



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Missouri Results



Preface

It is with great pleasure I introduce Missouri's first annual National Core Indicators for Aging and Disabilities© (NCI-AD) report. The report provides valuable insight to aging and disability advocates and public officials as they work in partnership to make future programmatic decisions.

The State of Missouri Department of Health and Senior Services (DHSS), Division of Senior and Disability Services (DSDS) operates and oversees a variety of programs to meet the needs of seniors and adults with disabilities, including Medicaid Home and Community Based Services (HCBS) and Older Americans Act programs through the Area Agencies on Aging. These programs provide vital supports which allow Missourians most in need to remain safe and healthy in their communities.

Missouri, along with the rest of the nation, is in the midst of the most phenomenal growth of the older adult population experienced in recent history. In 2017, adults age 60 years and older made up 22.88% of the population of Missouri. By the year 2030, the population over age 60 is estimated to be 26.21% of the total population in Missouri. The population of older adults 85 years and older is estimated to grow by more than 51,000 from 2015 to 2030.

It is more vital than ever to ensure the most impactful use of limited resources given this anticipated growth in need. The information within this report illustrates the impact of the programs currently in place, as well as areas of need and opportunities for improvement.

I look forward to forthcoming discussions and putting these data into action as we continue to work together to Keep Missourians Safe and Healthy!

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List of Abbreviations Used in This Report

AAA – Area Agency on Aging
ADCW – Adult Day Care Waiver
ADLs – Activities of Daily Living
ADRC – Aging and Disability Resource Center
ADW – Aged and Disabled Waiver
ALF – Assisted Living Facility
BI Section – Background Information Section of NCI-AD Adult Consumer Survey
BLTSS – Bureau of Long Term Services and Supports
CDS – Consumer Directed Services
CIL – Center for Independent Living
CPAP – continuous positive airway pressure
DHSS – Department of Health and Senior Services
DSDS – Division of Senior and Disability Services
EAA – environmental accessibility adaptations
FMS – financial management services
HCBS – Home and Community-Based Services
HSRI – Human Services Research Institute
IADLs – Instrumental Activities of Daily Living
ILW – Independent Living Waiver
LOC – Level of Care
LTSS – Long-Term Services and Supports
N – Number of respondents
N/A – not applicable
NASUAD – National Association of States United for Aging and Disabilities
NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PSA – Planning and Service Area

RCF – Residential Care Facility

SME – specialized medical equipment

SMS – specialized medical supplies

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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 program is coordinated by ADvancing States¹ (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states². The 2019-2020 project cycle marks its fifth 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 nineteen broad domains comprising approximately 55 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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

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

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “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 home modifications, equipment, and assistive devices” in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person’s need for various types of home modifications and assistive devices. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2018-2019 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred community activities
Choice and Decision-Making	Proportion of people who are involved in making decisions about their everyday lives
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 their paid support staff
	Proportion of people who are satisfied with what they do during the day
Service Coordination	Proportion of people finding out about services from service agencies
	Proportion of people who have access to information about services in their preferred language ³
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who know whom to contact with a complaint or question about their services
	Proportion of people who use a relative as their support person
	Proportion of people whose support staff come when they are supposed to
	Proportion of people who have a backup plan if their paid support staff don’t show up
Proportion of people who have an emergency plan in place	

³ Indicator previously reported in the “Access” domain.

Domain	NCI-AD Indicator
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
	Proportion of people who want help planning for their future service needs
Care Coordination	Proportion of people who had someone work with them to reduce risk of falls ⁴
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
Access to Community⁵	Proportion of people who have adequate transportation ⁶
Access to Needed Equipment⁷	Proportion of people who get needed home modifications, equipment, and assistive devices ⁸
Safety	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
Health Care	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
Wellness	Proportion of people who have access to healthy foods ⁹

⁴ Indicator previously reported in the “Safety” domain.

⁵ New domain in 2018-2019.

⁶ Indicator previously reported in the “Access” domain.

⁷ New domain in 2018-2019.

⁸ Indicator previously reported in the “Access” domain.

⁹ Indicator previously reported in the “Everyday Living” domain.

Domain	NCI-AD Indicator
	Proportion of people in poor health
	Proportion of people with uncorrected poor hearing
	Proportion of people with uncorrected poor vision
	Proportion of people with unaddressed memory concerns
	Proportion of people who often feel sad or depressed
Medications	Proportion of people who take medications to help them feel less sad or depressed
	Proportion of people who know what their prescription medications are for
Rights and Respect	Proportion of people whose paid support staff treat them with respect
	Proportion of people whose basic rights are respected by others
Self-Direction	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 who receive 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 and instrumental activities of daily living
Affordability	Proportion of people who have to cut back on food because of money
Control	Proportion of people who feel in control of their life
Person-Centered Planning (OPTIONAL MODULE)	Proportion of people who are involved in making decisions about their service plan
	Proportion of people whose service planning meetings take place when, where and with whom they want
	Proportion of people whose preferences and needs are discussed in their service planning meetings
	Proportion of people who receive a copy of their service plan after their service planning meetings

Domain	NCI-AD Indicator
	Proportion of people whose service plan reflects what is discussed during their service plan meetings
	Proportion of people whose service plan includes their preferences and choices
	Proportion of people whose supports and services help them live a better life

Survey Organization

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

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

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions

comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

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

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

NCI-AD in Missouri

The Division of Senior and Disability Services (DSDS), through the Bureau of Long Term Services and Supports (BLTSS), and the Older American Act (OAA) through the Bureau of Senior Programs, joined the NCI-AD program and conducted NCI-AD Adult Consumer Surveys for the first time during the program's 2018-2019 data collection cycle. Data from this substantial undertaking will be used in an ongoing effort to positively impact the lives of the Missourians who rely on HCBS to remain in their homes or the least restrictive community setting possible.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Missouri in 2018-2019 and included for analysis was two thousand three hundred sixty-six (Total N=2,366). Seven program populations were included in the survey sample and are detailed below.

Adult Day Care Waiver: The Adult Day Care Waiver (ADCW) serves participants between the ages of 18 to 63 who meet nursing facility Level of Care (LOC) or otherwise qualify for placement in a nursing facility. Eligible participants must meet Medicaid financial requirements. The ADCW offers continuous care and supervision in a licensed adult day care setting. Services include, but are not limited to, assistance with activities of daily living (ADLs), planned group activities, food services, observation, skilled nursing services as specified in the plan of care, and transportation. Planned group activities include socialization, recreation, and cultural activities that stimulate the individual and help the participant maintain optimal functioning. Three hundred thirteen people (N=313) from this program were interviewed and included for analysis.

Aged and Disabled Waiver: The Aged and Disabled Waiver (ADW) serves participants ages 63 and older who meet nursing facility Level of Care (LOC) or otherwise qualify for placement in a nursing facility. Eligible participants must meet Medicaid financial requirements. The ADW offers the following services: home delivered meals, chore and homemaker services, respite and adult day care. Three hundred seventy-four people (N=374) from this program were interviewed and included for analysis.

Agency Model Personal Care: Agency Model Personal Care services are funded through Missouri's Medicaid State Plan and are generally medically oriented tasks provided as an alternative to nursing facility care and designed to meet the maintenance needs of participants with chronic health conditions. Agency Model Personal Care Services are services in which the HCBS Provider Agency matches an aide to a participant based on the participant's unmet needs. Personal Care services may include dietary assistance with meal preparation, dressing and grooming, bathing, toileting and continence, mobility and transfer, self-administration of medications, and medically related household tasks. Three hundred seventy-five people (N=375) from this program were interviewed and included for analysis.

Consumer Directed Services (CDS): Consumer Directed Services (CDS) is a program available to participants with physical disabilities who are cognitively able to self-direct their care. CDS provides assistance with ADLs and instrumental activities of daily living (IADLs) provided as an alternative to nursing facility placement. Services are funded through both Missouri's Medicaid State Plan and the Independent Living Waiver and may include dietary assistance with meal preparation, dressing and grooming, bathing, toileting and continence, mobility and transfer, self-administration of medications, and medically related household tasks. Three hundred eighty people (N=380) from this program were interviewed and included for analysis.

Independent Living Waiver: The Independent Living Waiver (ILW) is a program for participants ages 18-64 who are receiving CDS and need additional assistance to remain in the least restrictive environment of their choice. The ILW offers services that include additional consumer-directed personal care, case management, environmental accessibility adaptations (EAA), specialized medical equipment (SME), specialized medical supplies (SMS), and financial management services (FMS). Two hundred thirty-three people (N=233) from this program were interviewed and included for analysis.

Older Americans Act (OAA): The OAA was established to provide services to individuals age 60 and older. OAA programs help older adults stay as independent as possible in their homes and communities. Missouri has ten Area Agencies on Aging (AAA) that are responsible for providing OAA services to older Missourians within their specifically defined geographic boundaries known as Planning and Service Areas (PSA). In order to receive funding from DHSS, each AAA is required to develop and submit for review and approval an Area Plan that addresses a wide variety of issues relevant to the needs of older adults in their PSA. AAAs are allowed flexibility in the development of programs designed to meet recipient needs identified within their PSA. Each AAA is required to provide legal services, congregate and home-delivered nutrition, access services such as transportation, information and assistance, advocacy, outreach, and case management. Some AAAs are also required to provide in-home services, disease prevention and health promotion, and services and supports for family caregivers. Three hundred seventy-seven people (N=377) from the OAA program were interviewed and included for analysis.

Residential Care Facilities/Assisted Living Facilities (RCF/ALF) Personal Care: RCF/ALF Personal Care services are funded through Missouri’s Medicaid State Plan and are provided to residents of RCFs and ALFs whose needs exceed the minimum obligations of the facility as established by licensure requirements. Participants receive maintenance services to assist with ADLs. Three hundred fourteen people (N=314) from this program were interviewed and included for analysis

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

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
Adult Day Care Waiver	313	4,019	4.9% MoE, 95% CL	5.3% MoE, 95% CL
Aged and Disabled Waiver	374	24,504	4.6% MoE, 95% CL	5.0% MoE, 95% CL
Agency Model Personal Care	375	73,612	4.6% MoE, 95% CL	5.1% MoE, 95% CL

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
Consumer Directed Services	380	74,341	4.6% MoE, 95% CL	5.0% MoE, 95% CL
Independent Living Waiver	233	796	5.0% MoE, 95% CL	5.4% MoE, 95% CL
OAA	377	98,176	4.6% MoE, 95% CL	5.0% MoE, 95% CL
RCF/ALF	314	14,139	5.0% MoE, 95% CL	5.5% MoE, 95% CL
Total	2,366	289,767	1.8% MoE, 95% CL	2.0% MoE, 95% CL

Survey Process in Missouri

Missouri contracted with an independent national survey organization to hire and manage 40 local interviewers to conduct the required number of NCI-AD surveys. All surveyors were provided a two-day onsite training by national NCI-AD project staff from HSRI and ADvancing States at the end of October 2018. The training consisted of a detailed review of the NCI-AD Survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD program, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. A random pull of participants in each program was generated and the sample provided to the vendor. Interviews began a few days after the training and wrapped up in May 2019. Final data were submitted to HSRI for analysis at the end of May.

Missouri used NCI-AD's optional module on Person-Centered Planning (PCP) in six of the seven programs surveyed: Adult Day Care Waiver, Aged and Disabled Waiver, Agency Model Personal Care, Consumer Directed Services, Independent Living Waiver, and RCF/ALF. In addition, Missouri chose to add 10 state-specific questions to the standard NCI-AD Survey.

Stakeholders

Missouri consistently works with stakeholders to ensure a high level of community involvement in its planning and decision-making. Throughout the year, DSDS consults with various associations, advocates, service recipients and other stakeholders on a variety of topics. The NCI-AD program was introduced and discussed with the stakeholders during stakeholder meetings, conferences and through Division memos.

Data collected through NCI-AD surveys will allow DSDS to focus on future needs of service recipients, help identify areas of improvement within LTSS programs and aide in the development of opportunities for growth and enhancement of HCBS in the state of Missouri.

Organization of Results

The following pages of the report presents findings from Missouri's 2018-2019 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, for most items, “don't know” responses are excluded.
- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

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

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

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

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

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

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Missouri. 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 Missouri's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Missouri's programs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Results

Community Participation

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

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

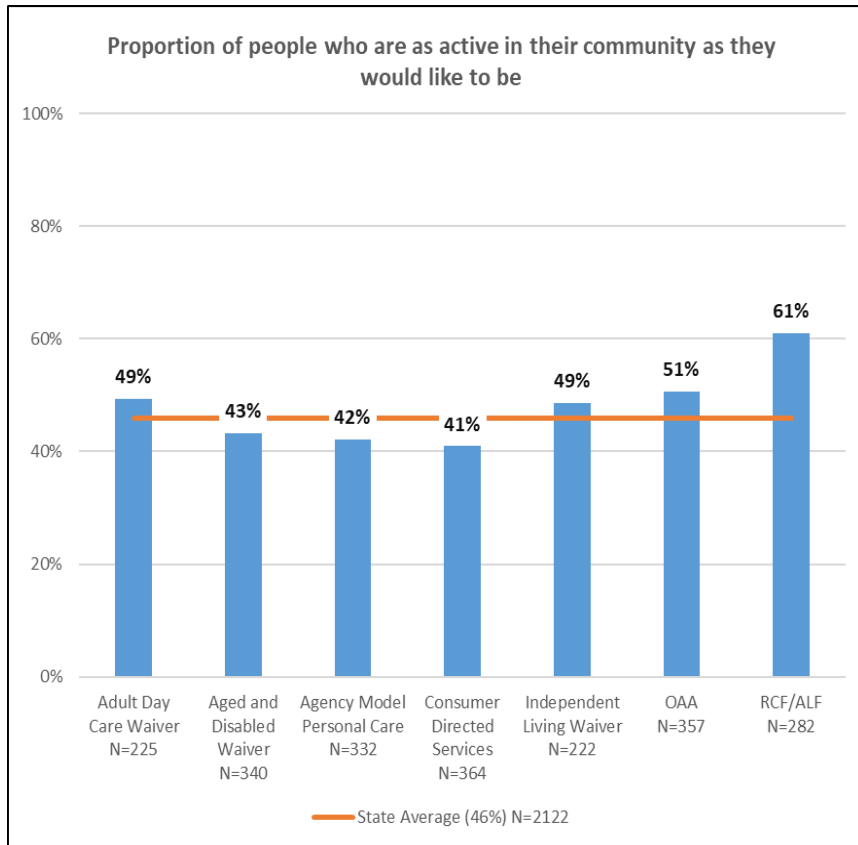
1. Proportion of people who are able to participate in preferred community activities.

There are three¹⁰ survey items that correspond to the Community Participation domain.

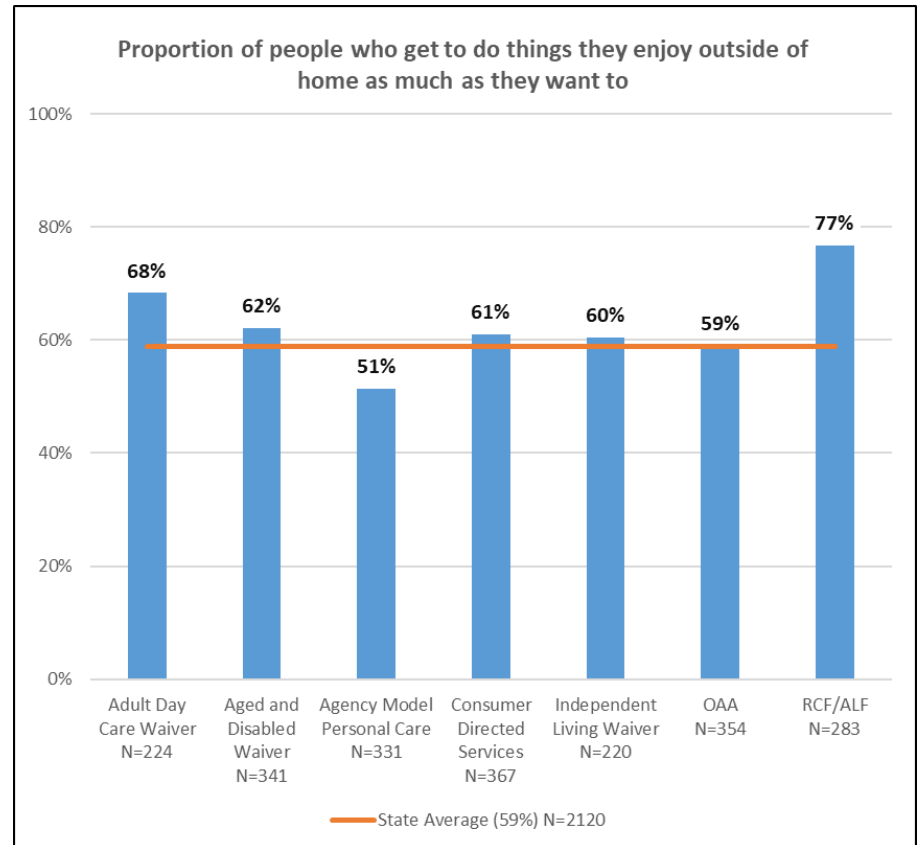
Un-collapsed data are shown in Appendix B.

¹⁰ Data for one item are presented in Appendix B only.

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



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



Choice and Decision Making

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

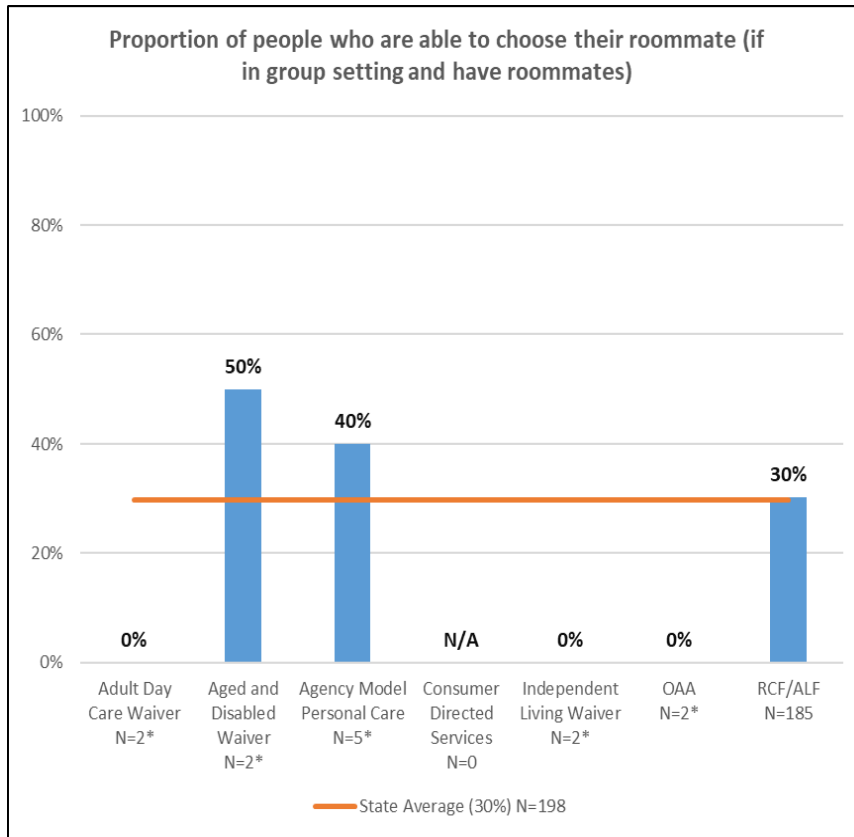
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives.

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

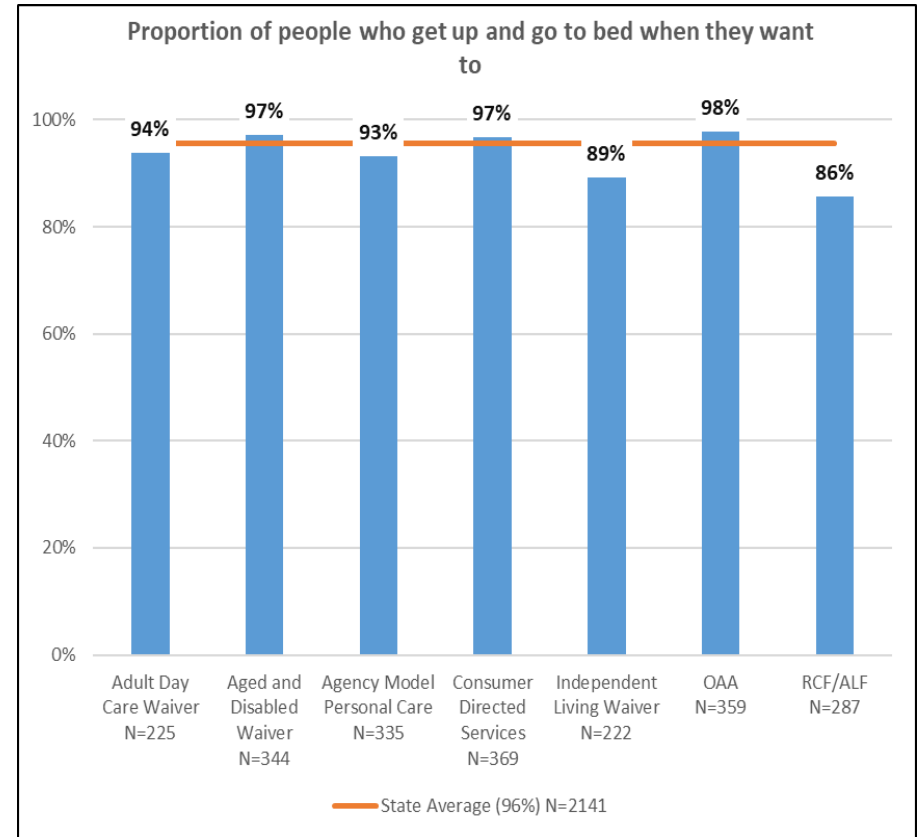
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting¹¹ and have roommates)



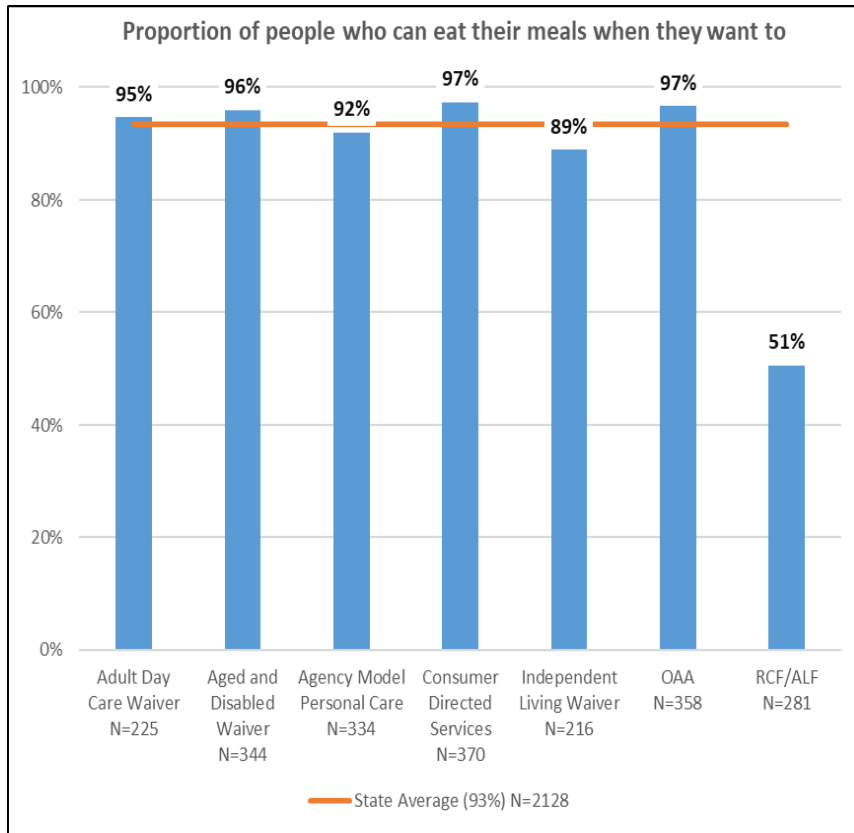
* Very small number of responses

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

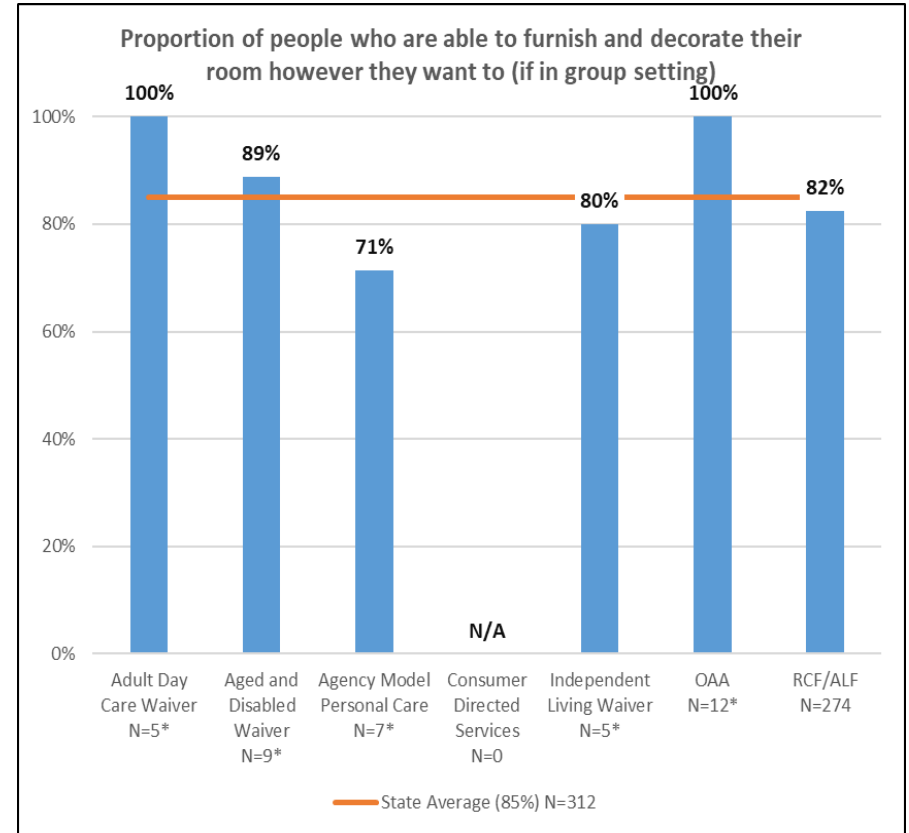


¹¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)¹²¹³



* Very small number of responses

¹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

¹³ Analysis changed in 2018-2019 – “in all ways” is now combined with “in most ways”

Relationships

People have friends and relationships and do not feel lonely.

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

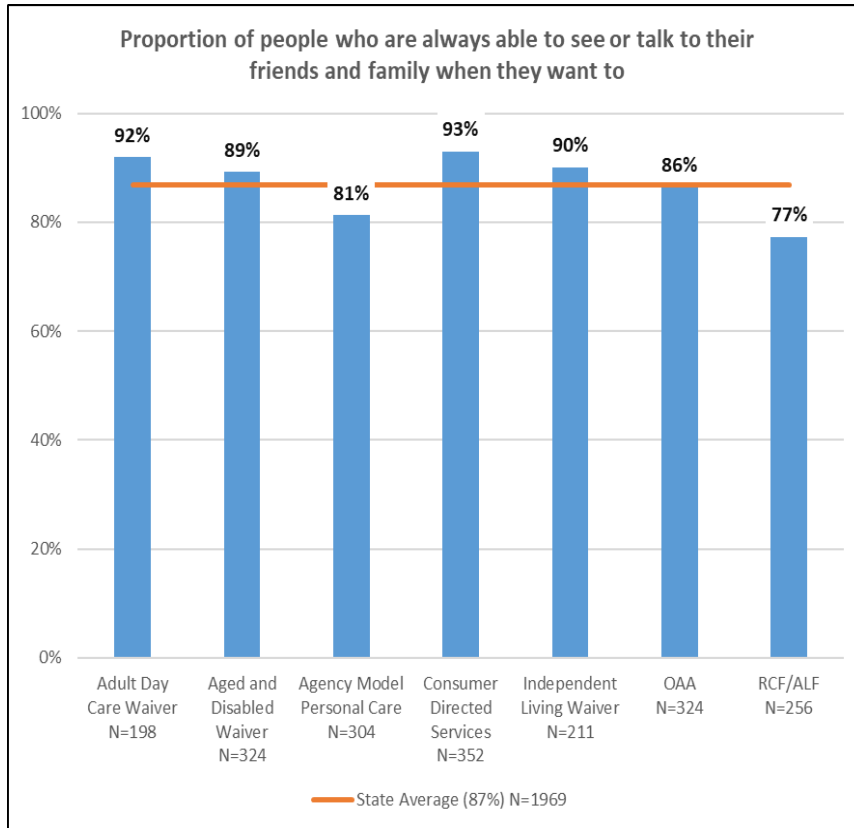
1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two¹⁴ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

¹⁴ 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)



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:

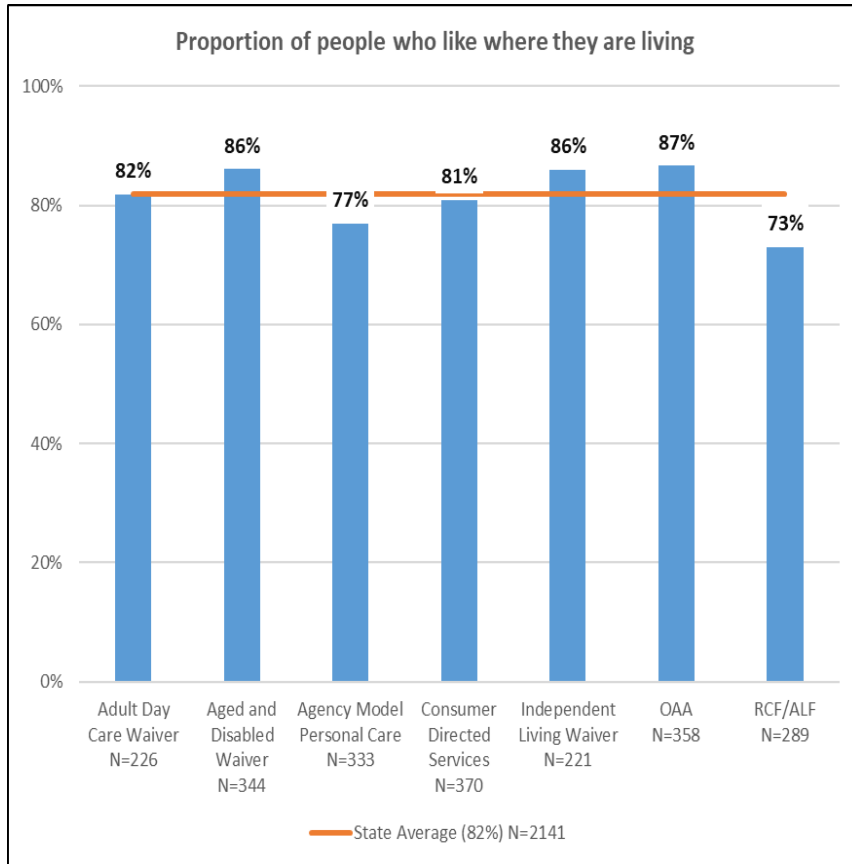
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

There are seven¹⁵ survey items that correspond to the Satisfaction domain.

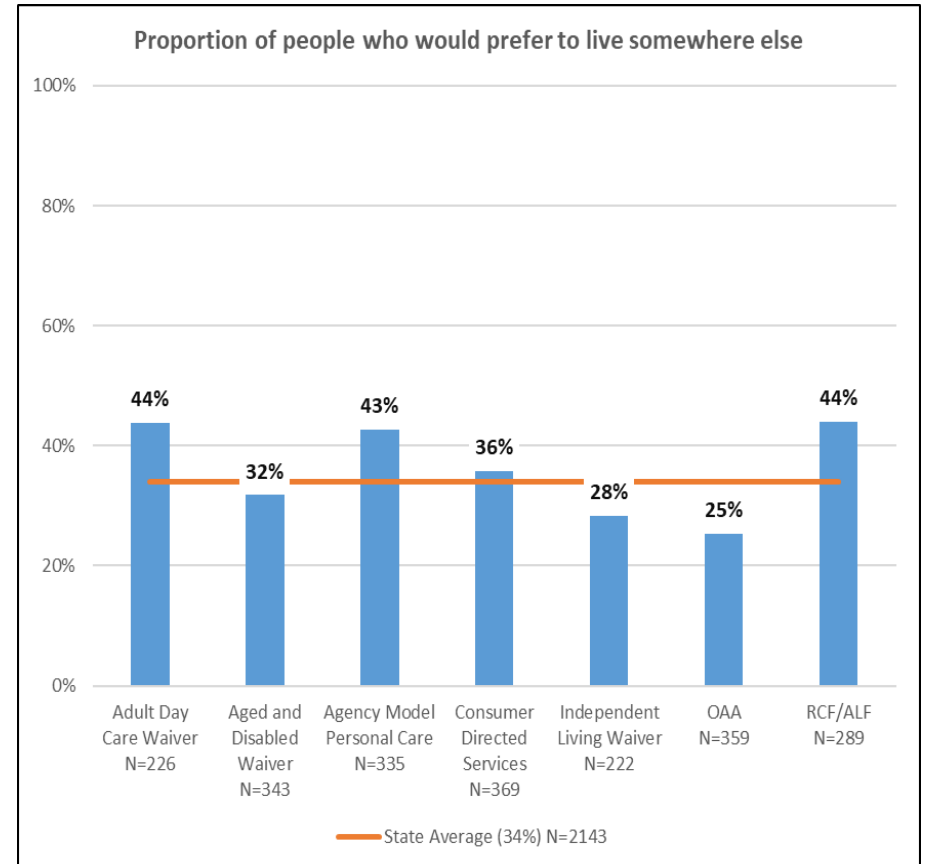
Un-collapsed data are shown in Appendix B.

¹⁵ Data for two items are presented in Appendix B only.

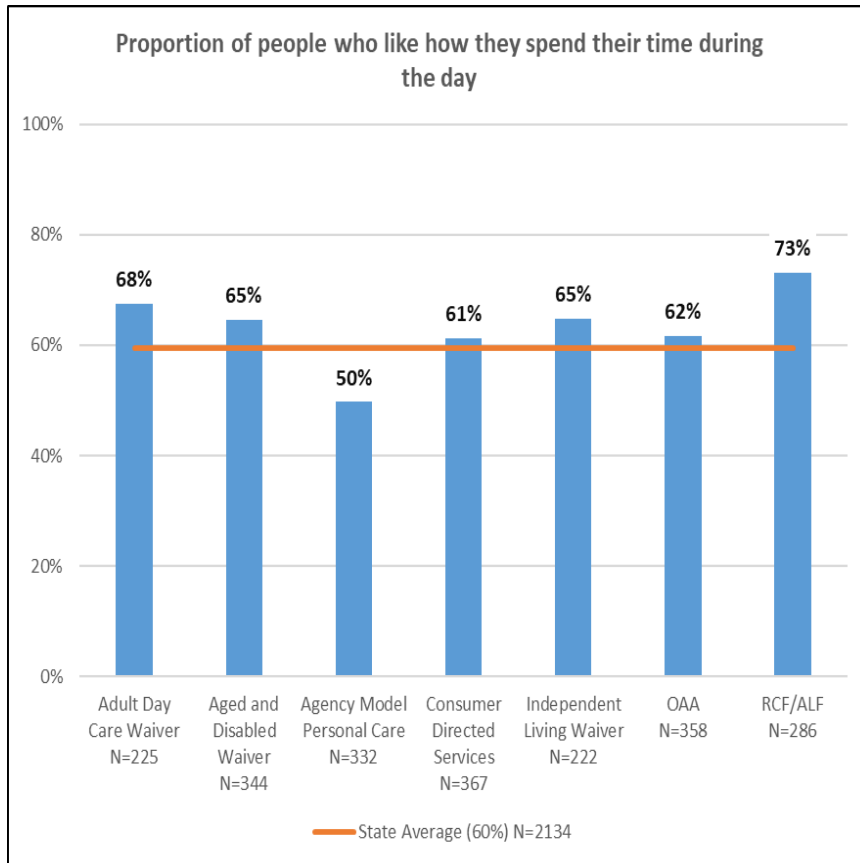
Graph 8. Proportion of people who like where they are living



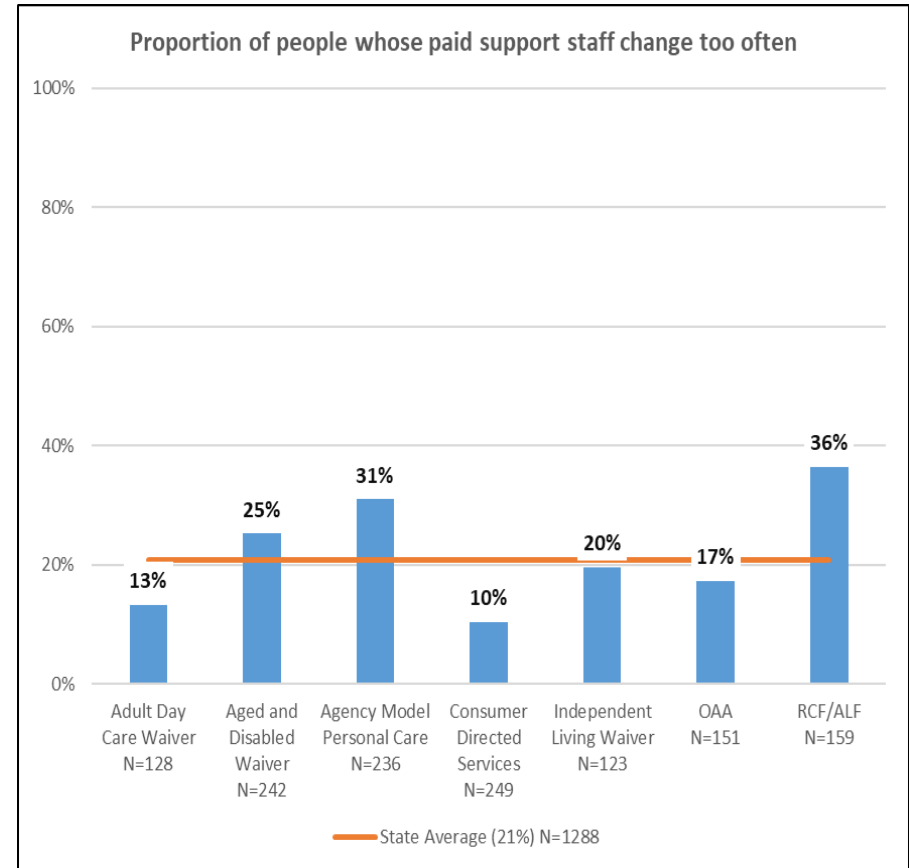
Graph 9. Proportion of people who would prefer to live somewhere else



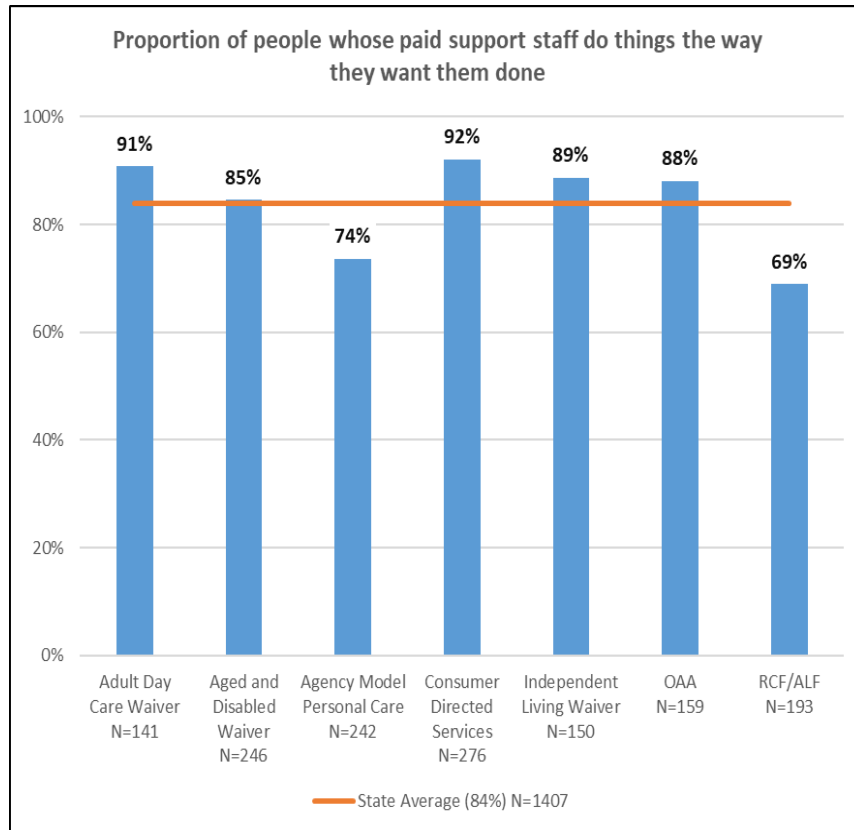
Graph 10. Proportion of people who like how they spend their time during the day



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



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



Service Coordination

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

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

1. Proportion of people who know whom to contact with a complaint or question about their services.
2. Proportion of people whose case manager talks to them about their unmet needs.
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 their future service needs.
7. Proportion of people who have an emergency plan in place.
8. Proportion of people whose support staff 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 paid support staff don't show up.
11. Proportion of people who have access to information about services in their preferred language¹⁶.

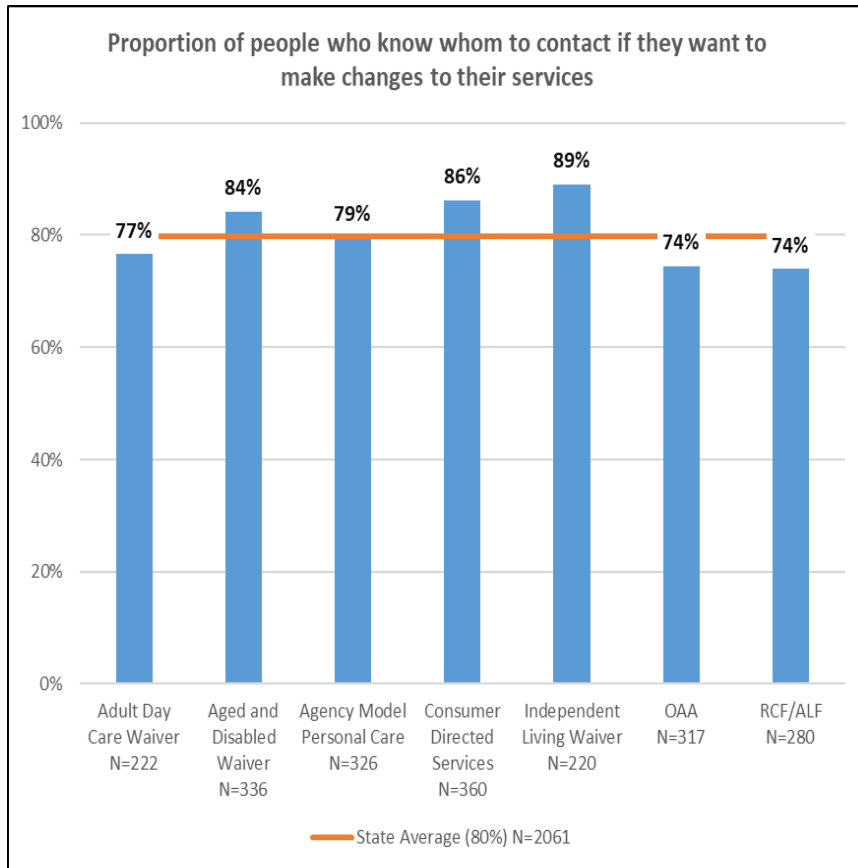
There are sixteen¹⁷ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

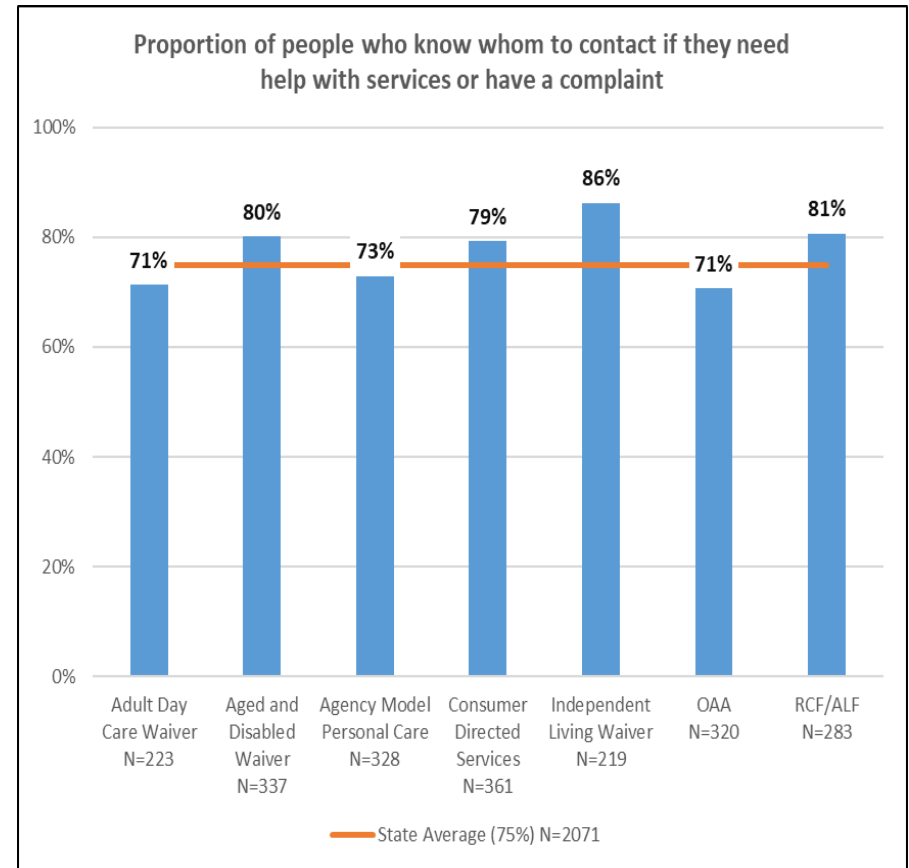
¹⁶ Indicator previously reported in the "Access" domain.

