



**National Core Indicators
Aging and Disabilities Adult Consumer Survey**

2019-2020 Colorado Results



Preface

The State of Colorado has many publicly funded long-term services and supports (LTSS) available to older adults and members with physical disabilities who have significant health care needs. LTSS offer a wide array of health and social supports that enable these individuals to avoid placement in facilities and to live in a setting of their choice. Specifically, the Colorado Department of Health Care Policy and Financing (HCPF) administers Medicaid funding for LTSS that provides a variety of program options in facility and home and community-based services (HCBS) settings.

To best meet the needs of those served by these programs, it is critical to understand the quality and effectiveness of those services to be sure they result in positive outcomes. In order to measure the quality and impact of these services on the people served, ADvancing States (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI) developed the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. This survey collects valid and reliable person-reported data about the impact that states' publicly-funded LTSS have on the quality of life and outcomes of older adults and adults with physical disabilities that states serve.

Because our population is rapidly becoming older and more diverse, this is a particularly critical time for Colorado to assess the quality and impact of its LTSS. Colorado is among one of the fastest growing states with populations of adults aged 65 and older and this demographic is more likely to have at least one physical disability. Several initiatives are already under way in Colorado to address the needs of older adults and adults with a physical disability. Over the last few years, HCPF has partnered with the Community Living Quality Improvement Committee, which has been integral in continuing the efforts of the Community Living Advisory Group as it relates to LTSS initiatives. This report aligns with these existing efforts and serves as a key resource on the quality of LTSS and outcomes for the people served. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

Colorado was selected as one of 13 states that participated in the first year of NCI-AD national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems. It has continued its participation every year since then. This report highlights the results for Colorado from the 2019-2020 data collection cycle of the NCI-AD Adult Consumer Survey.

Kim Bimestefer, Executive Director
Colorado Department of Health Care Policy and Financing



Human Services Research Institute (HSRI)
2336 Massachusetts Avenue
Cambridge, MA 02140



ADvancing States
241 18th Street S., Ste. 403
Arlington, VA 22202



Colorado Department of Health Care Policy & Financing
1570 Grant St.
Denver, CO 80203

March 11, 2021

List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

BI Section – Background Information Section of NCI-AD Adult Consumer Survey

CCB – Community Centered Boards

CIL – Center for Independent Living

CMHS – Community Mental Health Supports

CPAP – continuous positive airway pressure

EBD – Elderly, Blind, and Disabled

HCBS – Home and Community-Based Services

HCPF – Department of Health Care Policy and Financing

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

OCL – Office of Community Living

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PERS – Personal Emergency Response System

SEP – Single-Entry Point

Table of Contents

Preface	1
List of Abbreviations Used in This Report.....	3
Table of Contents.....	4
What is NCI-AD?	20
NCI-AD Adult Consumer Survey	20
Survey Overview	20
Figure 1. 2019-2020 NCI-AD Domains and Indicators.....	21
Survey Organization	24
NCI-AD in Colorado	26
Sample	26
Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.	28
Survey Process in Colorado	28
Stakeholders	29
Organization of Results	29
Limitations of Report.....	31
Results	32
Community Participation	32
Graph 1. Percentage of people who are as active in their community as they would like to be	33
Graph 2. Percentage of people who are able to do things they enjoy outside of home as much as they want to	33
Choice and Control.....	34

Graph 3. Percentage of people who are able to choose their roommate (if in group setting and have roommates)	35
Graph 4. Percentage of people who get up and go to bed when they want to	35
Graph 5. Percentage of people who can eat their meals when they want to.....	36
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting)	36
Graph 7. Percentage of people who never feel in control of their lives	37
Relationships.....	38
Graph 8. Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person).....	39
Satisfaction.....	40
Graph 9. Percentage of people who like where they live	41
Graph 10. Percentage of people who want to live somewhere else	41
Graph 11. Percentage of people who like how they spend their time during the day	42
Graph 12. Percentage of people whose paid support staff change too often	42
Graph 13. Percentage of people whose paid support staff do things the way they want them done.....	43
Graph 14. Percentage of people whose case manager changes too often.....	43
Graph 15. Percentage of people whose services help them live a better life.....	44
Service Coordination	45
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services	46
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services.....	46
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to	47
Graph 19. Percentage of people who have an emergency plan in place.....	47
Graph 20. Percentage of people whose long-term services meet all their current needs and goals.....	48

Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator) ..	48
Graph 22. Percentage of people who have a backup plan if their paid support staff do not show up	49
Graph 23. Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	49
Care Coordination	50
Graph 24. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	51
Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year	51
Graph 26. Percentage of people who know how to manage their chronic condition(s)	52
Graph 27. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk.....	52
Access to Community.....	53
Graph 28. Percentage of people who have transportation when they want to do things outside of their home (non-medical)...	54
Graph 29. Percentage of people who have transportation to get to medical appointments when they need to	54
Access to Needed Equipment	55
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them.....	56
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	56
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them.....	57
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement.....	57
Graph 34. Percentage of people who need a specialized bed but do not have it.....	58
Graph 35. Percentage of people who have a specialized bed but need a replacement	58

Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it.....	59
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement	59
Graph 38. Percentage of people who need some other home modification but do not have it	60
Graph 39. Percentage of people who have some other home modification but need a replacement.....	60
Graph 40. Percentage of people who need a walker but do not have it	61
Graph 41. Percentage of people who have a walker but need a replacement.....	61
Graph 42. Percentage of people who need a scooter but do not have it.....	62
Graph 43. Percentage of people who have a scooter but need a replacement	62
Graph 44. Percentage of people who need a wheelchair but do not have it	63
Graph 45. Percentage of people who have a wheelchair but need a replacement.....	63
Graph 46. Percentage of people who need hearing aids but do not have them	64
Graph 47. Percentage of people who have hearing aids but need a replacement.....	64
Graph 48. Percentage of people who need glasses but do not have them	65
Graph 49. Percentage of people who have glasses but need a replacement	65
Graph 50. Percentage of people who need a shower chair but do not have it	66
Graph 51. Percentage of people who have a shower chair but need a replacement.....	66
Graph 52. Percentage of people who need a personal emergency response system but do not have it.....	67
Graph 53. Percentage of people who have a personal emergency response system but need a replacement	67
Graph 54. Percentage of people who need an oxygen machine but do not have it.....	68
Graph 55. Percentage of people who have an oxygen machine but need a replacement	68
Graph 56. Percentage of people who need some other assistive device but do not have it.....	69
Graph 57. Percentage of people who have some other assistive device but need a replacement	69

Safety	70
Graph 58. Percentage of people who feel safe around their paid support staff	71
Graph 59. Percentage of people who are ever worried for the security of their personal belongings.....	71
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months.....	72
Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire.....	72
Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected.....	73
Graph 63. Percentage of people with concerns about falling or being unstable.....	73
Health Care	74
Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year	75
Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance.....	75
Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain.....	76
Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to.....	76
Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to	77
Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months.....	77
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year.....	78
Graph 71. Percentage of people who have had a hearing exam in the past year	78
Graph 72. Percentage of people who have had a vision exam in the past year	79
Graph 73. Percentage of people who have had a flu shot in the past year	79
Graph 74. Percentage of people who have had a dental visit in the past year.....	80
Wellness.....	81
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago.....	82

Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse ..	82
Graph 77. Percentage of people who often feel sad or depressed	83
Graph 78. Percentage of people who often feel lonely.....	83
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)	84
Graph 80. Percentage of people whose vision was described as poor (with glasses or contacts, if wears any).....	84
Graph 81. Percentage of people who have access to healthy foods if they want them.....	85
Medications	86
Graph 82. Percentage of people who take medications that help them feel less sad or depressed	87
Graph 83. Percentage of people who understand what they take their prescription medications for	87
Rights and Respect.....	88
Graph 84. Percentage of people whose paid support staff treat them with respect	89
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)	89
Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting)	90
Graph 87. Percentage of people who have enough privacy where they live (if in group setting)	90
Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting)	91
Graph 89. Percentage of people who have access to food at all times of the day (if in group setting)	91
Graph 90. Percentage of people who have access to information about services in their preferred language (if non-English).....	92
Self-Direction	93
Graph 91. Percentage of people who can make decisions about what kind of services they get	94
Graph 92. Percentage of people who can make decisions about when they get their services	94
Graph 93. Percentage of people who can make decisions about their paid support staff	95
Work	96

Graph 94. Percentage of people who have a paying job	97
Graph 95. Percentage of people who would like a job (if not currently employed)	97
Graph 96. Percentage of people wanting a job who had someone talk to them about job options	98
Graph 97. Percentage of people who do volunteer work	98
Graph 98. Percentage of people who would like to do volunteer work (if not currently volunteering)	99
Everyday Living.....	100
Graph 99. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it	101
Graph 100. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it	101
Affordability	102
Graph 101. Percentage of people who ever have to skip a meal due to financial worries.....	103
Appendix A: Rules for Recoding and Collapsing Responses	104
Table A1. Outcome Variables – Collapsing Rules.....	104
Appendix B: Un-Collapsed and Unweighted Data by Program.....	109
Demographic Characteristics	110
Table 1. Average age (reported for those under 90 years of age)	110
Table 2. Age: 90 years and over.....	110
Table 3. Gender	110
Table 4. Race and ethnicity	110
Table 5. Marital status.....	111
Table 6. Preferred language	111

Table 7. Type of residential area	111
Table 8. Type of residence.....	111
Table 9. Who else lives with the person	112
Table 10. Address changed in the past 6 months.....	112
Table 11. Where the person moved from (if address changed in the past 6 months).....	112
Table 12. Formal diagnosis: physical disability	112
Table 13. Formal diagnosis: Alzheimer’s disease or other dementia.....	113
Table 14. Formal diagnosis: traumatic or acquired brain injury	113
Table 15. Formal diagnosis: intellectual or other developmental disability	113
Table 16. Level of mobility	113
Table 17. History of frequent falls (more than two in a six-month period)	114
Table 18. Receives Medicare	114
Table 19. Length of receiving LTSS in current program	114
Table 20. Has legal guardian.....	114
Table 21. Percentage of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)	115
Community Participation	116
Table 22. Percentage of people who are as active in their community as they would like to be	116
Table 23a. Reasons that people are not as active in the community as they would like to be.....	116
Table 23b. Reasons that people are not as active in the community as they would like to be (continued).....	116
Table 24. Percentage of people who get to do the things they enjoy outside of their home as much as they want to	116
Choice and Control.....	117

Table 25. Percentage of people who are able to choose their roommate (if in group setting and have roommates)	117
Table 26. Percentage of people who get up and go to bed when they want to	117
Table 27. Percentage of people who can eat their meals when they want to.....	117
Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting) ..	117
Table 29.. Percentage of people who feel in control of their lives	118
Relationships.....	119
Table 30.. Percentage of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)	119
Table 31. Reasons people aren't always able to see friends/family	119
Satisfaction.....	120
Table 32. Percentage of people who like where they live	120
Table 33a. Reasons for not liking where people are living	120
Table 33b. Reasons for not liking where people are living (continued).....	120
Table 33c. Reasons for not liking where people live (continued)	120
Table 34. Percentage of people who want to live somewhere else	121
Table 35a. Where people want to live (if wants to live somewhere else)	121
Table 35b. Where people want to live (if wants to live somewhere else) (continued).....	121
Table 36. Percentage of people who like how they spend their time during the day	121
Table 37. Percentage of people whose paid support staff change too often	122
Table 38. Percentage of people whose paid support staff do things the way they want them done.....	122
Table 39. Percentage of people whose case manager changes too often.....	122
Table 40. Percentage of people whose services help them live a better life.....	122

Service Coordination	123
Table 41. Percentage of people who know whom to contact if they want to make changes to their services	123
Table 42. Percentage of people who know whom to contact if they have a complaint about their services.....	123
Table 43. Percentage of people who reported having a case manager/care coordinator.....	123
Table 44. Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator).....	123
Table 45. Percentage of people whose paid support staff show up and leave when they are supposed to	124
Table 46. Percentage of people who have an emergency plan in place	124
Table 47. Percentage of people whose long-term services meet their current needs and goals	124
Table 48a. Additional services might help meet people’s needs and goals (if have unmet needs and goals)	124
Table 48b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)	125
Table 48c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued).....	125
Table 49. Percentage of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)	125
Table 50a. How people first find out about the services available to them	125
Table 50b. How people first find out about the services available to them (continued).....	126
Table 51. Percentage of people who have someone that helps them at home or in the community on a regular basis (at least once a week)	126
Table 52. Who helps people most often (if anybody provides support on a regular basis).....	126
Table 53. Who else helps (if anybody provides support on a regular basis).....	126
Table 54. Percentage of people who have a backup plan if their paid support staff don’t show up	127
Care Coordination	128

Table 55. Percentage of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live).....	128
Table 56. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	128
Table 57. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year	128
Table 58. Percentage of people who know how to manage their chronic condition(s).....	128
Table 59. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk.....	129
Access to Community.....	130
Table 60. Percentage of people who have transportation when they want to do things outside of their home (non-medical) ..	130
Table 61. Percentage of people who have transportation to get to medical appointments when they need to	130
Access to Needed Equipment	131
Table 62. Percentage of people who need grab bars in the bathroom or elsewhere in their home	131
Table 63. Percentage of people who need bathroom modifications (other than grab bars).....	131
Table 64. Percentage of people who need a specialized bed	131
Table 65. Percentage of people who need a ramp or stair lift in or outside the home	131
Table 66. Percentage of people who need some other home modification(s).....	132
Table 67. Percentage of people who need a walker.....	132
Table 68. Percentage of people who need a scooter	132
Table 69. Percentage of people who need a wheelchair.....	132
Table 70. Percentage of people who need hearing aids.....	133
Table 71. Percentage of people who need glasses.....	133

Table 72. Percentage of people who need a shower chair.....	133
Table 73. Percentage of people who need a personal emergency response system	133
Table 74. Percentage of people who need an oxygen machine	134
Table 75. Percentage of people who need some other assistive device(s)	134
Safety	135
Table 76. Percentage of people who feel safe around their paid support staff.....	135
Table 77. Percentage of people who are ever worried for the security of their personal belongings.....	135
Table 78. Percentage of people whose money was taken or used without their permission in the last 12 months	135
Table 79. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire.....	135
Table 80. Percentage of people with concerns about falling or being unstable	136
Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected.....	136
Health Care	137
Table 82. Percentage of people who have gone to the emergency room for any reason in the past year	137
Table 83. Percentage of people whose emergency room visit in the past year was due to falling or losing balance.....	137
Table 84. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain.....	137
Table 85. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to.....	137
Table 86. Percentage of people who can get an appointment to see their primary care doctor when they need to	138
Table 87. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months.....	138
Table 88. Percentage of people who have had a physical exam or wellness visit in the past year.....	138
Table 89. Percentage of people who have had a hearing exam in the past year.....	138
Table 90. Percentage of people who have had a vision exam in the past year	139

Table 91. Percentage of people who have had a flu shot in the past year	139
Table 92. Percentage of people who have had a dental visit in the past year	139
Wellness.....	140
Table 93. Percentage of people whose health was described as poor, fair, good, very good, and excellent	140
Table 94. Percentage of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago	140
Table 95. Percentage of people reported to be forgetting things more often than before in the past 12 months	140
Table 96. Percentage of people who have discussed their forgetting things with a doctor or a nurse	140
Table 97. Percentage of people who feel sad or depressed	141
Table 98. Percentage of people who feel lonely	141
Table 99. Percentage of people whose hearing was described as poor, fair and good (with hearing aids, if wears any).....	141
Table 100. Percentage of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any) ..	141
Table 101. Percentage of people who have access to healthy foods if they want them	142
Medications	143
Table 102. Percentage of people who take medications that help them feel less sad or depressed	143
Table 103. Percentage of people who understand what they take their prescription medications for (if takes prescription medications)	143
Rights and Respect.....	144
Table 104. Percentage of people whose paid support staff treat them with respect.....	144
Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting)	144
Table 106. Percentage of people who are able to lock the doors to their room if they want to (if in group setting).....	144
Table 107. Percentage of people who have enough privacy where they live (if in group setting)	145

Table 108. Percentage of people whose visitors are able to come at any time (if in group setting)	145
Table 109. Percentage of people who have access to food at all times of the day (if in group setting)	145
Table 110. Percentage of people who receive information about their services in the language they prefer (if non-English)	146
Self-Direction	147
Table 111. Percentage of people who can make decisions about what kind of services they get.....	147
Table 112. Percentage of people who can make decisions about when they get their services	147
Table 113. Percentage of people who can make decisions about their paid support staff	147
Work	148
Table 114. Percentage of people who have a paying job	148
Table 115. Percentage of people who would like a job (if not currently employed)	148
Table 116. Percentage of people wanting a job who had someone talk to them about job options	148
Table 117. Percentage of people who do volunteer work.....	148
Table 118. Percentage of people who would like to do volunteer work (if not currently volunteering)	149
Everyday Living.....	150
Table 119. Percentage of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)	150
Table 120. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it	150
Table 121. Percentage of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)	150
Table 122. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it	150
Affordability	151

Table 123. Percentage of people who ever have to skip a meal due to financial worries	151
Ranking of Priorities	152
Table 124. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)	152
Table 125. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)	152
Table 126. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends).....	152
Table 127. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends).....	153
Appendix C: Colorado’s State-Specific Questions	154
Table 128. Percentage of people who can make decisions about the agency that provides their services (CO-1)	155
Table 129. Percentage of people who know whom to ask if they want to change their paid support staff (CO-2).....	155
Table 130. Percentage of people who had someone talk to them about their rights (if in group setting) (CO-3).....	155
Table 131. Reasons people haven’t had their physical exam in the past year (CO-4)	155
Table 131a. Reasons people haven’t had their physical exam in the past year (CO-4) (continued)	156
Table 132. How satisfied people are with the services and supports they are getting (CO-5)	156
Table 133. Percentage of people who are receiving all of the services and supports listed in their service plan (CO-6)	156
Appendix D: Colorado’s NCI-AD Person-Centered Planning Module	157
Table 134. Percentage of people who reported having a service plan/plan of care.....	158
Table 135. People’s level of involvement in deciding what is in their service plan/plan of care	158
Table 136. Percentage of people who remember their most recent service/care planning meeting	158

Table 137. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them	158
Table 138. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them.....	159
Table 139. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there	159
Table 140. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting	159
Table 141. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting	159
Table 142. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting.....	160
Table 143. Percentage of people whose preferences and choices are reflected in their service plan/plan of care	160

What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States¹ (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states². The 2019-2020 project cycle marked its fifth year of implementation, with more than twenty states having participated. For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 75 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

¹ ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. www.ADvancingStates.org

² Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “Percentage of people whose services meet their needs and goals”.

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator “Percentage of people who have needed home modifications” in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person’s need for various types of home modifications. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2019-2020 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Percentage of people who are able to do things they enjoy outside of home as much as they want to
	Percentage of people who are as active in their community as they would like to be
Choice and Control	Percentage of people in group settings who are able to furnish and decorate their room however they want to
	Percentage of people in group settings who are able to choose their roommate
	Percentage of people who feel in control of their life
	Percentage of people who are able to get up and go to bed when they want to
	Percentage of people who are able to eat their meals when they want to
Relationships	Percentage of people who are able to see or talk to their friends and family when they want
Satisfaction	Percentage of people who like where they live
	Percentage of people who want to live somewhere else
	Percentage of people whose case manager changes too often
	Percentage of people whose paid support staff change too often
	Percentage of people whose paid support staff do things the way they want them done
	Percentage of people who like how they spend their time during the day
	Percentage of people whose services help them live a better life
	Percentage of people who can reach their case manager when they need to

Domain	NCI-AD Indicator
Service Coordination	Percentage of people who know whom to contact if they have a complaint about their services
	Percentage of people who know whom to contact if they want to make changes to their services
	Percentage of people whose paid support staff come and leave when they are supposed to
	Percentage of people who have a backup plan if their paid support staff don't show up
	Percentage of people who have an emergency plan in place
	Percentage of people whose services meet their needs and goals
	Percentage of people whose case manager talked to them about services that might help with their unmet needs
Care Coordination	Percentage of people with concerns about falling who had someone work with them to reduce risk of falls
	Percentage of people who felt comfortable going home after being discharged from a hospital or rehab/nursing facility
	Percentage of people who had adequate follow-up after being discharged from a hospital or rehab/nursing facility
	Percentage of people who know how to manage their chronic conditions
Access to Community	Percentage of people who have adequate transportation to get to medical appointments
	Percentage of people who have adequate transportation to do the things they want outside of home
Access to Needed	Percentage of people who have needed home modifications
	Percentage of people who have needed assistive equipment and devices
Safety	Percentage of people with concerns about falling
	Percentage of people who feel safe around their support staff
	Percentage of people who are able to get to safety quickly in case of an emergency
	Percentage of people who know whom to talk to if they are mistreated or neglected
	Percentage of people who are worried for the security of their personal belongings
	Percentage of people whose money has been taken without their permission
Health Care	Percentage of people who have talked to someone about feeling sad or depressed
	Percentage of people who can get an appointment to see their primary care doctor when they need to
	Percentage of people who experience potentially preventable emergency room visits
	Percentage of people who have preventive health screenings and exams in a timely manner

Domain	NCI-AD Indicator
Wellness	Percentage of people who have access to healthy foods
	Percentage of people whose health is better than 12 months ago
	Percentage of people with uncorrected poor hearing
	Percentage of people with uncorrected poor vision
	Percentage of people who have discussed forgetting things with a health care professional
	Percentage of people who often feel lonely
	Percentage of people who often feel sad or depressed
Medications	Percentage of people who know what their prescription medications are for
	Percentage of people who take medications to help them feel less sad or depressed
Rights and Respect	Percentage of people who have access to information about services in their preferred language
	Percentage of people whose paid support staff treat them with respect
	Percentage of people in group settings whose permission is asked before others enter their room
	Percentage of people in group settings who are able to lock the door to their room
	Percentage of people in group settings who have enough privacy
	Percentage of people in group settings whose visitors are able to come at any time
	Percentage of people in group settings who always have access to food
Self-Direction	Percentage of people who can choose what services they receive
	Percentage of people who can choose when they receive services
	Percentage of people who can choose their paid support staff
Work	Percentage of people who have a paid job
	Percentage of people who would like a job
	Percentage of people wanting a job who receive job search assistance
	Percentage of people who volunteer
	Percentage of people who would like to volunteer

Domain	NCI-AD Indicator
Everyday Living	Percentage of people who have adequate support for everyday activities
	Percentage of people who have adequate support for self-care
Affordability	Percentage of people who have to cut back on food due to finances
Person-Centered Planning (OPTIONAL MODULE)	Percentage of people who remember their last service planning meeting
	Percentage of people who are involved in making decisions about their service plan
	Percentage of people whose service planning meeting took place at a convenient time
	Percentage of people whose service planning meeting took place in a convenient location
	Percentage of people whose service planning meeting included the people they wanted to be there
	Percentage of people who discussed their preferences and needs in the service planning meeting
	Percentage of people who received a copy of their service plan after the service planning meeting
	Percentage of people whose service plan reflects what was discussed in the service plan meeting
	Percentage of people whose service plan includes their preferences and choices

Survey Organization

The NCI-AD Adult Consumer Survey tool consists of the Pre-Survey form, the Background Information Section, the Full In-Person Survey, and the Interviewer Feedback Form. An alternative Proxy Version of the In-Person Survey is available for those interviews that need to be conducted with proxies of service recipients instead of the service recipient themselves. Each part of the tool is described below.

Pre-Survey form: The Pre-Survey section is an optional form intended to collect information that may be helpful for surveyors to prepare for and schedule the survey meetings. The Pre-Survey form is for surveyor use only; Pre-Survey information is not submitted or used for any data analysis or reporting.

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not

available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

Proxy Version: The Proxy Version is an alternative version of the In-Person Survey. It is used in place of the Full In-Person Survey when the person receiving services is unable or unwilling to provide valid responses or has asked their proxy to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions from the Full Survey that allow for proxy assistance. Questions in the Proxy Version are rephrased to be in third person, making it clear their subject is the person receiving services and not the proxy respondent. Surveyors must meet with the service recipient face-to-face and attempt to interview them; only after the in-person attempt has been made can the proxy be surveyed instead of the service recipient.

Interviewer Feedback Form: The Interviewer Feedback Form is completed by surveyors after the survey meeting is concluded. It collects information about the survey meeting itself, such as when/where the meeting took place, who was present, the respondent's level of comprehension, etc. Surveyors are also asked to provide any feedback they may have about the survey tool itself or the survey process overall.

Impact of COVID-19 on 2019-20 Data Collection and Reporting

Due to the COVID-19 Pandemic the 2019-20 Adult Consumer Survey (ACS) data collection period was unexpectedly abbreviated and all data collection stopped in April. At the time surveying ended, states were in many different stages of survey administration. Very few states had completed data collection. NCI-AD made the decision to offer to provide state reports to all states that collected data during the 2019-20 survey year. As states were in various stages of completion, some demographics – including program populations – may not be fully represented. Therefore, data presented in this report are for internal state use only and data **should not** be used as a true comparison between states this year or in previous years.

NCI-AD in Colorado

The Colorado Department of Health Care Policy and Financing (HCPF), ADvancing States, and HSRI, implemented the 2019-2020 NCI-AD Adult Consumer Survey in Colorado. HCPF recognized the need for an independent assessment of Colorado's publicly-funded home and community-based services (HCBS) and OAA programs. As a result, in 2014 HCPF secured grant funding to participate in NCI-AD and recently secured funding to be allocated for this work to continue in the future. Data from the project will be used to support Colorado's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life for those utilizing LTSS. To allow for year-to-year comparison of the data, HCPF will participate in the 2021-2022 NCI-AD data collection cycle for Colorado and will continue working with its current vendor, Vital Research, to implement the NCI-AD Adult Consumer Survey.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Colorado in 2019-2020 and included for analysis was three hundred thirty-six (Total N=336). Two program populations were included in the survey sample and are detailed below.

Elderly, Blind, and Disabled (EBD) 1915(c) Medicaid Waiver: The EBD Waiver provides assistance to people aged 65 and older who have a functional impairment or are blind, and to people aged 18-64 who are physically disabled or have a diagnosis of HIV or AIDS and require LTSS in order to remain in a community setting. Services provided through the program

include Adult Day Services, Alternative Care Facilities, Consumer Directed Attendant Support Services, Home Delivered Meals, Homemaker Services, Home Modifications, In-Home Support Services, Life Skills Training, Medication Reminder, Non-Medical Transportation, Peer Mentorship, Personal Care Services, Personal Emergency Response System, Respite Care Services, Supplies, Equipment, & Medication Reminder, and Transition Set-up. These services work with or supplement the services that are available through the Health First Colorado State Plan and other federal, state, and local public programs. One hundred eighty-four people (N=184) from this program were interviewed and included for analysis.

Community Mental Health Supports (CMHS) Waiver: The CMHS Waiver provides assistance to people with a mental illness that requires LTSS in order to remain in a community setting. Services provided through this program include Adult Day Services, Alternative Care Facilities, Consumer Directed Attendant Support Services, Home Delivered Meals, Homemaker Services, Home Modifications, Life Skills Training, Non-Medical Transportation, Peer Mentorship, Personal Care Services, Personal Emergency Response System, Respite Care Services, Specialized Medical Equipment & Supplies, and Transition Set-up. These services work with or supplement the services that are available through the Health First Colorado State Plan and other federal, state, and local public programs. One hundred fifty-two people (N=152) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Colorado's NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program. It is important to note that the actual

number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
EBD Waiver	184	24,095	6.6% MoE, 95% CL	7.2% MoE, 95% CL
CMHS Waiver	152	3,412	7.1% MoE, 95% CL	7.8% MoE, 95% CL
Total	336	27,507	4.9% MoE, 95% CL	5.3% MoE, 95% CL

Survey Process in Colorado

HCPF contracted with Vital Research, a national survey group, to hire and manage local interviewers to conduct the NCI-AD in-person survey. HCPF and Vital Research, working with ADvancing States and HSRI staff, conducted a two-day training with the hired interviewers prior to survey implementation. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Interviews began within days after completing the training sessions, then the final data from the interviews was sent to HSRI.

Colorado used NCI-AD’s optional module on person-centered planning (PCP) in both programs surveyed. In addition, Colorado chose to add 6 state-specific questions to the standard NCI-AD Survey.

Stakeholders

HCPF provides ongoing NCI-AD stakeholder engagement activities through various committees and stakeholder groups within the Department and through external groups, including Single-Entry Point (SEP) and Community Centered Boards (CCB) manager meetings. The Office of Community Living (OCL) within HCPF is working on a variety of policy and rule changes related to its Home and Community Based Services waivers and programs. The engagement of clients and stakeholders throughout these changes is a critical part of this process. OCL has created a webpage for ongoing stakeholder engagement [here](#). Additionally, OCL provides monthly webinars to various stakeholder groups to update the community on key projects. Stakeholders can access webinar recordings and materials for Disability, Older Adults, and Advocacy communities [here](#). Through ongoing communications by HCPF, Colorado's stakeholder engagement process will continue to grow while alignment among other state initiatives emerge.

Organization of Results

The following pages of the report presents findings from Colorado's 2019-2020 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating percentages. Unclear, refused and, for most items, “don't know” responses are excluded.
- The survey contains several skip-logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program’s valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains Colorado’s weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state’s programs; its calculation effectively “re-balances” the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. Colorado’s sampling design did include oversampling of some of its programs – i.e. some programs constituted a larger proportion of the survey sample than they did as proportion of total population of survey-eligible service recipients. To account for these programs being proportionally over-represented in the state’s survey data, statistical weights were developed and applied to calculate Colorado’s weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an “always” response combined with a “most of the time” response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A. Unless otherwise stated, “don’t know” and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. These tables contain all response options, including “don’t know” and unclear/refused/no response categories. Tables also contain Colorado’s unweighted overall sample averages for all response options. Please note that the “sample averages” in tables in Appendix B are simple (unweighted) averages that didn’t employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

Data from state-specific questions that Colorado chose to add to the standard NCI-AD Survey are shown in Appendix C. Colorado's data from NCI-AD's optional PCP module are shown in Appendix D.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Colorado. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Colorado's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Colorado's programs and the state overall. State leaders, public managers, policymakers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Results

Community Participation

People are able to participate in preferred activities outside of home.

There are two Community Participation indicators measured by the NCI-AD Adult Consumer Survey:

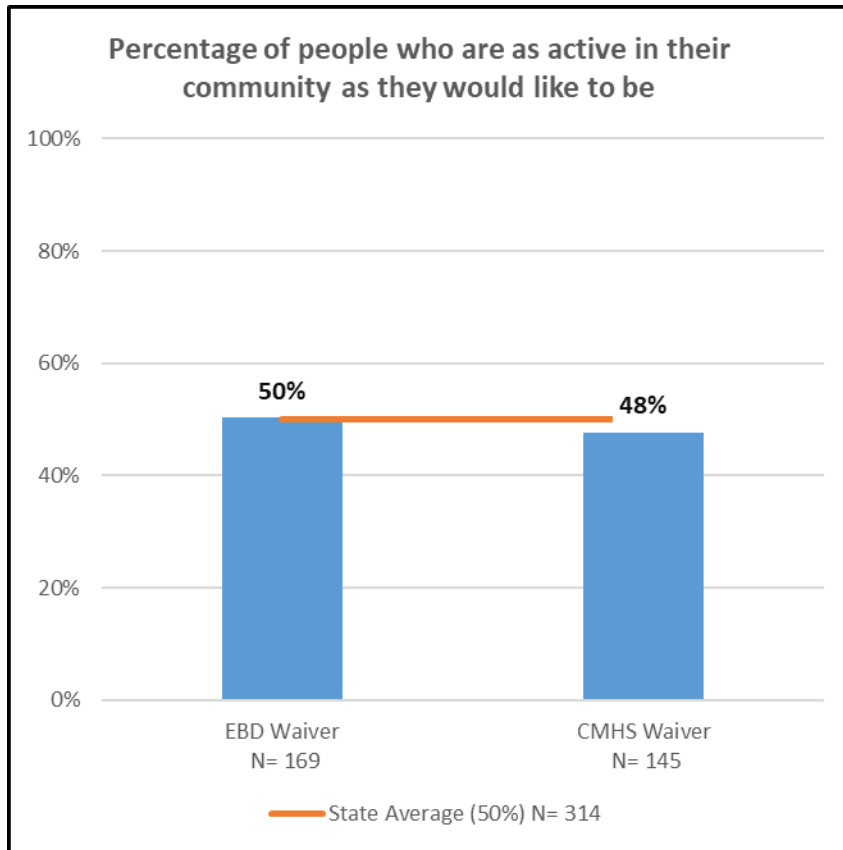
1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

There are three³ survey items that correspond to the Community Participation domain.

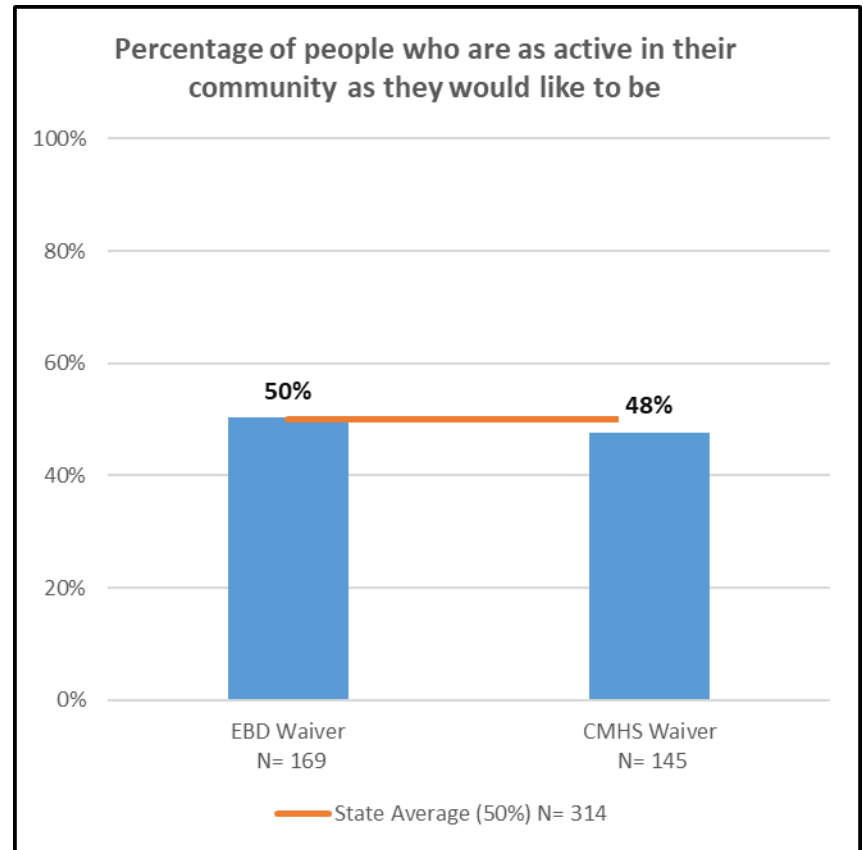
Un-collapsed data are shown in Appendix B.

³ Data for one item are presented in Appendix B only.

Graph 1. Percentage of people who are as active in their community as they would like to be



Graph 2. Percentage of people who are able to do things they enjoy outside of home as much as they want to



Choice and Control

People are involved in making decisions about their everyday lives.

There are five Choice and Decision-Making indicators measured by the NCI-AD Adult Consumer Survey:

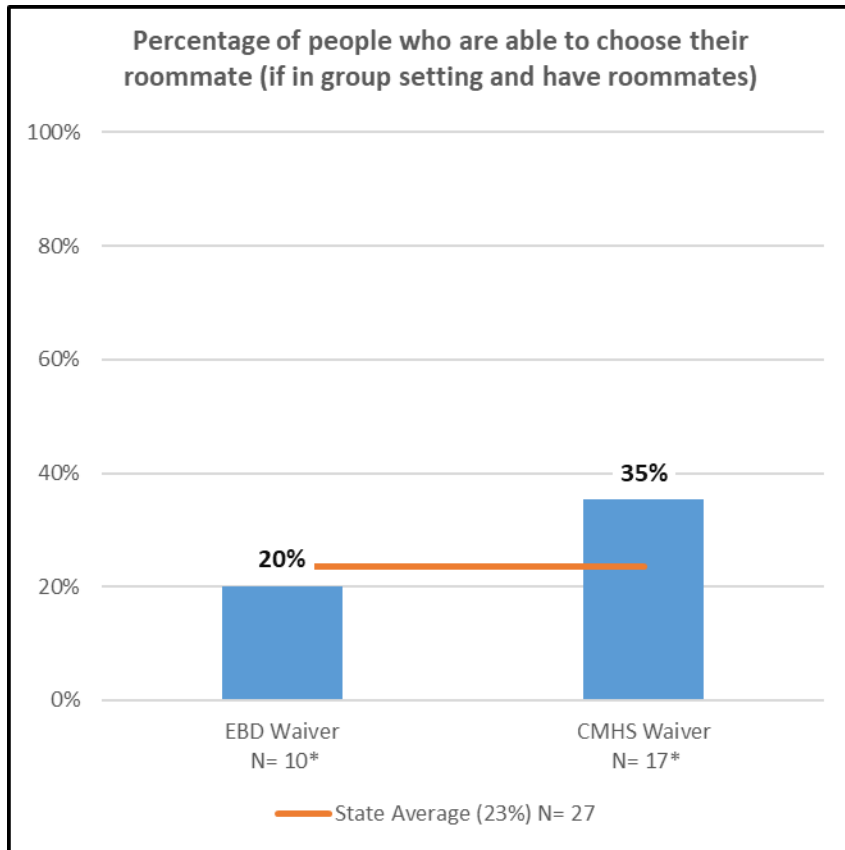
1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life⁴
4. Percentage of people who are able to get up and go to bed when they want to
5. Percentage of people who are able to eat their meals when they want to

There are five survey items that correspond to the Choice and Decision-Making domain.

Un-collapsed data are shown in Appendix B.

