

# 2015 Vermont Long-Term Care Consumer Survey Report

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Department of Disabilities, Aging & Independent Living  
Agency of Human Services

**Prepared By:**



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## Table of Contents

<b>A. Executive Summary .....</b>	<b>1</b>
<b>B. Background and Introduction .....</b>	<b>3</b>
<b>C. Survey Methodology .....</b>	<b>4</b>
1. Consumer Survey and Population .....	4
2. Survey Protocol.....	4
3. Response Rate .....	4
4. Sample Characteristics.....	4
5. Post-Stratification Weighting.....	5
6. Statistical Testing.....	6
<b>D. Key Findings .....</b>	<b>7</b>
1. Sources of Information and Familiarity with Programs .....	7
2. Trend Comparisons – Select Overall Ratings and Quality of Life Items .....	7
3. Overall Ratings of Quality.....	8
4. Case Manager.....	10
5. Quality Ratings of Individual Programs .....	11
6. Quality and Service Improvement.....	16
7. Quality of Life Improvement .....	18
<b>E. Detailed Findings with Trending Comparisons .....</b>	<b>20</b>
1. Proxy Respondents .....	20
2. Information and Awareness of LTC Programs.....	23
2.1. Responses by Program.....	26
2.2. Responses by County.....	32
3. General Ratings of Services .....	38
3.1. Ratings of Long-Term Care Services .....	38
3.2. Agreement with Statements about Services.....	50
3.3. Ratings of Long-Term Care Services by Respondents to Survey ...	55
3.4. Open-Ended Comments .....	56
4. Improvement in Quality of Life .....	58
4.1. Improvement in Quality of Life by Program .....	59

4.2. <i>Improvement in Quality of Life by County</i> .....	61
5. <i>Quality of Life Measures</i> .....	62
5.1. <i>Quality of Life Measures by Program</i> .....	70
5.2. <i>Quality of Life Measures by County</i> .....	81
6. <i>Health Status</i> .....	90
6.1. <i>Health Status by Program</i> .....	91
6.2. <i>Health Status by County</i> .....	93
7. <i>Case Management</i> .....	95
7.1. <i>Case Management by Program</i> .....	98
7.2. <i>Case Management by CFC Case Management Agency</i> .....	102
7.3. <i>Ratings of Case Manager by Respondents to Survey</i> .....	106
8. <i>Attendant Services Program</i> .....	107
8.1. <i>Attendant Services Program by County</i> .....	110
8.2. <i>Ratings of Attendant Services Program by Respondents to Survey</i> 110	
8.3. <i>Problems with Attendant Services Program</i> .....	111
8.4. <i>Backup Plan</i> .....	111
8.5. <i>Open-Ended Comments</i> .....	112
9. <i>Choices for Care Personal Care Services</i> .....	114
9.1. <i>Choices for Care Personal Care Services by Service and Agency</i> ..... .....	117
9.2. <i>Choices for Care Personal Care Services by County</i> .....	121
9.3. <i>Ratings of Choices for Care Personal Care Services by         Respondents to Survey</i> .....	125
9.4. <i>Problems with Choices for Care Personal Care Services</i> .....	126
9.5. <i>Backup Plan</i> .....	126
9.6. <i>Open-Ended Comments</i> .....	127
10. <i>Flexible Choices</i> .....	129
10.1. <i>Flexible Choices by Need</i> .....	132
10.2. <i>Ratings of Flexible Choices by Respondents to Survey</i> .....	134

10.3. <i>Problems with Flexible Choices</i> .....	135
10.4. <i>Backup Plan</i> .....	135
10.5. <i>Open-Ended Comments</i> .....	136
11. <i>Homemaker Services</i> .....	138
11.1. <i>Homemaker Services by County</i> .....	141
11.2. <i>Ratings of Homemaker Services by Respondents to Survey</i> .....	145
11.3. <i>Problems with Homemaker Services</i> .....	146
11.4. <i>Open-Ended Comments</i> .....	146
12. <i>Adult Day Centers</i> .....	149
12.1. <i>Adult Day Centers by County</i> .....	152
12.2. <i>Ratings of Adult Day Centers by Respondents to Survey</i> .....	155
12.3. <i>Problems with Adult Day Centers</i> .....	156
12.4. <i>Open-Ended Comments</i> .....	156
13. <i>Home-Delivered Meals Program</i> .....	159
13.1 <i>Home-Delivered Meals Items by Need</i> .....	163
13.2. <i>Home-Delivered Meals Program by County</i> .....	164
13.3. <i>Ratings of Home Delivered Meals Program by Respondents to Survey</i> .....	170
13.4. <i>Problems with Home Delivered Meals Program</i> .....	171
13.5. <i>Open-Ended Comments</i> .....	171
14. <i>Additional Comments</i> .....	173
15. <i>Comparison to State-wide Measures</i> .....	174
<b>F. <i>Multivariate Analyses of 2015 Key Indicators</i></b> .....	<b>175</b>
1. <i>Quality of Life and Satisfaction Indices</i> .....	175
1.1. <i>Quality of Life and Satisfaction Indices by Year</i> .....	178
1.2. <i>Quality of Life and Satisfaction Indices by Gender</i> .....	179
1.3. <i>Quality of Life and Satisfaction Indices by Age</i> .....	180
1.4. <i>Quality of Life and Satisfaction Indices by Level of Need</i> .....	182
1.5. <i>Quality of Life and Satisfaction Indices by Program</i> .....	183
1.6. <i>Quality of Life and Satisfaction Indices by County</i> .....	186

2. Correlations Between Quality of Life Measures .....	189
<b>G. Quality Improvement Analysis and Recommendations .....</b>	<b>190</b>
1. Overall Choices for Care Program.....	191
1.1. Overall Value of Services Received.....	191
2. Case Management Services .....	192
2.1. Satisfaction with Case Manager .....	192
2.2. Recommendation of Case Manager .....	193
3. Attendant Services Program .....	194
3.1. Satisfaction with Attendant Services Program .....	194
3.2. Recommendation of Attendant Services Program .....	195
4. Choices for Care Personal Care Services.....	196
4.1. Satisfaction with Choices for Care Personal Care Services .....	196
4.2. Recommendation of Choices for Care Personal Care Services ....	197
5. Flexible Choices.....	198
5.1. Satisfaction with Flexible Choices.....	198
5.2. Recommendation of Flexible Choices.....	199
6. Homemaker Services .....	200
6.1. Satisfaction with Homemaker Services.....	200
6.2. Recommendation of Homemaker Services.....	201
7. Adult Day Centers .....	199
7.1. Satisfaction with Adult Day Centers .....	199
7.2. Recommendation of Adult Day Centers .....	203
8. Home Delivered Meals Program .....	204
8.1. Satisfaction with Home Delivered Meals Program .....	2041
8.2. Recommendation of Home Delivered Meals Program.....	205
<b>H. Appendix 1: Survey Methodology .....</b>	<b>206</b>
1. Survey .....	206
2. Survey Population and Sample .....	206
3. Data Collection .....	207
4. Response Rates .....	208

5. Sample Characteristics .....210

6. Data Weighting .....211

    6.1. *Post Stratification Weighting* .....211

    6.2. *Population Size Reflected in the Final Data Set* .....213

**I. Appendix 2: Survey Instrument .....214**

## A. Executive Summary

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In 2015, the Vermont Department of Aging and Independent Living (DAIL) again surveyed consumers receiving the following long-term care programs/services regarding their satisfaction with services and quality of life:

- Choices for Care (CFC) Case Management Services
- Personal Care Services
  - Consumer-Directed Personal Care Services
  - Surrogate-Directed Personal Care Services
  - Agency-Directed Personal Care Services
- Flexible Choices
- Homemaker Services
- Adult Day Centers
- Attendant Services Program
- Home-Delivered Meals Program

### Summary Statement

The results of the survey suggest that the large majority of consumers are satisfied with DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent or good. The survey results are a clear indication that DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.” This high level of satisfaction continues a trend observed in the survey results since 2008. Based upon the views and attitudes of the large majority of consumers, the survey results did not identify any major systemic problems with the programs and services provided by DAIL. DAIL is providing the services needed by the vast majority of its consumers in a manner that is effective, appropriate, and that clients appreciate. The programs are viewed by consumers as providing an important service that allows them to remain in their homes.

### Improving and Maintaining Performance

Thoroughbred Research Group conducted a key driver analysis called attributable effects analysis to determine what attributes drive overall satisfaction and recommendation of the various long-term care services and programs provided by DAIL. This analysis identifies two types of drivers. Potential drivers are attributes where the greatest benefit can be realized through improvements in quality. Maintenance drivers are those that would result in the greatest loss of satisfaction/recommendation if quality declined in these attributes.

The provision of services is among the strongest Potential and Maintenance drivers. Staff attributes are also important, with ensuring competency of staff as a top Potential driver, and having courteous and respectful caregivers as a top Maintenance driver. Consumer choice is another important driver of satisfaction with services provided and recommendation of the programs/services to others.

DAIL should focus on improving the quality of services received, the competency of staff, the choice and control consumers have in their care, and the receipt of all services that consumers need in order

to improve its overall rating. DAIL should focus on maintaining the quality of services received, the courtesy and respect of caregivers, and the provision of services when they are needed and where they are needed.

Top Potential Drivers	Top Maintenance Drivers
Quality of Services Received	Quality of Services Received
Staff Competency	Courteous and Respectful Caregivers
Consumers Have Enough Choice and Control	Services are Provided When Needed
Consumers Receive Services That Meet Needs	Services are Provided Where Needed

## B. Background and Introduction

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The Vermont Department of Disabilities, Aging and Independent Living (DAIL) manages Medicaid Long Term Care (LTC) services and conducts survey research to evaluate consumer satisfaction with these LTC services. Since 2006, DAIL has been conducting an annual consumer survey assessing satisfaction with services and overall quality of life provided by the various LTC programs (including Choices for Care home and community based services, Flexible Choices, Adult Day services, Homemaker services, the Attendant Service Program, and home delivery of meals). The LTC Consumer Survey results are used for evaluating services and have led to redesigning some services in order to impact satisfaction. This survey was designed for home and community-based recipients. Several questions from the MyInner View Survey tool (a survey instrument used with individuals in nursing and assisted living facilities to assess their satisfaction with services and overall quality of life) were adopted and added to this survey instrument. By adopting these items, in the future we will be able to make direct comparisons between long-term care consumers receiving home- and community-based services and those living in nursing homes and other facilities.

In 2015, Vermont DAIL contracted with Thoroughbred Research Group to conduct the 2015 Vermont Long-Term Care (LTC) Consumer Survey. The 2015 Vermont LTC survey population consisted of all consumers using one or more of the following DAIL-funded services: Choices for Care home and community based services, Flexible Choices, Adult Day services, Homemaker services, and the Attendant Services Program. Data collection occurred from mid-September through mid-November and consisted of a mixed-mode methodology (mail, telephone). Surveys were first mailed to recipients of LTC services. People who did not respond to the mail survey were contacted by telephone.

## C. Survey Methodology

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A detailed description of the survey methodology is provided in Appendix 1.

### 1. CONSUMER SURVEY AND POPULATION

The Vermont Department of Disabilities, Aging and Independent Living Long-Term Care Services and Programs Consumer Survey (Vermont LTC Consumer Survey) is based on mail surveys and telephone interviews conducted among current consumers receiving services. The target population for the 2015 Vermont LTC Consumer Survey consisted of all residents receiving services.

A random sample of customers was selected within each program to participate in the survey. The survey used an instrument developed by DAIL, Thoroughbred, and University of Massachusetts in 2014 and revised slightly by DAIL and Thoroughbred in 2015. Many of the items in the survey included questions that were asked in prior surveys. A copy of the survey is included in Appendix 2.

### 2. SURVEY PROTOCOL

The 2015 Vermont LTC Consumer Survey protocol that generated the data summarized in this report used a mixed methodology mail and telephone contact protocol. The protocol incorporated one mail attempt and six contact attempts by telephone.

### 3. RESPONSE RATE

Surveys were counted as complete as long as one question was completed. A total of 1,357 surveys were completed by consumers by mail (779) and telephone (578), for a total response rate of 52.25%. Response rates were calculated using the AAPOR Response Rate 1 formula.

### 4. SAMPLE CHARACTERISTICS

The table below provides the breakout of completed surveys by program, county, age category, and gender. All reported percentages include design effect adjustments.

Program	N	%
Case Management	1,235	91.5%
<i>Moderate Needs</i>	690	47.3%
<i>High/Highest Needs</i>	545	44.2%
Personal Care Services	531	42.5%
<i>Consumer-Directed*</i>	145	9.4%
<i>Surrogate-Directed*</i>	170	15.7%
<i>Agency-Directed</i>	287	22.2%
Flexible Choices	257	17.3%
<i>Moderate Needs</i>	203	13.6%
<i>High/Highest Needs*</i>	54	3.6%
Adult Day Centers*	194	14.0%

<b>Program</b>	<b>N</b>	<b>%</b>
Homemaker Services	560	38.4%
Attendant Services Program*	68	4.9%
<b>County</b>	<b>N</b>	<b>%</b>
Addison*	98	6.6%
Bennington*	91	7.5%
Caledonia*	111	7.4%
Chittenden*	209	18.8%
Essex*	36	2.2%
Franklin*	109	7.7%
Grand Isle*	13	0.8%
Lamoille*	60	4.1%
Orange*	62	4.3%
Orleans*	117	7.4%
Rutland*	165	12.7%
Washington*	81	6.6%
Windham*	91	6.2%
Windsor*	114	7.7%
<b>Age Category</b>	<b>N</b>	<b>%</b>
< 50	110	9.8%
50 – 64	354	25.2%
65 – 74	342	23.2%
75 – 84	325	23.4%
85+	226	18.4%
<b>Gender</b>	<b>N</b>	<b>%</b>
Female	941	68.3%
Male	416	31.7%

\* Results did not meet 95/5 statistical criteria and findings should be interpreted with caution

## 5. POST-STRATIFICATION WEIGHTING

The data presented in this report is of weighted data (unless otherwise noted). We apply post-stratification weighting so that the results are representative of the entire population. Among consumers, post stratification weighting is designed to standardize the weights so they sum to the actual number of consumers based on the program or programs through which they receive services as well as demographic characteristics (county of residence, age, gender). More detail about the post-stratification weighting used can be found in Appendix 1, Section 6.

## 6. STATISTICAL TESTING

Two types of statistical comparisons were used: z-tests for difference of proportions and t-tests for means of independent samples. In the tables that follow, an upward arrow in any cell indicates that the cell is significantly higher than the total, and a downward arrow in any cell indicates that the cell is significantly lower than the total.

## D. Key Findings

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### 1. SOURCES OF INFORMATION AND FAMILIARITY WITH PROGRAMS

Respondents first heard about long-term care services through a variety of sources. Sources included Area Agencies on Aging (25%), family and friends (21%), home health agencies (18%), and health care providers (17%), among other sources. Eighty-three percent of respondents indicate they have spoken with someone about ways to get needed help with daily activities and 96% were somewhat or very satisfied with the information they were provided.

Familiarity is highest for home health agency services, with over eight in ten (82%) very or somewhat familiar with these services. Only one in three respondents are familiar with Flexible Choices (35%), Adult Family Care (34%), Surrogate-Directed Services (35%), and the LTC Ombudsman program (35%).

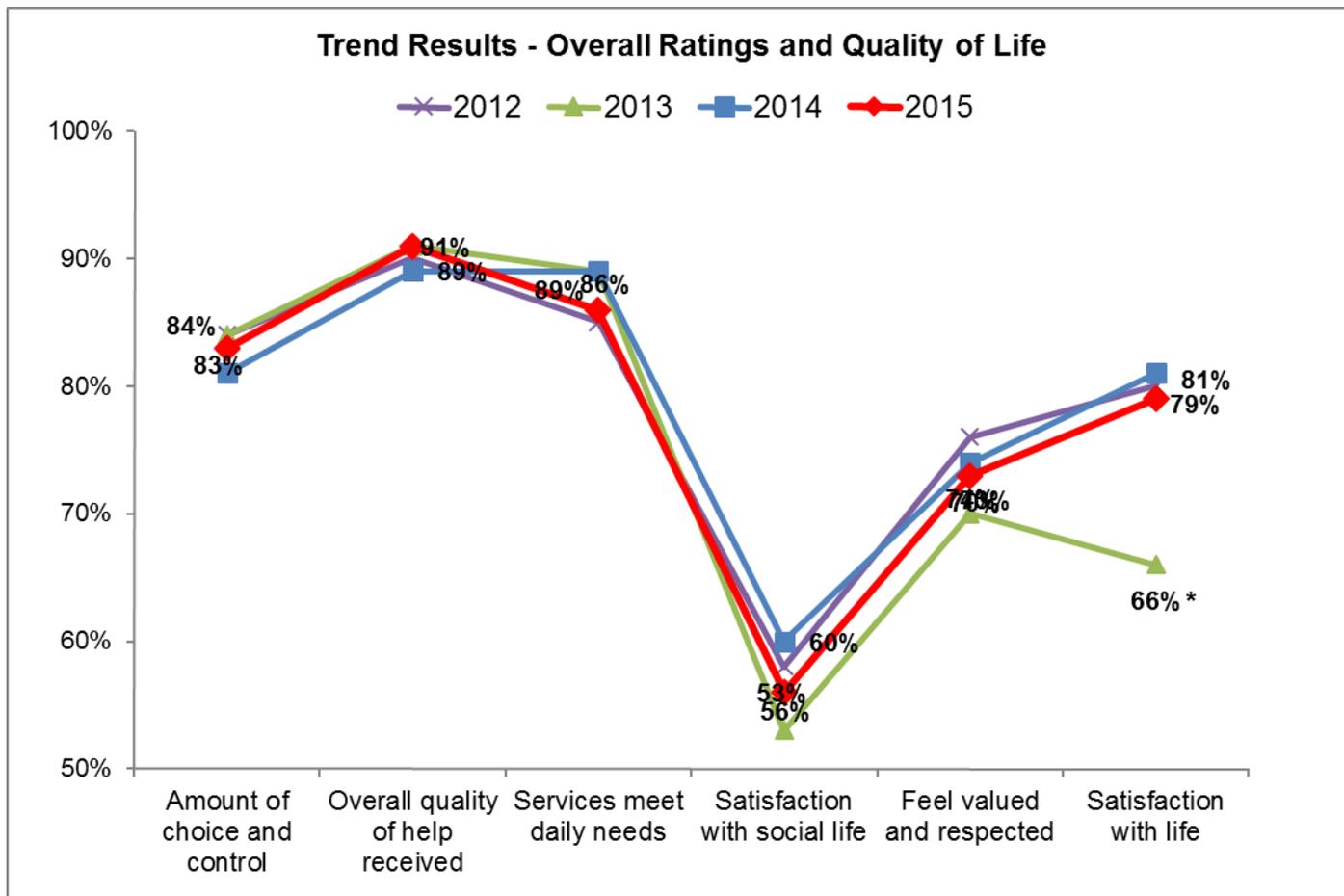
### 2. TREND COMPARISONS – SELECT OVERALL RATINGS AND QUALITY OF LIFE ITEMS

Figure 1 displays data from the past four years (2012 – 2015) for select overall ratings and quality of life items:

- The amount of choice and control you had when you planned the services or care you would receive (% Excellent or Good)
- The overall quality of help you receive (% Excellent or Good)
- The degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping (% Excellent or Good)
- I feel satisfied with my social life (% Yes)
- I feel valued and respected (% Yes)
- In general, how satisfied are you with your life? (% Very Satisfied or Satisfied)

In general, we see similar responses over the past four years on several overall ratings of services and quality of life items. Satisfaction with social life continues to be the lowest of these attributes among respondents, and is the area that affords the most opportunity for improvement. Feeling valued and respected is another attribute that affords opportunity for improvement.

**Figure 1. Trend comparisons on several top overall rating and quality of life items**



*\*Note: In 2013, we added a “Neither Satisfied or Dissatisfied” option to the response scale for satisfaction with life, thus increasing the scale from a 4-point scale to a 5-point scale. In 2014, we removed this option, decreasing it back to a 4-point scale.*

### 3. OVERALL RATINGS OF QUALITY

A summary of overall measures of satisfaction and quality is provided in Table 1. Based on the overall measures of quality, a large majority of respondents are satisfied with the services they receive and those providing these services. Ninety-two percent of respondents rate the value of the services they receive as excellent or good and 91% rate the quality of the help they receive as excellent or good. Eight in ten (83%) rate as excellent or good their involvement in planning for the services or care they receive and controlling this care. Eighty-five percent rate the timeliness of the services as excellent or good and 86% rate the degree to which the services meet their needs as excellent or good. Nine in ten (90%) strongly agree or agree that they receive all the services they need the way they want to get them.

Respondents are also satisfied with those providing these services, with 90% rating their reliability, 96% their courtesy, 90% how well people listen to respondents’ needs and preferences, and 84% rating how well their problems or concerns are taken care of as excellent or good. Ninety percent of respondents rate the communication with those that are providing services or care as excellent or good.

The services provided to respondents are making a significant difference in their lives. Eighty-nine percent of respondents indicate that the services and care they receive has made their life better. Eighty-three percent of respondents indicate it would be difficult for them to remain in their homes if they did not receive these long-term care services. Ninety-three percent said the services they receive help them maintain or improve their health.

Comparisons to 2014 data are discussed in the detailed findings section.

**Table 1. Summary of Overall Ratings of Quality**

	All Respondents 2014	All Respondents 2015
How would you rate the amount of choice and control you had when you planned the services or care you would receive? (% excellent or good)	81%	83%
How would you rate the overall quality of the help you receive? (% excellent or good)	89%	91%
How would you rate the timeliness of your services? (% excellent or good)	84%	85%
How would you rate the communication between you and the people who help you? (% excellent or good)	90%	90%
How would you rate the reliability of the people who help you? (% excellent or good)	91%	90%
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping? (% excellent or good)	89%	86%
How would you rate how well problems or concerns you have with your care are taken care of? (% excellent or good)	87%	84%
How would you rate the courtesy of those who help you? (% excellent or good)	96%	96%
How would you rate how well people listen to your needs and preferences? (% excellent or good)	89%	90%
Overall, how do you rate the value of the services you receive? (% excellent or good)	92%	92%
I get the services I need the way I want to get them. (% agree or strongly agree)	91%	90%
My services help me to achieve my personal goals. (% agree or strongly agree)	90%	90%
My current residence is the setting in which I choose to receive services. (% agree or strongly agree)	95%	97% ↑
Has the help you received made your life... (% somewhat or much better)	89%	89%

	All Respondents 2014	All Respondents 2015
How easy would it be for you to stay in your home if you did not receive services? (% difficult or very difficult)	84%	83%
My services help me to maintain or improve my health. (% agree or strongly agree)	93%	93%

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

#### 4. CASE MANAGER

A summary of satisfaction and quality measures with case managers is provided in Table 2. Respondents rate the quality of service they receive from their case manager very positively, believe that their case manager understands their specific situation, and are also satisfied with the amount of involvement they are given by their case manager. Over nine in ten respondents (93%) with a case manager are very or somewhat satisfied with their case manager and 88% would give an excellent or good recommendation of their case manager to others. Nine in ten respondents (89%) rate the competency of case management staff as excellent or good.

Respondents believe that their case manager is responsive to their needs with 84% indicating their case manager always or almost always asks what they want, 86% indicating their case manager always or almost always coordinates their services to meet their needs, and 85% percent indicating that they feel they always or almost always have a part in the planning of their care. Eighty-four percent also indicate that their case manager always or almost always helps them to understand the different service options that are available. Respondents also indicate that their case manager is available to meet their needs as 83% indicate they can always or almost always talk to their case manager when they need to, and 88% indicate their case manager always or almost always helps when they ask for something. Finally, respondents believe that their case manager is helping them to remain independent with 87% indicating their case manager always or almost always understands the services they need to stay in their current living situation.

Comparisons to 2014 data are discussed in the detailed findings section.

**Table 2. Summary of Items Evaluating Case Manager**

	All Respondents 2014	All Respondents 2015
How satisfied are you with your case manager? (% very or somewhat satisfied)	94%	93%
What is your recommendation of your case manager to others? (% excellent or good)	88%	88%
I feel I have a part in planning my care with my case manager. (% always or almost always)	86%	85%
My case manager coordinates my services to meet my needs. (% always or almost always)	85%	86%
My case manager understands which services I need to stay in my current living situation. (% indicating always or almost always)	87%	87%
I can talk to my case manager when I need to. (% always or almost always)	83%	83%
My case manager helps me when I ask for something. (% always or almost always)	86%	88%
My case manager asks me what I want. (% always or almost always)	84%	84%
My case manager helps me understand the different service options that are available. (% always or almost always)	83%	84%
Please rate case management services on the competency of staff (% excellent or good)	89%	89%

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 5. QUALITY RATINGS OF INDIVIDUAL PROGRAMS

A summary of items evaluating individual programs and services is provided in Table 3 on page 15. Due to overlapping samples (a consumer might receive more than one type of service/be enrolled in more than one program) and the way the questions were set up (asked separately for each program), statistical comparisons between programs/services were not made for the program-specific items.

### Choices for Care Personal Care Services (Consumer, Surrogate, and Home Health Agency Directed)

Respondents in Personal Care Services are highly satisfied and also highly rate the quality of these services. Nearly all respondents (97%) are very or somewhat satisfied with the services they receive (a significant increase from 95% in 2014), and 96% of respondents rate the quality of services as excellent or good. Ninety-three percent of respondents rate their recommendation of Personal Care Services as excellent or good. Ninety-three percent of respondents also indicate that the services

they receive always or almost always meet their needs, an increase from 2014 (88%). Ninety-three percent of respondents rate the competency of Personal Care Services staff as excellent or good.

Nearly all respondents (96%) report their caregivers always or almost always treat them with respect and courtesy. Ninety-three percent of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Ninety-five percent of respondents indicate the program always or almost always provides services when they are needed and where they are needed, a significant increase from 92% in 2014 for both items.

A majority of respondents agree that they have enough choice in their services. Ninety-three percent of respondents strongly agree or agree that they have enough choice and control in their services, and 88% strongly agree or agree they were able to choose the provider of their services, a significant increase from 2014 (84%).

Only 28% agree that there are services they need that they cannot get. These include more care/services in general, transportation assistance, and physical/speech/vocational therapy and exercise.

Only 16% of respondents report they have experienced problems during the past 12 months. Fifty-eight percent of respondents that experienced problems during the prior 12 months indicate that Personal Care Services worked to resolve their problems.

### **Flexible Choices**

Ratings among Flexible Choices appeared to decrease in 2015 compared to 2014; however, this is due to the increase in Moderate Needs respondents this year (from 46 to 203) compared to High/Highest Needs respondents (no increase – 54 respondents in 2015 and 2014). High/Highest needs respondents tend to give higher ratings than Moderate Needs respondents.

Respondents receiving Flexible Choices are highly satisfied and rate highly the quality of these services. Eighty-five percent of respondents are very or somewhat satisfied with the services they receive and rate the quality of services as excellent or good. Eighty-four percent of respondents rate their recommendation of Flexible Choices as excellent or good, a significant decline from 2014 (93%). Eighty percent of respondents indicate that the services they receive always or almost always meet their needs, while 85% of respondents rate Flexible Choices staff competency as excellent or good.

Nine in ten respondents (89%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-one percent of respondents indicate they always or almost always know who to contact if they have a complaint or if they need more help. Eighty-one percent of respondents indicate the program always or almost always provides services when they are needed, and 84% of respondents indicate the program always or almost always provides services where they are needed.

A majority of respondents agree that they have enough choice in their services. Eighty-two percent of respondents strongly agree or agree that they have enough choice and control in their services, and 74% strongly agree or agree they were able to choose the provider of their services. Both items have significantly declined since 2014 (93%, 89% respectively).

Only 24% agree that there are services they need that they cannot get (26% moderate needs, 18% high/highest needs). These include more care/services in general, homemaker services, and transportation.

Just 11% of respondents report they have experienced problems during the past 12 months, an increase from 6% in 2014. Almost half (45%) of respondents that experienced problems during the prior 12 months indicate that Flexible Choices worked to resolve their problems, an increase from 24% in 2014.

## **Homemaker Services**

Respondents are highly satisfied with the Homemaker Services they receive and highly rate the quality of the services. Nine out of ten respondents receiving Homemaker Services (91%) are very or somewhat satisfied with the services they receive and 85% of respondents rate the quality of services as excellent or good. Eighty-five percent of respondents rate their recommendation of Homemaker Services as excellent or good. Eighty-five percent of respondents also indicate that the services they receive always or almost always meet their needs. Eighty-seven percent of respondents rate the competency of Homemaker Services staff as excellent or good.

Nearly all respondents (95%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-eight percent of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Eighty-seven percent of respondents indicate the program always or almost always provides services when they are needed, and 89% of respondents indicate the program always or almost always provides services where they are needed.

A majority of respondents agree that they have enough choice in their services. Eighty-six percent of respondents strongly agree or agree that they have enough choice and control in their services, and 56% strongly agree or agree they were able to choose the provider of their services, a slight decrease from 60% in 2014.

One in three (34%) agree that there are services they need that they cannot get. These include more homemaker services (e.g., meal preparation, bigger tasks at home), more care/services in general, assistance with tasks outside the home (e.g., groceries), and transportation assistance.

Among those in Homemaker Services, 23% report they have experienced problems during the past 12 months. Fifty-eight percent of respondents that experienced problems during the prior 12 months indicate that Homemaker Services worked to resolve their problems, a slight decrease from last year (62%).

## **Adult Day Centers**

Respondents are very satisfied with the Adult Day Center they attend and value the quality of the services provided at the center. Nine out of ten respondents attending Adult Day Centers (91%) are very or somewhat satisfied with the services they receive and 93% of respondents rate the quality of services as excellent or good. Ninety-one percent of respondents rate their recommendation of their Adult Day Center as excellent or good. Ninety percent of respondents also indicate that the services they receive always or almost always meet their needs. Ninety-four percent of respondents rate the competency of their Adult Day Center staff as excellent or good.

Nearly all respondents (96%) report their caregivers always or almost always treat them with respect and courtesy. Eighty-seven percent of respondents indicate they always or almost always know who to contact if they have a complaint about the program or if they need more help. Eighty-nine percent

of respondents indicate the program always or almost always provides services when they are needed and where they are needed.

A majority of respondents agree that they have enough choice in their services. Eighty-nine percent of respondents strongly agree or agree that they have enough choice and control in their services, and 87% strongly agree or agree they were able to choose the provider of their services.

Only 19% agree that there are services they need that they cannot get. These include transportation, homemaker services, personal care services, and more care/services in general.

Among those attending an Adult Day Center, only 5% report they have experienced problems during the past 12 months. Two in three (66%) respondents that experienced problems during the prior 12 months indicate that the Adult Day Center worked to resolve their problems.

### **Attendant Services Program**

Although we had a high response rate for the Attendant Services Program (52%; surveys completed: 68), we were unable to reach the 95% confidence level with 5% margin of error. Therefore, findings for the Attendant Services Program should be interpreted with caution.

In general, respondents are highly satisfied with the Attendant Services Program and highly rate the quality of services they receive through the program. Almost all (97%) of respondents in the Attendant Services Program are very or somewhat satisfied with the services they receive, and 100% of respondents rate the quality of services as excellent or good (a significant increase from 97% in 2014). Ninety-nine percent of respondents rate their recommendation of Attendant Services Program as excellent or good, a significant increase from 96% in 2014. Ninety-six percent of respondents also indicate that the services they receive always or almost always meet their needs, a significant increase since 2014 (86%). One hundred percent of respondents rate the competency of Attendant Services Program staff as excellent or good, a significant increase from 96% in 2014.

All respondents report their caregivers always or almost always treat them with respect and courtesy, a significant increase since 2014 (98%). Ninety-three percent of respondents indicate they always or almost always know who to contact if they have a complaint or if they need more help, a significant increase from 2014 (85%). Ninety-three percent of respondents indicate the program always or almost always provides services when they are needed and 94% indicate the program always or almost always provides services where they are needed.

A majority of respondents agree that they have enough choice in their services. Ninety-seven percent of respondents strongly agree or agree that they have enough choice and control in their services, and 100% strongly agree or agree they were able to choose the provider of their services. Both are significantly higher than 2014 (95%, 99% respectively).

One in five respondents (18%) agree that there are services they need that they cannot get, a significant decrease from 33% in 2014. These include homemaker services and assistance with tasks outside of the home.

Only 4% of respondents report they experienced problems during the past 12 months. Two of three (69%) respondents that experienced problems during the prior 12 months indicate that the Attendant Services Program worked to resolve their problems.

**Table 3. Summary of Items Evaluating Individual Programs and Services**

	Personal Care Services	Flexible Choices	Home-maker Services	Adult Day Centers	Attendant Services Program
How satisfied are you with the services you receive from the ____? (% very or somewhat satisfied)	97%	85%	91%	91%	97%
How do you rate the quality of the services you receive from the ____? (% excellent or good)	96%	85%	85%	93%	100%
What is your recommendation of the services you receive from the ____ to others? (% excellent or good)	93%	84%	85%	91%	99%
Please rate the ____ on the competency of staff. (% excellent or good)	93%	85%	87%	94%	100%
The services I receive from the ____ meet my needs. (% always or almost always)	93%	80%	85%	90%	96%
My caregivers in the ____ treat me with respect and courtesy. (% always or almost always)	96%	89%	95%	96%	100%
I know who to contact if I have a complaint about the ____ or if I need more help. (% always or almost always)	93%	81%	88%	87%	93%
The ____ provides services to me when I need them. (% always or almost always)	95%	81%	87%	89%	93%
The ____ provides services to me where I need them. (% always or almost always)	95%	84%	89%	89%	94%
I have enough choice and control in my ____ services. (% agree or strongly agree)	93%	82%	86%	89%	97%
I was able to choose my provider of ____ services. (% agree or strongly agree)	88%	74%	56%	87%	100%
There are ____ services that I need that I can't get. (% agree or strongly agree)	28%	24%	34%	19%	18%
Have you experienced any problems with the ____ during the past 12 months? (% yes)	16%	11%	23%	5%	4%

## Quality Ratings of Home Delivered Meals Program

Respondents to the Long Term Care Consumer Survey were asked, in addition to other long term care services, if they also currently receive meals through the Home Delivered Meals Program. Of the 1,357 respondents, 308 indicated that they also receive services through the Home Delivered Meals Program.

There is a high level of satisfaction with the Home Delivered Meals Program with 86% of respondents indicating they are very or somewhat satisfied with the program. Eighty-five percent of respondents rate the service they receive as good or excellent, and 82% of respondents give an excellent or good recommendation of the Home Delivered Meals Program.

A majority also express satisfaction with the food they receive. Seventy-one percent of respondents indicate that the food they receive through the Home Delivered Meals Program always or almost always tastes good. Eighty-four percent of respondents always or almost always eat the meals that are delivered, and 66% report always or almost always liking the meals that are delivered.

A large majority also rate the delivery of the food highly. Eighty-six percent indicate that the meals are always or almost always delivered on time. Seventy-eight percent indicate that when delivered, the hot food is always or almost always hot and 83% indicate that the cold food is always or almost always cold.

Respondents also see the benefits of the Home Delivered Meals Program. A majority of respondents strongly agree or agree that the program has helped them eat healthier foods (86%), helped them financially (93%), and helped them meet their specific dietary requirements (81%).

Ratings of the Home Delivered Meals Program do not differ significantly by level of need.

On average, over half of respondents receiving home delivered meals eat between five to nine meals a week (56%), and one in three respondents receiving home delivered meals eat between two to four meals a week (34%). Just 5% of respondents eat one or less meals a week or ten or more meals a week. On the days that respondents eat a meal from home-delivered meals, one in four (28%) state that the meals represent more than half of the food eaten in a day, 46% state that the meals represent about one-half of the food eaten in a day, and only 22% state that the meals represent less than one-half of the food eaten in a day.

Only 17% of respondents have experienced problems with the Home Delivered Meals Program during the past 12 months. Forty-three percent of respondents that experienced problems during the prior 12 months indicate that the Home Delivered Meals Program worked to resolve their problems, a significant increase from 2014 (31%).

## 6. QUALITY AND SERVICE IMPROVEMENT

The results of the DAIL Long-Term Care Services and Programs Consumer Survey suggest that the large majority of respondents are satisfied with DAIL programs, satisfied with the services they receive, and consider the quality of these services to be excellent. The survey results are a clear indication that DAIL is in large part fulfilling its goal “to make Vermont the best state in which to grow old or to live with a disability ~ with dignity, respect and independence.”

Based upon the views and attitudes of the large majority of respondents, the survey results did not identify any major systemic problems with the programs and services provided by DAIL.

DAIL is providing the services needed by the vast majority of its respondents in a manner that is effective, appropriate and that clients appreciate. The programs are viewed by respondents as providing an important service that allows them to remain in their homes.

Some of the key positive highlights include:

- 92% of respondents rate the value of the services they receive as excellent or good.
- 91% of respondents rate the overall quality of help they receive through DAIL programs as excellent or good.
- 90% of respondents rate the reliability of the people that help them as excellent or good.
- 90% of respondents rate the communication between them and the people who help them as excellent or good.
- 90% of respondents rate how well people listen to them and their preferences as excellent or good.
- There was an increase on several program-specific questions.
- Resolution of problems increased in several programs this year.

As with any quality assurance process, the survey did identify some areas of concern or focus for quality improvement. The survey results also show the concerns expressed by some respondents regarding the lack of communication, scheduling issues, role of the consumer in their services, and shortage of qualified caregivers to provide these services. The results do suggest that there are some areas on which DAIL and provider organizations can focus to improve consumer satisfaction:

- In looking at these overall measures, the measures with the lowest percentage of respondents that provided a positive response focus on the amount of choice and control when planning services or care (83%), how well problems or concerns consumers have with their care are taken care of (84%), the timeliness of services (85%), and the degree to which services meet daily needs. In general, consumers in the high/highest needs group and the Attendant Services Program have a more positive experience with their services than the people in the moderate needs group.
- When looking at program specific measures, the measures that generally have the lowest scores are those that focus on the access to services and availability of providers, in addition to knowing who to contact if they have a complaint or need more help (see Table 3 on page 15). This continues the trend observed in 2013 and 2014.
- Respondents with moderate needs tend to report lower ratings than those with higher needs. Focusing on moderate needs individuals may be a potential action item to increase overall satisfaction with long-term care services offered.
- Proxies have a tendency to rate the services higher than consumers themselves. There may be a need to improve satisfaction among consumers. In this survey, 931 respondents indicated completed the survey themselves, and 380 respondents indicating receiving help completing the survey (or having someone complete the survey on their behalf).
- In the feedback provided by respondents, four of the most common themes concern the need for more qualified providers, access to services, staff professionalism, and communication

issues (see Open-Ended Comments in each program-specific section). This is similar to the feedback provided by respondents in 2014.

- Among the respondents indicating they experienced problems, the most common problems were concerns or problems with caregiver and issues with communication. Despite improvement this year, there was still a fairly high percentage of respondents that indicated that their case managers and/or service providers did not work to resolve their problems with caregivers.
- Although the majority consumers are able to get the services they need, there are some that are unable to get the services they need. DAIL programs may be improved by expanding flexibility in CFC to allow consumers more choice and control in the range of services they choose to purchase.
- One in three consumers receiving Personal Care Services and almost half of consumers receiving Flexible Choice Services do not have a backup plan for personal care.

## 7. QUALITY OF LIFE IMPROVEMENT

The results of this survey also suggest that the large majority of respondents receiving services through DAIL programs experience a good quality of life and improved quality of life. There were significant increases on several quality of life items.

Some of the key positive quality of life highlights include:

- 93% of respondents believe that the services they receive have helped them improve their health.
- 90% of respondents feel safe in their home.
- 89% of respondents feel the help they receive has made their life better.
- 88% of respondents have someone they can count on in an emergency.
- 83% of respondents can get around their house as much as they need to.
- 83% of respondents have someone they can count on to listen to them when they need to talk.
- 83% of respondents say it would be difficult or very difficult to stay in their home if they did not receive these services.

Despite positive quality of life and improved quality of life experienced by long-time care consumers on several aspects and maintaining the increases in ratings seen since 2013, many of quality of life items still show room for improvement. As we know that improving one's quality of life through meeting social, emotional and physical needs, leads to better outcomes and better health, there are several areas in which DAIL and provider organizations can focus on to improve quality of life outcomes:

- Continuing to help respondents with transportation needs (65% of respondents report being able to get to where they need or want to go, on par with 2014, 64%).
- Continuing to ensure that respondents have their social needs met (only 68% of respondents are satisfied with the amount of contact they have with family and friends, 56% of respondents feel satisfied with their social life, and 72% have someone to do something enjoyable with). Feeling satisfied with social life ratings have decreased slightly since 2014 (60%).

- Continuing to ensure that respondents get adequate social and emotional support (only 71% of respondents feel they get the social and emotional support they need, on par with 2014, 70%).
- Continuing to help respondents find activities for their leisure time (only 69% are satisfied with how they spend their free time and less than 2 in 3 (63%) feel they have something to do in their leisure time).
- Continuing to help make respondents feel valuable (only 73% feel valued and respected and less than half of respondents (48%) feel a part of their community).
- Continuing to increase respondents' feelings of safety in their community (only 77% feel safe in their community).
- Ensuring the emotional health of respondents (16% always or usually felt blue in the past week).

## E. Detailed Findings with Trending Comparisons

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### 1. PROXY RESPONDENTS

Tables 4a and 4b display the methods used by proxy respondents in helping consumers complete the survey. We highlight the findings below. Thirty percent of respondents had help completing the survey. Not surprisingly, two in three respondents receiving Surrogate-Directed Personal Care Services had someone help them complete their survey. Those receiving Homemaker Services, in Moderate Needs Case Management, in Moderate Needs Flexible Choices, and in the Attendant Services Program were the least likely to have help completing the survey.

For the mail survey, the most cited ways respondents received help were by having questions read to them and having someone record the answers they gave.

Of those receiving help, over one in three were helped by a paid caregiver. Those enrolled in the Attendant Services Program and those receiving Consumer-Directed Personal Care Services had the highest percentage of respondents receiving help completing the survey from a paid caregiver. Over two in five respondents received help from a member of their immediate family. Almost one in three received help from by someone unrelated to them, possibly a paid caregiver. Less than one in five (17%) were helped by a spouse, and only 4% were helped by an extended family member.

**Table 4a. Help Completing Survey by Program**

	Help completing survey (% Yes)	How helped				
		Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions	Some other way
<b>Total</b>	<b>30%</b>	<b>50%</b>	<b>50%</b>	<b>21%</b>	<b>8%</b>	<b>3%</b>
CFC Case Mgmt	31%	49%	51%	21%	9%	3%
<i>Moderate Needs</i>	16% ↓	62% ↑	62% ↑	15%	6%	5%
<i>High/Highest Needs</i>	47% ↑	44%	46%	23%	10%	2%
Personal Care Services	47% ↑	44%	46%	24%	10%	2%
<i>Consumer-Directed*</i>	24%	61%	55%	9%	0%	0%
<i>Surrogate-Directed*</i>	67% ↑	37% ↓	41%	27%	16% ↑	3%
<i>Agency-Directed</i>	41% ↑	50%	53%	23%	4%	3%
Flexible Choices	19% ↓	59%	48%	19%	0%	0%
<i>Moderate Needs</i>	17% ↓	65%	59%	13%	0%	0%
<i>High/Highest Needs*</i>	29%	47%	24%	33%	0%	0%
Adult Day Centers*	43% ↑	48%	51%	31%	3%	3%
Homemaker Services	15% ↓	67% ↑	67% ↑	11% ↓	6%	7%
Attendant Services Program*	17% ↓	58%	73%	0%	0%	19%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 4b. Help Completing Survey by Program**

	Paid caregiver (% Yes)	Relationship to consumer			
		Spouse	Immediate family	Extended family	Unrelated/ Other
<b>Total</b>	<b>37%</b>	<b>17%</b>	<b>44%</b>	<b>4%</b>	<b>31%</b>
CFC Case Mgmt	35%	16%	44%	5%	31%
<i>Moderate Needs</i>	16% ↓	7% ↓	37%	3%	48% ↑
<i>High/Highest Needs</i>	42%	20%	47%	6%	25%
Personal Care Services	41%	20%	47%	6%	25%
<i>Consumer-Directed*</i>	68% ↑	20%	38%	14%	28%
<i>Surrogate-Directed*</i>	46%	18%	58% ↑	7%	16% ↓
<i>Agency-Directed</i>	27%	23%	36%	2%	34%
Flexible Choices	31%	9%	36%	2%	43%
<i>Moderate Needs</i>	23%	6%	33%	3%	52% ↑
<i>High/Highest Needs*</i>	48%	15%	42%	0%	23%
Adult Day Centers*	34%	20%	52%	3%	25%
Homemaker Services	16% ↓	8% ↓	33%	2%	50% ↑
Attendant Services Program*	90%	36%	54%	0%	10%

↑ Statistically higher than the total at 95% confidence level

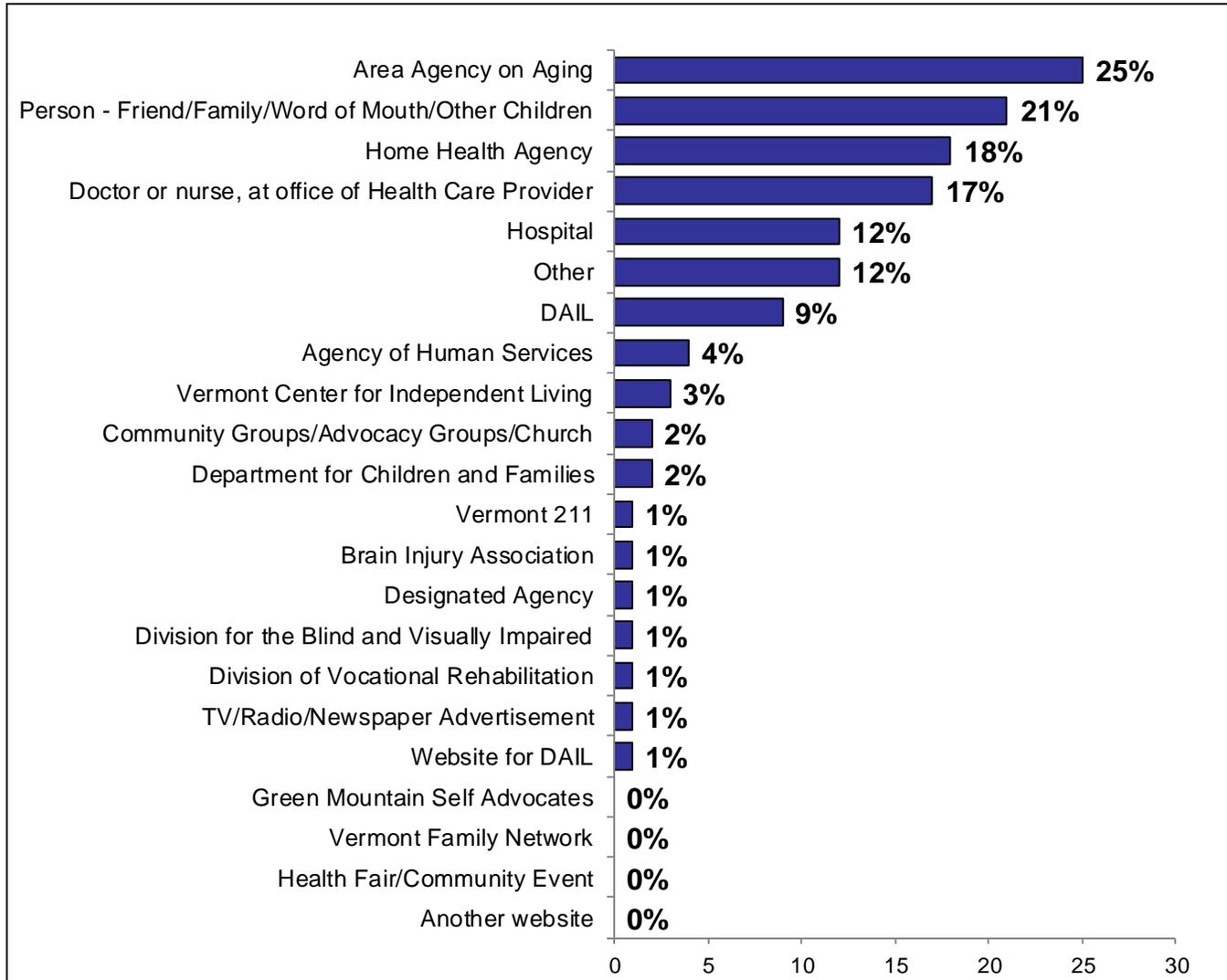
↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 2. INFORMATION AND AWARENESS OF LTC PROGRAMS

As shown in Figure 2 below, one in four respondents found out about the long-term care services they receive through the Area Agencies on Aging (25%) and one in four through a friend, family member, child, or other word-of-mouth (21%). Other sources of information include home health agencies, doctor or nurses, and hospitals. These sources are similar to those cited in 2014.

**Figure 2. Percentage of Respondents Who Learned about Long-Term Care Services Received Through Various Means**



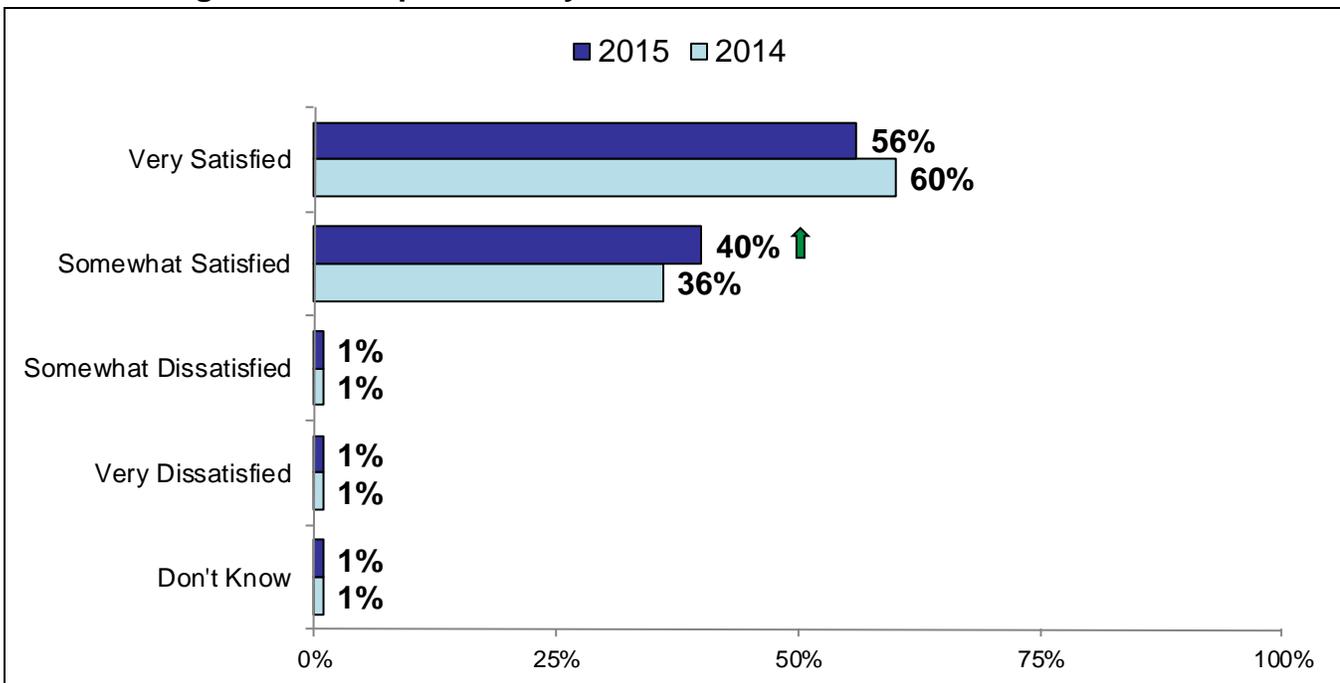
Over four in five respondents reported that someone talked to them about getting the help needed with daily activities, on par with 2014 (82%).

**Table 5. Who Talked to Respondents about Ways of Getting Help Needed with Daily Activities**

Someone talked with you about ways of getting the help you needed with daily activities	
<b>Number answering question (unweighted)</b>	<b>1,336</b>
Yes	83%
No	13%
Don't Know	4%

Fifty-six percent of respondents are very satisfied with the information they were given about ways of getting the help they needed with daily activities, on par with 2014 (60%). Overall, 96% of respondents are very satisfied or satisfied with the information they were given, on par with 2014 (96%).

