services to me when and where I need them. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	91.7/c*	80.0/e	70.0/f	8.3/c	10.0/d	10.0/d	0.0/a	10.0/d	10.0/d	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a *	0.0/a
Bennington	46.7/e	66.7/d	57.1/e	40.0/e	5.6/b*	23.8/d	13.3/d	11.1/c	14.3/c	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a *	0.0/a
Caledonia	66.7/c	45.0/d	50.0/f	18.5/c	15.0/c	21.4/e	3.7/a	25.0/d*	28.6/e	0.0/a	0.0/a*	0.0/a*	0.0/a	5.0/b	0.0/a
Franklin	85.0/c*	46.7/e	62.5/e	10.0/c*	26.7/e	25.0/e	5.0/b	0.0*	0.0/a*	0.0/a	0.0/a*	6.3/c	0.0/a	0.0/a *	0.0/a
Lamoille	78.6/d	81.5/c*	50.0/f	21.4/d	14.8/c	35.7/e	0.0/a	0.0*	14.3/d	0.0/a	3.7/a	0.0/a*	0.0/a	0.0/a *	0.0/a
Rutland	69.6/d	71.9/c	72.7/d	13.0/c	12.5/c	22.7/d	8.7/c	3.1/a	0.0/a*	0.0/a	0.0/a*	0.0/a*	4.4/b	3.1/a	4.6/b
Washington	59.1/e	67.7/d	69.2/d	27.3/d	19.4/c	15.4/c	9.1/c	6.5/b	0.0/a*	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a *	0.0/a
Windham	63.2/e	60.0/d	53.3/e	21.1/d	20.0/c	33.3/e	0.0/a	12.0/c	6.7/c	0.0/a	4.0/b	0.0/a*	10.5/c	0.0/a *	6.7/c
Chittenden/ Grand Isle	36.8/e*	31.3/e*	70.0/g	31.6/e	31.3/e	20.0/f	15.8/d	12.5/d	10.0/d	0.0/a	0.0/a*	0.0/a*	5.3/b	12.5/d	0.0/a
Essex/ Orleans	53.9/d	56.7/d	31.3/e*	30.8/d	26.7/c	37.5/e	11.5/c	3.3/a	6.3/c	0.0/a	0.0/a*	12.5/d	0.0/a	3.3/a	0.0/a
Orange/ Windsor	43.8/f	53.3/f	60.0/g	25.0/e	26.7/e	20.0/f	18.8/d	13.3/d	10.0/e	0.0/a	6.7/c	10.0/e	0.0/a	0.0/a *	0.0/a
Statewide	60.7/a	60.8/a	60.7/b	22.8/a	19.4/a	22.8/a	8.9/a	7.9/a	7.8/a	0.0/a	1.2/a	2.6/a	2.1/a	2.5/a	.98/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%

* 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 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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 2002 (90.1%), as they have been in prior survey years (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. In addition, the percentage of consumers who were “always” or “almost always” satisfied with the quality of the services they received from the Medicaid Waiver Program continued to rise, to a level in 2002 (93.3%) that is statistically greater than satisfaction levels in 2000 (86.6%).

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”		
	2000	2001	2002	2000	2001	2002
Satisfaction with the Quality of the Services Received ²	86.6%	90.9%	93.3%	1.6%	.56%	.75%
Services Received Meet Needs	84.9%	88.6%	88.8%	1.9%	1.3%	1.5%
Treated with Respect and Courtesy by Caregiver	94.5%	95.2%	95.6%	1.3%	.56%	.75%
Know Whom to Contact With Complaints or Requests	89.1%	89.2%	84.6%	3.6%	4.1%	7.2%
Program Provides to Consumer When and Where Needed	87.0%	87.9%	88.0%	2.2%	1.5%	1.7%
Total Yearly Average	88.4%	90.4%	90.1%	2.1%	1.6%	2.4%

1 Indicates statistical difference between 2000 and 2001

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2001 and 2002

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 Caledonia, Bennington, Franklin, Orange/Windsor, and Windham. 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, 93.3% of Medicaid Waiver Program consumers reported they were “always” or “almost always” satisfied with the quality of the services they received, up slightly from 90.9% in 2001, and up significantly from 86.6% in 2000 (Figure 5.2). Among Vermont areas, 100% of consumers in Bennington, Lamoille, Essex/Orleans, and Orange/Windsor indicated that they were “always” or “almost always” satisfied with the quality of Medicaid Waiver Program services—results that are all significantly different from the statewide average. Of the 94.7% of consumers in Addison who were “always” or “almost always” satisfied with the quality of the services they received, 89.5% were “always” satisfied, a percentage that is significantly greater than consumers across the state who felt “always” satisfied (62.3%).

Satisfaction levels in Orange/ Windsor are up significantly in 2002 (100%) over both 2001 (91.7%) and 2000 (89.3%). Consumers in Bennington, Washington, and Essex/Orleans also showed significant increases as compared to survey results in 2000 (100% vs. 84.2%, 94.1% vs. 75%, and 100% vs. 83.3%, respectively).

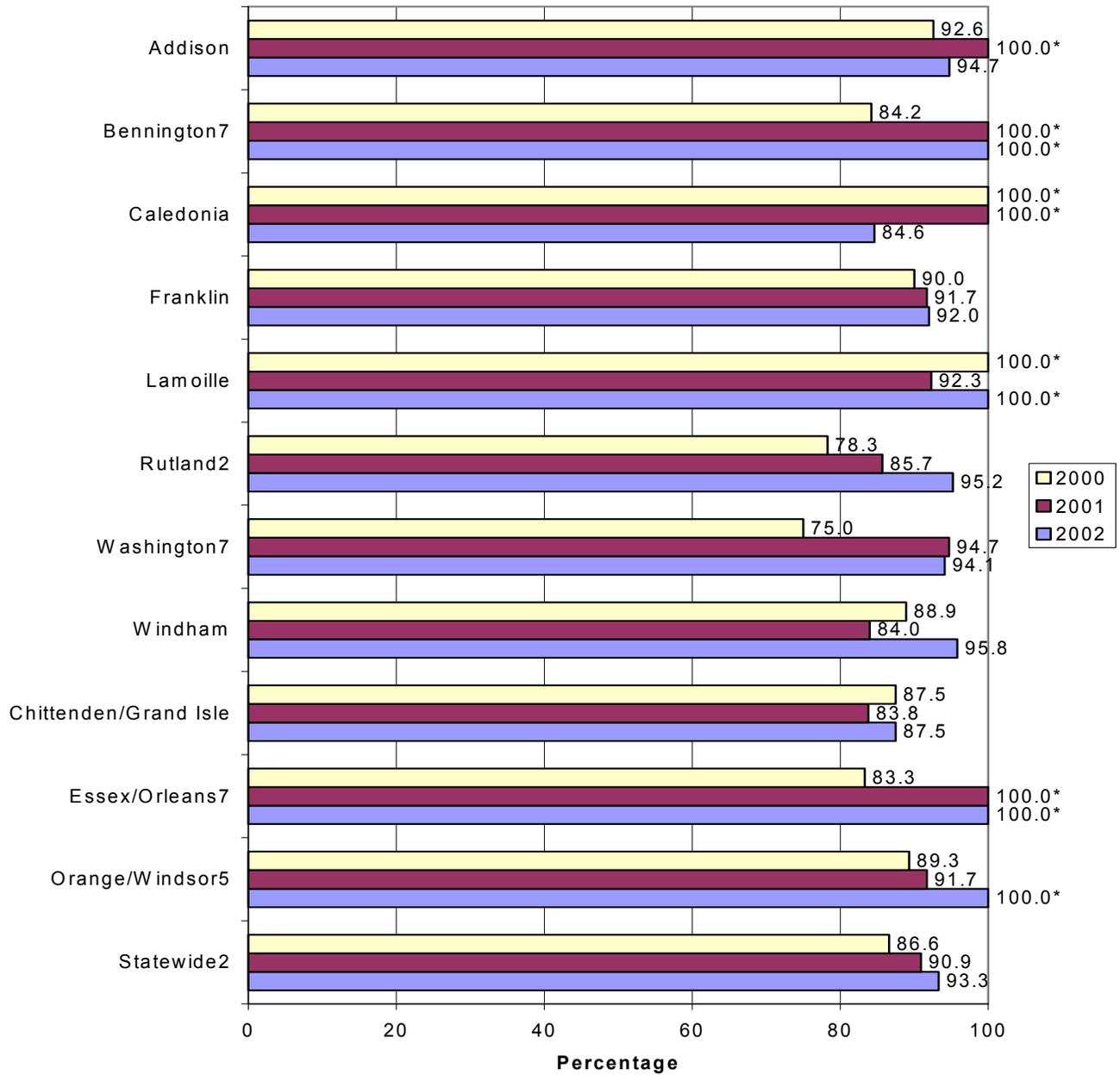
Figure 5.2: Satisfaction with Quality of Services

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

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	74.1/d	76.9/d	89.5/c*	18.5/c	23.1/d	5.3/b*	7.4/b	0.0/a*	5.3/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Bennington	63.2/e	72.7/e	57.1/h	21.1/d	27.3/e	42.9/h	10.5/c	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	83.3/d*	81.8/d	53.9/f	16.7/d	18.2/d	30.8/f	0.0/a	0.0/a*	15.4/d	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	76.7/c*	75.0/c	64.0/d	13.3/c*	16.7/c	28.0/d	16.7/b	5.6/b	8.0/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Lamoille	80.0/d*	46.2/e*	72.7/f	20.0/d	46.2/e*	27.3/f	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	43.5/e	71.4/d	66.7/e	34.8/d	14.3/c	28.6/d	13.0/c	9.5/c	0.0/a*	0.0/a	0.0/a	0.0/a	4.4/b	0.0/a	0.0/a
Washington	39.3/d*	84.2/d*	58.8/e	35.7/d	10.5/c	35.3/e	10.7/c	0.0/a*	5.9/c	3.6/b	0.0/a	0.0/a	3.6/b	0.0/a	0.0/a
Windham	72.2/d	68.0/d	62.5/d	16.7/d	16.0/c	33.3/d	11.1/c	4.0/b	4.2/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Chittenden/ Grand Isle	47.5/d	59.5/d	50.0/d	40.0/d	24.3/c	37.5/d	10.0/b	8.1/b	9.4/b	0.0/a	2.7/a	3.1/a	0.0/a	0.0/a	0.0/a
Essex/ Orleans	50.0/e	53.3/e	54.6/g	33.3/e	46.7/e*	45.5/g	11.1/c	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	67.9/d	63.9/c	70.0/g	21.4/c	27.8/c	30.0/g	10.7/c	5.6/b	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Statewide	59.0/a	68.1/a	62.3/b	27.6/a	22.7/a	31.0/b	9.4/a	4.5/a	5.4/a	0.7/a	.56/a	.75/a	0.9/a	0.0/a	0.0/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%
 * Indicates statistical difference from statewide average at 5%

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



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

B. Degree to Which Services Met Consumer Needs

Nearly 89% of Medicaid Waiver Program consumers statewide felt that services provided by the program “always” or “almost always” met their needs in 2002 (Chart 5.2). This result is consistent with the sentiments of consumers statewide in 2000 and 2001. Results in Bennington, Franklin, Lamoille, and Orange/Windsor showed that 100% of consumers indicated that they were “always” or “almost always” satisfied with how Medicaid Waiver Program services met their needs. These results were significantly higher than the statewide average, and in Franklin and Orange/Windsor these results were also significantly higher than satisfaction levels in both 2000 and 2001. In Windham the results were significantly higher than in 2000.

