



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2017-2018 Kansas Results

Preface

The State of Kansas has a number of publicly funded long-term services and supports (LTSS) available to older adults and adults with physical disabilities who have significant health care needs. LTSS provide 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 Kansas Department for Health and Environment (KDHE) administers Medicaid funding for LTSS that provides a variety of program options in both facility-based and home and community-based services (HCBS) settings. The Kansas Department for Aging and Disability Services (KDADS) oversees and administers the Medicaid waiver programs. KDADS administers funding from the federal Older Americans Act and State Funding for Senior Care Act Services, making additional supports and services available to help older adults remain in the community of their choice.

Because our population is rapidly becoming older and more diverse, this is a particularly critical time for Kansas to assess the quality and impact of its existing LTSS. An element that cuts across all parts of Kansas' LTSS system is the importance of measuring quality and reporting the results to stakeholders. Participation in the National Core Indicators for Aging and Disabilities (NCI-AD) project continues Kansas' efforts to evaluate the quality of life and quality of services that persons receive. Over the next decade, Kansas will experience a demographic shift that will create new demands for the LTSS system. The findings from NCI-AD are crucial information for Kansas to better understand and support the growing and shifting population.

This report highlights the results for Kansas from its third year of NCI-AD Adult Consumer Survey implementation. 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.

Laura Howard, Secretary
Kansas Department for Aging and Disability 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



Kansas Department for Aging and Disability Services
New England Building
503 S. Kansas Ave
Topeka, KS 66603

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List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADL – Activities of Daily Living

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

CM – case manager

ER – emergency room

FE – Frail Elderly Waiver

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

KACE – Kansas Adult Care Executives

KDADS – Kansas Department for Aging and Disability Services

KDHE – Kansas Department for Health and Environment

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

ODESA – Online Data Entry Survey Application

PACE – Program of All-Inclusive Care for the Elderly

PD – Physical Disabilities Waiver

QMS – Quality Management Specialist

SCA – Senior Care Act Program

TBI – Traumatic Brain Injury Waiver

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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 Disabilities¹ (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 states². 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).

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,

¹ NASUAD is the membership organization for state Aging, Disability, and Medicaid directors. www.nasud.org

² 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
Community Participation	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
Choice and Decision Making	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
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to
Satisfaction	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
Service Coordination	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
Care Coordination	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
Access	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)
Safety	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
Health Care	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
Wellness	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

Domain	NCI-AD Indicator
	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
Medications	Proportion of people who take medications that help them feel less sad or depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others
	Proportion of people whose staff treat them with respect
Self-Direction of Care	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
Work	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
Everyday Living	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
Affordability	Proportion of people who ever have to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
Control	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 Kansas

The Kansas Department for Aging and Disability Services (KDADS) implemented the 2017-2018 NCI-AD Adult Consumer Survey in Kansas. KDADS recognized the need for an assessment of the state's publicly-funded home and community-based services (HCBS), including the HCBS/Traumatic Brain Injury (TBI), HCBS/Physical Disabilities (PD), HCBS/Frail Elderly (FE), PACE, Senior Care Act (SCA) and Older Americans Act (OAA) programs. The NCI-AD was identified by KDADS as a valuable tool that will allow comparisons to other States in the nation when it comes to community-based services. Data from the project will be used to support efforts in Kansas to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS participants.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Kansas and included for analysis in 2017-2018 was four hundred forty (Total N=440). Six program populations were included in the survey sample and are detailed below.

Frail and Elderly (FE) Waiver: This program provides assistance to individuals ages 65 and older who qualify to receive Medicaid and require LTSS in order to remain in a community setting, as determined through a state level of care assessment. Services include Adult Day Care, Assistive Technology, Comprehensive Support, Enhanced Care Service,

Financial Management Services, Home Telehealth, Medication Reminder, Nursing Evaluation Visit, Oral Health Services, Personal Care Services, Personal Emergency Response, and Wellness Monitoring. The option for individuals to self-direct their care is made available for the following services: Comprehensive Support, Enhanced Care Service, Financial Management Services, and Personal Care Services. Ninety-one people (N=91) from this program were interviewed and included for analysis.

Physical Disability (PD) Waiver: This program provides LTSS to those individuals between the ages of 16 and 64 who have a qualifying physical disability, qualify to receive Medicaid, and require LTSS in order to remain in a community setting, as determined through a state level of care assessment. Services include Assistive Services, Enhanced Care Service, Financial Management Services, Home-Delivered Meals Service, Medication Reminder Services, Personal Care Services, and Personal Emergency Response. The option for individuals to self-direct their care is made available for the following services: Enhanced Care Service, Financial Management Services, and Personal Care Services. Ninety-eight people (N=98) from this program were interviewed and included for analysis.

Traumatic Brain Injury (TBI) Waiver: This program provides assistance to those individuals between the ages of 16 and 65 who have a documented and traumatically-incurred brain injury, demonstrate the capacity for progress in rehabilitation and independent living skills, qualify to receive Medicaid, and require LTSS in order to remain in a community setting, as determined through a state level of care assessment. Individuals who receive services through this waiver may continue to do so up to four years until it is determined that they are no longer making progress in rehabilitation and improved living skills. Exceptions to this timeframe are subject to a standardized review process at the state level. Services include Assistive Services, Behavior Therapy, Cognitive Rehabilitation, Enhanced Care Service, Home-Delivered Meals Service, Medication Reminder Services, Occupational Therapy, Personal Care Services, Personal Emergency Response, Physical Therapy, and Transitional Living Skills. Eighteen people (N=18) from this program were interviewed and included for analysis.

Older Americans Act (OAA): The OAA was established by Congress in 1965 to provide services to seniors age 60 or older. The OAA program supports a range of home and community-based services, such as meals-on-wheels and other nutrition

programs, in-home services, transportation, legal services, elder abuse prevention and caregivers support. These programs help seniors stay as independent as possible in their homes and communities. In addition, OAA services help seniors avoid hospitalization and nursing home care and, as a result, save federal and state funds that otherwise would be spent on such care. One hundred and thirty people (N=130) from this program were interviewed and included for analysis.

Senior Care Act (SCA) Program: The SCA provides a critical early intervention component to the Kansas long term care network. The SCA program provides services in the customer's home, such as homemaker, chore, attendant care, and case management services. The services are designed to prevent premature nursing home placement for persons who have not exhausted their financial resources. The program is targeted at those who are 60 years of age or older. Participants contribute a portion of the cost of SCA services. Participant contributions are determined by a sliding fee scale based upon self-reported income and liquid assets for individuals served by the program. Eighty-one people (N=81) from this program were interviewed and included for analysis.

Program of All-Inclusive Care for the Elderly (PACE): The PACE program is designed to promote the provision of quality comprehensive health services for older adults. The primary care physicians and interdisciplinary team of professionals provide and coordinate all services for the participant, providing “one stop shopping” for the participant’s needs. Most services are provided in the participant’s home and at the PACE Center. Nineteen people (N=19) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Kansas’ 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
Frail and Elderly (FE) Waiver	91	~5,000	9.3% MoE, 95% CL	10.2% MoE, 95% CL
Physical Disability (PD) Waiver	98	~6,000	9.0% MoE, 95% CL	9.8% MoE, 95% CL
Traumatic Brain Injury (TBI) Waiver	18	~500	20.8% MoE, 95% CL	22.7% MoE, 95% CL
Older Americans Act (OAA)	130	~6,000	7.8% MoE, 95% CL	8.5% MoE, 95% CL
Senior Care Act (SCA)	81	~1,000	9.6% MoE, 95% CL	10.4% MoE, 95% CL
PACE	19	~400	20.1% MoE, 95% CL	22.0% MoE, 95% CL
Total	440³	~18,900	4.2% MoE, 95% CL	4.6% MoE, 95% CL

³ Program was missing for 3 cases submitted for analysis

Survey Process in Kansas

KDADS utilized agency resources to provide random samples of program participants and conduct the interviews. Samples were provided via a secure web-based application to survey staff. The process included consulting with service providers, reviewing system records, and in-person interviews with individuals receiving services. Information obtained by QMS staff was entered into the ODESA database (NCI-AD's data portal).

Stakeholders

KDADS provides ongoing NCI-AD engagement activities through various stakeholder groups and organizations within the state. These stakeholders include HCBS Participants, HCBS Providers, the PACE program, Kansas Health Care Association, LeadingAge, Kansas Adult Care Executives (KACE), LTC Ombudsman, Area Agencies on Aging (AAAs), SCA, OAA, and InterHab. KDADS meets with the stakeholders through various committees and settings each month to engage in discussions related to findings from surveys on client experience as well as reaction to data from completed surveys.

Organization of Results

The following pages of the report presents findings from Kansas' 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 Kansas’ 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. Kansas data 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 Kansas’ 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 Kansas’ 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.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Kansas. 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 Kansas' LTSS system and identify areas that are working well or could use improvement. The charts in this report allow the reader to compare average outcomes between Kansas' 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:

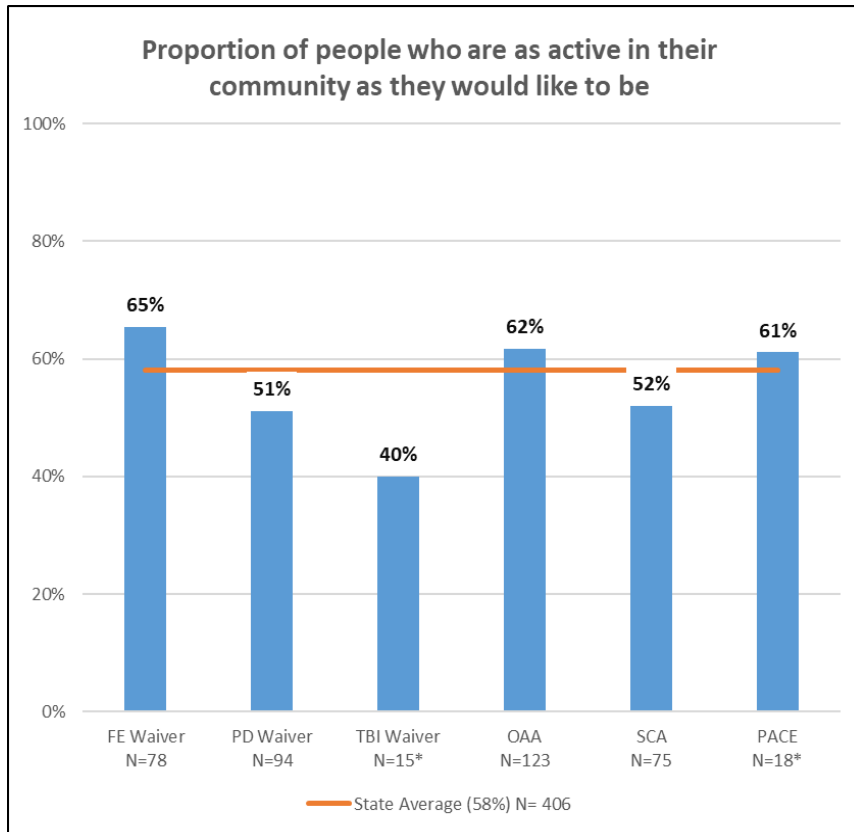
1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

There are three⁴ survey items that correspond to the Community Participation domain.

Un-collapsed data are shown in Appendix B.

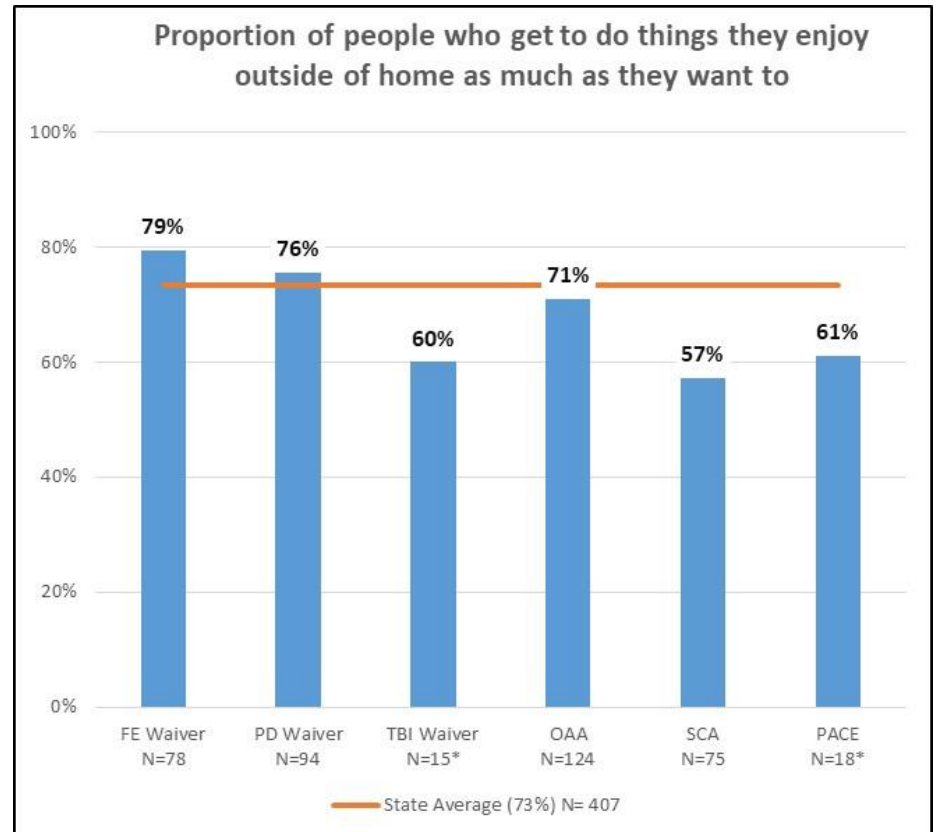
⁴ Data for one item are presented in Appendix B only.

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 to⁵



* Very small number of responses

⁵ 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.

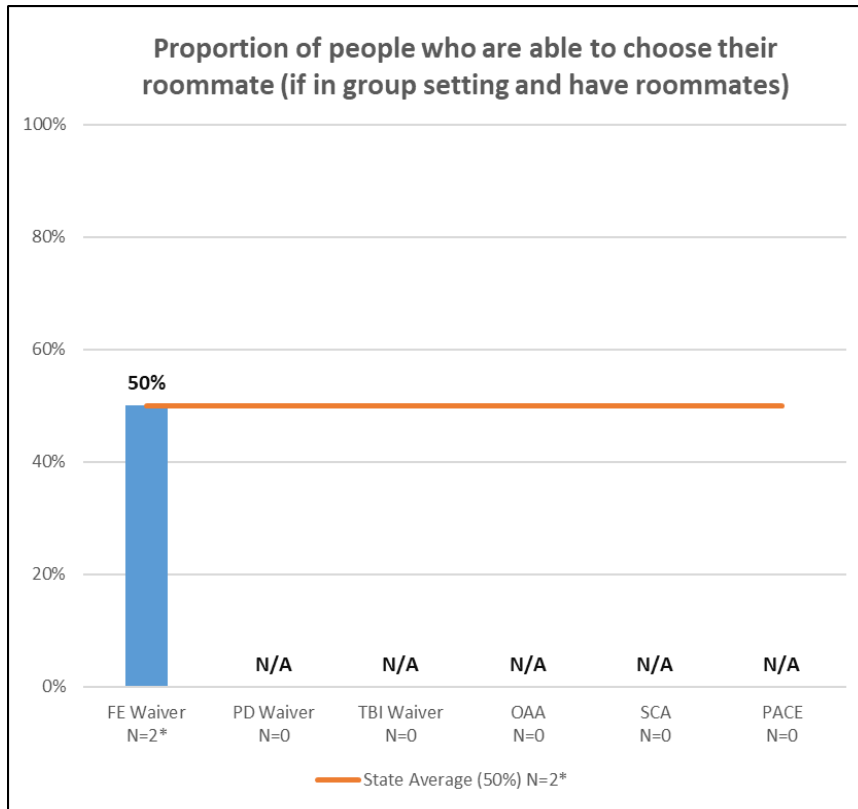
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

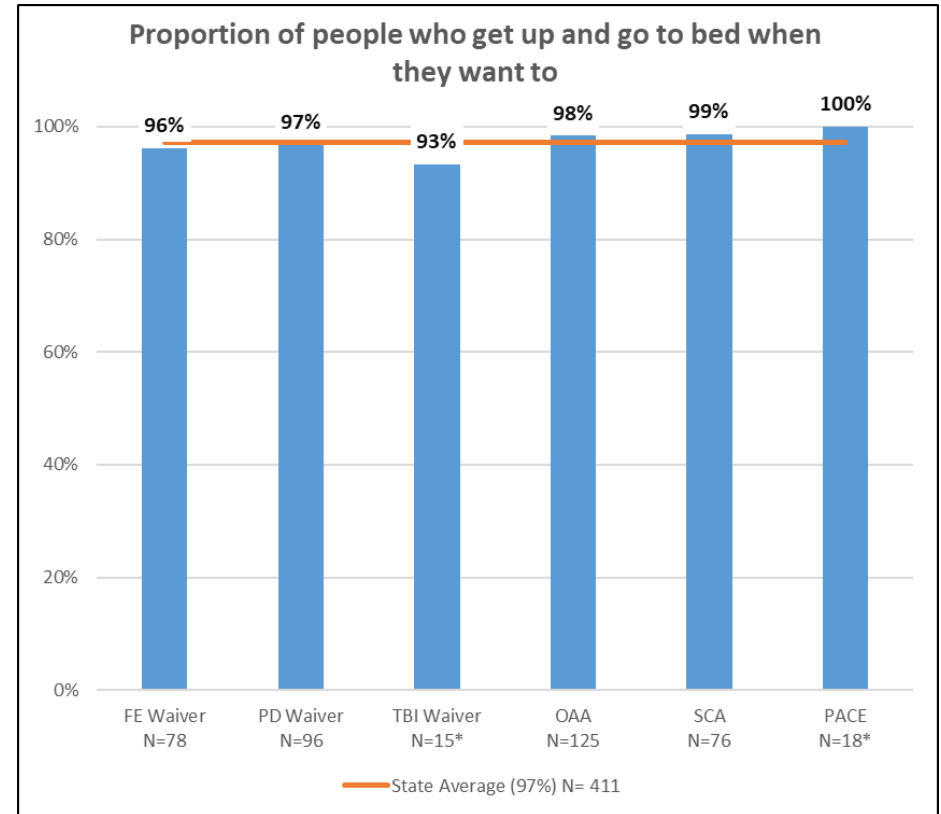
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting⁶ and have roommates)



* Very small number of responses

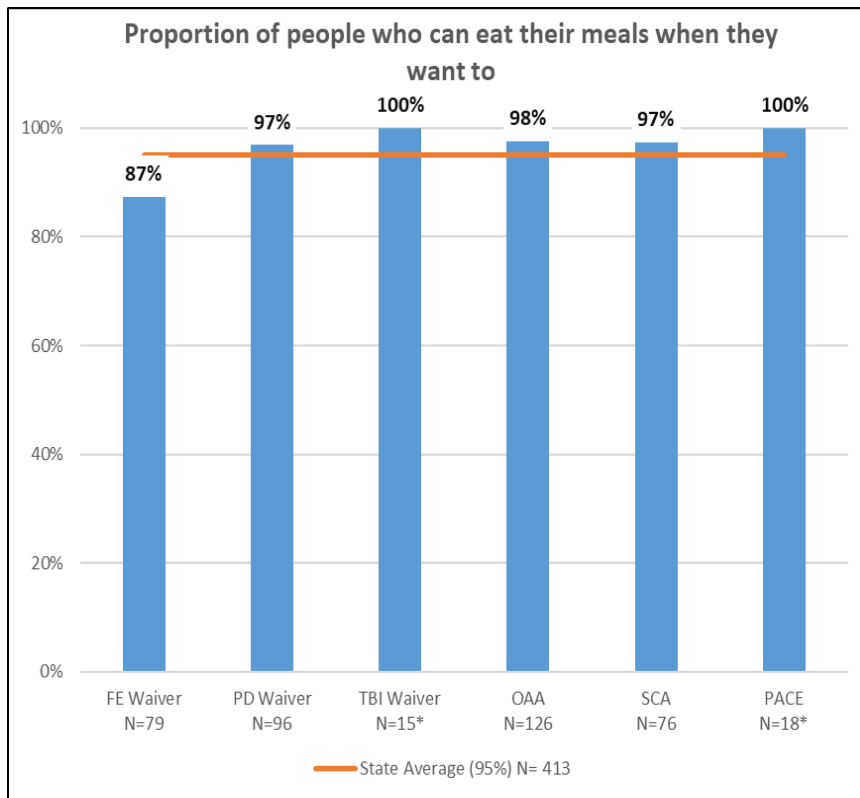
Graph 4. Proportion of people who get up and go to bed when they want to



* Very small number of responses

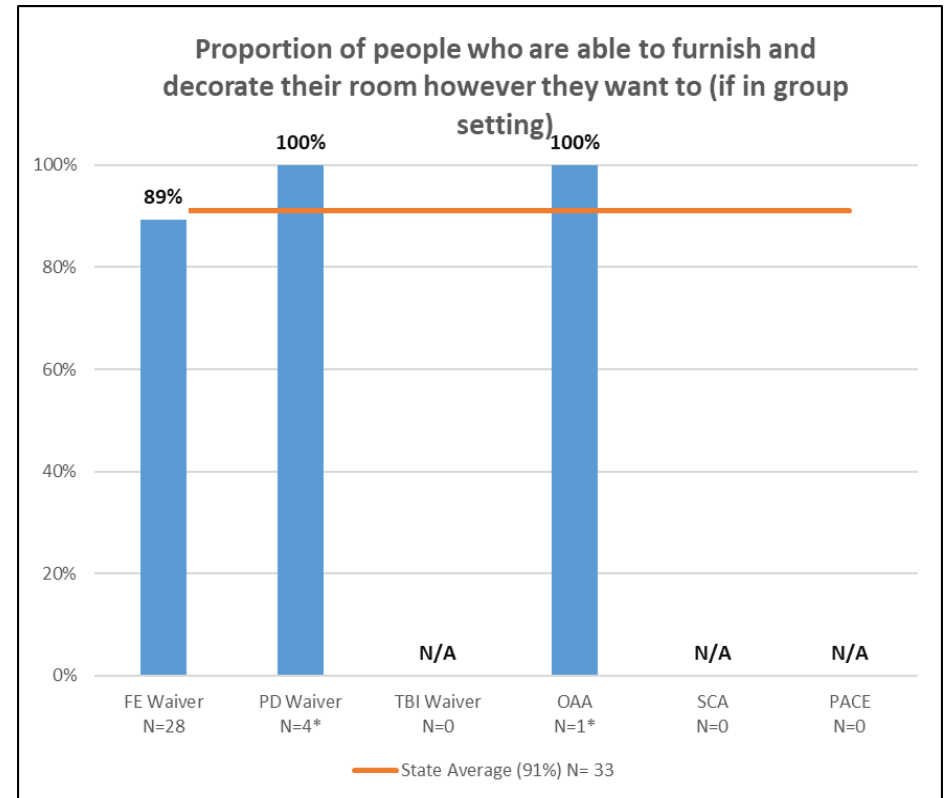
⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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 setting⁷)



* Very small number of responses

⁷ 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:

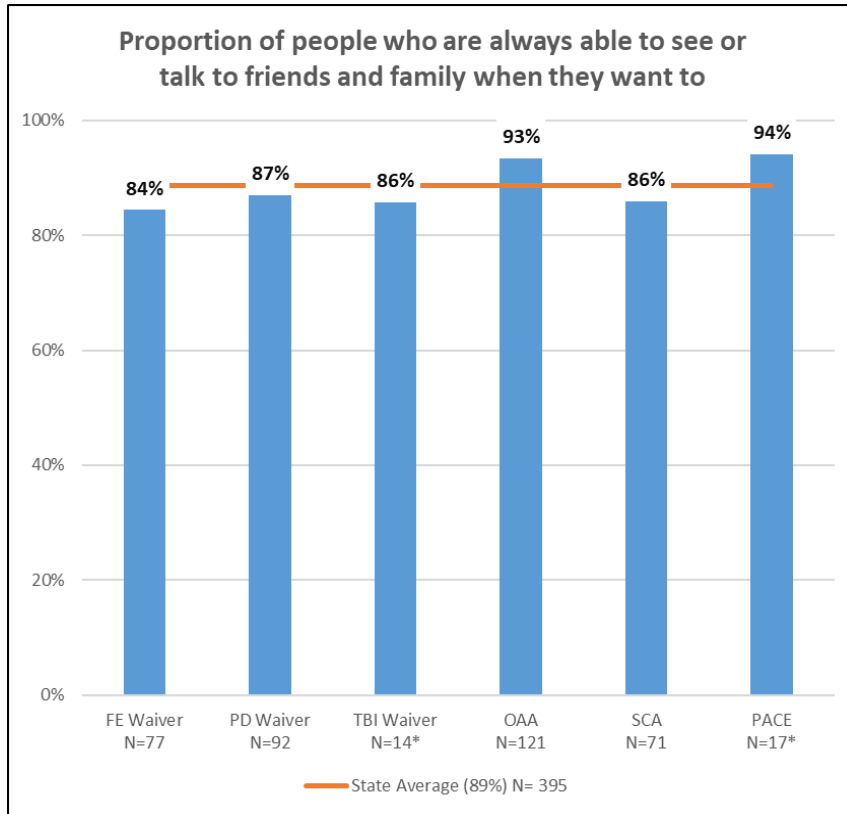
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

Un-collapsed data are shown in Appendix B.

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

Graph 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:

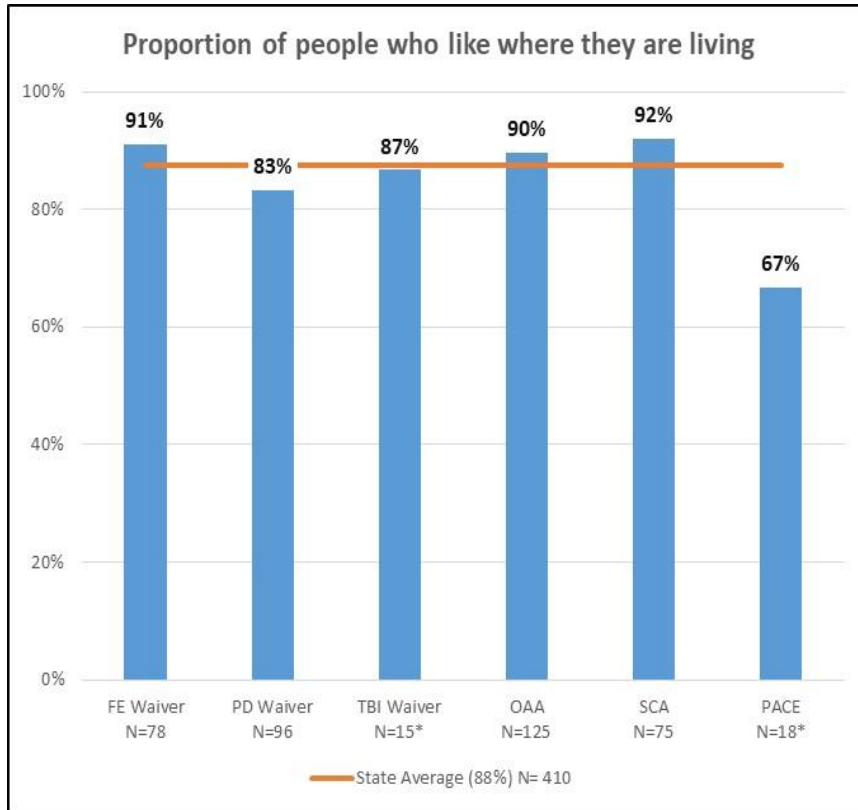
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

There are seven⁹ survey items that correspond to the Satisfaction domain.

Un-collapsed data are shown in Appendix B.

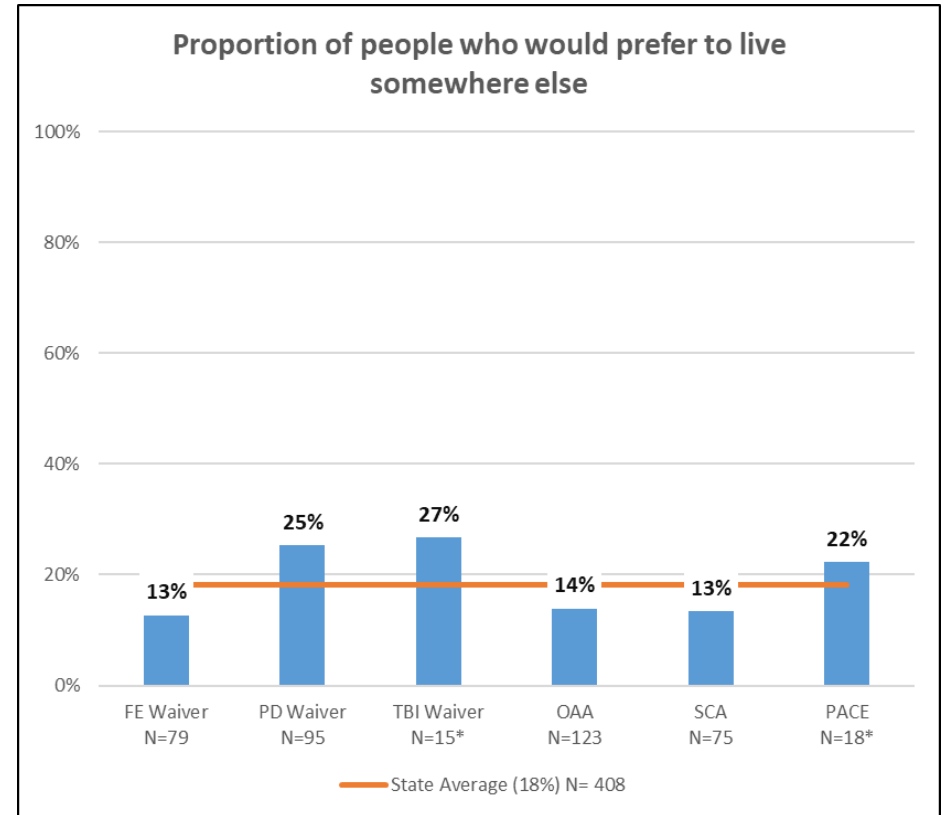
⁹ Data for two items are presented in Appendix B only.

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



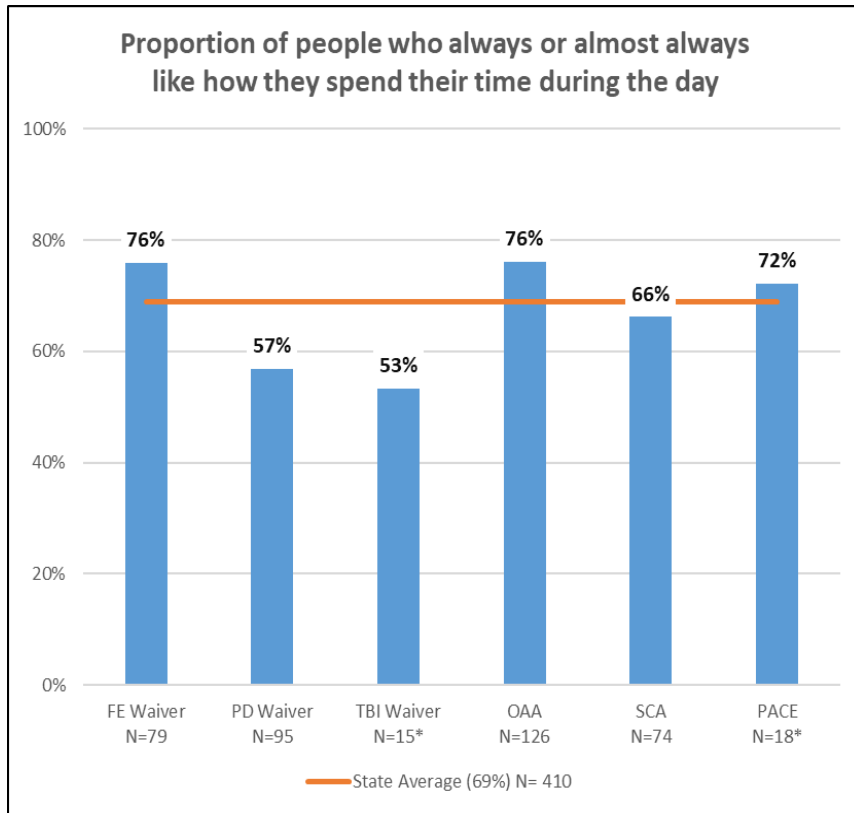
* Very small number of responses

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



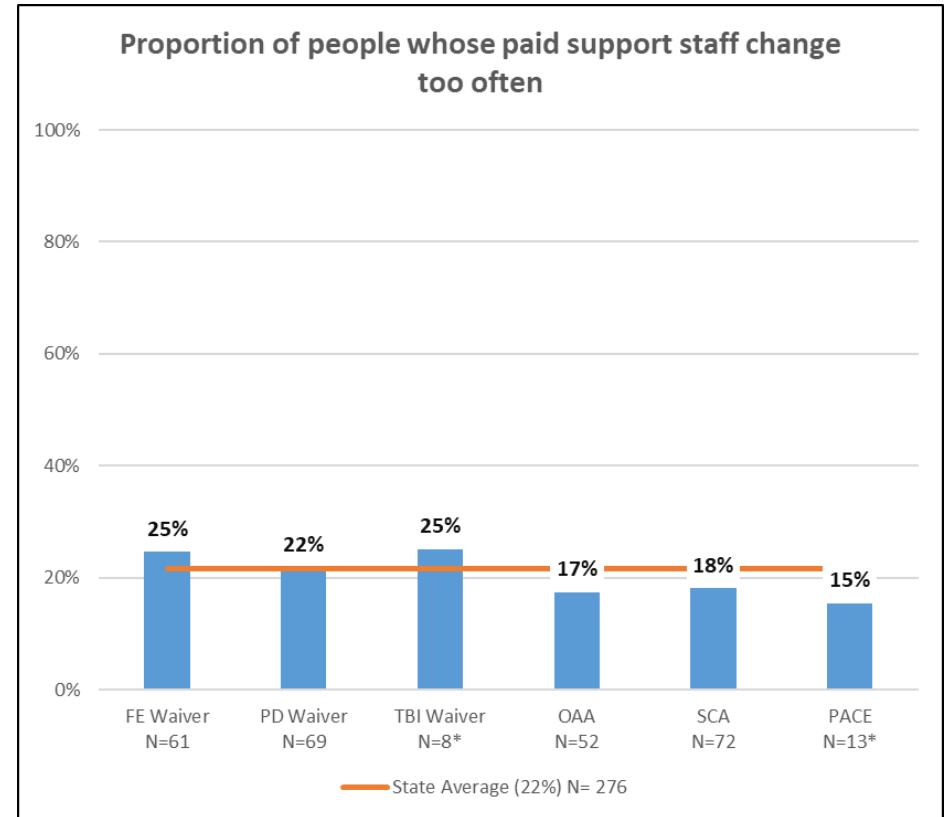
* Very small number of responses

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



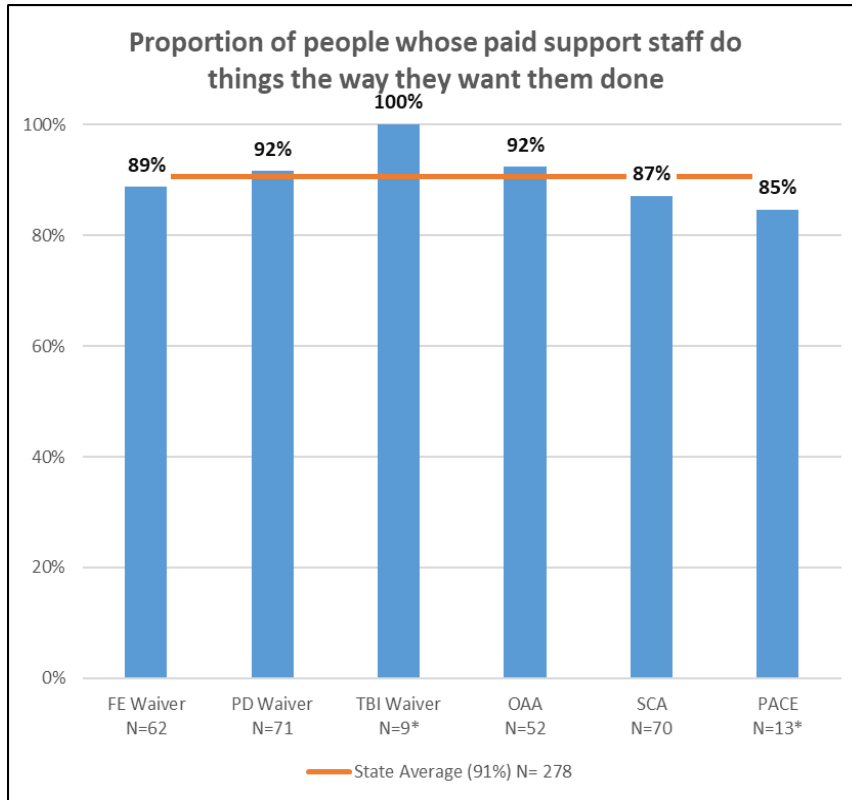
* Very small number of responses

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:

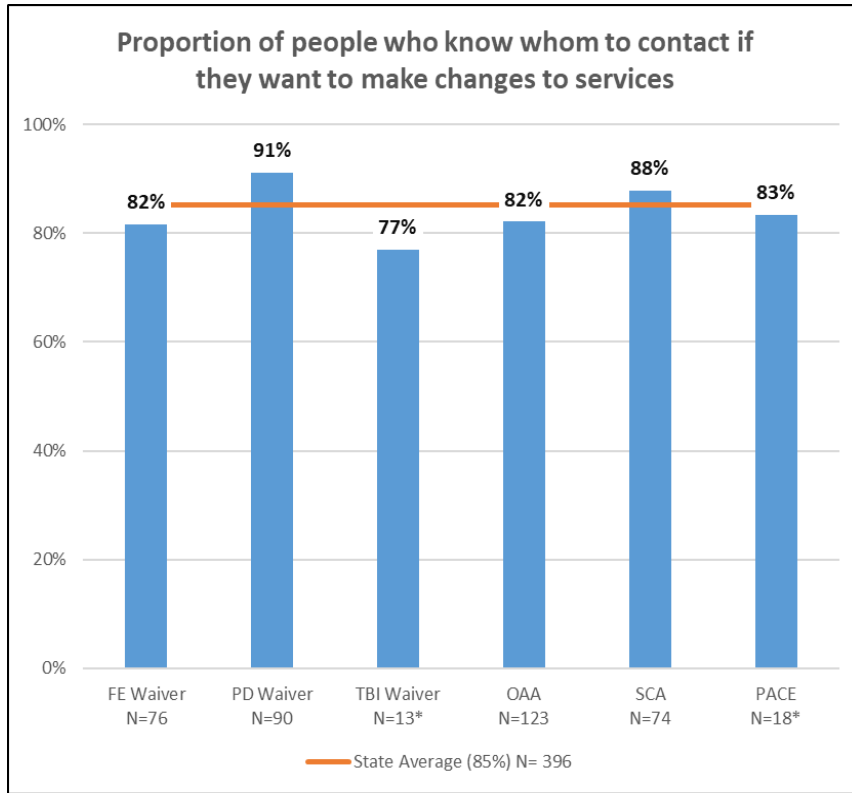
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion 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 twelve¹⁰ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

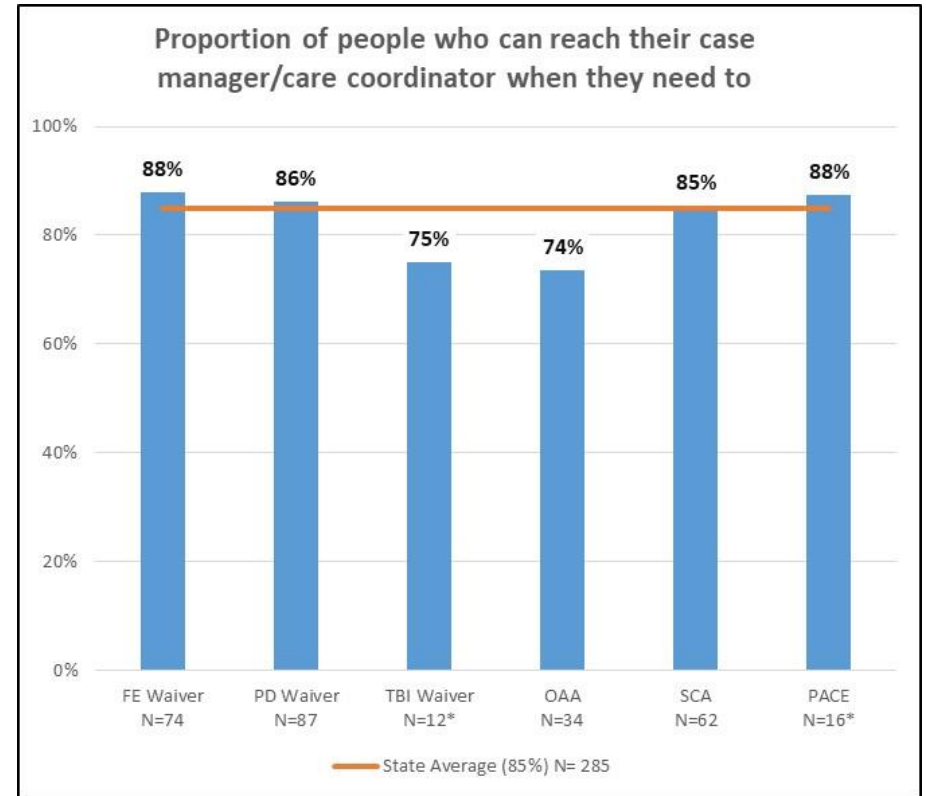
¹⁰ Data for two items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services¹¹