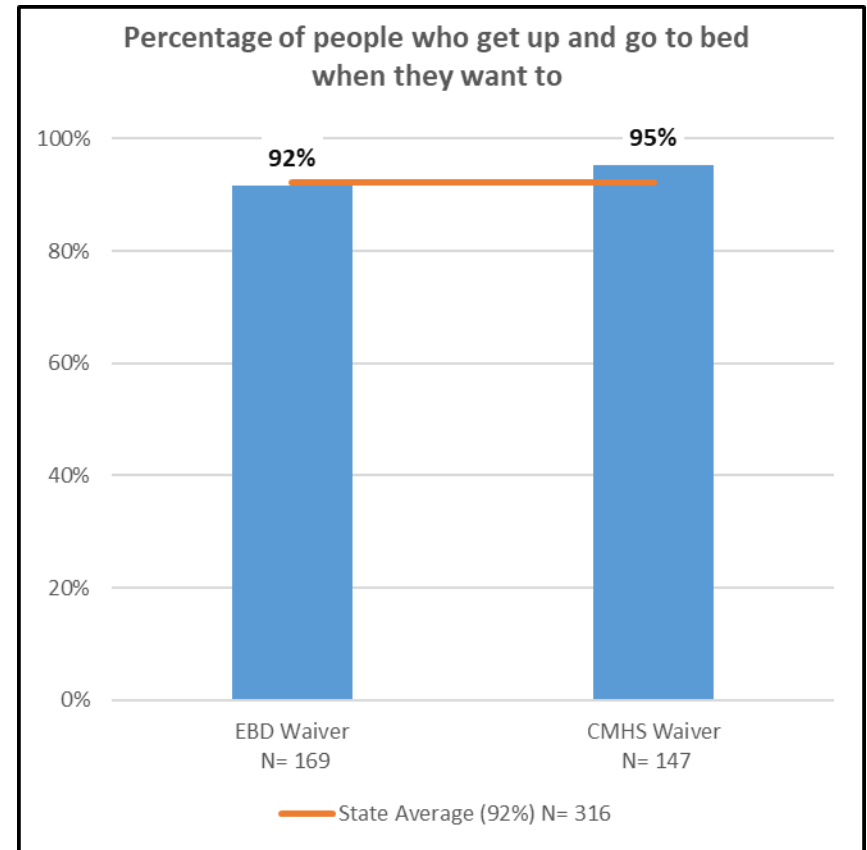
⁴ Indicator previously reported in the “Control” domain.

Graph 3. Percentage of people who are able to choose their roommate (if in group setting⁵ and have roommates)



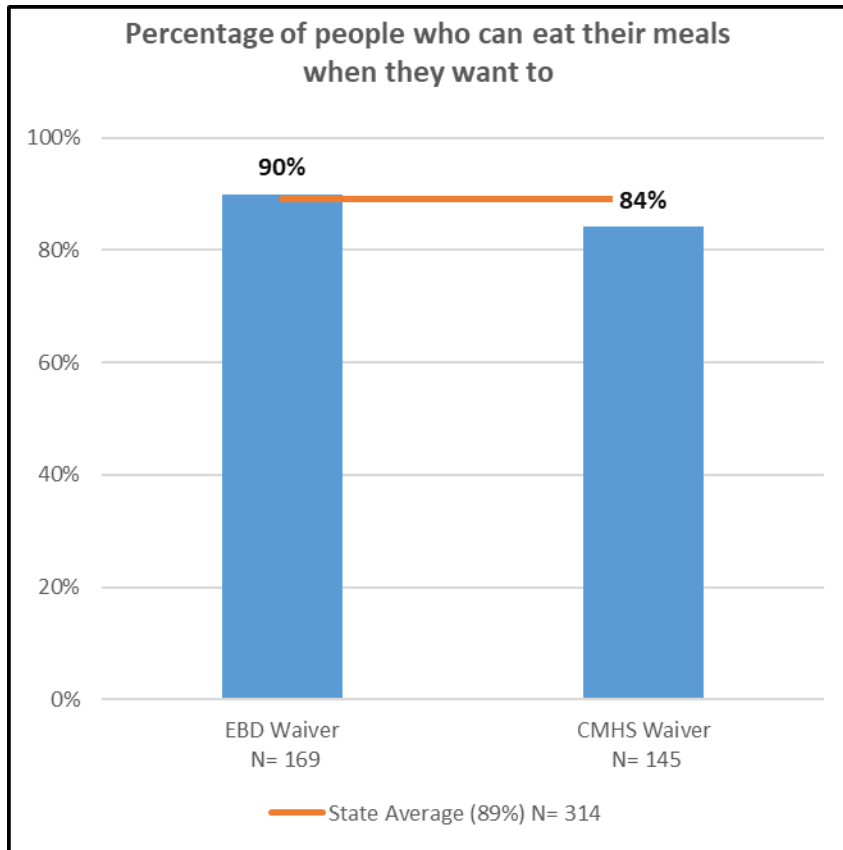
* Very small number of responses

Graph 4. Percentage of people who get up and go to bed when they want to

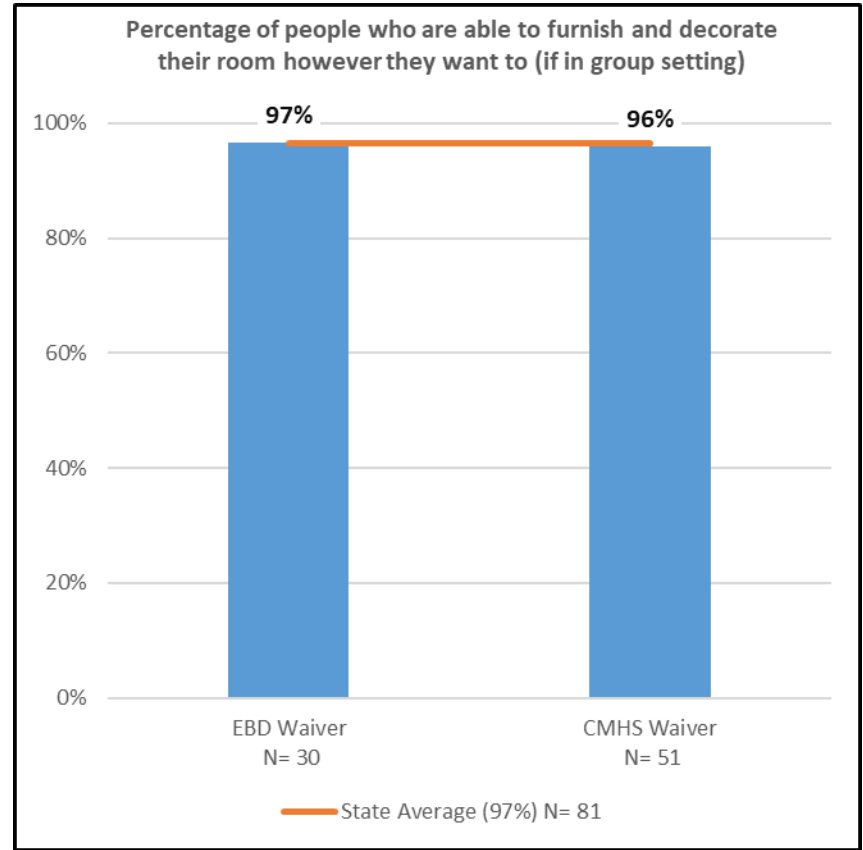


⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 5. Percentage of people who can eat their meals when they want to

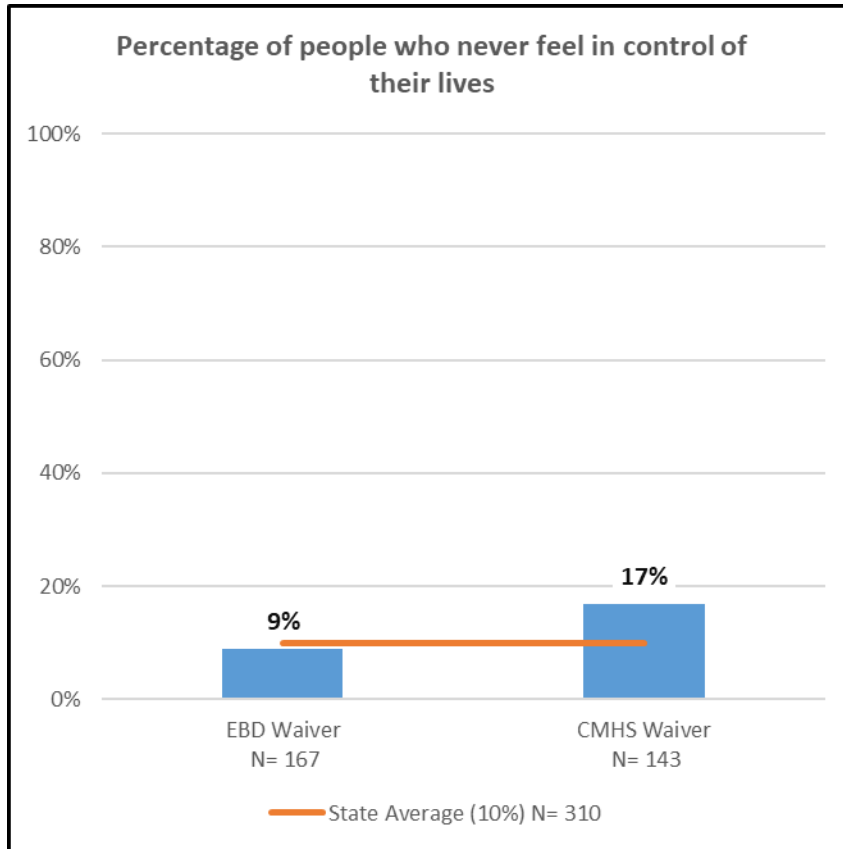


Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting⁶)



⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 7. Percentage of people who never feel in control of their lives⁷



⁷ Item previously reported in the "Control" domain.

Relationships

People have friends and relationships.

There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

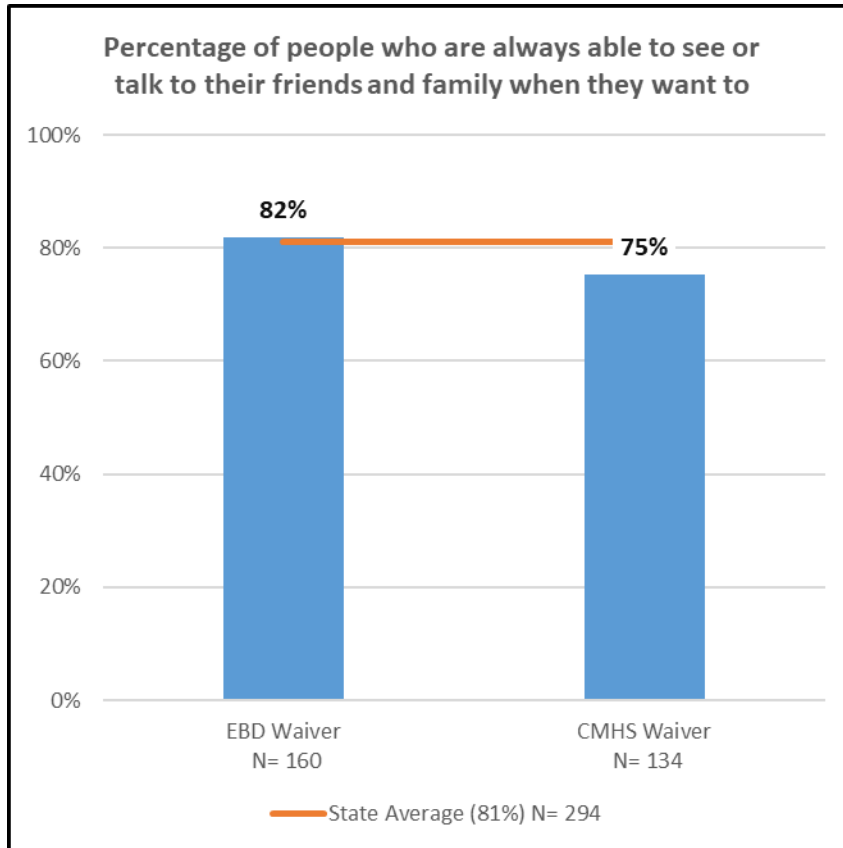
1. Percentage of people who are able to see or talk to their friends and families when they want

There are two⁸ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

⁸ Data for one item are presented in Appendix B only.

Graph 8. Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Satisfaction

People are satisfied with their everyday lives.

There are seven Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who like where they live
2. Percentage of people who want to live somewhere else
3. Percentage of people whose case manager changes too often⁹
4. Percentage of people whose paid support staff change too often
5. Percentage of people whose paid support staff do things the way they want them done
6. Percentage of people who like how they spend their time during the day
7. Percentage of people whose services help them live a better life¹⁰

There are nine¹¹ survey items that correspond to the Satisfaction domain.

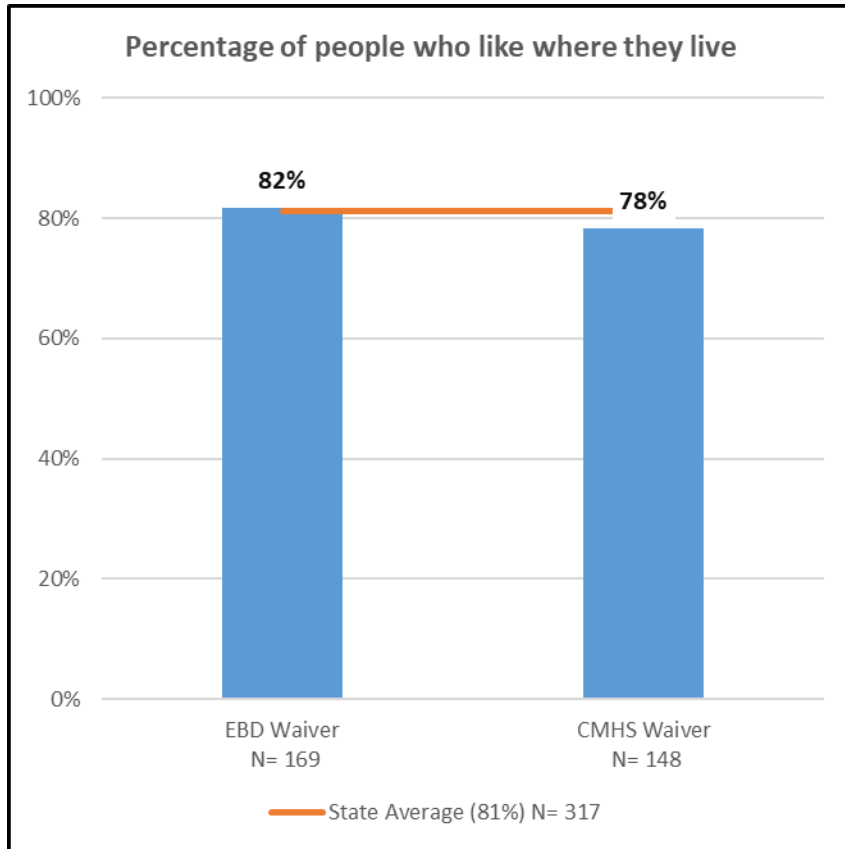
Un-collapsed data are shown in Appendix B.

⁹ New indicator in 2019-2020.

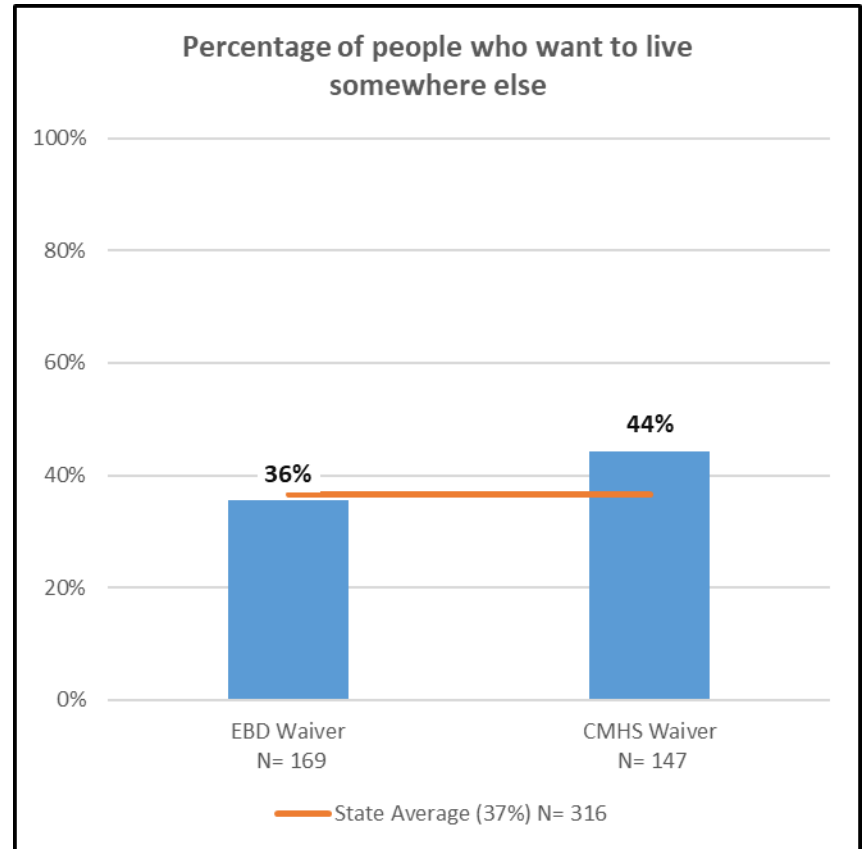
¹⁰ New indicator in 2019-2020.

¹¹ Data for two items are presented in Appendix B only.

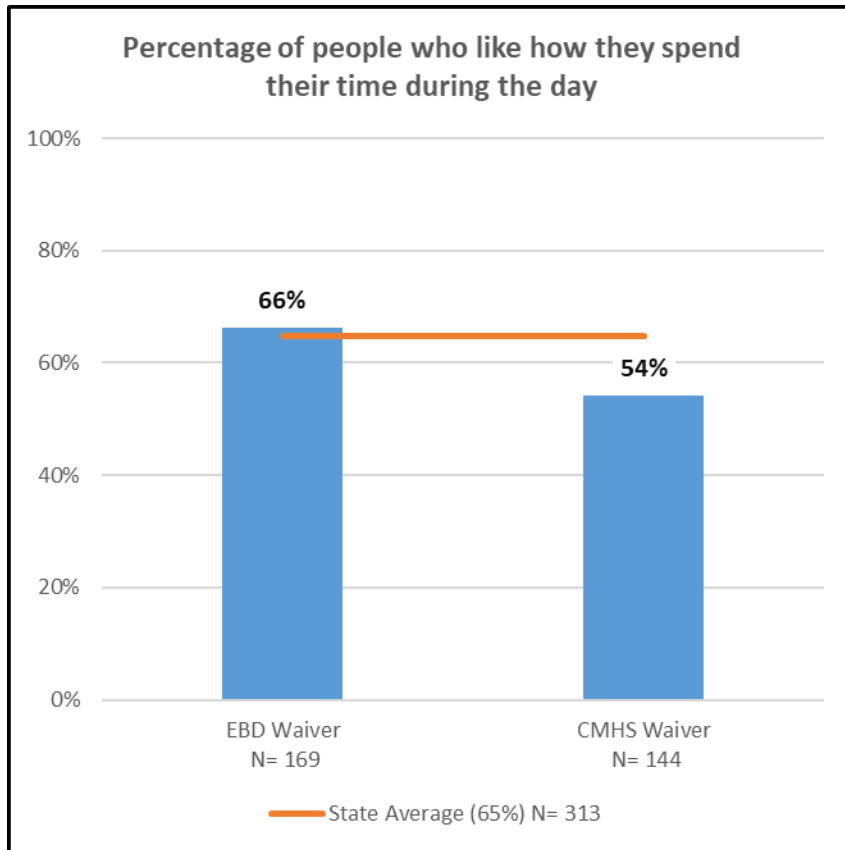
Graph 9. Percentage of people who like where they live



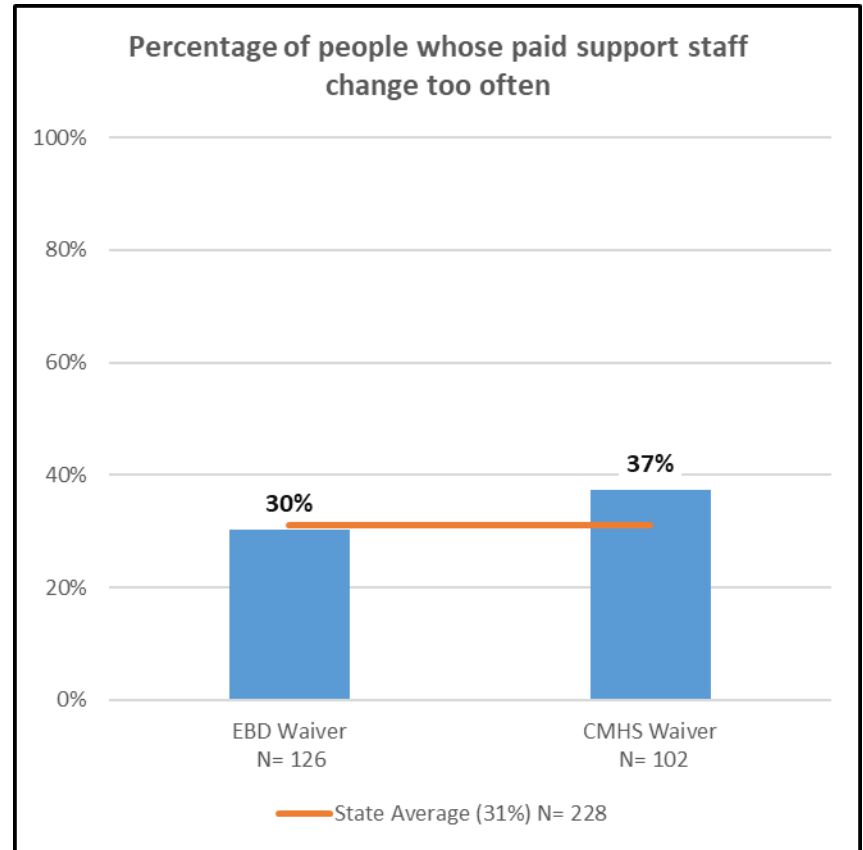
Graph 10. Percentage of people who want to live somewhere else



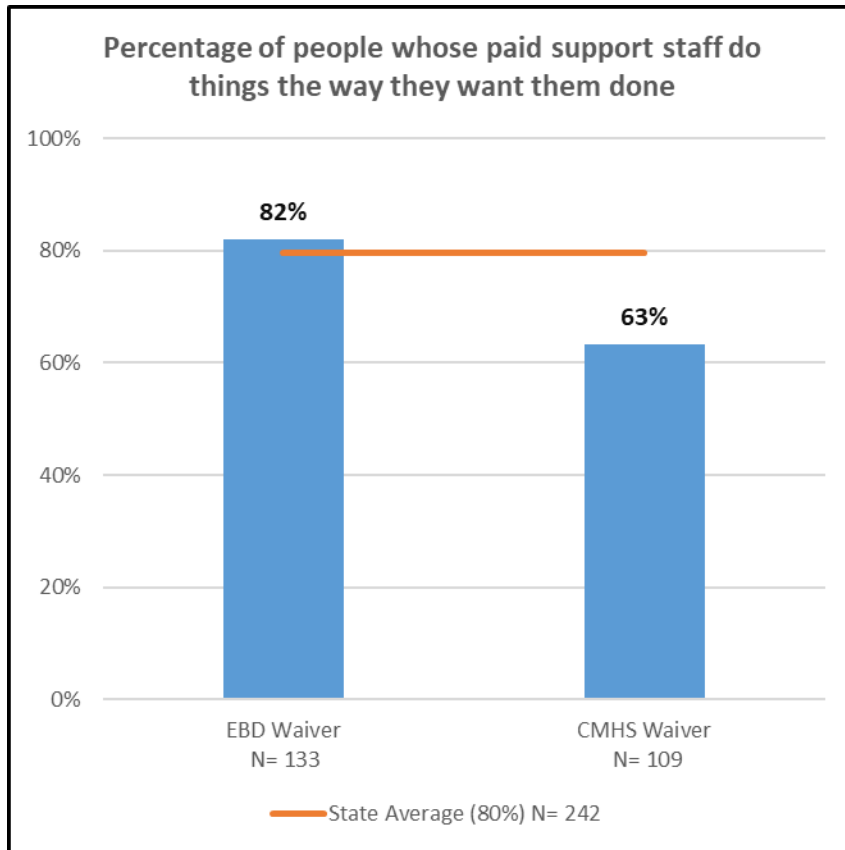
Graph 11. Percentage of people who like how they spend their time during the day



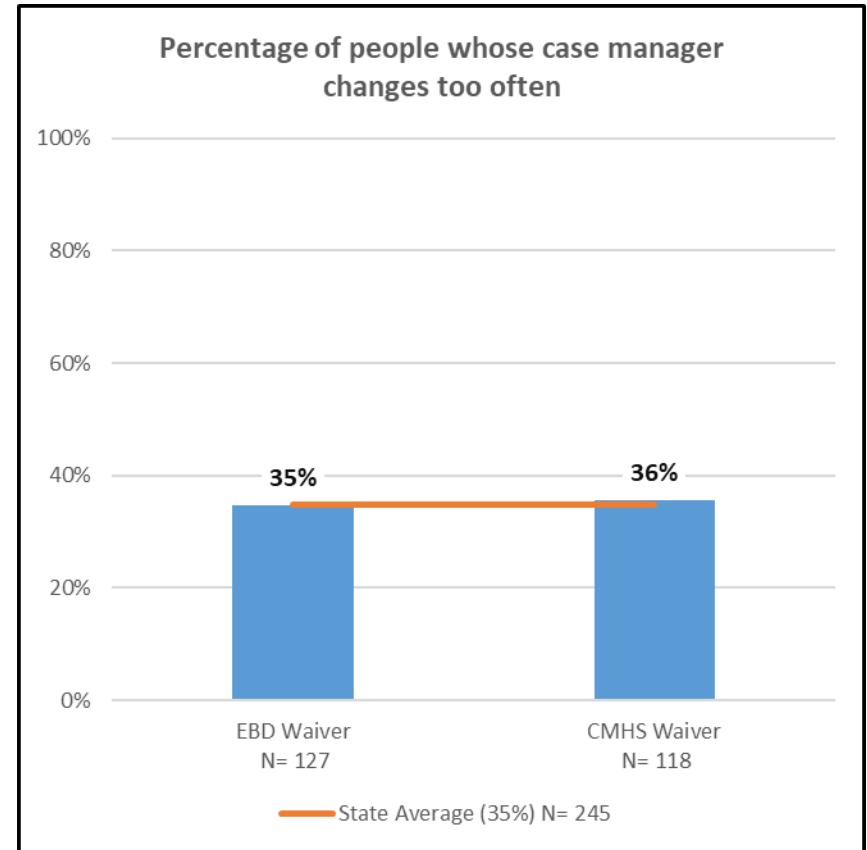
Graph 12. Percentage of people whose paid support staff change too often



Graph 13. Percentage of people whose paid support staff do things the way they want them done

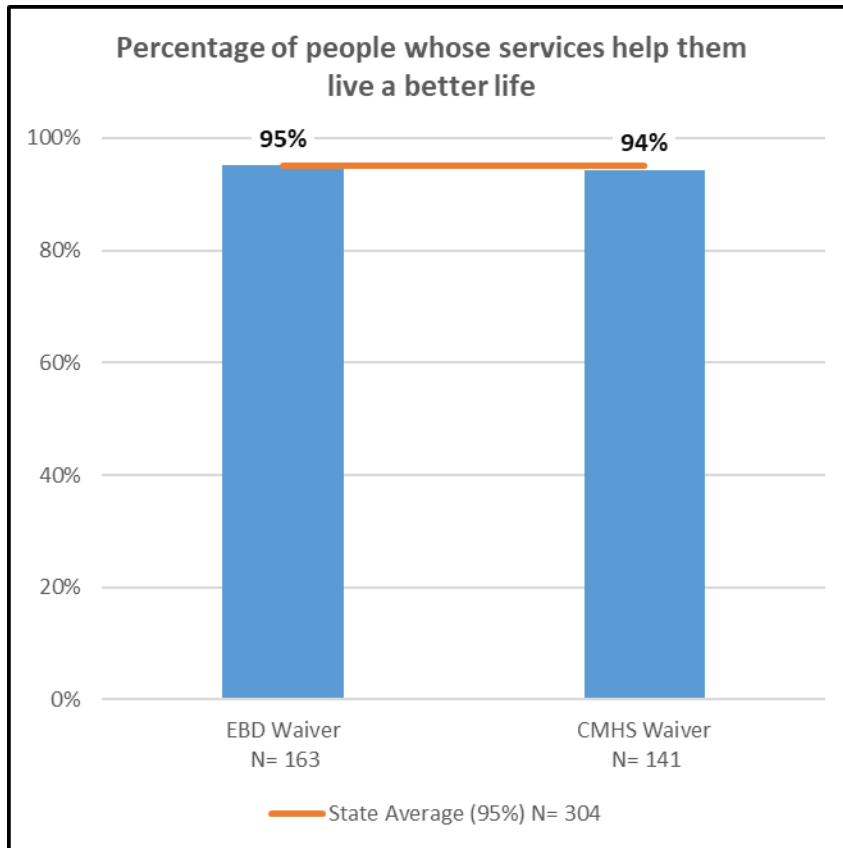


Graph 14. Percentage of people whose case manager changes too often¹²



¹² New item in 2019-2020.

Graph 15. Percentage of people whose services help them live a better life¹³



¹³ New item in 2019-2020.

Service Coordination

Service coordinators are accessible and responsive, and the person receives needed services.

There are eight Service Coordination indicators measured by the NCI-AD Adult Consumer Survey:

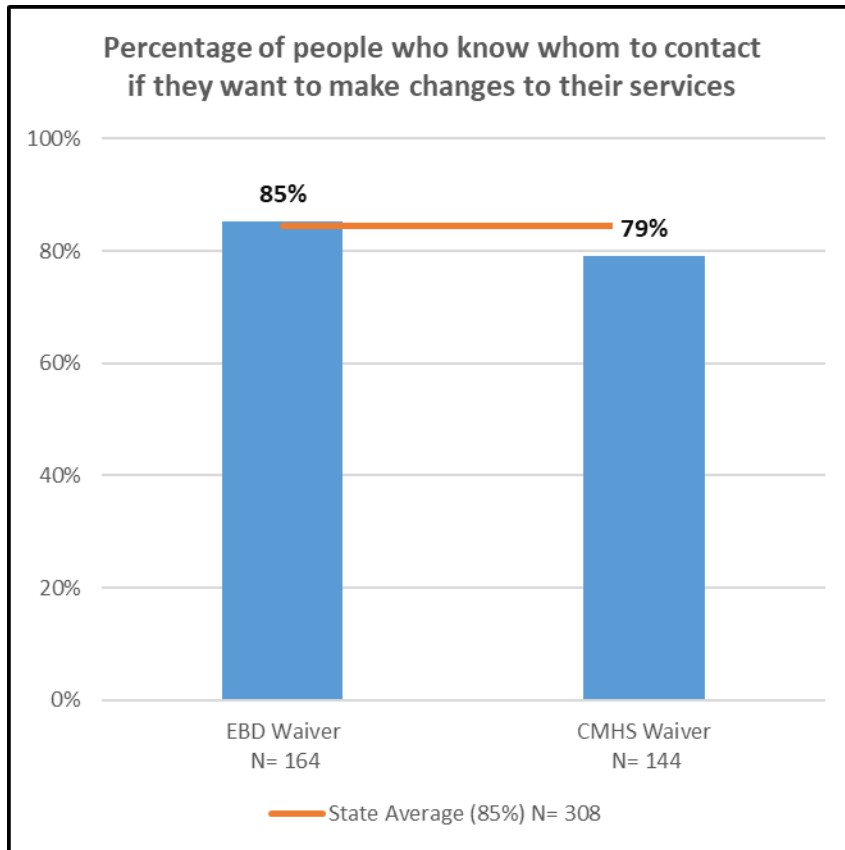
1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support staff come and leave when they are supposed to
5. Percentage of people who have a backup plan if their paid support staff don't show up
6. Percentage of people who have an emergency plan in place
7. Percentage of people whose services meet their needs and goals
8. Percentage of people whose case manager talked to them about services that might help with their unmet needs

There are fourteen¹⁴ survey items that correspond to the Service Coordination domain.

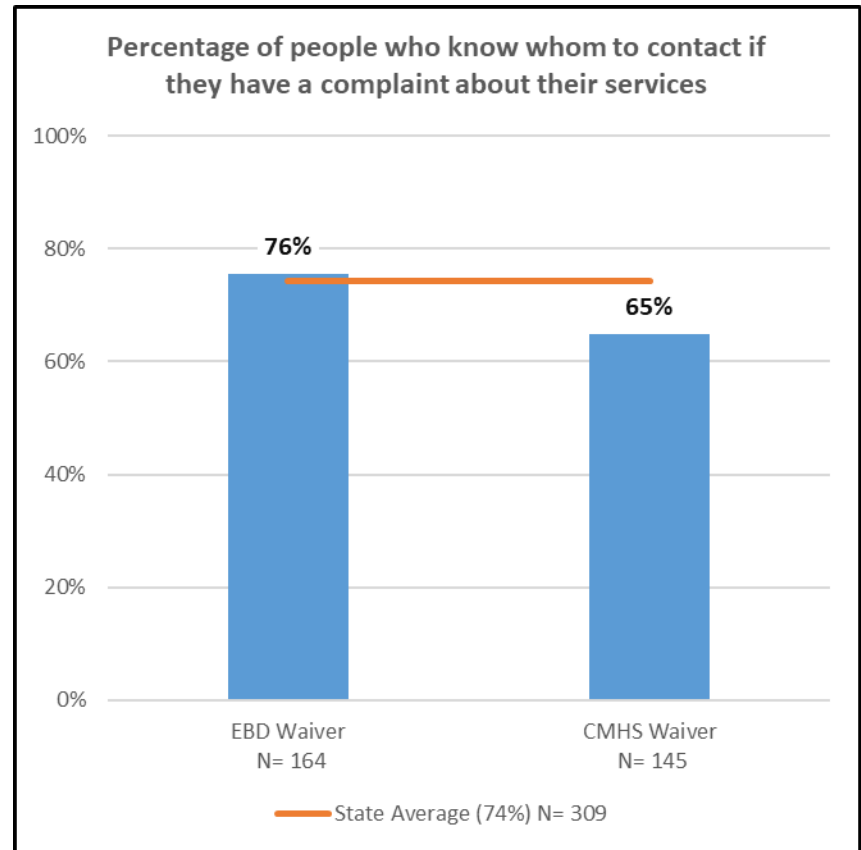
Un-collapsed data are shown in Appendix B.

¹⁴ Data for six items are presented in Appendix B only.

