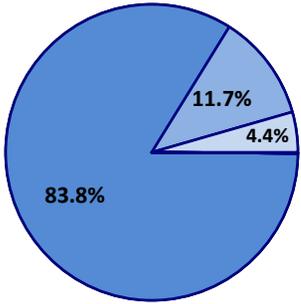
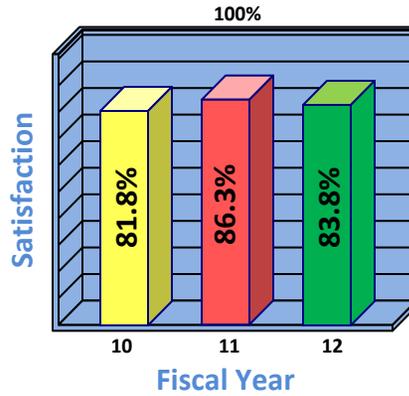


# Day Program/Employment

1. Do you like your \_\_\_\_\_ (job, day program, school, summer program/camp, after school program)?



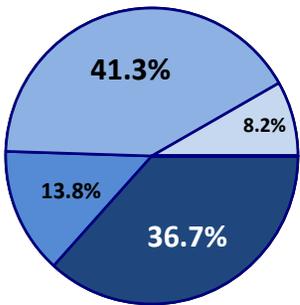
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



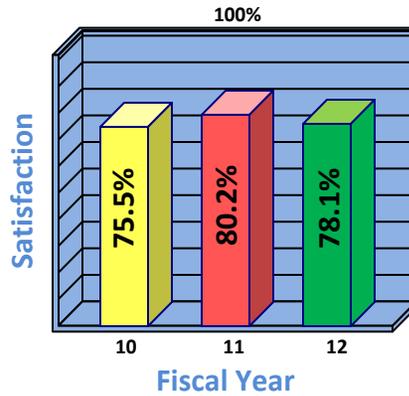
	2010	2011	2012
%	81.8%	86.3%	83.8%
N	99	204	204
1 yr Change		(+)4.5%	(-)-2.5%
2 yr Change			(+)-2.0%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

2. Did you choose your \_\_\_\_\_ (job, day program, school, summer program/camp, after school program)?



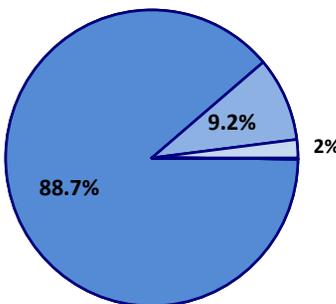
1= I do not have choices  
2= Others make choices for me, but I don't mind  
3= I mostly make choices  
4= I make my choices



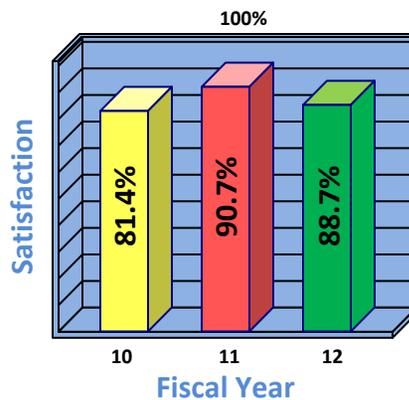
	2010	2011	2012
%	75.5%	80.2%	78.1%
N	94	202	196
1 yr Change		(+)4.7%	(-)-2.1%
2 yr Change			(+)-2.5%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

3. Do you like who you attend your \_\_\_\_\_ (work, day program, school, summer program/camp, after school program) with?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot

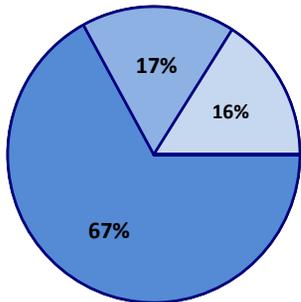


	2010	2011	2012
%	81.4%	90.7%	88.7%
N	97	195	195
1 yr Change		(+)9.3% **	(-)-2.0%
2 yr Change			(+)-7.3%

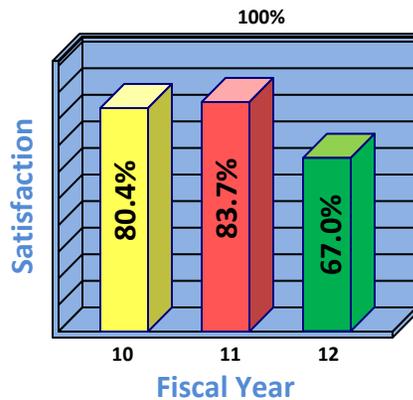
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Wages

## 4. Do you make enough money?



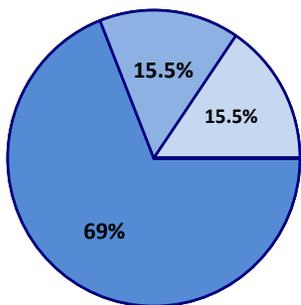
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



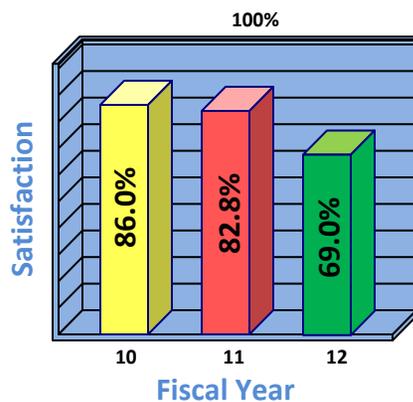
	2010	2011	2012
%	80.4%	83.7%	67.0%
N	51	86	106
1 yr Change		(+)3.3%	(-)16.7% ***
2 yr Change			(-)13.4% *

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 5. Is that enough money to have things you enjoy?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot

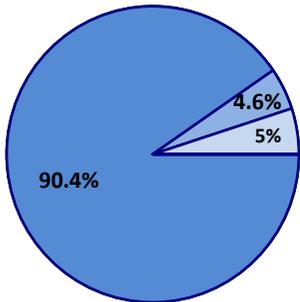


	2010	2011	2012
%	86.0%	82.8%	69.0%
N	50	128	142
1 yr Change		(-)3.2%	(-)13.8% ***
2 yr Change			(-)17.0% ***

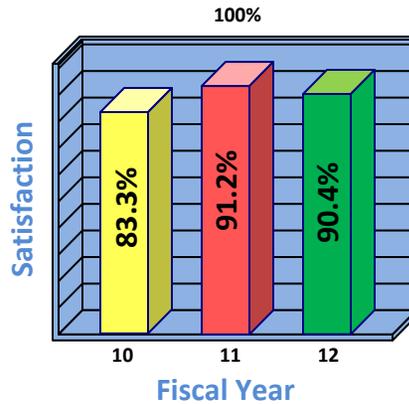
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Home

## 6. Do you like where you live?



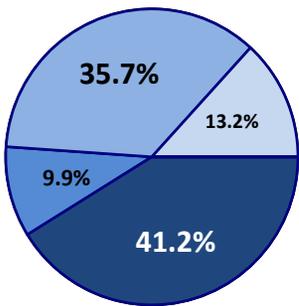
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



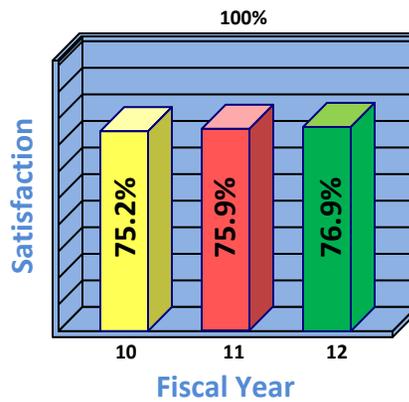
	2010	2011	2012
%	83.3%	91.2%	90.4%
N	114	227	218
1 yr Change		(+7.9% **)	(-).08%
2 yr Change			(+7.1% *

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 7. Did you choose where you live?