* Very small number of responses

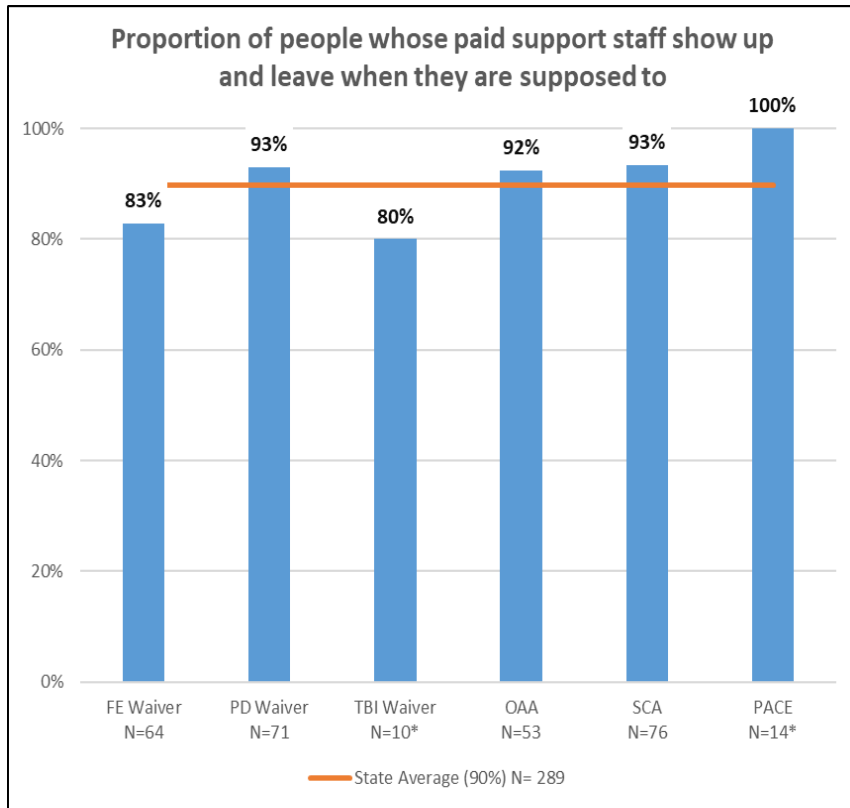
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



* Very small number of responses

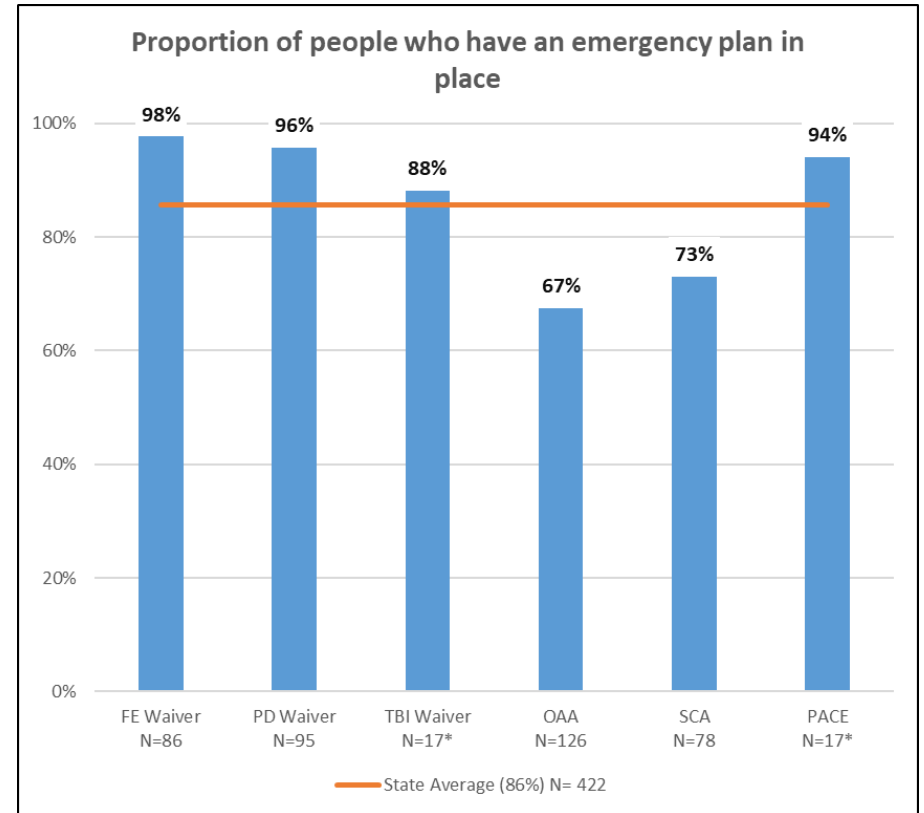
¹¹ Question changed in 2017-2018 – no longer allows for proxies

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



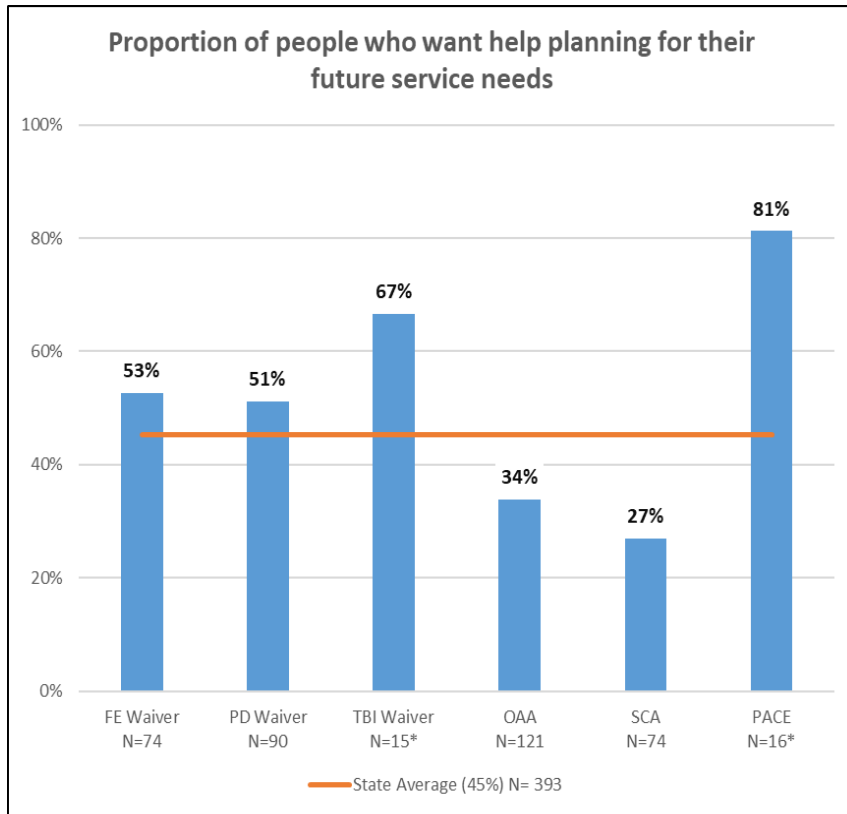
* Very small number of responses

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



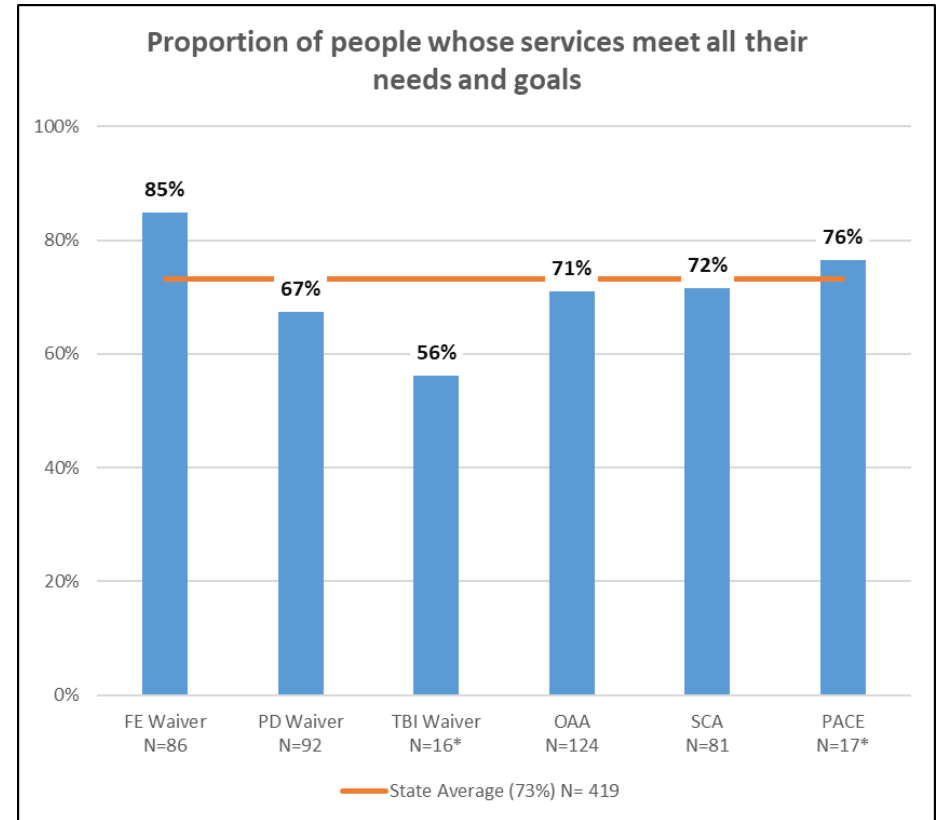
* Very small number of responses

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



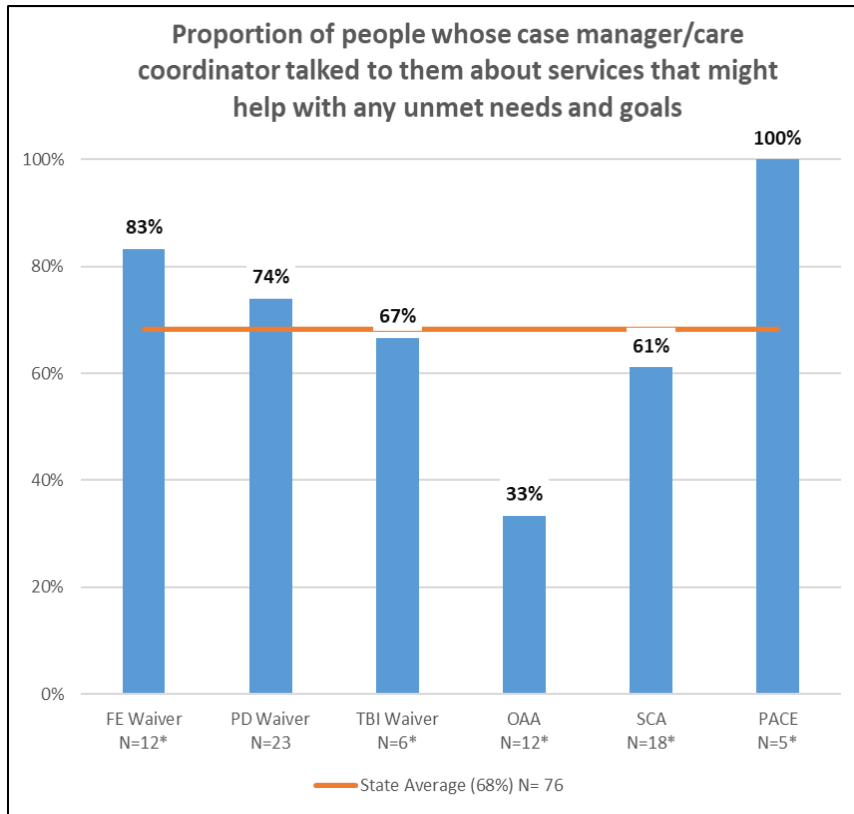
* Very small number of responses

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



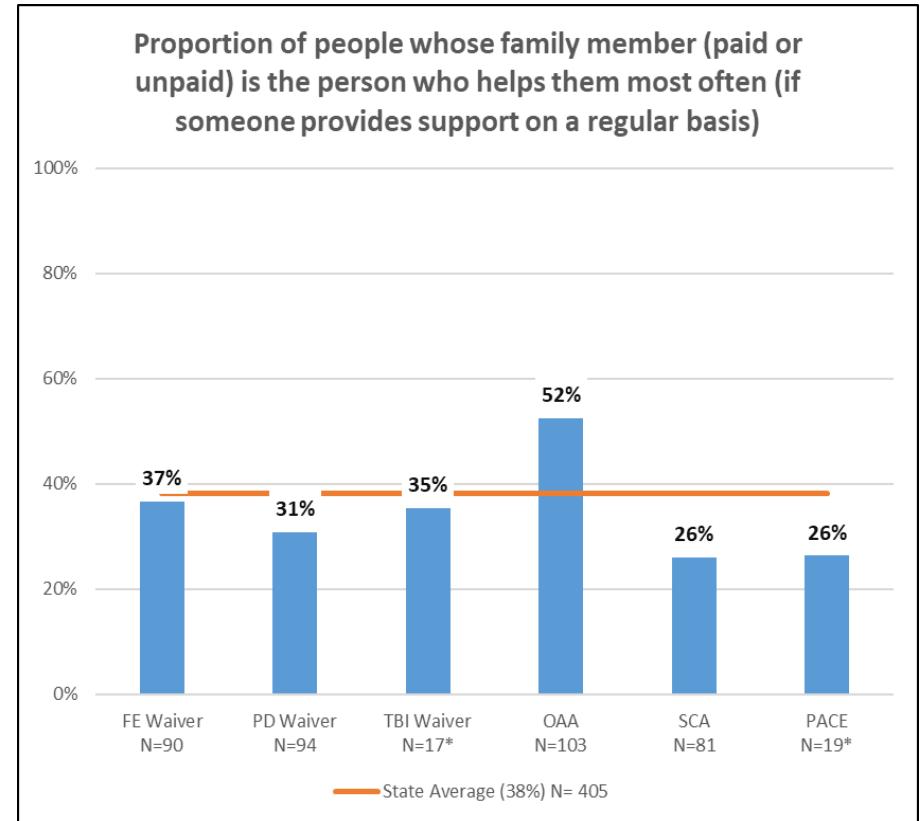
* Very small number of responses

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)



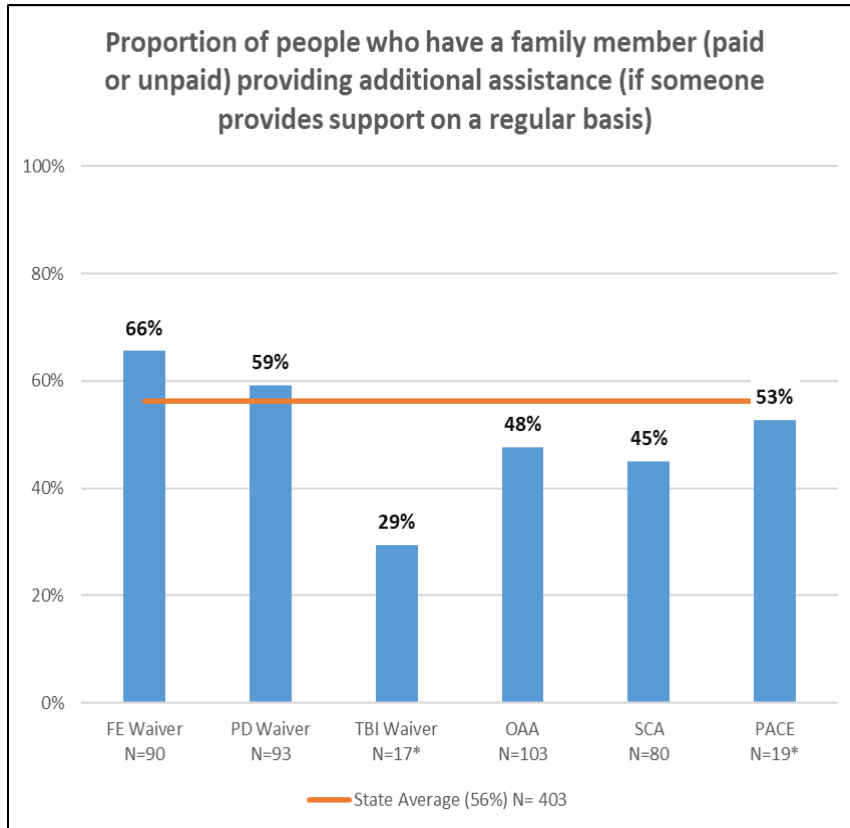
* Very small number of responses

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)



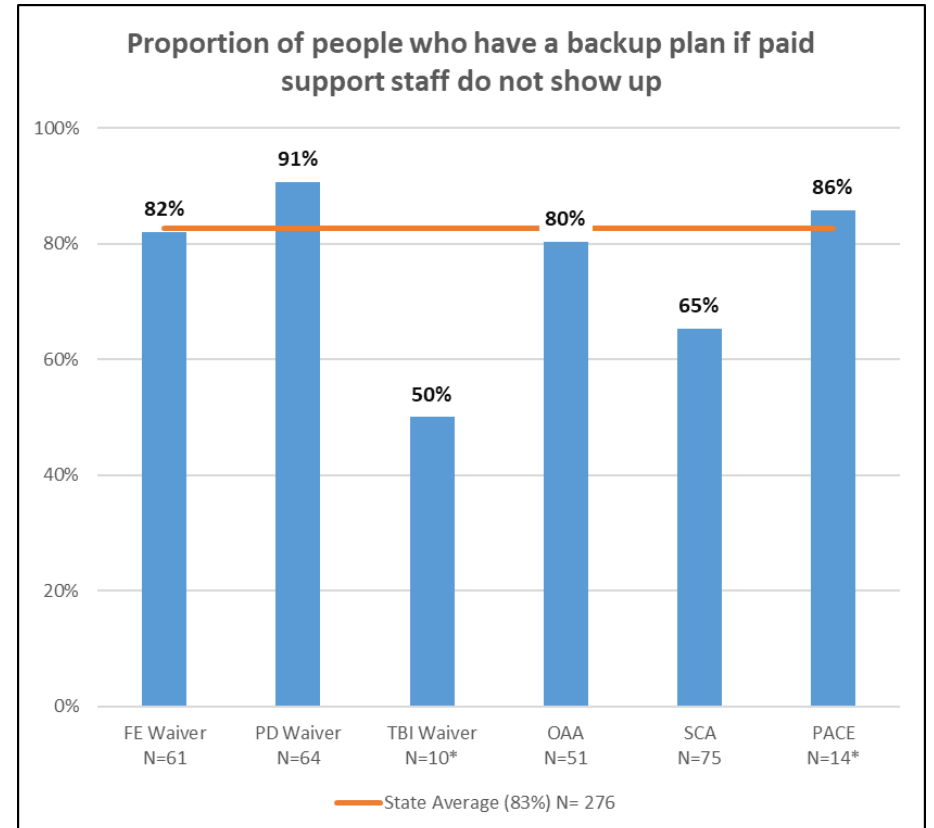
* Very small number of responses

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.

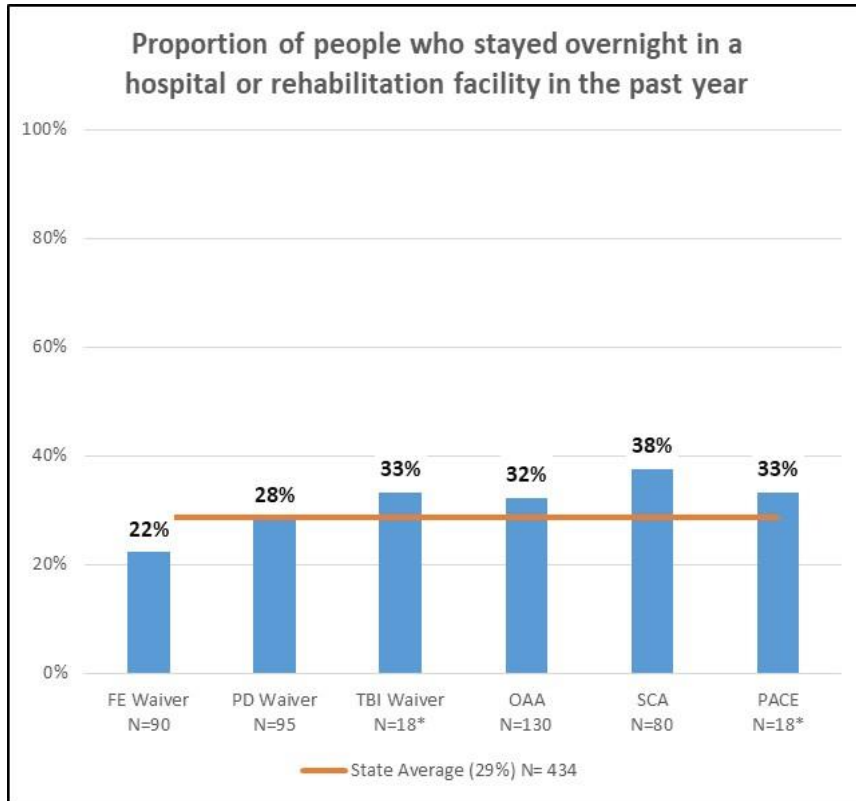
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

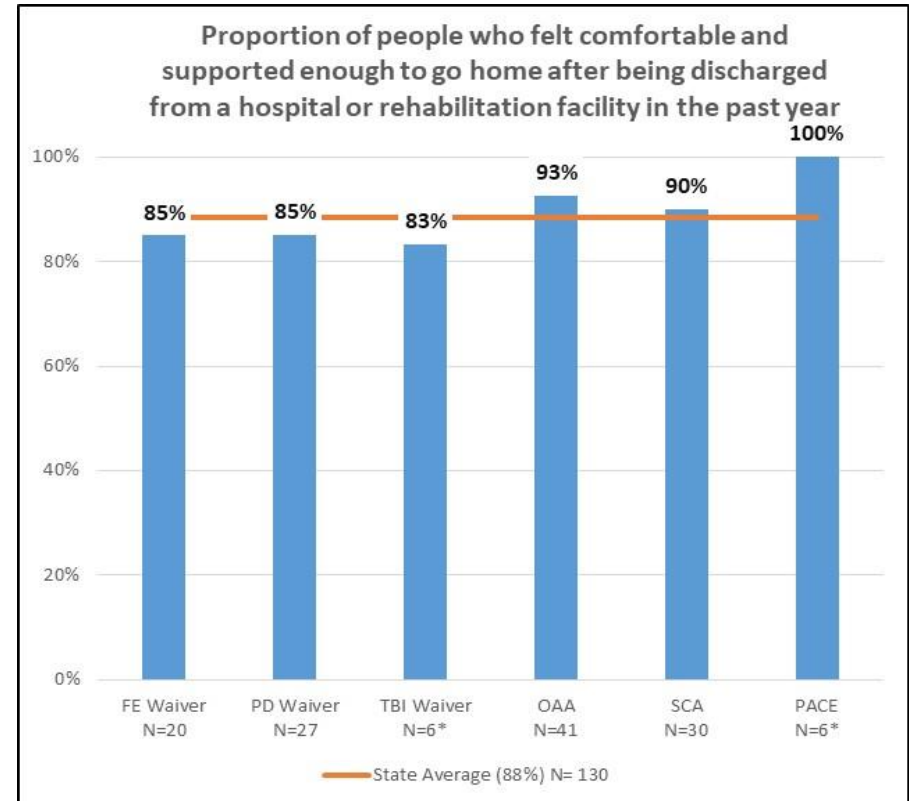
Un-collapsed data are shown in Appendix B.

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)



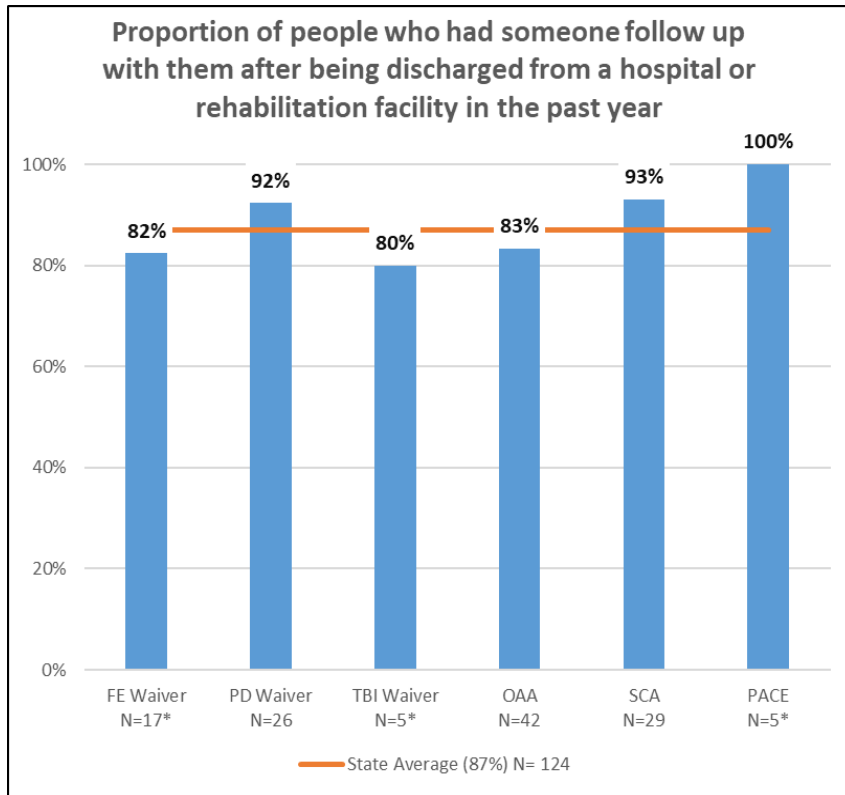
* Very small number of responses

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



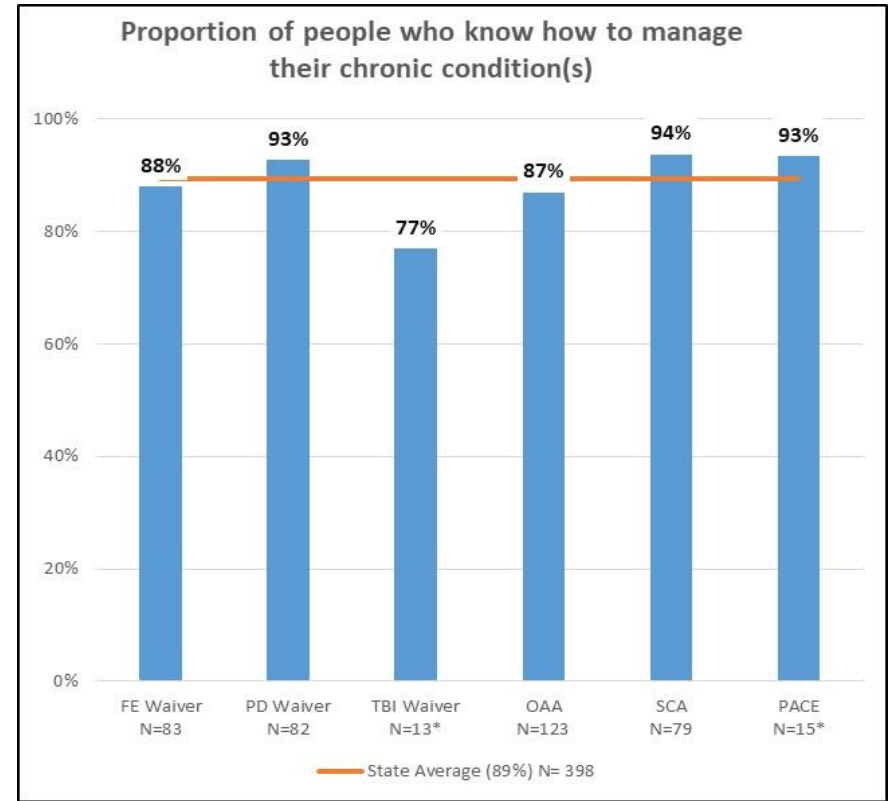
* Very small number of responses

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.

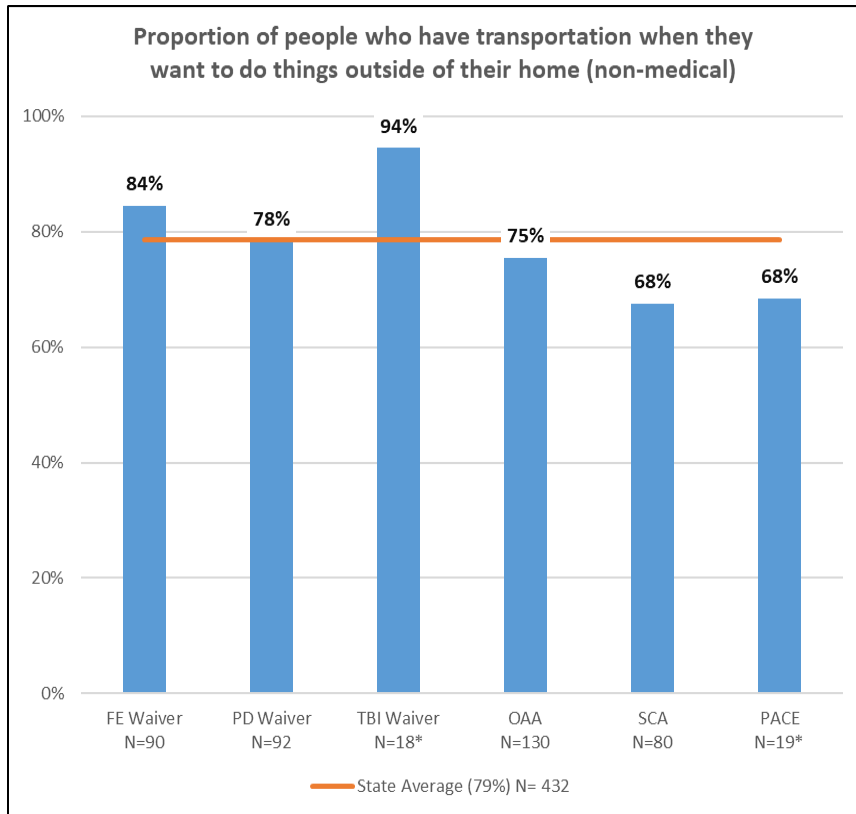
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

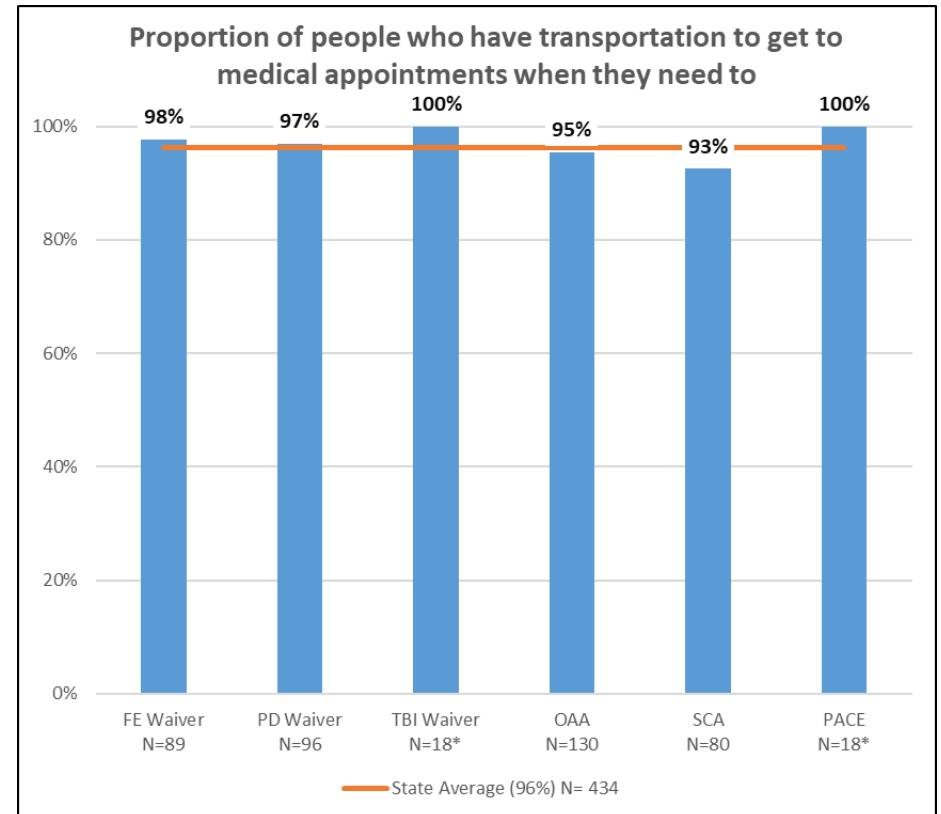
Un-collapsed data are shown in Appendix B.

