



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™



National Core Indicators
Aging and Disability Adult Consumer Survey

2015-2016 Georgia Results



Preface

The Georgia Department of Human Services Division of Aging Services is proud to be an original participant in the NCI-AD survey initiative. Our mission is assist older individuals, at-risk adults, persons with disabilities, their families and caregivers to achieve safe, healthy, independent and self-reliant lives. We are committed to continually improving our person-centered, statewide comprehensive and coordinated system of programs and services and envision that the results of the NCI-AD will enable us to measure these objectives and enhance our ability to provide seamless access to long-term supports and services needed for consumers to remain at home and in the community, safely, for as long as they desire.



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List of Abbreviations Used in This Report

ADRC – Aging and Disability Resource Centers

BI Medicaid Program – Brain Injury Medicaid Program

CIL – Centers for Independent Living

CMS – Centers for Medicare & Medicaid Services

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

ID/DD – Intellectual/Developmental Disability

MCO – Managed Care Organization

MFP – Money Follows the Person

N – Number of respondents

NASDDDS – National Association of State Directors of Developmental Disabilities Services

NASUAD – National Association of States United for Aging and Disabilities

OAA – Older Americans Act

PACE – Programs of All-Inclusive Care for the Elderly

PD Medicaid Program – Physical Disability Medicaid Program

QOL – Quality of Life

SNF – Skilled Nursing Facility

TBI/ABI – Traumatic/Acquired Brain Injury

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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 brained injury (TBI/ABI)—who are accessing publicly-funded services through Medicaid, the Older Americans Act, skilled nursing facilities/nursing homes, and/or state-funded programs. The effort is coordinated by the National Association of States United for Aging and Disabilities¹ (NASUAD) and Human Services Research Institute (HSRI). Data for the project are gathered through a yearly in-person Adult Consumer Survey administered by state Aging, Disability, and Medicaid Agencies to a sample of at least 400 individuals. Indicators address key areas of concern such as service and care coordination, community participation, choice and decision making, employment, rights and respect, health care and safety. NCI-AD data measure the performance of state long term services and supports (LTSS) systems and help state agencies with quality improvement initiatives, strategic planning, and legislative and funding prioritization. The project officially launched in mid-2015 with 13 participating states². For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey Mid-Year Results 2015-2016: Shortened Data Collection Cycle*.

NCI-AD Survey

Survey Overview

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

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

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

choice, and health and safety. An example of an indicator around Service Coordination 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 Access indicator that measures “Proportion of people who get needed equipment, assistive devices” is measured by several survey questions that ask about the person’s need for various equipment and devices. The following Figure 1 details NCI-AD domains and corresponding indicators.

Figure 1. NCI-AD Domains and indicators

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

Domain	NCI-AD Indicator
	Proportion of people who have an emergency plan in place
	Proportion of people whose support workers come when they are supposed to
	Proportion of people who use a relative as their support person
Care Coordination	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up
	Proportion of people who know how to manage their chronic conditions
Access	Proportion of people who have adequate transportation
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
	Proportion of people who have access to information about services in their preferred language
Safety	Proportion of people who feel safe at home
	Proportion of people who feel safe around their staff/ caregiver
	Proportion of people who feel that their belongings are safe
	Proportion of people whose fear of falling is managed
	Proportion of people who are able to get to safety quickly in case of an emergency
Health Care	Proportion of people who have been to the ER in the past 12 months
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
	Proportion of people who can get an appointment their doctor when they need to
	The proportion of people who have access to mental health services when they need them
Wellness	The proportion of people in poor health
	Proportion of people with unaddressed memory concerns
Medications	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others

Domain	NCI-AD Indicator
	Proportion of people whose staff/worker/caregiver treat them with respect
Self-Direction of Care	Proportion of people self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	Proportion of people who have a paid job
	Proportion of people whose job pays at least minimum wage
	Proportion of people who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who have ever had to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
	Proportion of people who have decision-making assistance
Control	Proportion of people who feel in control of their lives

Organization of the Survey

The NCI-AD Adult Consumer Survey consists of a pre-survey form, a background information section, the in-person interview questions, and an interviewer feedback form. An additional Proxy Version of the survey is available for surveys conducted only with a proxy respondent. Each is described below.

Pre-Survey Information: This form has questions that help the interviewer prepare for the meeting. Pre-Survey information is not received by HSRI, is not analyzed and thus is not included in this report; it is for interviewer use only.

Background Information: This section consists of questions about the consumer’s demographics, residence, and services and supports. Data are generally collected from state records, case managers, or a combination of both; when information is not available or is incomplete, the interviewer is responsible for collecting the missing background items at the end of the interview.

In-person interview questions: This section includes all questions for the full in-person interview. The survey is broken-out 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.). This section is completed one-on-one with the person whenever possible. However, some questions throughout the survey may be answered (or assisted with) by a proxy respondent (e.g. family member or close friend) if the person receiving services is unable to respond or has asked for assistance with responding.

Proxy Version: This version of the survey is used when the person receiving services is unable to complete *any* of the survey or has asked that a proxy complete the survey on their behalf. This version includes only the questions that may be answered by a proxy respondent and has rephrased questions to reflect that questions are about the individual receiving services.

Interviewer Feedback: This form is completed by the interviewer after the interview to record information such as the length and place of the meeting, any problematic questions encountered, and general feedback for the project team.

NCI-AD in Georgia

Georgia’s Department of Human Services, Division of Aging Services collaborated with the state’s contracted Quality Improvement Organization and the Delmarva Foundation to implement the 2015-2016 NCI-AD Survey in Georgia. The state joined the NCI-AD project due to the commitment of providing the best services possible to the citizens of our state. We wanted to be a part of validating a tool that could be used nationally to determine the quality of life and outcomes that consumers realize as a result of receiving in home services and supports. The survey results are critical to identifying and making adjustments to service delivery and/or business processes in order to improve services and exceed federal requirements. Finally the information will help us advocate for additional resources at the state legislative level ensuring that

consumers have what they need to achieve safe, healthy, independent and self-reliant lives (since the surveys are done in person any observation and identification of service gaps that may have gone unnoticed). We made sure to include regional codes to differentiate between our 12 regions and find strengths and weaknesses throughout the state.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Georgia in 2015-2016 was eight hundred one (Total N=801). Two program populations were included in the survey sample.

Non-Medicaid Home and Community Based Services: This program is funded by the Older Americans Act. It serves primarily clients 60 years of age or older currently residing in the community, lower income, some with physical disabilities. Some may be recent placements in nursing facilities. Individuals must be receiving at least one “Cluster 1 Service,” including adult day care/adult day health, chore, homemaker, personal care services, and/or home-delivered meals three or more times per week to be eligible for the NCI-AD survey. Four hundred seventy people (N=470) from this program were included in the sample.

Community Care Services Program (CCSP): This program is funded through a 1915(c) Medicaid Waiver. It provides services to elderly and physically disabled consumers primarily 60 years of age or older (consumers can be younger) and eligible for two categories of Medicaid, Supplemental Security Income (SSI) and Medical Assistance Only (MAO). Some may be recent placements in nursing facilities. Three hundred thirty-one people (N=331) from this program were included in the sample.

Figure 2 below summarizes the programs included in Georgia’s sample, the number of surveys completed per program, and the number of participants eligible to be included in the survey by program. Also included are calculations of margin of error for each program’s estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior

evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating somewhat less conservative margins of error. Based on the data collected so far (including evidence from the large-scale pilot conducted during development phase of the NCI-AD Adult Consumer Survey), it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual programs. Resulting margins of error are shown under both assumptions. Both scenarios use all completed surveys as sample program N in the calculations. Readers should be cautioned that for some survey items, the actual number of valid responses may be smaller than the number of completed surveys. This is explained in more detail in the following section “Organization of Results”.

Figure 2. Programs included, number of surveys, and margins of error

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Non-Medicaid Home and Community Based Services	470	7475	95% Confidence Level, 4.4% Margin of Error	95% Confidence Level, 4% Margin of Error
Community Care Services Program (CCSP)	331	7005	95% Confidence Level, 5.3% Margin of Error	95% Confidence Level, 4.8% Margin of Error
Total	801	14,480		

Survey Process

DAS contracted with the Delmarva Foundation to handle hiring and managing local interviewers to conduct the in-person surveys. DAS, Delmarva, NASUAD, and HSRI conducted a two-day training with 10 interviewers on May 28-29, 2015. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry

procedures. Letters were then mailed by the Division of Aging Services to the sample population approximately three weeks prior to the interviews. The letter provided contact information for state unit on aging staff if the client would like to inquire about the project. A copy of the letter was also provided to Delmarva Foundation for the interviewers to carry with them and to the waiver program care coordinators so they are aware of the survey activity and can verify the veracity of the letter for consumers who may be suspicious. Delmarva then called the clients to schedule an interview and gain consent from the consumer at that time. The actual interviews were conducted July-November 2015.

Stakeholders

DAS is providing ongoing NCI-AD stakeholder engagement through making the results publicly available through the state's website, providing information (e.g. talks, brochures, etc.) at various conferences and public events, and attending national meetings to stay engaged at the national level.

Organization of Results

The following section of the report presents findings from Georgia's 2015-16 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the two programs included in the sample, as well as the Georgia state average. The number of respondents for each program and the state as a whole is also shown. For rules on collapsing response options, please refer to Appendix A.

The Ns (number of respondents for each individual program and the state) shown in each chart is the number of valid responses to that survey item. That number may be smaller than the total number of completed surveys for a number of reasons:

- Certain questions in the survey could only be asked of the target interviewee – i.e. no proxy respondents were allowed for those questions. As the number of completed surveys includes both the full in-person surveys and the proxy surveys, these questions were only asked in the full in-person survey and thus have a smaller number of respondents.

- Only valid responses were included in both denominator and numerator. The Ns also represent the number of valid responses only. Unclear, refused and, unless otherwise stated, “don’t know” responses were excluded.
- The survey contains a number of 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 a question is skipped due to survey logic, that particular respondent does not contribute to the calculations for the item and does not contribute to the N.

Georgia state average is a weighted state estimate. A weighted estimate is needed because Georgia proportionally oversampled one of its programs – i.e. that program constituted a larger proportion of the sample than it did as proportion of population receiving services. To account for this program being proportionally over-represented in the state sample, statistical weights were developed and applied when estimating state averages. Applying these weights in effect “re-balances” the disproportionate representation of programs in the sample, and results in a state estimate that one would expect if the programs were sampled proportionately to the populations they serve. For exact calculations of state weights please contact the project team.

Un-collapsed data showing all categories of responses by program and the sample overall are shown in tabular format in Appendix B. Please note that the “sample average” in Appendix B is a simple average and is different from the state average, as it presents unweighted data (i.e. no weights that account for disproportionate sampling of programs have been applied).

Limitations of Data

This report does not provide benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall. Rather, it is up to the state to decide whether its score or percentage is an acceptable performance level. The results charts throughout this report display program scores relative to one another and to Georgia weighted state average. It is up to public managers, policy-makers, and other stakeholders to decide whether a program’s result relative to the state average suggests that changes or further investigation are necessary. In addition, caution should be used comparing a program’s result relative to another program due to similarities and differences between program participants.

Extreme caution should be exercised when interpreting results where the sample size is small. The sample sizes for each program are shown in each chart and table. Anytime the sample size is smaller than 20, the N is also asterisked. Reader should be very careful interpreting results based on small Ns; in fact, no conclusions should be drawn – instead, the reader should treat the data as suggestive and informational only.

Community Participation

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

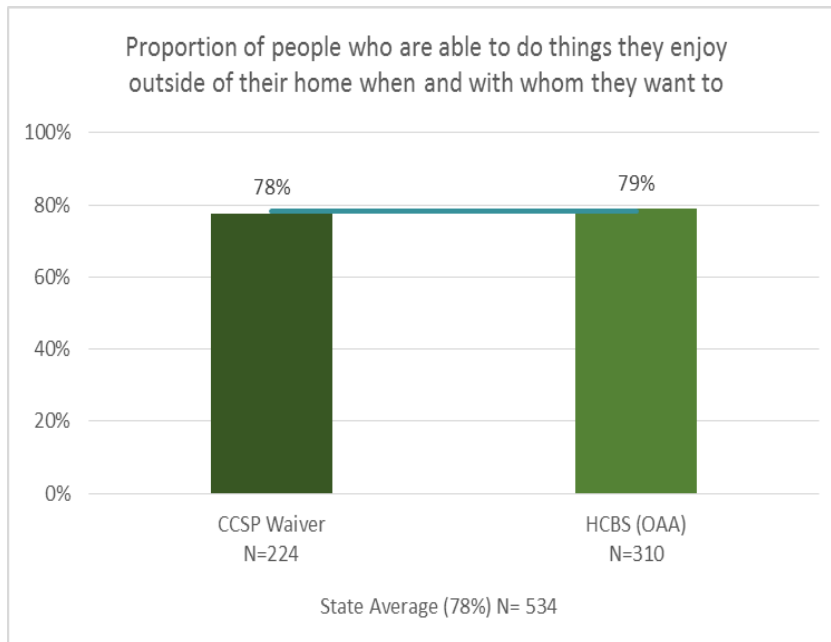
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 1. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to.



Choice and Decision Making

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

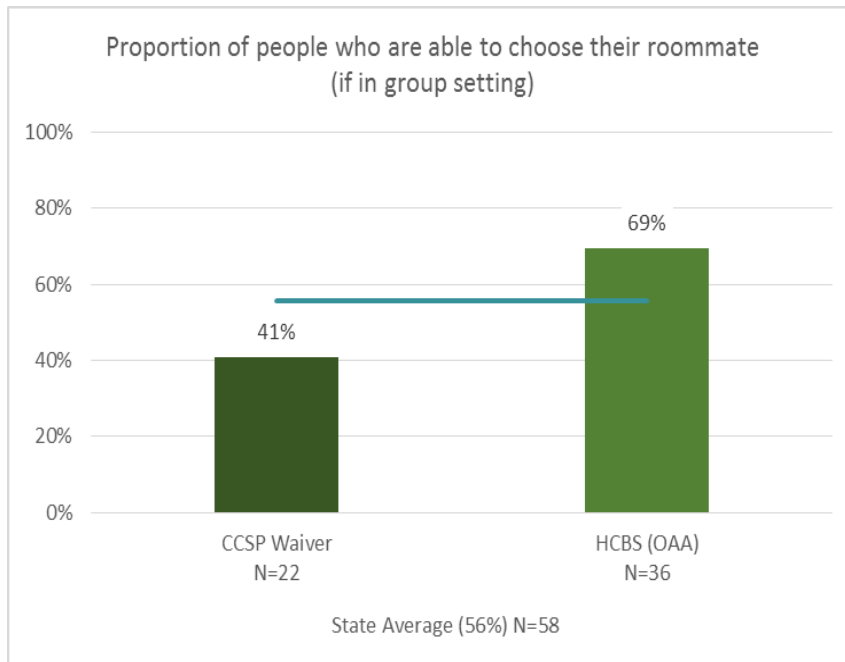
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

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

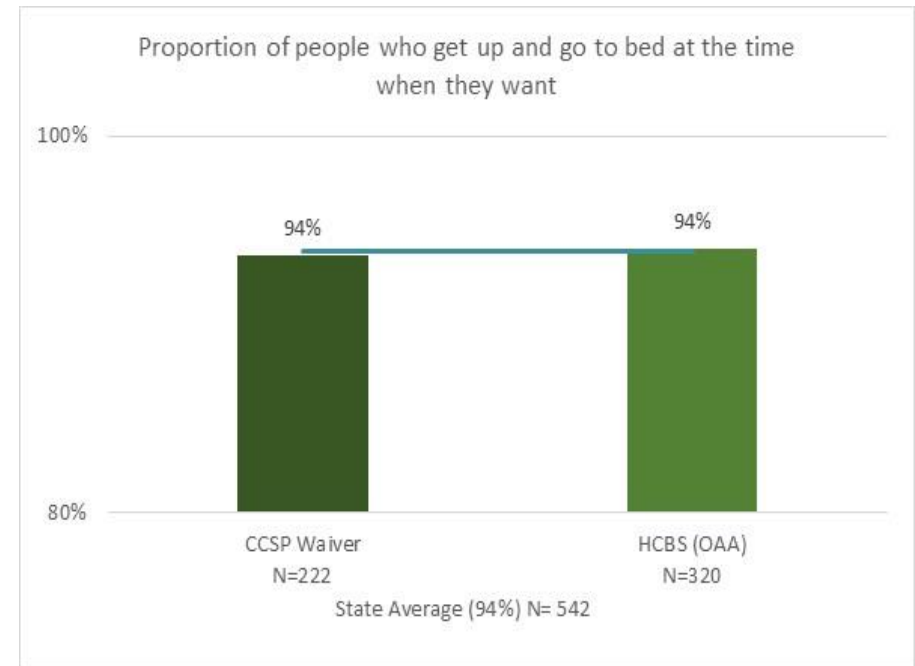
There are four survey items that correspond to the Choice and Decision Making domain.

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

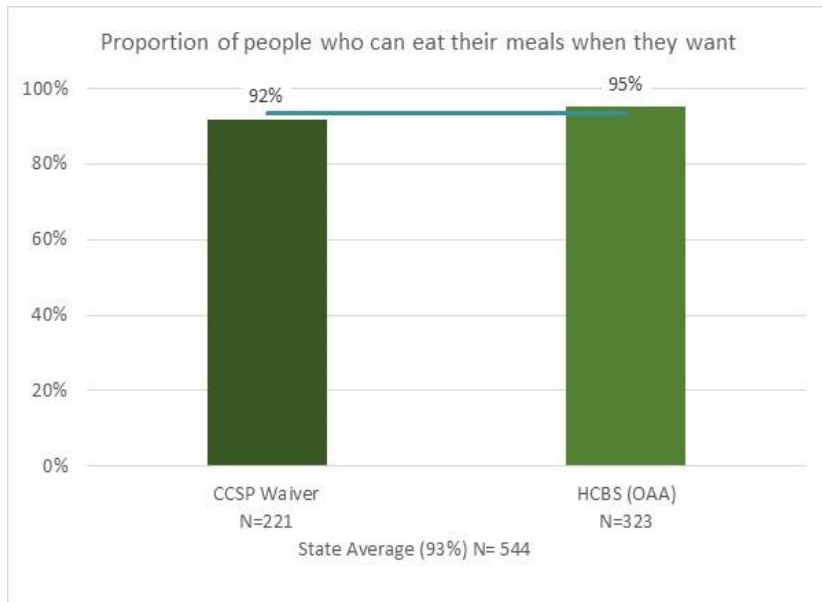
Graph 2. Proportion of people who are able to choose their roommate (if in group setting)



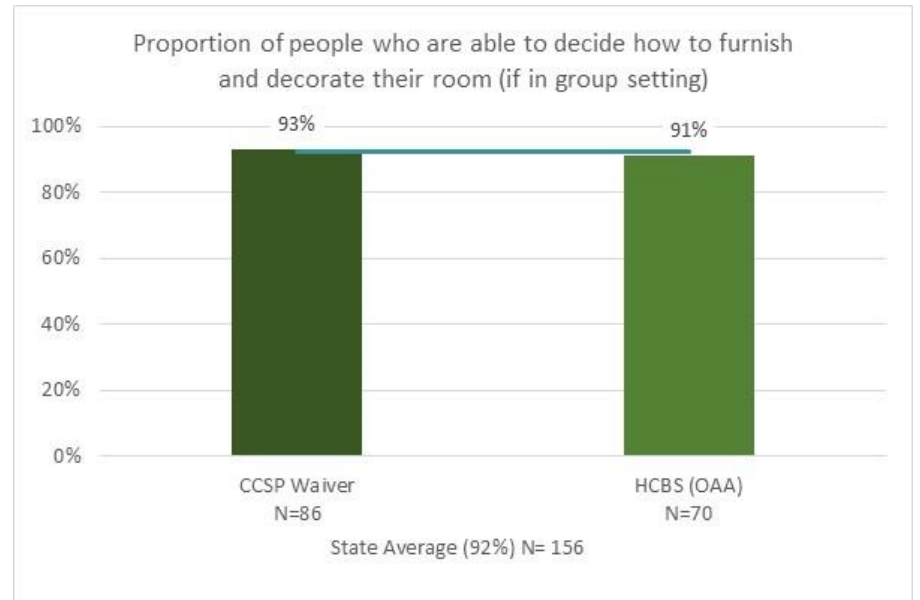
Graph 3. Proportion of people who get up and go to bed at the time when they want



Graph 4. Proportion of people who can eat their meals when they want



Graph 5. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)



Relationships

People have friends and relationships and do not feel lonely.

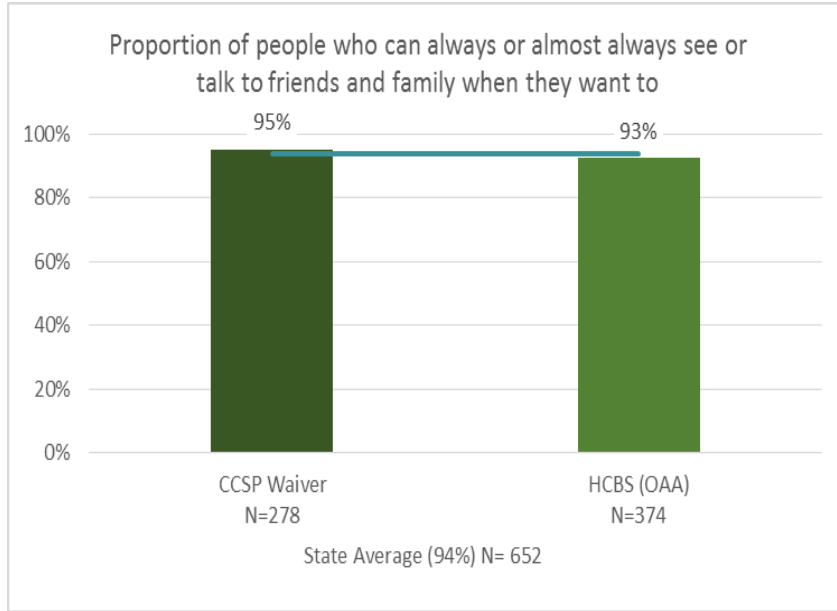
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to see or talk to their friends and families when they want to.
2. Proportion of people who are (not) lonely.

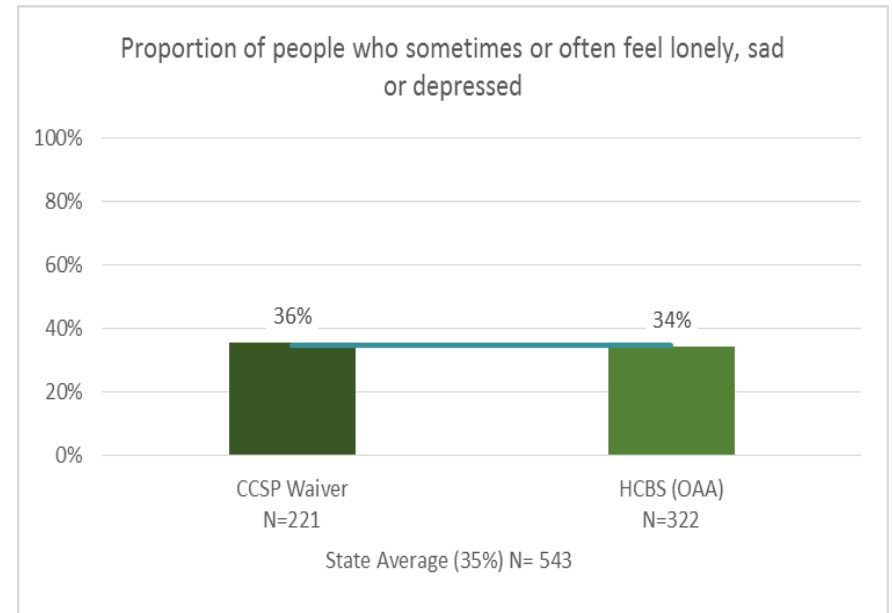
There are three survey items that correspond to the Relationship domain.

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

Graph 6. Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Graph 7. Proportion of people who sometimes or often feel lonely, sad or depressed



Satisfaction

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

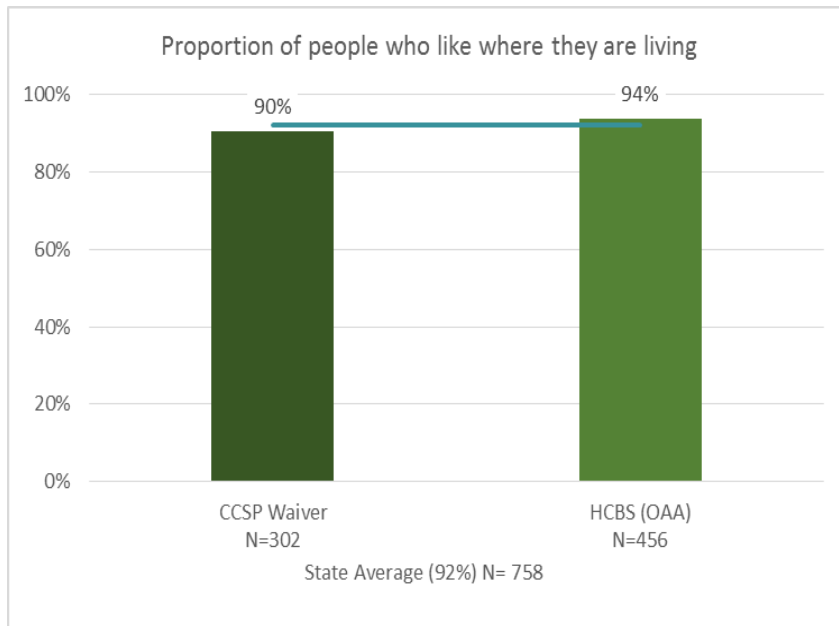
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

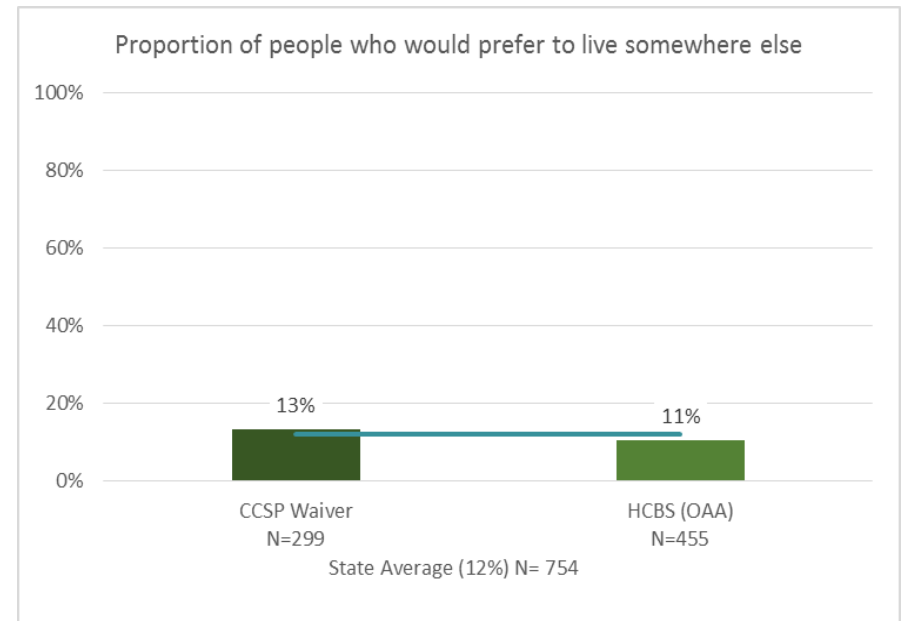
There are seven survey items that correspond to the Satisfaction domain.

