



# NCI-AD

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

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

## 2017-2018 Mississippi Results

## Preface

The State of Mississippi has developed a system of long-term services and supports (LTSS) to serve older adults, people with physical disabilities and people with intellectual and developmental disabilities. LTSS provide an array of health and social supports to allow these service recipients to live in the community, have meaningful lives and avoid facility placements. In Mississippi, the Division of Medicaid (DOM) administers five home and community-based services (HCBS) waiver programs, an HCBS state plan option and a Money Follows the Person (MFP) demonstration.

Mississippi has a continued interest in better understanding the quality and effectiveness of the LTSS services provided in order to ensure positive outcomes for people receiving them and to be a good steward of the funds provided by the state that support these programs. Until recently, like many other states, Mississippi had difficulty measuring the quality and impact of LTSS services provided in its programs. In 2015, the National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI) developed the National Core Indicators for Aging and Disabilities (NCI-AD) Adult Consumer Survey to address this common measurement gap. The NCI-AD Survey collects valid and reliable person-reported data about the impact that states' publicly-funded LTSS have on the quality of life and outcomes of the older adults and adults with physical disabilities served by the states.

In the first year of this national initiative, Mississippi was one of 13 states selected to participate. The opportunity to participate in NCI-AD came at the perfect time for Mississippi, aligning well with its efforts to improve the existing LTSS system, both in processes and in data structures. The state continued collecting data in the project's second and third years, demonstrating its continued commitment to measuring and improving the quality of LTSS provided to the state's older adults and adults with physical disabilities. During this period, Mississippi received funding through the federal Balancing Incentive Program (BIP) that allowed supporting data collection activities.

This report highlights results for Mississippi from the third cycle of NCI-AD Adult Consumer Survey data collection. Information in the report can be used by state agencies, advocacy groups and legislators to make informed decisions about areas that need to be addressed in order to continue moving Mississippi's LTSS system forward.



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## List of Abbreviations Used in This Report

ADL – Activities of Daily Living  
AL Waiver – Assisted Living Waiver  
APS – Adult Protective Services  
BIP – Balancing Incentive Program  
BRE – business reply envelope  
CM – case manager  
CMS – Centers for Medicare and Medicaid Services  
CQI – continuous quality improvement  
DOM – Division of Medicaid  
ED Waiver – Elderly and Disabled Waiver  
ER – emergency room  
HCBS – Home and Community-Based Services  
HIPAA – Health Insurance Portability and Accountability Act of 1996  
HSRI – Human Services Research Institute  
IADL – Instrumental Activities of Daily Living  
IL Waiver – Independent Living Waiver  
LTC – Long Term Care  
LTSS – Long-Term Services and Supports  
MAC – Mississippi Access to Care  
MFP – Money Follows the Person  
N – Number of respondents  
NASUAD – National Association of States United for Aging and Disabilities  
NCI-AD – National Core Indicators for Aging and Disabilities  
TBI/SCI Waiver – Traumatic Brain Injury/Spinal Cord Injury Waiver

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## What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The project is coordinated by the National Association of States United for Aging and Disabilities<sup>1</sup> (NASUAD) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The project officially launched in the summer of 2015 with 13 participating states<sup>2</sup>. The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [\*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results\*](#) report, available on the NCI-AD website ([www.NCI-AD.org](http://www.NCI-AD.org)).

## NCI-AD Adult Consumer Survey

### Survey Overview

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

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

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

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

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

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

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

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



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

## Survey Organization

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

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

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

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

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

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

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

## NCI-AD in Mississippi

Mississippi implemented the 2017-2018 NCI-AD Adult Consumer Survey to collect experience and satisfaction data directly from individuals receiving services and supports through one of four 1915(c) Medicaid HCBS waivers: the Assisted Living (AL) Waiver, the Elderly and Disabled (ED) Waiver, the Independent Living (IL) Waiver, and the Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI) Waiver. Data collection activities were implemented by the Mississippi Division of Medicaid (DOM), in partnership with FEi Systems, IMPAQ International, Vital Research, the Parham Group, NASUAD, and HSRI. The project is part of a larger DOM continuous quality improvement (CQI) effort that was previously funded through the Centers for Medicare & Medicaid Services (CMS) Balancing Incentive Program (BIP). Resultant NCI-AD data may be used to inform the evolving CQI framework and to complement CMS' recent HCBS requirements.

## Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Mississippi and included for analysis in 2017-2018 was four hundred and twenty-eight (Total N=428). Four program populations were included in the survey sample and are detailed below.

**Assisted Living (AL) Waiver:** This program is funded through a 1915(c) Medicaid Waiver. It provides assisted living services to individuals age 21 and older and to individuals with functional, cognitive, and/or medical support needs. One hundred and eight people (N=108) from this program were interviewed and included for analysis.

**Elderly and Disabled (ED) Waiver:** This program is funded through a 1915(c) Medicaid Waiver. It provides adult day care, case management, in-home respite, personal care, extended home health, home delivered meals, and institutional respite care for individuals age 65 and older and to individuals with physical disabilities ages 21-64. One hundred and five people (N=105) in this program were interviewed and included for analysis.

**Independent Living (IL) Waiver:** This program is funded through a 1915(c) Medicaid Waiver. It provides case management, personal care attendant, financial management services, environmental accessibility adaptation, specialized medical equipment and supplies, and transition assistance for individuals age 16 or older who have severe orthopedic and/or neurological impairments. One hundred and five people (N=105) from this program were interviewed and included for analysis.

**Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI) Waiver:** This program is funded through a 1915(c) Medicaid Waiver. It provides case management, personal care attendant, respite, environmental accessibility adaptations, specialized medical equipment and supplies, and transition assistance services for individuals of all ages with a traumatic brain injury or a spinal cord injury. One hundred and ten people (N=110) from this program were interviewed and included for analysis.

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

NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the program’s total number of analyzed surveys. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

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

<b>Program</b>	<b>Number of analyzed surveys</b>	<b>Number of eligible participants</b>	<b>Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution</b>	<b>Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution</b>
<b>Assisted Living (AL) Waiver</b>	108	588	7.8% MoE, 95% CL	8.5% MoE, 95% CL
<b>Elderly and Disabled (ED) Waiver</b>	105	16,225	8.7% MoE, 95% CL	9.5% MoE, 95% CL
<b>Independent Living (IL) Waiver</b>	105	2,624	8.6% MoE, 95% CL	9.4% MoE, 95% CL
<b>Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI) Waiver</b>	110	891	8.0% MoE, 95% CL	8.8% MoE, 95% CL
<b>Total</b>	<b>428</b>	<b>20,328</b>	<b>4.3% MoE, 95% CL</b>	<b>4.7% MoE, 95% CL</b>

## Survey Process in Mississippi

As part of a larger contract between DOM and FEi Systems, IMPAQ International was subcontracted to oversee implementation of the NCI-AD Survey. IMPAQ partnered with Vital Research to hire and manage local interviewers and with The Parham Group, a Mississippi-based consulting firm, to assist with gathering the Pre-Survey and Background Information Section data. DOM, FEi

Systems, IMPAQ, Vital Research, The Parham Group, NASUAD, and HSRI staff conducted a two-day training with 10 interviewers on June 6 and 7, 2017. The team trained on the following broad array of topics:

- A detailed review of the NCI-AD Survey tool
- Interviewer policies and procedures
- Overview of Mississippi's NCI-AD efforts
- General and population-specific surveying techniques
- Disability etiquette
- Procedures for follow-up in cases of unmet needs and/or abuse, neglect or exploitation
- Confidentiality and HIPAA compliance
- Technical skills, including operation of tablets used for surveying
- Mock interviewing practice sessions

In conjunction with DOM, IMPAQ developed pre-notification letters to be sent to individuals randomly selected into the sample as potential participants, and, when appropriate, their legal guardians. Pre-notification letters described the purpose of Mississippi's NCI-AD initiative and provided an overview of what the person's participation would entail if it was agreed to. If the prospective interviewee had a legal guardian, the pre-notification letter, along with a guardian consent form and a postage pre-paid business reply envelope (BRE), was sent to the legal guardian. Each guardian was asked to return the signed consent form, thus enabling their dependent to participate in the NCI-AD interview. The interviewer team strived to obtain the respondent's or the guardian's (as appropriate) consent in written form for each interview. In cases in which written consent could not be obtained, the interviewer secured the participant's (or the guardian's) consent verbally. In addition, all individuals and/or guardians were asked to verbally confirm their consent before commencing the interview.

Interviewers began to schedule and conduct NCI-AD in-person interviews immediately after they completed training in June. All surveys were conducted using electronic tablets supplied by Vital Research and collected data was regularly uploaded by the

interviewers into a secure database, also maintained by Vital Research. Final survey data files were transmitted to HSRI in June of 2018.

Mississippi chose to add 9 state-specific questions to the standard NCI-AD Survey.

## Stakeholders

During the early implementation period, DOM regularly convened the Mississippi Access to Care (MAC) 2.0, a stakeholder group formed to assist with the state's LTSS reform efforts. This group was composed of state and local leaders from Mississippi's aging and disability network. The main purpose of the MAC 2.0 was to bring together projects that focused on LTSS for older adults and persons with disabilities. MAC 2.0 had a number of smaller work groups, including the Quality Assurance Data Collaborative, which researched and identified core quality measures needed to ensure quality and positive outcomes of LTSS. DOM and its NCI-AD implementation partners leveraged the MAC 2.0 to increase awareness of the NCI-AD project and encourage information-sharing during phases of collection of Pre-Survey and Background Information Section data. NCI-AD data were made available to the MAC 2.0 and Quality Assurance Data Collaborative to support its selection of performance measures, inform the CQI framework, and provide empirical evidence on individuals' experiences and satisfaction with Medicaid 1915(c) waivers throughout the state. The (MAC) 2.0 Stakeholder Group's final meeting was held on July 12, 2017.

## Organization of Results

The following pages of the report presents findings from Mississippi's 2017-2018 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each of the four programs. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

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

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

Each chart also contains Mississippi’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 the programs were represented proportionally relative to the populations they serve. Mississippi’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 Mississippi’s weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (i.e. responses were collapsed, for example, an “always” response combined with a “most of the time” response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A.



Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. Tables also contain Mississippi'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 corresponding charts.

Data from state-specific questions that Mississippi chose to add to the standard NCI-AD Survey are shown in Appendix C.

## Limitations of Report

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

## Community Participation

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

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

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

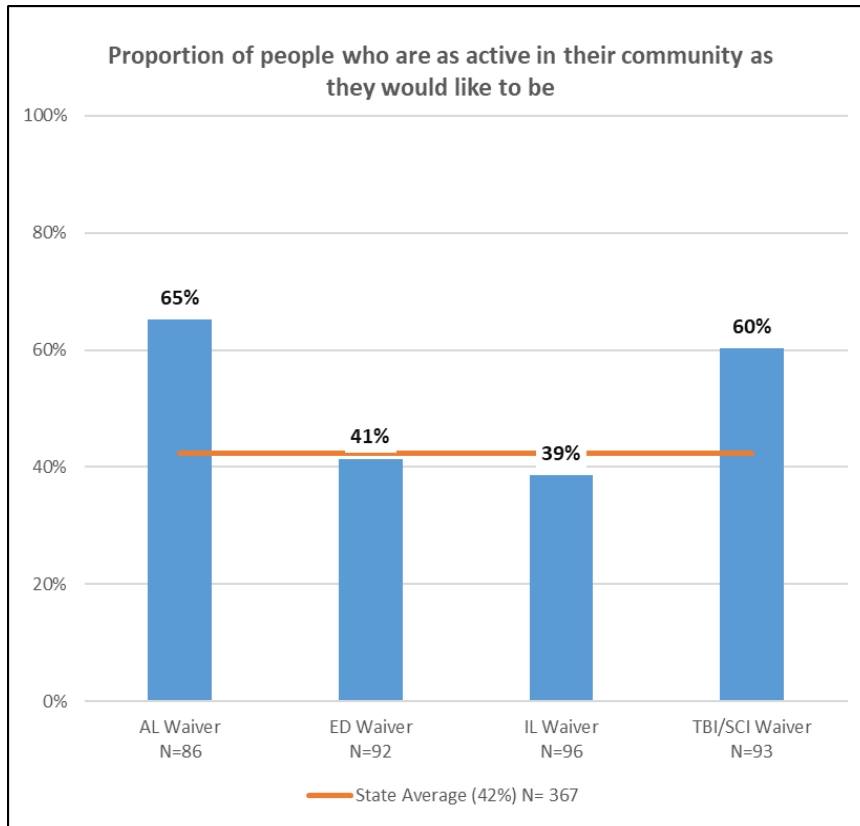
There are three<sup>3</sup> survey items that correspond to the Community Participation domain.

Un-collapsed data for state and programs are shown in Appendix B.

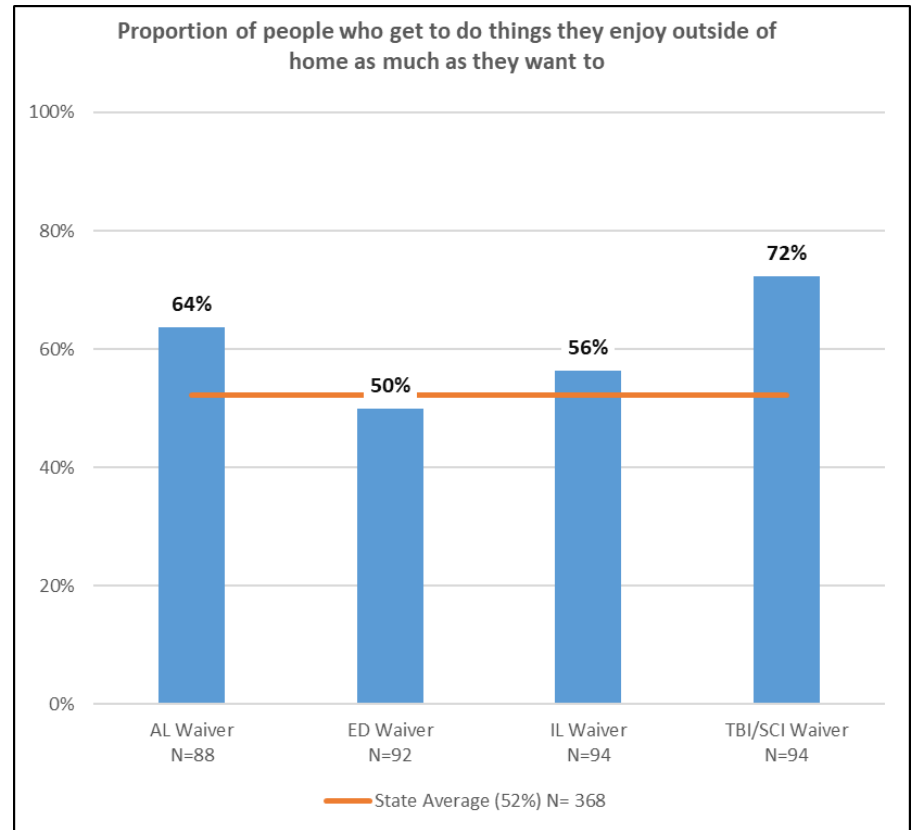
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<sup>3</sup> Data for one item are presented in Appendix B only.

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



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



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

## Choice and Decision Making

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

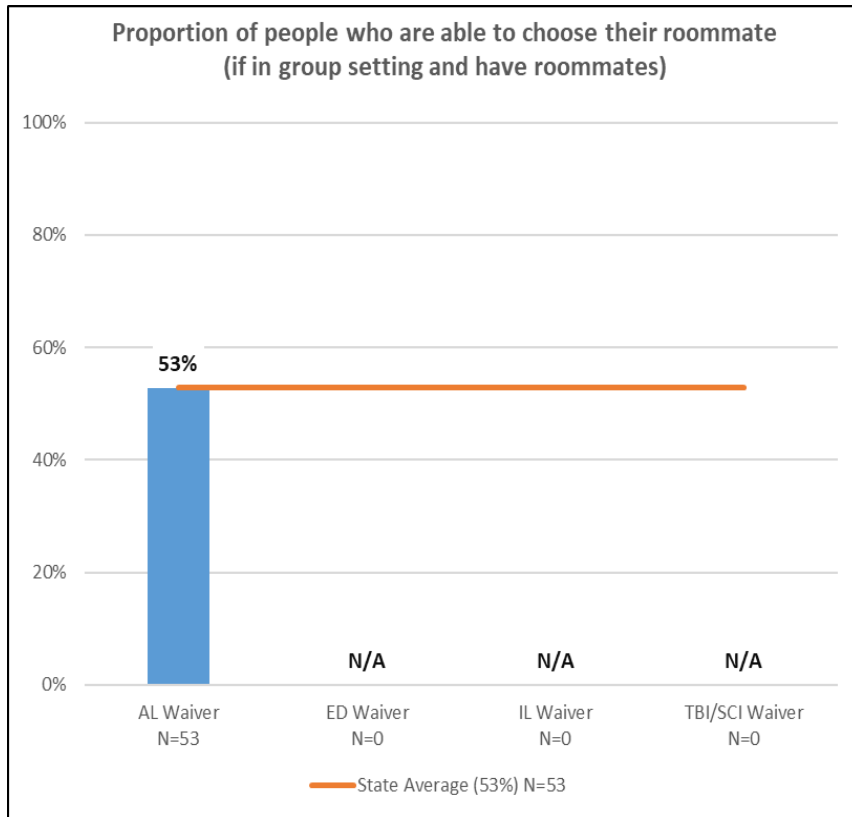
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

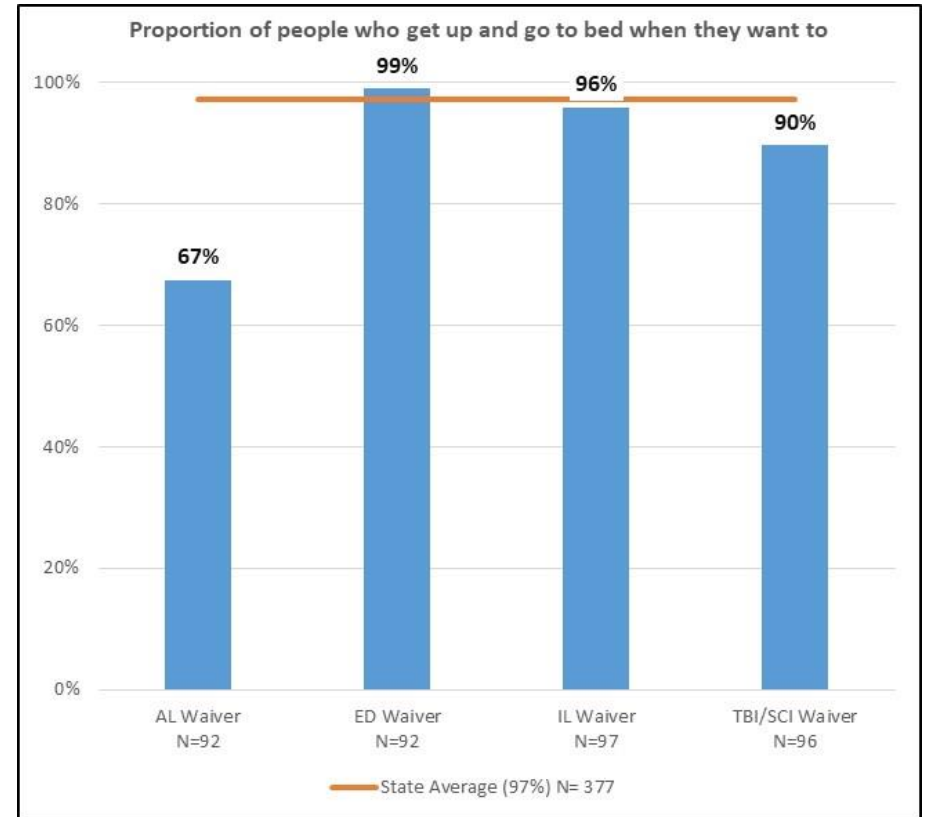
There are four survey items that correspond to the Choice and Decision-Making domain.

Un-collapsed data for state and programs are shown in Appendix B.

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

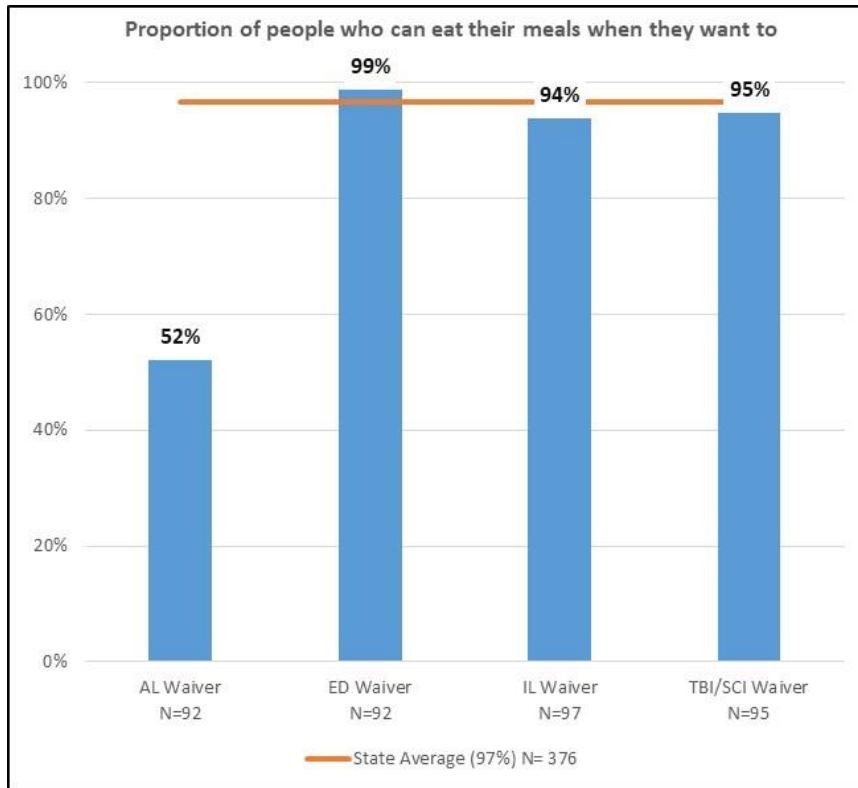


Graph 4. Proportion of people who get up and go to bed when they want to

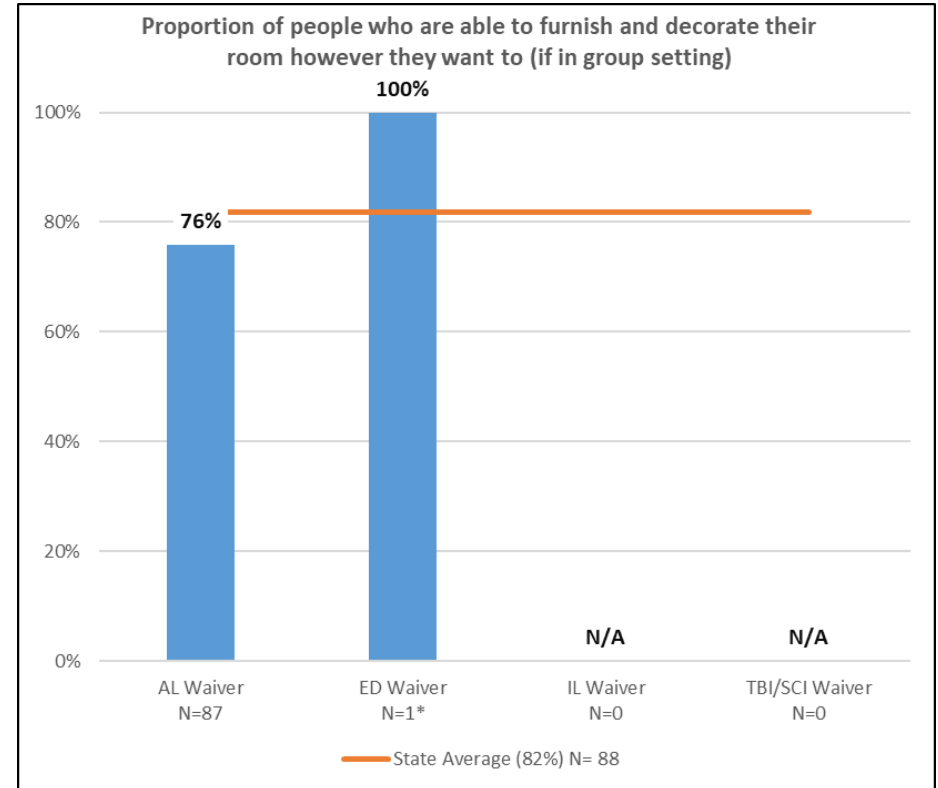


<sup>5</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



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



\* Very small number of responses

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

## Relationships

People have friends and relationships and do not feel lonely.

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

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

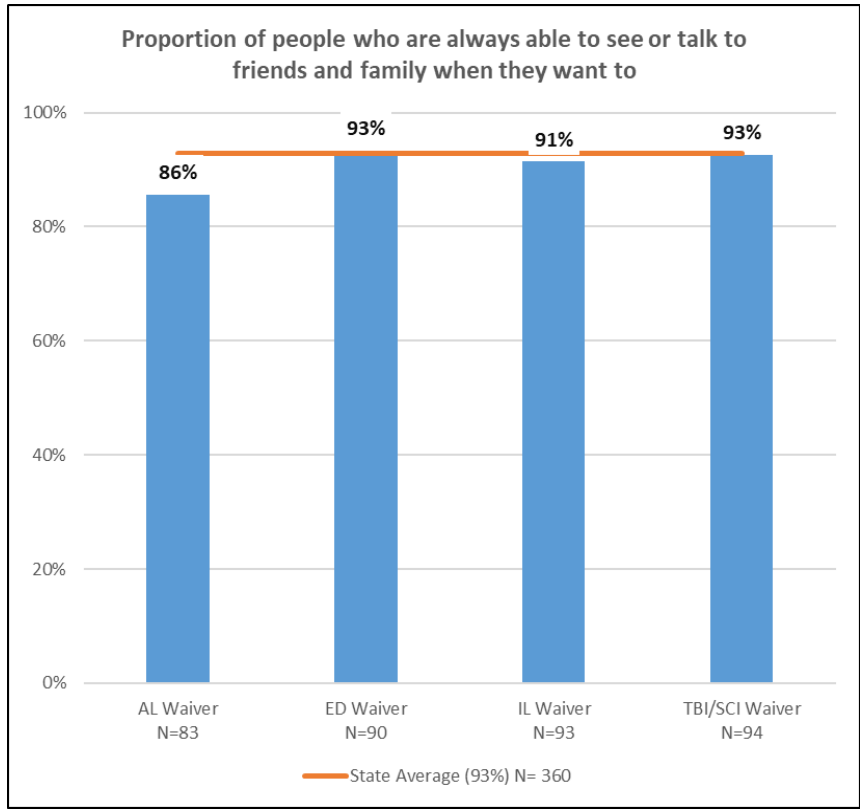
There are two<sup>7</sup> survey items that correspond to the Relationship domain.

Un-collapsed data for state and programs are shown in Appendix B.

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

Graph 7. Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)





## Satisfaction

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

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

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

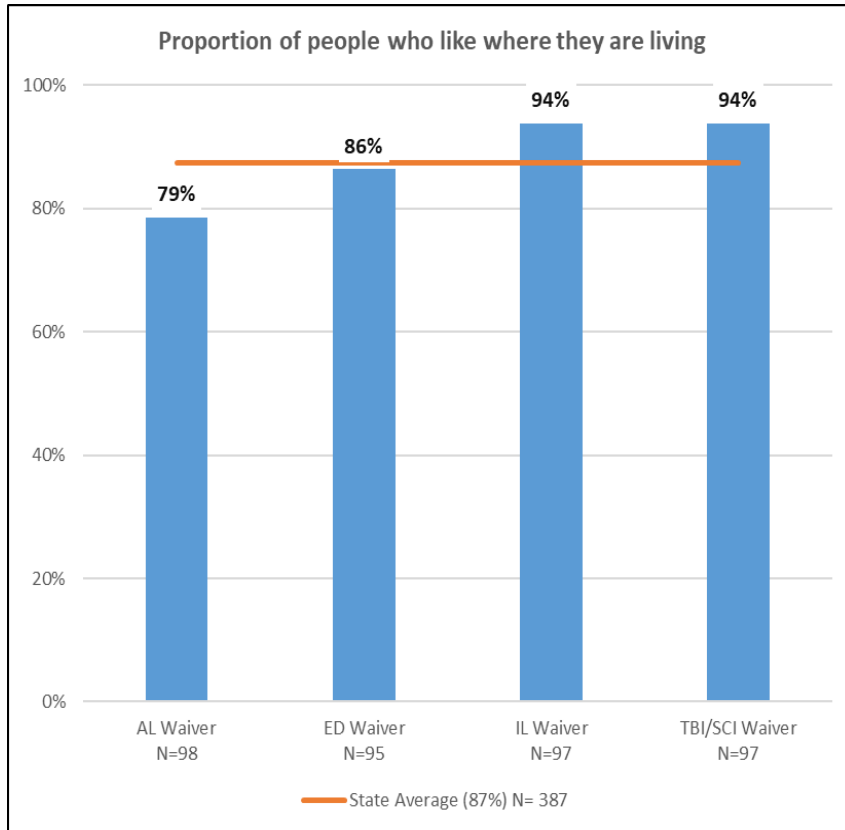
There are seven<sup>8</sup> survey items that correspond to the Satisfaction domain.

Un-collapsed data for state and programs are shown in Appendix B.

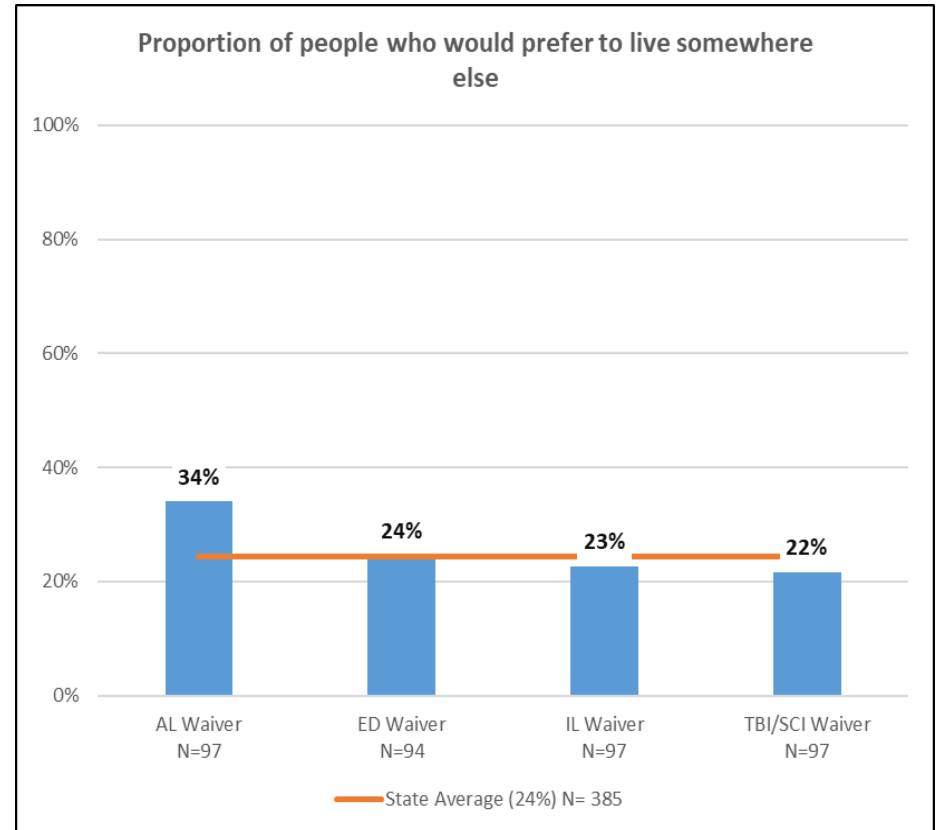
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<sup>8</sup> Data for two items are presented in Appendix B only.

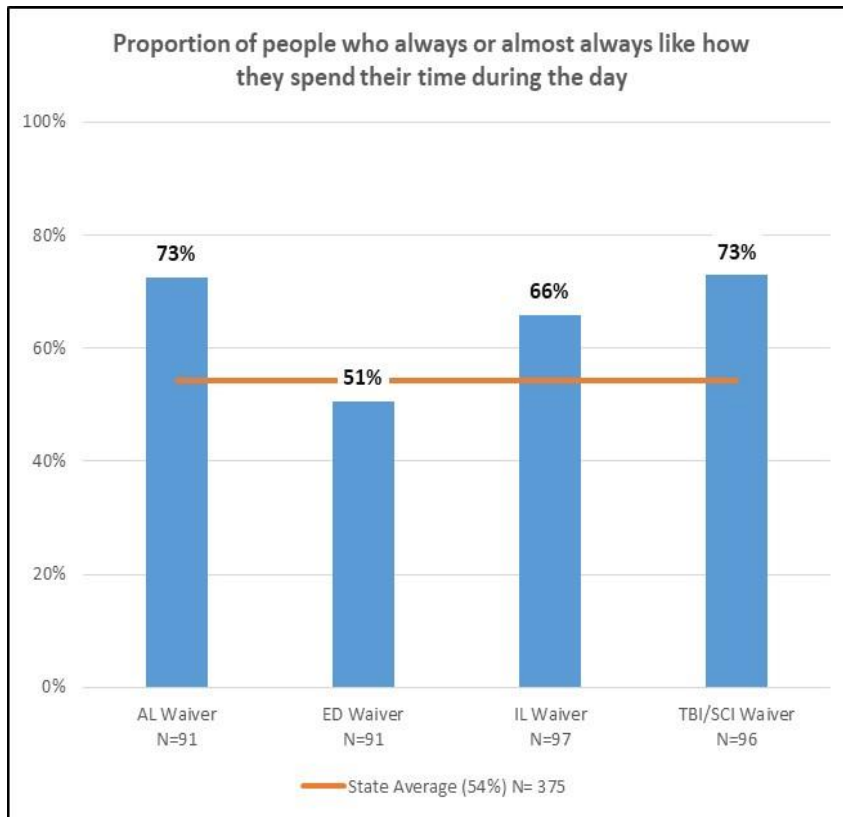
Graph 8. Proportion of people who like where they are living



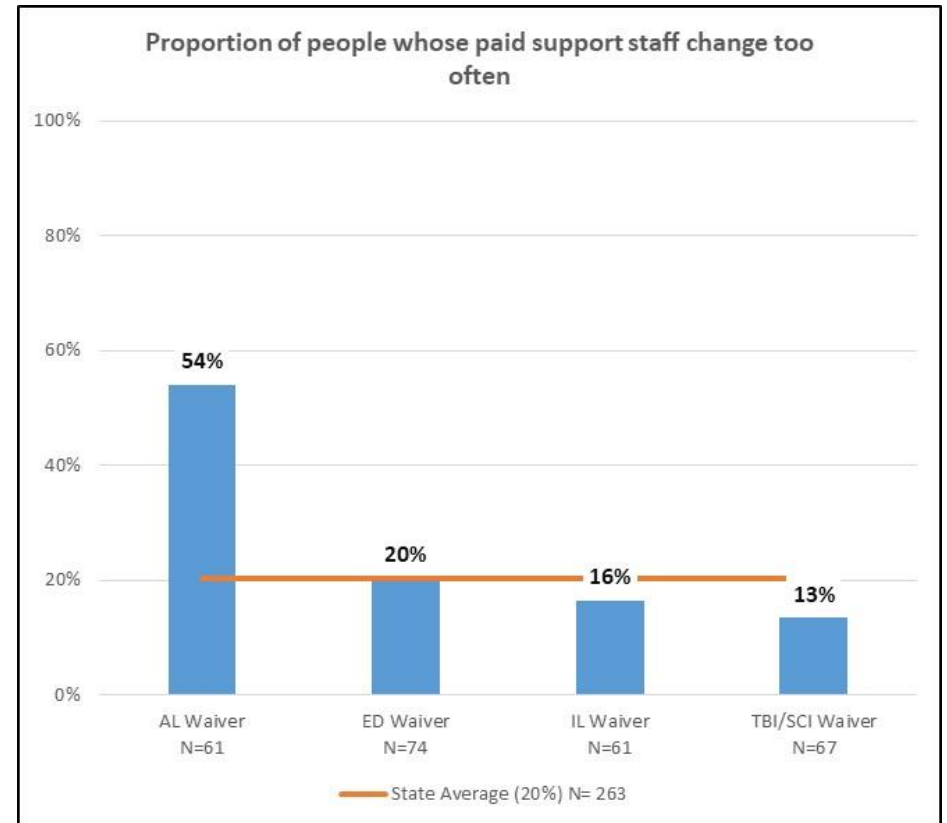
Graph 9. Proportion of people who would prefer to live somewhere else



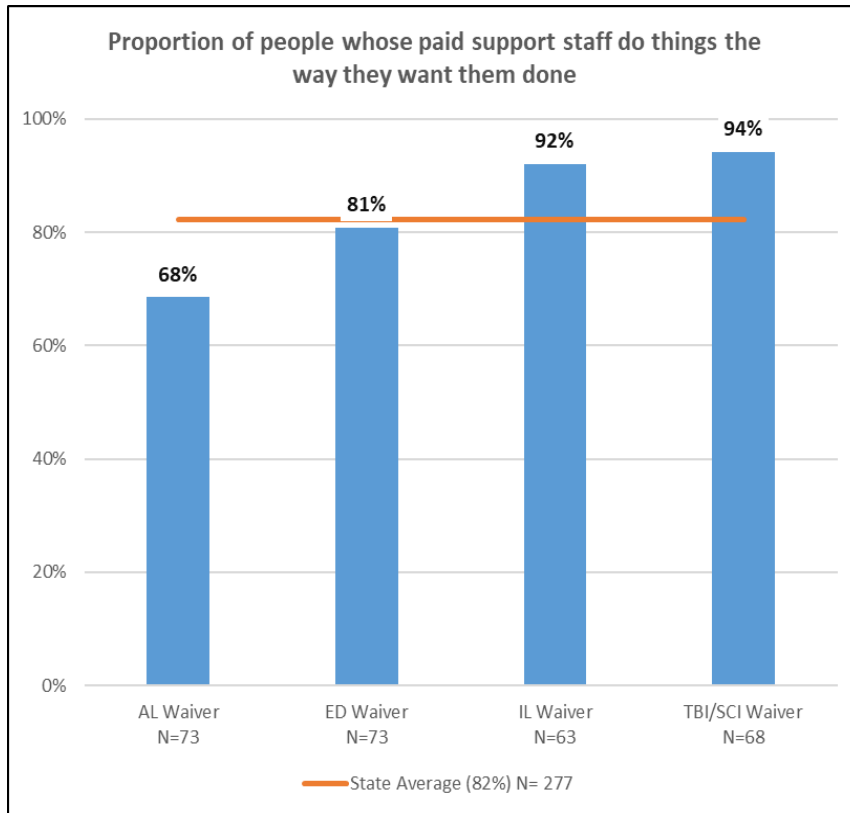
Graph 10. Proportion of people who always or almost always like how they spend their time during the day



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

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

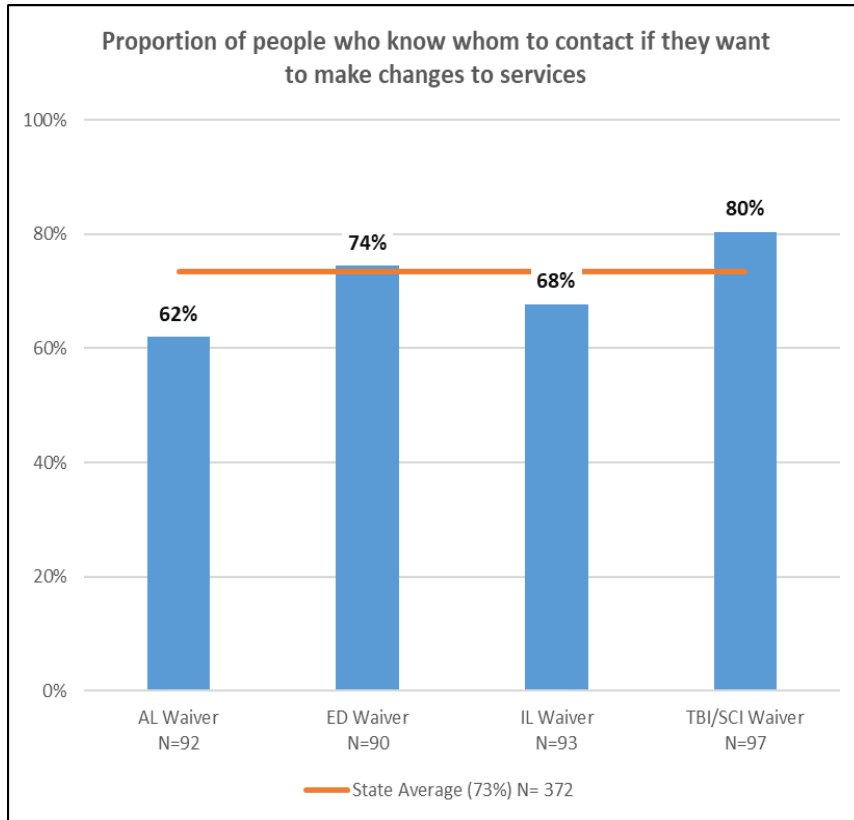
There are twelve<sup>9</sup> survey items that correspond to the Service Coordination domain.