While the combined “always” and “almost always” result of consumers in Addison who felt that Medicaid Waiver Program services met their needs (89.5%) does not differ significantly from the statewide average (88.5%), separating this result shows that all of these consumers in Addison fall into the “always” category. Therefore, the percentage of consumers in Addison who “always” felt that Medicaid Waiver Program services met their needs (89.5%) was significantly greater than the statewide percentage that “always” felt that their needs were met (61.6%) (Figure 5.3).

Consumers in Chittenden/Grand Isle, however, were significantly less likely to be “always” satisfied with the degree to which services met their needs (43.8%) than consumers across the state (Figure 5.3). When combined with those who were “almost always” satisfied, Chittenden/Grand Isle consumers (71.9%) were still less likely than those statewide (88.8%) to be satisfied with this aspect of the Medicaid Waiver Program.

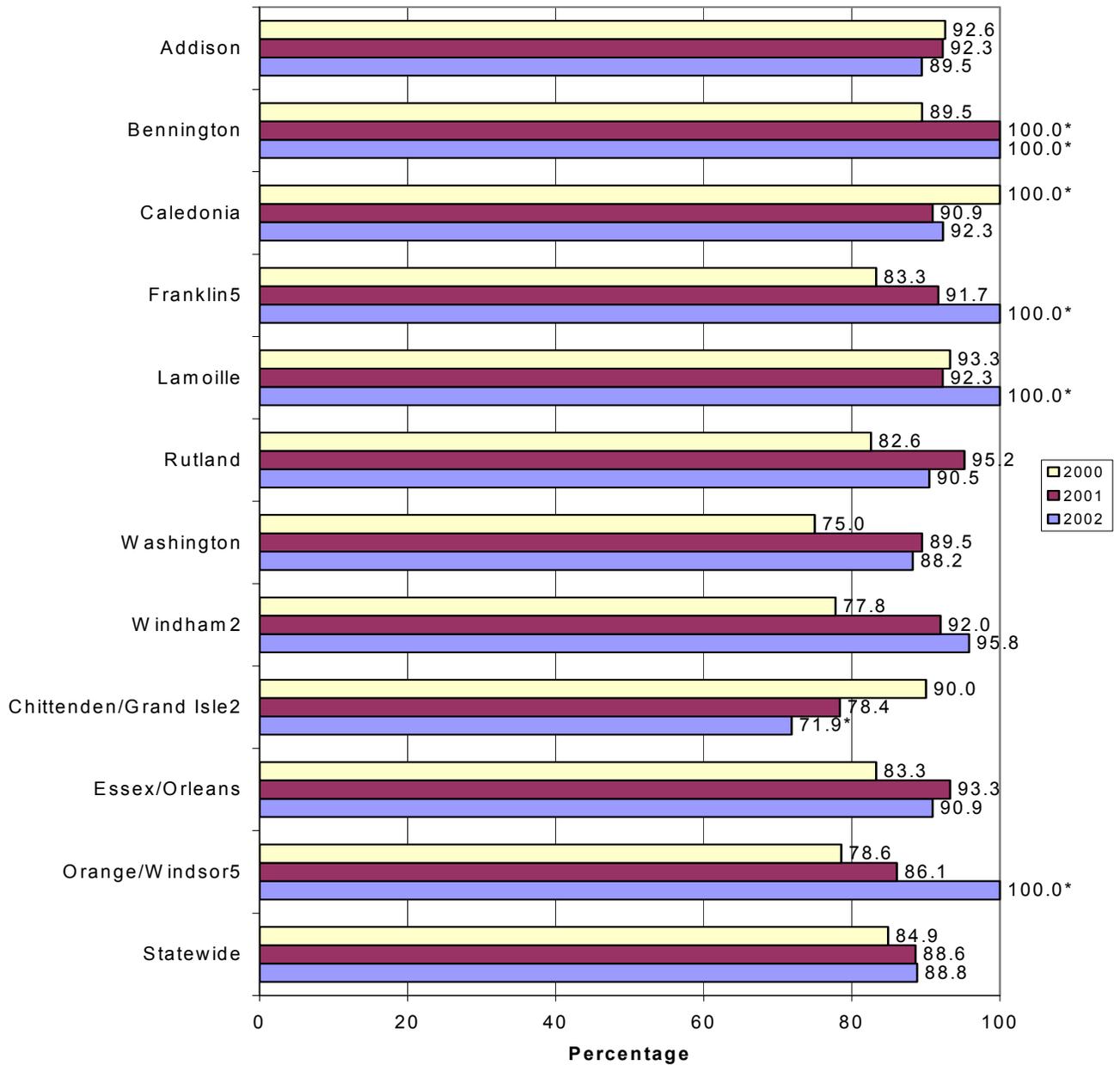
Figure 5.3: Satisfaction with Degree that Services Meet Needs

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

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	77.8/c*	65.4/d	89.5/c*	14.8/c	26.9/d	0.0/a*	7.4/b	3.9/b	10.5/c	0.0/a	3.9/b	0.0/a	0.0/a	0.0/a	0.0/a
Bennington	63.2/e	72.7/e	57.1/h	26.3/d	27.3/e	42.9/h	5.3/b	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	83.3/d*	63.6/e	53.9/f	16.7/d	27.3/e	38.5/f	0.0/a	9.1/c	7.7/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	76.7/c*	66.7/c	72.0/d	6.7/b*	25.0/c	28.0/d	6.7/b	8.3/b	0.0/a*	6.7/b	0.0/a	0.0/a	6.7/b	0.0/a	0.0/a
Lamoille	86.7/d*	53.9/e	81.8/e	6.7/c*	38.5/e	18.2/e	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	47.8/e	61.9/e	66.7/e	34.8/d	33.3/d	23.8/d	8.7/c	4.8/b	4.8/b	0.0/a	0.0/a	0.0/a	4.4/b	0.0/a	0.0/a
Washington	46.4/d	79.0/d	41.2/e	28.6/d	10.5/c*	47.1/f	14.3/c	0.0/a*	11.8/d	3.6/b	0.0/a	0.0/a	3.6/b	0.0/a	0.0/a
Windham	55.6/e	68.0/d	62.5/d	22.2/d	24.0/c	33.3/d	16.7/d	0.0/a*	4.2/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Chittenden/ Grand Isle	52.5/d	67.6/c	43.8/d*	37.5/c	10.8/b*	28.1/d	10.0/b	13.5/c	15.6/c	0.0/a	0.0/a	6.3/b	0.0/a	2.7/a	0.0/a
Essex/ Orleans	50.0/e	53.3/e	63.6/f	33.3/e	40.0/e	27.3/f	16.7/d	0.0/a*	9.1/d	0.0/a	6.7/c	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	57.1/d	61.1/d	80.0/f	21.4/c	25.0/c	20.0/f	17.9/c	11.1/b	0.0/f*	0.0/a	0.0/a	0.0/f	0.0/a	0.0/a	0.0/f
Statewide	59.7/a	65.5/a	61.6/b	25.2/a	23.1/a	27.2/b	10.6/a	6.8/a	7.7/a	1.0/a	.74/a	1.5/a	0.9/a	.56/a	0.0/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%
 * Indicates statistical difference from statewide average at 5%

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 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

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 95.6% indicating they were “always” or “almost always” treated with respect and courtesy (Chart 5.3). In seven of twelve counties or regions (Addison, Bennington, Franklin, Lamoille, Windham, Essex/Orleans, and Orange/Windsor), 100% of consumers reported that they were “always” or “almost always” treated with respect and courtesy. Consumers in these counties were significantly more satisfied with how they were treated by caregivers than consumers statewide (Chart 5.3).

High satisfaction levels did not differ from last year — no significant differences were found between satisfaction levels in Vermont counties or regions in 2002 as compared to 2001.

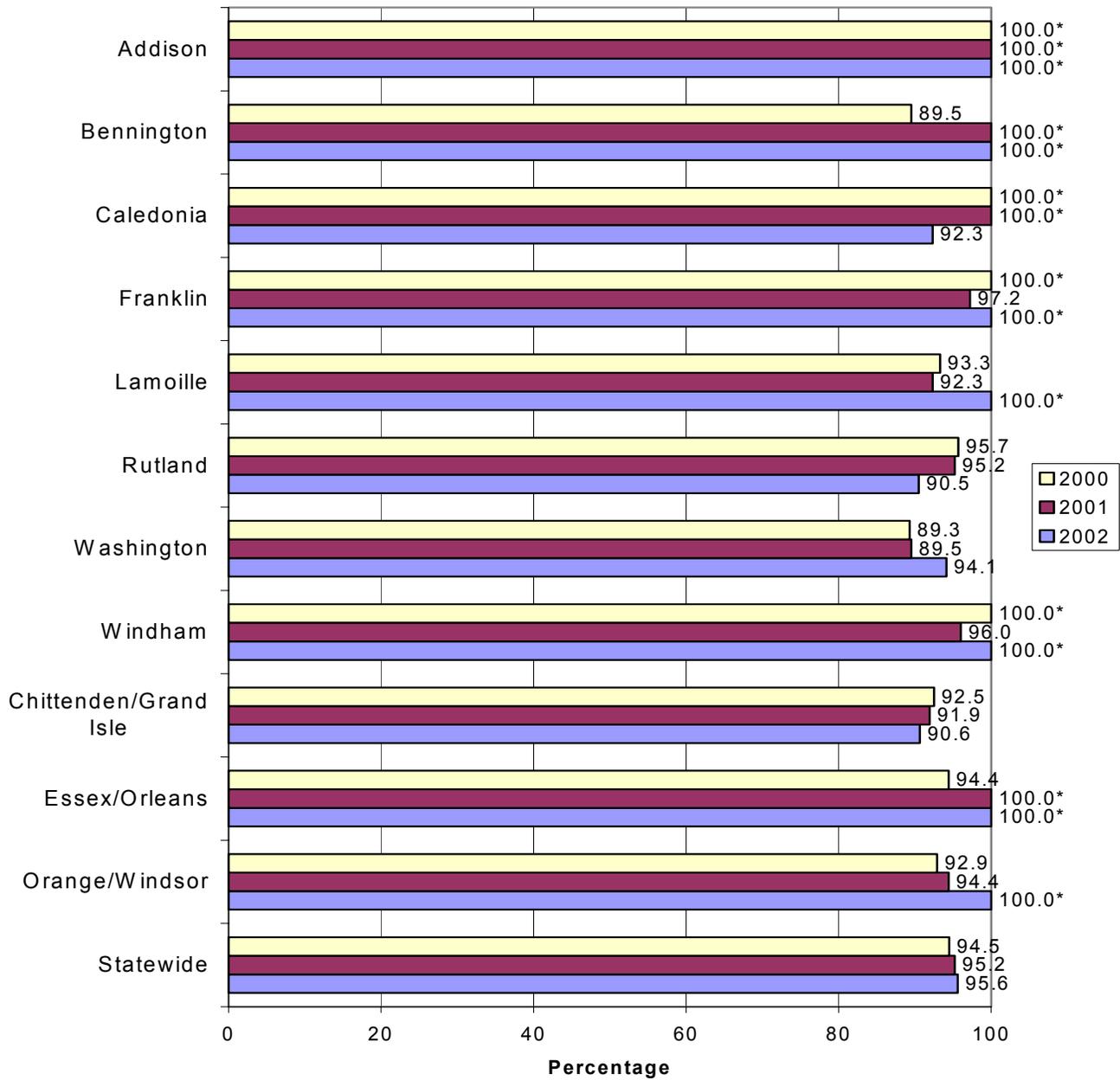
Figure 5.4: Respect and Courtesy Show by Medicaid Waiver Program Caregivers