**Figure 3. Percentage of Respondents' Satisfaction with the Information They Were Given About Getting Needed Help With Daily Activities**



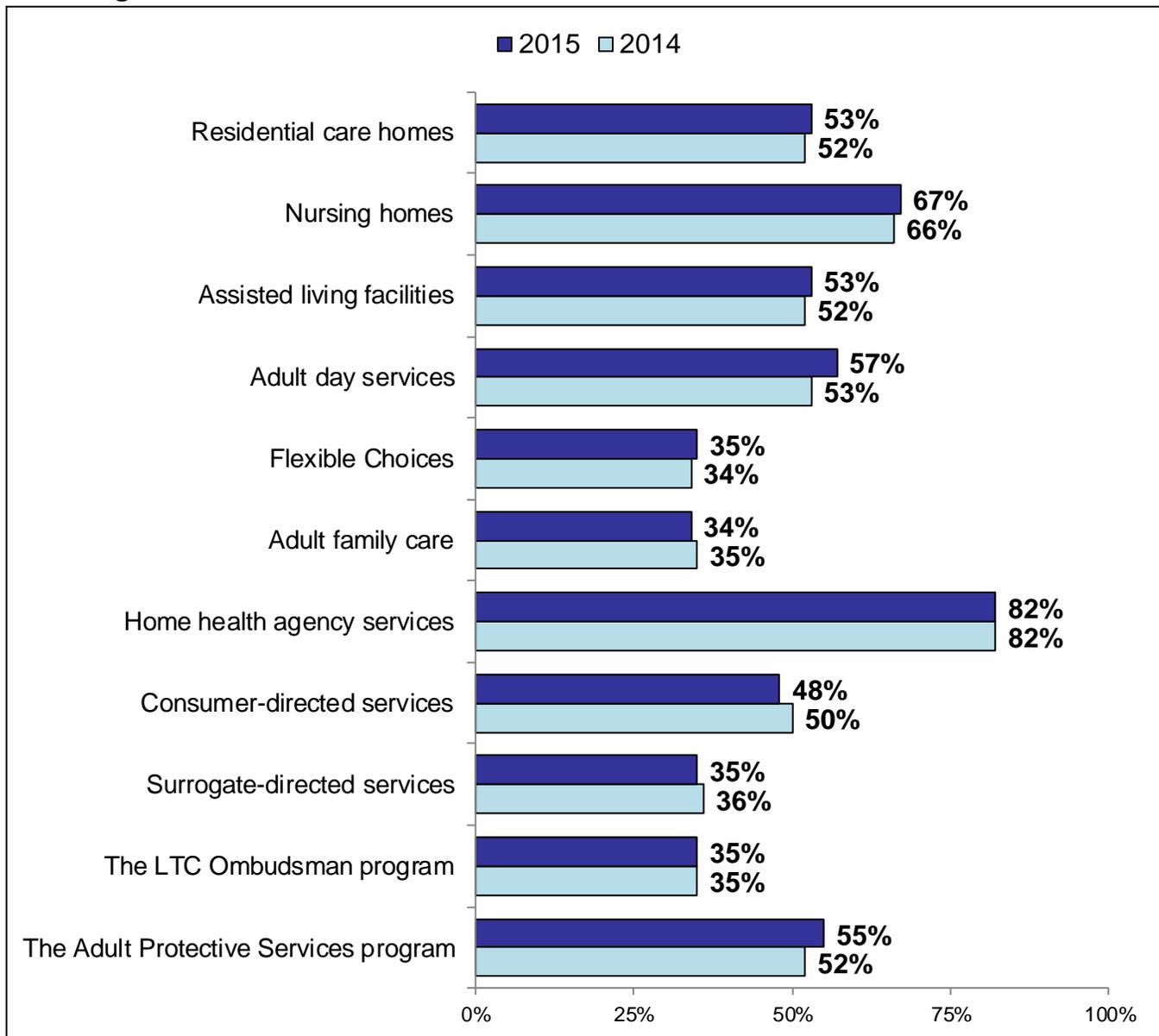
↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

Familiarity is highest for home health agency services, with over eight in ten (82%) very or somewhat familiar with these services, on par with 2014 (82%). Two in three (67%) respondents are very or somewhat familiar with nursing homes, and half of respondents are very or somewhat familiar with adult day services (57%), residential care homes (53%), assisted living facilities (53%), the Adult Protective Services program (55%), and consumer-directed services (48%). Slightly more than one in three respondents are familiar with flexible choices (35%), adult family care (34%), surrogate-directed services (35%), and the LTC Ombudsman program (35%).

Familiarity with the various LTC programs has remained on par with 2014.

**Figure 4. Percentage of Respondents Very Familiar or Somewhat Familiar with the Various LTC Programs**



## 2.1. RESPONSES BY PROGRAM

Satisfaction with information given ranged from 95% in the High/Highest Needs Flexible Choices to 98% in Moderate Needs Flexible Choices, Surrogate-Directed Personal Care Services, and Agency-Directed Personal Care Services. One hundred percent of Adult Family Care Program respondents were satisfied, but there were only three respondents to this question.

**Table 6. Percentage of Respondents' Satisfaction with the Information They Were Given by Program**

	Satisfaction with information given	
	% Very or Somewhat Satisfied	
	n	%
<b>Total</b>	<b>1,105</b>	<b>97%</b>
CFC Case Mgmt	1,007	97%
<i>Moderate Needs</i>	542	97%
<i>High/Highest Needs</i>	465	97%
Personal Care Services	452	98%
<i>Consumer-Directed*</i>	125	97%
<i>Surrogate-Directed*</i>	139	98%
<i>Agency-Directed</i>	249	98%
Flexible Choices	205	96%
<i>Moderate Needs</i>	164	96%
<i>High/Highest Needs*</i>	41	95%
Adult Day Centers*	157	97%
Homemaker Services	448	97%
Attendant Services Program*	57	97%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## Case Management Services

**Moderate Needs:** Moderate need respondents receiving case management services are less likely to be familiar with residential care homes, flexible choices, adult family care, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

**High/Highest Needs:** High/Highest need respondents receiving case management services are more likely to be familiar with residential care homes, nursing homes, assisted living facilities, adult day services, flexible choices, adult family care, home health agency services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than other programs.

**Personal Care Services:** Respondents participating in Personal Care Services are more likely than those in other programs to be familiar with residential care homes, nursing homes, assisted living facilities, adult day services, flexible choices, adult family care, home health agency services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program.

**Consumer-Directed:** Respondents receiving Consumer-Directed Personal Care Services are more likely than those in other programs to be familiar with adult family care, consumer-directed services, the LTC Ombudsman program, and the Adult Protective Services program.

**Surrogate-Directed:** Respondents receiving Surrogate-Directed Personal Care Services are more likely than those in other programs to be familiar with residential care homes, assisted living facilities, adult day services, flexible choices, adult family care, home health agency services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program.

**Agency-Directed:** Respondents receiving Agency-Directed Personal Care Services are more likely than those in other programs to be familiar with nursing homes, assisted living facilities, adult day services, home health agency services, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program.

**Flexible Choices:** Respondents receiving Flexible Choice services are more likely than those in other programs to be familiar with flexible choices and less likely than those in other programs to be familiar with surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program.

**Moderate Needs:** Moderate need respondents receiving Flexible Choice services are less likely to be familiar with consumer-directed personal care services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than those in other programs.

**High/Highest Needs:** High/Highest need respondents receiving Flexible Choice services are more likely to be familiar with flexible choices and consumer-directed services, but less familiar with nursing homes, assisted living facilities, and adult day services than those in other programs.

**Adult Day Centers:** Those attending an Adult Day Center are more likely to be familiar with adult day services and less likely to be familiar with home health agency services and consumer-directed services compared to those in other programs.

**Homemaker Services:** Those receiving Homemaker Services are less likely to be familiar with adult day services, flexible choices, adult family care, consumer-directed services, surrogate-directed services, the LTC Ombudsman program, and the Adult Protective Services program than those in other programs.

**Attendant Services Program:** Respondents in the Attendant Services Program are more likely to be familiar with consumer-directed services and less likely to be familiar with adult day services and home health agency services than those in other programs.

**Table 7a. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by Program**

	Residential care homes		Nursing homes		Assisted living facilities	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>53%</b>	<b>1,357</b>	<b>67%</b>	<b>1,357</b>	<b>53%</b>
CFC Case Mgmt	1,235	53%	1,235	68%	1,235	54%
<i>Moderate Needs</i>	690	48% ↓	690	64%	690	50%
<i>High/Highest Needs</i>	545	59% ↑	545	72% ↑	545	58% ↑
Personal Care Services	531	59% ↑	531	73% ↑	531	60% ↑
<i>Consumer-Directed*</i>	145	55%	145	67%	145	56%
<i>Surrogate-Directed*</i>	170	64% ↑	170	70%	170	62% ↑
<i>Agency-Directed</i>	287	56%	287	77% ↑	287	60% ↑
Flexible Choices	257	48%	257	61%	257	47%
<i>Moderate Needs</i>	203	49%	203	64%	203	50%
<i>High/Highest Needs*</i>	54	45%	54	50% ↓	54	39% ↓
Adult Day Centers*	194	53%	194	66%	194	52%
Homemaker Services	560	48%	560	65%	560	50%
Attendant Services Program*	68	47%	68	66%	68	53%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 7b. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by Program**

	Adult Day Services		Flexible Choices		Adult Family Care	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>57%</b>	<b>1,357</b>	<b>35%</b>	<b>1,357</b>	<b>34%</b>
CFC Case Mgmt	1,235	59%	1,235	33%	1,235	35%
<i>Moderate Needs</i>	690	53%	690	25% ↓	690	27% ↓
<i>High/Highest Needs</i>	545	65% ↑	545	42% ↑	545	43% ↑
Personal Care Services	531	66% ↑	531	43% ↑	531	44% ↑
<i>Consumer-Directed*</i>	145	57%	145	41%	145	49% ↑
<i>Surrogate-Directed*</i>	170	72% ↑	170	48% ↑	170	50% ↑
<i>Agency-Directed</i>	287	67% ↑	287	39%	287	36%
Flexible Choices	257	55%	257	44% ↑	257	31%
<i>Moderate Needs</i>	203	60%	203	34%	203	31%
<i>High/Highest Needs*</i>	54	37% ↓	54	83% ↑	54	30%
Adult Day Centers*	194	88% ↑	194	40%	194	35%
Homemaker Services	560	49% ↓	560	23% ↓	560	26% ↓
Attendant Services Program*	68	43% ↓	68	37%	68	30%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 7c. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by Program**

	Home Health Agency Services		Consumer-Directed Services		Surrogate-Directed Services	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>82%</b>	<b>1,357</b>	<b>48%</b>	<b>1,357</b>	<b>35%</b>
CFC Case Mgmt	1,235	83%	1,235	45%	1,235	34%
<i>Moderate Needs</i>	690	78%	690	28% ↓	690	19% ↓
<i>High/Highest Needs</i>	545	88% ↑	545	64% ↑	545	51% ↑
Personal Care Services	531	88% ↑	531	64% ↑	531	51% ↑
<i>Consumer-Directed*</i>	145	83%	145	74% ↑	145	42%
<i>Surrogate-Directed*</i>	170	89% ↑	170	73% ↑	170	64% ↑
<i>Agency-Directed</i>	287	90% ↑	287	56% ↑	287	44% ↑
Flexible Choices	257	77%	257	46%	257	23% ↓
<i>Moderate Needs</i>	203	78%	203	39% ↓	203	18% ↓
<i>High/Highest Needs*</i>	54	74%	54	73% ↑	54	40%
Adult Day Centers*	194	74% ↓	194	39% ↓	194	34%
Homemaker Services	560	82%	560	26% ↓	560	19% ↓
Attendant Services Program*	68	69% ↓	68	72% ↑	68	36%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 7d. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by Program**

	The LTC Ombudsman program		The Adult Protective Services program	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>35%</b>	<b>1,357</b>	<b>55%</b>
CFC Case Mgmt	1,235	35%	1,235	54%
<i>Moderate Needs</i>	690	23% ↓	690	41% ↓
<i>High/Highest Needs</i>	545	47% ↑	545	68% ↑
Personal Care Services	531	47% ↑	531	68% ↑
<i>Consumer-Directed*</i>	145	50% ↑	145	73% ↑
<i>Surrogate-Directed*</i>	170	48% ↑	170	65% ↑
<i>Agency-Directed</i>	287	45% ↑	287	65% ↑
Flexible Choices	257	28% ↓	257	44% ↓
<i>Moderate Needs</i>	203	23% ↓	203	41% ↓
<i>High/Highest Needs*</i>	54	44%	54	56%
Adult Day Centers*	194	32%	194	51%
Homemaker Services	560	24% ↓	560	42% ↓
Attendant Services Program*	68	31%	68	61%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 2.2. RESPONSES BY COUNTY

Satisfaction with information given ranged from 91% in Lamoille and Windham counties to 100% in Addison, Essex and Grand Isle counties.

**Table 8. Percentage of Respondents' Satisfaction with the Information They Were Given by County**

	Satisfaction with information given	
	% Very or Somewhat Satisfied	
	n	%
<b>Total</b>	<b>1,105</b>	<b>97%</b>
Addison*	81	100%
Bennington*	81	97%
Caledonia*	91	97%
Chittenden*	153	96%
Essex*	30	100%
Franklin*	89	97%
Grand Isle*	10	100%
Lamoille*	54	91%
Orange*	49	96%
Orleans*	98	97%
Rutland*	138	98%
Washington*	64	98%
Windham*	70	91%
Windsor*	97	98%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Addison County:** Respondents in Addison County are more likely than those in other counties to be familiar with adult day services and home health agency services.

**Bennington County:** Respondents residing in Bennington County are more likely to be familiar with residential care homes, nursing homes, and adult day services than respondents in other counties.

**Chittenden County:** Respondents in Chittenden County are less likely than those in other counties to be familiar with home health agency services.

**Franklin County:** Residents of Franklin County are more likely than those in other counties to be familiar with home health agency services and less likely than those in other counties to be familiar with flexible choices, consumer-directed services, and surrogate-directed services.

**Lamoille County:** Residents of Lamoille County are less likely than those in other counties to be familiar with nursing homes and adult family care.

**Orange County:** Respondents residing in Orange County are less likely to be familiar with nursing homes, adult day services, home health agency services, and the LTC Ombudsman program compared to respondents in other counties.

**Washington County:** Residents of Washington County are more likely than those in other counties to be familiar with home health agency services and less likely than those in other counties to be familiar with surrogate-directed services and the LTC Ombudsman program.

**Table 9a. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by County**

	Residential care homes		Nursing homes		Assisted living facilities	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>53%</b>	<b>1,357</b>	<b>67%</b>	<b>1,357</b>	<b>53%</b>
Addison*	98	52%	98	76%	98	49%
Bennington*	91	65% ↑	91	80% ↑	91	62%
Caledonia*	111	57%	111	68%	111	55%
Chittenden*	209	51%	209	60%	209	53%
Essex*	36	56%	36	65%	36	48%
Franklin*	109	52%	109	67%	109	55%
Grand Isle*	13	71%	13	85%	13	58%
Lamoille*	60	49%	60	65% ↓	60	37%
Orange*	62	42%	62	43% ↓	62	45%
Orleans*	117	50%	117	71%	117	51%
Rutland*	165	54%	165	71%	165	54%
Washington*	81	52%	81	69%	81	52%
Windham*	91	57%	91	65%	91	61%
Windsor*	114	45%	114	65%	114	56%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 9b. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by County**

	Adult Day Services		Flexible Choices		Adult Family Care	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>57%</b>	<b>1,357</b>	<b>35%</b>	<b>1,357</b>	<b>34%</b>
Addison*	98	72% ↑	98	42%	98	41%
Bennington*	91	81% ↑	91	35%	91	39%
Caledonia*	111	63%	111	38%	111	35%
Chittenden*	209	57%	209	41%	209	31%
Essex*	36	46%	36	48%	36	45%
Franklin*	109	49%	109	25% ↓	109	32%
Grand Isle*	13	64%	13	50%	13	58%
Lamoille*	60	52%	60	33%	60	21% ↓
Orange*	62	43% ↓	62	24%	62	36%
Orleans*	117	51%	117	35%	117	39%
Rutland*	165	54%	165	28%	165	31%
Washington*	81	48%	81	41%	81	29%
Windham*	91	55%	91	28%	91	31%
Windsor*	114	59%	114	41%	114	43%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 9c. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by County**

	Home Health Agency Services		Consumer-Directed Services		Surrogate-Directed Services	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>82%</b>	<b>1,357</b>	<b>48%</b>	<b>1,357</b>	<b>35%</b>
Addison*	98	95% ↑	98	44%	98	37%
Bennington*	91	84%	91	47%	91	39%
Caledonia*	111	85%	111	50%	111	36%
Chittenden*	209	74% ↓	209	49%	209	35%
Essex*	36	83%	36	50%	36	39%
Franklin*	109	91% ↑	109	36% ↓	109	24% ↓
Grand Isle*	13	73%	13	55%	13	64%
Lamoille*	60	88%	60	42%	60	31%
Orange*	62	64% ↓	62	56%	62	32%
Orleans*	117	86%	117	54%	117	38%
Rutland*	165	79%	165	50%	165	36%
Washington*	81	91% ↑	81	38%	81	24% ↓
Windham*	91	81%	91	49%	91	35%
Windsor*	114	75%	114	53%	114	38%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 9d. Percentage of Respondents Very Familiar or Somewhat Familiar with Various LTC Programs by County**

	The LTC Ombudsman program		The Adult Protective Services program	
	% Very or Somewhat Familiar		% Very or Somewhat Familiar	
	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>35%</b>	<b>1,357</b>	<b>55%</b>
Addison*	98	37%	98	58%
Bennington*	91	37%	91	58%
Caledonia*	111	32%	111	51%
Chittenden*	209	37%	209	55%
Essex*	36	34%	36	56%
Franklin*	109	32%	109	58%
Grand Isle*	13	26%	13	57%
Lamoille*	60	31%	60	44%
Orange*	62	23% ↓	62	46%
Orleans*	117	44%	117	63%
Rutland*	165	40%	165	54%
Washington*	81	23% ↓	81	52%
Windham*	91	36%	91	50%
Windsor*	114	32%	114	55%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

### **3. GENERAL RATINGS OF SERVICES**

#### **3.1. RATINGS OF LONG-TERM CARE SERVICES**

The 2015 survey included nine questions to assess respondents' ratings of the following aspects of service delivery:

1. The amount of choice and control that the consumer had when he or she planned the services or care they would receive
2. The overall quality of the help received
3. The timeliness of the services (e.g., services received when needed).
4. The communication between the consumer and their care provider(s)
5. The reliability of the consumer's care provider(s)
6. The degree to which the services meet the consumer's daily needs
7. How well problems or concerns about the consumer's care are resolved
8. The courtesy of the consumer's care provider(s)
9. How well people listen to the consumer's needs and preferences

The survey also included one question assessing the overall value of services provided by DAIL and the Choices for Care program:

1. Overall how do you rate the value of the services you receive?

Respondents rated these items on a four-point scale: "excellent", "good", "fair", or "poor". For each survey item we indicate the percentage of respondents who endorsed either "excellent" or "good" as a percentage of all valid responses.

#### **Amount of Choice and Control**

In 2015, 83% of all long-term care participants rate the amount of choice and control that they had when planning their services or care as "excellent" or "good". This is on par with 2014 (81%).

#### **Quality of Help Received**

In 2015, 91% of respondents rate the quality of the help they received as "excellent" or "good". This percentage was similar to respondents surveyed in 2014 (89%).

#### **Timeliness of Services**

In 2015, 85% of respondents rate the timeliness of the services as "excellent" or "good". This percentage was similar to respondents surveyed in 2014 (84%).

#### **Communication with Caregivers**

In 2015, 90% of respondents rate the communication with their caregivers as "excellent" or "good". This percentage was unchanged from those surveyed in 2014 (90%).

### **Caregiver Reliability**

In 2015, 90% of respondents rate the reliability of their caregivers as “excellent” or “good”. This percentage was on par with respondents surveyed in 2014 (91%).

### **Services Meet Needs**

In 2015, 86% of respondents rate the degree to which services meet their daily needs as “excellent” or “good”. This percentage is similar to the percentage obtained in 2014 (89%).

### **Problem Resolution**

In 2015, 84% of respondents rate the manner in which problems or concerns with their care were resolved as “excellent” or “good”. This percentage was similar to those surveyed in 2014 (87%).

### **Caregiver Courtesy**

In 2015, 96% of respondents rate the courtesy of their caregivers as “excellent” or “good”. This percentage was unchanged from respondents surveyed in 2014 (96%).

### **People Listen to Needs**

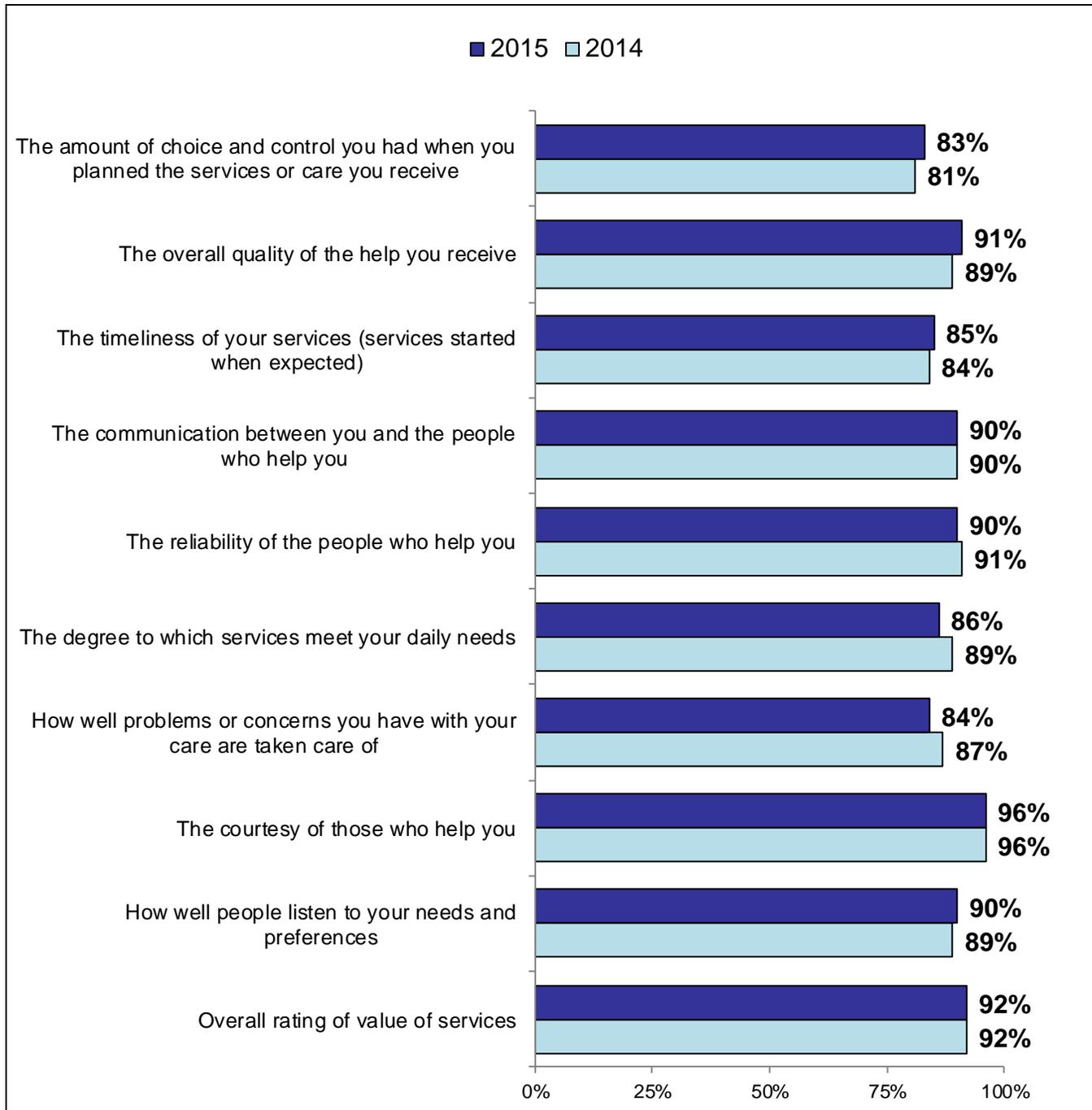
In 2015, 90% of respondents rate how well people listened to their needs as “excellent” or “good”. This percentage is on par with the percentage from 2014 (89%).

### **Overall Value of Services**

In 2015, 92% of respondents rate the overall value of services as “excellent” or “good”. This percentage is on par with respondents surveyed in 2014 (92%).

Figure 5 displays the survey results for the 10 long-term care service rating items summarized above.

**Figure 5. Percentage of Respondents Rating General Services “Excellent” or “Good”**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 3.1.1. RATINGS OF LONG-TERM CARE SERVICES BY NEED

Those with high/highest needs and those in the Attendant Services Program report higher ratings on several attributes than those with moderate needs.

**Table 10. Percentage of Respondents Rating General Services “Excellent” or “Good” by Need**

	Moderate Needs		High/Highest Needs*		Attendant Services Program*	
	2014	2015	2014	2015	2014	2015
The amount of choice and control you had when you planned services or care	75%	79%	85%	85% ↑	91%	91% ↑
The overall quality of help you receive	87%	88%	91%	94% ↑	97%	95% ↑
The timeliness of your services	82%	84%	86%	84%	86%	87%
The communication between you and the people who help you	88%	87%	91%	92% ↑	94%	93%
The reliability of people who help you	90%	89%	91%	90%	96%	94%
The degree to which services meet your daily needs	83%	82%	92%	90% ↑	92%	93% ↑
How well problems or concerns you have with your care are taken care of	82%	81%	90%	87% ↑	93%	92% ↑
The courtesy of those who help you	96%	96%	95%	96%	97%	97%
How well people listen to your needs and preferences	88%	87%	91%	93% ↑	92%	91%
Overall rating of value of services	90%	90%	93%	93% ↑	94%	93%

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

### 3.1.2. RATINGS OF LONG-TERM CARE SERVICES BY PROGRAM

#### Case Management Services

**Moderate Needs:** Moderate need respondents receiving case management services give significantly lower ratings compared to other respondents on overall quality of help, the degree to which services meet daily needs, and how well problems or concerns are taken care of.

**Personal Care Services:** Respondents receiving Personal Care Services give significantly higher ratings compared to other respondents on the degree to which services meet daily needs.

**Surrogate-Directed Personal Care Services:** Respondents receiving Surrogate-Directed Personal Care Services give significantly higher ratings compared to other respondents on: the amount of choice and control they had, the degree to which service meet daily needs, problem resolution, and people listening to their needs and preferences. Given the high percentage of proxy respondents among Surrogate-Directed Personal Care Services, it is not surprising that these respondents have more positive experiences with their services. It is highly likely that the person helping complete the survey on behalf of the respondent is the same person that employs their caregivers. As shown in section 3.3, proxies gave significantly higher ratings on almost all general rating items than respondents completing the survey themselves.

#### Flexible Choices

**High/Highest Needs:** High/highest need respondents receiving Flexible Choice services give significantly higher ratings compared to other respondents on the degree to which services meet daily needs and problem resolution.

**Adult Day Centers:** Respondents attending an Adult Day Center give significantly higher ratings compared to other respondents on the degree to which services meet daily needs, problem resolution, and people listening to their needs and preferences.

**Homemaker Services:** Respondents receiving Homemaker Care Services give significantly lower ratings compared to other respondents on the degree to which services meet daily needs, problem resolution, and people listening to their needs and preferences.

**Attendant Services Program:** Respondents in the Attendant Services Program give significantly higher ratings compared to other respondents on the amount of choice and control they had, the degree to which services meet daily needs, and problem resolution. Like respondents in Surrogate-Directed Personal Care Services, respondents in the Attendant Services Program are likely to have their services directed by a surrogate. Therefore, it is highly likely that the person helping complete the survey on behalf of the respondent is the same person that employs their caregivers.

**Table 11a. Percentage of Respondents Rating General Services “Excellent” or “Good” by Program**

	Amount of choice and control		Overall quality of help		Timeliness of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>83%</b>	<b>1,357</b>	<b>91%</b>	<b>1,357</b>	<b>85%</b>
CFC Case Mgmt	1,235	82%	1,235	91%	1,235	85%
<i>Moderate Needs</i>	690	79%	690	88% ↓	690	84%
<i>High/Highest Needs*</i>	545	85%	545	94%	545	85%
Personal Care Services	531	85%	531	94%	531	85%
<i>Consumer-Directed*</i>	145	82%	145	93%	145	87%
<i>Surrogate-Directed*</i>	170	90% ↑	170	94%	170	86%
<i>Agency-Directed</i>	287	83%	287	93%	287	82%
Flexible Choices	257	83%	257	90%	257	84%
<i>Moderate Needs</i>	203	82%	203	88%	203	85%
<i>High/Highest Needs*</i>	54	87%	54	96%	54	80%
Adult Day Centers*	194	82%	194	91%	194	85%
Homemaker Services	560	79%	560	88%	560	84%
Attendant Services Program*	68	91% ↑	68	95%	68	87%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 11b. Percentage of Respondents Rating General Services “Excellent” or “Good” by Program**

	Communication between you and the people who help you		Reliability of people who help you		Degree to which services meet your daily needs	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>86%</b>
CFC Case Mgmt	1,235	90%	1,235	89%	1,235	86%
<i>Moderate Needs</i>	690	87%	690	89%	690	82% ↓
<i>High/Highest Needs</i>	545	92%	545	89%	545	89%
Personal Care Services	531	92%	531	89%	531	90% ↑
<i>Consumer-Directed*</i>	145	89%	145	91%	145	88%
<i>Surrogate-Directed*</i>	170	93%	170	93%	170	93% ↑
<i>Agency-Directed</i>	287	91%	287	87%	287	87%
Flexible Choices	257	87%	257	88%	257	85%
<i>Moderate Needs</i>	203	88%	203	87%	203	82%
<i>High/Highest Needs*</i>	54	85%	54	90%	54	94% ↑
Adult Day Centers*	194	93%	194	91%	194	91% ↑
Homemaker Services	560	88%	560	90%	560	82% ↓
Attendant Services Program*	68	93%	68	94%	68	93% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 11c. Percentage of Respondents Rating General Services “Excellent” or “Good” by Program**

	How well problems or concerns are taken care of		The courtesy of those who help you		How well people listen to your needs and preferences		Overall rating of value of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>84%</b>	<b>1,357</b>	<b>96%</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>92%</b>
CFC Case Mgmt	1,235	84%	1,235	96%	1,235	90%	1,235	92%
<i>Moderate Needs</i>	690	81% ↓	690	96%	690	87%	690	90%
<i>High/Highest Needs*</i>	545	86%	545	96%	545	93%	545	93%
Personal Care Services	531	86%	531	96%	531	93%	531	93%
<i>Consumer-Directed*</i>	145	82%	145	96%	145	92%	145	92%
<i>Surrogate-Directed*</i>	170	90% ↑	170	96%	170	95% ↑	170	95%
<i>Agency-Directed</i>	287	85%	287	97%	287	91%	287	92%
Flexible Choices	257	85%	257	96%	257	89%	257	92%
<i>Moderate Needs</i>	203	83%	203	96%	203	89%	203	91%
<i>High/Highest Needs*</i>	54	94% ↑	54	97%	54	91%	54	96%
Adult Day Centers*	194	90% ↑	194	97%	194	95% ↑	194	94%
Homemaker Services	560	80% ↓	560	96%	560	87% ↓	560	89%
Attendant Services Program*	68	92% ↑	68	97%	68	91%	68	93%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

### 3.1.3. RATINGS OF LONG-TERM CARE SERVICES BY COUNTY

Tables 12a through 12c display the ratings of long-term care service by county. We highlight the findings below.

**Addison County:** Respondents residing in Addison County are significantly more likely to give higher ratings compared to those in other counties on the timeliness of services, problem resolution, the courtesy of those who help them, and overall value of services.

**Caledonia County:** Respondents residing in Caledonia County are significantly more likely to give higher ratings compared to those in other counties on the courtesy of those who help them.

**Franklin County:** Residents of Franklin County are significantly less likely to give higher ratings on the reliability of those that help them than those in other counties.

**Lamoille County:** Residents of Lamoille County are significantly more likely to give higher ratings on the communication between them and those that help them, the reliability of those that help them, and the courtesy of those that help them compared to those in other counties.

**Washington County:** Respondents residing in Washington County are significantly less likely than those in other counties to rate the degree to which services meet daily needs as “excellent” or “good”.

**Table 12a. Percentage of Respondents Rating General Services “Excellent” or “Good” by County**

	Amount of choice and control		Overall quality of help		Timeliness of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>83%</b>	<b>1,357</b>	<b>91%</b>	<b>1,357</b>	<b>85%</b>
Addison*	98	87%	98	95%	98	94% ↑
Bennington*	91	83%	91	94%	91	86%
Caledonia*	111	85%	111	94%	111	87%
Chittenden*	209	82%	209	93%	209	81%
Essex*	36	77%	36	94%	36	86%
Franklin*	109	81%	109	89%	109	87%
Grand Isle*	13	92%	13	93%	13	93%
Lamoille*	60	83%	60	92%	60	85%
Orange*	62	79%	62	85%	62	79%
Orleans*	117	85%	117	90%	117	85%
Rutland*	165	85%	165	92%	165	87%
Washington*	81	85%	81	91%	81	87%
Windham*	91	74%	91	87%	91	80%
Windsor*	114	79%	114	88%	114	77%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 12b. Percentage of Respondents Rating General Services “Excellent” or “Good” by County**

	Communication between you and the people who help you		Reliability of people who help you		Degree to which services meet your daily needs	
	% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>86%</b>
Addison*	98	94%	98	90%	98	90%
Bennington*	91	86%	91	94%	91	91%
Caledonia*	111	93%	111	94%	111	85%
Chittenden*	209	90%	209	91%	209	86%
Essex*	36	91%	36	92%	36	86%
Franklin*	109	87%	109	82% ↓	109	83%
Grand Isle*	13	93%	13	74%	13	93%
Lamoille*	60	98% ↑	60	96% ↑	60	89%
Orange*	62	88%	62	84%	62	85%
Orleans*	117	91%	117	94%	117	90%
Rutland*	165	91%	165	90%	165	90%
Washington*	81	88%	81	85%	81	76% ↓
Windham*	91	87%	91	87%	91	88%
Windsor*	114	87%	114	89%	114	82%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 12c. Percentage of Respondents Rating General Services “Excellent” or “Good” by County**

	How well problems or concerns are taken care of		The courtesy of those who help you		How well people listen to your needs and preferences		Overall rating of value of services	
	% Excellent or Good		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>84%</b>	<b>1,357</b>	<b>96%</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>92%</b>
Addison*	98	93% ↑	98	99% ↑	98	93%	98	100% ↑
Bennington*	91	85%	91	96%	91	92%	91	92%
Caledonia*	111	86%	111	99% ↑	111	94%	111	94%
Chittenden*	209	83%	209	97%	209	89%	209	90%
Essex*	36	77%	36	92%	36	84%	36	92%
Franklin*	109	81%	109	92%	109	92%	109	90%
Grand Isle*	13	86%	13	100%	13	93%	13	100%
Lamoille*	60	89%	60	100% ↑	60	93%	60	91%
Orange*	62	86%	62	94%	62	85%	62	88%
Orleans*	117	84%	117	95%	117	90%	117	91%
Rutland*	165	87%	165	98%	165	94%	165	93%
Washington*	81	80%	81	96%	81	87%	81	96%
Windham*	91	81%	91	94%	91	87%	91	88%
Windsor*	114	81%	114	96%	114	86%	114	88%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

### 3.2. AGREEMENT WITH STATEMENTS ABOUT SERVICES

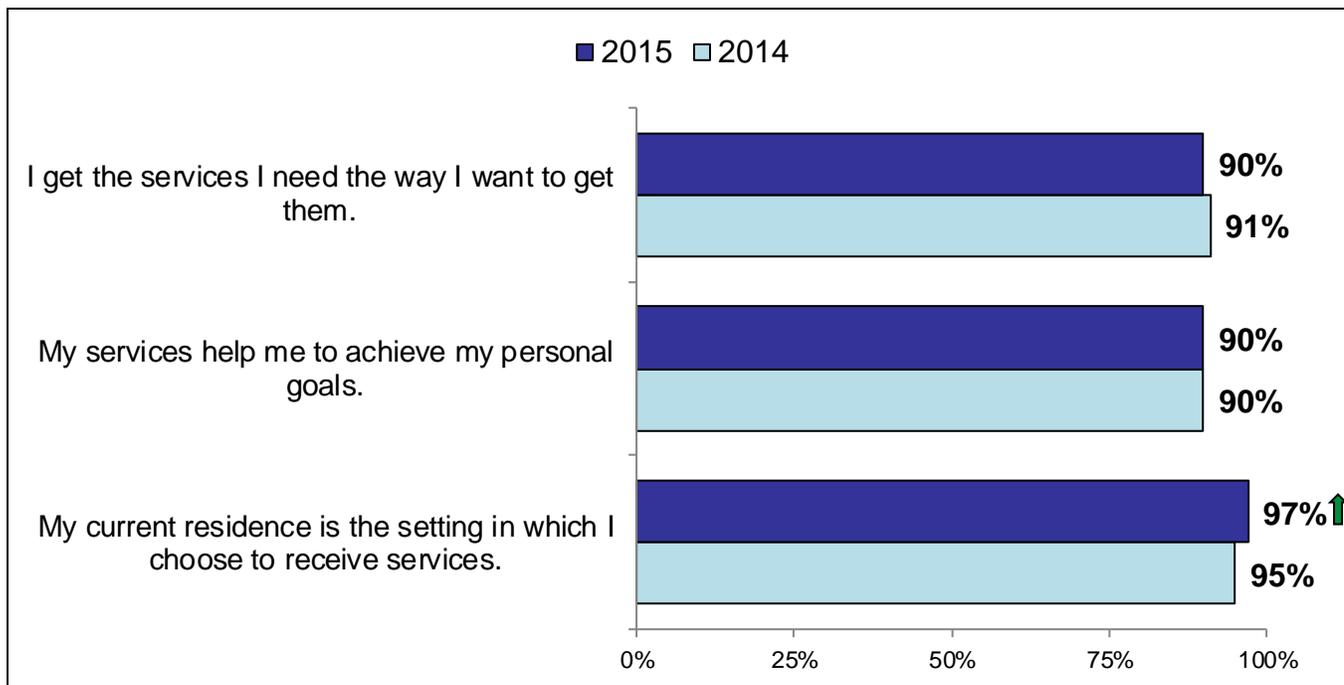
The 2015 survey included three questions to assess respondents' satisfaction with the following aspects of service delivery:

1. Getting services the consumer needs the way they want to get them.
2. Services help consumer achieve personal goals
3. The consumer's current residence is the setting in which they choose to receive services

Respondents rated these items on a four-point scale: "strongly agree", "agree", "disagree", or "strongly disagree". For each survey item we indicate the percentage of respondents who endorsed either "strongly agree", or "agree" as a percentage of all valid responses.

As shown in Figure 6 below, respondents rate getting the services they need the way they want to get them and services helping them achieve their personal goals on par with 2014. Respondents rate their agreement that their current resident is the setting in which they choose to receive services significantly higher than in 2014.

**Figure 6. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 3.2.1. AGREEMENT WITH STATEMENTS ABOUT SERVICES BY NEED

Respondents in the moderate needs group rate their agreement that their current residence is the setting in which they choose to receive services significantly higher than in 2014. There are no significant differences of ratings of these three statements by level of need.

**Table 13. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services by Need**

	Moderate Needs		High/Highest Needs*		Attendant Services Program*	
	2014	2015	2014	2015	2014	2015
I get the services I need the way I want to get them.	89%	89%	92%	91%	95%	93%
My services help me to achieve my personal goals.	89%	89%	91%	91%	96%	95%
My current residence is the setting in which I choose to receive services.	93%	97% ↑	96%	97%	98%	95%

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

### 3.2.2. AGREEMENT WITH STATEMENTS ABOUT SERVICES BY PROGRAM

#### Personal Care Services

**Surrogate-Directed Personal Care Services:** Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to agree or strongly agree compared to other respondents on getting needed services the way they want to get them and that their services help them to achieve their personal goals.

**Table 14. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services by Program**

	I get needed services the way I want to get them		My services help me to achieve personal goals		Current residence is where I choose to receive services	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>97%</b>
CFC Case Mgmt	1,235	90%	1,235	90%	1,235	97%
<i>Moderate Needs</i>	690	89%	690	89%	690	97%
<i>High/Highest Needs</i>	545	91%	545	91%	545	97%
Personal Care Services	531	91%	531	91%	531	97%
<i>Consumer-Directed*</i>	145	89%	145	89%	145	97%
<i>Surrogate-Directed*</i>	170	96% ↑	170	94% ↑	170	98%
<i>Agency-Directed</i>	287	88%	287	90%	287	96%
Flexible Choices	257	88%	257	89%	257	97%
<i>Moderate Needs</i>	203	86%	203	89%	203	98%
<i>High/Highest Needs*</i>	54	94%	54	91%	54	94%
Adult Day Centers*	194	94%	194	90%	194	96%
Homemaker Services	560	88%	560	89%	560	97%
Attendant Services Program*	68	93%	68	95%	68	95%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

### 3.2.3. AGREEMENT WITH STATEMENTS ABOUT SERVICES BY COUNTY

**Addison County:** Respondents in Addison County are significantly more likely than residents of other counties to agree or strongly agree with statements about getting needed services the way they want to get them and their services helping them to achieve personal goals.

**Essex County:** Residents of Essex County are significantly more likely than those of other counties to strongly agree or agree with the statement that their services help them to achieve their personal goals.

**Lamoille County:** Respondents in Lamoille County are significantly more likely than residents of other counties to agree or strongly agree with the statement that their current residence is where they receive services.

**Rutland County:** Residents of Rutland County are significantly more likely than those of other counties to strongly agree or agree with the statement that they get needed services the way they want to get them.

**Table 15. Percentage of Respondents Strongly Agreeing or Agreeing with Statements about Services by County**

	I get needed services the way I want to get them		My services help me to achieve personal goals		Current residence is where I choose to receive services	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>97%</b>
Addison*	98	99% ↑	98	99% ↑	98	98%
Bennington*	91	90%	91	91%	91	97%
Caledonia*	111	91%	111	90%	111	97%
Chittenden*	209	87%	209	87%	209	96%
Essex*	36	92%	36	97% ↑	36	97%
Franklin*	109	90%	109	93%	109	96%
Grand Isle*	13	84%	13	84%	13	100%
Lamoille*	60	87%	60	89%	60	100% ↑
Orange*	62	85%	62	91%	62	98%
Orleans*	117	88%	117	88%	117	96%
Rutland*	165	94% ↑	165	93%	165	96%
Washington*	81	89%	81	88%	81	98%
Windham*	91	90%	91	90%	91	94%
Windsor*	114	86%	114	87%	114	97%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

### 3.3. RATINGS OF LONG-TERM CARE SERVICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of the consumer who receives services rated 9 of the 13 general ratings items significantly higher than respondents who completed the survey themselves.

**Table 16. Percentage of Respondents Rating General Services “Excellent” or “Good” by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>380</b>	<b>931</b>
The amount of choice and control you had when you planned the services or care you receive	94%	91%
The overall quality of the help you receive	93% ↑	89%
The timeliness of your services	97%	96%
The communication between you and the people who help you	90% ↑	82%
The reliability of the people who help you	92% ↑	84%
The degree to which services meet your daily needs	92% ↑	89%
How well problems or concerns you have are taken care of	91%	89%
The courtesy of those who help you	87%	84%
How well people listen to your needs and preferences	94% ↑	90%
Overall rating of value of the services received	90% ↑	79%
My current residence is the setting in which I choose to receive services	98% ↑	96%
My services help me to achieve my personal goals	95% ↑	88%
I get the services I need the way I want to get them	95% ↑	88%

↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

### 3.4. OPEN-ENDED COMMENTS

Respondents were asked whether there was anything that could improve the services offered to them and others. Almost one in three respondents responded yes. Of those 394 respondents who said yes, there were 144 responses that indicated services could be improved by providing more care/services. Other ways respondents indicated that services could be improved were by offering better quality staff, communicating better, and offering better care/services.

**Table 17. Open-Ended Comments Regarding Improvement of Services**

Is there anything that could improve the services offered to you and others?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>1,246</b>	
Yes	394	31%
No	824	67%
Don't Know	28	2%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>422</b>
Need more care/services	144
Need better staff	79
Need better communication	59
Need better care/services	27
More consistent staffing/Too many different people	14
Better pay/higher wages for staff	12
Hire more staff	4
Need more choice and control	3
Consistent schedule/same day and time each week	3
Other	77

Respondents were also asked if they had more choice, control, and flexibility, would their services be different. Just over one in four respondents indicated yes. Of those 319 respondents that said yes, there were 344 responses made. Of those responses, 138 responses involved having more care/services, 40 responses involved needing better staff, and 35 responses indicated the need for more choice and control.

**Table 18. Open-Ended Comments Regarding How Services Would be Different If Had More Choice, Control and Flexibility**

<b>If you had more choice, control and flexibility, would your services be different?</b>	<b>Number of respondents (unweighted)</b>	<b>Percent of respondents (weighted)</b>
<b>Total number of respondents (unweighted)</b>	<b>1,227</b>	
Yes	319	26%
No	870	71%
Don't Know	38	3%

<b>How services would be different (coded categories)</b>	<b>Number of responses (unweighted)</b>
<b>Total number of responses (unweighted)</b>	<b>344</b>
Need more care/services	138
Need better staff	40
Need more choice & control	35
Need better care/services	18
Need better communication	9
More consistent staffing/Too many different people	6
Consistent schedule/same day and time each week	6
Better pay/Higher wages for staff	4
Hire more staff	2
Other	86

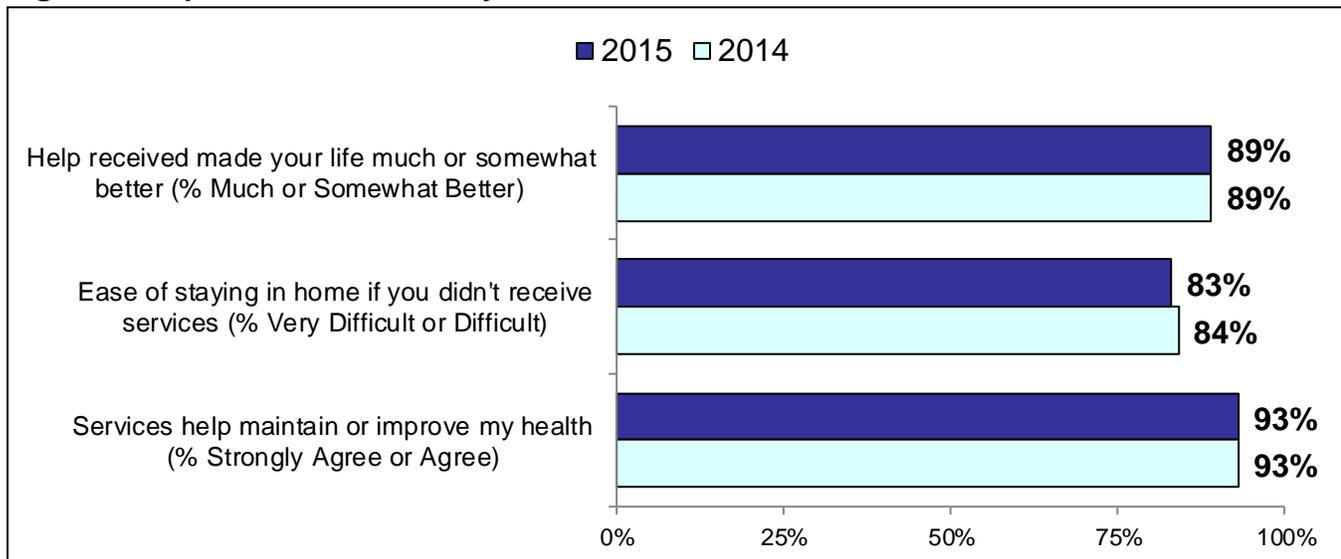
#### 4. IMPROVEMENT IN QUALITY OF LIFE

The 2015 survey included 3 questions to assess the improvement in respondents' quality of life as a result of receiving long-term care services:

1. Has the help they received made their life better, somewhat better, about the same, somewhat worse, much worse – 5 point scale
2. The ease it would be to stay in their home if they didn't receive services (very easy, easy, difficult, very difficult) – 4 point scale
3. The agreement with the statement that their service help them to maintain or improve their health (strongly agree, agree, disagree, strongly disagree) – 4 point scale

As shown in Figure 7 below, almost nine in ten respondents report that services have made their life somewhat or much better, on par with 2014. Eighty-three percent of respondents reported that it would be difficult or very difficult to stay in their home if they didn't receive these services. Over nine in ten respondents reported that the services help them maintain or improve their health.

**Figure 7. Improvement in Quality of Life Items**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 4.1. IMPROVEMENT IN QUALITY OF LIFE BY PROGRAM

### Case Management Services

**Moderate Needs:** Moderate need respondents receiving case management services are significantly less likely than respondents in other programs to report that it would be difficult or very difficult to stay in their home if they didn't receive services.

**High/Highest Needs:** High/highest need respondents receiving case management services are significantly more likely than respondents in other programs to report that it would be difficult or very difficult to stay in their home if they didn't receive services.

**Personal Care Services:** Respondents receiving Personal Care Services are significantly more likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

**Consumer-Directed Personal Care Services:** Respondents receiving Consumer-Directed Personal Care Services are significantly more likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs

**Agency-Directed Personal Care Services:** Respondents receiving Agency-Directed Personal Care Services are significantly more likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

### Flexible Choices

**High/Highest Needs:** High/highest need respondents receiving Flexible Choice services are significantly more likely than respondents in other programs to report that it would be difficult or very difficult to stay in their home if they didn't receive services.

**Adult Day Centers:** Individuals attending an Adult Day Center are significantly less likely to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

**Homemaker Services:** Individuals receiving Homemaker Services are significantly less likely to report that the help received has made their life much or somewhat better and that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

**Attendant Services Program:** Respondents in the Attendant Services Program are significantly more likely than those in other programs to report that it would be difficult or very difficult to stay in their home if they didn't receive services compared to those in other programs.

**Table 19. Improvement in Quality of Life Items by Program**

	Help received made your life much or somewhat better		Ease of staying in home if you didn't receive services		Services help maintain or improve my health	
	% Much or Somewhat Better		% Very Difficult or Difficult		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>89%</b>	<b>1,357</b>	<b>83%</b>	<b>1,357</b>	<b>93%</b>
CFC Case Mgmt	1,235	89%	1,235	81%	1,235	93%
<i>Moderate Needs</i>	690	86%	690	76% ↓	690	91%
<i>High/Highest Needs</i>	545	92%	545	87% ↑	545	95%
Personal Care Services	531	91%	531	87% ↑	531	95%
<i>Consumer-Directed*</i>	145	89%	145	90% ↑	145	95%
<i>Surrogate-Directed*</i>	170	93%	170	84%	170	95%
<i>Agency-Directed</i>	287	91%	287	89% ↑	287	95%
Flexible Choices	257	90%	257	80%	257	94%
<i>Moderate Needs</i>	203	89%	203	77%	203	94%
<i>High/Highest Needs*</i>	54	94%	54	91% ↑	54	96%
Adult Day Centers*	194	90%	194	75% ↓	194	93%
Homemaker Services	560	85% ↓	560	76% ↓	560	91%
Attendant Services Program*	68	92%	68	98% ↑	68	94%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 4.2. IMPROVEMENT IN QUALITY OF LIFE BY COUNTY

**Addison County:** Respondents in Addison County are significantly more likely to report that the services they have received has helped maintain or improve their health compared to those in other counties.

**Table 20. Improvement in Quality of Life Items by County**

	Help received made your life much or somewhat better		Ease of staying in home if you didn't receive services		Services help maintain or improve my health	
	% Much or Somewhat Better		% Very Difficult or Difficult		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>89%</b>	<b>1,357</b>	<b>83%</b>	<b>1,357</b>	<b>93%</b>
Addison*	98	92%	98	81%	98	98% ↑
Bennington*	91	91%	91	88%	91	96%
Caledonia*	111	90%	111	85%	111	97%
Chittenden*	209	91%	209	81%	209	92%
Essex*	36	89%	36	78%	36	97%
Franklin*	109	88%	109	81%	109	93%
Grand Isle*	13	70%	13	82%	13	82%
Lamoille*	60	86%	60	83%	60	95%
Orange*	62	89%	62	85%	62	90%
Orleans*	117	87%	117	82%	117	88%
Rutland*	165	90%	165	83%	165	96%
Washington*	81	92%	81	82%	81	91%
Windham*	91	83%	91	79%	91	96%
Windsor*	114	88%	114	86%	114	87%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

## 5. QUALITY OF LIFE MEASURES

The 2015 survey included 21 questions intended to measure aspects of respondents' quality of life.

The first 15 items asked respondents to respond either "Yes", "Somewhat", or "No". Items included the following (Figure 8):

1. Feel safe in the home where they live
2. Feel safe out in their community
3. Are prepared for an emergency (new in 2014)
4. Can get where they need or want to go
5. Can get around inside their home as needed
6. Are satisfied with how they spend their free time
7. Are satisfied with the amount of contact with family and friends
8. Have someone they can count on in an emergency
9. Are satisfied with their social life
10. Feel valued and respected
11. Feel connected to their community
12. Have someone they can count on to listen to them when they need to talk
13. Have someone to do something enjoyable with
14. In their leisure time, they don't like what they are doing but don't know what else to do
15. During leisure time, they almost always have something to do

The next three items asked respondents to indicate their need for help around the house and the help they receive from non-paid caregivers (Figure 9):

1. Need more help with things around the house than they are receiving (yes, no)
2. Whether there are people who are not paid who help them stay at home and get around in the community (yes, no)
3. How often they see that person during the week (less than one time a week, one time a week, more than one time a week)

The last three items asked about mental health, emotional support and life satisfaction (Figure 10):

1. How often they felt sad or blue during the past week on a five-point scale (always, usually, sometimes, rarely, never)
2. How often they get the social and emotional support they need on a five-point scale (always, usually, sometimes, rarely, never)
3. Overall satisfaction with life (very satisfied, satisfied, dissatisfied, very dissatisfied)

## **Safety in Home**

In 2015, 90% of respondents reported feeling safe in their homes. This percentage is unchanged from 2014 (90%).