¹⁷ Data for four items are presented in Appendix B only.

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

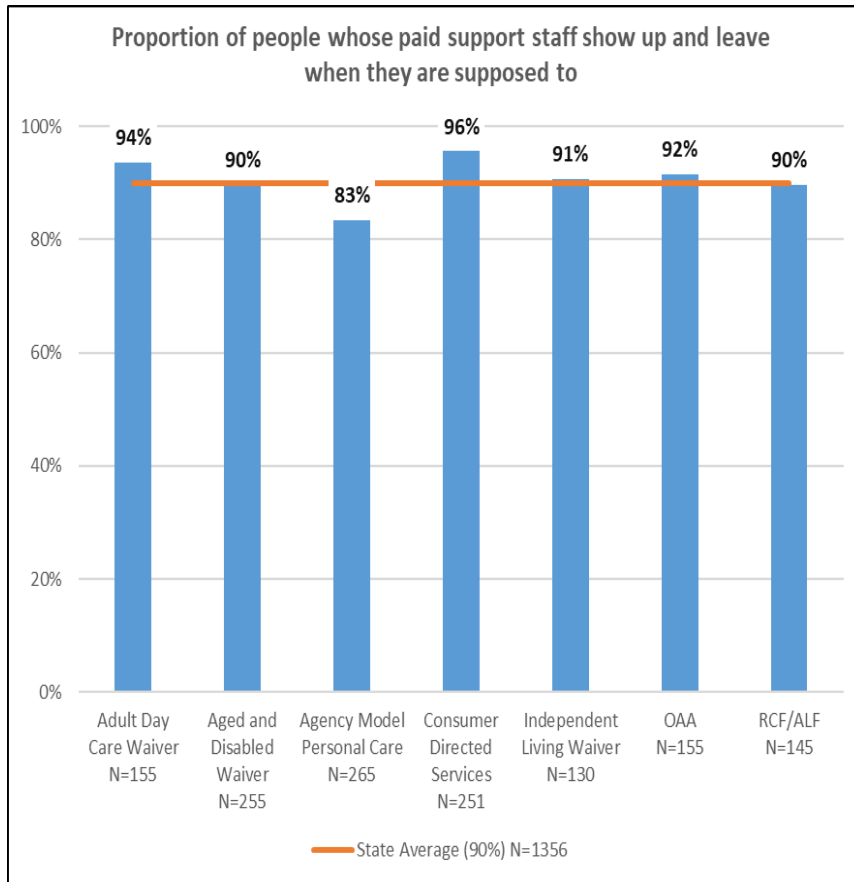


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁸

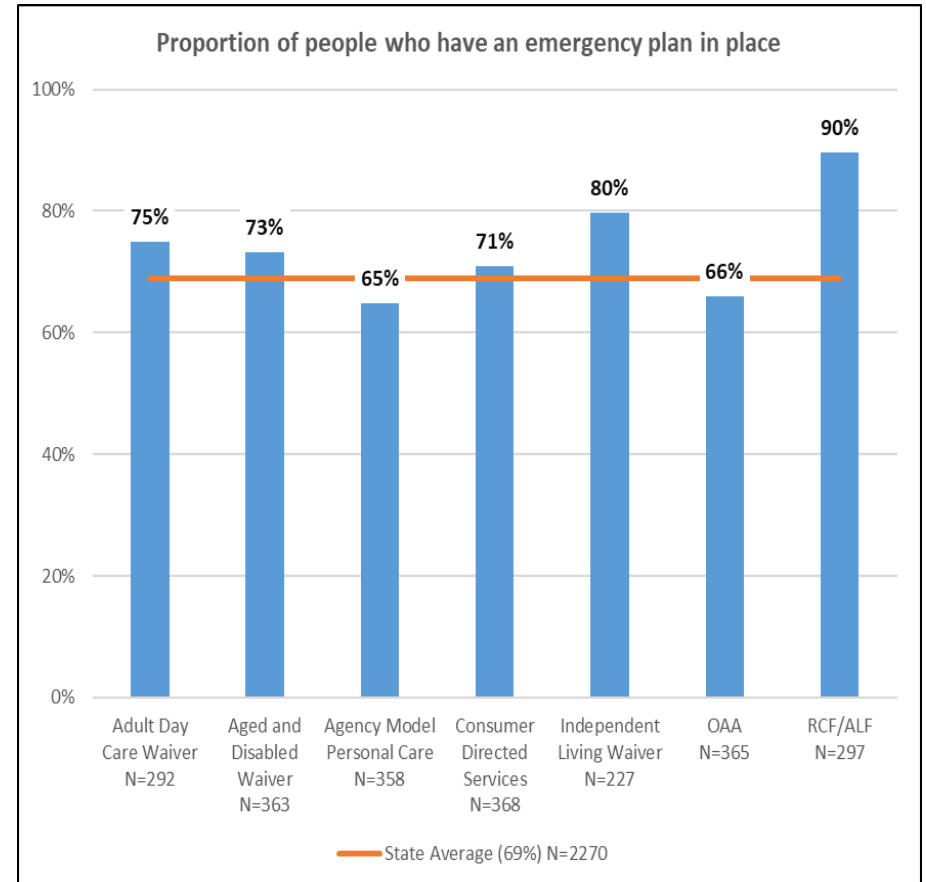


¹⁸ New item added in 2018-2019.

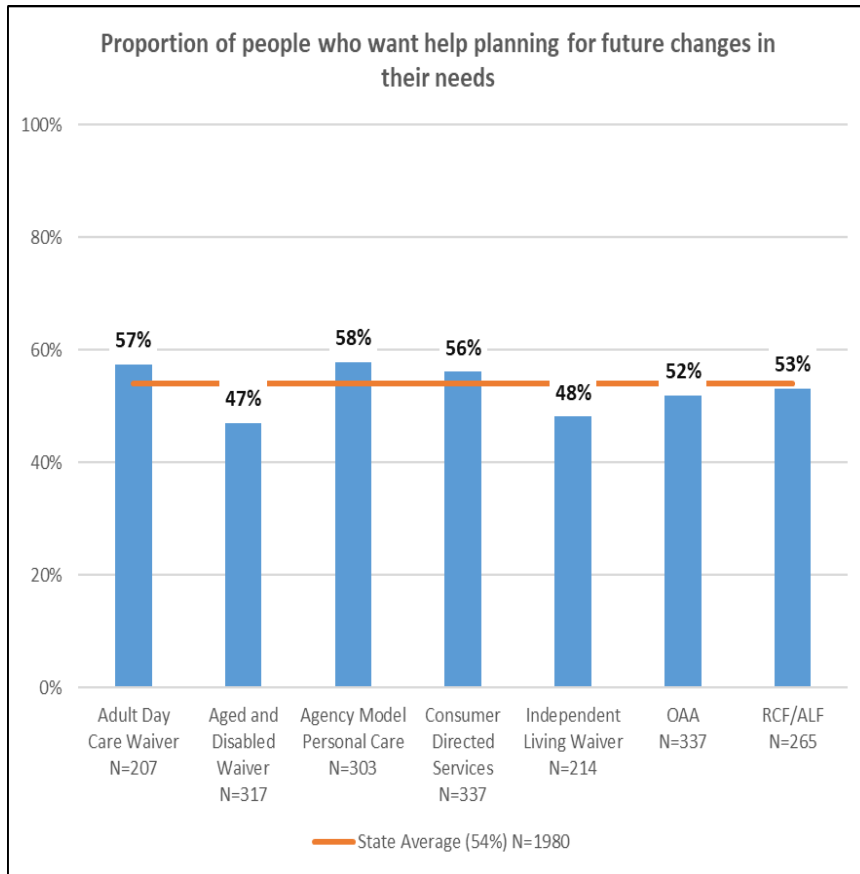
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



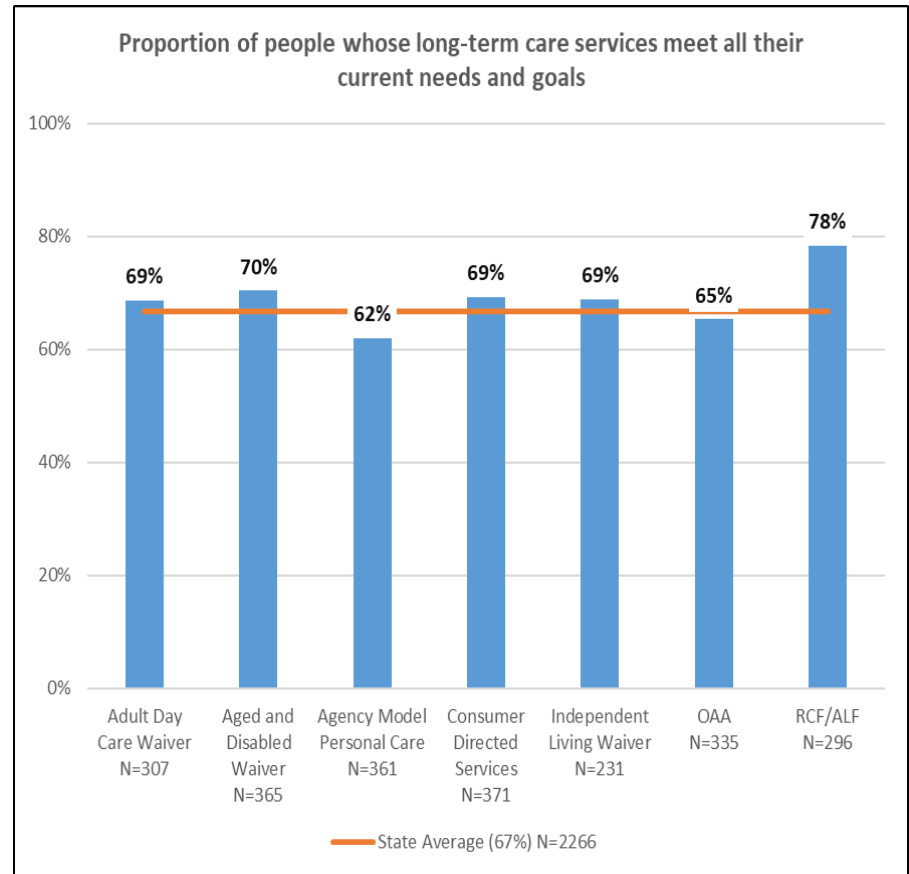
Graph 16. Proportion of people who have an emergency plan in place



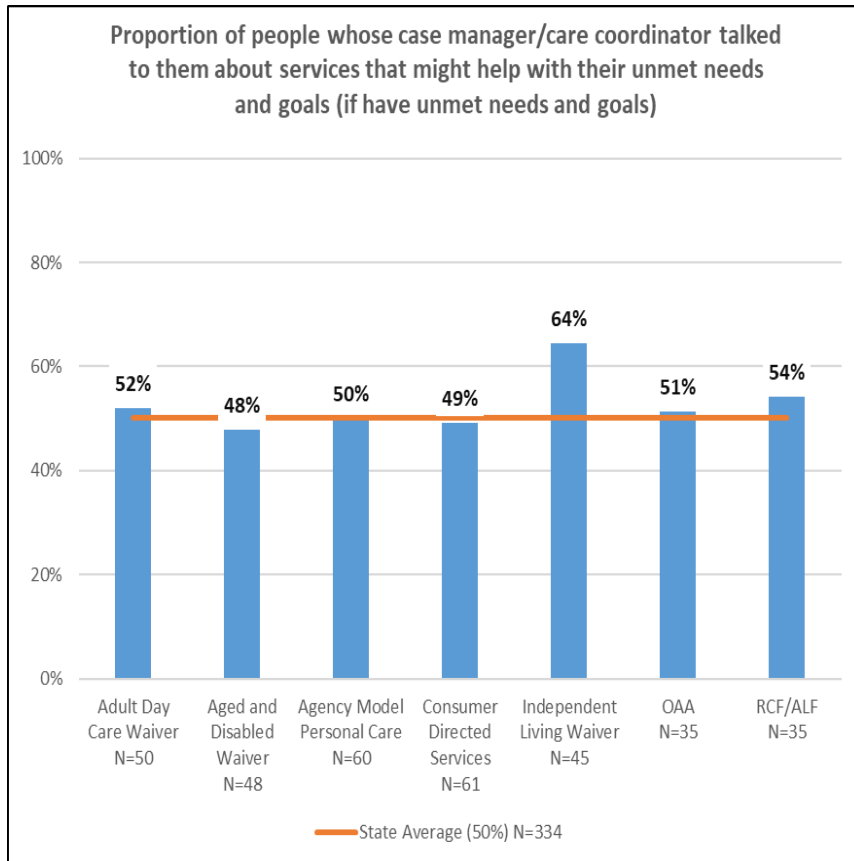
Graph 17. Proportion of people who want help planning for future changes in their needs



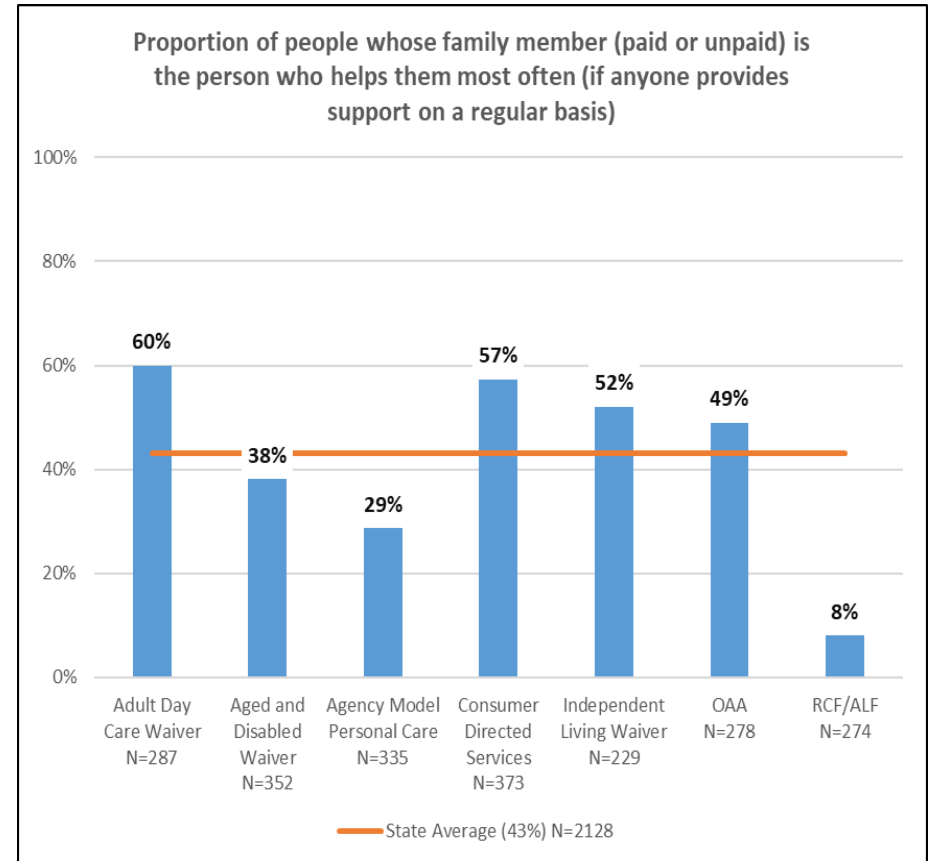
Graph 18. Proportion of people whose long-term care services meet all their current needs and goals



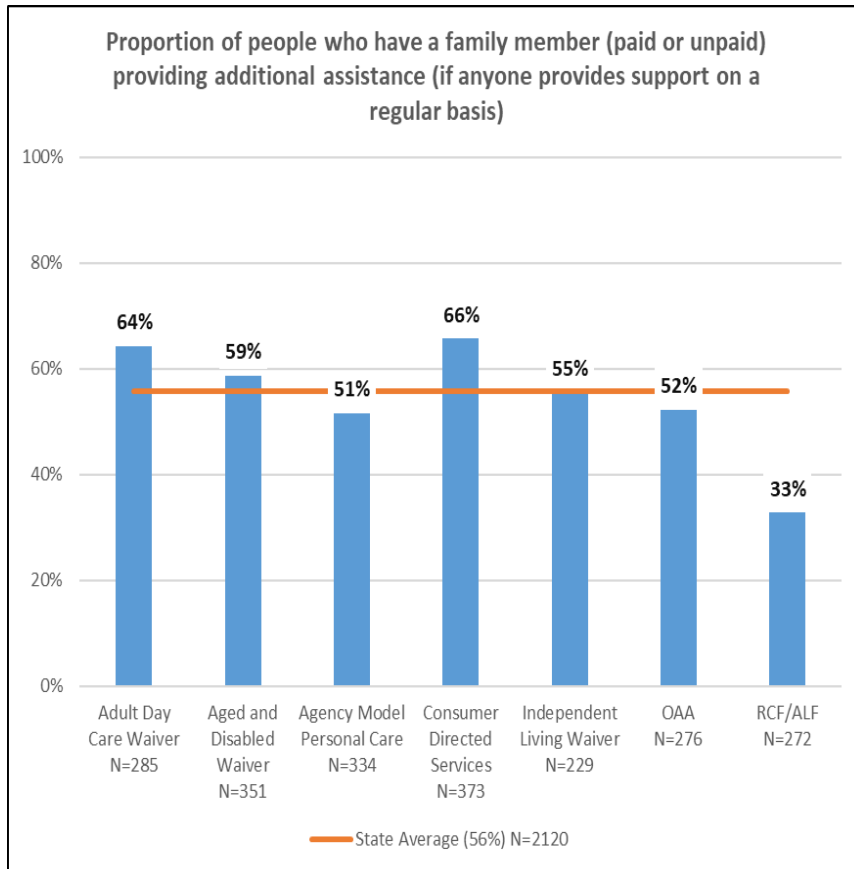
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



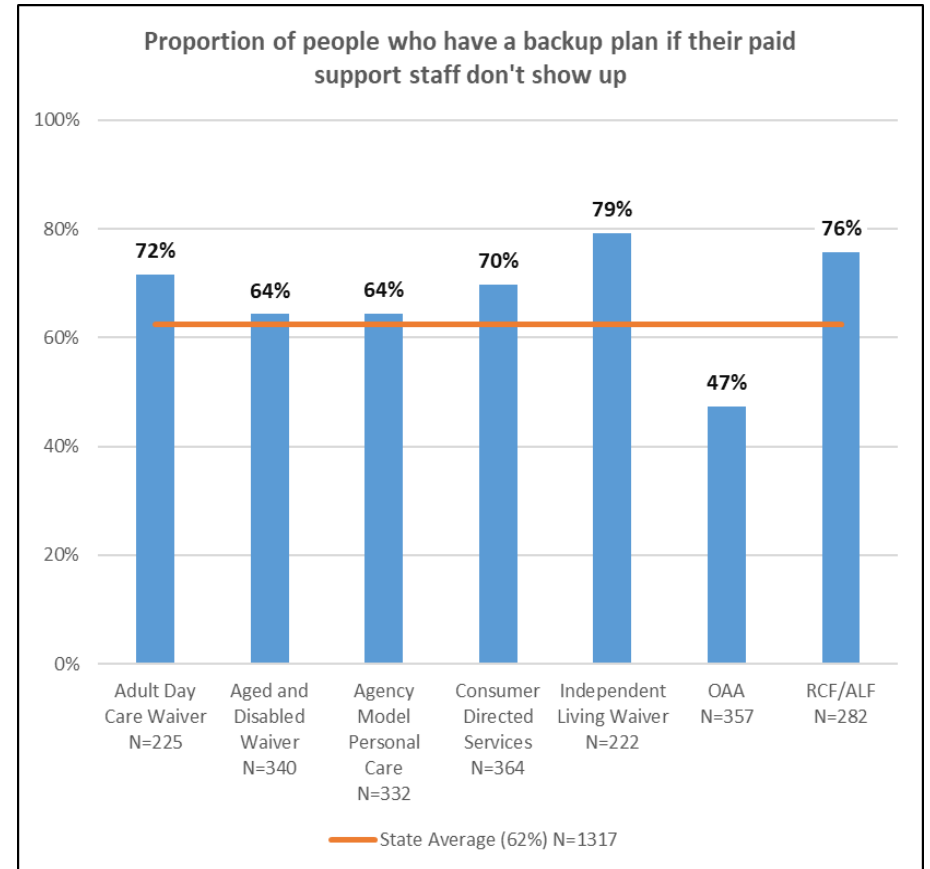
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



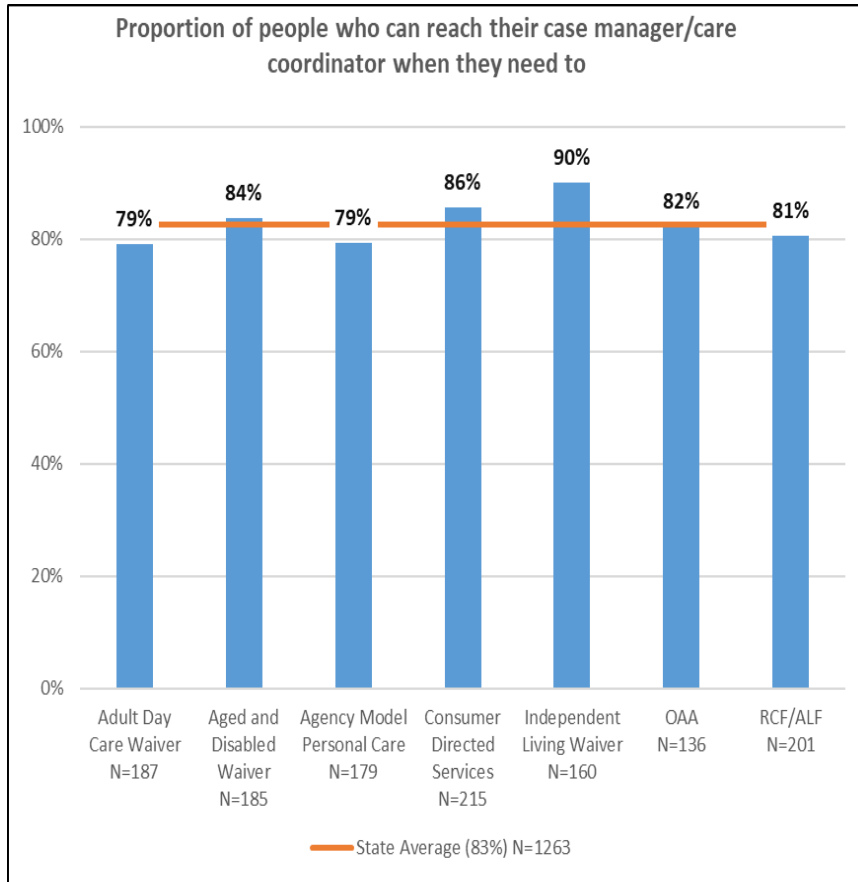
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



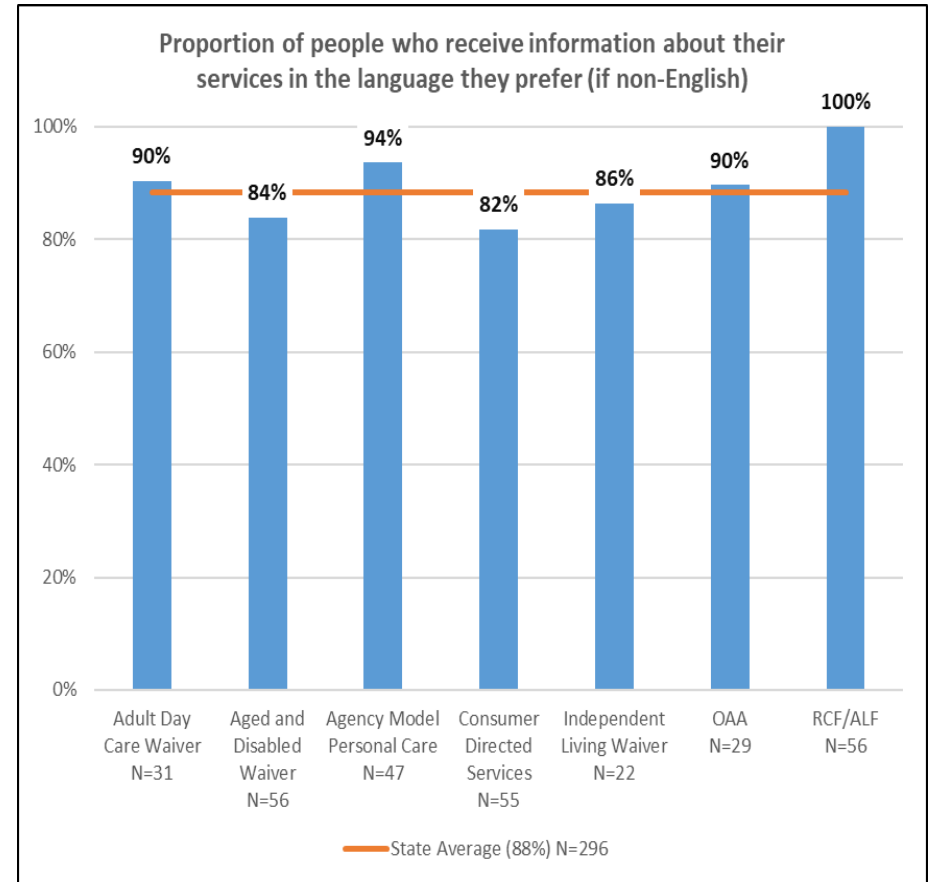
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



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



Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English)¹⁹



¹⁹ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

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

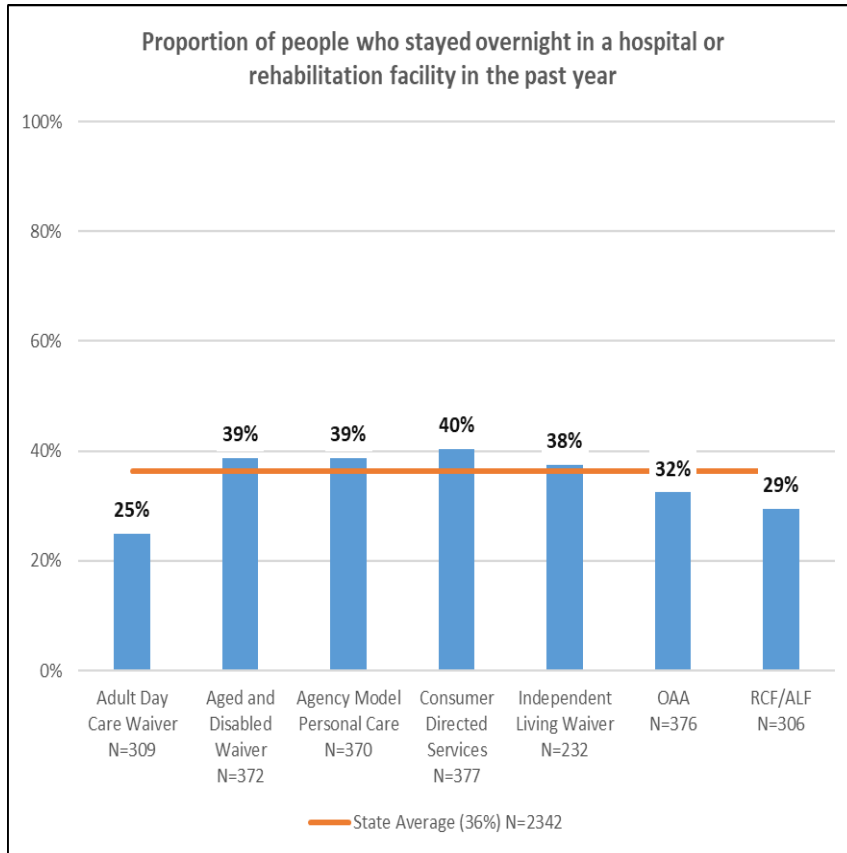
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
4. Proportion of people who had someone work with them to reduce risk of falls²⁰.

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

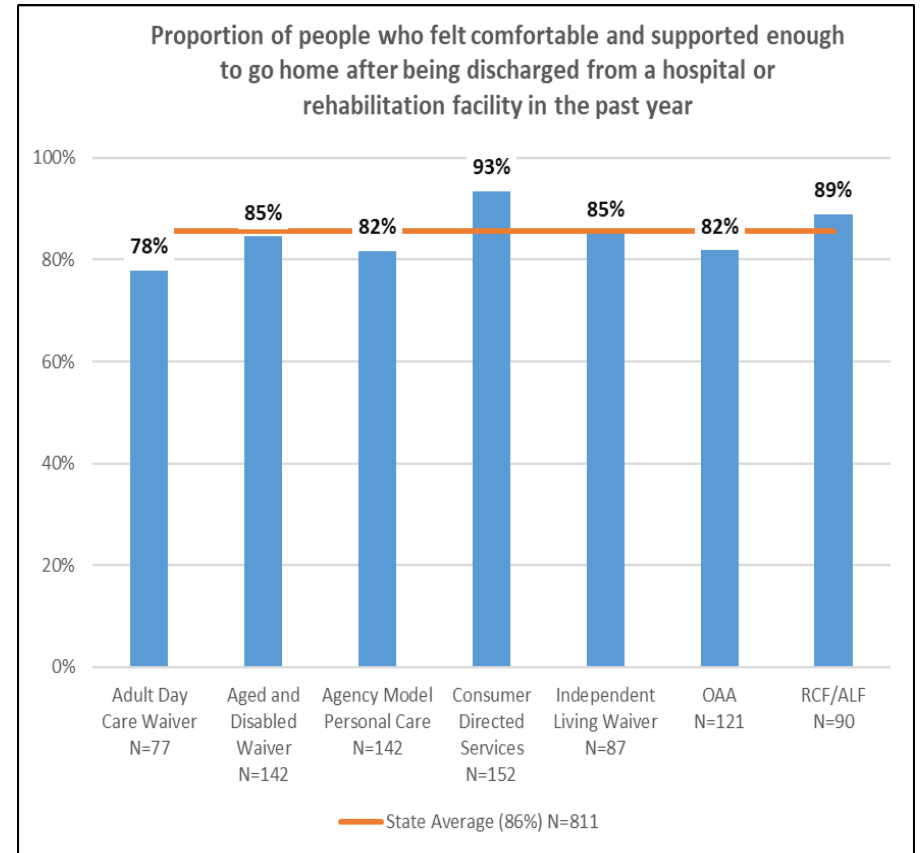
Un-collapsed data are shown in Appendix B.

²⁰ Indicator previously reported in the “Safety” domain.

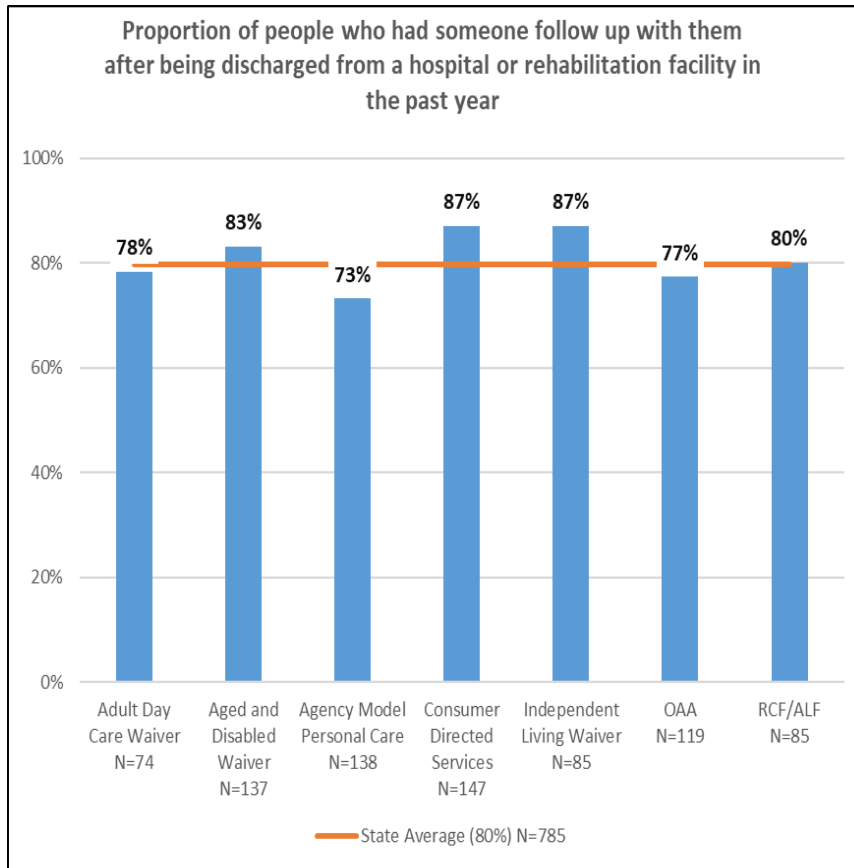
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



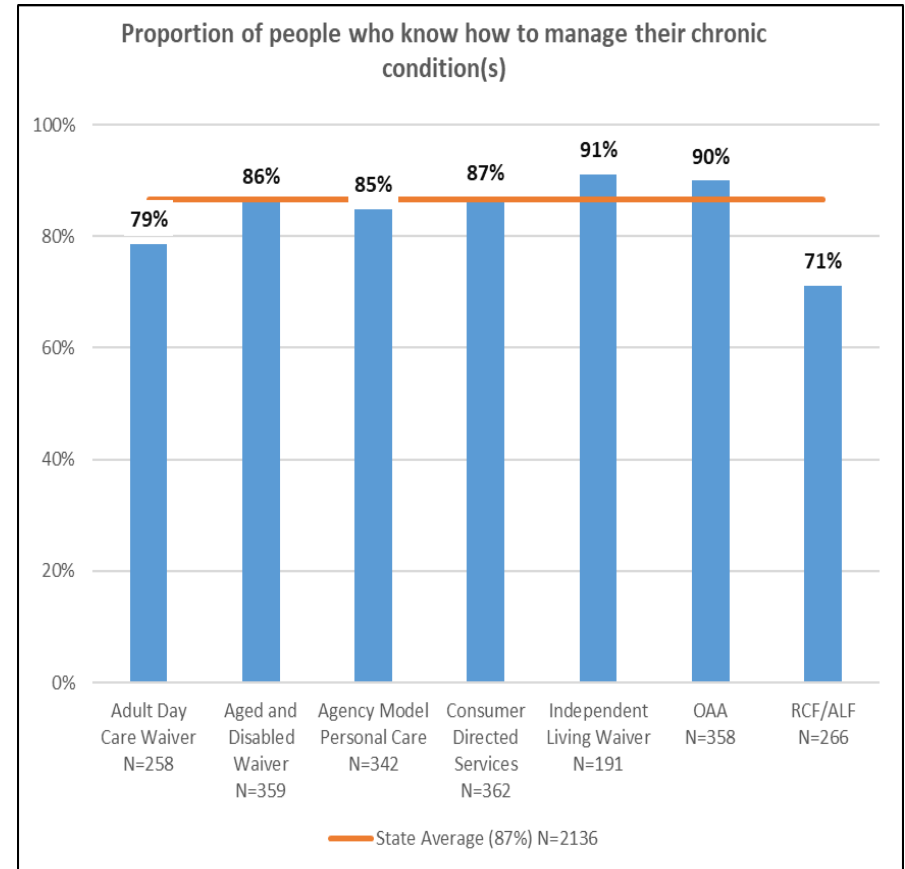
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



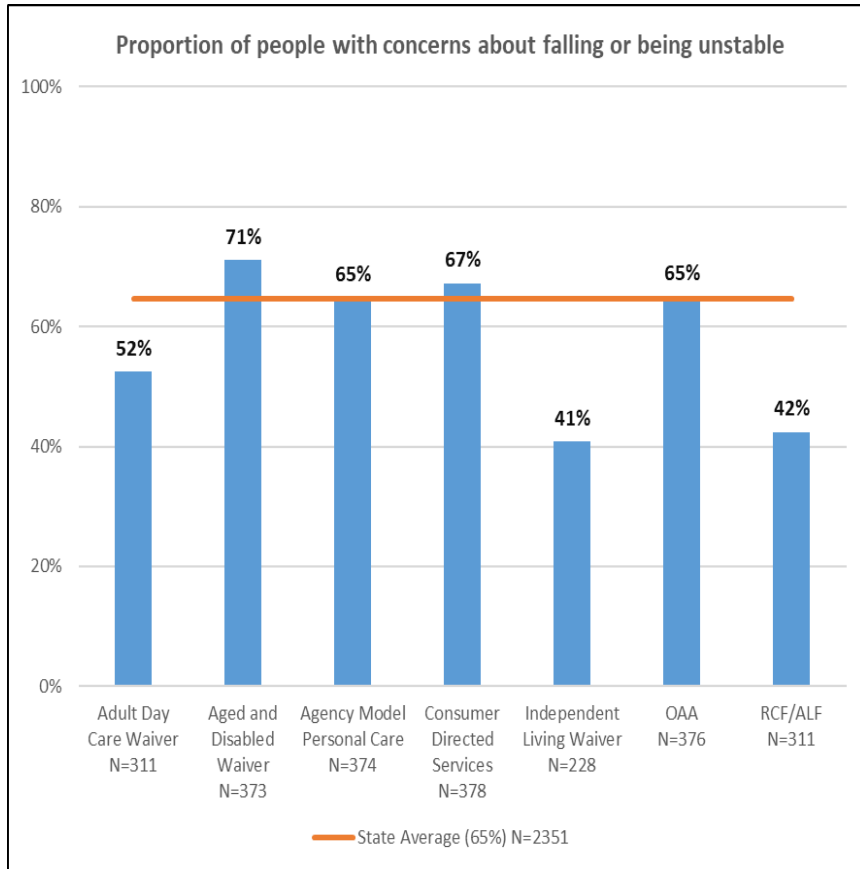
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



Graph 28. Proportion of people who know how to manage their chronic condition(s)

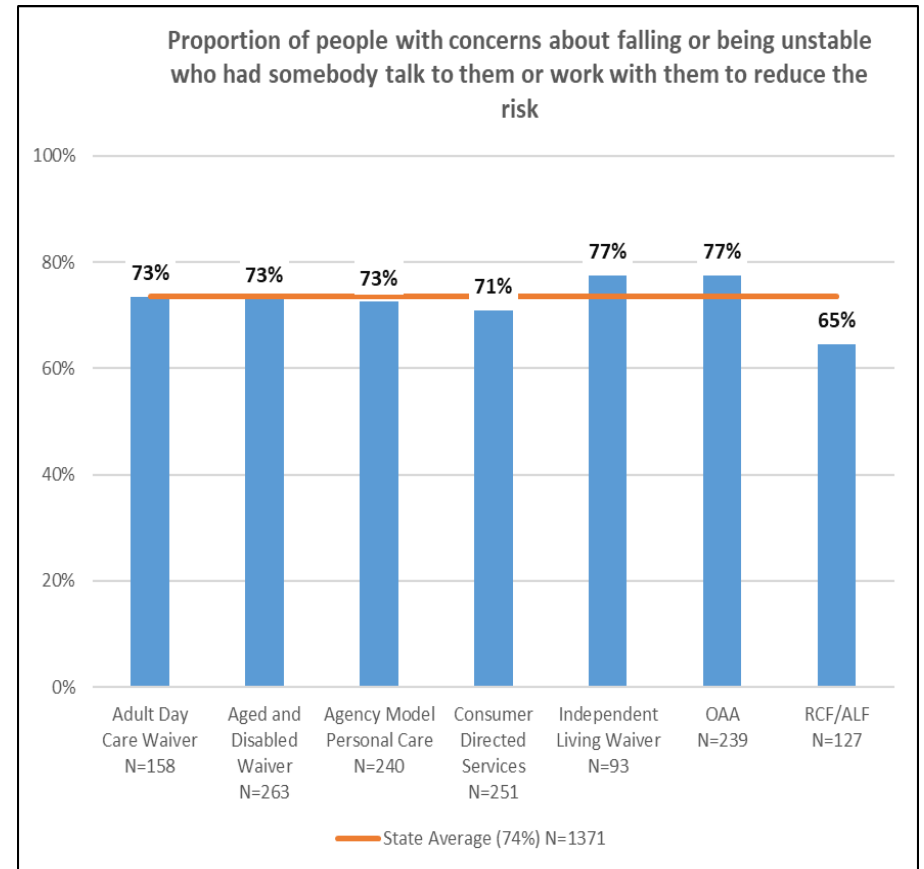


Graph 29. Proportion of people with concerns about falling or being unstable²¹



²¹ Item previously reported in the “Safety” domain.

Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk²²



²² Item previously reported in the “Safety” domain.

Access to Community²³

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁴.

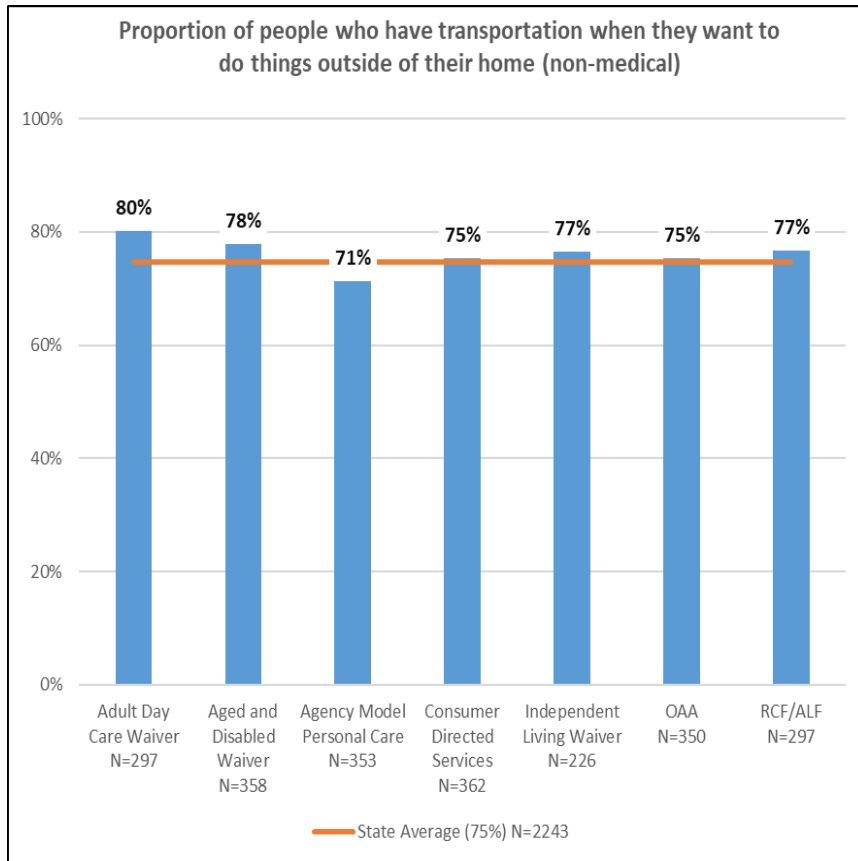
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²³ New domain in 2018-2019.

