



# NCI-AD

**NATIONAL CORE INDICATORS**  
**Aging and Disabilities™**

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

## 2017-2018 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-, home- and community-based services (HCBS) settings. Additionally, the Colorado Department of Human Services (CDHS) administers funding from the federal Older Americans Act and State Funding for Senior Services making additional supports and services available to help older adults remain in the community of their choice.

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 for those receiving LTSS. In order to measure the quality and impact of these services for the people served, 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 Adult Consumer Survey (NCI-AD). 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 to participate in the first year of this national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems. This report highlights the results for Colorado from the 2017-18 National Core Indicators for Aging and Disabilities Adult Consumer Survey.

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

Michelle Barnes, Executive Director  
Colorado Department of Human Services



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



National Association of States United for Aging and Disabilities (NASUAD)  
1201 15th St. NW, Ste. 350  
Washington, DC 20005



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

Released March 2019

## List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ACC:MMP – Accountable Care Collaborative: Medicare-Medicaid Program

ADL – Activities of Daily Living

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

CCB – Community Centered Board

CCT – Colorado Choice Transitions

CDHS – Colorado Department of Human Services

CLQIC – Community Living Quality Improvement Committee

CM – case manager

EBD – Elderly, Blind, and Disabled Waiver

ER – emergency room

HCBS – Home and Community-Based Services

HCPF – Colorado Department of Health Care Policy and Financing

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

LTC – Long Term Care

LTSS – Long-Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PCP – person-centered planning

SEP – Single-Entry Point

## Table of Contents

|  |    |
|--|----|
| Preface .....  | 2  |
| List of Abbreviations Used in This Report.....   | 4  |
| Table of Contents.....   | 5  |
| What is NCI-AD?.....   | 21 |
| NCI-AD Adult Consumer Survey.....  | 21 |
| Survey Overview .....  | 21 |
| Figure 1. 2017-2018 NCI-AD Domains and indicators .....  | 22 |
| Survey Organization.....   | 25 |
| NCI-AD in Colorado .....   | 26 |
| Sample.....  | 27 |
| 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.....   | 30 |
| Limitations of Report .....  | 31 |
| Community Participation .....  | 32 |
| Graph 1. Proportion of people who are as active in the community as they would like to be.....   | 33 |
| Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to .....                    | 33 |
| Choice and Decision Making.....  | 34 |
| Graph 3. Proportion of people who are able to choose their roommate (if in group setting and have roommates).....                        | 35 |

|  |    |
|--|----|
| Graph 4. Proportion of people who get up and go to bed when they want to .....   | 35 |
| Graph 5. Proportion of people who can eat their meals when they want to .....  | 36 |
| Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting) .....   | 36 |
| Relationships.....   | 37 |
| Graph 7. Proportion 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) .....   | 38 |
| Satisfaction.....  | 39 |
| Graph 8. Proportion of people who like where they are living .....   | 40 |
| Graph 9. Proportion of people who would prefer to live somewhere else .....  | 40 |
| Graph 10. Proportion of people who always or almost always like how they spend their time during the day.....  | 41 |
| Graph 11. Proportion of people whose paid support staff change too often.....  | 41 |
| Graph 12. Proportion of people whose paid support staff do things the way they want them done.....   | 42 |
| Service Coordination.....  | 43 |
| Graph 13. Proportion of people who know whom to contact if they want to make changes to their services .....   | 44 |
| Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator) .....   | 44 |
| Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to .....  | 45 |
| Graph 16. Proportion of people who have an emergency plan in place.....  | 45 |
| Graph 17. Proportion of people who want help planning for their future service needs .....   | 46 |
| Graph 18. Proportion of people whose services meet all their needs and goals.....  | 46 |
| Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator) ..... | 47 |
| Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis) .....   | 47 |

|   |    |
|---|----|
| Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis) .....                                   | 48 |
| Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up .....  | 48 |
| Care Coordination .....   | 49 |
| Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live) .....                   | 50 |
| Graph 24. Proportion 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 ..... | 50 |
| Graph 25. Proportion 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. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions) .....  | 51 |
| Access .....  | 52 |
| Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ...  | 53 |
| Graph 28. Proportion of people who have transportation to get to medical appointments when they need to .....   | 53 |
| Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English) .....  | 54 |
| Graph 30. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them .....   | 54 |
| Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade .....  | 55 |
| Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them .....  | 55 |
| Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade .....   | 56 |
| Graph 34. Proportion of people who need a specialized bed but do not have it .....  | 56 |
| Graph 35. Proportion of people who have a specialized bed but need an upgrade .....   | 57 |
| Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it .....  | 57 |
| Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade .....   | 58 |
| Graph 38. Proportion of people who need a remote monitoring system but do not have it .....   | 58 |

|  |    |
|--|----|
| Graph 39. Proportion of people who have a remote monitoring system but need an upgrade .....   | 59 |
| Graph 40. Proportion of people who need an emergency response system but do not have it.....   | 59 |
| Graph 41. Proportion of people who have an emergency response system but need an upgrade ..... | 60 |
| Graph 42. Proportion of people who need some other home modification but do not have it .....  | 60 |
| Graph 43. Proportion of people who have some other home modification but need an upgrade.....  | 61 |
| Graph 44. Proportion of people who need a walker but do not have it .....                      | 61 |
| Graph 45. Proportion of people who have a walker but need an upgrade .....                     | 62 |
| Graph 46. Proportion of people who need a scooter but do not have it.....                      | 62 |
| Graph 47. Proportion of people who have a scooter but need an upgrade .....                    | 63 |
| Graph 48. Proportion of people who need a wheelchair but do not have it .....                  | 63 |
| Graph 49. Proportion of people who have a wheelchair but need an upgrade .....                 | 64 |
| Graph 50. Proportion of people who need hearing aids but do not have them.....                 | 64 |
| Graph 51. Proportion of people who have hearing aids but need an upgrade .....                 | 65 |
| Graph 52. Proportion of people who need glasses but do not have them .....                     | 65 |
| Graph 53. Proportion of people who have glasses but need an upgrade.....                       | 66 |
| Graph 54. Proportion of people who need a CPAP machine but don't have it.....                  | 66 |
| Graph 55. Proportion of people who have a CPAP machine but need an upgrade .....               | 67 |
| Graph 56. Proportion of people who need some other assistive device but do not have it .....   | 67 |
| Graph 57. Proportion of people who have some other assistive device but need an upgrade.....   | 68 |
| Safety .....   | 69 |
| Graph 58. Proportion of people who feel safe at home.....                                      | 70 |
| Graph 59. Proportion of people who feel safe around their paid support staff .....             | 70 |



|   |    |
|---|----|
| Graph 60. Proportion of people who are ever worried for the security of their personal belongings.....  | 71 |
| Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months .....                                     | 71 |
| Graph 62. Proportion of people with concerns about falling or being unstable .....  | 72 |
| Graph 63. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk ..... | 72 |
| Graph 64. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire .....                                  | 73 |
| Health Care .....   | 74 |
| Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year .....  | 75 |
| Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance .....                                 | 75 |
| Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain .....                                       | 76 |
| Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to.....                                     | 76 |
| Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months.....   | 77 |
| Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year.....   | 77 |
| Graph 71. Proportion of people who have had a hearing exam in the past year .....   | 78 |
| Graph 72. Proportion of people who have had a vision exam in the past year .....  | 78 |
| Graph 73. Proportion of people who have had a flu shot in the past year .....   | 79 |
| Graph 74. Proportion of people who have had a dental visit in the past year .....   | 79 |
| Graph 75. Proportion of people who have had a cholesterol screening in the past five years .....  | 80 |
| Wellness .....  | 81 |
| Graph 76. Proportion of people whose health was described as poor .....   | 82 |
| Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago .....                                     | 82 |
| Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months.....                              | 83 |

|  |    |
|--|----|
| Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse...   | 83 |
| Graph 80. Proportion of people reported to have a chronic psychiatric or mental health diagnosis .....   | 84 |
| Graph 81. Proportion of people who often feel sad or depressed .....   | 84 |
| Graph 82. Proportion of people reported to have chronic condition(s) .....   | 85 |
| Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any) .....   | 85 |
| Graph 84. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any) .....   | 86 |
| Graph 85. Proportion of people who consider themselves to have a physical disability .....   | 86 |
| Medications .....  | 87 |
| Graph 86. Proportion of people who take medications that help them feel less sad or depressed .....  | 88 |
| Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications) .....                                  | 88 |
| Rights and Respect.....  | 89 |
| Graph 88. Proportion of people whose paid support staff treat them with respect.....   | 90 |
| Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....  | 90 |
| Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting) .....  | 91 |
| Graph 91. Proportion of people who have enough privacy where they live (if in group setting) .....   | 91 |
| Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting) .....   | 92 |
| Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting) .....   | 92 |
| Graph 94. Proportion of people who have access to food at all times of the day (if in group setting) .....   | 93 |
| Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting).....  | 93 |
| Self-Direction of Care.....  | 94 |
| Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records) ..... | 95 |

|   |     |
|---|-----|
| Graph 97. Proportion of people who can choose or change what kind of services they get .....  | 95  |
| Graph 98. Proportion of people who can choose or change how often and when they get services .....  | 96  |
| Graph 99. Proportion of people who can change their paid support staff if they want to .....  | 96  |
| Work.....   | 97  |
| Graph 100. Proportion of people who have a paying job in the community.....   | 98  |
| Graph 101. Proportion of people who would like a job (if not currently employed) .....  | 98  |
| Graph 102. Proportion of people wanting a job who had someone talk to them about job options .....  | 99  |
| Graph 103. Proportion of people who do volunteer work.....  | 99  |
| Graph 104. Proportion of people who would like to do volunteer work (if not currently volunteering) .....   | 100 |
| Everyday Living.....  | 101 |
| Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....    | 102 |
| Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....                               | 102 |
| Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)..... | 103 |
| Graph 108. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it .....  | 103 |
| Graph 109. Proportion of people who have access to healthy foods when they want them .....  | 104 |
| Affordability .....   | 105 |
| Graph 110. Proportion of people who ever have to skip a meal due to financial worries .....   | 106 |
| Planning for future.....  | 107 |
| Graph 111. Proportion of people who want help planning for their future service needs .....   | 108 |
| Control .....   | 109 |

|   |            |
|---|------------|
| Graph 112. Proportion of people who never feel in control of their life .....         | 110        |
| <b>Appendix A: Rules for Recoding and Collapsing Responses</b> .....                  | <b>111</b> |
| Table A1. Outcome Variables – Collapsing Rules .....                                  | 112        |
| <b>Appendix B: Un-Collapsed and Un-Weighted Data</b> .....                            | <b>118</b> |
| Demographic Tables .....  | 119        |
| Table 1. Average age (reported for those under 90 years of age) .....                 | 119        |
| Table 2. Age: 90 years and over .....   | 119        |
| Table 3. Gender .....   | 120        |
| Table 4. Race and ethnicity .....   | 120        |
| Table 5. Marital status .....   | 120        |
| Table 6. Primary language .....   | 121        |
| Table 7. Type of residential area.....  | 121        |
| Table 8. Type of residence .....  | 121        |
| Table 9. Who the person lives with .....  | 122        |
| Table 10. Address changed in the past 6 months.....                                   | 122        |
| Table 11. Where the person moved from (if address changed in the past 6 months) ..... | 122        |
| Table 12. Formal diagnosis: physical disability .....                                 | 123        |
| Table 13. Formal diagnosis: Alzheimer’s disease or other dementia .....               | 123        |
| Table 14. Formal diagnosis: traumatic or acquired brain injury.....                   | 123        |
| Table 15. Formal diagnosis: intellectual or other developmental disability .....      | 123        |
| Table 16. Level of mobility .....   | 124        |
| Table 17. History of frequent falls (more than two in a six-month period) .....       | 124        |

|  |     |
|--|-----|
| Table 18. Receives Medicare .....  | 124 |
| Table 19. Length of receiving LTSS in current program .....  | 125 |
| Table 20. Has legal guardian .....   | 125 |
| Community Participation — un-collapsed tables .....  | 126 |
| Table 21. Proportion of people who are as active in the community as they would like to be.....  | 126 |
| Table 22a. Reasons that people are not as active in the community as they would like to be .....   | 126 |
| Table 22b. Reasons that people are not as active in the community as they would like to be (continued) .....   | 126 |
| Table 23. Proportion of people who get to do the things they enjoy outside of their home as much as they want to.....  | 127 |
| Choice and Decision Making — un-collapsed.....   | 128 |
| Table 24. Proportion of people who are able to choose their roommate (if in group setting) .....   | 128 |
| Table 25. Proportion of people who get up and go to bed when they want to.....   | 128 |
| Table 26. Proportion of people who can eat their meals when they want to .....   | 128 |
| Table 27. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting) ....                                 | 129 |
| Relationships — un-collapsed.....  | 130 |
| Table 28. Proportion of people who are able to see or talk to friends/family when they want to (if there are friends and family who don't live with them)..... | 130 |
| Table 29. Reasons people aren't always able to see friends/family .....  | 130 |
| Satisfaction — un-collapsed .....  | 131 |
| Table 30. Proportion of people who like where they are living .....  | 131 |
| Table 31a. Reasons for not liking where people live .....  | 131 |
| Table 31b. Reasons for not liking where people live (continued) .....  | 131 |
| Table 31c. Reasons for not liking where people live (continued) .....  | 132 |
| Table 32. Proportion of people who would prefer to live somewhere else .....   | 132 |

|  |     |
|--|-----|
| Table 33a. Where people would prefer to live (if would prefer to live somewhere else) .....  | 132 |
| Table 33b. Where people would prefer to live (if would prefer to live somewhere else, continued) .....   | 133 |
| Table 34. Proportion of people who like how they usually spend their time during the day.....  | 133 |
| Table 35. Proportion of people whose paid support staff change too often.....  | 133 |
| Table 36. Proportion of people whose paid support staff do things the way they want them done.....   | 134 |
| Service Coordination — un-collapsed.....   | 135 |
| Table 37. Proportion of people who know whom to contact if they want to make changes to their services .....   | 135 |
| Table 38. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator) .....   | 135 |
| Table 39. Proportion of people whose paid support staff show up and leave when they are supposed to .....  | 135 |
| Table 40. Proportion of people who have an emergency plan in place.....  | 136 |
| Table 41. Proportion of people who want help planning for their future service needs .....   | 136 |
| Table 42. Proportion of people whose services meet their needs and goals .....   | 136 |
| Table 43a. Additional services that might help .....   | 137 |
| Table 43b. Additional services that might help (continued) .....   | 137 |
| Table 43c. Additional services that might help (continued).....  | 137 |
| Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator) ..... | 138 |
| Table 45a. How people first find out about the services available to them .....  | 138 |
| Table 45b. How people first find out about the services available to them (continued).....   | 138 |
| Table 46a. Who helps most often.....   | 139 |
| Table 46b. Who helps most often (continued).....   | 139 |
| Table 47a. Who else helps (if anybody provides support on a regular basis) .....   | 139 |

|   |     |
|---|-----|
| Table 47b. Who else helps (continued) .....   | 140 |
| Table 48. Proportion of people who have a backup plan if their paid support staff don't show up .....   | 140 |
| Care Coordination — un-collapsed.....   | 141 |
| Table 49. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or where they live) .....                           | 141 |
| Table 50. Proportion 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 ..... | 141 |
| Table 51. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year.....  | 141 |
| Table 52. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions) .....  | 142 |
| Access — un-collapsed.....  | 143 |
| Table 53. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ..   | 143 |
| Table 54. Proportion of people who have transportation to get to medical appointments when they need to.....  | 143 |
| Table 55. Proportion of people who receive information about their services in the language they prefer (if non-English).....   | 143 |
| Table 56. Proportion of people who need grab bars in the bathroom or elsewhere in their home .....  | 144 |
| Table 57. Proportion of people who need bathroom modifications (other than grab bars).....  | 144 |
| Table 58. Proportion of people who need a specialized bed .....   | 144 |
| Table 59. Proportion of people who need a ramp or stair lift in or outside the home.....  | 145 |
| Table 60. Proportion of people who need a remote monitoring system.....   | 145 |
| Table 61. Proportion of people who need an emergency response system.....   | 145 |
| Table 62. Proportion of people who need some other home modification(s) .....   | 146 |
| Table 63. Proportion of people who need a walker .....  | 146 |
| Table 64. Proportion of people who need a scooter .....   | 146 |

|   |     |
|---|-----|
| Table 65. Proportion of people who need a wheelchair .....  | 147 |
| Table 66. Proportion of people who need hearing aids .....  | 147 |
| Table 67. Proportion of people who need glasses .....   | 147 |
| Table 68. Proportion of people who need a CPAP machine.....   | 148 |
| Table 69. Proportion of people who need some other assistive device(s) .....  | 148 |
| Safety — un-collapsed .....   | 149 |
| Table 70. Proportion of people who feel safe at home.....   | 149 |
| Table 71. Proportion of people who feel safe around their paid support staff .....  | 149 |
| Table 72. Proportion of people who are ever worried for the security of their personal belongings.....  | 149 |
| Table 73. Proportion of people whose money was taken or used without their permission in the last 12 months .....                                     | 150 |
| Table 74. Proportion of people with concerns about falling or being unstable.....   | 150 |
| Table 75. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk ..... | 150 |
| Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire .....                                  | 151 |
| Health Care — un-collapsed .....  | 152 |
| Table 77. Proportion of people who have gone to the emergency room for any reason in the past year .....  | 152 |
| Table 78. Proportion of people whose emergency room visit in the past year was due to falling or losing balance .....                                 | 152 |
| Table 79. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain .....                                       | 152 |
| Table 80. Proportion of people who can get an appointment to see their primary care doctor when they need to.....                                     | 153 |
| Table 81. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months.....   | 153 |
| Table 82. Proportion of people who have had a physical exam or wellness visit in the past year.....   | 153 |
| Table 83. Proportion of people who have had a hearing exam in the past year .....   | 154 |



|   |     |
|---|-----|
| Table 84. Proportion of people who have had a vision exam in the past year .....  | 154 |
| Table 85. Proportion of people who have had a flu shot in the past year .....   | 154 |
| Table 86. Proportion of people who have had a dental visit in the past year .....   | 155 |
| Table 87. Proportion of people who have had a cholesterol screening in the past five years .....  | 155 |
| Wellness — un-collapsed.....  | 156 |
| Table 88. Proportion of people whose health was described as poor, fair, good, very good, and excellent.....  | 156 |
| Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and getting worse compared to 12 months ago..... | 156 |
| Table 90. Proportion of people reported to have been forgetting things more often than before in the past 12 months.....                                    | 156 |
| Table 91. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse ..                                | 157 |
| Table 92. Proportion of people reported to have a chronic psychiatric or mental health diagnosis .....  | 157 |
| Table 93. Proportion of people who never/almost never, not often, sometimes, and often feel sad or depressed.....   | 157 |
| Table 94. Proportion of people reported to have chronic condition(s) .....  | 158 |
| Table 95. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any) .....                                   | 158 |
| Table 96. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any) ....                             | 158 |
| Table 97. Proportion of people who consider themselves to have a physical disability .....  | 159 |
| Medications — un-collapsed .....  | 160 |
| Table 98. Proportion of people who take medications that help them feel less sad or depressed .....   | 160 |
| Table 99. Proportion of people who understand what they take their prescription medications for (if takes prescription medications) .....                   | 160 |
| Rights and Respect — un-collapsed.....  | 161 |
| Table 100. Proportion of people whose paid support staff treat them with respect .....  | 161 |
| Table 101. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....                                    | 161 |

|  |     |
|--|-----|
| Table 102. Proportion of people who are able to lock the doors to their room if they want to (if in group setting) .....   | 161 |
| Table 103. Proportion of people who have enough privacy where they live (if in group setting) .....  | 162 |
| Table 104. Proportion of people whose visitors are able to come at any time (if in group setting) .....  | 162 |
| Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting) .....  | 162 |
| Table 106. Proportion of people who have access to food at all times of the day (if in group setting) .....  | 163 |
| Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting) .....  | 163 |
| Self-Direction of Care — un-collapsed.....   | 164 |
| Table 108. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records) .....                    | 164 |
| Table 109. Proportion of people who can choose or change what kind of services they get .....  | 164 |
| Table 110. Proportion of people who can choose or change how often and when they get services .....  | 164 |
| Table 111. Proportion of people who can change their paid support staff if they want to.....   | 164 |
| Work — un-collapsed .....  | 166 |
| Table 112. Proportion of people who have a paying job in the community .....   | 166 |
| Table 113. Proportion of people who would like a job (if not currently employed).....  | 166 |
| Table 114. Proportion of people wanting a job who had someone talk to them about job options .....   | 166 |
| Table 115. Proportion of people who do volunteer work .....  | 167 |
| Table 116. Proportion of people who would like to do volunteer work (if not currently volunteering) .....  | 167 |
| Everyday Living — un-collapsed .....   | 168 |
| Table 117. Proportion 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)..... | 168 |
| Table 118. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....                                      | 168 |

|   |            |
|---|------------|
| Table 119. Proportion 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).....   | 168        |
| Table 120. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it .....  | 169        |
| Table 121. Proportion of people who have access to healthy foods when they want them.....   | 169        |
| Affordability — un-collapsed .....  | 170        |
| Table 122. Proportion of people who ever have to skip a meal due to financial worries .....   | 170        |
| Planning for the Future — un-collapsed.....   | 171        |
| Table 123. Proportion of people who want help planning for their future service needs .....   | 171        |
| Control — un-collapsed .....  | 172        |
| Table 124. Proportion of people who feel in control of their life .....   | 172        |
| Table 125. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....  | 172        |
| Table 126. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....  | 172        |
| Table 127. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....   | 173        |
| Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends) .....                                 | 173        |
| <b>Appendix C: Colorado’s Pilot of NCI-AD’s Person-Centered Planning Module.....</b>  | <b>174</b> |
| Table 129. People’s level of involvement in making decisions about their care plan and the goals they want for their lives .....  | 175        |
| Table 130. Proportion of people who remembered their most recent care service meeting (if were at least a little involved in making decisions about their care plan).....   | 175        |
| Table 131. Proportion of people whose most recent care service meeting take place at a time convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting) ..... | 175        |

Table 132. Proportion of people whose most recent care service meeting take place at a location convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting) ..... 176

Table 133. Proportion of people whose most recent care service meeting included the people they wanted to be there (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting) . 176

Table 134. People’s preferences and needs were heard as their care plan was discussed during the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)..... 176

Table 135. Proportion of people who received a copy of their care plan after the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting) ..... 177

Table 136. Proportion of people whose care plan included what was discussed in their most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting) . 177

Table 137. Proportion of people whose preferences and choices are reflected in their care plan..... 177

Table 138. Proportion of people who felt that the care supports and services they receive help them live a better life ..... 178

## 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 project is coordinated by the National Association of States United for Aging and Disabilities<sup>1</sup> (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 project officially launched in the summer of 2015 with 13 participating states<sup>2</sup>. The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. 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](http://www.NCI-AD.org)).

## NCI-AD Adult Consumer Survey

### Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across eighteen broad domains and key areas of concern. These eighteen domains are comprised of approximately 50 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals, including respect and rights, service coordination, care coordination,

---

<sup>1</sup> NASUAD is the membership organization for state Aging, Disability, and Medicaid directors. [www.nasuad.org](http://www.nasuad.org)

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

employment, health, safety, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

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

Figure 1. 2017-2018 NCI-AD Domains and indicators

| Domain                            | NCI-AD Indicator   |
|-----------------------------------|--|
| <b>Community Participation</b>    | Proportion of people who are able to participate in preferred activities outside of home when and with whom they want  |
| <b>Choice and Decision Making</b> | Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that support them and with whom they spend time |
| <b>Relationships</b>              | Proportion of people who are able to see or talk to their friends and families when they want to   |
| <b>Satisfaction</b>               | Proportion of people who are satisfied with where they live  |
|                                   | Proportion of people who are satisfied with what they do during the day  |
|                                   | Proportion of people who are satisfied with staff who work with them   |
| <b>Service Coordination</b>       | Proportion of people who know whom to call with a complaint, concern, or question about their services   |
|                                   | Proportion of people whose case manager talks to them about any needs that are not being met   |
|                                   | Proportion of people who can get in contact with their case manager when they need to  |
|                                   | Proportion of people who receive the services that they need   |
|                                   | Proportion of people who find out about services from service agencies   |
|                                   | Proportion of people who want help planning for future need for services   |
|                                   | Proportion of people who have an emergency plan in place   |

| Domain                   | NCI-AD Indicator   |
|--------------------------|--|
|                          | Proportion of people whose support workers come when they are supposed to  |
|                          | Proportion of people who use a relative as their support person  |
|                          | Proportion of people who have a backup plan if their support person doesn't show up  |
| <b>Care Coordination</b> | Proportion of people discharged from the hospital or long-term care facility who feel comfortable going home                     |
|                          | Proportion of people making a transition from hospital or long-term care facility who have adequate follow-up                    |
|                          | Proportion of people who know how to manage their chronic conditions   |
| <b>Access</b>            | Proportion of people who have adequate transportation  |
|                          | Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)              |
|                          | Proportion of people who have access to information about services in their preferred language (for non-English speakers)        |
| <b>Safety</b>            | Proportion of people who feel safe at home   |
|                          | Proportion of people who feel safe around their staff  |
|                          | Proportion of people who feel that their belongings are safe   |
|                          | Proportion of people whose fear of falling is managed  |
|                          | Proportion of people who are able to get to safety quickly in case of an emergency   |
| <b>Health Care</b>       | Proportion of people who have been to the emergency room in the past 12 months   |
|                          | Proportion of people who have needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.) |
|                          | Proportion of people who can get an appointment to see their doctor when they need to  |
|                          | Proportion of people who have access to mental health services when they need them   |
| <b>Wellness</b>          | Proportion of people who are living with a physical disability   |
|                          | Proportion of people who are in poor health  |
|                          | Proportion of people who have unaddressed memory concerns  |

| <b>Domain</b>                 | <b>NCI-AD Indicator</b>  |
|-------------------------------|--|
|                               | Proportion of people who have a chronic psychiatric or mental health diagnosis   |
|                               | Proportion of people who often feel sad or depressed   |
|                               | Proportion of people who have a chronic condition(s)   |
|                               | Proportion of people who have poor hearing   |
|                               | Proportion of people who have poor vision  |
| <b>Medications</b>            | Proportion of people who take medications that help them feel less sad or depressed  |
|                               | Proportion of people who know what their medications are for   |
| <b>Rights and Respect</b>     | Proportion of people whose basic rights are respected by others  |
|                               | Proportion of people whose staff treat them with respect   |
| <b>Self-Direction of Care</b> | Proportion of people who are self-directing  |
|                               | Proportion of people who can choose or change the kind of services they receive and who provides them  |
| <b>Work</b>                   | Proportion of people who have a paid job   |
|                               | Proportion of people who would like a job  |
|                               | Proportion of people wanting a job who have job search assistance  |
|                               | Proportion of people who volunteer   |
|                               | Proportion of people who would like to volunteer   |
| <b>Everyday Living</b>        | Proportion of people who have adequate support to perform activities of daily living (e.g. bathing, toileting, eating, etc.) and instrumental activities of daily living (e.g. preparing meals, housework, taking medications, etc.) |
|                               | Proportion of people who have access to healthy foods  |
| <b>Affordability</b>          | Proportion of people who ever have to cut back on food because of money  |
| <b>Planning for future</b>    | Proportion of people who want help planning for future need for services   |
| <b>Control</b>                | Proportion of people who feel in control of their lives  |



## Survey Organization

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

**Pre-Survey form:** The Pre-Survey section is an optional form intended to provide surveyors with information that may be helpful to prepare for and schedule the meeting. The Pre-Survey form is for interviewer use only; Pre-Survey data are not submitted to the NCI-AD project team and therefore are not analyzed or included in any reports.

**Background Information (BI) section:** This section collects demographic and service-related information about the consumer. To the extent possible, data for the BI section are collected from the state's existing administrative records. BI items that are not available from administrative data sources are collected by the surveyor at the end of the interview. Surveyors may collect any missing BI information except for five BI items that must be completed using administrative data sources or agency records only (consumer's LTSS program/primary source of funding, types of services being received through that program, length of receiving services through the program, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether information came from existing administrative records or was collected during the survey meeting.

**In-Person Section:** The Full In-Person Section consists of a total of approximately 90 questions, organized into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). The Full In-Person Section is completed face-to-face with the person receiving services. The respondent may ask a proxy respondent (e.g. family member or close friend) for assistance with answering some of the questions, if needed. The full In-Person Section includes both subjective and objective questions; proxy assistance is only allowed for a subset of more objective items.

**Proxy Version:** The Proxy Version is an alternative version of the In-Person Section. It is used in place of the Full In-Person Section when the person receiving services is unable to provide meaningful responses or has asked a proxy respondent to

complete the survey on his/her behalf. The Proxy Version includes only the subset of more objective questions that allow for proxy assistance. Questions are rephrased in third person to reflect they are about the individual receiving services and not about the proxy respondent. The surveyor must meet and attempt to interview the service recipient face to face; only then can the proxy determination be made.

**Interviewer Feedback form:** The Interviewer Feedback form is completed by the surveyor after the interview is finished and records information about the meeting itself, such as respondent's comprehension, length and place of the meeting, who was present, difficulty of accessing the service recipient, etc. Surveyors are also asked to identify any problematic questions encountered and to provide any input and general feedback they may have for the NCI-AD project team.

## NCI-AD in Colorado

The Colorado Department of Health Care Policy and Financing (HCPF), in partnership with the Colorado Department of Human Services (CDHS) State Unit on Aging, NASUAD, and HSRI, implemented the 2017-18 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, so in 2014 they 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 of LTSS consumers. To allow for year over year comparison of the data, HCPF will participate in the 2018-19 NCI-AD Adult Consumer Survey for Colorado and will continue working with Vital Research for the survey implementation.

## Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Colorado and included for analysis in 2017-2018 was nine hundred ninety-eight (Total N=998). Three program populations were included in the survey sample and are detailed below.

**Elderly, Blind, and Disabled (EBD) 1915(c) Medicaid Waiver:** This program 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 include Adult Day Services, Alternative Care Facilities, Community Transition Services, Consumer Directed Attendant Support Services, Homemaker Services, Home Modifications, In-Home Support Services, Medication Reminder, Non-Medical Transportation, Personal Care Services, Personal Emergency Response System, and Respite Care Services. Seven hundred ninety-two people (N=792) from this program were interviewed and included for analysis.

**Older Americans Act (OAA):** This program serves individuals aged 60 and older, focusing on the most vulnerable and hard-to-reach populations. Individuals must be receiving at least one “Cluster 1 Service,” including adult day care/adult day health, chore, homemaker, personal care services, and/or home-delivered meals 3 or more times per week to be eligible for the NCI-AD survey. One hundred ninety-two people (N=192) from this program were interviewed and included for analysis.

**Colorado Choice Transitions (CCT):** This demonstration program is designed to assist Medicaid members who are interested in transitioning out of long-term care facilities back into home and community-based settings. CCT provides members access to state plan benefits, home and community-based waiver services, in addition to CCT-enhanced services and supports aimed at promoting independence for 365 days of enrollment. Fourteen people (N=14) 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 program’s total number of analyzed surveys. 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 |
|--|----------------------------|---------------------------------|--|--|
| <b>Colorado Choice Transitions (CCT)</b>         | 14                         | 174                             | 23.1% MoE, 95% CL  | 25.2% MoE, 95% CL  |
| <b>Elderly, Blind, and Disabled (EBD) Waiver</b> | 792                        | 24,000                          | 3.1% MoE, 95% CL   | 3.4% MoE, 95% CL   |
| <b>Older Americans Act (OAA)</b>                 | 192                        | 7,134                           | 6.4% MoE, 95% CL   | 7.0% MoE, 95% CL   |
| <b>Total</b>                                     | <b>998</b>                 | <b>31,308</b>                   | <b>2.8% MoE, 95% CL</b>  | <b>3.1% MoE, 95% CL</b>  |

## 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, Vital Research, NASUAD, 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. In addition, Colorado was one of seven states that in 2017-2018 elected to pilot NCI-AD's new optional module on person-centered planning (PCP).

## Stakeholders

HCPF is committed to providing ongoing NCI-AD stakeholder engagement activities through various committees within the Department to include the Elderly, Blind and Disabled waiver committee, ACC:MMP, Community Living Advisory Group, Consumer Direction in the Home and Community Based Services Supported Living Services Waiver Task Group, No Wrong Door Planning Advisory Group, Person and Family Centeredness Advisory Councils and the Community Living Quality Improvement Committee (CLQIC). CLQIC will act as an advisory committee, providing the Department with input related to future surveys on client experience as well as input on how to respond to results from completed surveys. CLQIC will also maintain and grow a survey library of tools and methodologies consisting of quality data collection strategies with emphasis on disability cultural competence. CDHS is also committed to providing NCI-AD stakeholder engagement activities to its stakeholders including: the Colorado Commission on Aging, the Strategic Action Planning Group on Aging, the Colorado Area Agencies on Aging (AAA), and other groups in the aging network.

HCPF staff will continue to provide updates on the project at the Single-Entry Point (SEP) and Community Centered Boards (CCB) manager meetings, as well as AAA and other key stakeholder groups. Through ongoing communications with key LTSS-specific stakeholders, the engagement process will continue to grow as alignment among other state initiatives begins to emerge.

## Organization of Results

The following pages of the report presents findings from Colorado's 2017-2018 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 proportions. Unclear, refused and, unless otherwise stated, “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.

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (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.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. 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 Colorado's pilot of NCI-AD's new optional module on person-centered planning (PCP) are shown in Appendix C.

## 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 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, policy-makers 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, as it is important to keep in mind the potential differences as well as similarities amongst program participants as well as the programs themselves.

## Community Participation

People are able to participate in preferred activities outside of home when and with whom they want.

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

1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

There are three<sup>3</sup> survey items that correspond to the Community Participation domain.

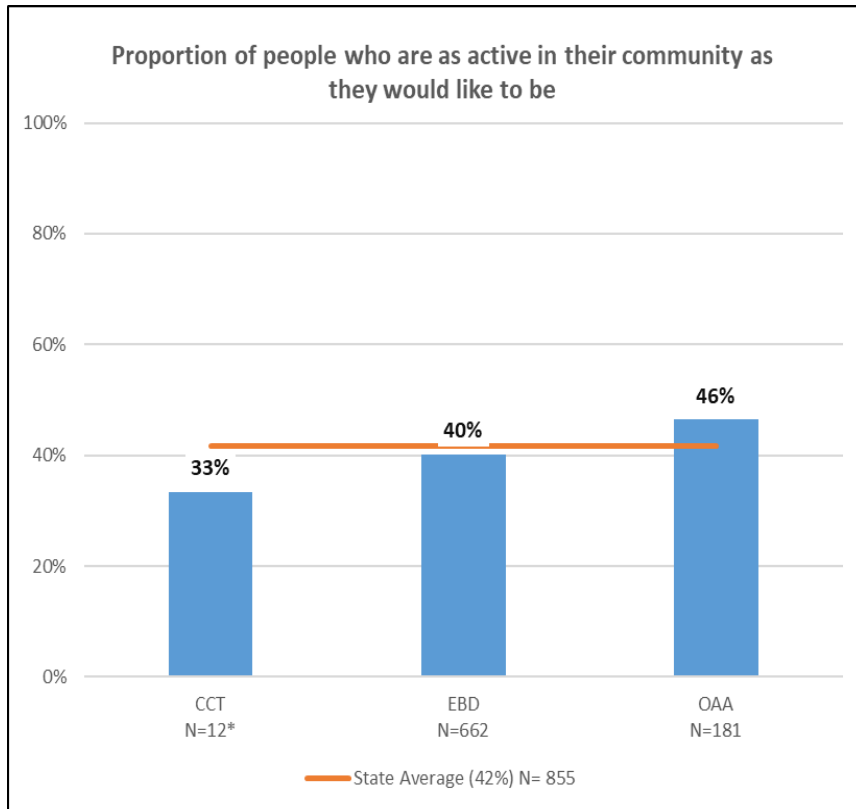
Un-collapsed data are shown in Appendix B.

---

<sup>3</sup> Data for one item are presented in Appendix B only.

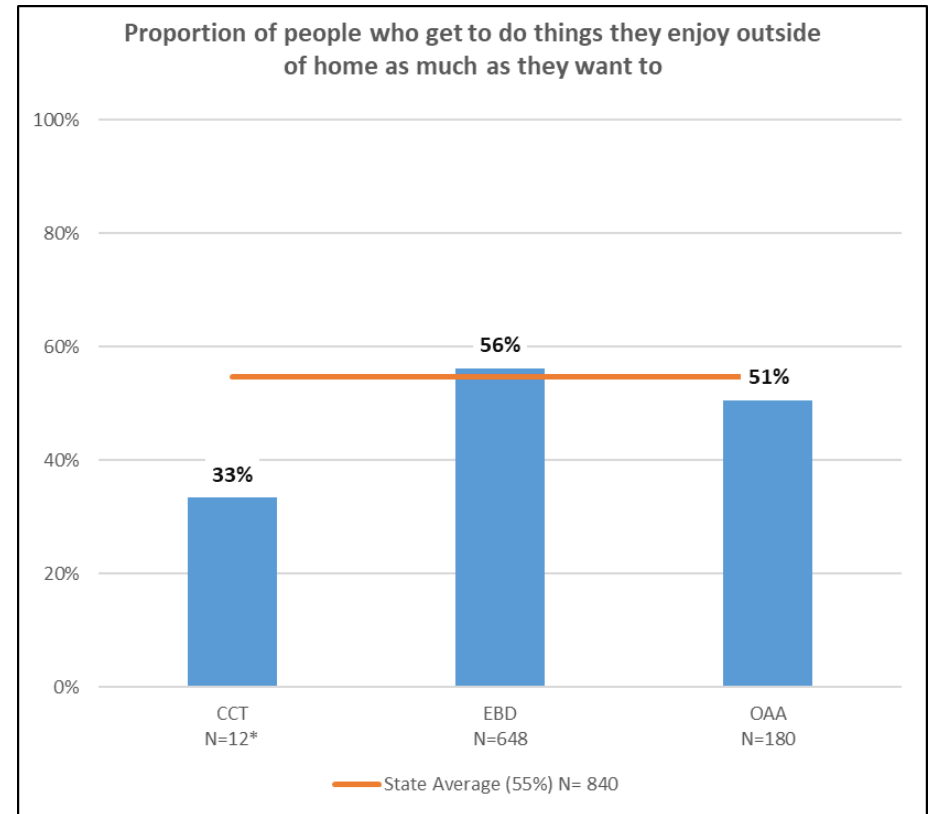


Graph 1. Proportion of people who are as active in the community as they would like to be



\* Very small number of responses

Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to<sup>4</sup>



\* Very small number of responses

<sup>4</sup> New question added in 2017-2018

## Choice and Decision Making

People are involved in making decisions about their everyday lives and with whom they spend their time.

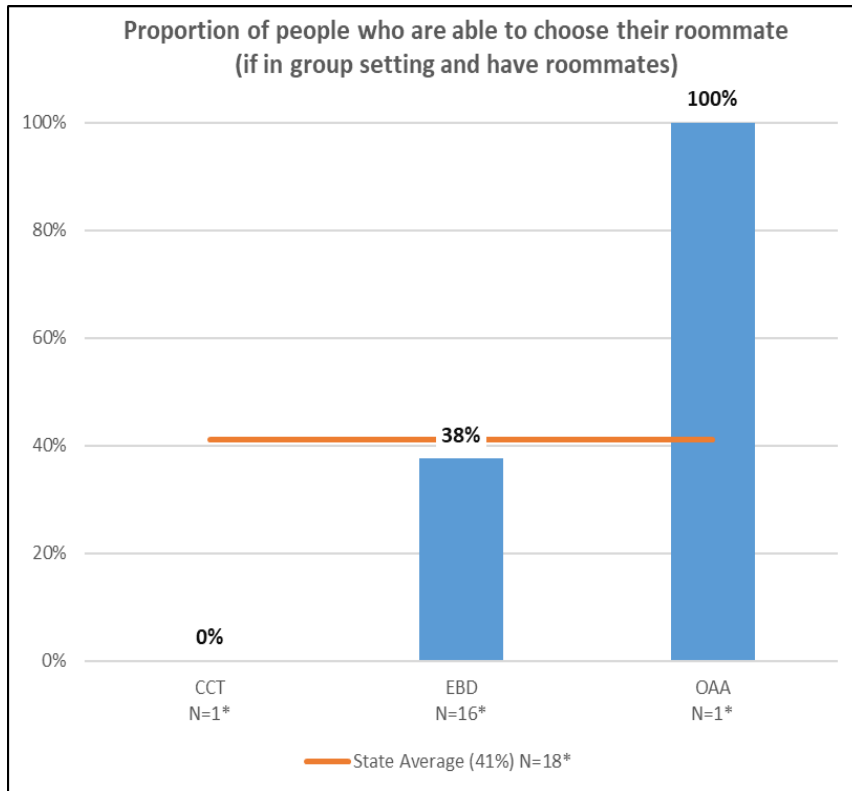
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time

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

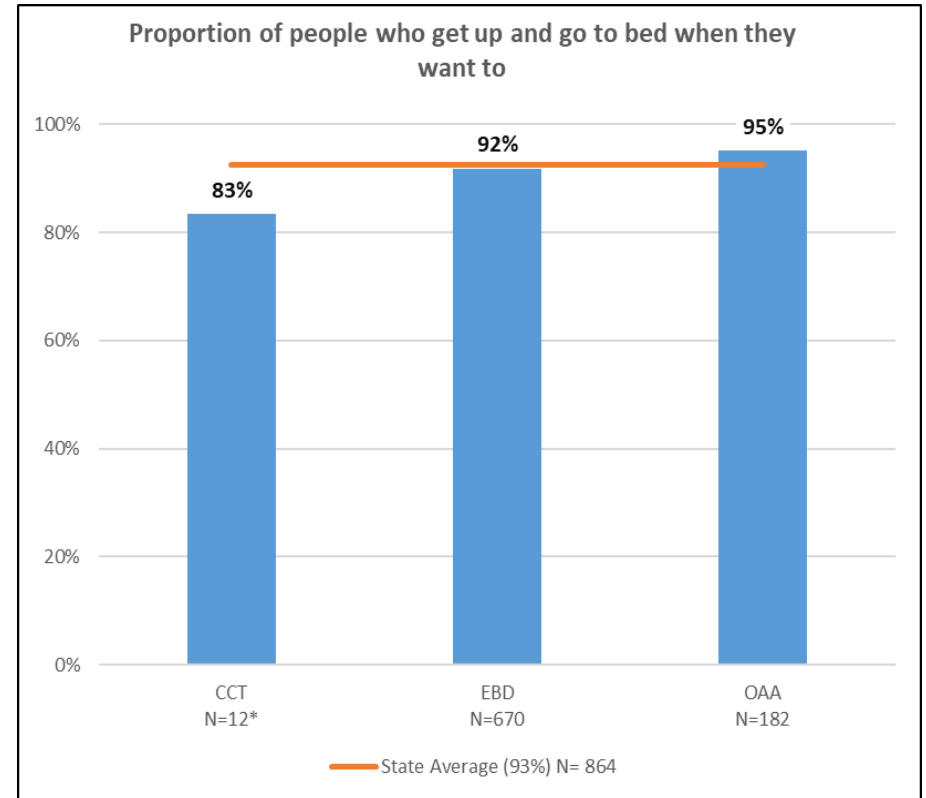
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting<sup>5</sup> and have roommates)



\* Very small number of responses

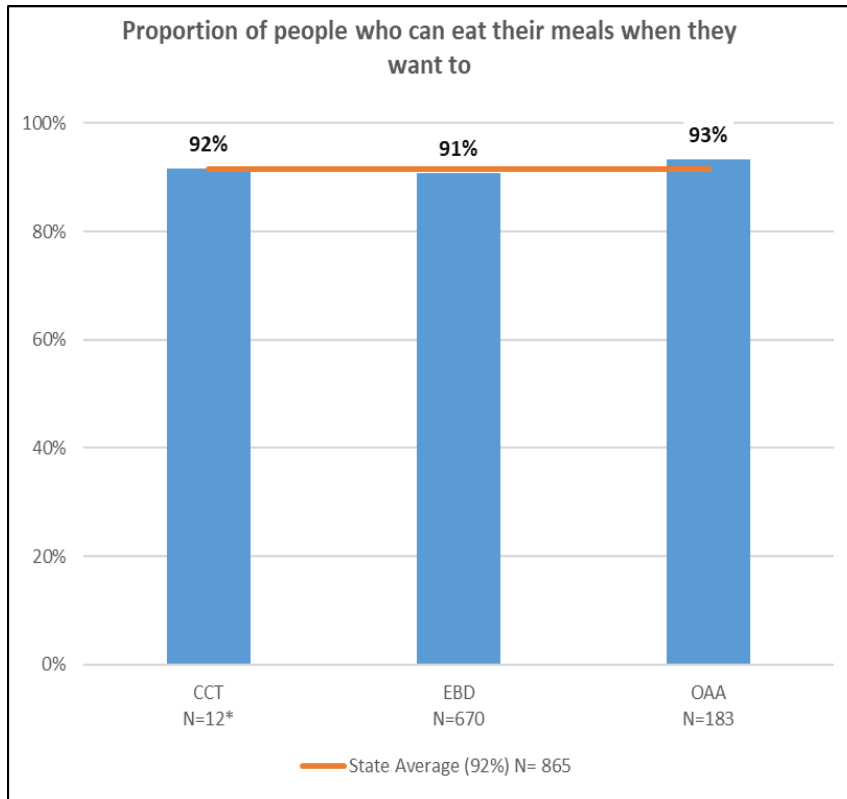
Graph 4. Proportion of people who get up and go to bed when they want to



\* Very small number of responses

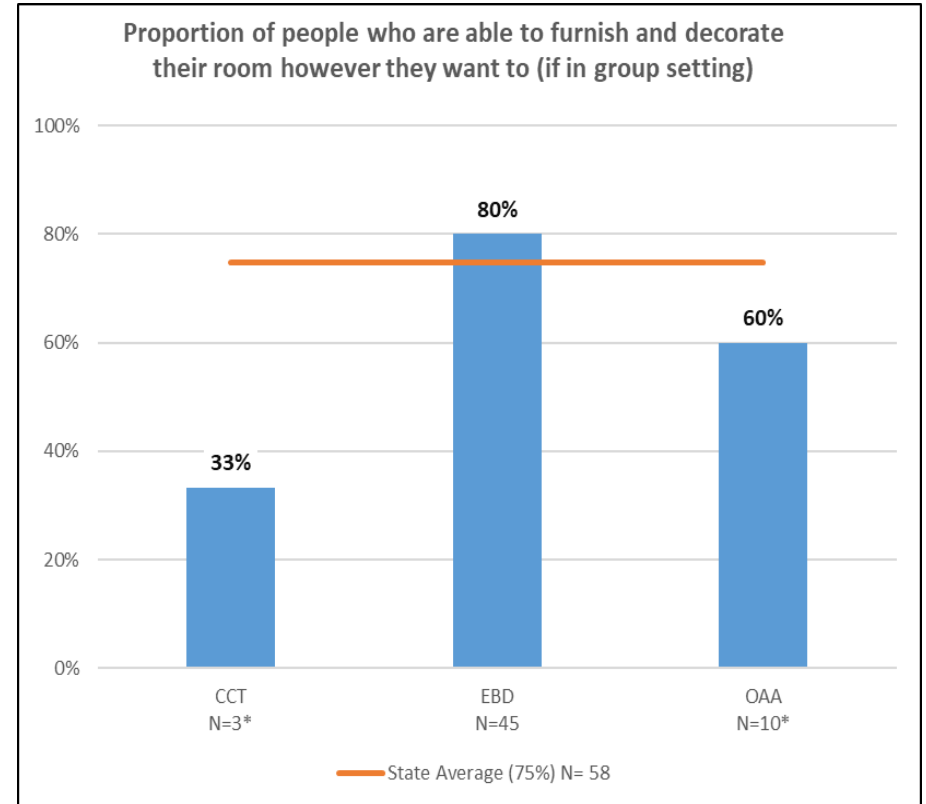
<sup>5</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



\* Very small number of responses

Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting<sup>6</sup>)



\* Very small number of responses

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

## Relationships

People have friends and relationships and do not feel lonely.