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



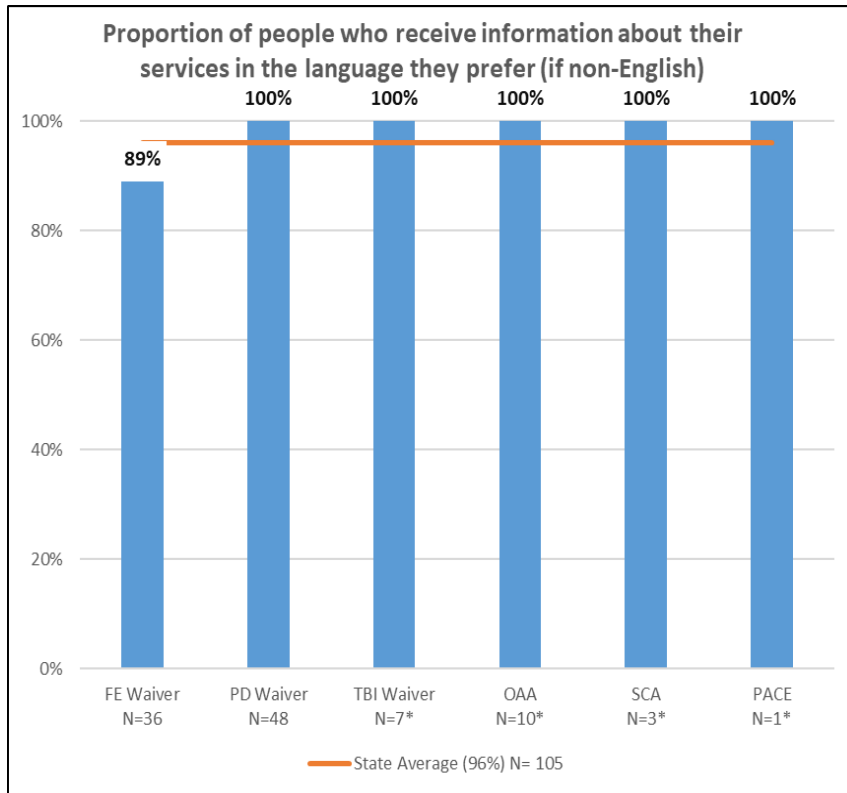
* Very small number of responses

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



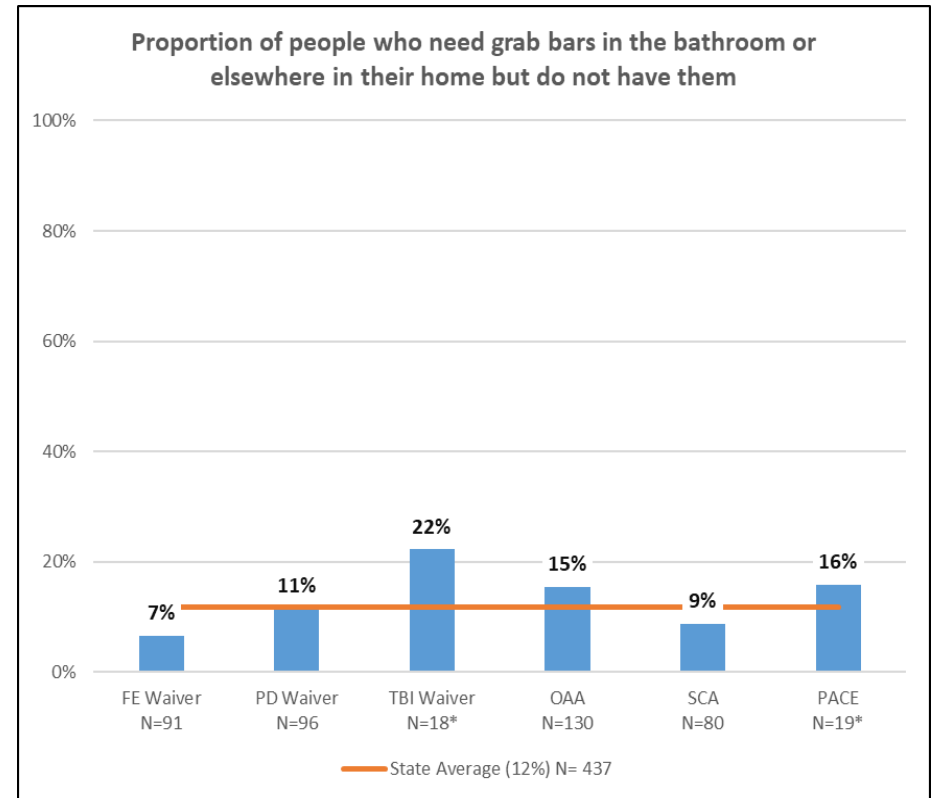
* Very small number of responses

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



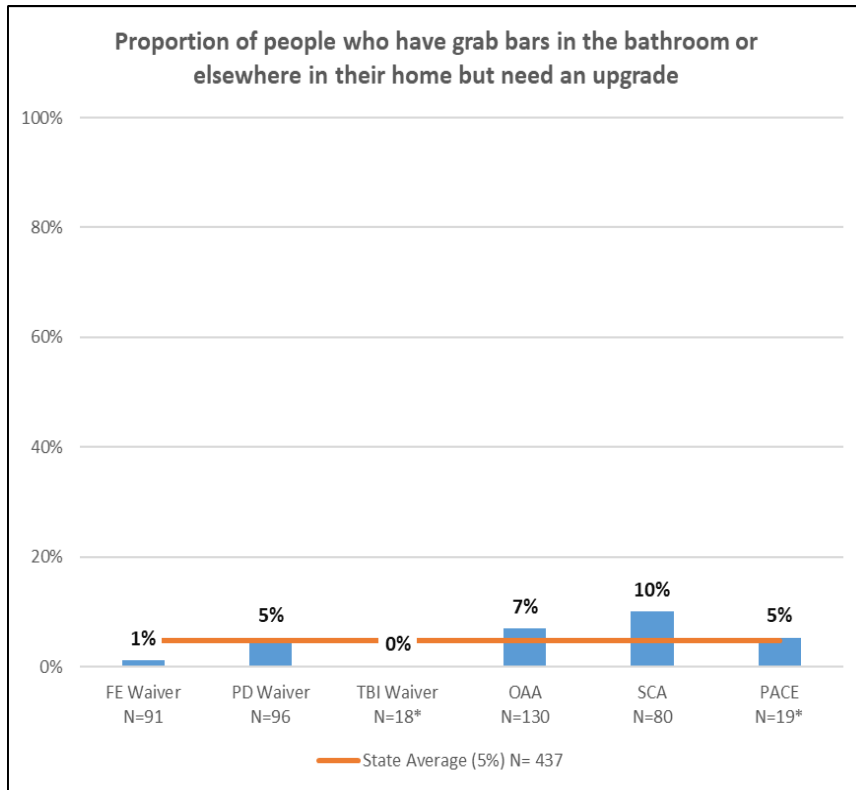
* Very small number of responses

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



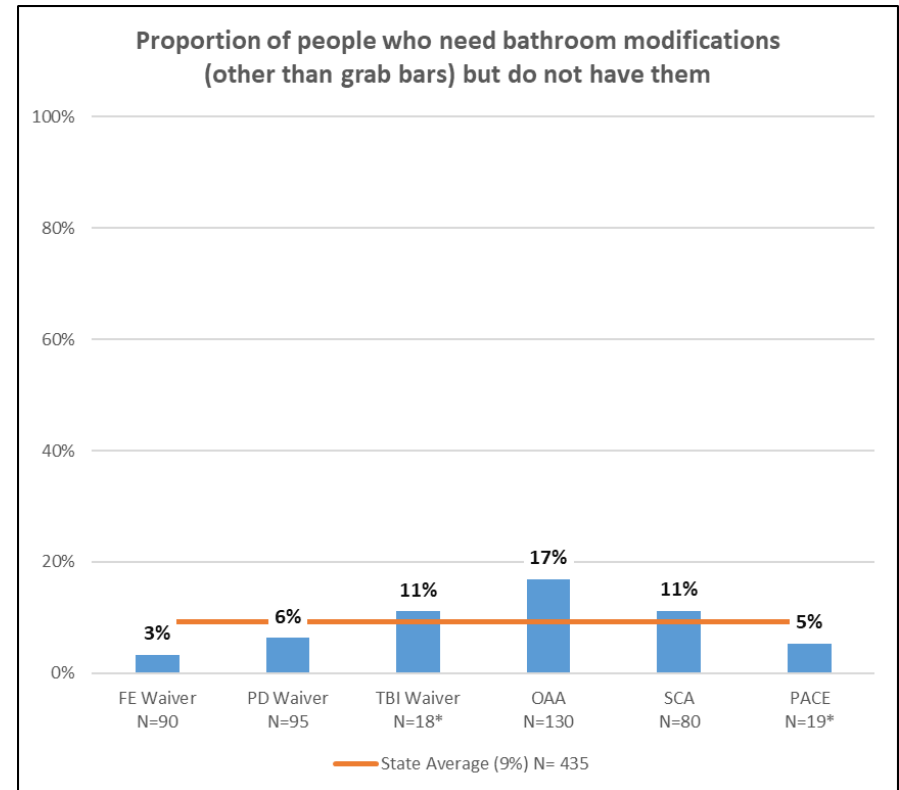
* Very small number of responses

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



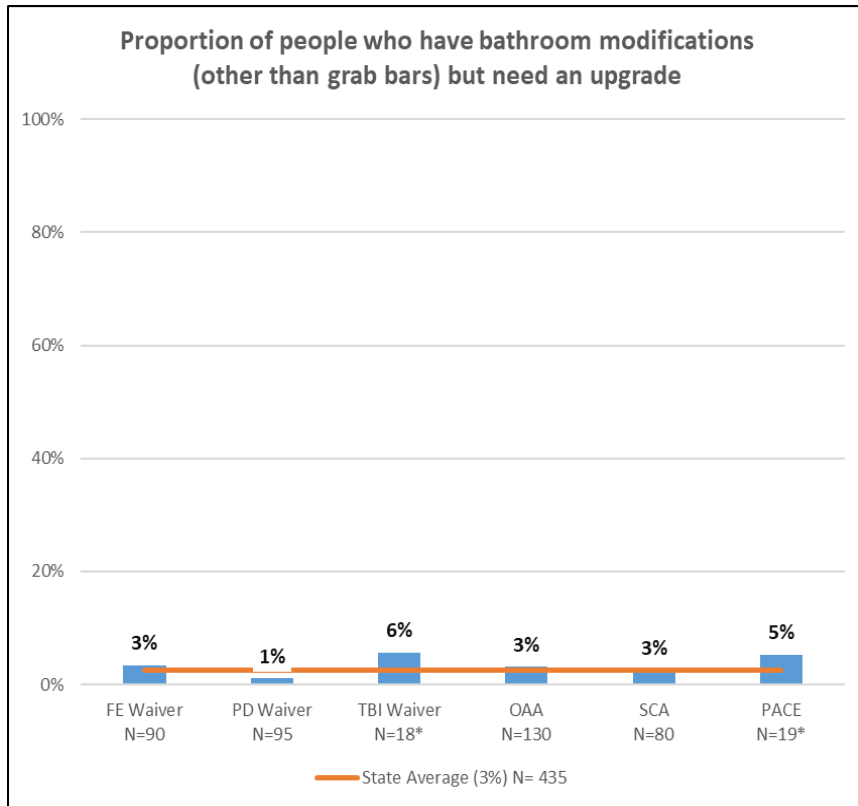
* Very small number of responses

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



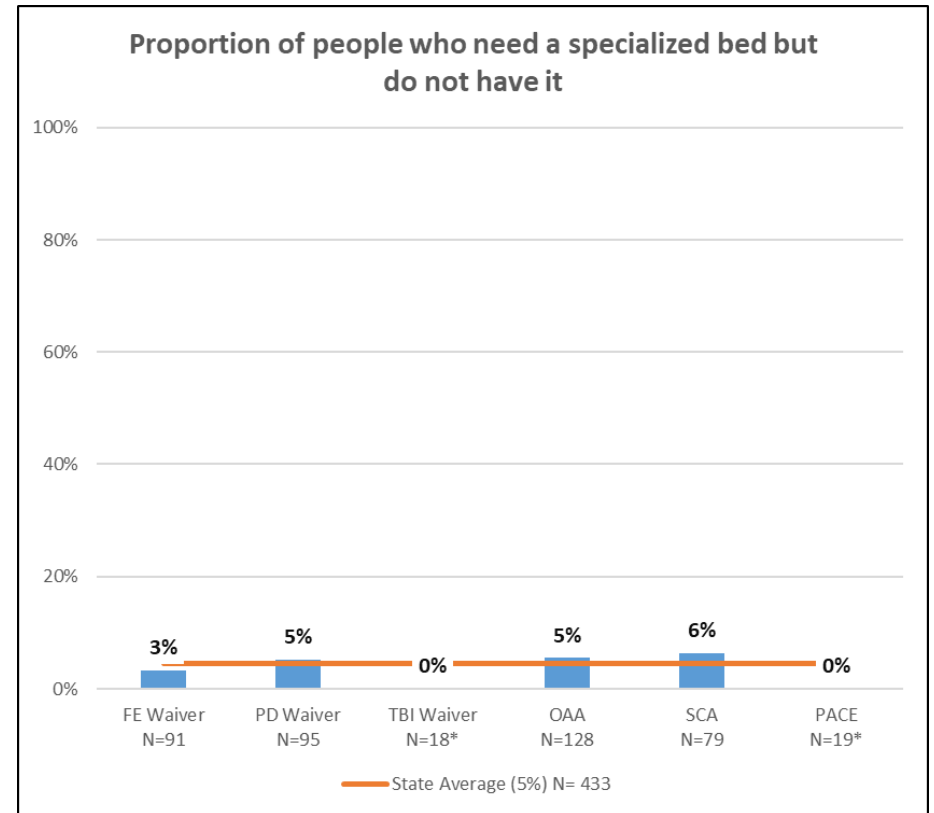
* Very small number of responses

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



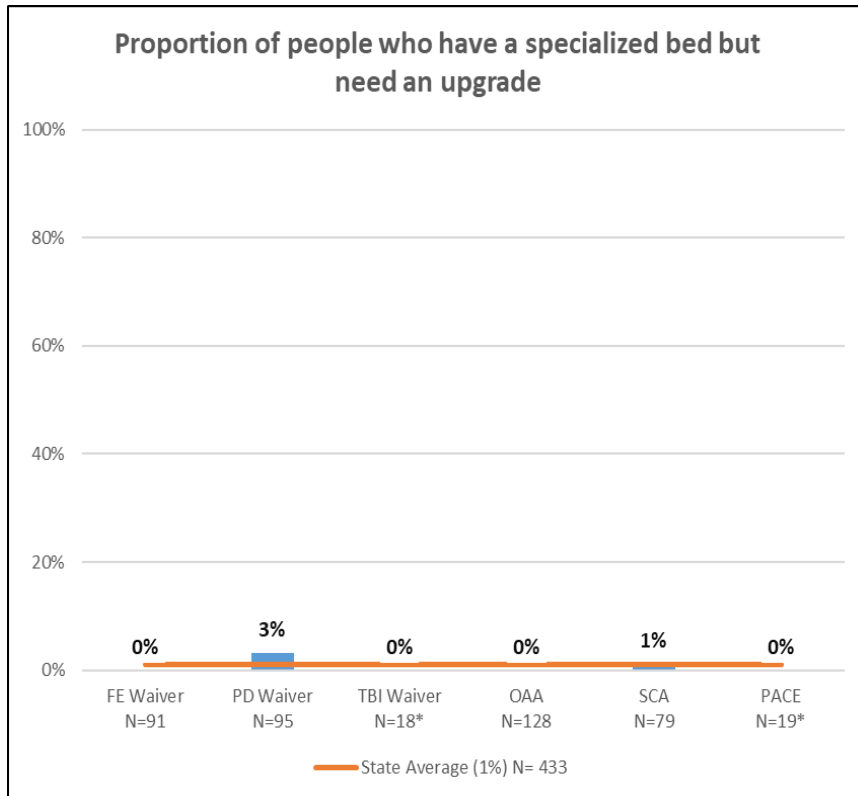
* Very small number of responses

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



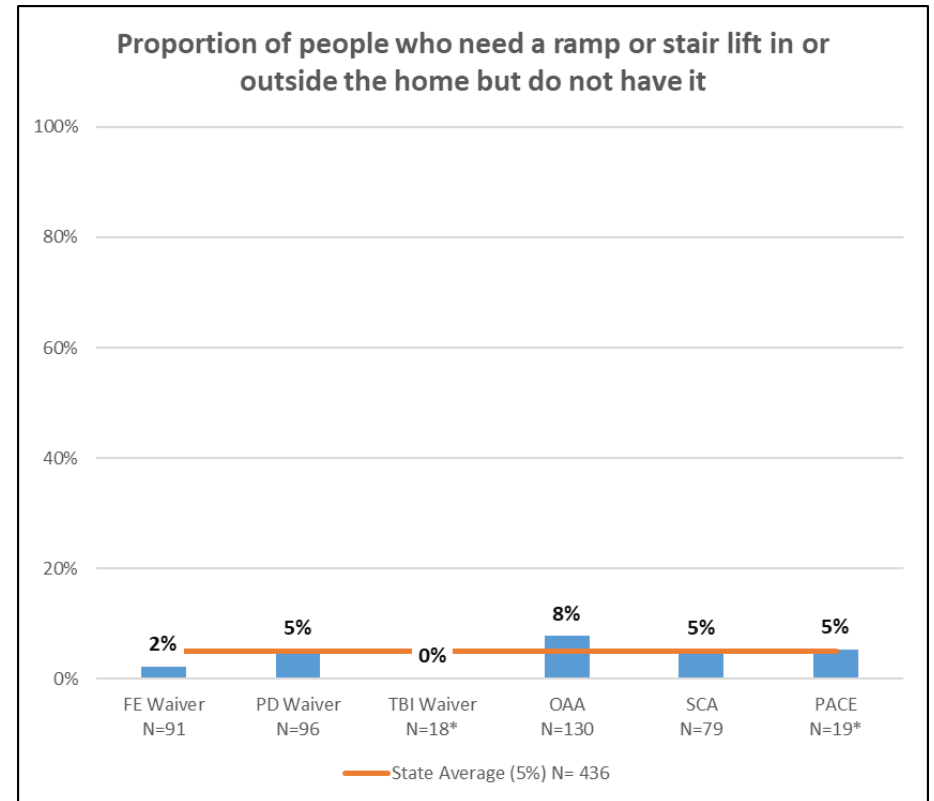
* Very small number of responses

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



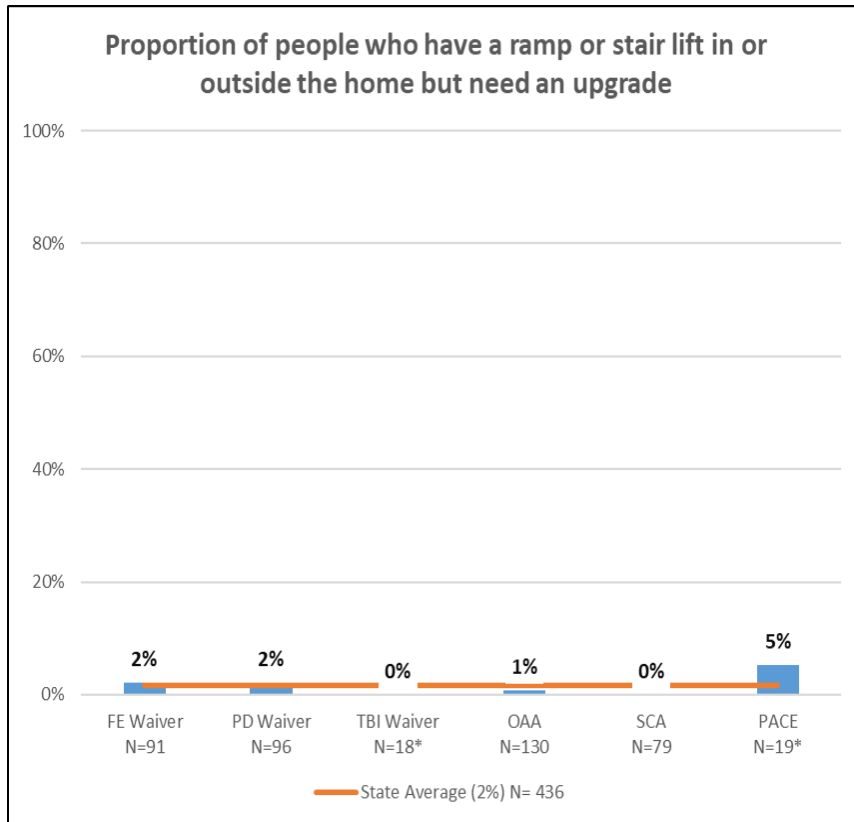
* Very small number of responses

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



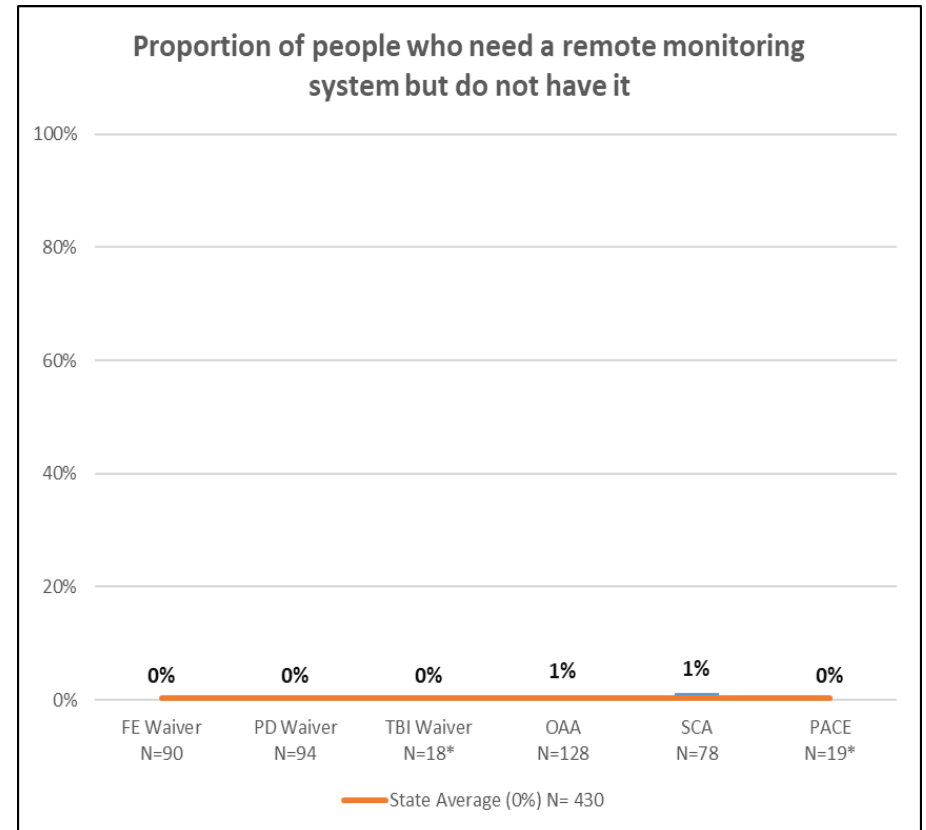
* Very small number of responses

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



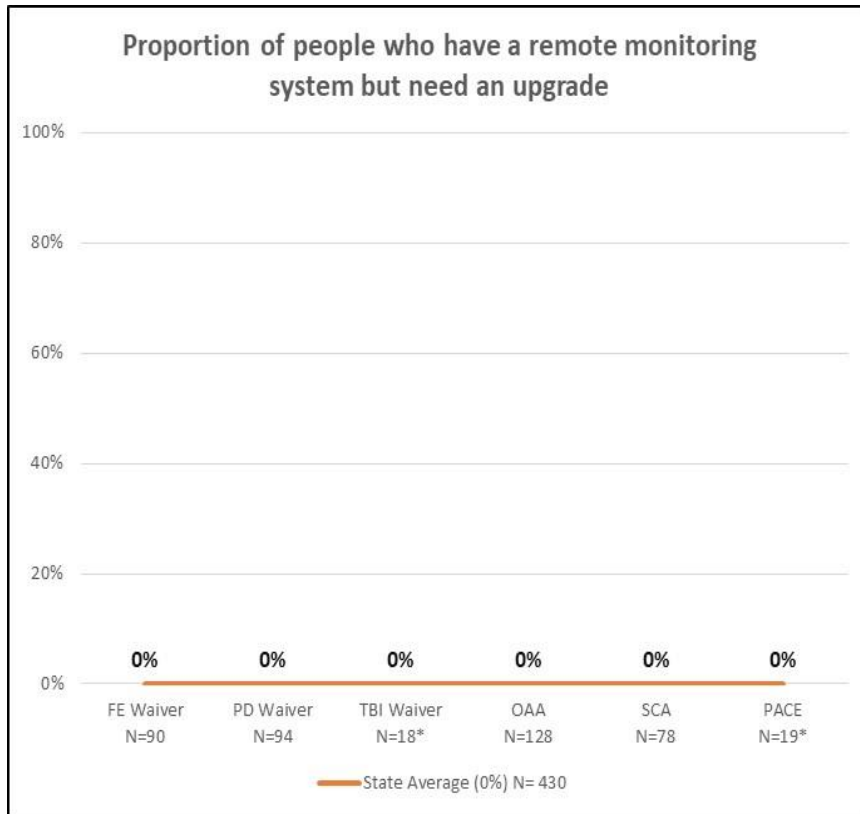
* Very small number of responses

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



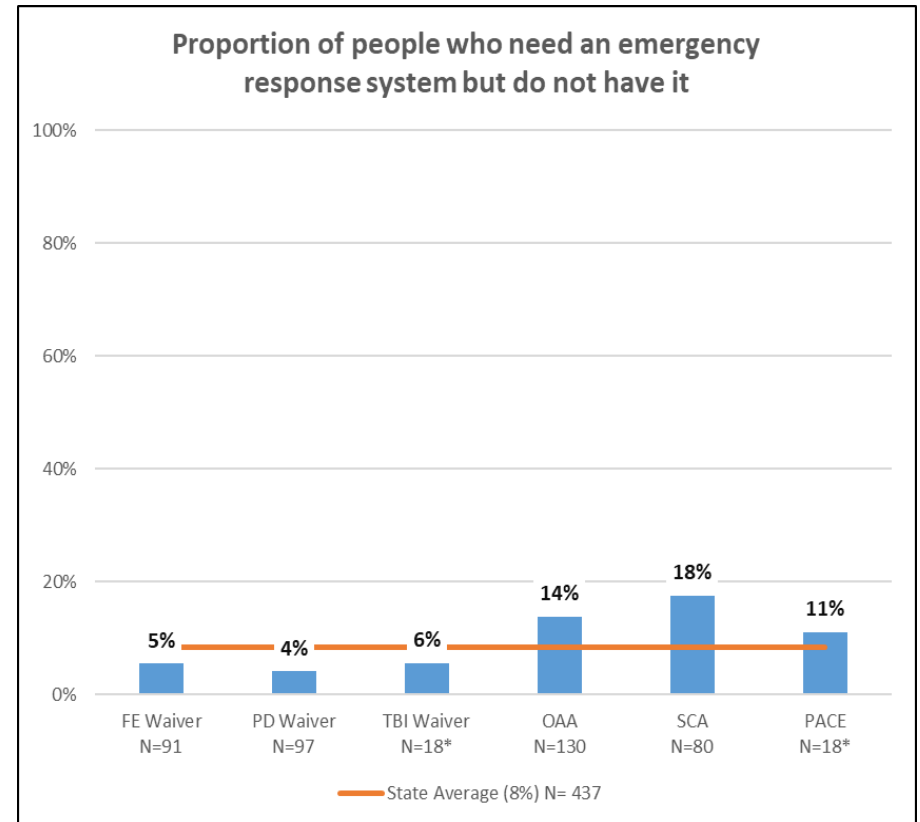
* Very small number of responses

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



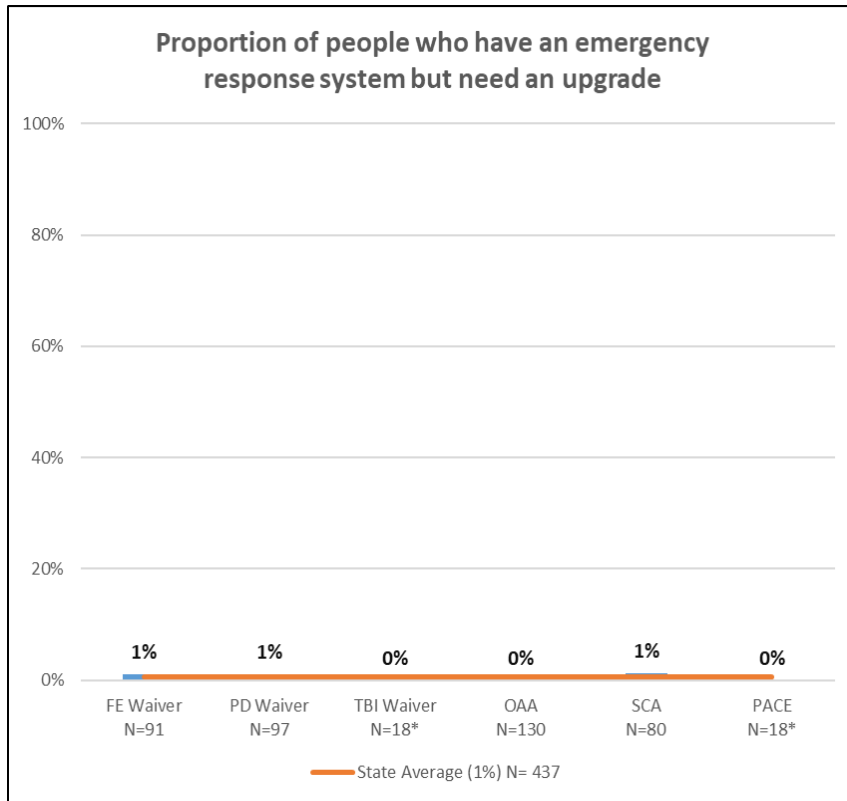
* Very small number of responses

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



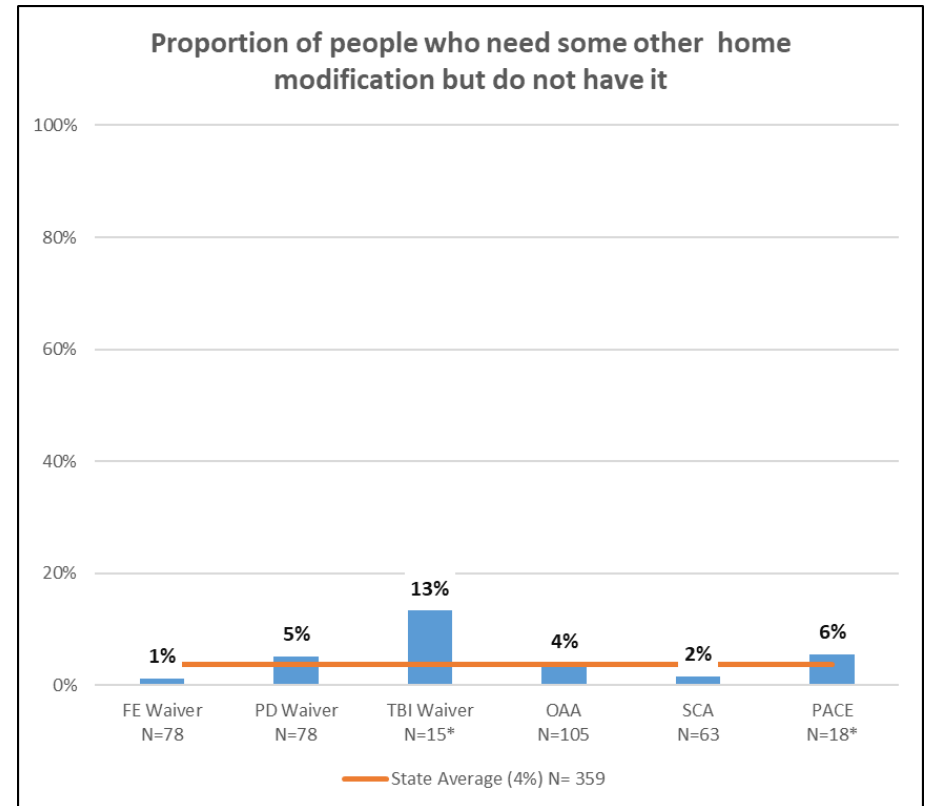
* Very small number of responses

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



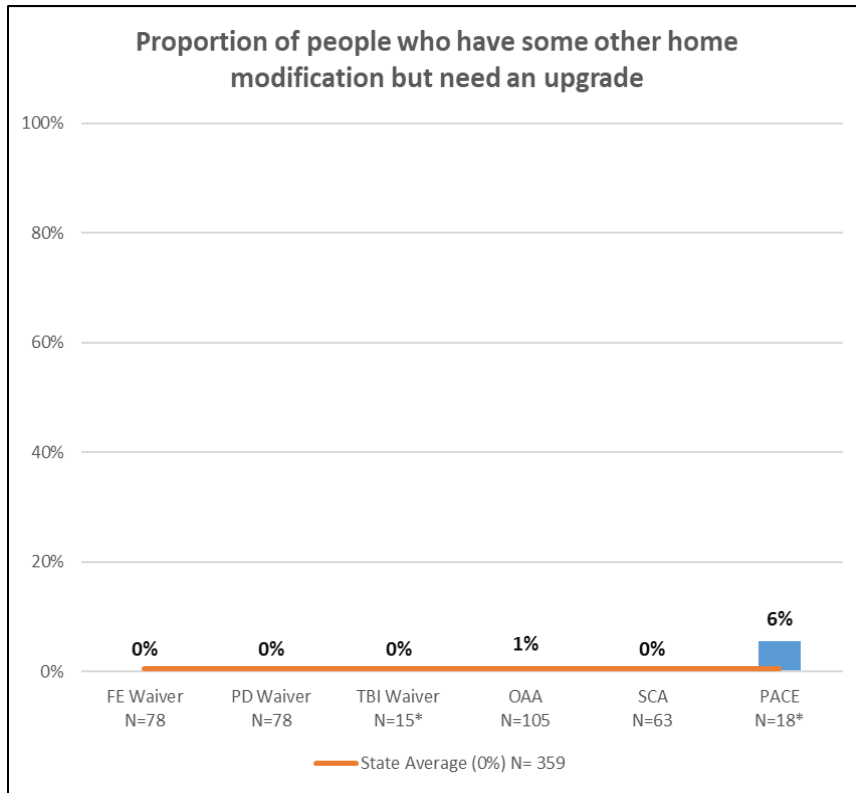
* Very small number of responses

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



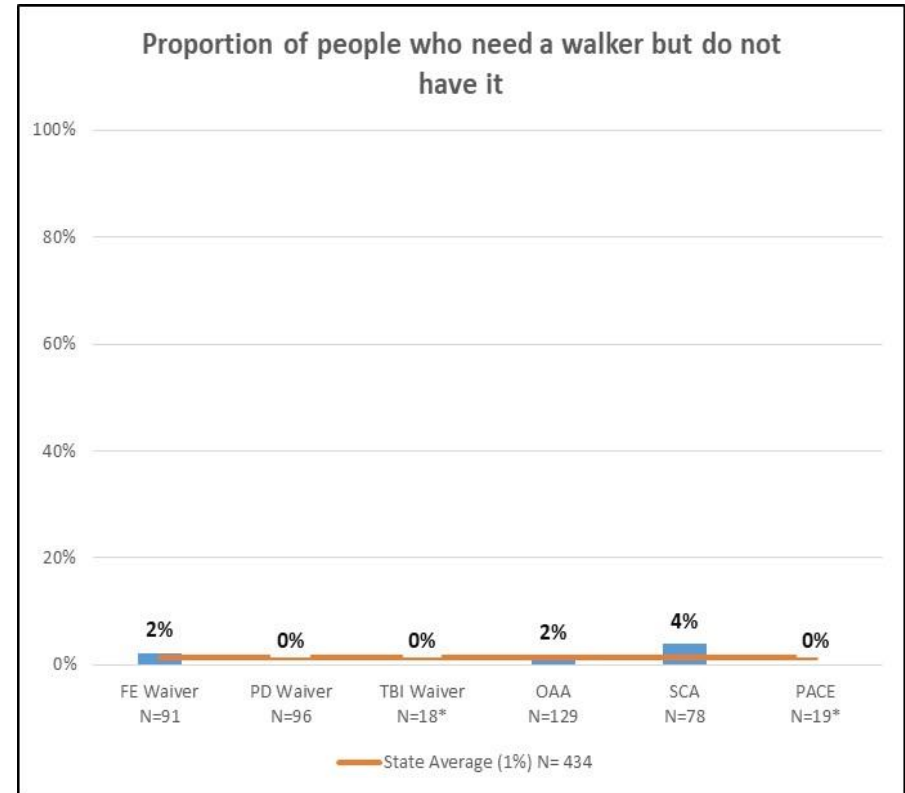
* Very small number of responses

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



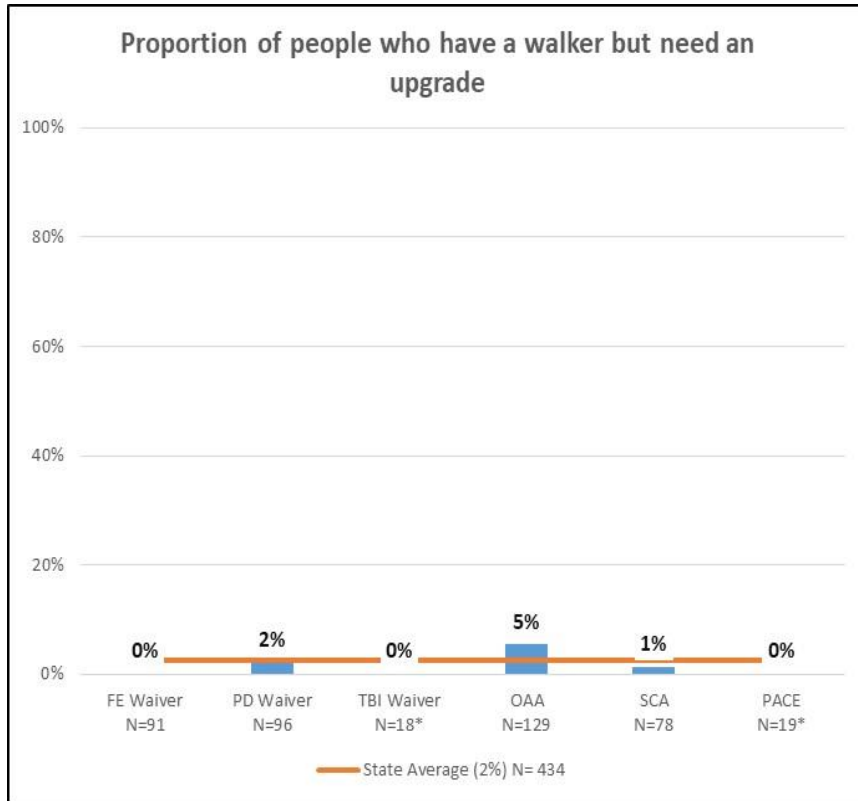
* Very small number of responses

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



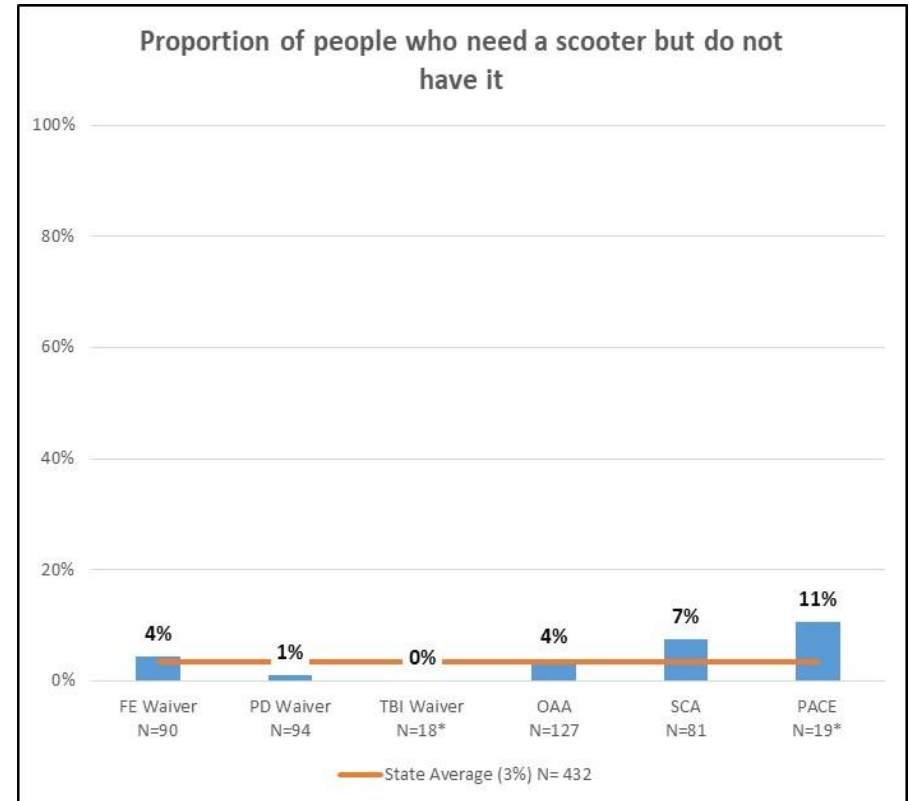
* Very small number of responses

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



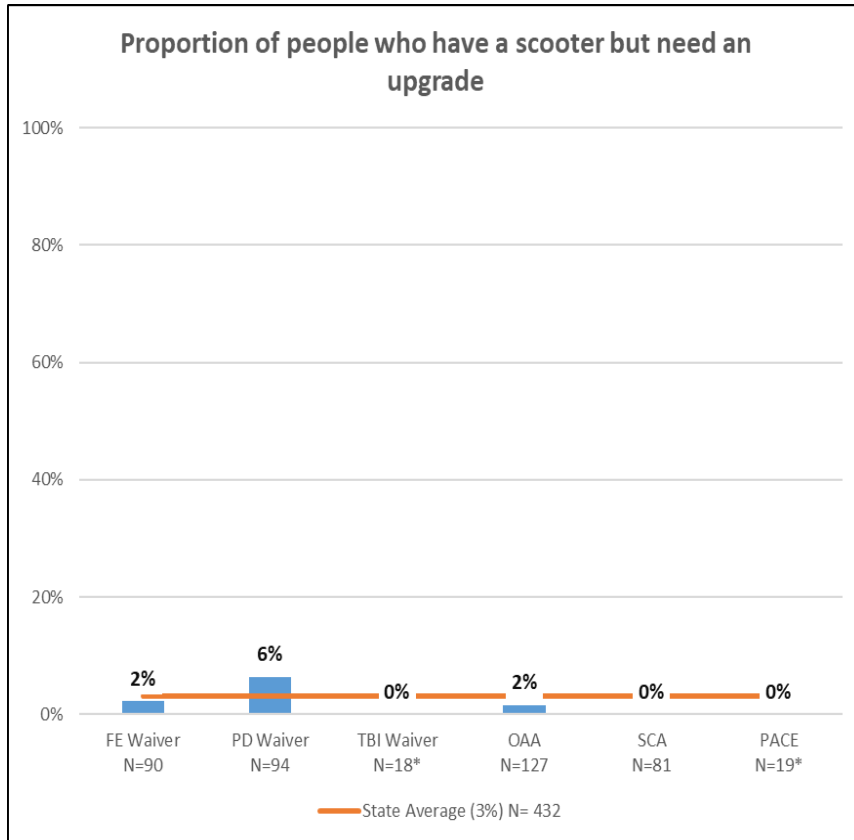
* Very small number of responses

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