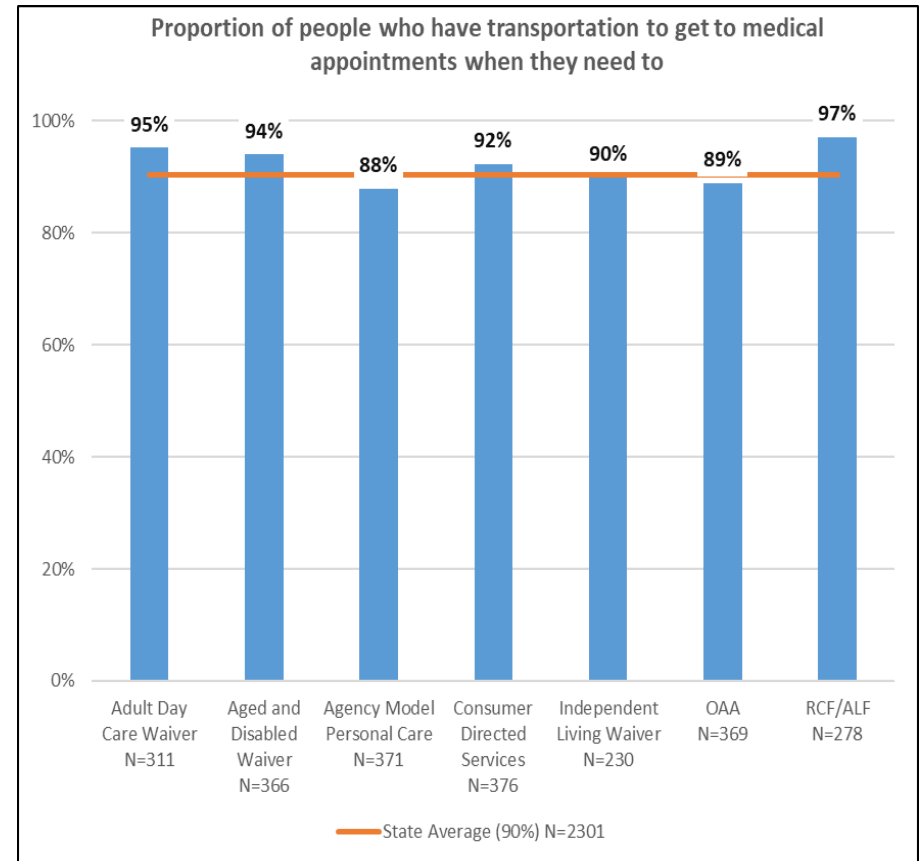
²⁴ Indicator previously reported in the "Access" domain.

Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical)²⁵



²⁵ Item previously reported in the “Access” domain.

Graph 32. Proportion of people who have transportation to get to medical appointments when they need to²⁶



²⁶ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁷

People have access to needed home modifications and assistive equipment.

There is one Access to Needed Equipment indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who get needed home modifications, equipment, and assistive devices²⁸.

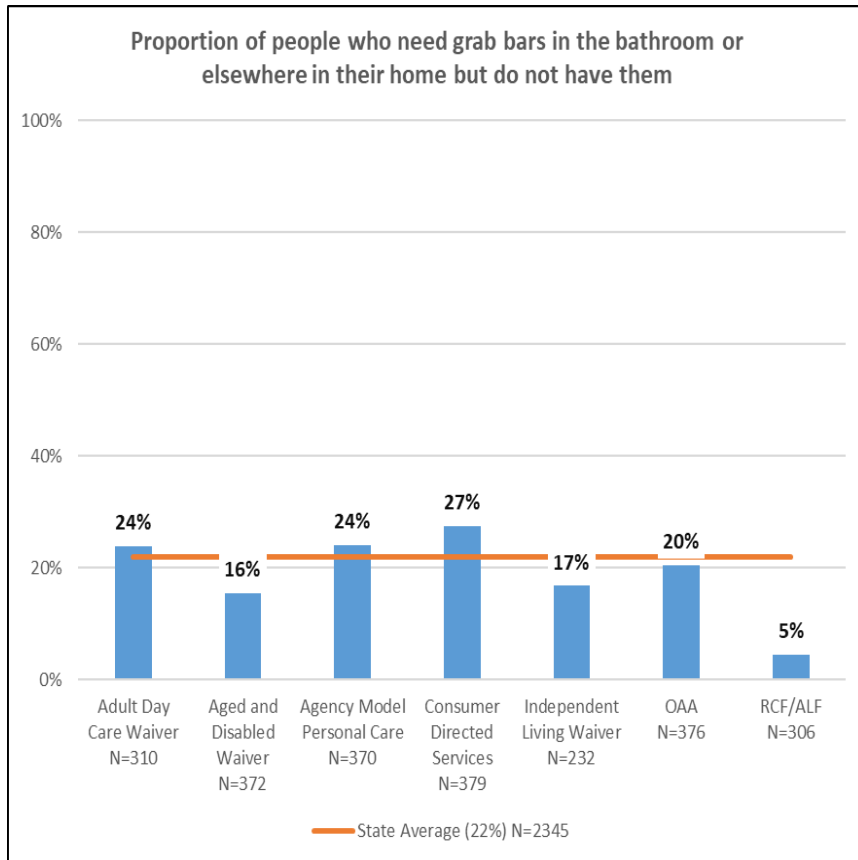
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

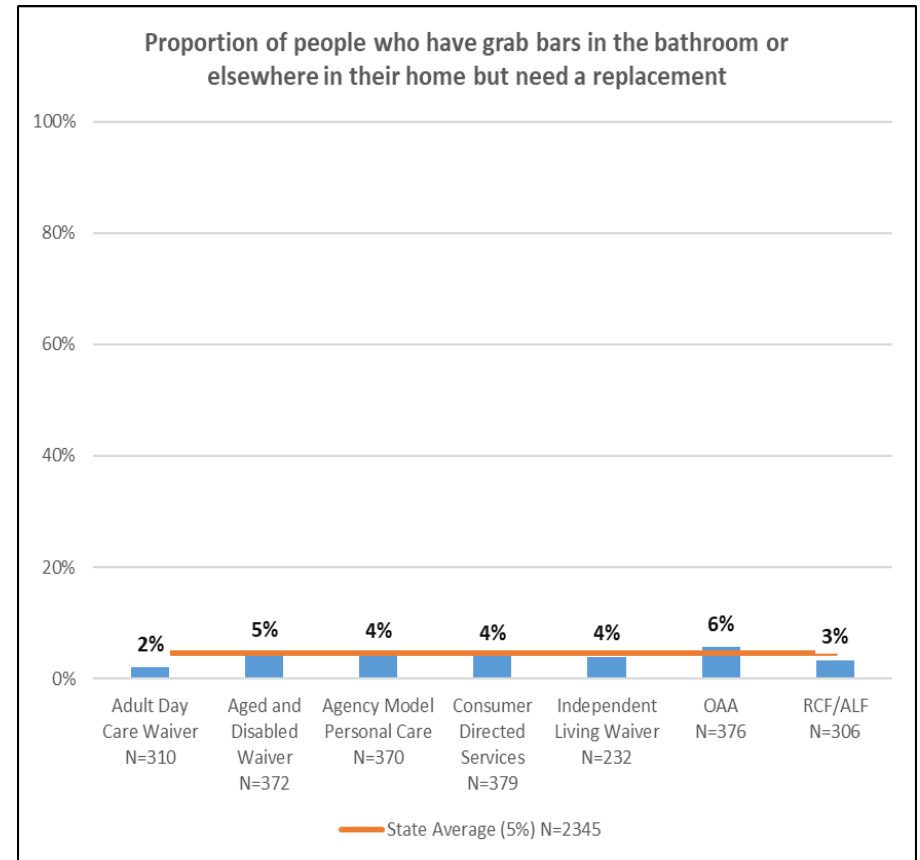
²⁷ New domain in 2018-2019.

²⁸ Indicator previously reported in the “Access” domain.

Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them²⁹



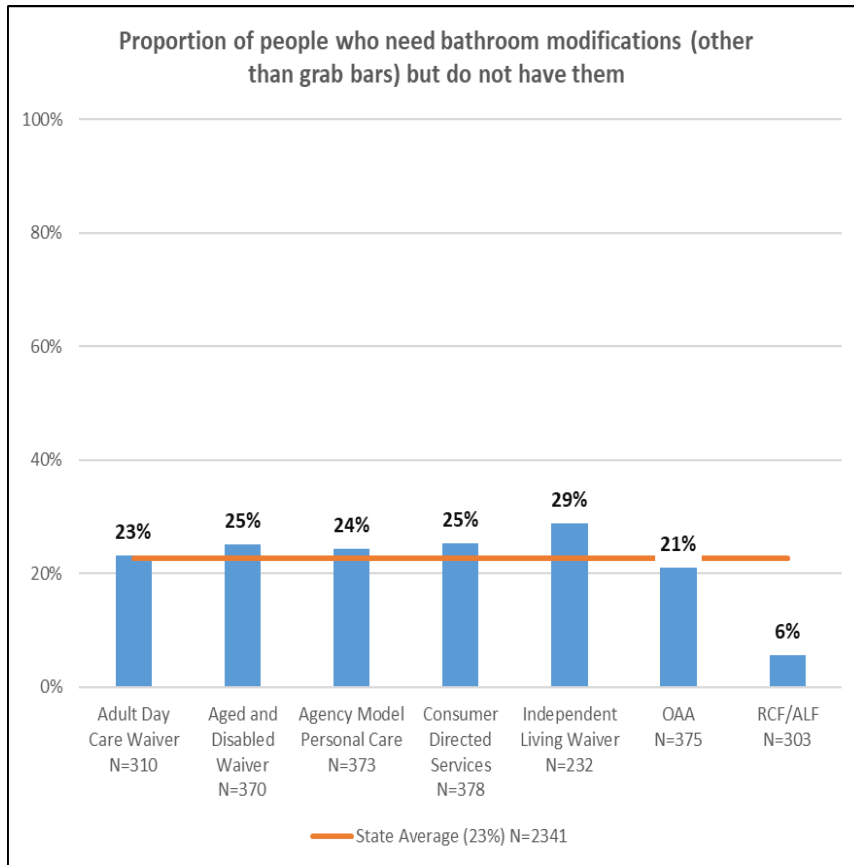
Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement³⁰



²⁹ Item previously reported in the "Access" domain.

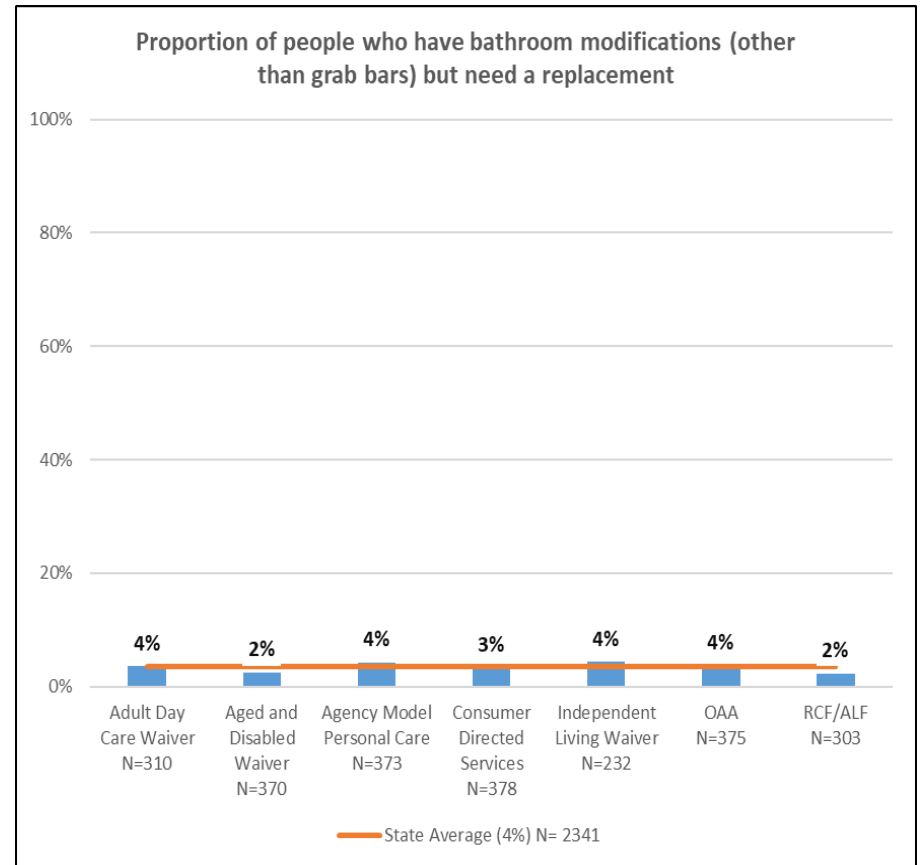
³⁰ Item previously reported in the "Access" domain.

Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them³¹



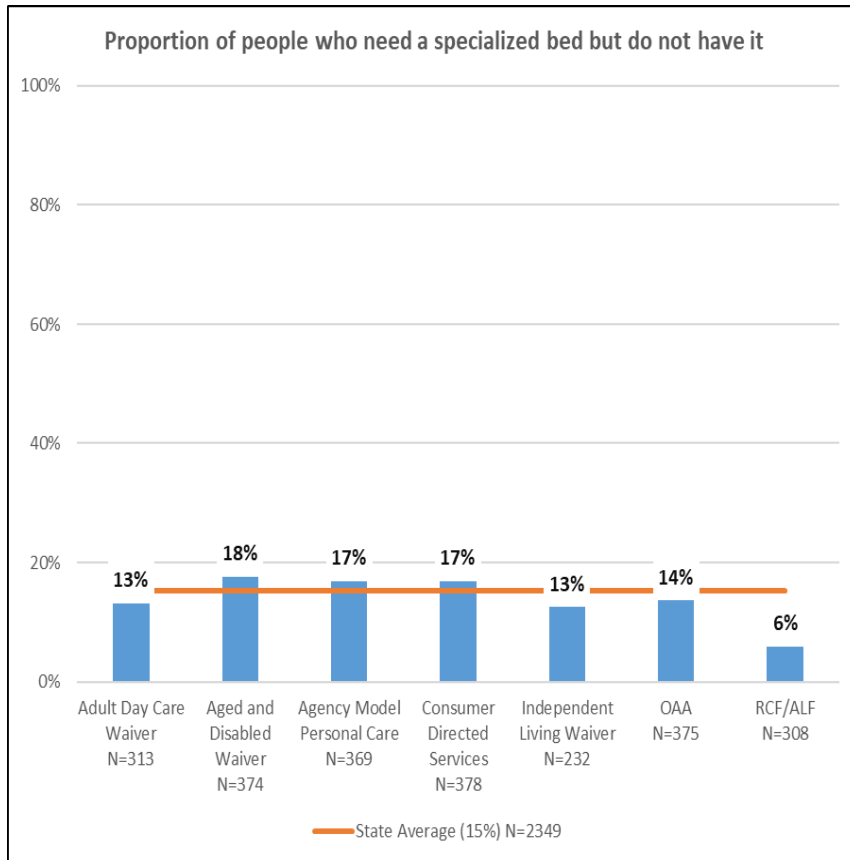
³¹ Item previously reported in the "Access" domain.

Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³²

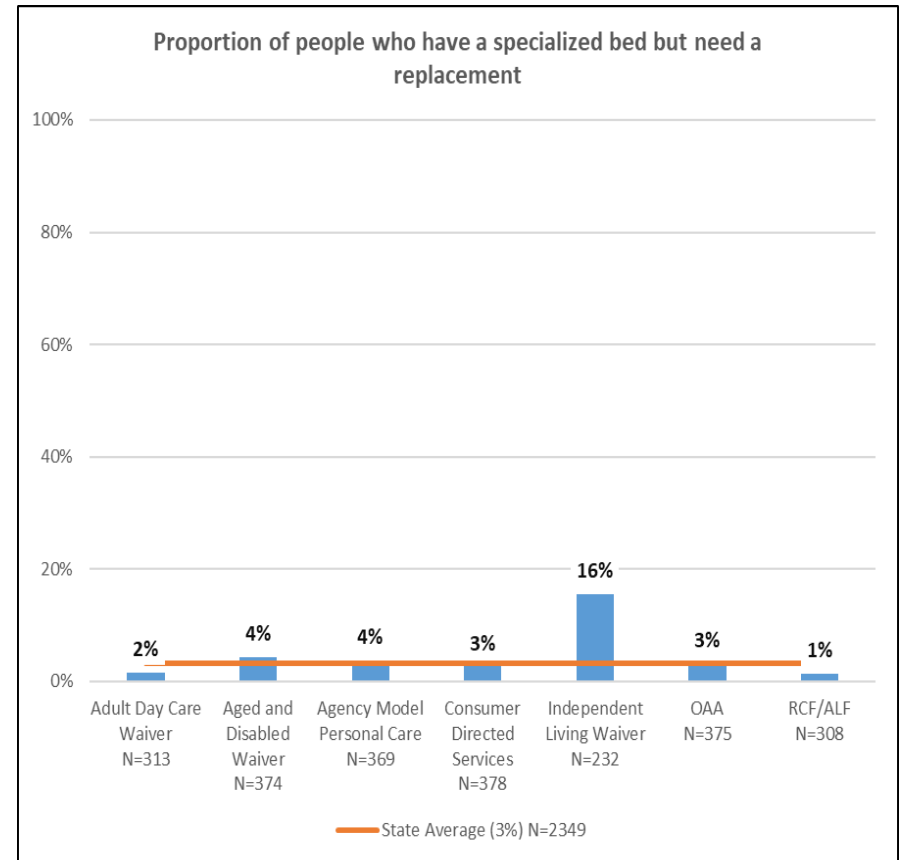


³² Item previously reported in the "Access" domain.

Graph 37. Proportion of people who need a specialized bed but do not have it³³



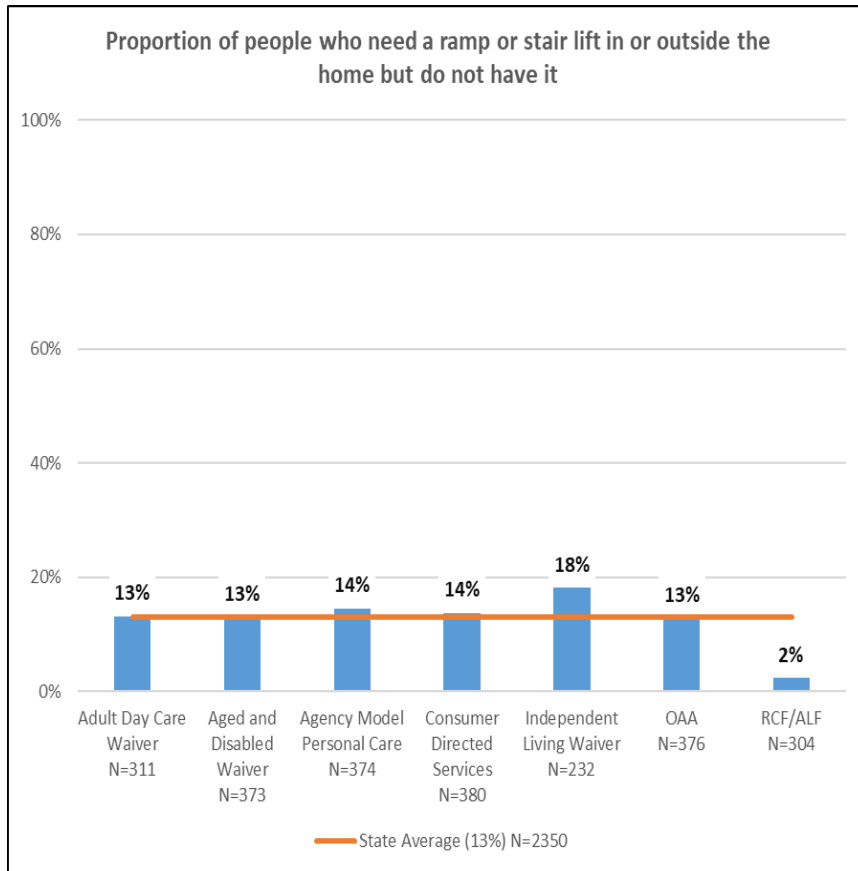
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁴



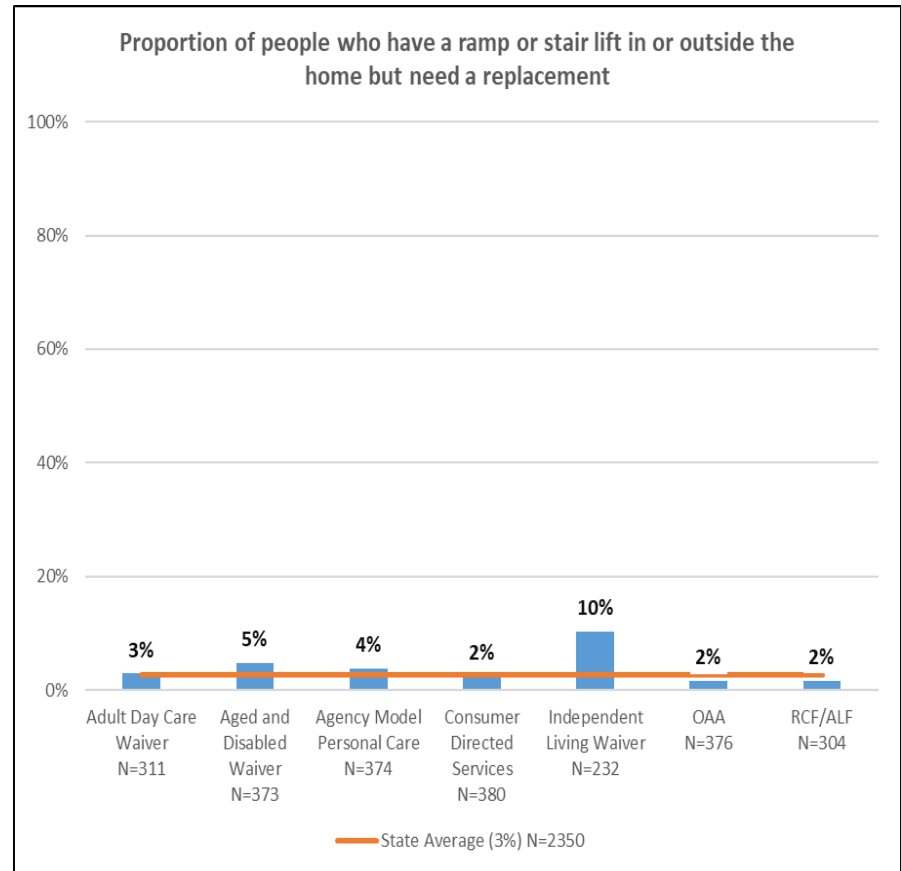
³³ Item previously reported in the "Access" domain.

³⁴ Item previously reported in the "Access" domain.

Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it³⁵



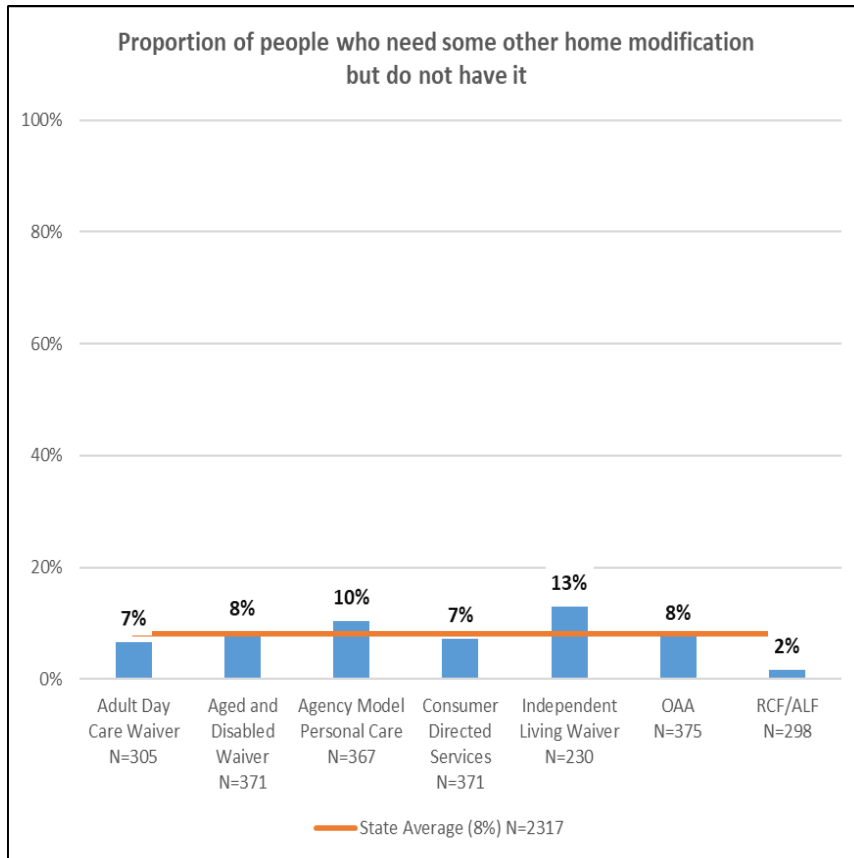
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁶



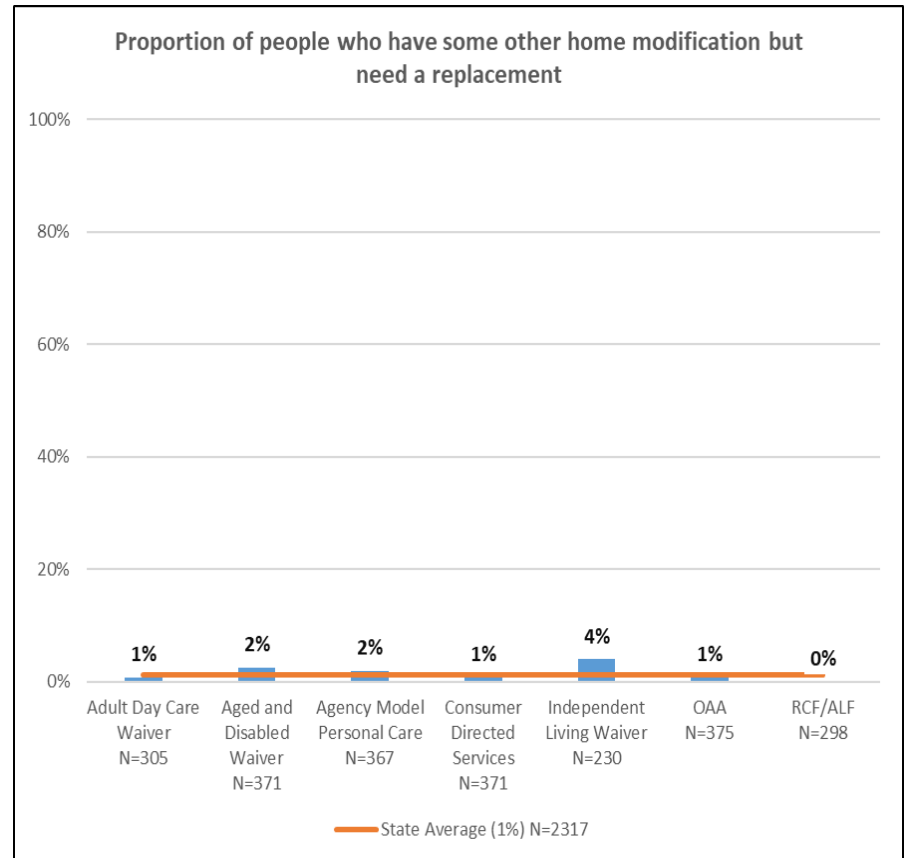
³⁵ Item previously reported in the “Access” domain.

³⁶ Item previously reported in the “Access” domain.

Graph 41. Proportion of people who need some other home modification but do not have it³⁷



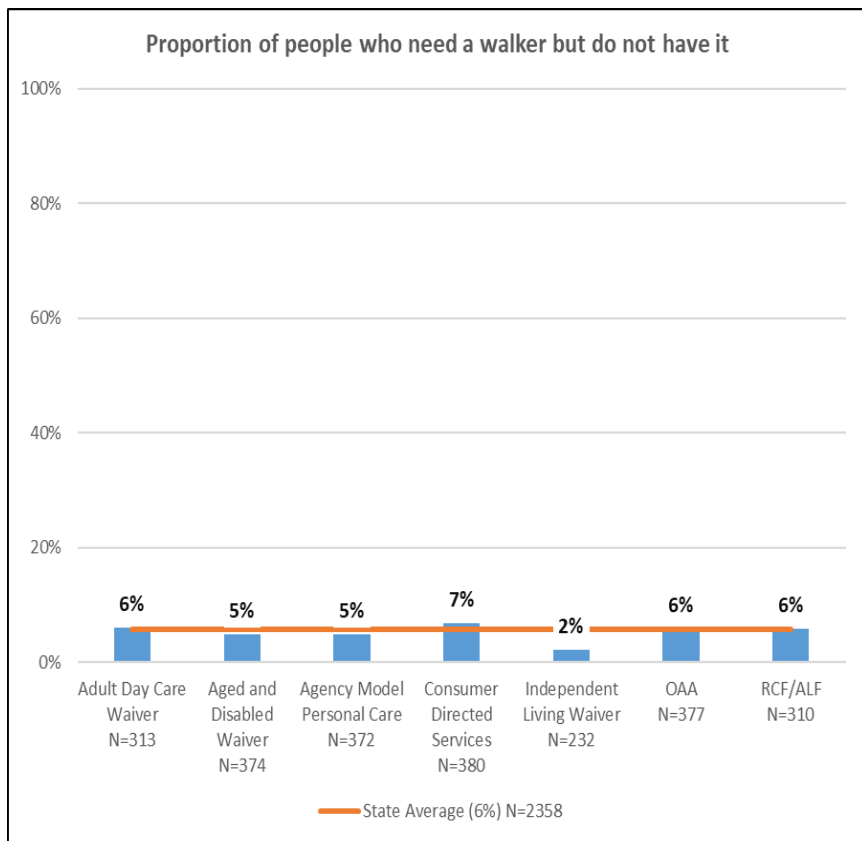
Graph 42. Proportion of people who have some other home modification but need a replacement³⁸



³⁷ Item previously reported in the “Access” domain.

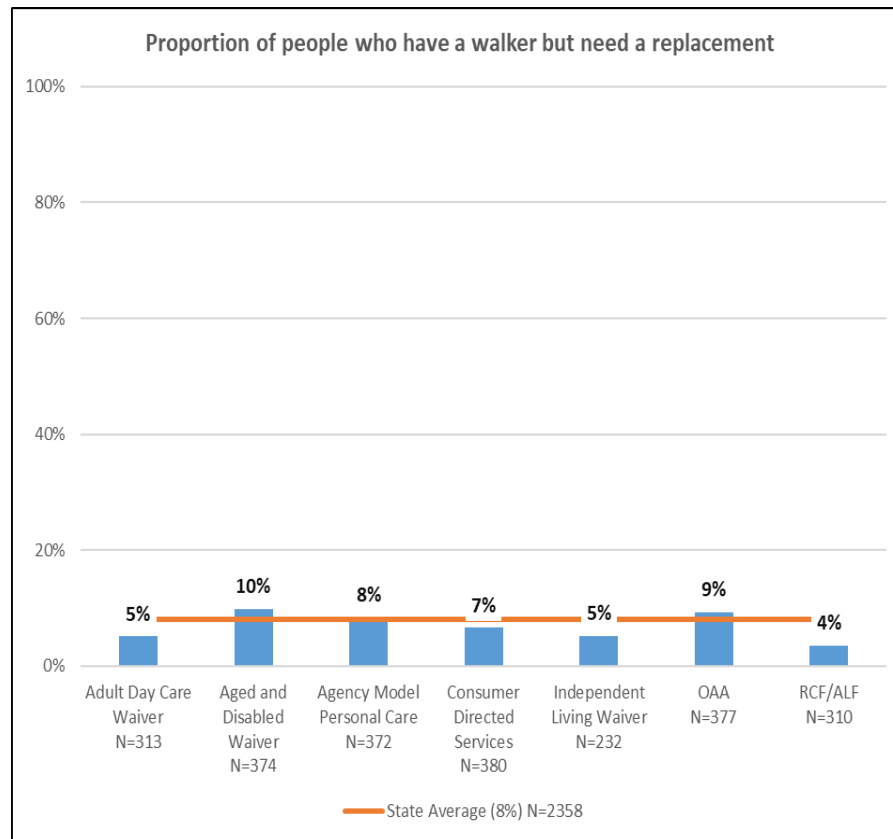
³⁸ Item previously reported in the “Access” domain.

Graph 43. Proportion of people who need a walker but do not have it³⁹



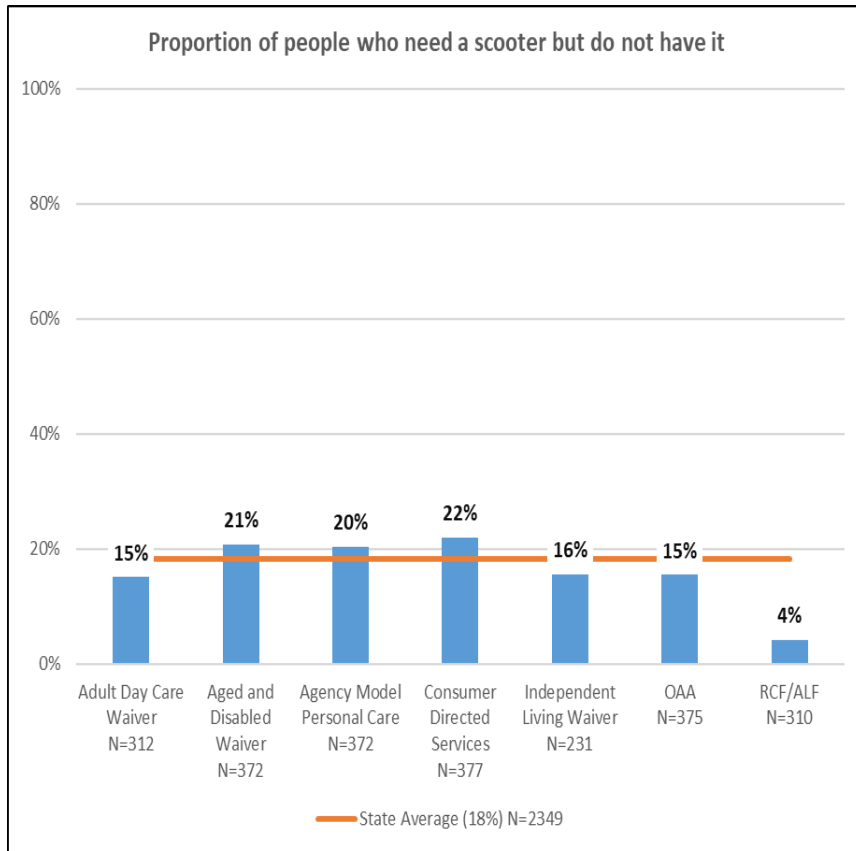
³⁹ Item previously reported in the “Access” domain.

Graph 44. Proportion of people who have a walker but need a replacement⁴⁰

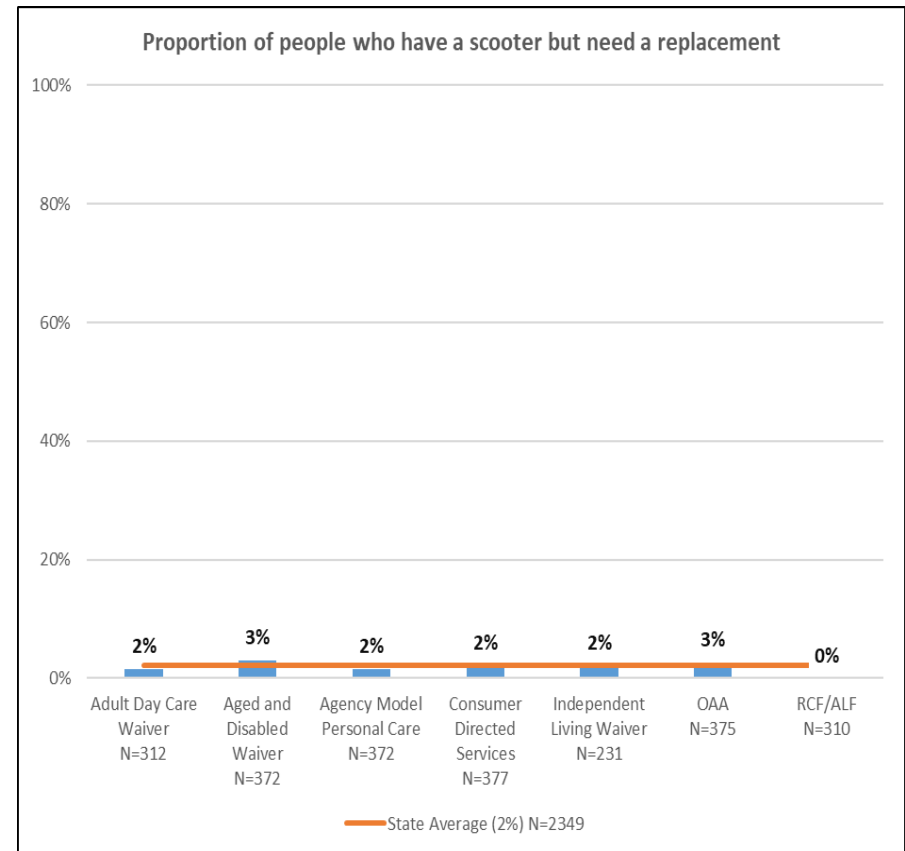


⁴⁰ Item previously reported in the “Access” domain.

Graph 45. Proportion of people who need a scooter but do not have it⁴¹



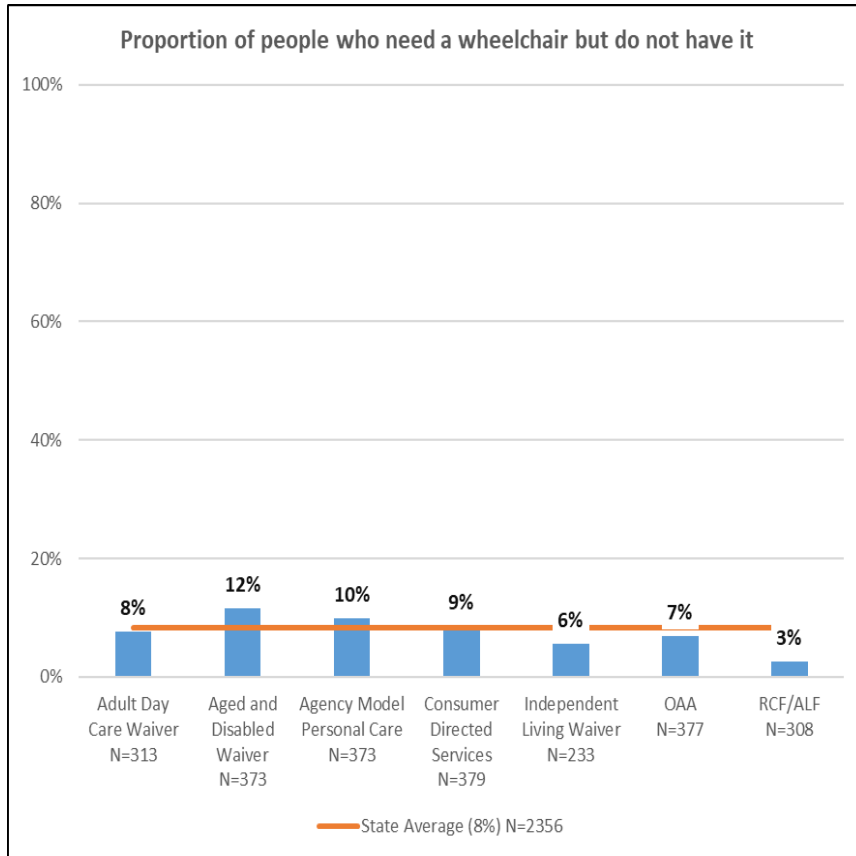
Graph 46. Proportion of people who have a scooter but need a replacement⁴²



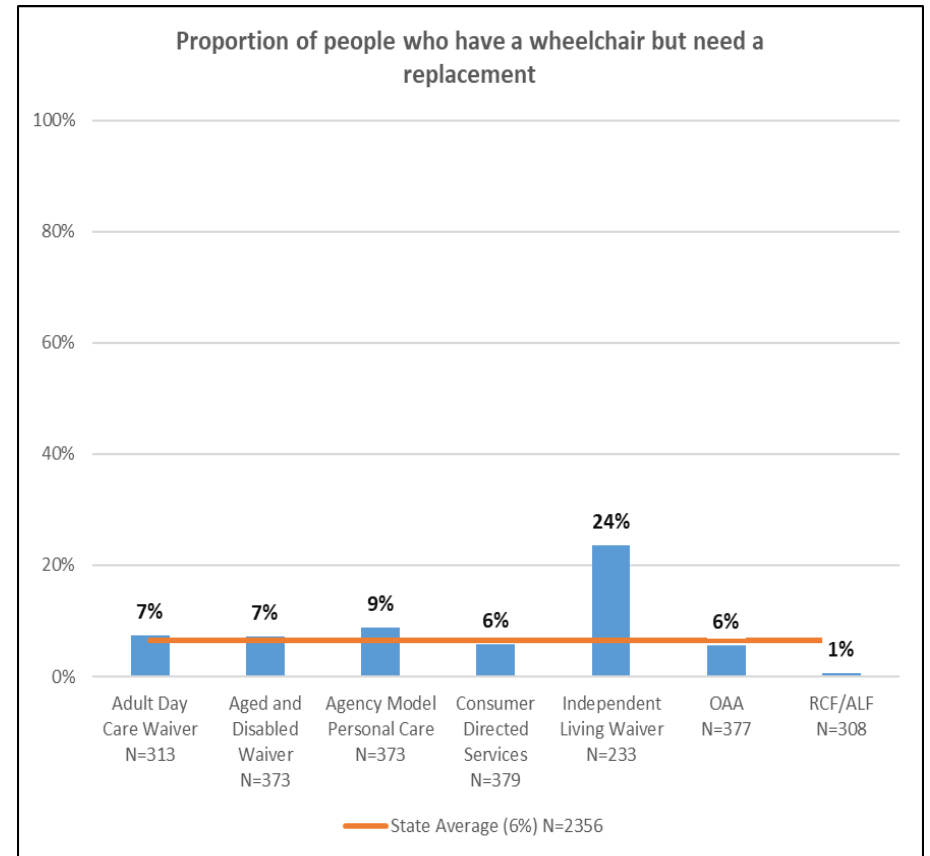
⁴¹ Item previously reported in the "Access" domain.

⁴² Item previously reported in the "Access" domain.