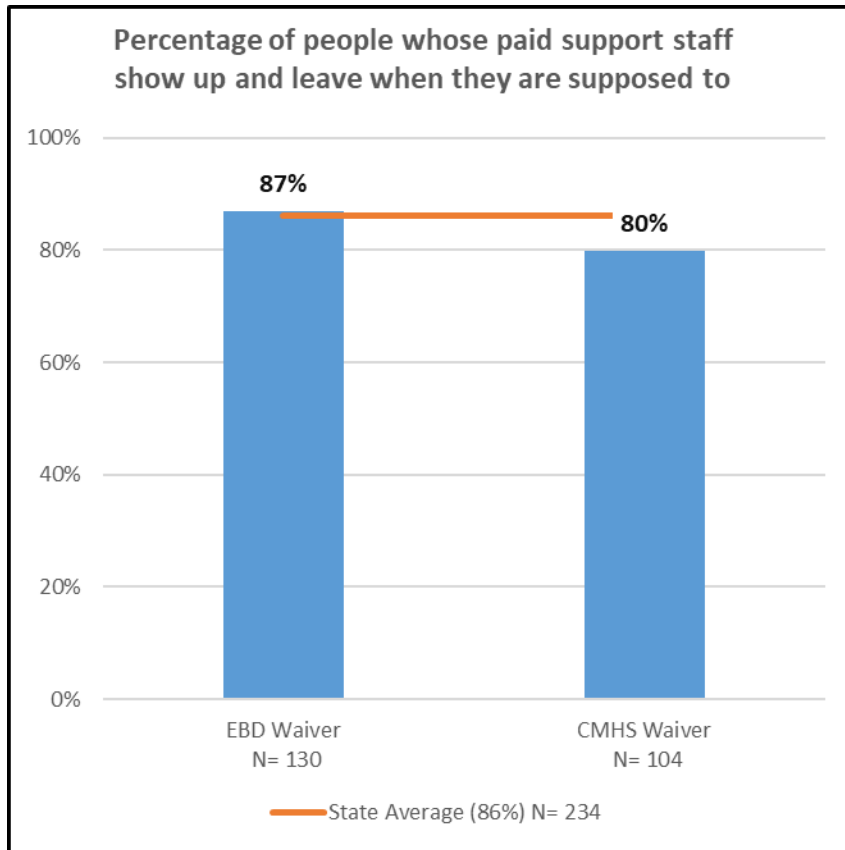
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services



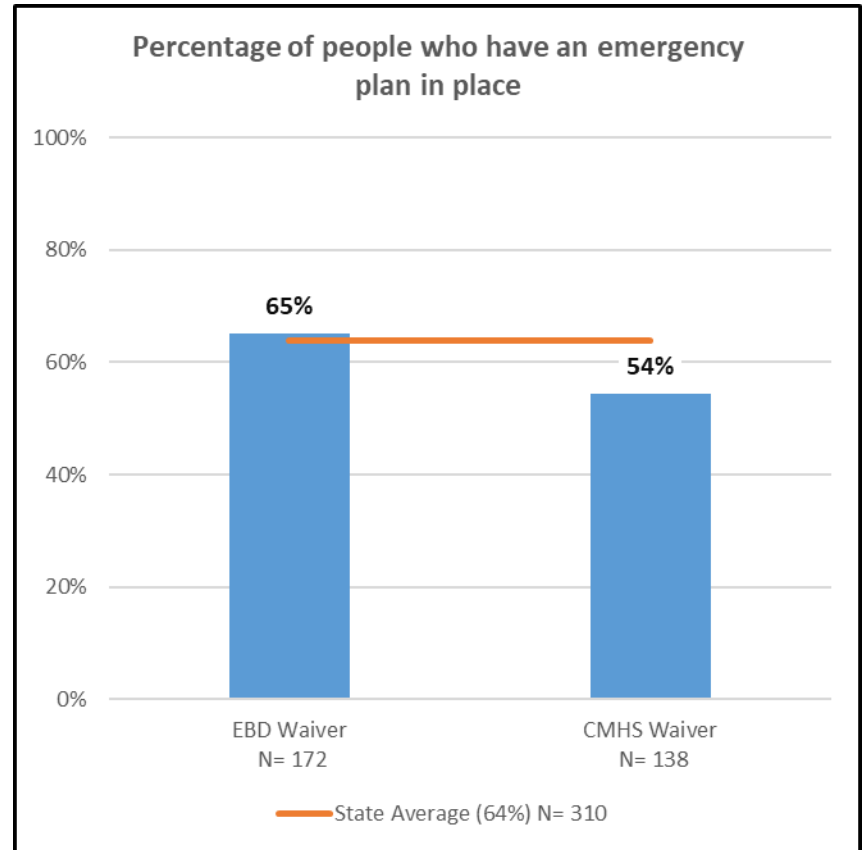
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services



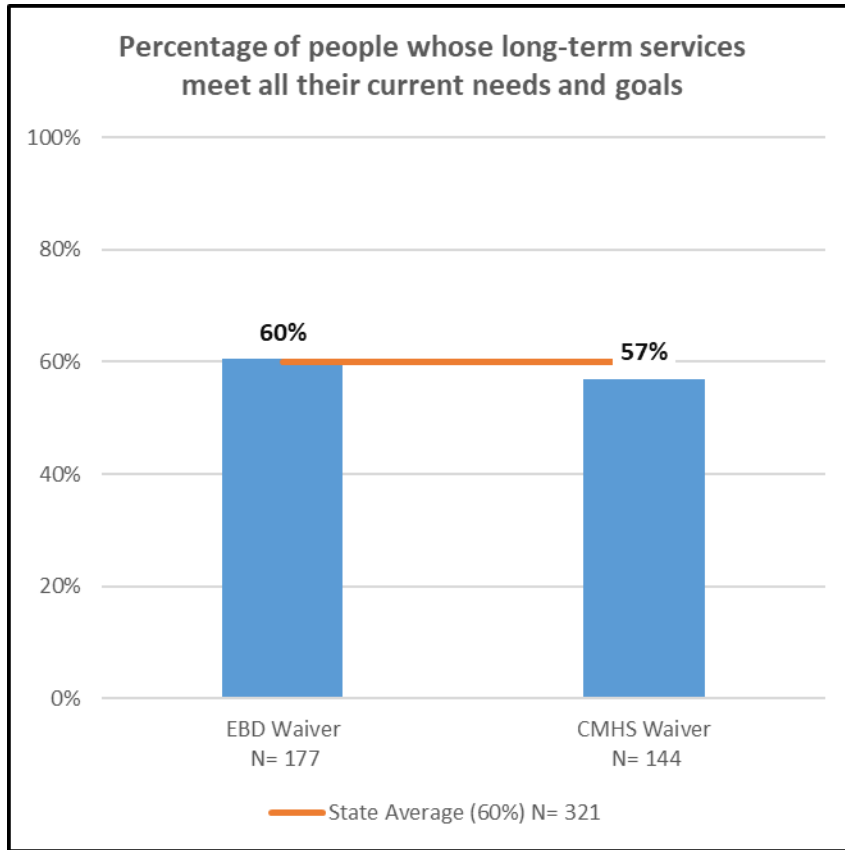
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to



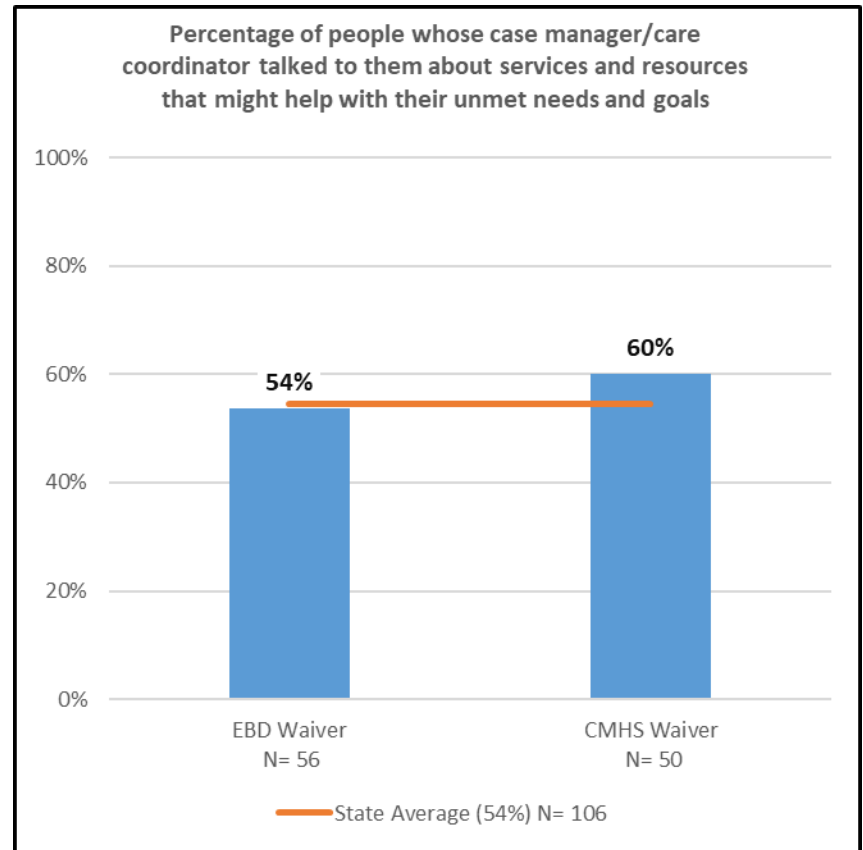
Graph 19. Percentage of people who have an emergency plan in place



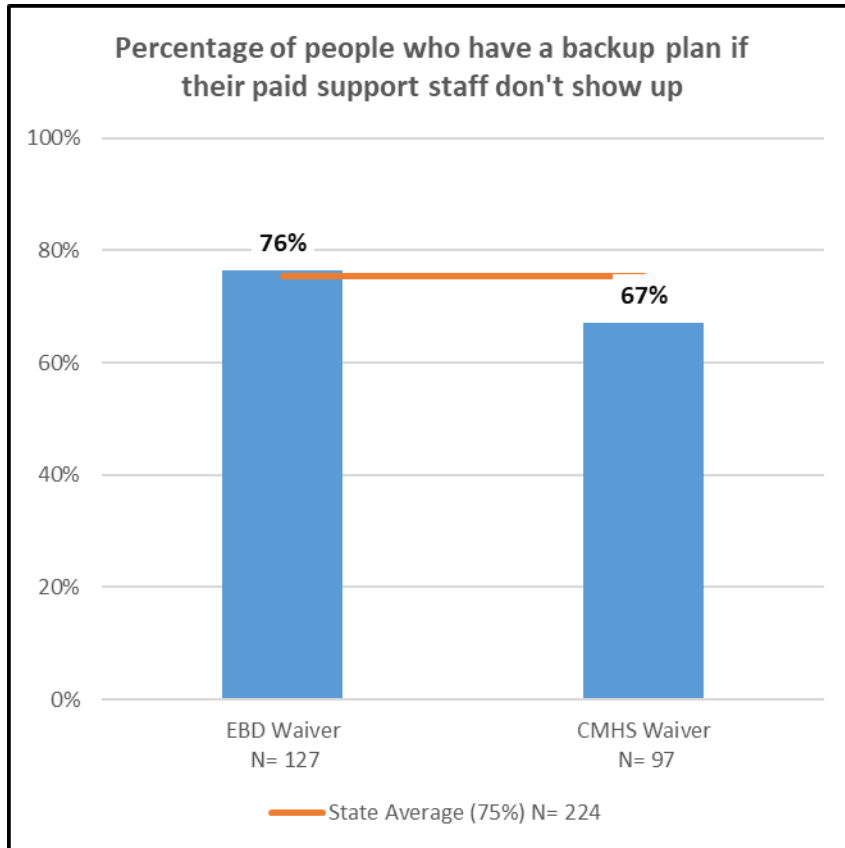
Graph 20. Percentage of people whose long-term services meet all their current needs and goals



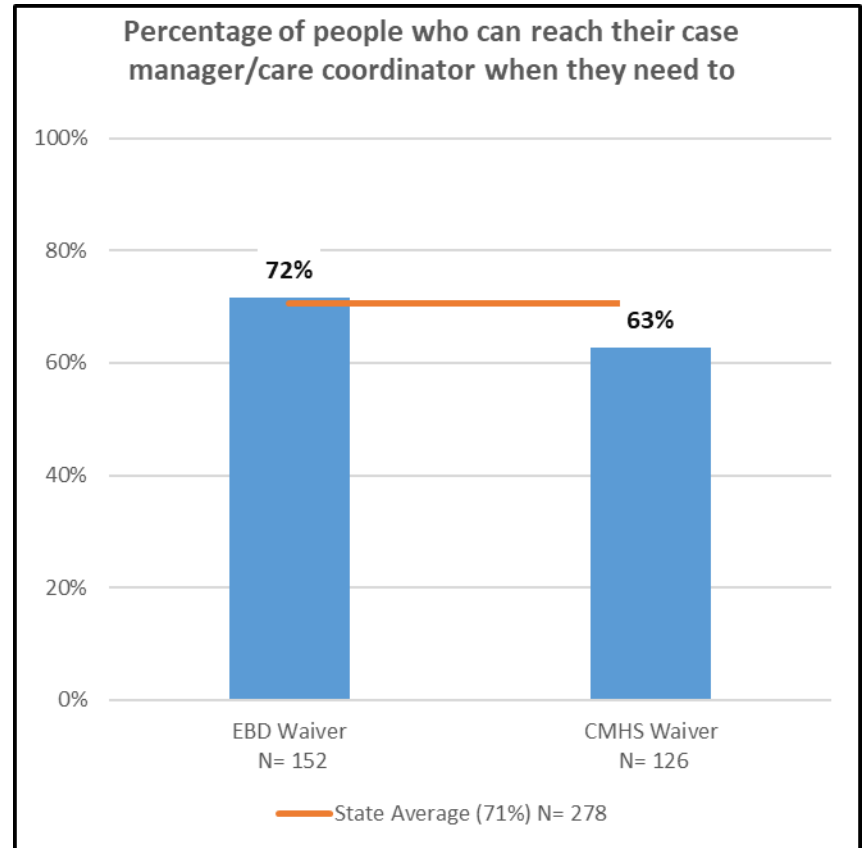
Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



Graph 22. Percentage of people who have a backup plan if their paid support staff do not show up



Graph 23. Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



Care Coordination

Individuals are provided appropriate coordination of care.

There are four Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

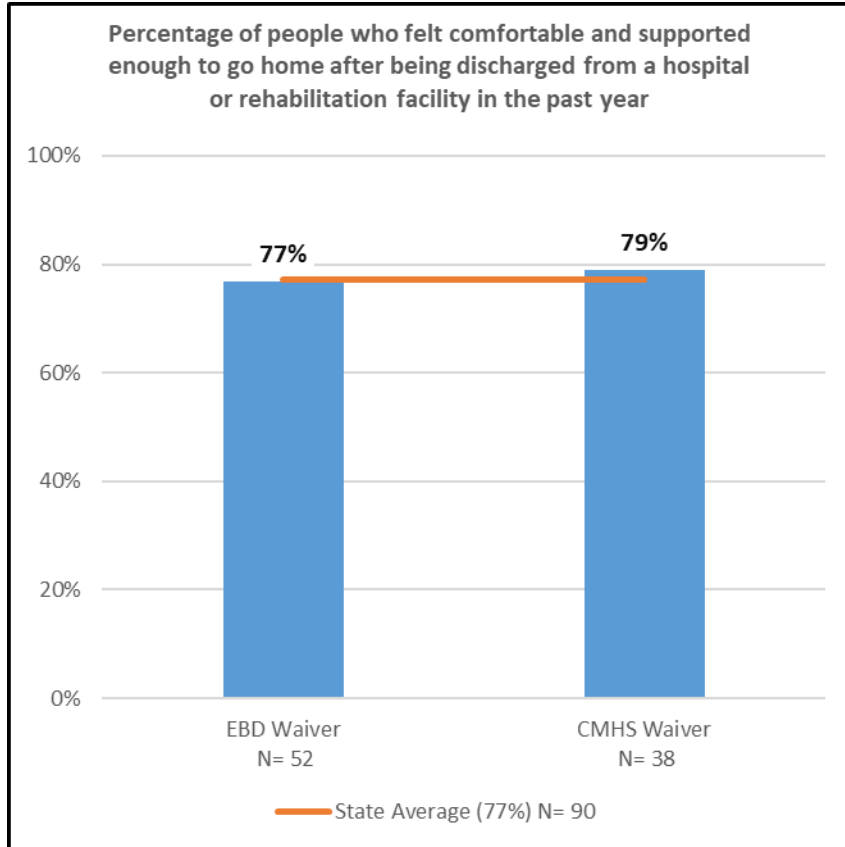
1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4. Percentage of people with concerns about falling who had someone work with them to reduce risk of falls

There are five¹⁵ survey items that correspond to the Care Coordination domain.

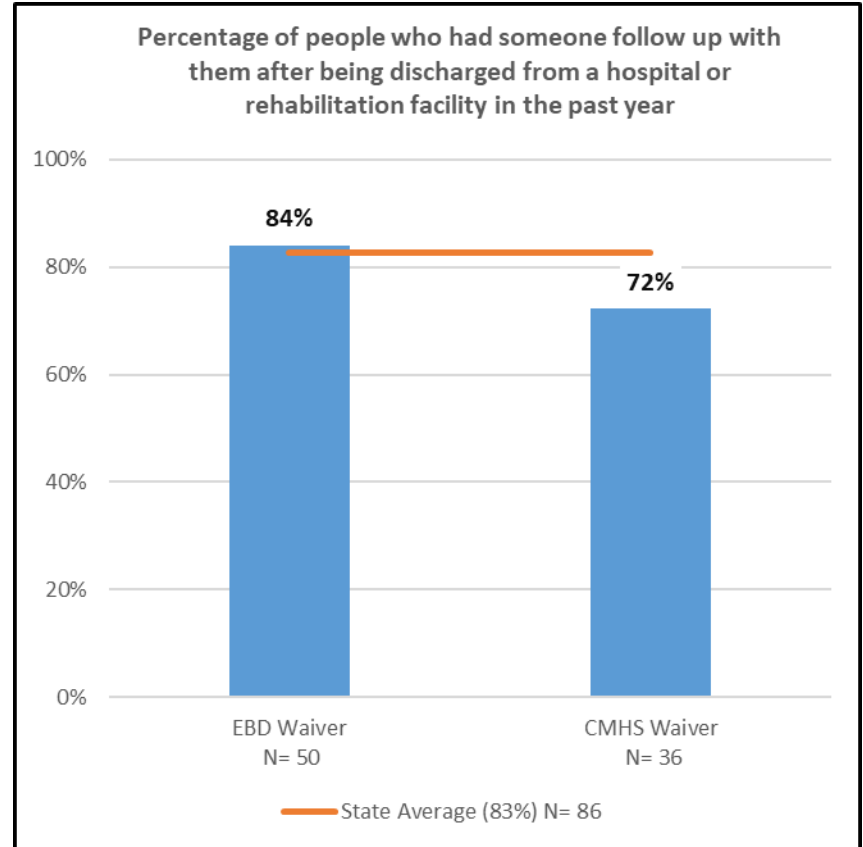
Un-collapsed data are shown in Appendix B.

¹⁵ Data for one item are presented in Appendix B only.

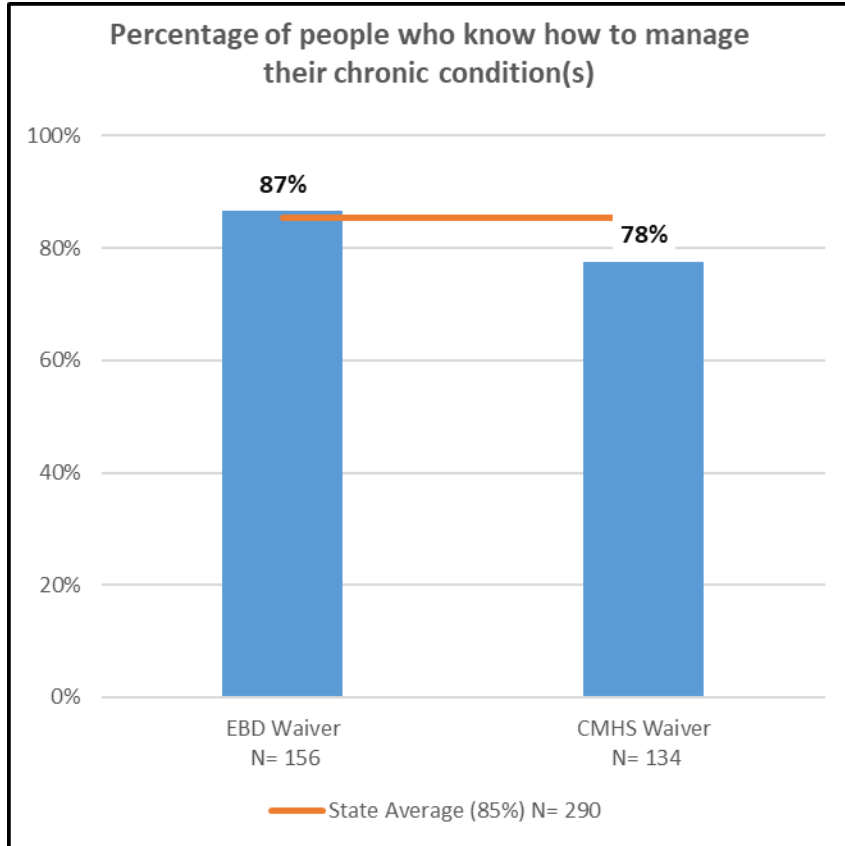
Graph 24. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



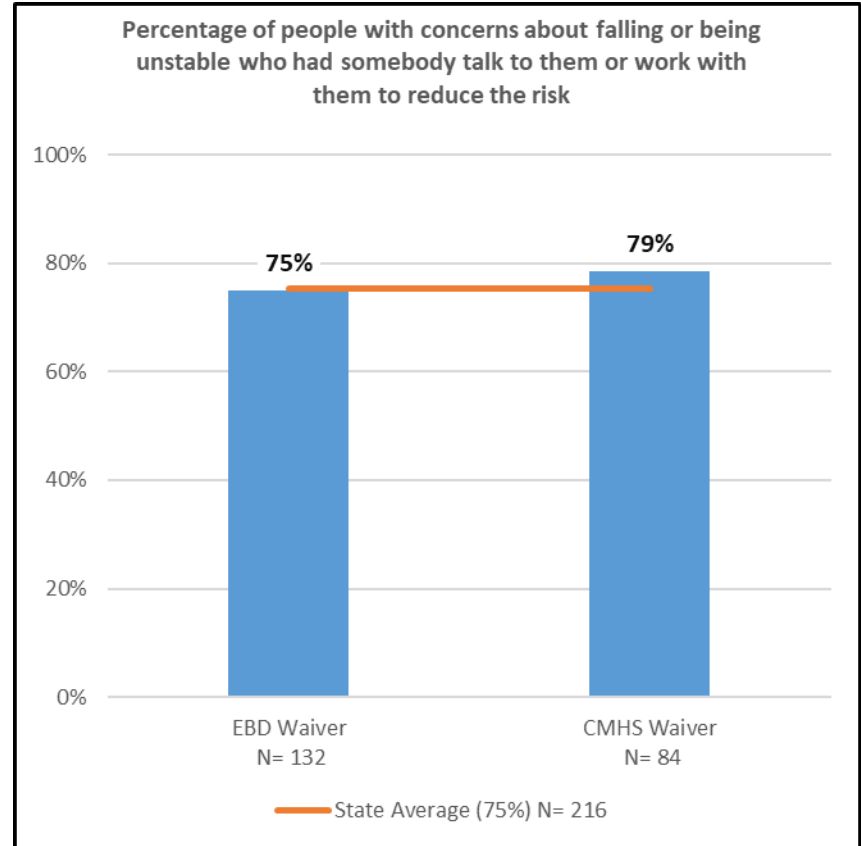
Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



Graph 26. Percentage of people who know how to manage their chronic condition(s)



Graph 27. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk



Access to Community

Services facilitate individuals' access to community.

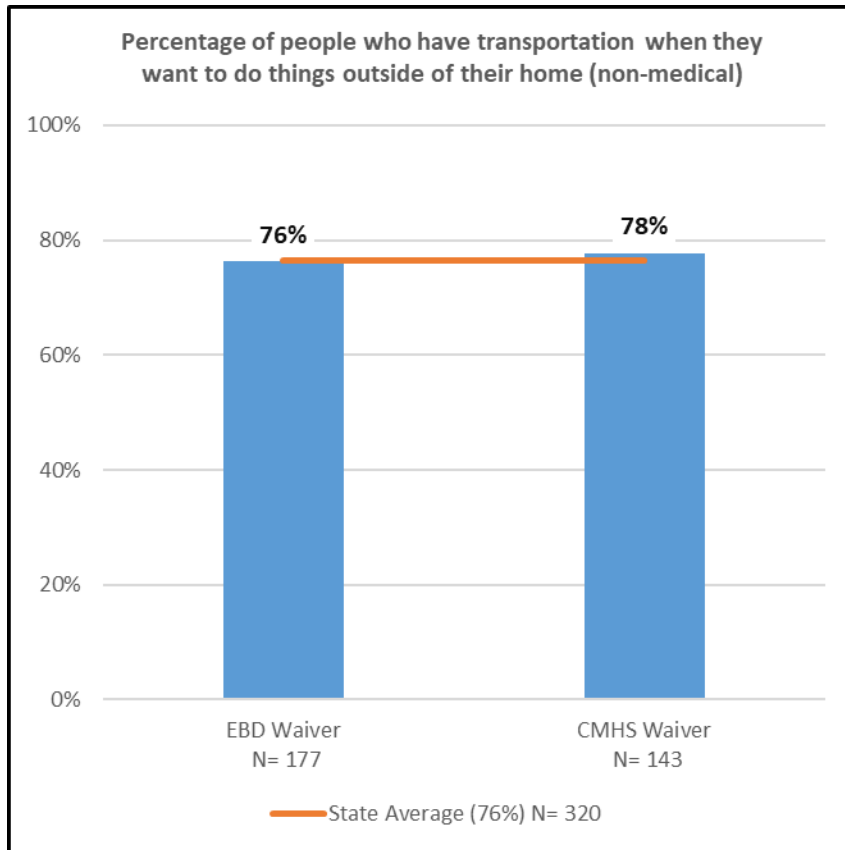
There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have adequate transportation to get to medical appointments
2. Percentage of people who have adequate transportation to do the things they want outside of home

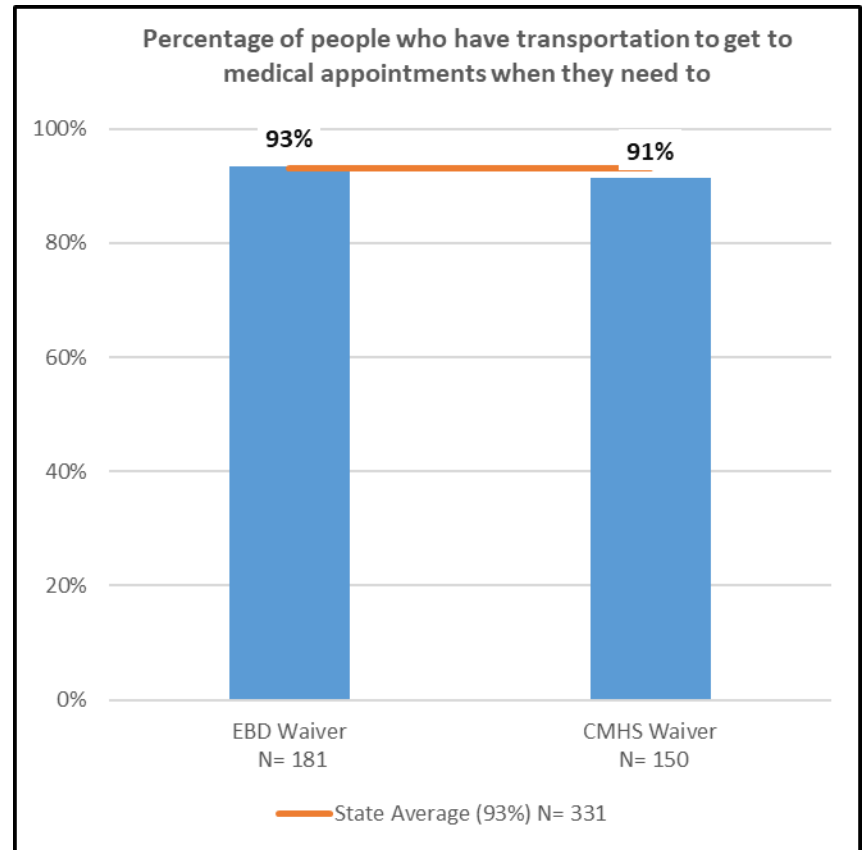
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

Graph 28. Percentage of people who have transportation when they want to do things outside of their home (non-medical)



Graph 29. Percentage of people who have transportation to get to medical appointments when they need to



Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

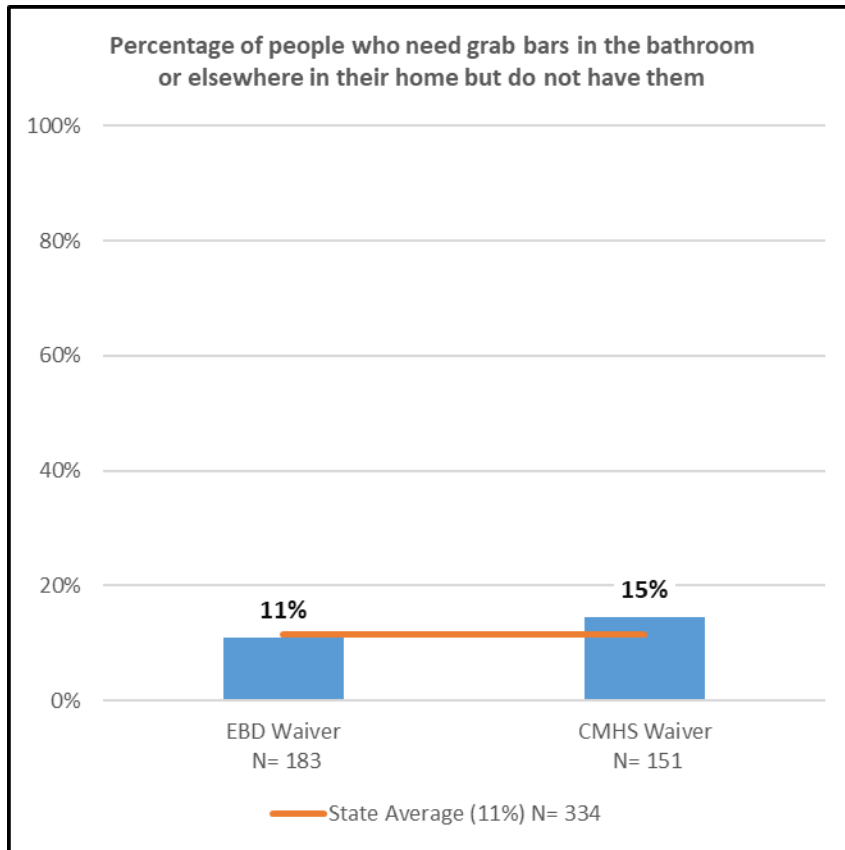
There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have needed home modifications
2. Percentage of people who have needed assistive equipment and devices

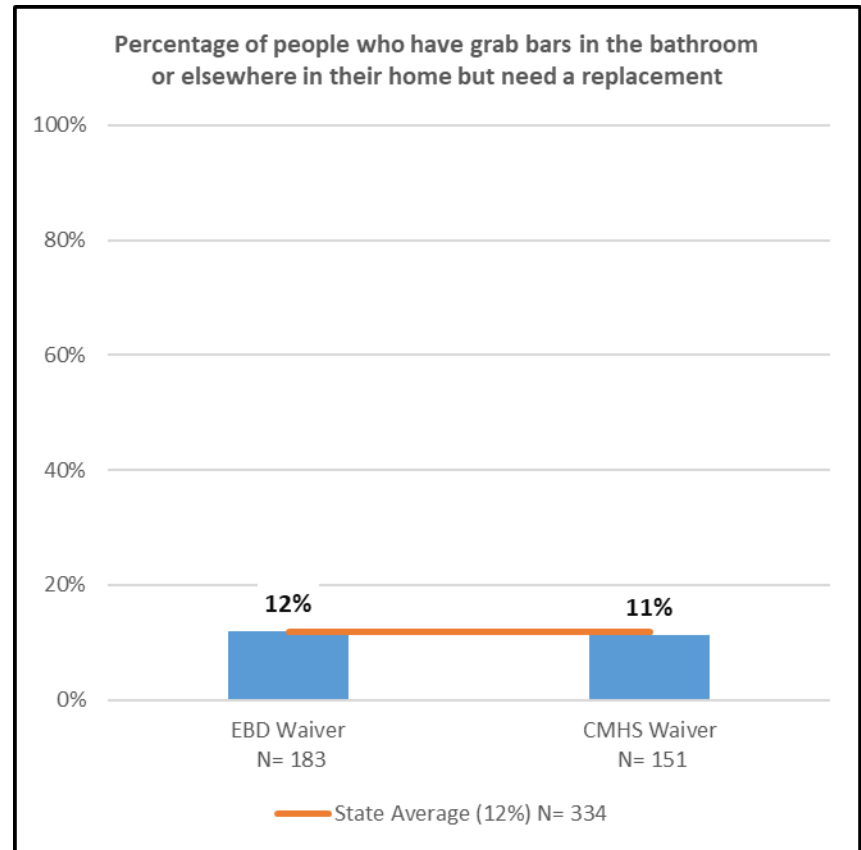
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

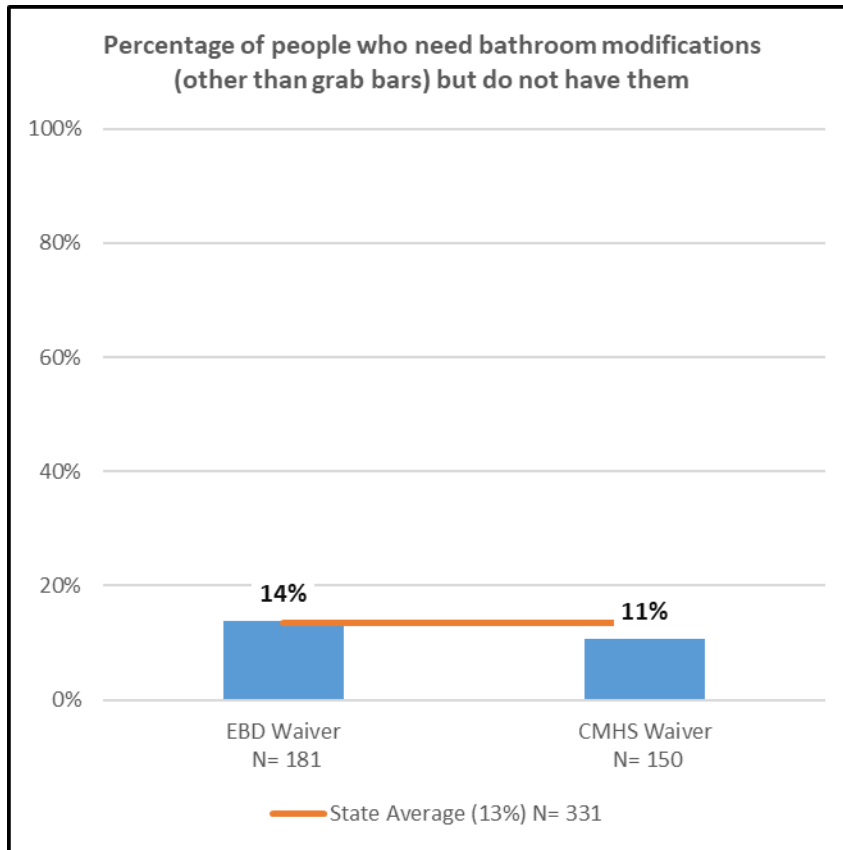
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them



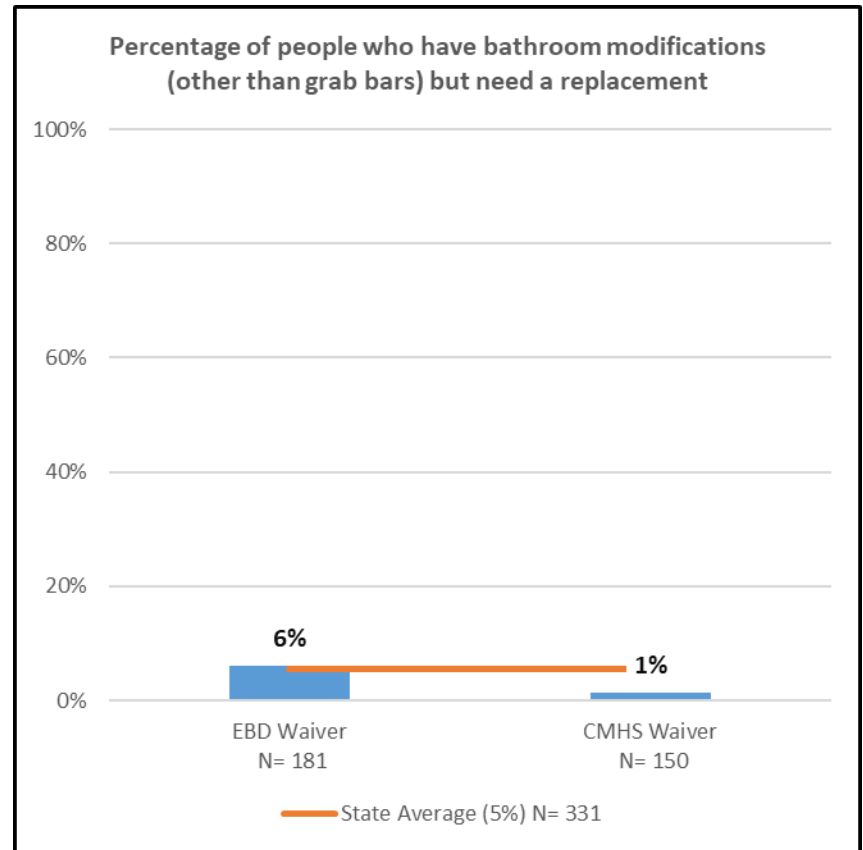
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement



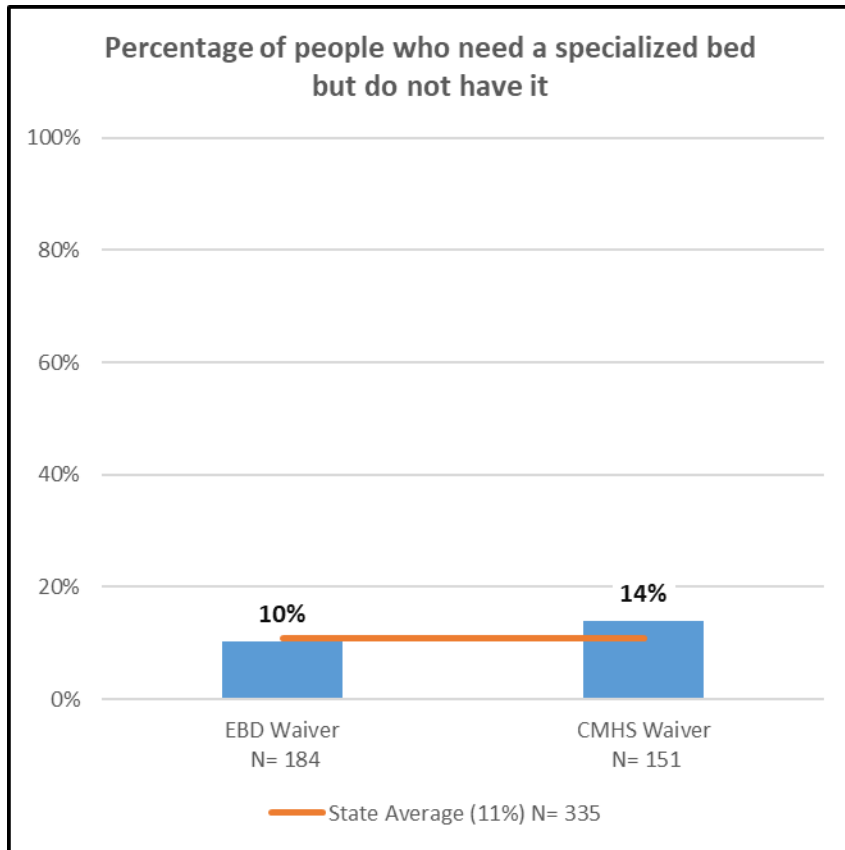
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them



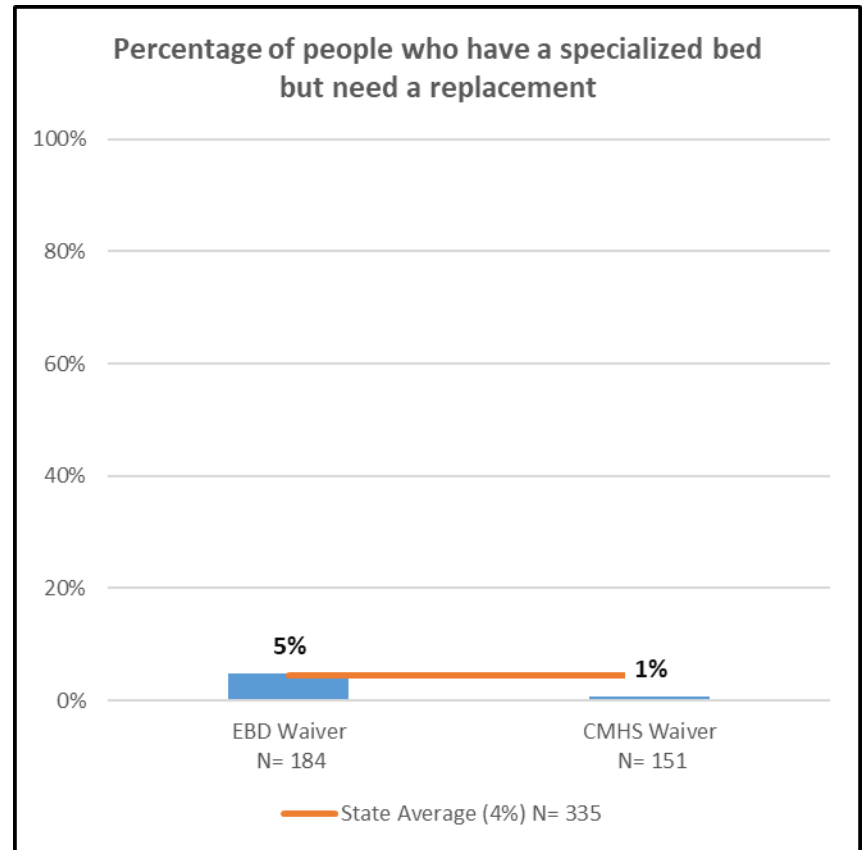
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement



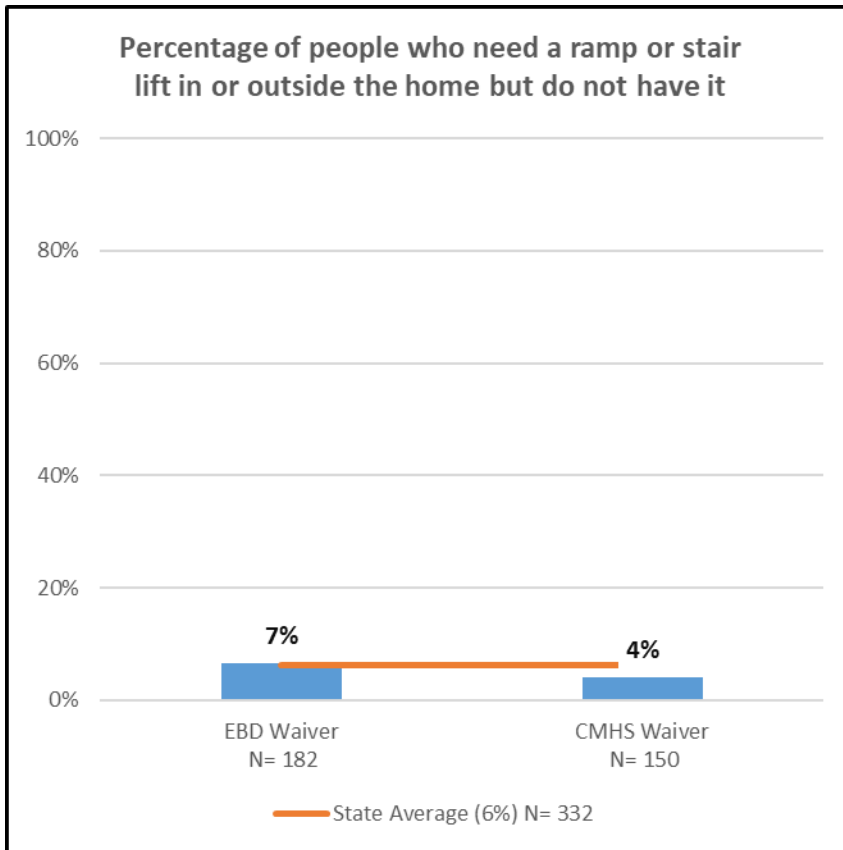
Graph 34. Percentage of people who need a specialized bed but do not have it



