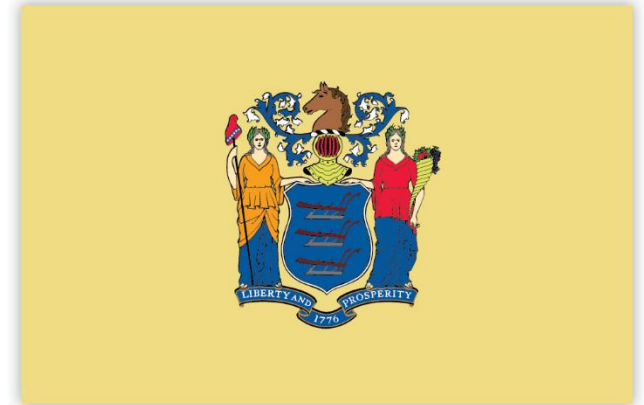




NATIONAL CORE INDICATORS
Aging and Disabilities™



National Core Indicators
Aging and Disability Adult Consumer Survey

2015–2016 New Jersey Results



Preface

The National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI) are proud to present the first *National Core Indicators Aging and Disabilities Adult Consumer Survey Results*. This report highlights states' commitments to measuring and improving the quality of their long term services and supports (LTSS) systems that serve seniors and adults with physical disabilities.

Long term services and supports are crucial for seniors and adults with physical disabilities who have significant health-care needs. LTSS provide a wide array of health and social supports that enable these individuals to avoid institutionalization and to live in a setting of their choice. The majority of LTSS in the U.S. are publicly-funded and managed by states. Although Medicaid accounts for over half of all LTSS expenditures, providing for a variety of program options in both institutional and home and community based services (HCBS) settings, other funding sources like the Older Americans Act or state general funds are also employed by states to cover costs.

While states are the primary stewards of publicly-funded LTSS, they have been limited in their ability to measure the quality of these services and the outcomes of the people they serve. Systemic approaches to measuring quality in LTSS, especially HCBS, have been limited. Those that do exist are focused on specific program funding streams (i.e., 1915(c) waivers, Medicaid-funded skilled nursing facilities), leaving states to piece together quality measures for the various publicly-funded programs in their LTSS systems.

To address this need, NASUAD and HSRI worked with state Medicaid, Aging, and Disability Agencies to develop the National Core Indicators-Aging and Disabilities (NCI-AD), a consumer experience survey that collects valid and reliable person-reported data about the impact that states' publicly-funded LTSS have on the quality of life and outcomes of the seniors and adults with physical disabilities states serve. States participating in NCI-AD will now be able to compare their data nationally and set benchmarks for quality in their LTSS systems giving state leaders and decisions makers the information they need to improve LTSS for the people they serve.

Martha Roherty, Executive Director, NASUAD



Val Bradley, President, HSRI





Human Services
Research Institute

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



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



STATE OF NEW JERSEY
Department of Human Services
Division of Medical Assistance & Health Services
Division of Aging Services

New Jersey's participation in the NCI-AD survey afforded the state an opportunity to use this tool as one approach to assessing the performance of multiple publically funded Long-Term Services and Supports (LTSS) programs that are provided through Medicaid managed care delivery system, PACE, State funded programs and the Older Americans Act. In July 2014, NJ launched a new program, Managed Long-Term Services and Supports (MLTSS), a consolidation of four former 1915(C) waivers and nursing home services. The survey interviews were conducted shortly after the transition to MLTSS, which had a significant impact on MLTSS members – starting with being assigned new care managers, new MCOs, and expanded service options., In addition to the MLTSS population, the NCI-AD survey included PACE participants, nursing facility fee-for-service residents, and individuals receiving services through the Aging Network Title III funds managed by the Area Agencies on Aging. This resulted in a comprehensive look at multiple LTSS funded programs.

The charts throughout this report allows for comparison between NJ's fee-for-service programs and Managed Care Organizations. Readers are cautioned that the target population samples surveyed varied by each state, sample sizes within similar programs varied, and longevity of programs varied and therefore should not compare one State's results with another.

The results of this report will serve as a baseline for NJ's MLTSS program and is intended to be a data source to assess quality of life and outcomes of service recipients; as well as a tool to ensure choice, person-centered planning and other components of the HCBS settings rule.

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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 brain 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, choice, and health and safety. An example of an indicator around Service Coordination is: “Proportion of people who receive the services that they need.”

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.

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
	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	

Domain	NCI-AD Indicator
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
	Proportion of people whose staff/worker/caregiver treat them with respect

Domain	NCI-AD Indicator
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 New Jersey

New Jersey began planning for the NCI-AD Adult Survey project in October 2014, a few months after launching its Managed Long-Term Service and Supports (MLTSS) Program within the Comprehensive Medicaid 1115 Waiver. The decision was made to participate in the expedited survey so that they would have early results that would serve as baseline data for the newly implemented MLTSS Program. The New Jersey Department of Human Services’ (DHS) Division of Medical Assistance and Health Services (DMAHS) and Division of Aging Services (DoAS), along with the local Area Agencies on Aging (AAA) and the Aging and Disability Resource Connection (ADRC) offices partnered with NASUAD and HSRI in implementing the 2015-2016 NCI-AD Adult Consumer Survey in New Jersey. The project lead was within the DMAHS’ Office of MLTSS Quality Monitoring. New Jersey participated in this initiative to examine their publicly funded long-term services and supports (LTSS) programs regardless of funding source; NJ FamilyCare/Medicaid; PACE; or Older Americans Act. Administrators of these programs are anticipating the use of the data from the NCI-AD project as one of the tools to assess the performance of NJ’s publicly funded LTSS programs and how they

impact the quality of life and outcomes of service recipients; as well as a tool to ensure choice, person-centered planning and other components of the HCBS settings rule; and potential use of the data to evaluate Managed Care Organization (MCO) and quality of services in managed LTSS as well as cross agency comparison. In July 2014, New Jersey implemented MLTSS, a program within our 1115 Comprehensive Medicaid Waiver that provides LTSS to financially eligible individuals who meet the nursing home level of care clinical eligibility criteria either in home and community-based settings or nursing facilities. The 2015-2016 NCI-AD Survey will serve as the baseline for NJ's MLTSS program as this year's survey participants had just transferred from prior 1915(C) fee-for-services waiver programs into MLTSS and will be a data source when examining participant experience and quality of life. New Jersey's State-specific report will be used to examine the results for the identified Medicaid Managed Care Organizations (MCO) participating in MLTSS in July 2014, the PACE programs, fee-for-service nursing facility residents, and individuals receiving services through the Older American's Act (non-Medicaid dollars).

The NCI-AD Adult Survey project was funded through a combination of Medicaid Administrative Funds and Older American Administrative Funds. State and County staff conducted the interviews and other administrative tasks. Data from the annual project will be used to support New Jersey's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers regardless of funding source.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in New Jersey in 2015-2016 was 727 (Total N=727). Seven program populations were included in the survey sample. Individuals selected for participation must have been receiving LTSS services for a minimum of six months and still enrolled in LTSS program as of May 1, 2015.

Managed Long Term Services and Supports (MLTSS)/ Home and Community Based Services (HCBS): This program is funded through an 1115 Medicaid Waiver. It serves members of the four Managed Care Organizations (MCO)³ in New Jersey who reside in the community and are using MLTSS HCBS. MLTSS members include individuals previously participating in NJ's 1915(C) Waivers, which served individuals with brain injury, physical disabilities, AIDS, or are elderly, and those accessing private duty nursing. MLTSS services include: adult family care, assisted living residence, assisted living programs, community residential services; comprehensive

³ UnitedHealthCare Community Plan (UHC), Horizon NJ Health (HNJH), Amerigroup New Jersey, and WellCare Health Plans of NJ

personal care home, personal care assistant (State Plan benefit), home-based supportive care, chore services, home health aide services and skilled home health services (State Plan benefit), adult medical day (State Plan benefit), pediatric medical day (State Plan benefit), social day services, supported day program services, structured day program services, , personal emergency response system, home modifications, vehicle modifications, assistive technology, specialized medical equipment (considered durable medical equipment, a State Plan benefit), non-medical transportation, care management, respite, home delivered meals, TBI behavioral management, caregiver/participant training, community transition services, cognitive rehabilitative therapy, medication dispensing device (set-up), occupational therapy, physical therapy, private duty nursing, speech therapy, language therapy, hearing therapy, nursing facility and special care nursing facility. A total of four hundred fifteen people (N=415) from this program were included in the sample, comprising 4 MCOs:

UnitedHealthCare Community Plan (UHC MLTSS): N=111

Horizon NJ Health (HNJH MLTSS): N=99

Amerigroup New Jersey (Amerigroup MLTSS): N=103

WellCare Health Plans of NJ (Wellcare MLTSS): N=102

Older Americans Act: Serves individuals aged 60 and older, focusing on the most vulnerable and hard-to-reach populations. Individuals must be receiving at least one “Cluster 1 Service,” including adult day care/adult day health, chore, homemaker, personal care services, and/or home-delivered meals 3 or more times per week to be eligible for the NCI-AD survey. OAA Services include: visiting nurse, personal care, housekeeping, residential maintenance, certified home health aide, friendly visiting, adult medical day (State Plan benefit), adult day services-social, physical health, assistive technology, transportation/assisted transportation, care management, benefits screening, extended assessment, caregiver services, home delivered meals, information & assistance, outreach, language translation & interpretation, public awareness/information, telephone reassurance, hospice care, emergency home-sharing/matching, housing assistance, adult protective services, legal assistance, oral health, mental health, counseling, physical activity, socialization/recreation, money management, nutrition education, counseling. One hundred four people (N=104) from this program were included in the sample.

Program of All-Inclusive Care for the Elderly (PACE): This program is funded through Medicare and Medicaid. It serves individuals who are 55 years of age and older who require nursing home level of care. Each PACE participant receives customized care that is

planned and delivered by a coordinated, interdisciplinary team of professionals working at the center. The team meets regularly with each participant and his or her representative in order to assess the participant's needs. A participant's care plan usually integrates some home care services from the team with several visits each week to the PACE center, which serves as the hub for medical care, rehabilitation, social activities and dining. PACE services include: round-the-clock services, home care, homemaker services, chore services, home health aide services, adult day health care services, personal emergency response system, home modification, durable medical equipment, transportation, interdisciplinary team IDT, social services, respite, home delivered meals, assisted living program. One hundred one people (N=101) from this program were included in the sample.

Nursing Home Residents: This is a Medicaid fee for service program. It serves adults ages 18 and older who meet nursing facility level of care and reside in a nursing facility or special care nursing facility, which provides skilled 24-hour medical care. One hundred four people (N=104) from this program were included in the sample.

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)
UHC MLTSS	111	3,011	95% Confidence Level, 9.1% Margin of Error
HNJH MLTSS	99	6,174	95% Confidence Level, 9.8% Margin of Error
Amerigroup MLTSS	103	2,003	95% Confidence Level, 9.4% Margin of Error
WellCare MLTSS	102	705	95% Confidence Level, 9% Margin of Error
Older Americans Act	104	17,853	95% Confidence Level, 9.5% Margin of Error
PACE	101	840	95% Confidence Level, 9.1% Margin of Error
Nursing Home Residents	104	20,202	95% Confidence Level, 9.6% Margin of Error
Total	727 ⁴	50,788	

⁴ Program was missing for 3 cases.

Survey Process

The State of New Jersey utilized staff from the Department of Human Services' DMAHS and DoAS and the county AAA/ADRC to conduct the NCI-AD in-person survey. DHS, NASUAD, and HSRI staff conducted two-day training with 75 interviewers on May 19-20th, 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. The in-person interviews began in July 2015 and all data from the 727 completed interviews was entered into the database and submitted to HSRI in October 2015.

An oversampling of participants was selected for each target population and an introductory letter was sent informing them of the NCI-AD Survey Project and that it was a voluntary, confidential project and that someone from either the State or County Agency may be in contact to schedule an interview. Once staff secured an appointment to conduct the survey, upon arrival, individuals were reminded that participation was voluntary and confidential, a consent form to be signed was provided prior to beginning the survey. If the participant identified any unmet needs in response to survey questions, the interviewer followed up at the conclusion of the interview and if the participant consented the unmet needs were reported to the appropriate agency for follow-up. At the conclusion of the interview, the participant was given a form thanking him/her for their participation and contact information should they have any questions. Based on other state agency experiences, it was determined that wi-fi access to internet was not reliable especially in high-rise buildings and facilities. Therefore, all surveys were completed on paper. Paper copies of the interview packet (pre-survey, consent form, consumer survey, and proxy survey) were returned to a central location for log-in and tracking of progress as well as data entry into ODESA, HSRI's database.

Stakeholders

DHS provided an overview of the NCI-AD Adult Survey Project to their MLTSS Steering Committee; Medical Assistance Advisory Council (MAAC); AAA/ADRC leadership, and Managed Care Organizations. DHS staff will continue to provide updates on the project to all of these groups. The MLTSS Steering Committee is comprised of representation from advocates and providers of LTSS services.

The MAAC's primary objective is to advise the Medicaid Director in matters of medical care and health services, for those whom the program is designed to serve, and to foster communication with the public. The MAAC meets quarterly and the meetings are open to the public. Thus far, the MAAC and the public have received updates on the NCI-AD Survey Project at the January and June 2016 meetings. In addition, the MLTSS Steering Committee and AAA's have received updates at their meetings.

The Division of Medical Assistance and Health Services looks forward to increasing access to NCI-AD Survey Project outcomes by linking the New Jersey state-specific information and Survey findings to DMAHS' website.

Organization of Results

The following section of the report presents findings from New Jersey'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 seven programs included in the sample, as well as the New Jersey 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.

New Jersey state average is a weighted state estimate. A weighted estimate is needed because New Jersey proportionally oversampled some of its programs – i.e. some programs constituted a larger proportion of the sample than they did as proportion of population receiving services. To account for these programs 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).