Un-collapsed data for state and programs are shown in Appendix B.

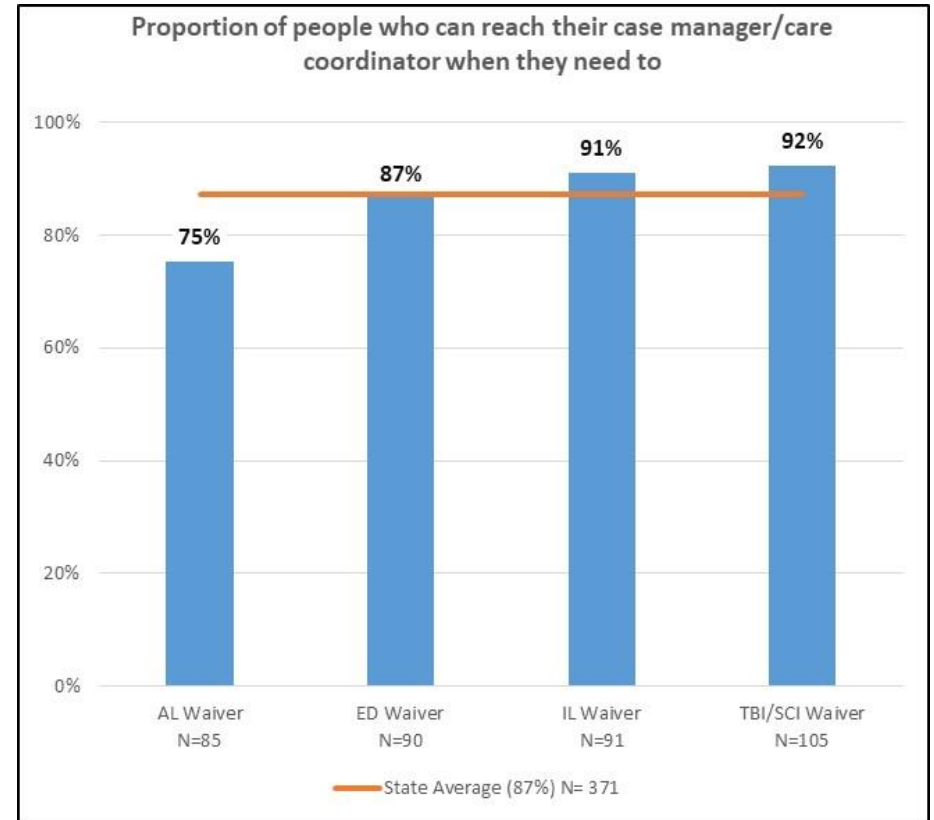
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<sup>9</sup> Data for two items are presented in Appendix B only.

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

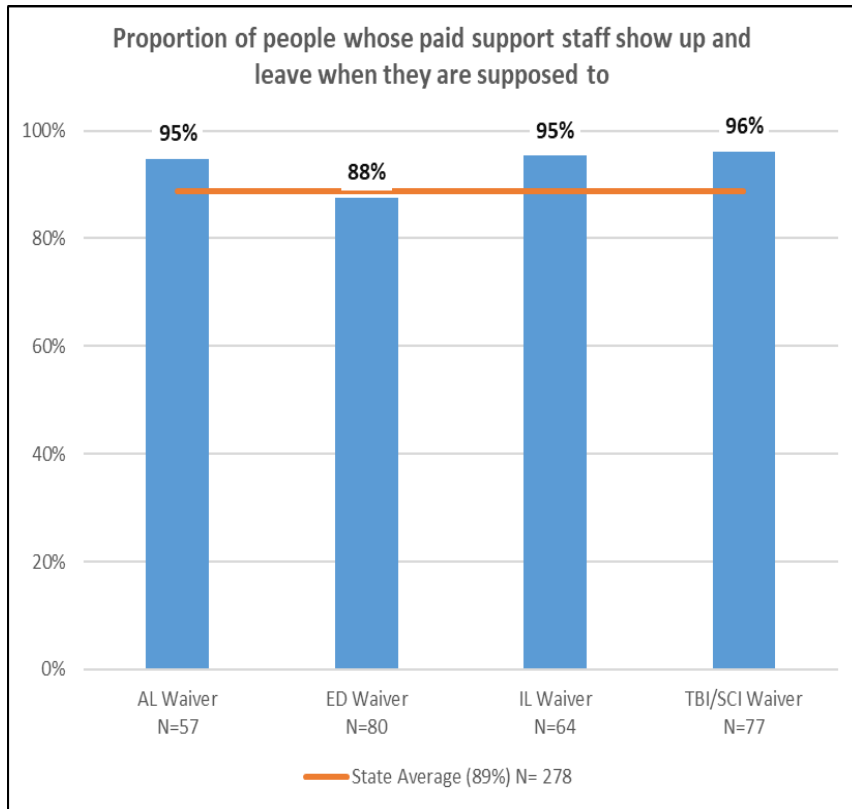


Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

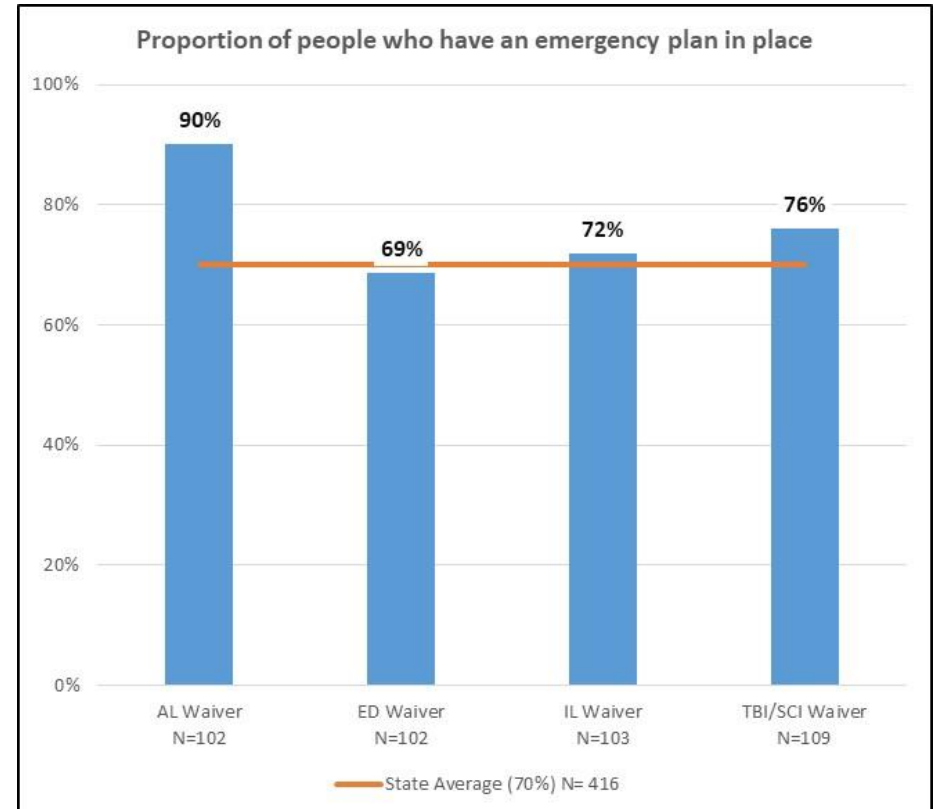


<sup>10</sup> Question changed in 2017-2018 – no longer allows for proxies

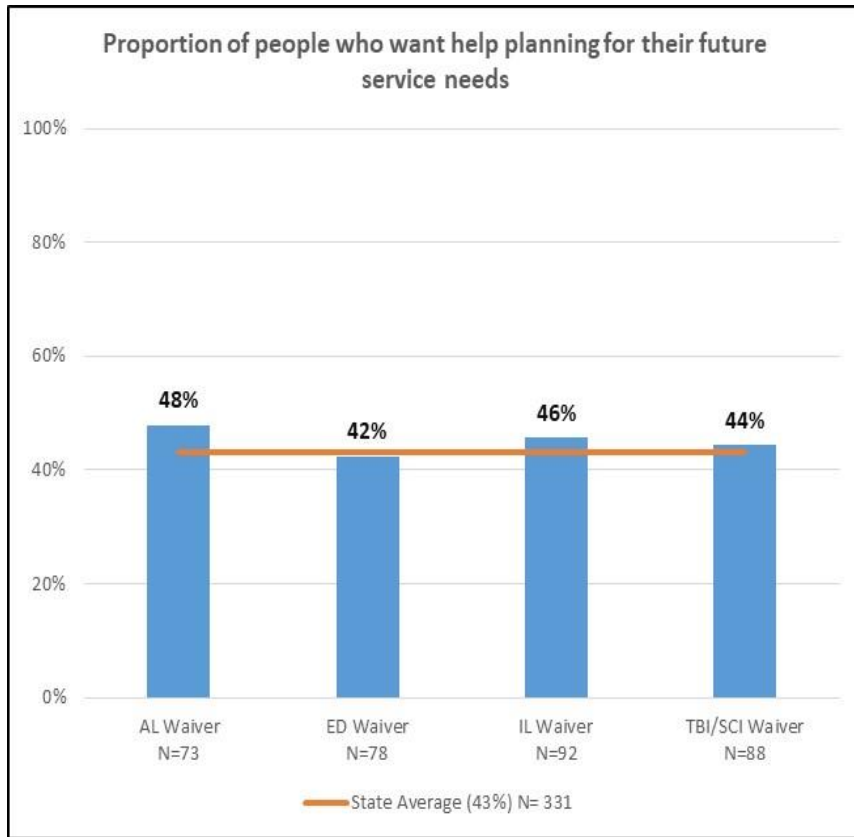
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



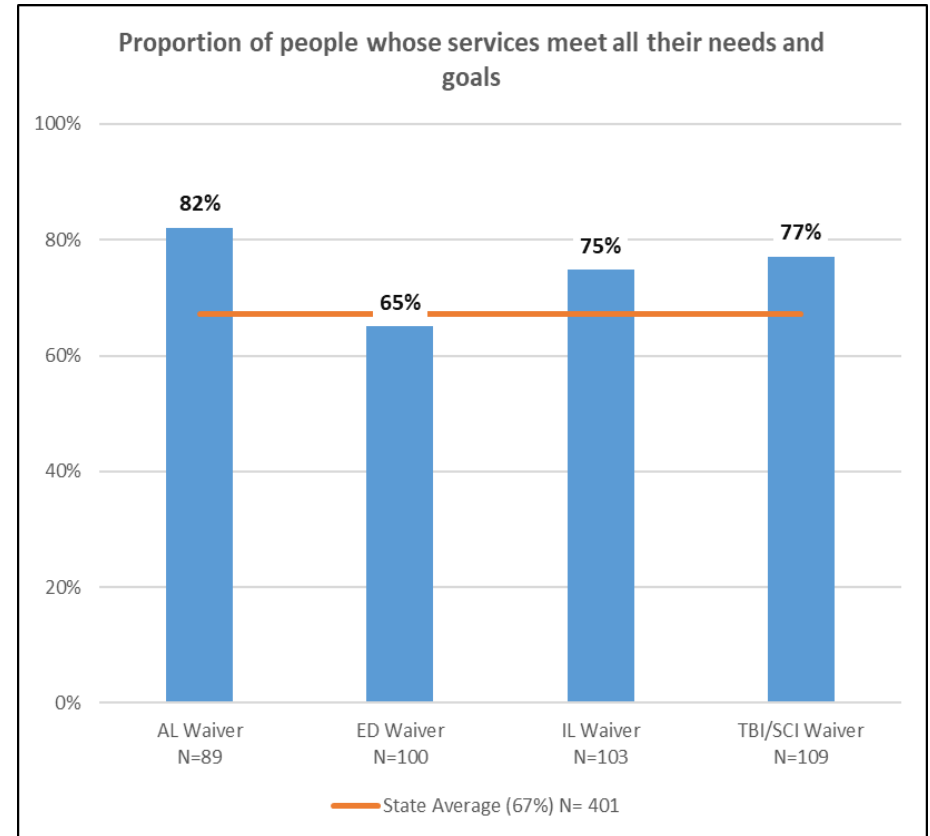
Graph 16. Proportion of people who have an emergency plan in place



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

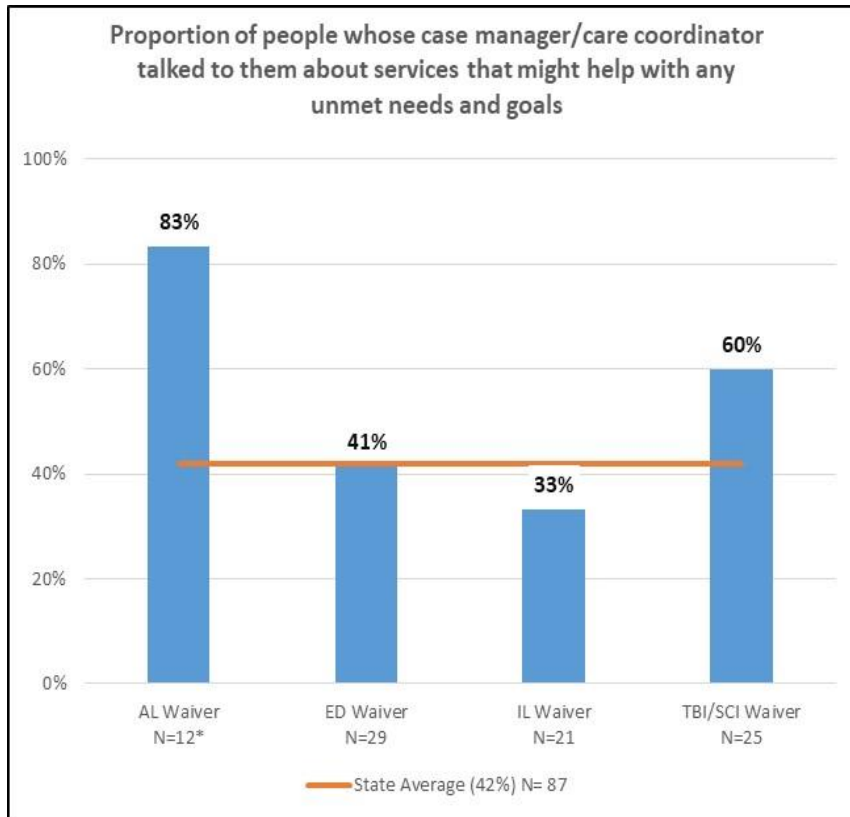


Graph 18. Proportion of people whose services meet all their needs and goals



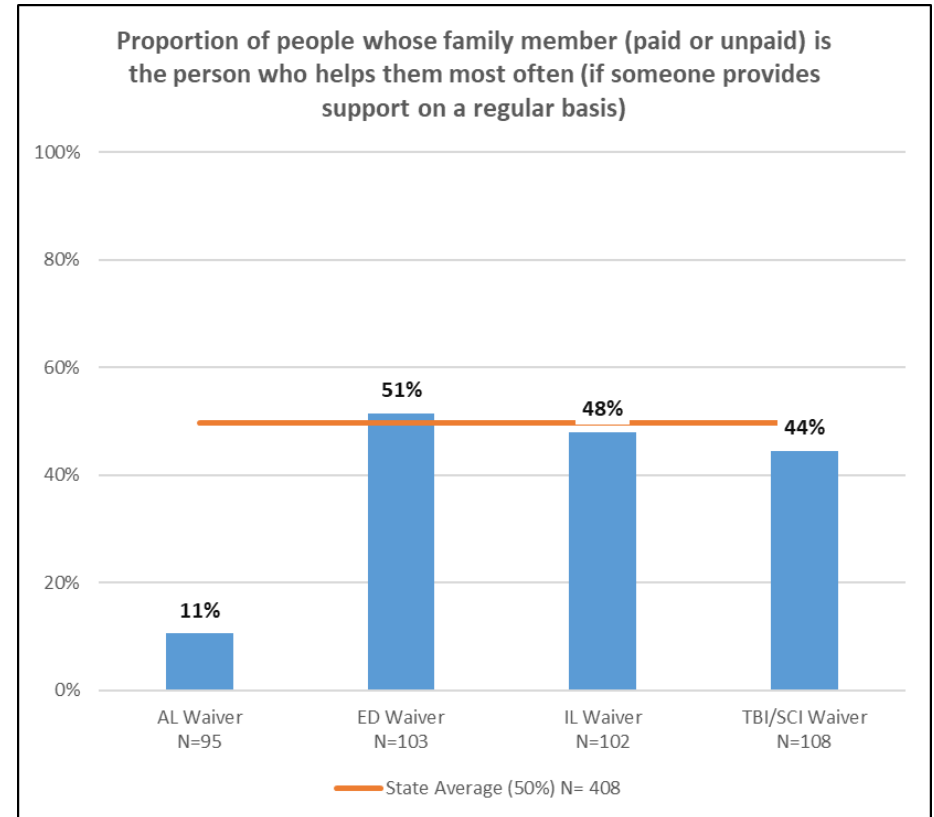


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

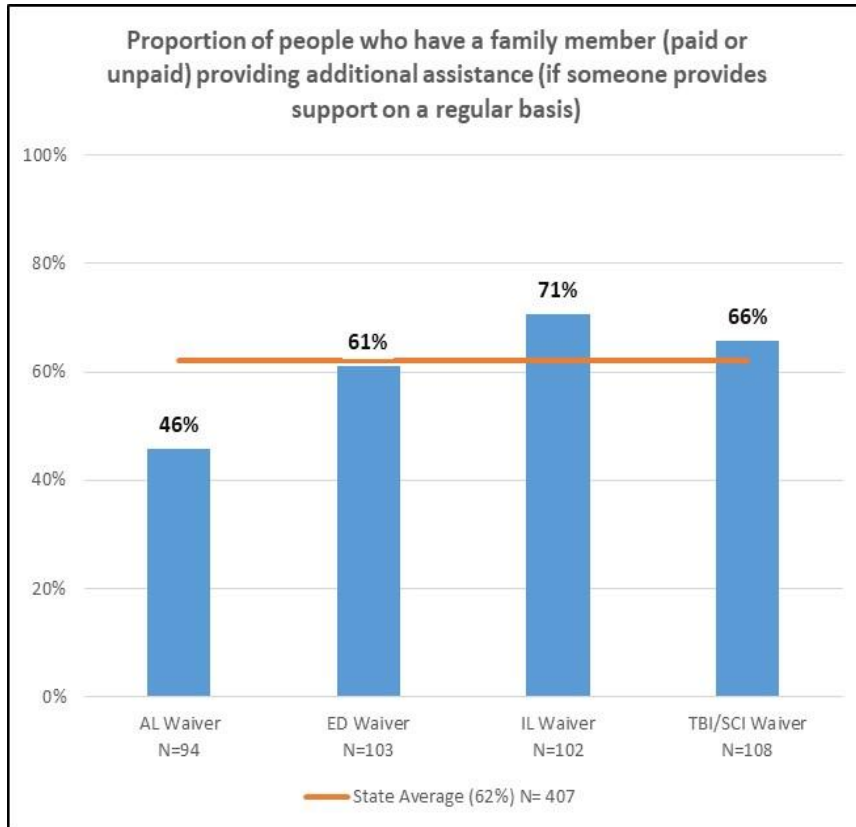


\* Very small number of responses

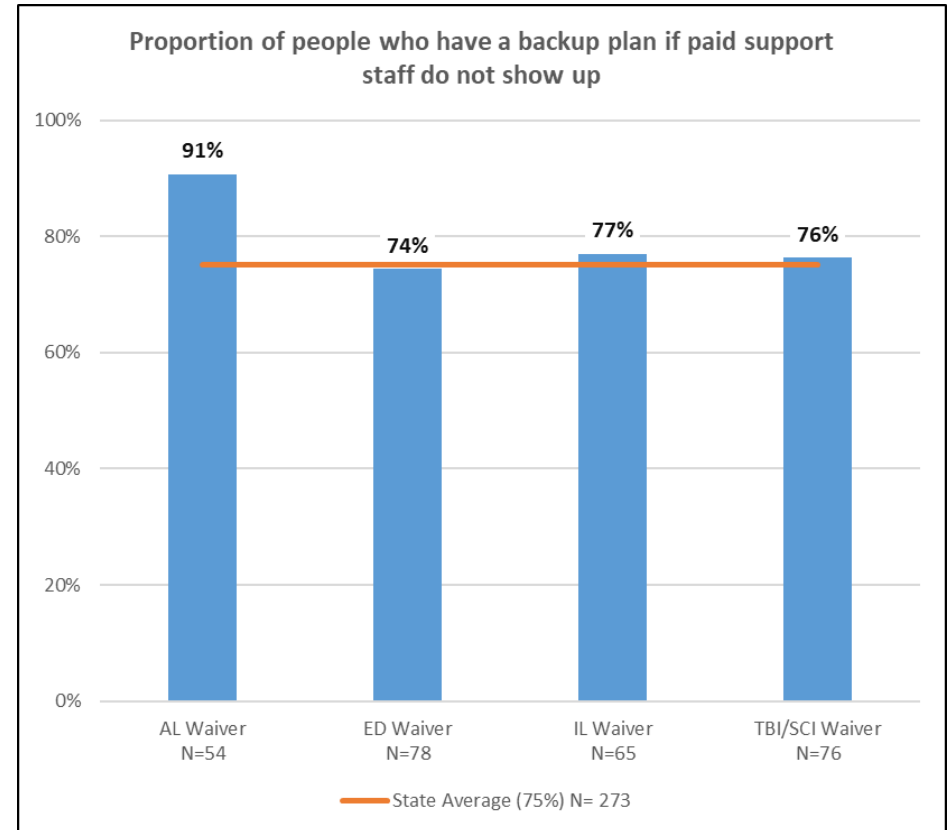
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)



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



## Care Coordination

Individuals are provided appropriate coordination of care.

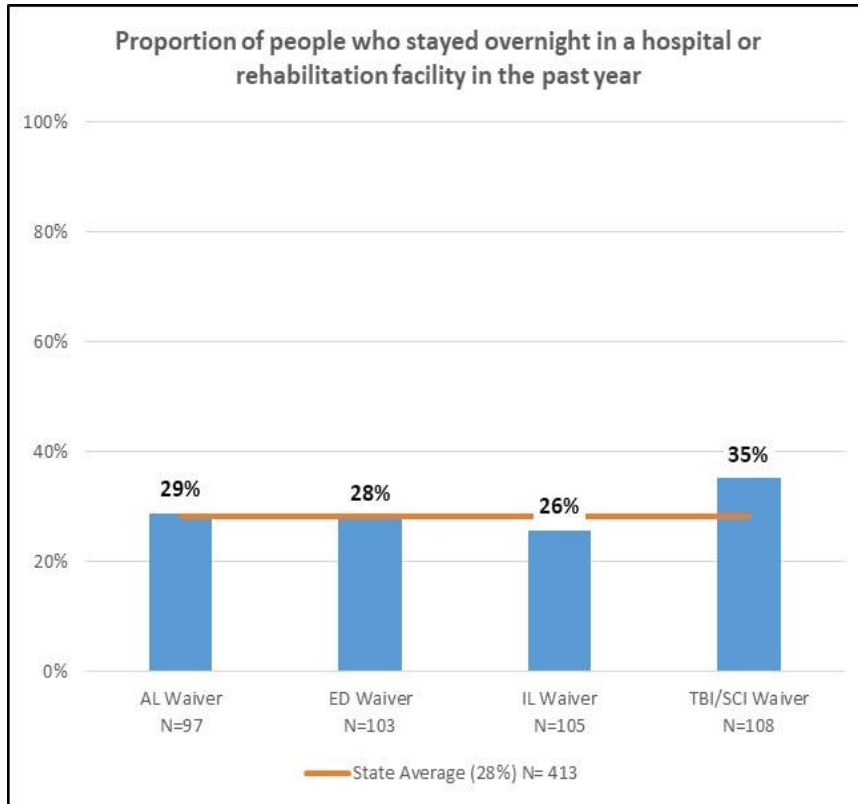
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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

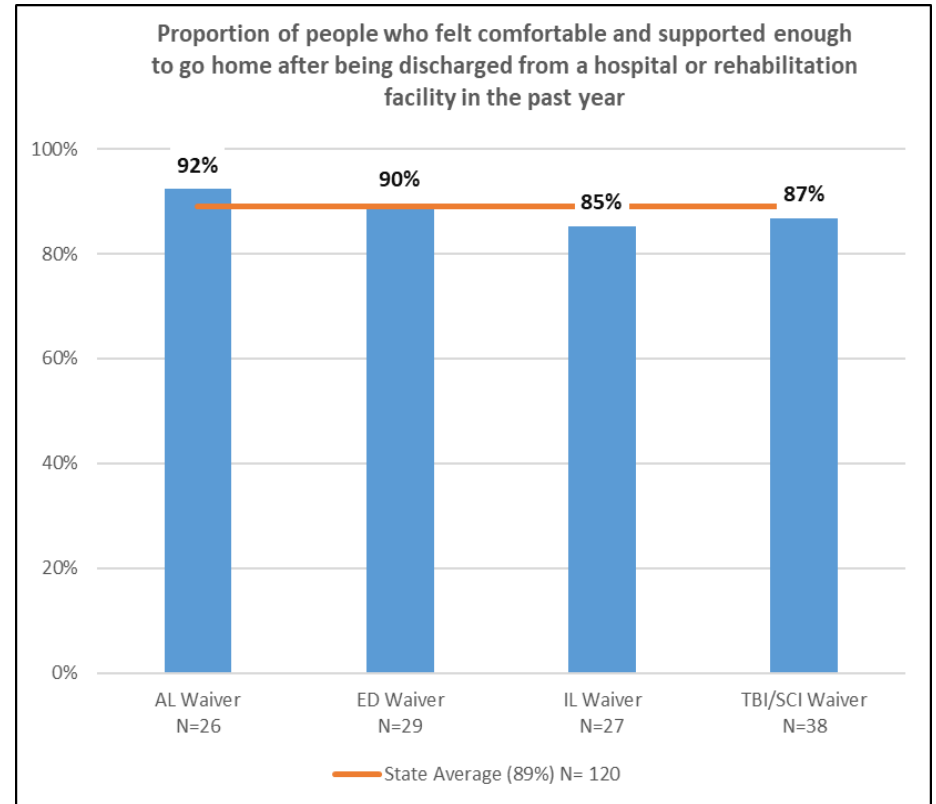
There are four survey items that correspond to the Care Coordination domain.

Un-collapsed data for state and programs are shown in Appendix B.

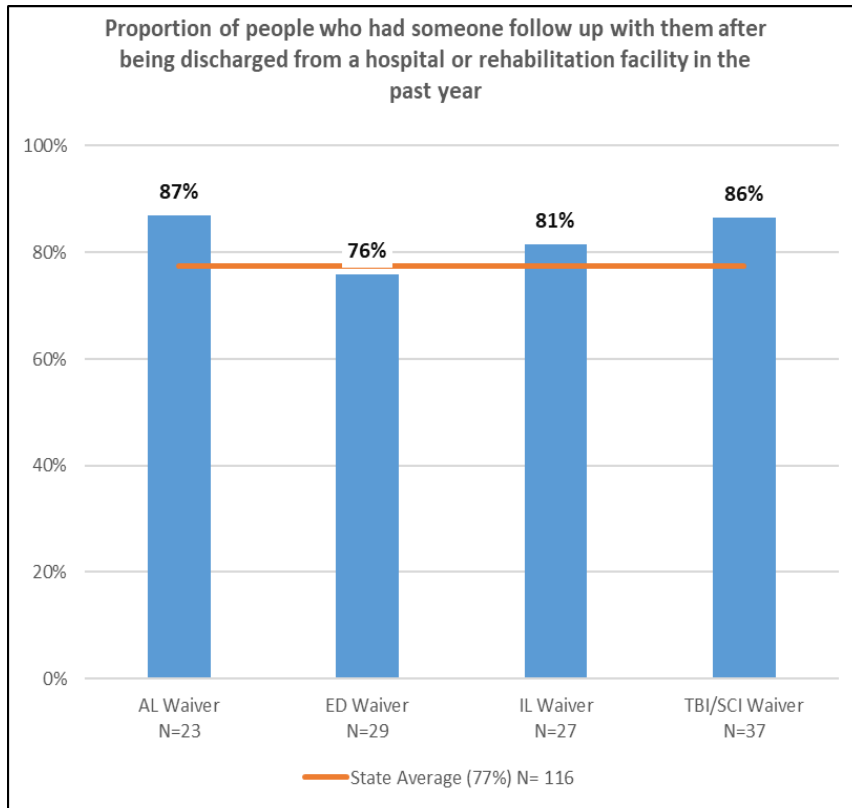
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



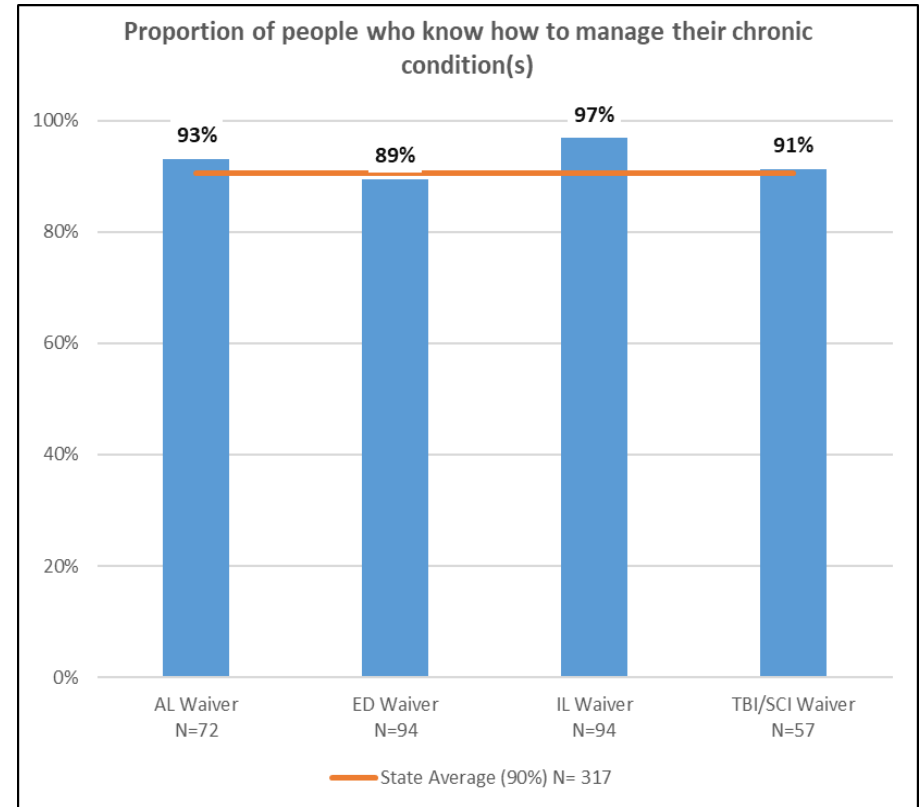
Graph 24. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



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



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



## Access

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

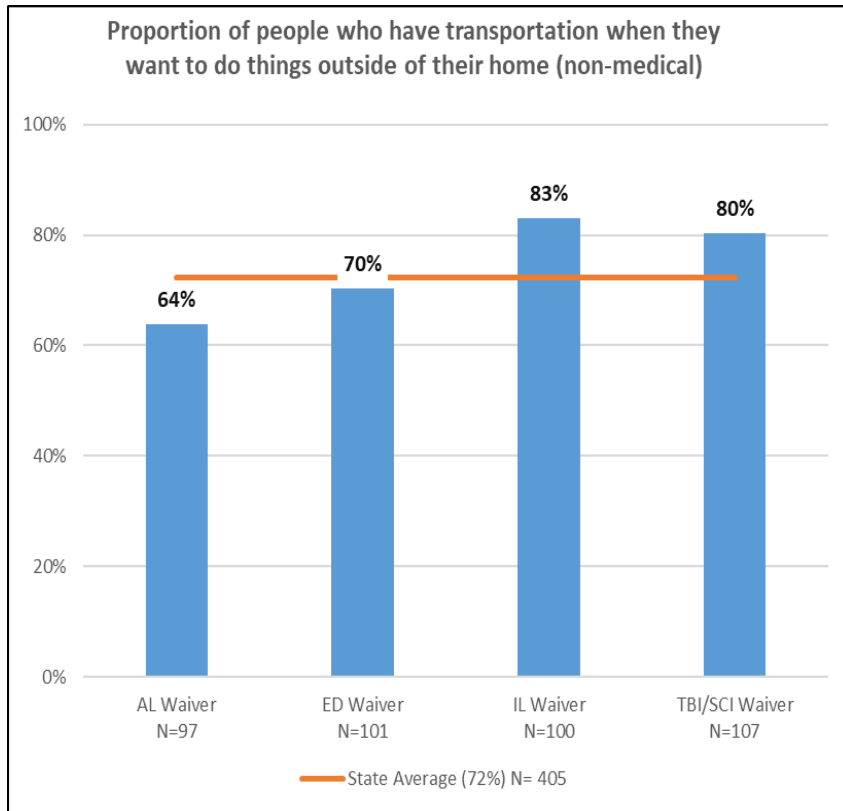
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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

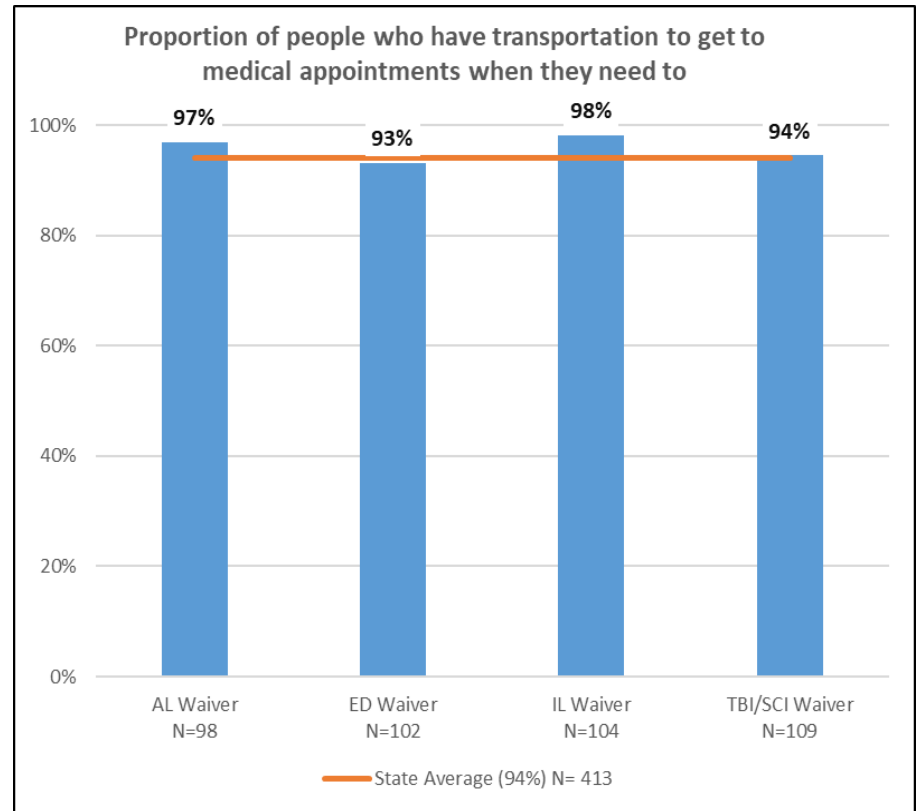
There are five survey items that correspond to the Access domain.

Un-collapsed data for state and programs are shown in Appendix B.