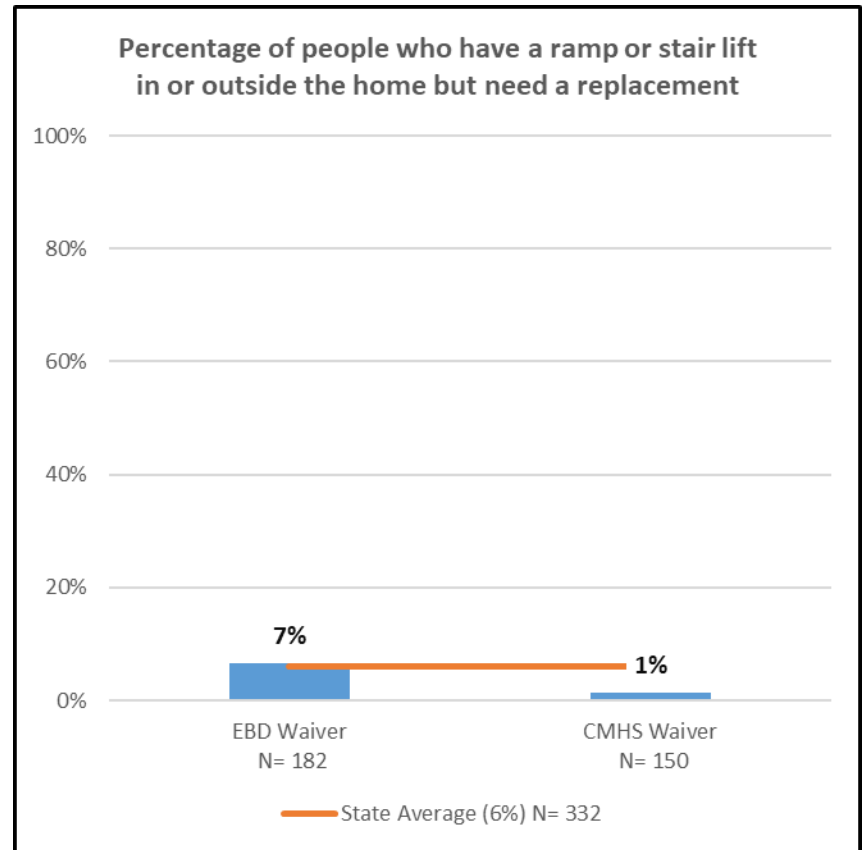
Graph 35. Percentage of people who have a specialized bed but need a replacement



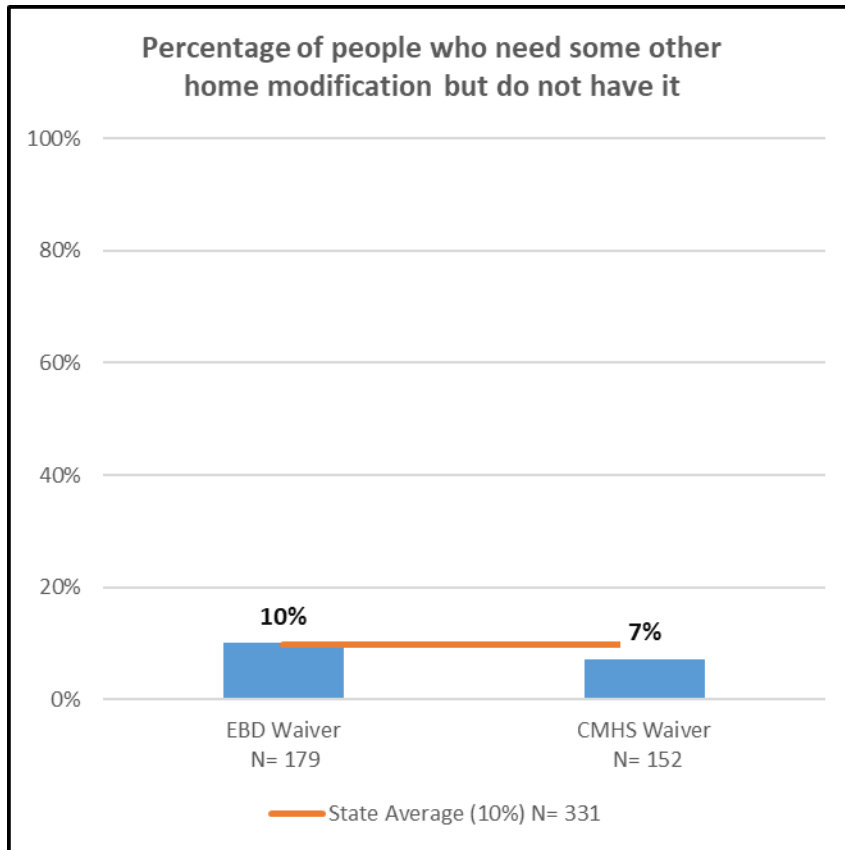
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it



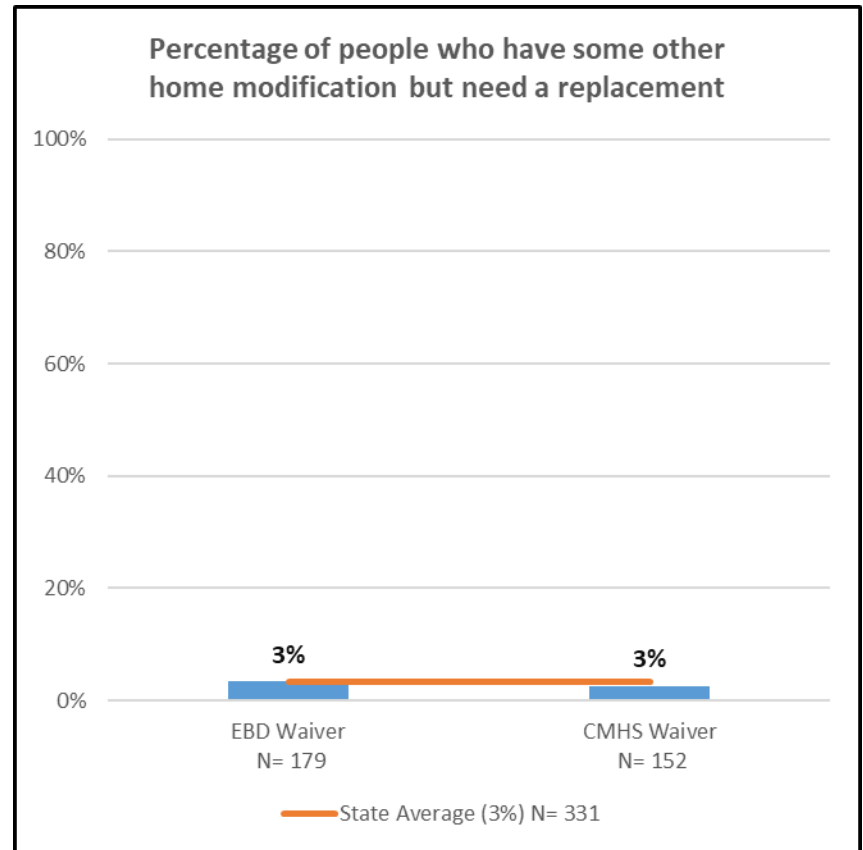
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement



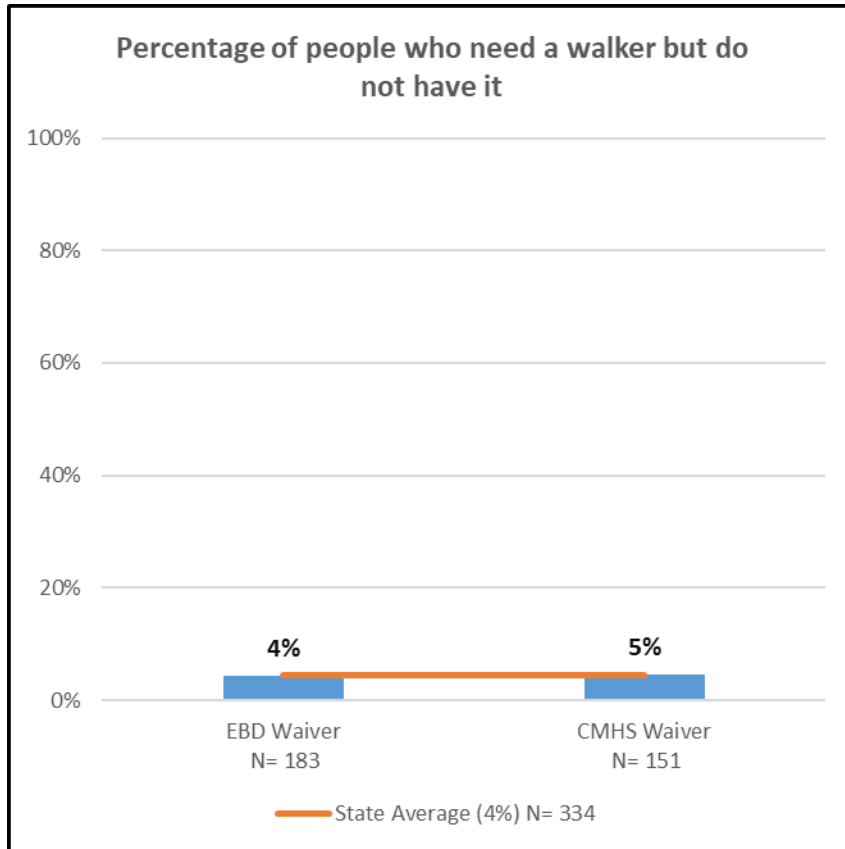
Graph 38. Percentage of people who need some other home modification but do not have it



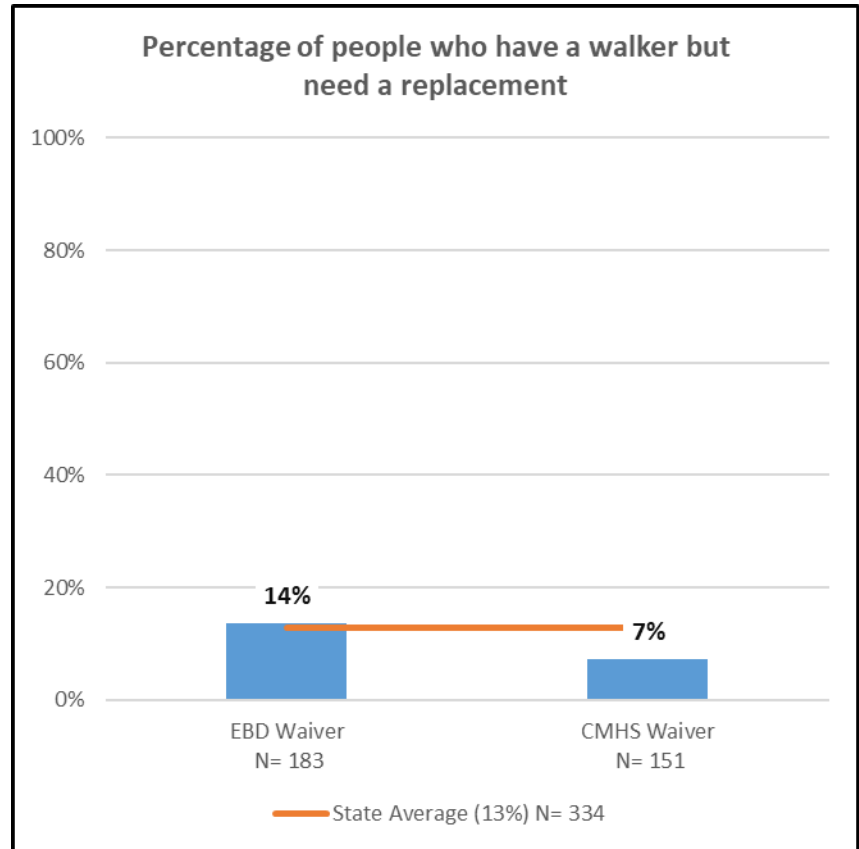
Graph 39. Percentage of people who have some other home modification but need a replacement



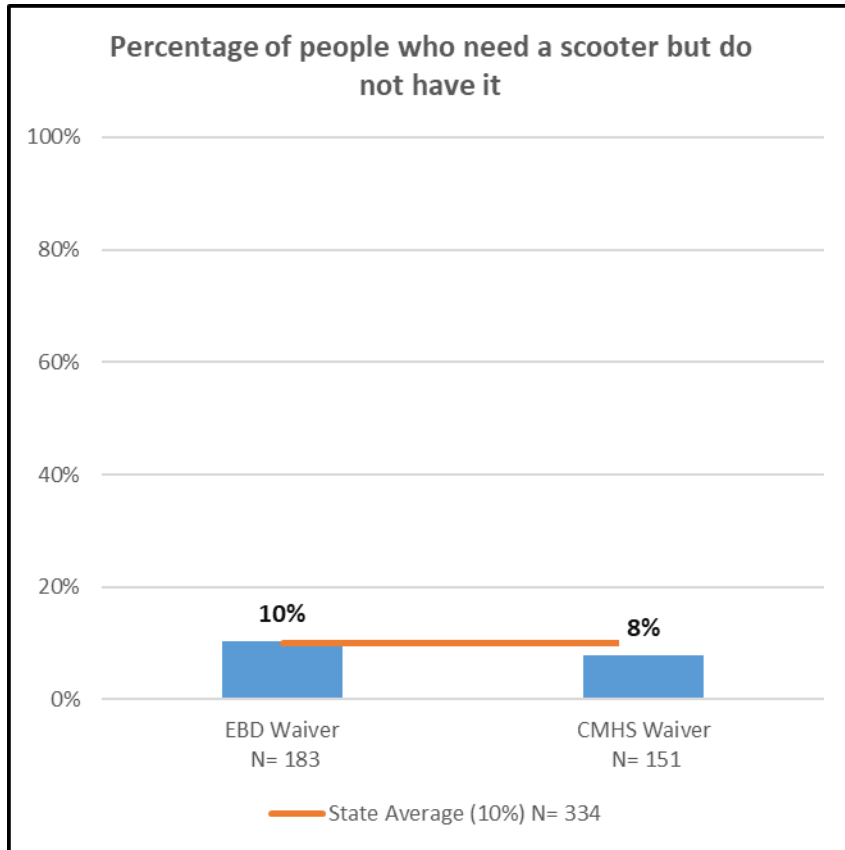
Graph 40. Percentage of people who need a walker but do not have it



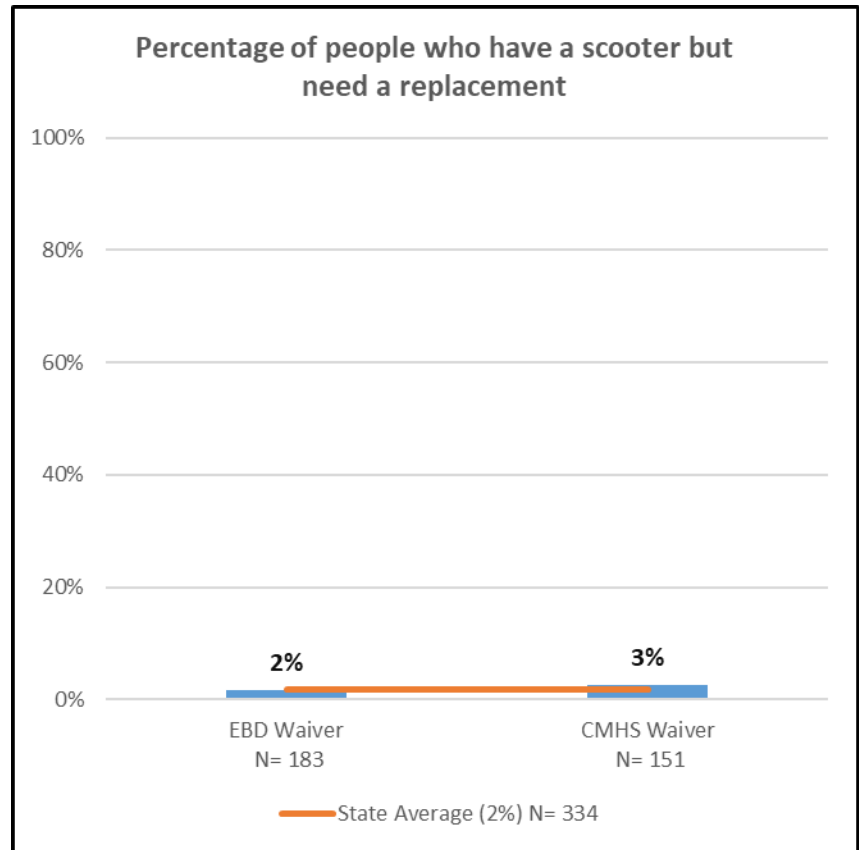
Graph 41. Percentage of people who have a walker but need a replacement



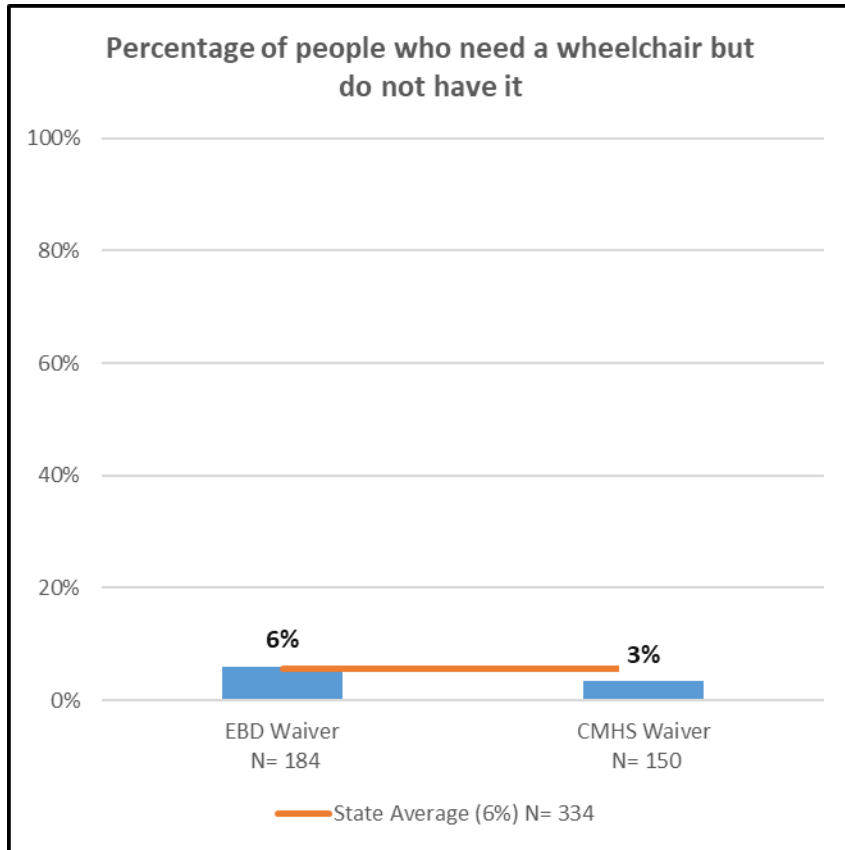
Graph 42. Percentage of people who need a scooter but do not have it



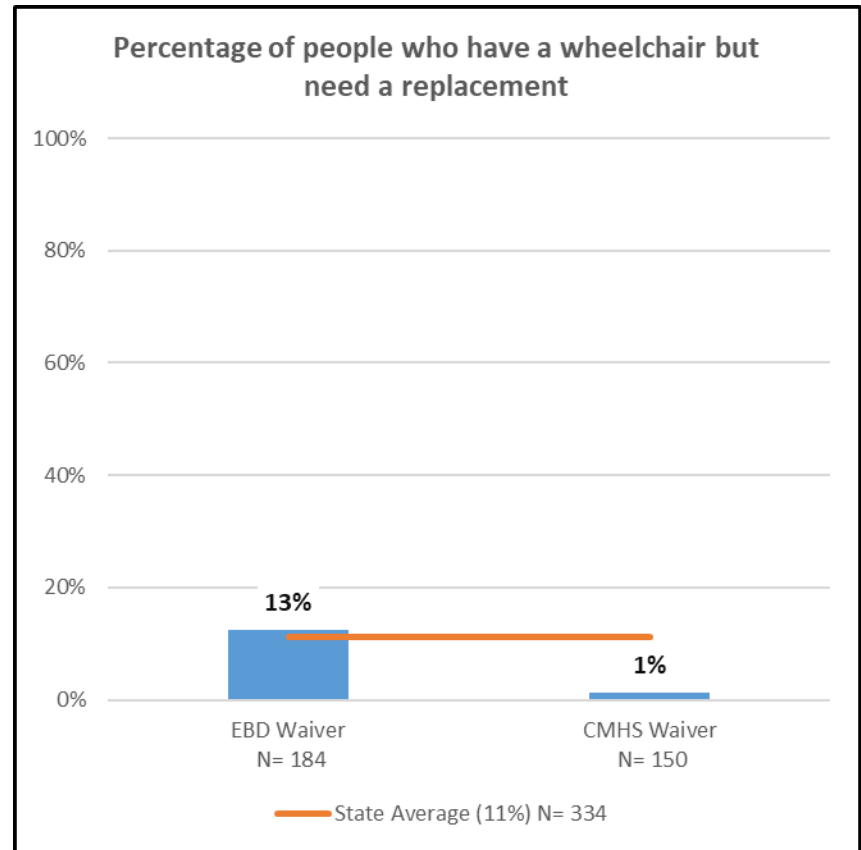
Graph 43. Percentage of people who have a scooter but need a replacement



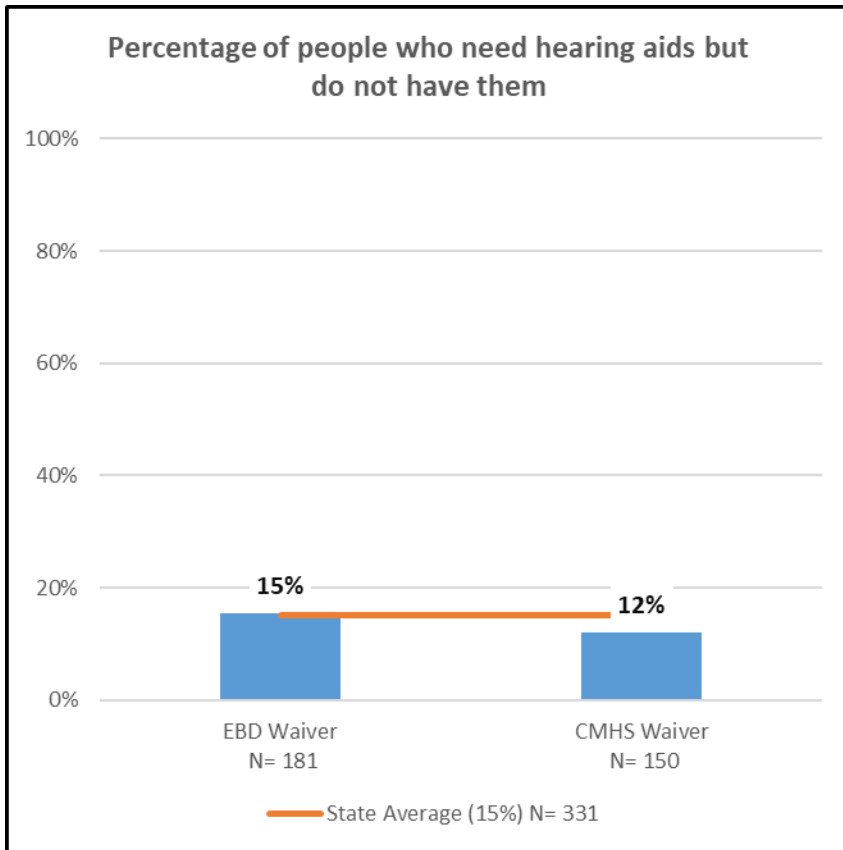
Graph 44. Percentage of people who need a wheelchair but do not have it



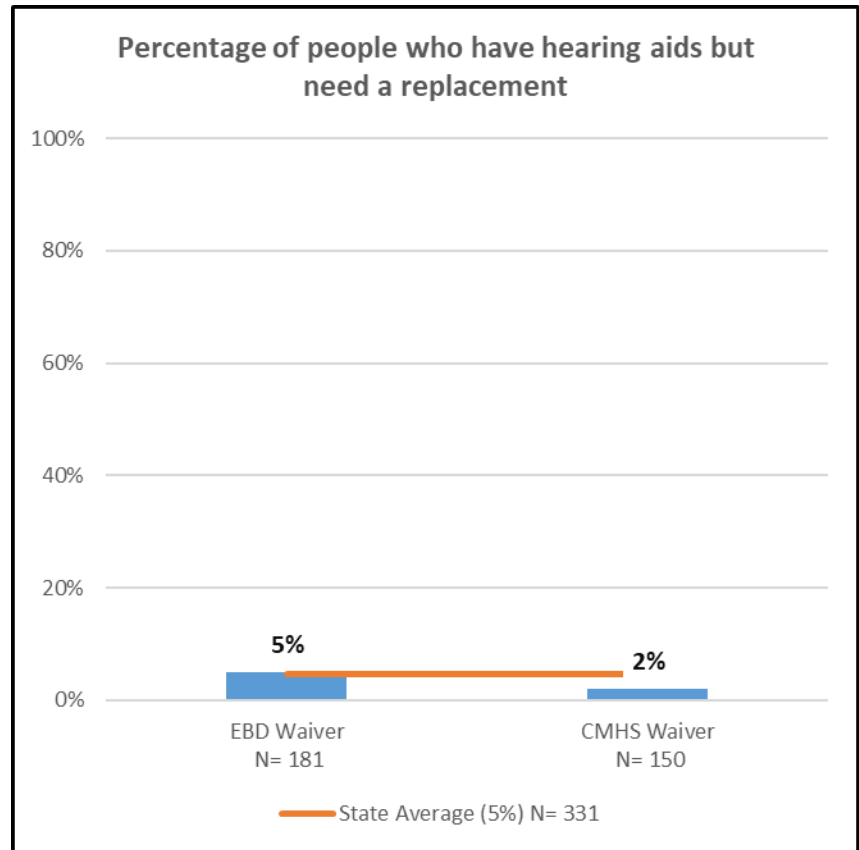
Graph 45. Percentage of people who have a wheelchair but need a replacement



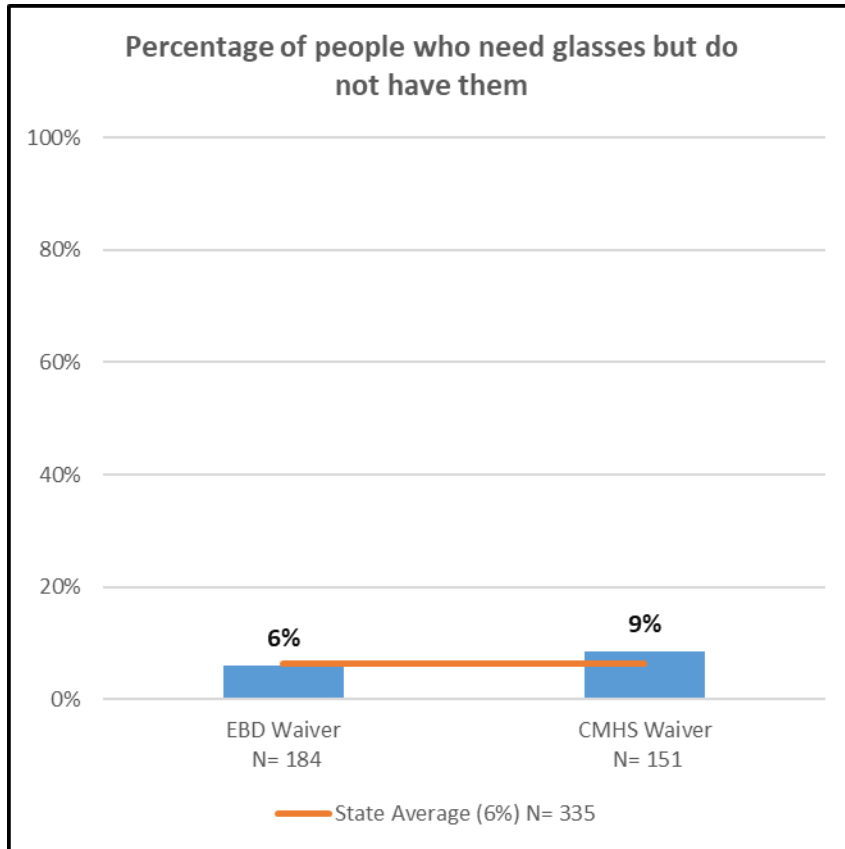
Graph 46. Percentage of people who need hearing aids but do not have them



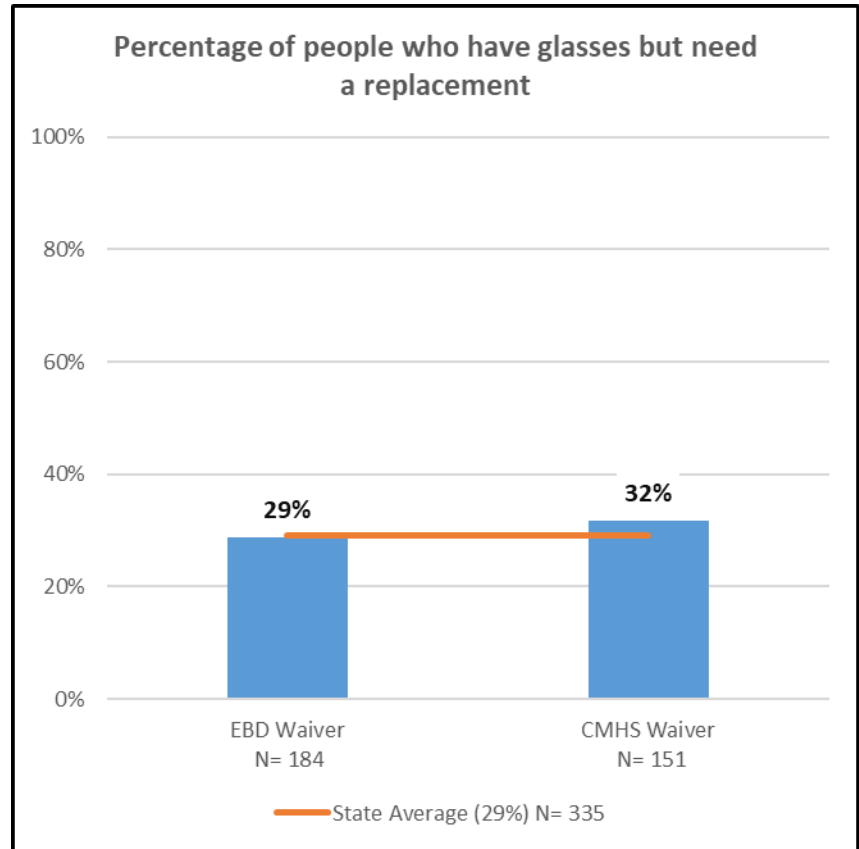
Graph 47. Percentage of people who have hearing aids but need a replacement



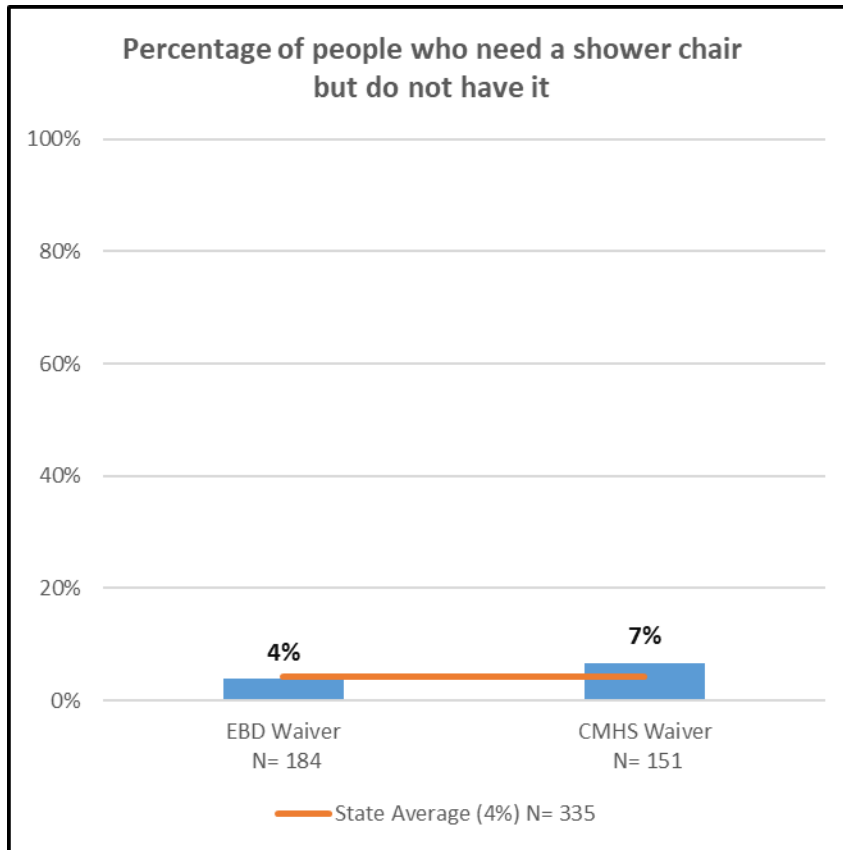
Graph 48. Percentage of people who need glasses but do not have them



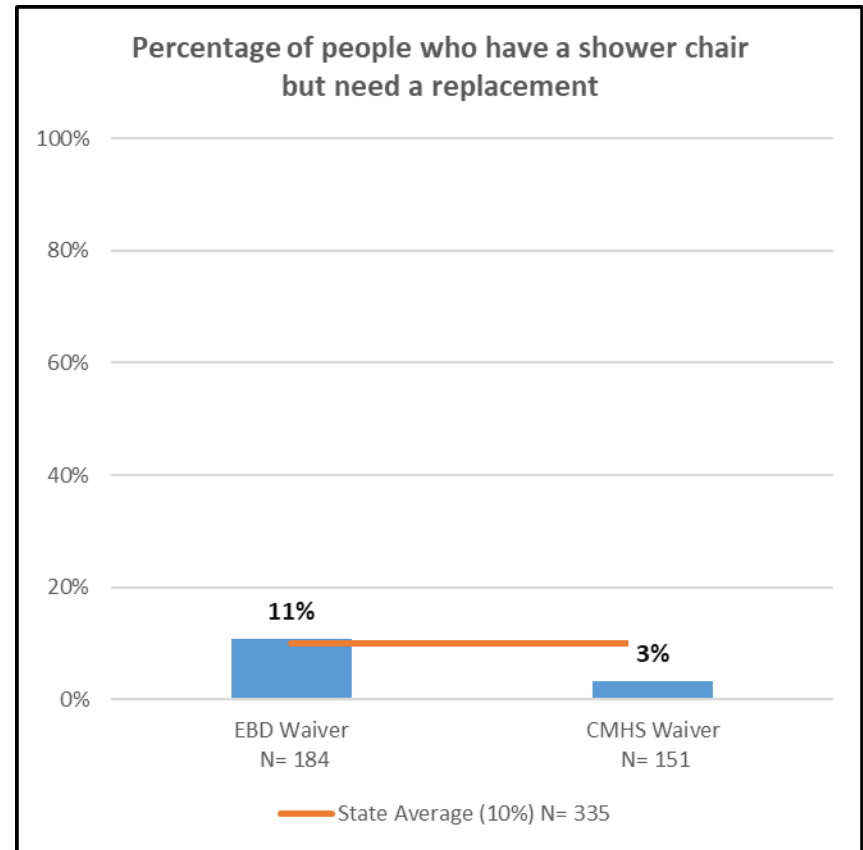
Graph 49. Percentage of people who have glasses but need a replacement



Graph 50. Percentage of people who need a shower chair but do not have it¹⁶



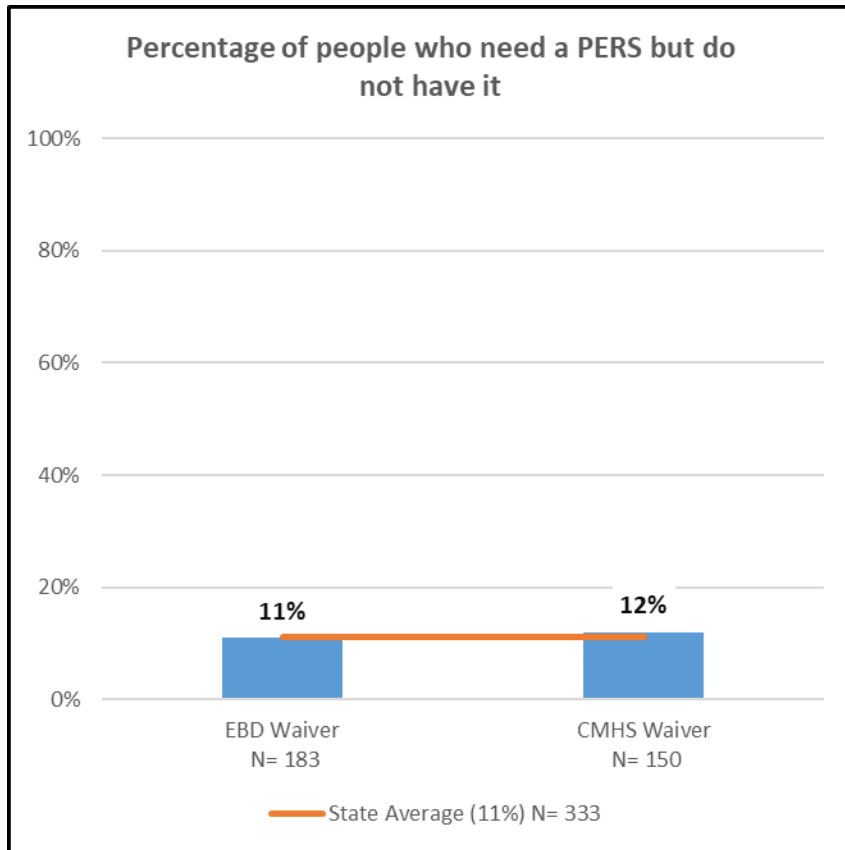
Graph 51. Percentage of people who have a shower chair but need a replacement¹⁷