The Ns (number of respondents for each individual program and the state) shown in each chart and table 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.

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 New Jersey 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.

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.

When reviewing results, readers should be mindful that Managed Long-Term Services and Supports (MLTSS) is a new program in New Jersey and survey participants had just completed their first year of enrollment. Also understand that New Jersey included their nursing facility population in their sample. This report’s results should not be interpreted in comparison to other states participating in the NCI-AD survey as the target populations/programs surveyed and the longevity of the programs varied. The report outcomes will serve as a baseline for New Jersey’s MLTSS program.

INDICATORS AND DOMAINS

Community Participation

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

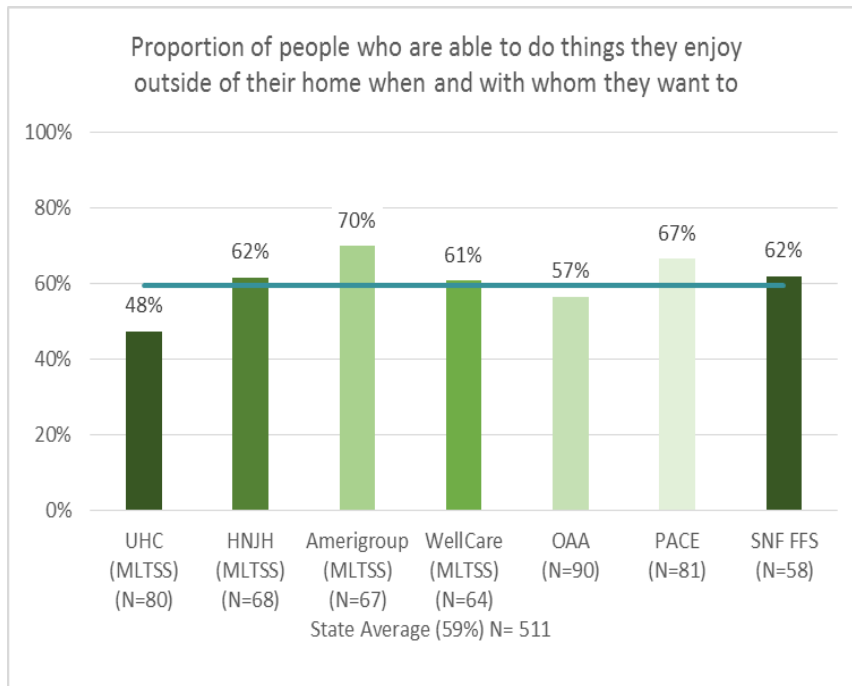
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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.

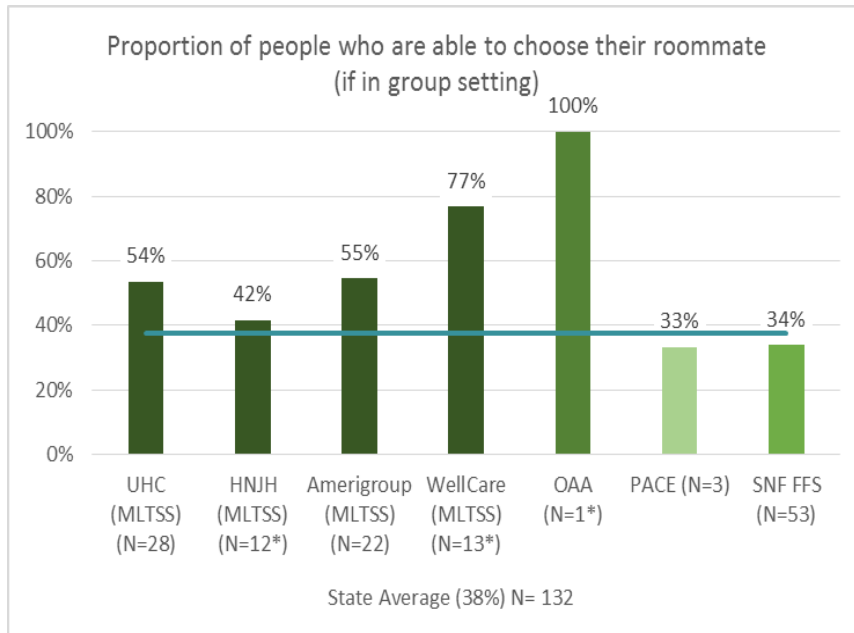
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

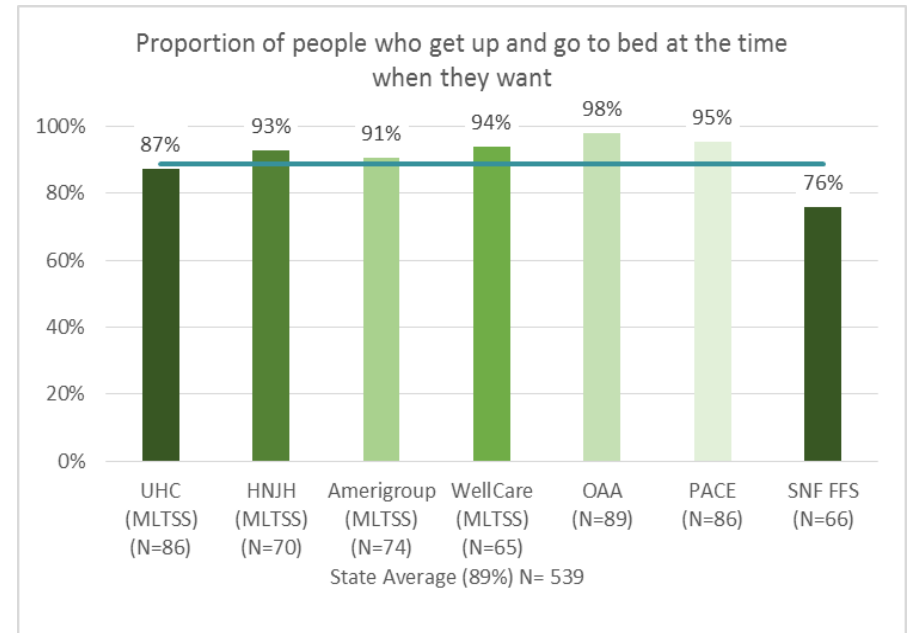
Un-collapsed data for state and programs are shown in Appendix B.

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

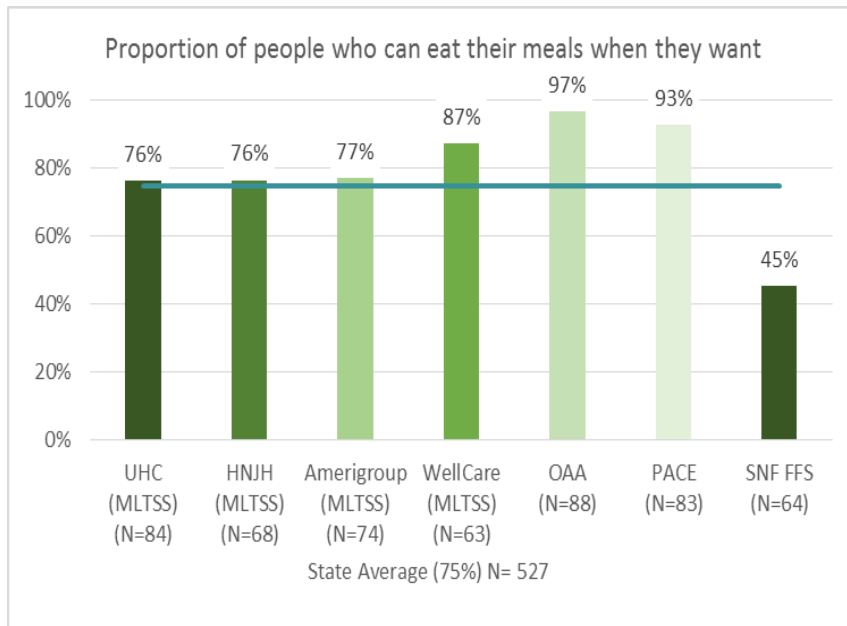


* Very small number of responses

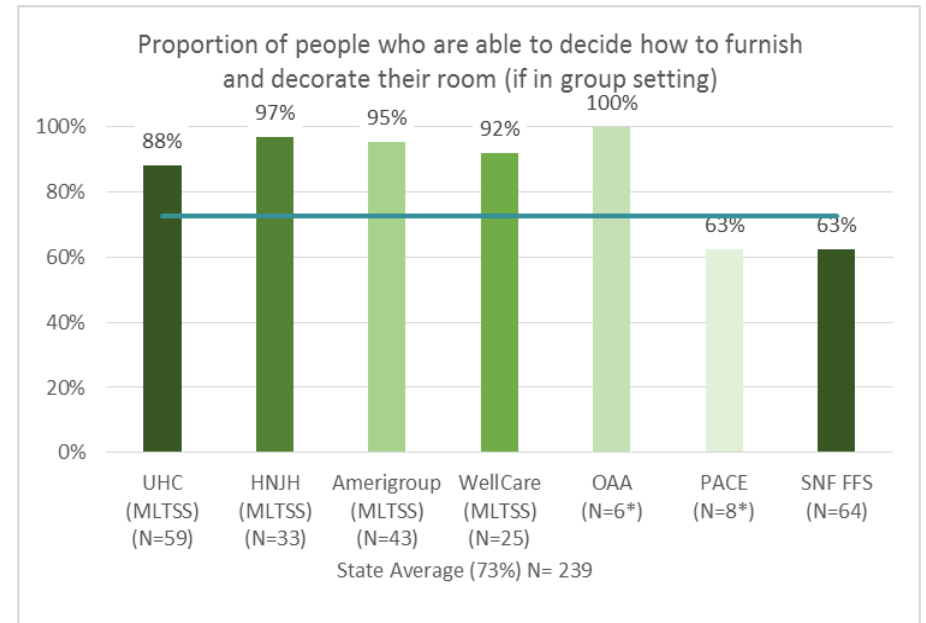
Graph 3. Proportion of people who get up and go to bed at the time when they want



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)



* Very small number of responses

Relationships

People have friends and relationships and do not feel lonely.

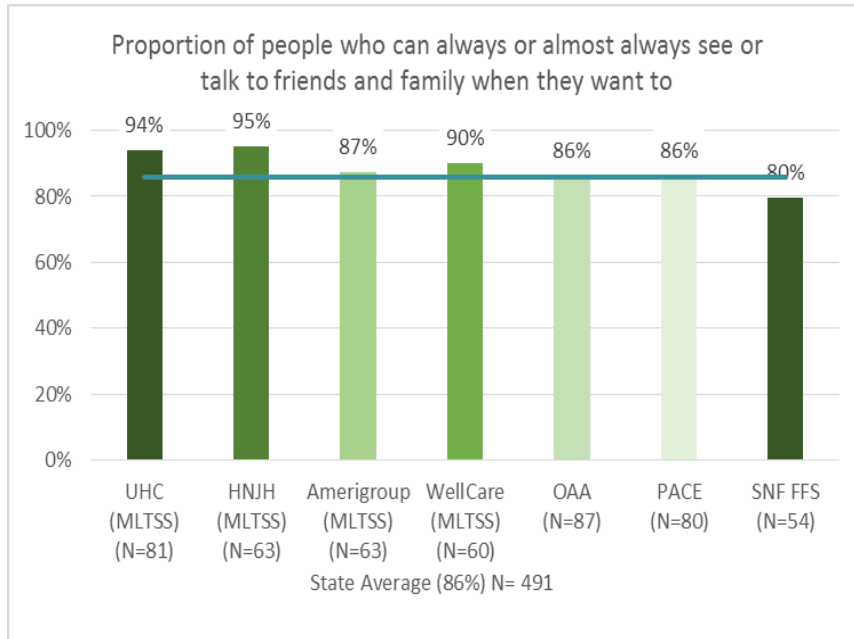
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

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.

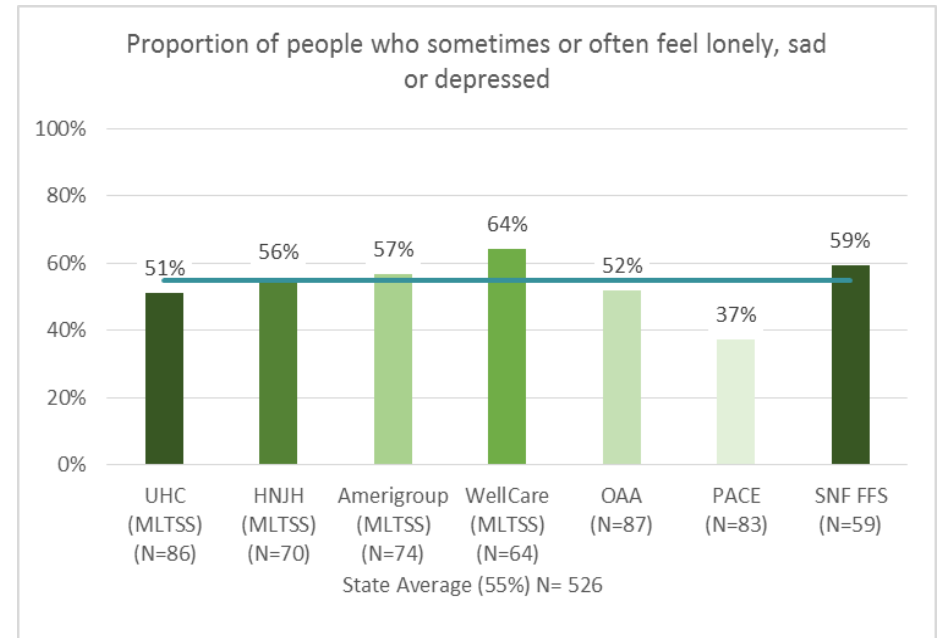
There are three survey items that correspond to the Relationship domain.

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.