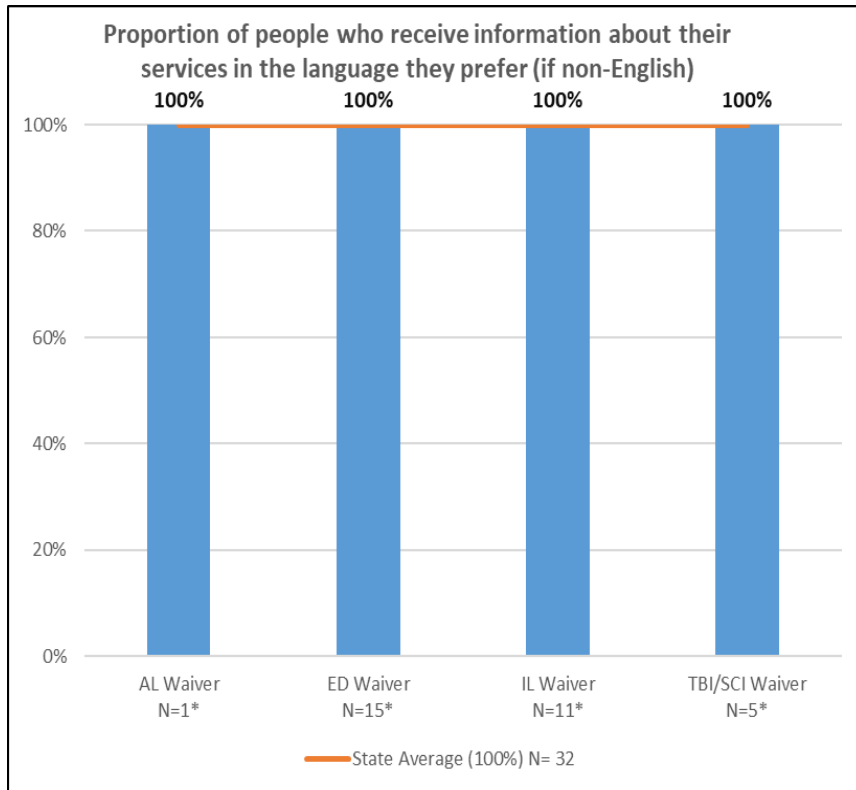
Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



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

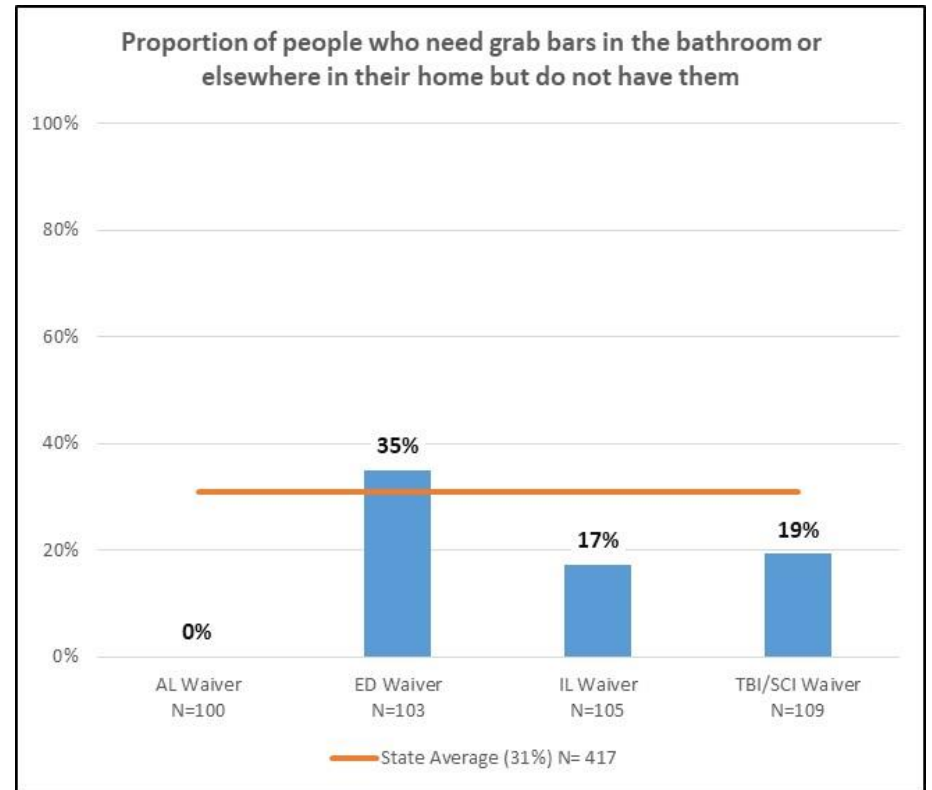


Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)



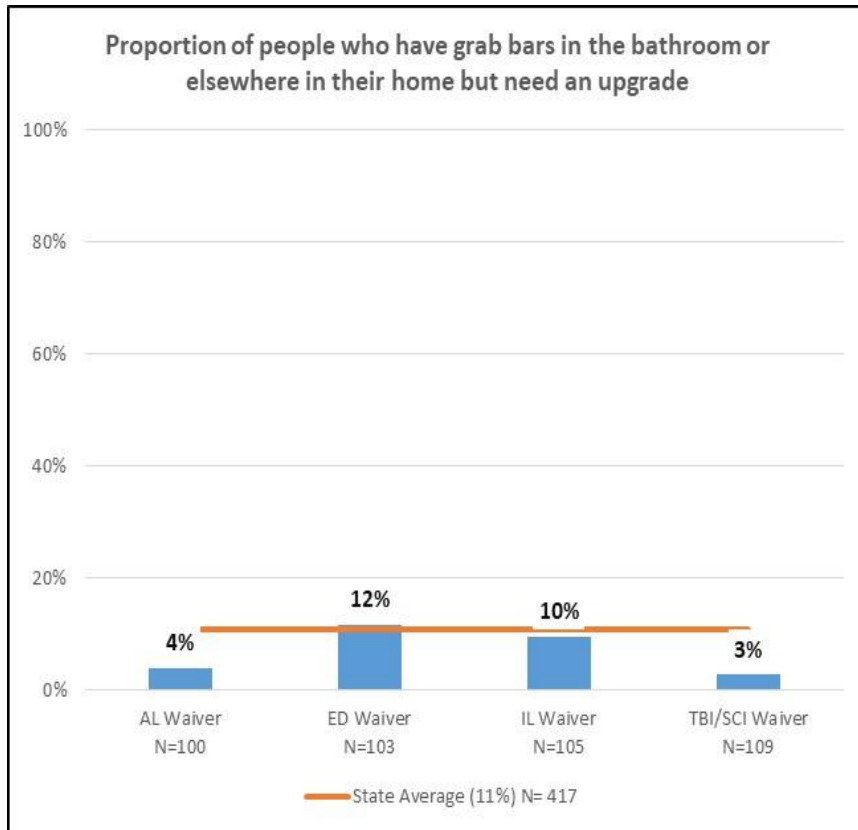
\* Very small number of responses

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

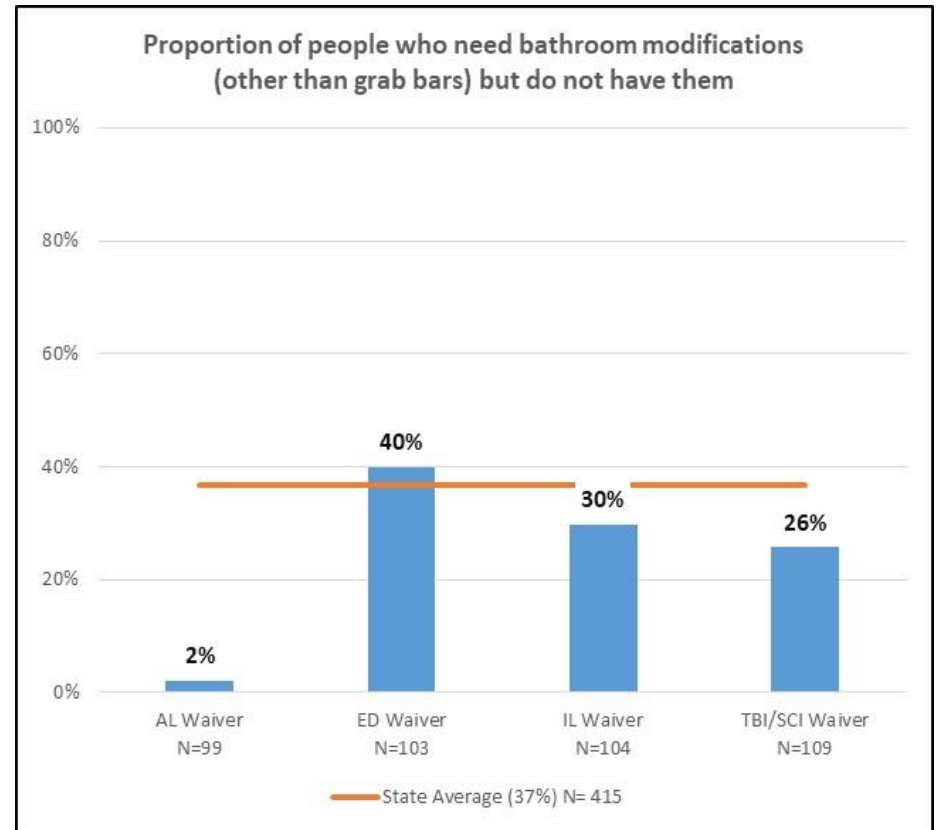




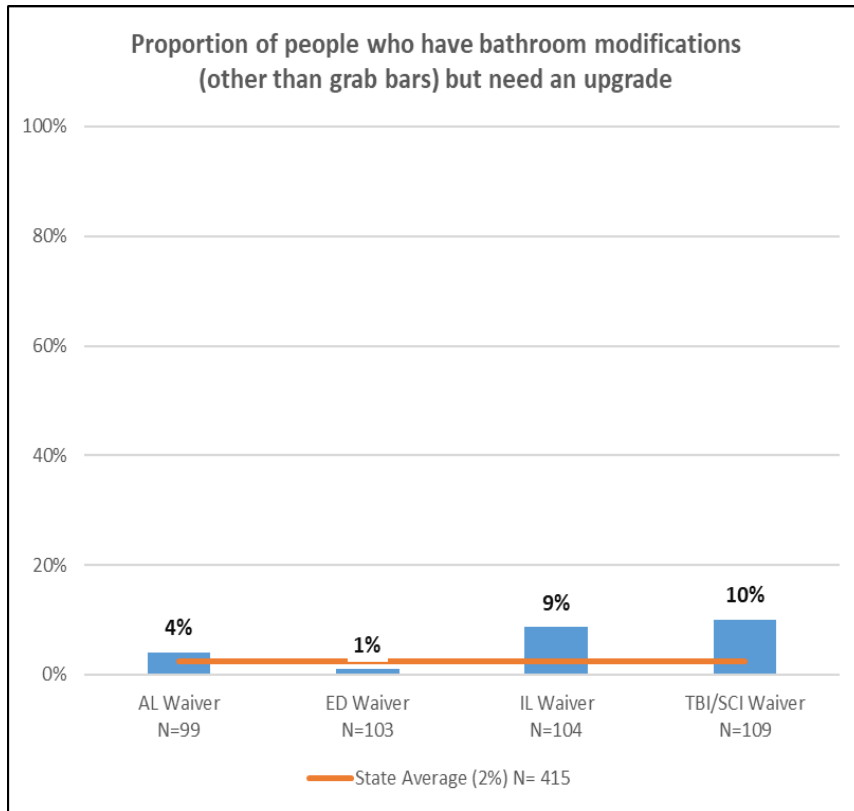
Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



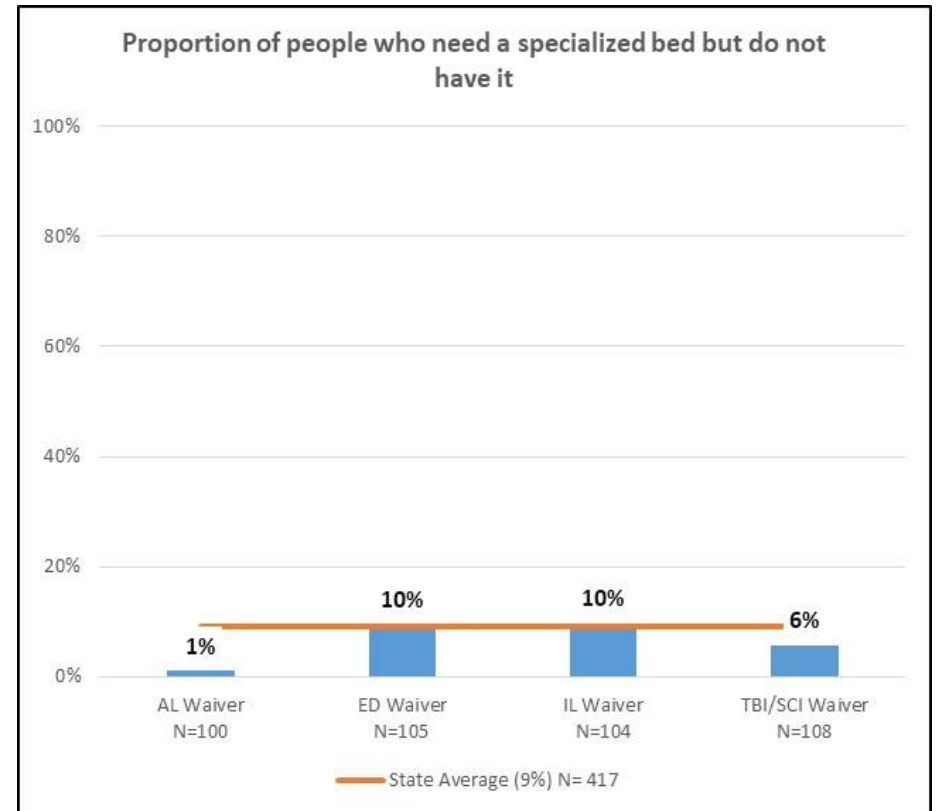
Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them



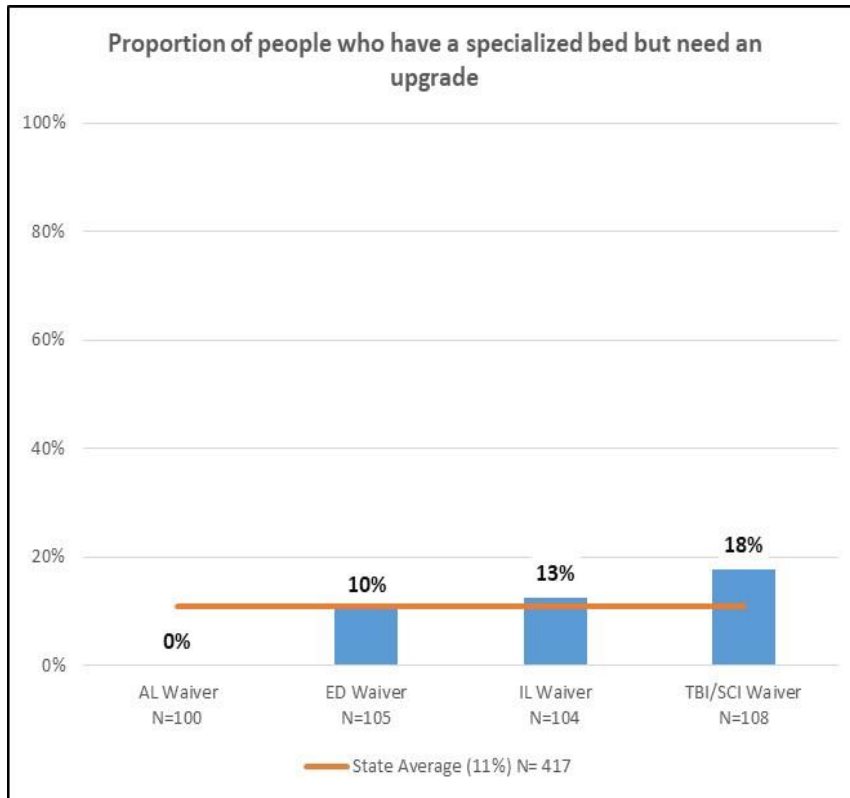
Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



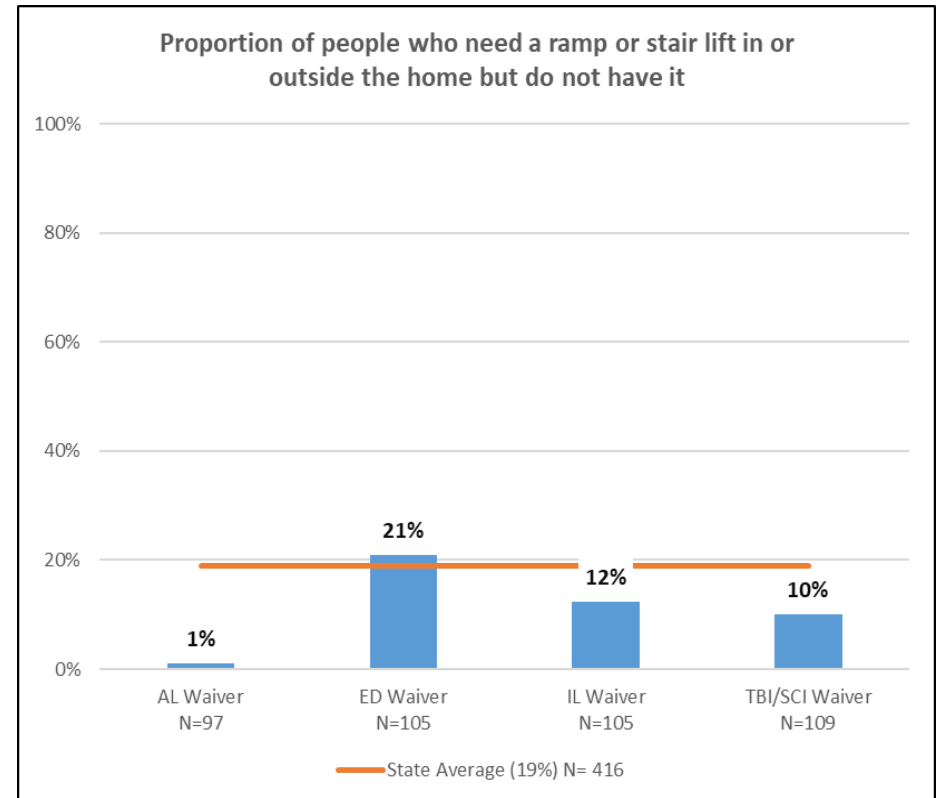
Graph 34. Proportion of people who need a specialized bed but do not have it



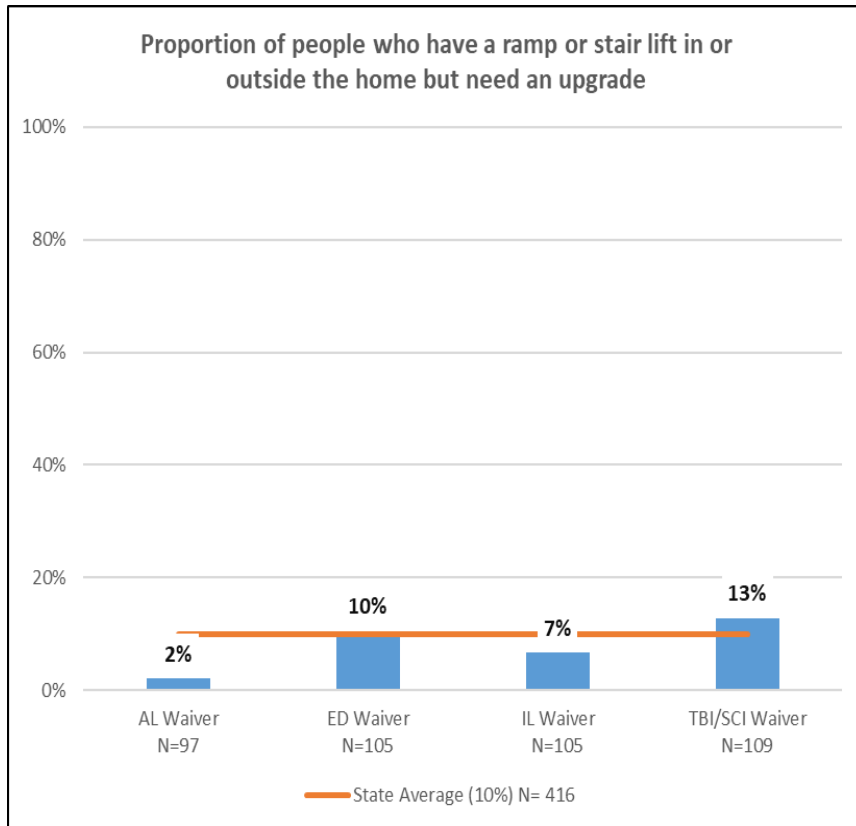
Graph 35. Proportion of people who have a specialized bed but need an upgrade



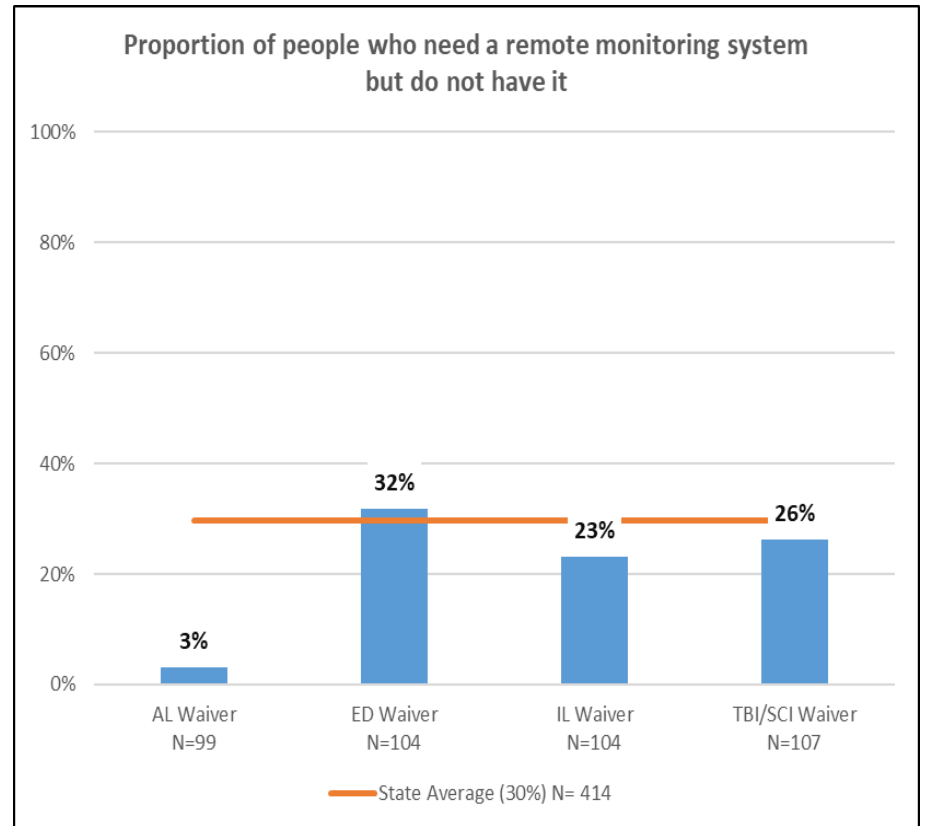
Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it



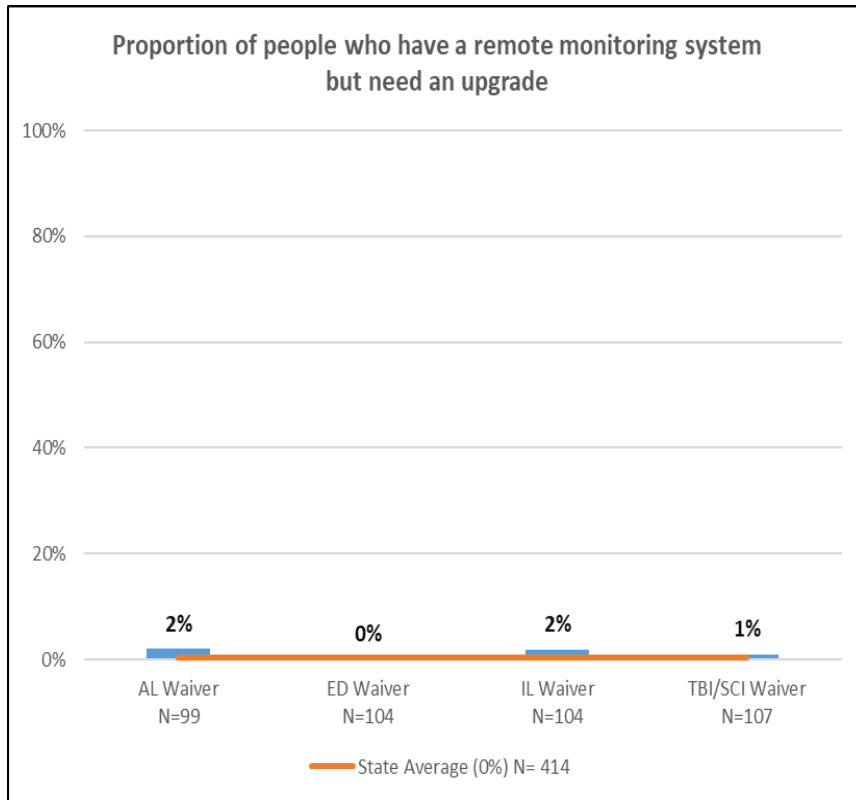
Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



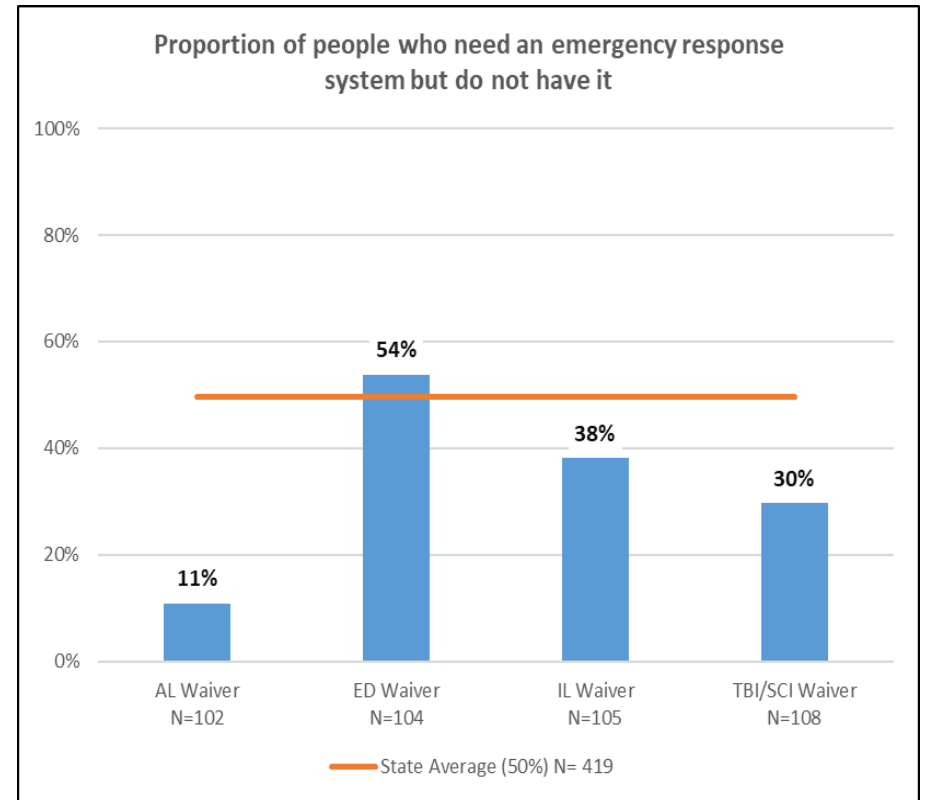
Graph 38. Proportion of people who need a remote monitoring system but do not have it



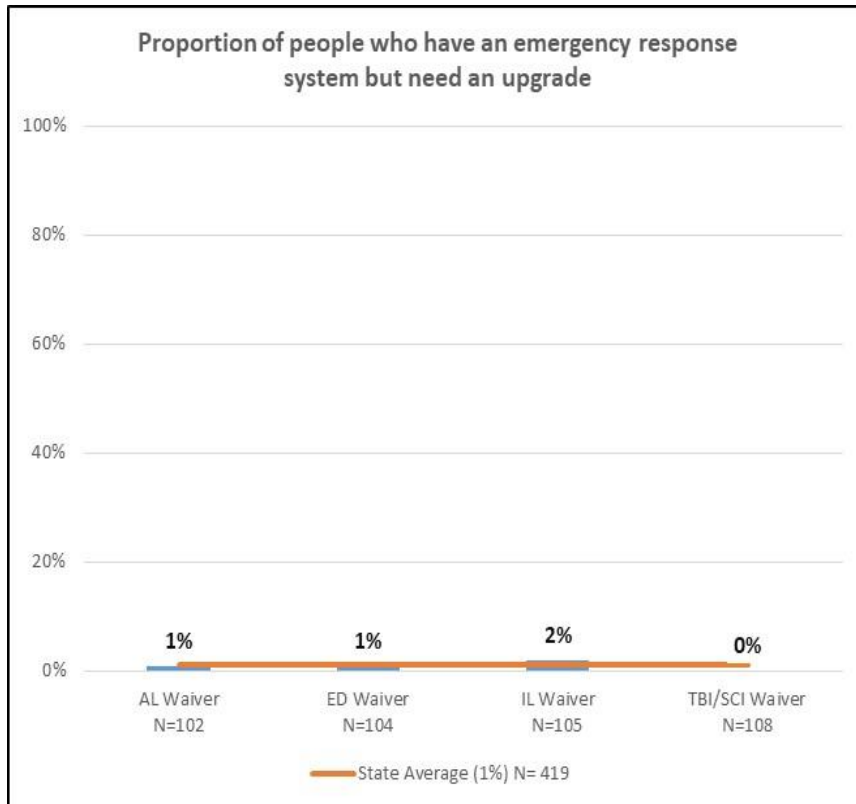
Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



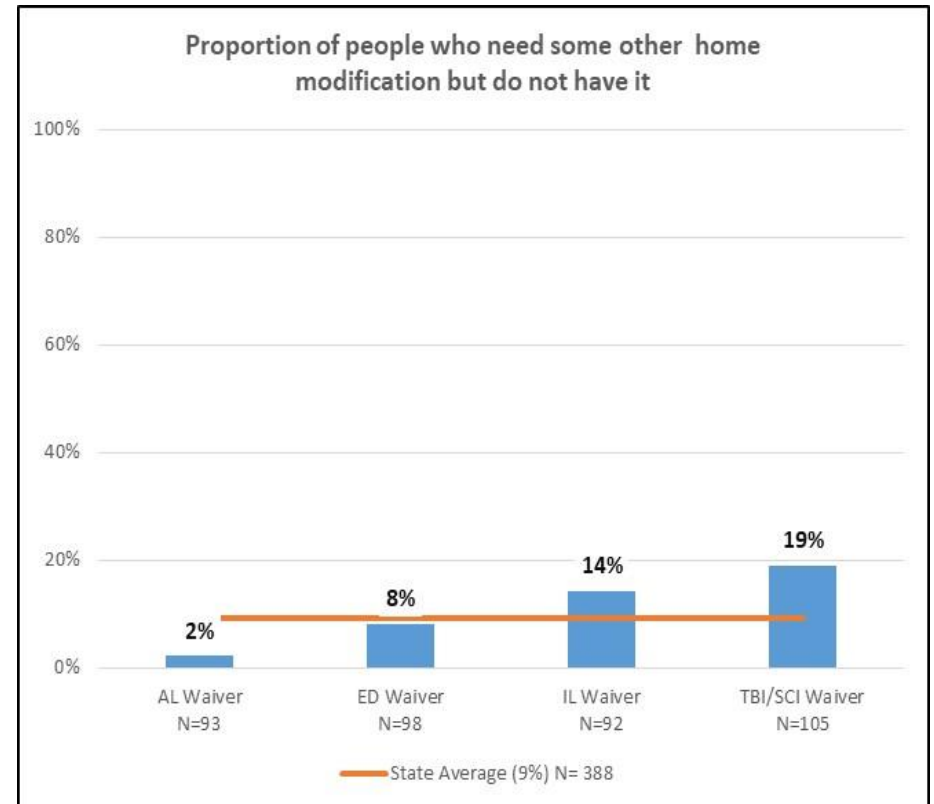
Graph 40. Proportion of people who need an emergency response system but do not have it



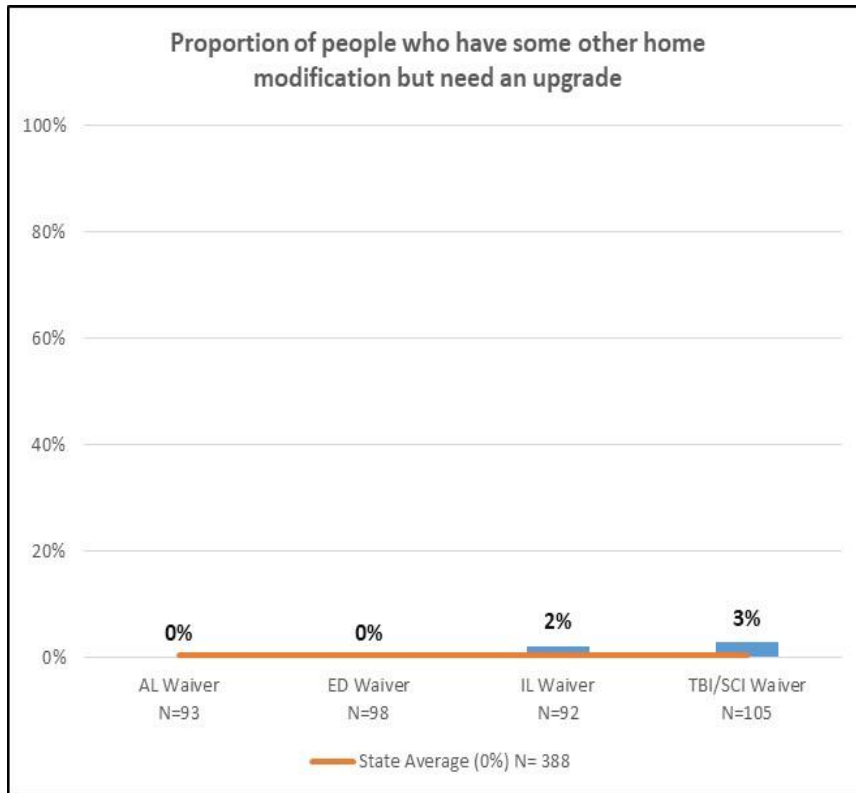
Graph 41. Proportion of people who have an emergency response system but need an upgrade



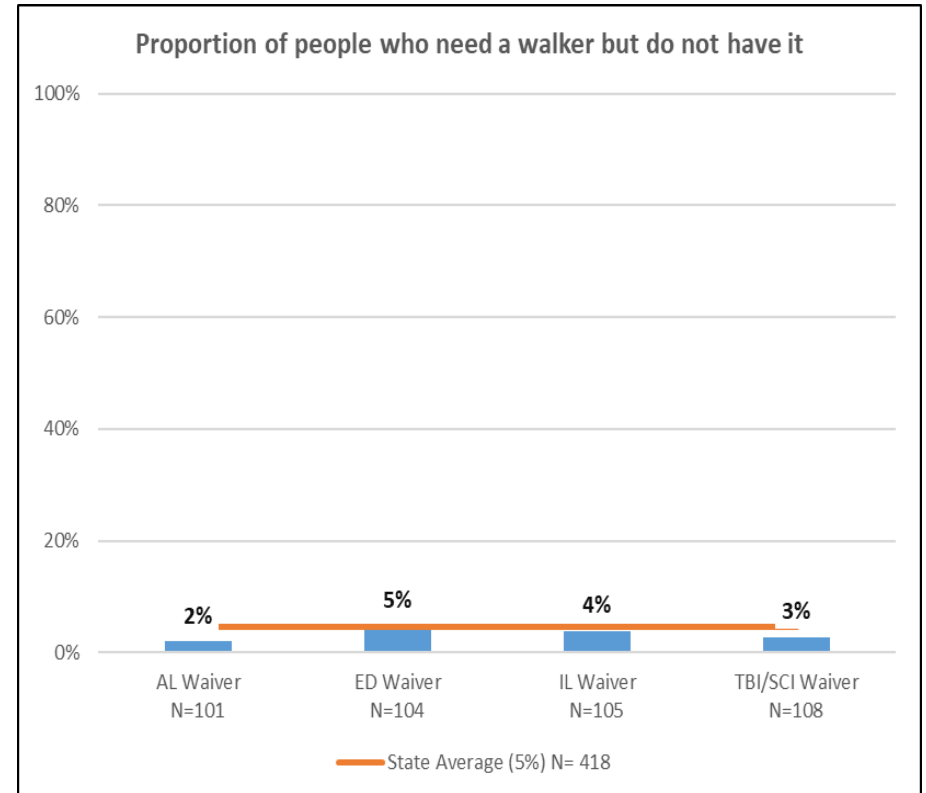
Graph 42. Proportion of people who need some other home modification but do not have it



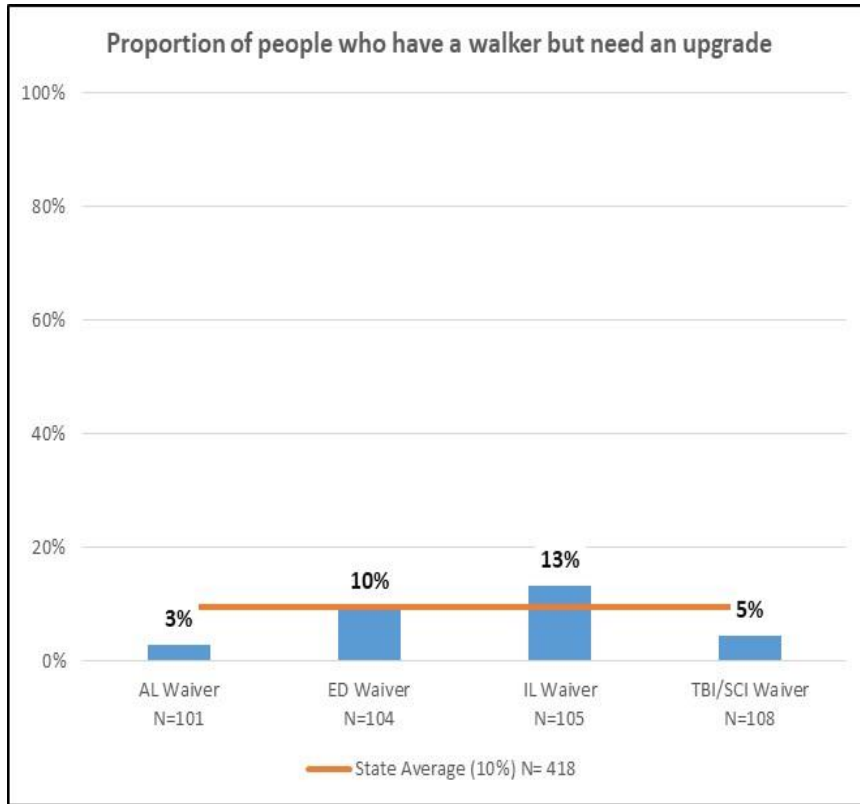
Graph 43. Proportion of people who have some other home modification but need an upgrade



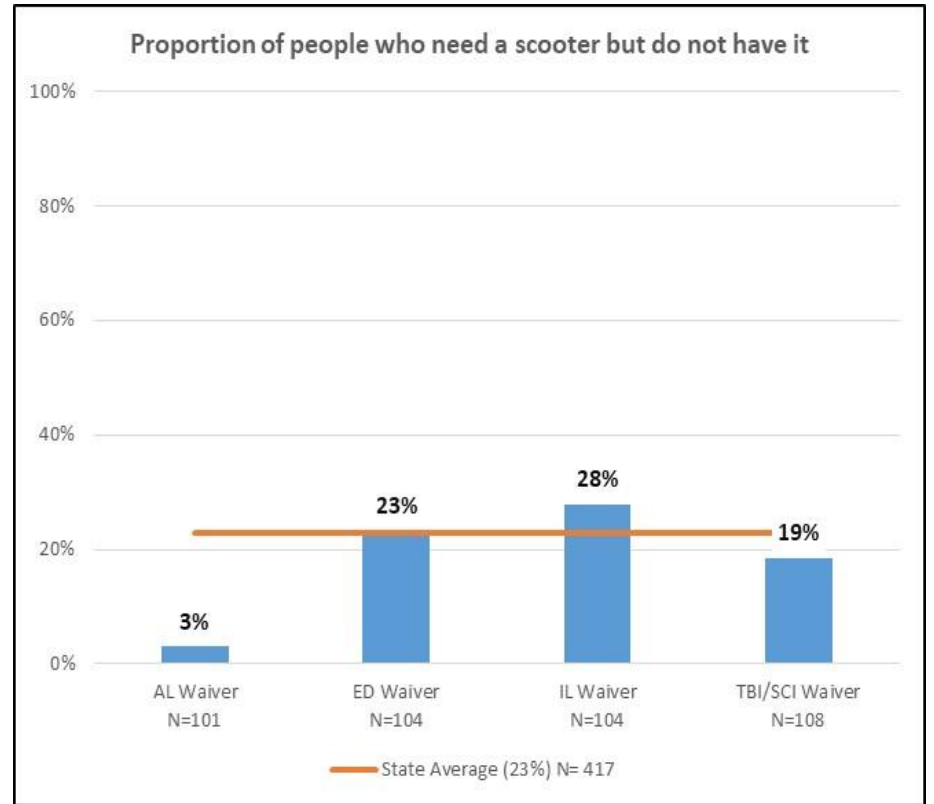
Graph 44. Proportion of people who need a walker but do not have it



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

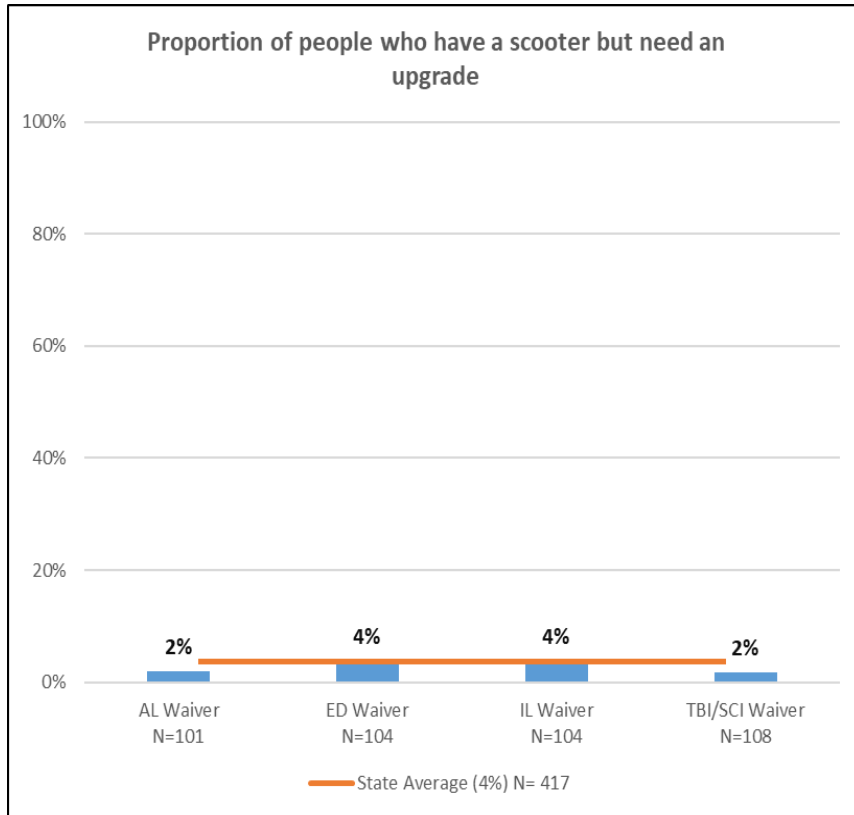


Graph 46. Proportion of people who need a scooter but do not have it

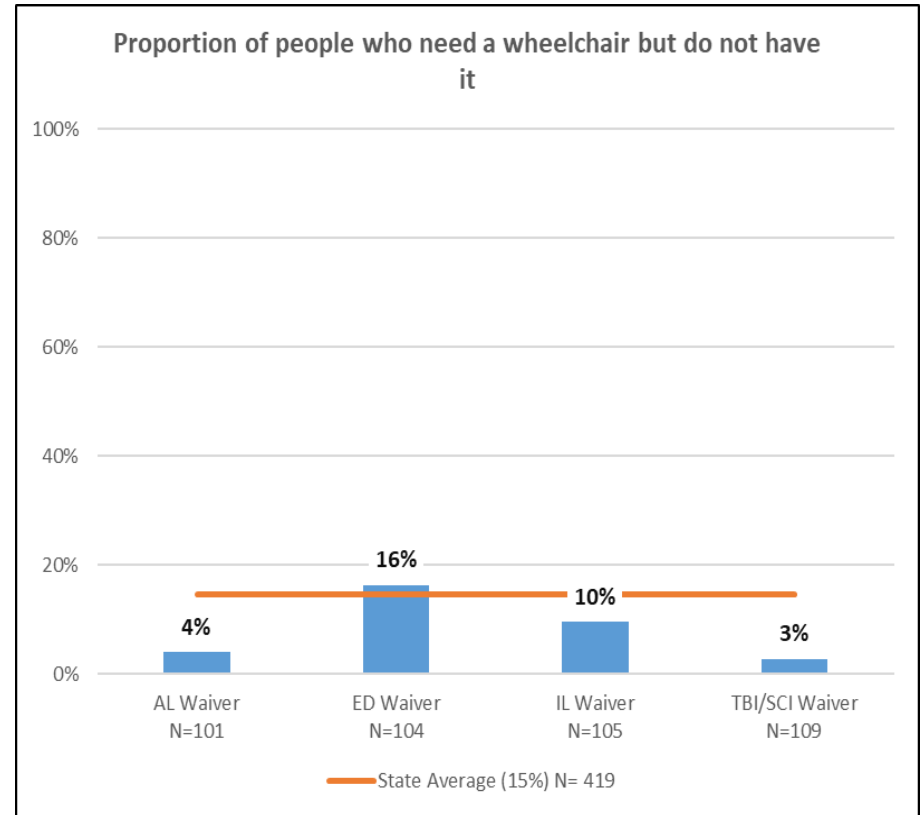




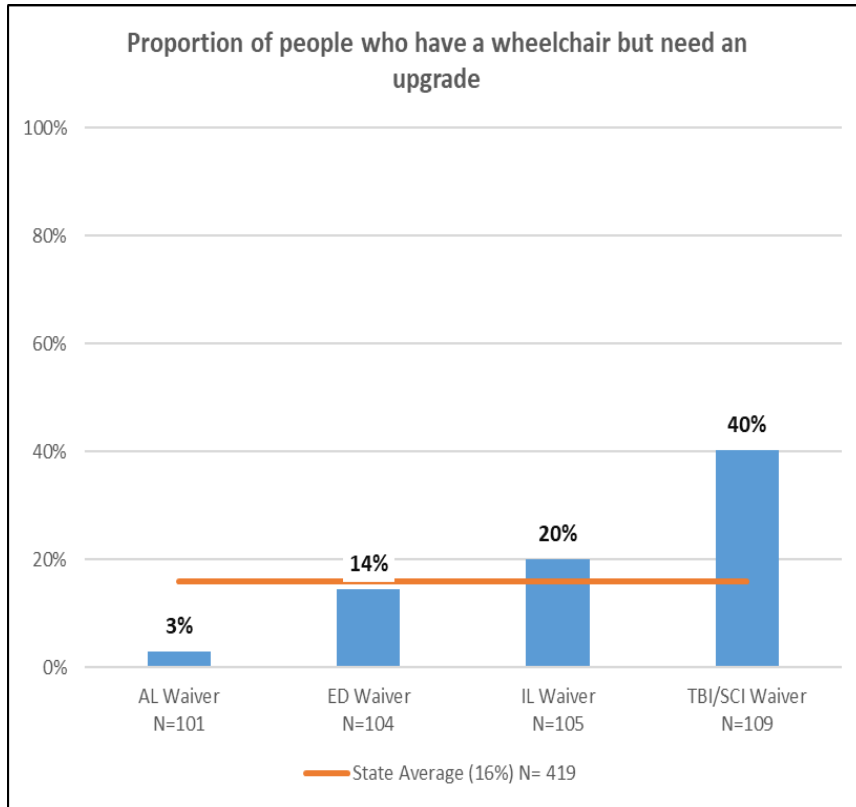
Graph 47. Proportion of people who have a scooter but need an upgrade