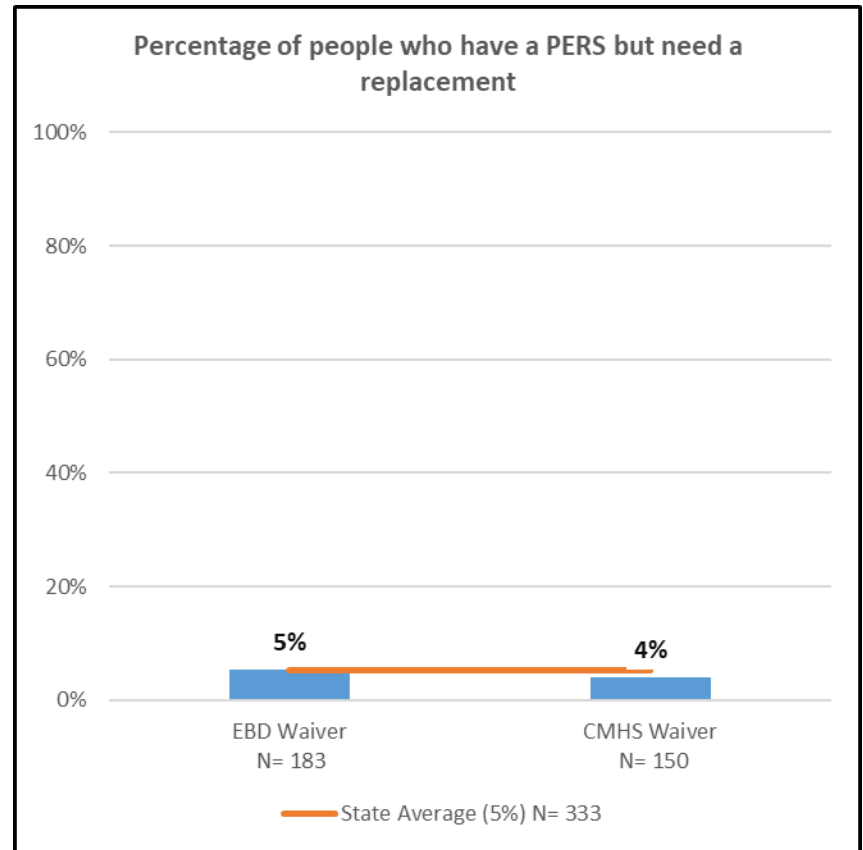
¹⁶ New item in 2019-2020

¹⁷ New item in 2019-2020

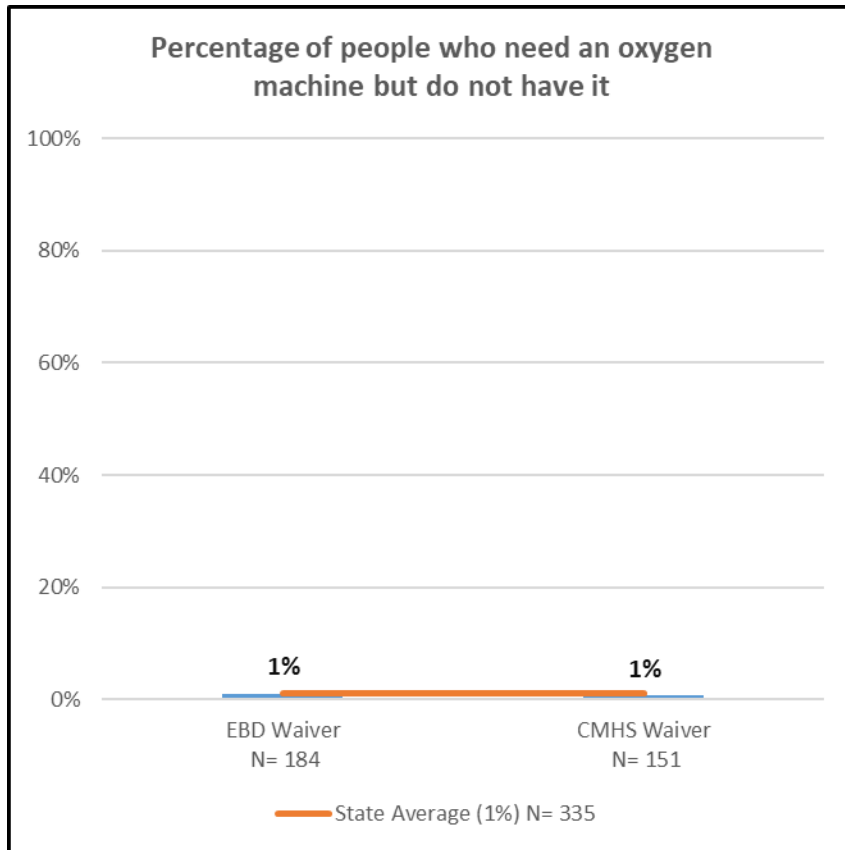
Graph 52. Percentage of people who need a personal emergency response system but do not have it



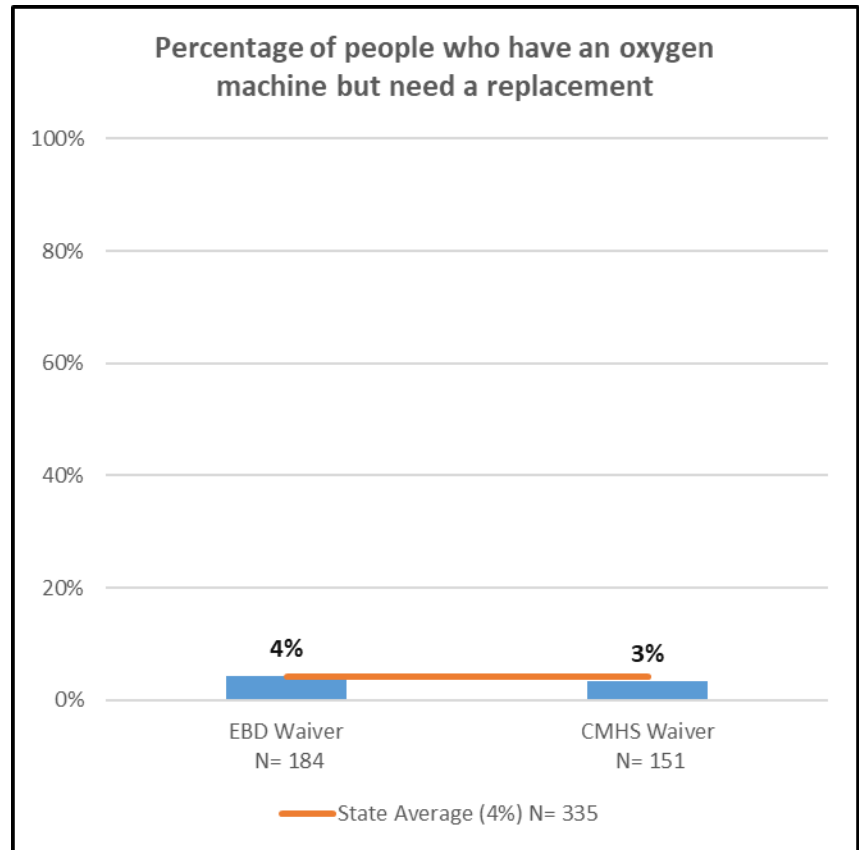
Graph 53. Percentage of people who have a personal emergency response system but need a replacement



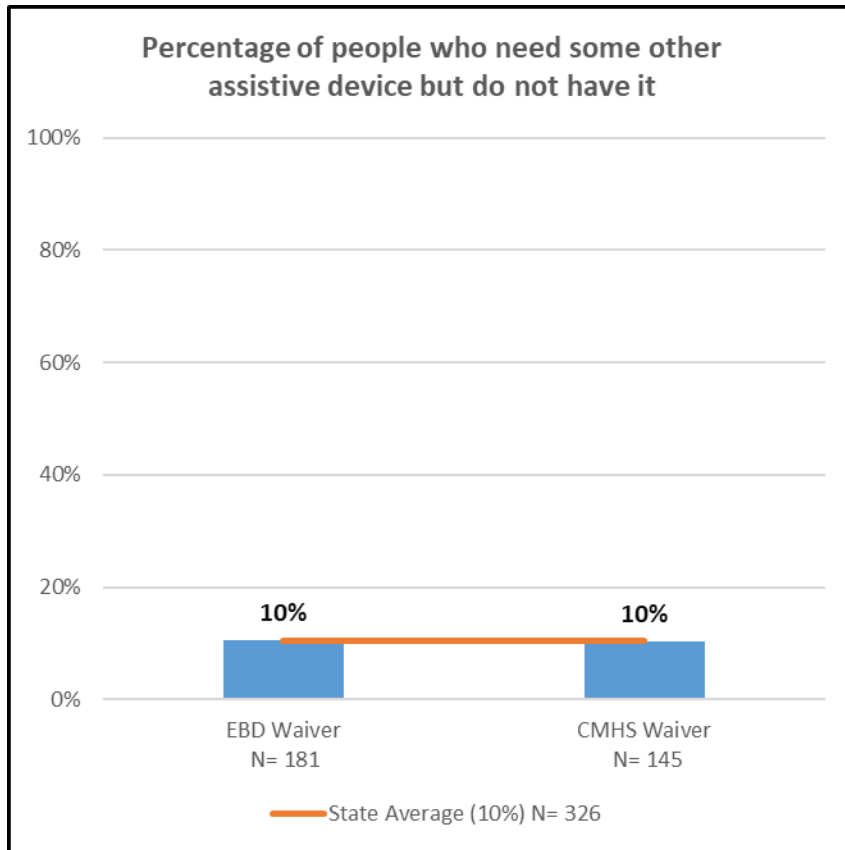
Graph 54. Percentage of people who need an oxygen machine but do not have it



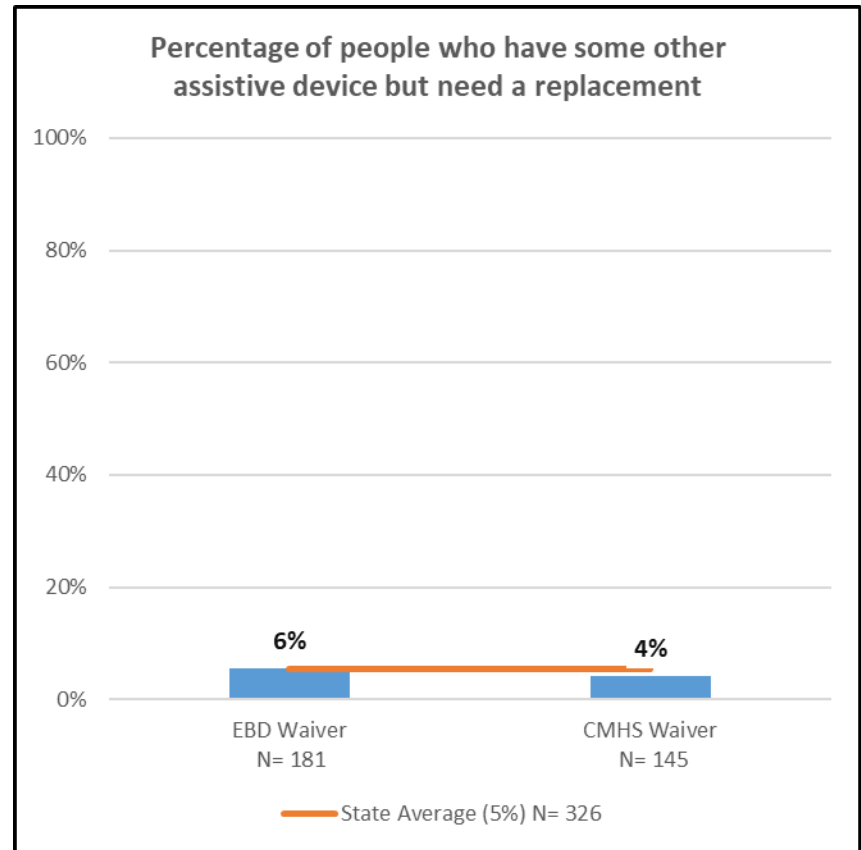
Graph 55. Percentage of people who have an oxygen machine but need a replacement



Graph 56. Percentage of people who need some other assistive device but do not have it



Graph 57. Percentage of people who have some other assistive device but need a replacement



Safety

People feel safe from abuse, neglect, and injury.

There are six Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people with concerns about falling¹⁸
2. Percentage of people who feel safe around their paid support staff
3. Percentage of people who are worried for the security of their personal belongings
4. Percentage of people who are able to get to safety quickly in case of an emergency
5. Percentage of people whose money has been taken without their permission
6. Percentage of people who know whom to talk to if they are mistreated or neglected¹⁹

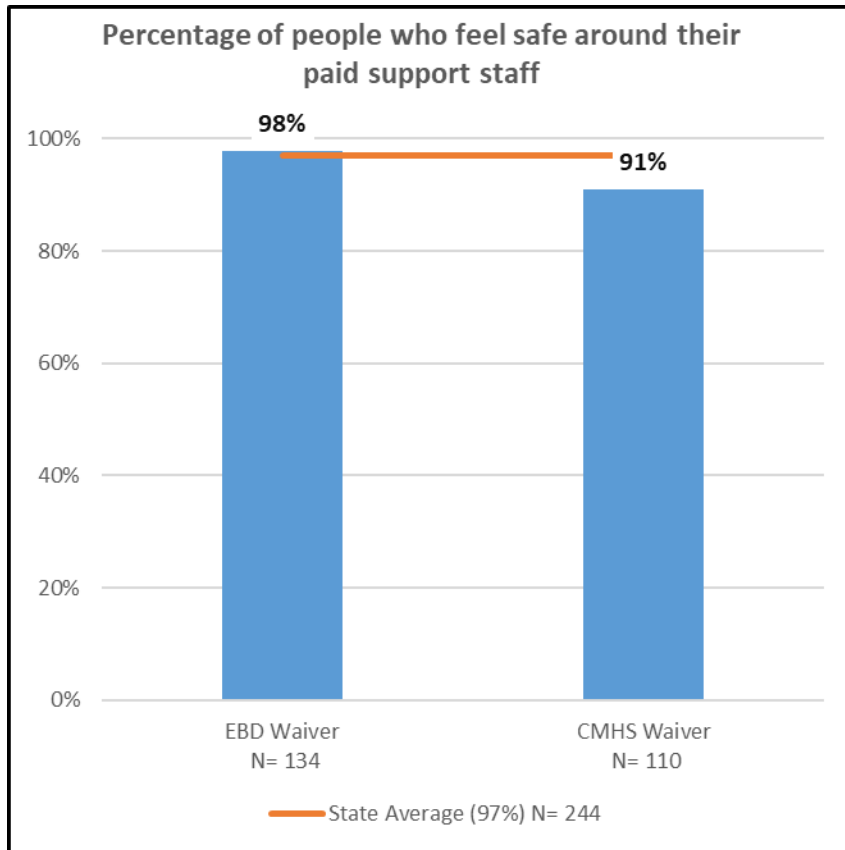
There are six survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

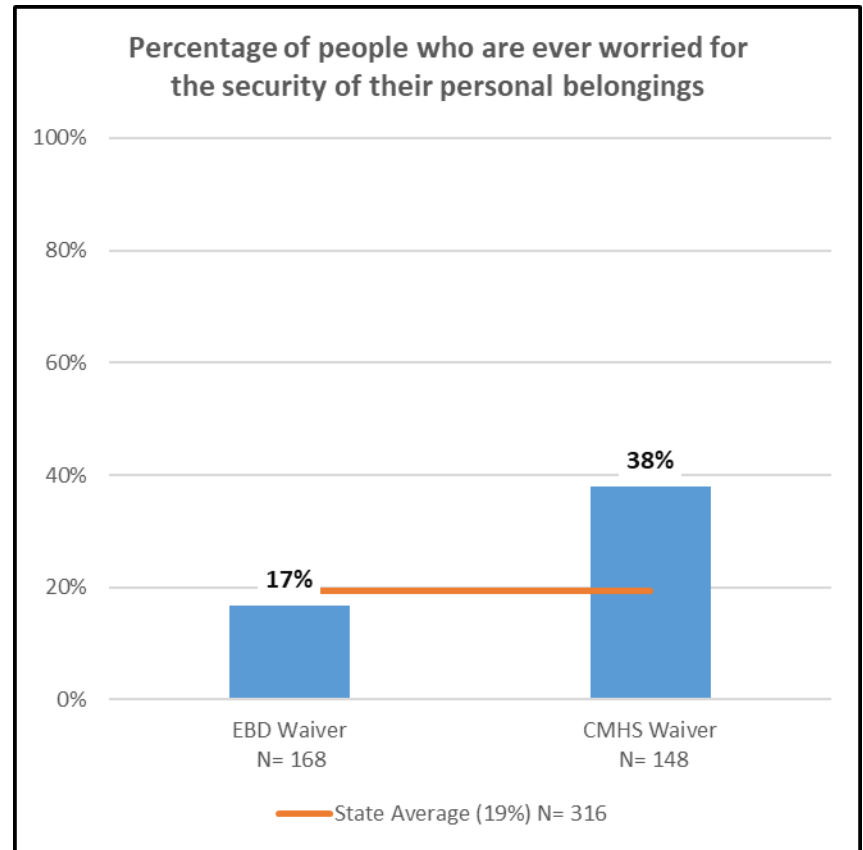
¹⁸ Indicator previously reported in the “Care Coordination” domain.

¹⁹ New indicator in 2019-2020.

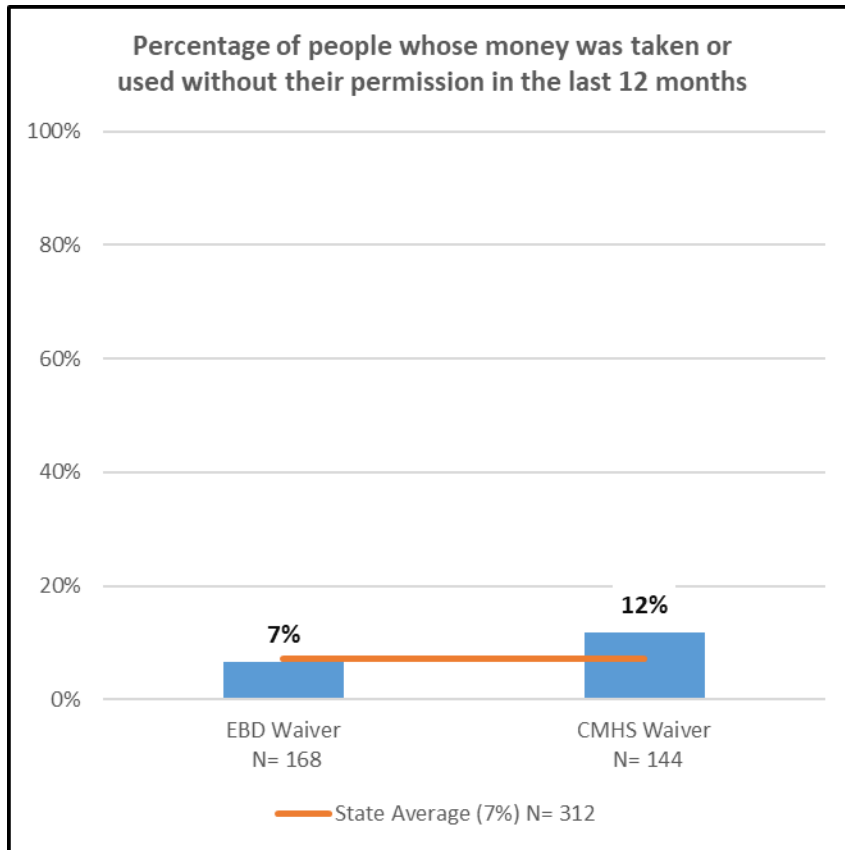
Graph 58. Percentage of people who feel safe around their paid support staff



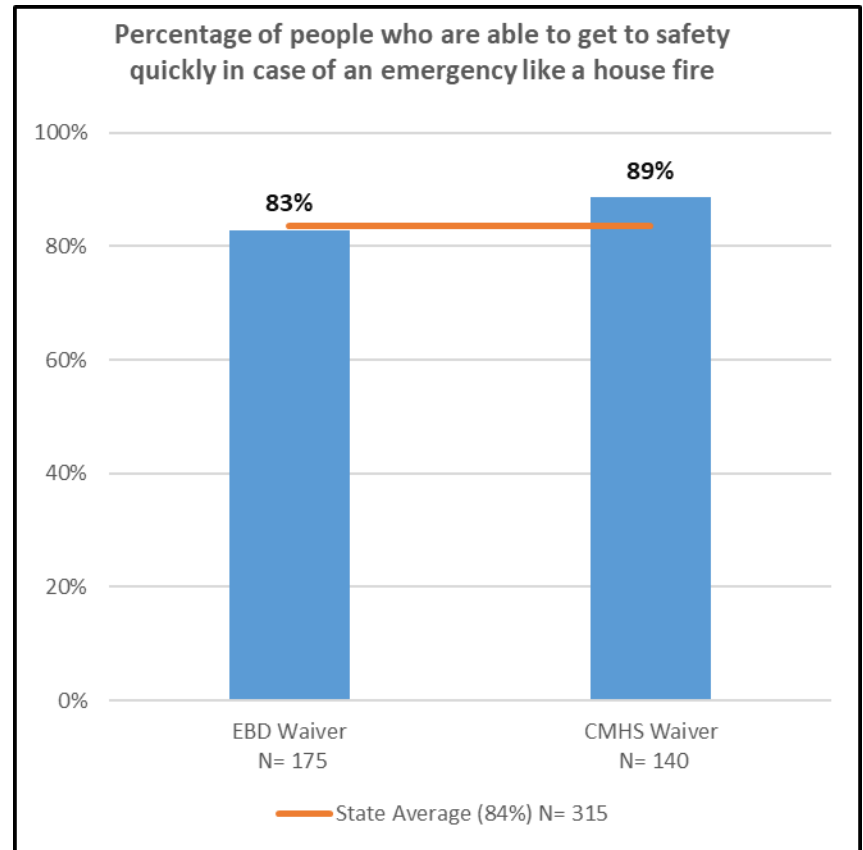
Graph 59. Percentage of people who are ever worried for the security of their personal belongings



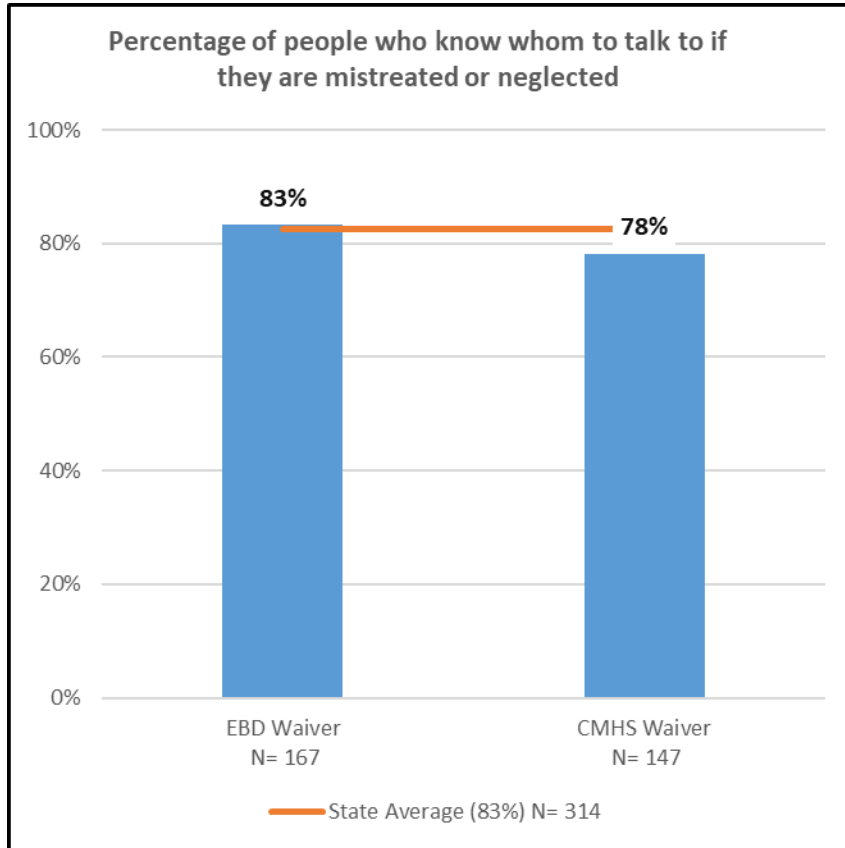
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months



Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

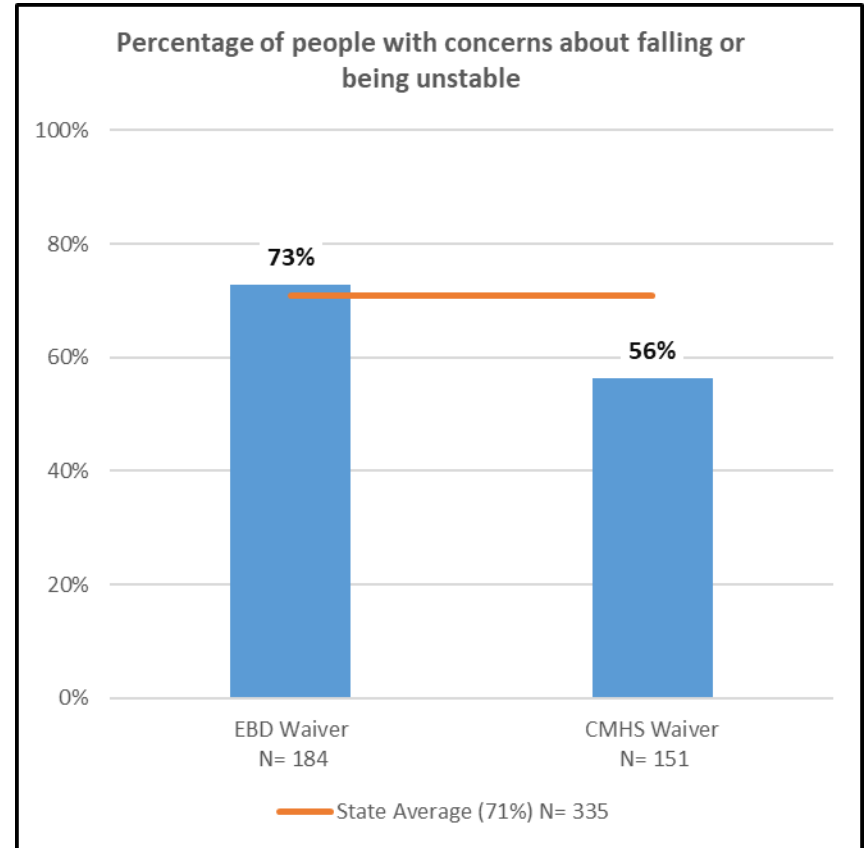


Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected²⁰



²⁰ New item in 2019-2020.

Graph 63. Percentage of people with concerns about falling or being unstable²¹



²¹ Item previously reported in the “Care Coordination” domain.

Health Care

People secure needed health services.

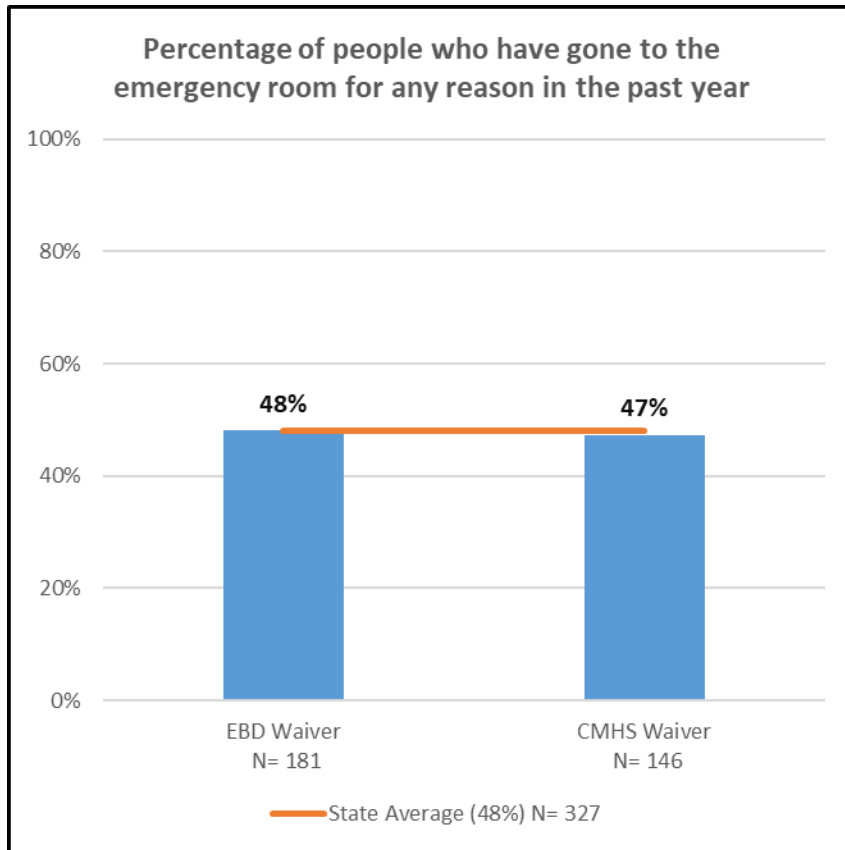
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who experience potentially preventable emergency room visits
2. Percentage of people who have needed health screenings and exams in a timely manner
3. Percentage of people who can get an appointment with their doctor when they need to
4. Percentage of people who have talked to someone about feeling sad or depressed

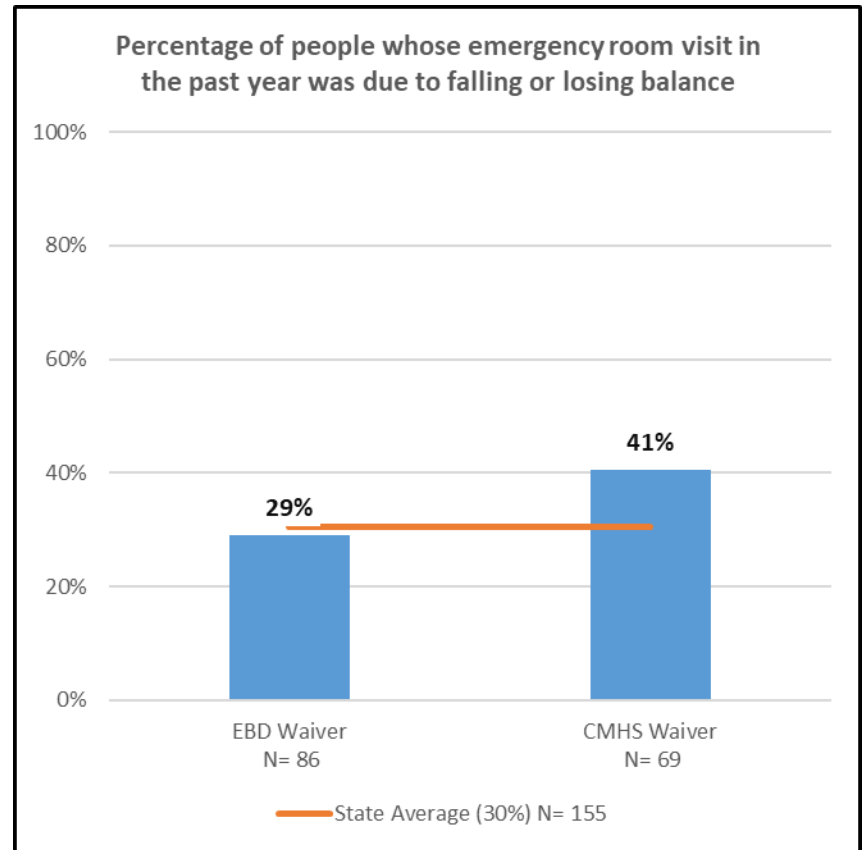
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

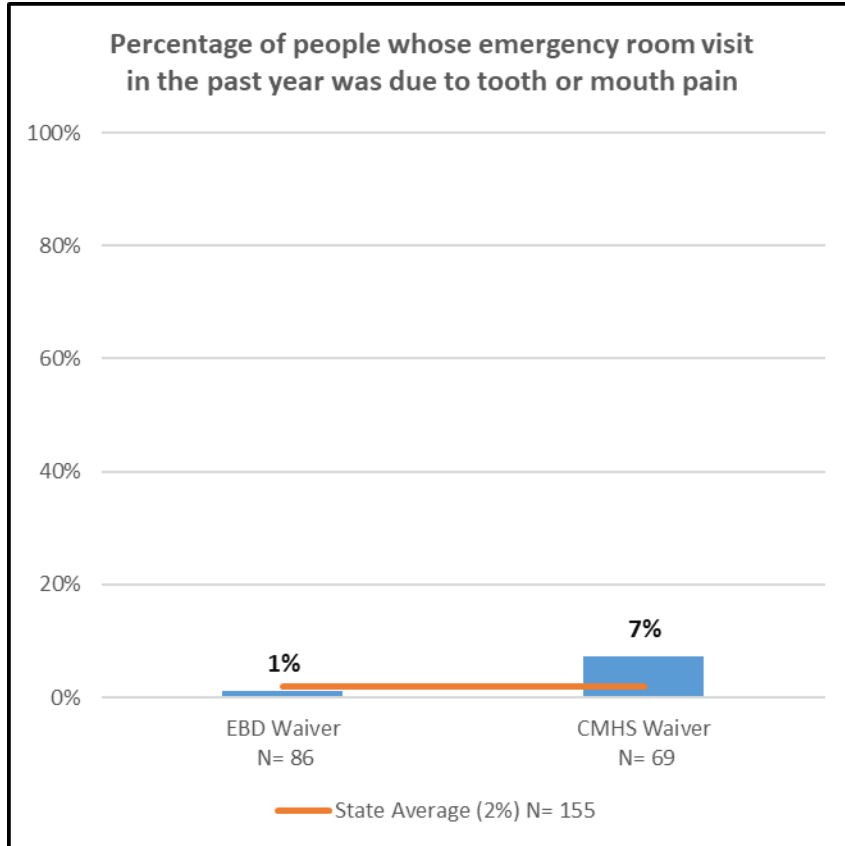
Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year



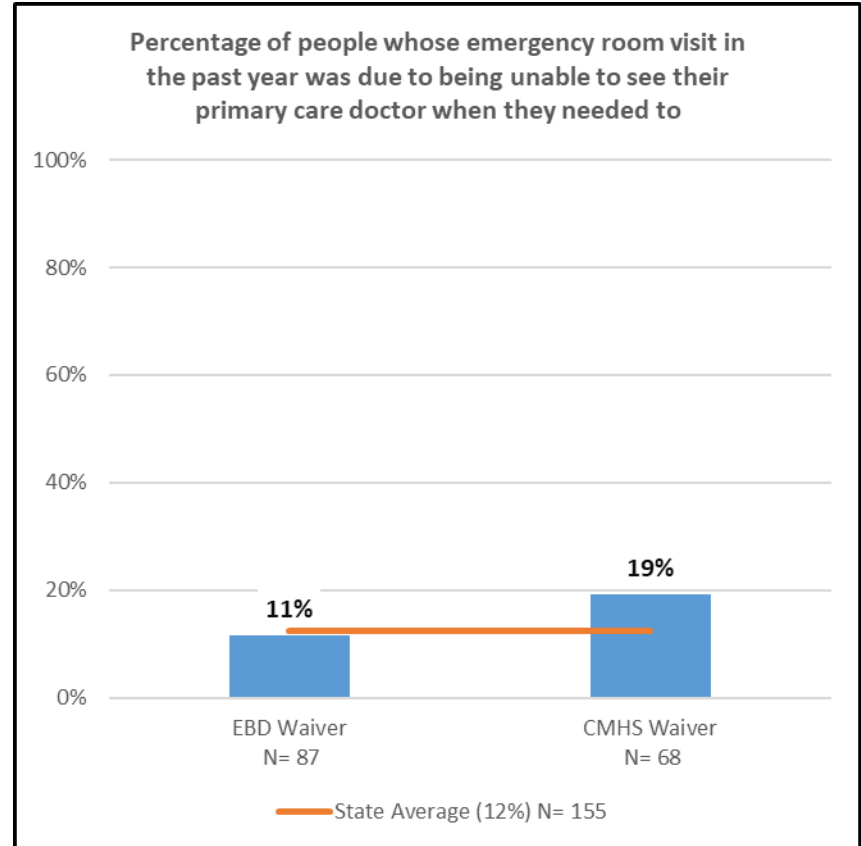
Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance



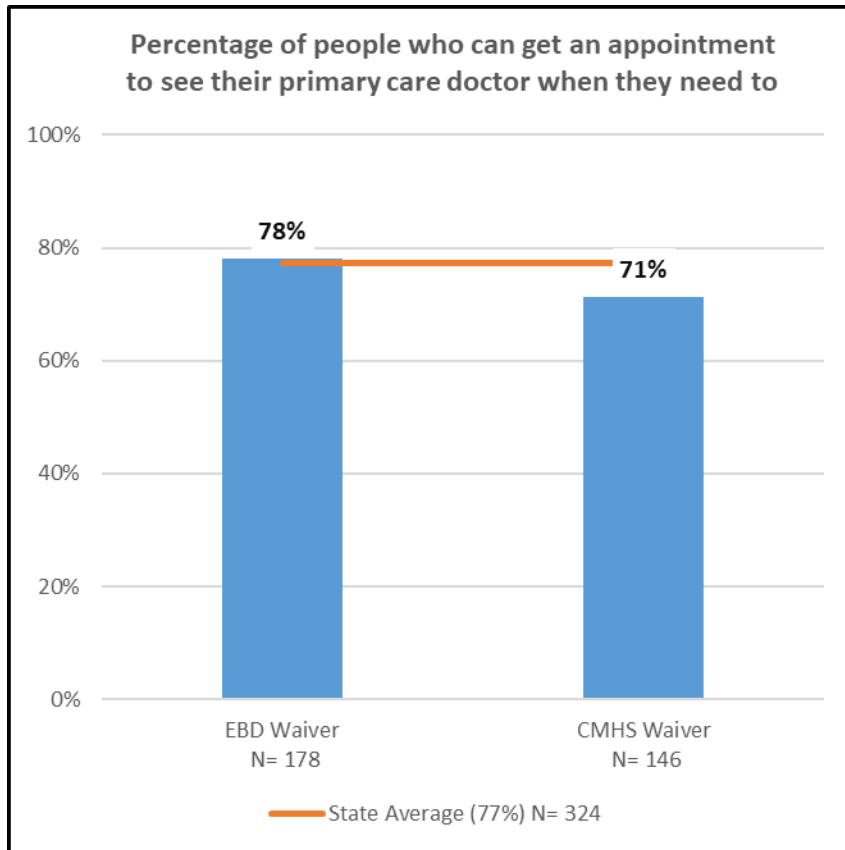
Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain