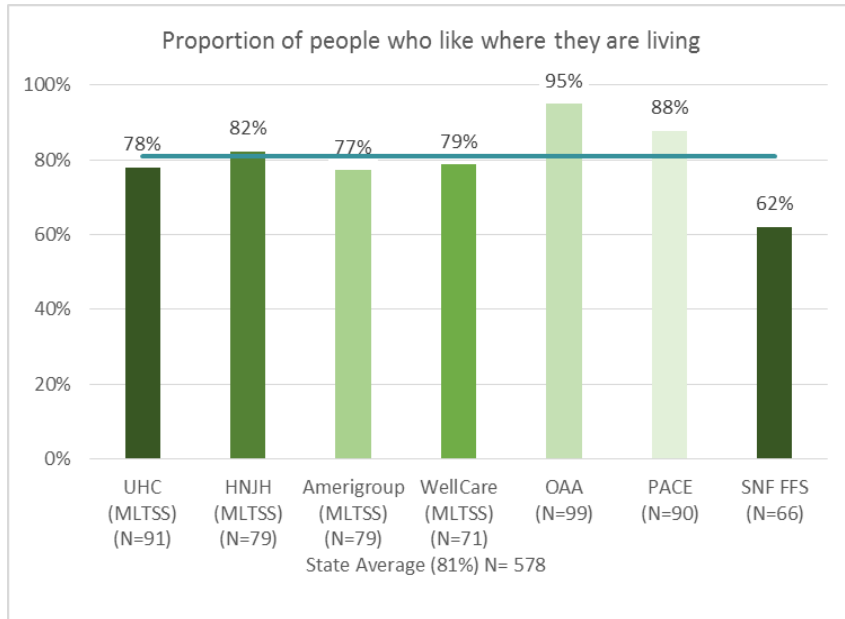
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

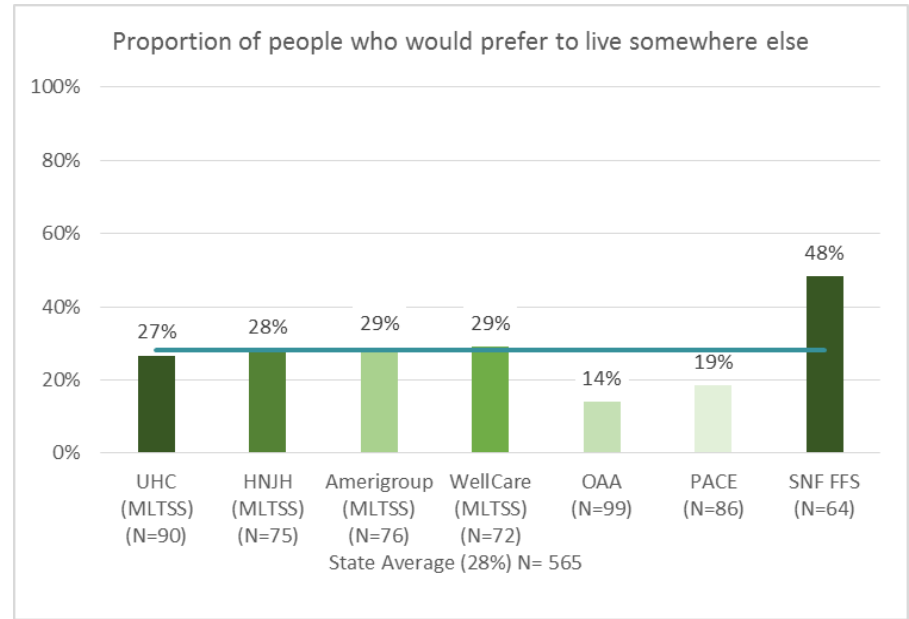
There are seven survey items that correspond to the Satisfaction domain.

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

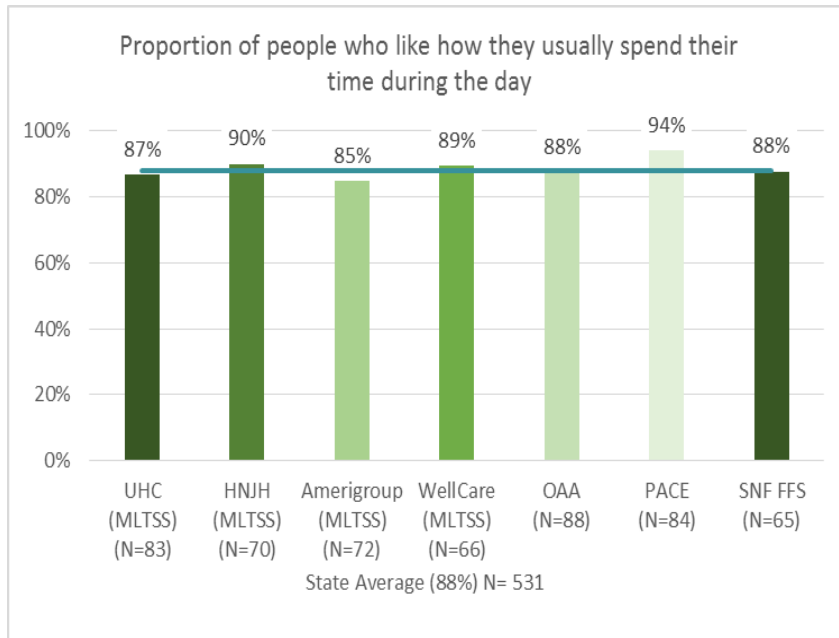
Graph 8. Proportion of people who like where they are living



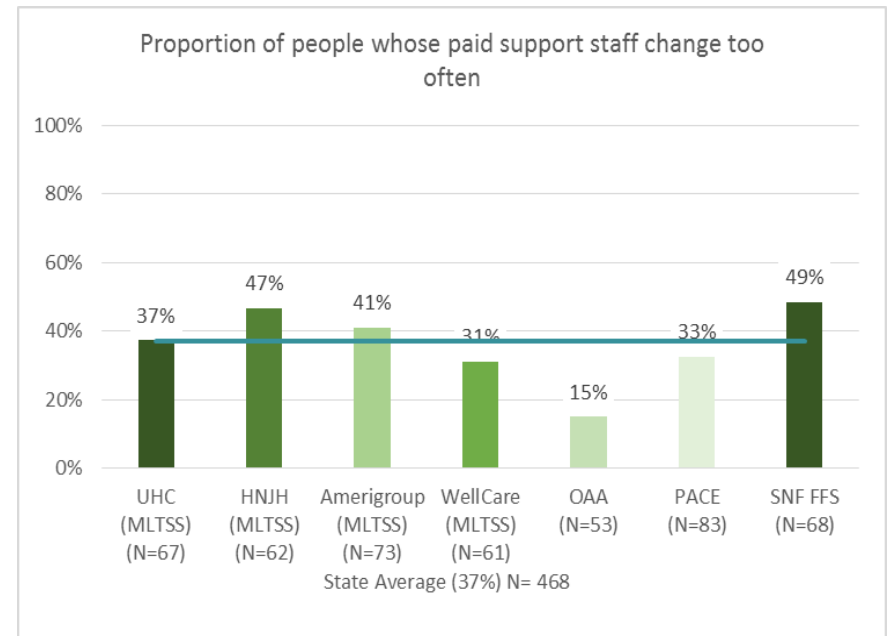
Graph 9. Proportion of people who would prefer to live somewhere else



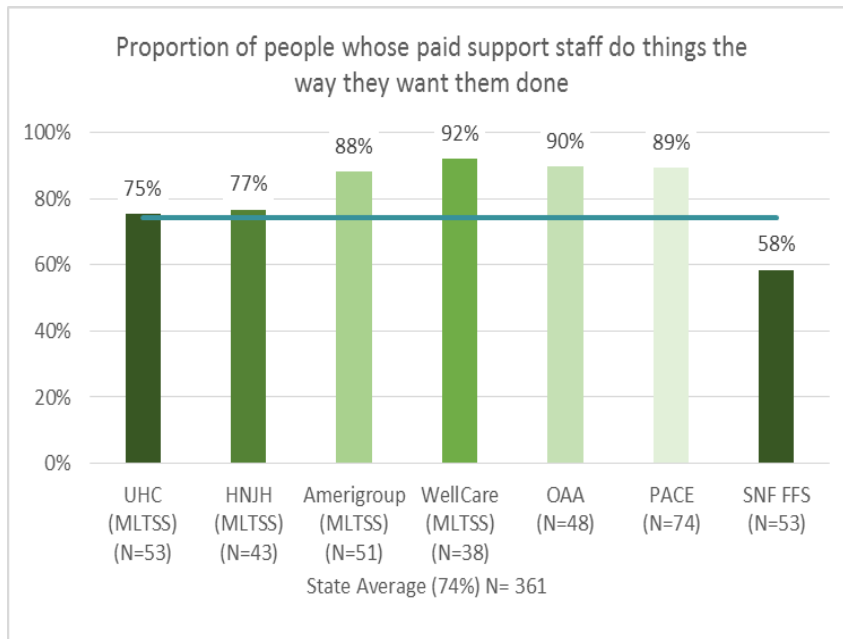
Graph 10. Proportion of people who like how they usually spend their time during the day



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:

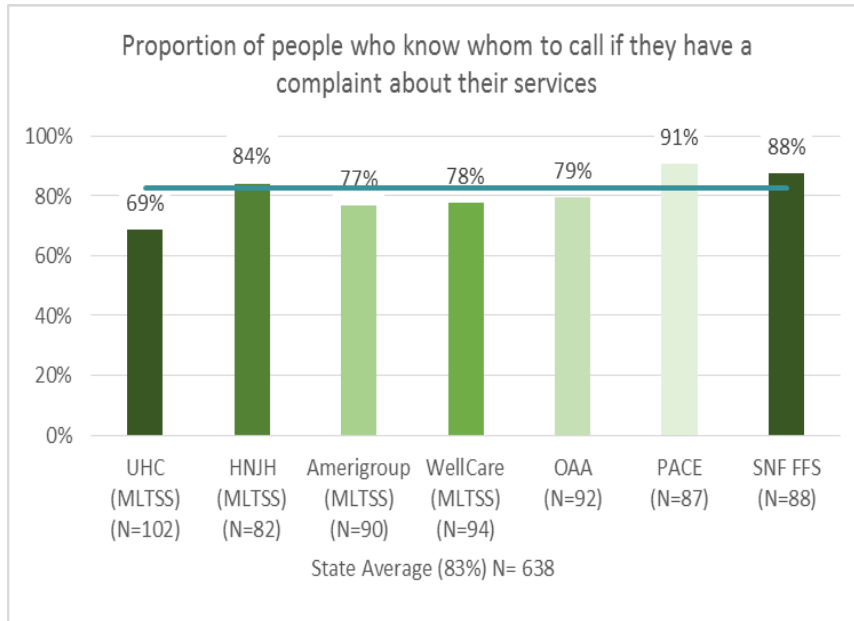
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies⁵
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.

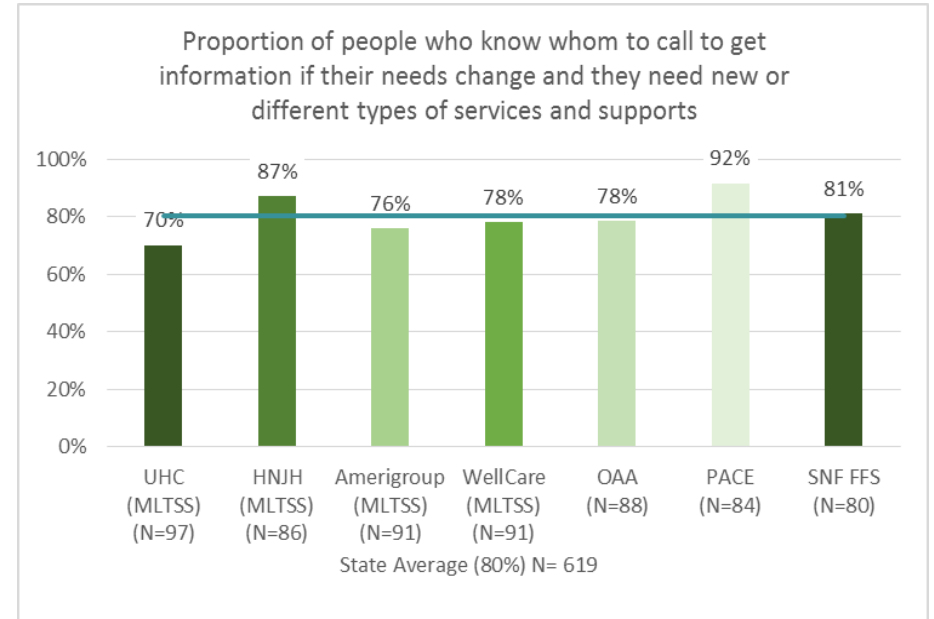
Un-collapsed data for state and programs are shown in Appendix B.