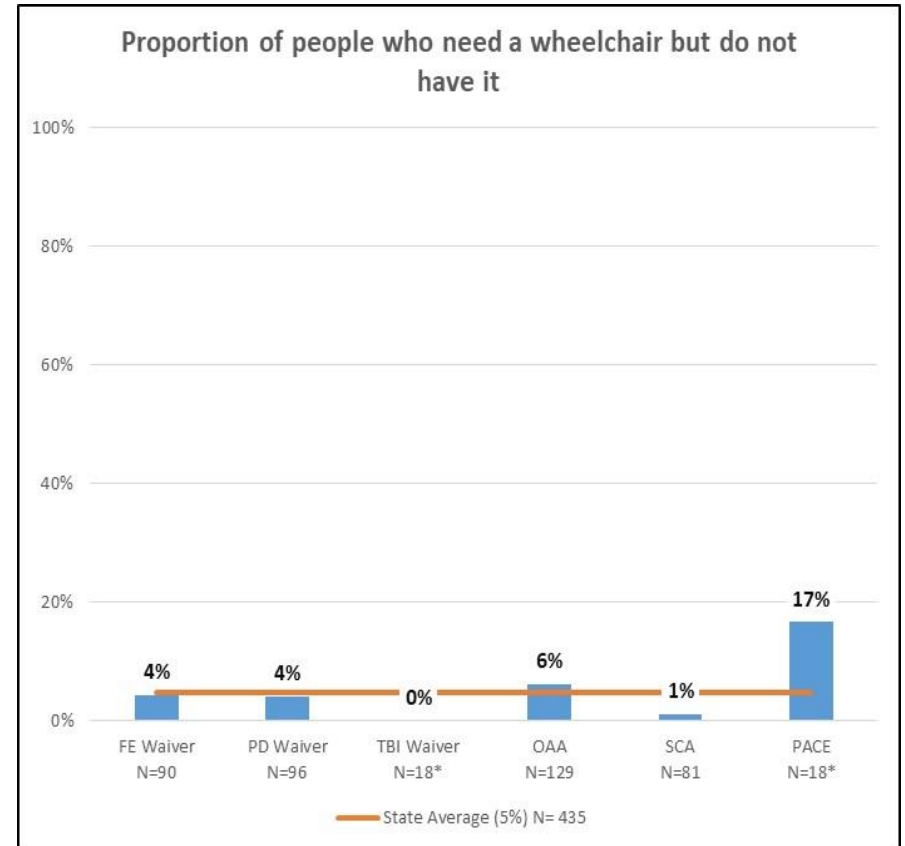
* Very small number of responses

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



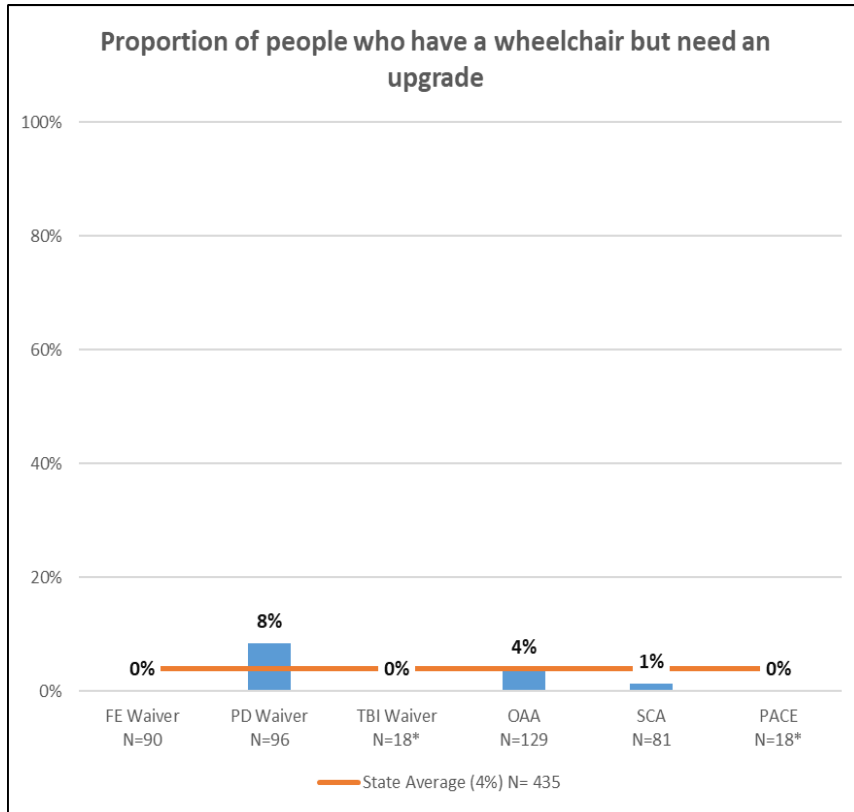
* Very small number of responses

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



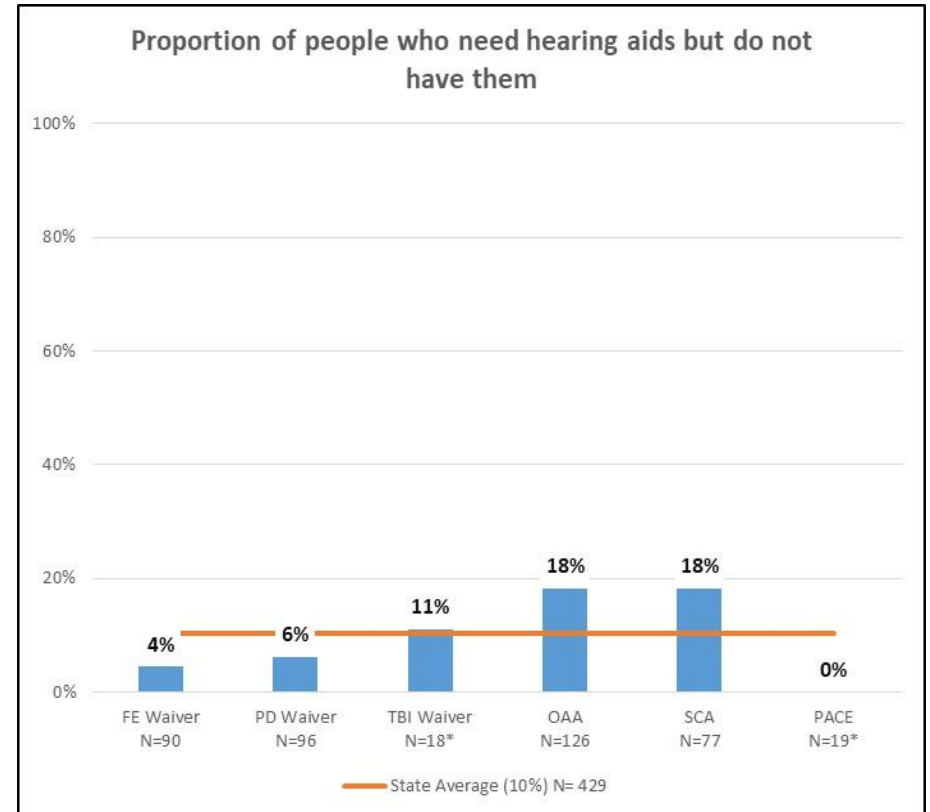
* Very small number of responses

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



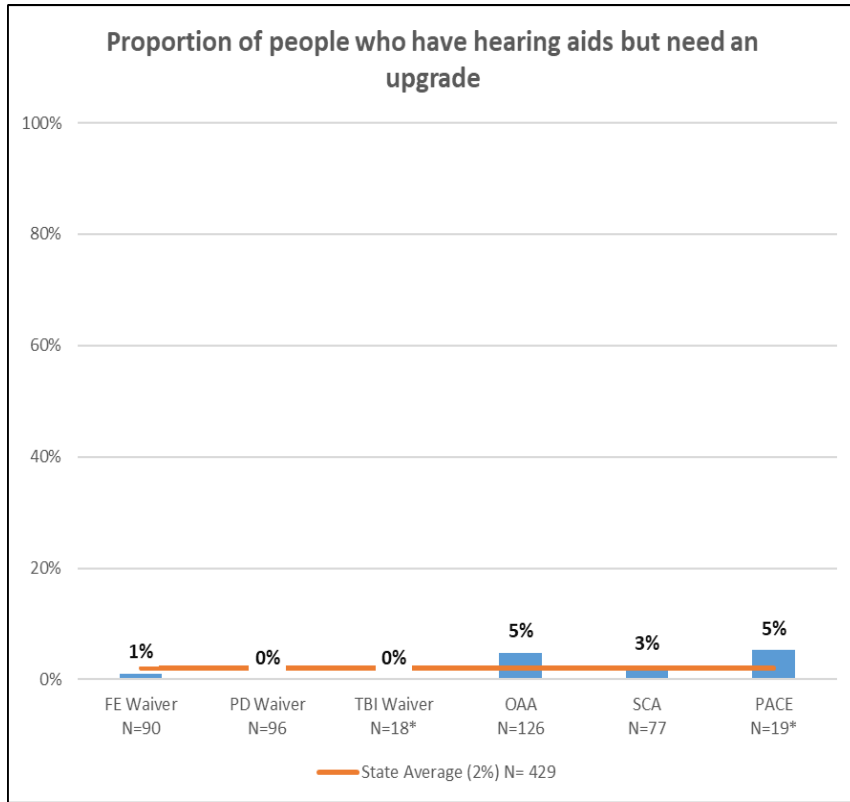
* Very small number of responses

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



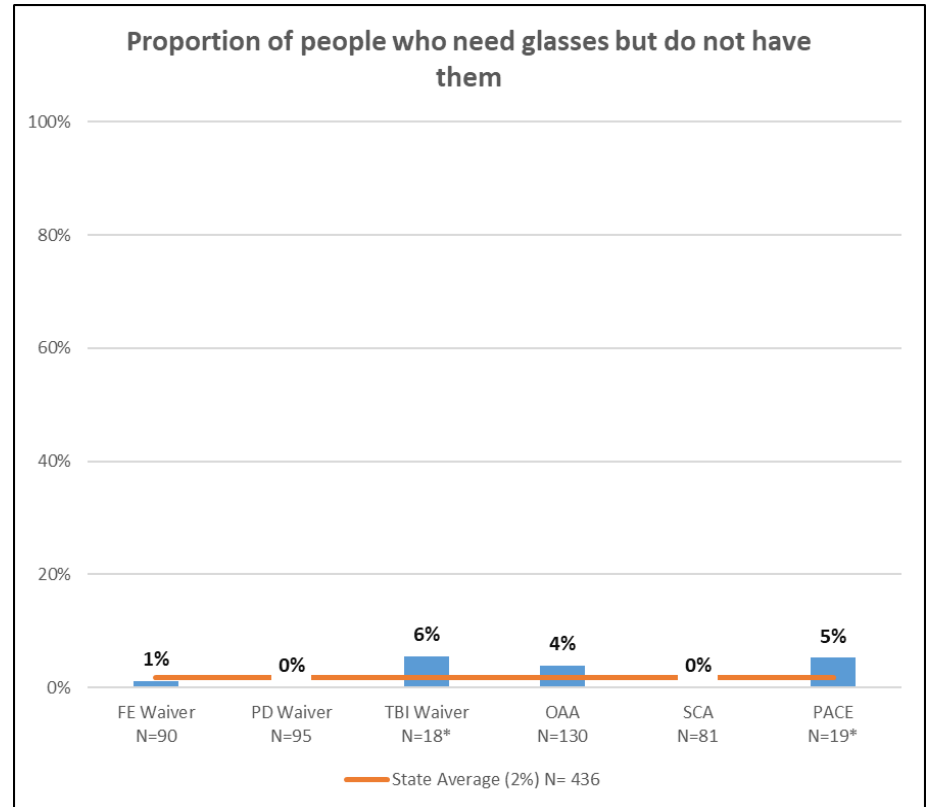
* Very small number of responses

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



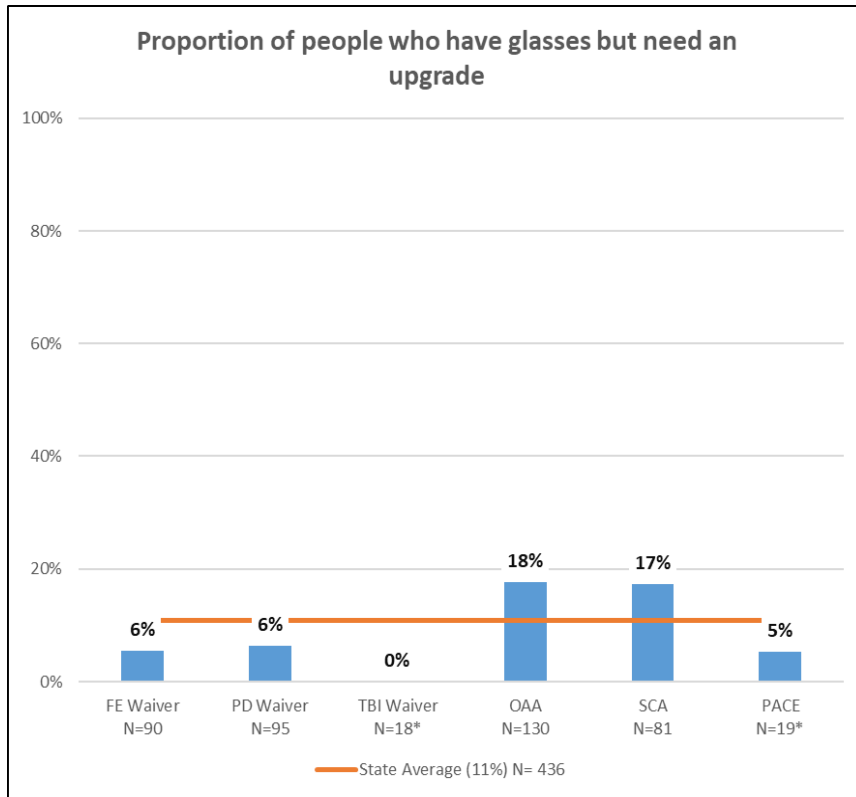
* Very small number of responses

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



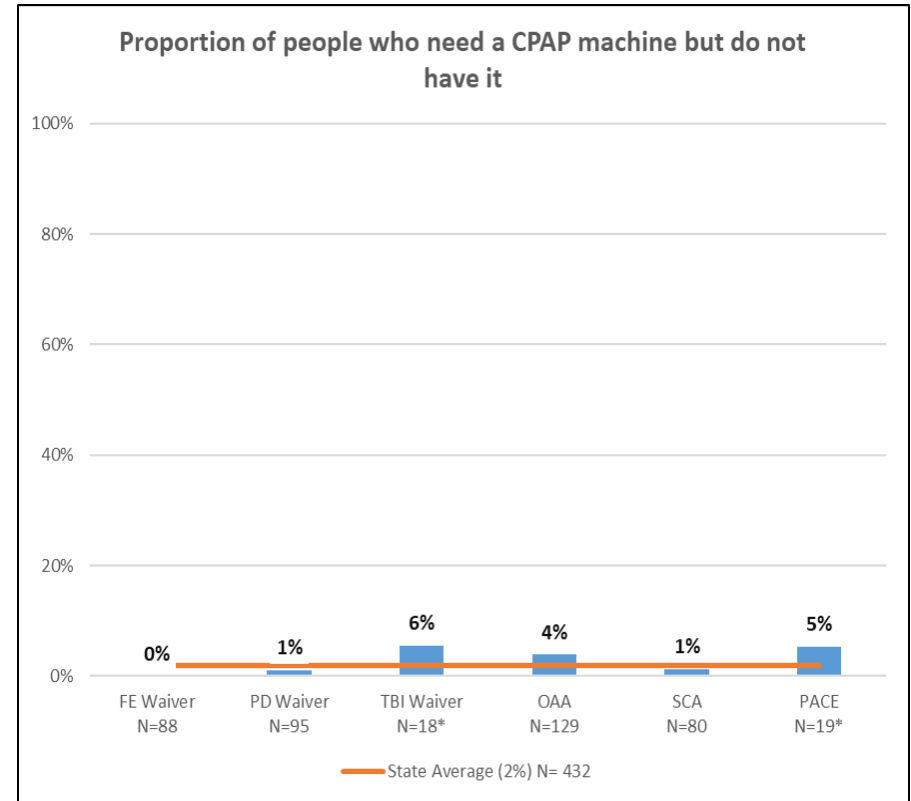
* Very small number of responses

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



* Very small number of responses

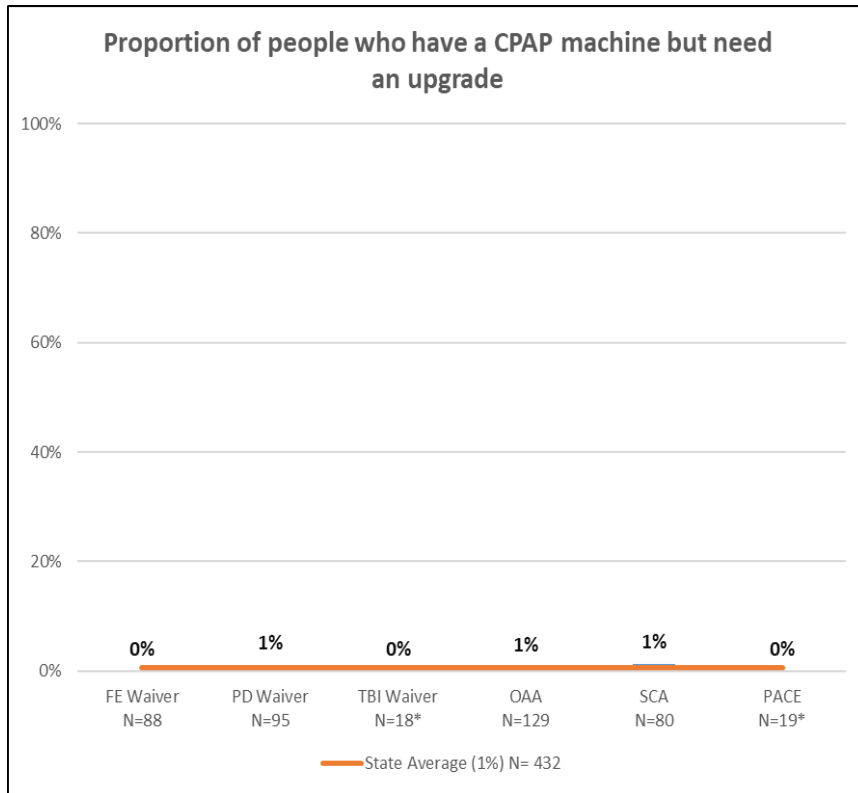
Graph 54. Proportion of people who need a CPAP machine but don't have it¹²



* Very small number of responses

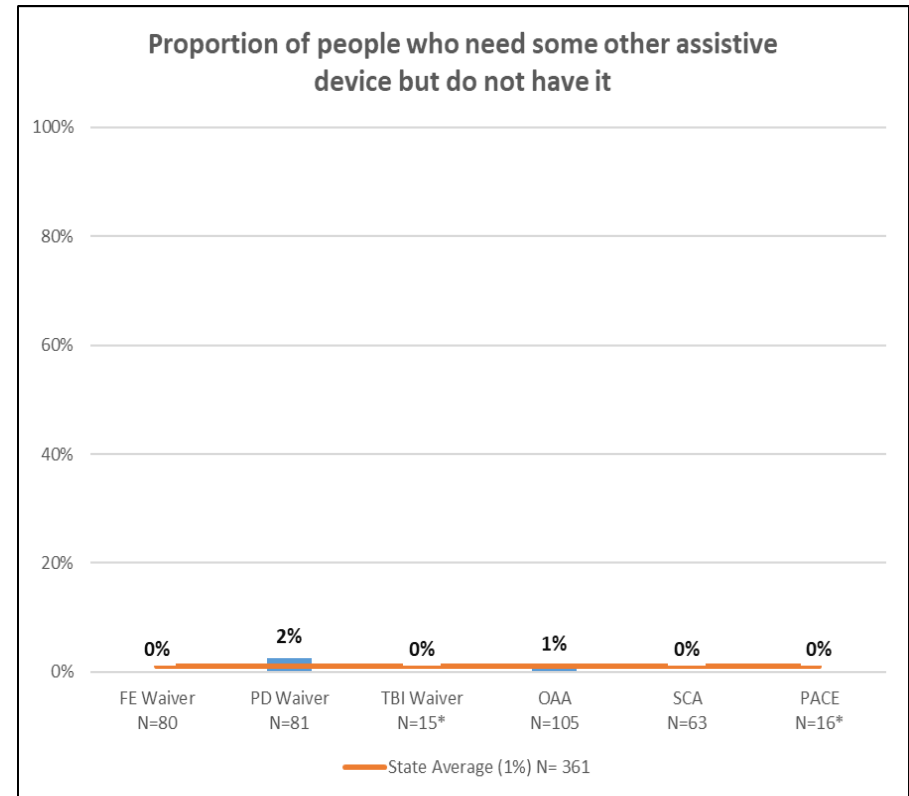
¹² New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade¹³



* Very small number of responses

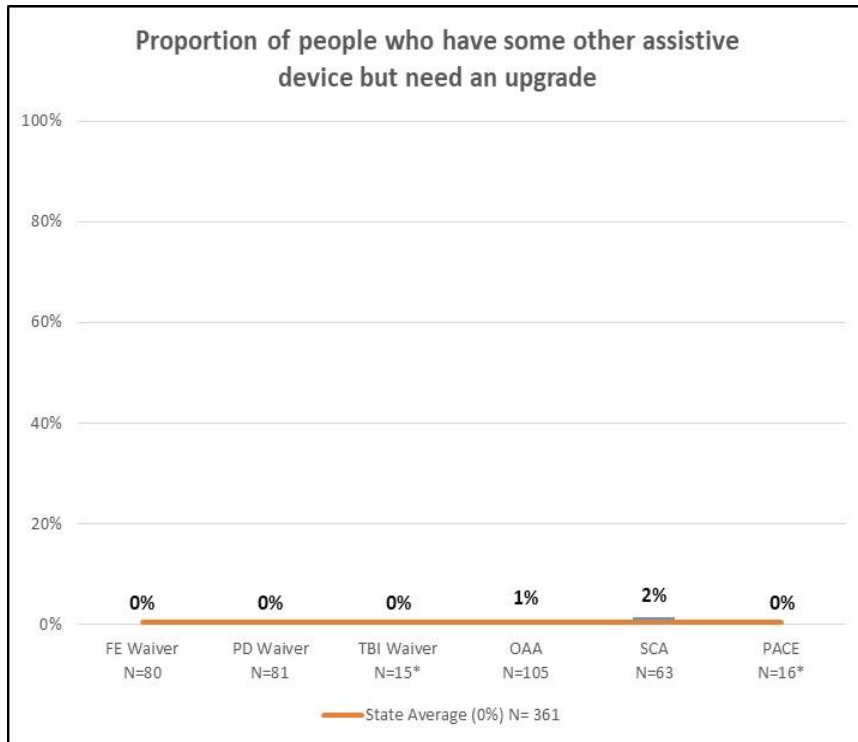
Graph 56. Proportion of people who need some other assistive device but do not have it



* Very small number of responses

¹³ 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.

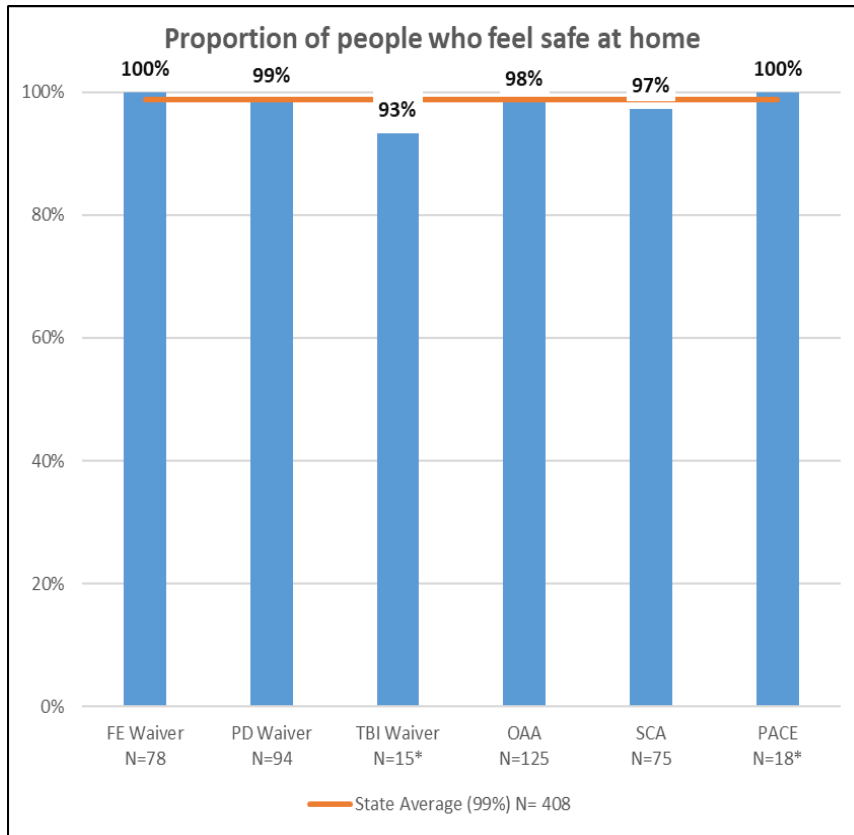
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

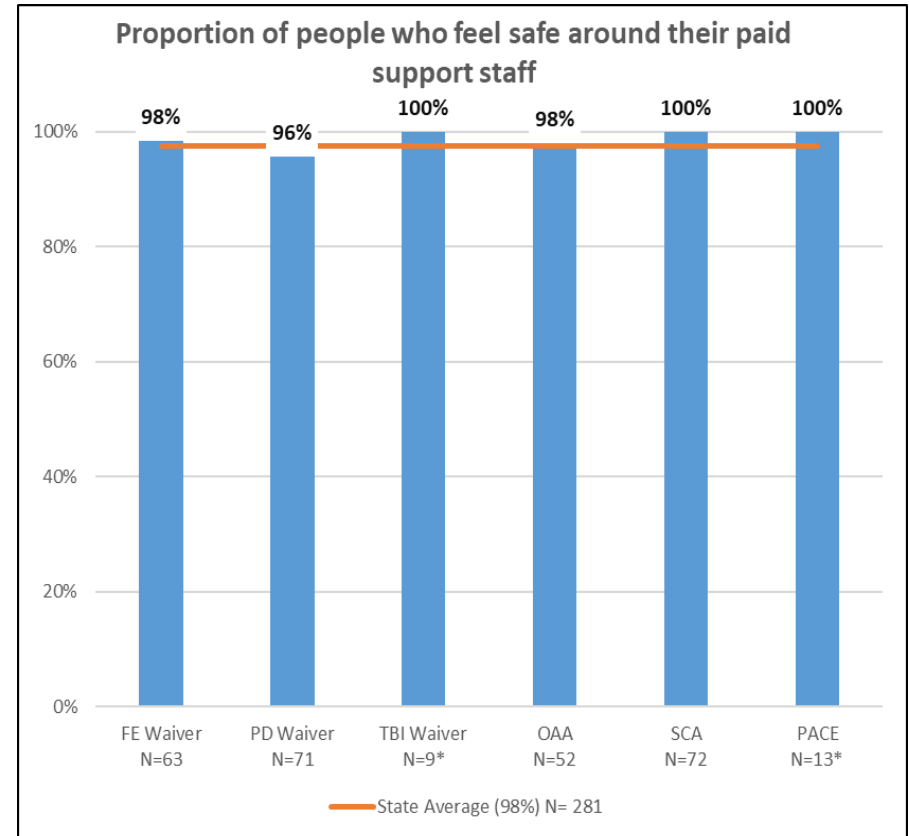
Un-collapsed data are shown in Appendix B.

Graph 58. Proportion of people who feel safe at home



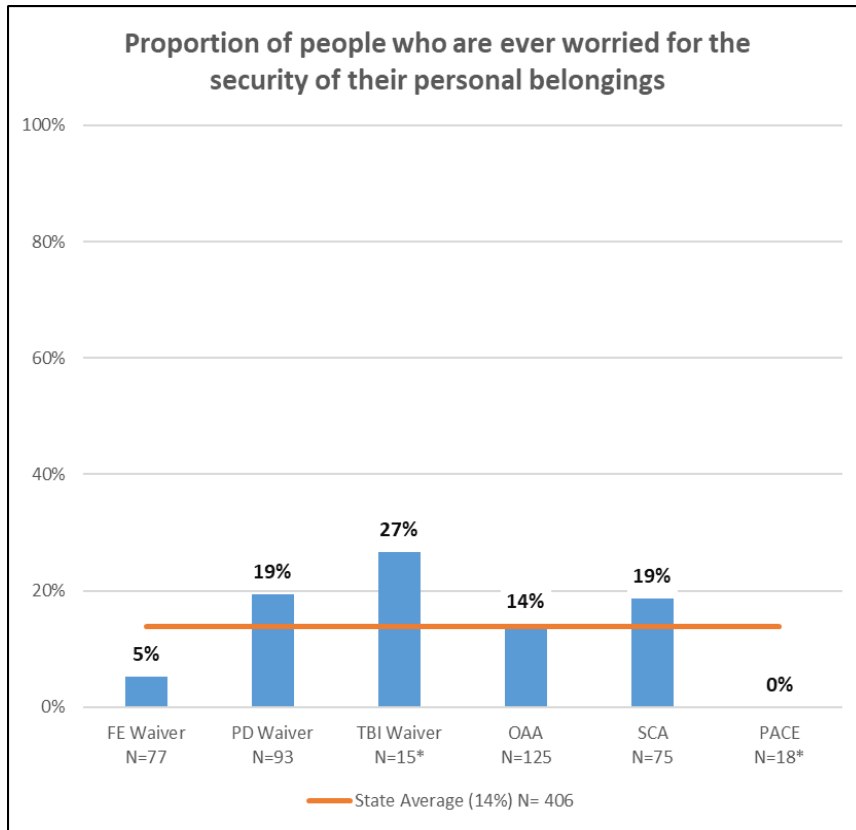
* Very small number of responses

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



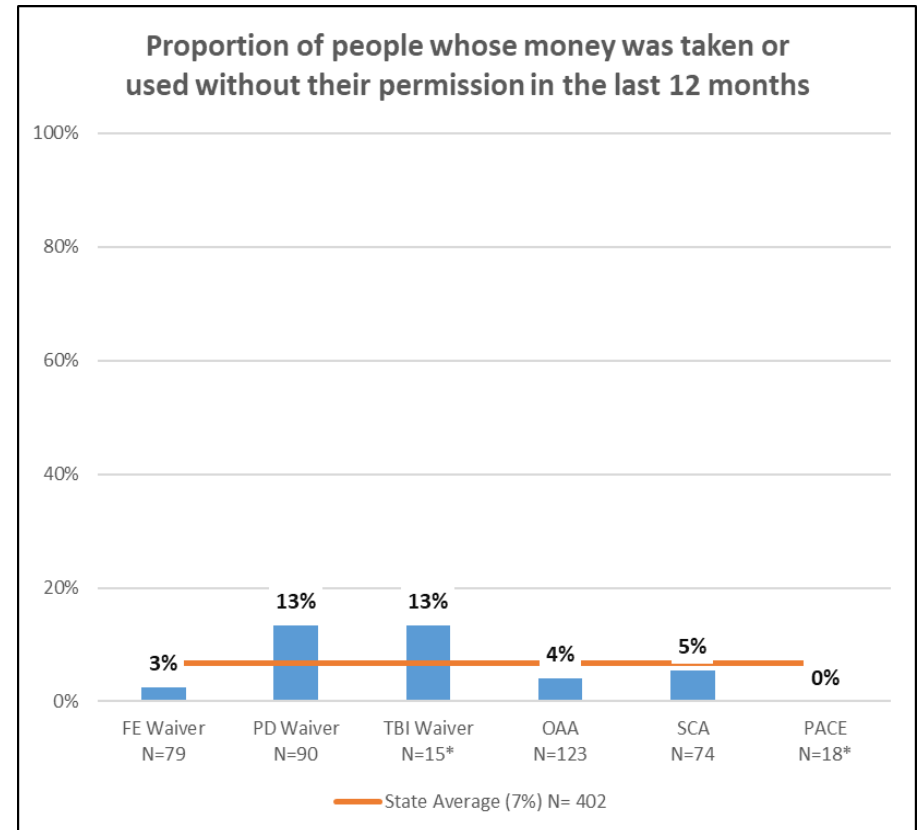
* Very small number of responses

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



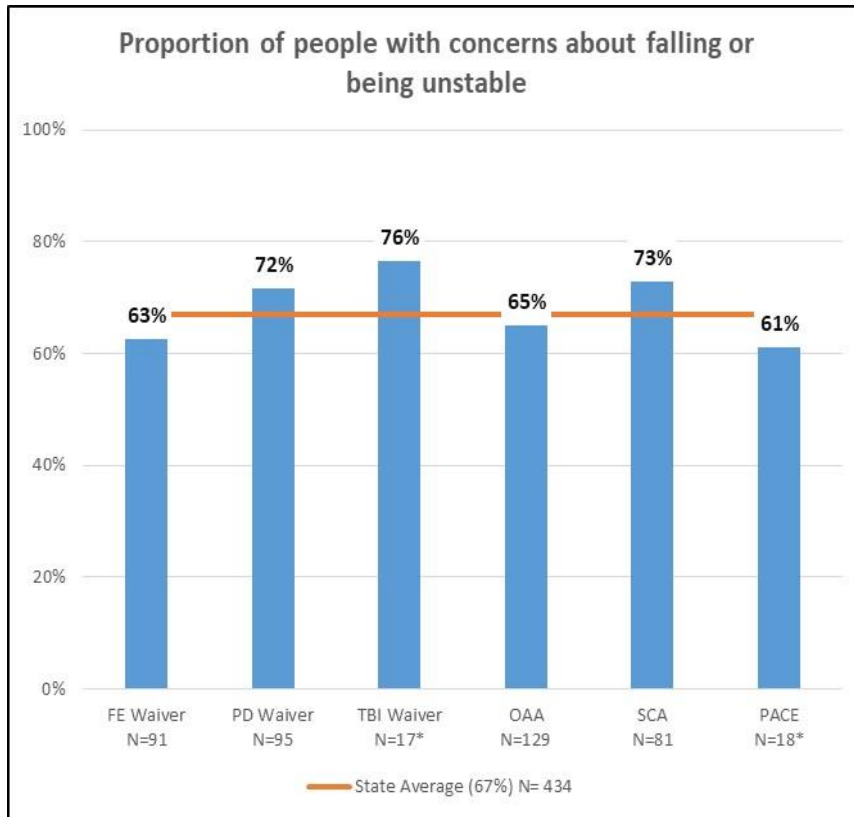
* Very small number of responses

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



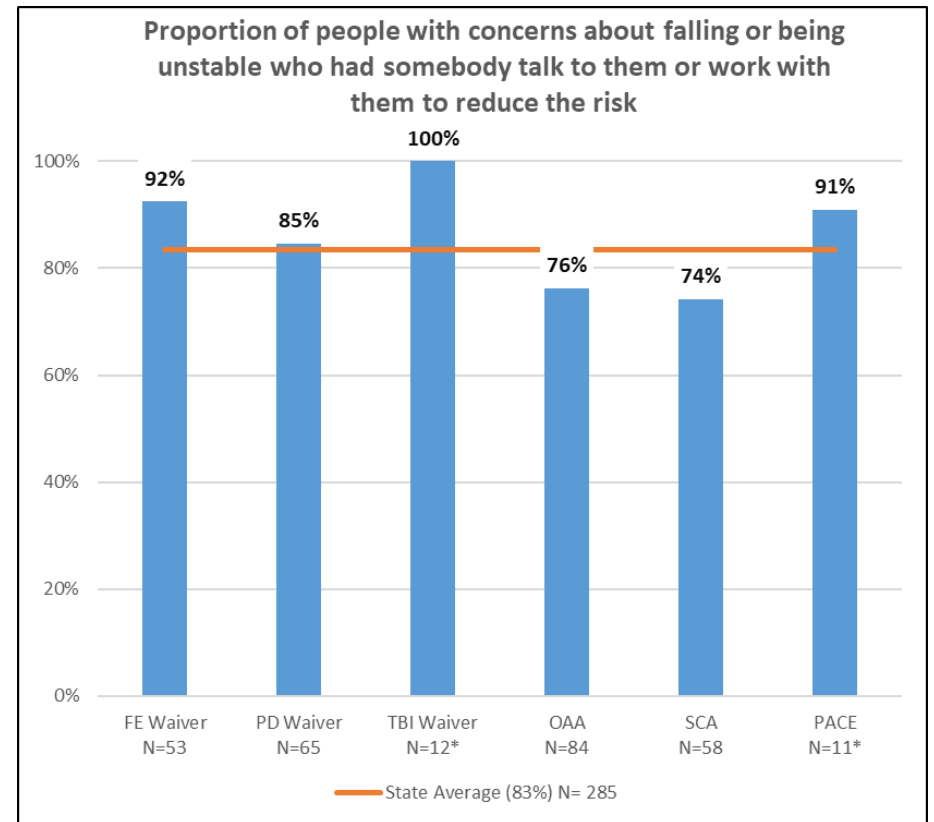
* Very small number of responses

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



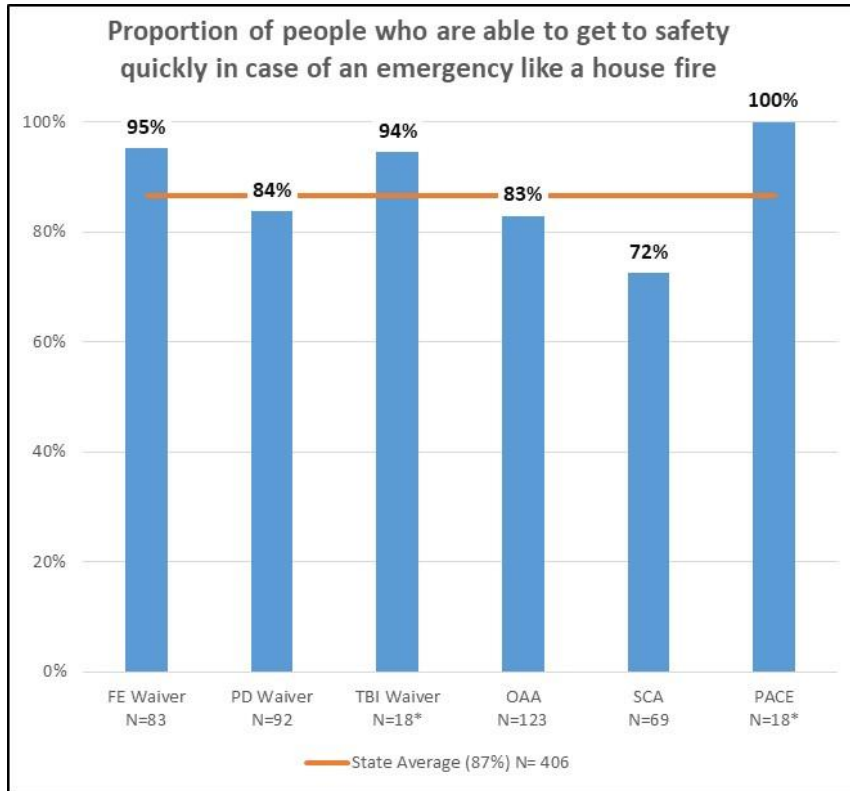
* Very small number of responses

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.

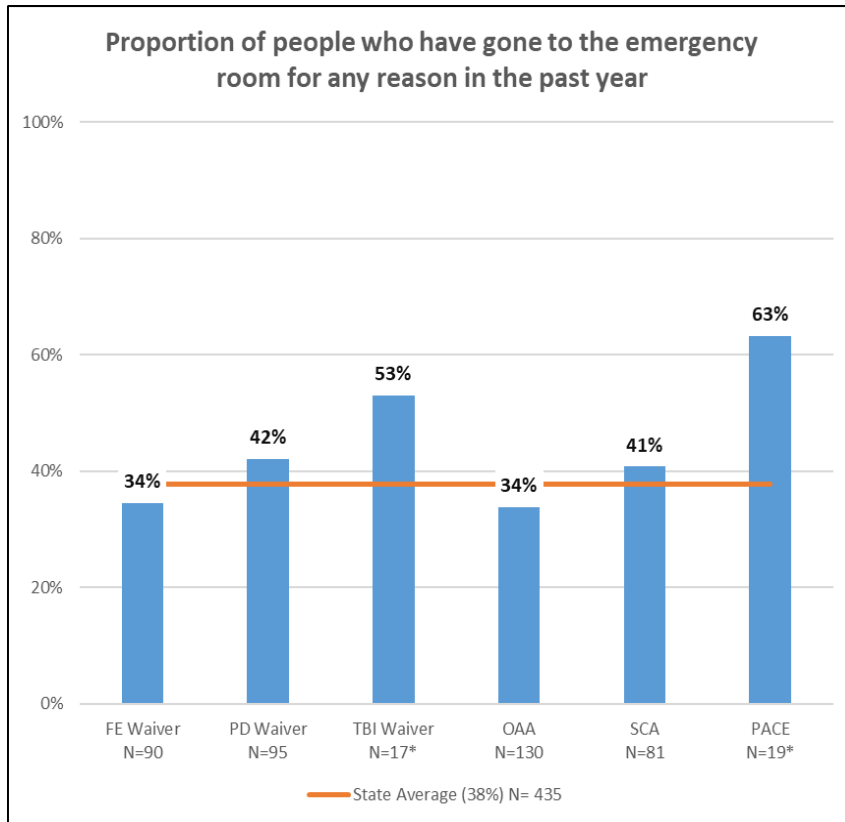
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

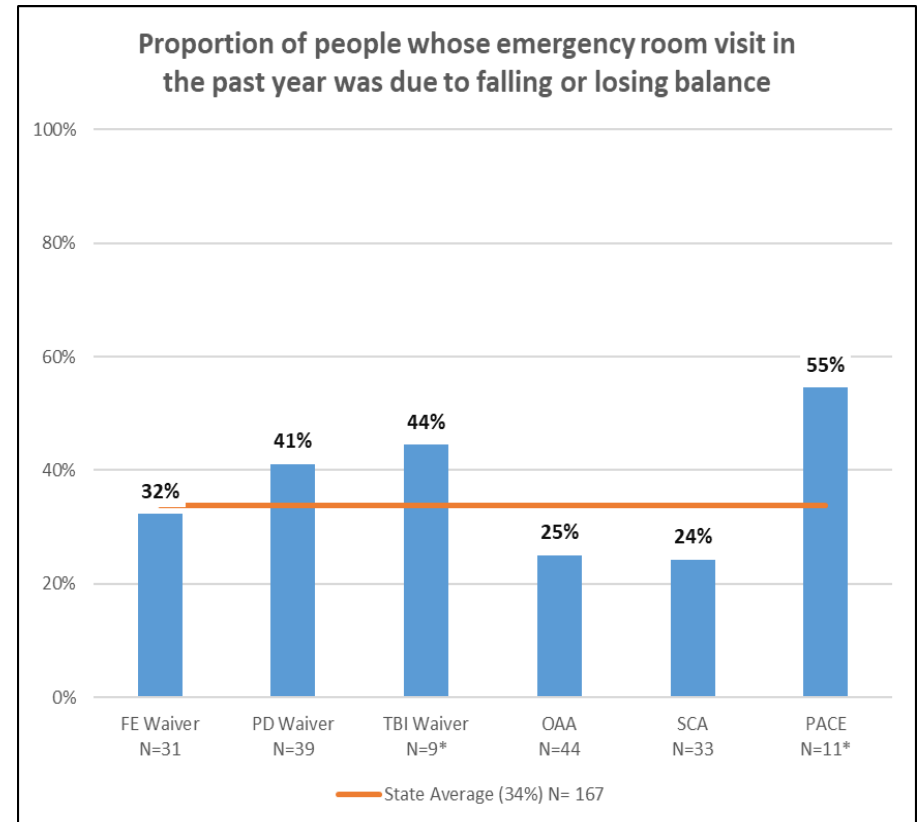
Un-collapsed data are shown in Appendix B.