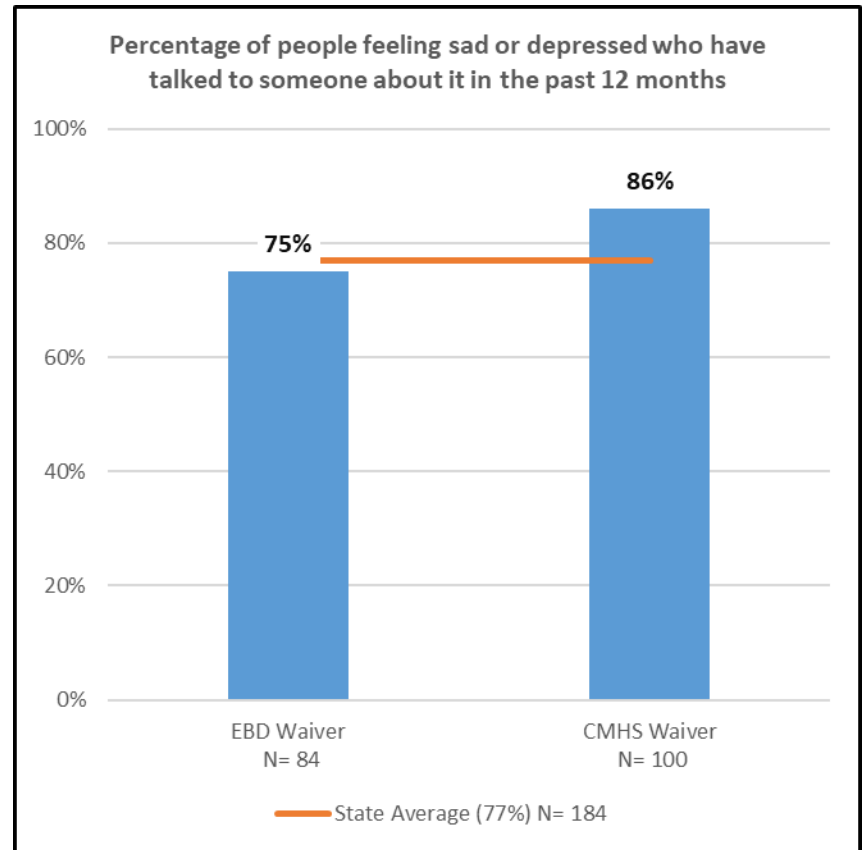
Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to



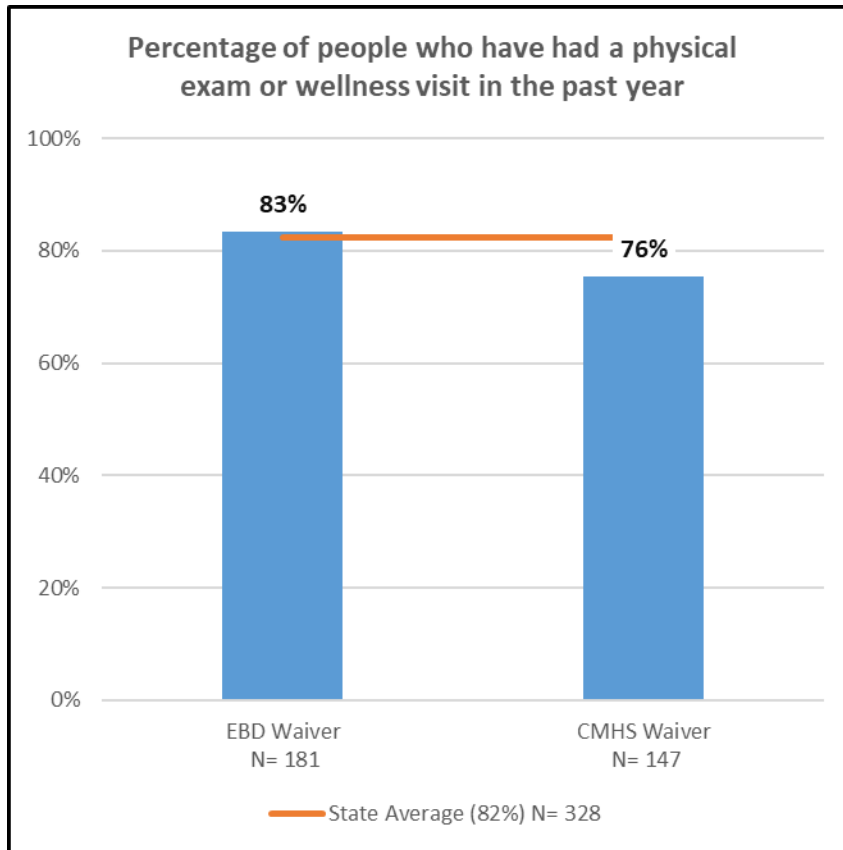
Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to



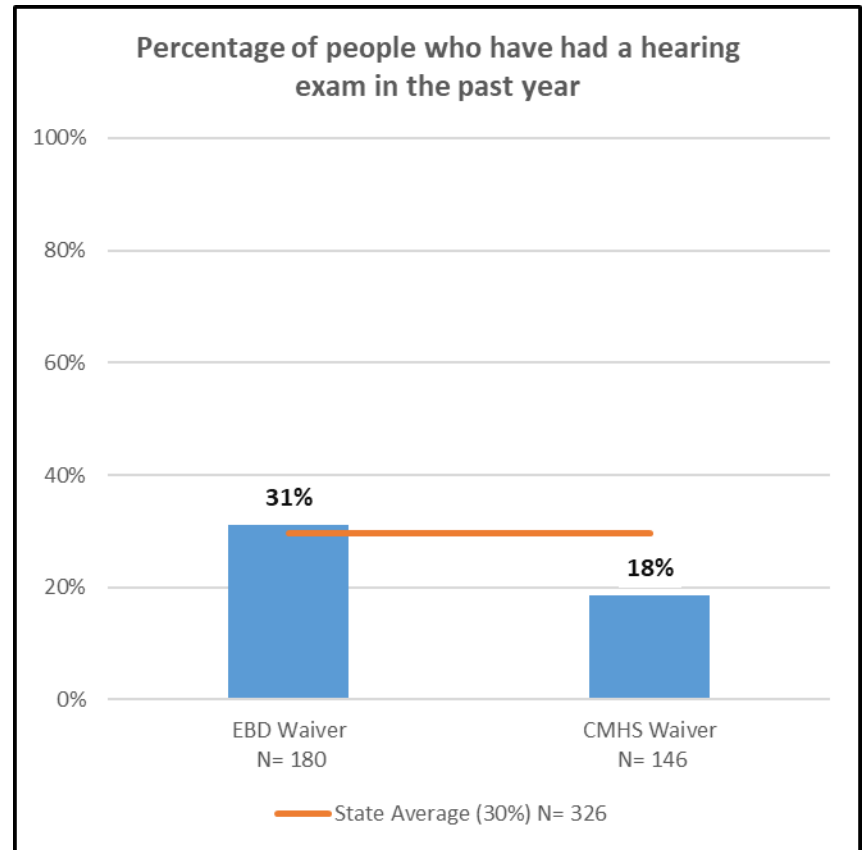
Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months



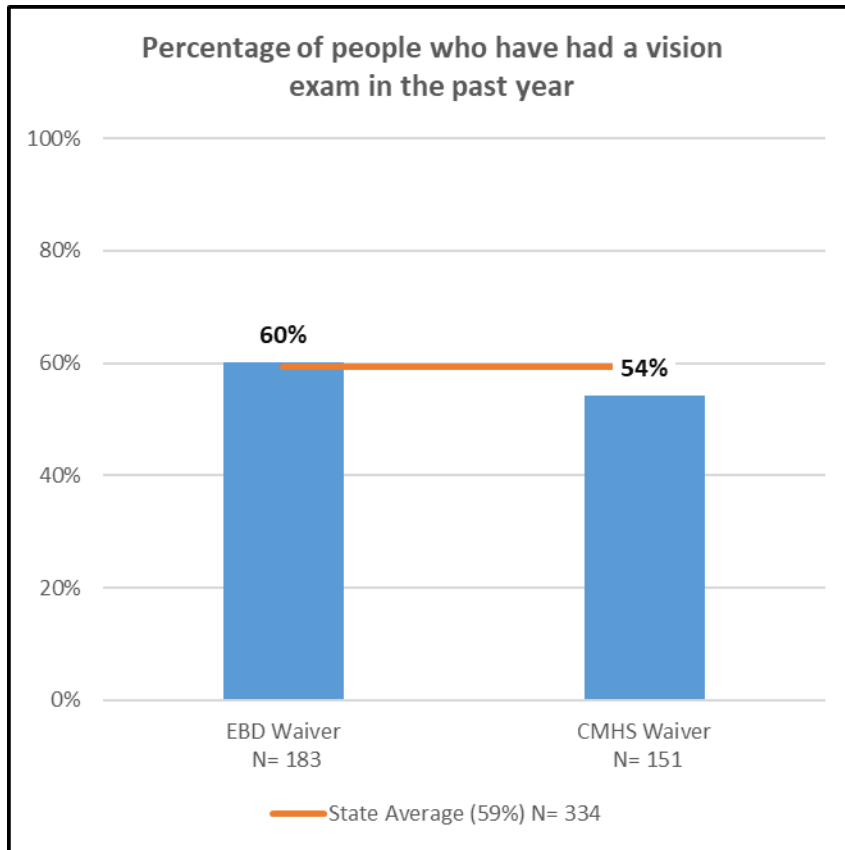
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year



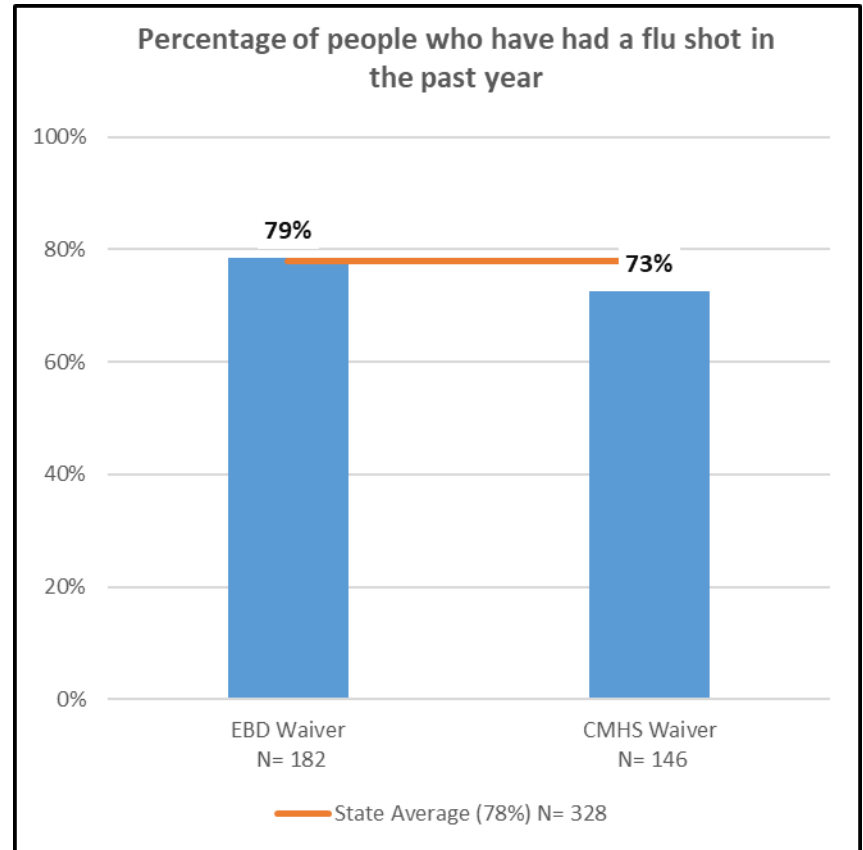
Graph 71. Percentage of people who have had a hearing exam in the past year



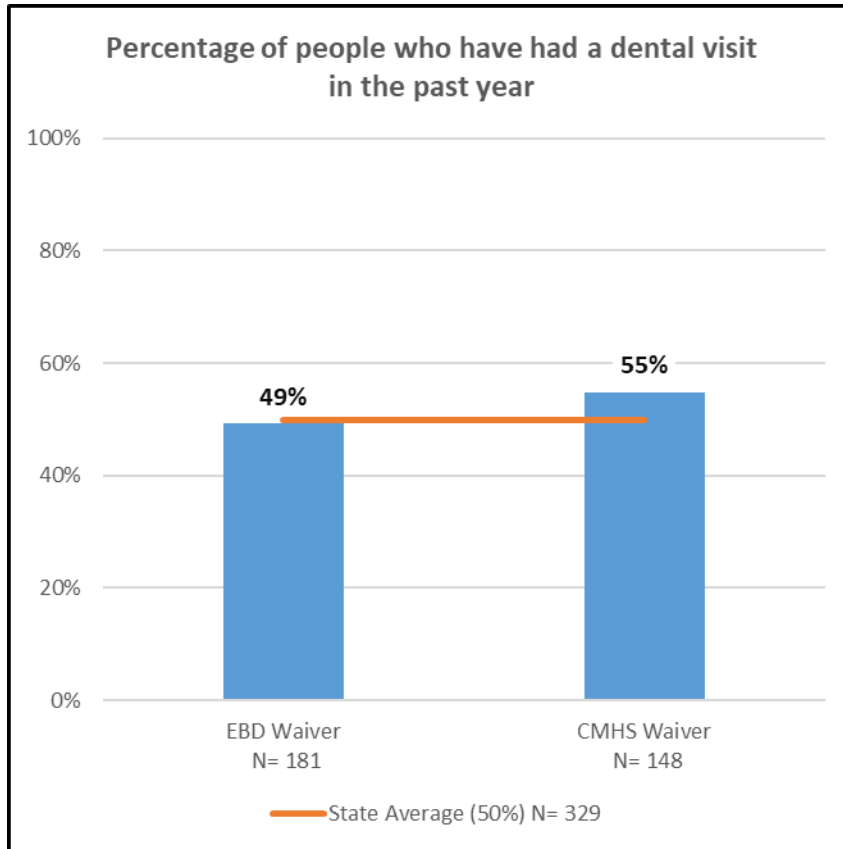
Graph 72. Percentage of people who have had a vision exam in the past year



Graph 73. Percentage of people who have had a flu shot in the past year



Graph 74. Percentage of people who have had a dental visit in the past year



Wellness

People are supported to maintain wellness.

There are seven Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people whose health is better than 12 months ago
2. Percentage of people who have discussed forgetting things with a health care professional
3. Percentage of people with uncorrected poor hearing
4. Percentage of people with uncorrected poor vision
5. Percentage of people who often feel sad or depressed
6. Percentage of people who have access to healthy foods
7. Percentage of people who often feel lonely²²

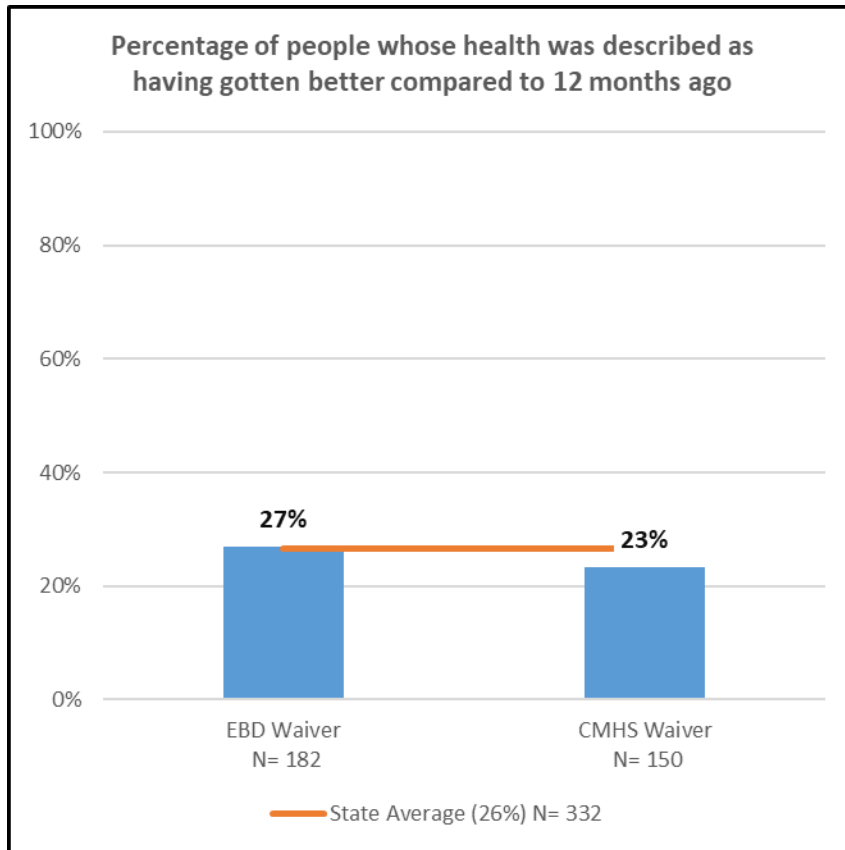
There are nine²³ survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

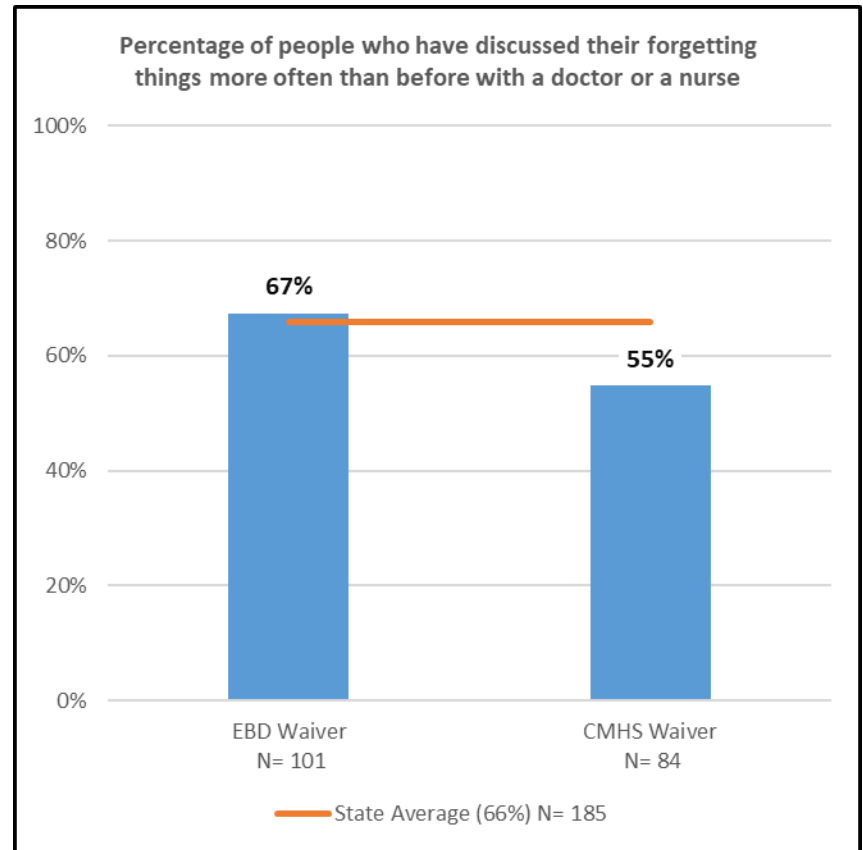
²² New indicator in 2019-2020.

²³ Data for two items are presented in Appendix B only.

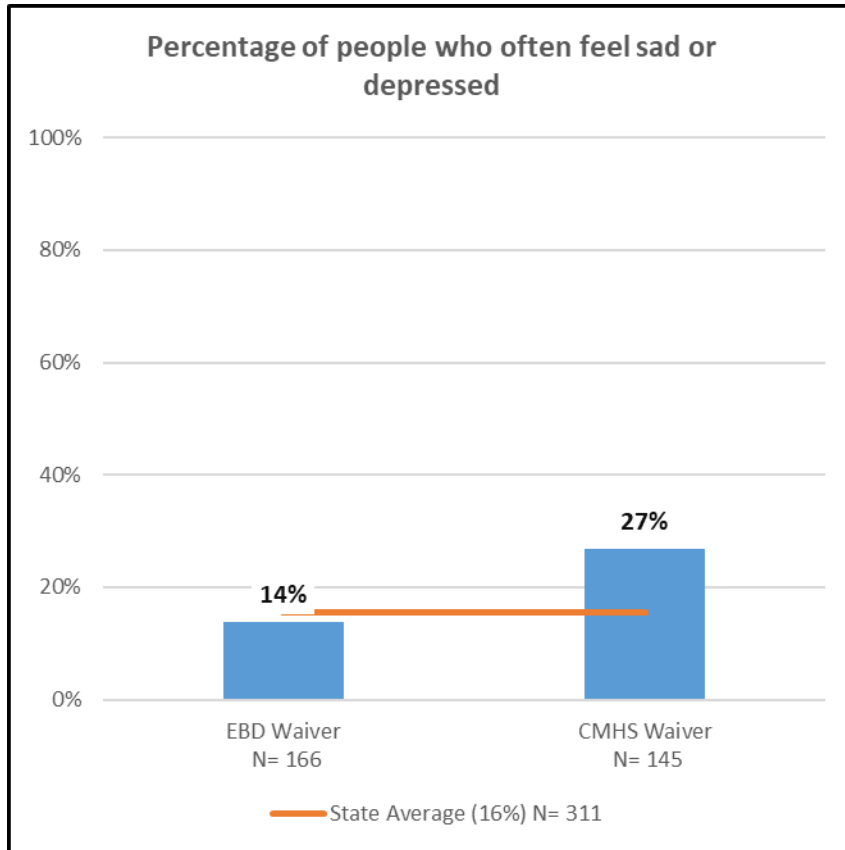
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago



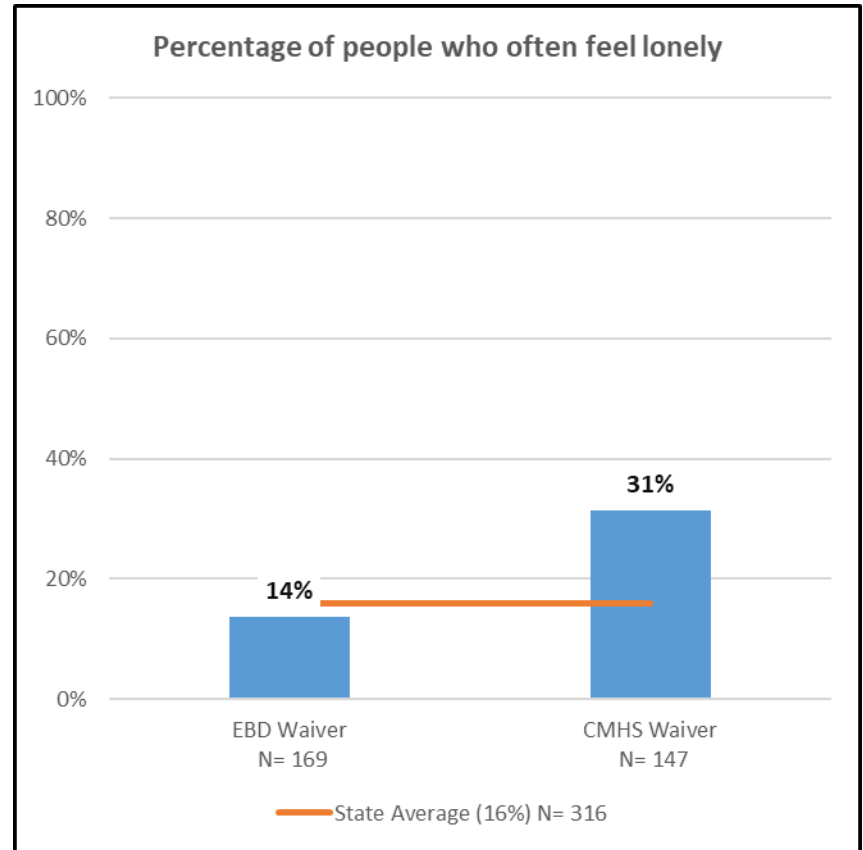
Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse



Graph 77. Percentage of people who often feel sad or depressed

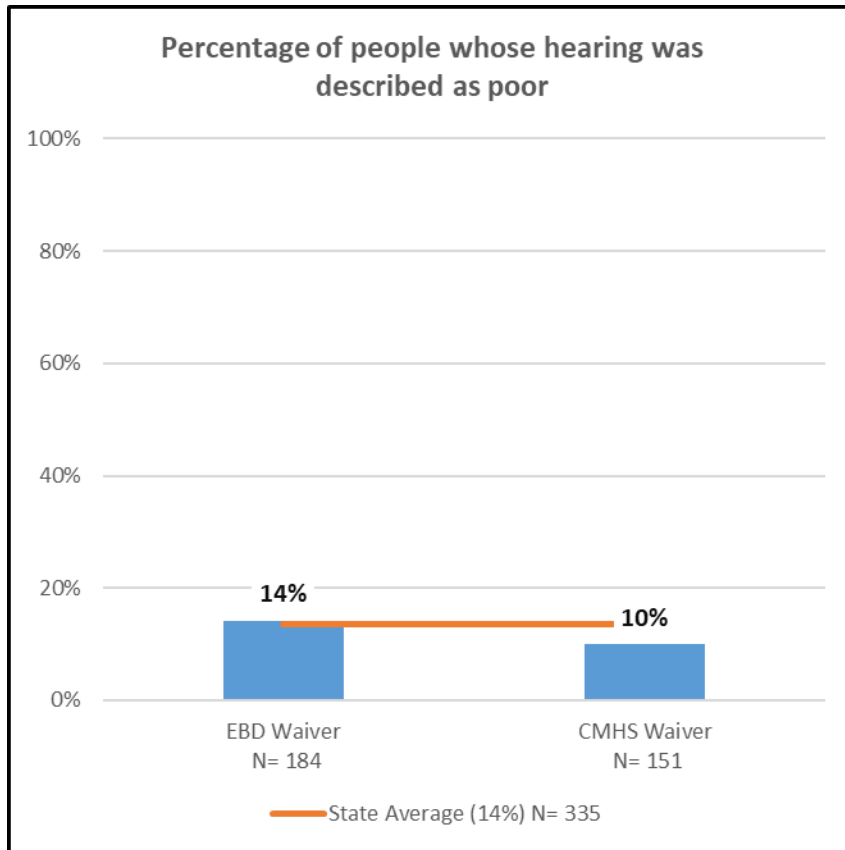


Graph 78. Percentage of people who often feel lonely²⁴

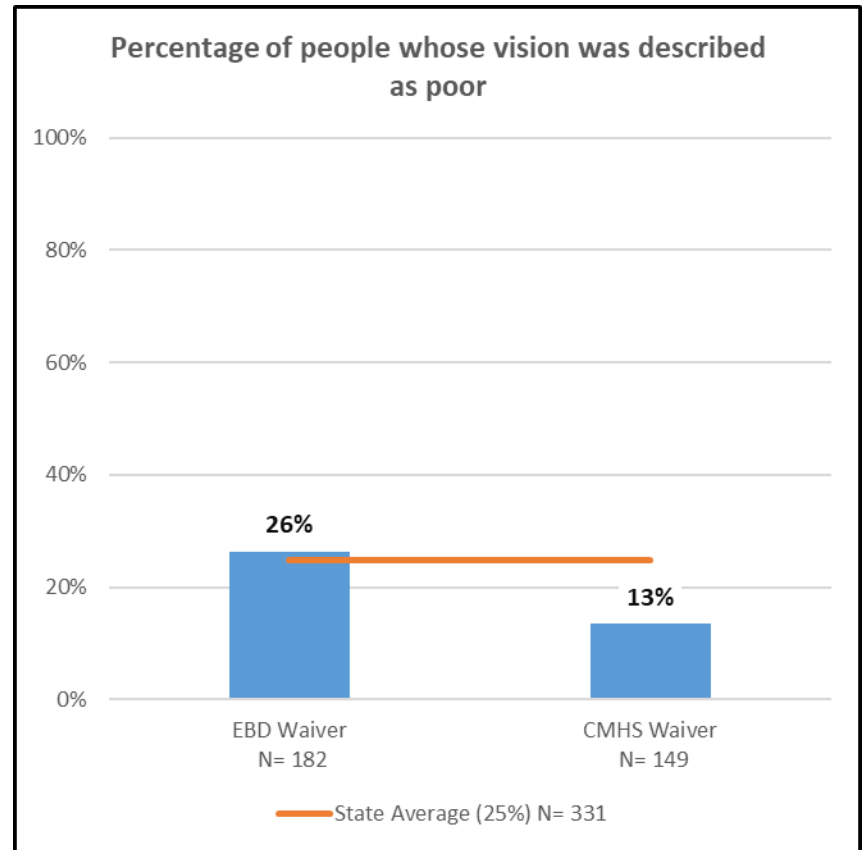


²⁴ New item in 2019-2020.

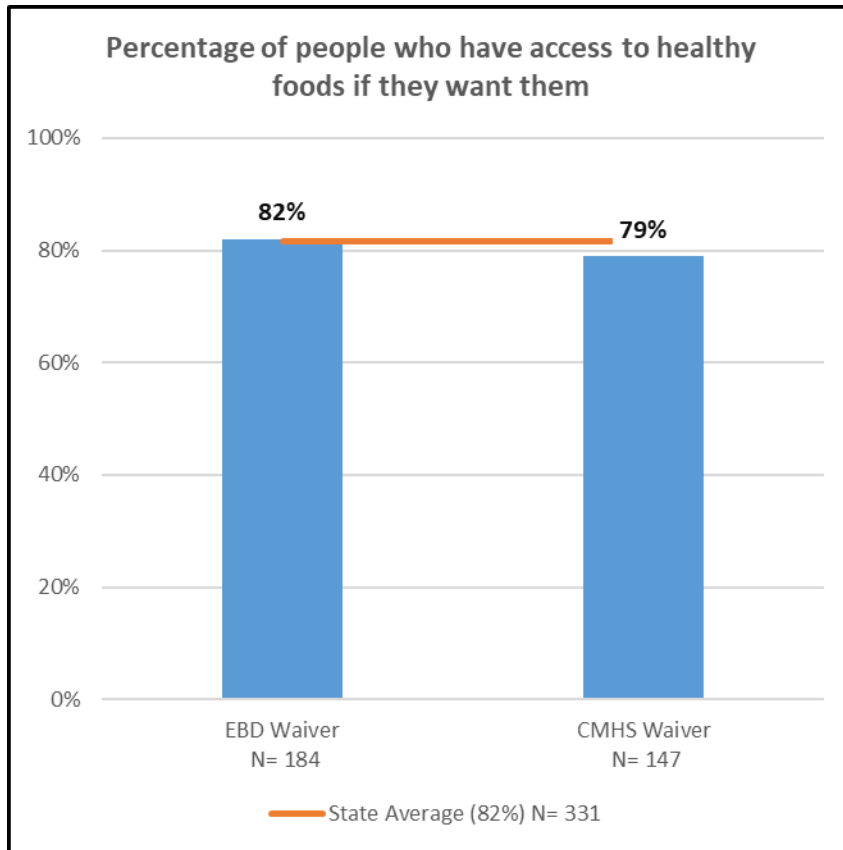
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 80. Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 81. Percentage of people who have access to healthy foods if they want them



Medications

Medications are managed effectively and appropriately.

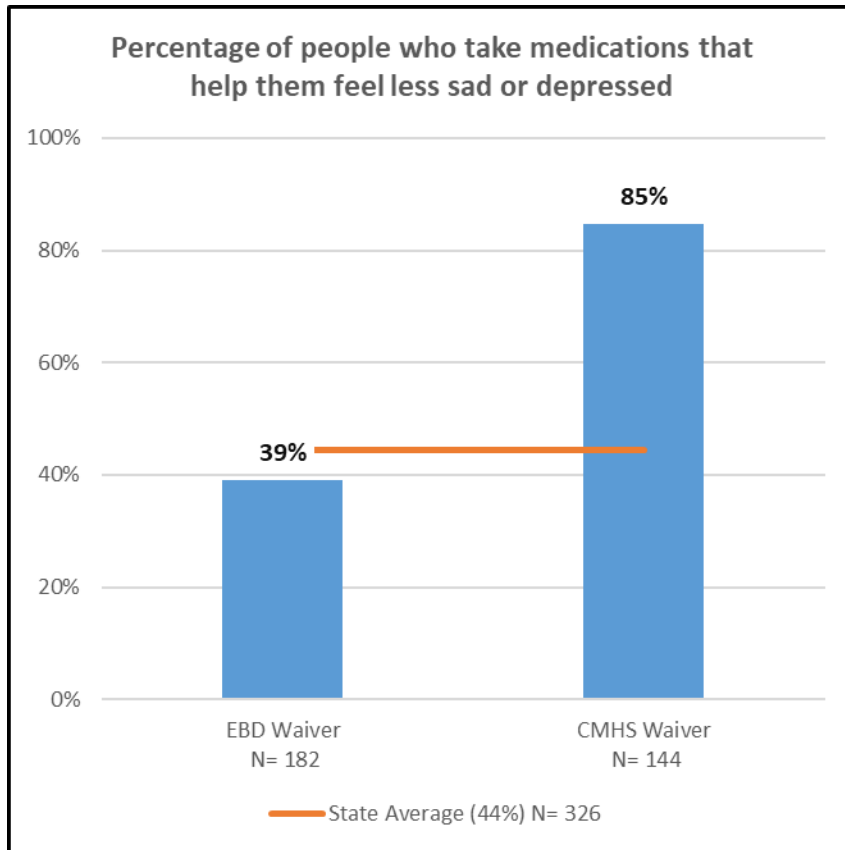
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who take medications to help them feel less sad or depressed
2. Percentage of people who know what their prescription medications are for

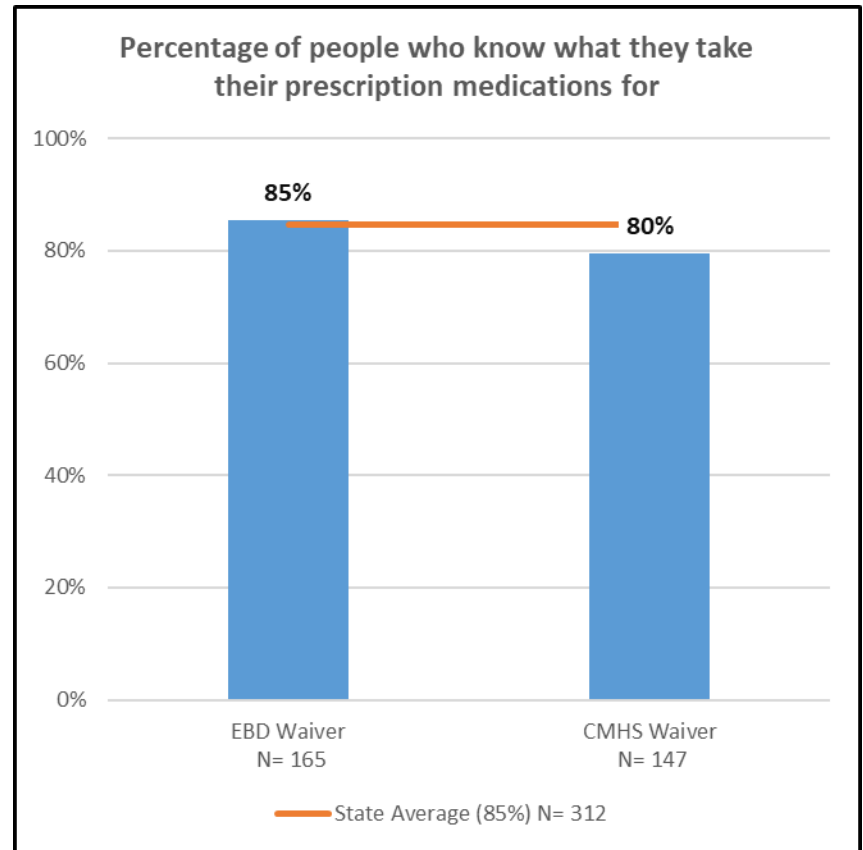
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 82. Percentage of people who take medications that help them feel less sad or depressed



Graph 83. Percentage of people who understand what they take their prescription medications for



Rights and Respect

People receive the same respect, rights and protections as others in the community.

There are seven Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

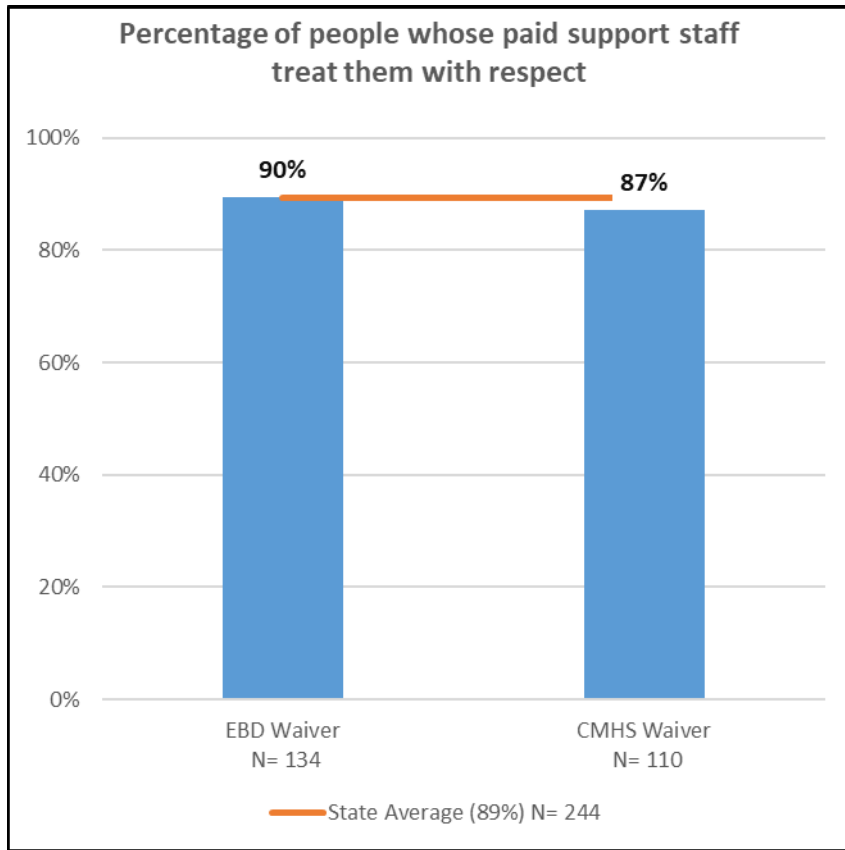
1. Percentage of people who have access to information about services in their preferred language²⁵
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group settings who are able to lock the door to their room
5. Percentage of people in group settings who have enough privacy
6. Percentage of people in group settings whose visitors are able to come at any time
7. Percentage of people in group settings who always have access to food

There are seven survey items that correspond to the Rights and Respect domain.