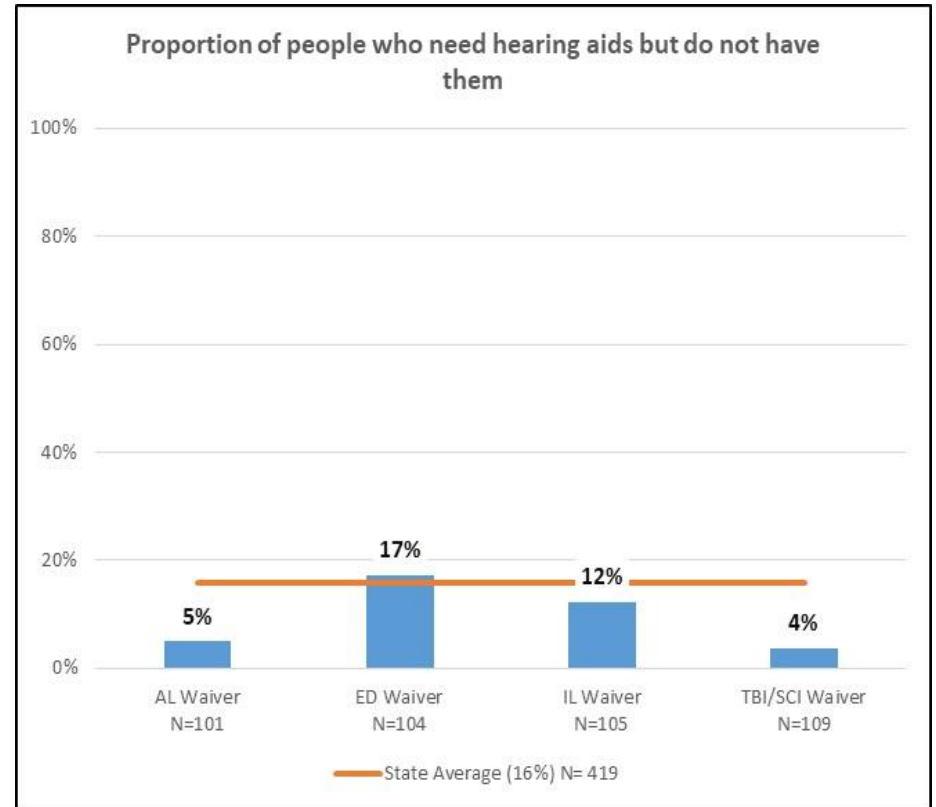
Graph 48. Proportion of people who need a wheelchair but do not have it



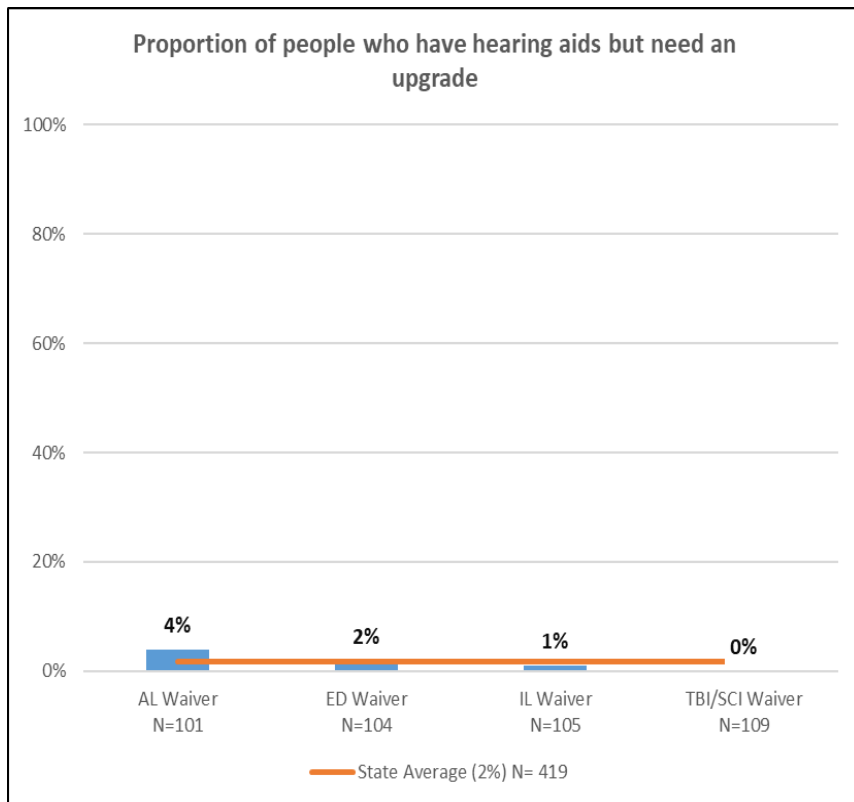
Graph 49. Proportion of people who have a wheelchair but need an upgrade



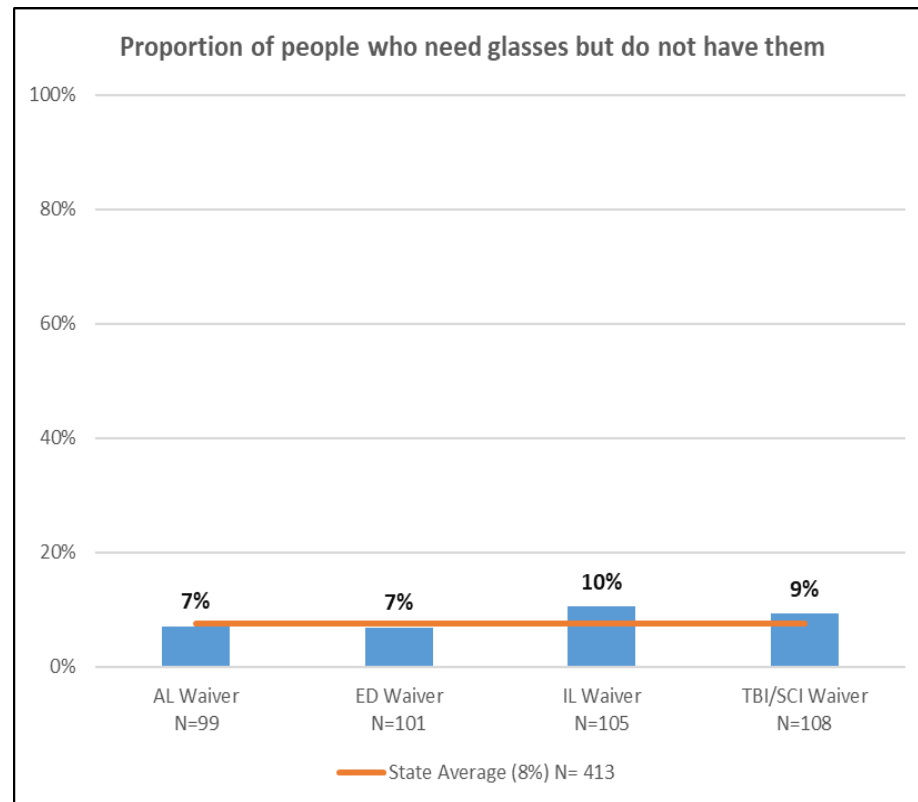
Graph 50. Proportion of people who need hearing aids but do not have them



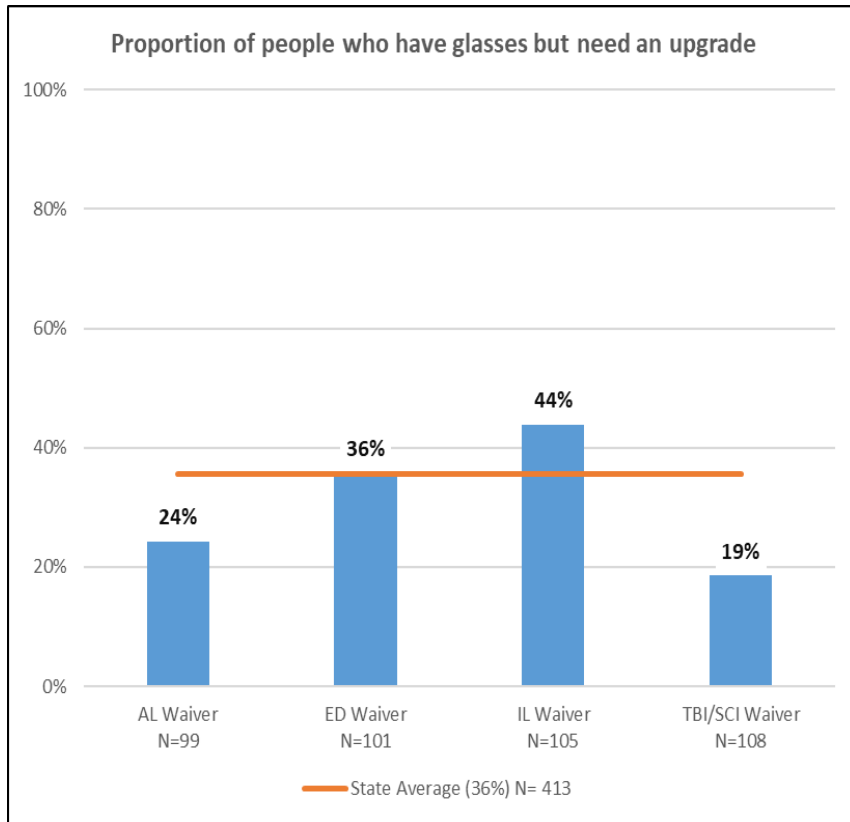
Graph 51. Proportion of people who have hearing aids but need an upgrade



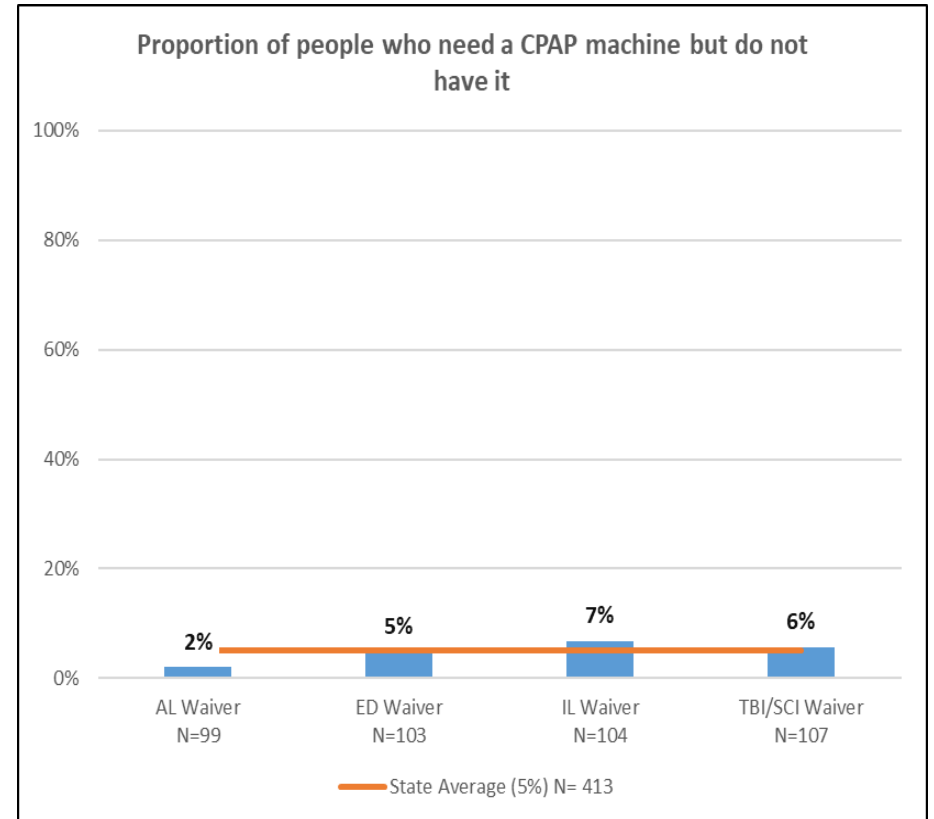
Graph 52. Proportion of people who need glasses but do not have them



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

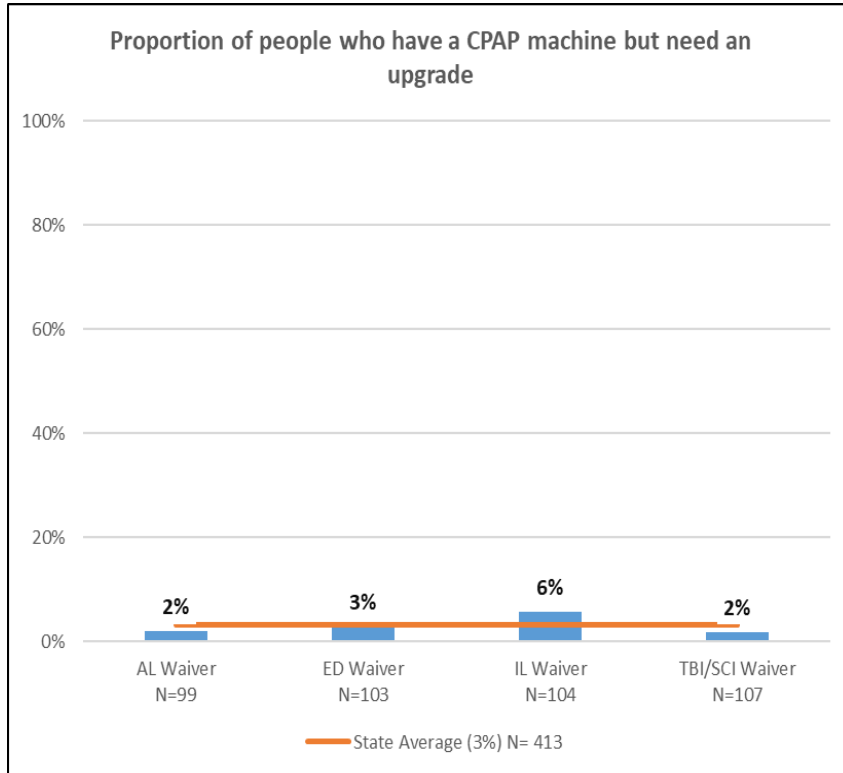


Graph 54. Proportion of people who need a CPAP machine but don't have it<sup>11</sup>

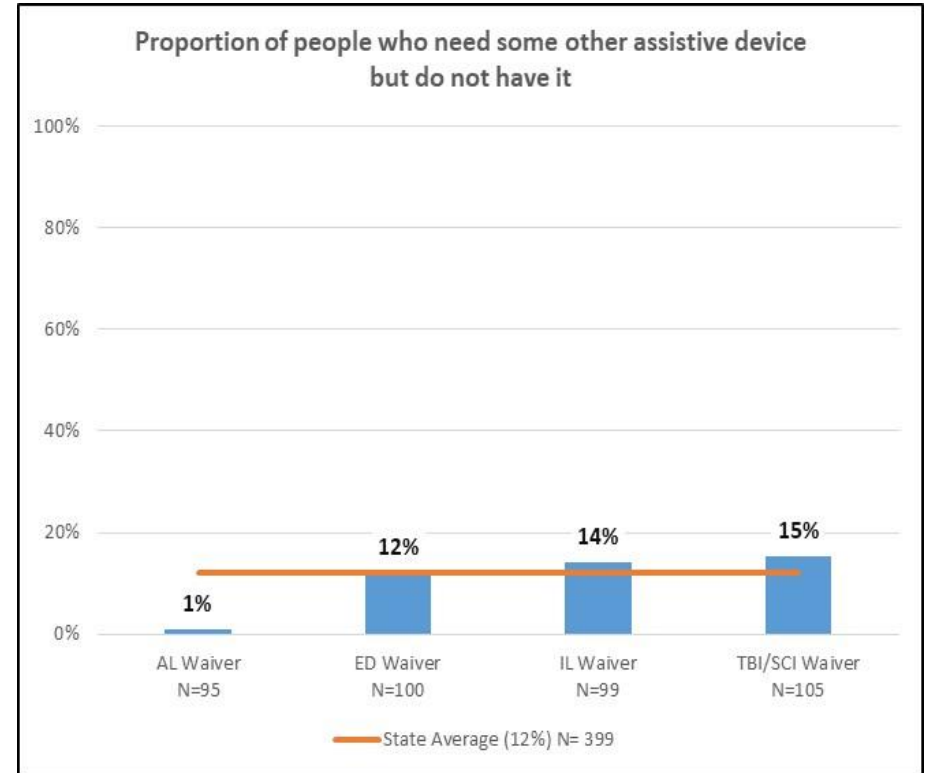


<sup>11</sup> New question added in 2017-2018

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

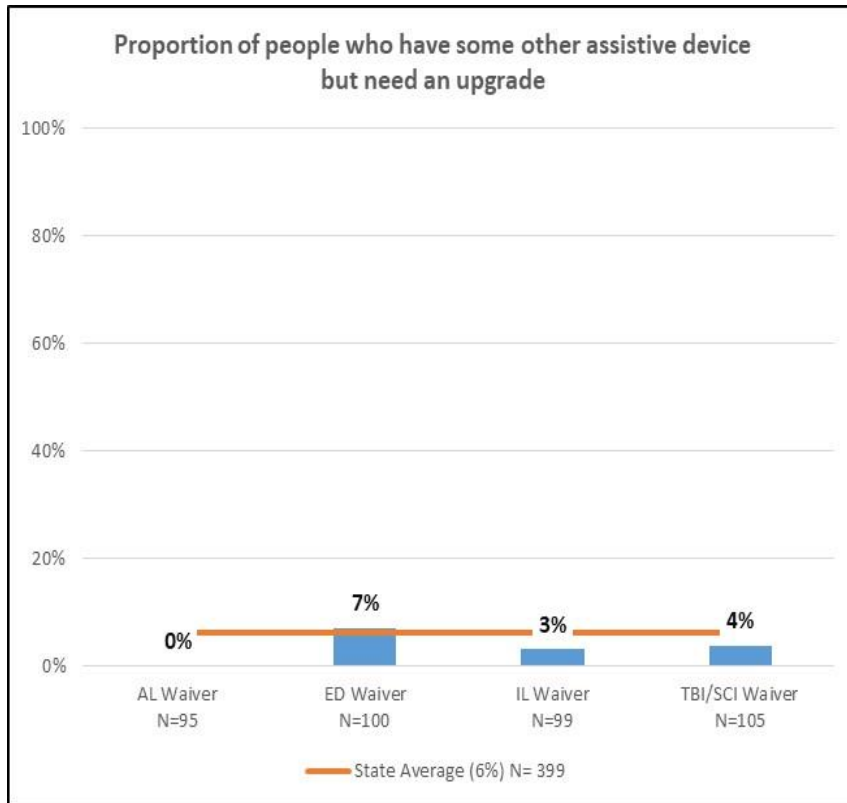


Graph 56. Proportion of people who need some other assistive device but do not have it



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

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



## Safety

People feel safe from abuse, neglect, and injury.

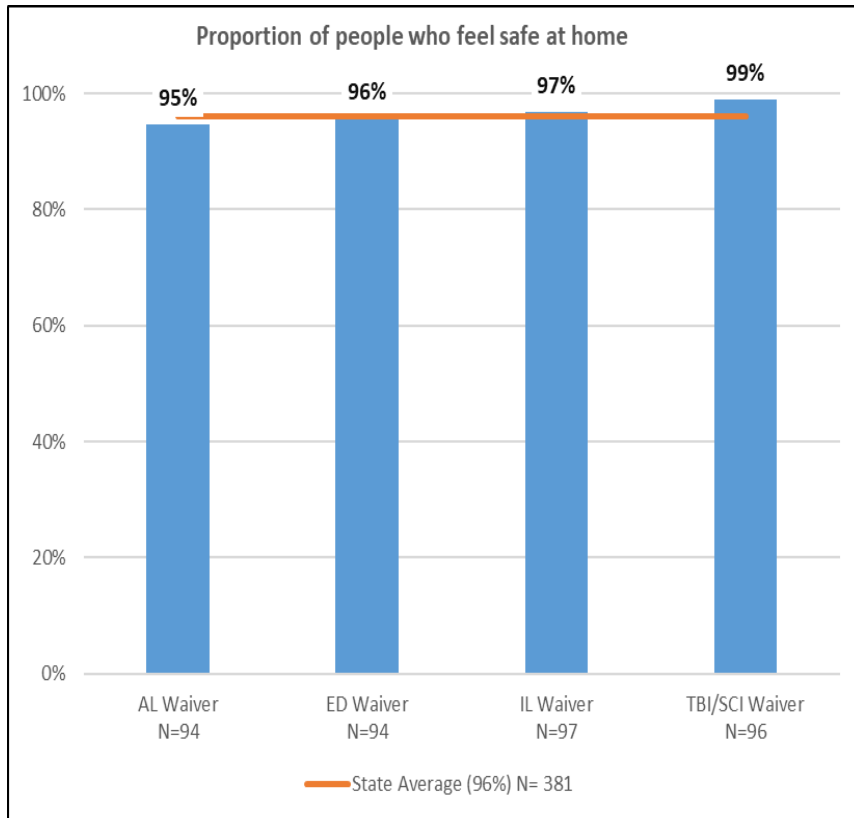
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

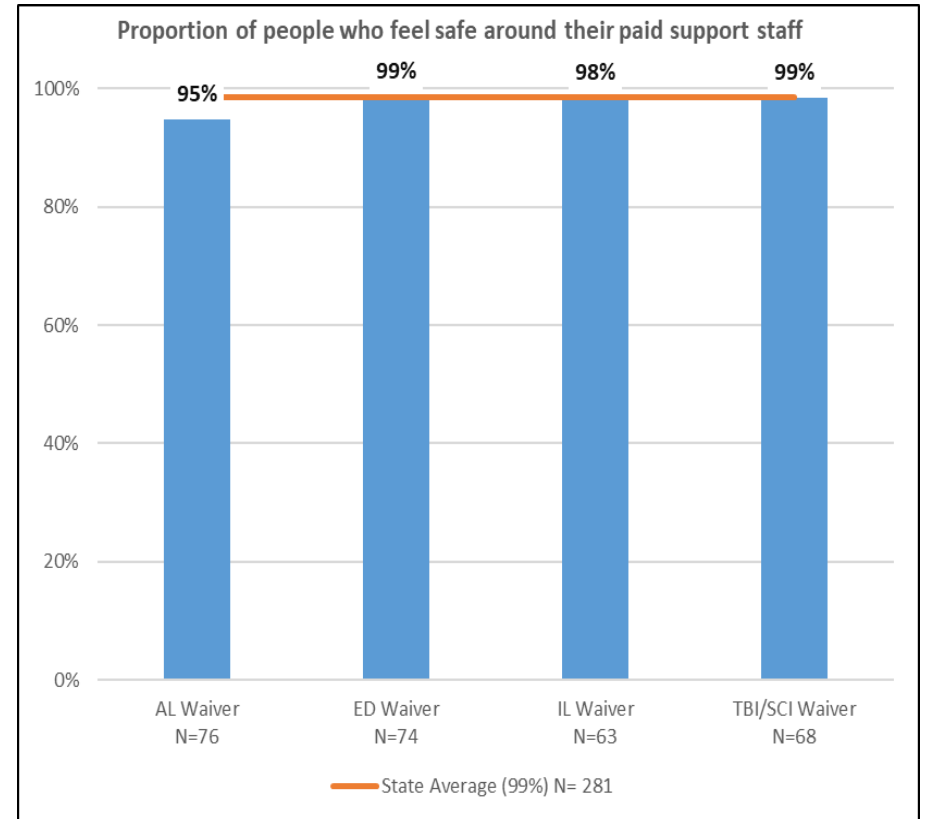
There are seven survey items that correspond to the Safety domain.

Un-collapsed data for state and programs are shown in Appendix B.

Graph 58. Proportion of people who feel safe at home

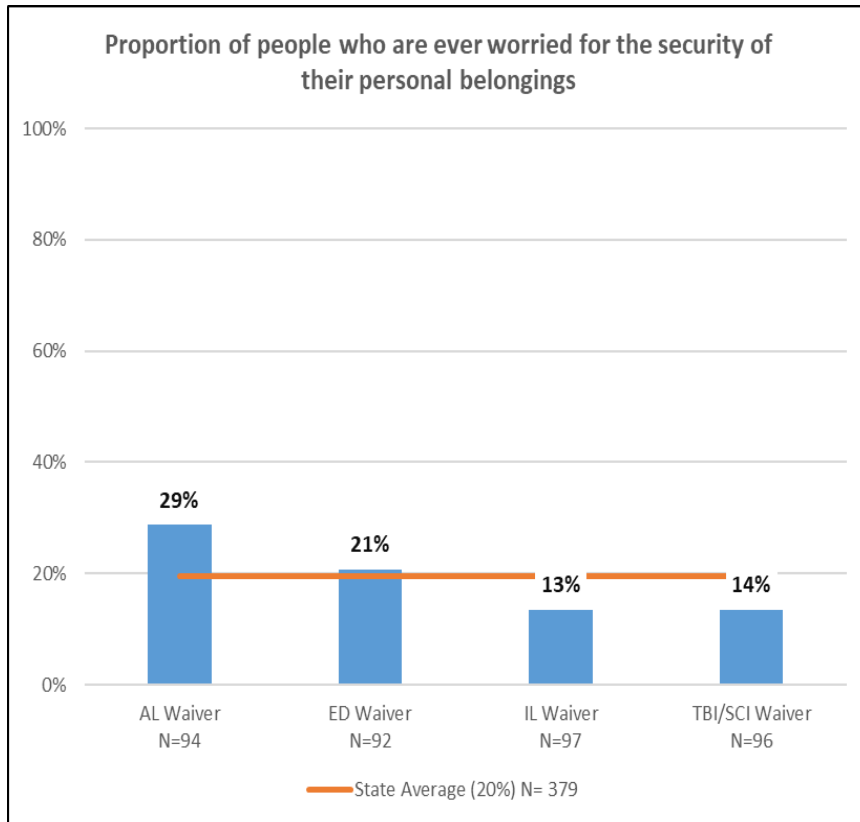


Graph 59. Proportion of people who feel safe around their paid support staff

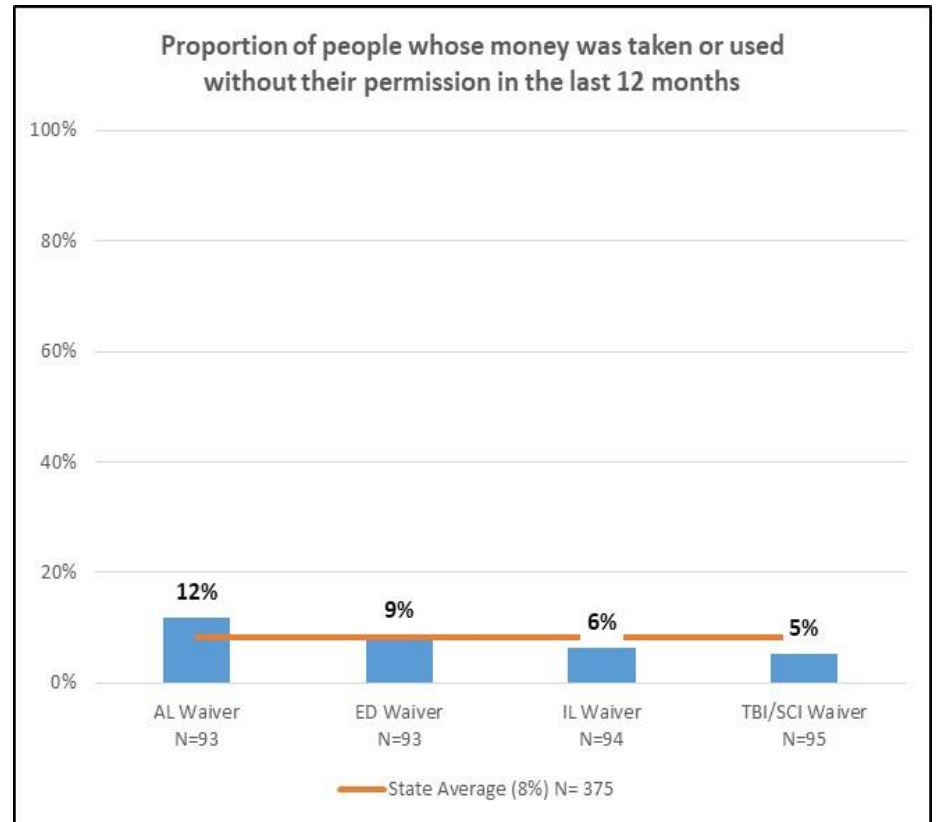




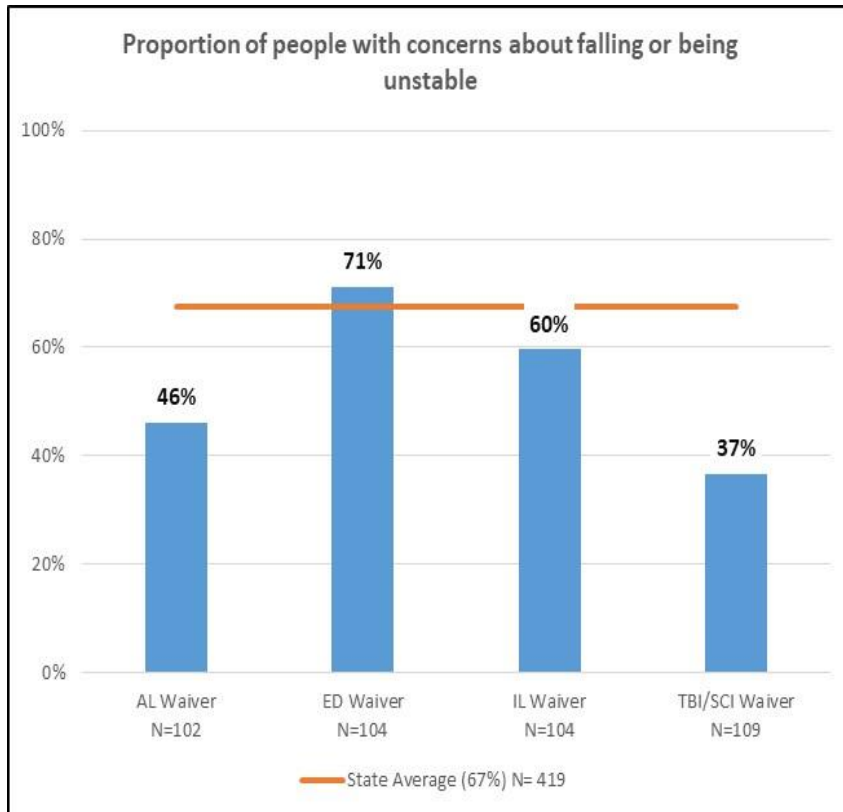
Graph 60. Proportion of people who are ever worried for the security of their personal belongings



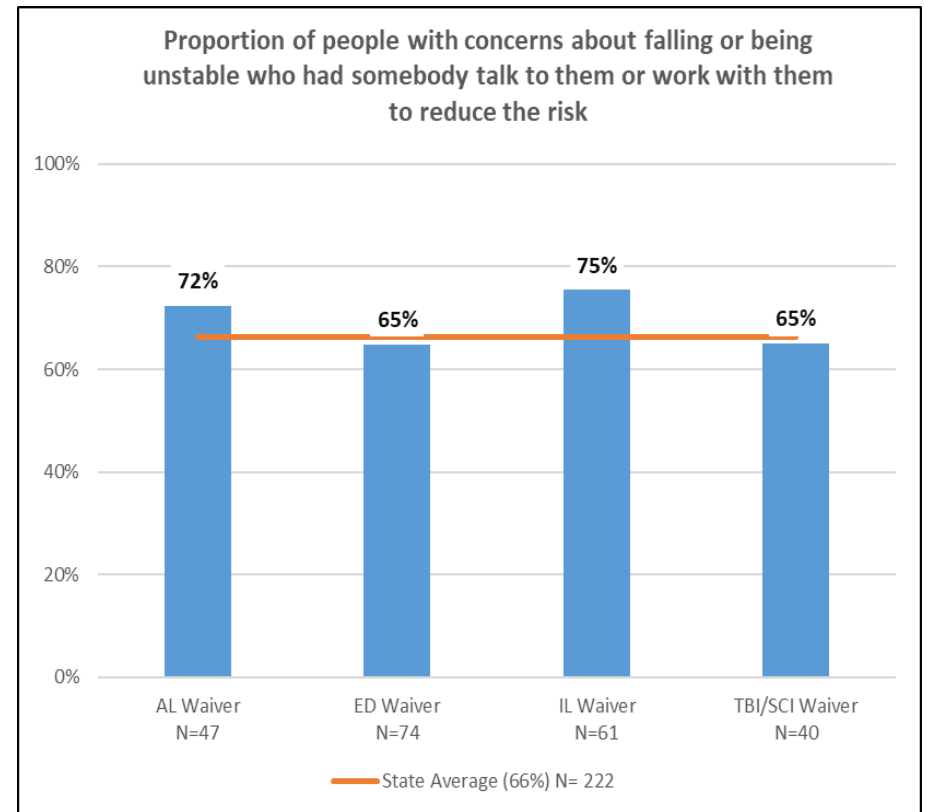
Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



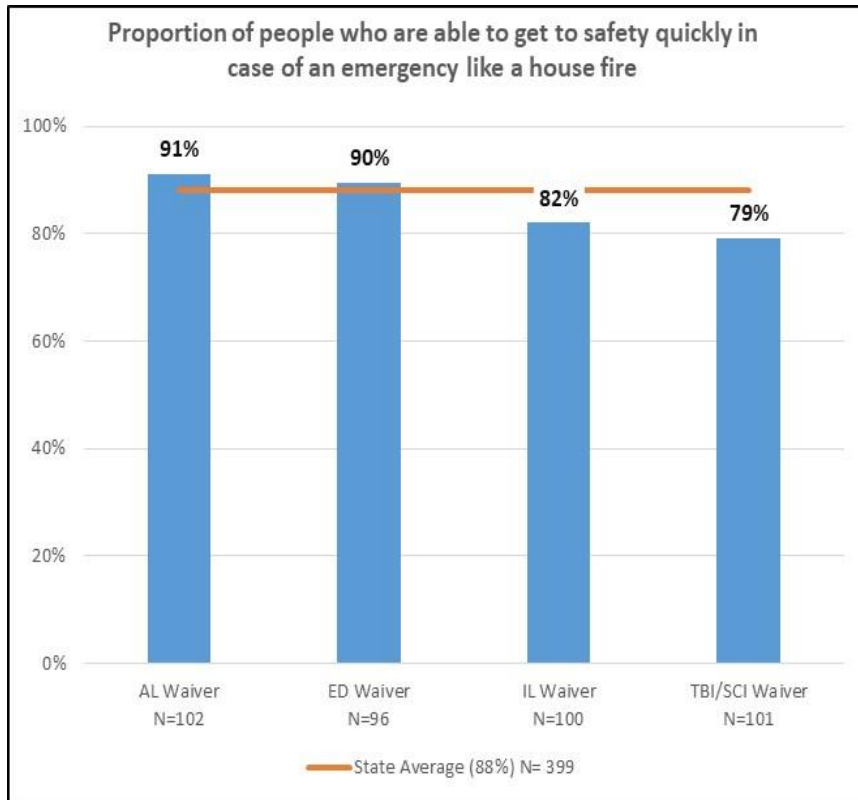
Graph 62. Proportion of people with concerns about falling or being unstable



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



Graph 64. 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.

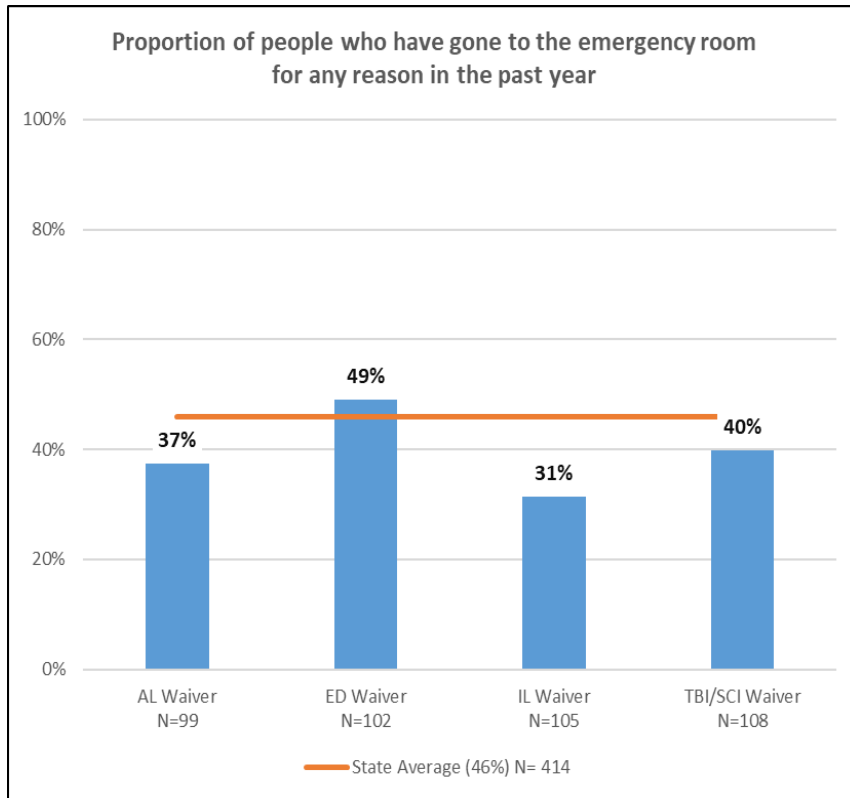
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

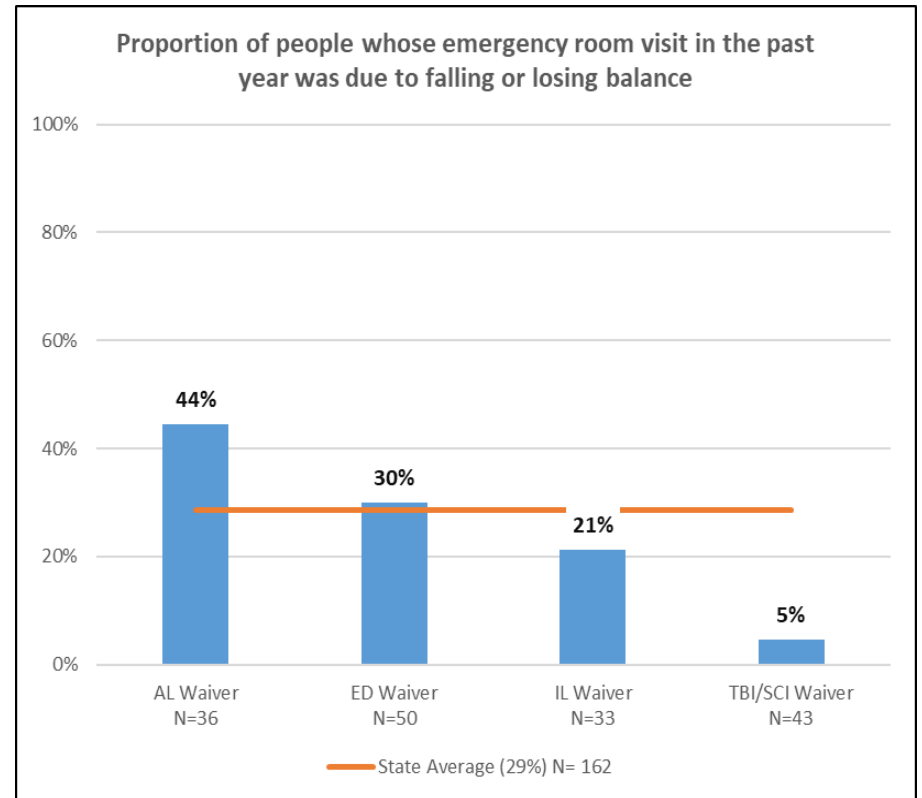
There are five survey items that correspond to the Health Care domain.

