2007 Consumer Satisfaction Survey

Submitted to:

Vermont Department of Disabilities, Aging and

Independent Living

Division of Disability and Aging Services

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EXECUTIVE SUMMARY

As a part of a comprehensive strategy to improve Vermont's long-term care system, the Department of Disabilities, Aging and Independent Living (hereafter, "the Department") conducts surveys with consumers to measure satisfaction with services and overall quality of life.

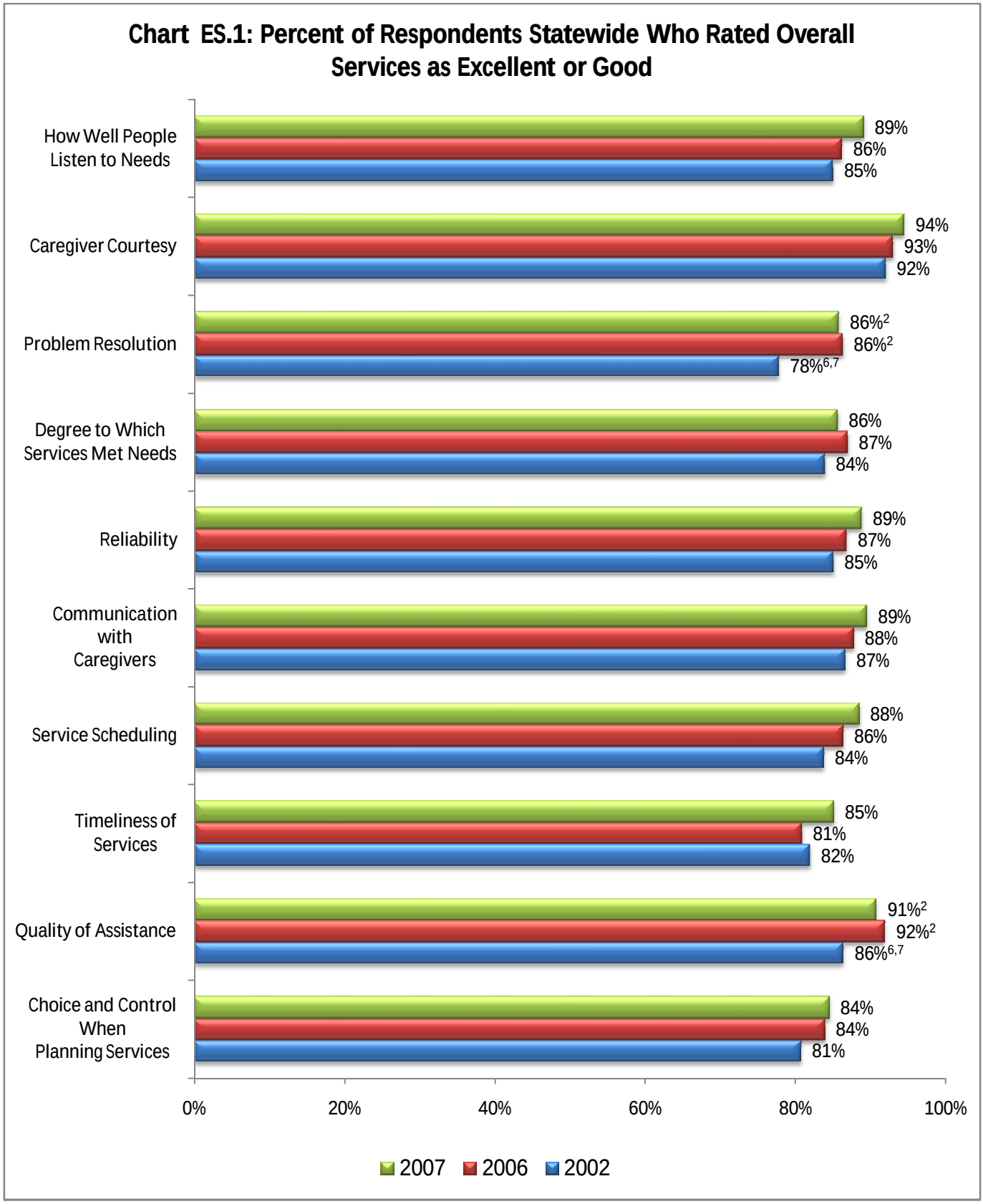
The Department contracted with Macro International Inc.—a survey research firm located in Burlington, Vermont—to conduct a statewide survey of individuals receiving services from Department-sponsored programs in 2007. The 2007 CSS asked consumers about their experiences with Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services.

The Consumer Satisfaction Survey (CSS) collected data about long-term care consumers from different areas around the State, and compared these results to those obtained by surveys conducted in 2006 and 2002. For the 2007 survey, a combination of mail and telephone surveys were conducted with adult (over the age of 18) long-term care consumers receiving Adult Day services, Choices for Care (CFC) Personal Care Services, Homemaker Services, and Attendant Services. In addition, results from a series of quality of life questions posed to a representative sample of the general Vermont population (who were not necessarily receiving long-term care services) were compared to the responses of long-term care consumers.

I. Overall Consumer Satisfaction

Consumers of the State's long-term care services indicated overwhelming satisfaction with, and approval of, the programs in which they participated. Satisfaction and approval ratings were high across all measures (Chart ES.1). In 2007, consumers were most satisfied with the courtesy shown by their caregivers, with 94% of consumers indicating they felt caregiver courtesy was either "excellent" or "good." Additionally, at least 84% of long-term care consumers statewide indicated similar levels of satisfaction with all services.

In 2007, satisfaction levels increased for six of 10 service elements compared to 2006 levels. However, there were no significant differences to report from 2006 to 2007 in overall levels of satisfaction. Satisfaction with problem resolution in 2007 (86%) was the same as 2006, both of which are significantly different from 2002 levels of satisfaction (78%). A similar upward trend was seen in satisfaction with the quality of assistance which in 2007 (91%) was down slightly from 2006 (92%) but both significantly higher than 2002 (86%). In addition to care giver courtesy (94%), other service elements receiving high overall satisfaction ratings in 2007 include percentage of consumers who felt the quality of assistance (91%), caregiver reliability (89%), caregiver communication (89%), how well people listen to needs (89%) and service scheduling (88%) were "excellent" or "good".



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II. Quality of Life among Long-Term Care Consumers

Most elderly and disabled Vermonters who receive assistance from the State's long-term care services perceived the quality of their life as being generally good (Chart ES.2). Specifically:

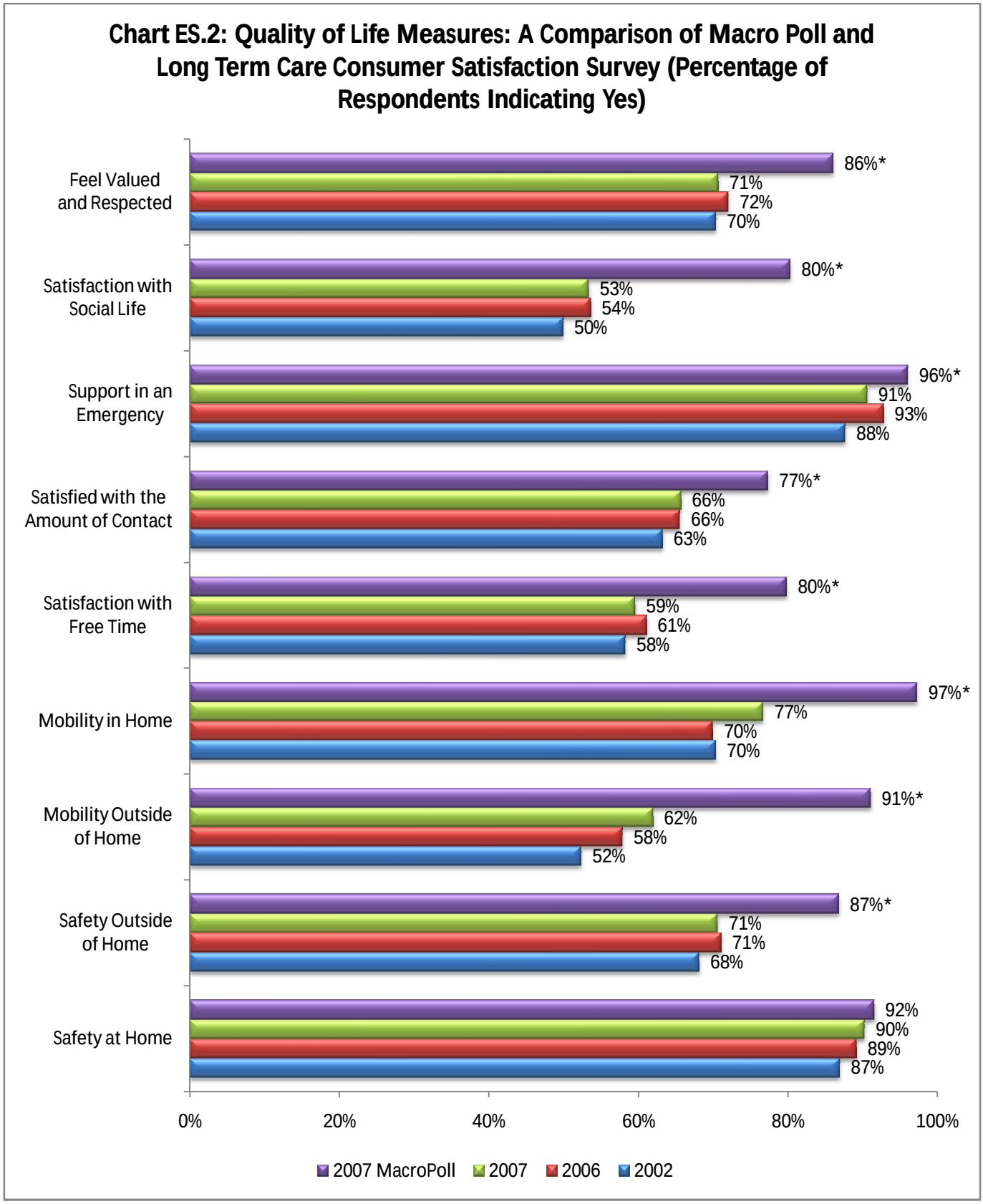
- Most consumers (91%) had someone they could rely on for support in an emergency.
- The majority of consumers (90%) reported feeling safe in their homes.
- The majority of consumers (77%) felt mobile in their homes.
- The majority of consumers (71%) reported feeling safe outside their home and (71%) felt valued and respected.

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

- Long-term care consumers reported feeling less mobility outside of the home than other Vermonters. Whereas 91% of Vermonters felt they can "get where I need and want to go", only 62% of LTC consumers felt the same way (a difference of 29%).
- Long-term care consumers were less likely (53%) than other Vermonters (80%) to be satisfied with their social lives and connections to the community (a difference of 27%).
- While 80% of Vermonters felt satisfied with how they spend their free time, just 59% of LTC consumers were satisfied (a difference of 21%).

On only one measure, satisfaction of long-term care consumers was not significantly different from the general Vermont public:

- The percentage of consumers who felt safe in their home (90% LTC consumers and 92% of all Vermonters).

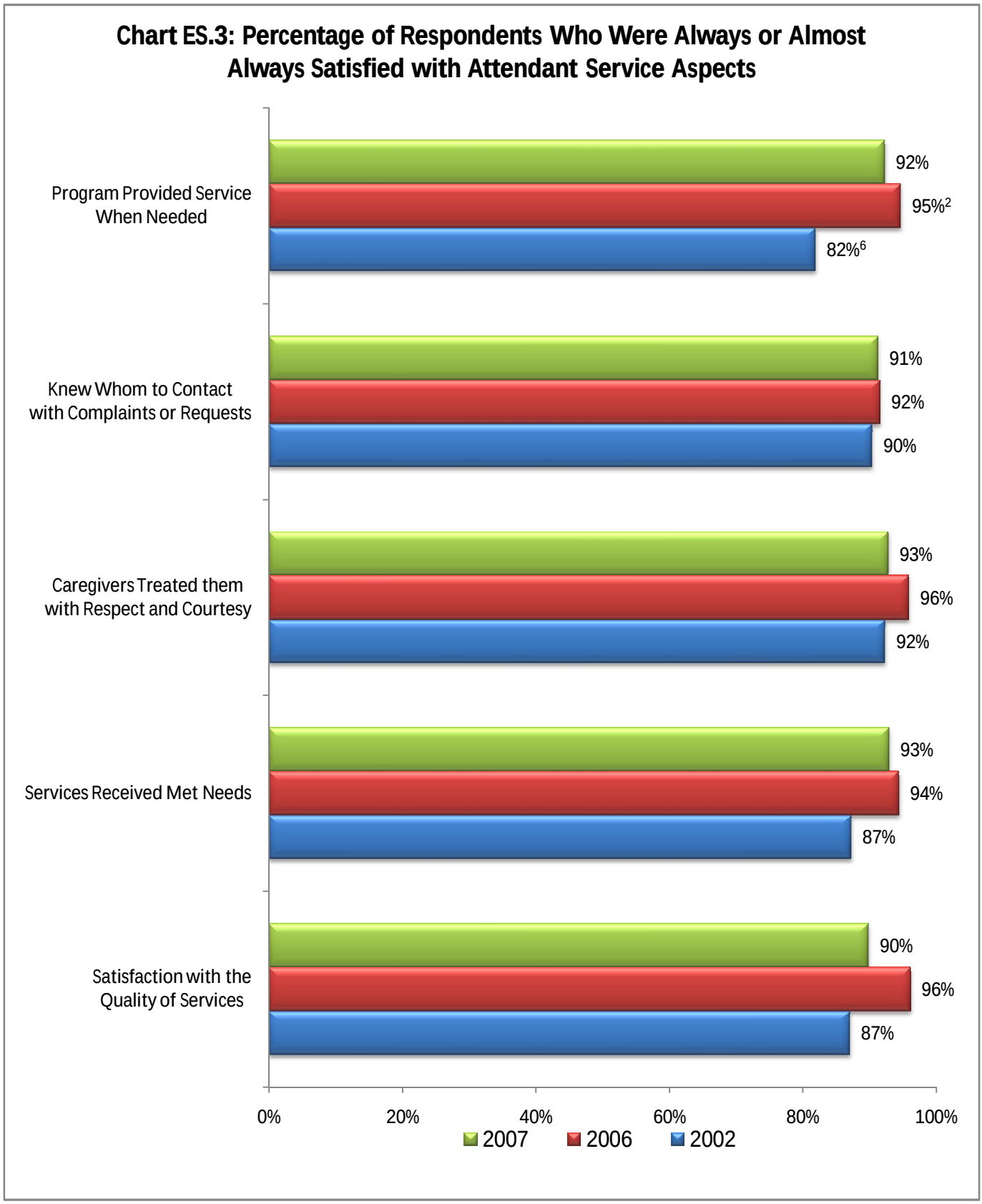


*indicates statistical difference between CSS Survey and Macro Poll at 5%

III. Consumer Satisfaction with Attendant Services Program

Long-term care consumers receiving Attendant Services indicated high levels of satisfaction with the care they received. For each service element, at least 90% of consumers were "always" or "almost always" satisfied (Chart ES.3).

- Consumers were most satisfied with two specific areas—the respect and courtesy they were shown by their care givers and the services received met their needs, with 93% indicating they were "always" or "almost always" satisfied with both aspects.
- While satisfaction levels have dropped slightly from 2006, there are no statistical differences to report when compared to 2007. The most notable drop in consumer satisfaction levels pertained to the quality of services received which dropped from 96% in 2006, to 90% in 2007.



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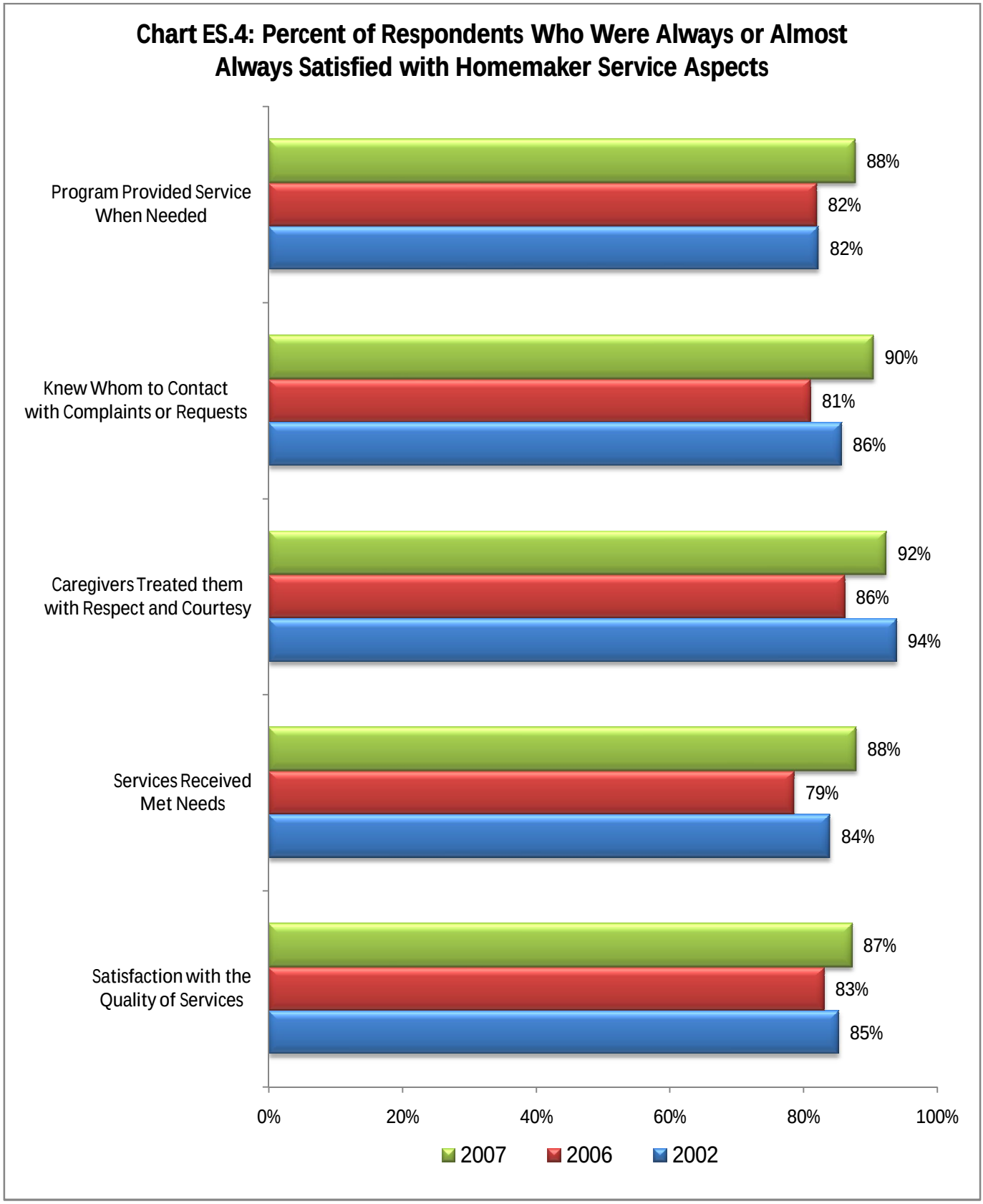
IV. Consumer Satisfaction with Homemaker Services

At least 87% of long-term care consumers receiving Homemaker Services were “always” or “almost always” satisfied with all service elements (Chart ES.4).

In 2007, Consumers were most satisfied with the respect and courtesy shown by Homemaker Caregivers (92%) and knowledge of whom to contact with a complaint or for more help (90%). Satisfaction levels remain fairly consistent with previous years and there are no significant statistical differences to report.

In 2006 and 2007, LTC consumers receiving Homemaker services were considered, for analysis purposes, part of the Moderate Needs Group of consumers (MNG). The services provided to these consumers fall second in priority to the needs of CFC Personal Care High and Highest needs consumers as well as Adult Day High and Highest needs consumers, to which the MNG is statistically compared.



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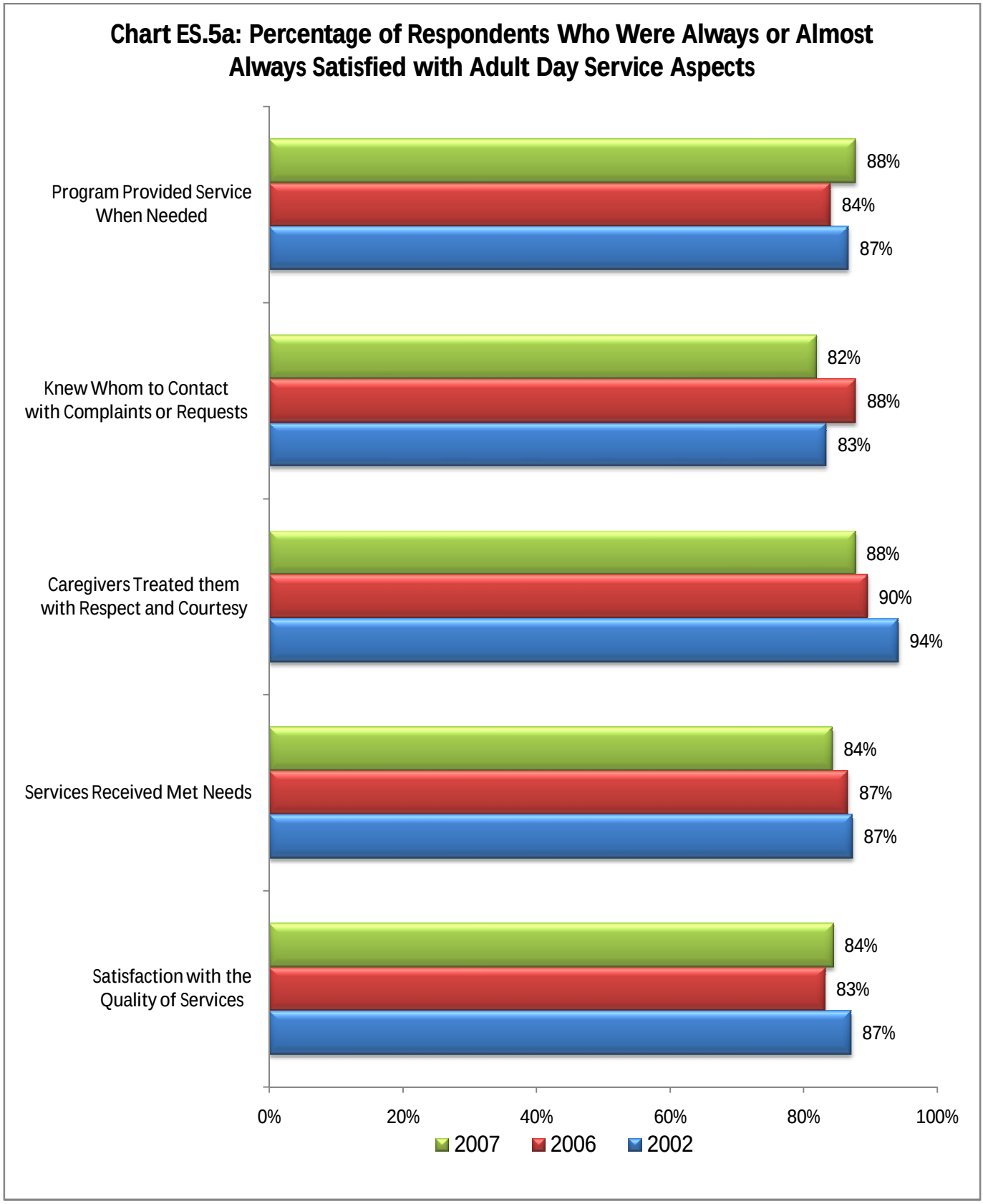
V. Consumer Satisfaction with Adult Day Services

Long-term care consumers who received Adult Day Services indicated high levels of satisfaction with the care they received. For each service element, at least 82% of consumers were "always" or "almost always" satisfied (Chart ES.5a).

Satisfaction levels remained consistent with the previous two years however a slight decline in satisfaction was reported with knowledge of who to contact with a complaint or for more help which dropped from 88% in 2006 to 82% in 2007. There were no significant statistical differences to report.

Consumers were most satisfied with when and where Adult Day services were provided (88%) and the respect and courtesy shown by Adult Day caregivers (88%).

Chart ES.5b breaks out the 2007 and 2006 responses of the Moderate Needs Group (MNG) from other program participants. Those consumers receiving Adult Day High and Highest needs services are compared to the MNG of Adult Day consumers who do not receive these highest needs services.



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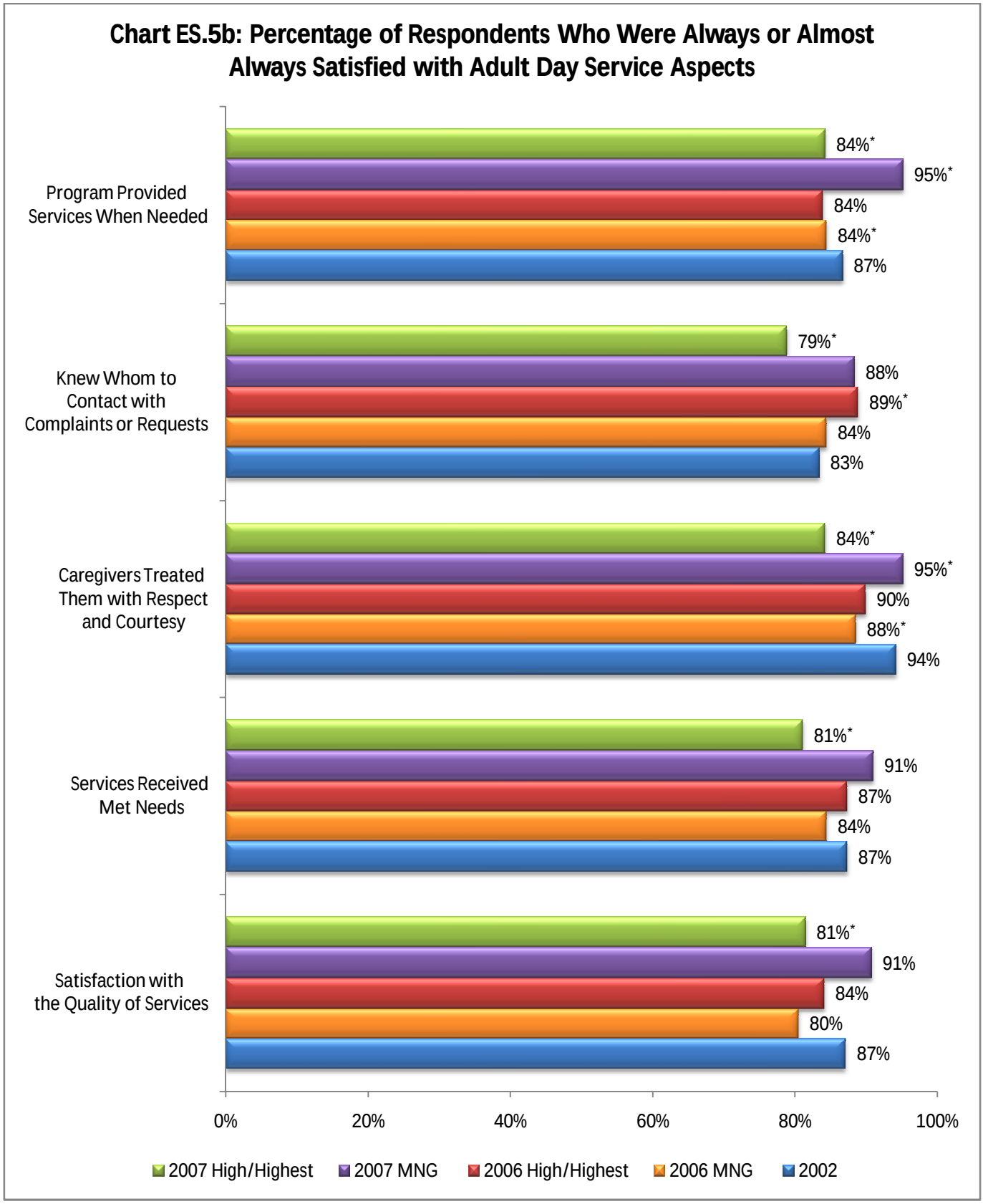

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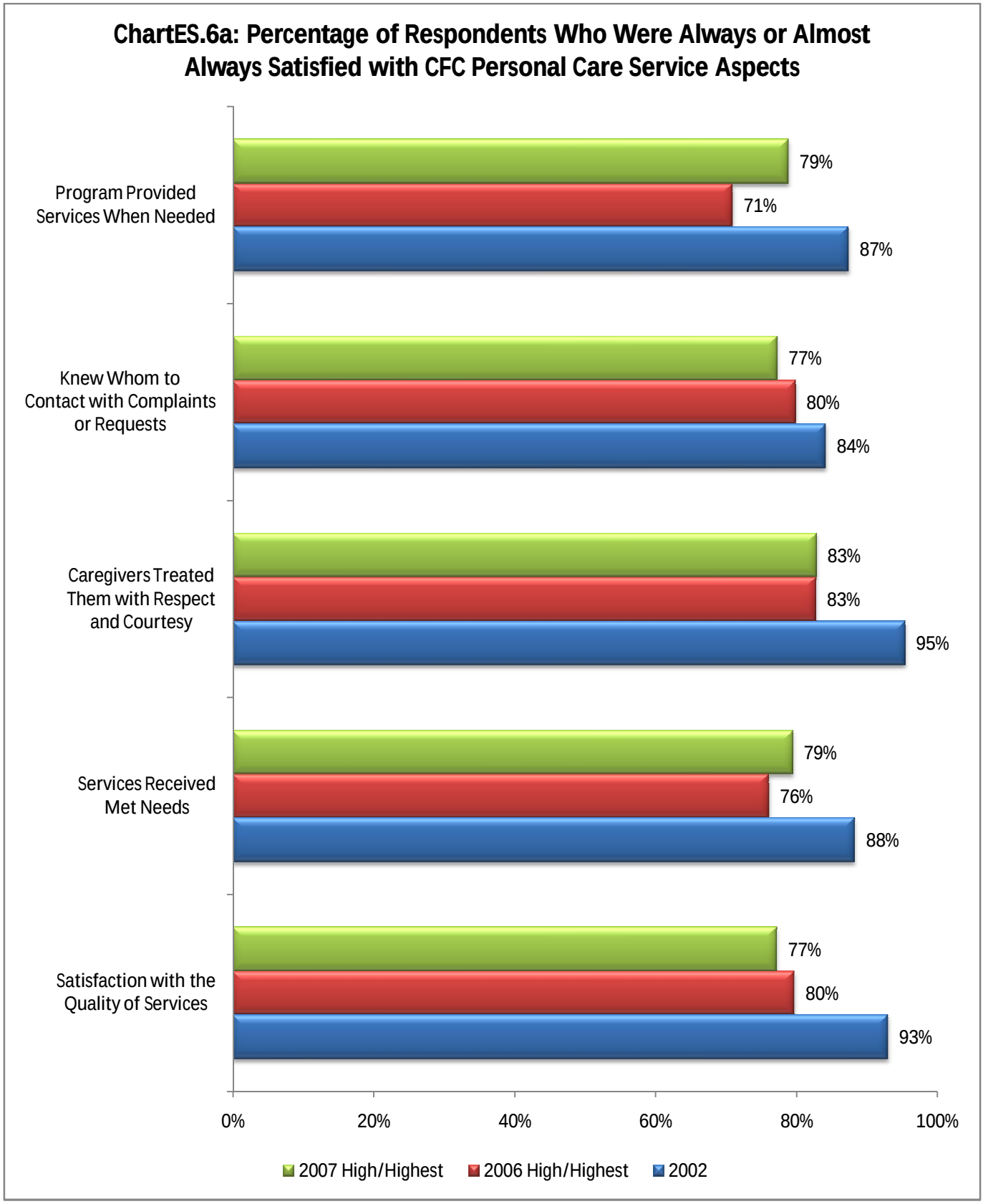
VI. Consumer Satisfaction with Choices for Care Personal Care Services

In both 2006 and 2007 consumers reported the lowest levels of satisfaction with the Choices for Care Personal Care services, when compared to the other services. There were no statistically significant differences to report however a slight increase in satisfaction was reported from 2006 to 2007 with when and where the services were provided (71% vs. 79%).

Choices for Care Personal Care services consumers were most satisfied with three service elements:

- 83% of CFC consumers reported they were "always" or "almost always" shown respect or courtesy by CFC Personal Care Service caregivers.
- 79% of CFC consumers indicated the services were "always" or "almost always" provided when and where they were needed.
- 79% of CFC consumers reported the services provided "always" or "almost always" met their needs.

Chart ES6b shows satisfaction levels of each CFC personal care services subgroups including: Flexible Choices, Surrogate Directed, Consumer Directed, and Home Health Agency consumers.



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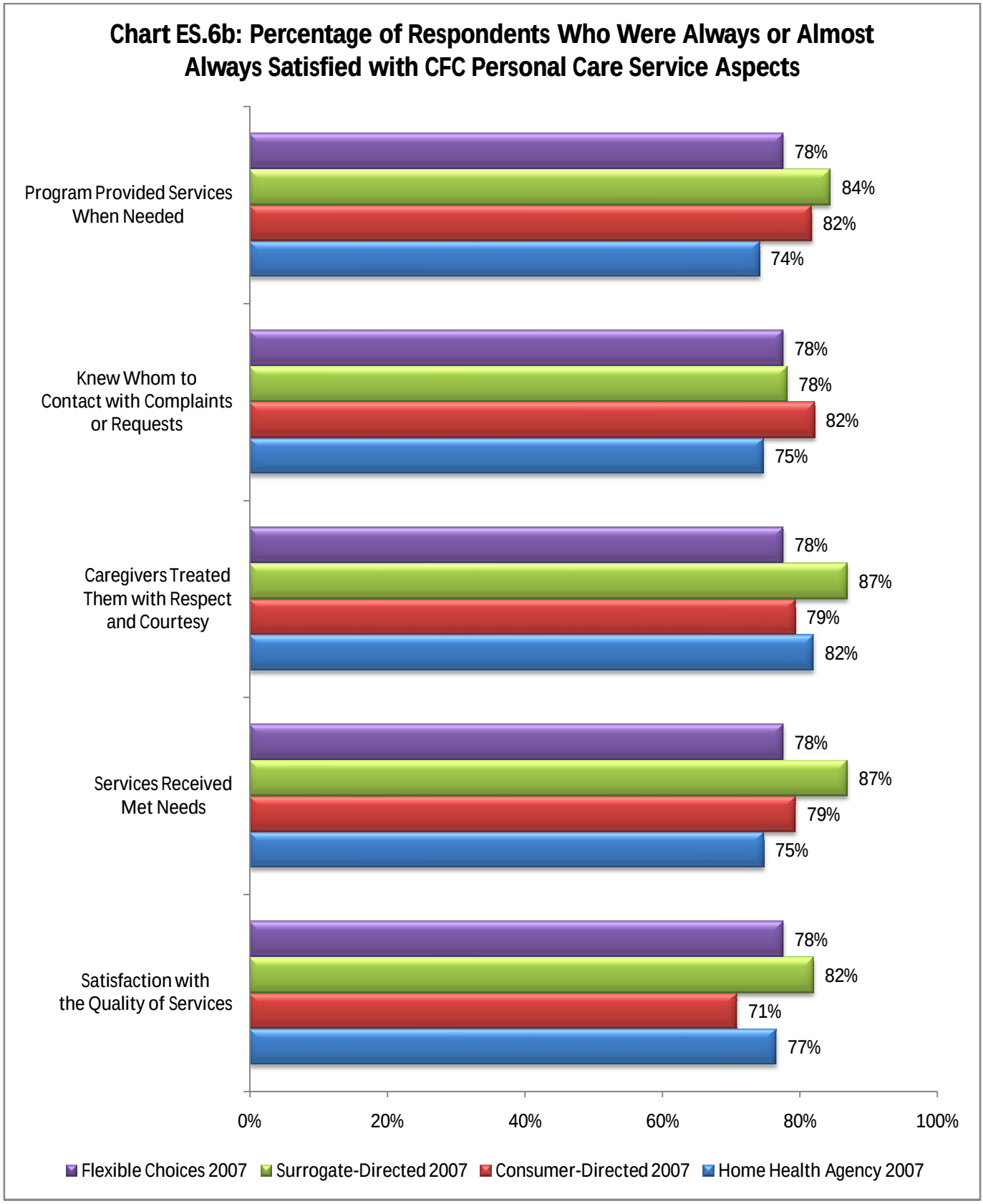


*Significance testing was not performed as sample sizes were not large enough to support this analysis

INTRODUCTION

In 2007, the Department conducted a survey of clients who utilize long-term care services. The Consumer Satisfaction Survey (CSS) provided the Department with measures of consumers' perceptions, experiences, and opinions about the services they receive. In 2007, the survey examined satisfaction with four different State services: Attendant Services, Homemaker Services, Choices for Care (CFC) Personal Care Services, and Adult Day Services. This report also includes data related to Home-Delivered Meals (HDM). Specifically, this survey effort assessed:

- Overall consumer satisfaction with services.
- The degree to which consumers perceived services as having value.
- The degree to which services have made a positive impact on the lives of consumers.
- The quality of life of individuals receiving services.
- Levels of consumer satisfaction with specific aspects of Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services.

In addition to measuring overall performance, the survey provided measures of consumer satisfaction at the county/regional level, allowing comparisons among individual counties/regions, and the State. The methodology was supported by a sampling plan that provides statistically valid estimates at the county/regional level. The Department intends to use this consumer input to support its service planning and evaluation process. The survey was administered to clients in the following counties and regions: Addison, Bennington, Caledonia, Chittenden/Grand Isle, Essex/Orleans, Franklin, Lamoille, Orange/Windsor, Rutland, Washington, and Windham.

The following chapters detail the results of the 2007 CSS; the report also compares these results to those obtained during the 2006 and 2002 survey.

- **Chapter I** describes an overview of long-term care services ratings for all services combined.
- **Chapter II** explains quality-of-life measures among Vermonters who use long-term care services, comparing the results to statewide responses of a representative sample of all adult Vermonters.
- **Chapters III, IV, V,** and **VI** present a more detailed picture of satisfaction with Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services.
- **Chapter VII** offers data from respondents who received Home-Delivered Meals (HDM).
- **Appendix A** provides a detailed overview of the survey methodology.
- **Appendix B** includes tables containing the number of consumers who responded to each survey question.
- **Appendix C** contains a copy of the survey questionnaire.

CHAPTER I. OVERVIEW OF LONG-TERM CARE SERVICES RATINGS

In 2007, consumers of the Department's long-term care services indicated overwhelming satisfaction with, and approval of, the services they received. Ratings remained consistently high across all measures, including caregiver courtesy, communication with caregivers and overall quality of assistance. Similar to 2006's results, there was some variation between the counties/regions. The data presented below represents responses to questions about four services: Adult Day Services, Choices for Care (CFC) Personal Care Services, Homemaker Services, and Attendant Services. The questions and programs discussed in this chapter are the same as in 2006 and 2002, and therefore offer the opportunity for year-to-year comparison.

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

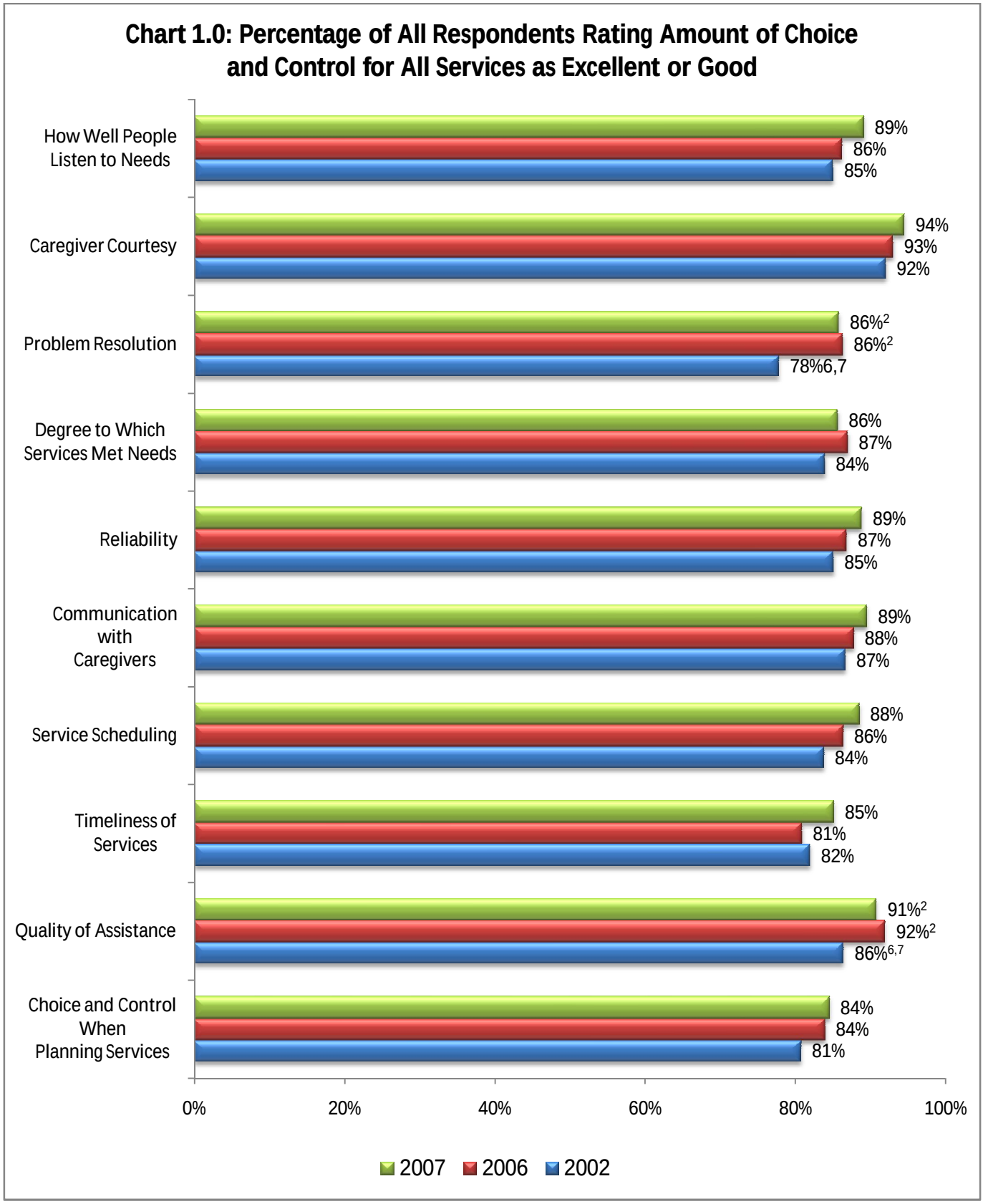
Sample sizes for data presented in Charts 1.1through 1.12 are provided in *Appendix B*.

A. SATISFACTION WITH LONG-TERM CARE SERVICE ELEMENTS

The majority of participants in the State's Attendant Services, Homemaker Services, Choices for Care Personal Care Services, and Adult Day Services were pleased with the type, quality, and amount of services they had received from these programs. The survey included 10 questions about different aspects of support and service delivery. Statewide, consumers rated their satisfaction with the programs as either "excellent" or "good". On average, satisfaction levels with service elements (i.e., average ratings of "excellent" or "good") in 2007 (88.1%) were slightly higher than 2006 (87.0%) and 2002 (84.4%) (Chart 1.0).

Satisfaction levels increased between 2006 and 2007 for six of 10 services elements; however, none of these differences are statistically significant. Satisfaction levels for two service elements dropped between 2006 and 2007- degree to which services met their needs (87% to 86%) and overall quality of services received (92% to 91%); however, this was not a statistically significant decrease.

While the level of satisfaction with these services was generally high, there was some variation among different service elements. Caregiver courtesy was yet again the most highly rated service element by program participants, with 94% of respondents indicating they felt this service element was either "excellent" or "good." All service elements received an overall rating of "excellent" or "good" by at least 84% of consumers.



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The following sections discuss survey results for each specific service element presented in the survey: amount of choice and control, quality of help received, timeliness of services, scheduling of services, communication with caregivers, caregiver reliability, degree to which services met consumers' needs, problem and concern resolution, caregiver courtesy, and how well staff listen. In addition, survey results concerning consumers' perception of the value of the services they receive, as well as the impact of services on their lives and their ability to remain in their homes, are presented. Results are summarized by county/region as well as statewide.

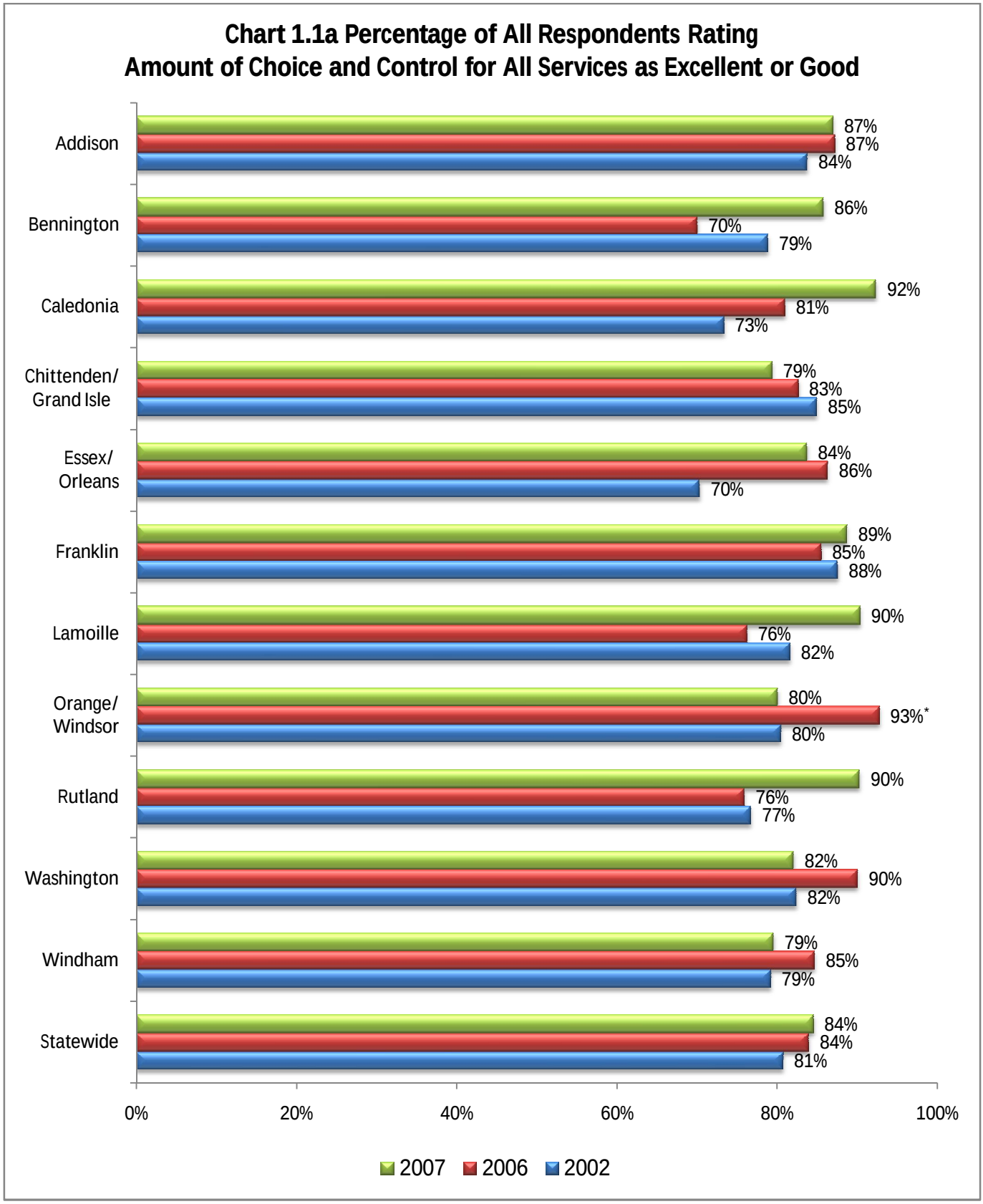
B. AMOUNT OF CHOICE AND CONTROL

In 2007, 84% of consumers statewide were satisfied (using a rating of "excellent" or "good") with their amount of choice and control when arranging services or care. This satisfaction level is the same as 2006 and slightly higher than the 2002 results (81%), but the difference is not statistically significant. (Chart 1.1a)

Chart 1.1b provides a break out of 2007 and 2006 responses by CFC Personal Care Service participants, labeled High/Highest, and the MNG. The MNG consists of consumers receiving Homemaker Services and/or Adult Day consumers who do not receive the highest needs Adult Day services. Statewide, satisfaction levels were greatest in 2007 for highest needs consumers with 86% indicating the amount of choice and control was excellent or good compared to 81% of the MNG. In 2006, statewide satisfaction levels were the same with 84% of both highest needs consumers and MNG consumers indicating choice and control for all services was "excellent" or" good".

A higher percentage of highest needs consumers in Bennington County reported above-average satisfaction in 2007 (100% vs. 69%) than did in 2006.

A higher percentage of MNG consumers in Caledonia (100% vs. 67%), Franklin (100% vs. 80%), and Rutland (93% vs. 85%) counties reported above-average satisfaction in 2007 than did in 2006.