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		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	92.6/b	92.3/b	100.0/a*	7.4/b	7.7/b	0.0/a*	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Bennington	84.2/c	90.9/c	71.4/g	5.3/b	9.1/c	28.6/g	5.3/b	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	83.3/d	90.9/c	76.9/e	16.7/d	9.1/c	15.4/d	0.0/a	0.0/a*	7.7/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	93.3/b*	86.1/b	88.0/c	6.7/b	11.1/b	12.0/c	0.0/a	2.8/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Lamoille	93.3/c	84.6/d	81.8/e	0.0/a	7.7/c	18.2/e	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	91.3/c	85.7/c	76.2/d	4.4/b	9.5/c	14.3/c	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	4.4/b	0.0/a	0.0/a
Washington	67.9/d	89.5/c	88.2/d	21.4/c	0.0*	5.9/c	3.6/b	0.0/a*	5.9/c	7.1/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Windham	83.3/d	92.0/b	87.5/c	16.7/d	4.0/b	12.5/c	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Chittenden/ Grand Isle	77.5/c	86.5/c	68.8/d	15.0/c	5.4/b	21.9/c	0.0/a	2.7/a	6.3/b	0.0/a	2.7/a	0.0/a	0.0/a	0.0/a	3.1/a
Essex/ Orleans	72.2/d	100.0/a*	81.8/e	22.2/d	0.0*	18.2/e	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	89.3/c	86.1/b	100.0/a*	3.6/b*	8.3/b	0.0/a*	0.0/a	2.8/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Statewide	83.5/a	88.5/a	82.8/a	11.0/a	6.7/a	12.8/a	2.3/a	1.4/a	2.6/a	0.9/a	.56/a	0.0/a	0.4/a	0.0/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=13-14%
* Indicates statistical difference from statewide average at 5%

Chart 5.3: Percentage of Consumers Who Indicated They were "Always" or "Almost Always" Shown Respect and Courtesy by the Medicaid Waiver Program Caregivers



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

D. Knowledge of Whom to Contact with Complaints or Requests

In 2002, 84.6% of Medicaid Waiver Program consumers statewide reported that they “always” or “almost always” knew whom to contact with complaints or requests (Chart 5.4), percentage slightly lower (but not significantly different) than the percentage in 2001 (89.2%) and 2000 (89.1%). Consumers in Caledonia (100%) were more likely to report “always” or “almost always” knowing whom to contact than consumers around the state (Chart 5.4), whereas consumers in Addison (94.7%) were more likely to report “always” knowing whom to contact than the same group statewide (75.4%).

Significantly fewer consumers in Essex/Orleans reported “always” or “almost always” knowing whom to contact with complaints or requests in 2002 (63.6%) compared to 2001 (100%).

Figure 5.5: Knowledge of Whom to Contact with Complaints or Requests

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

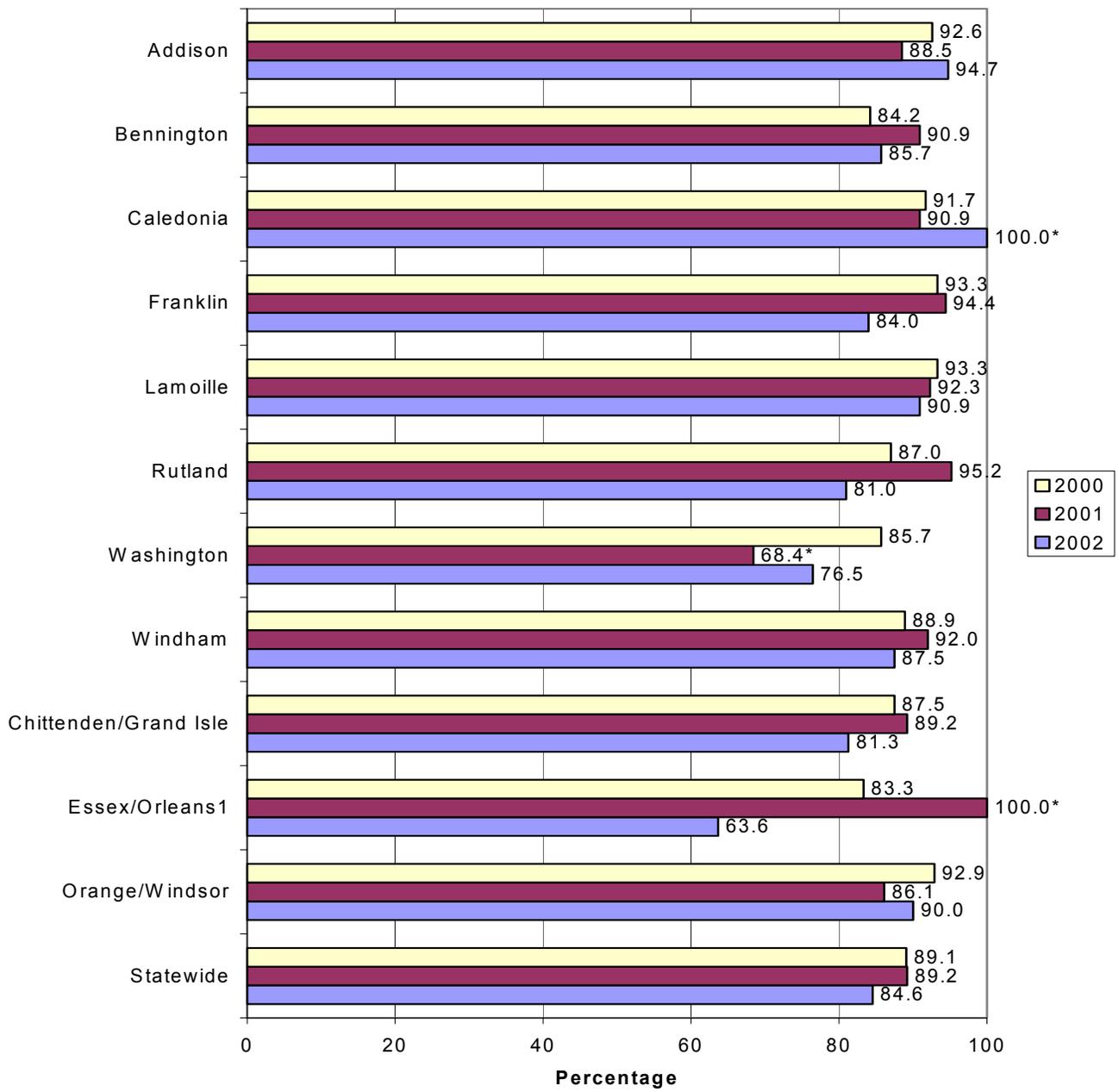
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	85.2/c	80.8/c	94.7/b*	7.4/b	7.7/b	0.0/a*	0.0/a	3.9/b	0.0/a*	0.0/a	0.0/a	5.3/b	0.0/a	3.9/b	0.0/a*
Bennington	79.0/d	72.7/e	71.4/g	5.3/b	18.2/d	14.3/f	5.3/b	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a*	0.0/a*
Caledonia	83.3/d	81.8/d	84.6/d	8.3/c	9.1/c	15.4/d	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a*	8.3/c	9.1/c	0.0/a*
Franklin	83.3/c	86.1/b	76.0/d	10.0/d	8.3/b	8.0/b	0.0/a	0.0/a*	12.0/c	0.0/a	0.0/a	0.0/a*	6.7/b	2.8/a	4.0/b
Lamoille	93.3/c*	76.9/d	81.8/e	0.0/a	15.4/d	9.1/d	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a*	0.0/a	0.0/a*	0.0/a*
Rutland	73.9/d	90.5/c	71.4/d	13.0/c	4.8/b	9.5/c	4.4/b	0.0/a*	4.8/b	0.0/a	0.0/a	0.0/a*	4.4/b	0.0/a*	4.8/b
Washington	57.1/d*	63.2/e*	70.6/e	28.6/d*	5.3/b	5.9/c	7.1/b	0.0/a*	5.9/c	0.0/a	0.0/a	11.8/d	3.6/b	10.5/c	5.9/c
Windham	77.8/d	92.0/b	75.0/d	11.1/c	0.0/a*	12.5/c	0.0/a	0.0/a*	4.2/b	0.0/a	0.0/a	0.0/a*	5.6/b	4.0/b	4.2/b
Chittenden/ Grand Isle	77.5/c	83.8/c	68.8/d	10.0/b	5.4/b	12.5/c	0.0/a	5.4/b	9.4/b	0.0/a	0.0/a	3.1/a	5.0/b	2.7/a	6.3/b
Essex/ Orleans	66.7/e	93.3/c	63.6/f	16.7/d	6.7/c	0.0/a*	0.0/a	0.0/a*	9.1/d	0.0/a	0.0/a	9.1/d	11.0/c	0.0/a*	0.0/a*
Orange/ Windsor	85.7/c	83.3/c	80.0/f	7.1/d	2.8/a	10.0/e	3.6/b	2.8/a	0.0/a*	0.0/a	2.8/a	0.0/a*	0.0	5.6/b	10.0/e
Statewide	77.4/a	83.2/a	75.4/b	11.6/a	5.9/a	9.2/a	2.1/a	2.0/a	5.3/a	0.0/a	.44/a	2.8/a	3.6/a	3.6/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=13-14%

* Indicates statistical difference from statewide average at 5%

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 5% in that year

¹ Indicates statistical difference between 2001 and 2002

² Indicates statistical difference between 2000 and 2002

³ Indicates statistical difference between 2000 and 2001

⁴ Indicates statistical difference between 2000, 2001 and 2002

⁵ Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

⁶ Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

⁷ Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

E. Meeting Consumer Needs When and Where Necessary

In 2002, 88.0% of consumers indicated that the Medicaid Waiver Program had “always” or “almost always” provided service to them when and where they needed assistance (Chart 5.5). This result is consistent with statewide satisfaction levels reported in 2000 (87.0%) and 2001 (87.9%). Consumers in Caledonia (100%) were more likely than consumers statewide to report the Medicaid Waiver Program as “always” or “almost always” meeting their needs (Chart 5.5), while consumers in Addison (84.2%) and Lamoille (90.9%) were significantly more likely to feel that the program “always” met their needs than the statewide average (66.8%) (Figure 5.6).

No significant differences were found in the percent of consumers who indicated that the Medicaid Waiver Program had “always” or “almost always” provided service to them when and where they needed assistance between survey years in any county or region.