## **Safety in Community**

In 2015, 77% of respondents reported feeling safe when out in their community. This percentage is on par with 2014 (78%).

## **Preparedness for an Emergency**

In 2015, 71% of respondents indicated they were prepared for an emergency, which is on par with 2014 (70%).

## **Mobility Outside the Home**

In 2015, 65% of respondents indicated that they could get where they needed and wanted to go outside of the home. This percentage is on par with 2014 (64%).

## **Mobility Inside the Home**

In 2015, 83% of respondents indicated that they were able to get around inside their home. This percentage is similar to the percentage in 2014 (84%).

## **Satisfaction with Free Time**

In 2015, 69% of respondents indicated being satisfied with how they spent their free time. This percentage is on par with 2014 (72%).

## **Contact with Family and Friends**

In 2015, 68% of respondents indicated being satisfied the amount of contact they had with family and friends. This percentage is on par with 2014 (70%).

## **Support in an Emergency**

In 2015, 88% of respondents indicated having support in the event of an emergency. This percentage is on par with 2014 (89%).

## **Social Life**

In 2015, 56% of respondents indicated being satisfied with their social life. This percentage is slightly lower than the rating given by respondents surveyed in 2014 (60%).

## **Valued and Respected**

In 2015, 73% of respondents reported feeling valued and respected. This percentage is similar to the percentage in 2014 (74%). A significantly lower percentage of respondents (66%) with moderate needs indicated they felt valued and respected in 2015 compared to those in 2014 (71%).

### **Connection with Community**

In 2015, 48% of respondents indicated feeling connected to the community. This percentage is unchanged from the percentage of respondents surveyed in 2014 (48%).

### **Support when Need to Talk**

In 2015, 83% of respondents indicated they have someone they can count on to listen to them when they need to talk. This percentage is the same as the percentage of respondents surveyed in 2014 (83%).

### **Someone to Do Something Enjoyable with**

In 2015, 72% of respondents indicated they had someone to do something enjoyable with. This percentage is on par with 2014 (72%).

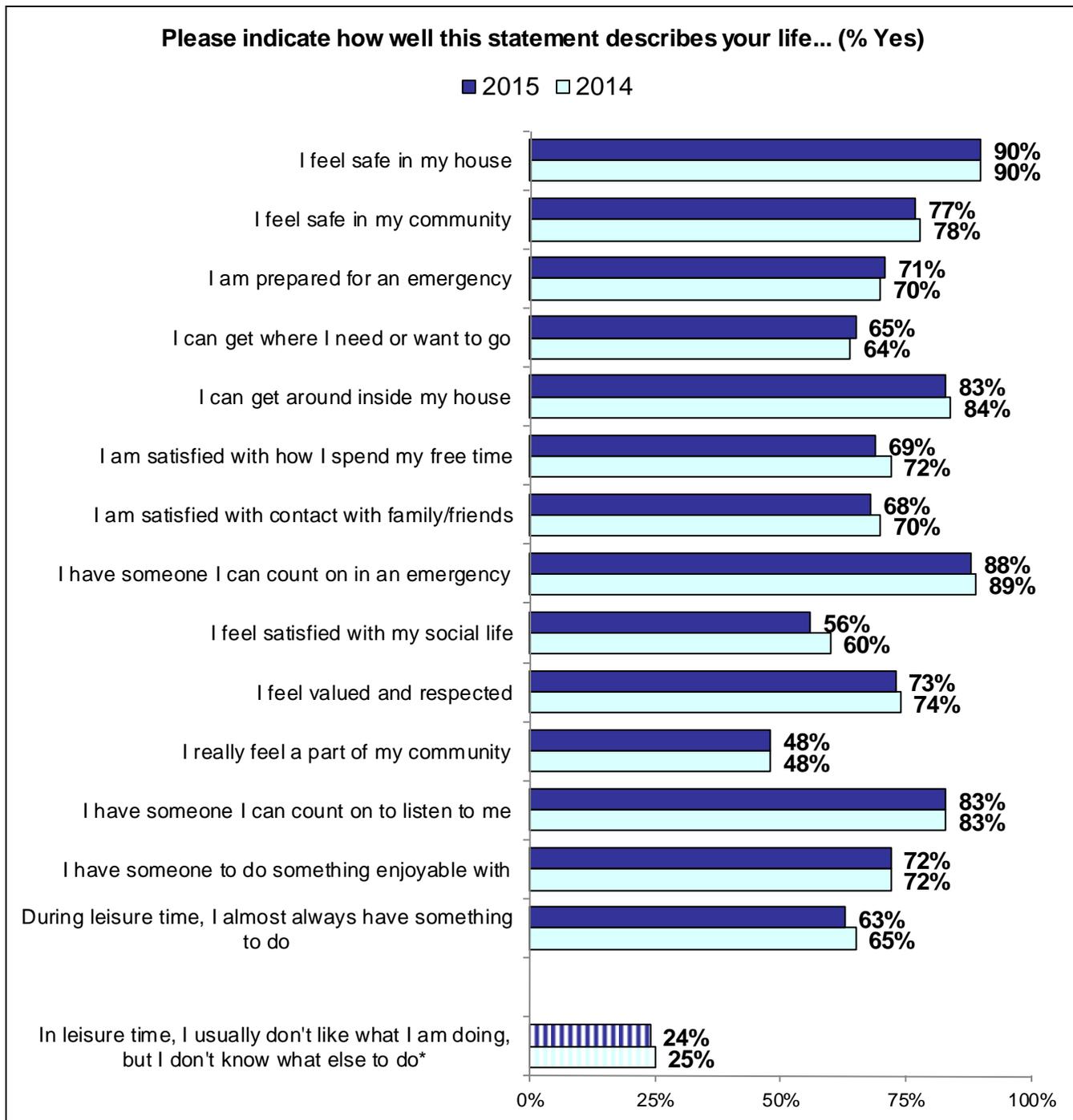
### **Don't Like What Doing in Leisure Time**

In 2015, 24% of respondents indicated that they do not like what they are doing in their leisure time, but do not know what else to do. This percentage is on par with 2014 (25%).

### **Have Something to Do in Leisure Time**

In 2015, 63% of respondents indicated they almost always had something to do in their leisure time. This percentage is similar to the percentage in 2014 (65%).

**Figure 8. Quality of Life Items**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

\* Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

**Table 21. Quality of Life Items by Need**

	Moderate Needs		High/Highest Needs*		Attendant Services Program*	
	2014	2015	2014	2015	2014	2015
I feel safe in my house	87%	86%	92%	94%	93%	90%
I feel safe in my community	80%	77%	76%	77%	85%	80%
I am prepared for an emergency	66%	67%	74%	74%	71%	73%
I can get where I need or want to go	63%	63%	65%	66%	63%	71%
I can get around inside my house	89%	87%	80%	80%	76%	70%
I am satisfied with how I spend my free time	75%	71%	70%	68%	74%	65%
I am satisfied with contact with family/friends	67%	66%	71%	70%	81%	74%
I have someone I can count on in an emergency	85%	83%	91%	93%	97%	88%
I feel satisfied with my social life	58%	54%	60%	58%	62%	56%
I feel valued and respected	71%	66% ↓	76%	79%	78%	74%
I really feel a part of my community	50%	48%	46%	48%	54%	51%
I have someone I can count on to listen to me	77%	79%	88%	87%	85%	91%
I have someone to do something enjoyable with	66%	65%	77%	79%	77%	75%
During leisure time, I almost always have something to do	67%	67%	63%	59%	74%	73%
In leisure time, I usually don't like what I am doing, but I don't know what else to do**	25%	24%	26%	25%	19%	12%

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

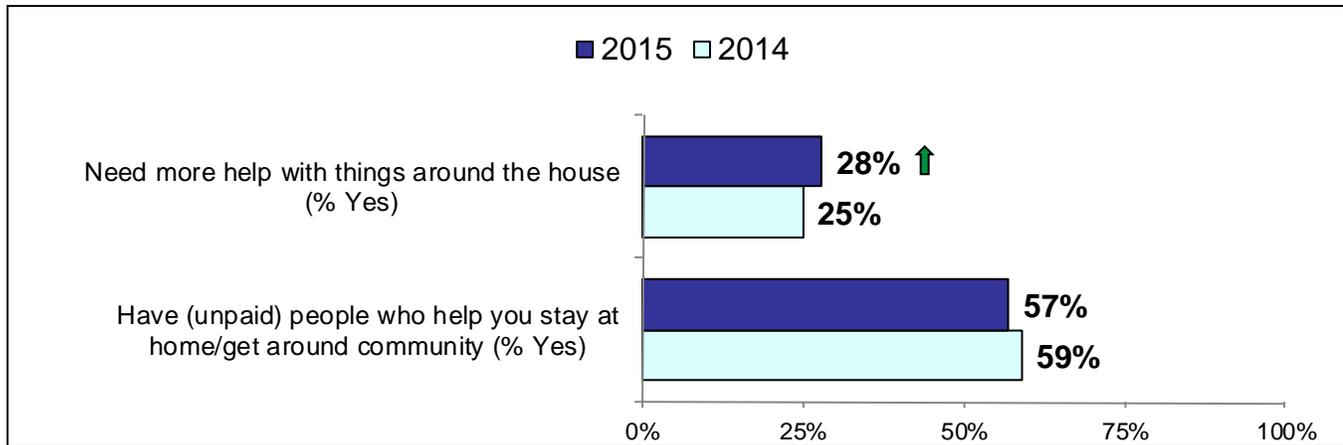
\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

\*\* Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

Over one in four respondents (28%) report that they need more help around the house than they are currently receiving. Over half of respondents (57%) have help staying in the house and getting around the community from people who are not paid. Two in three people receiving this help see this person more than once a week. This is significantly less than in 2014.

A significantly higher percentage of respondents with moderate needs indicated that they needed more help with things around the house in 2015 (35%) than in 2014 (30%). A significantly lower percentage of high/highest need respondents reported seeing an unpaid person more than one time a week in 2015 (73%) than 2014 (78%).

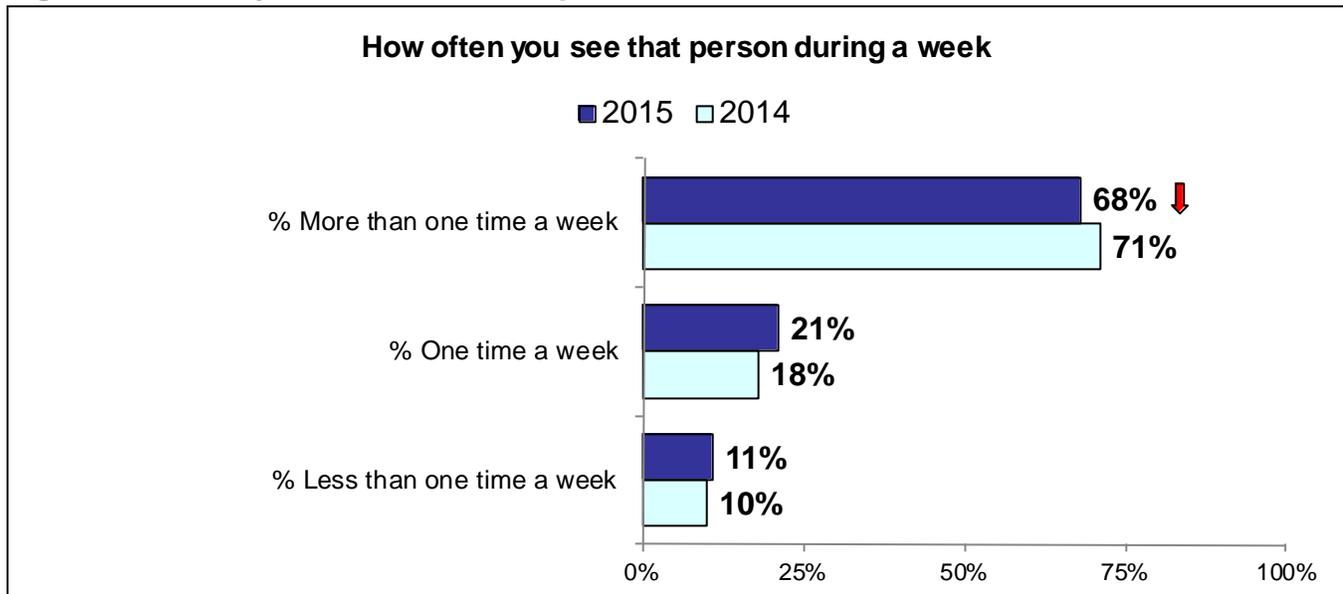
**Figure 9a. Quality of Life Items – Help Around the House**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 9b. Quality of Life Items – Help Around the House**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Table 22. Quality of Life Items – Help Around the House by Need**

	Moderate Needs		High/Highest Needs*		Attendant Services Program*	
	2014	2015	2014	2015	2014	2015
Need more help with things around the house (% Yes)	30%	35% ↑	21%	21%	27%	29%
Have (unpaid) people who help you at home/get around community? (% Yes)	56%	52%	60%	60%	67%	66%
How often you see that person during a week (% Less than one time a week)	13%	13%	8%	10%	9%	9%
How often you see that person during a week (% One time a week)	25%	25%	14%	17%	16%	19%
How often you see that person during a week (% More than one time a week)	62%	62%	78%	73% ↓	76%	70%

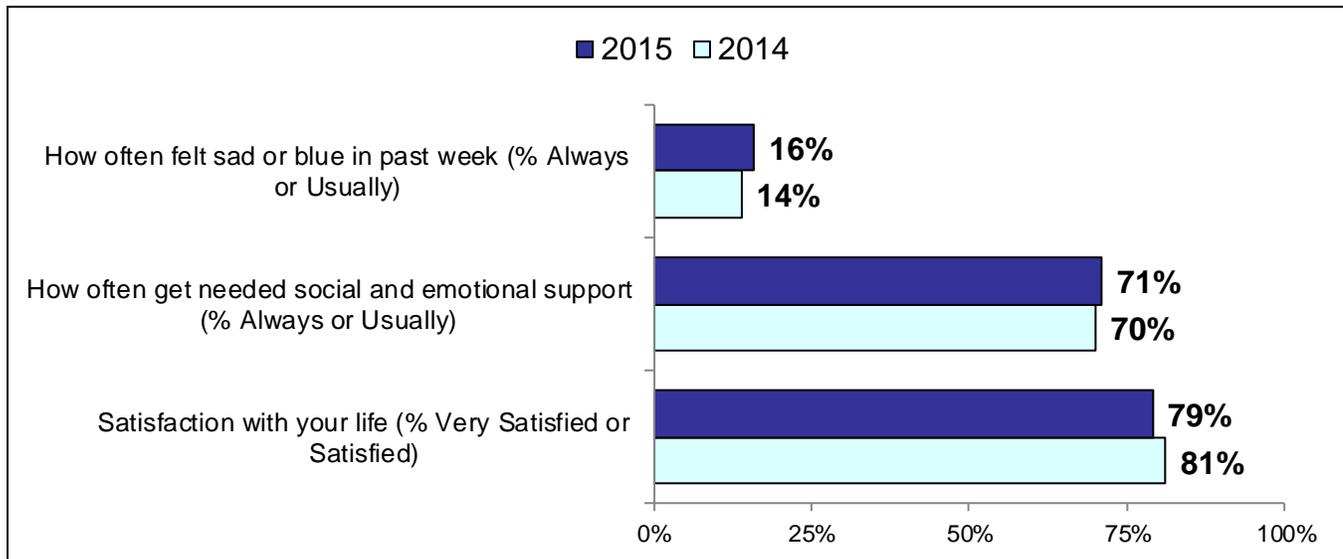
↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

Sixteen percent of respondents report always or usually feeling blue in the past week, on par with 2014 (14%). In 2015, 71% of respondents report always or usually getting the social and emotional support they need, on par with 2014 (70%). In 2015, 79% of respondents report being satisfied or very satisfied with their life, a percentage similar to 2014 (81%).

**Figure 10. Quality of Life Items – Emotional Health, Emotional Support, and Satisfaction with Life**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Table 23. Quality of Life Items – Help Around the House by Need**

	Moderate Needs		High/Highest Needs*		Attendant Services Program*	
	2014	2015	2014	2015	2014	2015
How often felt sad or blue in past week (% Always or Usually)	17%	16%	13%	15%	9%	14%
How often get needed social and emotional support (% Always or Usually)	61%	60%	76%	80%	82%	84%
Satisfaction with your life (% Very Satisfied or Satisfied)	79%	79%	82%	80%	82%	77%

↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 5.1. QUALITY OF LIFE MEASURES BY PROGRAM

### Case Management Services

**Moderate Needs:** Moderate needs respondents receiving case management services are significantly less likely to report feeling safe in their home, having someone they can count on in an emergency, feeling valued and respected, having someone they can count on to listen to them when needed, and having someone to do something enjoyable with. They are significantly more likely to report getting around the house as much as needed than respondents in other programs.

**High/Highest Needs:** High/highest needs respondents receiving case management services are significantly more likely to report feeling safe in their home, having someone they can count on in an emergency, feeling valued and respected, and having someone to do something enjoyable with than respondents in other programs.

**Personal Care Services:** Respondents enrolled in Personal Care Services are significantly more likely than those in other programs to report feeling safe in their home, having someone they can count on in an emergency, feeling valued and respected, having someone they can count on to listen to them when needed, and having someone to do something enjoyable with.

**Consumer-Directed Personal Care Services:** Respondents receiving Consumer-Directed Personal Care Services are significantly more likely than those in other programs to report having someone they can count on in an emergency and having someone to do something enjoyable with.

**Surrogate-Directed Personal Care Services:** Respondents enrolled in Surrogate-Directed Personal Care Services are significantly more likely to report feeling safe in their home, being prepared in an emergency, being able to get where they need or want to go, being satisfied with how they spend their free time, being satisfied with the amount of contact they have with family and friends, having someone they can count on in an emergency, feeling satisfied with their social life, feeling valued and respected, feeling part of the community, having someone they can count on to listen to them when they need to talk, and having someone to do something enjoyable with than those in other programs.

**Agency-Directed Personal Care Services:** Respondents receiving Agency-Directed Personal Care Services are significantly more likely than those in other programs to report feeling safe in their home. They are significantly less likely than respondents in other programs to report being satisfied with how they spend my free time and almost always having something to do during their leisure time.

**Flexible Choices:** Respondents receiving Flexible Choice services are significantly less likely than those in other programs to report being prepared for an emergency and feeling valued and respected.

**Moderate Needs:** Respondents receiving Moderate Needs Flexible Choice services are significantly less likely than those in other programs to report being prepared for an emergency, having someone they can count on in an emergency, and feeling valued and respected.

**High/Highest Needs:** Respondents receiving High/Highest Needs Flexible Choice services are significantly less likely than those in other programs to report feeling part of their community.

**Adult Day Centers:** Adult Day Center respondents are significantly more likely to be prepared for an emergency, be satisfied with how they spend their free time, be satisfied with the amount of contact with friends and family, have someone they can count on in an emergency, feel satisfied with their social life, feel valued and respected, feel part of the community, have someone to count on to listen when needed, and having someone to do something enjoyable with than those in other programs.

**Homemaker Services:** Recipients of Homemaker Services are significantly more likely to be able to get around their house as much as they need to but significantly less likely to feel safe in their home, have someone to count on in an emergency, feel valued and respected, have someone they can count on to listen to them when they need to talk, and have someone to do something enjoyable with compared to those in other programs.

**Attendant Services Program:** Respondents enrolled in the Attendant Services Program are significantly more likely to have someone they can count on to listen to them and less likely to be able to get around inside their house and in their leisure time not liking what they are doing but not knowing what else to do compared to those in other programs.

**Table 24a. Quality of Life Items by Program**

	I feel safe in my house		I feel safe in my community		I am prepared for an emergency		I can where I need or want to go	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>75%</b>	<b>1,357</b>	<b>71%</b>	<b>1,357</b>	<b>65%</b>
CFC Case Mgmt	1,235	90%	1,235	75%	1,235	70%	1,235	64%
<i>Moderate Needs</i>	690	86% ↓	690	75%	690	67%	690	63%
<i>High/Highest Needs</i>	545	94% ↑	545	75%	545	74%	545	66%
Personal Care Services	531	94% ↑	531	74%	531	73%	531	66%
<i>Consumer-Directed*</i>	145	92%	145	70%	145	73%	145	65%
<i>Surrogate-Directed*</i>	170	95% ↑	170	81%	170	80% ↑	170	74% ↑
<i>Agency-Directed</i>	287	94% ↑	287	69%	287	67%	287	61%
Flexible Choices	257	86%	257	75%	257	63% ↓	257	58%
<i>Moderate Needs</i>	203	85%	203	76%	203	60% ↓	203	58%
<i>High/Highest Needs*</i>	54	90%	54	69%	54	74%	54	58%
Adult Day Centers*	194	91%	194	80%	194	80% ↑	194	71%
Homemaker Services	560	86% ↓	560	75%	560	66%	560	62%
Attendant Services Program*	68	90%	68	80%	68	73%	68	71%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 24b. Quality of Life Items by Program**

	I can get around inside my house		I am satisfied with how I spend my free time		I am satisfied with contact with family/friends		I have someone I can count on in an emergency	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>83%</b>	<b>1,357</b>	<b>69%</b>	<b>1,357</b>	<b>68%</b>	<b>1,357</b>	<b>88%</b>
CFC Case Mgmt	1,235	84%	1,235	70%	1,235	68%	1,235	88%
<i>Moderate Needs</i>	690	87% ↑	690	71%	690	66%	690	83% ↓
<i>High/Highest Needs</i>	545	80%	545	68%	545	70%	545	93% ↑
Personal Care Services	531	80%	531	69%	531	70%	531	93% ↑
<i>Consumer-Directed*</i>	145	77%	145	70%	145	68%	145	95% ↑
<i>Surrogate-Directed*</i>	170	80%	170	76% ↑	170	80% ↑	170	98% ↑
<i>Agency-Directed</i>	287	80%	287	62% ↓	287	63%	287	89%
Flexible Choices	257	85%	257	73%	257	67%	257	84%
<i>Moderate Needs</i>	203	87%	203	76%	203	65%	203	82% ↓
<i>High/Highest Needs*</i>	54	80%	54	62%	54	72%	54	94%
Adult Day Centers*	194	86%	194	78% ↑	194	75% ↑	194	94% ↑
Homemaker Services	560	88% ↑	560	69%	560	64%	560	81% ↓
Attendant Services Program*	68	70% ↓	68	65%	68	74%	68	88%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 24c. Quality of Life Items by Program**

	I feel satisfied with my social life		I feel valued and respected		I really feel a part of my community		I have someone I can count on to listen to me	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>56%</b>	<b>1,357</b>	<b>73%</b>	<b>1,357</b>	<b>48%</b>	<b>1,357</b>	<b>83%</b>
CFC Case Mgmt	1,235	56%	1,235	72%	1,235	49%	1,235	83%
<i>Moderate Needs</i>	690	54%	690	66% ↓	690	48%	690	79% ↓
<i>High/Highest Needs</i>	545	59%	545	79% ↑	545	50%	545	87%
Personal Care Services	531	60%	531	80% ↑	531	50%	531	87% ↑
<i>Consumer-Directed*</i>	145	64%	145	77%	145	48%	145	88%
<i>Surrogate-Directed*</i>	170	67% ↑	170	87% ↑	170	60% ↑	170	90% ↑
<i>Agency-Directed</i>	287	53%	287	75%	287	42%	287	85%
Flexible Choices	257	51%	257	66% ↓	257	41%	257	81%
<i>Moderate Needs</i>	203	53%	203	63% ↓	203	45%	203	78%
<i>High/Highest Needs*</i>	54	44%	54	75%	54	30% ↓	54	89%
Adult Day Centers*	194	65% ↑	194	80% ↑	194	57% ↑	194	90% ↑
Homemaker Services	560	52%	560	65% ↓	560	47%	560	77% ↓
Attendant Services Program*	68	56%	68	74%	68	51%	68	91% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 24d. Quality of Life Items by Program**

	I have someone to do something enjoyable with		During leisure time, I almost always have something to do		In leisure time, I usually don't like what I'm doing, but I don't know what else to do**	
	% Yes		% Yes		% Yes	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>72%</b>	<b>1,357</b>	<b>63%</b>	<b>1,357</b>	<b>24%</b>
CFC Case Mgmt	1,235	72%	1,235	63%	1,235	25%
<i>Moderate Needs</i>	690	65% ↓	690	67%	690	24%
<i>High/Highest Needs</i>	545	79% ↑	545	59%	545	26%
Personal Care Services	531	79% ↑	531	60%	531	25%
<i>Consumer-Directed*</i>	145	84% ↑	145	68%	145	26%
<i>Surrogate-Directed*</i>	170	89% ↑	170	64%	170	25%
<i>Agency-Directed</i>	287	72%	287	55% ↓	287	23%
Flexible Choices	257	69%	257	60%	257	27%
<i>Moderate Needs</i>	203	68%	203	62%	203	30%
<i>High/Highest Needs*</i>	54	74%	54	53%	54	16%
Adult Day Centers*	194	85% ↑	194	69%	194	24%
Homemaker Services	560	63% ↓	560	67%	560	23%
Attendant Services Program*	68	75%	68	73%	68	12% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

\*\* Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

## Case Management Services

**Moderate Needs:** Moderate needs respondents in case management are significantly more likely to state they need more help with things around the house, are significantly more likely to have an unpaid person help only once a week, and significantly less likely to have an unpaid person help more than once a week than respondents in other programs.

**High/Highest Needs:** High/highest needs respondents in case management are significantly less likely to state they need more help with things around the house than respondents in other programs.

**Personal Care Services:** Respondents enrolled in Personal Care Services are significantly less likely to state they need more help with things around the house, significantly less likely to have an unpaid person help only once a week, and significantly more likely to have an unpaid person help more than once a week than respondents in other programs.

**Surrogate-Directed Personal Care Services:** Respondents enrolled in Surrogate-Directed Personal Care Services are significantly less likely to state they need more help with things around the house than respondents in other programs.

**Agency-Directed Personal Care Services:** Respondents enrolled in Agency-Directed Personal Care Services are significantly less likely to have an unpaid person help only once a week and significantly more likely to have an unpaid person help more than once a week than respondents in other programs.

**Flexible Choices:** Flexible Choices respondents are significantly more likely to report needing more help with things around the house than those in other programs.

**Moderate needs:** Moderate Needs Flexible Choices respondents are significantly more likely to report needing more help with things around the house and having an unpaid person help them less than once a week than those in other programs.

**Adult Day Centers:** Respondents attending an Adult Day Center are significantly less likely to report needing help with things around the house, significantly less likely to have an unpaid person help them less than once a week, and significantly more likely to have an unpaid person help them more than once a week than those in other programs.

**Homemaker Services:** Respondents receiving Homemaker Services are significantly more likely to report needing more help with things around the house compared to those in other programs. They are less likely to have an unpaid person to help them stay at home and get around the community. Those in Homemaker Services that receive help around the house and in the community from a person that is not paid are significantly more likely to see that person once a week and less likely to see them more than once a week than those in other programs.

**Table 25a. Quality of Life Items – Help Around the House by Program**

	Need more help with things around the house		Have (unpaid) people to help you stay at home/get around community	
	% Yes		% Yes	
	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>28%</b>	<b>1,357</b>	<b>57%</b>
CFC Case Mgmt	1,235	28%	1,235	56%
<i>Moderate Needs</i>	690	35% ↑	690	52%
<i>High/Highest Needs</i>	545	21% ↓	545	59%
Personal Care Services	531	21% ↓	531	59%
<i>Consumer-Directed*</i>	145	24%	145	59%
<i>Surrogate-Directed*</i>	170	17% ↓	170	60%
<i>Agency-Directed</i>	287	24%	287	61%
Flexible Choices	257	36% ↑	257	56%
<i>Moderate Needs</i>	203	38% ↑	203	53%
<i>High/Highest Needs*</i>	54	28%	54	69%
Adult Day Centers*	194	20% ↓	194	59%
Homemaker Services	560	35% ↑	560	51% ↓
Attendant Services Program*	68	29%	68	66%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 25b. Quality of Life Items – Help Around the House by Program**

How often see (unpaid) person that helps you during a week		Less than once a week	Once a week	More than once a week
	n	%	%	%
<b>Total</b>	<b>1,357</b>	<b>11%</b>	<b>21%</b>	<b>68%</b>
CFC Case Mgmt	1,235	12%	21%	67%
<i>Moderate Needs</i>	690	13%	25% ↑	62% ↓
<i>High/Highest Needs</i>	545	10%	17%	72%
Personal Care Services	531	10%	17% ↓	73% ↑
<i>Consumer-Directed*</i>	145	14%	18%	66%
<i>Surrogate-Directed*</i>	170	8%	19%	73%
<i>Agency-Directed</i>	287	9%	14% ↓	76% ↑
Flexible Choices	257	14%	19%	67%
<i>Moderate Needs</i>	203	17% ↑	20%	63%
<i>High/Highest Needs*</i>	54	5%	17%	78%
Adult Day Centers*	194	5% ↓	17%	78% ↑
Homemaker Services	560	14%	27% ↑	58% ↓
Attendant Services Program*	68	9%	19%	70%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## Case Management Services

**Moderate Needs:** Moderate needs respondents in case management are significantly less likely to report getting needed social and emotional support compared to respondents in other programs. People in the moderate needs group who attend an Adult Day Center are significantly more likely to report getting needed emotional support (72%) than people with moderate needs who do not attend an Adult Day Center (59%).

**High/Highest Needs:** High/highest needs respondents in case management are significantly more likely to report getting needed social and emotional support compared to respondents in other programs.

**Personal Care Services:** Respondents enrolled in Personal Care Services are significantly more likely to report getting needed social and emotional support compared to respondents in other programs.

**Surrogate-Directed Personal Care Services:** Respondents receiving Surrogate-Directed Personal Care Services are significantly less likely than those in other programs to report feeling sad or blue in the past week, and are significantly more likely than those in other programs to report getting needed social and emotional support and feeling satisfied with their lives.

**Flexible Choices:** Respondents receiving Flexible Choice services are significantly less likely than those in other programs to report getting needed social and emotional support.

**Moderate Needs:** Moderate needs Flexible Choices respondents are significantly less likely than those in other programs to report getting needed social and emotional support.

**High/Highest Needs:** High/Highest needs Flexible Choices respondents are significantly more likely than those in other programs to report getting needed social and emotional support.

**Adult Day Centers:** Respondents attending an Adult Day Center are significantly less likely than those in other programs to report feeling sad or blue in the past week.

**Homemaker Services:** Respondents receiving Homemaker Services are significantly less likely than those in other programs to report getting needed social and emotional support.

**Table 26. Quality of Life Items – Emotional Health, Emotional Support, and Satisfaction with Life by Program**

	How often felt sad or blue in past week		How often get needed social and emotional support		Satisfaction with your life	
	% Always or Usually		% Always or Usually		% Very Satisfied or Satisfied	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>16%</b>	<b>1,357</b>	<b>71%</b>	<b>1,357</b>	<b>79%</b>
CFC Case Mgmt	1,235	16%	1,235	70%	1,235	80%
<i>Moderate Needs</i>	690	16%	690	60% ↓	690	79%
<i>High/Highest Needs</i>	545	15%	545	80% ↑	545	80%
Personal Care Services	531	15%	531	81% ↑	531	80%
<i>Consumer-Directed*</i>	145	19%	145	78%	145	81%
<i>Surrogate-Directed*</i>	170	9% ↓	170	91% ↑	170	86% ↑
<i>Agency-Directed</i>	287	16%	287	76%	287	76%
Flexible Choices	257	15%	257	64% ↓	257	80%
<i>Moderate Needs</i>	203	15%	203	58% ↓	203	80%
<i>High/Highest Needs*</i>	54	12%	54	84% ↑	54	81%
Adult Day Centers*	194	10% ↓	194	77%	194	85%
Homemaker Services	560	16%	560	60% ↓	560	79%
Attendant Services Program*	68	14%	68	84%	68	77%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 5.2. QUALITY OF LIFE MEASURES BY COUNTY

**Addison County:** Respondents residing in Addison County are significantly more likely than those in other counties to report feeling safe in their community, being prepared for an emergency, having someone they can count on in an emergency, feeling satisfied with their social life, feeling valued and respected, feeling part of the community, having someone to count on to listen to them, and almost always having something to do during their leisure time.

**Essex County:** Respondents residing in Essex County are significantly less likely to feel satisfied with their social life and have someone to do something enjoyable with compared to those in other counties.

**Franklin County:** Residents in Franklin County are significantly less likely than those in other counties to report really feeling part of their community.

**Windham County:** Residents in Windham County are significantly less likely than those in other counties to report having someone to count on to listen to them.

**Windsor County:** Residents in Windsor County are significantly less likely than those in other counties to report feeling valued and respected.

**Table 27a. Quality of Life Items by County**

	I feel safe in my house		I feel safe in my community		I am prepared for an emergency		I can where I need or want to go	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>90%</b>	<b>1,357</b>	<b>75%</b>	<b>1,357</b>	<b>71%</b>	<b>1,357</b>	<b>65%</b>
Addison*	98	93%	98	91% ↑	98	83% ↑	98	73%
Bennington*	91	92%	91	80%	91	75%	91	72%
Caledonia*	111	93%	111	76%	111	72%	111	57%
Chittenden*	209	89%	209	72%	209	72%	209	62%
Essex*	36	94%	36	73%	36	55%	36	66%
Franklin*	109	87%	109	69%	109	62%	109	66%
Grand Isle*	13	91%	13	77%	13	77%	13	63%
Lamoille*	60	92%	60	80%	60	75%	60	68%
Orange*	62	85%	62	75%	62	63%	62	57%
Orleans*	117	87%	117	77%	117	72%	117	63%
Rutland*	165	92%	165	74%	165	74%	165	66%
Washington*	81	87%	81	68%	81	66%	81	63%
Windham*	91	91%	91	73%	91	65%	91	64%
Windsor*	114	90%	114	70%	114	67%	114	64%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 27b. Quality of Life Items by County**

	I can get around inside my house		I am satisfied with how I spend my free time		I am satisfied with contact with family/friends		I have someone I can count on in an emergency	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>83%</b>	<b>1,357</b>	<b>69%</b>	<b>1,357</b>	<b>68%</b>	<b>1,357</b>	<b>88%</b>
Addison*	98	89%	98	74%	98	72%	98	96% ↑
Bennington*	91	86%	91	70%	91	70%	91	90%
Caledonia*	111	78%	111	69%	111	70%	111	89%
Chittenden*	209	81%	209	67%	209	69%	209	90%
Essex*	36	88%	36	60%	36	57%	36	88%
Franklin*	109	85%	109	66%	109	67%	109	84%
Grand Isle*	13	84%	13	69%	13	70%	13	91%
Lamoille*	60	84%	60	79%	60	70%	60	92%
Orange*	62	77%	62	71%	62	69%	62	82%
Orleans*	117	79%	117	73%	117	68%	117	88%
Rutland*	165	86%	165	71%	165	71%	165	89%
Washington*	81	81%	81	63%	81	63%	81	83%
Windham*	91	83%	91	67%	91	64%	91	86%
Windsor*	114	83%	114	69%	114	67%	114	85%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 27c. Quality of Life Items by County**

	I feel satisfied with my social life		I feel valued and respected		I really feel a part of my community		I have someone I can count on to listen to me	
	% Yes		% Yes		% Yes		% Yes	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>56%</b>	<b>1,357</b>	<b>73%</b>	<b>1,357</b>	<b>48%</b>	<b>1,357</b>	<b>83%</b>
Addison*	98	67% ↑	98	82% ↑	98	59% ↑	98	91% ↑
Bennington*	91	59%	91	81%	91	54%	91	88%
Caledonia*	111	53%	111	70%	111	51%	111	87%
Chittenden*	209	54%	209	76%	209	54%	209	85%
Essex*	36	32% ↓	36	61%	36	36%	36	76%
Franklin*	109	54%	109	63%	109	38% ↓	109	86%
Grand Isle*	13	84%	13	84%	13	64%	13	91%
Lamoille*	60	57%	60	72%	60	40%	60	80%
Orange*	62	59%	62	74%	62	38%	62	79%
Orleans*	117	56%	117	74%	117	47%	117	78%
Rutland*	165	61%	165	78%	165	49%	165	83%
Washington*	81	46%	81	63%	81	39%	81	83%
Windham*	91	54%	91	75%	91	43%	91	73% ↓
Windsor*	114	54%	114	61% ↓	114	48%	114	79%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 27d. Quality of Life Items by County**

	I have someone to do something enjoyable with		During leisure time, I almost always have something to do		In leisure time, I usually don't like what I'm doing, but I don't know what else to do**	
	% Yes		% Yes		% Yes	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>72%</b>	<b>1,357</b>	<b>63%</b>	<b>1,357</b>	<b>24%</b>
Addison*	98	79%	98	74% ↑	98	23%
Bennington*	91	70%	91	66%	91	21%
Caledonia*	111	74%	111	63%	111	29%
Chittenden*	209	75%	209	61%	209	26%
Essex*	36	52% ↓	36	58%	36	23%
Franklin*	109	68%	109	58%	109	19%
Grand Isle*	13	71%	13	49%	13	21%
Lamoille*	60	74%	60	64%	60	16%
Orange*	62	80%	62	59%	62	23%
Orleans*	117	73%	117	62%	117	27%
Rutland*	165	75%	165	67%	165	23%
Washington*	81	64%	81	62%	81	28%
Windham*	91	70%	91	62%	91	19%
Windsor*	114	69%	114	66%	114	25%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

\*\* Lower scores indicate desired performance for this measure (higher scores indicate desired performance for other measures)

**Addison County:** Residents of Addison County are significantly less likely to report needing more help around the house than those in other counties.

**Lamoille County:** Respondents in Lamoille County are significantly more likely to report having an unpaid person help them stay at home and get around the community than those in other counties.

**Orleans County:** Those residing in Orleans County are significantly less likely to report needing more help around the house than those in other counties.

**Washington County:** Respondents in Washington County who receive help around the house or in the community by an unpaid person are significantly more likely to see that person less than once a week compared to those in other counties.

**Windsor County:** Respondents in Rutland County who receive help around the house or in the community by an unpaid person are significantly less likely to see that person more than once a week compared to those in other counties.

**Table 28a. Quality of Life Items – Help Around the House by County**

	Need more help with things around the house		Have (unpaid) people to help you stay at home/get around community	
	% Yes		% Yes	
	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>28%</b>	<b>1,357</b>	<b>57%</b>
Addison*	98	19% ↓	98	57%
Bennington*	91	24%	91	60%
Caledonia*	111	27%	111	53%
Chittenden*	209	34%	209	50%
Essex*	36	30%	36	71%
Franklin*	109	31%	109	54%
Grand Isle*	13	31%	13	46%
Lamoille*	60	30%	60	72% ↑
Orange*	62	30%	62	59%
Orleans*	117	18% ↓	117	55%
Rutland*	165	24%	165	58%
Washington*	81	37%	81	58%
Windham*	91	27%	91	59%
Windsor*	114	35%	114	62%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 28b. Quality of Life Items – Help Around the House by County**

How often see (unpaid) person that helps you during a week		Less than once a week	Once a week	More than once a week
	n	%	%	%
<b>Total</b>	<b>1,357</b>	<b>11%</b>	<b>21%</b>	<b>68%</b>
Addison*	98	5%	24%	71%
Bennington*	91	8%	16%	73%
Caledonia*	111	11%	14%	75%
Chittenden*	209	9%	21%	70%
Essex*	36	4%	32%	64%
Franklin*	109	12%	28%	60%
Grand Isle*	13	14%	16%	70%
Lamoille*	60	15%	23%	61%
Orange*	62	7%	26%	67%
Orleans*	117	13%	26%	61%
Rutland*	165	7%	20%	72%
Washington*	81	20% ↑	6%	71%
Windham*	91	19%	14%	68%
Windsor*	114	15%	26%	58% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Addison County:** Respondents in Addison County are less likely to report feeling sad or blue in the past week and more likely to report being satisfied with their life than those in other counties.

**Washington County:** Respondents in Washington County are less likely to report being satisfied with their life compared to those in other counties.

**Table 29. Quality of Life Items – Emotional Health, Emotional Support, and Satisfaction with Life by County**

	How often felt sad or blue in past week		How often get needed social and emotional support		Satisfaction with your life	
	% Always or Usually		% Always or Usually		% Very Satisfied or Satisfied	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>16%</b>	<b>1,357</b>	<b>71%</b>	<b>1,357</b>	<b>79%</b>
Addison*	98	8% ↓	98	76%	98	89% ↑
Bennington*	91	10%	91	74%	91	80%
Caledonia*	111	14%	111	75%	111	81%
Chittenden*	209	19%	209	71%	209	77%
Essex*	36	17%	36	68%	36	77%
Franklin*	109	17%	109	69%	109	80%
Grand Isle*	13	27%	13	87%	13	84%
Lamoille*	60	15%	60	73%	60	87%
Orange*	62	10%	62	69%	62	80%
Orleans*	117	13%	117	71%	117	83%
Rutland*	165	14%	165	76%	165	82%
Washington*	81	24%	81	64%	81	66% ↓
Windham*	91	18%	91	63%	91	75%
Windsor*	114	19%	114	64%	114	79%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

## 6. HEALTH STATUS

All long-term care services respondents were also asked three questions about their physical health. The results are displayed in Figure 11.

### Health Compared to People of the Same Age

Respondents were asked to compare their health to that of other people their own age. In 2015, 18% of respondents rate their own health as either “excellent” or “very good”. This is significantly lower than in 2014 (21%).

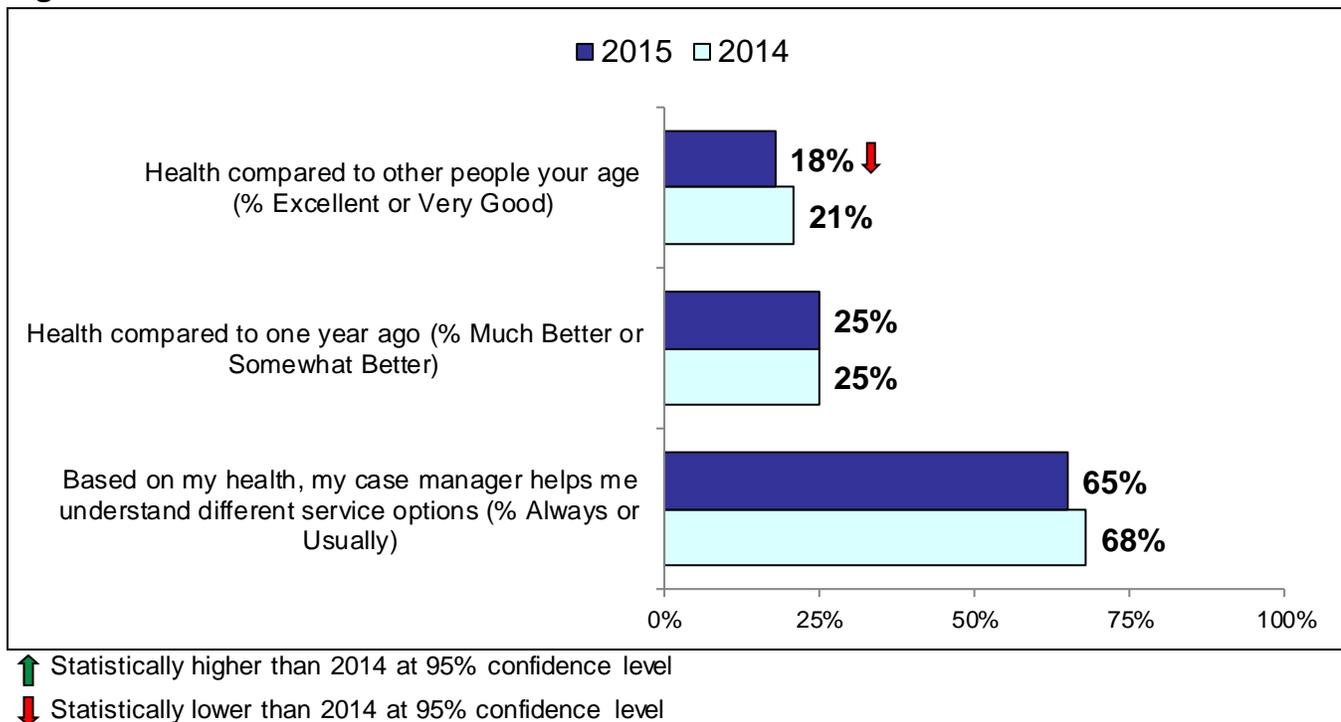
### Health Compared to One Year Ago

Respondents were also asked to compare their general health now (at the time of the survey) with their health of one year ago. In 2015, 25% of respondents rate their present general health as either “much better now than one year ago” or “somewhat better now than one year ago”. This percentage is the same as in 2014.

### Case Manager Helps Respondents Understand Different Service Options Based on Health

Respondents were also asked whether their case manager helps them understand the different service options that would be good for them based on their health needs. In 2015, 65% of respondents said their case manager “always” or “usually” did. This is on par with 2014 (68%), but has decreased 6% since 2013 (71%).

Figure 11. Health Status



## 6.1. HEALTH STATUS BY PROGRAM

### Case Management Services

**Moderate Needs:** Moderate needs respondents in case management are significantly less likely to report their case manager helps them understand the different service options that would be good for them based on their health needs than those in other programs.

**High/Highest Needs:** High/highest needs respondents in case management are significantly more likely to report their case manager helps them understand the different service options that meet their health needs than respondents in other programs.

**Personal Care Services:** Individuals receiving Personal Care Services are significantly more likely to have a case manager help them understand different services options that meet their health needs than those enrolled in other programs.

**Consumer-Directed Personal Care Services:** Respondents receiving Consumer-Directed Personal Care Services report significantly worse health compared to other people their age than those in other programs.

**Surrogate-Directed Personal Care Services:** Individuals receiving Surrogate-Directed Personal Care Services are significantly more likely to have a case manager help them understand different services options that meet their health needs than those enrolled in other programs.

**Agency-Directed Personal Care Services:** Individuals receiving Agency-Directed Personal Care Services are significantly more likely to have a case manager help them understand different services options that meet their health needs than those in other programs.

**Adult Day Centers:** Respondents attending an Adult Day Center are significantly more likely to report being in excellent or good health compared to other people their age than those in other programs.

**Homemaker Services:** Respondents receiving Homemaker Care Services are significantly less likely to report having a case manager that helps them understand different service options that meet their health needs than those in other programs.

**Attendant Services Program:** Respondents in the Attendant Services Program are significantly less likely than those in other programs to report being in better health compared to one year ago and having a case manager that helps them understand different service options that meet their health needs.

**Table 30. Health Status by Program**

	Health compared to other people your age		Health compared to one year ago		Case manager helps me understand different service options	
	% Excellent or Very Good		% Much or Somewhat Better		% Always or Usually	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>18%</b>	<b>1,357</b>	<b>25%</b>	<b>1,357</b>	<b>65%</b>
CFC Case Mgmt	1,235	18%	1,235	26%	1,235	67%
<i>Moderate Needs</i>	690	19%	690	24%	690	59% ↓
<i>High/Highest Needs</i>	545	17%	545	27%	545	76% ↑
Personal Care Services	531	18%	531	27%	531	76% ↑
<i>Consumer-Directed*</i>	145	7% ↓	145	27%	145	72%
<i>Surrogate-Directed*</i>	170	23%	170	24%	170	85% ↑
<i>Agency-Directed</i>	287	18%	287	30%	287	73% ↑
Flexible Choices	257	15%	257	29%	257	59%
<i>Moderate Needs</i>	203	16%	203	29%	203	60%
<i>High/Highest Needs*</i>	54	9%	54	31%	54	55%
Adult Day Centers*	194	29% ↑	194	30%	194	69%
Homemaker Services	560	17%	560	23%	560	59% ↓
Attendant Services Program*	68	20%	68	15% ↓	68	37% ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 6.2. HEALTH STATUS BY COUNTY

**Addison County:** Respondents in Addison County are more likely to report having much or somewhat better health compared to other people their age and having a case manager that helps them understand different service options that meet their health needs than those in other counties.

**Caledonia County:** Respondents in Caledonia County are more likely to report having a case manager that helps them understand different service options that meet their health needs than those in other counties.

**Lamoille County:** Respondents in Lamoille County are more likely to report having much or somewhat better health compared to other people their age and having a case manager that helps them understand different service options that meet their health needs than those in other counties.

**Windsor County:** Respondents in Windsor County are less likely to report having much or somewhat better health compared to other people their age than those in other counties.

**Table 31. Health Status by County**

	Health compared to other people your age		Health compared to one year ago		Case manager helps me understand different service options	
	% Excellent or Very Good		% Much or Somewhat Better		% Always or Usually	
	n	%	n	%	n	%
<b>Total</b>	<b>1,357</b>	<b>18%</b>	<b>1,357</b>	<b>25%</b>	<b>1,357</b>	<b>65%</b>
Addison*	98	30% ↑	98	31%	98	75% ↑
Bennington*	91	22%	91	29%	91	61%
Caledonia*	111	16%	111	20%	111	74% ↑
Chittenden*	209	18%	209	26%	209	62%
Essex*	36	18%	36	16%	36	55%
Franklin*	109	12%	109	28%	109	60%
Grand Isle*	13	25%	13	6%	13	69%
Lamoille*	60	31% ↑	60	26%	60	81% ↑
Orange*	62	11%	62	24%	62	70%
Orleans*	117	18%	117	19%	117	69%
Rutland*	165	18%	165	32%	165	68%
Washington*	81	13%	81	23%	81	61%
Windham*	91	17%	91	24%	91	57%
Windsor*	114	10% ↓	114	19%	114	62%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

## 7. CASE MANAGEMENT

All long-term care services respondents that reported having a case manager were asked 10 questions about their overall experiences with case management services and their case manager. The results are displayed in Figures 12 and 13.

### Satisfaction with Case Manager

Over nine in ten respondents (93%) reported being very or somewhat satisfied with their case manager in 2015, on par with 2014 (94%). Those with high/highest needs gave significantly higher ratings than those with moderate needs.

### Recommendation of Case Manager to Others

Almost nine in ten individuals (88%) rated their case manager as “excellent” or “good”. This is unchanged from 2014 (88%).

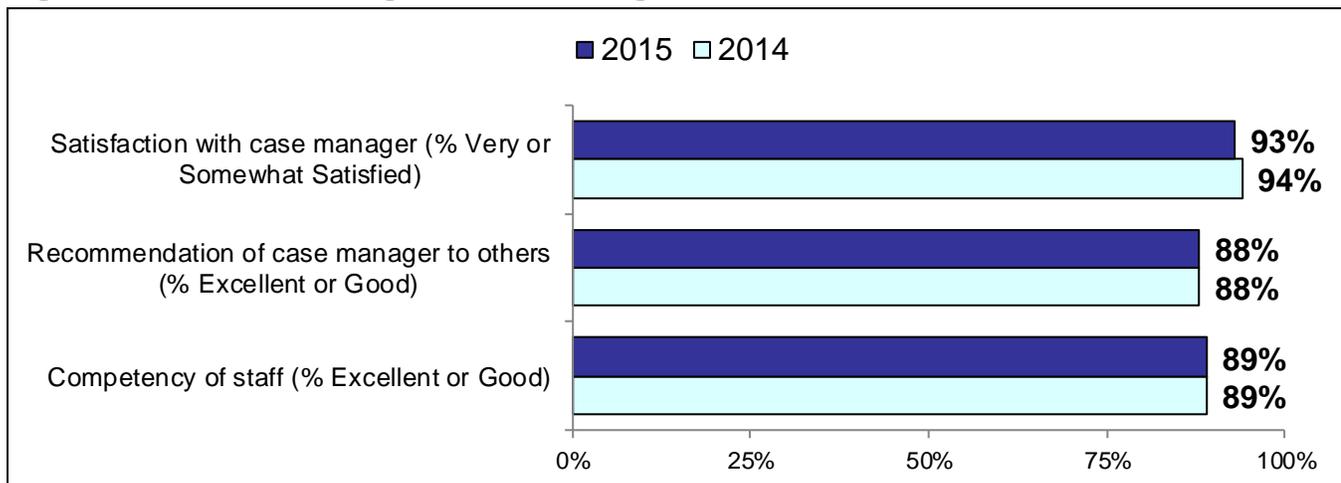
### Rating of Case Management Services on Staff Competency

Eighty-nine percent of respondents rate staff competency as “excellent” or “good”, unchanged from 2014 (89%).

### Experiences with Case Manager

Seven items asked respondents about their experiences with case managers on a four-point scale of Always, Usually, Sometimes, or Never. Respondents rate their case managers highly, ranging from 83%, being able to talk to case manager when needed, to 88%, having a case manager that helps them when they need something. The ratings were on par with the ratings given in 2014. Those with high/highest needs gave significantly higher ratings than those with moderate needs.