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



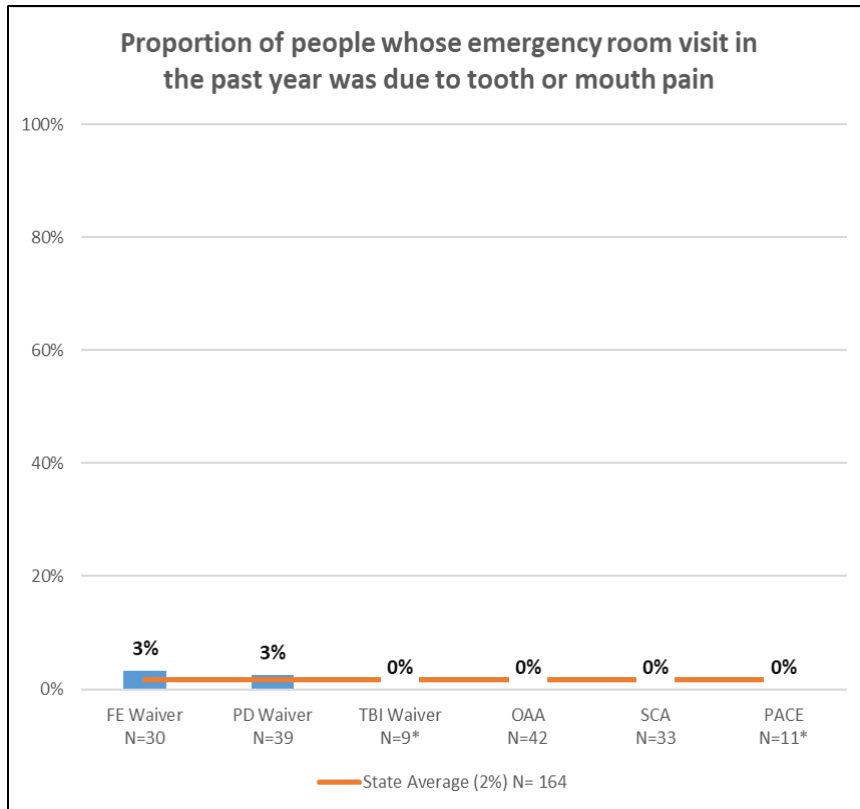
* Very small number of responses

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



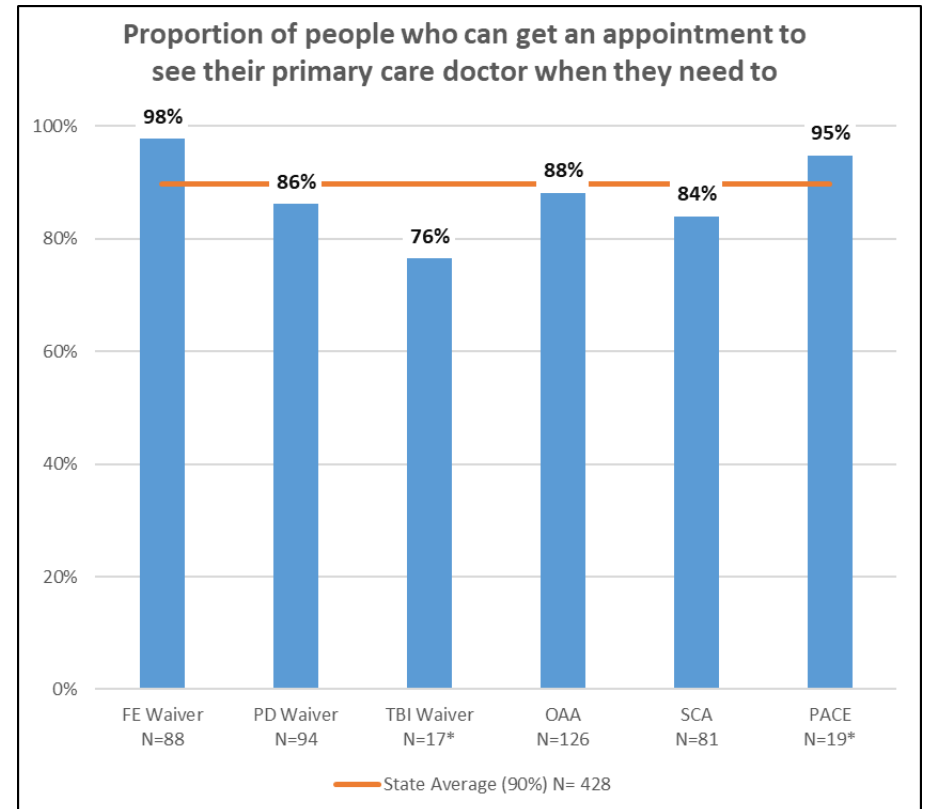
* Very small number of responses

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



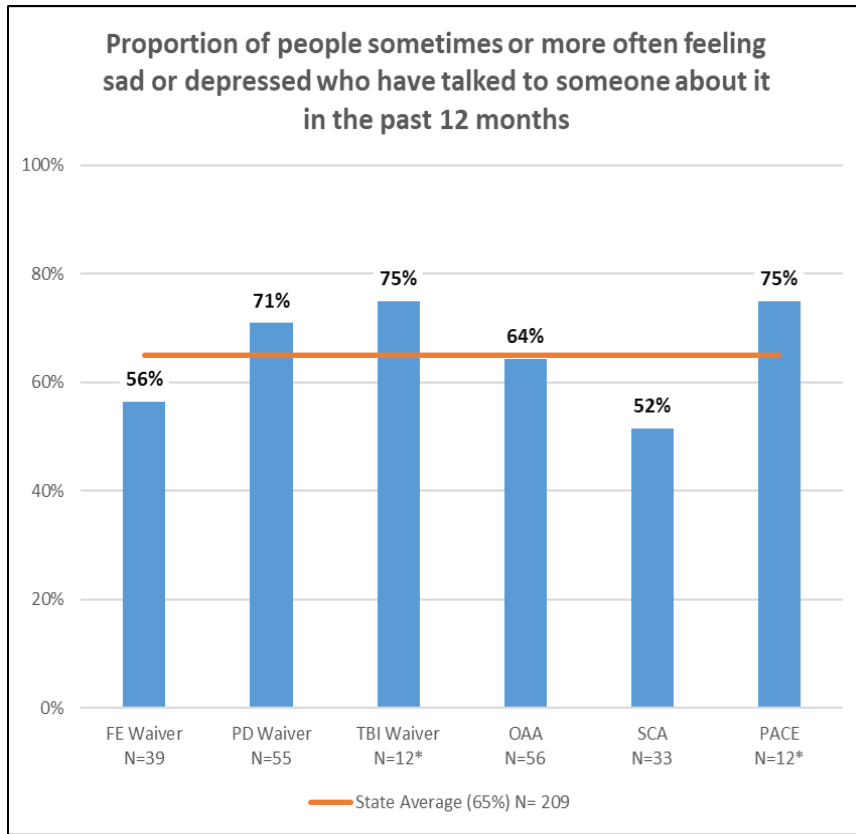
* Very small number of responses

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



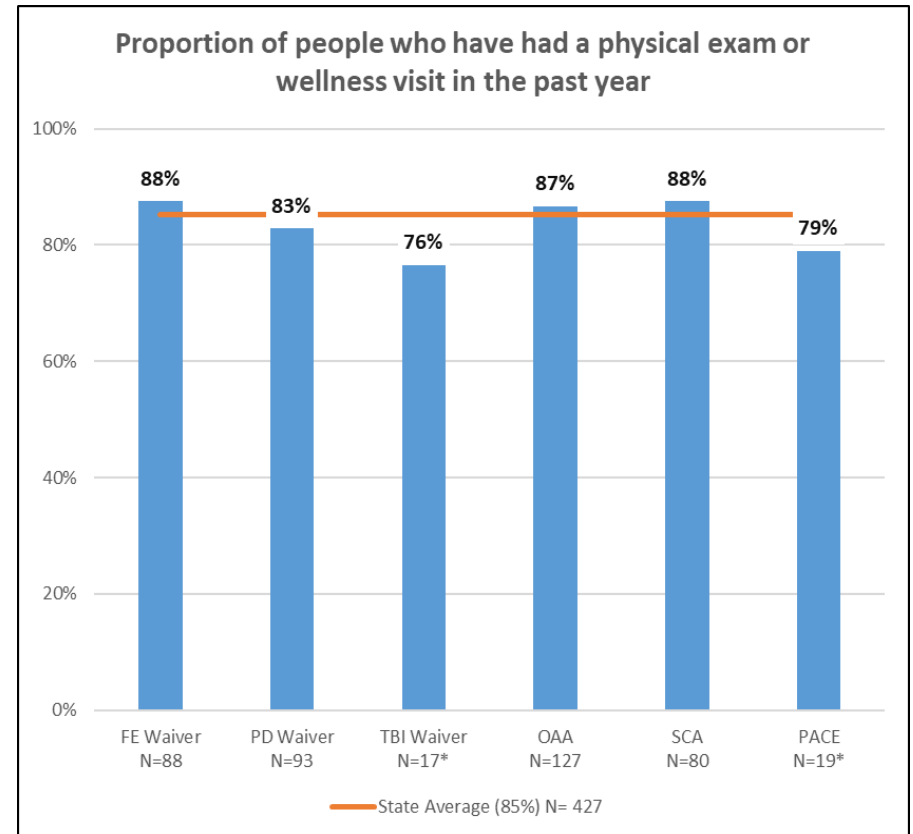
* Very small number of responses

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



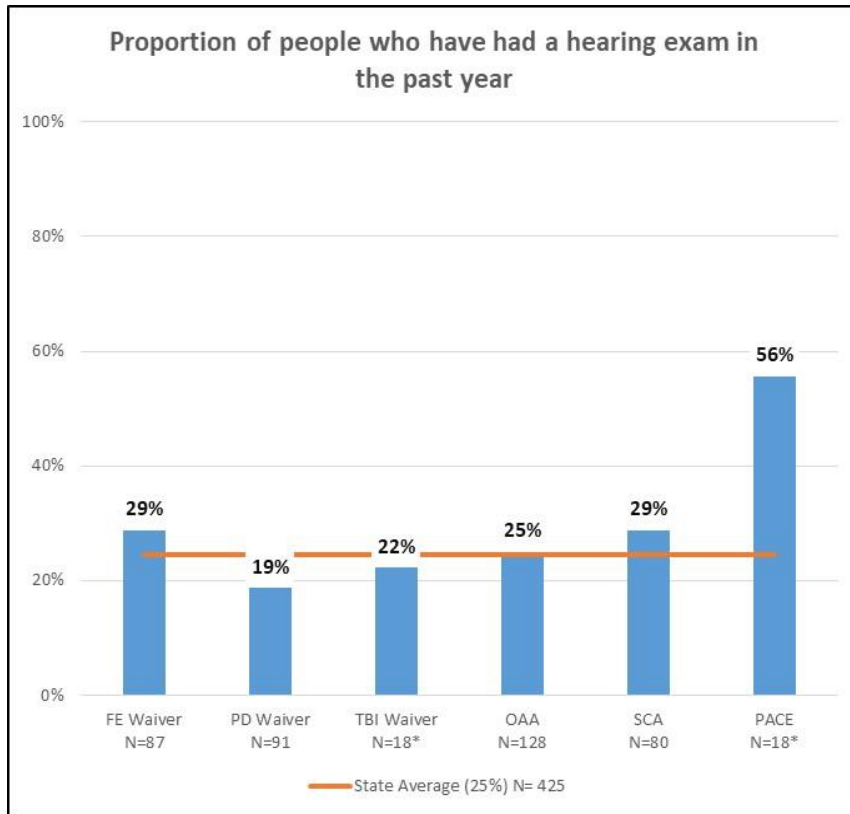
* Very small number of responses

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



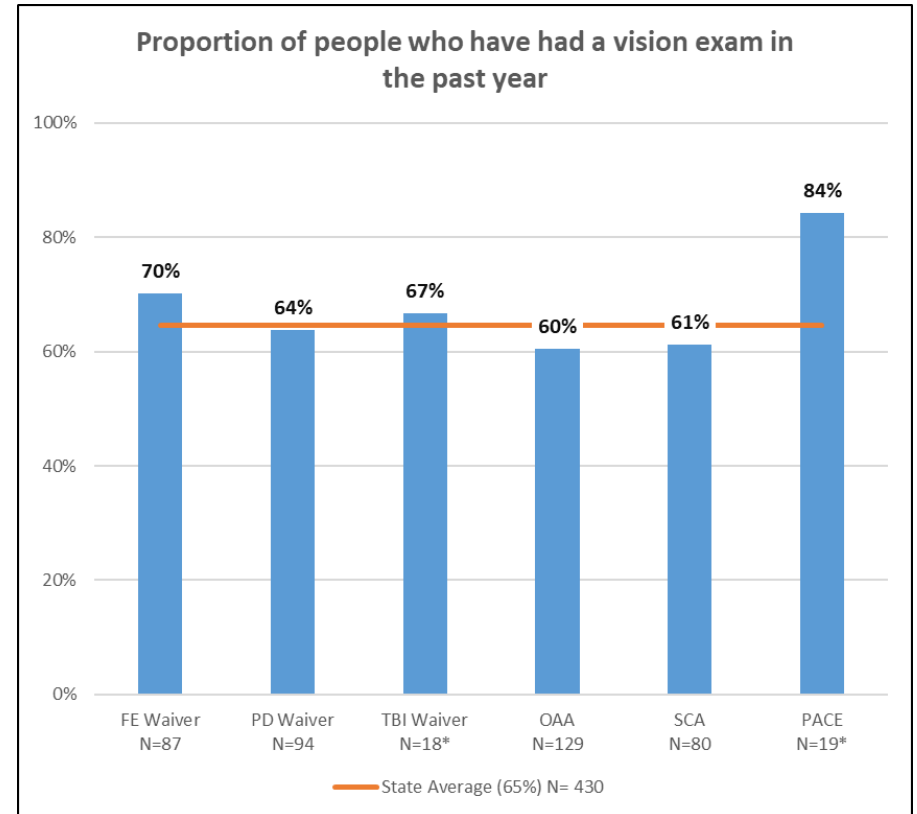
* Very small number of responses

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



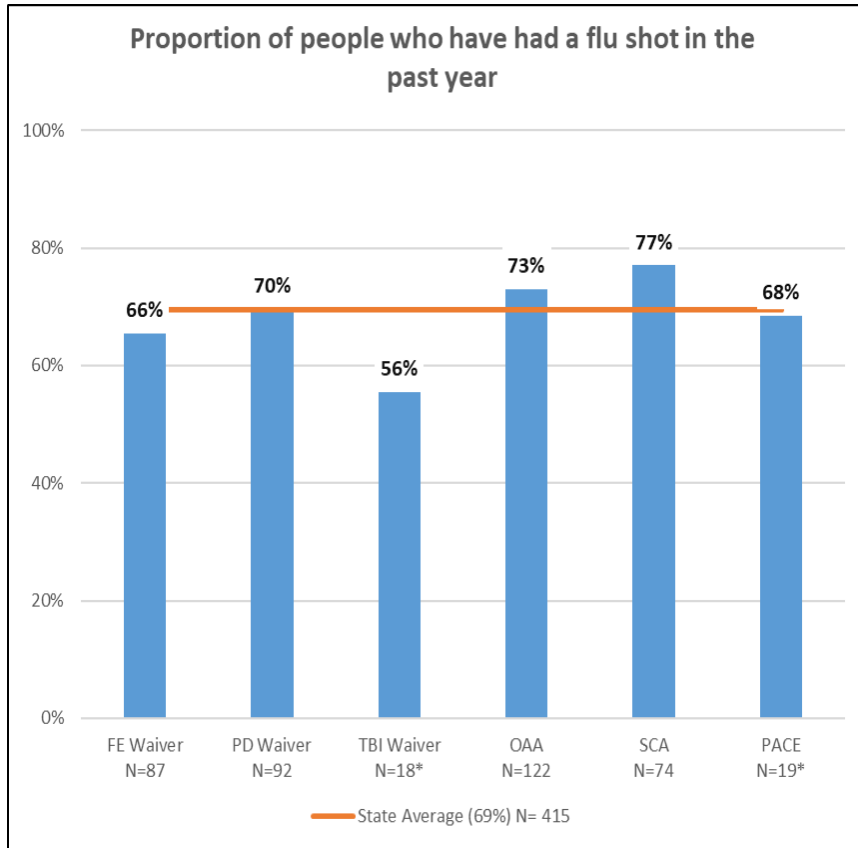
* Very small number of responses

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



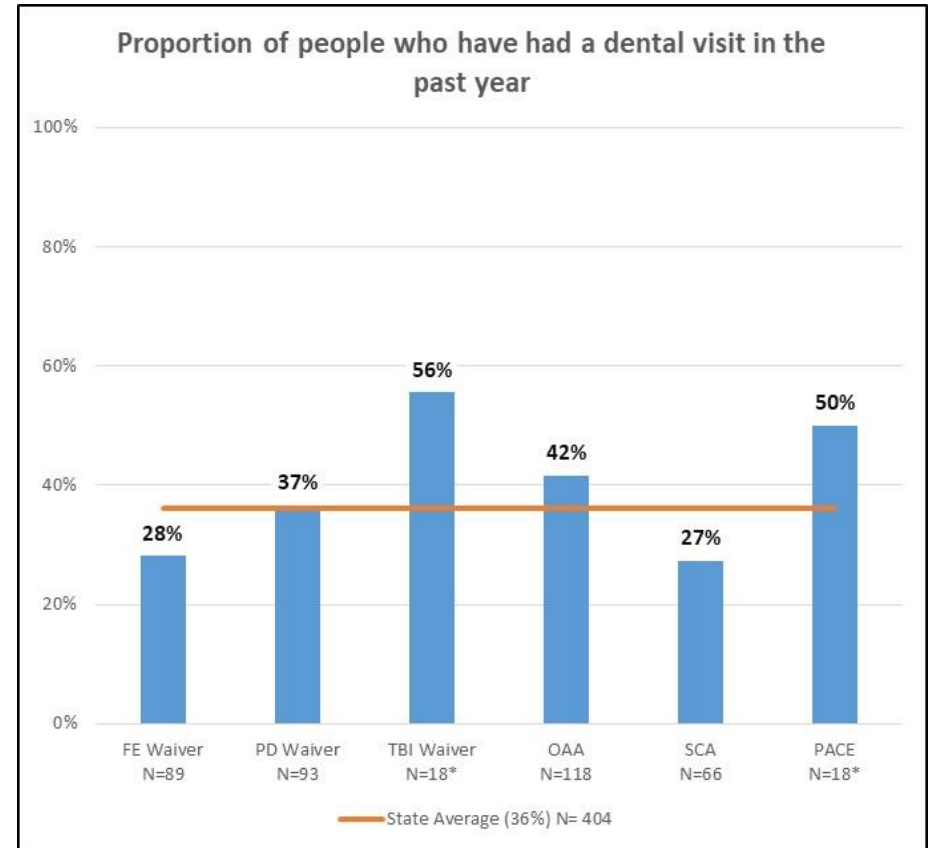
* Very small number of responses

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



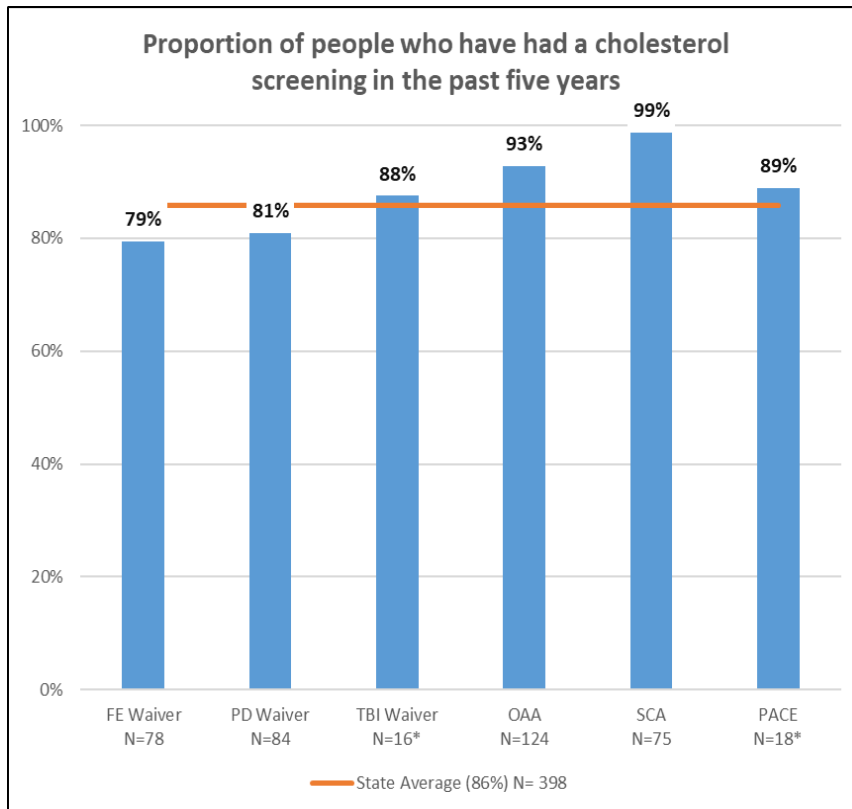
* Very small number of responses

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.

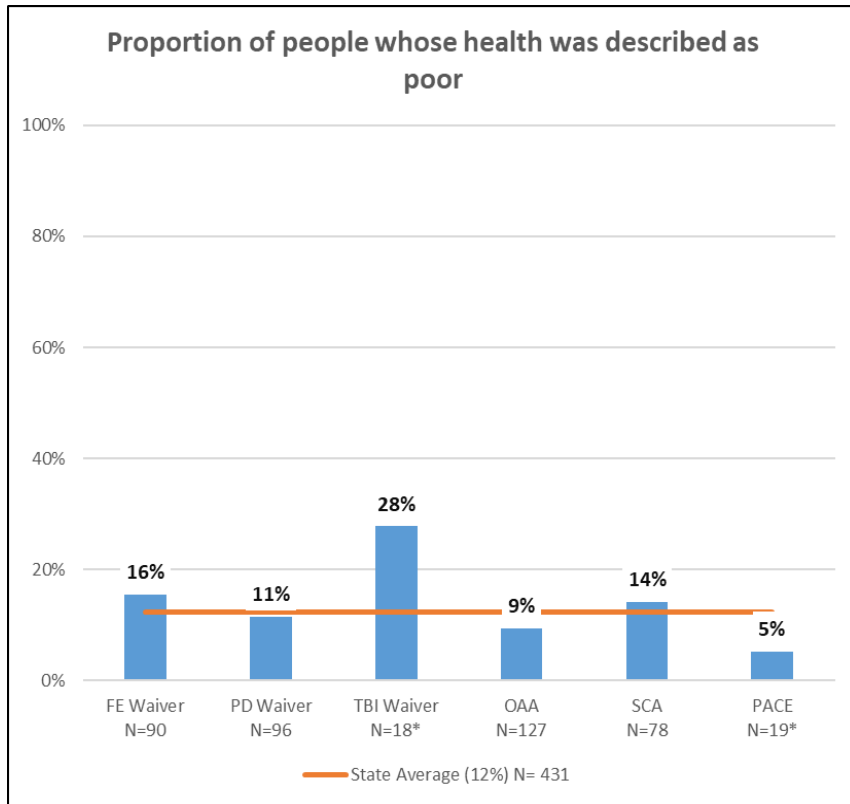
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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.

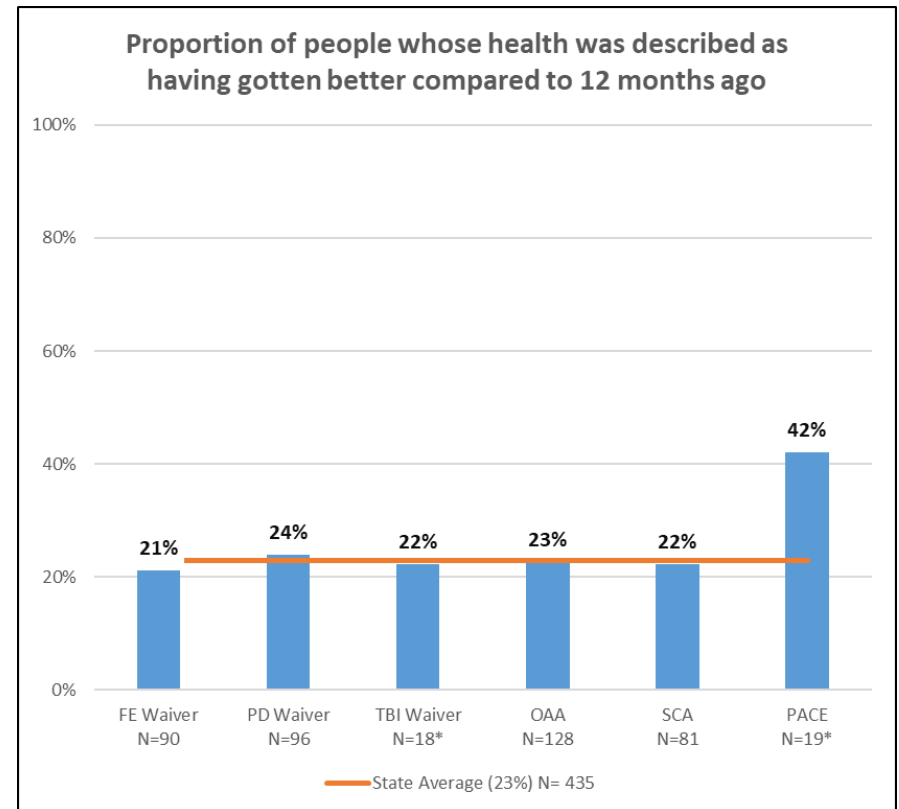
Un-collapsed data are shown in Appendix B.

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



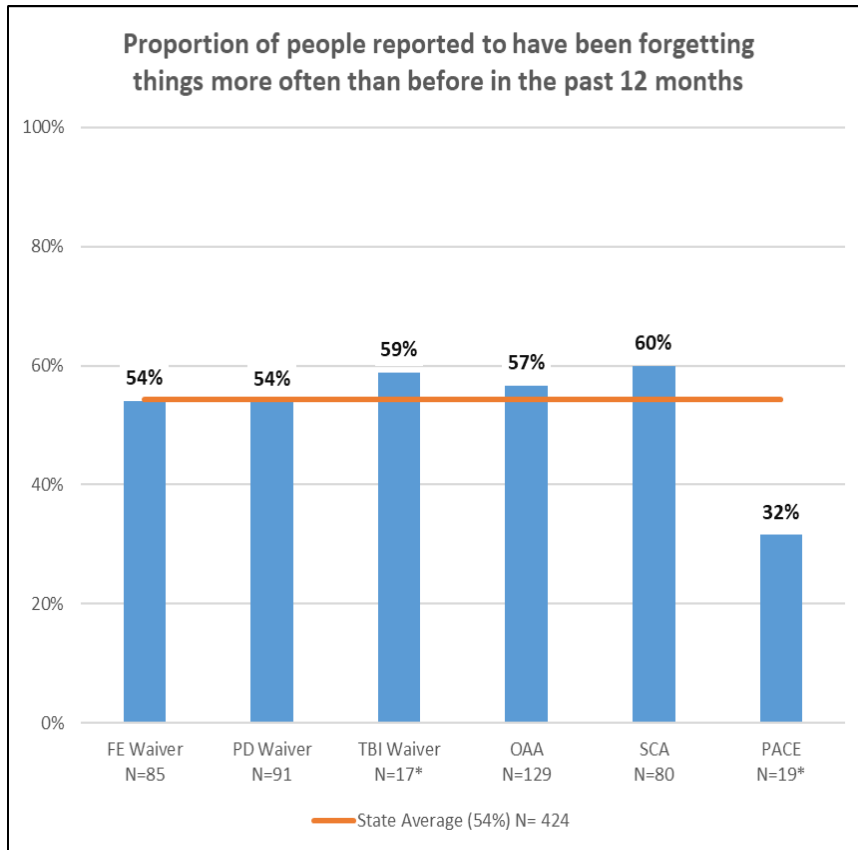
* Very small number of responses

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



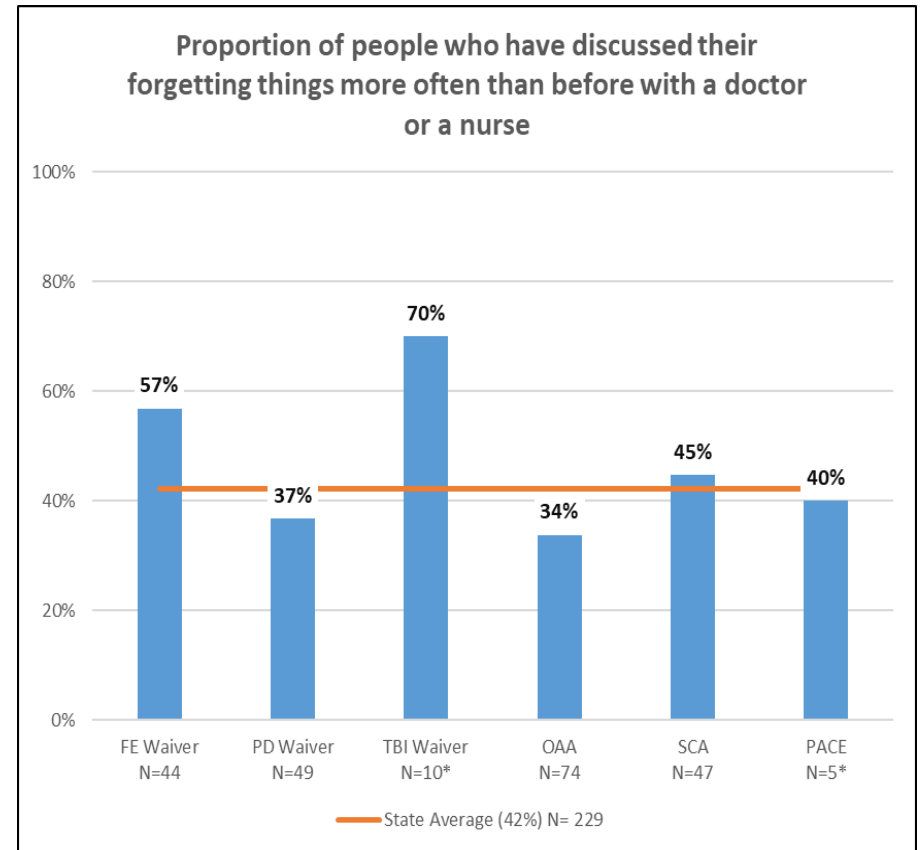
* Very small number of responses

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



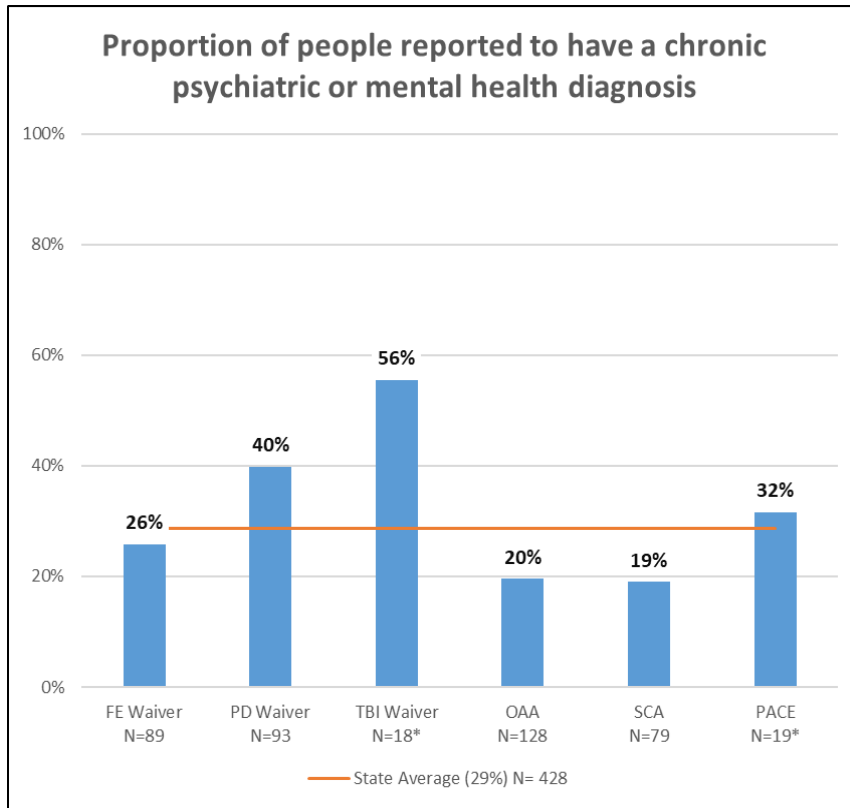
* Very small number of responses

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



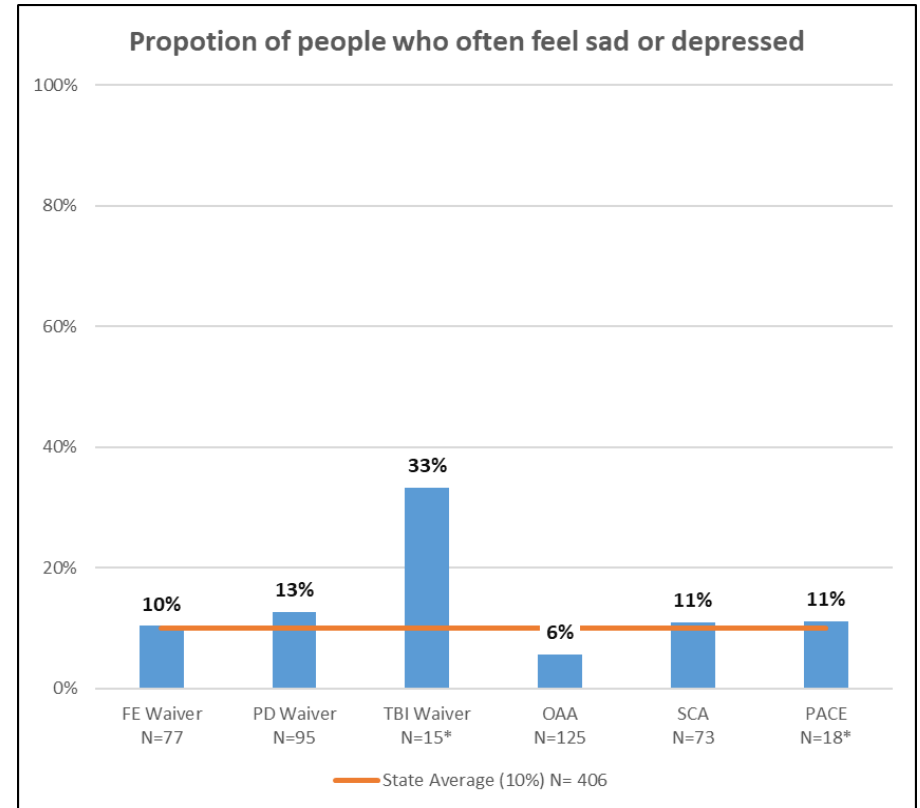
* Very small number of responses

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



* Very small number of responses

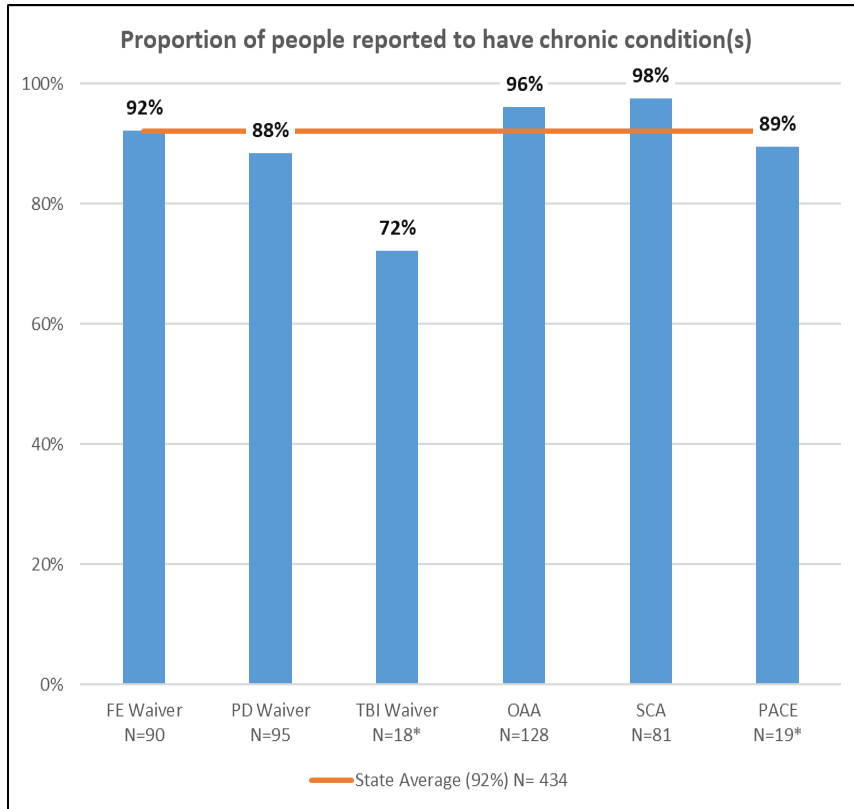
Graph 81. Proportion of people who often feel sad or depressed¹⁴



* Very small number of responses

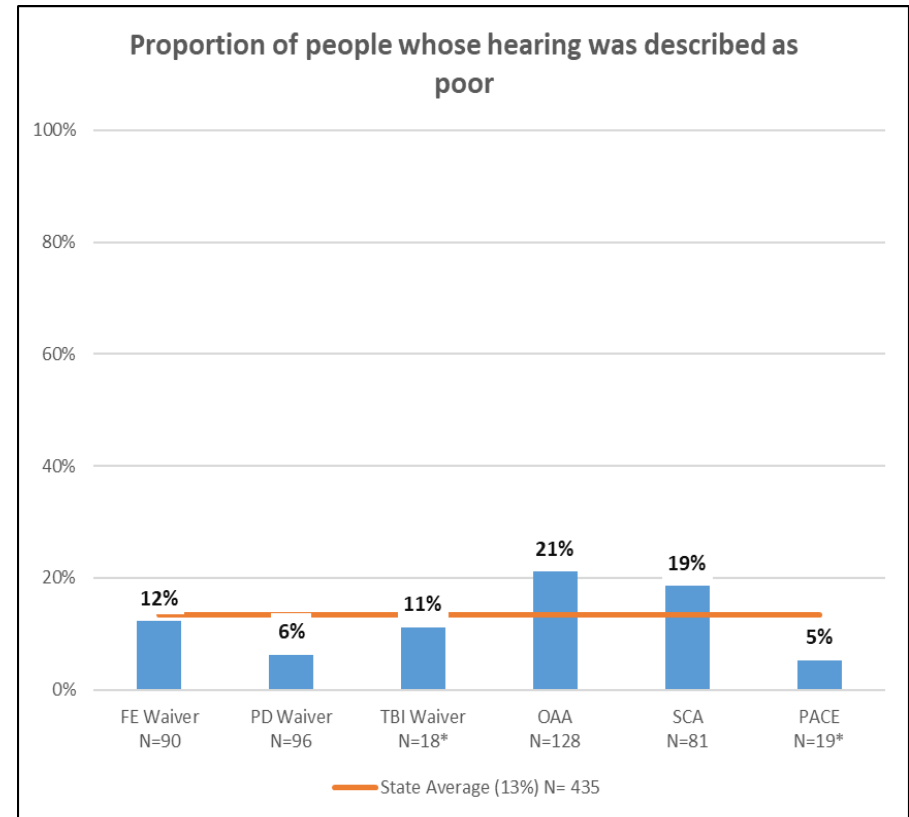
¹⁴ Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

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



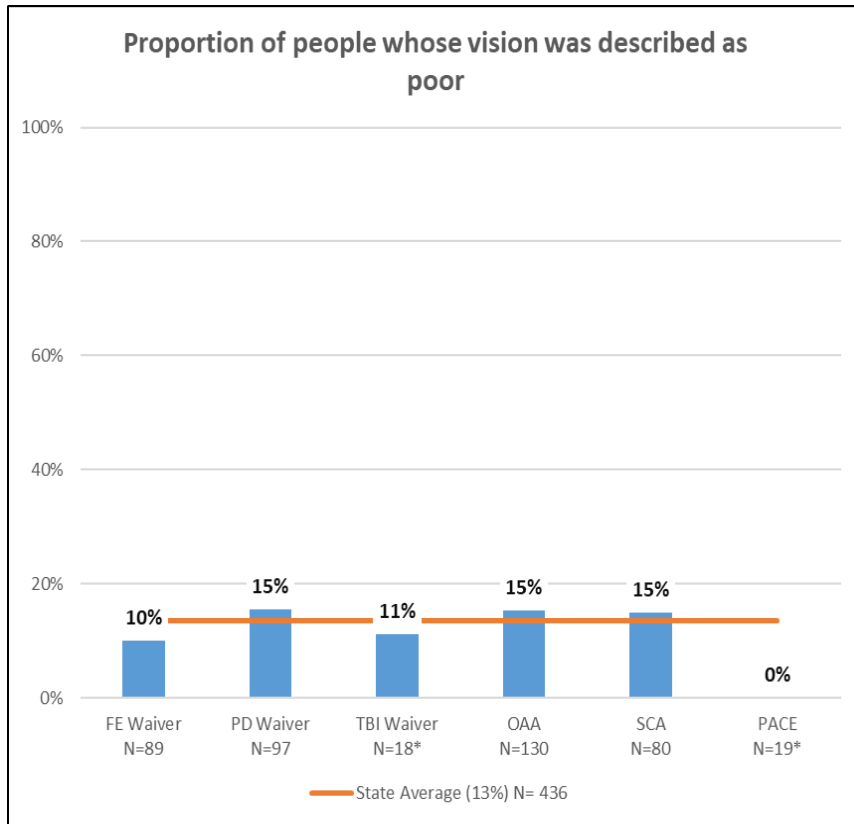
* Very small number of responses

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



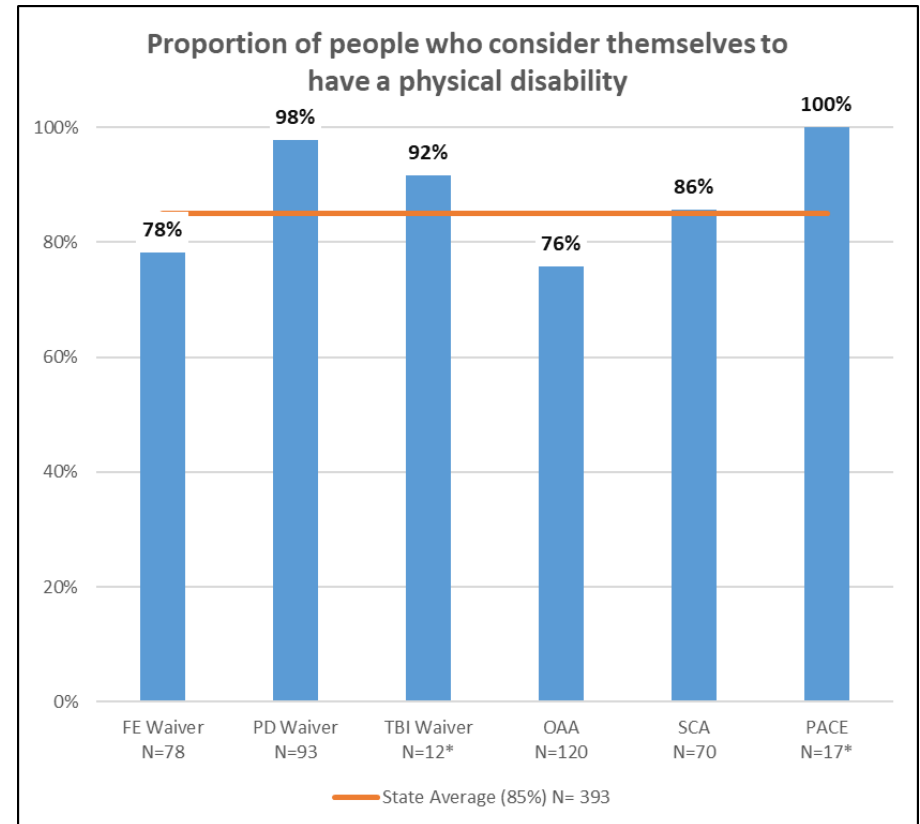
* Very small number of responses

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.