⁵ Data shown in Appendix B only

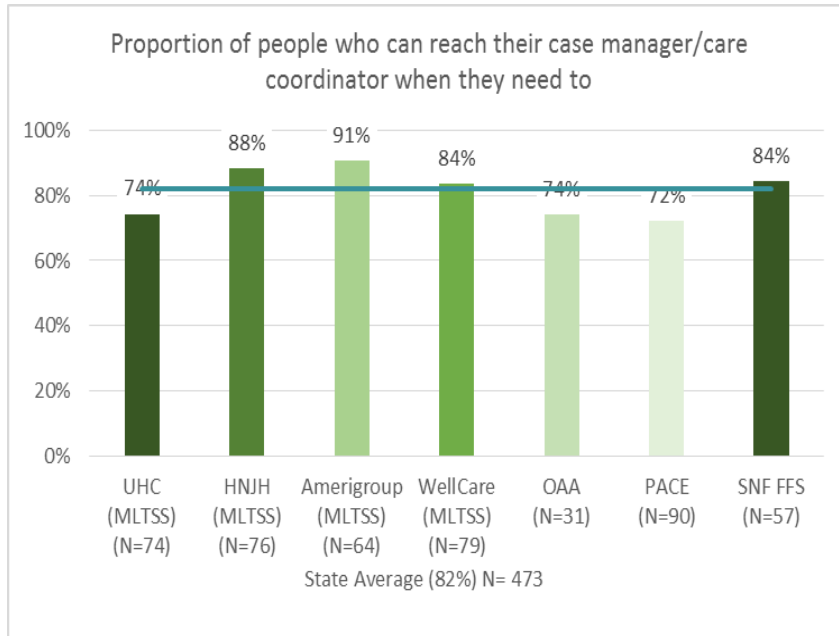
Graph 13. Proportion of people who know whom to call if they have a complaint about their services



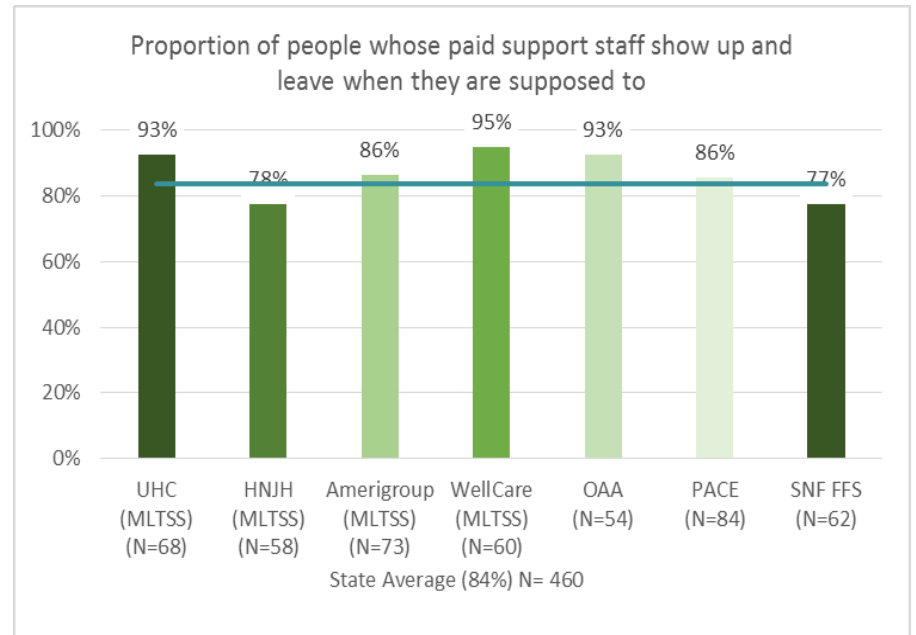
Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



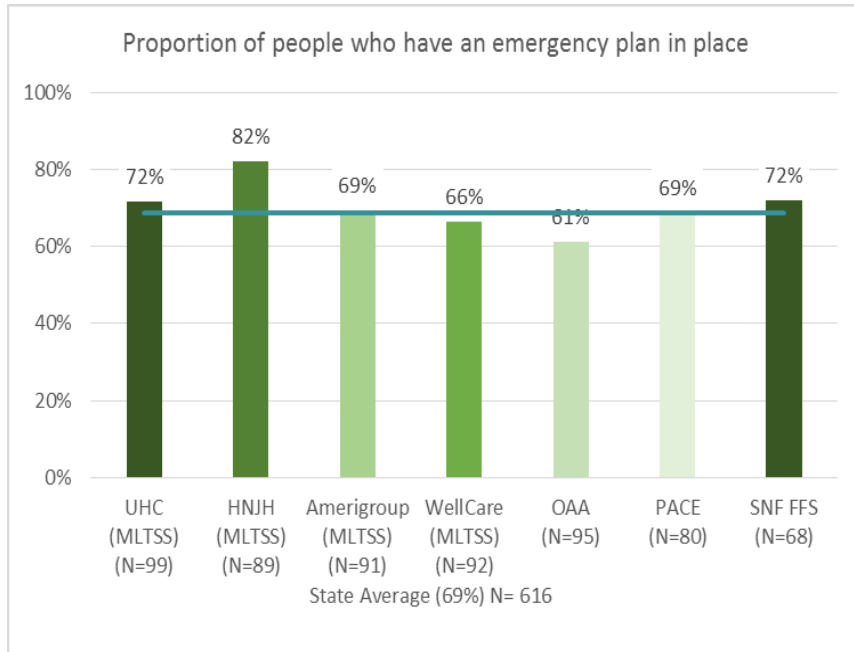
Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



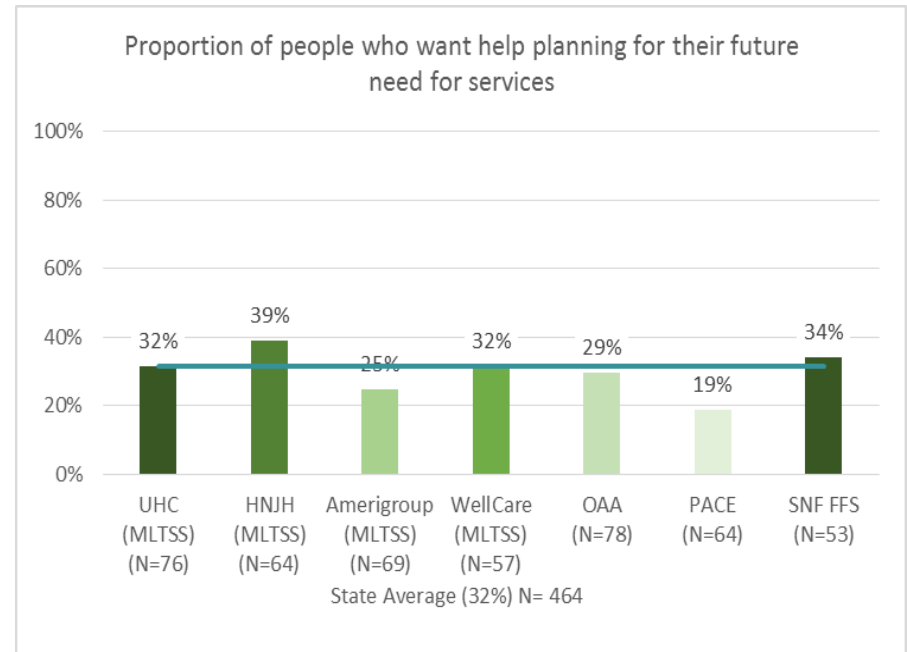
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



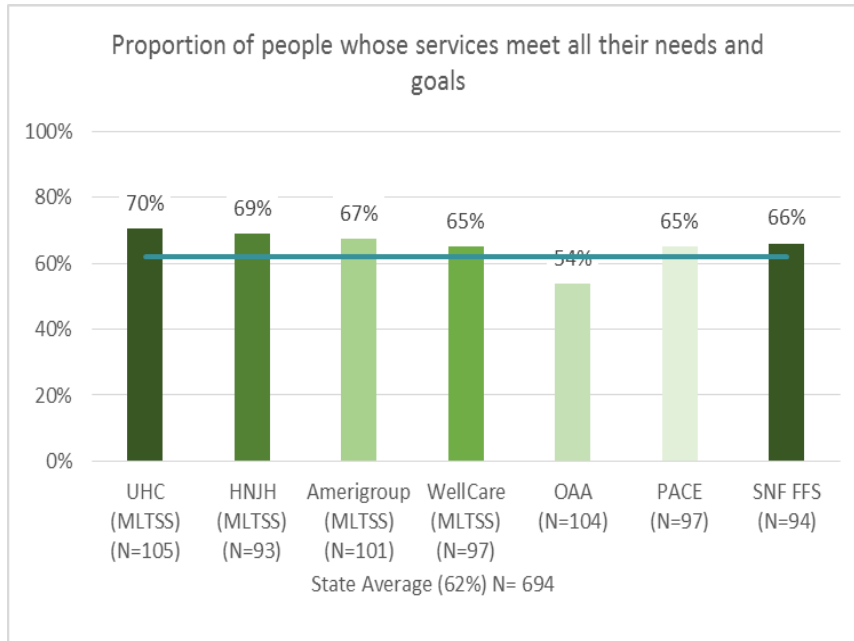
Graph 17. Proportion of people who have an emergency plan in place



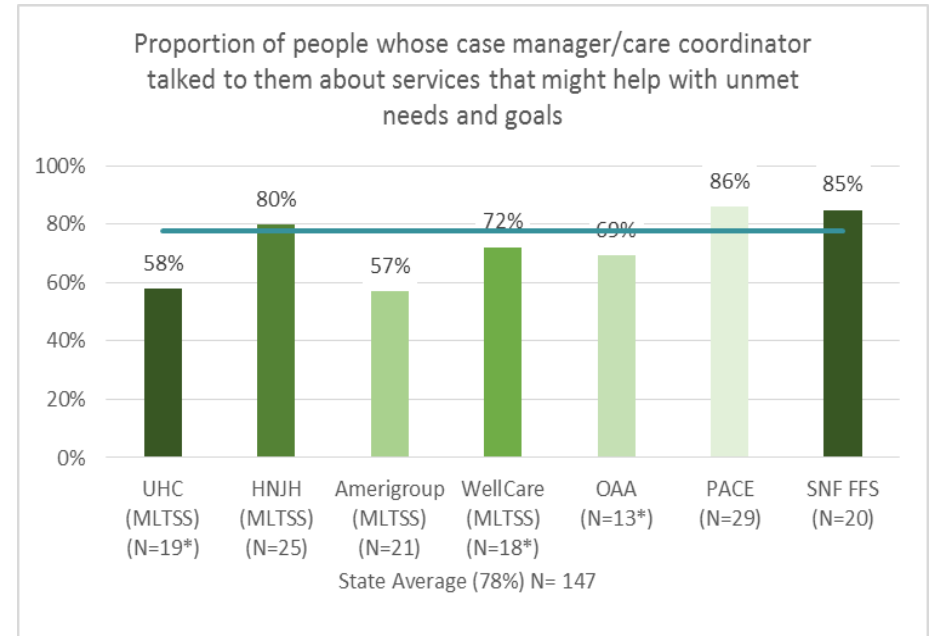
Graph 18. Proportion of people who want help planning for their future need for services



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

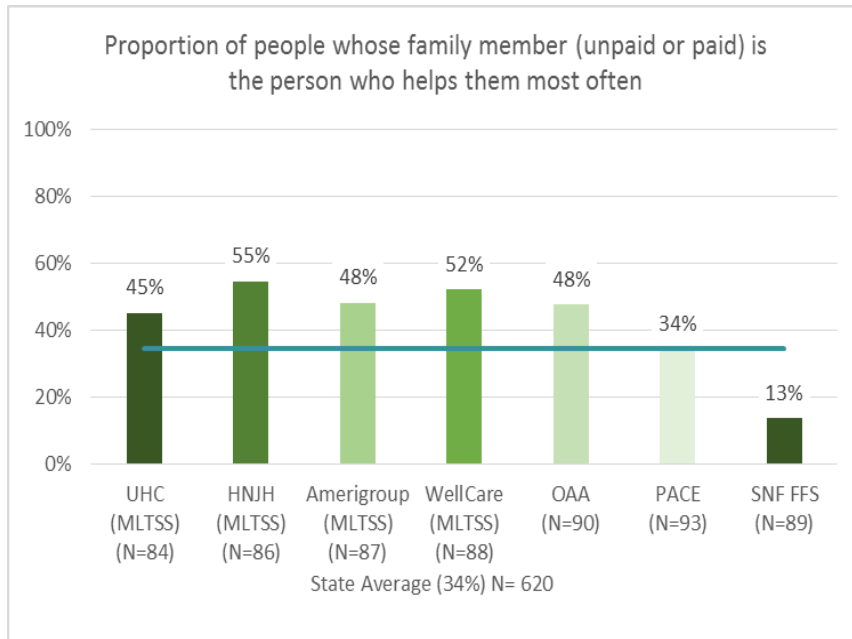


Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

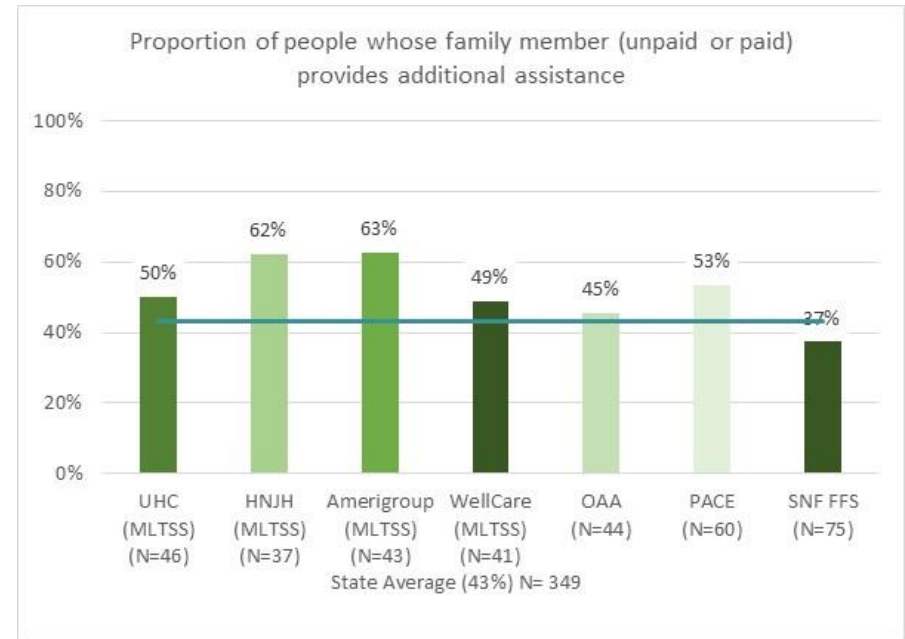


* Very small number of responses

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.

