



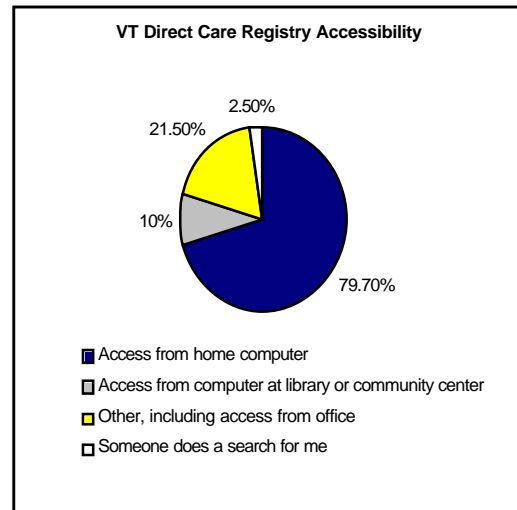
Vermont Direct Care Registry Survey Highlights

Employer Survey

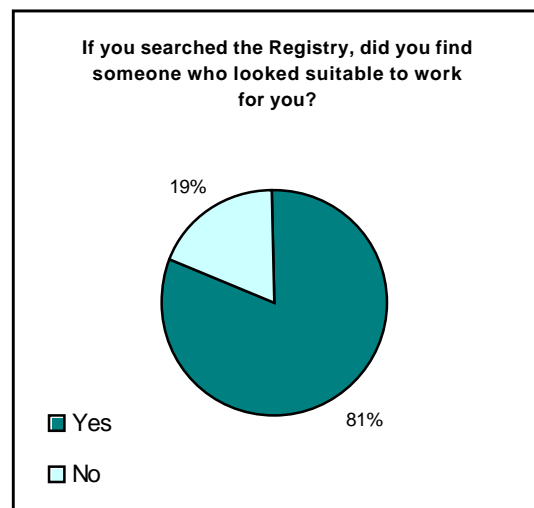
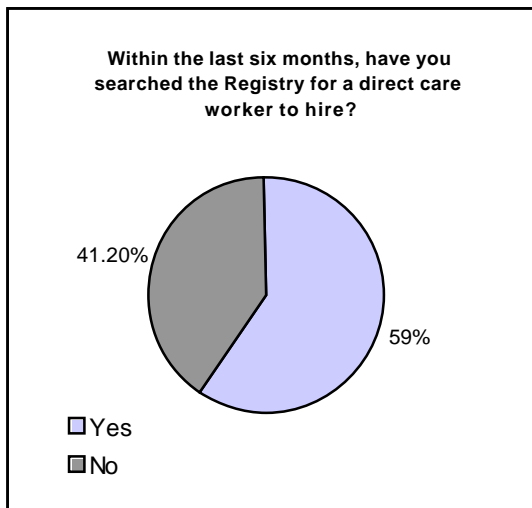
- 821 survey invitations sent by email on April 6, 2010
- 80 individuals – including individual employers and agency representatives – completed the survey by April 28 (9.7 percent response rate)

Access: Nearly all survey respondents were able to access the Registry from a computer; 79.7 percent used a home computer; 10 percent used a computer at their library or community center; 21 percent used “other” computer, specifically a computer at work.

2.5 percent of respondents have someone – such as their case management agency, friend or family member – help them conduct the search.

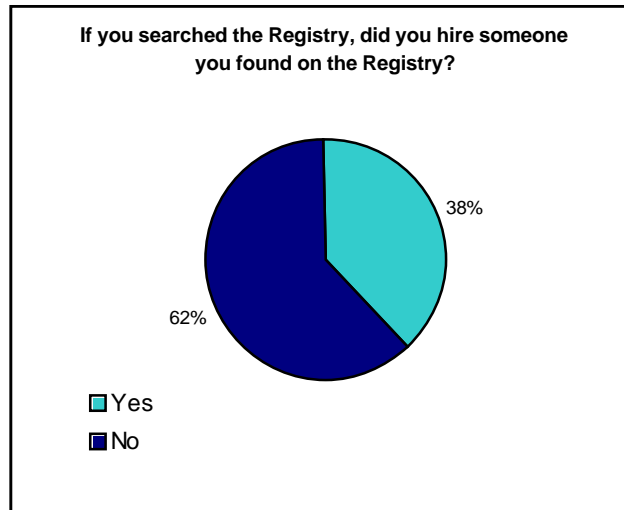


Registry use: 59 percent of survey respondents have searched the Registry for a direct care worker to hire within the last six months, and 81 percent of those who searched found individuals who looked suitable to work for them.



