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2005 Consumer Survey Report

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VERMONT AGENCY OF HUMAN SERVICES

2005 CONSUMER SURVEY REPORT



DECEMBER 2005

**PREPARED BY THE UNIVERSITY OF VERMONT/
VERMONT RESEARCH PARTNERSHIP
SURVEY RESEARCH TEAM**

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I. Introduction

In May 2003, the Vermont legislature passed Act 45 to provide a framework to guide the Vermont Agency of Human Services (AHS) reorganization process. As outlined in the 2005 Strategic Plan for Re-organization, the AHS Planning Division and the Vermont Research Partnership have worked together to design a survey to determine AHS consumer satisfaction levels and to identify areas for potential improvement. Through a ten to fifteen minute telephone interview, consumers were asked to rate the extent to which they agreed or disagreed with 33 survey items that address AHS reorganization themes of access to services, respectful service, and effective service delivery.

The telephone survey was administered to a stratified random sample of AHS consumers in June and July of 2005. Results were collected and reported by a third party to ensure participant confidentiality; survey results have been aggregated so individual respondents cannot be identified.

The 2005 AHS Consumer Survey is the first Agency-wide effort to assess perceptions of the consumers it serves. As such, the data should be used as a guide to begin discussions and dialogue that result in sustaining and improving services to consumers. The primary audience for this report is AHS managers and employees, who together can determine how to best use the information. The following section of the report provides suggestions on how to approach the report and begin the conversation in support of the continuous improvement process.

II. Using the Report: A Guide for Managers and Employees

While a summary of key quantitative findings is provided in Chapter V, this AHS Consumer Survey Report contains a great deal of data which can be rich sources of information for each department/region as it seeks to sustain and improve its consumer supports and services. Every department/region has its particular context and unique consumer base. As such, every subgroup will look at its own data from the survey in a different way. Nevertheless, here are some general guidelines for how to make the best use of this resource.¹ You may want to engage someone from another part of the Agency who knows your area to help facilitate the discussion.

Focus on the results you believe are of particular importance to your department/region. There is no formula or statistical model for determining which survey results are most important. Rely on your knowledge of your area's context and the Agency's strategic plan to identify the important findings. You might ask participants in a discussion to identify the "highs and lows" in patterns of response.

Compare your region's service type(s) results to the overall survey results. Identify whether your consumer group's responses exceeded or fell below the overall survey average for each question. Look for items that are either farther below or farther

¹ These guidelines have been adapted from the Federal Human Capital Survey, 2002, U.S. Office of Personnel Management, 1900 E St. N.W. Washington, DC, <http://www.fhcs.opm.gov/fhcsIndex.htm>

above the average of other subgroups. Even with relatively high rates of agreement, there are important lessons to learn from minority responses. Consider ways of discovering more about these respondents – might they participate in a particular type of program within economic supports or direct services, or be within a particular age, gender, racial, or length-of-service group?

Consult the qualitative findings (Chapter VI) for substantive and illustrative details that complement the numerical ratings. It is here that many consumers took the opportunity to share their most pressing concerns, suggestions and impressions that were perhaps prompted by the four major survey domains: access, respect, effective services, and overall consumer satisfaction.

Exercise caution when comparing different service types/regions. No two regions are alike, and differences in the consumer base may have an important impact on survey responses. Also, keep in mind that findings by subgroup (region and service type) are subject to certain types of error that may affect the reliability of the results. Regional assignments were based on residence information on file at AHS as of March 2005; AHS consumer populations may vary in their mobility. Service Type assignments (i.e. Direct Services or Economic Supports) were based on sampling techniques designed to reflect the makeup of AHS services as a whole. Because some AHS consumers selected for the sample may appear in the caseloads of multiple programs, they may have identified themselves as receiving Direct Services whereas they were selected as an Economic Services recipient, or vice versa. Note also that some consumers were unsure about just what constituted an AHS service or support. Even after attempts by the interviewer to offer clarification, a few consumers' comments referenced programs of the VT Department of Labor and possibly other non-AHS Departments.

These data can be an ongoing source of information for the Agency. Even with the above caveats, the Consumer Survey Report contains a great deal of descriptive data on how consumers perceive AHS services and supports. Your observations, insights and questions will prompt further analyses that may lead to additional strategies to improve supports and services for all AHS consumers.

When you feel that the time is right to begin the conversation on what changes might be made to improve consumer services, return to the data that indicate the need or concern, and begin the conversation about strategy there. Probe for what lies behind the survey results. Survey results provide valuable information about what consumers think. But they don't explain why consumers respond to questions as they do, and the reasons will not always be clear to you as you analyze the results. That is why survey data should be used with other information when assessing the state of consumer satisfaction in your department/region. You may be able to draw on data from customer comment cards, case reviews, and existing program-specific feedback processes, and perhaps use other methods such as focus groups to better understand the meaning of the survey data.

A final note on comparing the 2005 AHS Consumer Survey results and the 2005 AHS Staff Survey results: Based on feedback from the Customer Service Task Force², the consumer survey's response options were modified from a five-point scale (Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree) – used earlier in the AHS staff survey – to a four-point scale (Strongly Agree, Agree, Disagree, and Strongly Disagree). Eliminating the neutral category simplified the response process, and pressed consumers to choose one way or the other. Because the two surveys employ these slightly different scales, caution should be exercised when comparing the quantitative data between the two surveys.

III. Methodology

The 2005 Consumer Survey was developed by the University of Vermont and the Vermont Agency of Human Services to determine AHS consumer satisfaction levels and to identify areas for potential improvement. Consumers were asked to rate the extent to which they agreed or disagreed with 33 survey items that address AHS Reorganization themes of access to services, respectful service, and effective service delivery.

The Sample. Participants included individuals identified by AHS as receiving a direct service and/or economic support from the Agency as of March, 2005, and for whom AHS had a mailing address and telephone number in a database. For safety reasons, individuals whose record indicated a domestic violence concern were excluded from the sampling frame. Participants were then randomly selected to reduce potential bias in the sample. The sample of consumers was stratified to reflect the proportion of consumers served by AHS programs and regions across the state.

The sampling frame included AHS consumers active as of March, 2005, in one or more of the following programs: Economic Supports: Food Stamps, Medicaid, Fuel Assistance, Reach Up, Essential Person, General Assistance, WIC, Child Care Subsidy, and Child Support; Direct Services: Developmental Services, Community Rehabilitation & Treatment, Mental Health Substance Abuse Treatment, Mental Health Emergency Services, Children's Mental Health, Adult Mental Health, Attendant Services, Enhanced Residential Care, Home-Based Waiver, Services for the Blind and Visually Impaired, Vocational Rehabilitation, Corrections Community Supervision, Child Welfare, and Adoption Subsidies. AHS Programs *not* included due to lack of mailing address or telephone information were: Area Agencies on Aging (elder services, home health), Elder Guardianship, Substance Abuse Treatment (not provided by Community Mental Health Centers), HIV-AIDS services, Services for the Deaf and Hard of Hearing, Developmental Services Flexible Family Supports, Healthy Babies, Ladies First, Homeless Assistance, and the incarcerated Corrections population.

Respondents were sampled across regions but not by region, resulting in less precision of the estimates by region. Overall, the sampling allowed for a 95% confidence level for

² The Customer Service Task Force is comprised of AHS staff and consumers, and is charged to develop and review the Agency initiatives to improve customer service.

results analyzing respondents by their participation in Economic Support programs or Direct Services. In by-region analyses for Direct Services, the sample selection allowed a confidence level of 85%.

Data Collection. The University of Vermont subcontracted with The Survey Research Institute (SRI) at Cornell University to conduct the telephone interviews. The interviews were conducted from June 15 to July 19, 2005, using a Computer-Assisted Telephone Interviewing (CATI) system. Telephone respondents were screened for age; if the identified AHS consumer was younger than age 18, the surveyor asked to speak with an adult responsible for his or her care. The survey methodology was limited to consumers who were English language speakers. In advance of SRI calling, all potential respondents were mailed letters from the research team at the University of Vermont and from AHS Secretary Michael Smith explaining the study, asking for their participation, and providing an opportunity to decline. The letters were sent in a sealed envelope via first class mail to protect the privacy of the potential respondent, and to ensure that this information would be forwarded to a new address in the event that the individual had moved.

Survey Instrument. The AHS Consumer Survey included 33 items which were grouped into four themes of Reorganization: 1) Access to Services, 2) Respectful Service, 3) Effective Service Delivery, and 4) Overall Consumer Satisfaction. For most items, respondents were asked to indicate whether they Strongly Agree, Agree, Disagree, or Strongly Disagree with the statement; seven questions asked for a yes or no response, and one item asked respondents to rate their satisfaction on a scale of one to ten. The survey also included an opportunity for respondents to add additional comments. The survey concluded with five demographic items regarding gender, ethnicity/race, age, and length and type of AHS support. Assignment of consumers to type of service received, and to region, was based on administrative records.

The items that were developed for this survey were piloted in April 2005 with 15 AHS consumers with a variety of backgrounds and experiences. These individuals were asked to respond to the survey and then comment on the appropriateness of the language and overall item effectiveness. The survey instrument then underwent further revision by the AHS Consumer Satisfaction Task Force. In addition to reviews of the instrument by Vermont stakeholders, feedback was solicited from two nationally regarded experts in the area of interagency collaboration and consumer-oriented services, Patti Hackett of the Health and Ready to Work National Center and Dean Corrigan from Texas A & M University.

A common issue in questionnaire development and interpretation is the reliability of the items which solicit the opinions of participants. Reliability is measured by the internal consistency of the questionnaire. Perfect reliability would be represented by a consistency coefficient of 1.00. Coefficients in the range of .70 to .99 are considered acceptable indices of reliability. When the data were received from the final survey, Cronbach's alpha coefficients were calculated for all items. Table 1 indicates these alpha coefficients for the total number of items and the sub-scales.

Table 1. Reliability Coefficients for AHS Staff Satisfaction Survey and Subscales

Scale	Cronbach's alpha coefficient
Total Survey	.73
Access to Services (11 items)	.77
Respectful Service (8 items)	.75
Effective Services (11 items)	.78

Data Analysis

Quantitative Items. In performing statistical analyses for this report, a number of grouping procedures were employed to simplify presentations. Most of the survey items had four response categories (Strongly Agree, Agree, Disagree, Strongly Disagree) plus three additional categories to allow for no-response options (Does Not Apply, Do Not Know and Refused). ***In order to focus the reader on the number and percentage of agreement, these responses are collapsed into two categories: an agreement category (Strongly Agree and Agree) and a no-response category (Does Not Apply, Do Not Know, and Refused).*** In most cases, tables in this report present the **percent** of agree responses and **number** of no-response responses. For a more complete breakdown of item responses, the reader can consult the reference tables included in the appendixes. Additionally, to represent the percentage of consumers satisfied, neutral, and dissatisfied with AHS customer service overall, the numerical ratings were combined as follows: the top three ratings (8-10) formed the “satisfied” group; the middle four ratings (4-7) formed “neutral,” and the bottom three ratings (1-3) constituted “dissatisfied.”

Qualitative Survey Item. At the end of the phone survey, consumers were asked to share any additional comments about their experiences with the Agency of Human Services. Each response to this question was individually coded and analyzed for major themes and sub-themes. As the overarching themes emerged, it became clear that they corresponded to the four categories that organized the quantitative analysis: access to services, effective services, respectful service, and overall satisfaction. Sub-themes were named based on key words or phrases that came up repeatedly in the data, or that corresponded with phrases in the survey questions within each category.

How often a theme and sub-theme arose in the responses was tallied to give a measure of their frequencies across the sample. The qualitative findings in Chapter VI are organized in order of decreasing frequency: 1) Effective Services, 2) Overall Satisfaction, 3) Access to Services, and 4) Respectful Service. Within the descriptions in each category, the number in parentheses indicates the frequency with which that thematic category or sub-theme was mentioned.

Quotes throughout the text of Chapter VI allow the voices of consumers to be heard. Although the quotes were recorded by phone interviewers, they give direct insight into the experiences and thoughts of consumers. These quotes were carefully chosen from the 574 qualitative responses. Aside from striving to keep this report concise, criteria for quote selection included thematic content and preservation of respondent anonymity. In some cases, one or more sentences were extracted from a paragraph if it

could be done without compromising the essential point. Often, ideas contained within quotes were embedded in the narrative descriptions of the themes and sub-themes. In this way, the report seeks to balance narrative explanations with illustrative quotes.

IV. Summary of Respondent Groups

Chapters V and VII present the quantitative findings for five “combinations” of consumer responses: 1) All AHS Consumers; 2) Comparisons by Service Type; 3) Service Type Comparisons by Individual Region; 4) Regional Comparisons; and 5) Service Type Comparisons across Regions. An overall survey response rate was calculated to compare the number of surveys completed to the total potential respondents. Tables 2 through 5 describe the respondent subgroup sample by size and proportion; table 6 presents demographic characteristics of the overall sample. The appendices contain detailed findings by demographic groups based on Gender, Age, Ethnicity/Race, and Length of AHS Association.

Both research teams at Cornell and UVM were encouraged by the willingness of the randomly selected consumers to talk with the Cornell team of interviewers. Of the 4,582³ telephone numbers used for this survey, 1,072 (23.4%) were found to be nonworking telephone numbers, 267 (5.8%) were ineligible for participation due to death, illness, etc., 739 were pending, and only 224 (4.9%) were refusals. A total of 2,298 surveys were completed. While the number of non-working numbers signals a limitation on the results of the survey, the limited number of ineligible respondents and small number of refusals provides confidence in the results. Among the households for which it is known that interviewers spoke with the eligible respondent, interviews were completed in 70.9% of the cases⁴.

Table 2. All Respondents: Response Rate

Respondent Group	Theoretical Potential Respondents (#)	Actual Potential Respondents (#)	Consumers Surveyed (#)	Response Rate (%)
All AHS Consumers	4582	3243	2298	70.9% ⁴

Table 3. Respondents by Service Type

Respondent Group	Potential Respondents		Consumers Surveyed	
	(#)	(%)	(#)	(%)
Economic Supports	3784	82.6%	1965	85.5%
Direct Services	798	17.4%	333	14.5%

³ To reach a target of 2298 completed surveys, 4,782 telephone numbers were originally drawn from the AHS databases; however, 200 of the potential respondents from Office of Child Support (OCS) lacked telephone numbers, and so were not part of the study. It is likely, therefore, that OCS consumers are underrepresented in this study.

⁴ AAPOR Response Rate 1, the most conservative calculation. The American Association for Public Opinion Research 2000. Standard Definitions. Final Dispositions for Case Codes and Outcome Rates for Surveys. Ann Arbor, Mi: AAPOR.

Table 4. Respondents by Region

Respondent Group	Consumers Surveyed: All Supports and Services	
	Individuals per District (#)	Percent of Total (%)
Barre	239	10.4%
Bennington	175	7.6%
Brattleboro	142	6.2%
Burlington	376	16.4%
Hartford	164	7.1%
Middlebury	97	4.2%
Morrisville	121	5.3%
Newport	168	7.3%
Rutland	281	12.2%
Springfield	112	4.9%
St. Albans	250	10.9%
St. Johnsbury	169	7.4%

Table 5. Respondents by Region and Service Type

Respondent Group	Economic Supports		Direct Services	
	(#)	(%)	(#)	(%)
Barre	197	82.4%	42	17.6%
Bennington	139	79.4%	36	20.6%
Brattleboro	126	88.7%	16	11.3%
Burlington	314	83.5%	62	16.5%
Hartford	145	88.4%	19	11.6%
Middlebury	81	83.5%	16	16.5%
Morrisville	106	87.6%	15	12.4%
Newport	150	89.3%	18	10.7%
Rutland	242	86.1%	39	13.9%
Springfield	98	87.5%	14	12.5%
St. Albans	218	87.2%	32	12.8%
St. Johnsbury	147	87.0%	22	13.0%

Table 6. AHS Consumer Survey Respondent Demographics

Demographic	Percent (%)	Count
Gender		
Female	59.6%	1370
Male	40.2%	924
Did not specify gender	0.2%	4
Age		
Less than 18 years ⁵	32.0%	735
18-29 years	13.5%	311
30-44 years	22.1%	508
45-59 years	14.3%	328
60 years and older	16.7%	383
Did not specify age	1.5%	34
Race/Ethnicity		
White	93.8%	2155
Native American	2.7%	61
Black or African American	1.8%	42
All Other	2.8%	66
Length of AHS Affiliation		
Less than 1 year	14.2%	327
1-2 years	20.7%	476
3-5 years	25.1%	576
6-10 years	12.5%	287
Over 10 years	12.7%	291
Did not specify length	14.9%	342

V. Quantitative Survey Items: Selected Key Findings

As previously noted, the survey items were clustered into four overarching categories related to the themes of AHS Reorganization: 1) Access to Services, 2) Respectful Service, 3) Effective Services, and 4) Overall Consumer Satisfaction. This chapter presents selected quantitative findings organized by these categories. Reference tables located in Chapter VII and in the appendices of this report provide additional detail that can be used to further explore consumer perceptions. Please note that findings from subgroups with fewer than 100 respondents (e.g. American Indian and Black/African American respondent groups when not combined with other “Not White” responses) are reliable at the 85% confidence level; findings from the larger subgroups are reliable at the 95% confidence level.

⁵ Responses for AHS consumers under 18 years of age were provided by an adult responsible for that youth’s care.

Access to Services

Among consumers statewide, the vast majority agree that they receive requested services within a reasonable time frame (89.6%), that they get the help they need to fill out required forms (89.5%), and that the written information they receive is timely (88.1%). Nearly as many consumers think the written information they receive is easy to understand (85.3%), that they receive timely responses to their questions (85.2%) and that staff are available at times that are convenient for them (84.5%).

Consumers are least likely to agree that it is easy to get information about what services are available - although over three-quarters of them do agree (78.4%). Two-thirds of consumers (65.5%) report that over the past year they were asked to fill out multiple forms that asked for the same information.

By service type, consumers of Economic Supports are more likely to have positive access experiences than consumers of Direct Services. In particular, Economic Supports consumers are more likely to agree that they receive timely responses to their questions (86.4% vs. 77.8%), that they get the help they need to fill out forms (90.7% vs. 82.3%) and that they can get through to someone who can help them when they call for information (83.6% vs. 75.6%).

Regionally, with regard to timeliness, consumers in the Brattleboro District appear to be the most satisfied - and those in Burlington the least - getting the help they need with forms (93.6% vs. 86.3%), receiving staff responses to their questions (89.7% vs. 81.1%), and receiving written materials (92.1% vs. 82.4%). Newport and St. Albans consumers report the highest level of agreement (93.4% and 93.5%, respectively) that they receive requested services in a reasonable time frame. Consumers in St. Johnsbury were least likely to agree that they received requested services within a reasonable time frame (83.4%).

Burlington and Morrisville consumers were among the most likely to fill out multiple forms that ask the same information (71.3% and 70.8%, respectively), whereas consumers in Hartford, Springfield and Bennington were least likely to report this redundancy (58.9%, 58.9% and 59.0%, respectively).

Nearly half of consumers statewide indicate a preference for getting information about AHS services in person (48.3%), a third look to the telephone book (31.8%), and a quarter would like information in a brochure format. Although a third of consumers (33.8%) surveyed reported that they use the Internet to get information generally; just one in five consumers (20.3%) indicated that the Internet was their preferred means of getting information about AHS services. Newspapers were the least preferred source of information about AHS services (12.4%).

By service type, consumers of Direct Services are more likely than those of Economic Supports to use the Internet to get information generally (41.9% vs. 32.4%); and one in four Direct Service recipients (25.9%) prefers getting AHS information via the Internet compared to one in five Economic Supports recipients (19.3%).

By region, consumers in the Springfield, Brattleboro and Bennington Districts are more likely to seek information over the Internet generally (41.4%, 40.4% and 38.3%, respectively), and also more likely than all other districts to prefer receiving information about AHS services in that format (26.1%, 23.4% and 24.7%, respectively). Consumers in the Morrisville, St. Albans and St. Johnsbury Districts are least likely to seek information over the Internet generally (29.2%, 28.5% and 30.8%, respectively) and are also least likely to prefer receiving information about AHS services in that format (14.9%, 17.3% and 16.1%, respectively).

Considering consumers' race/ethnicity, White consumers are more likely than other race/ethnicity groups to agree that they receive timely responses to their questions (85.3% vs. 77.4%). American Indian consumers are less likely than all others to agree that they get through to someone who can help them on the telephone (62.1% vs. 83.2%), that they receive timely responses to their questions (70.1% vs. 85.7%), and that it is easy to get information about AHS services (68.4% vs. 78.8%).

By age, use of the Internet for getting information generally, and as a preferred means of seeking information about AHS services in particular, is highest among adults between 18 and 29 years of age (general use: 43.4%, and for AHS information: 27.0%). About half as many adults between 45 to 59 years of age use the Internet for information in general, and prefer this format for AHS information (general use: 24.1%, and for AHS information: 15.2%); this falls again by more than half for adults over 60 years (general use: 10.7%, and for AHS information: 5.5%). This trend is also evident with length of AHS affiliation. Internet use in general, and as a preferred means of getting information about AHS services, is highest among those consumers newest to AHS (<1 year: general use: 42.5%, use for AHS information: 27.5%) and decreases as that time lengthens (>10 years: general use: 26.8%, use for AHS information: 14.4%). Thus, internet access appears to be an especially important portal for younger and newer AHS consumers.

Respectful Service

Statewide, nine out of ten consumers agree that they are treated in a manner that respects their cultural background (94.8%), that they are treated with kindness (92.7%) and respect (92.2%), and that staff listen to what they have to say (90.1%). Consumers were only slightly less likely to agree that they are confident that the personal information they provide is shared only to improve their services (88.8%), and that the places they go to get services feel welcoming (87.5%).

By service type, there is little variation in perception of respect in the domain of Respectful Service. Consumers of Economic Supports are slightly more likely than consumers of Direct Services to agree that they are confident that the information they provide is shared only to improve their services (89.4% vs. 85.3%), and that the places they go for service feel welcoming (87.9% vs. 84.8%).

Regionally, consumers in the Morrisville District have the highest level of agreement on six of the eight survey items that assess the degree of respectful service. It is notable

that no district reported less than 88% agreement that consumers are treated with respect, and no less than 82% agreement for any item within the Respectful Service domain.

By gender, men were more likely than women to feel that the places they go for services or supports feel welcoming (88.7% vs. 85.9%). By race/ethnicity, consumers who identified as White were significantly more likely than all others consumers to agree that AHS staff respects their cultural background (95.5% vs. 87.3%).

Effective Services

Just over a quarter of all consumers surveyed statewide (28.2%) had been invited in the past year to provide feedback or suggestions for improving AHS services. Over half (59.2%) reported that if they were dissatisfied with a service or employee, they would know how and where to submit a complaint. Six in seven consumers (86.1%) agree that they would feel safe to do so in that case. Of all consumers surveyed, 6.0% submitted a complaint within the past year. Of these consumers, fewer than half were satisfied with the outcome of their complaint (45.0%).

Of all consumers surveyed, about one in five (18.5%) had two or more case managers or services plans simultaneously within the past year. Of those consumers, nearly three quarters were satisfied with the service coordination during this period (72.0%) and just over a quarter (28.0%) were dissatisfied. Nearly a third of consumers surveyed became ineligible for one or more types of AHS service within the past year. Of those consumers, just over half (52.2%) reported that they were unable to get services they still needed through another program. A third of all consumers surveyed experienced an emergency that resulted in their needing AHS services (33.9%). Of those consumers, about two in five (38.2%) felt that the emergency could have been avoided if they had received the supports they had requested at an earlier time.

By service type, there are three distinctions between Economic Supports and Direct Service consumer responses in the Access to Services domain. Two in five Direct Service consumers (40.1%) had been invited to give feedback on services, compared to just one in four consumers of Economic Supports (26.7%). About the same percentage of individuals from each service type submitted a complaint; but nearly three out of five consumers of Direct Services (57.9%) said they were satisfied with the result compared to two in five of those Economic Supports consumers (42.7%). While about the same percentage of consumers of Economic Supports and Direct Services reported that they had more than one case manager at a time, consumers of Economic Supports were more likely to be satisfied with the coordination of services (73.7%) compared to those of Direct Services (61.4%).

Regionally, consumers in the Bennington District were least likely to agree that they had been invited to provide feedback or suggestions to improve AHS services (22.1%) whereas a third of consumers in the Brattleboro, Hartford and St. Johnsbury Districts reported being invited to offer feedback (33.1%, 32.5% and 31.9%, respectively). Although consumers in the Newport and Burlington Districts were among the least likely

to agree that they would know how and where to submit a complaint (49.5% and 56.1%, respectively), these districts saw the highest percentage of complaints filed (10.2% and 8.2%, respectively). Hartford and Middlebury District consumers were least likely to have reported submitting a complaint in the past year (3.0% and 4.1%). Regarding satisfaction with the outcome of a filed complaint, Middlebury and Springfield District consumers were more likely to feel satisfied (76.0% and 71.4%, respectively); and Hartford, St. Johnsbury and Newport District consumers were least likely to be satisfied with the outcome (25.0%, 25.0% and 26.7%, respectively).

Burlington District consumers reported the highest percentage of individuals with more than one case manager or service plan at the same time (29.0%); Middlebury, Hartford, and Barre District consumers experienced this least often (8.8%, 11.1% and 12.2%, respectively). Springfield and St. Albans District consumers reported the highest degree of satisfaction with coordination of services during a period with multiple case managers (87.5% and 86.5%, respectively); Bennington District consumers reported the least degree of satisfaction during that period (59.3%).

Among individuals whose eligibility for a service or support came to an end during the past year, consumers in Springfield District were most likely to say they were able to get the help they still needed through another program (61.8%), whereas consumers in the Barre and Burlington Districts were least likely to report they were able to get what they needed (39.0% and 39.8%, respectively). Regarding emergencies, consumers in the Burlington District were most likely to report having had an emergency that resulted in needing AHS services (39.7%), whereas individuals in the Middlebury District were least likely to report this (26.3%). Among consumers who experienced such an emergency, individuals in the Middlebury and Morrisville Districts were most likely to believe their emergency could have been avoided if they received requested services earlier (56.0% and 56.8%, respectively).

Of those consumers who had more than one case manager or service plan at the same time, men were more likely than women to be satisfied with service coordination (73.3% vs. 68.1%). Women were more likely than men to have submitted a complaint about services or personnel (7.6% vs. 4.3%). By race, consumers who identified as White were less likely than all others to have had more than one case manager (19.1% vs. 29.1%), and yet in those instances were more likely to be satisfied with service coordination than consumers who did not identify as White (70.9% vs. 87.1%). Consumers identified as White also were less likely to have had an emergency that resulted in needed AHS services (33.7% vs. 44.4%). White consumers were more likely than those not identifying as White to feel safe to file a complaint (86.5% vs. 81.9%, respectively) and yet less likely to actually file a complaint (5.6% vs. 12.6%).

Consumers between 18 to 29 years of age were most likely to have reported becoming ineligible for a type of service, and having experienced an emergency that resulted in them needing AHS services (45.3% and 41.8%, respectively), whereas consumers ages 60 years and over were least likely to have experienced these situations (16.1% and 20.1%, respectively).

Overall Consumer Satisfaction

The overwhelming majority of consumers feel that the services they received have helped their situation (91.4%) and that the services and supports they received were worth the effort they put into getting them (88.1%). Two thirds (66.5%) of consumers rate their satisfaction with AHS customer service within the three highest values on a scale of 1-10. The average satisfaction rating of AHS Customer Service for all consumers surveyed was 7.8 (on a scale of 1 to 10, where 10 is very satisfied and 1 is very dissatisfied).

By service type, consumers of Economic Supports have higher levels of agreement on all three items within the overall consumer satisfaction domain than Direct Service consumers. In particular, individuals who receive Economic Supports are more likely to agree that supports were worth the effort it takes to get them (89.1% vs. 82.1%). The average rating of satisfaction with AHS customer service among consumers of Economic Supports was 7.8, and it was 7.6 among consumers of Direct Service (on a scale of 1 to 10, where 10 is very satisfied and 1 is very dissatisfied).

By region, consumers in the Springfield, Brattleboro and Morrisville Districts are the most likely to agree that the supports they receive are worth the effort it took to get them (93.5%, 90.8%, and 90.5%, respectively); consumers in the St. Johnsbury District are least likely to think so (83.1%). Consumers in the Brattleboro District were most likely to say the services they received have helped their situation (96.4%). Comparing the average AHS customer service rating across the regions, there is a high average rating of 8.1 in the Springfield District and a low average rating of 7.5 for the Barre and Burlington Districts (on a scale of 1 to 10, where 10 is very satisfied and 1 is very dissatisfied).

Among demographic subgroups, men and women report the smallest difference in satisfaction with AHS customer service (average rating of 7.8 vs. 7.7). By racial/ethnic subgroup, the average customer service rating of White consumers is the highest (7.8), and the average rating of Black/African American consumers is the lowest (7.0). Consumers affiliated with AHS for three to five years present an average rating of 8.0, whereas the shortest and longest term consumers' ratings are lower (7.7 and 7.7, respectively). Comparing the average AHS customer service rating across age groups, there is a high average rating of 8.5 for consumers over 60 years of age and a low average rating of 7.3 for consumers between 18 and 29 years of age.

VI. Qualitative Survey Item: Consumer Comments Findings

The final question of the phone survey asked consumers to share additional comments about their experiences with the Agency of Human Services. Out of the 2,298 consumers who responded to the phone survey, a quarter of them (574 individuals) made such comments. Some of these comments contained up to three different ideas. Therefore, 574 comments yielded 610 ideas.

The following presentation of the findings for each category is organized in the following order: 1) Effective Services, 2) Overall Satisfaction, 3) Access to Services, and 4) Respectful Service. This order reflects how often consumers discussed a category of items. Within the descriptions in each category, the number in parentheses indicates the frequency with which a thematic category or subtheme was mentioned.

Effective Services: Out of the 574 consumer respondents, 36.8% (211) discussed elements of effective services. First on the list were **benefits** (50). Of the 50 consumers who discussed benefits, 16 consumers wished for dental and eye care coverage, and two asked for a universal health care program for Vermont. Several wanted health and dental insurance but could not afford it. Some wanted coverage to include hearing aids, denture cleaning, tooth extractions (without having to fill out an extra form), and orthodontic care. Four respondents expressed their appreciation for the benefits they receive.

- *It's critical that the state continue to provide this service for the people who fall in between dirt poor and able to afford healthcare. Health care is too expensive and needs to be available for the middleclass.*
- *I think there should be some sort of dental plan for people, a dental and health plan for all people, not just for specific people. There are people like the working poor who have no health insurance.*
- *Dr. Dynasaur is the most amazing health care available.*
- *Medicaid has been excellent.*

Consumers also raised concerns about **eligibility** (38). Consumers questioned eligibility requirements, pointing out flaws and contradictions that placed them in a bind between receiving needed services and becoming self-sufficient. Most often, they said that the income guidelines for receiving benefits were too low, and that their benefits were cut off too soon after they found work. They said they would like benefits to continue during the transition to working, and realistic costs considered, such as actual take home pay when compared with costs of health and dental insurance or costs of treatment when they no longer qualified for insurance. For those who were self-employed, they wanted more frequent reviews that take into account fluctuations in income. Along the same lines, people who had intermittent employment due to the nature of their work wished for continuous services, rather than having services cut every time they begin working again. In addition, some consumers did not understand changes in eligibility due to age, pregnancy, marriage, homeownership, and social security. One person said they felt that two years on disability was too long to wait before being eligible for services. Another person wished for assistance with relocation due to a job that required moving frequently.

- *The state has helped me a lot. I have been a single mother for a long time, and it has been a lot of help. But I risked losing my benefits whenever I got a job. It's so hard. When I get married in a couple weeks, all my benefits will be gone.*
- *I was making 295 dollars a week after taxes working part time and going to school at the same time. Then I got a dollar raise and they cut my benefits. Why did I get cut when I'm below poverty?*
- *My big complaint is on the food stamps. It shouldn't be determined by gross income. They should look at what we actually take home.*

- *My husband became seriously ill and could not work so we qualified for the pharmaceutical program. The following year our income went up slightly and we went over the limit by a little bit and we no longer qualify. I have no insurance now. No one takes into account the total financial situation one is in, only the income that we are bringing in. It is cut and dry, the only thing this is based on is income. If a family member has cancer, for example, but your financial income exceeds the limitation, they will be forced to pay on their own and may not be able to afford it. The program is flawed in this respect, but I have no problem with the remainder of it. Simply, it's not about what you have to spend, but what you make. People actually will try to make limitations on their incomes just so they may continue to qualify for the benefits of the program and this is not how it should be.*
- *When two people in the same household get benefits, there is a penalty. I would like to see that unfair penalty end.*
- *The whole process is kinda messed up. You can't work more than 15 hours a week without losing your benefits. The cost of living is so high. I'm only eligible for food stamps. The only way you can get money through the government is to sit around and do nothing. It doesn't make sense to me. It doesn't seem they're trying to help the people who are trying to work.*
- *When people have just gotten a new job after receiving benefits, they become ineligible for benefits once they are employed and this makes the transition to being stable more difficult.*
- *I am unemployed right now. They should not cut you off as soon as you get a job, they should wait about a month or two. They should make sure your employment is going to be secure.*
- *I only wish that I could work more to make more. I can't be married because I would lose my home and insurance.*

Some respondents discussed their degree of satisfaction with **coordination of services** (25). Consumers wanted to see more coordination between staff, so that messages are consistent. In addition, they thought better communication between staff would lead to more balanced delivery of multiple services. They wanted to know in advance when their case was up for review and one person wanted the option of phone interviews for remediation when transportation was not available. Respondents asked for stability in “supervisors,” citing frequent and unsettling turnover that especially impacted children. Several requested one caseworker who would be their liaison for all services. One person recommended hiring more staff and providing more training to staff on “childhood issues.” Sometimes, consumers felt a greater sense of assistance from peers with similar situations than from staff, and a few people felt they had to coordinate their own cases. Two were dissatisfied with their caseworkers and another three were unhappy with child support services.

- *There needs to be more getting together, instead of this one person says one thing, one person says another...*
- *Sometimes the left hand doesn't know what the right hand is doing.*
- *I'd like more communication between staff and employees. Sometimes you get lost in the shuffle, so to speak.*
- *I have a concern. I also have a service dog and a restricted diet and I have to buy a lot of higher priced items, so I have to use my money to pay for dog food and don't have enough left over to buy my own. There ought to be a way for people to work together as a unit and not be penalized for it. It would have been easier if they had sat down and tried to coordinate something.*

- *Our caseworker is respectful and sympathetic, but the things we tell her don't seem to go anywhere. She could have been much more helpful when we were trying to remove my stepdaughter from her father's custody. She was put in state's custody before we could get her. This could have been avoided.*
- *Constantly changing case managers is a problem.*
- *I think they should take into consideration their people because we have had way too much turnover with our situation. They are friendly to us but my daughter is very caring and very loving, so when there needs to be a change, it comes down on my daughter.*
- *I've been working with people to help me with the situation I'm in with my children. They haven't been able to help, but other parents in a similar situation have helped.*

Consumers also identified **interruptions or barriers to services and places where services failed to meet real needs** (21). They raised a diverse array of issues that were problematic. Some consumers experienced service interruptions due to staffing during the holidays or due to funding fluctuations. Sometimes the costs of day care made it unwise to work, or temporary social security benefits interfered with the ability to get health care coverage. Other issues included a medical complication due to inexperienced technicians, recurrent deactivation of an EBT debit card, significant decreases in food stamp benefits, and lack of job security. Some consumers made suggestions for improving these situations. For example, one person suggested a program that would help people obtain transportation so that they could get a job. Another wanted job placements to include benefits. One person suggested extended personal care services during the summer months. Another suggested a “card” she occasionally was given that prevented her from being erroneously billed for medical expenses that were not received.

- *I'd like to see you be more lax in certain cases, like mine where I can't work with my health conditions but I still need financial assistance that is lost when my son turns eighteen. More flexibility would be of much help. I'm very thankful for what I do have.*
- *When you're on the Reach up program I would like to see them place people in jobs that have potential for getting hired. Every time I'm on that system I feel they place me in jobs where I feel I cannot get hired from.*
- *Haven't been able to go to work because day care is so costly.*
- *We farm and when we do the income for farming they count the depreciation against you.*
- *I only work 9 months out of the year and the forms ask how much I make per week. This ends up hurting me financially in the end because I do not work every week of the year, yet I still need the money.*

Some consumers discussed **mistakes** (17) made by AHS staff that caused difficulties, such as lost records, inaccurate paperwork, or misread situations. They appreciated when staff made an effort to correct the situation and apologize for the inconvenience it caused. Although the number of staff mistakes were minimal, examples cited included occasions where staff misplaced information or lost files which then jeopardized consumer benefits; errors with prescriptions, medical referrals, diagnoses, and billing related to medical emergencies; being overcharged for benefits, or having health insurance cancelled by accident; being turned down for services they were led to believe were available; or being erroneously informed that medical insurance was cancelled when it was not.

- *Two years ago staff misread my situation in that they felt I was not doing what I was supposed to do out of being noncompliant. I thought I needed a change in medication and upon requesting it from a psychologist I received it and my situation improved greatly. I believe that staff should have picked up on this better than they did.*
- *I called about my other daughter's medical expenses and they said they could not find the information that I had sent in. The representatives need to be more well-informed.*
- *I'd like to see people there say sorry and that they've made a mistake. They always make you feel like you're wrong....Once we got a letter saying that our food stamps are dropping by 40 dollars. My mom believed it but I argued with her, saying that nothing has changed. I called in and they said, "Oh, sorry it was a mistake."*
- *Some of the situations that these kids have been put in have been worse than the original situation. They need to take responsibility for some of the 'boo boos' that they've done, and acknowledge that and do something about it.*
- *Every person I've dealt with I've been able to talk with someone on the phone, which has always been excellent. However, they sometimes generate paperwork that that is inaccurate. But the people are excellent.*
- *Thank you for your services, our family appreciates the services applied to us, and we're very happy you provide them even if there are a few tiny mistakes. There was an error a couple times, but it was just a human mistake but it was corrected. In the end, I was very happy that you were available to do what you did for us.*

Sometimes respondents pointed to **inequities** (16) they perceived in how services were allotted to consumers. For example, they cited occasions where they perceived that they received less services than others, even though they felt their need was greater. Many wanted better services for those who are working and trying to improve themselves, especially when experiencing the misfortune of being laid off from work.

- *I just wish that they would be more flexible, that people that do need the assistance get it, be it food stamps, electricity, or any service they need. I know quite a few people who do not deserve the service but receive it and many who deserve it but do not receive it.*
- *It's hard when I'm trying to improve my situation and I see people who aren't, who are getting more help than I am!!*
- *I hope we can get universal health care. I think the system could be more fairly distributed.*
- *When I started earning \$1200 a month, I was cut off, so now I'm totally uninsured, except for medicines which I don't need. I'm also confused because I have two friends who are on the VHAB program who are making more money than me.*
- *I know people who get more money than we do and it seems that some people are getting more foods stamps than we do. We should get more food stamps than we do for our income level.*
- *I could get food stamps when I was with my husband (when we made over \$40,000 a year), but now I cannot (just making about \$14,000/yr and still have a daughter to provide for).*
- *The only thing I'm disappointed in is that I'm right on the edge of qualification for things and I'm a single mom and I make a pretty decent wage. I just feel it's unfortunate that I get less benefits because I choose to work while other families who choose not to work get those benefits.*

A number of consumers requested **additional services** (15). Respondents asked for a variety of added services, most often for children and special needs children, including childcare. They wanted more attention paid to child services and therapy. Some respondents asked for more accessible summer school programs, assistance for

students beyond undergraduate education, a program for single mothers that would extend Reach Up to include working at home and in the community, and more assistance for the disabled. Others expressed a need for more money for fuel, rent, and required dental work. One asked for more affordable housing.

- *I feel that as long as my children are dependents, the state should provide programs to occupy them so that I can get another job to improve the income situation.*
- *I want to see a program for stay at home moms that would allow moms to work from home or become involved in community service without the worry of the bureaucracy involved with childcare.*
- *I just think that for myself and I work hard, 30 hours a week with no benefits, I think the state should help the people who have always lived in Vermont by making housing more affordable.*
- *I cannot make my rent on the supports I'm receiving. This is a fact.*

Some respondents shared particular **situations for consideration** (10). Three of these consumers were hit with a sudden illness that dramatically changed their income and ability to work. They described the hardships they faced, such as homelessness, difficulty making health insurance payments when they no longer qualified for Medicaid, and feeling they needed to choose between paying for necessary medications and putting food on the table. Others described financial difficulties they encountered as they took care of elderly parents.

- *I have to take 22 medicines a day....I'm not going to be able to afford it. I haven't been working because I had open heart surgery. I'm trying to find a job--I've always had a job....I have to work, I cannot live on my social security check. I can't live on it. It pays all my bills, but once my bills are paid I have no money for food or gas.*
- *Had a heart attack in February, been out of work ever since. Lost the house I was renting, because I had no income. I lost everything I had....We are all homeless. I will be going back to my former job. I think I should have received more help. I don't know what I'm going to do. It's a tough situation.*
- *They only let you have one time slot with your doctor on a given day. Given the gravity of my illnesses they interact and there are times when the time slot is simply not long enough. To have to go back later in the week to try to cover the rest of it is a hardship that wears me out. I only have so much energy, and it just means that I have more days to have to travel back to the doctor and it ends up making me worse because it is just more physical activity that I am not capable of.*
- *I've brought my mother into my home with dementia and diabetes and other problems. I take care of her. We're living on her social security. We're trying to move into a trailer to cut costs. Part of the reason we're not being loaned the money is because I don't have income. We're not receiving any help with our situation.*
- *Trying to move into a new place and they will not help me move. I can't move in until I begin earning money but I can't work because I just gave birth.*

Regarding **complaints** (10), three people were pleased with the outcome of a complaint, and two said they experienced unwanted repercussions from making one. Another two respondents indicated that they had a complaint, but did not know who to talk with about it. In at least one case, this appeared to interfere with receiving needed services. One other person wanted more accountability in the Agency. Two additional consumers wanted more fruits and vegetables and less sugar and carbohydrates on the WIC plan. Several respondents asked for **transitional and followup supports** (7),

such as courtesy calls to check if services are going well, frequent reviews of a child's plan, improved support for foster parents, and assistance transitioning to new services when moving to another state.

- *My complaint was looked at quickly.*
- *I didn't understand this one guy when I was getting my services. I didn't know where to complain about him, but he just didn't help. He'd tell me one thing, and then he'd change it all around. The benefits I really need right now, I'm not getting them.*
- *With reference to the WIC plan there is no fruit or veggies (fresh) and there is no soymilk instead of dairy so that's my main concern.*
- *I think more emphasis on services to senior citizens. If the governor had more people out there screening these people to make sure they have every thing they need.*
- *I am unemployed right now. They should not cut you off as soon as you get a job, they should wait about a month or two. They should make sure your employment is going to be secure.*

Overall Satisfaction: Out of the 574 consumer respondents, 33.6% (193) commented on their overall satisfaction with AHS. Out of the consumers who specifically addressed their **satisfaction with services** (85), the responses were overwhelmingly positive, except for nine people who had negative experiences or who were frustrated with the bureaucracy. Seventy-six consumers (13%) not only said they were satisfied, but also tremendously thankful. They praised the customer service and the exceptional work of AHS employees.

- *They've been very helpful, polite, considerate with my family, and I've been very satisfied.*
- *Services have been really great.*
- *I thank God that we have these services, because I live alone and have a disability. I'm pretty well taken care of.*
- *We've been completely satisfied.*
- *Wonderful organization.*
- *Very good customer service.*
- *Vermont has the best services for people of any place I have ever lived.*
- *I felt very embarrassed about it, but they made me feel very comfortable and helped me greatly.*
- *The one thing I will say is that the Department of Human Services is the best thing they have ever established.*
- *Until my grandson came to live with me when he was two I didn't know that there were any services for caretakers. Ever since then all of the people I have worked with have been just great. I've been able to receive services that I didn't even know he was eligible for.*
- *Really happy with the services I get because I don't work full time and not year round so it makes it hard. I do need medicine so this makes things much better for me.*
- *The people that we deal with have been excellent in every way. We really appreciate them. They're very good at what they do and have good people. Good organization.*

Many consumers found the services **helpful** (45) while some did not (11). Those who received help appreciated assistance with a variety of issues, from quitting smoking to finding employment. Several were pleased with services for children, commenting that "Vermont cares about its kids" through programs such as Dr. Dynasaur and because of staff who were good with their children. For some, the services meant being able to keep a child with multiple needs at home, staying out of serious debt, or avoiding

homelessness. Consumers appreciated their health and prescription coverage, as well as their medical care. Others felt fortunate for fuel assistance, weatherization, and furnace programs. Some received helpful information about adjunct services, such as groups on special needs topics. Those with long term illnesses and disabilities were grateful for the assistance throughout the years. Those who were less satisfied with their help focused primarily on loss of services and frustrations with job placements, in addition to the other issues discussed under access to services, effective services, and respectful service.

- *I didn't know that there was help out there... but there is!*
- *This has really helped my mom a lot, and I'm glad you guys are there. I'm a single mom, and I work two jobs. To have her as my third older child was hard financially, so thank God you're there, it's helped to alleviate some of the stress.*
- *I appreciate the help that they give us. Without them I don't know what we would do.*
- *I'm back to work, working like heck. I don't know what I would do without the help I get. It's a wonderful thing.*
- *I don't know how I'd survive without Vermont AHS. They always call back me when I call and give me help and it means a lot to me. I love my medical doctor at the AHS.*
- *Just to keep doing what they are doing, they help out a lot, and do a great job at what they do.*
- *They have been right there with me through the years. They have been helpful.*

When consumers discussed their satisfaction with services, they often named a specific person, office, or program that made a difference, or they indicated that their **satisfaction depended on which staff person or office they encountered** (41). In addition, four people critiqued the *reorganization*. A few others discussed whether their **efforts were worth the services received** (4), and in all but one case, they were.

- *Some of the employees that I have dealt with have gone way above and beyond the call of duty.*
- *The senior consultant here is really great. You don't have to worry about anything because she really pays attention to you. It's wonderful.*
- *You go there and sometimes you are treated like a human being and sometimes like a piece a paper. Depends on who you deal with.*
- *The quality of the services provided varies enormously from counselor to counselor.*
- *In one particular office (which I don't want to name), I feel belittled, like I was disrespected, like I was looked down upon. A few of my friends...also feel the same way.*
- *Everything turned out fine for us. We had a financial bind in the winter. The weatherization program and the furnace program were wonderful. The emergency fuel assistance was timely, but we had to wait a long time to receive our emergency fuel assistance grant. We got assistance in March and had to spend it by April. Things could have been much worse if we had been in a worse predicament.*
- *I think the merging of all the agencies is a huge undertaking and I understand why and how they are doing it but I think they are merging too many agencies and the left hand doesn't know what the right hand is doing and I'd like the DCF to stick with the name rather than changing it.*
- *They need to get their act together and keep their employees involved. They are losing their qualified and best employees, leaving the agency short handed and unskilled.*

Access to Services: Out of the 574 consumer respondents, 24.6% (141) discussed access to services. Some focused on the **ability to reach someone by phone** (25).

Most of these respondents said they would prefer a live person when they called the Agency. They were unhappy with voicemail and with a long wait to receive a response. Often they said they never received a call back and had to call again to get an answer to their questions. Two people detailed their frustrations at contacting the Office of Child Support. Three people were pleased with their ability to reach staff by phone.

- *I think there should be a person answering the phone at all times - at least I should have that option.*
- *It's hard to reach someone, you always get a voice mail. And that is really difficult. You're lucky if you get called back within three days. Even receptionists have voicemails now.*
- *The child support division frustrates me because I call and only get an answering machine, not a human being. It's been impossible to get them to return to my call. I don't know if they're understaffed or what the issue is. The other thing that concerns me is that I can't meet with a person face to face because I feel like they avoid that. I've asked where can I go and told them that I'd like to meet with somebody, but they indicate to me that they only do that over the phone.*
- *They always answer their phone quickly. I always get someone real quickly, and they're very rarely on hold.*
- *Someone has always been there to help me whenever I call or have any questions.*
- *Every time I call the Agency, I have to call them back again in order to get a response from them. They never call me back. The people who provide the services, however, are excellent.*

Other consumers discussed **how they prefer to receive information** (20) about their services. Specific suggestions included an 800 number where people could call for information on services, as well as posting a “giant list of all the things a person is eligible for” in the building visible to consumers. Others wished for a more personal approach, by phone, to inform consumers that a service will be ending. A few indicated they were never notified that their health insurance would be cut. In the same vein, consumers asked to be notified when they become eligible for a service as a consequence of enrolling in another program. Some wanted more information mailed to potential consumers while others considered mass mailings wasteful. While a few appreciated communication through the internet, others found use of computers more difficult, especially in the area of unemployment. One wished the unemployment website was updated more often. (The comments regarding unemployment are included with the caveat that the Department of Labor is not under the umbrella of AHS, but that employment issues may overlap with their services at AHS.) One recommended reminder phone calls for appointments, and another wanted to receive answers to questions in writing.

- *When these people send us these letters that are cutting off something why be so impersonal and not call us by phone or something, because we have no idea what went wrong and how to get it back. We have to appeal it and that takes thirty days, and that's a whole month going without medicine.*
- *They just get so busy that they don't always see the practical side of things. But I do think they are just trying to help people who need help.*
- *The one most satisfactory thing has been the effective communication thru the internet.*

Many respondents expressed a desire to eliminate **duplication of effort in filling out forms** (19), not only because it was sometimes humiliating to repeat sensitive information, but also because it could delay services. Others commented on the **clarity and timeliness of written materials** (18). These consumers found paperwork vague, cumbersome, and complicated. They said they often did not receive written materials in a timely manner. They wanted to receive paperwork earlier so they would have more time to understand and fill out necessary forms. Some wanted to receive single bills for various services. One person wished for greater clarity in food stamp literature.

- *Every time we go to fill out forms, every single time, we always have to fill out a form saying he is on disability. Even though the doctor writes he is that way forever, we still have to fill out the same forms again. It can hold up our case, even for 4 to 5 months. It's a wicked runaround.*
- *They tend to send you notices when you have to be there.*
- *I feel they need to send their paper work out earlier. They do not give you enough time to get the paper work filled out and sent back in on time.*
- *They send out information and the date they give you is often too close to the day that it is received. So when I send forms back they do not receive the forms before the time they are due.*
- *The billing is very, very confusing. I get multiple bills for the same services*
- *Sometimes I've gotten paperwork that was irrelevant to our situation. I'm fairly well-educated. I find this paperwork very copious.*
- *I feel that the paperwork is vague and that I have to fill out the same information over and over.*

Consumers asked for **user friendly information** (17) on AHS services for which they would be eligible. Some suggested a source of information that covered all services across the board. Some wanted to be provided with a list of phone numbers. Others wanted to be informed in advance when charges are increased. Two wanted an updated list of providers who take the state's medical and dental insurance and one wanted easier to understand information on what is covered by insurance. One consumer wanted to be able to get advice about medicines and their side effects from a knowledgeable person in the Agency. One person asked for "one stop" shopping of AHS services and another expressed satisfaction with the information received.

- *We don't have a real case manager. I've become my family's case manager - which is a problem. Having a special needs child, there is no person to help to find out rights, education, systems that he can receive. The largest problem is identifying the person's needs. The time that crisis status is reached, there is no one to answer questions and give information. Maybe even a list of phone numbers for specific places to get help.*
- *I wish there were more easier access areas like on the internet that had more direct information that led from one step to the next easier instead of having to figure things out and having to go through the stages. I know you have to qualify for a lot of them, but I'd really like to know more about them. The Federal Government has a website where you input your situation, and they give you possible programs that you qualify for. At least you know what programs exist. I think that you really need a lot more openness about the programs and a kind of user friendly tool like that on their website.*
- *My biggest beef with this program is that the booklet they gave me lists a lot of folks who don't take Medicaid and it took me eight calls to find a dentist who used the program. I don't feel that the booklet that says the people who you can contact is very helpful or accurate. On the top of the page it says in small writing that some of these people won't*

always take Medicaid. It took me a long time for me to get used to using the services so then when I called I felt really belittled.

- *I think that the system deserves all the support it can get. I also think that they could make it like one stop shopping - get you connected to all types of support out there which would include state, community, instead of having to deal with chaos to track the services down that are needed by the individual. By the time the person goes for services, they are probably desperate and I would be willing to pay more as a taxpayer.*
- *People need more information about taking care of elderly people. What services are available?*
- *We get the information we need when we need it.*

Respondents discussed **time frames for receiving services** (14). Those consumers who commented on this item felt that they did not receive services in a timely manner. Some felt they waited too long when they arrived for a scheduled appointment, an especially uncomfortable situation for those who were disabled or those with young children in tow. Others felt that there was a large time lapse, for weeks and sometimes months, before services began or before they were notified that they qualified. In some cases this meant going without medication, going without fuel assistance during the winter months, or scrambling to find interim day care. Other processes also seemed slow to some consumers. Two consumers wanted timely responses to mental health issues, especially when they involve threats of suicide.

Others discussed **timeliness of responses to their questions** (12). Consumers who discussed timely responses to their questions were not satisfied. All but one of the comments indicated that they were either still waiting for a response (sometimes for months) or they had to wait several weeks to get an answer. This included notices of new premiums, requests for medical services, questions about forms and changes in premiums and coverage, income verification, updates on bill payments, notification of caseworker assignments, and court modifications to child support.

- *The assistance does not start soon enough. It would be nice to not have a large time lap before receiving services.*
- *When you go to file for an emergency or a voucher it takes about an hour to get someone in to see you.*
- *I'm not getting timely responses to my questions.*
- *Someone has always been there to help me whenever I call or have any questions.*
- *When I go to the Social Services building, they can't help me with subsidized day care, because they are outsourcing it to someone else. Since they can't make any decisions at their office, I have had to wait for months. I'm still waiting to get approved.*

Several discussed **help with filling out forms** (8). Two of these people were appreciative of help they had received and the others either wanted assistance over the phone or in person, or they wanted more time to complete the form. Some wished staff were more **knowledgeable about services** (6). A couple of respondents wished that staff were **available at convenient times** (2).

- *The only thing that wasn't clear was that I had purchased fuel, and then because I was in the second round of eligibility, it said I needed to purchase my fuel by a certain day. It sounded like I needed to use the money they had just given me. It was confusing but the*

- fuel company helped me figure it out. So exactly what it means when it says you have to pay if you get the service late in the season when you've already paid would be helpful.*
- *I wish there were more people who knew what was available to me.*
 - *Everybody should know the same rules and regulations about the programs.*
 - *I got turned down for something I was qualified for, and my case worker forgot that the state offered that....I had to go to someone else, not my case worker, to get the help I needed.*
 - *The workers need to take peoples' rights into consideration. Their refusal to bring the human services person down here for hearings is unfair. They never bring him into our county; they try to do it by telephone. They try to force the person to go into the social services office and do the hearing by speakerphone. It's unfair.*
 - *The woman I deal with is very unwilling to work around my schedule. I need to get food stamps, and I got cut off because I wasn't able to get into my appointments. She doesn't want to help me get into appointments, and work around my schedule*

Respectful Service: Out of the 574 consumer respondents, 11.3% (65) commented on elements of respectful service. The **kindness and sensitivity** (42) of staff was most often mentioned. One third of these consumers (12) talked about positive dealings with staff, describing staff as compassionate, helpful, understanding, courteous, friendly, cheerful, polite, and considerate. They sensed that the staff had a sense of humanity and would make time for their consumers. Two thirds of these respondents (27) described negative encounters with staff, using words such as unhelpful, condescending, rude, unconcerned, cold, punitive, inhumane, and insensitive. Some felt that staff did not have time for them, did not take their concerns seriously, and carried negative assumptions and stereotypes about them. Several consumers said they felt stigmatized and degraded. Consumer experiences with **respectful treatment** (8) varied. Four felt respected and four did not.