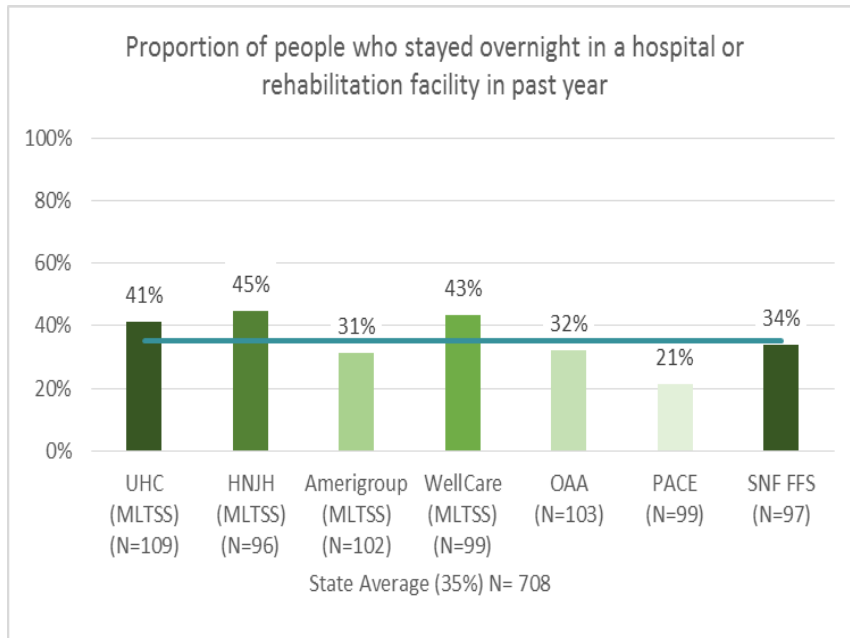
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

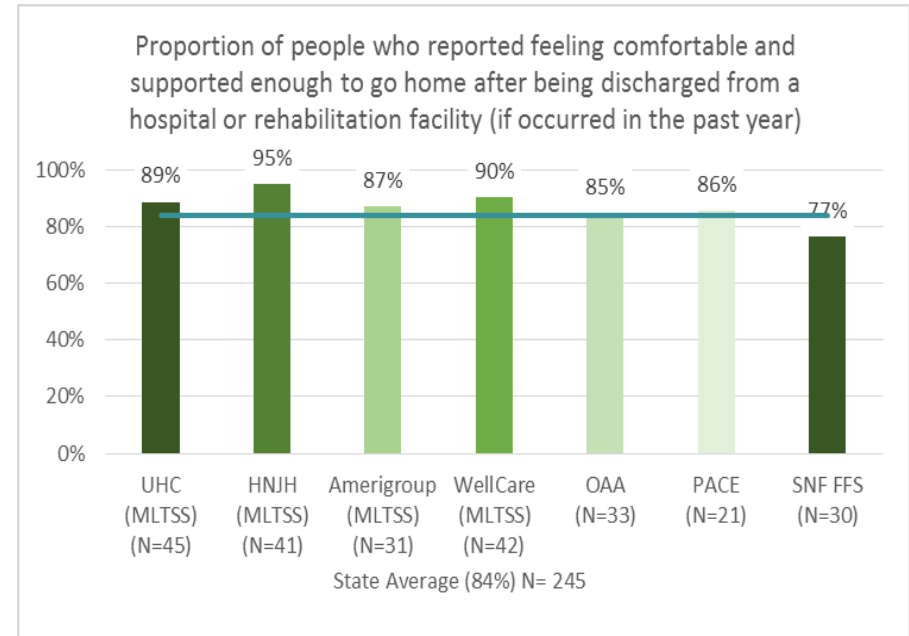
There are five survey items that correspond to the Care Coordination domain.

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

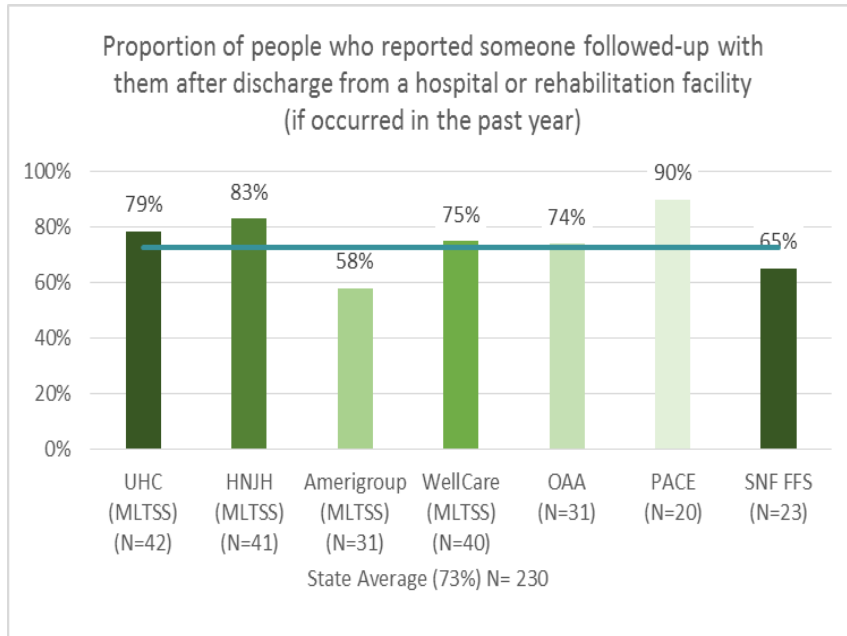
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



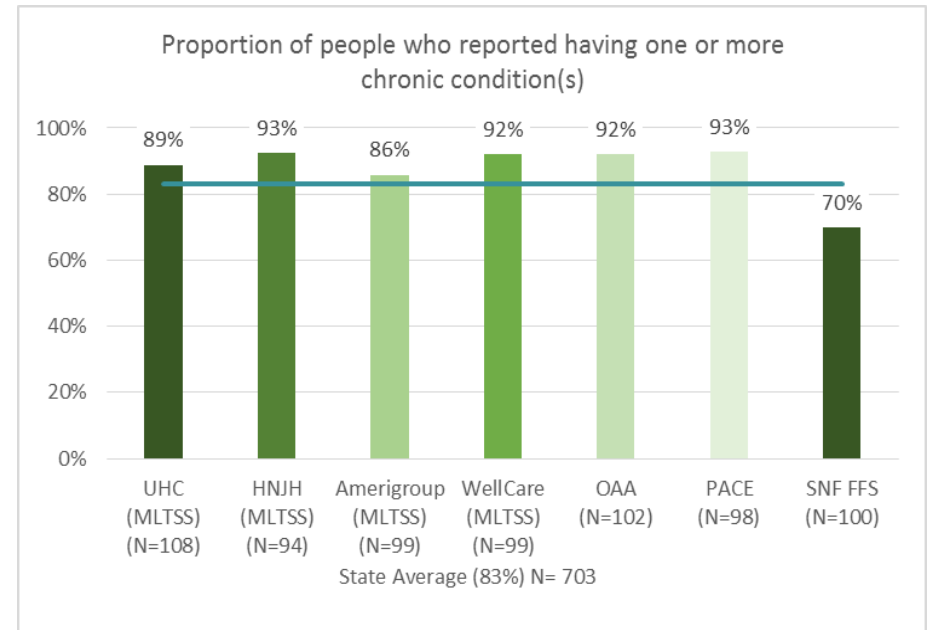
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



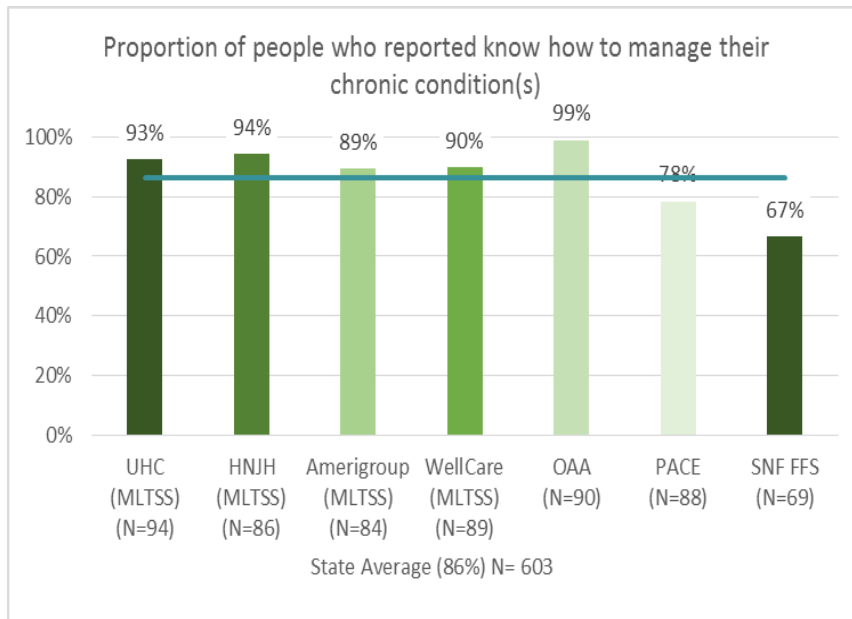
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



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.

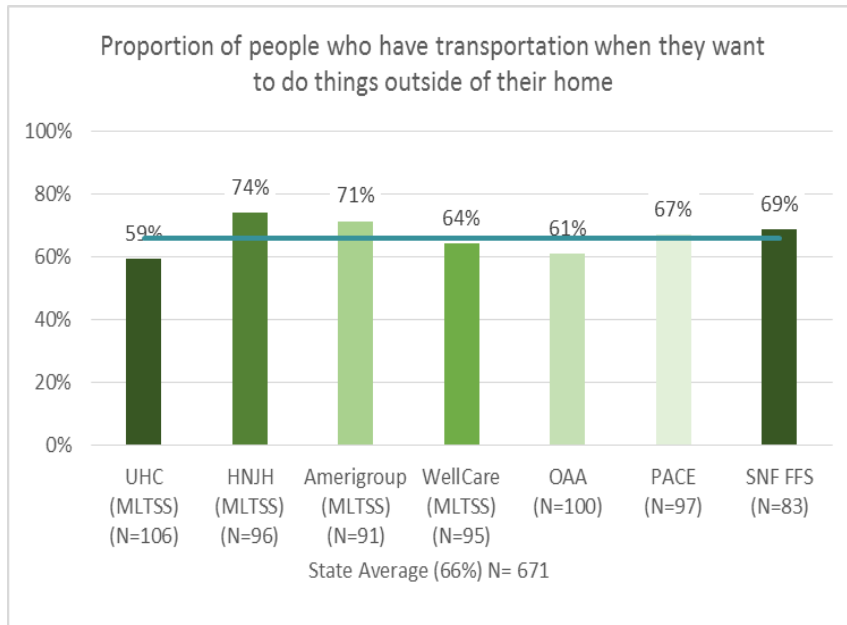
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

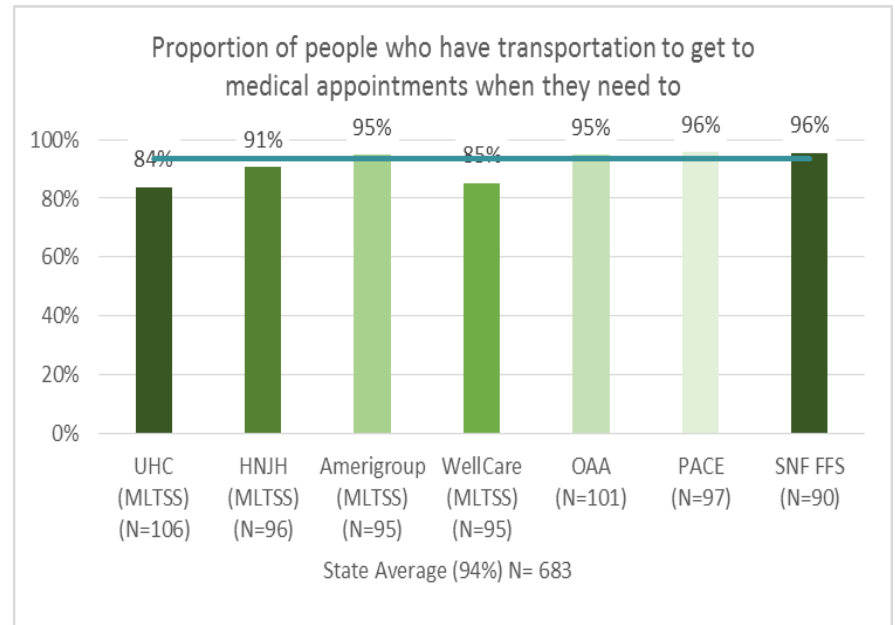
There are five survey items that correspond to the Access domain.