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

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

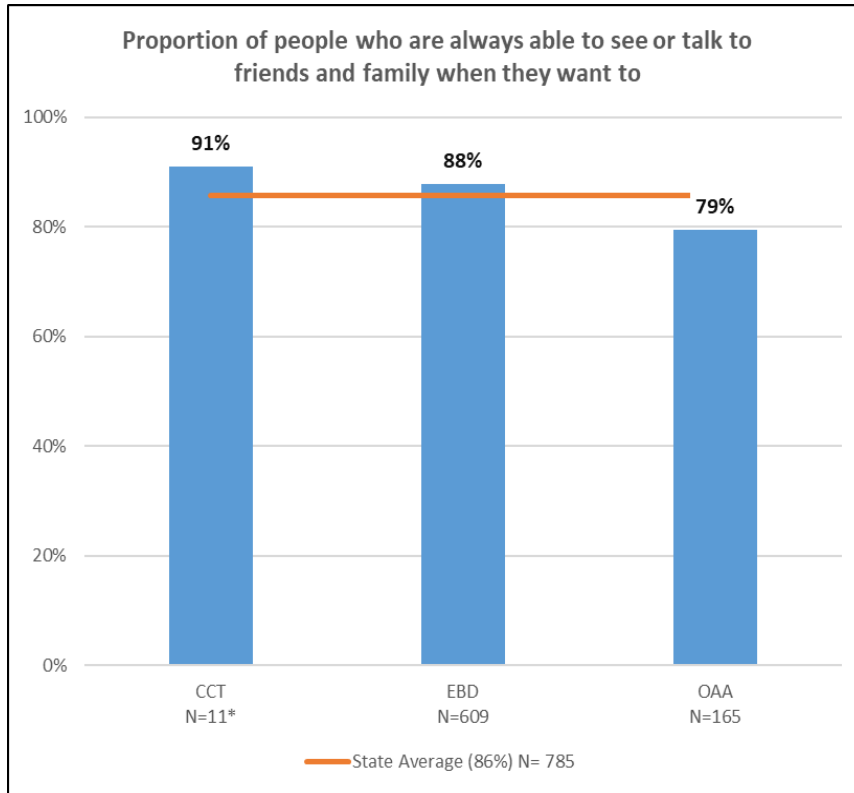
There are two<sup>7</sup> survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

---

<sup>7</sup> Data for one item are presented in Appendix B only.

Graph 7. Proportion 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)



\* Very small number of responses

## Satisfaction

People are satisfied with their everyday lives – where they live, who works with them, and what they do during the day.

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

1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

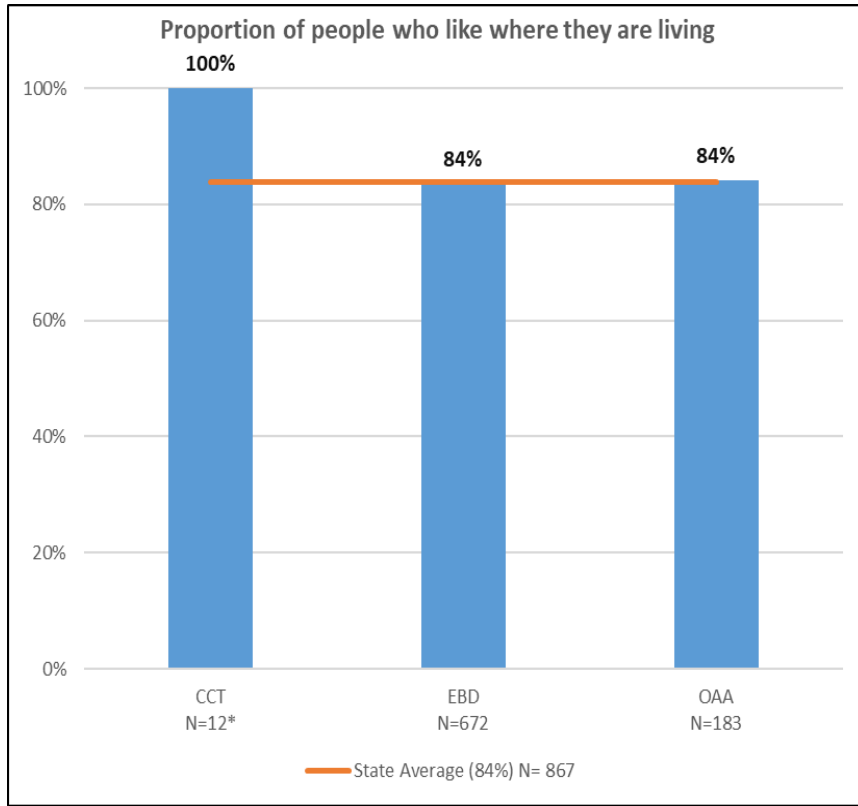
There are seven<sup>8</sup> survey items that correspond to the Satisfaction domain.

Un-collapsed data are shown in Appendix B.

---

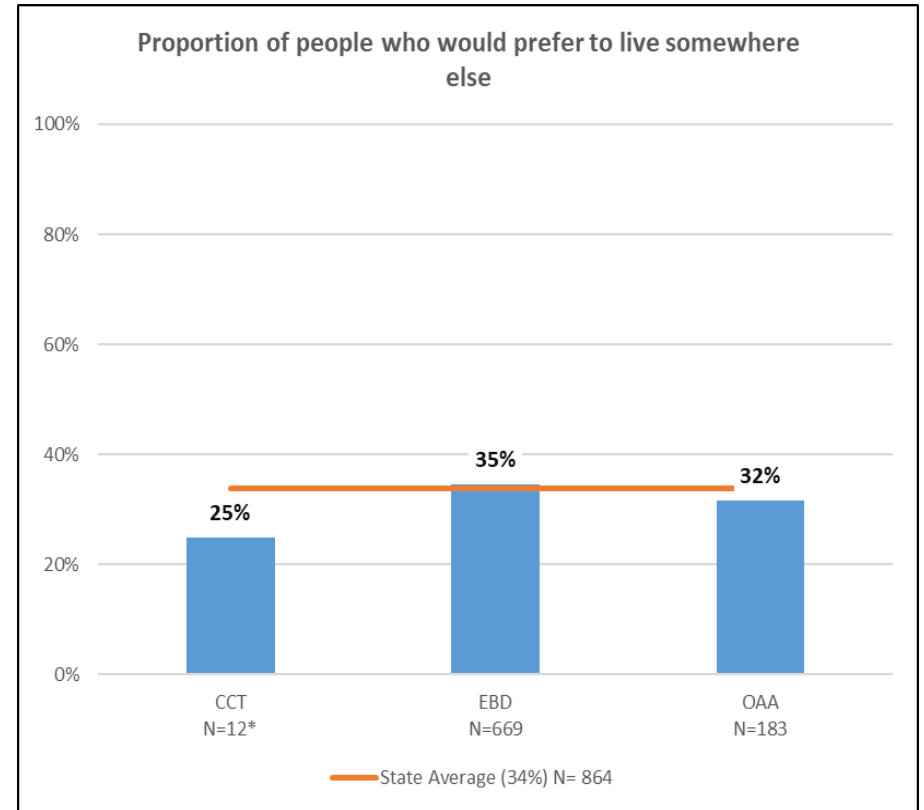
<sup>8</sup> Data for two items are presented in Appendix B only.

Graph 8. Proportion of people who like where they are living



\* Very small number of responses

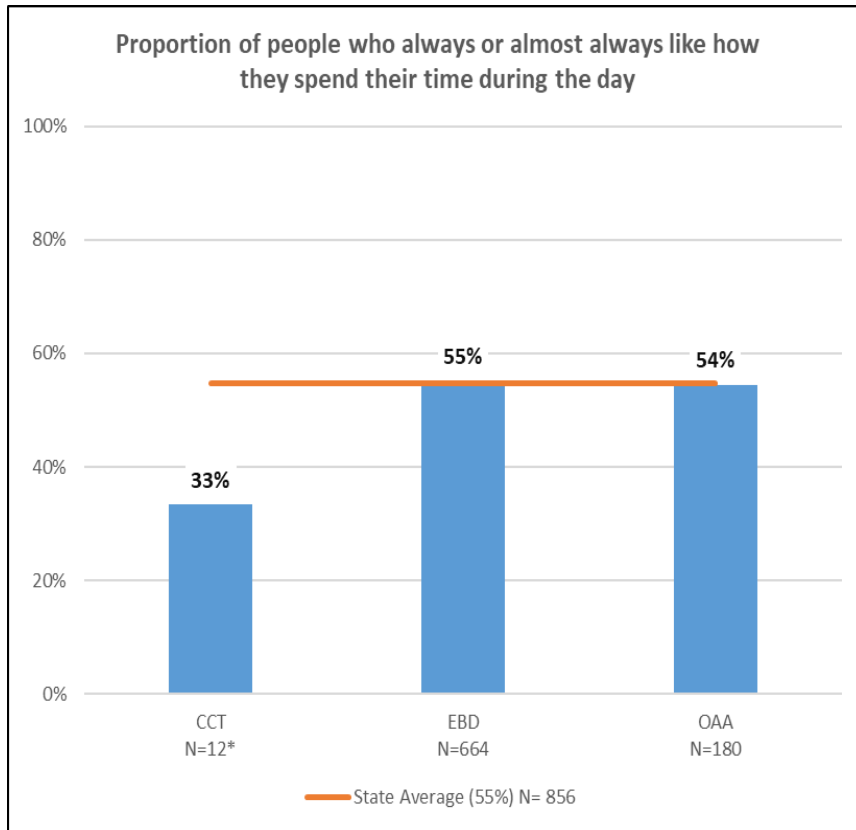
Graph 9. Proportion of people who would prefer to live somewhere else



\* Very small number of responses

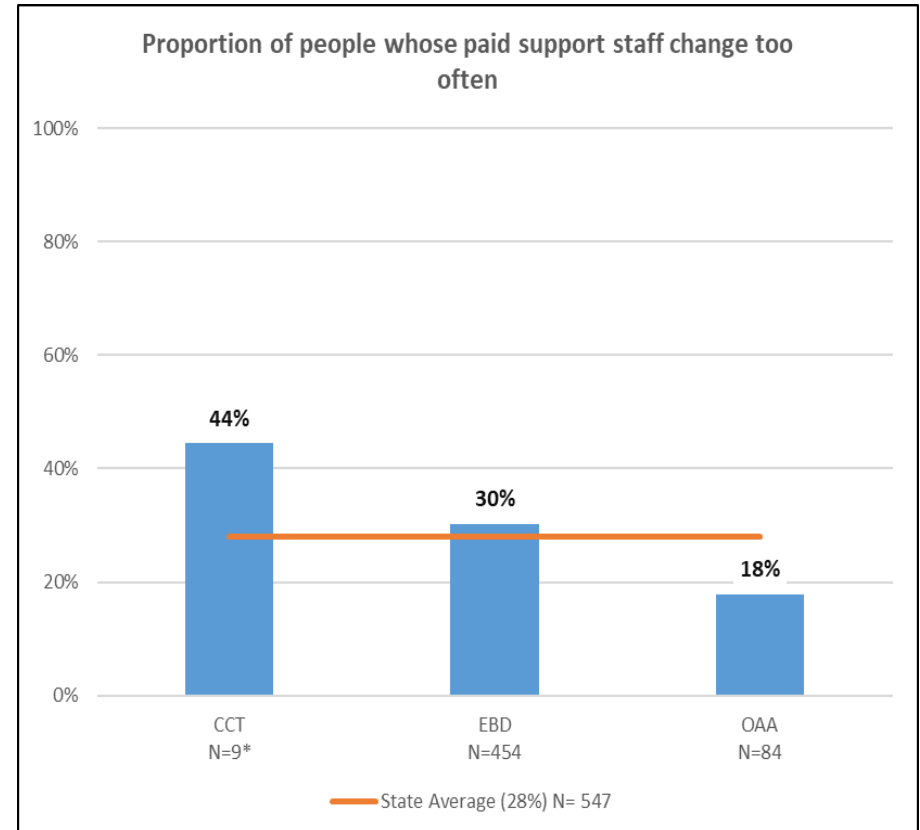


Graph 10. Proportion of people who always or almost always like how they spend their time during the day



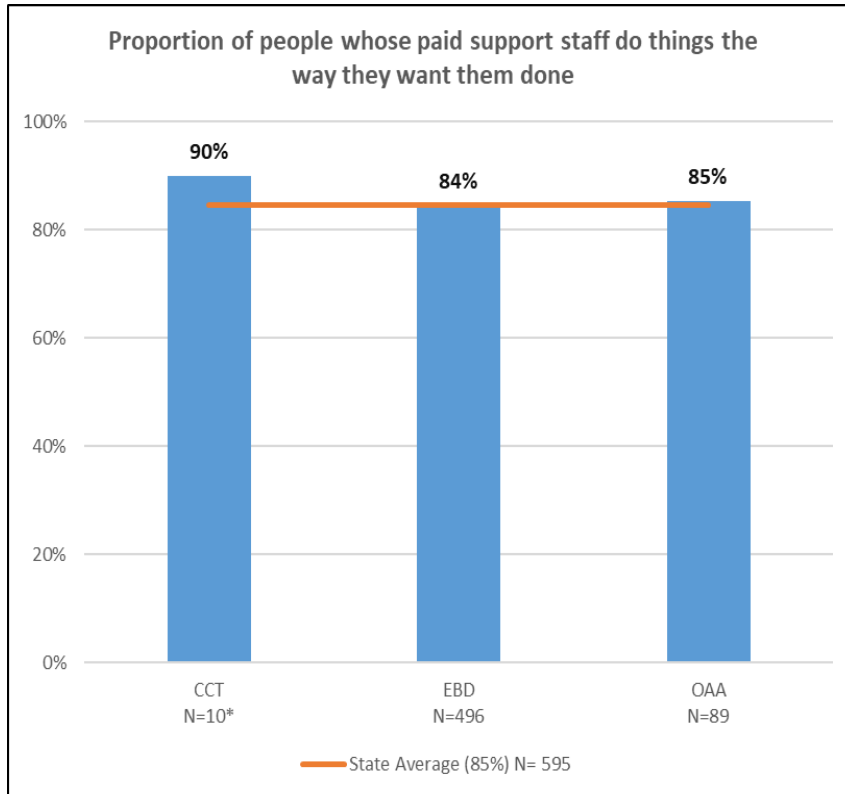
\* Very small number of responses

Graph 11. Proportion of people whose paid support staff change too often



\* Very small number of responses

Graph 12. Proportion of people whose paid support staff do things the way they want them done



\* Very small number of responses

## Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning and the person receives needed services.

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

1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person
10. Proportion of people who have a backup plan if their support person doesn't show up

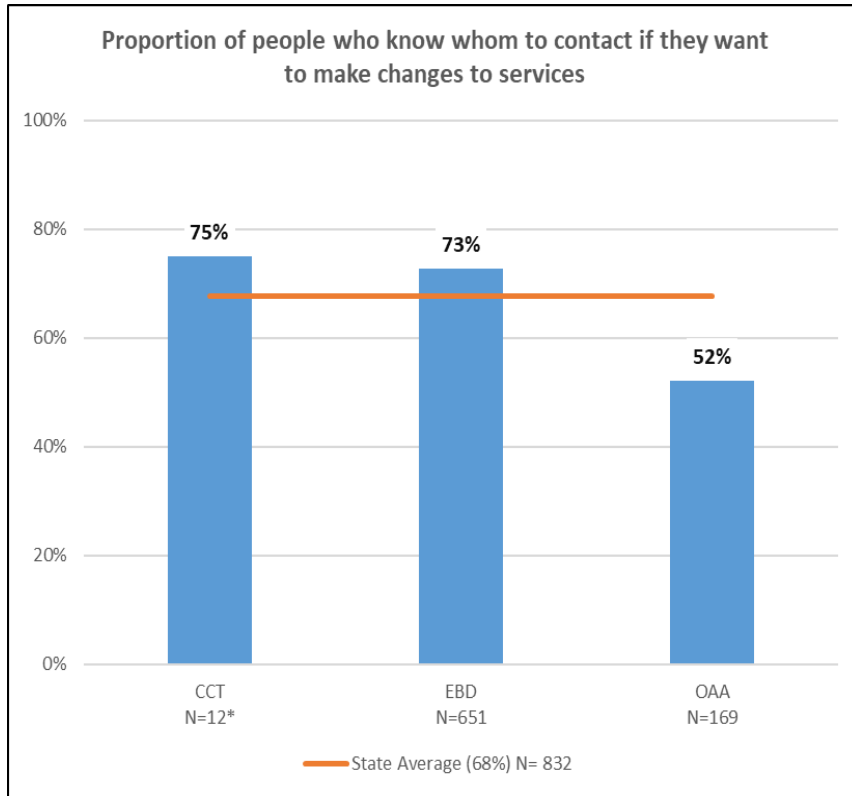
There are twelve<sup>9</sup> survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

---

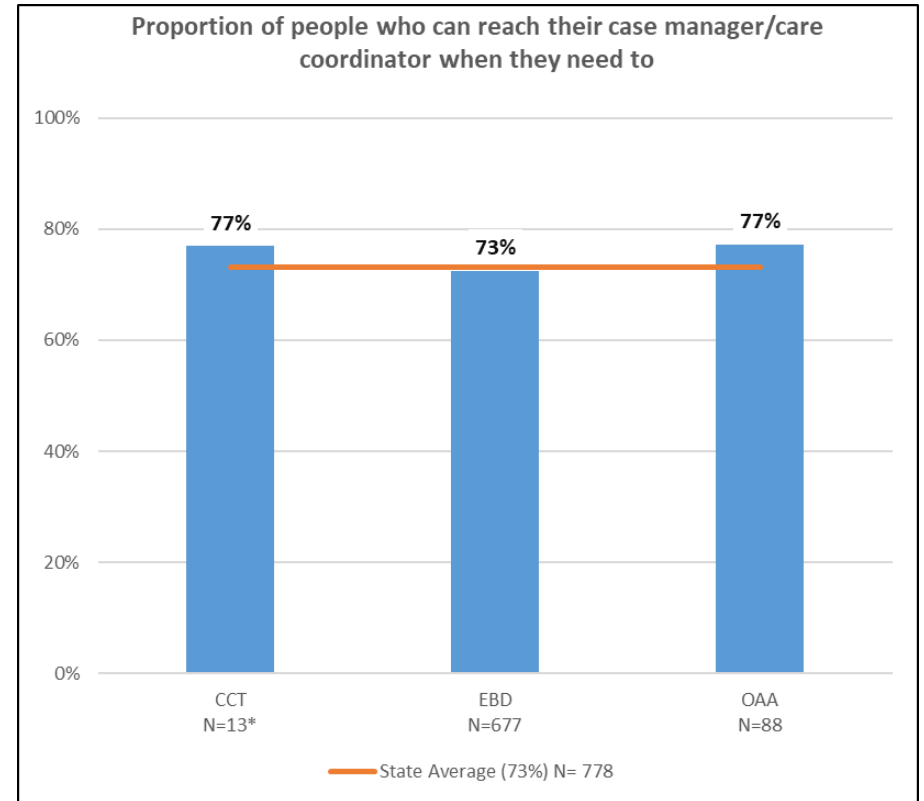
<sup>9</sup> Data for two items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services<sup>10</sup>



\* Very small number of responses

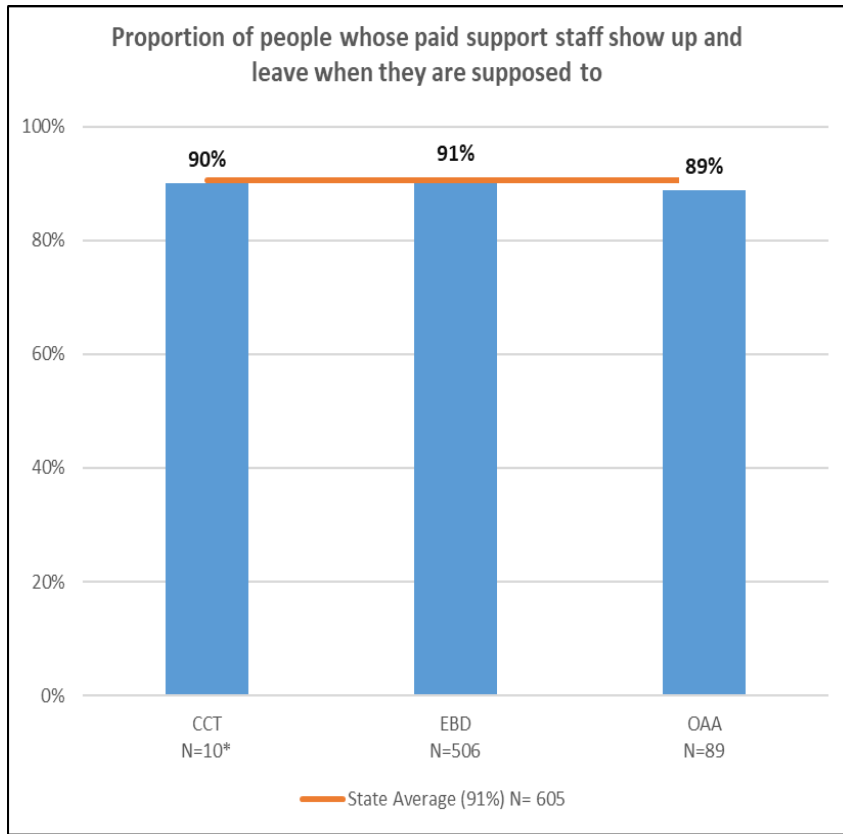
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



\* Very small number of responses

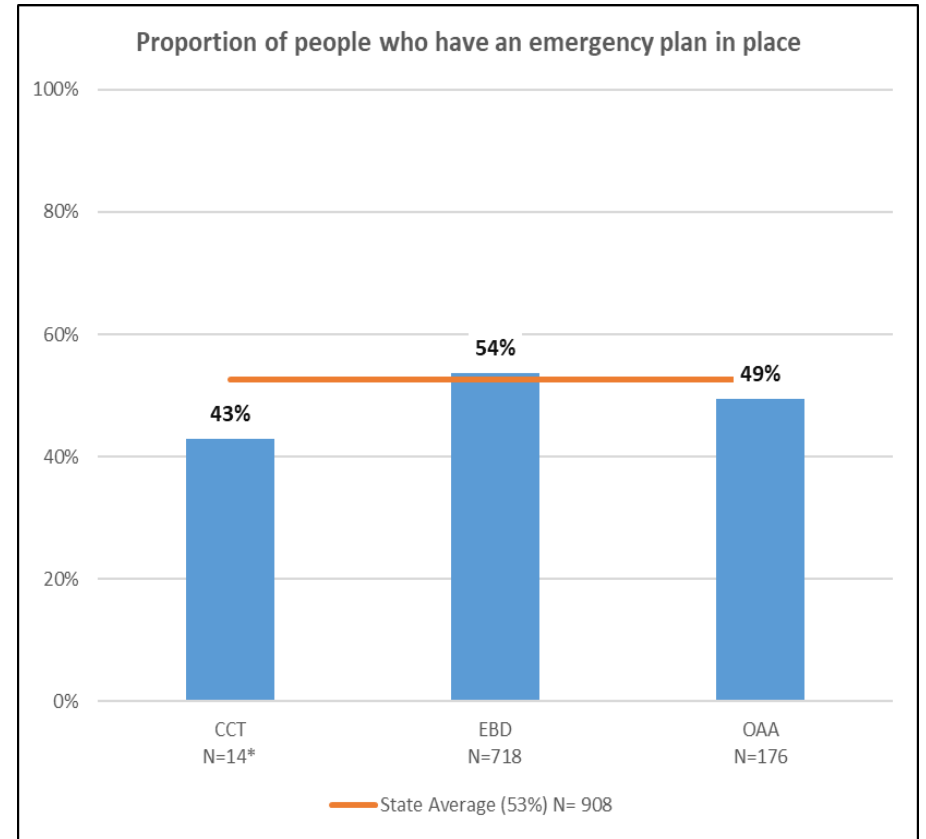
<sup>10</sup> Question changed in 2017-2018 – no longer allows for proxies

Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



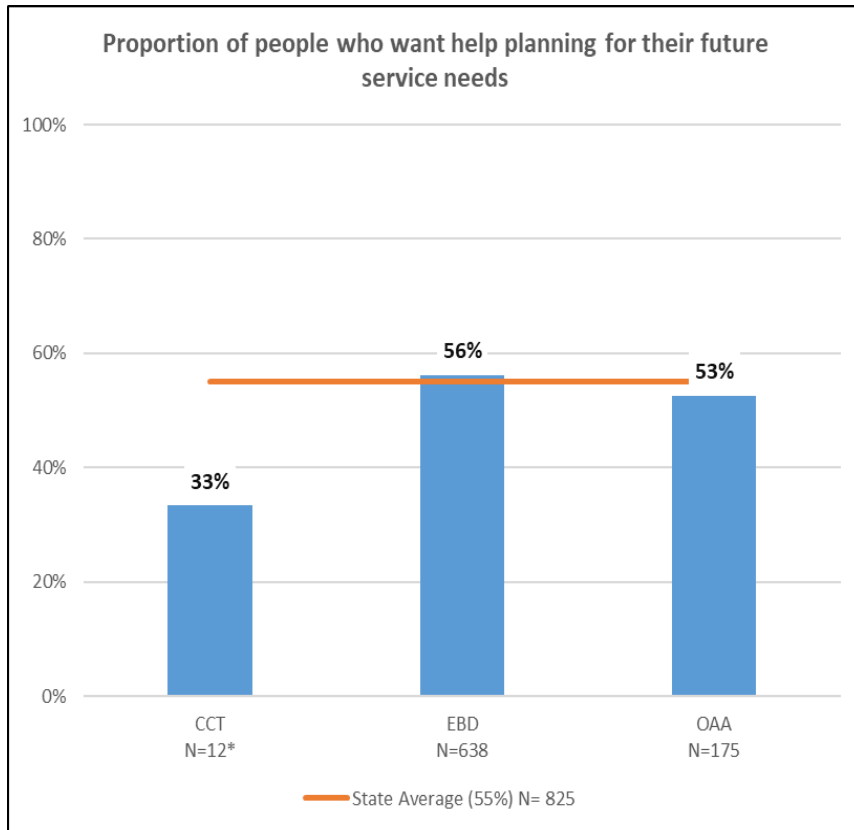
\* Very small number of responses

Graph 16. Proportion of people who have an emergency plan in place



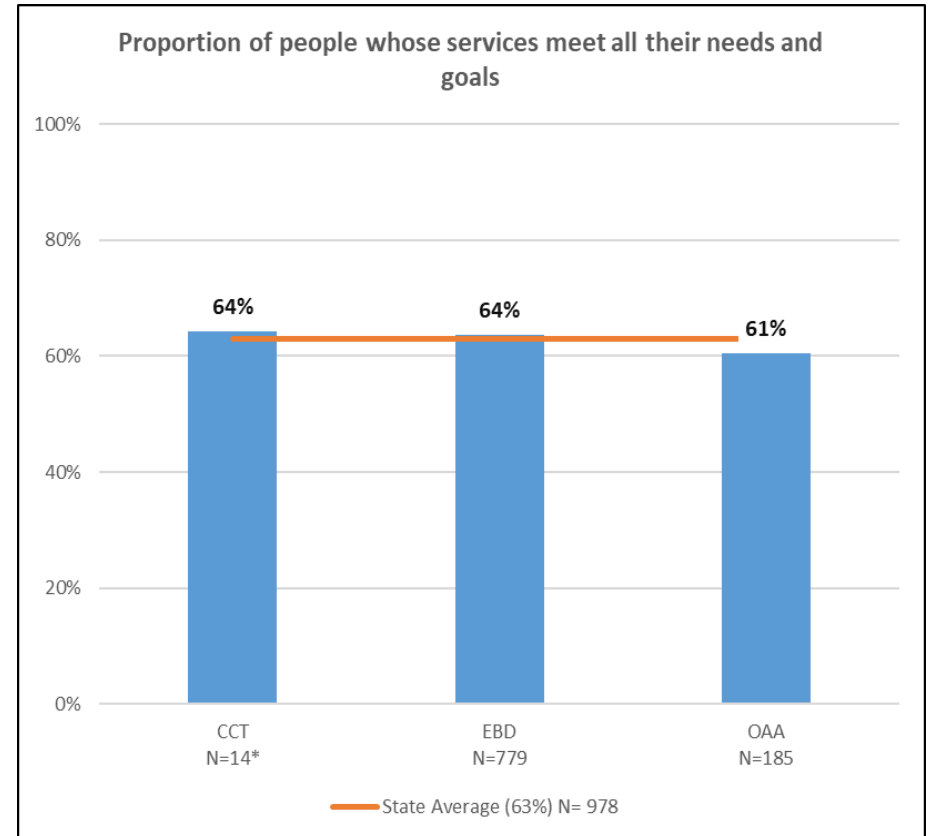
\* Very small number of responses

Graph 17. Proportion of people who want help planning for their future service needs



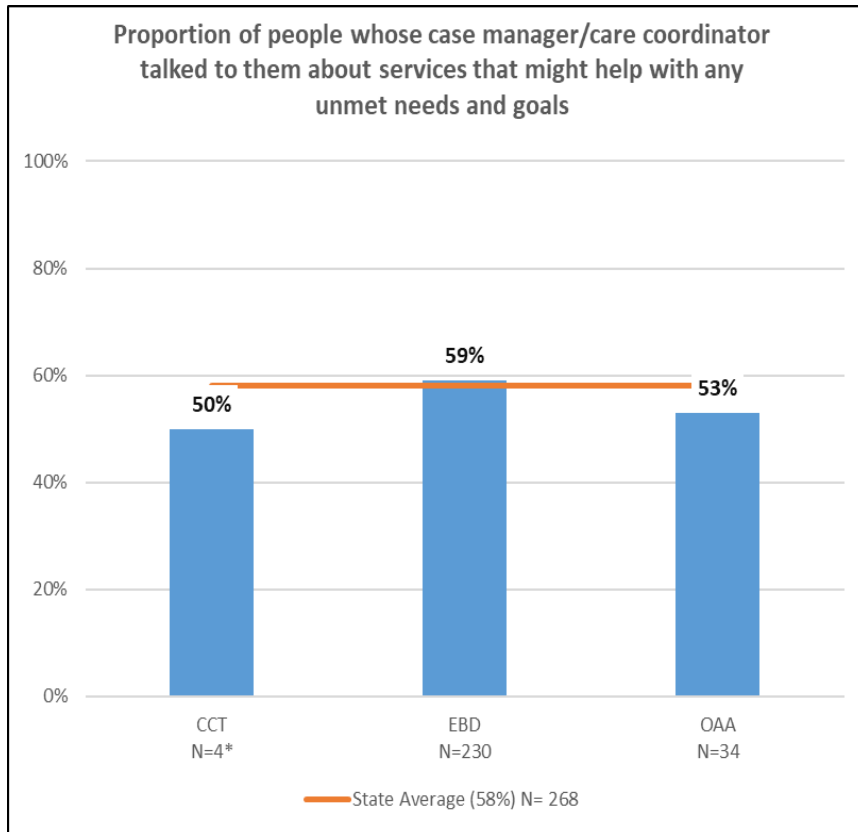
\* Very small number of responses

Graph 18. Proportion of people whose services meet all their needs and goals



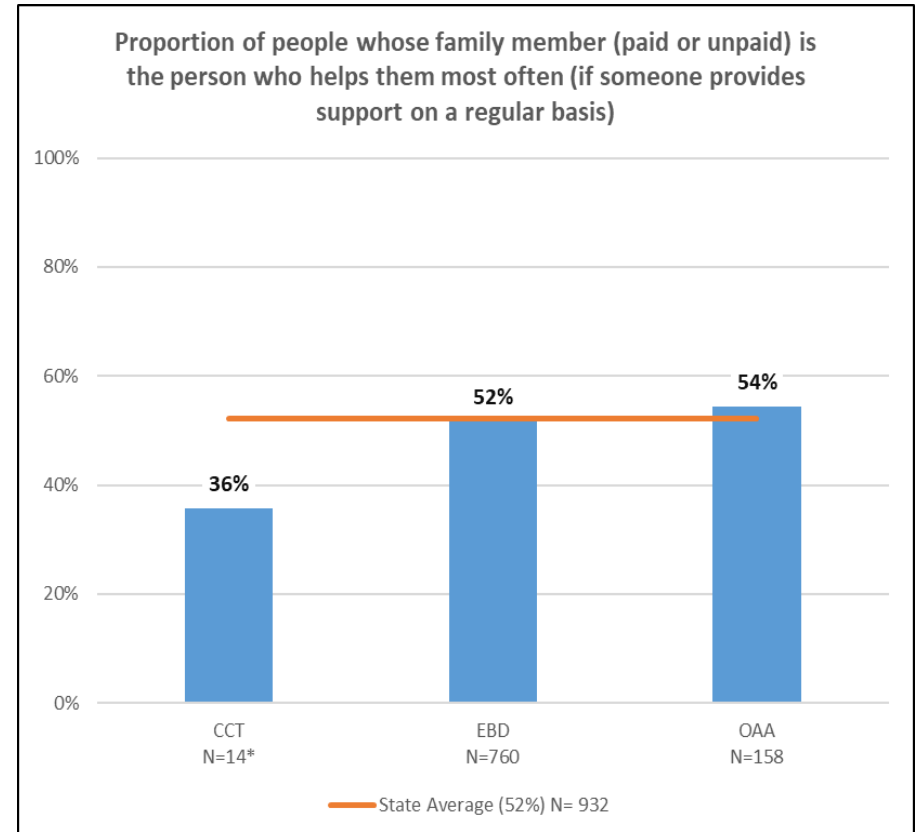
\* Very small number of responses

Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



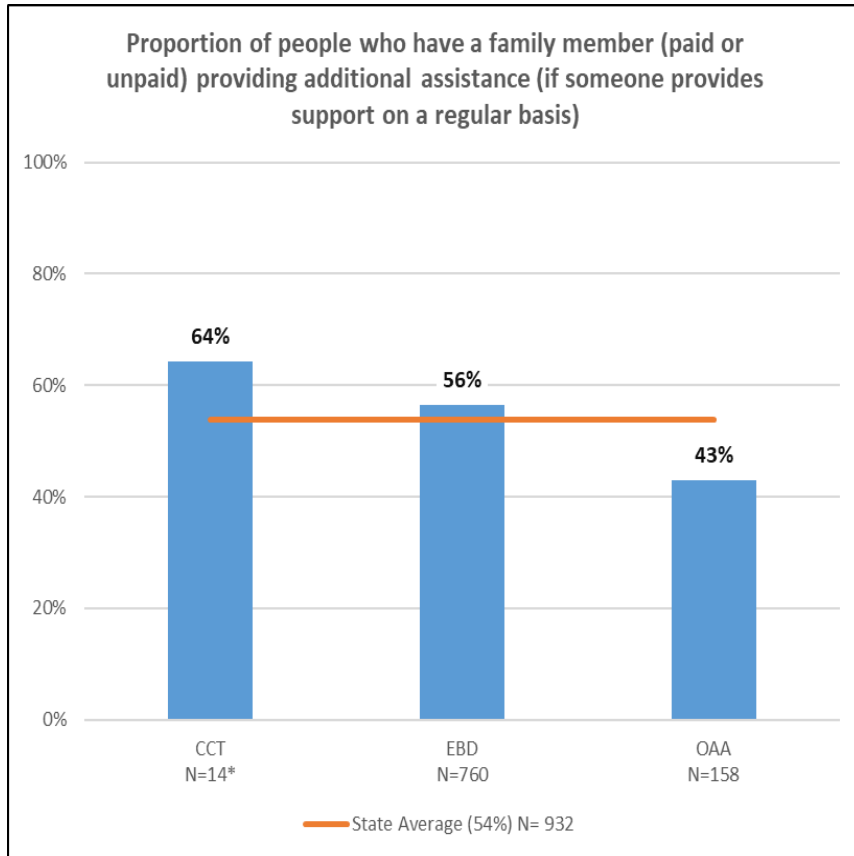
\* Very small number of responses

Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)



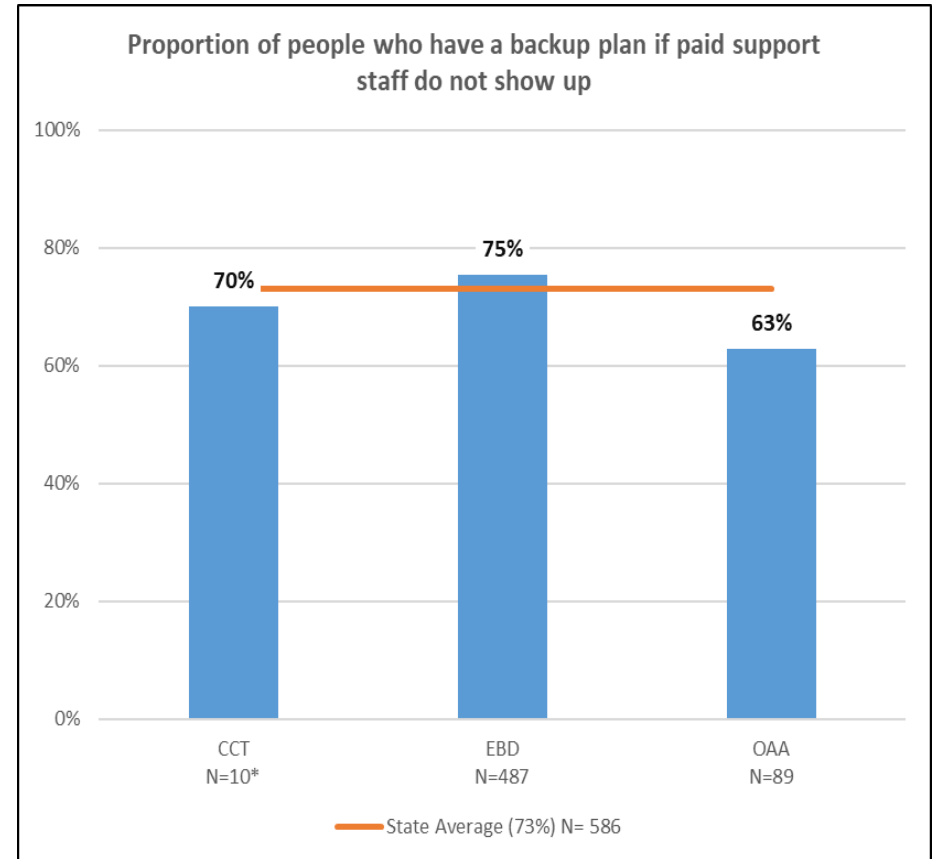
\* Very small number of responses

Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)



\* Very small number of responses

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



\* Very small number of responses



## Care Coordination

Individuals are provided appropriate coordination of care.

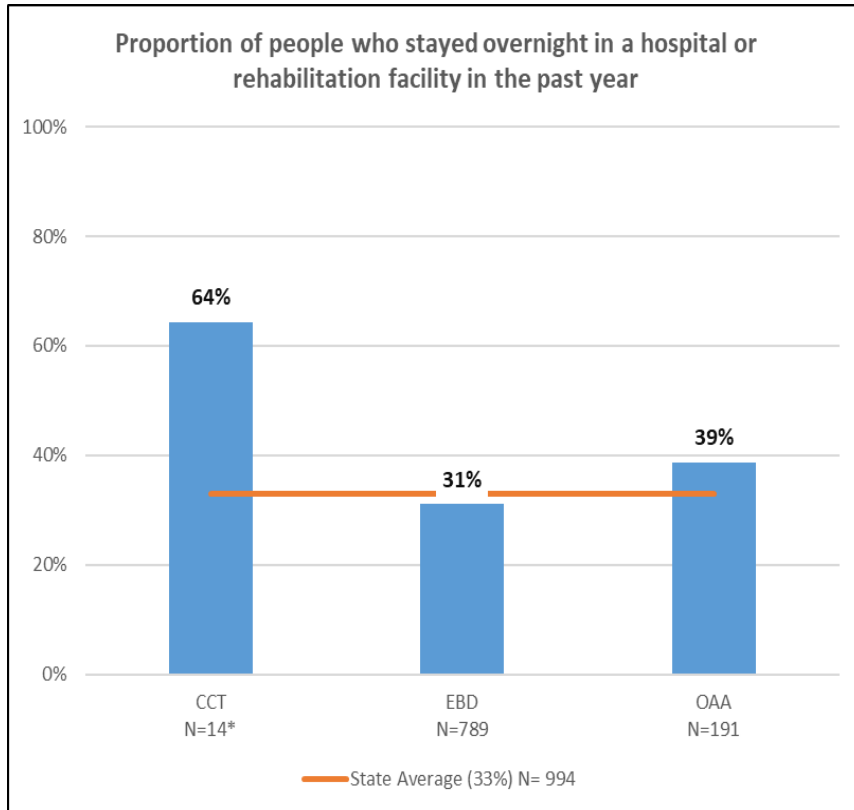
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.
2. Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.
3. Proportion of people who know how to manage their chronic conditions.

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

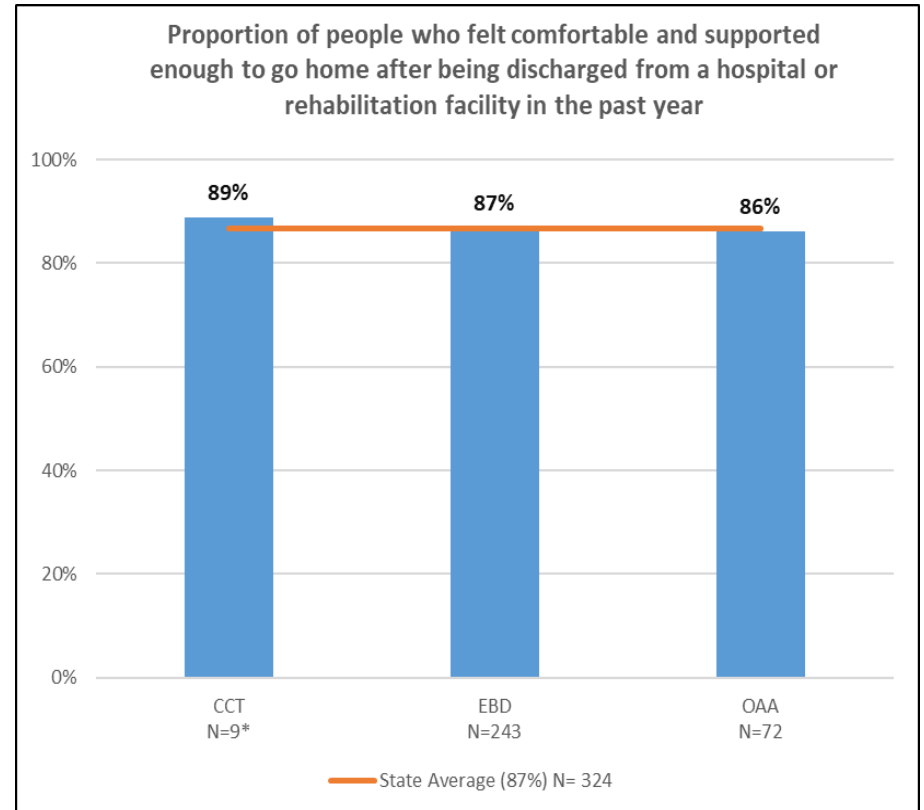
Un-collapsed data are shown in Appendix B.

Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



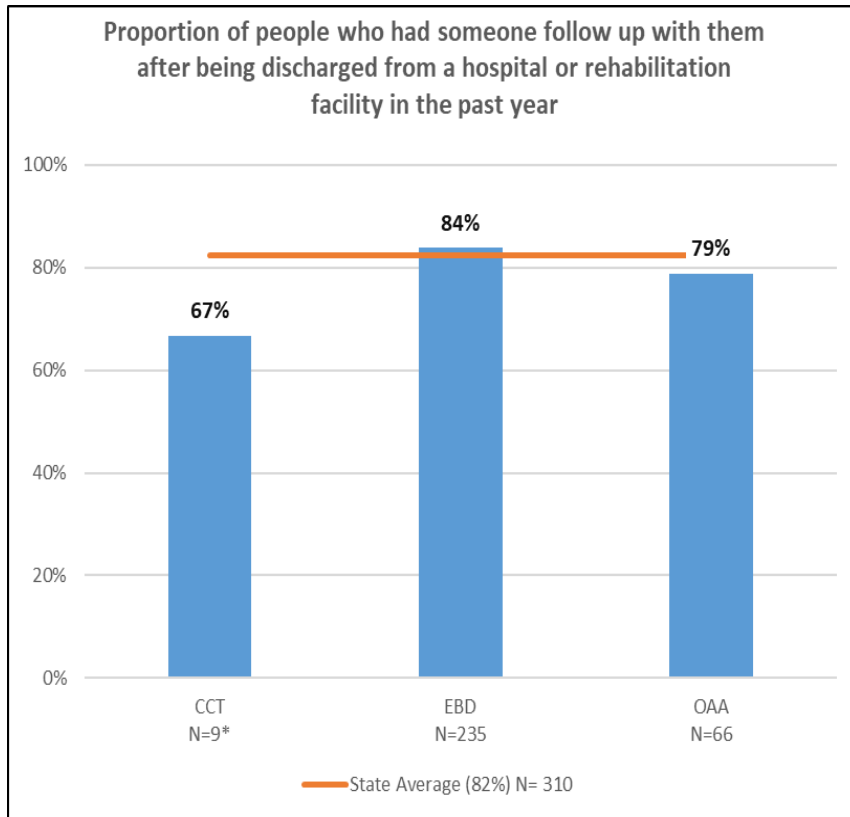
\* Very small number of responses

Graph 24. Proportion 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



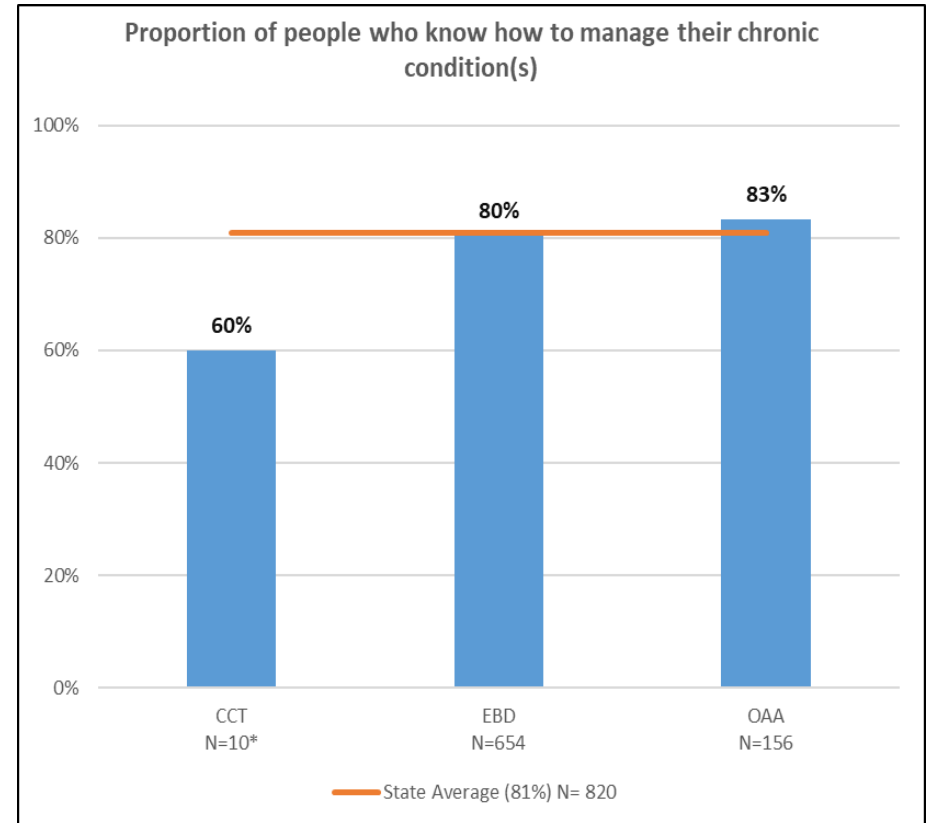
\* Very small number of responses

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



\* Very small number of responses

Graph 26. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)



\* Very small number of responses

## Access

Publicly funded services are readily available to individuals who need and qualify for them.