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

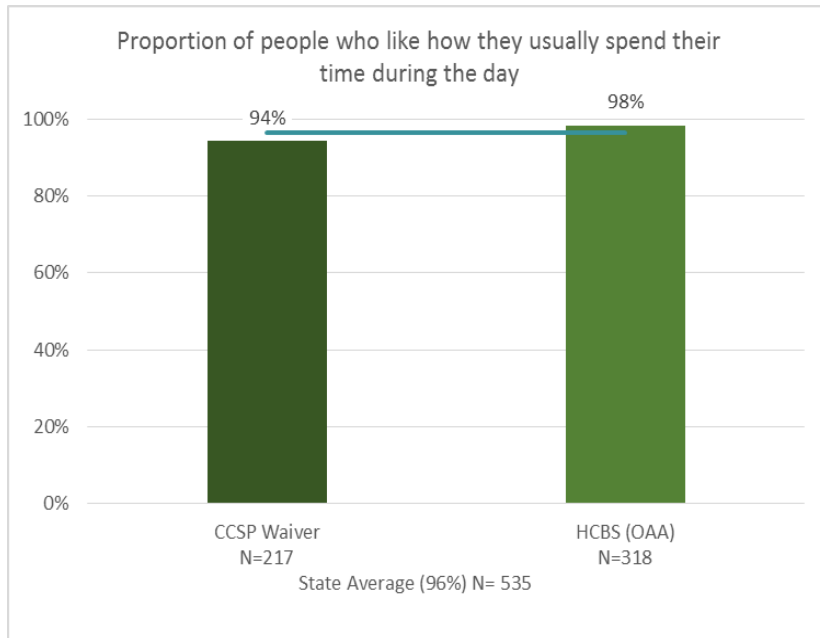
Graph 8. Proportion of people who like where they are living



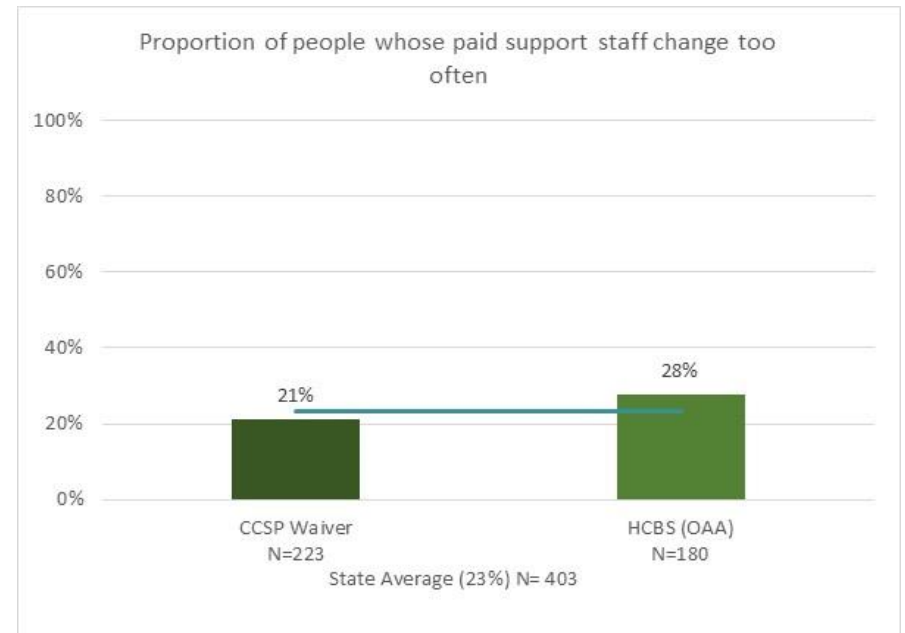
Graph 9. Proportion of people who would prefer to live somewhere else



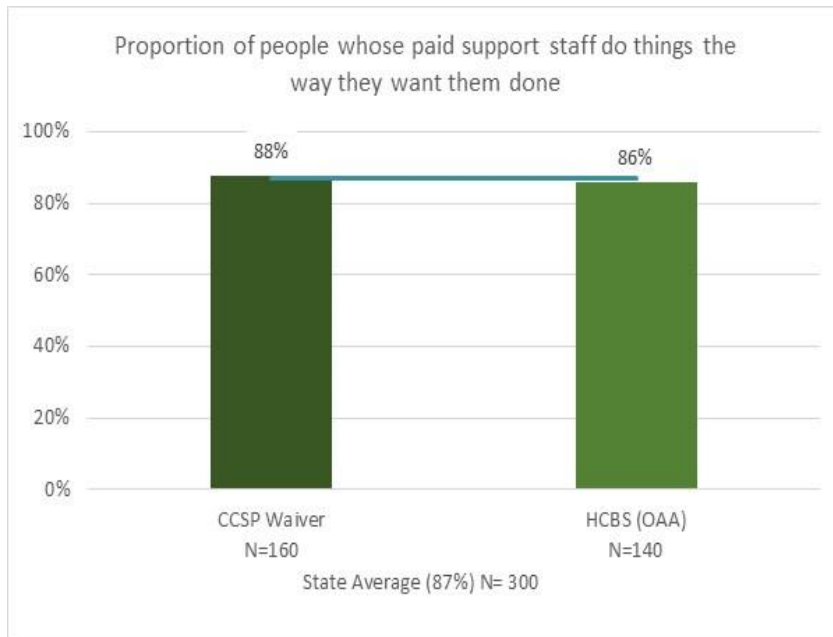
Graph 10. Proportion of people who like how they usually spend their time during the day



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

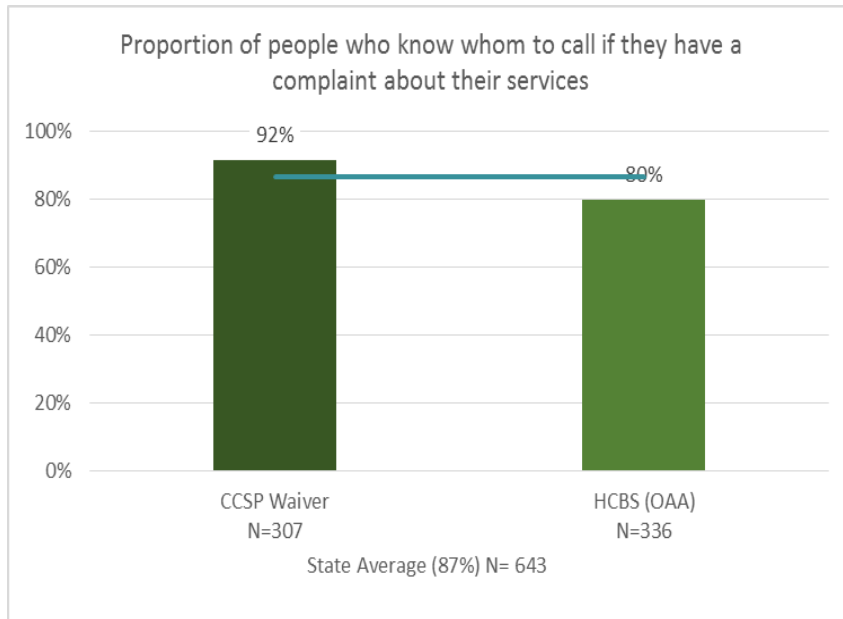
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies³
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

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

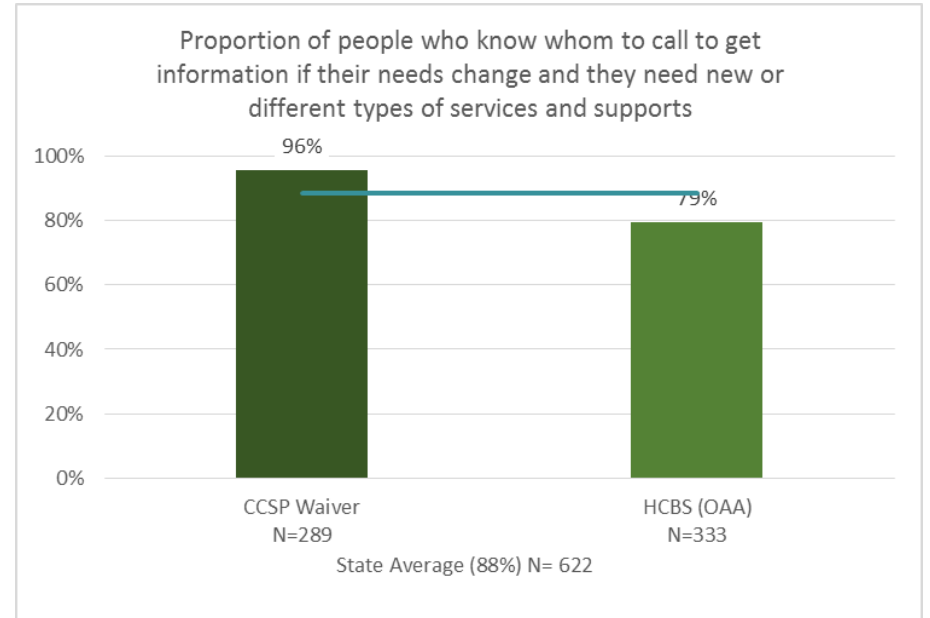
Un-collapsed data for state and programs are shown in Appendix B.

³ Data shown in Appendix B only

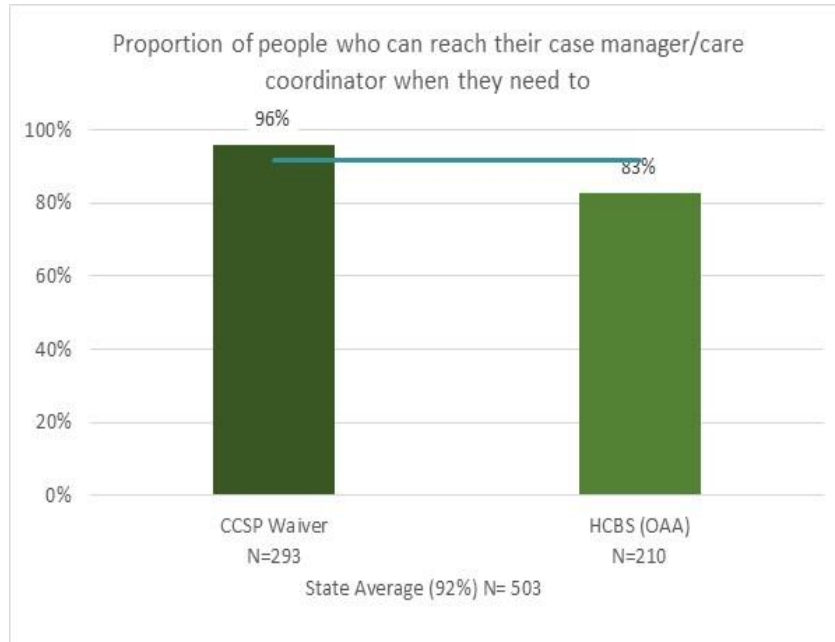
Graph 13. Proportion of people who know whom to call if they have a complaint about their services



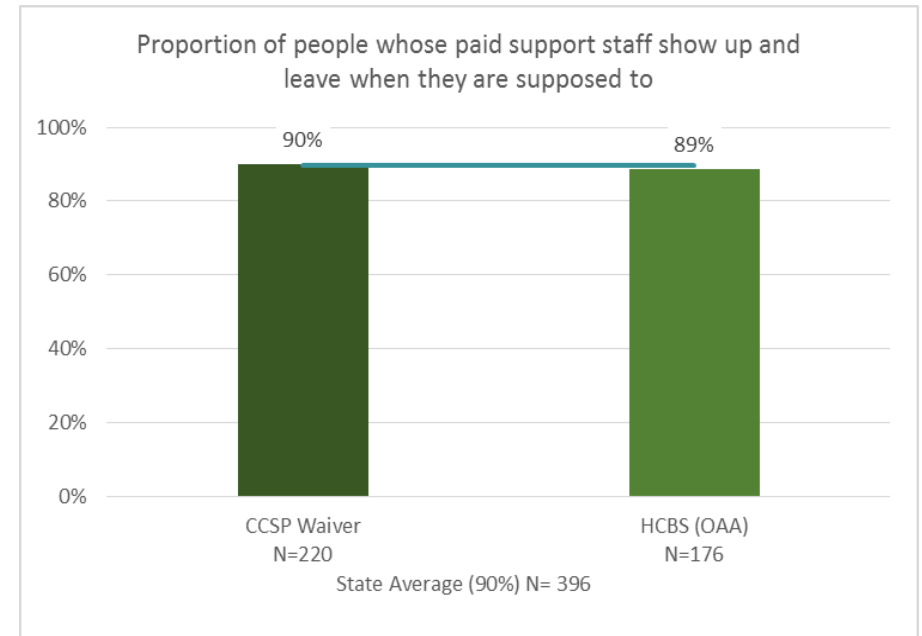
Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



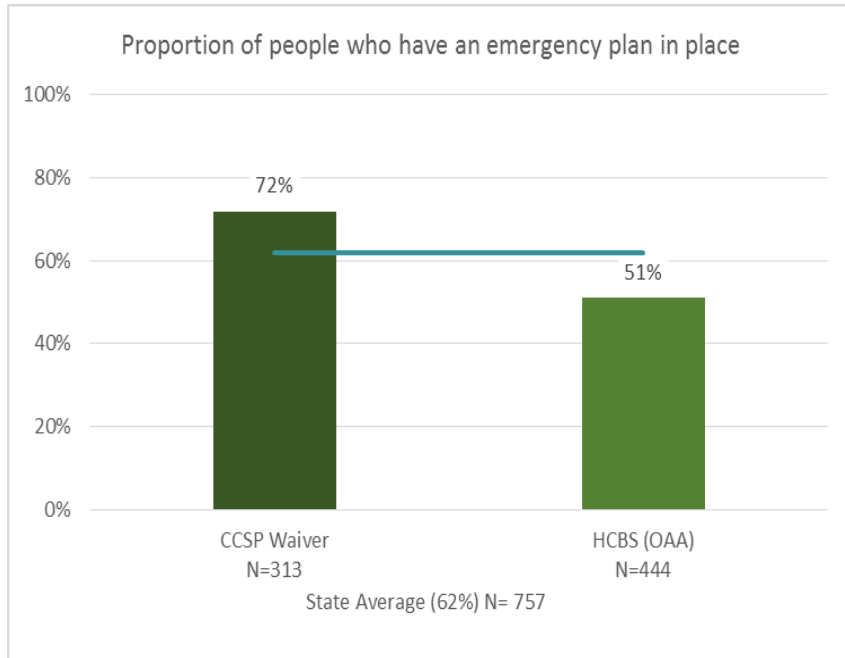
Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



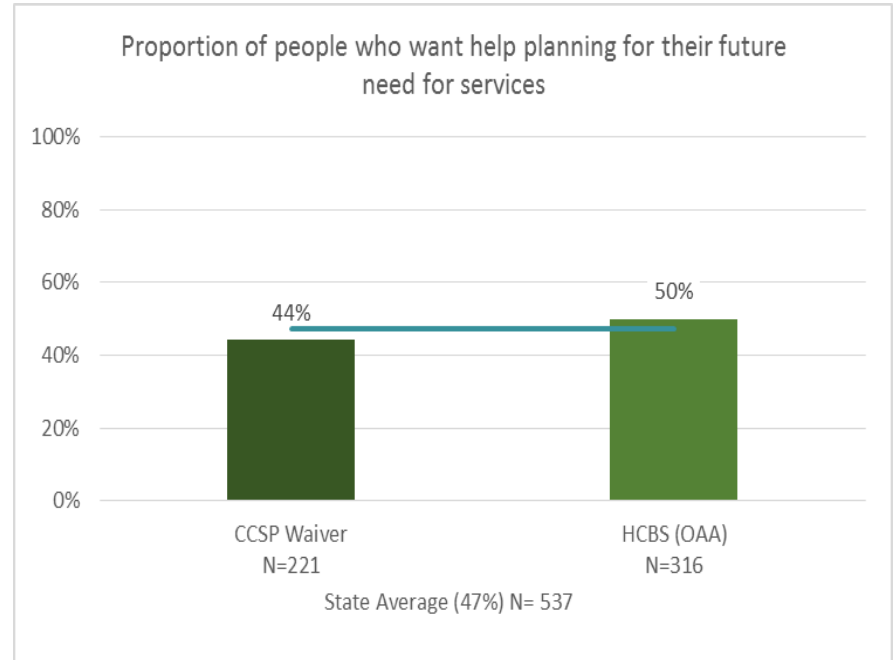
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



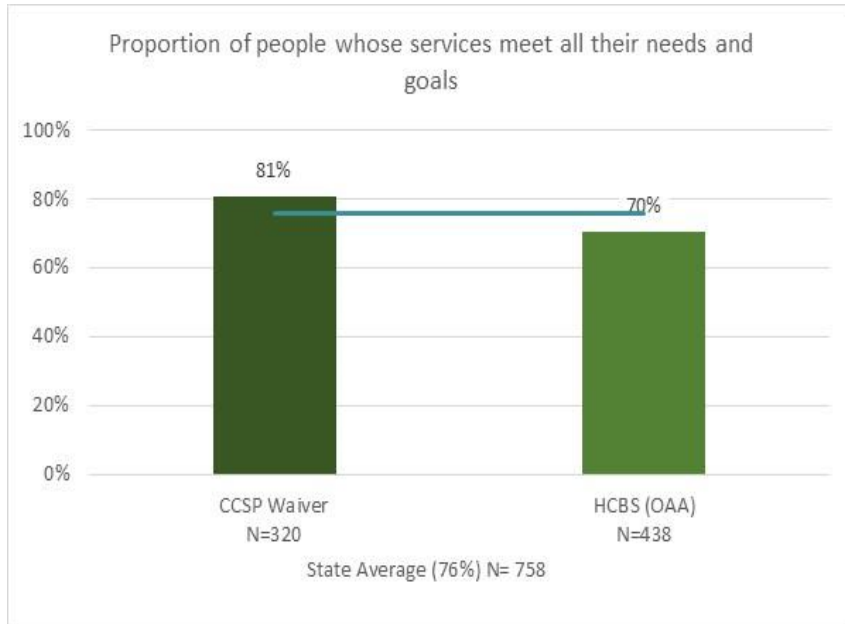
Graph 17. Proportion of people who have an emergency plan in place



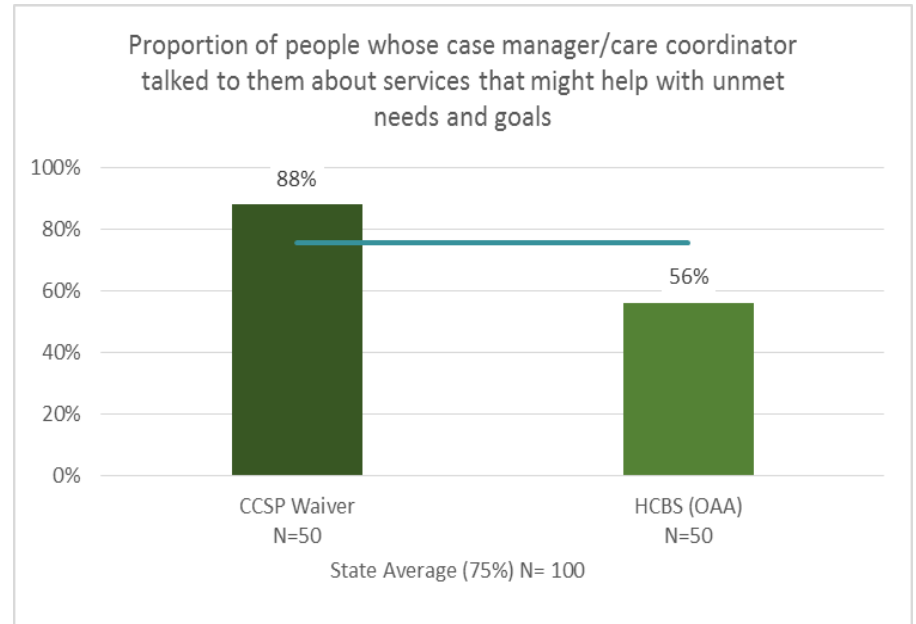
Graph 18. Proportion of people who want help planning for their future need for services



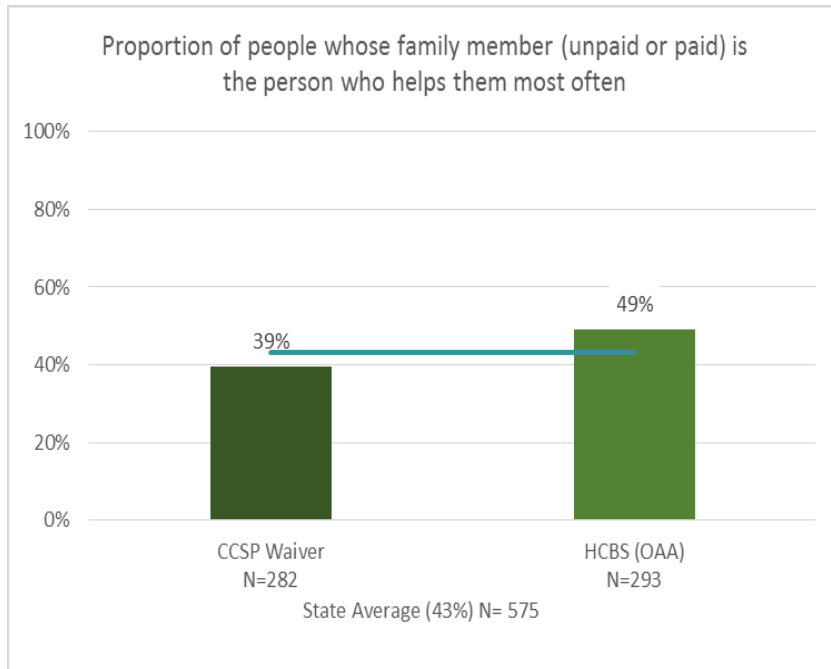
Graph 19. Proportion of people whose services meet all their needs and goals



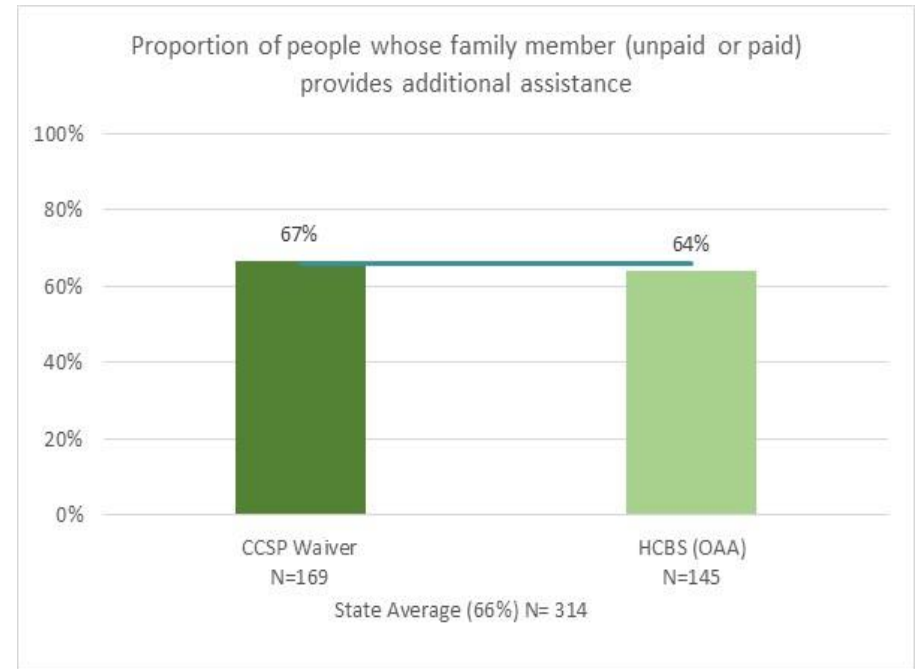
Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)



Graph 21. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



Graph 22. Proportion of people whose family member (unpaid or paid) provides additional assistance



Care Coordination

Individuals are provided appropriate coordination of care.

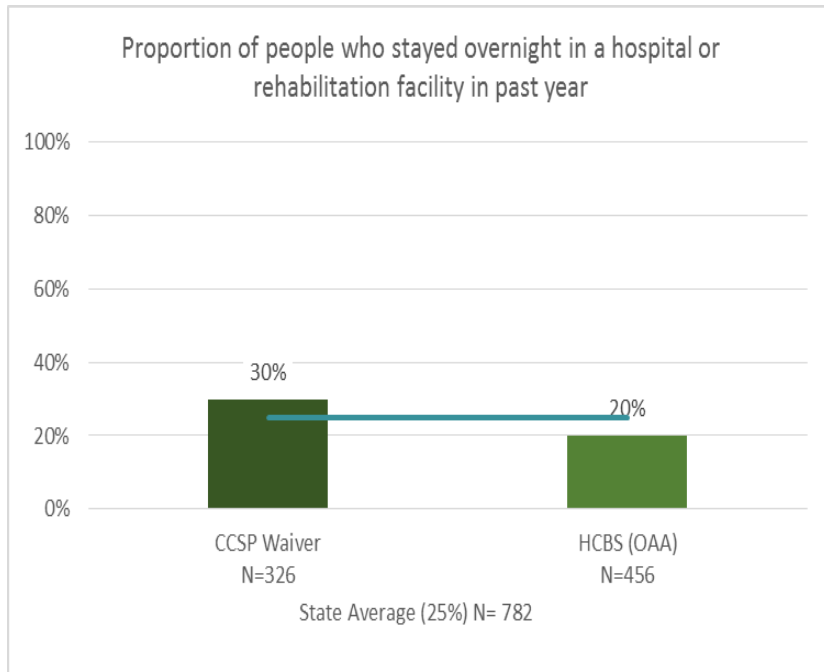
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

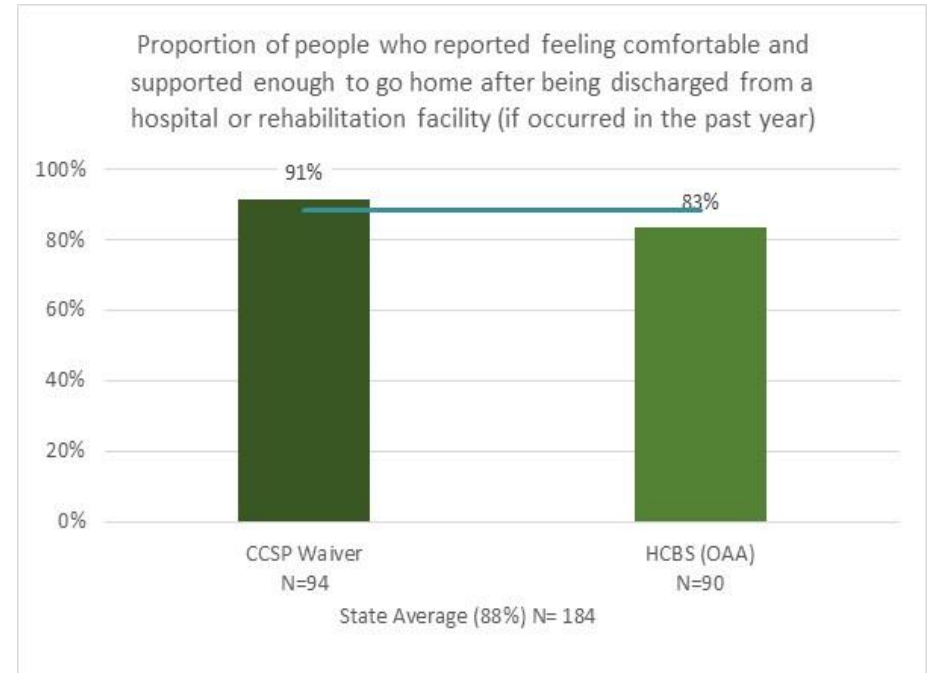
There are five survey items that correspond to the Care Coordination domain.

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

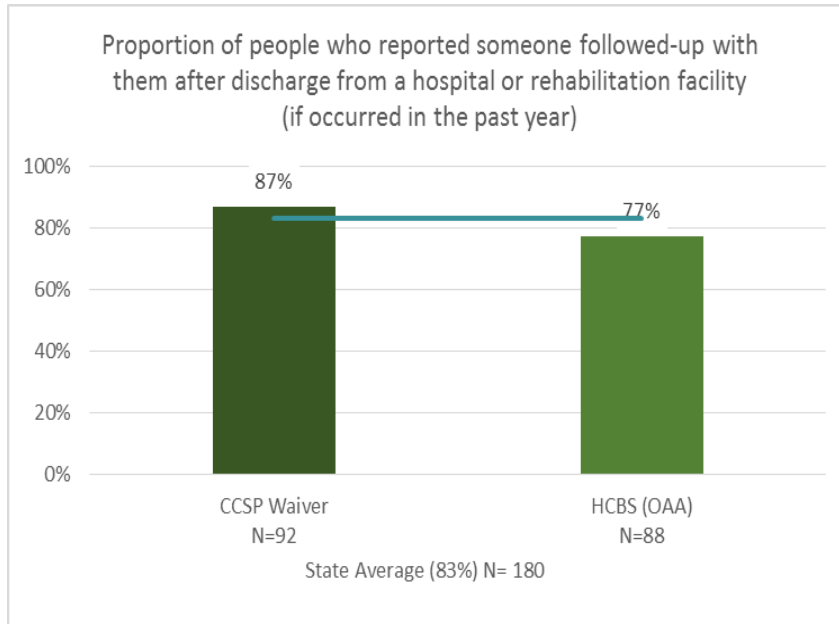
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



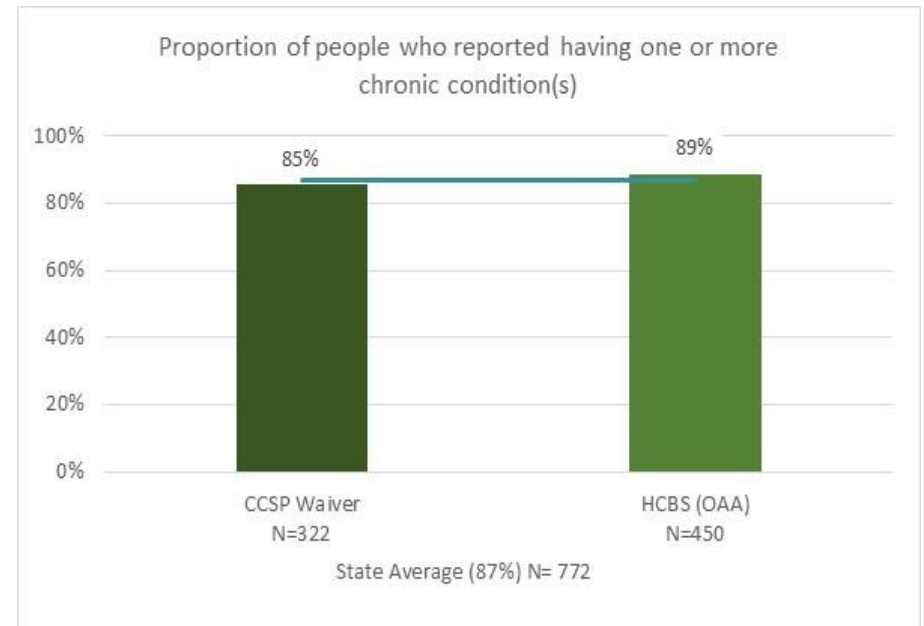
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



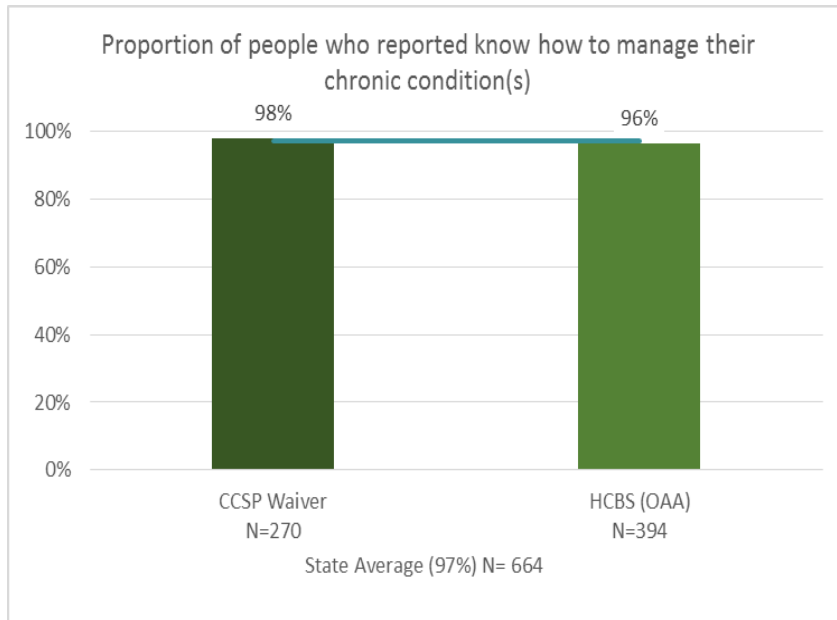
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



Graph 26. Proportion of people who reported having one or more chronic condition(s)



Graph 27. Proportion of people who reported know how to manage their chronic condition(s)



Access

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

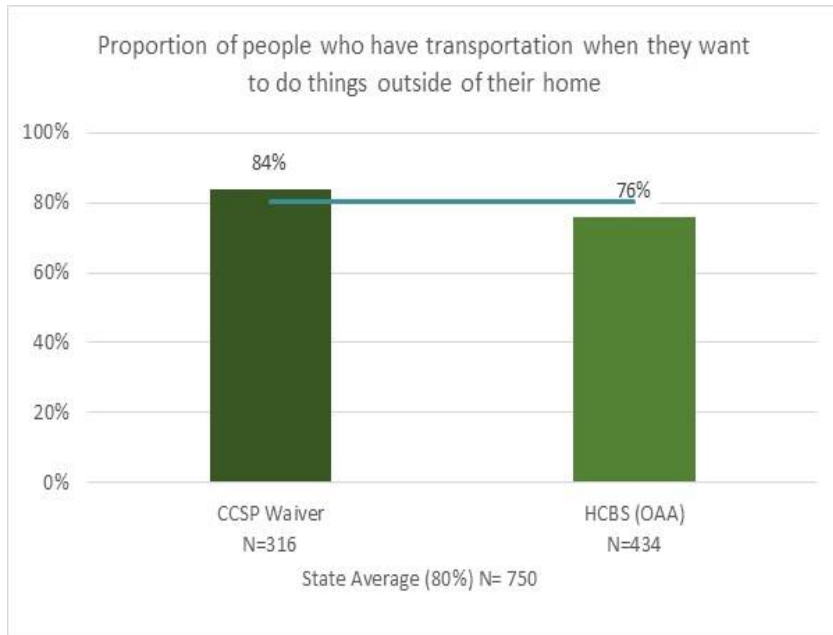
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

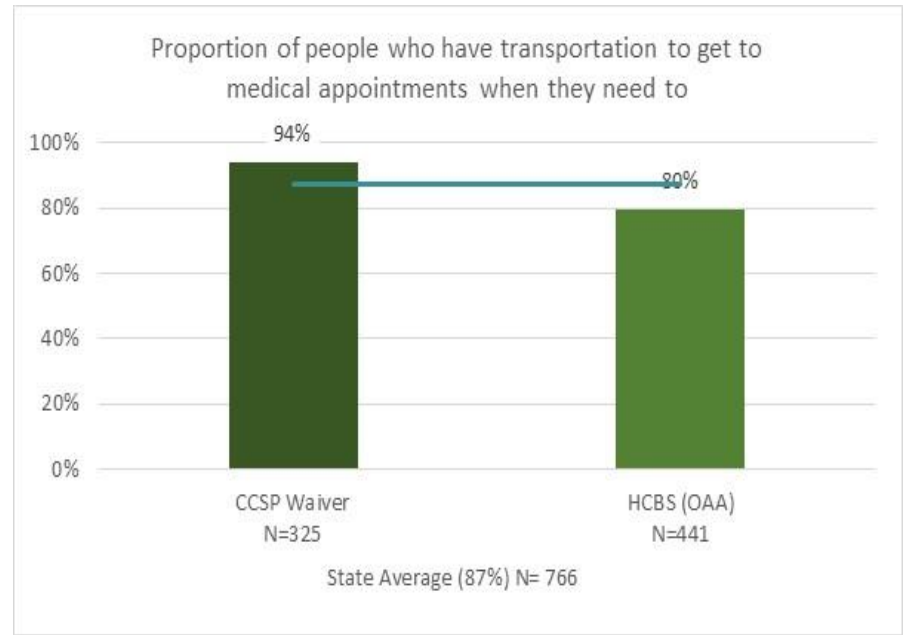
There are five survey items that correspond to the Access domain.

