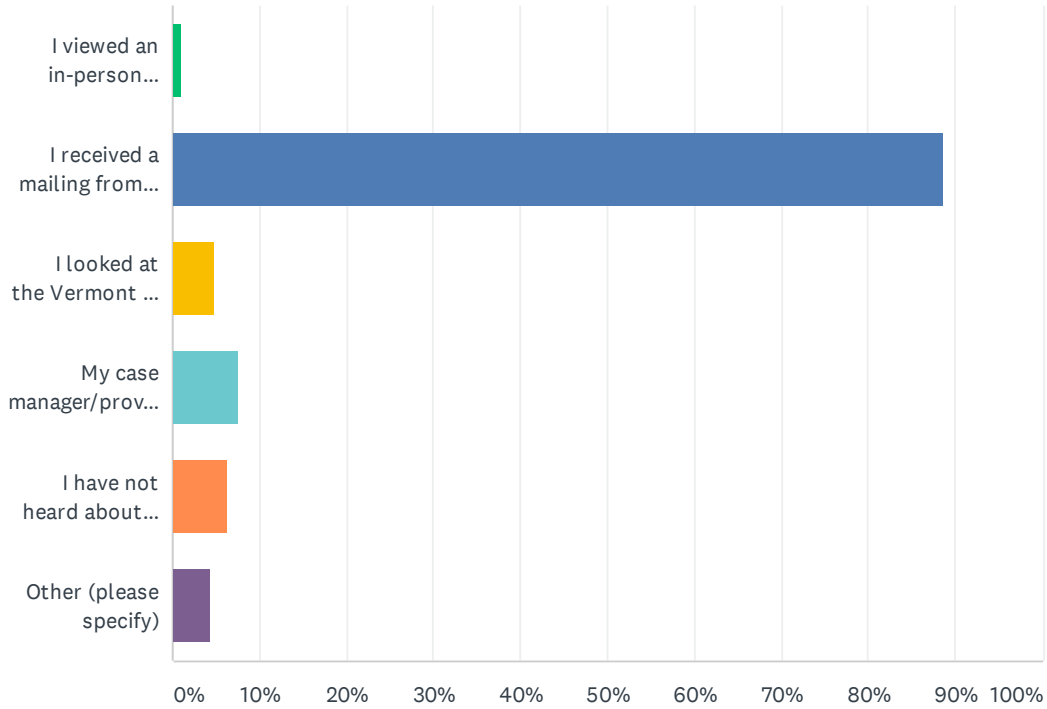


# Q1 How have you heard about Electronic Visit Verification? (Check all that apply)

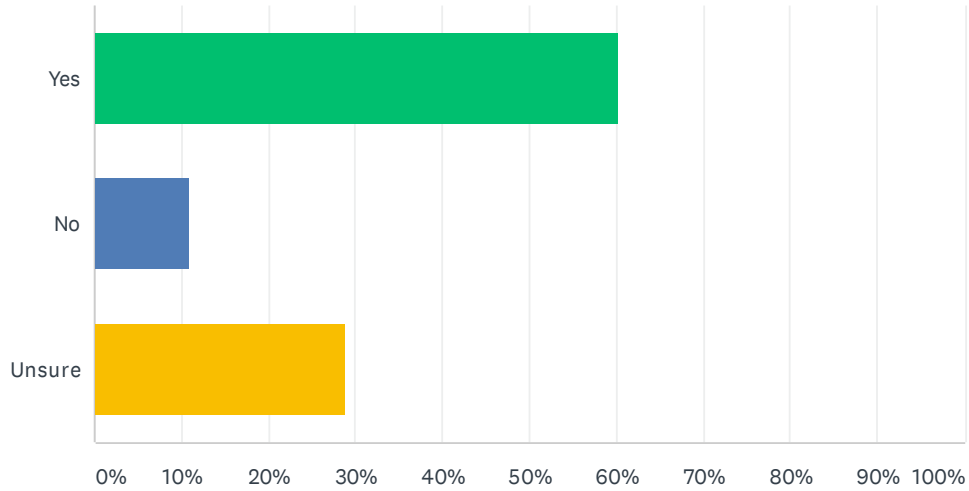
Answered: 290 Skipped: 1



ANSWER CHOICES	RESPONSES	
I viewed an in-person presentation about EVV.	1.03%	3
I received a mailing from ARIS Solutions that included information about EVV.	88.62%	257
I looked at the Vermont EVV website located at dvha.vermont.gov	4.83%	14
My case manager/provider talked with me about EVV.	7.59%	22
I have not heard about EVV.	6.21%	18
Other (please specify)	4.48%	13
Total Respondents: 290		

## Q2 Are you concerned that requiring EVV only in certain situations (home but not community) could lead to confusion among employees/employers/participants?