- *I've been very happy. People have been nothing but courteous and helpful. I know many of the services are for low income people but they don't make me feel below or beneath anyone. It's really nice.*
- *I think that staff could have better training at understanding people's situations and being less bureaucratic in their approach to clients - I think it would improve the efficiency of the agency if people were well trained in that way - there is an insensitivity.*
- *I think that Human Services are overworked. I think they get stressed out. I think they take it out on the public. I understand....They are people in crisis. They have a lot of problems. They can be difficult to work with.*
- *It seems to be that there are two financial structures of people using the services. Those who are totally dependent, and those who are low enough income to not be able to afford insurance. It would be nice to see two different approaches to me versus people who are completely dependent on the system. In a way it's a little condescending to me. I get treated with the same bias as the people who are completely on the system get treated. It would be nice to see us hard workers treated differently. Maybe a different procedure.*
- *I always feel rushed during appointments...give us more time.*
- *Staff is very cordial and a good sense of humanity.*
- *We feel lucky to have had these services in the past three years. The case workers may be a bit narrow in their perspective, in dealing with understanding parents who want to help their kids, but who don't have the financial ability to so. They seem to treat every case as a case of "bad parents." I don't know if this is a skill problem, or a resources problem.*
- *All around everyone has been very good to me....Couldn't ask for better people.*

- *If you go in with a good attitude and go talk with them about what you need they'll like you. You have to be civilized. But other people I see go in and say "F this" or "F that" and they don't like them. They have to be like that in order to deal with the people they deal with.*
- *I think that they really have a professional respectful attitude.*
- *I am concerned about the amount of respect I receive.*

A few discussed whether they found the **physical space welcoming** (5). Two consumers commented about specific buildings, with one location considered uninviting, and the other a "wonderful place to receive services." One person felt that heightened security after 9/11 has decreased the sense of personal connection. Two people asked for greater handicapped accessibility in buildings and parking lots. Several consumers wanted to be more **involved in planning their treatment and services** (5). Two people were opposed to State involvement in decisions about medications, wanting doctors' recommendations and patients' views to be respected. A few shared concerns about a breach or lack of **confidentiality** (3), in one case due to the building layout. Regarding **listening** (4), three people wanted staff to listen better and one felt heard. Another wanted staff to **value strengths** (1) of parents.

- *I used to be able to walk in and sit down and meet with people. Now when I walk up there, I need to be buzzed in by a member of the staff. Some of the loss of human feeling and connectedness is due to the 9/11 security changes.*
- *Doctors and patients know best, and their decisions should be respected, especially with psychiatric medications. I think it is dangerous for the state of Vermont to be making these kinds of decisions.*
- *I'm a parent that likes to help, and it would be nice to be able to help. There should be more communication between staff and parents. The plan should be reviewed every 6 months, not every 2 years. He could be further along in his reading if they let me know where I could help him.*
- *I find that in changing offices some staff are able to be there and listen a little better than others.*
- *I think it's great. Every one answers my questions. If I have any concerns about my son's care or services, everyone listens.*
- *They need to listen more to the foster parents...and the Agency should go with the parents' strengths, and not go on a whim or a policy.*
- *They should listen to the child's complaints and information in addition to the adults. The child has been in the system and understands what's going on around them.*

Summary and Conclusion: This concludes the qualitative summary of the responses to the last question on the consumer satisfaction survey. This question gave respondents an opportunity to speak without the constraints of a categorical response. As was evident in the previous paragraphs, a third (33.6%) of the 574 respondents discussed their degree of satisfaction with the Agency. Most expressed their satisfaction and appreciation for the services they received, praising the customer services and outstanding work of AHS staff. In most cases, consumers found the services extremely helpful. Many said their satisfaction depended on which staff person or which office they encountered.

Another third (36.8%) of the 574 respondents raised issues and made suggestions in the area of effective services. They wanted additional benefits and services, including

transitional and follow-up supports. Respondents raised concerns about eligibility for services and places where services were interrupted or where they failed to meet real needs. Satisfaction with coordination of services varied, and consumers sometimes pointed out staff mistakes that created problems in service delivery. Some respondents discussed perceived inequities in service allotment, and several described particularly challenging situations that warranted attention.

A quarter (24.6%) of the 574 respondents focused on their access to services. Most people wanted to reach a live employee on the telephone, instead of a voice mail system. Consumers varied in how they wished to receive information from the Agency, but they valued clear and timely written materials that eliminated duplication of effort, and they asked for user friendly information. In addition, consumers wanted more timely responses to their questions and they wanted to receive services in more reasonable time frames. They appreciated assistance with completing forms, and in some cases wanted more help. Several wanted staff to be more knowledgeable about services and a few wanted staff available at more convenient times.

Regarding respectful service, 11.3% of the consumer commented, and this group had mixed experiences. Some appreciated the respect and kindness they sensed in their dealings with staff, while others felt this was lacking. A few wanted more welcoming physical spaces and others wanted to be more involved in planning their treatment and services.

In closing, it is important to keep in perspective that these qualitative comments represent only 25% of the consumers who responded to the survey. The majority of these respondents had improvements to suggest. It may be due to the natural desire to solve problems that the last question on the survey elicited substantial constructive feedback. Those respondents with issues and problems still to be resolved may have been more likely to use this question to express these matters. However, this is purely speculation, and it is also possible that these results are an indicator of other trends. Nevertheless, the qualitative findings contrast somewhat with the rest of the survey, which indicates that the majority of the 2,298 respondents were highly satisfied with respect as well as access and effectiveness of services at the Agency. However, overall consumer satisfaction levels in the qualitative comments mirrored the satisfaction expressed in the categorical responses. This reflects positively on the Agency of Human Services.

VII. Quantitative Survey Items: Detailed Findings

The following section highlights survey findings that describe current consumer perceptions on items which align with themes of reorganization: 1) Access to Services; 2) Respectful Service; 3) Effective Service Delivery; and 4) Overall Consumer Satisfaction.

For each AHS consumer group examined, findings for each domain are first presented in a bar chart that displays the pattern of percent of Agreement Responses for each item. This chart is followed immediately by a table which contains the percent of Agreement Responses for each item in that domain. For easy reference, the numbers on the horizontal axis of each bar graph correspond to the numbered survey items in the table on the same page.

ALL AHS CONSUMERS

Figure 1 depicts the percent agreement or yes responses among AHS consumers for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 7.

Figure 1. Percent Agreement of AHS Consumers: Access to Services

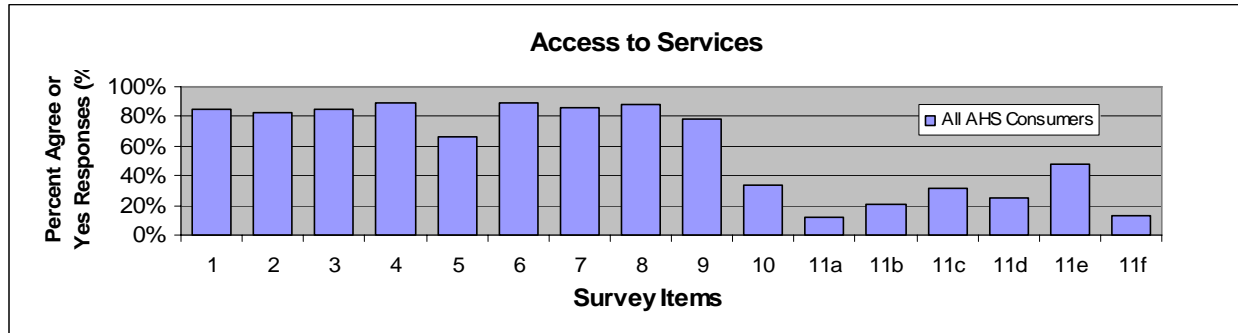


Table 7. Percent Agreement of AHS Consumers: Access to Services

Survey Items: <i>Access to Services</i>	All AHS Consumers		
	Agree %	#	N/A #
1. Staff are available at times that are convenient for you.	84.5%	1784	188
2. When you call for information or services, you get through to someone who can help you.	82.4%	1766	155
3. You receive timely responses to your questions.	85.2%	1841	136
4. You get the help you need to fill out required forms.	89.5%	1729	366
5. Over this past year, you have had to fill out multiple forms that ask for the same information.	65.8%	1438	113
6. You receive services within a reasonable time frame.	89.6%	2017	47
7. The written information you receive is easy to understand.	85.3%	1928	39
8. The written information you receive is timely.	88.1%	1965	68
9. It is easy for you to get information about what services are available.	78.4%	1712	113
10. Do you use the Internet to get information?	33.8%	774	8
11. How do you prefer to get information about AHS services or supports? ^a			
a. Newspapers	20.3%	284	9
b. Internet	31.8%	464	9
c. Phone Book	24.7%	727	10
d. Brochure	48.3%	565	10
e. In Person	13.4%	1106	10
f. Other source (Mail, Friend, Relative, etc.)	20.3%	306	12

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent (151%) exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

Figure 2 depicts the percent agreement among AHS consumers for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 8.

Figure 2. Percent Agreement of AHS Consumers: Respectful Service

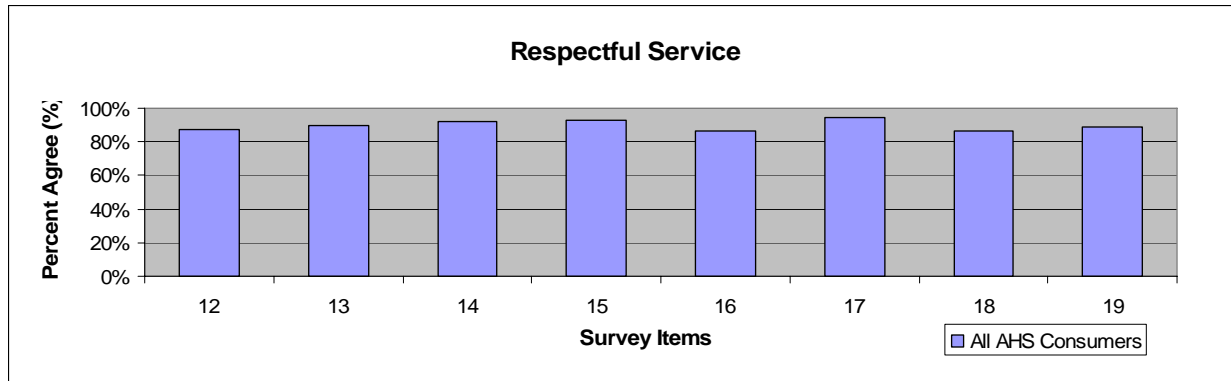


Table 8. Percent Agreement of AHS Consumers: Respectful Service

Survey Items: <i>Respectful Service</i>	All AHS Consumers		
	Agree		N/A
	%	#	#
12. The places where you go to get services feel welcoming.	87.5%	1872	158
13. Staff listen to what you have to say.	90.1%	1995	83
14. You are treated with respect.	92.2%	2071	52
15. You are treated with kindness.	92.7%	2080	54
16. Staff value your strengths - the positive things you have to offer.	86.7%	1706	331
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.8%	1981	209
18. You are actively involved in developing the plan to meet your needs.	86.6%	1811	206
19. You are confident that the personal information you provide to staff is only shared to improve your services.	88.8%	1966	84

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 3 depicts the percent agreement and yes responses among AHS consumers for each of the 11 survey items in the Effective Service Delivery domain. The numbers 20 to 26b on the bar chart correspond to the numbered survey items in Table 9.

Figure 3. Percent Agreement of AHS Consumers: Effective Services

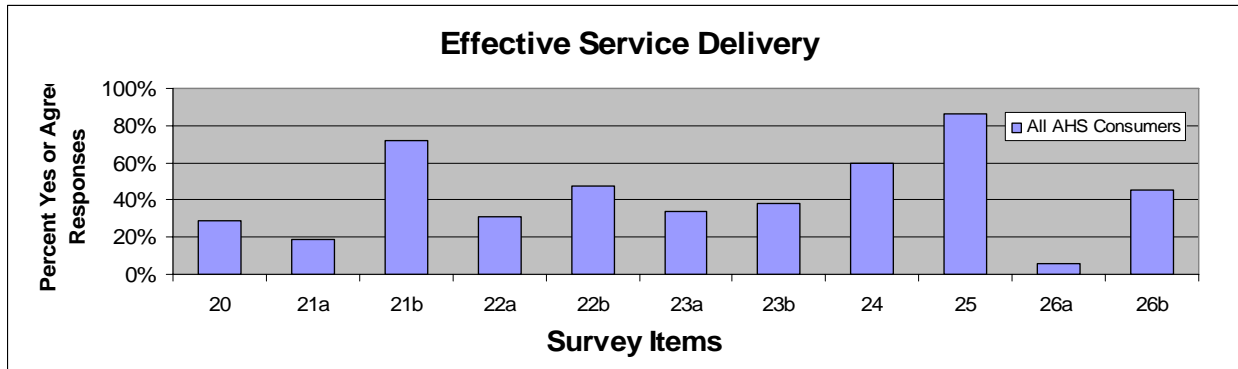


Table 9. Percent Agreement of AHS Consumers: Effective Services

Survey Items: <i>Effective Services</i>	All AHS Consumers		
	Agree %	#	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	28.2%	647	40
21a. In the past year, have you had two or more case managers or service plans at the same time?	19.8%	424	157
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services you received.	72.0%	301	6
22a. In the past year, did your eligibility for one type of service come to an end?	31.7%	714	45
22b. [If yes] After you were no longer eligible for one type of service, you were able to get the services you still needed through another program.	47.8%	320	44
23a. In the past year, did you, or any members of your household, experience an emergency that resulted in needed AHS services?	34.3%	780	26
23b. [If yes] Thinking of that time...you believe the emergency could have been avoided if you had received the services or supports you requested at an earlier time.	38.2%	282	42
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	59.7%	1338	57
25. If you were dissatisfied with a service or employee, you would feel safe to submit a complaint.	86.1%	1926	60
26a. In the past year, did you submit a complaint?	6.1%	133	10
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	45.0%	58	10

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figures 4 and 5 depict the percent agreement among all AHS consumers for the three survey items in the Overall Consumer Satisfaction domain. Table 10 presents numerical findings for these figures.

Figure 4. Percent Agreement of AHS Consumers: Overall Consumer Satisfaction

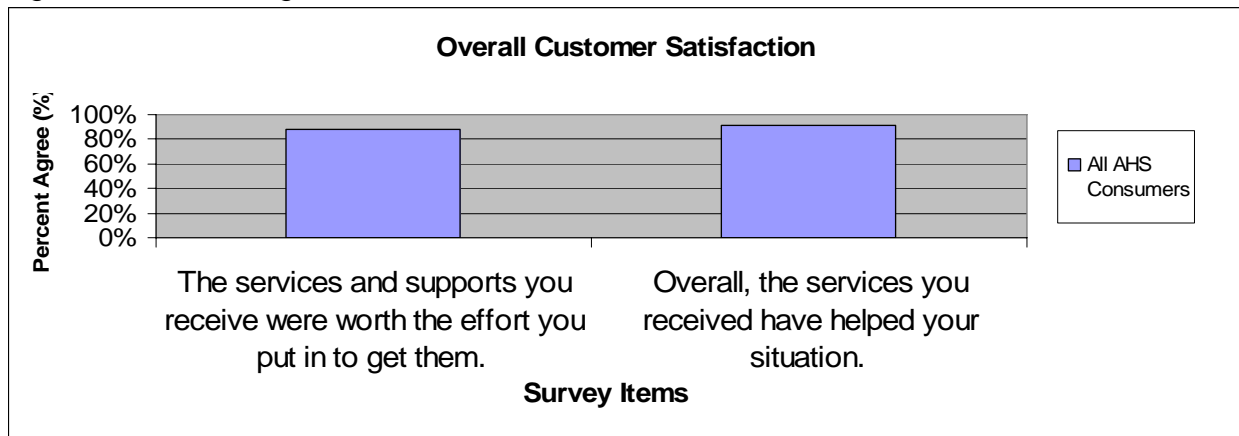


Figure 5. Consumer Rating of Satisfaction with AHS Customer Service^a

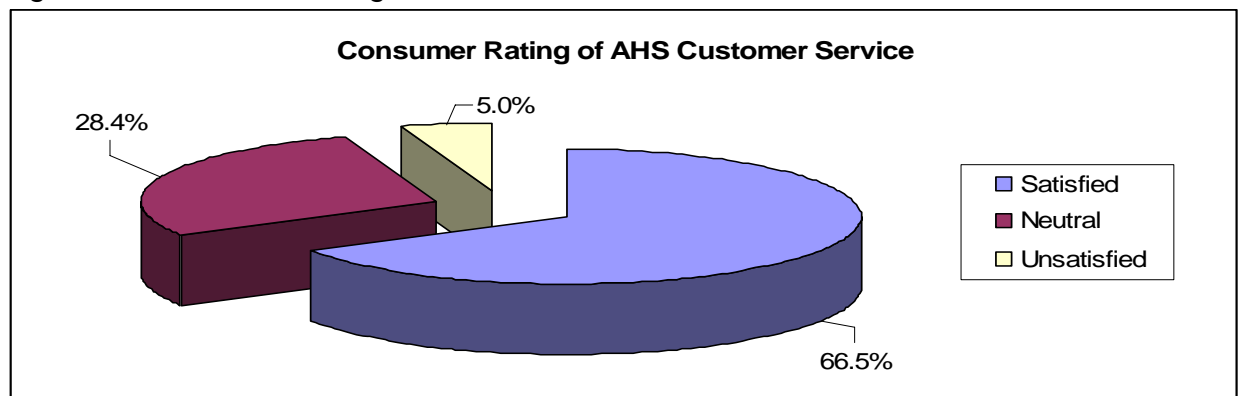


Table 10. Percent Agreement of AHS Consumers: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>	All AHS Consumers		
	Agree %	#	N/A #
27. The services and supports you receive were worth the effort you put in to get them.	88.1%	1980	50
28. Overall, the services you received have helped your situation.	91.4%	2076	27
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	66.5%	56
	Neutral	28.4%	
	Dissatisfied	5.0%	
	Mean Rating	7.8 (sd=2.2)	

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Figure 5 and Table 10 are based on Satisfied=8-10, Neutral=4-7, Dissatisfied=1-3.

SERVICE TYPE COMPARISONS

Figure 6 depicts the percent agreement among AHS consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 11.

Figure 6. Percent Agreement of AHS Consumers by Service Type: Access to Services

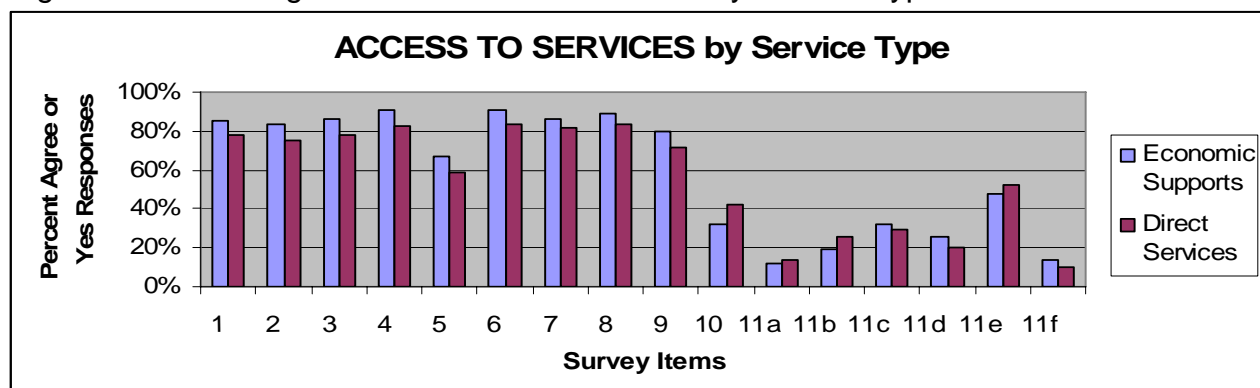


Table 11. Percent Agreement of AHS Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient for you.	85.7%	175	78.1%	13
2. When you call, you get through to someone who can help.	83.6%	142	75.6%	13
3. You receive timely responses to your questions.	86.4%	128	77.8%	8
4. You get the help you need to fill out required forms.	90.7%	316	82.3%	50
5. In the past year, you have had to fill out multiple forms that ask for the same information.	66.9%	93	59.1%	20
6. You receive services within a reasonable time frame.	90.6%	40	83.4%	7
7. The written information you receive is easy to understand.	85.9%	33	82.0%	6
8. The written information you receive is timely.	88.9%	57	83.5%	11
9. It is easy to get information about available services.	79.5%	103	71.5%	10
10. Do you use the Internet to get information?	32.4%	7	41.9%	1
11. How do you prefer to get information about AHS services or supports? ^a				
a. Newspapers	12.2%	8	13.9%	1
b. Internet	19.3%	8	25.9%	1
c. Phone Book	32.2%	9	29.2%	1
d. Brochure	25.5%	9	20.2%	1
e. In Person	47.6%	9	52.7%	1
f. Other source (Mail, Friend, Relative, etc.)	14.0%	10	10.0%	2

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^aTotal percent exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

Figure 7 depicts the percent agreement among AHS consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 12.

Figure 7. Percent Agreement of AHS Consumers by Service Type: Respectful Service

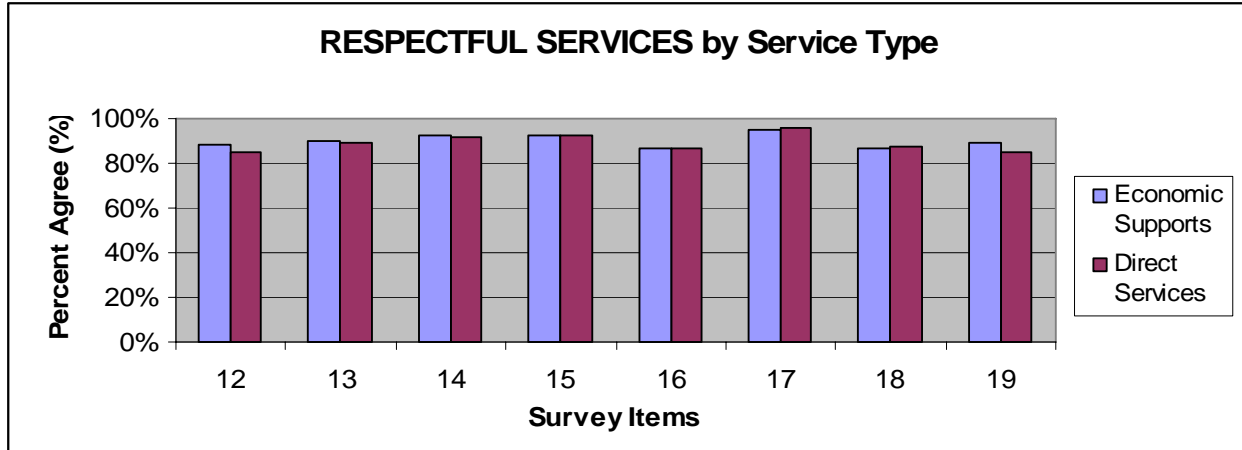


Table 12. Percent Agreement of AHS Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	87.9%	143	84.9%	15
13. Staff listen to what you have to say.	90.3%	76	89.0%	7
14. You are treated with respect.	92.3%	47	91.5%	5
15. You are treated with kindness.	92.7%	49	92.4%	5
16. Staff value your strengths - the positive things you have to offer.	86.8%	308	86.5%	23
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.7%	178	95.7%	31
18. You are actively involved in developing the plan to meet your needs.	86.4%	190	87.4%	16
19. You are confident that the personal information you provide to staff is only shared to improve your services.	89.4%	70	85.3%	14

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 8 depicts the percent agreement among AHS consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 13.

Figure 8. Percent Agreement of AHS Consumers by Service Type: Effective Services

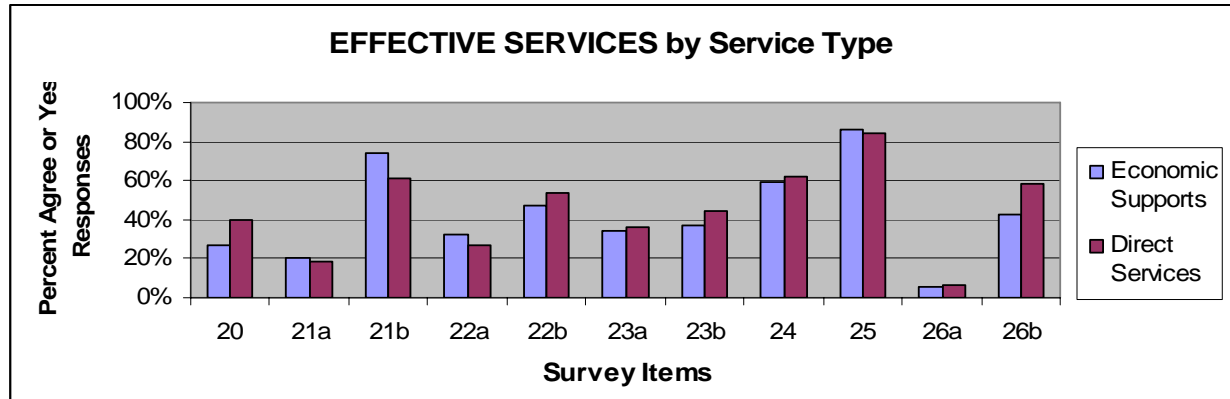


Table 13. Percent Agreement of AHS Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #
21. You have been invited to provide feedback or suggestions for improving services.	26.7%	36	40.1%	4
21a. In the past year, have you had two or more case managers or service plans at the same time?	20.1%	144	18.1%	13
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services you received.	73.7%	5	61.4%	1
22a. In the past year, did your eligibility for one type of service come to an end?	32.6%	30	26.4%	15
22b. [If yes] After you were no longer eligible for one type of service, you were able to get the services you still needed through another program.	46.9%	42	53.7%	2
23a. In the past year, did you, or any members of your household, experience an emergency that resulted in needed AHS services?	34.1%	25	35.8%	1
23b. [If yes] Thinking of that time...you believe the emergency could have been avoided if you had received requested services or supports earlier.	37.1%	36	44.2%	6
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	59.2%	52	62.5%	5
25. If you were dissatisfied with a service or employee, you would feel safe to submit a complaint.	86.3%	53	84.4%	7
26a. In the past year, did you submit a complaint?	6.0%	10	6.6%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	42.7%	7	57.9%	3

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 9 depicts the percent agreement among AHS consumers by Service Type for the three survey items in the Overall Satisfaction domain. The numerical findings referenced in Figure 9 are presented in Table 14.

Figure 9. Percent Agreement of AHS Consumers by Service Type: Overall Satisfaction

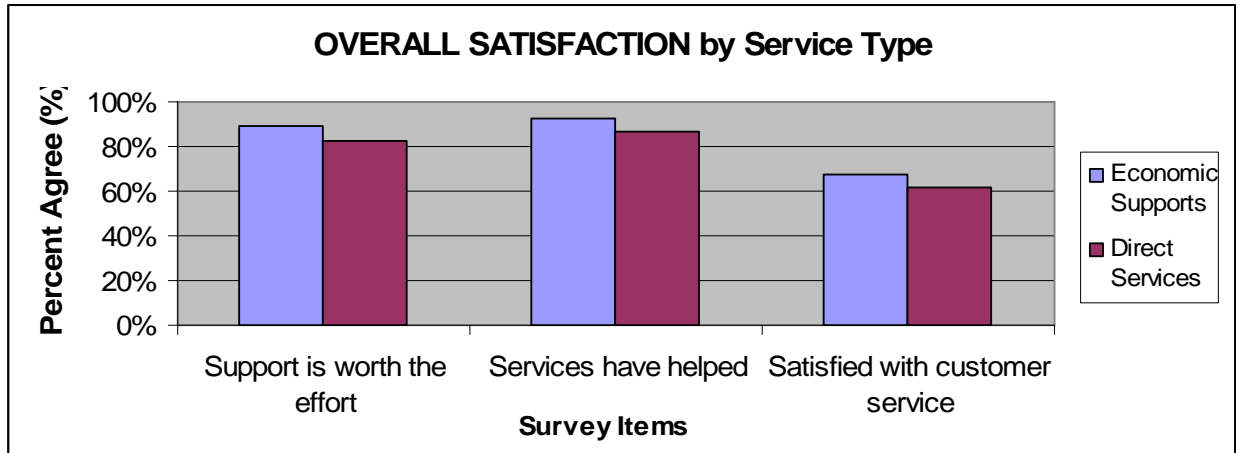


Table 14. Percent Agreement of All AHS Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		89.1%	37	82.2%	13
28. Overall, the services you received have helped your situation.		92.2%	21	86.5%	6
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	67.4%		61.5%	
	Neutral	27.6%		33.2%	
	Dissatisfied	5.0%		5.2%	
	Mean Rating	7.8 (sd=2.2)		7.6 (sd=2.2)	

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very satisfied to 1=Very Dissatisfied; Rating Classifications in Table 14 are based on Satisfied=8-10, Neutral=4-7, Dissatisfied=1-3.

BARRE DISTRICT

Figure 10 depicts the percent agreement among Barre District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 15.

Figure 10. Percent Agreement of Barre Consumers by Service Type: Access to Services

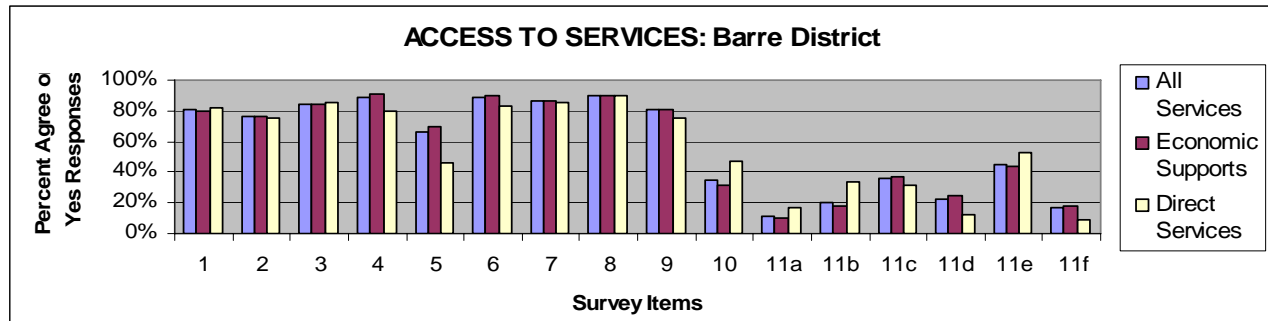


Table 15. Percent Agreement of Barre Consumers by Service Type: Access to Services

Survey Items: Access to Services	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	80.7%	27	80.2%	25	82.5%	2
2. When you call, you get through to someone who can help you.	75.9%	19	76.1%	17	75.0%	2
3. You receive timely responses to your questions.	84.6%	18	84.5%	16	85.0%	2
4. You get the help you need to fill out forms.	88.5%	47	90.8%	44	79.5%	3
5. In the past year, you have had to fill out multiple forms that ask for the same information.	65.9%	13	70.1%	10	46.2%	3
6. You receive services within a reasonable time.	88.3%	9	89.4%	8	82.9%	1
7. The written information is easy to understand.	86.0%	4	86.1%	3	85.4%	1
8. The written information you receive is timely.	89.7%	6	89.6%	5	90.2%	1
9. It is easy to get information about services.	80.4%	15	81.4%	14	75.6%	1
10. Do you use the Internet to get information?	34.3%	0	31.5%	0	47.6%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	11.0%	2	9.7%	2	16.7%	0
b. Internet	20.7%	2	17.9%	2	33.3%	0
c. Phone Book	36.3%	2	37.4%	2	31.0%	0
d. Brochure	22.4%	2	24.6%	2	11.9%	0
e. In Person	45.1%	2	43.6%	2	52.4%	0
f. Other source (Mail, Friend, Relative, etc.)	16.5%	2	17.9%	2	9.5%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 11 depicts the percent agreement among Barre District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 16.

Figure 11. Percent Agreement of Barre Consumers by Service Type: Respectful Service

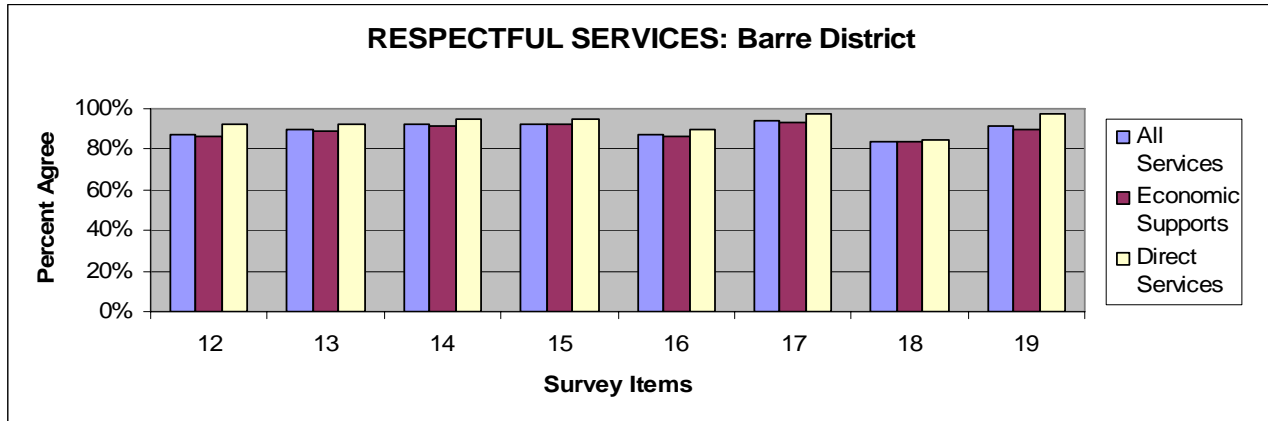


Table 16. Percent Agreement of Barre Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	87.4%	24	86.4%	21	92.3%	3
13. Staff listen to what you have to say.	89.3%	14	88.6%	12	92.5%	2
14. You are treated with respect.	92.2%	7	91.6%	6	95.1%	1
15. You are treated with kindness.	92.6%	9	92.1%	8	95.1%	1
16. Staff value your strengths - the positive things you have to offer.	87.1%	45	86.5%	41	89.5%	4
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.2%	32	93.6%	26	97.2%	6
18. You are actively involved in developing the plan to meet your needs.	83.7%	36	83.4%	34	85.0%	2
19. You are confident that the personal information you provide to staff is only shared to improve your services.	91.3%	8	90.1%	5	97.4%	3

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 12 depicts the percent agreement among Barre District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 17.

Figure 12. Percent Agreement of Barre Consumers by Service Type: Effective Services

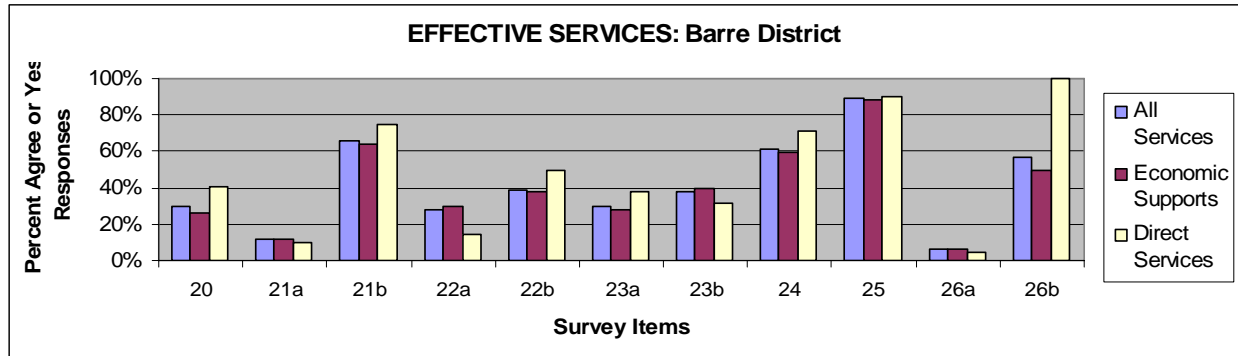


Table 17. Percent Agreement of Barre Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
22. You have been invited to provide feedback or suggestions for improving services.	29.4%	8	25.9%	8	40.5%	0
21a. In the past year, have you had two or more case managers or service plans?	12.2%	17	11.7%	15	9.5%	2
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	65.4%	1	63.6%	1	75.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	27.6%	7	29.4%	3	14.3%	4
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	39.0%	5	37.7%	5	50.0%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	30.1%	3	27.9%	3	38.1%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if provided requested services earlier.	37.7%	2	39.6%	2	31.3%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	61.1%	5	59.1%	4	70.7%	1
25. If you were dissatisfied ...you would feel safe to submit a complaint.	88.9%	5	88.6%	4	90.2%	1
26a. In the past year, did you submit a complaint?	5.9%	0	6.1%	0	4.8%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	57.1%	0	50.0%	0	100.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 13 depicts the percent agreement among Barre Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 18.

Figure 13. Percent Agreement among Barre Consumers by Service Type: Overall Satisfaction

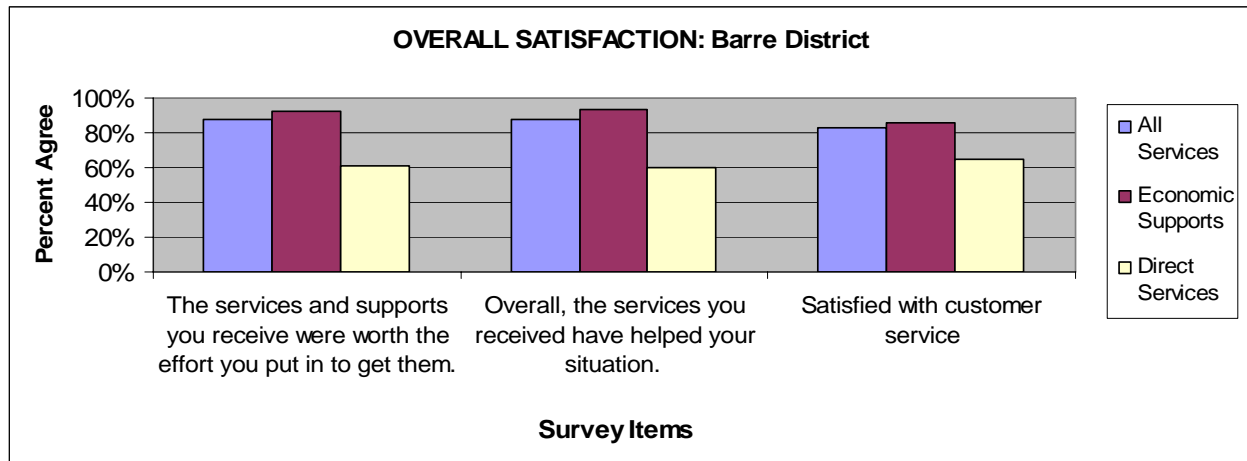


Table 18. Percent Agreement of Barre Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.	87.2%	5	88.0%	5	83.3%	0
28. Overall, the services you received have helped your situation.	91.9%	3	93.3%	3	85.7%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	60.9%	60.2%	64.3%		
	Neutral	33.0%	34.0%	28.6%		
	Dissatisfied	6.0%	5.8%	7.1%		
	Mean Rating ^b	7.5	7.5	7.4		

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 18 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

BENNINGTON DISTRICT

Figure 14 depicts the percent agreement among Bennington District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 19.

Figure 14. Percent Agreement of Bennington Consumers by Service Type: Access to Services

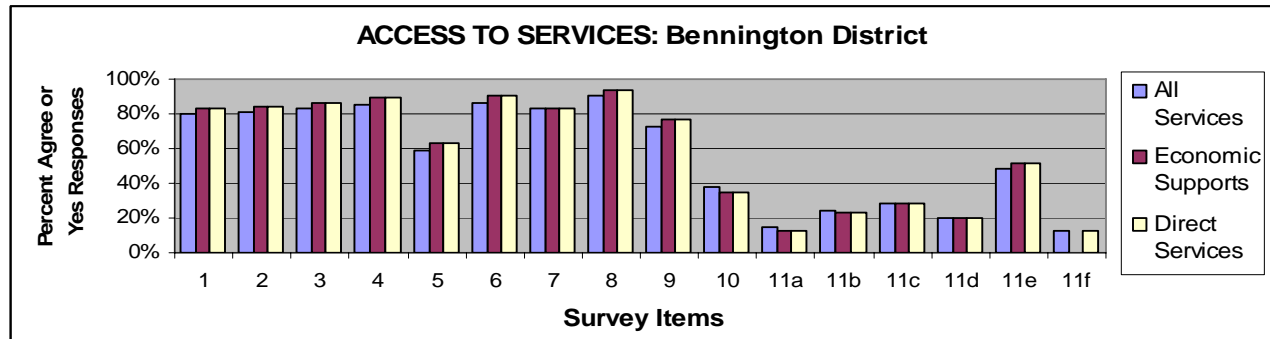


Table 19. Percent Agreement of Bennington Consumers by Service Type: Access to Services

Survey Items: Access to Services	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	79.6%	18	83.6%	17	65.7%	1
2. When you call, you get through to someone who can help you.	80.6%	10	84.7%	8	64.7%	2
3. You receive timely responses to your questions.	83.0%	10	86.8%	10	69.4%	0
4. You get the help you need to fill out required forms.	85.6%	22	89.2%	19	72.7%	3
5. In the past year, you have had to fill out multiple forms that ask for the same information.	59.0%	14	63.0%	12	44.1%	2
6. You receive services within a reasonable time.	86.5%	5	90.3%	5	72.2%	0
7. The written information is easy to understand.	83.1%	3	83.1%	3	83.3%	0
8. The written information you receive is timely.	90.1%	4	93.3%	4	77.8%	0
9. It is easy to get information about services.	72.7%	10	76.9%	9	57.1%	1
10. Do you use the Internet to get information?	38.3%	0	35.3%	0	50.0%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	14.9%	1	13.0%	1	22.2%	0
b. Internet	24.7%	1	23.2%	1	30.6%	0
c. Phone Book	28.2%	1	28.3%	1	27.8%	0
d. Brochure	20.1%	1	19.6%	1	22.2%	0
e. In Person	48.9%	1	51.4%	1	38.9%	0
f. Other source (Mail, Friend, Relative, etc.)	12.7%	2	12.3%	1	14.3%	1

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 15 depicts the percent agreement among Bennington District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 20.

Figure 15. Percent Agreement of Bennington Consumers by Service Type: Respectful Service

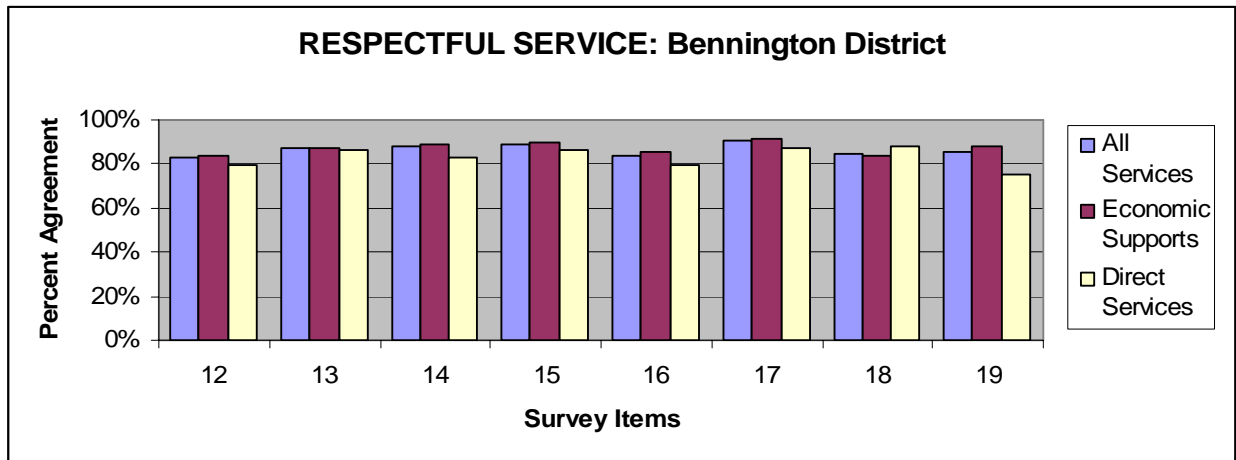


Table 20. Percent Agreement of Bennington Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	83.0%	22	84.0%	20	79.4%	2
13. Staff listen to what you have to say.	87.1%	12	87.4%	12	86.1%	0
14. You are treated with respect.	88.0%	8	89.3%	8	83.3%	0
15. You are treated with kindness.	89.2%	8	90.1%	8	86.1%	0
16. Staff value your strengths - the positive things you have to offer.	83.9%	26	85.2%	24	79.4%	2
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	90.9%	21	91.9%	16	87.1%	5
18. You are actively involved in developing the plan to meet your needs.	84.5%	20	83.6%	17	87.9%	3
19. You are confident that the personal information you provide to staff is only shared to improve your services.	85.2%	13	87.7%	9	75.0%	4

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 16 depicts the percent agreement among Bennington District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 21.

Figure 16. Percent Agreement of Bennington Consumers by Service Type: Effective Services

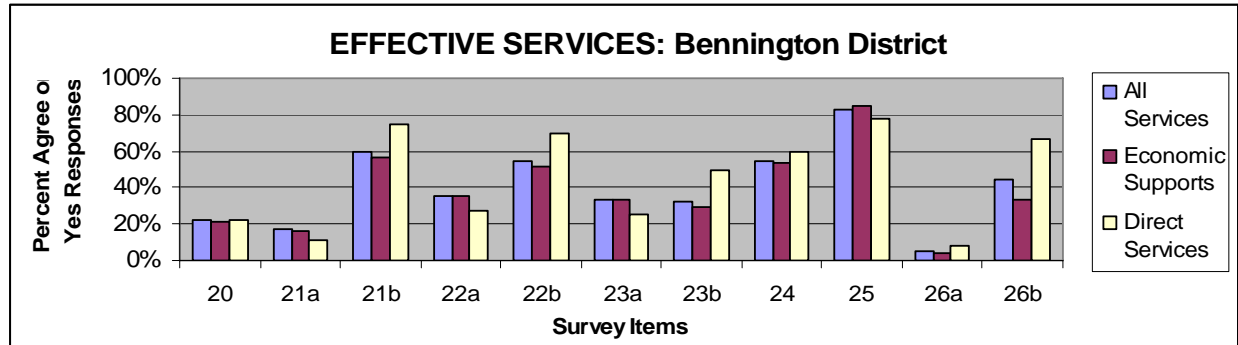


Table 21. Percent Agreement of Bennington Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
23. You have been invited to provide feedback or suggestions for improving services.	22.1%	3	21.6%	3	22.2%	0
21a. In the past year, have you had two or more case managers or service plans?	16.9%	15	16.5%	13	11.1%	2
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	59.3%	0	56.5%	0	75.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	35.1%	7	35.3%	6	27.8%	1
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	54.7%	6	51.2%	6	70.0%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	32.9%	5	33.8%	5	25.0%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received requested services earlier.	32.1%	3	28.9%	2	50.0%	1
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	54.9%	11	53.5%	10	60.0%	1
25. If you were dissatisfied ...you would feel safe to submit a complaint.	83.3%	7	84.8%	7	77.8%	0
26a. In the past year, did you submit a complaint?	5.2%	2	4.3%	2	8.3%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	44.4%	0	33.3%	0	66.7%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 17 depicts the percent agreement among Bennington Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 22.

Figure 17. Percent Agreement of Bennington Consumers by Service Type: Overall Satisfaction

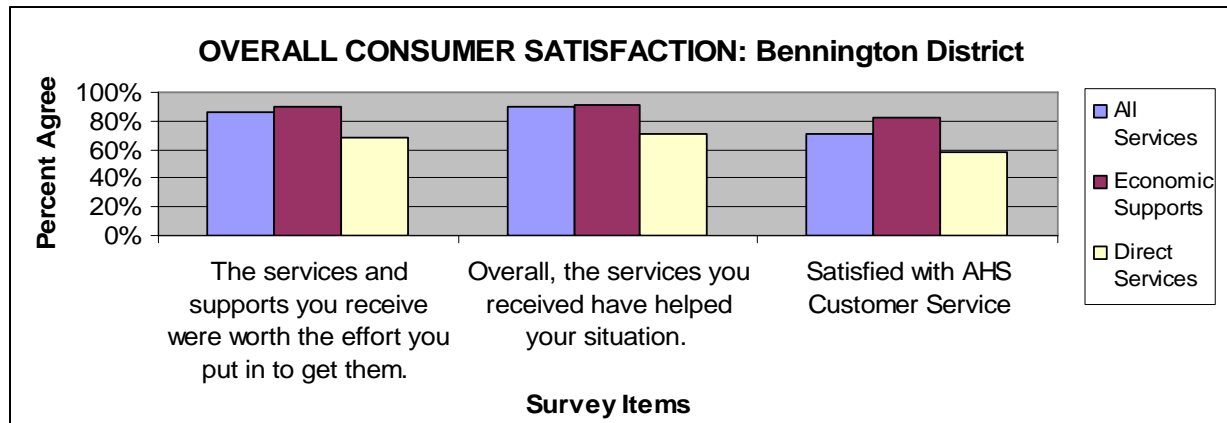


Table 22. Percent Agreement of Bennington Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		All Services		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		85.9%	5	89.6%	4	71.4%	1
28. Overall, the services you received have helped your situation.		89.5%	4	91.2%	3	82.9%	1
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	68.3%		71.0%		58.3%	
	Neutral	25.1%		23.7%		30.6%	
	Dissatisfied	6.6%		5.3%		11.1%	
	Mean Rating ^b	7.8		7.9		7.4	

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table X are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

BRATTLEBORO DISTRICT

Figure 18 depicts the percent agreement among Brattleboro District consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 23.

Figure 18. Percent Agreement of Brattleboro Consumers by Service Type: Access to Services

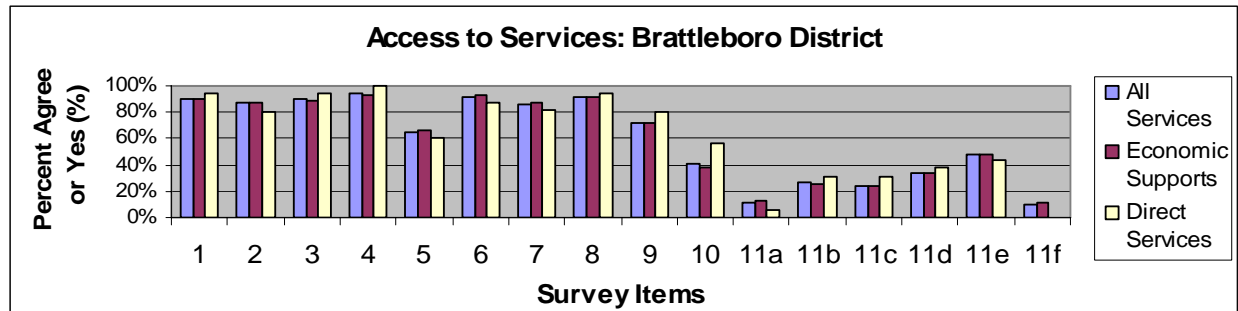


Table 23. Percent Agreement of Brattleboro Consumers by Service Type: Access to Services

Survey Items: Access to Services	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	90.8%	12	90.4%	12	93.8%	0
2. When you call, you get through to someone who can help you.	86.8%	13	87.7%	12	80.0%	1
3. You receive timely responses to your questions.	89.7%	6	89.2%	6	93.8%	0
4. You get the help you need to fill out required forms.	93.9%	27	93.0%	26	100%	1
5. In the past year, you have had to fill out multiple forms that ask for the same information.	65.0%	2	65.6%	1	60.0%	1
6. You receive services within a reasonable time.	92.0%	4	92.6%	4	87.5%	0
7. The written information is easy to understand.	86.4%	2	87.1%	2	81.3%	0
8. The written information you receive is timely.	92.1%	2	91.9%	2	93.8%	0
9. It is easy to get information about services.	72.4%	8	71.4%	7	80.0%	1
10. Do you use the Internet to get information?	40.4%	1	38.4%	1	56.3%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	12.0%	0	12.7%	0	6.3%	0
b. Internet	26.1%	0	25.4%	0	31.3%	0
c. Phone Book	24.6%	0	23.8%	0	31.3%	0
d. Brochure	33.8%	0	33.3%	0	37.5%	0
e. In Person	47.9%	0	48.4%	0	43.8%	0
f. Other source (Mail, Friend, Relative, etc.)	10.6%	0	11.9%	0	0.0%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 19 depicts the percent agreement among Brattleboro District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 24.

Figure 19. Percent Agreement of Brattleboro Consumers by Service Type: Respectful Service

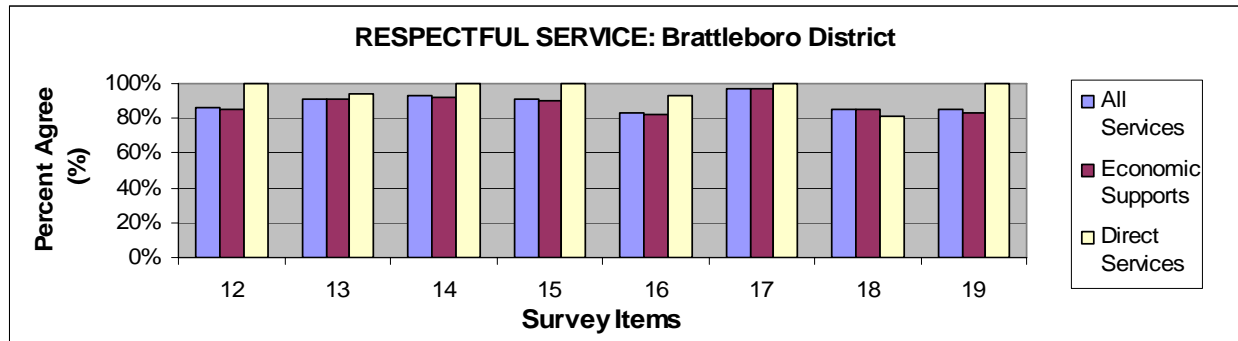


Table 24. Percent Agreement of Brattleboro Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	86.6%	8	84.7%	8	100.0%	0
13. Staff listen to what you have to say.	91.3%	4	91.0%	4	93.8%	0
14. You are treated with respect.	92.8%	3	91.9%	3	100.0%	0
15. You are treated with kindness.	91.5%	1	90.4%	1	100.0%	0
16. Staff value your strengths - the positive things you have to offer.	83.5%	27	82.2%	25	92.9%	2
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	96.9%	13	96.6%	9	100.0%	4
18. You are actively involved in developing the plan to meet your needs.	85.0%	9	85.5%	9	81.3%	0
19. You are confident that the personal information you provide to staff is only shared to improve your services.	85.5%	4	83.6%	4	100.0%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 20 depicts the percent agreement among Brattleboro District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 25.