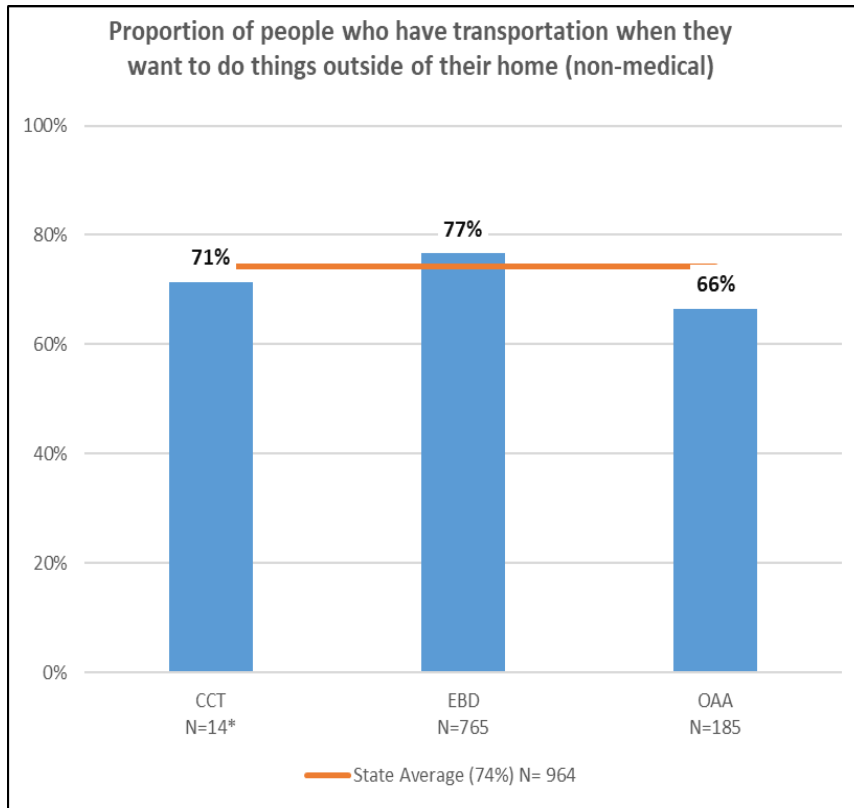
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation.
2. Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
3. Proportion of people who have access to information about services in their preferred language.

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

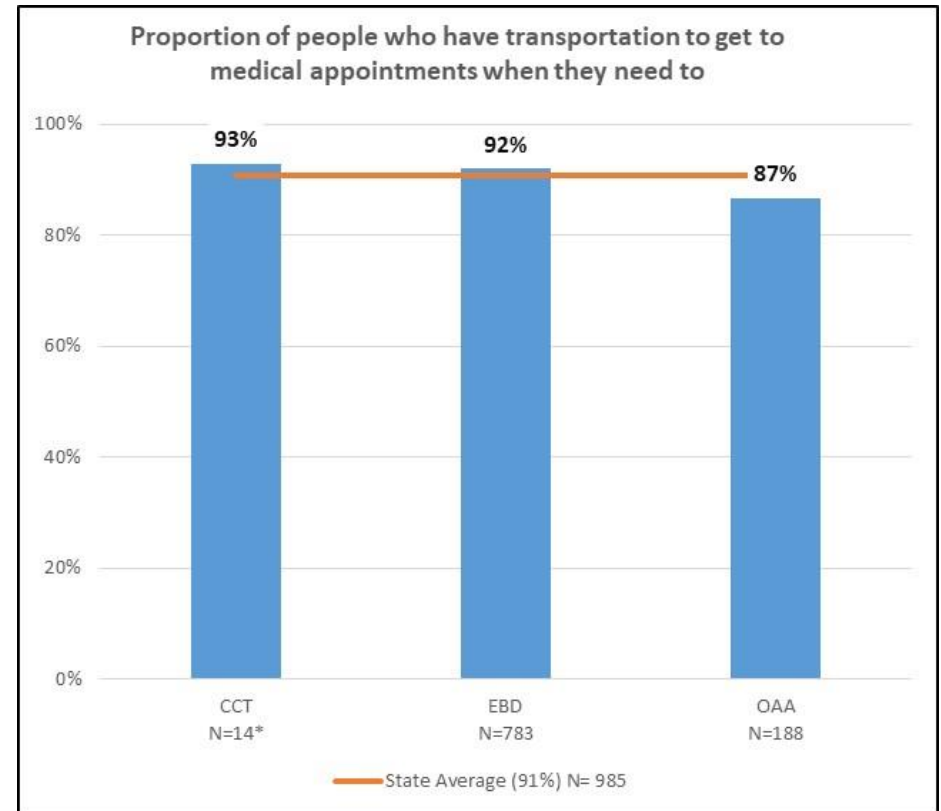
Un-collapsed data are shown in Appendix B.

Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



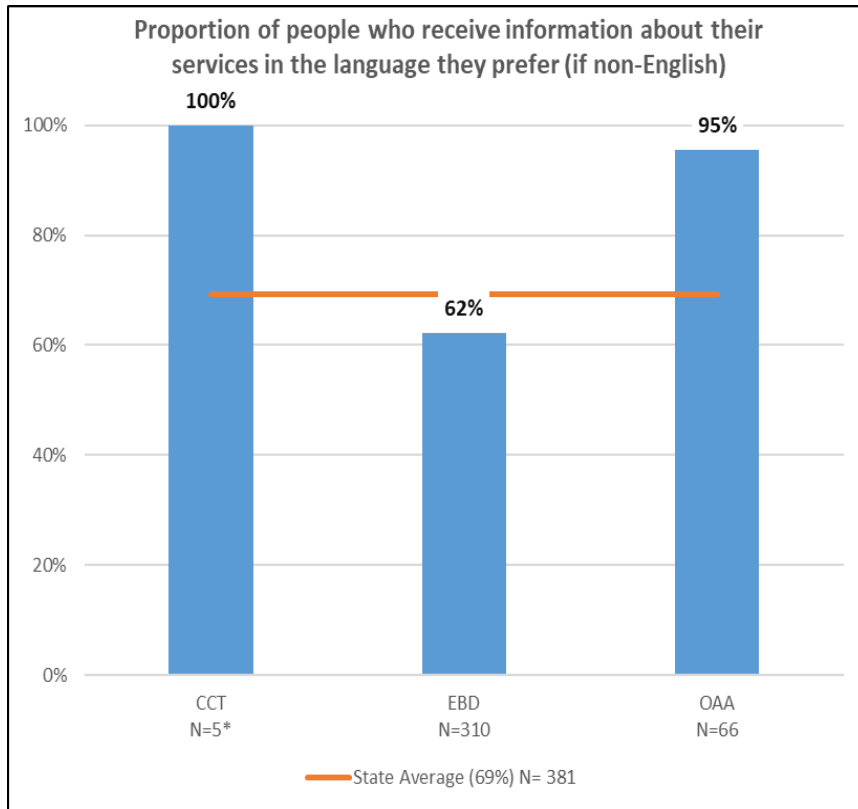
\* Very small number of responses

Graph 28. Proportion of people who have transportation to get to medical appointments when they need to



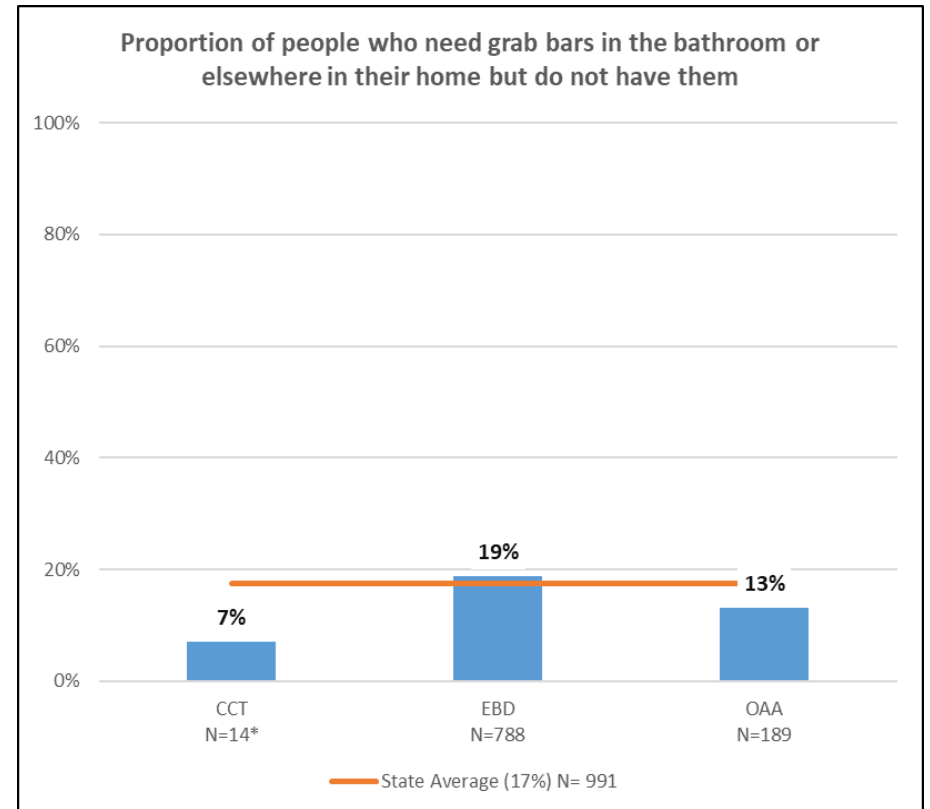
\* Very small number of responses

Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)



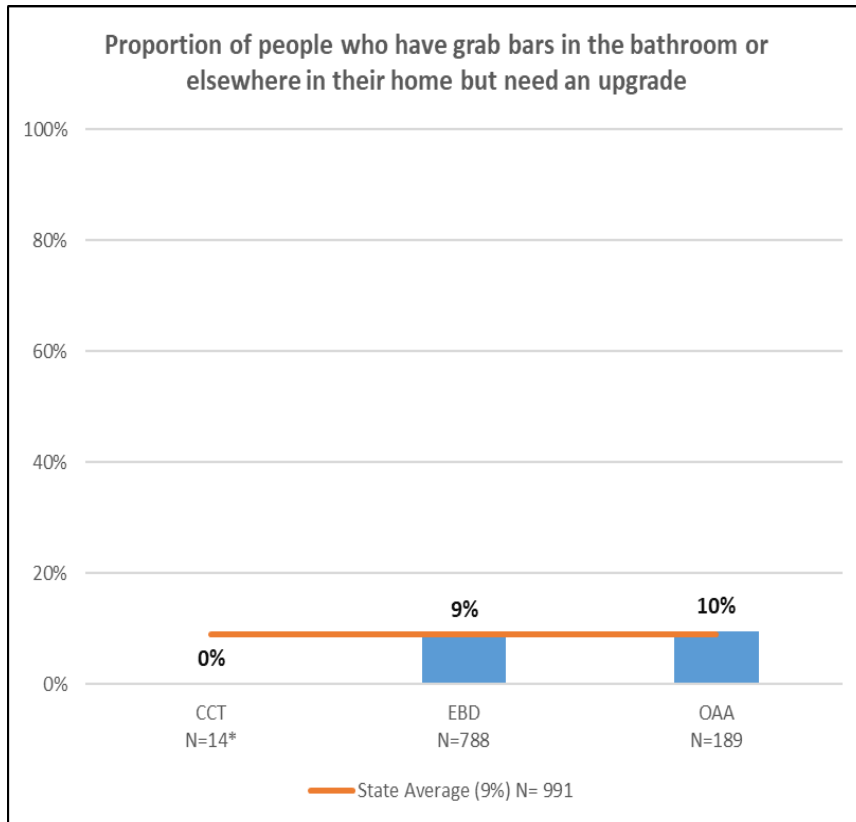
\* Very small number of responses

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



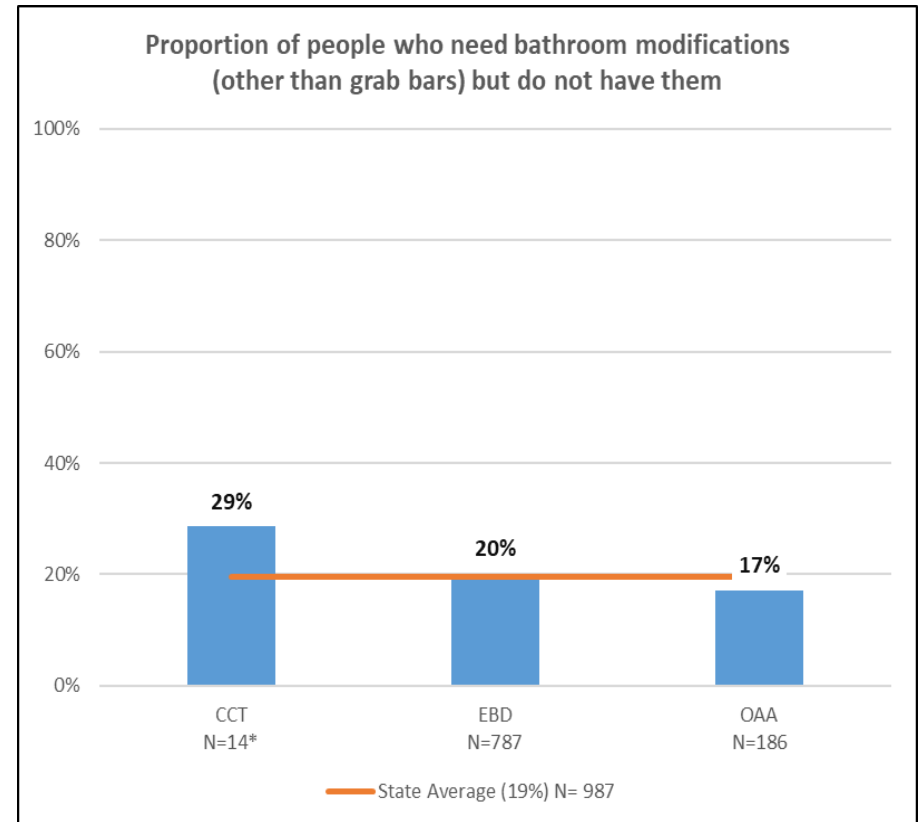
\* Very small number of responses

Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



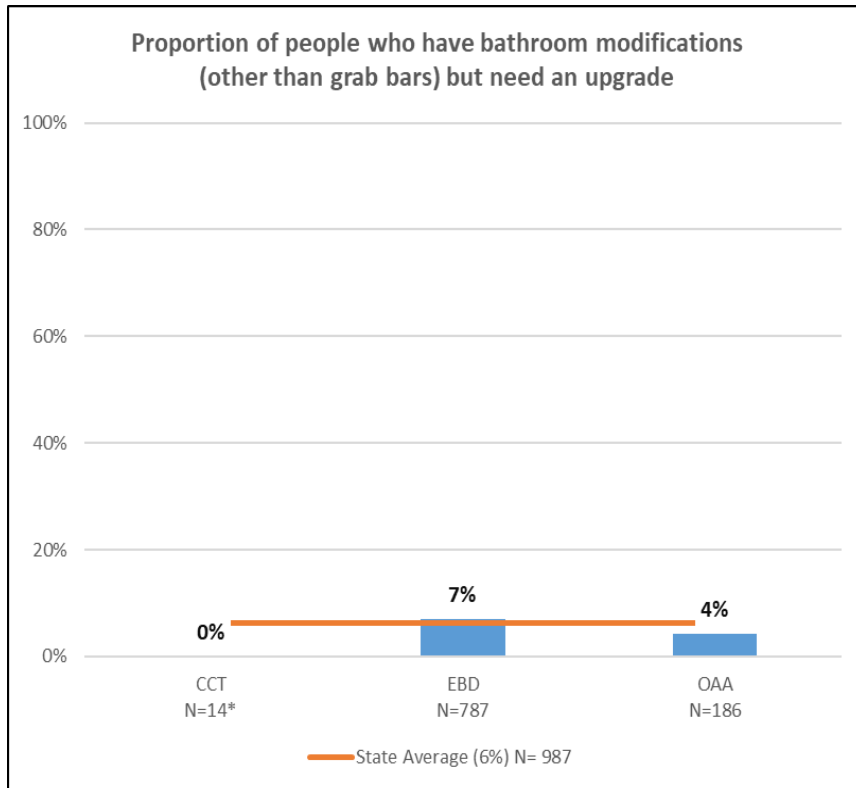
\* Very small number of responses

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



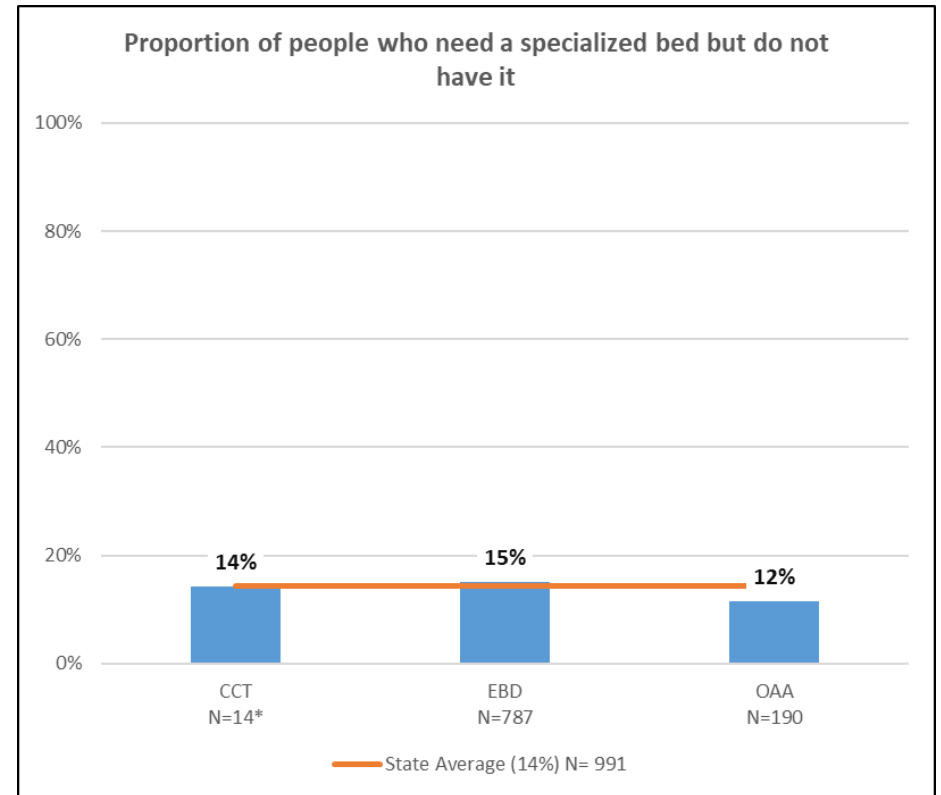
\* Very small number of responses

Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



\* Very small number of responses

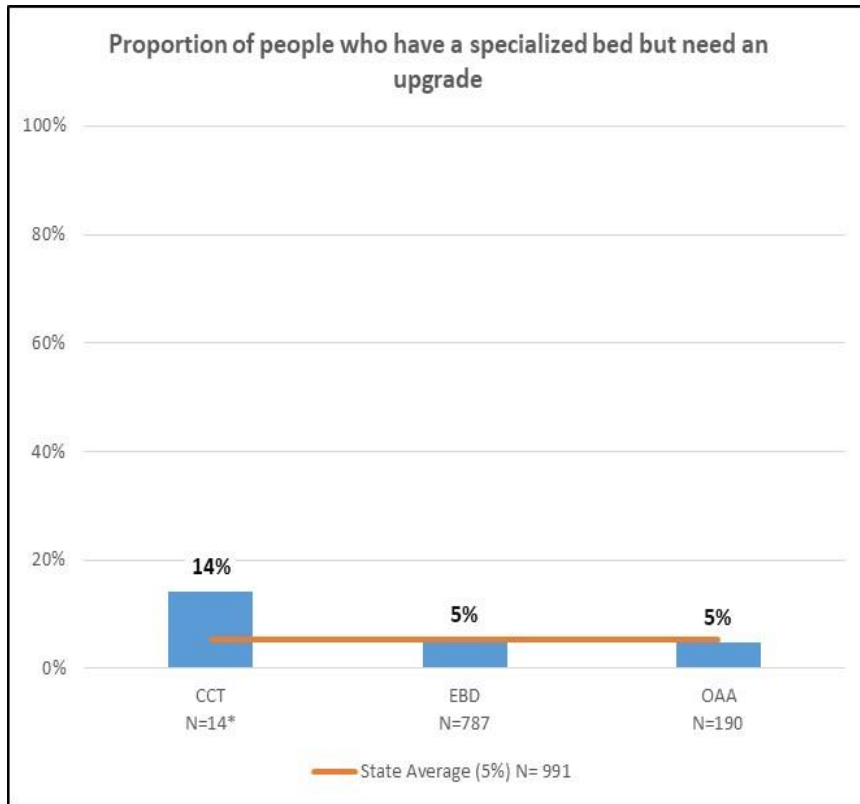
Graph 34. Proportion of people who need a specialized bed but do not have it



\* Very small number of responses

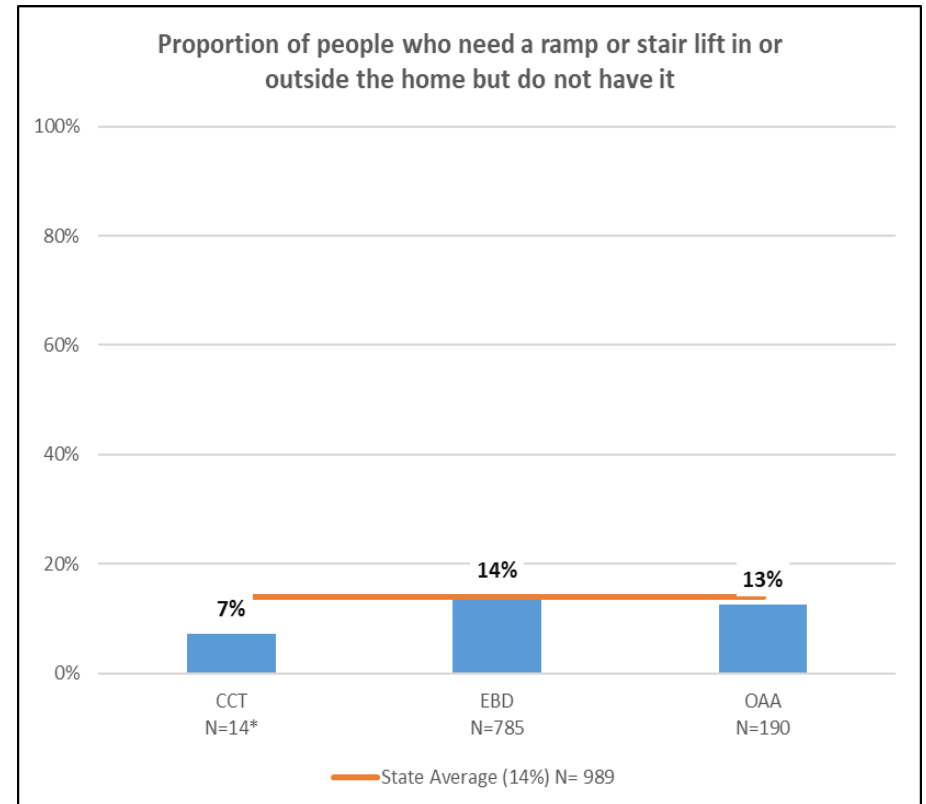


Graph 35. Proportion of people who have a specialized bed but need an upgrade



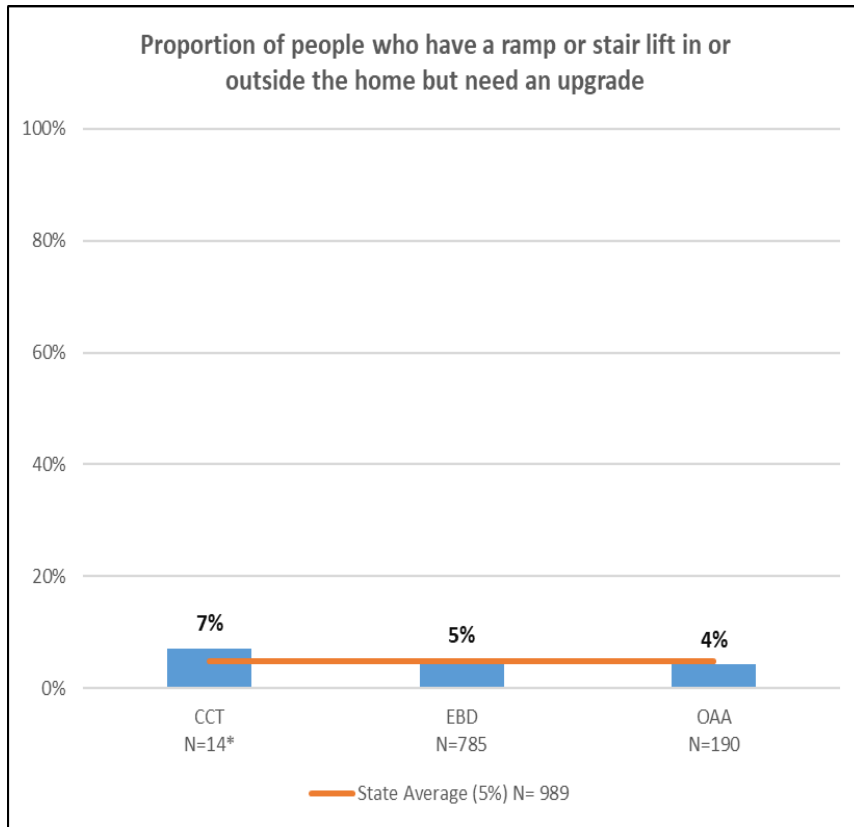
\* Very small number of responses

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



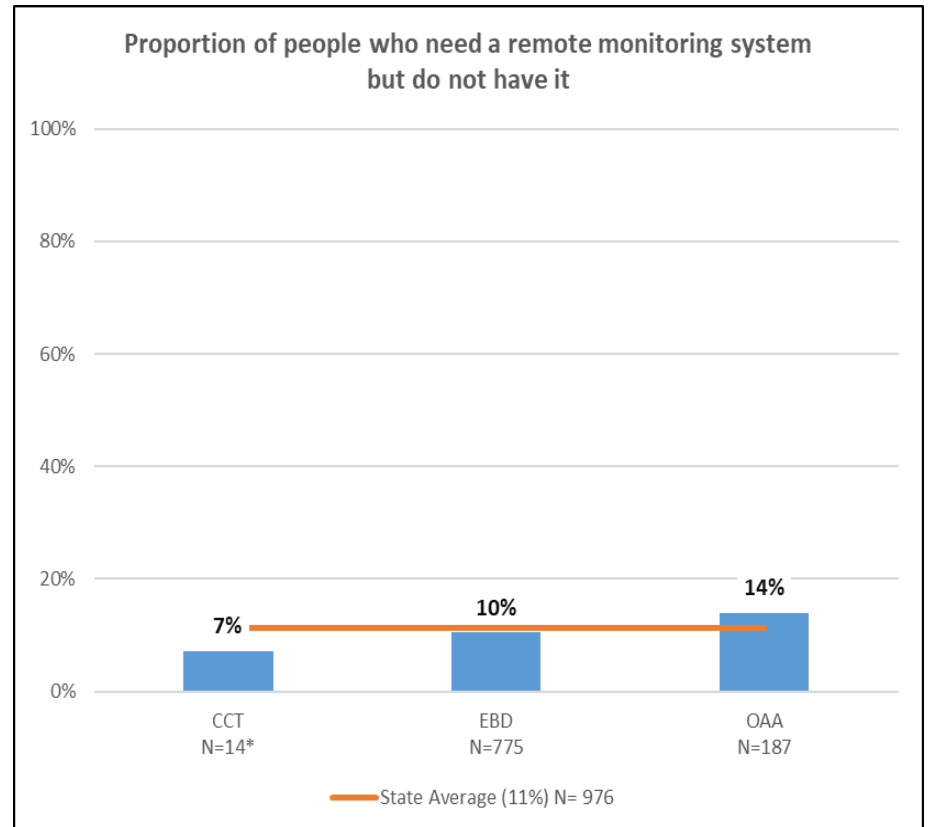
\* Very small number of responses

Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



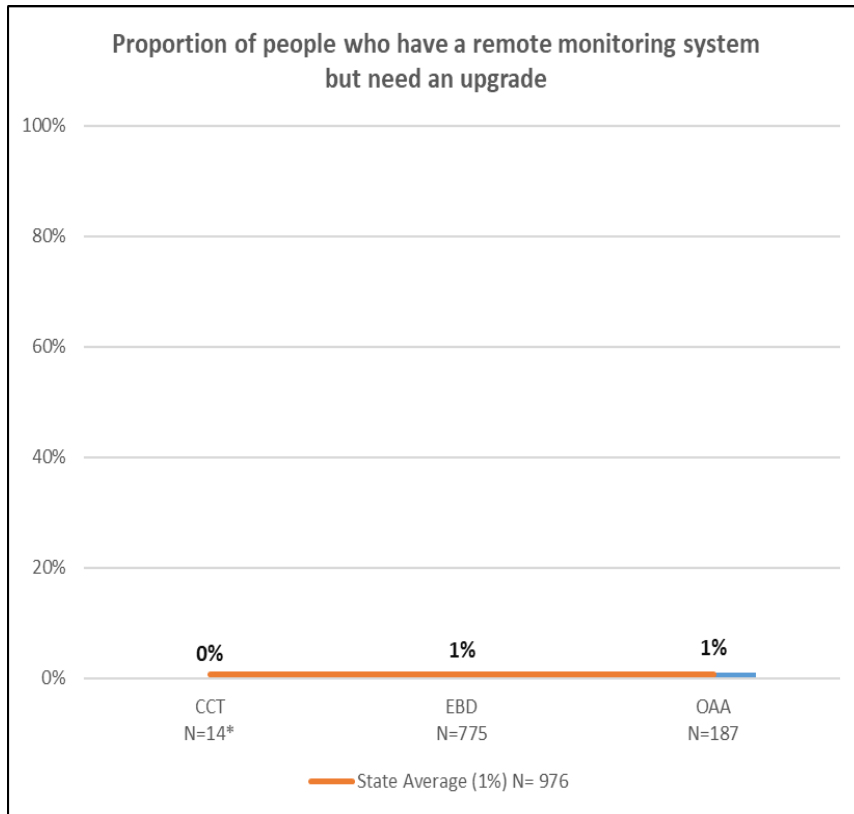
\* Very small number of responses

Graph 38. Proportion of people who need a remote monitoring system but do not have it



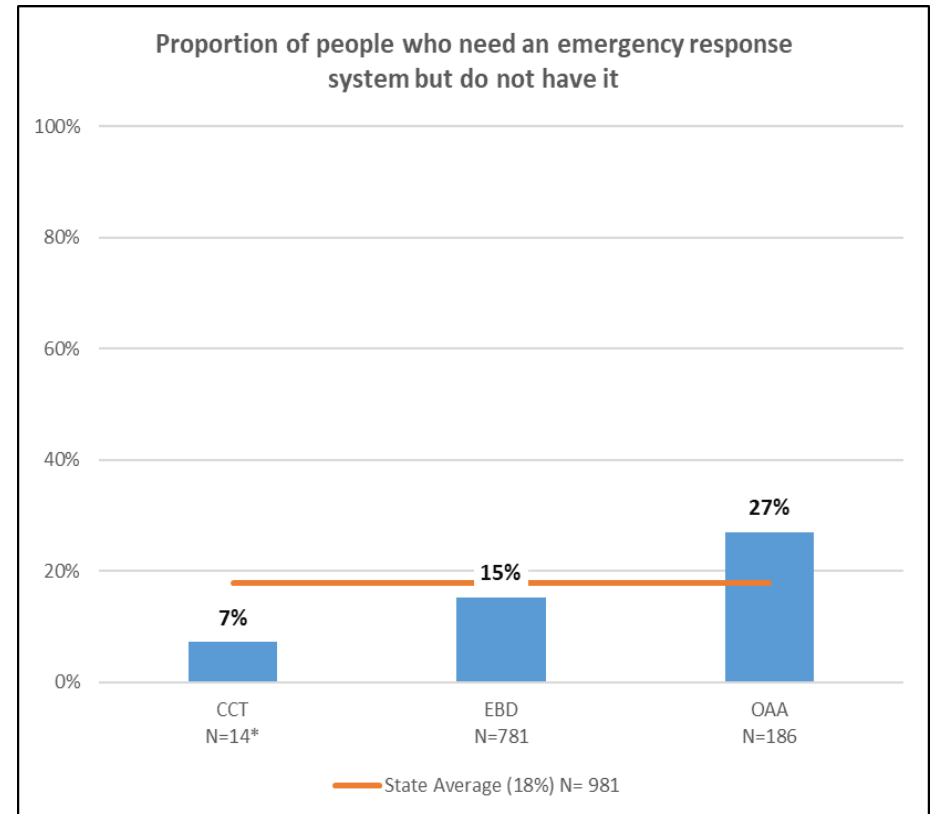
\* Very small number of responses

Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



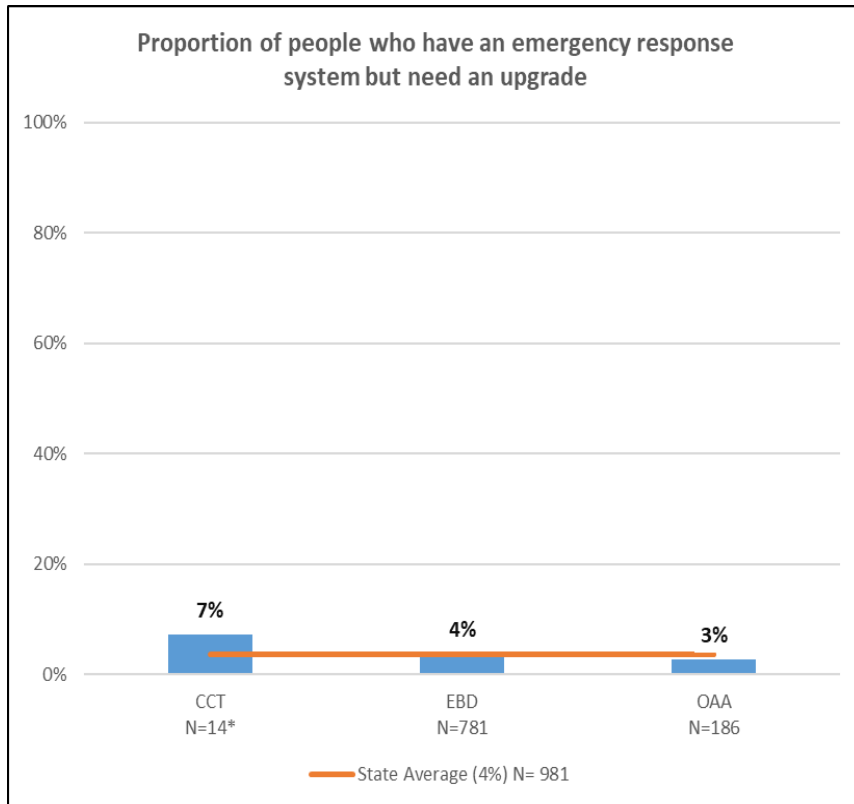
\* Very small number of responses

Graph 40. Proportion of people who need an emergency response system but do not have it



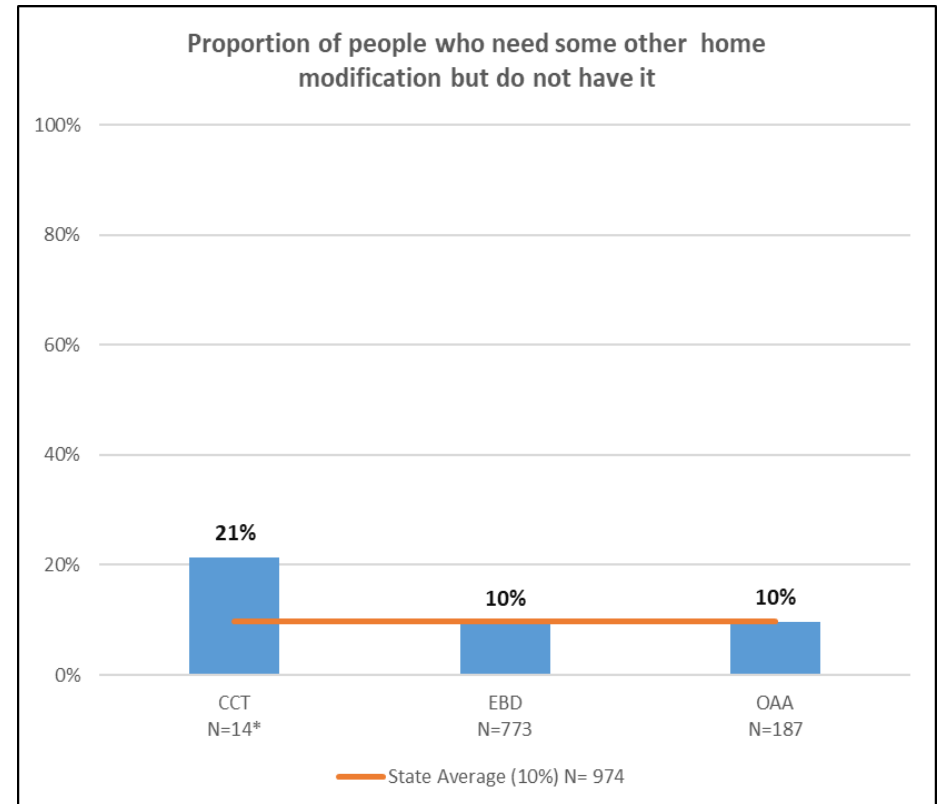
\* Very small number of responses

Graph 41. Proportion of people who have an emergency response system but need an upgrade



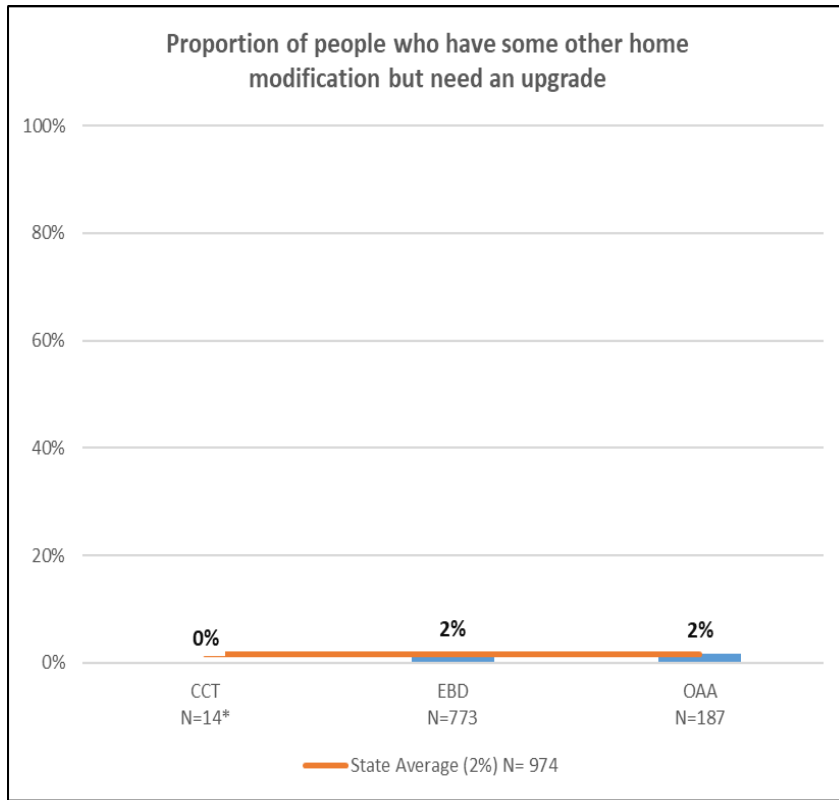
\* Very small number of responses

Graph 42. Proportion of people who need some other home modification but do not have it



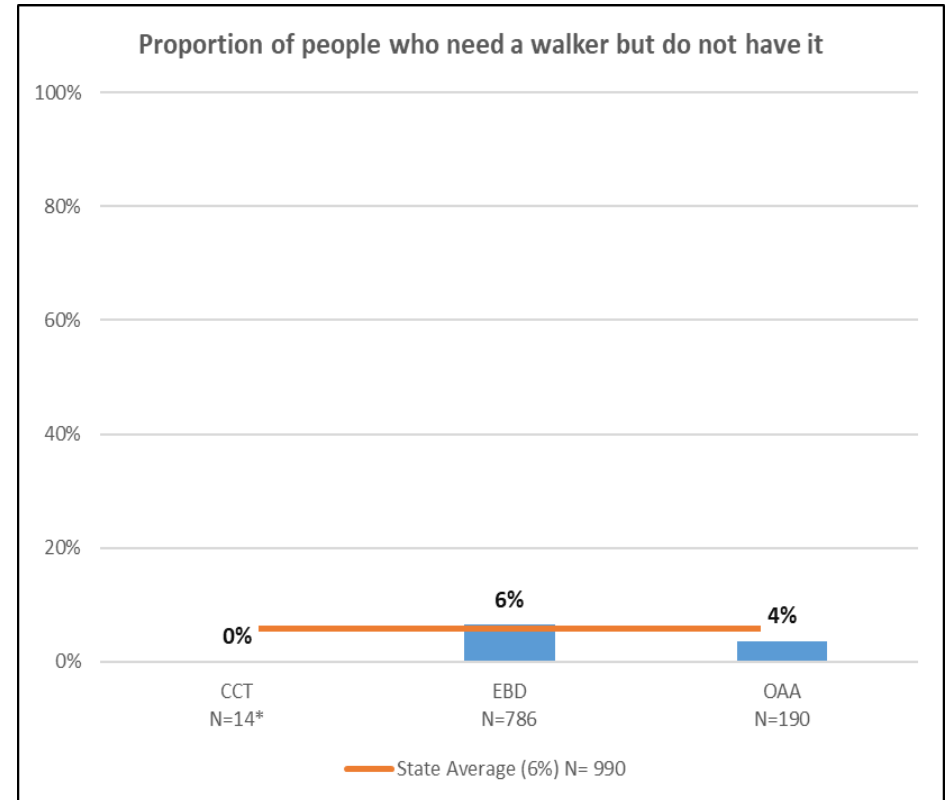
\* Very small number of responses

Graph 43. Proportion of people who have some other home modification but need an upgrade