Graph 47. Proportion of people who need a wheelchair but do not have it⁴³



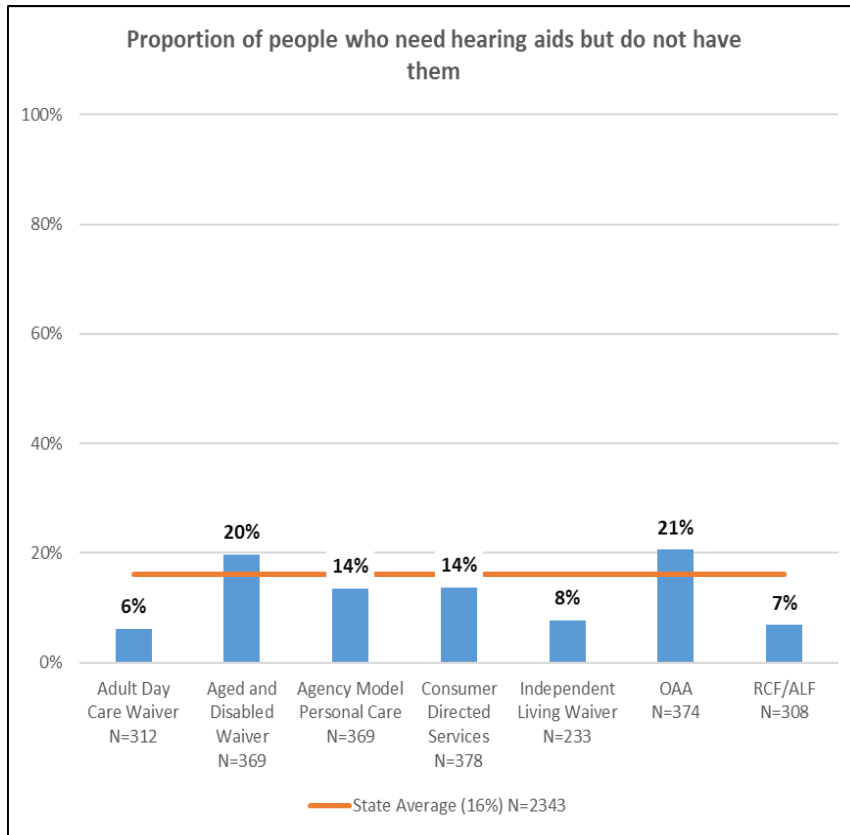
Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁴



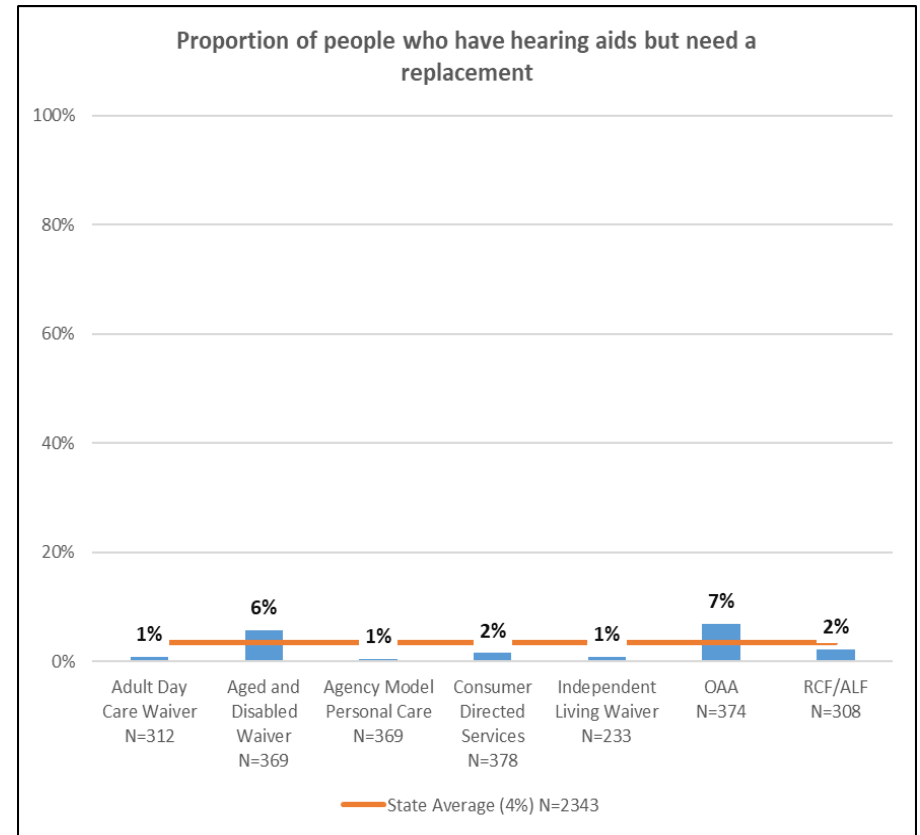
⁴³ Item previously reported in the "Access" domain.

⁴⁴ Item previously reported in the "Access" domain.

Graph 49. Proportion of people who need hearing aids but do not have them⁴⁵



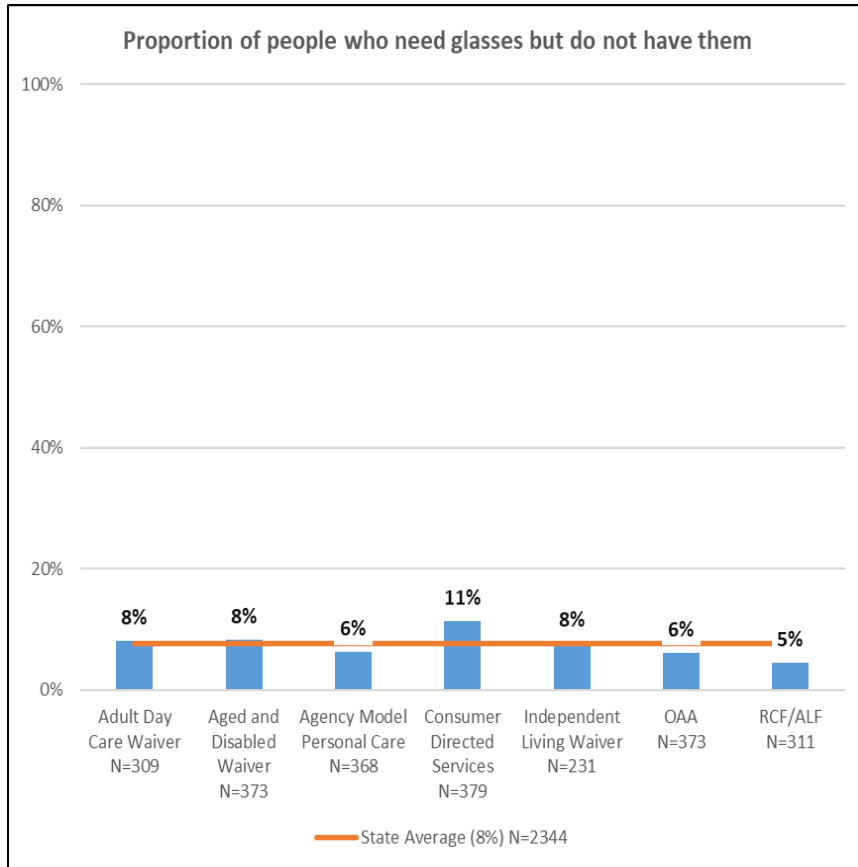
Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁶



⁴⁵ Item previously reported in the "Access" domain.

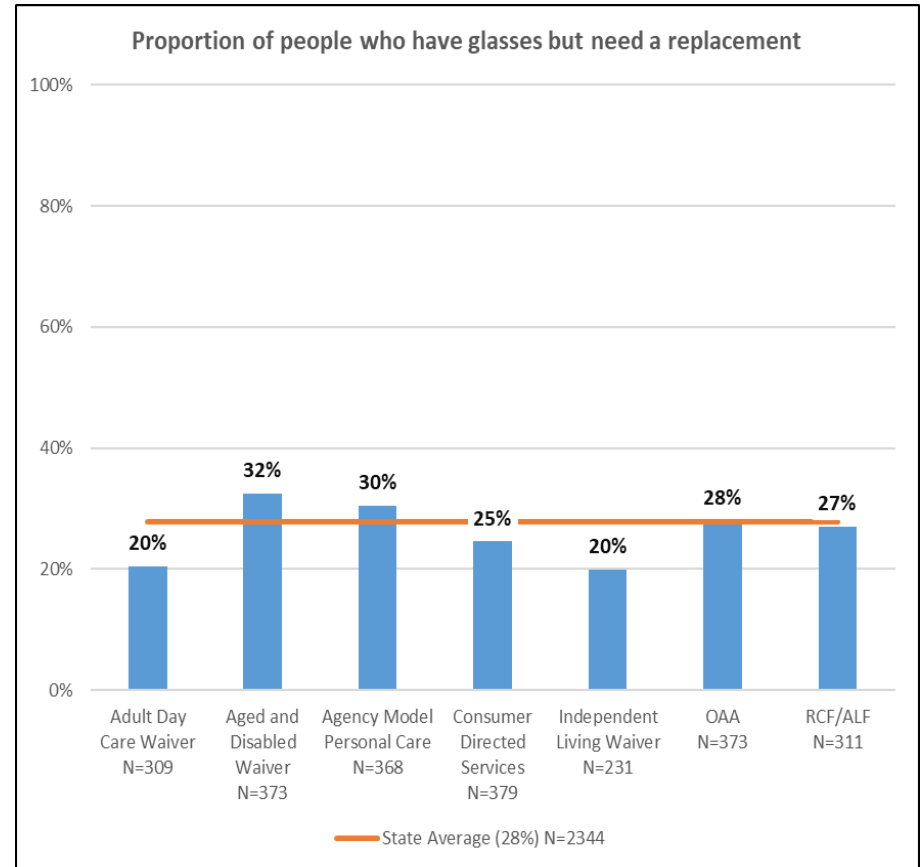
⁴⁶ Item previously reported in the "Access" domain.

Graph 51. Proportion of people who need glasses but do not have them⁴⁷



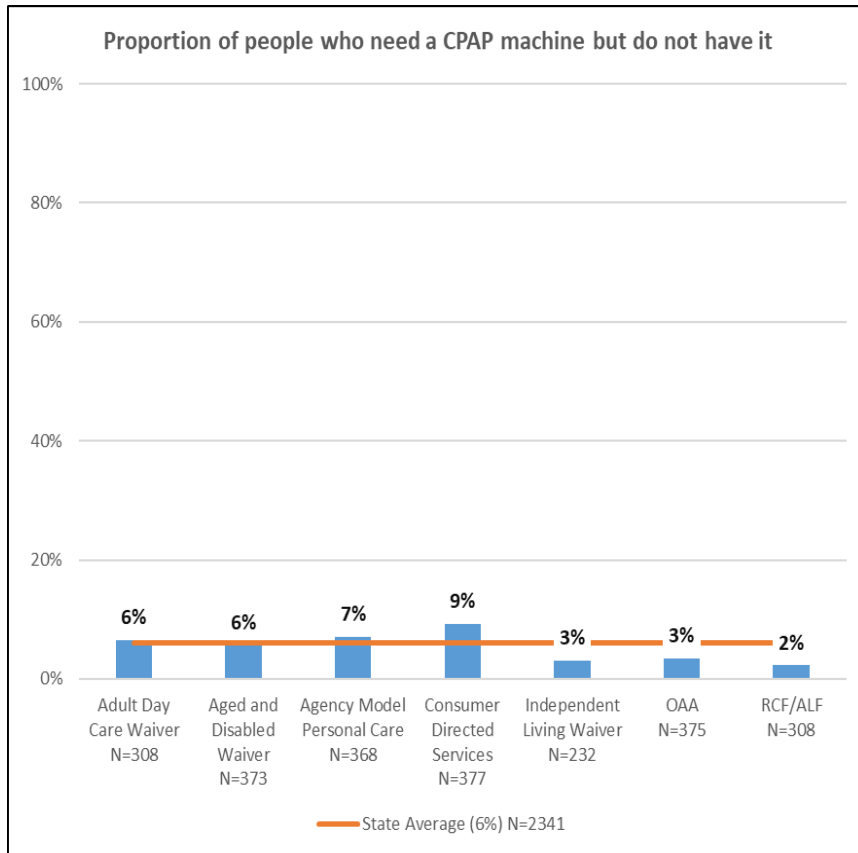
⁴⁷ Item previously reported in the “Access” domain.

Graph 52. Proportion of people who have glasses but need a replacement⁴⁸



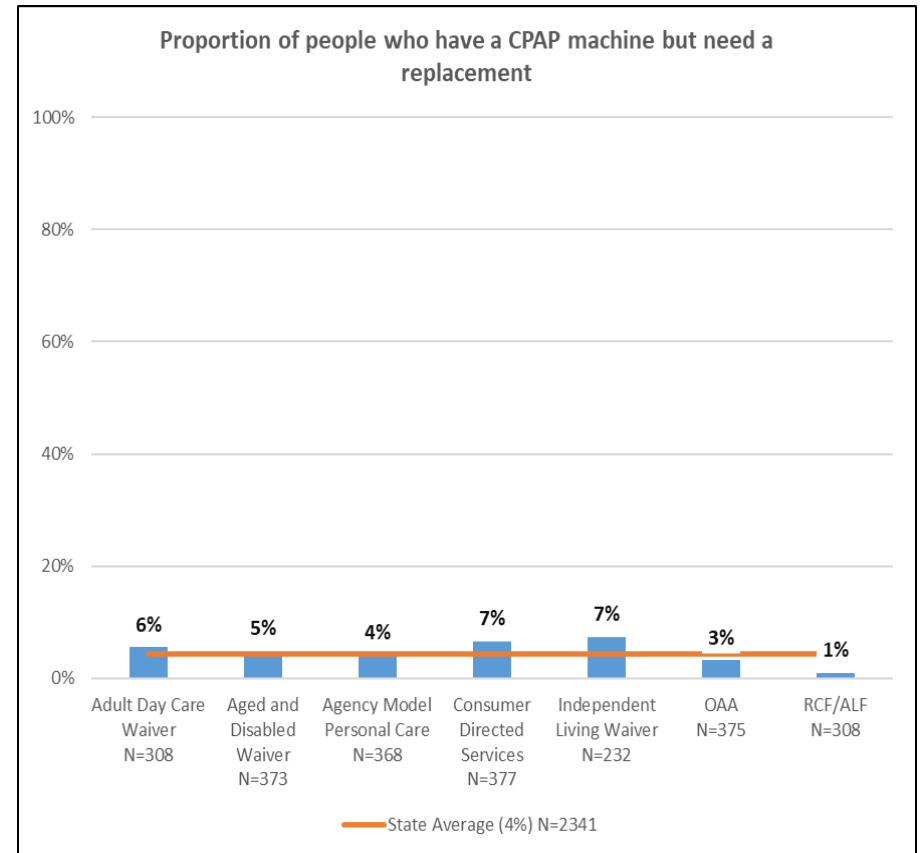
⁴⁸ Item previously reported in the “Access” domain.

Graph 53. Proportion of people who need a CPAP machine but do not have it⁴⁹



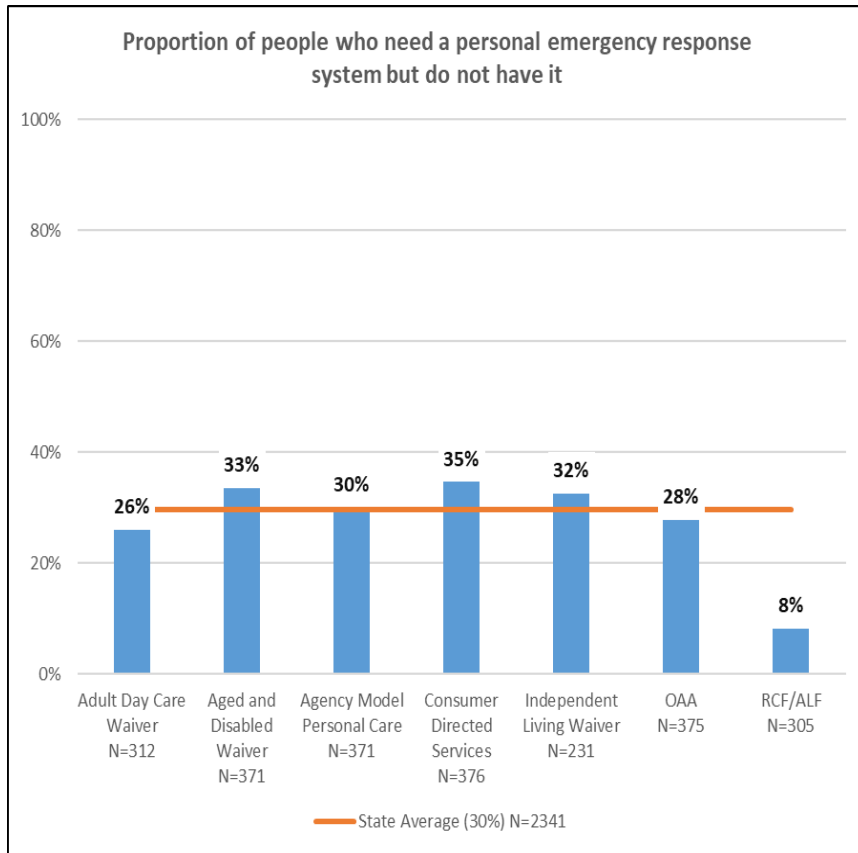
⁴⁹ Item previously reported in the “Access” domain.

Graph 54. Proportion of people who have a CPAP machine but need a replacement⁵⁰

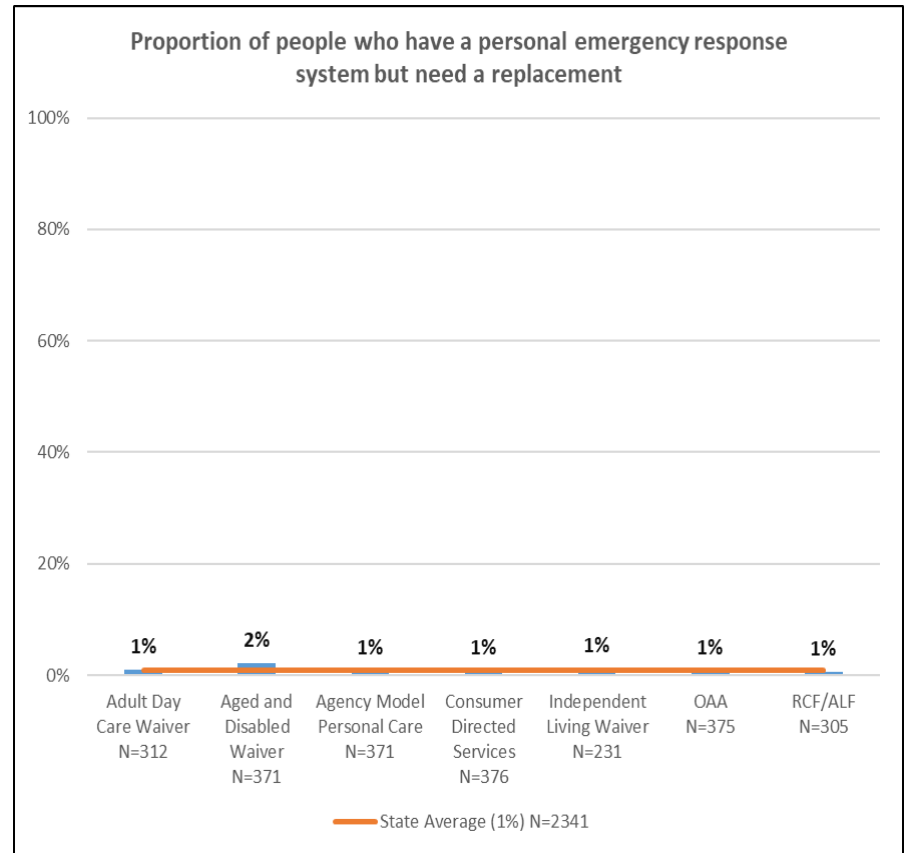


⁵⁰ Item previously reported in the “Access” domain.

Graph 55. Proportion of people who need a personal emergency response system but do not have it⁵¹



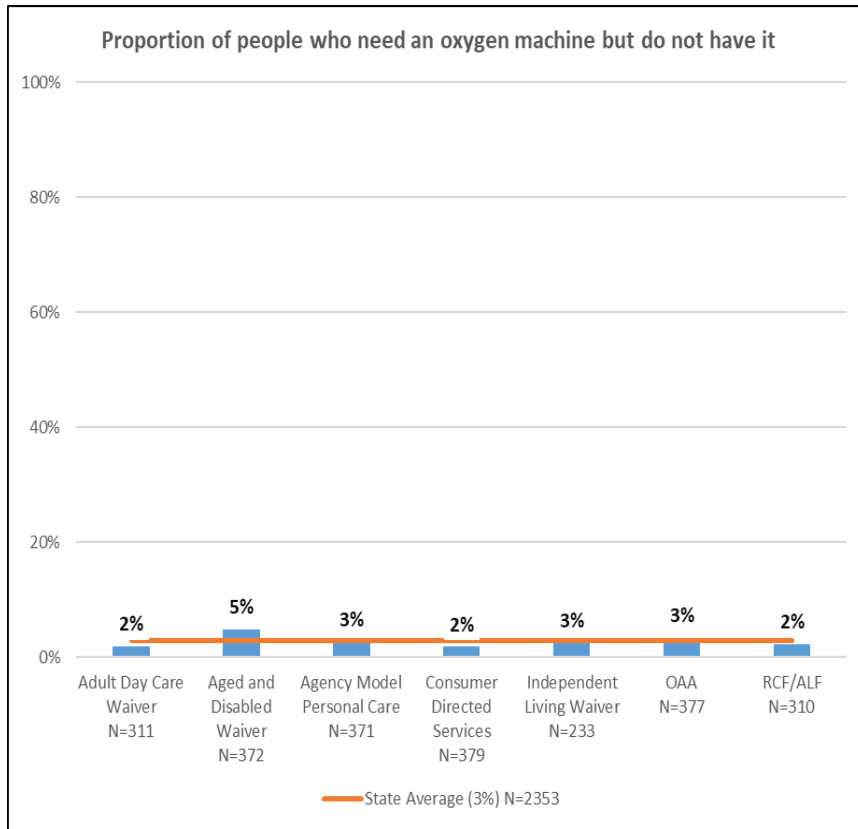
Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵²



⁵¹ Item previously reported in the “Access” domain.

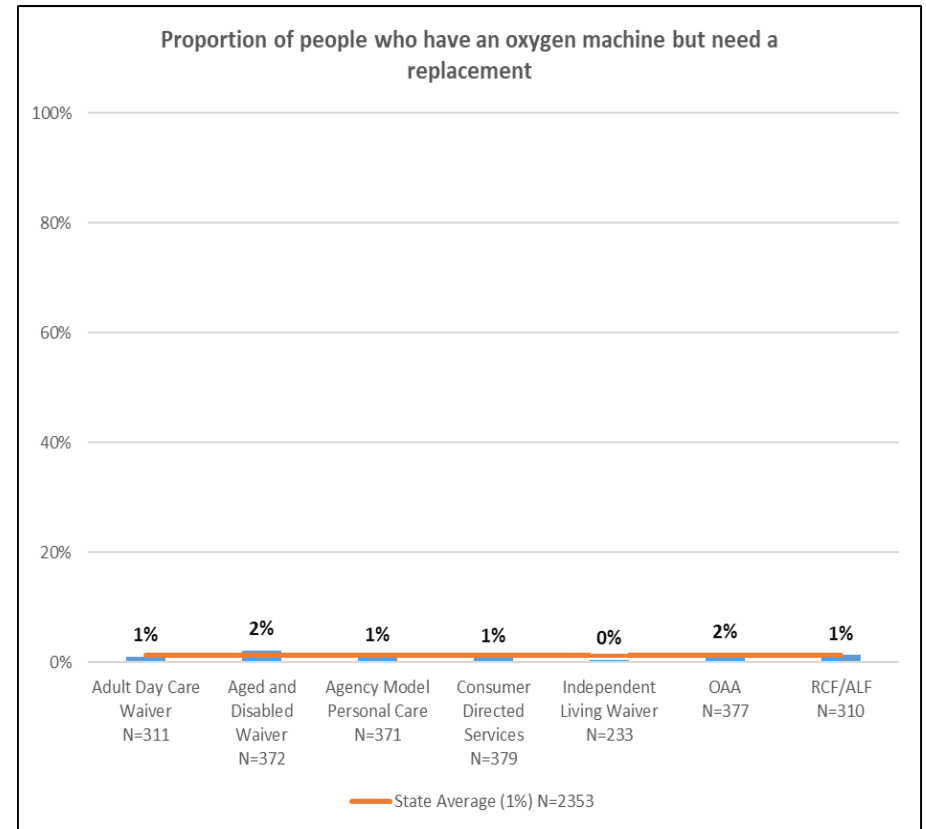
⁵² Item previously reported in the “Access” domain.

Graph 57. Proportion of people who need an oxygen machine but do not have it⁵³



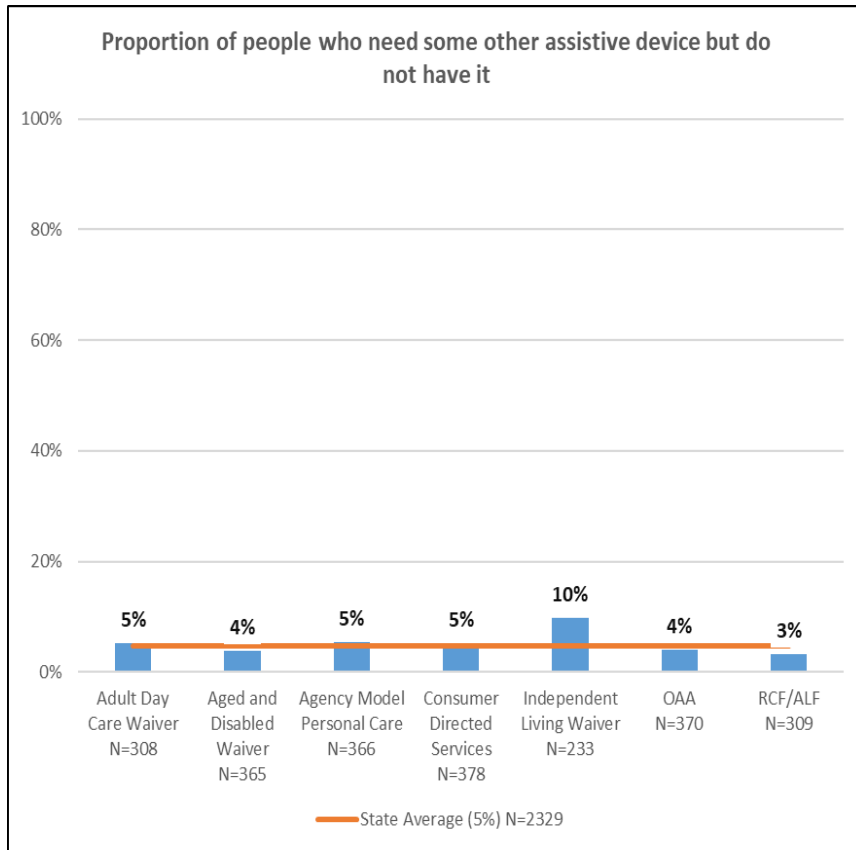
⁵³ New item added in 2018-2019.

Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁴

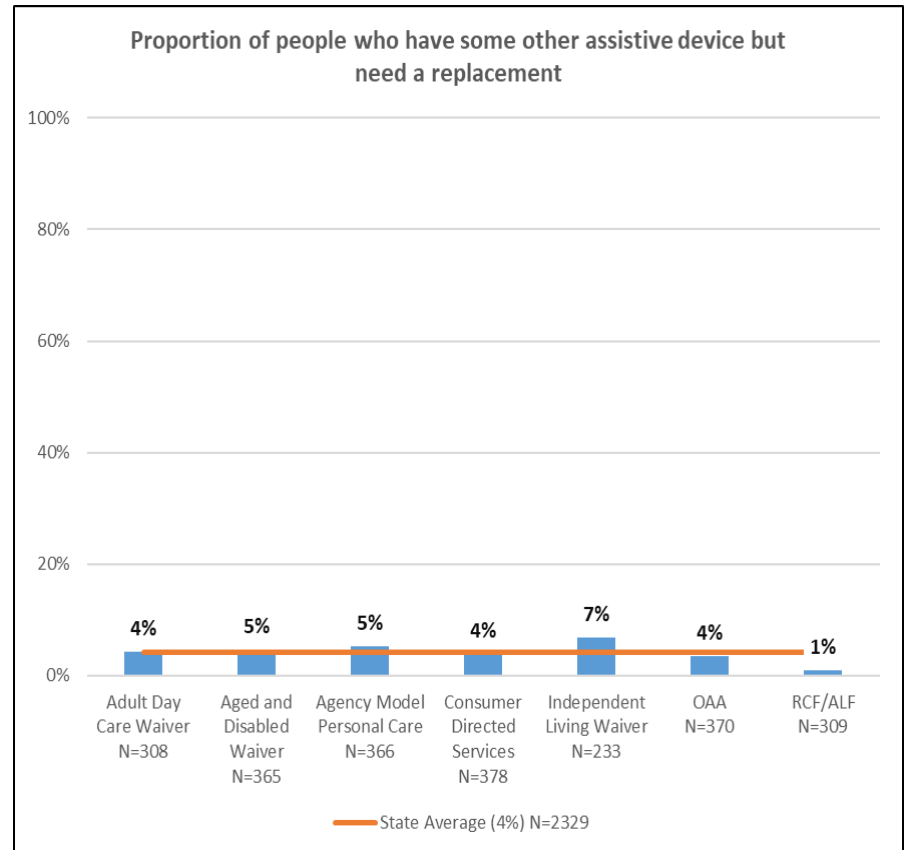


⁵⁴ New item added in 2018-2019.

Graph 59. Proportion of people who need some other assistive device but do not have it⁵⁵



Graph 60. Proportion of people who have some other assistive device but need a replacement⁵⁶



⁵⁵ Item previously reported in the “Access” domain.

⁵⁶ Item previously reported in the “Access” domain.

Safety

People feel safe from abuse, neglect, and injury.

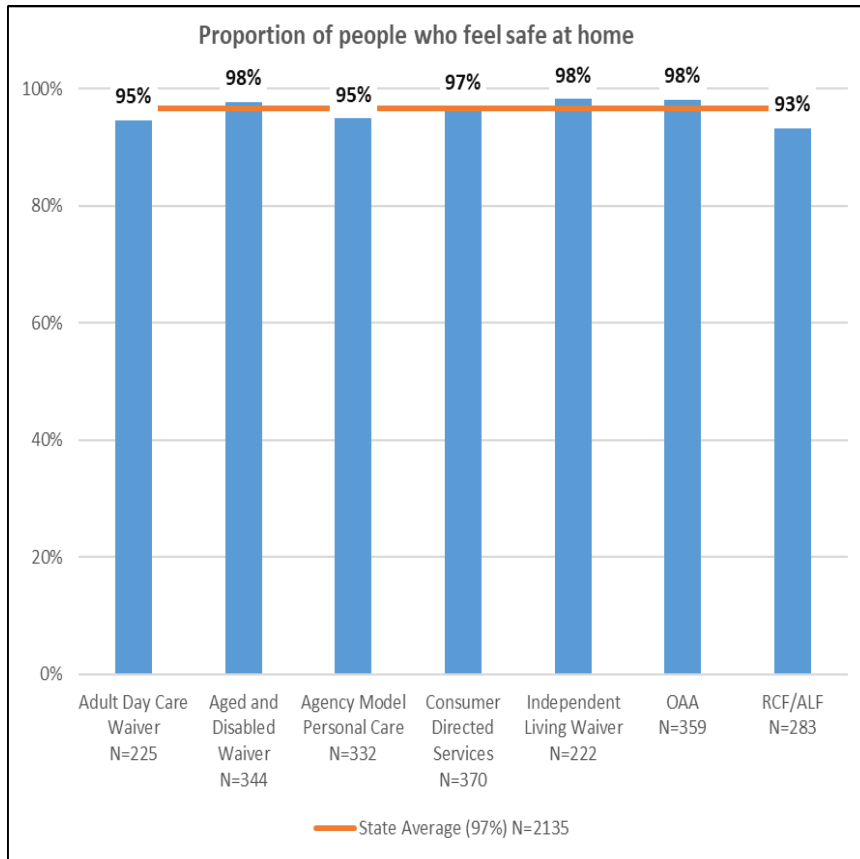
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their paid support staff.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people who are able to get to safety quickly in case of an emergency.

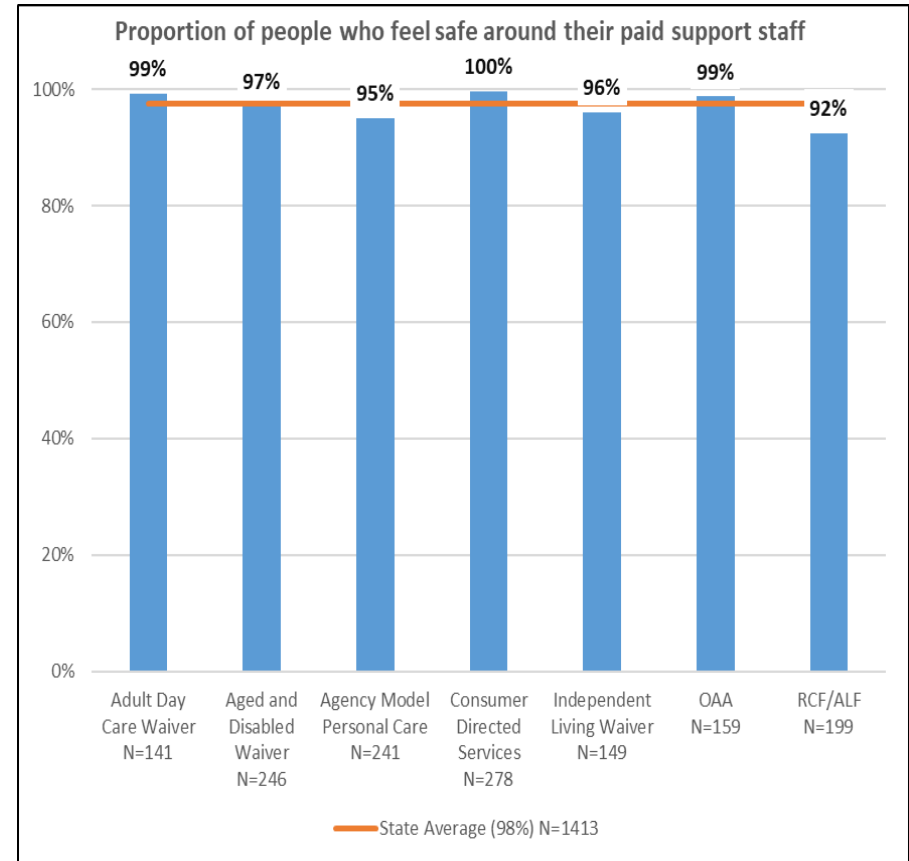
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

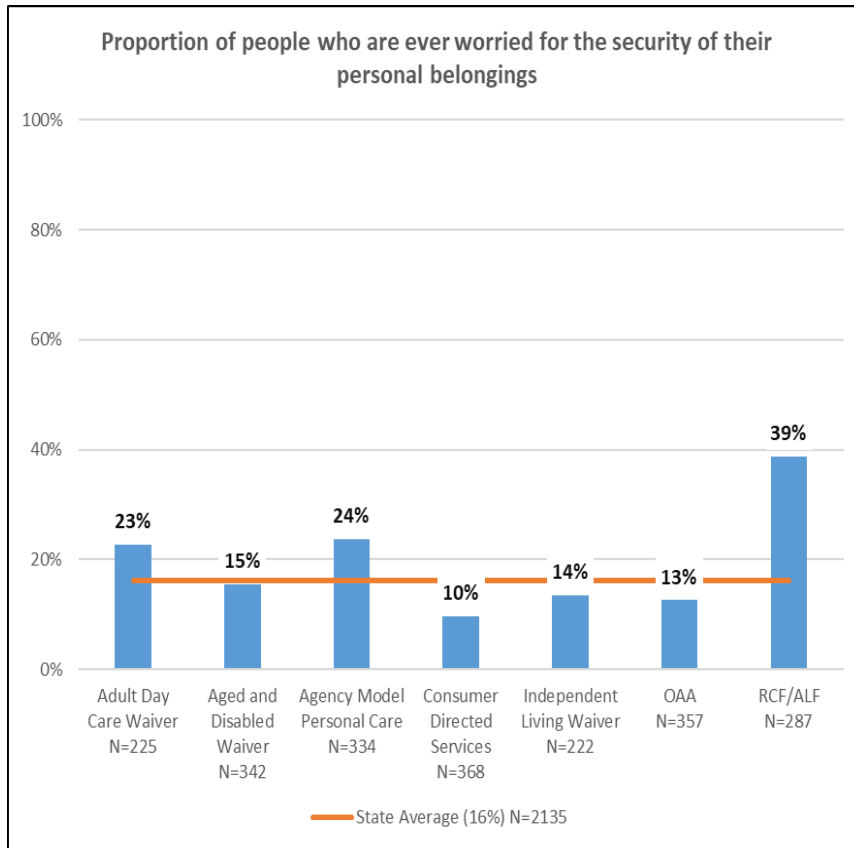
Graph 61. Proportion of people who feel safe at home



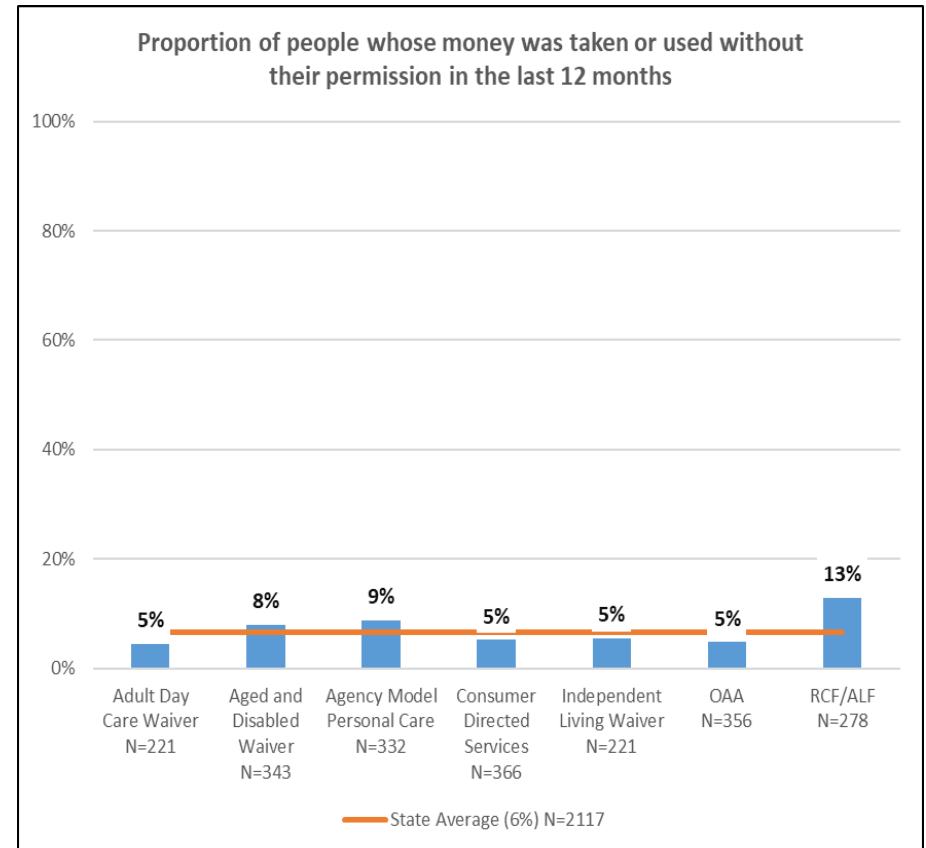
Graph 62. Proportion of people who feel safe around their paid support staff



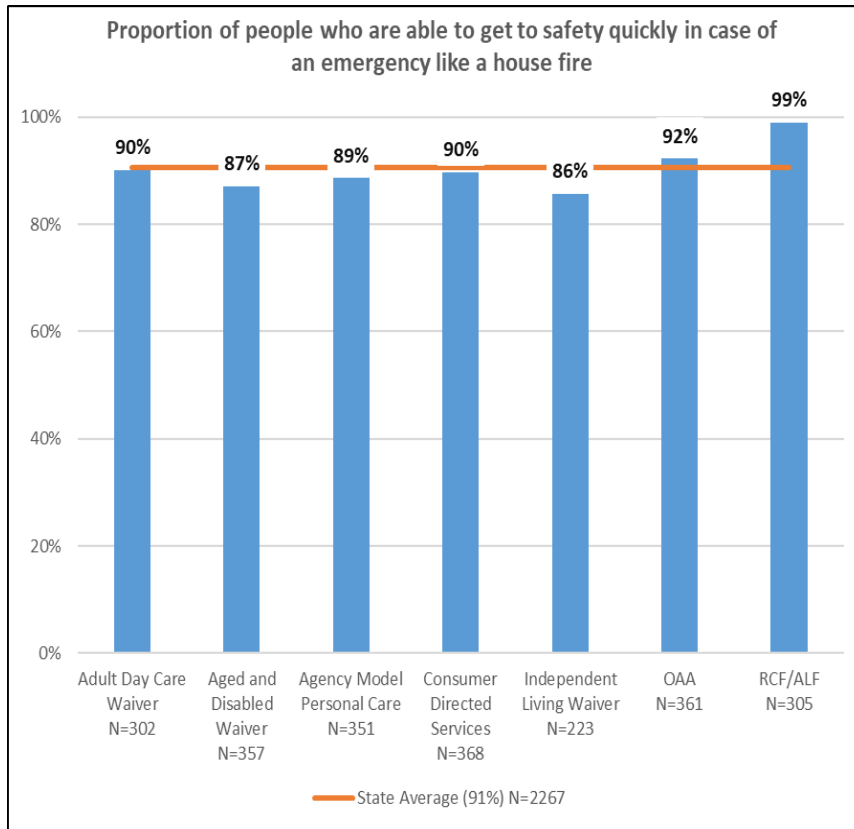
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

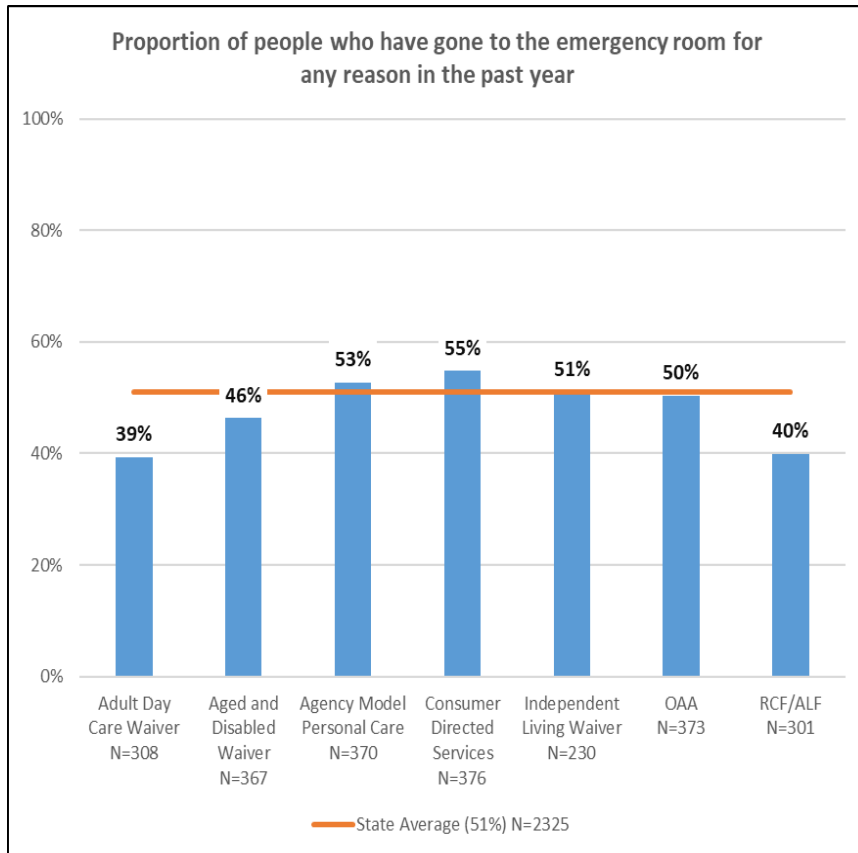
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who experience potentially preventable emergency room visits.
2. Proportion of people who have needed health screenings and vaccinations in a timely manner.
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.