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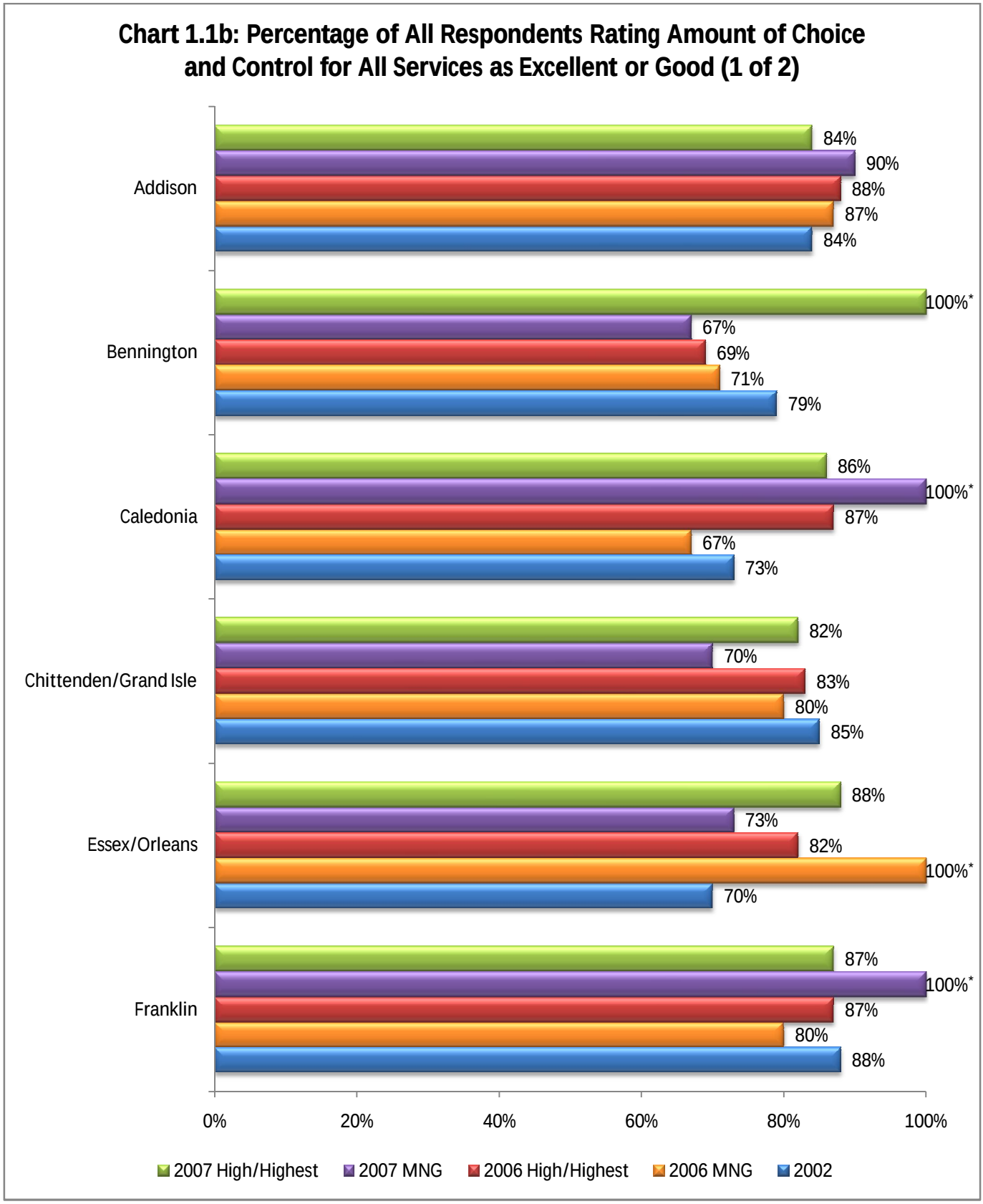

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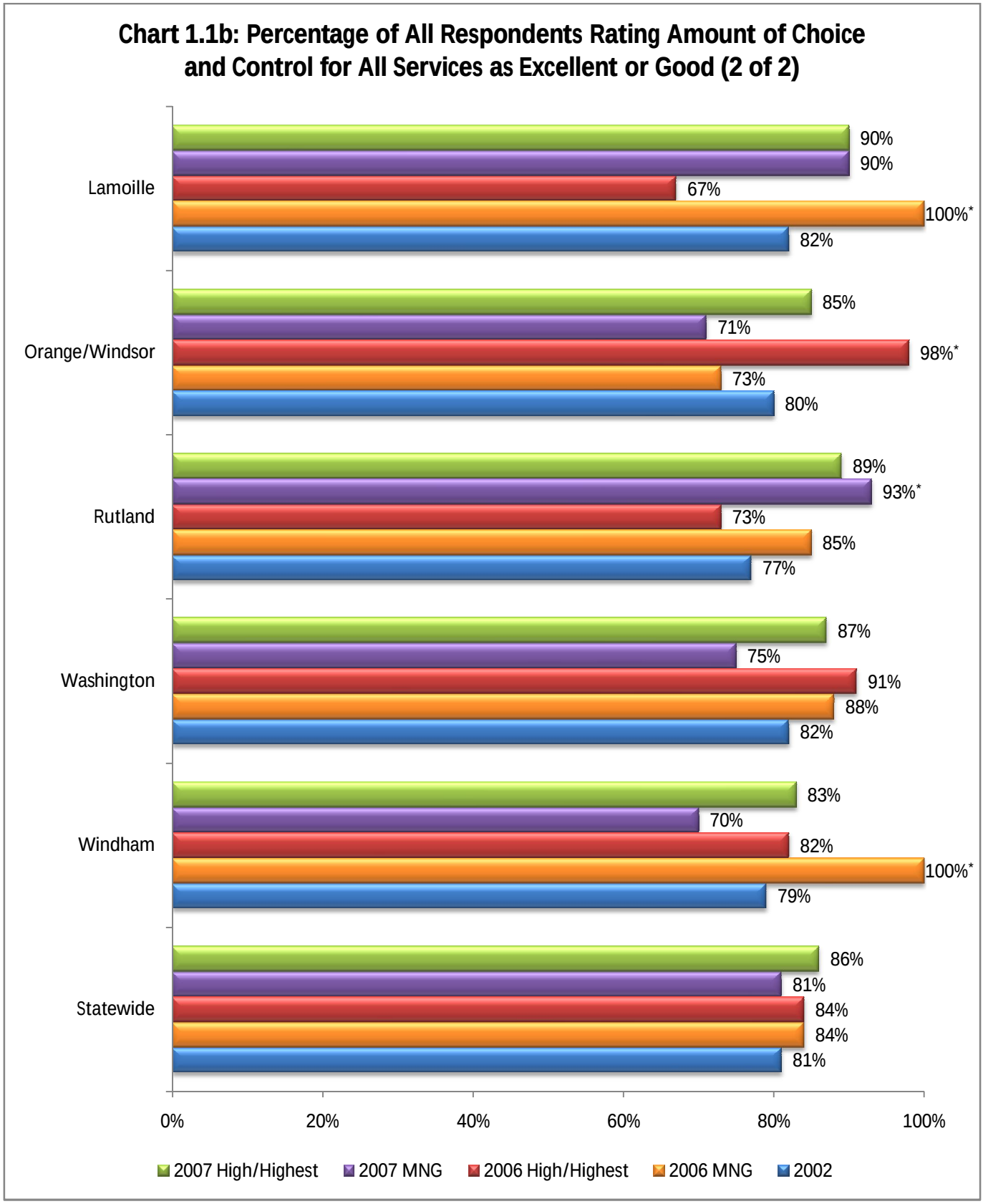

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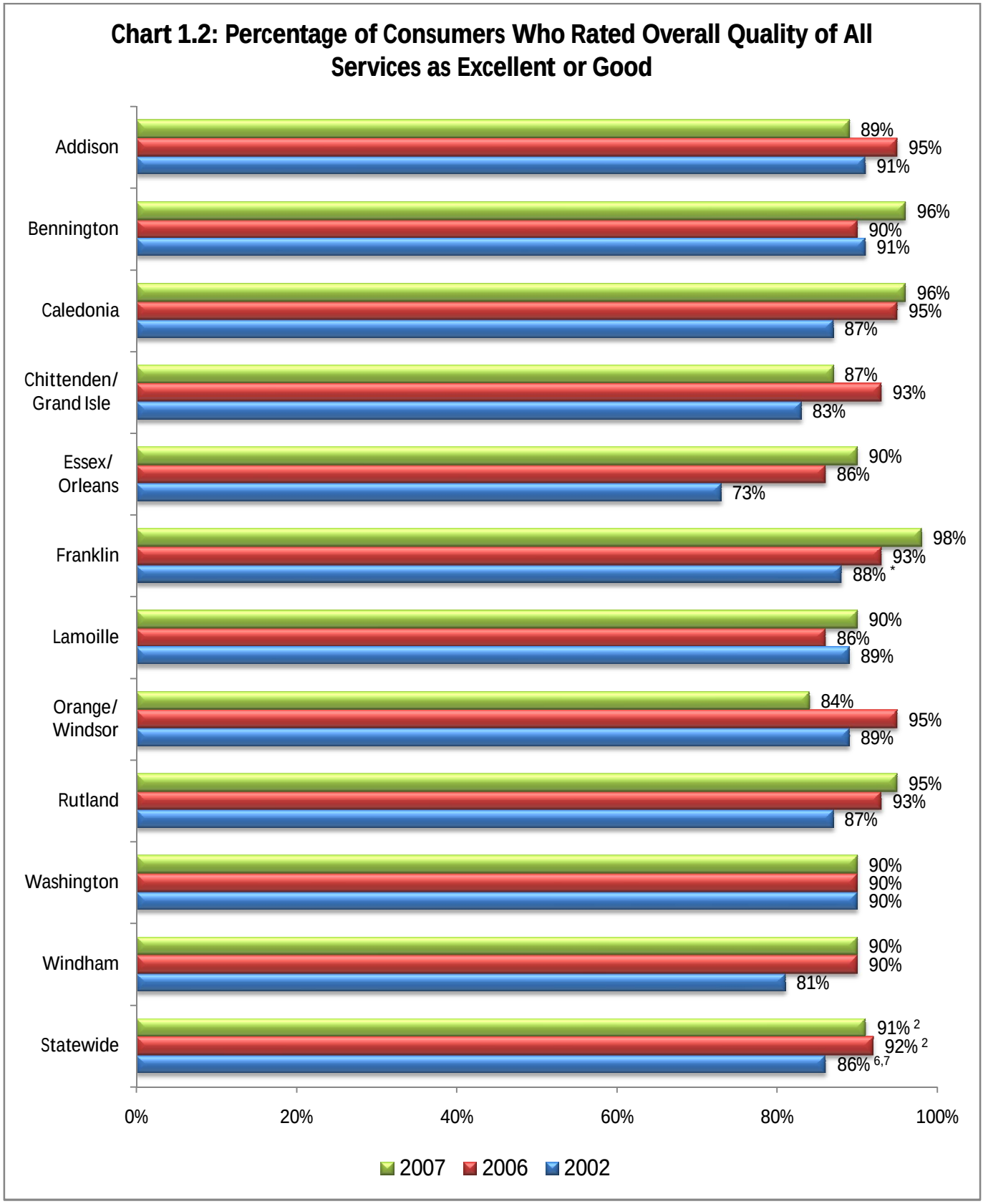
C. QUALITY OF HELP RECEIVED

In 2007, 91% of consumers statewide rated the overall quality of help received as above average (with a rating of "excellent" or "good"). This percentage is down slightly from 2006 (92% vs. 91%) but still 5% higher than the 2002 results (86%), and represents a statistically significant increase.

Little variation by county or region was noted in 2007 – no above-average ratings by county were statistically different from the statewide average. (Chart 1.2)



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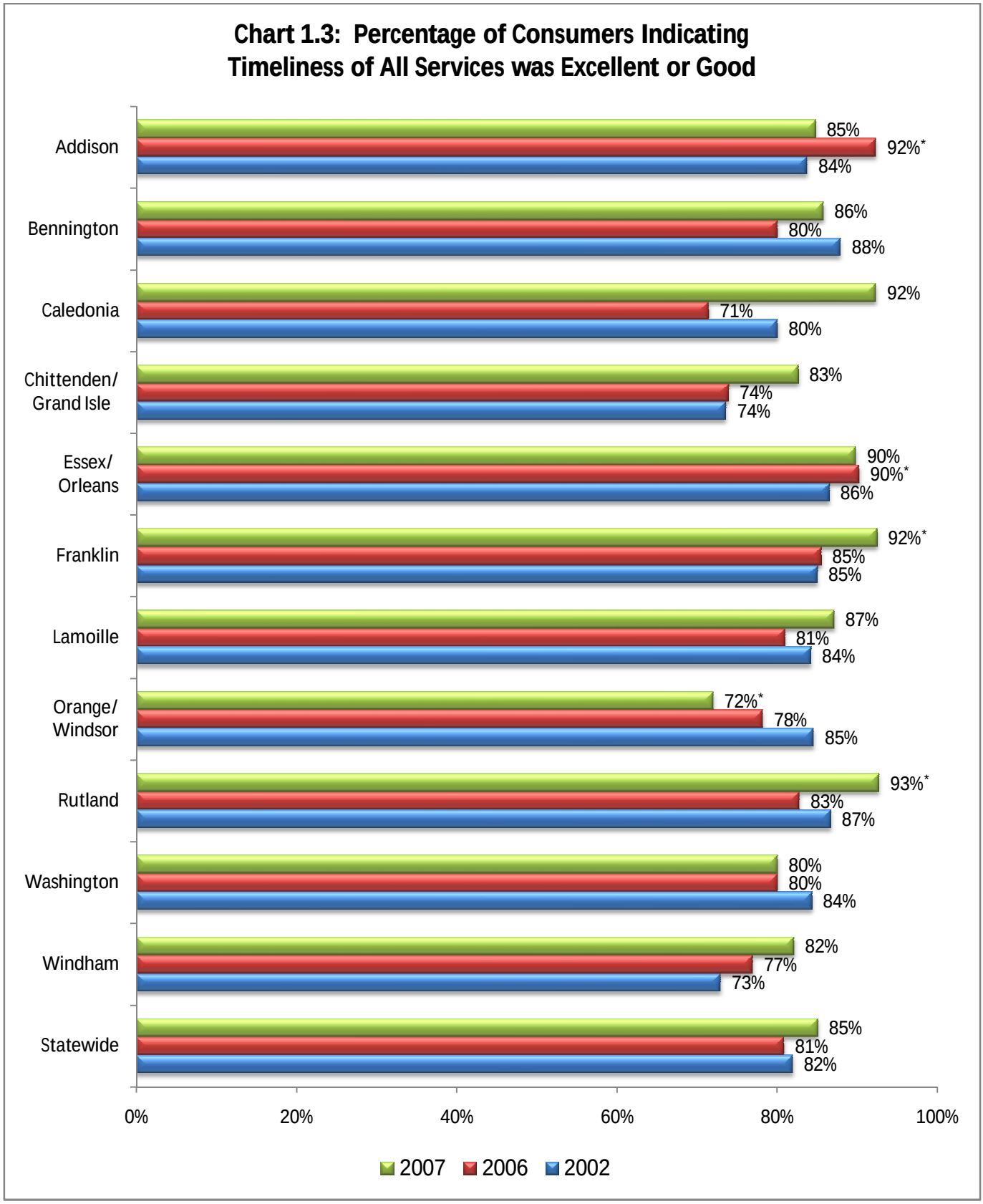
D. TIMELINESS OF SERVICES

Statewide, 85% of long-term care service consumers rated the timeliness of all services as "excellent" or "good" as compared to 81% in 2006 and 82% in 2002

Consumers in Franklin (92%) and Rutland (93%) counties rated satisfaction with timeliness of services significantly higher than consumers statewide (85%). Only Orange/Windsor County consumers rated the timeliness of services as significantly below average (72%). (Chart 1.3)



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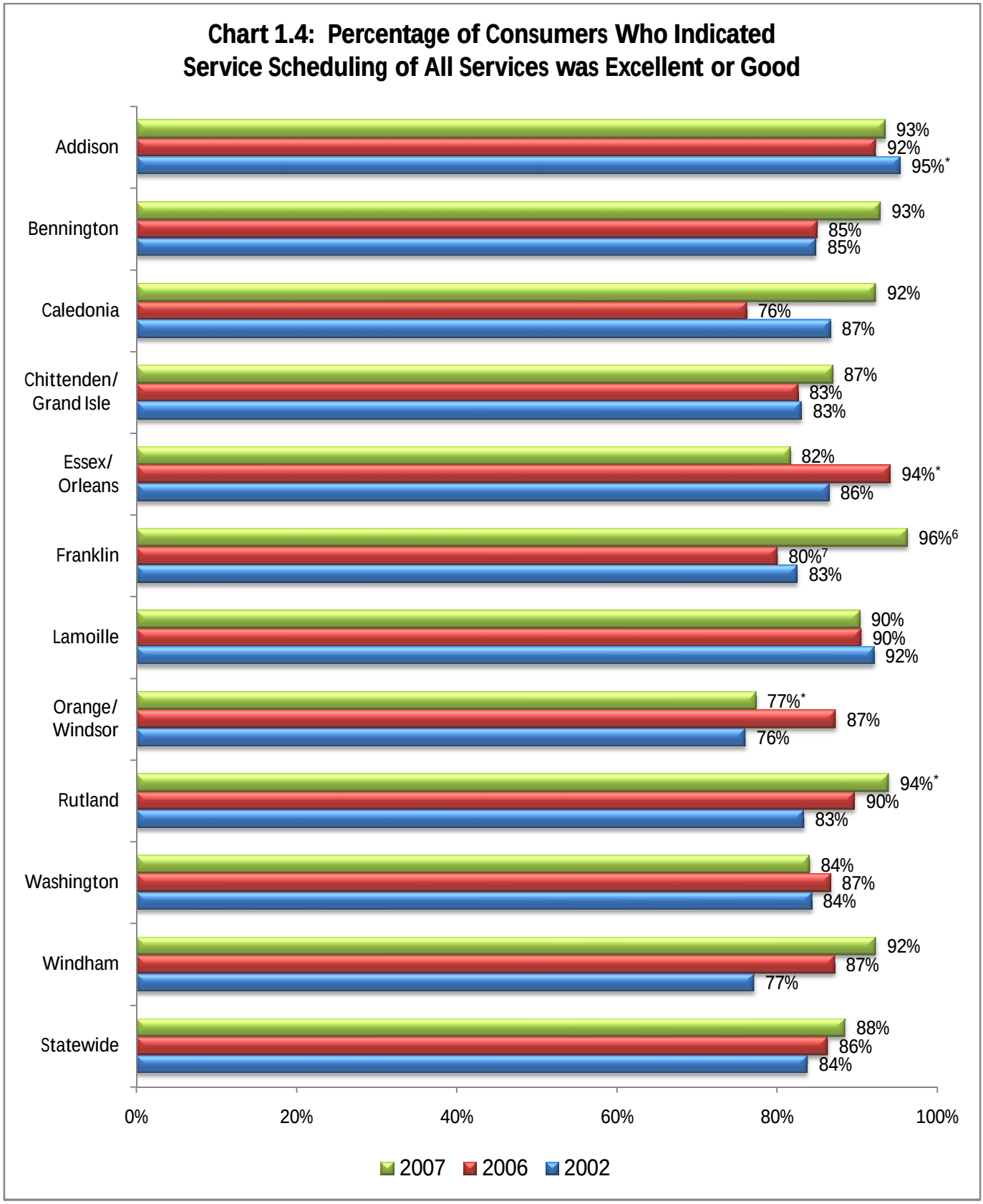
E. SCHEDULING OF SERVICES

In 2007, 88% of consumers statewide said the schedule of when they received service or care was "excellent" or "good", a small increase over 2006 (86%). The difference is not statistically significant.

The percentage of consumers in Franklin County (96% vs. 80%) in 2007 who rated the scheduling of services as above average was significantly greater than in 2006. In addition, a significantly higher percentage of consumers in Rutland (94%) rated their satisfaction with scheduling of services as above average than consumers statewide (88%). (Chart 1.4)

Consumers in Orange/Windsor County rated scheduling of services as below average (77%) which differs significantly from the statewide average (88%) in 2007.



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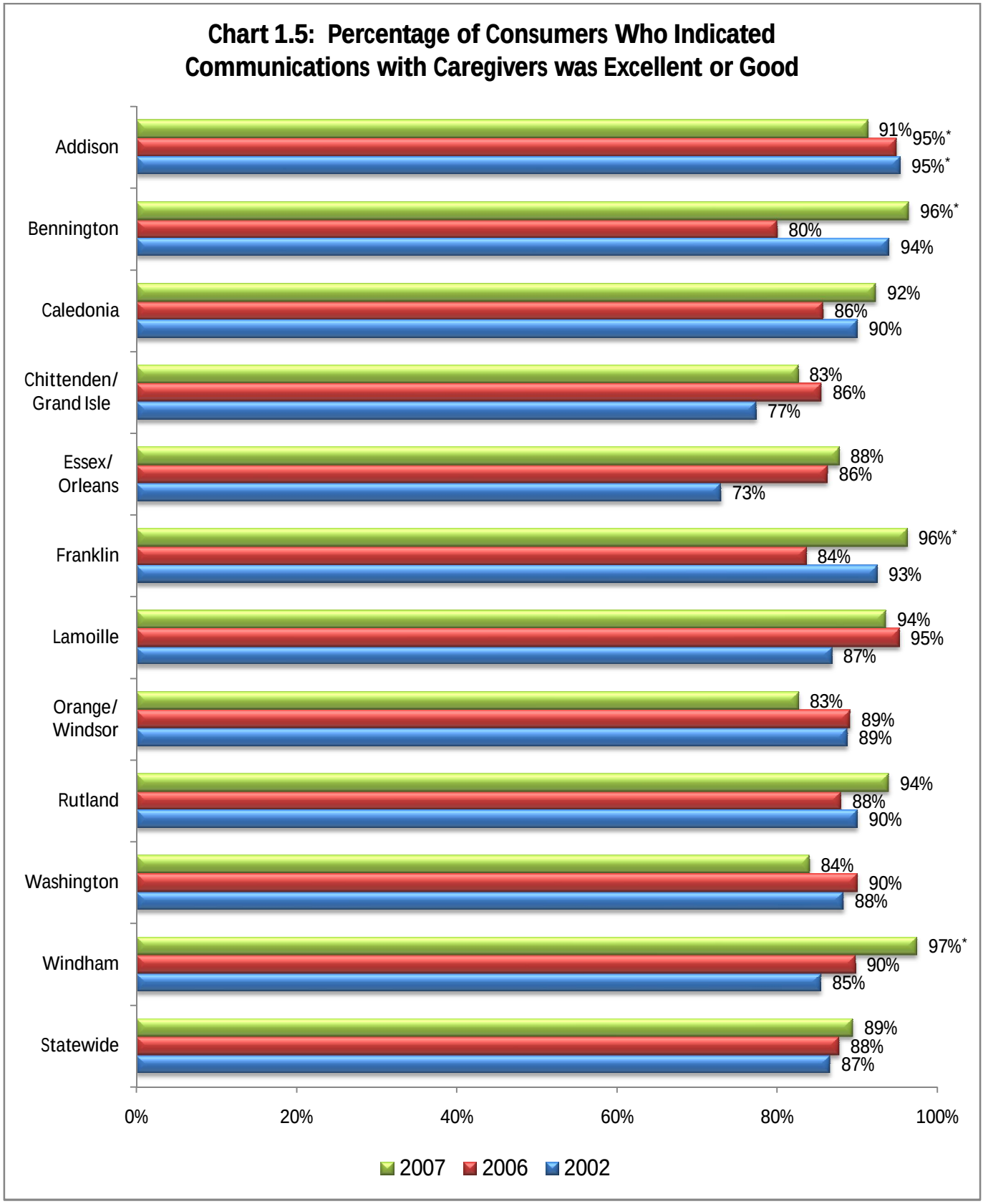
F. COMMUNICATION WITH CAREGIVERS

Statewide, 89% of consumers rated their satisfaction with communication between themselves and their caregivers as "excellent" or "good" in 2007. This level of satisfaction is comparable to above-average ratings reported in 2006 (88%) and 2002 (87%).

A statistically significant percentage of consumers in Bennington (96% vs. 89%), Franklin (96% vs. 89%), and Windham (97% vs. 89%) counties rated their satisfaction with communication as above average than consumers across the State. (Chart 1.5)



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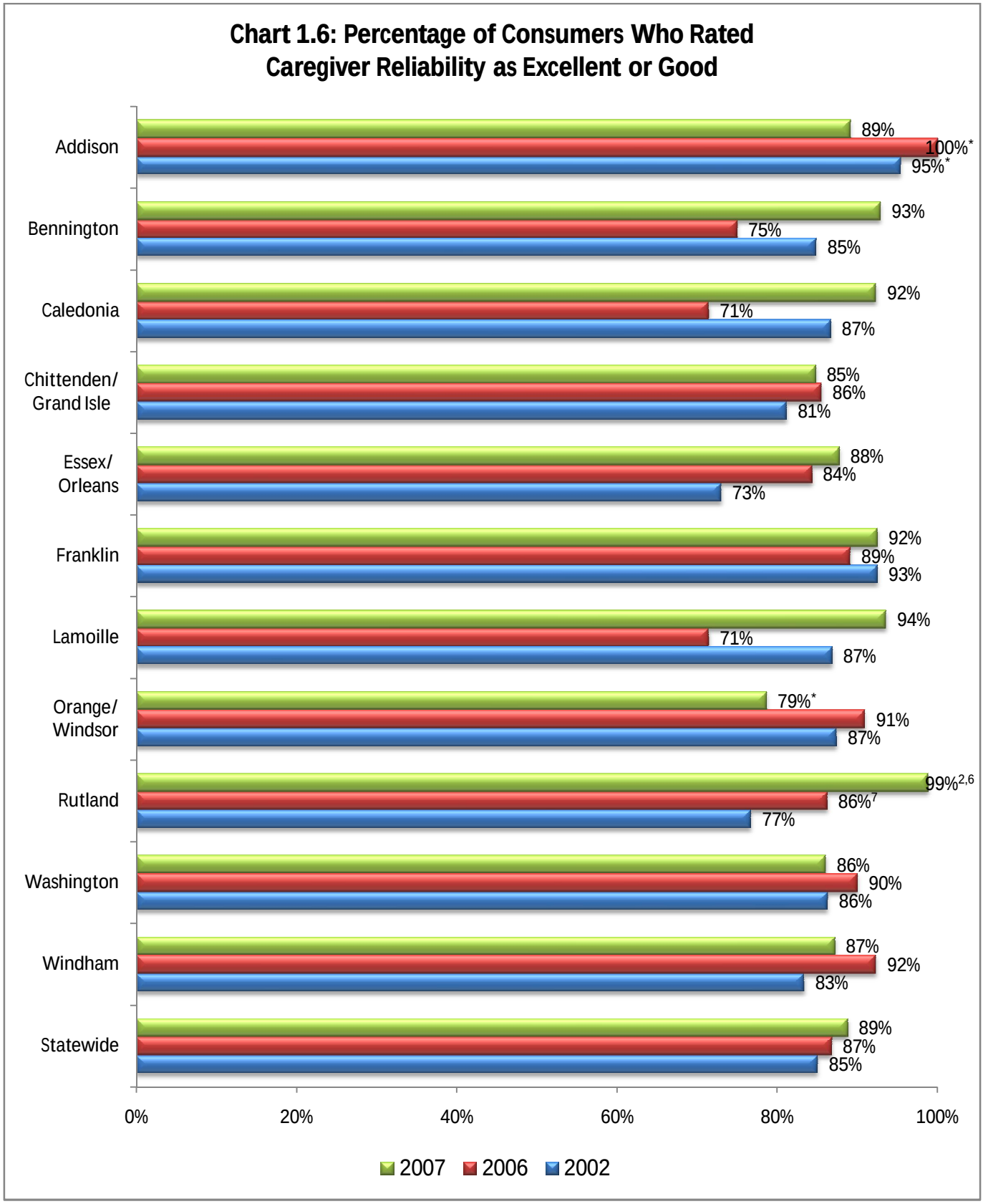
G. CAREGIVER RELIABILITY

Overall, 89% of consumers statewide rated caregiver reliability as either “excellent” or “good” in 2007, representing an increase (although not statistically significant) in satisfaction from 2006 (87%) and 2002 (85%).

A significantly greater percentage of consumers in Rutland County (99%) reported high levels of satisfaction with caregiver reliability in 2007 than did in 2006 (86%) and 2002 (77%).

While most counties experienced an increase in consumer satisfaction with caregiver reliability, consumer satisfaction levels in Orange/Windsor County (79%) fell significantly below the state average (89%) in 2007. (Chart 1.6)



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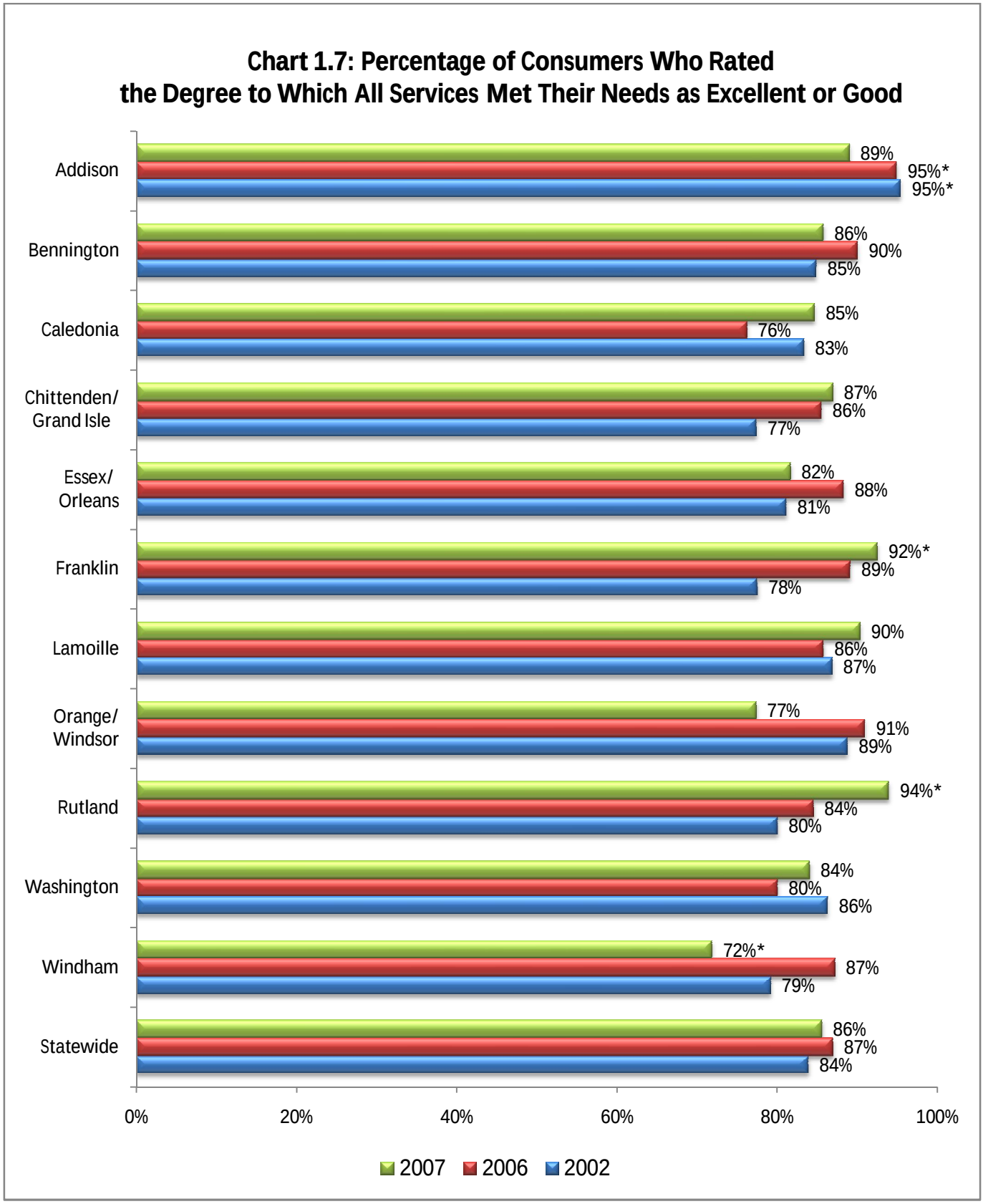
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

H. DEGREE TO WHICH SERVICES MEET CONSUMER NEEDS

Statewide, 86% of consumers in 2007 felt that the long-term care services they received from the State were an "excellent" or "good" match for their needs. This rating is slightly lower than in 2006 (87%), but the difference is not statistically significant.

Consumers in Franklin (92%) and Rutland (94%) counties provided significantly higher ratings of satisfaction in 2007 than did consumers statewide (86%). However, consumer satisfaction levels in Windham County (72%) fell significantly below the statewide average (86%) in 2007. (Chart 1.7)



*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
7 Indicates statistical difference from 2007 at 5%

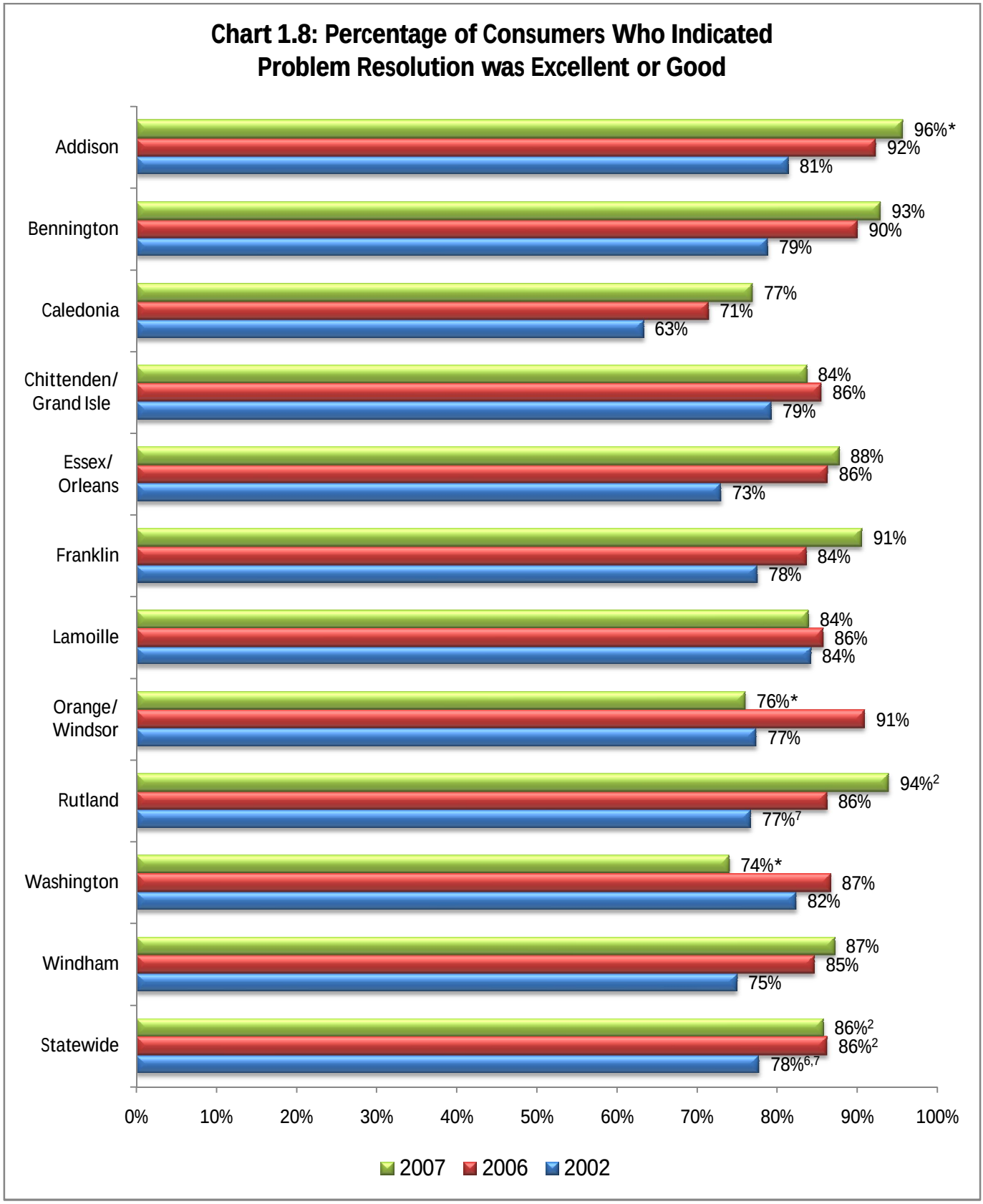
I. PROBLEM AND CONCERN RESOLUTION

When asked how effectively problems or concerns with their care were addressed, 86% of consumers statewide reported "excellent" or "good" resolution in the 2007 survey. This percentage is consistent with satisfaction levels in 2006 (86%), both of which are significantly higher than 2002 (78%) satisfaction levels.

Consumers in Rutland County continued the upward trend in satisfaction levels in 2007 with 94% indicating problem resolution was "excellent" or "good" compared to 86% in 2006 and 77% in 2002. While the increase in satisfaction between 2007 and 2006 (94% vs. 86%) is not significant, the increase in 2007 is significant when compared to 2002 satisfaction levels (94% vs. 77%).

96% of consumers in Addison County reported above average satisfaction with problem resolution in 2007 – a significant difference from consumers statewide (86%).

Consumers in Orange/Windsor (76%) and Washington (74%) counties indicated a drop in satisfaction levels in 2007, both of which are significantly lower than consumers statewide (86%). (Chart 1.8)

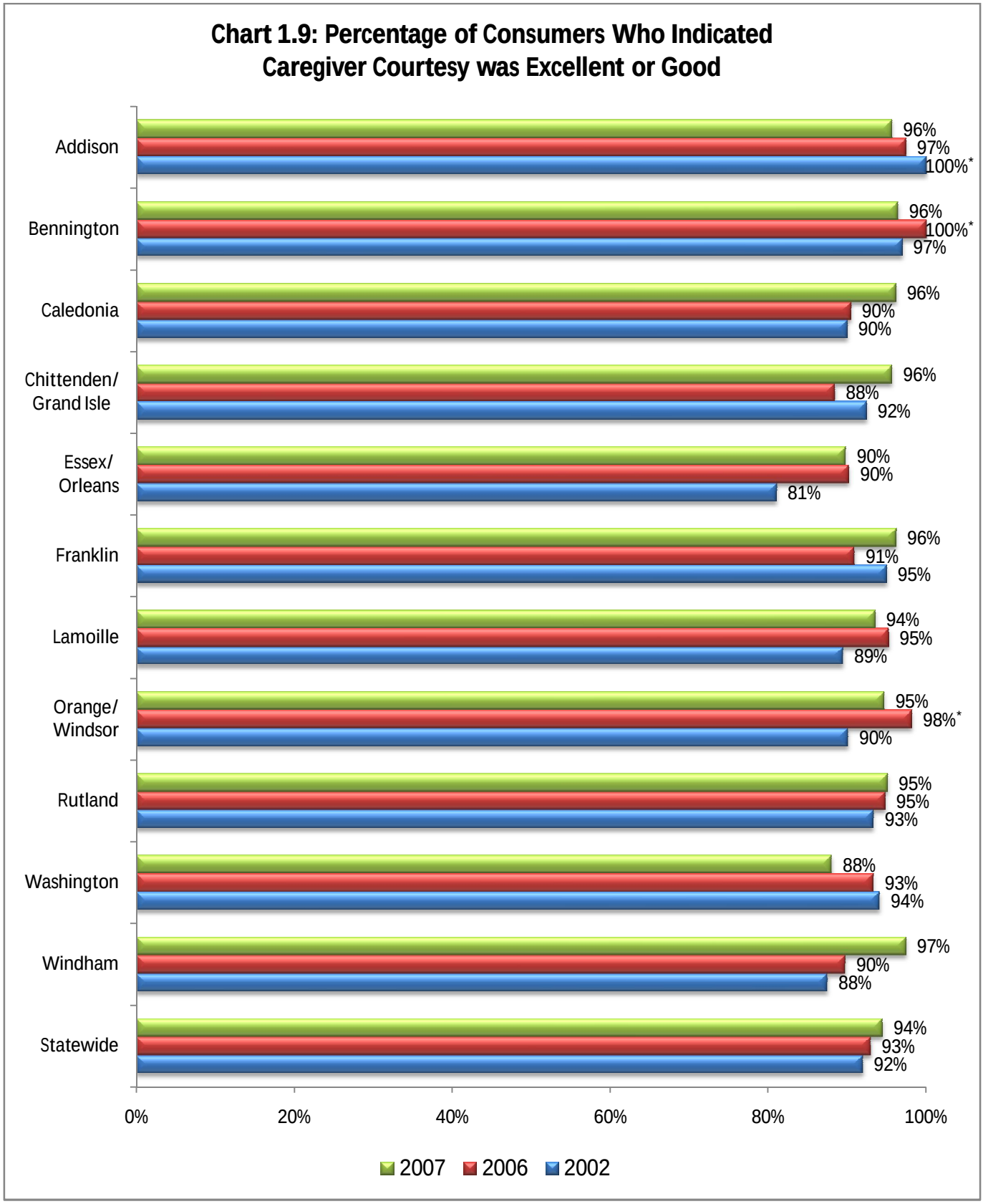


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

J. CAREGIVER COURTESY

In 2007, consumers indicated a higher level of satisfaction with the courtesy shown by their caregivers than any other aspect of the State's long-term care programs and services. Overall, 94% of consumers statewide indicated that caregiver courtesy was above average, a slight (but not statistically significant) increase over 2006 (93%) and 2002 (92%) results.

Satisfaction with caregiver courtesy was consistent across the state – no county/region showed a significant difference in their satisfaction rating compared to the statewide average in 2007. (Chart 1.9)

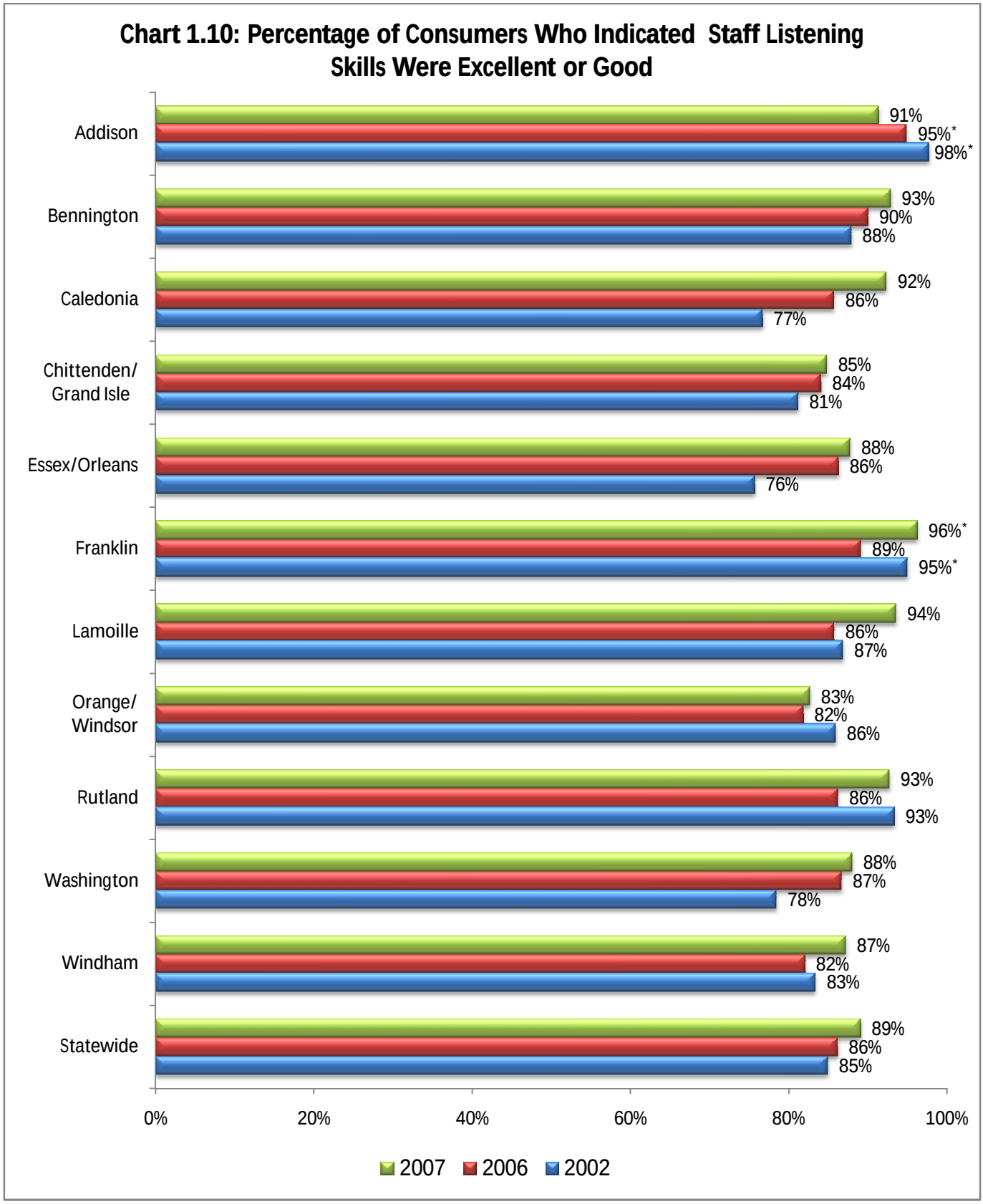


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

K. HOW WELL STAFF LISTEN

Statewide, 89% of consumers rated how well staff listened to their needs and preferences as “excellent” or “good” during the 2007 survey. Satisfaction for this program element has increased slightly (although not significantly) from 2006 (86%) and 2002 (85%).

Consumers in Franklin County (96% vs. 89%) were significantly more likely than consumers statewide to rate satisfaction with how well staff listen to their needs and preferences as “excellent” or “good”. (Chart 1.10)



*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

L. PERCEIVED VALUE OF SERVICES RECEIVED

When asked about the value of the services received (measured against what consumers paid for these services), 78% of consumers statewide responded that the services were indeed "a good value" in 2007 (Figure 1.11). This percentage is slightly lower than 2006 (83%) and 2002 (86%), but the difference is not statistically significant.

Consumers in Addison (89%) and Lamoille (90%) counties were significantly more likely to find the services they received a good value than consumers statewide (78%).

Figure 1.11: Value of Services

For what you paid for the services you receive(d) did you find them a good value?

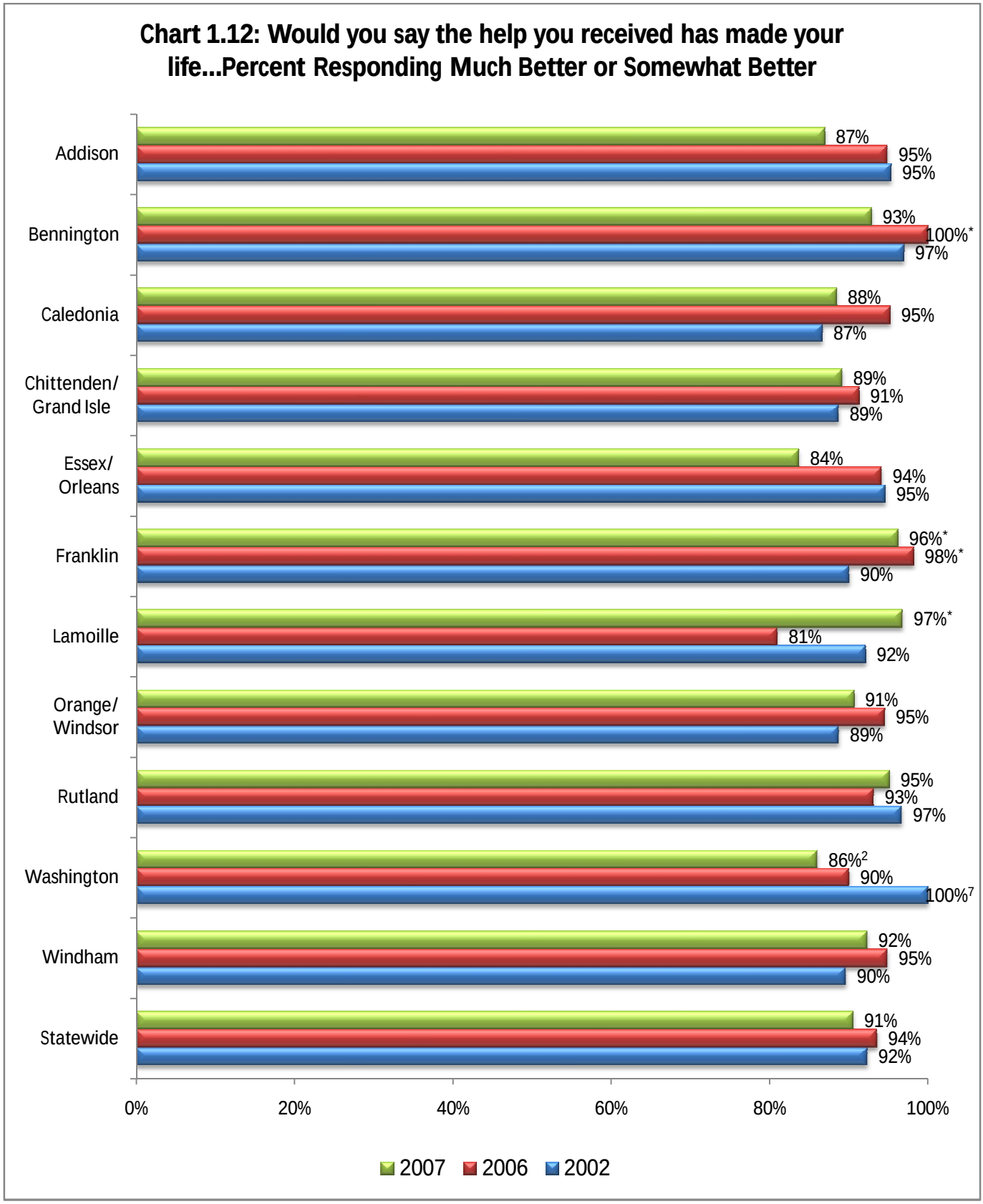
	Yes			No		
County	**2002**	**2006**	**2007**	**2002**	**2006**	**2007**
Addison	76.7% (64.1%-89.4%)	84.6% (73.2%-96.0%)	89.1% (80.1%-98.2%)*	2.3% (0.0%-6.8%)	2.6% (0.0%-7.5%)	0.0% (0.0%-0.0%)
Bennington	84.8% (72.6%-97.1%)	60.0% (38.4%-81.6%)*	85.7% (72.7%-98.7%)	6.1% (0.0%-14.2%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)
Caledonia	86.7% (74.5%-98.9%)	71.4% (52.0%-90.8%)	88.5% (76.1%-100%)	0.0% (0.0%-0.0%)	9.5% (0.0%-22.1%)	0.0% (0.0%-0.0%)
Chittenden/ Grand Isle	83.0% (72.9%-93.2%)	75.4% (65.2%-85.6%)	72.8% (63.7%-81.9%)	3.8% (0.0%-8.9%)	2.9% (0.0%-6.9%)	5.4% (0.8%-10.1%)
Essex/ Orleans	91.9% (83.1%-100%)	94.1% (87.6%-100%)*	77.6% (65.8%-89.3%)	2.7% (0.0%-7.9%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)
Franklin	85.0% (73.9%-96.1%)	90.9% (83.3%-98.5%)	79.2% (68.2%-90.3%)	0.0% (0.0%-0.0%)	1.8% (0.0%-5.4%)	1.9% (0.0%-5.6%)
Lamoille	86.8% (76.1%-97.6%)	85.7% (70.7%-100%)	90.3% (79.9%-100%)*	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)
Orange/ Windsor	85.9% (75.0%-96.8%)	83.6% (73.8%-93.4%)	76.0% (66.4%-85.6%)	5.6% (0.0%-12.2%)	5.5% (0.0%-11.5%)	2.7% (0.0%-6.3%)
Rutland	86.7% (74.5%-98.9%)	84.5% (75.1%-93.8%)	78.0% (69.1%-87.0%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	2.4% (0.0%-5.8%)
Washington	96.1% (90.7%-100%)*	90.0% (79.2%-100%)	72.0% (59.3%-84.7%)	0.0% (0.0%-0.0%)	0.0% (0.0%-0.0%)	2.0% (0.0%-5.9%)
Windham	83.3% (72.7%-93.9%)	84.6% (73.2%-96.0%)	76.9% (63.5%-90.4%)	4.2% (0.0%-9.8%)	2.6% (0.0%-7.5%)	0.0% (0.0%-0.0%)
Statewide	**86.2% (82.8%-89.6%)**	**83.0% (79.4%-86.5%)**	**78.8% (75.4%-82.2%)**	**2.5% (0.9%-4.2%)**	**2.3% (0.9%-3.7%)**	**1.9% (0.8%-3.1%)**

*indicates statistical difference from statewide average at 5%

M. IMPACT OF SERVICES ON CONSUMERS' LIVES

An overwhelming majority (91%) of long-term care consumers statewide reported that the help they received from State services made their lives either "much better" or "somewhat better" in 2007. This result is consistent with 2006 (94%) and 2002 (92%), but the difference is not statistically significant.

Among consumers who felt that the services made life "much" or "somewhat" better, ratings in 2007 in Washington County were significantly lower in 2007 than in 2002 (86% and 100%, respectively). However consumers in Franklin (96%) and Lamoille (97%) counties were more likely to indicate the help they received has made their life "much" or "somewhat" better than consumers statewide (91%). (Chart 1.12)



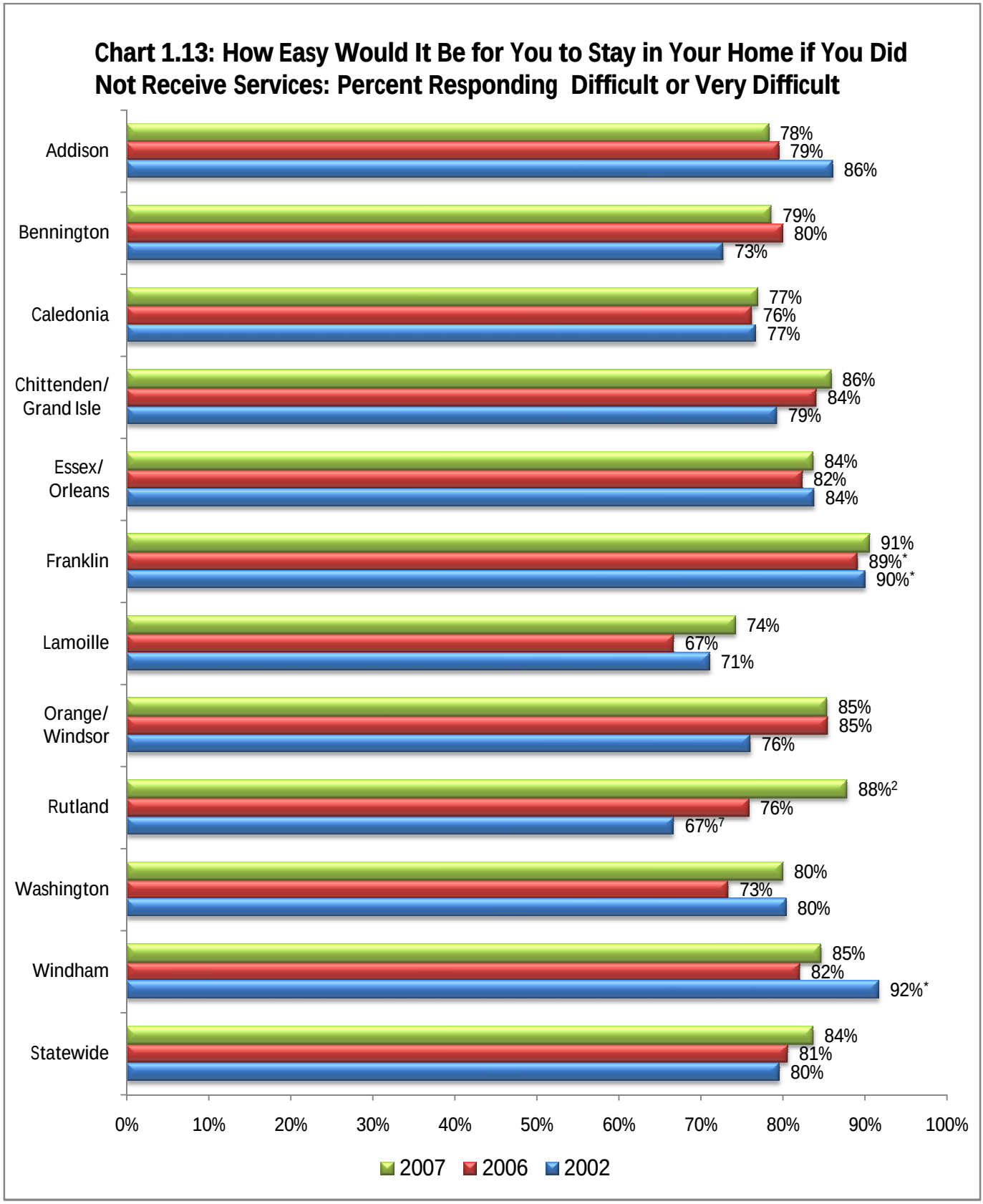
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

N. IMPACT ON CONSUMERS' ABILITY TO REMAIN IN THEIR HOMES

In 2007, 84% of consumers statewide felt it would be "difficult" or "very difficult" to remain in their homes if they did not receive long-term care services. The percentage of respondents reporting "very difficult" or "difficult" statewide was consistent with the survey results from 2006 (81%) and 2002 (80%).