Un-collapsed data for state and programs are shown in Appendix B.

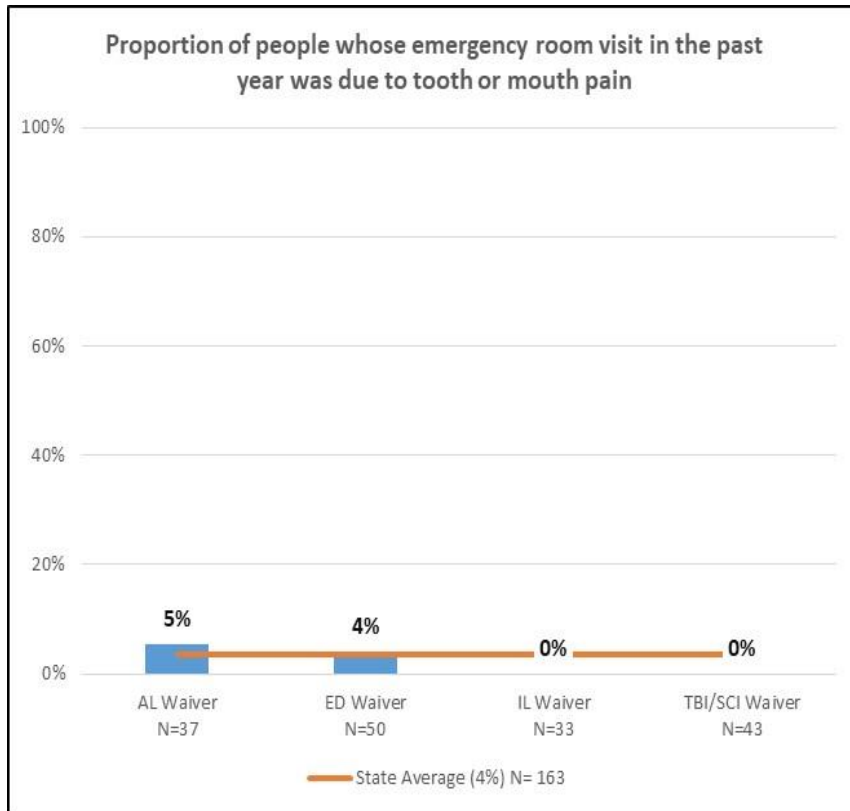
Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



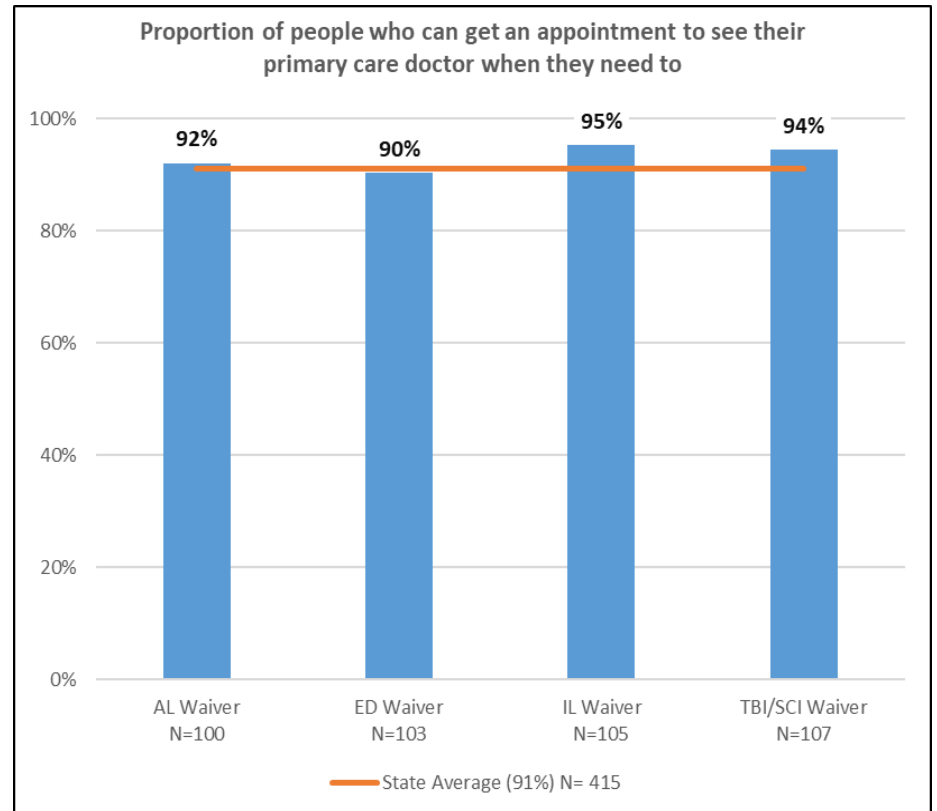
Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



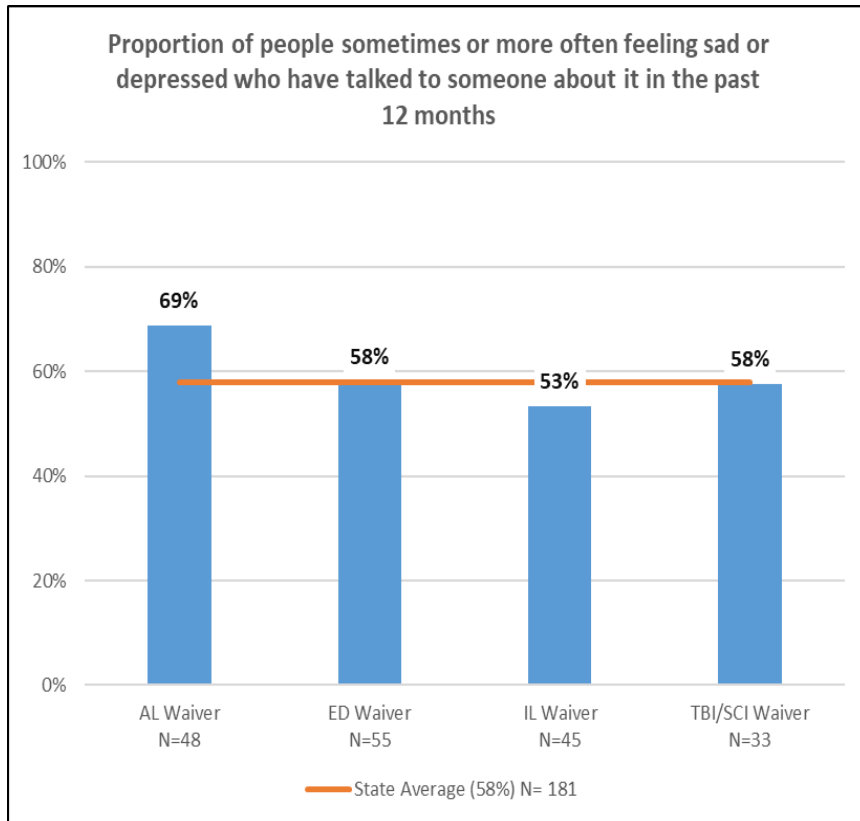
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



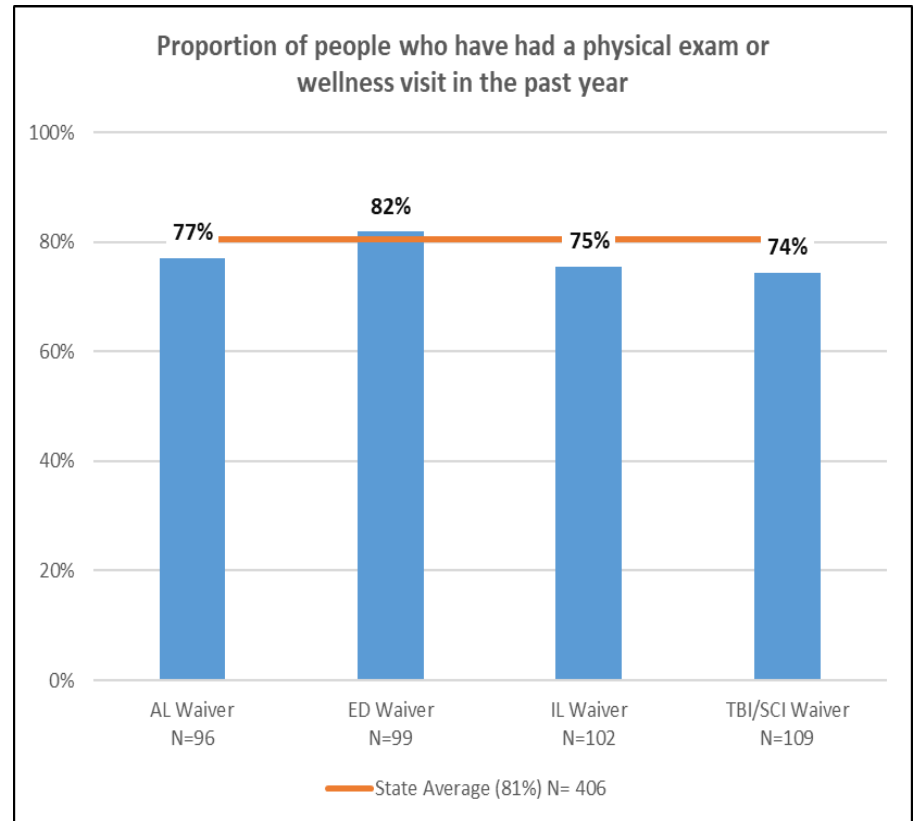
Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to



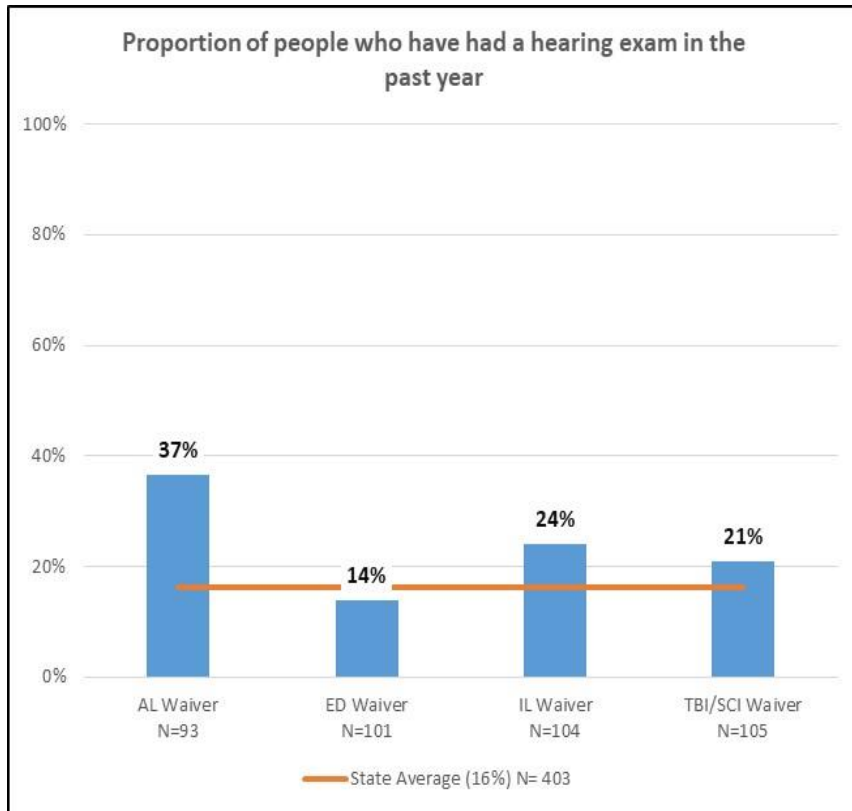
Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



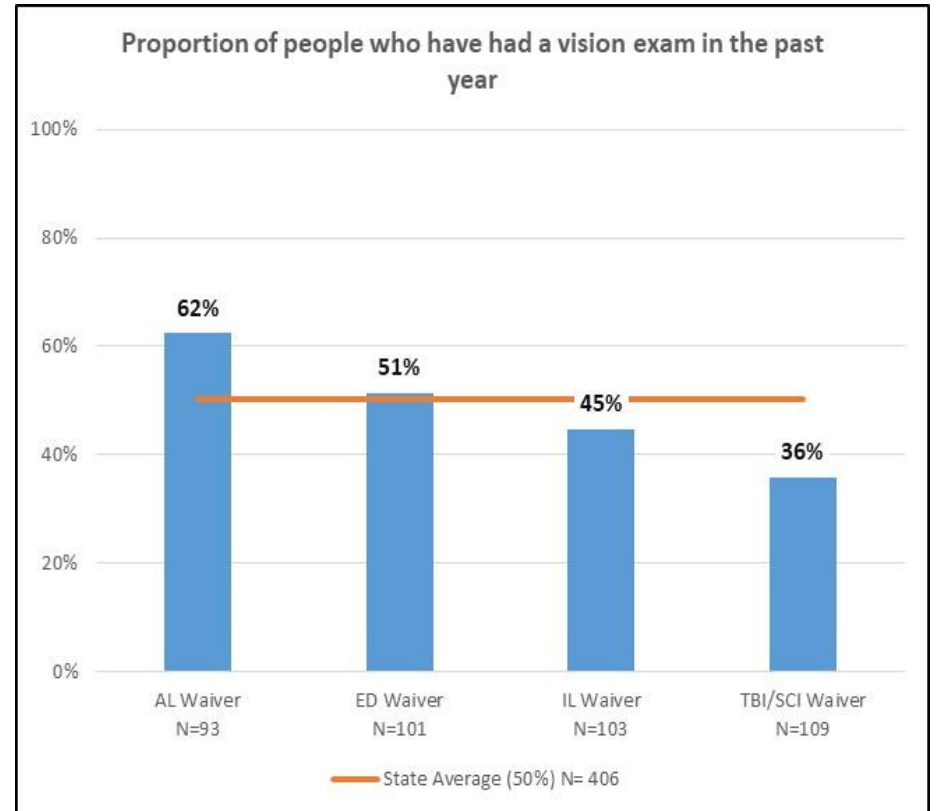
Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year



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

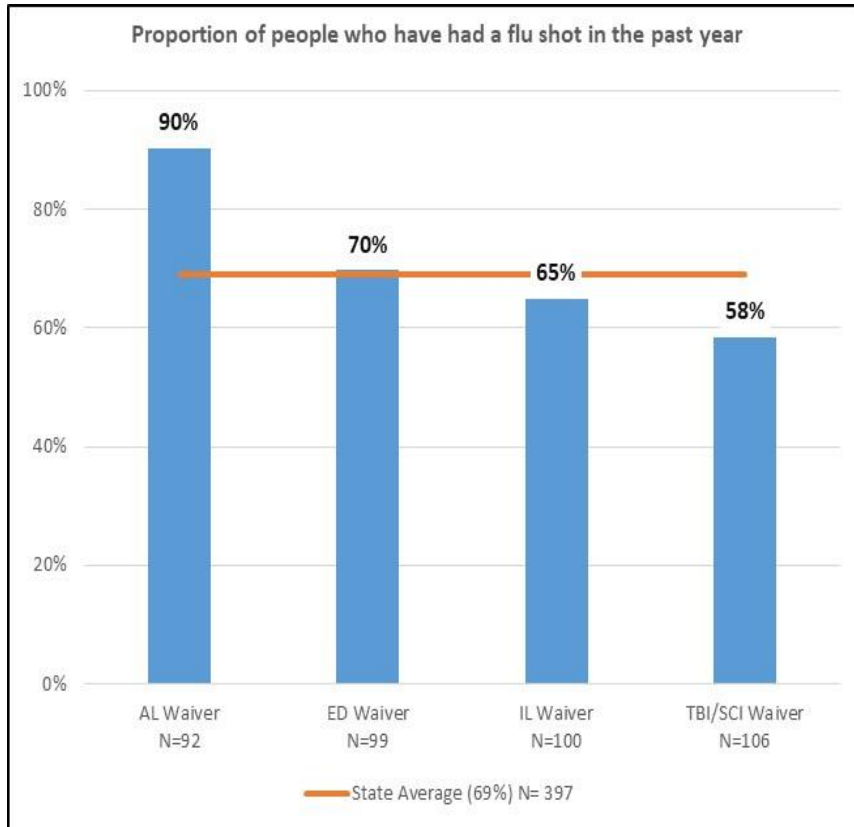


Graph 72. Proportion of people who have had a vision exam in the past year

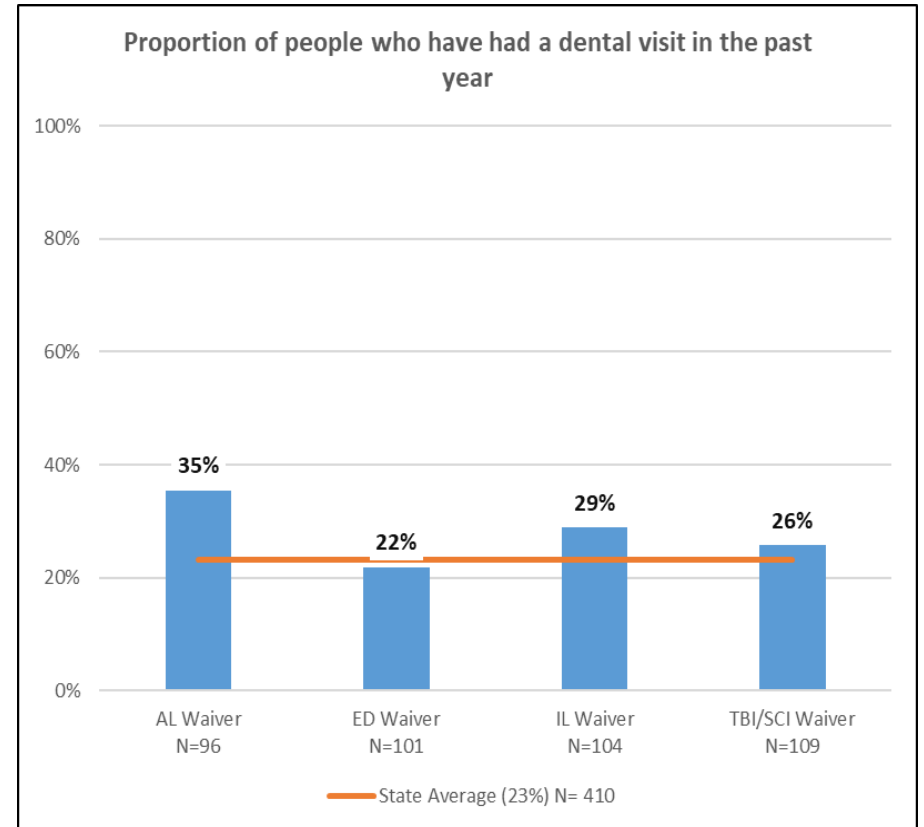




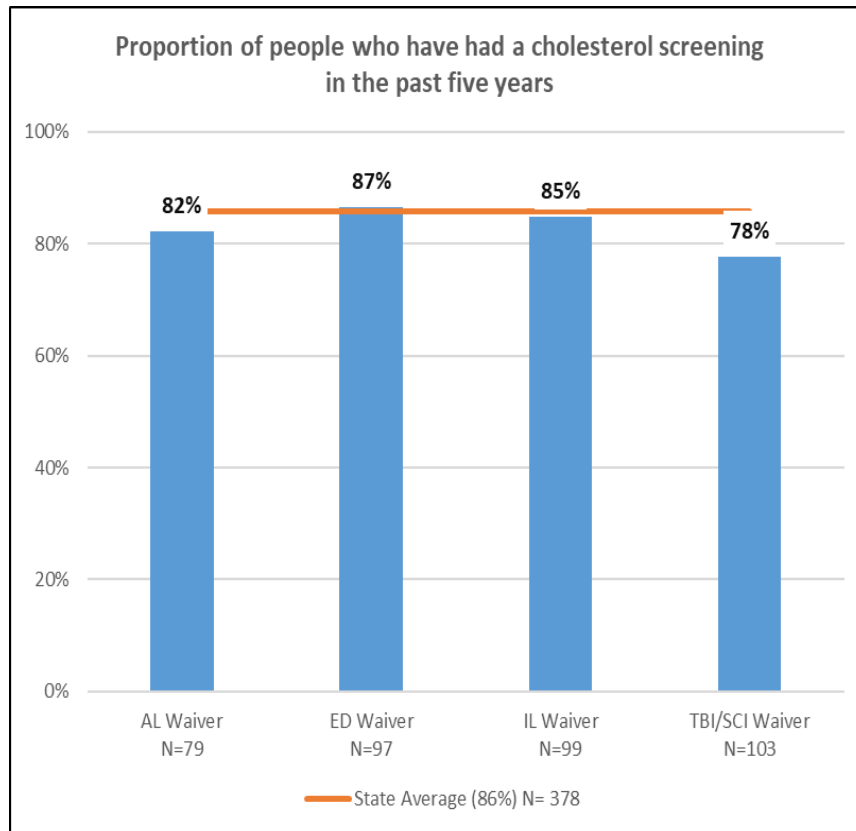
Graph 73. Proportion of people who have had a flu shot in the past year



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



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



## Wellness

People are supported to maintain health.

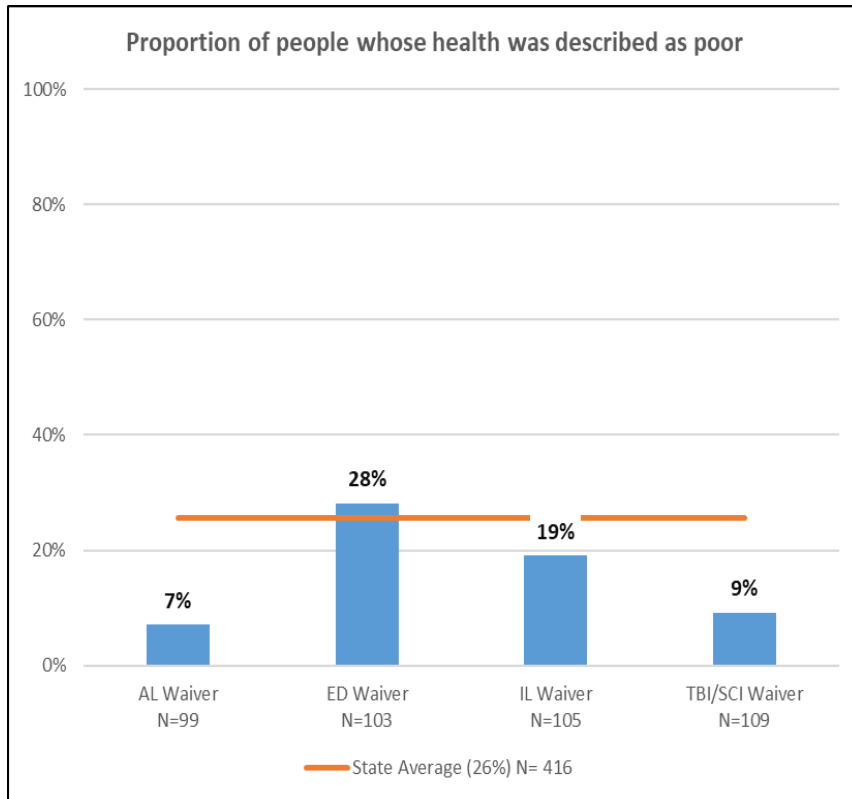
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

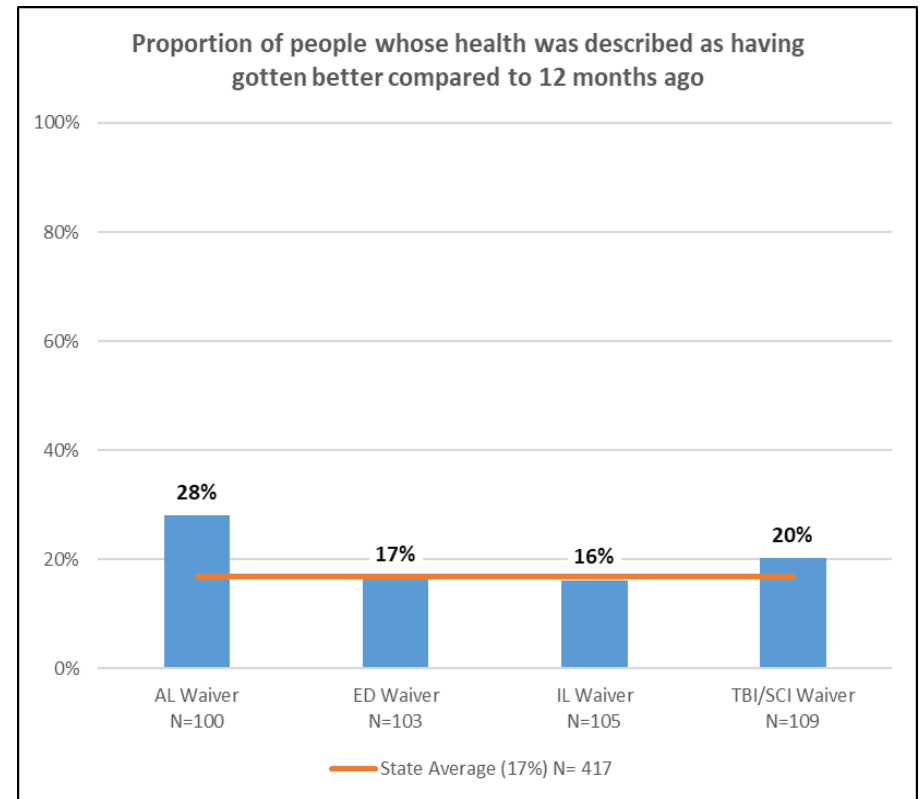
There are ten survey items that correspond to the Wellness domain.

Un-collapsed data for state and programs are shown in Appendix B.

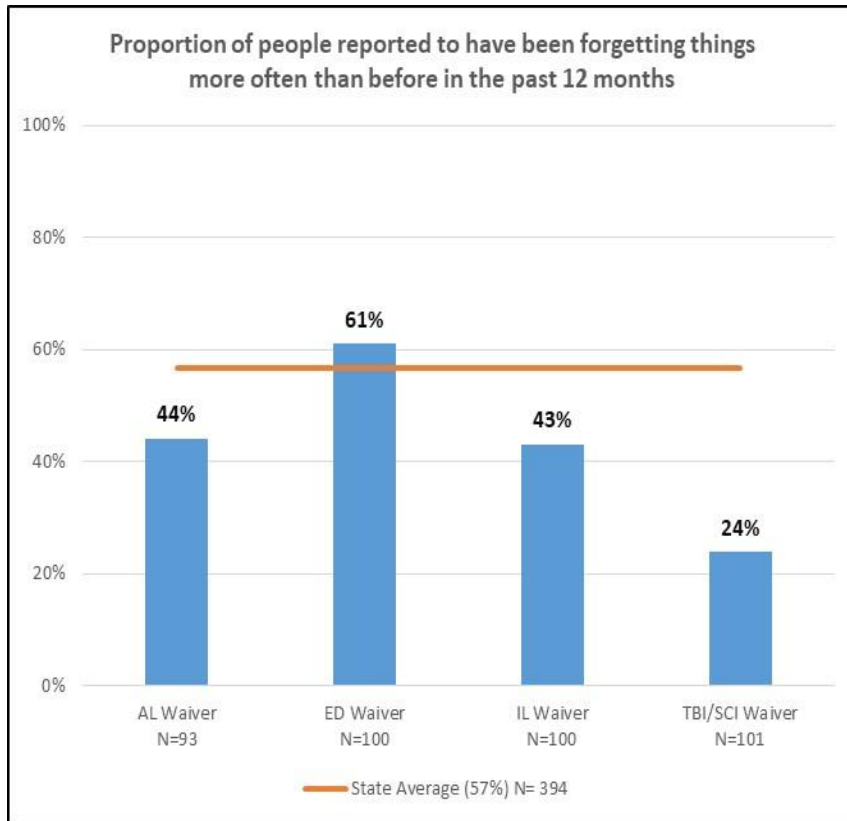
Graph 76. Proportion of people whose health was described as poor



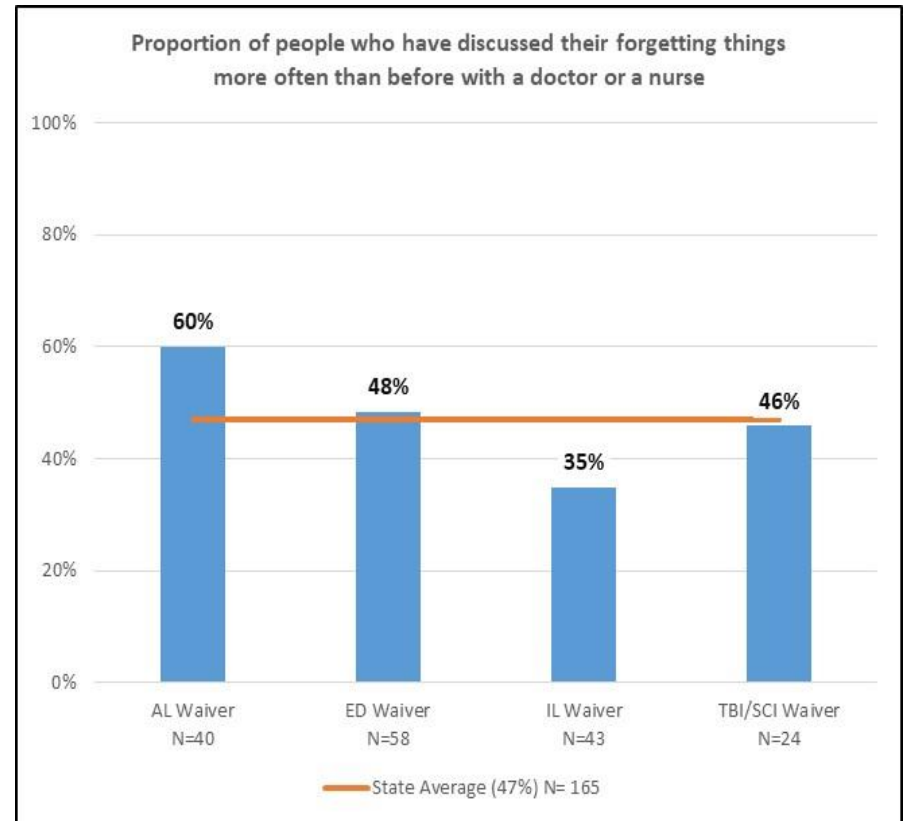
Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



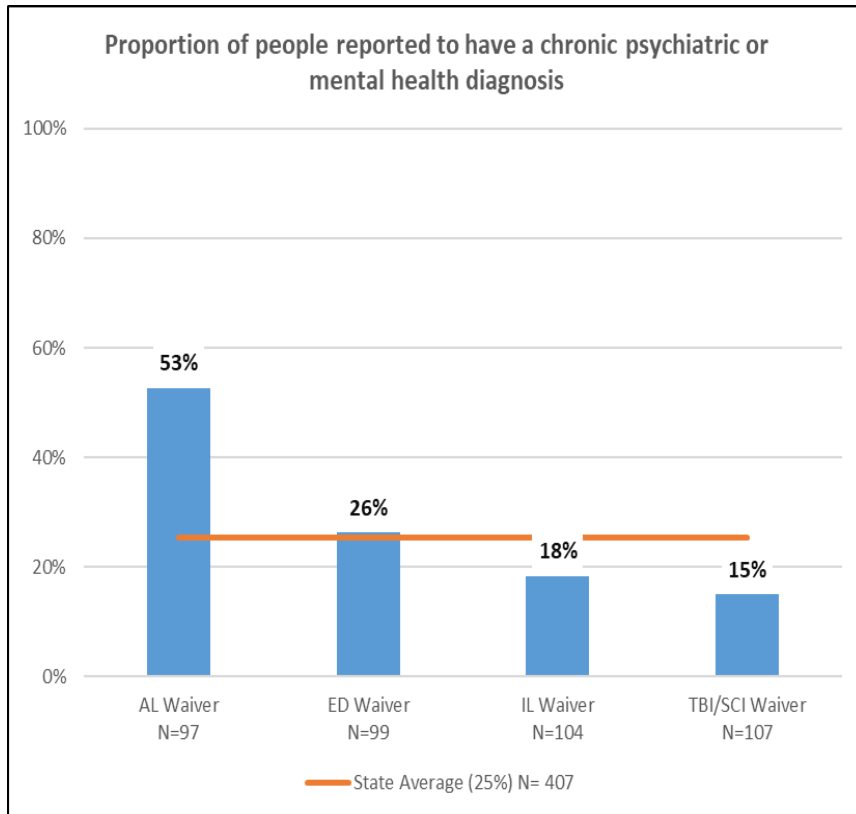
Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



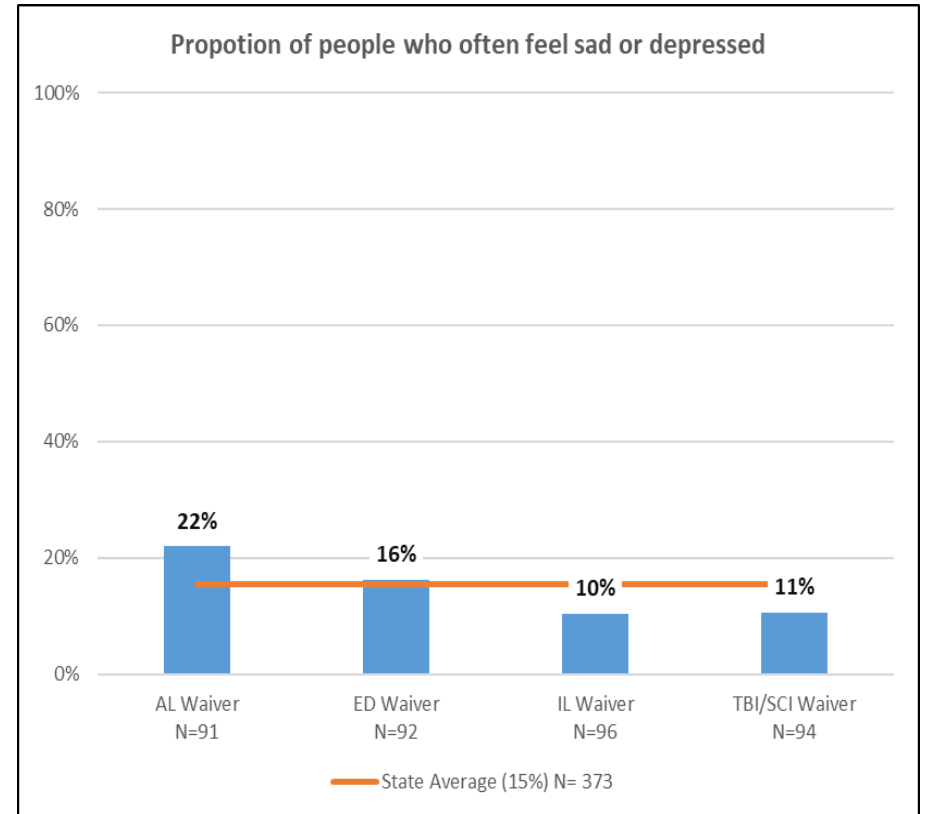
Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



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

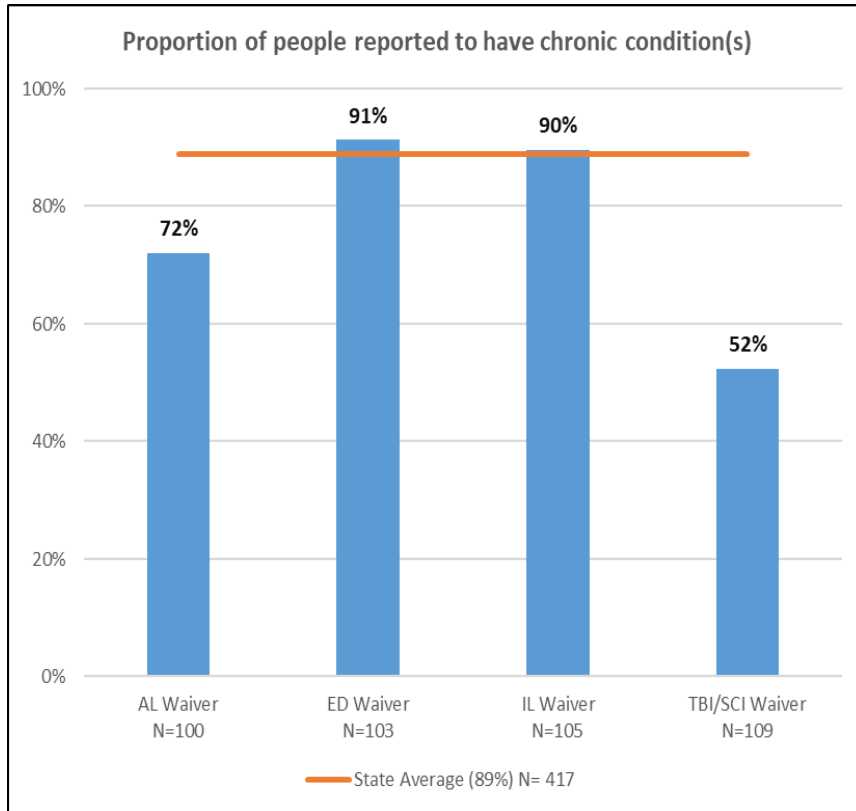


Graph 81. Proportion of people who often feel sad or depressed<sup>13</sup>

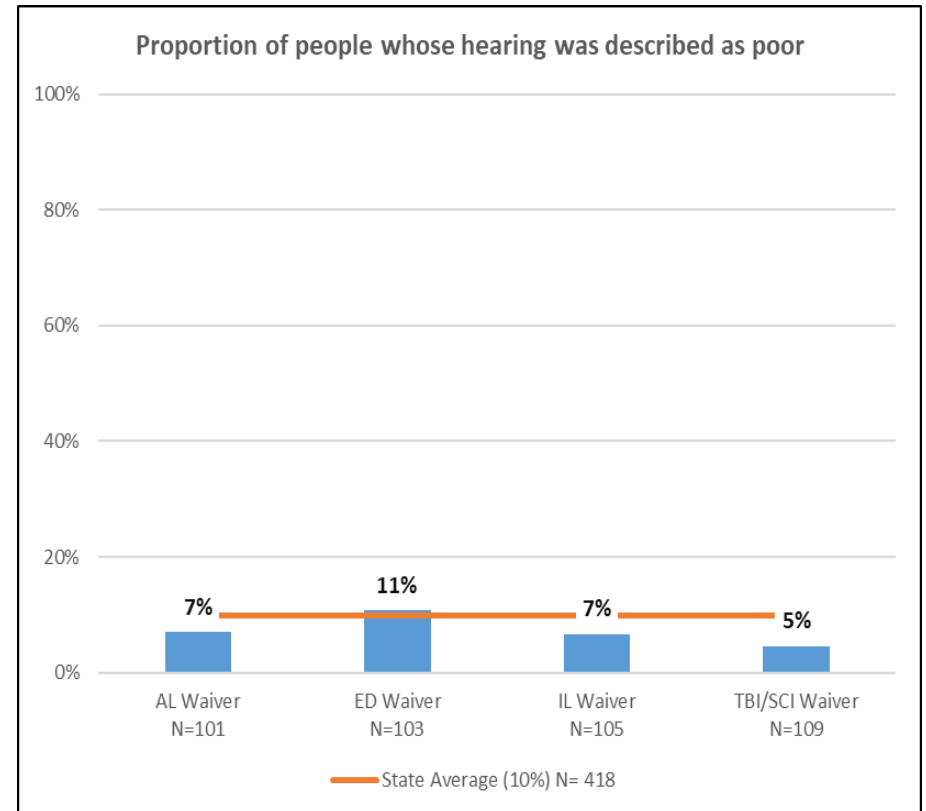


<sup>13</sup> Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

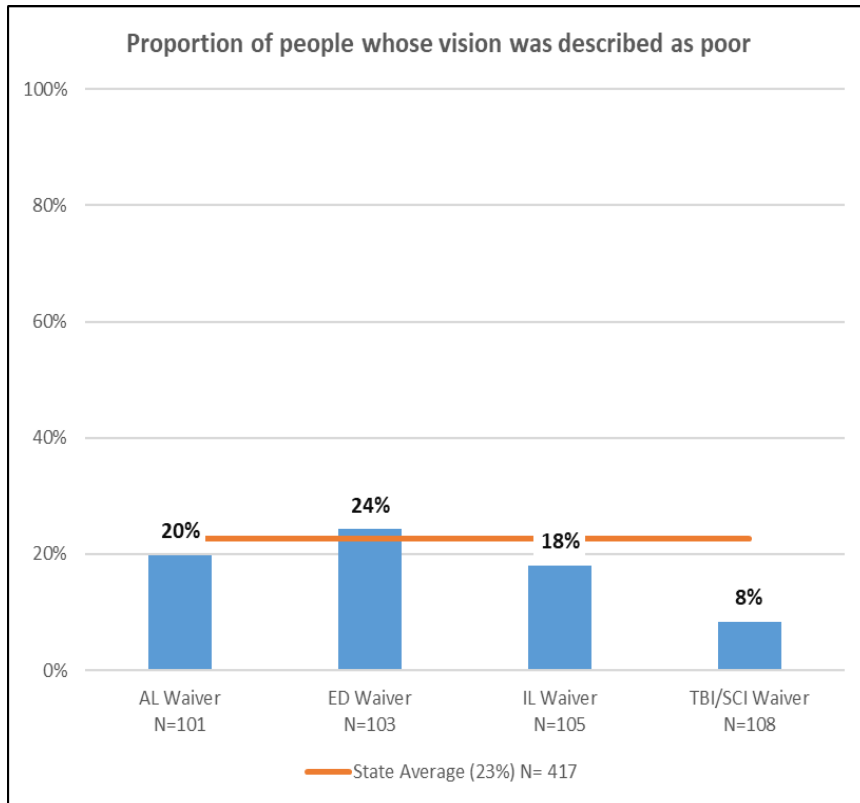
Graph 82. Proportion of people reported to have chronic condition(s)



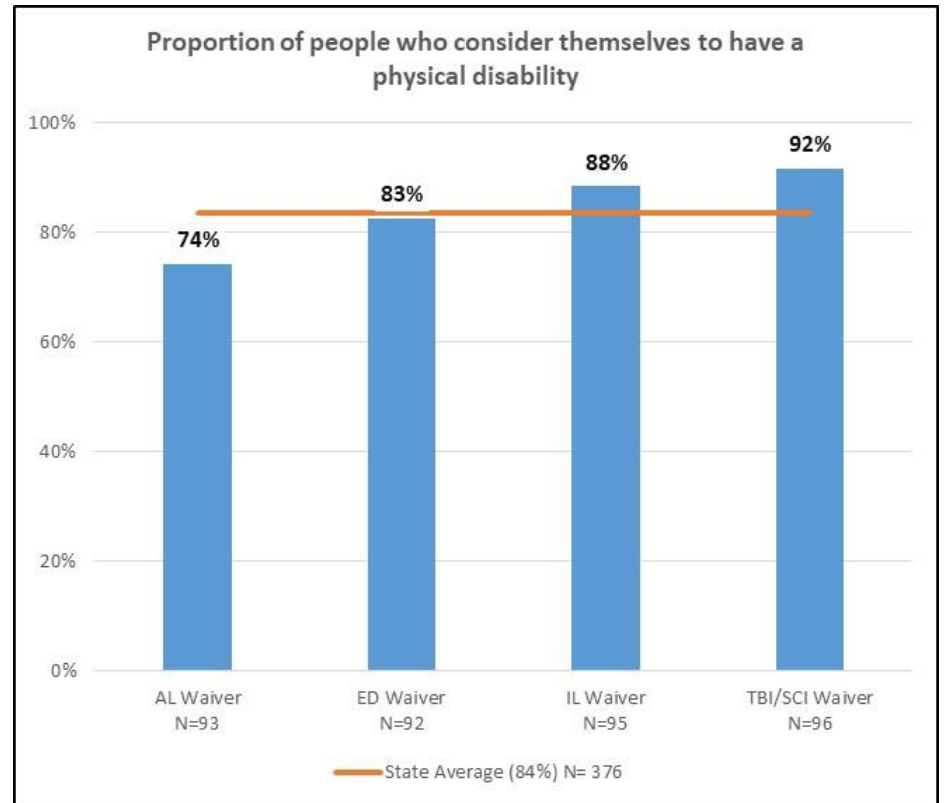
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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



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





## Medications

Medications are managed effectively and appropriately.