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

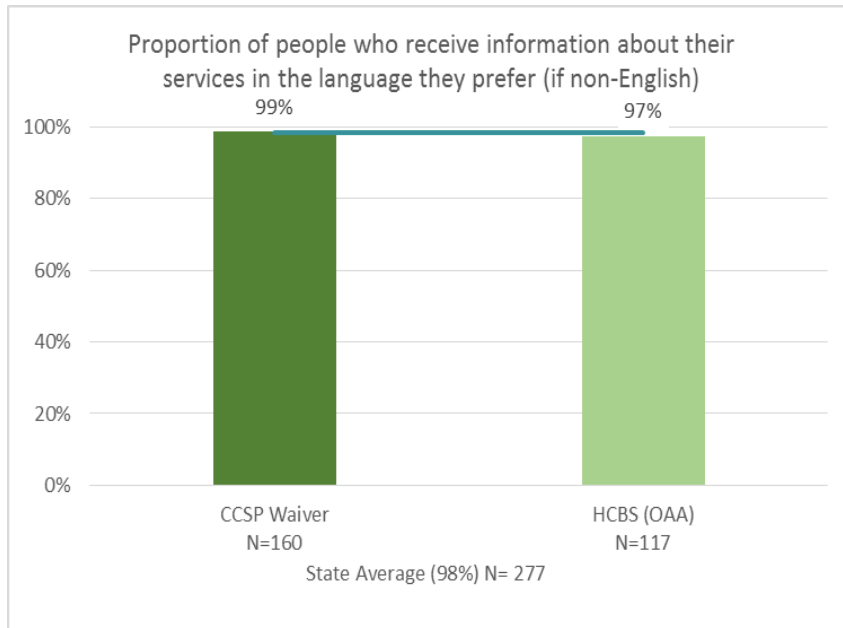
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



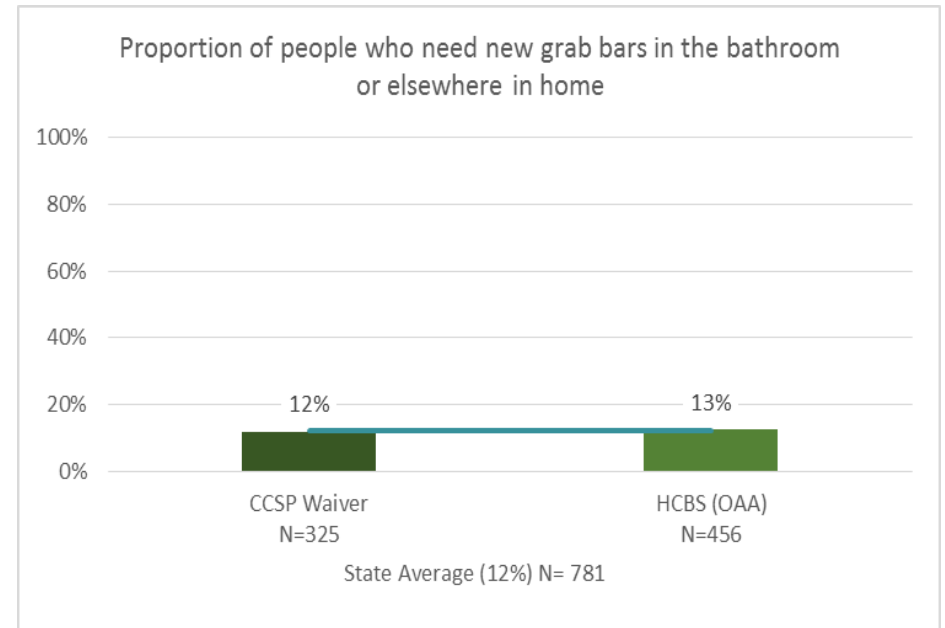
Graph 29. Proportion of people who have transportation to get to medical appointments when they need to



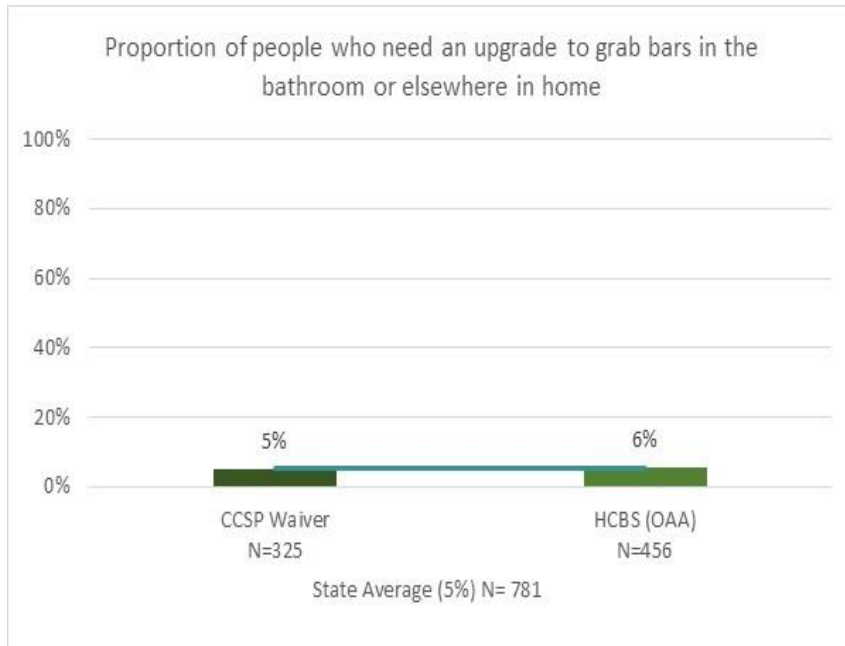
Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)



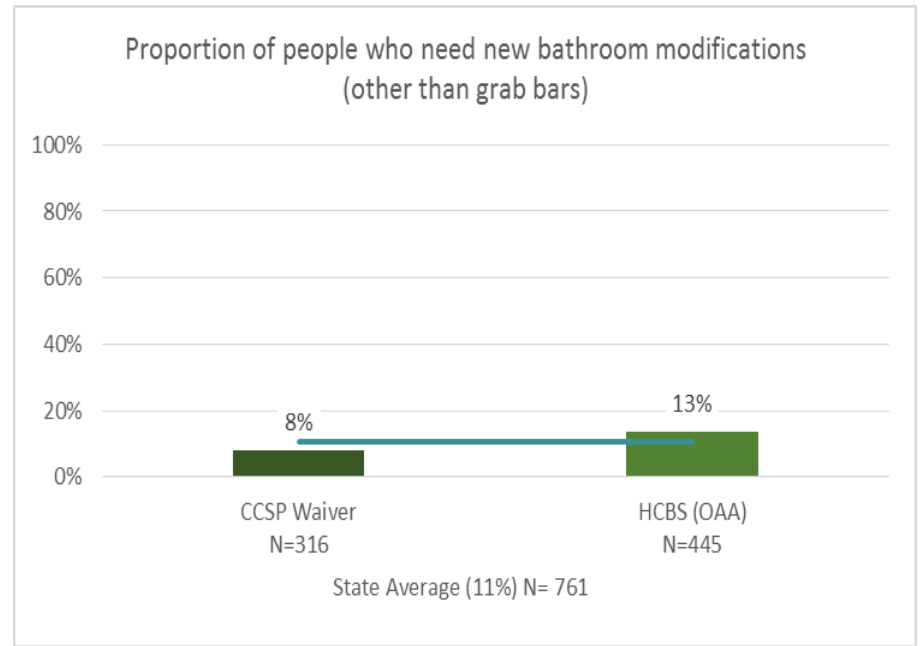
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



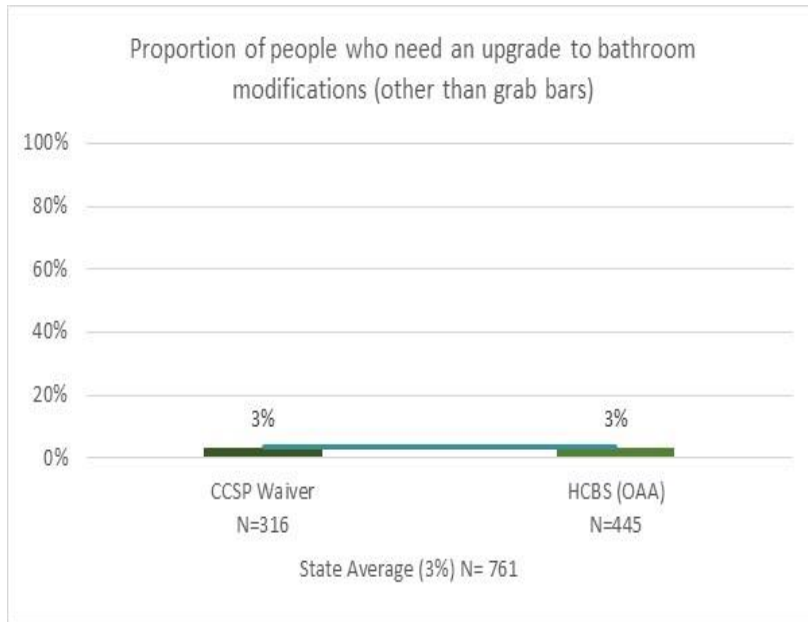
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



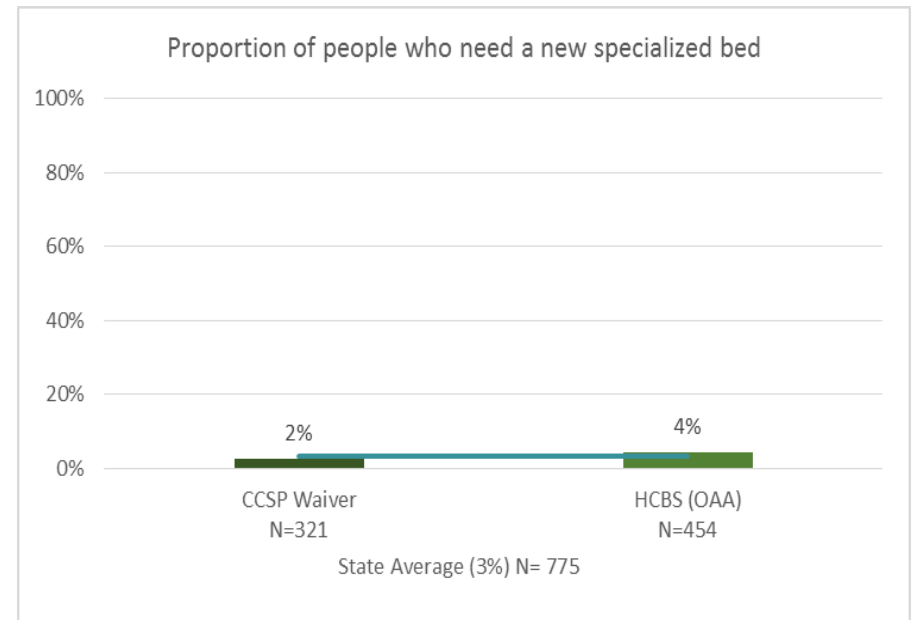
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



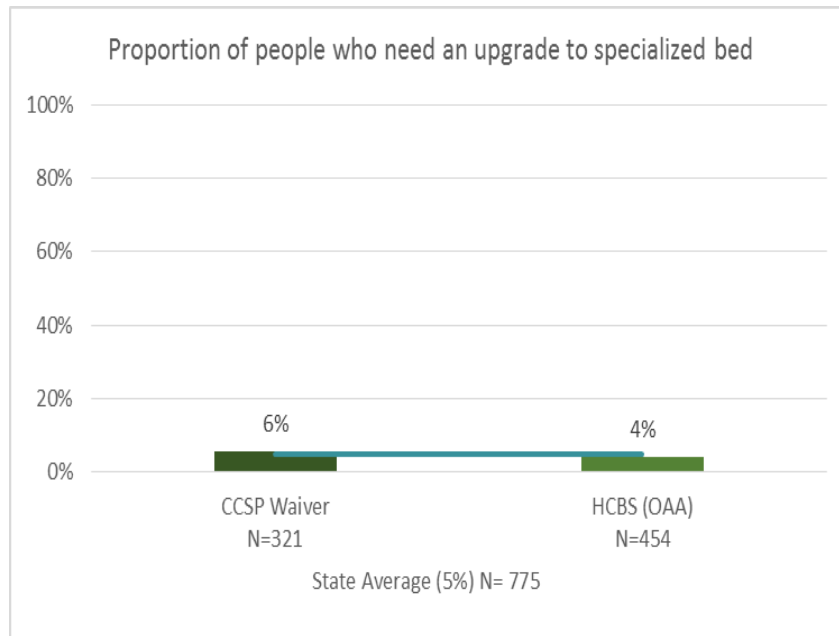
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



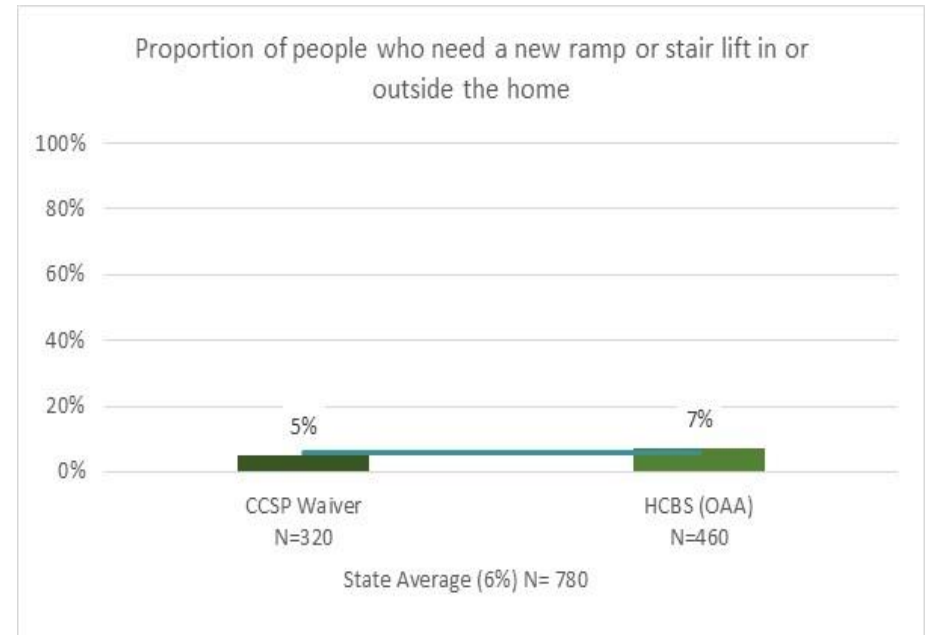
Graph 35. Proportion of people who need a new specialized bed



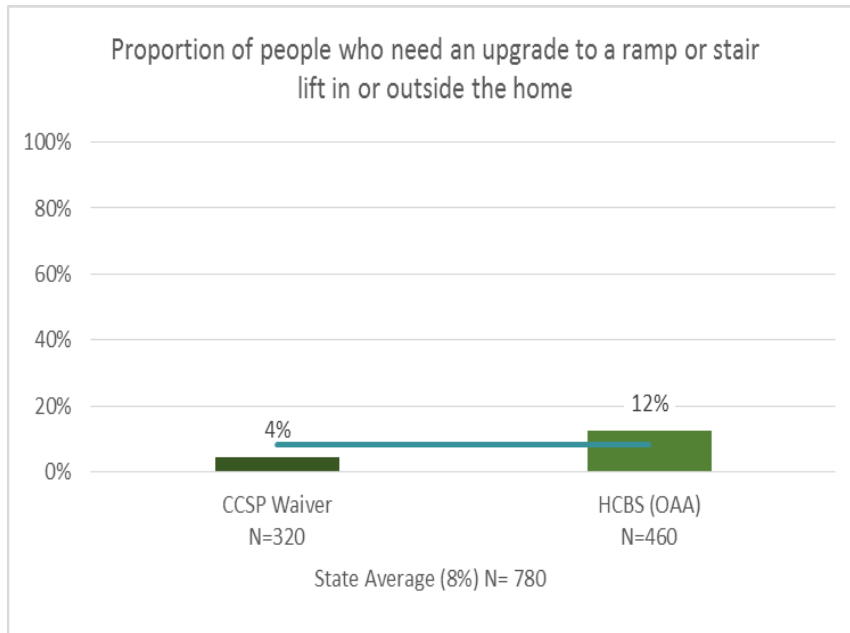
Graph 36. Proportion of people who need an upgrade to specialized bed



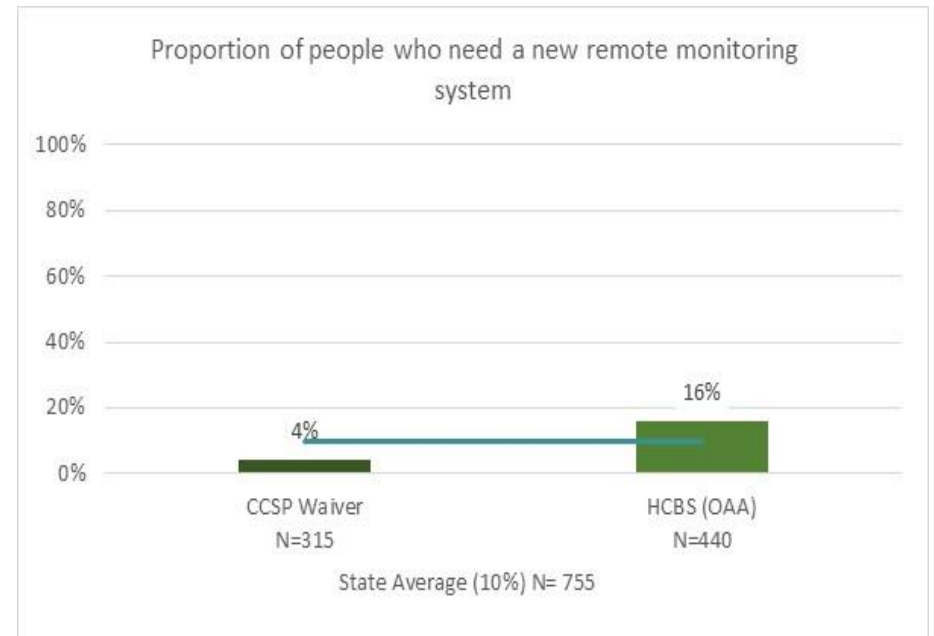
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



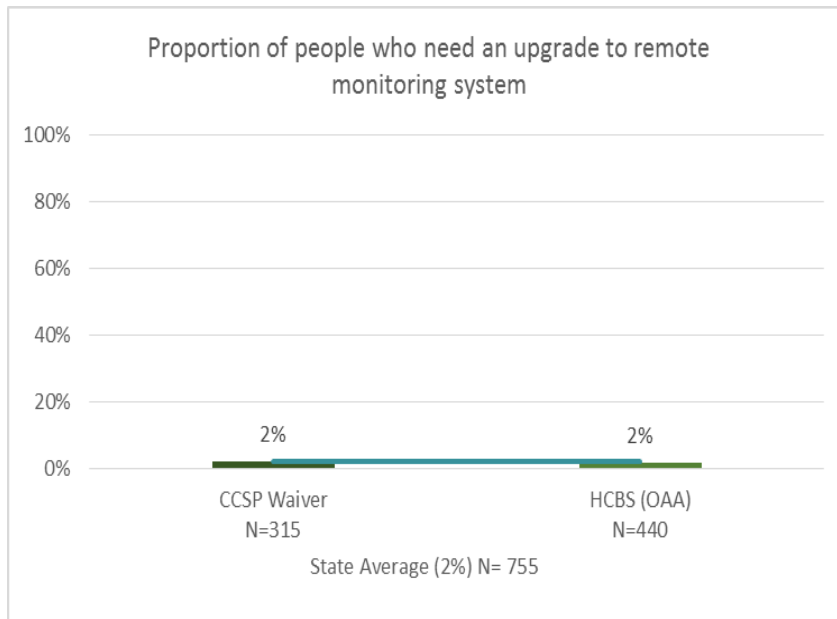
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



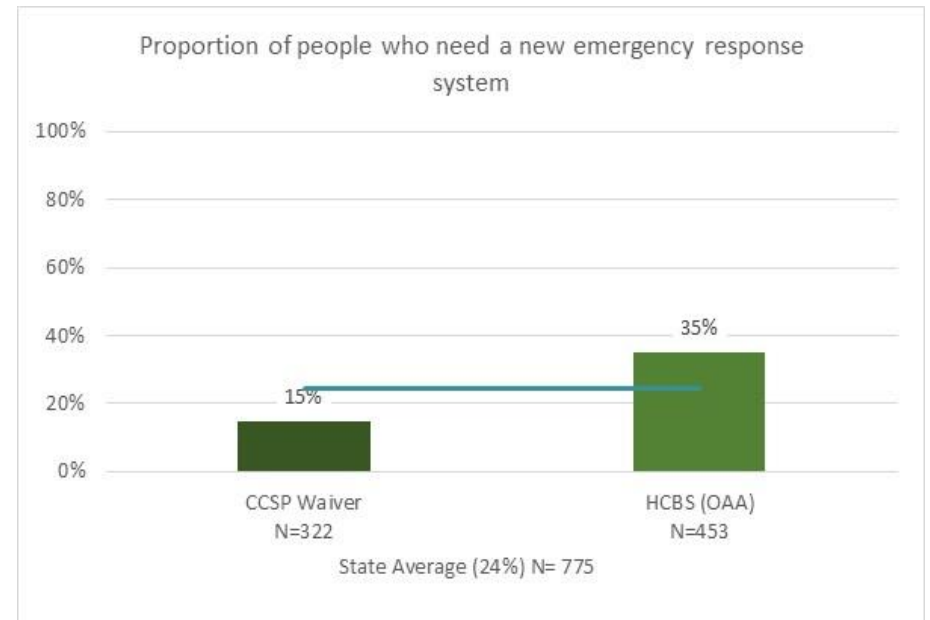
Graph 39. Proportion of people who need a new remote monitoring system



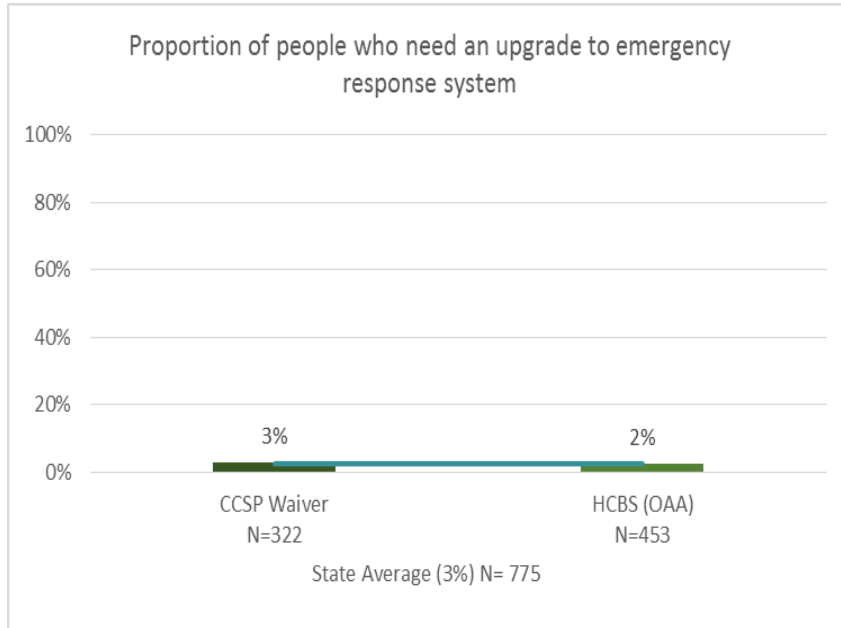
Graph 40. Proportion of people who need an upgrade to remote monitoring system



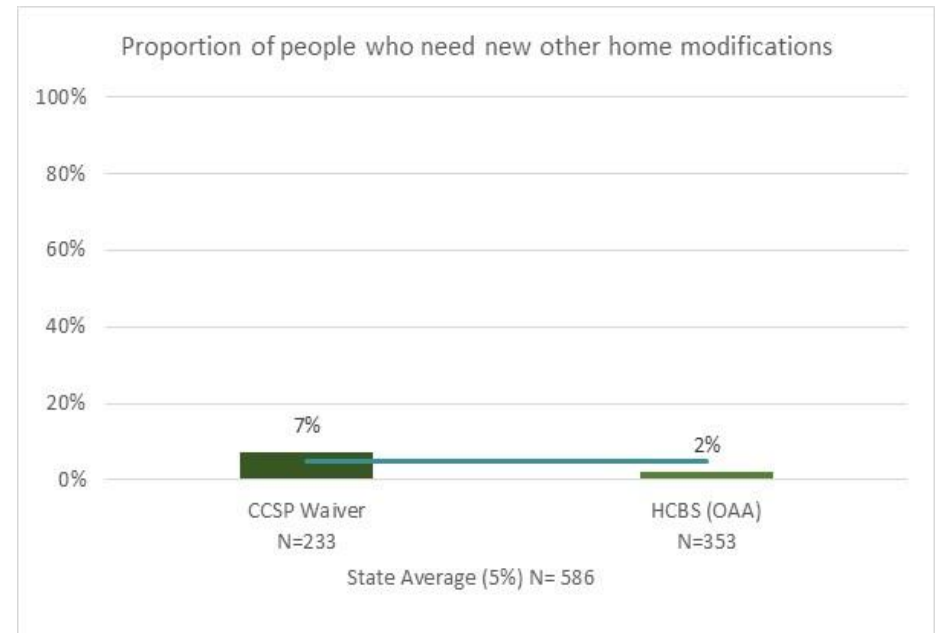
Graph 41. Proportion of people who need a new emergency response system



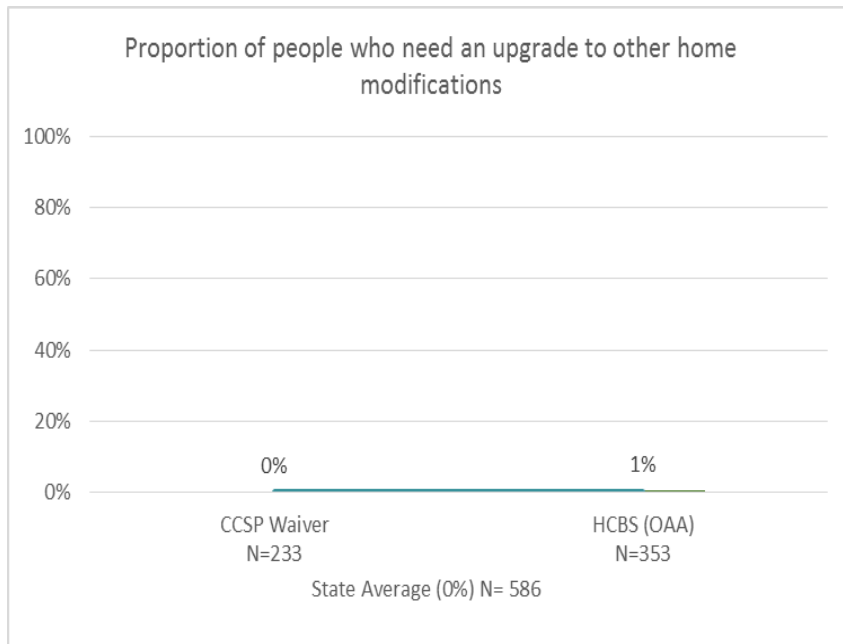
Graph 42. Proportion of people who need an upgrade to emergency response system



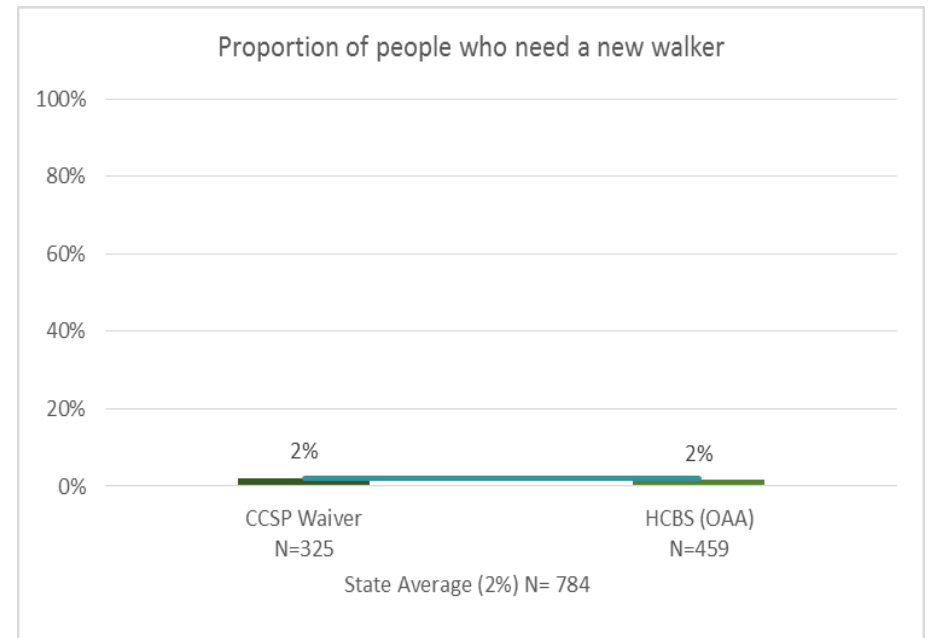
Graph 43. Proportion of people who need new other home modifications



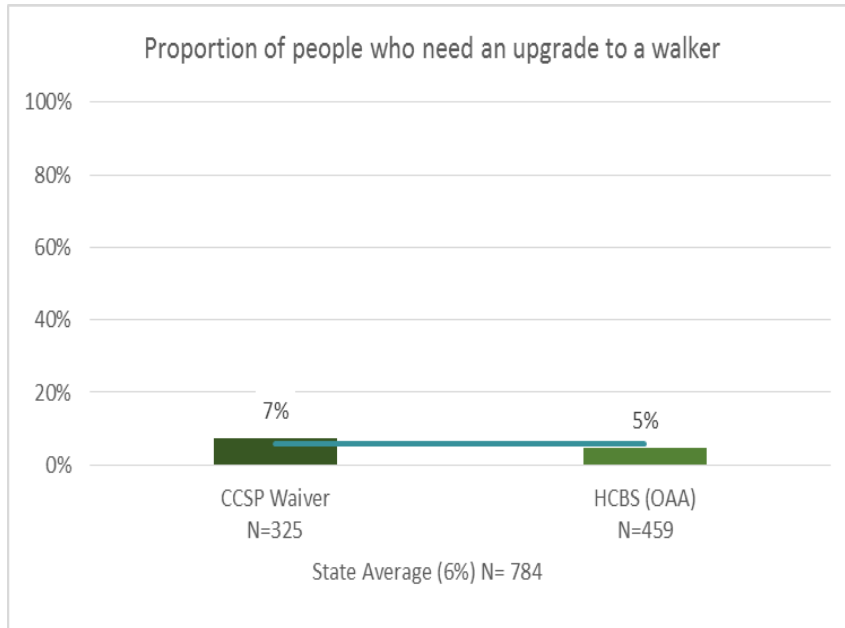
Graph 44. Proportion of people who need an upgrade to other home modifications