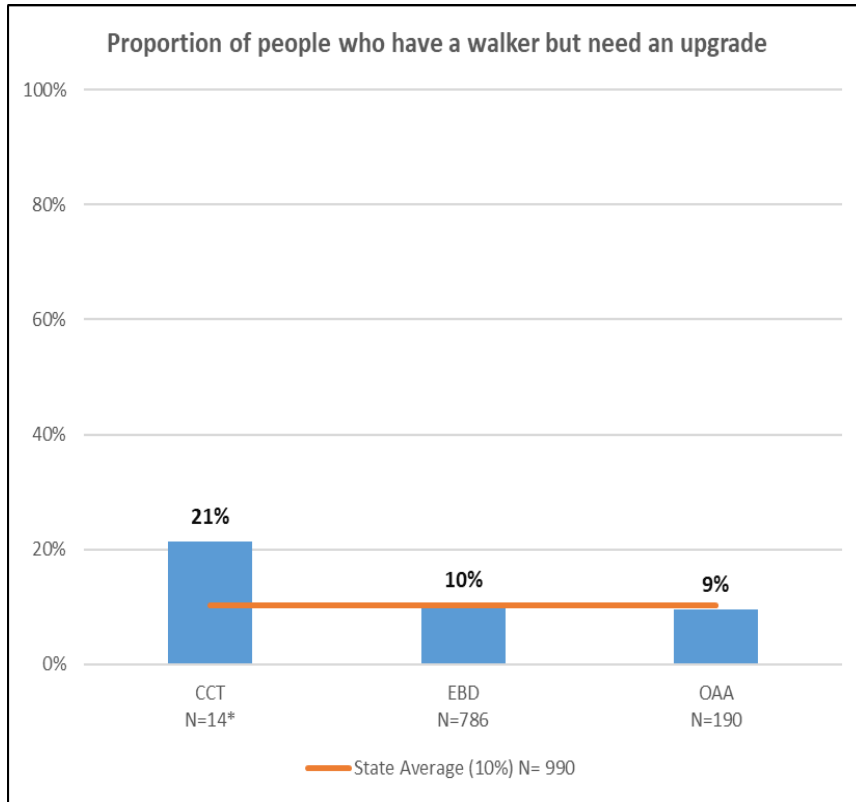
\* Very small number of responses

Graph 44. Proportion of people who need a walker but do not have it



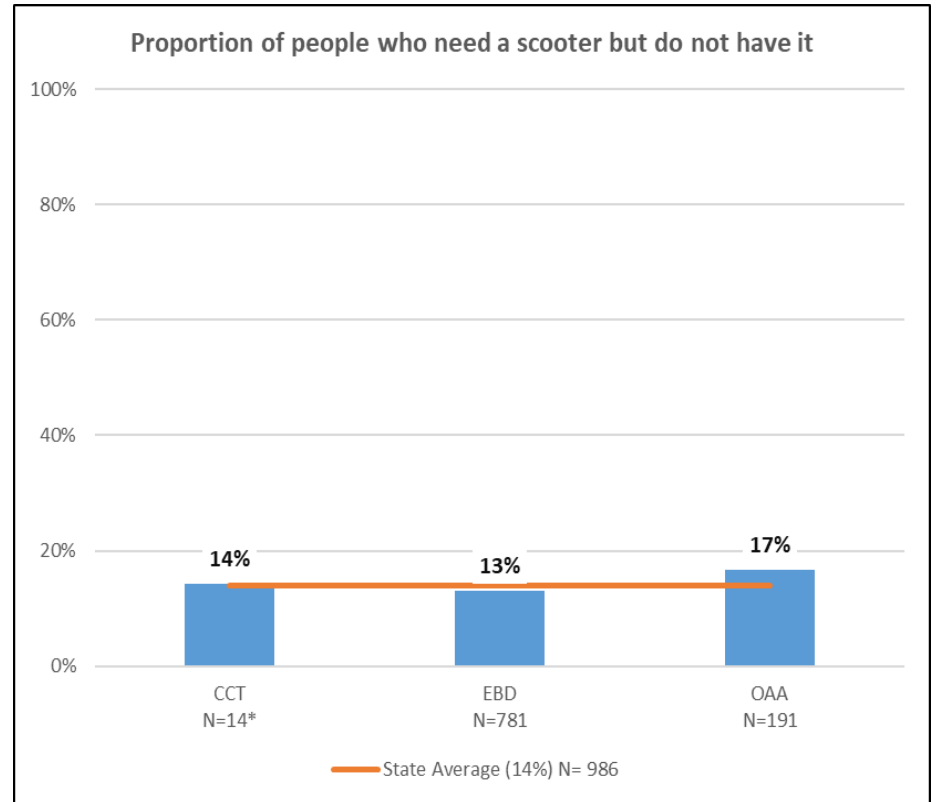
\* Very small number of responses

Graph 45. Proportion of people who have a walker but need an upgrade



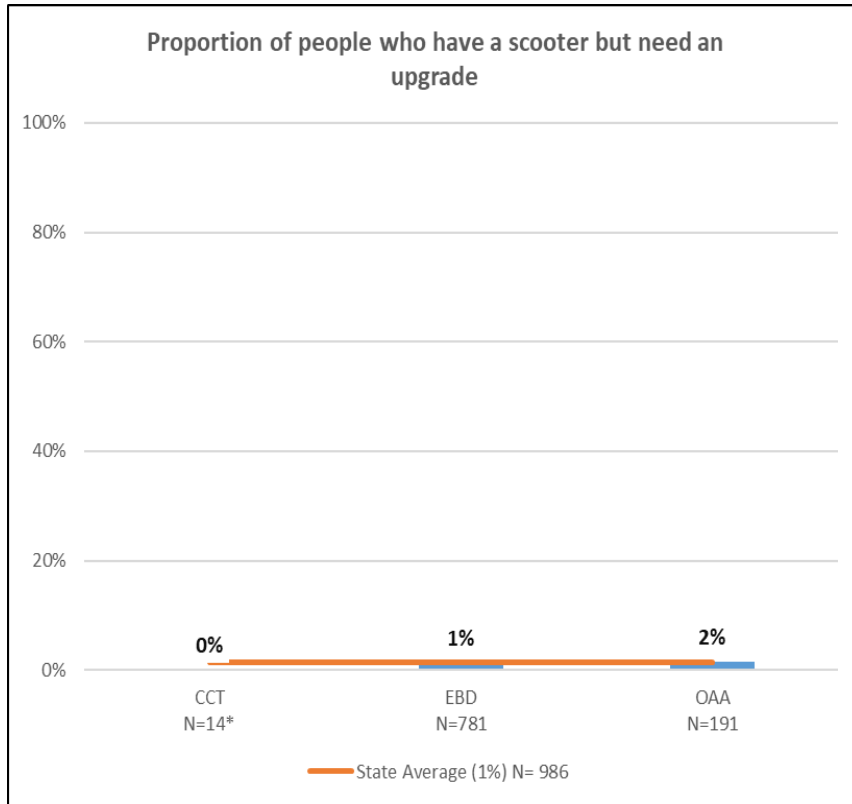
\* Very small number of responses

Graph 46. Proportion of people who need a scooter but do not have it



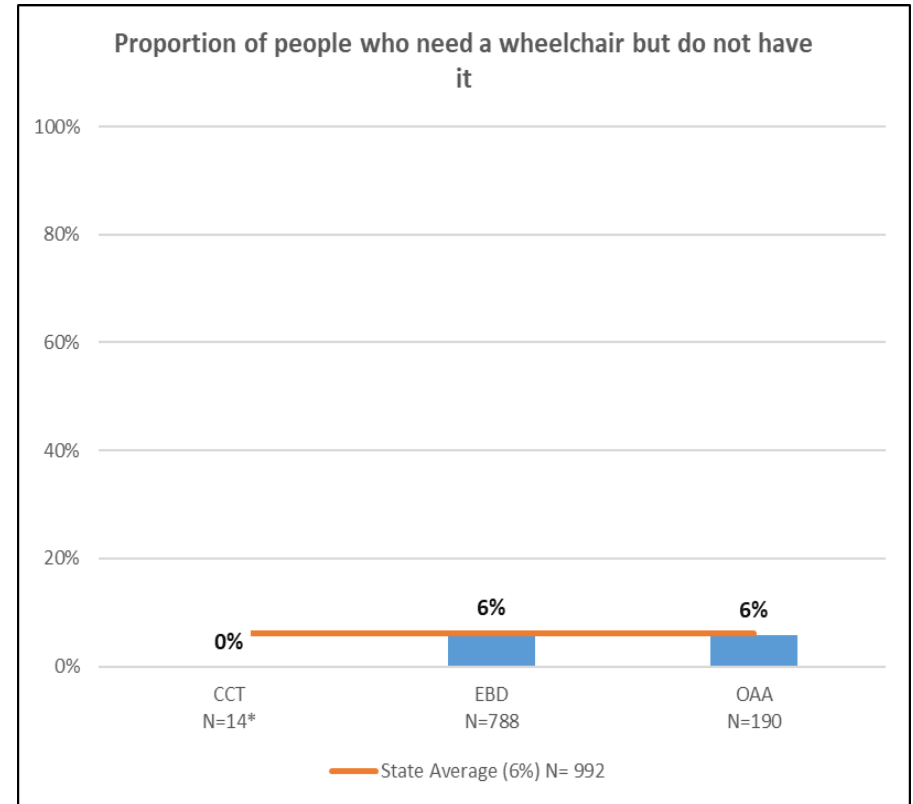
\* Very small number of responses

Graph 47. Proportion of people who have a scooter but need an upgrade



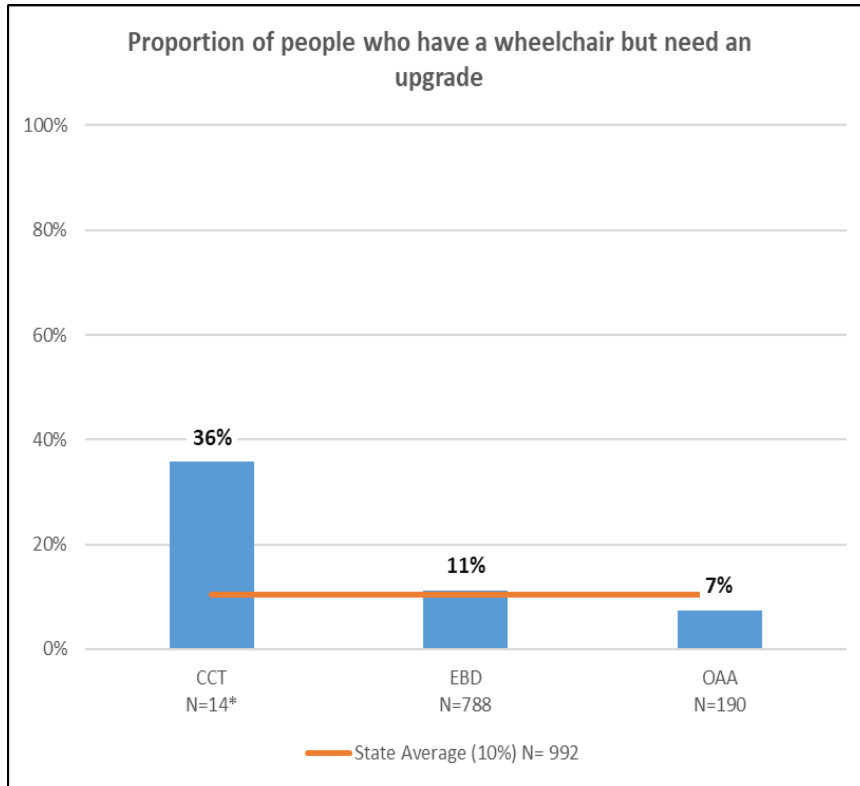
\* Very small number of responses

Graph 48. Proportion of people who need a wheelchair but do not have it



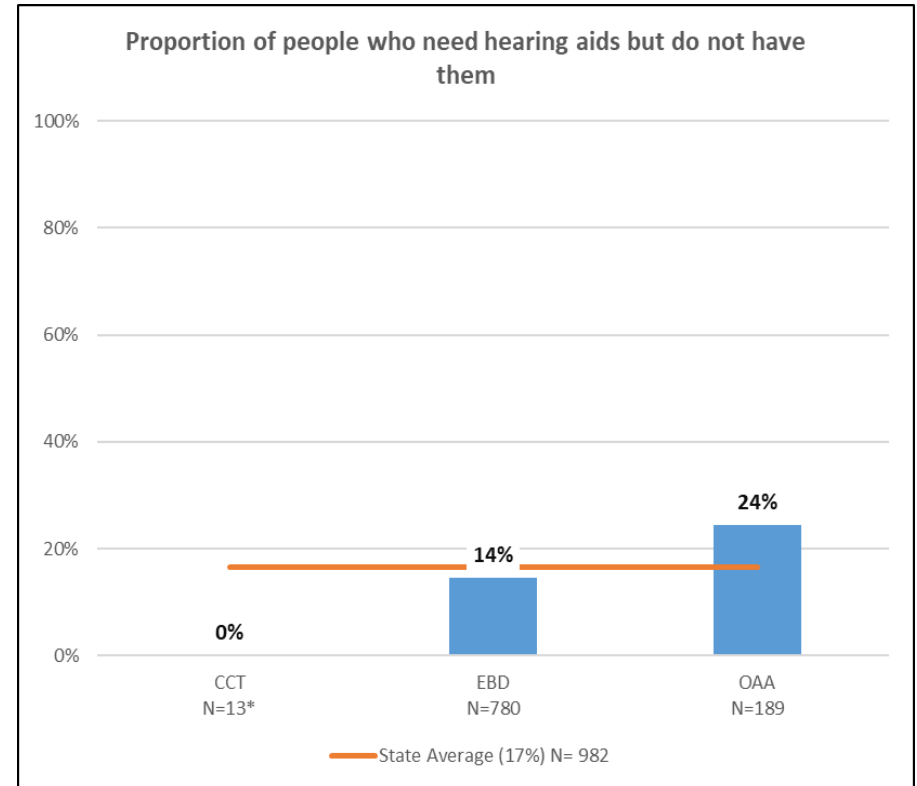
\* Very small number of responses

Graph 49. Proportion of people who have a wheelchair but need an upgrade



\* Very small number of responses

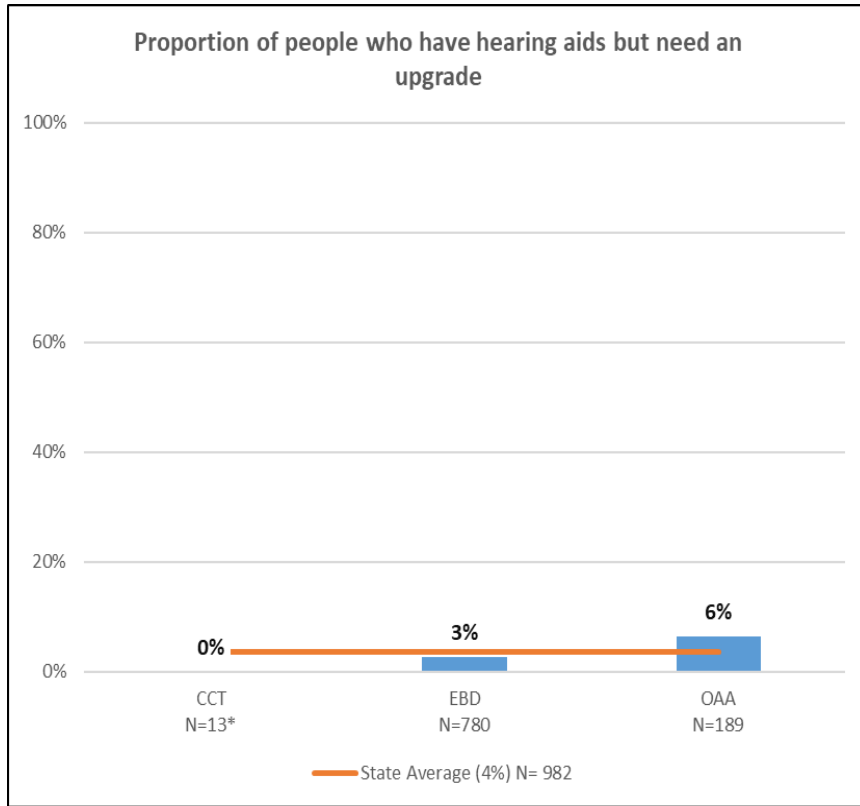
Graph 50. Proportion of people who need hearing aids but do not have them



\* Very small number of responses

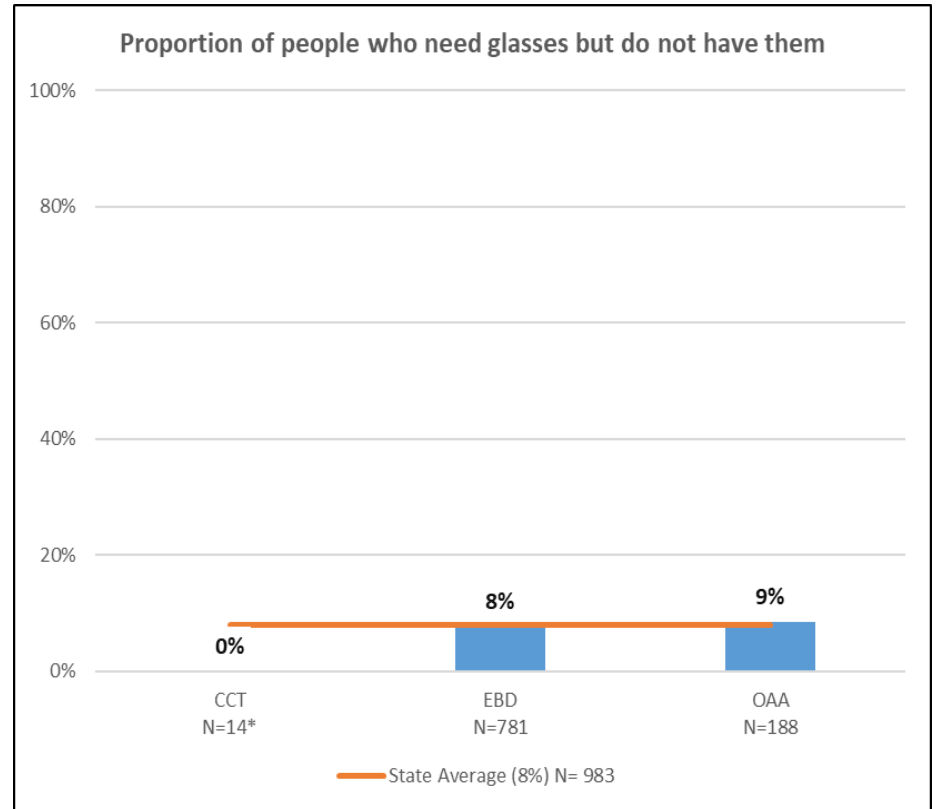


Graph 51. Proportion of people who have hearing aids but need an upgrade



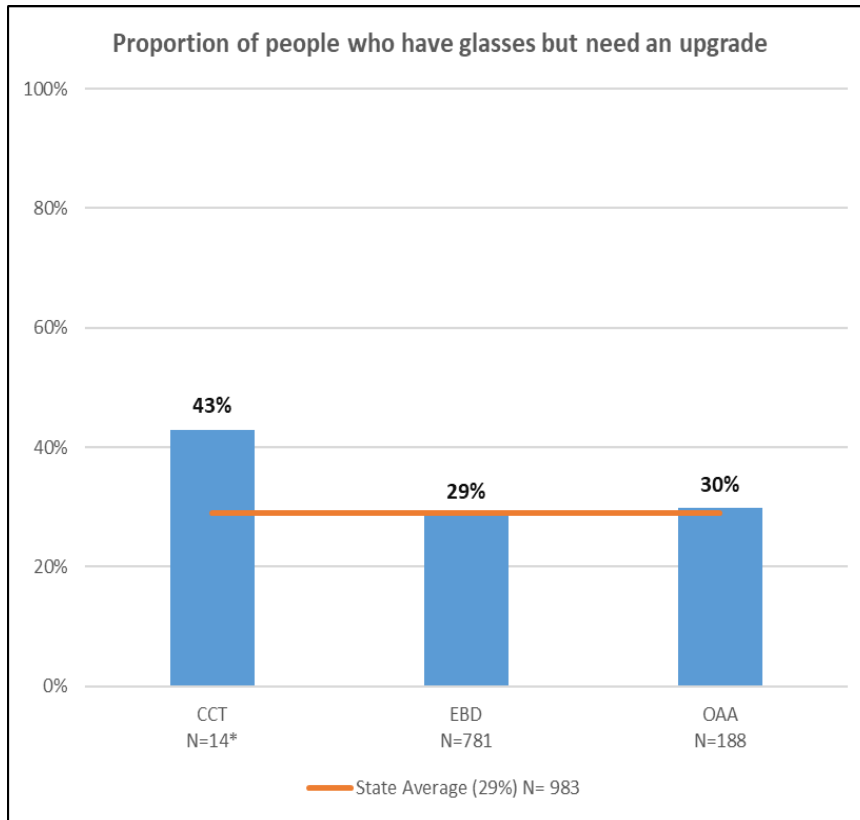
\* Very small number of responses

Graph 52. Proportion of people who need glasses but do not have them



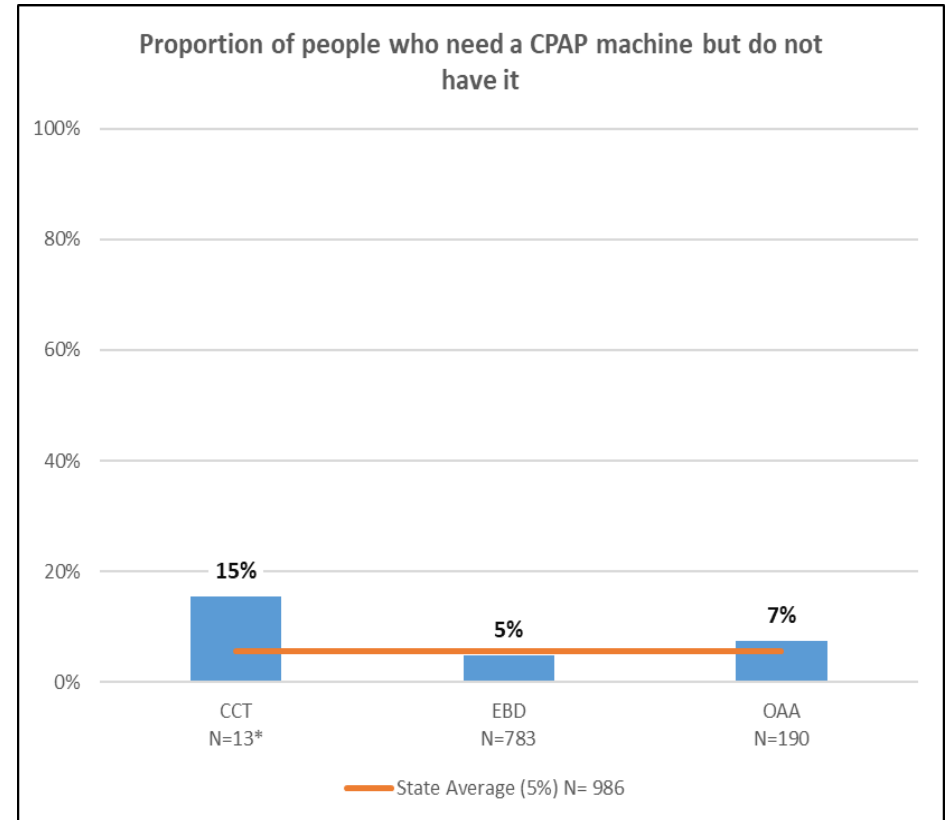
\* Very small number of responses

Graph 53. Proportion of people who have glasses but need an upgrade



\* Very small number of responses

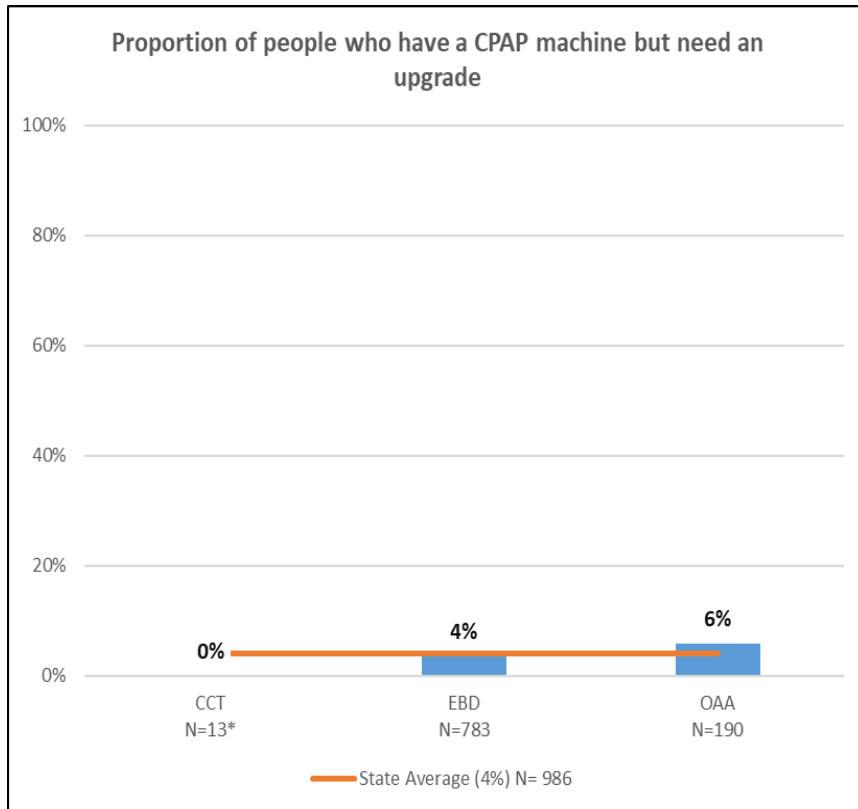
Graph 54. Proportion of people who need a CPAP machine but don't have it<sup>11</sup>



\* Very small number of responses

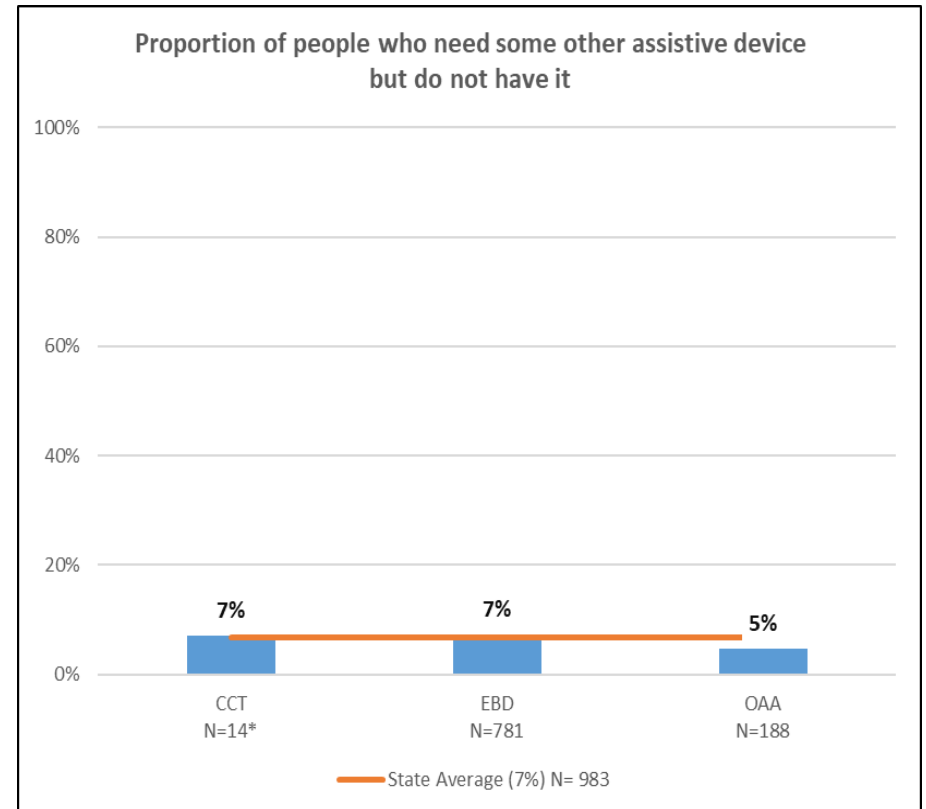
<sup>11</sup> New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade<sup>12</sup>



\* Very small number of responses

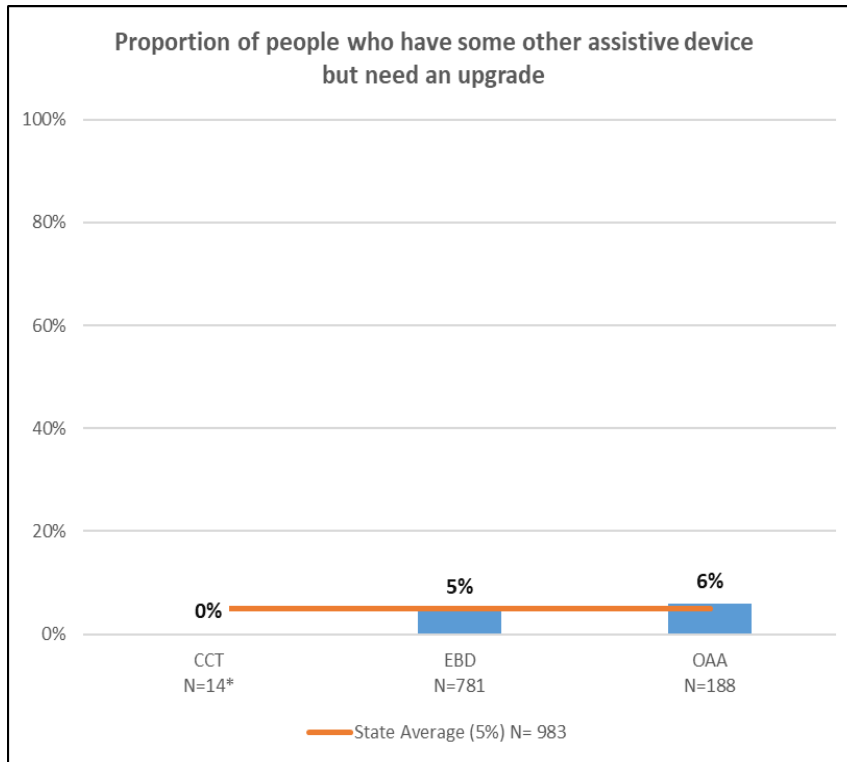
Graph 56. Proportion of people who need some other assistive device but do not have it



\* Very small number of responses

<sup>12</sup> New question added in 2017-2018

Graph 57. Proportion of people who have some other assistive device but need an upgrade



\* Very small number of responses

## Safety

People feel safe from abuse, neglect, and injury.

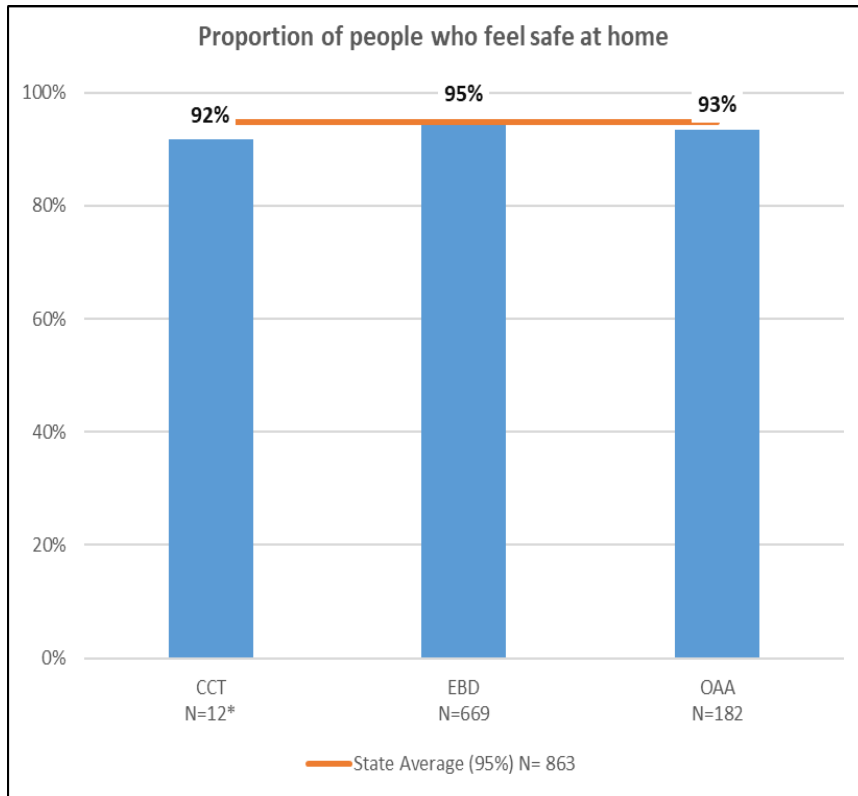
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their staff/ caregiver.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people whose fear of falling is managed.
5. Proportion of people who are able to get to safety quickly in case of an emergency.

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

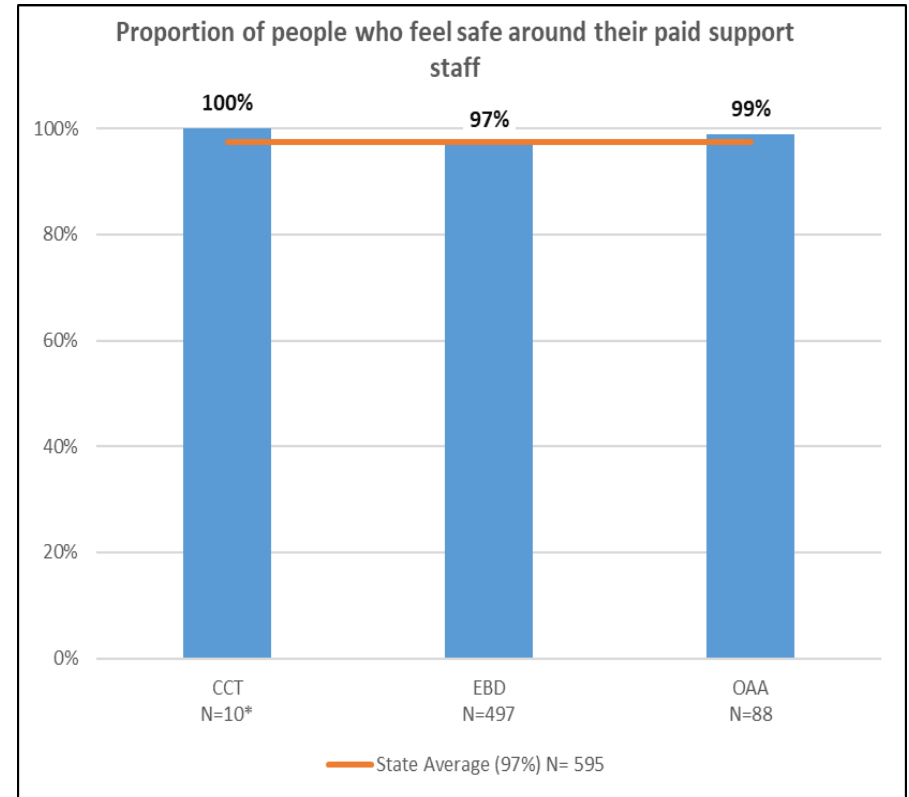
Un-collapsed data are shown in Appendix B.

Graph 58. Proportion of people who feel safe at home



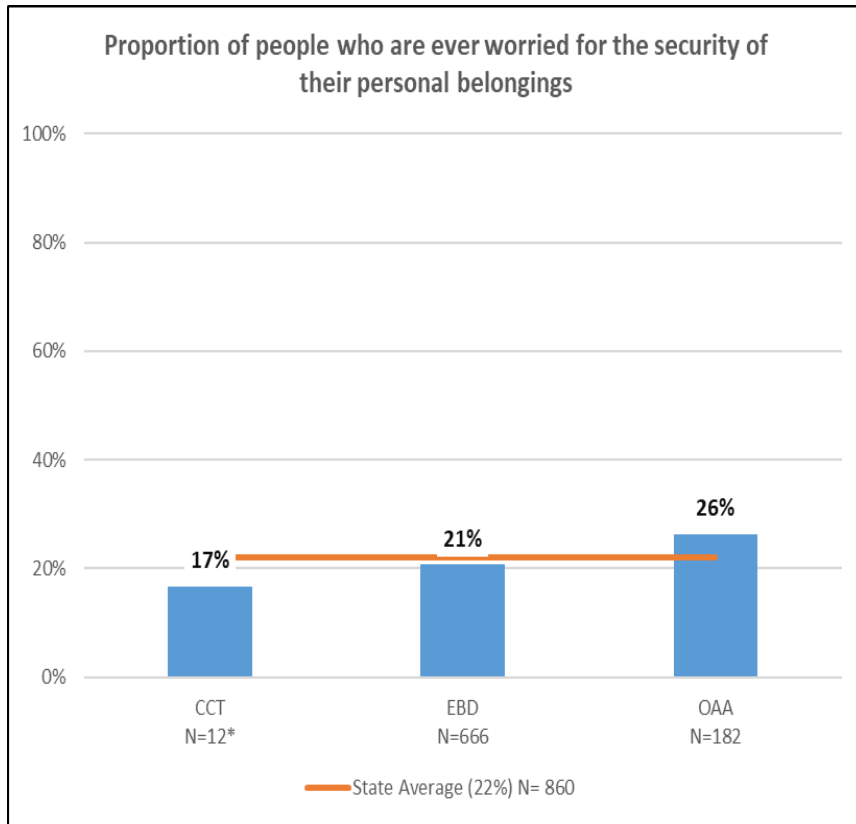
\* Very small number of responses

Graph 59. Proportion of people who feel safe around their paid support staff



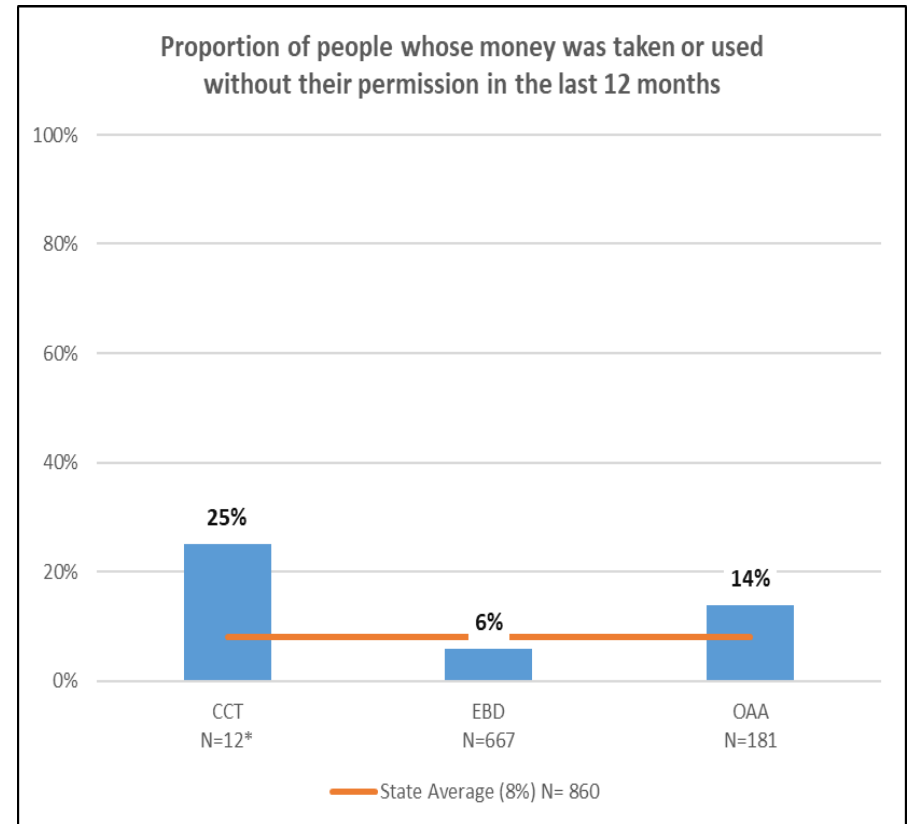
\* Very small number of responses

Graph 60. Proportion of people who are ever worried for the security of their personal belongings



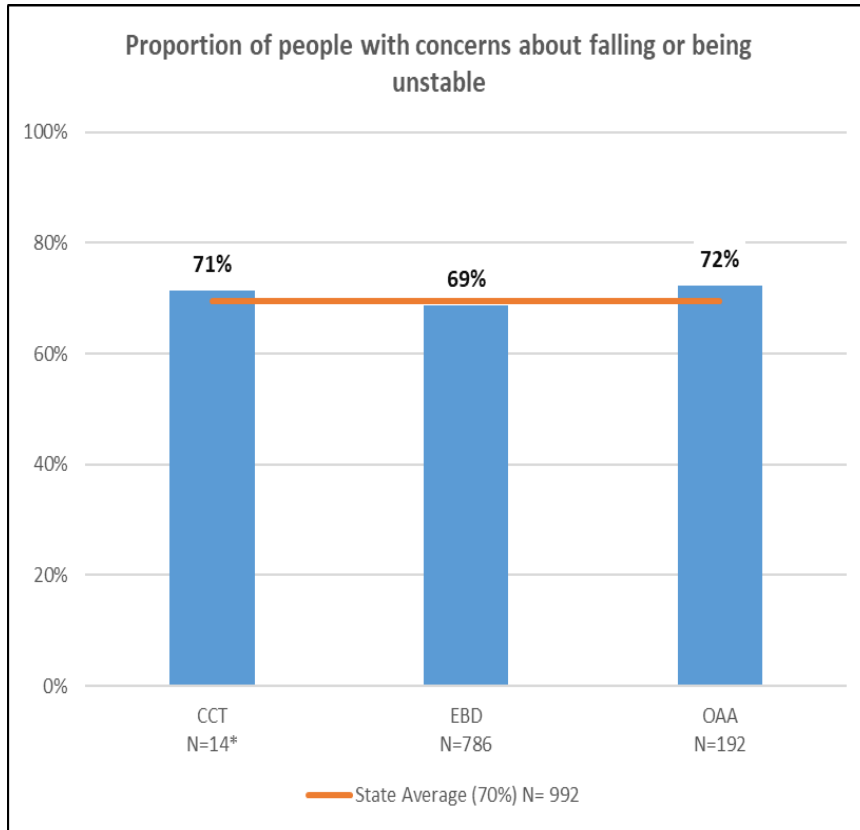
\* Very small number of responses

Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



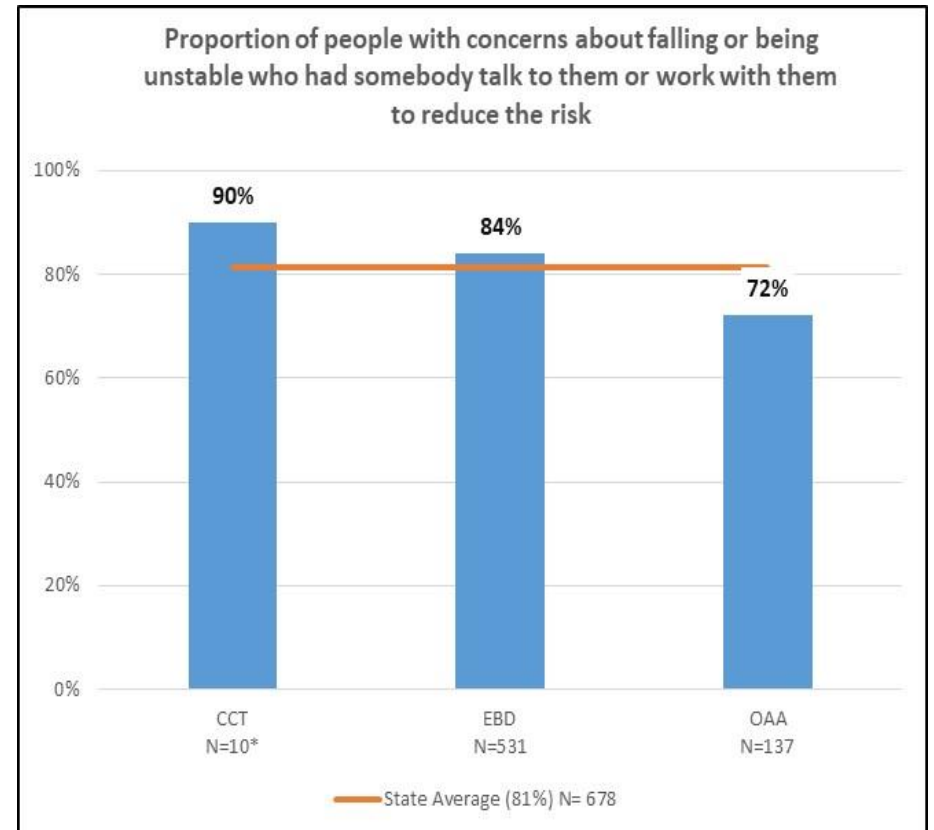
\* Very small number of responses

Graph 62. Proportion of people with concerns about falling or being unstable



\* Very small number of responses

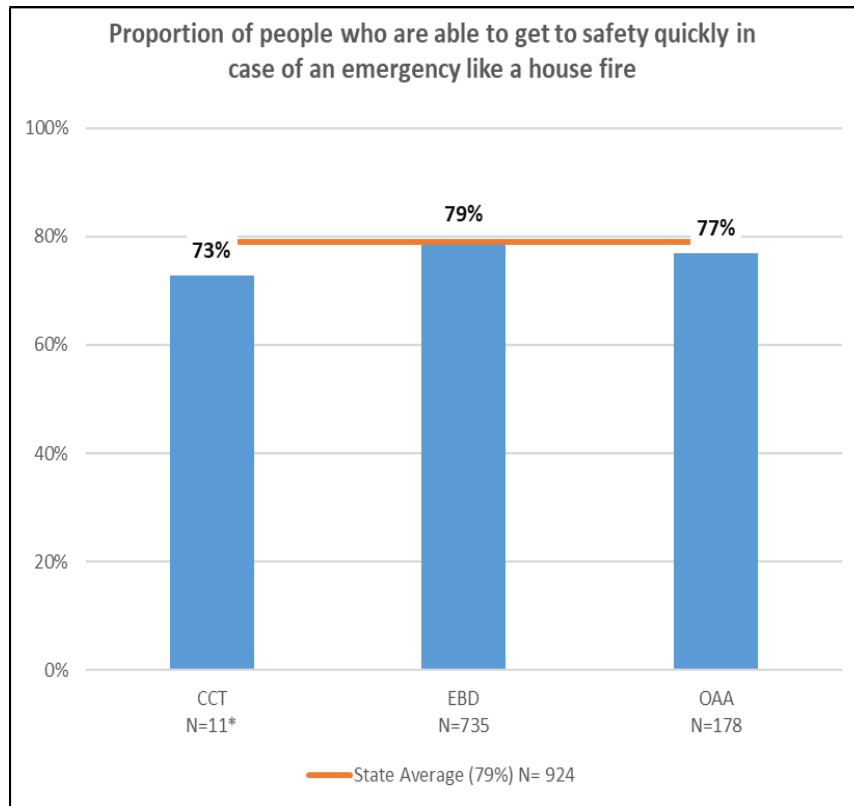
Graph 63. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk



\* Very small number of responses



Graph 64. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



\* Very small number of responses

## Health Care

### People secure needed health services.

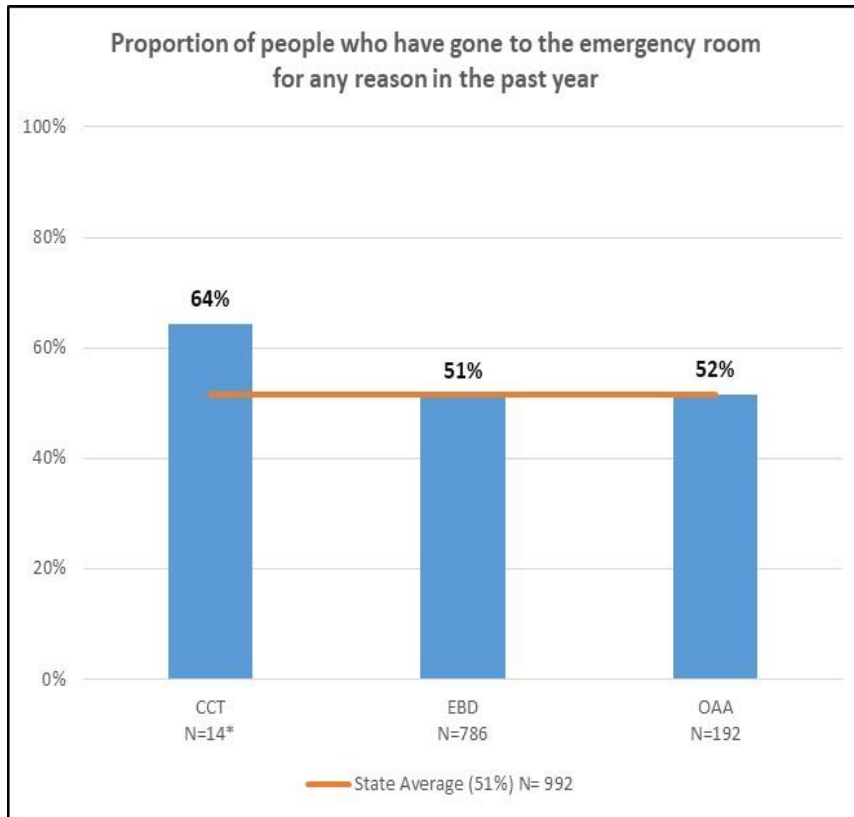
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have been to the ER in the past 12 months.
2. Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
3. Proportion of people who can get an appointment with their doctor when they need to.
4. Proportion of people who have access to mental health services when they need them.

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

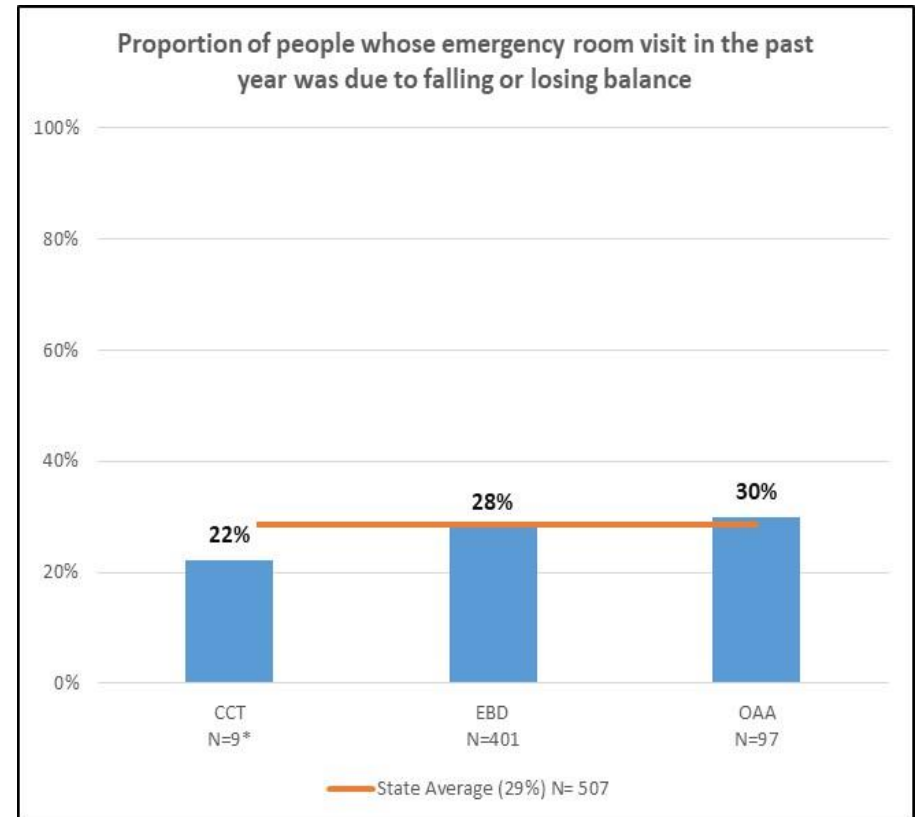
Un-collapsed data are shown in Appendix B.

Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



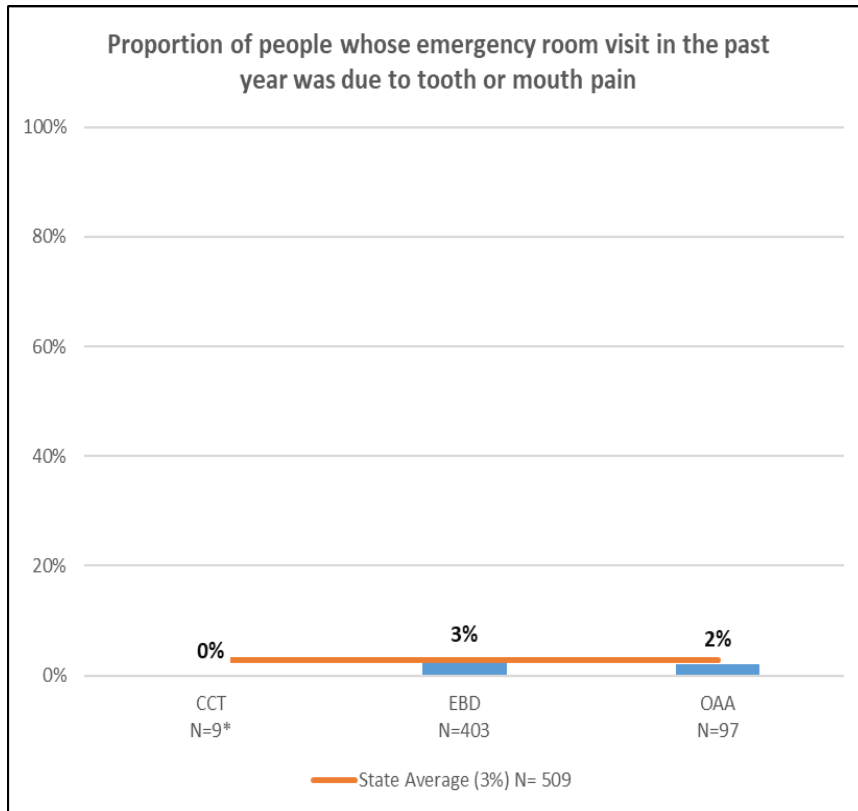
\* Very small number of responses

Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



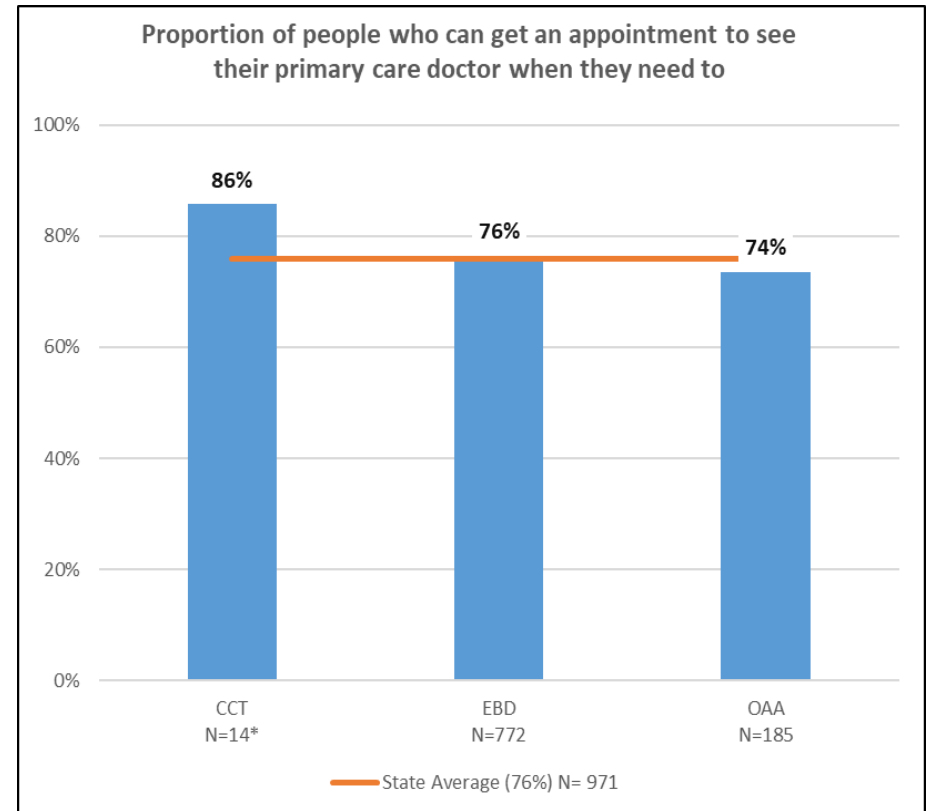
\* Very small number of responses

Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



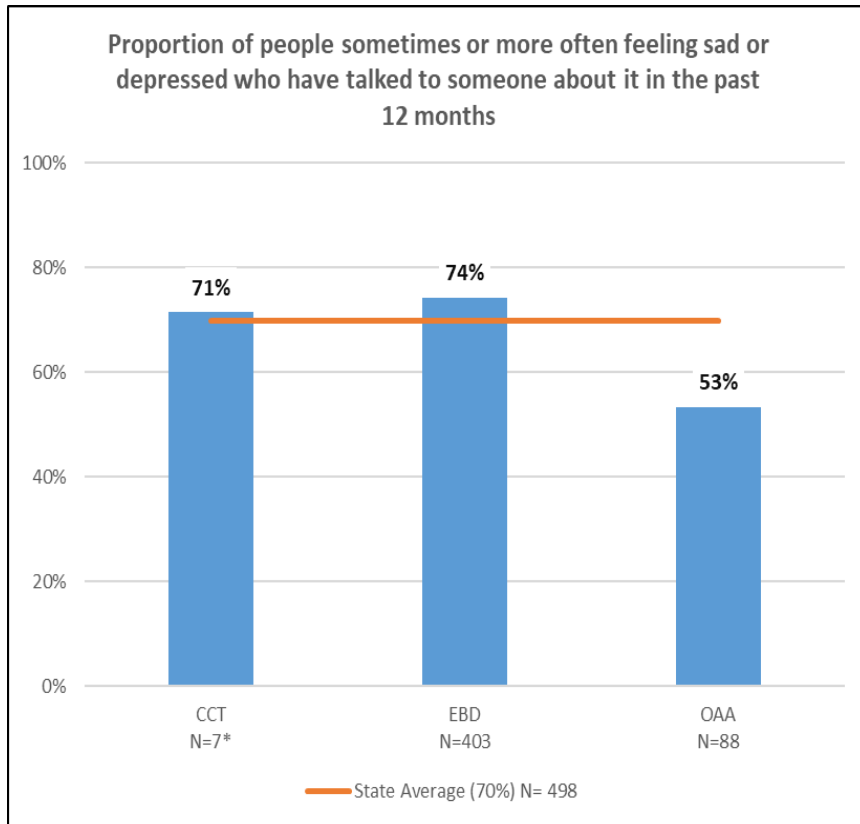
\* Very small number of responses

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



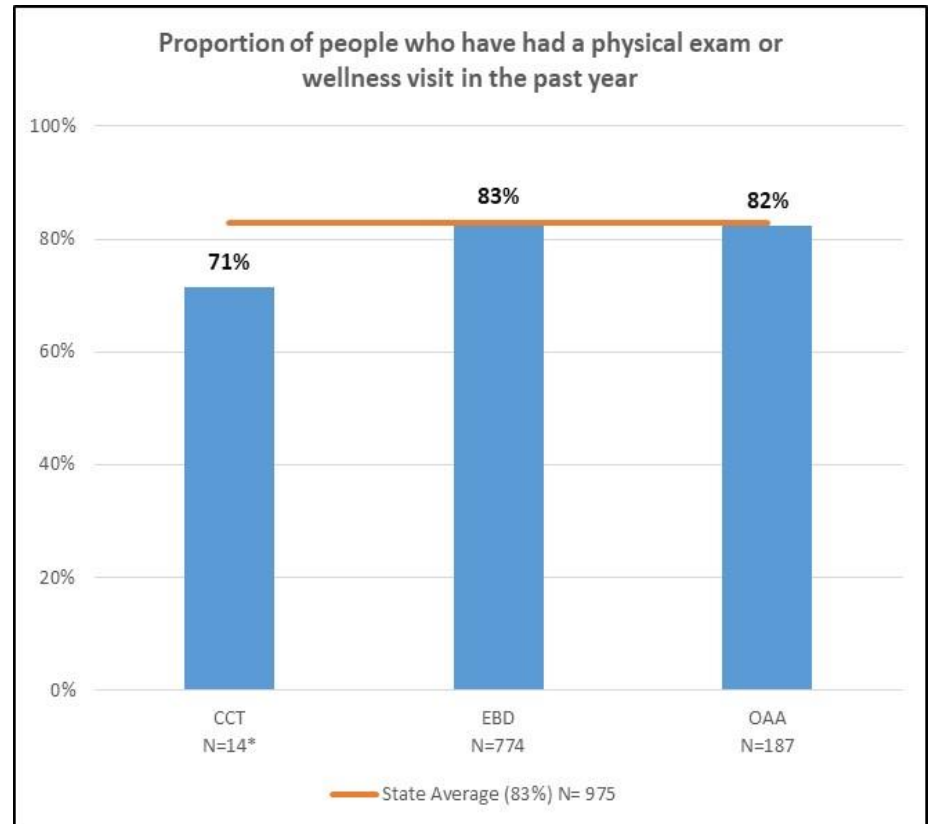
\* Very small number of responses

Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



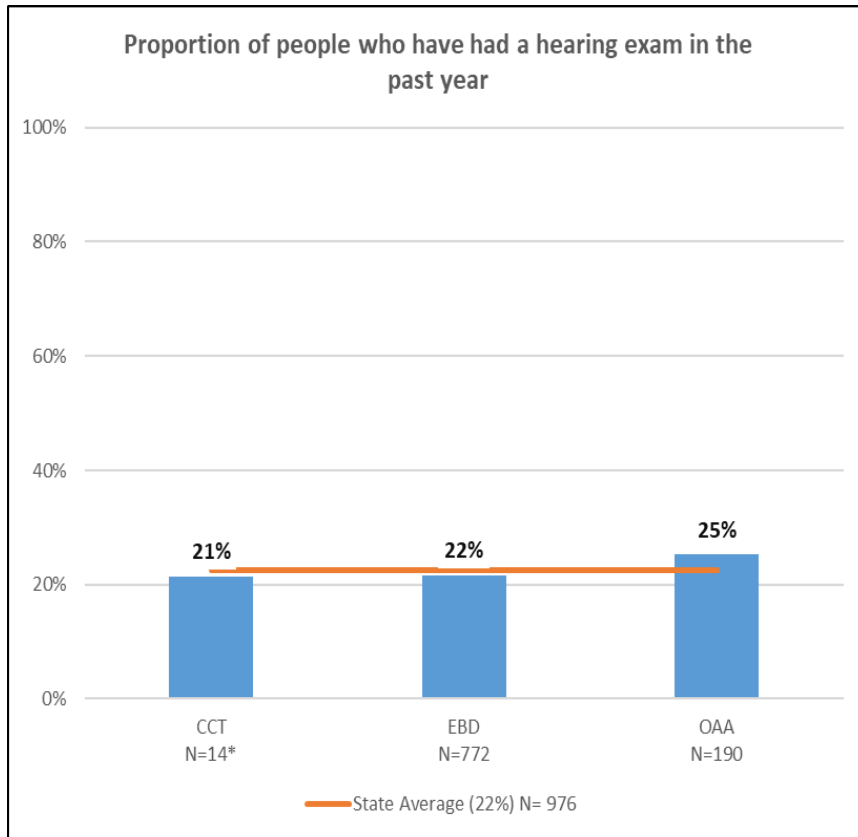
\* Very small number of responses

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



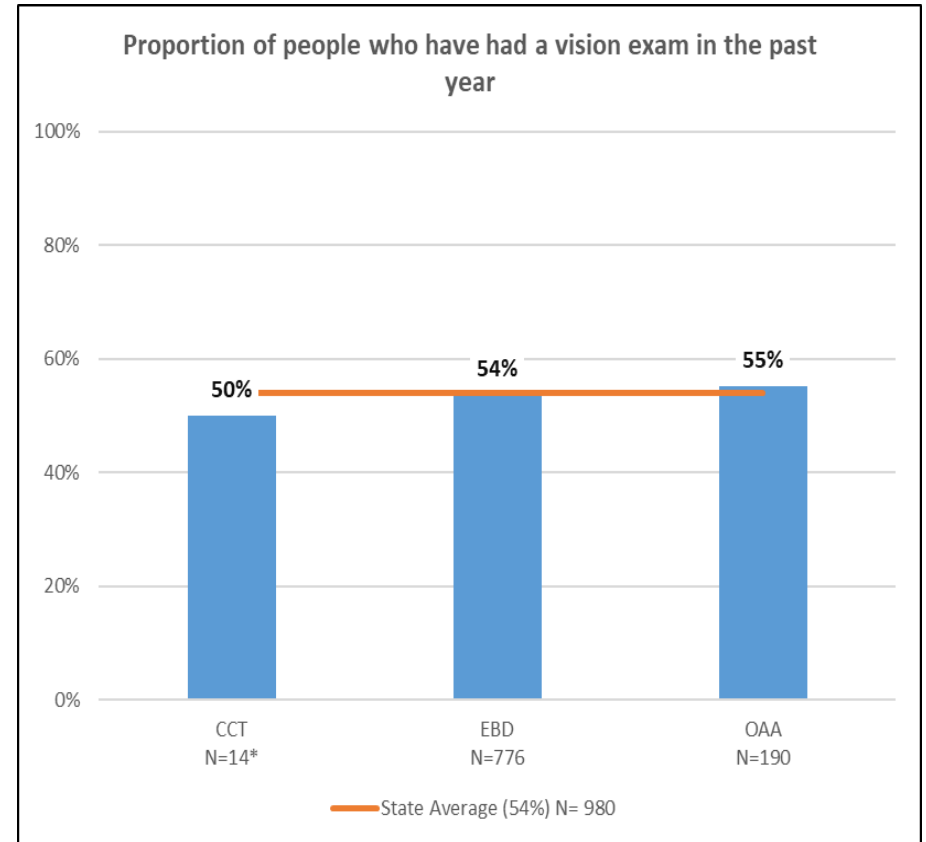
\* Very small number of responses

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



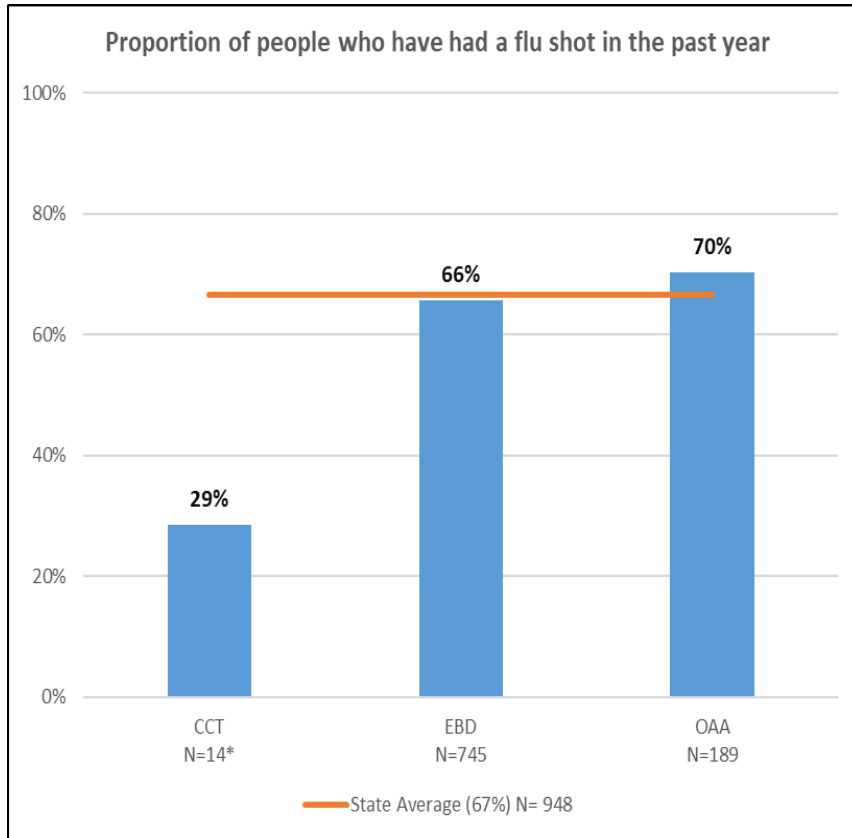
\* Very small number of responses

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



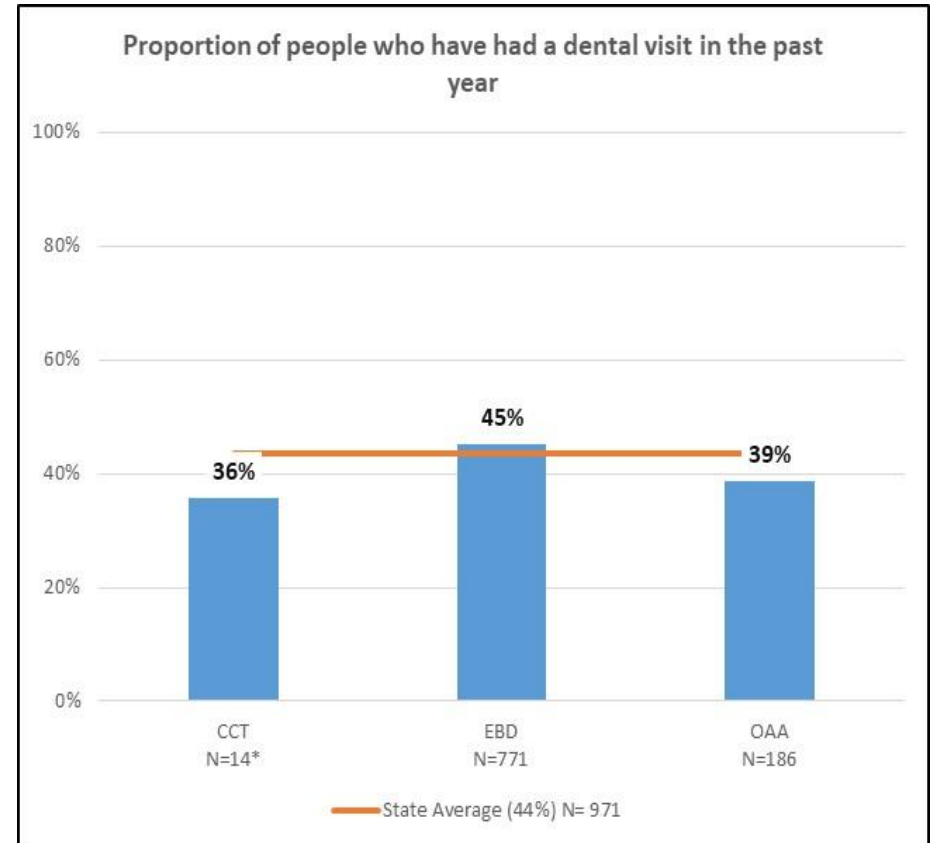
\* Very small number of responses

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



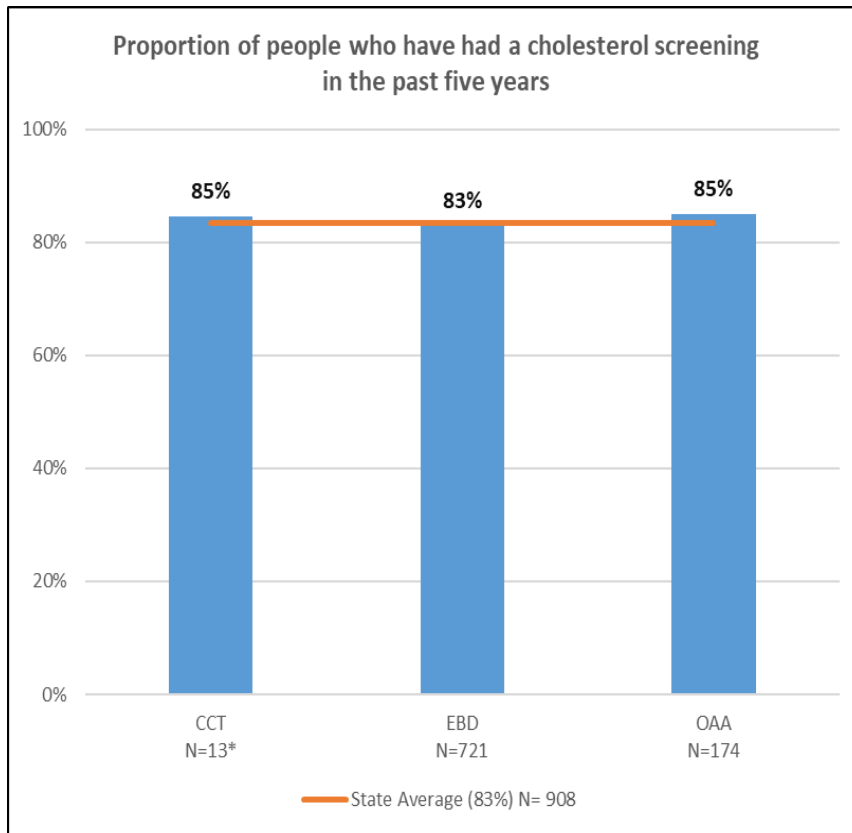
\* Very small number of responses

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



\* Very small number of responses

Graph 75. Proportion of people who have had a cholesterol screening in the past five years



\* Very small number of responses



## Wellness

People are supported to maintain health.

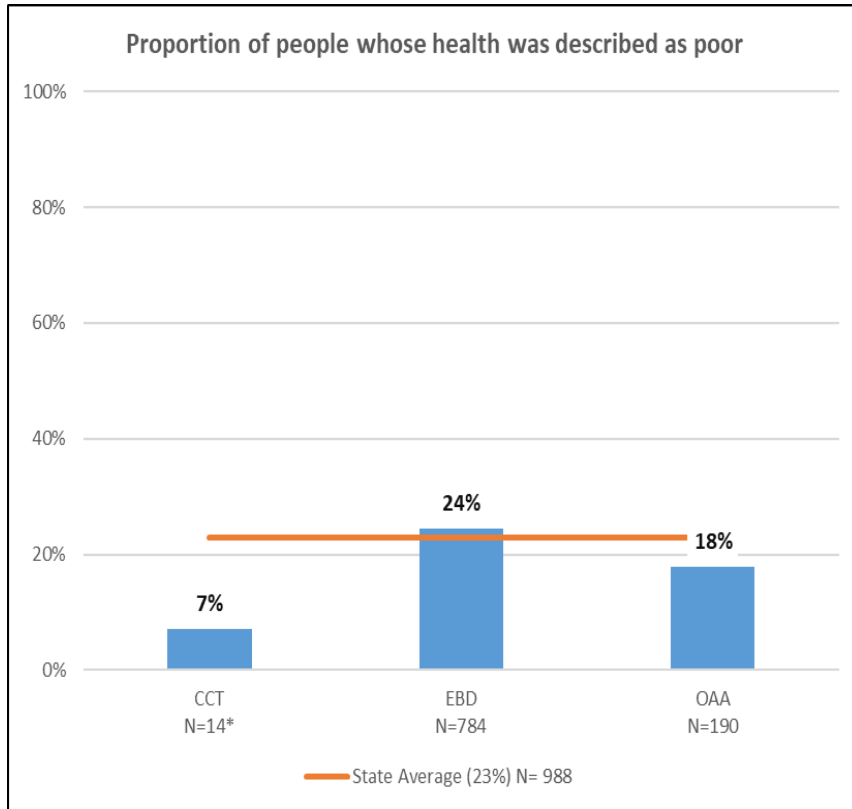
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people living with a physical disability
2. Proportion of people in poor health.
3. Proportion of people with unaddressed memory concerns.
4. Proportion of people with poor hearing.
5. Proportion of people with poor vision.
6. Proportion of people who have a chronic psychiatric or mental health diagnosis.
7. Proportion of people who often feel sad or depressed.
8. Proportion of people who have a chronic condition.

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

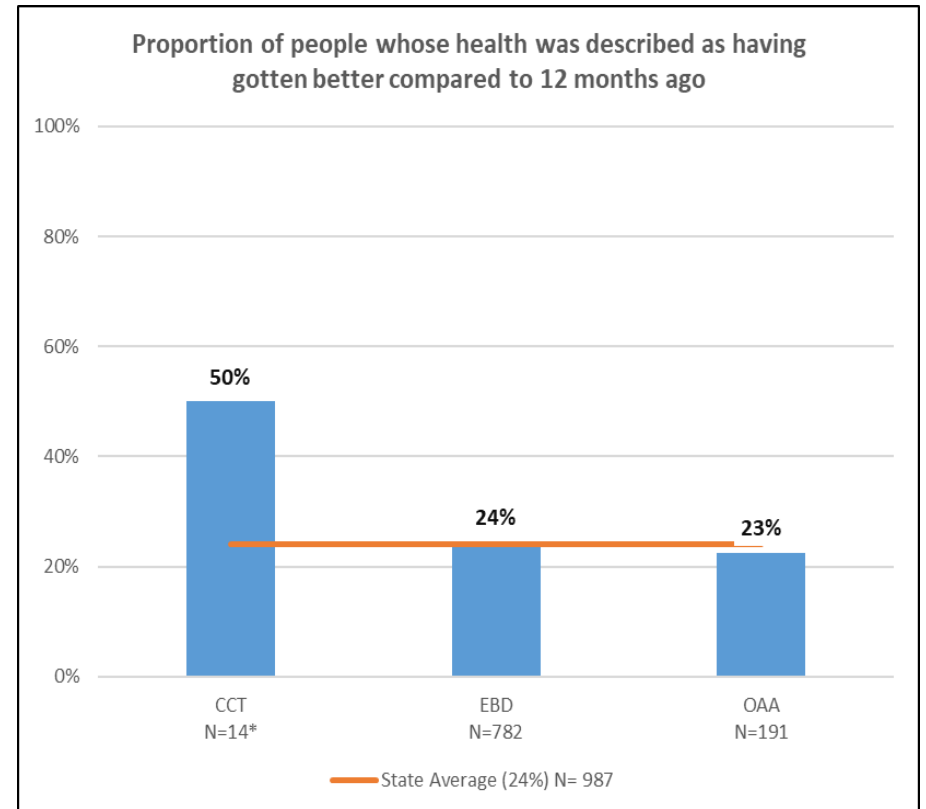
Un-collapsed data are shown in Appendix B.

Graph 76. Proportion of people whose health was described as poor



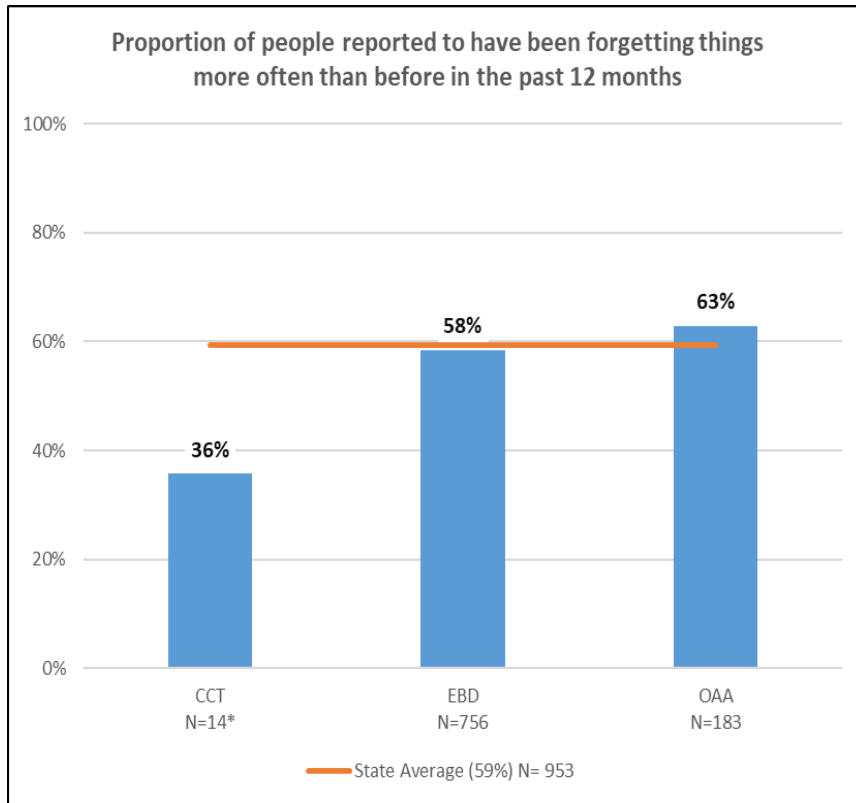
\* Very small number of responses

Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



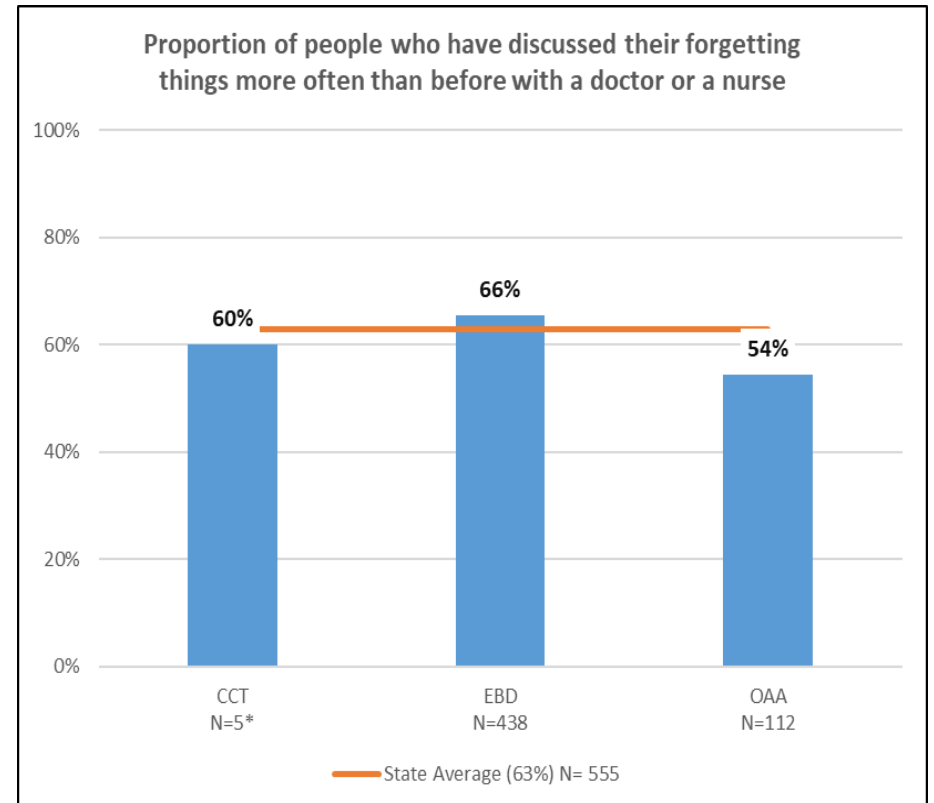
\* Very small number of responses

Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



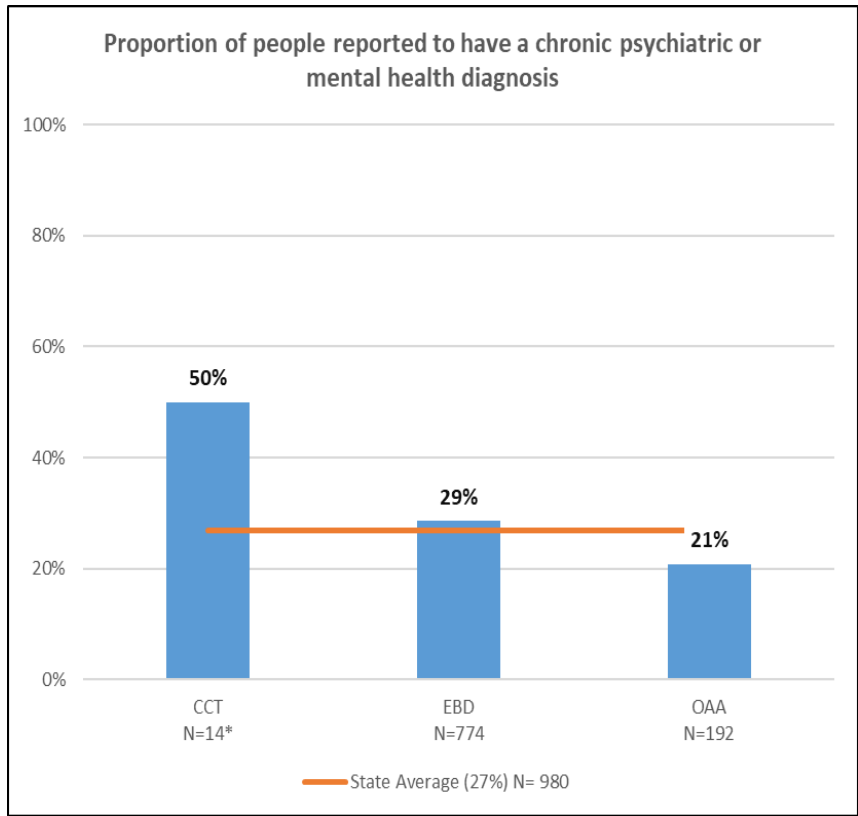
\* Very small number of responses

Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



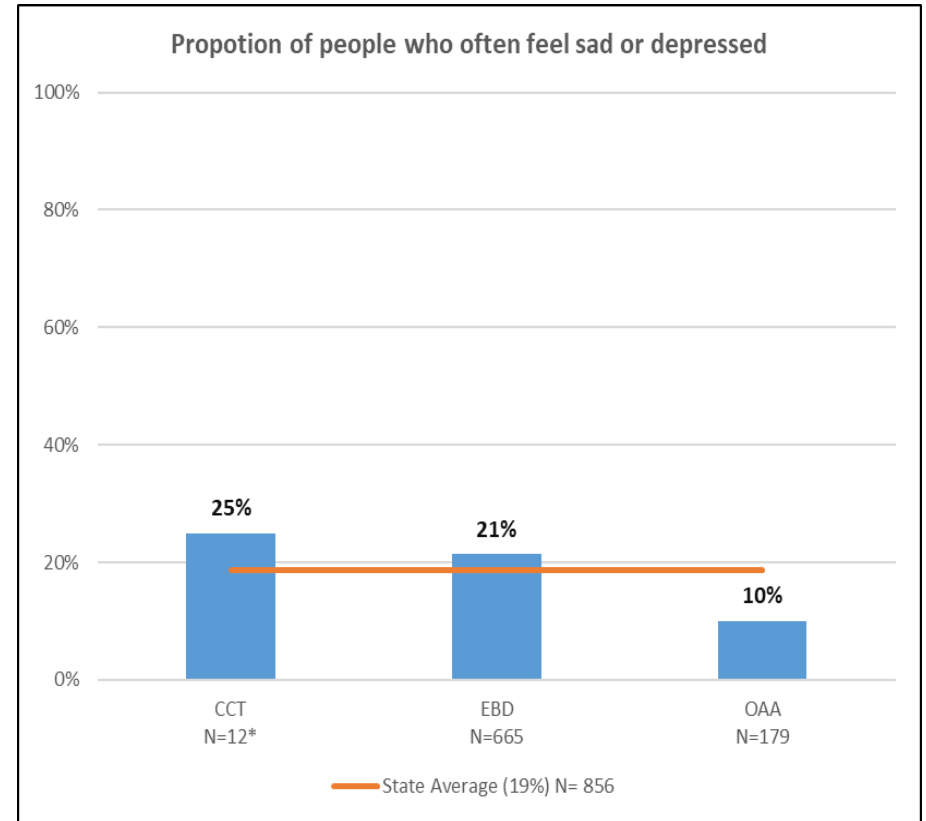
\* Very small number of responses

Graph 80. Proportion of people reported to have a chronic psychiatric or mental health diagnosis



\* Very small number of responses

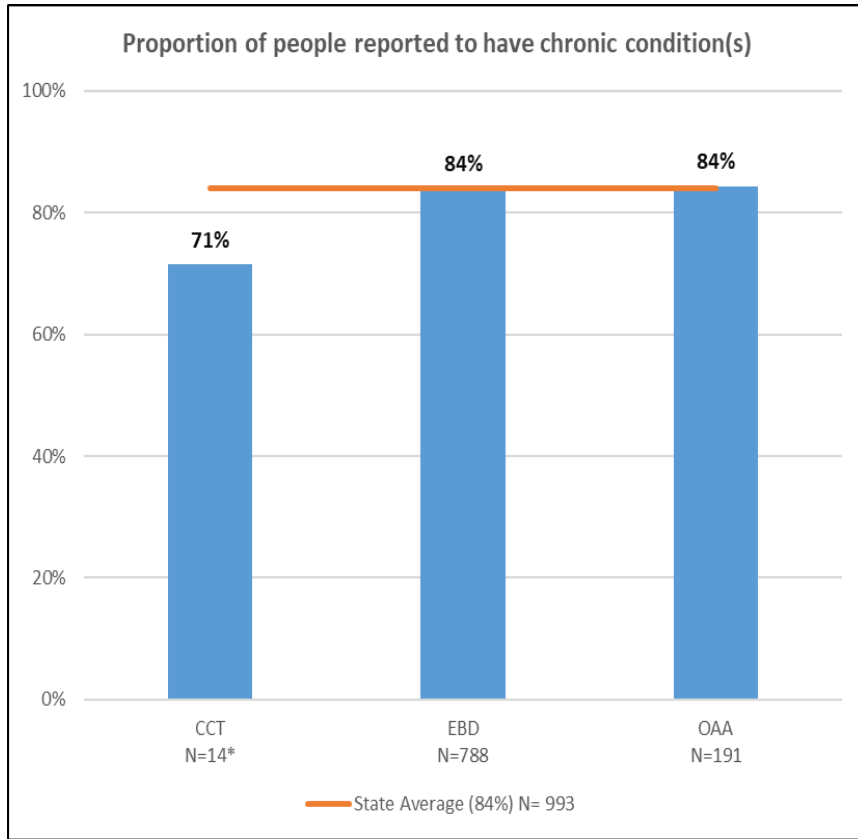
Graph 81. Proportion of people who often feel sad or depressed<sup>13</sup>



\* Very small number of responses

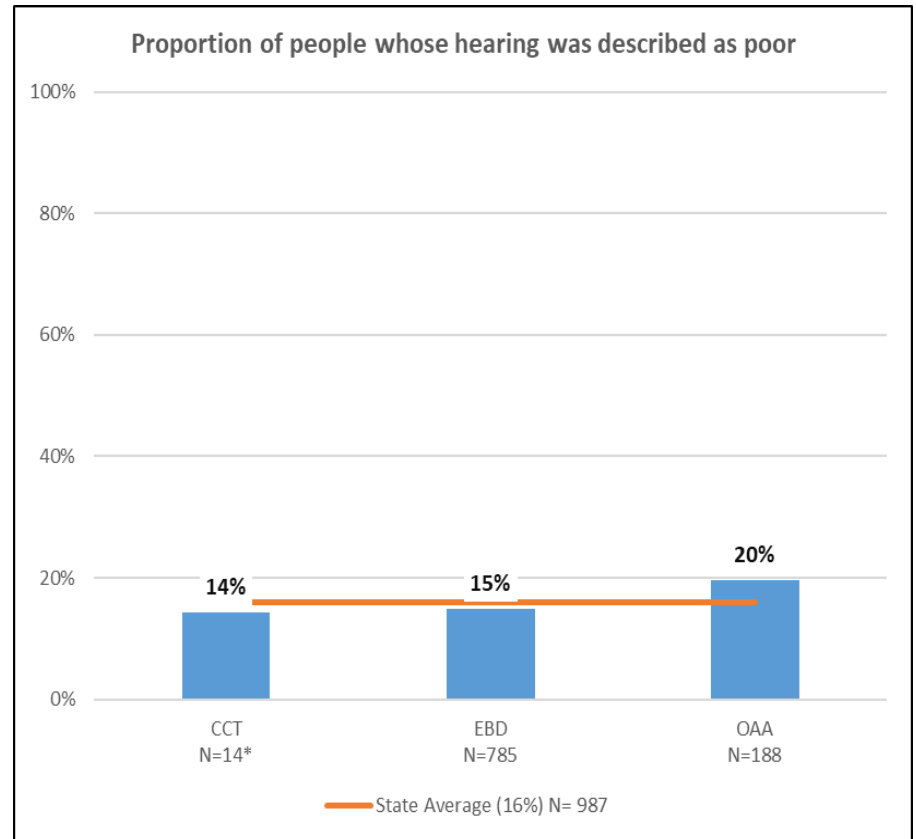
<sup>13</sup> Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

Graph 82. Proportion of people reported to have chronic condition(s)



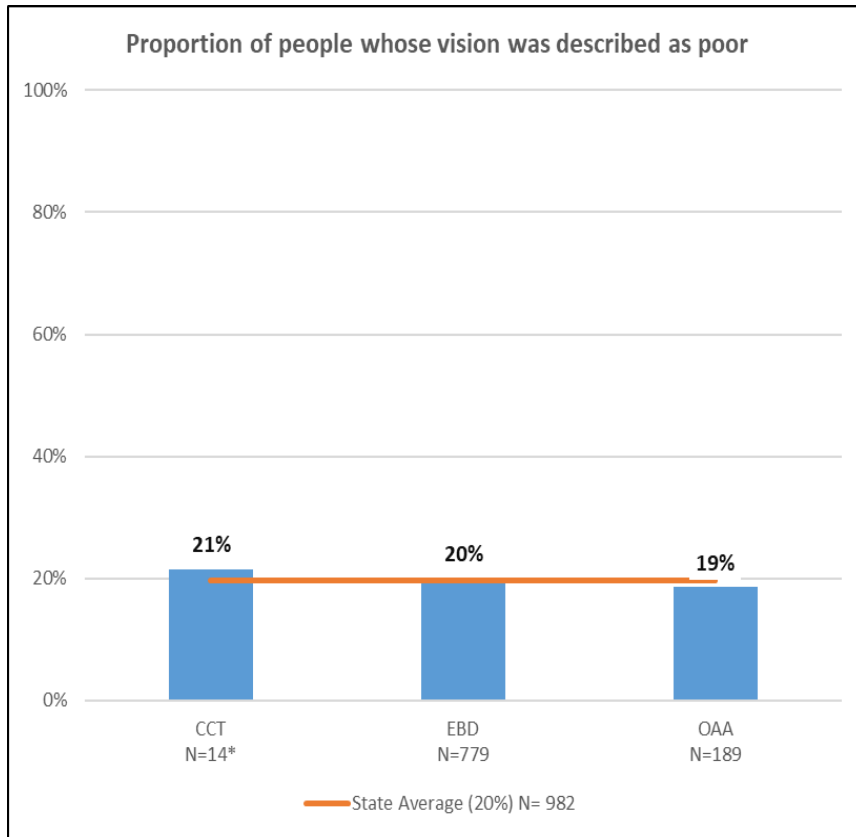
\* Very small number of responses

Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



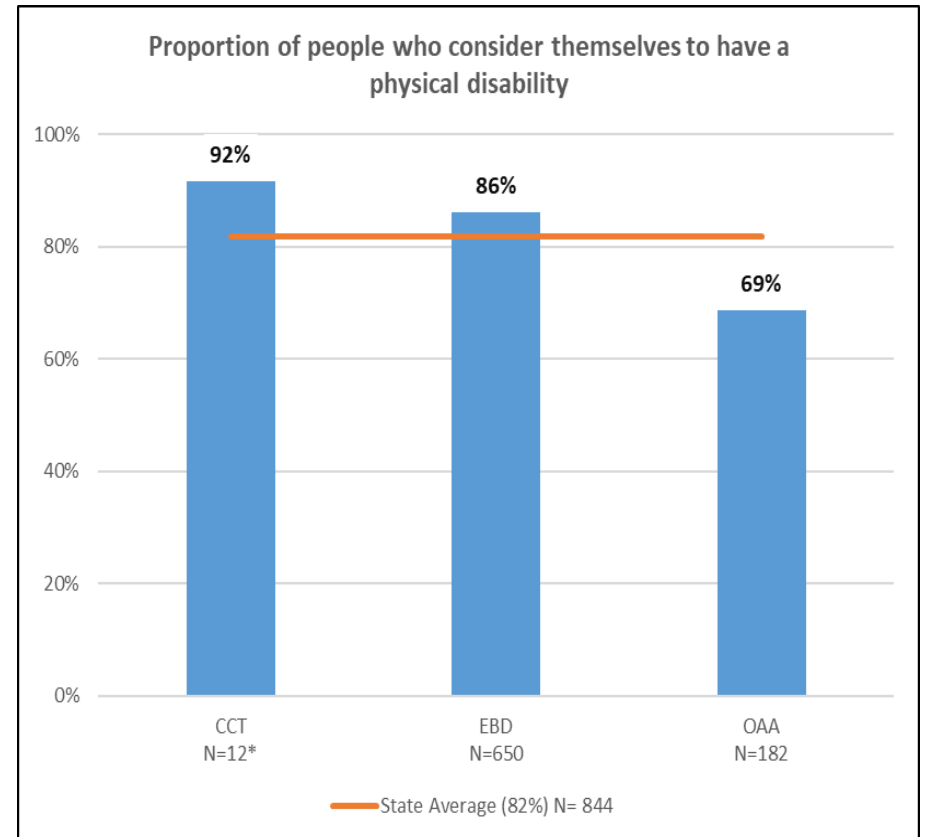
\* Very small number of responses

Graph 84. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



\* Very small number of responses

Graph 85. Proportion of people who consider themselves to have a physical disability



\* Very small number of responses

## Medications

Medications are managed effectively and appropriately.

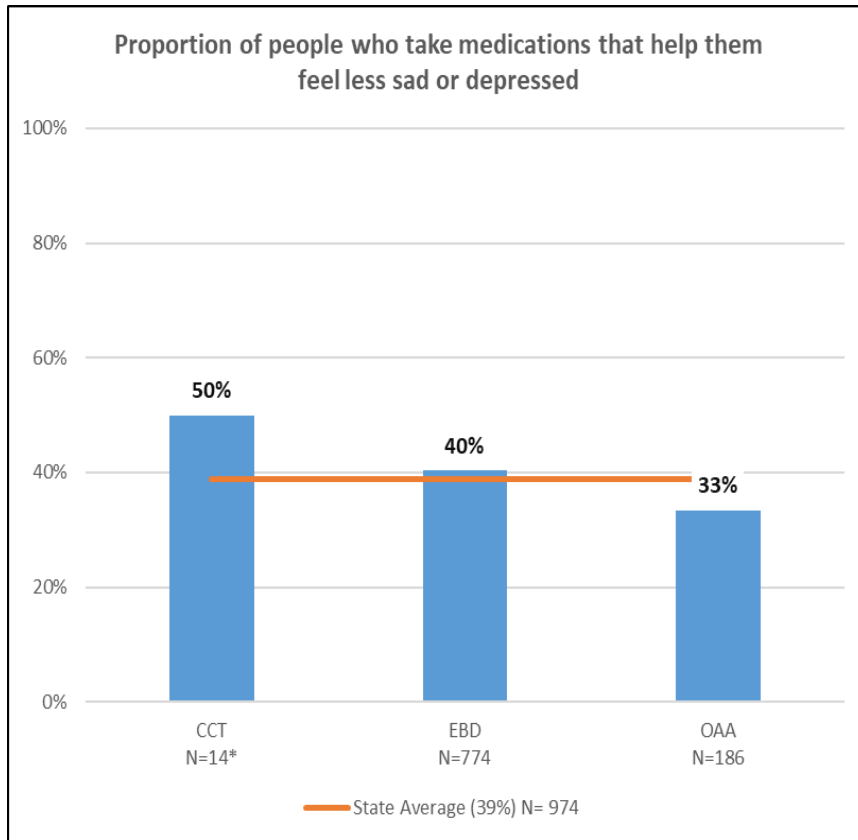
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people taking medications that help them feel less sad/depressed.
2. Proportion of people who know what their medications are for.

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

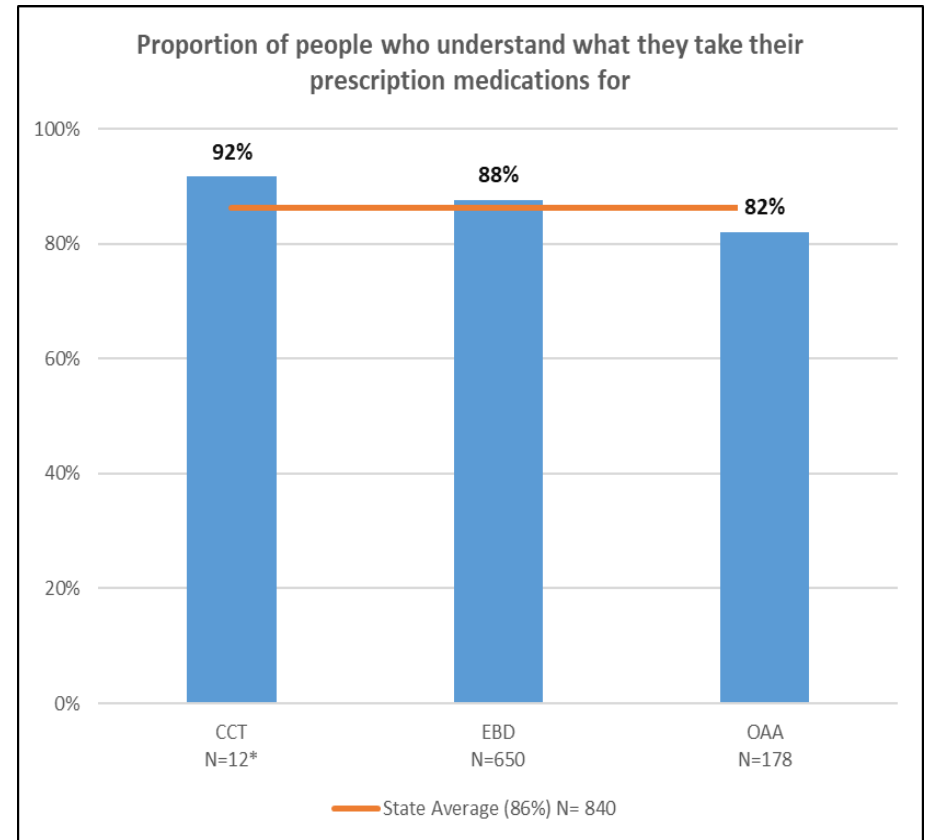
Un-collapsed data are shown in Appendix B.