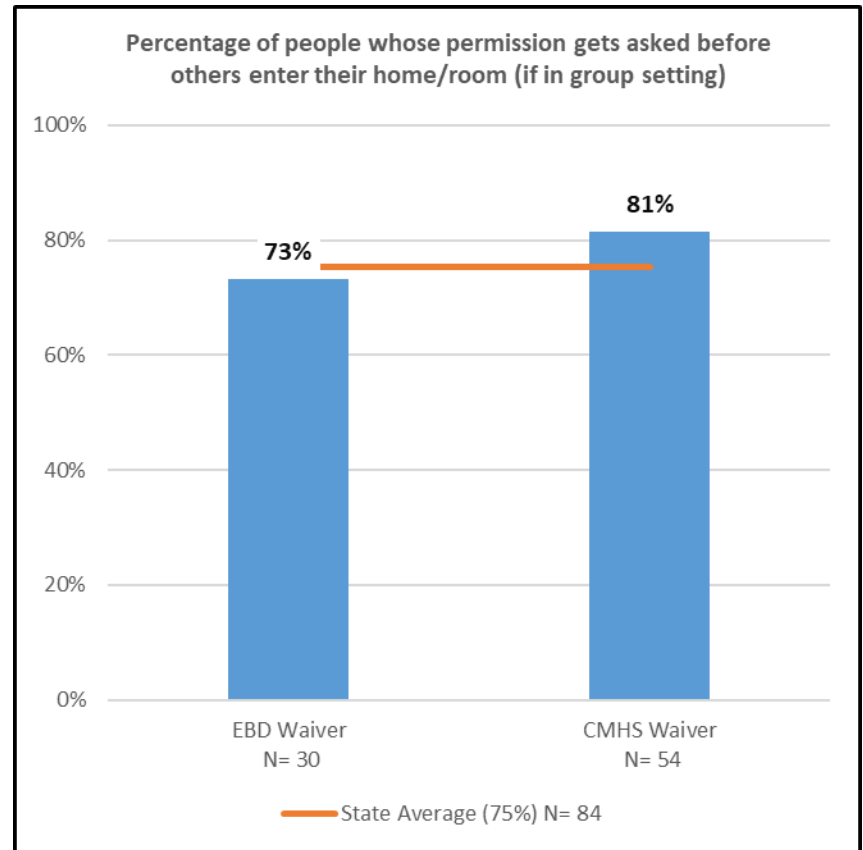
Un-collapsed data are shown in Appendix B.

²⁵ Indicator previously reported in the “Service Coordination” domain.

Graph 84. Percentage of people whose paid support staff treat them with respect

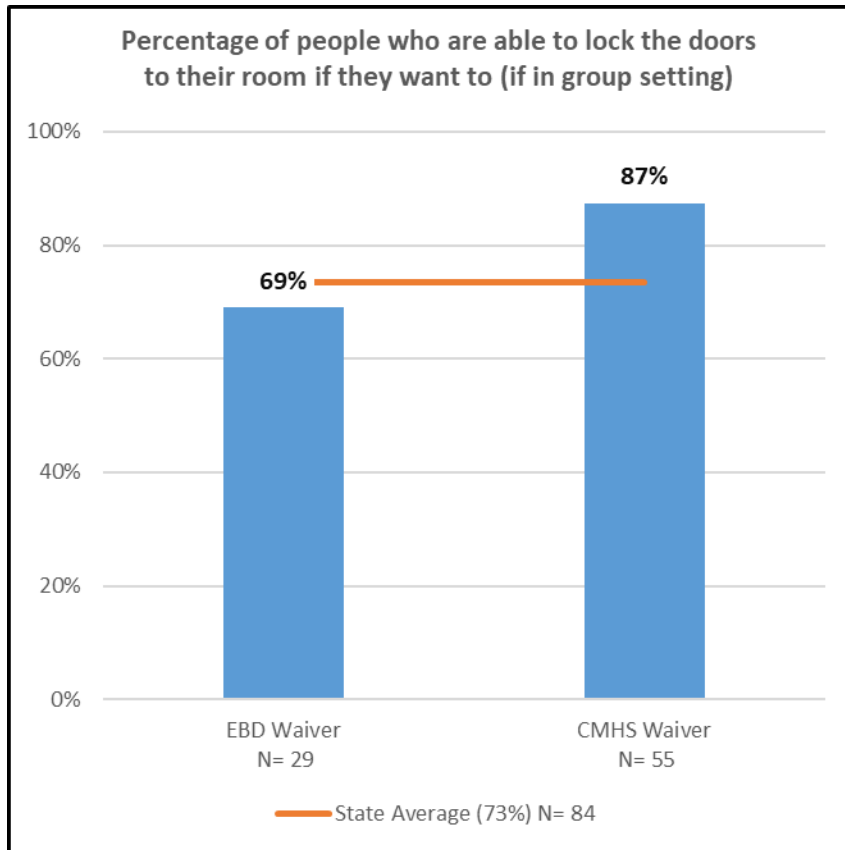


Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)²⁶

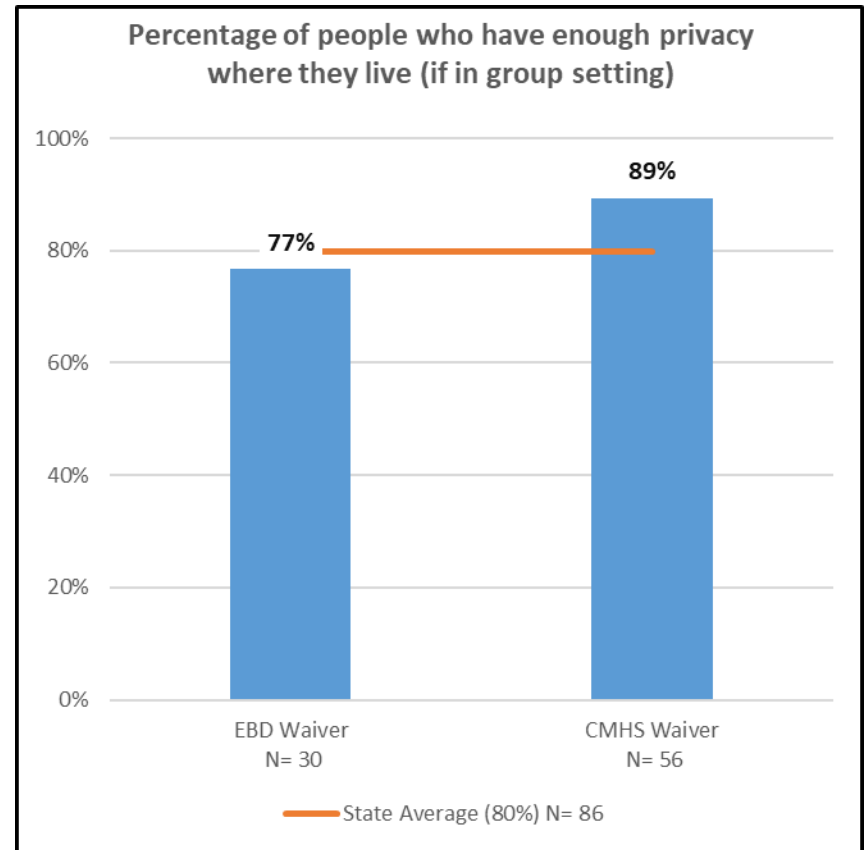


²⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting)²⁷



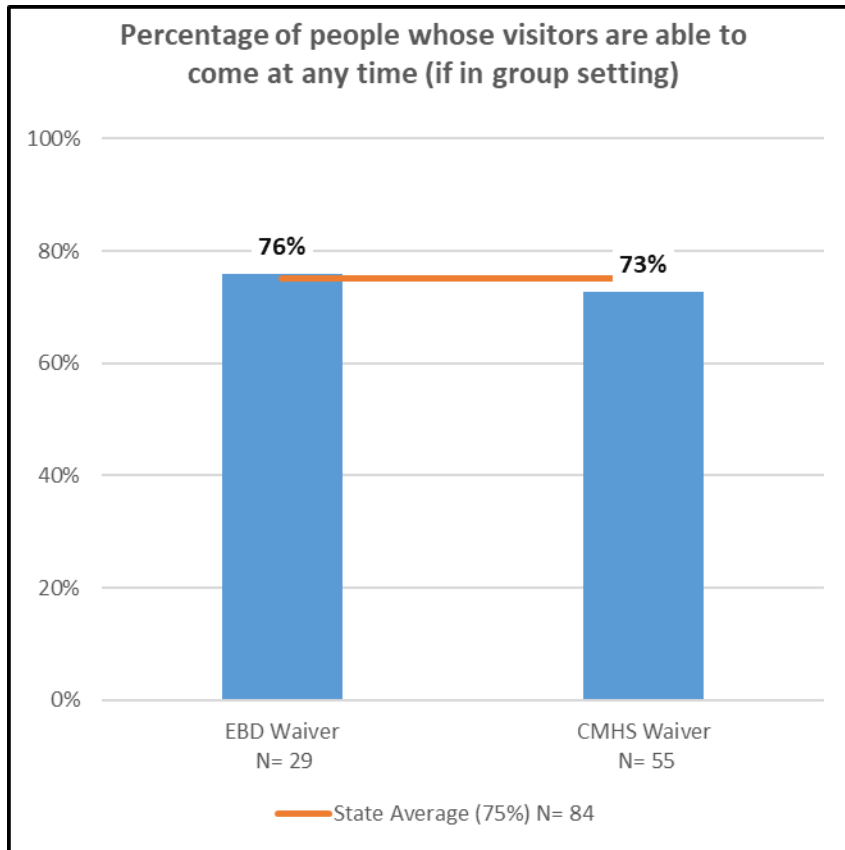
Graph 87. Percentage of people who have enough privacy where they live (if in group setting)²⁸



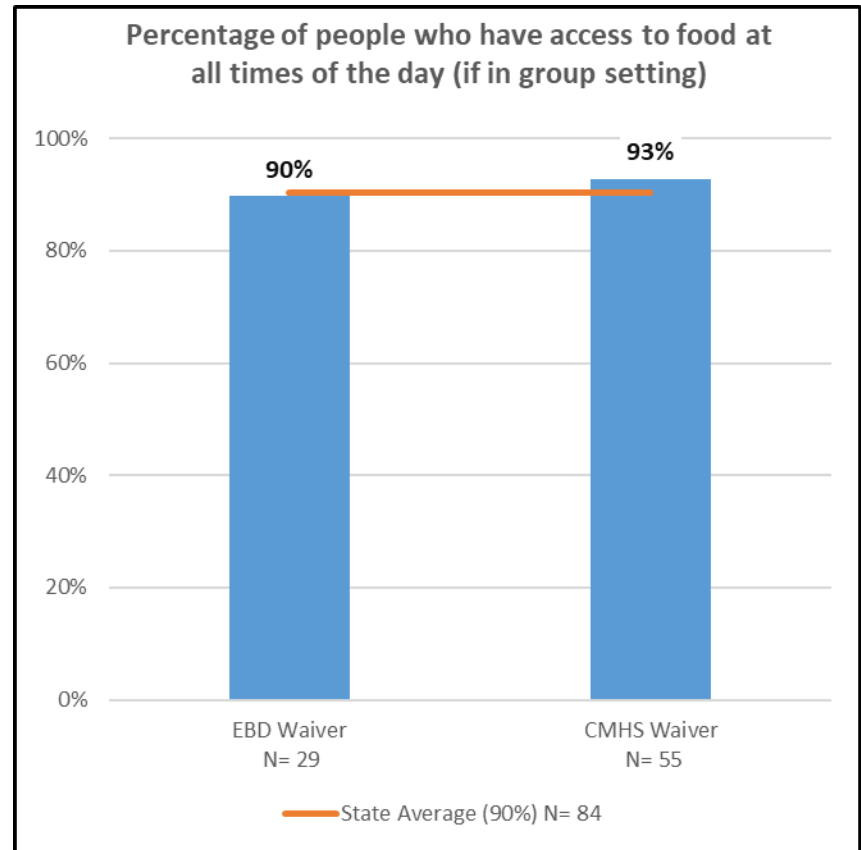
²⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

²⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting)²⁹



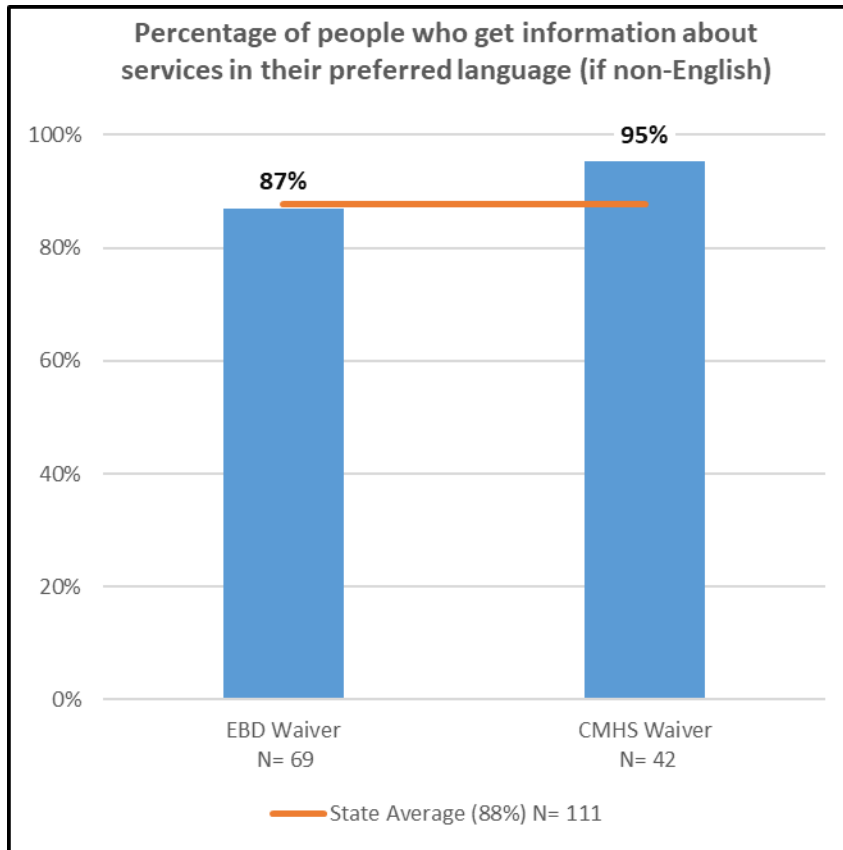
Graph 89. Percentage of people who have access to food at all times of the day (if in group setting)³⁰



²⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

³⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Percentage of people who have access to information about services in their preferred language (if non-English)³¹



³¹ Item previously reported in "Service Coordination" domain

Self-Direction

People have authority and are supported to direct and manage their own services.

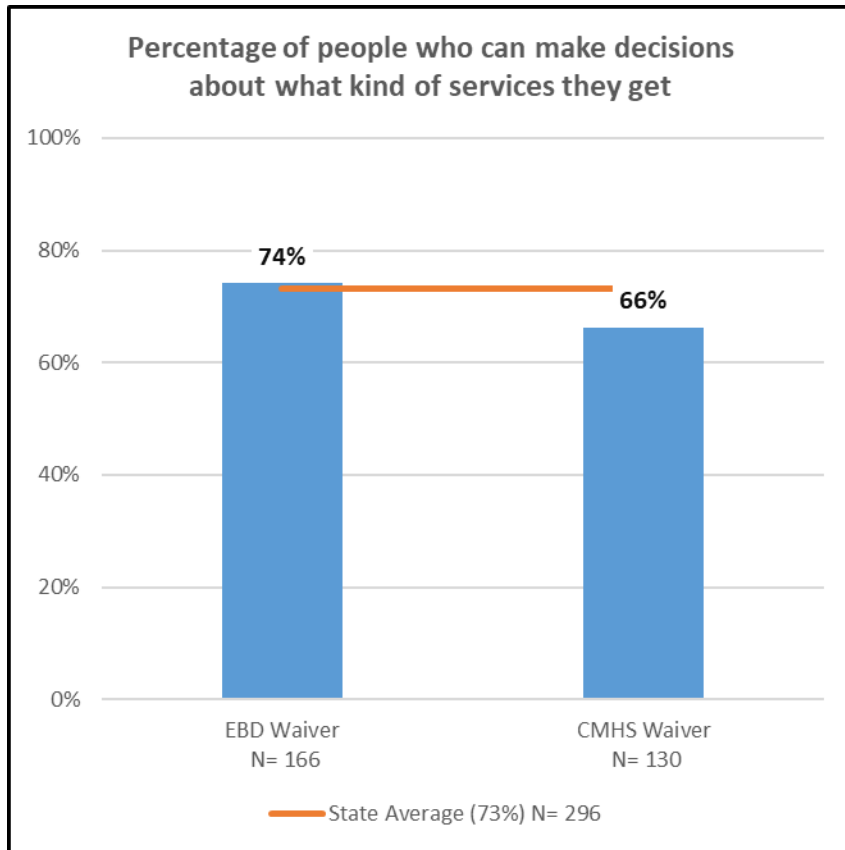
There are three Self-Direction indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who can choose what services they receive
2. Percentage of people who can choose when they receive services
3. Percentage of people who can choose their paid support staff

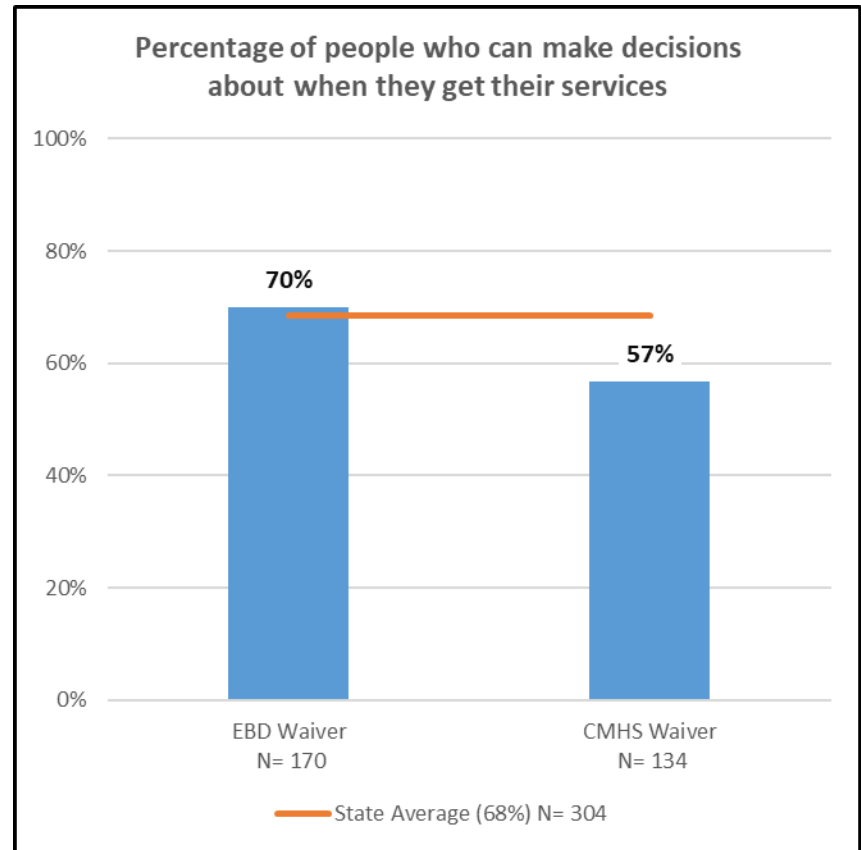
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

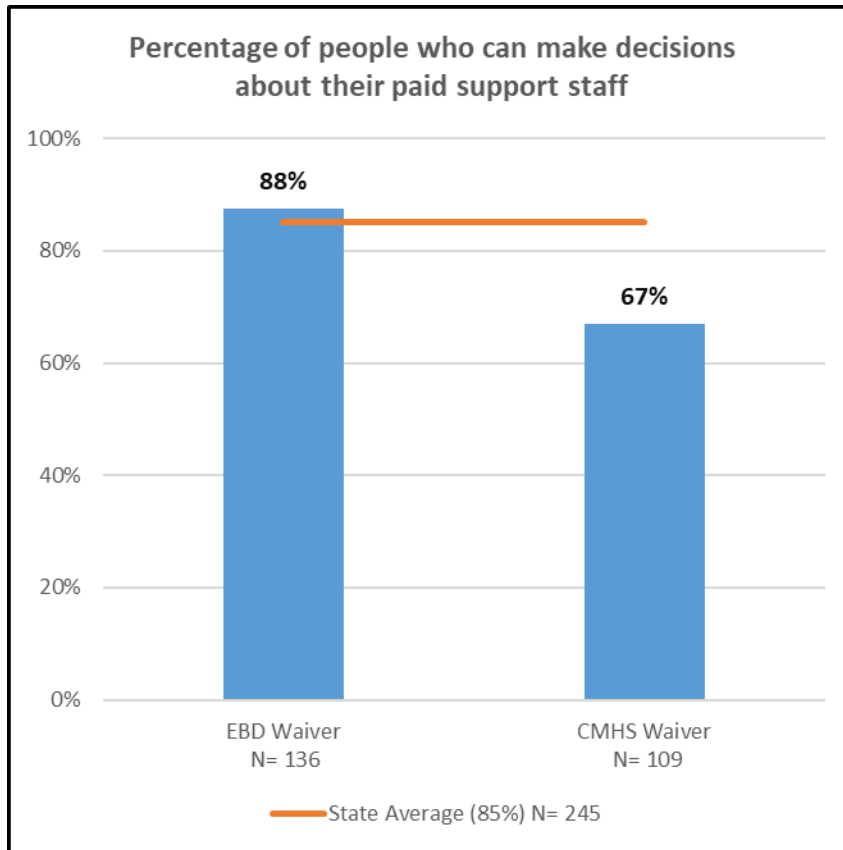
Graph 91. Percentage of people who can make decisions about what kind of services they get



Graph 92. Percentage of people who can make decisions about when they get their services



Graph 93. Percentage of people who can make decisions about their paid support staff



Work

People have support to find and maintain community integrated employment if they want it.

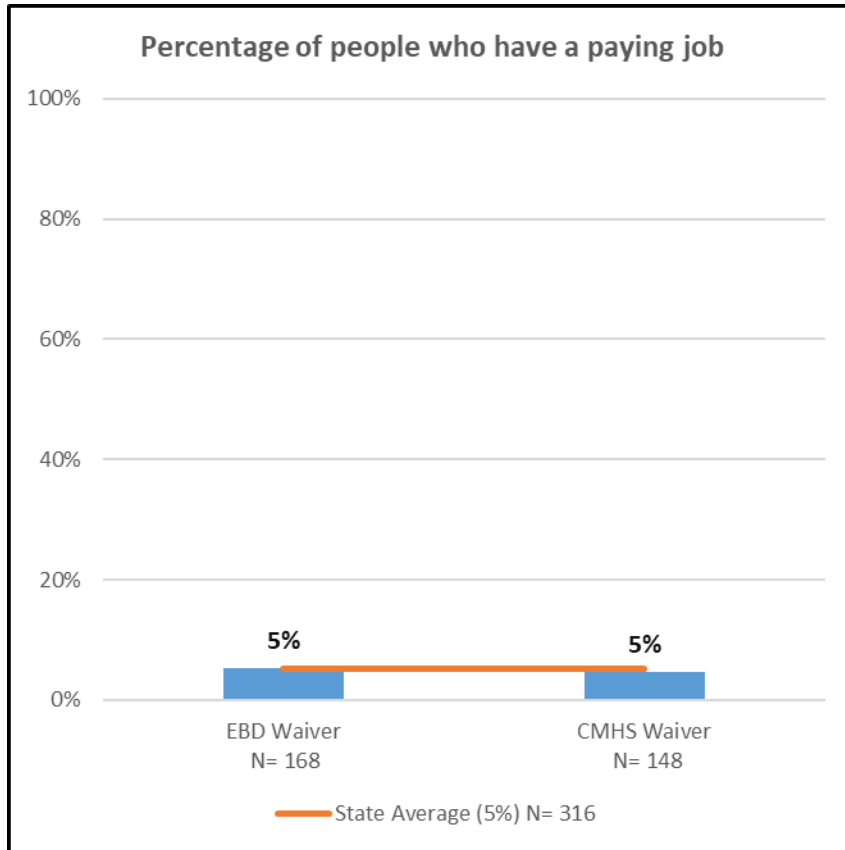
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have a paid job
2. Percentage of people who would like a job
3. Percentage of people wanting a job who receive job search assistance
4. Percentage of people who volunteer
5. Percentage of people who would like to volunteer

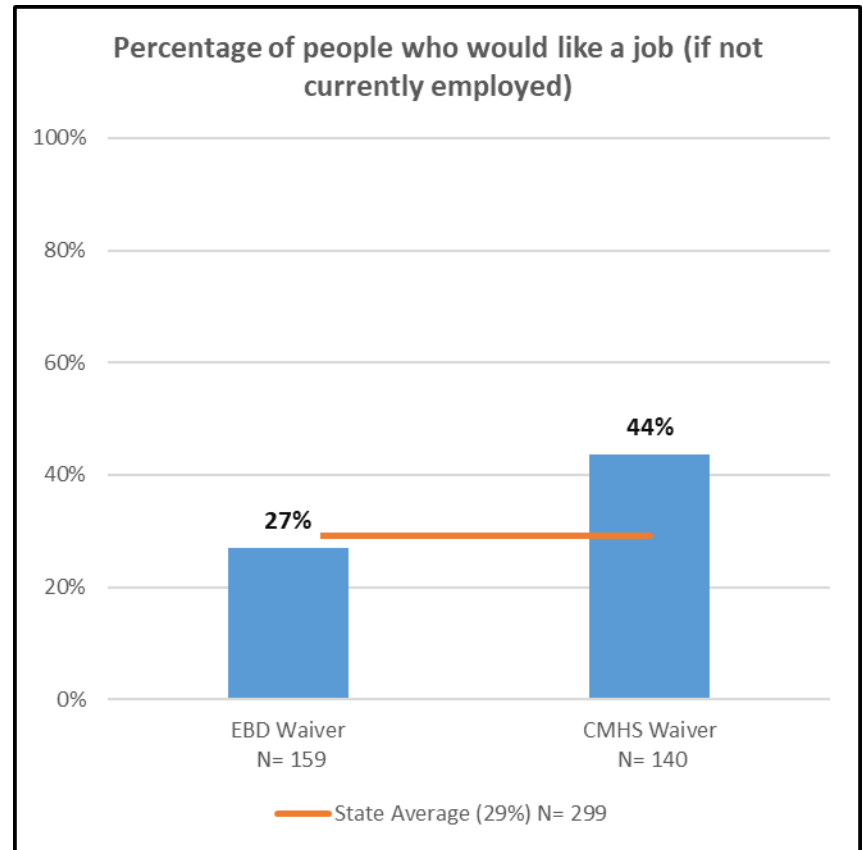
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

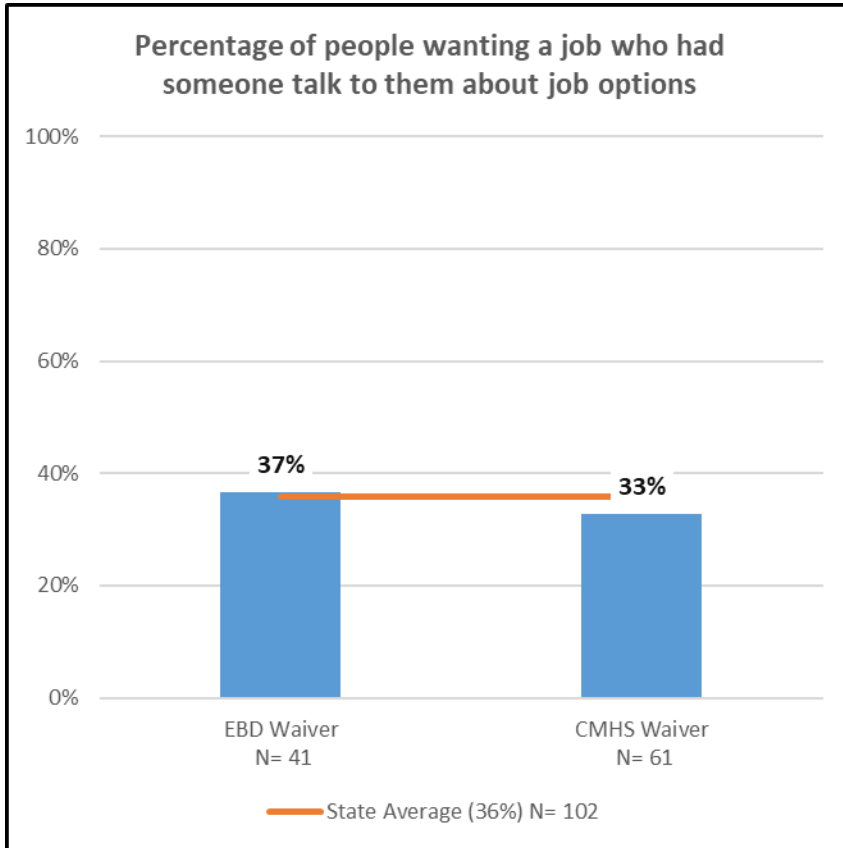
Graph 94. Percentage of people who have a paying job



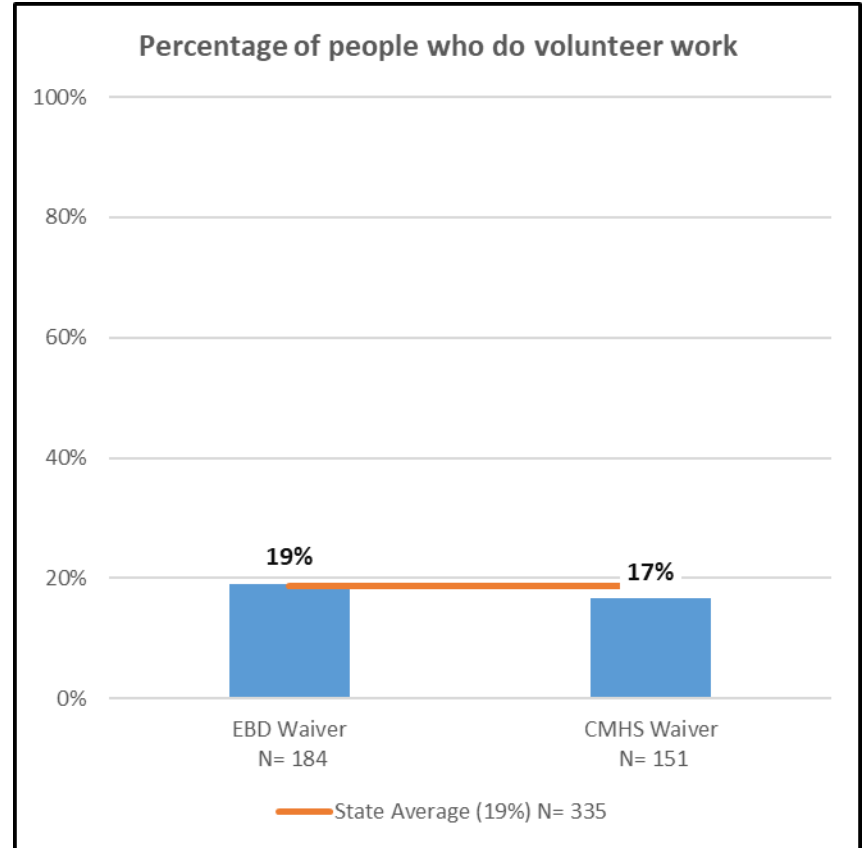
Graph 95. Percentage of people who would like a job (if not currently employed)



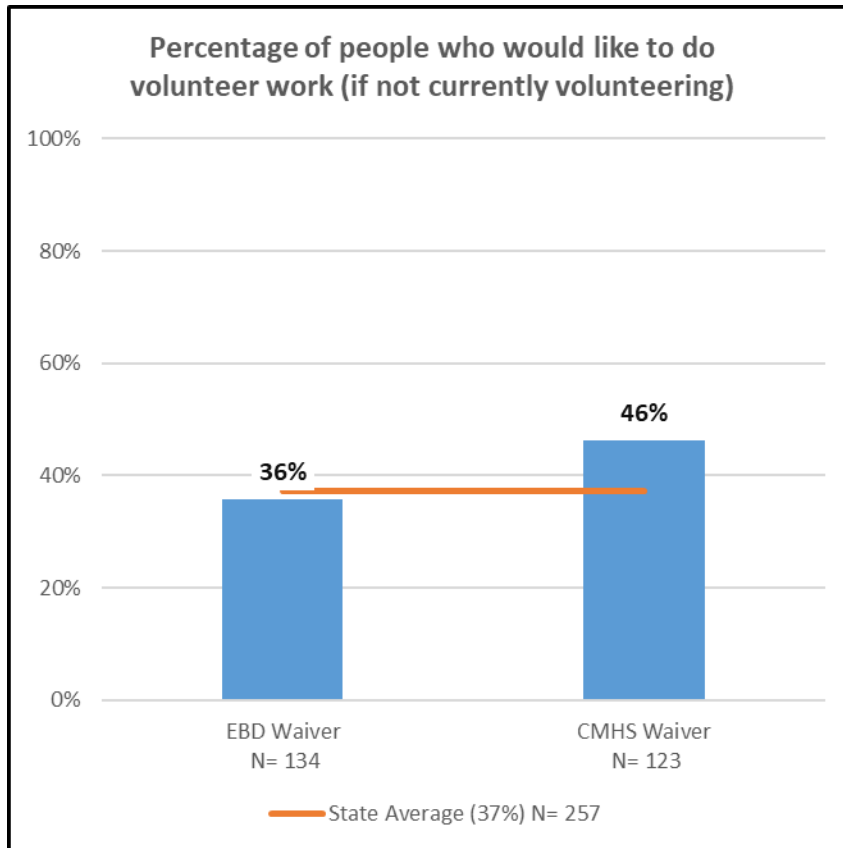
Graph 96. Percentage of people wanting a job who had someone talk to them about job options



Graph 97. Percentage of people who do volunteer work



Graph 98. Percentage of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

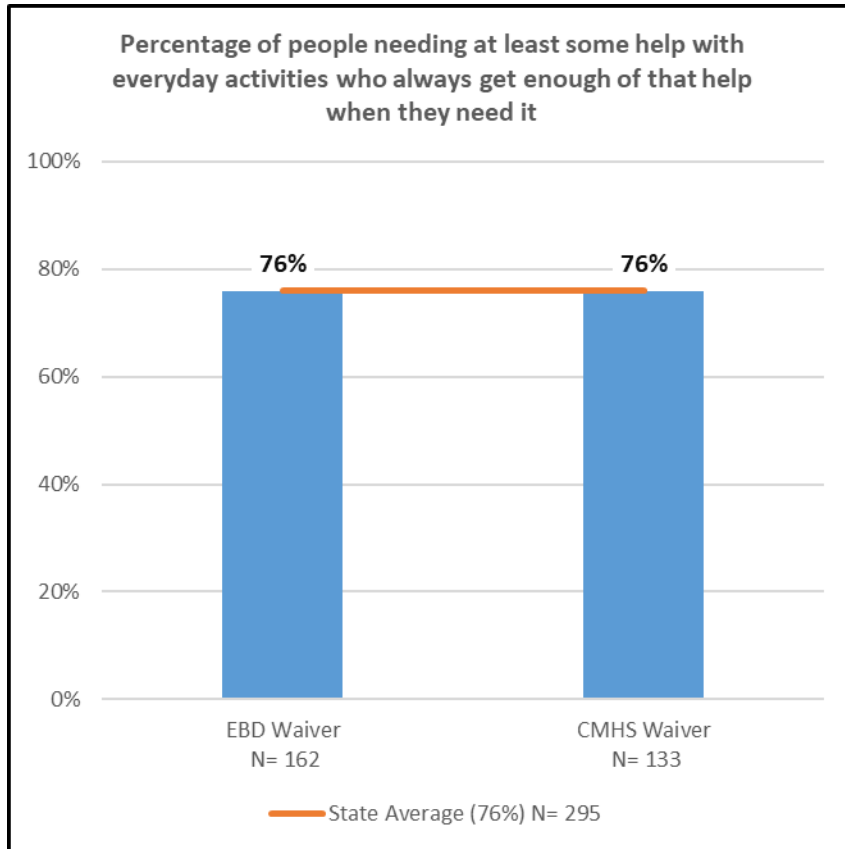
1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

There are four³² survey items that correspond to the Everyday Living domain.

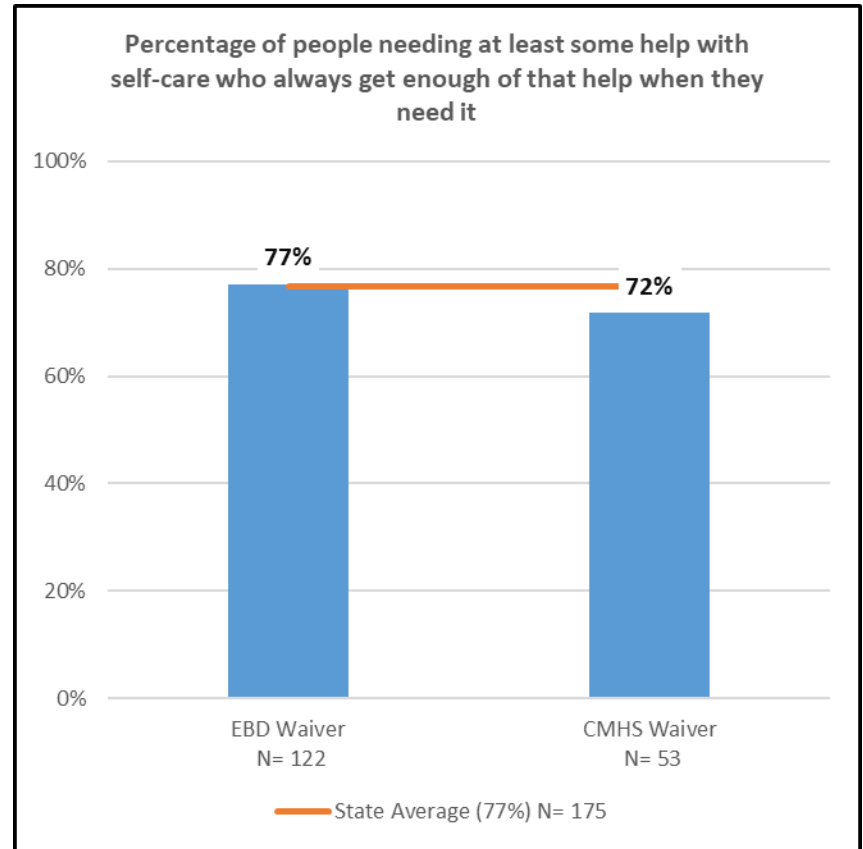
Un-collapsed data are shown in Appendix B.

³² Data for two items are presented in Appendix B only.

Graph 99. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 100. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Affordability

People have enough available resources.