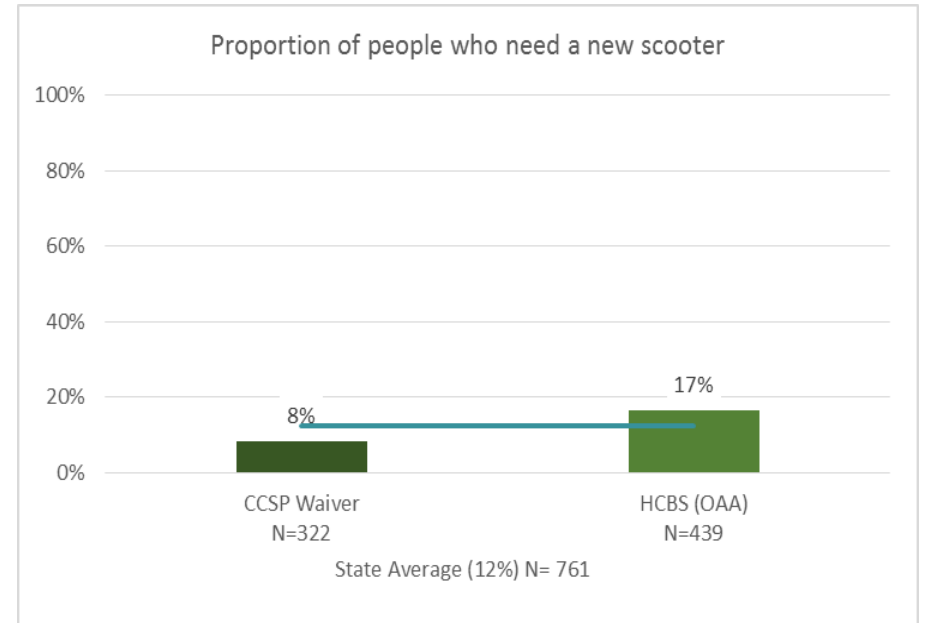
Graph 45. Proportion of people who need a new walker



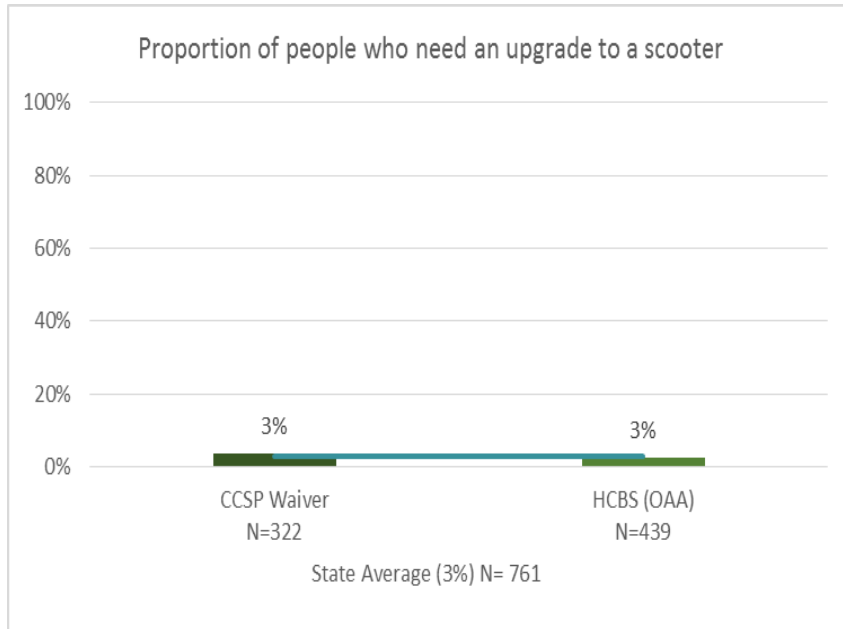
Graph 46. Proportion of people who need an upgrade to a walker



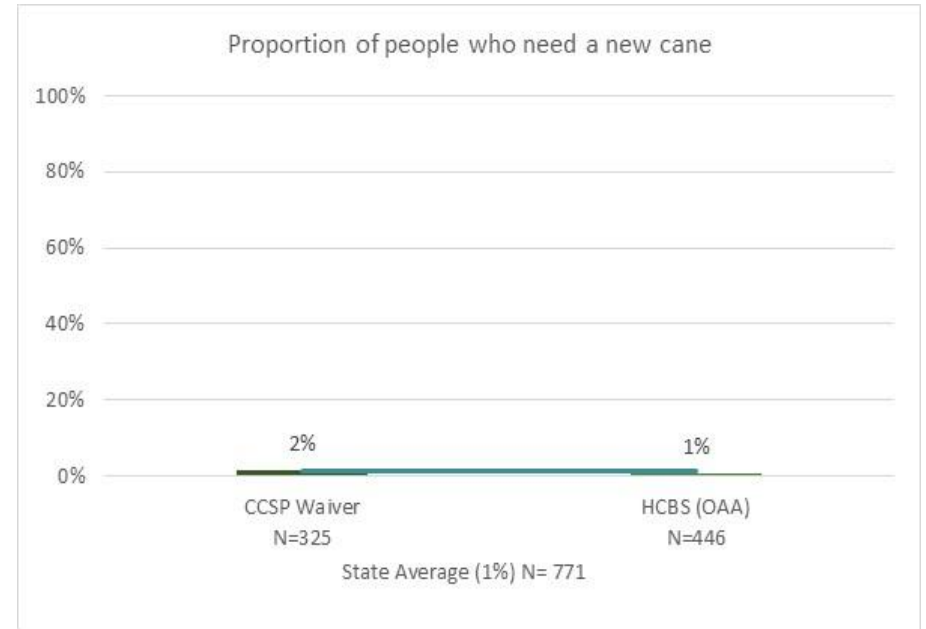
Graph 47. Proportion of people who need a new scooter



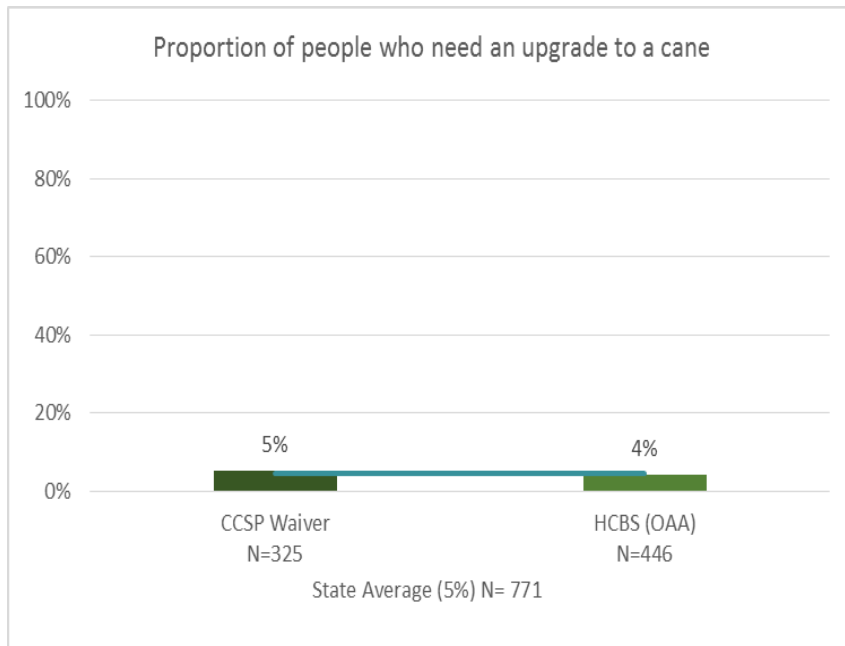
Graph 48. Proportion of people who need an upgrade to a scooter



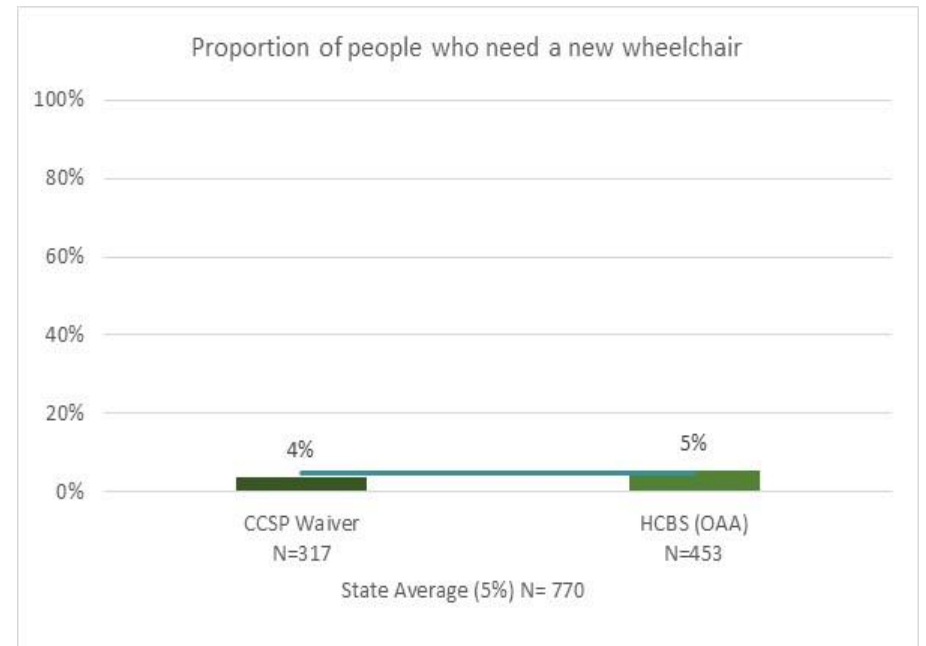
Graph 49. Proportion of people who need a new cane



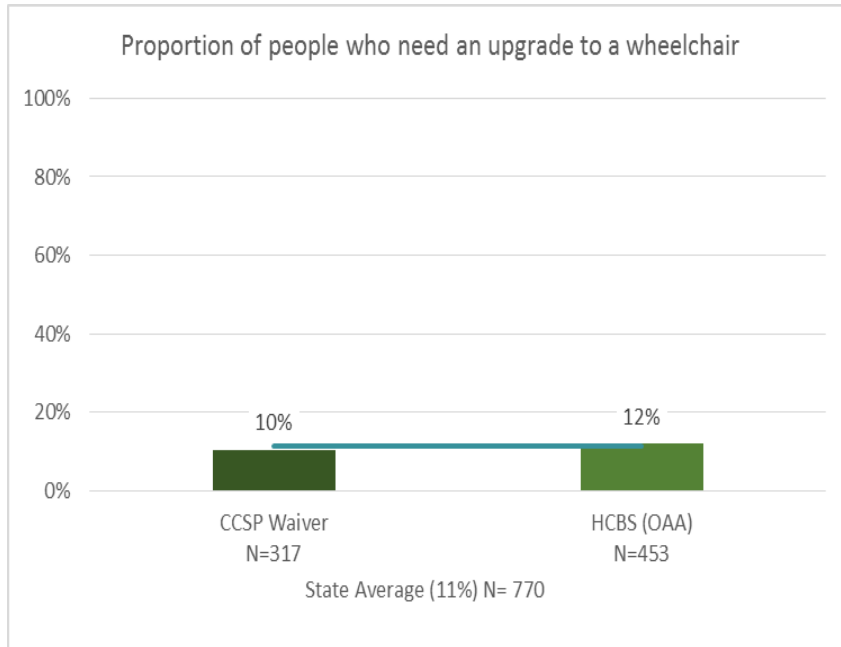
Graph 50. Proportion of people who need an upgrade to a cane



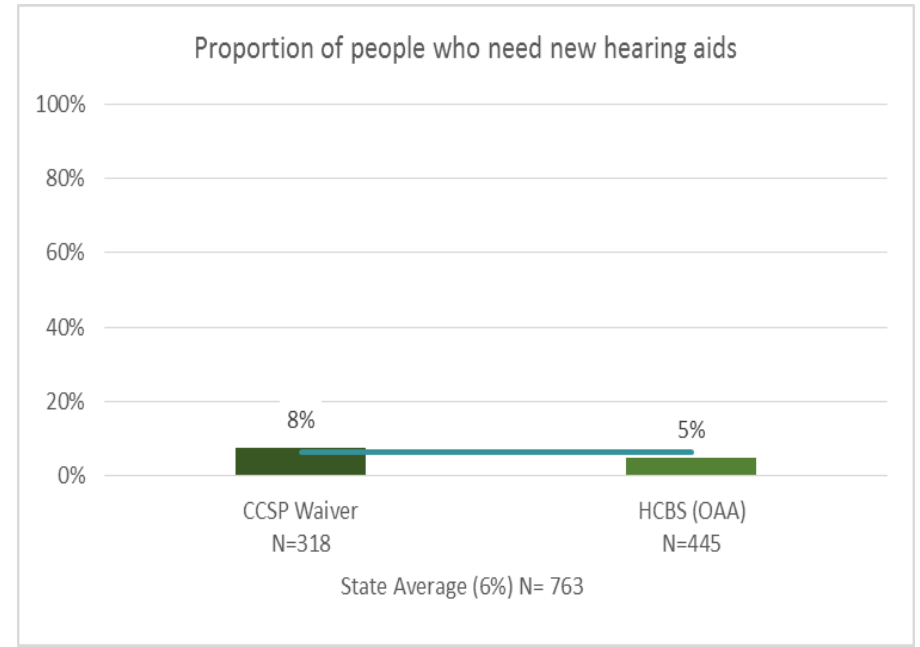
Graph 51. Proportion of people who need a new wheelchair



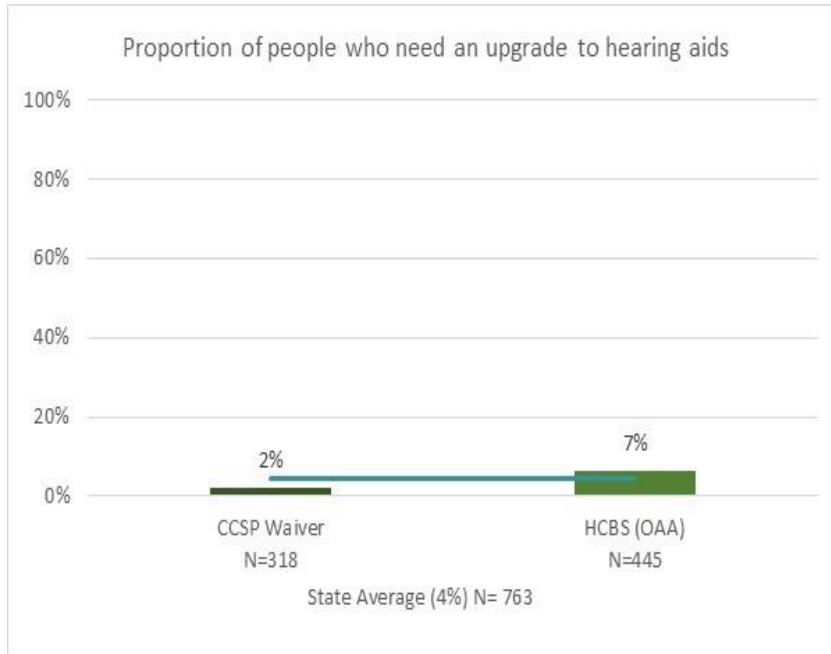
Graph 52. Proportion of people who need an upgrade to a wheelchair



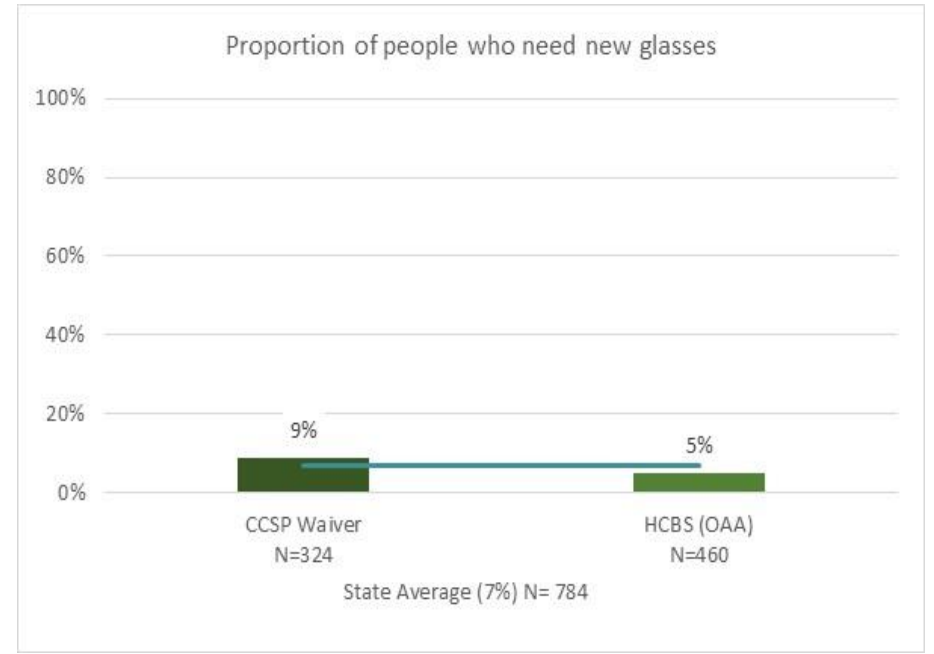
Graph 53. Proportion of people who need new hearing aids



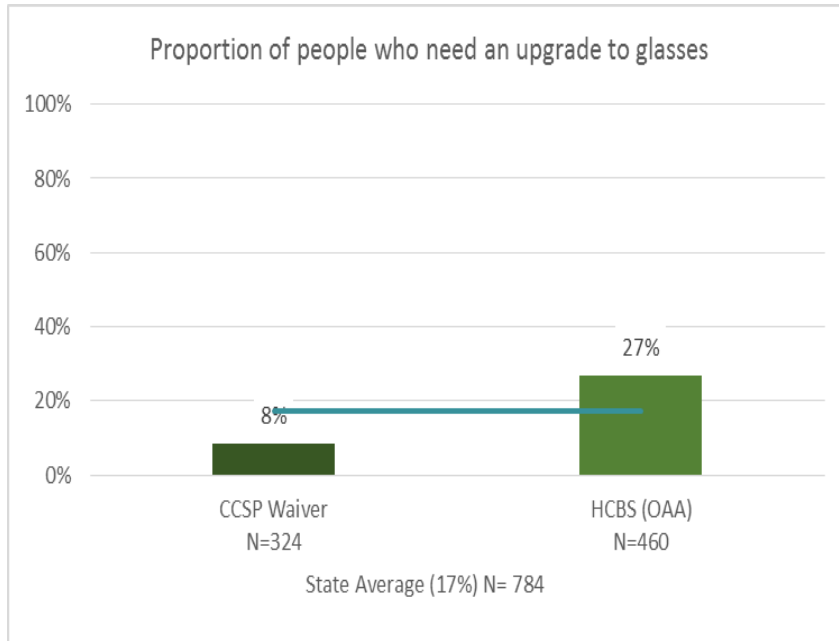
Graph 54. Proportion of people who need an upgrade to hearing aids



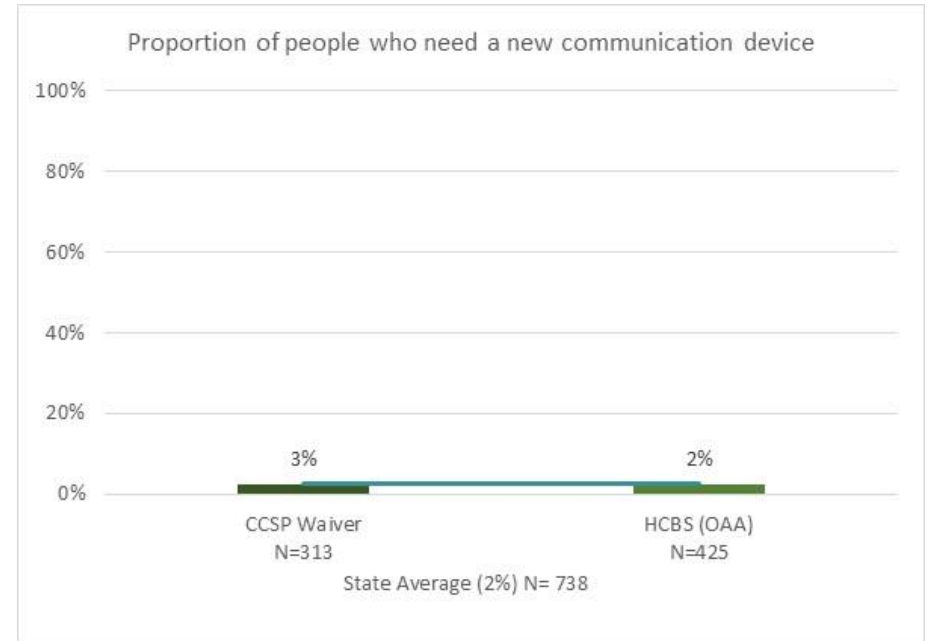
Graph 55. Proportion of people who need new glasses



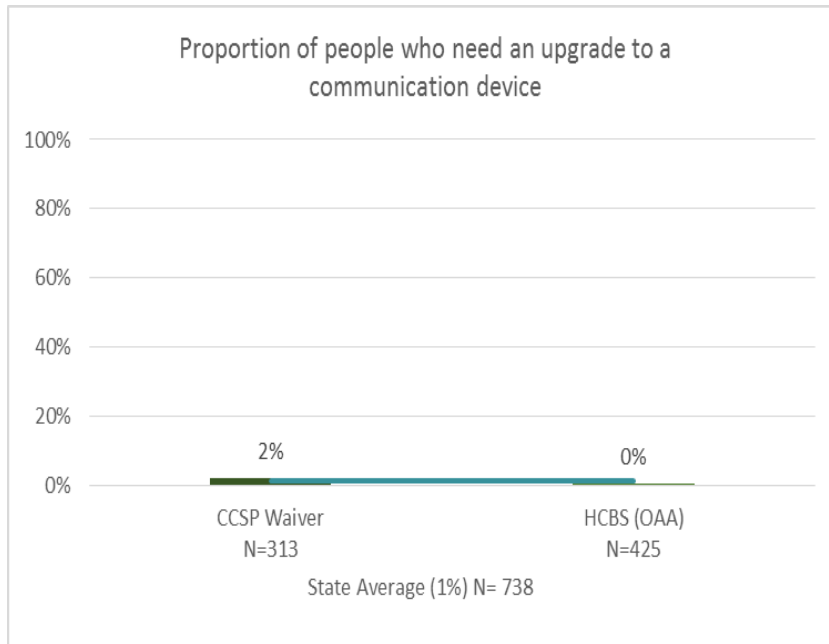
Graph 56. Proportion of people who need an upgrade to glasses



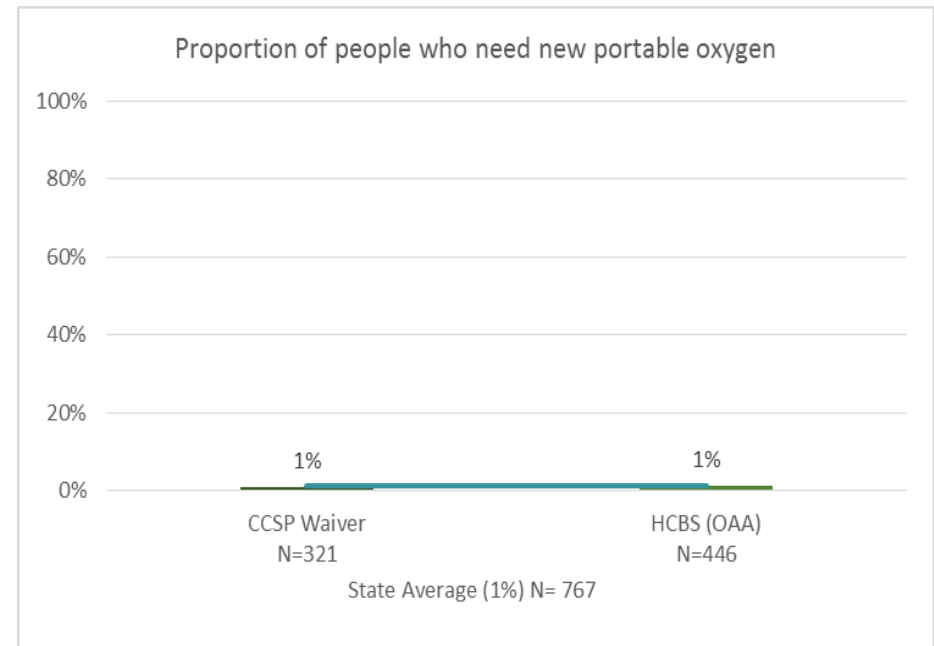
Graph 57. Proportion of people who need a new communication device



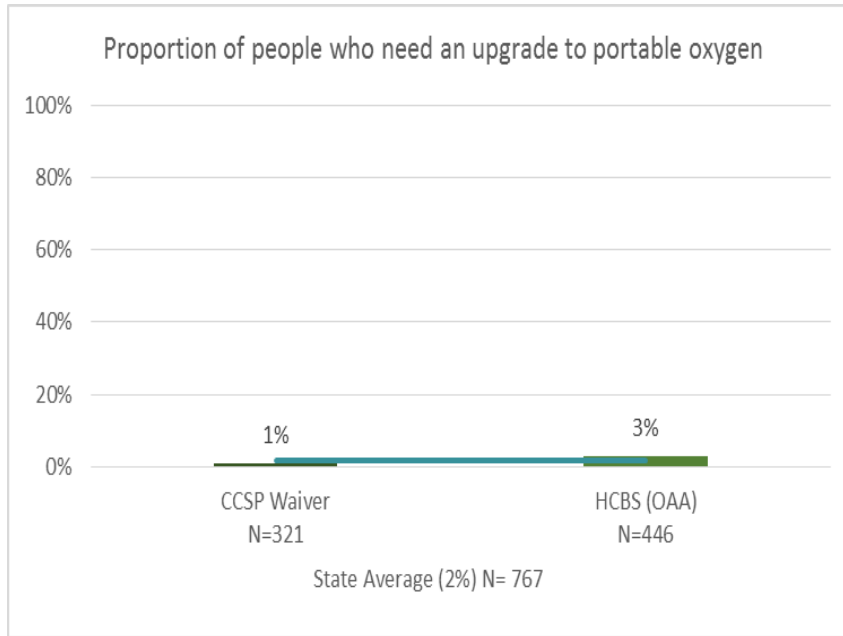
Graph 58. Proportion of people who need an upgrade to a communication device



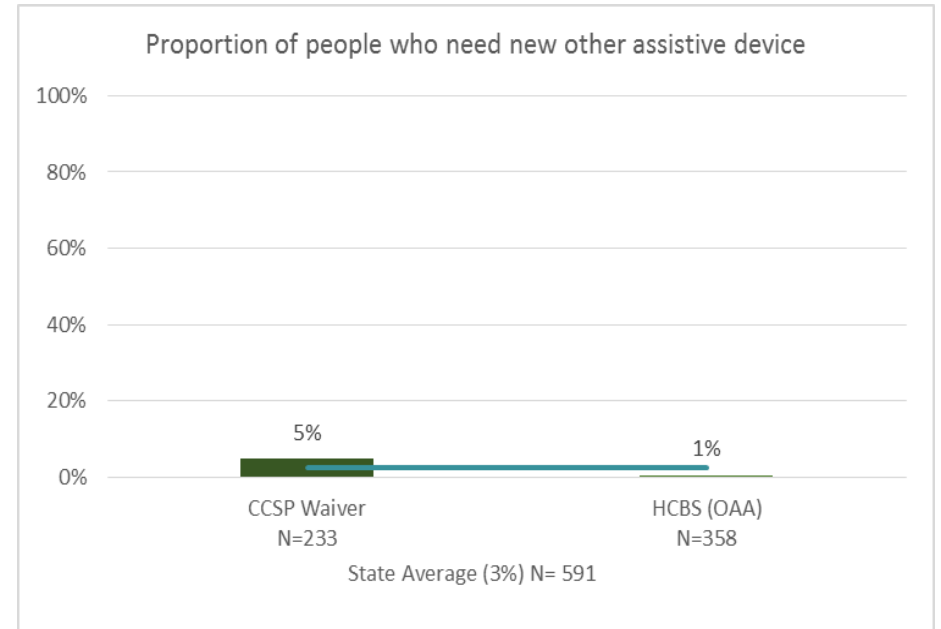
Graph 59. Proportion of people who need new portable oxygen



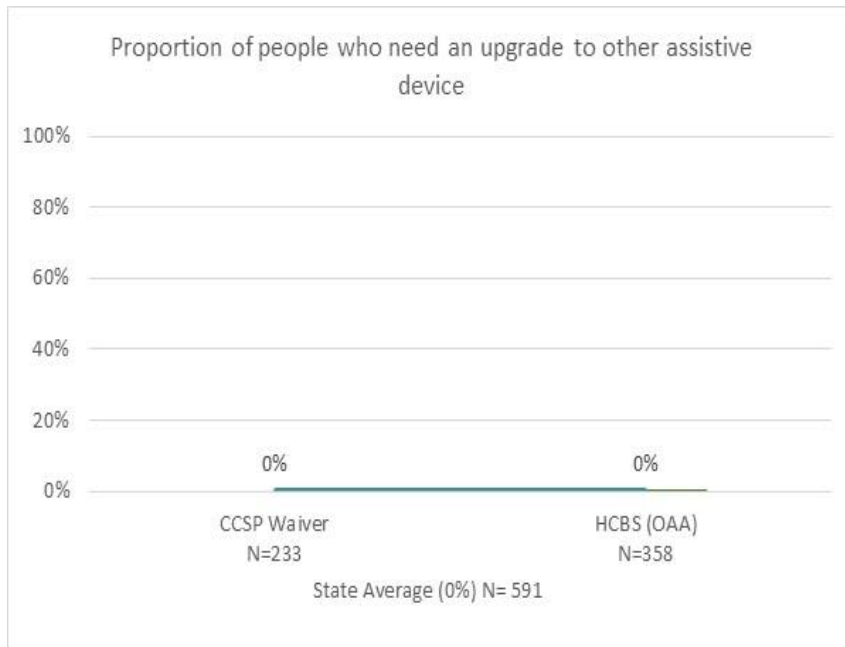
Graph 60. Proportion of people who need an upgrade to portable oxygen



Graph 61. Proportion of people who need new other assistive device



Graph 62. Proportion of people who need an upgrade to other assistive device



Safety

People feel safe from abuse, neglect, and injury.

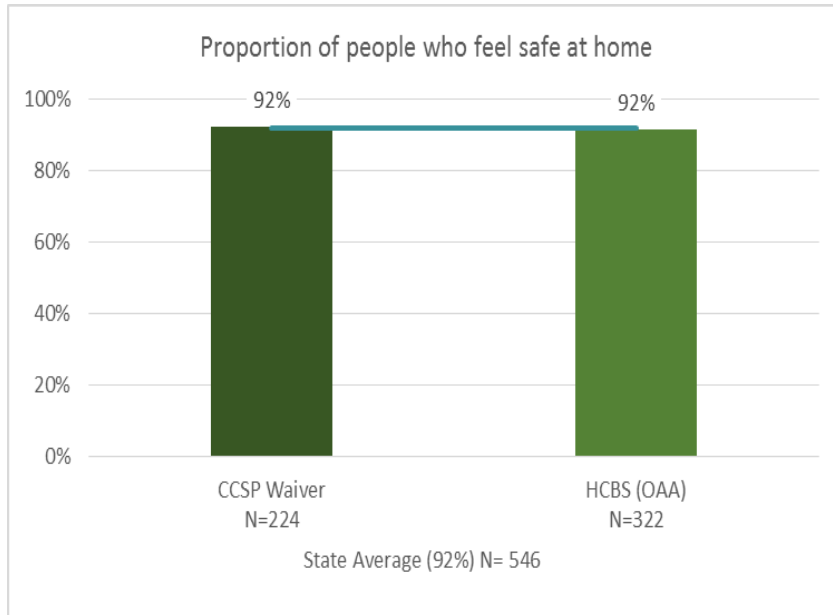
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

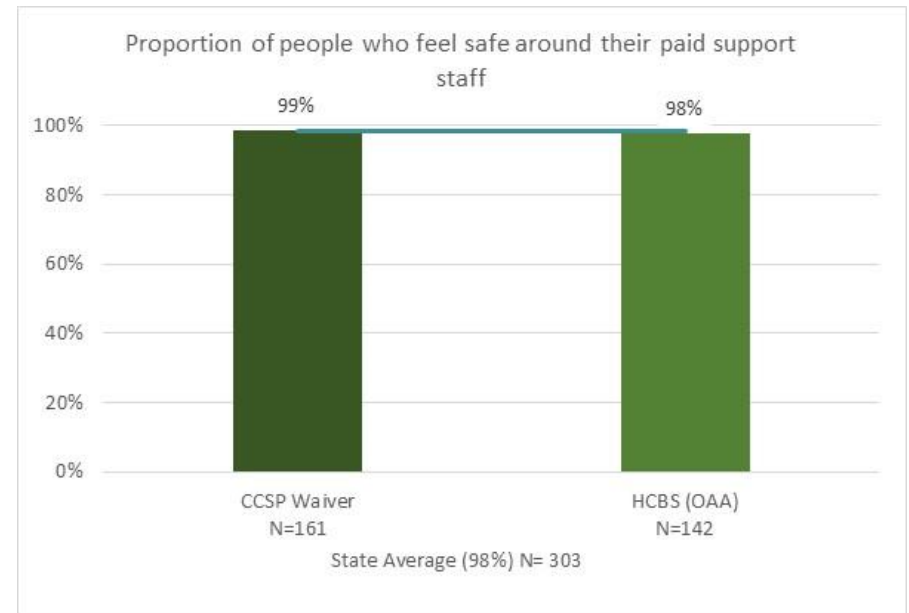
There are seven survey items that correspond to the Safety domain.