Consumers in Rutland County in 2007 were significantly more likely to respond it would be "difficult" or "very difficult" to stay in their homes if they did not receive services than in 2002 (88% vs. 67%, respectively).

Consumers were consistent across all regions with no region reporting a significant difference from the statewide average in 2007. (Chart 1.13)



*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
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CHAPTER II. QUALITY OF LIFE AMONG VERMONTERS USING LONG TERM CARE SERVICES

As in prior years, 2007 survey results show that, overall, elderly and disabled Vermonters who received the State's long-term care services seemed to hold very different perceptions about their quality of life in comparison to the general Vermont public.

A total of 12 questions designed to assess quality of life were administered to long-term care survey participants. Eleven of these 12 questions were also administered to a random sample of Vermonters in a Macro Poll conducted in 2007. Macro Poll results are generalizable to the Vermont population as a whole, provide an accurate assessment of trends and perceptions statewide, and may be compared descriptively to results from the CSS. Statewide results for nine of the quality-of-life questions presented in the Macro Poll and those from long-term care consumers in 2007, 2006 and 2002 are provided in Chart 2.1. For 2007, two new questions were asked in the Macro poll and results are provided in Chart 2.3 and Chart 2.4. These new questions replaced two questions asked in 2002 and 2006: "I am concerned I will not have enough money for the essentials" and "I am concerned that one day I may have to go to a nursing home". These two questions were removed because no significant differences were found in responses provided.

When looking at the 2007 data, results showed that most elderly and disabled Vermonters who received assistance from the State's long-term care services perceived their quality of life as good on several measures:

- Most consumers (91%) had someone they could rely on for support in an emergency.
- The majority of consumers (90%) reported feeling safe in their homes.
- The majority of consumers (77%) felt mobile in their homes.
- The majority of consumers (71%) reported feeling safe outside their home and (71%) felt valued and respected.

Another way to understand the data is by comparing the responses of consumers of long-term care services to the responses of the general Vermont population (referred to as "Vermonters"). Survey data suggests that consumers of long-term care may experience a lower quality of life than other Vermonters. Comparison of Department consumers with Vermonters statewide (as measured by the Macro Poll) shows that Vermonters were consistently more positive about the quality of their lives than were long-term care consumers. Vermonters also indicated substantially higher levels of satisfaction on a number of measures. In fact, the responses of long-term care recipients were statistically different from statewide results for eight of the nine questions displayed in Chart 2.1. The areas of greatest difference between Vermonters and LTC consumers include mobility outside the home, satisfaction with social life, and satisfaction with free time:

- Long-term care consumers reported feeling less mobility outside of the home than other Vermonters. Whereas 91% of Vermonters felt they can "get where I need and want to go", only 62% of LTC consumers felt the same way (a difference of 29%).
- Long-term care consumers were less likely (53%) than other Vermonters (80%) to be satisfied with their social lives and connections to the community (a difference of 27%).
- While 80% of Vermonters felt satisfied with how they spend their free time, just 59% of LTC consumers were satisfied (a difference of 21%).

On only one measure, satisfaction of long-term care consumers was not significantly different from the general Vermont public:

- The percentage of consumers who felt safe in their home (90% of LTC consumers and 92% of all Vermonters).

A. PERCEIVED VALUE AND DEGREE OF RESPECT

The percentage of long-term care consumers who reported that they feel valued and respected in 2007 (71%) represents a statistically significant difference from the 2007 Macro Poll results of 86%.

B. SATISFACTION WITH SOCIAL LIFE

A little more than half of long-term care consumers statewide (53%) indicated satisfaction with their social life and connections to the community, which is consistent with 2006 (54%) and 2002 (50%) results. The 2007 LTC results (53%) represent a statistically significant difference from the 2007 Macro Poll results of 80%.

C. SUPPORT IN AN EMERGENCY

Ninety-one percent of 2007 long-term care consumers statewide indicated they had someone to count on in an emergency—this is a slight decrease from 2006 (93%) results but the difference is not significant. The 2007 LTC results (91%) represent a statistically significant difference from the 2007 Macro Poll results of 96%.

D. CONTACT WITH FAMILY AND FRIENDS

Satisfaction levels with the amount of contact long-term care consumers had with family and friends in 2007 (66%) was consistent with 2006 (66%) results and slightly higher than 2002 (63%). The 2007 LTC results (66%) represent a statistically significant difference from the 2007 Macro Poll results of 77%.

E. SATISFACTION WITH FREE TIME

In 2007, 59% of long-term care consumers reported satisfaction with the way they spent their free time, down slightly from 2006 (61%). The 2007 LTC results (59%) represent a statistically significant difference from the 2007 Macro Poll results of 80%.

F. MOBILITY INSIDE THE HOME

Long-term care consumers felt more positively about their ability to get around inside their homes than outside of their homes again in 2007. In 2007, 77% of consumers statewide indicated that they could get around inside their home as much as they need to. This is a slight increase from 2006 (70%) and 2002 (70%) results. The 2007 LTC results (77%) represent a statistically significant difference from the 2007 Macro Poll results of 97%.

G. MOBILITY OUTSIDE THE HOME

Statewide, 62% of long-term care consumers surveyed in 2007 reported they could get where they needed or wanted to go, compared to 58% who reported similar feelings in 2006 and 52% in 2002. The 2007 LTC results (62%) represent a statistically significant difference from the 2007 Macro Poll results of 91%.

H. SAFETY IN THE COMMUNITY (OUTSIDE THE HOME)

In 2007, 71% of long-term care consumers statewide felt safe in their communities which is consistent with 2006 (71%) and 2002 (68%) results. The 2007 LTC figures (71%) represent a statistically significant difference from the 2007 Macro Poll results of 87%.

I. SAFETY AT HOME

In 2007, an overwhelming majority (90%) of long-term care consumers felt safe in their homes. The 2007 LTC results (90%) are the only figures not statistically different from the Macro Poll results of 2007 (92%).

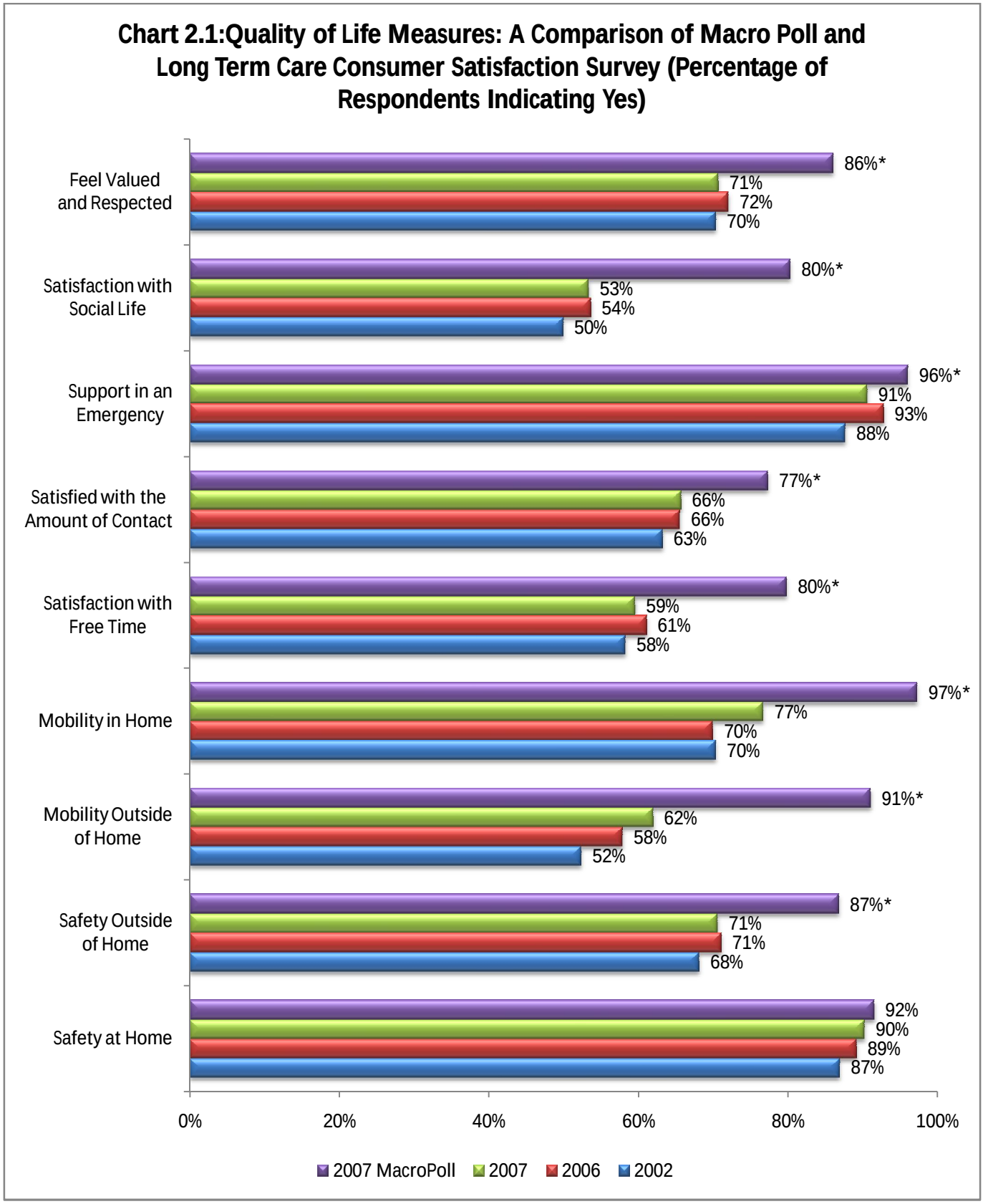
J. OVERALL QUALITY OF LIFE

In 2007, 68% of consumers statewide indicated that their quality of life was "excellent" or "good," a slight, although not significant, increase over the percentage who reported above average quality of life in 2006 (61%). However, the 2007 results (68%) do represent a significant increase from 2002 results (57%). (Chart 2.2)

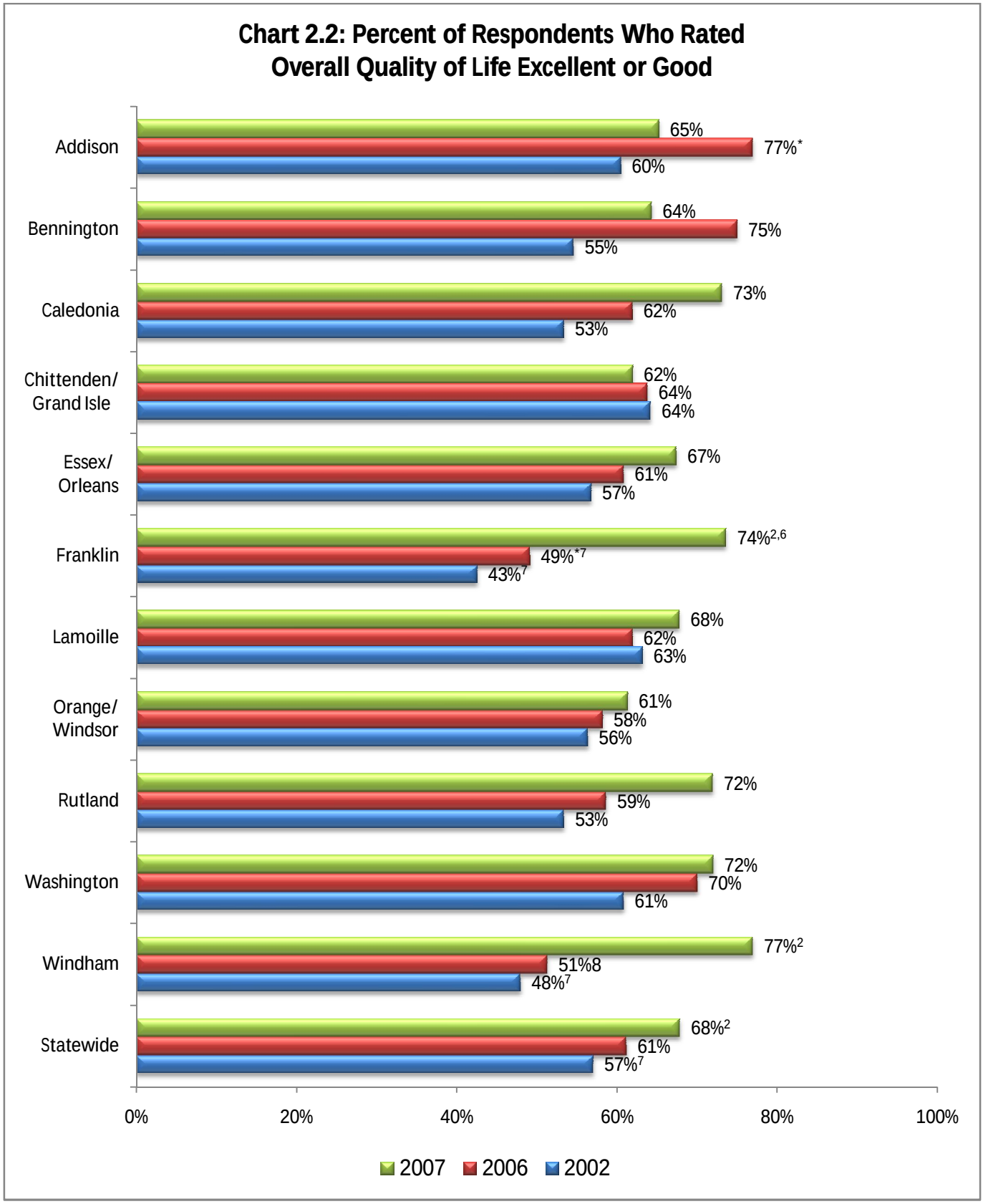
A county/regional analysis shows that the percentage of consumers reporting an above-average quality of life in 2007 increased from 2006 results in 8 of 11 regions. Slightly fewer consumers in Addison (65% vs. 77%), Bennington (64% vs. 75%) and Chittenden/Grand Isle (62% vs. 64%) counties reported lower levels of satisfaction with quality of life in 2007 than did in 2006. However, these differences are not statistically significant.

The increased satisfaction in 2007 was fairly consistent across the state with no region reporting a statistically significant difference from the statewide average (68%)

Consumers in Franklin County were significantly more likely to consider their quality of life "excellent" or "good" in 2007 than in 2006 (74% vs. 49%).



*indicates statistical difference between CSS Survey and Macro Poll at 5%



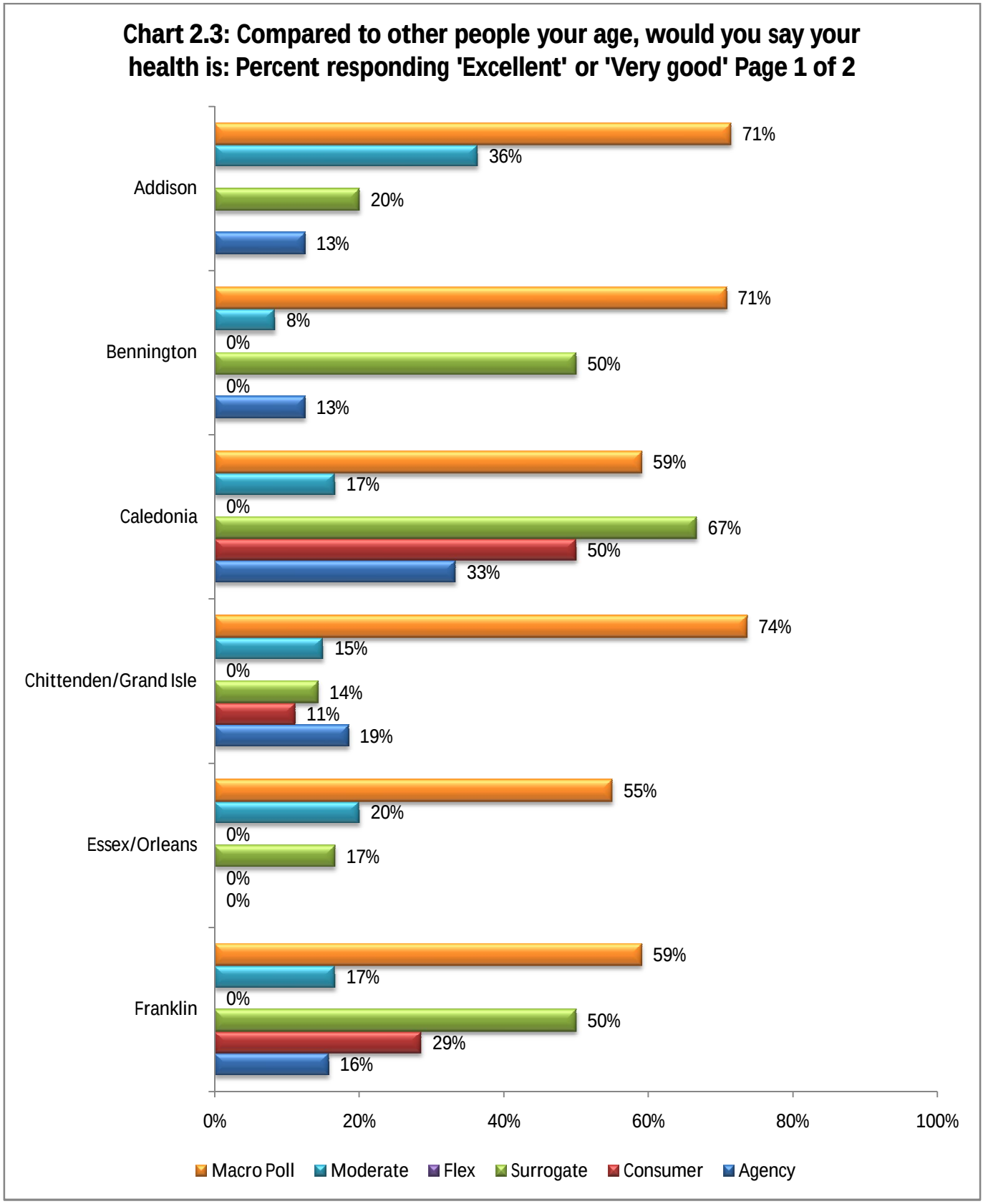
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

K. HOSPITALIZATION QUESTIONS

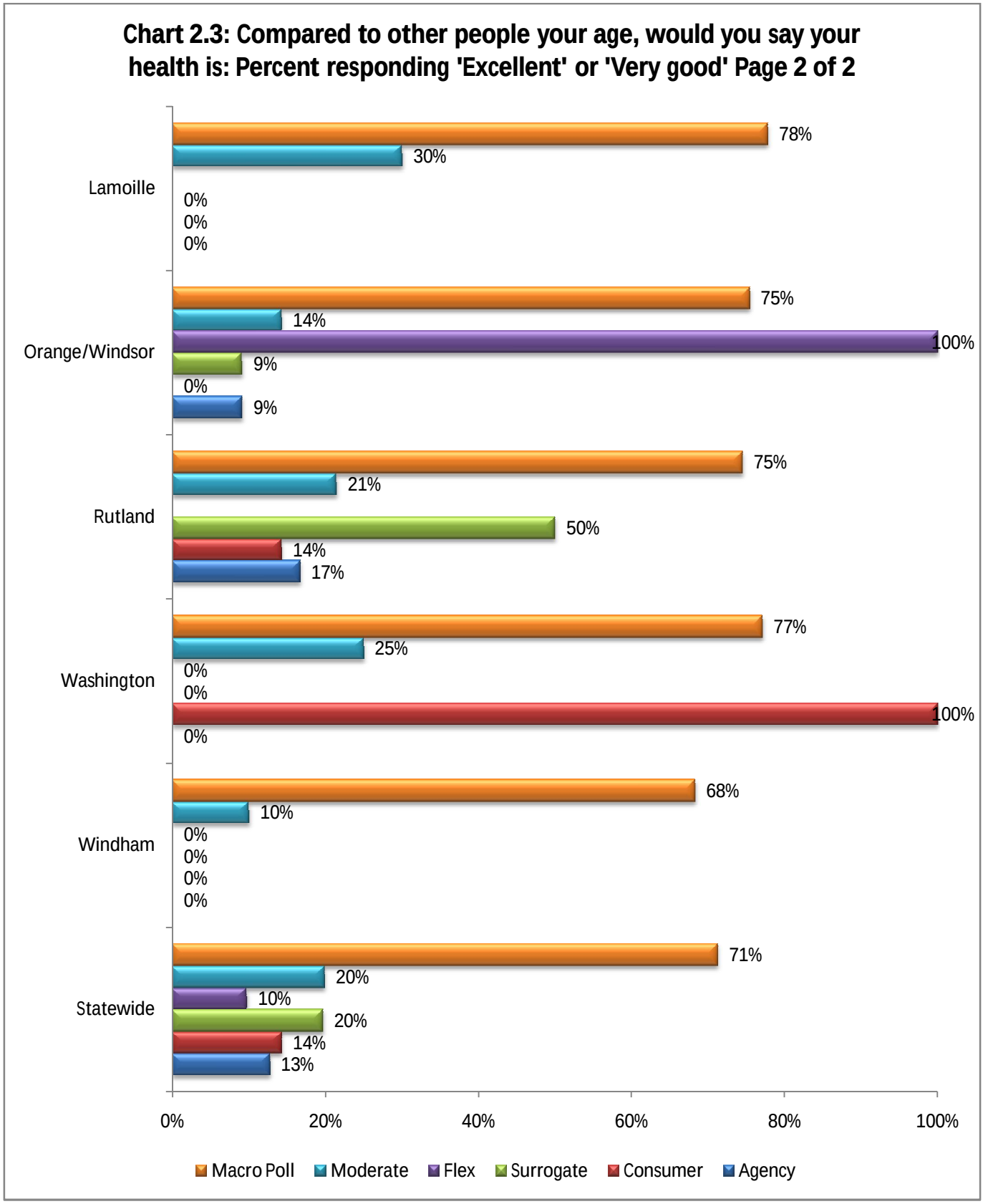
I. COMPARISON OF HEALTH TO PEOPLE YOUR OWN AGE

Added to the CSS survey in 2007 was a question asking the consumer to compare his or her health to others who are the same age and provide a rating using the following five point scale: “excellent”, “very good”, “good”, “fair” or “poor”. Chart 2.3 shows the percentage of respondents by region who rated their health as “excellent” or “very good” compared to people their own age.

Chart 2.3 breaks out each of the five sub groups of the Choices for Care Personal Care Services (moderate, flexible choices, surrogate directed, consumer directed and agency directed) and compares them to a representative sample of adult Vermonters statewide, represented by the Macro Poll. Statewide, Vermonters were much more likely to rate their health as “excellent” or “very good” than CFC Personal Care consumers. Three instances where CFC Personal Care Service consumers were more likely to rate their health as “excellent” or “very good” than other Vermonters were recorded in Caledonia (Macro Poll 59% vs. Surrogate Directed 67%), Orange/Windsor (Macro Poll 75% vs. Flexible Choices 100%) and Washington counties (Macro Poll 77% vs. Consumer Directed 100%)



*Significance testing was not performed as sample sizes were not large enough to support this analysis

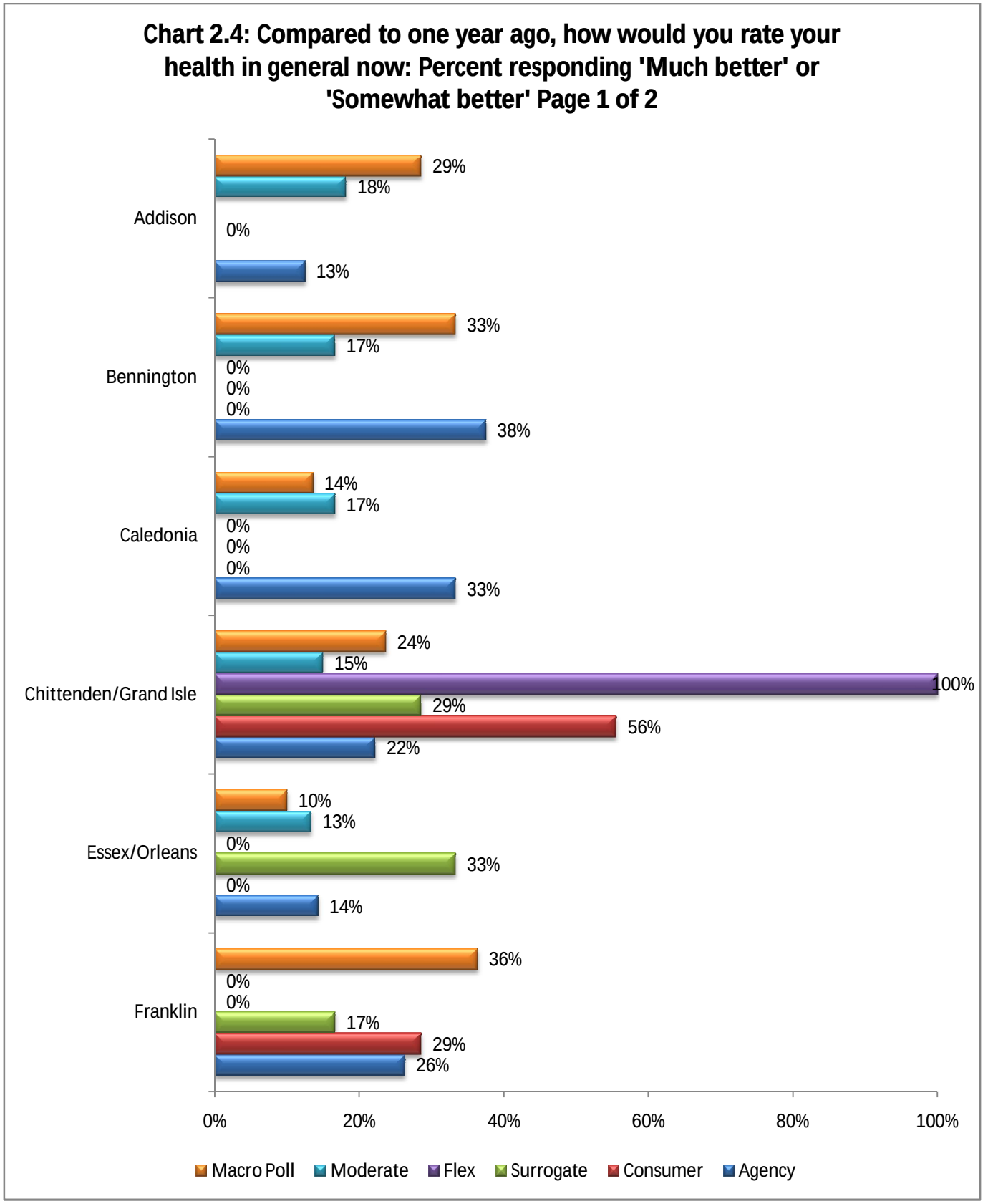


*Significance testing was not performed as sample sizes were not large enough to support this analysis

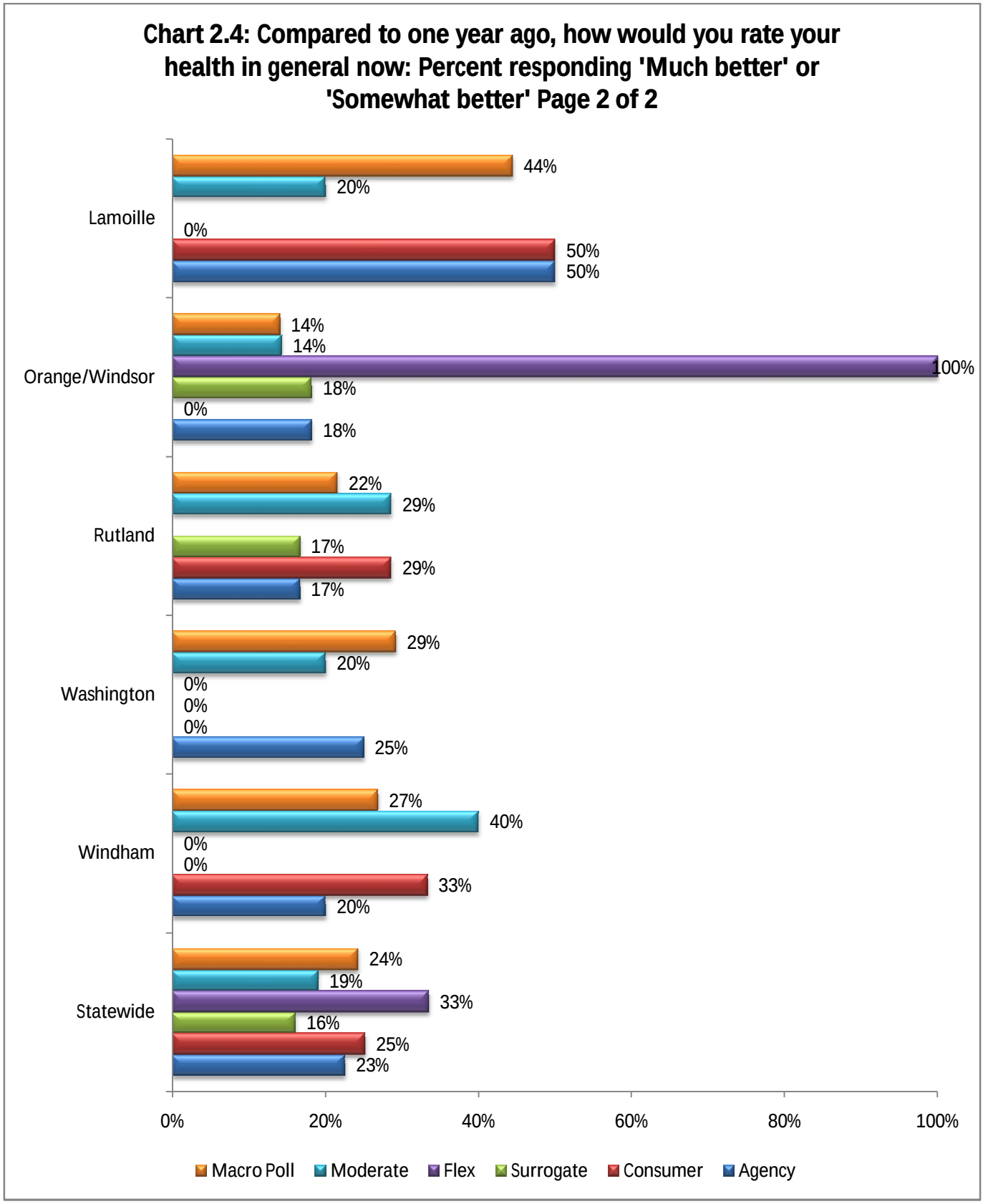
II. COMPARISON OF HEALTH TO ONE YEAR AGO

Added to the CSS survey in 2007 was the following question: Compared to one year ago how would you rate your health in general now? Respondents were given the following five point scale to rate their health: "much better now than one year ago", "somewhat better now than one year ago", "about the same", "somewhat worse now than one year ago", or "much worse now than one year ago". Chart 2.4 shows the percentages of respondents from each region rating their health as either "much better now than one year ago" or "somewhat better now than one year ago".

Chart 2.4 breaks out each of the five sub groups of the Choices for Care Personal Care Services (moderate, flexible choices, surrogate directed, consumer directed and agency directed) and compares them to a representative sample of adult Vermonters statewide, represented by the Macro Poll. Statewide, consumers in the Flexible Choices subgroup (33%) were more likely to indicate their health is "much better" or "somewhat better" now than one year ago than any other group including the general adult Vermont population sampled in the Macro Poll (24%) in 2007.



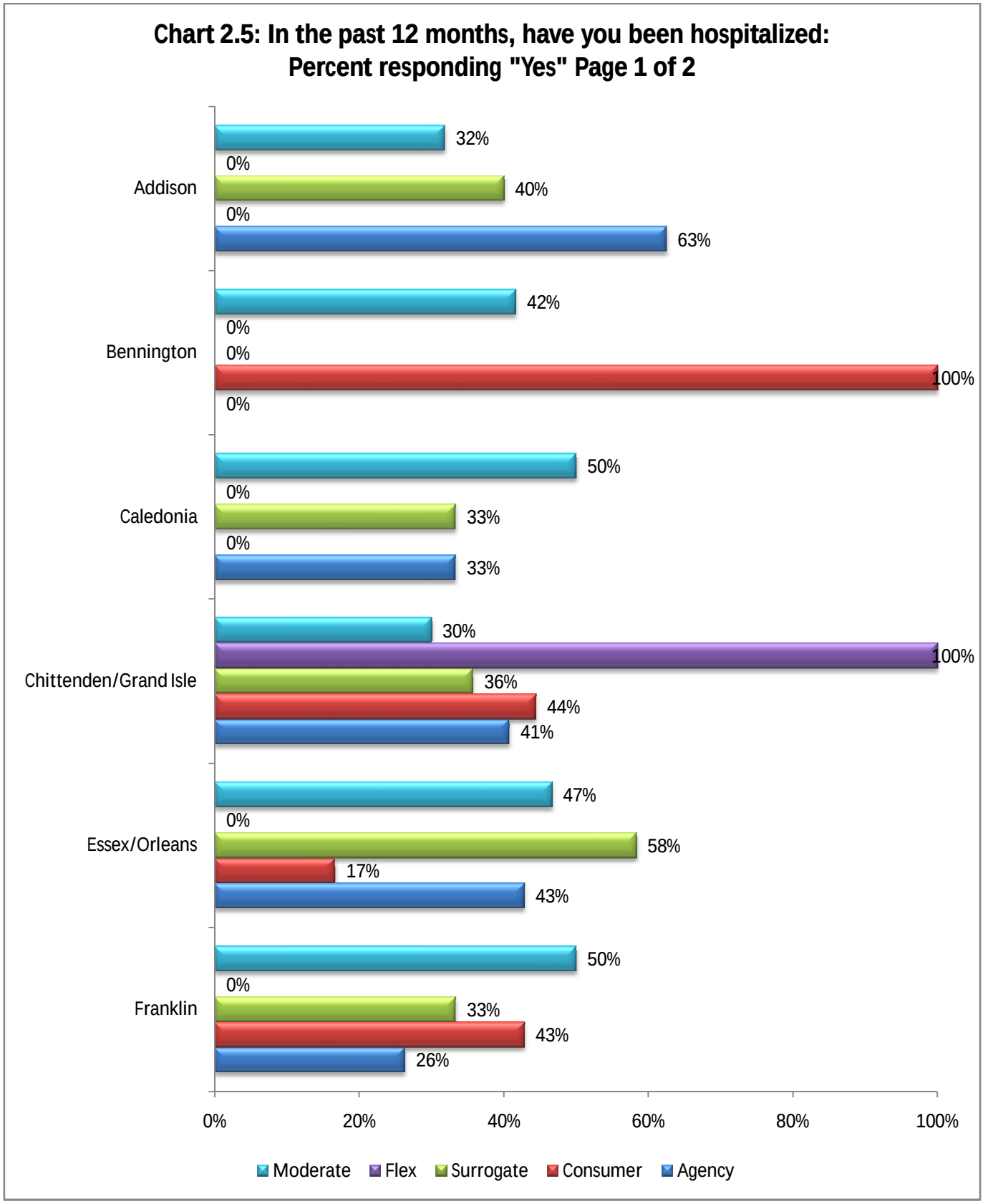
*Significance testing was not performed as sample sizes were not large enough to support this analysis



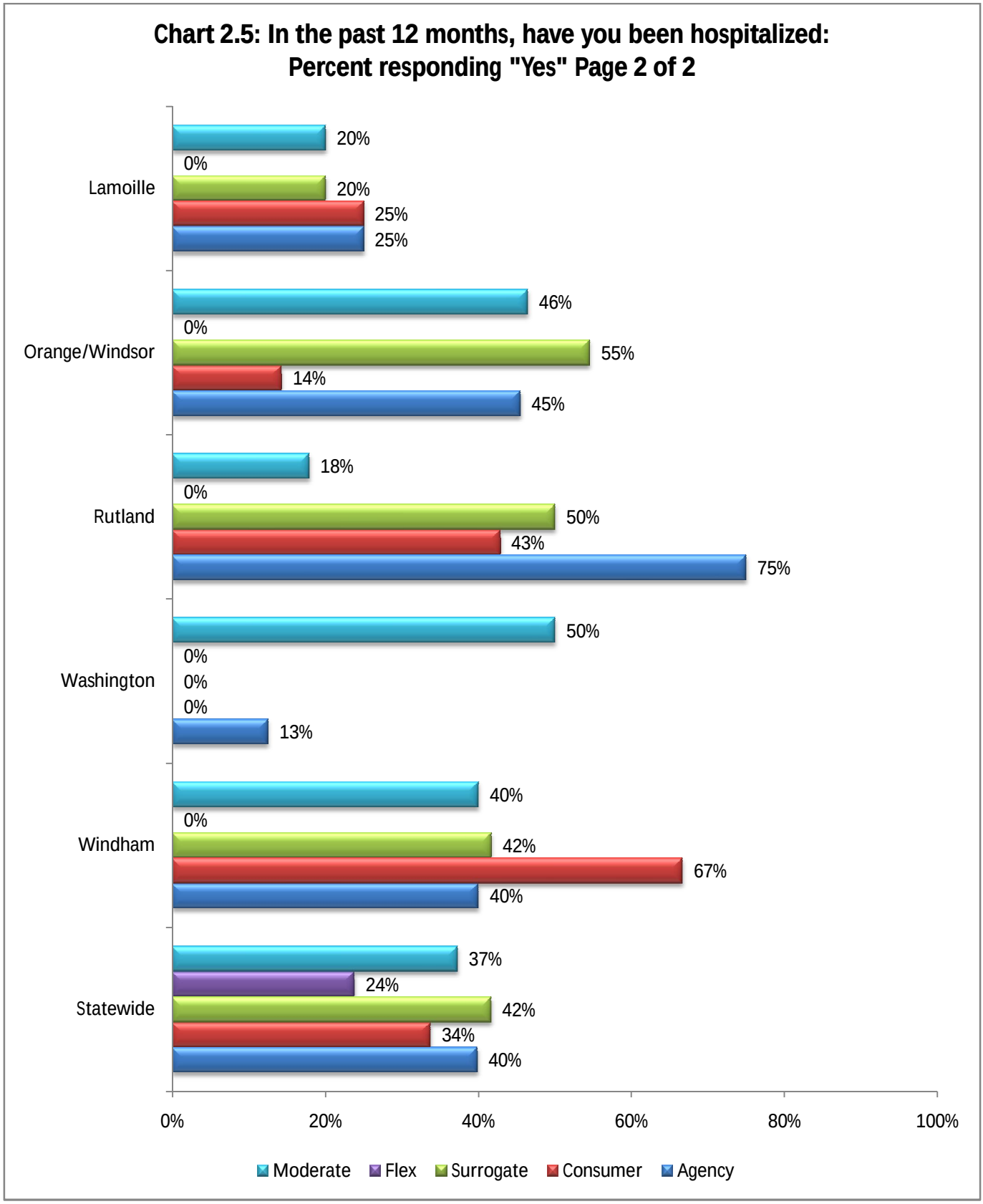
*Significance testing was not performed as sample sizes were not large enough to support this analysis

III. HOSPITALIZATION IN THE LAST 12 MONTHS

In 2007, consumers were asked four new questions pertaining to their hospital experiences in the past year. The first question asks respondents if they have been hospitalized in the past 12 months. Consumers responding "yes" are shown by region in Chart 2.5.



*Significance testing was not performed as sample sizes were not large enough to support this analysis

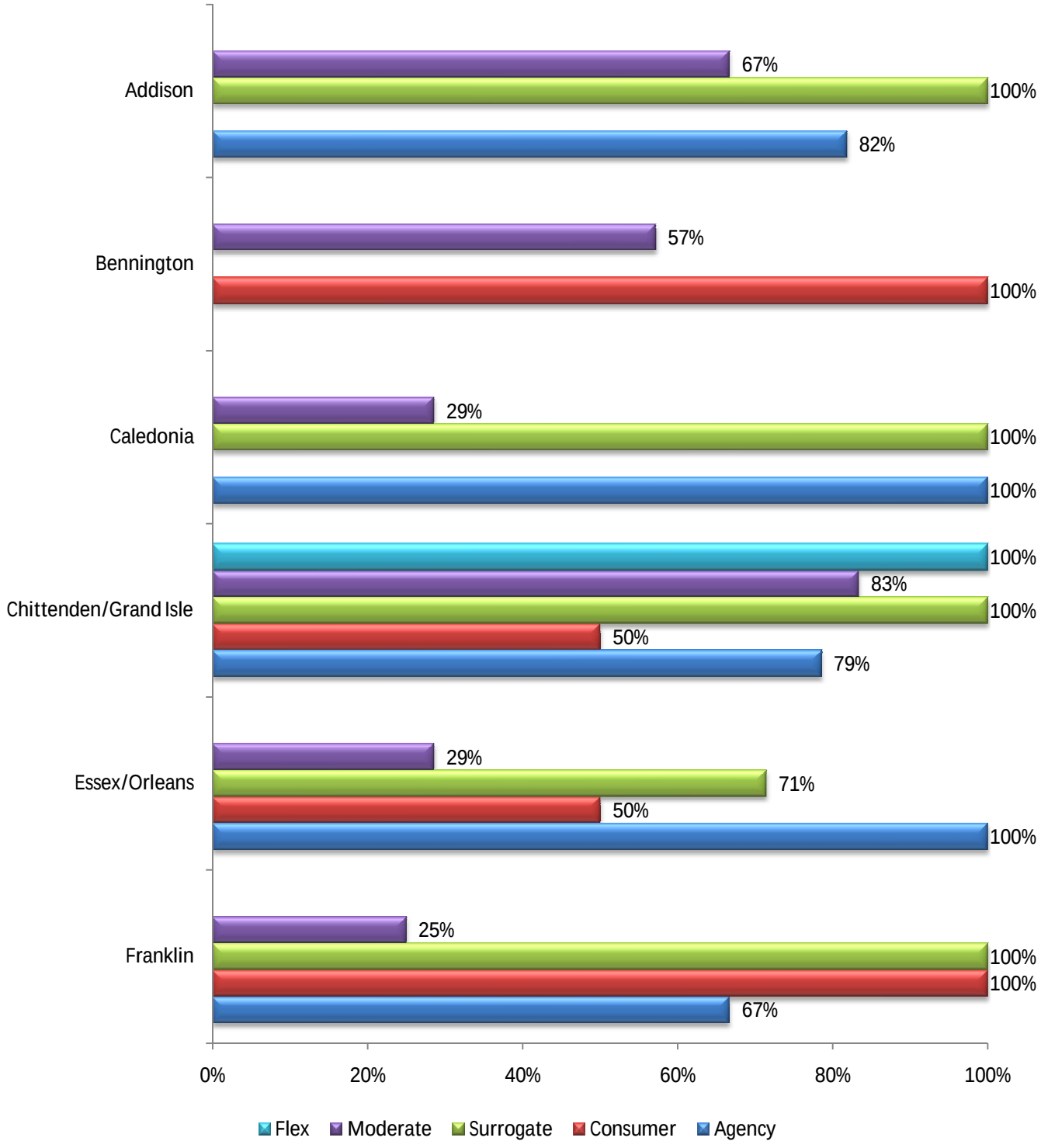


*Significance testing was not performed as sample sizes were not large enough to support this analysis

IV. HELP WITH DAILY ACTIVITIES

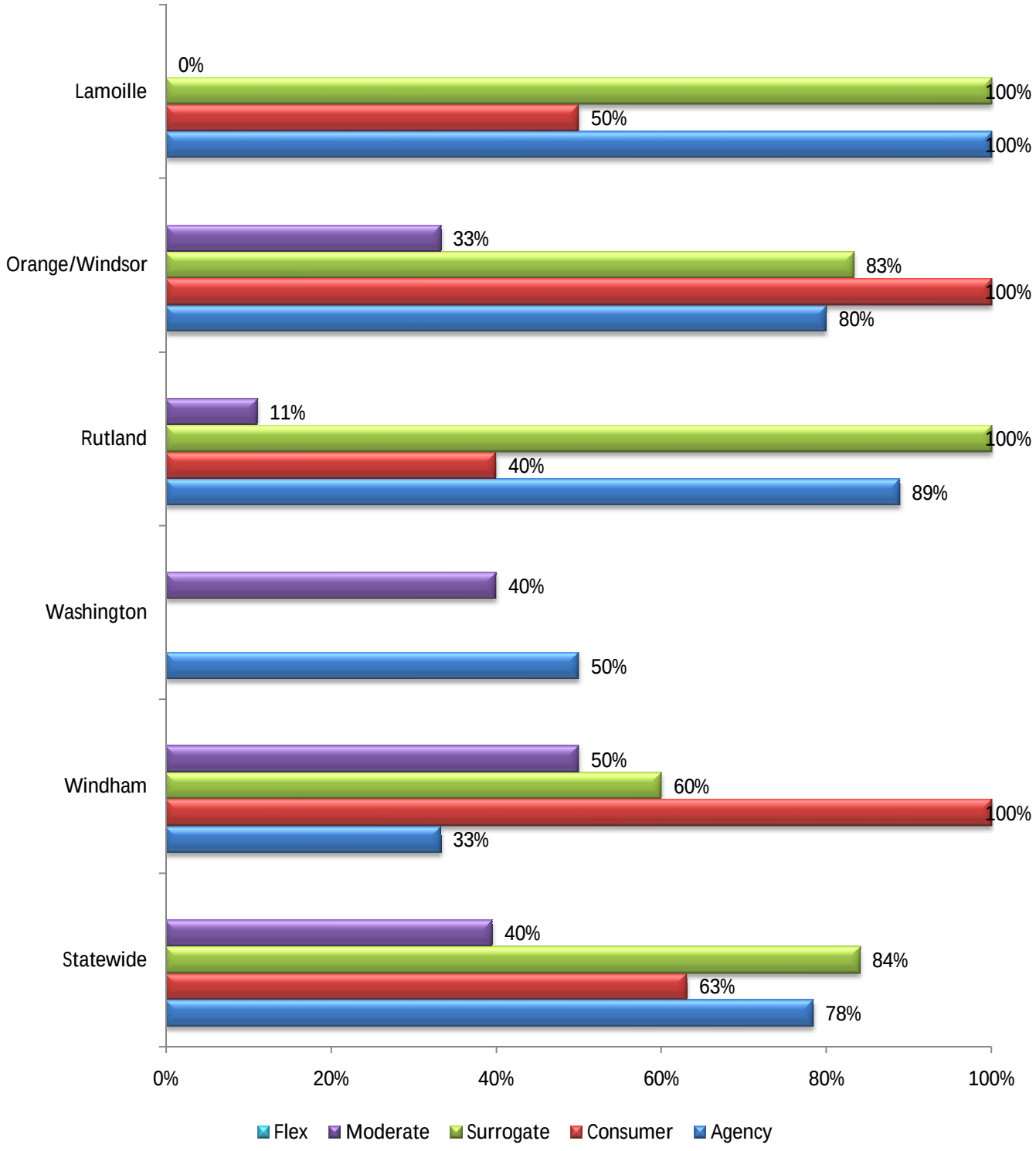
As part of a series of new questions about hospitalization, consumers who had been hospitalized were asked to think back to their most recent hospitalization and indicate using "yes" or "no" whether they needed help with daily activities. Chart 2.6 shows by region the percentages of consumers responding "yes" in 2007.

Chart 2.6: For respondents who were hospitalized, when you left the hospital, did you need help with daily activities: Percent responding 'Yes' (Page 1 of 2).



*Significance testing was not performed as sample sizes were not large enough to support this analysis

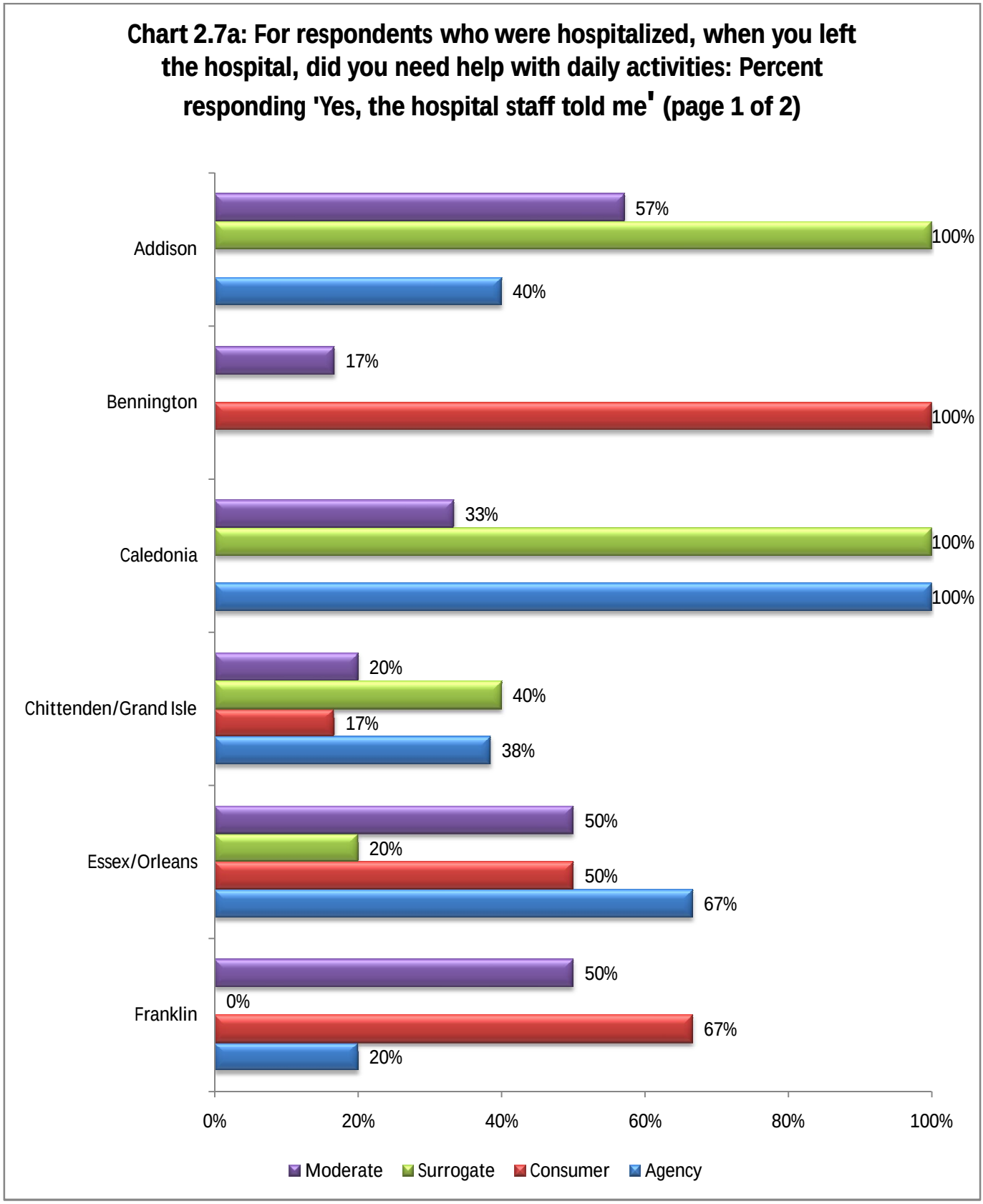
Chart 2.6: For respondents who were hospitalized, when you left the hospital, did you need help with daily activities: Percent responding 'Yes' (Page 2 of 2)



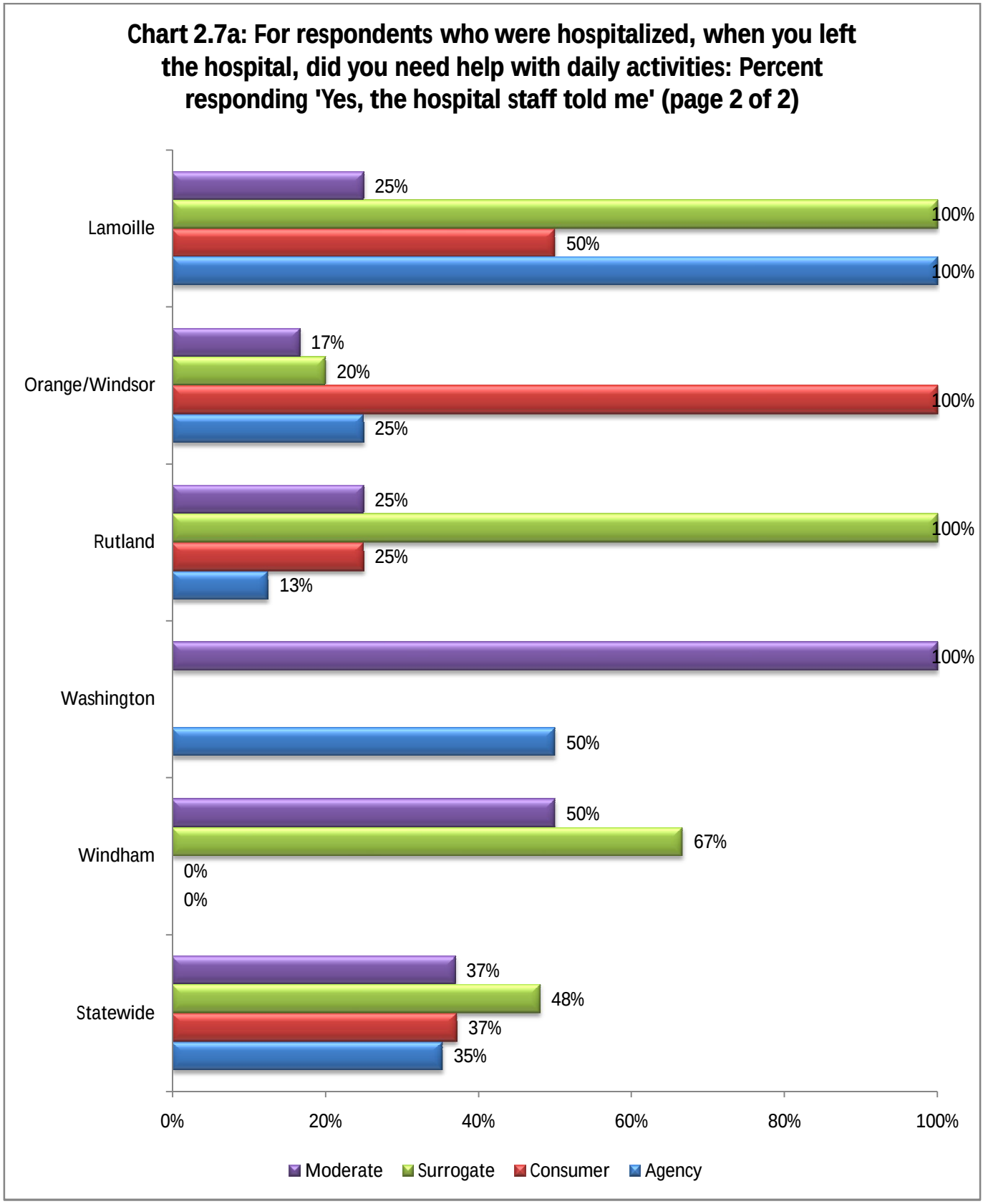
*Significance testing was not performed as sample sizes were not large enough to support this analysis

V. HOW WERE YOU INFORMED ABOUT GETTING THE HELP YOU NEEDED

Consumers who were hospitalized and needed help with daily activities were then asked, as part of a new series of questions, "Before you left the hospital did someone talk to you about ways of getting the help you needed?" Consumers were given the following four options to respond: "yes, the hospital staff told me"; "yes, a choices for care representative told me"; "no, I was too ill at the time but my family member/friend was informed"; and "no one spoke to me or my family member/friend". Charts 2.7a-d shows consumer responses by region.