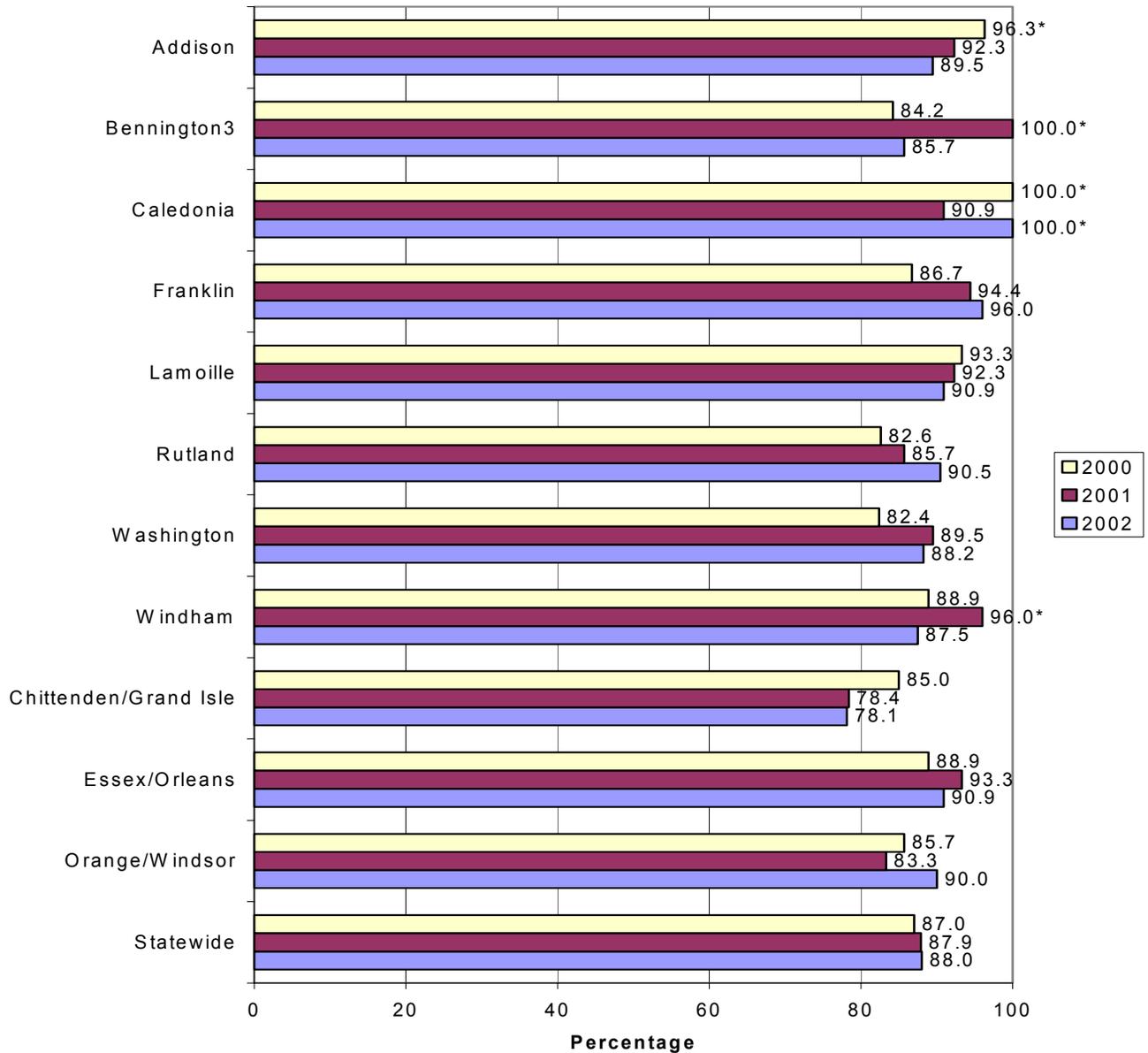
Figure 5.6: Provides Services When and Where Needed

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

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	81.5/c*	76.9/d	84.2/d*	14.8/c	15.4/c	5.3/b*	0.0/a	3.9/b	10.5/c	0.0/a	0.0/a	0.0/a	3.7/b	0.0/a	0.0/a
Bennington	57.9/e	81.8/d	71.4/g	26.3/d	18.2/d	14.3/f	0.0/a	0.0/a*	14.3/f	0.0/a	0.0/a	0.0/a	5.3/b	0.0/a	0.0/a
Caledonia	83.3/d*	54.6/f	61.5/f	16.7/d	36.4/e	38.5/f	0.0/a	9.1/c	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	73.3/c	77.8/c	76.0/d	13.3/c	16.7/c	20.0/c	6.7/b	2.8/a	4.0/b	0.0/a	0.0/a	0.0/a	0.0/a	2.8/a	0.0/a
Lamoille	86.7/d*	61.5/e	90.9/d*	6.7/c*	30.8/e	0.0/a*	0.0/a	0.0/a*	9.1/d	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	52.2/e	71.4/d	66.7/e	30.4/d	14.3/c	23.8/d	8.7/c	9.5/c	4.8/b	0.0/a	0.0/a	0.0/a	4.4/b	0.0/a	0.0/a
Washington	60.7/d	79.0/d	58.8/e	21.4/c	10.5/c	29.4/e	10.7/c	0.0/a*	5.9/c	3.6/b	0.0/a	5.9/c	0.0/a	0.0/a	0.0/a
Windham	72.2/d	80.0/c	62.5/d	16.7/d	16.0/c	25.0/d	11.1/c	0.0/a*	8.3/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	4.2/b
Chittenden/ Grand Isle	52.5/d	67.6/c	53.1/d	32.5/c	10.8/b	25.0/d	12.5/b	13.5/c	15.6/c	0.0/a	5.4/b	0.0/a	0.0/a	0.0/a	3.1/a
Essex/ Orleans	66.7/e	66.7/e	63.6/f	22.2/d	26.7/d	27.3/f	5.6/b	6.7/c	9.1/d	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	64.3/d	69.4/c	80.0/f	21.4/c	13.9/b	10.0/e	10.7/c	11.1/b	10.0/e	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Statewide	64.5/a	72.3/a	66.8/b	22.5/a	15.6/a	21.2/a	7.5/a	6.8/a	9.1/a	1.0/a	1.1/a	.59/a	1.1/a	.34/a	1.1/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%
* Indicates statistical difference from statewide average at 5%

Chart 5.5: Percentage of Medicaid Waiver Program Consumers Who Indicated the Program "Always" or "Almost Always" Provided Services When and Where They Needed Them



* Indicates statistical difference from statewide average at 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

CHAPTER VI. Satisfaction with the Adult Day Center Program

At least 84% of Adult Day Center participants were “always” or “almost always” satisfied with each element of the program included in the 2002 survey. Consumers were most satisfied with the degree of respect and courtesy they received from their caregivers. Nearly 94% of consumers reported that their caregivers “always” or “almost always” treated them with respect and courtesy. Consumers also gave quality of the services high marks, with 87.7% of consumers reporting that they were “always” or “almost always” satisfied with this program element.

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”		
	2000	2001	2002	2000	2001	2002
Satisfaction with the Quality of the Services (1999-2001: Days and hours of operation meet my needs)	89.6%	86.0%	87.7%	2.5%	3.1%	1.7%
Services Received From Program Meet My Needs (1999-2001: Activities offered match my interests)	70.4%	71.8%	86.4%	4.6%	2.4%	1.7%
Caregivers Treated Them with Respect and Courtesy (1999-2001: Offers enough services to meet my needs)	83.3%	84.7%	93.8%	3.8%	1.8%	.94%
Know Whom to Contact with Complaints or Requests	86.2%	76.7%	84.0%	6.3%	6.3%	8.5%
Program Provides Services When Needed (1999-2001: Able to afford all the hours my family and I need)	80.0%	67.0%	86.8%	12.1%	6.4%	2.9%
Total Yearly Average	79.5%	77.2%	87.7%	5.9%	4.0%	3.1%

Note: Because of changes to question wording, statistical testing between years performed only on “respect and courtesy” element.

In 2002, several changes were made to questions asked of Adult Day Center participants. These changes were intended to provide uniformity in service element satisfaction questions across programs. Following is a chart that details changes to question wording.

1999-2001 Question	2002 Question
A. The days and hours that the Adult Day Center is open fits my needs.	A. I am satisfied with the quality of the services I receive from the Adult Day Program.
B. The activities offered at my Adult Day Center match my interests.	B. The services I receive from the Adult Day Program meet my needs.
C. The Adult Day Center offers enough services to suit my needs. For example, nursing, physical therapy, personal care, and meals.	C. My caregivers in the Adult Day Program treat me with respect and courtesy.
D. I know who to contact if I have a complaint about Adult Day Center or if I need more help from the program.	D. I know who to contact if I have a complaint about the Adult Day Program or if I need more help from the Adult Day Program.
E. I am able to afford all the hours of Adult Day Center that my family and I need.	E. The Adult Day Program provides services to me when and where I need them.

With the exception of question D, which did not change, comparisons to survey results in prior years were not performed.

In 2002, consumer satisfaction varied 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. On average, 2002 survey results indicated a trend toward slightly higher levels of consumer satisfaction for the Adult Day Center Program in Caledonia, Rutland, and Chittenden/Grand Isle. Consumers in these areas more frequently rated aspects of the Adult Day Center Program as “always” or “almost always” satisfactory than consumers statewide.

A. Satisfaction with Quality of Services

Nearly 87% of consumers statewide who participated in the Adult Day Center Program indicated they were “always” or “almost always” satisfied with the quality of the services they received (Chart 6.1). Consumers in Caledonia and Chittenden/Grand Isle were significantly more likely to indicate that they were “always” or “almost always” satisfied with this aspect of the program than consumers across the state. In these counties, 100% of consumers reported being “always” or “almost always” satisfied with the quality of the services they received.

Note: Because of changes in question wording, statistical tests between survey years were not performed.

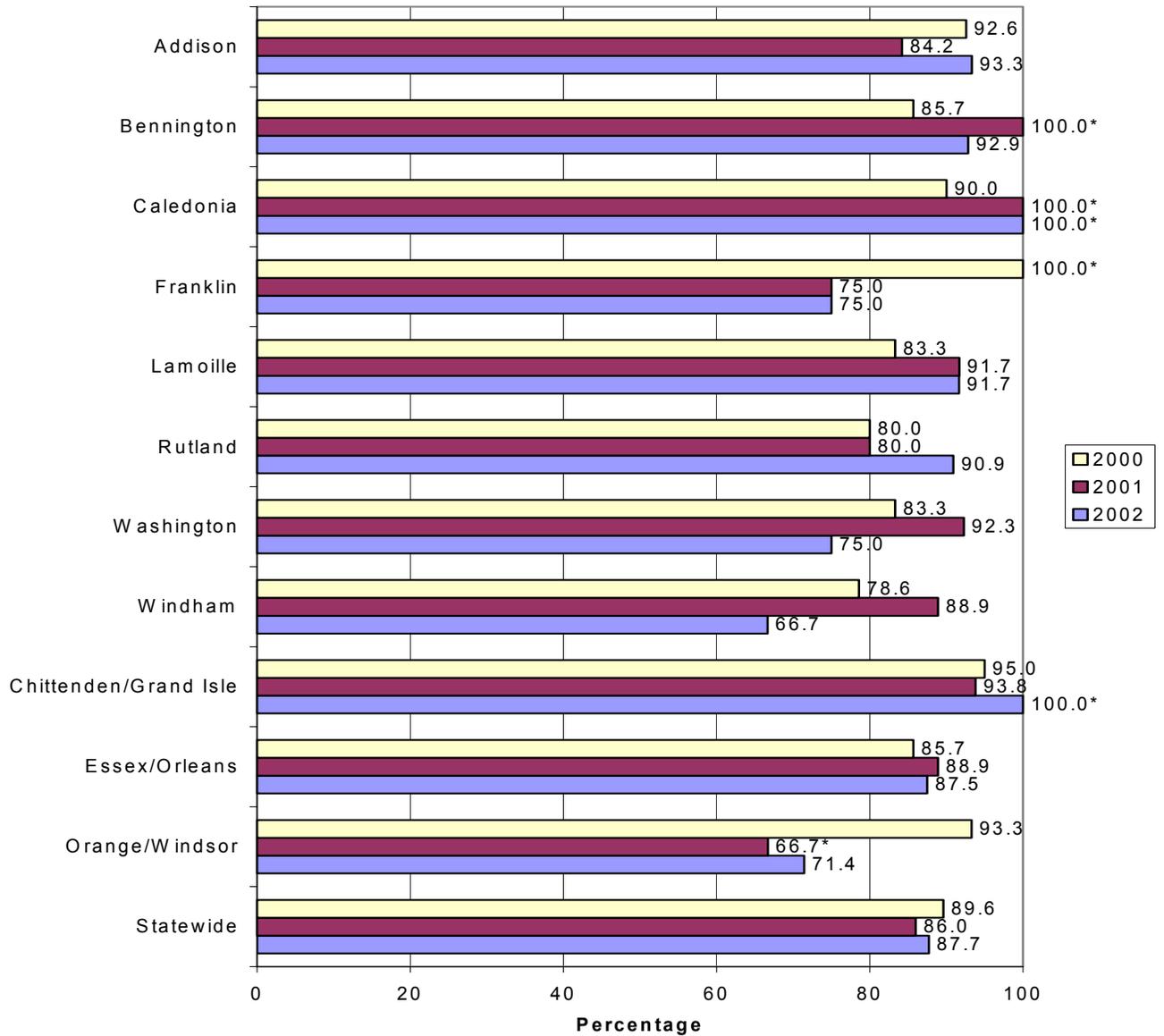
Figure 6.2: Satisfaction with Quality of Services

