

# UVM ScholarWorks

## Measuring What Matters

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# Champlain Community Services: Measuring What Matters

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## INTRODUCTION

- Champlain Community Services (CCS) is a Developmental Services and health care provider that offers supports for Vermonters with intellectual and developmental disabilities (IDD)
- CCS strives to build a community **“where everyone participates and everyone belongs”**<sup>1</sup>
- Task: **evaluating the success** of CCS for internal and external purposes.
- Challenge: **incorporating** each stakeholder group’s **perspective** during the evaluation of success

## OBJECTIVE

This project aims to address what each group at CCS values in terms of **success** and **quality of life (QOL)**, with the goal of being able to measure the domains that matter the most in the future.

## METHODS

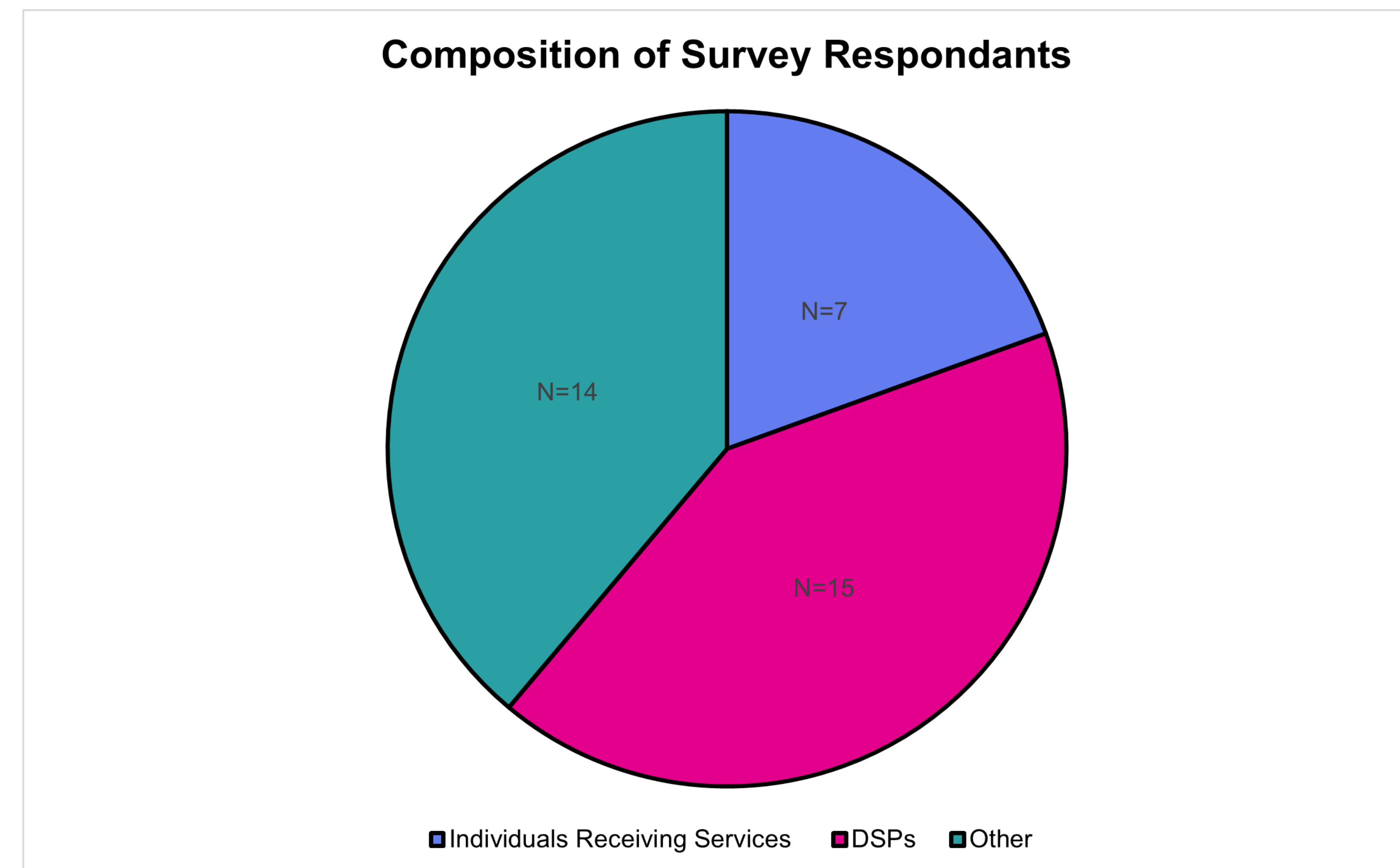
- Prospective, mixed methods, cross sectional survey study
- Utilized quality of life domains from the World Health Organization Quality of Life (WHOQOL) assessment.
- Redcap was used to distribute
- Stakeholder groups surveyed:
  - Individuals receiving CCS services
  - Direct Support Professionals (DSPs)
  - Other
    - CCS support and administrative staff members who do not identify as DSPs
    - Family members of individuals receiving services