Figure 20. Percent Agreement of Brattleboro Consumers by Service Type: Effective Services

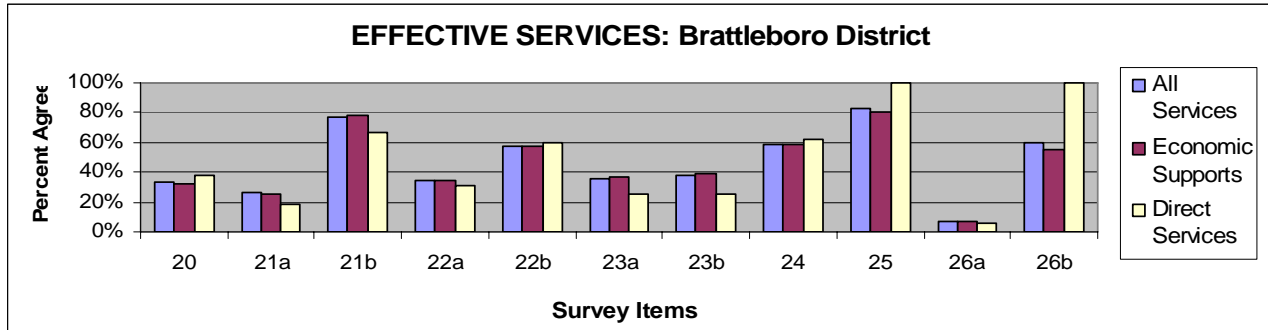


Table 25. Percent Agreement of Brattleboro Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
24. You have been invited to provide feedback or suggestions for improving services.	33.1%	0	32.5%	0	37.5%	0
21a. In the past year, have you had two or more case managers or service plans?	26.5%	10	25.4%	10	18.8%	0
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	77.1%	0	78.1%	0	66.7%	0
22a. In the past year, did your eligibility for one type of service come to an end?	35.0%	2	34.9%	1	31.3%	1
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	57.4%	2	57.1%	2	60.0%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	35.5%	1	36.5%	1	25.0%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received services or supports you requested earlier.	38.3%	3	39.5%	3	25.0%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	59.0%	3	58.5%	3	62.5%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	82.9%	2	80.6%	2	100.0%	0
26a. In the past year, did you submit a complaint?	7.0%	0	7.1%	0	6.3%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	60.0%	0	55.6%	0	100.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 21 depicts the percent agreement among Brattleboro Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 26.

Figure 21. Percent Agreement of Brattleboro Consumers by Service Type: Overall Satisfaction

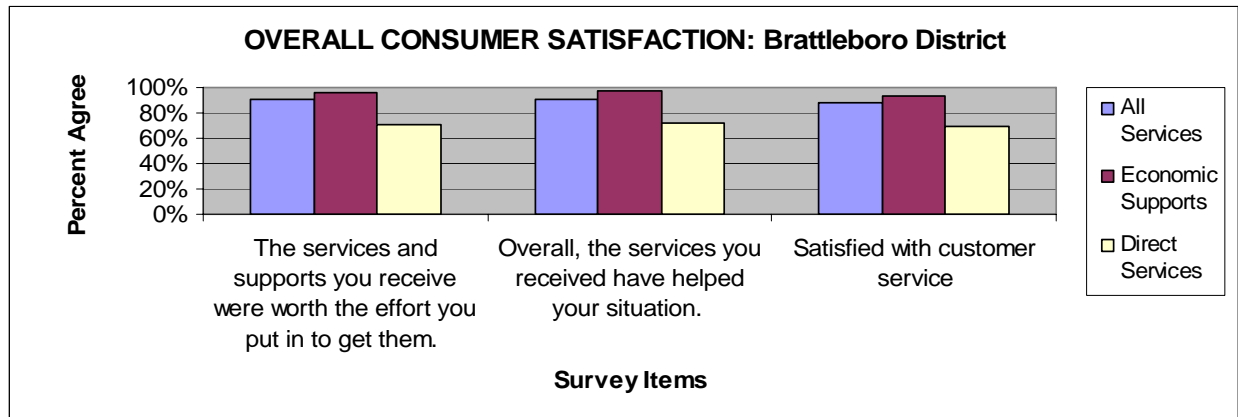


Table 26. Percent Agreement of Brattleboro Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		All Services		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		90.8%	1	91.2%	1	87.5%	0
28. Overall, the services you received have helped your situation.		96.4%	2	96.8%	2	93.8%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	71.1%		71.4%		68.8%	
	Neutral	23.9%		23.0%		31.3%	
	Dissatisfied	4.9%		5.6%		0.0%	
	Mean Rating ^b	7.9		7.9		8.3	

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 26 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

BURLINGTON DISTRICT

Figure 22 depicts the percent agreement among Burlington District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 27.

Figure 22. Percent Agreement of Burlington Consumers by Service Type: Access to Services

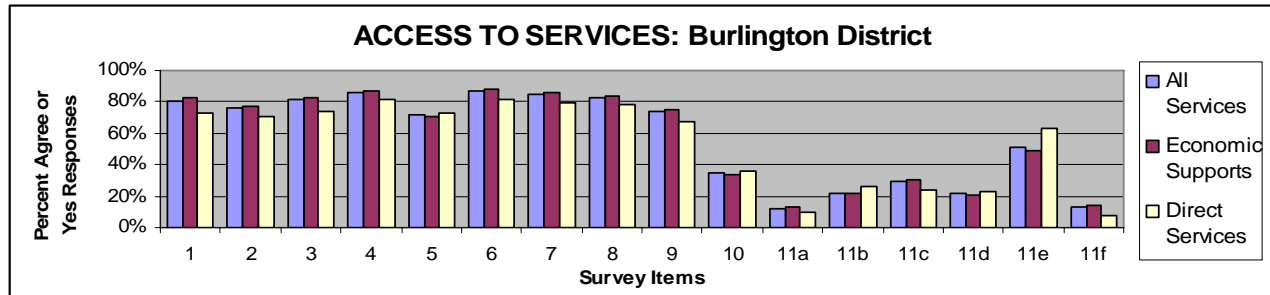


Table 27. Percent Agreement of Burlington Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	80.7%	29	82.4%	25	72.4%	4
2. When you call, you get through to someone who can help you.	76.1%	29	77.1%	26	71.2%	3
3. You receive timely responses to your questions.	81.1%	32	82.5%	28	74.1%	4
4. You get the help you need to fill out required forms.	86.3%	62	87.1%	50	82.0%	12
5. In the past year, you have had to fill out multiple forms that ask for the same information.	71.3%	17	71.0%	14	72.9%	3
6. You receive services within a reasonable time.	87.1%	4	88.1%	2	81.7%	2
7. The written information is easy to understand.	84.4%	10	85.3%	7	79.7%	3
8. The written information you receive is timely.	82.4%	13	83.2%	10	78.0%	3
9. It is easy to get information about services.	73.8%	17	75.0%	14	67.8%	3
10. Do you use the Internet to get information?	34.5%	2	34.2%	1	36.1%	1
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	12.5%	0	13.1%	0	9.7%	0
b. Internet	22.1%	0	21.3%	0	25.8%	0
c. Phone Book	29.8%	0	30.9%	0	24.2%	0
d. Brochure	21.3%	0	21.0%	0	22.6%	0
e. In Person	51.3%	0	49.0%	0	62.9%	0
f. Other source (Mail, Friend, Relative, etc.)	13.3%	0	14.3%	0	8.1%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 23 depicts the percent agreement among Burlington District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 28.

Figure 23. Percent Agreement of Burlington Consumers by Service Type: Respectful Service

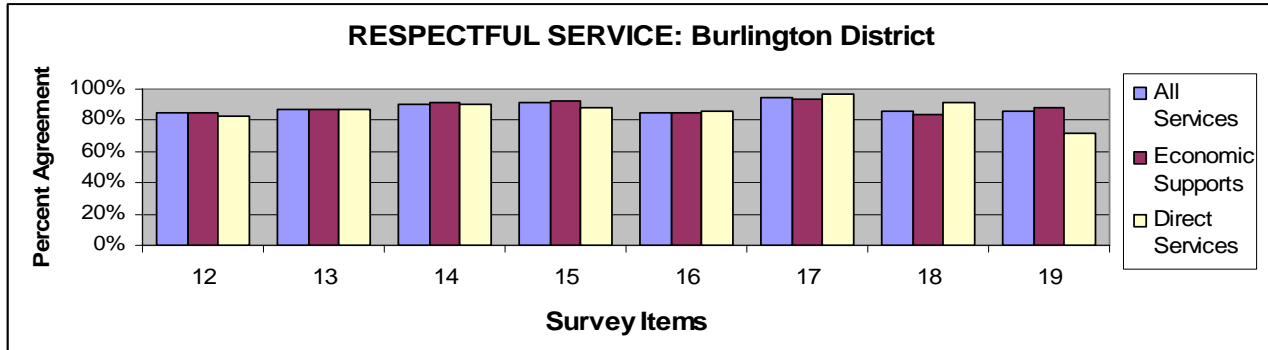


Table 28. Percent Agreement of Burlington Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	84.9%	26	85.3%	22	82.8%	4
13. Staff listen to what you have to say.	87.2%	17	87.3%	14	86.4%	3
14. You are treated with respect.	90.7%	11	90.8%	8	89.8%	3
15. You are treated with kindness.	91.7%	14	92.4%	10	87.9%	4
16. Staff value your strengths - the positive things you have to offer.	84.9%	65	84.8%	58	85.5%	7
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.0%	40	93.6%	34	96.4%	6
18. You are actively involved in developing the plan to meet your needs.	85.3%	28	84.1%	25	91.5%	3
19. You are confident that the personal information you provide to staff is only shared to improve your services.	85.8%	18	88.4%	13	71.9%	5

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 24 depicts the percent agreement among Burlington District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 29.

Figure 24. Percent Agreement of Burlington Consumers by Service Type: Effective Services

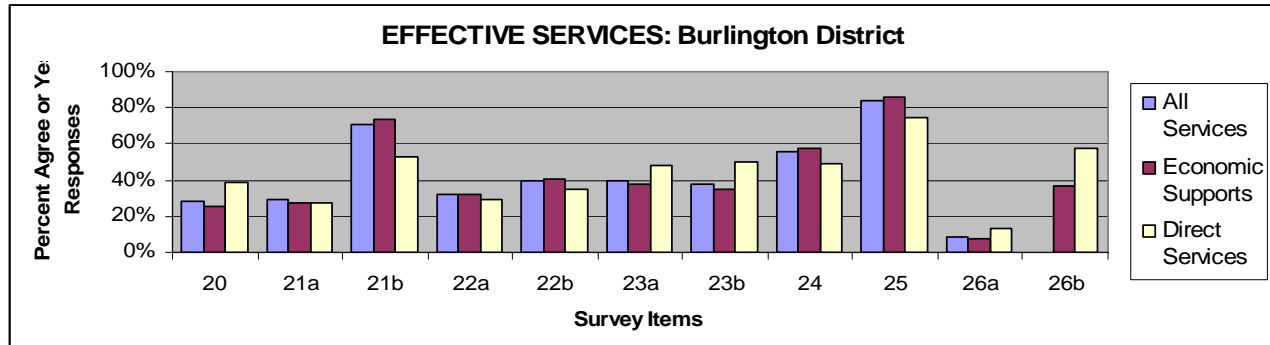


Table 29. Percent Agreement of Burlington Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
25. You have been invited to provide feedback or suggestions for improving services.	28.3%	8	25.5%	5	38.7%	3
21a. In the past year, have you had two or more case managers or service plans?	29.0%	21	27.4%	19	27.4%	2
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	70.3%	2	73.8%	2	52.9%	0
22a. In the past year, did your eligibility for one type of service come to an end?	32.3%	8	32.2%	3	29.0%	5
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	39.8%	6	40.6%	5	35.3%	1
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	39.7%	3	37.6%	3	48.4%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received services or supports you requested earlier.	37.7%	10	34.5%	8	50.0%	2
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	56.1%	9	57.5%	6	49.2%	3
25. If you were dissatisfied ...you would feel safe to submit a complaint.	84.3%	14	86.1%	12	75.0%	2
26a. In the past year, did you submit a complaint?	8.2%	0	7.3%	0	12.9%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	41.4%	2	36.4%	1	57.1%	1

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 25 depicts the percent agreement among Burlington Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 30.

Figure 25. Percent Agreement of Burlington Consumers by Service Type: Overall Satisfaction

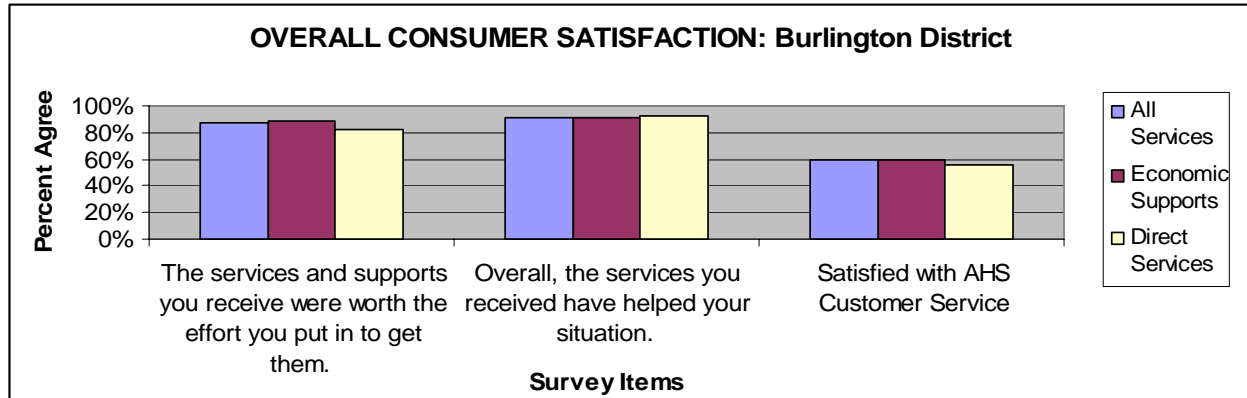


Table 30. Percent Agreement of Burlington Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.	87.2%	8	88.1%	4	82.8%	4
28. Overall, the services you received have helped your situation.	91.7%	2	91.7%	1	91.8%	1
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	59.2%	60.0%	55.2%		
	Neutral	34.7%	33.4%	41.4%		
	Dissatisfied	6.1%	6.6%	3.4%		
	Mean Rating ^b	7.5	7.5	7.5		

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table X are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

HARTFORD DISTRICT

Figure 26 depicts the percent agreement among Hartford District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 31.

Figure 26. Percent Agreement of Hartford Consumers by Service Type: Access to Services

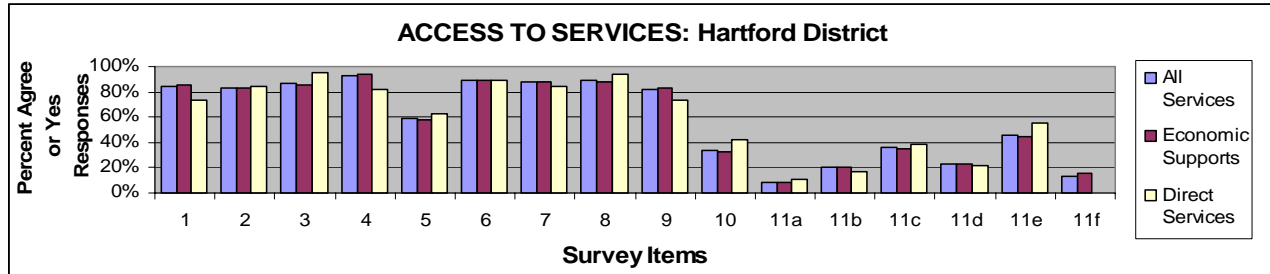


Table 31. Percent Agreement of Hartford Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	84.4%	10	85.9%	10	73.7%	0
2. When you call, you get through to someone who can help you.	83.1%	10	83.0%	10	84.2%	0
3. You receive timely responses to your questions.	87.1%	9	86.0%	9	94.7%	0
4. You get the help you need to fill out required forms.	93.1%	20	94.5%	18	82.4%	2
5. In the past year, you have had to fill out multiple forms that ask for the same information.	58.8%	11	58.4%	8	62.5%	3
6. You receive services within a reasonable time.	89.4%	4	89.4%	3	88.9%	1
7. The written information is easy to understand.	87.7%	2	88.1%	2	84.2%	0
8. The written information you receive is timely.	88.7%	5	87.9%	4	94.4%	1
9. It is easy to get information about services.	82.5%	10	83.7%	10	73.7%	0
10. Do you use the Internet to get information?	34.1%	0	33.1%	0	42.1%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	8.6%	1	8.3%	0	11.1%	1
b. Internet	20.2%	1	20.7%	0	16.7%	1
c. Phone Book	35.6%	1	35.2%	0	38.9%	1
d. Brochure	23.3%	1	23.4%	0	22.2%	1
e. In Person	46.0%	1	44.8%	0	55.6%	1
f. Other source (Mail, Friend, Relative, etc.)	13.5%	1	15.2%	0	0.0%	1

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 27 depicts the percent agreement among Hartford District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 32.

Figure 27. Percent Agreement of Hartford Consumers by Service Type: Respectful Service

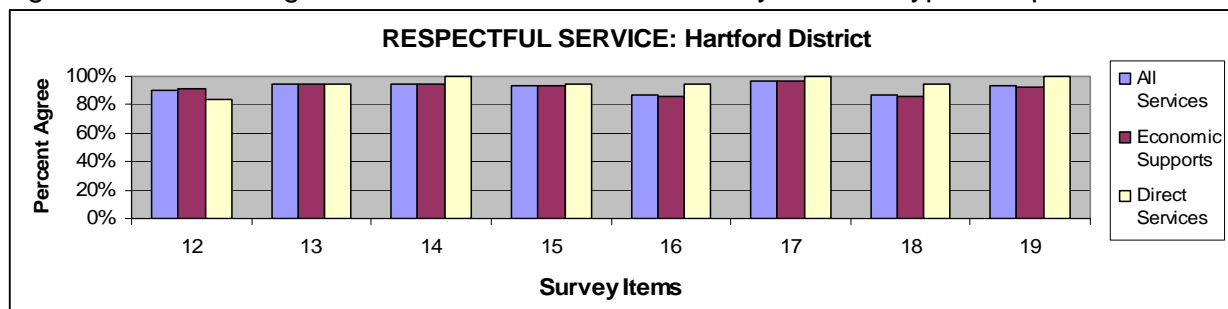


Table 32. Percent Agreement of Hartford Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	90.6%	5	91.4%	5	84.2%	0
13. Staff listen to what you have to say.	94.3%	6	94.3%	4	94.1%	2
14. You are treated with respect.	95.1%	2	94.4%	2	100.0%	0
15. You are treated with kindness.	93.3%	0	93.1%	0	94.7%	0
16. Staff value your strengths - the positive things you have to offer.	86.7%	21	85.6%	20	94.4%	1
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	96.7%	12	96.2%	12	100.0%	0
18. You are actively involved in developing the plan to meet your needs.	87.3%	14	86.4%	13	94.4%	1
19. You are confident that the personal information you provide to staff is only shared to improve your services.	93.0%	7	92.1%	6	100.0%	1

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 28 depicts the percent agreement among Hartford District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 33.

Figure 28. Percent Agreement of Hartford Consumers by Service Type: Effective Services

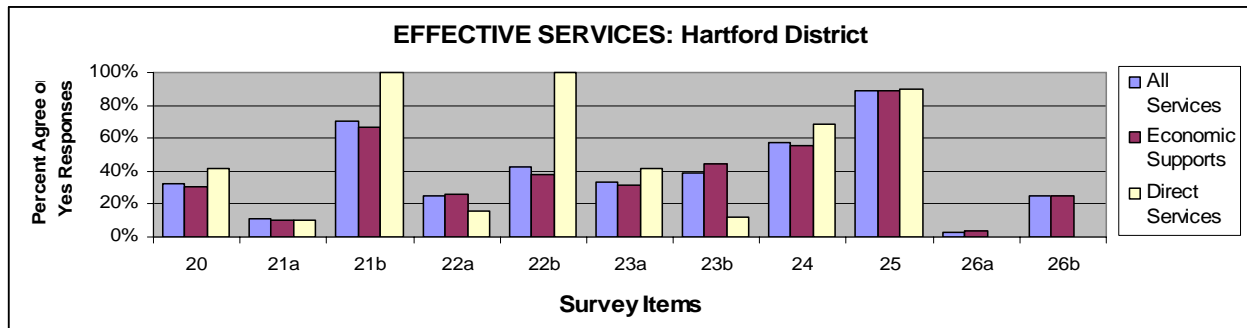


Table 33. Percent Agreement of Hartford Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
26. You have been invited to provide feedback or suggestions for improving services.	32.5%	4	30.3%	4	42.1%	0
21a. In the past year, have you had two or more case managers or service plans?	11.1%	11	10.3%	10	10.5%	1
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	70.6%	0	66.7%	0	100.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	24.8%	3	25.5%	3	15.8%	0
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	42.5%	0	37.8%	0	100.0%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	33.5%	3	31.7%	3	42.1%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received services or supports you requested earlier.	39.2%	3	44.2%	3	12.5%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	57.1%	3	55.6%	3	68.4%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	88.8%	3	88.7%	3	89.5%	0
26a. In the past year, did you submit a complaint?	3.0%	0	3.4%	0	0.0%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	25.0%	1	25.0%	1	0.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 29 depicts the percent agreement among Hartford Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 34.

Figure 29. Percent Agreement among Hartford Consumers by Service Type: Overall Satisfaction

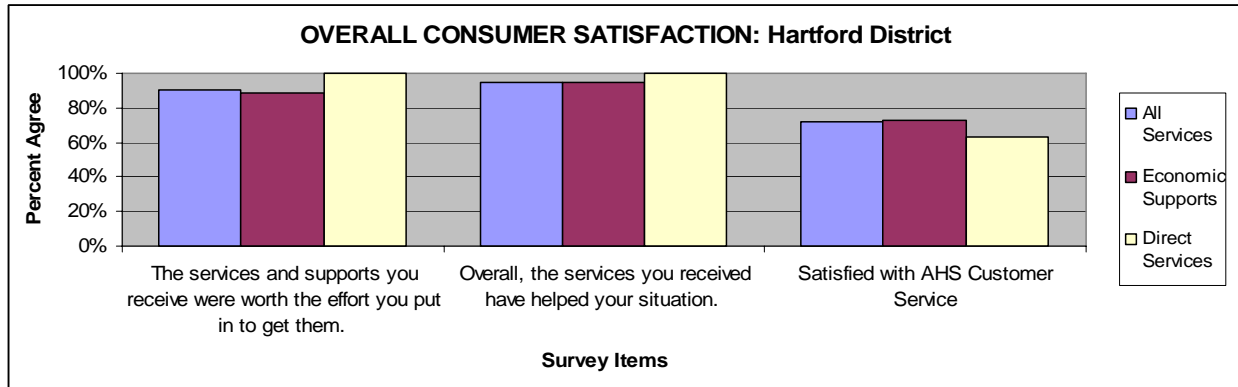


Table 34. Percent Agreement of Hartford Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		All Services		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		89.9%	5	88.8%	2	100.0%	3
28. Overall, the services you received have helped your situation.		95.0%	3	94.4%	1	100.0%	2
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	71.6%		72.7%		63.2%	
	Neutral	24.7%		23.1%		36.8%	
	Dissatisfied	3.7%		4.2%		0.0%	
	Mean Rating ^b	8.0		8.0		7.8	

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 34 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

MIDDLEBURY DISTRICT

Figure 30 depicts the percent agreement among Middlebury District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 35.

Figure 30. Percent Agreement of Middlebury Consumers by Service Type: Access to Services

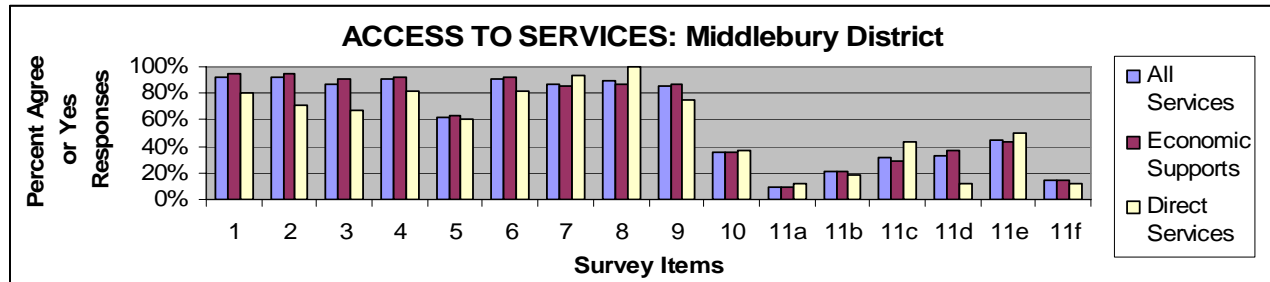


Table 35. Percent Agreement of Middlebury Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	91.8%	12	94.3%	1 1	80.0%	1
2. When you call, you get through to someone who can help you.	91.6%	2	95.1%	0	71.4%	2
3. You receive timely responses to your questions.	87.2%	3	91.1%	2	66.7%	1
4. You get the help you need to fill out required forms.	90.7%	22	92.2%	1 7	81.8%	5
5. In the past year, you have had to fill out multiple forms that ask for the same information.	62.5%	9	63.0%	8	60.0%	1
6. You receive services within a reasonable time.	90.5%	2	92.4%	2	81.3%	0
7. The written information is easy to understand.	86.6%	0	85.2%	0	93.8%	0
8. The written information you receive is timely.	89.4%	3	87.5%	1	100.0%	2
9. It is easy to get information about services.	84.9%	4	87.0%	4	75.0%	0
10. Do you use the Internet to get information?	36.1%	0	35.8%	0	37.5%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	9.4%	1	8.8%	1	12.5%	0
b. Internet	20.8%	1	21.3%	1	18.8%	0
c. Phone Book	31.3%	1	28.8%	1	43.8%	0
d. Brochure	32.3%	1	36.3%	1	12.5%	0
e. In Person	44.8%	1	43.8%	1	50.0%	0
f. Other source (Mail, Friend, Relative, etc.)	14.6%	1	15.0%	1	12.5%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 31 depicts the percent agreement among Middlebury District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 36.

Figure 31. Percent Agreement of Middlebury Consumers by Service Type: Respectful Service

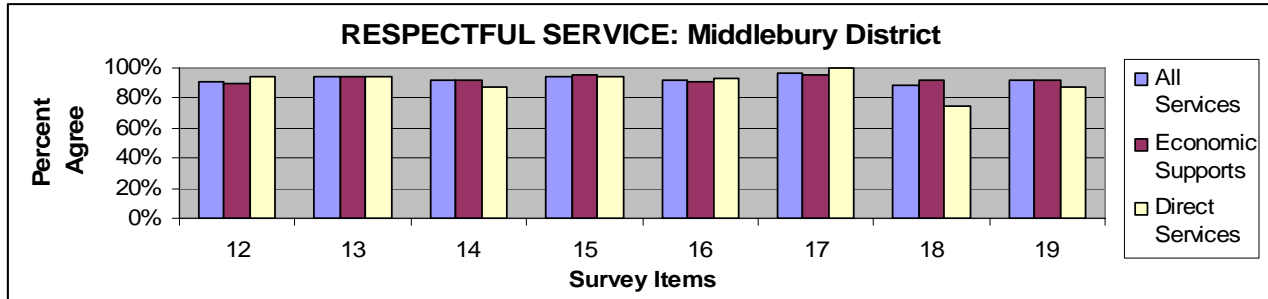


Table 36. Percent Agreement of Middlebury Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	90.8%	10	90.1%	10	93.8%	0
13. Staff listen to what you have to say.	94.6%	4	94.8%	4	93.8%	0
14. You are treated with respect.	91.6%	2	92.4%	2	87.5%	0
15. You are treated with kindness.	94.7%	2	94.9%	2	93.8%	0
16. Staff value your strengths - the positive things you have to offer.	91.6%	14	91.2%	13	93.3%	1
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	96.6%	8	95.9%	8	100.0%	0
18. You are actively involved in developing the plan to meet your needs.	88.4%	11	91.4%	11	75.0%	0
19. You are confident that the personal information you provide to staff is only shared to improve your services.	91.6%	2	92.4%	2	87.5%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 32 depicts the percent agreement among Middlebury District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 37.

Figure 32. Percent Agreement of Middlebury Consumers by Service Type: Effective Services

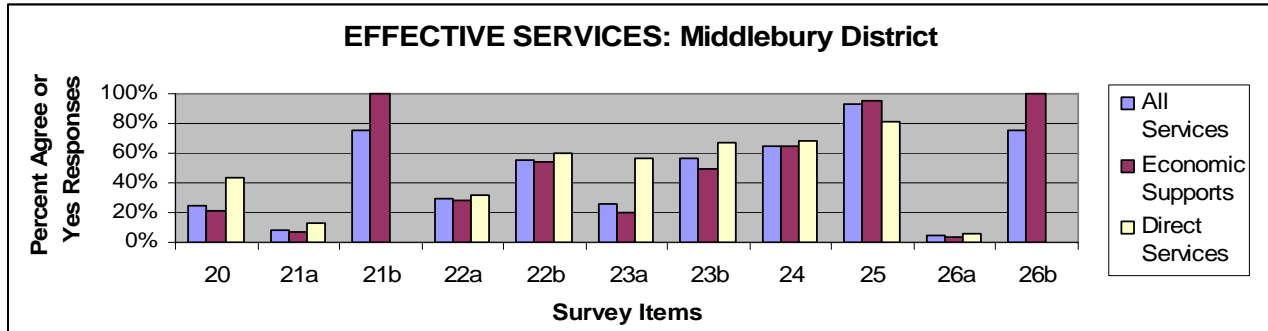


Table 37. Percent Agreement of Middlebury Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	25.3%	2	21.0%	2	43.8%	0
21a. In the past year, have you had two or more case managers or service plans?	8.8%	6	7.4%	6	12.5%	0
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	75.0%	0	100.0%	0	0.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	29.8%	3	28.4%	2	31.3%	1
22b. [If yes] After you were no longer eligible for one type of service, you got needed services through another program.	55.6%	1	54.5%	1	60.0%	0
23a. In the past year, did you experience an emergency that resulted in needed services?	26.3%	2	19.8%	2	56.3%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you received requested services earlier.	56.0%	0	50.0%	0	66.7%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	65.3%	2	64.6%	2	68.8%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	92.6%	3	94.9%	3	81.3%	0
26a. In the past year, did you submit a complaint?	4.1%	0	3.7%	0	6.3%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	75.0%	0	100.0%	0	0.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 33 depicts the percent agreement among Middlebury Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 38.

Figure 33 . Middlebury Consumers by Service Type: Rating of AHS Customer Service

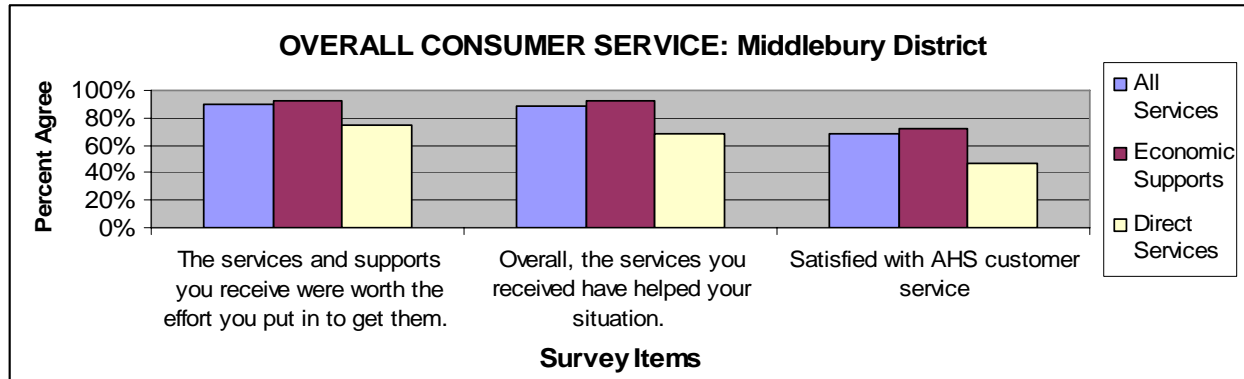


Table 38. Percent Agreement of Middlebury Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
	27. The services and supports you receive were worth the effort you put in to get them.	89.5%	2	92.4%	2	75.0%
28. Overall, the services you received have helped your situation.	88.5%	1	92.5%	1	68.8%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	67.7%	71.8%	46.7%		
	Neutral	29.0%	24.4%	53.3%		
	Dissatisfied	3.2%	3.8%	0.0%		
	Mean Rating ^b	8.0	8.1	7.3		

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 38 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

MORRISVILLE DISTRICT

Figure 34 depicts the percent agreement among Morrisville District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 39.

Figure 34. Percent Agreement of Morrisville Consumers by Service Type: Access to Services

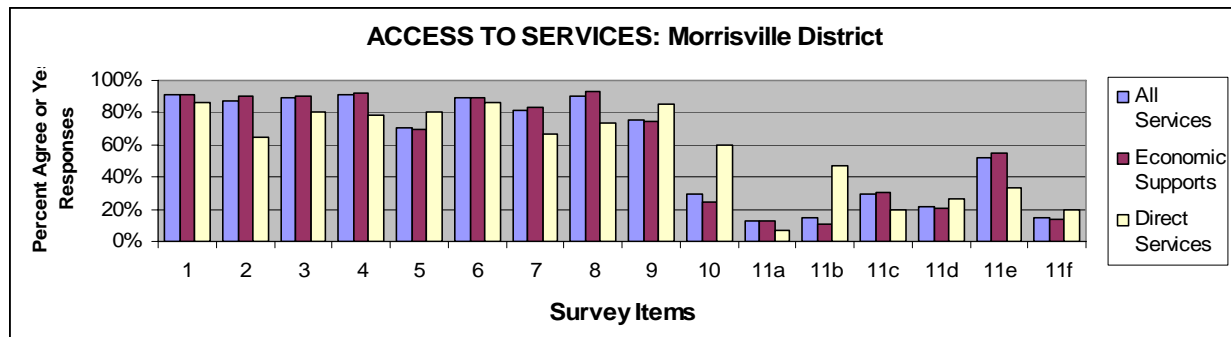


Table 39. Percent Agreement of Morrisville Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	90.8%	12	91.5%	12	86.7%	0
2. When you call, you get through to someone who can help you.	86.8%	7	90.0%	6	64.3%	1
3. You receive timely responses to your questions.	88.9%	4	90.2%	4	80.0%	0
4. You get the help you need to fill out forms.	90.7%	13	92.6%	12	78.6%	1
5. In the past year, you have had to fill out multiple forms that ask the same information.	70.8%	8	69.4%	8	80.0%	0
6. You receive services within a reasonable time.	89.2%	1	89.5%	1	86.7%	0
7. The written information is easy to understand.	81.5%	2	83.7%	2	66.7%	0
8. The written information you receive is timely.	90.5%	5	93.1%	5	73.3%	0
9. It is easy to get information about services.	75.9%	5	74.5%	4	85.7%	1
10. Do you use the Internet to get information?	29.2%	1	24.8%	1	60.0%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	12.4%	0	13.2%	0	6.7%	0
b. Internet	14.9%	0	10.4%	0	46.7%	0
c. Phone Book	28.9%	0	30.2%	0	20.0%	0
d. Brochure	21.5%	0	20.8%	0	26.7%	0
e. In Person	52.1%	0	54.7%	0	33.3%	0
f. Other source (Mail, Friend, Relative, etc.)	14.9%	0	14.2%	0	20.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 35 depicts the percent agreement among Morrisville District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 40.

Figure 35. Percent Agreement of Morrisville Consumers by Service Type: Respectful Service

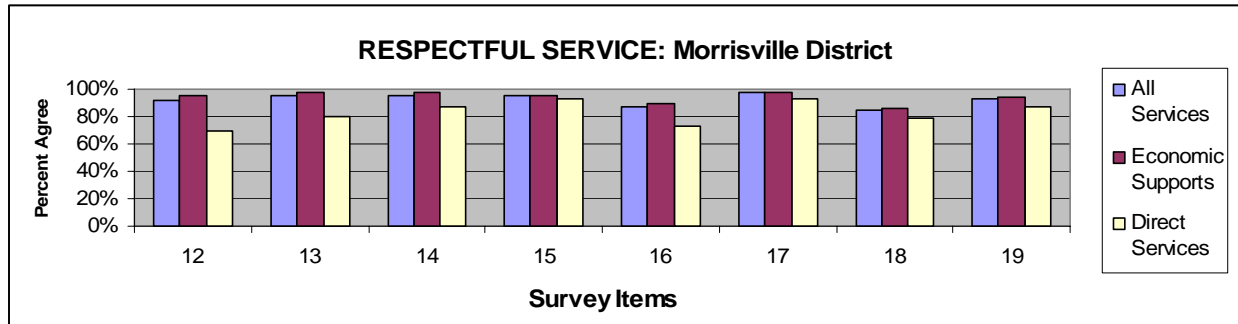


Table 40. Percent Agreement of Morrisville Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	92.0%	9	94.9%	7	69.2%	2
13. Staff listen to what you have to say.	94.9%	3	97.1%	3	80.0%	0
14. You are treated with respect.	95.8%	2	97.1%	2	86.7%	0
15. You are treated with kindness.	95.0%	2	95.2%	2	93.3%	0
16. Staff value your strengths - the positive things you have to offer.	87.4%	18	89.8%	18	73.3%	0
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	97.3%	11	97.9%	10	92.9%	1
18. You are actively involved in developing the plan to meet your needs.	84.7%	10	85.6%	9	78.6%	1
19. You are confident that the personal information you provide to staff is only shared to improve your services.	93.0%	7	93.9%	7	86.7%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 36 depicts the percent agreement among Morrisville District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 41.

Figure 36. Percent Agreement of Morrisville Consumers by Service Type: Effective Services

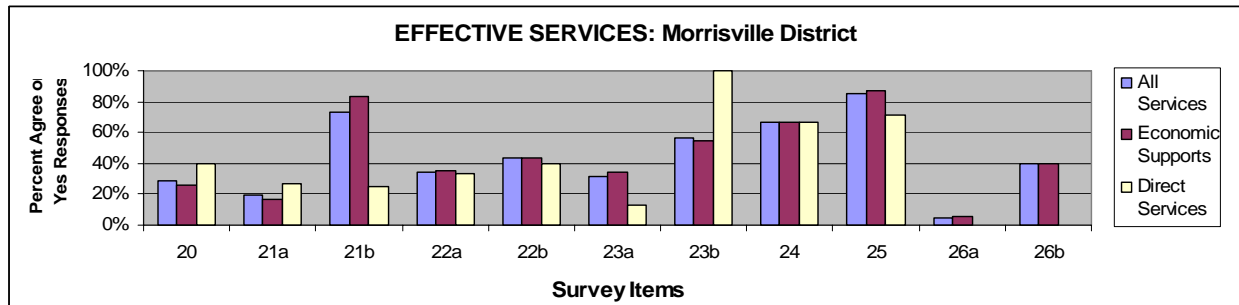


Table 41. Percent Agreement of Morrisville Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
21. You have been invited to provide feedback or suggestions for improving services.	28.7%	6	25.5%	6	40.0%	0
21a. In the past year, have you had two or more case managers or service plans?	19.8%	10	17.0%	9	26.7%	1
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	72.7%	0	83.3%	0	25.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	34.7%	0	34.9%	0	33.3%	0
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	43.2%	5	43.8%	5	40.0%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	31.7%	1	34.0%	1	13.3%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received services or supports you requested earlier.	56.8%	1	54.3%	1	100.0%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	66.4%	5	66.3%	5	66.7%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	85.1%	7	87.0%	6	71.4%	1
26a. In the past year, did you submit a complaint?	5.0%	2	5.7%	2	0.0%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	40.0%	1	40.0%	1	0.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 37 depicts the percent agreement among Morrisville Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 42.

Figure 37. Percent Agreement among Morrisville Consumers by Service Type: Overall Satisfaction

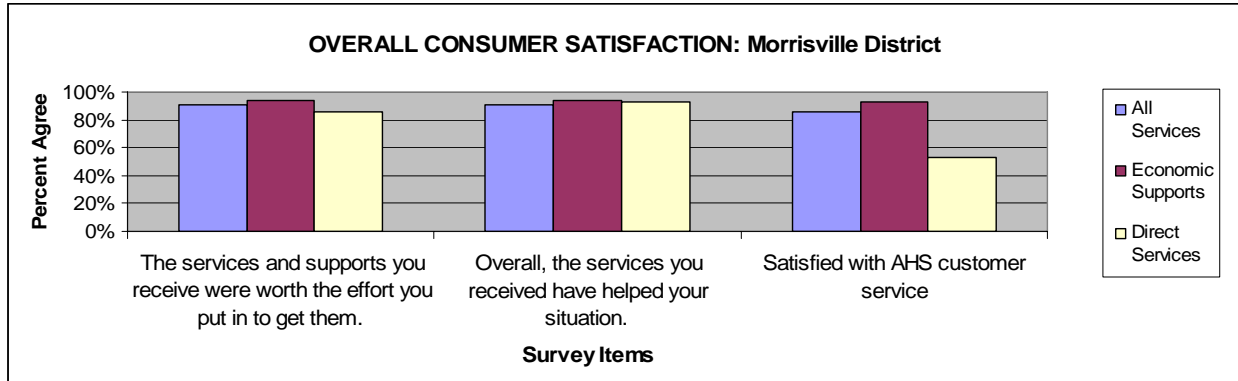


Table 42. Percent Agreement of Morrisville Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>	All Services		Economic Supports		Direct Services	
	Agree	N/A	Agree	N/A	Agree	N/A
	%	#	%	#	%	#
27. The services and supports you receive were worth the effort you put in to get them.	90.5%	5	91.2%	4	85.7%	1
28. Overall, the services you received have helped your situation.	94.1%	3	94.2%	3	93.3%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	64.2%	65.7%	53.3%		
	Neutral	33.3%	33.3%	33.3%		
	Dissatisfied	2.5%	1.0%	13.3%		
	Mean Rating ^b	7.8	7.9	7.2		

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 42 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

NEWPORT DISTRICT

Figure 38 depicts the percent agreement among Newport District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 43.

Figure 38. Percent Agreement of Newport Consumers by Service Type: Access to Services

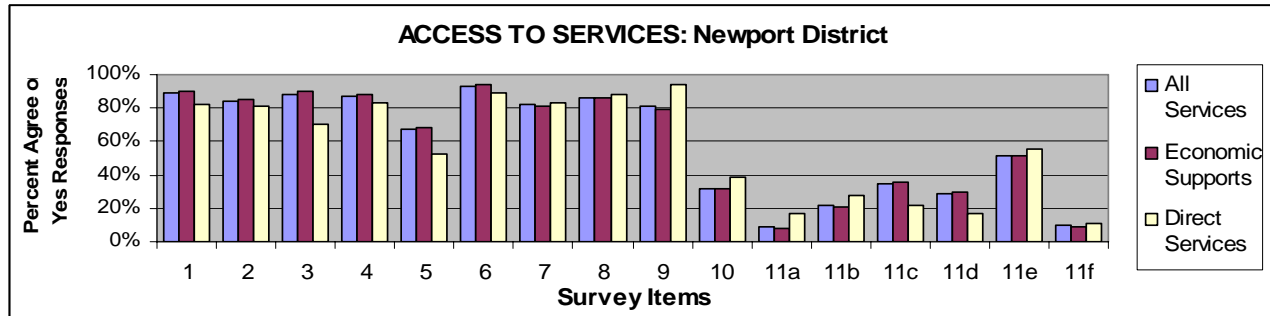


Table 43. Percent Agreement of Newport Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	89.2%	11	90.0%	10	82.4%	1
2. When you call, you get through to someone who can help you.	84.4%	14	84.8%	12	81.3%	2
3. You receive timely responses to your questions.	88.0%	10	90.1%	9	70.6%	1
4. You get the help you need to fill out required forms.	87.4%	25	87.8%	19	83.3%	6
5. In the past year, you have had to fill out multiple forms that ask for the same information.	67.1%	4	68.7%	3	52.9%	1
6. You receive services within a reasonable time.	93.4%	2	93.9%	2	88.9%	0
7. The written information is easy to understand.	81.8%	3	81.6%	3	83.3%	0
8. The written information you receive is timely.	86.1%	10	85.8%	9	88.2%	1
9. It is easy to get information about services.	81.3%	8	79.6%	8	94.4%	0
10. Do you use the Internet to get information?	32.1%	0	31.3%	0	38.9%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	8.9%	0	8.0%	0	16.7%	0
b. Internet	21.4%	0	20.7%	0	27.8%	0
c. Phone Book	34.5%	0	36.0%	0	22.2%	0
d. Brochure	28.6%	0	30.0%	0	16.7%	0
e. In Person	51.8%	0	51.3%	0	55.6%	0
f. Other source (Mail, Friend, Relative, etc.)	9.5%	0	9.3%	0	11.1%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 39 depicts the percent agreement among Newport District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 44.

Figure 39. Percent Agreement of Newport Consumers by Service Type: Respectful Service

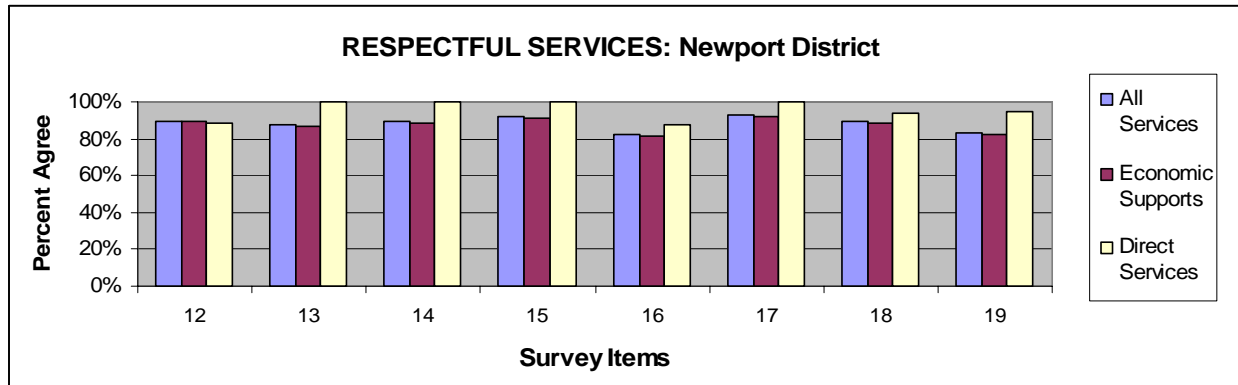


Table 44. Percent Agreement of Newport Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	89.3%	9	89.4%	9	88.9%	0
13. Staff listen to what you have to say.	87.8%	4	86.3%	4	100.0%	0
14. You are treated with respect.	89.6%	4	88.4%	4	100.0%	0
15. You are treated with kindness.	92.0%	5	91.0%	5	100.0%	0
16. Staff value your strengths - the positive things you have to offer.	82.3%	21	81.7%	19	87.5%	2
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	92.7%	18	91.9%	15	100.0%	3
18. You are actively involved in developing the plan to meet your needs.	89.1%	12	88.5%	11	94.1%	1
19. You are confident that the personal information you provide to staff is only shared to improve your services.	83.4%	5	82.1%	5	94.4%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 40 depicts the percent agreement among Newport District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 45.

Figure 40. Percent Agreement of Newport Consumers by Service Type: Effective Services

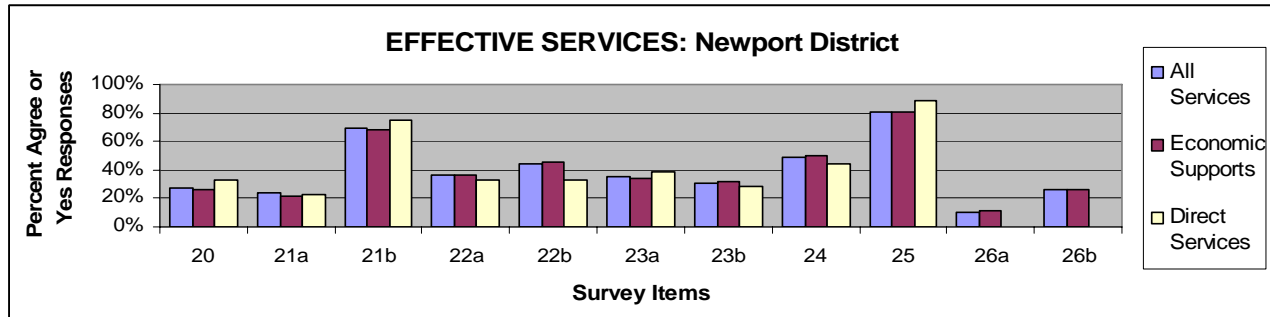


Table 45. Percent Agreement of Newport Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	26.8%	0	26.0%	0	33.3%	0
21a. In the past year, have you had two or more case managers or service plans?	24.3%	20	21.3%	19	22.2%	1
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	69.4%	0	68.8%	0	75.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	35.9%	1	36.0%	1	33.3%	0
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	43.9%	3	45.1%	3	33.3%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	34.7%	1	34.0%	1	38.9%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received requested services earlier.	31.0%	0	31.4%	0	28.6%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	49.4%	4	50.0%	4	44.4%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	81.2%	3	80.4%	2	88.2%	1
26a. In the past year, did you submit a complaint?	10.2%	2	11.3%	2	0.0%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	26.7%	2	26.7%	2	0.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 41 depicts the percent agreement among Newport Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 46.

Figure 41. Percent Agreement among Newport Consumers by Service Type: Overall Satisfaction

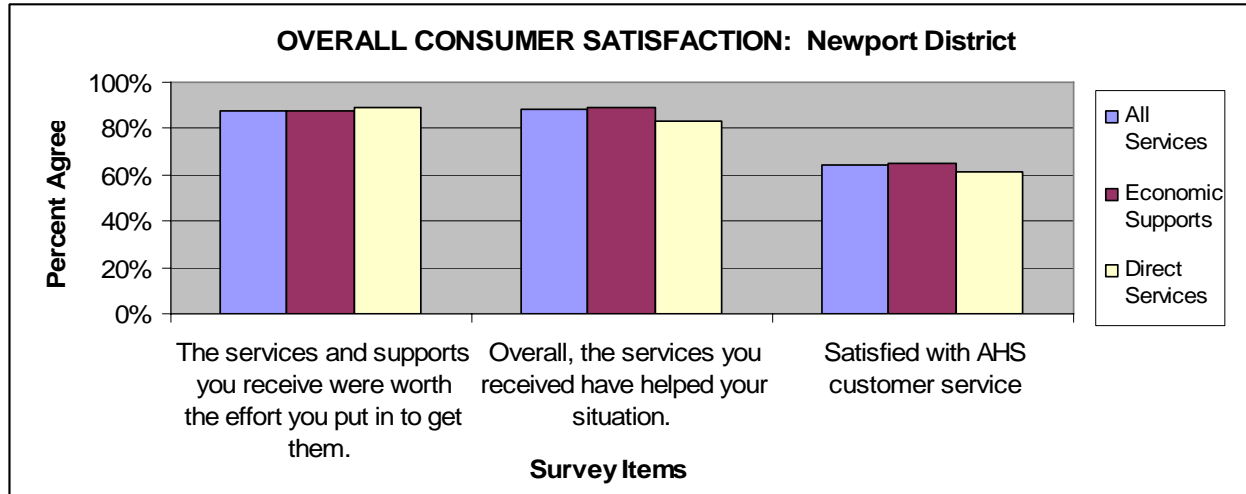


Table 46. Percent Agreement of Newport Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		All Services		Economic Supports		Direct Services	
		Agree	N/A	Agree	N/A	Agree	N/A
		%	#	%	#	%	#
27. The services and supports you receive were worth the effort you put in to get them.		87.8%	4	87.7%	4	88.9%	0
28. Overall, the services you received have helped your situation.		88.6%	2	89.2%	2	83.3%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	64.5%		64.9%		61.1%	
	Neutral	30.1%		29.1%		38.9%	
	Dissatisfied	5.4%		6.1%		0.0%	
	Mean Rating ^b	7.7		7.6		7.9	

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 46 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

RUTLAND DISTRICT

Figure 42 depicts the percent agreement among Rutland District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 47.

Figure 42. Percent Agreement of Rutland Consumers by Service Type: Access to Services

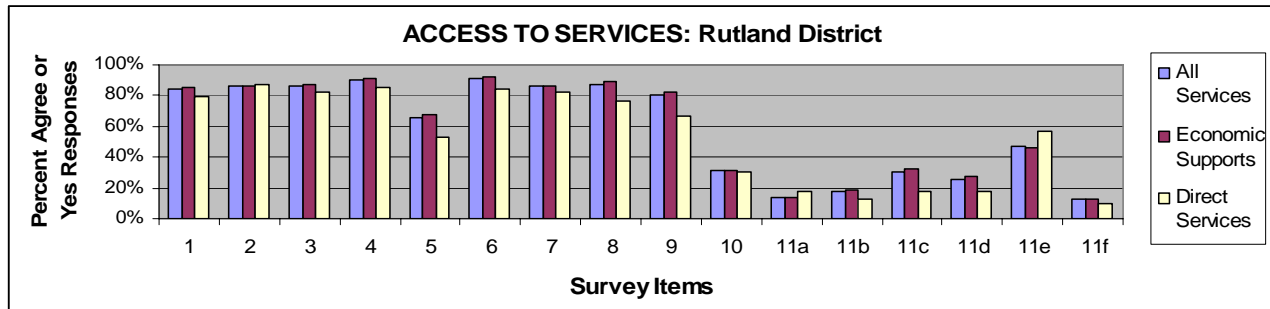


Table 47. Percent Agreement of Rutland Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	84.0%	18	84.9%	17	78.9%	1
2. When you call, you get through to someone who can help you.	86.7%	18	86.6%	18	87.2%	0
3. You receive timely responses to your questions.	86.6%	12	87.4%	12	82.1%	0
4. You get the help you need to fill out required forms.	90.6%	48	91.5%	42	84.8%	6
5. In the past year, you have had to fill out multiple forms that ask for the same information.	65.9%	17	68.0%	14	52.8%	3
6. You receive services within a reasonable time.	91.4%	3	92.5%	3	84.6%	0
7. The written information is easy to understand.	86.0%	3	86.6%	3	82.1%	0
8. The written information you receive is timely.	87.7%	4	89.5%	4	76.9%	0
9. It is easy to get information about services.	80.5%	9	82.8%	9	66.7%	0
10. Do you use the Internet to get information?	31.5%	2	31.7%	2	30.8%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	13.9%	1	13.3%	1	17.9%	0
b. Internet	17.5%	1	18.3%	1	12.8%	0
c. Phone Book	30.7%	1	32.8%	1	17.9%	0
d. Brochure	25.7%	1	27.0%	1	17.9%	0
e. In Person	47.1%	1	45.6%	1	56.4%	0
f. Other source (Mail, Friend, Relative, etc.)	12.5%	1	12.9%	1	10.3%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 43 depicts the percent agreement among Rutland District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 48.

