

## AHS Consumer Telephone Survey: Overall Responses

(Percentages for each item do not include participants that responded " Does Not Apply / Do Not Know")

I. ACCESS TO SERVICES Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/ Do Not Know
	#	%	#	%	
Staff are available at times that are convenient for you.	1784	84.5%	326	15.5%	188
When you call for information or services, you get through to someone who can help you.	1766	82.4%	377	17.6%	155
You receive timely responses to your questions.	1841	85.2%	321	14.8%	136
You get the help you need to fill out required forms.	1729	89.5%	203	10.5%	366
Over this past year, you have had to fill out multiple forms that ask for the same information.	1438	65.8%	747	34.2%	113
You receive services within a reasonable time frame.	2017	89.6%	234	10.4%	47
The written information you receive is easy to understand.	1928	85.3%	331	14.7%	39
The written information you receive is timely.	1965	88.1%	265	11.9%	68
It is easy for you to get information about what services are available.	1712	78.4%	473	21.6%	113
Do you use the Internet to get information?	774	33.8%	1516	66.2%	8

How do you prefer to get information about AHS services or supports?<sup>1</sup>

Newspapers	284	12.4%	2005	87.6%	9
Internet	464	20.3%	1825	79.7%	9
Phone Book	727	31.8%	1561	68.2%	10
Brochure	565	24.7%	1723	75.3%	10
In Person	1106	48.3%	1182	51.7%	10
Other source (Mail, Friend, Relative, etc. )	306	13.4%	1980	86.6%	12

II. RESPECTFUL SERVICE Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/ Do Not Know
	#	%	#	%	
The places where you go to get services feel welcoming.	1872	87.5%	268	12.5%	158
Staff listen to what you have to say.	1995	90.1%	220	9.9%	83
You are treated with respect.	2071	92.2%	175	7.8%	52
You are treated with kindness.	2080	92.7%	164	7.3%	54
Staff value your strengths - the positive things you have to offer.	1706	86.7%	261	13.3%	331
You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	1981	94.8%	108	5.2%	209
You are actively involved in developing the plan to meet your needs.	1811	86.6%	281	13.4%	206
You are confident that the personal information you provide to staff is only shared to improve your services.	1966	88.8%	248	11.2%	84

<sup>1</sup> Total percent (150.9%) exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

III. EFFECTIVE SERVICES Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/ Do Not Know
	#	%	#	%	#
Of all consumers surveyed, 28.2% (647) had been invited to provide feedback or suggestions for improving services.					40
Of all consumers surveyed, 18.5% (424) had two or more case managers at the same time within the past year. These consumers responded to the following survey item:					157
Thinking about that time, you were satisfied with the coordination of the services you received.	301	72.0%	117	28.0%	6
Of all consumers surveyed, 31.1% (714) became ineligible for one or more types of AHS service within the past year. These consumers responded to the following survey item:					45
After you were no longer eligible for one type of service, you were able to get the services you still needed through another program.	320	47.8%	350	52.2%	44
Of all consumers surveyed, 33.9% (780) experienced an emergency within the past year that resulted in needing AHS services. These consumers responded to the following survey item:					26
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.	282	38.2%	456	61.8%	42
If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	1338	59.7%	903	40.3%	57
If you were dissatisfied with a service or employee, you would feel safe to submit a complaint.	1926	86.1%	312	13.9%	60
Of all consumers surveyed, 6.0% (139) submitted a complaint within the past year. These consumers responded to the following survey item:					10
You were satisfied with the outcome of your complaint.	58	45.0%	71	55.0%	10

IV. SUMMARY Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/ Do Not Know
	#	%	#	%	#
The services and supports you receive were worth the effort you put in to get them.	1980	88.1%	268	11.9%	50
Overall, the services you received have helped your situation.	2076	91.4%	195	8.6%	27
How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? (Rating Scale: 10=very satisfied to 1=very unsatisfied)	Ratings 8-10: 66.5%	Ratings 4-7: 28.4%	Ratings 1-3: 5.0%	Average Rating: 7.8 (sd=2.1)	56

<sup>1</sup> Total percent (150.9%) exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