12A. I am satisfied with the quality of the services I receive from the Adult Day Program. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	74.1/d	65.8/c	80.0/c	18.5/c	18.4/c	13.3/c	7.4/b	5.3/b	6.7/b	0.0/a	0.0/a	0.0/a	0.0/a	2.6/a	0.0/a
Bennington	64.3/e	66.7/e	57.1/f	21.4/d	33.3/e	35.7/e	14.3/d	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Caledonia	70.0/e	85.7/c*	75.0/f	20.0/e	14.3/c	25.0/f	10.0/d	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Franklin	69.2/e	58.3/f	50.0/h	30.8/e	16.7/d	25.0/g	0.0/a	0.0/a*	12.5/e	0.0/a	0.0/a	0.0/a	0.0/a	8.3/c	0.0/a
Lamoille	66.7/e	75.0/e	83.3/e	16.7/d	16.7/d	8.3/c	11.1/c	8.3/c	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Rutland	40.0/i	60.0/l	72.7f	40.0/i	20.0/h	18.2/e	20.0/h	0.0/a*	9.1/d	0.0/a	0.0/a	0.0/a	0.0/a	20.0/h	0.0/a
Washington	50.0/f	84.6/d	50.0/h	33.3/f	7.7/c	25.0/g	0.0/a	0.0/a*	25.0/g	8.3/d	0.0/a	0.0/a	8.3/d	7.7/c	0.0/a
Windham	35.7/e*	66.7/f	44.4/g	42.9/f	22.2/f	22.2/f	21.4/e	0.0/a*	22.2/f	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Chittenden/ Grand Isle	70.0/e	87.5/d*	62.5/h	25.0/d	6.3/c	37.5/h	0.0/a	0.0/a*	0.0/a*	5.0/b	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a
Essex/ Orleans	71.4/g	77.8/e	50.0/h	14.3/e	11.1/d	37.5/g	14.3/e	0.0/a*	12.5/e	0.0/a	11.1/d	0.0/a	0.0/a	0.0/a*	0.0/a
Orange/ Windsor	46.7/f	44.4/e*	71.4/h	46.7/f	22.2/d	0.0/a*	0.0/a	11.1/c	14.3/f	0.0/a	0.0/a	14.3/f	0.0/a	0.0/a*	0.0/a
Statewide	61.6/b	69.3/b	67.5/b	28.0/b	16.7/a	20.2b	6.6/a	3.3/a	8.3a	1.7/a	.48/a	1.7/a	0.8/a	2.7/a	0.0/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 5%

Chart 6.1: Percentage of Adult Day Center Program Consumers Who Indicated They Were "Always" or "Almost Always" Satisfied with the Quality of the Services



* Indicates statistical difference from statewide average at 5% in that year

B. Degree to Which Services Met Consumer Needs

In 2002, 86.4% of consumers statewide in the Adult Day Center Program indicated that services offered by the program “always” or “almost always” met their needs (Chart 6.2). A significantly higher percentage of consumers in Caledonia (83.3%) reported that services “always” met their needs than the statewide average (61.4%) (Figure 6.3). When combined with those who felt that services “almost always” met their needs, the result in Caledonia (100%) was also significantly greater than the statewide average (86.4%) (Chart 6.2).

Note: Because of changes in question wording, statistical tests between survey years were not performed.

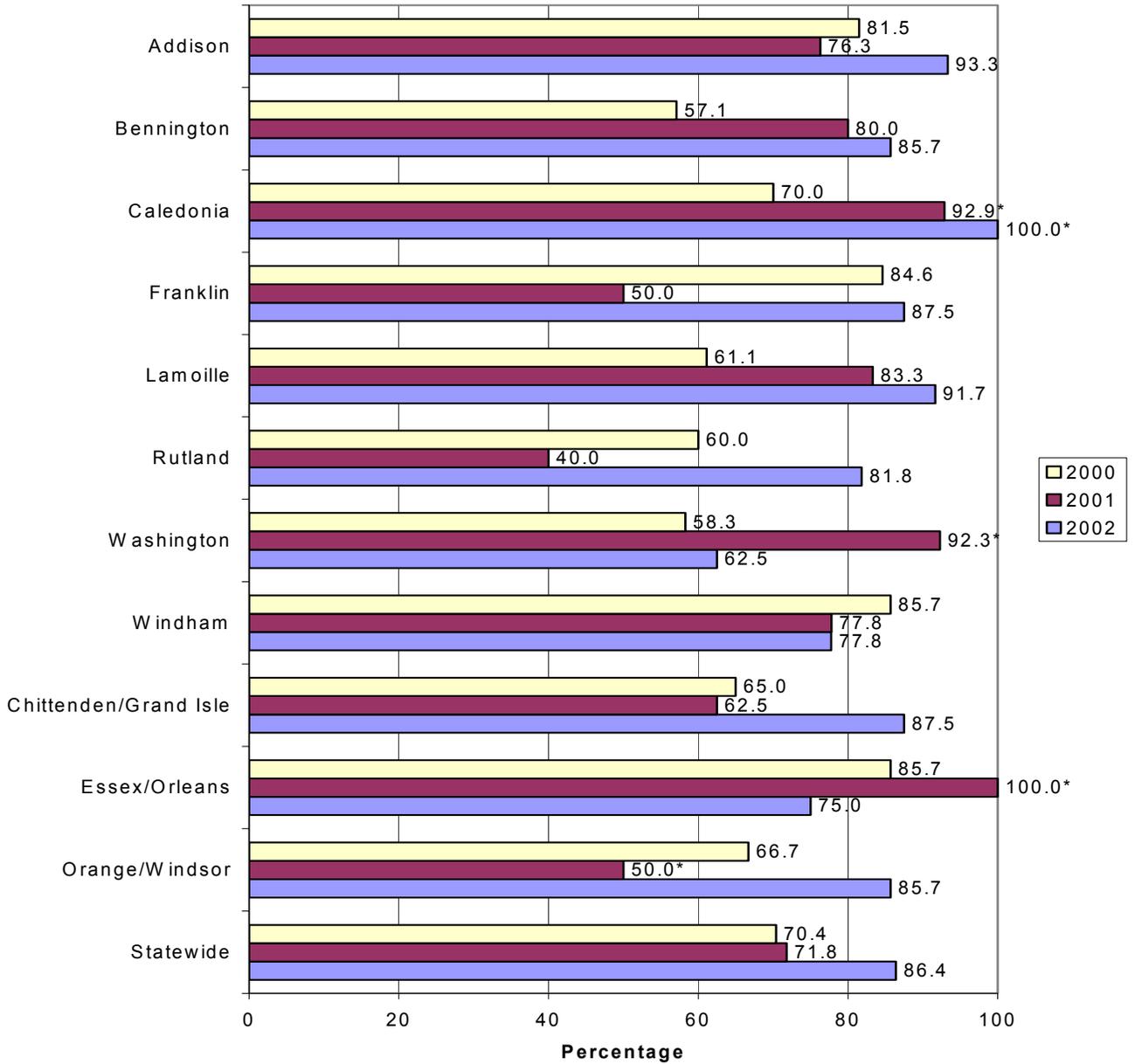
Figure 6.3: Satisfaction with Degree that Services Meet Needs

12B. The services I receive from the Adult Day Program meet my needs. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	48.2/d	55.3/c	66.7/d	33.3/d	21.1/c	26.7/d	14.8/c	10.5/b	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	3.3/b
Bennington	21.4/d*	33.3/e	50.0/f	35.7/e	46.7/e*	35.7/e	35.7/e	20.0/d	0.0/a*	0.0/a	0.0/a*	0.0/a	7.4/c	0.0/a	0.0/a
Caledonia	50.0/f	42.9/e	83.3/e*	20.0/e	50.0/e*	16.7/e	20.0/e	0.0/a*	0.0/a*	10.0/d	7.1/c	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	61.5/f	41.7/f	62.5/g	23.1/e	8.3/c	25.0/g	7.8/c*	33.3/f	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a
Lamoille	44.4/e	66.7/e	75.0/e	16.7/d	16.7/d	16.7/e	33.3/e	16.7/d	0.0/a*	0.0/a	0.0/a*	0.0/a	5.6/b	0.0/a	0.0/a
Rutland	40.0/i	40.0/i	54.6/g	20.0/h	0.0*	27.3/f	20.0/h	0.0/a*	18.2/e	0.0/a	20.0/h	0.0/a	20.0/h	20.0/h	0.0/a
Washington	41.7/f	69.2/e	50.0/h	16.7/e	23.1/e	12.5/e	16.7/e	7.7/c	25.0/g	8.3/d	0.0/a*	12.5/e	0.0/a	0.0/a	0.0/a
Windham	50.0/f	66.7/f	44.4/g	35.7/e	11.1/d	33.3/g	14.3/d	0.0/a*	11.1/d	0.0/a	11.1/d	0.0/a	0.0/a	0.0/a	0.0/a
Chittenden/ Grand Isle	55.0/e	50.0/f	62.5/h	10.0/c*	12.5/d	25.0/g	30.0/e	31.2/e	12.5/e	5.0/b	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a
Essex/ Orleans	71.4/g	66.7/f	50.0/h	14.3/e	33.3/f	25.0/g	14.3/e	0.0/a*	25.0/g	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	33.3/e	27.8/e*	57.1/h	33.3/e	22.2/d	28.6/h	20.0/e	22.2/d	14.3/f	6.7/c	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a
Statewide	46.4/b	50.3/b	61.4/b	24.0/b	21.6/a	25.0/b	21.4/a	15.3/a	8.3/a	1.7/a	1.7/a	.94/a	1.7/a	.73/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=13-14%; /h=15-17%; /i=18-20%; /j >20%
 * Indicates statistical difference from statewide average at 5%

Chart 6.2: Percentage of Consumers Who Indicated That the Services Provided by the Adult Day Centers Program "Always" or "Almost Always" Met Their Needs



* Indicates statistical difference from statewide average at 5% in that year

C. Respectfulness and Courtesy of Adult Day Center Caregivers

Nearly 94% of consumers in the Adult Day Center Program surveyed in 2002 reported that their caregivers “always” or “almost always” treated them with respect and courtesy (Chart 6.3). In four counties or regions, 100% of consumers felt this way: Caledonia, Rutland, Chittenden/Grand Isle, and Essex/Orleans. However, of those who reported that caregivers “always” treated them with respect and courtesy, results in Windham (55.6%) were significantly less than the statewide average (87.4%) (Figure 6.4).