Graph 86. Proportion of people who take medications that help them feel less sad or depressed



\* Very small number of responses

Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)<sup>14</sup>



\* Very small number of responses

<sup>14</sup> Question changed in 2017-2018 – no longer allows for proxies



## Rights and Respect

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

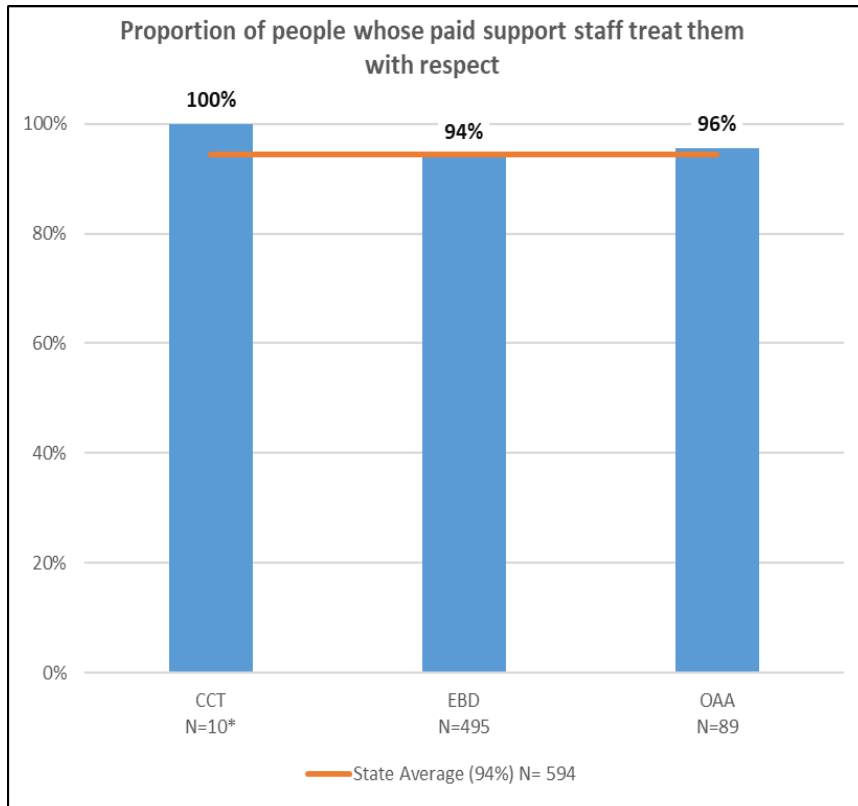
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose staff/worker/caregiver treat them with respect.

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

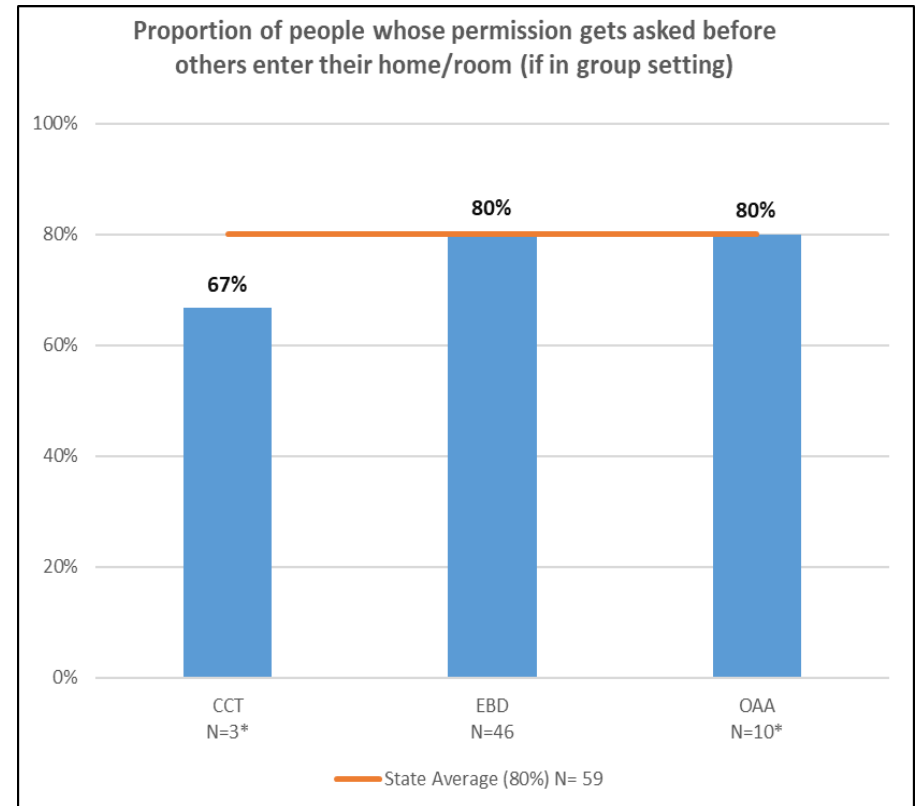
Un-collapsed data are shown in Appendix B.

Graph 88. Proportion of people whose paid support staff treat them with respect



\* Very small number of responses

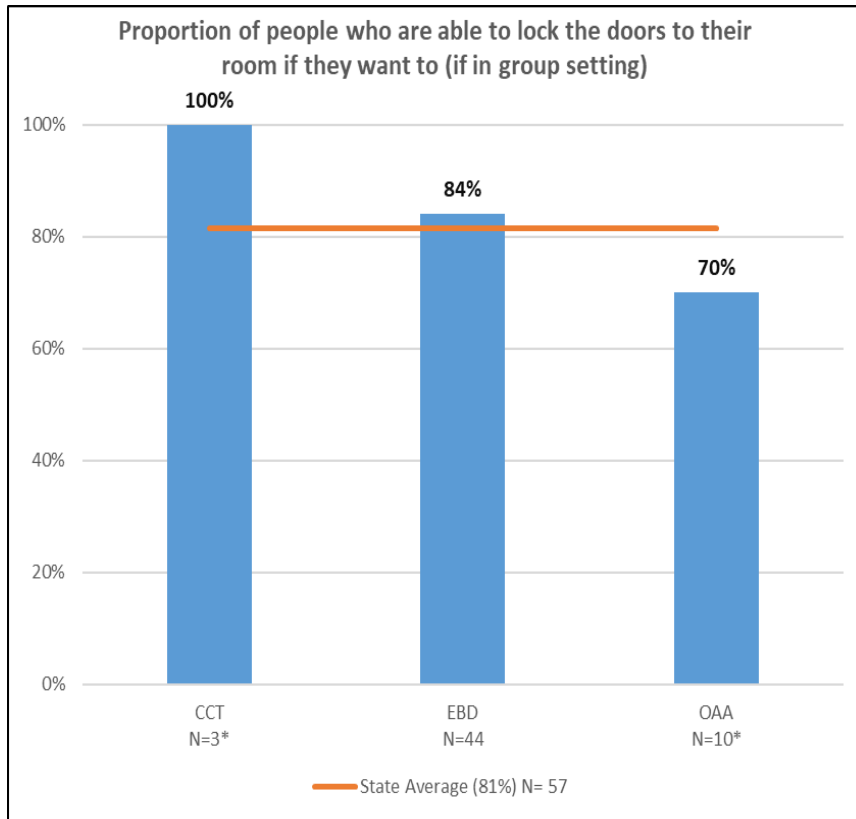
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)<sup>15</sup>



\* Very small number of responses

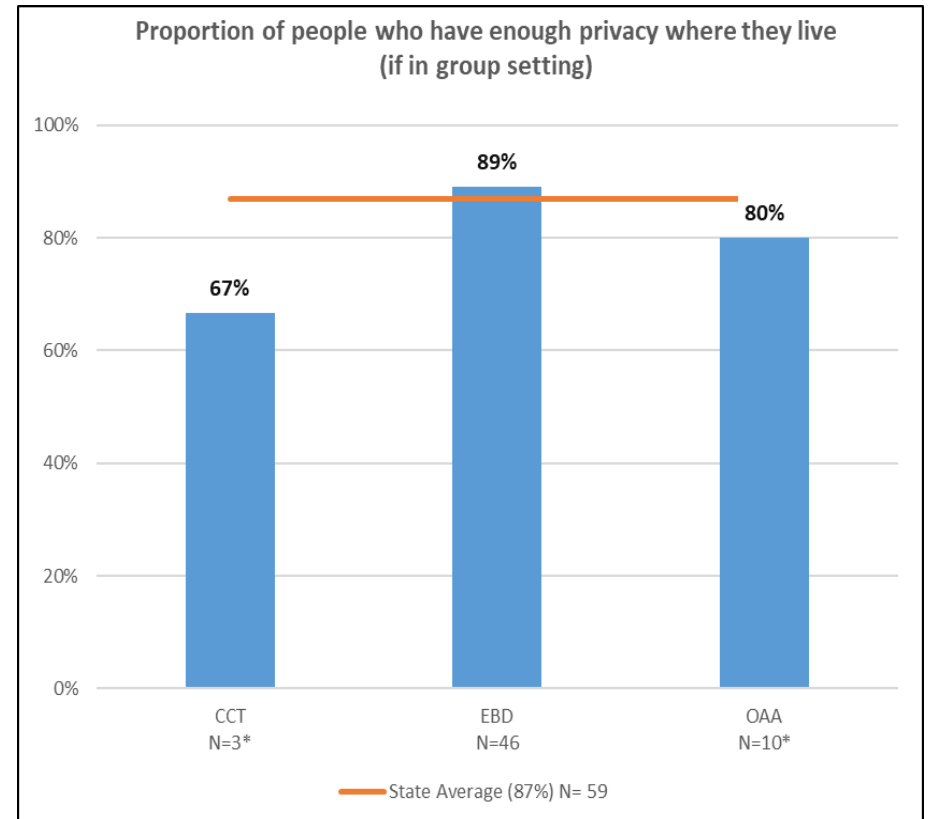
<sup>15</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)<sup>16</sup>



\* Very small number of responses

Graph 91. Proportion of people who have enough privacy where they live (if in group setting)<sup>17</sup>

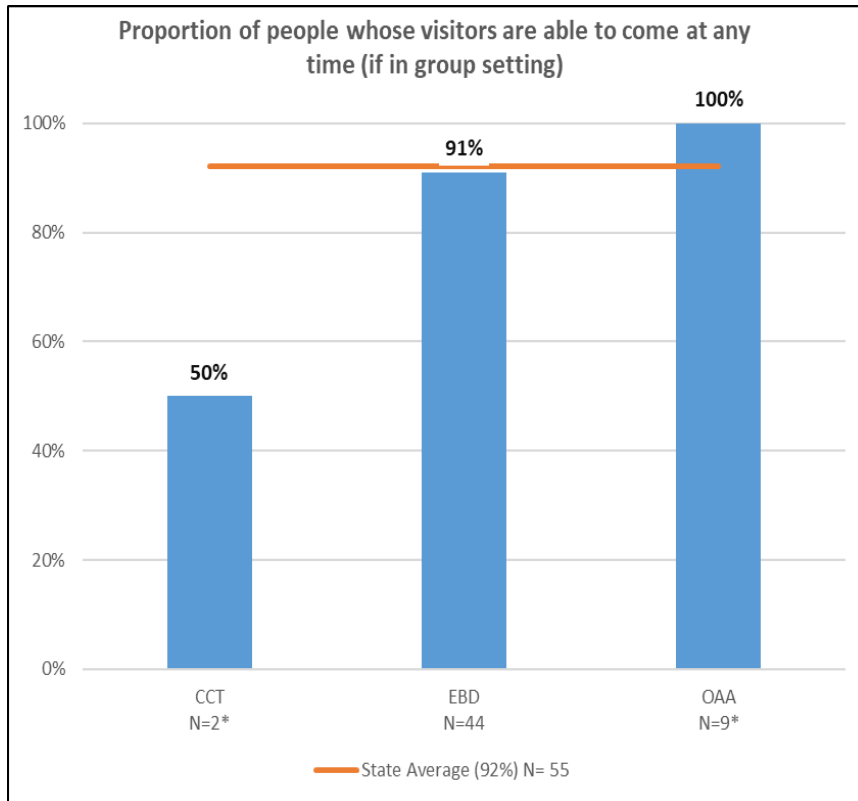


\* Very small number of responses

<sup>16</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

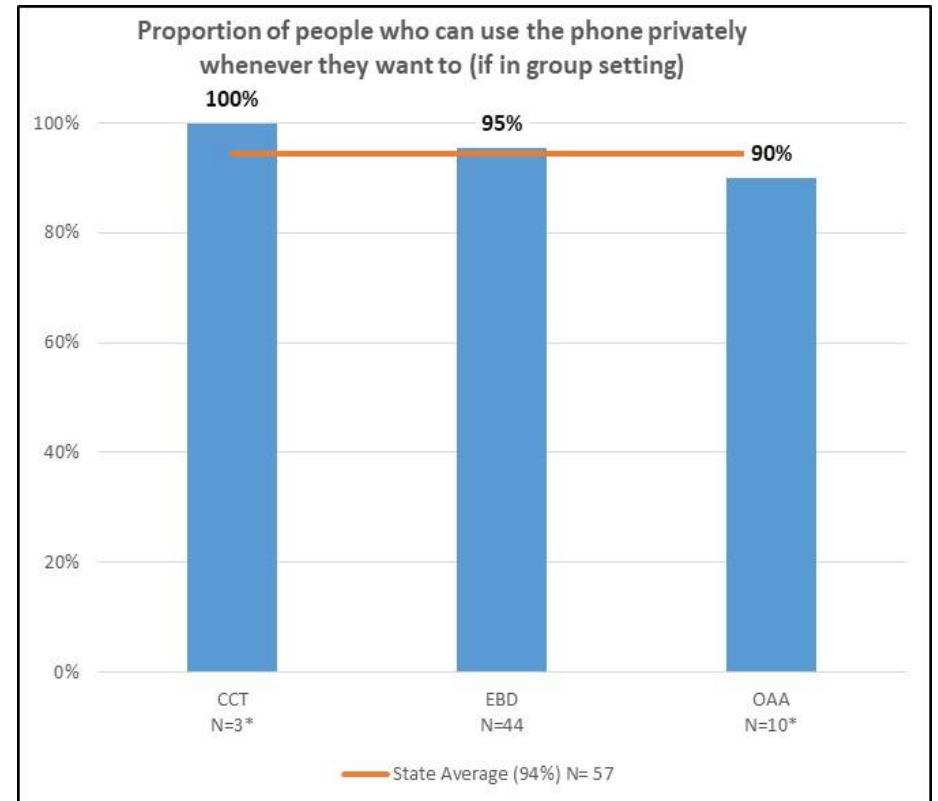
<sup>17</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting)<sup>18</sup>



\* Very small number of responses

Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting)<sup>19</sup>

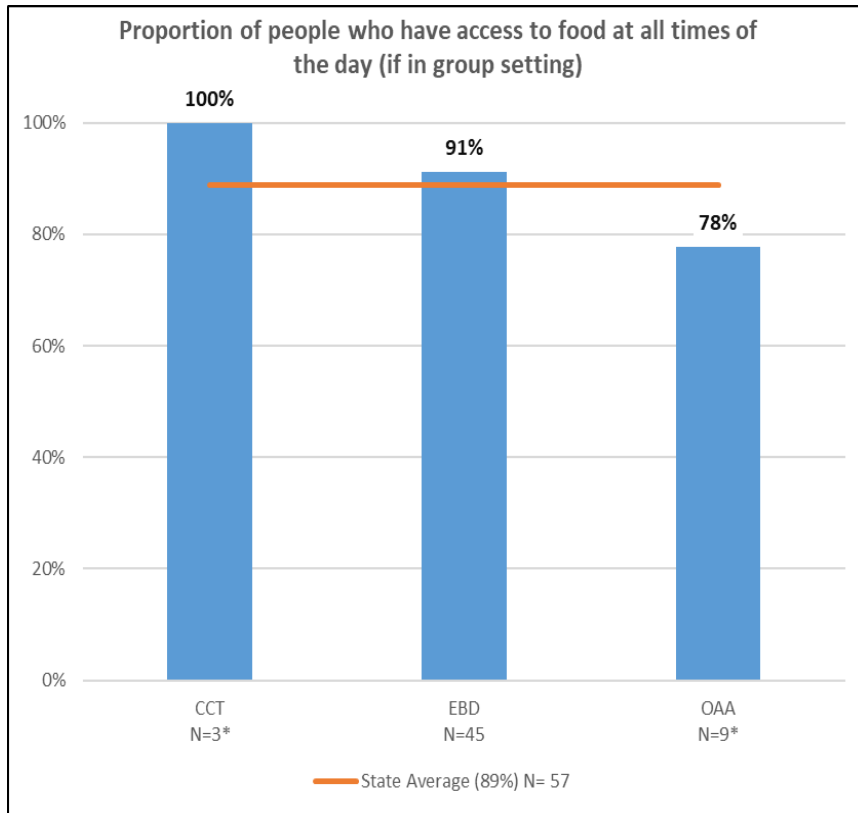


\* Very small number of responses

<sup>18</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

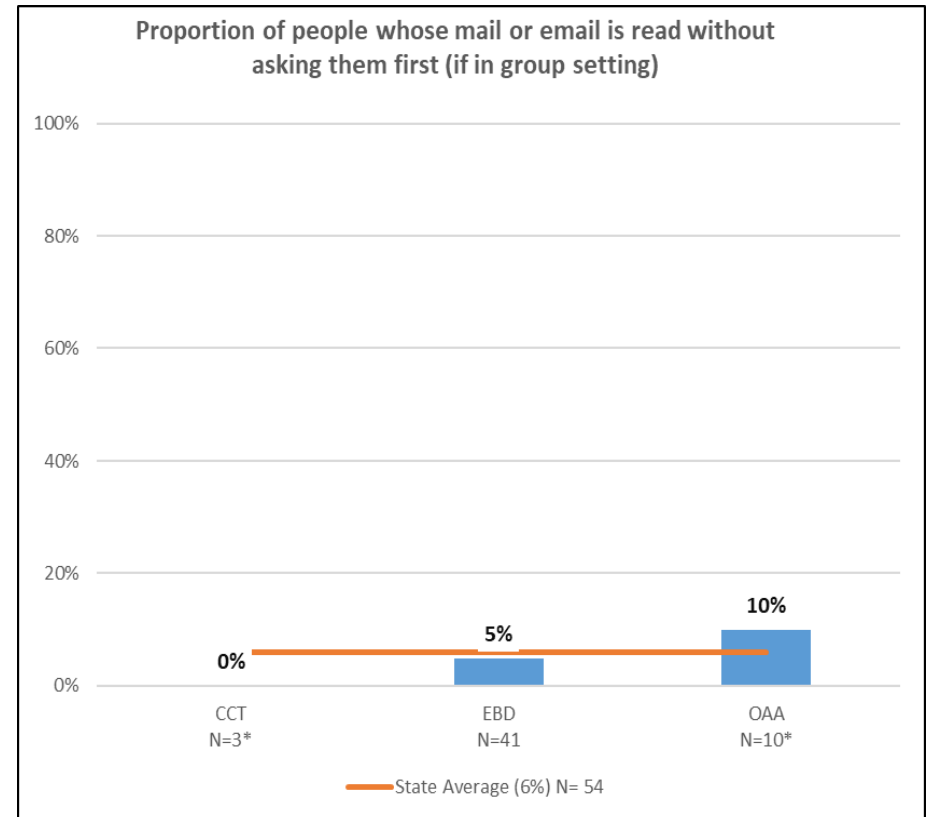
<sup>19</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting)<sup>20</sup>



\* Very small number of responses

Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting)<sup>21</sup>



\* Very small number of responses

<sup>20</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

<sup>21</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

## Self-Direction of Care

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

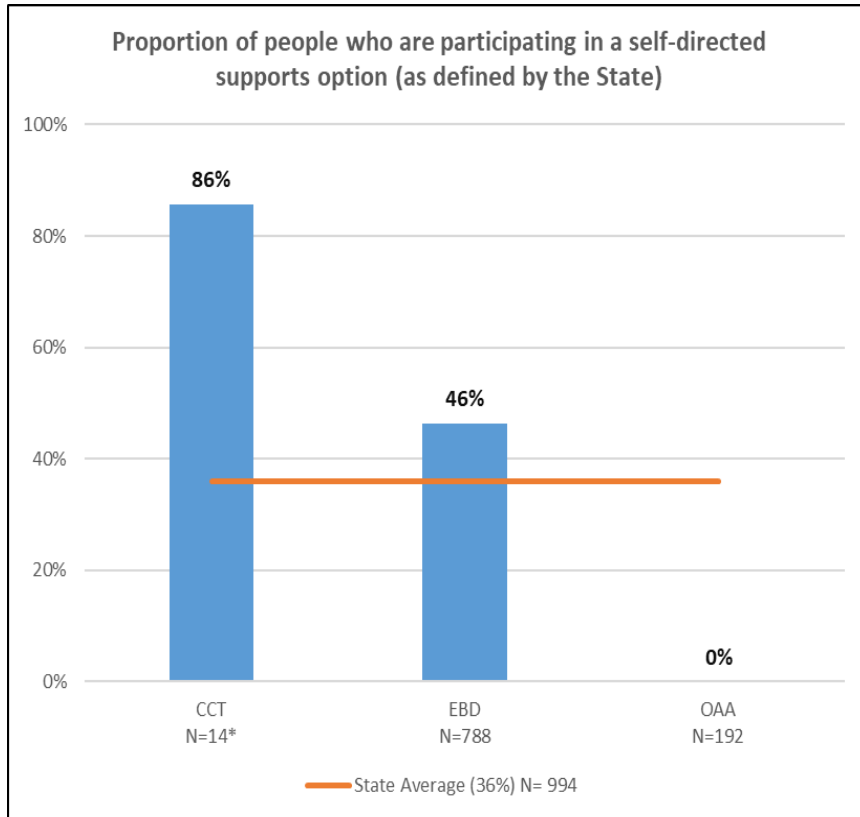
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people self-directing.
2. Proportion of people who can choose or change the kind of services they receive and who provides them.

There are four survey items that correspond to the Self-Direction of Care domain.

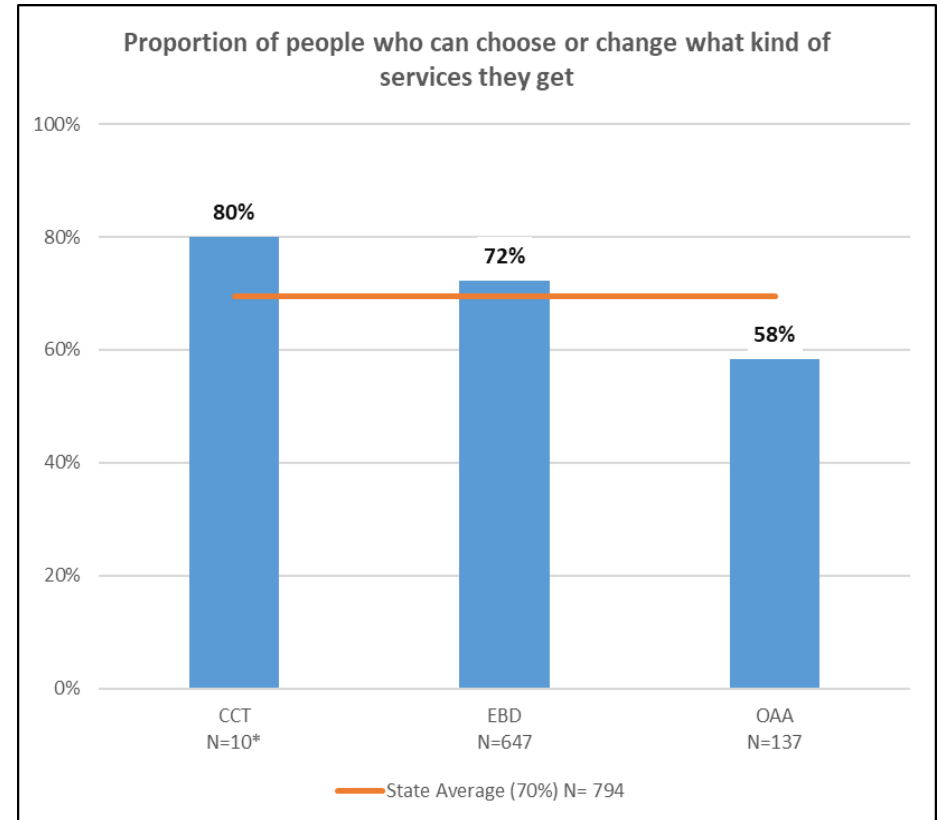
Un-collapsed data are shown in Appendix B.

Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)



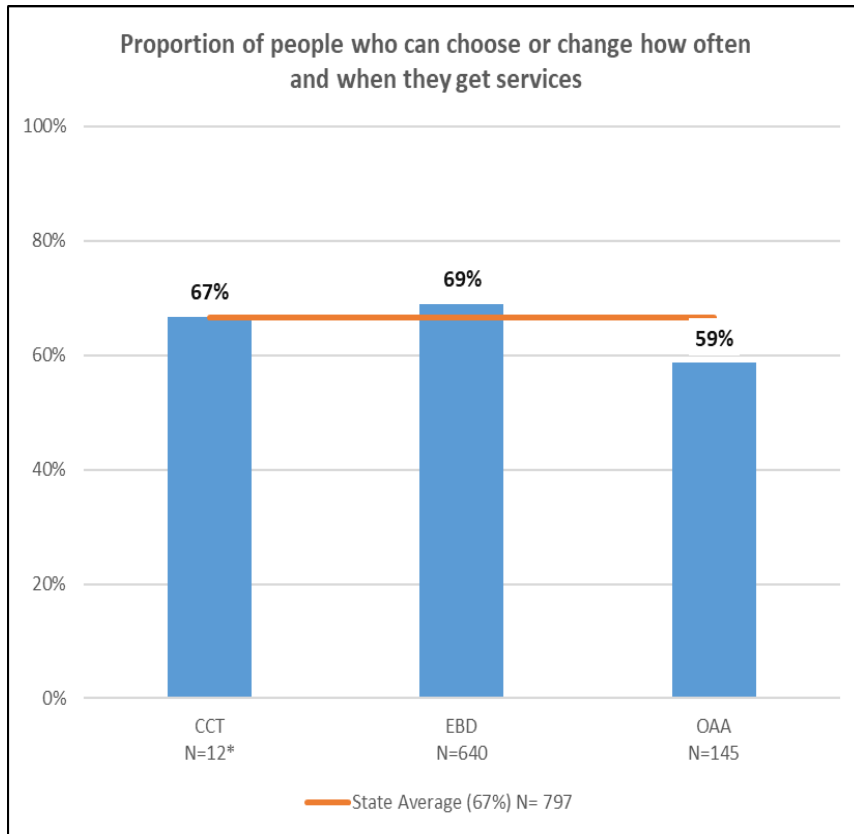
\* Very small number of responses

Graph 97. Proportion of people who can choose or change what kind of services they get



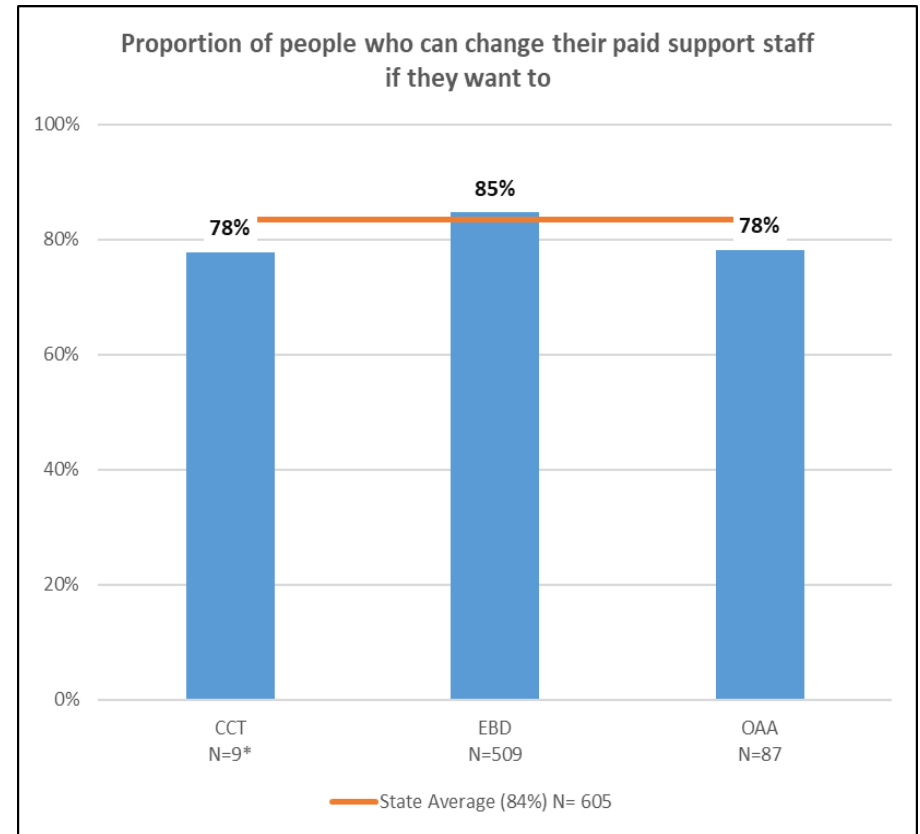
\* Very small number of responses

Graph 98. Proportion of people who can choose or change how often and when they get services



\* Very small number of responses

Graph 99. Proportion of people who can change their paid support staff if they want to



\* Very small number of responses



## Work

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

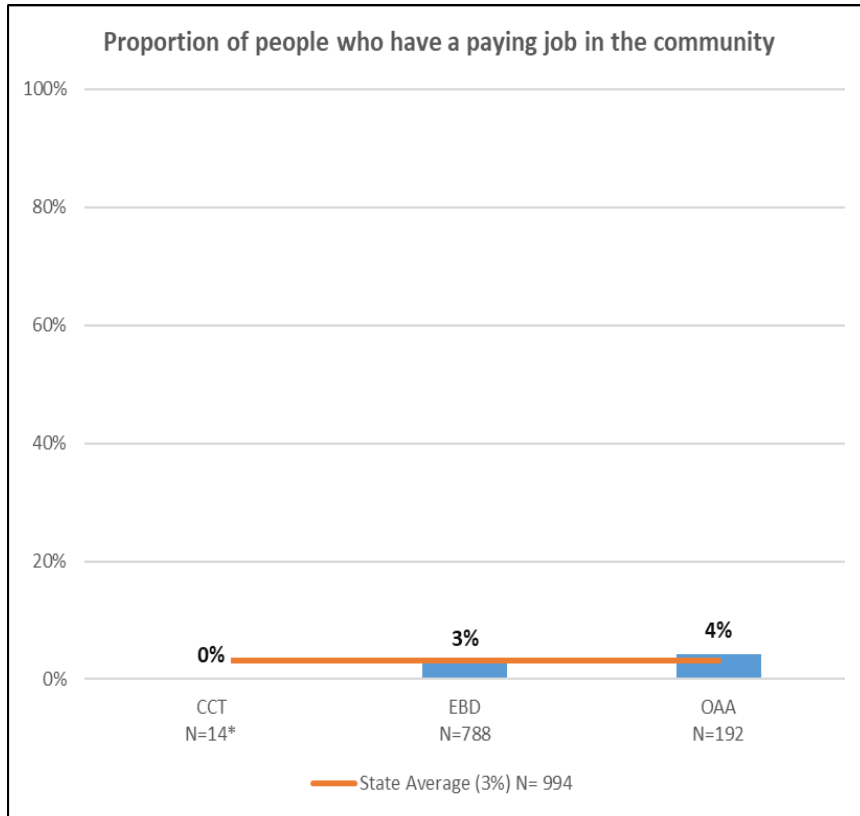
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have a paid job.
2. Proportion of people who would like a job.
3. Proportion of people who have had job search assistance.
4. Proportion of people who volunteer.
5. Proportion of people who would like to volunteer.

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

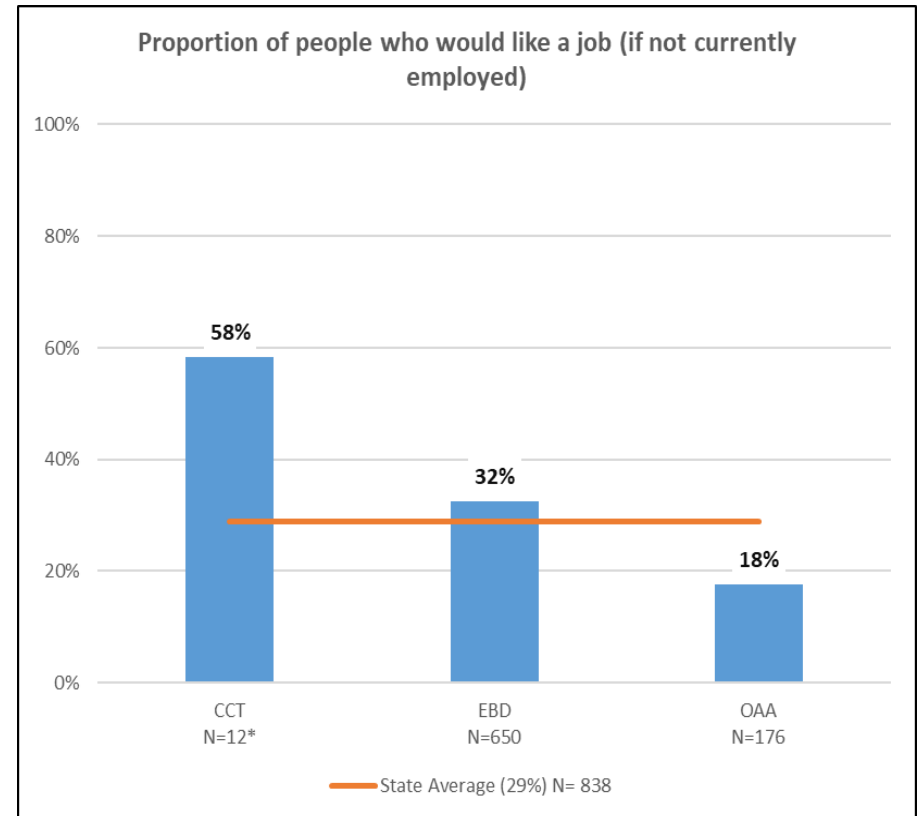
Un-collapsed are shown in Appendix B.

Graph 100. Proportion of people who have a paying job in the community



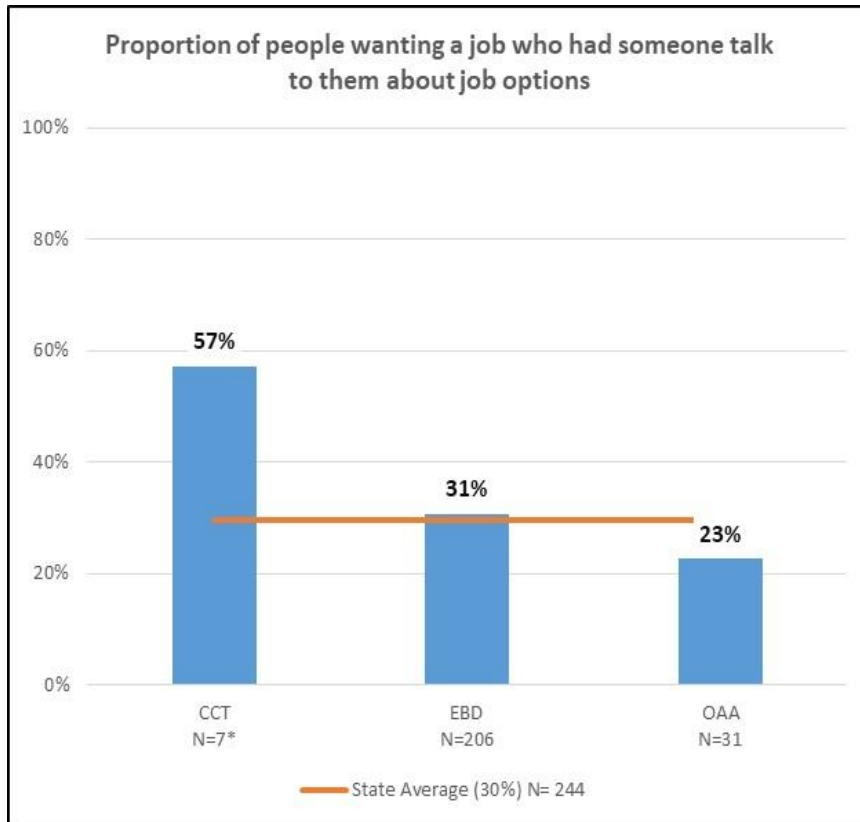
\* Very small number of responses

Graph 101. Proportion of people who would like a job (if not currently employed)



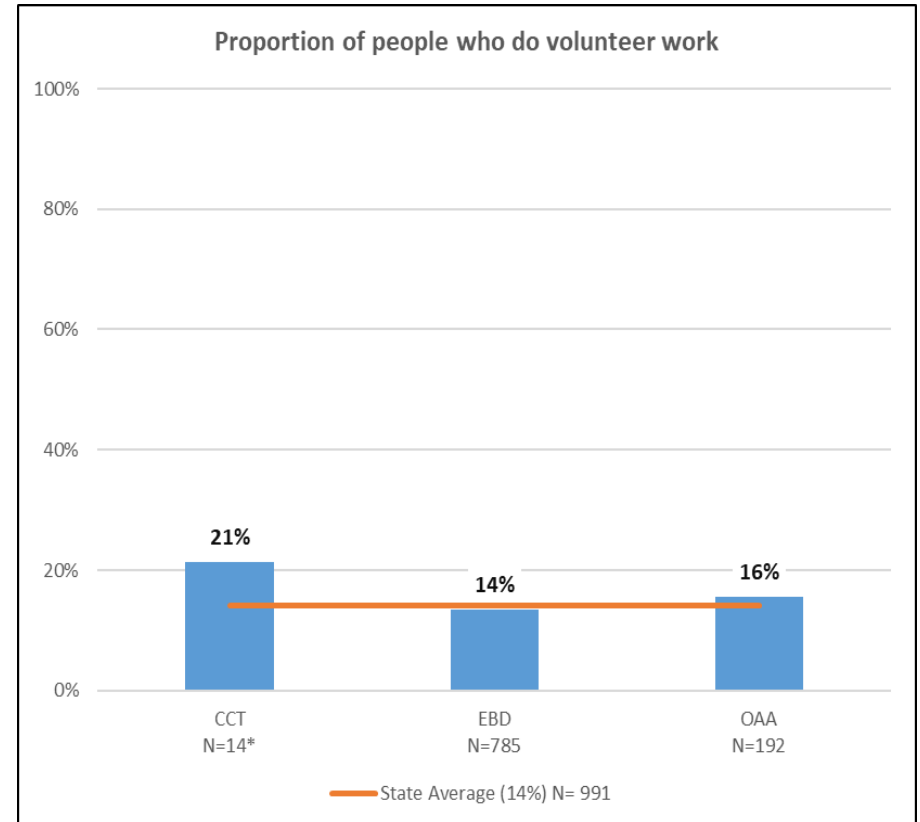
\* Very small number of responses

Graph 102. Proportion of people wanting a job who had someone talk to them about job options



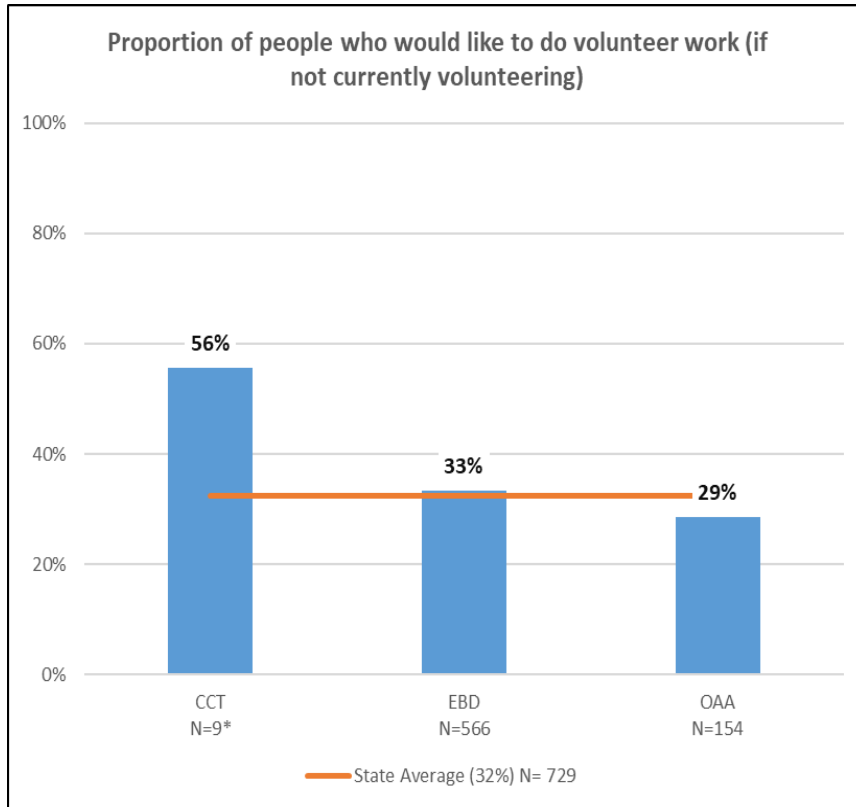
\* Very small number of responses

Graph 103. Proportion of people who do volunteer work



\* Very small number of responses

Graph 104. Proportion of people who would like to do volunteer work (if not currently volunteering)



\* Very small number of responses

## Everyday Living

### People have enough supports for everyday living.

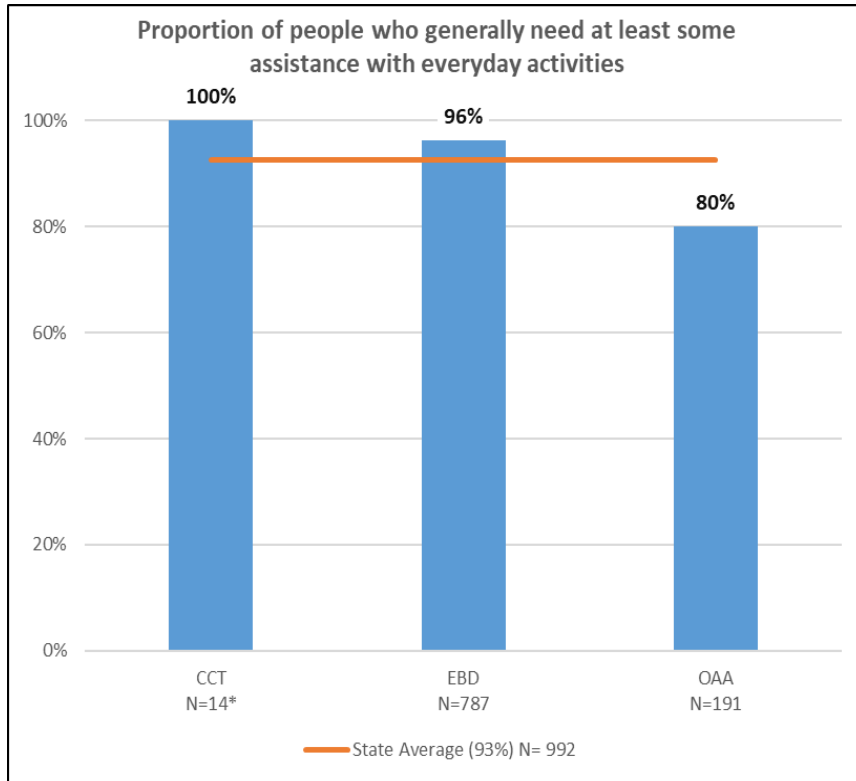
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and instrumental activities of daily living (cleaning, laundry, etc.)
2. Proportion of people who have access to healthy foods.

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

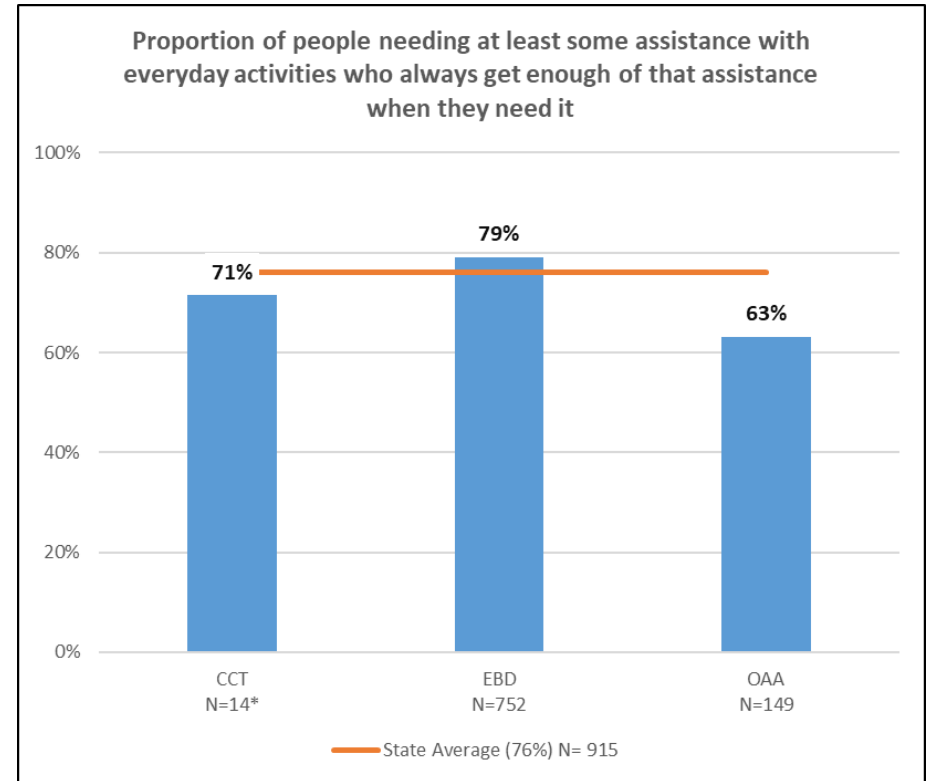
Un-collapsed data are shown in Appendix B.

Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



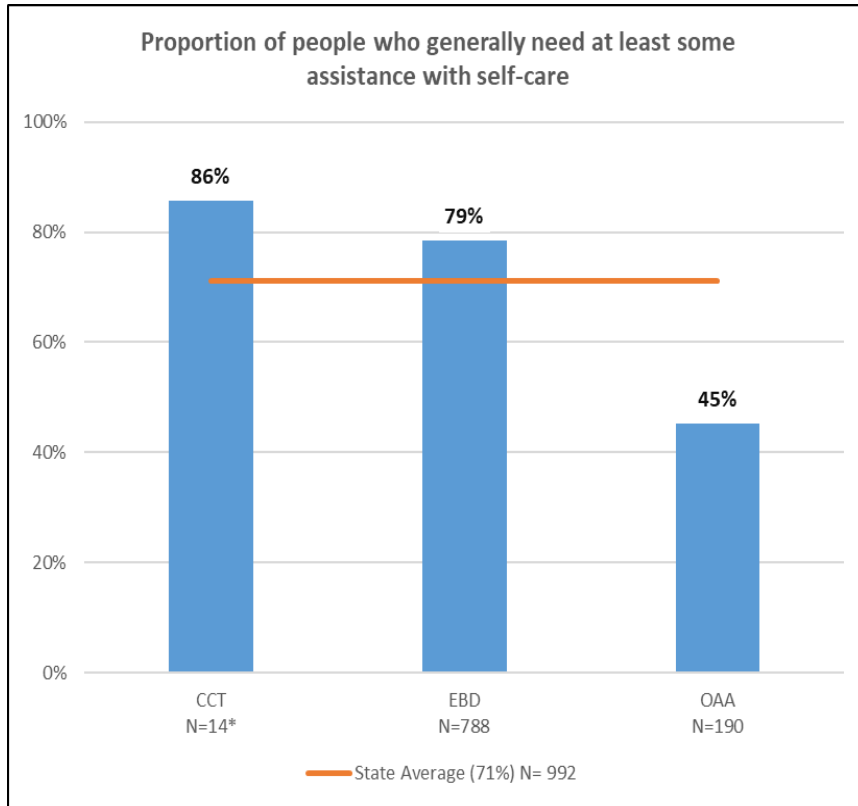
\* Very small number of responses

Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



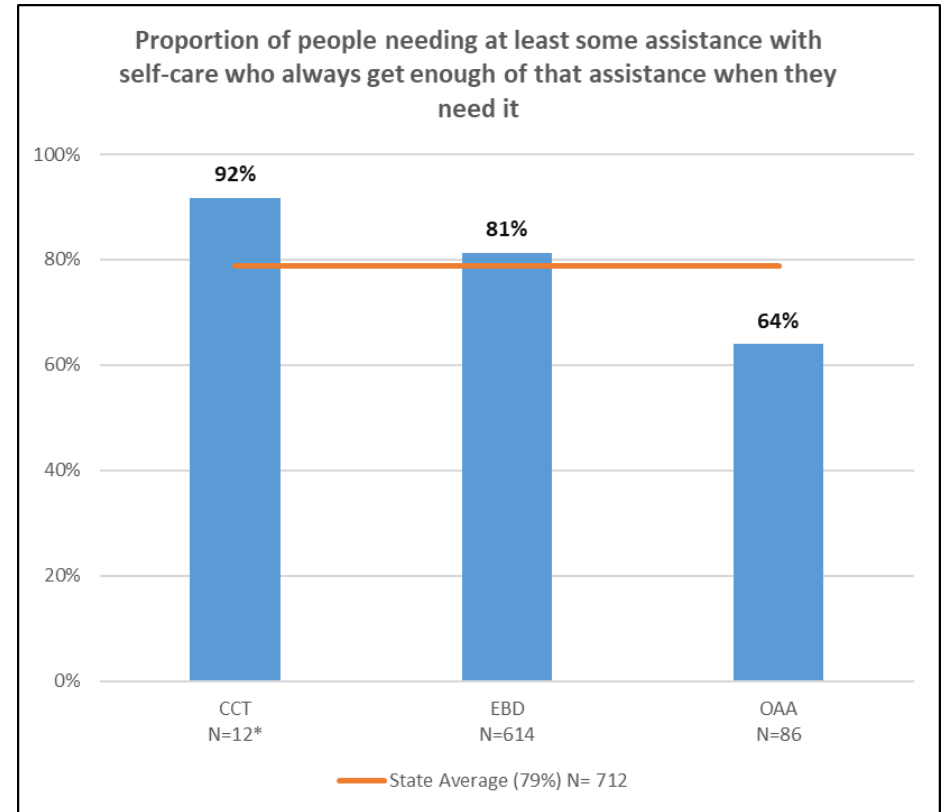
\* Very small number of responses

Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



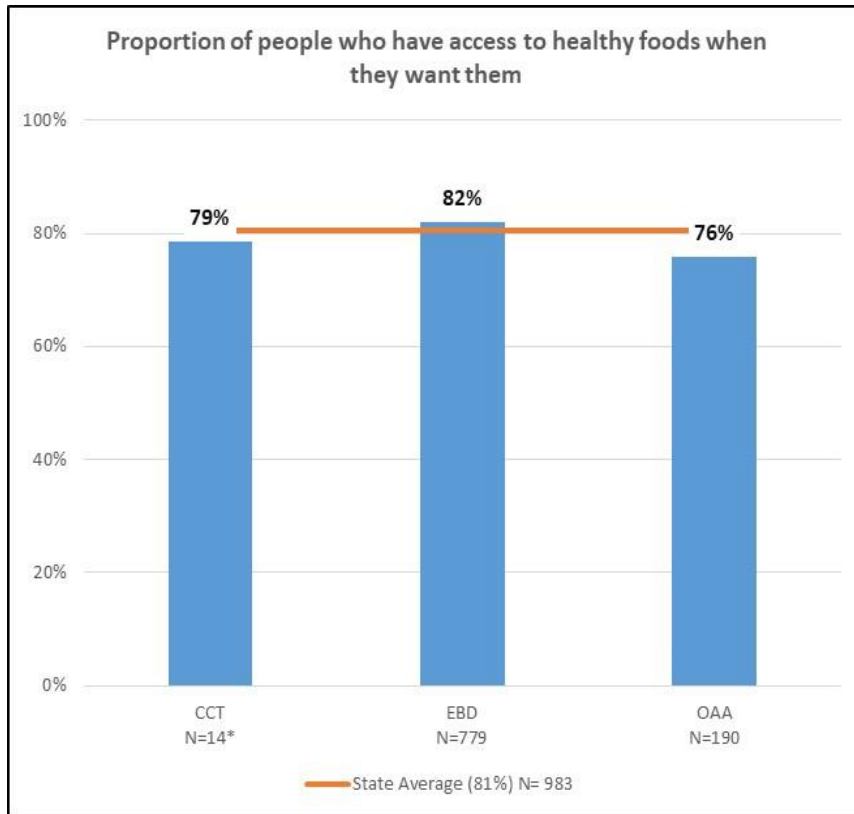
\* Very small number of responses

Graph 108. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



\* Very small number of responses

Graph 109. Proportion of people who have access to healthy foods when they want them



\* Very small number of responses



## Affordability

People have enough available resources.

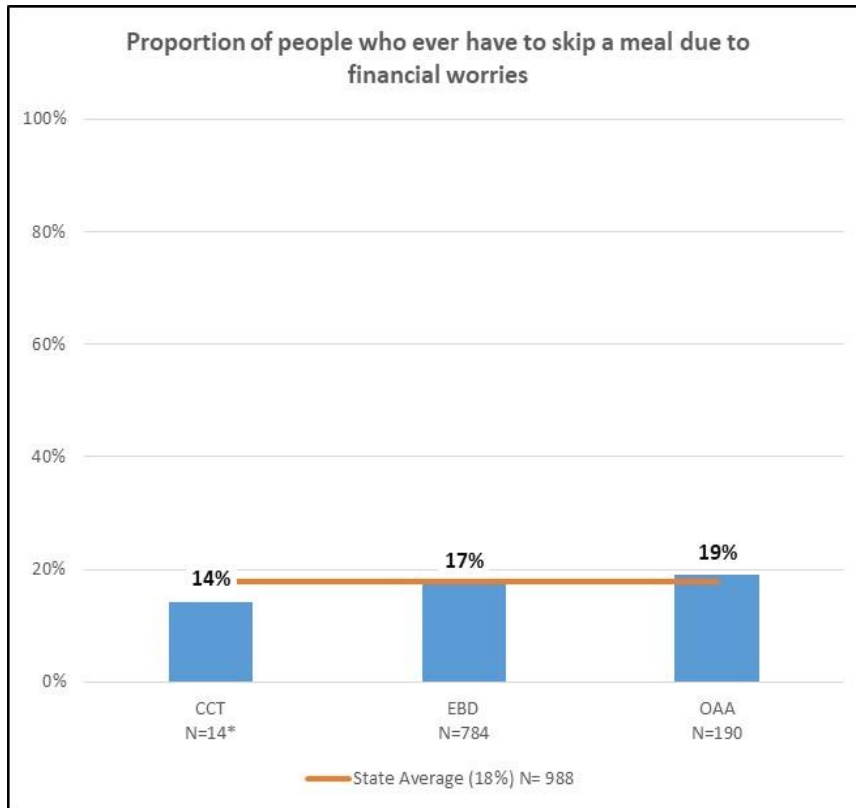
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have ever had to cut back on food because of money.

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

Un-collapsed data are shown in Appendix B.

Graph 110. Proportion of people who ever have to skip a meal due to financial worries



\* Very small number of responses

## Planning for future

People have support to plan and make decision about the future.

There is one Planning for Future indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services<sup>22</sup>.

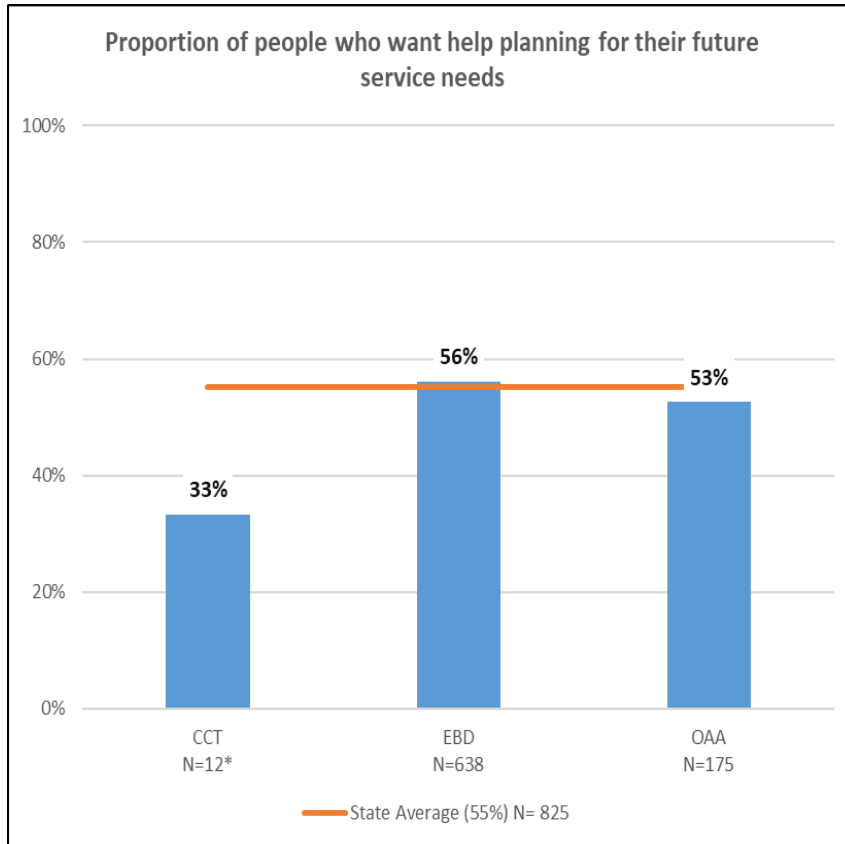
There is one survey item that corresponds to the Planning for Future domain.

Un-collapsed data are shown in Appendix B.

---

<sup>22</sup> This indicator also appears in the Service Coordination domain.

Graph 111. Proportion of people who want help planning for their future service needs



\* Very small number of responses

## Control

### People feel in control of their lives

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

1. Proportion of people who feel in control of their lives.

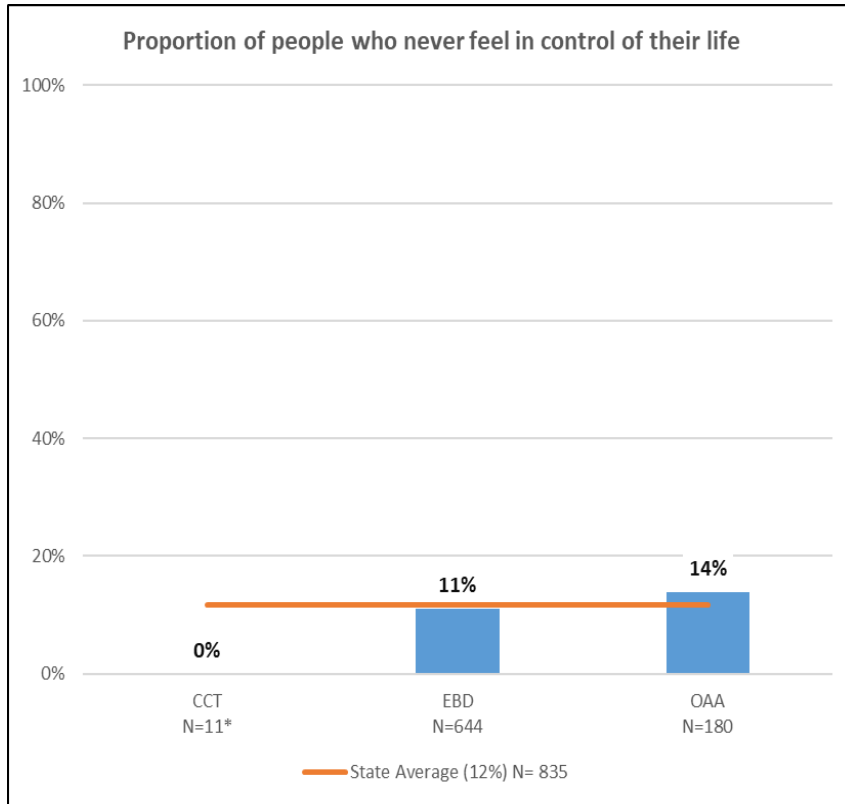
There are two<sup>23</sup> survey items that corresponds to the Control domain.

Un-collapsed data are shown in Appendix B.

---

<sup>23</sup> Data for one item are presented in Appendix B only.

Graph 112. Proportion of people who never feel in control of their life



\* Very small number of responses

## **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 from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

| Domain                     | Item  | Graph # | Collapsing Logic  |
|----------------------------|---|---------|---|
| Community Participation    | Proportion of people who are as active in the community as they would like to be  | 1       | Collapse “No” and “Sometimes”   |
| Choice and Decision Making | Proportion of people who get up and go to bed when they want to   | 4       | Collapse “Some days, sometimes” and “No, never”   |
|                            | Proportion of people who can eat their meals when they want to  | 5       | Collapse “Some days, sometimes” and “No, never”   |
|                            | Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)   | 6       | Collapse “In most ways” and “Only in some ways, or not at all”                          |
| Relationships              | Proportion 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) | 7       | Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely” |
| Satisfaction               | Proportion of people who like where they are living   | 8       | Collapse “In-between, most of the time” and “No”  |
|                            | Proportion of people who would prefer to live somewhere else  | 9       | Collapse “Yes” and “Maybe”  |
|                            | Proportion of people who always or almost always like how they spend their time during the day  | 10      | Collapse “Some days, sometimes” and “No, never”   |
|                            | Proportion of people whose paid support staff change too often  | 11      | Collapse “Yes” and “Some, or sometimes”   |
|                            | Proportion of people whose paid support staff do things the way they want them done   | 12      | Collapse “Some, or usually” and “No, never or rarely”                                   |
| Service Coordination       | Proportion of people who know whom to contact if they want to make changes to their services  | 13      | Collapse “Not sure, maybe” and “No”   |
|                            | Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)                    | 14      | Collapse “Most of the time, usually” and “No, or only sometimes”                        |



| Domain            | Item   | Graph # | Collapsing Logic   |
|-------------------|--|---------|--|
|                   | Proportion of people whose paid support staff show up and leave when they are supposed to  | 15      | Collapse “Some, or usually” and “No, never or rarely”  |
|                   | Proportion of people whose services meet all their needs and goals   | 18      | Collapse “No, not at all” and “Some needs and goals”   |
|                   | Proportion of people whose family member (paid or unpaid) is the person who helps them most often  | 20      | Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”         |
|                   | Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)              | 21      | Add proportions: “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner” |
| Care Coordination | Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year | 24      | Collapse “No” and “In-between”   |
|                   | Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)   | 26      | Collapse “No” and “In-between, or some conditions”   |
| Access            | Proportion of people who have transportation when they want to do things outside of their home   | 27      | Collapse “No” and “Sometimes”  |
|                   | Proportion of people who have transportation to get to medical appointments when they need to  | 28      | Collapse “No” and “Sometimes”  |
|                   | Proportion of people who receive information about their services in the language they prefer (if non-English)   | 29      | Collapse “No” and “Some information”   |
|                   | Proportion 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 upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”        |
|                   | Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade   | 31      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                         |
|                   | Proportion of people who need bathroom modifications (other than grab bars) but do not have them   | 32      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”        |

| Domain | Item  | Graph # | Collapsing Logic  |
|--------|---|---------|---|
|        | Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade | 33      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need a specialized bed but do not have it                              | 34      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have a specialized bed but need an upgrade                             | 35      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion 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 upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade   | 37      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need a remote monitoring system but do not have it                     | 38      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have a remote monitoring system but need an upgrade                    | 39      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need an emergency response system but do not have it                   | 40      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have an emergency response system but need an upgrade                  | 41      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need some other home modification but do not have it                   | 42      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |

| Domain | Item   | Graph # | Collapsing Logic  |
|--------|--|---------|---|
|        | Proportion of people who have some other home modification but need an upgrade | 43      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need a walker but do not have it                      | 44      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have a walker but need an upgrade                     | 45      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need a scooter but do not have it                     | 46      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have a scooter but need an upgrade                    | 47      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need a wheelchair but do not have it                  | 48      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have a wheelchair but need an upgrade                 | 49      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need hearing aids but do not have them                | 50      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
|        | Proportion of people who have hearing aids but need an upgrade                 | 51      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                  |
|        | Proportion of people who need glasses but do not have them                     | 52      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |

| Domain      | Item   | Graph # | Collapsing Logic  |
|-------------|--|---------|---|
|             | Proportion of people who have glasses but need an upgrade  | 53      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                                  |
|             | Proportion of people who need a CPAP machine but don’t have it                                     | 54      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                 |
|             | Proportion of people who have a CPAP machine but need an upgrade                                   | 55      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                                  |
|             | Proportion of people who need some other assistive device but do not have it                       | 56      | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                 |
|             | Proportion of people who have some other assistive device but need an upgrade                      | 57      | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”                                  |
| Safety      | Proportion of people with concerns about falling or being unstable                                 | 62      | Collapse “Yes, often” and “Sometimes”   |
| Health Care | Proportion of people who can get an appointment to see their primary care doctor when they need to | 68      | Collapse “Usually” and “No, rarely”   |
| Wellness    | Proportion of people in poor health  | 76      | Collapse “Excellent”, “Very good”, “Good” and “Fair”  |
|             | Proportion of people whose health has gotten better compared to 12 months ago                      | 77      | Collapse “Much better” and “Somewhat better”;<br>Collapse “Much worse”, “Somewhat worse” and “About the same” |
|             | Proportion of people who often feel sad or depressed   | 81      | Collapse “Never, or almost never”, “Not often”, and “Sometimes”   |
|             | Proportion of people whose hearing is poor   | 83      | Collapse “Good” and “Fair”  |
|             | Proportion of people whose vision is poor  | 84      | Collapse “Good” and “Fair”  |
| Medications | Proportion of people who understand what they take their prescription medications for              | 87      | Collapse “No” and “In-between, or some medications”   |

| Domain                 | Item  | Graph # | Collapsing Logic  |
|------------------------|---|---------|---|
| Rights and Respect     | Proportion of people whose paid support staff treat them with respect   | 88      | Collapse “No, never or rarely” and “Some, or usually”               |
|                        | Proportion of people whose permission is asked before others enter their home/room (if in group setting)  | 89      | Collapse “Sometimes, rarely or never” and “Usually, but not always” |
|                        | Proportion of people who have enough privacy in their home (if in group setting)  | 91      | Collapse “Sometimes, rarely or never” and “Usually, but not always” |
|                        | Proportion of people who can use the phone privately whenever they want to (if in group setting)  | 93      | Collapse “No, never or rarely” and “Usually”                        |
| Self-Direction of Care | Proportion of people who can choose or change what kind of services they get  | 97      | Collapse “No” and “Sometimes, or some services”                     |
|                        | Proportion of people who can choose or change how often and when they get services  | 98      | Collapse “No” and “Sometimes, or some services”                     |
|                        | Proportion of people who can change their paid support staff if they wanted to  | 99      | Collapse “No” and “Sometimes, or some”                              |
| Work                   | Proportion of people who would like a job (if not currently employed)   | 101     | Collapse “Yes” and “Maybe, not sure”                                |
|                        | Proportion of people who would like to do volunteer work (if not currently volunteering)  | 104     | Collapse “Yes” and “Maybe, not sure”                                |
| Everyday Living        | Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)    | 105     | Collapse “A lot” and “Some”   |
|                        | Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home) | 107     | Collapse “A lot” and “Some”   |
|                        | Proportion of people who have access to healthy foods when they want them   | 109     | Collapse “No, never” and “Sometimes”                                |
| Affordability          | Proportion of people who ever have to skip a meal due to financial worries  | 110     | Collapse “Yes, often” and “Sometimes”                               |
| Control                | Proportion of people who never feel in control of their life  | 112     | Collapse “Yes, almost always, always” and “In-between, sometimes”   |

## Appendix B: Un-Collapsed and Un-Weighted Data

## Demographic Tables

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

|                       | Average Age | N   |
|-----------------------|-------------|-----|
| <b>CCT</b>            | 56.0        | 14  |
| <b>EBD Waiver</b>     | 61.0        | 750 |
| <b>OAA</b>            | 74.3        | 170 |
| <b>Sample Average</b> | 63.4        | 934 |

Table 2. Age: 90 years and over

|                       | Under 90 | 90 and Over | Don't Know/Unclear | N   |
|-----------------------|----------|-------------|--------------------|-----|
| <b>CCT</b>            | 100%     | 0%          | 0%                 | 14  |
| <b>EBD Waiver</b>     | 95%      | 5%          | 0%                 | 792 |
| <b>OAA</b>            | 89%      | 11%         | 0%                 | 192 |
| <b>Sample Average</b> | 94%      | 6%          | 0%                 | 998 |

Table 3. Gender

|                       | Male | Female | Other | Don't Know/Unclear | N   |
|-----------------------|------|--------|-------|--------------------|-----|
| <b>CCT</b>            | 43%  | 57%    | 0%    | 0%                 | 14  |
| <b>EBD Waiver</b>     | 39%  | 61%    | 0%    | 0%                 | 792 |
| <b>OAA</b>            | 42%  | 58%    | 0%    | 0%                 | 191 |
| <b>Sample Average</b> | 40%  | 60%    | 0%    | 0%                 | 997 |

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   |
|-----------------------|----------------------------------|-------|---------------------------|------------------|-------|--------------------|-------|--------------------|-----|
| <b>CCT</b>            | 7%                               | 0%    | 21%                       | 0%               | 43%   | 14%                | 0%    | 14%                | 14  |
| <b>EBD Waiver</b>     | 1%                               | 7%    | 4%                        | 0%               | 42%   | 15%                | 4%    | 26%                | 792 |
| <b>OAA</b>            | 5%                               | 2%    | 8%                        | 0%               | 67%   | 19%                | 3%    | 3%                 | 192 |
| <b>Sample Average</b> | 2%                               | 6%    | 5%                        | 0%               | 47%   | 16%                | 3%    | 21%                | 998 |

Table 5. Marital status

|                       | Single, Never Married | Married or Has Domestic Partner | Separated or Divorced | Widowed | Don't Know/Unclear | N   |
|-----------------------|-----------------------|---------------------------------|-----------------------|---------|--------------------|-----|
| <b>CCT</b>            | 29%                   | 7%                              | 43%                   | 21%     | 0%                 | 14  |
| <b>EBD Waiver</b>     | 26%                   | 24%                             | 25%                   | 18%     | 8%                 | 792 |
| <b>OAA</b>            | 13%                   | 19%                             | 32%                   | 36%     | 1%                 | 192 |
| <b>Sample Average</b> | 23%                   | 23%                             | 26%                   | 21%     | 6%                 | 998 |



Table 6. Primary language

|                       | English | Spanish | Other | Don't Know/<br>Unclear | N   |
|-----------------------|---------|---------|-------|------------------------|-----|
| <b>CCT</b>            | 100%    | 0%      | 0%    | 0%                     | 14  |
| <b>EBD Waiver</b>     | 93%     | 3%      | 4%    | 0%                     | 792 |
| <b>OAA</b>            | 96%     | 3%      | 1%    | 1%                     | 192 |
| <b>Sample Average</b> | 94%     | 3%      | 4%    | 0%                     | 998 |

Table 7. Type of residential area<sup>24</sup>

|                       | Metropolitan | Micropolitan | Rural | Small town | Unknown | N   |
|-----------------------|--------------|--------------|-------|------------|---------|-----|
| <b>CCT</b>            | 93%          | 0%           | 0%    | 7%         | 0%      | 14  |
| <b>EBD Waiver</b>     | 80%          | 5%           | 4%    | 11%        | 0%      | 792 |
| <b>OAA</b>            | 80%          | 2%           | 5%    | 13%        | 0%      | 192 |
| <b>Sample Average</b> | 80%          | 5%           | 4%    | 11%        | 0%      | 998 |

Table 8. Type of residence

|                       | Own or<br>Family<br>House/Apt | Senior Living<br>Apt/Complex | Group/Adult<br>Family/ Foster/<br>Host Home | Assisted Living/<br>Residential<br>Care Facility | Nursing<br>Facility/<br>Nursing Home | Homeless/<br>Temporary<br>Shelter | Other | Don't<br>Know/<br>Unclear | N   |
|-----------------------|-------------------------------|------------------------------|---|--|--------------------------------------|-----------------------------------|-------|---------------------------|-----|
| <b>CCT</b>            | 71%                           | 0%                           | 7%  | 0%   | 0%                                   | 0%                                | 14%   | 7%                        | 14  |
| <b>EBD Waiver</b>     | 79%                           | 0%                           | 0%  | 4%   | 1%                                   | 0%                                | 6%    | 9%                        | 792 |
| <b>OAA</b>            | 81%                           | 13%                          | 1%  | 1%   | 2%                                   | 0%                                | 3%    | 1%                        | 192 |
| <b>Sample Average</b> | 80%                           | 3%                           | 0%  | 4%   | 1%                                   | 0%                                | 6%    | 7%                        | 998 |

<sup>24</sup> 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 the person lives with

|                       | Alone | Spouse or Partner | Other Family | Friend(s) | Live-in PCA | Others | Don't Know/Unclear | N   |
|-----------------------|-------|-------------------|--------------|-----------|-------------|--------|--------------------|-----|
| <b>CCT</b>            | 43%   | 14%               | 14%          | 0%        | 7%          | 7%     | 21%                | 14  |
| <b>EBD Waiver</b>     | 30%   | 22%               | 28%          | 0%        | 0%          | 6%     | 15%                | 792 |
| <b>OAA</b>            | 57%   | 18%               | 21%          | 4%        | 2%          | 3%     | 0%                 | 192 |
| <b>Sample Average</b> | 35%   | 21%               | 26%          | 1%        | 1%          | 5%     | 12%                | 998 |

Table 10. Address changed in the past 6 months

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 71% | 29% | 0%                 | 14  |
| <b>EBD Waiver</b>     | 90% | 10% | 0%                 | 789 |
| <b>OAA</b>            | 95% | 5%  | 0%                 | 192 |
| <b>Sample Average</b> | 91% | 9%  | 0%                 | 995 |

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  |
|-----------------------|-------------------------|---------------------------|---------------------------------------|--|--------------------------------|-----------------------------|-------|---------------------|----|
| <b>CCT</b>            | 0%                      | 0%                        | 0%                                    | 25%  | 75%                            | 0%                          | 0%    | 0%                  | 4  |
| <b>EBD Waiver</b>     | 87%                     | 4%                        | 3%                                    | 1%   | 1%                             | 3%                          | 0%    | 1%                  | 77 |
| <b>OAA</b>            | 70%                     | 20%                       | 0%                                    | 0%   | 0%                             | 0%                          | 10%   | 0%                  | 10 |
| <b>Sample Average</b> | 81%                     | 5%                        | 2%                                    | 2%   | 4%                             | 2%                          | 1%    | 1%                  | 91 |

Table 12. Formal diagnosis: physical disability

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 21% | 71% | 7%                 | 14  |
| <b>EBD Waiver</b>     | 29% | 67% | 4%                 | 789 |
| <b>OAA</b>            | 41% | 56% | 3%                 | 192 |
| <b>Sample Average</b> | 31% | 65% | 4%                 | 995 |

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

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 93% | 7%  | 0%                 | 14  |
| <b>EBD Waiver</b>     | 88% | 11% | 2%                 | 789 |
| <b>OAA</b>            | 90% | 8%  | 2%                 | 192 |
| <b>Sample Average</b> | 88% | 10% | 2%                 | 995 |

Table 14. Formal diagnosis: traumatic or acquired brain injury

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 79% | 21% | 0%                 | 14  |
| <b>EBD Waiver</b>     | 82% | 16% | 2%                 | 789 |
| <b>OAA</b>            | 90% | 10% | 1%                 | 192 |
| <b>Sample Average</b> | 83% | 15% | 2%                 | 995 |

Table 15. Formal diagnosis: intellectual or other developmental disability

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 86% | 14% | 0%                 | 14  |
| <b>EBD Waiver</b>     | 89% | 9%  | 2%                 | 789 |
| <b>OAA</b>            | 96% | 2%  | 2%                 | 192 |
| <b>Sample Average</b> | 91% | 8%  | 2%                 | 995 |

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   |
|-----------------------|----------------|----------------------------|----------------------------|-------------------------|--------------------|-----|
| <b>CCT</b>            | 93%            | 0%                         | 0%                         | 0%                      | 7%                 | 14  |
| <b>EBD Waiver</b>     | 79%            | 0%                         | 11%                        | 4%                      | 6%                 | 792 |
| <b>OAA</b>            | 4%             | 8%                         | 54%                        | 38%                     | 1%                 | 192 |
| <b>Sample Average</b> | 65%            | 2%                         | 19%                        | 11%                     | 5%                 | 998 |

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

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 50% | 50% | 0%                 | 14  |
| <b>EBD Waiver</b>     | 68% | 31% | 1%                 | 789 |
| <b>OAA</b>            | 69% | 31% | 0%                 | 192 |
| <b>Sample Average</b> | 68% | 31% | 1%                 | 995 |

Table 18. Receives Medicare

|                       | No  | Yes | Don't Know/Unclear | N   |
|-----------------------|-----|-----|--------------------|-----|
| <b>CCT</b>            | 50% | 50% | 0%                 | 14  |
| <b>EBD Waiver</b>     | 30% | 70% | 0%                 | 792 |
| <b>OAA</b>            | 8%  | 90% | 3%                 | 192 |
| <b>Sample Average</b> | 26% | 73% | 1%                 | 998 |

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   |
|-----------------------|------------|---------------------------|--------------------------|-----------------|------------|-----|
| <b>CCT</b>            | 0%         | 7%                        | 36%                      | 57%             | 0%         | 14  |
| <b>EBD Waiver</b>     | 0%         | 2%                        | 36%                      | 62%             | 1%         | 792 |
| <b>OAA</b>            | 100%       | 0%                        | 0%                       | 0%              | 0%         | 192 |
| <b>Sample Average</b> | 19%        | 1%                        | 29%                      | 50%             | 0%         | 998 |

Table 20. Has legal guardian

|                       | No | Yes | Don't Know | N   |
|-----------------------|----|-----|------------|-----|
| <b>CCT</b>            | 0% | 0%  | 100%       | 14  |
| <b>EBD Waiver</b>     | 0% | 1%  | 99%        | 792 |
| <b>OAA</b>            | 0% | 0%  | 100%       | 192 |
| <b>Sample Average</b> | 0% | 1%  | 99%        | 998 |

## Community Participation — un-collapsed tables

Table 21. Proportion of people who are as active in the community as they would like to be

|                       | No  | Sometimes | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----------|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 58% | 8%        | 33% | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 48% | 11%       | 40% | 1%         | 1%                          | 672 |
| <b>OAA</b>            | 43% | 10%       | 46% | 1%         | 1%                          | 183 |
| <b>Sample Average</b> | 47% | 10%       | 41% | 1%         | 1%                          | 867 |

Table 22a. 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   |
|-----------------------|------------|----------------|---------------------------------|--------------------|--------------------------------|--------------------------------|-----|
| <b>CCT</b>            | 38%        | 63%            | 50%                             | 75%                | 25%                            | 13%                            | 8   |
| <b>EBD Waiver</b>     | 36%        | 31%            | 14%                             | 85%                | 13%                            | 5%                             | 396 |
| <b>OAA</b>            | 32%        | 42%            | 14%                             | 73%                | 8%                             | 5%                             | 97  |
| <b>Sample Average</b> | 35%        | 33%            | 14%                             | 83%                | 12%                            | 5%                             | 501 |

Table 22b. Reasons that people are not as active in the community as they would like to be (continued)

|                       | Feeling Unsafe | No Community Activities Outside of Home | Lack of Info/Doesn't Know What's Available | Other | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|----------------|---|--|-------|------------|-----------------------------|-----|
| <b>CCT</b>            | 13%            | 13%                                     | 13%  | 13%   | 0%         | 0%                          | 8   |
| <b>EBD Waiver</b>     | 8%             | 7%                                      | 15%  | 8%    | 1%         | 0%                          | 396 |
| <b>OAA</b>            | 10%            | 2%                                      | 10%  | 14%   | 1%         | 0%                          | 97  |
| <b>Sample Average</b> | 9%             | 6%                                      | 14%  | 9%    | 1%         | 0%                          | 501 |

Table 23. Proportion 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/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 67% | 33% | 0%         | 0%                              | 12  |
| <b>EBD Waiver</b>     | 42% | 54% | 2%         | 1%                              | 672 |
| <b>OAA</b>            | 49% | 50% | 2%         | 0%                              | 183 |
| <b>Sample Average</b> | 44% | 53% | 2%         | 1%                              | 867 |

## Choice and Decision Making — un-collapsed

Table 24. Proportion of people who are able to choose their roommate (if in group setting)

|                       | No   | Yes  | Don't Know | Unclear/Refused/No Response | N  |
|-----------------------|------|------|------------|-----------------------------|----|
| <b>CCT</b>            | 100% | 0%   | 0%         | 0%                          | 1  |
| <b>EBD Waiver</b>     | 63%  | 38%  | 0%         | 0%                          | 16 |
| <b>OAA</b>            | 0%   | 100% | 0%         | 0%                          | 1  |
| <b>Sample Average</b> | 61%  | 39%  | 0%         | 0%                          | 18 |

Table 25. Proportion of people who get up and go to bed when they want to

|                       | No, Never | Some Days, Sometimes | Yes, Always, Or Almost Always | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----------|----------------------|-------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 17%       | 0%                   | 83%                           | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 3%        | 6%                   | 92%                           | 0%         | 0%                          | 672 |
| <b>OAA</b>            | 3%        | 2%                   | 95%                           | 0%         | 1%                          | 183 |
| <b>Sample Average</b> | 3%        | 5%                   | 92%                           | 0%         | 0%                          | 867 |

Table 26. Proportion 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   |
|-----------------------|-----------|----------------------|-------------------------------|--|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%        | 8%                   | 92%                           | 0%   | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 3%        | 6%                   | 91%                           | 0%   | 0%         | 0%                          | 672 |
| <b>OAA</b>            | 3%        | 4%                   | 93%                           | 0%   | 0%         | 0%                          | 183 |
| <b>Sample Average</b> | 3%        | 6%                   | 91%                           | 0%   | 0%         | 0%                          | 867 |



Table 27. Proportion of people who are able to furnish and decorate their room however they wan to (if in group setting)

|                       | Only in Some Ways, Or Not At All | In Most Ways | In All Ways | Don't Know | Unclear/Refused/No Response | N  |
|-----------------------|----------------------------------|--------------|-------------|------------|-----------------------------|----|
| <b>CCT</b>            | 0%                               | 67%          | 33%         | 0%         | 0%                          | 3  |
| <b>EBD Waiver</b>     | 4%                               | 15%          | 78%         | 2%         | 0%                          | 46 |
| <b>OAA</b>            | 40%                              | 0%           | 60%         | 0%         | 0%                          | 10 |
| <b>Sample Average</b> | 10%                              | 15%          | 73%         | 2%         | 0%                          | 59 |

## Relationships — un-collapsed

Table 28. Proportion of people who are able to see or talk to friends/family when they want to (if there are friends and family who don't live with them)

|                       | No, or Rarely | Most of the Time, Usually, or Some Family and/or Friends | Yes, Always, or Chooses Not to | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|---------------|--|--------------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 0%            | 9%   | 91%                            | 0%         | 0%                           | 11  |
| <b>EBD Waiver</b>     | 2%            | 10%  | 88%                            | 0%         | 0%                           | 610 |
| <b>OAA</b>            | 5%            | 16%  | 79%                            | 0%         | 0%                           | 165 |
| <b>Sample Average</b> | 2%            | 11%  | 86%                            | 0%         | 0%                           | 786 |

Table 29. 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   |
|-----------------------|--------------------------------|---------------|--|--------------------|---|-------|------------------------------|-----|
| <b>CCT</b>            | 0%                             | 0%            | 0%                                       | 100%               | 0%  | 0%    | 0%                           | 1   |
| <b>EBD Waiver</b>     | 31%                            | 32%           | 0%                                       | 35%                | 3%  | 38%   | 1%                           | 74  |
| <b>OAA</b>            | 29%                            | 24%           | 0%                                       | 29%                | 3%  | 38%   | 3%                           | 34  |
| <b>Sample Average</b> | 30%                            | 29%           | 0%                                       | 34%                | 3%  | 38%   | 2%                           | 109 |

## Satisfaction — un-collapsed

Table 30. Proportion of people who like where they are living

|                       | No | In-between, Most of the Time | Yes  | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|----|------------------------------|------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0% | 0%                           | 100% | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 8% | 9%                           | 83%  | 0%         | 0%                          | 675 |
| <b>OAA</b>            | 7% | 9%                           | 84%  | 0%         | 0%                          | 183 |
| <b>Sample Average</b> | 7% | 9%                           | 84%  | 0%         | 0%                          | 870 |

Table 31a. Reasons for not liking where people live

|                       | Accessibility | Feels Unsafe In/<br>Dislikes Neighborhood | Feels Unsafe in<br>Residence | Residence/Building Needs<br>Repairs or Upkeep | Doesn't Feel Like<br>Home | N   |
|-----------------------|---------------|---|------------------------------|---|---------------------------|-----|
| <b>CCT</b>            | n/a           | n/a                                       | n/a                          | n/a   | n/a                       | 0   |
| <b>EBD Waiver</b>     | 17%           | 23%                                       | 13%                          | 24%   | 19%                       | 110 |
| <b>OAA</b>            | 14%           | 21%                                       | 14%                          | 24%   | 31%                       | 29  |
| <b>Sample Average</b> | 17%           | 22%                                       | 13%                          | 24%   | 22%                       | 139 |

Table 31b. Reasons for not liking where people live (continued)

|                       | Layout/Size of<br>Residence/Building | Problems with<br>Neighbors/Residents/<br>Housemates/Roommates | Problems with<br>Staff | Insufficient Amount/<br>Type of Staff | Wants More<br>Independence/<br>Control | N   |
|-----------------------|--------------------------------------|---|------------------------|---------------------------------------|--|-----|
| <b>CCT</b>            | n/a                                  | n/a   | n/a                    | n/a                                   | n/a                                    | 0   |
| <b>EBD Waiver</b>     | 17%                                  | 19%   | 10%                    | 5%                                    | 10%                                    | 110 |
| <b>OAA</b>            | 14%                                  | 14%   | 21%                    | 14%                                   | 10%                                    | 29  |
| <b>Sample Average</b> | 17%                                  | 18%   | 12%                    | 6%                                    | 10%                                    | 139 |

Table 31c. Reasons for not liking where people live (continued)

|                       | Wants More Privacy | Wants to Be Closer to Family/ Friends | Feels Isolated from Community/ Feels Lonely | Other | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|--------------------|---------------------------------------|---|-------|------------|------------------------------|-----|
| <b>CCT</b>            | n/a                | n/a                                   | n/a   | n/a   | n/a        | n/a                          | 0   |
| <b>EBD Waiver</b>     | 15%                | 6%                                    | 6%  | 19%   | 1%         | 0%                           | 110 |
| <b>OAA</b>            | 10%                | 7%                                    | 3%  | 17%   | 3%         | 0%                           | 29  |
| <b>Sample Average</b> | 14%                | 6%                                    | 6%  | 19%   | 1%         | 0%                           | 139 |

Table 32. Proportion of people who would prefer to live somewhere else

|                       | No  | Maybe | Yes | Unclear/Refused/No Response | N   |
|-----------------------|-----|-------|-----|-----------------------------|-----|
| <b>CCT</b>            | 75% | 0%    | 25% | 0%                          | 12  |
| <b>EBD Waiver</b>     | 65% | 7%    | 27% | 1%                          | 675 |
| <b>OAA</b>            | 68% | 8%    | 24% | 0%                          | 183 |
| <b>Sample Average</b> | 66% | 7%    | 27% | 1%                          | 870 |

Table 33a. Where people would prefer to live (if would prefer 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   |
|-----------------------|-----------------------------|---------------------------|--|--|-----|
| <b>CCT</b>            | 100%                        | 0%                        | 0%   | 0%   | 3   |
| <b>EBD Waiver</b>     | 79%                         | 4%                        | 4%   | 1%   | 232 |
| <b>OAA</b>            | 78%                         | 7%                        | 5%   | 0%   | 58  |
| <b>Sample Average</b> | 79%                         | 5%                        | 4%   | 1%   | 293 |

Table 33b. Where people would prefer to live (if would prefer to live somewhere else, continued)

|                       | Nursing Facility | Other | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|------------------|-------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%               | 0%    | 0%         | 0%                          | 3   |
| <b>EBD Waiver</b>     | 0%               | 9%    | 3%         | 0%                          | 232 |
| <b>OAA</b>            | 0%               | 5%    | 5%         | 0%                          | 58  |
| <b>Sample Average</b> | 0%               | 8%    | 3%         | 0%                          | 293 |

Table 34. Proportion of people who like how they usually spend their time during the day

|                       | No, Never | Some Days, Sometimes | Yes, Always, or Almost Always | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----------|----------------------|-------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%        | 67%                  | 33%                           | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 8%        | 36%                  | 54%                           | 0%         | 1%                          | 672 |
| <b>OAA</b>            | 11%       | 34%                  | 54%                           | 1%         | 1%                          | 183 |
| <b>Sample Average</b> | 9%        | 36%                  | 54%                           | 0%         | 1%                          | 867 |

Table 35. Proportion 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   |
|-----------------------|-----|-------------------|-----|-------------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 50% | 30%               | 10% | 10%                                 | 0%         | 0%                          | 10  |
| <b>EBD Waiver</b>     | 64% | 13%               | 14% | 8%                                  | 0%         | 1%                          | 499 |
| <b>OAA</b>            | 78% | 9%                | 8%  | 2%                                  | 2%         | 1%                          | 89  |
| <b>Sample Average</b> | 65% | 13%               | 13% | 7%                                  | 1%         | 1%                          | 598 |

Table 36. Proportion 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   |
|-----------------------|---------------------|------------------|--|------------|------------------------------|-----|
| <b>CCT</b>            | 0%                  | 10%              | 90%  | 0%         | 0%                           | 10  |
| <b>EBD Waiver</b>     | 3%                  | 13%              | 84%  | 0%         | 0%                           | 499 |
| <b>OAA</b>            | 2%                  | 12%              | 85%  | 0%         | 0%                           | 89  |
| <b>Sample Average</b> | 3%                  | 13%              | 84%  | 0%         | 0%                           | 598 |

## Service Coordination — un-collapsed

Table 37. Proportion 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   |
|-----------------------|-----|-----------------|-----|-----------------------------|-----|
| <b>CCT</b>            | 17% | 8%              | 75% | 0%                          | 12  |
| <b>EBD Waiver</b>     | 13% | 14%             | 72% | 1%                          | 656 |
| <b>OAA</b>            | 25% | 21%             | 51% | 3%                          | 174 |
| <b>Sample Average</b> | 15% | 16%             | 68% | 1%                          | 842 |

Table 38. Proportion 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   |
|-----------------------|-----------------------|---------------------------|-------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%                    | 23%                       | 77%         | 0%         | 0%                          | 13  |
| <b>EBD Waiver</b>     | 9%                    | 17%                       | 71%         | 2%         | 0%                          | 696 |
| <b>OAA</b>            | 8%                    | 14%                       | 74%         | 4%         | 0%                          | 92  |
| <b>Sample Average</b> | 9%                    | 17%                       | 71%         | 3%         | 0%                          | 801 |

Table 39. Proportion 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   |
|-----------------------|---------------------|-----------------|--|-------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%                  | 9%              | 82%  | 9%                            | 0%         | 0%                          | 11  |
| <b>EBD Waiver</b>     | 2%                  | 7%              | 83%  | 8%                            | 0%         | 0%                          | 555 |
| <b>OAA</b>            | 0%                  | 11%             | 84%  | 3%                            | 1%         | 1%                          | 94  |
| <b>Sample Average</b> | 1%                  | 7%              | 83%  | 8%                            | 0%         | 0%                          | 660 |

Table 40. Proportion of people who have an emergency plan in place

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 57% | 43% | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 42% | 49% | 9%         | 0%                              | 790 |
| <b>OAA</b>            | 46% | 45% | 7%         | 1%                              | 192 |
| <b>Sample Average</b> | 43% | 48% | 8%         | 0%                              | 996 |

Table 41. Proportion of people who want help planning for their future service needs

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 67% | 33% | 0%         | 0%                              | 12  |
| <b>EBD Waiver</b>     | 42% | 53% | 4%         | 1%                              | 672 |
| <b>OAA</b>            | 45% | 50% | 3%         | 2%                              | 183 |
| <b>Sample Average</b> | 43% | 52% | 4%         | 1%                              | 867 |

Table 42. Proportion of people whose services meet their needs and goals

|                       | No, Not at All, Needs<br>or Goals Are Not Met | Some Needs<br>and Goals | Yes, Completely, All<br>Needs and Goals | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|---|-------------------------|---|------------|---------------------------------|-----|
| <b>CCT</b>            | 0%  | 36%                     | 64%                                     | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 6%  | 30%                     | 63%                                     | 0%         | 0%                              | 783 |
| <b>OAA</b>            | 13%   | 26%                     | 60%                                     | 1%         | 1%                              | 187 |
| <b>Sample Average</b> | 7%  | 29%                     | 63%                                     | 0%         | 0%                              | 984 |



Table 43a. Additional services that might help

|                       | Skilled Nursing Facility,<br>Nursing Home Services | Personal Care Assistance,<br>Personal Care Services | Home Maker/<br>Chore Services | Healthcare Home<br>Services, Home Health | Home Delivered<br>Meals | N   |
|-----------------------|--|---|-------------------------------|--|-------------------------|-----|
| <b>CCT</b>            | 0%   | 7%  | 0%                            | 0%                                       | 14%                     | 14  |
| <b>EBD Waiver</b>     | 1%   | 10%   | 17%                           | 7%                                       | 10%                     | 789 |
| <b>OAA</b>            | 1%   | 11%   | 26%                           | 8%                                       | 6%                      | 192 |
| <b>Sample Average</b> | 1%   | 10%   | 18%                           | 7%                                       | 9%                      | 995 |

Table 43b. Additional services that might help (continued)

|                       | Adult Day<br>Services | Transportation | Respite/Family<br>Caregiver Support | Health Care | Mental Health<br>Care | Dental Care | N   |
|-----------------------|-----------------------|----------------|-------------------------------------|-------------|-----------------------|-------------|-----|
| <b>CCT</b>            | 14%                   | 7%             | 0%                                  | 0%          | 14%                   | 21%         | 14  |
| <b>EBD Waiver</b>     | 10%                   | 21%            | 8%                                  | 4%          | 5%                    | 10%         | 789 |
| <b>OAA</b>            | 7%                    | 30%            | 5%                                  | 5%          | 4%                    | 10%         | 192 |
| <b>Sample Average</b> | 9%                    | 23%            | 8%                                  | 4%          | 5%                    | 11%         | 995 |

Table 43c. Additional services that might help (continued)

|                       | Housing<br>Assistance | Heating/Cooling<br>Assistance | Hospice | Funeral<br>Planning | Other | Don't<br>Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----------------------|-------------------------------|---------|---------------------|-------|---------------|---------------------------------|-----|
| <b>CCT</b>            | 7%                    | 7%                            | 0%      | 0%                  | 21%   | 0%            | 0%                              | 14  |
| <b>EBD Waiver</b>     | 11%                   | 7%                            | 1%      | 2%                  | 15%   | 4%            | 0%                              | 789 |
| <b>OAA</b>            | 14%                   | 6%                            | 0%      | 2%                  | 10%   | 1%            | 0%                              | 192 |
| <b>Sample Average</b> | 12%                   | 7%                            | 0%      | 2%                  | 14%   | 3%            | 0%                              | 995 |