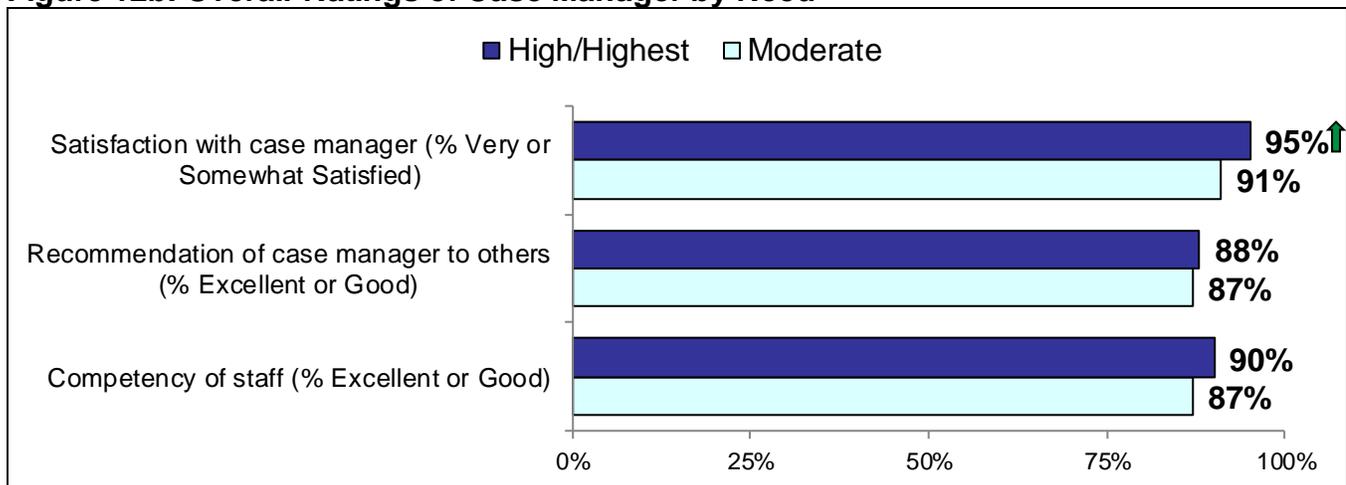
**Figure 12a. Overall Ratings of Case Manager**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

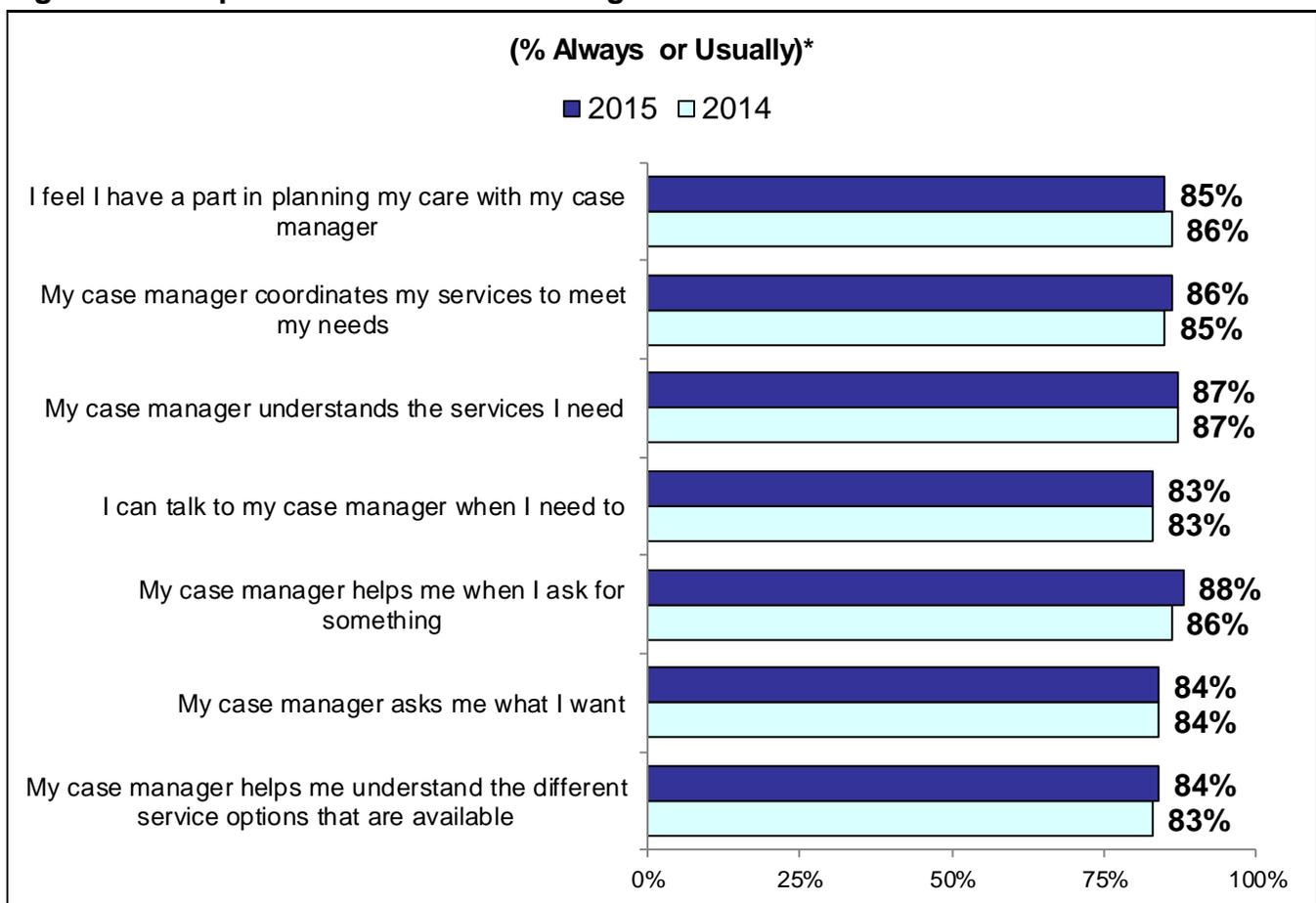
**Figure 12b. Overall Ratings of Case Manager by Need**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

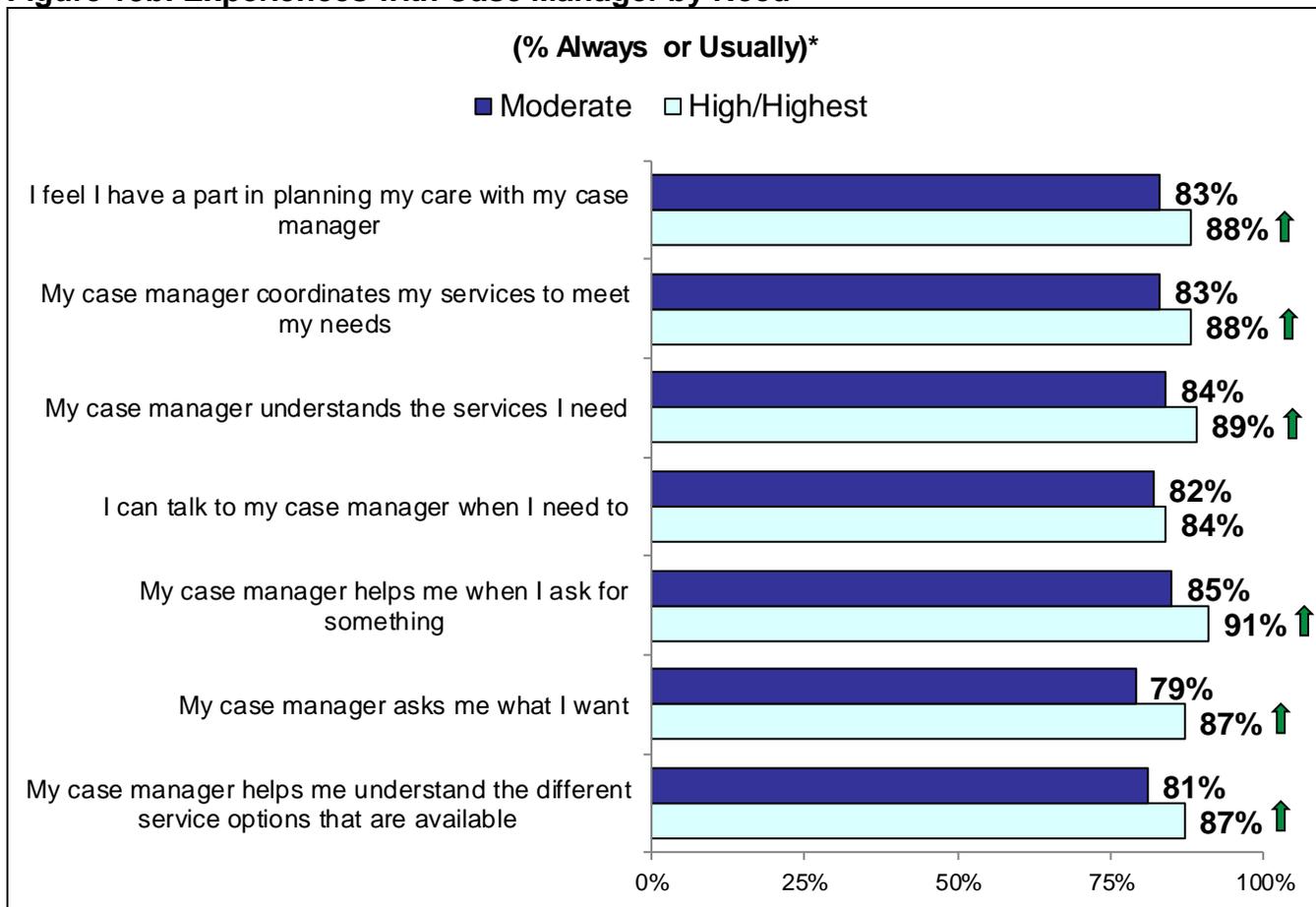
**Figure 13a. Experiences with Case Manager**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 13b. Experiences with Case Manager by Need**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 7.1. CASE MANAGEMENT BY PROGRAM

### Case Management

**Moderate Needs:** Respondents enrolled in Moderate Needs case management are significantly less likely to report that their case manager asks them what they want compared to those in other programs.

**High/Highest Needs:** Respondents enrolled in High/Highest Needs Case Management are significantly more likely to report that their case manager asks them what they want compared to those in other programs.

**Personal Care Services:** Respondents receiving Personal Care Services are significantly more likely to report that their case manager asks them what they want compared to those in other programs.

**Surrogate-Directed:** Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to report that their case manager coordinates their services to their needs, that their case manager understands which services they need to stay in their current living situation, that they can talk to their case manager when they need to, that their case manager helps them when they ask for something, that their case manager asks them what they want, and that their case manager helps them understand the different service options that are available compared to those in other programs.

**Adult Day Centers:** Respondents attending an Adult Day Center are significantly more likely to believe that their case manager understands which services they need to stay in their current living situation, their case manager asks them what they want, and their case manager helps them understand the different service options that are available compared to those in other programs.

**Homemaker Services:** Respondents receiving Homemaker Services are significantly less likely to feel they have a part in planning their care with their case manager, their case manager understands which services they need to stay in their current living situation, and that their case manager asks them what they want compared to those in other programs. Note that all people receiving Homemaker Services are in the moderate needs group.

**Table 32. Overall Ratings of Case Manager by Program**

	Satisfaction with case manager		Recommendation of case manager to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>1,235</b>	<b>93%</b>	<b>1,235</b>	<b>88%</b>	<b>1,235</b>	<b>89%</b>
<i>Moderate Needs</i>	690	91%	690	87%	690	87%
<i>High/Highest Needs</i>	545	95%	545	88%	545	90%
Personal Care Services	531	95%	531	88%	531	90%
<i>Consumer-Directed*</i>	145	93%	145	85%	145	90%
<i>Surrogate-Directed*</i>	170	96%	170	91%	170	93%
<i>Agency-Directed</i>	287	94%	287	85%	287	89%
Flexible Choices**	203	91%	203	88%	203	87%
<i>Moderate Needs</i>	203	91%	203	88%	203	87%
Adult Day Centers*	194	95%	194	91%	194	92%
Homemaker Services	560	91%	560	87%	560	87%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

\*\*Note: Not all Flexible Choices respondents are enrolled in Case Management Services

**Table 33a. Experiences with Case Manager by Program**

	I feel I have a part in planning my care with my case manager		My case manager coordinates my services to meet my needs		My case manager understands which services I need to stay in my current living situation		I can talk to my case manager when I need to	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,235</b>	<b>85%</b>	<b>1,235</b>	<b>86%</b>	<b>1,235</b>	<b>87%</b>	<b>1,235</b>	<b>83%</b>
<i>Moderate Needs</i>	690	83%	690	83%	690	84%	690	82%
<i>High/Highest Needs</i>	545	88%	545	88%	545	89%	545	84%
Personal Care Services	531	87%	531	88%	531	89%	531	84%
<i>Consumer-Directed*</i>	145	88%	145	87%	145	89%	145	81%
<i>Surrogate-Directed*</i>	170	89%	170	93% ↑	170	96% ↑	170	90% ↑
<i>Agency-Directed</i>	287	86%	287	85%	287	85%	287	81%
Flexible Choices**	203	84%	203	86%	203	86%	203	83%
<i>Moderate Needs</i>	203	84%	203	86%	203	86%	203	83%
Adult Day Centers*	194	87%	194	89%	194	92% ↑	194	85%
Homemaker Services	560	81% ↓	560	83%	560	83% ↓	560	83%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

\*\*Note: Not all Flexible Choices respondents are enrolled in Case Management Services

**Table 33b. Experiences with Case Manager by Program**

	My case manager helps me when I ask for something		My case manager asks me what I want		My case manager helps me understand the different service options that are available	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
<b>Total</b>	<b>1,235</b>	<b>88%</b>	<b>1,235</b>	<b>84%</b>	<b>1,235</b>	<b>84%</b>
<i>Moderate Needs</i>	690	85%	690	79% ↓	690	81%
<i>High/Highest Needs</i>	545	91%	545	87% ↑	545	87%
Personal Care Services	531	91%	531	87% ↑	531	87%
<i>Consumer-Directed*</i>	145	89%	145	84%	145	85%
<i>Surrogate-Directed*</i>	170	94% ↑	170	92% ↑	170	90% ↑
<i>Agency-Directed</i>	287	89%	287	85%	287	85%
Flexible Choices**	203	87%	203	81%	203	80%
<i>Moderate Needs</i>	203	87%	203	81%	203	80%
Adult Day Centers*	194	91%	194	90% ↑	194	89% ↑
Homemaker Services	560	85%	560	78% ↓	560	81%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

\*\*Note: Not all Flexible Choices respondents are enrolled in Case Management Services

## 7.2. CASE MANAGEMENT BY CFC CASE MANAGEMENT AGENCY

**Addison County Home Health:** Respondents receiving Choices for Care (CFC) services through Addison County Home Health are significantly more likely to report that they can talk to their case manager when needed, that their case manager helps them when they ask for something, and that their case manager asks them what they want than those receiving services from other agencies.

**Caledonia Home Health:** Respondents receiving services from Caledonia Home Health are significantly more likely than those receiving services from other agencies to believe the case management staff is competent, their case manager coordinates services to meet their needs, and their case manager helps them understand the different service options that are available.

**Central Vermont Home Health Agency & Hospice:** Respondents receiving services from Central Vermont Home Health Agency & Hospice are significantly more likely than those receiving services from other agencies to report that their case manager coordinates services to meet their needs, their case manager understands which services they need in order to stay in their current living situation, their case manager always or usually helps them when they ask for something, and that their case manager asks them what they want.

**Franklin County Home Health & Hospice:** Respondents receiving Choices for Care services through Franklin County Home Health & Hospice report significantly higher scores on satisfaction with case manager, recommendation of case manager, competency of case management staff, and their case manager knowing which services they need to stay in their current living situation than those receiving services from other agencies.

**Rutland Area VNA Hospice:** Respondents receiving services from the Rutland Area VNA Hospice are significantly more likely than those receiving services from other agencies to report that case management staff is competent, that they can talk to their case manager when needed, that their case manager helps them when they ask for something, and that their case manager asks them what they want.

**Table 34. Overall Ratings of Case Manager by CFC Case Management Agency**

	Satisfaction with case manager		Recommendation of case manager to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>1,235</b>	<b>93%</b>	<b>1,235</b>	<b>88%</b>	<b>1,235</b>	<b>89%</b>
Addison County Home Health Agency	53	97%	53	90%	53	92%
Caledonia Home Health	71	96%	71	92%	71	96% ↑
Central Vermont Council On Aging	128	89%	128	84%	128	84%
Central VT Home Health Agency & Hospice	31	96%	31	87%	31	88%
Champlain Valley Agency on Aging	175	96%	175	90%	175	87%
Council on Aging for Southeastern VT	54	86%	54	78%	54	83%
Franklin County Home Health & Hospice	93	99% ↑	93	95% ↑	93	95% ↑
Lamoille Home Health Agency & Hospice	28	92%	28	92%	28	92%
Manchester Health Services, Inc.	20	100%	20	100%	20	89%
Northeastern Vermont Area Agency on Aging	67	89%	67	84%	67	82%
Orleans-Essex VNA Association & Hospice	80	94%	80	86%	80	84%
Rutland Area VNA Hospice	62	96%	62	89%	62	96% ↑
Southwestern Vermont Council on Aging	90	92%	90	88%	90	89%
Visiting Nurse Alliance of VT & New Hampshire	145	92%	145	86%	145	87%
Visiting Nurse Association, Chitt & Grand Isle	84	89%	84	87%	84	91%
VNA & Hospice of Southwestern Vermont	45	92%	45	86%	45	92%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

**Table 35a. Experiences with Case Manager by CFC Case Management Agency**

	I feel I have a part in planning my care with my case manager		My case manager coordinates my services to meet my needs		My case manager understands which services I need to stay in my current living situation		I can talk to my case manager when I need to	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>1,235</b>	<b>85%</b>	<b>1,235</b>	<b>86%</b>	<b>1,235</b>	<b>87%</b>	<b>1,235</b>	<b>83%</b>
Addison County Home Health Agency	53	89%	53	93%	53	89%	53	92% ↑
Caledonia Home Health	71	89%	71	94% ↑	71	91%	71	89%
Central Vermont Council On Aging	128	79%	128	79%	128	83%	128	79%
Central VT Home Health Agency & Hospice	31	92%	31	96% ↑	31	96% ↑	31	85%
Champlain Valley Agency on Aging	175	86%	175	87%	175	85%	175	83%
Council on Aging for Southeastern VT	54	83%	54	80%	54	81%	54	81%
Franklin County Home Health & Hospice	93	90%	93	89%	93	96% ↑	93	87%
Lamoille Home Health Agency & Hospice	28	91%	28	83%	28	83%	28	85%
Manchester Health Services, Inc.	20	100%	20	89%	20	94%	20	89%
Northeastern Vermont Area Agency on Aging	67	81%	67	81%	67	78%	67	82%
Orleans-Essex VNA Association & Hospice	80	85%	80	86%	80	84%	80	83%
Rutland Area VNA Hospice	62	87%	62	92%	62	88%	62	96% ↑
Southwestern Vermont Council on Aging	90	83%	90	84%	90	86%	90	78%
Visiting Nurse Alliance of VT & New Hampshire	145	79%	145	83%	145	85%	145	76%
Visiting Nurse Association, Chitt & Grand Isle	84	89%	84	85%	84	92%	84	83%
VNA & Hospice of Southwestern Vermont	45	94%	45	91%	45	91%	45	87%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

**Table 35b. Experiences with Case Manager by CFC Case Management Agency**

	My case manager helps me when I ask for something		My case manager asks me what I want		My case manager helps me understand the different service options that are available	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
<b>Total</b>	<b>1,235</b>	<b>88%</b>	<b>1,235</b>	<b>84%</b>	<b>1,235</b>	<b>84%</b>
Addison County Home Health Agency	53	97% ↑	53	95% ↑	53	90%
Caledonia Home Health	71	93%	71	89%	71	92% ↑
Central Vermont Council On Aging	128	84%	128	76%	128	77%
Central VT Home Health Agency & Hospice	31	96% ↑	31	93% ↑	31	88%
Champlain Valley Agency on Aging	175	89%	175	87%	175	85%
Council on Aging for Southeastern VT	54	83%	54	75%	54	80%
Franklin County Home Health & Hospice	93	92%	93	85%	93	89%
Lamoille Home Health Agency & Hospice	28	91%	28	79%	28	92%
Manchester Health Services, Inc.	20	93%	20	86%	20	86%
Northeastern Vermont Area Agency on Aging	67	80%	67	76%	67	80%
Orleans-Essex VNA Association & Hospice	80	86%	80	83%	80	84%
Rutland Area VNA Hospice	62	96% ↑	62	91% ↑	62	88%
Southwestern Vermont Council on Aging	90	82%	90	80%	90	83%
Visiting Nurse Alliance of VT & New Hampshire	145	86%	145	80%	145	82%
Visiting Nurse Association, Chitt & Grand Isle	84	87%	84	80%	84	77%
VNA & Hospice of Southwestern Vermont	45	94%	45	91%	45	88%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

### 7.3. RATINGS OF CASE MANAGER BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer reported significantly higher ratings on case management coordinating services to meet needs, understanding the services consumers need to meet their needs, consumers being able to talk to their case manager when needed, case management helping consumers when they ask for something, case management asking consumers what they want, and case management helping consumers understand the different service options that are available compared to respondents who completed the survey themselves.

**Table 36. Ratings of Case Manager by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>353</b>	<b>839</b>
Satisfaction with case manager (% Very or Somewhat Satisfied)	95%	92%
Recommendation of case manager to others (% Excellent or Good)	88%	87%
Competency of staff (% Excellent or Good)	91%	87%
I feel I have a part in planning my care with my case manager (% Always or Usually)	87%	84%
My case manager coordinates my services to meet my needs (% Always or Usually)	90% ↑	84%
My case manager understands the services I need (% Always or Usually)	91% ↑	85%
I can talk to my case manager when I need to (% Always or Usually)	87% ↑	81%
My case manager helps me when I ask for something (% Always or Usually)	92% ↑	87%
My case manager asks me what I want (% Always or Usually)	89% ↑	81%
My case manager helps me understand the different service options that are available (% Always or Usually)	87% ↑	82%

↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

## **8. ATTENDANT SERVICES PROGRAM**

All long-term care respondents in the Attendant Services Program were asked 12 questions about their overall experiences with the Attendant Services Program. The results are displayed in Figures 14-16. Due to the inability to reach the 95% confidence level with 5% margin of error with Attendant Services Program participants, findings for the Attendant Services Program should be interpreted with caution.

### **Satisfaction with Attendant Services Program**

Almost all (97%) of respondents report being very or somewhat satisfied with the Attendant Services Program in 2015, unchanged from 2014 (97%).

### **Quality of Services from Attendant Services Program**

All respondents (100%) rate the quality of services they receive from the Attendant Services Program in 2015 as “excellent” or “good”, significantly higher than in 2014 (97%).

### **Recommendation of Attendant Services Program to Others**

Ninety-nine percent of respondents rate their Attendant Services Program as “excellent” or “good”, significantly higher than in 2014 (96%).

### **Rating of Attendant Services Program on Staff Competency**

All respondents (100%) rate staff competency as “excellent” or “good”, significantly higher than in 2014 (96%).

### **Experiences with Attendant Services Program**

Five items asked respondents about their experiences with the Attendant Services Program on a four-point scale of Always, Usually, Sometimes, or Never.

In 2015, 96% of respondents rate the Attendant Services Program as always or usually meeting their needs, a significant increase from the 2014 rating of 86% (on par with 2013, 95%).

In 2015, 100% of Attendant Services Program participants said that their caregivers always or usually treat them with courtesy and respect, a significant increase from 98% in 2014 (back to 2013 levels, 100%).

There is a significant increase from 2014 in knowing who to contact if they have a complaint about the Attendant Services Program or need help (93% in 2015 compared to 85% in 2014).

In 2015, 93% of participants rate the Attendant Services Program as usually or always providing services to them when needed, on par with 2014 (92%).

In 2015, 94% of participants rate the Attendant Services Program as usually or always providing services to them where they need them. This is unchanged from the rating of 94% in 2014.

### **Agreement with Statements about Attendant Services Program**

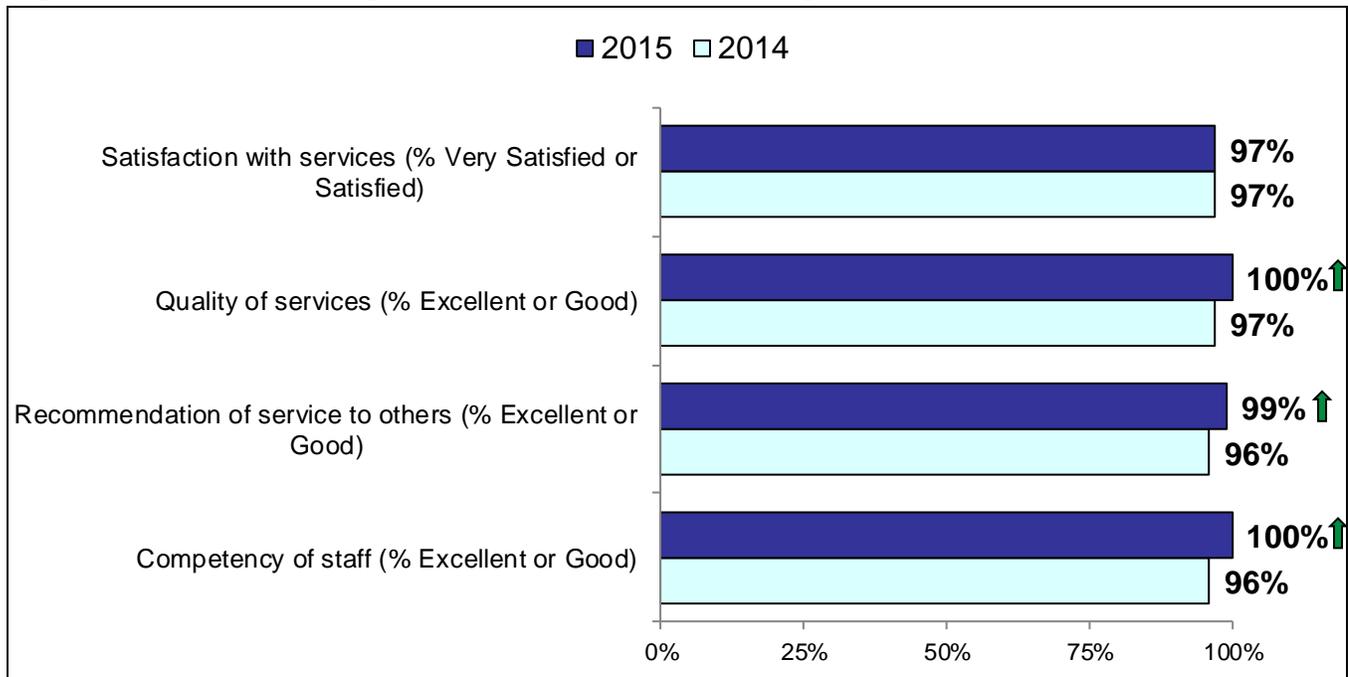
Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2015, 97% of respondents report having enough choice and control in the Attendant Services Program, a significant increase from 2014 (95%).

One hundred percent of respondents were able to choose their provider or caregiver in the Attendant Services Program in 2015, on par with 2014 (99%).

In 2015, less than one in five respondents (18%) report that there are services they need from the Attendant Services Program but cannot get, a significant decline from one in three (33%) in 2014.

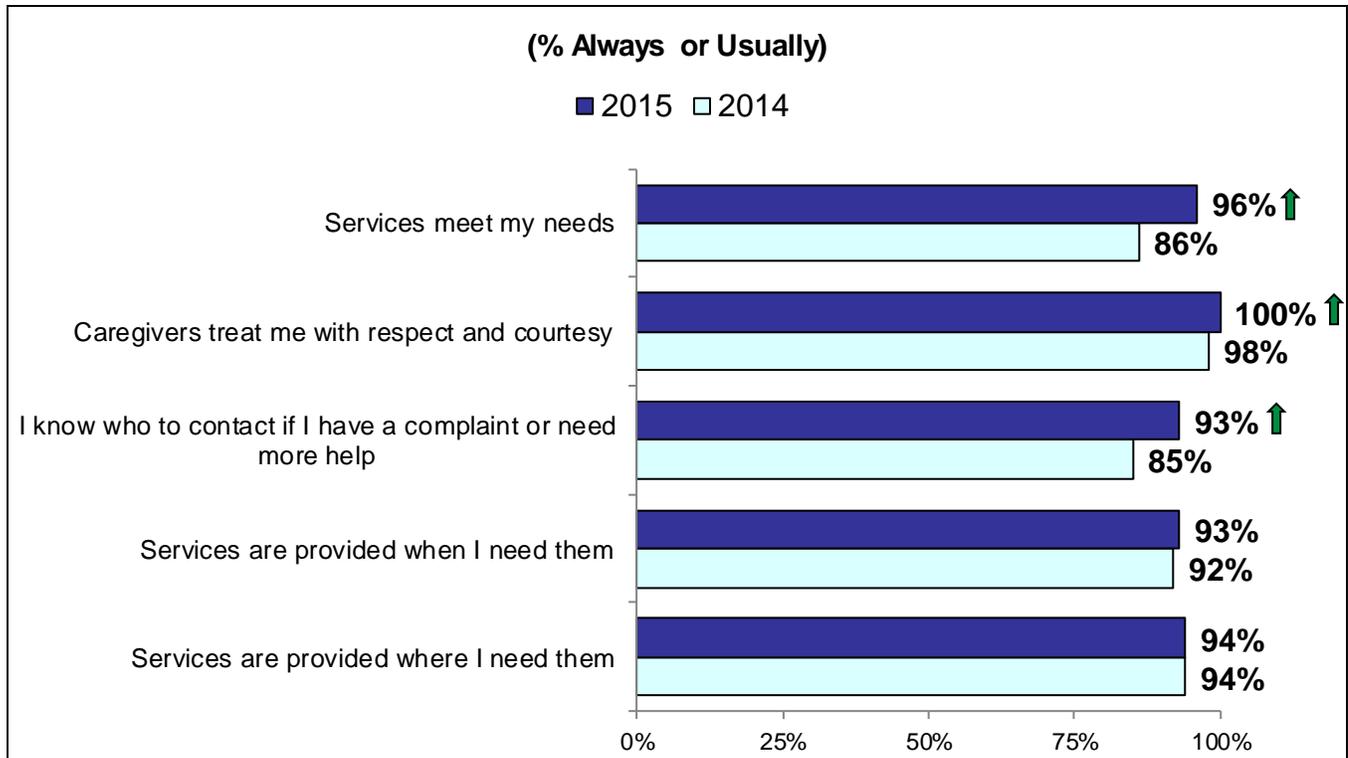
**Figure 14. Overall Ratings of Attendant Services Program**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

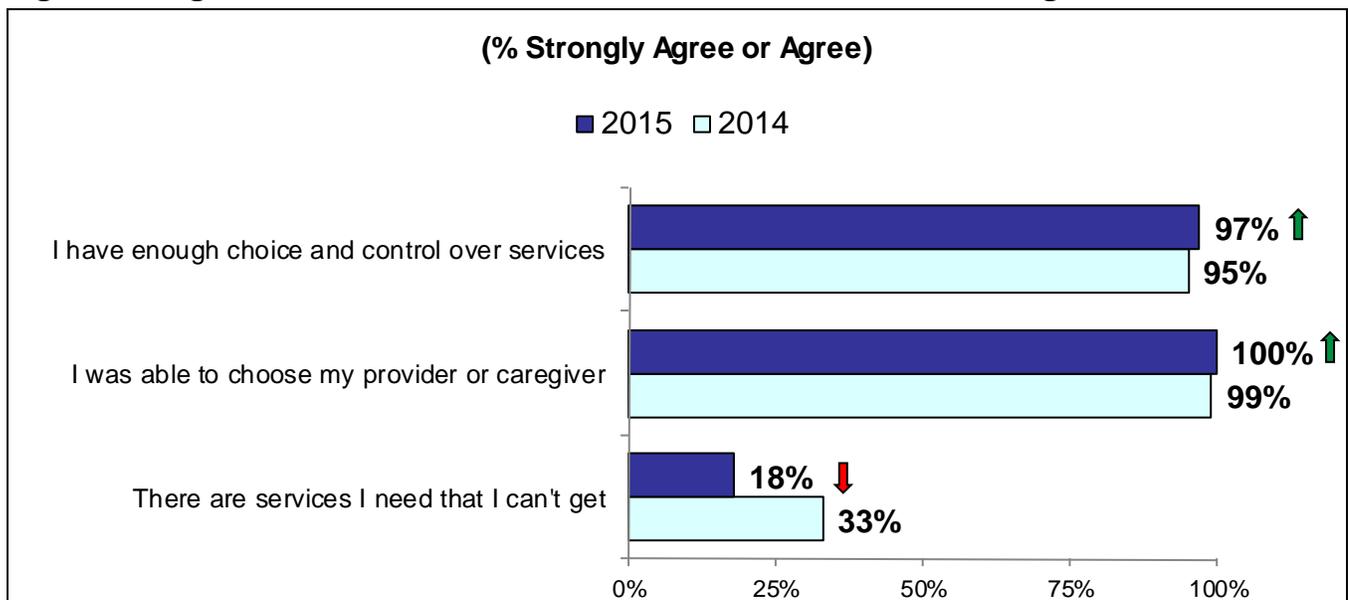
**Figure 15. Experiences with Attendant Services Program**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 16. Agreement with Statements about Attendant Services Program**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 8.1. ATTENDANT SERVICES PROGRAM BY COUNTY

Sample size is too low for the Attendant Service Program to examine differences by county.

## 8.2. RATINGS OF ATTENDANT SERVICES PROGRAM BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer had a tendency to report better ratings on most Attendant Service Program questions.

**Table 37. Ratings of Attendant Services Program by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>11</b>	<b>56</b>
Satisfaction with services (% Very or Somewhat Satisfied)	100%	97%
Quality of services (% Excellent or Good)	100%	100%
Recommendation of services to others (% Excellent or Good)	100%	98%
Competency of staff (% Excellent or Good)	100%	100%
Services meet my needs (% Always or Usually)	100%	95%
Caregivers treat me with respect and courtesy (% Always or Usually)	100%	100%
I know who to contact if I have a complaint or need more help (% Always or Usually)	100%	91%
Services are provided when I need them (% Always or Usually)	100%	91%
Services are provided where I need them (% Always or Usually)	100%	93%
I have enough choice and control over services (% Strongly Agree or Agree)	100%	96%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	100%	100%
There are services I need that I can't get (% Strongly Agree or Agree)	16%	18%
Have a backup plan for personal care (% Yes)	100%	72%
Problems with services in the last 12 months (% Yes)	0%	5%
Program worked to resolve problems (% Yes)	0%	69%

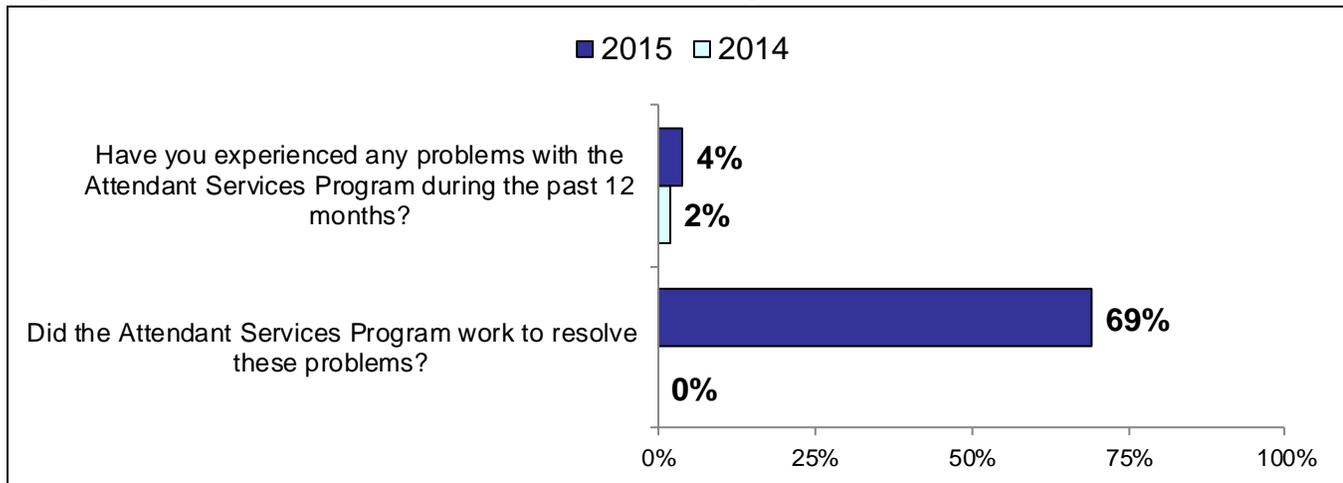
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

### 8.3. PROBLEMS WITH ATTENDANT SERVICES PROGRAM

Only 4% of respondents in the Attendant Services Program report having a problem in 2015, on par with 2014 (2%). Two of three respondents (69%) report that the Attendant Services Program worked to resolve these problems.

**Figure 17. Problems with Attendant Services Program**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 8.4. BACKUP PLAN

Over three in four respondents in the Attendant Services Program report having a backup plan for personal care in case their paid caregiver is unavailable or does not show, unchanged from 2014 (77%).

**Table 38. Back-up Plan**

Have a backup plan for personal care	2015	2014
<b>Number answering question (unweighted)</b>	<b>67</b>	<b>88</b>
Yes	77%	77%
No	21%	23%
Don't Know	2%	0%

## 8.5. OPEN-ENDED COMMENTS

Of the two individuals who indicated they were dissatisfied with the Attendant Services Program, all reported that they needed more care/services in general.

**Table 39. Reasons for Dissatisfaction with Attendant Services Program**

<b>Dissatisfaction with services</b>	
<b>Number of respondents reporting they are Very Dissatisfied or Dissatisfied (unweighted)</b>	<b>2</b>
<b>Percent of respondents reporting they are Very Dissatisfied or Dissatisfied (weighted)</b>	<b>3%</b>
<b>Why dissatisfied (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>2</b>
Just those people with the wheel chairs. and getting the lift i need for my truck so i can get in and out of my truck by myself. I have been working on it for over a year with voc rehab. I'm not quite independent yet so it's frustrating. I can't go anywhere by myself.	
Wish my hours would return to what they were 2 years ago. Lasted better for me.	

Few respondents indicated needed services they cannot get. The services that respondents need but cannot get are homemaker services, assistance with tasks outside the home, transportation, personal care services, and mobility equipment.

**Table 40. Needed Services from Attendant Services Program**

<b>There are services I need that I can't get</b>	
<b>Number of respondents who "Strongly Agree" or "Agree" (unweighted)</b>	<b>12</b>
<b>Percent of respondents who "Strongly Agree" or "Agree" (weighted)</b>	<b>18%</b>
<b>Services needed (coded categories)</b>	
	<b>Number of responses (unweighted)</b>
<b>Total number of responses (unweighted)</b>	<b>8</b>
Homemaker services (e.g., meal preparation, bigger tasks at home)	2
Assistance with tasks outside of home (e.g., groceries)	2
Transportation	1
Personal care services (e.g., bathing, grooming)	1
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	1
Other	1

Problems experienced by respondents in the Attendant Services Program include problems with dependability and quality of staff.

**Table 41. Problems Experienced with Attendant Services Program**

Experienced problems in last 12 months	
Number of respondents indicating they had a problem (unweighted)	3
Percent of respondents indicating they had a problem (weighted)	2%
<b>Problems experienced</b>	
Total number of responses (unweighted)	2
She's not coming regularly. That's it. She doesn't come every day.	
Theft, believe it or not, but the young lady had a long record when your people did your check, drugs- but I just fired her & that was that- I was so suprised she'd even fooled the local police.	

Approximately one in four respondents in the Attendant Services Program believe that there was something that could improve the Attendant Services Program. Of the things reported that could be improved, five responses are concerned with needing more care/services and four indicate the need for better pay for staff.

**Table 42. Improvement of the Attendant Services Program**

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>64</b>	
Yes	17	26%
No	45	71%
Don't Know	2	3%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>17</b>
Need more care/services	5
Better pay/Higher wages for staff	4
Need better care/services	1
Need better staff	1
Need better communication	1
Other	5

## **9. CHOICES FOR CARE PERSONAL CARE SERVICES**

All long-term care respondents receiving Personal Care Services were asked 12 questions about their overall experiences with Personal Care Services. The results are displayed in Figures 18, 19, and 20.

### **Satisfaction with Personal Care Services**

Ninety-seven percent of respondents report being very or somewhat satisfied with Personal Care Services in 2015, which is significantly higher than in 2014 (95%).

### **Quality of Services from Personal Care Services**

The majority of respondents rate the quality of services they receive from Personal Care Services as “excellent” or “good” in 2015 (96%), on par with 2014 (94%).

### **Recommendation of Personal Care Services to Others**

Ninety-three percent of respondents rate their Personal Care Services as “excellent” or “good”, a percentage similar to 2014 (91%).

### **Rating of Personal Care Services on Staff Competency**

Ninety-three percent of respondents rate staff competency as “excellent” or “good”, unchanged from 2014 (93%).

### **Experiences with Personal Care Services**

Five items asked about respondents’ experiences with Personal Care Services on a four-point scale of Always, Usually, Sometimes, or Never.

In 2015, 93% of respondents rate Personal Care Services as always or usually meeting their needs, which is significantly higher than the 2014 rating of 88%, an increase similar to the 2013 rating (92%).

In 2015, 96% of respondents rate Personal Care Services’ caregivers as always or usually treating them with courtesy and respect, unchanged from the 2014 rating of 96%.

In 2015, 93% of respondents report they know who to contact if they have a complaint about the Personal Care Services or need help, a percentage similar to 2014 (91%).

In 2015, 95% of participants rate Personal Care Services as usually or always providing services to them when they need them and where they need them. Both are significantly higher than the 92% ratings given for each question in 2014.

### **Agreement with Statements about Personal Care Services**

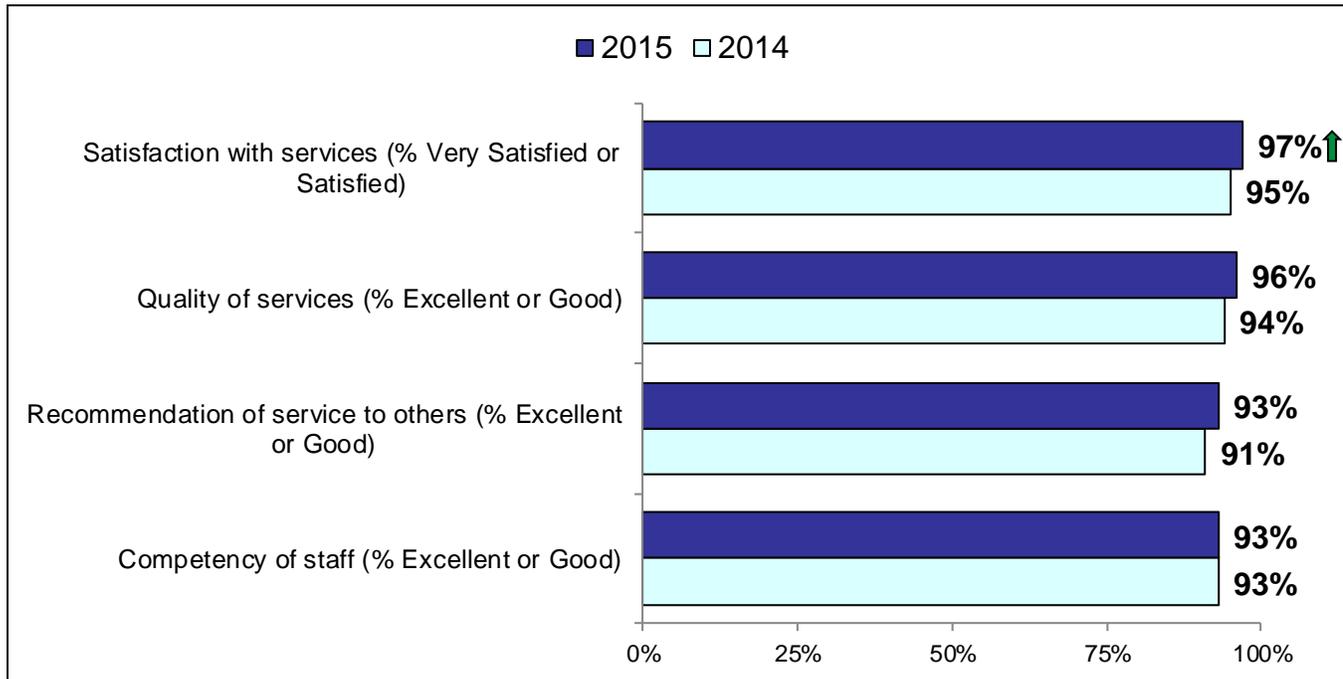
Three items asked respondents their level of agreement with the statement about Personal Care Services on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2015, 93% of respondents report having enough choice and control in their Personal Care Services, on par with 2014 (92%).

In 2015, 88% of respondents report they are able to choose their provider of Personal Care Services, which is significantly higher than 84% in 2014.

In 2015, 28% of respondents report that there are Personal Care Services they need but cannot get, on par with 2014 (26%).

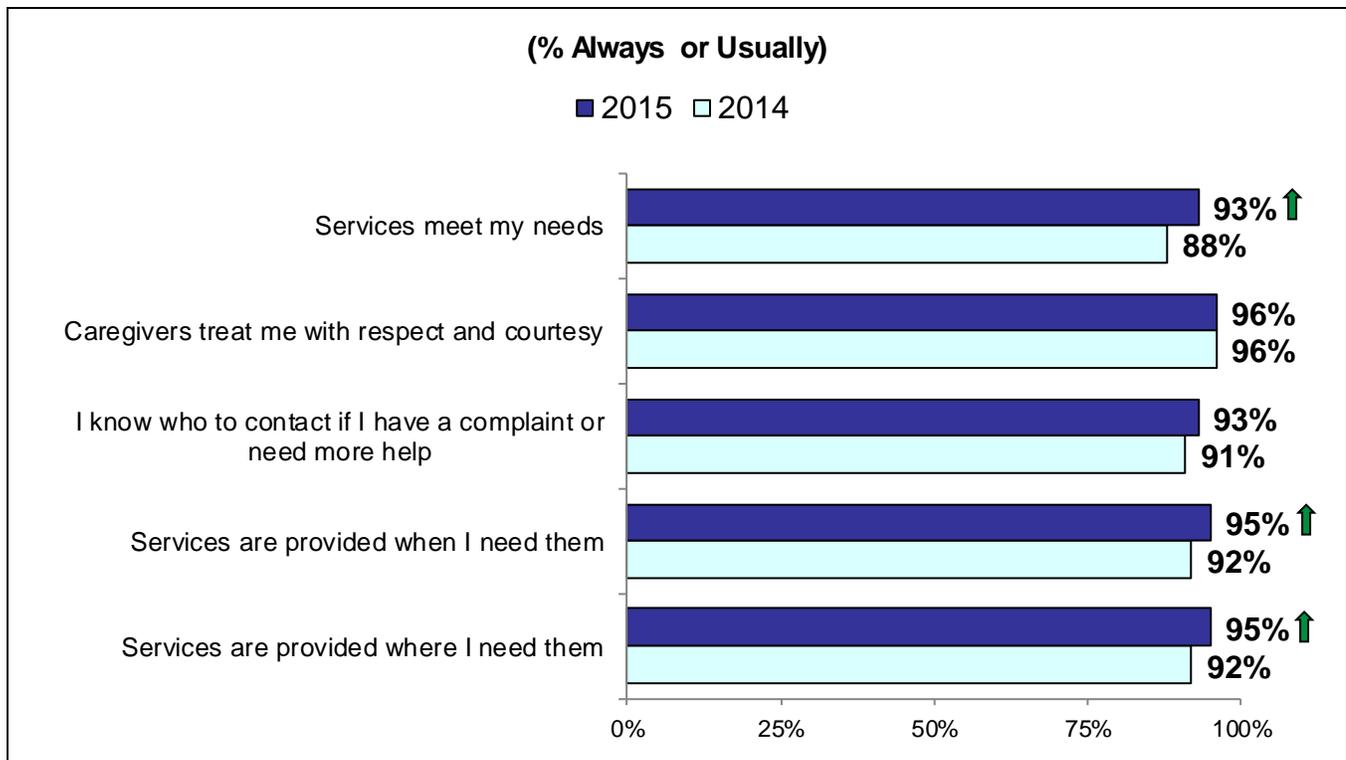
**Figure 18. Overall Ratings of Personal Care Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

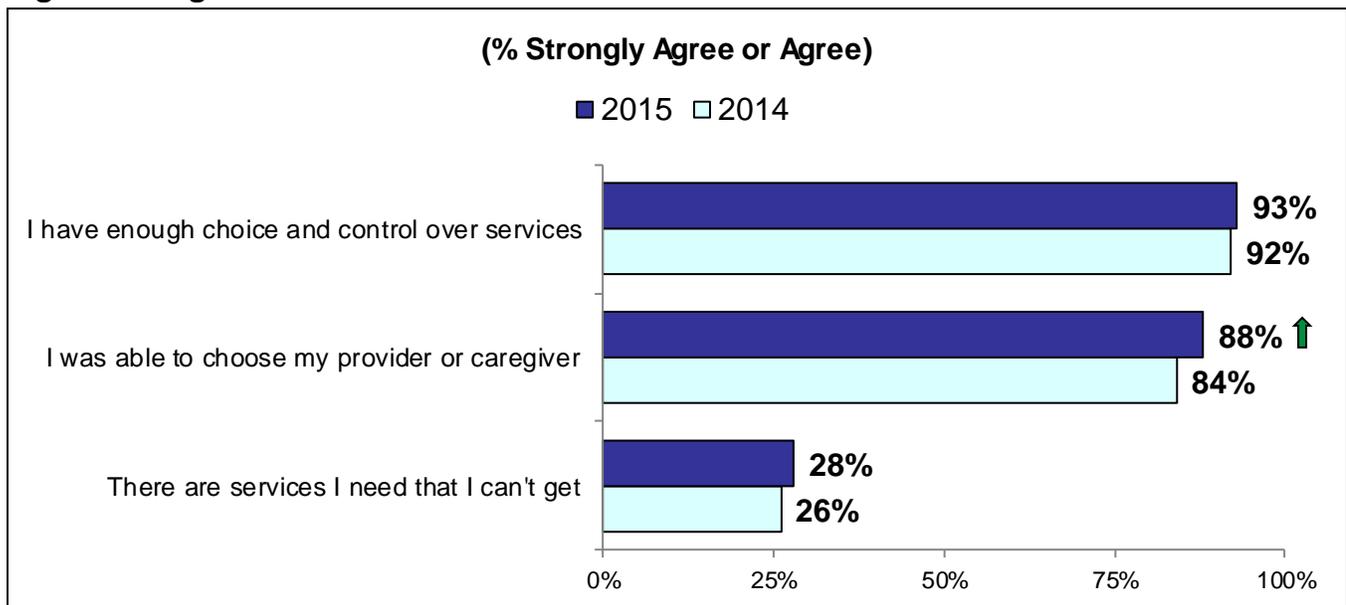
**Figure 19. Experiences with Personal Care Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 20. Agreement with Statements about Personal Care Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 9.1. CHOICES FOR CARE PERSONAL CARE SERVICES BY SERVICE AND AGENCY

Tables 43 – 45 display the results of Personal Care Services questions by service and agency. We highlight the findings below.

**Surrogate-Directed Personal Care Services:** Respondents receiving Surrogate-Directed Personal Care Services are significantly more likely to report that services are provided where they are needed than other respondents.

**Agency-Directed Personal Care Services:** Those receiving Agency-Directed Personal Care Services are significantly less likely to report being able to choose the provider of their Personal Care Services than other respondents.

**Addison County Home Health Agency:** Respondents receiving Personal Care Services from Addison County Home Health Agency are significantly more likely to be satisfied with Personal Care Services as excellent or good, believe their caregivers treat them with courtesy and respect, and that services are provided when they are needed compared to respondents receiving Personal Care Services through other agencies.

**Bayada Professional Nurses Service Inc.:** Respondents receiving Personal Care Services from Bayada Professional Nurses Service Inc. are significantly more likely to be satisfied with Personal Care Services, know who to contact if they have a complaint or need more help, and that they were able to choose the provider of Personal Care Services compared to respondents receiving Personal Care Services through other agencies.

**Rutland Area VNA Hospice:** Respondents receiving Personal Care Services from Rutland Area VNA Hospice are significantly more likely to rate the quality of Personal Care Services received and the competency of Personal Care Services staff as “excellent” or “good” compared to respondents receiving Personal Care Services through other agencies. Respondents receiving Personal Care Services from Rutland Area VNA Hospice are also significantly more likely to believe their caregivers treat them with courtesy and respect than respondents receiving Personal Care Services through other agencies.