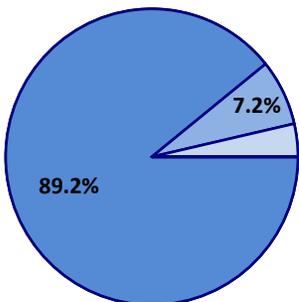
1= I do not have choices  
2= Others make choices for me, but I don't mind  
3= I mostly make choices  
4= I make my choices



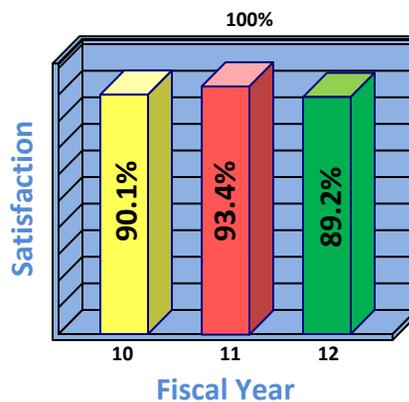
	2010	2011	2012
%	75.2%	75.9%	76.9%
N	109	220	182
1 yr Change		(+)0.7%	(+)1.0%
2 yr Change			(+)1.7%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 8. Do you feel safe where you live?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot

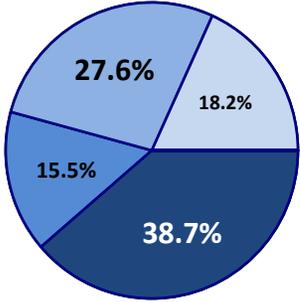


	2010	2011	2012
%	90.1%	93.4%	89.2%
N	111	227	223
1 yr Change		(+)3.3%	(-)4.2%
2 yr Change			(-)0.9%

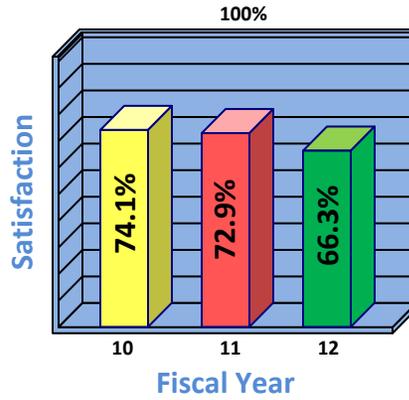
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Home (cont'd.)

## 9. Could you choose to move somewhere else if you wanted?



1= I do not have choices  
 2= Others make choices for me, but I don't mind  
 3= I mostly make choices  
 4= I make my choices

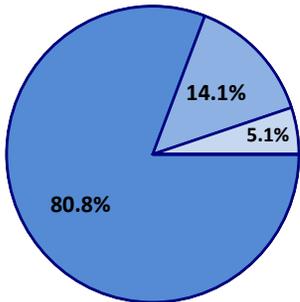


	2010	2011	2012
%	74.1%	72.9%	66.3%
N	108	218	181
1 yr Change		(-)1.2%	(-)6.6%
2 yr Change			(-)7.8%

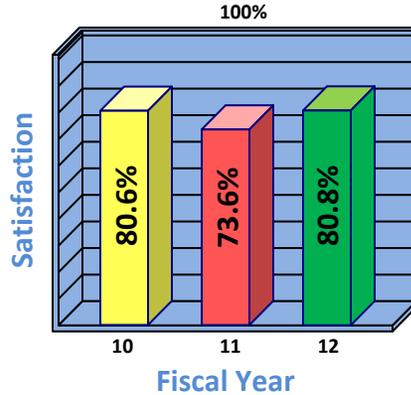
T-test for significant difference in change values:  
 \*p<.10, \*\*p<.05, \*\*\*p<.01

# Roommates

## 10. Do you like your roommates?



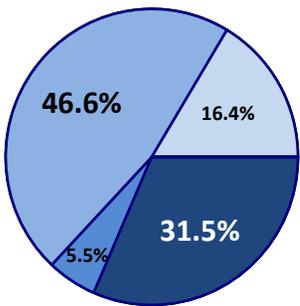
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



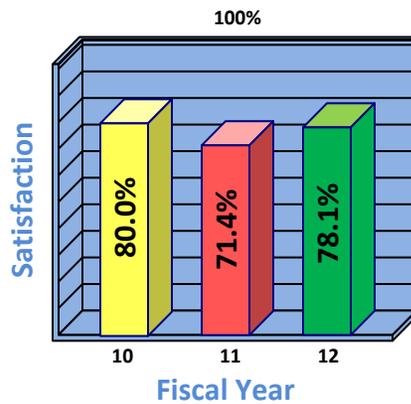
	2010	2011	2012
%	80.6%	73.6%	80.8%
N	36	72	78
1 yr Change		(-)-7.0%	(-)-7.2%
2 yr Change			(+)0.2%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 11. Did you choose your roommates?



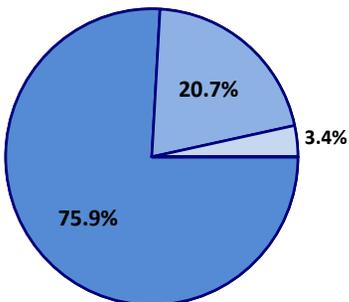
1= I do not have choices  
2= Others make choices for me, but I don't mind  
3= I mostly make choices  
4= I make my choices



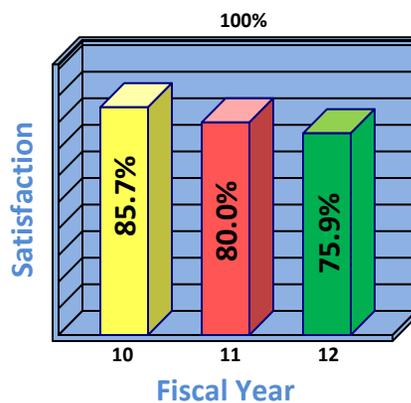
	2010	2011	2012
%	80.0%	71.4%	78.1%
N	35	70	73
1 yr Change		(-)-8.6%	(+)6.7%
2 yr Change			(-)-1.9%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 12. Do you like living alone?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot

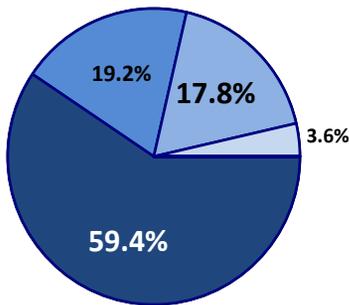


	2010	2011	2012
%	85.7%	80.0%	75.9%
N	14	15	29
1 yr Change		(-)-5.7%	(-)-4.1%
2 yr Change			(-)-9.8%