Figure 43. Percent Agreement of Rutland Consumers by Service Type: Respectful Service

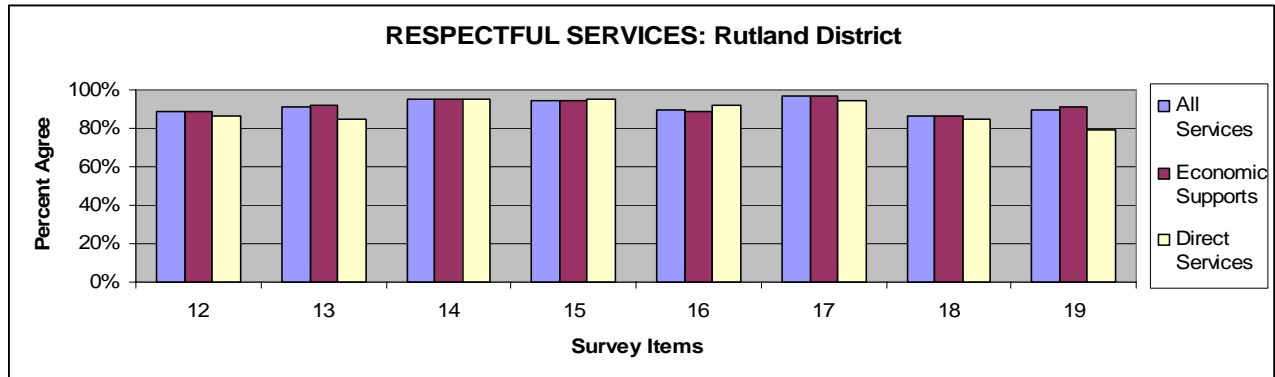


Table 48. Percent Agreement of Rutland Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	88.6%	18	88.9%	16	86.5%	2
13. Staff listen to what you have to say.	90.8%	8	91.9%	8	84.6%	0
14. You are treated with respect.	94.9%	4	95.0%	4	94.9%	0
15. You are treated with kindness.	94.6%	5	94.5%	5	94.9%	0
16. Staff value your strengths - the positive things you have to offer.	89.2%	30	88.7%	30	92.3%	0
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	96.6%	13	97.0%	12	94.7%	1
18. You are actively involved in developing the plan to meet your needs.	86.2%	20	86.5%	20	84.6%	0
19. You are confident that the personal information you provide to staff is only shared to improve your services.	89.8%	7	91.5%	7	79.5%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 44 depicts the percent agreement among Rutland District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 49.

Figure 44. Percent Agreement of Rutland Consumers by Service Type: Effective Services

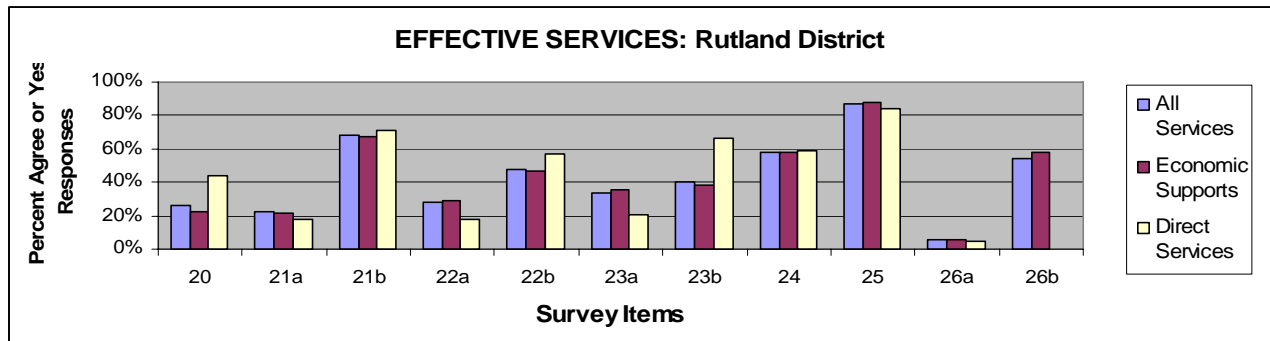


Table 49. Percent Agreement of Rutland Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	25.8%	2	22.7%	1	43.6%	1
21a. In the past year, have you had two or more case managers or service plans?	22.3%	21	21.1%	20	17.9%	1
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	67.9%	2	67.3%	2	71.4%	0
22a. In the past year, did your eligibility for one type of service come to an end?	27.9%	5	28.9%	5	17.9%	0
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	48.0%	2	47.1%	2	57.1%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	33.6%	1	35.5%	1	20.5%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received requested services earlier.	40.0%	9	38.0%	7	66.7%	2
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	57.8%	6	57.6%	6	59.0%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	87.1%	9	87.7%	7	83.8%	2
26a. In the past year, did you submit a complaint?	5.4%	3	5.4%	3	5.1%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	53.8%	2	58.3%	1	0.0%	1

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 45 depicts the percent agreement among Rutland Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 50.

Figure 45. Percent Agreement among Rutland Consumers by Service Type: Overall Satisfaction

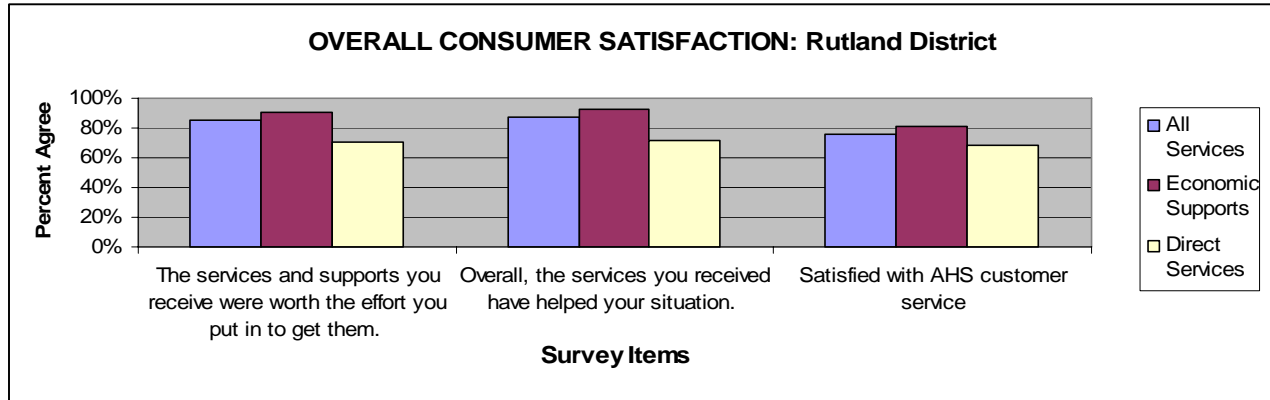


Table 50. Percent Agreement of Rutland Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		All Services		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		85.6%	4	87.0%	3	76.3%	1
28. Overall, the services you received have helped your situation.		90.9%	5	92.5%	3	81.1%	2
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	71.0%		71.4%		68.4%	
	Neutral	24.6%		24.4%		26.3%	
	Dissatisfied	4.4%		4.3%		5.3%	
	Mean Rating ^b	7.9		8.0		7.9	

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 50 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

SPRINGFIELD DISTRICT

Figure 46 depicts the percent agreement among Springfield District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 51.

Figure 46. Percent Agreement of Springfield Consumers by Service Type: Access to Services

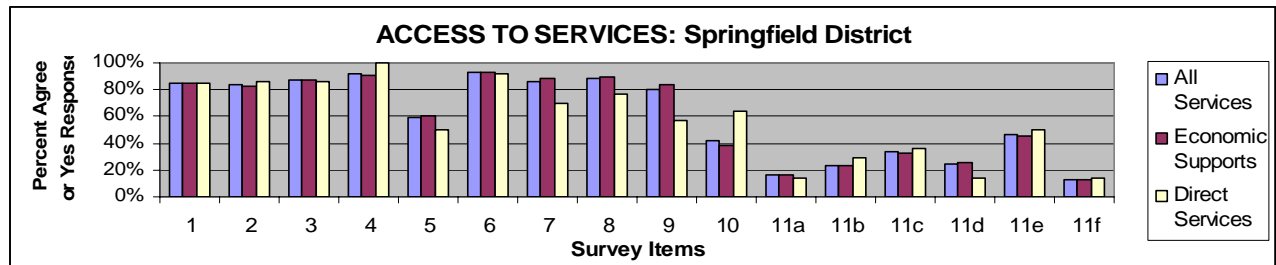


Table 51. Percent Agreement of Springfield Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree	N/A	Agree	N/A	Agree	N/A
	%	#	%	#	%	#
1. Staff are available at times that are convenient	84.6%	8	84.6%	7	84.6%	1
2. When you call, you get through to someone who can help you.	83.2%	5	82.8%	5	85.7%	0
3. You receive timely responses to your questions.	86.9%	5	87.1%	5	85.7%	0
4. You get the help you need to fill out required forms.	91.8%	15	90.7%	12	100.0%	3
5. In the past year, you have had to fill out multiple forms that ask for the same information.	58.9%	5	60.2%	5	50.0%	0
6. You receive services within a reasonable time.	92.7%	3	92.8%	1	91.7%	2
7. The written information is easy to understand.	86.5%	1	88.8%	0	69.2%	1
8. The written information you receive is timely.	88.2%	2	89.7%	1	76.9%	1
9. It is easy to get information about services.	80.6%	4	84.0%	4	57.1%	0
10. Do you use the Internet to get information?	41.4%	1	38.1%	1	64.3%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	16.2%	1	16.5%	1	14.3%	0
b. Internet	23.4%	1	22.7%	1	28.6%	0
c. Phone Book	33.3%	1	33.0%	1	35.7%	0
d. Brochure	24.3%	1	25.8%	1	14.3%	0
e. In Person	45.9%	1	45.4%	1	50.0%	0
f. Other source (Mail, Friend, Relative, etc.)	12.6%	1	12.4%	1	14.3%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 47 depicts the percent agreement among Springfield District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 52.

Figure 47. Percent Agreement of Springfield Consumers by Service Type: Respectful Service

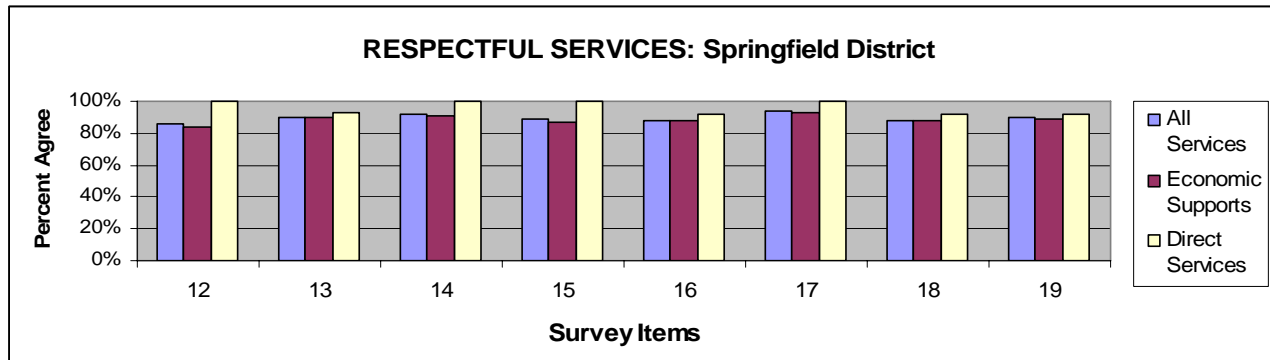


Table 52. Percent Agreement of Springfield Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	86.2%	3	84.2%	3	100.0%	0
13. Staff listen to what you have to say.	90.1%	1	89.7%	1	92.9%	0
14. You are treated with respect.	92.0%	0	90.8%	0	100.0%	0
15. You are treated with kindness.	88.4%	0	86.7%	0	100.0%	0
16. Staff value your strengths - the positive things you have to offer.	88.1%	11	87.5%	10	92.3%	1
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.1%	10	93.3%	9	100.0%	1
18. You are actively involved in developing the plan to meet your needs.	88.1%	11	87.5%	10	92.3%	1
19. You are confident that the personal information you provide to staff is only shared to improve your services.	89.7%	5	89.4%	4	92.3%	1

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 48 depicts the percent agreement among Springfield District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 53.

Figure 48. Percent Agreement of Springfield Consumers by Service Type: Effective Services

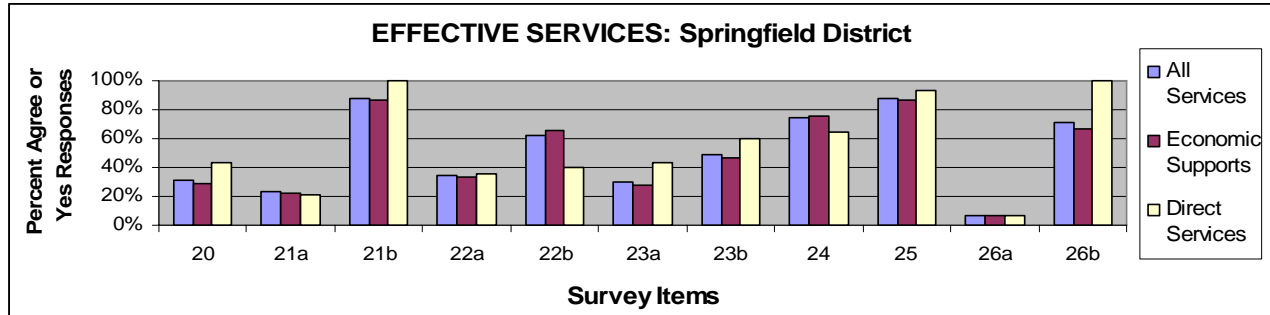


Table 53. Percent Agreement of Springfield Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	30.9%	2	28.6%	2	42.9%	0
21a. In the past year, have you had two or more case managers or service plans?	23.4%	5	22.4%	3	21.4%	2
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	87.5%	1	86.4%	0	100.0%	1
22a. In the past year, did your eligibility for one type of service come to an end?	34.5%	2	33.7%	1	35.7%	1
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	61.8%	4	65.5%	4	40.0%	0
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	30.3%	3	27.6%	2	42.9%	1
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received services or supports you requested earlier.	48.4%	2	46.2%	1	60.0%	1
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	74.1%	0	75.5%	0	64.3%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	87.3%	2	86.5%	2	92.9%	0
26a. In the past year, did you submit a complaint?	6.3%	1	6.1%	1	7.1%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	71.4%	0	66.7%	0	100.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 49 depicts the percent agreement among Springfield Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 54.

Figure 49. Percent Agreement among Springfield Consumers by Service Type: Overall Satisfaction

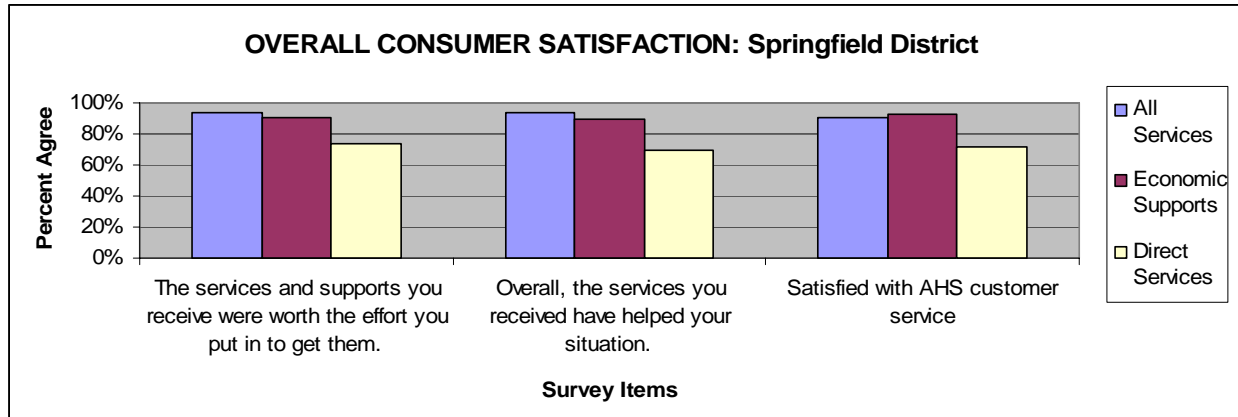


Table 54. Percent Agreement of Springfield Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>		All Services		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		93.4%	6	93.7%	3	90.9%	3
28. Overall, the services you received have helped your situation.		90.2%	0	89.8%	0	92.9%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a		Satisfied		73.9%	72.4%	84.6%	
		Neutral		21.6%	22.4%	15.4%	
		Dissatisfied		4.5%	5.1%	0.0%	
		Mean Rating ^b		8.1	8.1	8.6	

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 54 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

ST. ALBANS DISTRICT

Figure 51 depicts the percent agreement among St. Albans District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 55.

Figure 51. Percent Agreement of St. Albans Consumers by Service Type: Access to Services

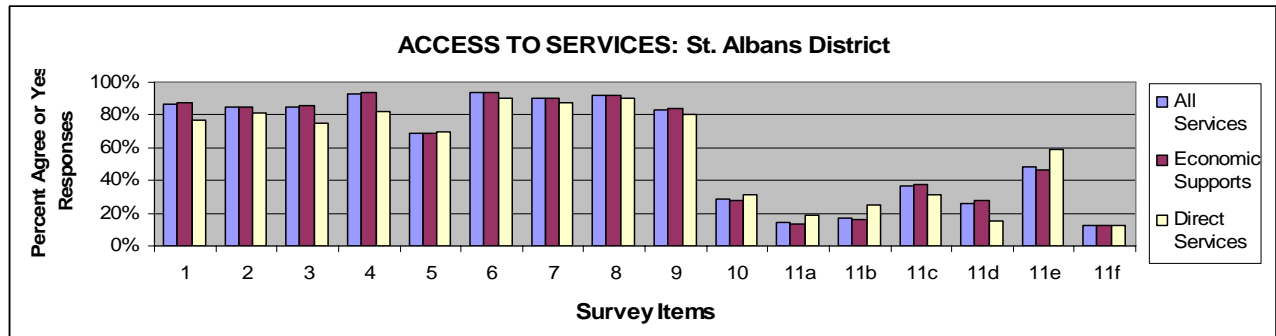


Table 55. Percent Agreement of St. Albans Consumers by Service Type: Access to Services

Survey Items: <i>Access to Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	86.2%	18	87.6%	16	76.7%	2
2. When you call, you get through to someone who can help you.	84.5%	12	85.0%	12	81.3%	0
3. You receive timely responses to your questions.	84.4%	13	85.9%	13	75.0%	0
4. You get the help you need to fill out required forms.	92.5%	38	94.0%	34	82.1%	4
5. In the past year, you have had to fill out multiple forms that ask for the same information.	68.6%	8	68.4%	6	70.0%	2
6. You receive services within a reasonable time.	93.5%	4	93.9%	4	90.6%	0
7. The written information is easy to understand.	89.8%	6	90.1%	5	87.1%	1
8. The written information you receive is timely.	91.8%	7	92.0%	6	90.3%	1
9. It is easy to get information about services.	83.3%	11	83.7%	10	80.6%	1
10. Do you use the Internet to get information?	28.5%	1	28.1%	1	31.3%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	14.1%	1	13.4%	1	18.8%	0
b. Internet	17.3%	1	16.1%	1	25.0%	0
c. Phone Book	36.7%	2	37.5%	2	31.3%	0
d. Brochure	26.2%	2	27.8%	2	15.6%	0
e. In Person	48.0%	2	46.3%	2	59.4%	0
f. Other source (Mail, Friend, Relative, etc.)	12.5%	2	12.5%	2	12.5%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 51 depicts the percent agreement among St. Albans District Consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 56.

Figure 51. Percent Agreement of St. Albans Consumers by Service Type: Respectful Service

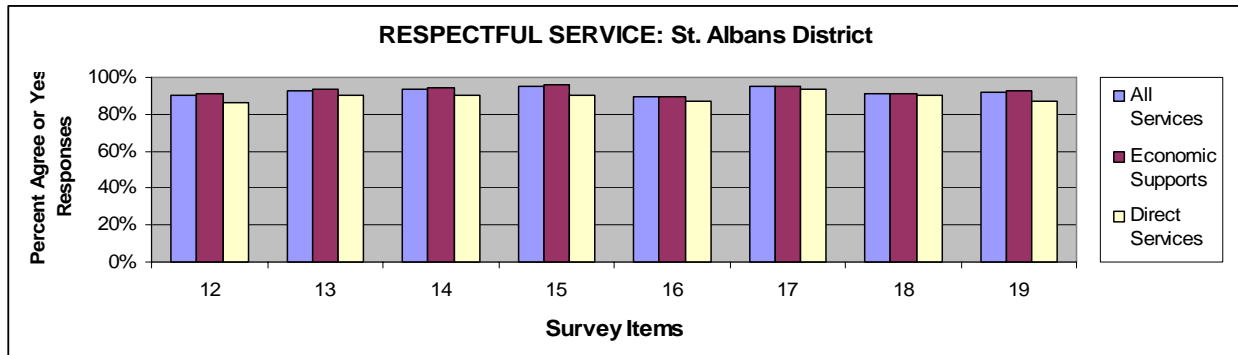


Table 56. Percent Agreement of St. Albans Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	90.2%	15	90.7%	13	86.7%	2
13. Staff listen to what you have to say.	93.1%	5	93.4%	5	90.6%	0
14. You are treated with respect.	93.9%	5	94.4%	4	90.3%	1
15. You are treated with kindness.	95.1%	4	95.8%	4	90.6%	0
16. Staff value your strengths - the positive things you have to offer.	89.4%	34	89.7%	33	87.1%	1
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.9%	13	95.1%	12	93.5%	1
18. You are actively involved in developing the plan to meet your needs.	91.3%	21	91.4%	20	90.3%	1
19. You are confident that the personal information you provide to staff is only shared to improve your services.	91.9%	3	92.6%	3	87.5%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 52 depicts the percent agreement among St. Albans District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 57.

Figure 52. Percent Agreement of St. Albans Consumers by Service Type: Effective Services

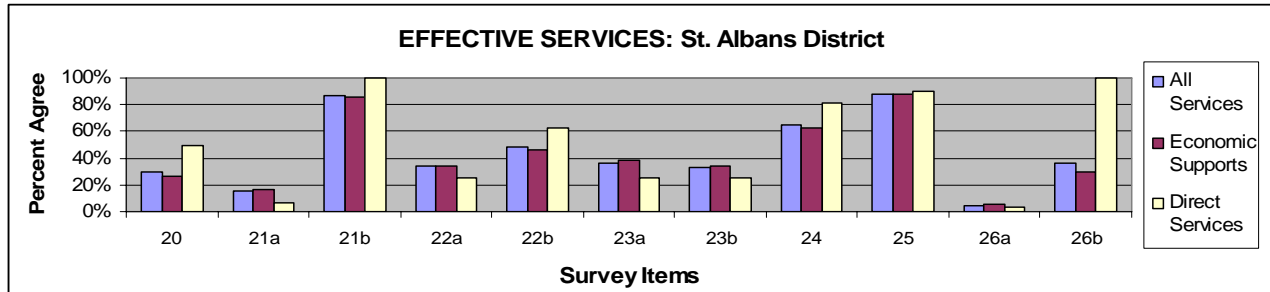


Table 57. Percent Agreement of St. Albans Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	29.8%	2	26.6%	2	50.0%	0
21a. In the past year, have you had two or more case managers or service plans?	15.9%	17	16.1%	16	6.3%	1
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	86.5%	0	85.7%	0	100.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	33.7%	4	34.4%	3	25.0%	1
22b. [If yes] After you were no longer eligible for one type of service, you got needed services through another program.	48.1%	4	46.5%	4	62.5%	0
23a. In the past year, did you experience an emergency that resulted in needed services?	36.7%	2	38.1%	2	25.0%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received services or supports you requested earlier.	32.9%	6	33.8%	6	25.0%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	64.8%	6	62.3%	6	81.3%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	88.2%	4	87.9%	4	90.6%	0
26a. In the past year, did you submit a complaint?	4.8%	0	5.0%	0	3.1%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	36.4%	1	30.0%	1	100.0%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 53 depicts the percent agreement among St. Albans Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 58.

Figure 53. Percent Agreement among St. Albans Consumers by Service Type: Overall Satisfaction

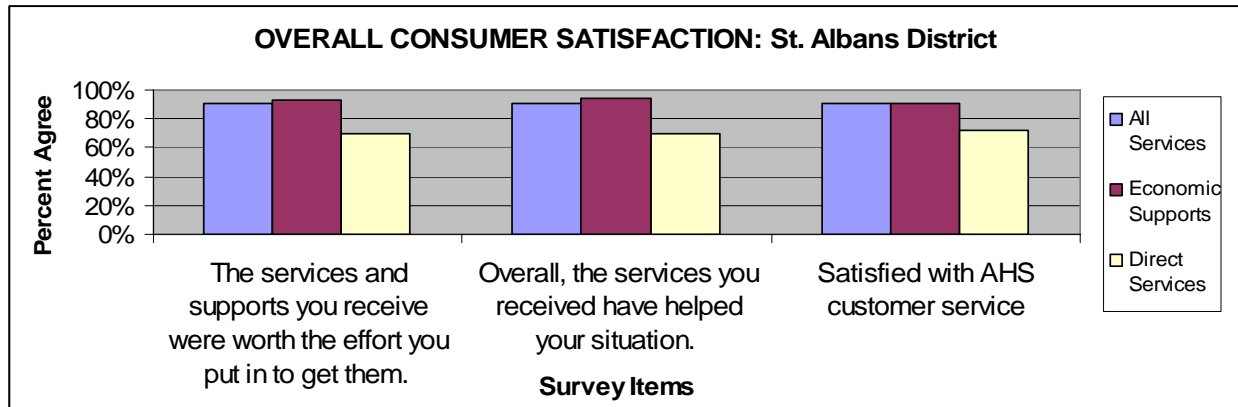


Table 58. Percent Agreement of St. Albans Consumers by Service Type: Overall Satisfaction

Survey Items: Overall Satisfaction		All Services		Economic Supports		Direct Services	
		Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
27. The services and supports you receive were worth the effort you put in to get them.		91.1%	2	91.2%	2	90.6%	0
28. Overall, the services you received have helped your situation.		93.6%	1	94.0%	1	90.6%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	70.1%		69.8%		71.9%	
	Neutral	26.2%		26.9%		21.9%	
	Dissatisfied	3.7%		3.3%		6.3%	
	Mean Rating ^b	8.0		8.0		7.9	

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 58 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

ST. JOHNSBURY DISTRICT

Figure 54 depicts the percent agreement among St. Johnsbury District Consumers by Service Type for each of the 11 survey items in the Access to Services domain. The numbers 1 to 11 on the bar chart correspond to the numbered survey items in Table 59.

Figure 54. Percent Agreement of St. Johnsbury Consumers by Service Type: Access to Services

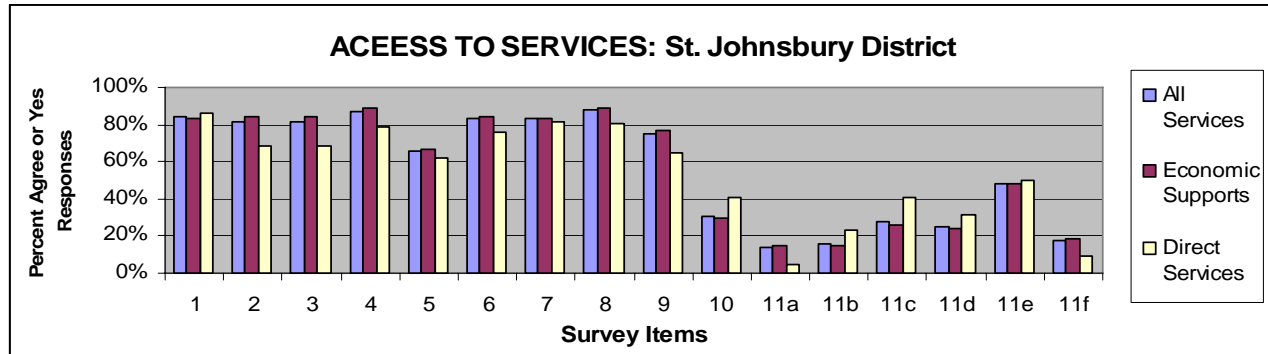


Table 59. Percent Agreement of St. Johnsbury Consumers by Service Type: Access to Services

Survey Items: Access to Services	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
1. Staff are available at times that are convenient	84.0%	13	83.6%	13	86.4%	0
2. When you call, you get through to someone who can help you.	81.7%	16	84.0%	16	68.2%	0
3. You receive timely responses to your questions.	81.9%	14	84.2%	14	68.2%	0
4. You get the help you need to fill out forms.	87.4%	26	88.7%	23	78.9%	3
5. In the past year, you have had to fill out multiple forms that ask for the same information.	65.9%	5	66.4%	4	61.9%	1
6. You receive services within a reasonable time.	83.4%	6	84.5%	5	76.2%	1
7. The written information is easy to understand.	83.1%	3	83.3%	3	81.8%	0
8. The written information you receive is timely.	87.7%	7	88.7%	6	81.0%	1
9. It is easy to get information about services.	75.2%	12	76.6%	10	65.0%	2
10. Do you use the Internet to get information?	30.8%	0	29.3%	0	40.9%	0
11. How do you prefer to get information about AHS services or supports? ^a						
a. Newspapers	13.7%	1	15.1%	1	4.5%	0
b. Internet	16.1%	1	15.1%	1	22.7%	0
c. Phone Book	28.0%	1	26.0%	1	40.9%	0
d. Brochure	25.0%	1	24.0%	1	31.8%	0
e. In Person	48.2%	1	47.9%	1	50.0%	0
f. Other source (Mail, Friend, Relative, etc.)	17.4%	2	18.6%	2	9.1%	0

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

^a Total percent exceeds 100% because respondents were asked to choose up to two preferred means of accessing AHS information.

Figure 55 depicts the percent agreement among St. Johnsbury consumers by Service Type for each of the eight survey items in the Respectful Service domain. The numbers 12 to 19 on the bar chart correspond to the numbered survey items in Table 60.

Figure 55. Percent Agreement of St. Johnsbury Consumers by Service Type: Respectful Service

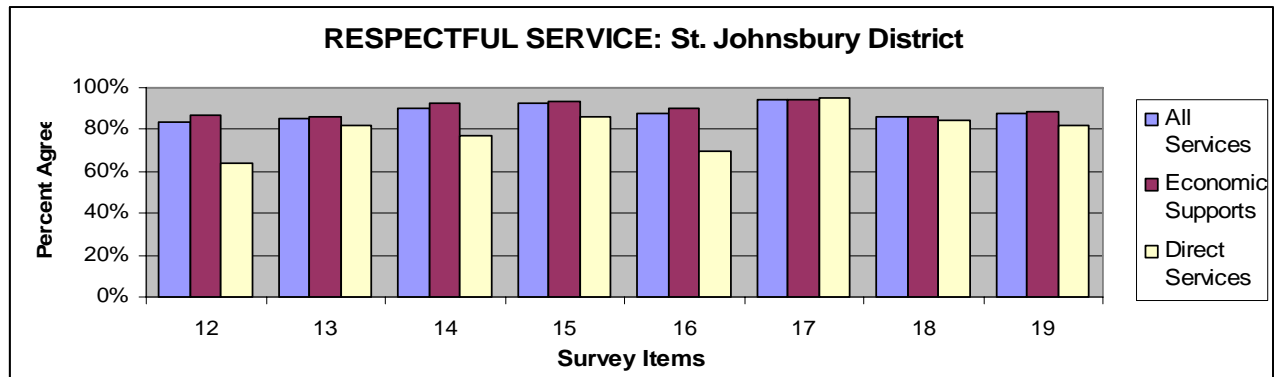


Table 60. Percent Agreement of St. Johnsbury Consumers by Service Type: Respectful Service

Survey Items: <i>Respectful Service</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
12. The places where you go to get services feel welcoming.	83.8%	9	87.0%	9	63.6%	0
13. Staff listen to what you have to say.	85.4%	5	85.9%	5	81.8%	0
14. You are treated with respect.	90.3%	4	92.3%	4	77.3%	0
15. You are treated with kindness.	92.7%	4	93.7%	4	86.4%	0
16. Staff value your strengths - the positive things you have to offer.	87.3%	19	90.0%	17	70.0%	2
17. You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	94.1%	17	93.9%	15	95.0%	2
18. You are actively involved in developing the plan to meet your needs.	85.8%	14	86.0%	11	84.2%	3
19. You are confident that the personal information you provide to staff is only shared to improve your services.	87.8%	5	88.7%	5	81.8%	0

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

Figure 56 depicts the percent agreement among St. Johnsbury District Consumers by Service Type for each of the eleven survey items in the Effective Services domain. The numbers 20 to 26b on the chart correspond to the numbered survey items in Table 61.

Figure 56. Percent Agreement of St. Johnsbury Consumers by Service Type: Effective Services

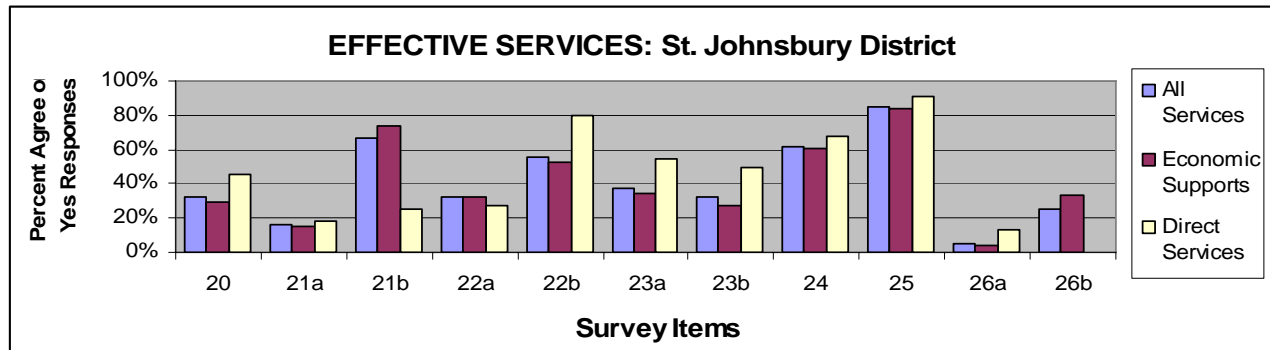


Table 61. Percent Agreement of St. Johnsbury Consumers by Service Type: Effective Services

Survey Items: <i>Effective Services</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
20. You have been invited to provide feedback or suggestions for improving services.	31.9%	3	29.3%	3	45.5%	0
21a. In the past year, have you had two or more case managers or service plans?	16.4%	4	15.6%	4	18.2%	0
21b. [If yes] Thinking of that time...you were satisfied with the coordination of services.	66.7%	0	73.9%	0	25.0%	0
22a. In the past year, did your eligibility for one type of service come to an end?	31.9%	3	32.0%	2	27.3%	1
22b. [If yes] After you were no longer eligible for one type of service, you were able to get needed services through another program.	55.3%	6	52.4%	5	80.0%	1
23a. In the past year, did you, or any member of your household, experience an emergency that resulted in needed services?	36.9%	1	34.0%	1	54.5%	0
23b. [If yes] Thinking of that time... the emergency could have been avoided if you had received requested services earlier.	32.2%	3	27.7%	3	50.0%	0
24. If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	61.4%	3	60.4%	3	68.2%	0
25. If you were dissatisfied ...you would feel safe to submit a complaint.	85.1%	1	84.2%	1	90.9%	0
26a. In the past year, did you submit a complaint?	5.3%	0	4.1%	0	13.6%	0
26b. [If yes] In that case, you were satisfied with the outcome of your complaint.	25.0%	1	33.3%	0	0.0%	1

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are summed and presented in the "N/A" column.

Figure 57 depicts the percent agreement among St. Johnsbury Consumers by Service Type for the three survey items in the Overall Consumer Satisfaction domain. Numerical findings are noted in Table 62.

Figure 57. Percent Agreement among St. Johnsbury Consumers by Service Type: Overall Satisfaction

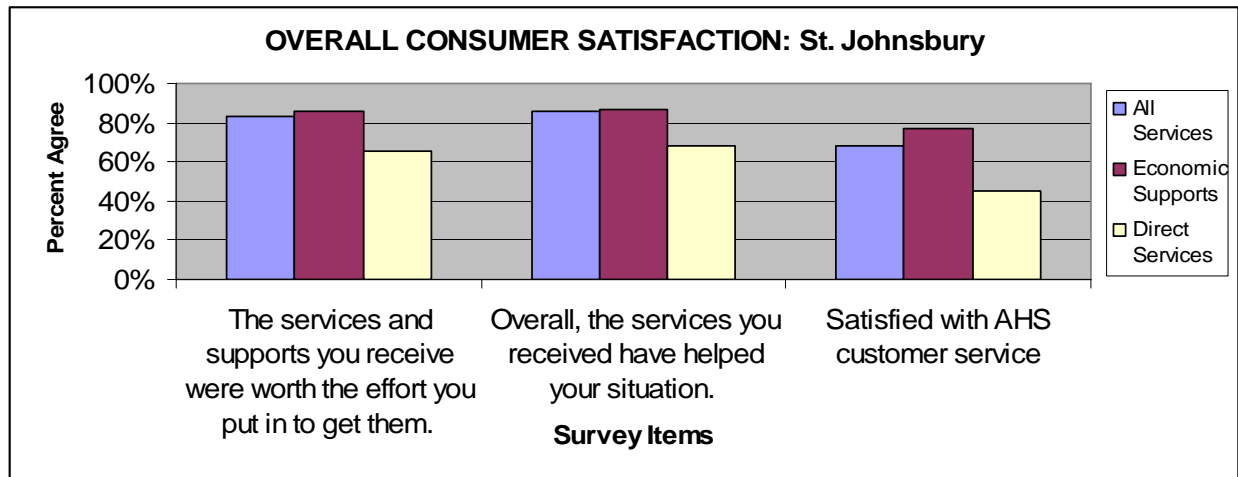


Table 62. Percent Agreement of St. Johnsbury Consumers by Service Type: Overall Satisfaction

Survey Items: <i>Overall Satisfaction</i>	All Services		Economic Supports		Direct Services	
	Agree %	N/A #	Agree %	N/A #	Agree %	N/A #
	27. The services and supports you receive were worth the effort you put in to get them.	83.1%	3	85.4%	3	68.2%
28. Overall, the services you received have helped your situation.	85.7%	1	87.0%	1	77.3%	0
29. How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? ^a	Satisfied	65.1%	68.1%	45.5%		
	Neutral	27.7%	25.0%	45.5%		
	Dissatisfied	7.2%	6.9%	9.1%		
	Mean Rating ^b	7.7	7.9	6.6		

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are summed and presented in the “N/A” column.

^aRating Scale: 10=Very Satisfied to 1=Very Dissatisfied; Rating Classifications in Table 62 are based on Satisfied=8-10, Neutral=4-7, and Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

REGIONAL COMPARISONS: COMBINED ECONOMIC SUPPORTS AND DIRECT SERVICES

Table 63 presents the percent agreement of AHS consumers across the twelve AHS Regional Districts for each of the 11 survey items in the Access to Services domain.

Table 63. Percent Agreement of AHS Consumers by Region: Access to Services

Survey Items: Access to Services	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle -bury	Morris- ville	New- port	Rutland	Spring -field	St. Albans	St. Johns- bury
	% Agree											
1. Times are convenient	80.7%	79.6%	90.8%	80.7%	84.4%	91.8%	90.8%	89.2%	84.0%	84.6%	86.2%	84.0%
2. Get through on phone	75.9%	80.6%	86.8%	76.1%	83.1%	91.6%	86.8%	84.4%	86.7%	83.2%	84.5%	81.7%
3. Timely responses	84.6%	83.0%	89.7%	81.1%	87.1%	87.2%	88.9%	88.0%	86.6%	86.9%	84.4%	81.9%
4. Get help with forms	88.5%	85.6%	93.9%	86.3%	93.1%	90.7%	90.7%	87.4%	90.6%	91.8%	92.5%	87.4%
5. Multiple forms	65.9%	59.0%	65.0%	71.3%	58.8%	62.5%	70.8%	67.1%	65.9%	58.9%	68.6%	65.9%
6. Reasonable time	88.3%	86.5%	92.0%	87.1%	89.4%	90.5%	89.2%	93.4%	91.4%	92.7%	93.5%	83.4%
7. Written info is easy	86.0%	83.1%	86.4%	84.4%	87.7%	86.6%	81.5%	81.8%	86.0%	86.5%	89.8%	83.1%
8. Written info timely	89.7%	90.1%	92.1%	82.4%	88.7%	89.4%	90.5%	86.1%	87.7%	88.2%	91.8%	87.7%
9. Easy to get info	80.4%	72.7%	72.4%	73.8%	82.5%	84.9%	75.9%	81.3%	80.0%	80.6%	83.3%	75.2%
10. Use Internet for info	34.3%	38.3%	40.4%	34.5%	34.1%	36.1%	29.2%	32.1%	31.5%	41.4%	28.5%	30.8%
11. How do you prefer to get information about AHS services or supports? ^a												
a. Newspapers	11.0%	14.9%	12.0%	12.5%	8.6%	9.4%	12.4%	8.9%	13.9%	16.2%	14.1%	13.7%
b. Internet	20.7%	24.7%	26.1%	22.1%	20.2%	20.8%	14.9%	21.4%	17.5%	23.4%	17.3%	16.1%
c. Phone Book	36.3%	28.2%	24.6%	29.8%	35.6%	31.3%	28.9%	34.5%	30.7%	33.3%	36.7%	28.0%
d. Brochure	22.4%	20.1%	33.8%	21.3%	23.3%	32.3%	21.5%	28.6%	25.7%	24.3%	26.2%	25.0%
e. In Person	45.1%	48.9%	47.9%	51.3%	46.0%	44.8%	52.1%	51.8%	47.1%	45.9%	48.0%	48.2%
f. Other	16.5%	12.7%	10.6%	13.3%	13.5%	14.6%	14.9%	9.5%	12.5%	12.6%	12.5%	17.4%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

^aTotal percent for Question 11 exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

Table 64 presents the percent agreement among AHS consumers across the twelve AHS regional districts for each of the eight survey items in the Respectful Service domain.

Table 64. Percent Agreement of AHS Consumers by Region: Respectful Service

Survey Items: <i>Respectful Service</i>	Barre	Benn- ington	Brattle -boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agree											
12. Places welcoming	87.4%	83.0%	86.6%	84.9%	90.6%	90.8%	92.0%	89.3%	88.6%	86.2%	90.2%	83.8%
13. Staff listen to you	89.3%	87.1%	91.3%	87.2%	94.3%	94.6%	94.9%	87.8%	90.8%	90.1%	93.1%	85.4%
14. Treated with respect	92.2%	88.0%	92.8%	90.7%	95.1%	91.6%	95.8%	89.6%	94.9%	92.0%	93.9%	90.3%
15. Treated w/kindness	92.6%	89.2%	91.5%	91.7%	93.3%	94.7%	95.0%	92.0%	94.6%	88.4%	95.1%	92.7%
16. Staff value strengths	87.1%	83.9%	83.5%	84.9%	86.7%	91.6%	87.4%	82.3%	89.2%	88.1%	89.4%	87.3%
17. Respect cultural background	94.2%	90.9%	96.9%	94.0%	96.7%	96.6%	97.3%	92.7%	96.6%	94.1%	94.9%	94.1%
18. Involved in plan to meet your needs	83.7%	84.5%	85.0%	85.3%	87.3%	88.4%	84.7%	89.1%	86.2%	88.1%	91.3%	85.8%
19. Personal info shared to improve services	91.3%	85.2%	85.5%	85.8%	93.0%	91.6%	93.0%	83.4%	89.8%	89.7%	91.9%	87.8%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

Table 65 presents the percent agreement among consumers across AHS regional districts for each of the eleven survey items in the Effective Services domain.

Table 65. Percent Agreement of AHS Consumers by Region: Effective Services

Survey Items: <i>Effective Services</i>	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agree											
20. Feedback is invited	29.4%	22.1%	33.1%	28.3%	32.5%	25.3%	28.7%	26.8%	25.8%	30.9%	29.8%	31.9%
21a. >2 case managers	12.2%	16.9%	26.5%	29.0%	11.1%	8.8%	19.8%	24.3%	22.3%	23.4%	15.9%	16.4%
21b. [If yes] Satisfied service coordination	65.4%	59.3%	77.1%	70.3%	70.6%	75.0%	72.7%	69.4%	67.9%	87.5%	86.5%	66.7%
22a. Eligibility ended?	27.6%	35.1%	35.0%	32.3%	24.8%	29.8%	34.7%	35.9%	27.9%	34.5%	33.7%	31.9%
22b. [If yes] You got the services you needed	39.0%	54.7%	57.4%	39.8%	42.5%	55.6%	43.2%	43.9%	48.0%	61.8%	48.1%	55.3%
23a. Had emergency and need services?	30.1%	32.9%	35.5%	39.7%	33.5%	26.3%	31.7%	34.7%	33.6%	30.3%	36.7%	36.9%
23b. [If yes] Avoided with earlier supports	37.7%	32.1%	38.3%	37.7%	39.2%	56.0%	56.8%	31.0%	40.0%	48.4%	32.9%	32.2%
24. Know how to submit a complaint	61.1%	54.9%	59.0%	56.1%	57.1%	65.3%	66.4%	49.4%	57.8%	74.1%	64.8%	61.4%
25. Feel safe to submit a complaint.	88.9%	83.3%	82.9%	84.3%	88.8%	92.6%	85.1%	81.2%	87.1%	87.3%	88.2%	85.1%
26a. Did you submit a complaint?	5.9%	5.2%	7.0%	8.2%	3.0%	4.1%	5.0%	10.2%	5.4%	6.3%	4.8%	5.3%
26b. [If yes] Satisfied with the outcome	57.1%	44.4%	60.0%	41.4%	25.0%	75.0%	40.0%	26.7%	53.8%	71.4%	36.4%	25.0%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

Table 66 presents the percent agreement among consumers across the AHS regional districts for the three survey items in the Overall Consumer Satisfaction domain.

Table 66. Percent Agreement of AHS Consumers by Region: Overall Consumer Satisfaction

Survey Items: <i>Overall Satisfaction</i>		Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring -field	St. Albans	St. Johns- bury
		% Agree											
27. Services and supports worth the effort		87.2%	85.9%	90.8%	87.2%	89.9%	89.5%	90.5%	87.8%	85.6%	93.4%	91.1%	83.1%
28. Overall, services received have helped		91.9%	89.5%	96.4%	91.7%	95.0%	88.5%	94.1%	88.6%	90.9%	90.2%	93.6%	85.7%
29. Your satisfaction with AHS customer service ^a	Satisfied	60.9%	68.3%	71.1%	59.2%	71.6%	67.7%	64.2%	64.5%	71.0%	73.9%	70.1%	65.1%
	Neutral	33.0%	25.1%	23.9%	34.7%	24.7%	29.0%	33.3%	30.1%	24.6%	21.6%	26.2%	27.7%
	Dissatisfied	6.0%	6.6%	4.9%	6.1%	3.7%	3.2%	2.5%	5.4%	4.4%	4.5%	3.7%	7.2%
	Mean Rating ^b	7.5	7.8	7.9	7.5	8.0	8.0	7.8	7.7	7.9	8.1	8.0	7.7

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are included in reference tables in the appendix.

^aRating Scale: 10=Very Satisfied to 1= Very Dissatisfied; Rating Classifications in Table 66: Satisfied=8-10, Neutral=4-7, Dissatisfied=1-3

^bStandard deviations are included in Table C1 in the appendix.

ECONOMIC SUPPORTS COMPARISONS BY REGION

Table 67 presents the percent agreement among Economic Supports consumers by region for each of the 11 survey items in the Access to Services domain.

Table 67. Percent Agreement of Economic Supports Consumers by Region: Access to Services

Survey Items: Access to Services	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle -bury	Morris- ville	New- port	Rutland	Spring -field	St. Albans	St. Johns- bury
	% Agree											
1. Times are convenient	80.2%	83.6%	90.4%	82.4%	85.9%	94.3%	91.5%	90.0%	84.9%	84.6%	87.6%	83.6%
2. Get through on phone	76.1%	84.7%	87.7%	77.1%	83.0%	95.1%	90.0%	84.8%	86.6%	82.8%	85.0%	84.0%
3. Timely responses	84.5%	86.8%	89.2%	82.5%	86.0%	91.1%	90.2%	90.1%	87.4%	87.1%	85.9%	84.2%
4. Get help with forms	90.8%	89.2%	93.0%	87.1%	94.5%	92.2%	92.6%	87.8%	91.5%	90.7%	94.0%	88.7%
5. Multiple forms	70.1%	63.0%	65.6%	71.0%	58.4%	63.0%	69.4%	68.7%	68.0%	60.2%	68.4%	66.4%
6. Reasonable time	89.4%	90.3%	92.6%	88.1%	89.4%	92.4%	89.5%	93.9%	92.5%	92.8%	93.9%	84.5%
7. Written info is easy	86.1%	83.1%	87.1%	85.3%	88.1%	85.2%	83.7%	81.6%	86.6%	88.8%	90.1%	83.3%
8. Written info timely	89.6%	93.3%	91.9%	83.2%	87.9%	87.5%	93.1%	85.8%	89.5%	89.7%	92.0%	88.7%
9. Easy to get info	81.4%	76.9%	71.4%	75.0%	83.7%	87.0%	74.5%	79.6%	82.8%	84.0%	83.7%	76.6%
10. Use Internet for info	31.5%	35.3%	38.4%	34.2%	33.1%	35.8%	24.8%	31.3%	31.7%	38.1%	28.1%	29.3%
11. How do you prefer to get information about AHS services or supports? ^a												
a. Newspapers	9.7%	13.0%	12.7%	13.1%	8.3%	8.8%	13.2%	8.0%	13.3%	16.5%	13.4%	15.1%
b. Internet	17.9%	23.2%	25.4%	21.3%	20.7%	21.3%	10.4%	20.7%	18.3%	22.7%	16.1%	15.1%
c. Phone Book	37.4%	28.3%	23.8%	30.9%	35.2%	28.8%	30.2%	36.0%	32.8%	33.0%	37.5%	26.0%
d. Brochure	24.6%	19.6%	33.3%	21.0%	23.4%	36.3%	20.8%	30.0%	27.0%	25.8%	27.8%	24.0%
e. In Person	43.6%	51.4%	48.4%	49.0%	44.8%	43.8%	54.7%	51.3%	45.6%	45.4%	46.3%	47.9%
f. Other	17.9%	12.3%	11.9%	14.3%	15.2%	15.0%	14.2%	9.3%	12.9%	12.4%	12.5%	18.6%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

^aTotal percent exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

Table 68 presents the percent agreement among Economic Supports consumers by region for each of the eight survey items in the Respectful Service domain.

Table 68. Percent Agreement of Economic Supports Consumers by Region: Respectful Service

Survey Items: <i>Respectful Service</i>	Barre	Benn- ington	Brattle -boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agree											
12. Places welcoming	86.4%	84.0%	84.7%	85.3%	91.4%	90.1%	94.9%	89.4%	88.9%	84.2%	90.7%	87.0%
13. Staff listen to you	88.6%	87.4%	91.0%	87.3%	94.3%	94.8%	97.1%	86.3%	91.9%	89.7%	93.4%	85.9%
14. Treated with respect	91.6%	89.3%	91.9%	90.8%	94.4%	92.4%	97.1%	88.4%	95.0%	90.8%	94.4%	92.3%
15. Treated w/kindness	92.1%	90.1%	90.4%	92.4%	93.1%	94.9%	95.2%	91.0%	94.5%	86.7%	95.8%	93.7%
16. Staff value strengths	86.5%	85.2%	82.2%	84.8%	85.6%	91.2%	89.8%	81.7%	88.7%	87.5%	89.7%	90.0%
17. Respect cultural background	93.6%	91.9%	96.6%	93.6%	96.2%	95.9%	97.9%	91.9%	97.0%	93.3%	95.1%	93.9%
18. Involved in plan to meet your needs	83.4%	83.6%	85.5%	84.1%	86.4%	91.4%	85.6%	88.5%	86.5%	87.5%	91.4%	86.0%
19. Personal info shared to improve services	90.1%	87.7%	83.6%	88.4%	92.1%	92.4%	93.9%	82.1%	91.5%	89.4%	92.6%	88.7%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

Table 69 presents the percent agreement among Economic Supports consumers by region for each of the eleven survey items in the Effective Services domain.

Table 69. Percent Agreement of Consumers of Economic Supports by Region: Effective Services

Survey Items: <i>Effective Services</i>	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agree											
20. Feedback invited	25.9%	21.6%	32.5%	25.5%	30.3%	21.0%	25.5%	26.0%	22.7%	28.6%	26.6%	29.3%
21a. >2 case managers	11.7%	16.5%	25.4%	27.4%	10.3%	7.4%	17.0%	21.3%	21.1%	22.4%	16.1%	15.6%
21b. [If yes] Satisfied service coordination	63.6%	56.5%	78.1%	73.8%	66.7%	100.0%	83.3%	68.8%	67.3%	86.4%	85.7%	73.9%
22a. Eligibility ended?	29.4%	35.3%	34.9%	32.2%	25.5%	28.4%	34.9%	36.0%	28.9%	33.7%	34.4%	32.0%
22b. [If yes] You got the services you needed	37.7%	51.2%	57.1%	40.6%	37.8%	54.5%	43.8%	45.1%	47.1%	65.5%	46.5%	52.4%
23a. Had emergency and need services?	27.9%	33.8%	36.5%	37.6%	31.7%	19.8%	34.0%	34.0%	35.5%	27.6%	38.1%	34.0%
23b. [If yes] Avoided with earlier supports	39.6%	28.9%	39.5%	34.5%	44.2%	50.0%	54.3%	31.4%	38.0%	46.2%	33.8%	27.7%
24. Know how to submit a complaint	59.1%	53.5%	58.5%	57.5%	55.6%	64.6%	66.3%	50.0%	57.6%	75.5%	62.3%	60.4%
25. Feel safe to submit a complaint.	88.6%	84.8%	80.6%	86.1%	88.7%	94.9%	87.0%	80.4%	87.7%	86.5%	87.9%	84.2%
26a. Did you submit a complaint?	6.1%	4.3%	7.1%	7.3%	3.4%	3.7%	5.7%	11.3%	5.4%	6.1%	5.0%	4.1%
26b. [If yes] Satisfied with the outcome	50.0%	33.3%	55.6%	36.4%	25.0%	100.0%	40.0%	26.7%	58.3%	66.7%	30.0%	33.3%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

Table 70 presents the percent agreement among Economic Supports consumers by region for each of the eleven survey items in the Overall Consumer Satisfaction domain.