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

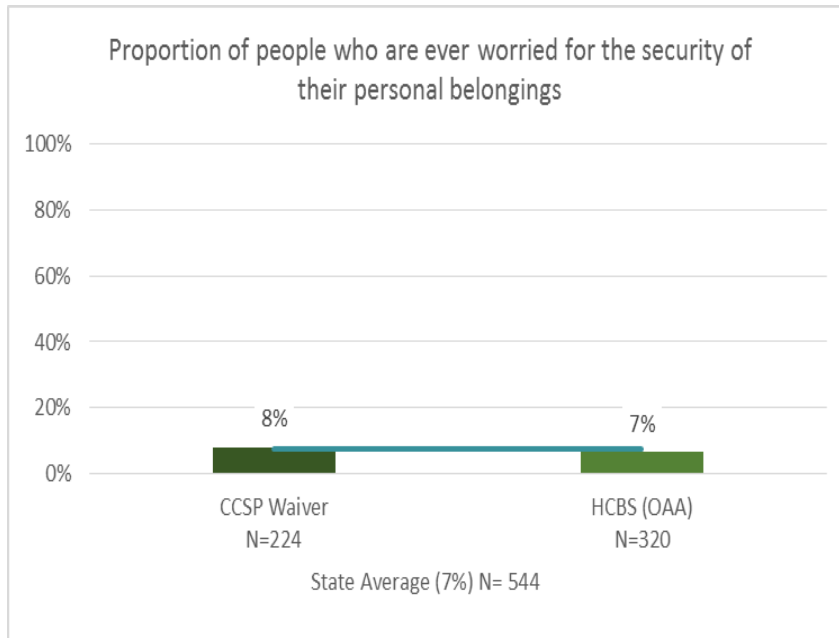
Graph 63. Proportion of people who feel safe at home



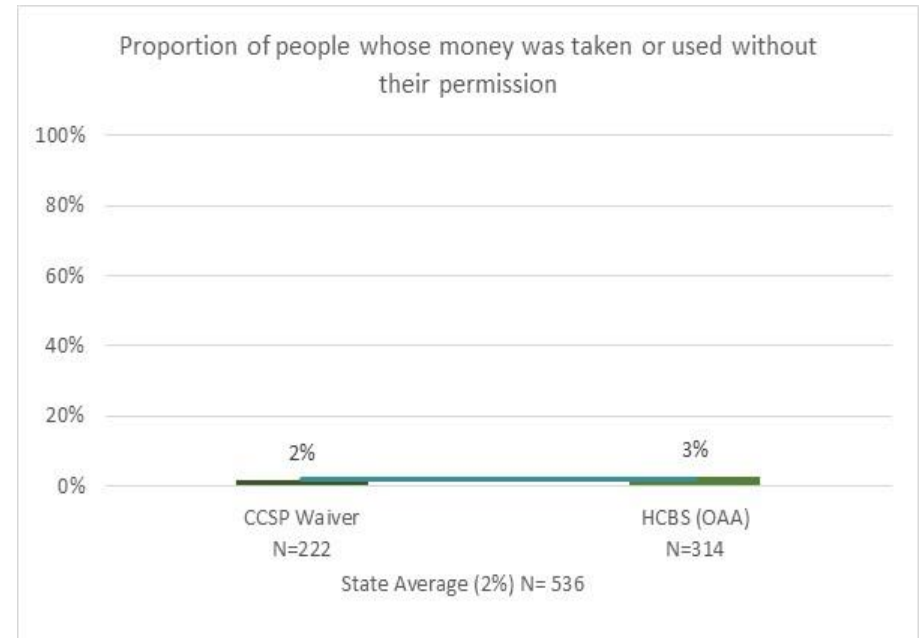
Graph 64. Proportion of people who feel safe around their paid support staff



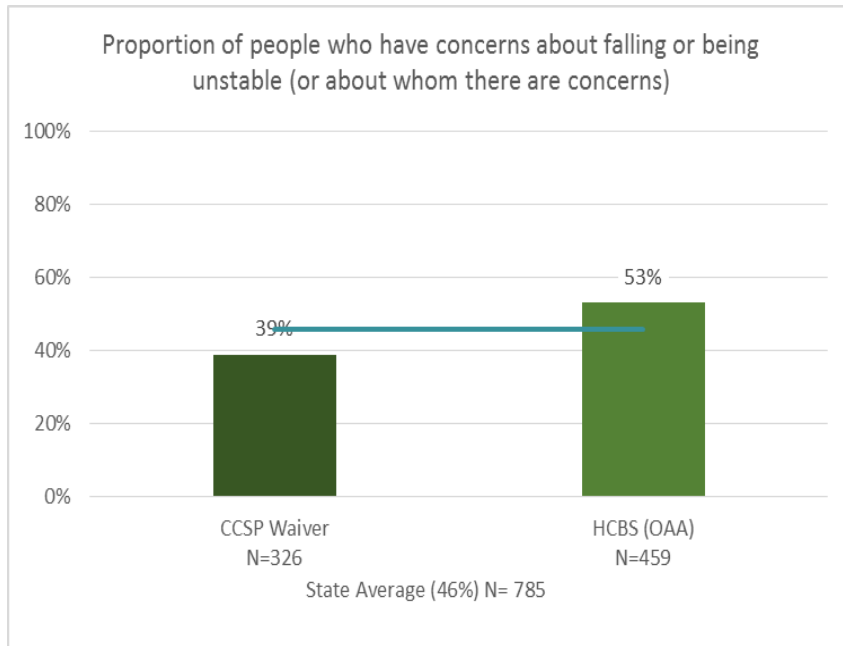
Graph 65. Proportion of people who are ever worried for the security of their personal belongings



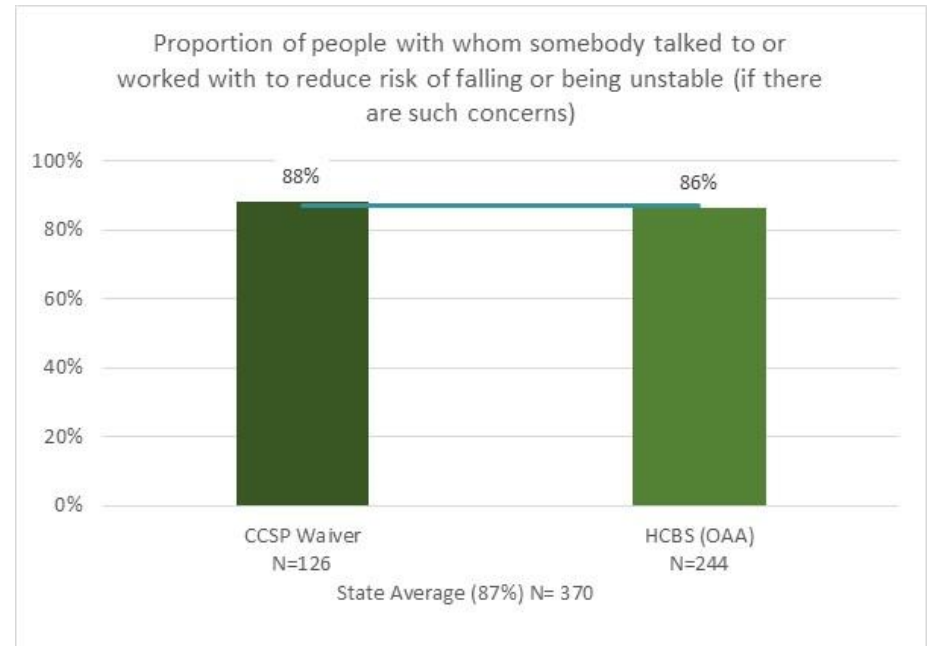
Graph 66. Proportion of people whose money was taken or used without their permission



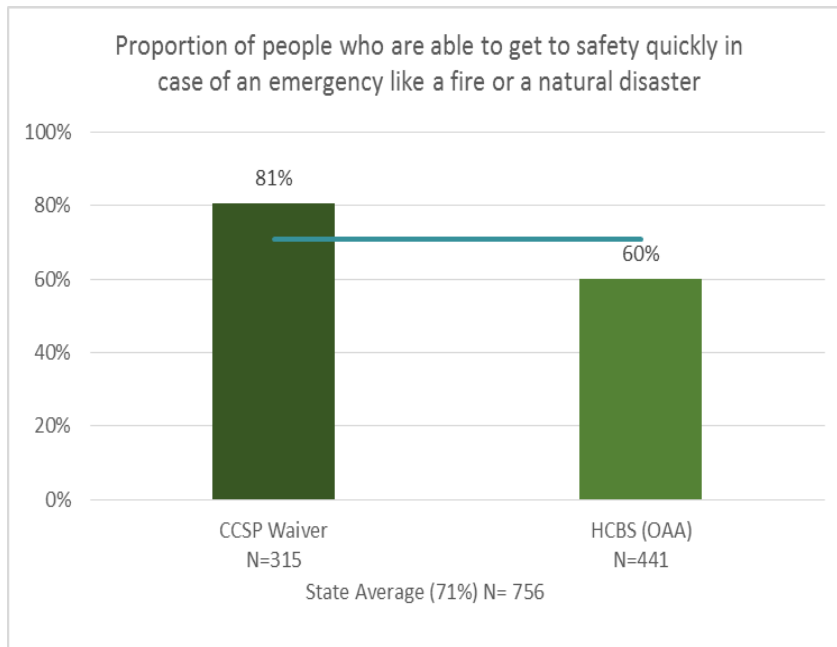
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



Graph 68. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



Graph 69. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster



Health Care

People secure needed health services.

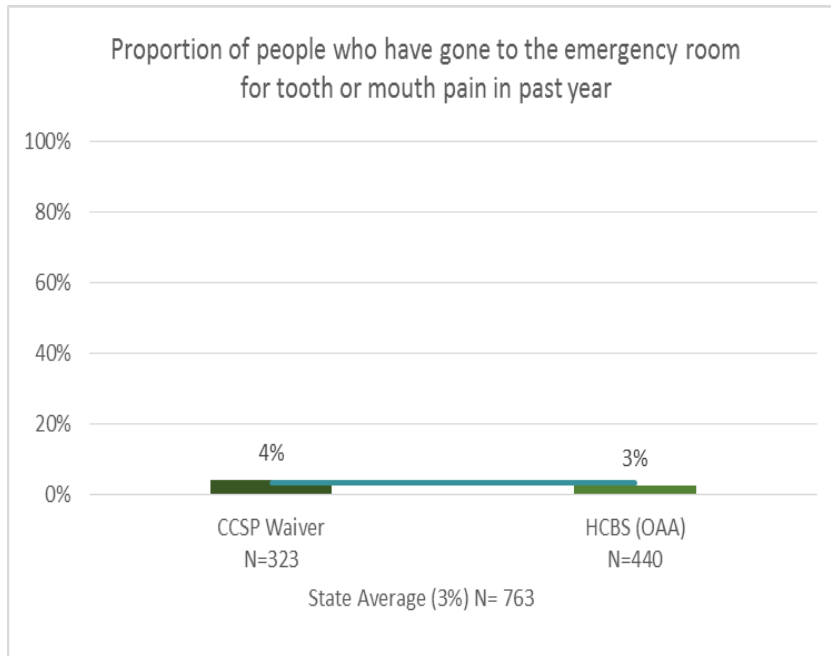
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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 their doctor when they need to.
4. The proportion of people who have access to mental health services when they need them.

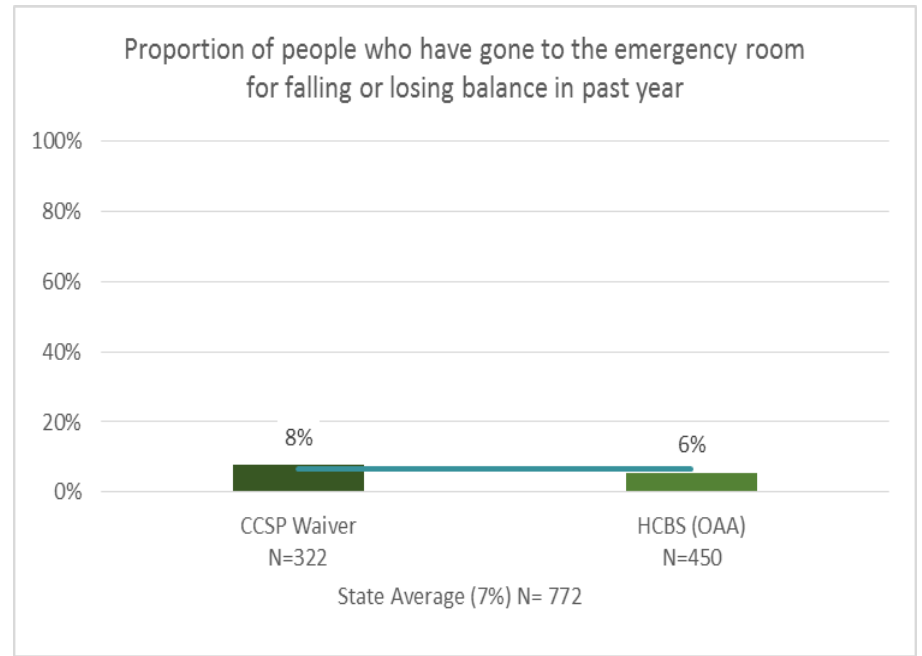
There are twelve survey items that correspond to the Health Care domain.

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

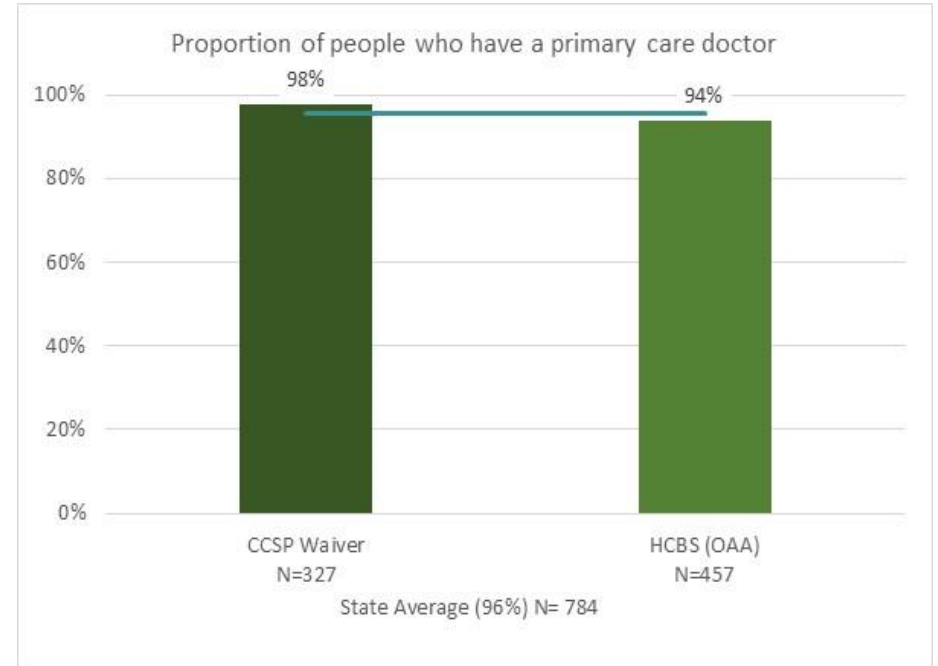
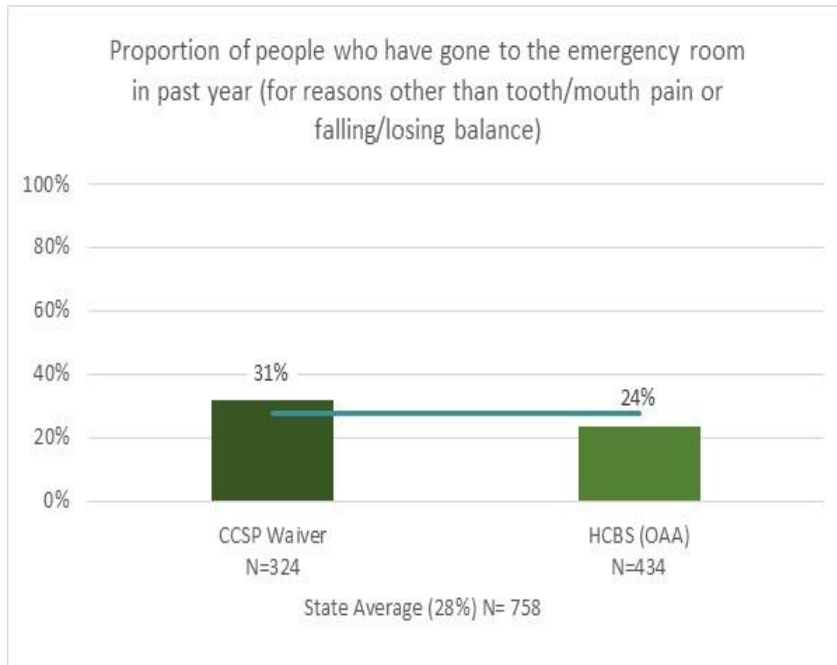
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year

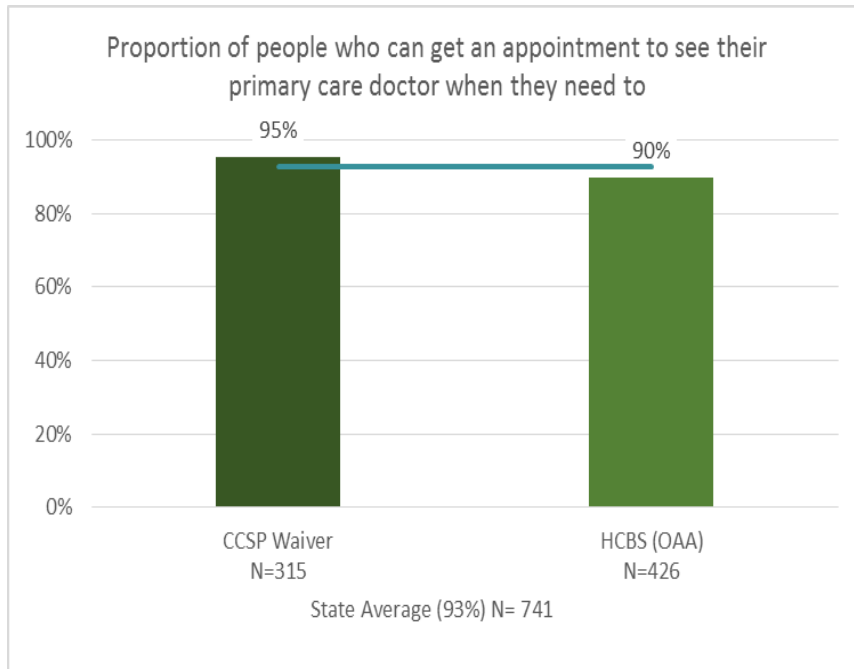


Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)

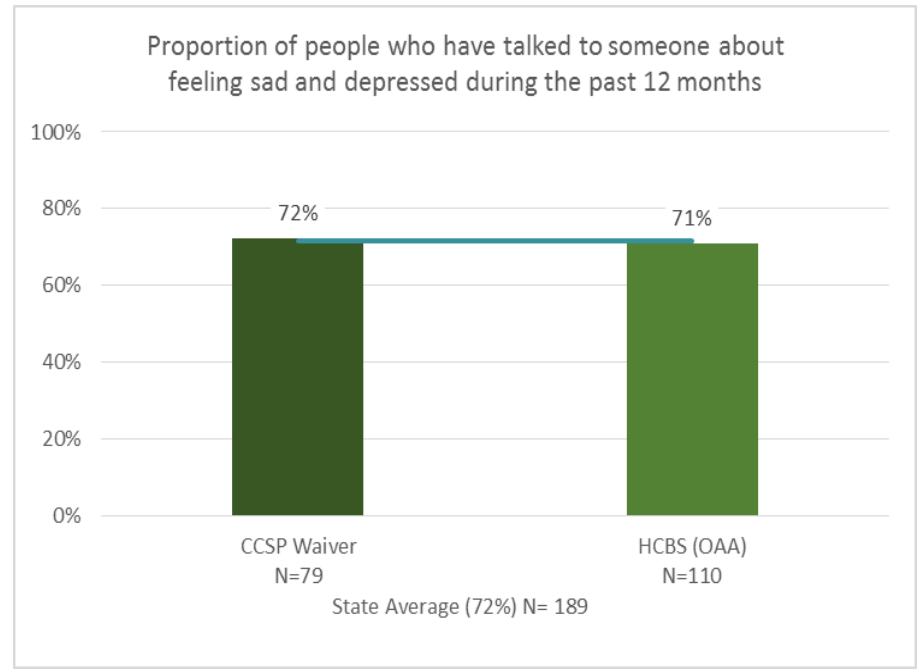


Graph 73. Proportion of people who have a primary care doctor

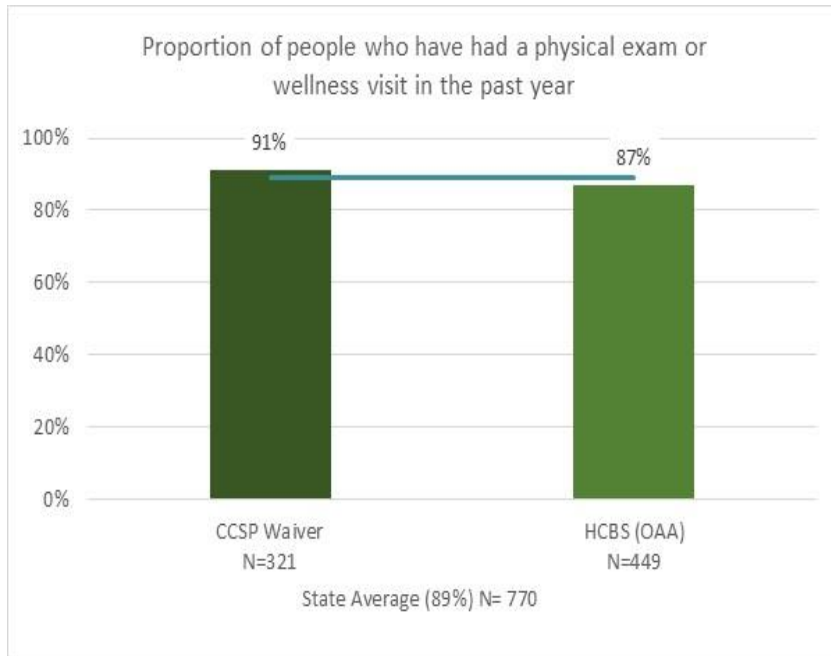
Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to



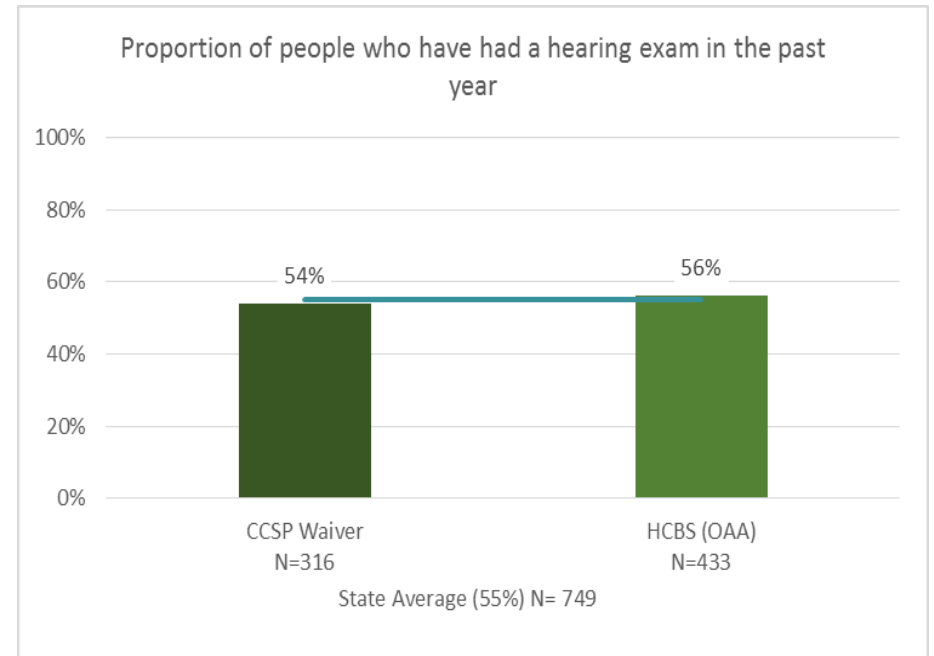
Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



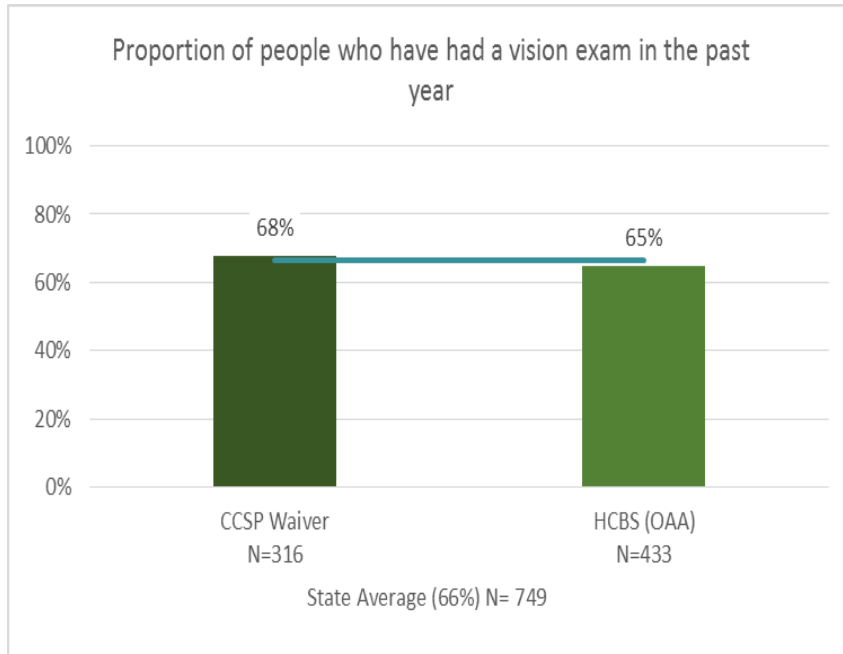
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



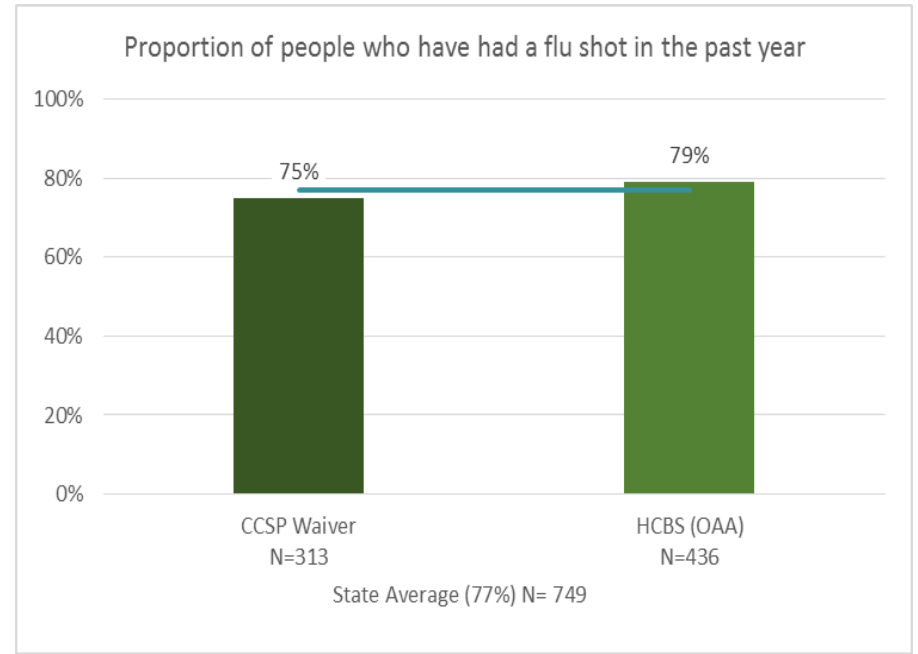
Graph 77. Proportion of people who have had a hearing exam in the past year



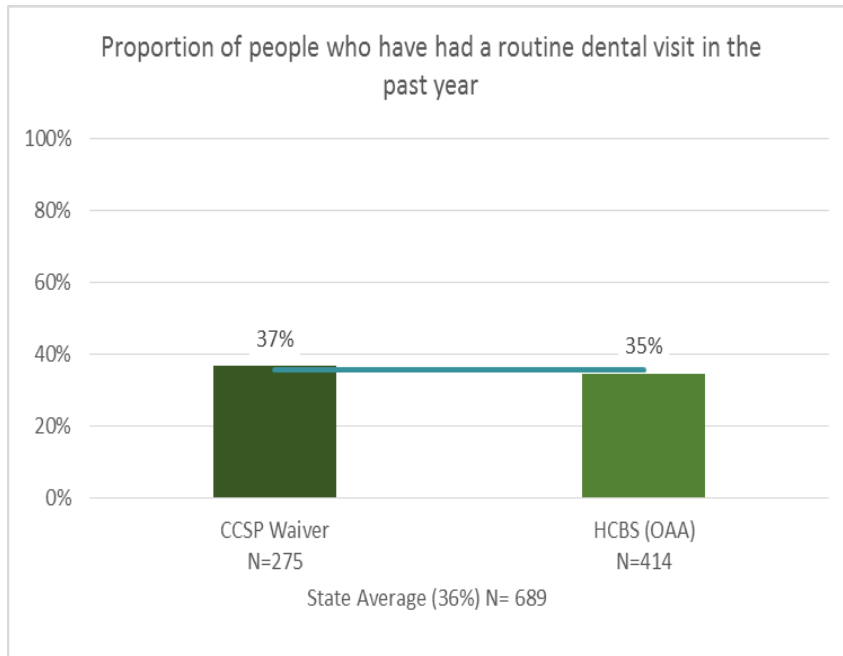
Graph 78. Proportion of people who have had a vision exam in the past year



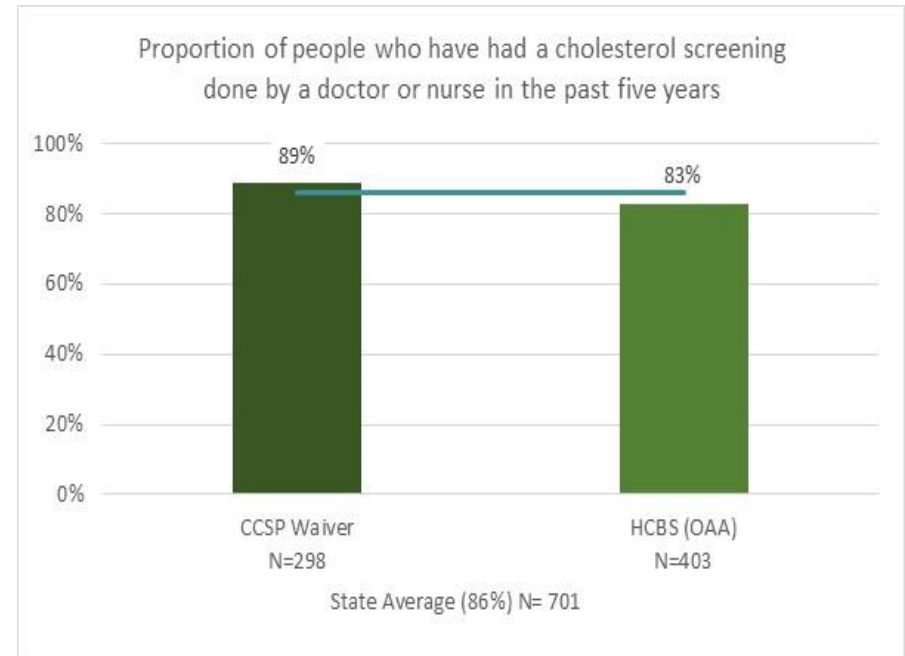
Graph 79. Proportion of people who have had a flu shot in the past year



Graph 80. Proportion of people who have had a routine dental visit in the past year



Graph 81. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years



Wellness

People are supported to maintain health.