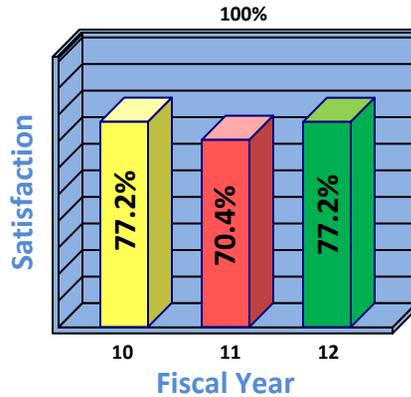
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Personal Choices

13. Do you have choice in what you wear and where you shop for clothes?



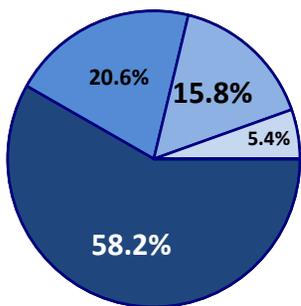
1= I do not have choices  
 2= Others make choices for me, but I don't mind  
 3= I mostly make choices  
 4= I make my choices



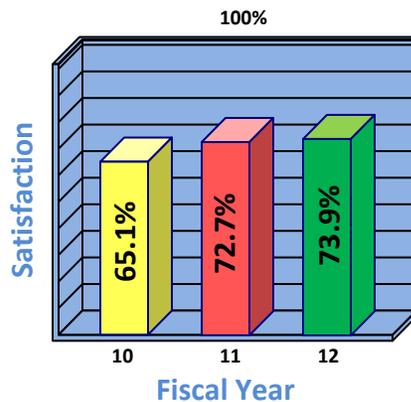
	2010	2011	2012
%	77.2%	70.4%	77.2%
N	114	230	224
1 yr Change		(-)6.8%	(+)6.8% *
2 yr Change			(+)0.0%

T-test for significant difference in change values:  
 \*p<.10, \*\*p<.05, \*\*\*p<.01

14. Do you help plan your menu and go to the grocery store with your staff?



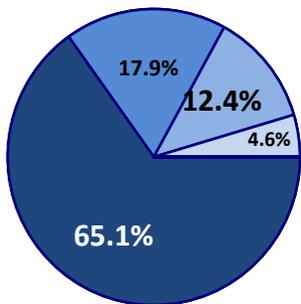
1= I do not have choices  
 2= Others make choices for me, but I don't mind  
 3= I mostly make choices  
 4= I make my choices



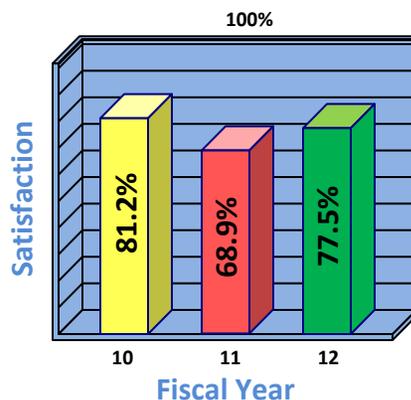
	2010	2011	2012
%	65.1%	72.7%	73.9%
N	106	223	184
1 yr Change		(+)7.6%	(+)1.2%
2 yr Change			(+)8.8%

T-test for significant difference in change values:  
 \*p<.10, \*\*p<.05, \*\*\*p<.01

15. Do you have choices in what you eat and cook?



1= I do not have choices  
 2= Others make choices for me, but I don't mind  
 3= I mostly make choices  
 4= I make my choices

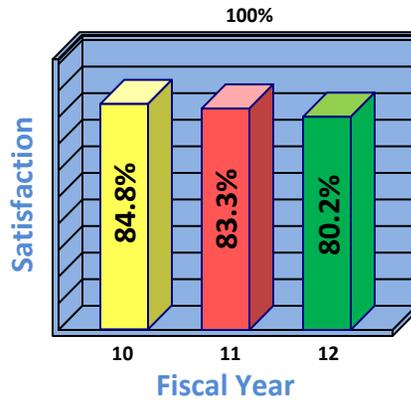
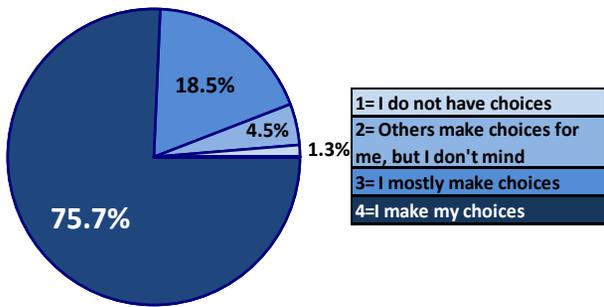


	2010	2011	2012
%	81.2%	68.9%	77.5%
N	112	222	218
1 yr Change		(-)12.3% **	(+)8.6% **
2 yr Change			(-)3.7%

T-test for significant difference in change values:  
 \*p<.10, \*\*p<.05, \*\*\*p<.01

# Personal Choices (cont'd.)

16. Do you choose what you do during the day? (what time you wake up, go to bed, what you watch on T.V., how you spend your free time)

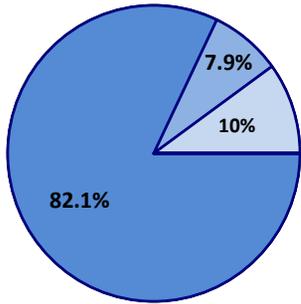


	2010	2011	2012
%	84.8%	83.3%	80.2%
N	112	228	222
1 yr Change		(-)1.5%	(-)3.1%
2 yr Change			(-)4.6%

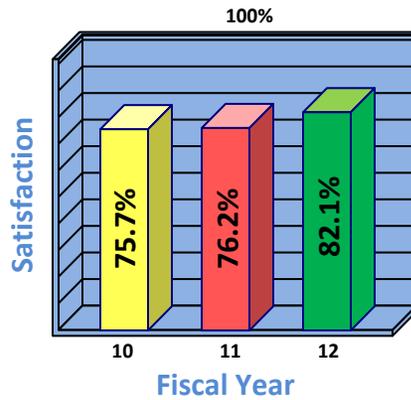
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Family

## 17. Can you see or talk to your family when you want?



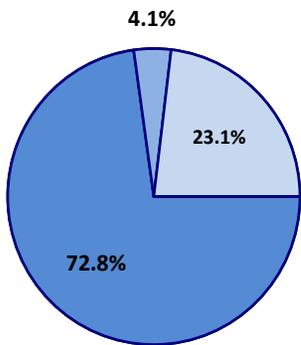
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



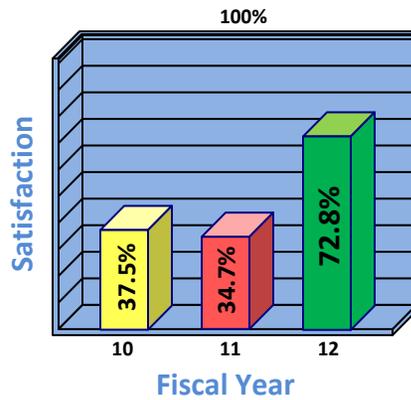
	2010	2011	2012
%	75.7%	76.2%	82.1%
N	103	218	190
1 yr Change		(+)0.5%	(+)5.9%
2 yr Change			(+)6.4%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05,\*\*\*p<.01