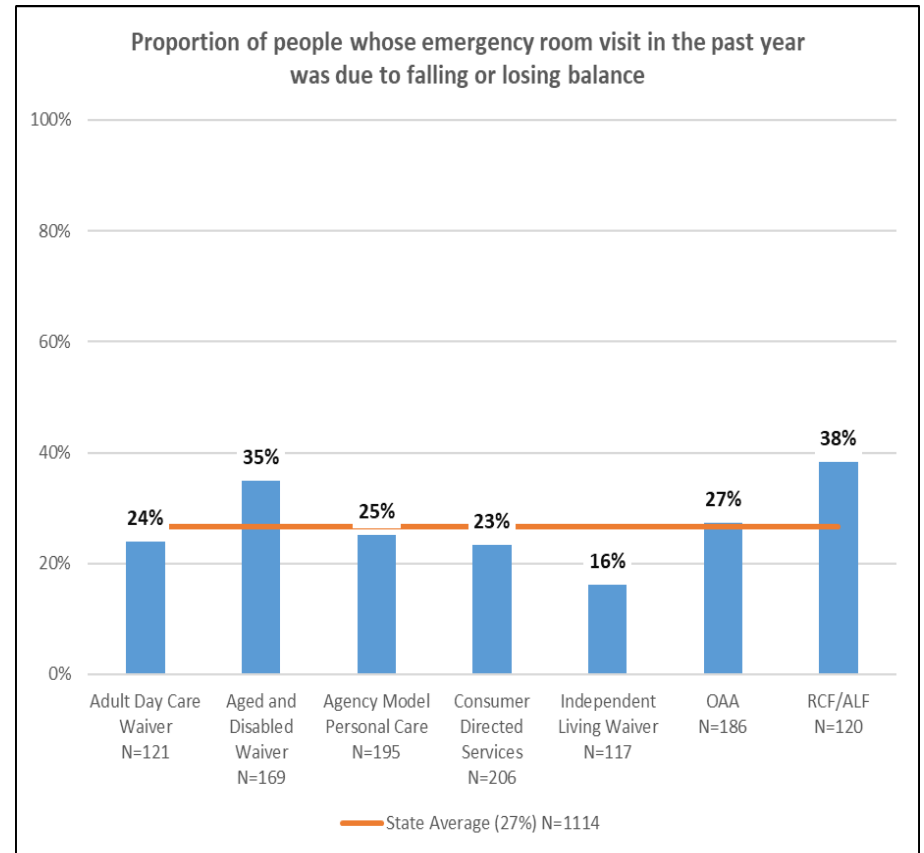
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

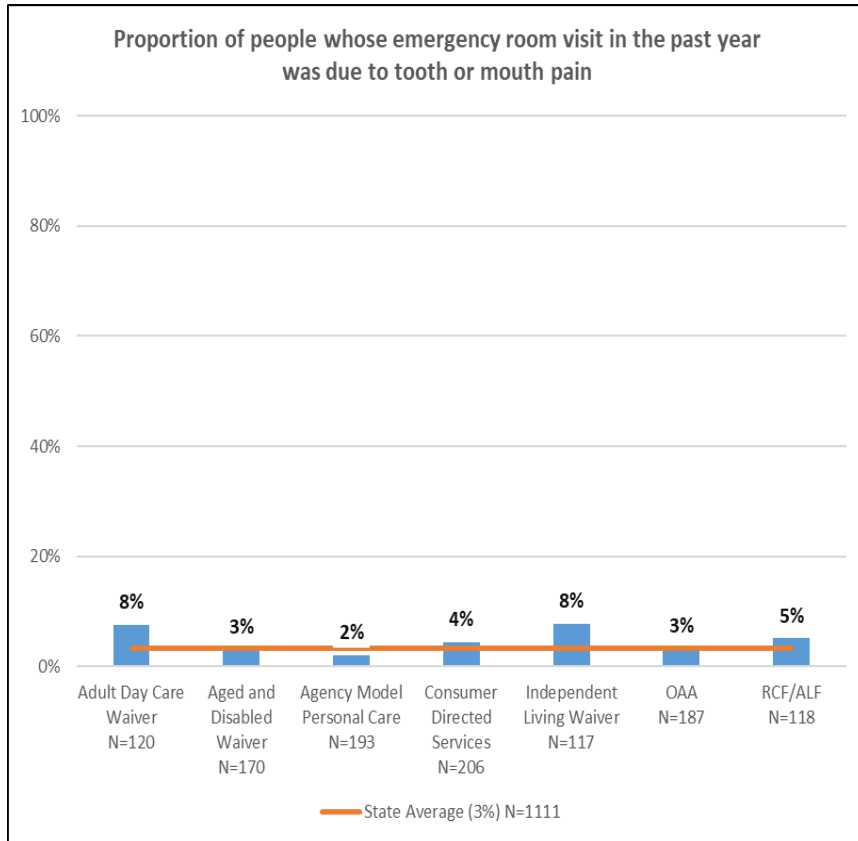
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



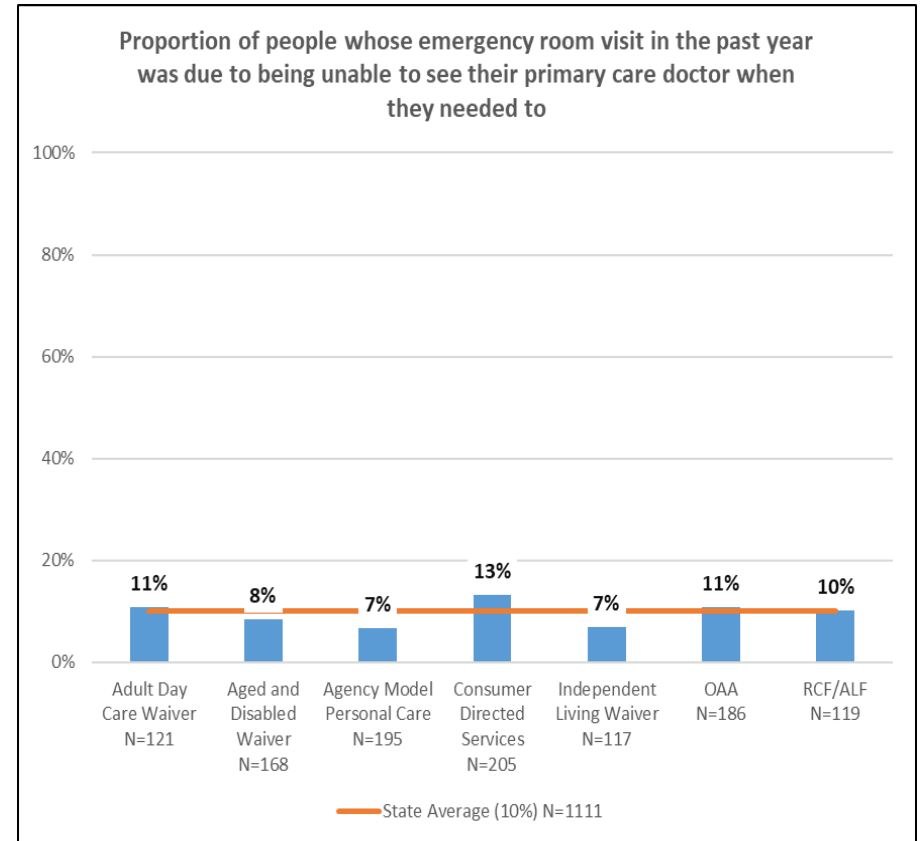
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

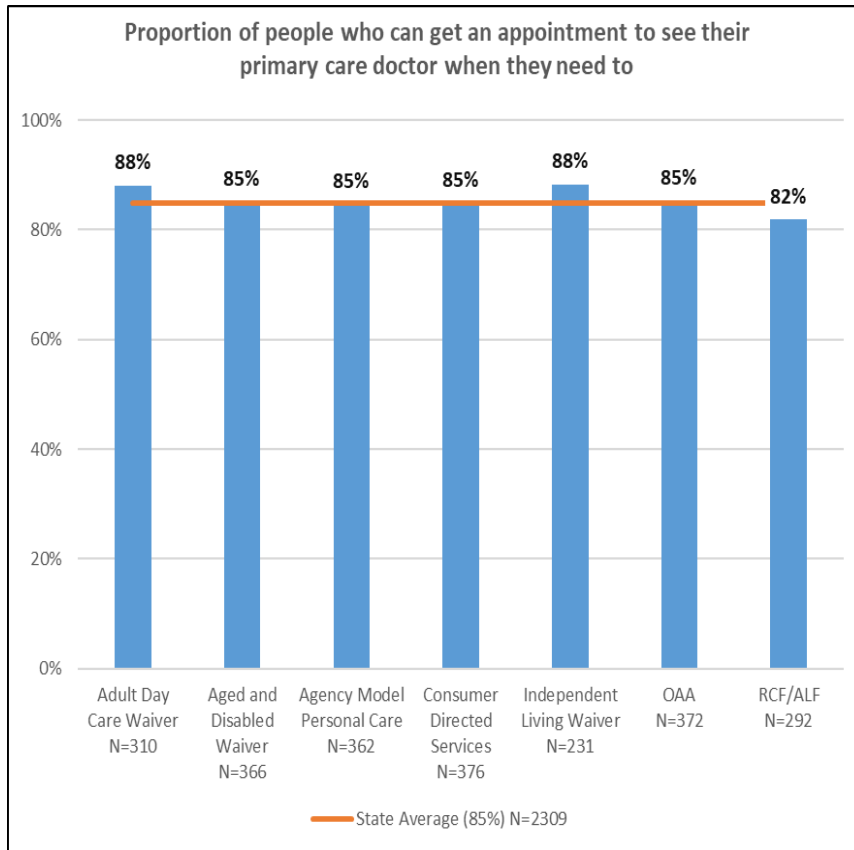


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁷

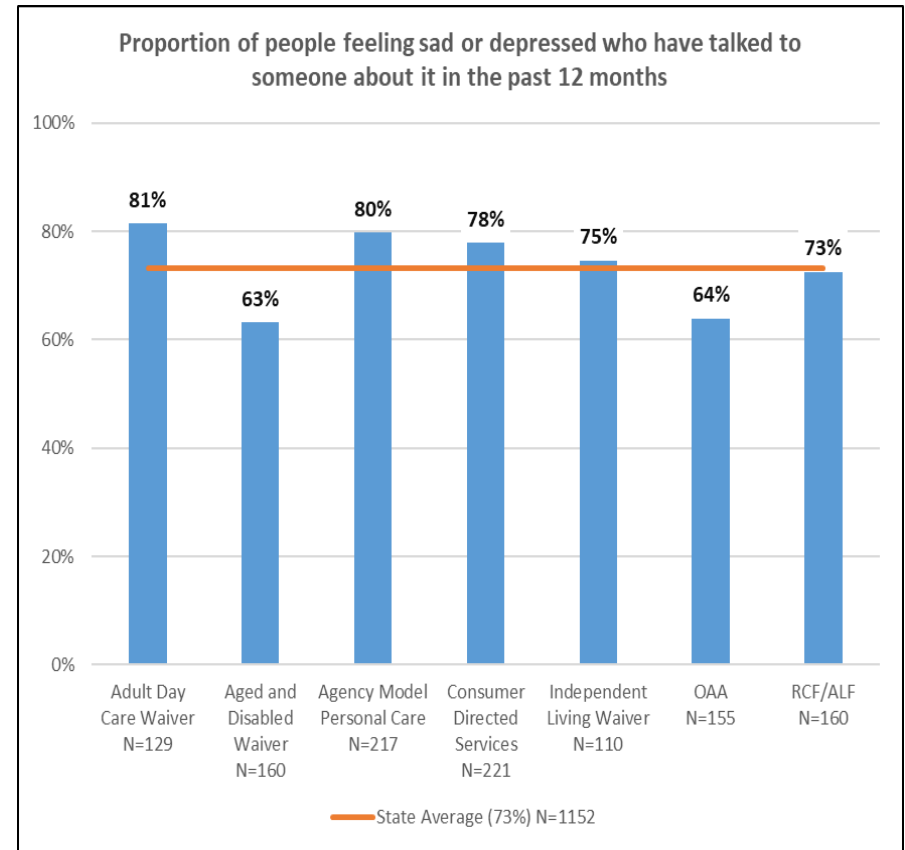


⁵⁷ New item added in 2018-2019.

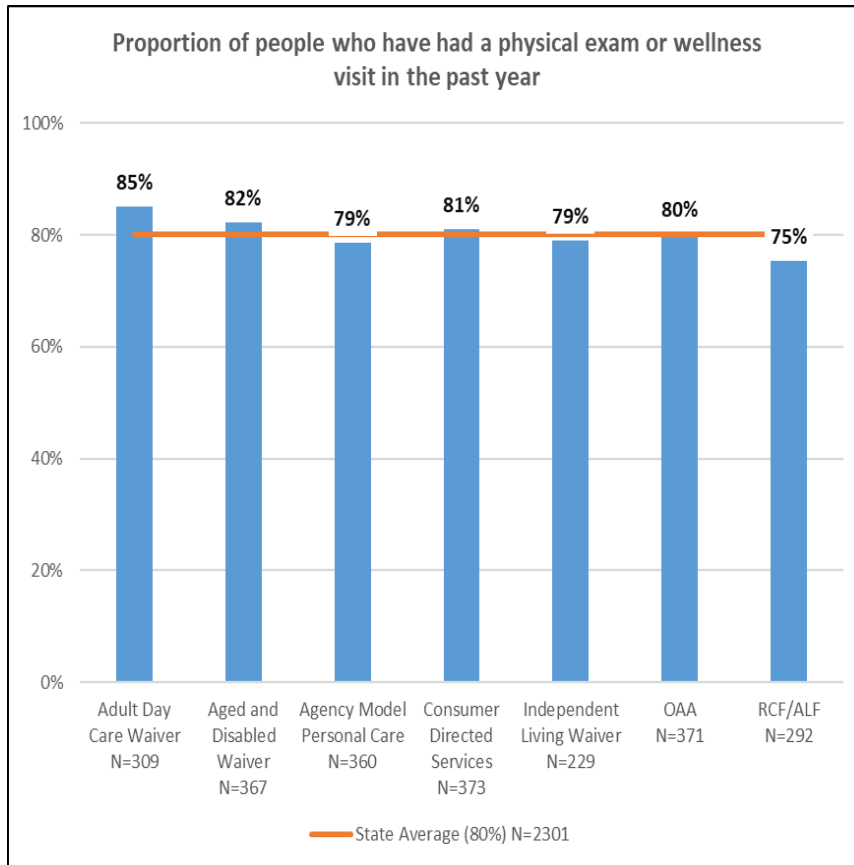
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



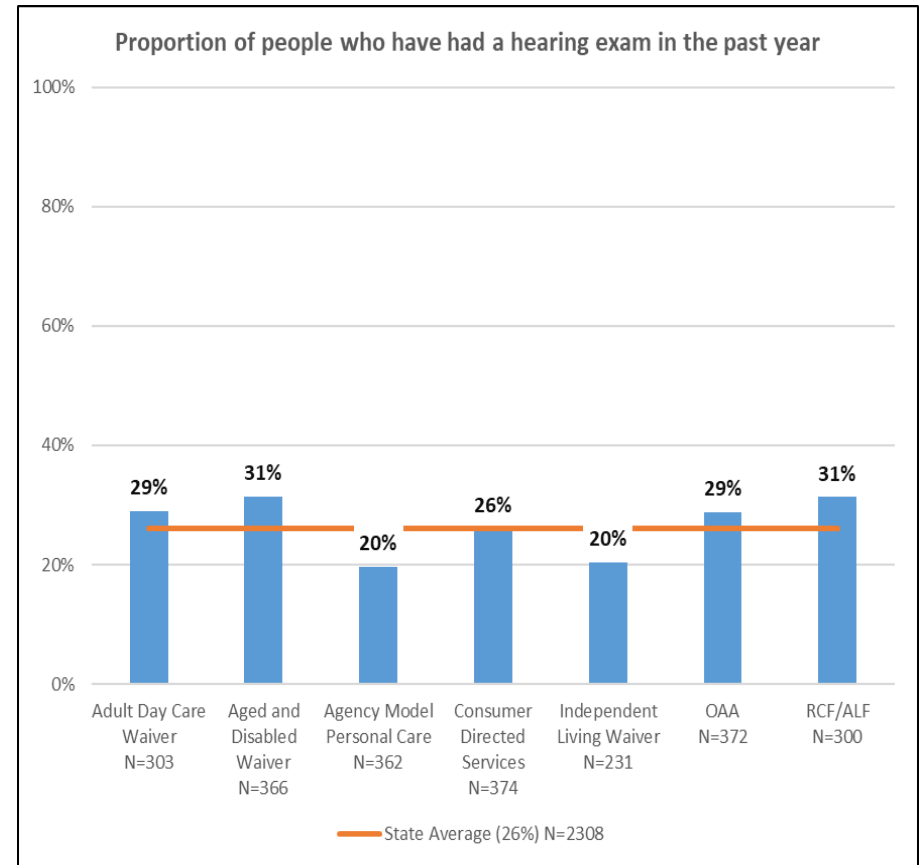
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



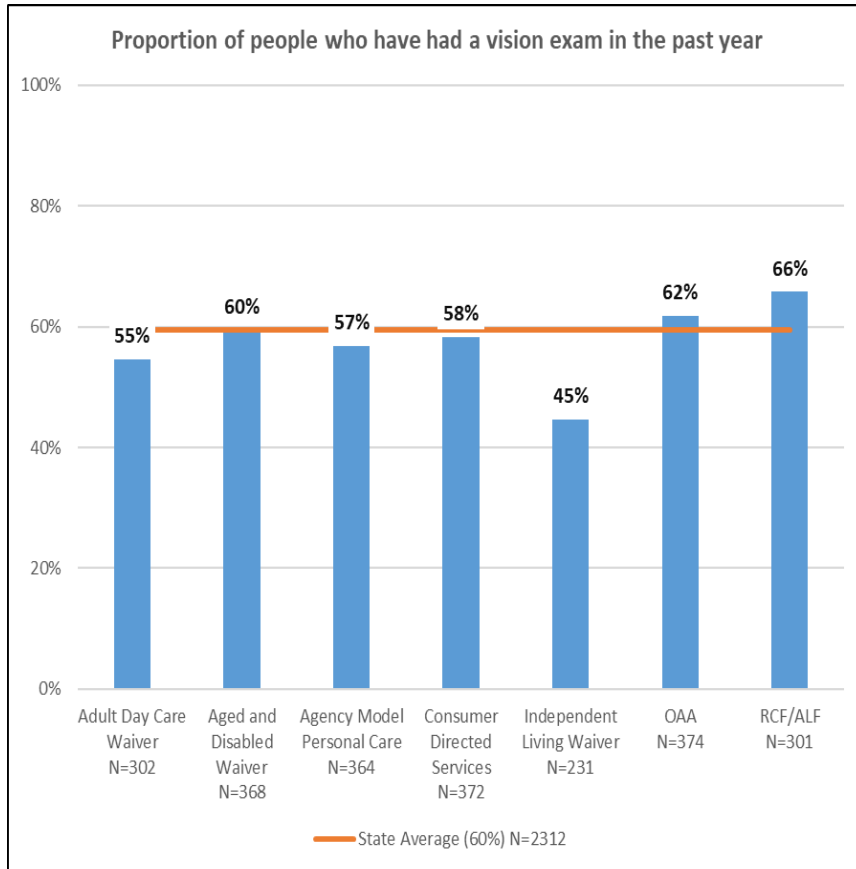
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



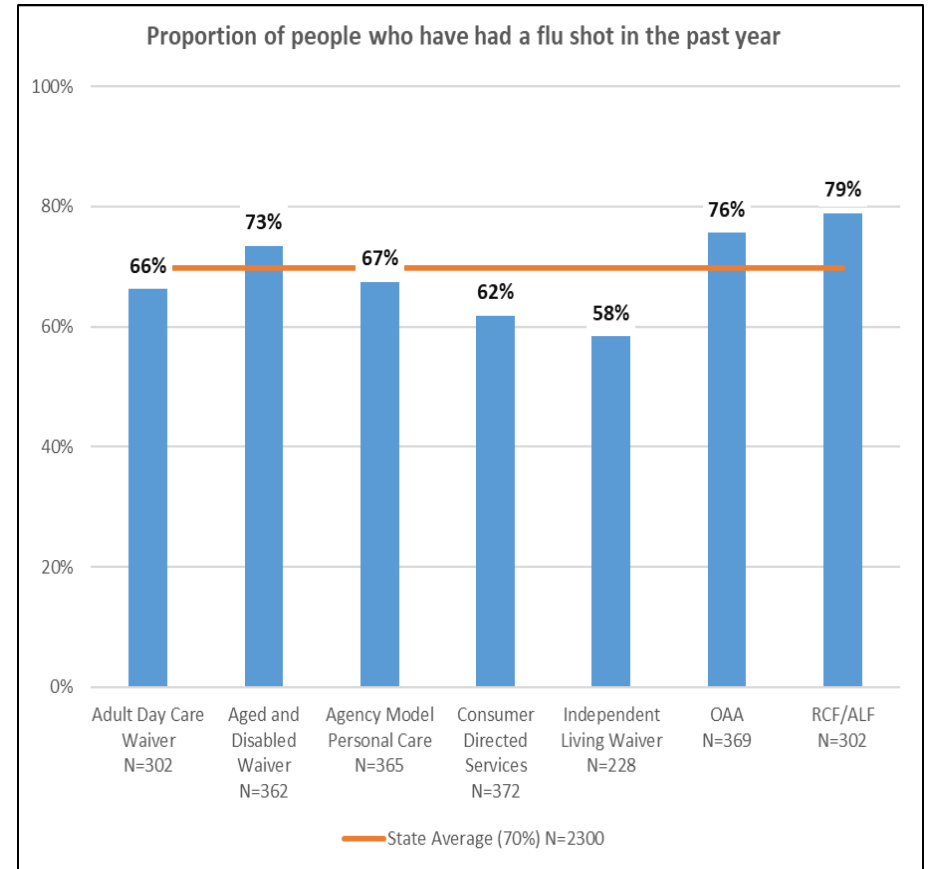
Graph 73. Proportion of people who have had a hearing exam in the past year



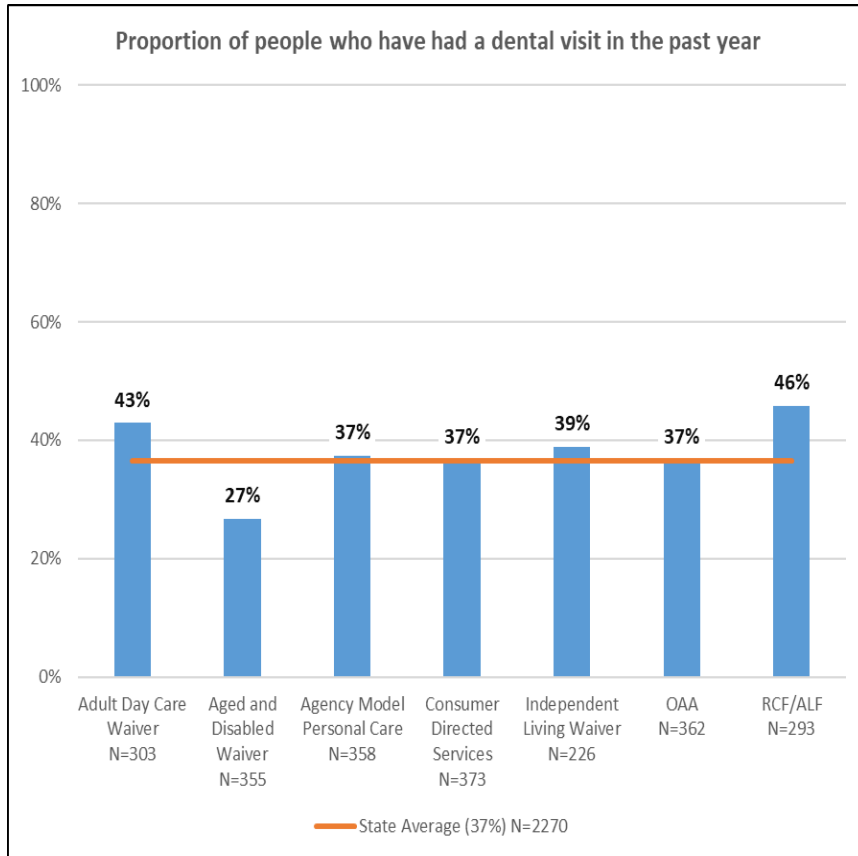
Graph 74. Proportion of people who have had a vision exam in the past year



Graph 75. Proportion of people who have had a flu shot in the past year



Graph 76. Proportion of people who have had a dental visit in the past year



Wellness

People are supported to maintain health.

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

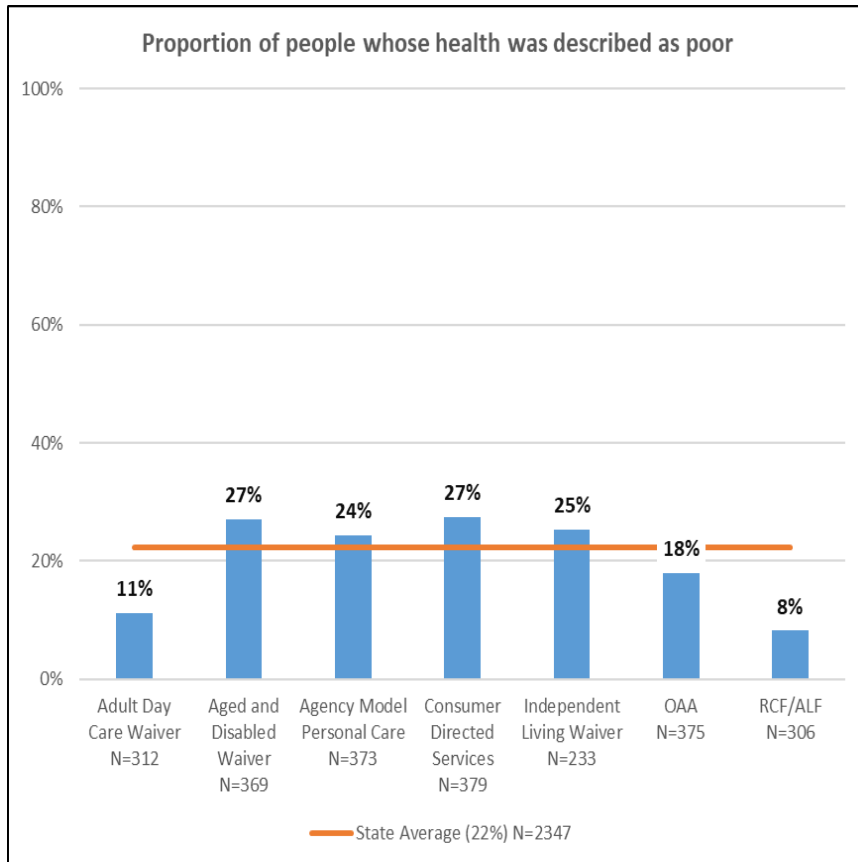
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access to healthy foods⁵⁸.

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

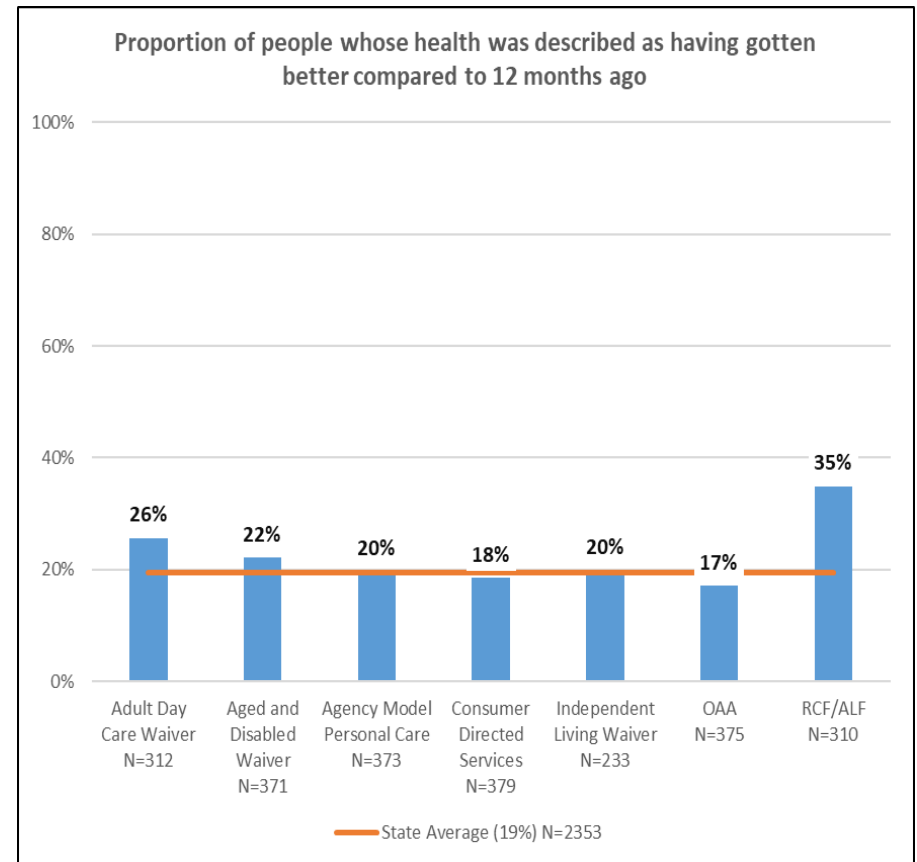
Un-collapsed data are shown in Appendix B.

⁵⁸ Indicator previously reported in the “Everyday Living” domain.

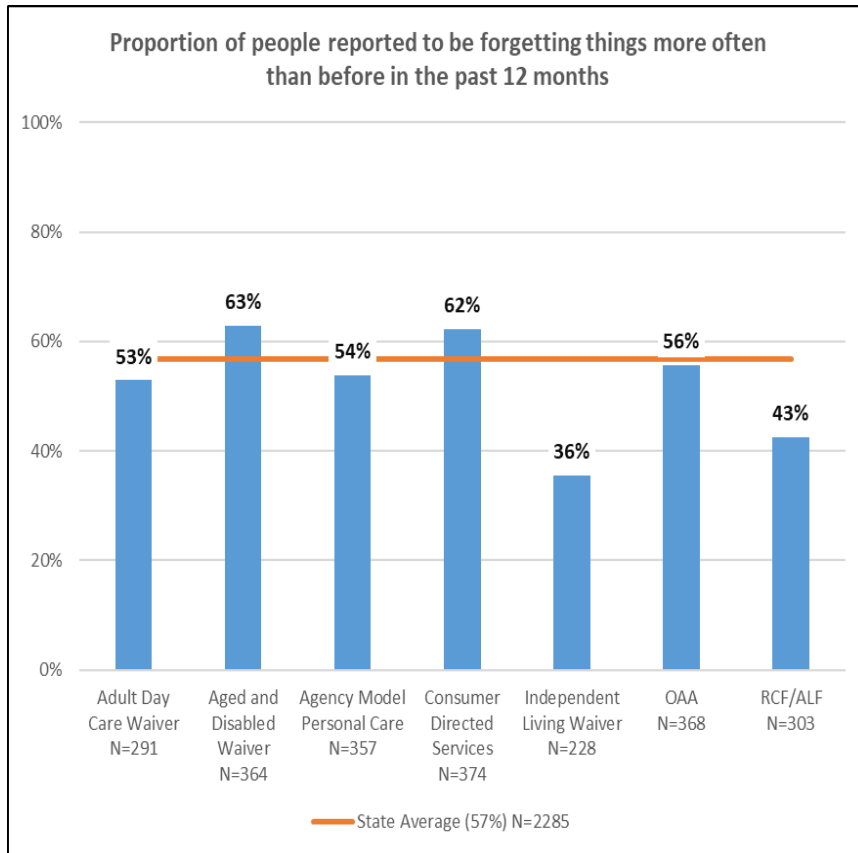
Graph 77. Proportion of people whose health was described as poor



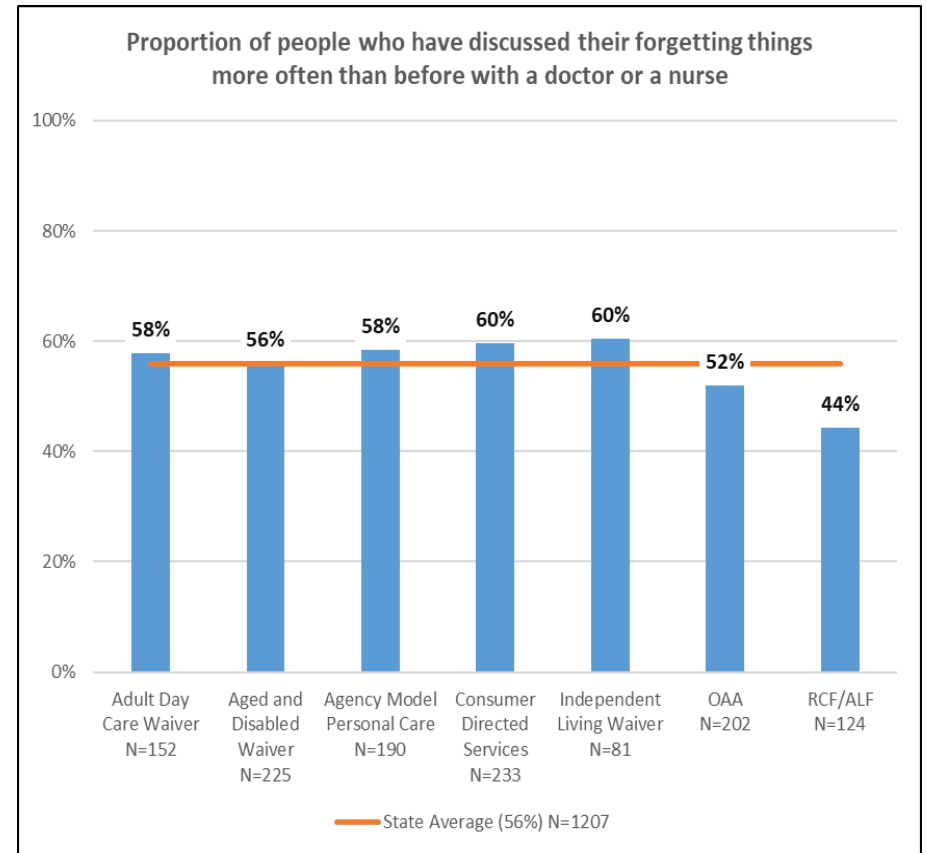
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



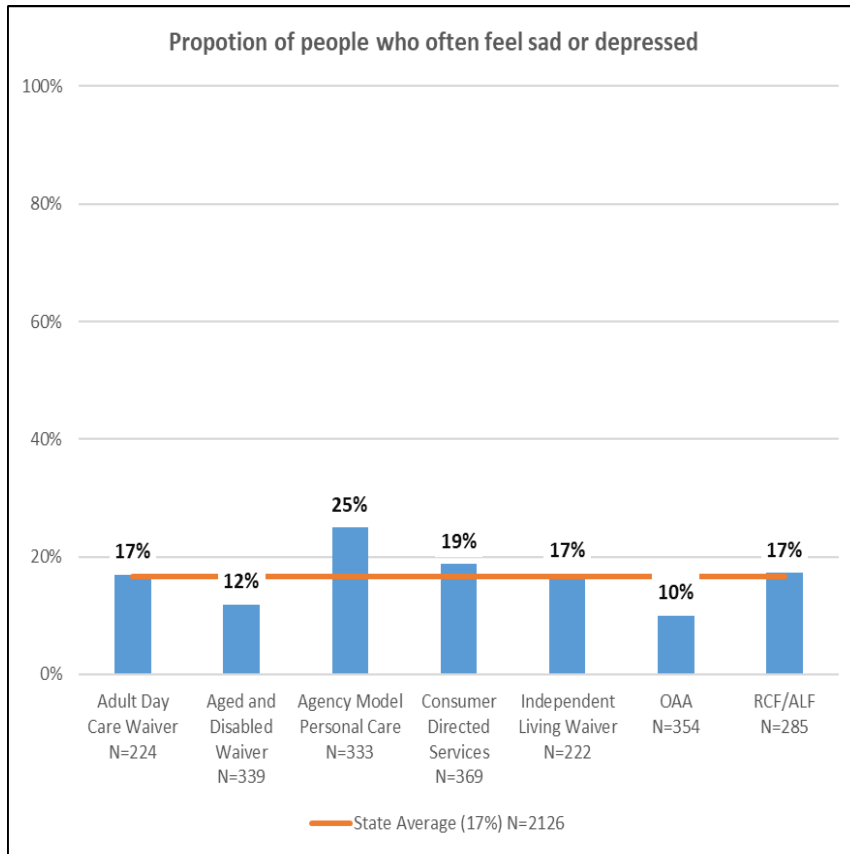
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



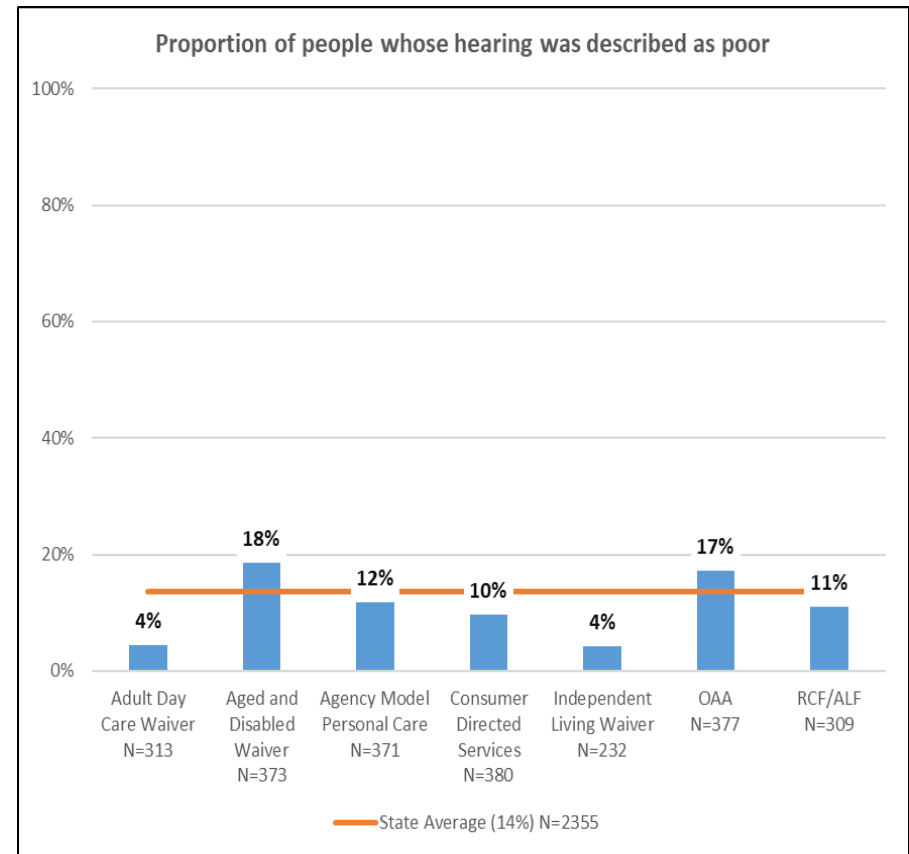
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



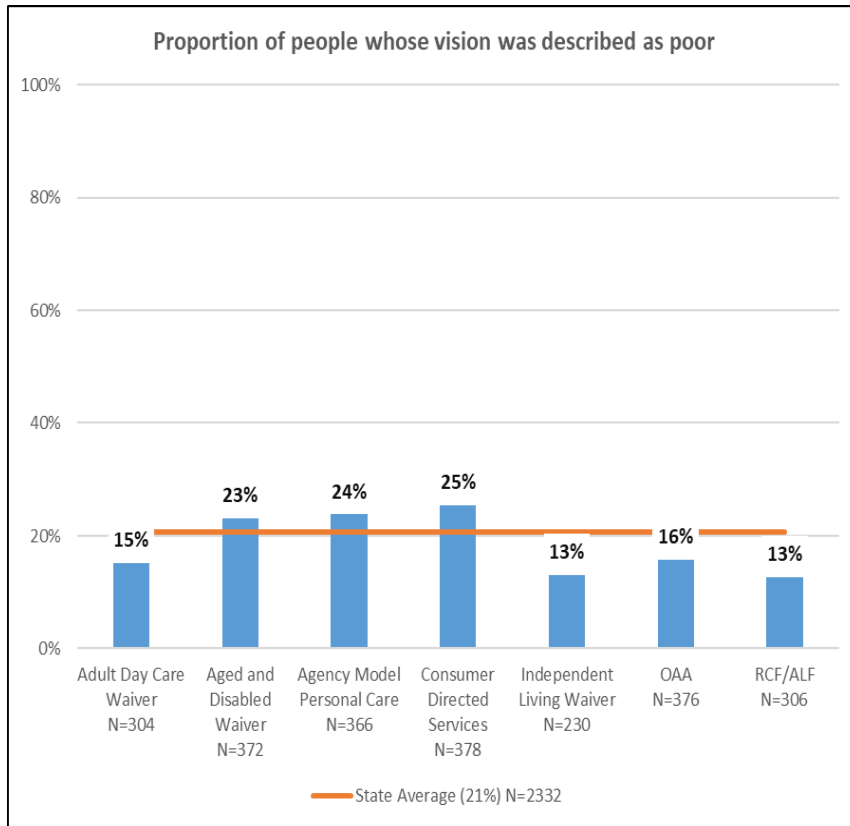
Graph 81. Proportion of people who often feel sad or depressed



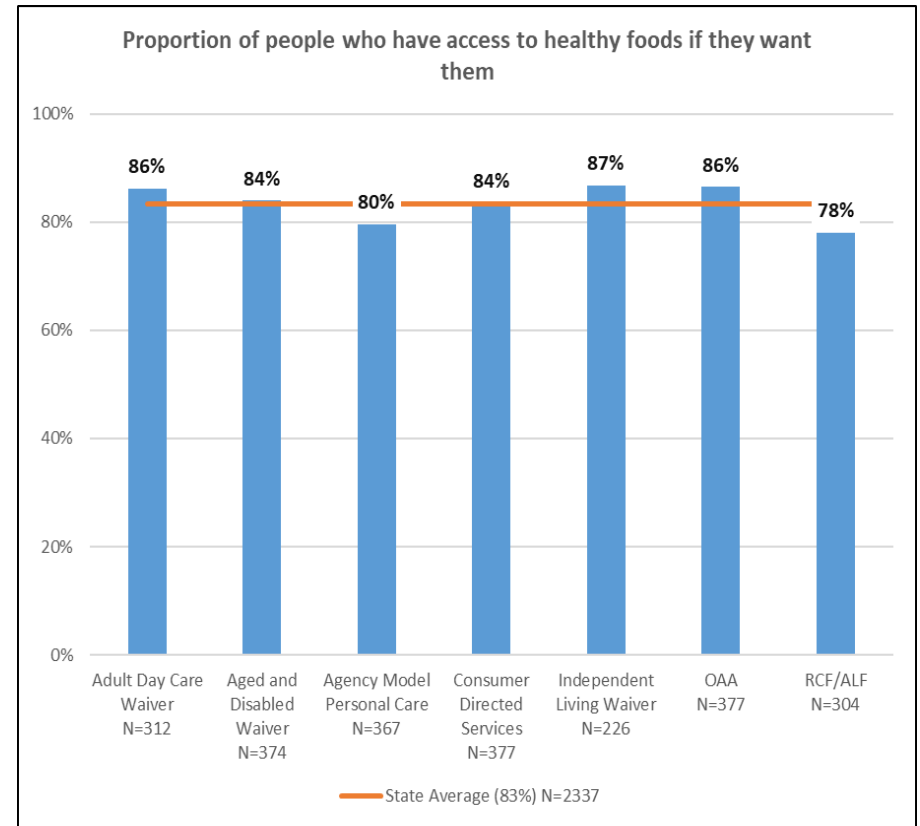
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 84. Proportion of people who have access to healthy foods if they want them⁵⁹



⁵⁹ Item previously reported in the “Everyday Living” domain.

Medications

Medications are managed effectively and appropriately.