## TO ME, SUCCESS AT CCS LOOKS LIKE...

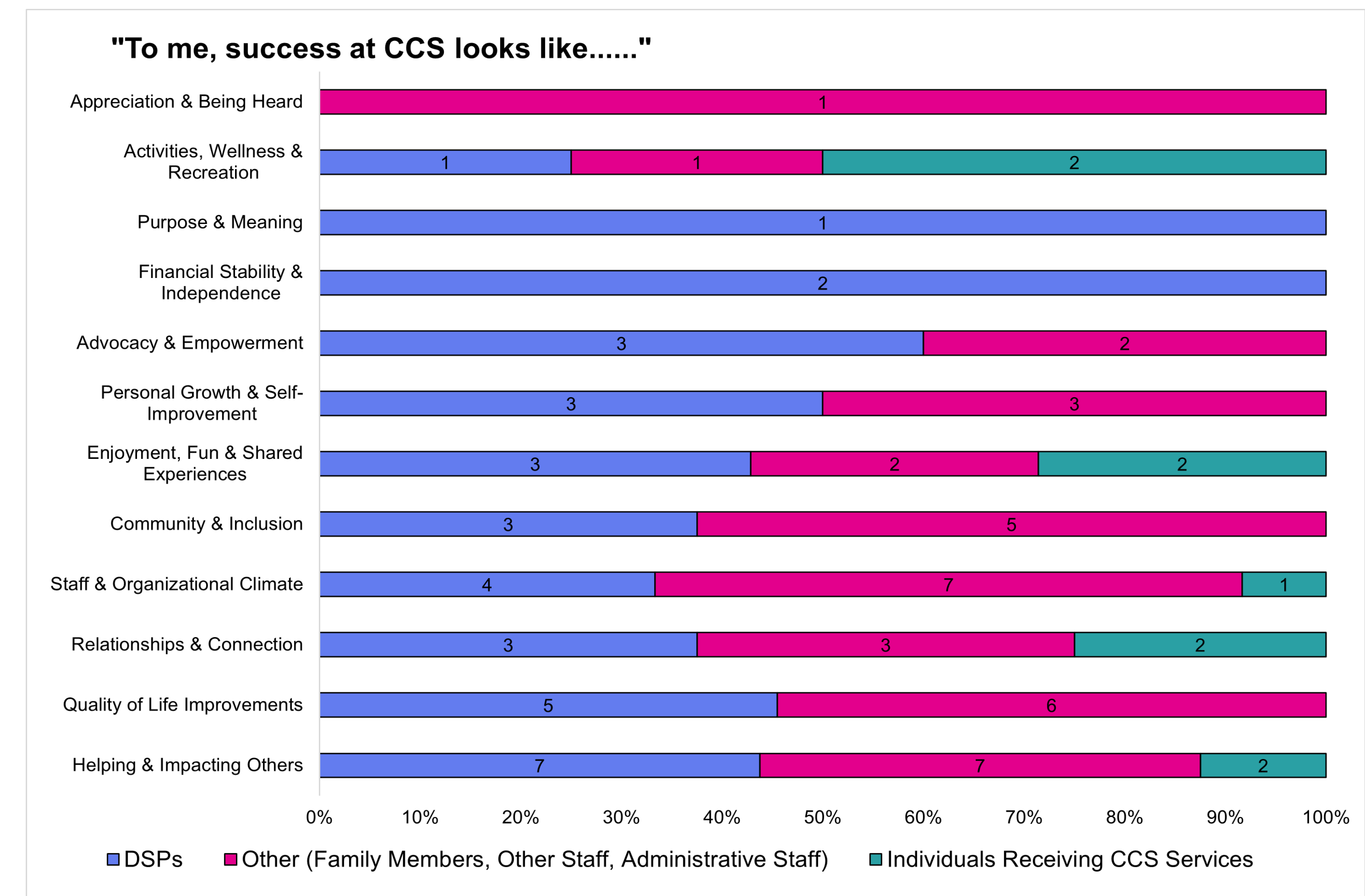
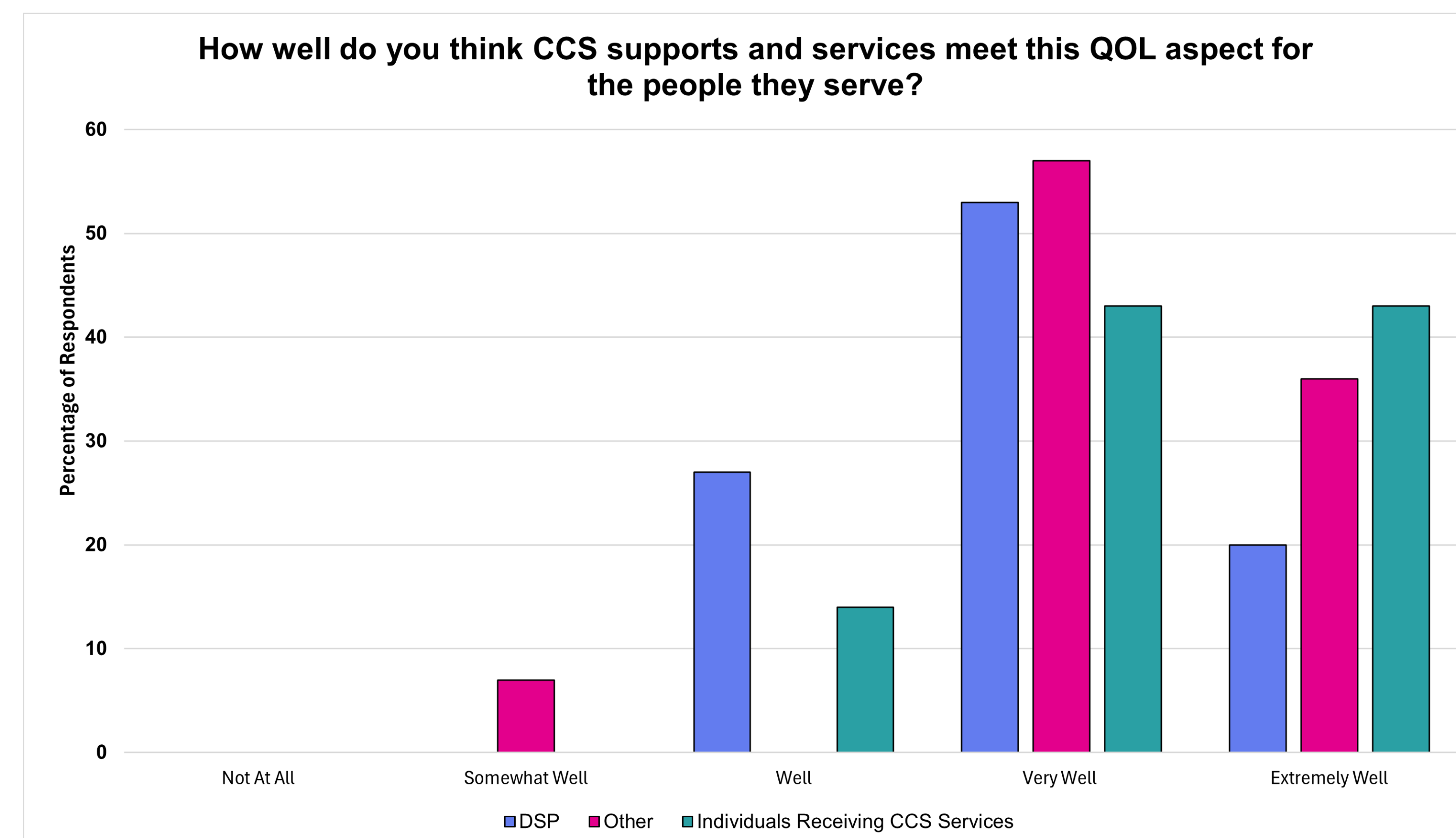
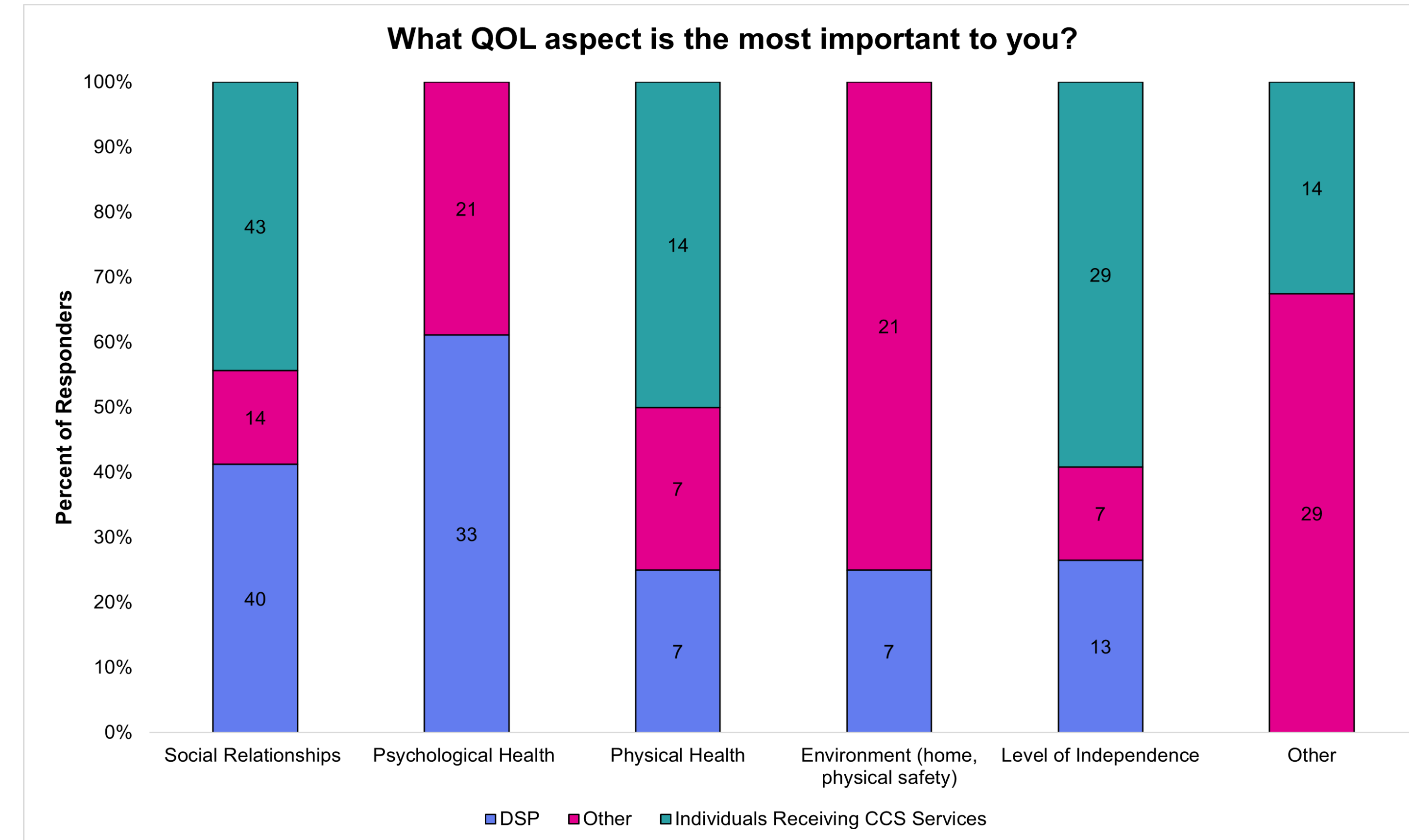


Key: DSPs CCS Staff Family Individuals Receiving CCS Services

## RESULTS



Other includes 12 CCS Staff who did not identify as DSPs (support staff, administrative, etc.) and 2 family members of individual(s) receiving services  
Total Number of Responses, N = 36



\*Average number of themes mapped from each response was 1.49

- Across all groups, **community engagement** was identified as the **most important service** CCS offers
- Most people are satisfied by current CCS offerings; however, 71% of individuals receiving services would like to see additional services or programs offered
- Suggestions** for other opportunities included
  - Sexual health education
  - Health and wellness activities
- Among 43% of individuals receiving services, the **social relationships domain** was the most important QOL aspect

## CONCLUSION

The importance of community was a consistent finding across all stakeholders. Future program assessments and projects should centralize aims towards increasing community and social relationship building.

## REFERENCES

- Services for Vermonters with Intellectual Disabilities | CCS. (n.d.). Champlain Community Services. Retrieved December 6, 2025, from <https://www.ccs-vt.org>