## 18. Do your staff help you keep in contact with your family?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



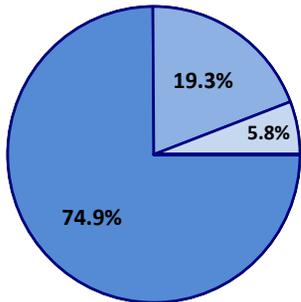
	2010	2011	2012
%	37.5%	34.7%	72.8%
N	88	199	147
1 yr Change		(-)2.8%	(+)38.1% ***
2 yr Change			(+)35.3% ***

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05,\*\*\*p<.01

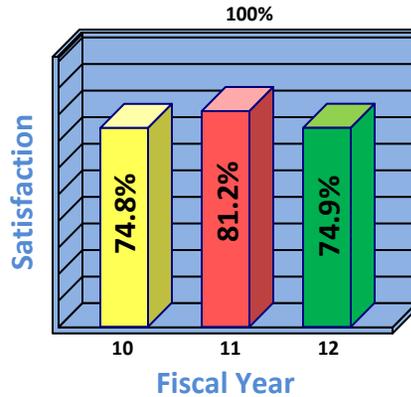
**Note:** In 2012, this question generated a large number of "Not Applicable" responses which are not reflected in the satisfaction score and therefore the 72.8% satisfaction is slightly inflated.

# Friends

## 19. Do you have as many friends as you want?



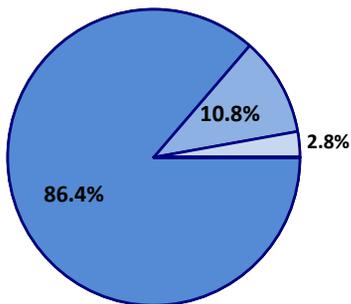
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



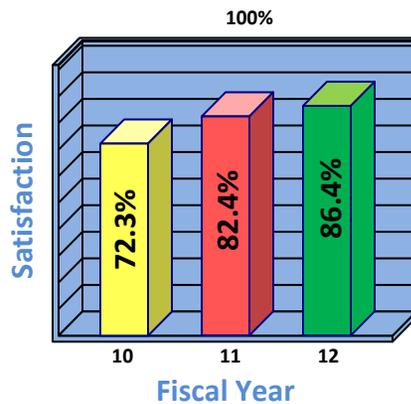
	2010	2011	2012
%	74.8%	81.2%	74.9%
N	115	229	223
1 yr Change		(+)6.4%	(-)6.3%
2 yr Change			(+)0.1%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05,\*\*\*p<.01

## 20. Can you see or talk to your friends if you want?



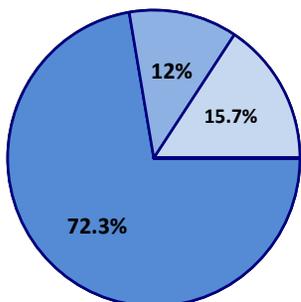
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



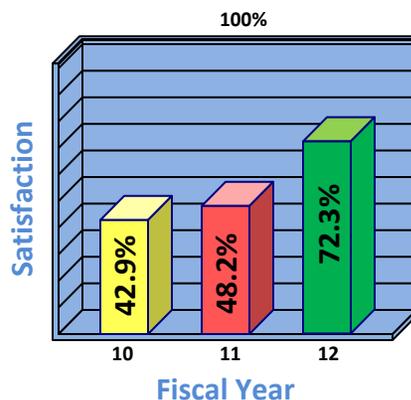
	2010	2011	2012
%	72.3%	82.4%	86.4%
N	112	227	214
1 yr Change		(+)10.1% **	(+)4.0%
2 yr Change			(+)14.1% ***

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05,\*\*\*p<.01

## 21. Do your staff help you keep in contact with your friends?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



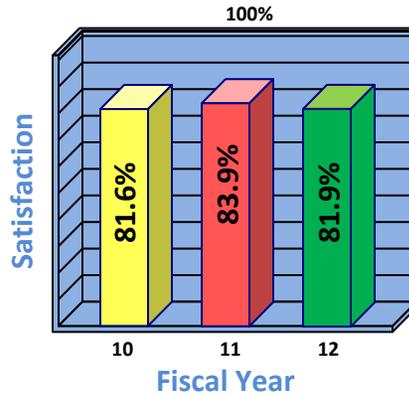
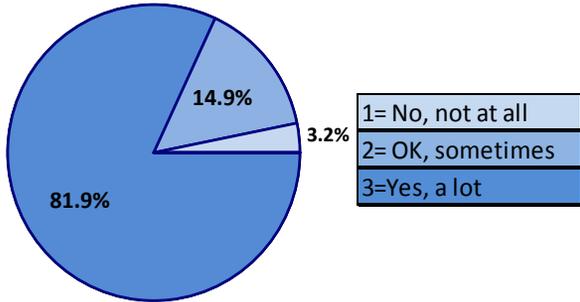
	2010	2011	2012
%	42.9%	48.2%	72.3%
N	105	216	166
1 yr Change		(+)5.3%	(+)24.1% ***
2 yr Change			(+)29.4% ***

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05,\*\*\*p<.01

**Note:** In 2012, this question generated a large number of "Not Applicable" responses which are not reflected in the satisfaction score and therefore the 72.3% satisfaction is slightly inflated.

# Community

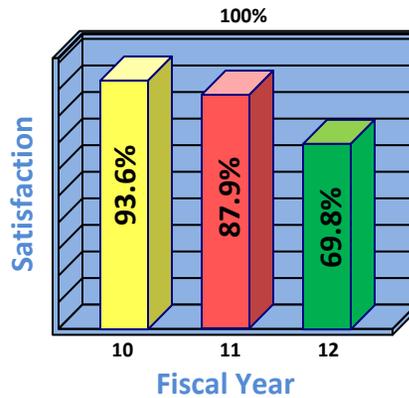
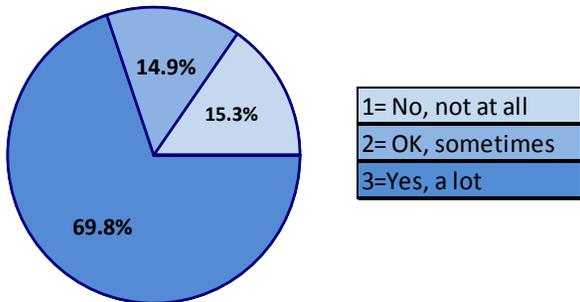
22. Do you have opportunities to do things you enjoy?  
(going bowling, going to movies, going out-to-eat, Special Olympics)



	2010	2011	2012
%	81.6%	83.9%	81.9%
N	114	230	221
1 yr Change		(+)2.3%	(-)2.0%
2 yr Change			(+)0.3%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

23. Do you participate in clubs/groups/organizations/church activity if you choose?

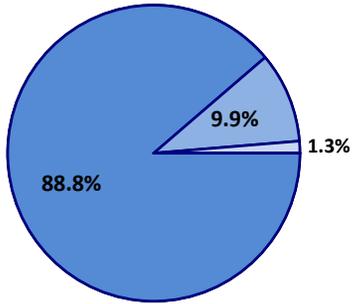


	2010	2011	2012
%	93.6%	87.9%	69.8%
N	110	224	215
1 yr Change		(-)5.7% *	(-)18.1% ***
2 yr Change			(-)23.8% ***