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any 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/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 40% | 40% | 0%         | 20%                             | 5   |
| <b>EBD Waiver</b>     | 38% | 55% | 6%         | 1%                              | 246 |
| <b>OAA</b>            | 44% | 50% | 6%         | 0%                              | 36  |
| <b>Sample Average</b> | 39% | 54% | 6%         | 1%                              | 287 |

Table 45a. How people first find out about the services available to them

|                       | Friend | Family | Area Agency on Aging or Aging<br>and Disability Resource Center | Center for<br>Independent Living | State or County<br>Agency | N   |
|-----------------------|--------|--------|---|----------------------------------|---------------------------|-----|
| <b>CCT</b>            | 0%     | 0%     | 21%   | 7%                               | 43%                       | 14  |
| <b>EBD Waiver</b>     | 11%    | 14%    | 6%  | 1%                               | 21%                       | 770 |
| <b>OAA</b>            | 15%    | 17%    | 9%  | 0%                               | 17%                       | 183 |
| <b>Sample Average</b> | 12%    | 14%    | 7%  | 1%                               | 20%                       | 967 |

Table 45b. How people first find out about the services available to them (continued)

|                       | Case Manager/<br>Care Coordinator | Doctor | Other<br>Provider | Other | Don't<br>Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----------------------------------|--------|-------------------|-------|---------------|---------------------------------|-----|
| <b>CCT</b>            | 36%                               | 0%     | 21%               | 0%    | 0%            | 0%                              | 14  |
| <b>EBD Waiver</b>     | 15%                               | 18%    | 24%               | 4%    | 5%            | 1%                              | 770 |
| <b>OAA</b>            | 8%                                | 16%    | 20%               | 8%    | 10%           | 1%                              | 183 |
| <b>Sample Average</b> | 14%                               | 17%    | 24%               | 5%    | 6%            | 1%                              | 967 |

Table 46a. Who helps most often

|                       | Paid Support Worker - Not a Friend or Relative | Paid Family Member or Spouse/Partner | Paid Friend | Unpaid Family Member or Spouse/Partner | N   |
|-----------------------|--|--------------------------------------|-------------|--|-----|
| <b>CCT</b>            | 64%  | 21%                                  | 0%          | 14%                                    | 14  |
| <b>EBD Waiver</b>     | 41%  | 28%                                  | 2%          | 24%                                    | 762 |
| <b>OAA</b>            | 35%  | 8%                                   | 1%          | 46%                                    | 158 |
| <b>Sample Average</b> | 40%  | 24%                                  | 2%          | 27%                                    | 934 |

Table 46b. Who helps most often (continued)

|                       | Unpaid Friend or Volunteer | Other | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|----------------------------|-------|------------|------------------------------|-----|
| <b>CCT</b>            | 0%                         | 0%    | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 5%                         | 0%    | 0%         | 0%                           | 762 |
| <b>OAA</b>            | 8%                         | 1%    | 0%         | 0%                           | 158 |
| <b>Sample Average</b> | 5%                         | 1%    | 0%         | 0%                           | 934 |

Table 47a. 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 | N   |
|-----------------------|--|--------------------------------------|-------------|--|-----|
| <b>CCT</b>            | 14%  | 14%                                  | 0%          | 50%                                    | 14  |
| <b>EBD Waiver</b>     | 33%  | 9%                                   | 1%          | 50%                                    | 760 |
| <b>OAA</b>            | 30%  | 3%                                   | 1%          | 41%                                    | 158 |
| <b>Sample Average</b> | 32%  | 8%                                   | 1%          | 48%                                    | 932 |

Table 47b. Who else helps (continued)

|                       | Unpaid Friend or Volunteer | Other | No One Else Provides Support | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|----------------------------|-------|------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 14%                        | 0%    | 7%                           | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 20%                        | 0%    | 12%                          | 0%         | 0%                          | 760 |
| <b>OAA</b>            | 29%                        | 1%    | 20%                          | 0%         | 0%                          | 158 |
| <b>Sample Average</b> | 21%                        | 0%    | 13%                          | 0%         | 0%                          | 932 |

Table 48. Proportion 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   |
|-----------------------|-----|-----|-------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 27% | 64% | 9%                            | 0%         | 0%                          | 11  |
| <b>EBD Waiver</b>     | 22% | 66% | 8%                            | 4%         | 0%                          | 555 |
| <b>OAA</b>            | 35% | 60% | 2%                            | 2%         | 1%                          | 94  |
| <b>Sample Average</b> | 24% | 65% | 7%                            | 4%         | 0%                          | 660 |

## Care Coordination — un-collapsed

Table 49. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or where they live)

|                       | Yes | No  | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 36% | 64% | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 69% | 31% | 0%         | 0%                          | 789 |
| <b>OAA</b>            | 61% | 39% | 1%         | 0%                          | 192 |
| <b>Sample Average</b> | 67% | 33% | 0%         | 0%                          | 995 |

Table 50. Proportion 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   |
|-----------------------|----|------------|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 0% | 11%        | 89% | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 9% | 4%         | 86% | 1%         | 0%                          | 245 |
| <b>OAA</b>            | 8% | 5%         | 84% | 1%         | 1%                          | 74  |
| <b>Sample Average</b> | 9% | 5%         | 86% | 1%         | 0%                          | 328 |

Table 51. Proportion 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 or Want Follow-Up Care | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 33% | 67% | 0%                                 | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 16% | 80% | 1%                                 | 3%         | 0%                          | 245 |
| <b>OAA</b>            | 19% | 70% | 3%                                 | 8%         | 0%                          | 74  |
| <b>Sample Average</b> | 17% | 78% | 2%                                 | 4%         | 0%                          | 328 |

Table 52. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)

|                       | No | In-between,<br>Some Conditions | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|----|--------------------------------|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 0% | 40%                            | 60% | 0%         | 0%                              | 10  |
| <b>EBD Waiver</b>     | 7% | 13%                            | 79% | 1%         | 0%                              | 662 |
| <b>OAA</b>            | 5% | 11%                            | 81% | 1%         | 2%                              | 161 |
| <b>Sample Average</b> | 6% | 13%                            | 79% | 1%         | 1%                              | 833 |

## Access — un-collapsed

Table 53. Proportion 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   |
|-----------------------|-----|-----------|-----|-----------------|------------|------------------------------|-----|
| <b>CCT</b>            | 21% | 7%        | 71% | 0%              | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 11% | 12%       | 74% | 3%              | 0%         | 0%                           | 789 |
| <b>OAA</b>            | 19% | 14%       | 64% | 3%              | 0%         | 1%                           | 192 |
| <b>Sample Average</b> | 12% | 12%       | 72% | 3%              | 0%         | 0%                           | 995 |

Table 54. Proportion 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   |
|-----------------------|----|-----------|-----|------------------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 0% | 7%        | 93% | 0%                                 | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 4% | 4%        | 91% | 1%                                 | 0%         | 0%                           | 789 |
| <b>OAA</b>            | 4% | 9%        | 85% | 1%                                 | 1%         | 1%                           | 192 |
| <b>Sample Average</b> | 4% | 5%        | 90% | 1%                                 | 0%         | 0%                           | 995 |

Table 55. Proportion of people who receive information about their services in the language they prefer (if non-English)

|                       | No  | Some Information | Yes, All Information | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-----|------------------|----------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 0%  | 0%               | 100%                 | 0%         | 0%                           | 5   |
| <b>EBD Waiver</b>     | 30% | 7%               | 62%                  | 0%         | 0%                           | 312 |
| <b>OAA</b>            | 5%  | 0%               | 95%                  | 0%         | 0%                           | 66  |
| <b>Sample Average</b> | 26% | 6%               | 68%                  | 0%         | 0%                           | 383 |

Table 56. Proportion 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 an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 7%                            | 86%                          | 0%                        | 7%                      | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 16%                           | 56%                          | 9%                        | 19%                     | 0%         | 0%                          | 791 |
| <b>OAA</b>            | 11%                           | 65%                          | 9%                        | 13%                     | 1%         | 1%                          | 192 |
| <b>Sample Average</b> | 15%                           | 58%                          | 9%                        | 17%                     | 0%         | 0%                          | 997 |

Table 57. Proportion of people who need bathroom modifications (other than grab bars)

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 7%                            | 64%                          | 0%                        | 29%                     | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 30%                           | 43%                          | 7%                        | 20%                     | 0%         | 0%                          | 791 |
| <b>OAA</b>            | 34%                           | 42%                          | 4%                        | 17%                     | 2%         | 1%                          | 192 |
| <b>Sample Average</b> | 30%                           | 43%                          | 6%                        | 19%                     | 1%         | 0%                          | 997 |

Table 58. Proportion of people who need a specialized bed

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 29%                           | 43%                          | 14%                       | 14%                     | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 65%                           | 14%                          | 5%                        | 15%                     | 1%         | 0%                          | 791 |
| <b>OAA</b>            | 69%                           | 14%                          | 5%                        | 11%                     | 1%         | 0%                          | 192 |
| <b>Sample Average</b> | 65%                           | 14%                          | 5%                        | 14%                     | 1%         | 0%                          | 997 |



Table 59. Proportion 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 an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 64%                           | 21%                          | 7%                        | 7%                      | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 62%                           | 18%                          | 5%                        | 14%                     | 0%         | 0%                          | 791 |
| <b>OAA</b>            | 65%                           | 18%                          | 4%                        | 13%                     | 1%         | 0%                          | 192 |
| <b>Sample Average</b> | 62%                           | 18%                          | 5%                        | 14%                     | 1%         | 0%                          | 997 |

Table 60. Proportion of people who need a remote monitoring system

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 86%                           | 7%                           | 0%                        | 7%                      | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 81%                           | 6%                           | 1%                        | 10%                     | 2%         | 1%                          | 791 |
| <b>OAA</b>            | 80%                           | 3%                           | 1%                        | 14%                     | 1%         | 2%                          | 192 |
| <b>Sample Average</b> | 81%                           | 6%                           | 1%                        | 11%                     | 1%         | 1%                          | 997 |

Table 61. Proportion of people who need an emergency response system

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 14%                           | 71%                          | 7%                        | 7%                      | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 31%                           | 49%                          | 4%                        | 15%                     | 1%         | 0%                          | 790 |
| <b>OAA</b>            | 25%                           | 43%                          | 3%                        | 26%                     | 3%         | 0%                          | 192 |
| <b>Sample Average</b> | 30%                           | 48%                          | 4%                        | 17%                     | 1%         | 0%                          | 996 |

Table 62. Proportion of people who need some other home modification(s)

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 79%                           | 0%                           | 0%                        | 21%                     | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 84%                           | 3%                           | 2%                        | 9%                      | 2%         | 1%                           | 790 |
| <b>OAA</b>            | 82%                           | 5%                           | 2%                        | 9%                      | 2%         | 1%                           | 192 |
| <b>Sample Average</b> | 83%                           | 3%                           | 2%                        | 10%                     | 2%         | 1%                           | 996 |

Table 63. Proportion of people who need a walker

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 21%                           | 57%                          | 21%                       | 0%                      | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 36%                           | 47%                          | 10%                       | 6%                      | 0%         | 0%                           | 789 |
| <b>OAA</b>            | 26%                           | 60%                          | 9%                        | 4%                      | 1%         | 1%                           | 192 |
| <b>Sample Average</b> | 34%                           | 50%                          | 10%                       | 6%                      | 0%         | 0%                           | 995 |

Table 64. Proportion of people who need a scooter

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 79%                           | 7%                           | 0%                        | 14%                     | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 80%                           | 5%                           | 1%                        | 13%                     | 1%         | 0%                           | 789 |
| <b>OAA</b>            | 78%                           | 3%                           | 2%                        | 17%                     | 1%         | 0%                           | 192 |
| <b>Sample Average</b> | 79%                           | 5%                           | 1%                        | 14%                     | 1%         | 0%                           | 995 |

Table 65. Proportion of people who need a wheelchair

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 21%                           | 43%                          | 36%                       | 0%                      | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 54%                           | 28%                          | 11%                       | 6%                      | 0%         | 0%                           | 789 |
| <b>OAA</b>            | 61%                           | 24%                          | 7%                        | 6%                      | 1%         | 1%                           | 192 |
| <b>Sample Average</b> | 55%                           | 28%                          | 11%                       | 6%                      | 0%         | 0%                           | 995 |

Table 66. Proportion of people who need hearing aids

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 86%                           | 7%                           | 0%                        | 0%                      | 7%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 77%                           | 5%                           | 3%                        | 14%                     | 1%         | 0%                           | 789 |
| <b>OAA</b>            | 57%                           | 11%                          | 6%                        | 24%                     | 2%         | 0%                           | 192 |
| <b>Sample Average</b> | 73%                           | 6%                           | 3%                        | 16%                     | 1%         | 0%                           | 995 |

Table 67. Proportion of people who need glasses

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 7%                            | 50%                          | 43%                       | 0%                      | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 19%                           | 44%                          | 28%                       | 8%                      | 1%         | 0%                           | 789 |
| <b>OAA</b>            | 11%                           | 49%                          | 29%                       | 8%                      | 2%         | 0%                           | 192 |
| <b>Sample Average</b> | 17%                           | 45%                          | 29%                       | 8%                      | 1%         | 0%                           | 995 |

Table 68. Proportion of people who need a CPAP machine

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 64%                           | 14%                          |                           | 14%                     | 7%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 77%                           | 14%                          | 4%                        | 5%                      | 1%         | 0%                          | 789 |
| <b>OAA</b>            | 76%                           | 10%                          | 6%                        | 7%                      | 1%         | 1%                          | 192 |
| <b>Sample Average</b> | 77%                           | 13%                          | 4%                        | 5%                      | 1%         | 0%                          | 995 |

Table 69. Proportion of people who need some other assistive device(s)

|                       | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-------------------------------|------------------------------|---------------------------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 79%                           | 14%                          | 0%                        | 7%                      | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 60%                           | 27%                          | 5%                        | 7%                      | 1%         | 0%                          | 787 |
| <b>OAA</b>            | 61%                           | 26%                          | 6%                        | 5%                      | 2%         | 0%                          | 192 |
| <b>Sample Average</b> | 61%                           | 27%                          | 5%                        | 7%                      | 1%         | 0%                          | 993 |

## Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

|                       | Rarely or Never | Always or Most of the Time | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----------------|----------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 8%              | 92%                        | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 5%              | 95%                        | 0%         | 0%                          | 673 |
| <b>OAA</b>            | 7%              | 93%                        | 0%         | 1%                          | 183 |
| <b>Sample Average</b> | 5%              | 94%                        | 0%         | 0%                          | 868 |

Table 71. Proportion 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   |
|-----------------------|--|-------------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%   | 100%                                | 0%         | 0%                          | 10  |
| <b>EBD Waiver</b>     | 3%   | 97%                                 | 0%         | 0%                          | 499 |
| <b>OAA</b>            | 1%   | 98%                                 | 1%         | 0%                          | 89  |
| <b>Sample Average</b> | 3%   | 97%                                 | 0%         | 0%                          | 598 |

Table 72. Proportion 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   |
|-----------------------|-----------|-------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 83%       | 17%                     | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 79%       | 21%                     | 0%         | 0%                          | 672 |
| <b>OAA</b>            | 73%       | 26%                     | 1%         | 0%                          | 183 |
| <b>Sample Average</b> | 78%       | 22%                     | 0%         | 0%                          | 867 |

Table 73. Proportion of people whose money was taken or used without their permission in the last 12 months

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 75% | 25% | 0%         | 0%                              | 12  |
| <b>EBD Waiver</b>     | 93% | 6%  | 1%         | 0%                              | 672 |
| <b>OAA</b>            | 85% | 14% | 1%         | 1%                              | 183 |
| <b>Sample Average</b> | 91% | 8%  | 1%         | 0%                              | 867 |

Table 74. Proportion of people with concerns about falling or being unstable

|                       | No  | Sometimes | Yes, Often | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----------|------------|------------|---------------------------------|-----|
| <b>CCT</b>            | 29% | 21%       | 50%        | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 31% | 25%       | 43%        | 0%         | 0%                              | 790 |
| <b>OAA</b>            | 28% | 29%       | 43%        | 0%         | 0%                              | 192 |
| <b>Sample Average</b> | 30% | 26%       | 43%        | 0%         | 0%                              | 996 |

Table 75. Proportion 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/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 10% | 90% | 0%         | 0%                              | 10  |
| <b>EBD Waiver</b>     | 16% | 83% | 1%         | 0%                              | 540 |
| <b>OAA</b>            | 27% | 71% | 1%         | 0%                              | 139 |
| <b>Sample Average</b> | 18% | 80% | 1%         | 0%                              | 689 |

Table 76. Proportion 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/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 21% | 57% | 21%        | 0%                              | 14  |
| <b>EBD Waiver</b>     | 19% | 74% | 7%         | 0%                              | 790 |
| <b>OAA</b>            | 21% | 71% | 7%         | 1%                              | 192 |
| <b>Sample Average</b> | 20% | 73% | 7%         | 0%                              | 996 |

## Health Care — un-collapsed

Table 77. Proportion 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   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 36% | 64% | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 49% | 51% | 0%         | 0%                          | 789 |
| <b>OAA</b>            | 48% | 52% | 0%         | 0%                          | 192 |
| <b>Sample Average</b> | 48% | 51% | 0%         | 0%                          | 995 |

Table 78. Proportion 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   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 78% | 22% | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 71% | 28% | 0%         | 0%                          | 403 |
| <b>OAA</b>            | 69% | 29% | 2%         | 0%                          | 99  |
| <b>Sample Average</b> | 71% | 28% | 1%         | 0%                          | 511 |

Table 79. Proportion 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   |
|-----------------------|------|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 100% | 0%  | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 97%  | 3%  | 0%         | 0%                          | 403 |
| <b>OAA</b>            | 96%  | 2%  | 1%         | 1%                          | 99  |
| <b>Sample Average</b> | 97%  | 3%  | 0%         | 0%                          | 511 |



Table 80. Proportion 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   |
|-----------------------|------------|---------|-------------|------------------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 0%         | 14%     | 86%         | 0%                                 | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 5%         | 18%     | 75%         | 1%                                 | 1%         | 0%                           | 789 |
| <b>OAA</b>            | 6%         | 19%     | 71%         | 2%                                 | 2%         | 0%                           | 192 |
| <b>Sample Average</b> | 5%         | 18%     | 74%         | 1%                                 | 1%         | 0%                           | 995 |

Table 81. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months

|                       | No  | Yes | Don't Know | Unclear/Refused/ No Response | N   |
|-----------------------|-----|-----|------------|------------------------------|-----|
| <b>CCT</b>            | 29% | 71% | 0%         | 0%                           | 7   |
| <b>EBD Waiver</b>     | 25% | 73% | 1%         | 0%                           | 410 |
| <b>OAA</b>            | 47% | 53% | 0%         | 0%                           | 88  |
| <b>Sample Average</b> | 29% | 70% | 1%         | 0%                           | 505 |

Table 82. Proportion 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   |
|-----------------------|-----|-----|----------------------------|------------|------------------------------|-----|
| <b>CCT</b>            | 29% | 71% | 0%                         | 0%         | 0%                           | 14  |
| <b>EBD Waiver</b>     | 17% | 81% | 0%                         | 1%         | 0%                           | 789 |
| <b>OAA</b>            | 17% | 80% | 0%                         | 3%         | 0%                           | 192 |
| <b>Sample Average</b> | 17% | 81% | 0%                         | 2%         | 0%                           | 995 |

Table 83. Proportion 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   |
|-----------------------|-----|-----|----------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 79% | 21% | 0%                         | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 77% | 21% | 0%                         | 2%         | 0%                          | 789 |
| <b>OAA</b>            | 74% | 25% | 0%                         | 1%         | 0%                          | 192 |
| <b>Sample Average</b> | 76% | 22% | 0%                         | 2%         | 0%                          | 995 |

Table 84. Proportion 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   |
|-----------------------|-----|-----|----------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 50% | 50% | 0%                         | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 46% | 53% | 0%                         | 1%         | 0%                          | 789 |
| <b>OAA</b>            | 44% | 55% | 0%                         | 0%         | 1%                          | 192 |
| <b>Sample Average</b> | 45% | 53% | 0%                         | 1%         | 0%                          | 995 |

Table 85. Proportion 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   |
|-----------------------|-----|-----|----------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 71% | 29% | 0%                         | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 32% | 62% | 4%                         | 1%         | 0%                          | 789 |
| <b>OAA</b>            | 29% | 69% | 0%                         | 1%         | 1%                          | 192 |
| <b>Sample Average</b> | 32% | 63% | 4%                         | 1%         | 0%                          | 995 |

Table 86. Proportion 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   |
|-----------------------|-----|-----|----------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 64% | 36% | 0%                         | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 54% | 44% | 2%                         | 1%         | 0%                          | 789 |
| <b>OAA</b>            | 59% | 38% | 1%                         | 1%         | 1%                          | 192 |
| <b>Sample Average</b> | 55% | 43% | 1%                         | 1%         | 0%                          | 995 |

Table 87. Proportion of people who have had a cholesterol screening in the past five years

|                       | No  | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|----------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 14% | 79% | 0%                         | 7%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 16% | 76% | 0%                         | 8%         | 0%                          | 789 |
| <b>OAA</b>            | 14% | 77% | 0%                         | 9%         | 1%                          | 192 |
| <b>Sample Average</b> | 15% | 76% | 0%                         | 9%         | 0%                          | 995 |

## Wellness — un-collapsed

Table 88. Proportion 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   |
|-----------------------|------|------|------|-----------|-----------|------------|-----------------------------|-----|
| <b>CCT</b>            | 7%   | 36%  | 36%  | 14%       | 7%        | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 24%  | 35%  | 27%  | 10%       | 4%        | 0%         | 0%                          | 789 |
| <b>OAA</b>            | 18%  | 33%  | 32%  | 13%       | 3%        | 0%         | 1%                          | 192 |
| <b>Sample Average</b> | 23%  | 34%  | 28%  | 10%       | 4%        | 0%         | 0%                          | 995 |

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and 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   |
|-----------------------|------------|----------------|----------------|-----------------|-------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 14%        | 0%             | 36%            | 36%             | 14%         | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 10%        | 27%            | 38%            | 17%             | 8%          | 1%         | 0%                          | 789 |
| <b>OAA</b>            | 9%         | 27%            | 41%            | 15%             | 8%          | 0%         | 1%                          | 192 |
| <b>Sample Average</b> | 10%        | 27%            | 38%            | 16%             | 8%          | 1%         | 0%                          | 995 |

Table 90. Proportion of people reported to have been forgetting things more often than before in the past 12 months

|                       | No  | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 64% | 36% | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 40% | 56% | 4%         | 1%                          | 789 |
| <b>OAA</b>            | 35% | 60% | 4%         | 1%                          | 192 |
| <b>Sample Average</b> | 39% | 56% | 4%         | 1%                          | 995 |

Table 91. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 40% | 60% | 0%         | 0%                              | 5   |
| <b>EBD Waiver</b>     | 34% | 65% | 1%         | 0%                              | 442 |
| <b>OAA</b>            | 44% | 53% | 3%         | 0%                              | 115 |
| <b>Sample Average</b> | 36% | 62% | 1%         | 0%                              | 562 |

Table 92. Proportion of people reported to have a chronic psychiatric or mental health diagnosis

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 50% | 50% | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 70% | 28% | 2%         | 0%                              | 789 |
| <b>OAA</b>            | 79% | 21% | 0%         | 0%                              | 192 |
| <b>Sample Average</b> | 72% | 27% | 1%         | 0%                              | 995 |

Table 93. Proportion of people who never/almost never, not often, sometimes, and often feel sad or depressed

|                       | Never or Almost<br>Never | Not Often | Sometimes | Often | Don't<br>Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|--------------------------|-----------|-----------|-------|---------------|---------------------------------|-----|
| <b>CCT</b>            | 17%                      | 25%       | 33%       | 25%   | 0%            | 0%                              | 12  |
| <b>EBD Waiver</b>     | 18%                      | 20%       | 40%       | 21%   | 1%            | 0%                              | 672 |
| <b>OAA</b>            | 23%                      | 27%       | 38%       | 10%   | 0%            | 2%                              | 183 |
| <b>Sample Average</b> | 19%                      | 22%       | 39%       | 19%   | 1%            | 1%                              | 867 |

Table 94. Proportion of people reported to have chronic condition(s)

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 29% | 71% | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 16% | 84% | 0%         | 0%                              | 789 |
| <b>OAA</b>            | 16% | 84% | 1%         | 0%                              | 192 |
| <b>Sample Average</b> | 16% | 84% | 0%         | 0%                              | 995 |

Table 95. Proportion 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/<br>No Response | N   |
|-----------------------|------|------|------|------------|---------------------------------|-----|
| <b>CCT</b>            | 14%  | 14%  | 71%  | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 15%  | 29%  | 55%  | 0%         | 0%                              | 789 |
| <b>OAA</b>            | 19%  | 34%  | 45%  | 0%         | 2%                              | 192 |
| <b>Sample Average</b> | 16%  | 30%  | 53%  | 0%         | 1%                              | 995 |

Table 96. Proportion 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/<br>No Response | N   |
|-----------------------|------|------|------|------------|---------------------------------|-----|
| <b>CCT</b>            | 21%  | 29%  | 50%  | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 20%  | 32%  | 47%  | 1%         | 1%                              | 789 |
| <b>OAA</b>            | 18%  | 32%  | 48%  | 0%         | 2%                              | 192 |
| <b>Sample Average</b> | 19%  | 32%  | 47%  | 1%         | 1%                              | 995 |

Table 97. Proportion of people who consider themselves to have a physical disability

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 8%  | 92% | 0%         | 0%                              | 12  |
| <b>EBD Waiver</b>     | 13% | 83% | 3%         | 0%                              | 674 |
| <b>OAA</b>            | 31% | 68% | 1%         | 0%                              | 183 |
| <b>Sample Average</b> | 17% | 80% | 3%         | 0%                              | 869 |

## Medications — un-collapsed

Table 98. Proportion of people who take medications that help them feel less sad or depressed

|                       | No  | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 50% | 50% | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 59% | 40% | 2%         | 0%                          | 789 |
| <b>OAA</b>            | 65% | 32% | 3%         | 1%                          | 192 |
| <b>Sample Average</b> | 60% | 38% | 2%         | 0%                          | 995 |

Table 99. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

|                       | No | In-between, or<br>Some Medications | Yes | N/A – Doesn't Take<br>Prescription Medications | Don't<br>Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|----|------------------------------------|-----|--|---------------|---------------------------------|-----|
| <b>CCT</b>            | 0% | 8%                                 | 92% | 0%   | 0%            | 0%                              | 12  |
| <b>EBD Waiver</b>     | 5% | 7%                                 | 85% | 3%   | 0%            | 0%                              | 672 |
| <b>OAA</b>            | 6% | 11%                                | 80% | 2%   | 1%            | 0%                              | 183 |
| <b>Sample Average</b> | 5% | 8%                                 | 84% | 3%   | 0%            | 0%                              | 867 |



## Rights and Respect — un-collapsed

Table 100. Proportion 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   |
|-----------------------|---------------------|------------------|--|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%                  | 0%               | 100%   | 0%         | 0%                          | 10  |
| <b>EBD Waiver</b>     | 1%                  | 5%               | 93%  | 0%         | 1%                          | 499 |
| <b>OAA</b>            | 1%                  | 3%               | 96%  | 0%         | 0%                          | 89  |
| <b>Sample Average</b> | 1%                  | 5%               | 94%  | 0%         | 1%                          | 598 |

Table 101. Proportion of people whose permission is asked before others enter their home/room (if in group setting)

|                       | Sometimes/ Rarely, or Never | Usually, But Not Always | Yes, Always | Don't Know | Unclear/Refused/No Response | N  |
|-----------------------|-----------------------------|-------------------------|-------------|------------|-----------------------------|----|
| <b>CCT</b>            | 0%                          | 33%                     | 67%         | 0%         | 0%                          | 3  |
| <b>EBD Waiver</b>     | 9%                          | 11%                     | 80%         | 0%         | 0%                          | 46 |
| <b>OAA</b>            | 20%                         | 0%                      | 80%         | 0%         | 0%                          | 10 |
| <b>Sample Average</b> | 10%                         | 10%                     | 80%         | 0%         | 0%                          | 59 |

Table 102. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)

|                       | No  | Yes  | Don't Know | Unclear/Refused/No Response | N  |
|-----------------------|-----|------|------------|-----------------------------|----|
| <b>CCT</b>            | 0%  | 100% | 0%         | 0%                          | 3  |
| <b>EBD Waiver</b>     | 15% | 80%  | 4%         | 0%                          | 46 |
| <b>OAA</b>            | 30% | 70%  | 0%         | 0%                          | 10 |
| <b>Sample Average</b> | 17% | 80%  | 3%         | 0%                          | 59 |

Table 103. Proportion of people who have enough privacy where they live (if in group setting)

|                       | Sometimes/Rarely, or Never | Usually, But Not Always | Yes, Always | Don't Know | Unclear/Refused/ No Response | N  |
|-----------------------|----------------------------|-------------------------|-------------|------------|------------------------------|----|
| <b>CCT</b>            | 0%                         | 33%                     | 67%         | 0%         | 0%                           | 3  |
| <b>EBD Waiver</b>     | 9%                         | 2%                      | 89%         | 0%         | 0%                           | 46 |
| <b>OAA</b>            | 10%                        | 10%                     | 80%         | 0%         | 0%                           | 10 |
| <b>Sample Average</b> | 8%                         | 5%                      | 86%         | 0%         | 0%                           | 59 |

Table 104. Proportion of people whose visitors are able to come at any time (if in group setting)

|                       | 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  |
|-----------------------|---|---------------------------------|---------------------------------------|------------|------------------------------|----|
| <b>CCT</b>            | 33%                                     | 33%                             | 0%                                    | 33%        | 0%                           | 3  |
| <b>EBD Waiver</b>     | 9%                                      | 87%                             | 2%                                    | 2%         | 0%                           | 46 |
| <b>OAA</b>            | 0%                                      | 90%                             | 10%                                   | 0%         | 0%                           | 10 |
| <b>Sample Average</b> | 8%                                      | 85%                             | 3%                                    | 3%         | 0%                           | 59 |

Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting)

|                       | No, Never or Rarely, or There Are Restrictions/ Interference | Usually | Yes, Anytime | N/A – Doesn't Use Phone | Don't Know | Unclear/Refused/ No Response | N  |
|-----------------------|--|---------|--------------|-------------------------|------------|------------------------------|----|
| <b>CCT</b>            | 0%   | 0%      | 100%         | 0%                      | 0%         | 0%                           | 3  |
| <b>EBD Waiver</b>     | 2%   | 2%      | 91%          | 4%                      | 0%         | 0%                           | 46 |
| <b>OAA</b>            | 0%   | 10%     | 90%          | 0%                      | 0%         | 0%                           | 10 |
| <b>Sample Average</b> | 2%   | 3%      | 92%          | 3%                      | 0%         | 0%                           | 59 |

Table 106. Proportion of people who have access to food at all times of the day (if in group setting)

|                       | No  | Yes  | N/A – Unable to Eat Due to Medical Condition | Don't Know | Unclear/Refused/ No Response | N  |
|-----------------------|-----|------|--|------------|------------------------------|----|
| <b>CCT</b>            | 0%  | 100% | 0%   | 0%         | 0%                           | 3  |
| <b>EBD Waiver</b>     | 9%  | 89%  | 0%   | 2%         | 0%                           | 46 |
| <b>OAA</b>            | 20% | 70%  | 0%   | 0%         | 10%                          | 10 |
| <b>Sample Average</b> | 10% | 86%  | 0%   | 2%         | 2%                           | 59 |

Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting)

|                       | No, Never | Yes | N/A – Doesn't Get Mail/Email | Don't Know | Unclear/Refused/ No Response | N  |
|-----------------------|-----------|-----|------------------------------|------------|------------------------------|----|
| <b>CCT</b>            | 100%      | 0%  | 0%                           | 0%         | 0%                           | 3  |
| <b>EBD Waiver</b>     | 85%       | 4%  | 11%                          | 0%         | 0%                           | 46 |
| <b>OAA</b>            | 90%       | 10% | 0%                           | 0%         | 0%                           | 10 |
| <b>Sample Average</b> | 86%       | 5%  | 8%                           | 0%         | 0%                           | 59 |

## Self-Direction of Care — un-collapsed

Table 108. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)

|                       | No   | Yes | Don’t Know | N   |
|-----------------------|------|-----|------------|-----|
| <b>CCT</b>            | 14%  | 86% | 0%         | 14  |
| <b>EBD Waiver</b>     | 53%  | 46% | 1%         | 792 |
| <b>OAA</b>            | 100% | 0%  | 0%         | 192 |
| <b>Sample Average</b> | 62%  | 38% | 0%         | 998 |

Table 109. Proportion of people who can choose or change what kind of services they get

|                       | No  | Sometimes, or Some Services | Yes, All Services | Don’t Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----------------------------|-------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%  | 14%                         | 57%               | 29%        | 0%                          | 14  |
| <b>EBD Waiver</b>     | 12% | 12%                         | 61%               | 15%        | 1%                          | 770 |
| <b>OAA</b>            | 17% | 14%                         | 44%               | 23%        | 2%                          | 183 |
| <b>Sample Average</b> | 13% | 12%                         | 57%               | 17%        | 1%                          | 967 |

Table 110. Proportion of people who can choose or change how often and when they get services

|                       | No  | Sometimes, or Some Services | Yes, All Services | Don’t Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----------------------------|-------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 7%  | 21%                         | 57%               | 14%        | 0%                          | 14  |
| <b>EBD Waiver</b>     | 11% | 15%                         | 57%               | 16%        | 1%                          | 770 |
| <b>OAA</b>            | 20% | 13%                         | 46%               | 20%        | 1%                          | 183 |
| <b>Sample Average</b> | 12% | 15%                         | 55%               | 16%        | 1%                          | 967 |

Table 111. Proportion of people who can change their paid support staff if they want to

|  | No | Sometimes, or Some | Yes, All | Don’t Know | Unclear/Refused/No Response | N |
|--|----|--------------------|----------|------------|-----------------------------|---|
|--|----|--------------------|----------|------------|-----------------------------|---|

|                       |     |     |     |    |    |     |
|-----------------------|-----|-----|-----|----|----|-----|
| <b>CCT</b>            | 0%  | 18% | 64% | 9% | 9% | 11  |
| <b>EBD Waiver</b>     | 8%  | 6%  | 78% | 8% | 1% | 555 |
| <b>OAA</b>            | 12% | 9%  | 72% | 7% | 0% | 94  |
| <b>Sample Average</b> | 8%  | 7%  | 77% | 8% | 1% | 660 |

## Work — un-collapsed

Table 112. Proportion of people who have a paying job in the community

|                       | No   | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|------|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 100% | 0%  | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 97%  | 3%  | 0%         | 0%                          | 789 |
| <b>OAA</b>            | 96%  | 4%  | 0%         | 0%                          | 192 |
| <b>Sample Average</b> | 97%  | 3%  | 0%         | 0%                          | 995 |

Table 113. Proportion of people who would like a job (if not currently employed)

|                       | No  | Maybe, Not Sure | Yes | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----------------|-----|-----------------------------|-----|
| <b>CCT</b>            | 42% | 33%             | 25% | 0%                          | 12  |
| <b>EBD Waiver</b>     | 67% | 13%             | 19% | 0%                          | 652 |
| <b>OAA</b>            | 82% | 7%              | 11% | 0%                          | 176 |
| <b>Sample Average</b> | 70% | 12%             | 18% | 0%                          | 840 |

Table 114. Proportion of people wanting a job who had someone talk to them about job options

|                       | No  | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 43% | 57% | 0%         | 0%                          | 7   |
| <b>EBD Waiver</b>     | 68% | 30% | 1%         | 1%                          | 211 |
| <b>OAA</b>            | 77% | 23% | 0%         | 0%                          | 31  |
| <b>Sample Average</b> | 68% | 30% | 1%         | 1%                          | 249 |

Table 115. Proportion of people who do volunteer work

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 79% | 21% | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 86% | 13% | 0%         | 0%                              | 789 |
| <b>OAA</b>            | 84% | 16% | 0%         | 0%                              | 192 |
| <b>Sample Average</b> | 86% | 14% | 0%         | 0%                              | 995 |

Table 116. Proportion of people who would like to do volunteer work (if not currently volunteering)

|                       | No  | Maybe, Not Sure | Yes | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----------------|-----|---------------------------------|-----|
| <b>CCT</b>            | 44% | 0%              | 56% | 0%                              | 9   |
| <b>EBD Waiver</b>     | 66% | 16%             | 17% | 0%                              | 568 |
| <b>OAA</b>            | 71% | 15%             | 14% | 0%                              | 154 |
| <b>Sample Average</b> | 67% | 15%             | 17% | 0%                              | 731 |

## Everyday Living — un-collapsed

Table 117. Proportion 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   |
|-----------------------|------|------|-------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%   | 29%  | 71%   | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 4%   | 40%  | 55%   | 0%         | 0%                          | 791 |
| <b>OAA</b>            | 20%  | 52%  | 28%   | 0%         | 1%                          | 192 |
| <b>Sample Average</b> | 7%   | 42%  | 50%   | 0%         | 0%                          | 997 |

Table 118. Proportion 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   |
|-----------------------|----------------|-------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 29%            | 71%         | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 21%            | 78%         | 1%         | 0%                          | 758 |
| <b>OAA</b>            | 36%            | 61%         | 1%         | 2%                          | 153 |
| <b>Sample Average</b> | 23%            | 76%         | 1%         | 0%                          | 925 |

Table 119. Proportion 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   |
|-----------------------|------|------|-------|------------|-----------------------------|-----|
| <b>CCT</b>            | 14%  | 36%  | 50%   | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 21%  | 41%  | 38%   | 0%         | 0%                          | 791 |
| <b>OAA</b>            | 54%  | 28%  | 17%   | 0%         | 1%                          | 192 |
| <b>Sample Average</b> | 28%  | 38%  | 34%   | 0%         | 0%                          | 997 |



Table 120. Proportion 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/<br>No Response | N   |
|-----------------------|----------------|-------------|------------|---------------------------------|-----|
| <b>CCT</b>            | 8%             | 92%         | 0%         | 0%                              | 12  |
| <b>EBD Waiver</b>     | 19%            | 81%         | 0%         | 0%                              | 619 |
| <b>OAA</b>            | 36%            | 64%         | 0%         | 0%                              | 86  |
| <b>Sample Average</b> | 21%            | 79%         | 0%         | 0%                              | 717 |

Table 121. Proportion of people who have access to healthy foods when they want them

|                       | No, Never | Sometimes | Yes, Often | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----------|-----------|------------|------------|---------------------------------|-----|
| <b>CCT</b>            | 0%        | 21%       | 79%        | 0%         | 0%                              | 14  |
| <b>EBD Waiver</b>     | 3%        | 14%       | 81%        | 0%         | 1%                              | 786 |
| <b>OAA</b>            | 4%        | 20%       | 75%        | 0%         | 1%                              | 191 |
| <b>Sample Average</b> | 4%        | 16%       | 80%        | 0%         | 1%                              | 991 |

## Affordability — un-collapsed

Table 122. Proportion 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   |
|-----------------------|-----------|-----------|------------|--|------------|-----------------------------|-----|
| <b>CCT</b>            | 86%       | 14%       | 0%         | 0%   | 0%         | 0%                          | 14  |
| <b>EBD Waiver</b>     | 82%       | 14%       | 4%         | 0%   | 0%         | 0%                          | 787 |
| <b>OAA</b>            | 80%       | 15%       | 4%         | 1%   | 0%         | 1%                          | 192 |
| <b>Sample Average</b> | 82%       | 14%       | 4%         | 0%   | 0%         | 0%                          | 993 |

## Planning for the Future — un-collapsed

Table 123. Proportion of people who want help planning for their future service needs

|                       | No  | Yes | Don't Know | Unclear/Refused/<br>No Response | N   |
|-----------------------|-----|-----|------------|---------------------------------|-----|
| <b>CCT</b>            | 67% | 33% | 0%         | 0%                              | 12  |
| <b>EBD Waiver</b>     | 42% | 53% | 4%         | 1%                              | 672 |
| <b>OAA</b>            | 45% | 50% | 3%         | 2%                              | 183 |
| <b>Sample Average</b> | 43% | 52% | 4%         | 1%                              | 867 |

## Control — un-collapsed

Table 124. Proportion of people who feel in control of their life

|                       | No, Rarely or Never | In-between, Sometimes | Yes, Almost Always or Always | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|---------------------|-----------------------|------------------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%                  | 42%                   | 50%                          | 0%         | 8%                          | 12  |
| <b>EBD Waiver</b>     | 11%                 | 27%                   | 58%                          | 3%         | 1%                          | 672 |
| <b>OAA</b>            | 14%                 | 19%                   | 66%                          | 1%         | 1%                          | 183 |
| <b>Sample Average</b> | 11%                 | 25%                   | 60%                          | 2%         | 1%                          | 867 |

Table 125. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

|                       | 1 - Health Most Important | 2   | 3   | 4 - Health Least Important | N   |
|-----------------------|---------------------------|-----|-----|----------------------------|-----|
| <b>CCT</b>            | 67%                       | 17% | 17% | 0%                         | 12  |
| <b>EBD Waiver</b>     | 62%                       | 25% | 10% | 3%                         | 639 |
| <b>OAA</b>            | 60%                       | 28% | 9%  | 3%                         | 176 |
| <b>Sample Average</b> | 62%                       | 26% | 10% | 3%                         | 827 |

Table 126. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

|                       | 1 - Safety Most Important | 2   | 3   | 4 - Safety Least Important | N   |
|-----------------------|---------------------------|-----|-----|----------------------------|-----|
| <b>CCT</b>            | 0%                        | 25% | 42% | 33%                        | 12  |
| <b>EBD Waiver</b>     | 7%                        | 29% | 39% | 25%                        | 639 |
| <b>OAA</b>            | 6%                        | 23% | 50% | 22%                        | 176 |
| <b>Sample Average</b> | 7%                        | 28% | 42% | 24%                        | 827 |

Table 127. Ranking of how important being independent was to people at the time of the survey (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   |
|-----------------------|--------------------------------------|-----|-----|---------------------------------------|-----|
| <b>CCT</b>            | 33%                                  | 42% | 25% | 0%                                    | 12  |
| <b>EBD Waiver</b>     | 24%                                  | 34% | 30% | 12%                                   | 639 |
| <b>OAA</b>            | 29%                                  | 38% | 22% | 11%                                   | 176 |
| <b>Sample Average</b> | 25%                                  | 35% | 29% | 12%                                   | 827 |

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (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   |
|-----------------------|---|-----|-----|--|-----|
| <b>CCT</b>            | 0%  | 17% | 17% | 67%  | 12  |
| <b>EBD Waiver</b>     | 8%  | 12% | 20% | 60%  | 640 |
| <b>OAA</b>            | 5%  | 12% | 19% | 64%  | 176 |
| <b>Sample Average</b> | 7%  | 12% | 20% | 61%  | 828 |

## **Appendix C: Colorado's Pilot of NCI-AD's Person-Centered Planning Module**

Table 129. People’s level of involvement in making decisions about their care plan and the goals they want for their lives

|                       | Not at All | Very Little | Somewhat | Very/Fully Involved | Don’t Know | Unclear/Refused/No Response | N   |
|-----------------------|------------|-------------|----------|---------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%         | 17%         | 25%      | 58%                 | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 6%         | 4%          | 18%      | 64%                 | 6%         | 3%                          | 672 |
| <b>OAA</b>            | 6%         | 5%          | 19%      | 44%                 | 10%        | 16%                         | 183 |
| <b>Sample Average</b> | 6%         | 4%          | 18%      | 60%                 | 6%         | 6%                          | 867 |

Table 130. Proportion of people who remembered their most recent care service meeting (if were at least a little involved in making decisions about their care plan)

|                       | No  | Yes | Don’t Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 25% | 75% | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 19% | 77% | 3%         | 0%                          | 574 |
| <b>OAA</b>            | 41% | 50% | 8%         | 0%                          | 123 |
| <b>Sample Average</b> | 23% | 72% | 4%         | 0%                          | 709 |

Table 131. Proportion of people whose most recent care service meeting take place at a time convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

|                       | No  | Yes | Don’t Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 11% | 89% | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 1%  | 98% | 1%         | 0%                          | 442 |
| <b>OAA</b>            | 3%  | 97% | 0%         | 0%                          | 62  |
| <b>Sample Average</b> | 2%  | 97% | 1%         | 0%                          | 513 |

**Table 132. Proportion of people whose most recent care service meeting take place at a location convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)**

|                       | No  | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 11% | 89% | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 0%  | 99% | 1%         | 0%                          | 442 |
| <b>OAA</b>            | 2%  | 97% | 2%         | 0%                          | 62  |
| <b>Sample Average</b> | 1%  | 98% | 1%         | 0%                          | 513 |

**Table 133. Proportion of people whose most recent care service meeting included the people they wanted to be there (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)**

|                       | No  | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 11% | 78% | 11%        | 0%                          | 9   |
| <b>EBD Waiver</b>     | 7%  | 91% | 2%         | 0%                          | 442 |
| <b>OAA</b>            | 10% | 89% | 2%         | 0%                          | 62  |
| <b>Sample Average</b> | 7%  | 91% | 2%         | 0%                          | 513 |

**Table 134. People's preferences and needs were heard as their care plan was discussed during the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)**

|                       | Not at All | Very Little | Somewhat | Mostly | Completely | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|------------|-------------|----------|--------|------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0%         | 11%         | 0%       | 11%    | 78%        | 0%         | 0%                          | 9   |
| <b>EBD Waiver</b>     | 1%         | 2%          | 6%       | 17%    | 72%        | 1%         | 0%                          | 442 |
| <b>OAA</b>            | 0%         | 2%          | 6%       | 18%    | 74%        | 0%         | 0%                          | 62  |
| <b>Sample Average</b> | 1%         | 2%          | 6%       | 17%    | 73%        | 1%         | 0%                          | 513 |



**Table 135. Proportion of people who received a copy of their care plan after the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)**

|                       | No  | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 22% | 67% | 11%        | 0%                          | 9   |
| <b>EBD Waiver</b>     | 12% | 78% | 10%        | 0%                          | 442 |
| <b>OAA</b>            | 23% | 68% | 10%        | 0%                          | 62  |
| <b>Sample Average</b> | 14% | 76% | 10%        | 0%                          | 513 |

**Table 136. Proportion of people whose care plan included what was discussed in their most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)**

|                       | No | Yes, In Part | Yes, Completely | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|----|--------------|-----------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 0% | 22%          | 67%             | 11%        | 0%                          | 9   |
| <b>EBD Waiver</b>     | 2% | 11%          | 74%             | 12%        | 0%                          | 442 |
| <b>OAA</b>            | 2% | 13%          | 63%             | 21%        | 2%                          | 62  |
| <b>Sample Average</b> | 2% | 11%          | 73%             | 13%        | 1%                          | 513 |

**Table 137. Proportion of people whose preferences and choices are reflected in their care plan**

|                       | No  | Yes, Some/In Part | Yes, All/Completely | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|-----|-------------------|---------------------|------------|-----------------------------|-----|
| <b>CCT</b>            | 8%  | 33%               | 58%                 | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 5%  | 16%               | 55%                 | 20%        | 4%                          | 672 |
| <b>OAA</b>            | 15% | 8%                | 32%                 | 28%        | 16%                         | 183 |
| <b>Sample Average</b> | 7%  | 15%               | 50%                 | 21%        | 7%                          | 867 |

**Table 138. Proportion of people who felt that the care supports and services they receive help them live a better life**

|                       | No | Yes | Don't Know | Unclear/Refused/No Response | N   |
|-----------------------|----|-----|------------|-----------------------------|-----|
| <b>CCT</b>            | 8% | 92% | 0%         | 0%                          | 12  |
| <b>EBD Waiver</b>     | 6% | 89% | 4%         | 1%                          | 672 |
| <b>OAA</b>            | 8% | 79% | 4%         | 9%                          | 183 |
| <b>Sample Average</b> | 6% | 87% | 4%         | 3%                          | 867 |