Table 70. Percent Agreement of Economic Supports Consumers by Region: Overall Consumer Satisfaction

Survey Items: <i>Overall Satisfaction</i>		Barre	Benn- ington	Brattle -boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring -field	St. Albans	St. Johns -bury
		% Agree											
27. Services and supports are worth the effort		88.0%	89.6%	91.2%	88.1%	88.8%	92.4%	91.2%	87.7%	87.0%	93.7%	91.2%	85.4%
28. Overall, the services received have helped		93.3%	91.2%	96.8%	91.7%	94.4%	92.5%	94.2%	89.2%	92.5%	89.8%	94.0%	87.0%
29. Your satisfaction with AHS customer service ^a	Satisfied	60.2%	71.0%	71.4%	60.0%	72.7%	71.0%	65.7%	64.9%	71.4%	72.4%	69.8%	68.1%
	Neutral	34.0%	23.7%	23.0%	33.4%	23.1%	24.4%	33.3%	29.1%	24.4%	22.4%	26.9%	25.0%
	Dissatisfied	5.8%	5.3%	5.6%	6.6%	4.2%	3.8%	1.0%	6.1%	4.3%	5.1%	3.3%	6.9%
	Mean Rating ^b	7.5	7.9	7.9	7.5	8.0	8.1	7.9	7.6	8.0	8.1	8.0	7.9

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are included in reference tables in the appendix.

^aRating Scale: 10=Very Satisfied to 1=very Dissatisfied; Rating Classifications in Table 70 are: Satisfied=8-10, Neutral=4-7, Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

DIRECT SERVICES COMPARISONS BY REGION

Table 71 presents the percent agreement among Direct Services consumers by region for each of the 11 survey items in the Access to Services domain.

Table 71. Percent Agreement of Consumers of Direct Services by Region: Access to Services

Survey Items: Access to Services	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agree											
1. Convenient times	82.5%	65.7%	93.8%	72.4%	73.7%	80.0%	86.7%	82.4%	78.9%	84.6%	76.7%	86.4%
2. Get through phone	75.0%	64.7%	80.0%	71.2%	84.2%	71.4%	64.3%	81.3%	87.2%	85.7%	81.3%	68.2%
3. Timely responses	85.0%	69.4%	93.8%	74.1%	94.7%	66.7%	80.0%	70.6%	82.1%	85.7%	75.0%	68.2%
4. Get help with forms	79.5%	72.7%	100.0%	82.0%	82.4%	81.8%	78.6%	83.3%	84.8%	100.0%	82.1%	78.9%
5. Multiple forms	46.2%	44.1%	60.0%	72.9%	62.5%	60.0%	80.0%	52.9%	52.8%	50.0%	70.0%	61.9%
6. Reasonable time	82.9%	72.2%	87.5%	81.7%	88.9%	81.3%	86.7%	88.9%	84.6%	91.7%	90.6%	76.2%
7. Written info is easy	85.4%	83.3%	81.3%	79.7%	84.2%	93.8%	66.7%	83.3%	82.1%	69.2%	87.1%	81.8%
8. Written info timely	90.2%	77.8%	93.8%	78.0%	94.4%	100.0%	73.3%	88.2%	76.9%	76.9%	90.3%	81.0%
9. Easy to get info	75.6%	57.1%	80.0%	67.8%	73.7%	75.0%	85.7%	94.4%	66.7%	57.1%	80.6%	65.0%
10. Internet for info	47.6%	50.0%	56.3%	36.1%	42.1%	37.5%	60.0%	38.9%	30.8%	64.3%	31.3%	40.9%
11. How do you prefer to get information about AHS services or supports? ^a												
a. Newspapers	16.7%	22.2%	6.3%	9.7%	11.1%	12.5%	6.7%	16.7%	17.9%	14.3%	18.8%	4.5%
b. Internet	33.3%	30.6%	31.3%	25.8%	16.7%	18.8%	46.7%	27.8%	12.8%	28.6%	25.0%	22.7%
c. Phone Book	31.0%	27.8%	31.3%	24.2%	38.9%	43.8%	20.0%	22.2%	17.9%	35.7%	31.3%	40.9%
d. Brochure	11.9%	22.2%	37.5%	22.6%	22.2%	12.5%	26.7%	16.7%	17.9%	14.3%	15.6%	31.8%
e. In Person	52.4%	38.9%	43.8%	62.9%	55.6%	50.0%	33.3%	55.6%	56.4%	50.0%	59.4%	50.0%
f. Other	9.5%	14.3%	0.0%	0.0%	0.0%	12.5%	20.0%	11.1%	10.3%	14.3%	12.5%	9.1%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

^aTotal percent exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

Table 72. presents the percent agreement among Direct Services consumers by region for each of the eight survey items in the Respectful Service domain.

Table 72. Percent Agreement of Consumers of Direct Services by Region: Respectful Service

Survey Items: <i>Respectful Service</i>	Barre	Benn- ing- ton	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agree											
12. Places welcoming	92.3%	79.4%	100.%	82.8%	84.2%	93.8%	69.2%	88.9%	86.5%	100.0%	86.7%	63.6%
13. Staff listen to you	92.5%	86.1%	93.8%	86.4%	94.1%	93.8%	80.0%	100.%	84.6%	92.9%	90.6%	81.8%
14. Treated with respect	95.1%	83.3%	100.%	89.8%	100.%	87.5%	86.7%	100.%	94.9%	100.0%	90.3%	77.3%
15. Treated w/kindness	95.1%	86.1%	100.%	87.9%	94.7%	93.8%	93.3%	100.%	94.9%	100.0%	90.6%	86.4%
16. Staff value strengths	89.5%	79.4%	92.9%	85.5%	94.4%	93.3%	73.3%	87.5%	92.3%	92.3%	87.1%	70.0%
17. Staff respect your cultural background	97.2%	87.1%	100.%	96.4%	100.%	100.%	92.9%	100.%	94.7%	100.0%	93.5%	95.0%
18. Involved in your plan	85.0%	87.9%	81.3%	91.5%	94.4%	75.0%	78.6%	94.1%	84.6%	92.3%	90.3%	84.2%
19. Info shared improve	97.4%	75.0%	100.%	71.9%	100.%	87.5%	86.7%	94.4%	79.5%	92.3%	87.5%	81.8%

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are included in reference tables in the appendix.

Table 73 presents the percent agreement among Direct Services consumers by region for each of the eleven survey items in the Effective Services domain.

Table 73. Percent Agreement of Direct Services Consumers by Region: Effective Services

Survey Items: <i>Effective Services</i>	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rutland	Spring- field	St. Albans	St. Johns- bury
	% Agreement											
20. Feedback invited	40.5%	22.2%	37.5%	38.7%	42.1%	43.8%	40.0%	33.3%	43.6%	42.9%	50.0%	45.5%
21a. More than 2 case managers at the same time	9.5%	11.1%	18.8%	27.4%	10.5%	12.5%	26.7%	22.2%	17.9%	21.4%	6.3%	18.2%
21b. [If Y] Satisfied w/ coordination	75.0%	75.0%	66.7%	52.9%	100.0%	0.0%	25.0%	75.0%	71.4%	100.0%	100.0%	25.0%
22a. Eligibility ended	14.3%	27.8%	31.3%	29.0%	15.8%	31.3%	33.3%	33.3%	17.9%	35.7%	25.0%	27.3%
22b. [If Y] You got what you needed	50.0%	70.0%	60.0%	35.3%	100.0%	60.0%	40.0%	33.3%	57.1%	40.0%	62.5%	80.0%
23a. Emergency services.	38.1%	25.0%	25.0%	48.4%	42.1%	56.3%	13.3%	38.9%	20.5%	42.9%	25.0%	54.5%
23b. [If Y] Avoided w/ earlier supports	31.3%	50.0%	25.0%	50.0%	12.5%	66.7%	100.0%	28.6%	66.7%	60.0%	25.0%	50.0%
24. Know how to file complaint	70.7%	60.0%	62.5%	49.2%	68.4%	68.8%	66.7%	44.4%	59.0%	64.3%	81.3%	68.2%
25. Feel safe to file complaint.	90.2%	77.8%	100.0%	75.0%	89.5%	81.3%	71.4%	88.2%	83.8%	92.9%	90.6%	90.9%
26a. Did you submit a complaint?	4.8%	8.3%	6.3%	12.9%	0.0%	6.3%	0.0%	0.0%	5.1%	7.1%	3.1%	13.6%
26b. [If yes] Satisfied with the outcome	100.0%	66.7%	100.0%	57.1%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%

Note. Percentages for each item do not include "Does Not Apply", "Do Not Know" and "Refused to Answer" responses. These responses are included in reference tables in the appendix.

Table 74 presents percent agreement among AHS Direct Service consumers by region for the three survey items in the Overall Consumer Satisfaction domain.

Table 74. Percent Agreement of Direct Services Consumers by Region: Overall Consumer Satisfaction

Survey Items: <i>Overall Satisfaction</i>		Barre	Benn- ington	Bratt- leboro	Burl- ington	Hart- ford	Middle- bury	Mor- ris-ville	New- port	Rut- land	Spring -field	St. Al- bans	St. Johns -bury
		% Agree											
27. Services and supports are worth the effort		83.3%	71.4%	87.5%	82.8%	100.0%	75.0%	85.7%	88.9%	76.3%	90.9%	90.6%	68.2%
28. Overall, the services you received have helped		85.7%	82.9%	93.8%	91.8%	100.0%	68.8%	93.3%	83.3%	81.1%	92.9%	90.6%	77.3%
29. Rate your satisfaction with AHS customer service ^a	Satisfied	64.3%	58.3%	68.8%	55.2%	63.2%	46.7%	53.3%	61.1%	68.4%	84.6%	71.9%	45.5%
	Neutral	28.6%	30.6%	31.3%	41.4%	36.8%	53.3%	33.3%	38.9%	26.3%	15.4%	21.9%	45.5%
	Dissatisfied	7.1%	11.1%	0.0%	3.4%	0.0%	0.0%	13.3%	0.0%	5.3%	0.0%	6.3%	9.1%
	Mean Rating ^b	7.4	7.4	8.3	7.5	7.8	7.3	7.2	7.9	7.9	8.6	7.9	6.6

Note. Percentages for each item do not include “Does Not Apply”, “Do Not Know” and “Refused to Answer” responses. These responses are included in reference tables in the appendix.

^aRating Scale: 10=very satisfied to 1=very Dissatisfied; Rating Classifications in Table 74 are: Satisfied=8-10, Neutral=4-7, Dissatisfied=1-3.

^bStandard deviations are included in Table C1 in the appendix.

VIII. Reference List of Survey Items: AHS Consumer Satisfaction

Using a scale of **1 to 4**, where **4 is strongly agree** and **1 is strongly disagree**, please indicate how much you **agree** or **disagree** with the following items. If an item doesn't apply to you, please say "N/A", which stands for "not apply". Feel free to clarify, or ask me about, the rating scale at any time.

- 1 Staff are available at times that are convenient for you.
- 2 When you call for information or services, you get through to someone who can help you.
- 3 You receive timely responses to your questions.
- 4 You get the help you need to fill out required forms.
- 5 The written information you receive *is easy to understand*.
- 6 The written information you receive *is timely*.
- 7 The services and supports you receive were worth the effort you put in to get them.
- 8 You receive services within a reasonable time frame.
- 9 It is easy for you to get information about what services are available.
- 10 Please respond yes or no to the following question about internet use. Do you use the Internet to get information? [Y,N]
How do you prefer to get information about services or supports? Please select up to two from the following list: Newspaper, Internet, Telephone Book, Brochure, In person, Other: _____].
- 12 The places where you go to get services feel welcoming.
- 13 Staff listen to what you have to say.
- 14 You are treated with respect.
- 15 You are treated with kindness.
- 16 Staff value your strengths - the positive things you have to offer.
- 17 You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.
- 18 You are actively involved in developing the plan to meet your needs.
Please answer yes or no to the following question about having more than one case manager or service plan. In the past year, have you had two or more case managers or service plans at the same time?
- 20 [If yes] Thinking about that time, please indicate how much you agree or disagree with the statement: You are satisfied with the coordination of the services you received.
- 21 Please answer yes or no to the following question about eligibility. In the past year, did your eligibility for one type of service come to an end?
[If yes] Looking back on that time, please indicate how much you agree or disagree with the statement: After you were no longer eligible for one type of service, you were able to get the services you still needed through another program.
- 22

23 Please answer yes or no to the following question about services in an emergency. In the past year, did you, or any members of your household, experience an emergency that resulted in needing services? [Y, N]

24 [If yes] Thinking of that time, please indicate how much you agree or disagree with the following statement: You believe the emergency could have been avoided if you had received the services or supports you requested at an earlier time.

25 In the past year, you have had to fill out multiple forms that ask for the same information.
26 You are confident that the personal information you provide to staff is only shared to improve your services.

27 Please answer yes or no to the following question about providing feedback. You have been invited by someone to provide feedback or suggestions for improving services.

28 If you were dissatisfied with a service or employee, you would know *how and where* to submit a complaint.

29 If you were dissatisfied with a service or employee, you would feel safe to submit a complaint.

30 In the past year, did you submit a complaint? [Y,N]

31 [If yes] In that case, please indicate how much you agree or disagree with the following statement: You were satisfied with the outcome of your complaint.

32 Overall, the services you received have helped your situation.

33 And now, on a scale of 1 to 10, where 1 is very unsatisfied and 10 is very satisfied, how would you rate your current level of satisfaction with "customer service" at the Vermont Agency of Human Services?

34 Is there anything else you'd like to add?

The following questions are for statistical purposes only - to help us see if certain groups of people experience services or supports differently than others.

1 What is your [service recipient] current age? [record age]

2 What is your [service recipient] gender? [m, f]

What racial or ethnic group best describes you [service recipient]? I am going to list choices, please tell me when you get to the category(ies) that best describes you:

3 1=White-NonHispanic, 2=Black or African American, 3=Asian, 4=American Indian or Alaska Native, 5=Alaska Native, 6=Native Hawaiian or Other Pacific Islander, 7=Hispanic, 8=Another race or ethnicity.

The next two questions ask about the kind of service or support you receive from the state.

4 Are you receiving *financial assistance* from the state? - *this support could be in the form of a check, cash or voucher.* [Y,N]

5 Are you receiving *services* from the state? [Y,N]

6 *How long* have you received services or financial support from the state?: Please select the range of time that best applies to you: Less than one year, Between 1 and 2 years, Between 3 and 5 years, Between 5 and 10 years, More than 10 years.

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Table A1. All AHS Consumers, Frequency of Responses

Survey Item		Strongly Disagree		Disagree		Agree		Strongly Agree		No		Yes		N/A	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
ACCESS TO SERVICES	1. Convenient times	96	4.2%	230	10.0%	998	43.4%	786	34.2%					188	8.1%
	2. Get through via phone	114	5.0%	263	11.4%	975	42.4%	791	34.4%					155	6.7%
	3. Timely responses	86	3.7%	235	10.2%	996	43.3%	845	36.8%					136	5.9%
	4. Help with forms	68	3.0%	135	5.9%	832	36.2%	897	39.0%					366	15.9%
	5. Multiple forms	287	12.5%	460	20.0%	653	28.4%	785	34.2%					113	4.9%
	6. Reasonable time	67	2.9%	167	7.3%	986	42.9%	1031	44.9%					47	2.0%
	7. Written info is easy to understand	75	3.3%	256	11.1%	1010	44.0%	918	39.9%					39	1.7%
	8. Written info timely	59	2.6%	206	9.0%	1069	46.5%	896	39.0%					68	2.9%
	9. Easy to get info	118	5.1%	355	15.4%	919	40.0%	793	34.5%					113	4.9%
	10. Use internet for general info									1516	66.2%	774	33.8%	8	0.3%
	11. How do you prefer to get information about AHS services or supports?														
a. Newspapers										2005	87.6%	284	12.4%	9	0.4%
b. Internet										1825	79.7%	464	20.3%	9	0.4%
c. Phone Book										1561	68.2%	727	31.8%	10	0.4%
d. Brochure										1723	75.3%	565	24.7%	10	0.4%
e. In Person										1182	51.7%	1106	48.3%	10	0.4%
f. Other										1980	86.6%	306	13.4%	12	0.5%
RESPECTFUL SERVICE	12. Places feel welcoming	62	2.7%	206	9.0%	935	40.7%	937	40.8%					158	6.8%
	13. Staff listen to you	51	2.2%	169	7.4%	983	42.8%	1012	44.0%					83	3.6%
	14. Treated with respect	40	1.7%	135	5.9%	904	39.3%	1167	50.8%					52	2.3%
	15. Treated with kindness	34	1.5%	130	5.7%	923	40.2%	1157	50.3%					54	2.4%
	16. Staff value your strengths	55	2.4%	206	9.0%	896	39.0%	810	35.2%					331	14.5%
	17. Staff respect cultural background	38	1.7%	70	3.0%	825	35.9%	1156	50.3%					209	9.1%
	18. Involved in plan	79	3.4%	202	8.8%	844	36.7%	967	42.1%					206	9.0%
	19. Info shared improve	71	3.1%	177	7.7%	1030	44.8%	936	40.7%					84	3.6%

Survey Item		Strongly Disagree		Disagree		Agree		Strongly Agree		No		Yes		N/A	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
EFFECTIVE SERVICES	20. Feedback invited									1611	70.1%	647	28.2%	40	1.7%
	21a. More than two case managers									1717	74.7%	424	18.5%	157	6.8%
	21b. [If Y] Satisfied w/ coordination	50	11.8%	67	15.8%	154	36.3%	147	34.7%					6	1.4%
	22a. Eligibility ended									1539	67.0%	714	31.1%	45	2.0%
	22b. [If Y] You got what you needed	197	27.6%	153	21.4%	177	24.8%	143	20.0%					44	6.2%
	23a. Emergency services.									1492	64.9%	780	33.9%	26	1.1%
	23b. [If Y] Avoided w/ earlier supports	242	31.0%	214	27.4%	132	16.9%	150	19.2%					42	5.4%
	24. Know how to file complaint	399	17.4%	504	21.9%	705	30.7%	633	27.5%					57	2.5%
	25. Feel safe to file complaint.	122	5.3%	190	8.3%	977	42.5%	949	41.3%					60	2.6%
	26a. Submitted a complaint?									2149	93.5%	139	6.0%	10	0.4%
	26b. Satisfied with complaint outcome	47	33.8%	24	17.3%	31	22.3%	27	19.4%					10	0.4%
OVERALL SATISFACTION	27. Services were worth the effort	104	4.5%	164	7.1%	853	37.1%	1127	49.0%					50	2.2%
	28. Overall, the services helped	70	3.0%	125	5.4%	755	32.9%	1321	57.5%					27	1.2%
	29. Rate satisfaction with AHS customer service (scale: 1-10, where 1=very dissatisfied and 10=very satisfied)	1		2		3		4		5					
		#	%	#	%	#	%	#	%	#	%				
		42	1.8%	22	95.7%	49	2.1%	89	3.9%	191	8.3%				
		6		7		8		9		10		DNK			
#		%	#	%	#	%	#	%	#	%	#	%	#	%	
	115	5.0%	242	10.5%	550	24.5%	283	12.6%	659	28.7%	56	2.4%			

Table A2. AHS Consumer by Service Type, Frequency of Response

Survey Item		Response	Economic Supports		Direct Services	
			#	%	#	%
ACCESS TO SERVICES	1. Staff are available at times that are convenient for you.	SD	79	4.0%	17	5.1%
		D	177	9.0%	53	15.9%
		A	860	43.8%	138	41.4%
		SA	674	34.3%	112	33.6%
		N/A	175	8.9%	13	3.9%
	2. Get through to someone who can help on the telephone	SD	97	4.9%	17	5.1%
		D	202	10.3%	61	18.3%
		A	840	42.7%	135	40.5%
		SA	684	34.8%	107	32.1%
		N/A	142	7.2%	13	3.9%
	3. Receive timely responses to your questions.	SD	74	3.8%	12	3.6%
		D	175	8.9%	60	18.0%
		A	857	43.6%	139	41.7%
		SA	731	37.2%	114	34.2%
		N/A	128	6.5%	8	2.4%
	4. Get the help you need to fill out forms	SD	52	2.6%	16	4.8%
		D	101	5.1%	34	10.2%
		A	728	37.0%	104	31.2%
		SA	768	39.1%	129	38.7%
		N/A	316	16.1%	50	15.0%
	5. Have had to fill in multiple forms that ask for the same information.	SD	236	12.0%	51	15.3%
		D	383	19.5%	77	23.1%
		A	575	29.3%	78	23.4%
		SA	678	34.5%	107	32.1%
		N/A	93	4.7%	20	6.0%
	6. Receive services in reasonable time	SD	51	2.6%	16	4.8%
		D	129	6.6%	38	11.4%
		A	845	43.0%	141	42.3%
		SA	900	45.8%	131	39.3%
		N/A	40	2.0%	7	2.1%
7. Written info easy to understand	SD	58	3.0%	17	5.1%	
	D	214	10.9%	42	12.6%	
	A	877	44.6%	133	39.9%	
	SA	783	39.8%	135	40.5%	
	N/A	33	1.7%	6	1.8%	
8. Written info is timely	SD	48	2.4%	11	3.3%	
	D	164	8.3%	42	12.6%	
	A	920	46.8%	149	44.7%	
	SA	776	39.5%	120	36.0%	
	N/A	57	2.9%	11	3.3%	
9. Easy to get information about AHS services	SD	91	4.6%	27	8.1%	
	D	290	14.8%	65	19.5%	
	A	801	40.8%	118	35.4%	
	SA	680	34.6%	113	33.9%	
	N/A	103	5.2%	10	3.0%	
10. Use Internet for general info	No	1323	67.3%	193	58.0%	
	Yes	635	32.3%	139	41.7%	
	DNK	7	0.4%	1	0.3%	

Survey Item		Response	Economic Supports		Direct Services		
			#	%	#	%	
ACCESS TO SERVICES	11. How do you prefer to get information about AHS services or supports?						
	a. Newspapers	No	1719	87.5%	286	85.9%	
		Yes	238	12.1%	46	13.8%	
		DNK	8	0.4%	1	0.3%	
	b. Internet	No	1579	80.4%	246	73.9%	
		Yes	378	19.2%	86	25.8%	
		DNK	8	0.4%	1	0.3%	
	c. Phone Book	No	1326	67.5%	235	70.6%	
		Yes	630	32.1%	97	29.1%	
		DNK	9	0.5%	1	0.3%	
	d. Brochure	No	1458	74.2%	265	79.6%	
		Yes	498	25.3%	67	20.1%	
		DNK	9	0.5%	1	0.3%	
	e. In Person	No	1025	52.2%	157	47.1%	
		Yes	931	47.4%	175	52.6%	
		DNK	9	0.5%	1	0.3%	
	f. Other	No	1682	85.6%	298	89.5%	
		Yes	273	13.9%	33	9.9%	
		DNK	10	0.5%	2	0.6%	
	RESPECTFUL SERVICE	12. Places feel welcoming	SD	50	2.5%	12	3.6%
			D	170	8.7%	36	10.8%
A			805	41.0%	130	39.0%	
SA			797	40.6%	140	42.0%	
N/A			143	7.3%	15	4.5%	
13. Staff listen to you		SD	44	2.2%	7	2.1%	
		D	140	7.1%	29	8.7%	
		A	856	43.6%	127	38.1%	
		SA	849	43.2%	163	48.9%	
		N/A	76	3.9%	7	2.1%	
14. Treated with respect		SD	33	1.7%	7	2.1%	
		D	114	5.8%	21	6.3%	
		A	786	40.0%	118	35.4%	
		SA	985	50.1%	182	54.7%	
		N/A	47	2.4%	5	1.5%	
15. Treated with kindness		SD	29	1.5%	5	1.5%	
		D	110	5.6%	20	6.0%	
		A	798	40.6%	125	37.5%	
		SA	979	49.8%	178	53.5%	
		N/A	49	2.5%	5	1.5%	
16. Your strengths are valued		SD	47	2.4%	8	2.4%	
		D	172	8.8%	34	10.2%	
		A	779	39.6%	117	35.1%	
		SA	659	33.5%	151	45.3%	
		N/A	308	15.7%	23	6.9%	
17. Staff respects your cultural back-ground		SD	32	1.6%	6	1.8%	
		D	63	3.2%	7	2.1%	
	A	716	36.4%	109	32.7%		
	SA	976	49.7%	180	54.1%		
	N/A	178	9.1%	31	9.3%		

Survey Item		Response	Economic Supports		Direct Services	
			#	%	#	%
RESPECTFUL SERVICE	18. Involved in the plan to meet your needs	SD	70	3.6%	9	2.7%
		D	171	8.7%	31	9.3%
		A	730	37.2%	114	34.2%
		SA	804	40.9%	163	48.9%
		N/A	190	9.7%	16	4.8%
	19. Your personal information is shared only to improve your services	SD	52	2.6%	19	5.7%
		D	149	7.6%	28	8.4%
		A	904	46.0%	126	37.8%
		SA	790	40.2%	146	43.8%
		N/A	70	3.6%	14	4.2%
EFFECTIVE SERVICES	20. Invited to give feedback and suggestions	No	1414	72.0%	197	59.2%
		Yes	515	26.2%	132	39.6%
		DNK	36	1.8%	4	1.2%
	21a. More than 2 case managers	No	1455	74.0%	262	78.7%
		Yes	366	18.6%	58	17.4%
		DNK	144	7.3%	13	3.9%
	21b. [If Y] Satisfied w/ coordination	SD	43	11.7%	7	12.1%
		D	52	14.2%	15	25.9%
		A	142	38.8%	12	20.7%
		SA	124	33.9%	23	39.7%
		DNK	5	1.4%	1	1.7%
	22a. Eligibility ended	No	1305	66.4%	234	70.3%
		Yes	630	32.1%	84	25.2%
		DNK	30	1.5%	15	4.5%
	22b. [If Y] Got what you needed	SD	179	28.4%	18	21.4%
		D	133	21.1%	20	23.8%
		A	156	24.8%	21	25.0%
		SA	120	19.0%	23	27.4%
		DNK	42	6.7%	2	2.4%
	23a. Emergency services.	No	1279	65.1%	213	64.0%
		Yes	661	33.6%	119	35.7%
		DNK	25	1.3%	1	0.3%
	23b. [If Y] Could have been avoided w/ earlier supports.	SD	209	31.6%	33	27.7%
		D	184	27.8%	30	25.2%
		A	106	16.0%	26	21.8%
SA		126	19.1%	24	20.2%	
DNK		36	5.4%	6	5.0%	
24. Know how and where to submit a complaint.	SD	343	17.5%	56	16.8%	
	D	437	22.2%	67	20.1%	
	A	609	31.0%	96	28.8%	
	SA	524	26.7%	109	32.7%	
	N/A	52	2.6%	5	1.5%	
25. Would feel safe to submit a complaint.	SD	103	5.2%	19	5.7%	
	D	158	8.0%	32	9.6%	
	A	845	43.0%	132	39.6%	
	SA	806	41.0%	143	42.9%	
	N/A	53	2.7%	7	2.1%	

Survey Item		Response	Economic Supports		Direct Services	
			#	%	#	%
EFFECTIVE	26a. Did you submit a complaint?	No	1838	93.5%	311	93.4%
		Yes	117	6.0%	22	6.6%
		DNK	10	0.5%	0	0.0%
	26b. [If yes] Satisfied with the outcome of your complaint.	SD	43	36.8%	4	18.2%
		D	20	17.1%	4	18.2%
		A	23	19.7%	8	36.4%
		SA	24	20.5%	3	13.6%
	DNK	7	6.0%	3	13.6%	
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort it took to get them.	SD	80	4.1%	24	7.2%
		D	131	6.7%	33	9.9%
		A	737	37.5%	116	34.8%
		SA	980	49.9%	147	44.1%
		N/A	37	1.9%	13	3.9%
	28. Overall, AHS services have helped your situation.	SD	55	2.8%	15	4.5%
		D	96	4.9%	29	8.7%
		A	648	33.0%	107	32.1%
		SA	1145	58.3%	176	52.9%
		N/A	21	1.1%	6	1.8%
	29. Rate your satisfaction with AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	36	1.8%	6	1.8%
		2	19	1.0%	3	0.9%
		3	41	2.1%	8	2.4%
		4	75	3.8%	14	4.2%
		5	156	7.9%	35	10.5%
		6	97	4.9%	18	5.4%
		7	201	10.2%	41	12.3%
8		473	24.1%	77	23.1%	
9		244	12.4%	39	11.7%	
10		575	29.3%	84	25.2%	
	DNK	48	2.5%	8	2.4%	

Table A3a. AHS Consumers by Region, Frequency of Response (Percent)

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Percent (%)											
ACCESS TO SERVICES	1. Convenient times	SD	5.9%	5.1%	1.4%	5.1%	6.1%	2.1%	1.7%	3.0%	4.6%	4.5%	2.8%	4.7%
		D	11.3%	13.1%	7.0%	12.8%	8.5%	5.2%	6.6%	7.1%	10.3%	9.8%	10.0%	10.1%
		A	44.4%	33.1%	45.1%	43.6%	48.8%	43.3%	47.1%	43.5%	42.7%	48.2%	44.8%	39.1%
		SA	27.2%	38.3%	38.0%	30.9%	30.5%	37.1%	34.7%	39.9%	35.9%	30.4%	35.2%	38.5%
		N/A	11.3%	10.3%	8.5%	7.7%	6.1%	12.4%	9.9%	6.5%	6.4%	7.1%	7.2%	7.7%
	2. Get through to someone who can help on the telephone	SD	5.9%	6.3%	2.8%	8.2%	4.9%	3.1%	1.7%	3.6%	5.0%	6.3%	3.6%	3.0%
		D	16.3%	12.0%	9.2%	13.8%	11.0%	5.2%	10.7%	10.7%	7.5%	9.8%	11.2%	13.6%
		A	41.8%	40.6%	38.7%	35.9%	45.1%	50.5%	40.5%	44.0%	49.8%	41.1%	41.2%	45.0%
		SA	28.0%	35.4%	40.1%	34.3%	32.9%	39.2%	41.3%	33.3%	31.3%	38.4%	39.2%	29.0%
		N/A	7.9%	5.7%	9.2%	7.7%	6.1%	2.1%	5.8%	8.3%	6.4%	4.5%	4.8%	9.5%
	3. Receive timely responses to your questions	SD	5.0%	5.7%	1.4%	5.1%	3.7%	2.1%	1.7%	3.6%	4.3%	5.4%	1.6%	3.0%
		D	9.2%	10.3%	8.5%	12.2%	8.5%	10.3%	9.1%	7.7%	8.5%	7.1%	13.2%	13.6%
		A	46.4%	44.6%	39.4%	41.5%	47.0%	43.3%	45.5%	44.0%	47.3%	39.3%	38.8%	42.0%
		SA	31.8%	33.7%	46.5%	32.7%	35.4%	41.2%	40.5%	38.7%	35.6%	43.8%	41.2%	33.1%
		N/A	7.5%	5.7%	4.2%	8.5%	5.5%	3.1%	3.3%	6.0%	4.3%	4.5%	5.2%	8.3%
	4. Get the help you need with forms	SD	4.2%	2.9%	3.5%	4.5%	1.2%	3.1%	1.7%	3.6%	1.4%	3.6%	1.6%	3.6%
		D	5.0%	9.7%	1.4%	6.9%	4.9%	4.1%	6.6%	7.1%	6.4%	3.6%	4.8%	7.1%
		A	38.5%	37.1%	37.3%	33.2%	39.6%	29.9%	35.5%	31.5%	36.3%	33.9%	40.0%	38.5%
		SA	32.6%	37.7%	38.7%	38.8%	42.1%	40.2%	45.5%	42.9%	38.8%	45.5%	38.4%	35.5%
		N/A	19.7%	12.6%	19.0%	16.5%	12.2%	22.7%	10.7%	14.9%	17.1%	13.4%	15.2%	15.4%
	5. Have had to fill out multiple forms that ask for the same information	SD	13.0%	14.9%	15.5%	9.6%	17.1%	15.5%	9.1%	11.9%	11.0%	10.7%	11.2%	14.8%
		D	19.2%	22.9%	19.0%	17.8%	21.3%	18.6%	18.2%	20.2%	21.0%	28.6%	19.2%	18.3%
		A	29.3%	24.0%	23.2%	29.8%	24.4%	27.8%	28.9%	28.6%	31.7%	25.0%	31.2%	30.2%
		SA	33.1%	30.3%	40.8%	38.3%	30.5%	28.9%	37.2%	36.9%	30.2%	31.3%	35.2%	33.7%
		N/A	5.4%	8.0%	1.4%	4.5%	6.7%	9.3%	6.6%	2.4%	6.0%	4.5%	3.2%	3.0%
6. Receive services in reasonable time	SD	3.3%	6.3%	1.4%	4.3%	3.7%	2.1%	3.3%	2.4%	1.1%	0.0%	1.2%	4.7%	
	D	7.9%	6.9%	6.3%	8.5%	6.7%	7.2%	7.4%	4.2%	7.5%	7.1%	5.2%	11.2%	
	A	45.6%	39.4%	39.4%	43.4%	40.2%	39.2%	43.8%	47.0%	43.4%	40.2%	46.8%	39.1%	
	SA	39.3%	44.6%	50.0%	42.8%	47.0%	49.5%	44.6%	45.2%	47.0%	50.0%	45.2%	41.4%	
	N/A	3.8%	2.9%	2.8%	1.1%	2.4%	2.1%	0.8%	1.2%	1.1%	2.7%	1.6%	3.6%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
			Percent (%)												
ACCESS TO SERVICES	7. Written info easy to understand	SD	4.2%	4.0%	4.9%	3.5%	2.4%	5.2%	5.0%	3.6%	2.5%	2.7%	1.2%	2.4%	
		D	9.6%	12.6%	8.5%	11.7%	9.8%	8.2%	13.2%	14.3%	11.4%	10.7%	8.8%	14.2%	
		A	47.3%	43.4%	45.8%	43.6%	45.7%	49.5%	40.5%	34.5%	45.9%	39.3%	46.0%	43.2%	
		SA	37.2%	38.3%	39.4%	38.6%	40.9%	37.1%	39.7%	45.8%	39.1%	46.4%	41.6%	38.5%	
		N/A	1.7%	1.7%	1.4%	2.7%	1.2%	0.0%	1.7%	1.8%	1.1%	0.9%	2.4%	1.8%	
	8. Written info is timely	SD	2.1%	1.1%	2.1%	2.9%	2.4%	3.1%	1.7%	3.0%	3.6%	3.6%	1.6%	3.6%	
		D	7.9%	8.6%	5.6%	14.1%	8.5%	7.2%	7.4%	10.1%	8.5%	8.0%	6.4%	8.3%	
		A	52.7%	49.7%	43.0%	43.6%	42.1%	46.4%	38.8%	43.5%	47.0%	47.3%	49.6%	50.3%	
		SA	34.7%	38.3%	47.9%	35.9%	43.9%	40.2%	47.9%	37.5%	39.5%	39.3%	39.6%	33.7%	
		N/A	2.5%	2.3%	1.4%	3.5%	3.0%	3.1%	4.1%	6.0%	1.4%	1.8%	2.8%	4.1%	
	9. Easy to get information about AHS services	SD	6.3%	5.1%	4.9%	4.8%	3.7%	4.1%	6.6%	4.2%	6.4%	4.5%	2.0%	9.5%	
		D	12.1%	20.6%	21.1%	20.2%	12.8%	10.3%	16.5%	13.7%	12.5%	14.3%	14.0%	13.6%	
		A	41.0%	36.0%	31.7%	38.3%	45.7%	43.3%	41.3%	37.5%	43.1%	36.6%	44.0%	38.5%	
		SA	34.3%	32.6%	36.6%	32.2%	31.7%	38.1%	31.4%	39.9%	34.9%	41.1%	35.6%	31.4%	
		N/A	6.3%	5.7%	5.6%	4.5%	6.1%	4.1%	4.1%	4.8%	3.2%	3.6%	4.4%	7.1%	
	10. Use the internet for general info	No	65.7%	61.7%	59.2%	65.2%	65.9%	63.9%	70.2%	67.9%	68.0%	58.0%	71.2%	69.2%	
		Yes	34.3%	38.3%	40.1%	34.3%	34.1%	36.1%	28.9%	32.1%	31.3%	41.1%	28.4%	30.8%	
		DNK	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.8%	0.0%	0.7%	0.9%	0.4%		
	11. How do you prefer to get information about AHS services or supports?														
	a. Newspapers	No	88.3%	84.6%	88.0%	87.5%	90.9%	89.7%	87.6%	91.1%	85.8%	83.0%	85.6%	85.8%	
		Yes	10.9%	14.9%	12.0%	12.5%	8.5%	9.3%	12.4%	8.9%	13.9%	16.1%	14.0%	13.6%	
		DNK	0.8%	0.6%	0.0%	0.0%	0.6%	1.0%	0.0%	0.0%	0.4%	0.9%	0.4%	0.6%	
	b. Internet	No	78.7%	74.9%	73.9%	77.9%	79.3%	78.4%	85.1%	78.6%	82.2%	75.9%	82.4%	83.4%	
Yes		20.5%	24.6%	26.1%	22.1%	20.1%	20.6%	14.9%	21.4%	17.4%	23.2%	17.2%	16.0%		
DNK		0.8%	0.6%	0.0%	0.0%	0.6%	1.0%	0.0%	0.0%	0.4%	0.9%	0.4%	0.6%		
c. Phone Book	No	63.2%	71.4%	75.4%	70.2%	64.0%	68.0%	71.1%	65.5%	69.0%	66.1%	62.8%	71.6%		
	Yes	36.0%	28.0%	24.6%	29.8%	35.4%	30.9%	28.9%	34.5%	30.6%	33.0%	36.4%	27.8%		
	DNK	0.8%	0.6%	0.0%	0.0%	0.6%	1.0%	0.0%	0.0%	0.4%	0.9%	0.8%	0.6%		
d. Brochure	No	77.0%	79.4%	66.2%	78.7%	76.2%	67.0%	78.5%	71.4%	74.0%	75.0%	73.2%	74.6%		
	Yes	22.2%	20.0%	33.8%	21.3%	23.2%	32.0%	21.5%	28.6%	25.6%	24.1%	26.0%	24.9%		
	DNK	0.8%	0.6%	0.0%	0.0%	0.6%	1.0%	0.0%	0.0%	0.4%	0.9%	0.8%	0.6%		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Percent (%)											
ACCESS	e. In Person	No	54.4%	50.9%	52.1%	48.7%	53.7%	54.6%	47.9%	48.2%	52.7%	53.6%	51.6%	51.5%
		Yes	44.8%	48.6%	47.9%	51.3%	45.7%	44.3%	52.1%	51.8%	47.0%	45.5%	47.6%	47.9%
		DNK	0.8%	0.6%	0.0%	0.0%	0.6%	1.0%	0.0%	0.0%	0.0%	0.4%	0.9%	0.8%
	f. Other	No	82.8%	86.3%	89.4%	86.7%	86.0%	84.5%	85.1%	90.5%	87.2%	86.6%	86.8%	81.7%
		Yes	16.3%	12.6%	10.6%	13.3%	13.4%	14.4%	14.9%	9.5%	12.5%	12.5%	12.4%	17.2%
		DNK	0.8%	1.1%	0.0%	0.0%	0.6%	1.0%	0.0%	0.0%	0.4%	0.9%	0.8%	1.2%
RESPECTFUL SERVICE	12. Places feel welcoming	SD	3.3%	4.6%	3.5%	3.5%	0.6%	2.1%	1.7%	2.4%	2.1%	2.7%	2.0%	2.4%
		D	7.9%	10.3%	9.2%	10.6%	8.5%	6.2%	5.8%	7.7%	8.5%	10.7%	7.2%	13.0%
		A	40.6%	40.6%	37.3%	41.8%	45.7%	30.9%	44.6%	42.3%	42.3%	33.0%	39.6%	40.8%
		SA	38.1%	32.0%	44.4%	37.2%	42.1%	50.5%	40.5%	42.3%	40.6%	50.9%	45.2%	38.5%
		N/A	10.0%	12.6%	5.6%	6.9%	3.0%	10.3%	7.4%	5.4%	6.4%	2.7%	6.0%	5.3%
	13. Staff listen to you	SD	2.5%	2.9%	2.1%	1.1%	1.8%	3.1%	0.0%	4.8%	0.7%	3.6%	1.2%	5.9%
		D	7.5%	9.1%	6.3%	11.2%	3.7%	2.1%	5.0%	7.1%	8.2%	6.3%	5.6%	8.3%
		A	47.3%	38.3%	41.5%	42.6%	45.1%	40.2%	51.2%	38.1%	43.4%	42.0%	41.2%	42.0%
		SA	36.8%	42.9%	47.2%	40.7%	45.7%	50.5%	41.3%	47.6%	44.8%	47.3%	50.0%	40.8%
		N/A	5.9%	6.9%	2.8%	4.5%	3.7%	4.1%	2.5%	2.4%	2.8%	0.9%	2.0%	3.0%
	14. Treated with respect	SD	2.1%	2.9%	1.4%	1.6%	1.2%	1.0%	0.8%	3.6%	1.1%	1.8%	0.8%	3.0%
		D	5.4%	8.6%	5.6%	7.4%	3.7%	7.2%	3.3%	6.5%	3.9%	6.3%	5.2%	6.5%
		A	43.9%	36.0%	31.7%	38.6%	39.0%	33.0%	43.0%	35.7%	45.9%	36.6%	37.2%	43.8%
		SA	45.6%	48.0%	59.2%	49.5%	54.9%	56.7%	51.2%	51.8%	47.7%	55.4%	54.8%	44.4%
		N/A	2.9%	4.6%	2.1%	2.9%	1.2%	2.1%	1.7%	2.4%	1.4%	0.0%	2.0%	2.4%
	15. Treated with kindness	SD	2.1%	2.3%	2.1%	1.6%	0.6%	0.0%	0.0%	1.8%	0.4%	4.5%	0.4%	3.0%
		D	5.0%	8.0%	6.3%	6.4%	6.1%	5.2%	5.0%	6.0%	5.0%	7.1%	4.4%	4.1%
		SA	43.1%	40.0%	35.9%	39.1%	36.0%	37.1%	47.1%	38.7%	43.4%	33.9%	39.6%	43.8%
		A	46.0%	45.1%	54.9%	49.2%	57.3%	55.7%	46.3%	50.6%	49.5%	54.5%	54.0%	46.7%
		N/A	3.8%	4.6%	0.7%	3.7%	0.0%	2.1%	1.7%	3.0%	1.8%	0.0%	1.6%	2.4%
16. Your strengths are valued	SD	4.2%	4.6%	2.8%	1.9%	3.0%	1.0%	1.7%	3.6%	1.4%	1.8%	0.8%	2.4%	
	D	6.3%	9.1%	10.6%	10.6%	8.5%	6.2%	9.1%	11.9%	8.2%	8.9%	8.4%	8.9%	
	A	41.0%	36.6%	31.7%	37.0%	36.0%	36.1%	43.0%	35.7%	42.7%	46.4%	40.0%	41.4%	
	SA	29.7%	34.9%	35.9%	33.2%	39.6%	42.3%	31.4%	36.3%	37.0%	33.0%	37.2%	36.1%	
	N/A	18.8%	14.9%	19.0%	17.3%	12.8%	14.4%	14.9%	12.5%	10.7%	9.8%	13.6%	11.2%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Percent (%)											
RESPECTFUL SERVICE	17. Staff respects your cultural background	SD	2.1%	3.4%	1.4%	1.3%	1.2%	1.0%	0.0%	1.8%	1.8%	2.7%	0.8%	2.4%
		D	2.9%	4.6%	1.4%	4.0%	1.8%	2.1%	2.5%	4.8%	1.4%	2.7%	4.0%	3.0%
		A	36.4%	37.1%	35.2%	35.1%	35.4%	35.1%	40.5%	29.2%	40.2%	33.9%	36.4%	33.7%
		SA	45.2%	42.9%	52.8%	48.9%	54.3%	53.6%	47.9%	53.6%	52.0%	51.8%	53.6%	50.9%
		N/A	13.4%	12.0%	9.2%	10.6%	7.3%	8.2%	9.1%	10.7%	4.6%	8.9%	5.2%	10.1%
	18. Involved in plan to meet your needs	SD	6.3%	2.9%	2.8%	4.5%	1.2%	2.1%	0.8%	3.0%	4.6%	3.6%	1.2%	4.7%
		D	7.5%	10.9%	11.3%	9.0%	10.4%	8.2%	13.2%	7.1%	8.2%	7.1%	6.8%	8.3%
		A	38.1%	36.0%	31.0%	38.0%	34.8%	37.1%	39.7%	33.9%	37.7%	36.6%	36.4%	37.9%
		SA	33.1%	38.9%	48.6%	41.0%	45.1%	41.2%	38.0%	48.8%	42.3%	42.9%	47.2%	40.8%
		N/A	15.1%	11.4%	6.3%	7.4%	8.5%	11.3%	8.3%	7.1%	7.1%	9.8%	8.4%	8.3%
	19. Info is only shared to improve your services	SD	3.3%	4.6%	4.2%	3.2%	1.8%	2.1%	0.0%	7.7%	2.5%	2.7%	0.0%	5.3%
		D	5.0%	9.1%	9.9%	10.4%	4.9%	6.2%	6.6%	8.3%	7.5%	7.1%	8.0%	6.5%
		A	49.4%	40.6%	34.5%	44.9%	47.0%	47.4%	49.6%	39.9%	47.0%	43.8%	46.4%	43.2%
		SA	38.9%	38.3%	48.6%	36.7%	42.1%	42.3%	38.0%	41.1%	40.6%	42.0%	44.4%	42.0%
		N/A	3.3%	7.4%	2.8%	4.8%	4.3%	2.1%	5.8%	3.0%	2.5%	4.5%	1.2%	3.0%
EFFECTIVE SERVICES	20. Feedback invited	No	68.2%	76.6%	66.9%	70.2%	65.9%	73.2%	67.8%	73.2%	73.7%	67.9%	69.6%	66.9%
		Yes	28.5%	21.7%	33.1%	27.7%	31.7%	24.7%	27.3%	26.8%	25.6%	30.4%	29.6%	31.4%
		DNK	3.3%	1.7%		2.1%	2.4%	2.1%	5.0%	0.0%	0.7%	1.8%	0.8%	1.8%
	21a. More than 2 case managers	No	81.6%	76.0%	68.3%	67.0%	82.9%	85.6%	73.6%	66.7%	71.9%	73.2%	78.4%	81.7%
		Yes	11.3%	15.4%	24.6%	27.4%	10.4%	8.2%	18.2%	21.4%	20.6%	22.3%	14.8%	16.0%
		DNK	7.1%	8.6%	7.0%	5.6%	6.7%	6.2%	8.3%	11.9%	7.5%	4.5%	6.8%	2.4%
	21b. [If Y] Satisfied with service coordination	SD	22.2%	3.7%	17.1%	8.7%	11.8%	0.0%	13.6%	19.4%	12.1%	4.0%	8.1%	18.5%
		D	11.1%	37.0%	5.7%	20.4%	17.6%	25.0%	13.6%	11.1%	19.0%	8.0%	5.4%	14.8%
		A	33.3%	29.6%	37.1%	38.8%	35.3%	37.5%	31.8%	30.6%	29.3%	60.0%	40.5%	33.3%
		SA	29.6%	29.6%	40.0%	30.1%	35.3%	37.5%	40.9%	38.9%	36.2%	24.0%	45.9%	33.3%
		DNK	3.7%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	3.4%	4.0%	0.0%	0.0%
	22a. Your eligibility for a service ended	No	70.3%	62.3%	64.1%	66.2%	73.8%	68.0%	65.3%	63.7%	70.8%	64.3%	65.2%	66.9%
Yes		26.8%	33.7%	34.5%	31.6%	24.4%	28.9%	34.7%	35.7%	27.4%	33.9%	33.2%	31.4%	
DNK		2.9%	4.0%	1.4%	2.1%	1.8%	3.1%	0.0%	0.6%	1.8%	1.8%	1.6%	1.8%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Percent (%)											
EFFECTIVE SERVICES	22b. [If Y] Got what you still needed through another program	SD	35.9%	32.2%	22.4%	31.1%	35.0%	10.7%	31.0%	35.0%	20.8%	21.1%	24.1%	22.6%
		D	20.3%	8.5%	18.4%	26.1%	22.5%	32.1%	19.0%	18.3%	29.9%	13.2%	25.3%	17.0%
		A	21.9%	28.8%	16.3%	27.7%	32.5%	32.1%	19.0%	20.0%	24.7%	23.7%	24.1%	24.5%
		SA	14.1%	20.3%	38.8%	10.1%	10.0%	21.4%	19.0%	21.7%	22.1%	31.6%	21.7%	24.5%
		DNK	7.8%	10.2%	4.1%	5.0%	0.0%	3.6%	11.9%	5.0%	2.6%	10.5%	4.8%	11.3%
	23a. Used emergency services.	No	69.0%	65.1%	64.1%	59.8%	65.2%	72.2%	67.8%	64.9%	66.2%	67.9%	62.8%	62.7%
		Yes	29.7%	32.0%	35.2%	39.4%	32.9%	25.8%	31.4%	34.5%	33.5%	29.5%	36.4%	36.7%
		DNK	1.3%	2.9%	0.7%	0.8%	1.8%	2.1%	0.8%	0.6%	0.4%	2.7%	0.8%	0.6%
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	38.0%	26.8%	36.0%	33.8%	29.6%	20.0%	21.1%	36.2%	27.7%	27.3%	30.8%	30.6%
		D	22.5%	37.5%	22.0%	24.3%	27.8%	24.0%	21.1%	32.8%	26.6%	21.2%	31.9%	33.9%
		A	14.1%	8.9%	22.0%	14.9%	18.5%	16.0%	34.2%	10.3%	20.2%	27.3%	15.4%	14.5%
		SA	22.5%	21.4%	14.0%	20.3%	18.5%	40.0%	21.1%	20.7%	16.0%	18.2%	15.4%	16.1%
		DNK	2.8%	5.4%	6.0%	6.8%	5.6%	0.0%	2.6%	0.0%	9.6%	6.1%	6.6%	4.8%
	24. Know how and where to file a complaint	SD	18.4%	17.7%	14.8%	20.7%	15.2%	14.4%	16.5%	23.2%	19.6%	12.5%	12.4%	16.0%
		D	19.7%	24.6%	25.4%	22.1%	26.8%	19.6%	15.7%	26.2%	21.7%	13.4%	22.0%	21.9%
		A	31.4%	26.9%	24.6%	26.6%	28.0%	34.0%	38.8%	28.0%	32.0%	42.9%	31.6%	33.1%
		SA	28.5%	24.6%	33.1%	28.2%	28.0%	29.9%	24.8%	20.2%	24.6%	31.3%	31.6%	27.2%
		N/A	2.1%	6.3%	2.1%	2.4%	1.8%	2.1%	4.1%	2.4%	2.1%	0.0%	2.4%	1.8%
	25. Would feel safe to complain	SD	5.4%	8.0%	8.5%	4.3%	2.4%	1.0%	7.4%	6.5%	5.0%	6.3%	4.4%	5.3%
		D	5.4%	8.0%	8.5%	10.9%	8.5%	6.2%	6.6%	11.9%	7.5%	6.3%	7.2%	9.5%
A		45.2%	43.4%	33.1%	39.6%	48.2%	44.3%	44.6%	42.3%	44.8%	38.4%	42.0%	43.8%	
SA		41.8%	36.6%	48.6%	41.5%	39.0%	45.4%	35.5%	37.5%	39.5%	47.3%	44.8%	40.8%	
N/A		2.1%	4.0%	1.4%	3.7%	1.8%	3.1%	5.8%	1.8%	3.2%	1.8%	1.6%	0.6%	
26a. Did you submit a complaint?	No	94.1%	93.7%	93.0%	91.8%	97.0%	95.9%	93.4%	88.7%	93.6%	92.9%	95.2%	94.7%	
	Yes	5.9%	5.1%	7.0%	8.2%	3.0%	4.1%	5.0%	10.1%	5.3%	6.3%	4.8%	5.3%	
	DNK	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	1.7%	1.2%	1.1%	0.9%	0.0%	0.0%	
26b. [If yes] Satisfied with the outcome	SD	21.4%	55.6%	20.0%	25.8%	40.0%	25.0%	50.0%	35.3%	26.7%	28.6%	41.7%	66.7%	
	D	21.4%	0.0%	20.0%	29.0%	20.0%	0.0%	0.0%	29.4%	13.3%	0.0%	16.7%	0.0%	
	A	28.6%	22.2%	30.0%	25.8%	20.0%	50.0%	16.7%	0.0%	26.7%	42.9%	25.0%	0.0%	
	SA	28.6%	22.2%	30.0%	12.9%	0.0%	25.0%	16.7%	23.5%	20.0%	28.6%	8.3%	22.2%	
	DNK	0.0%	0.0%	0.0%	6.5%	20.0%	0.0%	16.7%	11.8%	13.3%	0.0%	8.3%	11.1%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Percent (%)											
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	4.6%	5.1%	3.5%	5.3%	3.7%	3.1%	3.3%	6.0%	5.7%	0.0%	2.4%	8.3%
		D	7.9%	8.6%	5.6%	7.2%	6.1%	7.2%	5.8%	6.0%	8.5%	6.3%	6.4%	8.3%
		A	43.5%	35.4%	35.2%	36.7%	38.4%	27.8%	35.5%	35.7%	39.5%	38.4%	38.4%	32.0%
		SA	41.8%	48.0%	54.9%	48.7%	48.8%	59.8%	51.2%	50.0%	44.8%	50.0%	52.0%	49.7%
		N/A	2.1%	2.9%	0.7%	2.1%	3.0%	2.1%	4.1%	2.4%	1.4%	5.4%	0.8%	1.8%
	28. Overall, AHS services have helped your situation	SD	2.1%	2.9%	0.7%	1.9%	1.2%	4.1%	0.8%	5.4%	2.1%	6.3%	2.8%	8.9%
		D	5.9%	7.4%	2.8%	6.4%	3.7%	7.2%	5.0%	6.0%	6.8%	3.6%	3.6%	5.3%
		A	39.3%	34.3%	28.9%	33.8%	34.1%	26.8%	31.4%	31.0%	33.5%	30.4%	33.6%	29.0%
		SA	51.5%	53.1%	66.2%	57.4%	59.1%	60.8%	60.3%	56.5%	55.9%	59.8%	59.6%	56.2%
		N/A	1.3%	2.3%	1.4%	0.5%	1.8%	1.0%	2.5%	1.2%	1.8%	0.0%	0.4%	0.6%
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	2.5%	1.7%	0.7%	2.9%	1.8%	0.0%	0.0%	2.4%	2.5%	0.9%	1.6%	1.2%
		2	1.7%	1.7%	1.4%	0.5%	0.6%	1.0%	0.8%	0.6%	0.4%	1.8%	0.4%	1.8%
		3	1.7%	2.9%	2.8%	2.4%	1.2%	2.1%	1.7%	2.4%	1.4%	1.8%	1.6%	4.1%
		4	2.5%	3.4%	4.2%	5.1%	3.0%	3.1%	5.0%	4.2%	3.2%	2.7%	4.8%	4.1%
		5	11.7%	9.7%	6.3%	7.4%	8.5%	8.2%	9.1%	10.1%	6.4%	5.4%	7.6%	9.5%
		6	5.0%	5.7%	4.9%	8.2%	1.8%	7.2%	5.0%	5.4%	3.6%	3.6%	4.4%	3.0%
		7	13.0%	5.1%	8.5%	12.8%	11.0%	9.3%	14.0%	10.1%	10.7%	9.8%	8.8%	10.7%
		8	26.8%	20.0%	26.8%	21.5%	25.6%	21.6%	24.8%	25.6%	27.8%	23.2%	22.4%	21.3%
		9	13.0%	12.6%	13.4%	11.2%	15.9%	11.3%	14.9%	9.5%	11.0%	17.0%	10.4%	11.8%
10		19.7%	32.6%	31.0%	24.5%	29.3%	32.0%	24.0%	28.6%	29.9%	33.0%	35.6%	30.8%	
N/A	2.5%	4.6%	0.0%	3.5%	1.2%	4.1%	0.8%	1.2%	3.2%	0.9%	2.4%	1.8%		