Table 1. AHS Consumer Survey: Response Frequencies

I. ACCESS TO SERVICES Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/ Don't Know	
	#	%	#	%	#	%
Staff are available at times that are convenient for you.	1784	77.6%	326	14.2%	188	8.2%
When you call for information or services, you get through to someone who can help you.	1766	76.8%	377	16.4%	155	6.7%
You receive timely responses to your questions.	1841	80.1%	321	14.0%	136	5.9%
You get the help you need to fill out required forms.	1729	75.2%	203	8.8%	366	15.9%
Over this past year, you have had to fill out multiple forms that ask for the same information.	1438	62.6%	747	32.5%	113	4.9%
You receive services within a reasonable time frame.	2017	87.8%	234	10.2%	47	2.0%
The written information you receive is easy to understand.	1928	83.9%	331	14.4%	39	1.7%
The written information you receive is timely.	1965	85.5%	265	11.5%	68	3.0%
It is easy for you to get information about what services are available.	1712	74.5%	473	20.6%	113	4.9%
Do you use the Internet to get information?	774	33.7%	1516	66.0%	8	0.3%
How do you prefer to get information about AHS services or supports? <sup>1</sup>						
Newspapers	284	12.4%	2005	87.2%	9	0.4%
Internet	464	20.2%	1825	79.4%	9	0.4%
Phone Book	727	31.6%	1561	67.9%	10	0.4%
Brochure	565	24.6%	1723	75.0%	10	0.4%
In Person	1106	48.1%	1182	51.4%	10	0.4%
Other source (Mail, Friend, Relative, etc. )	306	13.3%	1980	86.2%	12	0.5%
II. RESPECTFUL SERVICE Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/ Don't Know	
	#	%	#	%	#	%
The places where you go to get services feel welcoming.	1872	81.5%	268	11.7%	158	6.9%
Staff listen to what you have to say.	1995	86.8%	220	9.6%	83	3.6%
You are treated with respect.	2071	90.1%	175	7.6%	52	2.3%
You are treated with kindness.	2080	90.5%	164	7.1%	54	2.3%
Staff value your strengths - the positive things you have to offer.	1706	74.2%	261	11.4%	331	14.4%
You are treated in a manner that respects your cultural background - your race, religion, language, lifestyle, etc.	1981	86.2%	108	4.7%	209	9.1%
You are actively involved in developing the plan to meet your needs.	1811	78.8%	281	12.2%	206	9.0%

<sup>1</sup> Total percent (150.2%) exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

You are confident that the personal information you provide to staff is only shared to improve your services.	1966	85.6%	248	10.8%	84	3.7%
<b>III. EFFECTIVE SERVICES</b> Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/Don't Know	
	#	%	#	%	#	%
In the past year, 28.2% (647) of the consumers surveyed had been invited to provide feedback or suggestions for improving services.					40	1.7%
In the past year, 18.5% (424) of the consumers surveyed had two or more case managers at the same time. These consumers responded to the following survey item:					157	6.8%
Thinking about that time, you were satisfied with the coordination of the services you received.	301	71.0%	117	27.6%	6	1.4%
In the past year, 31.1% (714) of the consumers surveyed became ineligible for one or more types of AHS service. These consumers responded to the following survey item:					45	2.0%
After you were no longer eligible for one type of service, you were able to get the services you still needed through another program.	320	44.8%	350	49.0%	44	6.2%
In the past year, 33.9% (780) of the consumers surveyed experienced an emergency that resulted in needing AHS services. These consumers responded to the following survey item:					26	1.1%
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.	282	36.2%	456	58.5%	42	5.4%
If you were dissatisfied with a service or employee, you would know how and where to submit a complaint.	1338	58.2%	903	39.3%	57	2.5%
If you were dissatisfied with a service or employee, you would feel safe to submit a complaint.	1926	83.8%	312	13.6%	60	2.6%
In the past year, 6.0% (139) of the consumers surveyed submitted a complaint. These consumers responded to the following survey item:					10	0.4%
You were satisfied with the outcome of your complaint.	58	41.7%	71	51.1%	10	7.2%

<b>IV. SUMMARY</b> Survey Items	Strongly Agree/Agree		Strongly Disagree/Disagree		Not Apply/Don't Know	
	#	%	#	%	#	%
The services and supports you receive were worth the effort you put in to get them.	1980	86.2%	268	11.7%	50	2.2%
Overall, the services you received have helped your situation.	2076	90.3%	195	8.5%	27	1.2%

<sup>1</sup> Total percent (150.2%) exceeds 100% because respondents were asked to choose up to two preferred means of getting AHS information.

<p>How would you rate your current level of satisfaction with customer service at the Vermont Agency of Human Services? (Rating Scale: 10=very satisfied to 1=very unsatisfied)</p>	<p>Ratings 8-10: 64.9%</p>	<p>Ratings 4-7: 27.7%</p>	<p>Ratings 1-3: 4.9%</p>	<p>Average Rating: 7.8 (<i>sd</i>=2.1)</p>	<p>56</p>	<p>2.4%</p>
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## 2005 AHS CONSUMER SATISFACTION TELEPHONE SURVEY METHODOLOGY

The 2005 Consumer Survey was developed by the University of Vermont and the Agency of Human Services (AHS) 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 34 survey items that address AHS Re-organization themes of access to services, respectful service, and effective service delivery. They also had an opportunity to provide additional comments.

The sample for the interviews was based on individuals for whom AHS had a mailing address and telephone number in a database. Individuals whose record indicated a domestic violence concern were excluded from the sampling frame. Potential participants were then randomly selected to ensure balanced and unbiased feedback. 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.

The University of Vermont contracted with The Survey Research Institute (SRI) at Cornell University to conduct the 10-15 minute telephone interviews using a Computer-Assisted Telephone Interviewing system. 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 interviews were conducted from June 15 to July 19, 2005. 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 also limited to consumers who were English language speakers. 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. A sample of 4,582 individuals was drawn for the survey, with a target of 2,300 completed interviews. Of the total sample, 1,072 telephone numbers (23.4%) were found to be nonworking, 267 numbers (5.8%) were ineligible (e.g., duplicate cases, ill or recently deceased), and only 206 numbers (4.5%) were refusals. A total of 2,298 surveys were completed.