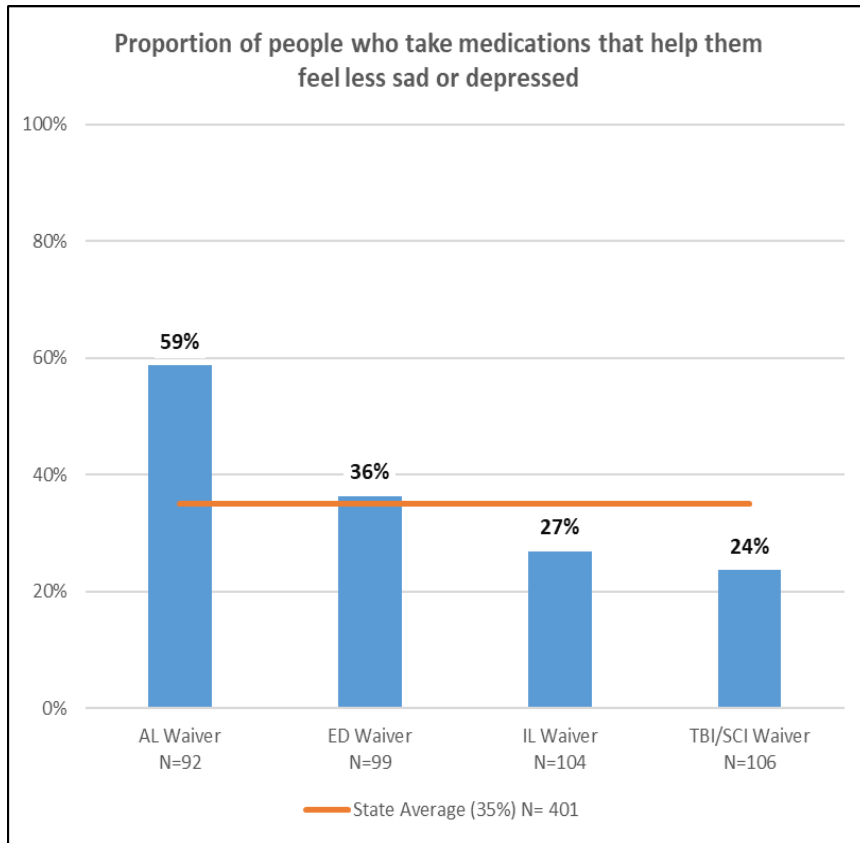
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

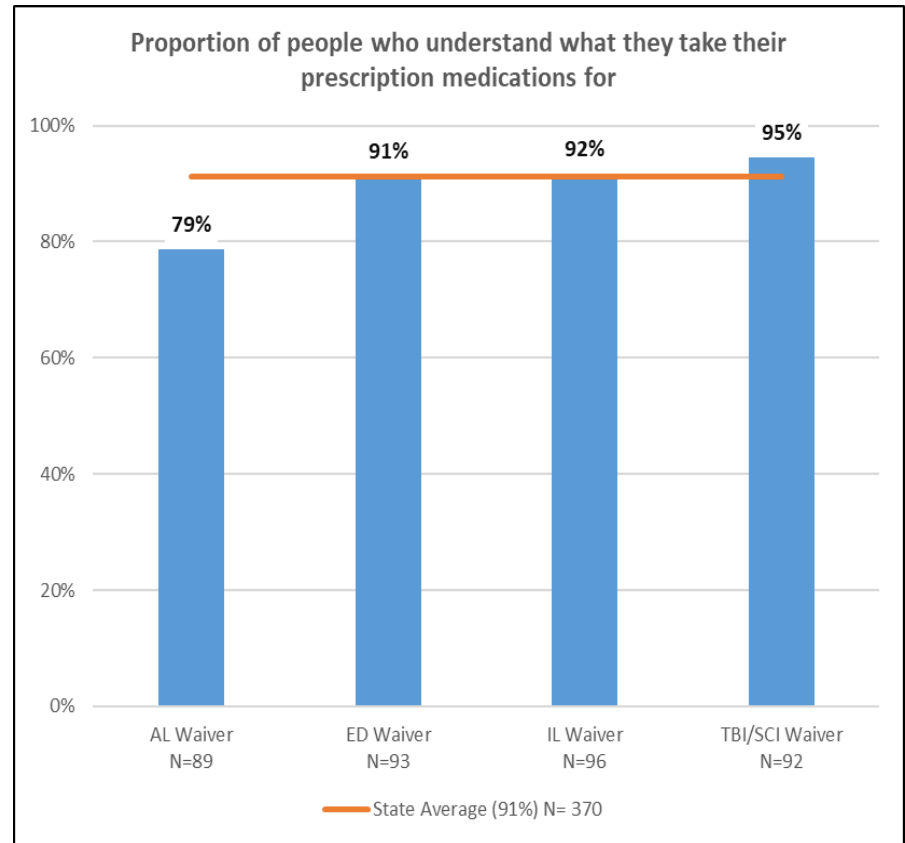
There are two survey items that correspond to the Medication domain.

Un-collapsed data for state and programs are shown in Appendix B.

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



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



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

## Rights and Respect

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

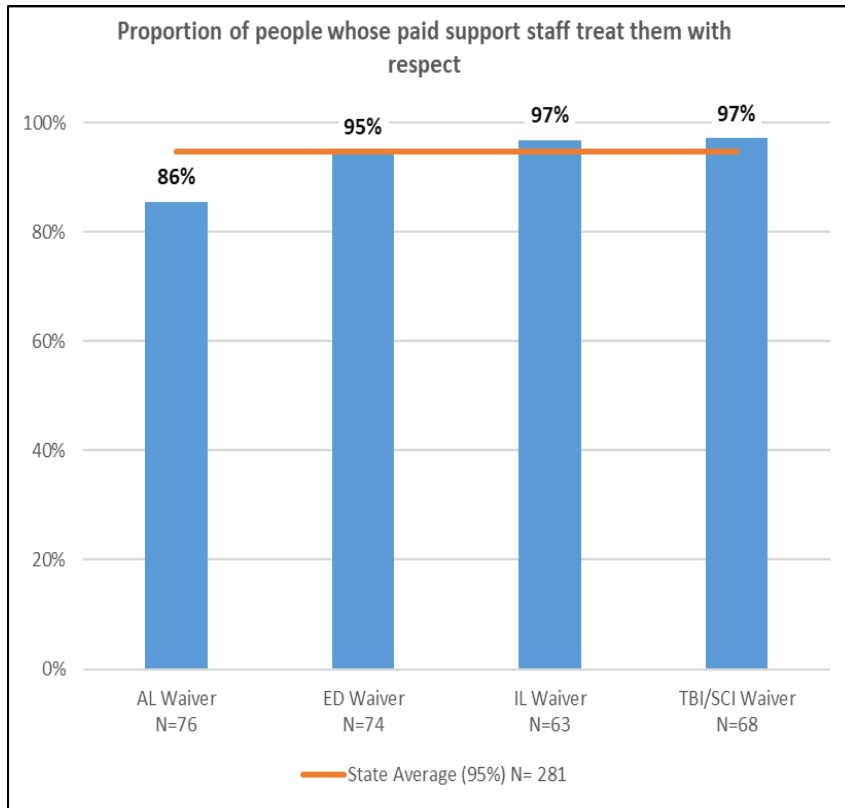
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

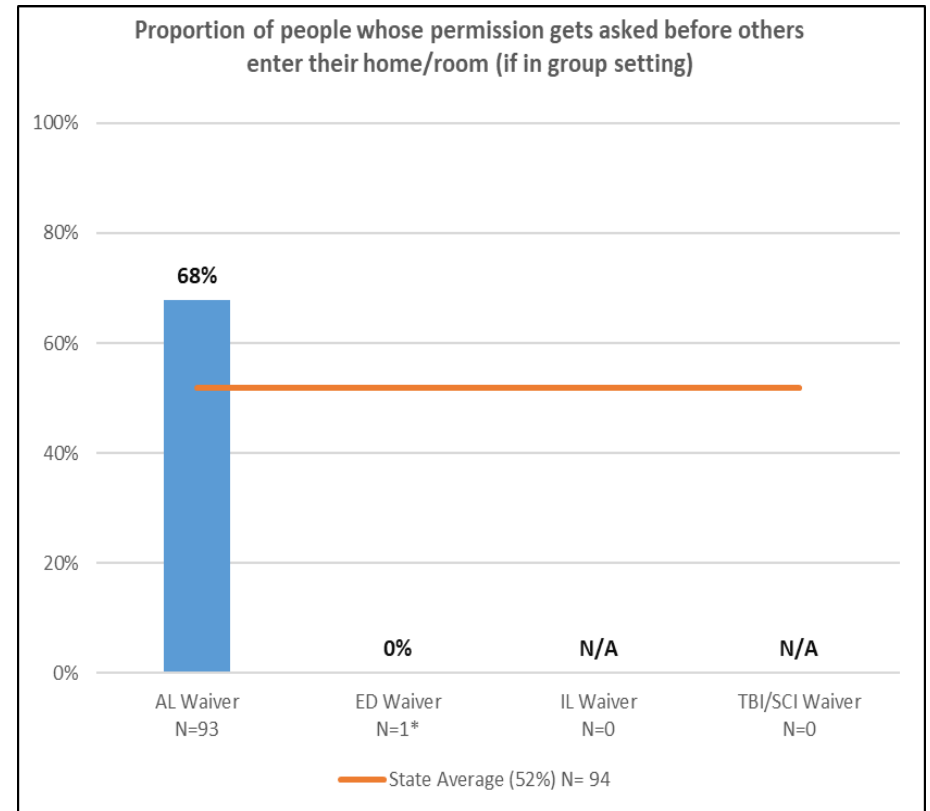
There are eight survey items that correspond to the Rights and Respect domain.

Un-collapsed data for state and programs are shown in Appendix B.

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



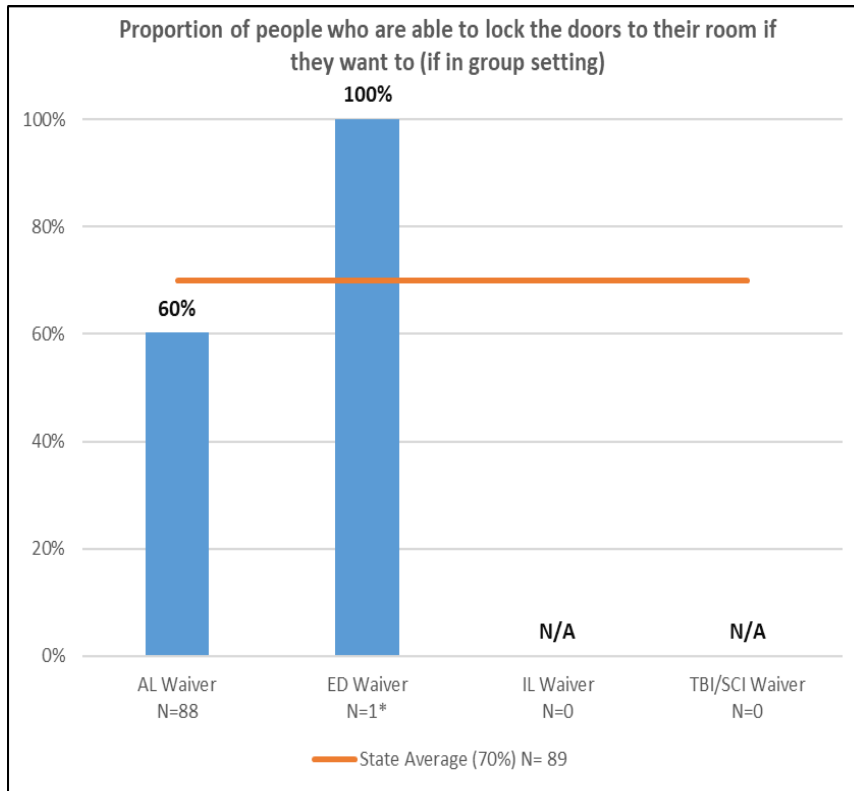
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)<sup>15</sup>



\* Very small number of responses

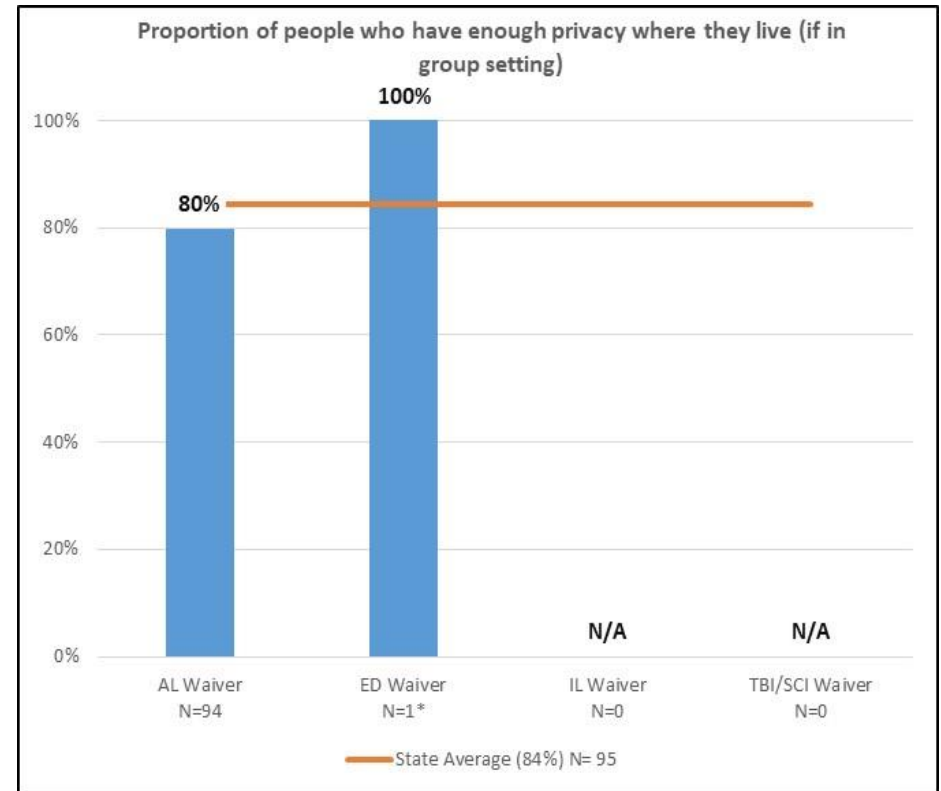
<sup>15</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



\* Very small number of responses

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

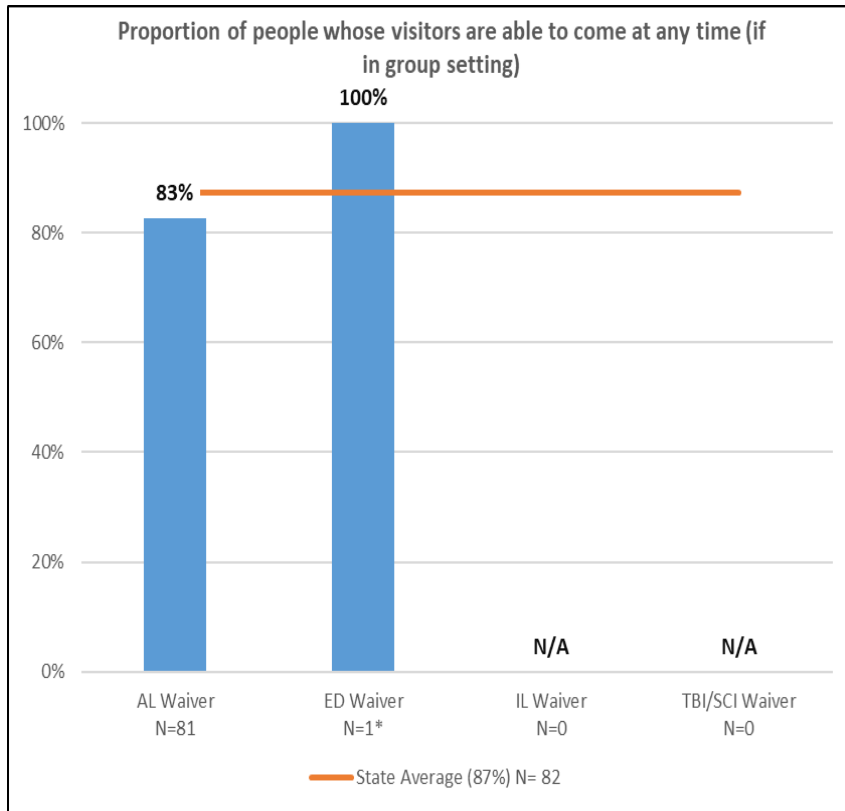


\* Very small number of responses

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

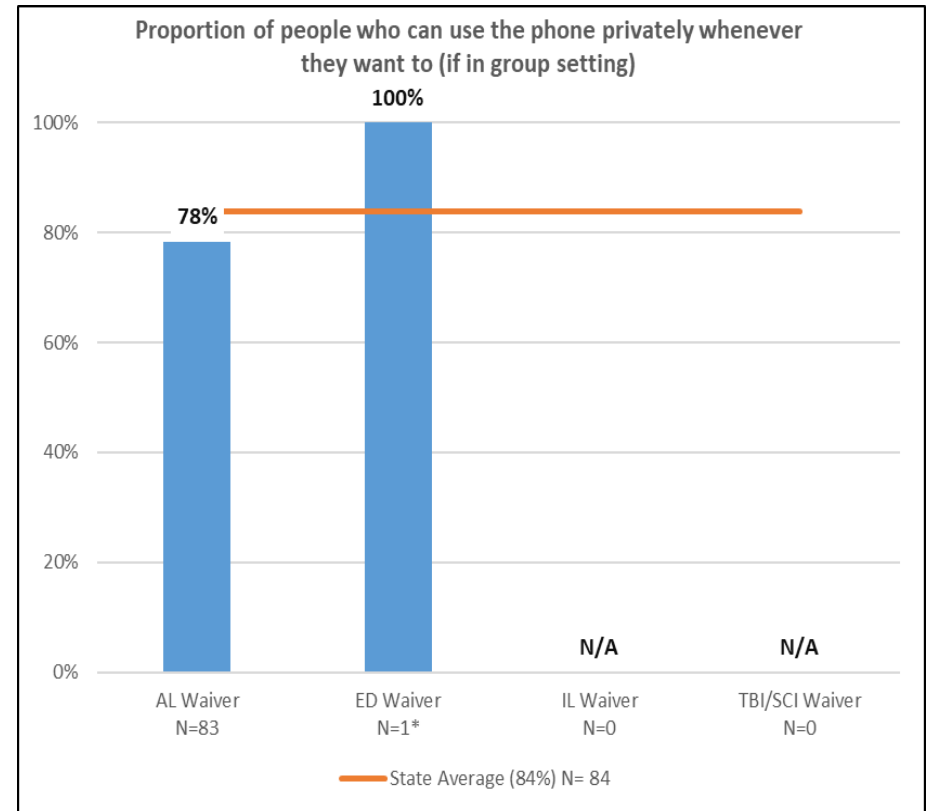
<sup>17</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



\* Very small number of responses

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

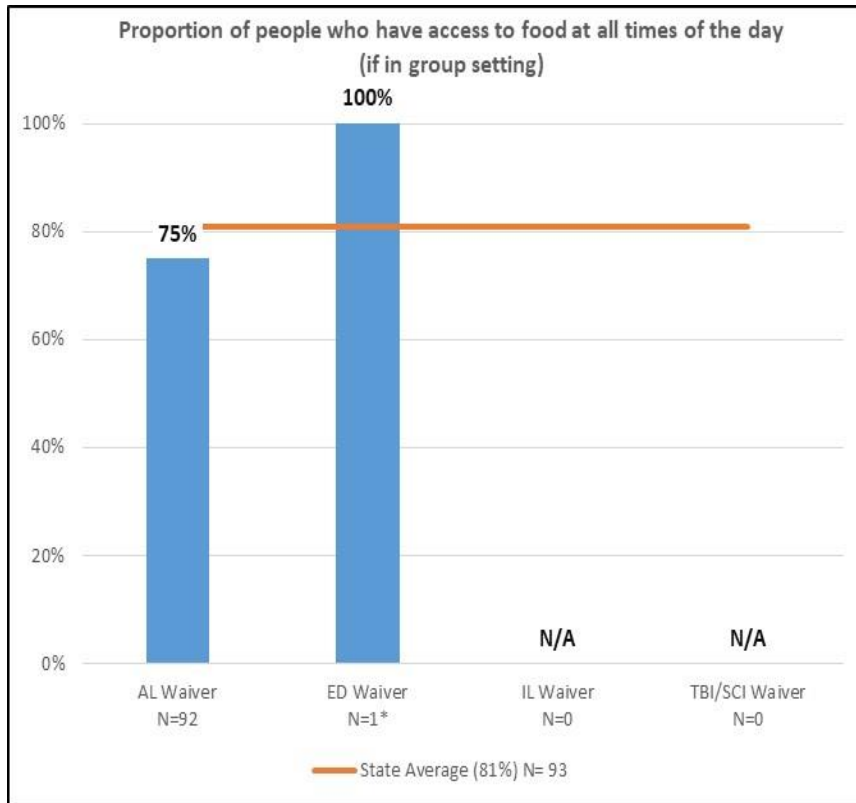


\* Very small number of responses

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

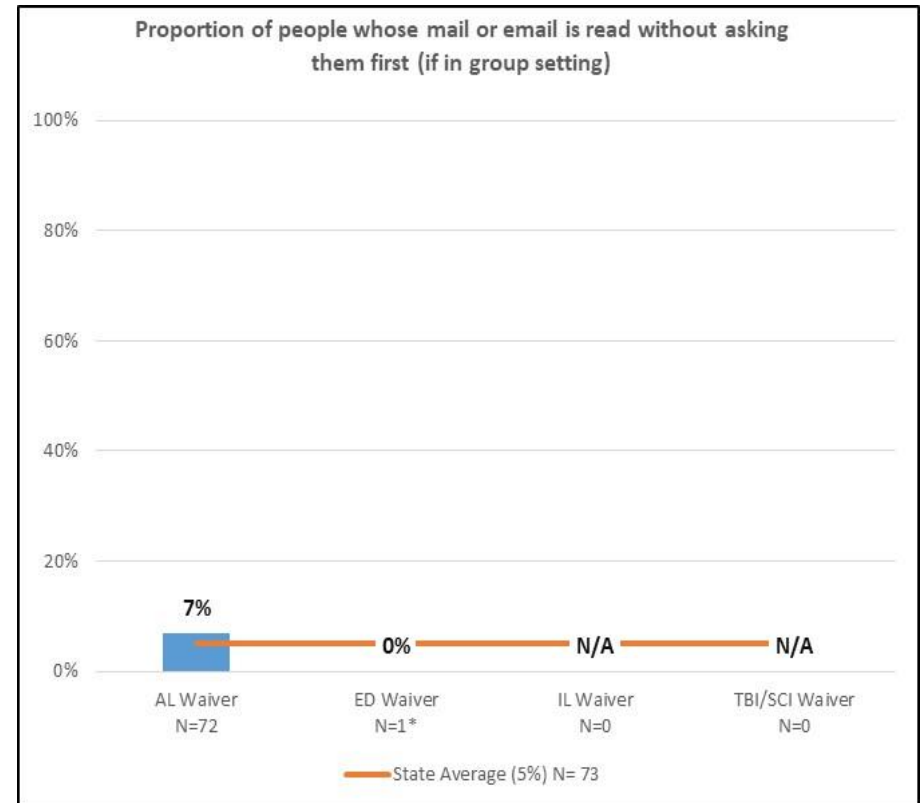
<sup>19</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



\* Very small number of responses

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



\* Very small number of responses

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

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

## Self-Direction of Care

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

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

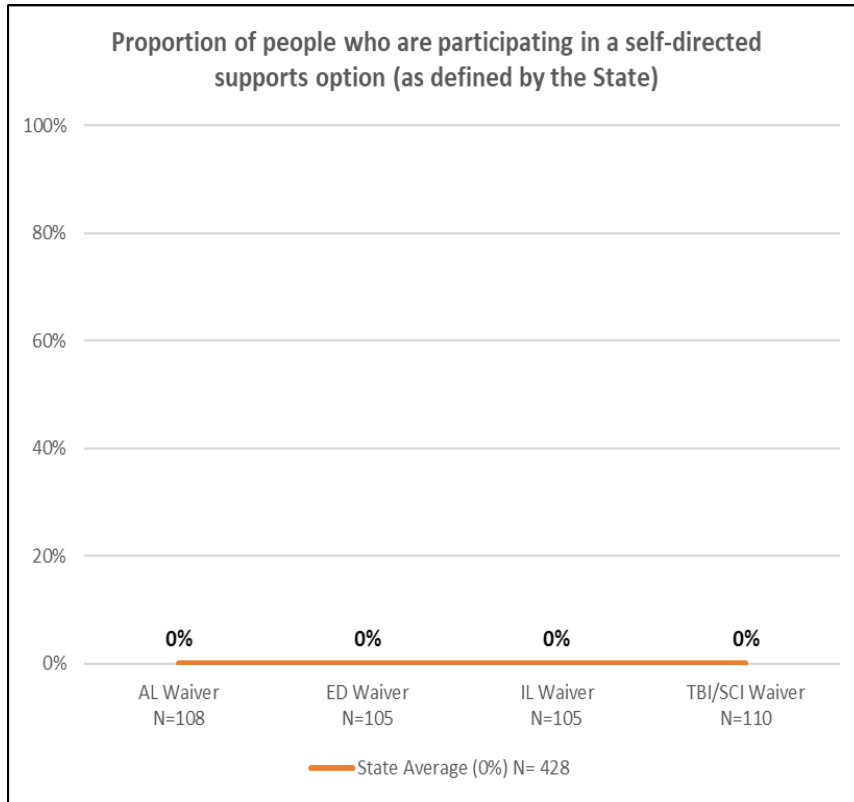
1. Proportion of people self-directing.
2. Proportion of people who can choose or change the kind of services they receive and who provides them.

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

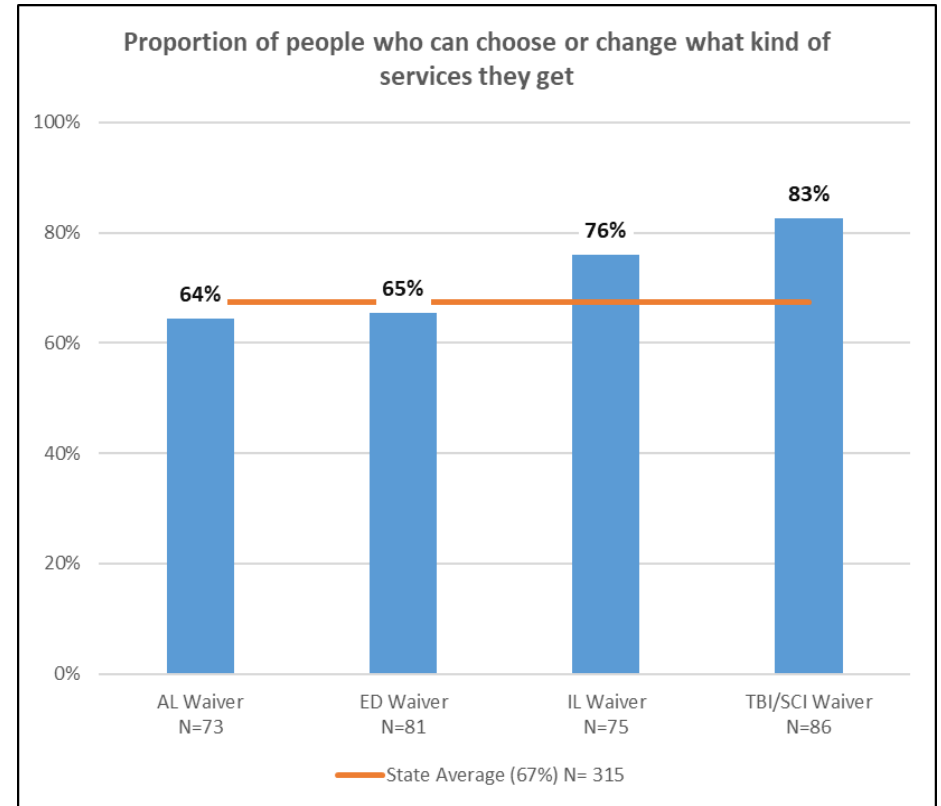
Un-collapsed data for state and programs are shown in Appendix B.



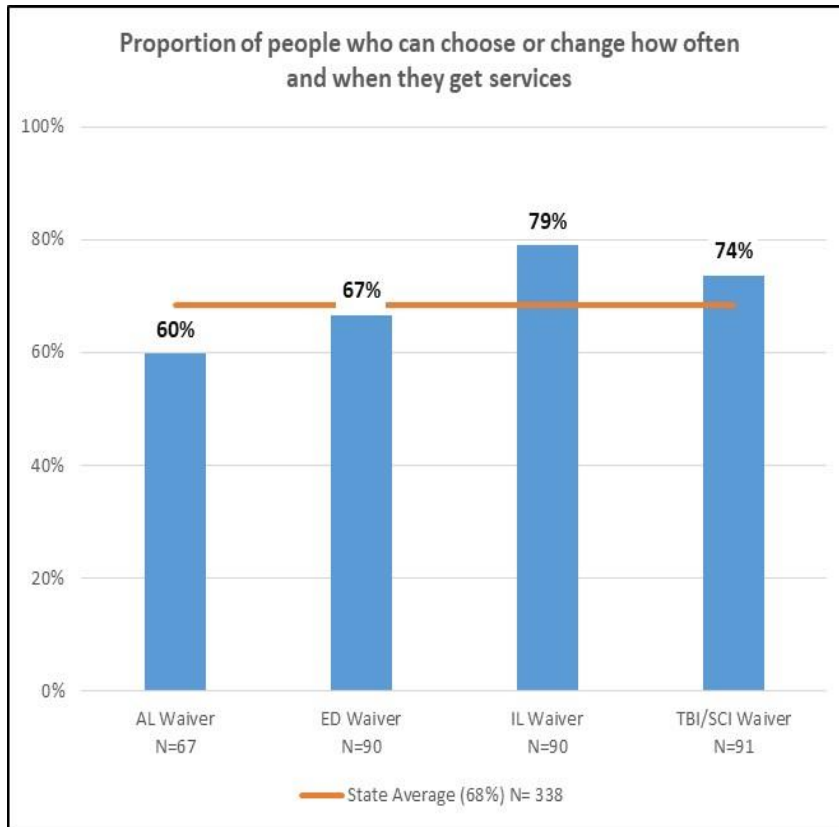
Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)



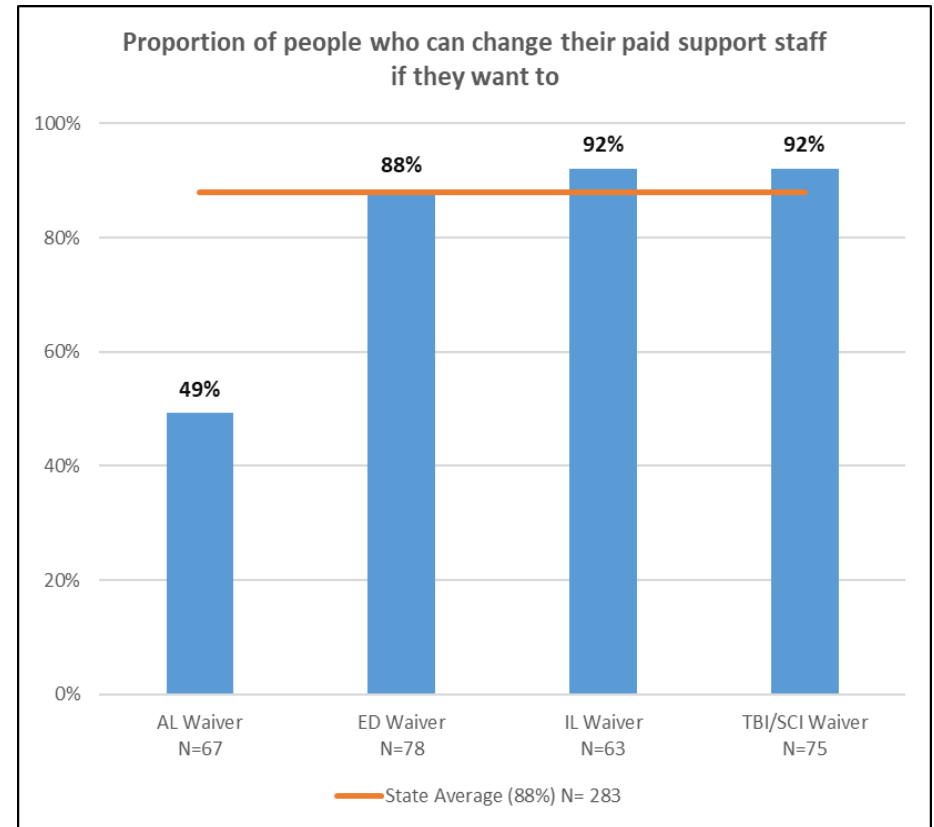
Graph 97. Proportion of people who can choose or change what kind of services they get



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



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



## Work

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

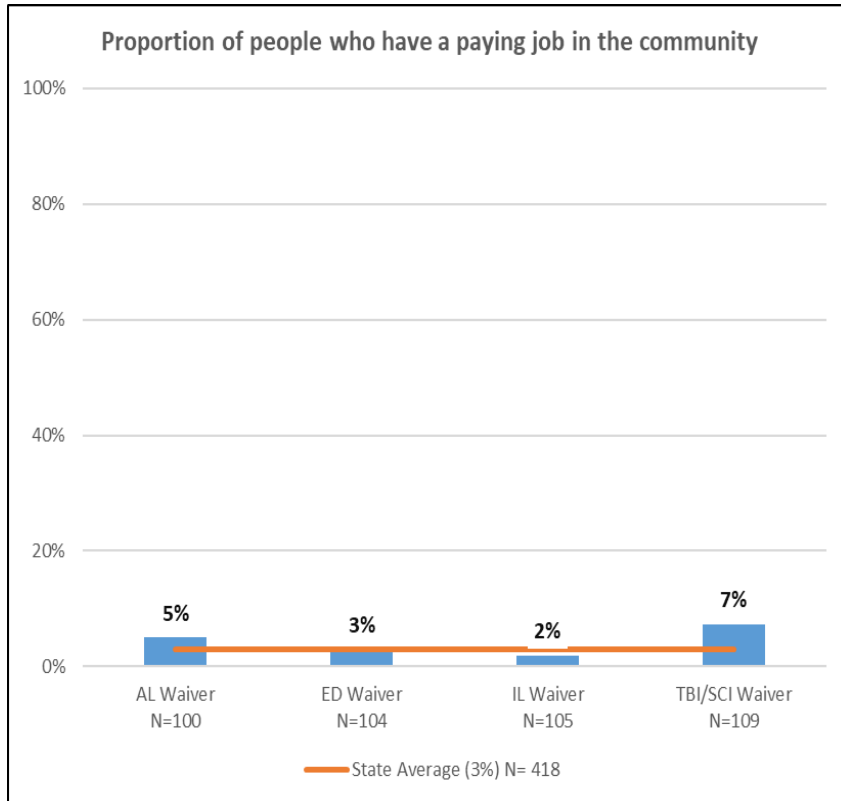
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

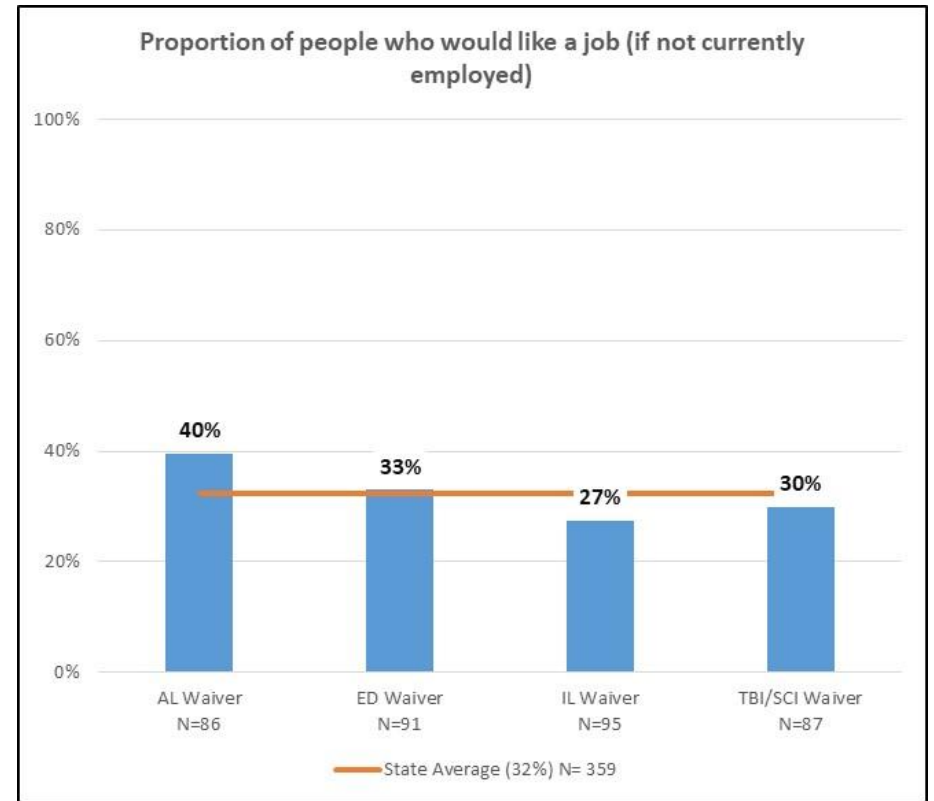
There are five survey items that correspond to the Work domain.