**VNA, Chitt & Grand Isle:** Respondents receiving Personal Care Services from VNA, Chitt & Grand Isle are significantly less likely to rate the quality of the Personal Care Service they receive as “excellent” or “good” compared to those receiving Personal Care Services through other agencies.

**Table 43. Overall Ratings of Personal Care Services by Service and Agency**

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>531</b>	<b>97%</b>	<b>531</b>	<b>96%</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>93%</b>
<i>Consumer-Directed*</i>	145	96%	145	97%	145	91%	145	95%
<i>Surrogate-Directed*</i>	170	99%	170	97%	170	96%	170	96%
<i>Agency-Directed</i>	287	96%	287	95%	287	91%	287	89%
Addison County Home Health Agency	31	100%↑	31	96%	31	96%	31	97%
Bayada Professional Nurses Service Inc	77	100%↑	77	95%	77	94%	77	91%
Caledonia Home Health	23	100%	23	100%	23	94%	23	81%
Central VT Home Health Agency & Hospice	15	94%	15	92%	15	66%	15	87%
Franklin County Home Health & Hospice	22	94%	22	95%	22	88%	22	87%
Lamoille Home Health Agency & Hospice	10	100%	10	100%	10	100%	10	100%
Manchester Health Services, Inc.	5	100%	5	100%	5	100%	5	100%
Orleans-Essex VNA Association & Hospice	14	100%	14	100%	14	82%	14	73%
Rutland Area VNA Hospice	31	97%	31	100%↑	31	97%	31	100%↑
Visiting Nurse Alliance of VT & New Hampshire	19	100%	19	100%	19	95%	19	82%
VNA, Chitt & Grand Isle	32	85%	32	79%↓	32	82%	32	82%
VNA & Hospice of Southwestern Vermont	8	84%	8	100%	8	100%	8	90%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program/agency did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 44. Experiences with Personal Care Services by Service and Agency**

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
<b>Total</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>96%</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>95%</b>	<b>531</b>	<b>95%</b>
<i>Consumer-Directed*</i>	145	92%	145	97%	145	90%	145	95%	145	95%
<i>Surrogate-Directed*</i>	170	95%	170	98%	170	95%	170	97%	170	99%↑
<i>Agency-Directed</i>	287	92%	287	95%	287	93%	287	93%	287	93%
Addison County Home Health Agency	31	96%	31	100%↑	31	96%	31	100%↑	31	93%
Bayada Professional Nurses Service Inc	77	96%	77	97%	77	97%↑	77	96%	77	97%
Caledonia Home Health	23	86%	23	91%	23	90%	23	85%	23	91%
Central VT Home Health Agency & Hospice	15	92%	15	92%	15	79%	15	100%	15	100%
Franklin County Home Health & Hospice	22	84%	22	84%	22	84%	22	91%	22	91%
Lamoille Home Health Agency & Hospice	10	100%	10	100%	10	88%	10	100%	10	88%
Manchester Health Services, Inc.	5	100%	5	100%	5	100%	5	100%	5	100%
Orleans-Essex VNA Association & Hospice	14	100%	14	100%	14	84%	14	84%	14	91%
Rutland Area VNA Hospice	31	85%	31	100%↑	31	94%	31	89%	31	93%
Visiting Nurse Alliance of VT & New Hampshire	19	100%	19	100%	19	100%	19	93%	19	100%
VNA, Chitt & Grand Isle	32	81%	32	89%	32	93%	32	88%	32	82%
VNA & Hospice of Southwestern Vermont	8	100%	8	100%	8	84%	8	100%	8	100%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program/agency did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 45. Agreement with Statements about Personal Care Services by Service and Agency**

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>88%</b>	<b>531</b>	<b>28%</b>
<i>Consumer-Directed*</i>	145	92%	145	91%	145	34%
<i>Surrogate-Directed*</i>	170	96%	170	91%	170	22%
<i>Agency-Directed</i>	287	91%	287	82% ↓	287	30%
Addison County Home Health Agency	31	96%	31	78%	31	36%
Bayada Professional Nurses Service Inc	77	96%	77	90% ↑	77	31%
Caledonia Home Health	23	85%	23	55%	23	32%
Central VT Home Health Agency & Hospice	15	79%	15	92%	15	32%
Franklin County Home Health & Hospice	22	94%	22	78%	22	38%
Lamoille Home Health Agency & Hospice	10	89%	10	88%	10	12%
Manchester Health Services, Inc.	5	81%	5	81%	5	18%
Orleans-Essex VNA Association & Hospice	14	74%	14	56%	14	28%
Rutland Area VNA Hospice	31	96%	31	89%	31	22%
Visiting Nurse Alliance of VT & New Hampshire	19	95%	19	95%	19	28%
VNA, Chitt & Grand Isle	32	89%	32	76%	32	33%
VNA & Hospice of Southwestern Vermont	8	84%	8	69%	8	24%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program/agency did not meet 95/5 statistical criteria and should be interpreted with caution

## 9.2. CHOICES FOR CARE PERSONAL CARE SERVICES BY COUNTY

Tables 46 – 48 display the results of Personal Care Services questions by county. We highlight the findings below.

**Addison County:** Respondents residing in Addison County are significantly more likely to report satisfaction with Personal Care Services, that caregivers treat them with courtesy and respect, and that services are provided when they are needed compared to those in other counties.

**Bennington County:** Respondents residing in Bennington County are significantly more likely to report the quality of Personal Care Services they receive and their recommendation of Personal Care Services to others as “excellent” or “good”, that their caregiver treats them with courtesy and respect, and that their services are provided to them when needed and are significantly less likely to report there are services they need but can’t get compared to those in other counties.

**Caledonia County:** Residents of Caledonia County are significantly more likely than residents of other counties to be satisfied with their Personal Care Services and rate the quality of Personal Care Services they receive as “excellent” or “good” and are less likely to report that they are able to choose their provider or caregiver of Personal Care Services.

**Orleans County:** Residents of Orleans County are significantly more likely than those in other counties to be satisfied with Personal Care Services, to rate the quality of Personal Care Services they receive as “excellent” or “good”, to believe that the services they receive meet their needs, that their caregivers treat them with courtesy and respect, that they know who to contact if they have a complaint or need more help, and that Personal Care Services are provided to them where they are needed.

**Rutland County:** Residents of Rutland County are significantly more likely than those in other counties to be able to choose their provider or caregiver of Personal Care Services.

**Windham County:** Respondents residing in Windham County are significantly more likely than those in other counties to report that Personal Care Services are provided to them where they are needed.

**Windsor County:** Residents of Windsor County are significantly more likely than those in other counties to be satisfied with Personal Care Services, to rate the quality of Personal Care Services they receive as “excellent” or “good”, to believe that the services they receive meet their needs, that they know who to contact if they have a complaint or need more help, that Personal Care Services are provided to them where they are needed, and that they are able to choose their provider or caregiver of Personal Care Services.

**Table 46. Overall Ratings of Personal Care Services by County**

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>531</b>	<b>97%</b>	<b>531</b>	<b>96%</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>93%</b>
Addison*	42	100%↑	42	97%	42	97%	42	94%
Bennington*	49	96%	49	100%↑	49	98%↑	49	97%
Caledonia*	37	100%↑	37	100%↑	37	93%	37	89%
Chittenden*	73	93%	73	92%	73	93%	73	93%
Essex*	9	100%	9	100%	9	87%	9	87%
Franklin*	33	96%	33	96%	33	92%	33	91%
Grand Isle*	8	100%	8	84%	8	84%	8	84%
Lamoille*	20	92%	20	92%	20	92%	20	100%
Orange*	20	100%	20	94%	20	94%	20	88%
Orleans*	53	100%↑	53	100%↑	53	95%	53	93%
Rutland*	88	98%	88	98%	88	95%	88	95%
Washington*	20	96%	20	88%	20	74%	20	89%
Windham*	43	98%	43	89%	43	87%	43	91%
Windsor*	36	100%↑	36	100%↑	36	98%	36	95%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 47. Experiences with Personal Care Services by County**

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
<b>Total</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>96%</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>95%</b>	<b>531</b>	<b>95%</b>
Addison*	42	93%	42	100%↑	42	97%	42	100%↑	42	95%
Bennington*	49	96%	49	100%↑	49	95%	49	100%↑	49	98%
Caledonia*	37	92%	37	95%	37	89%	37	92%	37	95%
Chittenden*	73	93%	73	96%	73	91%	73	93%	73	90%
Essex*	9	100%	9	100%	9	87%	9	87%	9	87%
Franklin*	33	89%	33	89%	33	89%	33	94%	33	94%
Grand Isle*	8	84%	8	84%	8	84%	8	84%	8	84%
Lamoille*	20	92%	20	92%	20	86%	20	92%	20	85%
Orange*	20	100%	20	94%	20	88%	20	94%	20	94%
Orleans*	53	98%↑	53	100%↑	53	98%↑	53	98%	53	100%↑
Rutland*	88	91%	88	97%	88	93%	88	94%	88	95%
Washington*	20	89%	20	94%	20	89%	20	100%	20	100%
Windham*	43	88%	43	98%	43	91%	43	89%	43	100%↑
Windsor*	36	100%↑	36	94%	36	100%↑	36	97%	36	100%↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 48. Agreement with Statements about Personal Care Services by County**

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>531</b>	<b>93%</b>	<b>531</b>	<b>88%</b>	<b>531</b>	<b>28%</b>
Addison*	42	97%	42	80%	42	30%
Bennington*	49	93%	49	93%	49	10% ↓
Caledonia*	37	92%	37	71% ↓	37	29%
Chittenden*	73	92%	73	88%	73	40%
Essex*	9	87%	9	88%	9	36%
Franklin*	33	96%	33	82%	33	37%
Grand Isle*	8	82%	8	87%	8	40%
Lamoille*	20	81%	20	85%	20	19%
Orange*	20	94%	20	89%	20	25%
Orleans*	53	92%	53	84%	53	30%
Rutland*	88	96%	88	94% ↑	88	27%
Washington*	20	83%	20	94%	20	29%
Windham*	43	95%	43	92%	43	17%
Windsor*	36	88%	36	98% ↑	36	21%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

### 9.3. RATINGS OF CHOICES FOR CARE PERSONAL CARE SERVICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer reported significantly higher ratings on several personal care services questions compared to respondents who completed the survey themselves, as shown in the table below. Consumers who complete the survey themselves report more problems with Personal Care Services than proxies who complete the surveys on behalf on a consumer.

**Table 49. Ratings of Personal Care Services by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>236</b>	<b>278</b>
Satisfaction with services (% Very or Somewhat Satisfied)	98%	96%
Quality of services (% Excellent or Good)	99% ↑	93%
Recommendation of services to others (% Excellent or Good)	98% ↑	90%
Competency of staff (% Excellent or Good)	99% ↑	88%
Services meet my needs (% Always or Usually)	98% ↑	89%
Caregivers treat me with respect and courtesy (% Always or Usually)	99% ↑	94%
I know who to contact if I have a complaint or need more help (% Always or Usually)	97% ↑	89%
Services are provided when I need them (% Always or Usually)	98% ↑	91%
Services are provided where I need them (% Always or Usually)	99% ↑	92%
I have enough choice and control over services (% Strongly Agree or Agree)	97% ↑	89%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	91%	86%
There are services I need that I can't get (% Strongly Agree or Agree)	24%	31%
Have a backup plan for personal care (% Yes)	61%	54%
Problems with services in the last 12 months (% Yes)	12% ↓	18%
Program worked to resolve problems (% Yes)	62%	55%

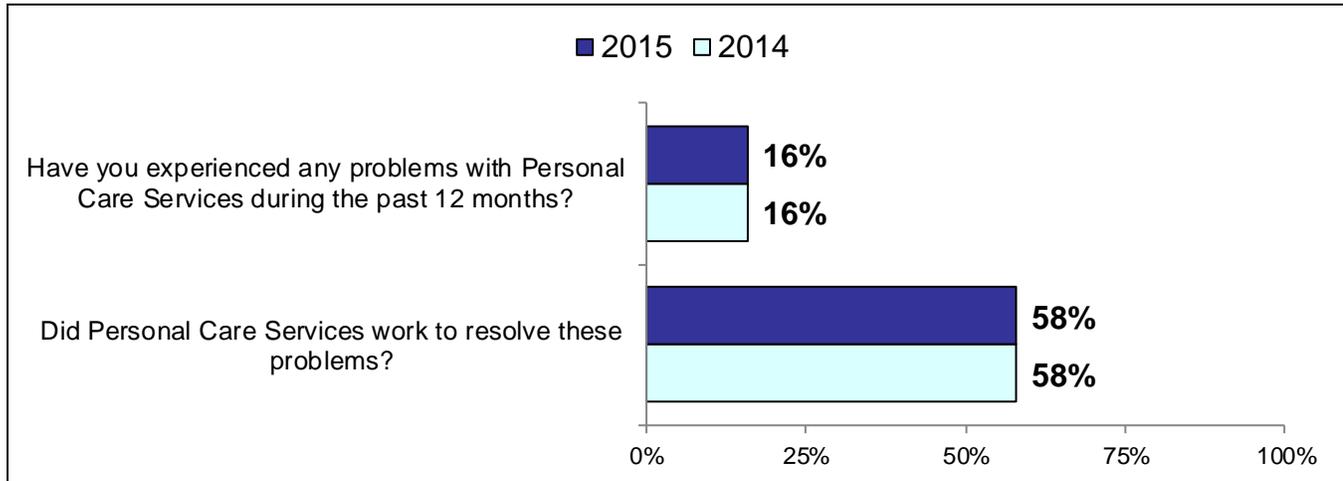
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

#### 9.4. PROBLEMS WITH CHOICES FOR CARE PERSONAL CARE SERVICES

Sixteen percent of respondents receiving Personal Care Services report having a problem in 2015, unchanged from 2014 (16%). Over half of respondents (58%) report that Personal Care Services worked to resolve these problems, also unchanged from the 58% obtained in 2014.

**Figure 21. Problems with Personal Care Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

#### 9.5. BACKUP PLAN

Two out of three respondents receiving Personal Care Services report having a backup plan for personal care, in case their paid caregiver is unavailable or does not show, unchanged from 2014 (66%).

**Table 50. Backup Plan**

Have a backup plan for personal care	2015	2014
<b>Number answering question (unweighted)</b>	<b>460</b>	<b>560</b>
Yes	66%	66%
No	32%	33%
Don't Know	2%	1%

## 9.6. OPEN-ENDED COMMENTS

Of the respondents that report being dissatisfied with Personal Care Services, the most common reason is needing better quality staff.

**Table 51. Reasons for Dissatisfaction with Personal Care Services**

<b>Dissatisfaction with services</b>	
<b>Number of respondents reporting they are Very Dissatisfied or Dissatisfied (unweighted)</b>	<b>11</b>
<b>Percent of respondents reporting they are Very Dissatisfied or Dissatisfied (weighted)</b>	<b>3%</b>
<b>Why dissatisfied (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>12</b>
Need better staff	6
Need better care/services	2
Need more care/services	1
Other	3

Of the respondents receiving Personal Care Services who report needing services they cannot get, the most common services include needing more care/services in general, needing transportation assistance, and needing therapy and/or exercise.

**Table 52. Needed Personal Care Services**

<b>There are services I need that I can't get</b>	
<b>Number of respondents who "Strongly Agree" or "Agree" (unweighted)</b>	<b>125</b>
<b>Percent of respondents who "Strongly Agree" or "Agree" (weighted)</b>	<b>28%</b>
<b>Services needed (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>71</b>
More care/services in general	14
Transportation	12
Physical/speech/vocational therapy, exercise	8
Personal care services (e.g., bathing, grooming)	5
Homemaker services (e.g., meal preparation, bigger tasks at home)	4
Assistance with tasks outside of home (e.g., groceries)	4
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	4
Glasses, dentures, medicine, other medical equipment	2
Scheduling of services evening, nights, weekends	1
Other	17

Of the respondents receiving Personal Care Services who report having a problem, the most common problems include staff skills/training, staff dependability, and staff rudeness/disrespectfulness.

**Table 53. Problems Experienced with Personal Care Services**

Experienced problems in last 12 months	
Number of respondents indicating they had a problem (unweighted)	74
Percent of respondents indicating they had a problem (weighted)	16%
Problems experienced (coded categories)	
	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>74</b>
Staff skills/training	29
Staff dependability	19
Staff rudeness/disrespectfulness	8
Communication problems (including scheduling issues)	3
Theft	3
More consistent staffing/Too many different people	1
Other	11

Approximately one in four respondents receiving Personal Care Services believe that there was something that could improve Personal Care Services. Of those that report things that could be improved, the most common issues include needing more care/services, needing better quality staff, needing more staff, and needing better communication.

**Table 54. Improvement of Personal Care Services**

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>415</b>	
Yes	98	23%
No	308	75%
Don't Know	9	2%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>105</b>
Need more care/services	36
Need better staff	15
Hire more staff	13
Need better communication	12
Better pay/Higher wages for staff	7
More consistent staffing/Too many different people	6
Need better care/services	1
Other	15

## **10. FLEXIBLE CHOICES**

All long-term care respondents receiving Flexible Choices were asked 12 questions about their overall experiences with Flexible Choices. The results are displayed in Figures 22, 23, and 24. Due to the inability to reach the 95% confidence level with 5% margin of error with High/Highest Needs Flexible Choices participants, findings for Flexible Choices should be interpreted with caution.

### **Satisfaction with Flexible Choices**

Eighty-five percent of respondents report being very or somewhat satisfied with Flexible Choices in 2015, a 7% decline since 2014 (92%).

### **Quality of Services from Flexible Choices**

Eighty-five percent of respondents rate the quality of services they receive from Flexible Choices as “excellent” or “good” in 2015, a 6% decline from 2014 (91%).

### **Recommendation of Flexible Choices to Others**

Eighty-four percent of respondents rate their Flexible Choices as “excellent” or “good”, a significant decrease since 2014 (93%).

### **Rating of Flexible Choices on Staff Competency**

Eighty-five percent of respondents rate staff competency as “excellent” or “good”, a four percent decline from 2014 (89%).

### **Experiences with Flexible Choices**

Five items asked respondents about their experiences with Flexible Choices on a four-point scale of Always, Usually, Sometimes, or Never.

In 2015, 80% of respondents rate Flexible Choices as always or usually meeting their needs, a slight decline from 2014 (84%).

Almost nine in ten respondents (89%) receiving Flexible Choices said that their caregivers always or usually treat them with courtesy and respect, on par with 2014 (92%).

Eighty-one percent of respondents report knowing who to contact if they have a complaint about Flexible Choices or need help, a 5% decline from 2014 (86%).

In 2015, 81% of participants rate Flexible Choices as usually or always providing services to them when they need them, a 5% decline from 2014 (86%).

Eighty-four percent of participants rate Flexible Choices as usually or always providing services to them where they need them, on par with 2014 (86%).

### **Agreement with Statements about Flexible Choices**

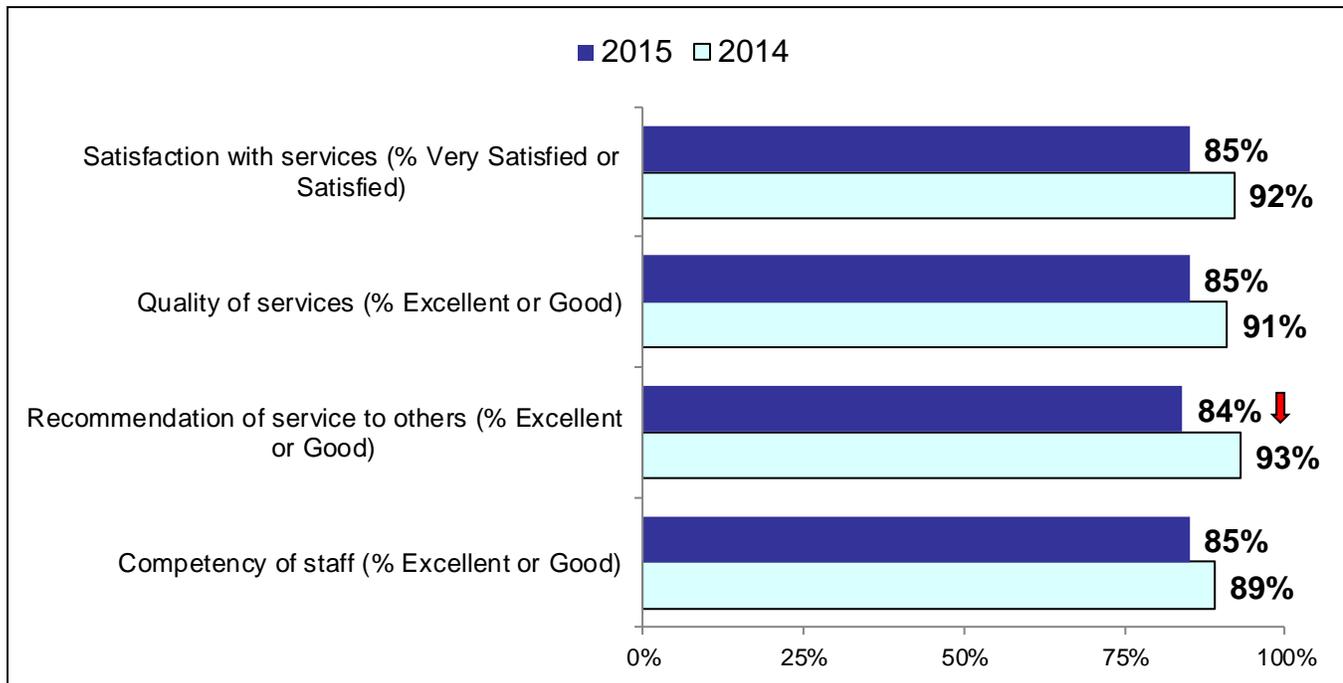
Three items asked respondents their level of agreement with the statement on a five-point scale of Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, or Strongly Disagree.

In 2015, 82% of respondents report having enough choice and control in their Flexible Choices, a significant decline from 2014 (93%).

In 2015, 74% of respondents report having the ability to choose their provider/caregiver, a significant decrease from 2014 (89%).

In 2015, 24% of respondents report that there are Flexible Choice services they need but cannot get, on par with 2014 (27%).

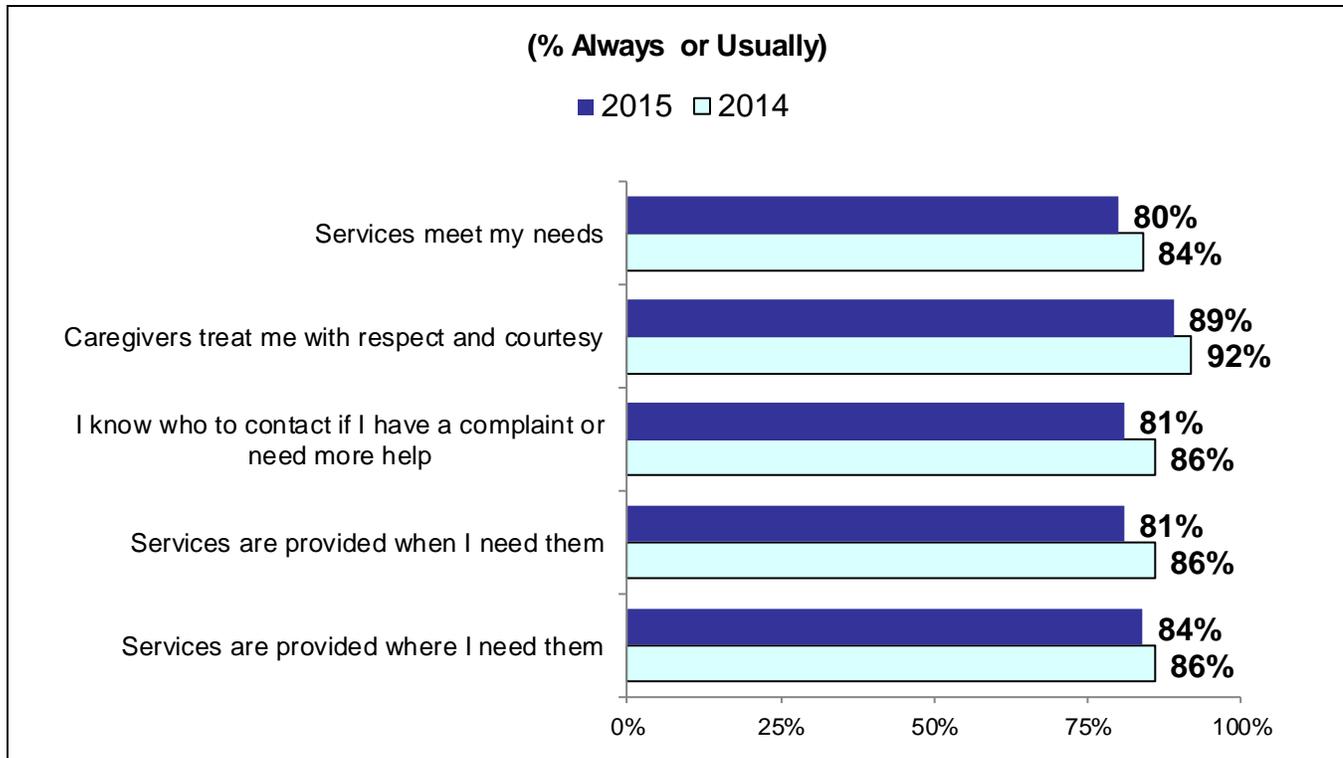
**Figure 22. Overall Ratings of Flexible Choices**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

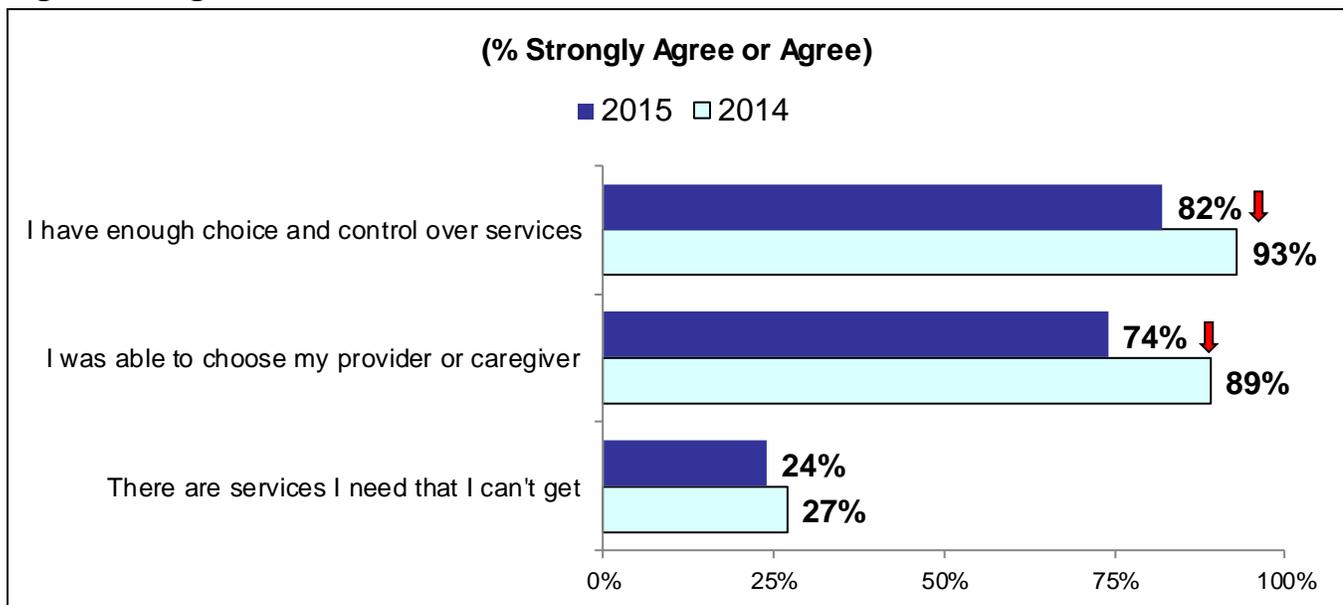
**Figure 23. Experiences with Flexible Choices**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 24. Agreement with Statements about Flexible Choices**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 10.1. FLEXIBLE CHOICES BY NEED

Those with high/highest need view their Flexible Choices significantly higher than those with moderate need, as shown in the tables that follow. Note that people in the high/highest needs group have higher funding limits than people in the moderate needs group.

**Table 55. Overall Ratings of Flexible Choices by Need**

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>257</b>	<b>85%</b>	<b>257</b>	<b>85%</b>	<b>257</b>	<b>84%</b>	<b>257</b>	<b>85%</b>
<i>Moderate Needs</i>	203	81%	203	79%	203	79%	203	81%
<i>High/Highest Needs*</i>	54	96% ↑	54	98% ↑	54	96% ↑	54	96% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 56. Experiences with Flexible Choices by Need**

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
<b>Total</b>	<b>257</b>	<b>80%</b>	<b>257</b>	<b>89%</b>	<b>257</b>	<b>81%</b>	<b>257</b>	<b>81%</b>	<b>257</b>	<b>84%</b>
<i>Moderate Needs</i>	203	75%	203	87%	203	77%	203	76%	203	80%
<i>High/Highest Needs*</i>	54	90% ↑	54	96% ↑	54	88% ↑	54	94% ↑	54	94% ↑

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 57. Agreement with Statements about Flexible Choices by Need**

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>257</b>	<b>82%</b>	<b>257</b>	<b>74%</b>	<b>257</b>	<b>24%</b>
<i>Moderate Needs</i>	203	77%	203	64%	203	26%
<i>High/Highest Needs*</i>	54	94% ↑	54	96% ↑	54	18%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 10.2. RATINGS OF FLEXIBLE CHOICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer tend to report higher ratings compared to respondents who completed the survey themselves.

**Table 58. Ratings of Flexible Choices by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>49</b>	<b>196</b>
Satisfaction with services (% Very or Somewhat Satisfied)	96%	83%
Quality of services (% Excellent or Good)	92%	83%
Recommendation of services to others (% Excellent or Good)	95%	82%
Competency of staff (% Excellent or Good)	100%	83%
Services meet my needs (% Always or Usually)	87%	78%
Caregivers treat me with respect and courtesy (% Always or Usually)	100%	87%
I know who to contact if I have a complaint or need more help (% Always or Usually)	96%	78%
Services are provided when I need them (% Always or Usually)	92%	79%
Services are provided where I need them (% Always or Usually)	92%	83%
I have enough choice and control over services (% Strongly Agree or Agree)	91%	81%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	77%	73%
There are services I need that I can't get (% Strongly Agree or Agree)	24%	22%
Have a backup plan for personal care (% Yes)	75%	46%
Problems with services in the last 12 months (% Yes)	10%	8%
Program worked to resolve problems (% Yes)	100%	42%

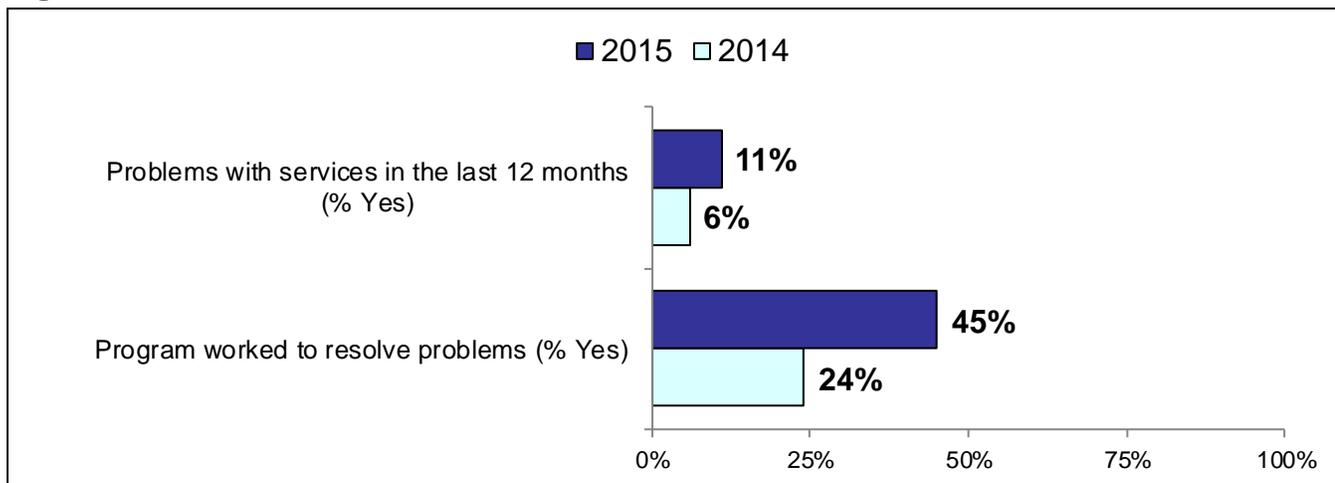
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

### 10.3. PROBLEMS WITH FLEXIBLE CHOICES

Eleven percent of respondents receiving Flexible Choices report having a problem in 2015, up from just 6% in 2014. Almost half of respondents report that Flexible Choices worked to resolve these problems.

**Figure 25. Problems with Flexible Choices**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 10.4. BACKUP PLAN

Almost one half of respondents in Flexible Choices report having a backup plan for personal care, in case their paid caregiver is unavailable or does not show. This is a decline of 11% from 2014 (60%).

**Table 59. Backup Plan**

Have a backup plan for personal care	2015	2014
<b>Number answering question (unweighted)</b>	<b>172</b>	<b>76</b>
Yes	49%	60%
No	46%	34%
Don't Know	5%	5%

## 10.5. OPEN-ENDED COMMENTS

Reasons for dissatisfaction with Flexible Choices include needing more and better care/services, needing better staff, and needing more choice and control.

**Table 60. Reasons for Dissatisfaction with Flexible Choices**

<b>Dissatisfaction with services</b>	
<b>Number of respondents reporting they are Very Dissatisfied or Dissatisfied (unweighted)</b>	<b>10</b>
<b>Percent of respondents reporting they are Very Dissatisfied or Dissatisfied (weighted)</b>	<b>5%</b>
<b>Why dissatisfied (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>8</b>
Need more care/services	2
Need better care/services	1
Need better staff	1
Need more choice & control	1
Other	3

Of those respondents reporting that there are Flexible Choices they need but cannot get, the most cited service needed is more care/services in general.

**Table 61. Needed Flexible Choices**

<b>There are services I need that I can't get</b>	
<b>Number of respondents who "Strongly Agree" or "Agree" (unweighted)</b>	<b>43</b>
<b>Percent of respondents who "Strongly Agree" or "Agree" (weighted)</b>	<b>24%</b>
<b>Services needed (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>36</b>
More care/services in general	13
Homemaker services (e.g., meal preparation, bigger tasks at home)	5
Transportation	5
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	3
Personal care services (e.g., bathing, grooming)	3
Glasses, dentures, medicine, other medical equipment	2
More choice & control	1
Other	4

Ten percent of respondents experience problems with Flexible Choices. The problems they experienced include communication problems, staff dependability, staff skills, staff attitude, and a reduction in services.

**Table 62. Problems Experienced with Flexible Choices**

Experienced problems in last 12 months	
Number of respondents indicating they had a problem (unweighted)	19
Percent of respondents indicating they had a problem (weighted)	11%
Problems experienced (coded categories)	
	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>17</b>
Communication problems (including scheduling issues)	3
Staff dependability	2
Staff skills/training	1
Staff rudeness/disrespectfulness	1
Reduction in services	1
Other	9

Less than one in five respondents believed there was something that could improve Flexible Choices. Of those the majority cite needing more care/services and better communication.

**Table 63. Improvement of Flexible Choices**

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>164</b>	
Yes	28	17%
No	118	71%
Don't Know	18	12%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>28</b>
Need more care/services	9
Need better communication	6
Need better staff	4
Hire more staff	1
Other	8

## **11. HOMEMAKER SERVICES**

All long-term care respondents receiving Homemaker Services were asked 12 questions about their overall experiences with Homemaker Services. The results are displayed in Figures 26, 27, and 28.

### **Satisfaction with Homemaker Services**

Ninety-one percent of respondents report being very or somewhat satisfied with Homemaker Services in 2015, similar to the rating of 93% in 2014.

### **Quality of Services from Homemaker Services**

Eighty-five percent of respondents rate the quality of services they receive from Homemaker Services as “excellent” or “good” in 2015. This percentage is on par with 2014 (86%).

### **Recommendation of Homemaker Services to Others**

Eighty-five percent of respondents rate their recommendation of Homemaker Services as “excellent” or “good”, on par with 2014 (86%).

### **Rating of Homemaker Services on Staff Competency**

Eighty-seven percent of respondents rate staff competency as “excellent” or “good”, unchanged from 2014 (87%).

### **Experiences with Homemaker Services**

Five items asked respondents about their experiences with Homemaker Services on a four-point scale of Always, Usually, Sometimes, or Never.

In 2015, 85% of respondents rate Homemaker Services as always or usually meeting their needs, unchanged from the 2014 rating of 85%.

Almost all respondents receiving Homemaker Services (95%) said that their caregivers always or usually treat them with courtesy and respect, on par with 2014 (96%).

2015 shows the same rating as 2014 in knowing who to contact if they have a complaint about Homemaker Services or need help (88%).

In 2015, 87% of respondents rate Homemaker Services as usually or always providing services to them when they are needed, similar to the rating of 86% in 2014.

In 2015, 89% rate Homemaker Services as usually or always providing services to them where they need them, on par with the rating of 90% in 2014.

### **Agreement with Statements about Homemaker Services**

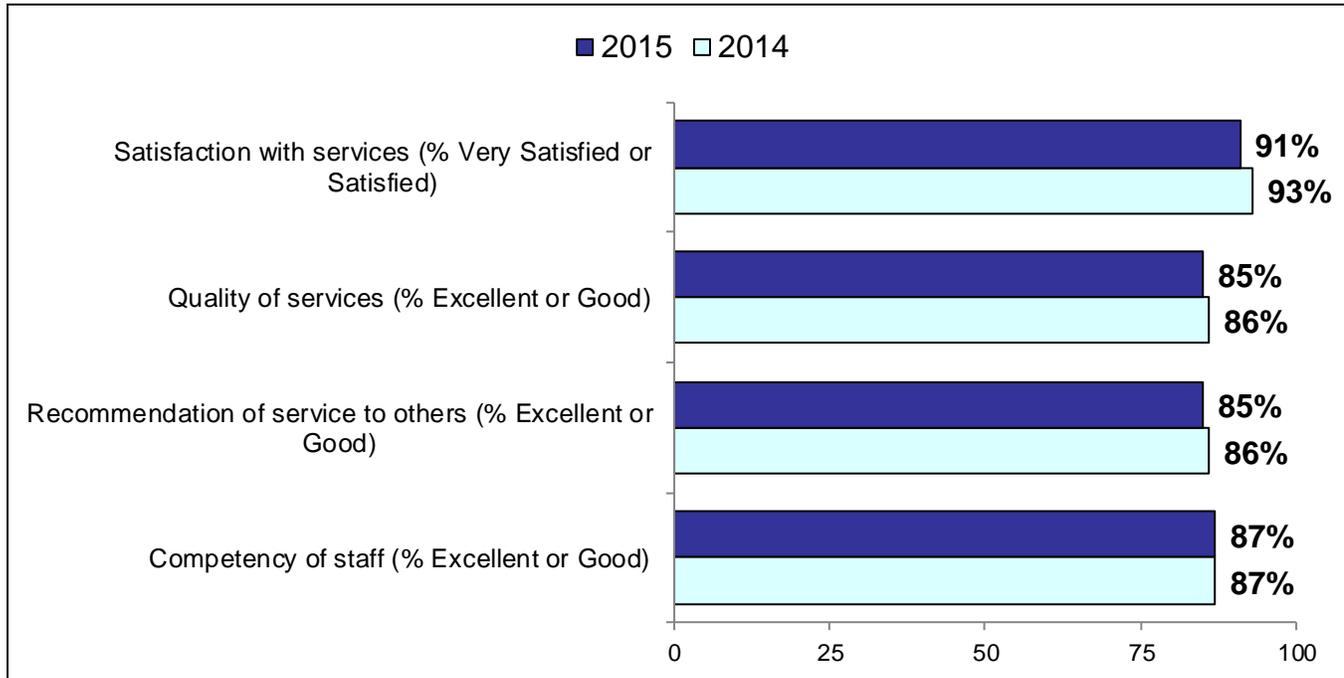
Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2015, 86% of respondents report having enough choice and control in their Homemaker Services, on par with 2014's rating of 89%.

Fifty-six percent of respondents agree that they are able to choose the provider of their Homemaker Services, a slight decline from 60% in 2014.

In 2015, 34% of respondents report that there are Homemaker Services they need but cannot get, which is on par with 2014 (32%).

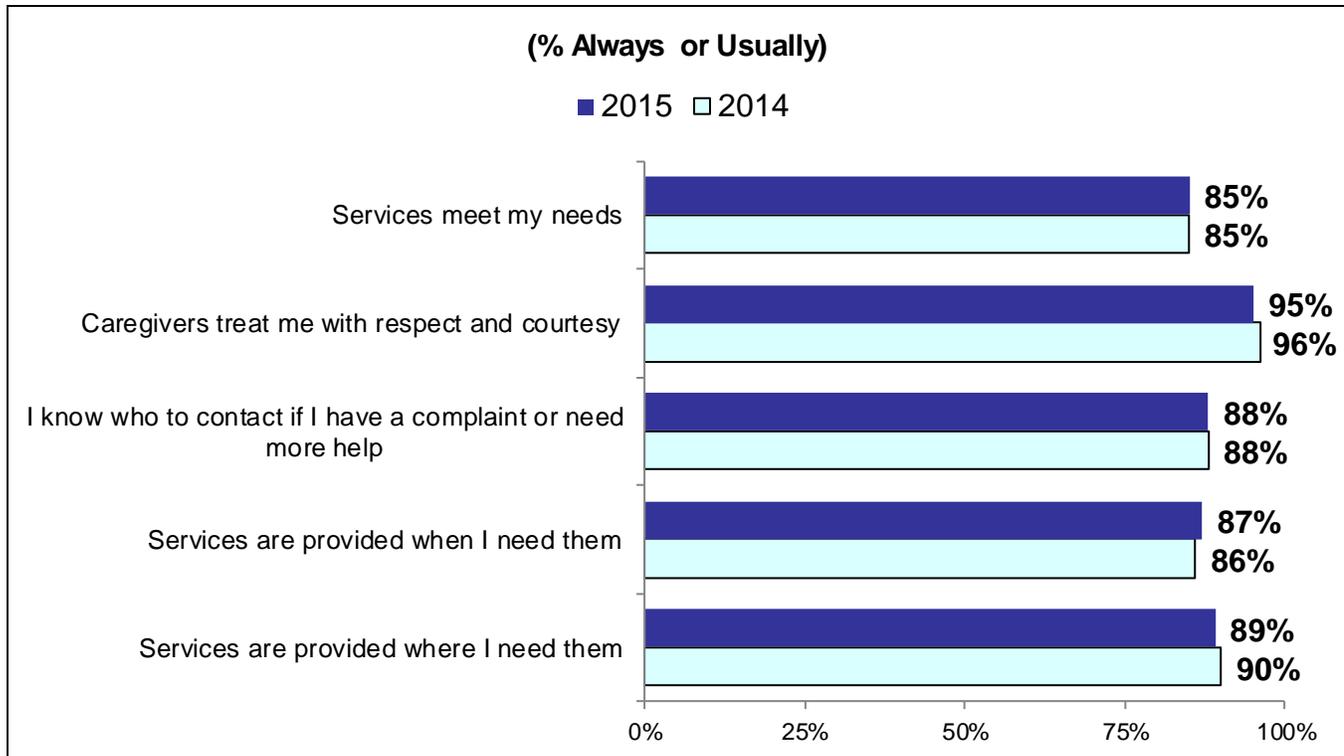
**Figure 26. Overall Ratings of Homemaker Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

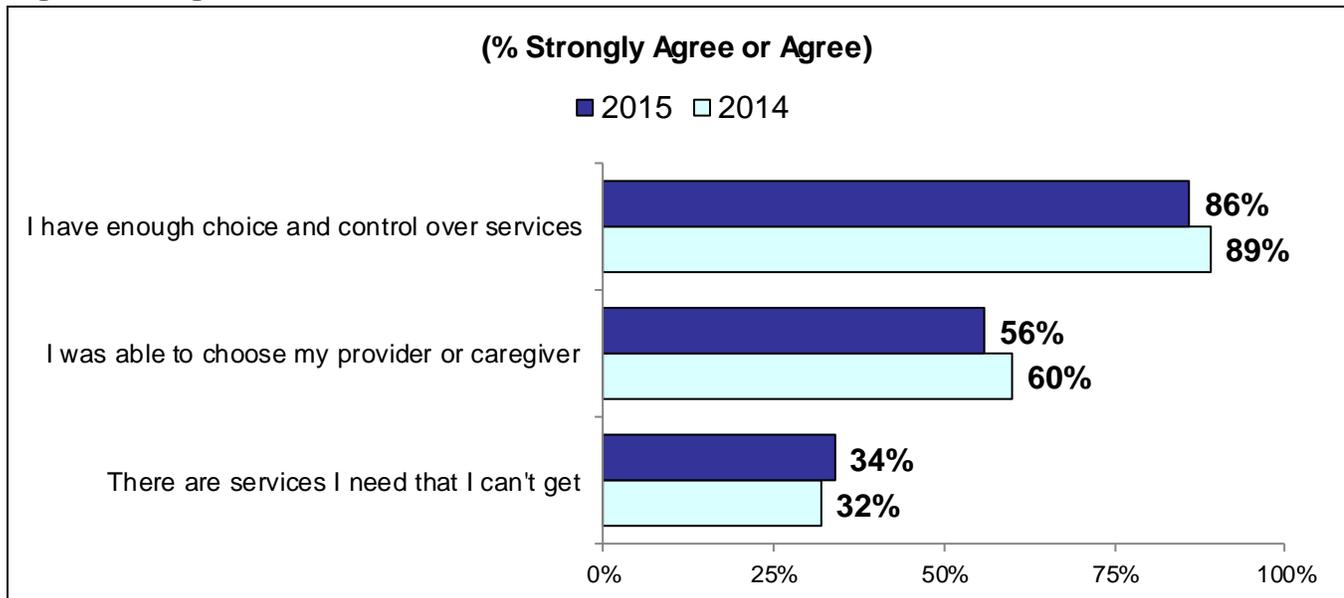
**Figure 27. Experiences with Homemaker Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 28. Agreement with Statements about Homemaker Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 11.1. HOME MAKER SERVICES BY COUNTY

Tables 64 – 66 display the results of Homemaker Services questions by county. We highlight findings below.

**Bennington County:** Respondents residing in Bennington County are significantly more likely to rate their caregivers as always or usually treating them with courtesy and respect, knowing who to contact if they have a complaint or need more help, and that services are provided where they are needed compared to those residing in other counties.

**Caledonia County:** Residents of Caledonia County are likely than those in other counties to rate their homemaker services staff significantly higher in competency.

**Chittenden County:** Respondents receiving Homemaker Services in Chittenden County are significantly more likely than those in other counties to report having enough choice and control over their Homemaker Services.

**Lamoille County:** Respondents residing in Lamoille County are significantly more likely to rate their caregivers as always or usually treating them with courtesy and respect compared to those residing in other counties.

**Rutland County:** Respondents in Rutland County are significantly more likely to be satisfied with their Homemaker Services compared to those in other counties.

**Windsor County:** Residents of Windsor County are less likely than those in other counties to rate the quality of their Homemaker Services as “excellent” or “good” and believe they have enough choice and control of their Homemaker Services.

**Table 64. Overall Ratings of Homemaker Services by County**

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>560</b>	<b>91%</b>	<b>560</b>	<b>85%</b>	<b>560</b>	<b>85%</b>	<b>560</b>	<b>87%</b>
Addison*	32	88%	32	91%	32	90%	32	94%
Bennington*	31	93%	31	89%	31	89%	31	92%
Caledonia*	61	93%	61	88%	61	88%	61	95% ↑
Chittenden*	88	90%	88	84%	88	85%	88	84%
Essex*	22	90%	22	84%	22	84%	22	89%
Franklin*	59	93%	59	88%	59	85%	59	85%
Grand Isle*	4	50%	4	100%	4	100%	4	66%
Lamoille*	32	87%	32	84%	32	84%	32	94%
Orange*	13	100%	13	64%	13	82%	13	85%
Orleans*	50	88%	50	75%	50	82%	50	89%
Rutland*	60	97% ↑	60	90%	60	91%	60	92%
Washington*	46	94%	46	91%	46	82%	46	83%
Windham*	24	88%	24	82%	24	82%	24	74%
Windsor*	38	81%	38	66% ↓	38	71%	38	73%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 65. Experiences with Homemaker Services by County**

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
<b>Total</b>	<b>560</b>	<b>85%</b>	<b>560</b>	<b>95%</b>	<b>560</b>	<b>88%</b>	<b>560</b>	<b>87%</b>	<b>560</b>	<b>89%</b>
Addison*	32	87%	32	97%	32	91%	32	85%	32	91%
Bennington*	31	86%	31	100%↑	31	96%↑	31	93%	31	96%↑
Caledonia*	61	90%	61	97%	61	83%	61	90%	61	81%
Chittenden*	88	89%	88	96%	88	87%	88	83%	88	90%
Essex*	22	84%	22	94%	22	85%	22	94%	22	95%
Franklin*	59	83%	59	91%	59	94%	59	89%	59	88%
Grand Isle*	4	76%	4	76%	4	76%	4	50%	4	76%
Lamoille*	32	90%	32	100%↑	32	90%	32	90%	32	86%
Orange*	13	73%	13	91%	13	91%	13	82%	13	82%
Orleans*	50	85%	50	96%	50	87%	50	94%	50	94%
Rutland*	60	83%	60	91%	60	81%	60	85%	60	86%
Washington*	46	85%	46	96%	46	89%	46	87%	46	94%
Windham*	24	87%	24	96%	24	91%	24	82%	24	96%
Windsor*	38	70%	38	92%	38	87%	38	80%	38	76%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 66. Agreement with Statements about Homemaker Services by County**

	I have enough choice and control over services		I was able to choose the provider or caregiver		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>560</b>	<b>86%</b>	<b>560</b>	<b>56%</b>	<b>560</b>	<b>34%</b>
Addison*	32	87%	32	68%	32	31%
Bennington*	31	93%	31	65%	31	29%
Caledonia*	61	85%	61	52%	61	43%
Chittenden*	88	94% ↑	88	65%	88	34%
Essex*	22	84%	22	30%	22	39%
Franklin*	59	90%	59	52%	59	24%
Grand Isle*	4	76%	4	50%	4	24%
Lamoille*	32	87%	32	48%	32	33%
Orange*	13	90%	13	83%	13	27%
Orleans*	50	79%	50	45%	50	29%
Rutland*	60	83%	60	63%	60	31%
Washington*	46	82%	46	58%	46	45%
Windham*	24	83%	24	51%	24	36%
Windsor*	38	71% ↓	38	43%	38	44%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

## 11.2. RATINGS OF HOME MAKER SERVICES BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer tend to give higher ratings on Homemaker Services questions compared to respondents who completed the survey themselves.

**Table 67. Ratings of Homemaker Services by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>83</b>	<b>460</b>
Satisfaction with services (% Very or Somewhat Satisfied)	95% ↑	90%
Quality of services (% Excellent or Good)	92% ↑	83%
Recommendation of services to others (% Excellent or Good)	90%	84%
Competency of staff (% Excellent or Good)	91%	86%
Services meet my needs (% Always or Usually)	93% ↑	84%
Caregivers treat me with respect and courtesy (% Always or Usually)	97%	95%
I know who to contact if I have a complaint or need more help (% Always or Usually)	86%	88%
Services are provided when I need them (% Always or Usually)	89%	86%
Services are provided where I need them (% Always or Usually)	93%	87%
I have enough choice and control over services (% Strongly Agree or Agree)	89%	85%
I was able to choose my provider or caregiver (% Strongly Agree or Agree)	65%	54%
There are services I need that I can't get (% Strongly Agree or Agree)	37%	34%
Problems with services in the last 12 months (% Yes)	25%	23%
Program worked to resolve problems (% Yes)	70% ↑	56%

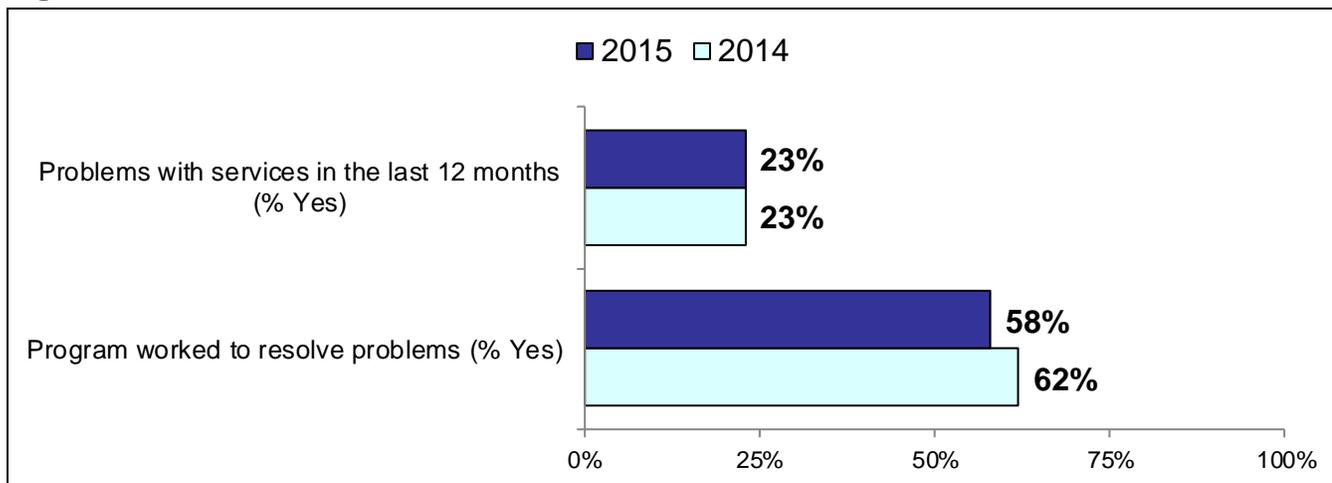
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

### 11.3. PROBLEMS WITH HOMEMAKER SERVICES

Almost one in four respondents receiving Homemaker Services report having a problem in 2015, the same as in 2014. Fifty-eight percent of respondents report that Homemaker Services worked to resolve these problems, a 4% decrease from 2014 (62%).