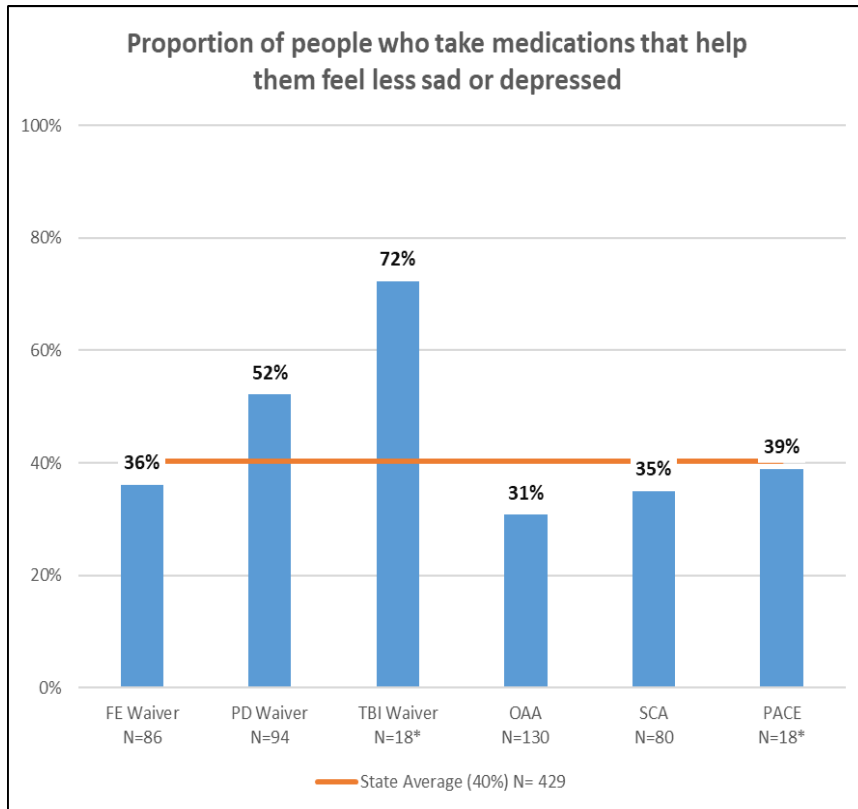
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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.

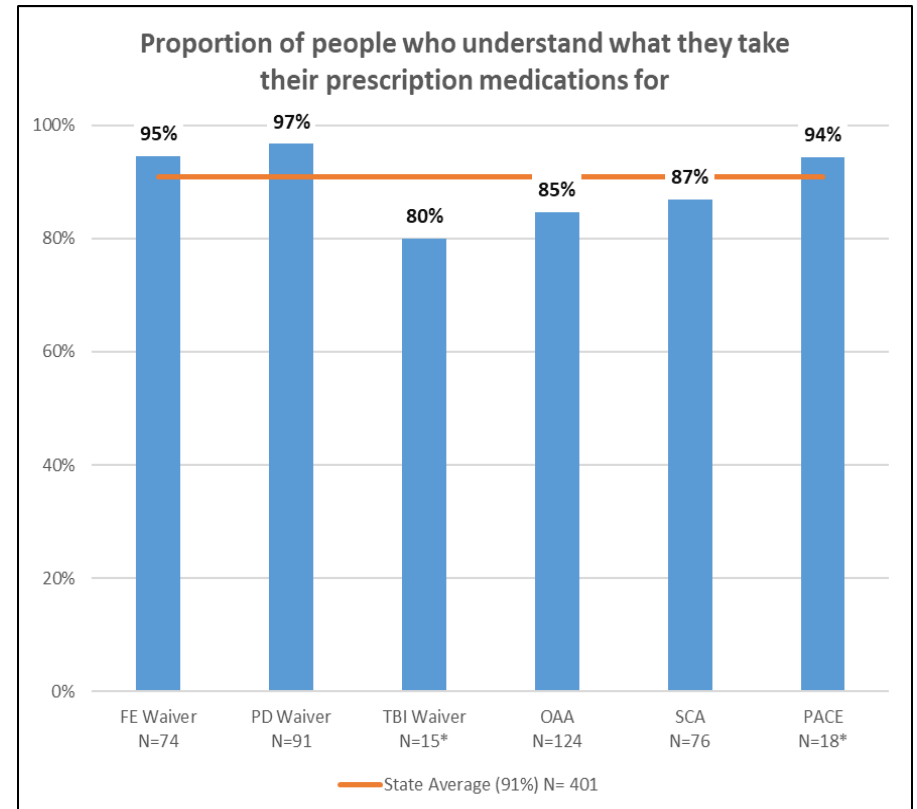
Un-collapsed data are shown in Appendix B.

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)¹⁵



* Very small number of responses

¹⁵ 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.

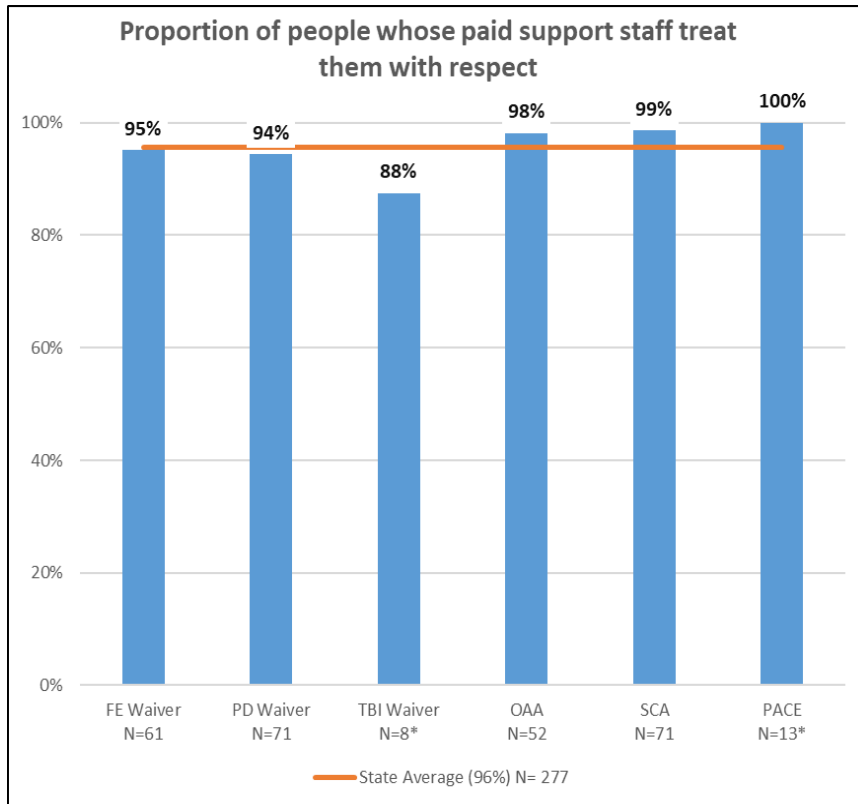
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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.

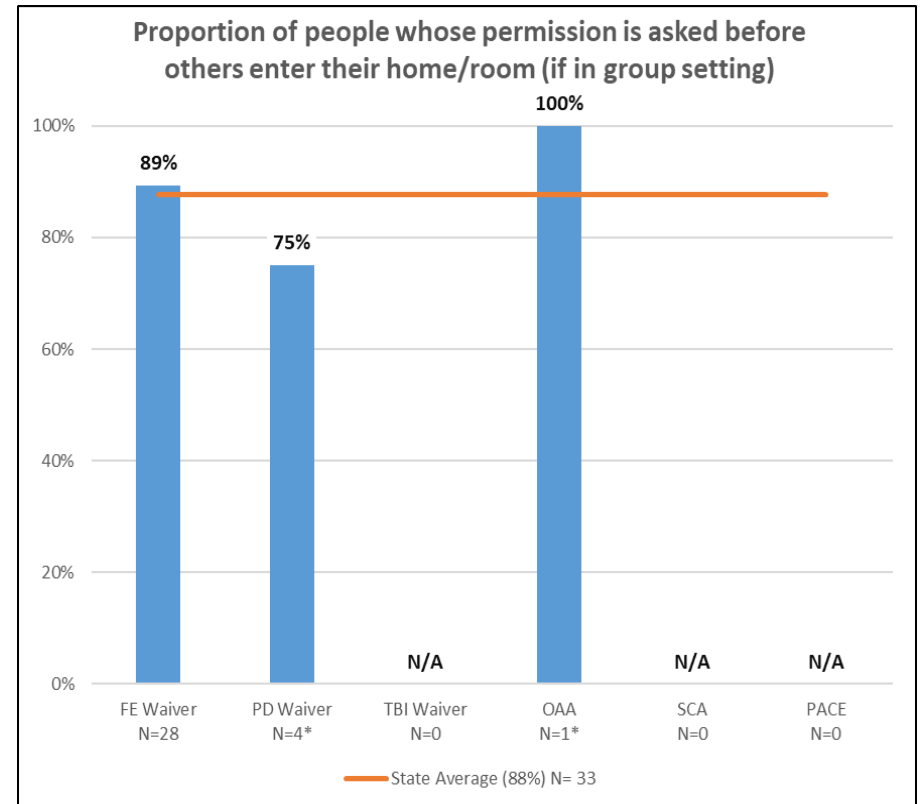
Un-collapsed data are shown in Appendix B.

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



* Very small number of responses

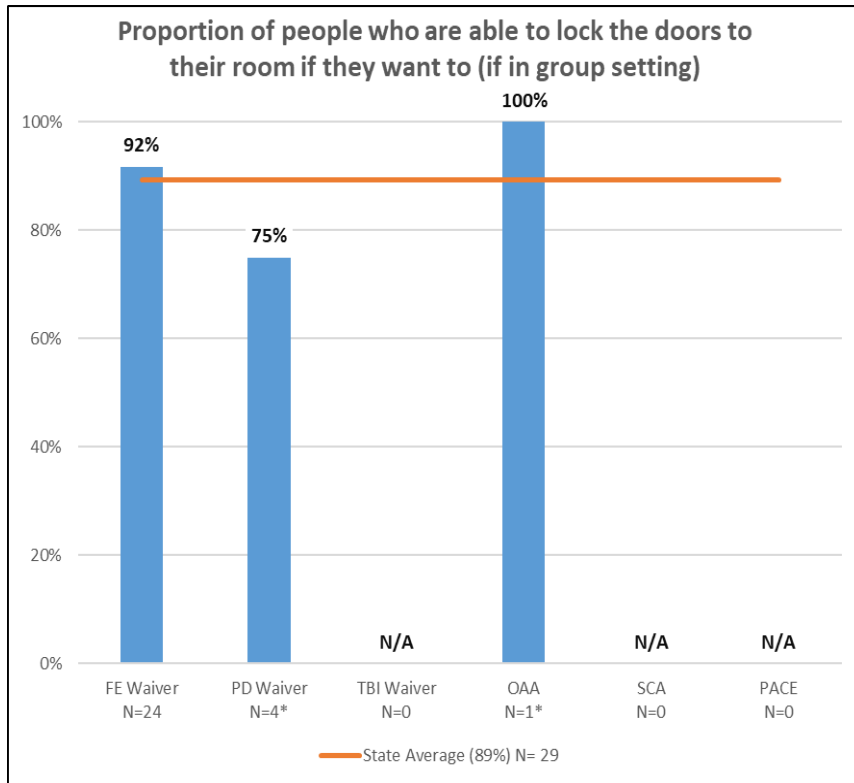
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)¹⁶



* Very small number of responses

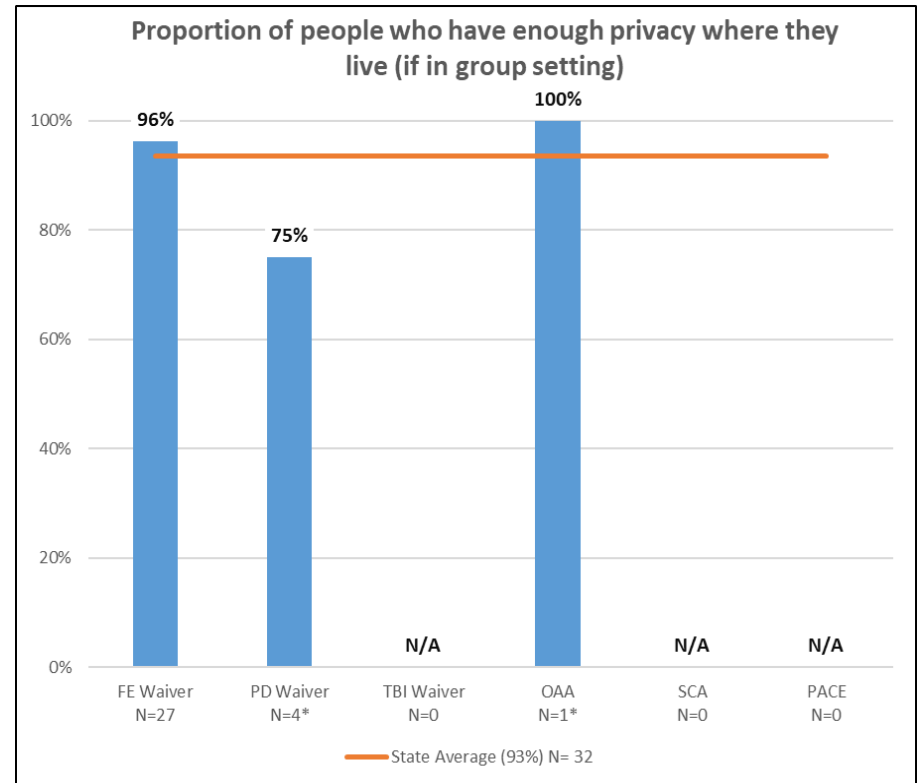
¹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)¹⁷



* Very small number of responses

Graph 91. Proportion of people who have enough privacy where they live (if in group setting)¹⁸

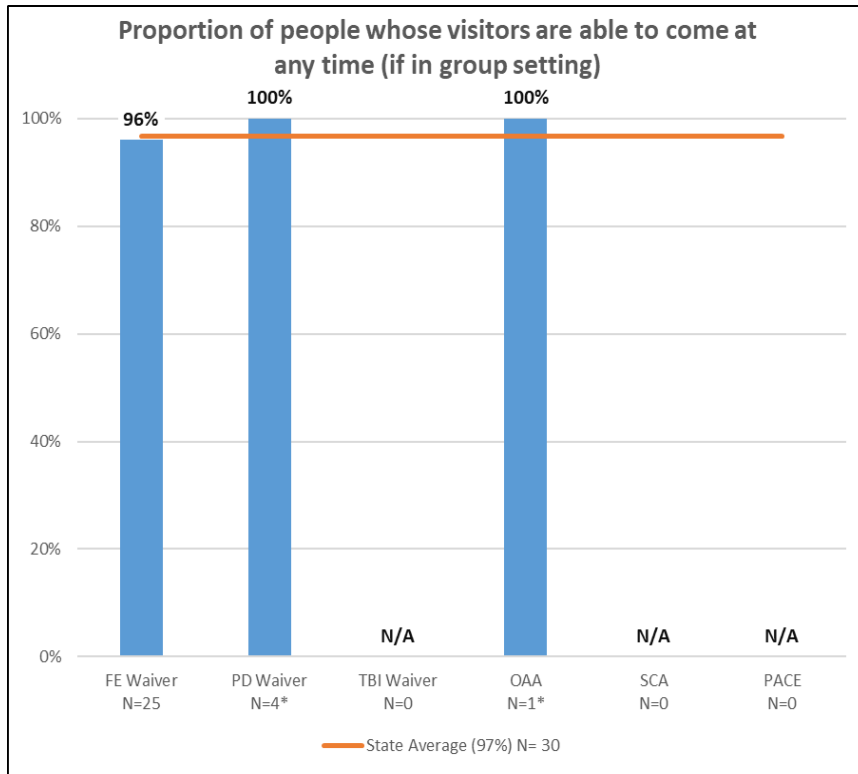


* Very small number of responses

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

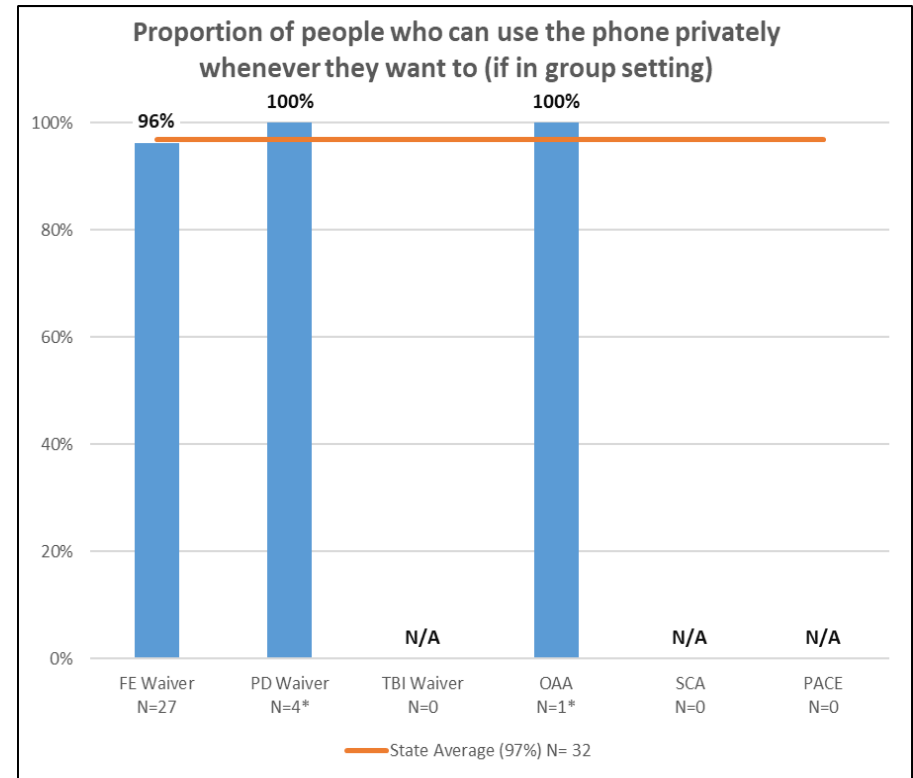
¹⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting)¹⁹



* Very small number of responses

Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting)²⁰

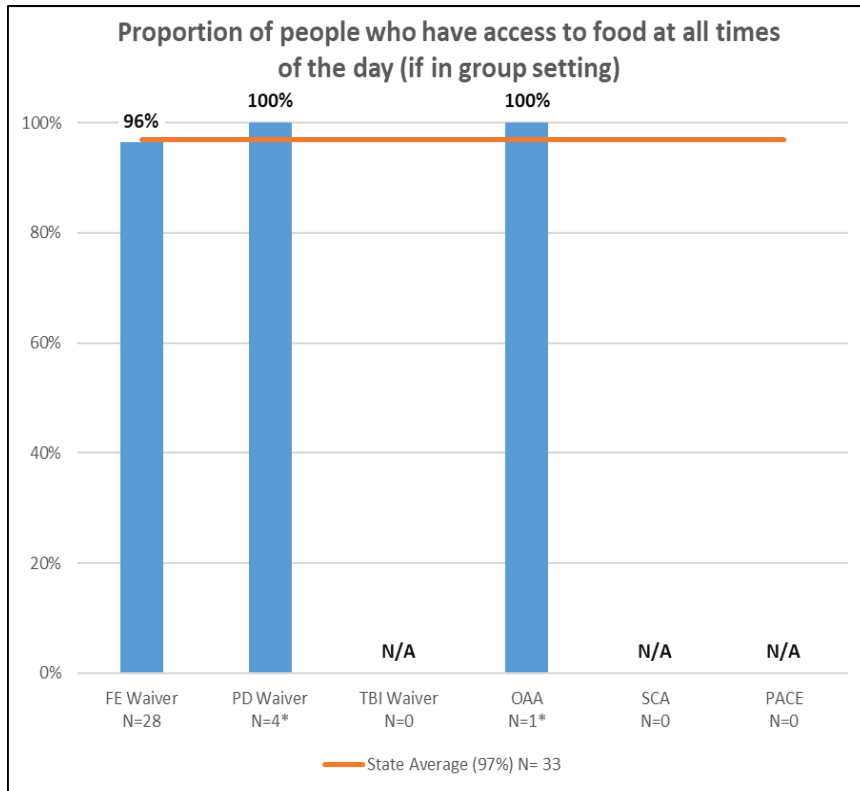


* Very small number of responses

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

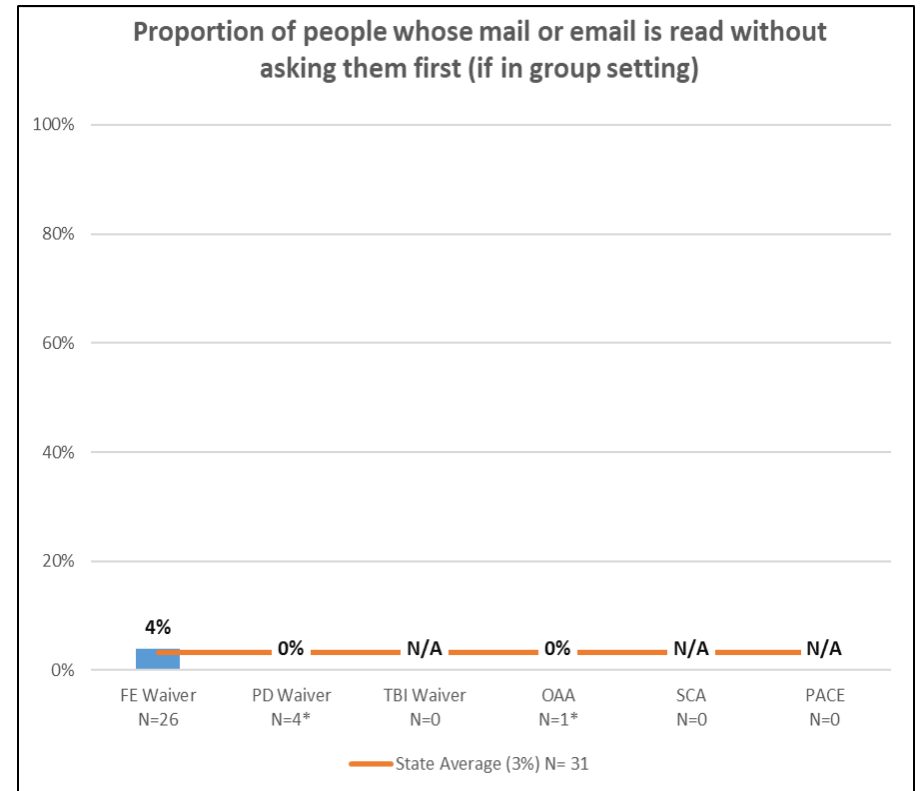
²⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting²¹)



* Very small number of responses

Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting²²)



* Very small number of responses

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

²² 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.

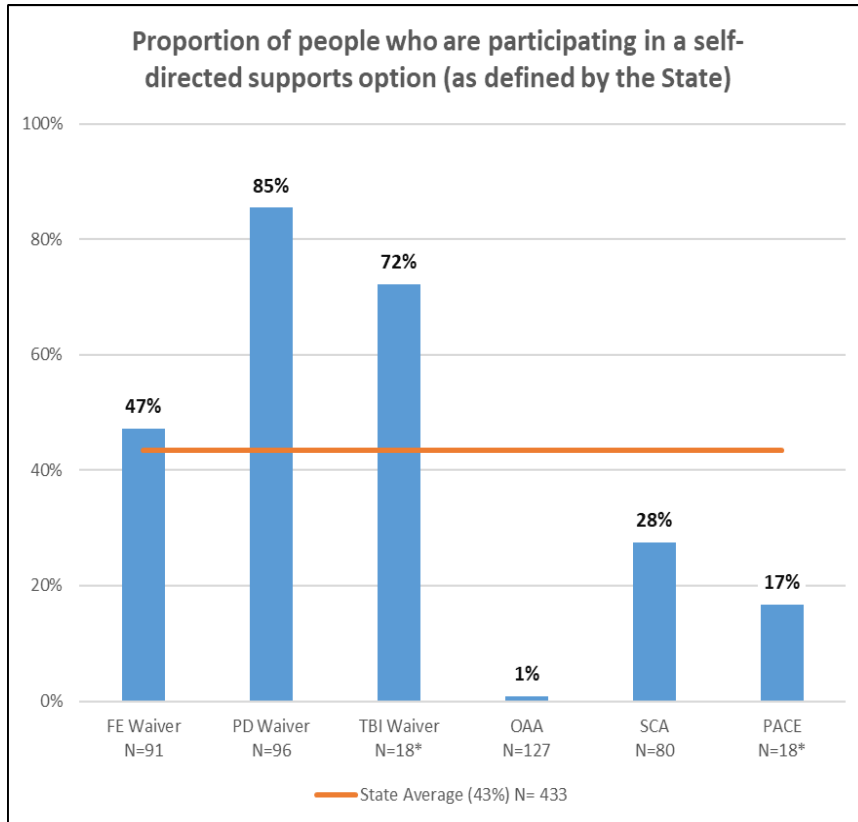
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

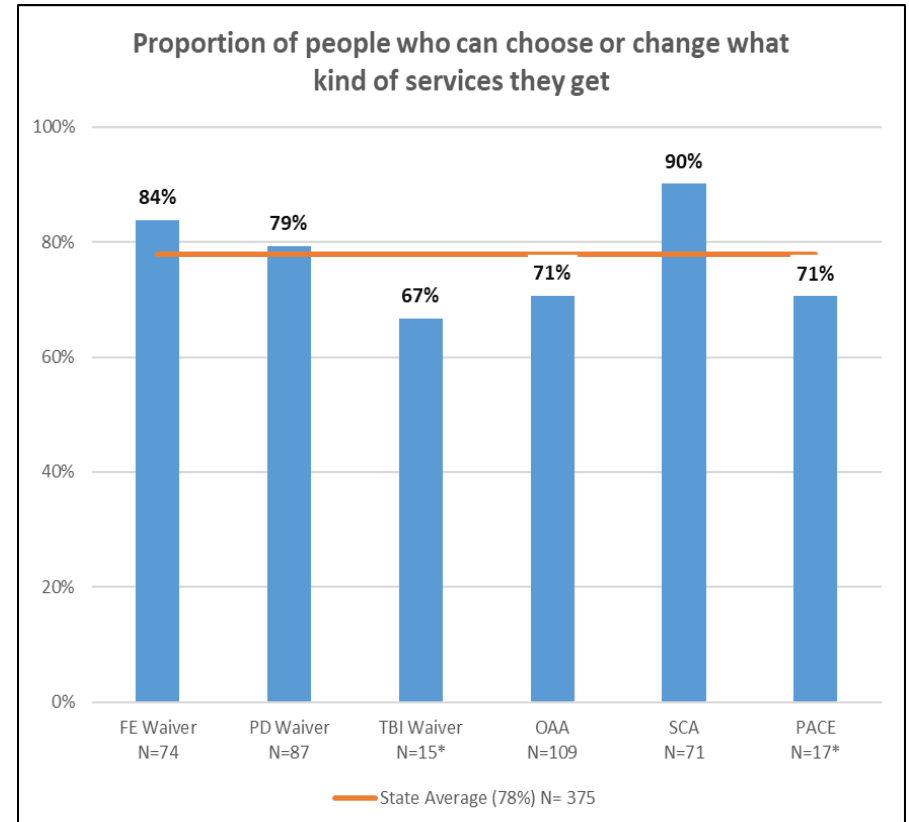
Un-collapsed data are shown in Appendix B.

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)



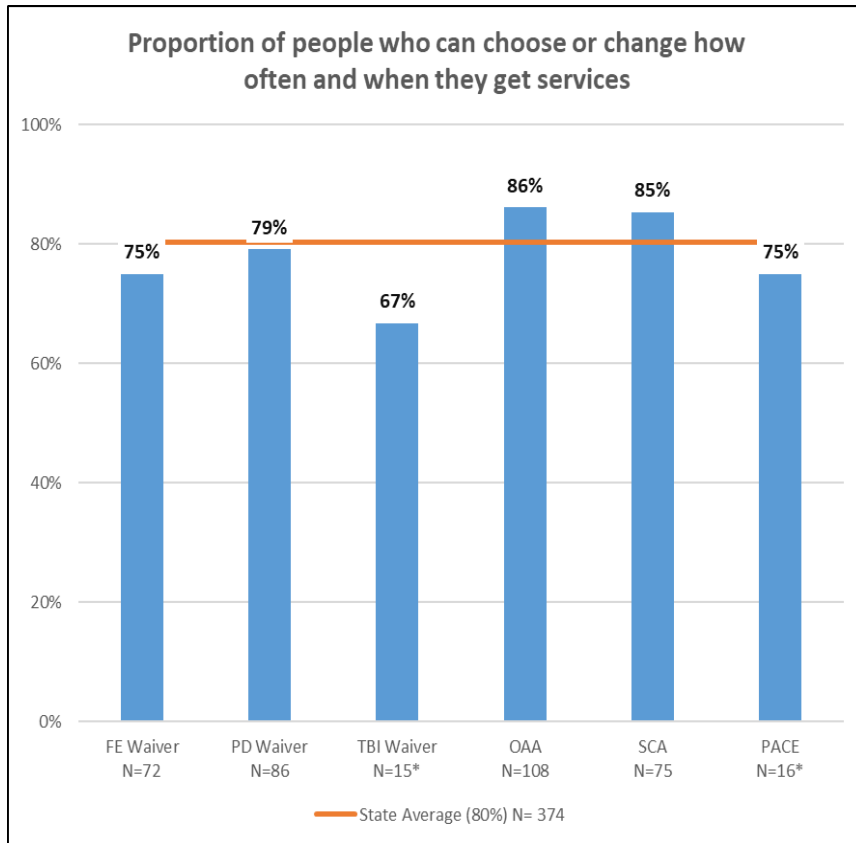
* Very small number of responses

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



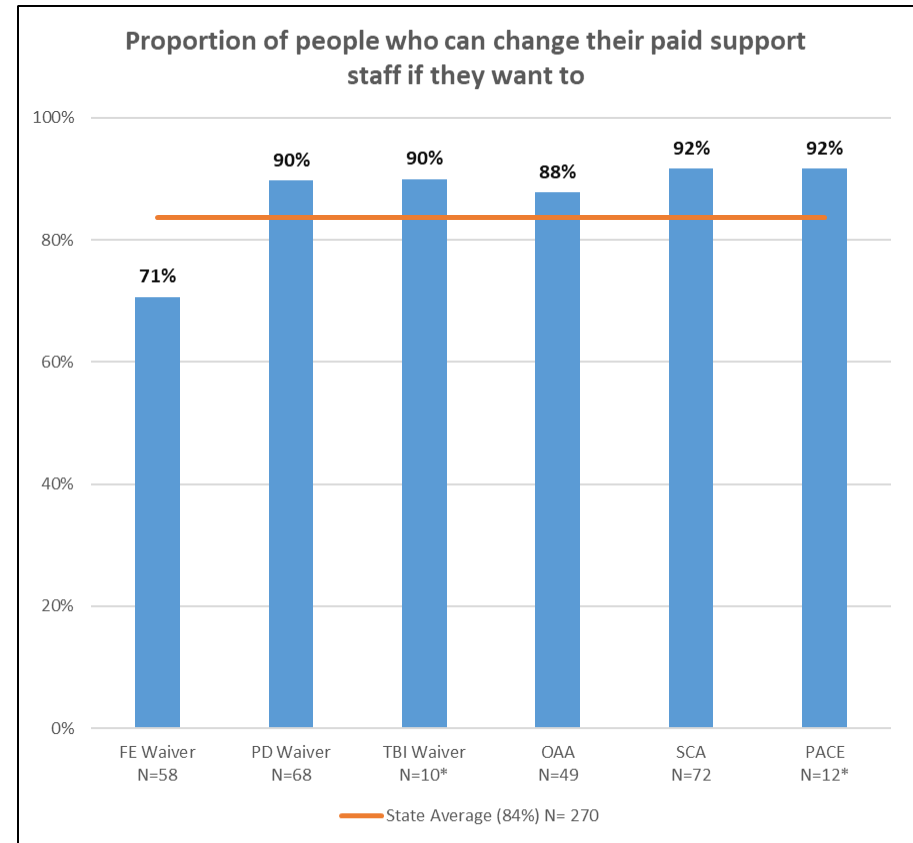
* Very small number of responses

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.

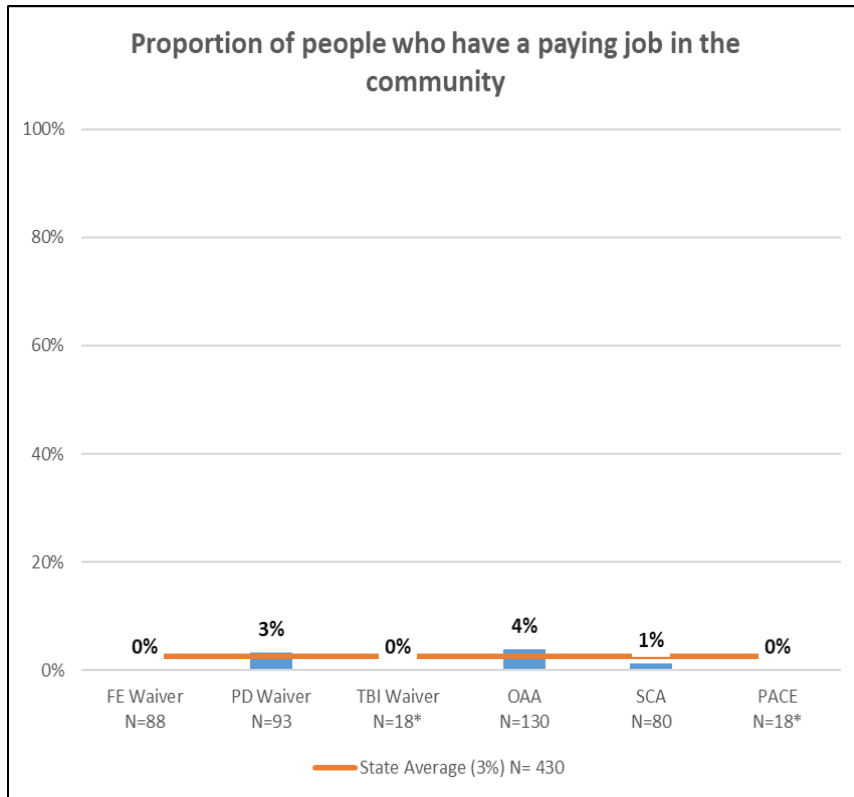
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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.

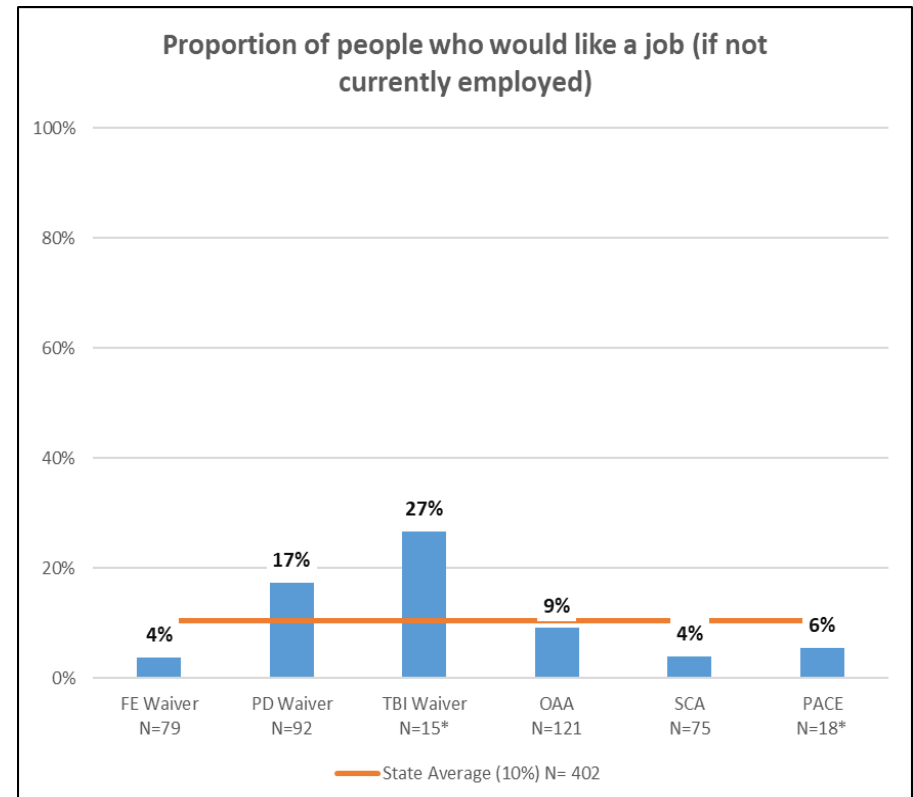
Un-collapsed are shown in Appendix B.