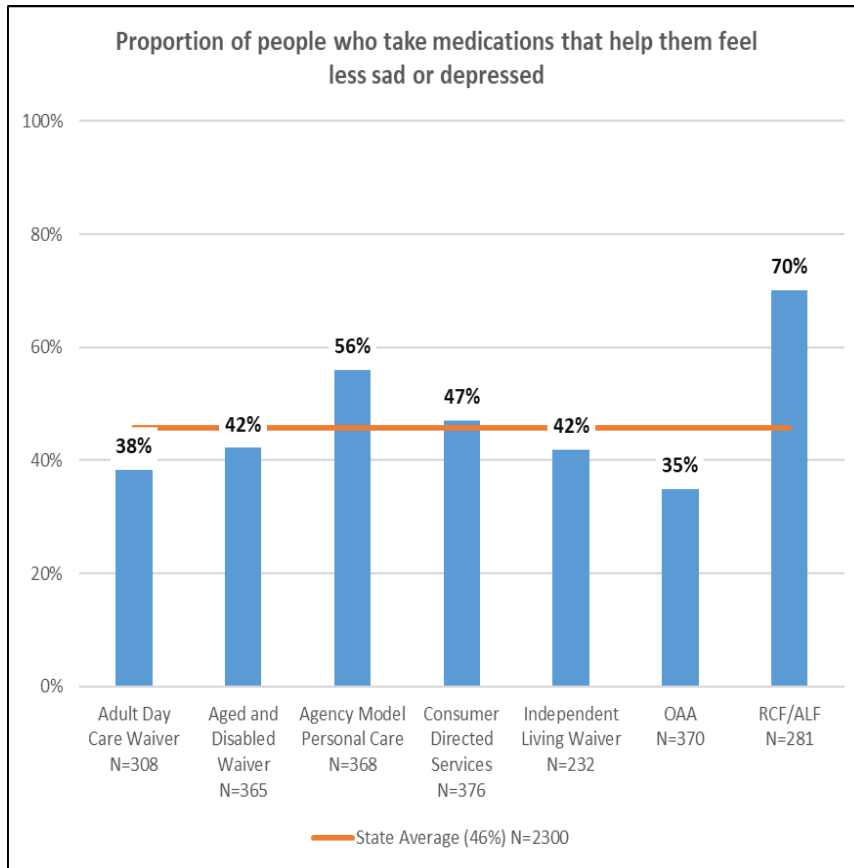
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

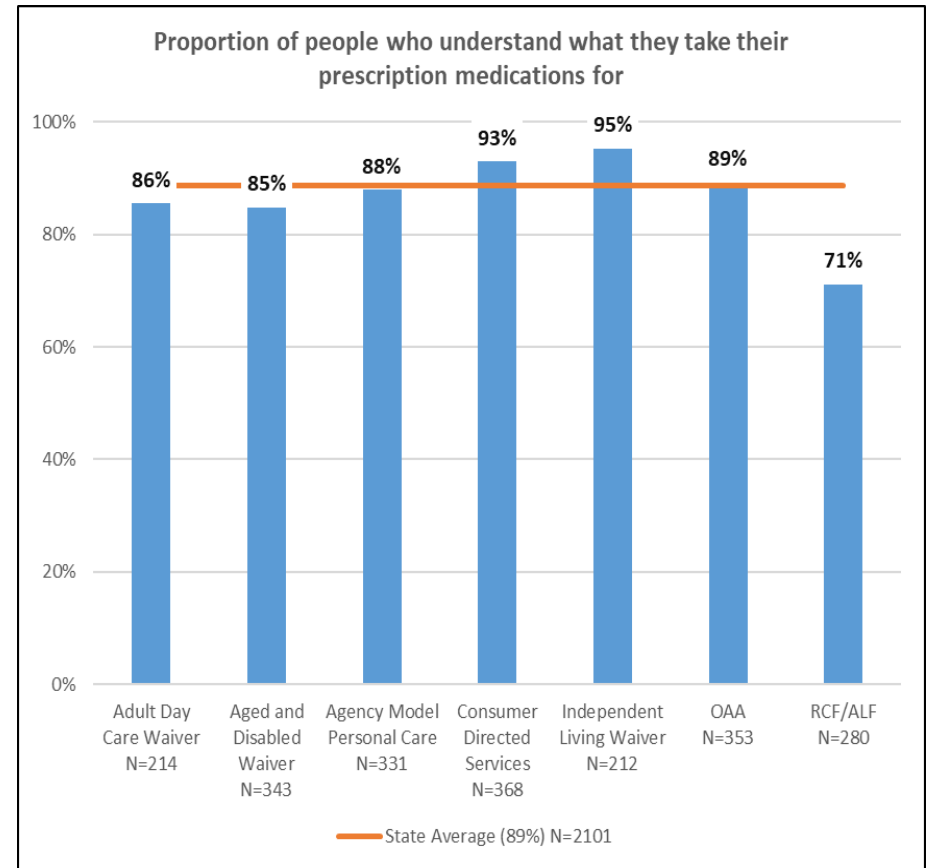
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 85. Proportion of people who take medications that help them feel less sad or depressed



Graph 86. Proportion of people who understand what they take their prescription medications for



Rights and Respect

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

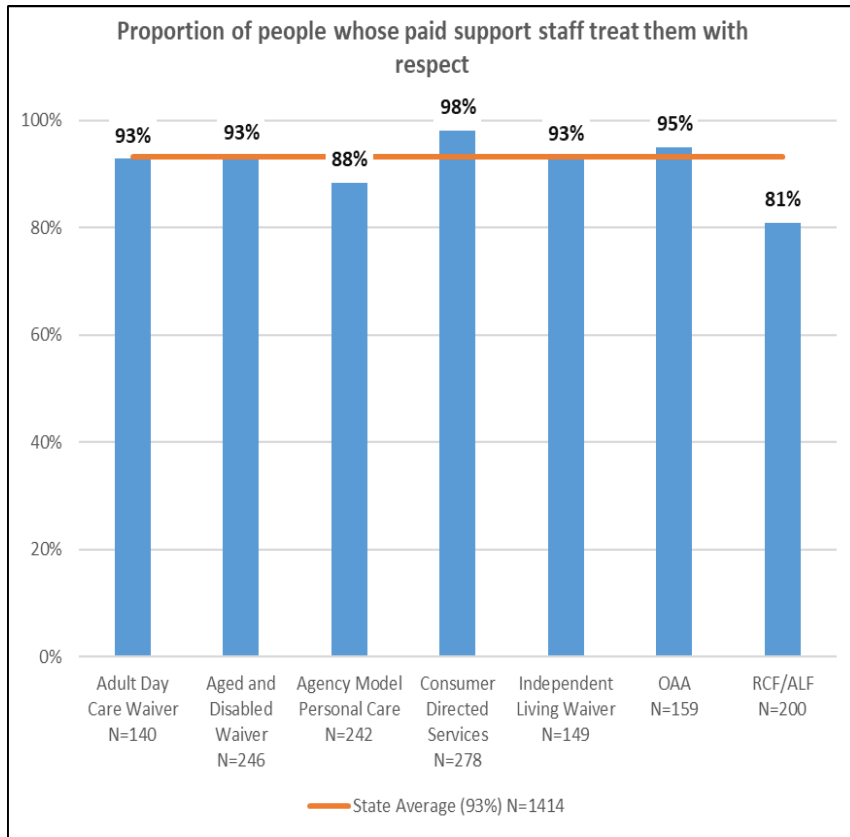
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose paid support staff treat them with respect.

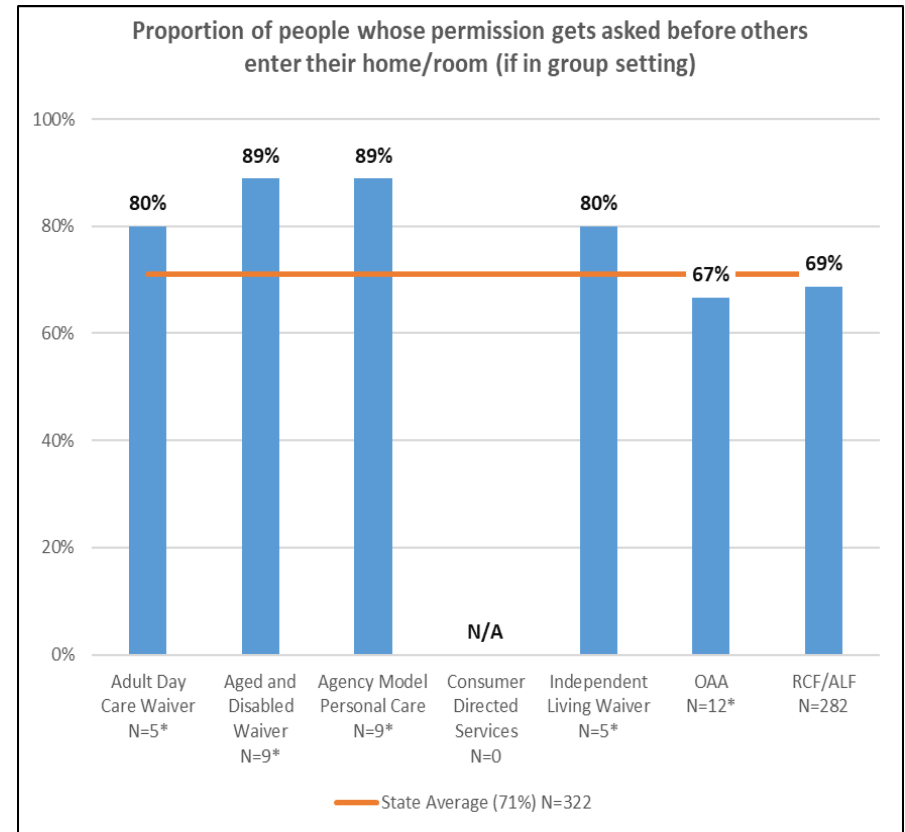
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

Graph 87. Proportion of people whose paid support staff treat them with respect



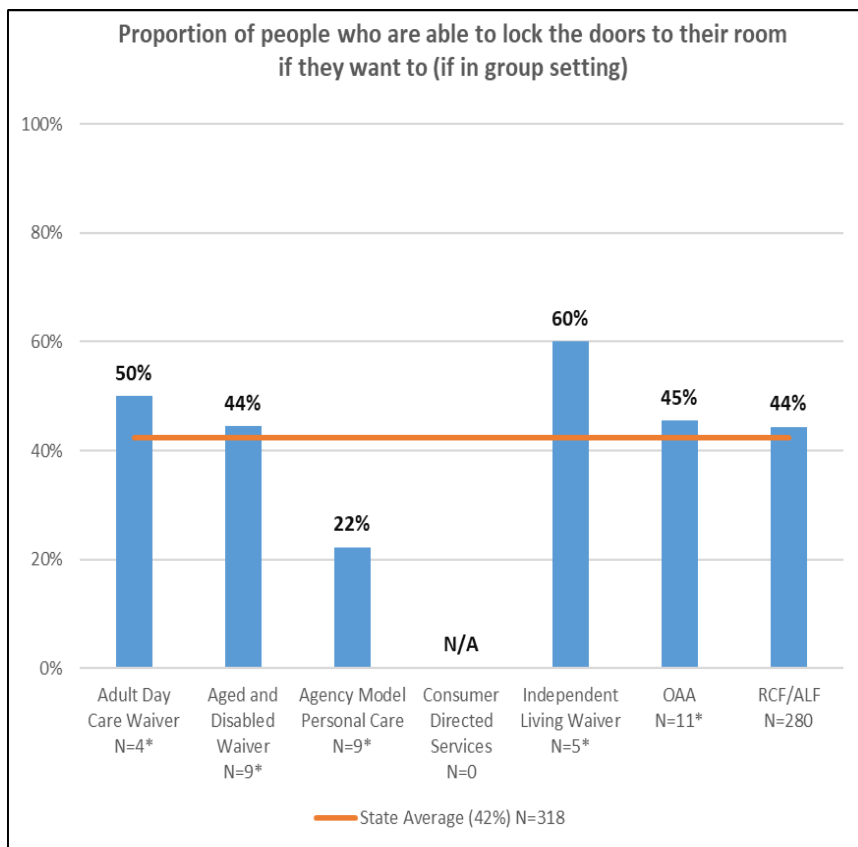
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶⁰



* Very small number of responses

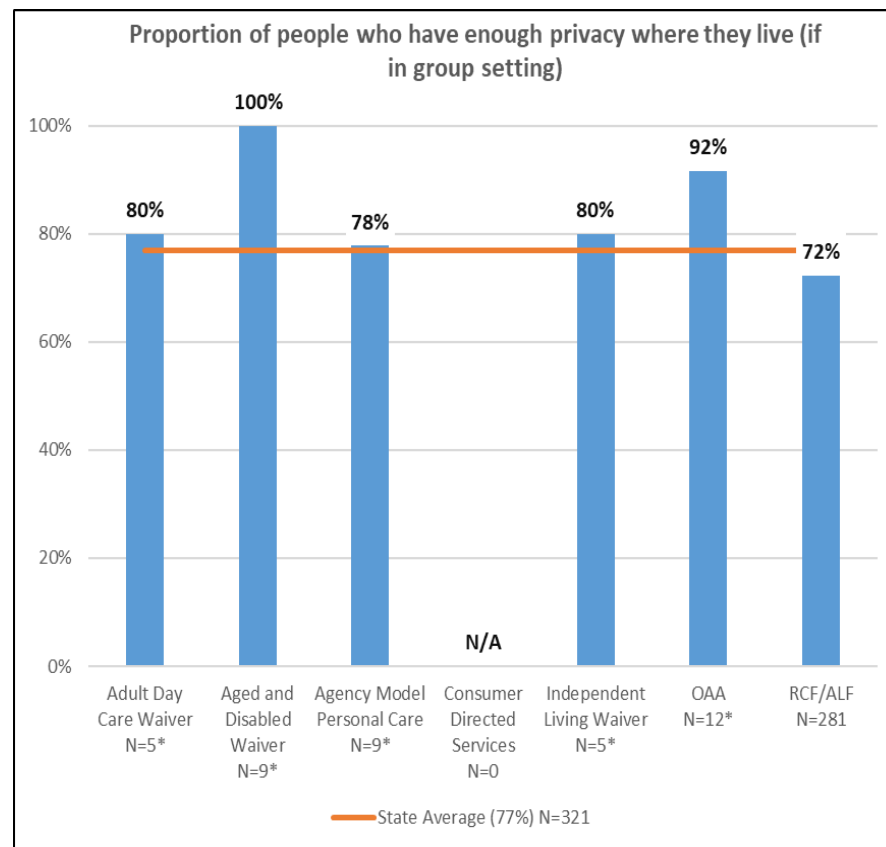
⁶⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)⁶¹



* Very small number of responses

Graph 90. Proportion of people who have enough privacy where they live (if in group setting)⁶²

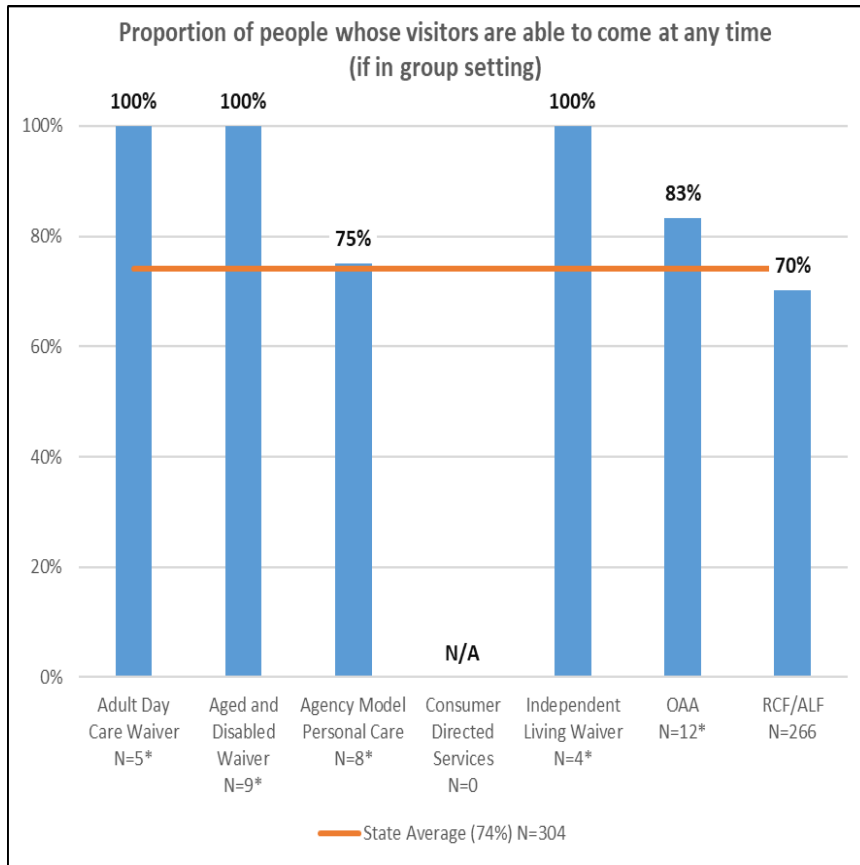


* Very small number of responses

⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

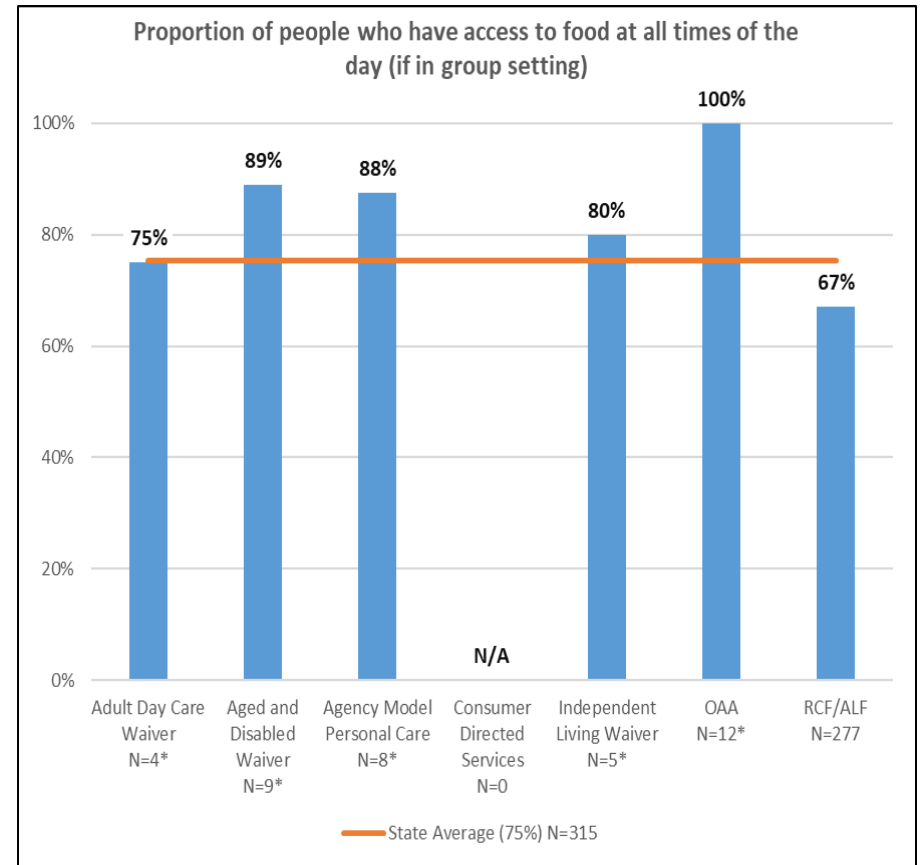
⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)⁶³



* Very small number of responses

Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)⁶⁴



* Very small number of responses

⁶³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁶⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

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

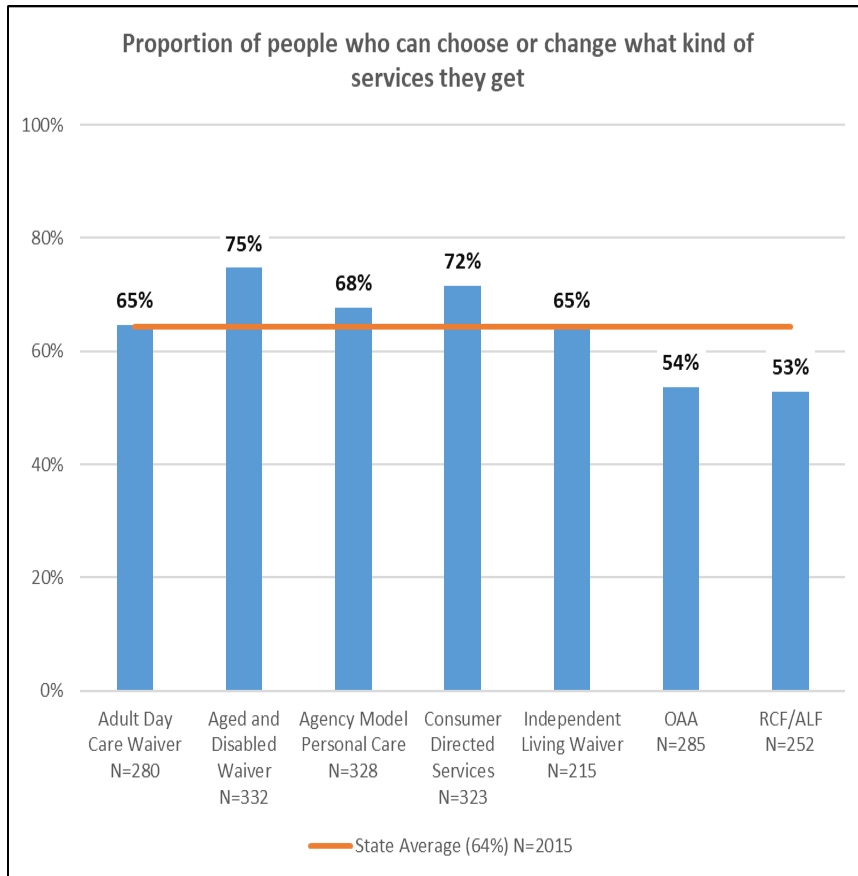
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

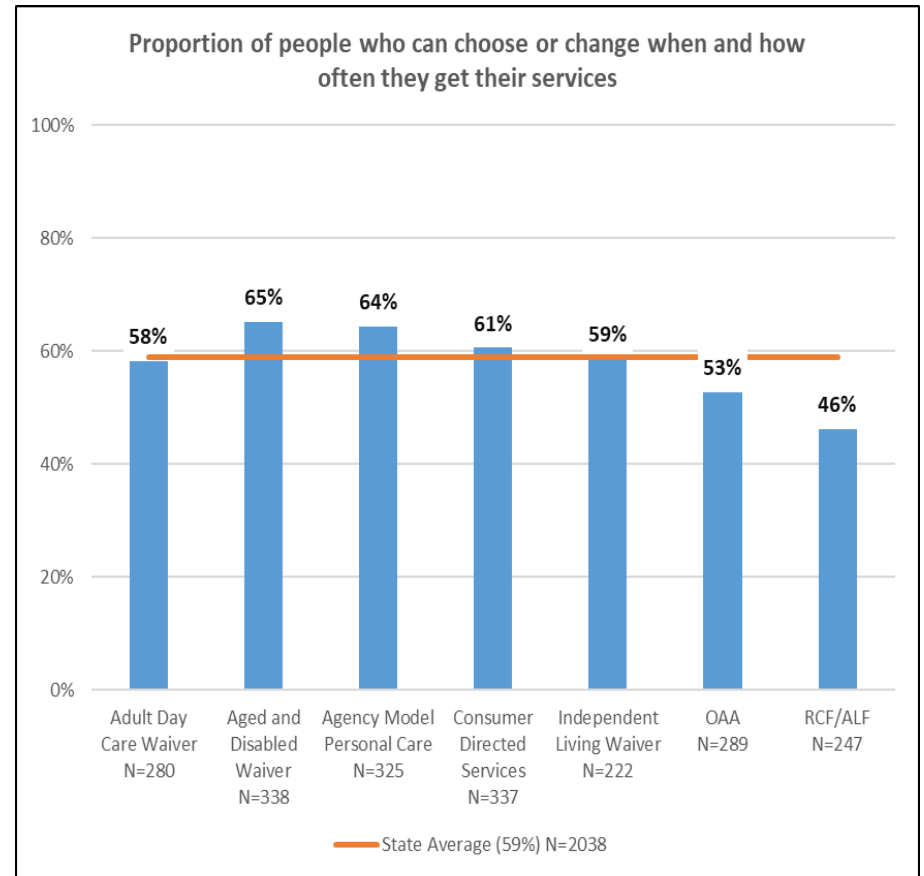
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

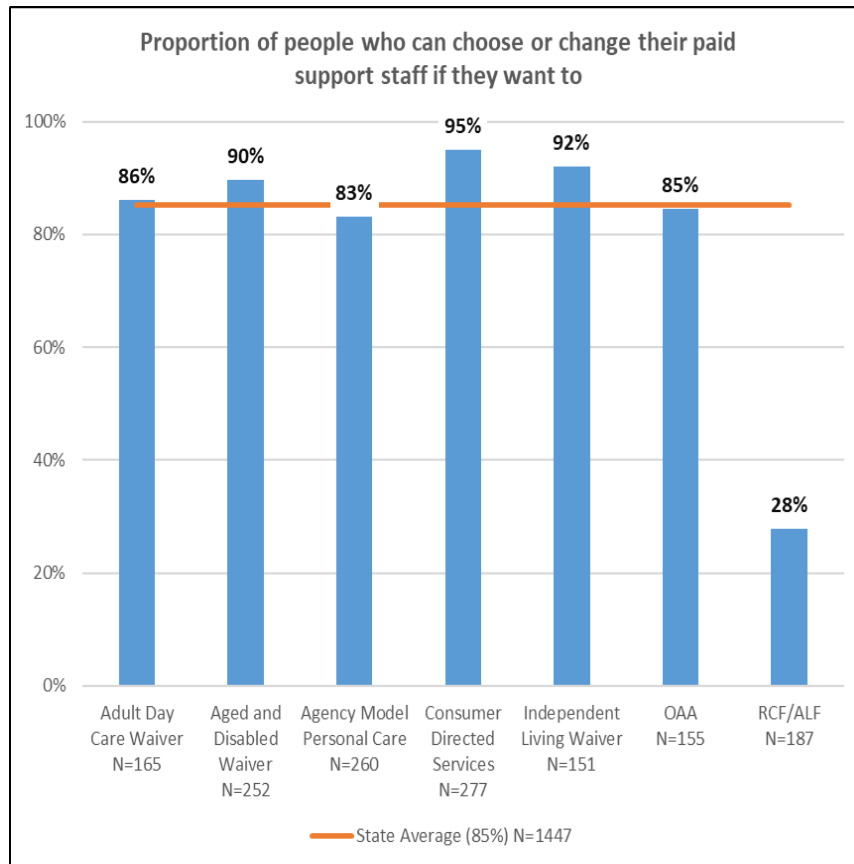
Graph 93. Proportion of people who can choose or change what kind of services they get



Graph 94. Proportion of people who can choose or change when and how often they get their services



Graph 95. Proportion of people who can choose or change their paid support staff if they want to



Work

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

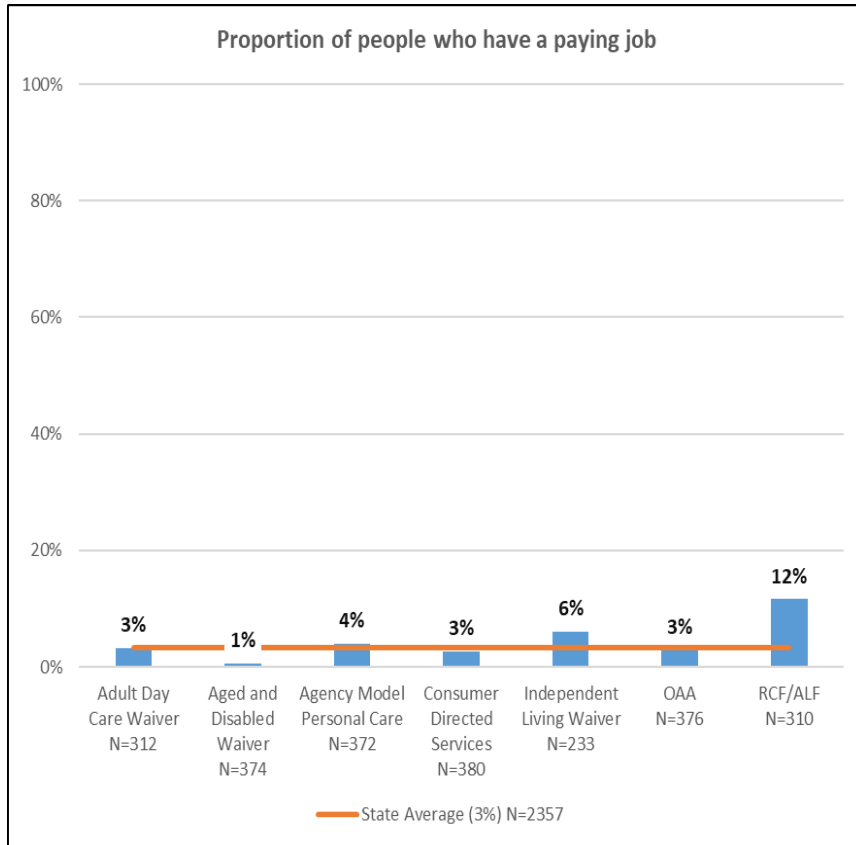
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

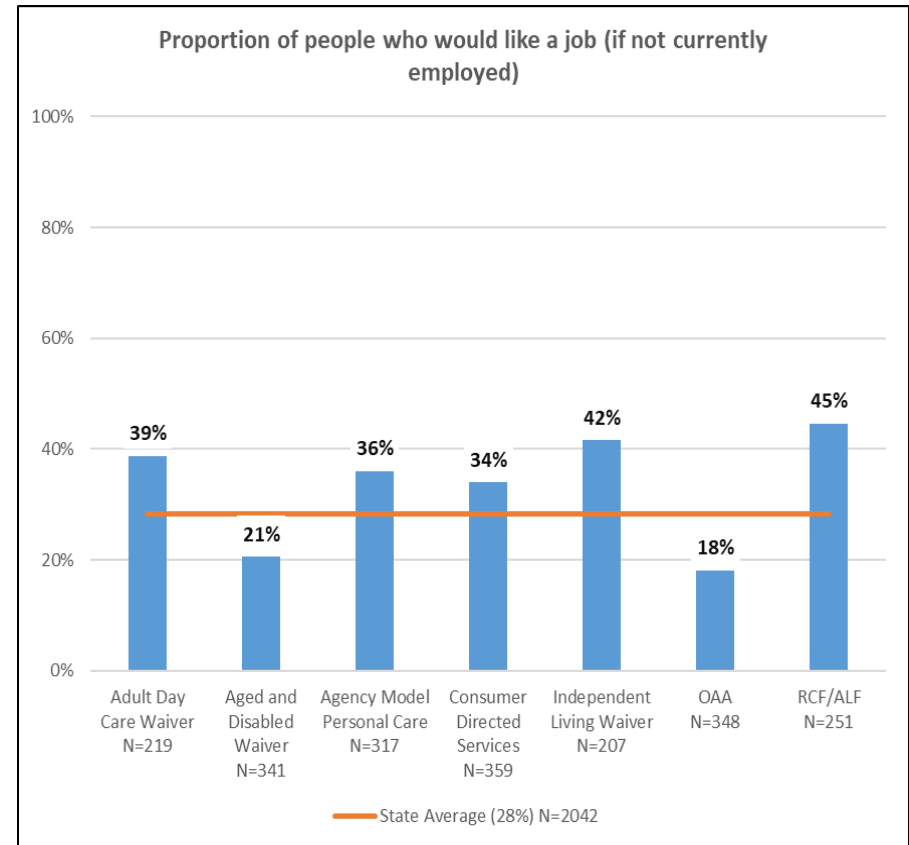
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

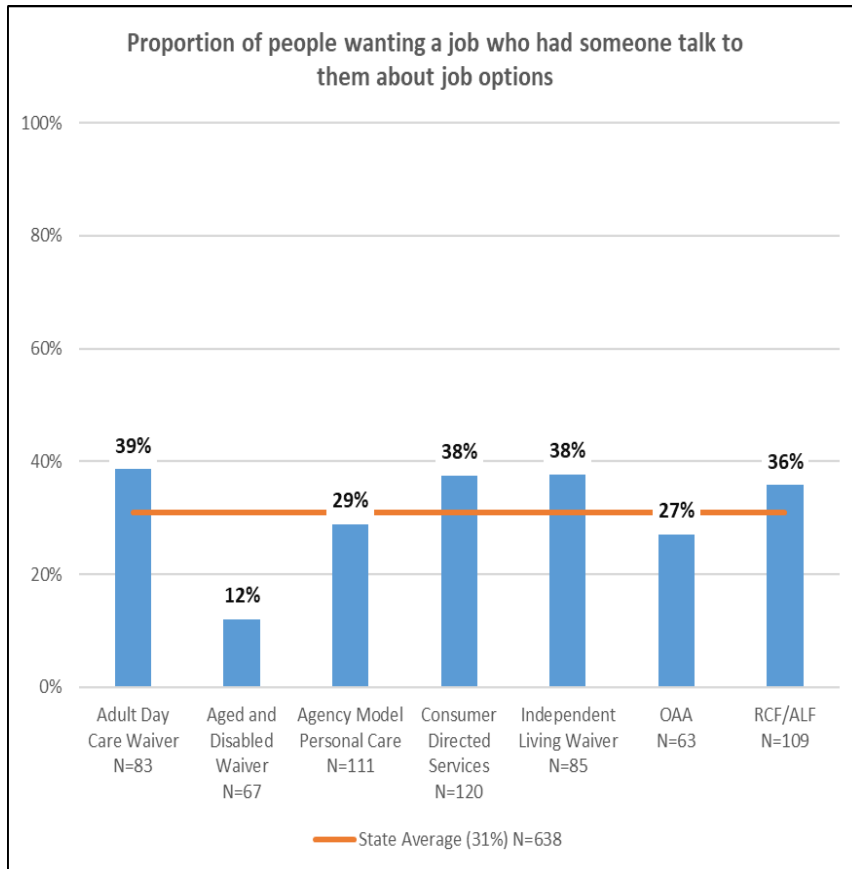
Graph 96. Proportion of people who have a paying job



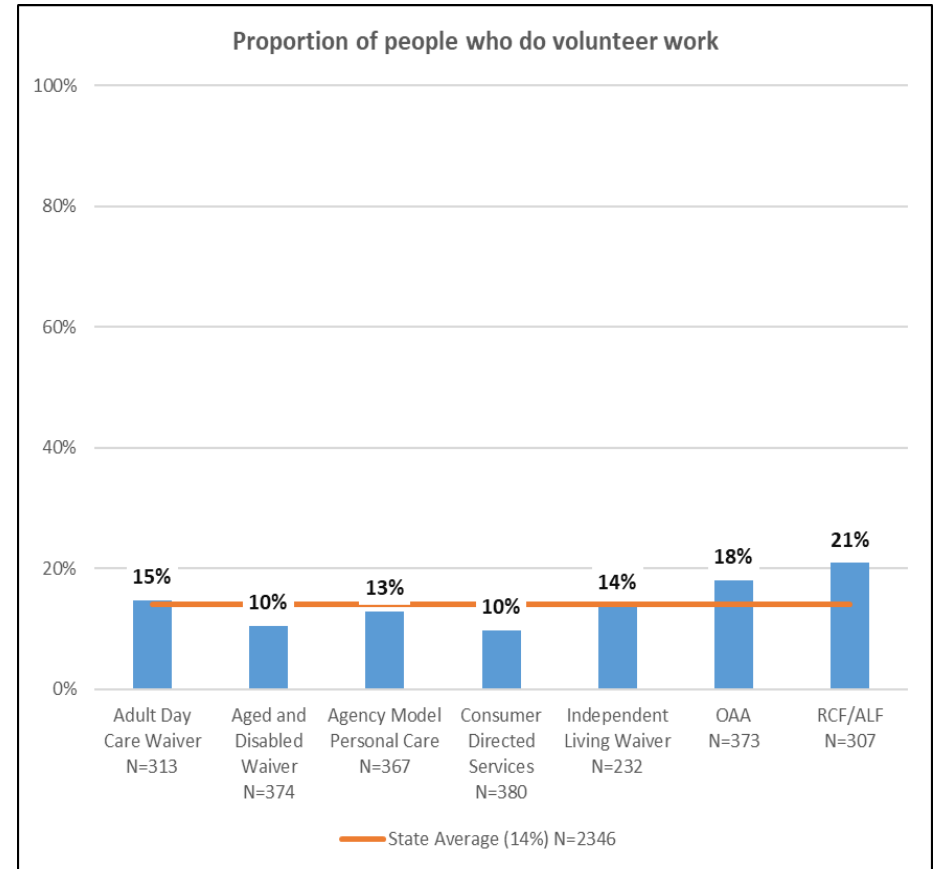
Graph 97. Proportion of people who would like a job (if not currently employed)



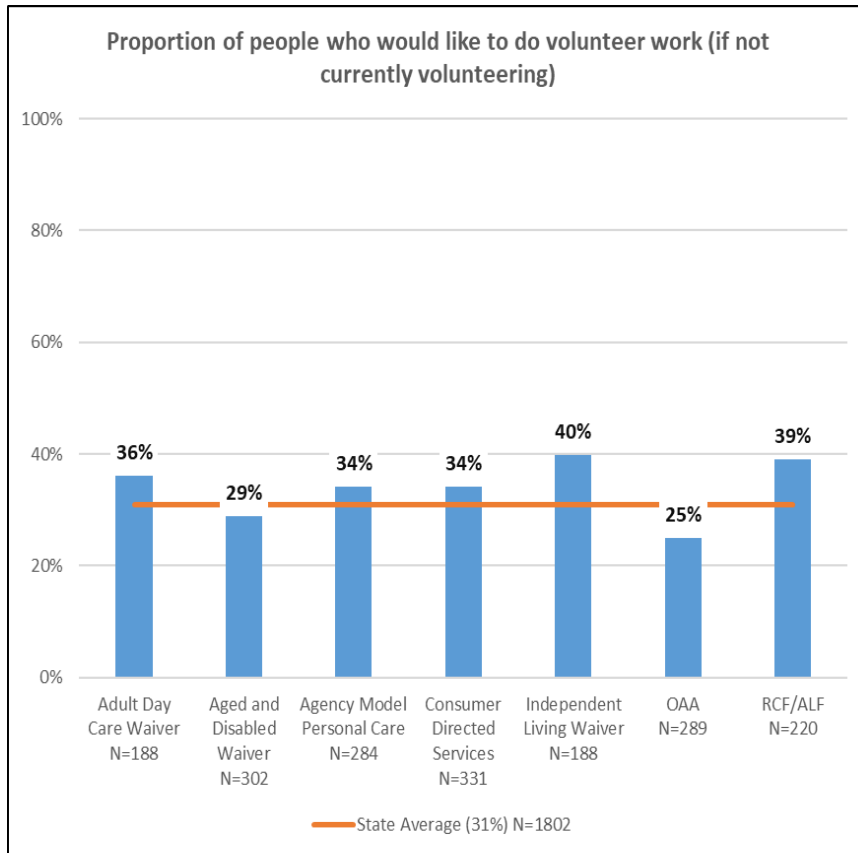
Graph 98. Proportion of people wanting a job who had someone talk to them about job options



Graph 99. Proportion of people who do volunteer work



Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

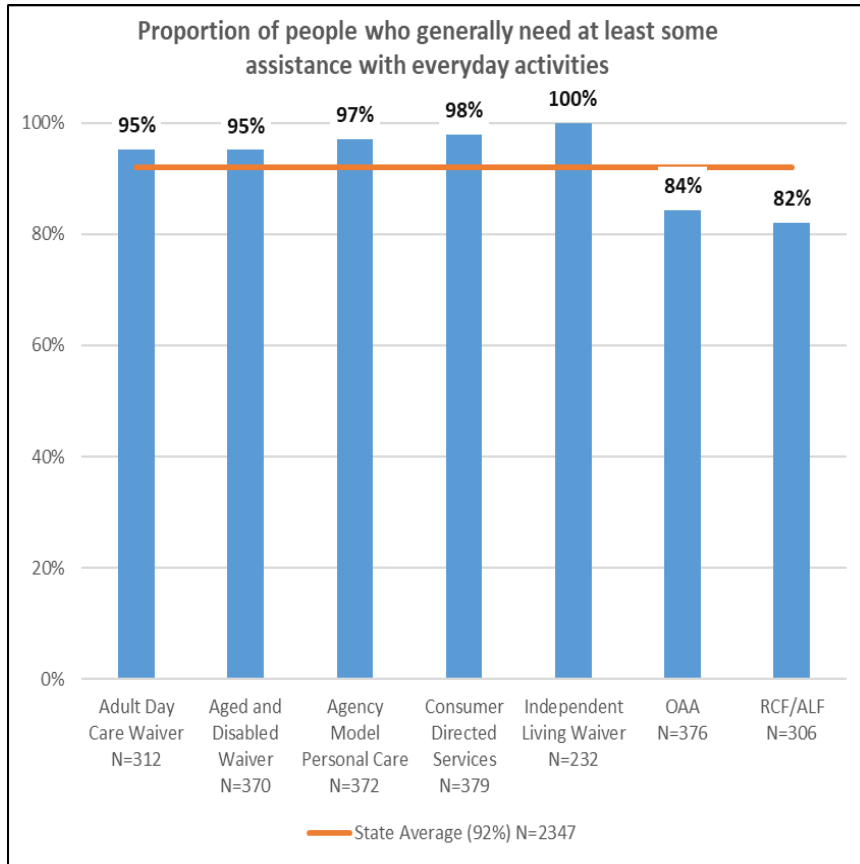
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living.

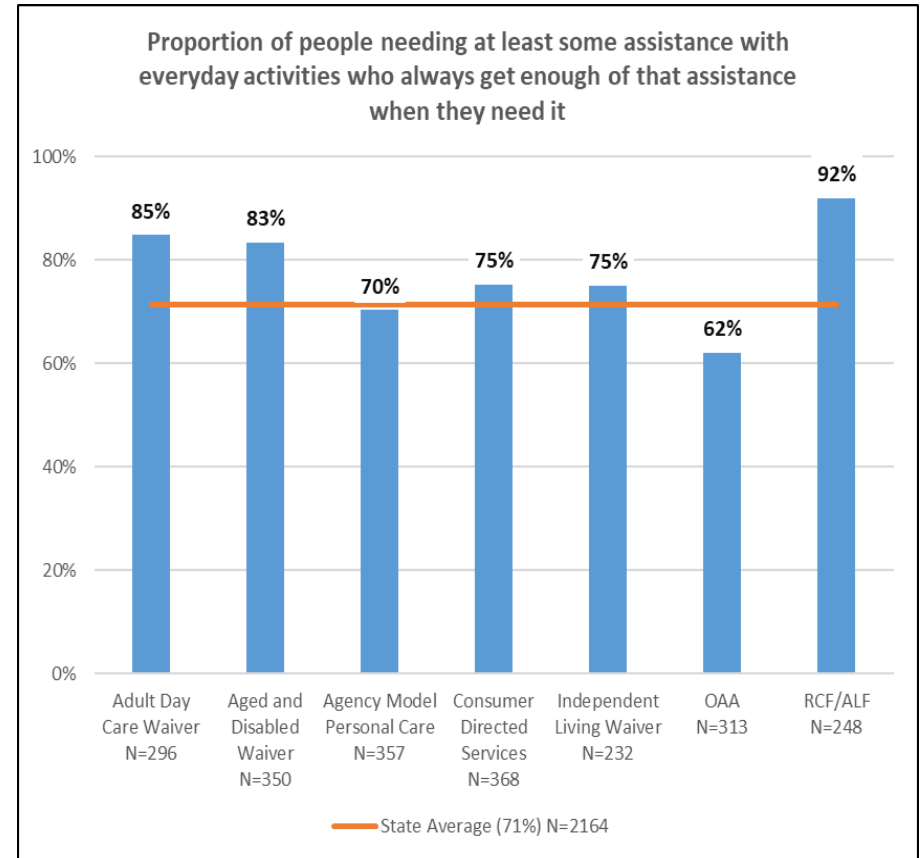
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

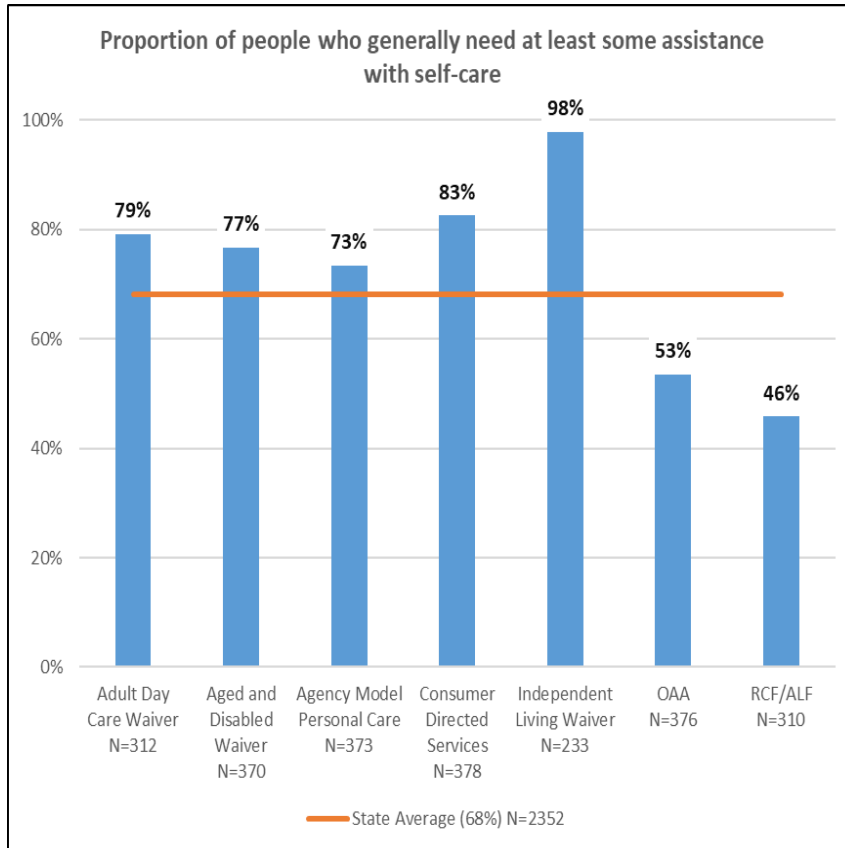
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



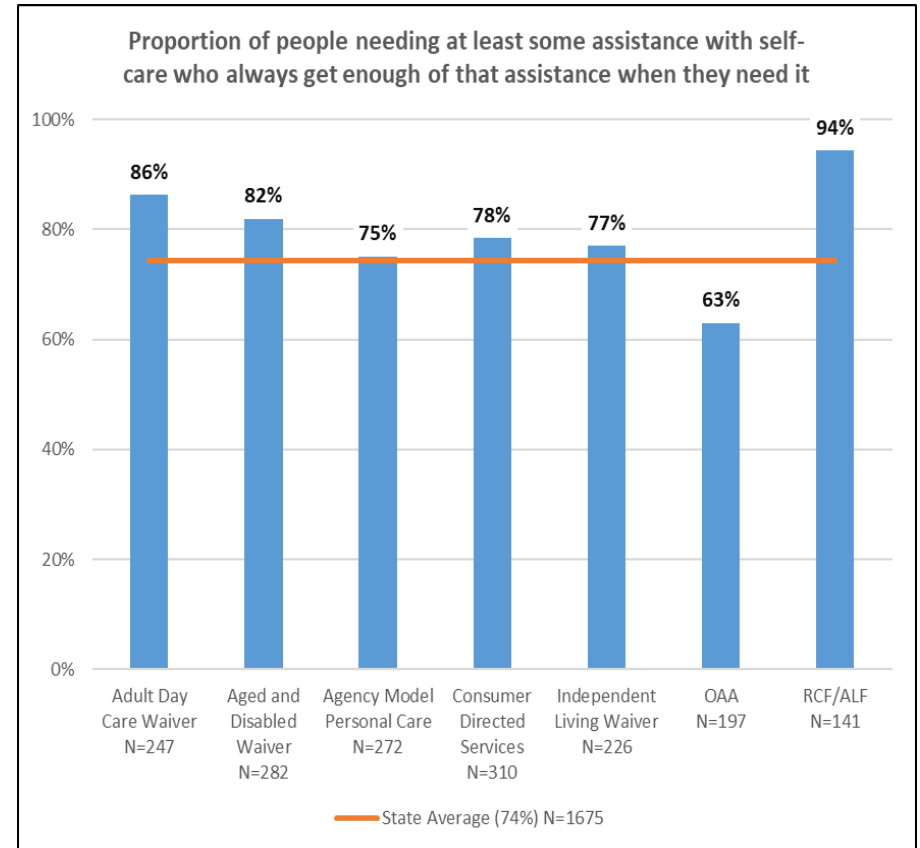
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 103. 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)



Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Affordability

People have enough available resources.