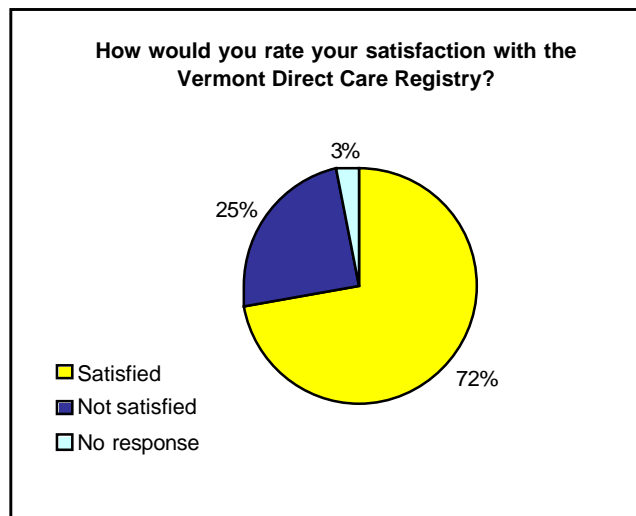
Survey Results

Hiring rates: 38 percent of the respondents who searched the Registry have hired a Direct Care Worker or PCA they found in the Registry.



Overall satisfaction: When asked about overall satisfaction with the Registry, 72 percent were satisfied or somewhat satisfied; 25 percent were not satisfied, and 3 percent gave no response.

Areas for improvement: Several respondents hope the Registry will expand the number of workers, one saying there are “*not enough listed workers in this area.*” Others hope the Registry will attract workers who specialize in specific areas, such as working with children with autism.



What agency representatives said about the Registry:

- Vermont’s AAA Senior Helpline says “This is a great tool that we refer [to] our callers.”
- “The registry is an invaluable tool for my clients in the Choices for Care program.”
- “I hear from many families how difficult it is to find PCA’s. Having the registry available is a valuable resource for both employers and prospective employees.”
- “I really hope Vermont doesn’t lose funding for this VERY important tool. Without it, there is no way for our clients to find caregivers! Let’s hope our Representatives see the usefulness of this tool and tell the Governor NO CUTS TO REWARDINGWORK.ORG !”

What individual employers said about the Registry:

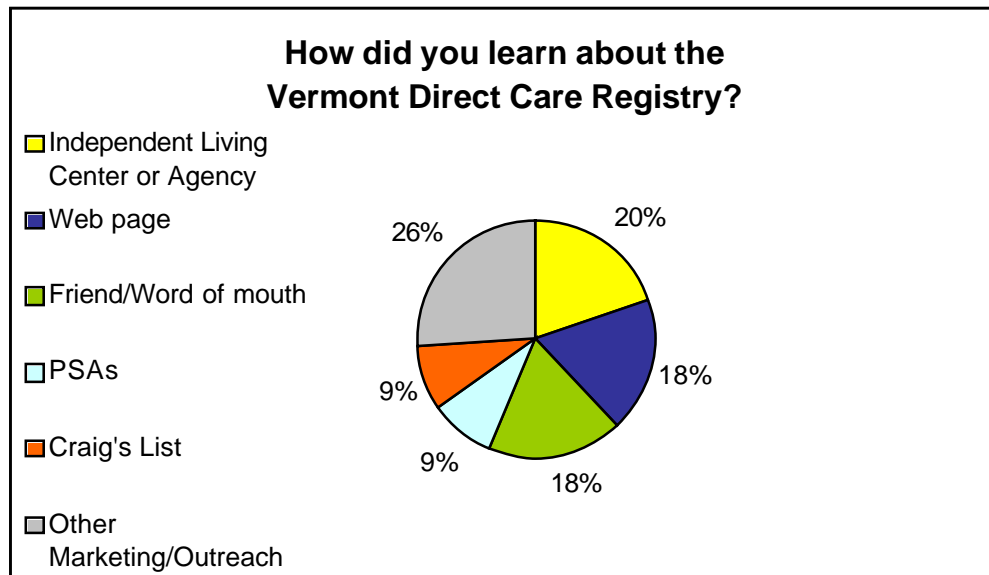
- “I feel like this is pretty new and hope that it will catch on over time for both potential caregivers to post their availability and for people like me to post their requests for caregivers.”
- “I found someone that makes me laugh all the time and meets my needs very well.”