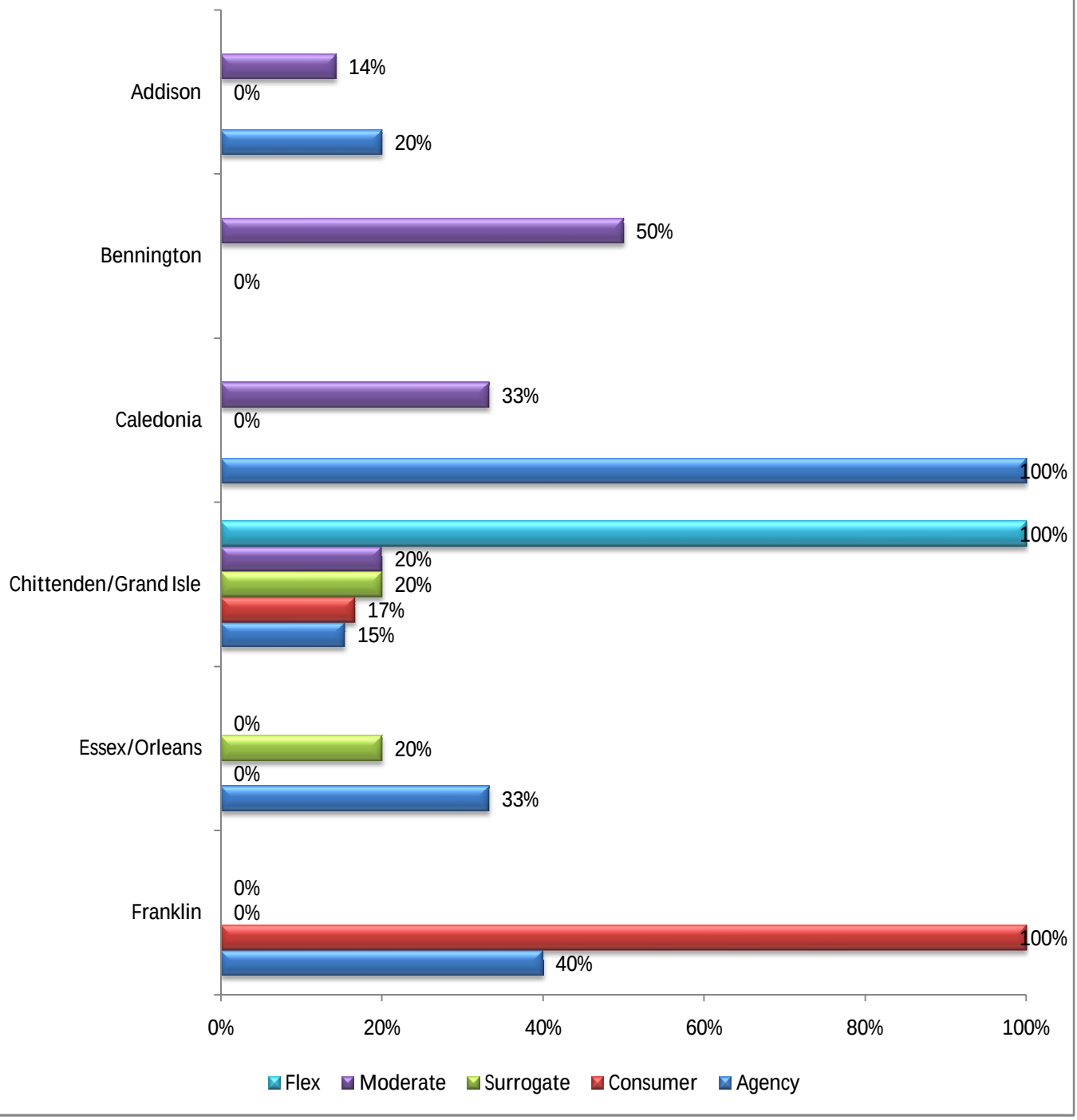


*Significance testing was not performed as sample sizes were not large enough to support this analysis

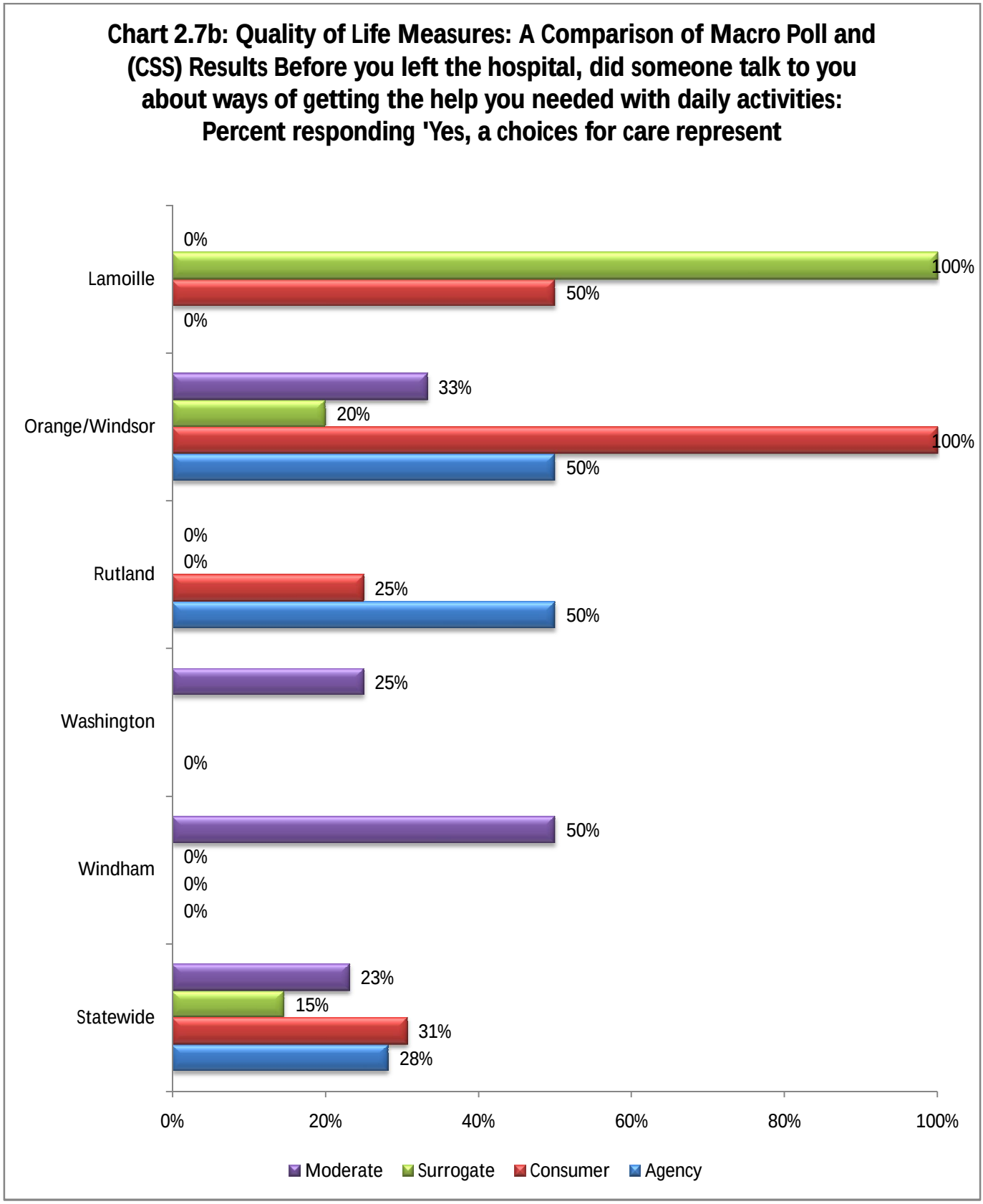


*Significance testing was not performed as sample sizes were not large enough to support this analysis

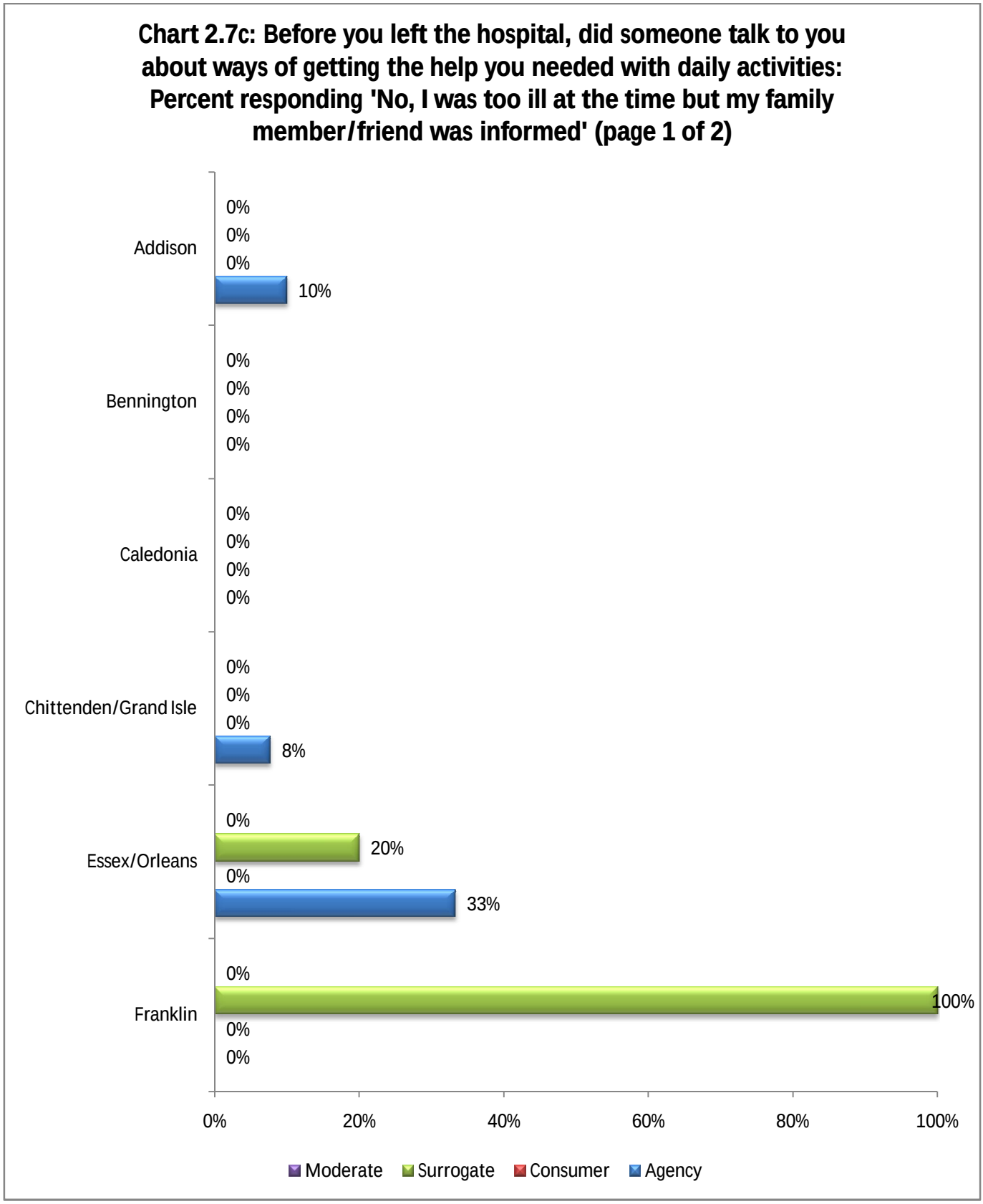
Chart 2.7b: Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily activities: Percent responding 'Yes, a choices for care represent



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis



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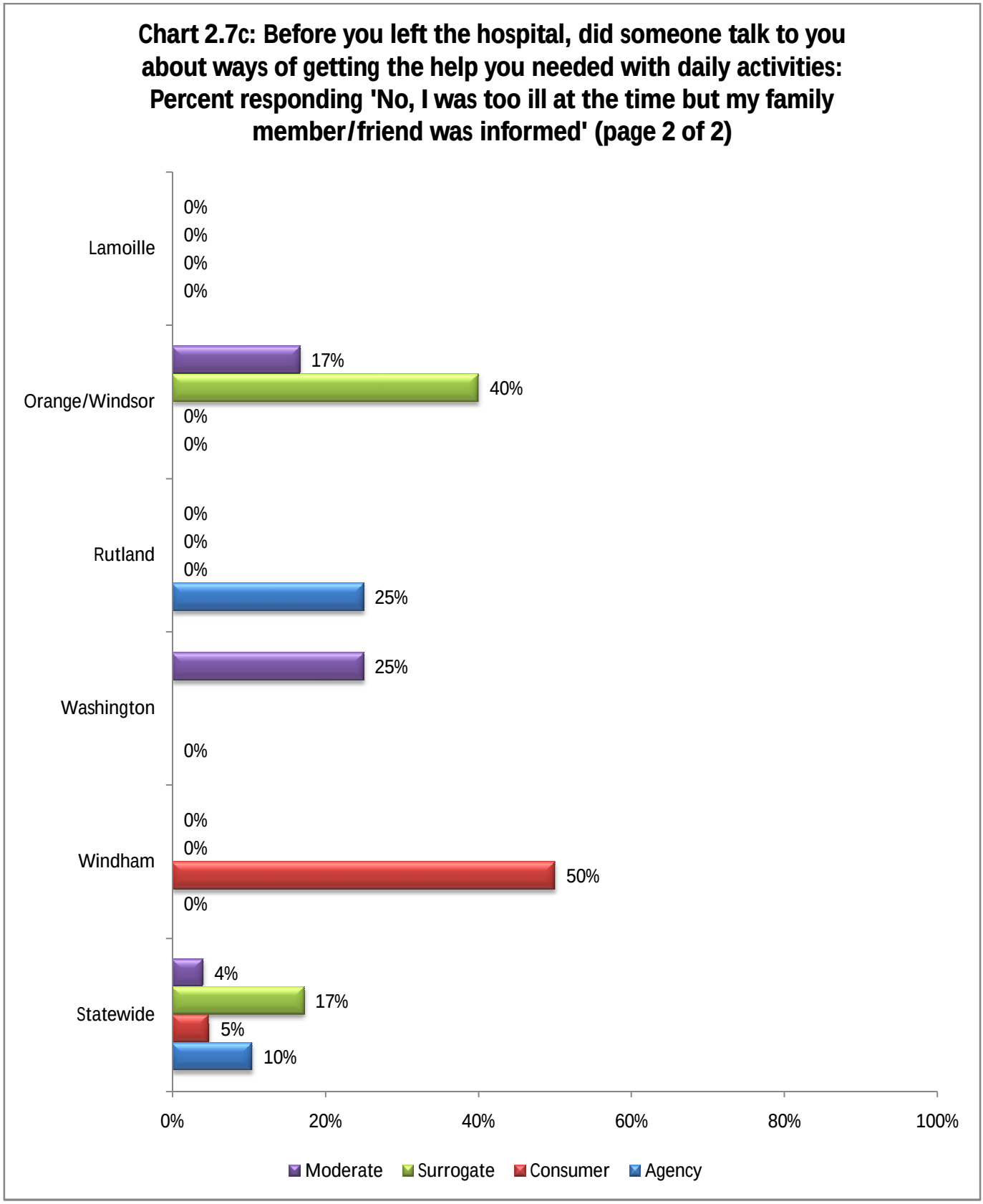
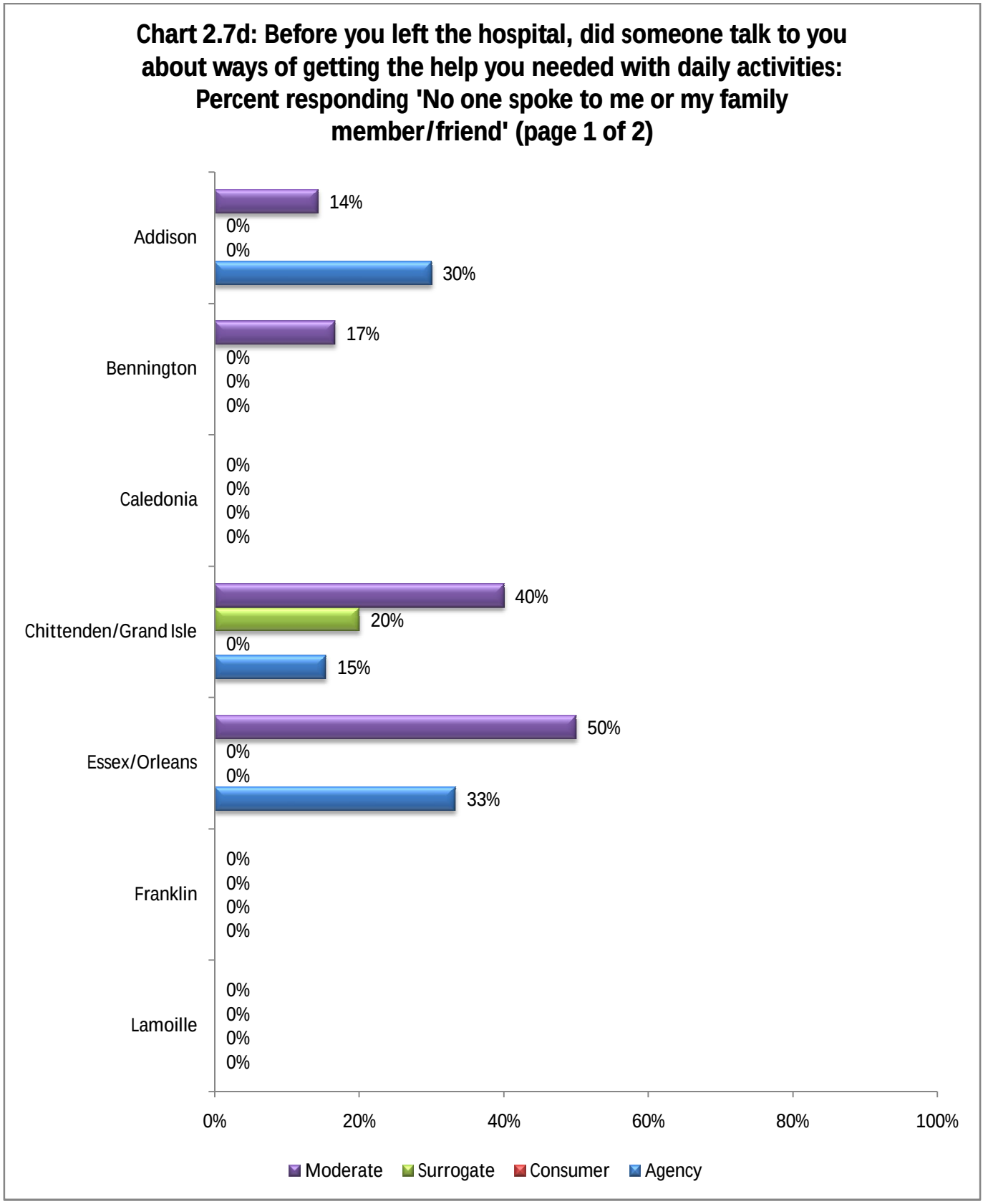
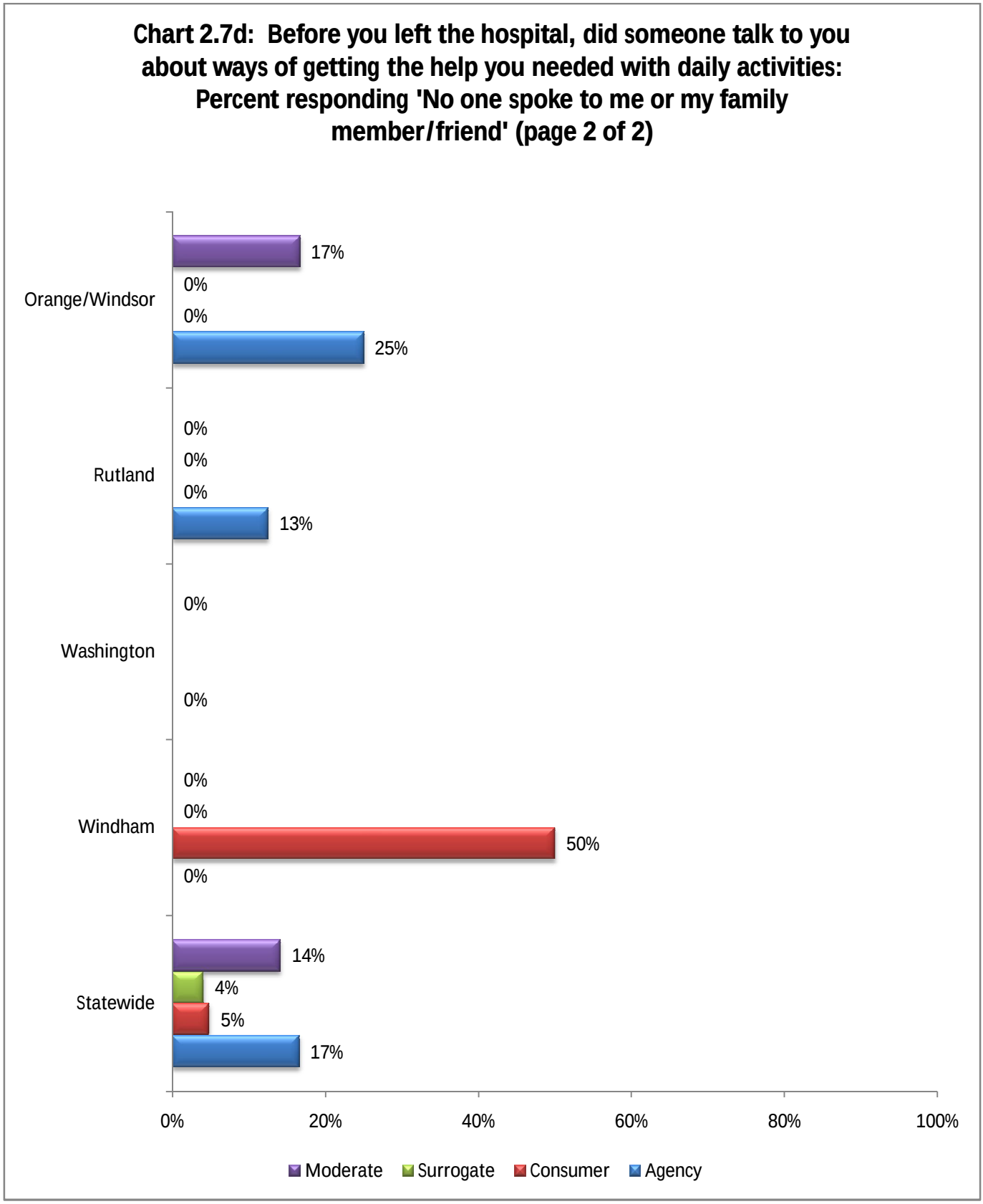


*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis

CHAPTER III. SATISFACTION WITH ATTENDANT SERVICES

Long-term care consumers who received Attendant Services indicated high levels of satisfaction with the care they had received in 2007, 2006 and 2002. For each service element, at least 90% of consumers statewide indicated they were "always" or "almost always" satisfied in 2007 (Charts 3.1-3.5). Overall, consumers statewide were most satisfied with the ability of the services to meet their needs (93%), and the respect and courtesy shown to them by their caregivers (93%). In 2007, statewide satisfaction with Attendant Services declined slightly from 2006 in each service element however none of these differences were significant.

With few exceptions, consumers in all Vermont regions rated service elements with Attendant Services very highly. For example, in each of the following areas, at least 90% of consumers rated all service elements as "excellent" or "good":

- Addison
- Bennington
- Rutland
- Washington
- Windham

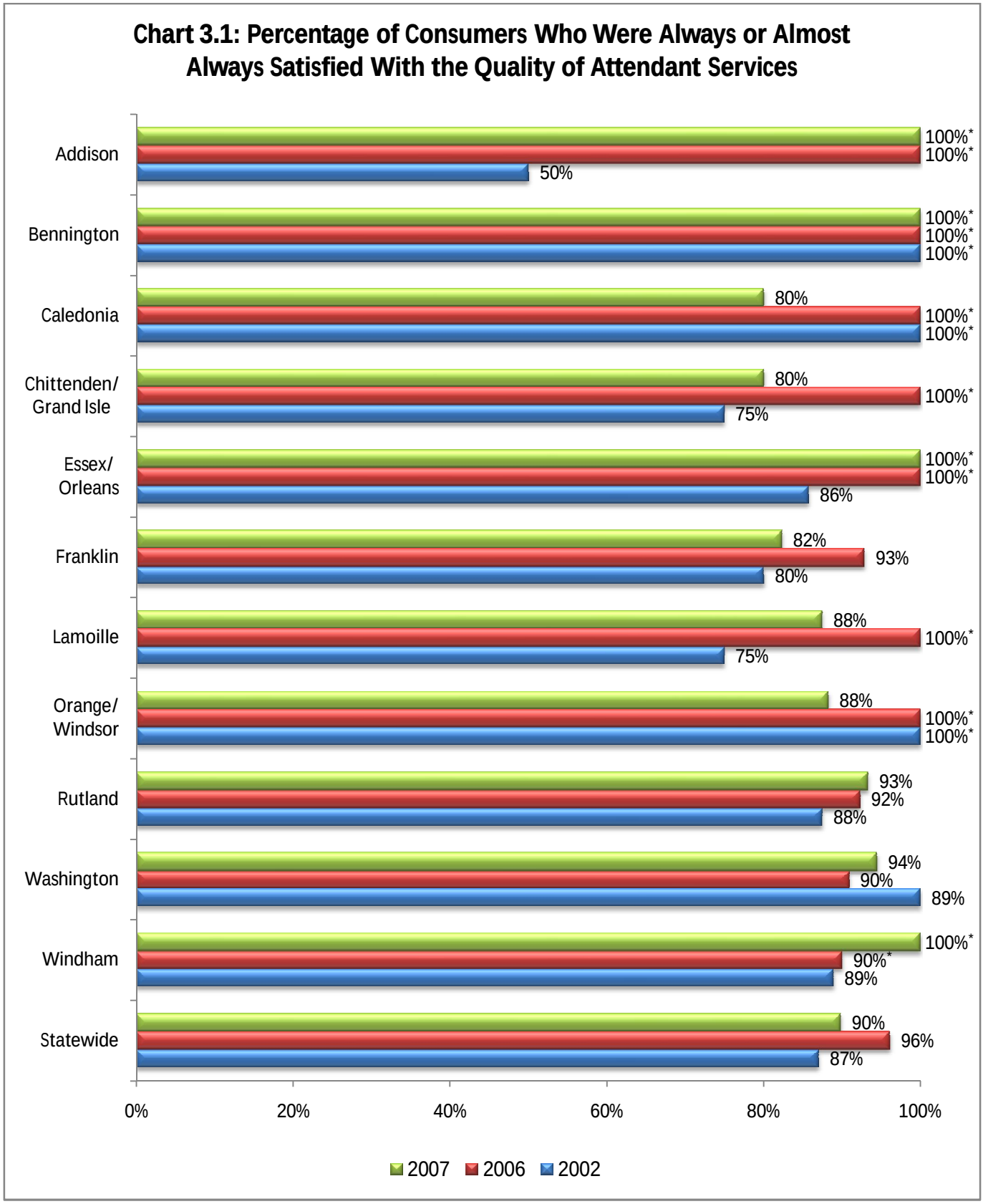
Sample sizes for data presented in Charts 3.1- 3.5 are provided in *Appendix B*

A. SATISFACTION WITH THE QUALITY OF SERVICES

A vast majority of Attendant Service consumers were satisfied with the quality of the services provided, with 90% indicating they were "always" or "almost always" satisfied. Satisfaction with the quality of Attendant Services declined statewide in 2007 (90% vs. 96%) but remains higher than 2002 results (90% vs. 87%). These differences are not statistically significant.

In four Vermont counties or regions, 100% of consumers reported "always" or "almost always" being satisfied with the quality of services; these were Addison, Bennington, Essex/Orleans, and Windham. These results represent statistically significant differences from the statewide average (90%) in 2007.

In 2007, satisfaction levels declined in five counties or regions when compared to 2006 results; these were Caledonia (80% vs. 100%), Chittenden/Grand Isle (80% vs. 100%), Franklin (82% vs. 93%), Lamoille (88% vs. 100%), and Orange/Windsor (88% vs. 100%). However, none of these declines in satisfaction represent statistically significant difference. (Chart 3.1)



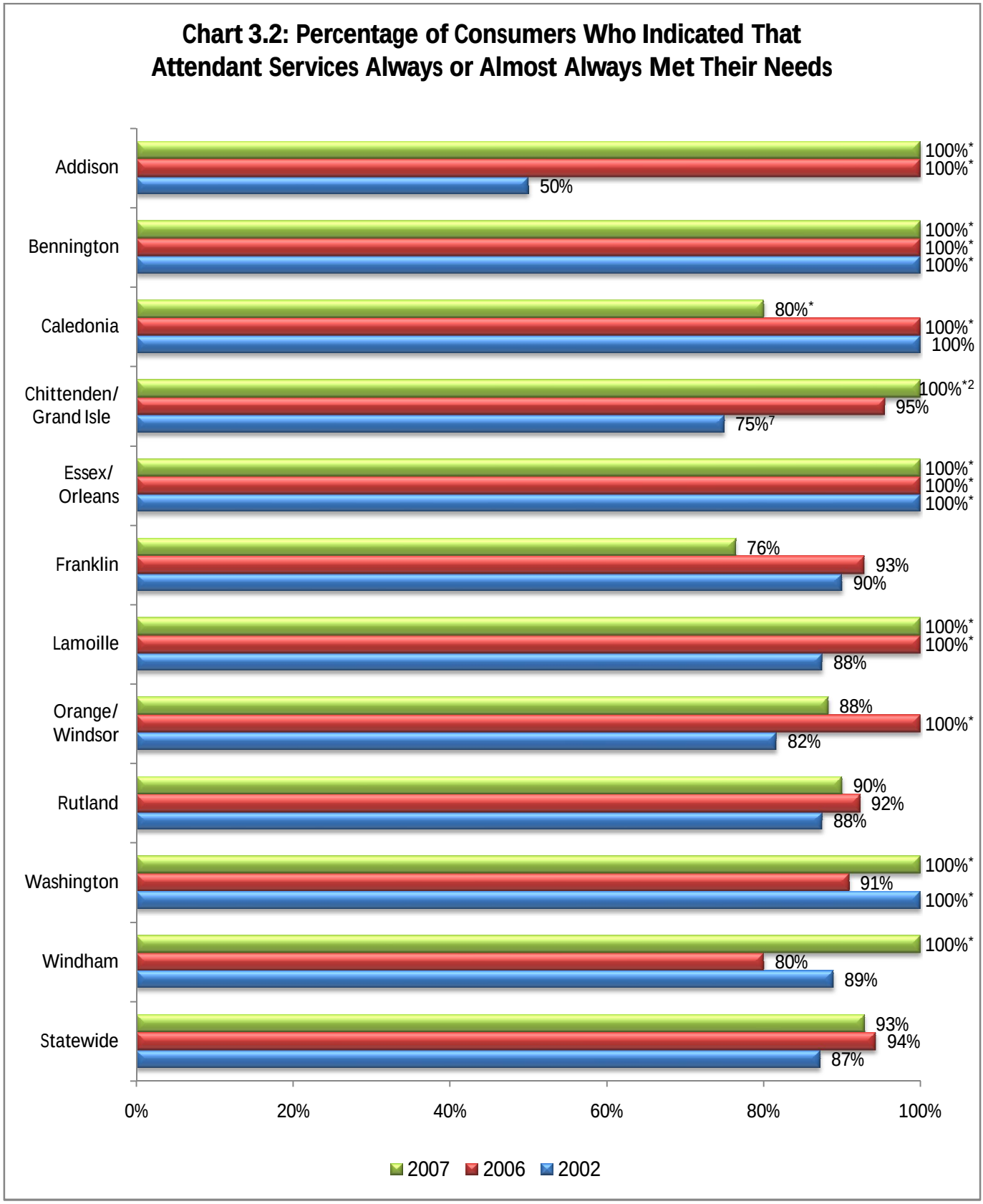
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

B. DEGREE TO WHICH SERVICES MEET CONSUMERS NEEDS

In 2007, 93% of consumers statewide reported that the Attendant Services they received "always" or "almost always" met their needs. This level of satisfaction is down slightly from 2006 (94%) but remains higher than 2002 results (87%). These varying levels of satisfaction are not statistically significant.

In seven counties, consumers reported 100% satisfaction levels in 2007; Addison, Bennington, Chittenden/Grand Isle, Essex/Orleans, Lamoille, Washington, and Windham. Satisfaction levels in these counties represent a significant difference from satisfaction levels statewide (93%) in 2007.

Satisfaction declined in four counties in 2007 when compared to 2006; Caledonia (80% vs. 100%), Franklin (76% vs. 93%), Orange/Windsor (88% vs. 100%), and Rutland (90% vs. 92%). However, none of these changes are statistically significant. (Chart 3.2)



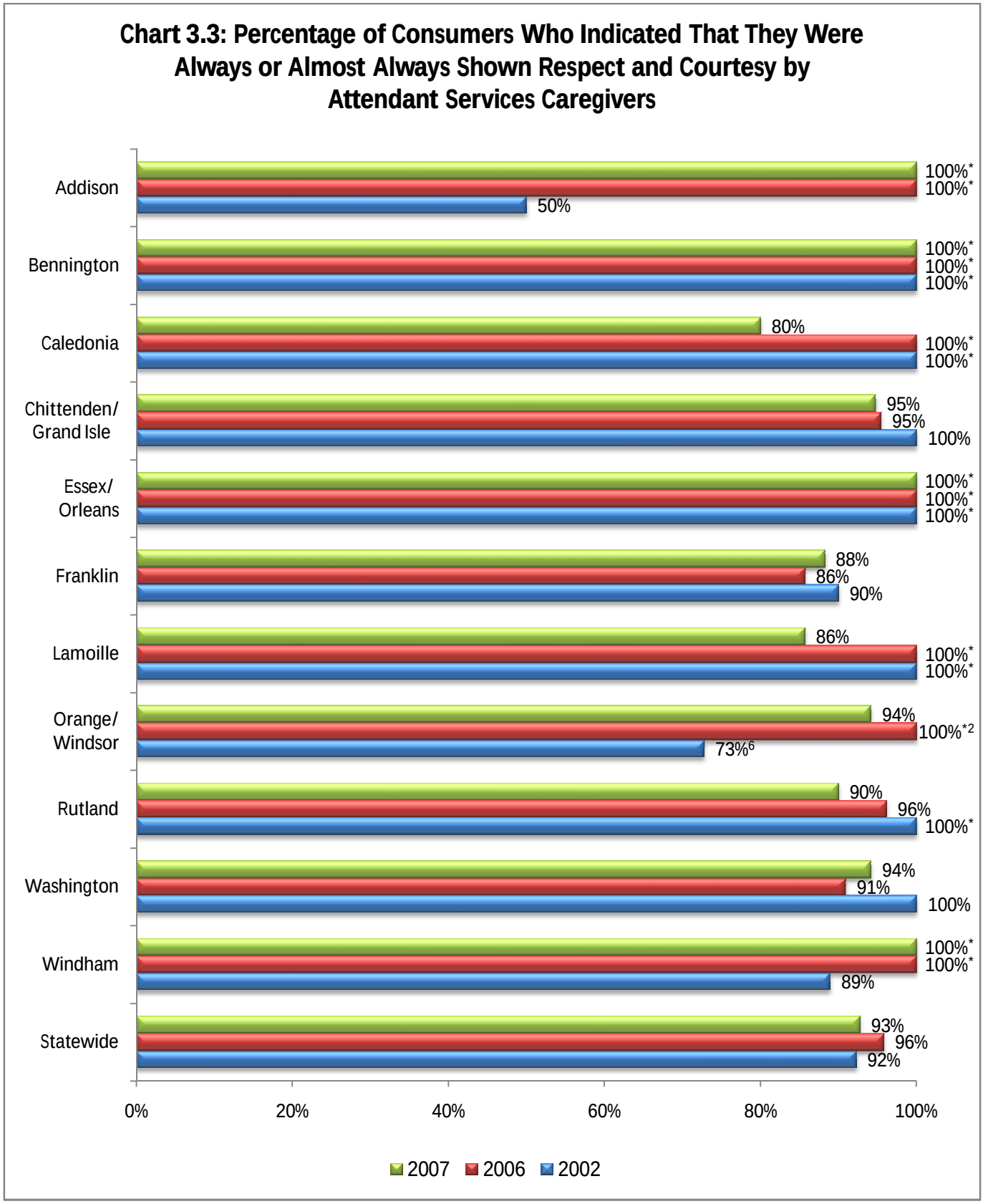
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

C. RESPECTFULNESS AND COURTESY OF ATTENDANT SERVICES CAREGIVERS

Consumers across the State rated high levels of satisfaction with the respect and courtesy shown by Attendant Service caregivers – 93% were "always" or "almost always" satisfied in 2007. These survey results are down slightly from 2006 results (96%) but the difference is not significant.

100% of consumers in four counties reported satisfaction with the respect and courtesy shown by Attendant Service caregivers; Addison, Bennington, Essex/Orleans, and Windham – a significant difference from the statewide average (93%).

A decline in satisfaction was reported in Caledonia (80% vs. 100%), Lamoille (86% vs. 100%), Orange/Windsor (94% vs. 100%) and Rutland counties (90% vs. 96%) when compared to 2006 survey results. These differences are not statistically significant. (Chart 3.3)

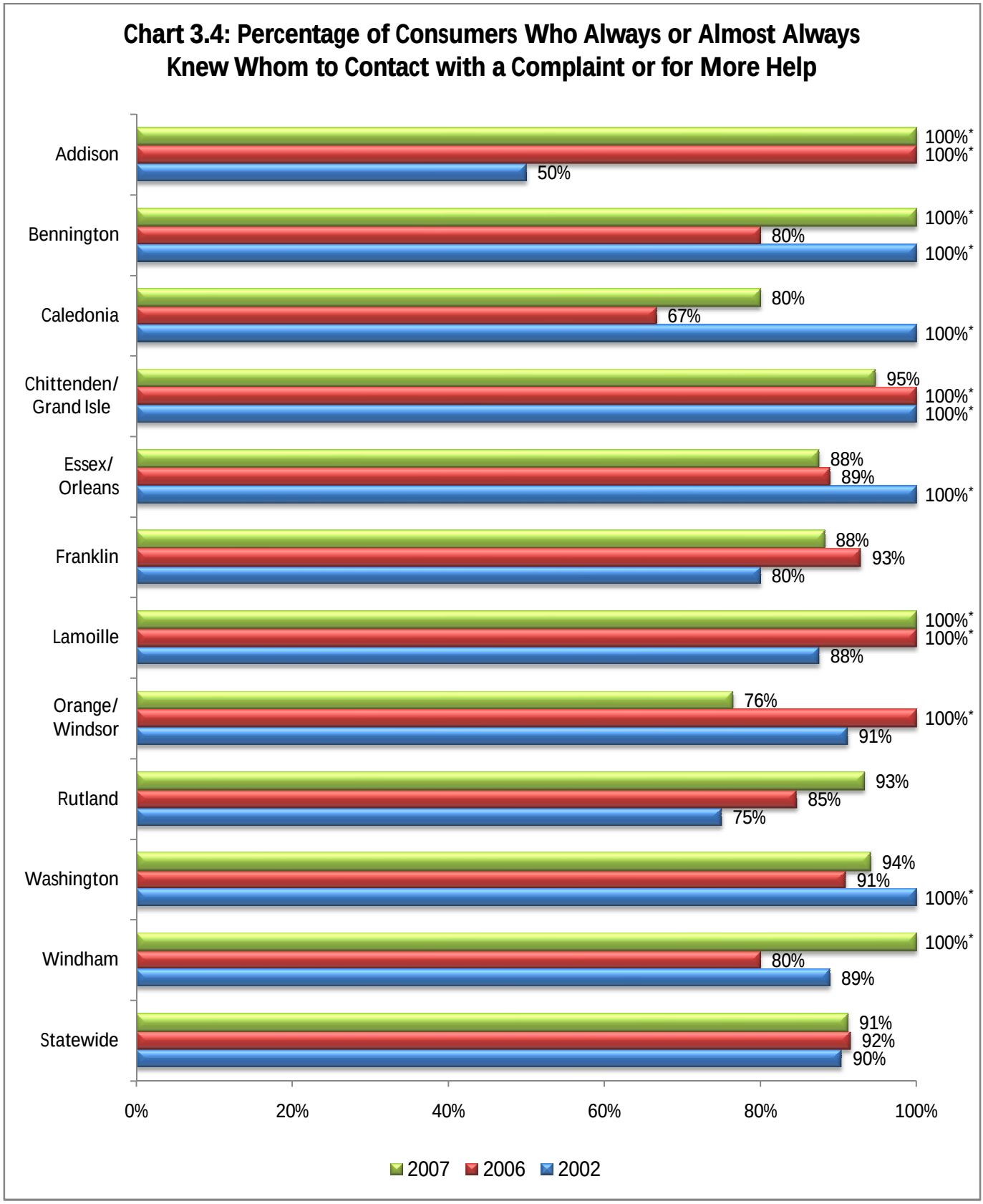


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

Statewide, 91% of consumers who received Attendant Services reported that they "always" or "almost always" knew whom to contact if they had a complaint or wanted to request more help from the program. Satisfaction levels statewide are consistent across all years with 91% satisfaction in 2007, 92% in 2006, and 90% in 2002.

As with several other aspects of satisfaction with Attendant Services, 100% of consumers in Addison, Bennington, Lamoille, and Windham counties "always" or "almost always" knew whom to contact with a complaint – a statistically significant difference from statewide average results (91%) in 2007. (Chart 3.4)

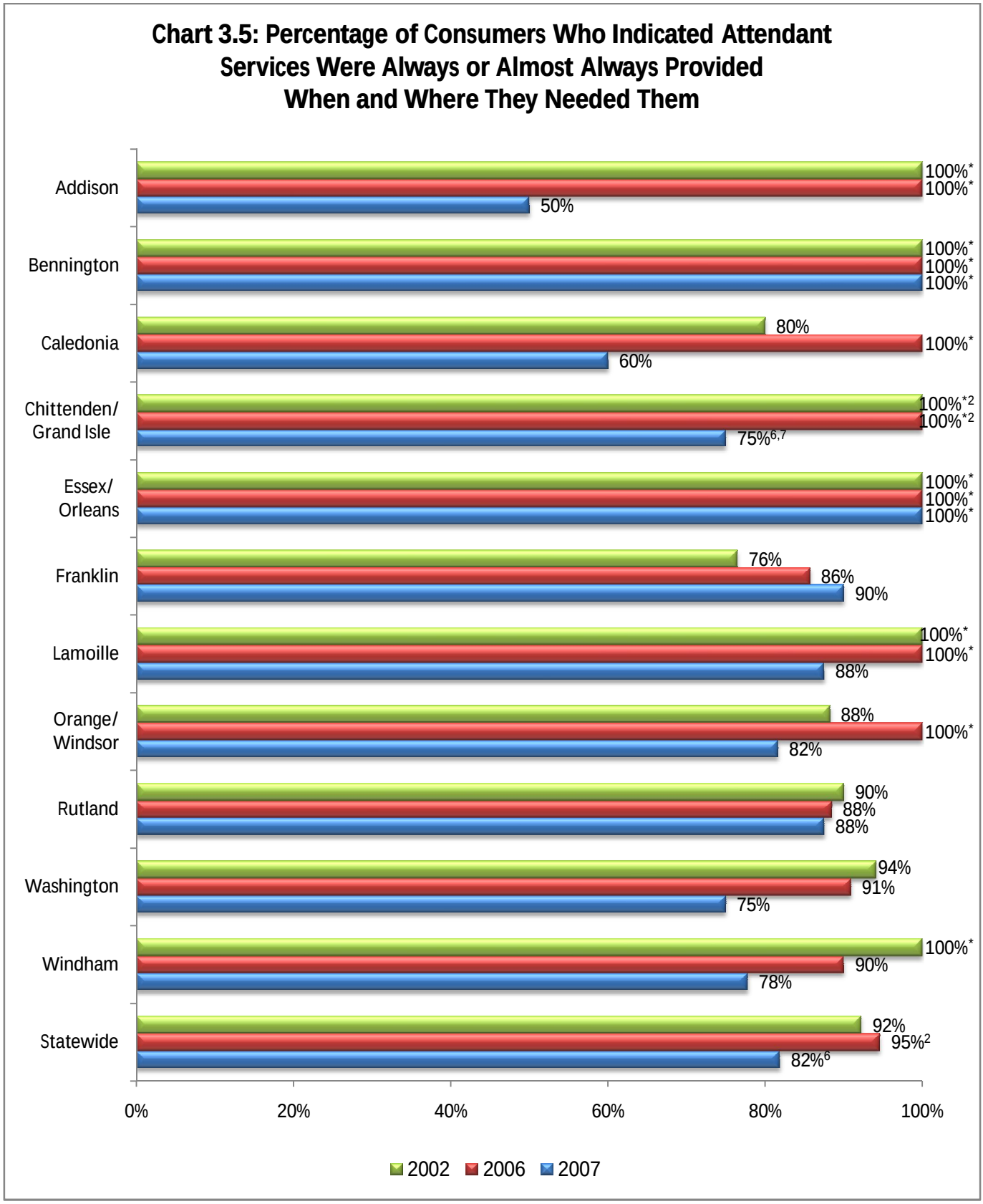


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

E. MEETING CONSUMERS' NEEDS WHEN AND WHERE NECESSARY

Statewide, 92% of Attendant Services consumers surveyed in 2007 indicated services were "always" or "almost always" provided when and where they were needed. This level of satisfaction is down slightly (although not significantly) from 2006 results (95%) but remains higher than satisfaction in 2002 (82%).

Consumers in Addison, Bennington, Chittenden/Grand Isle, Essex/Orleans, Lamoille, and Windham counties were significantly more likely (100% in all counties) than consumers statewide to "always" or "almost always" report this level of satisfaction. (Chart 3.5)



*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

CHAPTER IV. SATISFACTION WITH HOMEMAKER SERVICES

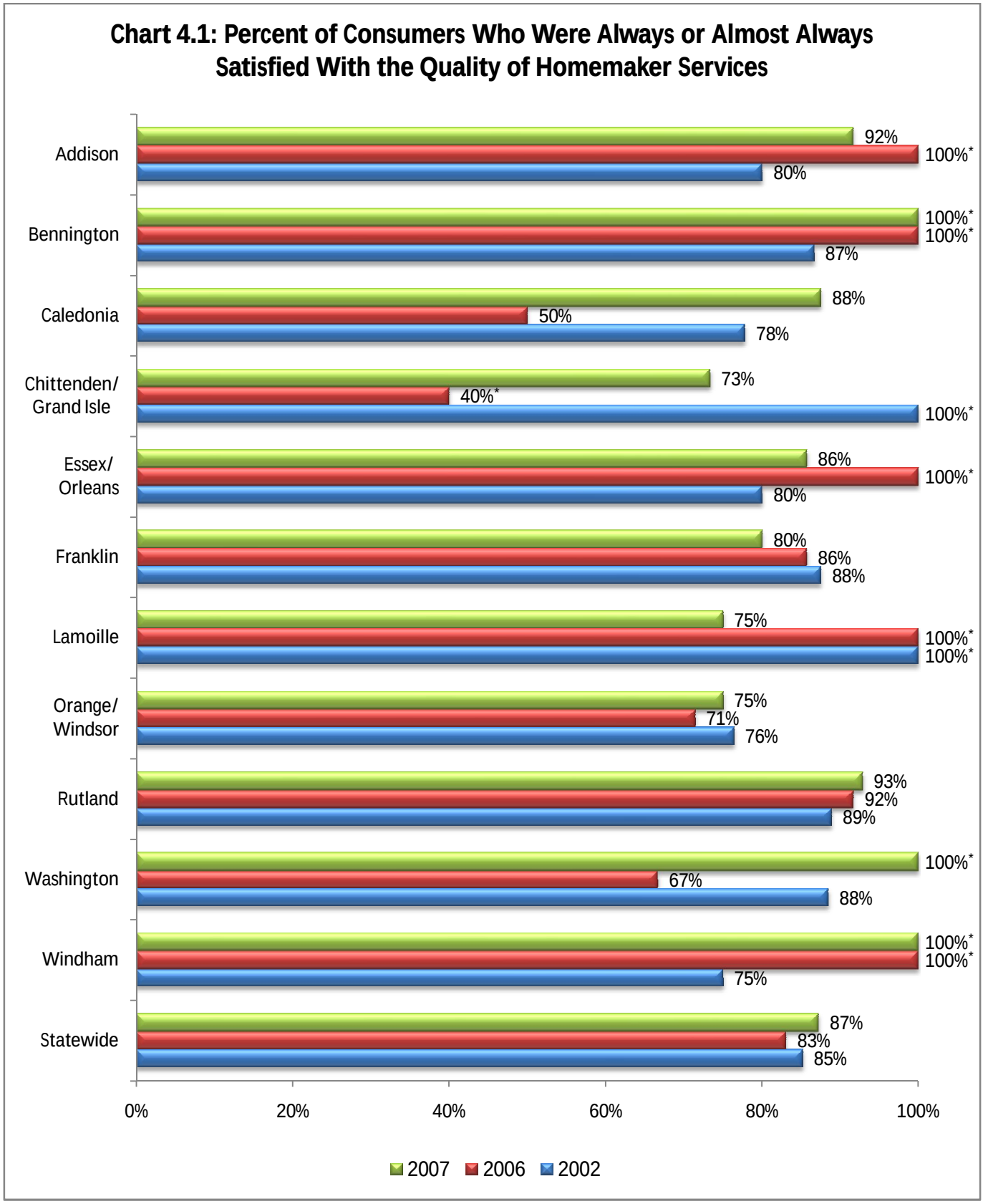
At least 87% of consumers statewide rated each element of Homemaker Services as “excellent” or “good” (Charts 4.1-4.5). In 2007, satisfaction levels increased for all five program aspects statewide- none of these increases are statistically significant. Statewide, consumers were most satisfied with the respect and courtesy shown by Homemaker caregivers (92%) in 2007.