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

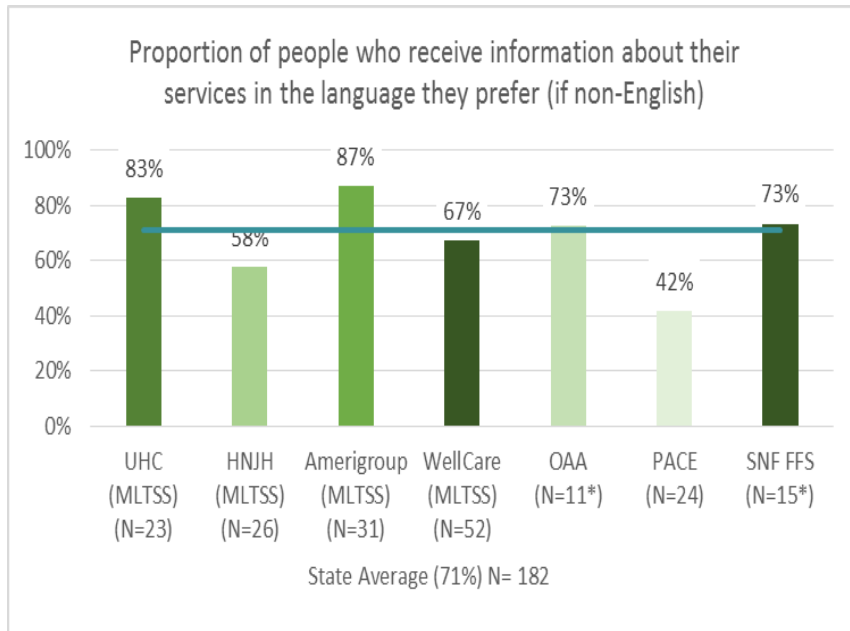
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

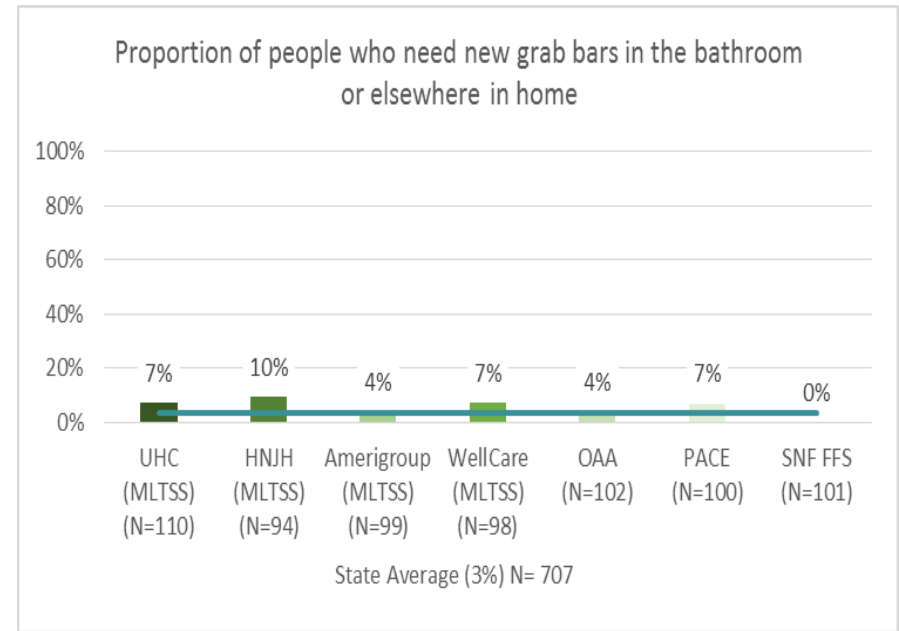


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

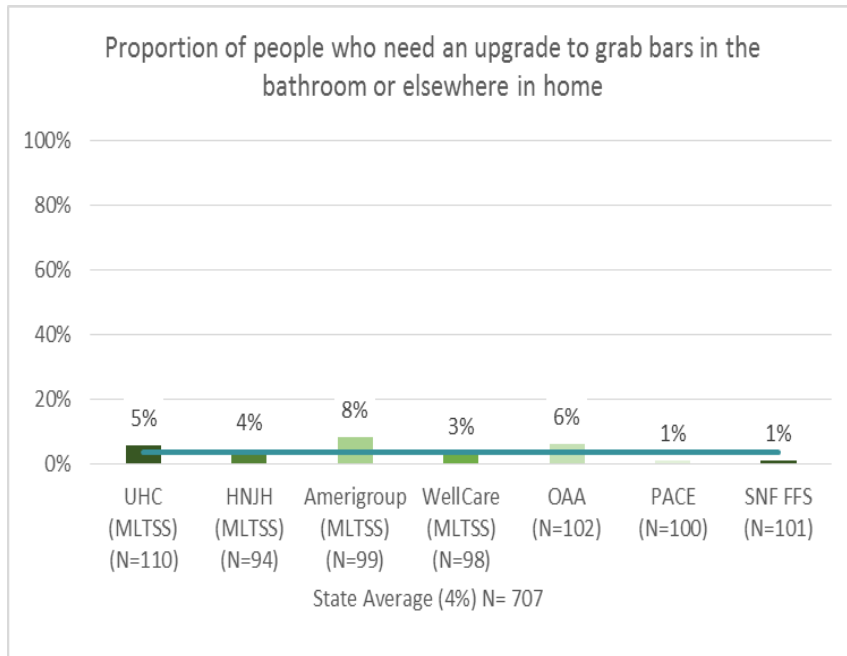


* Very small number of responses

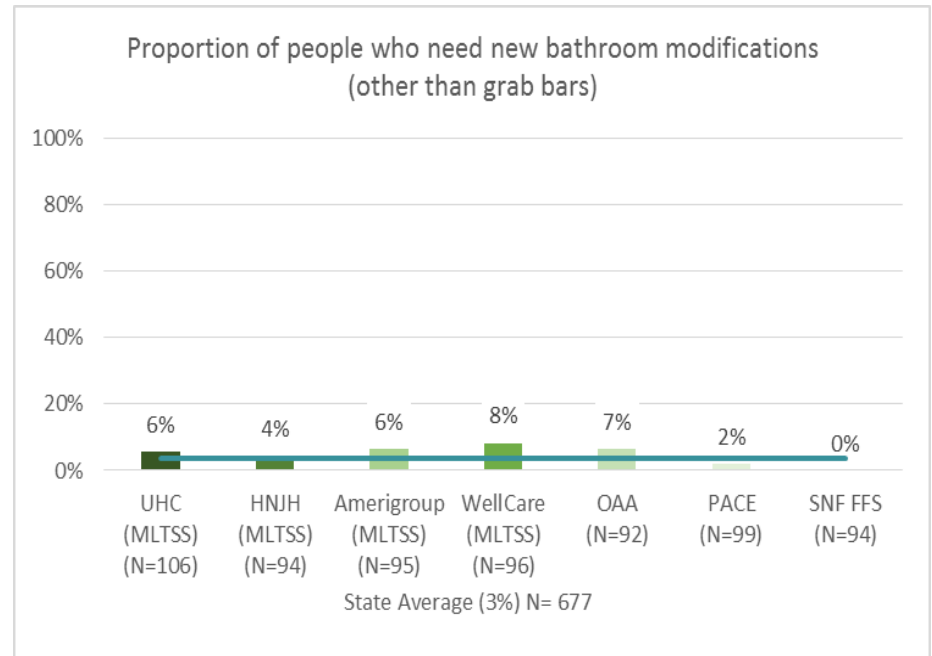
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



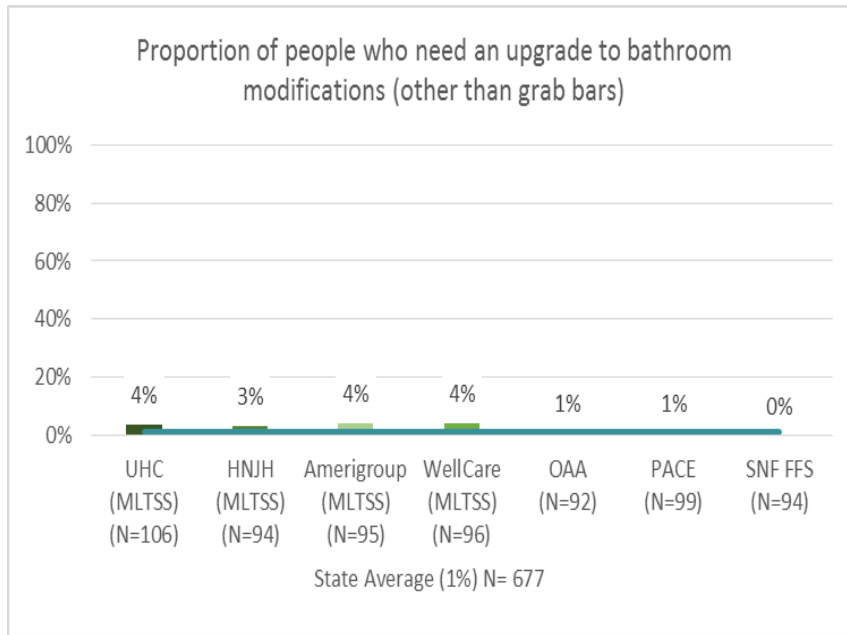
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



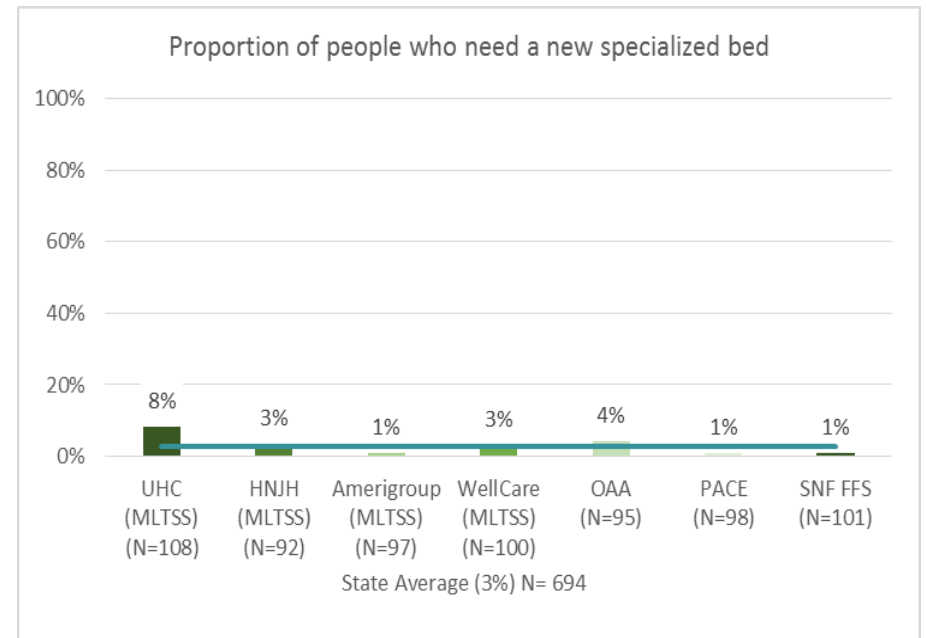
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



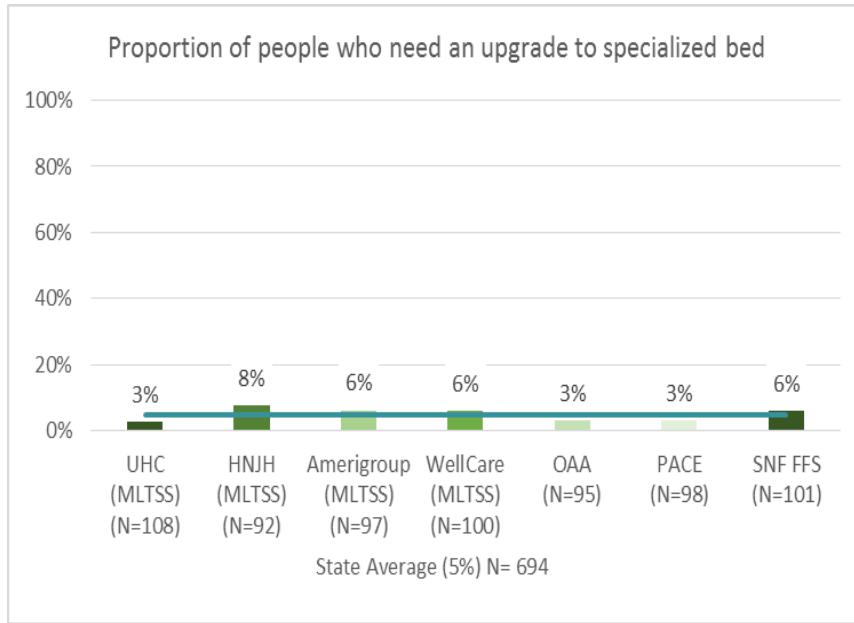
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



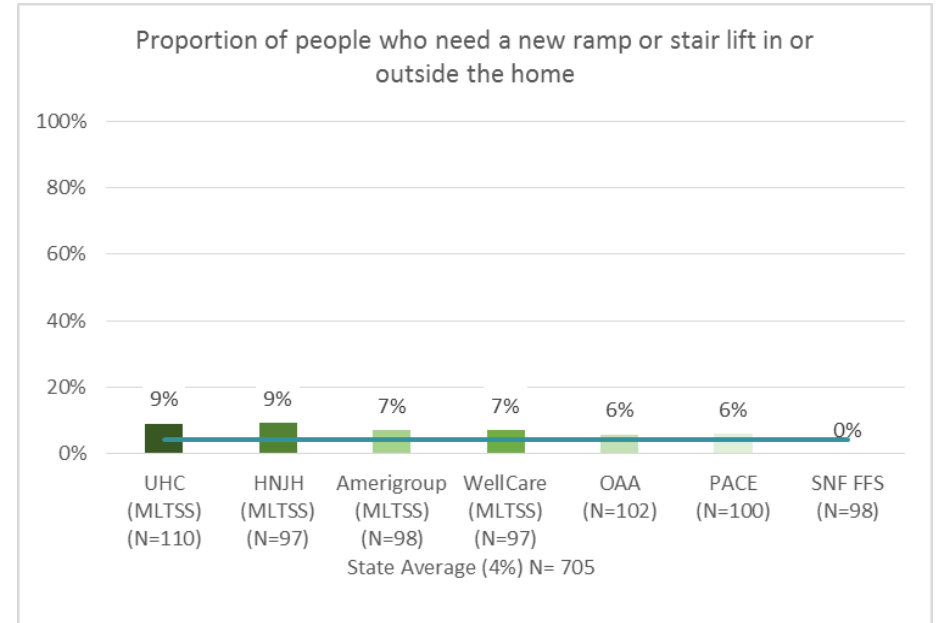
Graph 35. Proportion of people who need a new specialized bed