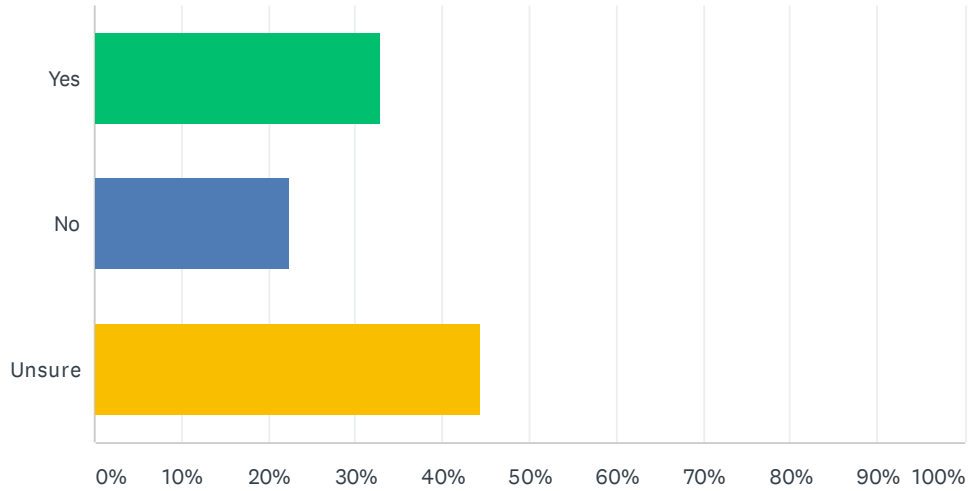
Answered: 287 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	60.28%	173
No	10.80%	31
Unsure	28.92%	83
<b>TOTAL</b>		<b>287</b>

Q3 Should the State require the use of EVV for services that are provided in both the home and in the community if this simplifies time reporting for employees and avoids additional delays in payments to employees?

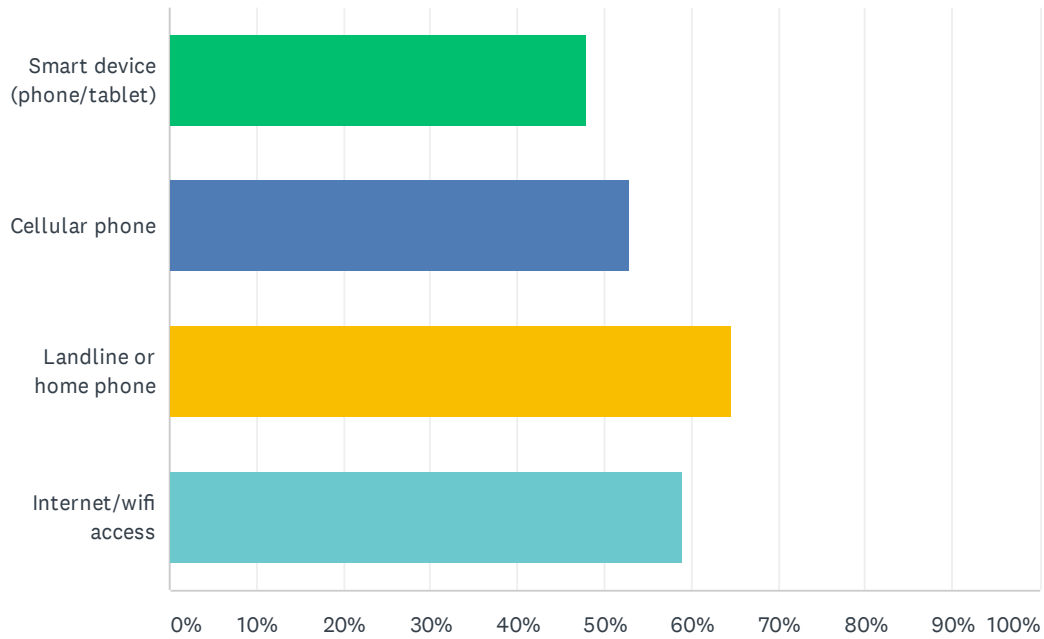
Answered: 286 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	32.87%	94
No	22.38%	64
Unsure	44.41%	127
TOTAL		286

### Q4 Do you have access to the following (Check all that apply)

Answered: 280 Skipped: 11



ANSWER CHOICES	RESPONSES	
Smart device (phone/tablet)	47.86%	134
Cellular phone	52.86%	148
Landline or home phone	64.64%	181
Internet/wifi access	58.93%	165
Total Respondents: 280		

## Q5 What are some reasons why someone could not use EVV?

*Open-Ended Response*

### **General Themes**

Concerns about ensuring personal information is secure.