Table A3b. AHS Consumers by Region, Frequency of Response (Count)

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Count (#)											
ACCESS TO SERVICES	1. Convenient times	SD	14	9	2	19	10	2	2	5	13	5	7	8
		D	27	23	10	48	14	5	8	12	29	11	25	17
		A	106	58	64	164	80	42	57	73	120	54	112	66
		SA	65	67	54	116	50	36	42	67	101	34	88	65
		N/A	27	18	12	29	10	12	12	11	18	8	18	13
	2. Get through to someone who can help on the telephone	SD	14	11	4	31	8	3	2	6	14	7	9	5
		D	39	21	13	52	18	5	13	18	21	11	28	23
		A	100	71	55	135	74	49	49	74	140	46	103	76
		SA	67	62	57	129	54	38	50	56	88	43	98	49
		N/A	19	10	13	29	10	2	7	14	18	5	12	16
	3. Receive timely responses to your questions	SD	12	10	2	19	6	2	2	6	12	6	4	5
		D	22	18	12	46	14	10	11	13	24	8	33	23
		A	111	78	56	156	77	42	55	74	133	44	97	71
		SA	76	59	66	123	58	40	49	65	100	49	103	56
		N/A	18	10	6	32	9	3	4	10	12	5	13	14
	4. Get the help you need with forms	SD	10	5	5	17	2	3	2	6	4	4	4	6
		D	12	17	2	26	8	4	8	12	18	4	12	12
		A	92	65	53	125	65	29	43	53	102	38	100	65
		SA	78	66	55	146	69	39	55	72	109	51	96	60
		N/A	47	22	27	62	20	22	13	25	48	15	38	26
	5. Have had to fill out multiple forms that ask for the same information	SD	31	26	22	36	28	15	11	20	31	12	28	25
		D	46	40	27	67	35	18	22	34	59	32	48	31
		A	70	42	33	112	40	27	35	48	89	28	78	51
		SA	79	53	58	144	50	28	45	62	85	35	88	57
		N/A	13	14	2	17	11	9	8	4	17	5	8	5
	6. Receive services in reasonable time	SD	8	11	2	16	6	2	4	4	3	0	3	8
		D	19	12	9	32	11	7	9	7	21	8	13	19
		A	109	69	56	163	66	38	53	79	122	45	117	66
SA		94	78	71	161	77	48	54	76	132	56	113	70	
N/A		9	5	4	4	4	2	1	2	3	3	4	6	

Survey Items	Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)												
ACCESS TO SERVICES	7. Written info easy to understand	SD	10	7	7	13	4	5	6	6	7	3	3	4
		D	23	22	12	44	16	8	16	24	32	12	22	24
		A	113	76	65	164	75	48	49	58	129	44	115	73
		SA	89	67	56	145	67	36	48	77	110	52	104	65
		N/A	4	3	2	10	2	0	2	3	3	1	6	3
	8. Written info is timely	SD	5	2	3	11	4	3	2	5	10	4	4	6
		D	19	15	8	53	14	7	9	17	24	9	16	14
		A	126	87	61	164	69	45	47	73	132	53	124	85
		SA	83	67	68	135	72	39	58	63	111	44	99	57
		N/A	6	4	2	13	5	3	5	10	4	2	7	7
	9. Easy to get information about AHS services	SD	15	9	7	18	6	4	8	7	18	5	5	16
		D	29	36	30	76	21	10	20	23	35	16	35	23
		A	98	63	45	144	75	42	50	63	121	41	110	65
		SA	82	57	52	121	52	37	38	67	98	46	89	53
		N/A	15	10	8	17	10	4	5	8	9	4	11	12
10. Use the internet for general info	No	157	108	84	245	108	62	85	114	191	65	178	117	
	Yes	82	67	57	129	56	35	35	54	88	46	71	52	
	DNK	0	0	1	2	0	0	1	0	2	1	1		
11. How do you prefer to get information about AHS services or supports?														
a. Newspapers	No	211	148	125	329	149	87	106	153	241	93	214	145	
	Yes	26	26	17	47	14	9	15	15	39	18	35	23	
	DNK	2	1	0	0	1	1	0	0	1	1	1	1	
b. Internet	No	188	131	105	293	130	76	103	132	231	85	206	141	
	Yes	49	43	37	83	33	20	18	36	49	26	43	27	
	DNK	2	1	0	0	1	1		0	1	1	1	1	
c. Phone Book	No	151	125	107	264	105	66	86	110	194	74	157	121	
	Yes	86	49	35	112	58	30	35	58	86	37	91	47	
	DNK	2	1	0	0	1	1		0	1	1	2	1	
d. Brochure	No	184	139	94	296	125	65	95	120	208	84	183	126	
	Yes	53	35	48	80	38	31	26	48	72	27	65	42	
	DNK	2	1	0	0	1	1	0	0	1	1	2	1	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Count (#)											
ACCESS	e. In Person	No	130	89	74	183	88	53	58	81	148	60	129	87
		Yes	107	85	68	193	75	43	63	87	132	51	119	81
		DNK	2	1	0	0	1	1	0	0	0	1	1	2
	f. Other	No	198	151	127	326	141	82	103	152	245	97	217	138
		Yes	39	22	15	50	22	14	18	16	35	14	31	29
DNK		2	2	0	0	1	1	0	0	0	1	1	2	2
RESPECTFUL SERVICE	12. Places feel welcoming	SD	8	8	5	13	1	2	2	4	6	3	5	4
		D	19	18	13	40	14	6	7	13	24	12	18	22
		A	97	71	53	157	75	30	54	71	119	37	99	69
		SA	91	56	63	140	69	49	49	71	114	57	113	65
		N/A	24	22	8	26	5	10	9	9	18	3	15	9
	13. Staff listen to you	SD	6	5	3	4	3	3	0	8	2	4	3	10
		D	18	16	9	42	6	2	6	12	23	7	14	14
		A	113	67	59	160	74	39	62	64	122	47	103	71
		SA	88	75	67	153	75	49	50	80	126	53	125	69
		N/A	14	12	4	17	6	4	3	4	8	1	5	5
	14. Treated with respect	SD	5	5	2	6	2	1	1	6	3	2	2	5
		D	13	15	8	28	6	7	4	11	11	7	13	11
		A	105	63	45	145	64	32	52	60	129	41	93	74
		SA	109	84	84	186	90	55	62	87	134	62	137	75
		N/A	7	8	3	11	2	2	2	4	4	0	5	4
	15. Treated with kindness	SD	5	4	3	6	1	0	0	3	1	5	1	5
		D	12	14	9	24	10	5	6	10	14	8	11	7
		SA	103	70	51	147	59	36	57	65	122	38	99	74
		A	110	79	78	185	94	54	56	85	139	61	135	79
		N/A	9	8	1	14	0	2	2	5	5	0	4	4
16. Your strengths are valued	SD	10	8	4	7	5	1	2	6	4	2	2	4	
	D	15	16	15	40	14	6	11	20	23	10	21	15	
	A	98	64	45	139	59	35	52	60	120	52	100	70	
	SA	71	61	51	125	65	41	38	61	104	37	93	61	
	N/A	45	26	27	65	21	14	18	21	30	11	34	19	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Count (#)											
RESPECTFUL SERVICE	17. Staff respects your cultural background	SD	5	6	2	5	2	1	0	3	5	3	2	4
		D	7	8	2	15	3	2	3	8	4	3	10	5
		A	87	65	50	132	58	34	49	49	113	38	91	57
		SA	108	75	75	184	89	52	58	90	146	58	134	86
		N/A	32	21	13	40	12	8	11	18	13	10	13	17
	18. Involved in plan to meet your needs	SD	15	5	4	17	2	2	1	5	13	4	3	8
		D	18	19	16	34	17	8	16	12	23	8	17	14
		A	91	63	44	143	57	36	48	57	106	41	91	64
		SA	79	68	69	154	74	40	46	82	119	48	118	69
		N/A	36	20	9	28	14	11	10	12	20	11	21	14
	19. Info is only shared to improve your services	SD	8	8	6	12	3	2	0	13	7	3	0	9
		D	12	16	14	39	8	6	8	14	21	8	20	11
		A	118	71	49	169	77	46	60	67	132	49	116	73
		SA	93	67	69	138	69	41	46	69	114	47	111	71
		N/A	8	13	4	18	7	2	7	5	7	5	3	5
EFFECTIVE SERVICES	20. Feedback invited	No	163	134	95	264	108	71	82	123	207	76	174	113
		Yes	68	38	47	104	52	24	33	45	72	34	74	53
		DNK	8	3		8	4	2	6	0	2	2	2	3
	21a. More than 2 case managers	No	195	133	97	252	136	83	89	112	202	82	196	138
		Yes	27	27	35	103	17	8	22	36	58	25	37	27
		DNK	17	15	10	21	11	6	10	20	21	5	17	4
	21b. [If Y] Satisfied with service coordination	SD	6	1	6	9	2	0	3	7	7	1	3	5
		D	3	10	2	21	3	2	3	4	11	2	2	4
		A	9	8	13	40	6	3	7	11	17	15	15	9
		SA	8	8	14	31	6	3	9	14	21	6	17	9
		DNK	1	0	0	2	0	0	0	0	2	1	0	0
	22a. Your eligibility for a service ended	No	168	109	91	249	121	66	79	107	199	72	163	113
		Yes	64	59	49	119	40	28	42	60	77	38	83	53
		DNK	7	7	2	8	3	3	0	1	5	2	4	3

Survey Items	Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)												
EFFECTIVE SERVICES	22b. [If Y] Got what you still needed through another program	SD	23	19	11	37	14	3	13	21	16	8	20	12
		D	13	5	9	31	9	9	8	11	23	5	21	9
		A	14	17	8	33	13	9	8	12	19	9	20	13
		SA	9	12	19	12	4	6	8	13	17	12	18	13
		DNK	5	6	2	6	0	1	5	3	2	4	4	6
	23a. Used emergency services.	No	165	114	91	225	107	70	82	109	186	76	157	106
		Yes	71	56	50	148	54	25	38	58	94	33	91	62
		DNK	3	5	1	3	3	2	1	1	1	3	2	1
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	27	15	18	50	16	5	8	21	26	9	28	19
		D	16	21	11	36	15	6	8	19	25	7	29	21
		A	10	5	11	22	10	4	13	6	19	9	14	9
		SA	16	12	7	30	10	10	8	12	15	6	14	10
		DNK	2	3	3	10	3	0	1	0	9	2	6	3
	24. Know how and where to file a complaint	SD	44	31	21	78	25	14	20	39	55	14	31	27
		D	47	43	36	83	44	19	19	44	61	15	55	37
		A	75	47	35	100	46	33	47	47	90	48	79	56
		SA	68	43	47	106	46	29	30	34	69	35	79	46
		N/A	5	11	3	9	3	2	5	4	6	0	6	3
	25. Would feel safe to complain	SD	13	14	12	16	4	1	9	11	14	7	11	9
		D	13	14	12	41	14	6	8	20	21	7	18	16
A		108	76	47	149	79	43	54	71	126	43	105	74	
SA		100	64	69	156	64	44	43	63	111	53	112	69	
N/A		5	7	2	14	3	3	7	3	9	2	4	1	
26a. Did you submit a complaint?	No	225	164	132	345	159	93	113	149	263	104	238	160	
	Yes	14	9	10	31	5	4	6	17	15	7	12	9	
	DNK	0	2	0	0	0	0	2	2	3	1	0	0	
26b. [If yes] Satisfied with the outcome	SD	3	5	2	8	2	1	3	6	4	2	5	6	
	D	3	0	2	9	1	0	0	5	2	0	2	0	
	A	4	2	3	8	1	2	1	0	4	3	3	0	
	SA	4	2	3	4	0	1	1	4	3	2	1	2	
	N/A	0	0	0	2	1	0	1	2	2	0	1	1	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
			Count (#)											
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	11	9	5	20	6	3	4	10	16	0	6	14
		D	19	15	8	27	10	7	7	10	24	7	16	14
		A	104	62	50	138	63	27	43	60	111	43	96	54
		SA	100	84	78	183	80	58	62	84	126	56	130	84
		N/A	5	5	1	8	5	2	5	4	4	6	2	3
	28. Overall, AHS services have helped your situation	SD	5	5	1	7	2	4	1	9	6	7	7	15
		D	14	13	4	24	6	7	6	10	19	4	9	9
		A	94	60	41	127	56	26	38	52	94	34	84	49
		SA	123	93	94	216	97	59	73	95	157	67	149	95
		N/A	3	4	2	2	3	1	3	2	5	0	1	1
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	6	3	1	11	3	0	0	4	7	1	4	2
		2	4	3	2	2	1	1	1	1	1	2	1	3
		3	4	5	4	9	2	2	2	4	4	2	4	7
		4	6	6	6	19	5	3	6	7	9	3	12	7
		5	28	17	9	28	14	8	11	17	18	6	19	16
		6	12	10	7	31	3	7	6	9	10	4	11	5
		7	31	9	12	48	18	9	17	17	30	11	22	18
		8	64	35	38	81	42	21	30	43	78	26	56	36
		9	31	22	19	42	26	11	18	16	31	19	26	20
10		47	57	44	92	48	31	29	48	84	37	89	52	
N/A	6	8	0	13	2	4	1	2	9	1	6	3		

Table A4a. Frequency of Response Economic Supports by Region (Percent)

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
ACCESS TO SERVICES	1. Convenient times	SD	6.1%	3.6%	1.6%	6.1%	6.2%	0.0%	0.9%	3.3%	3.7%	5.1%	2.8%	4.1%
		D	11.2%	10.8%	7.1%	10.2%	6.9%	4.9%	6.6%	6.0%	10.3%	9.2%	8.7%	10.9%
		A	43.1%	36.0%	42.9%	44.6%	48.3%	43.2%	47.2%	43.3%	44.2%	45.9%	46.8%	38.1%
		SA	26.9%	37.4%	38.9%	31.2%	31.7%	38.3%	34.0%	40.7%	34.7%	32.7%	34.4%	38.1%
		N/A	12.7%	12.2%	9.5%	8.0%	6.9%	13.6%	11.3%	6.7%	7.0%	7.1%	7.3%	8.8%
	2. Get through to someone who can help on the telephone	SD	6.6%	5.8%	3.2%	8.6%	5.5%	1.2%	1.9%	4.0%	4.5%	6.1%	4.1%	1.4%
		D	15.2%	8.6%	7.9%	12.4%	10.3%	3.7%	7.5%	10.0%	7.9%	10.2%	10.1%	12.9%
		A	40.6%	46.0%	38.1%	36.0%	42.8%	54.3%	43.4%	42.0%	51.2%	37.8%	41.7%	44.9%
		SA	28.9%	33.8%	41.3%	34.7%	34.5%	40.7%	41.5%	36.0%	28.9%	40.8%	38.5%	29.9%
		N/A	8.6%	5.8%	9.5%	8.3%	6.9%	0.0%	5.7%	8.0%	7.4%	5.1%	5.5%	10.9%
	3. Receive timely responses to your questions	SD	5.6%	4.3%	1.6%	5.1%	4.1%	1.2%	1.9%	4.0%	4.1%	6.1%	1.8%	2.7%
		D	8.6%	7.9%	8.7%	10.8%	9.0%	7.4%	7.5%	5.3%	7.9%	6.1%	11.5%	11.6%
		A	46.7%	48.9%	36.5%	42.4%	43.4%	44.4%	47.2%	44.0%	48.8%	35.7%	39.4%	42.2%
		SA	31.0%	31.7%	48.4%	32.8%	37.2%	44.4%	39.6%	40.7%	34.3%	46.9%	41.3%	34.0%
		N/A	8.1%	7.2%	4.8%	8.9%	6.2%	2.5%	3.8%	6.0%	5.0%	5.1%	6.0%	9.5%
	4. Get the help you need with forms	SD	3.0%	2.2%	4.0%	4.5%	0.7%	3.7%	0.9%	4.0%	0.8%	4.1%	0.9%	3.4%
		D	4.1%	7.2%	1.6%	6.4%	4.1%	2.5%	5.7%	6.7%	6.2%	4.1%	4.1%	6.1%
		A	38.1%	41.0%	35.7%	34.4%	38.6%	30.9%	37.7%	32.7%	38.0%	32.7%	41.3%	38.8%
		SA	32.5%	36.0%	38.1%	38.9%	44.1%	42.0%	44.3%	44.0%	37.6%	46.9%	38.1%	36.1%
		N/A	22.3%	13.7%	20.6%	15.9%	12.4%	21.0%	11.3%	12.7%	17.4%	12.2%	15.6%	15.6%
	5. Have had to fill out multiple forms that ask for the same information	SD	11.7%	12.2%	15.9%	9.2%	17.9%	14.8%	10.4%	10.7%	9.5%	11.2%	11.9%	15.0%
		D	16.8%	21.6%	18.3%	18.5%	21.4%	18.5%	17.9%	20.0%	20.7%	26.5%	18.8%	17.7%
		A	29.9%	27.3%	24.6%	29.6%	24.8%	28.4%	28.3%	28.7%	34.3%	25.5%	31.7%	30.6%
		SA	36.5%	30.2%	40.5%	38.2%	30.3%	28.4%	35.8%	38.7%	29.8%	31.6%	34.9%	34.0%
		N/A	5.1%	8.6%	0.8%	4.5%	5.5%	9.9%	7.5%	2.0%	5.8%	5.1%	2.8%	2.7%
6. Receive services in reasonable time	SD	3.6%	3.6%	1.6%	4.1%	4.1%	1.2%	2.8%	2.7%	0.4%	0.0%	1.4%	4.1%	
	D	6.6%	5.8%	5.6%	7.6%	6.2%	6.2%	7.5%	3.3%	7.0%	7.1%	4.6%	10.9%	
	A	45.7%	43.2%	38.9%	42.7%	38.6%	37.0%	44.3%	46.7%	45.0%	39.8%	47.2%	38.1%	
	SA	40.1%	43.9%	50.8%	44.9%	49.0%	53.1%	44.3%	46.0%	46.3%	52.0%	45.0%	43.5%	
	N/A	4.1%	3.6%	3.2%	0.6%	2.1%	2.5%	0.9%	1.3%	1.2%	1.0%	1.8%	3.4%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Percent (%)													
ACCESS TO SERVICES	7. Written info easy to understand	SD	4.1%	3.6%	4.0%	3.2%	2.8%	6.2%	4.7%	3.3%	1.7%	2.0%	0.9%	2.0%	
		D	9.6%	12.9%	8.7%	11.1%	9.0%	8.6%	11.3%	14.7%	11.6%	9.2%	8.7%	14.3%	
		A	49.2%	43.9%	45.2%	44.3%	44.8%	49.4%	41.5%	32.7%	48.8%	39.8%	47.7%	42.9%	
		SA	35.5%	37.4%	40.5%	39.2%	42.1%	35.8%	40.6%	47.3%	36.8%	49.0%	40.4%	38.8%	
		N/A	1.5%	2.2%	1.6%	2.2%	1.4%	0.0%	1.9%	2.0%	1.2%	0.0%	2.3%	2.0%	
	8. Written info is timely	SD	2.0%	0.7%	1.6%	3.2%	2.8%	3.7%	1.9%	3.3%	2.5%	3.1%	1.8%	2.7%	
		D	8.1%	5.8%	6.3%	13.1%	9.0%	8.6%	4.7%	10.0%	7.9%	7.1%	6.0%	8.2%	
		A	53.3%	51.1%	41.3%	45.5%	40.0%	42.0%	40.6%	42.0%	48.8%	48.0%	50.5%	50.3%	
		SA	34.0%	39.6%	49.2%	35.0%	45.5%	44.4%	48.1%	38.7%	39.3%	40.8%	39.0%	34.7%	
		N/A	2.5%	2.9%	1.6%	3.2%	2.8%	1.2%	4.7%	6.0%	1.7%	1.0%	2.8%	4.1%	
	9. Easy to get information about AHS services	SD	6.1%	5.0%	5.6%	4.5%	4.1%	3.7%	6.6%	4.7%	5.0%	3.1%	1.4%	6.8%	
		D	11.2%	16.5%	21.4%	19.4%	11.0%	8.6%	17.9%	14.7%	11.6%	12.2%	14.2%	15.0%	
		A	41.6%	37.4%	30.2%	39.5%	44.8%	43.2%	42.5%	34.7%	45.9%	38.8%	45.9%	38.8%	
		SA	34.0%	34.5%	37.3%	32.2%	33.1%	39.5%	29.2%	40.7%	33.9%	41.8%	33.9%	32.7%	
		N/A	7.1%	6.5%	5.6%	4.5%	6.9%	4.9%	3.8%	5.3%	3.7%	4.1%	4.6%	6.8%	
	10. Use the internet for general info	No	68.5%	64.7%	61.1%	65.6%	66.9%	64.2%	74.5%	68.7%	67.8%	61.2%	71.6%	70.7%	
		Yes	31.5%	35.3%	38.1%	34.1%	33.1%	35.8%	24.5%	31.3%	31.4%	37.8%	28.0%	29.3%	
		DNK	0.0%	0.0%	0.8%	0.3%	0.0%	0.0%	0.9%	0.0%	0.8%	1.0%	0.5%	0.0%	
	11. How do you prefer to get information about AHS services or supports?														
	a. Newspapers	No	89.3%	86.3%	87.3%	86.9%	91.7%	90.1%	86.8%	92.0%	86.4%	82.7%	86.2%	84.4%	
Yes		9.6%	12.9%	12.7%	13.1%	8.3%	8.6%	13.2%	8.0%	13.2%	16.3%	13.3%	15.0%		
DNK		1.0%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.4%	1.0%	0.5%	0.7%		
b. Internet	No	81.2%	76.3%	74.6%	78.7%	79.3%	77.8%	89.6%	79.3%	81.4%	76.5%	83.5%	84.4%		
	Yes	17.8%	23.0%	25.4%	21.3%	20.7%	21.0%	10.4%	20.7%	18.2%	22.4%	16.1%	15.0%		
	DNK	1.0%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.4%	1.0%	0.5%	0.7%		
c. Phone Book	No	61.9%	71.2%	76.2%	69.1%	64.8%	70.4%	69.8%	64.0%	66.9%	66.3%	61.9%	73.5%		
	Yes	37.1%	28.1%	23.8%	30.9%	35.2%	28.4%	30.2%	36.0%	32.6%	32.7%	37.2%	25.9%		
	DNK	1.0%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.4%	1.0%	0.9%	0.7%		
d. Brochure	No	74.6%	79.9%	66.7%	79.0%	76.6%	63.0%	79.2%	70.0%	72.7%	73.5%	71.6%	75.5%		
	Yes	24.4%	19.4%	33.3%	21.0%	23.4%	35.8%	20.8%	30.0%	26.9%	25.5%	27.5%	23.8%		
	DNK	1.0%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.4%	1.0%	0.9%	0.7%		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
ACCESS	e. In Person	No	55.8%	48.2%	51.6%	51.0%	55.2%	55.6%	45.3%	48.7%	54.1%	54.1%	53.2%	51.7%
		Yes	43.1%	51.1%	48.4%	49.0%	44.8%	43.2%	54.7%	51.3%	45.5%	44.9%	45.9%	47.6%
		DNK	1.0%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.4%	1.0%	0.9%
	f. Other	No	81.2%	87.1%	88.1%	85.7%	84.8%	84.0%	85.8%	90.7%	86.8%	86.7%	86.7%	80.3%
		Yes	17.8%	12.2%	11.9%	14.3%	15.2%	14.8%	14.2%	9.3%	12.8%	12.2%	12.4%	18.4%
		DNK	1.0%	0.7%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.4%	1.0%	0.9%	1.4%
RESPECTFUL SERVICE	12. Places feel welcoming	SD	3.6%	2.9%	4.0%	3.8%	0.7%	1.2%	0.9%	2.7%	2.1%	3.1%	1.8%	2.0%
		D	8.6%	10.8%	10.3%	9.9%	7.6%	7.4%	3.8%	7.3%	8.3%	12.2%	6.9%	10.2%
		A	41.6%	41.0%	34.1%	42.4%	44.1%	29.6%	46.2%	40.7%	45.5%	30.6%	41.3%	40.8%
		SA	35.5%	30.9%	45.2%	36.9%	44.1%	49.4%	42.5%	43.3%	37.6%	51.0%	44.0%	40.8%
		N/A	10.7%	14.4%	6.3%	7.0%	3.4%	12.3%	6.6%	6.0%	6.6%	3.1%	6.0%	6.1%
	13. Staff listen to you	SD	3.0%	2.2%	2.4%	1.0%	2.1%	2.5%	0.0%	5.3%	0.4%	4.1%	1.4%	5.4%
		D	7.6%	9.4%	6.3%	11.1%	3.4%	2.5%	2.8%	8.0%	7.4%	6.1%	5.0%	8.2%
		A	48.2%	41.0%	40.5%	43.0%	44.8%	39.5%	54.7%	36.0%	46.3%	40.8%	42.7%	42.2%
		SA	35.0%	38.8%	47.6%	40.4%	46.9%	50.6%	39.6%	48.0%	42.6%	48.0%	48.6%	40.8%
		N/A	6.1%	8.6%	3.2%	4.5%	2.8%	4.9%	2.8%	2.7%	3.3%	1.0%	2.3%	3.4%
	14. Treated with respect	SD	2.0%	2.2%	1.6%	1.9%	1.4%	0.0%	0.9%	4.0%	0.8%	2.0%	0.5%	2.7%
		D	6.1%	7.9%	6.3%	7.0%	4.1%	7.4%	1.9%	7.3%	4.1%	7.1%	5.0%	4.8%
		A	45.2%	39.6%	29.4%	38.9%	37.2%	33.3%	46.2%	34.7%	47.1%	34.7%	39.9%	44.2%
		SA	43.7%	44.6%	60.3%	49.7%	55.9%	56.8%	49.1%	51.3%	46.3%	56.1%	52.8%	45.6%
		N/A	3.0%	5.8%	2.4%	2.5%	1.4%	2.5%	1.9%	2.7%	1.7%	0.0%	1.8%	2.7%
	15. Treated with kindness	SD	2.0%	2.2%	2.4%	1.9%	0.7%	0.0%	0.0%	2.0%	0.0%	5.1%	0.0%	2.7%
		D	5.6%	7.2%	7.1%	5.4%	6.2%	4.9%	4.7%	6.7%	5.4%	8.2%	4.1%	3.4%
		SA	44.7%	43.2%	34.1%	39.5%	34.5%	35.8%	47.2%	37.3%	45.5%	32.7%	41.7%	42.9%
		A	43.7%	41.7%	55.6%	50.0%	58.6%	56.8%	46.2%	50.7%	47.1%	54.1%	52.3%	48.3%
		N/A	4.1%	5.8%	0.8%	3.2%	0.0%	2.5%	1.9%	3.3%	2.1%	0.0%	1.8%	2.7%
16. Your strengths are valued	SD	5.1%	3.6%	3.2%	1.9%	3.4%	1.2%	1.9%	4.0%	0.8%	2.0%	0.9%	1.4%	
	D	5.6%	8.6%	11.1%	10.5%	9.0%	6.2%	6.6%	12.0%	9.1%	9.2%	7.8%	7.5%	
	A	40.6%	38.8%	30.2%	36.9%	34.5%	34.6%	47.2%	36.0%	45.5%	46.9%	40.8%	42.2%	
	SA	27.9%	31.7%	35.7%	32.2%	39.3%	42.0%	27.4%	35.3%	32.2%	31.6%	35.3%	37.4%	
	N/A	20.8%	17.3%	19.8%	18.5%	13.8%	16.0%	17.0%	12.7%	12.4%	10.2%	15.1%	11.6%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
RESPECTFUL SERVICE	17. Staff respects your cultural background	SD	2.0%	2.9%	1.6%	1.6%	1.4%	1.2%	0.0%	2.0%	1.2%	3.1%	0.9%	2.0%
		D	3.6%	4.3%	1.6%	4.1%	2.1%	2.5%	1.9%	5.3%	1.7%	3.1%	3.7%	3.4%
		A	38.1%	40.3%	36.5%	35.4%	32.4%	33.3%	43.4%	29.3%	41.7%	31.6%	37.6%	32.7%
		SA	43.1%	41.0%	53.2%	48.1%	55.9%	53.1%	45.3%	53.3%	50.4%	53.1%	52.3%	51.7%
		N/A	13.2%	11.5%	7.1%	10.8%	8.3%	9.9%	9.4%	10.0%	5.0%	9.2%	5.5%	10.2%
	18. Involved in plan to meet your needs	SD	7.1%	3.6%	3.2%	5.1%	1.4%	1.2%	0.9%	3.3%	3.3%	4.1%	1.4%	4.8%
		D	6.6%	10.8%	10.3%	9.6%	11.0%	6.2%	12.3%	7.3%	9.1%	7.1%	6.4%	8.2%
		A	39.6%	39.6%	29.4%	37.3%	33.1%	35.8%	43.4%	32.0%	39.7%	34.7%	38.1%	38.8%
		SA	29.4%	33.8%	50.0%	40.1%	45.5%	43.2%	34.9%	50.0%	39.7%	43.9%	45.0%	40.8%
		N/A	17.3%	12.2%	7.1%	8.0%	9.0%	13.6%	8.5%	7.3%	8.3%	10.2%	9.2%	7.5%
	19. Info is only shared to improve your services	SD	4.1%	2.2%	4.8%	2.2%	2.1%	1.2%	0.0%	8.7%	1.2%	2.0%	0.0%	4.1%
		D	5.6%	9.4%	11.1%	8.9%	5.5%	6.2%	5.7%	8.7%	7.0%	8.2%	7.3%	6.8%
		A	50.8%	44.6%	33.3%	48.1%	46.2%	46.9%	52.8%	36.0%	50.0%	42.9%	48.6%	42.9%
		SA	37.1%	37.4%	47.6%	36.6%	42.1%	43.2%	34.9%	43.3%	38.8%	42.9%	42.7%	42.9%
		N/A	2.5%	6.5%	3.2%	4.1%	4.1%	2.5%	6.6%	3.3%	2.9%	4.1%	1.4%	3.4%
EFFECTIVE SERVICES	20. Feedback invited	No	70.1%	76.3%	67.5%	72.9%	66.9%	76.5%	68.9%	74.0%	76.9%	69.4%	72.5%	68.7%
		Yes	25.9%	21.6%	32.5%	25.5%	30.3%	21.0%	25.5%	26.0%	22.7%	28.6%	26.6%	29.3%
		DNK	4.1%	2.2%	0.0%	1.6%	2.8%	2.5%	5.7%	0.0%	0.4%	2.0%	0.9%	2.0%
	21a. More than 2 case managers	No	80.7%	74.1%	66.7%	66.6%	82.8%	85.2%	74.5%	66.0%	70.7%	74.5%	76.6%	81.6%
		Yes	11.7%	16.5%	25.4%	27.4%	10.3%	7.4%	17.0%	21.3%	21.1%	22.4%	16.1%	15.6%
		DNK	7.6%	9.4%	7.9%	6.1%	6.9%	7.4%	8.5%	12.7%	8.3%	3.1%	7.3%	2.7%
	21b. [If Y] Satisfied with service coordination	SD	26.1%	4.3%	15.6%	9.3%	13.3%	0.0%	5.6%	18.8%	11.8%	4.5%	8.6%	17.4%
		D	8.7%	39.1%	6.3%	16.3%	20.0%	0.0%	11.1%	12.5%	19.6%	9.1%	5.7%	8.7%
		A	30.4%	34.8%	37.5%	41.9%	40.0%	50.0%	38.9%	34.4%	31.4%	63.6%	40.0%	34.8%
		SA	30.4%	21.7%	40.6%	30.2%	26.7%	50.0%	44.4%	34.4%	33.3%	22.7%	45.7%	39.1%
		DNK	4.3%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%
	22a. Your eligibility for a service ended	No	69.0%	60.4%	64.3%	66.9%	72.4%	69.1%	65.1%	63.3%	69.0%	65.3%	64.2%	66.7%
Yes		29.4%	35.3%	34.9%	32.2%	25.5%	28.4%	34.9%	36.0%	28.9%	33.7%	34.4%	32.0%	
DNK		1.5%	4.3%	0.8%	1.0%	2.1%	2.5%	0.0%	0.7%	2.1%	1.0%	1.4%	1.4%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
EFFECTIVE SERVICES	22b. [If Y] Got what you still needed through another program	SD	36.2%	32.7%	25.0%	30.7%	37.8%	13.0%	29.7%	35.2%	21.4%	21.2%	25.3%	25.5%
		D	20.7%	10.2%	15.9%	25.7%	24.3%	30.4%	18.9%	16.7%	30.0%	9.1%	25.3%	17.0%
		A	19.0%	26.5%	15.9%	28.7%	27.0%	30.4%	21.6%	20.4%	25.7%	27.3%	26.7%	23.4%
		SA	15.5%	18.4%	38.6%	9.9%	10.8%	21.7%	16.2%	22.2%	20.0%	30.3%	17.3%	23.4%
		DNK	8.6%	12.2%	4.5%	5.0%	0.0%	4.3%	13.5%	5.6%	2.9%	12.1%	5.3%	10.6%
	23a. Used emergency services.	No	70.6%	62.6%	62.7%	61.5%	66.2%	77.8%	65.1%	65.3%	64.0%	70.4%	61.0%	65.3%
		Yes	27.9%	33.8%	36.5%	37.6%	31.7%	19.8%	34.0%	34.0%	35.5%	27.6%	38.1%	34.0%
		DNK	1.5%	3.6%	0.8%	1.0%	2.1%	2.5%	0.9%	0.7%	0.4%	2.0%	0.9%	0.7%
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	34.5%	27.7%	34.8%	36.4%	28.3%	18.8%	22.2%	37.3%	30.2%	29.6%	28.9%	34.0%
		D	23.6%	40.4%	21.7%	24.6%	23.9%	31.3%	22.2%	31.4%	26.7%	22.2%	32.5%	34.0%
		A	12.7%	10.6%	23.9%	12.7%	19.6%	18.8%	30.6%	9.8%	17.4%	22.2%	16.9%	10.0%
		SA	25.5%	17.0%	13.0%	19.5%	21.7%	31.3%	22.2%	21.6%	17.4%	22.2%	14.5%	16.0%
		DNK	3.6%	4.3%	6.5%	6.8%	6.5%	0.0%	2.8%	0.0%	8.1%	3.7%	7.2%	6.0%
	24. Know how and where to file a complaint	SD	19.8%	16.5%	15.9%	19.7%	14.5%	13.6%	16.0%	25.3%	19.0%	14.3%	12.8%	16.3%
		D	20.3%	26.6%	24.6%	22.0%	29.0%	21.0%	16.0%	23.3%	22.3%	10.2%	23.9%	22.4%
		A	31.5%	25.9%	25.4%	28.0%	26.9%	33.3%	39.6%	28.0%	33.5%	42.9%	32.1%	31.3%
		SA	26.4%	23.7%	31.7%	28.3%	27.6%	29.6%	23.6%	20.7%	22.7%	32.7%	28.4%	27.9%
		N/A	2.0%	7.2%	2.4%	1.9%	2.1%	2.5%	4.7%	2.7%	2.5%	0.0%	2.8%	2.0%
	25. Would feel safe to complain	SD	5.6%	5.8%	9.5%	4.8%	2.1%	0.0%	6.6%	7.3%	4.5%	7.1%	4.6%	5.4%
		D	5.6%	8.6%	9.5%	8.6%	9.0%	4.9%	5.7%	12.0%	7.4%	6.1%	7.3%	10.2%
A		45.7%	44.6%	31.0%	41.1%	48.3%	44.4%	48.1%	40.7%	46.3%	34.7%	44.0%	42.9%	
SA		41.1%	36.0%	48.4%	41.7%	38.6%	46.9%	34.0%	38.7%	38.8%	50.0%	42.2%	40.8%	
N/A		2.0%	5.0%	1.6%	3.8%	2.1%	3.7%	5.7%	1.3%	2.9%	2.0%	1.8%	0.7%	
26a. Did you submit a complaint?	No	93.9%	94.2%	92.9%	92.7%	96.6%	96.3%	92.5%	87.3%	93.4%	92.9%	95.0%	95.9%	
	Yes	6.1%	4.3%	7.1%	7.3%	3.4%	3.7%	5.7%	11.3%	5.4%	6.1%	5.0%	4.1%	
	DNK	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.9%	1.3%	1.2%	1.0%	0.0%	0.0%	
26b. [If yes] Satisfied with the outcome	SD	25.0%	66.7%	22.2%	34.8%	40.0%	0.0%	50.0%	35.3%	30.8%	33.3%	45.5%	66.7%	
	D	25.0%	0.0%	22.2%	26.1%	20.0%	0.0%	0.0%	29.4%	7.7%	0.0%	18.2%	0.0%	
	A	25.0%	16.7%	22.2%	21.7%	20.0%	66.7%	16.7%	0.0%	30.8%	33.3%	18.2%	0.0%	
	SA	25.0%	16.7%	33.3%	13.0%	0.0%	33.3%	16.7%	23.5%	23.1%	33.3%	9.1%	33.3%	
	DNK	0.0%	0.0%	0.0%	4.3%	20.0%	0.0%	16.7%	11.8%	7.7%	0.0%	9.1%	0.0%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	4.1%	2.2%	4.0%	5.1%	4.1%	1.2%	3.8%	6.7%	4.5%	0.0%	2.3%	7.5%
		D	7.6%	7.9%	4.8%	6.7%	6.9%	6.2%	4.7%	5.3%	8.3%	6.1%	6.4%	6.8%
		A	42.1%	40.3%	34.1%	37.3%	37.9%	27.2%	37.7%	34.0%	40.9%	37.8%	39.9%	31.3%
		SA	43.7%	46.8%	56.3%	49.7%	49.7%	63.0%	50.0%	51.3%	45.0%	53.1%	50.5%	52.4%
		N/A	2.5%	2.9%	0.8%	1.3%	1.4%	2.5%	3.8%	2.7%	1.2%	3.1%	0.9%	2.0%
	28. Overall, AHS services have helped your situation	SD	1.5%	2.2%	0.8%	1.9%	1.4%	3.7%	0.9%	6.0%	1.2%	6.1%	2.8%	8.2%
		D	5.1%	6.5%	2.4%	6.4%	4.1%	3.7%	4.7%	4.7%	6.2%	4.1%	3.2%	4.8%
		A	40.6%	35.3%	28.6%	35.0%	34.5%	24.7%	31.1%	30.0%	33.1%	27.6%	35.8%	27.2%
		SA	51.3%	54.0%	66.7%	56.4%	59.3%	66.7%	60.4%	58.0%	58.3%	62.2%	57.8%	59.2%
		N/A	1.5%	2.2%	1.6%	0.3%	0.7%	1.2%	2.8%	1.3%	1.2%	0.0%	0.5%	0.7%
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	1.5%	1.4%	0.8%	3.2%	2.1%	0.0%	0.0%	2.7%	2.5%	1.0%	1.8%	1.4%
		2	2.0%	1.4%	1.6%	0.6%	0.7%	1.2%	0.9%	0.7%	0.0%	2.0%	0.5%	1.4%
		3	2.0%	2.2%	3.2%	2.5%	1.4%	2.5%	0.0%	2.7%	1.7%	2.0%	0.9%	4.1%
		4	3.0%	3.6%	4.0%	4.8%	2.8%	2.5%	5.7%	4.7%	3.3%	3.1%	4.1%	3.4%
		5	10.7%	9.4%	7.1%	7.3%	7.6%	7.4%	8.5%	9.3%	6.6%	6.1%	7.8%	7.5%
		6	5.1%	5.8%	4.0%	8.6%	2.1%	6.2%	4.7%	5.3%	3.7%	4.1%	4.6%	2.0%
		7	14.2%	3.6%	7.9%	11.8%	10.3%	7.4%	14.2%	9.3%	9.9%	9.2%	9.6%	11.6%
		8	25.4%	21.6%	27.8%	21.7%	25.5%	22.2%	25.5%	26.7%	27.3%	21.4%	22.5%	21.8%
		9	13.7%	12.2%	13.5%	11.1%	16.6%	12.3%	15.1%	8.0%	12.0%	17.3%	9.6%	11.6%
		10	19.3%	33.1%	30.2%	25.5%	29.7%	34.6%	24.5%	29.3%	29.8%	33.7%	35.8%	33.3%
N/A	3.0%	5.8%	0.0%	2.9%	1.4%	3.7%	0.9%	1.3%	3.3%	0.0%	2.8%	2.0%		

Table A4b. AHS Consumers of Economic Supports by Region, Frequency of Response (Count)

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
ACCESS TO SERVICES	1. Convenient times	SD	12	5	2	19	9	0	1	5	9	5	6	6
		D	22	15	9	32	10	4	7	9	25	9	19	16
		A	85	50	54	140	70	35	50	65	107	45	102	56
		SA	53	52	49	98	46	31	36	61	84	32	75	56
		N/A	25	17	12	25	10	11	12	10	17	7	16	13
	2. Get through to someone who can help on the telephone	SD	13	8	4	27	8	1	2	6	11	6	9	2
		D	30	12	10	39	15	3	8	15	19	10	22	19
		A	80	64	48	113	62	44	46	63	124	37	91	66
		SA	57	47	52	109	50	33	44	54	70	40	84	44
		N/A	17	8	12	26	10	0	6	12	18	5	12	16
	3. Receive timely responses to your questions	SD	11	6	2	16	6	1	2	6	10	6	4	4
		D	17	11	11	34	13	6	8	8	19	6	25	17
		A	92	68	46	133	63	36	50	66	118	35	86	62
		SA	61	44	61	103	54	36	42	61	83	46	90	50
		N/A	16	10	6	28	9	2	4	9	12	5	13	14
	4. Get the help you need with forms	SD	6	3	5	14	1	3	1	6	2	4	2	5
		D	8	10	2	20	6	2	6	10	15	4	9	9
		A	75	57	45	108	56	25	40	49	92	32	90	57
		SA	64	50	48	122	64	34	47	66	91	46	83	53
		N/A	44	19	26	50	18	17	12	19	42	12	34	23
	5. Have had to fill out multiple forms that ask for the same information	SD	23	17	20	29	26	12	11	16	23	11	26	22
		D	33	30	23	58	31	15	19	30	50	26	41	26
		A	59	38	31	93	36	23	30	43	83	25	69	45
		SA	72	42	51	120	44	23	38	58	72	31	76	50
N/A		10	12	1	14	8	8	8	3	14	5	6	4	
6. Receive services in reasonable time	SD	7	5	2	13	6	1	3	4	1	0	3	6	
	D	13	8	7	24	9	5	8	5	17	7	10	16	
	A	90	60	49	134	56	30	47	70	109	39	103	56	
	SA	79	61	64	141	71	43	47	69	112	51	98	64	
	N/A	8	5	4	2	3	2	1	2	3	1	4	5	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)													
ACCESS TO SERVICES	7. Written info easy to understand	SD	8	5	5	10	4	5	5	5	4	2	2	3	
		D	19	18	11	35	13	7	12	22	28	9	19	21	
		A	97	61	57	139	65	40	44	49	118	39	104	63	
		SA	70	52	51	123	61	29	43	71	89	48	88	57	
		N/A	3	3	2	7	2	0	2	3	3	0	5	3	
	8. Written info is timely	SD	4	1	2	10	4	3	2	5	6	3	4	4	
		D	16	8	8	41	13	7	5	15	19	7	13	12	
		A	105	71	52	143	58	34	43	63	118	47	110	74	
		SA	67	55	62	110	66	36	51	58	95	40	85	51	
		N/A	5	4	2	10	4	1	5	9	4	1	6	6	
	9. Easy to get information about AHS services	SD	12	7	7	14	6	3	7	7	12	3	3	10	
		D	22	23	27	61	16	7	19	22	28	12	31	22	
		A	82	52	38	124	65	35	45	52	111	38	100	57	
		SA	67	48	47	101	48	32	31	61	82	41	74	48	
		N/A	14	9	7	14	10	4	4	8	9	4	10	10	
	10. Use the internet for general info	No	135	90	77	206	97	52	79	103	164	60	156	104	
		Yes	62	49	48	107	48	29	26	47	76	37	61	43	
		DNK	0	0	1	1	0	0	1	0	2	1	1	0	
	11. How do you prefer to get information about AHS services or supports?														
	a. Newspapers	No	176	120	110	273	133	73	92	138	209	81	188	124	
		Yes	19	18	16	41	12	7	14	12	32	16	29	22	
		DNK	2	1	0	0	0	1	0	0	1	1	1	1	
	b. Internet	No	160	106	94	247	115	63	95	119	197	75	182	124	
		Yes	35	32	32	67	30	17	11	31	44	22	35	22	
		DNK	2	1	0	0	0	1	0	0	1	1	1	1	
c. Phone Book	No	122	99	96	217	94	57	74	96	162	65	135	108		
	Yes	73	39	30	97	51	23	32	54	79	32	81	38		
	DNK	2	1	0	0	0	1	0	0	1	1	2	1		
d. Brochure	No	147	111	84	248	111	51	84	105	176	72	156	111		
	Yes	48	27	42	66	34	29	22	45	65	25	60	35		
	DNK	2	1	0	0	0	1	0	0	1	1	2	1		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
ACCESS	e. In Person	No	110	67	65	160	80	45	48	73	131	53	116	76
		Yes	85	71	61	154	65	35	58	77	110	44	100	70
		DNK	2	1	0	0	0	1	0	0	1	1	2	1
	f. Other	No	160	121	111	269	123	68	91	136	210	85	189	118
		Yes	35	17	15	45	22	12	15	14	31	12	27	27
		DNK	2	1	0	0	0	1	0	0	1	1	2	2
RESPECTFUL SERVICE	12. Places feel welcoming	SD	7	4	5	12	1	1	1	4	5	3	4	3
		D	17	15	13	31	11	6	4	11	20	12	15	15
		A	82	57	43	133	64	24	49	61	110	30	90	60
		SA	70	43	57	116	64	40	45	65	91	50	96	60
		N/A	21	20	8	22	5	10	7	9	16	3	13	9
	13. Staff listen to you	SD	6	3	3	3	3	2	0	8	1	4	3	8
		D	15	13	8	35	5	2	3	12	18	6	11	12
		A	95	57	51	135	65	32	58	54	112	40	93	62
		SA	69	54	60	127	68	41	42	72	103	47	106	60
		N/A	12	12	4	14	4	4	3	4	8	1	5	5
	14. Treated with respect	SD	4	3	2	6	2	0	1	6	2	2	1	4
		D	12	11	8	22	6	6	2	11	10	7	11	7
		A	89	55	37	122	54	27	49	52	114	34	87	65
		SA	86	62	76	156	81	46	52	77	112	55	115	67
		N/A	6	8	3	8	2	2	2	4	4	0	4	4
	15. Treated with kindness	SD	4	3	3	6	1	0	0	3	0	5	0	4
		D	11	10	9	17	9	4	5	10	13	8	9	5
		SA	88	60	43	124	50	29	50	56	110	32	91	63
		A	86	58	70	157	85	46	49	76	114	53	114	71
		N/A	8	8	1	10	0	2	2	5	5	0	4	4
16. Your strengths are valued	SD	10	5	4	6	5	1	2	6	2	2	2	2	
	D	11	12	14	33	13	5	7	18	22	9	17	11	
	A	80	54	38	116	50	28	50	54	110	46	89	62	
	SA	55	44	45	101	57	34	29	53	78	31	77	55	
	N/A	41	24	25	58	20	13	18	19	30	10	33	17	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
RESPECTFUL SERVICE	17. Staff respects your cultural background	SD	4	4	2	5	2	1	0	3	3	3	2	3
		D	7	6	2	13	3	2	2	8	4	3	8	5
		A	75	56	46	111	47	27	46	44	101	31	82	48
		SA	85	57	67	151	81	43	48	80	122	52	114	76
		N/A	26	16	9	34	12	8	10	15	12	9	12	15
	18. Involved in plan to meet your needs	SD	14	5	4	16	2	1	1	5	8	4	3	7
		D	13	15	13	30	16	5	13	11	22	7	14	12
		A	78	55	37	117	48	29	46	48	96	34	83	57
		SA	58	47	63	126	66	35	37	75	96	43	98	60
		N/A	34	17	9	25	13	11	9	11	20	10	20	11
	19. Info is only shared to improve your services	SD	8	3	6	7	3	1	0	13	3	2	0	6
		D	11	13	14	28	8	5	6	13	17	8	16	10
		A	100	62	42	151	67	38	56	54	121	42	106	63
		SA	73	52	60	115	61	35	37	65	94	42	93	63
		N/A	5	9	4	13	6	2	7	5	7	4	3	5
EFFECTIVE SERVICES	20. Feedback invited	No	138	106	85	229	97	62	73	111	186	68	158	101
		Yes	51	30	41	80	44	17	27	39	55	28	58	43
		DNK	8	3	0	5	4	2	6	0	1	2	2	3
	21a. More than 2 case managers	No	159	103	84	209	120	69	79	99	171	73	167	120
		Yes	23	23	32	86	15	6	18	32	51	22	35	23
		DNK	15	13	10	19	10	6	9	19	20	3	16	4
	21b. [If Y] Satisfied with service coordination	SD	6	1	5	8	2	0	1	6	6	1	3	4
		D	2	9	2	14	3	0	2	4	10	2	2	2
		A	7	8	12	36	6	3	7	11	16	14	14	8
		SA	7	5	13	26	4	3	8	11	17	5	16	9
		DNK	1	0	0	2	0	0	0	0	2	0	0	0
	22a. Your eligibility for a service ended	No	136	84	81	210	105	56	69	95	167	64	140	98
Yes		58	49	44	101	37	23	37	54	70	33	75	47	
DNK		3	6	1	3	3	2	0	1	5	1	3	2	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
EFFECTIVE SERVICES	22b. [If Y] Got what you still needed through another program	SD	21	16	11	31	14	3	11	19	15	7	19	12
		D	12	5	7	26	9	7	7	9	21	3	19	8
		A	11	13	7	29	10	7	8	11	18	9	20	11
		SA	9	9	17	10	4	5	6	12	14	10	13	11
		DNK	5	6	2	5	0	1	5	3	2	4	4	5
	23a. Used emergency services.	No	139	87	79	193	96	63	69	98	155	69	133	96
		Yes	55	47	46	118	46	16	36	51	86	27	83	50
		DNK	3	5	1	3	3	2	1	1	1	2	2	1
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	19	13	16	43	13	3	8	19	26	8	24	17
		D	13	19	10	29	11	5	8	16	23	6	27	17
		A	7	5	11	15	9	3	11	5	15	6	14	5
		SA	14	8	6	23	10	5	8	11	15	6	12	8
		DNK	2	2	3	8	3	0	1	0	7	1	6	3
	24. Know how and where to file a complaint	SD	39	23	20	62	21	11	17	38	46	14	28	24
		D	40	37	31	69	42	17	17	35	54	10	52	33
		A	62	36	32	88	39	27	42	42	81	42	70	46
		SA	52	33	40	89	40	24	25	31	55	32	62	41
		N/A	4	10	3	6	3	2	5	4	6	0	6	3
	25. Would feel safe to complain	SD	11	8	12	15	3	0	7	11	11	7	10	8
		D	11	12	12	27	13	4	6	18	18	6	16	15
		A	90	62	39	129	70	36	51	61	112	34	96	63
		SA	81	50	61	131	56	38	36	58	94	49	92	60
		N/A	4	7	2	12	3	3	6	2	7	2	4	1
	26a. Did you submit a complaint?	No	185	131	117	291	140	78	98	131	226	91	207	141
		Yes	12	6	9	23	5	3	6	17	13	6	11	6
		DNK	0	2	0	0	0	0	2	2	3	1	0	0
	26b. [If yes] Satisfied with the outcome	SD	3	4	2	8	2	0	3	6	4	2	5	4
		D	3	0	2	6	1	0	0	5	1	0	2	0
A		3	1	2	5	1	2	1	0	4	2	2	0	
SA		3	1	3	3	0	1	1	4	3	2	1	2	
N/A		0	0	0	1	1	0	1	2	1	0	1	0	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	8	3	5	16	6	1	4	10	11	0	5	11
		D	15	11	6	21	10	5	5	8	20	6	14	10
		A	83	56	43	117	55	22	40	51	99	37	87	46
		SA	86	65	71	156	72	51	53	77	109	52	110	77
		N/A	5	4	1	4	2	2	4	4	3	3	2	3
	28. Overall, AHS services have helped your situation	SD	3	3	1	6	2	3	1	9	3	6	6	12
		D	10	9	3	20	6	3	5	7	15	4	7	7
		A	80	49	36	110	50	20	33	45	80	27	78	40
		SA	101	75	84	177	86	54	64	87	141	61	126	87
		N/A	3	3	2	1	1	1	3	2	3	0	1	1
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	3	2	1	10	3	0	0	4	6	1	4	2
		2	4	2	2	2	1	1	1	1	0	2	1	2
		3	4	3	4	8	2	2	0	4	4	2	2	6
		4	6	5	5	15	4	2	6	7	8	3	9	5
		5	21	13	9	23	11	6	9	14	16	6	17	11
		6	10	8	5	27	3	5	5	8	9	4	10	3
		7	28	5	10	37	15	6	15	14	24	9	21	17
		8	50	30	35	68	37	18	27	40	66	21	49	32
		9	27	17	17	35	24	10	16	12	29	17	21	17
10		38	46	38	80	43	28	26	44	72	33	78	49	
N/A	6	8	0	9	2	3	1	2	8	0	6	3		

Table A5a. Frequency of Response Direct Services by Region (Percent)