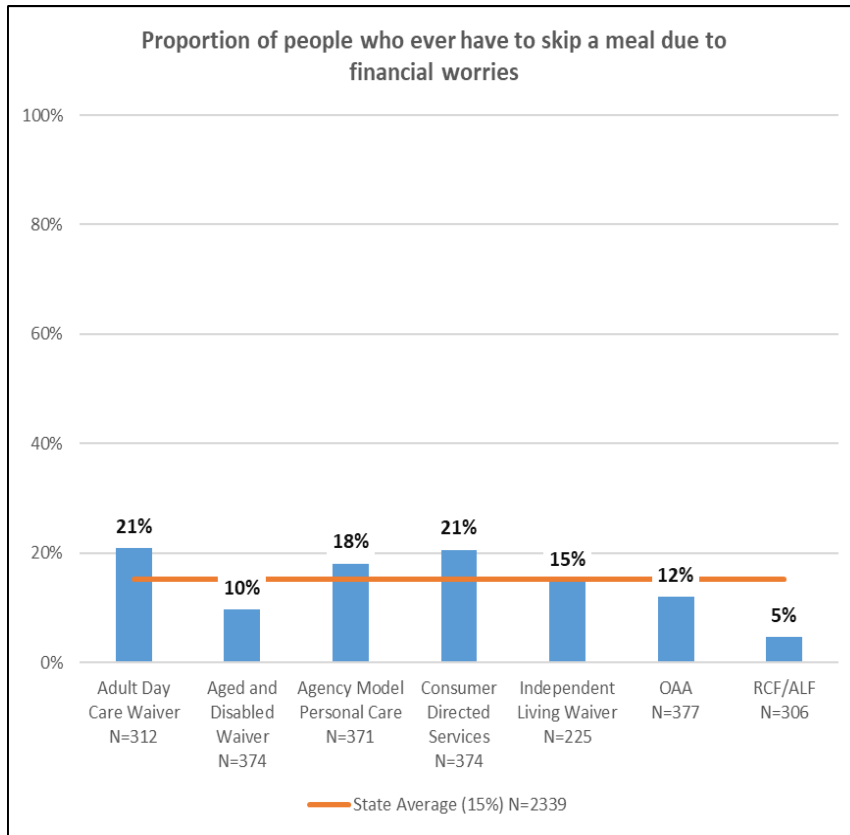
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have 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 105. Proportion of people who ever have to skip a meal due to financial worries



Control

People feel in control of their lives

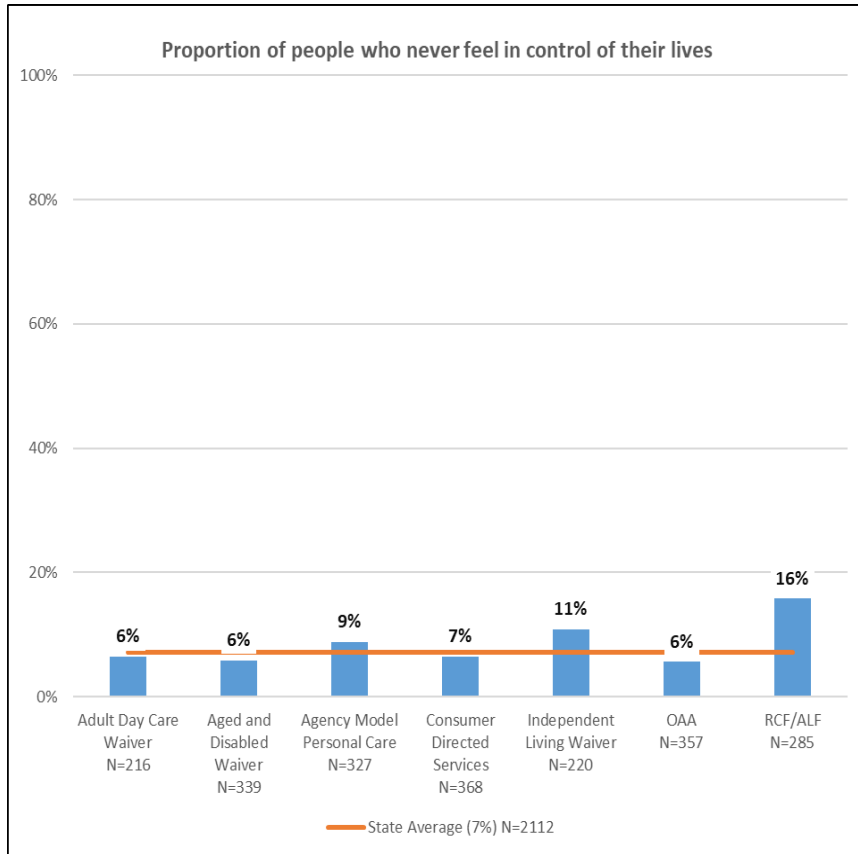
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

Graph 106. Proportion of people who never feel in control of their lives



Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing rules for recoding survey items with three or more response options into binary variables used for analysis. The table also specifies which graphs in this report contain recoded items, as well as their associated NCI-AD domains. Unless otherwise stated, “Don’t Know” and “Unclear/Refused” responses are excluded.

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Proportion of people who are as active in their 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 all ways” and “In most ways”
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 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 know whom to contact if they need help with services or have a complaint	14	Collapse “Not sure, maybe” and “No”
	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”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose long-term care services meet all their current 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 (if anyone provides support on a regular basis)	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 anyone provides support on a regular basis)	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	24	Collapse “No” and “Some information”
Care Coordination	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	26	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s)	28	Collapse “No” and “In-between, or some conditions”
	Proportion of people with concerns about falling or being unstable	29	Collapse “Yes, often” and “Sometimes”
Access to Community	Proportion of people who have transportation when they want to do things outside of their home (non-medical)	31	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	32	Collapse “No” and “Sometimes”
Access to Needed Equipment	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	33	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	34	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	35	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	36	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need a replacement	52	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but do not have it	53	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need a replacement	54	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a personal emergency response system but do not have it	55	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a personal emergency response system but need a replacement	56	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need an oxygen machine but do not have it	57	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have an oxygen machine but need a replacement	58	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	59	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need a replacement	60	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	70	Collapse “Usually” and “No, rarely”
	Proportion of people whose health was described as poor	77	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health was described as having gotten better compared to 12 months ago	78	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
Wellness	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	82	Collapse “Good” and “Fair”
	Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	83	Collapse “Good” and “Fair”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have access to healthy foods if they want them	84	Collapse “No, never” and “Sometimes”
Medications	Proportion of people who understand what they take their prescription medications for	86	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people whose paid support staff treat them with respect	87	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)	88	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy where they live (if in group setting)	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	93	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change when and how often they get their services	94	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change their paid support staff if they want to	95	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	97	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	100	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)	101	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)	103	Collapse “A lot” and “Some”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	105	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their lives	106	Collapse “Yes, almost always, always” and “In-between, sometimes”

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
Adult Day Care Waiver	49	313
Aged and Disabled Waiver	74	355
Agency Model Personal Care	57	371
Consumer Directed Services	59	373
Independent Living Waiver	49	233
OAA	74	340
RCF/ALF	60	310
Sample Average	61	2295

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Adult Day Care Waiver	100%	0%	0%	313
Aged and Disabled Waiver	95%	5%	0%	374
Agency Model Personal Care	99%	1%	0%	375
Consumer Directed Services	98%	2%	0%	380
Independent Living Waiver	100%	0%	0%	233
OAA	90%	10%	0%	377
RCF/ALF	99%	1%	0%	314
Sample Average	97%	3%	0%	2366

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Adult Day Care Waiver	50%	50%	0%	0%	313
Aged and Disabled Waiver	25%	75%	0%	0%	374
Agency Model Personal Care	39%	61%	0%	0%	375
Consumer Directed Services	32%	68%	0%	0%	380
Independent Living Waiver	49%	51%	0%	0%	233
OAA	27%	72%	0%	0%	377
RCF/ALF	51%	49%	0%	0%	314
Sample Average	38%	62%	0%	0%	2366

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
Adult Day Care Waiver	0%	0%	74%	0%	23%	0%	0%	3%	313
Aged and Disabled Waiver	0%	1%	33%	0%	60%	0%	0%	6%	374
Agency Model Personal Care	0%	1%	22%	0%	73%	0%	1%	4%	375
Consumer Directed Services	0%	1%	54%	0%	37%	0%	0%	8%	380
Independent Living Waiver	0%	1%	42%	0%	51%	0%	0%	6%	233
OAA	1%	1%	33%	0%	62%	1%	0%	3%	377
RCF/ALF	0%	0%	21%	0%	78%	0%	0%	1%	314
Sample Average	0%	1%	39%	0%	55%	0%	0%	4%	2366

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Adult Day Care Waiver	70%	6%	20%	4%	1%	312
Aged and Disabled Waiver	16%	14%	31%	39%	0%	374
Agency Model Personal Care	39%	11%	39%	11%	1%	373
Consumer Directed Services	33%	14%	38%	14%	0%	380
Independent Living Waiver	59%	7%	28%	6%	0%	233
OAA	13%	15%	27%	45%	0%	377
RCF/ALF	55%	8%	26%	11%	1%	310
Sample Average	38%	11%	30%	20%	0%	2359

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Adult Day Care Waiver	99%	0%	0%	0%	313
Aged and Disabled Waiver	95%	1%	4%	0%	374
Agency Model Personal Care	97%	0%	3%	0%	375
Consumer Directed Services	93%	0%	7%	0%	380
Independent Living Waiver	97%	0%	2%	0%	233
OAA	98%	1%	1%	0%	376
RCF/ALF	100%	0%	0%	0%	314
Sample Average	97%	0%	3%	0%	2365

Table 7. Type of residential area⁶⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Adult Day Care Waiver	94%	4%	0%	2%	0%	313
Aged and Disabled Waiver	68%	12%	7%	13%	0%	374
Agency Model Personal Care	71%	12%	5%	11%	0%	375
Consumer Directed Services	86%	6%	3%	5%	0%	380
Independent Living Waiver	83%	9%	4%	4%	0%	233
OAA	68%	14%	10%	9%	0%	377
RCF/ALF	54%	28%	6%	12%	0%	314
Sample Average	74%	12%	5%	8%	0%	2366

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
Adult Day Care Waiver	86%	5%	5%	1%	1%	1%	1%	0%	312
Aged and Disabled Waiver	75%	17%	4%	1%	2%	0%	1%	0%	374
Agency Model Personal Care	83%	12%	1%	1%	1%	0%	2%	0%	373
Consumer Directed Services	87%	8%	4%	0%	0%	0%	1%	0%	380
Independent Living Waiver	88%	6%	2%	1%	0%	1%	1%	0%	233
OAA	78%	16%	1%	2%	1%	1%	1%	0%	377
RCF/ALF	1%	0%	50%	47%	2%	0%	0%	0%	310
Sample Average	72%	10%	9%	7%	1%	0%	1%	0%	2359

⁶⁵ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
Adult Day Care Waiver	29%	6%	59%	4%	1%	3%	0%	312
Aged and Disabled Waiver	58%	13%	26%	1%	2%	2%	1%	374
Agency Model Personal Care	58%	12%	26%	3%	1%	3%	0%	373
Consumer Directed Services	47%	15%	38%	2%	3%	0%	0%	380
Independent Living Waiver	38%	6%	46%	5%	9%	2%	0%	233
OAA	65%	14%	19%	1%	1%	2%	0%	377
RCF/ALF	7%	1%	1%	0%	6%	89%	1%	310
Sample Average	45%	10%	30%	2%	3%	13%	0%	2359

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Adult Day Care Waiver	88%	12%	0%	312
Aged and Disabled Waiver	93%	7%	0%	374
Agency Model Personal Care	91%	9%	0%	373
Consumer Directed Services	91%	9%	0%	380
Independent Living Waiver	91%	9%	0%	233
OAA	94%	6%	0%	377
RCF/ALF	93%	6%	1%	310
Sample Average	92%	8%	0%	2359

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
Adult Day Care Waiver	83%	11%	0%	0%	0%	0%	6%	0%	36
Aged and Disabled Waiver	70%	15%	11%	0%	4%	0%	0%	0%	27
Agency Model Personal Care	79%	12%	0%	0%	6%	0%	3%	0%	34
Consumer Directed Services	88%	6%	0%	3%	0%	3%	0%	0%	34
Independent Living Waiver	67%	0%	10%	0%	10%	5%	10%	0%	21
OAA	76%	14%	0%	5%	0%	0%	5%	0%	21
RCF/ALF	5%	0%	50%	30%	5%	0%	10%	0%	20
Sample Average	71%	9%	8%	4%	3%	1%	4%	0%	193

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Adult Day Care Waiver	37%	60%	3%	312
Aged and Disabled Waiver	35%	61%	3%	374
Agency Model Personal Care	19%	79%	3%	373
Consumer Directed Services	27%	72%	1%	380
Independent Living Waiver	11%	88%	1%	233
OAA	44%	55%	2%	377
RCF/ALF	58%	38%	4%	310
Sample Average	33%	64%	2%	2359

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

	No	Yes	Don’t Know/Unclear	N
Adult Day Care Waiver	95%	4%	1%	312
Aged and Disabled Waiver	83%	15%	2%	374
Agency Model Personal Care	94%	4%	2%	373
Consumer Directed Services	95%	3%	2%	380
Independent Living Waiver	99%	0%	0%	233
OAA	90%	8%	2%	377
RCF/ALF	88%	9%	3%	310
Sample Average	92%	6%	2%	2359

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Adult Day Care Waiver	82%	17%	1%	312
Aged and Disabled Waiver	90%	7%	3%	374
Agency Model Personal Care	82%	16%	2%	373
Consumer Directed Services	93%	6%	1%	380
Independent Living Waiver	87%	12%	2%	233
OAA	93%	5%	3%	377
RCF/ALF	85%	12%	3%	310
Sample Average	87%	10%	2%	2359

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
Adult Day Care Waiver	53%	45%	2%	312
Aged and Disabled Waiver	97%	3%	1%	374
Agency Model Personal Care	76%	21%	3%	373
Consumer Directed Services	92%	6%	2%	380
Independent Living Waiver	91%	8%	1%	233
OAA	98%	1%	1%	377
RCF/ALF	70%	24%	6%	310
Sample Average	83%	15%	2%	2359

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
Adult Day Care Waiver	6%	12%	44%	69%	0%	312
Aged and Disabled Waiver	6%	15%	71%	44%	0%	374
Agency Model Personal Care	9%	16%	56%	57%	1%	373
Consumer Directed Services	7%	12%	63%	59%	0%	380
Independent Living Waiver	25%	48%	32%	20%	0%	233
OAA	5%	14%	65%	54%	0%	377
RCF/ALF	5%	3%	27%	78%	0%	310
Sample Average	8%	15%	53%	56%	0%	2359

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

	No	Yes	Don't Know/Unclear	N
Adult Day Care Waiver	76%	24%	1%	312
Aged and Disabled Waiver	67%	33%	1%	374
Agency Model Personal Care	64%	34%	2%	373
Consumer Directed Services	63%	37%	1%	380
Independent Living Waiver	79%	20%	0%	233
OAA	73%	27%	0%	377
RCF/ALF	82%	18%	0%	310
Sample Average	71%	28%	1%	2359

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Adult Day Care Waiver	35%	63%	2%	312
Aged and Disabled Waiver	6%	93%	1%	374
Agency Model Personal Care	25%	74%	1%	373
Consumer Directed Services	28%	71%	2%	380
Independent Living Waiver	30%	70%	1%	233
OAA	6%	93%	1%	377
RCF/ALF	23%	71%	6%	310
Sample Average	21%	77%	2%	2359

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
Adult Day Care Waiver	0%	2%	29%	69%	0%	313
Aged and Disabled Waiver	0%	5%	33%	61%	0%	374
Agency Model Personal Care	0%	5%	35%	61%	0%	375
Consumer Directed Services	0%	4%	33%	62%	0%	380
Independent Living Waiver	0%	0%	10%	90%	0%	233
OAA	13%	7%	23%	56%	0%	377
RCF/ALF	0%	3%	19%	78%	0%	314
Sample Average	2%	4%	27%	67%	0%	2366

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Adult Day Care Waiver	74%	26%	0%	313
Aged and Disabled Waiver	98%	2%	0%	374
Agency Model Personal Care	89%	11%	0%	375
Consumer Directed Services	99%	1%	0%	380
Independent Living Waiver	98%	2%	0%	233
OAA	100%	0%	0%	377
RCF/ALF	62%	38%	0%	314
Sample Average	89%	11%	0%	2366

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

	No	Yes	Don't Know	N
Adult Day Care Waiver	100%	0%	0%	313
Aged and Disabled Waiver	100%	0%	0%	374
Agency Model Personal Care	100%	0%	0%	375
Consumer Directed Services	0%	100%	0%	380
Independent Living Waiver	0%	100%	0%	233
OAA	100%	0%	0%	377
RCF/ALF	100%	0%	0%	314
Sample Average	74%	26%	0%	2366

Community Participation

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	38%	12%	49%	0%	0%	226
Aged and Disabled Waiver	46%	10%	43%	1%	1%	344
Agency Model Personal Care	49%	8%	42%	1%	1%	337
Consumer Directed Services	52%	6%	40%	2%	0%	370
Independent Living Waiver	45%	6%	49%	0%	0%	222
OAA	44%	5%	50%	1%	0%	359
RCF/ALF	30%	9%	60%	2%	0%	288
Sample Average	44%	8%	47%	1%	0%	2146

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

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
Adult Day Care Waiver	29%	32%	10%	62%	13%	8%	114
Aged and Disabled Waiver	23%	32%	11%	73%	10%	6%	193
Agency Model Personal Care	33%	39%	17%	78%	18%	11%	192
Consumer Directed Services	24%	31%	15%	82%	11%	4%	215
Independent Living Waiver	20%	33%	24%	73%	17%	4%	114
OAA	19%	35%	14%	75%	14%	2%	175
RCF/ALF	37%	44%	6%	45%	16%	6%	110
Sample Average	26%	35%	14%	72%	14%	6%	1113

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

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	10%	9%	17%	10%	1%	1%	114
Aged and Disabled Waiver	6%	8%	13%	12%	1%	0%	193
Agency Model Personal Care	10%	9%	13%	7%	0%	1%	192
Consumer Directed Services	5%	4%	18%	9%	1%	0%	215
Independent Living Waiver	6%	5%	18%	5%	0%	0%	114
OAA	4%	6%	10%	7%	1%	0%	175
RCF/ALF	6%	5%	22%	7%	5%	0%	110
Sample Average	7%	7%	15%	8%	1%	0%	1113

Table 24. 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
Adult Day Care Waiver	31%	68%	1%	0%	226
Aged and Disabled Waiver	38%	62%	0%	1%	344
Agency Model Personal Care	48%	50%	1%	1%	337
Consumer Directed Services	39%	61%	1%	0%	370
Independent Living Waiver	39%	60%	1%	0%	222
OAA	40%	58%	1%	0%	359
RCF/ALF	23%	75%	1%	1%	288
Sample Average	37%	61%	1%	0%	2146

Choice and Decision Making

Table 25. Proportion of people who are able to choose their roommate (if in group setting⁶⁶ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	100%	0%	0%	0%	2
Aged and Disabled Waiver	50%	50%	0%	0%	2
Agency Model Personal Care	50%	33%	17%	0%	6
Consumer Directed Services	n/a	n/a	n/a	n/a	0
Independent Living Waiver	100%	0%	0%	0%	2
OAA	100%	0%	0%	0%	2
RCF/ALF	66%	29%	5%	0%	194
Sample Average	67%	28%	5%	0%	208

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

	No, Never	Some Days, Sometimes	Yes, Always/ Almost Always	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	3%	4%	93%	0%	0%	226
Aged and Disabled Waiver	0%	3%	97%	0%	0%	344
Agency Model Personal Care	4%	3%	93%	0%	0%	336
Consumer Directed Services	1%	2%	96%	0%	0%	370
Independent Living Waiver	6%	5%	89%	0%	0%	222
OAA	1%	1%	98%	0%	0%	359
RCF/ALF	6%	8%	86%	0%	0%	287
Sample Average	3%	3%	94%	0%	0%	2144

⁶⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 27. 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
Adult Day Care Waiver	3%	3%	94%	0%	0%	0%	226
Aged and Disabled Waiver	1%	3%	96%	0%	0%	0%	344
Agency Model Personal Care	2%	6%	91%	0%	0%	0%	336
Consumer Directed Services	1%	2%	97%	0%	0%	0%	370
Independent Living Waiver	5%	6%	86%	3%	0%	0%	222
OAA	1%	2%	96%	0%	0%	0%	359
RCF/ALF	40%	9%	50%	0%	1%	0%	285
Sample Average	7%	4%	88%	0%	0%	0%	2142

Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting⁶⁷)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	0%	40%	60%	0%	0%	5
Aged and Disabled Waiver	11%	0%	89%	0%	0%	9
Agency Model Personal Care	22%	11%	44%	22%	0%	9
Consumer Directed Services	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	20%	0%	80%	0%	0%	5
OAA	0%	17%	83%	0%	0%	12
RCF/ALF	17%	17%	63%	3%	0%	283
Sample Average	16%	16%	64%	3%	0%	323

⁶⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Relationships

Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	2%	7%	92%	0%	0%	198
Aged and Disabled Waiver	3%	7%	89%	0%	0%	324
Agency Model Personal Care	6%	13%	81%	0%	0%	304
Consumer Directed Services	2%	5%	93%	0%	0%	352
Independent Living Waiver	3%	7%	90%	0%	0%	212
OAA	3%	10%	86%	0%	0%	324
RCF/ALF	9%	14%	77%	0%	0%	258
Sample Average	4%	9%	87%	0%	0%	1972

Table 30. 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
Adult Day Care Waiver	44%	25%	6%	19%	0%	44%	6%	16
Aged and Disabled Waiver	20%	23%	0%	26%	0%	57%	3%	35
Agency Model Personal Care	32%	33%	2%	18%	5%	39%	2%	57
Consumer Directed Services	36%	24%	0%	40%	4%	40%	0%	25
Independent Living Waiver	38%	38%	5%	24%	5%	29%	0%	21
OAA	16%	30%	2%	16%	0%	39%	7%	44
RCF/ALF	29%	33%	0%	9%	3%	55%	0%	58
Sample Average	29%	30%	2%	19%	3%	45%	2%	256

Satisfaction

Table 31. 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
Adult Day Care Waiver	8%	11%	82%	0%	0%	226
Aged and Disabled Waiver	9%	5%	86%	0%	0%	344
Agency Model Personal Care	10%	13%	76%	1%	1%	337
Consumer Directed Services	10%	9%	81%	0%	0%	370
Independent Living Waiver	5%	9%	86%	0%	0%	222
OAA	5%	8%	86%	0%	0%	359
RCF/ALF	11%	15%	73%	1%	0%	291
Sample Average	8%	10%	81%	0%	0%	2149

Table 32a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Adult Day Care Waiver	13%	25%	13%	25%	15%	40
Aged and Disabled Waiver	8%	17%	10%	23%	15%	48
Agency Model Personal Care	10%	21%	14%	30%	17%	77
Consumer Directed Services	14%	35%	8%	27%	11%	71
Independent Living Waiver	20%	27%	3%	20%	13%	30
OAA	17%	15%	0%	15%	25%	48
RCF/ALF	1%	1%	9%	8%	26%	77
Sample Average	11%	19%	9%	21%	18%	391

Table 32b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/Housemates/Roommates	Problems with Staff	Insufficient Amount/Type of Staff	Wants More Independence/Control	N
Adult Day Care Waiver	15%	23%	15%	3%	5%	40
Aged and Disabled Waiver	19%	15%	6%	0%	6%	48
Agency Model Personal Care	16%	21%	8%	4%	10%	77
Consumer Directed Services	13%	10%	4%	0%	1%	71
Independent Living Waiver	17%	7%	7%	3%	3%	30
OAA	8%	8%	2%	4%	6%	48
RCF/ALF	6%	26%	22%	6%	29%	77
Sample Average	13%	17%	10%	3%	10%	391

Table 32c. 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
Adult Day Care Waiver	15%	5%	10%	10%	3%	0%	40
Aged and Disabled Waiver	13%	6%	4%	17%	0%	0%	48
Agency Model Personal Care	10%	10%	8%	13%	0%	0%	77
Consumer Directed Services	7%	4%	8%	15%	0%	0%	71
Independent Living Waiver	13%	7%	10%	17%	3%	3%	30
OAA	4%	6%	8%	27%	0%	0%	48
RCF/ALF	26%	17%	5%	29%	3%	1%	77
Sample Average	13%	9%	7%	19%	1%	1%	391

Table 33. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
Adult Day Care Waiver	56%	7%	37%	0%	226
Aged and Disabled Waiver	68%	6%	26%	0%	344
Agency Model Personal Care	57%	6%	36%	1%	337
Consumer Directed Services	64%	5%	31%	0%	370
Independent Living Waiver	72%	6%	23%	0%	222
OAA	75%	4%	21%	0%	359
RCF/ALF	56%	3%	40%	1%	291
Sample Average	64%	5%	30%	0%	2149

Table 34a. 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
Adult Day Care Waiver	81%	5%	3%	3%	99
Aged and Disabled Waiver	75%	3%	7%	2%	109
Agency Model Personal Care	78%	4%	6%	2%	143
Consumer Directed Services	83%	4%	0%	1%	132
Independent Living Waiver	70%	10%	5%	3%	63
OAA	74%	5%	8%	3%	91
RCF/ALF	56%	13%	13%	9%	127
Sample Average	74%	6%	6%	3%	764

Table 34b. 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
Adult Day Care Waiver	1%	2%	5%	0%	99
Aged and Disabled Waiver	1%	6%	6%	0%	109
Agency Model Personal Care	0%	9%	1%	0%	143
Consumer Directed Services	1%	9%	2%	0%	132
Independent Living Waiver	0%	11%	2%	0%	63
OAA	0%	8%	2%	0%	91
RCF/ALF	1%	6%	2%	0%	127
Sample Average	1%	7%	3%	0%	764

Table 35. Proportion of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	6%	26%	67%	0%	0%	226
Aged and Disabled Waiver	8%	27%	65%	0%	0%	344
Agency Model Personal Care	15%	35%	49%	0%	1%	336
Consumer Directed Services	11%	28%	61%	1%	0%	370
Independent Living Waiver	12%	23%	65%	0%	0%	222
OAA	8%	31%	62%	0%	0%	359
RCF/ALF	8%	19%	73%	0%	0%	287
Sample Average	10%	27%	62%	0%	0%	2144

Table 36. 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
Adult Day Care Waiver	79%	5%	7%	9%	1%	0%	141
Aged and Disabled Waiver	74%	8%	17%	2%	0%	0%	246
Agency Model Personal Care	67%	14%	16%	2%	1%	0%	242
Consumer Directed Services	80%	3%	7%	9%	1%	0%	278
Independent Living Waiver	66%	7%	9%	17%	1%	0%	150
OAA	78%	8%	8%	4%	1%	1%	160
RCF/ALF	50%	13%	16%	16%	3%	1%	201
Sample Average	71%	8%	12%	8%	1%	0%	1418

Table 37. 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
Adult Day Care Waiver	2%	7%	91%	0%	0%	141
Aged and Disabled Waiver	4%	12%	85%	0%	0%	246
Agency Model Personal Care	6%	21%	74%	0%	0%	242
Consumer Directed Services	1%	7%	91%	0%	0%	278
Independent Living Waiver	1%	11%	89%	0%	0%	150
OAA	3%	9%	88%	0%	1%	160
RCF/ALF	9%	20%	66%	1%	2%	201
Sample Average	4%	13%	83%	0%	0%	1418

Service Coordination

Table 38. 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
Adult Day Care Waiver	17%	6%	76%	0%	223
Aged and Disabled Waiver	12%	4%	83%	1%	339
Agency Model Personal Care	9%	12%	79%	1%	329
Consumer Directed Services	11%	3%	86%	0%	361
Independent Living Waiver	8%	3%	89%	0%	220
OAA	16%	10%	74%	1%	321
RCF/ALF	19%	7%	73%	1%	283
Sample Average	13%	7%	80%	1%	2076

Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint⁶⁸

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Adult Day Care Waiver	24%	5%	71%	0%	223
Aged and Disabled Waiver	14%	6%	80%	1%	339
Agency Model Personal Care	18%	9%	73%	0%	329
Consumer Directed Services	17%	4%	79%	0%	361
Independent Living Waiver	11%	3%	86%	0%	220
OAA	24%	5%	70%	0%	321
RCF/ALF	12%	7%	81%	0%	283
Sample Average	17%	6%	77%	0%	2076

⁶⁸ New item added in 2018-2019.

Table 40. Proportion of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	29%	63%	7%	0%	309
Aged and Disabled Waiver	33%	52%	15%	0%	369
Agency Model Personal Care	34%	50%	16%	0%	366
Consumer Directed Services	31%	61%	9%	0%	371
Independent Living Waiver	24%	70%	6%	0%	231
OAA	50%	42%	8%	0%	338
RCF/ALF	27%	67%	6%	0%	306
Sample Average	33%	57%	10%	0%	2290

Table 41. 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
Adult Day Care Waiver	7%	13%	76%	4%	1%	196
Aged and Disabled Waiver	11%	5%	80%	4%	0%	193
Agency Model Personal Care	8%	13%	77%	2%	1%	184
Consumer Directed Services	4%	10%	82%	4%	0%	225
Independent Living Waiver	5%	5%	89%	1%	0%	162
OAA	6%	11%	79%	4%	0%	142
RCF/ALF	10%	9%	79%	1%	0%	204
Sample Average	7%	9%	80%	3%	0%	1306

Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English)⁶⁹

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	9%	0%	85%	6%	0%	33
Aged and Disabled Waiver	11%	5%	82%	0%	2%	57
Agency Model Personal Care	4%	2%	92%	2%	0%	48
Consumer Directed Services	11%	7%	80%	0%	2%	56
Independent Living Waiver	9%	5%	86%	0%	0%	22
OAA	10%	0%	87%	0%	3%	30
RCF/ALF	0%	0%	98%	2%	0%	57
Sample Average	7%	3%	87%	1%	1%	303

Table 43. 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
Adult Day Care Waiver	1%	5%	85%	8%	1%	1%	171
Aged and Disabled Waiver	5%	5%	87%	2%	0%	0%	262
Agency Model Personal Care	6%	10%	82%	1%	0%	0%	270
Consumer Directed Services	0%	4%	85%	10%	1%	0%	281
Independent Living Waiver	3%	5%	77%	16%	0%	0%	154
OAA	2%	6%	86%	5%	1%	0%	166
RCF/ALF	1%	6%	63%	26%	2%	1%	207
Sample Average	3%	6%	81%	9%	1%	1%	1511

⁶⁹ Item previously reported in the "Access" domain.

Table 44. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	23%	70%	6%	1%	313
Aged and Disabled Waiver	26%	71%	3%	0%	374
Agency Model Personal Care	34%	62%	5%	0%	375
Consumer Directed Services	28%	69%	3%	0%	380
Independent Living Waiver	20%	78%	3%	0%	233
OAA	33%	64%	3%	1%	377
RCF/ALF	10%	86%	4%	0%	311
Sample Average	26%	71%	4%	0%	2363

Table 45. Proportion of people who want help planning for future changes in their needs

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	39%	53%	8%	0%	225
Aged and Disabled Waiver	49%	43%	7%	1%	344
Agency Model Personal Care	38%	52%	7%	3%	336
Consumer Directed Services	40%	51%	8%	1%	370
Independent Living Waiver	50%	46%	3%	1%	222
OAA	45%	49%	4%	2%	359
RCF/ALF	43%	49%	7%	0%	287
Sample Average	43%	49%	6%	1%	2143

Table 46. Proportion of people whose long-term care services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	10%	21%	68%	1%	0%	310
Aged and Disabled Waiver	7%	22%	69%	1%	0%	371
Agency Model Personal Care	8%	30%	61%	1%	1%	366
Consumer Directed Services	8%	23%	69%	0%	0%	372
Independent Living Waiver	9%	23%	69%	0%	0%	231
OAA	14%	21%	65%	1%	0%	339
RCF/ALF	5%	16%	77%	1%	1%	302
Sample Average	8%	22%	68%	1%	0%	2291

Table 47a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Adult Day Care Waiver	3%	38%	47%	11%	27%	96
Aged and Disabled Waiver	5%	39%	39%	20%	21%	109
Agency Model Personal Care	1%	34%	36%	24%	32%	142
Consumer Directed Services	2%	35%	43%	19%	24%	120
Independent Living Waiver	3%	45%	36%	23%	19%	74
OAA	1%	32%	58%	20%	22%	152
RCF/ALF	8%	8%	14%	15%	9%	66
Sample Average	3%	34%	41%	19%	23%	759

Table 47b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Adult Day Care Waiver	17%	32%	19%	11%	18%	35%	96
Aged and Disabled Waiver	15%	33%	13%	10%	8%	32%	109
Agency Model Personal Care	11%	38%	13%	18%	19%	40%	142
Consumer Directed Services	13%	31%	11%	9%	11%	35%	120
Independent Living Waiver	9%	30%	23%	18%	14%	28%	74
OAA	7%	39%	9%	8%	5%	32%	152
RCF/ALF	12%	24%	9%	15%	20%	29%	66
Sample Average	12%	34%	13%	12%	13%	34%	759

Table 47c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don’t Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	27%	24%	2%	3%	19%	5%	0%	96
Aged and Disabled Waiver	23%	21%	2%	6%	19%	3%	0%	109
Agency Model Personal Care	26%	30%	1%	6%	18%	3%	1%	142
Consumer Directed Services	31%	33%	2%	10%	21%	3%	3%	120
Independent Living Waiver	23%	28%	1%	8%	27%	5%	0%	74
OAA	14%	24%	1%	4%	9%	10%	1%	152
RCF/ALF	30%	6%	2%	6%	27%	8%	0%	66
Sample Average	24%	25%	1%	6%	19%	5%	1%	759

Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	47%	51%	2%	0%	51
Aged and Disabled Waiver	51%	47%	0%	2%	49
Agency Model Personal Care	46%	46%	6%	2%	65
Consumer Directed Services	50%	48%	2%	0%	62
Independent Living Waiver	35%	63%	2%	0%	46
OAA	46%	49%	5%	0%	37
RCF/ALF	41%	49%	8%	3%	39
Sample Average	46%	50%	3%	1%	349

Table 49a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
Adult Day Care Waiver	15%	27%	5%	15%	9%	15%	290
Aged and Disabled Waiver	18%	25%	8%	14%	6%	21%	358
Agency Model Personal Care	21%	17%	4%	12%	10%	24%	349
Consumer Directed Services	27%	23%	3%	6%	6%	22%	358
Independent Living Waiver	16%	23%	6%	11%	6%	25%	220
OAA	25%	24%	11%	12%	5%	21%	310
RCF/ALF	7%	27%	1%	12%	16%	17%	295
Sample Average	19%	23%	5%	12%	8%	21%	2180

Table 49b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	12%	5%	1%	1%	5%	1%	290
Aged and Disabled Waiver	16%	2%	1%	1%	8%	0%	358
Agency Model Personal Care	20%	2%	1%	1%	5%	0%	349
Consumer Directed Services	13%	3%	1%	0%	8%	0%	358
Independent Living Waiver	16%	2%	2%	1%	6%	0%	220
OAA	14%	4%	0%	1%	5%	0%	310
RCF/ALF	18%	2%	1%	0%	11%	0%	295
Sample Average	16%	3%	1%	1%	7%	0%	2180

Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	8%	92%	0%	0%	313
Aged and Disabled Waiver	6%	94%	0%	0%	374
Agency Model Personal Care	10%	90%	0%	1%	375
Consumer Directed Services	2%	98%	0%	0%	380
Independent Living Waiver	1%	99%	0%	0%	233
OAA	26%	74%	0%	0%	377
RCF/ALF	10%	89%	0%	1%	314
Sample Average	9%	90%	0%	0%	2366

Table 51. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	32%	24%	3%	36%	4%	0%	0%	0%	287
Aged and Disabled Waiver	58%	18%	1%	20%	3%	0%	0%	0%	352
Agency Model Personal Care	64%	2%	1%	26%	6%	0%	0%	0%	336
Consumer Directed Services	35%	43%	7%	14%	1%	0%	0%	0%	373
Independent Living Waiver	37%	40%	10%	12%	1%	0%	0%	0%	230
OAA	41%	17%	3%	32%	7%	0%	0%	0%	279
RCF/ALF	87%	1%	0%	7%	3%	1%	1%	0%	278
Sample Average	51%	21%	4%	21%	3%	0%	0%	0%	2135

Table 52. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	18%	6%	2%	59%	7%	1%	19%	0%	0%	286
Aged and Disabled Waiver	24%	4%	1%	55%	13%	1%	16%	0%	0%	352
Agency Model Personal Care	34%	2%	1%	50%	19%	1%	14%	0%	0%	335
Consumer Directed Services	15%	7%	2%	60%	12%	1%	17%	0%	0%	373
Independent Living Waiver	24%	10%	5%	47%	17%	0%	15%	0%	0%	229
OAA	18%	4%	1%	49%	20%	1%	23%	0%	0%	278
RCF/ALF	55%	1%	0%	32%	10%	3%	17%	0%	0%	273
Sample Average	27%	5%	2%	51%	14%	1%	17%	0%	0%	2126

Table 53. 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
Adult Day Care Waiver	26%	65%	8%	1%	1%	171
Aged and Disabled Waiver	34%	62%	2%	2%	0%	262
Agency Model Personal Care	34%	61%	1%	3%	0%	270
Consumer Directed Services	27%	63%	7%	2%	0%	281
Independent Living Waiver	18%	67%	14%	2%	0%	154
OAA	48%	43%	5%	2%	1%	166
RCF/ALF	14%	42%	38%	4%	1%	206
Sample Average	29%	58%	10%	2%	0%	1510

Care Coordination

Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	74%	25%	1%	0%	312
Aged and Disabled Waiver	61%	39%	1%	0%	374
Agency Model Personal Care	61%	38%	1%	0%	374
Consumer Directed Services	59%	40%	1%	0%	380
Independent Living Waiver	62%	37%	0%	0%	233
OAA	67%	32%	0%	0%	377
RCF/ALF	70%	29%	1%	0%	310
Sample Average	65%	35%	1%	0%	2360

Table 55. 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
Adult Day Care Waiver	10%	12%	78%	0%	0%	77
Aged and Disabled Waiver	10%	6%	83%	1%	1%	144
Agency Model Personal Care	12%	6%	81%	1%	0%	143
Consumer Directed Services	4%	3%	93%	0%	0%	152
Independent Living Waiver	7%	8%	85%	0%	0%	87
OAA	9%	9%	81%	1%	0%	122
RCF/ALF	9%	2%	89%	0%	0%	90
Sample Average	9%	6%	85%	0%	0%	815

Table 56. 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/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	21%	75%	1%	3%	0%	77
Aged and Disabled Waiver	16%	79%	1%	2%	1%	144
Agency Model Personal Care	26%	71%	1%	2%	0%	143
Consumer Directed Services	13%	84%	1%	2%	0%	152
Independent Living Waiver	13%	85%	1%	1%	0%	87
OAA	22%	75%	1%	2%	0%	122
RCF/ALF	19%	76%	0%	6%	0%	90
Sample Average	18%	78%	1%	2%	0%	815

Table 57. Proportion of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	17%	3%	77%	2%	0%	264
Aged and Disabled Waiver	9%	5%	86%	1%	0%	361
Agency Model Personal Care	9%	6%	83%	1%	0%	348
Consumer Directed Services	7%	6%	86%	1%	0%	365
Independent Living Waiver	4%	5%	90%	1%	1%	193
OAA	6%	4%	89%	1%	1%	363
RCF/ALF	21%	7%	68%	2%	2%	277
Sample Average	10%	5%	83%	1%	1%	2171

Table 58. Proportion of people with concerns about falling or being unstable⁷⁰

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	47%	26%	26%	0%	0%	313
Aged and Disabled Waiver	29%	21%	50%	0%	0%	374
Agency Model Personal Care	35%	22%	42%	0%	0%	375
Consumer Directed Services	33%	26%	41%	0%	0%	380
Independent Living Waiver	58%	9%	30%	0%	2%	233
OAA	35%	27%	38%	0%	0%	377
RCF/ALF	58%	22%	20%	0%	0%	311
Sample Average	41%	23%	36%	0%	0%	2363

Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk⁷¹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	26%	71%	2%	1%	163
Aged and Disabled Waiver	27%	72%	1%	0%	265
Agency Model Personal Care	27%	72%	0%	0%	242
Consumer Directed Services	29%	70%	0%	1%	254
Independent Living Waiver	23%	77%	0%	0%	93
OAA	22%	76%	1%	1%	244
RCF/ALF	34%	62%	3%	1%	132
Sample Average	27%	72%	1%	1%	1393

⁷⁰ Item previously reported in the "Safety" domain.

⁷¹ Item previously reported in the "Safety" domain.

Access to Community⁷²

Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical)⁷³

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	13%	5%	76%	5%	0%	0%	313
Aged and Disabled Waiver	14%	7%	75%	4%	0%	0%	374
Agency Model Personal Care	18%	9%	67%	5%	0%	1%	375
Consumer Directed Services	16%	8%	72%	4%	0%	0%	380
Independent Living Waiver	15%	8%	74%	3%	0%	0%	233
OAA	17%	6%	70%	6%	0%	1%	377
RCF/ALF	15%	7%	73%	3%	1%	0%	311
Sample Average	15%	7%	72%	4%	0%	0%	2363

Table 61. Proportion of people who have transportation to get to medical appointments when they need to⁷⁴

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	3%	2%	95%	1%	0%	0%	313
Aged and Disabled Waiver	3%	3%	92%	1%	1%	1%	374
Agency Model Personal Care	5%	7%	87%	1%	0%	0%	375
Consumer Directed Services	3%	5%	91%	1%	0%	0%	380
Independent Living Waiver	4%	6%	89%	1%	0%	0%	233
OAA	7%	4%	87%	2%	0%	0%	377
RCF/ALF	2%	1%	87%	10%	0%	0%	311
Sample Average	4%	4%	90%	2%	0%	0%	2363

⁷² New domain in 2018-2019.

⁷³ Item previously reported in the "Access" domain.