Note: Because of changes in question wording, statistical tests between survey years were not performed.

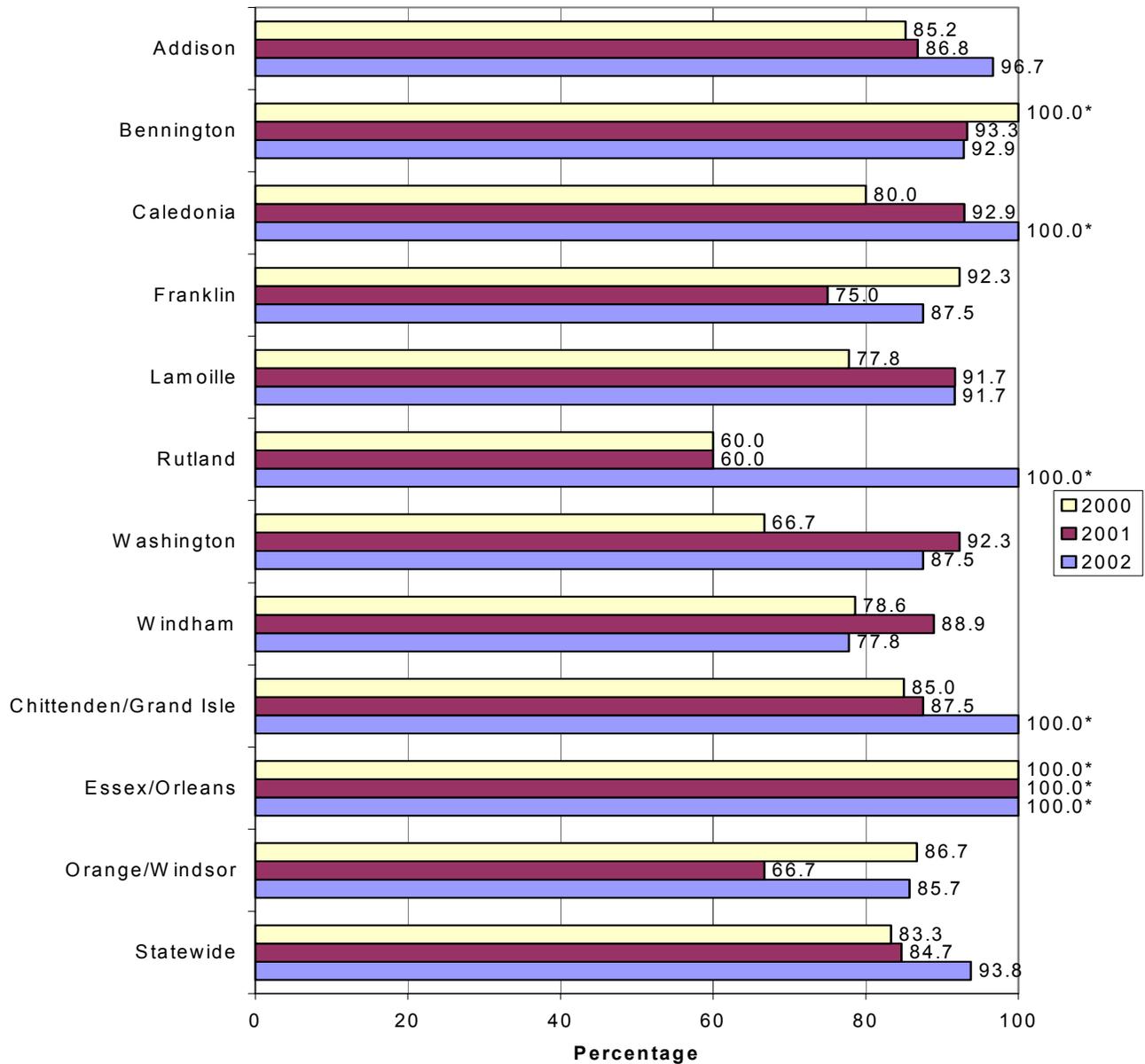
Figure 6.4: Respect and Courtesy shown by Adult Day Program Caregivers

12C. My caregivers in the Adult Day Program treat me with respect and courtesy. Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	66.7/d	81.6/c	90.0/b	18.5/c	5.3/b*	6.7/b	7.4/b	5.3/b	3.3/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Bennington	71.4/e	60.0/e	78.6/e	28.6/e	33.3/e*	14.3/d	0.0/a	6.7/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Caledonia	60.0/f	78.6/d	100.0/a*	20.0/e	14.3/c	0.0/a*	10.0/d	0.0/a*	0.0/a	0.0/a	7.1/c	0.0/a	0.0/a	0.0/a	0.0/a
Franklin	84.6/d*	50.0/f	87.5/e	7.7/c	25.0/e	0.0/a*	7.7/c	8.3/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Lamoille	66.7/e	91.7/c*	91.7/c	11.1/c	0.0/a*	0.0/a*	22.2/d	8.3/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Rutland	40.0/i	60.0/l	90.9/d	20.0/h	0.0/a*	9.1/d	20.0/h	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	20.0/h	20.0/h	0.0/a
Washington	50.0/f	53.9/f	87.5/e	16.7/e	38.5/f*	0.0/a*	16.7/e	0.0/a*	0.0/a	8.3/d	7.7/c	12.5/e	8.3/d	0.0/a	0.0/a
Windham	57.1/f	66.7/f	55.6/g*	21.4/e	22.2/f	22.2/f	14.3/d	0.0/a*	11.1/d	7.4/c	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Chittenden/ Grand Isle	70.0/e	68.8/e	87.5/e	15.0/d	18.8/d	12.5/e	5.0/b	6.3/c	0.0/a	5.0/b	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Essex/ Orleans	100.0*	88.9/d*	87.5/e	0.0/a	11.1/d	12.5/e	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Orange/ Windsor	73.3/e	55.6/e	85.7/f	13.3/d	11.1/c	0.0/a*	13.3/d	5.6/b	14.3/f	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a	0.0/a
Statewide	67.3/b	69.7/b	87.4/b	16.1/a	15.0/a	6.4/a	10.2/a	4.5/a	3.0/a	2.2/a	1.1/a	.94/a	1.5/a	.73/a	0.0/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 5%

Chart 6.3: Percentage of Consumers Who Indicated they were "Always" or "Almost Always" Shown Respect and Courtesy by the Adult Day Center Programs Caregivers



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

D. Knowledge of Whom to Contact with Complaints or Requests

In 2002, 84% of consumers who participated in the Adult Day Center Program indicated that they “always” or “almost always” knew whom to contact if they had a complaint or if they needed more help from the program (Chart 6.4). This percentage is not statistically different from the percentage of consumers who were asked the same question in 2000 (74.4%) and 2001 (76.3%). Consumers in Caledonia (100%) and Rutland (90.9%) were more likely than consumers across the state to indicate that they “always” or “almost always” knew whom to contact – both significant increases from 2000 results (66.7% and 40%, respectively). In Rutland, this result was also a significant increase from 2001 (50.0%).

The percent of consumers in Windham (55.6%) who reported that they “always” or “almost always” knew whom to contact is significantly lower than the statewide average (84.0%), and represents a steep decrease from 2000 and 2001 (both 85.7%) — the 2002 result is significantly different from the 2000 result.

While the percent of consumers in Lamoille (75.0%) who felt that they “always” or “almost always” knew whom to contact was not different than the statewide average, it represents a significant drop from 2001 levels (100%), but is similar to findings in 2000 (81.3%).

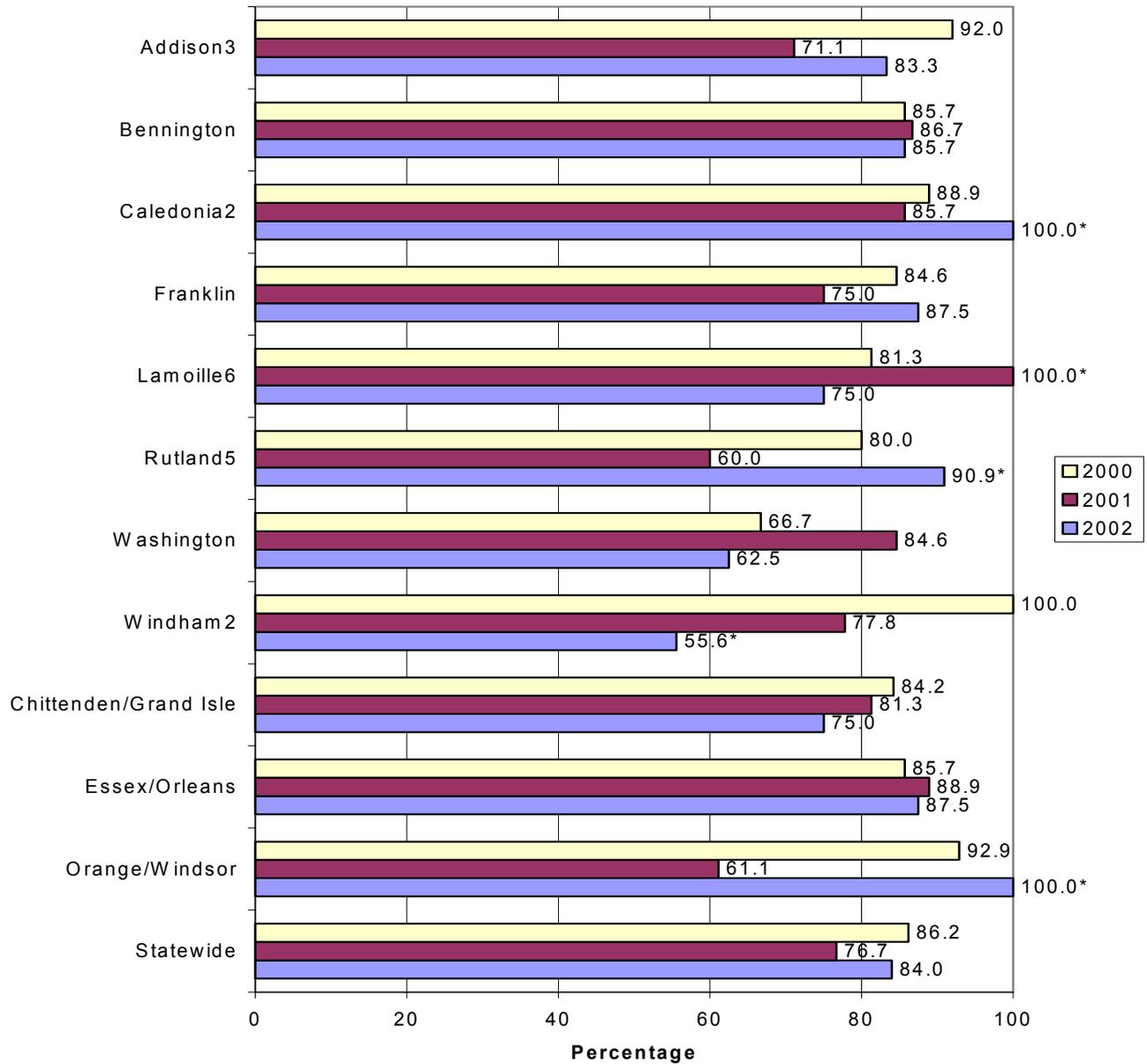
Figure 6.5: Knowledge of Whom to Contact with Complaints or Requests