Survey Results

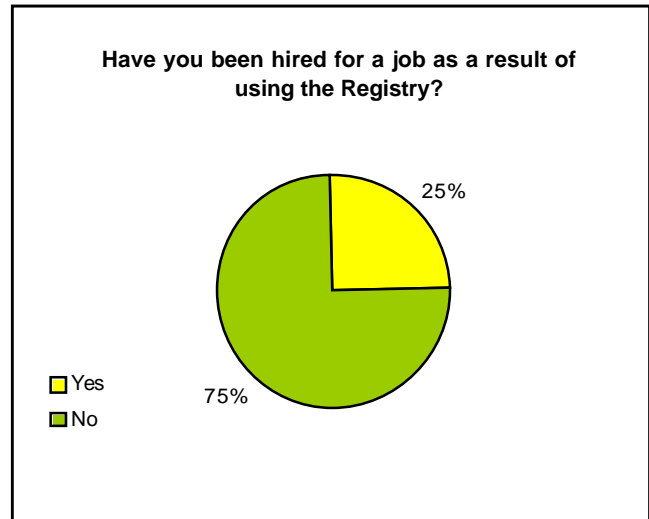
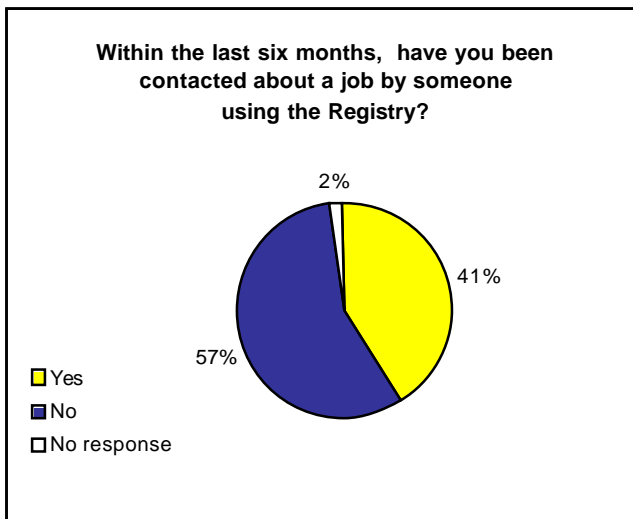
Worker Survey

- 503 survey invitations sent by email on April 13, 2010
- 44 individuals completed the survey by April 26 (8.74 percent response rate)

Referral Source: Twenty percent of the survey respondents found out about the Registry through an agency, Independent Living Center or AAA; 18 percent through a web page; 18 percent from a friend or word of mouth; nine percent through televised Public Service Announcements, and 9 percent through online ads on Craig's list. Another 26 percent found out about the Registry through a variety of marketing and outreach efforts, including brochures, posters, post card mailings, and newspaper ads.



Interviewing and Hiring Results: 41 percent of respondents have been contacted within the last six months by someone using the Registry. Twenty-five percent have been hired as a direct care worker as a result of registering with the Registry.



Survey Results

Satisfaction with the Registry: 65 percent of respondents were satisfied, 33 percent were not satisfied, and 2 percent gave no response.

Those who were not satisfied generally complained that the Registry has not produced job results: “*You didn’t do anything for me,*” wrote one respondent.

Another said: “*Not a fault of the registry, unless in its being underused by potential employers in my area. Perhaps more a fault of the economy and the rural nature of my location?*”

Suggestions include adding job postings: “*It would be much easier for me to browse through available jobs in my area. If there is a way to do that from the website I can't find it,*” wrote one respondent.