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



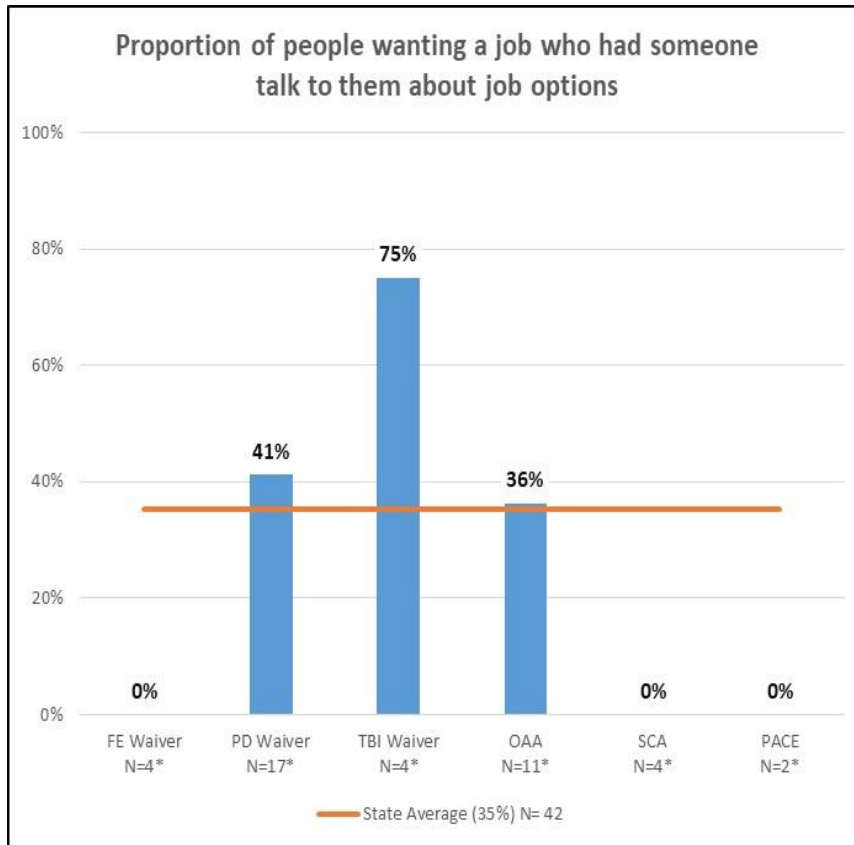
* Very small number of responses

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



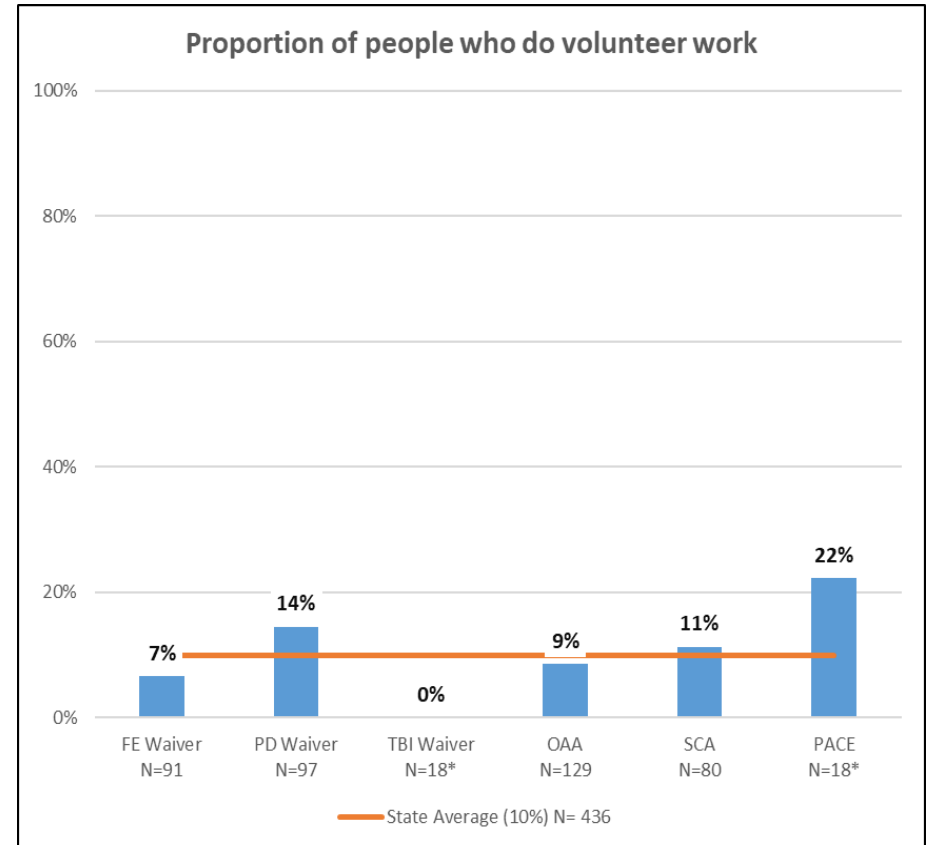
* Very small number of responses

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



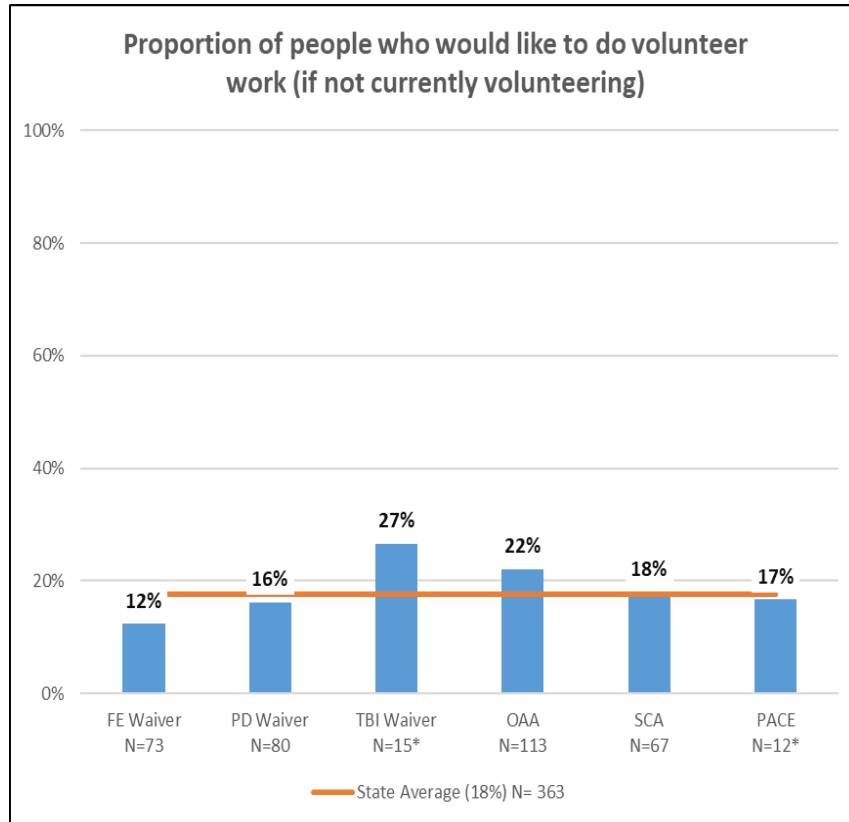
* Very small number of responses

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.

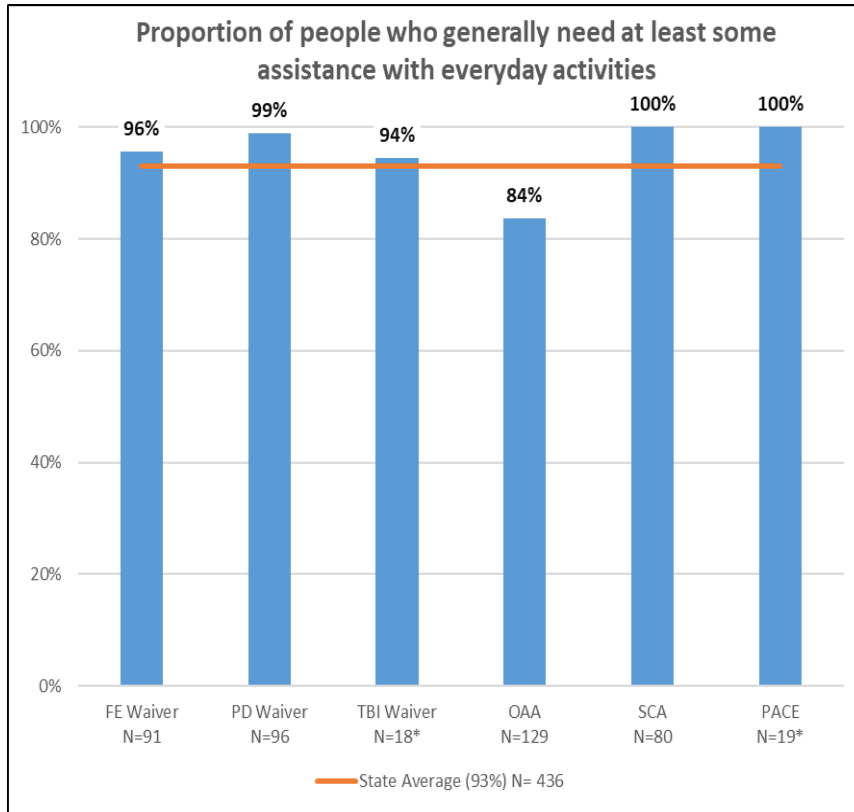
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

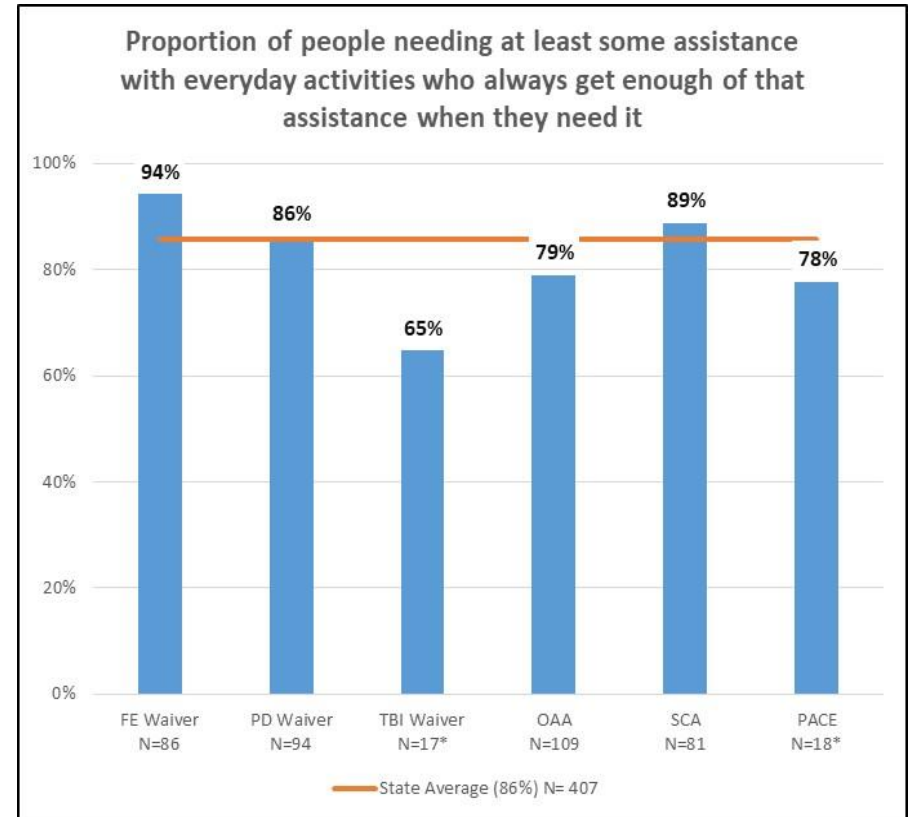
Un-collapsed data are shown in Appendix B.

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)



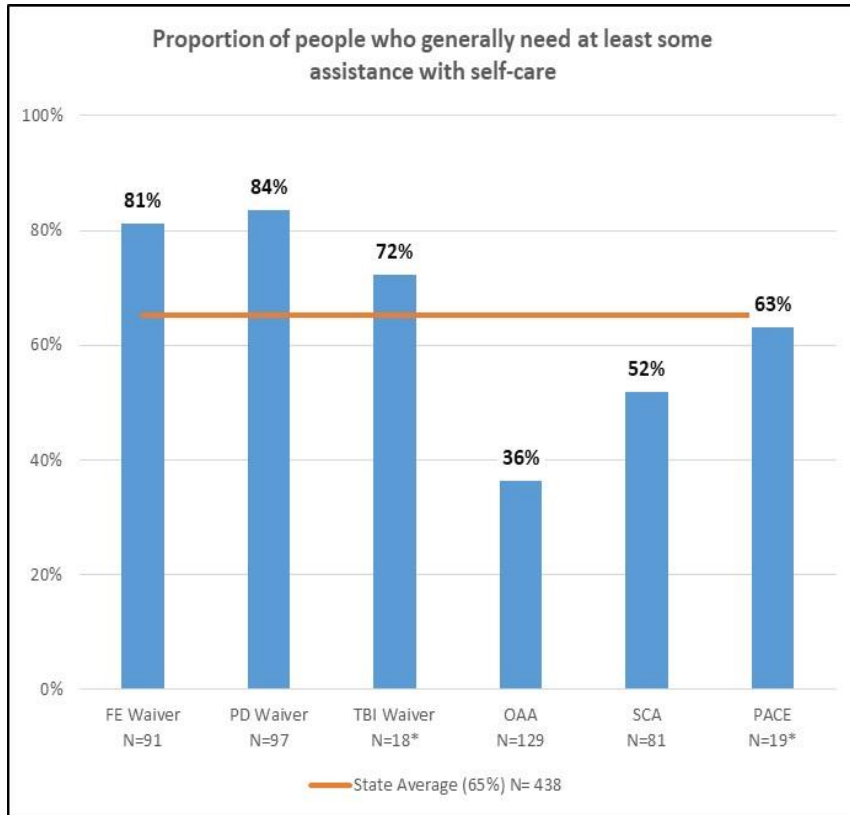
* Very small number of responses

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



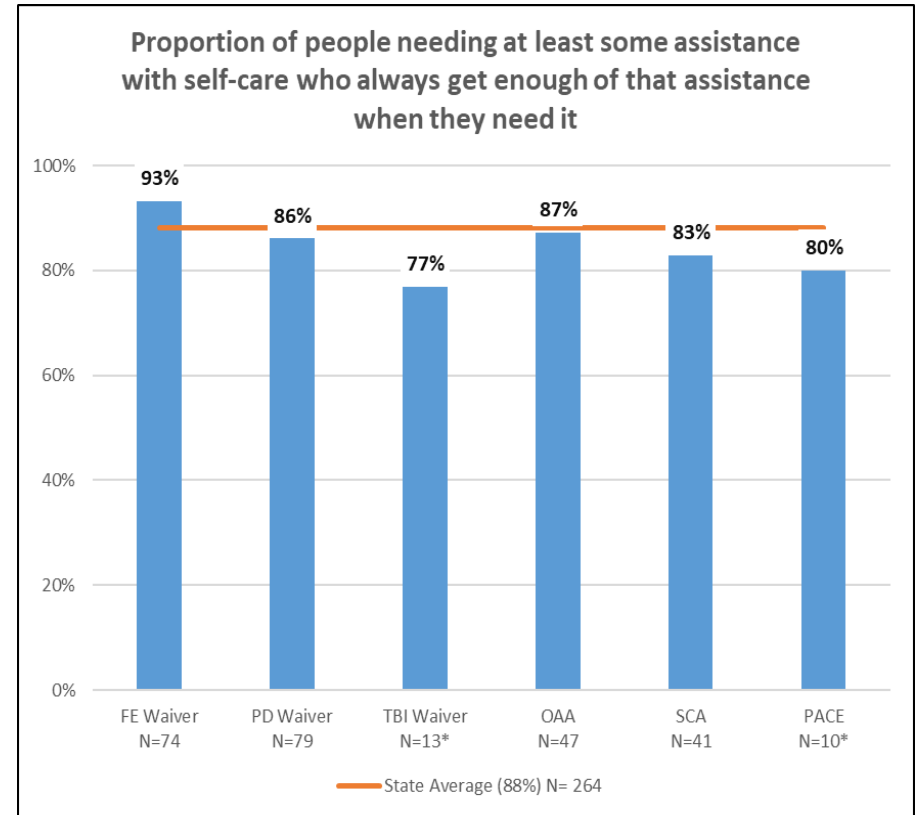
* Very small number of responses

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)



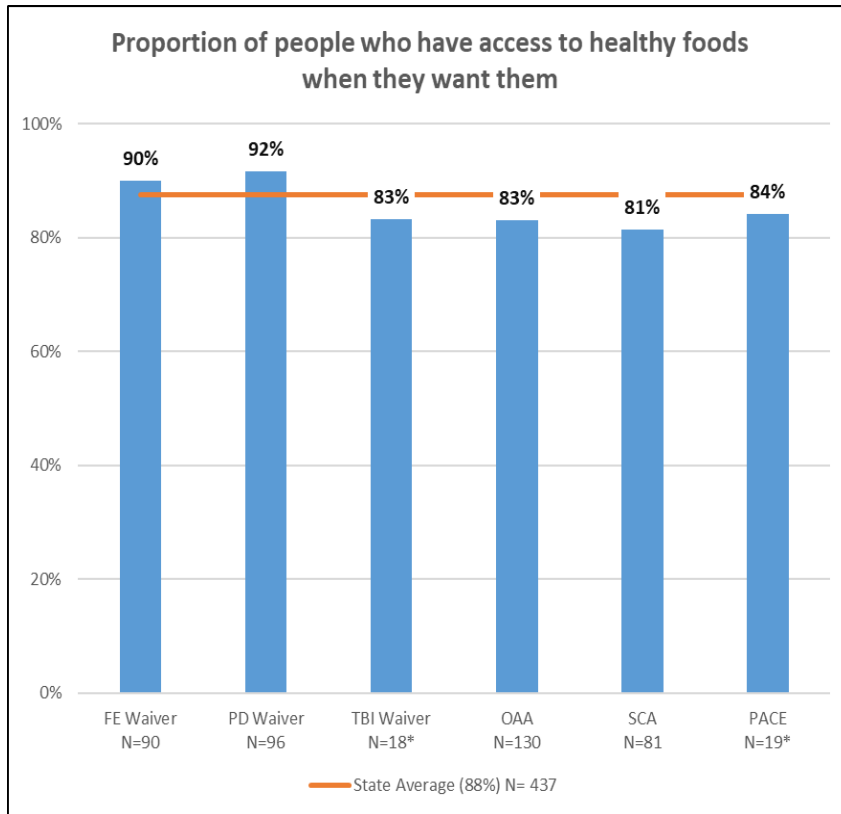
* Very small number of responses

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.

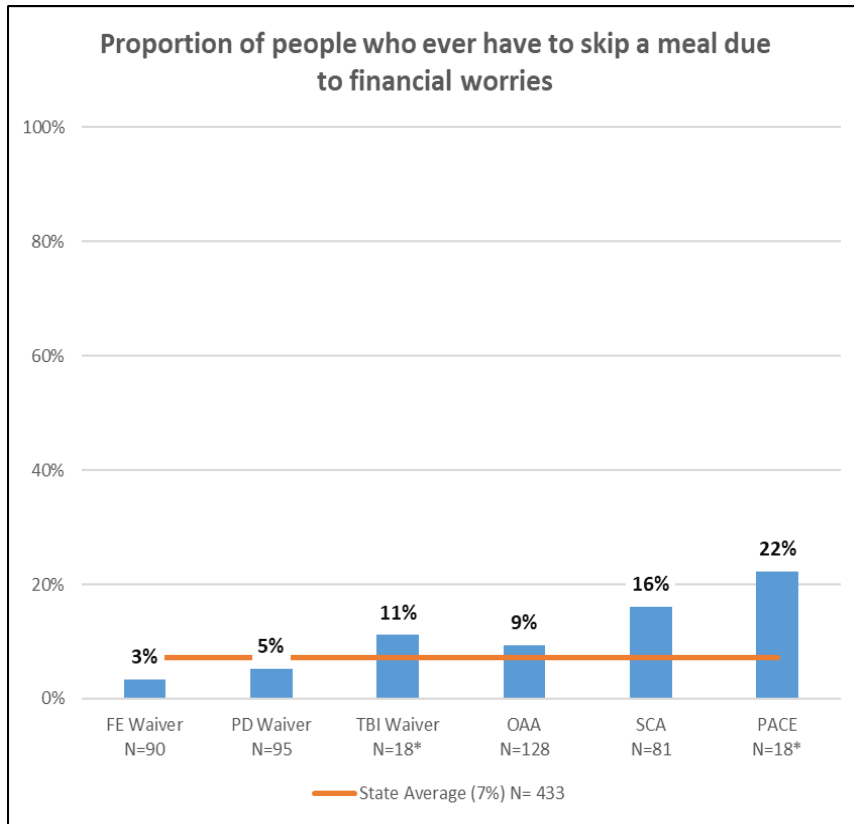
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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:

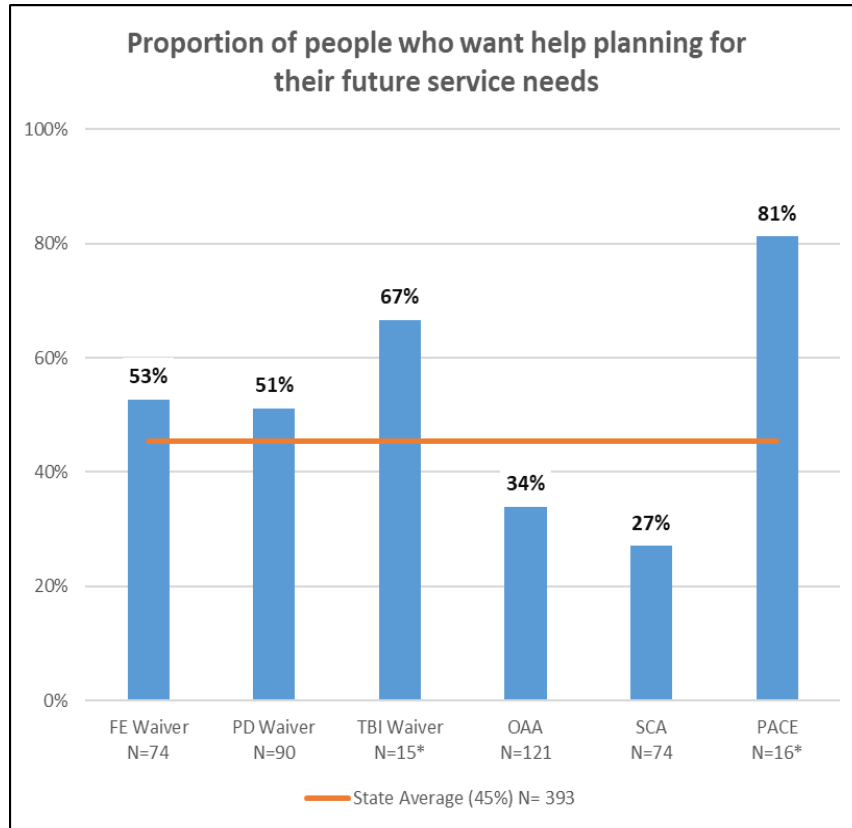
1. Proportion of people who want help planning for future need for services²³.

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

Un-collapsed data are shown in Appendix B.

²³ 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:

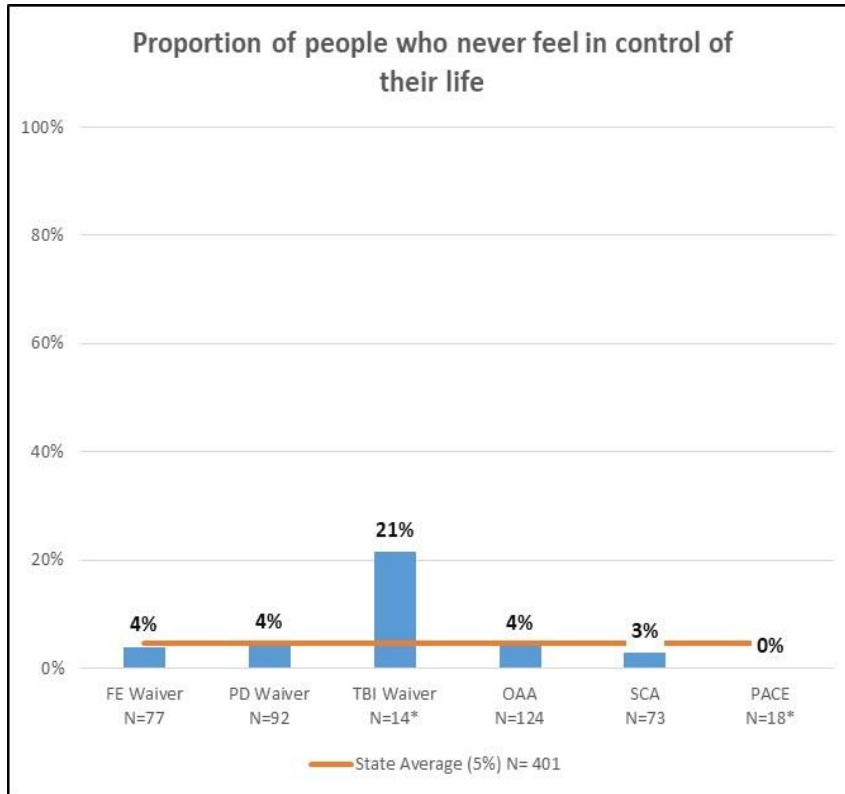
1. Proportion of people who feel in control of their lives.

There are two²⁴ survey items that corresponds to the Control domain.

Un-collapsed data are shown in Appendix B.

²⁴ 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”; 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
FE Waiver	76.6	79
PD Waiver	54.6	98
TBI Waiver	47.9	18
OAA	75.5	105
SCA	75.4	69
PACE	66.0	19
Unknown	76.7	3
Sample Average	68.7	391

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
FE Waiver	87%	13%	0%	91
PD Waiver	100%	0%	0%	98
TBI Waiver	100%	0%	0%	18
OAA	81%	19%	0%	130
SCA	85%	15%	0%	81
PACE	100%	0%	0%	19
Unknown	100%	0%	0%	3
Sample Average	89%	11%	0%	440

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
FE Waiver	21%	79%	0%	0%	89
PD Waiver	43%	57%	0%	0%	97
TBI Waiver	65%	35%	0%	0%	17
OAA	33%	67%	0%	0%	128
SCA	25%	75%	0%	0%	80
PACE	42%	58%	0%	0%	19
Unknown	33%	67%	0%	0%	3
Sample Average	33%	67%	0%	0%	433

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
FE Waiver	3%	2%	9%	0%	83%	1%	1%	0%	89
PD Waiver	6%	0%	12%	0%	76%	4%	2%	0%	98
TBI Waiver	0%	0%	17%	0%	78%	6%	0%	0%	18
OAA	0%	0%	12%	0%	85%	3%	0%	1%	129
SCA	0%	0%	9%	0%	90%	1%	0%	0%	80
PACE	0%	0%	37%	0%	58%	5%	0%	0%	19
Unknown	0%	0%	0%	0%	100%	0%	0%	0%	3
Sample Average	2%	0%	12%	0%	82%	3%	1%	0%	436

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
FE Waiver	12%	14%	30%	43%	1%	91
PD Waiver	44%	13%	38%	5%	0%	98
TBI Waiver	50%	11%	28%	11%	0%	18
OAA	11%	22%	22%	45%	0%	129
SCA	5%	15%	28%	52%	0%	81
PACE	26%	21%	32%	21%	0%	19
Unknown	0%	0%	33%	67%	0%	3
Sample Average	20%	16%	29%	35%	0%	439

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
FE Waiver	93%	0%	7%	0%	91
PD Waiver	99%	1%	0%	0%	98
TBI Waiver	100%	0%	0%	0%	18
OAA	100%	0%	0%	0%	130
SCA	100%	0%	0%	0%	81
PACE	100%	0%	0%	0%	19
Unknown	100%	0%	0%	0%	3
Sample Average	98%	0%	1%	0%	440

Table 7. Type of residential area²⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
FE Waiver	55%	14%	8%	8%	15%	91
PD Waiver	40%	15%	4%	19%	21%	98
TBI Waiver	72%	6%	11%	6%	6%	18
OAA	43%	28%	15%	13%	0%	130
SCA	40%	27%	14%	20%	0%	81
PACE	63%	26%	0%	11%	0%	19
Unknown	33%	0%	33%	33%	0%	3
Sample Average	46%	21%	10%	14%	8%	440

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
FE Waiver	54%	11%	2%	32%	1%	0%	0%	0%	91
PD Waiver	92%	5%	0%	3%	0%	0%	0%	0%	98
TBI Waiver	100%	0%	0%	0%	0%	0%	0%	0%	17
OAA	94%	5%	0%	1%	0%	0%	0%	0%	128
SCA	98%	2%	0%	0%	0%	0%	0%	0%	81
PACE	72%	28%	0%	0%	0%	0%	0%	0%	18
Unknown	100%	0%	0%	0%	0%	0%	0%	0%	3
Sample Average	85%	7%	0%	8%	0%	0%	0%	0%	436

²⁵ 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
FE Waiver	59%	14%	12%	1%	1%	15%	1%	91
PD Waiver	62%	14%	20%	0%	3%	2%	0%	98
TBI Waiver	50%	11%	39%	0%	6%	0%	0%	18
OAA	64%	19%	17%	2%	0%	0%	0%	129
SCA	74%	12%	15%	1%	0%	0%	0%	81
PACE	53%	21%	26%	0%	0%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	0%	0%	3
Sample Average	64%	15%	18%	1%	1%	4%	0%	439

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
FE Waiver	89%	9%	2%	91
PD Waiver	94%	6%	0%	98
TBI Waiver	78%	22%	0%	18
OAA	96%	4%	0%	129
SCA	96%	4%	0%	81
PACE	74%	26%	0%	19
Unknown	100%	0%	0%	3
Sample Average	92%	7%	0%	439

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
FE Waiver	38%	13%	0%	38%	0%	0%	13%	0%	8
PD Waiver	60%	0%	20%	0%	0%	0%	20%	0%	5
TBI Waiver	100%	0%	0%	0%	0%	0%	0%	0%	4
OAA	80%	20%	0%	0%	0%	0%	0%	0%	5
SCA	100%	0%	0%	0%	0%	0%	0%	0%	3
PACE	80%	20%	0%	0%	0%	0%	0%	0%	5
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	70%	10%	3%	10%	0%	0%	7%	0%	30

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
FE Waiver	23%	76%	1%	91
PD Waiver	2%	98%	0%	96
TBI Waiver	29%	71%	0%	17
OAA	42%	57%	1%	129
SCA	30%	69%	1%	81
PACE	5%	95%	0%	19
Unknown	33%	67%	0%	3
Sample Average	25%	75%	1%	436

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

	No	Yes	Don’t Know/Unclear	N
FE Waiver	78%	18%	4%	91
PD Waiver	98%	1%	1%	97
TBI Waiver	94%	0%	6%	18
OAA	92%	8%	0%	130
SCA	89%	10%	1%	80
PACE	84%	16%	0%	19
Unknown	100%	0%	0%	3
Sample Average	89%	9%	2%	438

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
FE Waiver	92%	7%	1%	90
PD Waiver	85%	13%	2%	98
TBI Waiver	0%	100%	0%	18
OAA	95%	2%	3%	130
SCA	94%	5%	1%	80
PACE	89%	11%	0%	19
Unknown	100%	0%	0%	3
Sample Average	88%	11%	2%	438

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
FE Waiver	97%	2%	1%	91
PD Waiver	94%	3%	3%	98
TBI Waiver	89%	6%	6%	18
OAA	99%	0%	1%	129
SCA	96%	1%	2%	81
PACE	100%	0%	0%	17
Unknown	100%	0%	0%	3
Sample Average	97%	2%	2%	437

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
FE Waiver	2%	14%	67%	23%	0%	91
PD Waiver	3%	29%	51%	31%	1%	97
TBI Waiver	11%	11%	44%	39%	0%	18
OAA	0%	9%	65%	46%	0%	130
SCA	5%	14%	78%	26%	0%	81
PACE	0%	26%	47%	26%	0%	19
Unknown	0%	0%	100%	33%	0%	3
Sample Average	3%	16%	63%	33%	0%	439

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

	No	Yes	Don't Know/Unclear	N
FE Waiver	64%	34%	2%	91
PD Waiver	53%	46%	1%	97
TBI Waiver	50%	50%	0%	18
OAA	81%	19%	0%	128
SCA	71%	29%	0%	80
PACE	68%	32%	0%	19
Unknown	33%	67%	0%	3
Sample Average	67%	32%	1%	436

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
FE Waiver	3%	96%	1%	90
PD Waiver	21%	77%	2%	97
TBI Waiver	17%	83%	0%	18
OAA	2%	98%	0%	129
SCA	2%	98%	0%	81
PACE	24%	76%	0%	17
Unknown	0%	100%	0%	3
Sample Average	8%	91%	1%	435

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
FE Waiver	8%	7%	31%	53%	1%	89
PD Waiver	4%	6%	28%	62%	0%	98
TBI Waiver	17%	11%	28%	44%	0%	18
OAA	3%	19%	49%	29%	0%	129
SCA	4%	10%	37%	49%	0%	81
PACE	17%	22%	33%	28%	0%	18
Unknown	33%	0%	33%	33%	0%	3
Sample Average	6%	12%	37%	46%	0%	436

Table 20. Has legal guardian

	No	Yes	Don't Know	N
FE Waiver	94%	6%	0%	90
PD Waiver	93%	7%	0%	98
TBI Waiver	83%	17%	0%	18
OAA	100%	0%	0%	130
SCA	98%	1%	1%	81
PACE	88%	12%	0%	17
Unknown	100%	0%	0%	3
Sample Average	96%	4%	0%	437

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
FE Waiver	19%	15%	65%	1%	0%	79
PD Waiver	23%	25%	50%	2%	0%	96
TBI Waiver	27%	33%	40%	0%	0%	15
OAA	26%	12%	61%	2%	0%	125
SCA	45%	3%	52%	0%	0%	75
PACE	17%	22%	61%	0%	0%	18
Unknown	0%	33%	67%	0%	0%	3
Sample Average	27%	15%	57%	1%	0%	411

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
FE Waiver	33%	37%	4%	85%	4%	4%	27
PD Waiver	22%	37%	15%	70%	11%	4%	46
TBI Waiver	33%	11%	0%	67%	0%	11%	9
OAA	11%	36%	6%	72%	0%	4%	47
SCA	3%	44%	6%	81%	0%	0%	36
PACE	57%	57%	29%	71%	0%	14%	7
Unknown	0%	100%	100%	0%	0%	0%	1
Sample Average	18%	38%	9%	75%	3%	4%	173

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
FE Waiver	0%	0%	4%	0%	4%	0%	27
PD Waiver	0%	13%	2%	9%	0%	0%	46
TBI Waiver	0%	0%	0%	0%	0%	0%	9
OAA	2%	2%	2%	19%	0%	0%	47
SCA	6%	0%	0%	11%	0%	0%	36
PACE	14%	0%	0%	0%	0%	0%	7
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	3%	4%	2%	10%	1%	0%	173

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/No Response	N
FE Waiver	21%	79%	0%	0%	78
PD Waiver	24%	75%	1%	0%	95
TBI Waiver	40%	60%	0%	0%	15
OAA	29%	71%	0%	0%	124
SCA	43%	57%	0%	0%	75
PACE	39%	61%	0%	0%	18
Unknown	33%	67%	0%	0%	3
Sample Average	30%	70%	0%	0%	408

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
FE Waiver	50%	50%	0%	0%	2
PD Waiver	n/a	n/a	n/a	n/a	0
TBI Waiver	n/a	n/a	n/a	n/a	0
OAA	n/a	n/a	n/a	n/a	0
SCA	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	50%	50%	0%	0%	2

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
FE Waiver	1%	3%	96%	0%	0%	78
PD Waiver	1%	2%	97%	0%	0%	96
TBI Waiver	0%	7%	93%	0%	0%	15
OAA	0%	2%	98%	0%	0%	125
SCA	1%	0%	99%	0%	0%	76
PACE	0%	0%	100%	0%	0%	18
Unknown	0%	0%	100%	0%	0%	3
Sample Average	1%	2%	98%	0%	0%	411

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
FE Waiver	5%	8%	87%	0%	0%	0%	79
PD Waiver	1%	2%	97%	0%	0%	0%	96
TBI Waiver	0%	0%	100%	0%	0%	0%	15
OAA	1%	2%	98%	0%	0%	0%	126
SCA	1%	1%	97%	0%	0%	0%	76
PACE	0%	0%	100%	0%	0%	0%	18
Unknown	0%	0%	100%	0%	0%	0%	3
Sample Average	2%	3%	96%	0%	0%	0%	413

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
FE Waiver	7%	4%	89%	0%	0%	28
PD Waiver	0%	0%	100%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	0
OAA	0%	0%	100%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	6%	3%	91%	0%	0%	33

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
FE Waiver	5%	10%	84%	0%	0%	77
PD Waiver	1%	12%	87%	0%	0%	92
TBI Waiver	0%	14%	86%	0%	0%	14
OAA	2%	4%	93%	0%	0%	121
SCA	3%	11%	86%	0%	0%	71
PACE	0%	6%	94%	0%	0%	17
Unknown	0%	0%	100%	0%	0%	3
Sample Average	3%	9%	89%	0%	0%	395

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
FE Waiver	55%	27%	0%	55%	0%	9%	9%	11
PD Waiver	50%	33%	8%	42%	0%	8%	0%	12
TBI Waiver	50%	0%	0%	50%	0%	0%	0%	2
OAA	63%	25%	0%	38%	0%	25%	0%	8
SCA	40%	10%	0%	40%	0%	30%	0%	10
PACE	0%	0%	0%	100%	0%	0%	0%	1
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	50%	23%	2%	45%	0%	16%	2%	44

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
FE Waiver	4%	5%	90%	1%	0%	79
PD Waiver	4%	13%	83%	0%	0%	96
TBI Waiver	13%		87%	0%	0%	15
OAA	5%	6%	90%	0%	0%	125
SCA	3%	5%	92%	0%	0%	75
PACE	22%	11%	67%	0%	0%	18
Unknown	0%	0%	100%	0%	0%	3
Sample Average	5%	7%	88%	0%	0%	411

Table 31a. Reasons for not liking where people live

	Accessibility	Feels Unsafe In/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
FE Waiver	0%	0%	0%	29%	57%	7
PD Waiver	6%	13%	0%	13%	19%	16
TBI Waiver	0%	100%	0%	50%	0%	2
OAA	23%	15%	0%	8%	8%	13
SCA	17%	0%	0%	0%	0%	6
PACE	0%	50%	0%	50%	17%	6
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	10%	18%	0%	18%	18%	50

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/Housemates/Roommates	Problems with Staff	Insufficient Amount/Type of Staff	Wants More Independence/Control	N
FE Waiver	29%	14%	0%	14%	0%	7
PD Waiver	13%	19%	0%	6%	19%	16
TBI Waiver	0%	0%	0%	0%	0%	2
OAA	15%	0%	8%	0%	0%	13
SCA	0%	17%	17%	0%	0%	6
PACE	0%	17%	0%	17%	0%	6
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	12%	12%	4%	6%	6%	50

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
FE Waiver	29%	29%	14%	29%	0%	0%	7
PD Waiver	19%	6%	6%	19%	0%	0%	16
TBI Waiver	50%	0%	0%	0%	0%	0%	2
OAA	15%	0%	8%	8%	8%	8%	13
SCA	0%	0%	0%	33%	17%	0%	6
PACE	0%	0%	17%	17%	17%	0%	6
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	16%	6%	8%	18%	6%	2%	50

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
FE Waiver	87%	6%	6%	0%	79
PD Waiver	75%	9%	16%	0%	95
TBI Waiver	73%	13%	13%	0%	15
OAA	85%	5%	9%	1%	124
SCA	87%	9%	4%	0%	75
PACE	78%	6%	17%	0%	18
Unknown	33%	67%	0%	0%	3
Sample Average	82%	8%	10%	0%	409

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
FE Waiver	80%	0%	0%	0%	10
PD Waiver	71%	0%	0%	4%	24
TBI Waiver	100%	0%	0%	0%	4
OAA	76%	12%	0%	0%	17
SCA	60%	0%	10%	0%	10
PACE	50%	25%	0%	0%	4
Unknown	100%	0%	0%	0%	2
Sample Average	73%	4%	1%	1%	71

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
FE Waiver	0%	20%	0%	0%	10
PD Waiver	0%	21%	4%	0%	24
TBI Waiver	0%	0%	0%	0%	4
OAA	0%	6%	6%	0%	17
SCA	10%	0%	20%	0%	10
PACE	0%	25%	0%	0%	4
Unknown	0%	0%	0%	0%	2
Sample Average	1%	13%	6%	0%	71

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
FE Waiver	4%	20%	76%	0%	0%	79
PD Waiver	6%	37%	57%	0%	0%	95
TBI Waiver	7%	40%	53%	0%	0%	15
OAA	2%	22%	76%	0%	0%	126
SCA	3%	31%	66%	0%	0%	74
PACE	6%	22%	72%	0%	0%	18
Unknown	0%	0%	100%	0%	0%	3
Sample Average	4%	27%	69%	0%	0%	410