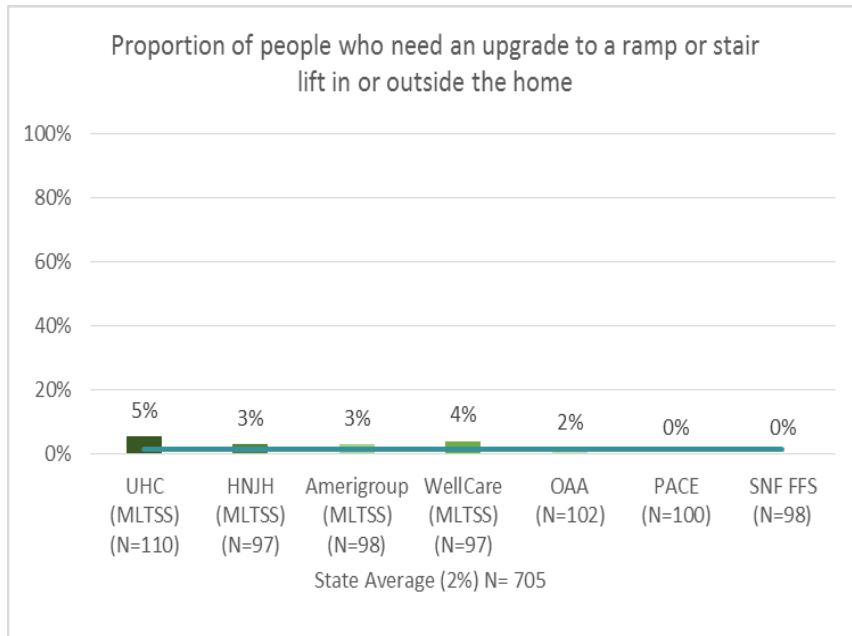
Graph 36. Proportion of people who need an upgrade to specialized bed



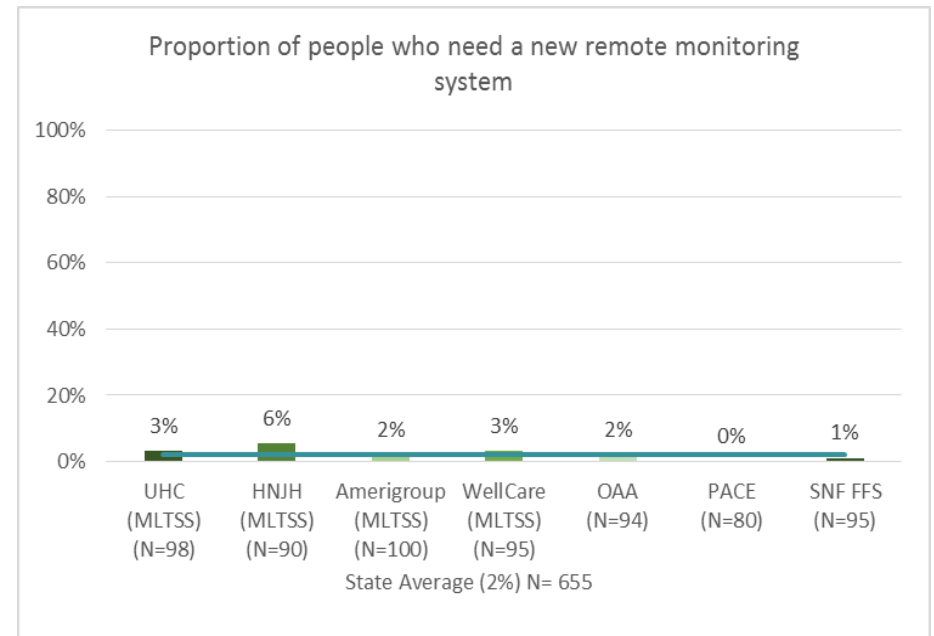
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



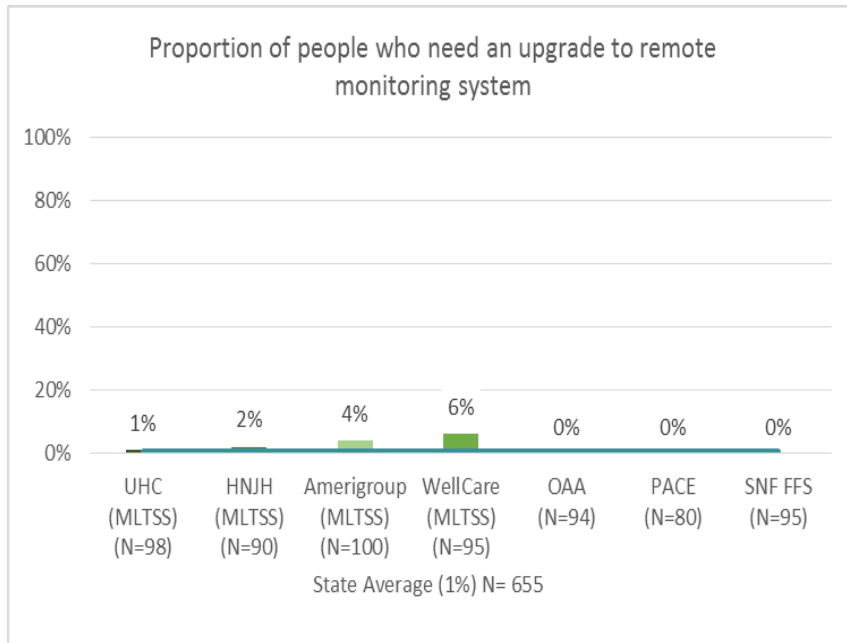
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



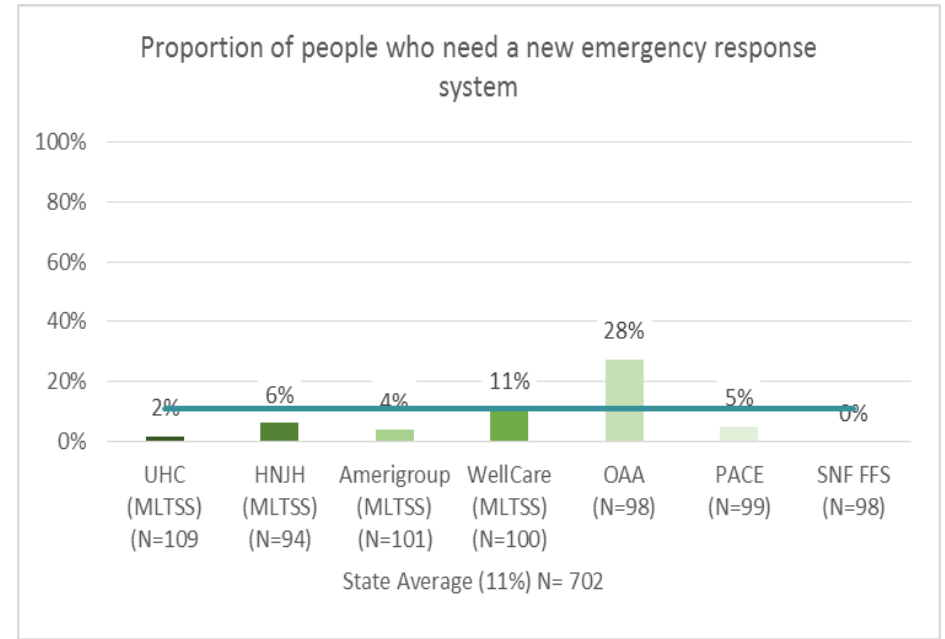
Graph 39. Proportion of people who need a new remote monitoring system



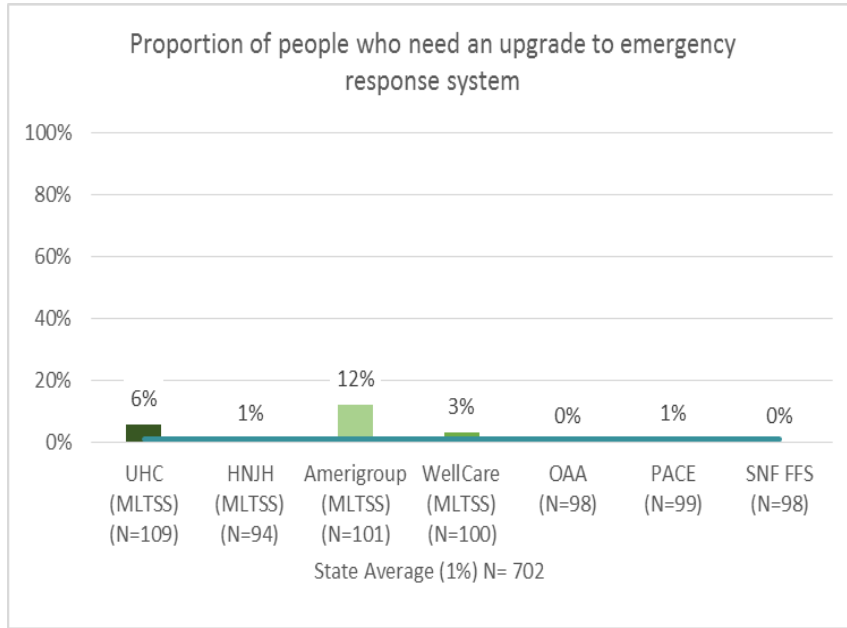
Graph 40. Proportion of people who need an upgrade to remote monitoring system



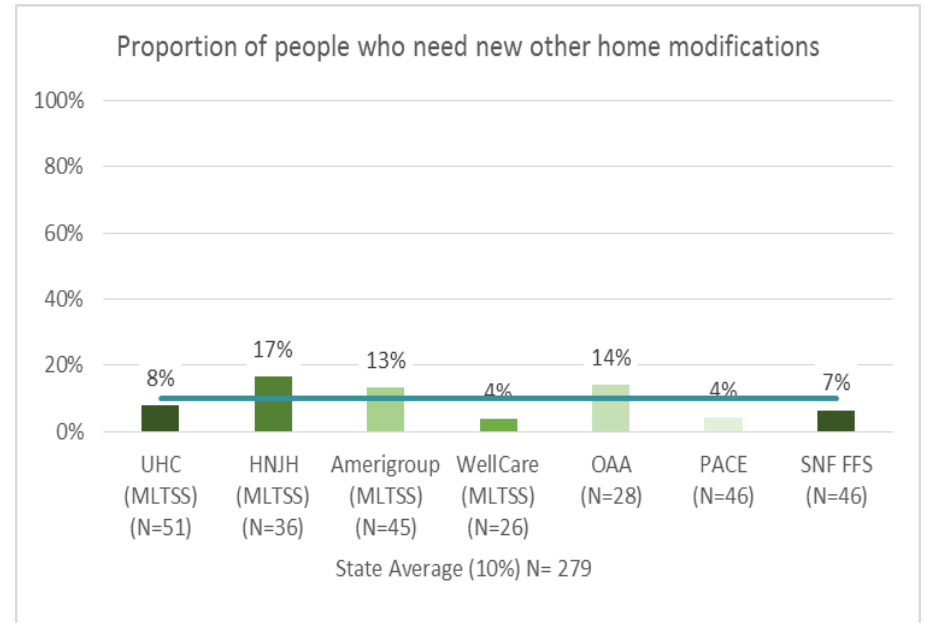
Graph 41. Proportion of people who need a new emergency response system



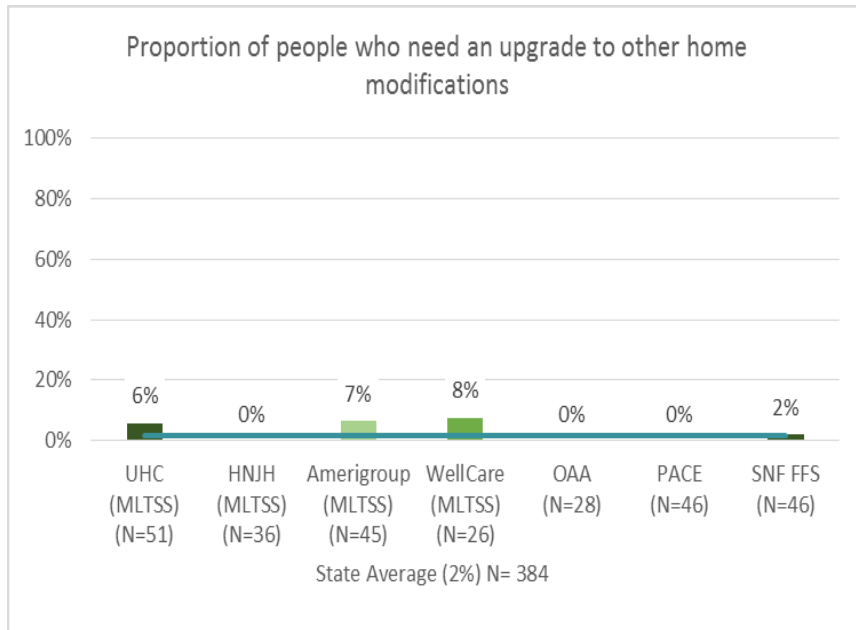
Graph 42. Proportion of people who need an upgrade to emergency response system



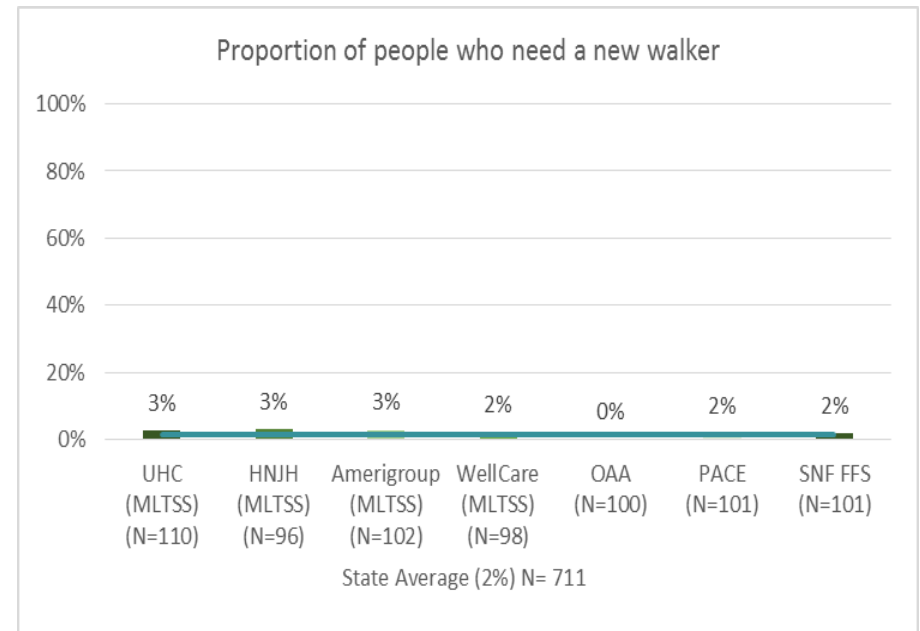
Graph 43. Proportion of people who need new other home modifications