Un-collapsed for state and programs are shown in Appendix B.

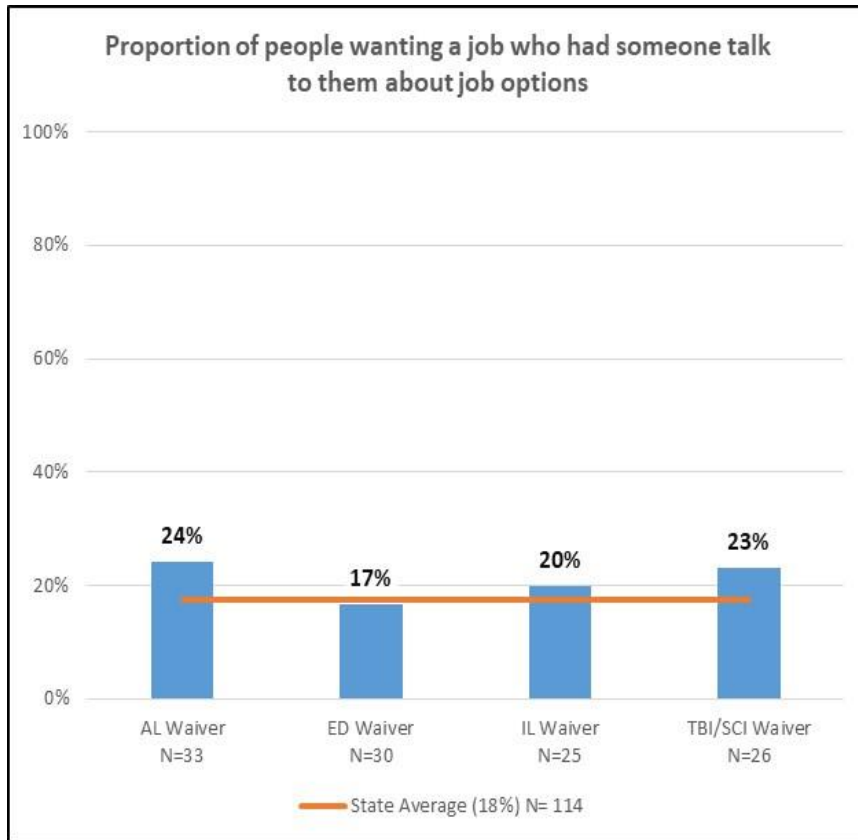
Graph 100. Proportion of people who have a paying job in the community



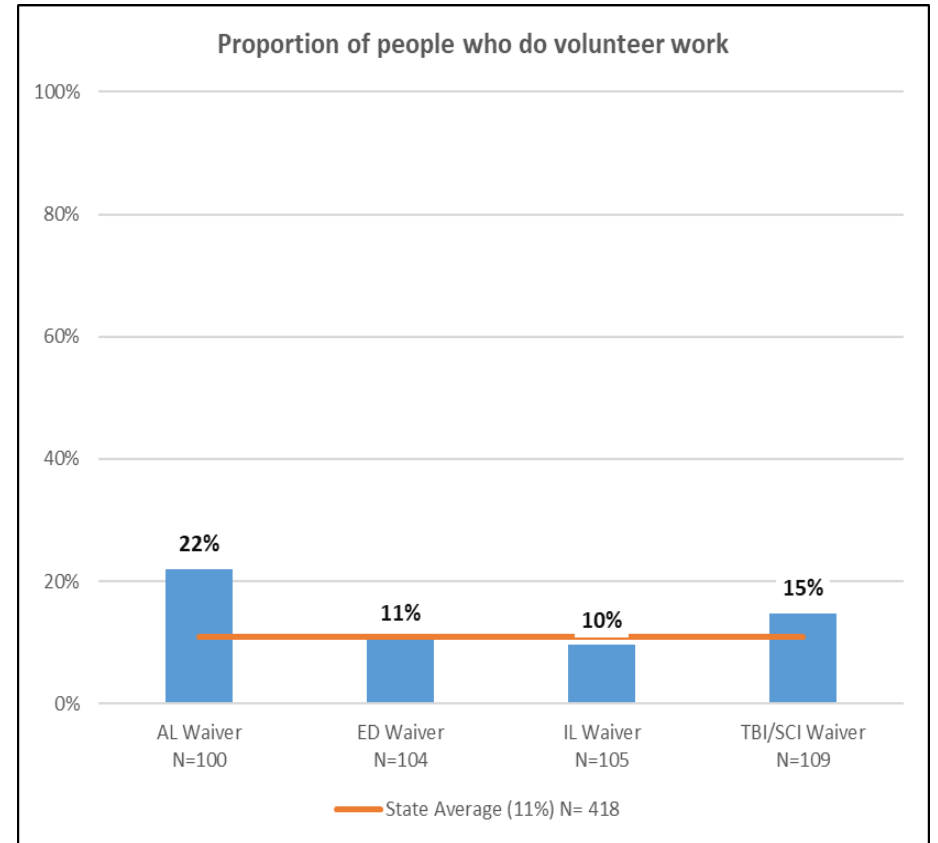
Graph 101. Proportion of people who would like a job (if not currently employed)



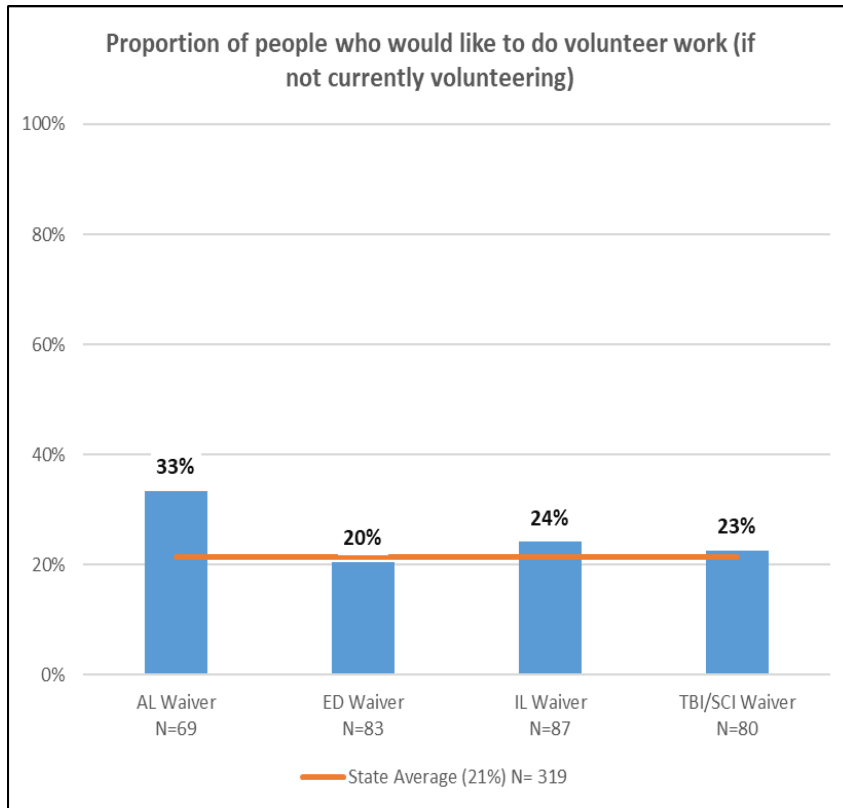
Graph 102. Proportion of people wanting a job who had someone talk to them about job options



Graph 103. Proportion of people who do volunteer work



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



## Everyday Living

People have enough supports for everyday living.

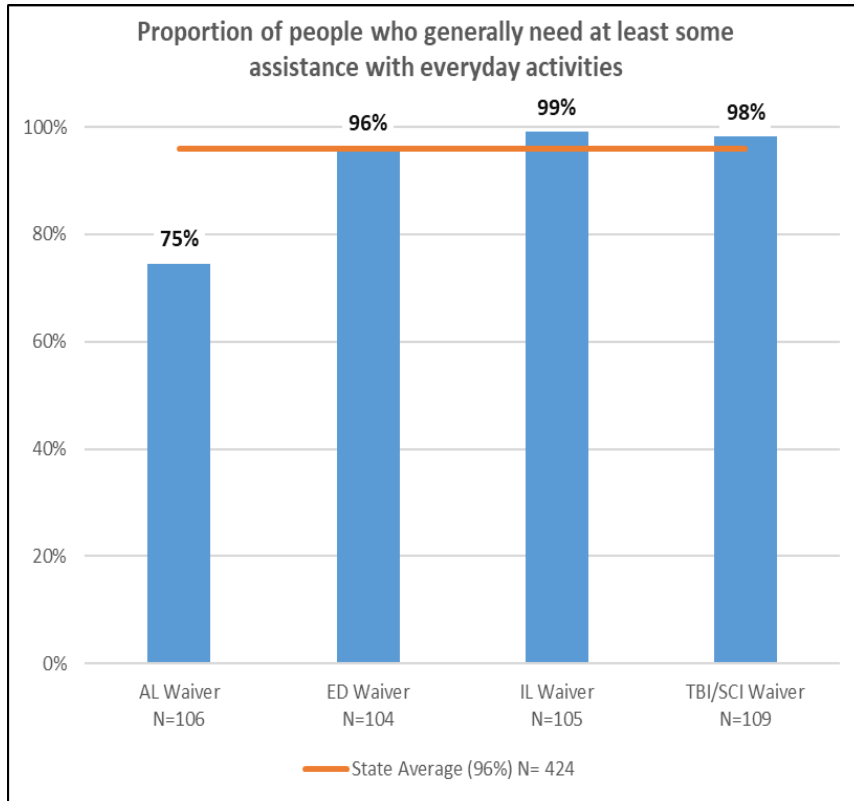
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

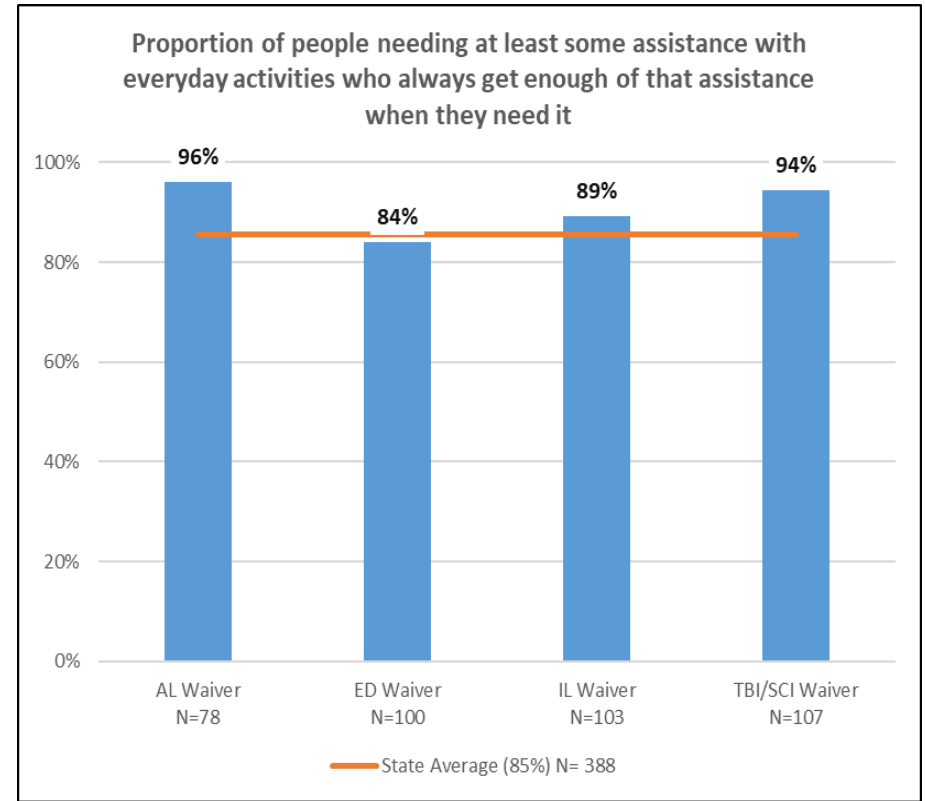
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed data for state and programs are shown in Appendix B.

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

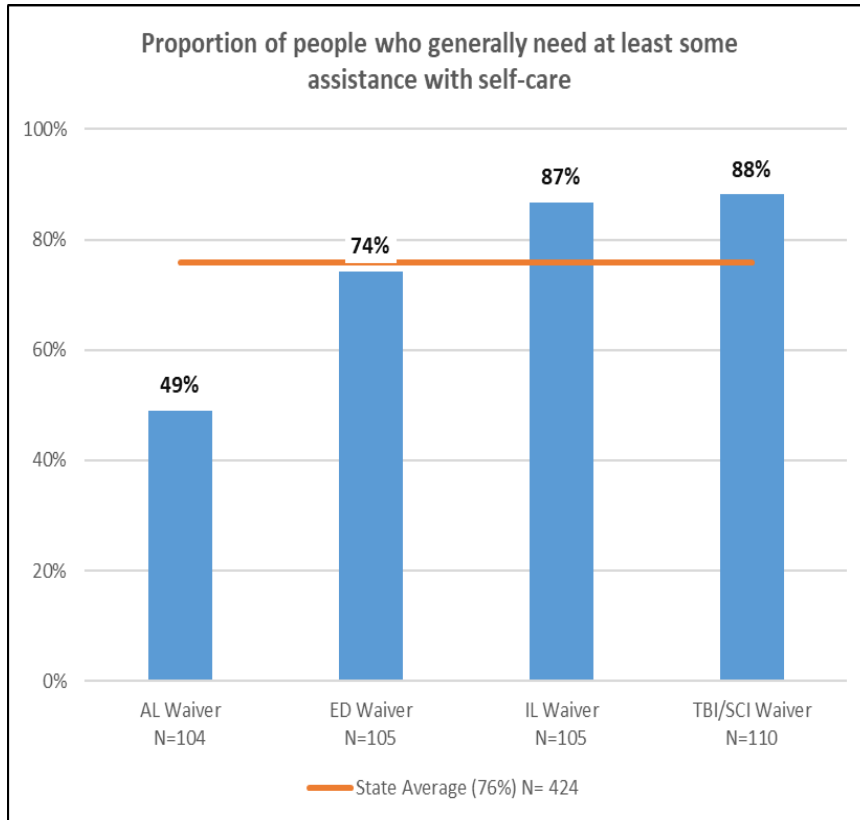


Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

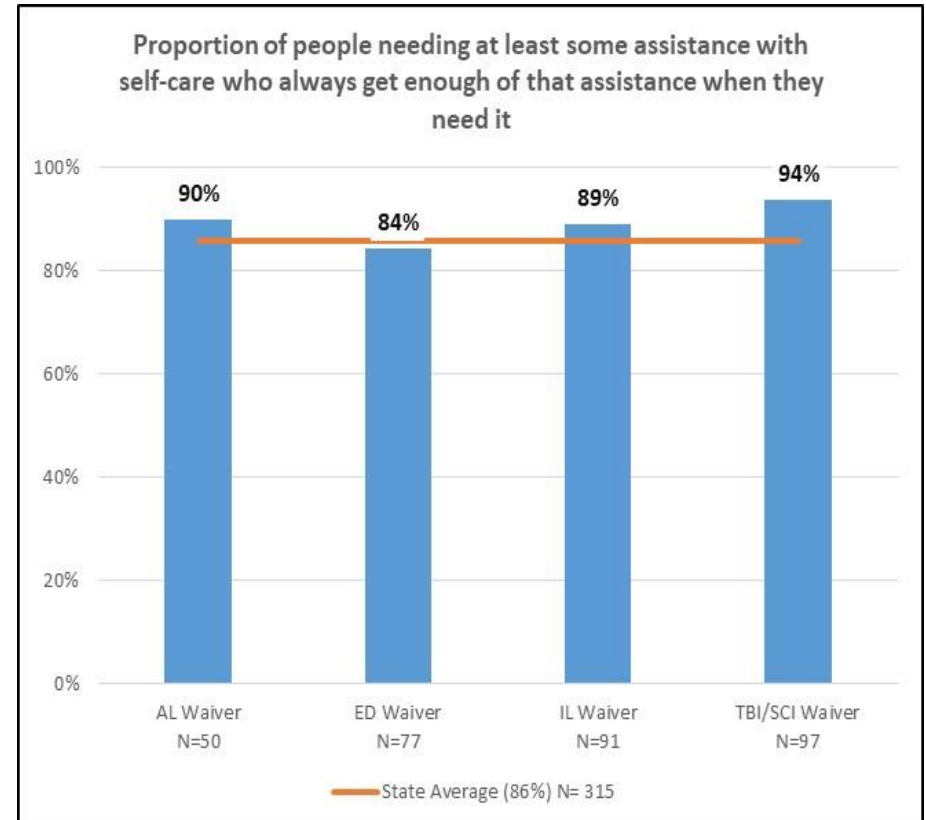




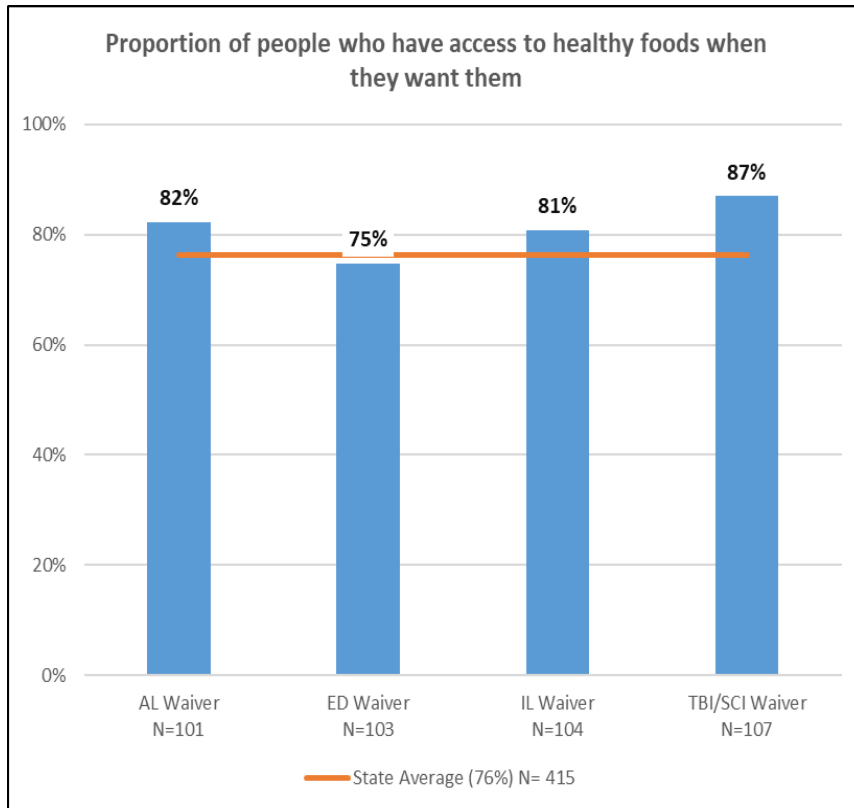
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



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



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



## Affordability

People have enough available resources.

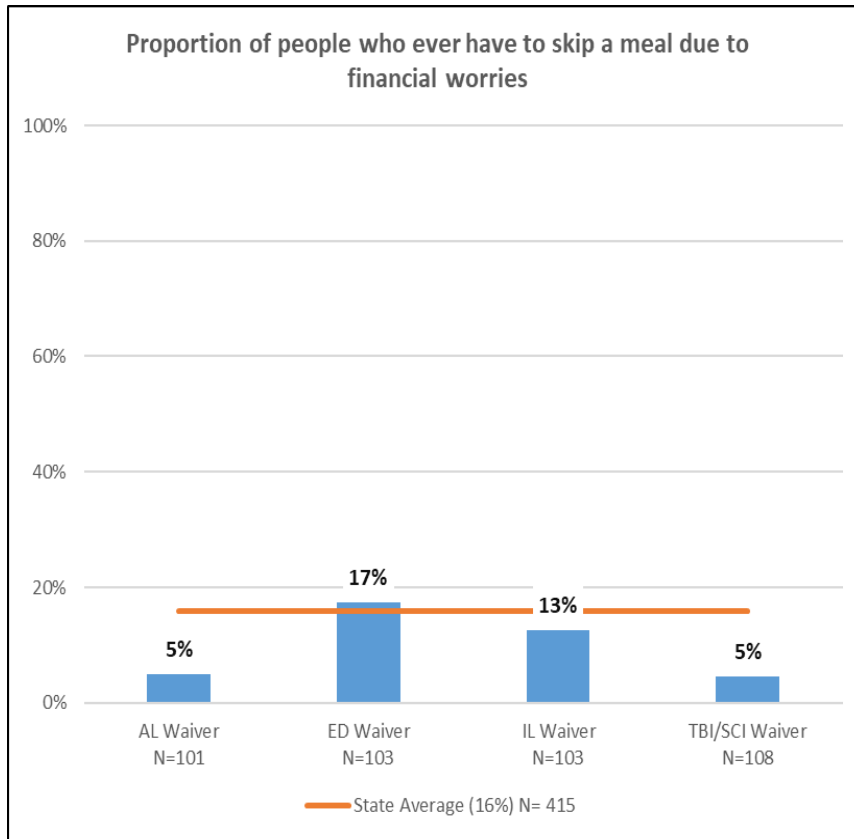
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data for state and programs are shown in Appendix B.

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



## Planning for future

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

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

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

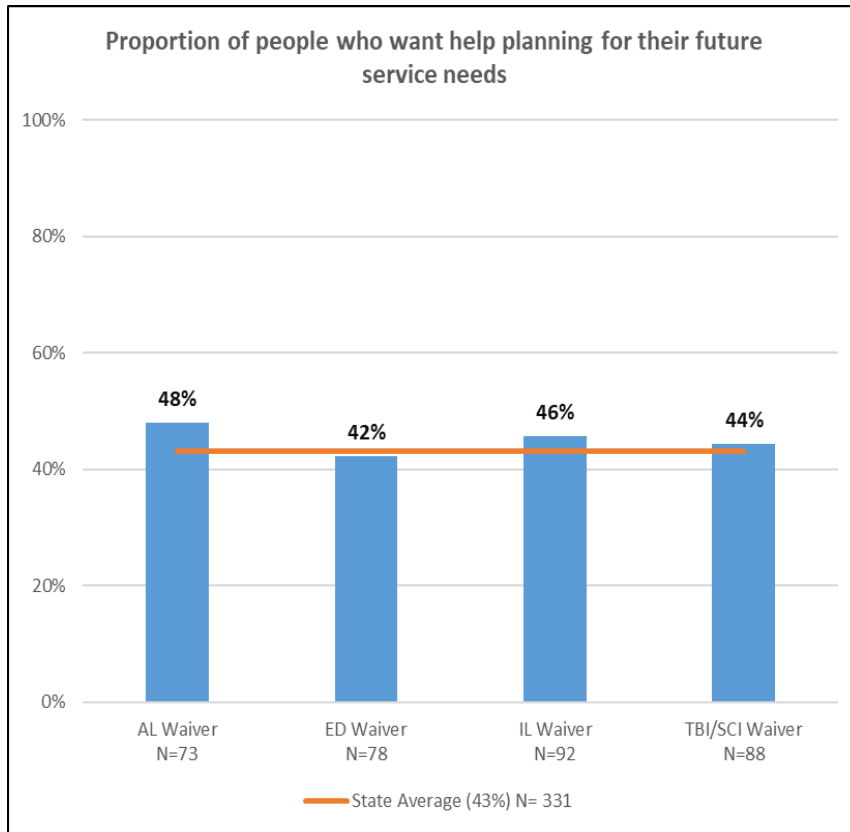
There is one survey item that corresponds to the Planning for Future domain.

Un-collapsed data for state and programs are shown in Appendix B.

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

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



## Control

### People feel in control of their lives

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

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

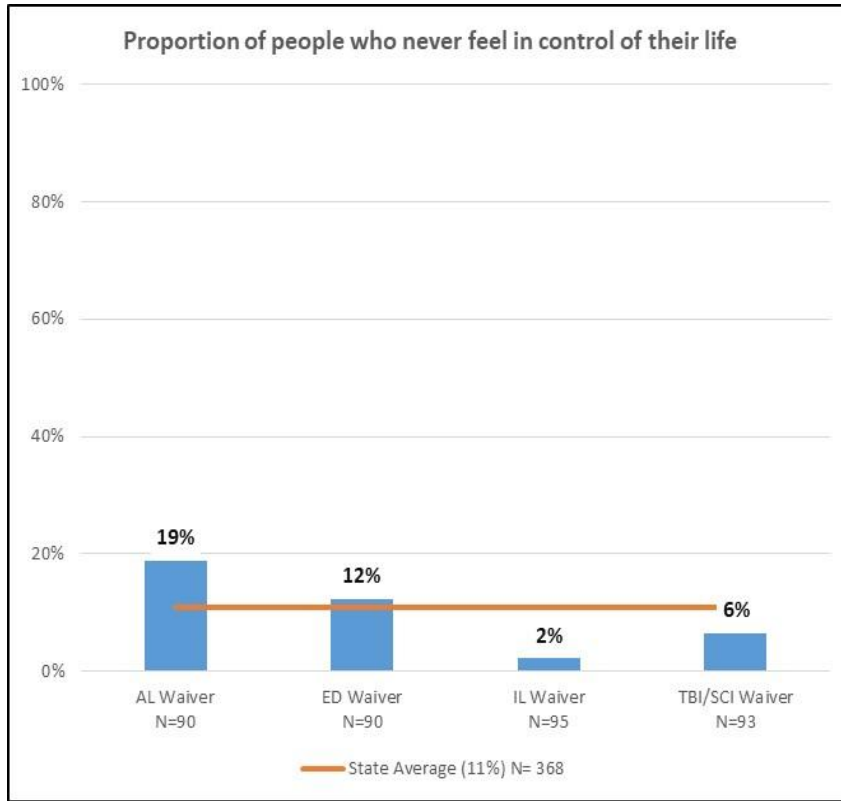
There are two<sup>23</sup> survey items that corresponds to the Control domain.

Un-collapsed data for state and programs are shown in Appendix B.

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

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





## **Appendix A: Rules for Recoding and Collapsing Responses**

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

Table A1. Outcome Variables – Collapsing Rules

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)	21	Add proportions: “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	26	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	27	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	28	Collapse “No” and “Sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	29	Collapse “No” and “Some information”
	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade	31	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade	33	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need an upgrade	35	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade	37	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a remote monitoring system but do not have it	38	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a remote monitoring system but need an upgrade	39	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need an emergency response system but do not have it	40	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have an emergency response system but need an upgrade	41	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	42	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

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

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

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

## **Appendix B: Un-Collapsed and Un-Weighted Data by Program**



## Demographic Tables

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

	Average Age	N
<b>AL Waiver</b>	59.7	103
<b>ED Waiver</b>	65.3	100
<b>IL Waiver</b>	60.3	99
<b>TBI/SCI Waiver</b>	47.8	110
<b>Sample Average</b>	58.0	412

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
<b>AL Waiver</b>	95%	5%	0%	108
<b>ED Waiver</b>	95%	5%	0%	105
<b>IL Waiver</b>	94%	6%	0%	105
<b>TBI/SCI Waiver</b>	100%	0%	0%	110
<b>Sample Average</b>	96%	4%	0%	428

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
<b>AL Waiver</b>	58%	42%	0%	0%	108
<b>ED Waiver</b>	25%	75%	0%	0%	105
<b>IL Waiver</b>	43%	57%	0%	0%	105
<b>TBI/SCI Waiver</b>	79%	21%	0%	0%	110
<b>Sample Average</b>	52%	48%	0%	0%	428

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/Unclear	N
<b>AL Waiver</b>	0%	0%	44%	0%	58%	0%	0%	7%	100
<b>ED Waiver</b>	3%	2%	77%	0%	23%	0%	0%	2%	103
<b>IL Waiver</b>	1%	0%	76%	0%	24%	0%	0%	0%	105
<b>TBI/SCI Waiver</b>	1%	0%	59%	0%	42%	0%	0%	1%	109
<b>Sample Average</b>	1%	0%	64%	0%	37%	0%	0%	3%	417

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/Unclear	N
<b>AL Waiver</b>	53%	7%	21%	18%	1%	100
<b>ED Waiver</b>	24%	15%	25%	35%	1%	103
<b>IL Waiver</b>	40%	20%	16%	24%	0%	105
<b>TBI/SCI Waiver</b>	46%	21%	29%	4%	0%	109
<b>Sample Average</b>	41%	16%	23%	20%	0%	417

Table 6. Primary language

	English	Spanish	Other	Don't Know/Unclear	N
<b>AL Waiver</b>	100%	0%	0%	0%	100
<b>ED Waiver</b>	100%	0%	0%	0%	103
<b>IL Waiver</b>	100%	0%	0%	0%	105
<b>TBI/SCI Waiver</b>	100%	0%	0%	0%	109
<b>Sample Average</b>	100%	0%	0%	0%	417

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

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
<b>AL Waiver</b>	62%	34%	2%	2%	0%	108
<b>ED Waiver</b>	27%	44%	10%	20%	0%	105
<b>IL Waiver</b>	30%	43%	3%	24%	0%	105
<b>TBI/SCI Waiver</b>	34%	39%	5%	22%	0%	110
<b>Sample Average</b>	38%	40%	5%	17%	0%	428

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
<b>AL Waiver</b>	0%	0%	14%	86%	0%	0%	0%	0%	100
<b>ED Waiver</b>	97%	2%	0%	1%	0%	0%	0%	0%	103
<b>IL Waiver</b>	99%	0%	0%	0%	0%	0%	0%	1%	105
<b>TBI/SCI Waiver</b>	96%	2%	1%	0%	0%	0%	1%	0%	109
<b>Sample Average</b>	74%	1%	4%	21%	0%	0%	0%	0%	417

Table 9. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
<b>AL Waiver</b>	7%	3%	1%	0%	36%	80%	0%	100
<b>ED Waiver</b>	42%	14%	44%	2%	1%	1%	0%	103
<b>IL Waiver</b>	28%	20%	51%	0%	5%	1%	0%	105
<b>TBI/SCI Waiver</b>	26%	19%	58%	1%	3%	1%	0%	109
<b>Sample Average</b>	26%	14%	39%	1%	11%	20%	0%	417

<sup>24</sup> Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
<b>AL Waiver</b>	81%	18%	1%	100
<b>ED Waiver</b>	93%	7%	0%	103
<b>IL Waiver</b>	97%	2%	1%	105
<b>TBI/SCI Waiver</b>	97%	3%	0%	109
<b>Sample Average</b>	92%	7%	0%	417

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

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
<b>AL Waiver</b>	0%	0%	6%	83%	6%	6%	0%	0%	18
<b>ED Waiver</b>	86%	0%	0%	0%	0%	0%	14%	0%	7
<b>IL Waiver</b>	100%	0%	0%	0%	0%	0%	0%	0%	2
<b>TBI/SCI Waiver</b>	100%	0%	0%	0%	0%	0%	0%	0%	3
<b>Sample Average</b>	37%	0%	3%	50%	3%	3%	3%	0%	30

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
<b>AL Waiver</b>	48%	49%	3%	100
<b>ED Waiver</b>	50%	50%	0%	103
<b>IL Waiver</b>	31%	68%	1%	105
<b>TBI/SCI Waiver</b>	6%	94%	0%	109
<b>Sample Average</b>	33%	66%	1%	417

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

	No	Yes	Don’t Know/Unclear	N
<b>AL Waiver</b>	81%	18%	1%	100
<b>ED Waiver</b>	90%	10%	0%	103
<b>IL Waiver</b>	95%	3%	2%	105
<b>TBI/SCI Waiver</b>	99%	1%	0%	109
<b>Sample Average</b>	92%	8%	1%	417

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
<b>AL Waiver</b>	82%	18%	0%	100
<b>ED Waiver</b>	92%	7%	1%	103
<b>IL Waiver</b>	77%	21%	2%	105
<b>TBI/SCI Waiver</b>	58%	42%	0%	109
<b>Sample Average</b>	77%	22%	1%	417

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
<b>AL Waiver</b>	76%	19%	5%	100
<b>ED Waiver</b>	90%	8%	2%	103
<b>IL Waiver</b>	90%	9%	2%	105
<b>TBI/SCI Waiver</b>	94%	5%	1%	109
<b>Sample Average</b>	88%	10%	2%	417

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/Unclear	N
<b>AL Waiver</b>	2%	20%	31%	64%	0%	100
<b>ED Waiver</b>	12%	28%	57%	41%	0%	103
<b>IL Waiver</b>	12%	47%	56%	26%	0%	105
<b>TBI/SCI Waiver</b>	25%	72%	25%	6%	0%	109
<b>Sample Average</b>	13%	42%	42%	34%	0%	417

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

	No	Yes	Don't Know/Unclear	N
<b>AL Waiver</b>	80%	19%	1%	100
<b>ED Waiver</b>	75%	25%	0%	103
<b>IL Waiver</b>	79%	21%	0%	105
<b>TBI/SCI Waiver</b>	86%	13%	1%	109
<b>Sample Average</b>	80%	19%	0%	417

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
<b>AL Waiver</b>	25%	75%	0%	108
<b>ED Waiver</b>	7%	93%	0%	105
<b>IL Waiver</b>	15%	85%	0%	105
<b>TBI/SCI Waiver</b>	20%	80%	0%	110
<b>Sample Average</b>	17%	83%	0%	428

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
<b>AL Waiver</b>	1%	5%	30%	65%	0%	108
<b>ED Waiver</b>	4%	10%	35%	50%	0%	105
<b>IL Waiver</b>	0%	0%	30%	70%	0%	105
<b>TBI/SCI Waiver</b>	2%	1%	15%	82%	0%	110
<b>Sample Average</b>	2%	4%	28%	67%	0%	428

Table 20. Has legal guardian

	No	Yes	Don't Know	N
<b>AL Waiver</b>	70%	18%	12%	108
<b>ED Waiver</b>	77%	21%	2%	105
<b>IL Waiver</b>	75%	25%	0%	105
<b>TBI/SCI Waiver</b>	81%	19%	0%	110
<b>Sample Average</b>	76%	21%	4%	428

## Community Participation — un-collapsed tables

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	20%	12%	60%	4%	3%	93
<b>ED Waiver</b>	51%	6%	40%	0%	2%	94
<b>IL Waiver</b>	54%	7%	38%	0%	1%	97
<b>TBI/SCI Waiver</b>	30%	8%	58%	1%	3%	97
<b>Sample Average</b>	39%	8%	49%	1%	2%	381

Table 22a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
<b>AL Waiver</b>	20%	37%	0%	50%	13%	0%	30
<b>ED Waiver</b>	33%	37%	28%	91%	6%	6%	54
<b>IL Waiver</b>	22%	19%	31%	85%	14%	2%	59
<b>TBI/SCI Waiver</b>	14%	35%	27%	81%	11%	0%	37
<b>Sample Average</b>	23%	31%	24%	80%	11%	2%	180

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

	Feeling Unsafe	No Community Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	3%	10%	7%	7%	3%	0%	30
<b>ED Waiver</b>	13%	7%	11%	4%	0%	0%	54
<b>IL Waiver</b>	5%	12%	3%	2%	0%	0%	59
<b>TBI/SCI Waiver</b>	3%	5%	3%	11%	5%	0%	37
<b>Sample Average</b>	7%	9%	6%	5%	2%	0%	180



Table 23. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	34%	60%	2%	3%	93
<b>ED Waiver</b>	49%	49%	0%	2%	94
<b>IL Waiver</b>	42%	55%	2%	1%	97
<b>TBI/SCI Waiver</b>	27%	70%	1%	2%	97
<b>Sample Average</b>	38%	59%	1%	2%	381

## Choice and Decision Making — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
AL Waiver	45%	51%	4%	0%	55
ED Waiver	n/a	n/a	n/a	n/a	0
IL Waiver	n/a	n/a	n/a	n/a	0
TBI/SCI Waiver	n/a	n/a	n/a	n/a	0
Sample Average	45%	51%	4%	0%	55

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
AL Waiver	17%	15%	67%	0%	0%	92
ED Waiver	0%	1%	98%	0%	1%	93
IL Waiver	3%	1%	96%	0%	0%	97
TBI/SCI Waiver	3%	7%	89%	0%	1%	97
Sample Average	6%	6%	88%	0%	1%	379

Table 26. Proportion of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
AL Waiver	38%	10%	52%	0%	0%	0%	92
ED Waiver	0%	1%	98%	0%	0%	1%	93
IL Waiver	2%	4%	94%	0%	0%	0%	97
TBI/SCI Waiver	3%	2%	93%	0%	0%	2%	97
Sample Average	11%	4%	84%	0%	0%	1%	379

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

	Only in Some Ways, Or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	15%	7%	70%	4%	3%	94
<b>ED Waiver</b>	0%	0%	100%	0%	0%	1
<b>IL Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>TBI/SCI Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	15%	7%	71%	4%	3%	95

## Relationships — un-collapsed

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

	No, or Rarely	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	5%	10%	86%	0%	0%	83
<b>ED Waiver</b>	1%	6%	93%	0%	0%	90
<b>IL Waiver</b>	3%	5%	91%	0%	0%	93
<b>TBI/SCI Waiver</b>	1%	6%	92%	1%	0%	95
<b>Sample Average</b>	2%	7%	91%	0%	0%	361

Table 29. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/No Response	N
<b>AL Waiver</b>	17%	0%	0%	58%	17%	42%	0%	12
<b>ED Waiver</b>	17%	0%	0%	67%	0%	50%	0%	6
<b>IL Waiver</b>	13%	13%	0%	13%	0%	88%	0%	8
<b>TBI/SCI Waiver</b>	29%	0%	0%	43%	0%	57%	0%	7
<b>Sample Average</b>	18%	3%	0%	45%	6%	58%	0%	33

## Satisfaction — un-collapsed

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
AL Waiver	8%	13%	79%	0%	0%	98
ED Waiver	11%	3%	86%	0%	0%	95
IL Waiver	3%	3%	94%	0%	0%	97
TBI/SCI Waiver	3%	3%	93%	0%	1%	98
Sample Average	6%	6%	88%	0%	0%	388

Table 31a. Reasons for not liking where people live

	Accessibility	Feels Unsafe In/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
AL Waiver	5%	0%	0%	10%	33%	21
ED Waiver	15%	23%	0%	15%	15%	13
IL Waiver	0%	67%	17%	17%	17%	6
TBI/SCI Waiver	33%	33%	0%	33%	17%	6
Sample Average	11%	20%	2%	15%	24%	46

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
AL Waiver	0%	19%	38%	10%	19%	21
ED Waiver	8%	15%	15%	0%	0%	13
IL Waiver	17%	0%	0%	0%	17%	6
TBI/SCI Waiver	33%	33%	0%	0%	0%	6
Sample Average	9%	17%	22%	4%	11%	46

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

	Wants More Privacy	Wants to Be Closer to Family/ Friends	Feels Isolated from Community/ Feels Lonely	Other	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	14%	24%	0%	38%	5%	0%	21
ED Waiver	8%	0%	8%	15%	0%	0%	13
IL Waiver	17%	0%	0%	0%	0%	0%	6
TBI/SCI Waiver	17%	0%	17%	0%	0%	0%	6
Sample Average	13%	11%	4%	22%	2%	0%	46