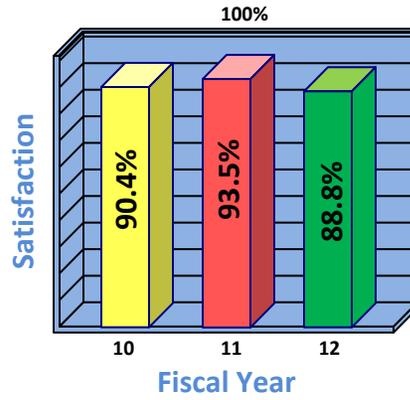
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Transportation

24. Can you get around to the places you want to go?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot

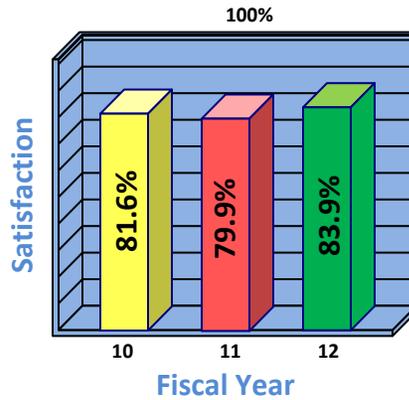
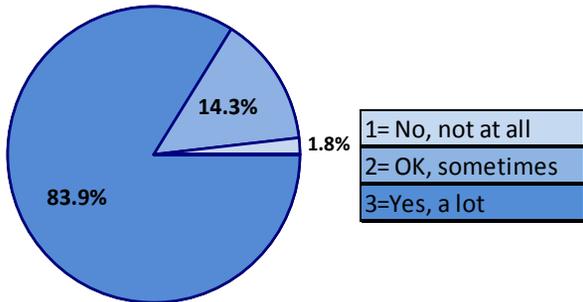


	2010	2011	2012
%	90.4%	93.5%	88.8%
N	115	230	223
1 yr Change		(+)3.1%	(-)4.7% *
2 yr Change			(+)1.6%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Health

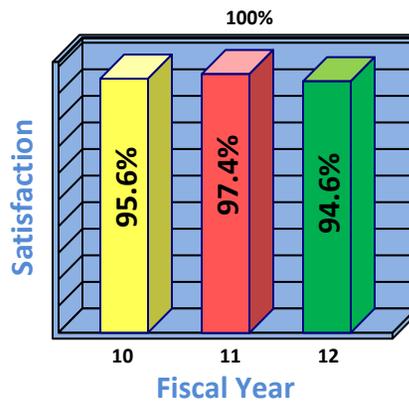
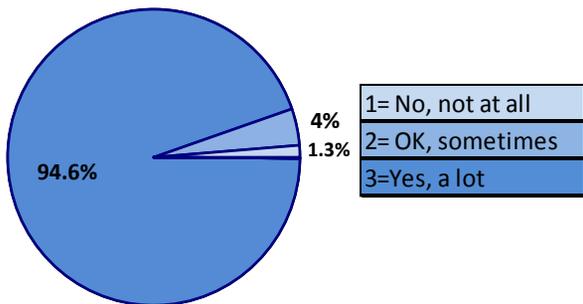
## 25. Do you feel healthy?



	2010	2011	2012
%	81.6%	79.9%	83.9%
N	114	229	224
1 yr Change		(-)1.7%	(+)4.0%
2 yr Change			(+)2.3%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

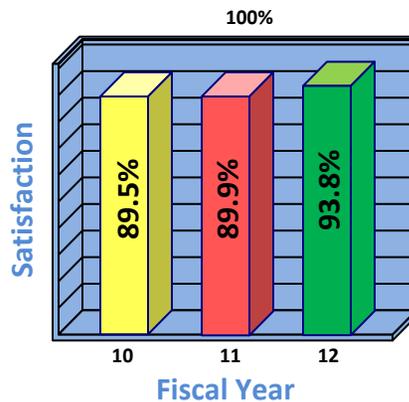
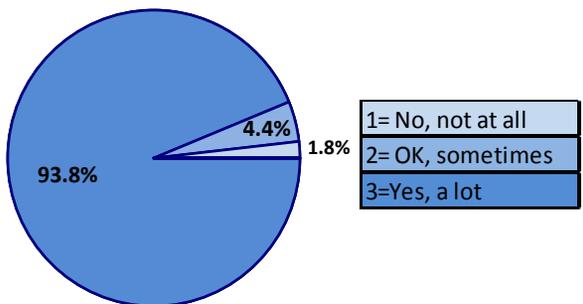
## 26. Do you get help to access your doctor/dentist?



	2010	2011	2012
%	95.6%	97.4%	94.6%
N	113	229	224
1 yr Change		(+)1.8%	(-)2.8%
2 yr Change			(-)1.0%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 27. Do you get medical/dental services when you need them?

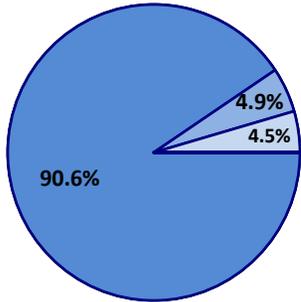


	2010	2011	2012
%	89.5%	89.9%	93.8%
N	114	228	225
1 yr Change		(+)0.4%	(+)3.9%
2 yr Change			(+)4.3%

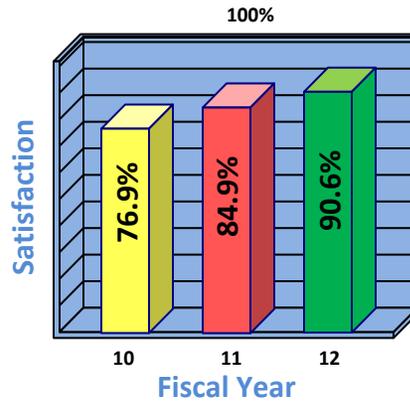
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Support Coordinator

## 28. Do you know your Support Coordinator?



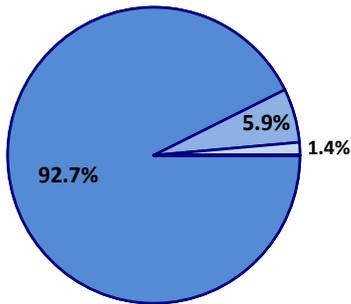
1= No, not at all  
2= OK, sometimes  
3= Yes, a lot



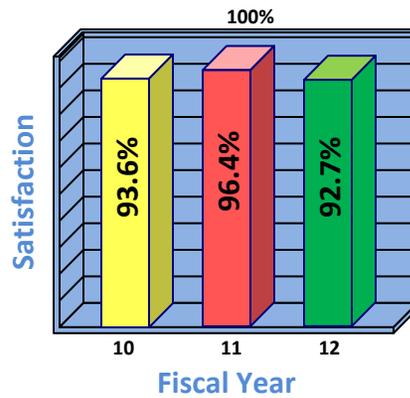
	2010	2011	2012
%	76.9%	84.9%	90.6%
N	113	225	223
1 yr Change		(+)8.0% *	(+)5.7% *
2 yr Change			(+)13.7% ***

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 29. Do you like your Support Coordinator?