**Figure 29. Problems with Homemaker Services**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 11.4. OPEN-ENDED COMMENTS

Of the respondents that report being dissatisfied with Homemaker Services, the most common reason is the need for better staff.

**Table 68. Reasons for Dissatisfaction with Homemaker Services**

Dissatisfaction with services	
Number of respondents reporting they are Very Dissatisfied or Dissatisfied (unweighted)	41
Percent of respondents reporting they are Very Dissatisfied or Dissatisfied (weighted)	8%
Why dissatisfied (coded categories)	
Total number of responses (unweighted)	24
Need better staff	16
Need more care/services	3
More consistent staffing/Too many different people	3
Need better care/services	1
Other	1

Of the respondents receiving Homemaker Services who report needing services they cannot get, the most common services include needing more homemaker services, needing more care/services in general, assistance with tasks outside the home, and transportation.

**Table 69. Needed Homemaker Services**

<b>There are services I need that I can't get</b>	
<b>Number of respondents who "Strongly Agree" or "Agree" (unweighted)</b>	<b>177</b>
<b>Percent of respondents who "Strongly Agree" or "Agree" (weighted)</b>	<b>34%</b>
<b>Services needed (coded categories)</b>	
<b>Number of responses (unweighted)</b>	<b>Number of responses (unweighted)</b>
<b>Total number of responses (unweighted)</b>	<b>132</b>
Homemaker services (e.g., meal preparation, bigger tasks at home)	47
More care/services in general	31
Assistance with tasks outside of home (e.g., groceries)	15
Transportation	11
Glasses, dentures, medicine, other medical equipment	5
Personal care services (e.g., bathing, grooming)	4
More choice & control	2
Scheduling of services evening, nights, weekends	1
Other	16

Of the respondents receiving Homemaker Services who report having a problem, the most common issues include staff skills/training, communication problems, and other staff problems.

**Table 70. Problems Experienced with Homemaker Services**

<b>Experienced problems in last 12 months</b>	
<b>Number of respondents indicating they had a problem (unweighted)</b>	<b>125</b>
<b>Percent of respondents indicating they had a problem (weighted)</b>	<b>23%</b>
<b>Problems experienced (coded categories)</b>	
<b>Number of responses (unweighted)</b>	<b>Number of responses (unweighted)</b>
<b>Total number of responses (unweighted)</b>	<b>119</b>
Staff skills/training	40
Communication problems (including scheduling issues)	22
Staff rudeness/disrespectfulness	10
Staff dependability	10
Theft	10
Reduction in services	6
More consistent staffing/Too many different people	6
Lack of choice and control	1
Other	14

Thirty-one percent of respondents receiving Homemaker Services believe that there was something that could improve Homemaker Services. Of those that report things that could be improved, over one in three report needing better staff, and one in four report needing more care/services. Other top needs are the need for better communication and more staff.

**Table 71. Improvement of Homemaker Services**

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>486</b>	
Yes	149	31%
No	322	66%
Don't Know	13	3%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>157</b>
Need better staff	55
Need more care/services	43
Need better communication	18
Hire more staff	13
More consistent staffing/Too many different people	6
Better pay/Higher wages for staff	6
Need more choice & control	2
Need better care/services	1
Other	13

## **12. ADULT DAY CENTERS**

All long-term care respondents attending Adult Day Centers were asked 12 questions about their overall experiences with their Adult Day Center. The results are displayed in Figures 30, 31, and 32.

### **Satisfaction with Adult Day Center**

Ninety-one percent of respondents report being very or somewhat satisfied with the Adult Day Center they attend in 2015, on par with the rating of 94% in 2014.

### **Quality of Services from Adult Day Center**

Ninety-three percent of respondents rate the quality of services they receive from the Adult Day Center they attend as “excellent” or “good” in 2015, on par with 2014 (91%).

### **Recommendation of Adult Day Center to Others**

Ninety-one percent of respondents rate the Adult Day Center they attend as “excellent” or “good”, a percentage similar to the rating in 2014 (89%).

### **Rating of Adult Day Centers on Staff Competency**

Ninety-four percent of respondents rate staff competency as “excellent” or “good”, on par with 2014 (92%).

### **Experiences with Adult Day Center**

Five items asked respondents about their experiences with the Adult Day Center they attend on a four-point scale of Always, Usually, Sometimes, or Never.

In 2015, 90% of respondents rate the Adult Day Center as always or usually meeting their needs, which is on par with the 2014 rating of 88%.

In 2015, 96% of Adult Day Center participants said that their caregivers always or usually treat them with courtesy and respect, a slight increase from 92% in 2014, but back to 2013 levels (96%).

Eighty-seven percent of respondents report knowing who to contact if they have a complaint about the Adult Day Center they attend or need more help in 2015, on par with 2014 (84%).

In 2015, 89% of participants rate the Adult Day Center they attend as usually or always providing services to them when they need them and where they need them. This is on par with the ratings given in 2014 for both items (88%).

### **Agreement with Statements about Adult Day Center**

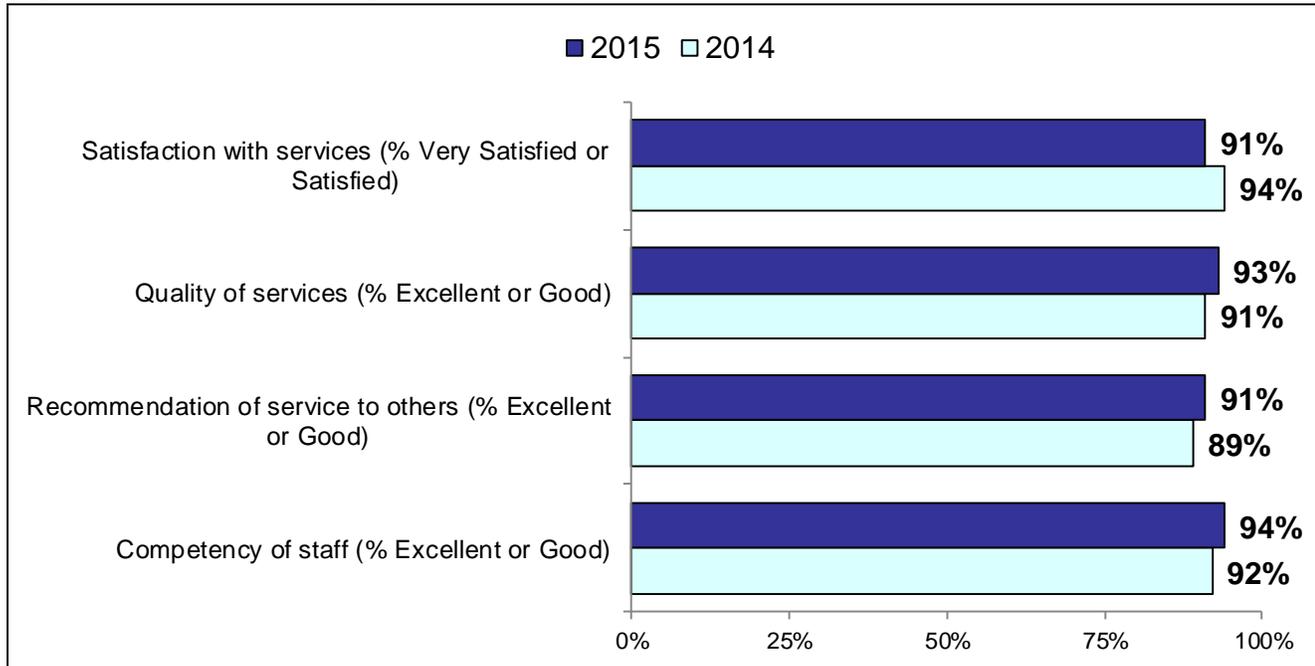
Three items asked respondents their level of agreement with the statement on a four-point scale of Strongly Agree, Agree, Disagree, or Strongly Disagree.

In 2015, 89% of respondents report having enough choice and control in their Adult Day Center, on par with 2014 (90%).

Eighty-seven percent of respondents were able to choose the Adult Day Center they attend in 2015, a slight increase from 2014 (83%).

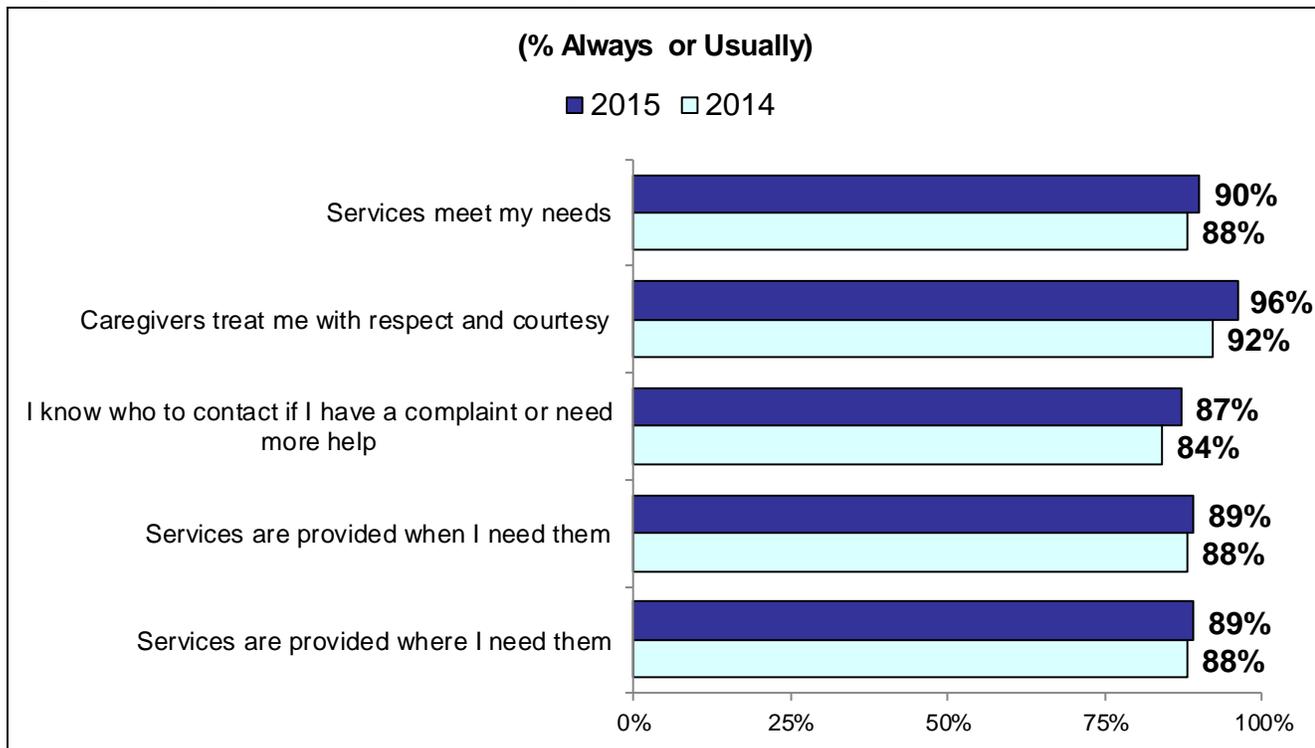
Just under one in five respondents (19%) agreed there are services they need but cannot get in 2015, a 5% decrease from just under one in four (24%) in 2014.

**Figure 30. Overall Ratings of Adult Day Center**



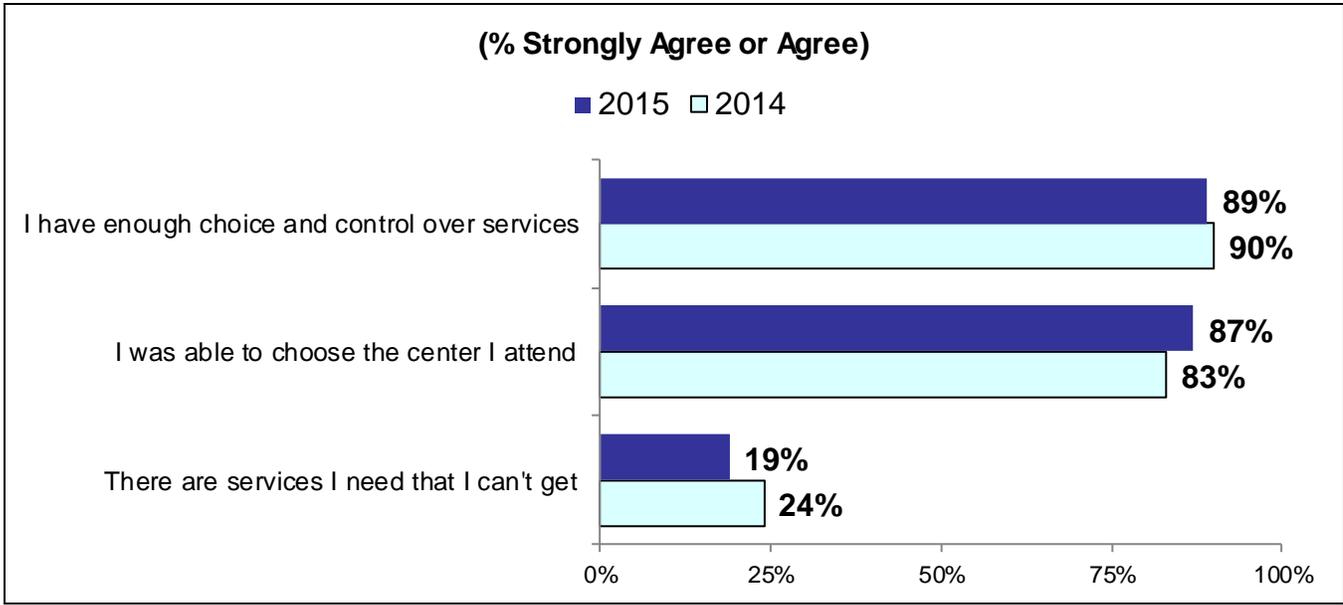
↑ Statistically higher than 2014 at 95% confidence level  
 ↓ Statistically lower than 2014 at 95% confidence level

**Figure 31. Experiences with Adult Day Center**



↑ Statistically higher than 2014 at 95% confidence level  
 ↓ Statistically lower than 2014 at 95% confidence level

**Figure 32. Agreement with Statements about Adult Day Center**



## 12.1. ADULT DAY CENTERS BY COUNTY

There are no statistically significant differences of the ratings of Adult Day Centers by county.

**Table 72. Overall Ratings of Adult Day Centers by County**

	Satisfaction with services		Quality of services		Recommendation of service to others		Competency of staff	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%	n	%
<b>Total</b>	<b>194</b>	<b>91%</b>	<b>194</b>	<b>93%</b>	<b>194</b>	<b>91%</b>	<b>194</b>	<b>94%</b>
Addison*	24	92%	24	100%	24	96%	24	100%
Bennington*	23	74%	23	76%	23	83%	23	92%
Caledonia*	16	91%	16	90%	16	90%	16	86%
Chittenden*	34	96%	34	95%	34	95%	34	91%
Essex**	3	81%	3	100%	3	81%	3	100%
Franklin*	14	95%	14	87%	14	77%	14	91%
Grand Isle*	1	100%	1	100%	1	100%	1	100%
Lamoille*	9	100%	9	100%	9	100%	9	100%
Orange*	8	100%	8	100%	8	100%	8	100%
Orleans*	9	84%	9	100%	9	100%	9	100%
Rutland*	14	100%	14	100%	14	95%	14	100%
Washington*	8	87%	8	87%	8	87%	8	68%
Windham*	13	86%	13	87%	13	79%	13	94%
Windsor*	18	94%	18	100%	18	94%	18	100%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 73. Experiences with Adult Day Centers by County**

	Services meet my needs		Caregivers treat me with courtesy and respect		I know who to contact if I have a complaint or need more help		Services are provided when I need them		Services are provided where I need them	
	% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%	n	%	n	%
<b>Total</b>	<b>194</b>	<b>90%</b>	<b>194</b>	<b>96%</b>	<b>194</b>	<b>87%</b>	<b>194</b>	<b>89%</b>	<b>194</b>	<b>89%</b>
Addison*	24	96%	24	100%	24	96%	24	96%	24	96%
Bennington*	23	71%	23	92%	23	76%	23	83%	23	89%
Caledonia*	16	91%	16	91%	16	91%	16	91%	16	91%
Chittenden*	34	88%	34	94%	34	85%	34	83%	34	77%
Essex**	3	81%	3	100%	3	81%	3	81%	3	81%
Franklin*	14	91%	14	100%	14	82%	14	82%	14	85%
Grand Isle*	1	100%	1	100%	1	100%	1	100%	1	100%
Lamoille*	9	100%	9	100%	9	100%	9	100%	9	100%
Orange*	8	100%	8	100%	8	100%	8	100%	8	100%
Orleans*	9	100%	9	84%	9	78%	9	84%	9	78%
Rutland*	14	100%	14	100%	14	94%	14	100%	14	100%
Washington*	8	68%	8	87%	8	68%	8	68%	8	62%
Windham*	13	94%	13	94%	13	87%	13	94%	13	87%
Windsor*	18	94%	18	100%	18	89%	18	94%	18	100%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 74. Agreement with Statements about Adult Day Centers by County**

	I have enough choice and control over services		I was able to choose the center I attend		There are services I need that I can't get	
	% Strongly Agree or Agree		% Strongly Agree or Agree		% Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>194</b>	<b>89%</b>	<b>194</b>	<b>87%</b>	<b>194</b>	<b>19%</b>
Addison*	24	92%	24	96%	24	22%
Bennington*	23	83%	23	92%	23	18%
Caledonia*	16	91%	16	78%	16	22%
Chittenden*	34	86%	34	83%	34	23%
Essex**	3	81%	3	81%	3	0%
Franklin*	14	100%	14	82%	14	11%
Grand Isle*	1	100%	1	100%	1	100%
Lamoille*	9	100%	9	100%	9	33%
Orange*	8	100%	8	100%	8	29%
Orleans*	9	84%	9	100%	9	0%
Rutland*	14	89%	14	89%	14	14%
Washington*	8	87%	8	68%	8	0%
Windham*	13	87%	13	73%	13	30%
Windsor*	18	88%	18	87%	18	12%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

## 12.2. RATINGS OF ADULT DAY CENTERS BY RESPONDENTS TO SURVEY

Overall, proxies who completed the survey on behalf of a consumer tend to report higher ratings on services received from their Adult Day Center compared to respondents who completed the survey themselves.

**Table 75. Ratings of Adult Day Centers by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>79</b>	<b>108</b>
Satisfaction with services (% Very or Somewhat Satisfied)	95% ↑	87%
Quality of services (% Excellent or Good)	95%	91%
Recommendation of services to others (% Excellent or Good)	95%	88%
Competency of staff (% Excellent or Good)	99% ↑	90%
Services meet my needs (% Always or Usually)	94%	86%
Caregivers treat me with respect and courtesy (% Always or Usually)	99% ↑	93%
I know who to contact if I have a complaint or need more help (% Always or Usually)	91%	83%
Services are provided when I need them (% Always or Usually)	98% ↑	81%
Services are provided where I need them (% Always or Usually)	96% ↑	81%
I have enough choice and control over services (% Strongly Agree or Agree)	94% ↑	84%
I was able to choose the center I attend (% Strongly Agree or Agree)	90%	84%
There are services I need that I can't get (% Strongly Agree or Agree)	14%	21%
Problems with services in the last 12 months (% Yes)	6%	5%
Program worked to resolve problems (% Yes)	65%	66%

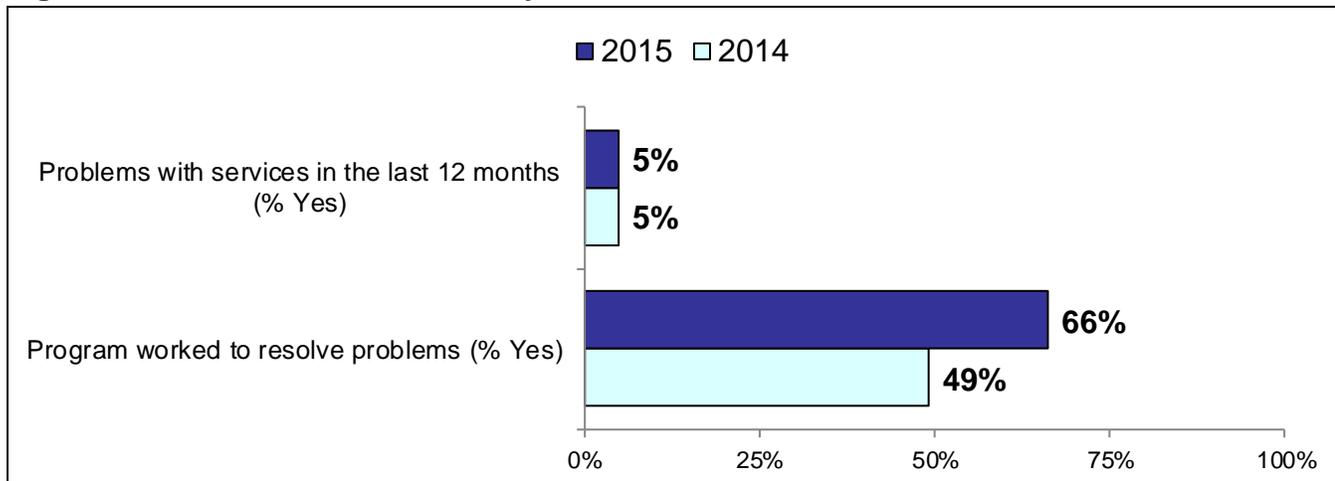
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

### 12.3. PROBLEMS WITH ADULT DAY CENTERS

Five percent of respondents attending Adult Day Centers report having a problem with services in 2015, unchanged from 2014 (5%). Two in three respondents report that the Adult Day Center they attend worked to resolve these problems, an increase of 17% from 2014 (49%).

**Figure 33. Problems with Adult Day Centers**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 12.4. OPEN-ENDED COMMENTS

Reasons for dissatisfaction with Adult Day Centers include needing more activities, needing better staff, and needing better communication.

**Table 76. Reasons for Dissatisfaction with Adult Day Centers**

Dissatisfaction with services	
Number of respondents reporting they are Very Dissatisfied or Dissatisfied (unweighted)	10
Percent of respondents reporting they are Very Dissatisfied or Dissatisfied (weighted)	5%
<b>Why dissatisfied (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>11</b>
Need more activities	3
Need better staff	2
Need better communication	1
Other	5

Of those reporting needed services from Adult Day Centers they cannot get, most common needs are transportation, homemaker services, personal care services, and more care/services in general.

**Table 77. Needed Services from Adult Day Centers**

<b>There are services I need that I can't get</b>	
<b>Number of respondents who "Strongly Agree" or "Agree" (unweighted)</b>	<b>34</b>
<b>Percent of respondents who "Strongly Agree" or "Agree" (weighted)</b>	<b>19%</b>
<b>Services needed (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>17</b>
Transportation	3
Homemaker services (e.g., meal preparation, bigger tasks at home)	2
Personal care services (e.g., bathing, grooming)	2
More care/services in general	2
Glasses, dentures, medicine, other medical equipment	1
Physical/speech/vocational therapy, exercise	1
Wheelchair, Power Chair, Lift/Ramp, Hospital bed	1
Other	5

Problems experienced with Adult Day Centers include staff rudeness/disrespectfulness and transportation issues.

**Table 78. Problems Experienced with Adult Day Centers**

<b>Experienced problems in last 12 months</b>	
<b>Number of respondents indicating they had a problem (unweighted)</b>	<b>10</b>
<b>Percent of respondents indicating they had a problem (weighted)</b>	<b>5%</b>
<b>Problems experienced (coded categories)</b>	
<b>Total number of responses (unweighted)</b>	<b>8</b>
Staff rudeness/disrespectfulness	2
Transportation issues	1
Other	5

Only 13% of those attending Adult Day Centers report that there was something that could be done to improve services offered by the Adult Day Center they attend. Of those offering suggestions for improvement, the most common suggestion is the need for more activities.

**Table 79. Improvement of Adult Day Centers**

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>161</b>	
Yes	22	13%
No	132	83%
Don't Know	7	4%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>23</b>
Need more activities	6
Need better care/services	1
Need better staff	1
Need expanded hours	1
Other	14

### **13. HOME-DELIVERED MEALS PROGRAM**

All long-term care respondents in the Home Delivered Meals Program were asked 20 questions about their overall experiences with the Home Delivered Meals Program. The results are displayed in Figures 34-38.

#### **Satisfaction with Home Delivered Meals Program**

86% of respondents report being very or somewhat satisfied with the Home Delivered Meals Program in 2015, which is on par with 2014 (88%).

#### **Quality of Services from Home Delivered Meals Program**

Eighty-five percent of respondents rate the quality of services they receive from the Home Delivered Meals Program as “excellent” or “good” in 2015, a slight decrease from 2014 (89%).

#### **Recommendation of Home Delivered Meals Program to Others**

Eighty-two percent of respondents rate their Home Delivered Meals Program as “excellent” or “good”, on par with 2014 (84%).

#### **Experiences with Home Delivered Meals Program**

Six items asked respondents about their experiences with the Home Delivered Meals Program on a four-point scale of Always, Usually, Sometimes, or Never. Overall, the results for the Home Delivered Meals Program in 2015 are similar to those obtained in 2014.

#### **Average Number of Meals Eaten Each Week**

**NEW wording.** Over half of respondents (56%) report eating five to nine home delivered meals each week, and two out of three respondents (34%) report eating two to four home delivered meals each week. Only 5% of respondents receiving home delivered meals ate them one or less days each week or ten or more days each week.

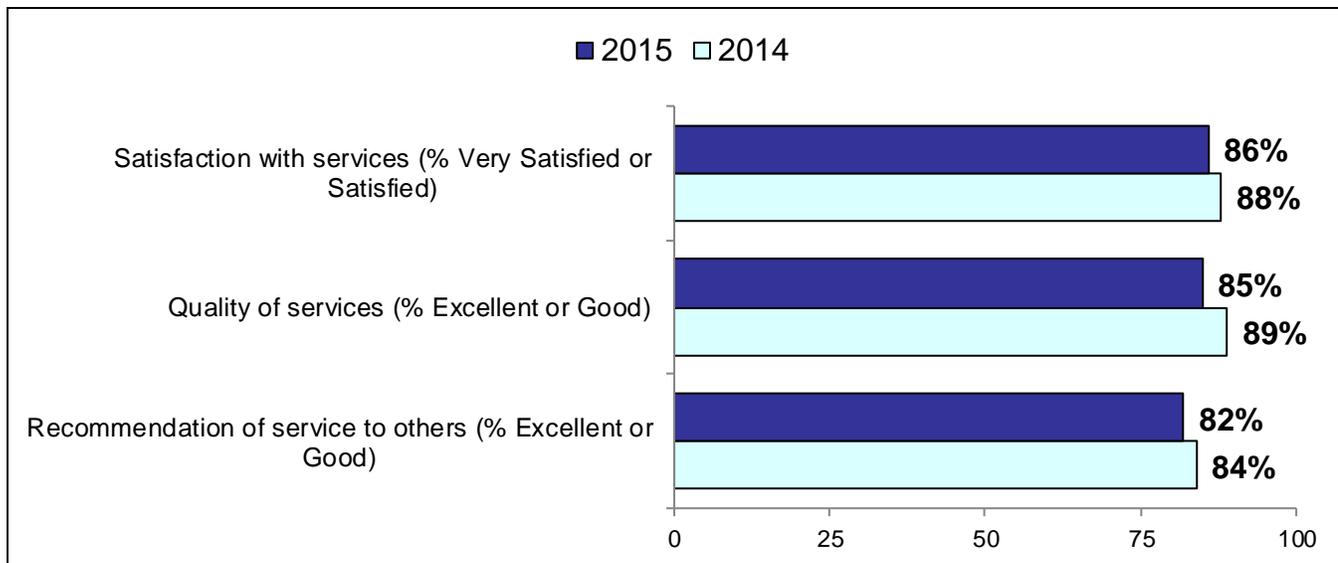
#### **Proportion of Food Home Delivered Meals Represent**

The proportion of food eaten in a day that comes from home delivered meals is somewhat lower in 2015 compared to 2014. Just 22% of respondents report that home delivered meals make up less than half of their daily meals in 2015, unchanged from 2014. Almost half of respondents report that home delivered meals represent one-half of their meals in a day (46%; compared to 41% in 2014), and one in four (28%) report that more than half their meals in a day are home delivered meals, significantly lower than 36% in 2014.

#### **Home Delivered Meals Program Helps To Meet Goals**

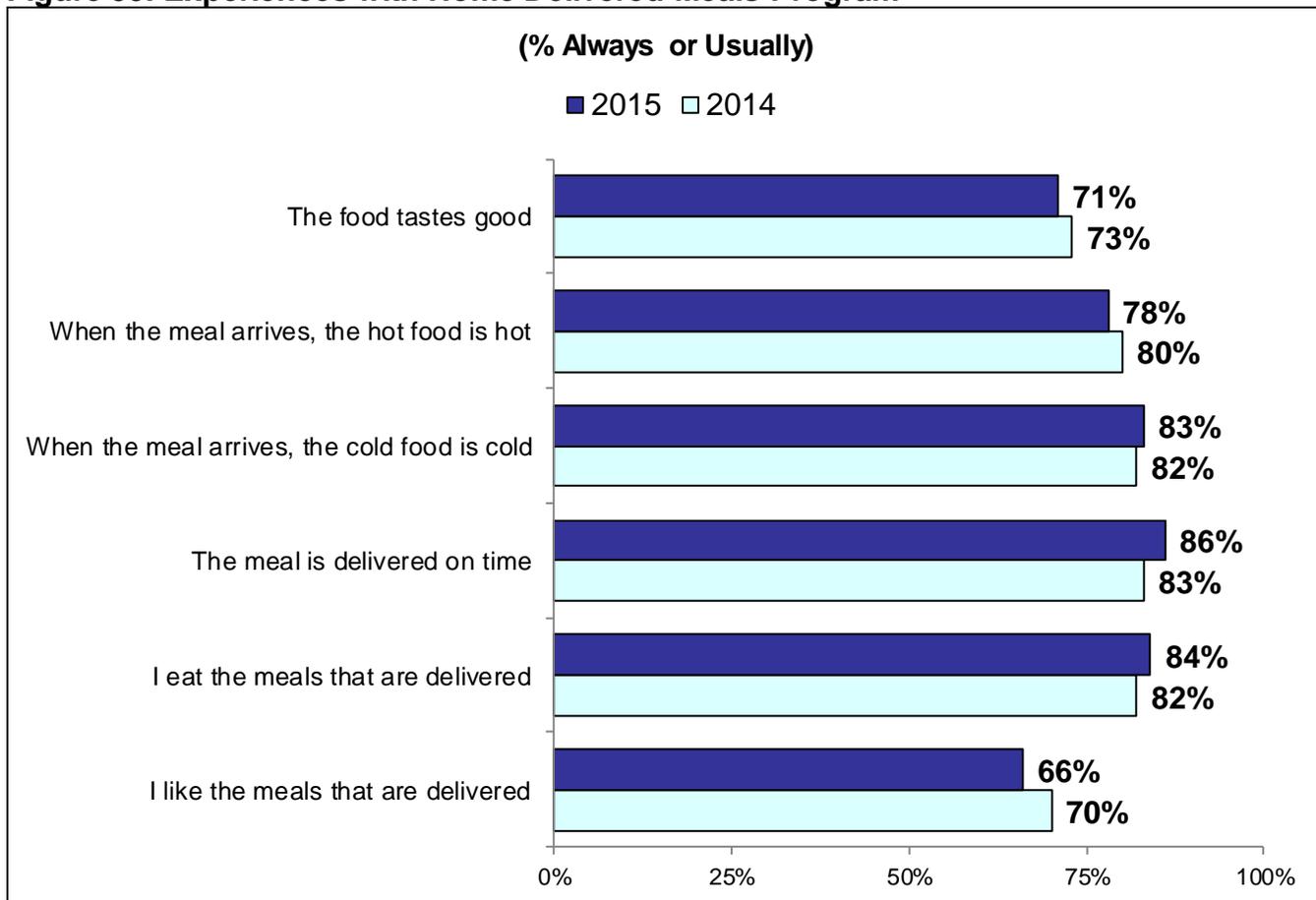
Three questions ask respondents whether the services from Home Delivered Meals Program help them to: 1) eat healthier foods; 2) helped them financially; and 3) helped them meet specific dietary requirements. The majority of respondents in the Home Delivered Meals Program reported “yes” to these items.

**Figure 34. Overall Ratings of Home Delivered Meals Program**



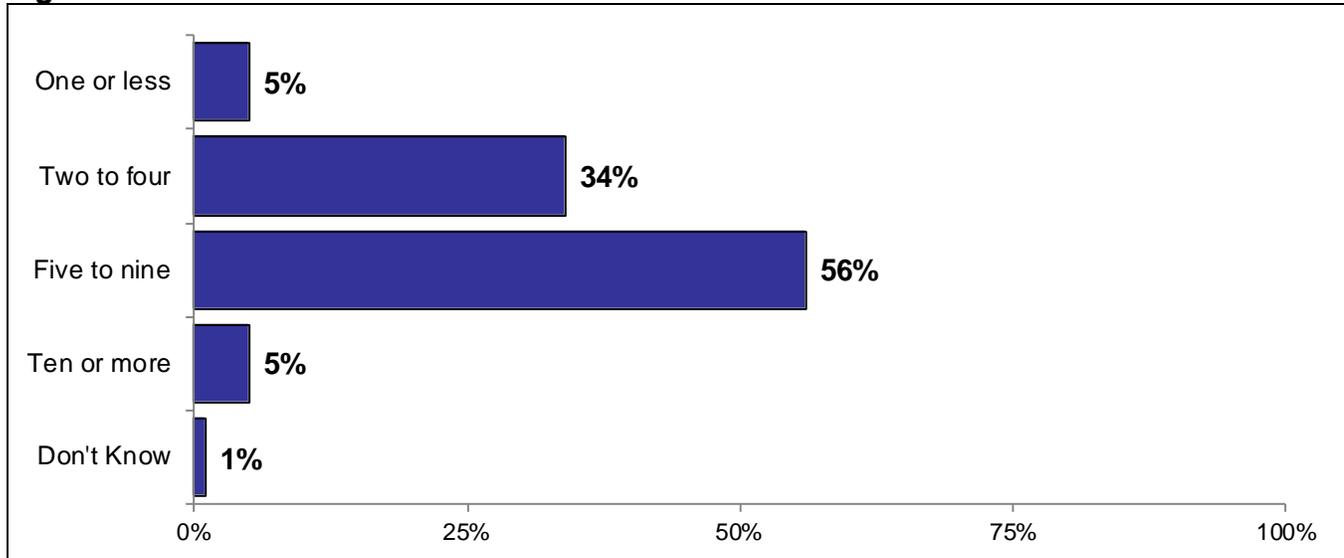
↑ Statistically higher than 2014 at 95% confidence level  
↓ Statistically lower than 2014 at 95% confidence level

**Figure 35. Experiences with Home Delivered Meals Program**

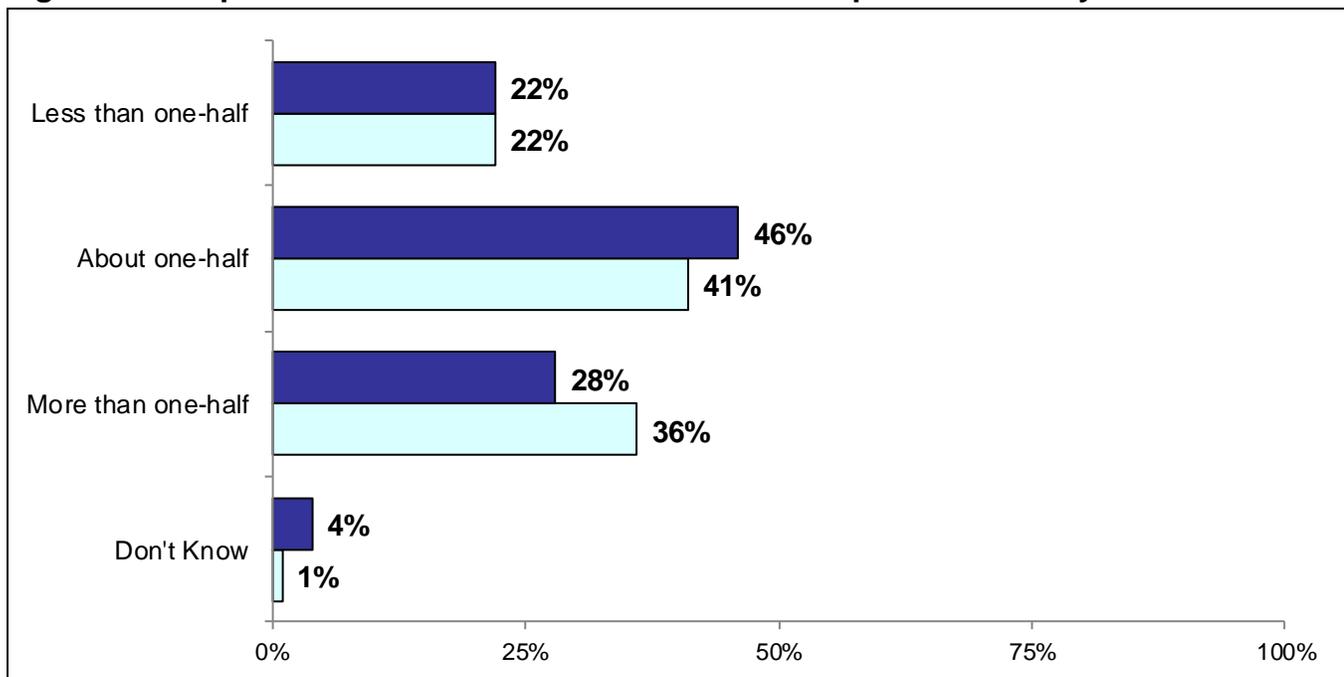


↑ Statistically higher than 2014 at 95% confidence level  
↓ Statistically lower than 2014 at 95% confidence level

**Figure 36. Number of Home Delivered Eaten Each Week**



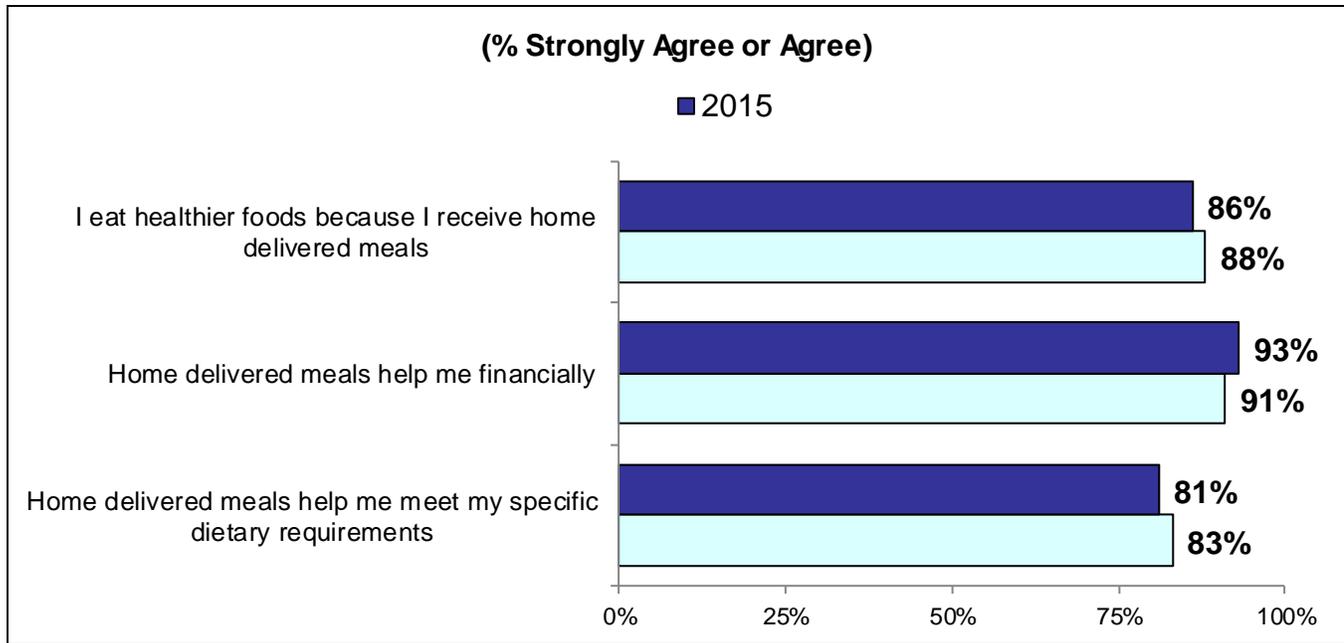
**Figure 37. Proportion of Food Home Delivered Meals Represent Per Day**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

**Figure 38. Agreement with Statements about Home Delivered Meals**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 13.1. HOME-DELIVERED MEALS ITEMS BY NEED

Ratings of the Home Delivered Meal Program do not differ by level of need.

**Table 80. Ratings of Home Delivered Meals Items by Need**

	Moderate Needs		High/Highest Needs*		Attendant Services Program*	
	2014	2015	2014	2015	2014	2015
Satisfaction with services (% Very Satisfied or Satisfied)	88%	84%	89%	88%	91%	89%
Quality of services (% Excellent or Good)	88%	82%	88%	88%	100%	89%
Recommendation of services to others (% Excellent or Good)	83%	80%	86%	87%	91%	77%
The food tastes good (% Always or Usually)	72%	70%	73%	74%	83%	77%
When the meal arrives, the hot food is hot (% Always or Usually)	80%	80%	81%	76%	61%	77%
When the meal arrives, the cold food is cold (% Always or Usually)	82%	83%	83%	84%	60%	77%
The meal is delivered on time (% Always or Usually)	84%	85%	80%	89%	92%	89%
I eat the meals that are delivered (% Always or Usually)	80%	83%	84%	84%	89%	88%
I like the meals that are delivered (% Always or Usually)	66%	67%	75%	65%	62%	65%
I eat healthier foods because I receive home delivered meals (% Strongly Agree or Agree)	87%	87%	89%	85%	80%	66%
Home delivered meals help me financially (% Strongly Agree or Agree)	89%	91%	93%	95%	100%	100%
Home delivered meals help me meet my specific dietary requirements (% Strongly Agree or Agree)	81%	82%	85%	80%	80%	77%

### 13.2. HOME-DELIVERED MEALS PROGRAM BY COUNTY

**Windsor County:** Recipients of home delivered meals residing in Windsor County are significantly more likely to report eating the meals that are delivered than residents of other counties.

**Table 81. Overall Ratings of Home Delivered Meals Program by County**

	Satisfaction with services		Quality of services		Recommendation of service to others	
	% Very or Somewhat Satisfied		% Excellent or Good		% Excellent or Good	
	n	%	n	%	n	%
<b>Total</b>	<b>308</b>	<b>86%</b>	<b>308</b>	<b>85%</b>	<b>308</b>	<b>82%</b>
Addison*	20	90%	20	94%	20	84%
Bennington*	18	94%	18	87%	18	80%
Caledonia*	20	100%	20	95%	20	95%
Chittenden*	32	89%	32	86%	32	81%
Essex*	13	88%	13	93%	13	93%
Franklin*	25	82%	25	75%	25	74%
Grand Isle*	6	100%	6	100%	6	82%
Lamoille*	20	69%	20	84%	20	79%
Orange*	17	95%	17	81%	17	82%
Orleans*	23	88%	23	92%	23	88%
Rutland*	37	84%	37	81%	37	79%
Washington*	17	69%	17	76%	17	82%
Windham*	21	82%	21	79%	21	91%
Windsor*	39	84%	39	82%	39	78%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 82a. Experiences with Home Delivered Meals Program by County**

	The food tastes good		When the meal arrives, the hot food is hot		When the meal arrives, the cold food is cold	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
<b>Total</b>	<b>308</b>	<b>71%</b>	<b>308</b>	<b>78%</b>	<b>308</b>	<b>83%</b>
Addison*	20	75%	20	79%	20	83%
Bennington*	18	57%	18	80%	18	95%
Caledonia*	20	95%	20	64%	20	85%
Chittenden*	32	68%	32	69%	32	76%
Essex*	13	64%	13	61%	13	72%
Franklin*	25	77%	25	92%	25	79%
Grand Isle*	6	82%	6	100%	6	100%
Lamoille*	20	76%	20	85%	20	100%
Orange*	17	81%	17	94%	17	88%
Orleans*	23	84%	23	53%	23	78%
Rutland*	37	65%	37	76%	37	81%
Washington*	17	75%	17	82%	17	73%
Windham*	21	76%	21	91%	21	92%
Windsor*	39	58%	39	87%	39	85%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 82b. Experiences with Home Delivered Meals Program by County**

	The meal is delivered on time		I eat the meals that are delivered		I like the meals that are delivered	
	% Always or Usually		% Always or Usually		% Always or Usually	
	n	%	n	%	n	%
<b>Total</b>	<b>308</b>	<b>86%</b>	<b>308</b>	<b>84%</b>	<b>308</b>	<b>66%</b>
Addison*	20	93%	20	83%	20	64%
Bennington*	18	95%	18	73%	18	52%
Caledonia*	20	76%	20	90%	20	89%
Chittenden*	32	81%	32	72%	32	54%
Essex*	13	78%	13	87%	13	80%
Franklin*	25	88%	25	92%	25	73%
Grand Isle*	6	100%	6	85%	6	79%
Lamoille*	20	85%	20	90%	20	76%
Orange*	17	78%	17	88%	17	51%
Orleans*	23	96%	23	80%	23	62%
Rutland*	37	80%	37	82%	37	73%
Washington*	17	84%	17	80%	17	63%
Windham*	21	92%	21	85%	21	65%
Windsor*	39	92%	39	95%↑	39	69%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 83. Number of Home Delivered Meals Eaten Each Week by County**

		One or Less	Two to Four	Five to Nine	Ten or More	Don't Know
	n	%	%	%	%	%
<b>Total</b>	<b>308</b>	<b>5%</b>	<b>34%</b>	<b>56%</b>	<b>5%</b>	<b>1%</b>
Addison*	20	0%	42%	58%	0%	0%
Bennington*	18	5%	46%	44%	5%	0%
Caledonia*	20	15%	35%	50%	0%	0%
Chittenden*	32	6%	28%	58%	9%	0%
Essex*	13	7%	38%	44%	11%	0%
Franklin*	25	12%	35%	44%	4%	4%
Grand Isle*	6	0%	80%	20%	0%	0%
Lamoille*	20	0%	16%	84%	0%	0%
Orange*	17	13%	30%	57%	0%	0%
Orleans*	23	0%	47%	49%	4%	0%
Rutland*	37	3%	36%	55%	0%	6%
Washington*	17	0%	20%	68%	11%	0%
Windham*	21	0%	26%	71%	3%	0%
Windsor*	39	4%	30%	57%	9%	0%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 84. Proportion of Food Home Delivered Meals Represent Per Day by County**

		Less than one-half	About one-half	More than one-half	Don't Know
	n	%	%	%	%
<b>Total</b>	<b>308</b>	<b>22%</b>	<b>46%</b>	<b>28%</b>	<b>4%</b>
Addison*	20	30%	50%	16%	4%
Bennington*	18	38%	30%	32%	0%
Caledonia*	20	18%	55%	27%	0%
Chittenden*	32	29%	36%	20%	14%
Essex*	13	11%	65%	24%	0%
Franklin*	25	14%	67%	19%	0%
Grand Isle*	6	0%	15%	65%	20%
Lamoille*	20	39%	38%	18%	5%
Orange*	17	13%	40%	47%	0%
Orleans*	23	11%	61%	28%	0%
Rutland*	37	24%	40%	33%	3%
Washington*	17	36%	28%	36%	0%
Windham*	21	9%	56%	30%	5%
Windsor*	39	16%	52%	29%	3%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 85. Agreement with Statements about Home Delivered Meals**

	I eat healthier foods		Help me financially		Help me meet specific dietary requirements	
	%Strongly Agree or Agree		%Strongly Agree or Agree		%Strongly Agree or Agree	
	n	%	n	%	n	%
<b>Total</b>	<b>308</b>	<b>86%</b>	<b>308</b>	<b>93%</b>	<b>308</b>	<b>81%</b>
Addison*	20	94%	20	90%	20	89%
Bennington*	18	77%	18	87%	18	78%
Caledonia*	20	87%	20	91%	20	86%
Chittenden*	32	84%	32	92%	32	75%
Essex*	13	93%	13	100%	13	86%
Franklin*	25	87%	25	96%	25	83%
Grand Isle*	6	100%	6	100%	6	100%
Lamoille*	20	89%	20	78%	20	89%
Orange*	17	84%	17	87%	17	90%
Orleans*	23	100%	23	100%	23	92%
Rutland*	37	82%	37	89%	37	76%
Washington*	17	88%	17	100%	17	69%
Windham*	21	74%	21	100%	21	78%
Windsor*	39	82%	39	95%	39	76%

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

### 13.3. RATINGS OF HOME DELIVERED MEALS PROGRAM BY RESPONDENTS TO SURVEY

Proxies who completed the survey on behalf of a consumer were more likely to report that the Home Delivered Meals Program worked to resolve problems than respondents who completed the survey themselves.

**Table 86. Ratings of Home Delivered Meals Program by Respondents to Survey**

	Proxy	Consumer
<b>Total</b>	<b>75</b>	<b>229</b>
Satisfaction with services (% Very or Somewhat Satisfied)	88%	86%
Quality of services (% Excellent or Good)	86%	84%
Recommendation of services (% Excellent or Good)	83%	82%
The food tastes good (% Always or Usually)	71%	72%
When the meal arrives, the hot food is hot (% Always or Usually)	80%	78%
When the meal arrives, the cold food is cold (% Always or Usually)	89%	81%
The meal is delivered on time (% Always or Usually)	92%	84%
I eat the meals that are delivered (% Always or Usually)	84%	84%
I like the meals that are delivered (% Always or Usually)	60%	69%
I eat healthier foods (% Always or Usually)	91%	84%
Help me financially (% Always or Usually)	96%	91%
Help me meet my specific dietary requirements (% Always or Usually)	83%	80%
Problems with services in the last 12 months (% Yes)	19%	16%
Program worked to resolve problems (% Yes)	65% ↑	35%

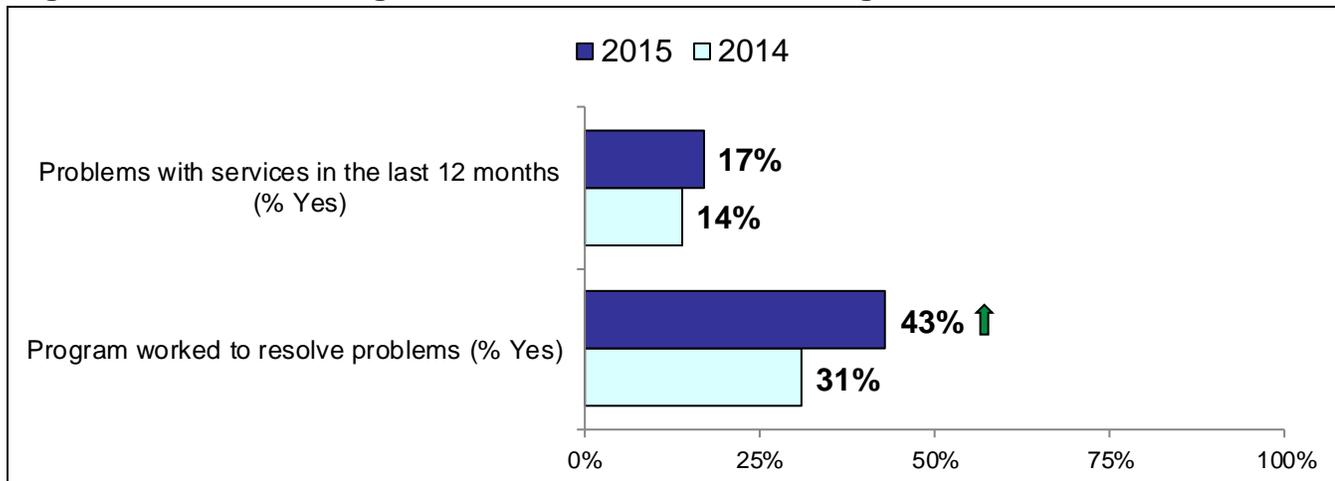
↑ Statistically higher than consumer at 95% confidence level

↓ Statistically lower than consumer at 95% confidence level

### 13.4. PROBLEMS WITH HOME DELIVERED MEALS PROGRAM

Seventeen percent of respondents in the Home Delivered Meals Program report having a problem in 2015, on par with 14% in 2014. Over two in five respondents report that the Home Delivered Meals Program worked to resolve these problems, a significant increase from 31% in 2014.