12D. I know who to contact if I have a complaint about the Adult Day Program or if I need more help from the Adult Day Program.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	84.0/c	57.9/c	63.3/d	8.0/b	13.2/b	20.0/c	0.0/a	5.3/c	3.3/a	0.0/a	0.0/a	0.0/a	8.0/b	7.9/d	6.7/b
Bennington	78.6/d	73.3/d	64.3/e	7.1/b	13.3/c	21.4/e	14.3/d	6.7/b	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	6.7/b	7.1/c
Caledonia	66.7/f	71.4/d	91.7/d*	22.2/e	14.3/c	8.3/d	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	11.1/d	7.1/c	0.0/a*
Franklin	69.2/e	50.0/f	62.5/g	15.4/d	25.0/e	25.0/g	0.0/a	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	15.4/d	8.3/c	0.0/a*
Lamoille	81.3/d	100.0/a*	75.0/e	0.0/a	0.0/a*	0.0/a*	6.3/b	0.0/a*	0.0/a*	12.5/c	0.0/a	0.0/a	0.0/a	0.0/a*	0.0/a*
Rutland	40.0/i	40.0/i	90.9/d*	40.0/i	20.0/h	0.0/a*	20.0/h	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	20.0/h	0.0/a*
Washington	50.0/f	76.9/e	62.5/h	16.7/e	7.7/c	0.0/a*	25.0/f	0.0/a*	0.0/a*	8.3/d	7.7/c	12.5/e	0.0/a	0.0/a*	25.0/g
Windham	85.7/d	66.7/f	44.4/g	14.3/d	11.1/d	11.1/d	0.0/a	0.0/a*	22.2/f	0.0/a	0.0/a	11.1/d	0.0/a	0.0/a*	0.0/a*
Chittenden/ Grand Isle	73.7/e	75.0/e	62.5/h	10.5/c	6.3/c	12.5/e	5.3/b	6.3/c	0.0/a*	0.0/a	0.0/a	0.0/a	10.5/c	6.3/c	25.0/g
Essex/ Orleans	85.7/e	66.7/f	87.5/e	0.0/a	22.2/e	0.0/a*	14.3/e	0.0/a*	0.0/a*	0.0/a	0.0/a	0.0/a	0.0/a	11.1/d	12.5/e
Orange/ Windsor	78.6/e	61.1/e	85.7/f	14.3/d	0.0/a*	14.3/f	0.0/a	5.6/b	0.0/a*	0.0/a	0.0/a	0.0/a	7.1/c	0.0/a*	0.0/a*
Statewide	74.4/b	66.0/b	72.3/b	11.8/a	10.7/a	11.7/a	6.3/a	3.5/a	1.8/a	1.9/a	.65/a	1.5/a	5.7/a	5.6/a	7.0/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 5%

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 5% in that year

- 1 Indicates statistical difference between 2001 and 2002
- 2 Indicates statistical difference between 2000 and 2002
- 3 Indicates statistical difference between 2000 and 2001
- 4 Indicates statistical difference between 2000, 2001 and 2002
- 5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002
- 6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002
- 7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

E. Meeting Consumer Needs When and Where Necessary

Nearly 87% of consumers participating in the Adult Day Program felt that the program “always” or “almost always” provided services to them when and where they were needed (Chart 6.5%). Compared to their peers across the state, consumers in Caledonia (100%) were significantly more likely to report that the program “always” or “almost always” provided services to them when and where they were needed.

Note: Because of changes in question wording, statistical tests between survey years were not performed.

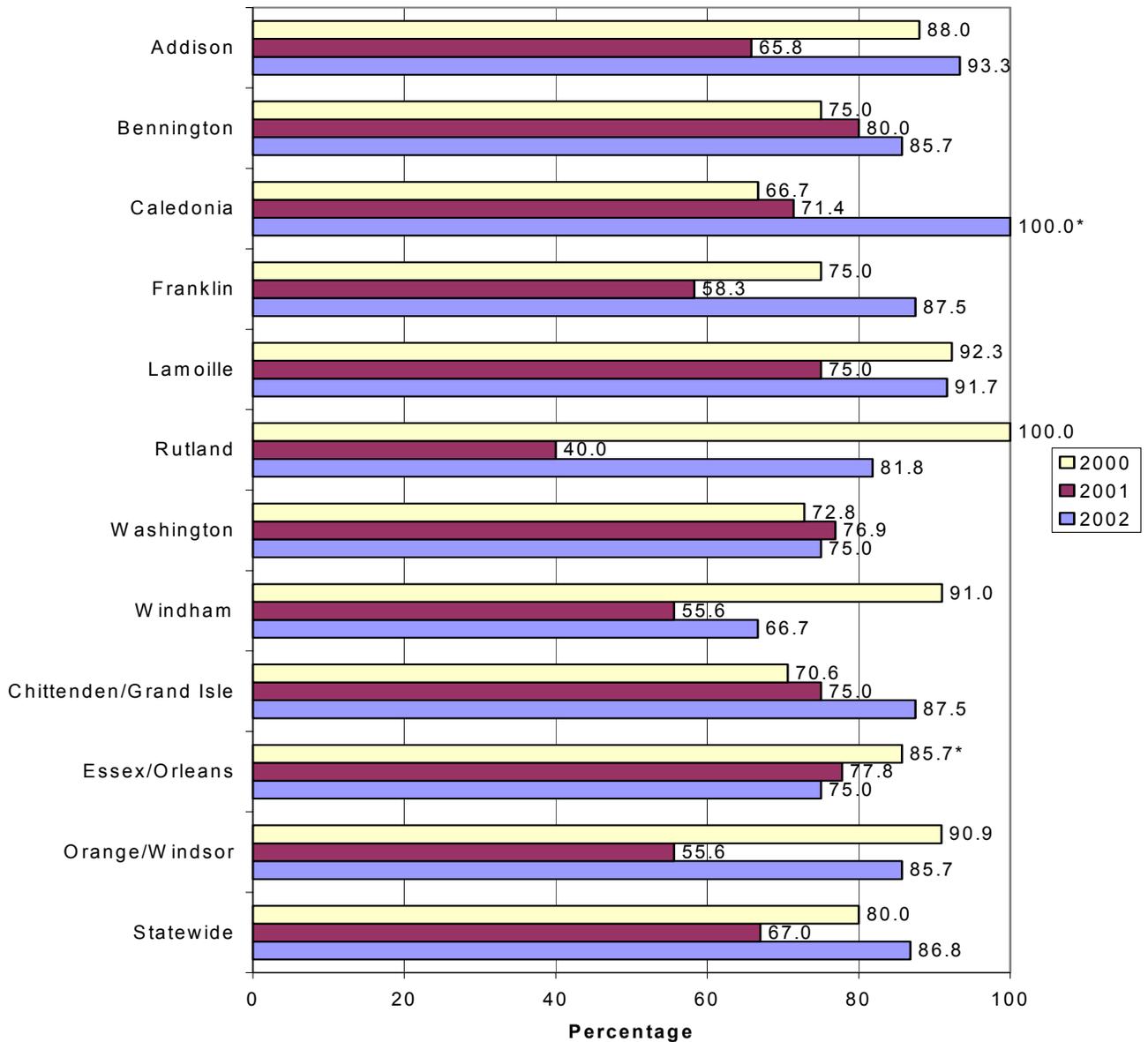
Figure 6.6: Provides Services when and where needed

12E. The Adult Day Program provides services to me when and where I need them.
Would you say:

	Always			Almost Always			Sometimes			Seldom			Never		
	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
Addison	64.0/d	47.4/c	73.3/d	24.0/d	18.4/c	20.0/c	8.0/b	10.5/b	0.0/a*	0.0/a	2.6/a	0.0/a	4.0/b	2.6/a	3.3/a
Bennington	66.7/f	53.3/e	64.3/e	8.3/c	26.7/d	21.4/e	0.0/a	0.0/a*	7.1/c	8.3/c	0.0/a*	0.0/a	16.7/d	0.0/a*	0.0/a
Caledonia	55.6/f	64.3/e	83.3/e	11.1/d	7.1/c	16.7/e	11.1/d	7.1/c	0.0/a*	11.1/d	0.0/a*	0.0/a	11.1/d	14.3/c	0.0/a
Franklin	75.0/e	33.3/f	62.5/g	0.0/a	25.0/e	25.0/g	16.7/d	8.3/c	0.0/a*	8.3/c	0.0/a*	0.0/a	0.0/a	8.3/c	0.0/a
Lamoille	76.9/e	58.3/e	83.3/e	15.4/d	16.7/d	8.3/c	7.7/c	8.3/c	0.0/a*	0.0/a	0.0/a*	0.0/a	0.0/a	0.0/a*	0.0/a
Rutland	50.0/i	40.0/j	63.6/g	50.0/l*	0.0/a*	18.2/e	0.0/a	20.0/h	9.1/d	0.0/a	0.0/a*	0.0/a	0.0/a	20.0/h	0.0/a
Washington	54.6/g	76.9/e*	62.5/h	18.2/e	0.0/a*	12.5/e	9.1/d	0.0/a*	0.0/a*	9.1/d	7.7/c	12.5/e	9.1/d	0.0*	0.0/a
Windham	54.6/f	44.4/g	55.6/g	36.4/f	11.1/d	11.1/d	9.1/d	11.1/d	11.1/d	0.0/a	0.0/a*	0.0/a	0.0/a	11.1/d	0.0/a
Chittenden/ Grand Isle	64.7/e	62.5/e	50.0/h	5.9/c	12.5/d	37.5/h	25.5/e	0.0/a*	0.0/a*	0.0/a	0.0/a*	0.0/a	5.9/c	0.0/a*	12.5/e
Essex/ Orleans	85.7/e*	55.6/f	62.5/g	0.0/a	22.2/e	12.5/e	14.3/e	0.0/a*	12.5/e	0.0/a	22.2/e	0.0/a	0.0/a	0.0/a*	0.0/a
Orange/ Windsor	63.6/f	44.4/e	71.4/h	27.3/f	11.1/c	14.3/f	0.0/a	5.6/b	14.3/f	0.0/a	0.0/a*	0.0/a	9.1/d	5.6/b	0.0/a
Statewide	64.5/b	52.6/b	68.1/b	15.5/a	14.4/a	18.7/b	12.1/a	6.3/a	4.3/a	2.5/a	2.3/a	.94/a	5.4/a	4.1/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 5%

Chart 6.5: Percentage of Consumers Who Indicated The Adult Day Centers Program "Always" or "Almost Always" Provided Service When and Where They Need Them



* Indicates statistical difference from statewide average at 5% in that year

1 Indicates statistical difference between 2001 and 2002

2 Indicates statistical difference between 2000 and 2002

3 Indicates statistical difference between 2000 and 2001

4 Indicates statistical difference between 2000, 2001 and 2002

5 Indicates statistical difference between 2000 and 2002 and also 2001 and 2002

6 Indicates statistical difference between 2000 and 2001 and also 2001 and 2002

7 Indicates statistical difference between 2000 and 2001 and also 2000 and 2002

APPENDIX A: SURVEY METHODOLOGY

I. SURVEY QUESTIONNAIRE

The 2002 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 2002 survey instrument was identical to that administered in 2001, with two exceptions. First, the wording of four of the five program-specific questions asked of Adult Day Participants changed in 2002. The changes to this section of the survey were intended to provide uniformity in service element satisfaction questions across programs. In addition, the 2002 survey contained additional questions asked of participants in the Home Delivered Meals Program (questions 13-20). Results of these questions are presented in a separate report.