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
AL Waiver	65%	6%	28%	1%	98
ED Waiver	75%	1%	23%	1%	95
IL Waiver	77%	3%	20%	0%	97
TBI/SCI Waiver	78%	3%	18%	1%	98
Sample Average	74%	3%	22%	1%	388

Table 33a. Where people would prefer to live (if would prefer to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
AL Waiver	52%	15%	12%	6%	33
ED Waiver	87%	9%	4%	0%	23
IL Waiver	91%	0%	0%	0%	22
TBI/SCI Waiver	86%	5%	0%	0%	21
Sample Average	76%	8%	5%	2%	99

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	0%	6%	6%	3%	33
<b>ED Waiver</b>	0%	0%	0%	0%	23
<b>IL Waiver</b>	0%	9%	0%	0%	22
<b>TBI/SCI Waiver</b>	0%	5%	5%	0%	21
<b>Sample Average</b>	0%	5%	3%	1%	99

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	8%	20%	72%	0%	1%	92
<b>ED Waiver</b>	10%	39%	49%	1%	1%	93
<b>IL Waiver</b>	8%	26%	66%	0%	0%	97
<b>TBI/SCI Waiver</b>	9%	18%	72%	0%	1%	97
<b>Sample Average</b>	9%	25%	65%	0%	1%	379

Table 35. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	37%	17%	26%	17%	3%	0%	76
<b>ED Waiver</b>	80%	4%	16%	0%	0%	0%	74
<b>IL Waiver</b>	81%	2%	14%	2%	2%	0%	63
<b>TBI/SCI Waiver</b>	85%	6%	7%	1%	0%	0%	68
<b>Sample Average</b>	70%	7%	16%	5%	1%	0%	281

Table 36. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	11%	20%	66%	1%	3%	76
<b>ED Waiver</b>	8%	11%	80%	0%	1%	74
<b>IL Waiver</b>	2%	6%	92%	0%	0%	63
<b>TBI/SCI Waiver</b>	1%	4%	94%	0%	0%	68
<b>Sample Average</b>	6%	11%	82%	0%	1%	281



## Service Coordination — un-collapsed

Table 37. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
AL Waiver	24%	11%	58%	6%	98
ED Waiver	16%	8%	71%	5%	95
IL Waiver	19%	13%	66%	2%	95
TBI/SCI Waiver	13%	6%	80%	1%	98
Sample Average	18%	10%	69%	4%	386

Table 38. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
AL Waiver	17%	7%	72%	4%	0%	89
ED Waiver	4%	9%	85%	1%	1%	92
IL Waiver	5%	3%	90%	1%	0%	92
TBI/SCI Waiver	4%	4%	92%	1%	0%	106
Sample Average	7%	6%	85%	2%	0%	379

Table 39. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
AL Waiver	1%	2%	67%	26%	2%	1%	81
ED Waiver	5%	7%	86%	1%	0%	0%	81
IL Waiver	3%	2%	92%	2%	2%	0%	66
TBI/SCI Waiver	1%	3%	96%	0%	0%	0%	77
Sample Average	3%	4%	85%	8%	1%	0%	305

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	10%	88%	1%	1%	104
<b>ED Waiver</b>	30%	67%	2%	1%	105
<b>IL Waiver</b>	28%	70%	1%	1%	105
<b>TBI/SCI Waiver</b>	24%	76%	0%	0%	109
<b>Sample Average</b>	23%	75%	1%	1%	423

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	42%	38%	19%	1%	91
<b>ED Waiver</b>	48%	35%	13%	3%	93
<b>IL Waiver</b>	52%	43%	4%	1%	97
<b>TBI/SCI Waiver</b>	51%	40%	9%	0%	97
<b>Sample Average</b>	48%	39%	11%	1%	378

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

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	6%	10%	74%	9%	1%	99
<b>ED Waiver</b>	4%	30%	63%	3%	0%	103
<b>IL Waiver</b>	3%	22%	74%	0%	1%	104
<b>TBI/SCI Waiver</b>	2%	21%	77%	0%	0%	109
<b>Sample Average</b>	4%	21%	72%	3%	0%	415

Table 43a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
AL Waiver	1%	1%	2%	3%	0%	100
ED Waiver	2%	4%	9%	5%	5%	103
IL Waiver	1%	5%	4%	4%	4%	105
TBI/SCI Waiver	0%	3%	1%	2%	4%	109
Sample Average	1%	3%	4%	3%	3%	417

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
AL Waiver	0%	2%	0%	2%	6%	7%	100
ED Waiver	3%	8%	3%	3%	0%	13%	103
IL Waiver	3%	8%	4%	1%	0%	11%	105
TBI/SCI Waiver	2%	3%	7%	5%	1%	10%	109
Sample Average	2%	5%	4%	3%	2%	10%	417

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	7%	0%	1%	2%	7%	14%	0%	100
ED Waiver	13%	4%	0%	3%	14%	5%	0%	103
IL Waiver	2%	2%	0%	1%	12%	4%	0%	105
TBI/SCI Waiver	9%	3%	0%	3%	8%	1%	0%	109
Sample Average	8%	2%	0%	2%	10%	6%	0%	417

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	17%	83%	0%	0%	12
<b>ED Waiver</b>	53%	38%	9%	0%	32
<b>IL Waiver</b>	67%	33%	0%	0%	21
<b>TBI/SCI Waiver</b>	40%	60%	0%	0%	25
<b>Sample Average</b>	48%	49%	3%	0%	90

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

	Friend	Family	Area Agency on Aging or Aging and Disability Resource Center	Center for Independent Living	State or County Agency	N
<b>AL Waiver</b>	7%	35%	0%	1%	11%	107
<b>ED Waiver</b>	22%	30%	3%	0%	8%	105
<b>IL Waiver</b>	23%	36%	0%	1%	8%	103
<b>TBI/SCI Waiver</b>	13%	30%	1%	0%	11%	110
<b>Sample Average</b>	16%	33%	1%	0%	9%	425

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

	Case Manager/ Care Coordinator	Doctor	Other Provider	Other	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	12%	6%	32%	8%	7%	0%	107
<b>ED Waiver</b>	10%	15%	19%	4%	3%	0%	105
<b>IL Waiver</b>	10%	20%	11%	3%	3%	0%	103
<b>TBI/SCI Waiver</b>	14%	15%	23%	6%	6%	1%	110
<b>Sample Average</b>	12%	14%	21%	5%	5%	0%	425

Table 46a. Who helps most often

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
<b>AL Waiver</b>	88%	0%	0%	10%	96
<b>ED Waiver</b>	45%	3%	1%	49%	103
<b>IL Waiver</b>	49%	9%	1%	39%	103
<b>TBI/SCI Waiver</b>	52%	14%	2%	31%	108
<b>Sample Average</b>	58%	7%	1%	32%	410

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	0%	1%	0%	1%	96
<b>ED Waiver</b>	3%	0%	0%	0%	103
<b>IL Waiver</b>	1%	1%	1%	0%	103
<b>TBI/SCI Waiver</b>	0%	2%	0%	0%	108
<b>Sample Average</b>	1%	1%	0%	0%	410

Table 47a. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
<b>AL Waiver</b>	48%	1%	0%	45%	95
<b>ED Waiver</b>	55%	5%	0%	56%	103
<b>IL Waiver</b>	41%	4%	1%	69%	102
<b>TBI/SCI Waiver</b>	37%	3%	2%	64%	108
<b>Sample Average</b>	45%	3%	1%	59%	408

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	3%	1%	12%	1%	0%	95
<b>ED Waiver</b>	14%	2%	5%	0%	0%	103
<b>IL Waiver</b>	8%	0%	6%	0%	0%	102
<b>TBI/SCI Waiver</b>	12%	0%	7%	0%	0%	108
<b>Sample Average</b>	9%	1%	7%	0%	0%	408

Table 48. Proportion of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	6%	60%	30%	4%	0%	81
<b>ED Waiver</b>	25%	72%	1%	1%	1%	81
<b>IL Waiver</b>	23%	76%	2%	0%	0%	66
<b>TBI/SCI Waiver</b>	23%	75%	1%	0%	0%	77
<b>Sample Average</b>	19%	70%	9%	1%	0%	305

## Care Coordination — un-collapsed

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

	Yes	No	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	69%	28%	3%	0%	100
<b>ED Waiver</b>	72%	28%	0%	0%	103
<b>IL Waiver</b>	74%	26%	0%	0%	105
<b>TBI/SCI Waiver</b>	64%	35%	1%	0%	109
<b>Sample Average</b>	70%	29%	1%	0%	417

Table 50. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	7%	0%	86%	7%	0%	28
<b>ED Waiver</b>	3%	7%	90%	0%	0%	29
<b>IL Waiver</b>	11%	4%	85%	0%	0%	27
<b>TBI/SCI Waiver</b>	11%	3%	87%	0%	0%	38
<b>Sample Average</b>	8%	3%	87%	2%	0%	122

Table 51. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need or Want Follow-Up Care	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	11%	71%	4%	11%	4%	28
<b>ED Waiver</b>	24%	76%	0%	0%	0%	29
<b>IL Waiver</b>	19%	81%	0%	0%	0%	27
<b>TBI/SCI Waiver</b>	13%	84%	0%	3%	0%	38
<b>Sample Average</b>	16%	79%	1%	3%	1%	122

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	4%	3%	93%	0%	0%	72
<b>ED Waiver</b>	3%	7%	89%	0%	0%	94
<b>IL Waiver</b>	2%	1%	97%	0%	0%	94
<b>TBI/SCI Waiver</b>	5%	4%	91%	0%	0%	57
<b>Sample Average</b>	3%	4%	93%	0%	0%	317



## Access — un-collapsed

Table 53. Proportion of people who have transportation when they want to do things outside of their home (non-medical)

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	25%	10%	61%	3%	1%	1%	102
<b>ED Waiver</b>	20%	9%	68%	2%	1%	0%	104
<b>IL Waiver</b>	7%	10%	79%	3%	1%	1%	105
<b>TBI/SCI Waiver</b>	14%	6%	79%	2%	0%	0%	109
<b>Sample Average</b>	16%	8%	72%	2%	1%	0%	420

Table 54. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	2%	1%	93%	2%	1%	1%	102
<b>ED Waiver</b>	5%	2%	91%	2%	0%	0%	104
<b>IL Waiver</b>	0%	2%	97%	1%	0%	0%	105
<b>TBI/SCI Waiver</b>	1%	5%	94%	0%	0%	0%	109
<b>Sample Average</b>	2%	2%	94%	1%	0%	0%	420

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	0%	0%	50%	50%	0%	2
<b>ED Waiver</b>	0%	0%	100%	0%	0%	15
<b>IL Waiver</b>	0%	0%	100%	0%	0%	11
<b>TBI/SCI Waiver</b>	0%	0%	100%	0%	0%	5
<b>Sample Average</b>	0%	0%	97%	3%	0%	33

Table 56. Proportion of people who need grab bars in the bathroom or elsewhere in their home

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	4%	88%	4%	0%	4%	1%	105
<b>ED Waiver</b>	24%	29%	11%	34%	1%	1%	105
<b>IL Waiver</b>	28%	46%	10%	17%	0%	0%	105
<b>TBI/SCI Waiver</b>	37%	41%	3%	19%	0%	0%	109
<b>Sample Average</b>	23%	51%	7%	18%	1%	0%	424

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	32%	56%	4%	2%	5%	1%	105
<b>ED Waiver</b>	42%	16%	1%	39%	2%	0%	105
<b>IL Waiver</b>	30%	30%	9%	30%	1%	0%	105
<b>TBI/SCI Waiver</b>	33%	31%	10%	26%	0%	0%	109
<b>Sample Average</b>	34%	33%	6%	24%	2%	0%	424

Table 58. Proportion of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	69%	26%	0%	1%	0%	5%	105
<b>ED Waiver</b>	68%	12%	10%	10%	0%	0%	105
<b>IL Waiver</b>	57%	20%	12%	10%	0%	1%	105
<b>TBI/SCI Waiver</b>	37%	39%	17%	6%	1%	0%	109
<b>Sample Average</b>	57%	25%	10%	6%	0%	1%	424

Table 59. Proportion of people who need a ramp or stair lift in or outside the home

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	38%	51%	2%	1%	3%	5%	105
<b>ED Waiver</b>	47%	22%	10%	21%	0%	0%	105
<b>IL Waiver</b>	32%	49%	7%	12%	0%	0%	105
<b>TBI/SCI Waiver</b>	19%	58%	13%	10%	0%	0%	109
<b>Sample Average</b>	34%	45%	8%	11%	1%	1%	424

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	59%	30%	2%	3%	3%	3%	105
<b>ED Waiver</b>	67%	1%	0%	31%	1%	0%	105
<b>IL Waiver</b>	72%	2%	2%	23%	1%	0%	105
<b>TBI/SCI Waiver</b>	65%	6%	1%	26%	1%	1%	109
<b>Sample Average</b>	66%	10%	1%	21%	1%	1%	424

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	19%	67%	1%	11%	2%	0%	104
<b>ED Waiver</b>	25%	20%	1%	53%	1%	0%	105
<b>IL Waiver</b>	49%	11%	2%	38%	0%	0%	105
<b>TBI/SCI Waiver</b>	59%	11%	0%	29%	1%	0%	109
<b>Sample Average</b>	38%	27%	1%	33%	1%	0%	423

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	87%	1%	0%	2%	11%	0%	104
<b>ED Waiver</b>	85%	1%	0%	8%	6%	1%	105
<b>IL Waiver</b>	73%	0%	2%	12%	11%	1%	105
<b>TBI/SCI Waiver</b>	76%	0%	3%	19%	3%	0%	108
<b>Sample Average</b>	80%	0%	1%	10%	8%	0%	422

Table 63. Proportion of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	61%	34%	3%	2%	0%	0%	101
<b>ED Waiver</b>	40%	45%	10%	5%	0%	0%	104
<b>IL Waiver</b>	39%	44%	13%	4%	0%	0%	105
<b>TBI/SCI Waiver</b>	74%	17%	5%	3%	1%	0%	109
<b>Sample Average</b>	54%	35%	8%	3%	0%	0%	419

Table 64. Proportion of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	83%	12%	2%	3%	0%	0%	101
<b>ED Waiver</b>	67%	6%	4%	23%	0%	0%	104
<b>IL Waiver</b>	61%	7%	4%	28%	0%	1%	105
<b>TBI/SCI Waiver</b>	76%	3%	2%	18%	1%	0%	109
<b>Sample Average</b>	72%	7%	3%	18%	0%	0%	419

Table 65. Proportion of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	73%	20%	3%	4%	0%	0%	101
<b>ED Waiver</b>	38%	31%	14%	16%	0%	0%	104
<b>IL Waiver</b>	30%	41%	20%	10%	0%	0%	105
<b>TBI/SCI Waiver</b>	8%	49%	40%	3%	0%	0%	109
<b>Sample Average</b>	37%	35%	20%	8%	0%	0%	419

Table 66. Proportion of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	88%	3%	4%	5%	0%	0%	101
<b>ED Waiver</b>	81%	0%	2%	17%	0%	0%	104
<b>IL Waiver</b>	84%	3%	1%	12%	0%	0%	105
<b>TBI/SCI Waiver</b>	95%	1%	0%	4%	0%	0%	109
<b>Sample Average</b>	87%	2%	2%	10%	0%	0%	419

Table 67. Proportion of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	20%	48%	24%	7%	2%	0%	101
<b>ED Waiver</b>	13%	43%	35%	7%	3%	0%	104
<b>IL Waiver</b>	16%	30%	44%	10%	0%	0%	105
<b>TBI/SCI Waiver</b>	48%	24%	18%	9%	0%	1%	109
<b>Sample Average</b>	24%	36%	30%	8%	1%	0%	419

Table 68. Proportion of people who need a CPAP machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	88%	6%	2%	2%	2%	0%	101
<b>ED Waiver</b>	76%	15%	3%	5%	1%	0%	104
<b>IL Waiver</b>	75%	11%	6%	7%	1%	0%	105
<b>TBI/SCI Waiver</b>	83%	8%	2%	6%	1%	1%	109
<b>Sample Average</b>	80%	10%	3%	5%	1%	0%	419

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>AL Waiver</b>	85%	8%	0%	1%	3%	3%	101
<b>ED Waiver</b>	67%	11%	7%	12%	2%	2%	104
<b>IL Waiver</b>	73%	5%	3%	13%	4%	2%	105
<b>TBI/SCI Waiver</b>	72%	6%	4%	15%	3%	1%	109
<b>Sample Average</b>	74%	7%	3%	10%	3%	2%	419

## Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	5%	95%	0%	0%	94
<b>ED Waiver</b>	4%	95%	0%	1%	95
<b>IL Waiver</b>	3%	97%	0%	0%	97
<b>TBI/SCI Waiver</b>	1%	98%	0%	1%	97
<b>Sample Average</b>	3%	96%	0%	1%	383

Table 71. Proportion of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	5%	95%	0%	0%	76
<b>ED Waiver</b>	1%	99%	0%	0%	74
<b>IL Waiver</b>	2%	98%	0%	0%	63
<b>TBI/SCI Waiver</b>	1%	99%	0%	0%	68
<b>Sample Average</b>	2%	98%	0%	0%	281

Table 72. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	71%	29%	0%	0%	94
<b>ED Waiver</b>	77%	20%	2%	1%	95
<b>IL Waiver</b>	87%	13%	0%	0%	97
<b>TBI/SCI Waiver</b>	86%	13%	0%	1%	97
<b>Sample Average</b>	80%	19%	1%	1%	383

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	87%	12%	1%	0%	94
<b>ED Waiver</b>	89%	8%	1%	1%	95
<b>IL Waiver</b>	91%	6%	2%	1%	97
<b>TBI/SCI Waiver</b>	93%	5%	1%	1%	97
<b>Sample Average</b>	90%	8%	1%	1%	383

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	53%	18%	27%	0%	1%	103
<b>ED Waiver</b>	29%	24%	47%	1%	0%	105
<b>IL Waiver</b>	40%	22%	37%	1%	0%	105
<b>TBI/SCI Waiver</b>	63%	8%	28%	0%	0%	109
<b>Sample Average</b>	46%	18%	35%	0%	0%	422

Table 75. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	28%	72%	0%	0%	47
<b>ED Waiver</b>	35%	65%	0%	0%	74
<b>IL Waiver</b>	24%	74%	2%	0%	62
<b>TBI/SCI Waiver</b>	35%	65%	0%	0%	40
<b>Sample Average</b>	30%	69%	0%	0%	223



Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	9%	89%	2%	0%	104
<b>ED Waiver</b>	10%	82%	9%	0%	105
<b>IL Waiver</b>	17%	78%	5%	0%	105
<b>TBI/SCI Waiver</b>	19%	73%	6%	1%	109
<b>Sample Average</b>	14%	81%	5%	0%	423

## Health Care — un-collapsed

Table 77. Proportion of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	61%	37%	2%	0%	101
<b>ED Waiver</b>	50%	49%	1%	0%	103
<b>IL Waiver</b>	69%	31%	0%	0%	105
<b>TBI/SCI Waiver</b>	60%	39%	1%	0%	109
<b>Sample Average</b>	60%	39%	1%	0%	418

Table 78. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	54%	43%	3%	0%	37
<b>ED Waiver</b>	70%	30%	0%	0%	50
<b>IL Waiver</b>	79%	21%	0%	0%	33
<b>TBI/SCI Waiver</b>	95%	5%	0%	0%	43
<b>Sample Average</b>	75%	25%	1%	0%	163

Table 79. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	95%	5%	0%	0%	37
<b>ED Waiver</b>	96%	4%	0%	0%	50
<b>IL Waiver</b>	100%	0%	0%	0%	33
<b>TBI/SCI Waiver</b>	100%	0%	0%	0%	43
<b>Sample Average</b>	98%	2%	0%	0%	163

Table 80. Proportion of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	4%	4%	91%	1%	0%	0%	101
<b>ED Waiver</b>	4%	6%	90%	0%	0%	0%	103
<b>IL Waiver</b>	0%	5%	95%	0%	0%	0%	105
<b>TBI/SCI Waiver</b>	1%	5%	93%	1%	1%	0%	109
<b>Sample Average</b>	2%	5%	92%	0%	0%	0%	418

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	31%	67%	2%	0%	49
<b>ED Waiver</b>	42%	58%	0%	0%	55
<b>IL Waiver</b>	46%	52%	0%	2%	46
<b>TBI/SCI Waiver</b>	42%	58%	0%	0%	33
<b>Sample Average</b>	40%	59%	1%	1%	183

Table 82. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	22%	74%	0%	4%	0%	100
<b>ED Waiver</b>	17%	79%	0%	4%	0%	103
<b>IL Waiver</b>	24%	73%	1%	2%	0%	105
<b>TBI/SCI Waiver</b>	26%	74%	0%	0%	0%	109
<b>Sample Average</b>	22%	75%	0%	2%	0%	417

Table 83. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	59%	34%	0%	7%	0%	100
<b>ED Waiver</b>	84%	14%	0%	2%	0%	103
<b>IL Waiver</b>	75%	24%	0%	1%	0%	105
<b>TBI/SCI Waiver</b>	76%	20%	0%	4%	0%	109
<b>Sample Average</b>	74%	23%	0%	3%	0%	417

Table 84. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	35%	58%	0%	7%	0%	100
<b>ED Waiver</b>	48%	50%	0%	1%	1%	103
<b>IL Waiver</b>	54%	44%	0%	2%	0%	105
<b>TBI/SCI Waiver</b>	64%	36%	0%	0%	0%	109
<b>Sample Average</b>	51%	47%	0%	2%	0%	417

Table 85. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	9%	83%	1%	7%	0%	100
<b>ED Waiver</b>	29%	67%	2%	2%	0%	103
<b>IL Waiver</b>	33%	62%	3%	2%	0%	105
<b>TBI/SCI Waiver</b>	40%	57%	1%	2%	0%	109
<b>Sample Average</b>	28%	67%	2%	3%	0%	417

Table 86. Proportion of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	62%	34%	0%	4%	0%	100
<b>ED Waiver</b>	77%	21%	0%	2%	0%	103
<b>IL Waiver</b>	70%	29%	0%	1%	0%	105
<b>TBI/SCI Waiver</b>	74%	26%	0%	0%	0%	109
<b>Sample Average</b>	71%	27%	0%	2%	0%	417

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	14%	65%	0%	21%	0%	100
<b>ED Waiver</b>	13%	82%	0%	6%	0%	103
<b>IL Waiver</b>	14%	80%	1%	5%	0%	105
<b>TBI/SCI Waiver</b>	21%	73%	0%	5%	1%	109
<b>Sample Average</b>	16%	75%	0%	9%	0%	417

## Wellness — un-collapsed

Table 88. Proportion of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	7%	26%	39%	17%	10%	2%	0%	101
<b>ED Waiver</b>	28%	41%	18%	13%	0%	0%	0%	103
<b>IL Waiver</b>	19%	37%	33%	7%	4%	0%	0%	105
<b>TBI/SCI Waiver</b>	9%	25%	36%	23%	7%	0%	0%	109
<b>Sample Average</b>	16%	32%	32%	15%	5%	0%	0%	418

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	3%	13%	55%	13%	15%	1%	0%	101
<b>ED Waiver</b>	17%	29%	37%	9%	8%	0%	0%	103
<b>IL Waiver</b>	9%	22%	53%	13%	3%	0%	0%	105
<b>TBI/SCI Waiver</b>	2%	15%	63%	12%	8%	0%	0%	109
<b>Sample Average</b>	8%	20%	52%	12%	8%	0%	0%	418

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	51%	41%	7%	1%	101
<b>ED Waiver</b>	38%	59%	2%	1%	103
<b>IL Waiver</b>	54%	41%	2%	3%	105
<b>TBI/SCI Waiver</b>	71%	22%	7%	0%	109
<b>Sample Average</b>	54%	40%	5%	1%	418

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	39%	59%	2%	0%	41
<b>ED Waiver</b>	49%	46%	3%	2%	61
<b>IL Waiver</b>	65%	35%	0%	0%	43
<b>TBI/SCI Waiver</b>	54%	46%	0%	0%	24
<b>Sample Average</b>	51%	46%	2%	1%	169

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	46%	50%	3%	1%	101
<b>ED Waiver</b>	71%	25%	3%	1%	103
<b>IL Waiver</b>	81%	18%	1%	0%	105
<b>TBI/SCI Waiver</b>	83%	15%	2%	0%	109
<b>Sample Average</b>	71%	27%	2%	0%	418

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

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	28%	17%	32%	22%	1%	0%	92
<b>ED Waiver</b>	25%	15%	43%	16%	0%	1%	93
<b>IL Waiver</b>	38%	13%	37%	10%	0%	1%	97
<b>TBI/SCI Waiver</b>	45%	18%	24%	10%	1%	2%	97
<b>Sample Average</b>	34%	16%	34%	15%	1%	1%	379

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	28%	72%	0%	0%	100
<b>ED Waiver</b>	9%	91%	0%	0%	103
<b>IL Waiver</b>	10%	90%	0%	0%	105
<b>TBI/SCI Waiver</b>	48%	52%	0%	0%	109
<b>Sample Average</b>	24%	76%	0%	0%	417

Table 95. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	7%	28%	65%	0%	0%	101
<b>ED Waiver</b>	11%	34%	55%	0%	0%	103
<b>IL Waiver</b>	7%	17%	76%	0%	0%	105
<b>TBI/SCI Waiver</b>	5%	11%	84%	0%	0%	109
<b>Sample Average</b>	7%	22%	71%	0%	0%	418

Table 96. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	20%	26%	54%	0%	0%	101
<b>ED Waiver</b>	24%	30%	46%	0%	0%	103
<b>IL Waiver</b>	18%	44%	38%	0%	0%	105
<b>TBI/SCI Waiver</b>	8%	24%	67%	1%	0%	109
<b>Sample Average</b>	17%	31%	51%	0%	0%	418



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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	25%	72%	2%	1%	96
<b>ED Waiver</b>	17%	80%	1%	2%	95
<b>IL Waiver</b>	11%	87%	1%	1%	97
<b>TBI/SCI Waiver</b>	8%	90%	1%	1%	98
<b>Sample Average</b>	15%	82%	1%	1%	386

## Medications — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	38%	53%	9%	0%	101
<b>ED Waiver</b>	61%	35%	4%	0%	103
<b>IL Waiver</b>	72%	27%	1%	0%	105
<b>TBI/SCI Waiver</b>	74%	23%	2%	1%	109
<b>Sample Average</b>	62%	34%	4%	0%	418

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

	No	In-between, or Some Medications	Yes	Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	10%	11%	77%	0%	2%	0%	91
<b>ED Waiver</b>	2%	6%	91%	0%	0%	0%	93
<b>IL Waiver</b>	5%	3%	91%	1%	0%	0%	97
<b>TBI/SCI Waiver</b>	2%	3%	90%	5%	0%	0%	97
<b>Sample Average</b>	5%	6%	87%	2%	1%	0%	378

## Rights and Respect — un-collapsed

Table 100. Proportion of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	7%	8%	86%	0%	0%	76
ED Waiver	1%	4%	95%	0%	0%	74
IL Waiver	0%	3%	97%	0%	0%	63
TBI/SCI Waiver	0%	3%	97%	0%	0%	68
Sample Average	2%	5%	93%	0%	0%	281

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

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	19%	13%	67%	1%	0%	94
ED Waiver	0%	100%	0%	0%	0%	1
IL Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/SCI Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	19%	14%	66%	1%	0%	95

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
AL Waiver	37%	56%	6%	0%	94
ED Waiver	0%	100%	0%	0%	1
IL Waiver	n/a	n/a	n/a	n/a	0
TBI/SCI Waiver	n/a	n/a	n/a	n/a	0
Sample Average	37%	57%	6%	0%	95

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	11%	10%	80%	0%	0%	94
<b>ED Waiver</b>	0%	0%	100%	0%	0%	1
<b>IL Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>TBI/SCI Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	11%	9%	80%	0%	0%	95

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	15%	72%	6%	4%	2%	93
<b>ED Waiver</b>	0%	100%	0%	0%	0%	1
<b>IL Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>TBI/SCI Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	15%	72%	6%	4%	2%	94

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

	No, Never or Rarely, or There Are Restrictions/ Interference	Usually	Yes, Anytime	N/A –Doesn't Use Phone	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	16%	3%	70%	10%	1%	0%	93
<b>ED Waiver</b>	0%	0%	100%	0%	0%	0%	1
<b>IL Waiver</b>	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>TBI/SCI Waiver</b>	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	16%	3%	70%	10%	1%	0%	94

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	25%	74%	0%	1%	0%	93
<b>ED Waiver</b>	0%	100%	0%	0%	0%	1
<b>IL Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>TBI/SCI Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	24%	74%	0%	1%	0%	94

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

	No, Never	Yes	N/A – Doesn't Get Mail/Email	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	72%	5%	14%	6%	2%	93
<b>ED Waiver</b>	100%	0%	0%	0%	0%	1
<b>IL Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>TBI/SCI Waiver</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	72%	5%	14%	6%	2%	94

## Self-Direction of Care — un-collapsed

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

	No	Yes	Don’t Know	N
<b>AL Waiver</b>	100%	0%	0%	108
<b>ED Waiver</b>	100%	0%	0%	105
<b>IL Waiver</b>	100%	0%	0%	105
<b>TBI/SCI Waiver</b>	100%	0%	0%	110
<b>Sample Average</b>	100%	0%	0%	428

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

	No	Sometimes, or Some Services	Yes, All Services	Don’t Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	20%	5%	44%	26%	5%	106
<b>ED Waiver</b>	12%	14%	50%	20%	3%	105
<b>IL Waiver</b>	11%	7%	55%	25%	2%	103
<b>TBI/SCI Waiver</b>	7%	6%	65%	21%	1%	110
<b>Sample Average</b>	13%	8%	54%	23%	3%	424

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

	No	Sometimes, or Some Services	Yes, All Services	Don’t Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	19%	7%	38%	30%	7%	106
<b>ED Waiver</b>	11%	17%	57%	11%	3%	105
<b>IL Waiver</b>	11%	8%	69%	12%	1%	103
<b>TBI/SCI Waiver</b>	14%	8%	61%	16%	1%	110
<b>Sample Average</b>	14%	10%	56%	17%	3%	424

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	36%	6%	41%	16%	1%	81
<b>ED Waiver</b>	2%	9%	85%	4%	0%	81
<b>IL Waiver</b>	3%	5%	88%	5%	0%	66
<b>TBI/SCI Waiver</b>	4%	4%	90%	3%	0%	77
<b>Sample Average</b>	12%	6%	75%	7%	0%	305

## Work — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	94%	5%	0%	1%	101
<b>ED Waiver</b>	97%	3%	0%	0%	104
<b>IL Waiver</b>	98%	2%	0%	0%	105
<b>TBI/SCI Waiver</b>	93%	7%	0%	0%	109
<b>Sample Average</b>	95%	4%	0%	0%	419

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
<b>AL Waiver</b>	60%	5%	35%	0%	86
<b>ED Waiver</b>	67%	7%	26%	0%	91
<b>IL Waiver</b>	73%	5%	22%	0%	95
<b>TBI/SCI Waiver</b>	69%	7%	22%	2%	89
<b>Sample Average</b>	67%	6%	26%	1%	361

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	74%	24%	3%	0%	34
<b>ED Waiver</b>	83%	17%	0%	0%	30
<b>IL Waiver</b>	77%	19%	0%	4%	26
<b>TBI/SCI Waiver</b>	77%	23%	0%	0%	26
<b>Sample Average</b>	78%	21%	1%	1%	116



Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	77%	22%	1%	0%	101
<b>ED Waiver</b>	89%	11%	0%	0%	104
<b>IL Waiver</b>	90%	10%	0%	0%	105
<b>TBI/SCI Waiver</b>	85%	15%	0%	0%	109
<b>Sample Average</b>	86%	14%	0%	0%	419

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	66%	10%	23%	1%	70
<b>ED Waiver</b>	80%	5%	16%	0%	83
<b>IL Waiver</b>	76%	8%	16%	0%	87
<b>TBI/SCI Waiver</b>	77%	11%	11%	1%	81
<b>Sample Average</b>	75%	8%	16%	1%	321

## Everyday Living — un-collapsed

Table 117. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	25%	41%	34%	0%	0%	106
<b>ED Waiver</b>	4%	42%	53%	0%	1%	105
<b>IL Waiver</b>	1%	30%	69%	0%	0%	105
<b>TBI/SCI Waiver</b>	2%	33%	65%	1%	0%	110
<b>Sample Average</b>	8%	36%	55%	0%	0%	426

Table 118. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	4%	95%	1%	0%	79
<b>ED Waiver</b>	16%	84%	0%	0%	100
<b>IL Waiver</b>	11%	88%	0%	1%	104
<b>TBI/SCI Waiver</b>	6%	94%	0%	0%	107
<b>Sample Average</b>	9%	90%	0%	0%	390

Table 119. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	50%	35%	13%	0%	2%	106
<b>ED Waiver</b>	26%	42%	32%	0%	0%	105
<b>IL Waiver</b>	13%	42%	45%	0%	0%	105
<b>TBI/SCI Waiver</b>	12%	29%	59%	0%	0%	110
<b>Sample Average</b>	25%	37%	38%	0%	0%	426

Table 120. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	10%	88%	0%	2%	51
<b>ED Waiver</b>	15%	83%	1%	0%	78
<b>IL Waiver</b>	11%	89%	0%	0%	91
<b>TBI/SCI Waiver</b>	6%	94%	0%	0%	97
<b>Sample Average</b>	10%	89%	0%	0%	317

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	7%	11%	82%	0%	0%	101
<b>ED Waiver</b>	2%	23%	75%	0%	0%	103
<b>IL Waiver</b>	4%	15%	81%	0%	0%	104
<b>TBI/SCI Waiver</b>	4%	9%	86%	0%	1%	108
<b>Sample Average</b>	4%	15%	81%	0%	0%	416

## Affordability — un-collapsed

Table 122. Proportion of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	95%	2%	3%	0%	0%	0%	101
<b>ED Waiver</b>	83%	14%	4%	0%	0%	0%	103
<b>IL Waiver</b>	86%	10%	3%	1%	0%	1%	105
<b>TBI/SCI Waiver</b>	94%	5%	0%	1%	0%	0%	109
<b>Sample Average</b>	89%	7%	2%	0%	0%	0%	418

## Planning for the Future — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	42%	38%	19%	1%	91
<b>ED Waiver</b>	48%	35%	13%	3%	93
<b>IL Waiver</b>	52%	43%	4%	1%	97
<b>TBI/SCI Waiver</b>	51%	40%	9%	0%	97
<b>Sample Average</b>	48%	39%	11%	1%	378

## Control — un-collapsed

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/No Response	N
<b>AL Waiver</b>	19%	11%	69%	1%	0%	91
<b>ED Waiver</b>	12%	14%	71%	1%	2%	93
<b>IL Waiver</b>	2%	22%	74%	0%	2%	97
<b>TBI/SCI Waiver</b>	6%	14%	75%	2%	2%	97
<b>Sample Average</b>	10%	15%	72%	1%	2%	378

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

	1 - Health Most Important	2	3	4 - Health Least Important	N
<b>AL Waiver</b>	56%	22%	14%	8%	87
<b>ED Waiver</b>	72%	19%	6%	3%	89
<b>IL Waiver</b>	72%	16%	9%	3%	94
<b>TBI/SCI Waiver</b>	67%	21%	9%	2%	95
<b>Sample Average</b>	67%	19%	9%	4%	365

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
<b>AL Waiver</b>	8%	41%	31%	20%	87
<b>ED Waiver</b>	8%	39%	36%	17%	89
<b>IL Waiver</b>	3%	30%	49%	18%	94
<b>TBI/SCI Waiver</b>	7%	34%	37%	22%	95
<b>Sample Average</b>	7%	36%	38%	19%	365

Table 127. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
<b>AL Waiver</b>	21%	18%	32%	29%	87
<b>ED Waiver</b>	16%	33%	38%	13%	89
<b>IL Waiver</b>	20%	39%	27%	14%	94
<b>TBI/SCI Waiver</b>	23%	34%	36%	7%	95
<b>Sample Average</b>	20%	31%	33%	16%	365

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
<b>AL Waiver</b>	14%	18%	22%	42%	91
<b>ED Waiver</b>	4%	9%	19%	63%	93
<b>IL Waiver</b>	4%	14%	15%	63%	97
<b>TBI/SCI Waiver</b>	2%	11%	18%	67%	97
<b>Sample Average</b>	6%	13%	19%	59%	378

## Appendix C: Mississippi's State-Specific Questions



Table 129. Proportion of people who need more, less, or about the same amount of assistance with self-care compared to 12 months ago (MS-2)

	Less	About the Same	More	Don't Know	Unclear/Refused/No Response	N
AL Waiver	11%	75%	13%	0%	0%	106
ED Waiver	5%	56%	38%	0%	1%	105
IL Waiver	2%	76%	22%	0%	0%	105
TBI/SCI Waiver	5%	68%	27%	0%	0%	110
Sample Average	6%	69%	25%	0%	0%	426

Table 130. Proportion of people who said they know who to talk to if they ever got mistreated, hurt, disrespected, or neglected by others (MS-7a)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
AL Waiver	15%	84%	0%	1%	94
ED Waiver	17%	81%	2%	0%	95
IL Waiver	16%	84%	0%	0%	97
TBI/SCI Waiver	11%	87%	1%	1%	97
Sample Average	15%	84%	1%	1%	383

Table 131a. Who people would talk to if they ever got mistreated, hurt, disrespected, or neglected by others (if know who to talk to) (MS-7b)

	Family Member	Friend	Roommate	Support Coordinator	Service Provider	Pastor/Other Clergy	Doctor/Other Healthcare Professional	N
AL Waiver	22%	3%	1%	14%	75%	3%	23%	79
ED Waiver	65%	10%	0%	25%	14%	6%	3%	77
IL Waiver	64%	15%	0%	28%	14%	7%	7%	81
TBI/SCI Waiver	67%	21%	2%	30%	13%	6%	2%	84
Sample Average	55%	12%	1%	24%	29%	6%	9%	321

Table 131b. Who people would talk to if they ever got mistreated, hurt, disrespected, or neglected by others (if know who to talk to) (MS-7b) (continued)

	Police/Other Public Safety Professional	Adult Protective Services	Other Social Service Agency	Other	Don't Know	Unclear/Refused/No Response	N
AL Waiver	0%	0%	0%	6%	3%	0%	79
ED Waiver	19%	0%	5%	6%	3%	0%	77
IL Waiver	16%	2%	0%	2%	0%	0%	81
TBI/SCI Waiver	31%	2%	0%	1%	0%	0%	84
Sample Average	17%	1%	1%	4%	1%	0%	321

Table 132. Proportion of people who know about Mississippi's Adult Protective Services (APS) program (MS-8)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
AL Waiver	77%	23%	0%	0%	94
ED Waiver	78%	18%	2%	2%	95
IL Waiver	71%	28%	0%	1%	97
TBI/SCI Waiver	68%	30%	0%	2%	97
Sample Average	73%	25%	1%	1%	383

Table 133. Proportion of people who are able to get around in most spaces where they live (if in group setting) (MS-3)

	No, not able to get around most spaces	Only some spaces, but not others	Yes, most spaces	Don't Know	Unclear/Refused/No Response	N
AL Waiver	0%	3%	97%	100%	0%	94
ED Waiver	0%	0%	100%	100%	0%	1
IL Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/SCI Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	0%	3%	97%	100%	0%	95

Table 134. Proportion of people who trust the information they get about their services where they live (if in group setting) (MS-1)

	No	Sometimes, or some	Yes	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	9%	14%	76%	0%	1%	93
ED Waiver	0%	0%	100%	0%	0%	1
IL Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/SCI Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	9%	14%	77%	0%	1%	94

Table 135. Proportion of people who are satisfied with the religious or spiritual services available to them where they live (if in group setting) (MS-4)

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Very satisfied	N/A-Not religious; doesn't require services	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	10%	4%	8%	17%	46%	11%	2%	2%	93
ED Waiver	0%	0%	0%	0%	100%	0%	0%	0%	1
IL Waiver	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
TBI/SCI Waiver	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	10%	4%	7%	17%	47%	11%	2%	2%	94

Table 136. Proportion of people who feel sad or depressed more often, less often, or about the same as 12 months ago (MS-5)

	Less often	About the same	More often	Don't Know	Unclear/Refused/ No Response	N
AL Waiver	14%	72%	13%	1%	0%	92
ED Waiver	8%	66%	23%	1%	3%	93
IL Waiver	12%	71%	12%	1%	3%	97
TBI/SCI Waiver	7%	71%	9%	9%	3%	97
Sample Average	10%	70%	14%	3%	2%	379

**Table 137. Proportion of people who feel in control of their lives more often, less often, or about the same as 12 months ago (MS-6)**

	Less often	About the same	More often	Don't Know	Unclear/Refused/ No Response	N
<b>AL Waiver</b>	18%	56%	24%	2%	0%	91
<b>ED Waiver</b>	15%	63%	18%	1%	2%	93
<b>IL Waiver</b>	5%	74%	18%	1%	2%	97
<b>TBI/SCI Waiver</b>	5%	72%	21%	0%	2%	97
<b>Sample Average</b>	11%	67%	20%	1%	2%	378