**Figure 39. Overall Ratings of Home Delivered Meals Program**



↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

### 13.5. OPEN-ENDED COMMENTS

Of those dissatisfied with the Home Delivered Meals Program, a large percentage state that they are dissatisfied because the food is not appetizing/edible/palatable.

**Table 87. Reasons for Dissatisfaction with Home Delivered Meals Program**

Dissatisfaction with services	
Number of respondents reporting they are Very Dissatisfied or Dissatisfied (unweighted)	41
Percent of respondents reporting they are Very Dissatisfied or Dissatisfied (weighted)	13%
Why dissatisfied (coded categories)	
Total number of responses (unweighted)	Number of responses (unweighted)
Food not appetizing / edible / palatability	20
More portions / variety	9
Food preparation & delivery issues (e.g., hot food isn't hot, food is stale)	6
Delivery schedule / problems with food delivery	5
Food doesn't meet dietary requirements	3
Other	1

Of those reporting a problem with the Home Delivered Meals Program, the most common problems reported are food not meeting dietary requirements, delivery schedule problems/problems with food delivery, and food preparation and delivery issues.

**Table 88. Problems Experienced with Home Delivered Meals Program**

Experienced problems in last 12 months	
Number of respondents indicating they had a problem (unweighted)	50
Percent of respondents indicating they had a problem (weighted)	17%
Problems experienced (coded categories)	
	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>54</b>
Food doesn't meet dietary requirements	15
Delivery schedule / problems with food delivery	12
Food preparation & delivery issues (e.g., hot food isn't hot, food is stale)	11
Food not appetizing / edible / palatability	8
More portions / variety	3
Other	5

Over one in three respondents report there is something that could be done to improve services offered by the Home Delivered Meals Program. One in four suggest making the food more appetizing and one in five suggest improving portions and variety of foods offered.

**Table 89. Improvement of Services Offered by Home Delivered Meals Program**

Is there anything that can improve services?	Number of respondents (unweighted)	Percent of respondents (weighted)
<b>Total number of respondents (unweighted)</b>	<b>260</b>	
Yes	94	36%
No	164	63%
Don't Know	2	1%

What could be improved (coded categories)	Number of responses (unweighted)
<b>Total number of responses (unweighted)</b>	<b>103</b>
Food not appetizing / edible / palatability	26
More portions / variety	21
Food doesn't meet dietary requirements	15
Delivery schedule / problems with food delivery	14
Food preparation & delivery issues (e.g., hot food isn't hot, food is stale)	9
Other	18

## 14. ADDITIONAL COMMENTS

At the end of the survey, respondents were asked if they had any comments they would like to make about the help they receive. Just under one in three respondents said yes. Of those that had a comment, the majority of them had a general positive comment or said their help/care/services were appreciated.

**Table 90. Additional Comments**

<b>Additional comments made about help received</b>	<b>Number of respondents (unweighted)</b>	<b>Percent of respondents (weighted)</b>
<b>Total number of respondents (unweighted)</b>	<b>1,205</b>	
Yes	365	30%
No	840	70%

<b>Additional comments (coded categories)</b>	<b>Number of responses (unweighted)</b>
<b>Total number of responses (unweighted)</b>	<b>390</b>
General positive comment	113
Help/care/services appreciated	90
More care/services	50
Specific caregiver appreciated	28
Better care/services	28
General negative comment	23
Better communication	11
Other	47

## 15. COMPARISON TO STATE-WIDE MEASURES

The Vermont Behavioral Risk Factor Surveillance Survey (BRFSS) is administered annually to the general Vermont population. In this section, we compare responses on the few questions of the 2015 Vermont Long-Term Care Consumer Survey that were also asked of the general Vermont population. Two questions were asked in the most recent BRFSS survey (2014) and one was asked last in 2010.

Not surprisingly, the percentage of respondents who reported being in poor or fair general health is much higher in the LTC population than the general population. Probably as a result of poor health and an inability to get around as much as they used to, a higher percentage of LTC respondents report being dissatisfied or very dissatisfied with their life. There is no difference in the ability to get emotional and social support between the LTC population and general population.

**Table 91. Comparison to Statewide Measures**

	2015 LTC Consumer Survey	2014 State-wide BRFSS Survey
<b>Rating of General Health (% Fair or Poor)</b>	52%	12%
	2015 LTC Consumer Survey	2014 State-wide BRFSS Survey
<b>How Often Get Needed Social and Emotional Support (% Rarely or Never)</b>	7%	7%
	2015 LTC Consumer Survey	2010 State-wide BRFSS Survey
<b>Satisfaction with Life (% Very Dissatisfied or Dissatisfied)</b>	20%	5%

## F. Multivariate Analyses of 2015 Key Indicators

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### 1. QUALITY OF LIFE AND SATISFACTION INDICES

This section summarizes results of analyses conducted on items addressing service satisfaction and quality of life. Service satisfaction and Quality of Life (QoL) measures are examined with respect to DAIL respondents' demographic characteristics (gender, age, and county of residence) as well as level of need (moderate, high, highest) and program participation (CFC Case Management, Personal Care Services, Flexible Choices, Homemaker Services, Adult Family Care, Adult Day Center, Attendant Services Program).

Given the large number of individual questions addressing service satisfaction and QoL, these were combined into composite measures consistent with those used in previous years. Twenty-seven individual questions were collapsed into four composite measures including a Service and Staff Satisfaction Composite, an Interpersonal QoL Composite, a Safety and Mobility QoL Composite, and a General Health QoL Composite. The table below displays the individual items which comprise each composite measure. Composite scores were calculated by averaging scores across all items making up the composite. In addition to these four composite measures, two overall measures of social support and life satisfaction are examined. Significant differences are assessed by comparing 95% confidence levels. Across all four composite measures and two overall measures examined in this section, higher scores indicate more positive feelings.

The items comprising the composites were the same as used in 2014. Results of a principal components analyses showed that these items loaded onto the existing factor well. Table 92 displays the items comprising the four composite measures as well as the two individual measures.

**Table 92. Items Included in Composite Measures**

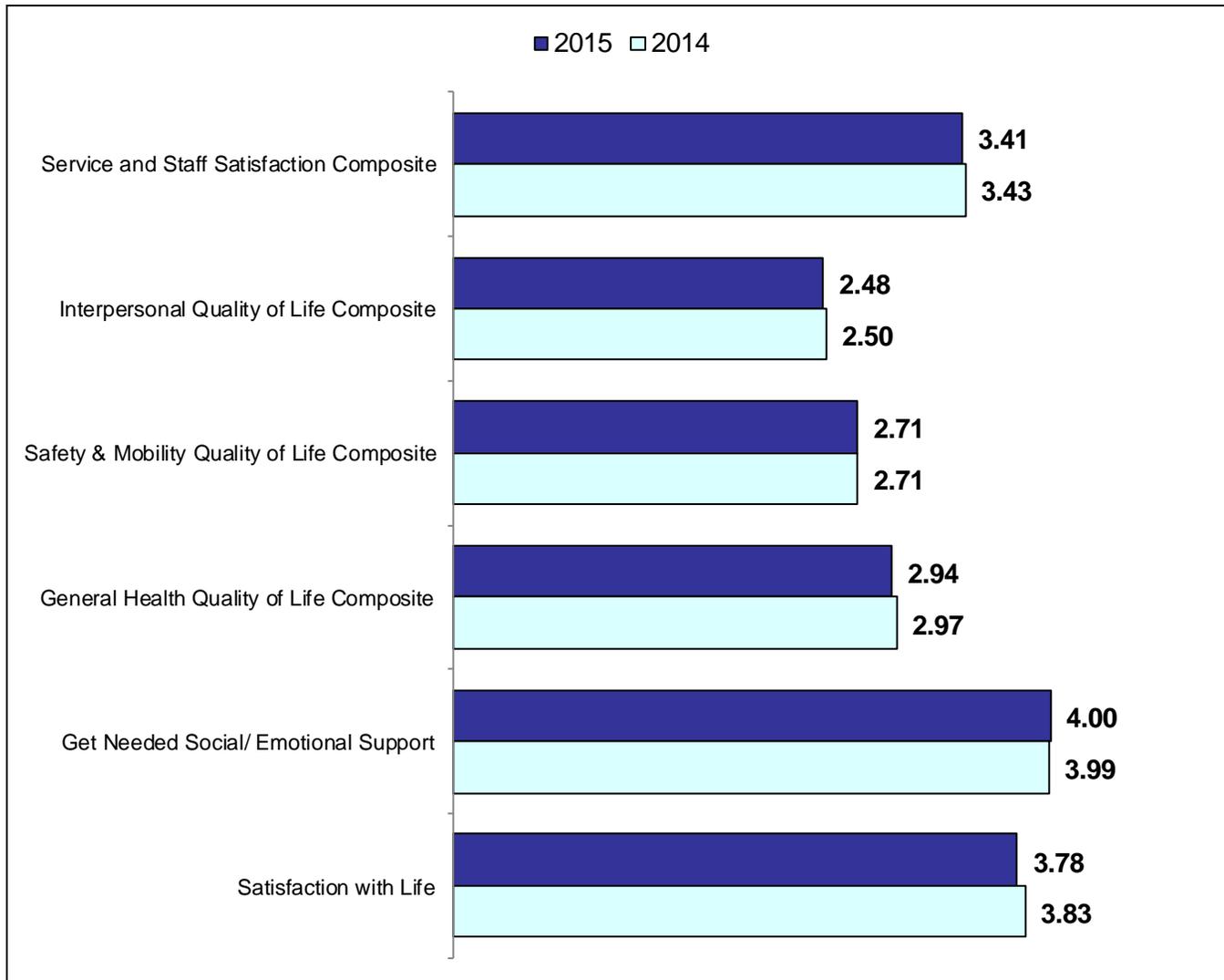
<b>Service and Staff Satisfaction Composite Measure (4-point scale)</b>
How would you rate the amount of choice and control you had when you planned the services or care you would receive?
How would you rate the overall quality of the help you receive?
How would you rate the timeliness of your services?
How would you rate when you receive your services or care?
How would you rate the communication between you and the people who help you?
How would you rate the reliability of the people who help you?
How would you rate the degree to which the services meet your daily needs such as bathing, dressing, meals, and housekeeping?
How would you rate how well problems or concerns you have with your care are taken care of?
How would you rate the courtesy of those who help you?
How would you rate how well people listen to your needs and preferences?
Overall, how do you rate the value of the services you receive?
<b>Interpersonal QoL Composite (3-point scale)</b>
I am satisfied with how I spend my free time. (How well does this statement describe your life?)
I am satisfied with the amount of contact I have with my family and friends. (How well does this statement describe your life?)
I have someone I can count on in an emergency. (How well does this statement describe your life?)
I feel satisfied with my social life. (How well does this statement describe your life?)
I feel valued and respected. (How well does this statement describe your life?)
I really feel a part of my community. (How well does this statement describe your life?)
I have someone I can count on to listen to me when I need to talk. (How well does this statement describe your life?)
I have someone to do something enjoyable with. (How well does this statement describe your life?)
During my leisure time, I almost always have something to do. (How well does this statement describe your life?)

<b>Safety and Mobility QoL Composite (3-point scale)</b>
I feel safe in the home where I live. (How well does this statement describe your life?)
I feel safe out in my community. (How well does this statement describe your life?)
I can get to where I need or want to go. (How well does this statement describe your life?)
I can get around inside my home as much as I need to. (How well does this statement describe your life?)
<b>NEW.</b> I am prepared for an emergency (examples: power failure, snowstorm, flood).
<b>General Health QoL Composite (5-point scale)</b>
In general, compared to other people your age, would you say your health is...?
Compared to one year ago, how would you rate your health in general now?
During the past week, how often would you say you felt sad or blue?
<b>Individual Overall Items</b>
How often do you get the social and emotional support you need? (5-point scale)
In general, how satisfied are you with your life? (4-point scale)

## 1.1. QUALITY OF LIFE AND SATISFACTION INDICES BY YEAR

There are no statistically significant differences between 2015 and 2014.

**Figure 40. Quality of Life and Satisfaction Composites by Year**



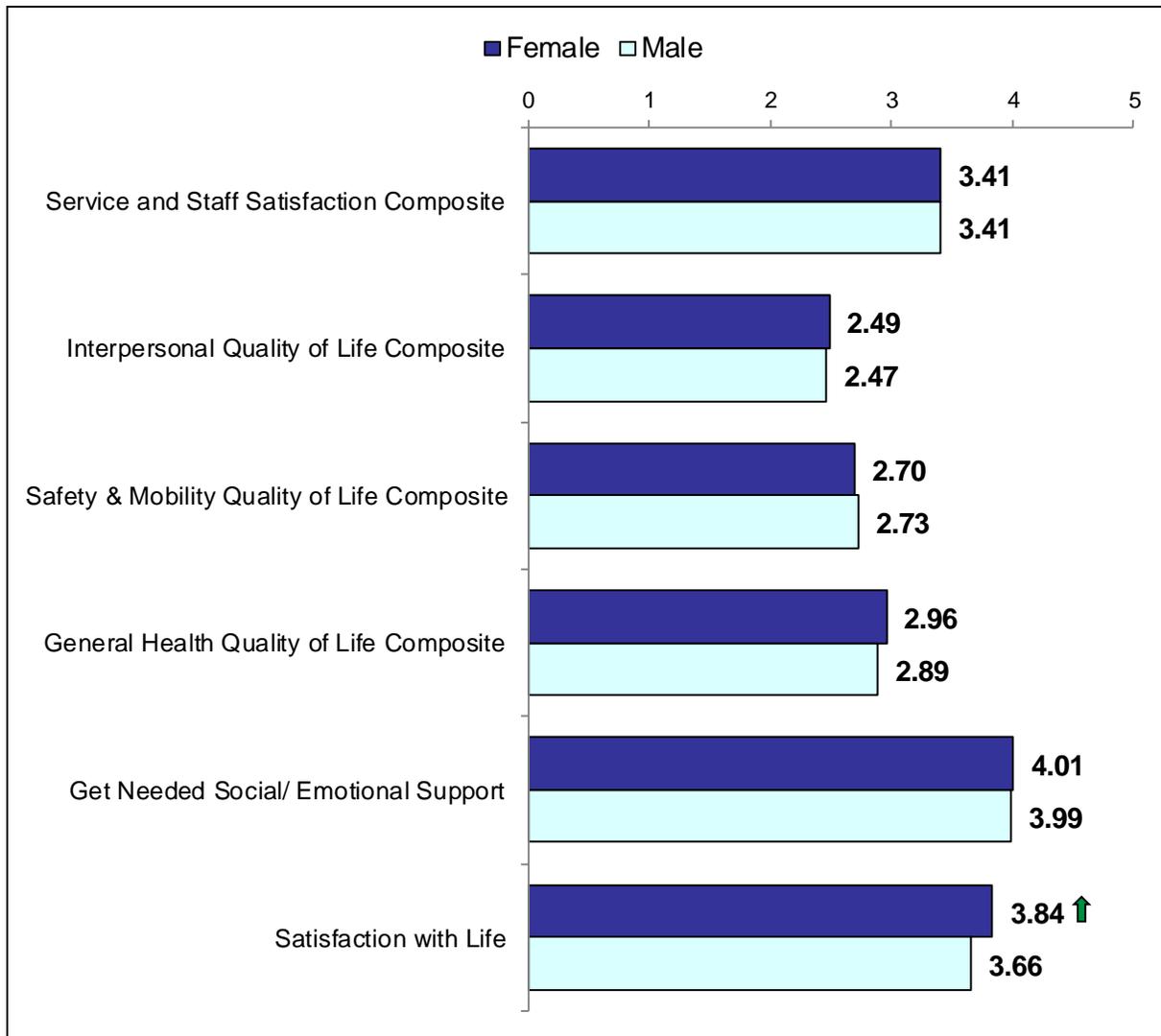
↑ Statistically higher than 2014 at 95% confidence level

↓ Statistically lower than 2014 at 95% confidence level

## 1.2. QUALITY OF LIFE AND SATISFACTION INDICES BY GENDER

Women score significantly higher on the Satisfaction with Life composite than men.

**Figure 41. Quality of Life and Satisfaction Composites by Gender**

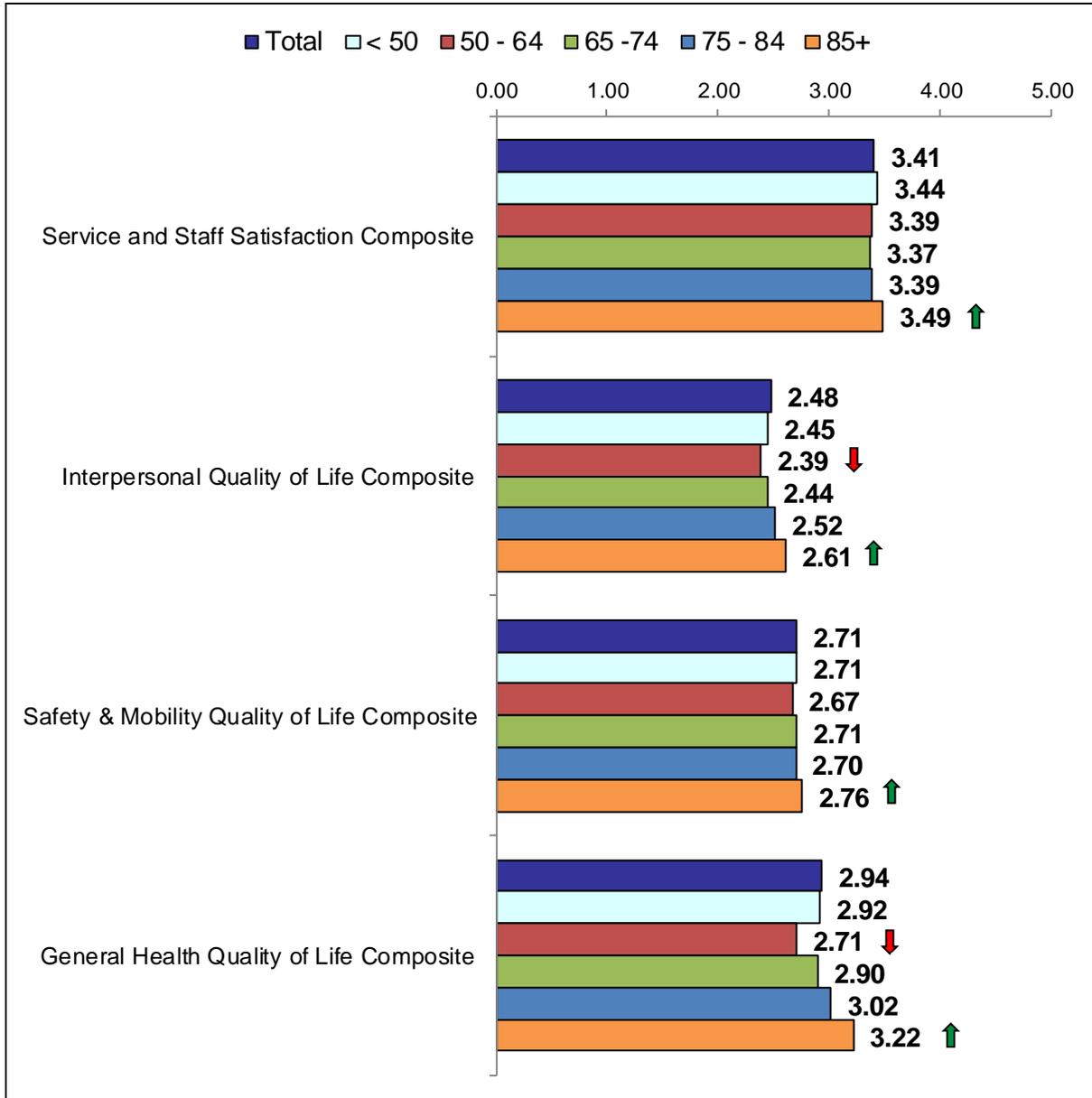


↑ Statistically higher than males at 95% Confidence Level  
↓ Statistically lower than males at 95% Confidence Interval

### 1.3. QUALITY OF LIFE AND SATISFACTION INDICES BY AGE

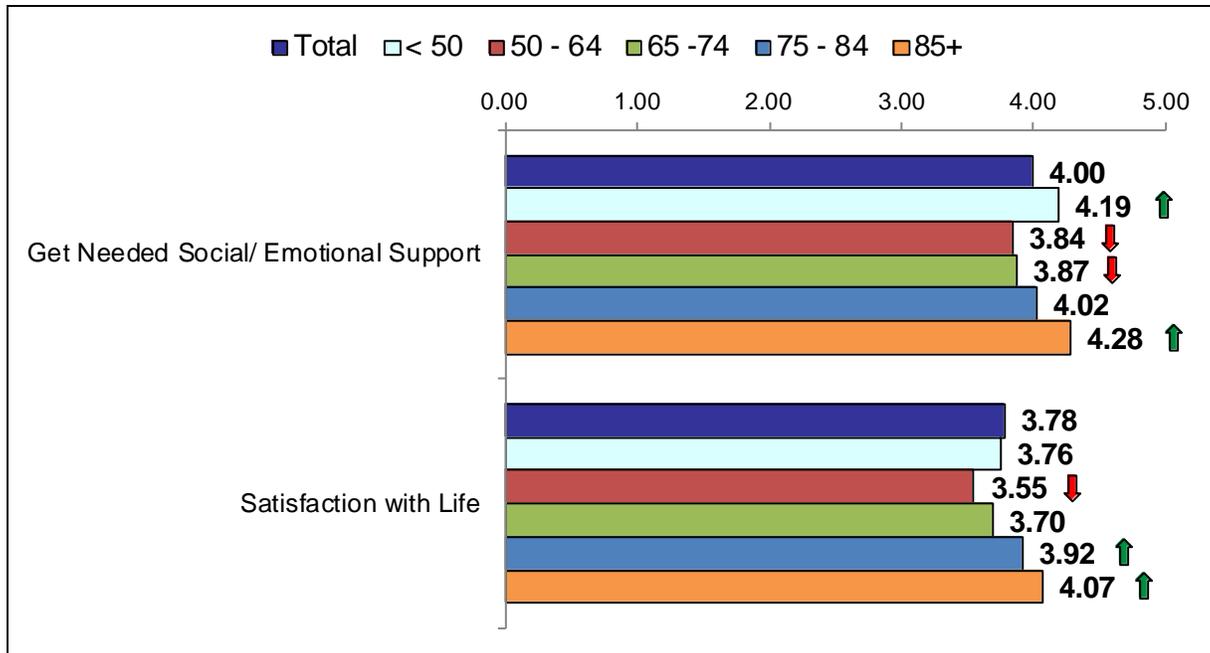
Respondents in the 50 – 64 year old age group scored significantly lower on several quality of life measures compared to all other age groups (Interpersonal QoL Composite, General Health QoL Composite, Get Needed Social/Emotional Support, Satisfaction with Life). Individuals 85 years of age or older score significantly higher than younger participants on all quality of life and satisfaction composites. Additional age differences are found on the Getting Needed Social/Emotional Support index (<50 year olds score higher than other ages and 65-74 years score lower than other ages) and Satisfaction with Life (75-84 years old score higher than other ages).

**Figure 42a. Quality of Life and Satisfaction Composites by Age**



↑ Statistically higher than the total at 95% confidence level  
 ↓ Statistically lower than the total at 95% confidence level

**Figure 42b. Quality of Life and Satisfaction Composites by Age**

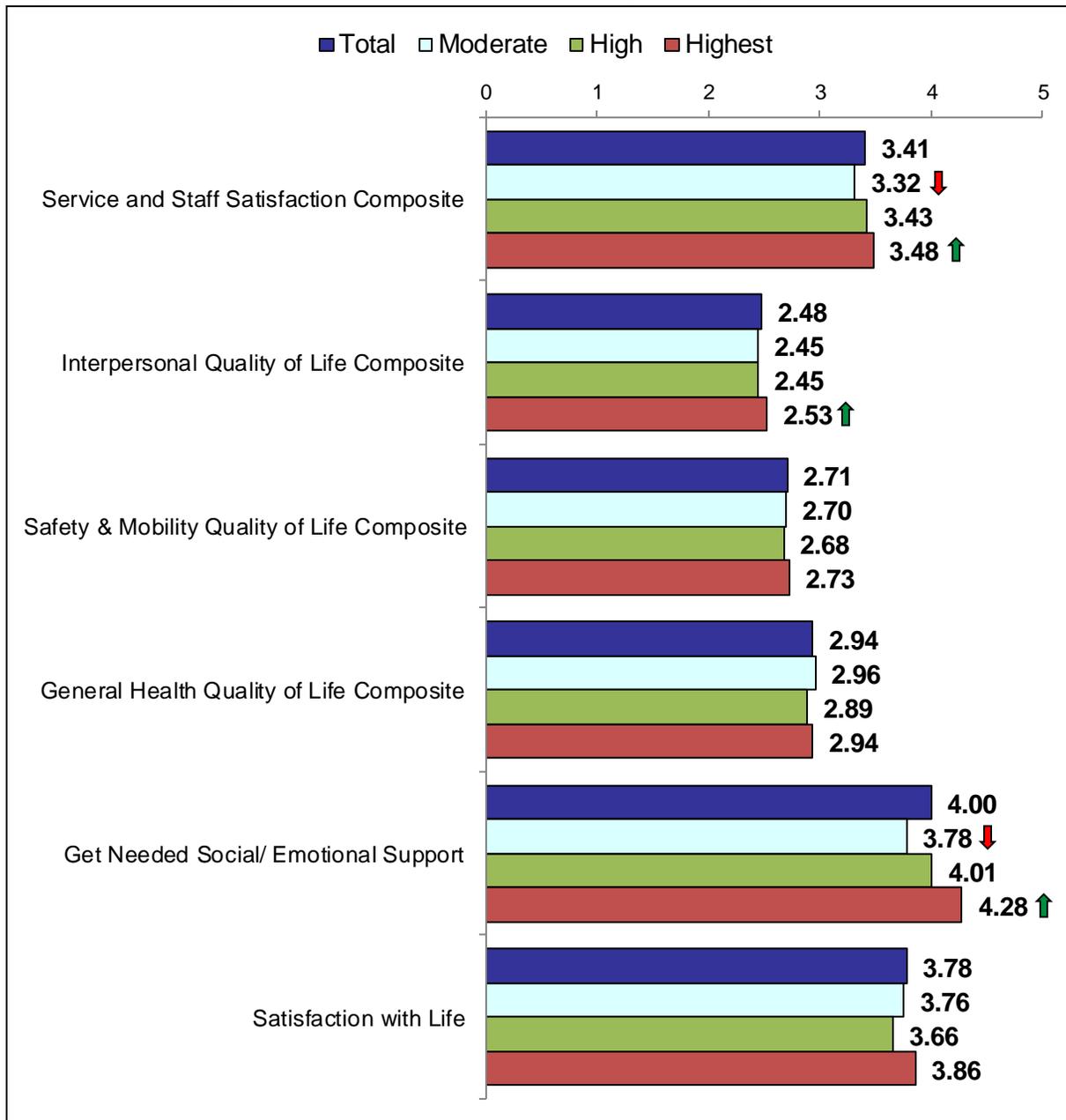


↑ Statistically higher than the total at 95% confidence level  
 ↓ Statistically lower than the total at 95% confidence level

## 1.4. QUALITY OF LIFE AND SATISFACTION INDICES BY LEVEL OF NEED

Respondents with moderate level of need tend to have significantly lower scores on the Service and Staff Satisfaction Composite and Getting Needed Social/Emotional Support compared to those with higher needs, and those with the highest level of need report significantly higher scores on the Service and Staff Satisfaction Composite, Interpersonal Quality of Life Composite, and Getting Needed Social/Emotional Support compared to those with lower needs.

**Figure 43. Quality of Life and Satisfaction Composites by Level of Need**



↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

## 1.5. QUALITY OF LIFE AND SATISFACTION INDICES BY PROGRAM

### Case Management

**Moderate Needs:** Respondents in Moderate Needs Case Management score significantly lower on the Service and Staff Satisfaction Composite and the Getting Needed Social/Emotional Support index compared to those in other programs.

**High/Highest Needs:** Respondents in High/Highest Needs Case Management score significantly higher on the Getting Needed Social/Emotional Support index compared to those in other programs.

**Personal Care Services:** Respondents receiving Personal Care Services score significantly higher on the Getting Needed Social/Emotional Support index than respondents receiving other services.

**Consumer-Directed Personal Care Services:** Respondents receiving Consumer-Directed Personal Care Services score significantly higher on the Getting Needed Social/Emotional Support index composite than those in other programs.

**Surrogate-Directed Personal Care Services:** Respondents receiving Surrogate-Directed Personal Care Services score significantly higher on the Service and Staff Satisfaction Composite, Interpersonal Quality of Life Composite, the Getting Needed Social/Emotional Support index, and the Satisfaction with Life index compared to those in other programs.

**Flexible Choices:** Respondents receiving Flexible Choices score significantly lower than other programs on the Getting Needed Social/Emotional Support index.

**Moderate Needs:** Respondents with Moderate Needs who receive Flexible Choices score significantly lower than those in other programs on the Getting Needed Social/Emotional Support index.

**Adult Day Centers:** Respondents attending Adult Day Centers score significantly higher on the Interpersonal Quality of Life composite, the Safety & Mobility Quality of Life Composite, the General Health Quality of Life Composite, and the Getting Needed Social/Emotional Support index than those in other programs.

**Homemaker Services:** Respondents enrolled in Homemaker Services have significantly lower scores on the Service and Staff Satisfaction Composite, the Interpersonal Quality of Life Composite, and the Getting Needed Social/Emotional Support index compared to those in other programs.

**Attendant Services Program:** Those in the Attendant Services Program score significantly higher on the Service and Staff Satisfaction Composite and the Getting Needed Social/Emotional Support index compared to those in other programs.

**Table 93a. Quality of Life and Satisfaction Composites by Program**

	Service and Staff Satisfaction Composite	Interpersonal Quality of Life Composite	Safety & Mobility Quality of Life Composite	General Health Quality of Life Composite
<b>Total</b>	<b>3.41</b>	<b>2.48</b>	<b>2.71</b>	<b>2.94</b>
CFC Case Mgmt	3.39	2.48	2.71	2.94
<i>Moderate Needs</i>	3.32 ↓	2.45	2.70	2.96
<i>High/Highest Needs</i>	3.46	2.51	2.72	2.93
Personal Care Services	3.46	2.52	2.71	2.95
<i>Consumer-Directed*</i>	3.47	2.52	2.68	2.85
<i>Surrogate-Directed*</i>	3.54 ↑	2.62 ↑	2.76	3.05
<i>Agency-Directed</i>	3.38	2.44	2.68	2.93
Flexible Choices	3.41	2.44	2.66	2.92
<i>Moderate Needs</i>	3.38	2.44	2.66	2.93
<i>High/Highest Needs*</i>	3.52	2.44	2.67	2.91
Adult Day Centers*	3.48	2.60 ↑	2.77 ↑	3.13 ↑
Homemaker Services	3.32 ↓	2.43 ↓	2.70	2.93
Attendant Services Program*	3.65 ↑	2.51	2.72	2.92

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 93b. Quality of Life and Satisfaction Composites by Program**

	Get Needed Social/Emotional Support	Satisfaction with Life
<b>Total</b>	<b>4.00</b>	<b>3.78</b>
CFC Case Mgmt	3.98	3.78
<i>Moderate Needs</i>	3.78 ↓	3.76
<i>High/Highest Needs</i>	4.19 ↑	3.80
Personal Care Services	4.22 ↑	3.82
<i>Consumer-Directed*</i>	4.19 ↑	3.80
<i>Surrogate-Directed*</i>	4.52 ↑	4.01 ↑
<i>Agency-Directed</i>	4.07	3.70
Flexible Choices	3.82 ↓	3.73
<i>Moderate Needs</i>	3.72 ↓	3.73
<i>High/Highest Needs*</i>	4.19 ↑	3.73
Adult Day Centers*	4.18 ↑	3.92
Homemaker Services	3.78 ↓	3.75
Attendant Services Program*	4.27 ↑	3.89

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* Program did not meet 95/5 statistical criteria and should be interpreted with caution

## 1.6. QUALITY OF LIFE AND SATISFACTION INDICES BY COUNTY

**Addison County:** Respondents residing in Addison County score significantly higher on the Service and Staff Satisfaction Composite, the Interpersonal Quality of Life Composite, the Safety & Mobility Quality of Life Composite, the General Health Quality of Life Composite, and the Satisfaction with Life index compared to those in other counties.

**Bennington County:** Residents of Bennington County score significantly higher than respondents in other counties on the Safety & Mobility Quality of Life Composite compare to those in other counties.

**Washington County:** Residents of Washington County score lower on the Interpersonal Quality of Life Composite and the Satisfaction with Life index than those in other counties.

**Windsor County:** Residents of Windsor County score significantly lower on the General Health Quality of Life Composite than those in other counties.

**Table 94a. Quality of Life and Satisfaction Composites by County**

	Service and Staff Satisfaction Composite	Interpersonal Quality of Life Composite	Safety & Mobility Quality of Life Composite	General Health Quality of Life Composite
<b>Total</b>	<b>3.41</b>	<b>2.48</b>	<b>2.71</b>	<b>2.94</b>
Addison*	3.58 ↑	2.60 ↑	2.84 ↑	3.19 ↑
Bennington*	3.44	2.53	2.78 ↑	3.09
Caledonia*	3.44	2.50	2.69	2.95
Chittenden*	3.42	2.49	2.69	2.90
Essex*	3.39	2.36	2.73	2.93
Franklin*	3.37	2.43	2.68	2.87
Grand Isle*	3.37	2.53	2.71	2.88
Lamoille*	3.51	2.48	2.77	3.12
Orange*	3.29	2.45	2.63	2.90
Orleans*	3.41	2.48	2.71	2.88
Rutland*	3.41	2.52	2.73	2.97
Washington*	3.35	2.37 ↓	2.64	2.87
Windham*	3.34	2.42	2.68	2.92
Windsor*	3.33	2.44	2.67	2.79 ↓

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

**Table 94b. Quality of Life and Satisfaction Composites by County**

	Get Needed Social/ Emotional Support	Satisfaction with Life
<b>Total</b>	<b>4.00</b>	<b>3.78</b>
Addison*	4.05	4.06 ↑
Bennington*	4.10	3.91
Caledonia*	4.05	3.83
Chittenden*	4.07	3.75
Essex*	3.90	3.72
Franklin*	3.90	3.81
Grand Isle*	4.26	3.70
Lamoille*	4.07	4.01
Orange*	3.85	3.83
Orleans*	4.04	3.87
Rutland	4.09	3.81
Washington*	3.87	3.32 ↓
Windham*	3.82	3.69
Windsor*	3.91	3.69

↑ Statistically higher than the total at 95% confidence level

↓ Statistically lower than the total at 95% confidence level

\* County did not meet 95/5 statistical criteria and should be interpreted with caution

## 2. CORRELATIONS BETWEEN QUALITY OF LIFE MEASURES

A correlation analysis was run on the quality of life measures. All of the measures have a statistically significant level of inter-correlation between them. The most highly correlated measure is the Interpersonal Composite and the Satisfaction with Life question.

The least correlated items are the Service and Staff Satisfaction Composite with both the General Health scale and the Satisfaction with Life scale. These correlations mean that while there is still a small relationship between a consumer's health status and their satisfaction with the life with the perceived level of services they receive, it is relatively low compared to the other quality of life measures. In other words, a person's health status and satisfaction with their life does not appear greatly impacted by the quality of service that they receive.

**Table 95. Quality of Life and Satisfaction Composites Correlation Matrix**

	Service and Staff Satisfaction Composite	Interpersonal Composite	Safety & Mobility Composite	General Health Composite	Get Needed Social/ Emotional Support	Satisfaction with Life
Service and Staff Satisfaction Composite	-					
Interpersonal Composite	.347**	-				
Safety & Mobility Composite	.333**	.559**	-			
General Health Composite	.192**	.465**	.366**	-		
Get Needed Social/ Emotional Support	.356**	.534**	.361**	.329**	-	
Satisfaction with Life	.275**	.617**	.415**	.532**	.393**	-

\*\* Correlation is significant at the 0.01 level (2-tailed)

## G. Quality Improvement Analysis and Recommendations

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### Attributable Effects Analysis

Attributable Effects Analysis is an analytic tool that is designed to yield actionable information about key drivers that is more robust than normal correlation or regression analysis. Attributable Effects is a probability-based analysis that partitions the impact of each possible driver into two components: loss and potential. Briefly, potential estimates the degree to which improvement in a particular driver (say, the amount of choice and control you had when you planned the services you would receive) would increase respondents overall rating of the value of the services received (outcome). Loss estimates the degree to which a decrease in the driver would reduce the overall rating among affected patients.

The power of Attributable Effects is that it focuses on differences in outcomes between those who are satisfied with care and those who are not. This analysis is performed one question at a time and provides direction on where to focus quality improvement (QI) efforts. It identifies attributes of care that can have an impact on overall satisfaction in both directions: potential improvement areas as well as where current efforts must be maintained so that scores do not decline.

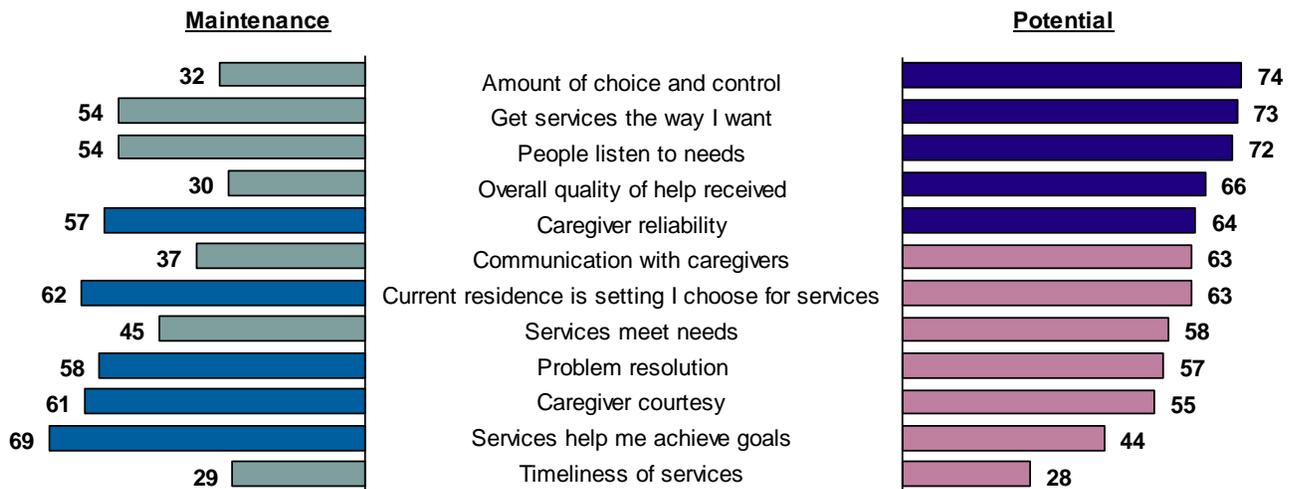
**Loss:** The loss score represents the proportion of patients who are currently satisfied with the outcome, but would cease to be satisfied if a positive experience with the attribute were to completely disappear. A positive experience is defined when the driver event “always” occurs or is considered “very good” or “excellent.” An attribute that has a relatively high loss score is referred to as a maintenance driver. For instance, in the data shown in the chart on the following page, 69% of consumers who currently rate the overall value of the services they receive as “excellent” would cease to be satisfied if they no longer believed that the services they receive help them achieve their goals.

**Potential:** Another important feature of the Attributable Effects analysis is that it provides information about both the drivers of existing satisfaction and the drivers that have potential to bring about increases in satisfaction. Potential scores represent the proportion of affected patients who are not currently satisfied with their care but who would become satisfied if the driver were improved such that everyone was having a positive experience. For instance, in the chart on the following page, 74% of respondents who do not currently rate the overall value of the services they receive as “excellent” would become satisfied if they all felt that the amount of choice and control they had when they planned the services and care they received was “excellent”.

**Applicable Population:** In interpreting the results, it is important to consider that some questions are not asked and/or answered by all respondents because they are not applicable to the individual patient’s experience.

# 1. OVERALL CHOICES FOR CARE PROGRAM

## 1.1. OVERALL VALUE OF SERVICES RECEIVED



### Potential

The three features with highest potential to improve rating of the overall value of services received include:

- Ensuring that consumers have enough choice and control in their services (74%)
- Ensuring that respondents get services the way they want them (73%)
- Ensuring that people listen to consumers’ needs and preferences (72%)

This indicates that one can effectively improve respondents’ rating of the overall value of services received.

### Maintenance

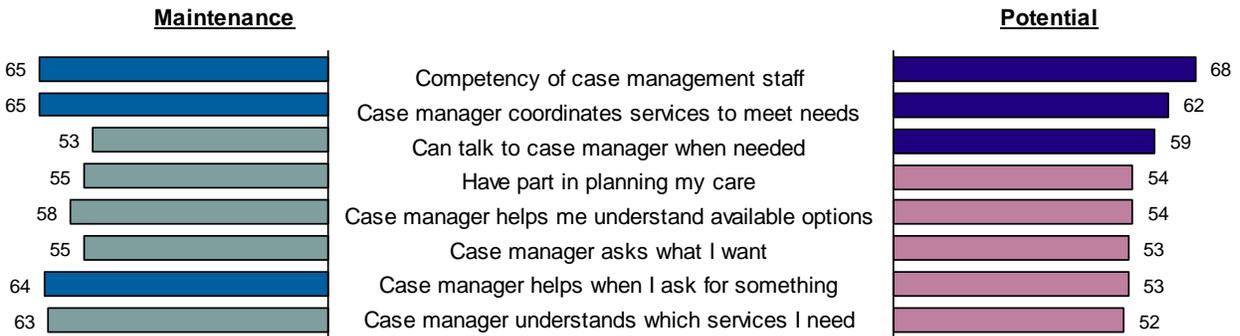
The three features with highest importance for maintaining rating of the overall value of services received include:

- Continuing to ensure services help consumers achieve their goals (69%)
- Continuing to ensure consumers are able to get services in their current residence (62%)
- Continuing to have courteous caregivers (61%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the rating of the overall value of services received.

## 2. CASE MANAGEMENT SERVICES

### 2.1. SATISFACTION WITH CASE MANAGER



#### Potential

The three features with highest potential to improve the satisfaction with case managers include:

- Ensuring the competency of case management staff (68%)
- Ensuring that case managers coordinates services to meet needs (62%)
- Ensuring that consumers can talk to their case manager when needed (59%)

This indicates that one can effectively improve consumers' satisfaction with their case managers.

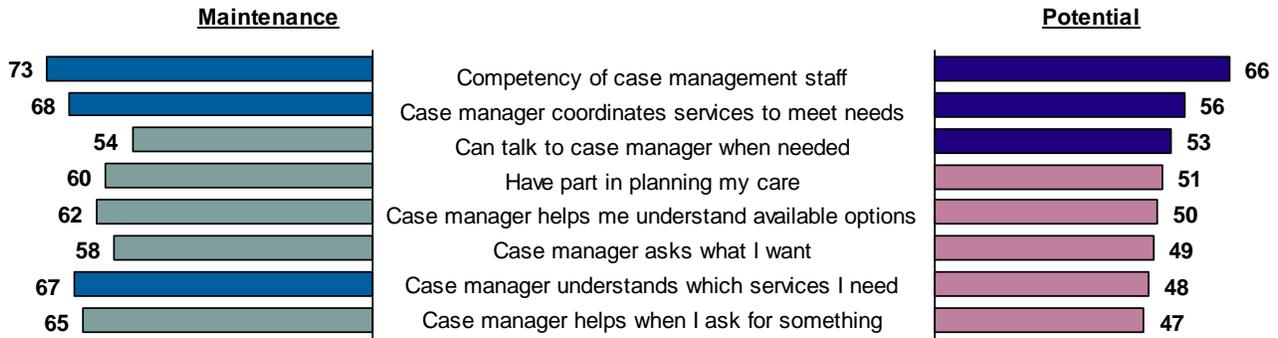
#### Maintenance

The three features with highest importance for maintaining the satisfaction with case managers:

- Continuing to ensure the competency of case management staff (65%)
- Ensuring that case managers coordinate services to meet consumers' needs (65%)
- Continuing to ensure case managers help consumers when they ask for something (64%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with case managers.

## 2.2. RECOMMENDATION OF CASE MANAGER



### Potential

The three features with highest potential to improve the recommendation of case managers include:

- Ensuring the competency of case management staff (66%)
- Ensuring that case managers coordinates services to meet consumers' needs (56%)
- Ensuring that consumers can talk to their case manager when needed (53%)

This indicates that one can effectively improve consumers' recommendation of case managers.

### Maintenance

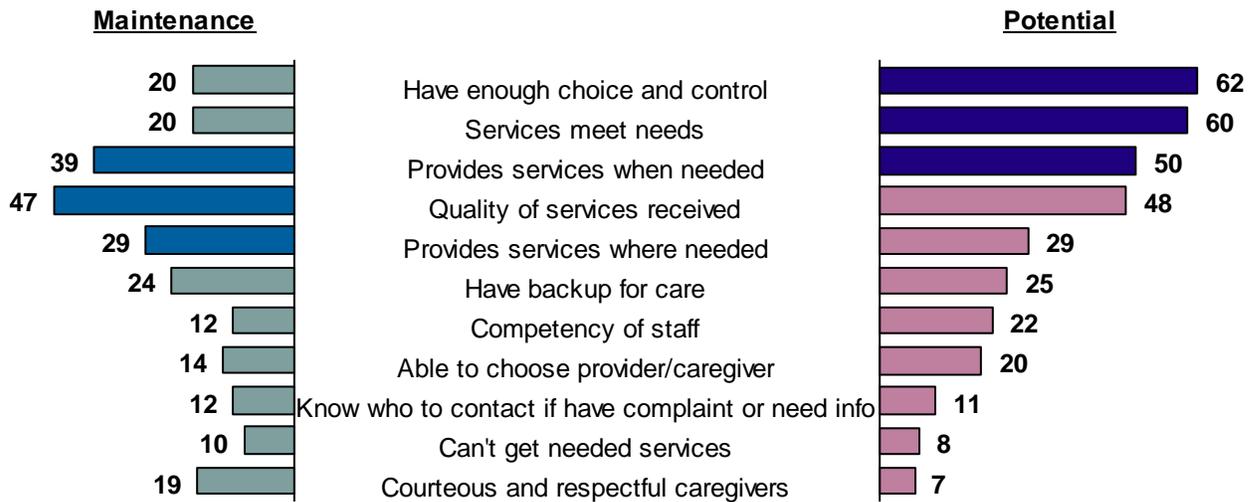
The three features with highest importance for maintaining the recommendation of case managers include:

- Continuing to ensure the competency of case management staff (73%)
- Ensuring that case managers coordinate services to meet consumers' needs (68%)
- Ensuring case managers understand which services consumers need (67%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' recommendation of case managers.

### 3. ATTENDANT SERVICES PROGRAM

#### 3.1. SATISFACTION WITH ATTENDANT SERVICES PROGRAM



#### Potential

The three features with highest potential to improve the satisfaction with the Attendant Services Program include:

- Ensuring that consumers have enough choice and control in the Attendant Services Program (62%)
- Ensuring that consumers receive services that meet their needs (60%)
- Ensuring that services are provided when they are needed (50%)

This indicates that one can effectively improve consumers' satisfaction with the Attendant Services Program.

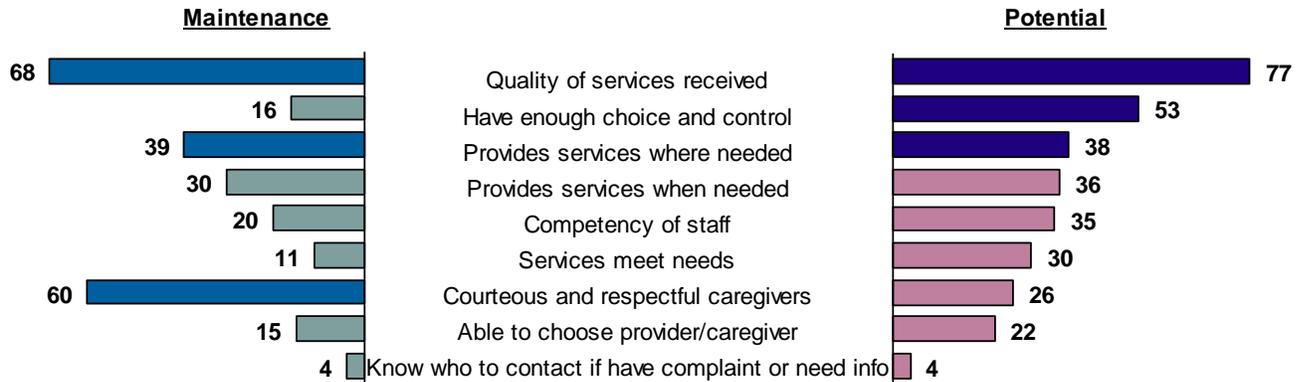
#### Maintenance

The three features with highest importance for maintaining the satisfaction of the Attendant Services Program include:

- Continuing to ensure the quality of services received (47%)
- Continuing to ensure that services are provided when they are needed (39%)
- Continuing to ensure that services are provided where they are needed (29%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with the Attendant Services Program.

### 3.2. RECOMMENDATION OF ATTENDANT SERVICES PROGRAM



#### Potential

The three features with highest potential to improve the recommendation of the Attendant Services Program include:

- Ensuring the quality of services received (77%)
- Ensuring that consumers have enough choice and control in the Attendant Services Program (53%)
- Ensuring that services are provided where they are needed (38%)

This indicates that one can effectively improve consumers' recommendation of the Attendant Services Program.

#### Maintenance

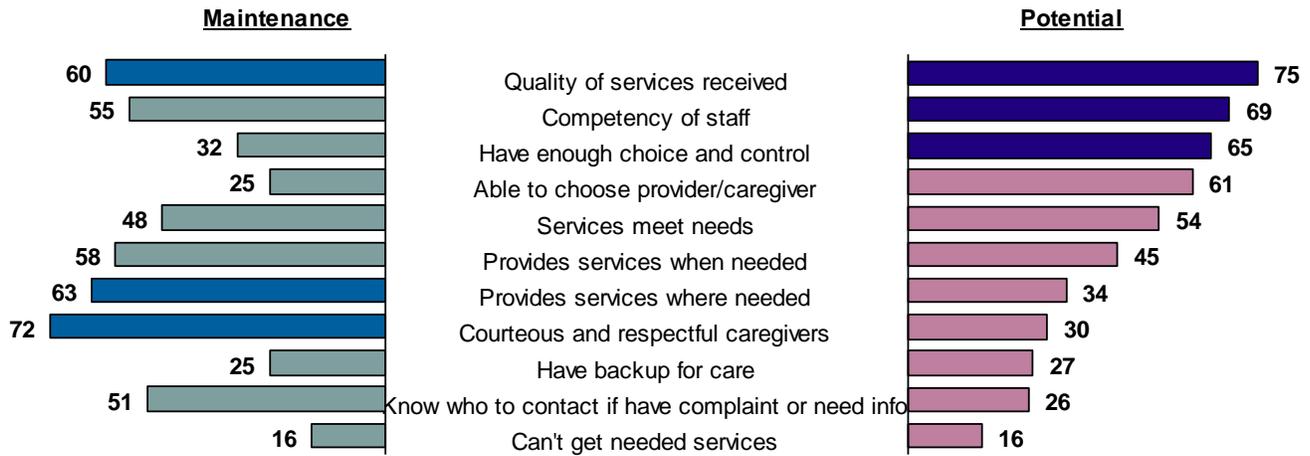
The three features with highest importance for maintaining the recommendation of the Attendant Services Program to others include:

- Continuing to ensure the quality of services received (68%)
- Continuing to have courteous and respectful caregivers (60%)
- Continuing to ensure that services are provided where they are needed (39%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of the Attendant Services Program.

## 4. CHOICES FOR CARE PERSONAL CARE SERVICES

### 4.1. SATISFACTION WITH CHOICES FOR CARE PERSONAL CARE SERVICES



#### Potential

The three features with highest potential to improve the satisfaction with Personal Care Services include:

- Ensuring the quality of services received (75%)
- Ensuring the competency of Personal Care Services staff (69%)
- Ensuring that consumers have enough choice and control in their services (65%)

This indicates that one can effectively improve consumers' satisfaction with Personal Care Services.