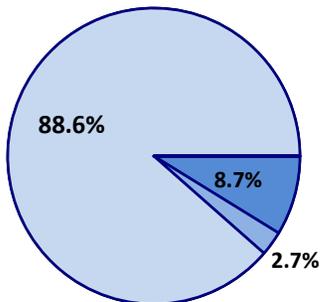
1= No, not at all  
2= OK, sometimes  
3= Yes, a lot



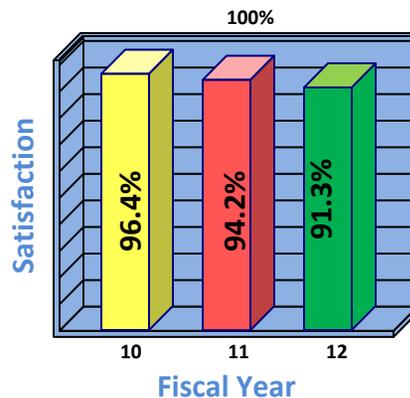
	2010	2011	2012
%	93.6%	96.4%	92.7%
N	109	222	219
1 yr Change		(+)2.8%	(-)3.7% *
2 yr Change			(-)0.9%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 30. Do you want a new Support Coordinator?



1= No, not at all  
2= OK, sometimes  
3= Yes, a lot

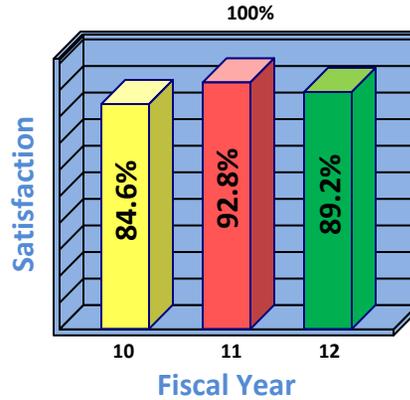
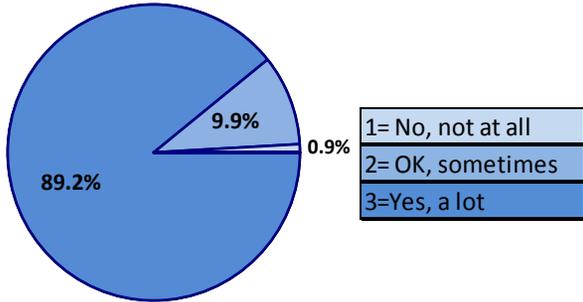


	2010	2011	2012
%	96.4%	94.2%	91.3%
N	110	224	219
1 yr Change		(-)2.2%	(-)2.9%
2 yr Change			(-)5.1% *

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Support Coordinator (cont'd.)

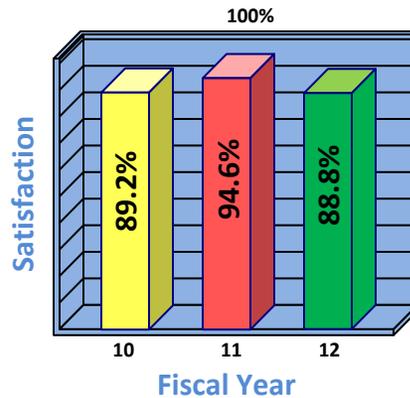
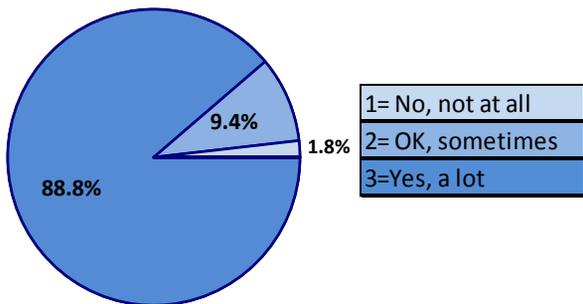
## 31. Does your Support Coordinator visit you?



	2010	2011	2012
%	84.6%	92.8%	89.2%
N	111	225	223
1 yr Change		(+)8.2% **	(-)-3.6%
2 yr Change			(+)-4.6% *

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 32. Does your Support Coordinator get back with you when you need help?

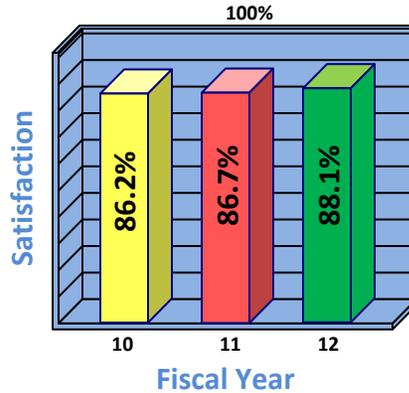
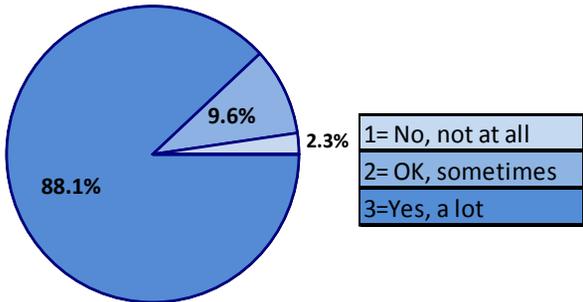


	2010	2011	2012
%	89.2%	94.6%	88.8%
N	111	226	223
1 yr Change		(+)5.4% *	(-)-5.8% **
2 yr Change			(-)-0.4%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Provider Support Staff

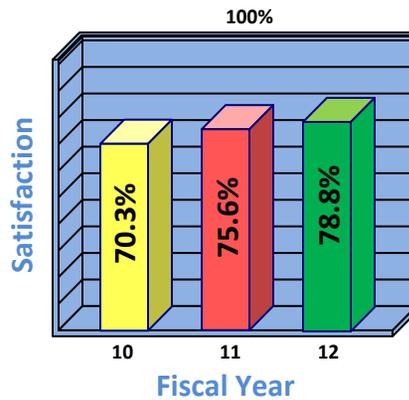
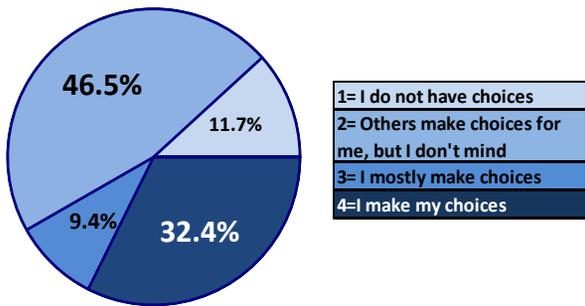
## 33. Do you like the staff that provides your supports?



	2010	2011	2012
%	86.2%	86.7%	88.1%
N	109	219	219
1 yr Change		(+)0.5%	(+)1.4%
2 yr Change			(+)1.9%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

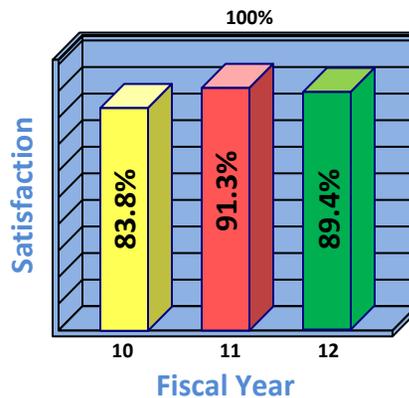
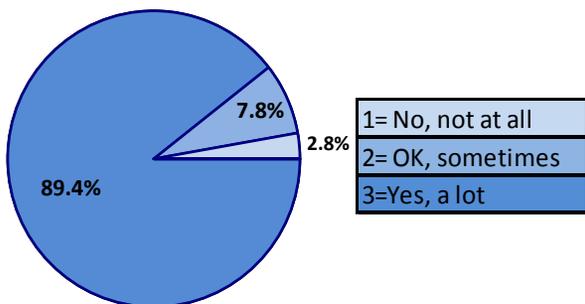
## 34. Were you involved in choosing your staff?