Access to technology – including smartphone, internet or landline services.

Concerns for people with literacy challenges learning and using EVV

People with cognitive impairments won't be able to use the EVV app.

People with hearing impairments won't be able to use the telephone system.

People with visual impairments won't be able to see the EVV app screen.

Concern that caregivers will be too busy and won't remember to use EVV.

EVV could disrupt the essential care functions of caregivers who are already over-burdened.

People with physical disabilities may not be able to use the system.

## Q6 How can we increase the adoption of EVV?

*Open-Ended Response*

### **General Themes**

Add a monetary incentive to use EVV.

Allow for the EVV records can be done anytime, don't mandate that it must be done immediately when shifts start and ends. It is more important to provide care then to call an automated system.

Good training that includes having someone walk through the set-up process or in-person training.

Ensure it is simple and streamlined. It has better be very simple to do.

Increase budgets so workers will feel compensated.

Just put it in place and have everyone do it

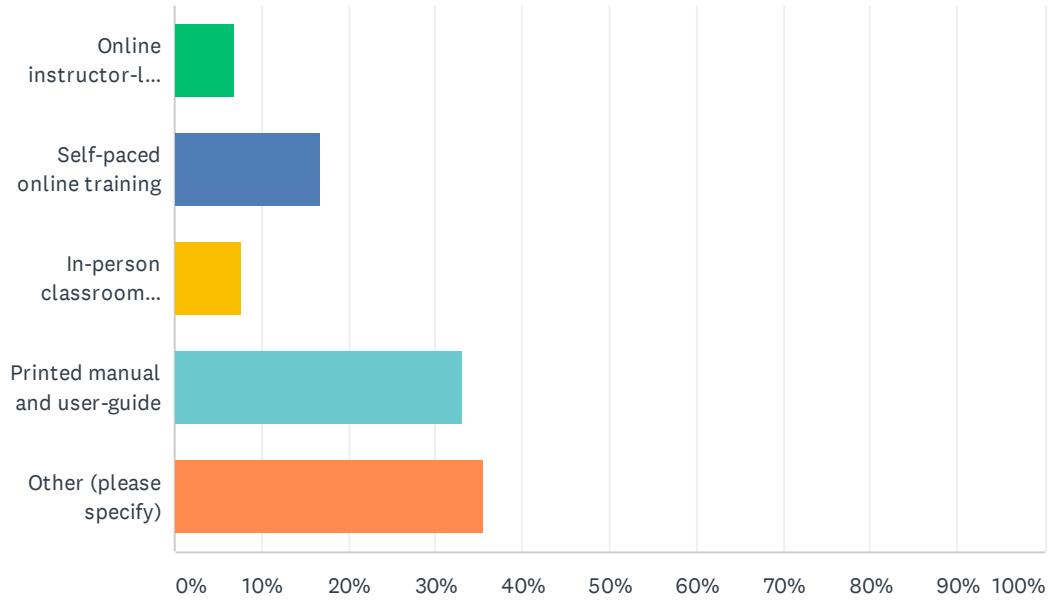
Make it as simple to use as possible for phone service make sure prompts are clear and logical and that there is always a way to exit and start over

Use EVV for both in-home and community services to reduce needing to submit two timesheets.

Train a small number of people and then use them to train others.

## Q7 What would be your preferred training option?

Answered: 275 Skipped: 16



ANSWER CHOICES	RESPONSES	
Online instructor-led webinar	6.91%	19
Self-paced online training	16.73%	46
In-person classroom training	7.64%	21
Printed manual and user-guide	33.09%	91
Other (please specify)	35.64%	98
<b>TOTAL</b>		<b>275</b>

## Q8 How else can we educate employees and employers about using EVV?

*Open-Ended Response*

### **General Themes**

Provide short in-person classes throughout the local area.

Train Case Managers so they can train others. Have a trained person come to the home to show how to use the system.

Ensure easy access to printed instructions so that internet is not a barrier to learning.

Ensure training videos are available showing step-by-step how to use EVV. Include links and handouts that break down EVV in very simple steps

Ensure printed guides and online media is accessible on the internet.