⁷⁴ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁵

Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home⁷⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	37%	36%	2%	24%	1%	0%	313
Aged and Disabled Waiver	15%	65%	5%	16%	1%	0%	374
Agency Model Personal Care	18%	52%	4%	24%	1%	1%	375
Consumer Directed Services	27%	42%	4%	27%	0%	0%	380
Independent Living Waiver	34%	45%	4%	17%	0%	0%	233
OAA	14%	60%	6%	20%	0%	0%	377
RCF/ALF	16%	74%	3%	4%	1%	1%	312
Sample Average	22%	54%	4%	19%	1%	0%	2364

Table 63. Proportion of people who need bathroom modifications (other than grab bars)⁷⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	52%	20%	4%	23%	1%	0%	313
Aged and Disabled Waiver	39%	33%	2%	25%	0%	1%	374
Agency Model Personal Care	41%	30%	4%	24%	0%	1%	375
Consumer Directed Services	47%	24%	3%	25%	0%	0%	380
Independent Living Waiver	29%	38%	4%	29%	0%	0%	233
OAA	33%	41%	4%	21%	0%	0%	377
RCF/ALF	57%	32%	2%	5%	1%	2%	312
Sample Average	43%	31%	3%	22%	0%	1%	2364

⁷⁵ New domain in 2018-2019.

⁷⁶ Item previously reported in the "Access" domain.

⁷⁷ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	77%	8%	2%	13%	0%	0%	313
Aged and Disabled Waiver	65%	13%	4%	18%	0%	0%	374
Agency Model Personal Care	66%	12%	4%	17%	1%	0%	375
Consumer Directed Services	71%	9%	3%	17%	1%	0%	380
Independent Living Waiver	43%	29%	15%	12%	0%	0%	233
OAA	72%	11%	3%	14%	1%	0%	377
RCF/ALF	80%	12%	1%	6%	0%	1%	311
Sample Average	69%	13%	4%	14%	0%	0%	2363

Table 65. Proportion of people who need a ramp or stair lift in or outside the home⁷⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	73%	10%	3%	13%	0%	0%	313
Aged and Disabled Waiver	64%	18%	5%	13%	0%	0%	374
Agency Model Personal Care	63%	19%	4%	14%	0%	0%	375
Consumer Directed Services	74%	10%	2%	14%	0%	0%	380
Independent Living Waiver	40%	31%	10%	18%	0%	0%	233
OAA	66%	20%	2%	13%	0%	0%	377
RCF/ALF	57%	37%	2%	2%	1%	2%	311
Sample Average	64%	20%	4%	12%	0%	0%	2363

⁷⁸ Item previously reported in the "Access" domain.

⁷⁹ Item previously reported in the "Access" domain.

Table 66. Proportion of people who need some other home modification(s)⁸⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	87%	4%	1%	6%	2%	0%	313
Aged and Disabled Waiver	84%	5%	2%	8%	1%	0%	374
Agency Model Personal Care	78%	9%	2%	10%	1%	1%	373
Consumer Directed Services	86%	4%	1%	7%	2%	0%	380
Independent Living Waiver	70%	12%	4%	13%	1%	0%	233
OAA	86%	5%	1%	8%	1%	0%	377
RCF/ALF	92%	3%	0%	2%	2%	2%	311
Sample Average	84%	5%	1%	8%	1%	1%	2361

Table 67. Proportion of people who need a walker⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	65%	24%	5%	6%	0%	0%	313
Aged and Disabled Waiver	26%	59%	10%	5%	0%	0%	374
Agency Model Personal Care	42%	44%	8%	5%	1%	0%	375
Consumer Directed Services	43%	44%	7%	7%	0%	0%	380
Independent Living Waiver	66%	26%	5%	2%	0%	0%	233
OAA	28%	56%	9%	6%	0%	0%	377
RCF/ALF	70%	21%	4%	6%	0%	0%	311
Sample Average	47%	41%	7%	5%	0%	0%	2363

⁸⁰ Item previously reported in the "Access" domain.

⁸¹ Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	81%	3%	2%	15%	0%	0%	313
Aged and Disabled Waiver	71%	5%	3%	21%	0%	0%	374
Agency Model Personal Care	73%	4%	2%	20%	0%	1%	375
Consumer Directed Services	72%	4%	2%	22%	1%	0%	380
Independent Living Waiver	72%	9%	2%	15%	0%	0%	233
OAA	76%	6%	3%	15%	1%	0%	377
RCF/ALF	94%	2%	0%	4%	0%	0%	311
Sample Average	77%	4%	2%	17%	0%	0%	2363

Table 69. Proportion of people who need a wheelchair⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	73%	12%	7%	8%	0%	0%	313
Aged and Disabled Waiver	53%	28%	7%	11%	0%	0%	374
Agency Model Personal Care	55%	25%	9%	10%	0%	1%	375
Consumer Directed Services	66%	19%	6%	9%	0%	0%	380
Independent Living Waiver	23%	48%	24%	6%	0%	0%	233
OAA	63%	25%	6%	7%	0%	0%	377
RCF/ALF	90%	6%	1%	3%	1%	0%	311
Sample Average	62%	22%	8%	8%	0%	0%	2363

⁸² Item previously reported in the "Access" domain.

⁸³ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	89%	3%	1%	6%	0%	0%	313
Aged and Disabled Waiver	63%	10%	6%	20%	1%	0%	374
Agency Model Personal Care	81%	4%	1%	13%	1%	1%	375
Consumer Directed Services	80%	4%	2%	14%	1%	0%	380
Independent Living Waiver	89%	3%	1%	8%	0%	0%	233
OAA	59%	12%	7%	20%	1%	0%	377
RCF/ALF	86%	4%	2%	7%	1%	0%	311
Sample Average	77%	6%	3%	13%	1%	0%	2363

Table 71. Proportion of people who need glasses⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	30%	41%	20%	8%	1%	0%	313
Aged and Disabled Waiver	12%	47%	32%	8%	0%	0%	374
Agency Model Personal Care	21%	41%	30%	6%	1%	1%	375
Consumer Directed Services	21%	43%	24%	11%	0%	0%	380
Independent Living Waiver	31%	40%	20%	8%	0%	0%	233
OAA	11%	55%	28%	6%	1%	0%	377
RCF/ALF	19%	50%	27%	5%	0%	0%	311
Sample Average	20%	45%	26%	7%	1%	0%	2363

⁸⁴ Item previously reported in the "Access" domain.

⁸⁵ Item previously reported in the "Access" domain.

Table 72. Proportion of people who need a CPAP machine⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	75%	12%	5%	6%	1%	0%	313
Aged and Disabled Waiver	74%	15%	5%	6%	0%	0%	374
Agency Model Personal Care	69%	18%	4%	7%	1%	1%	375
Consumer Directed Services	69%	14%	7%	9%	1%	0%	380
Independent Living Waiver	72%	17%	7%	3%	0%	0%	233
OAA	75%	18%	3%	3%	1%	0%	377
RCF/ALF	88%	8%	1%	2%	1%	0%	311
Sample Average	74%	15%	5%	5%	1%	0%	2363

Table 73. Proportion of people who need a personal emergency response system⁸⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	65%	8%	1%	26%	0%	0%	313
Aged and Disabled Waiver	39%	25%	2%	33%	1%	0%	374
Agency Model Personal Care	54%	15%	1%	30%	1%	0%	375
Consumer Directed Services	52%	12%	1%	34%	1%	0%	380
Independent Living Waiver	52%	13%	1%	32%	1%	0%	233
OAA	45%	26%	1%	28%	1%	0%	377
RCF/ALF	60%	29%	1%	8%	1%	1%	311
Sample Average	52%	18%	1%	28%	1%	0%	2363

⁸⁶ Item previously reported in the "Access" domain.

⁸⁷ Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine⁸⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	91%	5%	1%	2%	1%	0%	313
Aged and Disabled Waiver	70%	22%	2%	5%	1%	0%	374
Agency Model Personal Care	78%	18%	1%	3%	1%	0%	375
Consumer Directed Services	80%	17%	1%	2%	0%	0%	380
Independent Living Waiver	81%	16%	0%	3%	0%	0%	233
OAA	79%	16%	2%	3%	0%	0%	377
RCF/ALF	88%	8%	1%	2%	0%	0%	311
Sample Average	81%	15%	1%	3%	0%	0%	2363

Table 75. Proportion of people who need some other assistive device(s)⁸⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Adult Day Care Waiver	72%	18%	4%	5%	2%	0%	313
Aged and Disabled Waiver	68%	21%	5%	4%	2%	1%	374
Agency Model Personal Care	60%	27%	5%	5%	2%	1%	374
Consumer Directed Services	63%	27%	4%	5%	1%	0%	380
Independent Living Waiver	56%	27%	7%	10%	0%	0%	233
OAA	68%	23%	3%	4%	1%	1%	377
RCF/ALF	87%	8%	1%	3%	0%	0%	311
Sample Average	68%	22%	4%	5%	1%	0%	2362

⁸⁸ New item added in 2018-2019.

⁸⁹ Item previously reported in the "Access" domain.

Safety

Table 76. 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
Adult Day Care Waiver	5%	94%	0%	0%	226
Aged and Disabled Waiver	2%	98%	0%	0%	344
Agency Model Personal Care	5%	93%	1%	1%	337
Consumer Directed Services	3%	97%	0%	0%	370
Independent Living Waiver	2%	98%	0%	0%	222
OAA	2%	98%	0%	0%	359
RCF/ALF	7%	92%	1%	0%	288
Sample Average	4%	96%	0%	0%	2146

Table 77. 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
Adult Day Care Waiver	1%	99%	0%	0%	141
Aged and Disabled Waiver	3%	97%	0%	0%	246
Agency Model Personal Care	5%	95%	0%	0%	242
Consumer Directed Services	0%	100%	0%	0%	278
Independent Living Waiver	4%	95%	1%	0%	150
OAA	1%	98%	0%	1%	160
RCF/ALF	7%	92%	0%	1%	201
Sample Average	3%	97%	0%	0%	1418

Table 78. 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
Adult Day Care Waiver	77%	23%	0%	0%	226
Aged and Disabled Waiver	84%	15%	0%	0%	344
Agency Model Personal Care	76%	23%	0%	1%	337
Consumer Directed Services	90%	10%	0%	0%	370
Independent Living Waiver	86%	14%	0%	0%	222
OAA	87%	13%	1%	0%	359
RCF/ALF	61%	39%	0%	0%	288
Sample Average	81%	19%	0%	0%	2146

Table 79. 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
Adult Day Care Waiver	93%	4%	1%	1%	226
Aged and Disabled Waiver	92%	8%	0%	0%	344
Agency Model Personal Care	90%	9%	1%	1%	337
Consumer Directed Services	94%	5%	1%	0%	370
Independent Living Waiver	94%	5%	0%	0%	222
OAA	94%	5%	1%	0%	359
RCF/ALF	84%	13%	3%	0%	288
Sample Average	92%	7%	1%	0%	2146

Table 80. 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
Adult Day Care Waiver	10%	87%	3%	0%	313
Aged and Disabled Waiver	12%	83%	4%	0%	374
Agency Model Personal Care	11%	83%	6%	1%	375
Consumer Directed Services	10%	87%	3%	0%	380
Independent Living Waiver	14%	82%	3%	1%	233
OAA	7%	88%	4%	0%	377
RCF/ALF	1%	97%	2%	0%	311
Sample Average	9%	87%	4%	0%	2363

Health Care

Table 81. 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
Adult Day Care Waiver	60%	39%	2%	0%	313
Aged and Disabled Waiver	53%	45%	2%	0%	374
Agency Model Personal Care	47%	52%	1%	0%	374
Consumer Directed Services	45%	54%	1%	0%	380
Independent Living Waiver	48%	50%	1%	0%	233
OAA	49%	50%	1%	0%	377
RCF/ALF	58%	39%	3%	0%	310
Sample Average	51%	47%	1%	0%	2361

Table 82. 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
Adult Day Care Waiver	76%	24%	0%	0%	121
Aged and Disabled Waiver	65%	35%	1%	0%	170
Agency Model Personal Care	75%	25%	0%	0%	195
Consumer Directed Services	77%	23%	0%	0%	206
Independent Living Waiver	84%	16%	0%	0%	117
OAA	72%	27%	1%	1%	188
RCF/ALF	62%	38%	0%	0%	120
Sample Average	73%	27%	0%	0%	1117

Table 83. 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
Adult Day Care Waiver	92%	7%	0%	1%	121
Aged and Disabled Waiver	97%	3%	0%	0%	170
Agency Model Personal Care	97%	2%	1%	0%	195
Consumer Directed Services	96%	4%	0%	0%	206
Independent Living Waiver	92%	8%	0%	0%	117
OAA	96%	3%	1%	0%	188
RCF/ALF	93%	5%	1%	1%	120
Sample Average	95%	4%	0%	0%	1117

Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁹⁰

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	89%	11%	0%	0%	121
Aged and Disabled Waiver	91%	8%	1%	1%	170
Agency Model Personal Care	93%	7%	0%	0%	195
Consumer Directed Services	86%	13%	0%	0%	206
Independent Living Waiver	93%	7%	0%	0%	117
OAA	88%	11%	1%	1%	188
RCF/ALF	89%	10%	1%	0%	120
Sample Average	90%	10%	0%	0%	1117

⁹⁰ New item added in 2018-2019.

Table 85. 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
Adult Day Care Waiver	4%	7%	87%	0%	1%	0%	313
Aged and Disabled Waiver	4%	10%	83%	1%	1%	0%	374
Agency Model Personal Care	4%	11%	82%	1%	1%	1%	374
Consumer Directed Services	7%	8%	84%	1%	0%	0%	380
Independent Living Waiver	4%	8%	88%	0%	0%	0%	233
OAA	6%	8%	84%	1%	0%	1%	377
RCF/ALF	7%	10%	77%	3%	3%	0%	310
Sample Average	5%	9%	83%	1%	1%	0%	2361

Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	18%	81%	0%	1%	130
Aged and Disabled Waiver	37%	63%	0%	0%	160
Agency Model Personal Care	20%	80%	0%	0%	217
Consumer Directed Services	22%	78%	0%	0%	221
Independent Living Waiver	25%	75%	0%	0%	110
OAA	36%	64%	0%	0%	155
RCF/ALF	27%	72%	0%	1%	161
Sample Average	26%	73%	0%	0%	1154

Table 87. 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
Adult Day Care Waiver	15%	84%	0%	1%	0%	312
Aged and Disabled Waiver	17%	81%	1%	1%	1%	374
Agency Model Personal Care	21%	76%	1%	3%	0%	374
Consumer Directed Services	19%	79%	0%	2%	0%	380
Independent Living Waiver	21%	78%	0%	2%	0%	233
OAA	19%	79%	1%	1%	0%	377
RCF/ALF	23%	71%	0%	5%	1%	310
Sample Average	19%	78%	0%	2%	0%	2360

Table 88. 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
Adult Day Care Waiver	69%	28%	1%	2%	0%	312
Aged and Disabled Waiver	67%	31%	1%	2%	0%	374
Agency Model Personal Care	78%	19%	1%	2%	0%	374
Consumer Directed Services	73%	26%	1%	1%	0%	380
Independent Living Waiver	79%	20%	0%	1%	0%	233
OAA	70%	28%	0%	1%	0%	377
RCF/ALF	66%	30%	0%	3%	0%	310
Sample Average	72%	26%	0%	2%	0%	2360

Table 89. 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
Adult Day Care Waiver	44%	53%	2%	1%	0%	312
Aged and Disabled Waiver	40%	59%	1%	1%	0%	374
Agency Model Personal Care	42%	55%	2%	0%	1%	374
Consumer Directed Services	41%	57%	2%	0%	0%	380
Independent Living Waiver	55%	44%	0%	1%	0%	233
OAA	38%	61%	1%	0%	0%	377
RCF/ALF	33%	64%	0%	3%	0%	310
Sample Average	41%	57%	1%	1%	0%	2360

Table 90. 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
Adult Day Care Waiver	33%	64%	1%	2%	0%	312
Aged and Disabled Waiver	26%	71%	2%	1%	0%	374
Agency Model Personal Care	32%	66%	1%	1%	0%	374
Consumer Directed Services	37%	61%	2%	1%	0%	380
Independent Living Waiver	41%	57%	1%	1%	0%	233
OAA	24%	74%	1%	1%	0%	377
RCF/ALF	21%	77%	1%	1%	1%	310
Sample Average	30%	67%	1%	1%	0%	2360

Table 91. 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
Adult Day Care Waiver	55%	42%	1%	2%	0%	312
Aged and Disabled Waiver	70%	25%	4%	1%	0%	374
Agency Model Personal Care	60%	36%	3%	1%	1%	374
Consumer Directed Services	62%	36%	2%	0%	0%	380
Independent Living Waiver	59%	38%	2%	1%	0%	233
OAA	61%	35%	3%	1%	0%	377
RCF/ALF	51%	43%	3%	3%	0%	310
Sample Average	60%	36%	3%	1%	0%	2360

Wellness

Table 92. 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
Adult Day Care Waiver	11%	38%	30%	16%	5%	0%	0%	313
Aged and Disabled Waiver	27%	36%	29%	5%	2%	1%	0%	374
Agency Model Personal Care	24%	40%	27%	6%	3%	0%	0%	374
Consumer Directed Services	27%	49%	16%	5%	3%	0%	0%	380
Independent Living Waiver	25%	27%	28%	13%	7%	0%	0%	233
OAA	18%	41%	27%	11%	2%	0%	0%	377
RCF/ALF	8%	26%	41%	12%	12%	1%	1%	310
Sample Average	20%	37%	28%	9%	5%	0%	0%	2361

Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	4%	19%	52%	14%	11%	0%	0%	313
Aged and Disabled Waiver	10%	25%	42%	14%	8%	1%	0%	374
Agency Model Personal Care	10%	26%	43%	14%	5%	0%	0%	374
Consumer Directed Services	12%	31%	38%	12%	6%	0%	0%	380
Independent Living Waiver	10%	30%	41%	11%	9%	0%	0%	233
OAA	9%	28%	45%	12%	5%	1%	0%	377
RCF/ALF	4%	11%	50%	18%	16%	0%	0%	310
Sample Average	9%	25%	44%	14%	8%	0%	0%	2361

Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	44%	49%	5%	2%	313
Aged and Disabled Waiver	36%	61%	2%	1%	374
Agency Model Personal Care	44%	51%	3%	1%	374
Consumer Directed Services	37%	61%	1%	1%	380
Independent Living Waiver	63%	35%	1%	1%	233
OAA	43%	54%	2%	0%	377
RCF/ALF	56%	42%	2%	0%	310
Sample Average	45%	52%	3%	1%	2361

Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	42%	57%	1%	0%	154
Aged and Disabled Waiver	43%	55%	1%	0%	229
Agency Model Personal Care	41%	58%	1%	1%	192
Consumer Directed Services	40%	60%	0%	0%	233
Independent Living Waiver	40%	60%	0%	0%	81
OAA	47%	51%	1%	0%	205
RCF/ALF	53%	43%	4%	0%	129
Sample Average	44%	55%	1%	0%	1223

Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	22%	19%	41%	17%	0%	0%	226
Aged and Disabled Waiver	24%	28%	35%	12%	1%	0%	344
Agency Model Personal Care	16%	18%	40%	25%	0%	1%	336
Consumer Directed Services	17%	23%	41%	19%	0%	0%	370
Independent Living Waiver	21%	30%	32%	17%	0%	0%	222
OAA	26%	30%	33%	10%	1%	0%	359
RCF/ALF	21%	23%	39%	17%	1%	0%	287
Sample Average	21%	24%	37%	16%	1%	0%	2144

Table 97. 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
Adult Day Care Waiver	4%	20%	75%	0%	0%	313
Aged and Disabled Waiver	18%	31%	50%	0%	0%	374
Agency Model Personal Care	12%	22%	65%	0%	1%	374
Consumer Directed Services	10%	26%	64%	0%	0%	380
Independent Living Waiver	4%	15%	81%	0%	0%	233
OAA	17%	29%	54%	0%	0%	377
RCF/ALF	11%	18%	71%	0%	0%	310
Sample Average	12%	24%	64%	0%	0%	2361

Table 98. 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
Adult Day Care Waiver	15%	24%	59%	2%	1%	313
Aged and Disabled Waiver	23%	33%	44%	1%	0%	374
Agency Model Personal Care	23%	24%	51%	1%	1%	374
Consumer Directed Services	25%	26%	48%	0%	0%	380
Independent Living Waiver	13%	24%	62%	1%	0%	233
OAA	16%	29%	55%	0%	0%	377
RCF/ALF	13%	22%	65%	1%	1%	310
Sample Average	19%	26%	54%	1%	0%	2361

Table 99. Proportion of people who have access to healthy foods if they want them⁹¹

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	4%	10%	86%	0%	0%	0%	312
Aged and Disabled Waiver	6%	10%	84%	0%	0%	0%	374
Agency Model Personal Care	6%	14%	78%	0%	0%	1%	373
Consumer Directed Services	6%	11%	83%	0%	0%	0%	379
Independent Living Waiver	4%	10%	87%	0%	0%	0%	226
OAA	4%	10%	86%	0%	0%	0%	377
RCF/ALF	5%	17%	77%	0%	1%	0%	307
Sample Average	5%	12%	83%	0%	0%	0%	2348

⁹¹ Item previously reported in the “Everyday Living” domain.

Medications

Table 100. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	61%	38%	2%	0%	313
Aged and Disabled Waiver	56%	41%	2%	0%	374
Agency Model Personal Care	43%	55%	1%	0%	374
Consumer Directed Services	52%	47%	1%	0%	380
Independent Living Waiver	58%	42%	0%	0%	233
OAA	64%	34%	2%	0%	377
RCF/ALF	27%	64%	9%	0%	310
Sample Average	52%	46%	2%	0%	2361

Table 101. 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
Adult Day Care Waiver	4%	9%	81%	4%	1%	0%	225
Aged and Disabled Waiver	6%	9%	85%	0%	0%	0%	344
Agency Model Personal Care	3%	9%	87%	1%	1%	0%	336
Consumer Directed Services	2%	5%	92%	1%	0%	0%	370
Independent Living Waiver	2%	3%	91%	5%	0%	0%	222
OAA	5%	6%	88%	1%	0%	0%	359
RCF/ALF	16%	12%	69%	0%	2%	0%	287
Sample Average	5%	8%	85%	1%	1%	0%	2143

Rights and Respect

Table 102. 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
Adult Day Care Waiver	1%	6%	92%	0%	1%	141
Aged and Disabled Waiver	1%	6%	93%	0%	0%	246
Agency Model Personal Care	2%	10%	88%	0%	0%	242
Consumer Directed Services	0%	1%	98%	0%	0%	278
Independent Living Waiver	0%	7%	93%	1%	0%	150
OAA	1%	4%	94%	0%	1%	160
RCF/ALF	6%	13%	81%	0%	0%	201
Sample Average	2%	6%	92%	0%	0%	1418

Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting⁹²)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	0%	20%	80%	0%	0%	5
Aged and Disabled Waiver	0%	11%	89%	0%	0%	9
Agency Model Personal Care	11%	0%	89%	0%	0%	9
Consumer Directed Services	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	20%	0%	80%	0%	0%	5
OAA	17%	17%	67%	0%	0%	12
RCF/ALF	15%	16%	69%	0%	0%	283
Sample Average	15%	15%	70%	0%	0%	323

⁹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting⁹³)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	40%	40%	20%	0%	5
Aged and Disabled Waiver	56%	44%	0%	0%	9
Agency Model Personal Care	78%	22%	0%	0%	9
Consumer Directed Services	n/a	n/a	n/a	n/a	0
Independent Living Waiver	40%	60%	0%	0%	5
OAA	50%	42%	8%	0%	12
RCF/ALF	55%	44%	1%	0%	283
Sample Average	55%	43%	2%	0%	323

Table 105. Proportion of people who have enough privacy where they live (if in group setting⁹⁴)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	20%	0%	80%	0%	0%	5
Aged and Disabled Waiver	0%	0%	100%	0%	0%	9
Agency Model Personal Care	11%	11%	78%	0%	0%	9
Consumer Directed Services	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	0%	20%	80%	0%	0%	5
OAA	8%	0%	92%	0%	0%	12
RCF/ALF	18%	10%	72%	1%	0%	283
Sample Average	16%	9%	74%	1%	0%	323

⁹³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 106. Proportion of people whose visitors are able to come at any time (if in group setting⁹⁵)

	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
Adult Day Care Waiver	0%	100%	0%	0%	0%	5
Aged and Disabled Waiver	0%	100%	0%	0%	0%	9
Agency Model Personal Care	22%	67%	0%	11%	0%	9
Consumer Directed Services	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	0%	80%	0%	20%	0%	5
OAA	17%	83%	0%	0%	0%	12
RCF/ALF	28%	66%	3%	3%	0%	283
Sample Average	26%	68%	2%	3%	0%	323

Table 107. Proportion of people who have access to food at all times of the day (if in group setting⁹⁶)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	20%	60%	0%	20%	0%	5
Aged and Disabled Waiver	11%	89%	0%	0%	0%	9
Agency Model Personal Care	11%	78%	0%	11%	0%	9
Consumer Directed Services	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	20%	80%	0%	0%	0%	5
OAA	0%	100%	0%	0%	0%	12
RCF/ALF	32%	66%	1%	1%	0%	283
Sample Average	29%	68%	1%	2%	0%	323

⁹⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

Table 108. 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
Adult Day Care Waiver	24%	8%	59%	8%	1%	309
Aged and Disabled Waiver	15%	8%	67%	9%	1%	369
Agency Model Personal Care	15%	14%	61%	10%	1%	366
Consumer Directed Services	17%	8%	62%	12%	1%	371
Independent Living Waiver	21%	12%	60%	6%	0%	231
OAA	29%	10%	45%	14%	1%	338
RCF/ALF	29%	10%	43%	15%	3%	306
Sample Average	21%	10%	57%	11%	1%	2290

Table 109. Proportion of people who can choose or change when and how often they get services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	28%	10%	53%	9%	1%	309
Aged and Disabled Waiver	20%	12%	60%	8%	1%	369
Agency Model Personal Care	19%	13%	57%	11%	1%	366
Consumer Directed Services	28%	8%	55%	9%	1%	371
Independent Living Waiver	28%	12%	56%	3%	1%	231
OAA	29%	11%	45%	13%	1%	338
RCF/ALF	29%	15%	37%	14%	6%	306
Sample Average	26%	11%	52%	10%	1%	2290

Table 110. Proportion of people who can choose or change their paid support staff if they want to

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	9%	4%	83%	4%	0%	171
Aged and Disabled Waiver	6%	3%	86%	3%	1%	262
Agency Model Personal Care	10%	6%	80%	3%	0%	270
Consumer Directed Services	3%	2%	94%	1%	0%	281
Independent Living Waiver	6%	2%	90%	2%	0%	154
OAA	10%	4%	79%	6%	1%	166
RCF/ALF	59%	6%	25%	9%	1%	207
Sample Average	14%	4%	77%	4%	0%	1511

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	96%	3%	0%	0%	313
Aged and Disabled Waiver	99%	1%	0%	0%	374
Agency Model Personal Care	95%	4%	0%	1%	374
Consumer Directed Services	97%	3%	0%	0%	380
Independent Living Waiver	94%	6%	0%	0%	233
OAA	97%	3%	0%	0%	377
RCF/ALF	88%	12%	0%	0%	311
Sample Average	96%	4%	0%	0%	2362

Table 112. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Adult Day Care Waiver	61%	11%	28%	0%	220
Aged and Disabled Waiver	79%	7%	14%	0%	342
Agency Model Personal Care	63%	11%	24%	1%	321
Consumer Directed Services	66%	10%	24%	0%	360
Independent Living Waiver	58%	7%	35%	0%	208
OAA	82%	5%	13%	0%	348
RCF/ALF	55%	10%	35%	0%	252
Sample Average	68%	9%	23%	0%	2051

Table 113. 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
Adult Day Care Waiver	60%	38%	0%	2%	85
Aged and Disabled Waiver	84%	11%	4%	0%	70
Agency Model Personal Care	69%	28%	1%	2%	114
Consumer Directed Services	61%	37%	2%	0%	122
Independent Living Waiver	62%	37%	0%	1%	86
OAA	73%	27%	0%	0%	63
RCF/ALF	63%	35%	3%	0%	112
Sample Average	66%	31%	1%	1%	652

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	85%	15%	0%	0%	313
Aged and Disabled Waiver	90%	10%	0%	0%	374
Agency Model Personal Care	86%	13%	1%	1%	374
Consumer Directed Services	90%	10%	0%	0%	380
Independent Living Waiver	86%	14%	0%	0%	233
OAA	81%	18%	1%	1%	377
RCF/ALF	78%	21%	1%	0%	310
Sample Average	85%	14%	0%	0%	2361

Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Adult Day Care Waiver	63%	14%	22%	1%	189
Aged and Disabled Waiver	70%	13%	15%	1%	305
Agency Model Personal Care	65%	11%	23%	1%	286
Consumer Directed Services	65%	13%	21%	1%	333
Independent Living Waiver	59%	13%	27%	1%	190
OAA	75%	10%	15%	0%	289
RCF/ALF	61%	17%	22%	0%	221
Sample Average	66%	13%	20%	1%	1813

Everyday Living

Table 116. 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
Adult Day Care Waiver	5%	33%	62%	0%	0%	313
Aged and Disabled Waiver	5%	35%	59%	1%	1%	374
Agency Model Personal Care	3%	44%	52%	0%	1%	375
Consumer Directed Services	2%	32%	65%	0%	0%	380
Independent Living Waiver	0%	12%	88%	0%	0%	233
OAA	16%	45%	39%	0%	0%	377
RCF/ALF	18%	45%	35%	2%	1%	314
Sample Average	7%	36%	56%	1%	0%	2366

Table 117. 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
Adult Day Care Waiver	15%	85%	0%	0%	297
Aged and Disabled Waiver	16%	83%	0%	0%	352
Agency Model Personal Care	29%	70%	1%	1%	361
Consumer Directed Services	25%	75%	1%	0%	371
Independent Living Waiver	25%	75%	0%	0%	232
OAA	38%	61%	1%	0%	317
RCF/ALF	8%	91%	1%	0%	251
Sample Average	23%	76%	0%	0%	2181

Table 118. 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
Adult Day Care Waiver	21%	37%	42%	0%	0%	313
Aged and Disabled Waiver	23%	37%	39%	1%	0%	374
Agency Model Personal Care	26%	42%	31%	0%	0%	375
Consumer Directed Services	17%	36%	46%	0%	0%	380
Independent Living Waiver	2%	17%	81%	0%	0%	233
OAA	46%	30%	23%	0%	0%	377
RCF/ALF	54%	27%	18%	0%	1%	314
Sample Average	28%	33%	38%	0%	0%	2366

Table 119. 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
Adult Day Care Waiver	14%	86%	0%	0%	247
Aged and Disabled Waiver	18%	81%	0%	0%	284
Agency Model Personal Care	25%	74%	0%	0%	274
Consumer Directed Services	21%	78%	1%	0%	312
Independent Living Waiver	23%	76%	1%	0%	228
OAA	36%	62%	1%	1%	201
RCF/ALF	6%	94%	1%	0%	142
Sample Average	21%	78%	1%	0%	1688

Affordability

Table 120. 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
Adult Day Care Waiver	79%	13%	8%	0%	0%	0%	312
Aged and Disabled Waiver	90%	5%	4%	0%	0%	0%	374
Agency Model Personal Care	81%	13%	5%	0%	0%	0%	374
Consumer Directed Services	78%	13%	7%	0%	1%	1%	380
Independent Living Waiver	85%	11%	3%	0%	0%	0%	227
OAA	88%	8%	3%	0%	0%	0%	377
RCF/ALF	95%	3%	2%	0%	0%	0%	307
Sample Average	85%	9%	5%	0%	0%	0%	2351

Control

Table 121. Proportion of people who feel in control of their lives

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	6%	21%	68%	2%	2%	225
Aged and Disabled Waiver	6%	15%	78%	1%	0%	344
Agency Model Personal Care	9%	20%	69%	1%	2%	336
Consumer Directed Services	6%	19%	74%	0%	0%	370
Independent Living Waiver	11%	9%	79%	0%	1%	222
OAA	6%	13%	81%	1%	0%	359
RCF/ALF	16%	21%	63%	0%	0%	287
Sample Average	8%	17%	73%	1%	1%	2143

Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	58%	24%	8%	6%	0%	4%	225
Aged and Disabled Waiver	64%	22%	9%	1%	1%	3%	344
Agency Model Personal Care	56%	26%	11%	3%	1%	3%	335
Consumer Directed Services	68%	21%	7%	2%	0%	2%	370
Independent Living Waiver	59%	22%	10%	3%	1%	5%	222
OAA	63%	19%	13%	2%	1%	2%	358
RCF/ALF	51%	24%	14%	7%	2%	2%	286
Sample Average	60%	22%	10%	3%	1%	3%	2140

Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Adult Day Care Waiver	13%	37%	35%	15%	216
Aged and Disabled Waiver	5%	39%	36%	20%	330
Agency Model Personal Care	8%	33%	41%	18%	323
Consumer Directed Services	11%	40%	40%	9%	362
Independent Living Waiver	7%	37%	38%	18%	208
OAA	5%	39%	40%	17%	345
RCF/ALF	15%	37%	30%	19%	273
Sample Average	9%	37%	37%	16%	2057

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

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Adult Day Care Waiver	18%	30%	37%	16%	216
Aged and Disabled Waiver	22%	30%	39%	8%	330
Agency Model Personal Care	29%	29%	33%	10%	322
Consumer Directed Services	17%	31%	39%	13%	362
Independent Living Waiver	27%	27%	37%	9%	208
OAA	27%	31%	35%	7%	345
RCF/ALF	17%	25%	37%	21%	273
Sample Average	22%	29%	37%	12%	2056

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

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
Adult Day Care Waiver	10%	8%	19%	63%	216
Aged and Disabled Waiver	5%	8%	16%	70%	330
Agency Model Personal Care	6%	11%	15%	68%	323
Consumer Directed Services	3%	7%	14%	76%	362
Independent Living Waiver	3%	12%	14%	71%	208
OAA	4%	11%	12%	74%	346
RCF/ALF	15%	13%	19%	52%	274
Sample Average	6%	10%	16%	68%	2059

Appendix C: Missouri's State-Specific Questions

Table 126. Proportion of people receiving home delivered meals whose meals helped them stay in their home (MO-1)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	6%	94%	0%	0%	16
Aged and Disabled Waiver	13%	84%	3%	0%	208
Agency Model Personal Care	16%	82%	3%	0%	38
Consumer Directed Services	20%	80%	0%	0%	30
Independent Living Waiver	0%	100%	0%	0%	11
OAA	11%	84%	3%	2%	218
RCF/ALF	33%	50%	0%	17%	6
Sample Average	12%	84%	2%	1%	527

Table 127. Proportion of people needing assistance with self-care who need more, less, or about the same amount of assistance with self-care compared to 12 months ago (MO-2)

	Less	About the Same	More	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	2%	61%	37%	0%	0%	247
Aged and Disabled Waiver	2%	47%	51%	0%	0%	284
Agency Model Personal Care	7%	54%	39%	0%	0%	274
Consumer Directed Services	3%	45%	52%	0%	0%	312
Independent Living Waiver	2%	49%	49%	0%	0%	228
OAA	6%	34%	59%	1%	0%	201
RCF/ALF	7%	61%	31%	1%	1%	142
Sample Average	4%	50%	46%	0%	0%	1688

Table 128. Reasons people don't get enough assistance with either everyday activities or self-care (MO-3)

	Lack of Funding	Current Caregivers Not Available When Needed	Unable to Find/Hire Caregiver	Other	N
Adult Day Care Waiver	37%	41%	16%	20%	49
Aged and Disabled Waiver	44%	60%	12%	15%	73
Agency Model Personal Care	38%	58%	14%	10%	116
Consumer Directed Services	64%	56%	3%	7%	112
Independent Living Waiver	71%	54%	13%	12%	68
OAA	48%	34%	16%	19%	128
RCF/ALF	41%	73%	0%	14%	22
Sample Average	50%	51%	12%	13%	568

Table 129. Proportion of people who feel that the person/s who helps them most often needs more free time and support to take care of themselves (MO-4)

	No, Never or Rarely	Yes, Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
Adult Day Care Waiver	43%	23%	21%	10%	3%	209
Aged and Disabled Waiver	54%	11%	20%	13%	1%	323
Agency Model Personal Care	47%	14%	20%	17%	2%	299
Consumer Directed Services	52%	17%	19%	10%	1%	363
Independent Living Waiver	45%	27%	21%	7%	0%	218
OAA	57%	13%	14%	15%	2%	265
RCF/ALF	46%	19%	15%	18%	2%	251
Sample Average	50%	17%	19%	13%	1%	1928

Table 130. Proportion of people who know whom to talk to if they or someone they know are ever mistreated, hurt, disrespected, or neglected by others (MO-5)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	14%	82%	4%	0%	226
Aged and Disabled Waiver	13%	84%	3%	0%	344
Agency Model Personal Care	13%	82%	3%	1%	337
Consumer Directed Services	12%	87%	0%	1%	370
Independent Living Waiver	7%	91%	2%	0%	222
OAA	16%	81%	2%	0%	359
RCF/ALF	13%	85%	2%	0%	288
Sample Average	13%	84%	2%	0%	2146

Table 131. Proportion of people who regularly attend a senior center and whose time spent there make them feel more a part of their community (MO-6)

	No	Yes	N/A – Doesn't Regularly Attend a Senior Center	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	12%	38%	50%	0%	1%	226
Aged and Disabled Waiver	28%	13%	58%	0%	1%	344
Agency Model Personal Care	25%	5%	69%	0%	0%	337
Consumer Directed Services	22%	4%	74%	0%	0%	370
Independent Living Waiver	21%	2%	77%	0%	0%	222
OAA	22%	19%	58%	0%	0%	359
RCF/ALF	35%	9%	56%	0%	0%	288
Sample Average	24%	12%	63%	0%	0%	2146

Table 132. Proportion of people who can access their bank accounts, checking accounts, and financial resources when they want (MO-7)

	No	Yes	N/A – Doesn't Have Bank/Checking Accounts or Financial Resources	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	11%	67%	21%	0%	0%	226
Aged and Disabled Waiver	3%	91%	5%	1%	0%	344
Agency Model Personal Care	6%	86%	7%	1%	0%	336
Consumer Directed Services	2%	88%	9%	0%	1%	370
Independent Living Waiver	5%	87%	9%	0%	0%	222
OAA	3%	92%	5%	0%	0%	359
RCF/ALF	32%	39%	26%	2%	0%	287
Sample Average	8%	80%	11%	1%	0%	2144

Table 133. Proportion of people who have had to forego a basic necessity to be able to afford another in the last 6 months (MO-8)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	74%	25%	1%	0%	312
Aged and Disabled Waiver	84%	14%	2%	0%	374
Agency Model Personal Care	71%	28%	1%	0%	374
Consumer Directed Services	70%	29%	1%	0%	380
Independent Living Waiver	76%	24%	1%	0%	233
OAA	78%	21%	1%	0%	377
RCF/ALF	88%	10%	2%	0%	310
Sample Average	77%	22%	1%	0%	2360

Table 134. Proportion of people who are aware that there is information and services to address dependency issues available to people who may need it (MO-9)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	12%	80%	4%	5%	225
Aged and Disabled Waiver	9%	87%	2%	2%	344
Agency Model Personal Care	6%	90%	1%	3%	336
Consumer Directed Services	9%	88%	1%	2%	370
Independent Living Waiver	5%	95%	0%	0%	222
OAA	7%	90%	2%	1%	359
RCF/ALF	12%	79%	7%	2%	287
Sample Average	8%	87%	2%	2%	2143

Table 135. Proportion of people who agree or disagree with the statement: “Because of the information and services I receive I am able to continue living in the location of my choosing” (MO-10)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	0%	4%	8%	37%	49%	2%	1%	223
Aged and Disabled Waiver	1%	3%	7%	31%	57%	1%	0%	341
Agency Model Personal Care	2%	5%	9%	33%	50%	1%	2%	328
Consumer Directed Services	1%	2%	6%	33%	57%	0%	0%	362
Independent Living Waiver	3%	1%	3%	23%	69%	0%	0%	220
OAA	2%	3%	10%	29%	52%	2%	2%	323
RCF/ALF	3%	7%	8%	28%	49%	4%	1%	279
Sample Average	1%	4%	7%	31%	54%	1%	1%	2076

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

Table 136. People’s level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don’t Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	4%	5%	14%	69%	4%	4%	225
Aged and Disabled Waiver	4%	4%	14%	75%	2%	2%	344
Agency Model Personal Care	4%	3%	15%	75%	2%	1%	334
Consumer Directed Services	3%	2%	13%	79%	3%	1%	369
Independent Living Waiver	1%	3%	9%	83%	3%	0%	222
OAA	0%	0%	0%	100%	0%	0%	1
RCF/ALF	9%	8%	21%	56%	5%	2%	287
Sample Average	4%	4%	14%	73%	3%	1%	1782

Table 137. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	29%	67%	4%	1%	199
Aged and Disabled Waiver	28%	67%	5%	0%	318
Agency Model Personal Care	28%	62%	9%	1%	309
Consumer Directed Services	21%	76%	3%	0%	346
Independent Living Waiver	17%	82%	1%	0%	211
OAA	0%	100%	0%	0%	1
RCF/ALF	32%	57%	10%	1%	244
Sample Average	26%	68%	6%	0%	1628

Table 138. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	1%	98%	2%	0%	133
Aged and Disabled Waiver	1%	98%	1%	0%	212
Agency Model Personal Care	3%	96%	1%	0%	192
Consumer Directed Services	2%	98%	0%	0%	263
Independent Living Waiver	2%	98%	1%	0%	172
OAA	0%	100%	0%	0%	1
RCF/ALF	1%	97%	2%	0%	140
Sample Average	2%	98%	1%	0%	1113

Table 139. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	1%	98%	2%	0%	133
Aged and Disabled Waiver	0%	99%	0%	0%	212
Agency Model Personal Care	3%	97%	0%	0%	192
Consumer Directed Services	1%	99%	0%	0%	263
Independent Living Waiver	1%	99%	0%	0%	172
OAA	0%	100%	0%	0%	1
RCF/ALF	0%	98%	2%	0%	140
Sample Average	1%	99%	1%	0%	1113

Table 140. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	5%	88%	6%	2%	133
Aged and Disabled Waiver	4%	95%	1%	0%	212
Agency Model Personal Care	5%	93%	2%	0%	192
Consumer Directed Services	1%	97%	2%	0%	263
Independent Living Waiver	2%	98%	0%	0%	172
OAA	0%	100%	0%	0%	1
RCF/ALF	6%	91%	3%	0%	140
Sample Average	3%	94%	2%	0%	1113

Table 141. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	4%	0%	5%	15%	74%	2%	0%	133
Aged and Disabled Waiver	2%	2%	6%	12%	76%	0%	1%	212
Agency Model Personal Care	1%	2%	7%	18%	70%	2%	1%	192
Consumer Directed Services	1%	2%	4%	16%	78%	0%	0%	263
Independent Living Waiver	2%	3%	7%	12%	76%	1%	0%	172
OAA	0%	0%	0%	0%	100%	0%	0%	1
RCF/ALF	2%	4%	7%	14%	70%	1%	1%	140
Sample Average	2%	2%	6%	14%	75%	1%	0%	1113

Table 142. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	9%	86%	5%	0%	133
Aged and Disabled Waiver	15%	76%	8%	0%	212
Agency Model Personal Care	14%	80%	7%	0%	192
Consumer Directed Services	10%	85%	6%	0%	263
Independent Living Waiver	7%	90%	3%	0%	172
OAA	0%	100%	0%	0%	1
RCF/ALF	25%	58%	16%	1%	140
Sample Average	13%	80%	7%	0%	1113

Table 143. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	2%	5%	81%	12%	0%	133
Aged and Disabled Waiver	4%	6%	83%	7%	0%	212
Agency Model Personal Care	2%	5%	80%	11%	2%	192
Consumer Directed Services	1%	5%	85%	8%	1%	263
Independent Living Waiver	2%	9%	84%	3%	1%	172
OAA	0%	0%	100%	0%	0%	1
RCF/ALF	2%	10%	66%	20%	2%	140
Sample Average	2%	6%	81%	10%	1%	1113

Table 144. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	6%	12%	60%	17%	4%	225
Aged and Disabled Waiver	7%	16%	64%	10%	4%	344
Agency Model Personal Care	9%	15%	59%	15%	3%	334
Consumer Directed Services	7%	12%	72%	8%	2%	369
Independent Living Waiver	6%	12%	75%	7%	0%	222
OAA	0%	0%	100%	0%	0%	1
RCF/ALF	10%	14%	47%	26%	3%	287
Sample Average	7%	14%	63%	14%	3%	1782

Table 145. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Adult Day Care Waiver	7%	88%	4%	1%	225
Aged and Disabled Waiver	3%	94%	1%	2%	344
Agency Model Personal Care	6%	89%	3%	2%	334
Consumer Directed Services	4%	93%	2%	1%	369
Independent Living Waiver	4%	95%	1%	0%	222
OAA	0%	100%	0%	0%	1
RCF/ALF	7%	87%	5%	1%	287
Sample Average	5%	91%	3%	1%	1782