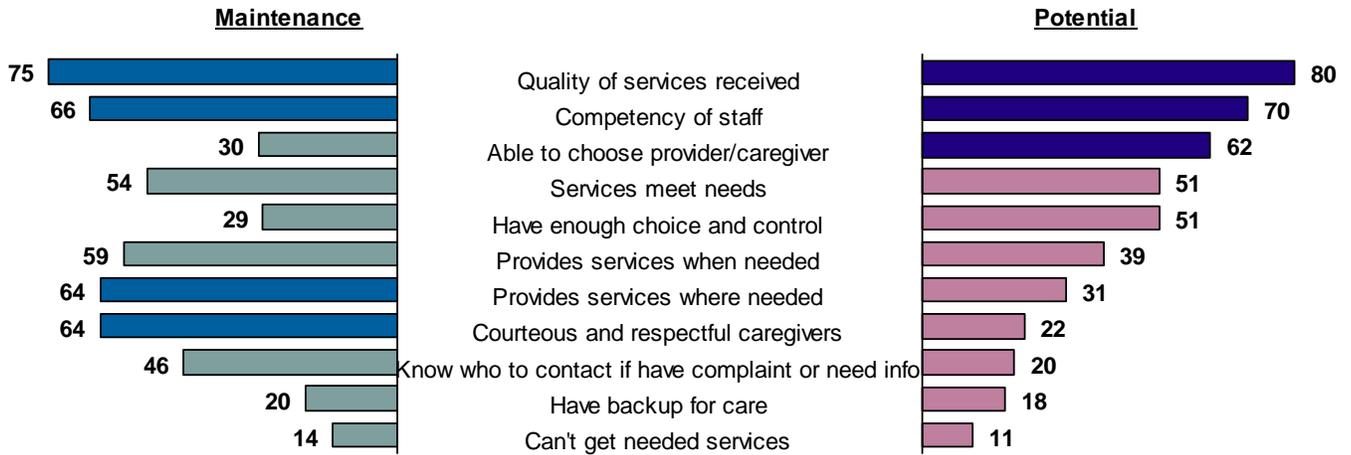
#### Maintenance

The three features with highest importance for maintaining the satisfaction of Personal Care Services include:

- Continuing to have courteous and respectful caregivers (72%)
- Continuing to ensure that services are provided where they are needed (63%)
- Continuing to ensure the quality of services received (60%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with Personal Care Services.

## 4.2. RECOMMENDATION OF CHOICES FOR CARE PERSONAL CARE SERVICES



### Potential

The three features with highest potential to improve the recommendation of Personal Care Services include:

- Ensuring the quality of services received (80%)
- Ensuring the competency of Personal Care Services staff (70%)
- Ensuring that consumers are able to choose their provider of Personal Care Services (62%)

This indicates that one can effectively improve consumers' recommendation of Personal Care Services.

### Maintenance

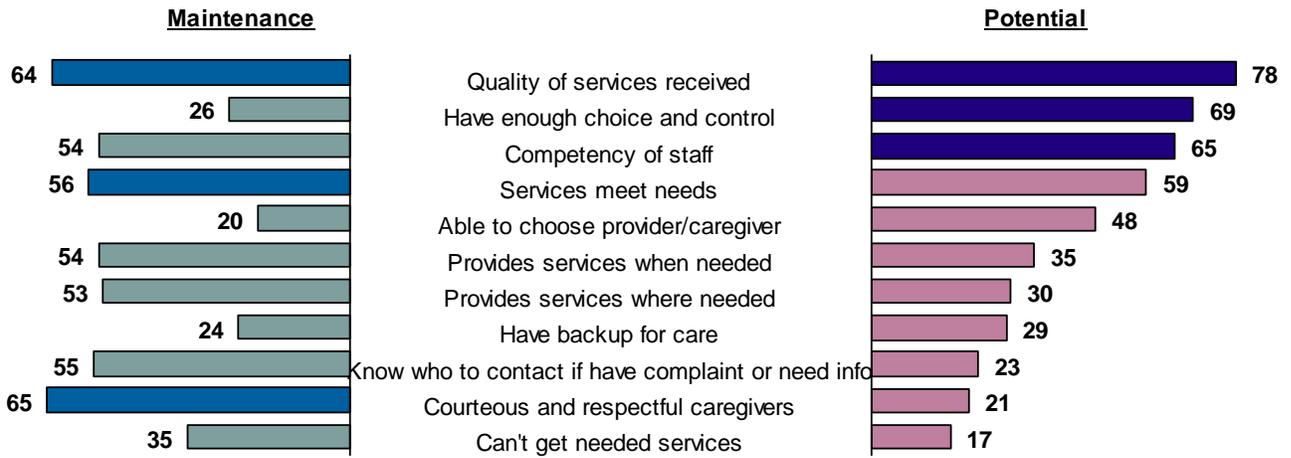
The three features with highest importance for maintaining the recommendation of Personal Care Services to others include:

- Continuing to ensure the quality of services received (75%)
- Continuing to have competent Personal Care Services staff (66%)
- Continuing to have courteous and respectful caregivers (64%)
- Continuing to ensure that services are provided where needed (64%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of Personal Care Services.

## 5. FLEXIBLE CHOICES

### 5.1. SATISFACTION WITH FLEXIBLE CHOICES



#### Potential

The three features with highest potential to improve the satisfaction with Flexible Choices include:

- Ensuring the quality of services received (78%)
- Ensuring that consumers have enough choice and control in their services (69%)
- Ensuring the competency of Flexible Choices staff (65%)

This indicates that one can effectively improve consumers' satisfaction with Flexible Choices.

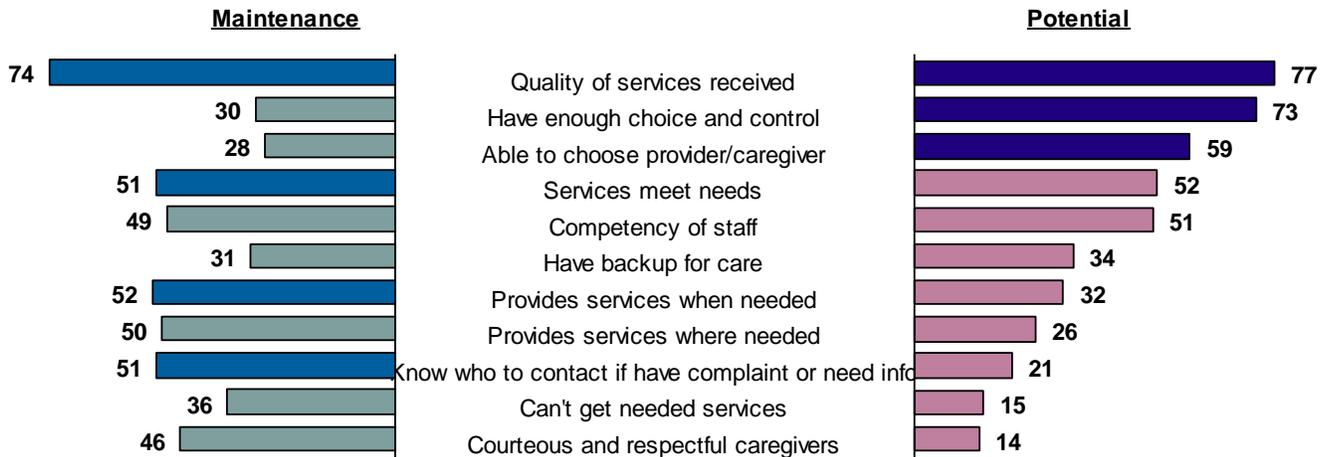
#### Maintenance

The three features with highest importance for maintaining the satisfaction of Flexible Choices include:

- Continuing to have courteous and respectful caregivers (65%)
- Continuing to ensure the quality of services received (64%)
- Continuing to ensure that the services received meet consumers' needs (56%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' satisfaction with Flexible Choices.

## 5.2. RECOMMENDATION OF FLEXIBLE CHOICES



### Potential

The three features with highest potential to improve the recommendation of Flexible Choices to others include:

- Ensuring the quality of services received (77%)
- Ensuring that consumers have enough choice and control in their services (73%)
- Ensuring that consumers are able to choose their provider of Flexible Choices services (59%)

This indicates that one can effectively improve consumers' recommendation of Flexible Choices.

### Maintenance

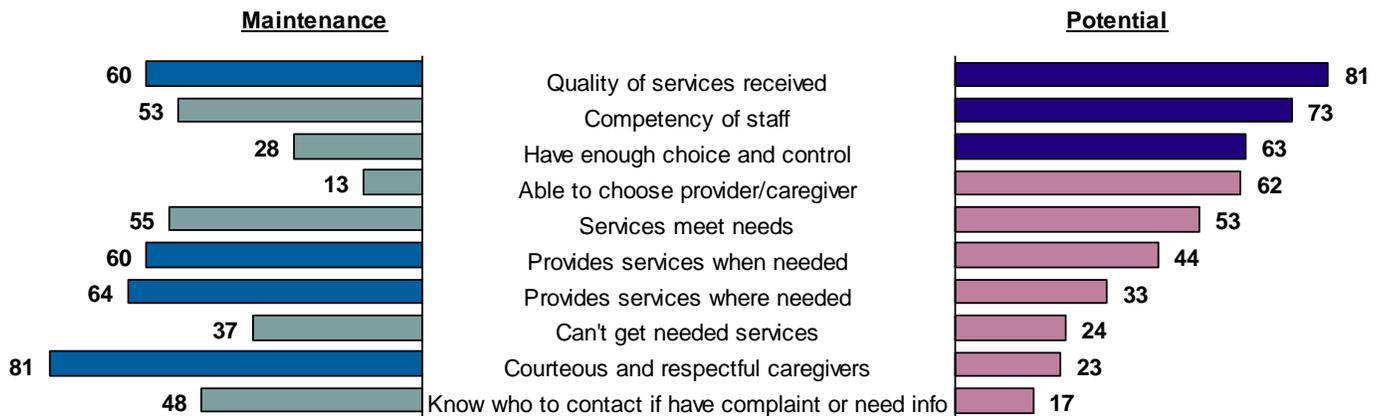
The three features with highest importance for maintaining the recommendation of Flexible Choices to others include:

- Continuing to ensure the quality of services received (74%)
- Continuing to ensure that services are provided when they are needed (52%)
- Continuing to ensure that consumers know who to contact if they have a complaint or need more information (51%)
- Continuing to ensure that the services received meet consumers' needs (51%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' recommendation of Flexible Choices.

## 6. HOME MAKER SERVICES

### 6.1. SATISFACTION WITH HOME MAKER SERVICES



#### Potential

The three features with highest potential to improve consumers' satisfaction with Homemaker Services include:

- Ensuring the quality of services received (81%)
- Ensuring the competency of Homemaker Services staff (73%)
- Ensuring that consumers have enough choice and control in their services (63%)

This indicates that one can effectively improve consumers' satisfaction with Homemaker Services.

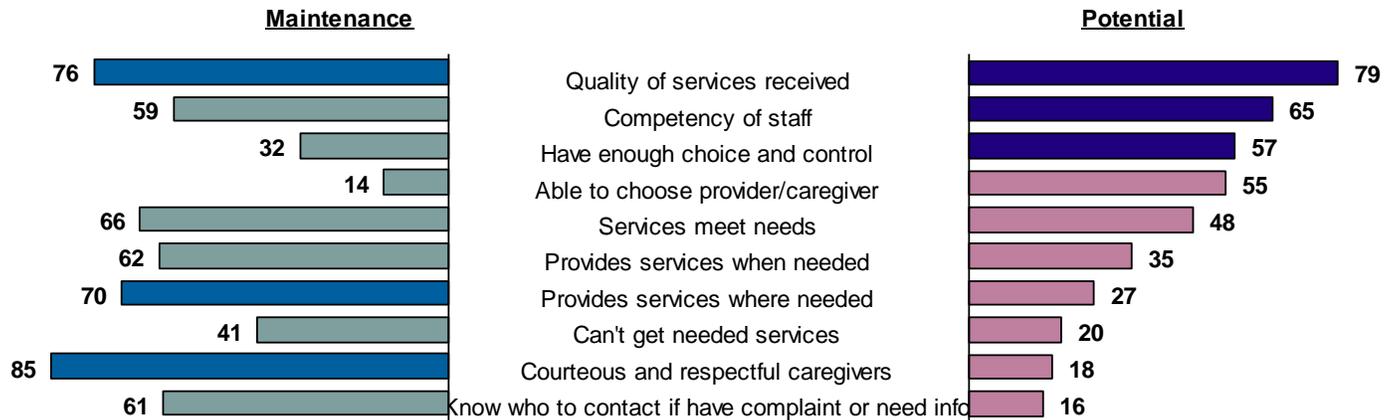
#### Maintenance

The three features with highest importance for maintaining consumers' satisfaction with Homemaker Services include:

- Continuing to have courteous and respectful caregivers (81%)
- Continuing to ensure that services are provided where they are needed (64%)
- Continuing to ensure the quality of services received (60%)
- Continuing to ensure that services are provided when they are needed (60%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' satisfaction with Homemaker Services.

## 6.2. RECOMMENDATION OF HOME MAKER SERVICES



### Potential

The three features with highest potential to improve the recommendation of Homemaker Services include:

- Ensuring the quality of services received (79%)
- Ensuring the competency of Homemaker Services staff (65%)
- Ensuring that consumers have enough choice and control in their services (57%)

This indicates that one can effectively improve consumers' recommendation of Homemaker Services.

### Maintenance

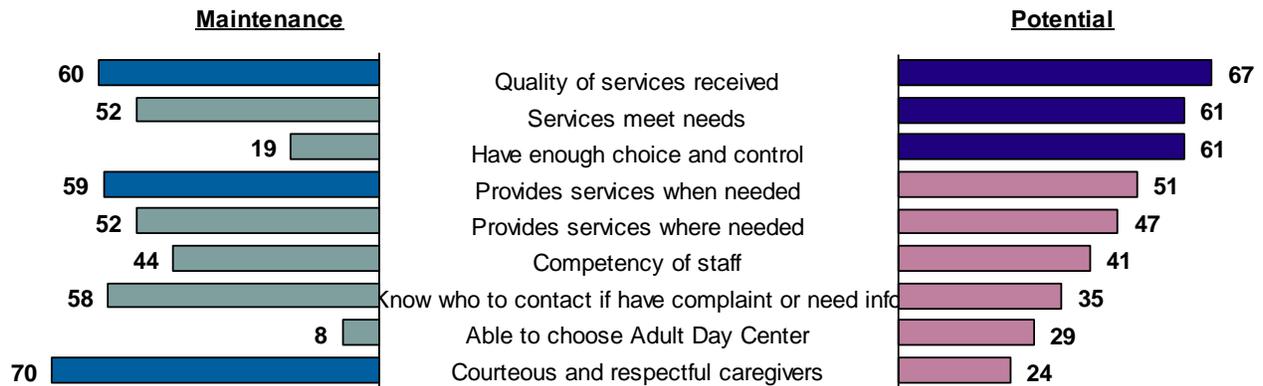
The three features with highest importance for maintaining the recommendation of Homemaker Services to others include:

- Continuing to have courteous and respectful caregivers (85%)
- Continuing to ensure the quality of services received (76%)
- Continuing to ensure that services are provided where they are needed (70%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' recommendation of Homemaker Services.

## 7. ADULT DAY CENTERS

### 7.1. SATISFACTION WITH ADULT DAY CENTERS



#### Potential

The three features with highest potential to improve the satisfaction with Adult Day Centers include:

- Ensuring the quality of services received (67%)
- Ensuring that consumers receive services that meet their needs (61%)
- Ensuring that consumers have enough choice and control in their services (61%)

This indicates that one can effectively improve consumers' satisfaction with Adult Day Centers.

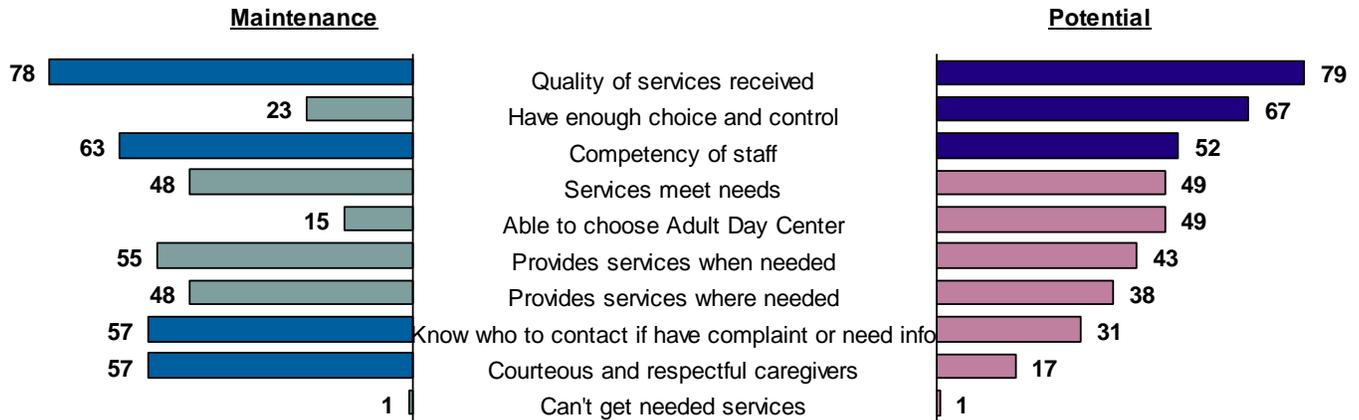
#### Maintenance

The three features with highest importance for maintaining the satisfaction of Adult Day Centers include:

- Continuing to have courteous and respectful caregivers (70%)
- Continuing to ensure the quality of services received (60%)
- Continuing to ensure that the services are provided when they are needed (59%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' satisfaction with Adult Day Centers.

## 7.2. RECOMMENDATION OF ADULT DAY CENTERS



### Potential

The three features with highest potential to improve the recommendation of Adult Day Centers include:

- Ensuring the quality of services received (79%)
- Ensuring that consumers have enough choice and control in their Adult Day Center (67%)
- Ensuring the competency of Adult Day Center staff (52%)

This indicates that one can effectively improve consumers' recommendation of Adult Day Centers.

### Maintenance

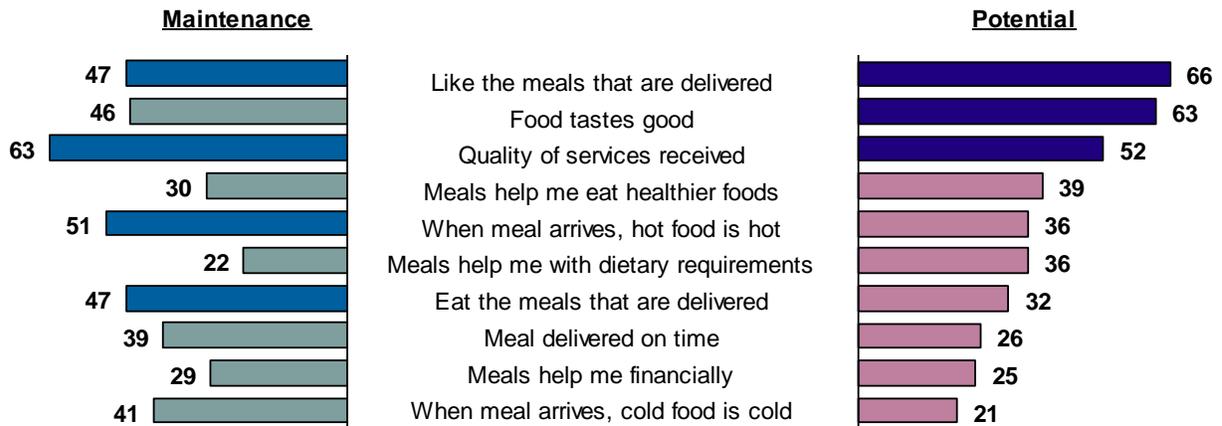
The three features with highest importance for maintaining the recommendation of Adult Day Centers to others include:

- Continuing to ensure the quality of services received (78%)
- Continuing to ensure the competency of Adult Day Center staff (63%)
- Continuing to ensure consumers know who to contact if they have a complaint or need more information (57%)
- Continuing to have courteous and respectful caregivers (57%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the recommendation of Adult Day Centers.

## 8. HOME DELIVERED MEALS PROGRAM

### 8.1. SATISFACTION WITH HOME DELIVERED MEALS PROGRAM



#### Potential

The three features with highest potential to improve the satisfaction with the Home Delivered Meals Program include:

- Ensuring that consumers like the meals that are delivered to them (66%)
- Ensuring that the delivered meals tastes good (63%)
- Ensuring the quality of services received (52%)

This indicates that one can effectively improve consumers' satisfaction with the Home Delivered Meals Program.

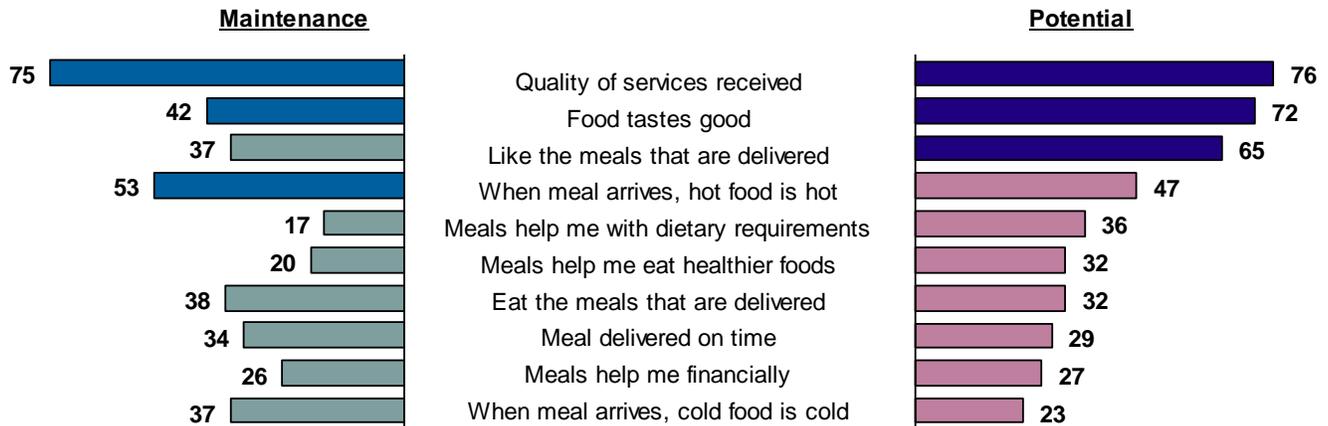
#### Maintenance

The three features with highest importance for maintaining the satisfaction of the Home Delivered Meals Program include:

- Continuing to ensure the quality of services received (63%)
- Continuing to ensure that hot meals are hot when delivered (51%)
- Continuing to ensure that consumers eat the meals that are delivered and like the meals that are delivered (47%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on the satisfaction with the Home Delivered Meals Program.

## 8.2. RECOMMENDATION OF HOME DELIVERED MEALS PROGRAM



### Potential

The three features with highest potential to improve the recommendation of the Home Delivered Meals Program include:

- Ensuring the quality of services received (76%)
- Ensuring that the delivered meals taste good (72%)
- Ensuring that consumers like the meals that are delivered to them (65%)

This indicates that one can effectively improve consumers' recommendation of the Home Delivered Meals Program.

### Maintenance

The three features with highest importance for maintaining the recommendation of the Home Delivered Meals Program to others include:

- Continuing to ensure the quality of services received (75%)
- Continuing to ensure that hot meals are hot when delivered (53%)
- Continuing to ensure that the food tastes good (42%)

This indicates that one should focus on maintaining current levels of satisfaction with these attributes, because a decline would likely have a negative effect on consumers' recommendation of the Home Delivered Meals Program.

## H. Appendix 1: Survey Methodology

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### 1. SURVEY

The 2015 survey included a total of 185 questions with the following sections:

- Information and Awareness of LTC Programs
- General Ratings of Services
- Improvement in Quality of Life
- Quality of Life Measures
- Health Status
- Case Management
- State Sponsored Programs
  - Attendant Services Program
  - Homemaker Services
  - Personal Care Services
  - Flexible Choice Services
  - Adult Day Centers
  - Home Delivered Meals Program
- Help Completing Survey
- Additional Comments

No questions were added to the survey this year. Six home-delivered meals questions were removed, and one home-delivered meals question and response scale was revised. In addition, the Adult Family Care Program section was removed this year. A copy of the survey is included in Appendix 2.

### 2. SURVEY POPULATION AND SAMPLE

The Vermont LTC survey population consists of all consumers using one or more of the following DAIL-funded services: Choices for Care home and community based services, Adult Day services, Homemaker services, and the Attendant Services Program.

Thoroughbred worked with DAIL to develop a sampling plan that meets statistical confidence levels of 5% standard error with a 95% confidence level for each program/service. We anticipated obtaining approximately 1,000 completes among the various programs/services. For the 2015 data collection, we created 21 sample strata. Twenty of these strata included a census of all consumers, and one stratum included a random sample of consumers. We drew the random sample of this stratum (CFC Case Management, Homemaker Services) assuming a 33% response rate (due to past response rates). All out-of-state consumers were excluded from sampling. The table below shows the sample for the 2015 survey administration cycle.

**Table 1: Sampling Plan for 2014 Survey**

<b>Sampling Strata</b>	<b>Total Customers Within Strata</b>	<b>Sample Pull</b>
<b>MODERATE NEEDS</b>	<b>1,480</b>	<b>1,379</b>
Case Management	7	7
Case Management, Flexible Choices	141	141
Case Management, Flexible Choices, Homemaker Services	201	201
Case Management, Flexible Choices, Adult Day Centers	49	49
Case Management, Flexible Choices, Adult Day Centers, Homemaker Services	35	35
Case Management, Homemaker Services	925	824
Case Management, Adult Day Centers	81	81
Case Management, Homemaker Services, Adult Day Centers	41	41
<b>HIGH/HIGHEST NEEDS</b>	<b>1,495</b>	<b>1,495</b>
Case Management	50	50
<i>Case Management, Personal Care Services</i>		
Consumer-Directed	218	218
Surrogate-Directed	316	316
Agency-Directed	443	443
Agency-Directed, Consumer-Directed	58	58
Agency-Directed, Surrogate-Directed	63	63
<i>Case Management, Personal Care Services, Adult Day Centers</i>		
Consumer-Directed	14	14
Surrogate-Directed	88	88
Agency-Directed	101	101
Multiple Personal Care Services (Agency + 1 other)	28	28
<i>Agency-Directed, Consumer-Directed</i>	4	4
<i>Agency-Directed, Surrogate-Directed</i>	24	24
Case Management, Adult Day Centers	2	2
Flexible Choices – High	114	114
<b>ATTENDANT SERVICES PROGRAM</b>	<b>152</b>	<b>152</b>
<b>Total</b>	<b>3,127</b>	<b>3,026</b>

### 3. DATA COLLECTION

A mixed mode data collection methodology was used for the 2015 survey. First, all sampled beneficiaries were mailed a survey packet, consisting of a 16-page mail survey, a cover letter, and business reply envelope (BRE). Twenty-eight days after mailing the survey packet, the telephone

non-response phase began. Consumers who had not responded to the mail survey were contacted by telephone. Telephone data collection remained open for a total of four weeks.

**Table 2: 2015 Survey Fielding Timeline**

Date	Milestone
September 10	Surveys formatted for mail and programmed for CATI
September 10	Survey packet mailed
September 11	In-bound telephone line goes live
October 02	Telephone numbers updated with telephone appending software
October 08	Outbound telephone interviewing started
During fielding	Weekly disposition reports provided
November 9	Data collection closed

#### 4. RESPONSE RATES

Surveys were counted as complete as long as one question was completed. A total of 1,495 surveys were completed by consumers by mail (700) and telephone (795), for a total response rate of 65.26%. Response rates were calculated using the AAPOR Response Rate 1 formula. Table 3a summarizes the response rates and sampling errors by program, and Table 3b summarizes the response rates and sampling errors by county.

**Table 3a. Response Rate and Sampling Errors by Survey Population**

Program	Number of Consumers	Completed Surveys	Response Rate	Precision @ 95% Confidence <sup>1</sup>
CFC Case Management	2,760	1,235	47.65%*	2.06%
<i>Moderate Needs</i>	1,379	690	56.93%*	2.63%
<i>High/Highest Needs</i>	1,381	545	47.15%*	3.25%
Personal Care Services	1,329	531	45.19%*	3.27%
<i>Consumer-Directed</i>	294	145	56.86%	5.77%
<i>Surrogate-Directed</i>	491	170	39.81%	6.03%
<i>Agency-Directed</i>	693	287	50.98%*	4.40%

<sup>1</sup> Precision level was based on the number of consumers in each service/program that completed at least two items from the services/program in which they are enrolled.

Program	Number of Consumers	Completed Surveys	Response Rate	Precision @ 95% Confidence <sup>1</sup>
Flexible Choices	540	257	55.27%*	4.41%
<i>Moderate Needs</i>	<i>426</i>	<i>203</i>	<i>55.31%*</i>	<i>4.97%</i>
<i>High/Highest Needs</i>	<i>114</i>	<i>54</i>	<i>55.10%</i>	<i>9.68%</i>
Adult Day Centers	439	194	52.57%	5.24%
Homemaker Services	1,101	560	57.61%*	2.90%
Attendant Services Program	152	68	51.91%	8.84%
<b>Total</b>	<b>3,026</b>	<b>1,357</b>	<b>52.25%*</b>	<b>1.97%</b>

\*Response rate meets 5% margin of error at 95% confidence level threshold

**Table 3b. Response Rate and Sampling Errors by County of Residence**

Program	Number of Consumers	Completed Surveys	Response Rate	Precision @ 95% Confidence
Addison	204	98	56.65%	7.12%
Bennington	227	91	47.64%	7.96%
Caledonia	223	111	57.22%	6.58%
Chittenden	560	209	43.27%	5.35%
Essex	70	36	62.07%	11.10%
Franklin	238	109	53.69%	6.90%
Grand Isle	25	13	61.90%	19.22%
Lamoille	115	60	57.14%	8.75%
Orange	132	62	53.91%	9.07%
Orleans	225	117	60.62%	6.23%
Rutland	385	165	50.93%*	5.74%
Washington	198	81	48.50%	8.38%
Windham	191	91	55.15%	7.40%
Windsor	233	114	55.61%	6.52%
<b>Total</b>	<b>3,026</b>	<b>1,357</b>	<b>52.25%*</b>	<b>1.97%</b>

\*Response rate meets 5% margin of error at 95% confidence level threshold

## 5. SAMPLE CHARACTERISTICS

Table 4 provides the breakout of completes by county, age category, and gender. All reported percentages include design effect adjustments.

**Table 4. Sample Characteristics**

<b>County</b>	<b>N</b>	<b>%</b>
Addison*	98	6.6%
Bennington*	91	7.5%
Caledonia*	111	7.4%
Chittenden*	209	18.8%
Essex*	36	2.2%
Franklin*	109	7.7%
Grand Isle*	13	0.8%
Lamoille*	60	4.1%
Orange*	62	4.3%
Orleans*	117	7.4%
Rutland*	165	12.7%
Washington*	81	6.6%
Windham*	91	6.2%
Windsor*	114	7.7%
<b>Age Category</b>	<b>N</b>	<b>%</b>
< 50	110	9.8%
50 – 64	354	25.2%
65 – 74	342	23.2%
75 – 84	325	23.4%
85+	226	18.4%
<b>Gender</b>	<b>N</b>	<b>%</b>
Female	941	68.3%
Male	416	31.7%

## 6. DATA WEIGHTING

The data has been weighted to adjust for non-response and also to match the consumer profile based on long-term care program, county of residence, age, and gender. The weighting procedures involved three phases: Sample weighting adjustments, non-response weighting adjustments, and post stratification weighting adjustments.

An initial sample weight was assigned to each record in the sample file. This base weight was equal to the inverse of the probability of selecting a consumer within each of the sampling strata. For most of the sampling strata this sample weight was equal to 1.00 because a census was pulled. Non-response weighting adjustments were then made based on response rates within each of the sampling strata. This adjustment produced the overall design weight for each record in the consumer survey data set.

### 6.1. POST STRATIFICATION WEIGHTING

Among consumers, post stratification weighting is designed to standardize the weights so they sum to the actual number of consumers based on the program or programs through which they receive services as well as demographic characteristics (county of residence, age, gender).

Demographic data on population counts was developed from the lists of consumers provided by DAIL. The lists were compiled and duplicate records eliminated so that the population reflected is based on the number of consumers in long term care programs<sup>2</sup>. Table 3 summarizes the demographic variables and categories along with the program through which the consumer was receiving services.

The initial post stratification weighting applied to the data set was determined by the program through which the consumer was receiving services. This initial post stratification weight adjusted the survey data to match the population counts by program enrollment. An adjustment factor was calculated within each program strata cell:

$$\text{Adj(AS)} = \text{AS}(\text{program enrollment} - \text{actual}) / \text{AS}(\text{program enrollment} - \text{survey})$$

Where:

- Adj(AS) was the program enrollment weighting adjustment
- AS (program enrollment – actual) was the actual number enrolled in the program (or receiving services through more than one program)
- AS (program enrollment – survey) was the weighted survey counts within the specific sampling strata.

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<sup>2</sup> In many cases a consumer was receiving services through more than one program. To avoid double-counting these respondents during weighting, the consumer lists were compiled so that each consumer had only one record prior to developing population counts based on their characteristics. This compiled list of consumers was partitioned into groups that were equivalent to the sampling strata used during data collection to allow for post-stratification adjustments to account for those receiving services through more than one program.

**Table 5. Variables Used in Weighting Consumer Survey Data**

Sampling Strata (Program)	MODERATE NEEDS
	Case Management
	Case Management, Flexible Choices
	Case Management, Flexible Choices, Homemaker Services
	Case Management, Flexible Choices, Adult Day Centers
	Case Management, Flexible Choices, Adult Day Centers, Homemaker Services
	Case Management, Homemaker Services
	Case Management, Adult Day Centers
	Case Management, Homemaker Services, Adult Day Centers
	HIGH/HIGHEST NEEDS
	<i>Case Management</i>
	<i>Case Management, Personal Care Services</i>
	Consumer-Directed
	Surrogate-Directed
	Agency-Directed
	Agency-Directed, Consumer-Directed
	Agency-Directed, Surrogate-Directed
	<i>Case Management, Personal Care Services, Adult Day Centers</i>
	Consumer-Directed
	Surrogate-Directed
	Agency-Directed
	Multiple Personal Care Services (Agency + 1 other)
	<i>Agency-Directed, Consumer-Directed</i>
	<i>Agency-Directed, Surrogate-Directed</i>
	Case Management, Adult Day Centers
	Flexible Choices - High
	ATTENDANT SERVICES PROGRAM

**Table 5. Variables Used in Weighting Consumer Survey Data**

County	
	Addison
	Bennington
	Caledonia
	Chittenden
	Essex
	Franklin

Lamoille
Grand Isle
Orange
Orleans
Rutland
Washington
Windham
Windsor

<b>Age</b>	< 50
	50 - 64
	65 - 74
	75 - 84
	85+

<b>Gender</b>	Female
	Male

Adjustments were made to this initial weight to adjust for the actual number of consumers by age and gender and then adjusted by county of residence (two separate weighting adjustments). Since the application of any weighting adjustment to the initial weight may cause the program survey counts to vary, a process called raking was utilized. That is, once the age/gender and county weighting adjustments were applied, the survey counts of consumers by program did not match the actual count of consumers. The raking process alternates making weighting adjustments by variables for which there are only marginal counts. Thus, the initial weight was adjusted by age/gender and in a separate adjustment by county of residence. Then, this new weight was adjusted by program strata so it again matched the profile of consumers by program. This weight was then adjusted to match the age/gender and then the counts by county of residence. The post stratification weighting process was repeated until the weighting adjustments converged and the weighted counts matched the profile by program or programs through which the consumer receives services, age, gender, and county of residence.

## 6.2. POPULATION SIZE REFLECTED IN THE FINAL DATA SET

The weighted data set is designed to provide data that can be generalized to all consumers receiving services through the Department and to allow statements to be made about all consumers as well as for various sub-populations with a known standard error and confidence level. The population size reflected in the final data set is the approximate number of consumers receiving services through the Department, or 3,127 consumers.

## I. Appendix 2: Survey Instrument

### Vermont Department of Disabilities, Aging and Independent Living Consumer Survey

#### SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark ● Incorrect Marks ✕ ⓪

*You can be assured that your responses to this survey will be confidential. Your individual responses will never be shared with your caregivers or local agencies. Your responses will have no effect on your eligibility for services or the services you receive. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey. For specific information about this study, please call Thoroughbred Research Group at our Toll Free Number, 1-866-714-9948.*

#### INFORMATION AND AWARENESS OF LTC PROGRAMS

1. How did you first learn about the long-term care services you receive? Mark one or more.

- |  |  |
|--|--|
| <input type="radio"/> Vermont 211  | <input type="radio"/> Health Fair/Community Event  |
| <input type="radio"/> Area Agency on Aging                                 | <input type="radio"/> Community Groups/Advocacy Groups/Church                              |
| <input type="radio"/> Home Health Agency                                   | <input type="radio"/> Department for Children and Families                                 |
| <input type="radio"/> Vermont Center for Independent Living                | <input type="radio"/> Department of Disabilities, Aging and Independent Living             |
| <input type="radio"/> Brain Injury Association                             | <input type="radio"/> Division for the Blind and Visually Impaired                         |
| <input type="radio"/> Designated Agency                                    | <input type="radio"/> Division of Vocational Rehabilitation                                |
| <input type="radio"/> Green Mountain Self Advocates                        | <input type="radio"/> Agency of Human Services   |
| <input type="radio"/> Vermont Family Network                               | <input type="radio"/> TV/Radio/Newspaper Advertisement                                     |
| <input type="radio"/> Doctor or nurse, at office of Health Care Provider   | <input type="radio"/> Website for Department of Disabilities, Aging and Independent Living |
| <input type="radio"/> Hospital   | <input type="radio"/> Another Website  |
| <input type="radio"/> Person – Friend/Family/ Word of Mouth/Other Children | <input type="radio"/> Other  |

2. Did someone talk with you or give you information about different ways of getting the help you needed?

- Yes  No

3. How satisfied were you with the information you were given? =====

- Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied

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1

4. Please rate your familiarity with the following:

	<u>Very Familiar</u>	<u>Somewhat Familiar</u>	<u>Not Very Familiar</u>	<u>Not at all Familiar</u>
a. Residential care homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Nursing homes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Assisted living facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Adult Day Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Flexible Choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Adult Family Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Home health agency services (a home health agency hires and supervises caregivers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Consumer-directed services (the person receiving services hires and supervises caregivers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Surrogate-directed services (another person hires and supervises caregivers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The Long-Term Care Ombudsman program, which protects the health, welfare and rights of people who live in long-term care facilities in Vermont?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. The Adult Protective Services program, which protects adults from abuse, neglect and exploitation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**GENERAL RATING OF SERVICES**

5. For these next few questions, please think about ALL of the services you receive and ALL programs in which you participated in the past 12 months. For example, if you participated in more than one program, try to think about your experiences with all of the programs as a group.

Please give each statement a letter grade using a letter grade scale where A means Excellent, B means Good, C means Fair, and D means Poor.

	<u>A means Excellent</u>	<u>B means Good</u>	<u>C means Fair</u>	<u>D means Poor</u>
a. The amount of choice and control you had when you planned the services or care you receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The overall quality of the help you receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The timeliness of your services. Did your services start when you expected them to begin?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The communication between you and the people who help you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The reliability of the people who help you. For example, do they show up when they are supposed to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. The degree to which services meet your daily needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. How well problems or concerns you have with your care are taken care of.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The courtesy of those who help you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. How well people listen to your needs and preferences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2

6. Overall, how do you rate the value of the services you receive?

- Excellent     Good     Fair     Poor

7. Next, please indicate how strongly you agree or disagree with the following statements.

	<u>Strongly</u> <u>Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly</u> <u>Disagree</u>
a. I get the services I need the way I want to get them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My services help me to achieve my personal goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My current residence is the setting in which I choose to receive services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Is there anything that could improve the services offered?

- Yes → Please specify what could be improved:

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- No

9. If you had more choice, control and flexibility, would your services be different?

- Yes → Please specify how your services would be different:

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- No

### IMPROVEMENT IN QUALITY OF LIFE

10. Has the help you received made your life...?

- Much Better     Somewhat Better     About the Same     Somewhat Worse     Much Worse

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

- Very Easy     Easy     Difficult     Very Difficult

12. Please indicate how strongly you agree or disagree: My services help me to maintain or improve my health.

- Strongly Agree     Agree     Disagree     Strongly Disagree

## QUALITY OF LIFE MEASURES

13. The next questions refer to how you feel about your life now. Please indicate how well the statements describe your life.

	<u>Yes</u>	<u>No</u>	<u>Somewhat</u>
a. I feel safe in the home where I live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I feel safe out in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I am prepared for an emergency (examples: power failure, snowstorm, flood).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I can get to where I need or want to go.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I can get around inside my home as much as I need to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I am satisfied with how I spend my free time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. I am satisfied with the amount of contact I have with my family and friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. I have someone I can count on in an emergency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. I feel satisfied with my social life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. I feel valued and respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. I really feel a part of my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. I have someone I can count on to listen to me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. I have someone to do something enjoyable with.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. In my leisure time, I usually don't like what I am doing, but I don't know what else to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. During my leisure time, I almost always have something to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Please think about all the help you received during the last week around the house like cooking and cleaning. Do you need more help with things around the house than you are receiving?

- Yes                       No

15. Are there people who are not paid who help you at home or get around the community?

- Yes                       No → *If No, Go to Question 16*

15a. If there is someone who is not paid who helps you at home or around the community, how often do you see that person during a week?

- Less than one time a week       One time a week       More than one time a week



25. Please rate each statement about your experiences with your case manager.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. I feel I have a part in planning my care with my case manager.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My case manager coordinates my services to meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My case manager understands the services I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I can talk to my case manager when I need to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My case manager helps me when I ask for something.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. My case manager asks me what I want.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. My case manager helps me understand the different service options that are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Please rate case management services on the competency of staff.

- Excellent     Good     Fair     Poor

**STATE SPONSORED PROGRAMS**

For the next few questions, please think SPECIFICALLY about the services you receive from each one of the state-sponsored programs in which you participate. *If you do not receive services from one of the programs, please skip that section and go to the next.*

**ATTENDANT SERVICES PROGRAM**  
*(IF NOT IN ATTENDANT SERVICES PROGRAM, GO TO HOMEMAKERS SERVICES SECTION, QUESTION 36)*

The following questions are about your experiences with the Attendant Services Program. The Attendant Services Program provides assistance with personal care for adults with disabilities. Participants hire, train, and supervise their attendants.

27. How satisfied are you with the services you receive from the Attendant Services Program?

- Very Satisfied     Satisfied     Dissatisfied     Very Dissatisfied

27a. If you are dissatisfied, why are you dissatisfied?

\_\_\_\_\_

28. How do you rate the quality of the services you receive from the Attendant Services Program?

- Excellent     Good     Fair     Poor

29. What is your recommendation of the services you receive from the Attendant Services Program to others?

- Excellent     Good     Fair     Poor

\_\_\_\_\_

30. Please rate each statement about using the Attendant Services Program.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The services I receive from the Attendant Services Program meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers in the Attendant Services Program treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about the Attendant Services Program or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Attendant Services Program provides services to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Attendant Services Program provides services to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Please indicate how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in the Attendant Services Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver in the Attendant Services Program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are services I need from the Attendant Services Program that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31c1. If there are services you need but cannot get, what are they?

---

32. Please rate the Attendant Services Program on the competency of staff.

Excellent     Good     Fair     Poor

33. I have a backup plan for personal care, in case my paid caregiver is unavailable or does not show up.

Yes     No

34. Have you experienced any problems with the Attendant Services Program during the past 12 months?

Yes     No

34a. If you have experienced problems, what were they?

---

34b. Did the Attendant Services Program work to resolve these problems?

Yes     No

35. Is there anything that could improve the Attendant Services Program?

Yes → Please specify what could be improved:

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No

**HOMEMAKER SERVICES**  
 (IF NOT RECEIVING HOMEMAKER SERVICES,  
 GO TO PERSONAL CARE SERVICES SECTION, QUESTION 44.)

The following questions are about your experiences with Homemaker Services. Homemaker services provide help at home with activities such as cleaning, laundry, shopping, respite care, and limited personal care.

36. How satisfied are you with Homemaker Services?

- Very Satisfied     Satisfied     Dissatisfied     Very Dissatisfied

36a. If you are dissatisfied, why are you dissatisfied?

---

37. How do you rate the quality of Homemaker Services?

- Excellent     Good     Fair     Poor

38. What is your recommendation of Homemaker Services to others?

- Excellent     Good     Fair     Poor

39. Please rate each statement about Homemaker Services.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The Homemaker Services I receive meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers providing Homemaker Services treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about Homemaker Services or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Homemaker Services are provided to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Homemaker Services are provided to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Please indicate how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Homemaker Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver of Homemaker Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are Homemaker Services I need that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40c1. If there are services you need but cannot get, what are they?

---

41. Please rate Homemaker Services on the competency of staff.

- Excellent     Good     Fair     Poor

42. Have you experienced any problems with Homemaker Services during the past 12 months?

- Yes     No

42a. If you have experienced problems, what were they?

---

42b. Did Homemaker Services work to resolve these problems?

- Yes     No

43. Is there anything that could improve Homemaker Services?

- Yes → Please specify what could be improved:
- 

- No

**PERSONAL CARE SERVICES**  
*(IF NOT RECEIVING PERSONAL CARE SERVICES,  
GO TO FLEXIBLE CHOICES SECTION, QUESTION 53.)*

The following questions are about your experiences with Choices for Care Personal Care Services. These services provide assistance with personal care for seniors and adults with disabilities.

44. How satisfied are you with the Personal Care Services you receive?

- Very Satisfied     Satisfied     Dissatisfied     Very Dissatisfied

44a. If you are dissatisfied, why are you dissatisfied?

---

45. How do you rate the quality of the Personal Care Services you receive?

- Excellent     Good     Fair     Poor

46. What is your recommendation of Personal Care Services to others?

- Excellent     Good     Fair     Poor

47. Please rate each statement about the Personal Care Services you receive.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The Personal Care Services I receive meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My personal caregiver treats me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about Personal Care Services or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Personal Care Services are provided to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Personal Care Services are provided to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

48. Please indicate how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Personal Care Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver of Personal Care Services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are Personal Care Services I need that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

48c1. If there are services you need but cannot get, what are they?

---

49. Please rate Personal Care Services on the competency of staff.

- Excellent     Good     Fair     Poor

50. I have a backup plan for personal care, in case my paid caregiver is unavailable or does not show up.

- Yes     No

51. Have you experienced any problems with Personal Care Services during the past 12 months?

- Yes     No

51a. If you have experienced problems, what are they?

---

51b. Did Personal Care Services work to resolve these problems?

- Yes     No

52. Is there anything that could improve Personal Care Services?

- Yes → Please specify what could be improved:

---

- No

**FLEXIBLE CHOICE SERVICES**  
 (IF NOT RECEIVING FLEXIBLE CHOICE SERVICES,  
 GO TO ADULT DAY CENTERS SECTION, QUESTION 62.)

The following questions are about your experiences with the Choices for Care 'Flexible Choice' services. Flexible Choices gives people more flexibility in how funds are used to meet their needs.

53. How satisfied are you with the Flexible Choice services you receive?
- Very Satisfied     Satisfied     Dissatisfied     Very Dissatisfied

53a. If you are dissatisfied, why are you dissatisfied?

---

54. How do you rate the quality of the Flexible Choice services you receive?
- Excellent     Good     Fair     Poor

55. What is your recommendation of Flexible Choice services to others?
- Excellent     Good     Fair     Poor

56. Please rate each statement about the Flexible Choice services you receive.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The Flexible Choice services I receive meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My personal caregiver treats me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about Flexible Choice services or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Flexible Choice services are provided to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Flexible Choice services are provided to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57. Please indicate how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Flexible Choice services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose my provider or caregiver of Flexible Choice services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are Flexible Choice services I need that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57c1. If there are services you need but cannot get, what are they?

---

58. Please rate Flexible Choice services on the competency of staff.

- Excellent     Good     Fair     Poor

59. I have a backup plan for personal care, in case my paid caregiver is unavailable or does not show up.

- Yes     No

60. Have you experienced any problems with Flexible Choice services during the past 12 months?

- Yes     No

60a. If you have experienced problems, what were they?

---

60b. Did Flexible Choice services work to resolve these problems?

- Yes     No

61. Is there anything that could improve Flexible Choice services?

- Yes → Please specify what could be improved:

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- No

**ADULT DAY CENTERS**  
*(IF NOT ATTENDING ADULT DAY CENTER,  
GO TO HOME DELIVERED MEALS SECTION, QUESTION 78.)*

The following questions are about your experiences with Adult Day Centers. Adult Day Centers provide social interaction, meals, personal care, and health services.

62. How satisfied are you with the Adult Day Center you attend?

- Very Satisfied     Satisfied     Dissatisfied     Very Dissatisfied

62a. If you are dissatisfied, why are you dissatisfied?

---

63. How do you rate the quality of services provided by your Adult Day Center?

- Excellent     Good     Fair     Poor

64. What is your recommendation of your Adult Day Center to others?

- Excellent     Good     Fair     Poor

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65. Please rate each statement about your Adult Day Center.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The services I receive from the Adult Day Center meet my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My caregivers at the Adult Day Center treat me with respect and courtesy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I know who to contact if I have a complaint about the Adult Day Center or if I need more help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Adult Day Center provides services to me when I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. The Adult Day Center provides services to me where I need them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66. Please indicate how strongly you agree or disagree with the following statements.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I have enough choice and control in my Adult Day Center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was able to choose the Adult Day Center I attend.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. There are services I need from the Adult Day Center that I can't get.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66c1. If there are services you need but cannot get, what are they?

\_\_\_\_\_

67. Please rate the Adult Day Center you attend on the competency of staff.

- Excellent     Good     Fair     Poor

68. During the past 12 months, have you experienced any problems with the Adult Day Center you attend?

- Yes     No

68a. If you have experienced problems, what were they?

\_\_\_\_\_

68b. Did the Adult Day Center work to resolve these problems?

- Yes     No

69. Is there anything that could improve Adult Day Center services?

- Yes → Please specify what could be improved:

\_\_\_\_\_

- No

## HOME DELIVERED MEALS PROGRAM

The following 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.

70. Do you currently receive meals through the Home Delivered Meals Program?

- Yes       No → *If No, Go to Help Completing Survey Section, Question 78*

71. How satisfied are you with the Home Delivered Meals Program?

- Very Satisfied       Satisfied       Dissatisfied       Very Dissatisfied

71a. If you are dissatisfied, why are you dissatisfied?

---

72. How do you rate the quality of the services provided by the Home Delivered Meals Program?

- Excellent       Good       Fair       Poor

73. What is your recommendation of the Home Delivered Meals Program to others?

- Excellent       Good       Fair       Poor

74. Please rate each statement about the Home Delivered Meals Program.

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Never</u>
a. The food tastes good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. When the meal arrives, the hot food is hot.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. When the meal arrives, the cold food is cold.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The meal is delivered on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I like the meals that are delivered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I eat the meals that are delivered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

74a. On average, how many home delivered meals do you eat each week?

- One or less       Two to four       Five to nine       Ten or more

74b. On the days you eat a meal from home-delivered meals, what proportion of all the food you eat in a day does this meal represent?

- Less than one-half (1/2)       About one-half (1/2)       More than one-half (1/2)

75. Please rate each statement about the Home Delivered Meals you receive.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
a. I eat healthier foods because I receive home delivered meals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Home delivered meals help me financially.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Home delivered meals help me meet my specific dietary requirements (such as low sodium, low fat, high protein, or low sugar).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

76. Have you experienced any problems with the Home Delivered Meals Program during the past 12 months?

- Yes                       No

76a. If you have experienced problems, what were they?

---

76b. Did the Home Delivered Meals Program work to resolve these problems?

- Yes                       No

77. Is there anything that could improve the Home Delivered Meals Program?

- Yes → *Please specify what could be improved:*

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- No

**HELP COMPLETING SURVEY**

78. Did someone help you complete this survey?

- Yes                       No → *If No, Go to Additional Comments section, Question 79*

78a. How did that person help you? Mark one or more.

- |                          |                               |                               |   |                          |
|--------------------------|-------------------------------|-------------------------------|---|--------------------------|
| <input type="radio"/>    | <input type="radio"/>         | <input type="radio"/>         | <input type="radio"/>                     | <input type="radio"/>    |
| Read the questions to me | Wrote down the answers I gave | Answered the questions for me | Translated the questions into my language | Helped in some other way |

78b. Is the person who helped you a paid caregiver for you?

- Yes       No

78c. What is the relationship of the person who helped with the questionnaire to the person receiving services?

- Spouse       Immediate family  
(parent, child, or sibling)       Extended family  
(such as cousin, aunt, uncle, grandchild)       Unrelated/Other

### ADDITIONAL COMMENTS

79. Do you have any comments you would like to make?

- Yes → Please specify:

---

- No

Thank you.

Please return the completed survey in  
the postage-paid envelope.

Thoroughbred Research Group  
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THOR\_VERMONT\_SVY

16