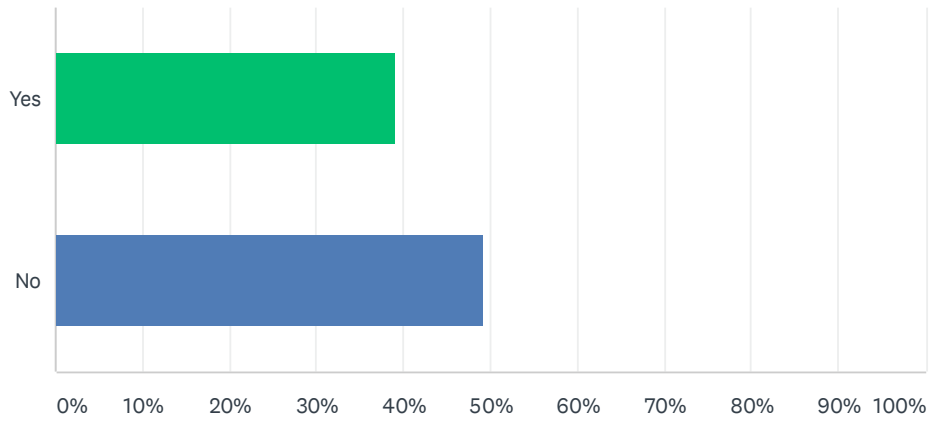
Create a “quick-guide” outlining how to use EVV, written at a 3<sup>rd</sup> grade level.

Ensure training material is available in languages other than English.

Send a link to emails or all phones with a video to explain why EVV is required.

### Q9 Do you think in-person classroom training would be helpful?

Answered: 268 Skipped: 23

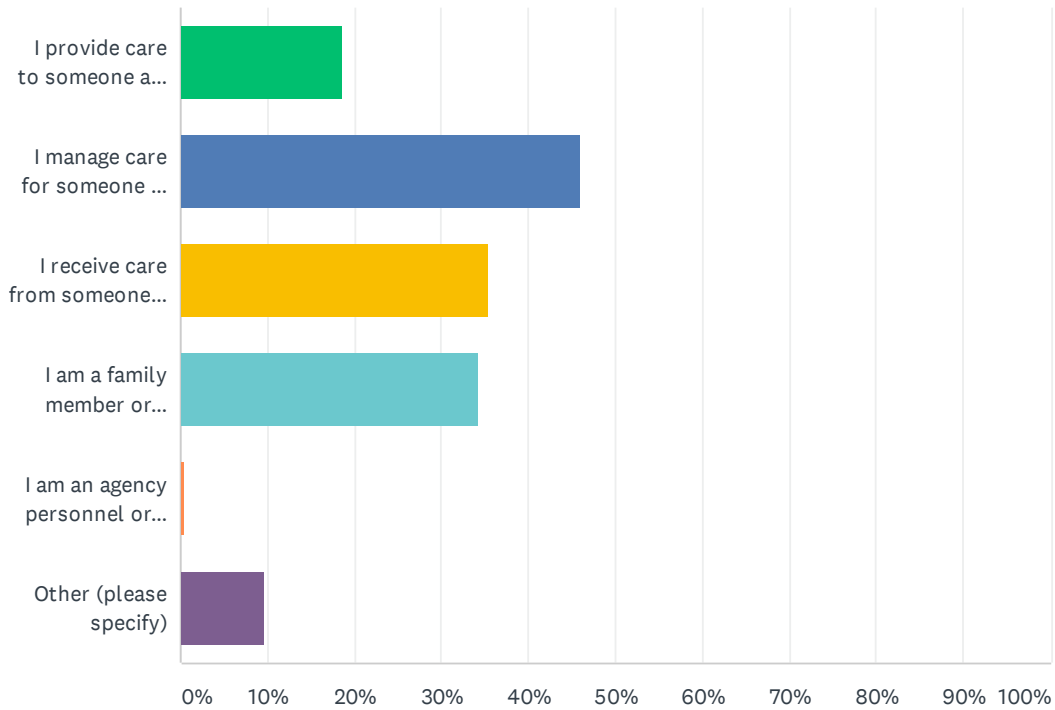


ANSWER CHOICES	RESPONSES
Yes	39.18% 105
No	49.25% 132
TOTAL	268



### Q10 Which of the following do you identify as? (Check all that apply)

Answered: 280 Skipped: 11



ANSWER CHOICES	RESPONSES	
I provide care to someone as an employee.	18.57%	52
I manage care for someone as an employer.	46.07%	129
I receive care from someone as a program participant.	35.36%	99
I am a family member or guardian of some who receives care	34.29%	96
I am an agency personnel or stakeholder.	0.36%	1
Other (please specify)	9.64%	27
Total Respondents: 280		