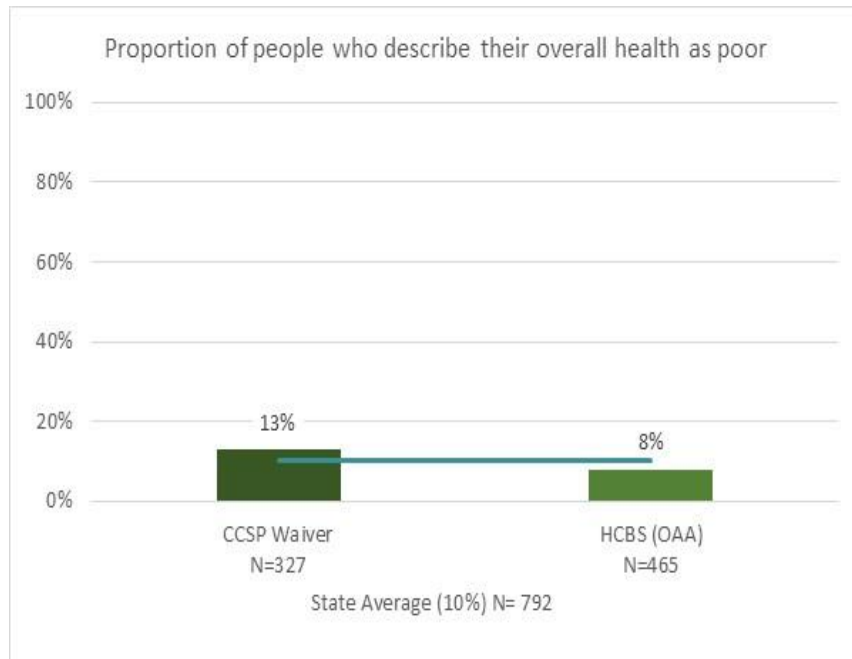
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. The proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.

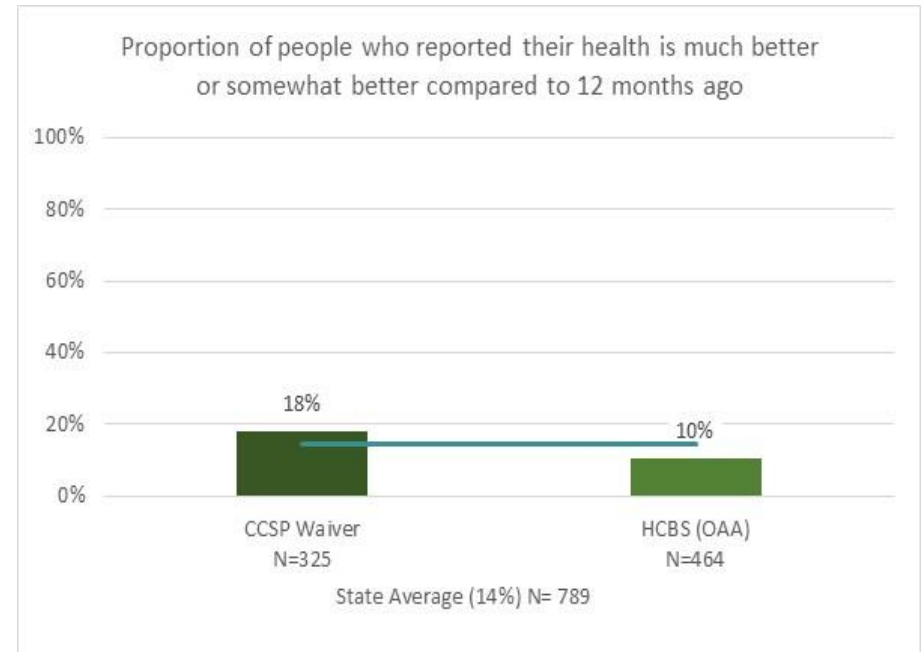
There are four survey items that correspond to the Wellness domain.

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

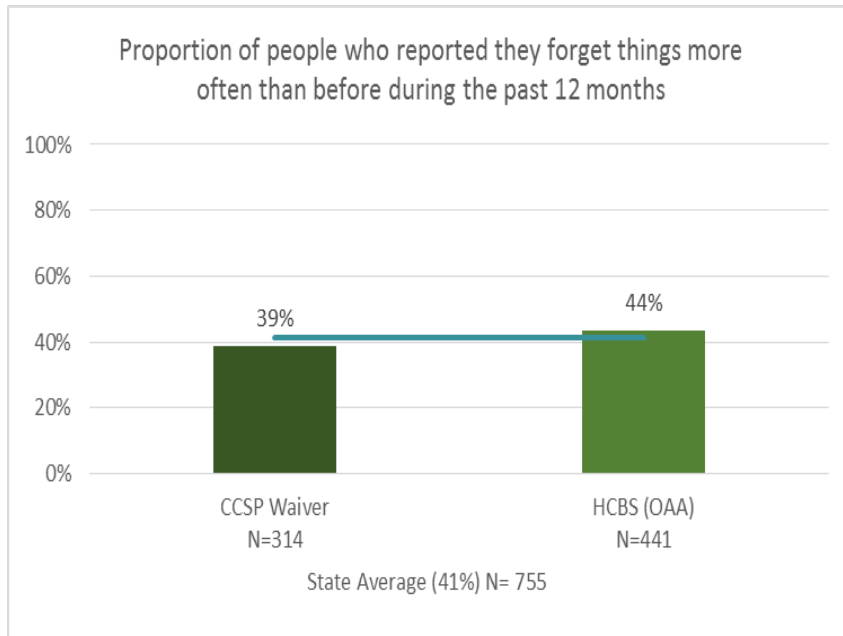
Graph 82. Proportion of people who describe their overall health as poor



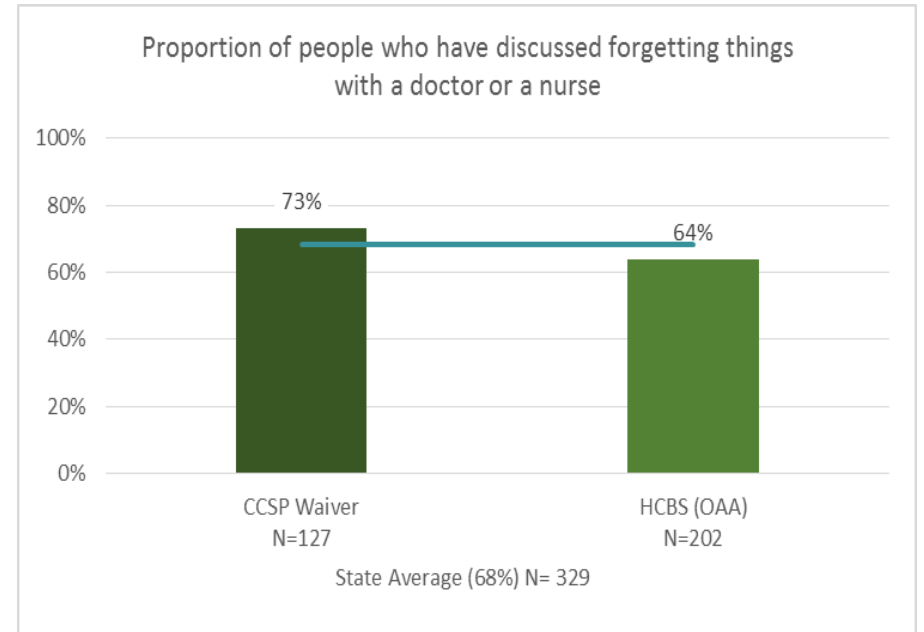
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



Graph 84. Proportion of people who reported they forget things more often than before during the past 12 months



Graph 85. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



Medications

Medications are managed effectively and appropriately.

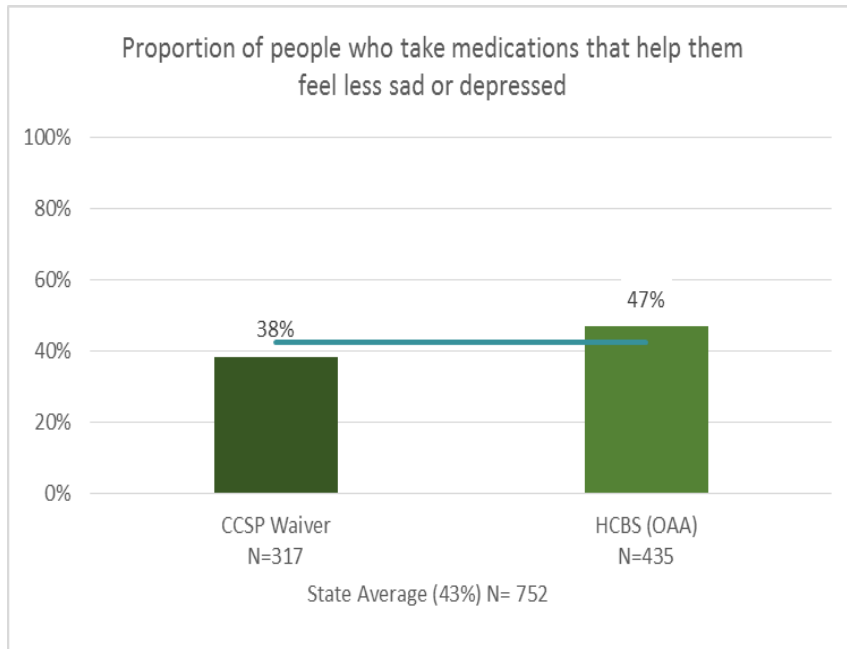
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

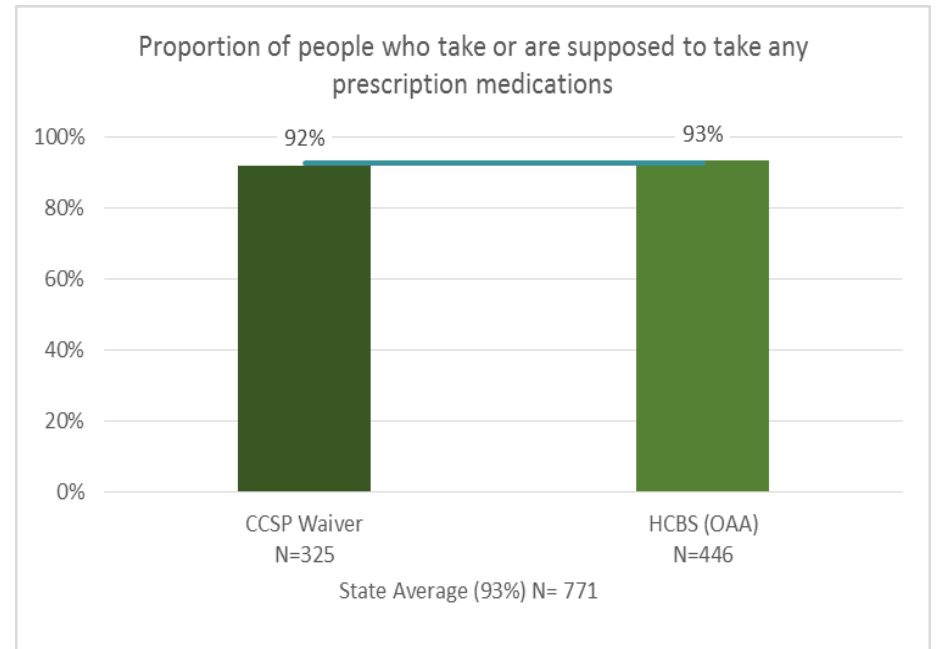
There are three survey items that correspond to the Medication domain.

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

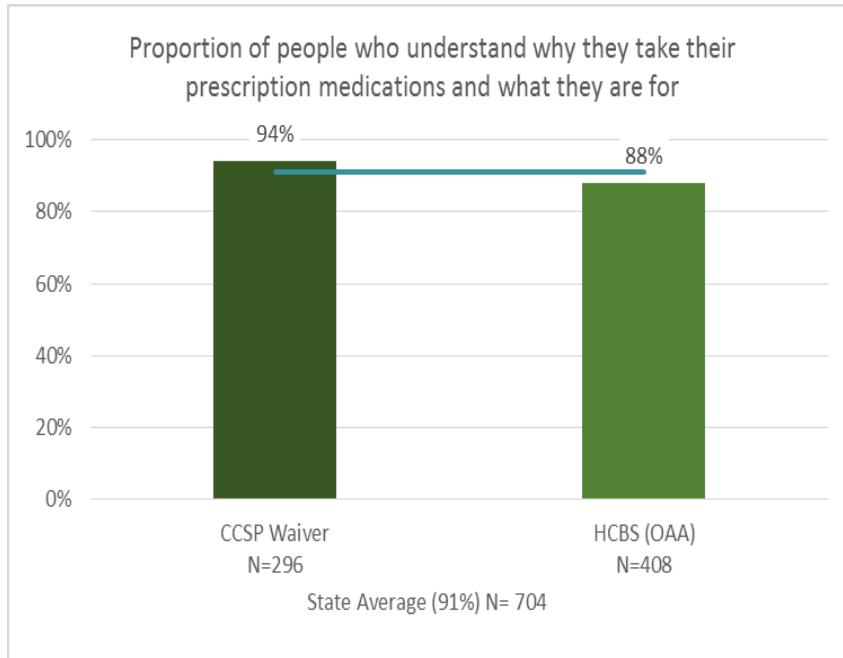
Graph 86. Proportion of people who take medications that help them feel less sad or depressed



Graph 87. Proportion of people who take or are supposed to take any prescription medications



Graph 88. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)



Rights and Respect

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

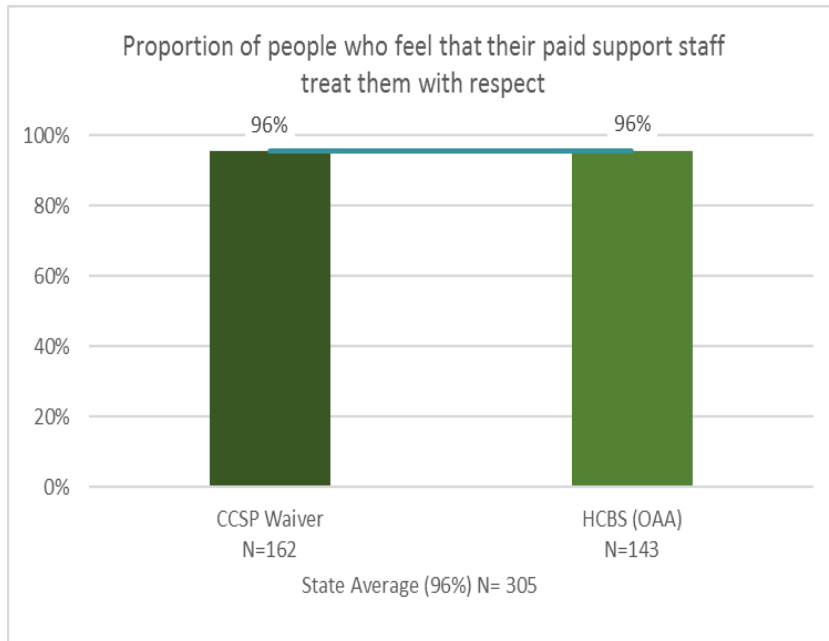
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

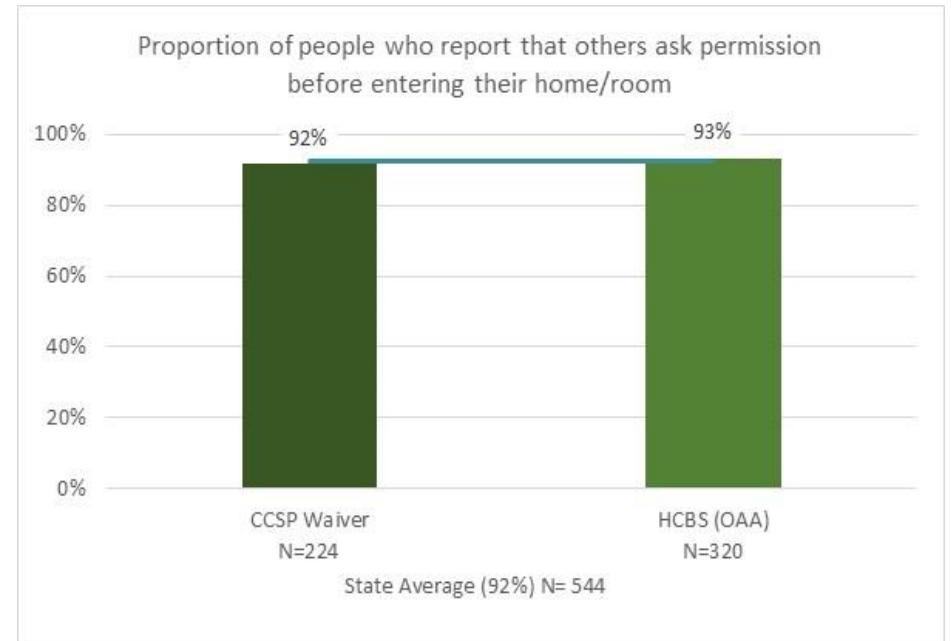
There are nine survey items that correspond to the Rights and Respect domain.

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

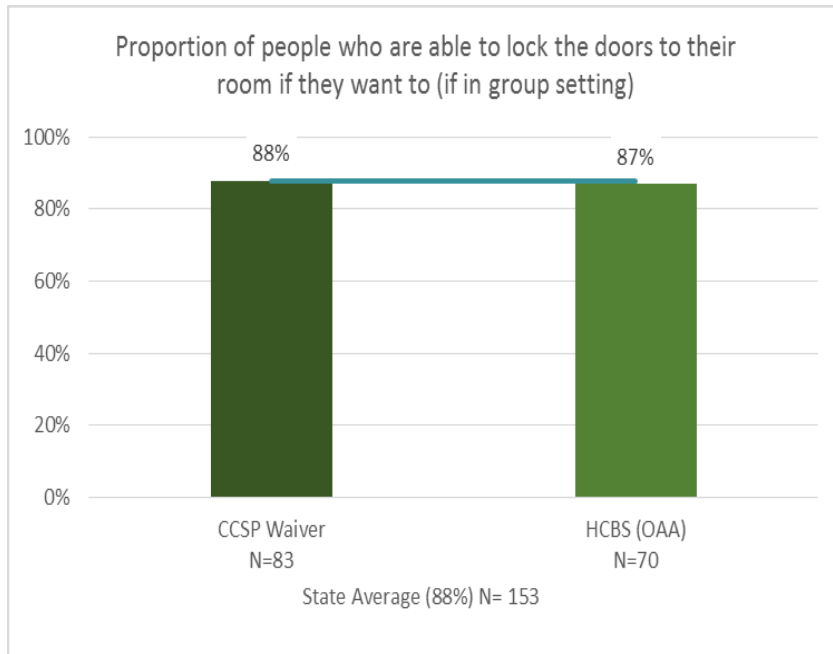
Graph 89. Proportion of people who feel that their paid support staff treat them with respect



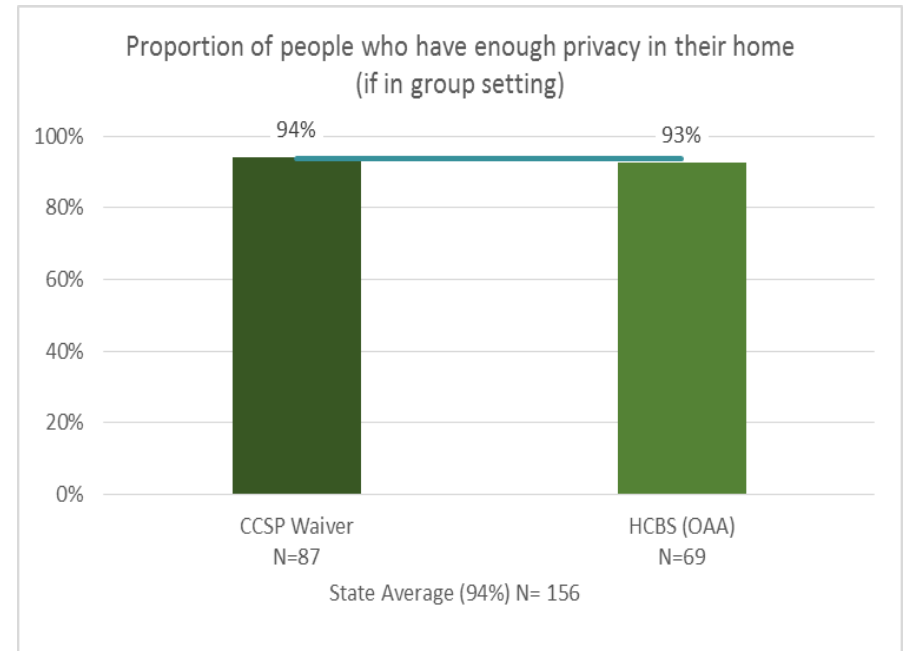
Graph 90. Proportion of people who report that others ask permission before entering their home/room



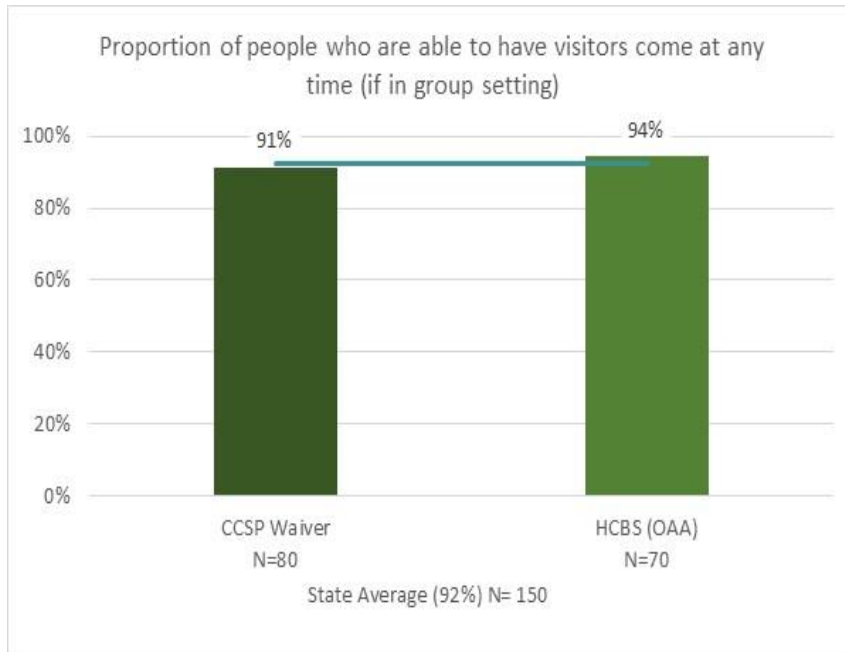
Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



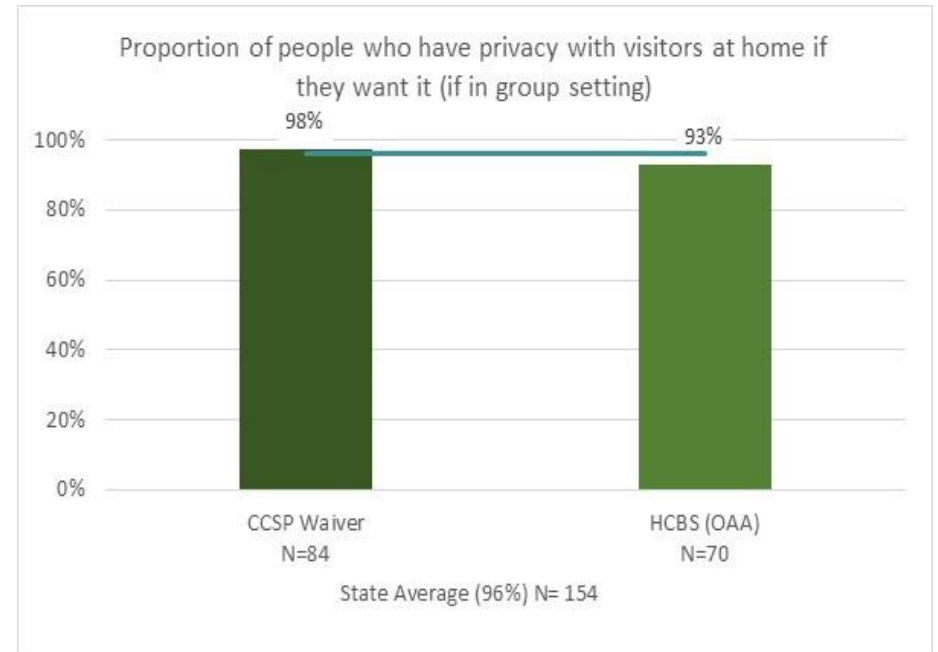
Graph 92. Proportion of people who have enough privacy in their home (if in group setting)



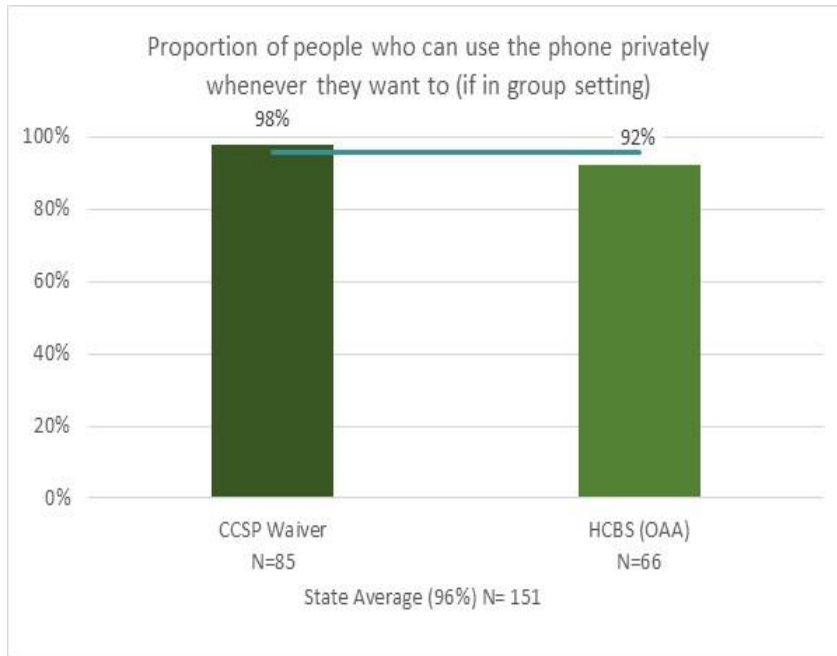
Graph 93. Proportion of people who are able to have visitors come at any time (if in group setting)



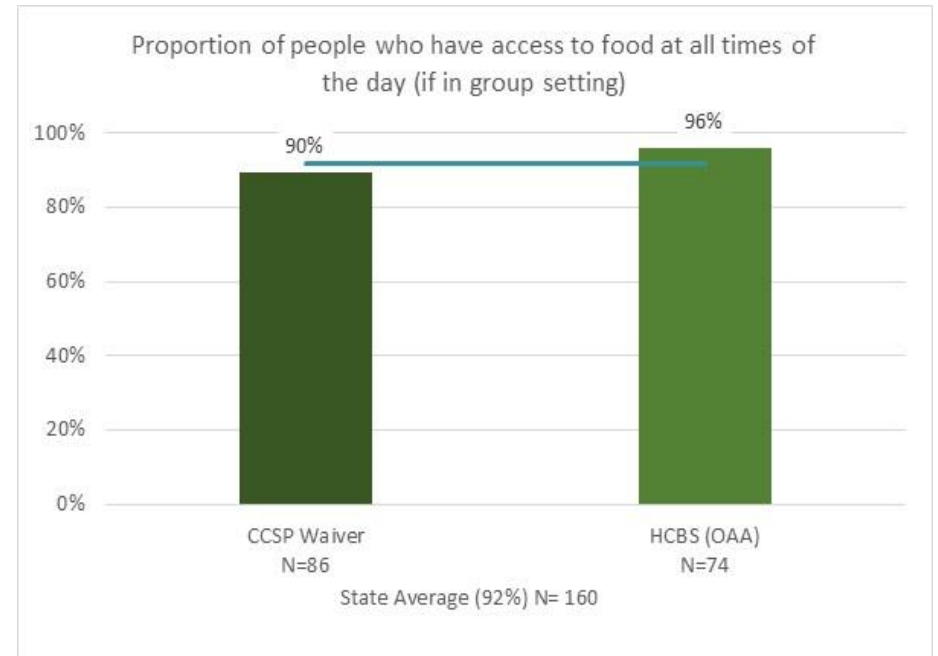
Graph 94. Proportion of people who have privacy with visitors at home if they want it (if in group setting)



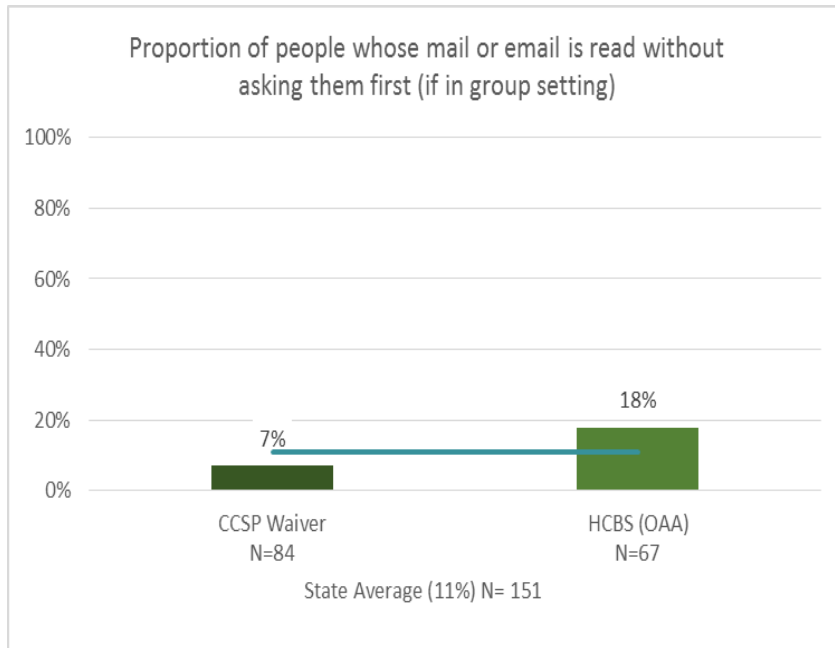
Graph 95. Proportion of people who can use the phone privately whenever they want to (if in group setting)