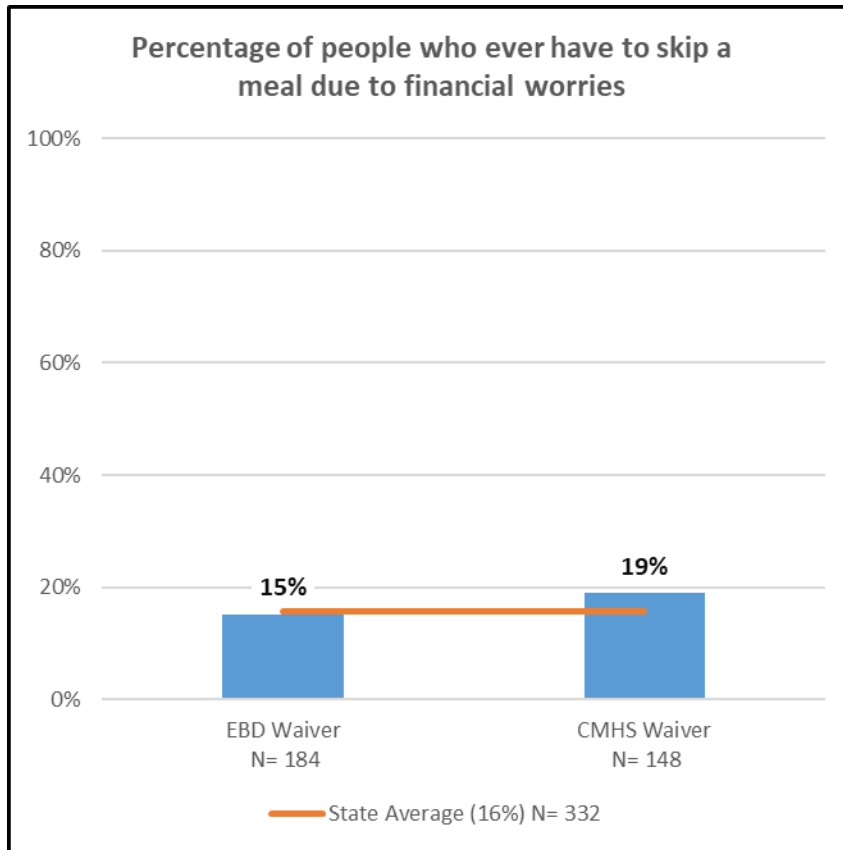
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have to cut back on food due to finances.

There is one survey item that corresponds to the Affordability domain.

Un-collapsed data are shown in Appendix B.

Graph 101. Percentage of people who ever have to skip a meal due to financial worries



Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing rules for recoding survey items with three or more response options into binary variables used for analysis. The table also specifies which graphs in this report contain recoded items, as well as their associated NCI-AD domains.

Unless otherwise stated, “Don’t Know” and “Unclear/Refused” responses are excluded.

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Percentage of people who are as active in their community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Control	Percentage of people who get up and go to bed when they want to	4	Collapse “Some days, sometimes” and “No, never”
	Percentage of people who can eat their meals when they want to	5	Collapse “Some days, sometimes” and “No, never”
	Percentage of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse “In all ways” and “In most ways”
	Percentage of people who never feel in control of their lives	7	Collapse “Yes, almost always, always” and “In-between, sometimes”
Relationships	Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	8	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Percentage of people who like where they live	9	Collapse “In-between, most of the time” and “No”
	Percentage of people who want to live somewhere else	10	Collapse “Yes” and “Maybe”
	Percentage of people who like how they spend their time during the day	11	Collapse “Some days, sometimes” and “No, never”
	Percentage of people whose paid support staff change too often	12	Collapse “Yes” and “Some, or sometimes”
	Percentage of people whose paid support staff do things the way they want them done	13	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Percentage of people who know whom to contact if they want to make changes to their services	16	Collapse “Not sure, maybe” and “No”
	Percentage of people who know whom to contact if they have a complaint about their services	17	Collapse “Not sure, maybe” and “No”

Domain	Item	Graph #	Collapsing Logic
	Percentage of people whose paid support staff show up and leave when they are supposed to	18	Collapse “Some, or usually” and “No, never or rarely”
	Percentage of people whose long-term services meet all their current needs and goals	20	Collapse “No, not at all” and “Some needs and goals”
	Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
Care Coordination	Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse “No” and “In-between”
	Percentage of people who know how to manage their chronic condition(s)	26	Collapse “No” and “In-between, or some conditions”
Access to Community	Percentage of people who have transportation when they want to do things outside of their home (non-medical)	28	Collapse “No” and “Sometimes”
	Percentage of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”
Access to Needed Equipment	Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	31	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have bathroom modifications (other than grab bars) but need a replacement	33	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have a specialized bed but need a replacement	35	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Percentage of people who have a ramp or stair lift in or outside the home but need a replacement	37	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need some other home modification but do not have it	38	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have some other home modification but need a replacement	39	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a walker but do not have it	40	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a walker but need a replacement	41	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a scooter but do not have it	42	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a scooter but need a replacement	43	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a wheelchair but do not have it	44	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a wheelchair but need a replacement	45	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need hearing aids but do not have them	46	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have hearing aids but need a replacement	47	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need glasses but do not have them	48	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have glasses but need a replacement	49	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a shower chair but do not have it	50	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a shower chair but need a replacement	51	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"

Domain	Item	Graph #	Collapsing Logic
	Percentage of people who need a personal emergency response system but do not have it	52	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have a personal emergency response system but need a replacement	53	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need an oxygen machine but do not have it	54	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have an oxygen machine but need a replacement	55	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need some other assistive device but do not have it	56	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have some other assistive device but need a replacement	57	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Safety	Percentage of people who know whom to talk to if they are mistreated or neglected	62	Collapse “Maybe, not sure” and “No”
	Percentage of people with concerns about falling or being unstable	63	Collapse “Yes, often” and “Sometimes”
Health Care	Percentage of people who can get an appointment to see their primary care doctor when they need to	68	Collapse “Usually” and “No, rarely”
Wellness	Percentage of people whose health was described as having gotten better compared to 12 months ago	75	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Percentage of people who often feel sad or depressed	77	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Percentage of people who often feel lonely	78	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Percentage of people whose hearing was described as poor (with hearing aids, if wears any)	79	Collapse “Good” and “Fair”
	Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)	80	Collapse “Good” and “Fair”
	Percentage of people who have access to healthy foods if they want them	81	Collapse “No, never” and “Sometimes”

Domain	Item	Graph #	Collapsing Logic
Medications	Percentage of people who understand what they take their prescription medications for	83	Collapse “No” and “In-between, or some medications”
Rights and Respect	Percentage of people whose paid support staff treat them with respect	84	Collapse “No, never or rarely” and “Some, or usually”
	Percentage of people whose permission is asked before others enter their home/room (if in group setting)	85	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Percentage of people who have enough privacy where they live (if in group setting)	87	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Percentage of people who have access to information about services in their preferred language (if non-English)	90	Collapse “Some information” and “No”
Self-Direction	Percentage of people who can make decisions about what kind of services they get	91	Collapse “No” and “Sometimes, or some services”
	Percentage of people who can make decisions about when they get their services	92	Collapse “No” and “Sometimes, or some services”
	Percentage of people who can make decisions about their paid support staff	93	Collapse “No” and “Sometimes, or some”
Work	Percentage of people who would like a job (if not currently employed)	95	Collapse “Yes” and “Maybe, not sure”
	Percentage of people who would like to do volunteer work (if not currently volunteering)	98	Collapse “Yes” and “Maybe, not sure”
Affordability	Percentage of people who ever have to skip a meal due to financial worries	101	Collapse “Yes, often” and “Sometimes”

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

Table 1. Average age (reported for those under 90 years of age)

	Average Age	N
EBD Waiver	64	166
CMHS Waiver	55	152
Sample Average	60	318

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
EBD Waiver	90%	10%	0%	184
CMHS Waiver	100%	0%	0%	152
Sample Average	95%	5%	0%	336

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
EBD Waiver	34%	66%	0%	0%	184
CMHS Waiver	39%	61%	0%	0%	152
Sample Average	36%	64%	0%	0%	336

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/Unclear	N
EBD Waiver	3%	2%	4%	1%	74%	14%	5%	3%	184
CMHS Waiver	7%	1%	7%	0%	76%	9%	5%	3%	152
Sample Average	5%	2%	6%	0%	75%	12%	5%	3%	336

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
EBD Waiver	31%	18%	30%	18%	3%	184
CMHS Waiver	47%	5%	36%	11%	2%	152
Sample Average	38%	12%	33%	15%	2%	336

Table 6. Preferred language

	English	Spanish	Other	Don't Know/ Unclear	N
EBD Waiver	99%	1%	0%	0%	184
CMHS Waiver	100%	0%	0%	0%	152
Sample Average	99%	1%	0%	0%	336

Table 7. Type of residential area³³

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
EBD Waiver	84%	4%	3%	9%	0%	184
CMHS Waiver	93%	3%	1%	3%	0%	152
Sample Average	88%	4%	2%	6%	0%	336

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/ Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
EBD Waiver	76%	9%	3%	9%	2%	0%	1%	0%	183
CMHS Waiver	56%	6%	7%	27%	0%	2%	2%	0%	151
Sample Average	67%	7%	5%	17%	1%	1%	1%	0%	334

³³ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
EBD Waiver	45%	18%	28%	3%	2%	10%	1%	183
CMHS Waiver	49%	6%	17%	3%	5%	23%	0%	151
Sample Average	47%	13%	23%	3%	3%	16%	0%	334

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
EBD Waiver	91%	9%	0%	183
CMHS Waiver	93%	7%	1%	151
Sample Average	92%	8%	0%	334

Table 11. Where the person moved from (if address changed in the past 6 months)

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/Unclear	N
EBD Waiver	56%	0%	0%	31%	0%	6%	0%	6%	16
CMHS Waiver	60%	0%	20%	10%	0%	10%	0%	0%	10
Sample Average	58%	0%	8%	23%	0%	8%	0%	4%	26

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
EBD Waiver	28%	69%	2%	183
CMHS Waiver	49%	45%	6%	151
Sample Average	38%	58%	4%	334

Table 13. Formal diagnosis: Alzheimer’s disease or other dementia

	No	Yes	Don’t Know/Unclear	N
EBD Waiver	83%	15%	2%	183
CMHS Waiver	94%	6%	0%	151
Sample Average	88%	11%	1%	334

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
EBD Waiver	83%	16%	1%	183
CMHS Waiver	72%	25%	3%	151
Sample Average	78%	20%	2%	334

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
EBD Waiver	88%	10%	2%	183
CMHS Waiver	68%	30%	3%	151
Sample Average	79%	19%	2%	334

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don’t know/Unclear	N
EBD Waiver	5%	20%	61%	28%	0%	183
CMHS Waiver	1%	2%	32%	75%	1%	151
Sample Average	3%	12%	48%	49%	0%	334

Table 17. History of frequent falls (more than two in a six-month period)

	No	Yes	Don't Know/Unclear	N
EBD Waiver	63%	35%	2%	183
CMHS Waiver	69%	31%	0%	151
Sample Average	66%	33%	1%	334

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
EBD Waiver	18%	82%	0%	184
CMHS Waiver	31%	69%	0%	152
Sample Average	24%	76%	0%	336

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
EBD Waiver	0%	5%	34%	61%	0%	184
CMHS Waiver	0%	4%	20%	76%	0%	152
Sample Average	0%	4%	27%	68%	0%	336

Table 20. Has legal guardian

	No	Yes	Don't Know	N
EBD Waiver	98%	2%	0%	184
CMHS Waiver	99%	1%	0%	152
Sample Average	99%	1%	0%	336

Table 21. Percentage of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)

	No	Yes	Don't Know	N
EBD Waiver	49%	51%	0%	184
CMHS Waiver	64%	36%	0%	152
Sample Average	56%	44%	0%	336

Community Participation

Table 22. Percentage of people who are as active in their community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	37%	13%	50%	0%	0%	169
CMHS Waiver	40%	11%	46%	1%	1%	149
Sample Average	38%	12%	48%	1%	1%	318

Table 23a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
EBD Waiver	42%	38%	20%	73%	12%	11%	84
CMHS Waiver	33%	33%	1%	57%	11%	5%	76
Sample Average	38%	36%	11%	65%	11%	8%	160

Table 23b. Reasons that people are not as active in the community as they would like to be (continued)

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	7%	4%	12%	8%	2%	1%	84
CMHS Waiver	12%	4%	14%	21%	1%	1%	76
Sample Average	9%	4%	13%	14%	2%	1%	160

Table 24. Percentage of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	39%	60%	1%	1%	169
CMHS Waiver	36%	60%	2%	2%	149
Sample Average	38%	60%	1%	1%	318

Choice and Control

Table 25. Percentage of people who are able to choose their roommate (if in group setting³⁴ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	80%	20%	0%	0%	10
CMHS Waiver	61%	33%	6%	0%	18
Sample Average	68%	29%	4%	0%	28

Table 26. Percentage of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	2%	7%	92%	0%	0%	169
CMHS Waiver	1%	3%	95%	0%	1%	148
Sample Average	2%	5%	93%	0%	0%	317

Table 27. Percentage of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	6%	4%	90%	0%	0%	0%	169
CMHS Waiver	6%	10%	83%	0%	1%	1%	147
Sample Average	6%	7%	87%	0%	0%	0%	316

Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting³⁵)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	3%	27%	70%	0%	0%	30
CMHS Waiver	4%	20%	68%	7%	2%	56
Sample Average	3%	22%	69%	5%	1%	86

³⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

³⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 29.. Percentage of people who feel in control of their lives³⁶

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	9%	27%	63%	1%	1%	169
CMHS Waiver	16%	27%	53%	1%	3%	148
Sample Average	12%	27%	59%	1%	2%	317

³⁶ Item previously reported in the "Control" domain.

Relationships

Table 30.. Percentage of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	6%	12%	82%	0%	0%	160
CMHS Waiver	7%	17%	75%	1%	0%	135
Sample Average	7%	14%	79%	0%	0%	295

Table 31. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
EBD Waiver	40%	60%	10%	30%	10%	30%	0%	10
CMHS Waiver	20%	30%	10%	30%	20%	30%	10%	10
Sample Average	30%	45%	10%	30%	15%	30%	5%	20

Satisfaction

Table 32. Percentage of people who like where they live

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	4%	14%	82%	0%	0%	169
CMHS Waiver	7%	14%	78%	0%	1%	149
Sample Average	6%	14%	80%	0%	0%	318

Table 33a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
EBD Waiver	19%	6%	13%	13%	29%	31
CMHS Waiver	9%	28%	16%	9%	22%	32
Sample Average	14%	17%	14%	11%	25%	63

Table 33b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
EBD Waiver	13%	39%	13%	0%	6%	31
CMHS Waiver	16%	25%	16%	3%	13%	32
Sample Average	14%	32%	14%	2%	10%	63

Table 33c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Cost	Other	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	13%	13%	10%	16%	39%	3%	0%	31
CMHS Waiver	16%	6%	0%	9%	38%	0%	0%	32
Sample Average	14%	10%	5%	13%	38%	2%	0%	63

Table 34. Percentage of people who want to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
EBD Waiver	64%	12%	24%	0%	169
CMHS Waiver	55%	15%	29%	1%	149
Sample Average	60%	13%	26%	1%	318

Table 35a. Where people want to live (if wants to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
EBD Waiver	62%	7%	8%	2%	60
CMHS Waiver	72%	0%	6%	3%	65
Sample Average	67%	3%	7%	2%	125

Table 35b. Where people want to live (if wants to live somewhere else) (continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	0%	17%	2%	3%	60
CMHS Waiver	0%	14%	3%	2%	65
Sample Average	0%	15%	2%	2%	125

Table 36. Percentage of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	7%	27%	66%	0%	0%	169
CMHS Waiver	9%	35%	53%	1%	1%	148
Sample Average	8%	31%	60%	1%	1%	317

Table 37. Percentage of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	69%	13%	17%	0%	0%	1%	127
CMHS Waiver	62%	16%	21%	0%	0%	1%	103
Sample Average	66%	14%	19%	0%	0%	1%	230

Table 38. Percentage of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	17%	81%	0%	1%	135
CMHS Waiver	6%	30%	63%	1%	0%	110
Sample Average	3%	23%	73%	0%	1%	245

Table 39. Percentage of people whose case manager changes too often³⁷

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	58%	31%	8%	2%	1%	142
CMHS Waiver	59%	33%	4%	4%	1%	129
Sample Average	59%	32%	6%	3%	1%	271

Table 40. Percentage of people whose services help them live a better life³⁸

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	5%	93%	2%	1%	167
CMHS Waiver	6%	92%	1%	1%	145
Sample Average	5%	92%	2%	1%	312

³⁷ New item in 2019-2020.

³⁸ New item in 2019-2020.

Service Coordination

Table 41. Percentage of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
EBD Waiver	6%	8%	85%	1%	165
CMHS Waiver	13%	8%	79%	1%	145
Sample Average	9%	8%	82%	1%	310

Table 42. Percentage of people who know whom to contact if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
EBD Waiver	13%	11%	75%	1%	165
CMHS Waiver	25%	10%	65%	0%	145
Sample Average	19%	11%	70%	0%	310

Table 43. Percentage of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	9%	87%	4%	0%	179
CMHS Waiver	7%	89%	4%	0%	147
Sample Average	8%	88%	4%	0%	326

Table 44. Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	14%	14%	70%	2%	0%	155
CMHS Waiver	12%	24%	60%	4%	0%	131
Sample Average	13%	18%	66%	3%	0%	286

Table 45. Percentage of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	11%	80%	6%	2%	1%	142
CMHS Waiver	5%	14%	75%	6%	0%	0%	111
Sample Average	2%	13%	77%	6%	1%	0%	253

Table 46. Percentage of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	33%	61%	6%	1%	184
CMHS Waiver	41%	49%	8%	1%	152
Sample Average	37%	56%	7%	1%	336

Table 47. Percentage of people whose long-term services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	9%	30%	59%	2%	1%	181
CMHS Waiver	8%	34%	56%	1%	1%	147
Sample Average	9%	32%	58%	2%	1%	328

Table 48a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Companion Services	Healthcare Home Services, Home Health	N
EBD Waiver	7%	23%	41%	33%	16%	73
CMHS Waiver	8%	23%	38%	33%	21%	66
Sample Average	7%	23%	40%	33%	19%	139

Table 48b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Home Delivered Meals	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
EBD Waiver	23%	15%	45%	18%	18%	10%	27%	73
CMHS Waiver	26%	14%	38%	9%	20%	26%	26%	66
Sample Average	24%	14%	42%	14%	19%	17%	27%	139

Table 48c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don’t Know	Unclear/Refused/No Response	N
EBD Waiver	33%	18%	4%	21%	27%	0%	1%	73
CMHS Waiver	32%	12%	2%	11%	23%	3%	0%	66
Sample Average	32%	15%	3%	16%	25%	1%	1%	139

Table 49. Percentage of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	45%	52%	3%	0%	58
CMHS Waiver	35%	53%	12%	0%	57
Sample Average	40%	52%	8%	0%	115

Table 50a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
EBD Waiver	13%	24%	8%	12%	17%	27%	172
CMHS Waiver	8%	13%	4%	18%	18%	29%	142
Sample Average	11%	19%	6%	15%	18%	28%	314

Table 50b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	19%	2%	1%	3%	6%	1%	172
CMHS Waiver	21%	1%	1%	1%	7%	1%	142
Sample Average	20%	2%	1%	2%	6%	1%	314

Table 51. Percentage of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	99%	0%	0%	184
CMHS Waiver	11%	88%	0%	1%	152
Sample Average	6%	94%	0%	0%	336

Table 52. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	47%	20%	1%	25%	7%	0%	0%	1%	182
CMHS Waiver	54%	5%	1%	25%	11%	1%	1%	1%	134
Sample Average	50%	14%	1%	25%	9%	1%	0%	1%	316

Table 53. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	37%	7%	3%	39%	18%	3%	12%	0%	0%	181
CMHS Waiver	39%	4%	2%	33%	13%	5%	22%	0%	0%	132
Sample Average	38%	5%	2%	36%	16%	4%	16%	0%	0%	313

Table 54. Percentage of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	22%	72%	3%	2%	134	22%
CMHS Waiver	31%	63%	4%	3%	104	31%
Sample Average	26%	68%	3%	3%	238	26%

Care Coordination

Table 55. Percentage of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	70%	29%	2%	0%	184
CMHS Waiver	75%	25%	0%	0%	151
Sample Average	72%	27%	1%	0%	335

Table 56. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	9%	13%	75%	0%	2%	53
CMHS Waiver	11%	11%	79%	0%	0%	38
Sample Average	10%	12%	77%	0%	1%	91

Table 57. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	15%	79%	4%	2%	0%	53
CMHS Waiver	26%	68%	0%	5%	0%	38
Sample Average	20%	75%	2%	3%	0%	91

Table 58. Percentage of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	N/A – Doesn't Have Chronic Conditions	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	5%	8%	80%	6%	1%	1%	169
CMHS Waiver	12%	8%	70%	7%	1%	1%	148
Sample Average	8%	8%	75%	6%	1%	1%	317

Table 59. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	25%	74%	1%	0%	134
CMHS Waiver	21%	78%	1%	0%	85
Sample Average	23%	75%	1%	0%	219

Access to Community

Table 60. Percentage of people who have transportation when they want to do things outside of their home (non-medical)

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	15%	8%	73%	4%	0%	0%	184
CMHS Waiver	10%	11%	73%	3%	1%	1%	152
Sample Average	13%	9%	73%	4%	1%	1%	336

Table 61. Percentage of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	1%	5%	92%	1%	1%	1%	184
CMHS Waiver	3%	6%	90%	0%	1%	1%	152
Sample Average	2%	6%	91%	0%	1%	1%	336

Access to Needed Equipment

Table 62. Percentage of people who need grab bars in the bathroom or elsewhere in their home

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	13%	64%	12%	11%	1%	0%	184
CMHS Waiver	21%	53%	11%	14%	0%	1%	152
Sample Average	17%	59%	12%	13%	0%	0%	336

Table 63. Percentage of people who need bathroom modifications (other than grab bars)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	38%	41%	6%	14%	1%	1%	184
CMHS Waiver	55%	32%	1%	11%	1%	1%	152
Sample Average	45%	37%	4%	12%	1%	1%	336

Table 64. Percentage of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	71%	14%	5%	10%	0%	0%	184
CMHS Waiver	78%	7%	1%	14%	0%	1%	152
Sample Average	74%	11%	3%	12%	0%	0%	336

Table 65. Percentage of people who need a ramp or stair lift in or outside the home

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	56%	30%	7%	7%	1%	0%	184
CMHS Waiver	67%	26%	1%	4%	1%	1%	152
Sample Average	61%	28%	4%	5%	1%	0%	336

Table 66. Percentage of people who need some other home modification(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	75%	9%	3%	10%	3%	0%	184
CMHS Waiver	86%	5%	3%	7%	0%	0%	152
Sample Average	80%	7%	3%	9%	1%	0%	336

Table 67. Percentage of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	35%	47%	14%	4%	1%	0%	184
CMHS Waiver	62%	26%	7%	5%	0%	0%	151
Sample Average	47%	37%	11%	4%	0%	0%	335

Table 68. Percentage of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	82%	6%	2%	10%	1%	0%	184
CMHS Waiver	88%	1%	3%	8%	0%	0%	151
Sample Average	84%	4%	2%	9%	0%	0%	335

Table 69. Percentage of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	54%	27%	13%	6%	0%	0%	184
CMHS Waiver	87%	8%	1%	3%	1%	0%	151
Sample Average	69%	19%	7%	5%	0%	0%	335

Table 70. Percentage of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	70%	9%	5%	15%	2%	0%	184
CMHS Waiver	80%	5%	2%	12%	1%	0%	151
Sample Average	74%	7%	4%	14%	1%	0%	335

Table 71. Percentage of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	15%	51%	29%	6%	0%	0%	184
CMHS Waiver	19%	40%	32%	9%	0%	0%	151
Sample Average	17%	46%	30%	7%	0%	0%	335

Table 72. Percentage of people who need a shower chair³⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	15%	70%	11%	4%	0%	0%	184
CMHS Waiver	38%	52%	3%	7%	0%	0%	151
Sample Average	26%	62%	7%	5%	0%	0%	335

Table 73. Percentage of people who need a personal emergency response system

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	27%	57%	5%	11%	1%	0%	184
CMHS Waiver	50%	34%	4%	12%	1%	0%	151
Sample Average	37%	46%	5%	11%	1%	0%	335

³⁹ New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	71%	24%	4%	1%	0%	0%	184
CMHS Waiver	76%	20%	3%	1%	0%	0%	151
Sample Average	73%	22%	4%	1%	0%	0%	335

Table 75. Percentage of people who need some other assistive device(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	63%	20%	5%	10%	1%	1%	184
CMHS Waiver	70%	13%	4%	10%	3%	1%	151
Sample Average	66%	16%	5%	10%	2%	1%	335

Safety

Table 76. Percentage of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	2%	97%	0%	1%	135
CMHS Waiver	9%	91%	0%	0%	110
Sample Average	5%	94%	0%	0%	245

Table 77. Percentage of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	83%	17%	0%	1%	169
CMHS Waiver	62%	38%	0%	1%	149
Sample Average	73%	26%	0%	1%	318

Table 78. Percentage of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	93%	7%	1%	0%	169
CMHS Waiver	85%	11%	2%	1%	149
Sample Average	89%	9%	1%	1%	318

Table 79. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	16%	79%	5%	0%	184
CMHS Waiver	11%	82%	7%	1%	152
Sample Average	14%	80%	6%	0%	336

Table 80. Percentage of people with concerns about falling or being unstable⁴⁰

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	27%	27%	46%	0%	0%	184
CMHS Waiver	43%	20%	36%	1%	0%	152
Sample Average	35%	24%	42%	0%	0%	336

Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected⁴¹

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
EBD Waiver	12%	4%	82%	1%	169
CMHS Waiver	15%	7%	77%	1%	149
Sample Average	14%	5%	80%	1%	318

⁴⁰ Item previously reported in the "Care Coordination" domain.

⁴¹ New item in 2019-2020.

Health Care

Table 82. Percentage of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	51%	47%	1%	1%	184
CMHS Waiver	51%	46%	3%	0%	151
Sample Average	51%	47%	2%	0%	335

Table 83. Percentage of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	70%	29%	1%	0%	87
CMHS Waiver	59%	41%	0%	0%	69
Sample Average	65%	34%	1%	0%	156

Table 84. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	98%	1%	1%	0%	87
CMHS Waiver	93%	7%	0%	0%	69
Sample Average	96%	4%	1%	0%	156

Table 85. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	89%	11%	0%	0%	87
CMHS Waiver	80%	19%	1%	0%	69
Sample Average	85%	15%	1%	0%	156

Table 86. Percentage of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	9%	12%	76%	1%	2%	1%	184
CMHS Waiver	13%	15%	69%	1%	1%	1%	151
Sample Average	11%	13%	73%	1%	1%	1%	335

Table 87. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	25%	74%	1%	0%	85
CMHS Waiver	14%	85%	0%	1%	101
Sample Average	19%	80%	1%	1%	186

Table 88. Percentage of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	16%	82%	0%	2%	0%	184
CMHS Waiver	24%	74%	0%	3%	0%	151
Sample Average	20%	78%	0%	2%	0%	335

Table 89. Percentage of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	67%	30%	1%	2%	0%	184
CMHS Waiver	79%	18%	0%	3%	0%	151
Sample Average	73%	25%	0%	2%	0%	335

Table 90. Percentage of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	40%	60%	0%	1%	0%	184
CMHS Waiver	46%	54%	0%	0%	0%	151
Sample Average	42%	57%	0%	0%	0%	335

Table 91. Percentage of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	21%	78%	0%	1%	0%	184
CMHS Waiver	26%	70%	1%	1%	1%	151
Sample Average	24%	74%	1%	1%	0%	335

Table 92. Percentage of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	50%	48%	1%	1%	0%	184
CMHS Waiver	44%	54%	0%	2%	0%	151
Sample Average	47%	51%	0%	1%	0%	335

Wellness

Table 93. Percentage of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	18%	30%	28%	15%	8%	0%	0%	184
CMHS Waiver	17%	35%	23%	14%	9%	2%	1%	151
Sample Average	18%	33%	26%	15%	8%	1%	0%	335

Table 94. Percentage of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	8%	27%	37%	18%	8%	1%	1%	184
CMHS Waiver	7%	21%	49%	12%	11%	1%	0%	151
Sample Average	7%	24%	42%	16%	10%	1%	0%	335

Table 95. Percentage of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	41%	55%	3%	1%	184
CMHS Waiver	39%	56%	4%	1%	151
Sample Average	40%	56%	4%	1%	335

Table 96. Percentage of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	33%	67%	0%	0%	101
CMHS Waiver	45%	54%	1%	0%	85
Sample Average	38%	61%	1%	0%	186

Table 97. Percentage of people who feel sad or depressed

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	21%	27%	37%	14%	1%	1%	169
CMHS Waiver	10%	20%	42%	26%	0%	2%	148
Sample Average	16%	24%	39%	20%	1%	1%	317

Table 98. Percentage of people who feel lonely⁴²

	Never/Almost Never, Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	49%	37%	14%	0%	0%	169
CMHS Waiver	26%	43%	31%	0%	1%	148
Sample Average	38%	40%	22%	0%	0%	317

Table 99. Percentage of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	14%	27%	59%	0%	0%	184
CMHS Waiver	10%	19%	71%	0%	0%	151
Sample Average	12%	23%	64%	0%	0%	335

Table 100. Percentage of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	26%	27%	46%	1%	1%	184
CMHS Waiver	13%	33%	52%	1%	0%	151
Sample Average	20%	30%	49%	1%	0%	335

⁴² New item in 2019-2020.

Table 101. Percentage of people who have access to healthy foods if they want them

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	2%	16%	82%	0%	0%	0%	184
CMHS Waiver	5%	16%	77%	0%	1%	1%	150
Sample Average	3%	16%	80%	0%	1%	0%	334

Medications

Table 102. Percentage of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	60%	39%	1%	0%	184
CMHS Waiver	15%	81%	4%	1%	151
Sample Average	40%	58%	2%	0%	335

Table 103. Percentage of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	8%	7%	83%	1%	1%	1%	169
CMHS Waiver	8%	12%	79%	0%	0%	1%	148
Sample Average	8%	9%	81%	1%	0%	1%	317

Rights and Respect

Table 104. Percentage of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	9%	89%	0%	1%	135
CMHS Waiver	3%	10%	87%	0%	0%	110
Sample Average	2%	9%	88%	0%	0%	245

Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting⁴³)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	17%	10%	73%	0%	0%	30
CMHS Waiver	4%	14%	79%	2%	2%	56
Sample Average	8%	13%	77%	1%	1%	86

Table 106. Percentage of people who are able to lock the doors to their room if they want to (if in group setting⁴⁴)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	30%	67%	3%	0%	30
CMHS Waiver	13%	86%	2%	0%	56
Sample Average	19%	79%	2%	0%	86

⁴³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 107. Percentage of people who have enough privacy where they live (if in group setting⁴⁵)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	10%	13%	77%	0%	0%	30
CMHS Waiver	5%	5%	89%	0%	0%	56
Sample Average	7%	8%	85%	0%	0%	86

Table 108. Percentage of people whose visitors are able to come at any time (if in group setting⁴⁶)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	23%	73%	0%	3%	0%	30
CMHS Waiver	27%	71%	2%	0%	0%	56
Sample Average	26%	72%	1%	1%	0%	86

Table 109. Percentage of people who have access to food at all times of the day (if in group setting⁴⁷)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	10%	87%	0%	3%	0%	30
CMHS Waiver	7%	91%	2%	0%	0%	56
Sample Average	8%	90%	1%	1%	0%	86

⁴⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 110. Percentage of people who receive information about their services in the language they prefer (if non-English)⁴⁸

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	7%	6%	86%	0%	1%	70
CMHS Waiver	0%	5%	95%	0%	0%	42
Sample Average	4%	5%	89%	0%	1%	112

⁴⁸ Item previously reported in "Service Coordination" domain

Self-Direction

Table 111. Percentage of people who can make decisions about what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	5%	19%	69%	6%	1%	179
CMHS Waiver	14%	16%	59%	10%	2%	147
Sample Average	9%	17%	64%	8%	2%	326

Table 112. Percentage of people who can make decisions about when they get their services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	9%	20%	66%	5%	0%	179
CMHS Waiver	14%	25%	52%	7%	2%	147
Sample Average	11%	22%	60%	6%	1%	326

Table 113. Percentage of people who can make decisions about their paid support staff

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	8%	4%	84%	4%	0%	142
CMHS Waiver	19%	14%	66%	2%	0%	111
Sample Average	13%	8%	76%	3%	0%	253

Work

Table 114. Percentage of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	94%	5%	0%	1%	169
CMHS Waiver	95%	5%	0%	0%	148
Sample Average	95%	5%	0%	0%	317

Table 115. Percentage of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
EBD Waiver	73%	11%	16%	0%	159
CMHS Waiver	56%	20%	23%	1%	141
Sample Average	65%	15%	20%	0%	300

Table 116. Percentage of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	60%	35%	2%	2%	43
CMHS Waiver	67%	33%	0%	0%	61
Sample Average	64%	34%	1%	1%	104

Table 117. Percentage of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	81%	19%	0%	0%	184
CMHS Waiver	83%	17%	0%	0%	151
Sample Average	82%	18%	0%	0%	335

Table 118. Percentage of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
EBD Waiver	64%	20%	16%	0%	134
CMHS Waiver	53%	25%	21%	1%	124
Sample Average	59%	22%	18%	0%	258

Everyday Living

Table 119. Percentage of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	10%	38%	51%	1%	1%	184
CMHS Waiver	13%	54%	34%	0%	0%	152
Sample Average	11%	45%	43%	0%	0%	336

Table 120. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	24%	75%	1%	0%	163
CMHS Waiver	24%	76%	0%	0%	133
Sample Average	24%	76%	0%	0%	296

Table 121. Percentage of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	34%	40%	26%	0%	0%	184
CMHS Waiver	64%	28%	7%	0%	0%	152
Sample Average	48%	35%	18%	0%	0%	336

Table 122. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	23%	77%	0%	0%	122
CMHS Waiver	28%	70%	0%	2%	54
Sample Average	24%	75%	0%	1%	176

Affordability

Table 123. Percentage of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	85%	11%	4%	0%	0%	0%	184
CMHS Waiver	80%	14%	5%	0%	0%	1%	150
Sample Average	83%	13%	4%	0%	0%	1%	334

Ranking of Priorities

Table 124. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	60%	30%	7%	3%	1%	1%	169
CMHS Waiver	50%	32%	11%	6%	0%	1%	148
Sample Average	55%	31%	9%	4%	0%	1%	317

Table 125. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
EBD Waiver	8%	38%	36%	18%	167
CMHS Waiver	19%	33%	33%	15%	145
Sample Average	13%	36%	35%	17%	312

Table 126. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
EBD Waiver	23%	24%	43%	10%	167
CMHS Waiver	23%	23%	40%	14%	146
Sample Average	23%	23%	42%	12%	313

Table 127. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
EBD Waiver	8%	8%	15%	69%	167
CMHS Waiver	8%	12%	16%	64%	146
Sample Average	8%	10%	15%	67%	313

Appendix C: Colorado's State-Specific Questions

Table 128. Percentage of people who can make decisions about the agency that provides their services (CO-1)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	13%	71%	16%	1%	179
CMHS Waiver	21%	59%	20%	1%	147
Sample Average	17%	65%	17%	1%	326

Table 129. Percentage of people who know whom to ask if they want to change their paid support staff (CO-2)

	No	Not Sure, Maybe	Yes	Unclear/Refused/ No Response	N
EBD Waiver	4%	4%	91%	1%	135
CMHS Waiver	13%	9%	76%	2%	110
Sample Average	8%	6%	84%	1%	245

Table 130. Percentage of people who had someone talk to them about their rights (if in group setting) (CO-3)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	30%	57%	13%	0%	30
CMHS Waiver	23%	70%	4%	4%	56
Sample Average	26%	65%	7%	2%	86

Table 131. Reasons people haven't had their physical exam in the past year (CO-4)

	Didn't Think Needed/ Didn't Want an Exam	Couldn't Find a Provider	Couldn't Get an Appt w/ Provider	Provider Doesn't Know How to Treat Someone w/ Person's Needs	N
EBD Waiver	7%	47%	0%	7%	30
CMHS Waiver	3%	53%	3%	6%	36
Sample Average	5%	50%	2%	6%	66

Table 131a. Reasons people haven't had their physical exam in the past year (CO-4) (continued)

	Unable to Get Transportation to Appt	Other	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	7%	3%	23%	13%	30
CMHS Waiver	8%	3%	25%	8%	36
Sample Average	8%	3%	24%	11%	66

Table 132. How satisfied people are with the services and supports they are getting (CO-5)

	Not at All	Somewhat	Mostly	Very	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	2%	11%	26%	57%	2%	1%	167
CMHS Waiver	6%	13%	34%	46%	0%	1%	145
Sample Average	4%	12%	30%	52%	1%	1%	312

Table 133. Percentage of people who are receiving all of the services and supports listed in their service plan (CO-6)

	No, None of the Services	Some Services, But Not All	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	13%	79%	7%	0%	99
CMHS Waiver	0%	12%	83%	5%	0%	93
Sample Average	1%	13%	81%	6%	0%	192

Appendix D: Colorado's NCI-AD Person-Centered Planning Module

Table 134. Percentage of people who reported having a service plan/plan of care⁴⁹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	18%	60%	21%	1%	165
CMHS Waiver	16%	65%	19%	0%	144
Sample Average	17%	62%	20%	1%	309

Table 135. People's level of involvement in deciding what is in their service plan/plan of care

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	4%	19%	73%	1%	2%	99
CMHS Waiver	4%	2%	28%	65%	0%	1%	93
Sample Average	3%	3%	23%	69%	1%	2%	192

Table 136. Percentage of people who remember their most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	12%	86%	2%	0%	99
CMHS Waiver	13%	83%	2%	2%	93
Sample Average	13%	84%	2%	1%	192

Table 137. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	99%	0%	0%	85
CMHS Waiver	1%	99%	0%	0%	77
Sample Average	1%	99%	0%	0%	162

⁴⁹ New item in 2019-2020.

Table 138. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	1%	99%	0%	0%	85
CMHS Waiver	1%	99%	0%	0%	77
Sample Average	1%	99%	0%	0%	162

Table 139. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there

	No	Some People	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	2%	2%	95%	0%	0%	85
CMHS Waiver	6%	5%	88%	0%	0%	77
Sample Average	4%	4%	92%	0%	0%	162

Table 140. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	0%	1%	6%	25%	68%	0%	0%	85
CMHS Waiver	0%	3%	8%	19%	69%	1%	0%	77
Sample Average	0%	2%	7%	22%	69%	1%	0%	162

Table 141. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
EBD Waiver	8%	81%	11%	0%	84
CMHS Waiver	13%	75%	12%	0%	77
Sample Average	11%	78%	11%	0%	161

Table 142. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	1%	6%	88%	4%	1%	84
CMHS Waiver	0%	18%	70%	12%	0%	77
Sample Average	1%	12%	80%	7%	1%	161

Table 143. Percentage of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/ No Response	N
EBD Waiver	2%	20%	73%	4%	0%	98
CMHS Waiver	3%	19%	65%	11%	2%	93
Sample Average	3%	20%	69%	7%	1%	191