As with the CFC Personal Care Services, the composition of Homemaker Services changed between 2002 and 2006. In 2002, Homemaker Service respondents included multiple types of consumers. In 2006 and 2007, however, all respondents from Homemaker Services were part of the Moderate Needs Group (MNG) of long-term care consumers.

A. SATISFACTION WITH QUALITY OF SERVICE

Statewide, 87% of respondents who received Homemaker Services reported being "always" or "almost always" satisfied with the quality of the services they received. These results are up slightly from 2006 (83%) but the change is not statistically significant.

Satisfaction levels in three counties – Bennington, Washington, and Windham – reached 100% in 2007. These results are significantly different from the statewide average (87%) in 2007. (Chart 4.1)



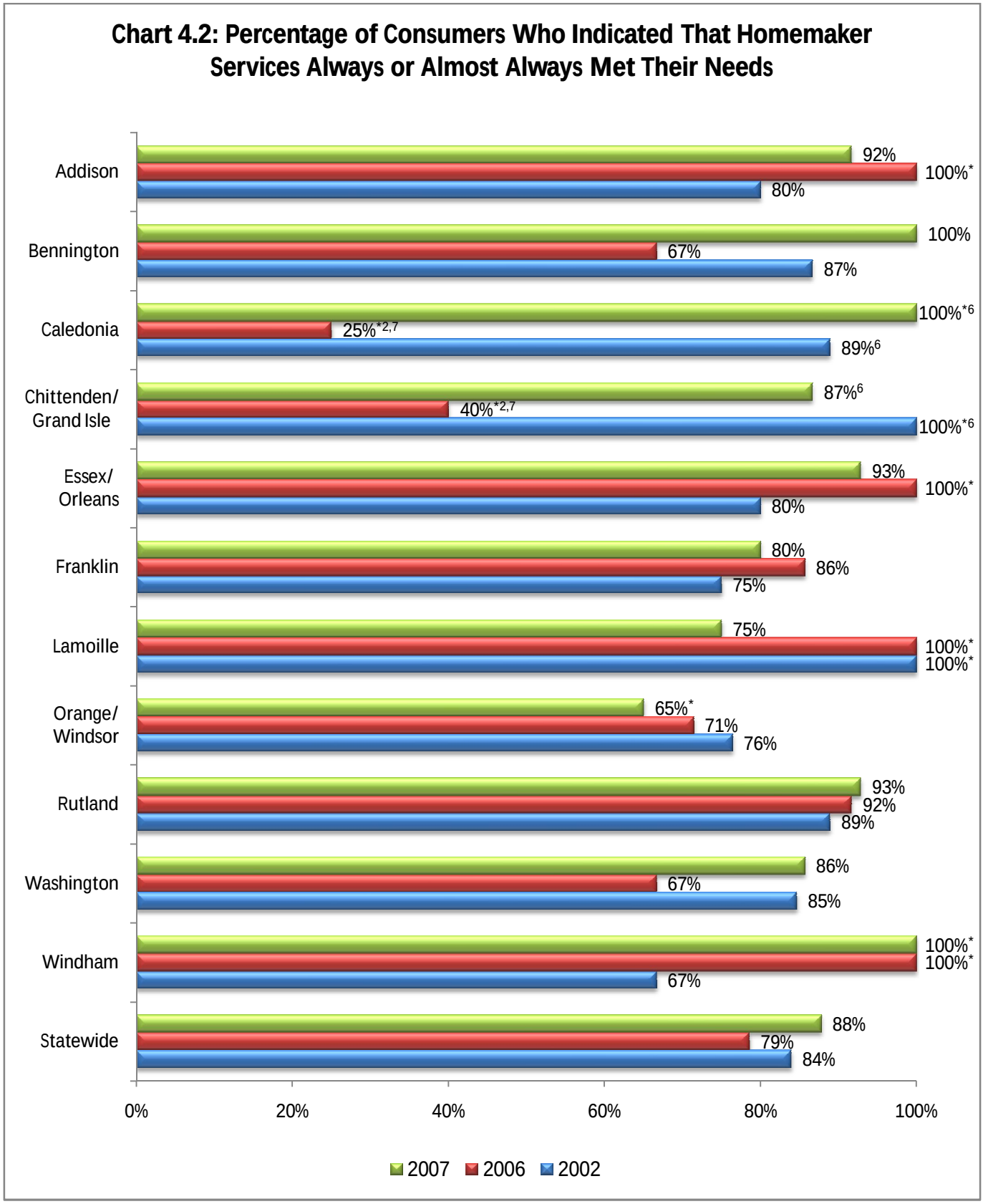
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

B. DEGREE TO WHICH SERVICES MET CONSUMERS NEEDS

Statewide, 88% of consumers who received Homemaker Services reported that the services they received "always" or "almost always" met their needs. This level of satisfaction is up from 2006 levels (79%) however the increase is not statistically significant.

Satisfaction levels in three counties reached 100% in 2007 (Bennington, Caledonia, and Windham) representing a statistically significant difference from the statewide average of 88%. Sixty five percent of consumers in Orange/Windsor County reported that Homemaker Services "always" or "almost always" met their needs which is significantly lower than the statewide average (88%) in 2007.

Statistically significant increases in satisfaction were reported in 2007 in Caledonia (100% vs. 25%) and Chittenden/Grand Isle (87% vs. 40%). (Chart 4.2)



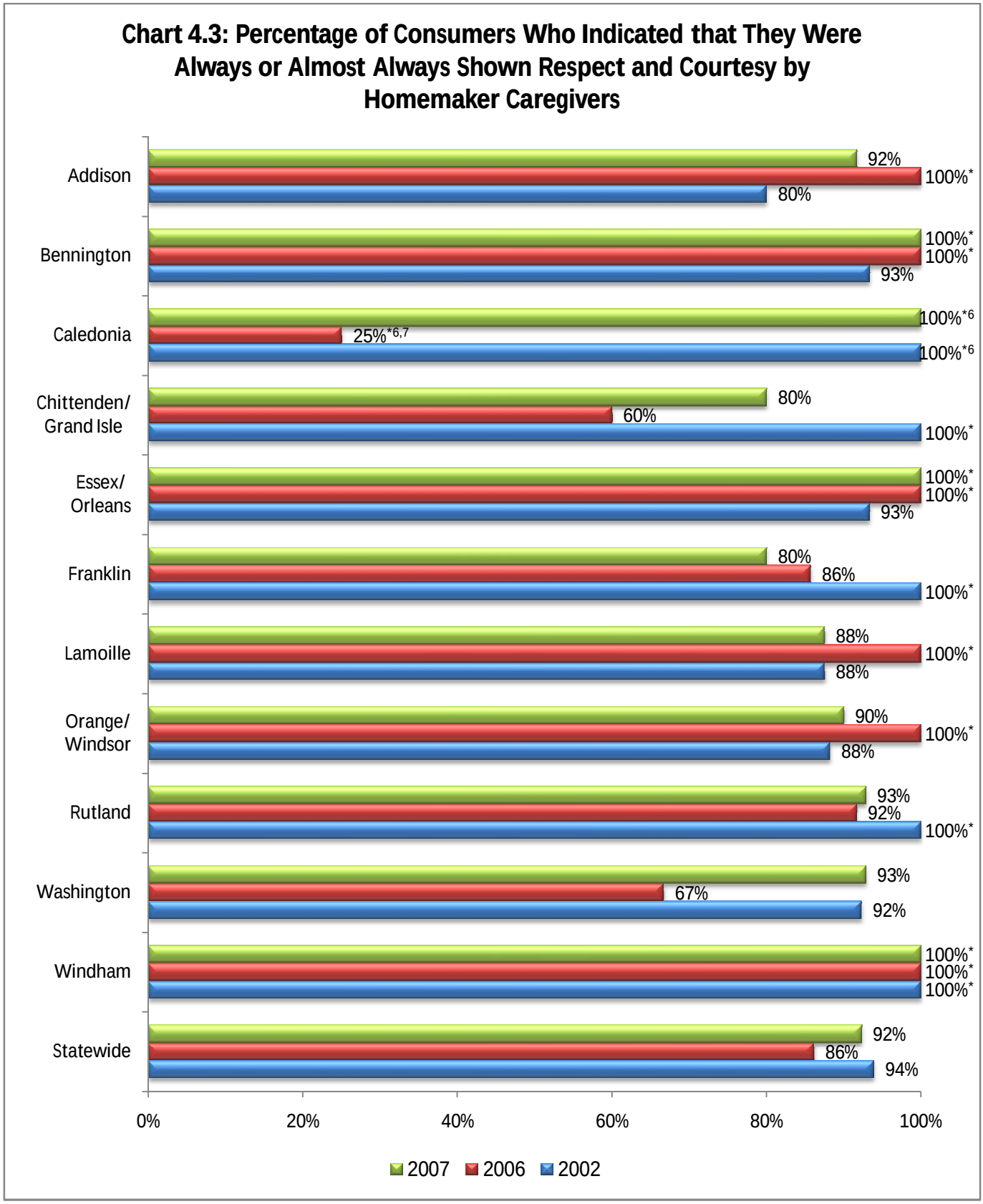
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

C. RESPECTFULNESS AND COURTESY OF HOMEMAKER SERVICES CAREGIVERS

Statewide, 92% of consumers who received Homemaker Services indicated their caregivers "always" or "almost always" treated them with respect and courtesy. Satisfaction levels increased from 2006 (86%) and returned to a level similar to 2002 survey results (94%).

Four counties reported 100% satisfaction with this service element in 2007 (Bennington, Caledonia, Essex/Orleans, and Windham) and all represent a statistically significant difference from the statewide average of 92%.

In 2007, satisfaction levels in Caledonia County increased significantly from 2006 survey results (100% vs. 25%), the same level of satisfaction reported in 2002 (100%). (Chart 4.3)

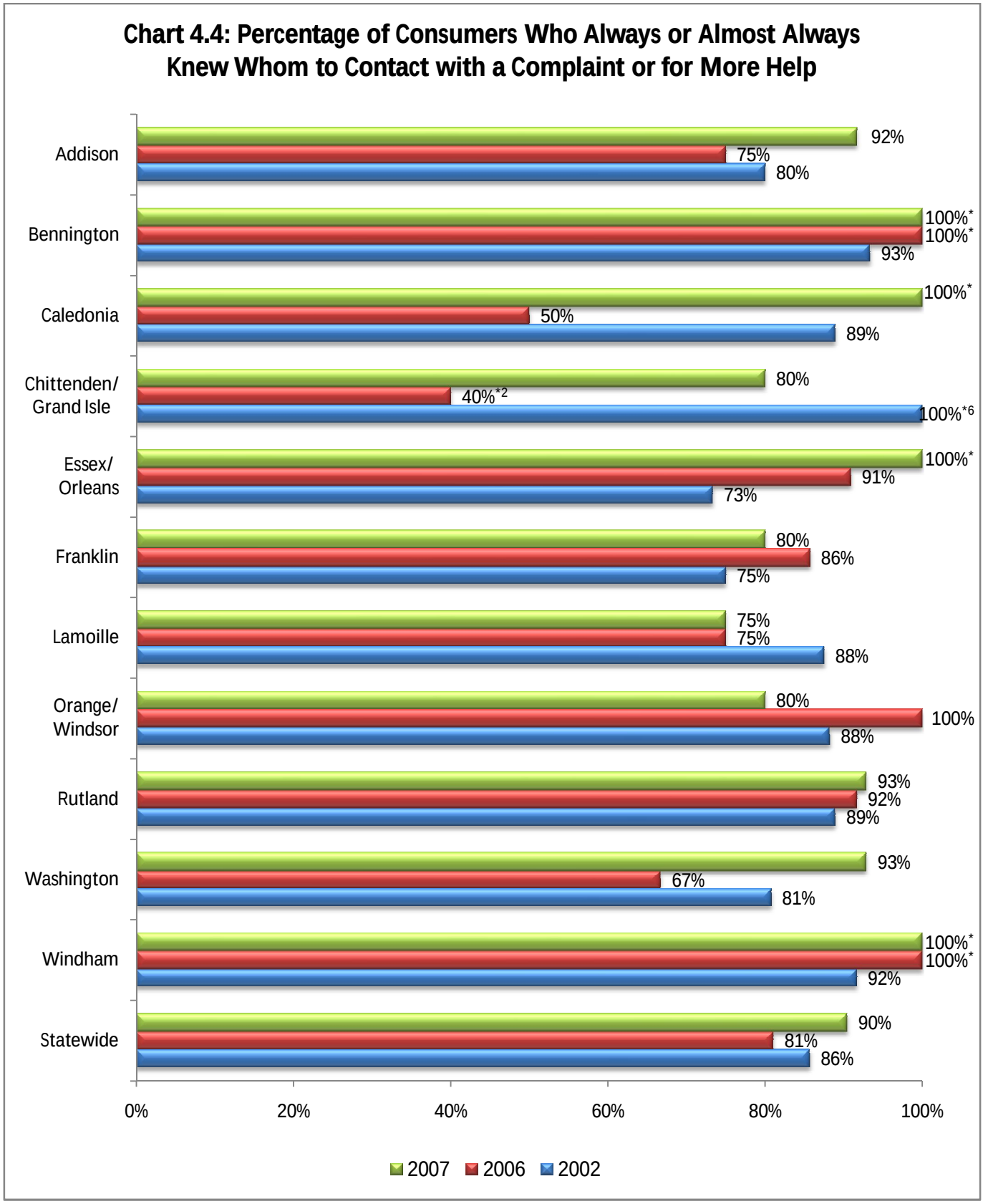


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

In 2007, 90% of Homemaker Service consumers statewide reported they knew whom to contact with complaints or requests. This percentage is up slightly from 2006 results (81%) but the increase is not statistically significant.

Three counties reported 100% satisfaction (Bennington, Essex/Orleans, and Windham), which represents a statistically significant difference from the statewide average (90%). (Chart 4.4)



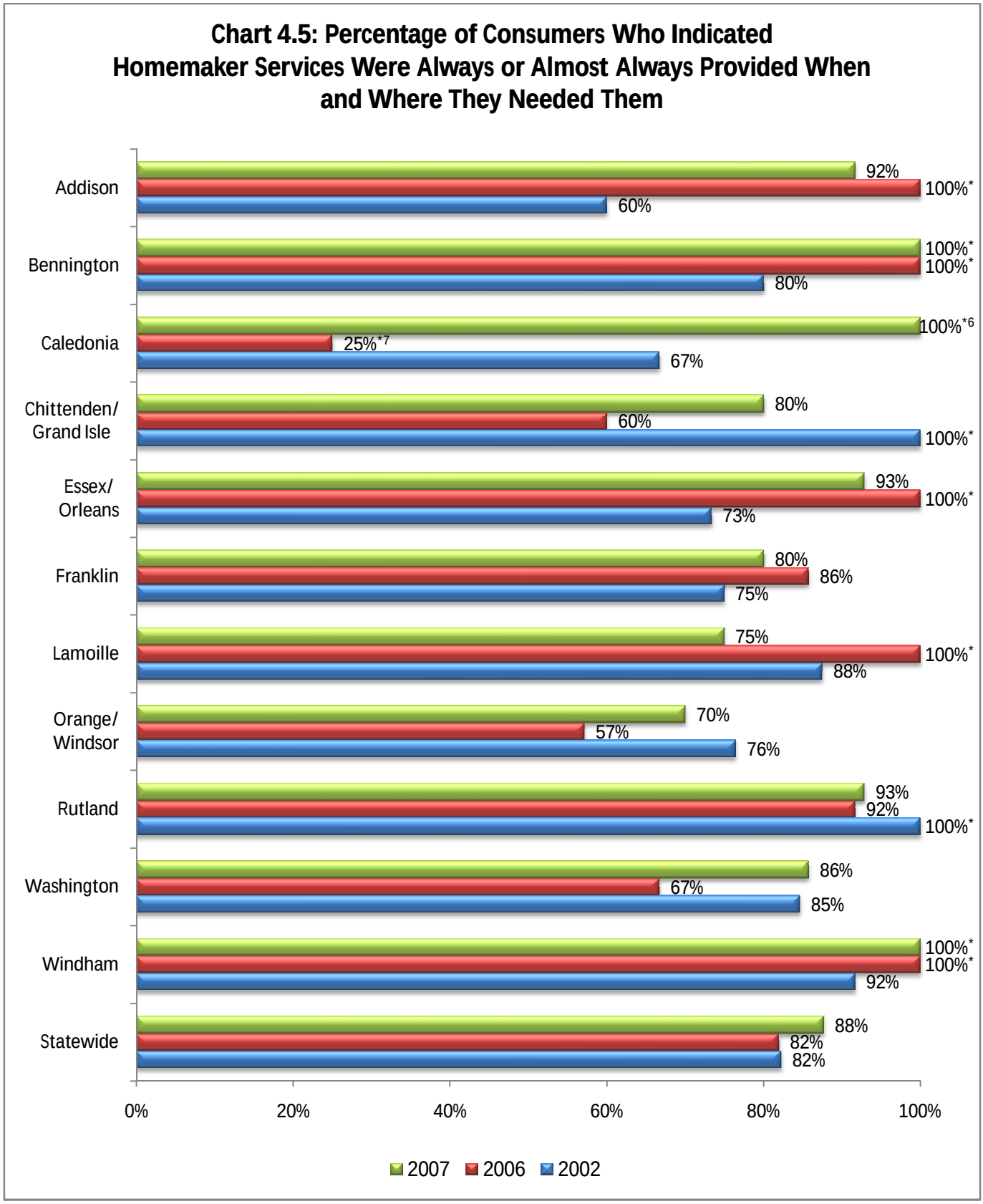
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

E. MEETING CONSUMERS' NEEDS WHEN AND WHERE NECESSARY

Statewide, 88% of consumers receiving Homemaker Services indicated the services were "always" or "almost always" provided when and where they were needed. Satisfaction levels in 2007 (88%) are up slightly from 2006 (82%) and 2002 (82%) but the difference is not statistically significant.

Satisfaction with this service element reached 100% in three counties in 2007 (Bennington, Caledonia, and Windham). Consumers in these counties were significantly more likely than consumers statewide (88%) to be satisfied with when and where their Homemaker services were provided in 2007.

In 2007, a significant increase in satisfaction with this service element was reported (100% vs. 25%) when compared to 2006 results. (Chart 4.5)



*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

CHAPTER V. SATISFACTION WITH THE ADULT DAY SERVICES

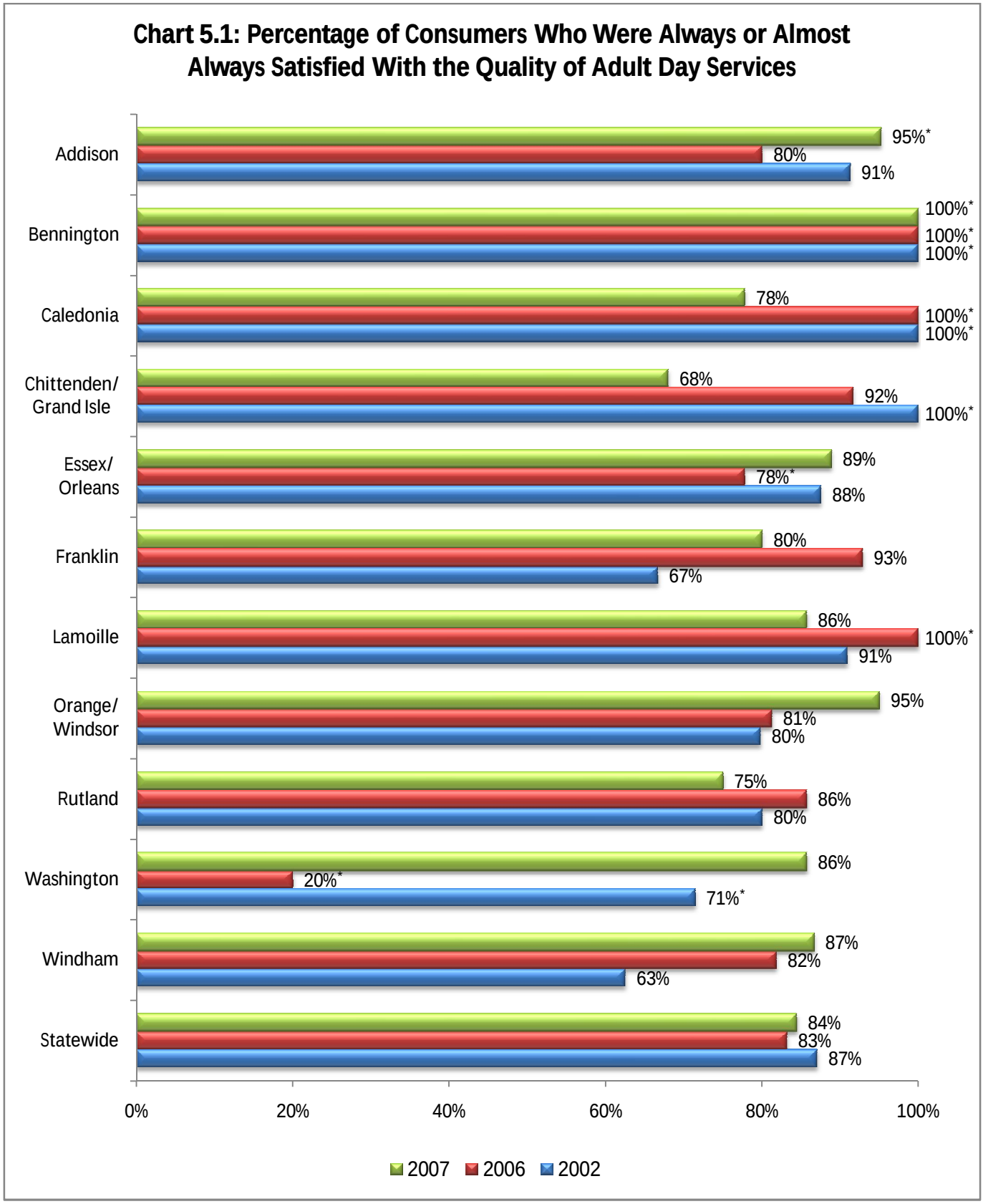
At least 82% of Adult Day Service consumers were “always” or “almost always” satisfied with each service element asked about during the 2007 survey. Consumers were most satisfied with the degree of respect and courtesy they received from their caregivers (88%) and the ability to provide services when and where they are needed (88%).

Sample sizes for data presented in Charts 5.1-5.5 are provided in *Appendix B*

A. SATISFACTION WITH QUALITY OF SERVICES

Eighty-four percent of consumers statewide who received Adult Day Services indicated they were "always" or "almost always" satisfied with the quality of the services they received. Survey results statewide in 2007 (84%) are up slightly from 2006 results (83%) but remain just below satisfaction levels in 2002 (87%). The differences in these satisfaction levels are not statistically significant.

Consumers in Addison (95%) and Bennington (100%) counties were significantly more likely than consumers statewide (84%) to indicate they were "always" or "almost always" satisfied with this service element than consumers statewide (84%) in 2007. (Chart 5.1)

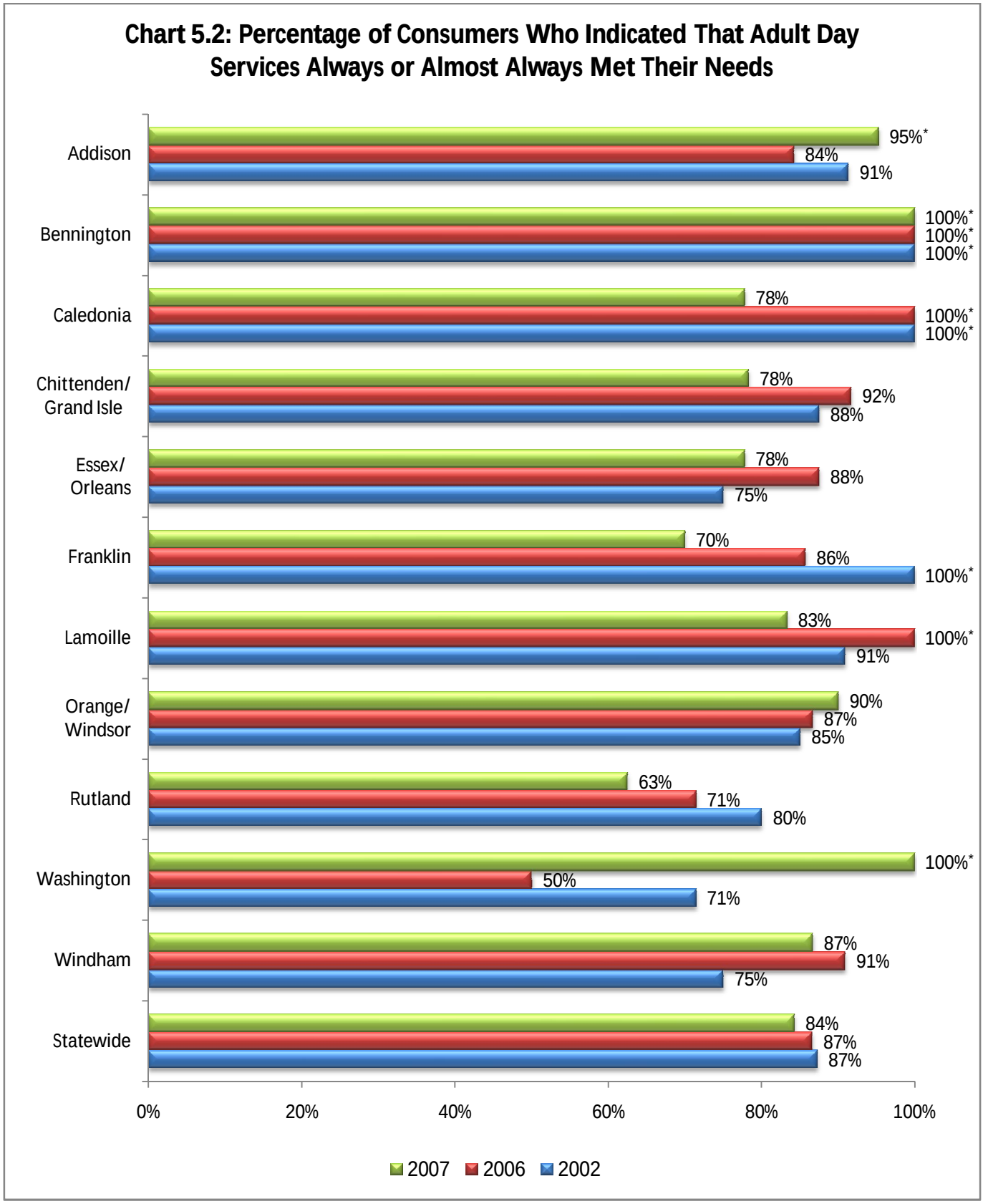


*indicates statistical difference from statewide average at 5%

B. DEGREE TO WHICH SERVICES MET CONSUMER NEEDS

In 2007, 84% of consumers statewide indicated the Adult Day Services "always" or "almost always" met their needs which is down slightly, although not significantly, from 2006 (87%) and 2002 (87%) survey results.

Consumers in Addison (95%), Bennington (100%), and Washington (100%) counties were significantly more likely to indicate they were "always" or "almost always" satisfied with the services provided than were other consumers across the State (84%). (Chart 5.2)



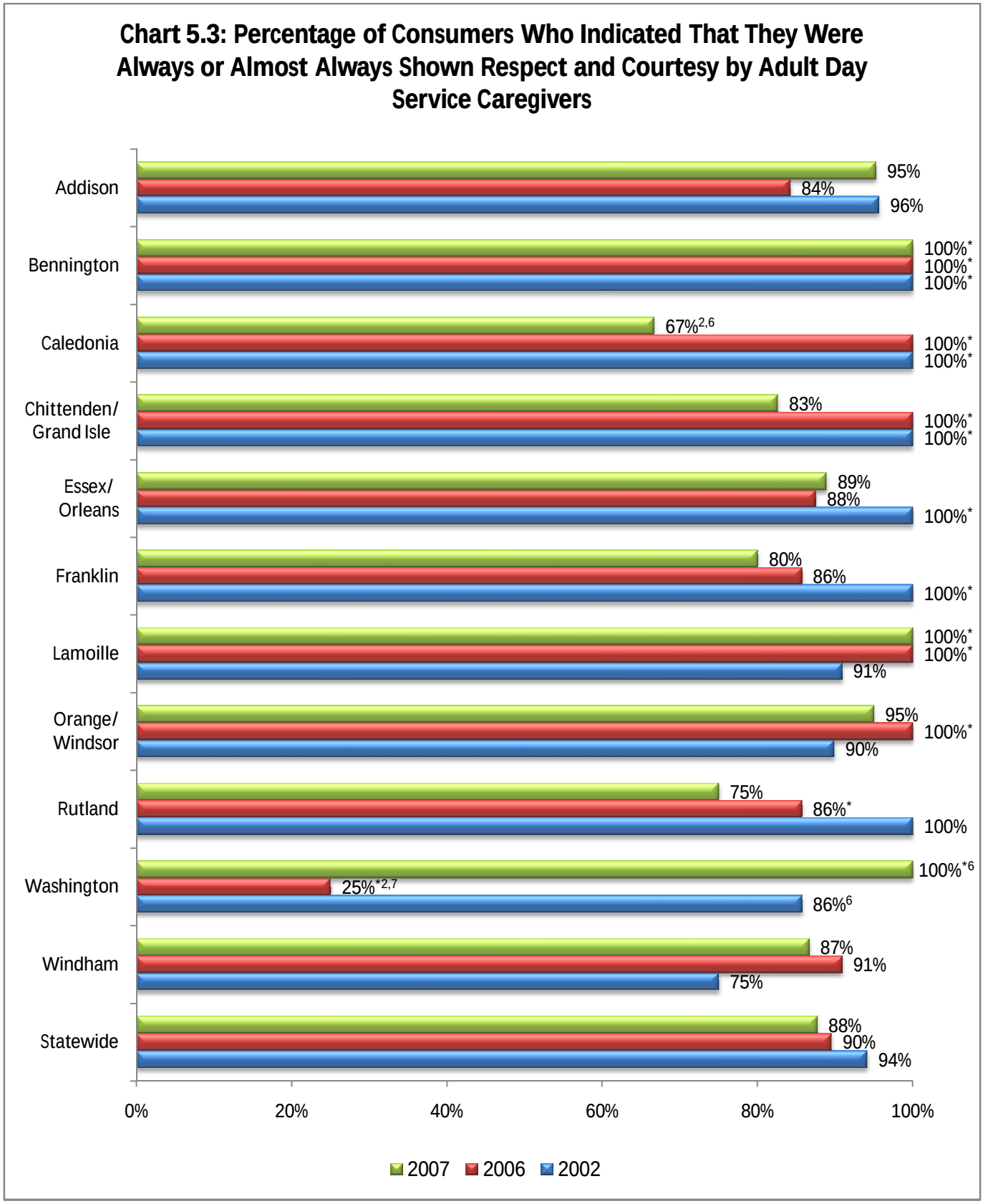
*indicates statistical difference from statewide average at 5%

C. RESPECTFULNESS AND COURTESY OF ADULT DAY SERVICE CAREGIVERS

Of consumers in the Adult Day Services in 2007, 88% reported that their caregivers "always" or "almost always" treated them with respect and courtesy statewide. This percentage is down slightly from 2006 survey results (90%) but the difference is not statistically significant.

Satisfaction levels with this service element reached 100% in three counties (Bennington, Lamoille, and Washington) in 2007. Consumers in these counties were significantly more likely to indicate they were "always" or "almost always" satisfied with the respect and courtesy shown to them by Adult Day Service caregivers than consumers statewide (88%).

Consumers in Washington County were significantly more likely to be satisfied with this service element in 2007 than 2006 (100% vs. 25%). However, consumers in Caledonia County were significantly less likely to be satisfied with this service element in 2007 than 2006 (67% vs. 100%). (Chart 5.3)

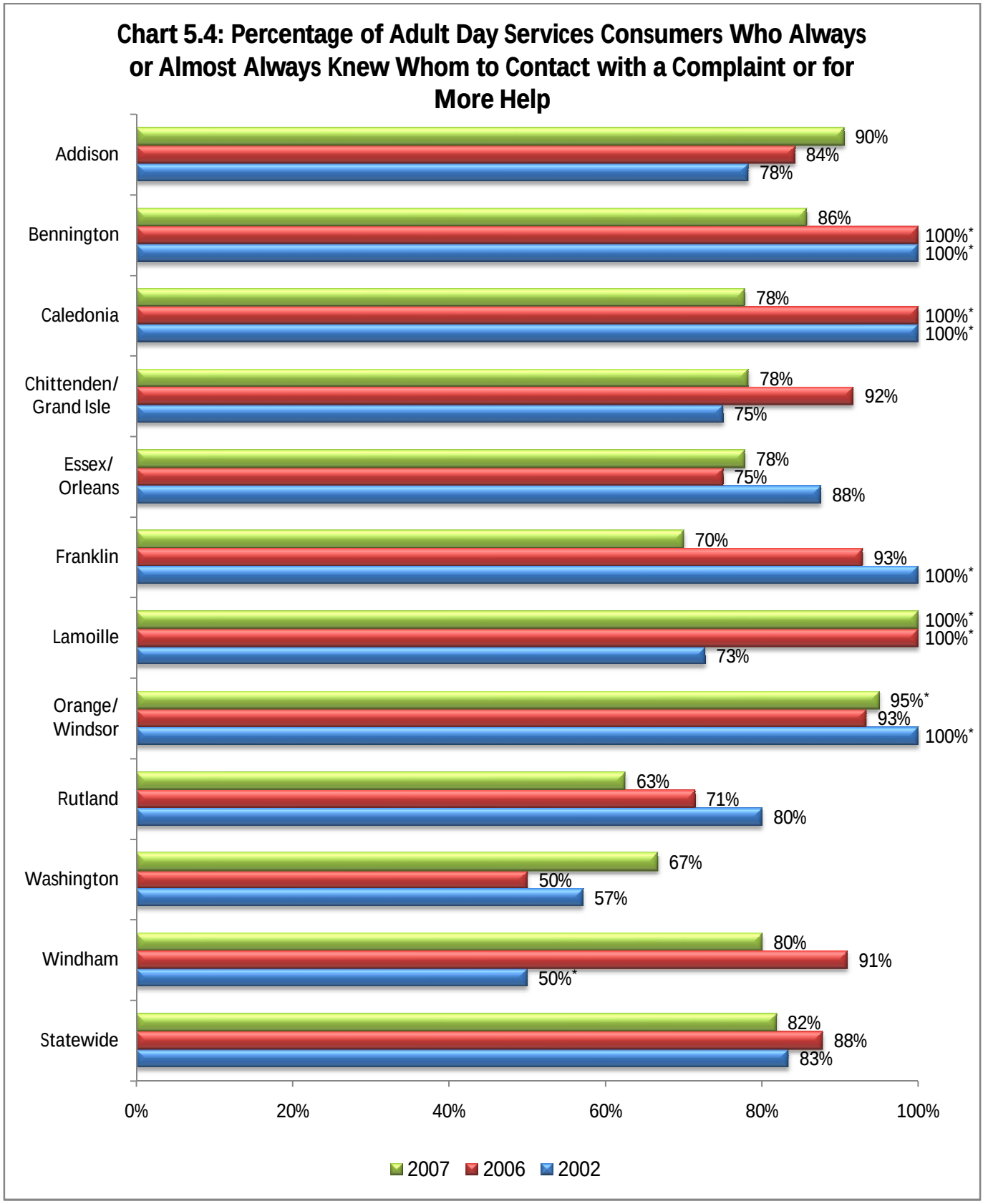


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

In 2007, 82% of consumers who received Adult Day Services indicated they "always" or "almost always" knew whom to contact with complaints or requests for additional help. This statewide percentage is down slightly from 2006 survey results (88%) and is closer to results seen in the 2002 survey (83%). These differences are not statistically significant.

Consumers in Orange/Windsor County were significantly more likely to indicate they "always" or "almost always" knew whom to contact with a complaint or for more help than consumers statewide in 2007 (95% vs. 82%). (Chart 5.4)

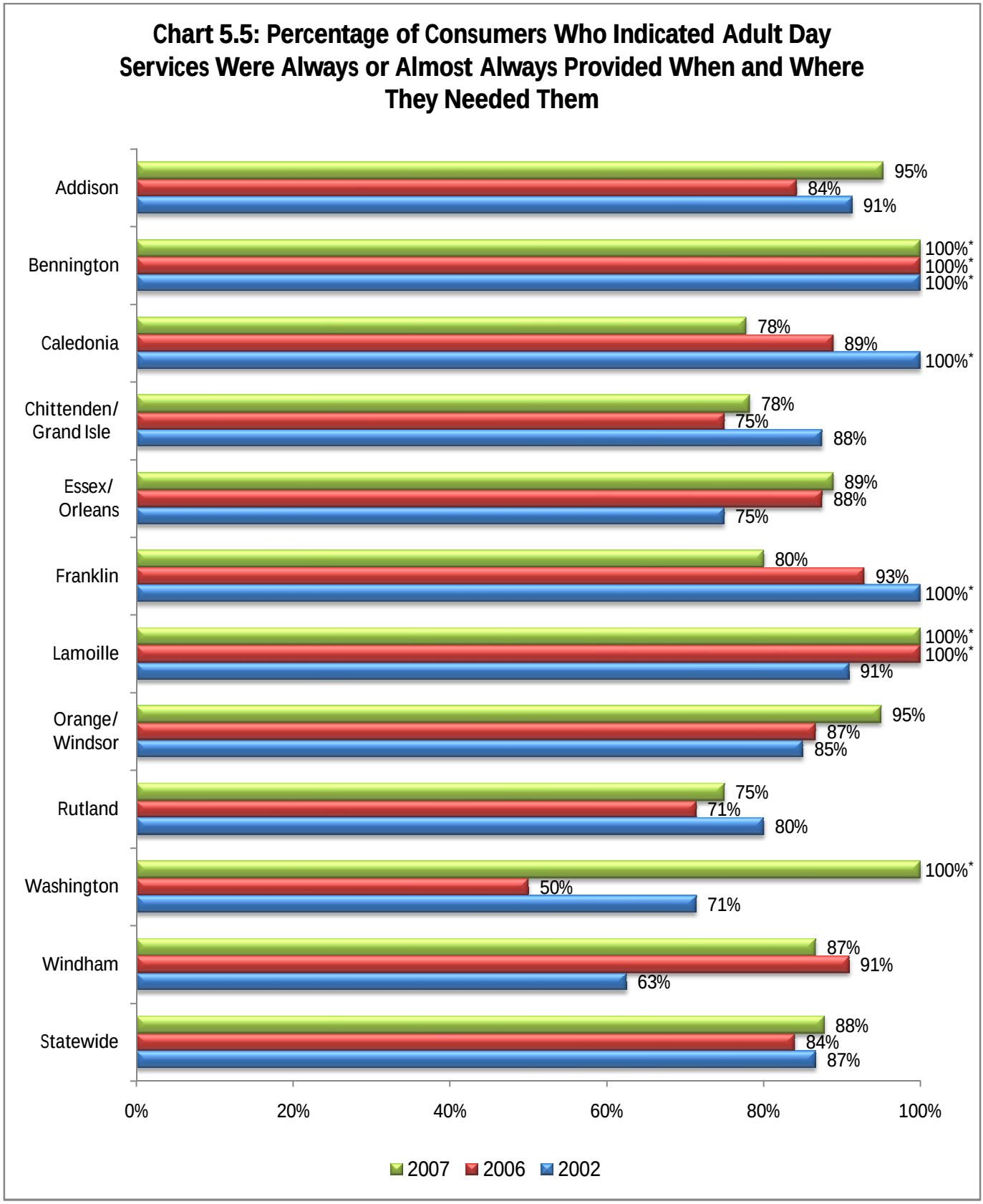


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

E. MEETING CONSUMERS NEEDS WHEN AND WHERE NECESSARY

Of consumers receiving Adult Day Services, 88% felt that the services "always" or "almost always" were provided to them when and where they were needed – this percentage is similar to satisfaction levels reported in 2006 (84%) and 2002 (87%). There were no statistically significant changes to report.

Consumers in three counties (Bennington, Lamiolle, and Washington) reported 100% satisfaction levels with this service element in 2007 – a statistically significant difference from consumers statewide (88%). (Chart 5.5)



*indicates statistical difference from statewide average at 5%

CHAPTER VI. SATISFACTION WITH CHOICES FOR CARE PERSONAL CARE SERVICES

Taken as a whole, a smaller percentage of long-term care consumers receiving the State's Choices for Care (CFC) Personal Care Services reported being "always" or "almost always" satisfied with all service elements received in 2007 than in 2002 (Charts 6.1a-6.5a). For consumers statewide, the differences were all statistically significant on these measures. When comparing 2007 survey results to 2006, significant decreases in satisfaction were seen in only two service elements statewide: percentage of consumers who were "always" or "almost always" satisfied with the quality of CFC Personal Care Services (77% vs. 80%) and percentage of consumers who "always" or "almost always" knew who to contact with a complaint or for more help (77% vs. 80%). The continued downward trend in overall satisfaction levels with CFC Personal Care Services indicates concerns possibly related to changes made between 2002 and 2006.

In 2007, the CFC Personal Care Services were broken down into four sub groups for further analysis (Charts 6.1b-6.5b). These subgroups are Flexible Choices, Surrogate Directed, Consumer Directed, and Home Health Agency. On a statewide level, consumers in the Surrogate Directed subgroup indicated the highest levels of satisfaction in four of the five service elements. (Charts 6.1b-6.5b).

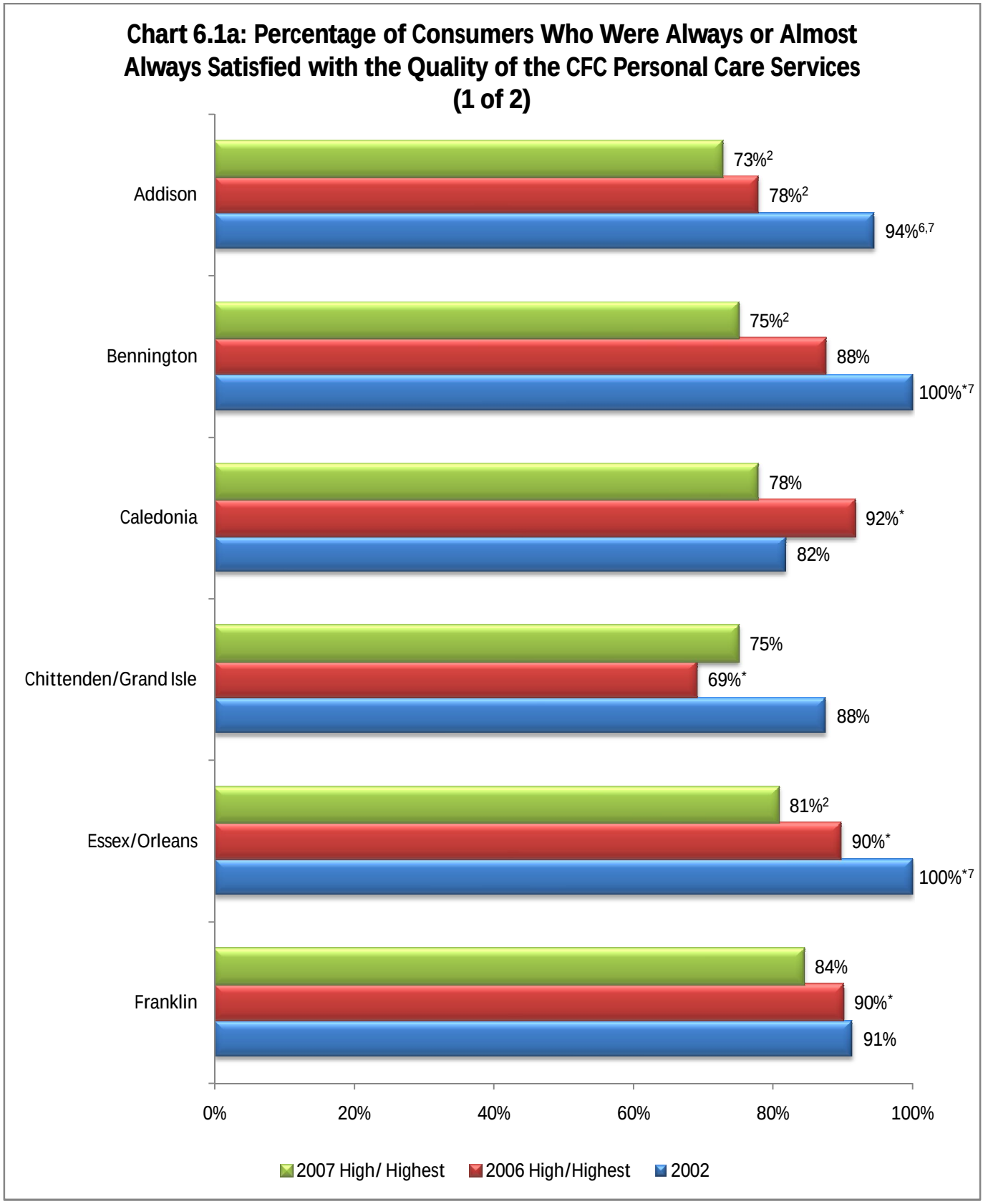
Charts 6.1c-6.5c present satisfaction levels with program elements for the 2007 Home Health Agency consumers only. In 2007, Home Health Agency consumers statewide indicated higher levels of satisfaction in three service elements than in 2006. None of these differences are statistically significant.

Sample sizes for data presented in Charts 6.1-6.5 are provided in *Appendix B*

A. SATISFACTION WITH QUALITY OF SERVICES

CFC Personal Care Service consumers statewide were significantly less satisfied with the quality of the services they received in 2007 (77%) than in both 2006 (80%) and 2002 (93%). When comparing 2007 survey results to 2002, consumers in all but four counties (Caledonia, Chittenden/Grand Isle, Franklin and Rutland) reported significant declines in satisfaction with the quality of services. Rutland County was the only region in which consumers reported a significant increase in satisfaction with the quality of CFC Personal Care Services in 2007 (92%) – note this increase is only statistically different from 2002 survey results (90%), not 2006 results (74%).