Graph 96. Proportion of people who have access to food at all times of the day (if in group setting)



Graph 97. Proportion of people whose mail or email is read without asking them first (if in group setting)



Self-Direction of Care

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

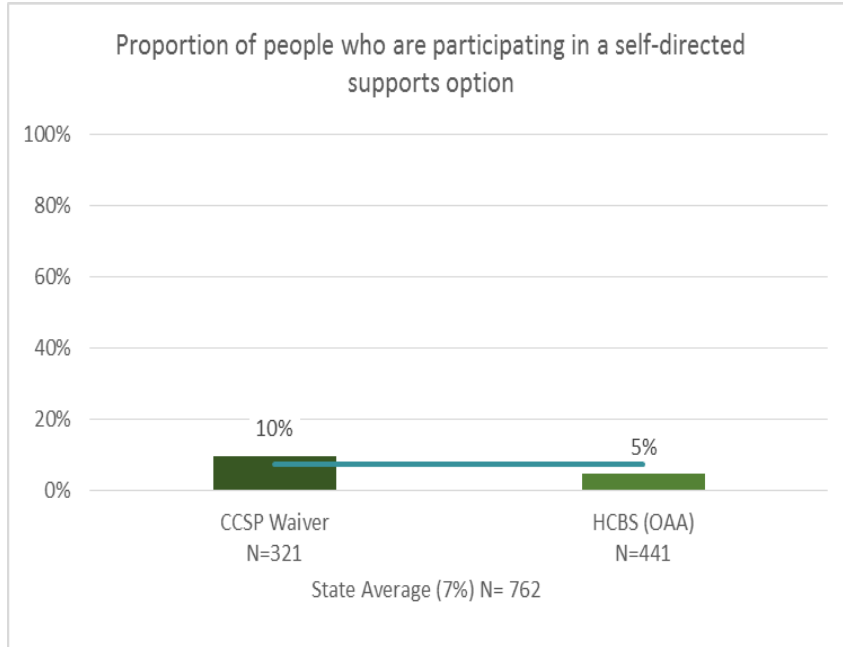
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

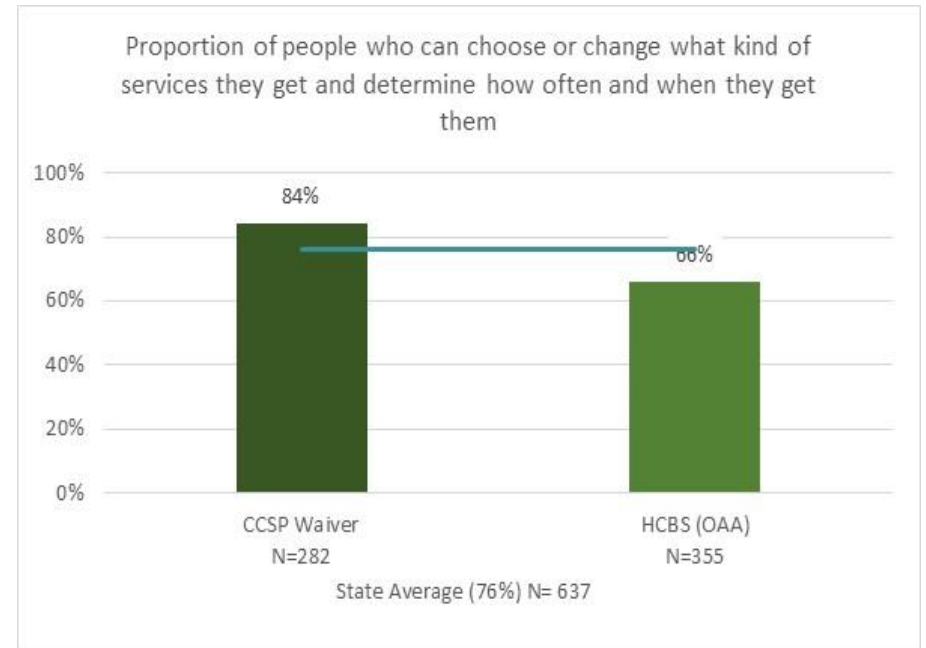
There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

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

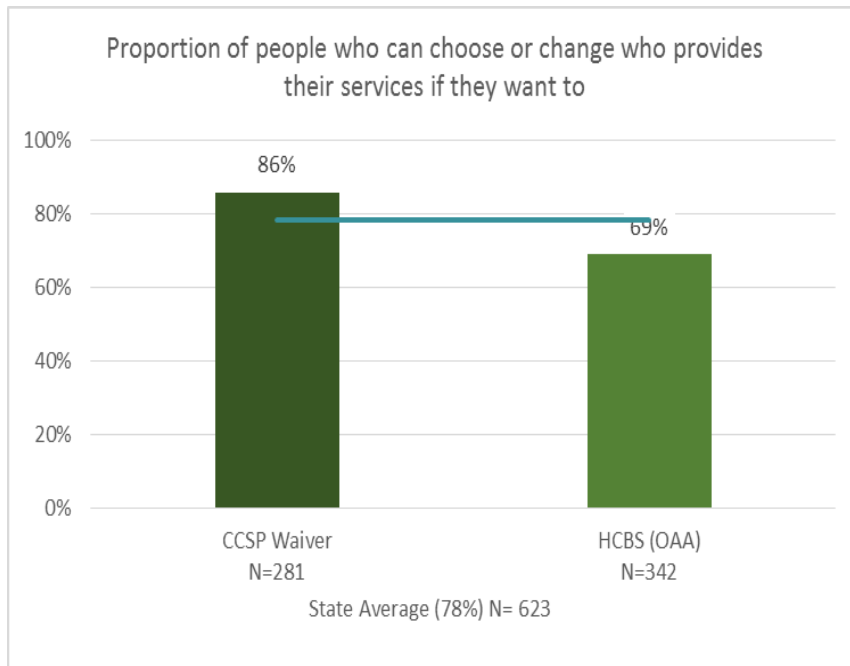
Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



Graph 99. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them



Graph 100. Proportion of people who can choose or change who provides their services 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:

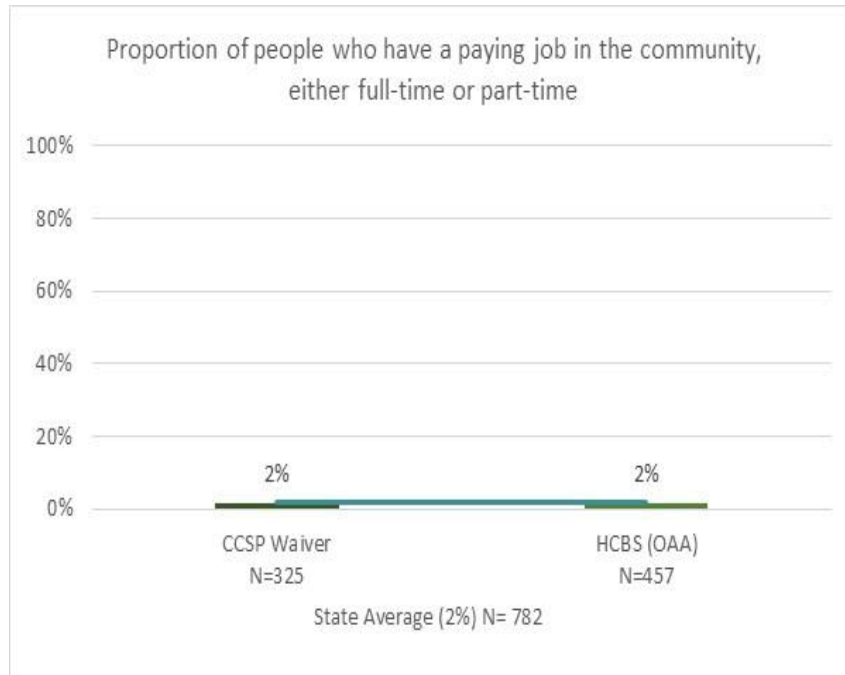
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage⁴.
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

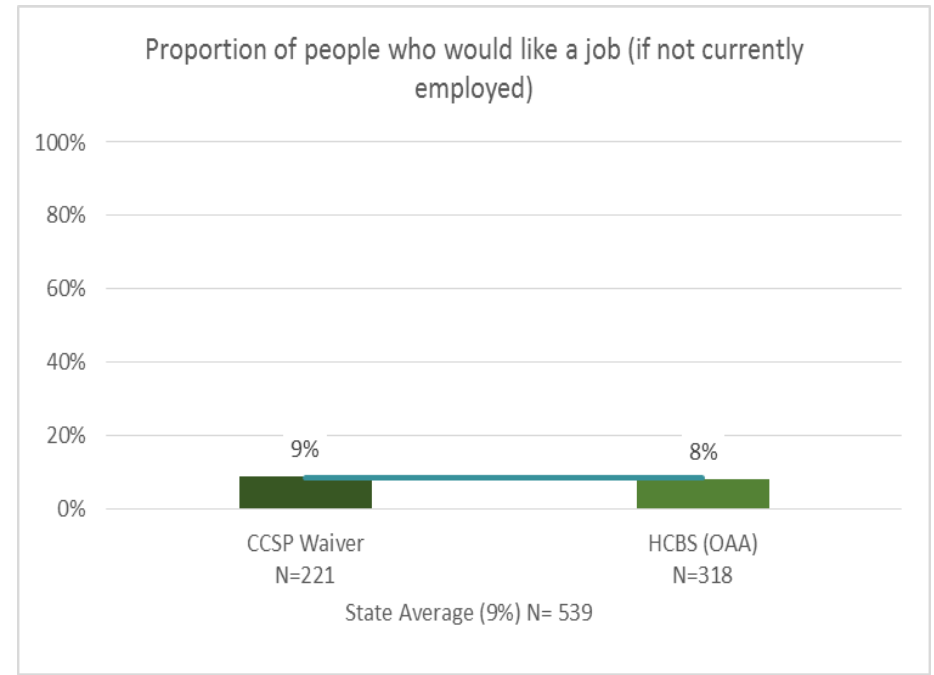
Un-collapsed for state and programs are shown in Appendix B.

⁴ Data not shown due to very small numbers

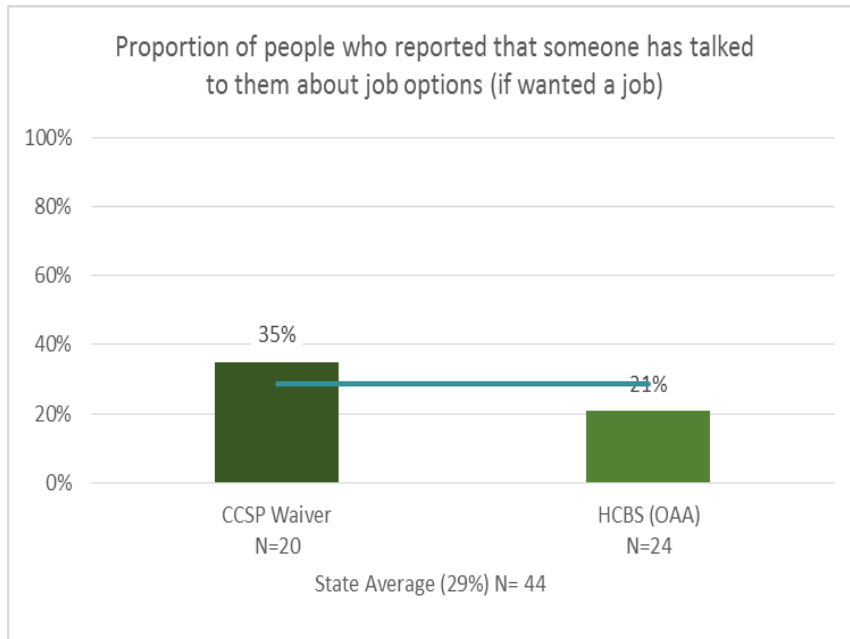
Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



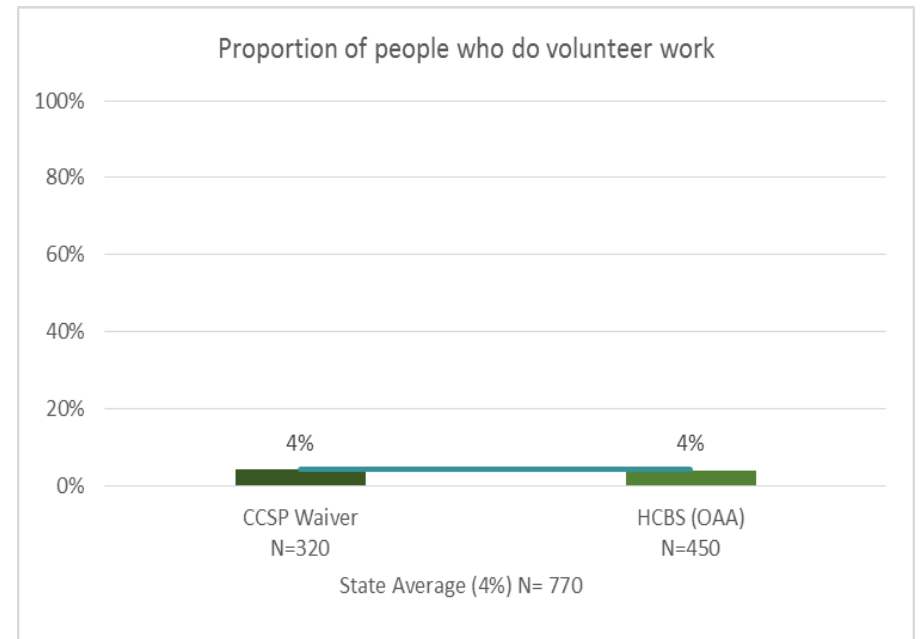
Graph 102. Proportion of people who would like a job (if not currently employed)



Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



Graph 104. Proportion of people who do volunteer work



Everyday Living

People have enough supports for everyday living.

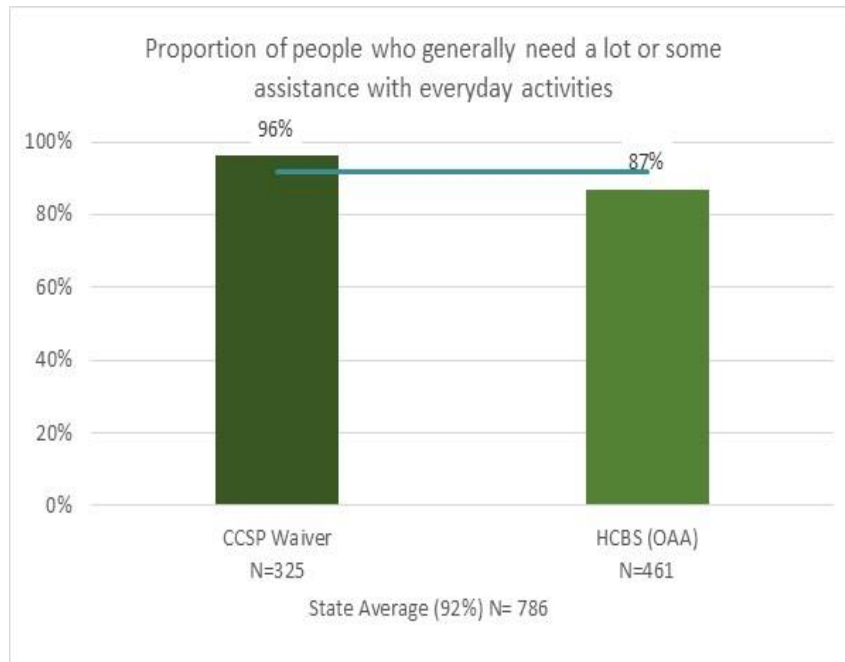
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

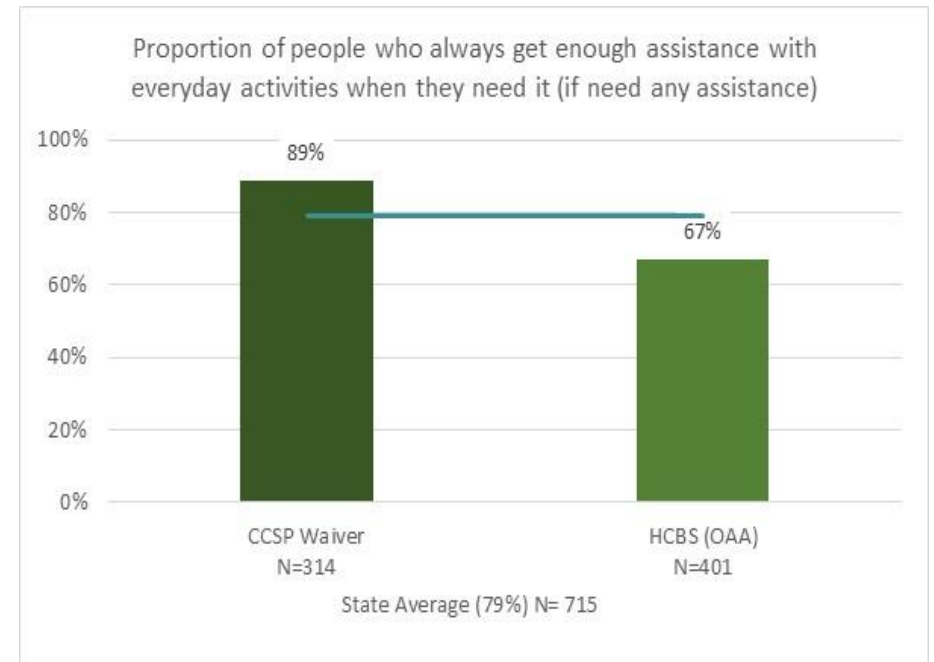
There are five survey items that correspond to the Everyday Living domain.

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

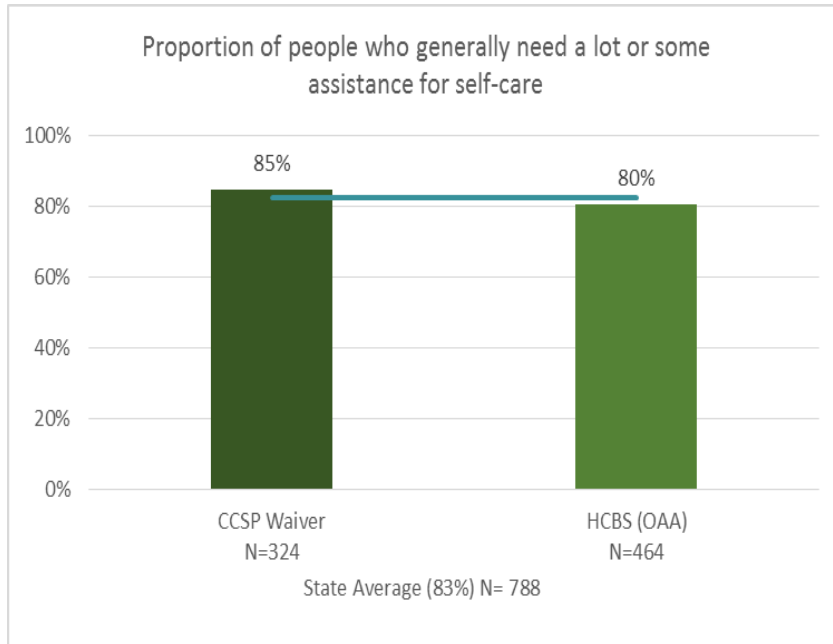
Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



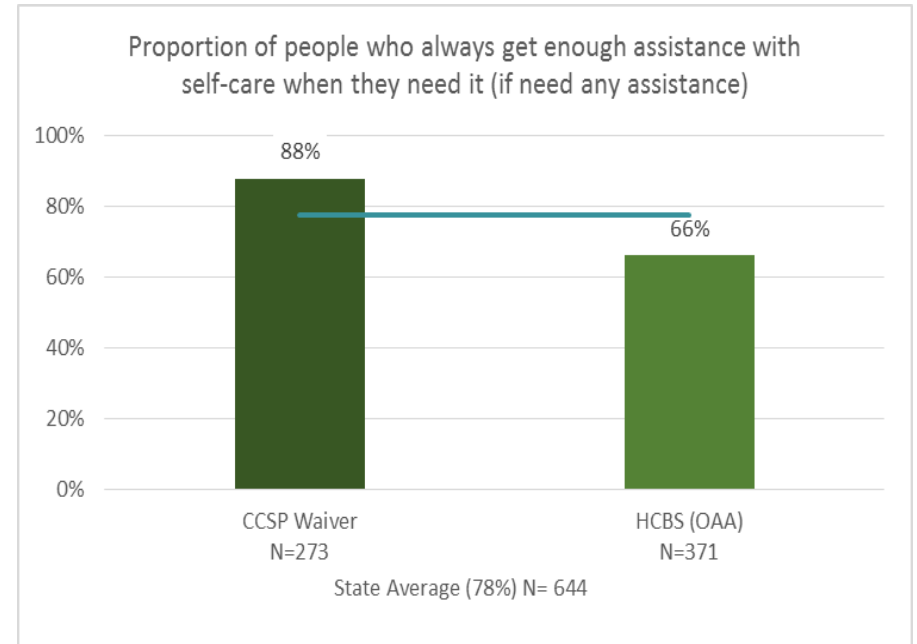
Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



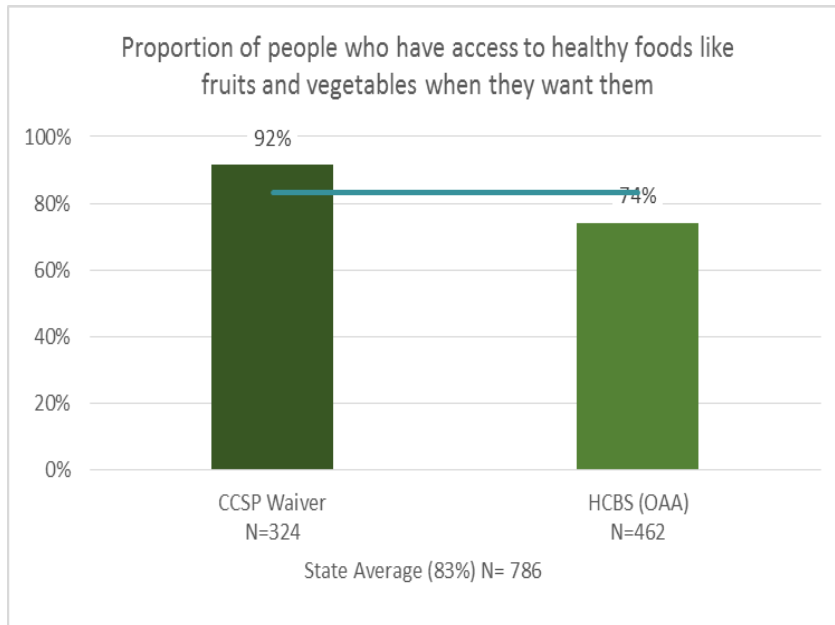
Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 108. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



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



Affordability

People have enough available resources.

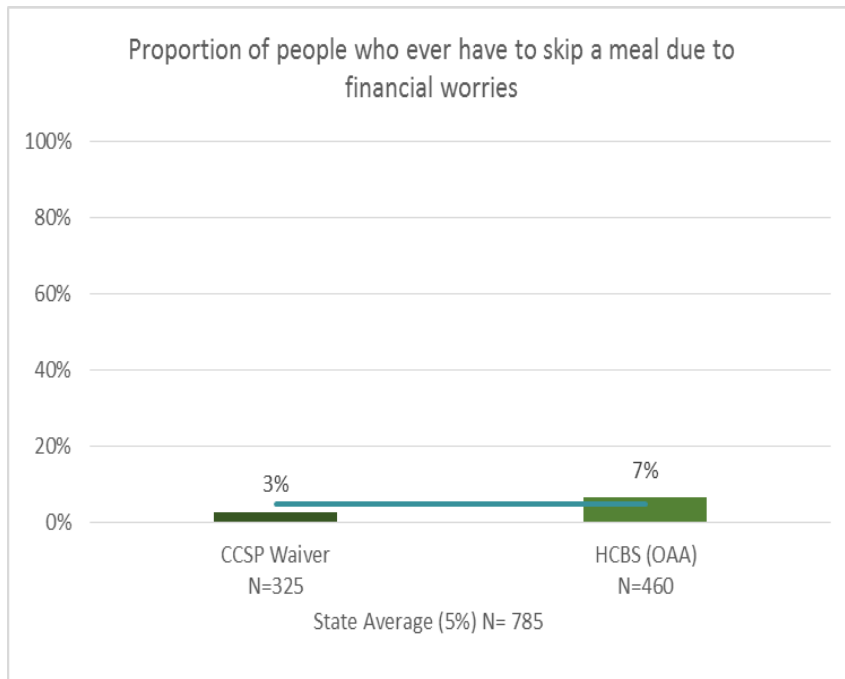
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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.

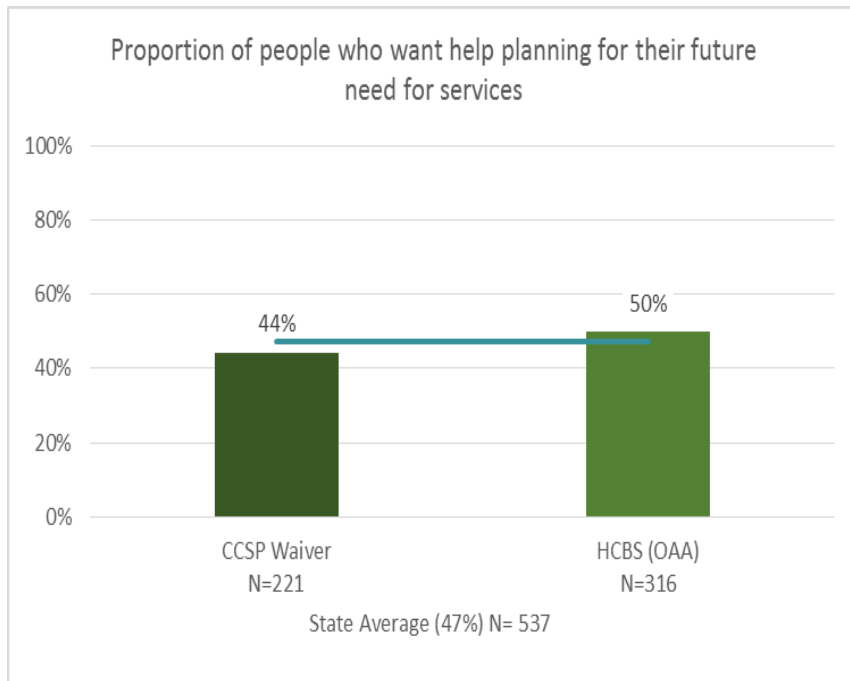
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services.
2. Proportion of people who have decision-making assistance.

There are two survey items that correspond to the Planning for Future domain.

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

Graph 111. Proportion of people who want help planning for their future need for services



Control

People feel in control of their lives

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

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

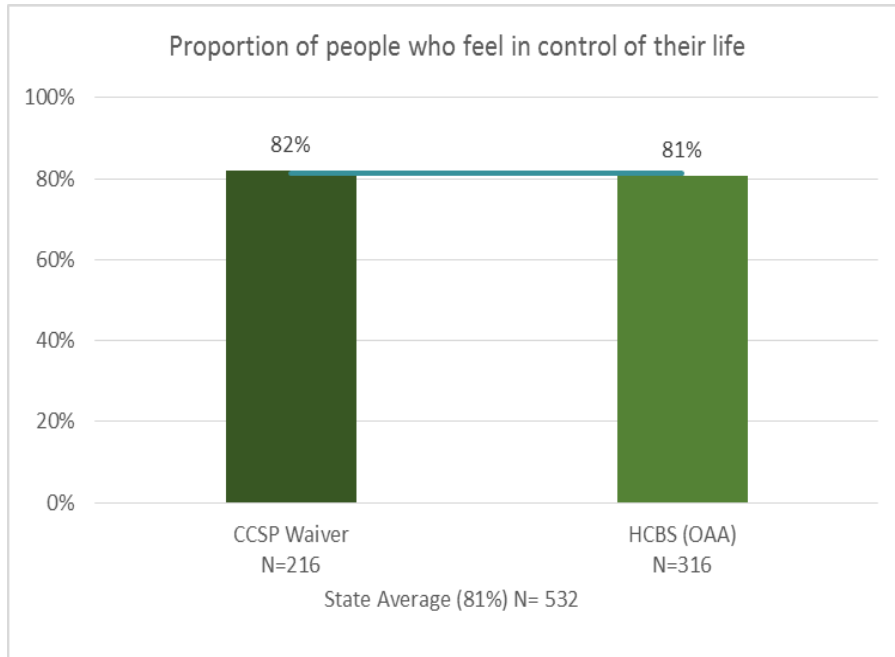
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed⁵.