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart-ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
ACCESS TO SERVICES	1. Convenient times	SD	4.8%	11.1%	0.0%	0.0%	5.3%	12.5%	6.7%	0.0%	10.3%	0.0%	3.1%	9.1%
		D	11.9%	22.2%	6.3%	25.8%	21.1%	6.3%	6.7%	16.7%	10.3%	14.3%	18.8%	4.5%
		A	50.0%	22.2%	62.5%	38.7%	52.6%	43.8%	46.7%	44.4%	33.3%	64.3%	31.3%	45.5%
		SA	28.6%	41.7%	31.3%	29.0%	21.1%	31.3%	40.0%	33.3%	43.6%	14.3%	40.6%	40.9%
		N/A	4.8%	2.8%	0.0%	6.5%	0.0%	6.3%	0.0%	5.6%	2.6%	7.1%	6.3%	0.0%
	2. Get through to someone who can help on the telephone	SD	2.4%	8.3%	0.0%	6.5%	0.0%	12.5%	0.0%	0.0%	7.7%	7.1%	0.0%	13.6%
		D	21.4%	25.0%	18.8%	21.0%	15.8%	12.5%	33.3%	16.7%	5.1%	7.1%	18.8%	18.2%
		A	47.6%	19.4%	43.8%	35.5%	63.2%	31.3%	20.0%	61.1%	41.0%	64.3%	37.5%	45.5%
		SA	23.8%	41.7%	31.3%	32.3%	21.1%	31.3%	40.0%	11.1%	46.2%	21.4%	43.8%	22.7%
		N/A	4.8%	5.6%	6.3%	4.8%	0.0%	12.5%	6.7%	11.1%	0.0%	0.0%	0.0%	0.0%
	3. Receive timely responses to your questions	SD	2.4%	11.1%	0.0%	4.8%	0.0%	6.3%	0.0%	0.0%	5.1%	0.0%	0.0%	4.5%
		D	11.9%	19.4%	6.3%	19.4%	5.3%	25.0%	20.0%	27.8%	12.8%	14.3%	25.0%	27.3%
		A	45.2%	27.8%	62.5%	37.1%	73.7%	37.5%	33.3%	44.4%	38.5%	64.3%	34.4%	40.9%
		SA	35.7%	41.7%	31.3%	32.3%	21.1%	25.0%	46.7%	22.2%	43.6%	21.4%	40.6%	27.3%
		N/A	4.8%	0.0%	0.0%	6.5%	0.0%	6.3%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
	4. Get the help you need with forms	SD	9.5%	5.6%	0.0%	4.8%	5.3%	0.0%	6.7%	0.0%	5.1%	0.0%	6.3%	4.5%
		D	9.5%	19.4%	0.0%	9.7%	10.5%	12.5%	13.3%	11.1%	7.7%	0.0%	9.4%	13.6%
		A	40.5%	22.2%	50.0%	27.4%	47.4%	25.0%	20.0%	22.2%	25.6%	42.9%	31.3%	36.4%
		SA	33.3%	44.4%	43.8%	38.7%	26.3%	31.3%	53.3%	33.3%	46.2%	35.7%	40.6%	31.8%
		N/A	7.1%	8.3%	6.3%	19.4%	10.5%	31.3%	6.7%	33.3%	15.4%	21.4%	12.5%	13.6%
5. Have had to fill out multiple forms that ask for the same information	SD	19.0%	25.0%	12.5%	11.3%	10.5%	18.8%	0.0%	22.2%	20.5%	7.1%	6.3%	13.6%	
	D	31.0%	27.8%	25.0%	14.5%	21.1%	18.8%	20.0%	22.2%	23.1%	42.9%	21.9%	22.7%	
	A	26.2%	11.1%	12.5%	30.6%	21.1%	25.0%	33.3%	27.8%	15.4%	21.4%	28.1%	27.3%	
	SA	16.7%	30.6%	43.8%	38.7%	31.6%	31.3%	46.7%	22.2%	33.3%	28.6%	37.5%	31.8%	
	N/A	7.1%	5.6%	6.3%	4.8%	15.8%	6.3%	0.0%	5.6%	7.7%	0.0%	6.3%	4.5%	
6. Receive services in reasonable time	SD	2.4%	16.7%	0.0%	4.8%	0.0%	6.3%	6.7%	0.0%	5.1%	0.0%	0.0%	9.1%	
	D	14.3%	11.1%	12.5%	12.9%	10.5%	12.5%	6.7%	11.1%	10.3%	7.1%	9.4%	13.6%	
	A	45.2%	25.0%	43.8%	46.8%	52.6%	50.0%	40.0%	50.0%	33.3%	42.9%	43.8%	45.5%	
	SA	35.7%	47.2%	43.8%	32.3%	31.6%	31.3%	46.7%	38.9%	51.3%	35.7%	46.9%	27.3%	
	N/A	2.4%	0.0%	0.0%	3.2%	5.3%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	4.5%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Percent (%)													
ACCESS TO SERVICES	7. Written info easy to understand	SD	4.8%	5.6%	12.5%	4.8%	0.0%	0.0%	6.7%	5.6%	7.7%	7.1%	3.1%	4.5%	
		D	9.5%	11.1%	6.3%	14.5%	15.8%	6.3%	26.7%	11.1%	10.3%	21.4%	9.4%	13.6%	
		A	38.1%	41.7%	50.0%	40.3%	52.6%	50.0%	33.3%	50.0%	28.2%	35.7%	34.4%	45.5%	
		SA	45.2%	41.7%	31.3%	35.5%	31.6%	43.8%	33.3%	33.3%	53.8%	28.6%	50.0%	36.4%	
		N/A	2.4%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	3.1%	0.0%	
	8. Written info is timely	SD	2.4%	2.8%	6.3%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%	7.1%	0.0%	9.1%
		D	7.1%	19.4%	0.0%	19.4%	5.3%	0.0%	26.7%	11.1%	12.8%	14.3%	9.4%	9.1%	
		A	50.0%	44.4%	56.3%	33.9%	57.9%	68.8%	26.7%	55.6%	35.9%	42.9%	43.8%	50.0%	
		SA	38.1%	33.3%	37.5%	40.3%	31.6%	18.8%	46.7%	27.8%	41.0%	28.6%	43.8%	27.3%	
		N/A	2.4%	0.0%	0.0%	4.8%	5.3%	12.5%	0.0%	5.6%	0.0%	7.1%	3.1%	4.5%	
	9. Easy to get information about AHS services	SD	7.1%	5.6%	0.0%	6.5%	0.0%	6.3%	6.7%	0.0%	15.4%	14.3%	6.3%	27.3%	
		D	16.7%	36.1%	18.8%	24.2%	26.3%	18.8%	6.7%	5.6%	17.9%	28.6%	12.5%	4.5%	
		A	38.1%	30.6%	43.8%	32.3%	52.6%	43.8%	33.3%	61.1%	25.6%	21.4%	31.3%	36.4%	
		SA	35.7%	25.0%	31.3%	32.3%	21.1%	31.3%	46.7%	33.3%	41.0%	35.7%	46.9%	22.7%	
		N/A	2.4%	2.8%	6.3%	4.8%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	3.1%	9.1%	
	10. Use the internet for general info	No	52.4%	50.0%	43.8%	62.9%	57.9%	62.5%	40.0%	61.1%	69.2%	35.7%	68.8%	59.1%	
		Yes	47.6%	50.0%	56.3%	35.5%	42.1%	37.5%	60.0%	38.9%	30.8%	64.3%	31.3%	40.9%	
		DNK	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	11. How do you prefer to get information about AHS services or supports?														
	a. Newspapers	No	83.3%	77.8%	93.8%	90.3%	84.2%	87.5%	93.3%	83.3%	82.1%	85.7%	81.3%	95.5%	
Yes		16.7%	22.2%	6.3%	9.7%	10.5%	12.5%	6.7%	16.7%	17.9%	14.3%	18.8%	4.5%		
DNK		0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
b. Internet	No	66.7%	69.4%	68.8%	74.2%	78.9%	81.3%	53.3%	72.2%	87.2%	71.4%	75.0%	77.3%		
	Yes	33.3%	30.6%	31.3%	25.8%	15.8%	18.8%	46.7%	27.8%	12.8%	28.6%	25.0%	22.7%		
	DNK	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
c. Phone Book	No	69.0%	72.2%	68.8%	75.8%	57.9%	56.3%	80.0%	77.8%	82.1%	64.3%	68.8%	59.1%		
	Yes	31.0%	27.8%	31.3%	24.2%	36.8%	43.8%	20.0%	22.2%	17.9%	35.7%	31.3%	40.9%		
	DNK	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		
d. Brochure	No	88.1%	77.8%	62.5%	77.4%	73.7%	87.5%	73.3%	83.3%	82.1%	85.7%	84.4%	68.2%		
	Yes	11.9%	22.2%	37.5%	22.6%	21.1%	12.5%	26.7%	16.7%	17.9%	14.3%	15.6%	31.8%		
	DNK	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart-ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Percent (%)													
ACCESS	e. In Person	No	47.6%	61.1%	56.3%	37.1%	42.1%	50.0%	66.7%	44.4%	43.6%	50.0%	40.6%	50.0%	
		Yes	52.4%	38.9%	43.8%	62.9%	52.6%	50.0%	33.3%	55.6%	56.4%	50.0%	59.4%	50.0%	
		DNK	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	f. Other	No	90.5%	83.3%	100.0%	91.9%	94.7%	87.5%	80.0%	88.9%	89.7%	85.7%	87.5%	90.9%	
		Yes	9.5%	13.9%	0.0%	8.1%	0.0%	12.5%	20.0%	11.1%	10.3%	14.3%	12.5%	9.1%	
		DNK	0.0%	2.8%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
RESPECTFUL SERVICE	12. Places feel welcoming	SD	2.4%	11.1%	0.0%	1.6%	0.0%	6.3%	6.7%	0.0%	2.6%	0.0%	3.1%	4.5%	
		D	4.8%	8.3%	0.0%	14.5%	15.8%	0.0%	20.0%	11.1%	10.3%	0.0%	9.4%	31.8%	
		A	35.7%	38.9%	62.5%	38.7%	57.9%	37.5%	33.3%	55.6%	23.1%	50.0%	28.1%	40.9%	
		SA	50.0%	36.1%	37.5%	38.7%	26.3%	56.3%	26.7%	33.3%	59.0%	50.0%	53.1%	22.7%	
		N/A	7.1%	5.6%	0.0%	6.5%	0.0%	0.0%	13.3%	0.0%	5.1%	0.0%	6.3%	0.0%	
	13. Staff listen to you	SD	0.0%	5.6%	0.0%	1.6%	0.0%	6.3%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	9.1%
		D	7.1%	8.3%	6.3%	11.3%	5.3%	0.0%	20.0%	0.0%	12.8%	7.1%	9.4%	9.1%	
		A	42.9%	27.8%	50.0%	40.3%	47.4%	43.8%	26.7%	55.6%	25.6%	50.0%	31.3%	40.9%	
		SA	45.2%	58.3%	43.8%	41.9%	36.8%	50.0%	53.3%	44.4%	59.0%	42.9%	59.4%	40.9%	
		N/A	4.8%	0.0%	0.0%	4.8%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	14. Treated with respect	SD	2.4%	5.6%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	2.6%	0.0%	3.1%	4.5%
		D	2.4%	11.1%	0.0%	9.7%	0.0%	6.3%	13.3%	0.0%	2.6%	0.0%	6.3%	18.2%	
		A	38.1%	22.2%	50.0%	37.1%	52.6%	31.3%	20.0%	44.4%	38.5%	50.0%	18.8%	40.9%	
		SA	54.8%	61.1%	50.0%	48.4%	47.4%	56.3%	66.7%	55.6%	56.4%	50.0%	68.8%	36.4%	
		N/A	2.4%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	
	15. Treated with kindness	SD	2.4%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	3.1%	4.5%
		D	2.4%	11.1%	0.0%	11.3%	5.3%	6.3%	6.7%	0.0%	2.6%	0.0%	6.3%	9.1%	
		SA	35.7%	27.8%	50.0%	37.1%	47.4%	43.8%	46.7%	50.0%	30.8%	42.9%	25.0%	50.0%	
		A	57.1%	58.3%	50.0%	45.2%	47.4%	50.0%	46.7%	50.0%	64.1%	57.1%	65.6%	36.4%	
		N/A	2.4%	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
16. Your strengths are valued	SD	0.0%	8.3%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	9.1%	
	D	9.5%	11.1%	6.3%	11.3%	5.3%	6.3%	26.7%	11.1%	2.6%	7.1%	12.5%	18.2%		
	A	42.9%	27.8%	43.8%	37.1%	47.4%	43.8%	13.3%	33.3%	25.6%	42.9%	34.4%	36.4%		
	SA	38.1%	47.2%	37.5%	38.7%	42.1%	43.8%	60.0%	44.4%	66.7%	42.9%	50.0%	27.3%		
	N/A	9.5%	5.6%	12.5%	11.3%	5.3%	6.3%	0.0%	11.1%	0.0%	7.1%	3.1%	9.1%		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
RESPECTFUL SERVICE	17. Staff respects your cultural background	SD	2.4%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	4.5%
		D	0.0%	5.6%	0.0%	3.2%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	6.3%	0.0%
		A	28.6%	25.0%	25.0%	33.9%	57.9%	43.8%	20.0%	27.8%	30.8%	50.0%	28.1%	40.9%
		SA	54.8%	50.0%	50.0%	53.2%	42.1%	56.3%	66.7%	55.6%	61.5%	42.9%	62.5%	45.5%
		N/A	14.3%	13.9%	25.0%	9.7%	0.0%	0.0%	6.7%	16.7%	2.6%	7.1%	3.1%	9.1%
	18. Involved in plan to meet your needs	SD	2.4%	0.0%	0.0%	1.6%	0.0%	6.3%	0.0%	0.0%	12.8%	0.0%	0.0%	4.5%
		D	11.9%	11.1%	18.8%	6.5%	5.3%	18.8%	20.0%	5.6%	2.6%	7.1%	9.4%	9.1%
		A	31.0%	22.2%	43.8%	41.9%	47.4%	43.8%	13.3%	50.0%	25.6%	50.0%	25.0%	31.8%
		SA	50.0%	58.3%	37.5%	45.2%	42.1%	31.3%	60.0%	38.9%	59.0%	35.7%	62.5%	40.9%
		N/A	4.8%	8.3%	0.0%	4.8%	5.3%	0.0%	6.7%	5.6%	0.0%	7.1%	3.1%	13.6%
	19. Info is only shared to improve your services	SD	0.0%	13.9%	0.0%	8.1%	0.0%	6.3%	0.0%	0.0%	10.3%	7.1%	0.0%	13.6%
		D	2.4%	8.3%	0.0%	17.7%	0.0%	6.3%	13.3%	5.6%	10.3%	0.0%	12.5%	4.5%
		A	42.9%	25.0%	43.8%	29.0%	52.6%	50.0%	26.7%	72.2%	28.2%	50.0%	31.3%	45.5%
		SA	47.6%	41.7%	56.3%	37.1%	42.1%	37.5%	60.0%	22.2%	51.3%	35.7%	56.3%	36.4%
		N/A	7.1%	11.1%	0.0%	8.1%	5.3%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
EFFECTIVE SERVICES	20. Feedback invited	No	59.5%	77.8%	62.5%	56.5%	57.9%	56.3%	60.0%	66.7%	53.8%	57.1%	50.0%	54.5%
		Yes	40.5%	22.2%	37.5%	38.7%	42.1%	43.8%	40.0%	33.3%	43.6%	42.9%	50.0%	45.5%
		DNK	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
	21a. More than 2 case managers	No	85.7%	83.3%	81.3%	69.4%	84.2%	87.5%	66.7%	72.2%	79.5%	64.3%	90.6%	81.8%
		Yes	9.5%	11.1%	18.8%	27.4%	10.5%	12.5%	26.7%	22.2%	17.9%	21.4%	6.3%	18.2%
		DNK	4.8%	5.6%	0.0%	3.2%	5.3%	0.0%	6.7%	5.6%	2.6%	14.3%	3.1%	0.0%
	21b. [If Y] Satisfied w/ coordination	SD	0.0%	0.0%	33.3%	5.9%	0.0%	0.0%	50.0%	25.0%	14.3%	0.0%	0.0%	25.0%
		D	25.0%	25.0%	0.0%	41.2%	0.0%	100.0%	25.0%	0.0%	14.3%	0.0%	0.0%	50.0%
		A	50.0%	0.0%	33.3%	23.5%	0.0%	0.0%	0.0%	0.0%	14.3%	33.3%	50.0%	25.0%
		SA	25.0%	75.0%	33.3%	29.4%	100.0%	0.0%	25.0%	75.0%	57.1%	33.3%	50.0%	0.0%
DNK		0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	
22a. Your eligibility for a service ended	No	76.2%	69.4%	62.5%	62.9%	84.2%	62.5%	66.7%	66.7%	82.1%	57.1%	71.9%	68.2%	
	Yes	14.3%	27.8%	31.3%	29.0%	15.8%	31.3%	33.3%	33.3%	17.9%	35.7%	25.0%	27.3%	
	DNK	9.5%	2.8%	6.3%	8.1%	0.0%	6.3%	0.0%	0.0%	0.0%	7.1%	3.1%	4.5%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart-ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Percent (%)												
EFFECTIVE SERVICES	22b. [If Y] Got what you still needed through another program	SD	33.3%	30.0%	0.0%	33.3%	0.0%	0.0%	40.0%	33.3%	14.3%	20.0%	12.5%	0.0%
		D	16.7%	0.0%	40.0%	27.8%	0.0%	40.0%	20.0%	33.3%	28.6%	40.0%	25.0%	16.7%
		A	50.0%	40.0%	20.0%	22.2%	100.0%	40.0%	0.0%	16.7%	14.3%	0.0%	0.0%	33.3%
		SA	0.0%	30.0%	40.0%	11.1%	0.0%	20.0%	40.0%	16.7%	42.9%	40.0%	62.5%	33.3%
		DNK	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	23a. Used emergency services.	No	61.9%	75.0%	75.0%	51.6%	57.9%	43.8%	86.7%	61.1%	79.5%	50.0%	75.0%	45.5%
		Yes	38.1%	25.0%	25.0%	48.4%	42.1%	56.3%	13.3%	38.9%	20.5%	42.9%	25.0%	54.5%
		DNK	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	50.0%	22.2%	50.0%	23.3%	37.5%	22.2%	0.0%	28.6%	0.0%	16.7%	50.0%	16.7%
		D	18.8%	22.2%	25.0%	23.3%	50.0%	11.1%	0.0%	42.9%	25.0%	16.7%	25.0%	33.3%
		A	18.8%	0.0%	0.0%	23.3%	12.5%	11.1%	100.0%	14.3%	50.0%	50.0%	0.0%	33.3%
		SA	12.5%	44.4%	25.0%	23.3%	0.0%	55.6%	0.0%	14.3%	0.0%	0.0%	25.0%	16.7%
		DNK	0.0%	11.1%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	25.0%	16.7%	0.0%	0.0%
	24. Know how to file complaint	SD	11.9%	22.2%	6.3%	25.8%	21.1%	18.8%	20.0%	5.6%	23.1%	0.0%	9.4%	13.6%
		D	16.7%	16.7%	31.3%	22.6%	10.5%	12.5%	13.3%	50.0%	17.9%	35.7%	9.4%	18.2%
		A	31.0%	30.6%	18.8%	19.4%	36.8%	37.5%	33.3%	27.8%	23.1%	42.9%	28.1%	45.5%
		SA	38.1%	27.8%	43.8%	27.4%	31.6%	31.3%	33.3%	16.7%	35.9%	21.4%	53.1%	22.7%
		N/A	2.4%	2.8%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	25. Would feel safe to complain	SD	4.8%	16.7%	0.0%	1.6%	5.3%	6.3%	13.3%	0.0%	7.7%	0.0%	3.1%	4.5%
		D	4.8%	5.6%	0.0%	22.6%	5.3%	12.5%	13.3%	11.1%	7.7%	7.1%	6.3%	4.5%
		A	42.9%	38.9%	50.0%	32.3%	47.4%	43.8%	20.0%	55.6%	35.9%	64.3%	28.1%	50.0%
		SA	45.2%	38.9%	50.0%	40.3%	42.1%	37.5%	46.7%	27.8%	43.6%	28.6%	62.5%	40.9%
		N/A	2.4%	0.0%	0.0%	3.2%	0.0%	0.0%	6.7%	5.6%	5.1%	0.0%	0.0%	0.0%
	26a. Did you submit a complaint?	No	95.2%	91.7%	93.8%	87.1%	100.0%	93.8%	100.0%	100.0%	94.9%	92.9%	96.9%	86.4%
		Yes	4.8%	8.3%	6.3%	12.9%	0.0%	6.3%	0.0%	0.0%	5.1%	7.1%	3.1%	13.6%
		DNK	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	26b. [If yes] Satisfied with the outcome	SD	0.0%	33.3%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%
D		0.0%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	
A		50.0%	33.3%	100.0%	37.5%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	0.0%	
SA		50.0%	33.3%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
DNK		0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	33.3%	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart-ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Percent (%)													
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	7.1%	16.7%	0.0%	6.5%	0.0%	12.5%	0.0%	0.0%	12.8%	0.0%	3.1%	13.6%	
		D	9.5%	11.1%	12.5%	9.7%	0.0%	12.5%	13.3%	11.1%	10.3%	7.1%	6.3%	18.2%	
		A	50.0%	16.7%	43.8%	33.9%	42.1%	31.3%	20.0%	50.0%	30.8%	42.9%	28.1%	36.4%	
		SA	33.3%	52.8%	43.8%	43.5%	42.1%	43.8%	60.0%	38.9%	43.6%	28.6%	62.5%	31.8%	
		N/A	0.0%	2.8%	0.0%	6.5%	15.8%	0.0%	6.7%	0.0%	2.6%	21.4%	0.0%	0.0%	
	28. Overall, AHS services have helped your situation	SD	4.8%	5.6%	0.0%	1.6%	0.0%	6.3%	0.0%	0.0%	7.7%	7.1%	3.1%	13.6%	
		D	9.5%	11.1%	6.3%	6.5%	0.0%	25.0%	6.7%	16.7%	10.3%	0.0%	6.3%	9.1%	
		A	33.3%	30.6%	31.3%	27.4%	31.6%	37.5%	33.3%	38.9%	35.9%	50.0%	18.8%	40.9%	
		SA	52.4%	50.0%	62.5%	62.9%	57.9%	31.3%	60.0%	44.4%	41.0%	42.9%	71.9%	36.4%	
		N/A	0.0%	2.8%	0.0%	1.6%	10.5%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	0.0%	
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	7.1%	2.8%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
		2	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	4.5%
		3	0.0%	5.6%	0.0%	1.6%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	0.0%	6.3%	4.5%
		4	0.0%	2.8%	6.3%	6.5%	5.3%	6.3%	0.0%	0.0%	0.0%	2.6%	0.0%	9.4%	9.1%
		5	16.7%	11.1%	0.0%	8.1%	15.8%	12.5%	13.3%	16.7%	5.1%	0.0%	0.0%	6.3%	22.7%
		6	4.8%	5.6%	12.5%	6.5%	0.0%	12.5%	6.7%	5.6%	2.6%	0.0%	0.0%	3.1%	9.1%
		7	7.1%	11.1%	12.5%	17.7%	15.8%	18.8%	13.3%	16.7%	15.4%	14.3%	14.3%	3.1%	4.5%
		8	33.3%	13.9%	18.8%	21.0%	26.3%	18.8%	20.0%	16.7%	30.8%	35.7%	21.9%	21.9%	18.2%
		9	9.5%	13.9%	12.5%	11.3%	10.5%	6.3%	13.3%	22.2%	5.1%	14.3%	15.6%	15.6%	13.6%
10		21.4%	30.6%	37.5%	19.4%	26.3%	18.8%	20.0%	22.2%	30.8%	28.6%	28.6%	34.4%	13.6%	
N/A	0.0%	0.0%	0.0%	6.5%	0.0%	6.3%	0.0%	0.0%	0.0%	2.6%	7.1%	0.0%	0.0%		

Table A5b. Frequency of Response Direct Services by Region (Count)

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)													
ACCESS TO SERVICES	1. Convenient times	SD	2	4	0	0	1	2	1	0	4	0	1	2	
		D	5	8	1	16	4	1	1	3	4	2	6	1	
		A	21	8	10	24	10	7	7	8	13	9	10	10	
		SA	12	15	5	18	4	5	6	6	17	2	13	9	
		N/A	2	1	0	4	0	1	0	1	1	1	2	0	
	2. Get through to someone who can help on the telephone	SD	1	3	0	4	0	2	0	0	3	1	0	3	
		D	9	9	3	13	3	2	5	3	2	2	1	6	4
		A	20	7	7	22	12	5	3	11	16	9	12	10	
		SA	10	15	5	20	4	5	6	2	18	3	14	5	
		N/A	2	2	1	3	0	2	1	2	0	0	0	0	
	3. Receive timely responses to your questions	SD	1	4	0	3	0	1	0	0	2	0	0	1	
		D	5	7	1	12	1	4	3	5	5	2	8	6	
		A	19	10	10	23	14	6	5	8	15	9	11	9	
		SA	15	15	5	20	4	4	7	4	17	3	13	6	
		N/A	2	0	0	4	0	1	0	1	0	0	0	0	
	4. Get the help you need with forms	SD	4	2	0	3	1	0	1	0	2	0	2	1	
		D	4	7	0	6	2	2	2	2	2	3	0	3	3
		A	17	8	8	17	9	4	3	4	10	6	10	8	
		SA	14	16	7	24	5	5	8	6	18	5	13	7	
		N/A	3	3	1	12	2	5	1	6	6	3	4	3	
	5. Have had to fill out multiple forms that ask for the same information	SD	8	9	2	7	2	3	0	4	8	1	2	3	
		D	13	10	4	9	4	3	3	4	9	6	7	5	
		A	11	4	2	19	4	4	5	5	6	3	9	6	
		SA	7	11	7	24	6	5	7	4	13	4	12	7	
N/A		3	2	1	3	3	1	0	1	3	0	2	1		
6. Receive services in reasonable time	SD	1	6	0	3	0	1	1	0	2	0	0	2		
	D	6	4	2	8	2	2	1	2	4	1	3	3		
	A	19	9	7	29	10	8	6	9	13	6	14	10		
	SA	15	17	7	20	6	5	7	7	20	5	15	6		
	N/A	1	0	0	2	1	0	0	0	0	2	0	1		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)													
ACCESS TO SERVICES	7. Written info easy to understand	SD	2	2	2	3	0	0	1	1	3	1	1	1	
		D	4	4	1	9	3	1	4	2	4	3	3	3	
		A	16	15	8	25	10	8	5	9	11	5	11	10	
		SA	19	15	5	22	6	7	5	6	21	4	16	8	
		N/A	1	0	0	3	0	0	0	0	0	1	1	0	
	8. Written info is timely	SD	1	1	1	1	0	0	0	0	4	1	0	2	
		D	3	7	0	12	1	0	4	2	5	2	3	2	
		A	21	16	9	21	11	11	4	10	14	6	14	11	
		SA	16	12	6	25	6	3	7	5	16	4	14	6	
		N/A	1	0	0	3	1	2	0	1	0	1	1	1	
	9. Easy to get information about AHS services	SD	3	2	0	4	0	1	1	0	6	2	2	6	
		D	7	13	3	15	5	3	1	1	7	4	4	1	
		A	16	11	7	20	10	7	5	11	10	3	10	8	
		SA	15	9	5	20	4	5	7	6	16	5	15	5	
		N/A	1	1	1	3	0	0	1	0	0	0	1	2	
	10. Use the internet for general info	No	22	18	7	39	11	10	6	11	27	5	22	13	
		Yes	20	18	9	22	8	6	9	7	12	9	10	9	
		DNK	0	0	0	1	0	0	0	0	0	0	0	0	
	11. How do you prefer to get information about AHS services or supports?														
	a. Newspapers	No	35	28	15	56	16	14	14	15	32	12	26	21	
		Yes	7	8	1	6	2	2	1	3	7	2	6	1	
		DNK	0	0	0	0	1	0	0	0	0	0	0	0	
	b. Internet	No	28	25	11	46	15	13	8	13	34	10	24	17	
		Yes	14	11	5	16	3	3	7	5	5	4	8	5	
		DNK	0	0	0	0	1	0	0	0	0	0	0	0	
	c. Phone Book	No	29	26	11	47	11	9	12	14	32	9	22	13	
		Yes	13	10	5	15	7	7	3	4	7	5	10	9	
		DNK	0	0	0	0	1	0	0	0	0	0	0	0	
d. Brochure	No	37	28	10	48	14	14	11	15	32	12	27	15		
	Yes	5	8	6	14	4	2	4	3	7	2	5	7		
	DNK	0	0	0	0	1	0	0	0	0	0	0	0		

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
ACCESS	e. In Person	No	20	22	9	23	8	8	10	8	17	7	13	11
		Yes	22	14	7	39	10	8	5	10	22	7	19	11
		DNK	0	0	0	0	1	0	0	0	0	0	0	0
	f. Other	No	38	30	16	57	18	14	12	16	35	12	28	20
		Yes	4	5	0	5	0	2	3	2	4	2	4	2
		DNK	0	1	0	0	1	0	0	0	0	0	0	0
RESPECTFUL SERVICE	12. Places feel welcoming	SD	1	4	0	1	0	1	1	0	1	0	1	1
		D	2	3	0	9	3	0	3	2	4	0	3	7
		A	15	14	10	24	11	6	5	10	9	7	9	9
		SA	21	13	6	24	5	9	4	6	23	7	17	5
		N/A	3	2	0	4	0	0	2	0	2	0	2	0
	13. Staff listen to you	SD	0	2	0	1	0	1	0	0	1	0	0	2
		D	3	3	1	7	1	0	3	0	5	1	3	2
		A	18	10	8	25	9	7	4	10	10	7	10	9
		SA	19	21	7	26	7	8	8	8	23	6	19	9
		N/A	2	0	0	3	2	0	0	0	0	0	0	0
	14. Treated with respect	SD	1	2	0	0	0	1	0	0	1	0	1	1
		D	1	4	0	6	0	1	2	0	1	0	2	4
		A	16	8	8	23	10	5	3	8	15	7	6	9
		SA	23	22	8	30	9	9	10	10	22	7	22	8
		N/A	1	0	0	3	0	0	0	0	0	0	1	0
	15. Treated with kindness	SD	1	1	0	0	0	0	0	0	1	0	1	1
		D	1	4	0	7	1	1	1	0	1	0	2	2
		SA	15	10	8	23	9	7	7	9	12	6	8	11
		A	24	21	8	28	9	8	7	9	25	8	21	8
		N/A	1	0	0	4	0	0	0	0	0	0	0	0
	16. Your strengths are valued	SD	0	3	0	1	0	0	0	0	2	0	0	2
		D	4	4	1	7	1	1	4	2	1	1	4	4
		A	18	10	7	23	9	7	2	6	10	6	11	8
		SA	16	17	6	24	8	7	9	8	26	6	16	6
		N/A	4	2	2	7	1	1	0	2	0	1	1	2

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury
		Count (#)												
RESPECTFUL SERVICE	17. Staff respects your cultural background	SD	1	2	0	0	0	0	0	0	2	0	0	1
		D	0	2	0	2	0	0	1	0	0	0	2	0
		A	12	9	4	21	11	7	3	5	12	7	9	9
		SA	23	18	8	33	8	9	10	10	24	6	20	10
		N/A	6	5	4	6	0	0	1	3	1	1	1	2
	18. Involved in plan to meet your needs	SD	1	0	0	1	0	1	0	0	5	0	0	1
		D	5	4	3	4	1	3	3	1	1	1	3	2
		A	13	8	7	26	9	7	2	9	10	7	8	7
		SA	21	21	6	28	8	5	9	7	23	5	20	9
		N/A	2	3	0	3	1	0	1	1	0	1	1	3
	19. Info is only shared to improve your services	SD	0	5	0	5	0	1	0	0	4	1	0	3
		D	1	3	0	11	0	1	2	1	4	0	4	1
		A	18	9	7	18	10	8	4	13	11	7	10	10
		SA	20	15	9	23	8	6	9	4	20	5	18	8
		N/A	3	4	0	5	1	0	0	0	0	1	0	0
EFFECTIVE SERVICES	20. Feedback invited	No	25	28	10	35	11	9	9	12	21	8	16	12
		Yes	17	8	6	24	8	7	6	6	17	6	16	10
		DNK	0	0	0	3	0	0	0	0	1	0	0	0
	21a. More than 2 case managers	No	36	30	13	43	16	14	10	13	31	9	29	18
		Yes	4	4	3	17	2	2	4	4	7	3	2	4
		DNK	2	2	0	2	1	0	1	1	1	2	1	0
	21b. [If Y] Satisfied with service coordination	SD	0	0	1	1	0	0	2	1	1	0	0	1
		D	1	1	0	7	0	2	1	0	1	0	0	2
		A	2	0	1	4	0	0	0	0	1	1	1	1
		SA	1	3	1	5	2	0	1	3	4	1	1	0
		DNK	0	0	0	0	0	0	0	0	0	1	0	0
	22a. Your eligibility for a service ended	No	32	25	10	39	16	10	10	12	32	8	23	15
		Yes	6	10	5	18	3	5	5	6	7	5	8	6
DNK		4	1	1	5	0	1	0	0	0	1	1	1	

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)													
EFFECTIVE SERVICES	22b. [If Y] Got what you still needed through another program	SD	2	3	0	6	0	0	2	2	1	1	1	0	
		D	1	0	2	5	0	2	1	2	2	2	2	1	
		A	3	4	1	4	3	2	0	1	1	0	0	2	
		SA	0	3	2	2	0	1	2	1	3	2	5	2	
		DNK	0	0	0	1	0	0	0	0	0	0	0	0	1
	23a. Used emergency services.	No	26	27	12	32	11	7	13	11	31	7	24	10	
		Yes	16	9	4	30	8	9	2	7	8	6	8	12	
		DNK	0	0	0	0	0	0	0	0	0	0	1	0	0
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	8	2	2	7	3	2	0	2	0	0	1	4	2
		D	3	2	1	7	4	1	0	3	2	2	1	2	4
		A	3	0	0	7	1	1	2	1	4	3	0	0	4
		SA	2	4	1	7	0	5	0	1	0	0	0	2	2
		DNK	0	1	0	2	0	0	0	0	0	2	1	0	0
	24. Know how and where to file a complaint	SD	5	8	1	16	4	3	3	1	9	0	3	3	
		D	7	6	5	14	2	2	2	9	7	5	3	4	
		A	13	11	3	12	7	6	5	5	9	6	9	10	
		SA	16	10	7	17	6	5	5	3	14	3	17	5	
		N/A	1	1	0	3	0	0	0	0	0	0	0	0	0
	25. Would feel safe to complain	SD	2	6	0	1	1	1	2	0	3	0	1	1	
		D	2	2	0	14	1	2	2	2	3	1	2	1	
		A	18	14	8	20	9	7	3	10	14	9	9	11	
		SA	19	14	8	25	8	6	7	5	17	4	20	9	
		N/A	1	0	0	2	0	0	1	1	2	0	0	0	
	26a. Did you submit a complaint?	No	40	33	15	54	19	15	15	18	37	13	31	19	
		Yes	2	3	1	8	0	1	0	0	2	1	1	3	
		DNK	0	0	0	0	0	0	0	0	0	0	0	0	
	26b. [If yes] Satisfied with the outcome	SD	0	1	0	0	0	1	0	0	0	0	0	0	2
		D	0	0	0	3	0	0	0	0	0	1	0	0	0
		A	1	1	1	3	0	0	0	0	0	0	1	1	0
		SA	1	1	0	1	0	0	0	0	0	0	0	0	0
		N/A	0	0	0	1	0	0	0	0	0	1	0	0	1

Survey Items		Re- sponse	Barre	Benn- ington	Brattle- boro	Burl- ington	Hart- ford	Middle- bury	Morris- ville	New- port	Rut- land	Spring- field	St. Albans	St. Johns- bury	
		Count (#)													
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	3	6	0	4	0	2	0	0	5	0	1	3	
		D	4	4	2	6	0	2	2	2	4	1	2	4	
		A	21	6	7	21	8	5	3	9	12	6	9	8	
		SA	14	19	7	27	8	7	9	7	17	4	20	7	
		N/A	0	1	0	4	3	0	1	0	1	3	0	0	
	28. Overall, AHS services have helped your situation	SD	2	2	0	1	0	1	0	0	3	1	1	3	
		D	4	4	1	4	0	4	1	3	4	0	2	2	
		A	14	11	5	17	6	6	5	7	14	7	6	9	
		SA	22	18	10	39	11	5	9	8	16	6	23	8	
		N/A	0	1	0	1	2	0	0	0	2	0	0	0	
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	3	1	0	1	0	0	0	0	0	1	0	0	0
		2	0	1	0	0	0	0	0	0	0	1	0	0	1
		3	0	2	0	1	0	0	2	0	0	0	0	2	1
		4	0	1	1	4	1	1	0	0	1	0	3	2	
		5	7	4	0	5	3	2	2	3	2	0	2	5	
		6	2	2	2	4	0	2	1	1	1	0	1	2	
		7	3	4	2	11	3	3	2	3	6	2	1	1	
		8	14	5	3	13	5	3	3	3	12	5	7	4	
		9	4	5	2	7	2	1	2	4	2	2	5	3	
		10	9	11	6	12	5	3	3	4	12	4	11	3	
N/A	0	0	0	4	0	1	0	0	1	1	0	0			

Table B1. AHS Consumers by Gender, Frequency of Response

Survey Item		Response	Female		Male		Refused	
			#	%	#	%	#	%
ACCESS TO SERVICES	1. Convenient times	SD	61	4.5%	35	3.8%	0	0.0%
		D	142	10.4%	87	9.4%	1	25.0%
		A	592	43.2%	404	43.7%	2	50.0%
		SA	468	34.2%	318	34.4%	0	0.0%
		N/A	107	7.8%	80	8.7%	1	25.0%
	2. Get through to someone who can help on the telephone	SD	72	5.3%	41	4.4%	1	25.0%
		D	149	10.9%	113	12.2%	1	25.0%
		A	589	43.0%	384	41.6%	2	50.0%
		SA	470	34.3%	321	34.7%	0	0.0%
		N/A	90	6.6%	65	7.0%	0	0.0%
	3. Receive timely responses to your questions	SD	52	3.8%	34	3.7%	0	0.0%
		D	139	10.1%	95	10.3%	1	25.0%
		A	592	43.2%	402	43.5%	2	50.0%
		SA	504	36.8%	341	36.9%	0	0.0%
		N/A	83	6.1%	52	5.6%	1	25.0%
	4. Get the help you need with forms	SD	41	3.0%	27	2.9%	0	0.0%
		D	77	5.6%	58	6.3%	0	0.0%
		A	484	35.3%	346	37.4%	2	50.0%
		SA	527	38.5%	370	40.0%	0	0.0%
		N/A	241	17.6%	123	13.3%	2	50.0%
	5. Have had to fill out multiple forms that ask for the same information	SD	170	12.4%	117	12.7%	0	0.0%
		D	259	18.9%	199	21.5%	2	50.0%
		A	380	27.7%	271	29.3%	2	50.0%
		SA	490	35.8%	295	31.9%	0	0.0%
		N/A	71	5.2%	42	4.5%	0	0.0%
	6. Receive services in reasonable time	SD	41	3.0%	26	2.8%	0	0.0%
		D	92	6.7%	74	8.0%	1	25.0%
		A	592	43.2%	392	42.4%	2	50.0%
		SA	616	45.0%	415	44.9%	0	0.0%
		N/A	29	2.1%	17	1.8%	1	25.0%
7. Written info easy to understand	SD	39	2.8%	35	3.8%	1	25.0%	
	D	158	11.5%	97	10.5%	1	25.0%	
	A	595	43.4%	414	44.8%	1	25.0%	
	SA	556	40.6%	362	39.2%	0	0.0%	
	N/A	22	1.6%	16	1.7%	1	25.0%	
8. Written info is timely	SD	36	2.6%	23	2.5%	0	0.0%	
	D	126	9.2%	80	8.7%	0	0.0%	
	A	608	44.4%	458	49.6%	3	75.0%	
	SA	561	40.9%	335	36.3%	0	0.0%	
	N/A	39	2.8%	28	3.0%	1	25.0%	
9. Easy to get information about AHS services	SD	71	5.2%	46	5.0%	1	25.0%	
	D	211	15.4%	142	15.4%	2	50.0%	
	A	532	38.8%	386	41.8%	1	25.0%	
	SA	485	35.4%	308	33.3%	0	0.0%	
	N/A	71	5.2%	42	4.5%	0	0.0%	
10. Use the internet for general info	No	904	66.0%	610	66.0%	2	50.0%	
	Yes	460	33.6%	312	33.8%	2	50.0%	
	DNK	6	0.4%	2	0.2%	0	0.0%	

Survey Item	Response	Female		Male		Refused			
		#	%	#	%	#	%		
ACCESS TO SERVICES	11. How do you prefer to get information about AHS services or supports?								
	a. Newspapers	No	1191	86.9%	811	87.8%	3	75.0%	
		Yes	171	12.5%	112	12.1%	1	25.0%	
		DNK	8	0.6%	1	0.1%	0	0.0%	
	b. Internet	No	1094	79.9%	728	78.8%	3	75.0%	
		Yes	268	19.6%	195	21.1%	1	25.0%	
		DNK	8	0.6%	1	0.1%	0	0.0%	
	c. Phone Book	No	940	68.6%	617	66.8%	4	100.0%	
		Yes	422	30.8%	305	33.0%	0	0.0%	
		DNK	8	0.6%	2	0.2%	0	0.0%	
	d. Brochure	No	1009	73.6%	711	76.9%	3	75.0%	
		Yes	352	25.7%	212	22.9%	1	25.0%	
		DNK	9	0.7%	1	0.1%	0	0.0%	
	e. In Person	No	709	51.8%	471	51.0%	2	50.0%	
		Yes	652	47.6%	452	48.9%	2	50.0%	
		DNK	9	0.7%	1	0.1%	0	0.0%	
	f. Other	No	1163	84.9%	813	88.0%	4	100.0%	
		Yes	196	14.3%	110	11.9%	0	0.0%	
		DNK	11	0.8%	1	0.1%	0	0.0%	
	RESPECTFUL SERVICE	12. Places feel welcoming	SD	39	2.8%	23	2.5%	0	0.0%
			D	139	10.1%	66	7.1%	1	25.0%
A			530	38.7%	403	43.6%	2	50.0%	
SA			569	41.5%	368	39.8%	0	0.0%	
N/A			93	6.8%	64	6.9%	1	25.0%	
13. Staff listen to you		SD	33	2.4%	18	1.9%	0	0.0%	
		D	103	7.5%	64	6.9%	2	50.0%	
		A	582	42.5%	399	43.2%	2	50.0%	
		SA	597	43.6%	415	44.9%	0	0.0%	
		N/A	55	4.0%	28	3.0%	0	0.0%	
14. Treated with respect		SD	23	1.7%	17	1.8%	0	0.0%	
		D	87	6.4%	47	5.1%	1	25.0%	
		A	536	39.1%	365	39.5%	3	75.0%	
		SA	693	50.6%	474	51.3%	0	0.0%	
		N/A	31	2.3%	21	2.3%	0	0.0%	
15. Treated with kindness		SD	19	1.4%	15	1.6%	0	0.0%	
		D	84	6.1%	46	5.0%	0	0.0%	
		A	545	39.8%	374	40.5%	4	100.0%	
		SA	688	50.2%	469	50.8%	0	0.0%	
		N/A	34	2.5%	20	2.2%	0	0.0%	
16. Your strengths are valued		SD	35	2.6%	20	2.2%	0	0.0%	
	D	116	8.5%	90	9.7%	0	0.0%		
	A	516	37.7%	377	40.8%	3	75.0%		
	SA	493	36.0%	317	34.3%	0	0.0%		
	N/A	210	15.3%	120	13.0%	1	25.0%		
17. Staff respects your cultural background	SD	23	1.7%	15	1.6%	0	0.0%		
	D	43	3.1%	27	2.9%	0	0.0%		
	A	472	34.5%	351	38.0%	2	50.0%		
	SA	703	51.3%	453	49.0%	0	0.0%		
	N/A	129	9.4%	78	8.4%	2	50.0%		

Survey Item		Response	Female		Male		Refused	
			#	%	#	%	#	%
RESPECTFUL SERVICE	18. Involved in plan to meet your needs	SD	50	3.6%	28	3.0%	1	25.0%
		D	119	8.7%	83	9.0%	0	0.0%
		A	477	34.8%	365	39.5%	2	50.0%
		SA	598	43.6%	369	39.9%	0	0.0%
		N/A	126	9.2%	79	8.5%	1	25.0%
	19. Info is only shared to improve your services	SD	38	2.8%	33	3.6%	0	0.0%
		D	105	7.7%	71	7.7%	1	25.0%
		A	608	44.4%	421	45.6%	1	25.0%
		SA	566	41.3%	370	40.0%	0	0.0%
		N/A	53	3.9%	29	3.1%	2	50.0%
EFFECTIVE SERVICES	20. Feedback invited	No	977	71.3%	631	68.3%	3	75.0%
		Yes	365	26.6%	281	30.4%	1	25.0%
		DNK	28	2.0%	12	1.3%	0	0.0%
	21a. More than 2 case managers	No	1022	74.6%	694	75.1%	1	25.0%
		Yes	263	19.2%	159	17.2%	2	50.0%
		DNK	85	6.2%	71	7.7%	1	25.0%
	21b. [If Y] Satisfied w/ coordination	SD	30	11.4%	19	11.9%	1	50.0%
		D	50	19.0%	17	10.7%	0	0.0%
		A	97	36.9%	56	35.2%	1	50.0%
		SA	80	30.4%	67	42.1%	0	0.0%
		No	6	2.3%	0	0.0%	0	0.0%
	22a. Your eligibility for a service ended	Yes	910	66.4%	627	67.9%	2	50.0%
		DNK	440	32.1%	273	29.5%	1	25.0%
		SD	20	1.5%	24	2.6%	1	25.0%
	22b. [If Y] Got what you still needed through another program	D	137	31.1%	60	22.0%	0	0.0%
		A	94	21.4%	59	21.6%	0	0.0%
		SA	103	23.4%	74	27.1%	0	0.0%
		DNK	85	19.3%	58	21.2%	0	0.0%
		No	21	4.8%	22	8.1%	1	100.0%
	23a. Used emergency services.	Yes	881	64.3%	608	65.8%	3	75.0%
DNK		475	34.7%	304	32.9%	1	25.0%	
REF		14	1.0%	12	1.3%	0	0.0%	
23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	142	29.9%	100	32.9%	0	0.0%	
	D	136	28.6%	78	25.7%	0	0.0%	
	A	86	18.1%	46	15.1%	0	0.0%	
	SA	90	18.9%	60	19.7%	0	0.0%	
	DNK	21	4.4%	20	6.6%	1	100.0%	
24. Know how to file complaint	SD	243	17.7%	156	16.9%	0	0.0%	
	D	317	23.1%	185	20.0%	2	50.0%	
	A	406	29.6%	297	32.1%	2	50.0%	
	SA	368	26.9%	265	28.7%	0	0.0%	
	N/A	36	2.6%	21	2.3%	0	0.0%	
25. Would feel safe to complain	SD	81	5.9%	41	4.4%	0	0.0%	
	D	122	8.9%	67	7.3%	1	25.0%	
	A	568	41.5%	408	44.2%	1	25.0%	
	SA	558	40.7%	390	42.2%	1	25.0%	
	N/A	41	3.0%	18	1.9%	1	25.0%	

Survey Item		Response	Female		Male		Refused	
			#	%	#	%	#	%
EFFECTIVE	26a. Did you submit a complaint?	No	1266	92.4%	880	95.2%	3	75.0%
		Yes	98	7.2%	41	4.4%	0	0
		DNK	6	0.4%	3	0.3%	1	0.25
	26b. [If yes] Satisfied with the outcome	SD	28	28.6%	19	46.3%	0	0
		D	18	18.4%	6	14.6%	0	0
		A	25	25.5%	6	14.6%	0	0
		SA	19	19.4%	8	19.5%	0	0
DNK	8	8.2%	2	4.9%	0	0		
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	69	5.0%	35	3.8%	0	0
		D	96	7.0%	67	7.3%	1	25.0%
		A	513	37.4%	338	36.6%	2	50.0%
		SA	663	48.4%	464	50.2%	0	0
		N/A	29	2.1%	20	2.2%	1	25.0%
	28. Overall, AHS services have helped your situation	SD	43	3.1%	27	2.9%	0	0
		D	75	5.5%	50	5.4%	0	0
		A	441	32.2%	312	33.8%	2	50.0%
		SA	794	58.0%	526	56.9%	1	25.0%
		N/A	17	1.2%	9	1.0%	1	25.0%
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	29	2.1%	13	1.4%	0	0
		2	13	0.9%	9	1.0%	0	0
		3	27	2.0%	22	2.4%	0	0
		4	57	4.2%	32	3.5%	0	0
		5	119	8.7%	72	7.8%	0	0
		6	72	5.3%	43	4.7%	0	0
		7	134	9.8%	108	11.7%	0	0
		8	333	24.3%	217	23.5%	0	0
		9	160	11.7%	123	13.3%	0	0
10		394	28.8%	264	28.6%	1	25.0%	
DNK		32	2.3%	21	2.3%	3	75.0%	

Table B2. AHS Consumers by Age Group, Frequency of Response

Survey Item	Re- sponse	Under 18 yrs		18-29 years		30-44 years		45-59 years		60 or > yrs		N/A	
		#	%	#	%	#	%	#	%	#	%	#	%
1. Convenient times	SD	13	1.8%	14	4.5%	35	6.9%	21	6.4%	12	3.1%	1	3.1%
	D	59	8.0%	44	14.1%	61	12.0%	39	11.9%	21	5.5%	6	18.8%
	A	316	43.0%	142	45.7%	229	45.1%	132	40.2%	168	43.8%	11	34.4%
	SA	294	40.0%	92	29.6%	150	29.5%	117	35.7%	122	31.8%	11	34.4%
	N/A	53	7.2%	19	6.1%	33	6.5%	19	5.8%	61	15.9%	3	9.4%
2. Get through to someone who can help on the telephone	SD	21	2.9%	20	6.4%	30	5.9%	26	7.9%	15	3.9%	2	6.3%
	D	82	11.2%	45	14.5%	64	12.6%	41	12.5%	25	6.5%	6	18.8%
	A	299	40.7%	143	46.0%	224	44.1%	135	41.2%	162	42.2%	12	37.5%
	SA	291	39.6%	94	30.2%	167	32.9%	102	31.1%	127	33.1%	10	31.3%
	N/A	42	5.7%	9	2.9%	23	4.5%	24	7.3%	55	14.3%	2	6.3%
3. Receive timely responses to your questions	SD	18	2.4%	11	3.5%	25	4.9%	20	6.1%	11	2.9%	1	3.1%
	D	71	9.7%	41	13.2%	58	11.4%	37	11.3%	24	6.3%	4	12.5%
	A	314	42.7%	145	46.6%	230	45.3%	124	37.8%	171	44.5%	12	37.5%
	SA	298	40.5%	102	32.8%	176	34.6%	129	39.3%	127	33.1%	13	40.6%
	N/A	34	4.6%	12	3.9%	19	3.7%	18	5.5%	51	13.3%	2	6.3%
4. Get the help you need with forms	SD	14	1.9%	5	1.6%	12	2.4%	24	7.3%	13	3.4%	0	0.0%
	D	35	4.8%	19	6.1%	41	8.1%	25	7.6%	13	3.4%	2	6.3%
	A	255	34.7%	122	39.2%	198	39.0%	105	32.0%	140	36.5%	12	37.5%
	SA	323	43.9%	126	40.5%	180	35.4%	127	38.7%	127	33.1%	14	43.8%
	N/A	108	14.7%	39	12.5%	77	15.2%	47	14.3%	91	23.7%	4	12.5%
5. Have had to fill out multiple forms that ask for the same information	SD	83	11.3%	39	12.5%	54	10.6%	46	14.0%	64	16.7%	1	3.1%
	D	142	19.3%	52	16.7%	94	18.5%	57	17.4%	107	27.9%	8	25.0%
	A	200	27.2%	101	32.5%	146	28.7%	85	25.9%	114	29.7%	7	21.9%
	SA	278	37.8%	111	35.7%	195	38.4%	122	37.2%	67	17.4%	12	37.5%
	N/A	32	4.4%	8	2.6%	19	3.7%	18	5.5%	32	8.3%	4	12.5%
6. Receive services in reasonable time	SD	9	1.2%	12	3.9%	20	3.9%	17	5.2%	7	1.8%	2	6.3%
	D	46	6.3%	33	10.6%	38	7.5%	30	9.1%	18	4.7%	2	6.3%
	A	301	41.0%	132	42.4%	227	44.7%	125	38.1%	187	48.7%	14	43.8%
	SA	370	50.3%	127	40.8%	216	42.5%	146	44.5%	160	41.7%	12	37.5%
	N/A	9	1.2%	7	2.3%	7	1.4%	10	3.0%	12	3.1%	2	6.3%
7. Written info easy to understand	SD	18	2.4%	10	3.2%	16	3.1%	17	5.2%	13	3.4%	1	3.1%
	D	61	8.3%	41	13.2%	67	13.2%	41	12.5%	44	11.5%	2	6.3%
	A	324	44.1%	144	46.3%	214	42.1%	128	39.0%	184	47.9%	16	50.0%
	SA	323	43.9%	115	37.0%	204	40.2%	132	40.2%	132	34.4%	12	37.5%
	N/A	9	1.2%	1	0.3%	7	1.4%	10	3.0%	11	2.9%	1	3.1%
8. Written info is timely	SD	15	2.0%	7	2.3%	13	2.6%	17	5.2%	7	1.8%	0	0.0%
	D	57	7.8%	41	13.2%	53	10.4%	30	9.1%	22	5.7%	3	9.4%
	A	342	46.5%	139	44.7%	240	47.2%	139	42.4%	195	50.8%	14	43.8%
	SA	308	41.9%	118	37.9%	192	37.8%	132	40.2%	134	34.9%	12	37.5%
	N/A	13	1.8%	6	1.9%	10	2.0%	10	3.0%	26	6.8%	3	9.4%
9. Easy to get information about AHS services	SD	31	4.2%	14	4.5%	30	5.9%	28	8.5%	12	3.1%	3	9.4%
	D	115	15.6%	55	17.7%	83	16.3%	50	15.2%	46	12.0%	6	18.8%
	A	293	39.9%	128	41.2%	202	39.8%	130	39.6%	153	39.8%	13	40.6%
	SA	269	36.6%	110	35.4%	180	35.4%	103	31.4%	121	31.5%	10	31.3%
	N/A	27	3.7%	4	1.3%	13	2.6%	17	5.2%	52	13.5%	0	0.0%
10. Use the internet for general info	No	442	60.1%	176	56.6%	289	56.9%	246	75.0%	339	88.3%	24	75.0%
	Yes	292	39.7%	135	43.4%	219	43.1%	79	24.1%	41	10.7%	8	25.0%
	DNK	1	0.1%	0	0	0	0.0%	3	0.9%	4	1.0%	0	0.0%