When comparing 2007 to 2006 survey results, increases in satisfaction were reported in Chittenden/Grand Isle (75% vs. 69%) and Orange/Windsor (80% vs. 71%) counties. However, these increases do not represent a statistically significant difference. The highest levels of satisfaction with the quality of CFC Personal Care Services in 2007 were reported in Rutland (92%), Franklin (84%) and Essex/Orleans (81%). Additionally, consumers in Rutland County were significantly more likely to indicate they were "always" or "almost always" satisfied with the quality of CFC Personal Services than consumers statewide in 2007 (92% vs. 77%). Consumers in Washington County were significantly less likely to indicate they were "always" or "almost always" satisfied with the quality of CFC Personal Care Services than consumers statewide in 2007 (42% vs. 77%). This decline in satisfaction represents a statistically significant difference from 2002 survey results (42% vs. 94%). (Chart 6.1a)



*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
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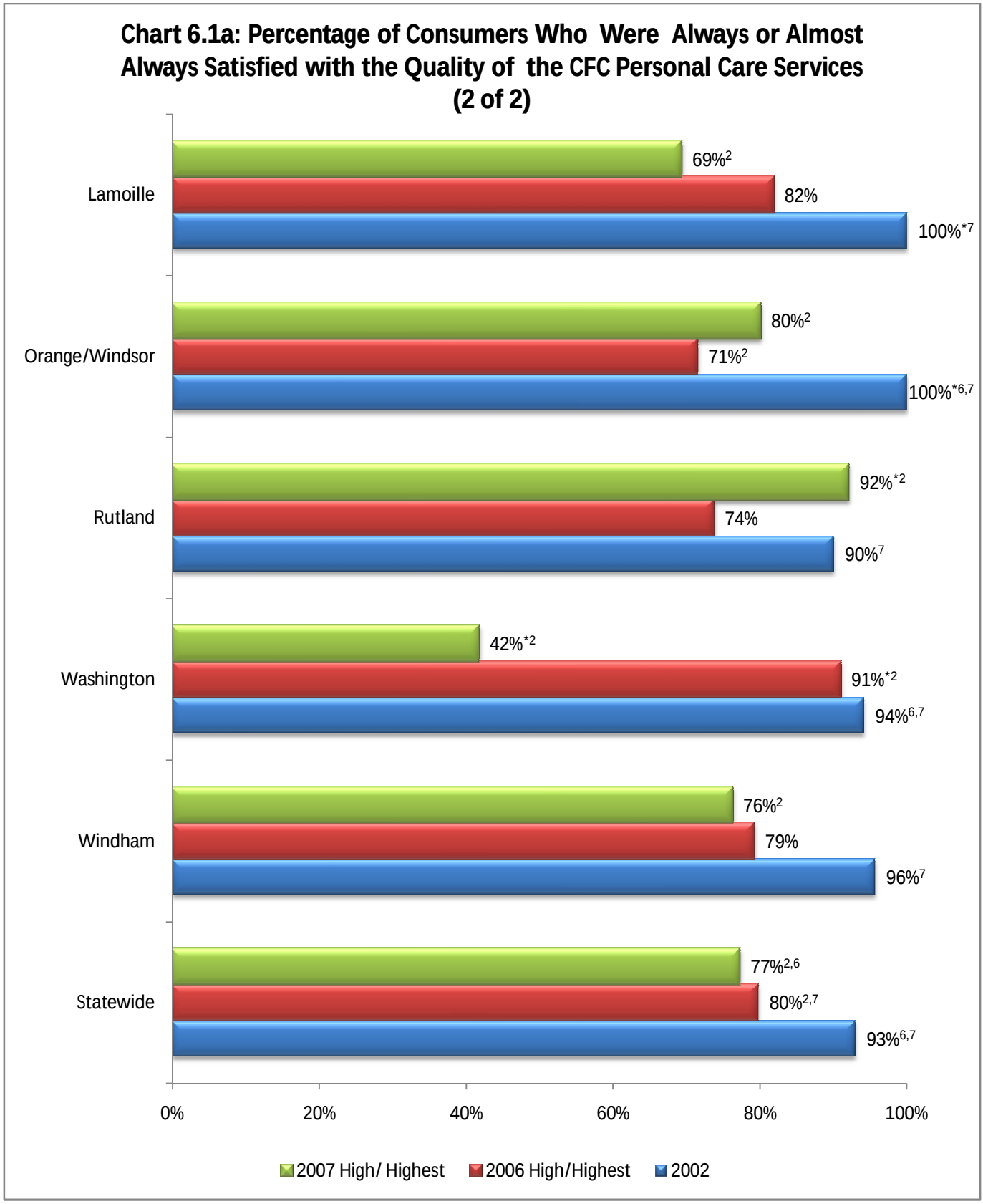

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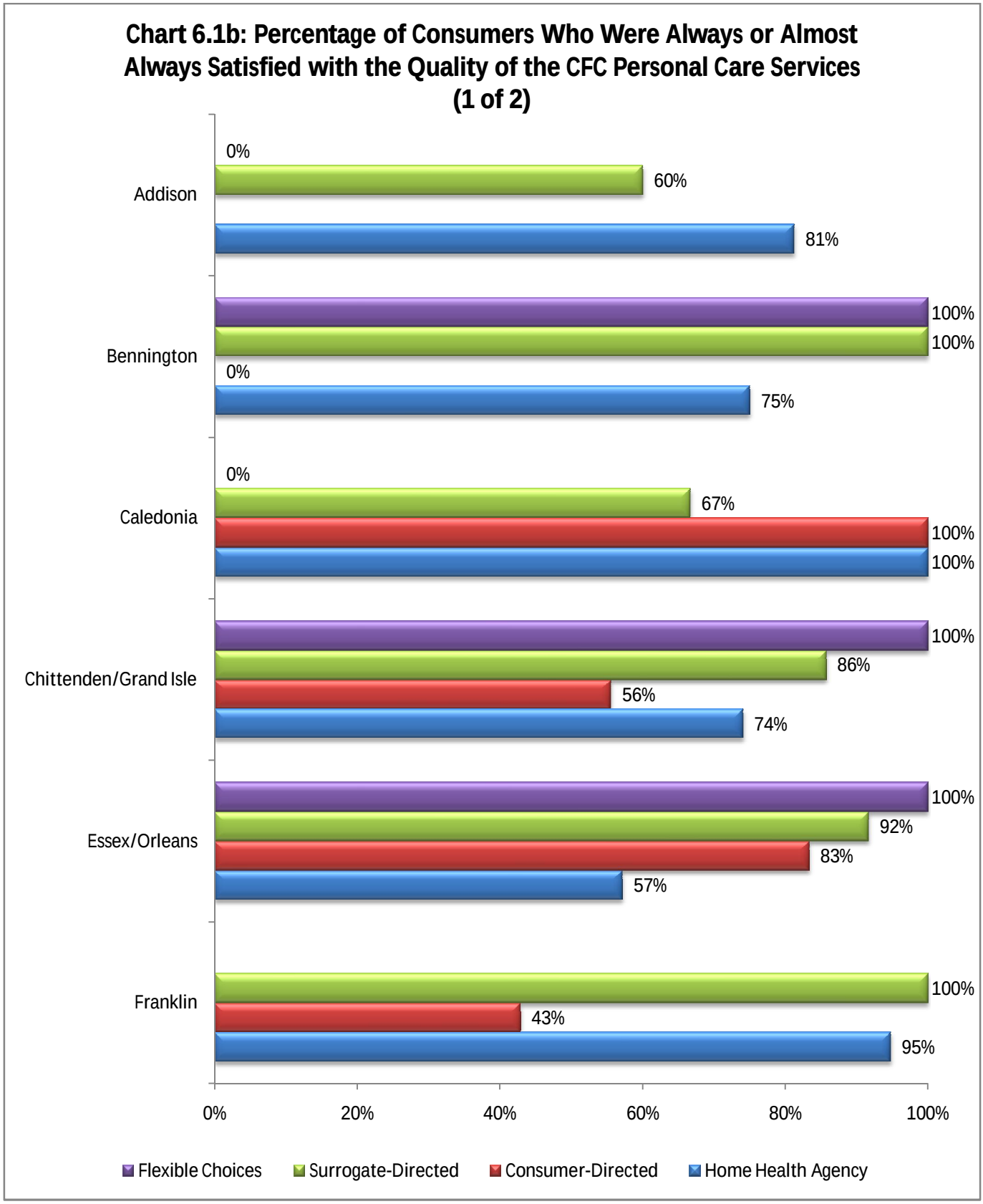
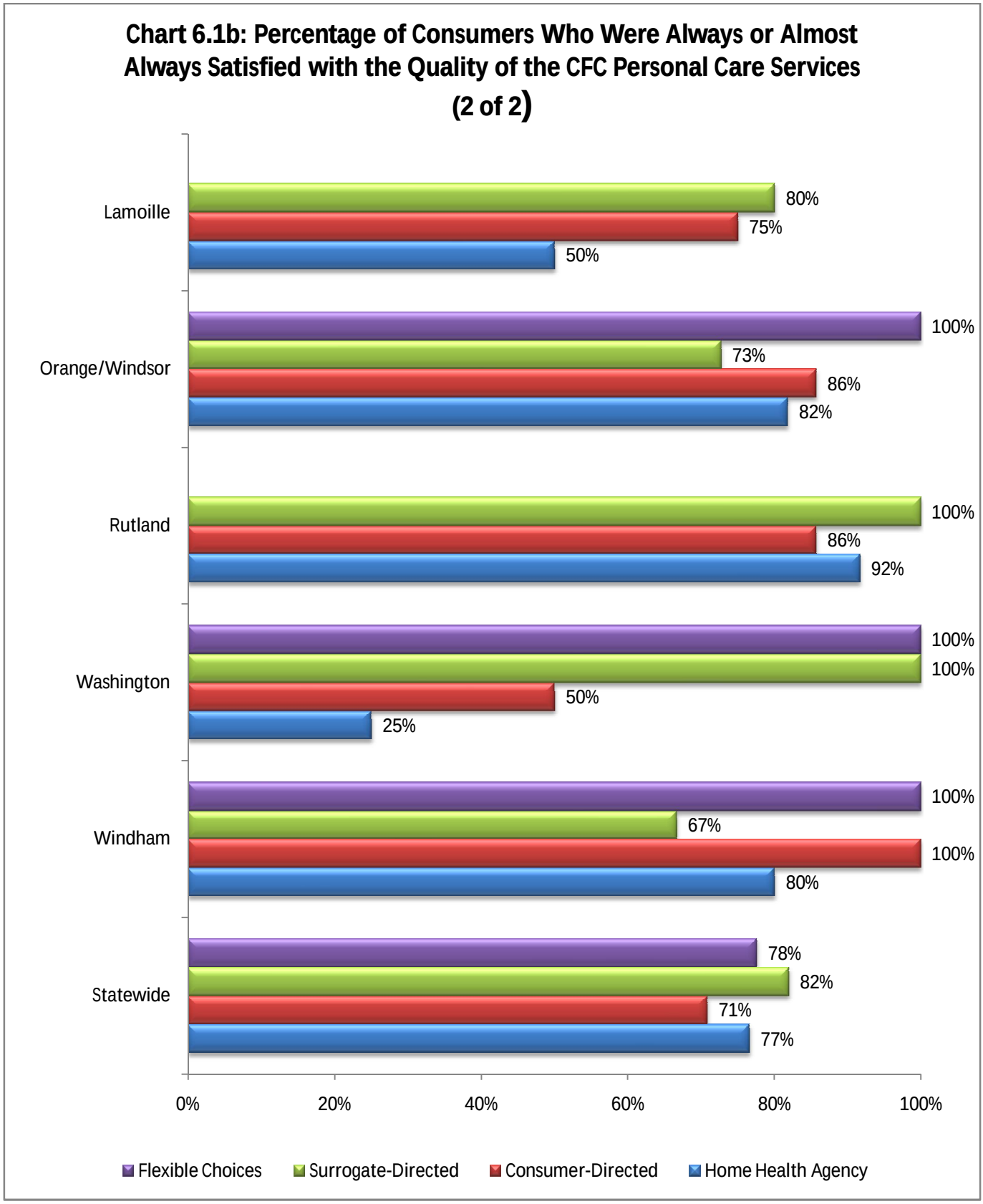
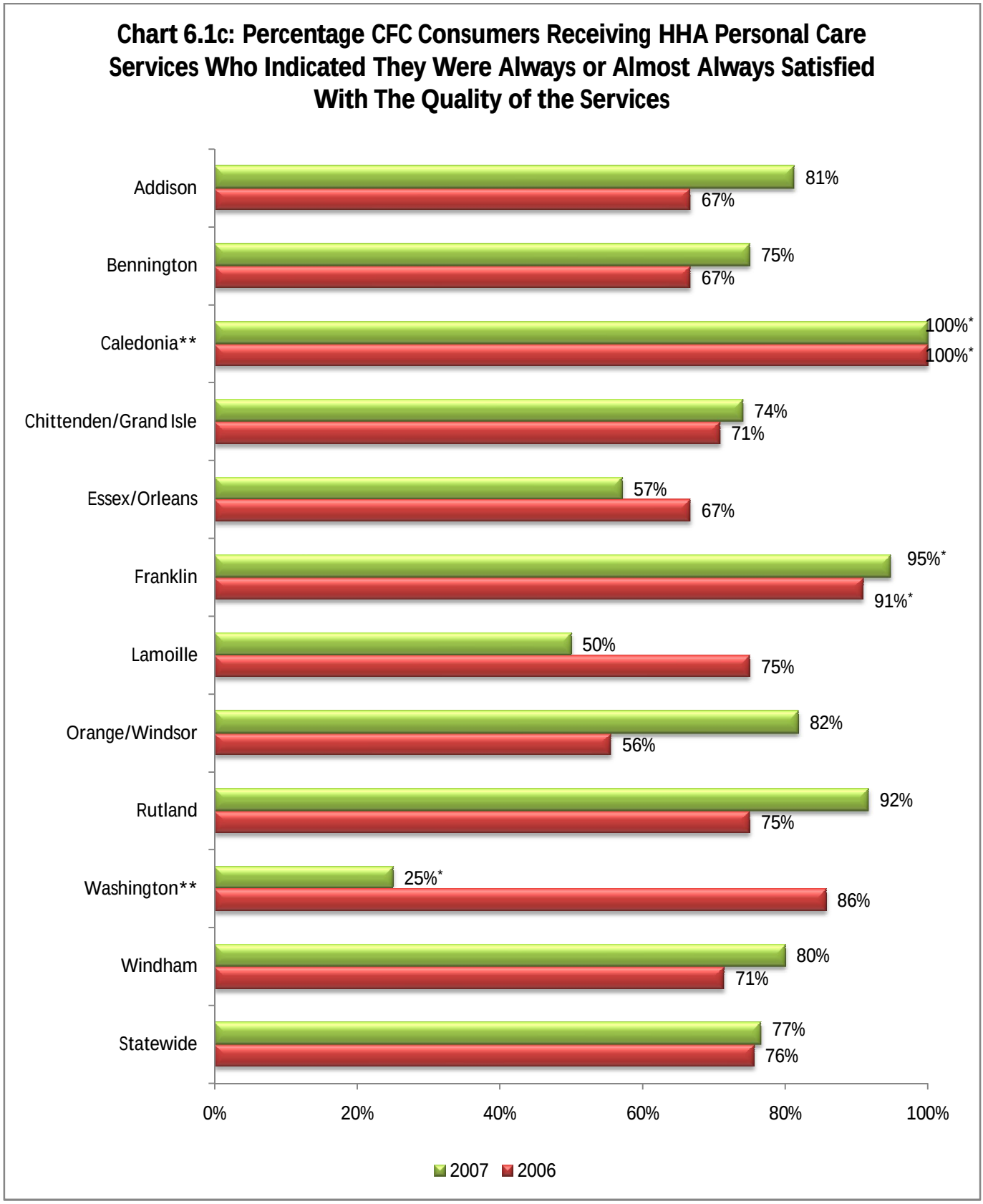


*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*indicates statistical difference from statewide average at 5%
**indicates statistical difference between 2006 and 2007 at 5%

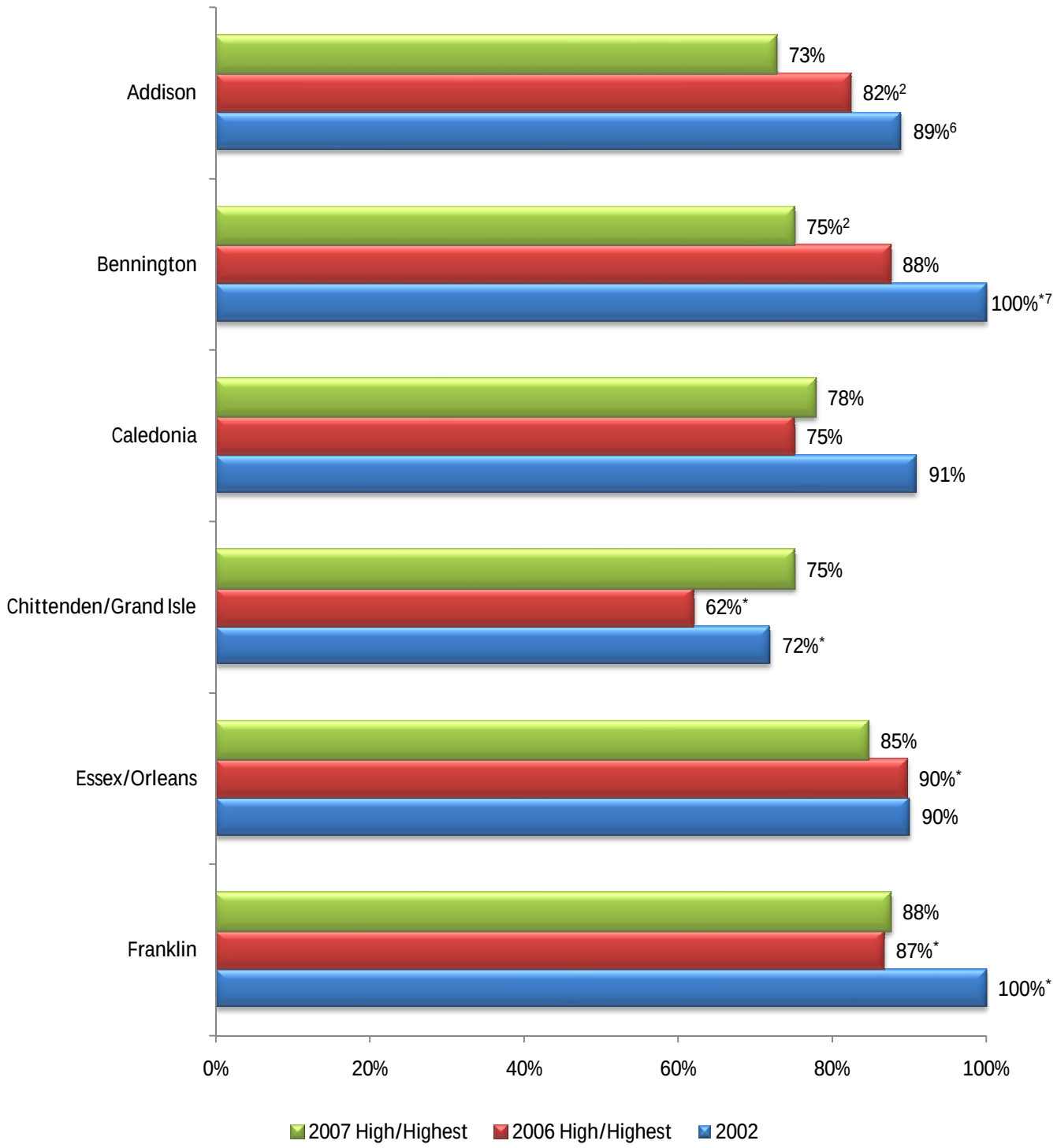
B. DEGREE TO WHICH SERVICES MET CONSUMER NEEDS

In 2007, consumers statewide indicated a slight increase in satisfaction from 2006 survey results (79% vs. 76%)with the degree to which CFC Personal Care services met their needs but these satisfaction levels still represent a statistically significant decline from 2002 survey results (88%).

In 2007, satisfaction levels increased from 2006 survey results in six of the eleven regions including Caledonia (78% vs. 75%), Chittenden/Grand Isle (75% vs. 62%), Franklin (88% vs. 87%), Orange/Windsor (83% vs. 71%), Rutland (88% vs. 74%) and Windham (86% vs. 79%). While these results are indicative of an increase in satisfaction with the degree to which CFC Personal Care Services met consumers' needs in 2007, none of these changes are statistically significant. In fact, 2007 satisfaction levels are still significantly lower than levels reported in 2002.

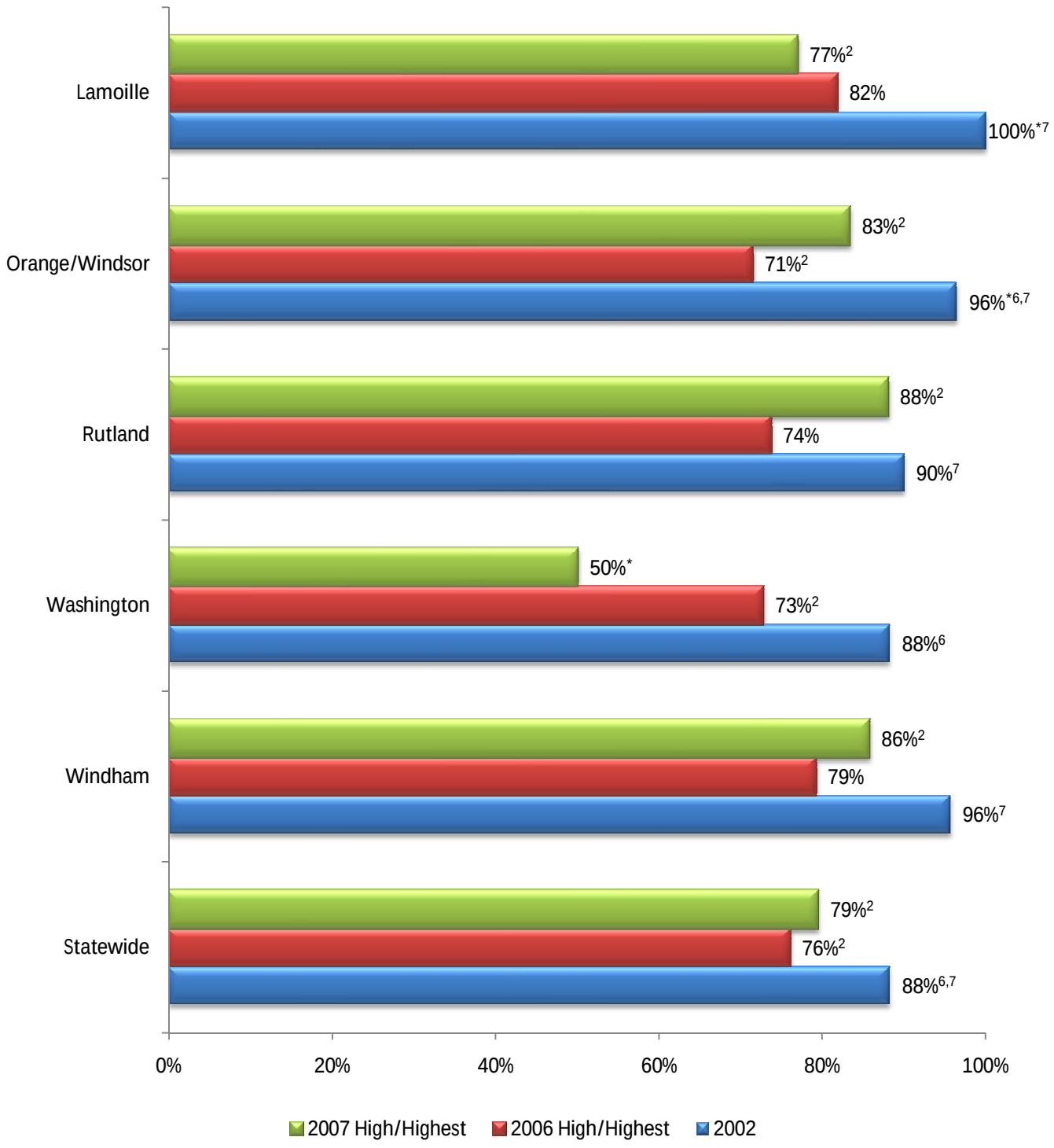
The highest levels of satisfaction with the degree to which CFC Personal Care Services met consumers' needs in 2007 were reported in Franklin (88%), Rutland (88%), Windham (86%), and Essex/Orleans (85%) counties. Conversely, consumers in Washington County were significantly less likely to indicate CFC Personal Care Services "always" or "almost always" met their needs than consumers statewide (50% vs. 79%). (Chart 6.2a)

Chart 6.2a: Percentage of Consumers Who Indicated That the CFC Personal Care Services Always or Almost Always Met Their Needs (1 of 2)

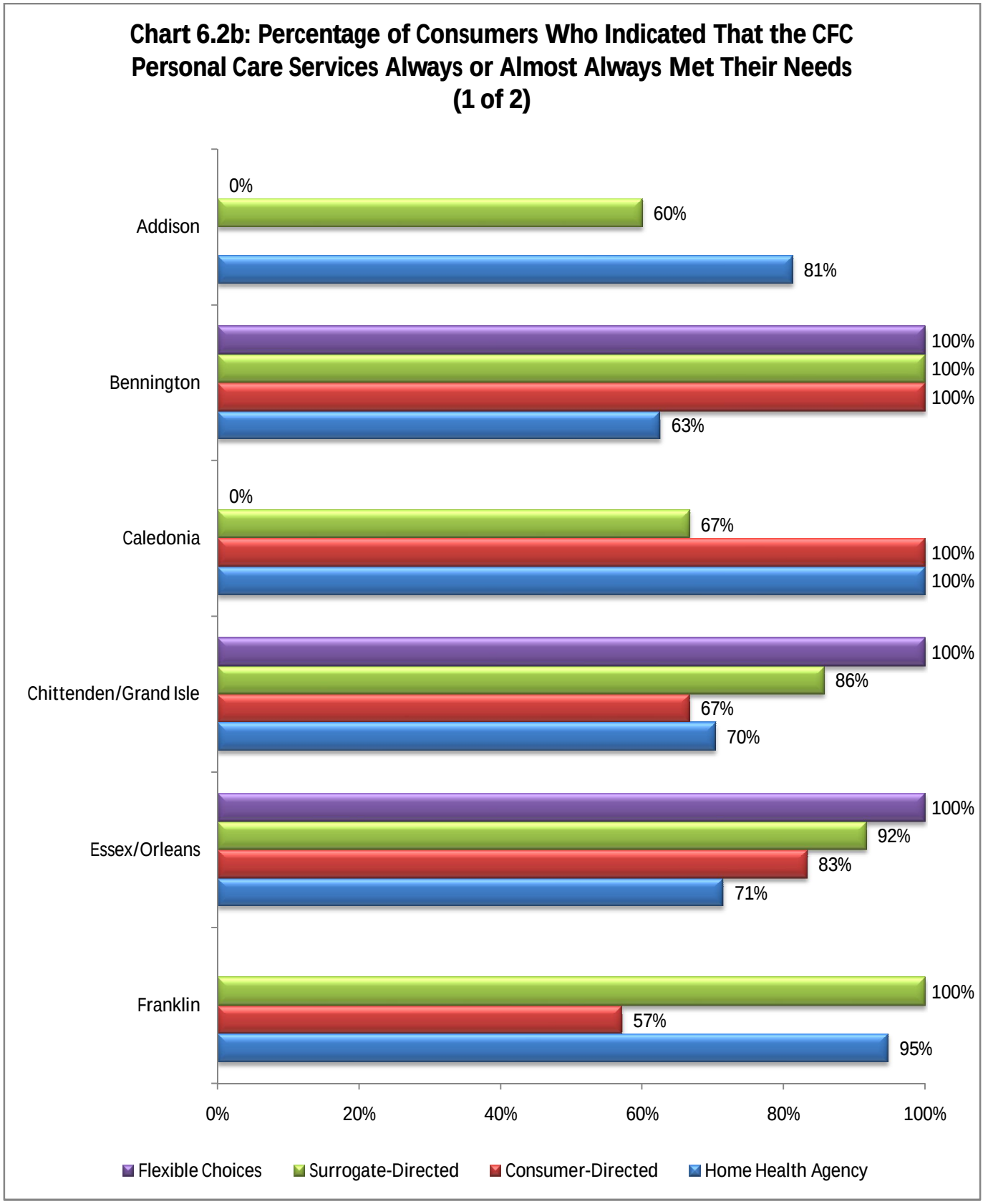


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

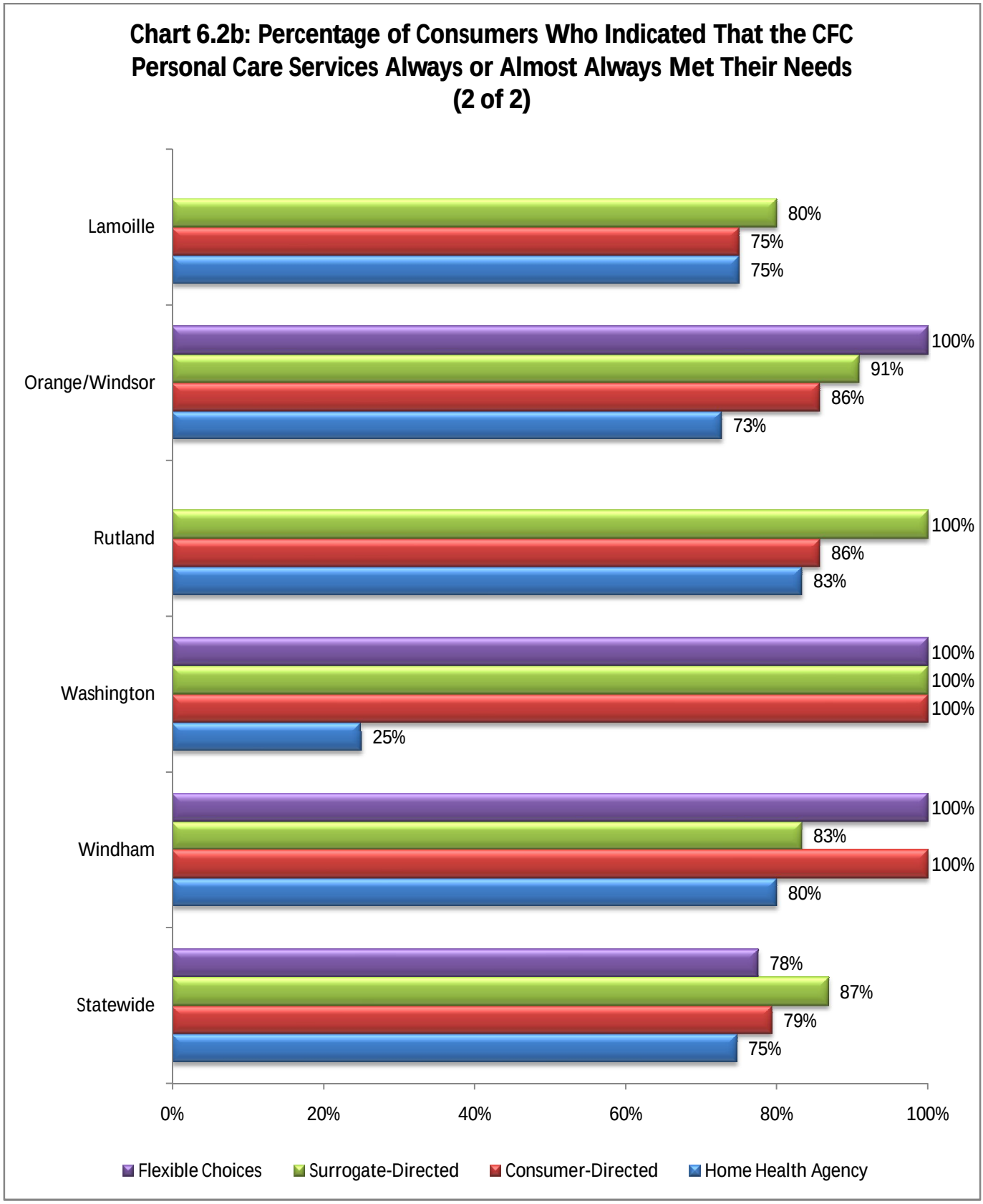
Chart 6.2a: Percentage of Consumers Who Indicated That the CFC Personal Care Services Always or Almost Always Met their Needs (2 of 2)



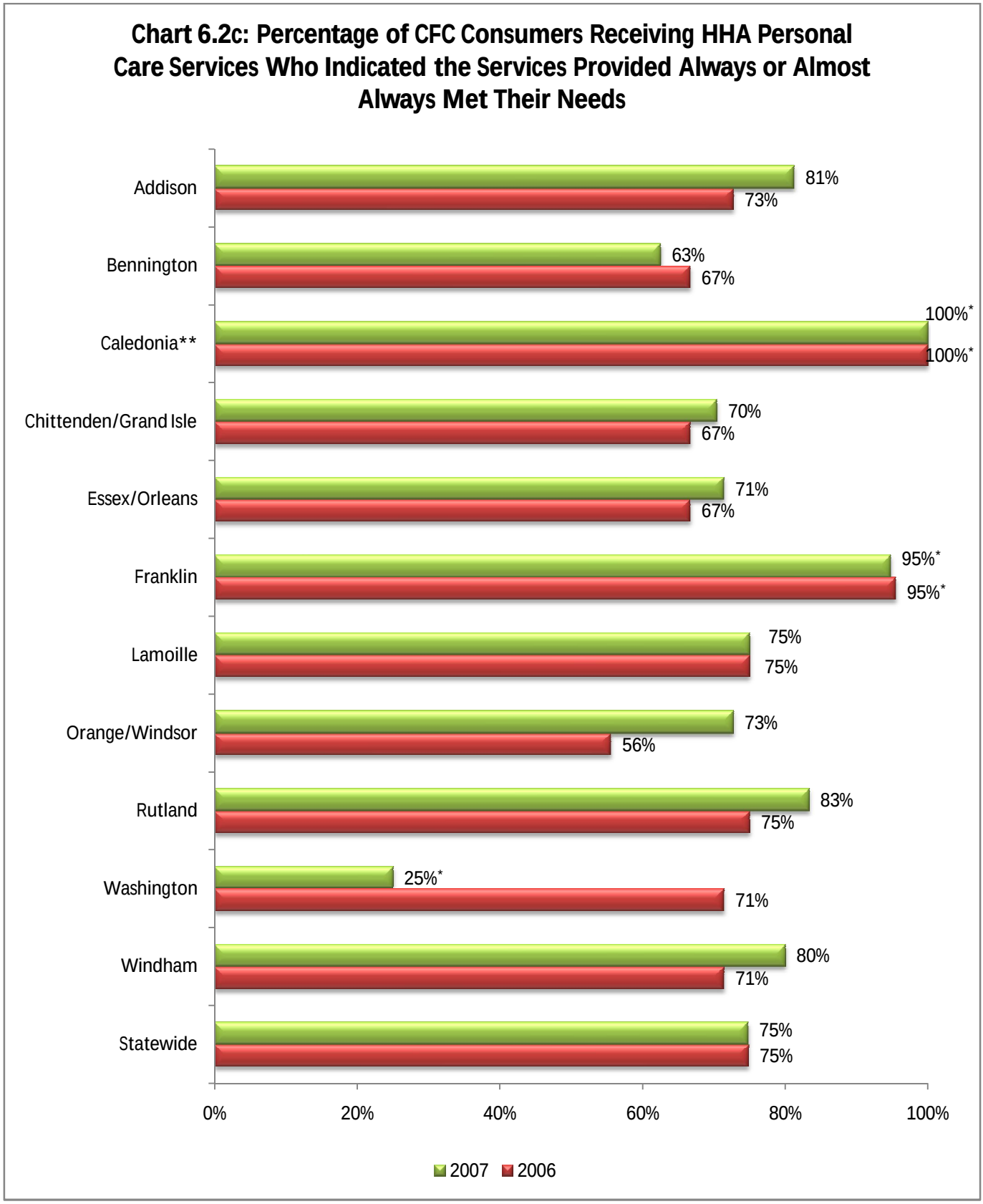
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis



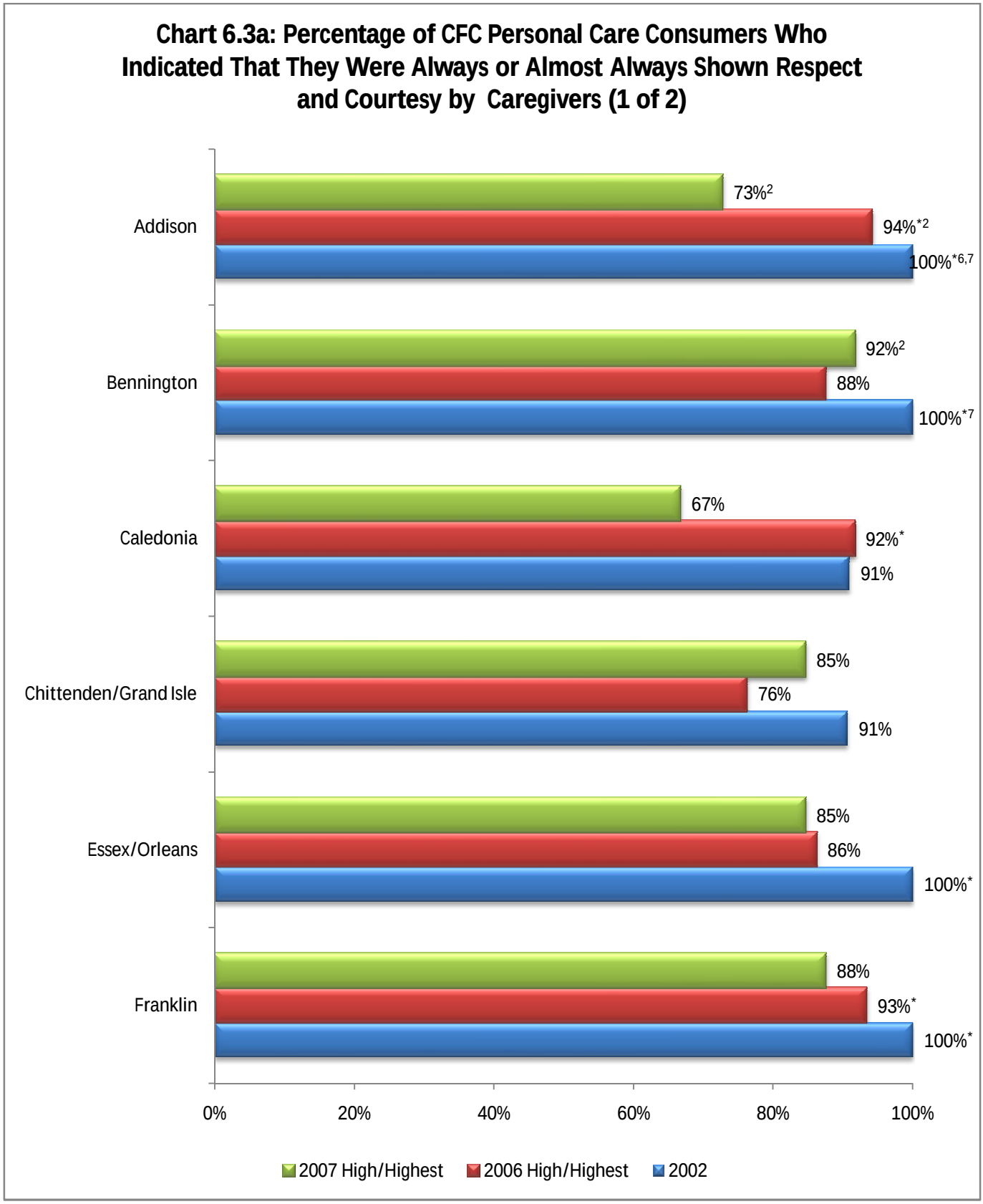
*indicates statistical difference from statewide average at 5%
**indicates statistical difference between 2006 and 2007 at 5%

C. RESPECTFULNESS AND COURTESY SHOWN BY CFC PERSONAL CARE SERVICES CAREGIVERS

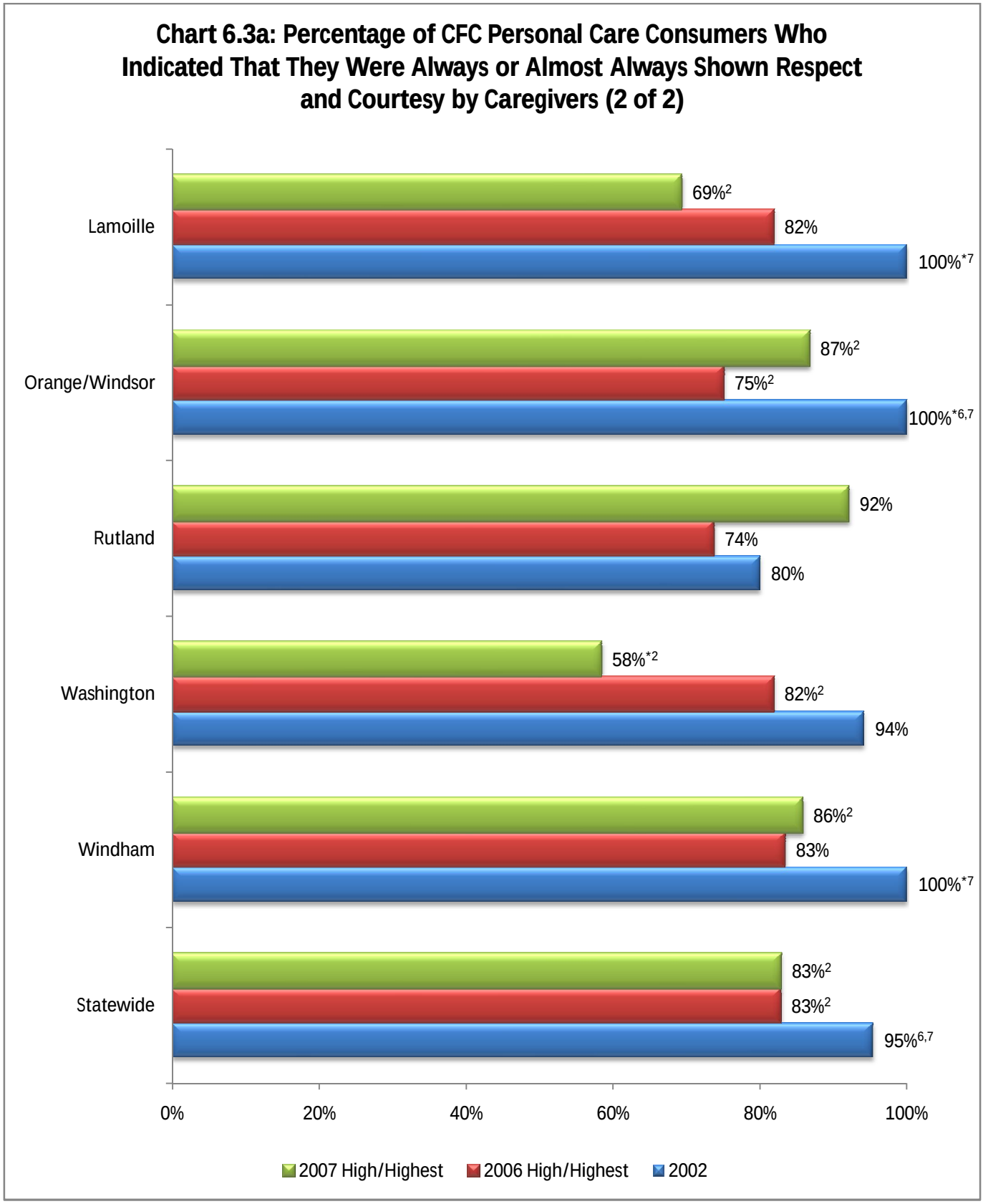
In 2007, 83% of consumers statewide indicated they were "always" or "almost always" shown respect and courtesy by CFC Personal Care Services caregivers, the same level of satisfaction reported in 2006 survey results. These results (83%) indicate a significant decline in consumer satisfaction from 2002 when 95% of consumers reported they were "always" or "almost always" shown respect and courtesy by CFC Personal Care Service caregivers.

In 2007, the highest levels of satisfaction with this service element were reported in Bennington (92%), Rutland (92%) and Franklin (88%) counties. Increases in satisfaction, although not statistically significant, were seen in five of the eleven regions from 2006 to 2007: Bennington (92% vs. 88%), Chittenden/Grand Isle (85% vs. 76%), Orange/Windsor (87% vs. 75%), Rutland (92% vs. 74%), and Windham (86% vs. 83%) counties.

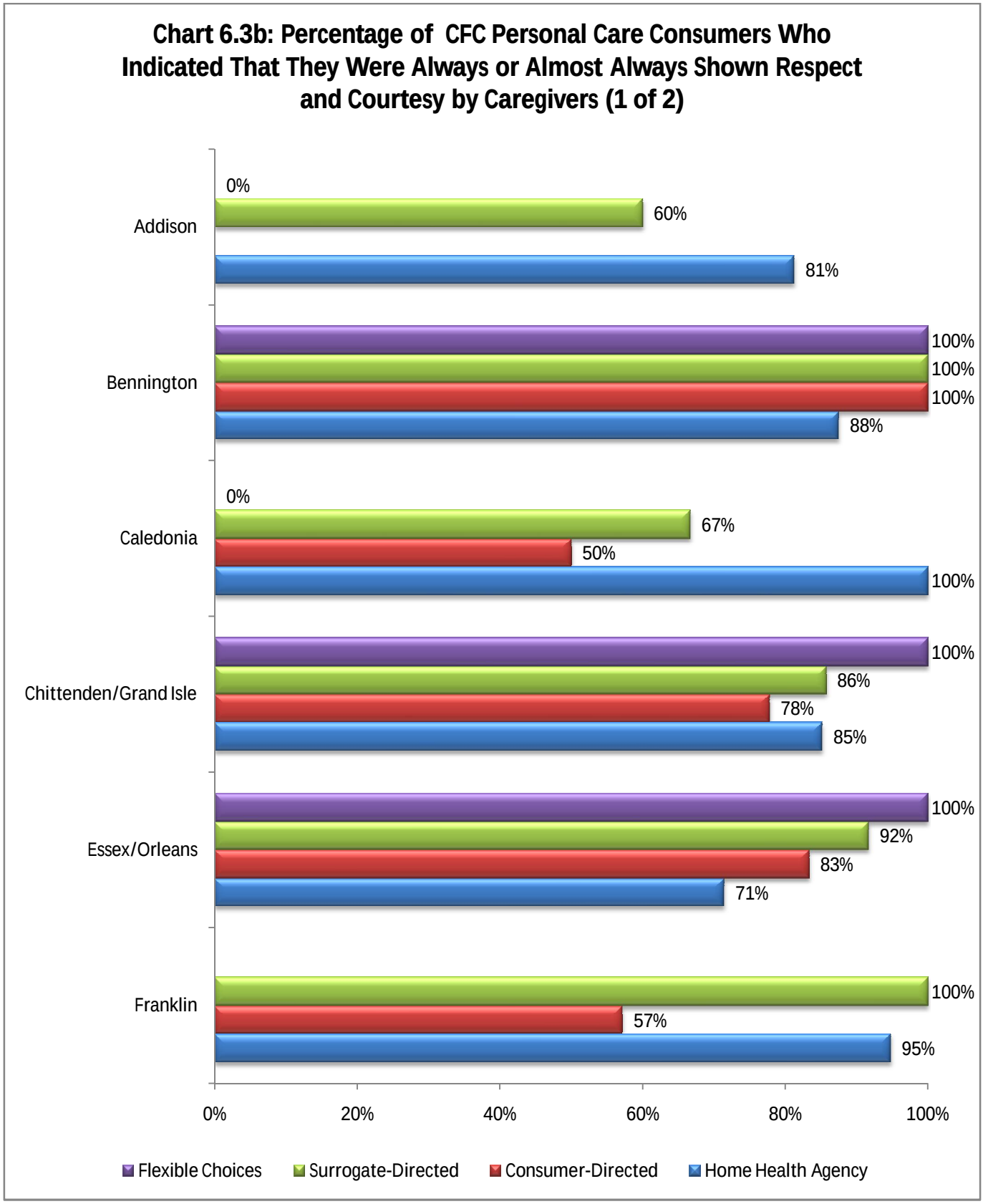
Consumers in Washington County were significantly less likely to indicate they were "always" or "almost always" shown respect and courtesy by their caregivers than consumers statewide in 2007 (58% vs. 83%).



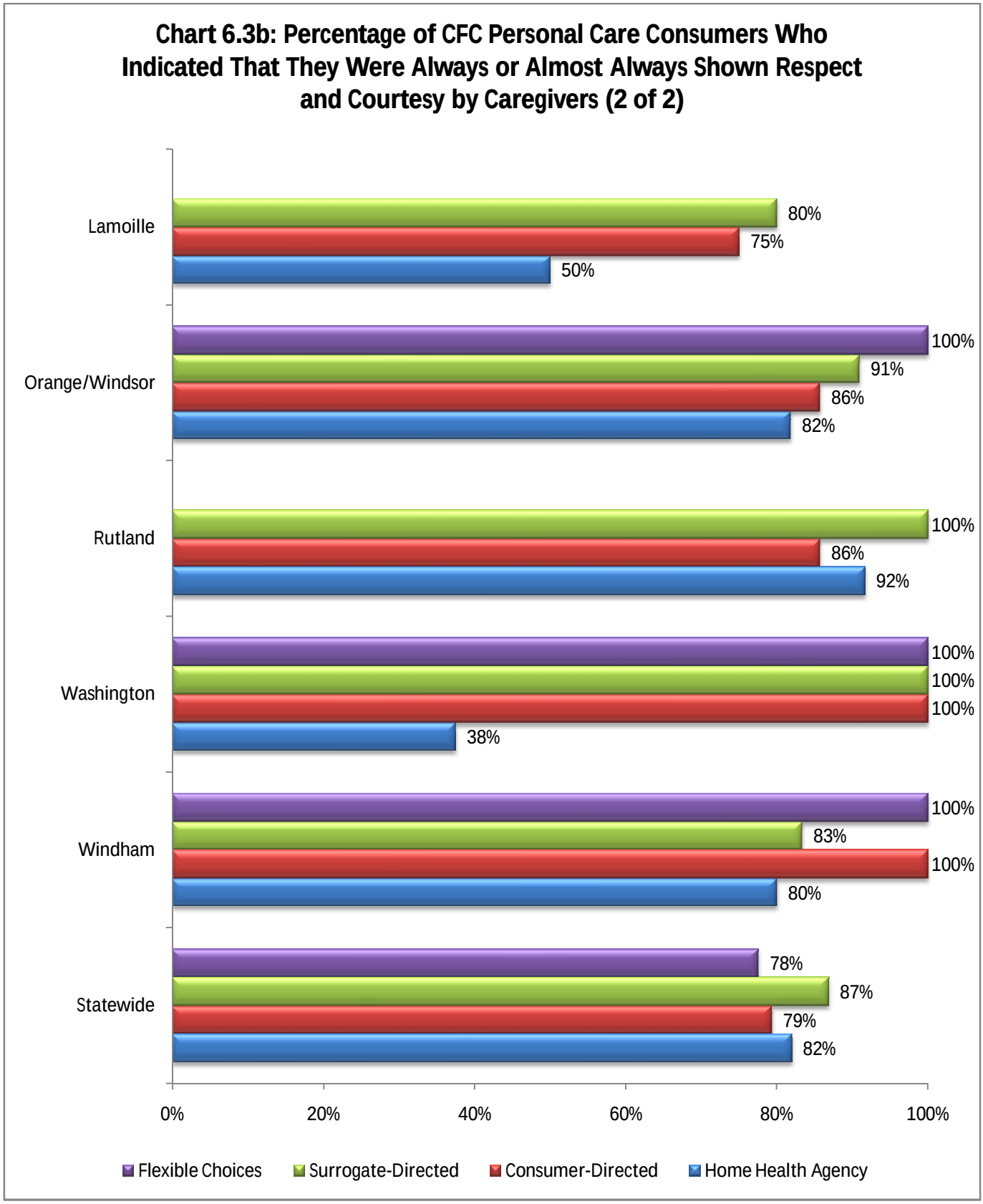
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%



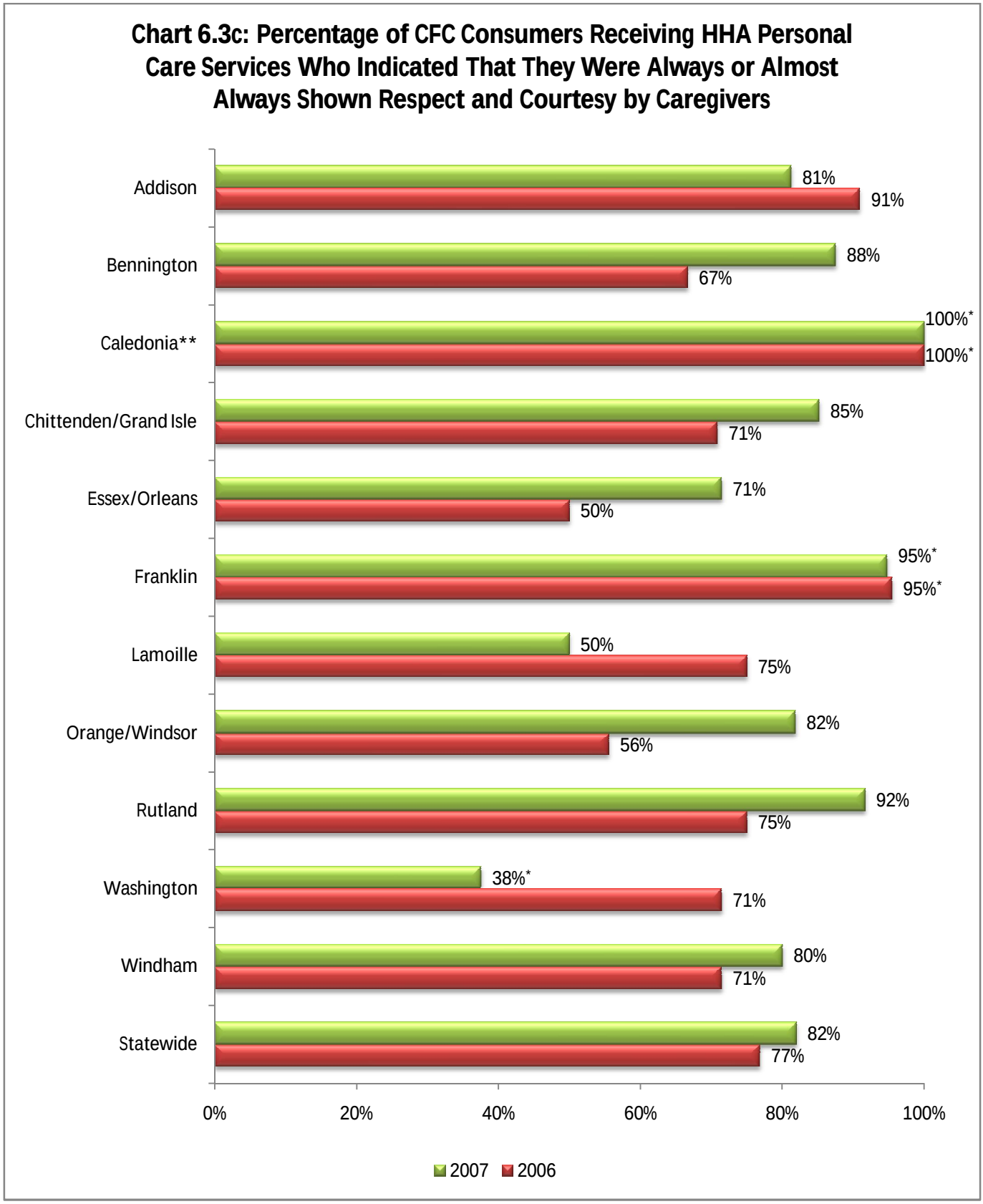
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis



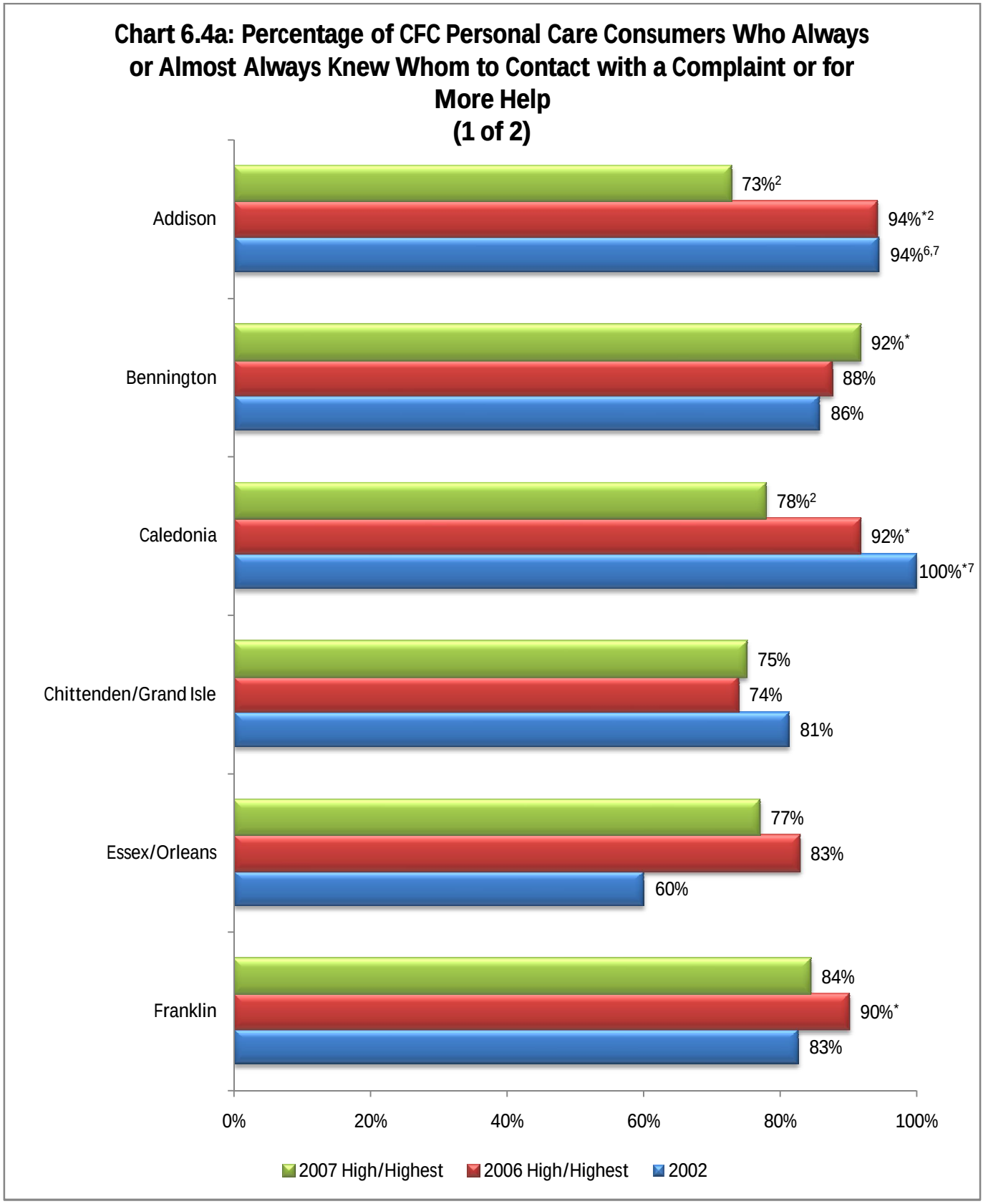
*indicates statistical difference from statewide average at 5%
**indicates statistical difference between 2006 and 2007 at 5%

D. KNOWLEDGE OF WHOM TO CONTACT WITH COMPLAINTS OR REQUESTS

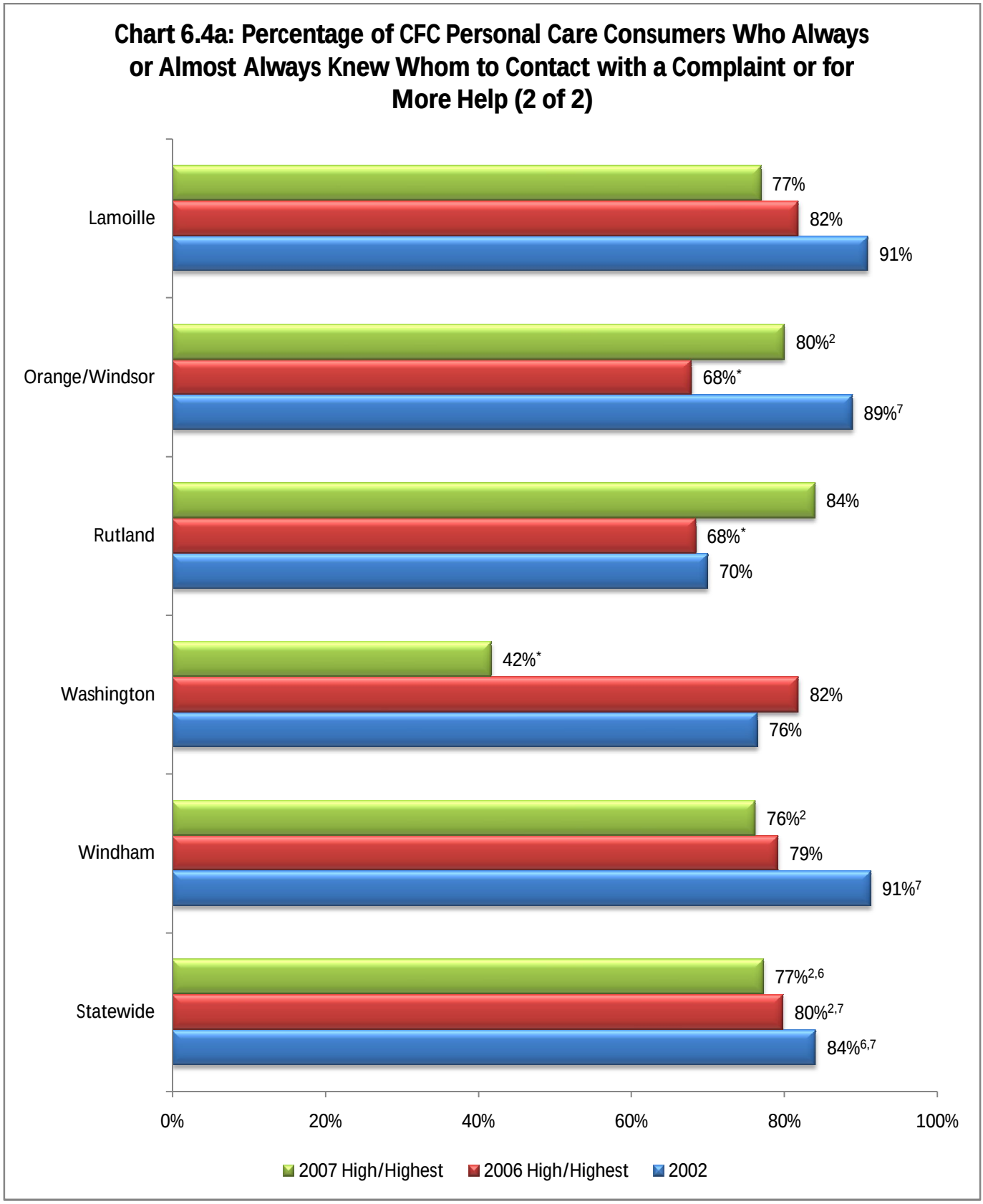
Statewide, CFC Personal Care Service consumers were significantly less likely to know whom to contact with a complaint or for more help in 2007 (77%) than in 2006 (80%) and 2002 (84%). Four of the eleven regions reported an increase in satisfaction from 2006 to 2007: Bennington (92% vs. 88%), Chittenden/Grand Isle (75% vs. 74%), Orange/Windsor (80% vs. 68%) and Rutland (84% vs. 68%) counties. However, these increases in satisfaction levels are not statistically significant.