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
FE Waiver	73%	17%	6%	3%	0%	0%	63
PD Waiver	78%	14%	7%	0%	0%	0%	69
TBI Waiver	75%	25%	0%	0%	0%	0%	8
OAA	83%	10%	8%	0%	0%	0%	52
SCA	82%	6%	13%	0%	0%	0%	72
PACE	85%	8%	8%	0%	0%	0%	13
Unknown	0%	100%	0%	0%	0%	0%	1
Sample Average	79%	12%	8%	1%	0%	0%	278

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
FE Waiver	3%	8%	89%	0%	0%	62
PD Waiver	0%	8%	92%	0%	0%	71
TBI Waiver	0%	0%	100%	0%	0%	9
OAA	0%	8%	92%	0%	0%	52
SCA	0%	13%	87%	0%	0%	70
PACE	0%	15%	85%	0%	0%	13
Unknown	0%	0%	100%	0%	0%	1
Sample Average	1%	9%	90%	0%	0%	278

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
FE Waiver	5%	13%	81%	1%	77
PD Waiver	3%	5%	90%	1%	91
TBI Waiver	8%	15%	77%	0%	13
OAA	6%	12%	82%	0%	123
SCA	7%	5%	88%	0%	74
PACE	6%	11%	83%	0%	18
Unknown	0%	0%	100%	0%	2
Sample Average	5%	10%	85%	1%	398

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
FE Waiver	3%	9%	81%	8%	0%	80
PD Waiver	5%	9%	85%	1%	0%	88
TBI Waiver	8%	15%	69%	8%	0%	13
OAA	5%	18%	63%	15%	0%	40
SCA	6%	7%	74%	14%	0%	72
PACE	0%	13%	88%	0%	0%	16
Unknown	0%	0%	0%	100%	0%	1
Sample Average	4%	10%	78%	8%	0%	310

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
FE Waiver	3%	13%	79%	3%	1%	0%	67
PD Waiver	1%	6%	93%	0%	0%	0%	71
TBI Waiver	0%	20%	80%	0%	0%	0%	10
OAA	0%	8%	92%	0%	0%	0%	53
SCA	0%	7%	93%	0%	0%	0%	76
PACE	0%	0%	100%	0%	0%	0%	14
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	1%	8%	90%	1%	0%	0%	292

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
FE Waiver	2%	94%	3%	0%	89
PD Waiver	4%	93%	2%	1%	98
TBI Waiver	11%	83%	6%	0%	18
OAA	32%	65%	3%	0%	130
SCA	26%	70%	4%	0%	81
PACE	6%	89%	6%	0%	18
Unknown	33%	67%	0%	0%	3
Sample Average	16%	80%	3%	0%	437

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	45%	51%	4%	0%	77
PD Waiver	46%	48%	6%	0%	96
TBI Waiver	33%	67%	0%	0%	15
OAA	64%	33%	3%	0%	125
SCA	71%	26%	3%	0%	76
PACE	18%	76%	6%	0%	17
Unknown	67%	33%	0%	0%	3
Sample Average	55%	42%	4%	0%	409

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

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	2%	13%	84%	1%	0%	87
PD Waiver	7%	24%	65%	3%	1%	96
TBI Waiver	0%	44%	56%	0%	0%	16
OAA	6%	22%	70%	1%	0%	125
SCA	6%	22%	72%	0%	0%	81
PACE	0%	24%	76%	0%	0%	17
Unknown	0%	33%	67%	0%	0%	3
Sample Average	5%	22%	72%	1%	0%	425

Table 43a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
FE Waiver	0%	6%	9%	4%	6%	90
PD Waiver	0%	10%	8%	3%	7%	98
TBI Waiver	0%	22%	22%	11%	6%	18
OAA	0%	3%	22%	2%	1%	129
SCA	1%	10%	11%	0%	2%	81
PACE	0%	11%	0%	0%	21%	19
Unknown	0%	0%	33%	0%	0%	3
Sample Average	0%	8%	13%	3%	5%	438

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
FE Waiver	1%	6%	1%	3%	0%	8%	90
PD Waiver	1%	6%	3%	2%	2%	9%	98
TBI Waiver	0%	0%	0%	0%	0%	0%	18
OAA	0%	7%	3%	0%	0%	9%	129
SCA	0%	7%	2%	0%	2%	7%	81
PACE	0%	5%	0%	0%	0%	0%	19
Unknown	0%	0%	0%	0%	0%	0%	3
Sample Average	0%	6%	2%	1%	1%	8%	438

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
FE Waiver	2%	4%	0%	0%	3%	9%	1%	90
PD Waiver	3%	3%	0%	1%	13%	15%	1%	98
TBI Waiver	0%	0%	0%	0%	22%	0%	0%	18
OAA	3%	3%	0%	1%	14%	3%	0%	129
SCA	5%	1%	0%	0%	11%	1%	0%	81
PACE	0%	5%	0%	0%	32%	0%	0%	19
Unknown	0%	0%	0%	0%	0%	0%	0%	3
Sample Average	3%	3%	0%	0%	12%	6%	0%	438

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/No Response	N
FE Waiver	17%	83%	0%	0%	12
PD Waiver	25%	71%	0%	4%	24
TBI Waiver	33%	67%	0%	0%	6
OAA	67%	33%	0%	0%	12
SCA	37%	58%	5%	0%	19
PACE	0%	100%	0%	0%	5
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	32%	65%	1%	1%	78

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

	Friend	Family	Area Agency on Aging or Aging and Disability Resource Center	Center for Independent Living	State or County Agency	N
FE Waiver	9%	44%	10%	2%	6%	89
PD Waiver	10%	22%	9%	16%	1%	94
TBI Waiver	0%	33%	0%	7%	0%	15
OAA	17%	35%	9%	1%	2%	127
SCA	16%	28%	11%	0%	1%	81
PACE	21%	26%	26%	5%	0%	19
Unknown	0%	100%	0%	0%	0%	2
Sample Average	13%	33%	10%	5%	2%	427

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

	Case Manager/ Care Coordinator	Doctor	Other Provider	Other	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	3%	13%	9%	3%	2%	0%	89
PD Waiver	3%	16%	17%	2%	7%	1%	94
TBI Waiver	13%	7%	13%	13%	13%	0%	15
OAA	0%	4%	24%	9%	6%	0%	127
SCA	4%	2%	26%	9%	10%	1%	81
PACE	0%	5%	5%	11%	0%	0%	19
Unknown	0%	0%	0%	0%	0%	0%	2
Sample Average	3%	8%	18%	6%	6%	0%	427

Table 46a. Who helps most often

	Nobody 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
FE Waiver	1%	59%	30%	1%	7%	91
PD Waiver	3%	61%	22%	4%	8%	97
TBI Waiver	6%	50%	17%	6%	17%	18
OAA	21%	29%	4%	1%	38%	130
SCA	0%	69%	10%	5%	16%	81
PACE	0%	74%	0%	0%	26%	19
Unknown	67%	33%	0%	0%	0%	3
Sample Average	8%	53%	15%	3%	19%	439

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
FE Waiver	2%	0%	0%	0%	91
PD Waiver	2%	0%	0%	0%	97
TBI Waiver	0%	6%	0%	0%	18
OAA	3%	5%	0%	0%	130
SCA	0%	0%	0%	0%	81
PACE	0%	0%	0%	0%	19
Unknown	0%	0%	0%	0%	3
Sample Average	2%	2%	0%	0%	439

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
FE Waiver	8%	0%	0%	66%	90
PD Waiver	9%	10%	0%	49%	94
TBI Waiver	12%	0%	0%	29%	17
OAA	12%	0%	0%	48%	103
SCA	14%	2%	1%	42%	81
PACE	11%	0%	0%	53%	19
Unknown	0%	0%	0%	100%	1
Sample Average	10%	3%	0%	50%	405

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
FE Waiver	8%	2%	18%	0%	0%	90
PD Waiver	12%	2%	20%	1%	0%	94
TBI Waiver	24%	0%	47%	0%	0%	17
OAA	9%	2%	33%	0%	0%	103
SCA	19%	4%	23%	1%	0%	81
PACE	5%	0%	32%	0%	0%	19
Unknown	0%	0%	0%	0%	0%	1
Sample Average	12%	2%	25%	0%	0%	405

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
FE Waiver	17%	76%	2%	6%	0%	66
PD Waiver	9%	85%	0%	6%	0%	68
TBI Waiver	50%	50%	0%	0%	0%	10
OAA	19%	77%	0%	4%	0%	53
SCA	34%	64%	0%	1%	0%	76
PACE	14%	86%	0%	0%	0%	14
Unknown	0%	100%	0%	0%	0%	1
Sample Average	21%	75%	0%	4%	0%	288

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
FE Waiver	78%	22%	0%	0%	90
PD Waiver	70%	28%	1%	1%	97
TBI Waiver	67%	33%	0%	0%	18
OAA	68%	32%	0%	0%	130
SCA	62%	37%	1%	0%	81
PACE	67%	33%	0%	0%	18
Unknown	100%	0%	0%	0%	3
Sample Average	69%	30%	0%	0%	437

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
FE Waiver	5%	10%	85%	0%	0%	20
PD Waiver	11%	4%	85%	0%	0%	27
TBI Waiver	17%	0%	83%	0%	0%	6
OAA	7%	0%	90%	2%	0%	42
SCA	3%	7%	90%	0%	0%	30
PACE	0%	0%	100%	0%	0%	6
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	7%	4%	89%	1%	0%	131

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
FE Waiver	15%	70%	5%	10%	0%	20
PD Waiver	7%	89%	4%	0%	0%	27
TBI Waiver	17%	67%	17%	0%	0%	6
OAA	17%	83%	0%	0%	0%	42
SCA	7%	90%	3%	0%	0%	30
PACE	0%	83%	17%	0%	0%	6
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	11%	83%	4%	2%	0%	131

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
FE Waiver	5%	7%	88%	0%	0%	83
PD Waiver	2%	5%	93%	0%	0%	82
TBI Waiver	8%	15%	77%	0%	0%	13
OAA	3%	10%	87%	0%	0%	123
SCA	1%	5%	94%	0%	0%	79
PACE	0%	7%	93%	0%	0%	15
Unknown	0%	0%	100%	0%	0%	3
Sample Average	3%	7%	90%	0%	0%	398

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
FE Waiver	1%	14%	84%	1%	0%	0%	91
PD Waiver	3%	18%	77%	1%	0%	1%	94
TBI Waiver	0%	6%	94%	0%	0%	0%	18
OAA	8%	16%	75%	0%	0%	0%	130
SCA	11%	21%	67%	1%	0%	0%	81
PACE	16%	16%	68%	0%	0%	0%	19
Unknown	0%	33%	67%	0%	0%	0%	3
Sample Average	6%	17%	76%	1%	0%	0%	436

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
FE Waiver	0%	2%	97%	0%	1%	0%	90
PD Waiver	0%	3%	96%	0%	0%	1%	97
TBI Waiver	0%	0%	100%	0%	0%	0%	18
OAA	0%	5%	95%	0%	0%	0%	130
SCA	3%	5%	93%	0%	0%	0%	80
PACE	0%	0%	100%	0%	0%	0%	18
Unknown	0%	33%	67%	0%	0%	0%	3
Sample Average	0%	4%	95%	0%	0%	0%	436

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
FE Waiver	8%	3%	89%	0%	0%	36
PD Waiver	0%	0%	98%	2%	0%	49
TBI Waiver	0%	0%	100%	0%	0%	7
OAA	0%	0%	100%	0%	0%	10
SCA	0%	0%	100%	0%	0%	3
PACE	0%	0%	100%	0%	0%	1
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	1%	95%	1%	0%	106

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
FE Waiver	13%	79%	1%	7%	0%	0%	91
PD Waiver	16%	66%	5%	11%	0%	1%	97
TBI Waiver	33%	44%	0%	22%	0%	0%	18
OAA	9%	68%	7%	15%	0%	0%	130
SCA	13%	69%	10%	9%	0%	0%	80
PACE	32%	47%	5%	16%	0%	0%	19
Unknown	33%	33%	0%	33%	0%	0%	3
Sample Average	14%	68%	5%	12%	0%	0%	438

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
FE Waiver	39%	54%	3%	3%	0%	0%	90
PD Waiver	47%	43%	1%	6%	1%	1%	97
TBI Waiver	56%	28%	6%	11%	0%	0%	18
OAA	19%	61%	3%	17%	0%	0%	130
SCA	14%	73%	3%	11%	0%	0%	80
PACE	37%	53%	5%	5%	0%	0%	19
Unknown	33%	67%	0%	0%	0%	0%	3
Sample Average	31%	56%	3%	10%	0%	0%	437

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
FE Waiver	79%	18%	0%	3%	0%	0%	91
PD Waiver	75%	16%	3%	5%	0%	1%	96
TBI Waiver	78%	22%	0%	0%	0%	0%	18
OAA	77%	17%	0%	5%	0%	0%	128
SCA	78%	14%	1%	6%	0%	0%	79
PACE	79%	21%	0%	0%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	78%	17%	1%	5%	0%	0%	434

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
FE Waiver	69%	26%	2%	2%	0%	0%	91
PD Waiver	58%	34%	2%	5%	0%	1%	97
TBI Waiver	89%	11%	0%	0%	0%	0%	18
OAA	69%	22%	1%	8%	0%	0%	130
SCA	70%	25%	0%	5%	0%	0%	79
PACE	63%	26%	5%	5%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	68%	26%	1%	5%	0%	0%	437

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
FE Waiver	98%	1%	0%	0%	1%	0%	91
PD Waiver	97%	0%	0%	0%	2%	1%	97
TBI Waiver	100%	0%	0%	0%	0%	0%	18
OAA	98%	1%	0%	1%	0%	0%	128
SCA	91%	6%	0%	1%	1%	0%	79
PACE	100%	0%	0%	0%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	97%	2%	0%	0%	1%	0%	435

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
FE Waiver	37%	56%	1%	5%	0%	0%	91
PD Waiver	33%	61%	1%	4%	0%	1%	98
TBI Waiver	44%	50%	0%	6%	0%	0%	18
OAA	45%	41%	0%	14%	0%	0%	130
SCA	35%	46%	1%	17%	1%	0%	81
PACE	39%	50%	0%	11%	0%	0%	18
Unknown	33%	67%	0%	0%	0%	0%	3
Sample Average	38%	50%	1%	10%	0%	0%	439

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
FE Waiver	95%	1%	0%	1%	3%	0%	80
PD Waiver	81%	1%	0%	4%	11%	2%	90
TBI Waiver	87%	0%	0%	13%	0%	0%	15
OAA	86%	8%	1%	4%	1%	0%	106
SCA	84%	13%	0%	2%	2%	0%	64
PACE	89%	0%	6%	6%	0%	0%	18
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	87%	5%	1%	3%	4%	1%	375

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
FE Waiver	30%	68%	0%	2%	0%	0%	91
PD Waiver	38%	59%	2%	0%	0%	1%	97
TBI Waiver	56%	44%	0%	0%	0%	0%	18
OAA	26%	67%	5%	2%	0%	0%	129
SCA	15%	79%	1%	4%	0%	0%	78
PACE	26%	74%	0%	0%	0%	0%	19
Unknown	67%	33%	0%	0%	0%	0%	3
Sample Average	29%	67%	2%	2%	0%	0%	435

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
FE Waiver	84%	9%	2%	4%	1%	0%	91
PD Waiver	79%	10%	6%	1%	3%	1%	98
TBI Waiver	94%	6%	0%	0%	0%	0%	18
OAA	88%	5%	2%	4%	1%	0%	128
SCA	79%	14%	0%	7%	0%	0%	81
PACE	89%	0%	0%	11%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	84%	8%	2%	4%	1%	0%	438

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
FE Waiver	66%	29%	0%	4%	1%	0%	91
PD Waiver	42%	44%	8%	4%	0%	1%	97
TBI Waiver	72%	28%	0%	0%	0%	0%	18
OAA	69%	21%	4%	6%	0%	0%	129
SCA	62%	36%	1%	1%	0%	0%	81
PACE	61%	22%	0%	17%	0%	0%	18
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	61%	31%	3%	5%	0%	0%	437

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
FE Waiver	72%	22%	1%	4%	0%	0%	90
PD Waiver	90%	3%	0%	6%	0%	1%	97
TBI Waiver	83%	6%	0%	11%	0%	0%	18
OAA	61%	15%	5%	18%	2%	0%	128
SCA	56%	20%	2%	17%	5%	0%	81
PACE	89%	5%	5%	0%	0%	0%	19
Unknown	67%	0%	0%	33%	0%	0%	3
Sample Average	71%	14%	2%	11%	1%	0%	436

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
FE Waiver	11%	82%	6%	1%	0%	0%	90
PD Waiver	16%	75%	6%	0%	1%	1%	97
TBI Waiver	28%	67%	0%	6%	0%	0%	18
OAA	12%	67%	18%	4%	0%	0%	130
SCA	16%	67%	17%	0%	0%	0%	81
PACE	5%	84%	5%	5%	0%	0%	19
Unknown	0%	0%	100%	0%	0%	0%	3
Sample Average	14%	72%	12%	2%	0%	0%	438

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
FE Waiver	90%	10%	0%	0%	0%	0%	88
PD Waiver	72%	22%	1%	1%	2%	1%	98
TBI Waiver	78%	17%	0%	6%	0%	0%	18
OAA	87%	8%	1%	4%	1%	0%	130
SCA	91%	6%	1%	1%	0%	0%	80
PACE	79%	16%	0%	5%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	84%	12%	1%	2%	1%	0%	436

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
FE Waiver	82%	16%	0%	0%	2%	0%	82
PD Waiver	75%	13%	0%	2%	6%	3%	89
TBI Waiver	87%	13%	0%	0%	0%	0%	15
OAA	71%	27%	1%	1%	0%	0%	105
SCA	73%	25%	2%	0%	0%	0%	63
PACE	88%	13%	0%	0%	0%	0%	16
Unknown	50%	0%	0%	0%	50%	0%	2
Sample Average	76%	20%	1%	1%	2%	1%	372

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
FE Waiver	0%	99%	1%	0%	79
PD Waiver	1%	97%	1%	1%	96
TBI Waiver	7%	93%	0%	0%	15
OAA	2%	98%	1%	0%	126
SCA	3%	97%	0%	0%	75
PACE	0%	100%	0%	0%	18
Unknown	0%	100%	0%	0%	3
Sample Average	1%	98%	1%	0%	412

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
FE Waiver	2%	98%	0%	0%	63
PD Waiver	4%	96%	0%	0%	71
TBI Waiver	0%	100%	0%	0%	9
OAA	2%	98%	0%	0%	52
SCA	0%	100%	0%	0%	72
PACE	0%	100%	0%	0%	13
Unknown	0%	100%	0%	0%	1
Sample Average	2%	98%	0%	0%	281

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
FE Waiver	94%	5%	1%	0%	78
PD Waiver	80%	19%	1%	0%	94
TBI Waiver	73%	27%	0%	0%	15
OAA	86%	14%	0%	0%	125
SCA	81%	19%	0%	0%	75
PACE	100%	0%	0%	0%	18
Unknown	100%	0%	0%	0%	3
Sample Average	85%	14%	0%	0%	408

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/ No Response	N
FE Waiver	97%	3%	0%	0%	79
PD Waiver	81%	13%	5%	1%	96
TBI Waiver	87%	13%	0%	0%	15
OAA	94%	4%	2%	0%	125
SCA	92%	5%	1%	1%	76
PACE	100%	0%	0%	0%	18
Unknown	100%	0%	0%	0%	3
Sample Average	92%	6%	2%	0%	412

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	37%	40%	23%	0%	0%	91
PD Waiver	28%	34%	36%	2%	1%	98
TBI Waiver	22%	17%	56%	6%	0%	18
OAA	35%	26%	40%	0%	0%	129
SCA	27%	22%	51%	0%	0%	81
PACE	37%	26%	32%	5%	0%	19
Unknown	33%	0%	67%	0%	0%	3
Sample Average	32%	29%	38%	1%	0%	439

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/ No Response	N
FE Waiver	7%	88%	5%	0%	56
PD Waiver	15%	81%	4%	0%	68
TBI Waiver	0%	92%	8%	0%	13
OAA	24%	76%	0%	0%	84
SCA	26%	74%	0%	0%	58
PACE	9%	91%	0%	0%	11
Unknown	50%	50%	0%	0%	2
Sample Average	17%	80%	2%	0%	292

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/ No Response	N
FE Waiver	4%	89%	6%	1%	89
PD Waiver	15%	79%	3%	2%	97
TBI Waiver	6%	94%	0%	0%	18
OAA	16%	78%	5%	0%	130
SCA	23%	62%	15%	0%	81
PACE	0%	95%	5%	0%	19
Unknown	0%	100%	0%	0%	3
Sample Average	14%	79%	6%	1%	437

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
FE Waiver	66%	34%	0%	0%	90
PD Waiver	57%	41%	1%	1%	97
TBI Waiver	47%	53%	0%	0%	17
OAA	66%	34%	0%	0%	130
SCA	59%	41%	0%	0%	81
PACE	37%	63%	0%	0%	19
Unknown	100%	0%	0%	0%	3
Sample Average	61%	39%	0%	0%	437

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
FE Waiver	68%	32%	0%	0%	31
PD Waiver	59%	41%	0%	0%	39
TBI Waiver	56%	44%	0%	0%	9
OAA	75%	25%	0%	0%	44
SCA	76%	24%	0%	0%	33
PACE	42%	50%	8%	0%	12
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	67%	33%	1%	0%	168

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
FE Waiver	97%	3%	0%	0%	30
PD Waiver	97%	3%	0%	0%	39
TBI Waiver	100%	0%	0%	0%	9
OAA	100%	0%	0%	0%	42
SCA	100%	0%	0%	0%	33
PACE	100%	0%	0%	0%	11
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	99%	1%	0%	0%	164

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
FE Waiver	0%	2%	96%	1%	1%	0%	90
PD Waiver	2%	11%	84%	0%	0%	2%	96
TBI Waiver	6%	18%	76%	0%	0%	0%	17
OAA	2%	9%	85%	2%	2%	0%	130
SCA	2%	14%	84%	0%	0%	0%	81
PACE	0%	5%	95%	0%	0%	0%	19
Unknown	0%	0%	100%	0%	0%	0%	3
Sample Average	2%	9%	87%	1%	1%	0%	436

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
FE Waiver	44%	56%	0%	0%	39
PD Waiver	29%	71%	0%	0%	55
TBI Waiver	25%	75%	0%	0%	12
OAA	36%	64%	0%	0%	56
SCA	48%	52%	0%	0%	33
PACE	25%	75%	0%	0%	12
Unknown	50%	50%	0%	0%	2
Sample Average	36%	64%	0%	0%	209

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
FE Waiver	12%	87%	1%	0%	0%	89
PD Waiver	16%	79%	1%	2%	1%	97
TBI Waiver	22%	72%	0%	6%	0%	18
OAA	13%	87%	0%	0%	0%	127
SCA	13%	88%	0%	0%	0%	80
PACE	21%	79%	0%	0%	0%	19
Unknown	33%	67%	0%	0%	0%	3
Sample Average	15%	84%	0%	1%	0%	433

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
FE Waiver	70%	28%	0%	1%	0%	88
PD Waiver	77%	18%	0%	4%	1%	96
TBI Waiver	78%	22%	0%	0%	0%	18
OAA	74%	25%	1%	0%	0%	129
SCA	70%	28%	0%	1%	0%	81
PACE	44%	56%	0%	0%	0%	18
Unknown	100%	0%	0%	0%	0%	3
Sample Average	73%	26%	0%	1%	0%	433

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
FE Waiver	29%	69%	1%	1%	0%	89
PD Waiver	35%	62%	0%	2%	1%	97
TBI Waiver	33%	67%	0%	0%	0%	18
OAA	40%	60%	0%	0%	0%	129
SCA	39%	61%	0%	0%	0%	80
PACE	16%	84%	0%	0%	0%	19
Unknown	67%	33%	0%	0%	0%	3
Sample Average	35%	64%	0%	1%	0%	435

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
FE Waiver	34%	64%	0%	2%	0%	89
PD Waiver	29%	67%	0%	3%	1%	96
TBI Waiver	44%	56%	0%	0%	0%	18
OAA	25%	68%	6%	0%	0%	130
SCA	22%	72%	5%	1%	0%	79
PACE	32%	68%	0%	0%	0%	19
Unknown	33%	67%	0%	0%	0%	3
Sample Average	28%	67%	3%	1%	0%	434

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
FE Waiver	71%	28%	0%	1%	0%	90
PD Waiver	61%	35%	0%	2%	1%	96
TBI Waiver	44%	56%	0%	0%	0%	18
OAA	53%	38%	9%	0%	0%	129
SCA	60%	23%	18%	0%	0%	80
PACE	50%	50%	0%	0%	0%	18
Unknown	33%	33%	33%	0%	0%	3
Sample Average	59%	34%	6%	1%	0%	434

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
FE Waiver	18%	69%	0%	13%	0%	90
PD Waiver	17%	72%	0%	8%	3%	95
TBI Waiver	12%	82%	0%	6%	0%	17
OAA	7%	89%	1%	3%	0%	129
SCA	1%	91%	0%	7%	0%	81
PACE	11%	89%	0%	0%	0%	18
Unknown	33%	67%	0%	0%	0%	3
Sample Average	11%	81%	0%	7%	1%	433

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
FE Waiver	16%	34%	33%	12%	4%	0%	0%	90
PD Waiver	11%	46%	28%	11%	2%	1%	1%	98
TBI Waiver	28%	22%	39%	6%	6%	0%	0%	18
OAA	9%	30%	39%	18%	2%	2%	0%	130
SCA	14%	33%	33%	15%	4%	1%	0%	79
PACE	5%	47%	37%	5%	5%	0%	0%	19
Unknown	0%	0%	33%	67%	0%	0%	0%	3
Sample Average	12%	35%	34%	14%	3%	1%	0%	437

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
FE Waiver	6%	29%	44%	18%	3%	0%	0%	90
PD Waiver	8%	22%	44%	20%	3%	1%	1%	98
TBI Waiver	6%	33%	39%	6%	17%	0%	0%	18
OAA	2%	32%	43%	16%	6%	1%	0%	129
SCA	2%	30%	46%	14%	9%	0%	0%	81
PACE	0%	32%	26%	26%	16%	0%	0%	19
Unknown	0%	0%	100%	0%	0%	0%	0%	3
Sample Average	4%	29%	43%	17%	6%	0%	0%	438

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
FE Waiver	44%	52%	3%	0%	88
PD Waiver	44%	51%	4%	1%	96
TBI Waiver	39%	56%	6%	0%	18
OAA	43%	57%	0%	0%	129
SCA	40%	59%	1%	0%	81
PACE	68%	32%	0%	0%	19
Unknown	100%	0%	0%	0%	3
Sample Average	44%	53%	2%	0%	434

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/No Response	N
FE Waiver	41%	54%	4%	0%	46
PD Waiver	61%	35%	4%	0%	51
TBI Waiver	30%	70%	0%	0%	10
OAA	66%	34%	0%	0%	74
SCA	54%	44%	2%	0%	48
PACE	60%	40%	0%	0%	5
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	56%	42%	2%	0%	234

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	73%	26%	1%	0%	90
PD Waiver	58%	38%	3%	1%	97
TBI Waiver	44%	56%	0%	0%	18
OAA	80%	20%	0%	0%	128
SCA	81%	19%	0%	0%	79
PACE	68%	32%	0%	0%	19
Unknown	100%	0%	0%	0%	2
Sample Average	72%	27%	1%	0%	433

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

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	23%	27%	39%	10%	0%	0%	77
PD Waiver	7%	33%	46%	13%	1%	0%	96
TBI Waiver	13%	7%	47%	33%	0%	0%	15
OAA	29%	25%	40%	6%	1%	0%	126
SCA	25%	29%	32%	11%	1%	1%	75
PACE	17%	17%	56%	11%	0%	0%	18
Unknown	33%	0%	67%	0%	0%	0%	3
Sample Average	21%	27%	41%	10%	1%	0%	410

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	8%	92%	0%	0%	90
PD Waiver	11%	87%	1%	1%	97
TBI Waiver	28%	72%	0%	0%	18
OAA	4%	96%	0%	0%	128
SCA	2%	98%	0%	0%	81
PACE	11%	89%	0%	0%	19
Unknown	0%	100%	0%	0%	3
Sample Average	7%	92%	0%	0%	436

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/ No Response	N
FE Waiver	12%	41%	47%	0%	0%	90
PD Waiver	6%	29%	64%	0%	1%	97
TBI Waiver	11%	39%	50%	0%	0%	18
OAA	21%	38%	40%	0%	1%	129
SCA	19%	33%	48%	0%	0%	81
PACE	5%	32%	63%	0%	0%	19
Unknown	33%	0%	67%	0%	0%	3
Sample Average	14%	35%	50%	0%	0%	437

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/ No Response	N
FE Waiver	10%	46%	43%	0%	1%	90
PD Waiver	15%	33%	51%	0%	1%	98
TBI Waiver	11%	44%	44%	0%	0%	18
OAA	15%	43%	42%	0%	0%	130
SCA	15%	39%	46%	0%	0%	80
PACE	0%	53%	47%	0%	0%	19
Unknown	0%	33%	67%	0%	0%	3
Sample Average	13%	41%	45%	0%	0%	438

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
FE Waiver	22%	77%	1%	0%	79
PD Waiver	2%	96%	2%	0%	95
TBI Waiver	7%	73%	13%	7%	15
OAA	24%	75%	2%	0%	122
SCA	14%	85%	1%	0%	71
PACE	0%	100%	0%	0%	17
Unknown	33%	67%	0%	0%	3
Sample Average	15%	83%	2%	0%	402

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
FE Waiver	61%	34%	4%	0%	90
PD Waiver	46%	50%	3%	1%	98
TBI Waiver	28%	72%	0%	0%	18
OAA	69%	31%	0%	0%	130
SCA	64%	35%	1%	0%	81
PACE	58%	37%	5%	0%	19
Unknown	67%	33%	0%	0%	3
Sample Average	59%	38%	2%	0%	439

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

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
FE Waiver	3%	3%	91%	4%	0%	0%	77
PD Waiver	1%	2%	93%	4%	0%	0%	95
TBI Waiver	7%	13%	80%	0%	0%	0%	15
OAA	5%	10%	83%	2%	0%	0%	126
SCA	1%	12%	87%	0%	0%	0%	76
PACE	0%	6%	94%	0%	0%	0%	18
Unknown	0%	33%	67%	0%	0%	0%	3
Sample Average	3%	7%	88%	2%	0%	0%	410

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
FE Waiver	0%	5%	95%	0%	0%	61
PD Waiver	0%	6%	94%	0%	0%	71
TBI Waiver	13%	0%	88%	0%	0%	8
OAA	0%	2%	98%	0%	0%	52
SCA	0%	1%	99%	0%	0%	71
PACE	0%	0%	100%	0%	0%	13
Unknown	0%	0%	100%	0%	0%	1
Sample Average	0%	3%	96%	0%	0%	277

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
FE Waiver	4%	7%	89%	0%	0%	28
PD Waiver	0%	25%	75%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	0
OAA	0%	0%	100%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	9%	88%	0%	0%	33

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
FE Waiver	7%	79%	14%	0%	28
PD Waiver	25%	75%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	0
OAA	0%	100%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	19
PACE	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	9%	79%	12%	0%	33

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
FE Waiver	4%	0%	96%	0%	0%	27
PD Waiver	0%	25%	75%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	0
OAA	0%	0%	100%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	3%	94%	0%	0%	32

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
FE Waiver	4%	86%	4%	7%	0%	28
PD Waiver	0%	100%	0%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	0
OAA	0%	100%	0%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	88%	3%	6%	0%	33

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
FE Waiver	0%	4%	93%	4%	0%	0%	28
PD Waiver	0%	0%	100%	0%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	n/a	0
OAA	0%	0%	100%	0%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	0%	3%	94%	3%	0%	0%	33

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
FE Waiver	4%	96%	0%	0%	0%	28
PD Waiver	0%	100%	0%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	0
OAA	0%	100%	0%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	97%	0%	0%	0%	33

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
FE Waiver	93%	4%	0%	4%	0%	27
PD Waiver	100%	0%	0%	0%	0%	4
TBI Waiver	n/a	n/a	n/a	n/a	n/a	0
OAA	100%	0%	0%	0%	0%	1
SCA	n/a	n/a	n/a	n/a	n/a	0
PACE	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	94%	3%	0%	3%	0%	32

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
FE Waiver	53%	47%	0%	91
PD Waiver	14%	85%	1%	97
TBI Waiver	28%	72%	0%	18
OAA	98%	1%	2%	129
SCA	72%	27%	1%	81
PACE	83%	17%	0%	18
Unknown	100%	0%	0%	3
Sample Average	62%	38%	1%	437

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
FE Waiver	2%	11%	71%	13%	2%	87
PD Waiver	2%	17%	73%	6%	1%	94
TBI Waiver	6%	25%	63%	6%	0%	16
OAA	20%	6%	61%	13%	1%	127
SCA	4%	5%	81%	10%	0%	79
PACE	0%	26%	63%	11%	0%	19
Unknown	0%	0%	100%	0%	0%	2
Sample Average	8%	11%	70%	11%	1%	424

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
FE Waiver	1%	19%	61%	18%	1%	89
PD Waiver	2%	17%	74%	7%	0%	92
TBI Waiver	13%	19%	63%	6%	0%	16
OAA	10%	2%	73%	14%	1%	127
SCA	10%	4%	79%	7%	0%	81
PACE	0%	22%	67%	11%	0%	18
Unknown	0%	0%	100%	0%	0%	2
Sample Average	6%	11%	71%	12%	0%	425

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
FE Waiver	14%	12%	62%	12%	0%	66
PD Waiver	3%	7%	87%	3%	0%	70
TBI Waiver	10%	0%	90%	0%	0%	10
OAA	9%	2%	81%	8%	0%	53
SCA	3%	5%	87%	5%	0%	76
PACE	0%	7%	79%	14%	0%	14
Unknown	0%	100%	0%	0%	0%	1
Sample Average	7%	7%	80%	7%	0%	290

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
FE Waiver	100%	0%	0%	0%	88
PD Waiver	96%	3%	0%	1%	94
TBI Waiver	100%	0%	0%	0%	18
OAA	96%	4%	0%	0%	130
SCA	99%	1%	0%	0%	80
PACE	100%	0%	0%	0%	18
Unknown	67%	33%	0%	0%	3
Sample Average	97%	2%	0%	0%	431

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
FE Waiver	96%	1%	3%	0%	79
PD Waiver	83%	8%	10%	0%	92
TBI Waiver	73%	13%	13%	0%	15
OAA	91%	5%	4%	0%	121
SCA	96%	4%	0%	0%	75
PACE	94%	6%	0%	0%	18
Unknown	100%	0%	0%	0%	2
Sample Average	91%	5%	4%	0%	402

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
FE Waiver	100%	0%	0%	0%	4
PD Waiver	59%	41%	0%	0%	17
TBI Waiver	25%	75%	0%	0%	4
OAA	58%	33%	8%	0%	12
SCA	100%	0%	0%	0%	4
PACE	100%	0%	0%	0%	2
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	65%	33%	2%	0%	43

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
FE Waiver	93%	7%	0%	0%	91
PD Waiver	85%	14%	0%	1%	98
TBI Waiver	100%	0%	0%	0%	18
OAA	91%	9%	0%	0%	129
SCA	89%	11%	0%	0%	80
PACE	78%	22%	0%	0%	18
Unknown	100%	0%	0%	0%	3
Sample Average	90%	10%	0%	0%	437

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
FE Waiver	88%	4%	8%	0%	73
PD Waiver	84%	11%	5%	0%	80
TBI Waiver	73%	13%	13%	0%	15
OAA	78%	19%	4%	0%	113
SCA	82%	10%	7%	0%	67
PACE	83%	17%	0%	0%	12
Unknown	67%	33%	0%	0%	3
Sample Average	82%	12%	6%	0%	363

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
FE Waiver	4%	57%	38%	0%	0%	91
PD Waiver	1%	43%	55%	0%	1%	97
TBI Waiver	6%	33%	61%	0%	0%	18
OAA	16%	59%	25%	0%	0%	129
SCA	0%	49%	51%	0%	0%	80
PACE	0%	74%	26%	0%	0%	19
Unknown	33%	67%	0%	0%	0%	3
Sample Average	6%	53%	41%	0%	0%	437

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
FE Waiver	6%	94%	0%	0%	86
PD Waiver	14%	84%	2%	0%	96
TBI Waiver	35%	65%	0%	0%	17
OAA	21%	79%	0%	0%	109
SCA	11%	89%	0%	0%	81
PACE	22%	78%	0%	0%	18
Unknown	0%	100%	0%	0%	2
Sample Average	15%	85%	0%	0%	409

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
FE Waiver	19%	54%	27%	0%	0%	91
PD Waiver	16%	50%	33%	0%	1%	98
TBI Waiver	28%	22%	50%	0%	0%	18
OAA	63%	28%	8%	0%	1%	130
SCA	48%	35%	17%	0%	0%	81
PACE	37%	37%	26%	0%	0%	19
Unknown	100%	0%	0%	0%	0%	3
Sample Average	38%	39%	22%	0%	0%	440

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/No Response	N
FE Waiver	7%	93%	0%	0%	74
PD Waiver	14%	85%	1%	0%	80
TBI Waiver	23%	77%	0%	0%	13
OAA	13%	87%	0%	0%	47
SCA	17%	83%	0%	0%	41
PACE	20%	80%	0%	0%	10
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	13%	87%	0%	0%	265

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/ No Response	N
FE Waiver	1%	9%	90%	0%	0%	90
PD Waiver	0%	8%	91%	0%	1%	97
TBI Waiver	0%	17%	83%	0%	0%	18
OAA	3%	14%	83%	0%	0%	130
SCA	1%	17%	81%	0%	0%	81
PACE	0%	16%	84%	0%	0%	19
Unknown	0%	0%	100%	0%	0%	3
Sample Average	1%	12%	86%	0%	0%	438

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
FE Waiver	96%	3%	0%	0%	1%	0%	91
PD Waiver	93%	3%	2%	0%	1%	1%	97
TBI Waiver	89%	11%	0%	0%	0%	0%	18
OAA	91%	7%	2%	0%	0%	0%	128
SCA	84%	14%	2%	0%	0%	0%	81
PACE	78%	22%	0%	0%	0%	0%	18
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	90%	7%	2%	0%	0%	0%	436

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/ No Response	N
FE Waiver	45%	51%	4%	0%	77
PD Waiver	46%	48%	6%	0%	96
TBI Waiver	33%	67%	0%	0%	15
OAA	64%	33%	3%	0%	125
SCA	71%	26%	3%	0%	76
PACE	18%	76%	6%	0%	17
Unknown	67%	33%	0%	0%	3
Sample Average	55%	42%	4%	0%	409

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
FE Waiver	4%	16%	81%	0%	0%	77
PD Waiver	4%	24%	69%	2%	0%	94
TBI Waiver	21%	36%	43%	0%	0%	14
OAA	4%	16%	79%	2%	0%	126
SCA	3%	14%	82%	1%	0%	74
PACE	0%	22%	78%	0%	0%	18
Unknown	33%	0%	67%	0%	0%	3
Sample Average	4%	18%	76%	1%	0%	406

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
FE Waiver	75%	18%	4%	3%	76
PD Waiver	75%	16%	5%	3%	92
TBI Waiver	53%	33%	13%	0%	15
OAA	71%	22%	7%	0%	97
SCA	68%	22%	9%	1%	68
PACE	65%	24%	12%	0%	17
Unknown	33%	67%	0%	0%	3
Sample Average	71%	21%	7%	2%	368

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
FE Waiver	7%	43%	37%	13%	76
PD Waiver	4%	50%	33%	13%	92
TBI Waiver	0%	47%	33%	20%	15
OAA	1%	33%	38%	28%	97
SCA	3%	35%	44%	18%	68
PACE	18%	29%	24%	29%	17
Unknown	0%	33%	33%	33%	3
Sample Average	4%	40%	37%	19%	368

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
FE Waiver	17%	29%	43%	11%	76
PD Waiver	13%	23%	50%	14%	92
TBI Waiver	33%	20%	33%	13%	15
OAA	23%	36%	31%	10%	97
SCA	26%	32%	34%	7%	68
PACE	12%	29%	41%	18%	17
Unknown	67%	0%	33%	0%	3
Sample Average	20%	29%	39%	11%	368

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
FE Waiver	1%	9%	16%	74%	76
PD Waiver	8%	11%	12%	70%	92
TBI Waiver	13%	0%	20%	67%	15
OAA	5%	9%	24%	62%	97
SCA	3%	10%	13%	74%	68
PACE	6%	18%	24%	53%	17
Unknown	0%	0%	33%	67%	3
Sample Average	5%	10%	17%	68%	368