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

⁵ Data shown in Appendix B only

Graph 112. Proportion of people who feel in control of their life



Appendix A

Rules for Recoding and Collapsing Responses

Below is a table that details collapsing and recoding logic for indicators that were measured using anything other than a “Yes/No” binary response. The number in the third column refers to the table number in the report where the indicator can be found. Unless otherwise stated, “don’ know” and “unclear/refused” responses are excluded from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Community Participation	Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to	1	Collapse “No” and “Sometimes”
	Proportion of people who get up and go to bed at the time they want	3	Collapse “Some days, sometimes” and “No, never”
Choice and Decision Making	Proportion of people who can eat their meals when they want	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)	5	Collapse “In-between, able to decide some ways” and “No”
Relationships	Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)	6	Collapse “Most of the time, usually, or some family and/or friends” and “No, or only sometimes”
	Proportion of people who sometimes or often feel lonely, sad or depressed	7	Collapse “Often” and “Sometimes”; Collapse “Not often” and “Never or almost never”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Service Coordination	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Yes, always, or almost always” and “Some days, sometimes”
	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 “No, never or rarely” and “Some, or usually”
	Proportion of people who know whom to call if they have a complaint about their services	13	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports	14	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	15	Collapse “No, or only sometimes” and “Most of the time, usually”
	Proportion of people whose paid support staff show up and leave when they are supposed to	16	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose services meet all their needs and goals	19	Collapse “No, not at all, needs or goals are not met”, “Somewhat, some needs and goals” and “Mostly, most needs and goals”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Care Coordination	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	21	Collapse "Paid family member or spouse/partner" and "Unpaid family member or spouse/partner"
	Proportion of people whose family member (unpaid or paid) provides additional assistance	22	Add percentages for "Paid family member or spouse/partner" and "Unpaid family member or spouse/partner"
	Proportion of people who stayed overnight in a hospital or rehab facility (and were discharged to go home) in past year	23	Collapse "Yes, hospital" and "Yes, rehab/nursing facility"
	Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehab facility (if occurred in the past year)	24	Collapse "No" and "In-between"
	Proportion of people who reported they know how to manage their chronic conditions	27	Collapse "No" and "In-between, or some conditions"
	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse "No" and "Sometimes"
Access	Proportion of people who have transportation to get to medical appointments when they need to	29	Collapse "No" and "Sometimes"

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who receive information about their services in the language they prefer (if non-English)	30	Collapse “No” and “Some information”
	Proportion of people who feel safe at home	63	Collapse “Rarely or never” and “Most of the time”
	Proportion of people who feel safe around their paid support staff	64	Collapse “No, never or rarely” and “Some, or usually but not always”
	Proportion of people who are ever worried for the security of their personal belongings	65	Collapse “Yes, often” and “Sometimes”
Safety	Proportion of people whose money was taken or used without their permission	66	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)	67	Collapse “Yes, often” and “Sometimes”
	Proportion of people who can get an appointment to see their primary care doctor when they need to	74	Collapse “Sometimes or rarely” and “Usually”
Health Care	Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)	75	Collapse “Yes, friend”, “Yes, family member” and “Yes, doctor or nurse”
Wellness	Proportion of people who describe their overall health as poor	82	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Medications	Proportion of people whose who reported their health has gotten much better or somewhat better compared to 12 months ago	83	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)	88	Collapse “No” and “In-between, or some medications”
	Proportion of people who feel that their paid support staff treat them with respect	89	Collapse “No, never or rarely” and “Some, or usually”
Rights and Respect	Proportion of people who get asked permission before people enter their home/room	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	92	Collapse “No, never or rarely” and “Usually”
	Proportion of people who have privacy with visitors at home if they want it (if in group setting)	94	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can use the phone privately whenever they want to (if in group setting)	95	Collapse “No, never or rarely” and “Usually”
	Proportion of people who can choose or change what kind of services they get and determine how often and when they get them	99	Collapse “No” and “Sometimes, or some services”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Work	Proportion of people who can choose or change who provides their services if they want to	100	Collapse “No” and “Sometimes, or some services”
	Proportion of people who have a paying job in the community, either full-time or part-time	101	Collapse “Yes, full time” and “Yes, part time”
	Proportion of people who would like a job (if not currently employed)	102	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who generally need a lot or some assistance with everyday activities (Things like preparing meals, housework, shopping or taking their medications)	105	Collapse “A lot” and “Some”
Everyday Living	Proportion of people who generally need a lot or some assistance with self-care (Things like 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 like fruits and vegetables 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 feel in control of their life	112	Collapse “No” and “In-between”

Appendix B

Un-collapsed and un-weighted data by program

Demographic Tables

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

	Average Age	N
CCSP (waiver)	66.6	301
HCBS (OAA)	71.6	408
Sample Average	69.5	709

Table 2. Proportion of individuals 90 years of age and over

	Under 90	90 and Over	N
CCSP (waiver)	92%	8%	327
HCBS (OAA)	88%	12%	462
Sample Average	90%	10%	789

Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
CCSP (waiver)	33%	66%	0%	0%	330
HCBS (OAA)	28%	71%	0%	0%	465
Sample Average	30%	69%	0%	0%	795

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	N
CCSP (waiver)	0%	2%	47%	0%	47%	1%	0%	3%	329
HCBS (OAA)	0%	1%	46%	0%	50%	1%	0%	3%	465
Sample Average	0%	1%	46%	0%	49%	1%	0%	3%	794

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
CCSP (waiver)	22%	25%	24%	26%	2%	329
HCBS (OAA)	15%	21%	22%	39%	3%	464
Sample Average	18%	23%	23%	34%	2%	793

Table 6. Primary language

	English	Spanish	Other	Don't know	N
CCSP (waiver)	98%	1%	0%	1%	328
HCBS (OAA)	98%	0%	0%	2%	462
Sample Average	98%	1%	0%	1%	790

Table 7. Preferred means of communication

	Spoken	Gestures or Body language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
CCSP (waiver)	98%	0%	0%	0%	1%	1%	330
HCBS (OAA)	97%	1%	0%	0%	0%	2%	463
Sample Average	97%	0%	0%	0%	0%	2%	793

Table 8. Type of residential area⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
CCSP (waiver)	55%	27%	4%	9%	6%	331
HCBS (OAA)	68%	22%	1%	7%	1%	470
Sample Average	62%	24%	2%	8%	3%	801

Table 9. Type of residence

	Own or Family Home	Group Home	Adult Family Home, Foster or Host Home	Assisted Living Facility	Nursing Facility	Homeless	Other	Don't Know	N
CCSP (waiver)	44%	14%	1%	2%	3%	0%	0%	36%	329
HCBS (OAA)	42%	3%	1%	1%	0%	0%	0%	53%	465
Sample Average	43%	8%	1%	2%	1%	0%	0%	46%	794

⁶ 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. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	PCA's	Others (not family, friend, or PCA)	Other	Don't know	N
CCSP (waiver)	30%	22%	27%	1%	2%	16%	1%	3%	328
HCBS (OAA)	39%	21%	30%	1%	0%	7%	0%	3%	463
Sample Average	35%	22%	29%	1%	1%	11%	1%	3%	791

Table 11. Proportion of people whose address changed in the past 6 months

	No	Yes	N
CCSP (waiver)	96%	4%	186
HCBS (OAA)	99%	1%	208
Sample Average	97%	3%	394

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	N
CCSP (waiver)	47%	53%	178
HCBS (OAA)	27%	73%	208
Sample Average	37%	63%	386

Table 13. Proportion of people with diagnosis of Alzheimer’s or other dementia

	No	Yes	N
CCSP (waiver)	88%	12%	182
HCBS (OAA)	89%	11%	205
Sample Average	89%	11%	387

Table 14. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	N
CCSP (waiver)	96%	4%	182
HCBS (OAA)	93%	7%	206
Sample Average	94%	6%	388

Table 15. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	N
CCSP (waiver)	95%	5%	184
HCBS (OAA)	91%	9%	209
Sample Average	93%	7%	393

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	N
CCSP (waiver)	91%	9%	181
HCBS (OAA)	90%	10%	204
Sample Average	90%	10%	385

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
CCSP (waiver)	53%	45%	2%	211
HCBS (OAA)	30%	68%	3%	265
Sample Average	40%	57%	3%	476

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
CCSP (waiver)	33%	62%	5%	220
HCBS (OAA)	50%	43%	7%	304
Sample Average	43%	51%	6%	524

Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
CCSP (waiver)	11%	16%	35%	6%	45%	329
HCBS (OAA)	4%	9%	29%	6%	56%	464
Sample Average	7%	12%	31%	6%	52%	793

Table 20. History of frequent falls

	No	Yes	N
CCSP (waiver)	67%	33%	183
HCBS (OAA)	78%	22%	203
Sample Average	73%	27%	386

Table 21. Receives Medicare

	No	Yes	N
CCSP (waiver)	28%	72%	321
HCBS (OAA)	31%	69%	444
Sample Average	30%	70%	765

Community Participation- un-collapsed tables

Table 22. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	9%	12%	75%	1%	0%	3%	233
HCBS (OAA)	10%	10%	75%	4%	0%	1%	325
Sample Average	9%	11%	75%	3%	0%	1%	558

Table 23a. Reasons person cannot get out

	Can Do Things Outside Home When Wants to	Does Not Want to	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
CCSP (waiver)	77%	1%	6%	10%	5%	15%	3%	227
HCBS (OAA)	76%	4%	10%	11%	2%	13%	1%	322
Sample Average	76%	3%	8%	11%	3%	14%	2%	549

Table 23b. Reasons person cannot go out (continued)

	Feeling Unwelcome In Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What is Available	Other	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	0%	1%	0%	0%	1%	0%	0%	227
HCBS (OAA)	0%	0%	0%	0%	0%	0%	0%	322
Sample Average	0%	1%	0%	0%	1%	0%	0%	549

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
CCSP (waiver)	45%	31%	3%	21%	29
HCBS (OAA)	29%	66%	0%	5%	38
Sample Average	36%	51%	1%	12%	67

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	2%	4%	90%	0%	4%	231
HCBS (OAA)	1%	5%	93%	0%	1%	322
Sample Average	1%	5%	92%	0%	2%	553

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	4%	3%	89%	0%	3%	229
HCBS (OAA)	1%	4%	94%	0%	1%	325
Sample Average	3%	4%	92%	0%	2%	554

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

	No	In-between, Able to Decide Some Ways	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	3%	3%	87%	0%	7%	92
HCBS (OAA)	1%	7%	89%	0%	3%	72
Sample Average	2%	5%	88%	0%	5%	164

Relationships- un-collapsed

Table 28. Proportion of people who can always or almost always see or talk to friends and family when they want to

	No, or Only Sometimes	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
CCSP (waiver)	2%	3%	95%	0%	0%	279
HCBS (OAA)	2%	5%	92%	0%	0%	376
Sample Average	2%	4%	93%	0%	0%	655

Table 29. Reasons people cannot always see friends/family

	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
CCSP (waiver)	2%	0%	1%	2%	0%	0%	0%	302
HCBS (OAA)	4%	3%	0%	2%	0%	0%	0%	446
Sample Average	3%	2%	0%	2%	0%	0%	0%	748

Table 30. Proportion of people who sometimes or often feel lonely, sad or depressed

	Never Or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	26%	36%	24%	10%	0%	3%	230
HCBS (OAA)	9%	56%	23%	10%	0%	1%	326
Sample Average	16%	48%	24%	10%	0%	2%	556

Satisfaction- un-collapsed

Table 31. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	6%	3%	86%	0%	5%	319
HCBS (OAA)	2%	4%	93%	0%	1%	461
Sample Average	4%	4%	90%	0%	3%	780

Table 32a. Reasons for not liking where people live

	Accessibility	Neighborhood	Feels Unsafe in Home	Home or Building Needs Repairs or Upkeep	Does Not Feel Like Home	N
CCSP (waiver)	1%	2%	0%	0%	2%	302
HCBS (OAA)	1%	1%	0%	1%	1%	455
Sample Average	1%	1%	0%	1%	2%	757

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

	Layout or Size of Home or Building	Problems With Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence and Control	N
CCSP (waiver)	1%	1%	0%	0%	1%	302
HCBS (OAA)	1%	1%	0%	0%	0%	455
Sample Average	1%	1%	0%	0%	1%	757

Table 32c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family or Friends	Feels Isolated From Community or Feels Lonely	Other	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	1%	1%	4%	0%	0%	302
HCBS (OAA)	0%	0%	0%	1%	0%	0%	455
Sample Average	1%	1%	0%	2%	0%	0%	757

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

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
CCSP (waiver)	81%	1%	11%	6%	318
HCBS (OAA)	89%	3%	8%	1%	459
Sample Average	86%	2%	9%	3%	777

Table 34a. Where people would prefer to live (if would prefer to live somewhere else)

	Different Own Home	Family Member's Home	Assisted Living	Group Home	Adult Family Home or Shared Living	N
CCSP (waiver)	8%	1%	2%	0%	0%	299
HCBS (OAA)	5%	2%	2%	0%	0%	451
Sample Average	6%	1%	2%	0%	0%	750

Table 34b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Doesn't Want to Live Elsewhere	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	0%	1%	87%	1%	0%	299
HCBS (OAA)	0%	0%	90%	0%	0%	451
Sample Average	0%	1%	89%	1%	0%	750

Table 35. 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
CCSP (waiver)	5%	16%	74%	0%	4%	226
HCBS (OAA)	2%	20%	78%	0%	1%	321
Sample Average	3%	18%	76%	0%	2%	547

Table 36. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	Paid Support Person(s) are Live-in	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	78%	8%	13%	1%	0%	0%	226
HCBS (OAA)	71%	9%	18%	1%	0%	0%	182
Sample Average	75%	8%	15%	1%	0%	0%	408

Table 37. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	3%	9%	88%	0%	0%	160
HCBS (OAA)	3%	11%	86%	0%	0%	140
Sample Average	3%	10%	87%	0%	0%	300

Service Coordination- un-collapsed

Table 38. Proportion of people who know whom to call if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CCSP (waiver)	8%	3%	89%	0%	317
HCBS (OAA)	16%	19%	64%	0%	417
Sample Average	13%	12%	75%	0%	734

Table 39. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CCSP (waiver)	4%	8%	88%	0%	315
HCBS (OAA)	16%	21%	63%	0%	422
Sample Average	11%	15%	73%	0%	737

Table 40. 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
CCSP (waiver)	2%	2%	95%	1%	0%	296
HCBS (OAA)	3%	14%	81%	2%	0%	214
Sample Average	2%	7%	89%	1%	0%	510

Table 41. 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 Workers, Always, Or Almost Always	Paid Support Person/S Are Live-In	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	8%	88%	2%	0%	0%	224
HCBS (OAA)	4%	7%	87%	2%	0%	0%	179
Sample Average	3%	8%	88%	2%	0%	0%	403

Table 42. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	27%	68%	3%	2%	329
HCBS (OAA)	47%	49%	4%	0%	466
Sample Average	38%	57%	4%	1%	795

Table 43. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	53%	42%	0%	4%	231
HCBS (OAA)	49%	49%	1%	1%	323
Sample Average	51%	46%	1%	2%	554

Table 44. Proportion of people whose services meet all their needs and goals

	No, Not At All, Needs Or Goals Are Not Met	Somewhat, Some Needs And Goals	Mostly, Most Needs And Goals	Yes, Completely, All Needs And Goals	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	4%	5%	10%	79%	0%	2%	326
HCBS (OAA)	9%	8%	13%	70%	0%	1%	442
Sample Average	7%	7%	12%	74%	0%	1%	768

Table 45a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
CCSP (waiver)	4%	4%	1%	2%	2%	322
HCBS (OAA)	19%	19%	4%	7%	4%	462
Sample Average	13%	13%	3%	5%	3%	784

Table 45b. Additional services that may help if not all needs and goals are met (continued)

	Congregate Dining	Adult Day Services	Transportation	Assistive Technology, Specialized Medical Equipment	Home and/or Vehicle Modifications	Respite or Family Caregiver Support	N
CCSP (waiver)	0%	1%	4%	1%	1%	1%	322
HCBS (OAA)	0%	1%	15%	1%	1%	1%	462
Sample Average	0%	1%	11%	1%	1%	1%	784

Table 45c46. Additional services that may help if not all needs and goals are met (continued)

	Health Care	Mental Health Care	Dental Care	Housing Assistance	Heating or Cooling Assistance	Other	N
CCSP (waiver)	0%	0%	3%	3%	1%	7%	322
HCBS (OAA)	1%	1%	2%	1%	7%	3%	462
Sample Average	1%	0%	2%	2%	4%	4%	784

Table 47. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
CCSP (waiver)	12%	86%	2%	0%	51
HCBS (OAA)	44%	56%	0%	0%	50
Sample Average	28%	71%	1%	0%	101

Table 48a. How people first find out about the services available to them

	Friend	Family	Area Agency On Aging	Aging And Disability Resource Center	Center for Independent Living	Newspaper, Advertisement, Or Billboard	N
CCSP (waiver)	10%	42%	12%	7%	0%	0%	326
HCBS (OAA)	9%	39%	17%	5%	0%	1%	461
Sample Average	10%	40%	15%	6%	0%	0%	787

Table 48b. How people first find out about the services available to them (continued)

	Provider	State Or County Agency	Doctor	Managed Care Organization	Case Manager Or Care Coordinator	Other	N
CCSP (waiver)	15%	4%	10%	2%	19%	4%	326
HCBS (OAA)	16%	4%	12%	2%	9%	0%	461
Sample Average	16%	4%	11%	2%	13%	2%	787

Table 49a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
CCSP (waiver)	51%	2%	0%	32%	324
HCBS (OAA)	29%	2%	1%	29%	462
Sample Average	38%	2%	1%	31%	786

Table 49b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	1%	13%	0%	0%	324
HCBS (OAA)	2%	0%	37%	0%	0%	462
Sample Average	2%	1%	27%	0%	0%	786

Table 50. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	N
CCSP (waiver)	31%	1%	0%	42%	8%	0%	13%	320
HCBS (OAA)	14%	2%	0%	24%	4%	0%	21%	459
Sample Average	21%	1%	0%	31%	5%	0%	18%	779

Care Coordination- un-collapsed

Table 51. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Hospital	Rehab or Nursing Facility	No	N
CCSP (waiver)	26%	5%	69%	331
HCBS (OAA)	16%	5%	79%	461
Sample Average	20%	5%	75%	792

Table 52. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	4%	4%	90%	2%	0%	96
HCBS (OAA)	5%	11%	82%	1%	0%	91
Sample Average	5%	7%	86%	2%	0%	187

Table 53. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	13%	83%	3%	1%	0%	96
HCBS (OAA)	22%	75%	1%	2%	0%	91
Sample Average	17%	79%	2%	2%	0%	187

Table 54. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	14%	84%	1%	1%	327
HCBS (OAA)	11%	87%	2%	1%	461
Sample Average	12%	86%	1%	1%	788

Table 55. Proportion of people who reported know how to manage their chronic condition(s)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	0%	2%	97%	0%	0%	271
HCBS (OAA)	0%	4%	96%	0%	0%	394
Sample Average	0%	3%	97%	0%	0%	665

Access—un-collapsed

Table 56. Proportion of people who have transportation when they want to do things outside of their home

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	7%	9%	81%	2%	0%	2%	329
HCBS (OAA)	6%	16%	71%	6%	0%	1%	466
Sample Average	6%	13%	75%	4%	0%	1%	795

Table 57. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Does Not Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	2%	4%	92%	1%	0%	1%	330
HCBS (OAA)	4%	16%	76%	3%	0%	1%	461
Sample Average	3%	11%	83%	2%	0%	1%	791

Table 58. 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
CCSP (waiver)	1%	0%	99%	0%	0%	160
HCBS (OAA)	3%	0%	97%	0%	0%	117
Sample Average	2%	0%	98%	0%	0%	277

Table 59. Proportion of people who need grab bars in the bathroom or elsewhere in home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	31%	51%	5%	12%	0%	1%	329
HCBS (OAA)	21%	59%	6%	12%	1%	1%	468
Sample Average	25%	55%	5%	12%	1%	1%	797

Table 60. Proportion of people who need bathroom modifications (other than grab bars)

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	67%	19%	3%	8%	1%	2%	327
HCBS (OAA)	57%	23%	3%	13%	3%	2%	464
Sample Average	61%	21%	3%	11%	2%	2%	791

Table 61. Proportion of people who need a specialized bed

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	68%	22%	5%	2%	1%	1%	328
HCBS (OAA)	65%	24%	4%	4%	2%	1%	468
Sample Average	66%	23%	5%	3%	2%	1%	796

Table 62. Proportion of people who need a ramp or stair lift in or outside the home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	47%	42%	4%	5%	1%	1%	325
HCBS (OAA)	39%	40%	12%	7%	0%	1%	465
Sample Average	43%	41%	9%	6%	0%	1%	790

Table 63. Proportion of people who need a remote monitoring system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	80%	10%	2%	4%	2%	2%	328
HCBS (OAA)	68%	10%	2%	15%	4%	1%	465
Sample Average	73%	10%	2%	11%	3%	2%	793

Table 64. Proportion of people who need an emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	44%	38%	3%	14%	0%	2%	328
HCBS (OAA)	30%	31%	2%	34%	1%	1%	463
Sample Average	36%	34%	3%	26%	1%	1%	791

Table 65. Proportion of people who need other home modifications

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	72%	2%	0%	6%	1%	19%	291
HCBS (OAA)	82%	3%	0%	2%	8%	4%	403
Sample Average	78%	3%	0%	4%	5%	10%	694

Table 66. Proportion of people who need a walker

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	41%	48%	7%	2%	1%	1%	330
HCBS (OAA)	33%	60%	5%	2%	1%	0%	464
Sample Average	36%	55%	6%	2%	1%	1%	794

Table 67. Proportion of people who need a scooter

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	80%	6%	3%	8%	1%	1%	329
HCBS (OAA)	66%	10%	2%	16%	3%	2%	464
Sample Average	72%	9%	3%	13%	2%	2%	793

Table 68. Proportion of people who need a cane

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	46%	46%	5%	2%	0%	1%	328
HCBS (OAA)	36%	56%	4%	1%	2%	1%	461
Sample Average	40%	52%	4%	1%	1%	1%	789

Table 69. Proportion of people who need a wheelchair

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	47%	37%	10%	4%	0%	2%	323
HCBS (OAA)	46%	35%	12%	5%	2%	0%	463
Sample Average	47%	35%	11%	5%	1%	1%	786

Table 70. Proportion of people who need hearing aids

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	81%	7%	2%	7%	1%	2%	325
HCBS (OAA)	72%	14%	6%	5%	3%	0%	461
Sample Average	75%	11%	5%	6%	2%	1%	786

Table 71. Proportion of people who need glasses

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	42%	40%	8%	9%	0%	1%	328
HCBS (OAA)	26%	42%	27%	5%	1%	0%	464
Sample Average	32%	41%	19%	7%	1%	1%	792

Table 72. Proportion of people who need a communication device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	89%	2%	2%	2%	2%	2%	328
HCBS (OAA)	87%	4%	0%	2%	6%	0%	455
Sample Average	88%	3%	1%	2%	5%	1%	783

Table 73. Proportion of people who need portable oxygen

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	83%	13%	1%	1%	1%	1%	329
HCBS (OAA)	78%	15%	3%	1%	3%	0%	462
Sample Average	80%	14%	2%	1%	2%	1%	791

Table 74. Proportion of people who need other assistive device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	74%	5%	0%	4%	1%	16%	283
HCBS (OAA)	86%	4%	0%	1%	6%	4%	395
Sample Average	81%	4%	0%	2%	4%	9%	678

Safety—un-collapsed

Table 75. Proportion of people who feel safe at home

	Rarely Or Never	Most of the Time	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	2%	6%	89%	0%	3%	232
HCBS (OAA)	0%	8%	91%	0%	1%	325
Sample Average	1%	7%	90%	0%	2%	557

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

	No, Never Or Rarely	Some, Or Usually But Not Always	Yes, All Paid Support Workers, Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	0%	1%	99%	0%	0%	161
HCBS (OAA)	1%	1%	98%	0%	0%	142
Sample Average	0%	1%	98%	0%	0%	303

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	89%	4%	3%	0%	3%	232
HCBS (OAA)	92%	4%	2%	1%	1%	325
Sample Average	91%	4%	3%	1%	2%	557

Table 78. Proportion of people whose money was taken or used without their permission

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CCSP (waiver)	94%	0%	2%	3%	231
HCBS (OAA)	95%	2%	2%	1%	323
Sample Average	95%	1%	2%	2%	554

Table 79. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	60%	15%	24%	0%	1%	331
HCBS (OAA)	46%	29%	23%	0%	1%	467
Sample Average	52%	23%	23%	0%	1%	798

Table 80. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	11%	84%	2%	3%	132
HCBS (OAA)	13%	83%	2%	2%	254
Sample Average	12%	83%	2%	2%	386

Table 81. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	19%	81%	0%	0%	315
HCBS (OAA)	40%	60%	0%	0%	441
Sample Average	31%	69%	0%	0%	756

Health Care—un-collapsed

Table 82. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	95%	4%	0%	1%	327
HCBS (OAA)	93%	2%	4%	1%	463
Sample Average	94%	3%	3%	1%	790

Table 83. Proportion of people who have gone to the emergency room for falling or losing balance in past year

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	91%	8%	0%	1%	326
HCBS (OAA)	92%	5%	2%	1%	464
Sample Average	91%	6%	2%	1%	790

Table 84. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	67%	31%	1%	1%	330
HCBS (OAA)	72%	22%	5%	1%	460
Sample Average	70%	26%	3%	1%	790

Table 85. Proportion of people who have a primary care doctor

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	2%	97%	0%	1%	330
HCBS (OAA)	6%	93%	0%	0%	461
Sample Average	5%	94%	0%	1%	791

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

	Sometimes Or Rarely	Usually	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	3%	95%	0%	0%	315
HCBS (OAA)	1%	9%	90%	0%	0%	426
Sample Average	1%	7%	92%	0%	0%	741

Table 87. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	Yes, Friend	Yes, Family Member	Yes, Doctor Or Nurse	No	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	5%	7%	19%	10%	0%	0%	222
HCBS (OAA)	5%	7%	18%	10%	0%	0%	322
Sample Average	5%	7%	18%	10%	0%	0%	544

Table 88. 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
CCSP (waiver)	8%	89%	0%	2%	1%	330
HCBS (OAA)	13%	85%	0%	2%	0%	461
Sample Average	11%	86%	0%	2%	1%	791

Table 89. 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
CCSP (waiver)	44%	52%	0%	2%	1%	327
HCBS (OAA)	41%	53%	1%	4%	1%	457
Sample Average	43%	53%	1%	3%	1%	784

Table 90. 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
CCSP (waiver)	31%	65%	0%	2%	2%	327
HCBS (OAA)	34%	61%	1%	3%	1%	456
Sample Average	33%	63%	1%	3%	1%	783

Table 91. 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
CCSP (waiver)	24%	72%	0%	2%	2%	326
HCBS (OAA)	20%	75%	1%	4%	0%	458
Sample Average	22%	74%	0%	3%	1%	784

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

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	53%	31%	14%	1%	2%	329
HCBS (OAA)	59%	31%	4%	5%	0%	458
Sample Average	57%	31%	8%	3%	1%	787

Table 93. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	10%	80%	1%	7%	1%	329
HCBS (OAA)	15%	73%	2%	10%	1%	459
Sample Average	13%	76%	1%	9%	1%	788

Wellness—un-collapsed

Table 94. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	13%	31%	43%	11%	2%	0%	1%	330
HCBS (OAA)	8%	42%	45%	4%	0%	0%	0%	467
Sample Average	10%	38%	44%	7%	1%	0%	1%	797

Table 95. Proportion of people who reported their health has gotten much better, somewhat better, stayed about the same, got somewhat worse, or got much 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
CCSP (waiver)	5%	19%	56%	14%	4%	0%	1%	330
HCBS (OAA)	3%	28%	58%	9%	1%	0%	0%	467
Sample Average	4%	24%	57%	11%	2%	0%	1%	797

Table 96. Proportion of people who reported they forget things more often than before during the past 12 months

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	59%	37%	2%	2%	327
HCBS (OAA)	53%	41%	5%	0%	466
Sample Average	56%	40%	4%	1%	793

Table 97. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	26%	70%	4%	0%	132
HCBS (OAA)	34%	59%	6%	0%	217
Sample Average	31%	64%	5%	0%	349

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
CCSP (waiver)	59%	37%	2%	2%	330
HCBS (OAA)	49%	44%	6%	1%	467
Sample Average	53%	41%	5%	1%	797

Table 99. Proportion of people who take or are supposed to take any prescription medications

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	8%	91%	0%	1%	329
HCBS (OAA)	7%	90%	2%	1%	460
Sample Average	7%	91%	1%	1%	789

Table 100. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)

	No	In-between, Or Some Medications	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	2%	4%	94%	0%	0%	296
HCBS (OAA)	2%	10%	88%	0%	0%	410
Sample Average	2%	8%	90%	0%	0%	706

Rights and Respect—un-collapsed

Table 101. Proportion of people who feel that their paid support staff treat them with respect

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	3%	96%	0%	0%	162
HCBS (OAA)	1%	3%	96%	0%	0%	143
Sample Average	1%	3%	96%	0%	0%	305

Table 102. Proportion of people who report that others ask permission before entering their home/room

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	4%	4%	88%	0%	3%	232
HCBS (OAA)	2%	5%	92%	0%	1%	324
Sample Average	3%	5%	90%	0%	2%	556

Table 103. 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
CCSP (waiver)	11%	80%	2%	7%	91
HCBS (OAA)	12%	84%	1%	3%	73
Sample Average	12%	82%	2%	5%	164

Table 104. Proportion of people who have enough privacy in their home (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	3%	2%	88%	0%	6%	93
HCBS (OAA)	4%	3%	90%	0%	3%	71
Sample Average	4%	2%	89%	0%	5%	164

Table 105. Proportion of people who are able to have visitors come at any time (if in group setting)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	8%	85%	0%	7%	86
HCBS (OAA)	6%	92%	0%	3%	72
Sample Average	7%	88%	0%	5%	158

Table 106. Proportion of people who have privacy with visitors at home if they want it (if in group setting)

	No, Never Or Rarely Has Privacy Or There Are Rules Against	Usually Has Privacy	Yes, Always Has Privacy	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	1%	91%	0%	7%	90
HCBS (OAA)	0%	7%	89%	0%	4%	73
Sample Average	1%	4%	90%	0%	6%	163

Table 107. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never Or Rarely Can Use Privately Or There Are	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	1%	91%	0%	7%	91
HCBS (OAA)	1%	6%	90%	0%	3%	68
Sample Average	1%	3%	91%	0%	5%	159

Table 108. Proportion of people who have access to food at all times of the day (if in group setting)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	10%	85%	0%	5%	91
HCBS (OAA)	4%	93%	0%	3%	76
Sample Average	7%	89%	0%	4%	167

Table 109. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, People Never Read Mail Or Email Without Permission	Yes, People Read Mail Or Email Without Permission	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	87%	7%	1%	6%	90
HCBS (OAA)	77%	17%	3%	3%	71
Sample Average	83%	11%	2%	4%	161

Self-Direction of Care—un-collapsed

Table 110. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

	No	Yes	N
CCSP (waiver)	90%	10%	321
HCBS (OAA)	95%	5%	441
Sample Average	93%	7%	762

Table 111. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	6%	8%	75%	10%	1%	316
HCBS (OAA)	17%	12%	56%	15%	1%	423
Sample Average	12%	10%	64%	13%	1%	739

Table 112. Proportion of people who can choose or change who provides their services if they want to

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	5%	8%	76%	10%	1%	316
HCBS (OAA)	15%	10%	56%	18%	1%	423
Sample Average	11%	9%	65%	15%	1%	739

Work—un-collapsed

Table 113. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes, Part-Time	Yes, Full-Time	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	97%	2%	0%	0%	1%	328
HCBS (OAA)	97%	2%	0%	1%	1%	464
Sample Average	97%	2%	0%	1%	1%	792

Table 114. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CCSP (waiver)	88%	0%	8%	3%	228
HCBS (OAA)	91%	3%	5%	1%	321
Sample Average	90%	2%	7%	2%	549

Table 115. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	65%	35%	0%	0%	20
HCBS (OAA)	76%	20%	0%	4%	25
Sample Average	71%	27%	0%	2%	45

Table 116. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	94%	4%	0%	1%	325
HCBS (OAA)	94%	4%	2%	1%	461
Sample Average	94%	4%	1%	1%	786

Everyday Living—un-collapsed

Table 117. Proportion of people who generally need A Lot or some assistance with everyday activities

	None	Some	A Lot	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	4%	45%	50%	0%	1%	328
HCBS (OAA)	13%	54%	32%	1%	0%	466
Sample Average	9%	51%	39%	1%	0%	794

Table 118. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	11%	89%	0%	0%	315
HCBS (OAA)	33%	67%	0%	0%	401
Sample Average	23%	77%	0%	0%	716

Table 119. Proportion of people who generally need A Lot or some assistance for self-care

	None	Some	A Lot	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	15%	42%	42%	1%	1%	329
HCBS (OAA)	19%	48%	32%	0%	1%	467
Sample Average	18%	45%	36%	0%	1%	796

Table 120. Proportion of people who always get enough assistance with self-care when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	12%	88%	0%	0%	273
HCBS (OAA)	33%	66%	1%	0%	374
Sample Average	24%	75%	0%	0%	647

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	1%	7%	90%	0%	1%	329
HCBS (OAA)	4%	22%	74%	0%	0%	463
Sample Average	3%	16%	81%	0%	1%	792

Affordability—un-collapsed

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	96%	2%	1%	0%	1%	329
HCBS (OAA)	93%	3%	3%	0%	0%	463
Sample Average	94%	3%	2%	0%	1%	792

Planning for the Future— un-collapsed

Table 123. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	53%	42%	0%	4%	231
HCBS (OAA)	49%	49%	1%	1%	323
Sample Average	51%	46%	1%	2%	554

Control—un-collapsed

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

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
CCSP (waiver)	8%	9%	76%	1%	6%	232
HCBS (OAA)	3%	16%	80%	0%	1%	320
Sample Average	5%	13%	78%	1%	3%	552

Table 125. Ranking of how important people reported health was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
CCSP (waiver)	68%	21%	8%	3%	189
HCBS (OAA)	63%	27%	8%	2%	285
Sample Average	65%	25%	8%	2%	474

Table 126. Ranking of how important people reported safety was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
CCSP (waiver)	4%	39%	35%	22%	189
HCBS (OAA)	6%	37%	44%	14%	285
Sample Average	5%	38%	40%	17%	474

Table 127. Ranking of how important people reported being independent was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Independence Most Important	2	3	4 - Independence Least Important	N
CCSP (waiver)	25%	33%	34%	7%	189
HCBS (OAA)	30%	28%	36%	5%	285
Sample Average	28%	30%	36%	6%	474

Table 128. Ranking of how important people reported being engaged with community and friends was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Engaged with Community Most Important	2	3	4 - Engaged with Community Least Important	N
CCSP (waiver)	3%	7%	22%	67%	188
HCBS (OAA)	1%	7%	12%	79%	285
Sample Average	2%	7%	16%	74%	473