The highest levels of consumer satisfaction with this service element in 2007 were reported in Bennington (92%), Franklin (84%) and Rutland (84%) counties. Additionally, consumers in Bennington County were significantly more likely to report they "always" or "almost always" knew whom to contact with a complaint or request than consumers statewide in 2007 (92% vs. 84%).

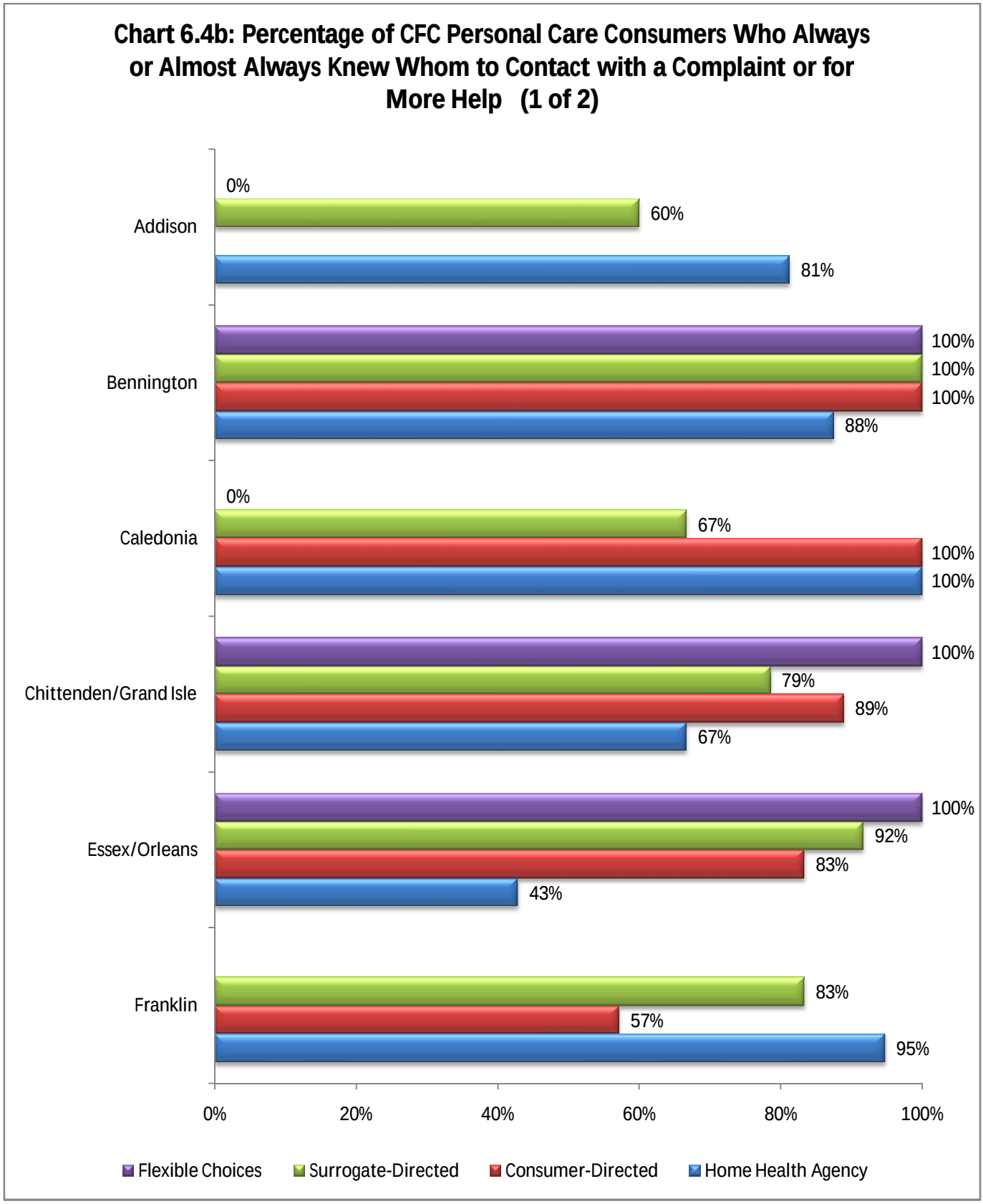
CFC Personal Care consumers in Washington County were significantly less likely than consumers statewide to indicate they "always" or "almost always" knew whom to contact with a complaint or request in 2007 (42% vs. 77%). (Chart 6.4a)



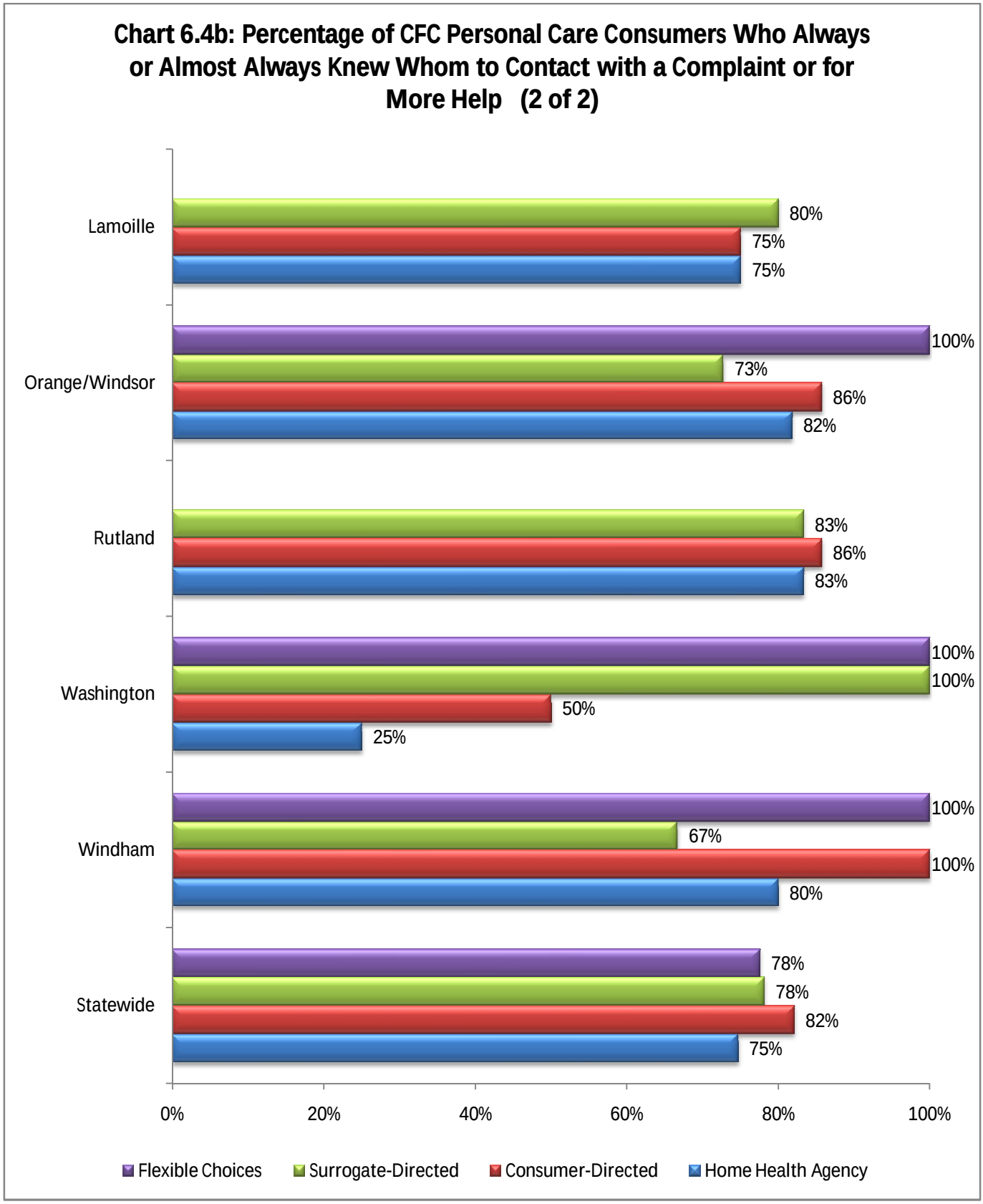
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%



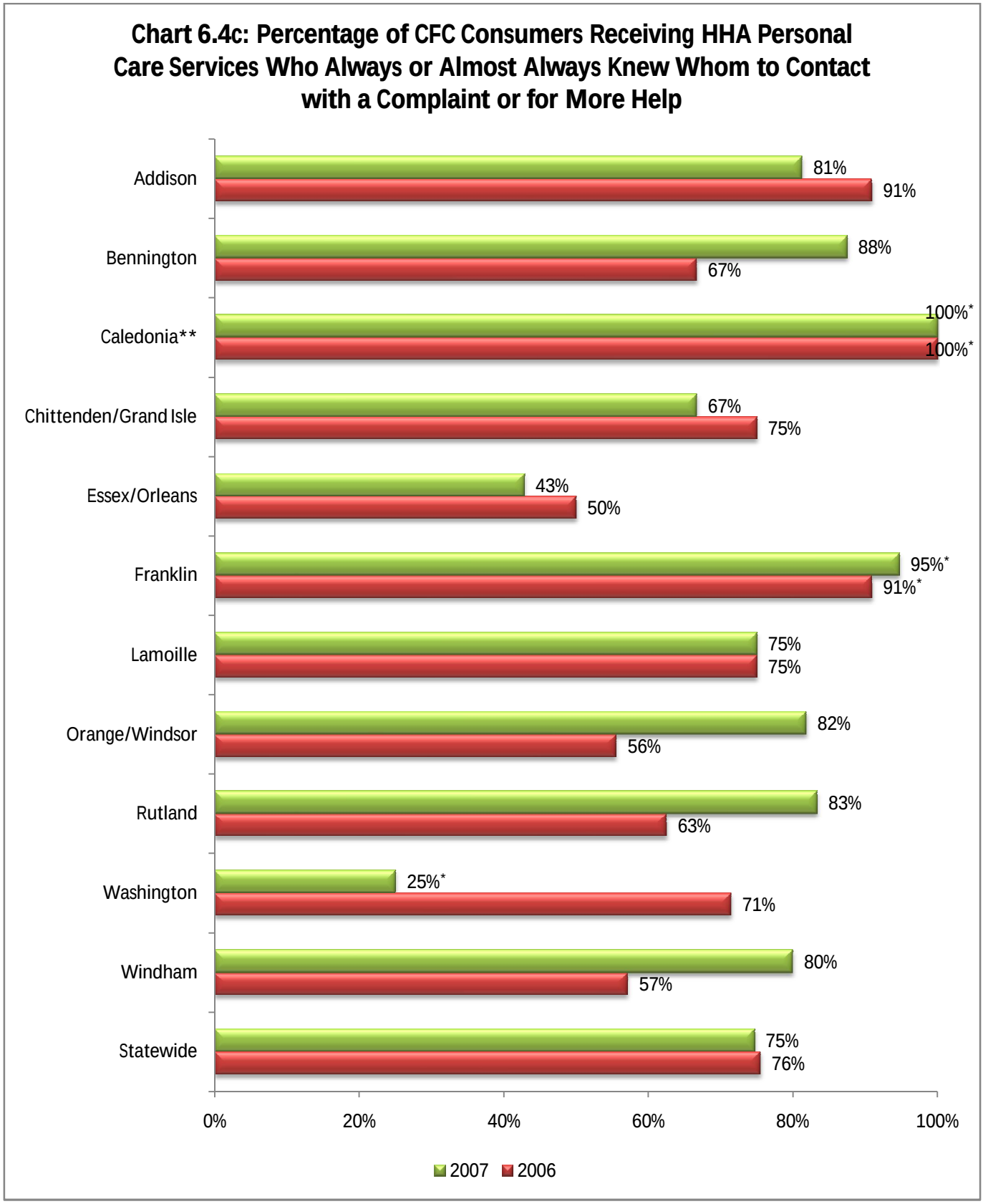
*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis

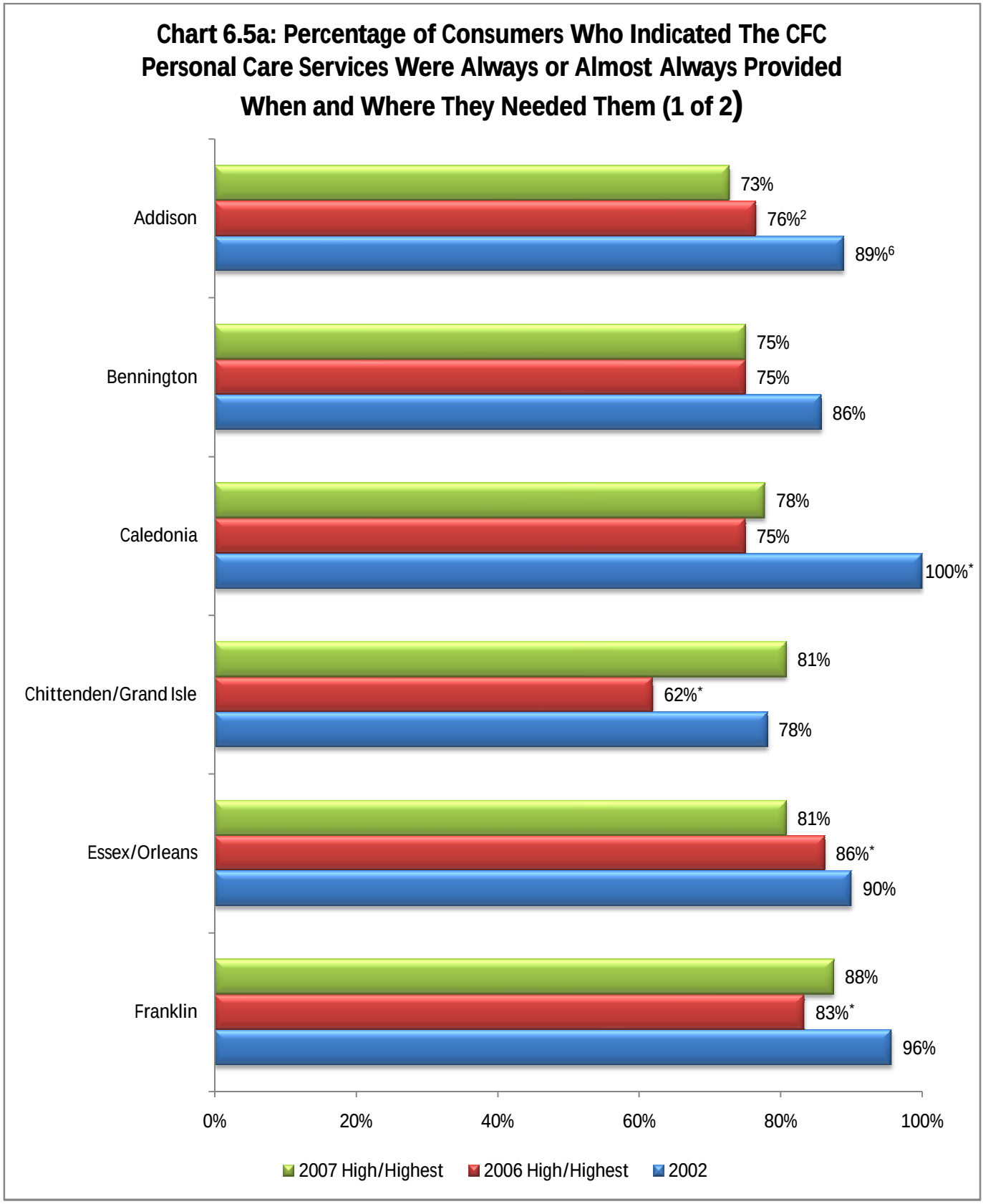


*indicates statistical difference from statewide average at 5%
**indicates statistical difference between 2006 and 2007 at 5%

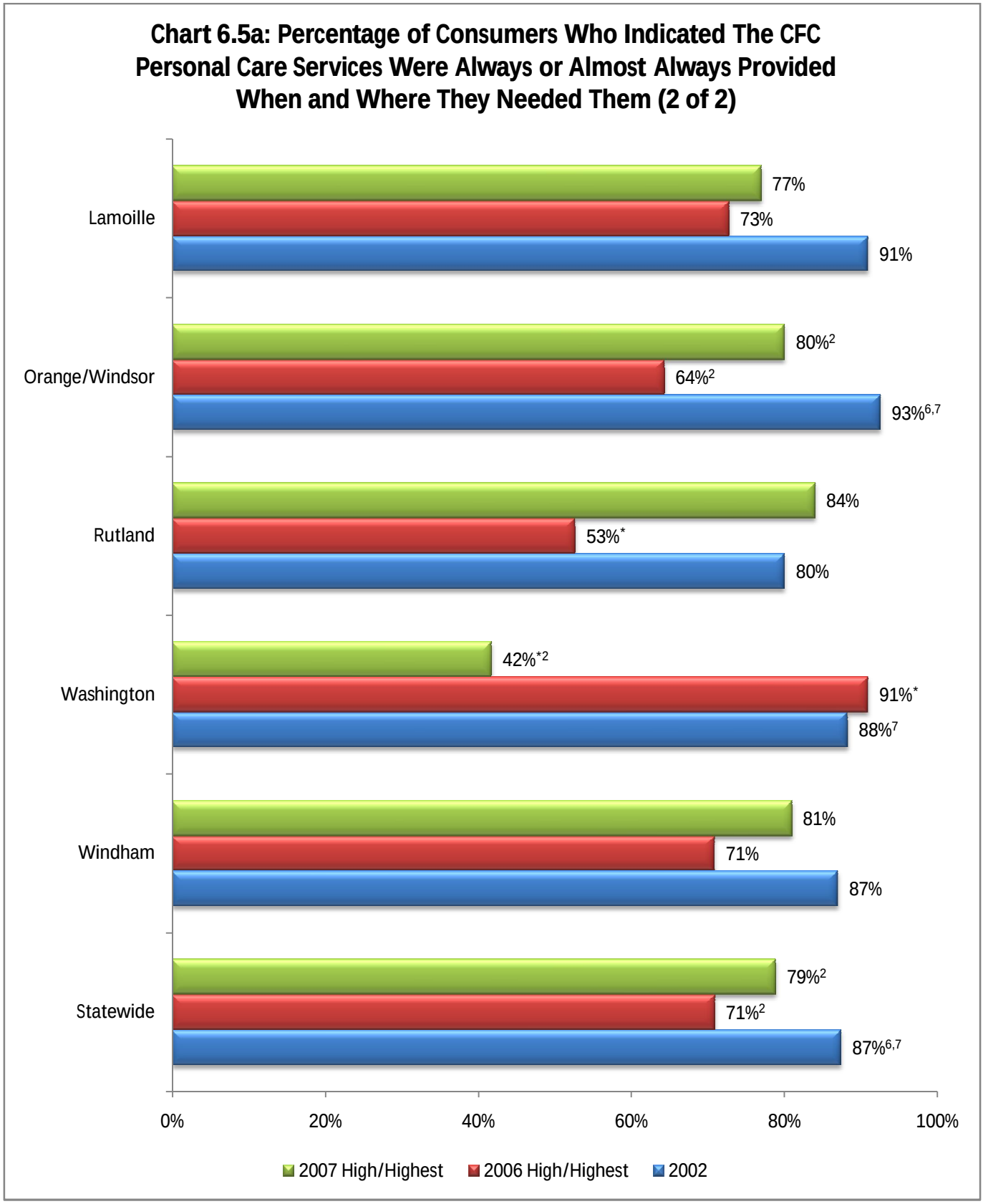
E. MEETING CONSUMERS NEEDS WHEN AND WHERE NECESSARY

Statewide in 2007, 79% of consumers indicated CFC Personal Care Services were "always" or "almost always" provided when and where they were needed. This percentage is slightly higher than 2006 (71%) but still significantly lower than satisfaction levels reported in 2002 (87%). Increases in satisfaction from 2006 survey results were reported in seven of the eleven regions: Caledonia (78% vs. 75%), Chittenden/Grand Isle (81% vs. 62%), Franklin (88% vs. 83%), Lamoille (77% vs. 73%), Orange/Windsor (80% vs. 64%), Rutland (84% vs. 53%) and Windham (81% vs. 71%) counties. However, none of these increases from 2006 survey results are statistically significant.

The highest levels of satisfaction with this service element in 2007 were reported in Franklin (88%), Rutland (84%), Chittenden/Grand Isle (81%) and Essex/Orleans (81%) counties. CFC Personal Care Service consumers in Washington County were significantly less likely than consumers statewide to report that services were "always" or "almost always" provided when and where they needed them (42% vs. 79%) in 2007. (Chart 6.5a)

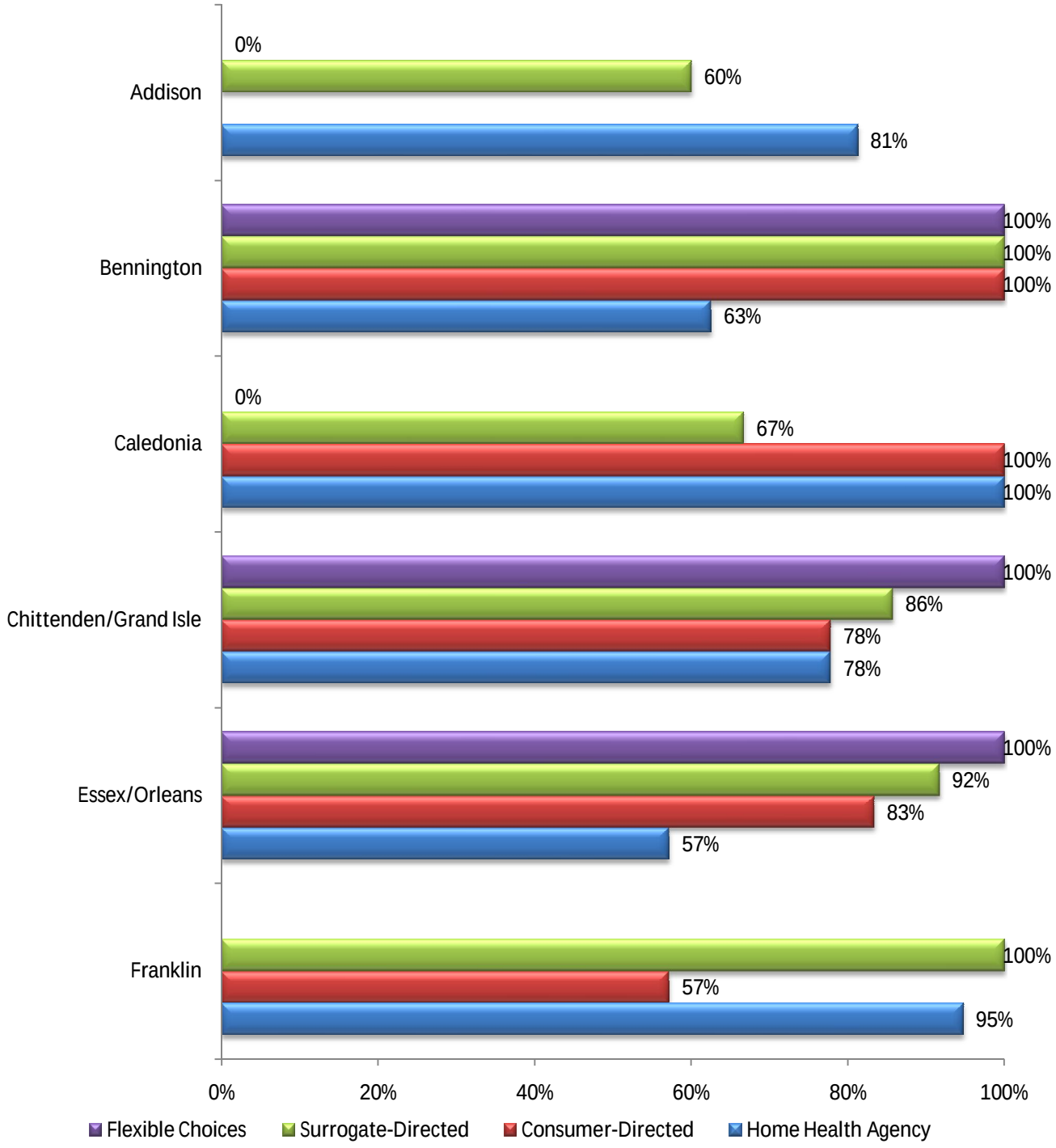


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

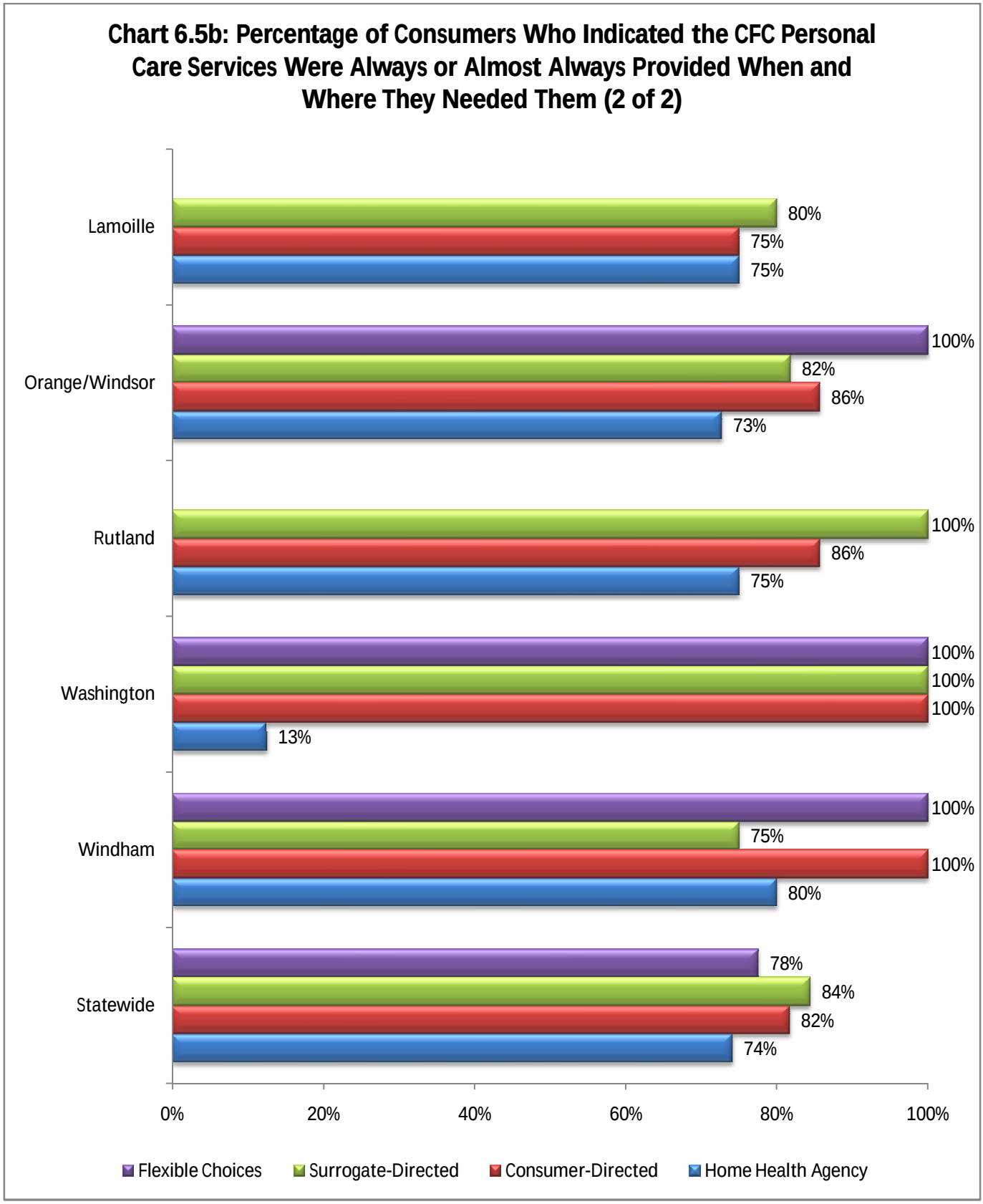


*indicates statistical difference from statewide average at 5%
[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

Chart 6.5b: Percentage of Consumers Who Indicated the CFC Personal Care Services Were Always or Almost Always Provided When and Where They Needed Them (1 of 2)



*Significance testing was not performed as sample sizes were not large enough to support this analysis



*Significance testing was not performed as sample sizes were not large enough to support this analysis

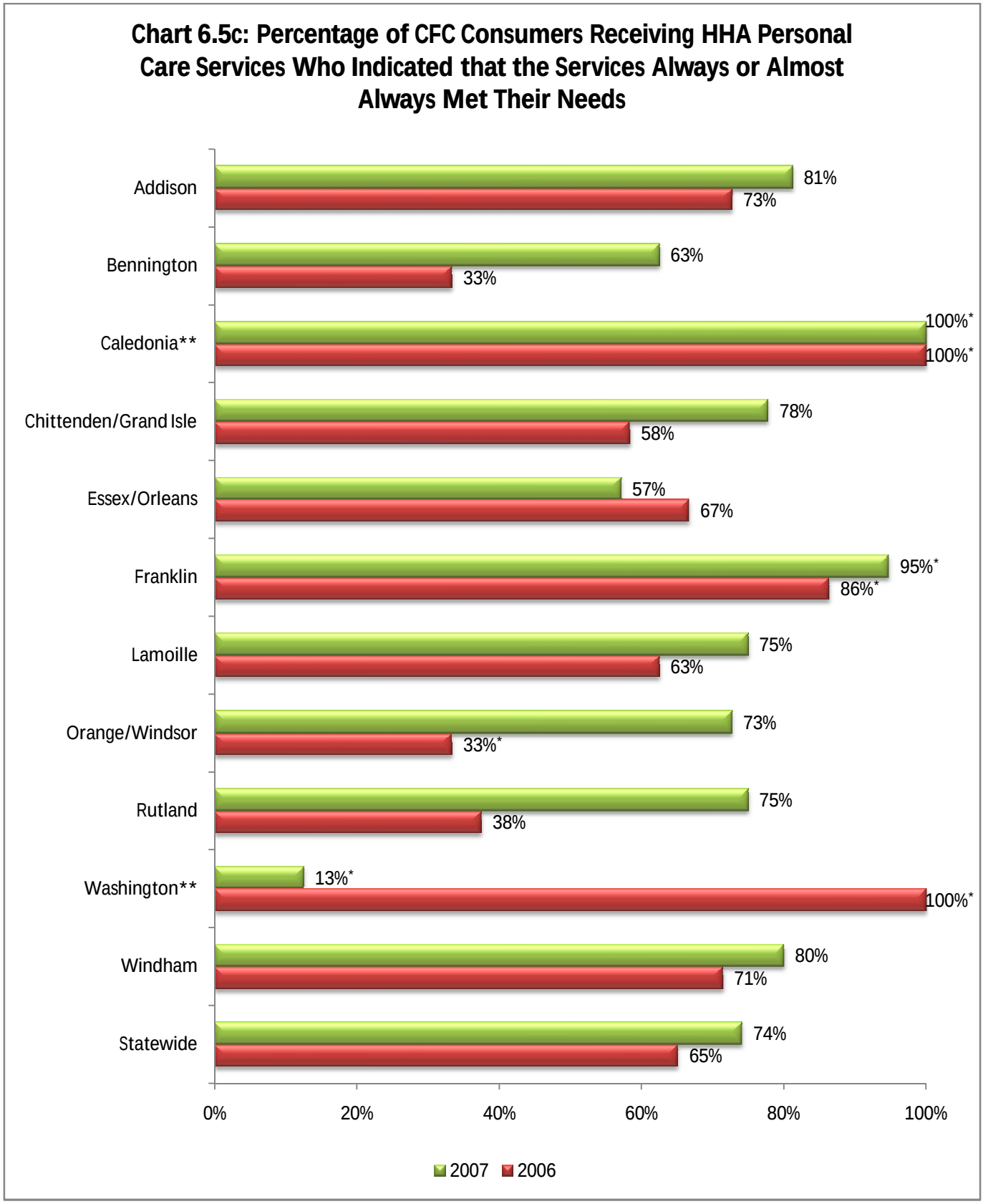


Chart 6.5c: Percentage of CFC Consumers Receiving HHA Personal Care Services Who Indicated that the Services Always or Almost Always Met Their Needs
Addison
81%
73%
Bennington
63%
33%
Caledonia**
100%*
100%*
Chittenden/Grand Isle
78%
58%
Essex/Orleans
57%
67%
Franklin
95%*
86%*
Lamoille
75%
63%
Orange/Windsor
73%
33%*
Rutland
75%
38%
Washington**
13%*
100%*
Windham
80%
71%
Statewide
74%
65%
0%
20%
40%
60%
80%
100%
2007
2006

CHAPTER VII. HOME DELIVERED MEALS

In 2007, the CSS included a set of questions exclusively for consumers receiving Home-Delivered Meals (HDM). These questions were intended to provide additional information about the length of consumer participation, the number of meals received per week, and the adequacy of the meals for particular health problems, as well as client participation in other food programs.

The 2007 survey results show that, overall, 180 elderly and disabled respondents receiving the State's long-term care services also received home-delivered meals, and 151 respondents received home-delivered meals sometime in the past (pre-2007).

The 2007 survey included a series of questions about different service elements, support and service delivery. In the questionnaire, respondents were asked to rate various service elements using the following five-point scale: "always," "almost always," "sometimes," "seldom," and "never."

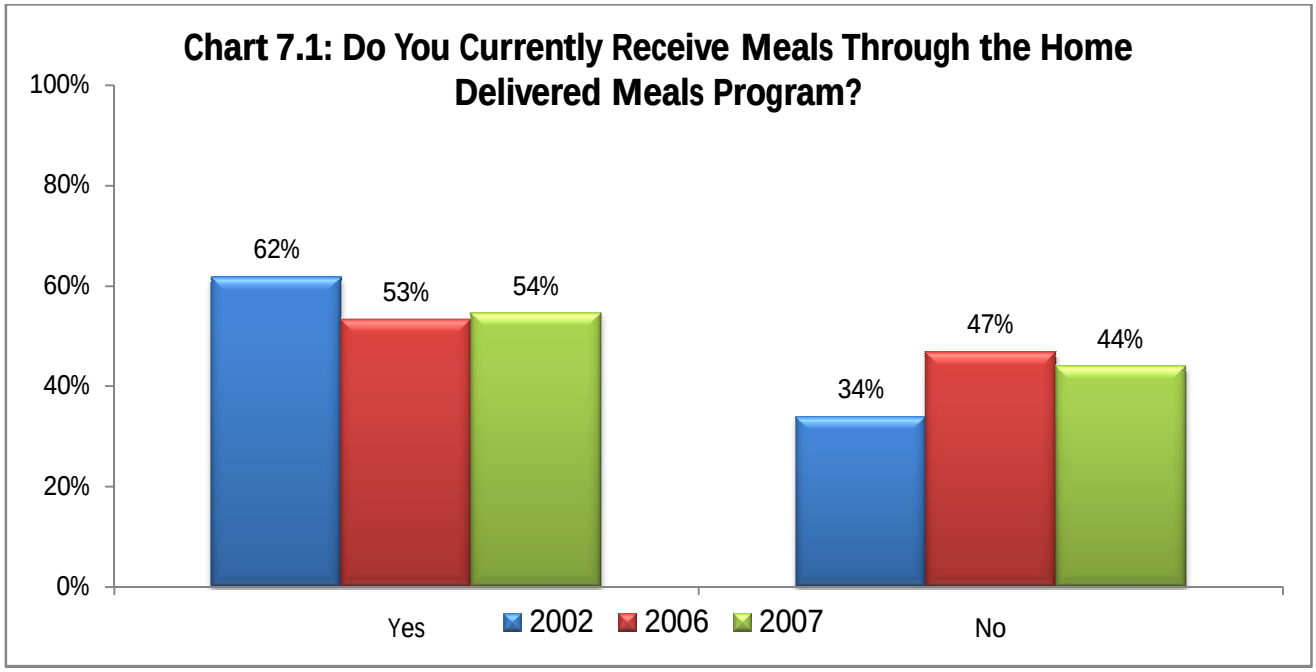
Overall, responses to the home-delivered meals are more positive in 2007 than they were in 2006 and 2002. Results showed that most elderly and disabled Vermonters who received assistance from the State's long-term care services perceived home-delivered meals positively on a several measures:

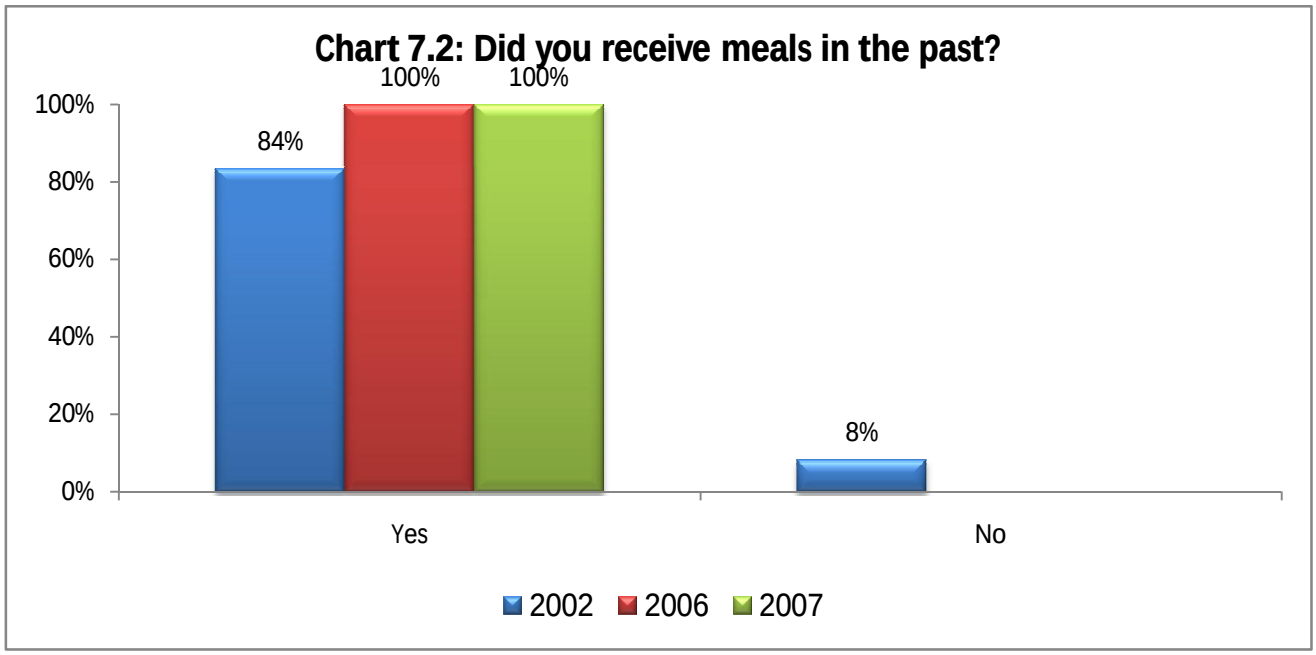
- About two-thirds of consumers (68%) reported that the food delivered tasted good.
- Many consumers had health conditions that affected the foods they were advised to eat (46%) and felt the food delivered met their dietary needs (94%).
- The majority of consumers (92%) felt that the home-delivered meals program improved the quality of their lives.

Survey results from HDM participants are provided in Charts 7.1-7.11.

A. HDM PARTICIPATION AND PROGRAM SPECIFIC QUESTIONS

Charts 7.1-7.8 present results from several questions asked to measure participation in HDM and questions asked exclusively of HDM program participants.





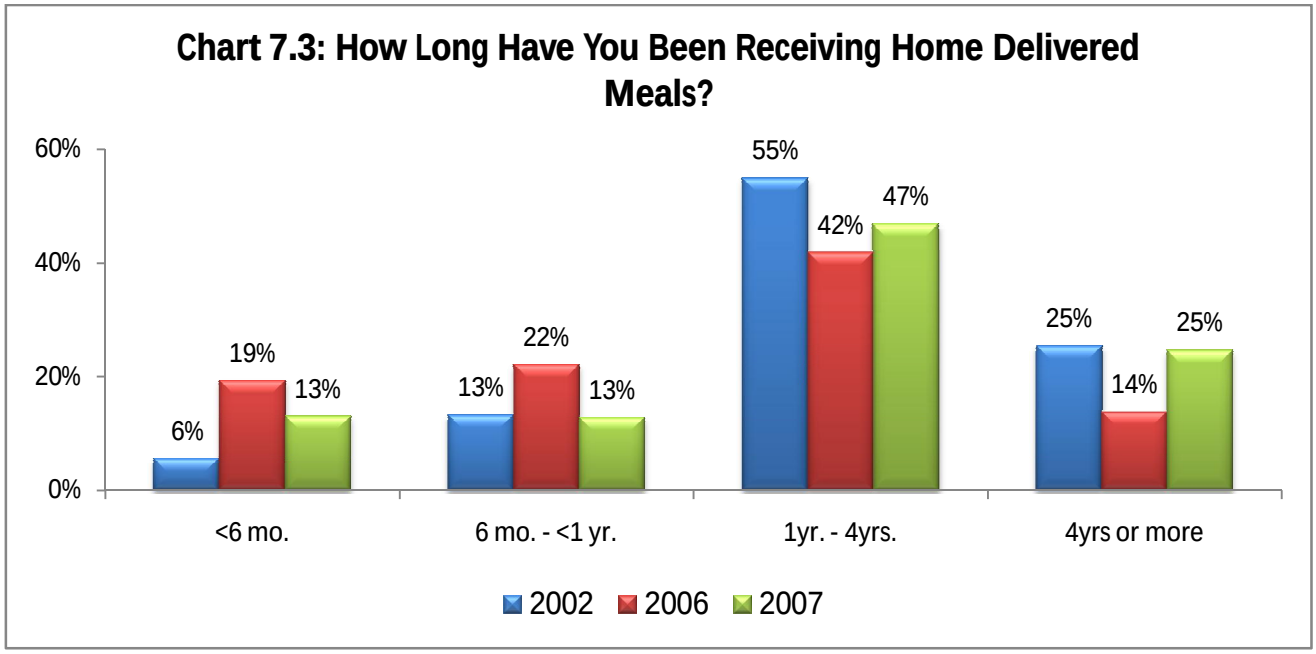


Chart 7.3: How Long Have You Been Receiving Home Delivered Meals?
60%
40%
20%
0%
6%
19%
13%
13%
22%
13%
55%
42%
47%
25%
14%
25%
<6 mo.
6 mo. - <1 yr.
1yr. - 4yrs.
4yrs or more
2002
2006
2007

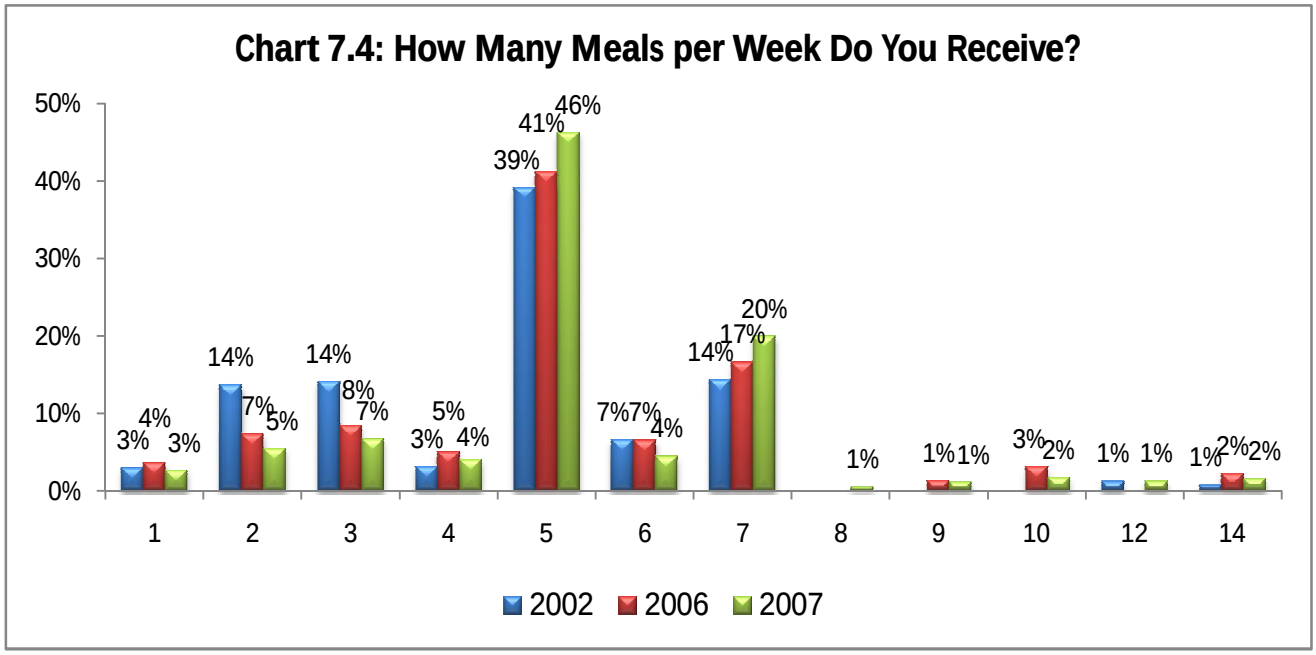


Chart 7.4: How Many Meals per Week Do You Receive?
50%
40%
30%
20%
10%
0%
3%
4%
3%
14%
7%
5%
14%
8%
7%
3%
5%
4%
39%
41%
46%
7%
7%
4%
14%
17%
20%
1%
1%
1%
3%
2%
1%
1%
1%
2%
2%
1
2
3
4
5
6
7
8
9
10
12
14
2002
2006
2007

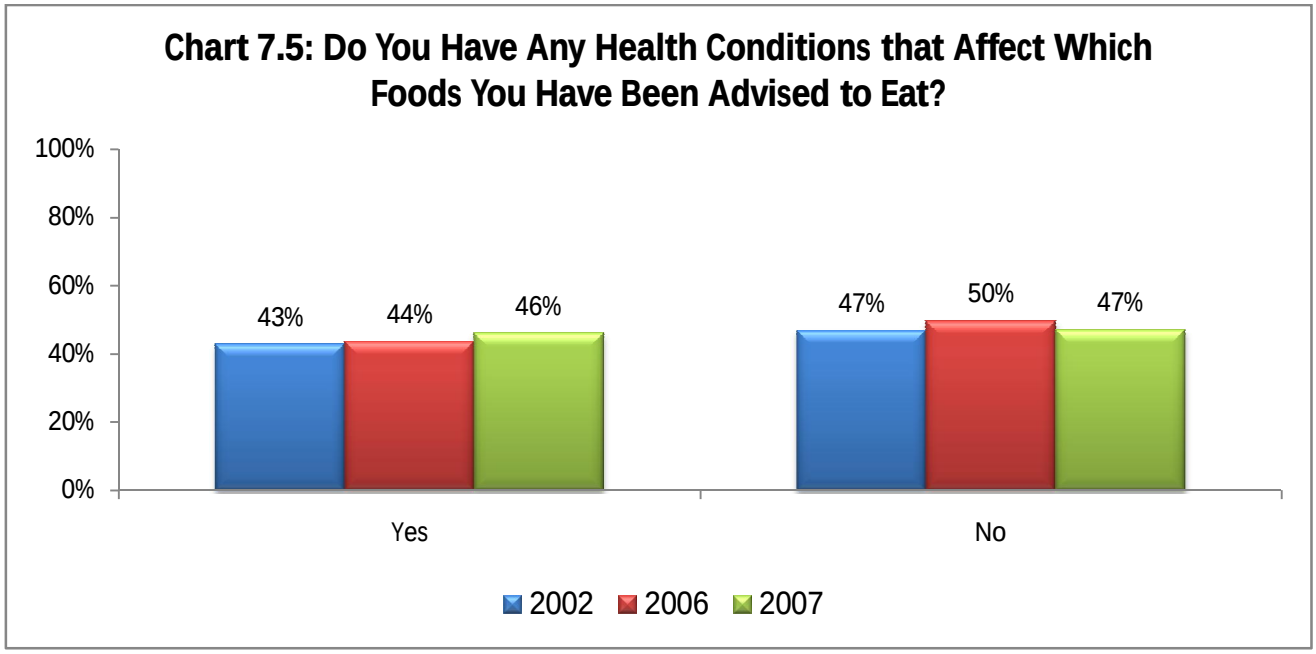


Chart 7.5: Do You Have Any Health Conditions that Affect Which Foods You Have Been Advised to Eat?
100%
80%
60%
40%
20%
0%
43%
44%
46%
47%
50%
47%
Yes
No
2002
2006
2007