Survey Item	Re- sponse	Under 18 yrs		18-29 years		30-44 years		45-59 years		60 or > yrs		N/A		
		#	%	#	%	#	%	#	%	#	%	#	%	
11. How do you prefer to get information about AHS services or supports?														
ACCESS TO SERVICES	a. Newspapers	No	675	91.8%	261	83.9%	438	86.2%	286	87.2%	320	83.3%	25	78.1%
		Yes	58	7.9%	49	15.8%	68	13.4%	42	12.8%	60	15.6%	7	21.9%
		DNK	2	0.3%	1	0.3%	2	0.4%	0	0.0%	4	1.0%	0	0.0%
	b. Internet	No	558	75.9%	226	72.7%	377	74.2%	278	84.8%	359	93.5%	27	84.4%
		Yes	175	23.8%	84	27.0%	129	25.4%	50	15.2%	21	5.5%	5	15.6%
		DNK	2	0.3%	1	0.3%	2	0.4%	0	0.0%	4	1.0%	0	0.0%
	c. Phone Book	No	503	68.4%	216	69.5%	360	70.9%	219	66.8%	243	63.3%	20	62.5%
		Yes	230	31.3%	94	30.2%	146	28.7%	109	33.2%	136	35.4%	12	37.5%
		DNK	2	0.3%	1	0.3%	2	0.4%	0	0.0%	5	1.3%	0	0.0%
	d. Brochure	No	526	71.6%	236	75.9%	372	73.2%	253	77.1%	314	81.8%	22	68.8%
		Yes	207	28.2%	74	23.8%	134	26.4%	75	22.9%	65	16.9%	10	31.3%
		DNK	2	0.3%	1	0.3%	2	0.4%	0	0.0%	5	1.3%	0	0.0%
	e. In Person	No	365	49.7%	156	50.2%	271	53.3%	154	47.0%	219	57.0%	17	53.1%
		Yes	368	50.1%	154	49.5%	235	46.3%	174	53.0%	160	41.7%	15	46.9%
		DNK	2	0.3%	1	0.3%	2	0.4%	0	0.0%	5	1.3%	0	0.0%
	f. Other	No	629	85.6%	283	91.0%	432	85.0%	293	89.3%	313	81.5%	30	93.8%
		Yes	103	14.0%	27	8.7%	73	14.4%	35	10.7%	66	17.2%	2	6.3%
		DNK	3	0.4%	1	0.3%	3	0.6%	0	0.0%	5	1.3%	0	0.0%
RESPECTFUL SERVICE	12. Places feel welcoming	SD	15	2.0%	12	3.9%	14	2.8%	16	4.9%	5	1.3%	0	0.0%
		D	47	6.4%	49	15.8%	56	11.0%	32	9.8%	18	4.7%	4	12.5%
		A	305	41.5%	131	42.1%	223	43.9%	114	34.8%	148	38.5%	14	43.8%
		SA	331	45.0%	108	34.7%	192	37.8%	138	42.1%	156	40.6%	12	37.5%
		N/A	37	5.0%	11	3.5%	23	4.5%	28	8.5%	57	14.8%	2	6.3%
	13. Staff listen to you	SD	15	2.0%	10	3.2%	12	2.4%	9	2.7%	5	1.3%	0	0.0%
		D	38	5.2%	35	11.3%	47	9.3%	27	8.2%	19	4.9%	3	9.4%
		A	318	43.3%	145	46.6%	221	43.5%	122	37.2%	162	42.2%	15	46.9%
		SA	345	46.9%	111	35.7%	220	43.3%	156	47.6%	166	43.2%	14	43.8%
		N/A	19	2.6%	10	3.2%	8	1.6%	14	4.3%	32	8.3%	0	0.0%
	14. Treated with respect	SD	10	1.4%	5	1.6%	12	2.4%	9	2.7%	4	1.0%	0	0.0%
		D	33	4.5%	34	10.9%	33	6.5%	21	6.4%	11	2.9%	3	9.4%
		A	285	38.8%	135	43.4%	208	40.9%	117	35.7%	146	38.0%	13	40.6%
		SA	393	53.5%	132	42.4%	252	49.6%	173	52.7%	201	52.3%	16	50.0%
		N/A	14	1.9%	5	1.6%	3	0.6%	8	2.4%	22	5.7%	0	0.0%
	15. Treated with kindness	SD	7	1.0%	6	1.9%	8	1.6%	8	2.4%	5	1.3%	0	0.0%
		D	32	4.4%	22	7.1%	46	9.1%	16	4.9%	12	3.1%	2	6.3%
		A	285	38.8%	146	46.9%	212	41.7%	123	37.5%	144	37.5%	13	40.6%
		SA	397	54.0%	131	42.1%	238	46.9%	172	52.4%	202	52.6%	17	53.1%
		N/A	14	1.9%	6	1.9%	4	0.8%	9	2.7%	21	5.5%	0	0.0%
	16. Your strengths are valued	SD	8	1.1%	10	3.2%	19	3.7%	14	4.3%	4	1.0%	0	0.0%
D		60	8.2%	43	13.8%	54	10.6%	33	10.1%	12	3.1%	4	12.5%	
A		291	39.6%	128	41.2%	182	35.8%	117	35.7%	168	43.8%	10	31.3%	
SA		289	39.3%	96	30.9%	179	35.2%	122	37.2%	112	29.2%	12	37.5%	
N/A		87	11.8%	34	10.9%	74	14.6%	42	12.8%	88	22.9%	6	18.8%	
17. Staff respects your cultural background	SD	7	1.0%	4	1.3%	14	2.8%	10	3.0%	2	0.5%	1	3.1%	
	D	17	2.3%	19	6.1%	15	3.0%	11	3.4%	7	1.8%	1	3.1%	
	A	265	36.1%	111	35.7%	197	38.8%	97	29.6%	146	38.0%	9	28.1%	
	SA	386	52.5%	158	50.8%	245	48.2%	172	52.4%	178	46.4%	17	53.1%	
	N/A	60	8.2%	19	6.1%	37	7.3%	38	11.6%	51	13.3%	4	12.5%	

Survey Item	Re- sponse	Under 18 yrs		18-29 years		30-44 years		45-59 years		60 or > yrs		N/A		
		#	%	#	%	#	%	#	%	#	%	#	%	
RESPECTFUL SERVICE	18. Involved in plan to meet your needs	SD	16	2.2%	10	3.2%	28	5.5%	11	3.4%	11	2.9%	3	9.4%
		D	56	7.6%	26	8.4%	47	9.3%	38	11.6%	33	8.6%	2	6.3%
		A	270	36.7%	119	38.3%	182	35.8%	109	33.2%	151	39.3%	13	40.6%
		SA	346	47.1%	133	42.8%	206	40.6%	142	43.3%	128	33.3%	12	37.5%
		N/A	47	6.4%	23	7.4%	45	8.9%	28	8.5%	61	15.9%	2	6.3%
	19. Info is only shared to improve your services	SD	19	2.6%	9	2.9%	20	3.9%	14	4.3%	5	1.3%	4	12.5%
		D	63	8.6%	28	9.0%	36	7.1%	31	9.5%	17	4.4%	2	6.3%
		A	322	43.8%	136	43.7%	246	48.4%	130	39.6%	182	47.4%	14	43.8%
		SA	308	41.9%	134	43.1%	191	37.6%	141	43.0%	152	39.6%	10	31.3%
		N/A	23	3.1%	4	1.3%	15	3.0%	12	3.7%	28	7.3%	2	6.3%
EFFECTIVE SERVICES	20. Feedback invited	No	491	66.8%	211	67.8%	365	71.9%	230	70.1%	289	75.3%	25	78.1%
		Yes	233	31.7%	97	31.2%	134	26.4%	91	27.7%	85	22.1%	7	21.9%
		DNK	11	1.5%	3	1.0%	9	1.8%	7	2.1%	10	2.6%	0	0.0%
	21a. More than 2 case managers	No	522	71.0%	234	75.2%	374	73.6%	241	73.5%	324	84.4%	22	68.8%
		Yes	157	21.4%	57	18.3%	98	19.3%	69	21.0%	36	9.4%	7	21.9%
		DNK	56	7.6%	20	6.4%	36	7.1%	18	5.5%	24	6.3%	3	9.4%
	21b. [If Y] Satisfied w/ coordination	SD	16	10.2%	9	15.8%	11	11.2%	10	14.5%	3	8.3%	1	14.3%
		D	21	13.4%	11	19.3%	20	20.4%	12	17.4%	3	8.3%	0	0.0%
		A	59	37.6%	22	38.6%	35	35.7%	17	24.6%	16	44.4%	5	71.4%
		SA	61	38.9%	14	24.6%	29	29.6%	28	40.6%	14	38.9%	1	14.3%
		DNK	0	0.0%	1	1.8%	3	3.1%	2	2.9%	0	0.0%	0	0.0%
	22a. Your eligibility for a service ended	No	505	68.7%	164	52.7%	300	59.1%	232	70.7%	318	82.8%	20	62.5%
		Yes	215	29.3%	141	45.3%	197	38.8%	90	27.4%	62	16.1%	9	28.1%
		DNK	15	2.0%	6	1.9%	11	2.2%	6	1.8%	4	1.0%	3	9.4%
	22b. [If Y] Got what you still needed through another program	SD	53	24.7%	44	31.2%	62	31.5%	23	25.6%	14	22.6%	1	11.1%
		D	43	20.0%	29	20.6%	45	22.8%	22	24.4%	11	17.7%	3	33.3%
		A	63	29.3%	33	23.4%	43	21.8%	23	25.6%	14	22.6%	1	11.1%
		SA	43	20.0%	31	22.0%	38	19.3%	14	15.6%	15	24.2%	2	22.2%
		DNK	13	6.0%	4	2.8%	9	4.6%	8	8.9%	8	12.9%	2	22.2%
	23a. Used emergency services.	No	460	62.6%	177	56.9%	320	63.0%	214	65.2%	300	78.1%	21	65.6%
		Yes	265	36.1%	130	41.8%	186	36.6%	111	33.8%	77	20.1%	11	34.4%
		DNK	10	1.4%	4	1.3%	2	0.4%	3	0.9%	7	1.8%	0	0.0%
	23b. [If Y] Emergency could have been avoided w/ earlier supports	SD	85	32.1%	32	24.6%	60	32.3%	35	31.5%	24	31.2%	6	54.5%
		D	80	30.2%	39	30.0%	40	21.5%	26	23.4%	27	35.1%	2	18.2%
		A	33	12.5%	28	21.5%	41	22.0%	18	16.2%	11	14.3%	1	9.1%
SA		56	21.1%	28	21.5%	30	16.1%	27	24.3%	9	11.7%	0	0.0%	
DNK		11	4.2%	3	2.3%	15	8.1%	5	4.5%	6	7.8%	2	18.2%	
24. Know how to file complaint	SD	131	17.8%	70	22.5%	101	19.9%	58	17.7%	31	8.1%	8	25.0%	
	D	167	22.7%	74	23.8%	116	22.8%	60	18.3%	82	21.4%	5	15.6%	
	A	225	30.6%	93	29.9%	154	30.3%	84	25.6%	139	36.2%	10	31.3%	
	SA	199	27.1%	70	22.5%	128	25.2%	118	36.0%	111	28.9%	7	21.9%	
	N/A	13	1.8%	4	1.3%	9	1.8%	8	2.4%	21	5.5%	2	6.3%	
25. Would feel safe to complain	SD	32	4.4%	16	5.1%	40	7.9%	22	6.7%	12	3.1%	0	0.0%	
	D	51	6.9%	28	9.0%	52	10.2%	30	9.1%	23	6.0%	6	18.8%	
	A	331	45.0%	135	43.4%	209	41.1%	118	36.0%	174	45.3%	10	31.3%	
	SA	305	41.5%	129	41.5%	197	38.8%	151	46.0%	152	39.6%	15	46.9%	
	N/A	16	2.2%	3	1.0%	10	2.0%	7	2.1%	23	6.0%	1	3.1%	

Survey Item	Re- sponse	Under 18 yrs		18-29 years		30-44 years		45-59 years		60 or > yrs		N/A		
		#	%	#	%	#	%	#	%	#	%	#	%	
EFFECTIVE	26a. Did you submit a complaint?	No	700	95.2%	286	92.0%	471	92.7%	304	92.7%	358	93.2%	30	93.8%
		Yes	33	4.5%	24	7.7%	37	7.3%	24	7.3%	20	5.2%	1	3.1%
		DNK	2	0.3%	1	0.3%	0	0.0%	0	0.0%	6	1.6%	1	3.1%
	26b. [If yes] Satisfied with the outcome	SD	15	45.5%	10	41.7%	9	24.3%	10	41.7%	3	15.0%	0	0.0%
		D	6	18.2%	6	25.0%	3	8.1%	4	16.7%	5	25.0%	0	0.0%
		A	6	18.2%	4	16.7%	9	24.3%	3	12.5%	8	40.0%	1	100.0%
SA		5	15.2%	3	12.5%	10	27.0%	7	29.2%	2	10.0%	0	0.0%	
DNK	1	3.0%	1	4.2%	6	16.2%	0	0.0%	2	10.0%	0	0.0%		
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	18	2.4%	17	5.5%	29	5.7%	28	8.5%	11	2.9%	1	3.1%
		D	40	5.4%	37	11.9%	51	10.0%	19	5.8%	15	3.9%	2	6.3%
		A	276	37.6%	127	40.8%	179	35.2%	108	32.9%	151	39.3%	12	37.5%
		SA	393	53.5%	122	39.2%	242	47.6%	165	50.3%	191	49.7%	14	43.8%
		N/A	8	1.1%	8	2.6%	7	1.4%	8	2.4%	16	4.2%	3	9.4%
	28. Overall, AHS services have helped your situation	SD	13	1.8%	16	5.1%	22	4.3%	15	4.6%	4	1.0%	0	0.0%
		D	35	4.8%	21	6.8%	35	6.9%	20	6.1%	10	2.6%	4	12.5%
		A	245	33.3%	100	32.2%	175	34.4%	89	27.1%	138	35.9%	8	25.0%
		SA	436	59.3%	169	54.3%	271	53.3%	203	61.9%	224	58.3%	18	56.3%
		N/A	6	0.8%	5	1.6%	5	1.0%	1	0.3%	8	2.1%	2	6.3%
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	10	1.4%	9	2.9%	10	2.0%	7	2.1%	5	1.3%	1	3.1%
		2	3	0.4%	4	1.3%	7	1.4%	8	2.4%	0	0.0%	0	0.0%
		3	14	1.9%	5	1.6%	14	2.8%	9	2.7%	5	1.3%	2	6.3%
		4	19	2.6%	17	5.5%	25	4.9%	19	5.8%	8	2.1%	1	3.1%
		5	45	6.1%	37	11.9%	48	9.4%	34	10.4%	22	5.7%	5	15.6%
		6	37	5.0%	22	7.1%	32	6.3%	14	4.3%	7	1.8%	3	9.4%
		7	83	11.3%	40	12.9%	64	12.6%	25	7.6%	26	6.8%	4	12.5%
		8	197	26.8%	74	23.8%	119	23.4%	75	22.9%	80	20.8%	5	15.6%
		9	102	13.9%	41	13.2%	67	13.2%	33	10.1%	37	9.6%	3	9.4%
		10	208	28.3%	60	19.3%	117	23.0%	99	30.2%	170	44.3%	5	15.6%
DNK	17	2.3%	2	0.6%	5	1.0%	5	1.5%	24	6.3%	3	9.4%		

Table B3. AHS Consumers by Race/Ethnicity, Frequency of Response

Survey Items	Re-sponse	White		American Indian		Black/African American		Other		No Response	
		#	%	#	%	#	%	#	%	#	%
		1. Convenient times	SD	88	4.1%	1	1.6%	1	2.4%	4	6.1%
D	211		9.8%	11	18.0%	4	9.5%	8	12.1%	2	8.3%
A	938		43.5%	25	41.0%	21	50.0%	27	40.9%	7	29.2%
SA	741		34.4%	21	34.4%	15	35.7%	23	34.8%	6	25.0%
N/A	177		8.2%	3	4.9%	1	2.4%	4	6.1%	5	20.8%
2. Get through to someone who can help on the telephone	SD	101	4.7%	4	6.6%	3	7.1%	5	7.6%	4	16.7%
	D	242	11.2%	18	29.5%	6	14.3%	9	13.6%	3	12.5%
	A	918	42.6%	20	32.8%	24	57.1%	21	31.8%	9	37.5%
	SA	746	34.6%	16	26.2%	9	21.4%	26	39.4%	6	25.0%
	N/A	148	6.9%	3	4.9%	0	0.0%	5	7.6%	2	8.3%
3. Receive timely responses to your questions	SD	75	3.5%	2	3.3%	1	2.4%	7	10.6%	2	8.3%
	D	215	10.0%	15	24.6%	4	9.5%	10	15.2%	4	16.7%
	A	936	43.4%	25	41.0%	22	52.4%	24	36.4%	10	41.7%
	SA	804	37.3%	16	26.2%	14	33.3%	22	33.3%	5	20.8%
	N/A	125	5.8%	3	4.9%	1	2.4%	3	4.5%	3	12.5%
4. Get the help you need with forms	SD	61	2.8%	2	3.3%	1	2.4%	4	6.1%	1	4.2%
	D	124	5.8%	8	13.1%	3	7.1%	5	7.6%	1	4.2%
	A	778	36.1%	20	32.8%	23	54.8%	18	27.3%	11	45.8%
	SA	848	39.4%	22	36.1%	14	33.3%	29	43.9%	4	16.7%
	N/A	344	16.0%	9	14.8%	1	2.4%	10	15.2%	7	29.2%
5. Have had to fill out multiple forms that ask for the same information	SD	269	12.5%	9	14.8%	4	9.5%	6	9.1%	3	12.5%
	D	434	20.1%	11	18.0%	6	14.3%	12	18.2%	5	20.8%
	A	611	28.4%	14	23.0%	20	47.6%	16	24.2%	9	37.5%
	SA	735	34.1%	23	37.7%	12	28.6%	27	40.9%	6	25.0%
	N/A	106	4.9%	4	6.6%	0	0.0%	5	7.6%	1	4.2%
6. Receive services in reasonable time	SD	59	2.7%	2	3.3%	1	2.4%	5	7.6%	2	8.3%
	D	157	7.3%	8	13.1%	6	14.3%	3	4.5%	0	0.0%
	A	924	42.9%	30	49.2%	18	42.9%	21	31.8%	11	45.8%
	SA	974	45.2%	20	32.8%	17	40.5%	33	50.0%	9	37.5%
	N/A	41	1.9%	1	1.6%	0	0.0%	4	6.1%	2	8.3%
7. Written info easy to understand	SD	70	3.2%	4	6.6%	1	2.4%	1	1.5%	3	12.5%
	D	247	11.5%	7	11.5%	3	7.1%	4	6.1%	2	8.3%
	A	946	43.9%	25	41.0%	20	47.6%	28	42.4%	12	50.0%
	SA	861	40.0%	23	37.7%	17	40.5%	30	45.5%	4	16.7%
	N/A	31	1.4%	2	3.3%	1	2.4%	3	4.5%	3	12.5%
8. Written info is timely	SD	55	2.6%	3	4.9%	2	4.8%	2	3.0%	0	0.0%
	D	193	9.0%	8	13.1%	3	7.1%	5	7.6%	2	8.3%
	A	1001	46.5%	28	45.9%	23	54.8%	25	37.9%	14	58.3%
	SA	847	39.3%	21	34.4%	14	33.3%	28	42.4%	6	25.0%
	N/A	59	2.7%	1	1.6%	0	0.0%	6	9.1%	2	8.3%
9. Easy to get information about AHS services	SD	106	4.9%	1	1.6%	2	4.8%	5	7.6%	5	20.8%
	D	327	15.2%	18	29.5%	11	26.2%	10	15.2%	4	16.7%
	A	866	40.2%	25	41.0%	16	38.1%	21	31.8%	10	41.7%
	SA	749	34.8%	16	26.2%	13	31.0%	24	36.4%	5	20.8%
	N/A	107	5.0%	1	1.6%	0	0.0%	6	9.1%	0	0.0%
10. Use the internet for general info	No	1415	65.7%	47	77.0%	36	85.7%	40	60.6%	14	58.3%
	Yes	733	34.0%	13	21.3%	5	11.9%	26	39.4%	10	41.7%
	DNK	7	0.3%	1	1.6%	1	2.4%	0	0.0%	0	0.0%

ACCESS TO SERVICES

Survey Items	Re- sponse	White		American Indian		Black/African American		Other		No Response		
		#	%	#	%	#	%	#	%	#	%	
ACCESS TO SERVICES	11. How do you prefer to get information about AHS services or supports?											
	a. Newspapers	No	1881	87.3%	55	90.2%	37	88.1%	53	80.3%	23	95.8%
		Yes	265	12.3%	6	9.8%	5	11.9%	13	19.7%	1	4.2%
		DNK	9	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	b. Internet	No	1711	79.4%	52	85.2%	40	95.2%	45	68.2%	17	70.8%
		Yes	435	20.2%	9	14.8%	2	4.8%	21	31.8%	7	29.2%
		DNK	9	0.4%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	c. Phone Book	No	1464	67.9%	39	63.9%	32	76.2%	45	68.2%	18	75.0%
		Yes	681	31.6%	22	36.1%	10	23.8%	21	31.8%	6	25.0%
		DNK	10	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	d. Brochure	No	1611	74.8%	44	72.1%	32	76.2%	53	80.3%	17	70.8%
		Yes	534	24.8%	17	27.9%	10	23.8%	13	19.7%	7	29.2%
		DNK	10	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	e. In Person	No	1111	51.6%	27	44.3%	13	31.0%	33	50.0%	16	66.7%
		Yes	1034	48.0%	34	55.7%	29	69.0%	33	50.0%	8	33.3%
		DNK	10	0.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
	f. Other	No	1854	86.0%	54	88.5%	36	85.7%	59	89.4%	19	79.2%
		Yes	289	13.4%	7	11.5%	6	14.3%	7	10.6%	5	20.8%
DNK		12	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	
RESPECTFUL SERVICE	12. Places feel welcoming	SD	56	2.6%	0	0.0%	0	0.0%	3	4.5%	3	12.5%
		D	186	8.6%	12	19.7%	6	14.3%	11	16.7%	3	12.5%
		A	874	40.6%	30	49.2%	22	52.4%	21	31.8%	8	33.3%
		SA	890	41.3%	16	26.2%	14	33.3%	28	42.4%	6	25.0%
		N/A	149	6.9%	3	4.9%	0	0.0%	3	4.5%	4	16.7%
	13. Staff listen to you	SD	48	2.2%	2	3.3%	0	0.0%	1	1.5%	2	8.3%
		D	152	7.1%	10	16.4%	6	14.3%	7	10.6%	4	16.7%
		A	926	43.0%	23	37.7%	16	38.1%	28	42.4%	8	33.3%
		SA	952	44.2%	24	39.3%	20	47.6%	25	37.9%	10	41.7%
		N/A	77	3.6%	2	3.3%	0	0.0%	5	7.6%	0	0.0%
	14. Treated with respect	SD	37	1.7%	0	0.0%	0	0.0%	2	3.0%	1	4.2%
		D	125	5.8%	8	13.1%	5	11.9%	1	1.5%	4	16.7%
		A	851	39.5%	23	37.7%	12	28.6%	25	37.9%	9	37.5%
		SA	1096	50.9%	30	49.2%	23	54.8%	37	56.1%	9	37.5%
		N/A	46	2.1%	0	0.0%	2	4.8%	1	1.5%	1	4.2%
	15. Treated with kindness	SD	28	1.3%	1	1.6%	0	0.0%	3	4.5%	3	12.5%
		D	118	5.5%	5	8.2%	7	16.7%	3	4.5%	2	8.3%
		SA	869	40.3%	26	42.6%	13	31.0%	27	40.9%	9	37.5%
		A	1089	50.5%	29	47.5%	21	50.0%	33	50.0%	10	41.7%
		N/A	51	2.4%	0	0.0%	1	2.4%	0	0.0%	0	0.0%
16. Your strengths are valued	SD	49	2.3%	2	3.3%	0	0.0%	3	4.5%	2	8.3%	
	D	193	9.0%	10	16.4%	4	9.5%	4	6.1%	2	8.3%	
	A	836	38.8%	24	39.3%	20	47.6%	28	42.4%	10	41.7%	
	SA	762	35.4%	18	29.5%	16	38.1%	23	34.8%	7	29.2%	
	N/A	315	14.6%	7	11.5%	2	4.8%	8	12.1%	3	12.5%	
17. Staff respects your cultural background	SD	33	1.5%	2	3.3%	0	0.0%	1	1.5%	3	12.5%	
	D	55	2.6%	7	11.5%	4	9.5%	6	9.1%	3	12.5%	
	A	778	36.1%	23	37.7%	19	45.2%	17	25.8%	5	20.8%	
	SA	1095	50.8%	24	39.3%	18	42.9%	36	54.5%	7	29.2%	
	N/A	194	9.0%	5	8.2%	1	2.4%	6	9.1%	6	25.0%	

Survey Items		Re- sponse	White		American Indian		Black/African American		Other		No Response	
			#	%	#	%	#	%	#	%	#	%
RESPECTFUL SERVICE	18. Involved in plan to meet your needs	SD	71	3.3%	4	6.6%	0	0.0%	4	6.1%	2	8.3%
		D	187	8.7%	7	11.5%	4	9.5%	9	13.6%	3	12.5%
		A	793	36.8%	21	34.4%	17	40.5%	19	28.8%	11	45.8%
		SA	908	42.1%	26	42.6%	21	50.0%	28	42.4%	6	25.0%
		N/A	196	9.1%	3	4.9%	0	0.0%	6	9.1%	2	8.3%
	19. Info is only shared to improve your services	SD	60	2.8%	2	3.3%	1	2.4%	3	4.5%	5	20.8%
		D	168	7.8%	7	11.5%	6	14.3%	5	7.6%	0	0.0%
		A	967	44.9%	23	37.7%	20	47.6%	25	37.9%	12	50.0%
		SA	886	41.1%	23	37.7%	14	33.3%	27	40.9%	4	16.7%
		N/A	74	3.4%	6	9.8%	1	2.4%	6	9.1%	3	12.5%
EFFECTIVE SERVICES	20. Feedback invited	No	1515	70.3%	37	60.7%	29	69.0%	46	69.7%	16	66.7%
		Yes	603	28.0%	23	37.7%	13	31.0%	18	27.3%	8	33.3%
		DNK	37	1.7%	1	1.6%	0	0.0%	2	3.0%	0	0.0%
	21a. More than 2 case managers	No	1625	75.4%	42	68.9%	24	57.1%	45	68.2%	14	58.3%
		Yes	387	18.0%	14	23.0%	16	38.1%	16	24.2%	5	20.8%
		DNK	143	6.6%	5	8.2%	2	4.8%	5	7.6%	5	20.8%
	21b. [If Y] Satisfied with coordination of services	SD	45	11.6%	3	21.4%	1	6.3%	2	12.5%	2	40.0%
		D	66	17.1%	1	7.1%	0	0.0%	0	0.0%	0	0.0%
		A	131	33.9%	7	50.0%	11	68.8%	9	56.3%	2	40.0%
		SA	140	36.2%	3	21.4%	4	25.0%	4	25.0%	1	20.0%
		DNK	5	1.3%	0	0.0%	0	0.0%	1	6.3%	0	0.0%
	22a. Your eligibility for a service ended	No	1449	67.2%	44	72.1%	28	66.7%	34	51.5%	17	70.8%
		Yes	667	31.0%	17	27.9%	14	33.3%	27	40.9%	6	25.0%
		DNK	39	1.8%	0	0.0%	0	0.0%	5	7.6%	1	4.2%
	22b. [If Y] Got what you still needed through another program	SD	186	27.9%	5	29.4%	4	28.6%	7	25.9%	2	33.3%
		D	144	21.6%	5	29.4%	3	21.4%	5	18.5%	2	33.3%
		A	160	24.0%	4	23.5%	6	42.9%	9	33.3%	1	16.7%
		SA	135	20.2%	2	11.8%	1	7.1%	6	22.2%	0	0.0%
		DNK	42	6.3%	1	5.9%	0	0.0%	0	0.0%	1	16.7%
	23a. Used emergency services.	No	1414	65.6%	31	50.8%	21	50.0%	40	60.6%	13	54.2%
		Yes	718	33.3%	28	45.9%	21	50.0%	25	37.9%	10	41.7%
		DNK	23	1.1%	2	3.3%	0	0.0%	1	1.5%	1	4.2%
	23b. [If Y] Emergency could have been avoided with earlier supports	SD	226	31.5%	6	21.4%	3	14.3%	5	20.0%	4	40.0%
		D	196	27.3%	10	35.7%	6	28.6%	3	12.0%	2	20.0%
		A	120	16.7%	3	10.7%	6	28.6%	7	28.0%	1	10.0%
SA		138	19.2%	7	25.0%	5	23.8%	7	28.0%	2	20.0%	
DNK		38	5.3%	2	7.1%	1	4.8%	3	12.0%	1	10.0%	
24. Know how to file complaint	SD	362	16.8%	16	26.2%	12	28.6%	16	24.2%	8	33.3%	
	D	475	22.0%	15	24.6%	9	21.4%	15	22.7%	4	16.7%	
	A	666	30.9%	15	24.6%	11	26.2%	18	27.3%	6	25.0%	
	SA	598	27.7%	12	19.7%	10	23.8%	15	22.7%	6	25.0%	
	N/A	54	2.5%	3	4.9%	0	0.0%	2	3.0%	0	0.0%	
25. Would feel safe to complain	SD	105	4.9%	9	14.8%	2	4.8%	8	12.1%	3	12.5%	
	D	179	8.3%	3	4.9%	6	14.3%	4	6.1%	4	16.7%	
	A	915	42.5%	29	47.5%	15	35.7%	30	45.5%	9	37.5%	
	SA	900	41.8%	19	31.1%	18	42.9%	21	31.8%	7	29.2%	
	N/A	56	2.6%	1	1.6%	1	2.4%	3	4.5%	1	4.2%	

Survey Items		Re- sponse	White		American Indian		Black/African American		Other		No Response	
			#	%	#	%	#	%	#	%	#	%
EFFECTIVE	26a. Did you submit a complaint?	No	2026	94.0%	55	90.2%	38	90.5%	59	89.4%	19	79.2%
		Yes	120	5.6%	6	9.8%	4	9.5%	7	10.6%	4	16.7%
		DNK	9	0.4%	0	0.0%	0	0.0%	0	0.0%	1	4.2%
	26b. [If yes] Satisfied with the outcome	SD	43	35.8%	1	16.7%	0	0.0%	3	42.9%	1	25.0%
		D	20	16.7%	2	33.3%	0	0.0%	2	28.6%	0	0.0%
		A	24	20.0%	3	50.0%	3	75.0%	1	14.3%	1	25.0%
		SA	24	20.0%	0	0.0%	1	25.0%	1	14.3%	1	25.0%
N/A	9	7.5%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	95	4.4%	6	9.8%	2	4.8%	4	6.1%	1	4.2%
		D	152	7.1%	3	4.9%	3	7.1%	10	15.2%	2	8.3%
		A	799	37.1%	26	42.6%	23	54.8%	16	24.2%	8	33.3%
		SA	1067	49.5%	24	39.3%	12	28.6%	34	51.5%	9	37.5%
		N/A	42	1.9%	2	3.3%	2	4.8%	2	3.0%	4	16.7%
	28. Overall, AHS services have helped your situation	SD	64	3.0%	4	6.6%	1	2.4%	5	7.6%	1	4.2%
		D	110	5.1%	3	4.9%	3	7.1%	7	10.6%	4	16.7%
		A	713	33.1%	19	31.1%	13	31.0%	22	33.3%	6	25.0%
		SA	1245	57.8%	34	55.7%	24	57.1%	32	48.5%	11	45.8%
		N/A	23	1.1%	1	1.6%	1	2.4%	0	0.0%	2	8.3%
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	38	1.8%	1	1.6%	1	2.4%	3	4.5%	2	8.3%
		2	19	0.9%	2	3.3%	0	0.0%	0	0.0%	1	4.2%
		3	42	1.9%	1	1.6%	3	7.1%	2	3.0%	1	4.2%
		4	82	3.8%	3	4.9%	2	4.8%	4	6.1%	1	4.2%
		5	175	8.1%	7	11.5%	8	19.0%	7	10.6%	3	12.5%
		6	108	5.0%	4	6.6%	2	4.8%	1	1.5%	1	4.2%
		7	229	10.6%	7	11.5%	5	11.9%	6	9.1%	1	4.2%
		8	519	24.1%	11	18.0%	8	19.0%	20	30.3%	4	16.7%
		9	274	12.7%	5	8.2%	1	2.4%	5	7.6%	1	4.2%
10		621	28.8%	18	29.5%	11	26.2%	17	25.8%	3	12.5%	
N/A	48	2.2%	2	3.3%	1	2.4%	1	1.5%	6	25.0%		

Table B4. AHS Consumers by Length of Affiliation, Frequency of Response

Survey Item	Re- sponse	< 1 year		1-2 years		3-5 years		6-10 years		> 10 years		Refused	
		#	%	#	%	#	%	#	%	#	%	#	%
1. Convenient times	SD	13	4.0%	16	3.4%	20	3.5%	19	6.6%	14	4.8%	1	2.1%
	D	32	9.8%	46	9.7%	60	10.4%	24	8.4%	32	11.0%	8	16.7%
	SA	144	44.0%	195	41.0%	266	46.2%	122	42.5%	109	37.5%	20	41.7%
	A	115	35.2%	184	38.7%	188	32.6%	94	32.8%	110	37.8%	14	29.2%
	N/A	23	7.0%	35	7.4%	42	7.3%	28	9.8%	26	8.9%	5	10.4%
2. Get through to someone who can help on the telephone	SD	21	6.4%	22	4.6%	20	3.5%	12	4.2%	19	6.5%	2	4.2%
	D	33	10.1%	50	10.5%	66	11.5%	36	12.5%	38	13.1%	5	10.4%
	A	141	43.1%	191	40.1%	260	45.1%	119	41.5%	114	39.2%	26	54.2%
	SA	114	34.9%	179	37.6%	200	34.7%	97	33.8%	98	33.7%	11	22.9%
	N/A	18	5.5%	34	7.1%	30	5.2%	23	8.0%	22	7.6%	4	8.3%
3. Receive timely responses to your questions	SD	14	4.3%	16	3.4%	22	3.8%	7	2.4%	13	4.5%	3	6.3%
	D	26	8.0%	55	11.6%	55	9.5%	28	9.8%	31	10.7%	9	18.8%
	A	151	46.2%	197	41.4%	247	42.9%	131	45.6%	127	43.6%	20	41.7%
	SA	124	37.9%	181	38.0%	221	38.4%	97	33.8%	101	34.7%	11	22.9%
	N/A	12	3.7%	27	5.7%	31	5.4%	24	8.4%	19	6.5%	5	10.4%
4. Get the help you need with forms	SD	7	2.1%	15	3.2%	20	3.5%	9	3.1%	10	3.4%	2	4.2%
	D	15	4.6%	27	5.7%	39	6.8%	14	4.9%	14	4.8%	4	8.3%
	A	123	37.6%	167	35.1%	204	35.4%	96	33.4%	102	35.1%	19	39.6%
	SA	140	42.8%	201	42.2%	215	37.3%	114	39.7%	113	38.8%	16	33.3%
	N/A	42	12.8%	66	13.9%	98	17.0%	54	18.8%	52	17.9%	7	14.6%
5. Have had to fill out multiple forms that ask for the same information	SD	32	9.8%	59	12.4%	70	12.2%	41	14.3%	40	13.7%	5	10.4%
	D	55	16.8%	102	21.4%	130	22.6%	51	17.8%	57	19.6%	9	18.8%
	A	102	31.2%	131	27.5%	148	25.7%	88	30.7%	79	27.1%	16	33.3%
	SA	130	39.8%	164	34.5%	198	34.4%	90	31.4%	101	34.7%	15	31.3%
	N/A	8	2.4%	20	4.2%	30	5.2%	17	5.9%	14	4.8%	3	6.3%
6. Receive services in reasonable time	SD	10	3.1%	12	2.5%	11	1.9%	4	1.4%	9	3.1%	2	4.2%
	D	31	9.5%	31	6.5%	31	5.4%	22	7.7%	24	8.2%	5	10.4%
	A	126	38.5%	198	41.6%	257	44.6%	119	41.5%	137	47.1%	24	50.0%
	SA	156	47.7%	227	47.7%	267	46.4%	137	47.7%	114	39.2%	14	29.2%
	N/A	4	1.2%	8	1.7%	10	1.7%	5	1.7%	7	2.4%	3	6.3%
7. Written info easy to understand	SD	8	2.4%	14	2.9%	17	3.0%	13	4.5%	13	4.5%	4	8.3%
	D	33	10.1%	53	11.1%	62	10.8%	32	11.1%	34	11.7%	5	10.4%
	A	147	45.0%	189	39.7%	264	45.8%	134	46.7%	120	41.2%	21	43.8%
	SA	136	41.6%	210	44.1%	226	39.2%	102	35.5%	117	40.2%	16	33.3%
	N/A	3	0.9%	10	2.1%	7	1.2%	6	2.1%	7	2.4%	2	4.2%
8. Written info is timely	SD	8	2.4%	11	2.3%	15	2.6%	9	3.1%	9	3.1%	1	2.1%
	D	38	11.6%	37	7.8%	44	7.6%	28	9.8%	27	9.3%	3	6.3%
	A	142	43.4%	226	47.5%	274	47.6%	128	44.6%	129	44.3%	23	47.9%
	SA	136	41.6%	189	39.7%	230	39.9%	112	39.0%	115	39.5%	14	29.2%
	N/A	3	0.9%	13	2.7%	13	2.3%	10	3.5%	11	3.8%	7	14.6%
9. Easy to get information about AHS services	SD	17	5.2%	24	5.0%	29	5.0%	17	5.9%	17	5.8%	3	6.3%
	D	59	18.0%	71	14.9%	88	15.3%	45	15.7%	39	13.4%	6	12.5%
	A	120	36.7%	184	38.7%	252	43.8%	107	37.3%	116	39.9%	19	39.6%
	SA	117	35.8%	165	34.7%	178	30.9%	107	37.3%	104	35.7%	19	39.6%
	N/A	14	4.3%	32	6.7%	29	5.0%	11	3.8%	15	5.2%	1	2.1%
10. Use the internet for general info	No	188	57.5%	306	64.3%	387	67.2%	207	72.1%	210	72.2%	34	70.8%
	Yes	139	42.5%	167	35.1%	189	32.8%	78	27.2%	78	26.8%	14	29.2%
	DNK	0	0.0%	3	0.6%	0	0.0%	2	0.7%	3	1.0%	0	0.0%

Survey Item	Re- sponse	< 1 year		1-2 years		3-5 years		6-10 years		> 10 years		Refused		
		#	%	#	%	#	%	#	%	#	%	#	%	
11. How do you prefer to get information about AHS services or supports?														
ACCESS TO SERVICES	a. Newspapers	No	284	86.9%	416	87.4%	508	88.2%	250	87.1%	263	90.4%	42	87.5%
		Yes	40	12.2%	60	12.6%	67	11.6%	33	11.5%	27	9.3%	6	12.5%
		DNK	3	0.9%	0	0.0%	1	0.2%	4	1.4%	1	0.3%	0	0.0%
	b. Internet	No	234	71.6%	374	78.6%	470	81.6%	240	83.6%	248	85.2%	41	85.4%
		Yes	90	27.5%	102	21.4%	105	18.2%	43	15.0%	42	14.4%	7	14.6%
		DNK	3	0.9%	0	0.0%	1	0.2%	4	1.4%	1	0.3%	0	0.0%
	c. Phone Book	No	223	68.2%	320	67.2%	398	69.1%	198	69.0%	192	66.0%	35	72.9%
		Yes	101	30.9%	156	32.8%	176	30.6%	85	29.6%	98	33.7%	13	27.1%
		DNK	3	0.9%	0	0.0%	2	0.3%	4	1.4%	1	0.3%	0	0.0%
	d. Brochure	No	240	73.4%	357	75.0%	433	75.2%	212	73.9%	215	73.9%	41	85.4%
		Yes	84	25.7%	118	24.8%	142	24.7%	71	24.7%	75	25.8%	7	14.6%
		DNK	3	0.9%	1	0.2%	1	0.2%	4	1.4%	1	0.3%	0	0.0%
	e. In Person	No	159	48.6%	244	51.3%	300	52.1%	147	51.2%	141	48.5%	15	31.3%
		Yes	165	50.5%	231	48.5%	275	47.7%	136	47.4%	149	51.2%	33	68.8%
		DNK	3	0.9%	1	0.2%	1	0.2%	4	1.4%	1	0.3%	0	0.0%
	f. Other	No	292	89.3%	410	86.1%	478	83.0%	242	84.3%	254	87.3%	44	91.7%
		Yes	32	9.8%	64	13.4%	96	16.7%	41	14.3%	36	12.4%	4	8.3%
		DNK	3	0.9%	2	0.4%	2	0.3%	4	1.4%	1	0.3%	0	0.0%
RESPECTFUL SERVICE	12. Places feel welcoming	SD	9	2.8%	14	2.9%	8	1.4%	14	4.9%	10	3.4%	1	2.1%
		D	31	9.5%	37	7.8%	52	9.0%	20	7.0%	32	11.0%	4	8.3%
		A	131	40.1%	186	39.1%	250	43.4%	112	39.0%	112	38.5%	20	41.7%
		SA	133	40.7%	209	43.9%	230	39.9%	115	40.1%	122	41.9%	19	39.6%
		N/A	23	7.0%	30	6.3%	36	6.3%	26	9.1%	15	5.2%	4	8.3%
	13. Staff listen to you	SD	6	1.8%	8	1.7%	13	2.3%	7	2.4%	11	3.8%	1	2.1%
		D	31	9.5%	33	6.9%	35	6.1%	18	6.3%	25	8.6%	6	12.5%
		A	121	37.0%	204	42.9%	255	44.3%	128	44.6%	127	43.6%	19	39.6%
		SA	153	46.8%	213	44.7%	255	44.3%	122	42.5%	123	42.3%	20	41.7%
		N/A	16	4.9%	18	3.8%	18	3.1%	12	4.2%	5	1.7%	2	4.2%
	14. Treated with respect	SD	9	2.8%	10	2.1%	6	1.0%	5	1.7%	6	2.1%	2	4.2%
		D	23	7.0%	30	6.3%	29	5.0%	15	5.2%	15	5.2%	6	12.5%
		A	115	35.2%	181	38.0%	232	40.3%	115	40.1%	119	40.9%	17	35.4%
		SA	171	52.3%	246	51.7%	299	51.9%	145	50.5%	148	50.9%	21	43.8%
		N/A	9	2.8%	9	1.9%	10	1.7%	7	2.4%	3	1.0%	2	4.2%
	15. Treated with kindness	SD	6	1.8%	7	1.5%	6	1.0%	6	2.1%	5	1.7%	2	4.2%
		D	24	7.3%	25	5.3%	34	5.9%	13	4.5%	13	4.5%	5	10.4%
		A	120	36.7%	191	40.1%	223	38.7%	122	42.5%	126	43.3%	18	37.5%
SA		167	51.1%	244	51.3%	300	52.1%	140	48.8%	144	49.5%	21	43.8%	
N/A		10	3.1%	9	1.9%	13	2.3%	6	2.1%	3	1.0%	2	4.2%	
16. Your strengths are valued	SD	9	2.8%	9	1.9%	10	1.7%	11	3.8%	11	3.8%	0	0.0%	
	D	26	8.0%	44	9.2%	49	8.5%	32	11.1%	18	6.2%	8	16.7%	
	A	110	33.6%	185	38.9%	236	41.0%	116	40.4%	120	41.2%	18	37.5%	
	SA	132	40.4%	160	33.6%	200	34.7%	92	32.1%	111	38.1%	14	29.2%	
	N/A	50	15.3%	78	16.4%	81	14.1%	36	12.5%	31	10.7%	8	16.7%	
17. Staff respects your cultural background	SD	6	1.8%	10	2.1%	6	1.0%	9	3.1%	4	1.4%	1	2.1%	
	D	7	2.1%	15	3.2%	15	2.6%	10	3.5%	7	2.4%	5	10.4%	
	A	102	31.2%	170	35.7%	199	34.5%	108	37.6%	113	38.8%	18	37.5%	
	SA	184	56.3%	243	51.1%	300	52.1%	131	45.6%	147	50.5%	20	41.7%	
	N/A	28	8.6%	38	8.0%	56	9.7%	29	10.1%	20	6.9%	4	8.3%	

Survey Item		Re- sponse	< 1 year		1-2 years		3-5 years		6-10 years		> 10 years		Refused	
			#	%	#	%	#	%	#	%	#	%	#	%
RESPECTFUL SERVICE	18. Involved in plan to meet your needs	SD	14	4.3%	21	4.4%	15	2.6%	12	4.2%	8	2.7%	1	2.1%
		D	21	6.4%	41	8.6%	54	9.4%	24	8.4%	30	10.3%	9	18.8%
		A	121	37.0%	164	34.5%	209	36.3%	102	35.5%	107	36.8%	14	29.2%
		SA	150	45.9%	207	43.5%	251	43.6%	121	42.2%	123	42.3%	20	41.7%
		N/A	21	6.4%	43	9.0%	47	8.2%	28	9.8%	23	7.9%	4	8.3%
	19. Info is only shared to improve your services	SD	9	2.8%	12	2.5%	14	2.4%	17	5.9%	8	2.7%	2	4.2%
		D	24	7.3%	41	8.6%	38	6.6%	22	7.7%	21	7.2%	5	10.4%
		A	146	44.6%	210	44.1%	255	44.3%	126	43.9%	135	46.4%	18	37.5%
		SA	140	42.8%	198	41.6%	248	43.1%	108	37.6%	114	39.2%	20	41.7%
		N/A	8	2.4%	15	3.2%	21	3.6%	14	4.9%	13	4.5%	3	6.3%
EFFECTIVE SERVICES	20. Feedback invited	No	226	69.1%	331	69.5%	411	71.4%	208	72.5%	192	66.0%	31	64.6%
		Yes	99	30.3%	136	28.6%	152	26.4%	75	26.1%	93	32.0%	17	35.4%
		DNK	2	0.6%	9	1.9%	13	2.3%	4	1.4%	6	2.1%	0	0.0%
	21a. More than 2 case managers	No	239	73.1%	342	71.8%	443	76.9%	213	74.2%	217	74.6%	29	60.4%
		Yes	69	21.1%	104	21.8%	98	17.0%	57	19.9%	52	17.9%	11	22.9%
		DNK	19	5.8%	30	6.3%	35	6.1%	17	5.9%	22	7.6%	8	16.7%
	21b. [If Y] Satisfied w/ coordination	SD	10	14.5%	13	12.5%	9	9.2%	6	10.5%	5	9.6%	2	18.2%
		D	9	13.0%	20	19.2%	14	14.3%	10	17.5%	11	21.2%	0	0.0%
		A	26	37.7%	32	30.8%	37	37.8%	21	36.8%	17	32.7%	5	45.5%
		SA	22	31.9%	38	36.5%	37	37.8%	19	33.3%	19	36.5%	3	27.3%
		DNK	2	2.9%	1	1.0%	1	1.0%	1	1.8%	0	0.0%	1	9.1%
	22a. Your eligibility for a service ended	No	198	60.6%	323	67.9%	408	70.8%	217	75.6%	205	70.4%	29	60.4%
		Yes	122	37.3%	145	30.5%	161	28.0%	64	22.3%	81	27.8%	14	29.2%
		DNK	7	2.1%	8	1.7%	7	1.2%	6	2.1%	5	1.7%	5	10.4%
	22b. [If Y] Got what you still needed through another program	SD	34	27.9%	44	30.3%	34	21.1%	19	29.7%	20	24.7%	3	21.4%
		D	24	19.7%	25	17.2%	38	23.6%	16	25.0%	18	22.2%	5	35.7%
		A	31	25.4%	38	26.2%	43	26.7%	18	28.1%	26	32.1%	1	7.1%
		SA	25	20.5%	31	21.4%	38	23.6%	8	12.5%	13	16.0%	4	28.6%
		N/A	8	6.6%	7	4.8%	8	5.0%	3	4.7%	4	4.9%	1	7.1%
	23a. Used emergency services.	No	187	57.2%	305	64.1%	408	70.8%	185	64.5%	177	60.8%	28	58.3%
		Yes	139	42.5%	164	34.5%	162	28.1%	96	33.4%	112	38.5%	17	35.4%
		DNK	1	0.3%	7	1.5%	6	1.0%	6	2.1%	2	0.7%	3	6.3%
	23b. [If Y] Emergency could have been avoided w/ earlier	SD	42	30.2%	55	33.5%	50	30.9%	32	33.3%	33	29.5%	5	29%
		D	27	19.4%	48	29.3%	55	34.0%	26	27.1%	33	29.5%	5	29.4%
		A	34	24.5%	21	12.8%	22	13.6%	19	19.8%	18	16.1%	2	11.8%
SA		27	19.4%	34	20.7%	26	16.0%	17	17.7%	21	18.8%	2	11.8%	
DNK		9	6.5%	6	3.7%	9	5.6%	2	2.1%	7	6.3%	3	17.6%	
24. Know how to file complaint	SD	70	21.4%	91	19.1%	91	15.8%	50	17.4%	43	14.8%	5	10.4%	
	D	72	22.0%	104	21.8%	146	25.3%	45	15.7%	51	17.5%	16	33.3%	
	A	96	29.4%	140	29.4%	158	27.4%	108	37.6%	89	30.6%	15	31.3%	
	SA	78	23.9%	128	26.9%	172	29.9%	78	27.2%	97	33.3%	9	18.8%	
	N/A	11	3.4%	13	2.7%	9	1.6%	6	2.1%	11	3.8%	3	6.3%	
25. Would feel safe to complain	SD	16	4.9%	30	6.3%	28	4.9%	20	7.0%	16	5.5%	2	4.2%	
	D	28	8.6%	36	7.6%	50	8.7%	25	8.7%	21	7.2%	8	16.7%	
	A	139	42.5%	211	44.3%	229	39.8%	119	41.5%	123	42.3%	20	41.7%	
	SA	135	41.3%	191	40.1%	247	42.9%	116	40.4%	125	43.0%	16	33.3%	
	N/A	9	2.8%	8	1.7%	22	3.8%	7	2.4%	6	2.1%	2	4.2%	

Survey Item		Re- sponse	< 1 year		1-2 years		3-5 years		6-10 years		> 10 years		Refused	
			#	%	#	%	#	%	#	%	#	%	#	%
EFFECTIVE	26a. Did you submit a complaint?	No	308	94.2%	448	94.1%	544	94.4%	268	93.4%	257	88.3%	44	91.7%
		Yes	19	5.8%	26	5.5%	31	5.4%	18	6.3%	30	10.3%	3	6.3%
		DNK	0	0.0%	2	0.4%	1	0.2%	1	0.3%	4	1.4%	1	2.1%
	26b. [If yes] Satisfied with the outcome	SD	5	26.3%	10	38.5%	13	41.9%	6	33.3%	6	20.0%	1	33.3%
		D	6	31.6%	2	7.7%	2	6.5%	5	27.8%	7	23.3%	0	0.0%
		A	5	26.3%	6	23.1%	6	19.4%	6	33.3%	4	13.3%	1	33.3%
		SA	3	15.8%	7	26.9%	7	22.6%	0	0.0%	8	26.7%	1	33%
DNK	0	0.0%	1	3.8%	3	9.7%	1	5.6%	5	16.7%	0	0.0%		
OVERALL CONSUMER SATISFACTION	27. Services and supports are worth the effort	SD	21	6.4%	19	4.0%	22	3.8%	8	2.8%	15	5.2%	2	4.2%
		D	18	5.5%	37	7.8%	45	7.8%	21	7.3%	17	5.8%	4	8.3%
		A	113	34.6%	178	37.4%	202	35.1%	106	36.9%	115	39.5%	18	37.5%
		SA	168	51.4%	234	49.2%	299	51.9%	145	50.5%	140	48.1%	18	37.5%
		N/A	7	2.1%	8	1.7%	8	1.4%	7	2.4%	4	1.4%	6	12.5%
	28. Overall, AHS services have helped your situation	SD	12	3.7%	10	2.1%	16	2.8%	11	3.8%	7	2.4%	2	4.2%
		D	20	6.1%	26	5.5%	22	3.8%	15	5.2%	12	4.1%	4	8.3%
		A	99	30.3%	149	31.3%	172	29.9%	98	34.1%	108	37.1%	15	31.3%
		SA	193	59.0%	288	60.5%	363	63.0%	159	55.4%	163	56.0%	22	45.8%
	N/A	3	0.9%	3	0.6%	3	0.5%	4	1.4%	1	0.3%	5	10.4%	
	29. Rate the AHS customer service. (Scale: 1-10, where 1=very dissatisfied and 10= very satisfied)	1	7	2.1%	10	2.1%	5	0.9%	6	2.1%	5	1.7%	0	0.0%
		2	1	0.3%	3	0.6%	4	0.7%	3	1.0%	5	1.7%	0	0.0%
		3	13	4.0%	11	2.3%	8	1.4%	4	1.4%	3	1.0%	2	4.2%
		4	13	4.0%	23	4.8%	15	2.6%	6	2.1%	18	6.2%	4	8.3%
		5	31	9.5%	32	6.7%	42	7.3%	29	10.1%	21	7.2%	5	10.4%
		6	15	4.6%	26	5.5%	27	4.7%	16	5.6%	15	5.2%	2	4.2%
		7	31	9.5%	49	10.3%	65	11.3%	30	10.5%	38	13.1%	3	6.3%
		8	78	23.9%	104	21.8%	154	26.7%	63	22.0%	68	23.4%	10	20.8%
		9	36	11.0%	65	13.7%	75	13.0%	36	12.5%	27	9.3%	8	16.7%
10		97	29.7%	146	30.7%	168	29.2%	88	30.7%	84	28.9%	10	20.8%	
DNK	5	1.5%	7	1.5%	13	2.3%	6	2.1%	7	2.4%	4	8.3%		

Table C1. Satisfaction with AHS Customer Service by Respondent Group (Mean Ratings)

Respondent Group	Satisfaction with AHS Customer Service (Mean)	Count (#)	Standard Deviation			
All AHS Consumers	7.8	2242	2.2			
Service Type Comparisons						
Economic Supports	7.8	1917	2.2			
Direct Services	7.6	325	2.2			
Regional Comparisons						
Barre	7.5	233	2.2			
Bennington	7.8	167	2.4			
Brattleboro	7.9	142	2.1			
Burlington	7.5	363	2.3			
Hartford	8.0	162	2.1			
Middlebury	8.0	93	2.0			
Morrisville	7.8	120	1.9			
Newport	7.7	166	2.3			
Rutland	7.9	272	2.1			
Springfield	8.1	111	2.1			
St. Albans	8.0	244	2.2			
St. Johnsbury	7.7	166	2.3			
Service Type Comparisons by Region	Economic Supports			Direct Services		
	Satisfaction with AHS Customer Service (Mean)	Count (#)	Standard Deviation	Satisfaction with AHS Customer Service (Mean)	Count (#)	Standard Deviation
Barre	7.5	191	2.1	7.4	42	2.4
Bennington	7.9	131	2.3	7.4	36	2.6
Brattleboro	7.9	126	2.2	8.3	16	1.8
Burlington	7.5	305	2.3	7.5	58	2.1
Hartford	8.0	143	2.1	7.8	19	1.9
Middlebury	8.1	78	2.0	7.3	15	1.9
Morrisville	7.9	105	1.9	7.2	15	2.4
Newport	7.6	148	2.3	7.9	18	1.8
Rutland	8.0	234	2.1	7.9	38	2.2
Springfield	8.1	98	2.1	8.6	13	1.1
St. Albans	8.0	212	2.1	7.9	32	2.3
St. Johnsbury	7.9	144	2.3	6.6	22	2.4

Note: Response Scale is 1 to 10, where 1 is very dissatisfied and 10 is very satisfied.

Table C2. Satisfaction with AHS Customer Service by Demographic Characteristic (Mean Ratings)

Demographic	Satisfaction with AHS Customer Service (Mean)	Count (#)	Standard Deviation
Gender			
Female	7.7	1338	2.2
Male	7.8	903	2.1
Age			
Less than 18 years	8.0	718	2.0
18-29 years	7.3	309	2.3
30-44 years	7.5	503	2.2
45-59 years	7.6	323	2.4
60 years and older	8.5	360	2.0
Race/Ethnicity			
White	7.8	2107	2.2
Native American	7.5	59	2.4
Black	7.0	41	2.5
Not Identified as White	7.4	117	2.4
Length of AHS Affiliation			
Less than 1 year	7.7	322	2.3
1-2 years	7.8	469	2.2
3-5 years	8.0	563	1.9
6-10 years	7.9	281	2.2
Over 10 years	7.7	284	2.2

Note: Response Scale is 1 to 10, where 1 is very dissatisfied and 10 is very satisfied.