	2010	2011	2012
%	70.3%	75.6%	78.8%
N	109	219	213
1 yr Change		(+)5.3%	(+)3.2%
2 yr Change			(+)8.5%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

## 35. Do your staff help you with meeting your goals?

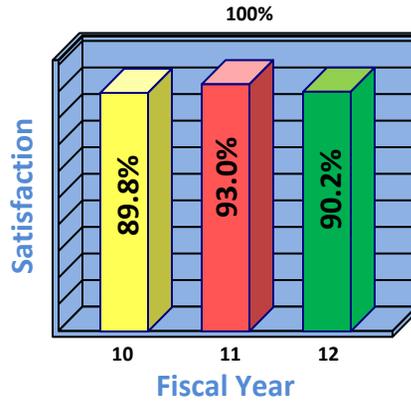
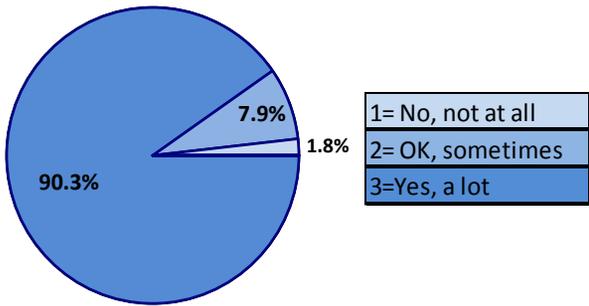


	2010	2011	2012
%	83.8%	91.3%	89.4%
N	105	219	217
1 yr Change		(+)7.5% *	(-)1.9%
2 yr Change			(+)5.6%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Provider Support Staff (cont'd.)

36. Are your staff available when you need help?

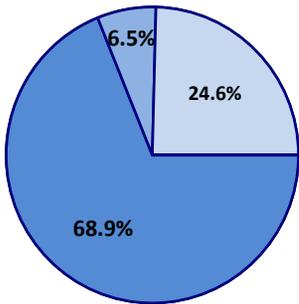


	2010	2011	2012
%	89.8%	93.0%	90.2%
N	108	217	216
1 yr Change		(+)3.2%	(-)2.8%
2 yr Change			(+)0.4%

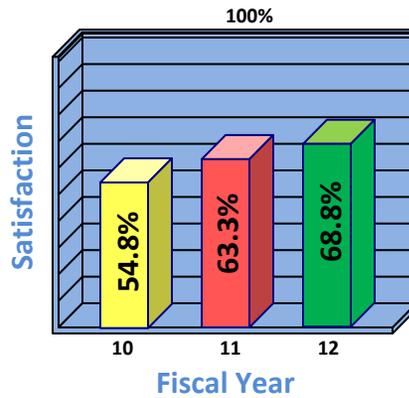
T-test for significant difference in change values:  
 \*p<.10, \*\*p<.05, \*\*\*p<.01

# Rights

37. Are you able to receive/send mail without others reading your mail?



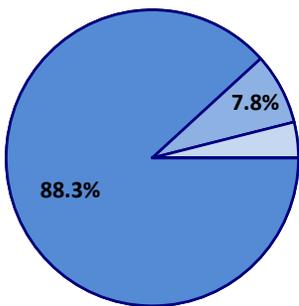
1= No, not at all  
2= OK, sometimes  
3= Yes, a lot



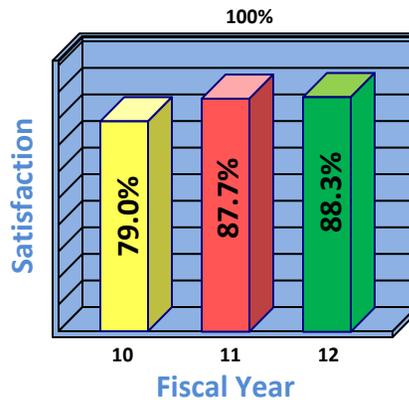
	2010	2011	2012
%	54.8%	63.3%	68.8%
N	104	213	183
1 yr Change		(+)8.5%	(+)5.5%
2 yr Change			(+)14.0% **

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

38. Are you able to use the phone when you want without others listening to your conversations?



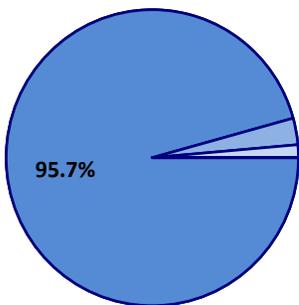
1= No, not at all  
2= OK, sometimes  
3= Yes, a lot



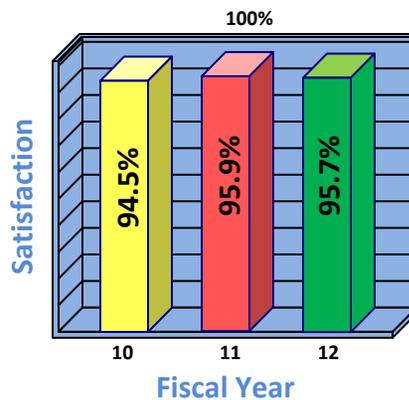
	2010	2011	2012
%	79.0%	87.7%	88.3%
N	104	211	180
1 yr Change		(+)8.7% *	(+)0.6%
2 yr Change			(+)9.3% **

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

39. Are you able to be alone if you choose and have your privacy respected?



1= No, not at all  
2= OK, sometimes  
3= Yes, a lot

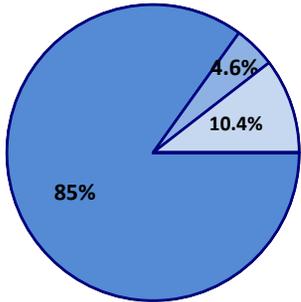


	2010	2011	2012
%	94.5%	95.9%	95.7%
N	109	222	210
1 yr Change		(+)1.4%	(-)0.2%
2 yr Change			(+)1.2%

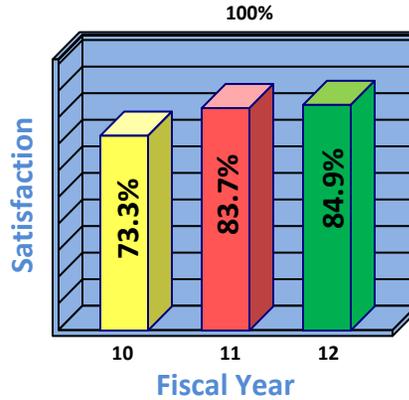
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Rights (cont'd.)