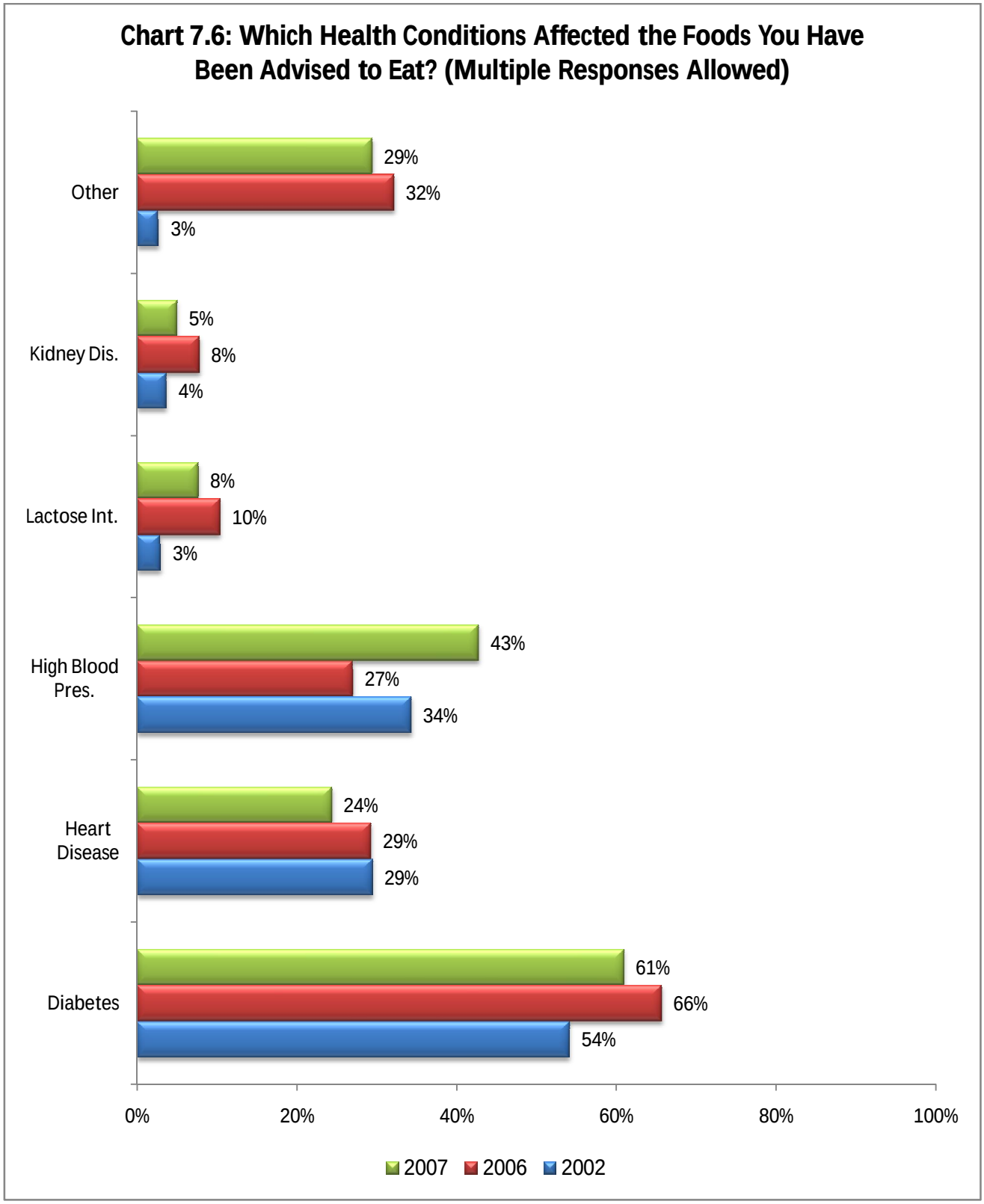


Chart 7.6: Which Health Conditions Affected the Foods You Have Been Advised to Eat? (Multiple Responses Allowed)
Other
29%
32%
3%
Kidney Dis.
5%
8%
4%
Lactose Int.
8%
10%
3%
High Blood Pres.
43%
27%
34%
Heart Disease
24%
29%
29%
Diabetes
61%
66%
54%
0%
20%
40%
60%
80%
100%
2007
2006
2002

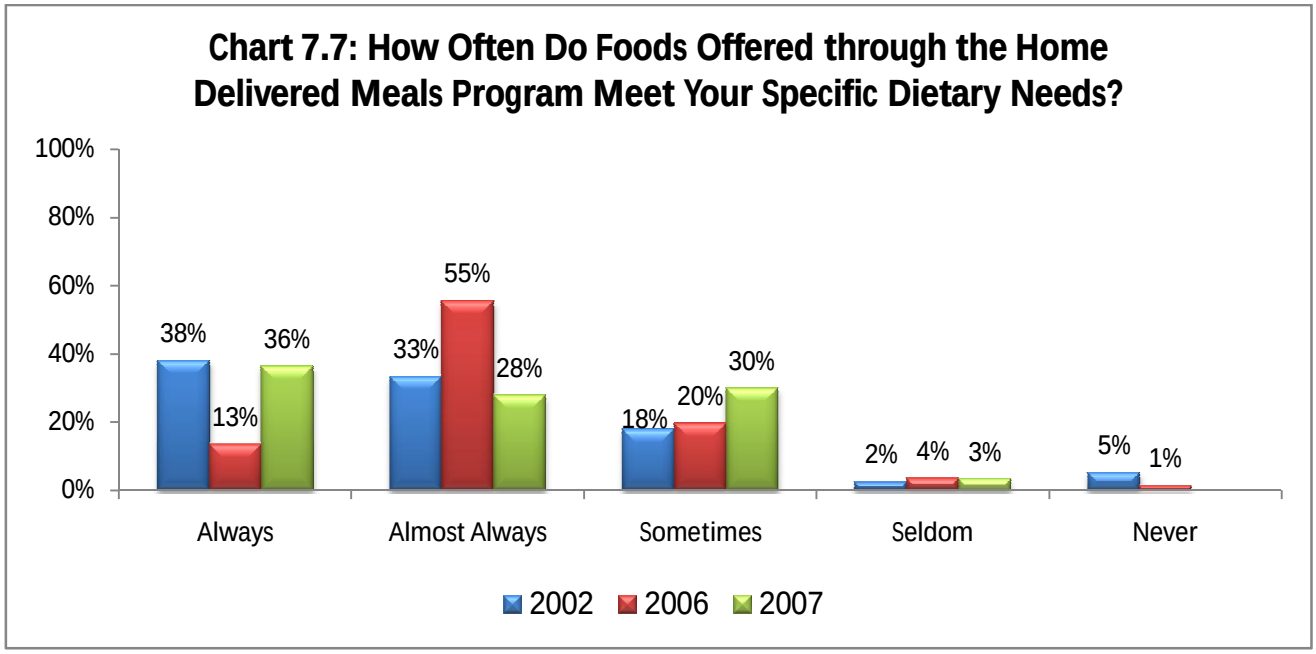


Chart 7.7: How Often Do Foods Offered through the Home Delivered Meals Program Meet Your Specific Dietary Needs?
100%
80%
60%
40%
20%
0%
38%
13%
36%
33%
55%
28%
18%
20%
30%
2%
4%
3%
5%
1%
Always
Almost Always
Sometimes
Seldom
Never
2002
2006
2007

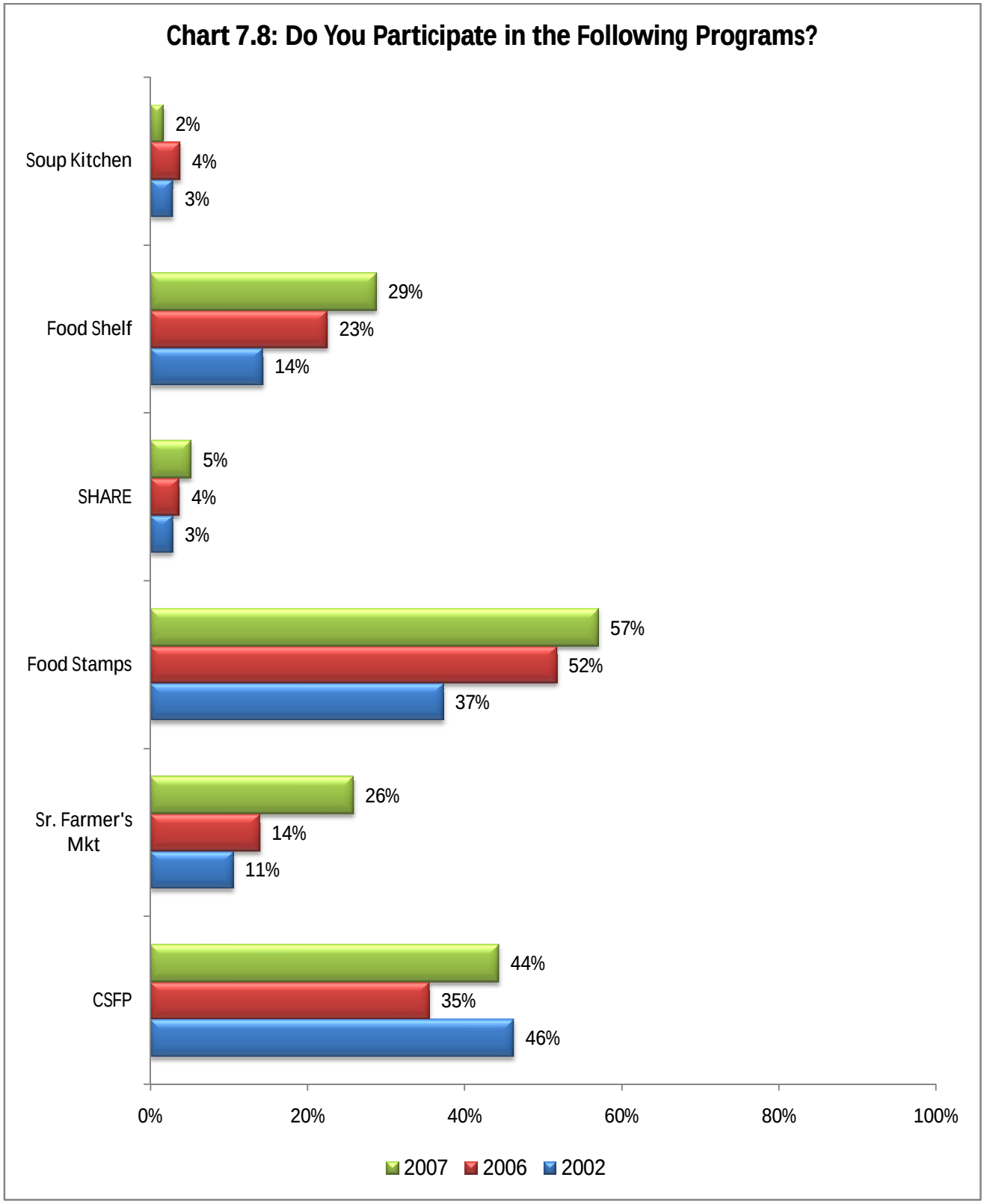


Chart 7.8: Do You Participate in the Following Programs?
Soup Kitchen
2%
4%
3%
Food Shelf
29%
23%
14%
SHARE
5%
4%
3%
Food Stamps
57%
52%
37%
Sr. Farmer's Mkt
26%
14%
11%
CSFP
44%
35%
46%
0%
20%
40%
60%
80%
100%
2007
2006
2002

B. VALUE AND QUALITY OF LIFE MEASURES

HDM participants provided overwhelming positive responses to questions regarding the value of the services, and its impact on their lives:

- 81% of consumers reported that the help they received made their lives "somewhat" or "alot better". (Chart 7.9)
- 65% of consumers rated their overall quality of life as “excellent” or “good” – a slight increase from 2006 (57%) and 2002 (56%) results. (Chart 7.10)
- Only %5 of HDM consumers rated their overall quality of life as “poor”, the lowest percentage of all three years.

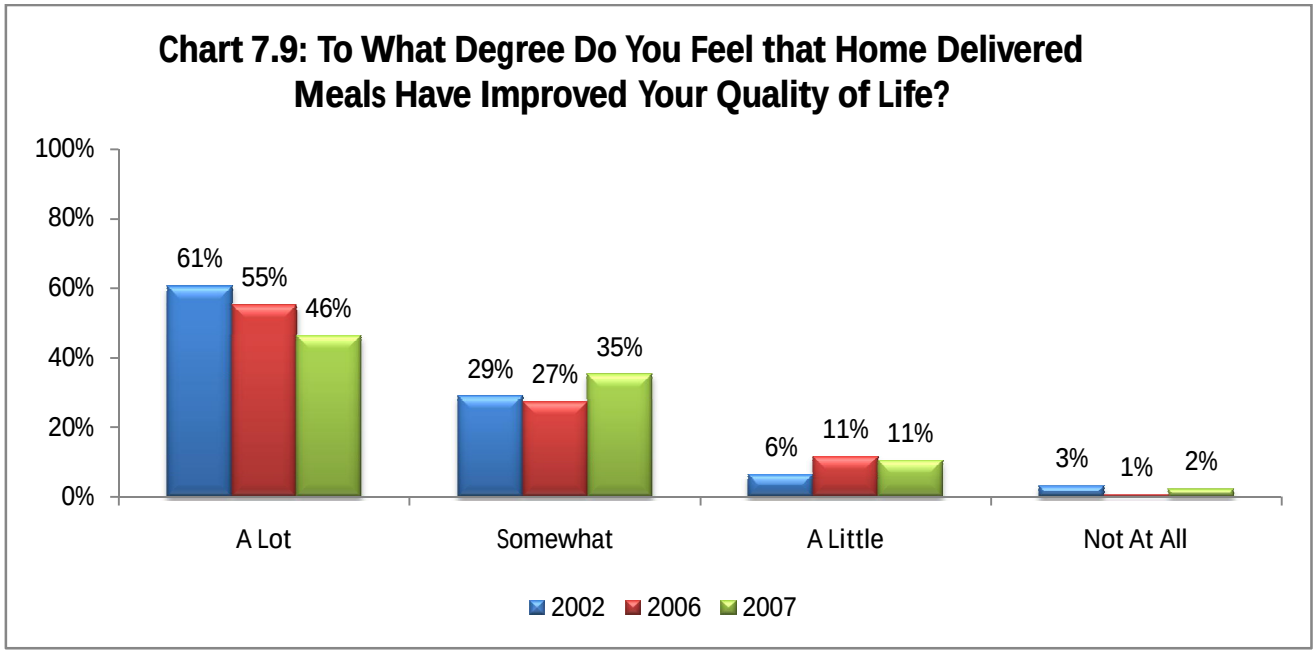


Chart 7.9: To What Degree Do You Feel that Home Delivered Meals Have Improved Your Quality of Life?
100%
80%
60%
40%
20%
0%
61%
55%
46%
29%
27%
35%
6%
11%
11%
3%
1%
2%
A Lot
Somewhat
A Little
Not At All
2002
2006
2007

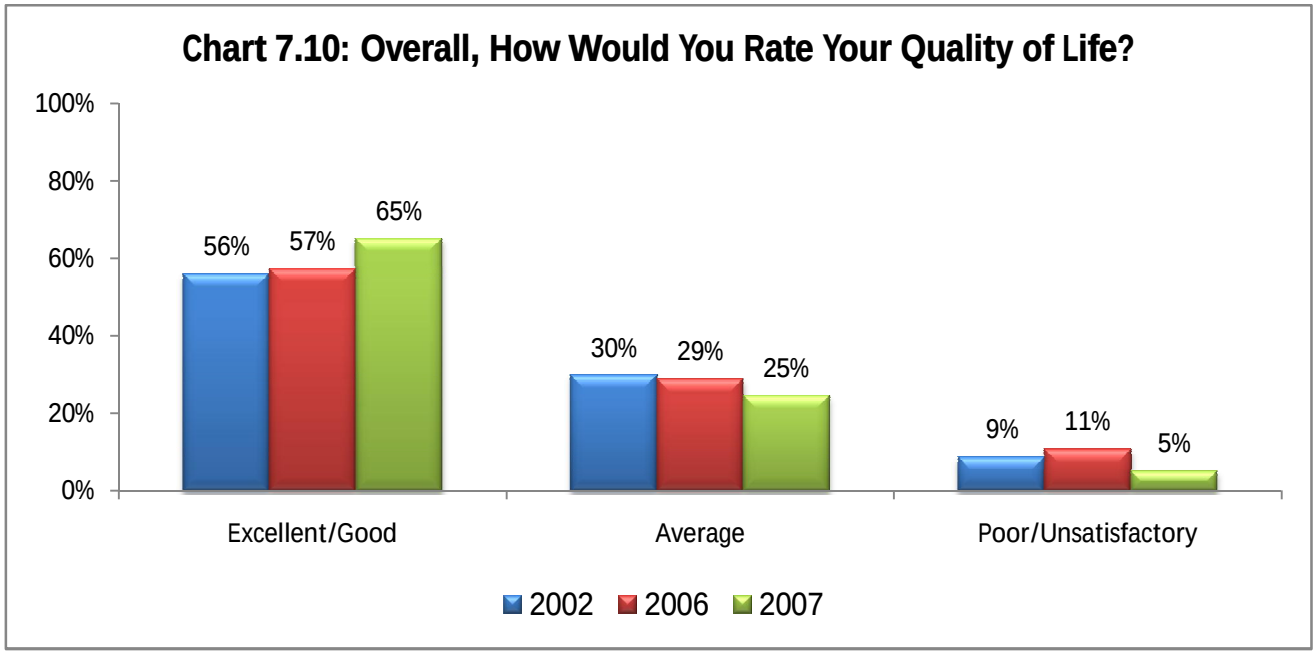
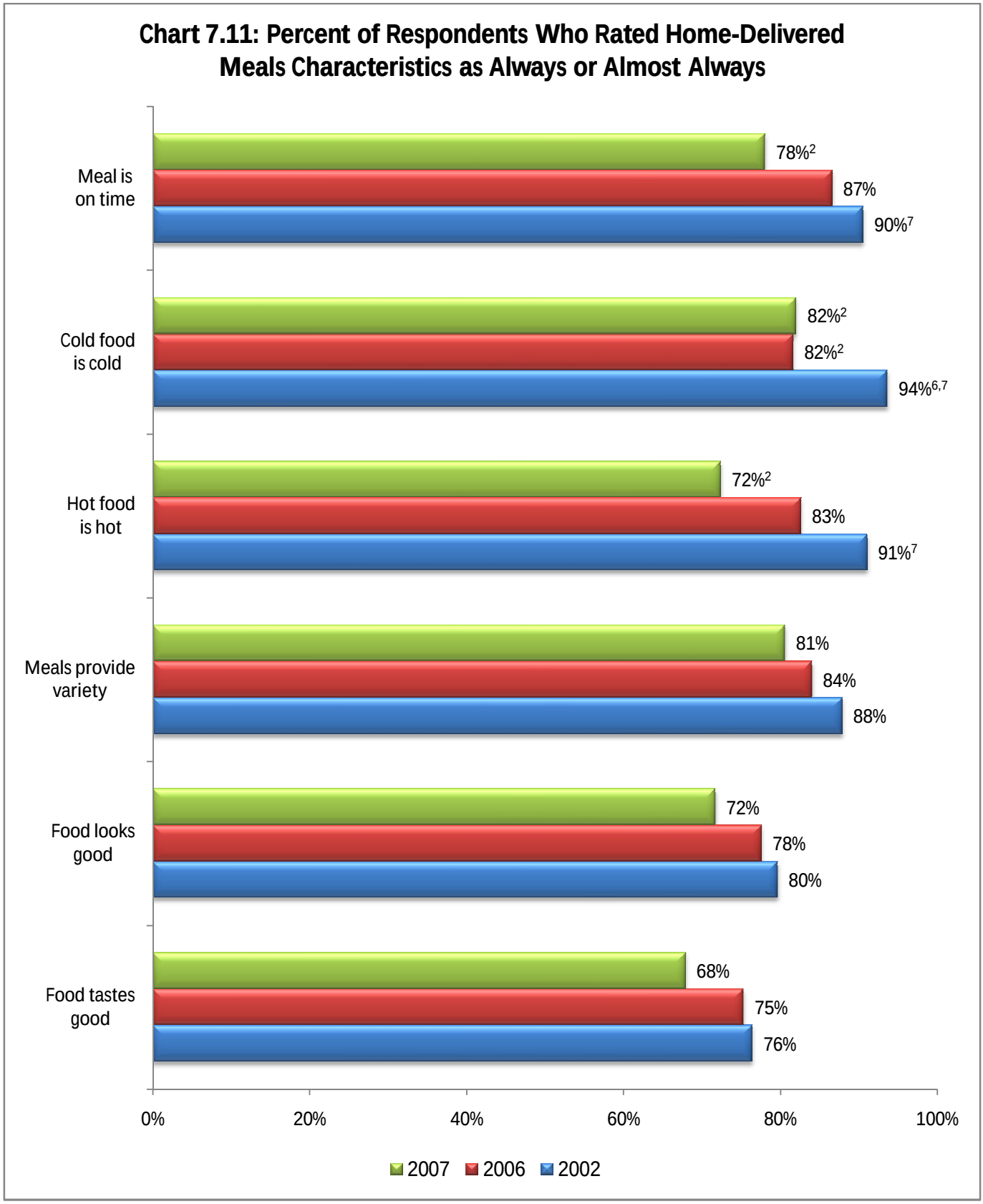


Chart 7.10: Overall, How Would You Rate Your Quality of Life?
100%
80%
60%
40%
20%
0%
56%
57%
65%
30%
29%
25%
9%
11%
5%
Excellent/Good
Average
Poor/Unsatisfactory
2002
2006
2007

C. SATISFACTION WITH HOME DELIVERED MEALS

Consumer satisfaction with HDM in 2007 declined for all but one of the six measures – "cold food is cold" remained at 82%. Although a decline in satisfaction was observed from 2006 survey results, none of these changes are statistically significant. HDM consumers were most satisfied with "the cold food is cold" (82%) followed closely with the "meals provide variety" (81%) in 2007. As in years past, HDM consumers were least satisfied with "the food tastes good" (68%). (Chart 7.11)



[2] indicates statistical difference from 2002 at 5%
[6] indicates statistical difference from 2006 at 5%
[7] Indicates statistical difference from 2007 at 5%

APPENDIX A. SURVEY METHODOLOGY

I. Survey Sampling

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

Sample strata were defined at the program level and were designed to support estimates of percentages with a worst-case standard error of 5% at the county or regional level. Precision at the State level was not explicitly specified; rather, it depended on the sample sizes resulting from aggregating the sample sizes from the county and regional levels. Since some respondents belong to more than one program, the total number of interviews will not equal the sum of the number of interviews in each program.

Sample Size Computations

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

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

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

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

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

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

The size of the confidence interval varies with the value of p, taking on its maximum value at p = .5. For this study, p was assumed to be .5, and the targeted value for the standard error, SE($\ddot{p}$) was taken at 5%, or .05. The denominator of the above equation reflects the finite population correction (FPC) factor. The FPC takes into account the fact that the survey population is finite in size and that sampling is conducted without replacement. It is applied when the sampling fraction for a given population is large and provides a more precise estimate of the true mean response.

Sample sizes were computed using the equation above, based on these assumed and the population sizes n, for each program.

Sampling Procedures

The sampling frame for each survey period was constructed using the Department's consumer database. Lists of active cases were provided to Macro International in electronic format in the fall of 2007. A total of 1,950 cases were provided. In order to complete the target number of surveys, an interview was attempted with each case in the frame.

II. Survey Weighting

Survey weighting is used to assign greater relative importance to some sampled elements than to others in the survey analysis and may be used to "post-stratify" survey data for analysis and make adjustments for total non-response. Since an interview was attempted with each case in the sample frame, no adjustment is necessary to account for disproportionate sampling.

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

$$W_i = \frac{n_i}{r_i}$$

III. Survey Analysis

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

- **Descriptive Statistics**

  Response frequencies for survey variables were analyzed and descriptive results, or trends, were identified. Statewide percents are computed were computed as weighted percents from aggregate data.

- **Tests for Statistical Differences**

  T-tests for proportions determined whether there were statistically significant differences among sub-groups of the survey population. Results of these tests are reported in terms of their level of significance, or p-value, of the statistical test. The smaller the *p*-value, the heavier the weight of the sample evidence that there is a statistical difference between groups.

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

APPENXIX B. NUMBER OF RESPONDENTS TO EACH SURVEY QUESTION

Sample sizes for Chart 1.1a

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample Sizes for Chart 1.2

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447

Region	Year	N
	2006	459
	2007	571

Sample Sizes for Chart 1.3

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39

Region	Year	N
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.4

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50

Region	Year	N
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.5

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51

Region	Year	N
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.6

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58

Region	Year	N
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.7

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75

Region	Year	N
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.8

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44

Region	Year	N
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.9

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21

Region	Year	N
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample Sizes for Chart 1.10

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53

Region	Year	N
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.11

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40

Region	Year	N
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 1.12

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92
Essex/ Orleans	2002	37
	2006	51

Region	Year	N
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Sample sizes for Chart 2.2

Region	Year	N
Addison	2002	43
	2006	39
	2007	46
Bennington	2002	33
	2006	20
	2007	28
Caledonia	2002	30
	2006	21
	2007	26
Chittenden/ Grand Isle	2002	53
	2006	69
	2007	92

Region	Year	N
Essex/ Orleans	2002	37
	2006	51
	2007	49
Franklin	2002	40
	2006	55
	2007	53
Lamoille	2002	38
	2006	21
	2007	31
Orange/ Windsor	2002	44
	2006	55
	2007	75
Rutland	2002	30
	2006	58
	2007	82
Washington	2002	51
	2006	30
	2007	50
Windham	2002	48
	2006	39
	2007	39
Statewide	2002	447
	2006	459
	2007	571

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Compared to other people your age, would you say your health is:?
(Percent responding 'Excellent' or 'Very good')

Region	Choice Type	N
Addison	Agency	16
Bennington	Agency	8
Caledonia	Agency	3
Chittenden/Grand Isle	Agency	27
Essex/Orleans	Agency	7
Franklin	Agency	19
Lamoille	Agency	4
Orange/Windsor	Agency	11
Rutland	Agency	12
Washington	Agency	8
Windham	Agency	5
Statewide	Agency	120
Bennington	Consumer	1
Caledonia	Consumer	2
Chittenden/Grand Isle	Consumer	9
Essex/Orleans	Consumer	6
Franklin	Consumer	7
Lamoille	Consumer	4
Orange/Windsor	Consumer	7
Rutland	Consumer	7
Washington	Consumer	2
Windham	Consumer	3
Statewide	Consumer	48
Addison	Surrogate	5
Bennington	Surrogate	2
Caledonia	Surrogate	3
Chittenden/Grand Isle	Surrogate	14
Essex/Orleans	Surrogate	12
Franklin	Surrogate	6
Lamoille	Surrogate	5
Orange/Windsor	Surrogate	11
Rutland	Surrogate	6
Washington	Surrogate	1
Windham	Surrogate	12
Statewide	Surrogate	77
Bennington	Flex	1
Caledonia	Flex	1
Chittenden/Grand Isle	Flex	2
Essex/Orleans	Flex	1
Franklin	Flex	1

Region	Choice Type	N
Orange/Windsor	Flex	1
Washington	Flex	1
Windham	Flex	1
Statewide	Flex	9
Addison	Moderate	22
Bennington	Moderate	12
Caledonia	Moderate	12
Chittenden/Grand Isle	Moderate	20
Essex/Orleans	Moderate	15
Franklin	Moderate	6
Lamoille	Moderate	10
Orange/Windsor	Moderate	28
Rutland	Moderate	28
Washington	Moderate	20
Windham	Moderate	10
Statewide	Moderate	183

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Compared to one year ago, how would you rate your health in general now?
(Percent responding 'Much better' or 'Somewhat better')

Region	Choice Type	N
Addison	Agency	16
Bennington	Agency	8
Caledonia	Agency	3
Chittenden/Grand Isle	Agency	27
Essex/Orleans	Agency	7
Franklin	Agency	19
Lamoille	Agency	4
Orange/Windsor	Agency	11
Rutland	Agency	12
Washington	Agency	8
Windham	Agency	5
Statewide	Agency	120
Bennington	Consumer	1
Caledonia	Consumer	2
Chittenden/Grand Isle	Consumer	9
Essex/Orleans	Consumer	6

Region	Choice Type	N
Franklin	Consumer	7
Lamoille	Consumer	4
Orange/Windsor	Consumer	7
Rutland	Consumer	7
Washington	Consumer	2
Windham	Consumer	3
Statewide	Consumer	48
Addison	Surrogate	5
Bennington	Surrogate	2
Caledonia	Surrogate	3
Chittenden/Grand Isle	Surrogate	14
Essex/Orleans	Surrogate	12
Franklin	Surrogate	6
Lamoille	Surrogate	5
Orange/Windsor	Surrogate	11
Rutland	Surrogate	6
Washington	Surrogate	1
Windham	Surrogate	12
Statewide	Surrogate	77
Bennington	Flex	1
Caledonia	Flex	1
Chittenden/Grand Isle	Flex	2
Essex/Orleans	Flex	1
Franklin	Flex	1
Orange/Windsor	Flex	1
Washington	Flex	1
Windham	Flex	1
Statewide	Flex	9
Addison	Moderate	22
Bennington	Moderate	12
Caledonia	Moderate	12
Chittenden/Grand Isle	Moderate	20
Essex/Orleans	Moderate	15
Franklin	Moderate	6
Lamoille	Moderate	10
Orange/Windsor	Moderate	28
Rutland	Moderate	28
Washington	Moderate	20

Region	Choice Type	N
Windham	Moderate	10
Statewide	Moderate	183

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
In the past 12 months, have you been hospitalized?
(Percent responding 'Yes')

Region	Choice Type	N
Addison	Agency	16
Bennington	Agency	8
Caledonia	Agency	3
Chittenden/Grand Isle	Agency	27
Essex/Orleans	Agency	7
Franklin	Agency	19
Lamoille	Agency	4
Orange/Windsor	Agency	11
Rutland	Agency	12
Washington	Agency	8
Windham	Agency	5
Statewide	Agency	120
Bennington	Consumer	1
Caledonia	Consumer	2
Chittenden/Grand Isle	Consumer	9
Essex/Orleans	Consumer	6
Franklin	Consumer	7
Lamoille	Consumer	4
Orange/Windsor	Consumer	7
Rutland	Consumer	7
Washington	Consumer	2
Windham	Consumer	3
Statewide	Consumer	48
Addison	Surrogate	5
Bennington	Surrogate	2
Caledonia	Surrogate	3
Chittenden/Grand Isle	Surrogate	14
Essex/Orleans	Surrogate	12
Franklin	Surrogate	6

Region	Choice Type	N
Lamoille	Surrogate	5
Orange/Windsor	Surrogate	11
Rutland	Surrogate	6
Washington	Surrogate	1
Windham	Surrogate	12
Statewide	Surrogate	77
Bennington	Flex	1
Caledonia	Flex	1
Chittenden/Grand Isle	Flex	2
Essex/Orleans	Flex	1
Franklin	Flex	1
Orange/Windsor	Flex	1
Washington	Flex	1
Windham	Flex	1
Statewide	Flex	9
Addison	Moderate	22
Bennington	Moderate	12
Caledonia	Moderate	12
Chittenden/Grand Isle	Moderate	20
Essex/Orleans	Moderate	15
Franklin	Moderate	6
Lamoille	Moderate	10
Orange/Windsor	Moderate	28
Rutland	Moderate	28
Washington	Moderate	20
Windham	Moderate	10
Statewide	Moderate	183

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
When you left the hospital, did you need help with daily activities?
(Percent responding 'Yes')

Region	Choice Type	N
Addison	Agency	11
Caledonia	Agency	1

Region	Choice Type	N
Chittenden/Grand Isle	Agency	14
Essex/Orleans	Agency	3
Franklin	Agency	6
Lamoille	Agency	1
Orange/Windsor	Agency	5
Rutland	Agency	9
Washington	Agency	2
Windham	Agency	3
Statewide	Agency	55
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	5
Windham	Consumer	2
Statewide	Consumer	22
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	5
Essex/Orleans	Surrogate	7
Franklin	Surrogate	2
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	6
Rutland	Surrogate	3
Windham	Surrogate	5
Statewide	Surrogate	32
Chittenden/Grand Isle	Flex	2
Addison	Moderate	9
Bennington	Moderate	7
Caledonia	Moderate	7
Chittenden/Grand Isle	Moderate	6
Essex/Orleans	Moderate	7
Franklin	Moderate	4
Lamoille	Moderate	5
Orange/Windsor	Moderate	15
Rutland	Moderate	9
Washington	Moderate	10

Region	Choice Type	N
Windham	Moderate	4
Statewide	Moderate	83

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily a
(Percent responding 'Yes, the hospital staff told me')

Region	Choice Type	N
Addison	Agency	10
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	13
Essex/Orleans	Agency	3
Franklin	Agency	5
Lamoille	Agency	1
Orange/Windsor	Agency	4
Rutland	Agency	8
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	49
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Windham	Consumer	2
Statewide	Consumer	21
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	5
Essex/Orleans	Surrogate	5
Franklin	Surrogate	2
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	5
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	27

Region	Choice Type	N
Chittenden/Grand Isle	Flex	2
Addison	Moderate	7
Bennington	Moderate	6
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	5
Essex/Orleans	Moderate	2
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	6
Rutland	Moderate	4
Washington	Moderate	4
Windham	Moderate	2
Statewide	Moderate	45

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results

Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily

(Percent responding 'Yes, a choices for care representative told me staff told me')

Region	Choice Type	N
Addison	Agency	10
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	13
Essex/Orleans	Agency	3
Franklin	Agency	5
Lamoille	Agency	1
Orange/Windsor	Agency	4
Rutland	Agency	8
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	49
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Windham	Consumer	2

Region	Choice Type	N
Statewide	Consumer	21
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	5
Essex/Orleans	Surrogate	5
Franklin	Surrogate	2
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	5
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	27
Chittenden/Grand Isle	Flex	2
Addison	Moderate	7
Bennington	Moderate	6
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	5
Essex/Orleans	Moderate	2
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	6
Rutland	Moderate	4
Washington	Moderate	4
Windham	Moderate	2
Statewide	Moderate	45

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily
(Percent responding 'No, I was too ill at the time but my family member/friend was informed')

Region	Choice Type	N
Addison	Agency	10
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	13
Essex/Orleans	Agency	3
Franklin	Agency	5
Lamoille	Agency	1
Orange/Windsor	Agency	4
Rutland	Agency	8

Region	Choice Type	N
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	49
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Windham	Consumer	2
Statewide	Consumer	21
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	5
Essex/Orleans	Surrogate	5
Franklin	Surrogate	2
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	5
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	27
Chittenden/Grand Isle	Flex	2
Addison	Moderate	7
Bennington	Moderate	6
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	5
Essex/Orleans	Moderate	2
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	6
Rutland	Moderate	4
Washington	Moderate	4
Windham	Moderate	2
Statewide	Moderate	45

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Before you left the hospital, did someone talk to you about ways of getting the help you needed with daily
(Percent responding 'No one spoke to me or my family member/friend')

Region	Choice Type	N
Addison	Agency	10
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	13
Essex/Orleans	Agency	3
Franklin	Agency	5
Lamoille	Agency	1
Orange/Windsor	Agency	4
Rutland	Agency	8
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	49
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Windham	Consumer	2
Statewide	Consumer	21
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	5
Essex/Orleans	Surrogate	5
Franklin	Surrogate	2
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	5
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	27
Chittenden/Grand Isle	Flex	2
Addison	Moderate	7
Bennington	Moderate	6
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	5

Region	Choice Type	N
Essex/Orleans	Moderate	2
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	6
Rutland	Moderate	4
Washington	Moderate	4
Windham	Moderate	2
Statewide	Moderate	45

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Were you involved in making decisions regarding the help you needed with daily activities? (Percent responding 'Yes')

Region	Choice Type	N
Addison	Agency	6
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	10
Essex/Orleans	Agency	2
Franklin	Agency	5
Lamoille	Agency	1
Orange/Windsor	Agency	3
Rutland	Agency	5
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	37
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Statewide	Consumer	19
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	4
Essex/Orleans	Surrogate	4
Lamoille	Surrogate	1

Region	Choice Type	N
Orange/Windsor	Surrogate	3
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	21
Chittenden/Grand Isle	Flex	2
Addison	Moderate	6
Bennington	Moderate	5
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	3
Essex/Orleans	Moderate	1
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	4
Rutland	Moderate	4
Washington	Moderate	3
Windham	Moderate	2
Statewide	Moderate	37

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Were you involved in making decisions regarding the help you needed with daily activities? (Percent responding 'No, but my family member/friend was involved')

Region	Choice Type	N
Addison	Agency	6
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	10
Essex/Orleans	Agency	2
Franklin	Agency	5
Lamoille	Agency	1
Orange/Windsor	Agency	3
Rutland	Agency	5
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	37
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3

Region	Choice Type	N
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Statewide	Consumer	19
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	4
Essex/Orleans	Surrogate	4
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	3
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	21
Chittenden/Grand Isle	Flex	2
Addison	Moderate	6
Bennington	Moderate	5
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	3
Essex/Orleans	Moderate	1
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	4
Rutland	Moderate	4
Washington	Moderate	3
Windham	Moderate	2
Statewide	Moderate	37

Quality of Life Measures: A Comparison of Macro Poll and (CSS) Results
Were you involved in making decisions regarding the help you needed with daily activities? (Percent responding 'No, neither I nor my family member/friend were involved')

Region	Choice Type	N
Addison	Agency	6
Caledonia	Agency	1
Chittenden/Grand Isle	Agency	10
Essex/Orleans	Agency	2
Franklin	Agency	5

Region	Choice Type	N
Lamoille	Agency	1
Orange/Windsor	Agency	3
Rutland	Agency	5
Washington	Agency	2
Windham	Agency	2
Statewide	Agency	37
Bennington	Consumer	1
Chittenden/Grand Isle	Consumer	6
Essex/Orleans	Consumer	2
Franklin	Consumer	3
Lamoille	Consumer	2
Orange/Windsor	Consumer	1
Rutland	Consumer	4
Statewide	Consumer	19
Addison	Surrogate	2
Caledonia	Surrogate	1
Chittenden/Grand Isle	Surrogate	4
Essex/Orleans	Surrogate	4
Lamoille	Surrogate	1
Orange/Windsor	Surrogate	3
Rutland	Surrogate	3
Windham	Surrogate	3
Statewide	Surrogate	21
Chittenden/Grand Isle	Flex	2
Addison	Moderate	6
Bennington	Moderate	5
Caledonia	Moderate	3
Chittenden/Grand Isle	Moderate	3
Essex/Orleans	Moderate	1
Franklin	Moderate	2
Lamoille	Moderate	4
Orange/Windsor	Moderate	4
Rutland	Moderate	4
Washington	Moderate	3
Windham	Moderate	2
Statewide	Moderate	37

Sample Sizes for Chart 3_1

Region	Year	N
Addison	2002	2
	2006	3
	2007	3
Bennington	2002	5
	2006	5
	2007	4
Caledonia	2002	5
	2006	3
	2007	5
Chittenden/ Grand Isle	2002	8
	2006	22
	2007	20
Essex/ Orleans	2002	7
	2006	9
	2007	8
Franklin	2002	10
	2006	14
	2007	17
Lamoille	2002	8
	2006	4
	2007	8
Orange/ Windsor	2002	7
	2006	16
	2007	17
Rutland	2002	8
	2006	26
	2007	30
Washington	2002	4
	2006	11
	2007	18
Windham	2002	9
	2006	10
	2007	8
Statewide	2002	73

Region	Year	N
	2006	123
	2007	138

Sample Sizes for Chart 3_2

Region	Year	N
Addison	2002	2
	2006	3
	2007	3
Bennington	2002	5
	2006	5
	2007	4
Caledonia	2002	5
	2006	3
	2007	5
Chittenden/ Grand Isle	2002	8
	2006	22
	2007	19
Essex/ Orleans	2002	7
	2006	9
	2007	8
Franklin	2002	10
	2006	14
	2007	17
Lamoille	2002	8
	2006	4
	2007	7
Orange/ Windsor	2002	7
	2006	16
	2007	17
Rutland	2002	8
	2006	26
	2007	30
Washington	2002	4
	2006	11
	2007	17
Windham	2002	9

Region	Year	N
	2006	10
	2007	8
Statewide	2002	73
	2006	123
	2007	135

Sample Sizes for Chart 3_3

Region	Year	N
Addison	2002	2
	2006	3
	2007	3
Bennington	2002	5
	2006	5
	2007	4
Caledonia	2002	5
	2006	3
	2007	5
Chittenden/ Grand Isle	2002	8
	2006	22
	2007	19
Essex/ Orleans	2002	7
	2006	9
	2007	8
Franklin	2002	10
	2006	14
	2007	17
Lamoille	2002	8
	2006	4
	2007	7
Orange/ Windsor	2002	7
	2006	16
	2007	17
Rutland	2002	8
	2006	26
	2007	30
Washington	2002	4

Region	Year	N
	2006	11
	2007	17
Windham	2002	9
	2006	10
	2007	8
Statewide	2002	73
	2006	123
	2007	135

Sample Sizes for Chart 3_4

Region	Year	N
Addison	2002	2
	2006	3
	2007	3
Bennington	2002	5
	2006	5
	2007	4
Caledonia	2002	5
	2006	3
	2007	5
Chittenden/ Grand Isle	2002	8
	2006	22
	2007	19
Essex/ Orleans	2002	7
	2006	9
	2007	8
Franklin	2002	10
	2006	14
	2007	17
Lamoille	2002	8
	2006	4
	2007	7
Orange/ Windsor	2002	7
	2006	16
	2007	17
Rutland	2002	8

Region	Year	N
	2006	26
	2007	30
Washington	2002	4
	2006	11
	2007	17
Windham	2002	9
	2006	10
	2007	8
Statewide	2002	73
	2006	123
	2007	135

Sample Sizes for Chart 3_5

Region	Year	N
Addison	2002	2
	2006	3
	2007	3
Bennington	2002	5
	2006	5
	2007	4
Caledonia	2002	5
	2006	3
	2007	5
Chittenden/ Grand Isle	2002	8
	2006	22
	2007	19
Essex/ Orleans	2002	7
	2006	9
	2007	8
Franklin	2002	10
	2006	14
	2007	17
Lamoille	2002	8
	2006	4
	2007	7
Orange/ Windsor	2002	7

Region	Year	N
	2006	16
	2007	17
Rutland	2002	8
	2006	26
	2007	30
Washington	2002	4
	2006	11
	2007	17
Windham	2002	9
	2006	10
	2007	8
Statewide	2002	73
	2006	123
	2007	135

Sample Sizes for Chart 4_1

Region	Year	N
Addison	2002	5
	2006	8
	2007	12
Bennington	2002	15
	2006	6
	2007	9
Caledonia	2002	9
	2006	4
	2007	8
Chittenden/ Grand Isle	2002	7
	2006	5
	2007	15
Essex/ Orleans	2002	15
	2006	11
	2007	14
Franklin	2002	8
	2006	7
	2007	5
Lamoille	2002	8

Region	Year	N
	2006	4
	2007	8
Orange/ Windsor	2002	9
	2006	7
	2007	20
Rutland	2002	9
	2006	12
	2007	28
Washington	2002	26
	2006	6
	2007	14
Windham	2002	12
	2006	4
	2007	7
Statewide	2002	123
	2006	74
	2007	140

Sample Sizes for Chart 4_2

Region	Year	N
Addison	2002	5
	2006	8
	2007	12
Bennington	2002	15
	2006	6
	2007	9
Caledonia	2002	9
	2006	4
	2007	8
Chittenden/ Grand Isle	2002	7
	2006	5
	2007	15
Essex/ Orleans	2002	15
	2006	11
	2007	14

Region	Year	N
Franklin	2002	8
	2006	7
	2007	5
Lamoille	2002	8
	2006	4
	2007	8
Orange/ Windsor	2002	9
	2006	7
	2007	20
Rutland	2002	9
	2006	12
	2007	28
Washington	2002	26
	2006	6
	2007	14
Windham	2002	12
	2006	4
	2007	7
Statewide	2002	123
	2006	74
	2007	140

Sample Sizes for Chart 4_3

Region	Year	N
Addison	2002	5
	2006	8
	2007	12
Bennington	2002	15
	2006	6
	2007	9
Caledonia	2002	9
	2006	4
	2007	8
Chittenden/ Grand Isle	2002	7
	2006	5

Region	Year	N
	2007	15
Essex/ Orleans	2002	15
	2006	11
	2007	14
Franklin	2002	8
	2006	7
	2007	5
Lamoille	2002	8
	2006	4
	2007	8
Orange/ Windsor	2002	9
	2006	7
	2007	20
Rutland	2002	9
	2006	12
	2007	28
Washington	2002	26
	2006	6
	2007	14
Windham	2002	12
	2006	4
	2007	7
Statewide	2002	123
	2006	74
	2007	140

Sample Sizes for Chart 4_4

Region	Year	N
Addison	2002	5
	2006	8
	2007	12
Bennington	2002	15
	2006	6
	2007	9
Caledonia	2002	9

Region	Year	N
	2006	4
	2007	8
Chittenden/ Grand Isle	2002	7
	2006	5
	2007	15
Essex/ Orleans	2002	15
	2006	11
	2007	14
Franklin	2002	8
	2006	7
	2007	5
Lamoille	2002	8
	2006	4
	2007	8
Orange/ Windsor	2002	9
	2006	7
	2007	20
Rutland	2002	9
	2006	12
	2007	28
Washington	2002	26
	2006	6
	2007	14
Windham	2002	12
	2006	4
	2007	7
Statewide	2002	123
	2006	74
	2007	140

Sample Sizes for Chart 4_5

Region	Year	N
Addison	2002	5
	2006	8
	2007	12
Bennington	2002	15

Region	Year	N
	2006	6
	2007	9
Caledonia	2002	9
	2006	4
	2007	8
Chittenden/ Grand Isle	2002	7
	2006	5
	2007	15
Essex/ Orleans	2002	15
	2006	11
	2007	14
Franklin	2002	8
	2006	7
	2007	5
Lamoille	2002	8
	2006	4
	2007	8
Orange/ Windsor	2002	9
	2006	7
	2007	20
Rutland	2002	9
	2006	12
	2007	28
Washington	2002	26
	2006	6
	2007	14
Windham	2002	12
	2006	4
	2007	7
Statewide	2002	123
	2006	74
	2007	140

Sample Sizes for Chart 5_1

Region	Year	N
Addison	2002	23
	2006	20
	2007	21
Bennington	2002	10
	2006	2
	2007	7
Caledonia	2002	10
	2006	9
	2007	9
Chittenden/ Grand Isle	2002	8
	2006	12
	2007	25
Essex/ Orleans	2002	8
	2006	9
	2007	9
Franklin	2002	3
	2006	14
	2007	10
Lamoille	2002	11
	2006	3
	2007	7
Orange/ Windsor	2002	13
	2006	16
	2007	20
Rutland	2002	5
	2006	7
	2007	8
Washington	2002	7
	2006	5
	2007	7
Windham	2002	8
	2006	11
	2007	15
Statewide	2002	106

Region	Year	N
	2006	108
	2007	138

Sample Sizes for Chart 5_2

Region	Year	N
Addison	2002	23
	2006	19
	2007	21
Bennington	2002	10
	2006	2
	2007	7
Caledonia	2002	10
	2006	9
	2007	9
Chittenden/ Grand Isle	2002	8
	2006	12
	2007	23
Essex/ Orleans	2002	8
	2006	8
	2007	9
Franklin	2002	3
	2006	14
	2007	10
Lamoille	2002	11
	2006	3
	2007	6
Orange/ Windsor	2002	13
	2006	15
	2007	20
Rutland	2002	5
	2006	7
	2007	8
Washington	2002	7
	2006	4
	2007	6

Region	Year	N
Windham	2002	8
	2006	11
	2007	15
Statewide	2002	106
	2006	104
	2007	134

Sample Sizes for Chart 5_3

Region	Year	N
Addison	2002	23
	2006	19
	2007	21
Bennington	2002	10
	2006	2
	2007	7
Caledonia	2002	10
	2006	9
	2007	9
Chittenden/ Grand Isle	2002	8
	2006	12
	2007	23
Essex/ Orleans	2002	8
	2006	8
	2007	9
Franklin	2002	3
	2006	14
	2007	10
Lamoille	2002	11
	2006	3
	2007	6
Orange/ Windsor	2002	13
	2006	15
	2007	20
Rutland	2002	5
	2006	7

Region	Year	N
	2007	8
Washington	2002	7
	2006	4
	2007	6
Windham	2002	8
	2006	11
	2007	15
Statewide	2002	106
	2006	104
	2007	134

Sample Sizes for Chart 5_4

Region	Year	N
Addison	2002	23
	2006	19
	2007	21
Bennington	2002	10
	2006	2
	2007	7
Caledonia	2002	10
	2006	9
	2007	9
Chittenden/ Grand Isle	2002	8
	2006	12
	2007	23
Essex/ Orleans	2002	8
	2006	8
	2007	9
Franklin	2002	3
	2006	14
	2007	10
Lamoille	2002	11
	2006	3
	2007	6

Region	Year	N
Orange/ Windsor	2002	13
	2006	15
	2007	20
Rutland	2002	5
	2006	7
	2007	8
Washington	2002	7
	2006	4
	2007	6
Windham	2002	8
	2006	11
	2007	15
Statewide	2002	106
	2006	104
	2007	134

Sample Sizes for Chart 5_5

Region	Year	N
Addison	2002	23
	2006	19
	2007	21
Bennington	2002	10
	2006	2
	2007	7
Caledonia	2002	10
	2006	9
	2007	9
Chittenden/ Grand Isle	2002	8
	2006	12
	2007	23
Essex/ Orleans	2002	8
	2006	8
	2007	9
Franklin	2002	3
	2006	14

Region	Year	N
	2007	10
Lamoille	2002	11
	2006	3
	2007	6
Orange/ Windsor	2002	13
	2006	15
	2007	20
Rutland	2002	5
	2006	7
	2007	8
Washington	2002	7
	2006	4
	2007	6
Windham	2002	8
	2006	11
	2007	15
Statewide	2002	106
	2006	104
	2007	134

Sample Sizes for Chart 6_1

Region	Year	N
Addison	2002	18
	2006	33
	2007	43
Bennington	2002	7
	2006	15
	2007	24
Caledonia	2002	11
	2006	18
	2007	21
Chittenden/ Grand Isle	2002	32
	2006	47
	2007	72
Essex/ Orleans	2002	10

Region	Year	N
	2006	42
	2007	41
Franklin	2002	23
	2006	40
	2007	38
Lamoille	2002	11
	2006	17
	2007	23
Orange/ Windsor	2002	18
	2006	39
	2007	58
Rutland	2002	10
	2006	32
	2007	53
Washington	2002	17
	2006	19
	2007	32
Windham	2002	23
	2006	29
	2007	31
Statewide	2002	180
	2006	332
	2007	436

Sample Sizes for Chart 6_2

Region	Year	N
Addison	2002	18
	2006	30
	2007	41
Bennington	2002	7
	2006	14
	2007	23
Caledonia	2002	11
	2006	18
	2007	20

Region	Year	N
Chittenden/ Grand Isle	2002	32
	2006	47
	2007	69
Essex/ Orleans	2002	10
	2006	41
	2007	41
Franklin	2002	23
	2006	40
	2007	37
Lamoille	2002	11
	2006	16
	2007	22
Orange/ Windsor	2002	18
	2006	37
	2007	57
Rutland	2002	10
	2006	29
	2007	52
Washington	2002	17
	2006	18
	2007	32
Windham	2002	23
	2006	29
	2007	30
Statewide	2002	180
	2006	320
	2007	424

Sample Sizes for Chart 6_3

Region	Year	N
Addison	2002	18
	2006	30
	2007	41
Bennington	2002	7
	2006	14

Region	Year	N
	2007	23
Caledonia	2002	11
	2006	18
	2007	20
Chittenden/ Grand Isle	2002	32
	2006	47
	2007	69
Essex/ Orleans	2002	10
	2006	41
	2007	41
Franklin	2002	23
	2006	40
	2007	37
Lamoille	2002	11
	2006	16
	2007	22
Orange/ Windsor	2002	18
	2006	37
	2007	57
Rutland	2002	10
	2006	29
	2007	52
Washington	2002	17
	2006	18
	2007	32
Windham	2002	23
	2006	29
	2007	30
Statewide	2002	180
	2006	320
	2007	424

Sample Sizes for Chart 6_4

Region	Year	N
Addison	2002	18
	2006	30
	2007	41
Bennington	2002	7
	2006	14
	2007	23
Caledonia	2002	11
	2006	18
	2007	20
Chittenden/ Grand Isle	2002	32
	2006	47
	2007	69
Essex/ Orleans	2002	10
	2006	41
	2007	41
Franklin	2002	23
	2006	40
	2007	37
Lamoille	2002	11
	2006	16
	2007	22
Orange/ Windsor	2002	18
	2006	37
	2007	57
Rutland	2002	10
	2006	29
	2007	52
Washington	2002	17
	2006	18
	2007	32
Windham	2002	23
	2006	29
	2007	30
Statewide	2002	180

Region	Year	N
	2006	320
	2007	424

Sample Sizes for Chart 6_5

Region	Year	N
Addison	2002	18
	2006	30
	2007	41
Bennington	2002	7
	2006	14
	2007	23
Caledonia	2002	11
	2006	18
	2007	20
Chittenden/ Grand Isle	2002	32
	2006	47
	2007	69
Essex/ Orleans	2002	10
	2006	41
	2007	41
Franklin	2002	23
	2006	40
	2007	37
Lamoille	2002	11
	2006	16
	2007	22
Orange/ Windsor	2002	18
	2006	37
	2007	57
Rutland	2002	10
	2006	29
	2007	52
Washington	2002	17
	2006	18
	2007	32

Region	Year	N
Windham	2002	23
	2006	29
	2007	30
Statewide	2002	180
	2006	320
	2007	424

APPENDIX C. SURVEY QUESTIONNAIRE