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 2002, 6.3% (28 of 447 cases) of surveys were completed with 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 regional 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 fall of 2002.

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 to 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:

$$W_i = W_{1i} W_{2i} = \frac{N_i}{r_i}$$

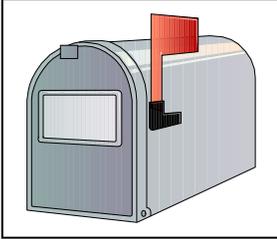
IV. SURVEY ANALYSIS

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



2002 Survey of Vermonters Who Use Long-Term Care Services and Programs

The Vermont Department of Aging and Disabilities is very interested in hearing your opinions and experiences with the long-term care programs you use and the services you receive. The information you provide in 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 the past, from a long-term care program, such as Adult Day Programs, Medicaid Waiver Services, Homemaker Services, Attendant Services, or Home Delivered Meals.

You can be assured that all of your responses to this survey will be strictly confidential. **Your answers will never be shared with your caregivers, program staff, or anyone else associated with your care or services.** Please answer the survey questions truthfully and to the best of your abilities. There are *no right or wrong answers* to these questions.

If you need help with answering these questions, you may ask someone to help you complete this survey. ***If you prefer, you may also call a special toll-free number, (800) 639-2030, to complete the survey over the telephone or to receive help completing the survey.*** Remember, it is important that you share *your* opinions and experiences in this survey!

The State of Vermont thanks you for your help with this important study. Your participation will help us to better serve the people who use long-term care programs and services!

1. Who is completing this survey? (Circle one answer.)

- 1The person who receives the services or care.
- 2Someone acting on behalf of the person receiving services.
(Please respond to the following questions in terms of the person who receives the services or care.)

2. Are you: (Circle one answer.)

- 1A man
- 2A woman

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

3. For this question, 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, try to think about your experiences with all of the programs as a group.

Please give each of the following aspects of your care a letter grade using this scale:

A = Excellent B = Good C = Average D = Poor F = Unsatisfactory

Please place an X in the box that best describes your opinion. If a question does not pertain to the kind of service or help you receive, you may leave the question blank.

	A <i>Excellent</i>	B <i>Good</i>	C <i>Average</i>	D <i>Poor</i>	F <i>Unsatis.</i>
A. The amount of choice and control you had when you planned the services or care you would receive.					
B. The overall quality of the help you receive.					
C. The timeliness of your services. <i>For example, did your services start when you needed them?</i>					
D. When you receive your services or care. <i>For example, do they fit with your schedule?</i>					
E. The communication between you and the people who help you.					
F. The reliability of the people who help you. <i>For example, do they show up when they are supposed to be there?</i>					
G. The degree to which the services meet your needs .					
H. How well problems or concerns you have with your care are taken care of.					
I. The courtesy of those who help you.					
J. How well people listen to your needs and preferences.					

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

4. For what you pay for the services you receive, do you find them a good value?
(Circle one answer.)

1YES

2NO

5. Would you say the help you have received has made your life: (Circle one answer.)

1MUCH BETTER

2SOMEWHAT BETTER

3ABOUT THE SAME

4SOMEWHAT WORSE

5MUCH WORSE

6. How easy would it be for you to stay in your home if you didn't receive services?
(Circle one answer.)

1VERY EASY

2EASY

3ABOUT THE SAME

4DIFFICULT

5VERY DIFFICULT

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

7. The following statements refer to how you feel about your life now. Place an X in the box that describes your opinion about each statement.

	Yes	Somewhat	No
A. I feel safe in the home where I live.			
B. I feel safe out in my community.			
C. I can get where I need or want to go.			
D. I can get around inside my home as much as I need to.			
E. I am satisfied with how I spend my free time.			
F. I am satisfied with the amount of contact I have with my family and friends.			
G. I have someone I can count on in an emergency.			
H. I feel satisfied with my social life and with my connection to my community.			
I. I am concerned that I don't have enough money for the essentials.			
J. I feel valued and respected.			
K. I am concerned that some day I may have to go to a nursing home.			

8. Place an X in the box that describes your opinion.

	A <i>Excellent</i>	B <i>Good</i>	C <i>Average</i>	D <i>Poor</i>	F <i>Unsatis.</i>
A. Overall, how would you rate your quality of life?					

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

For the next few questions, we would like you to think about the services you receive from each one of the state-sponsored programs in which you participate. Please skip the questions relating to any program in which you DO NOT participate.

For each of the questions, place an **X** in the box that best describes your opinion about the following statements by telling us whether the statement is ***always, almost always, sometimes, seldom, or never*** true.

9. Please answer the following questions if you participate in the ATTENDANT SERVICES PROGRAM. The Attendant Services Program provides assistance with personal care for adults with disabilities. Participants hire, train, and supervise their attendants.

If you do not participate in the Attendant Services Program, skip to Question 10 on the next page.

	Always	Almost Always	Some-times	Seldom	Never
A. I am satisfied with the quality of the services I receive from the Attendant Services Program.					
B. The services I receive from the Attendant Services Program meet my needs.					
C. My caregivers in the Attendant Services Program treat me with respect and courtesy.					
D. I know who to contact if I have a complaint about the Attendant Services Program or if I need more help from the program.					
E. The Attendant Services Program provides services to me when and where I need them.					

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

- 10.** Please answer the following question if you participate in the **HOMEMAKER** 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. **If you do not participate in the HOMEMAKER program, skip to Question 11.**

	Always	Almost Always	Some-times	Seldom	Never
A. I am satisfied with the quality of the services I receive from the Homemaker program.					
B. The services I receive from the Homemaker program meet my needs.					
C. My caregivers in the Homemaker program treat me with respect and courtesy.					
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.					
E. The Homemaker program provides services to me when and where I need them.					

- 11.** Please answer the following question if you participate in the **MEDICAID WAIVER PROGRAM (MWP)**. 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. **If you do not participate in the Medicaid Waiver Program, skip to Question 12 on the next page.**

	Always	Almost Always	Some-times	Seldom	Never
A. I am satisfied with the quality of the services I receive from the Medicaid Waiver Program (MWP).					
B. The services I receive from the MWP meet my needs.					
C. My caregivers in the MWP treat me with respect and courtesy.					
D. I know who to contact if I have a complaint about the MWP or if I need more help from the MWP.					
E. The MWP provides services to me when and where I need them.					

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

12. Please answer the following question if you participate in the ADULT DAY CENTER PROGRAM. Adult Day Centers provide programs for adults with cognitive or physical disabilities including activities, social interaction, meals and personal and health screening. **If you do not participate in the Adult Day Centers Program, skip to Question 13 on the next page.**

	Always	Almost Always	Some-times	Seldom	Never
A. I am satisfied with the quality of the services I receive from the Adult Day Program.					
B. The services I receive from the Adult Day Program meet my needs.					
C. My caregivers in the Adult Day Program treat me with respect and courtesy.					
D. I know who to contact if I have a complaint about the Adult Day Program or if I need more help from the Adult Day Program.					
E. The Adult Day Program provides services to me when and where I need them.					

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

The following series of questions are about your experience with the HOME DELIVERED MEALS PROGRAM, or MEALS ON WHEELS. The Home Delivered Meals program provides nourishing meals to seniors in their homes who are unable to attend a community meal site and who are experiencing food insecurity. **If you do not participate in the Home Delivered Meals Program, skip to Question 21 on page 12.**

13. Do you currently receive meals through the Home Delivered Meals Program?
(Circle one answer.)

- 1 YES (IF YES, continue to question 14 on the next page.)
- 2 NO (IF NO, please answer question 13A.)



13A. Did you receive meals through the Home Delivered Meals program in the past? (Circle one answer.)

- 1 YES (IF YES, please answer question 13B.)
- 2 NO (IF NO, please skip to question 14 on the next page.)

13B. Why did you stop receiving meals?
(Circle one answer.)

- 1 I didn't like the food.
- 2 The food didn't meet my special dietary needs.
- 3 The meals were delivered at an inconvenient time.
- 4 I receive meal help from another source (such as friends or family).
- 5 For another reason. (Please specify below.)

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

14. How long have you been receiving home delivered meals? (Circle one answer.)

- 1Less than 6 months
- 26 months to less than 1 year
- 31 year to less than 4 years
- 44 years or more

15. How many meals per week do you receive? (Please write the number in the space below.)

I receive _____ meals per week.

16. Please rate your opinion about each of the statements describing the meals from the HOME DELIVERED MEALS PROGRAM.

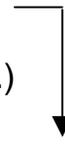
	Always	Almost Always	Some-times	Seldom	Never
A. The food tastes good.					
B. The food looks good.					
C. The meals provide a variety of foods.					
D. When the meal arrives, the hot food is hot.					
E. When the meal arrives, the cold food is cold.					
F. The meal is delivered on time.					

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

17. Do you have any health conditions that affect which foods you have been advised to eat?

1 YES (IF YES, please answer questions 17A and 17B.)

2 NO (IF NO, continue to question 18 on the next page.)



17A. Which health conditions have affected the foods you have been advised to eat? (Circle all that apply.)

- 1Diabetes (you have "sugar")
- 2Heart Disease
- 3High Blood Pressure
- 4Lactose Intolerance
- 5Kidney Disease
- 6Other _____

17B. How often do foods offered through the Home Delivered Meals Program meet your specific dietary needs? (Circle one answer.)

- 1Always
- 2Almost Always
- 3Sometimes
- 4Seldom
- 5Never

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

18. To what degree do you feel that home delivered meals have improved your quality of life?
(Circle one answer.)

- 1A lot
- 2Somewhat
- 3A little
- 4Not at all

19. Do you participate in any of the following programs? (Check one column for each program.)

	Yes, I participate	No, I do not participate	I have not heard of this program
A. Commodity Supplemental Food Program (CSFP)			
B. Senior Farmer's Market Nutrition Program			
C. Food Stamps			
D. SHARE New England			
E. Local Food Shelf			
F. Local Soup Kitchen			

20. Do you receive food assistance from any other program or source not mentioned above?
(Please write your answer in the space below.)

2002 Survey of Vermonters Who Use Long-Term Care Programs and Services

- 21.** 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 provide your name, telephone number, and brief description of your concern. (Please print.)

Name:

Telephone: (802)

Brief description of worry or concern:

- 22.** 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. (Please write your answer in the space below.)

- 23.** Do you have any comments you would like to make about the help you receive? (Please write your answer in the space below.)

Thank you for completing the survey! Please place the survey in the postage-paid envelope it came with, and mail the envelope.

APPENDIX C: WEIGHTED SURVEY FREQUENCIES

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