40. Do people coming into your home knock and show respect before entering?



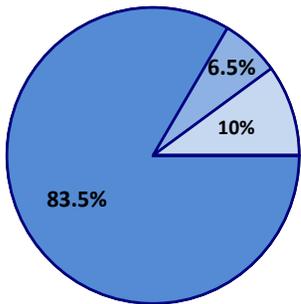
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



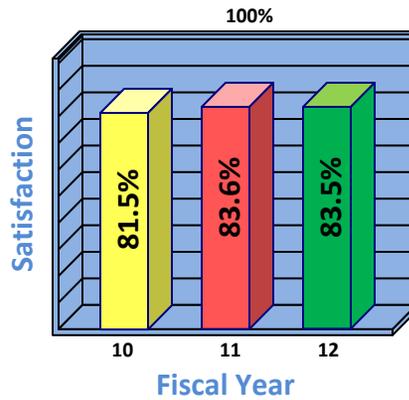
	2010	2011	2012
%	73.3%	83.7%	84.9%
N	90	148	173
1 yr Change		(+10.5% *	(+1.2%
2 yr Change			(+11.6% **

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

41. Do people in your home ask and show respect before entering your bedroom?



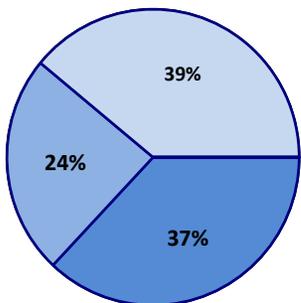
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



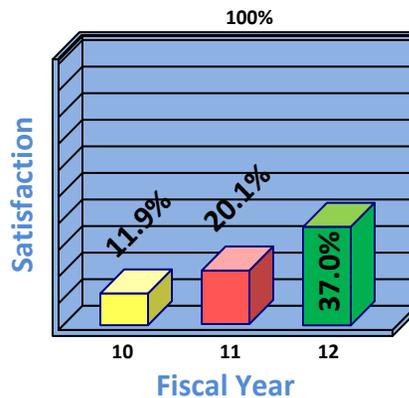
	2010	2011	2012
%	81.5%	83.6%	83.5%
N	76	147	170
1 yr Change		(+)2.1%	(-)0.1%
2 yr Change			(+)2.0%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

42. Do you know how your money is spent?



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot

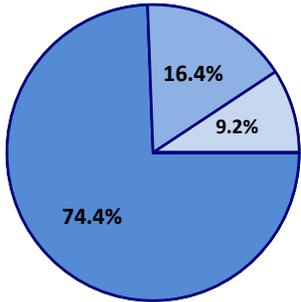


	2010	2011	2012
%	11.9%	20.1%	37.0%
N	109	223	200
1 yr Change		(+)8.2% **	(+)16.9% ***
2 yr Change			(+)25.1% ***

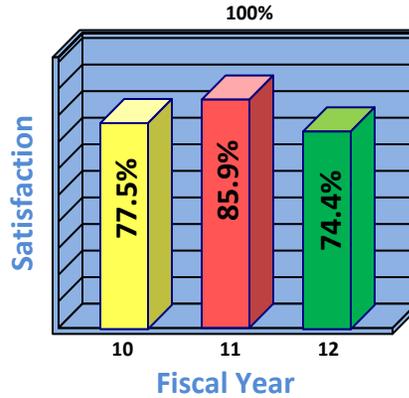
T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

# Rights (cont'd.)

43. Do you have spending money and the choice of how you spend it?



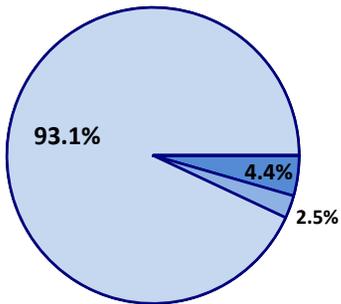
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



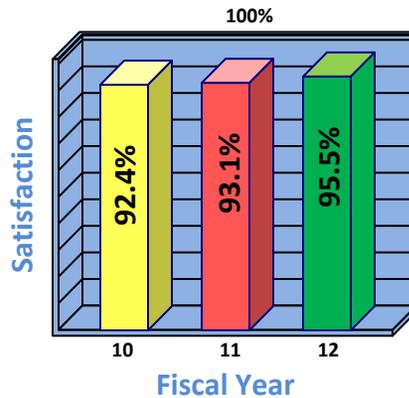
	2010	2011	2012
%	77.5%	85.9%	74.4%
N	111	220	207
1 yr Change		(+)8.4% *	(-)11.5% ***
2 yr Change			(-)3.1%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

44. Do you loan your money or belongings to staff?



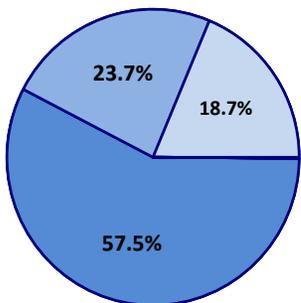
1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



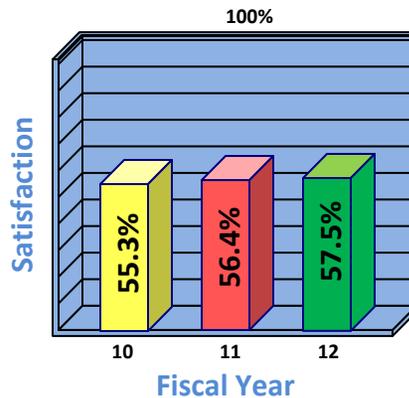
	2010	2011	2012
%	92.4%	93.1%	95.5%
N	92	202	203
1 yr Change		(+)0.7%	(+)2.4%
2 yr Change			(+)3.1%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

45. Do you know what to do if you wanted a change?  
(provider, support coordinator, staff, service, additional needs)



1= No, not at all  
2= OK, sometimes  
3=Yes, a lot



	2010	2011	2012
%	55.3%	56.4%	57.5%
N	112	225	219
1 yr Change		(+)1.1%	(+)1.1%
2 yr Change			(+)2.2%

T-test for significant difference in change values:  
\*p<.10, \*\*p<.05, \*\*\*p<.01

Utah Department of Human Services  
Division of Services for People with Disabilities  
Consumer Satisfaction Survey Results

**Explanation of Results and Division Commentary:**

**Analysis and Interpretation:**

It is important to note that many of the percentage changes between survey years are not statistically significant ( $p > .10$ ). Results need to be interpreted with caution as some of these percentages may not be reflective of the actual change in satisfaction score. Some statistically significant changes may suggest a decline in DSPD program performance but may actually be a result of variables related to the economy. For example, under the “Wages” section (Questions 4 & 5) we see that there is a significant decrease in satisfaction with the amount of money made.

**Need for Improvement:**

There was a significant decline in satisfaction over the only transportation measure (Question 24). Self-reported adequacy of transportation was down 4.7% to 88.8% overall satisfaction. This drop is concerning as there was relatively high satisfaction in this area over that past few years. However, these results could also be related to other events such as a possible decrease in transportation availability due to rate changes or a change in bus routes. Another area for improvement was found in measures of support coordinator satisfaction. There seems to be a decline in support coordinator communication as there was a significant decrease in satisfaction with support coordinator correspondence (Question 32).

**Promising Trends:**

We were pleased to see significant positive trends in the satisfaction of consumer’s rights. In the previous two years the Division has focused on training related to rights and has also reviewed all provider Human Rights Plans. These trends show positive improvement from the Division’s efforts and align well with the Division’s mission to help people with disabilities lead self-determined lives. Four of the nine measures of satisfaction with rights showed significant positive increase over the last few years (Questions 37, 38, 40, and 42). Another four measures of rights remained constant at a high level of satisfaction which is also a pleasing result (Questions 39, 41, 44, and 45). The last measure shows a decrease in satisfaction and that again is related to a lack of spending money which could be related to economic trends (Question 43). The Division uses these numbers to analyze ways to improve services as well as recognize what aspects of its services are working well.