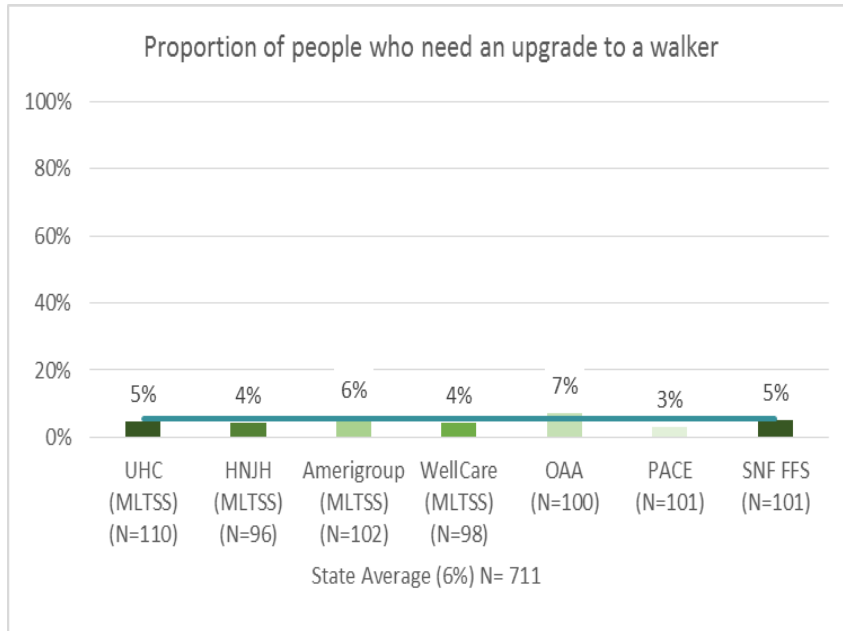
Graph 44. Proportion of people who need an upgrade to other home modifications



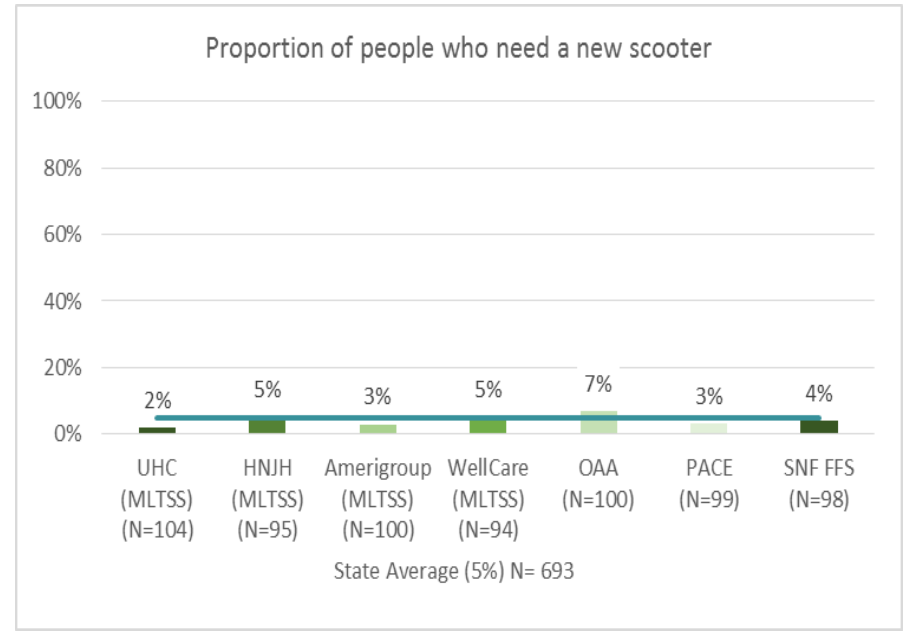
Graph 45. Proportion of people who need a new walker



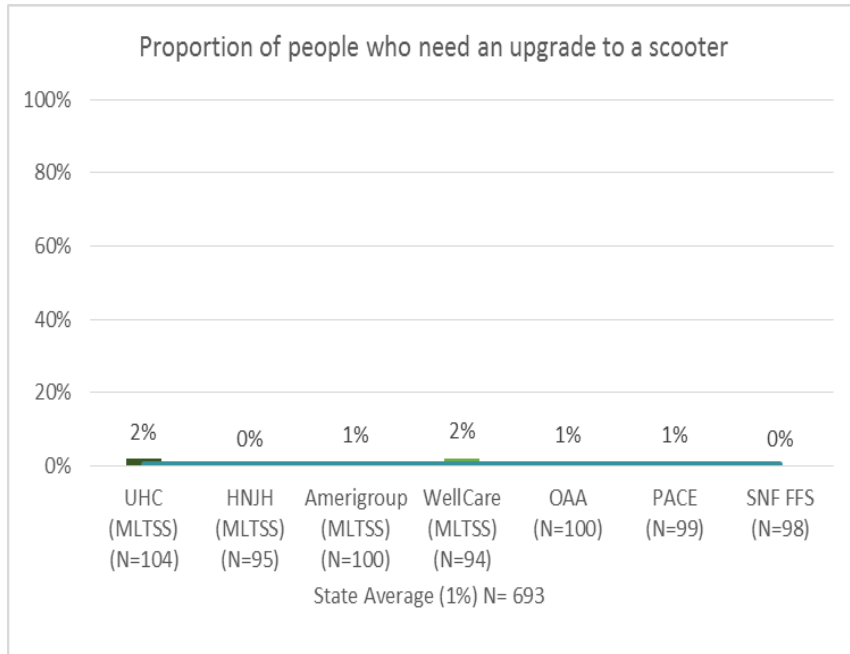
Graph 46. Proportion of people who need an upgrade to a walker



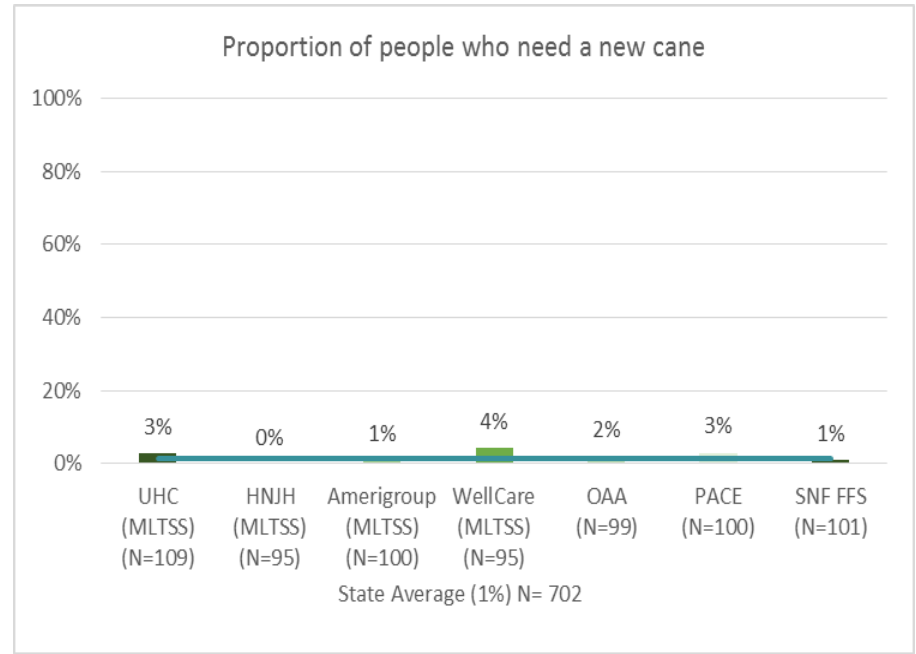
Graph 47. Proportion of people who need a new scooter



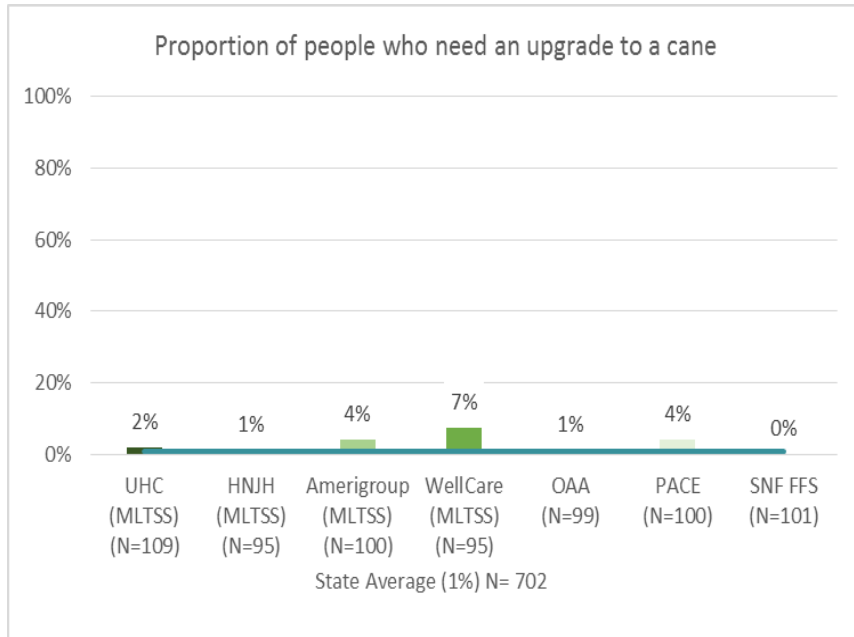
Graph 48. Proportion of people who need an upgrade to a scooter



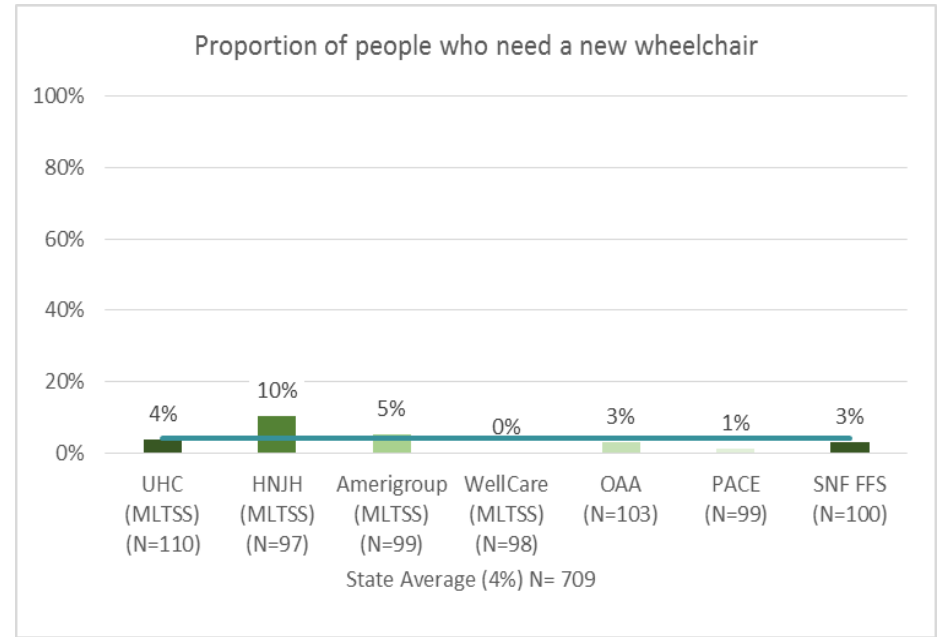
Graph 49. Proportion of people who need a new cane



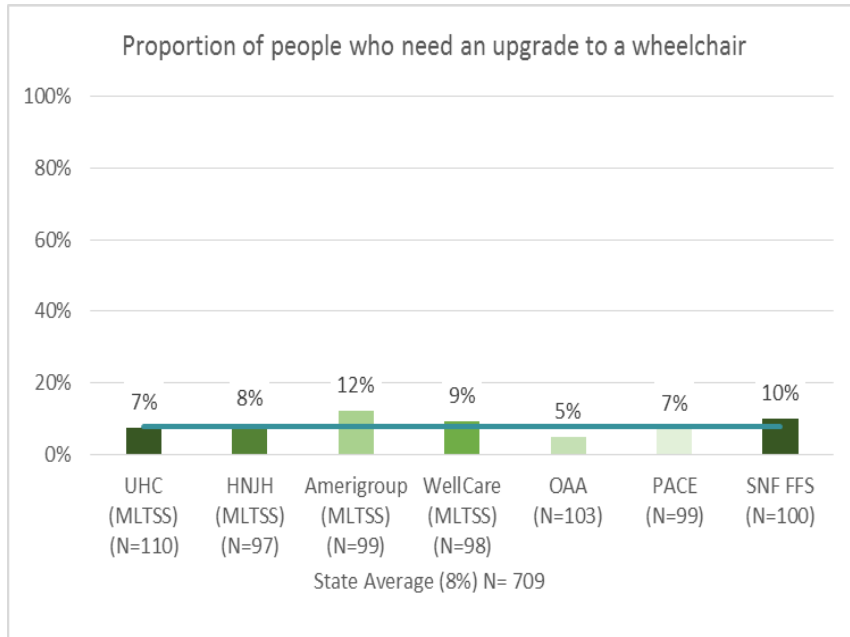
Graph 50. Proportion of people who need an upgrade to a cane



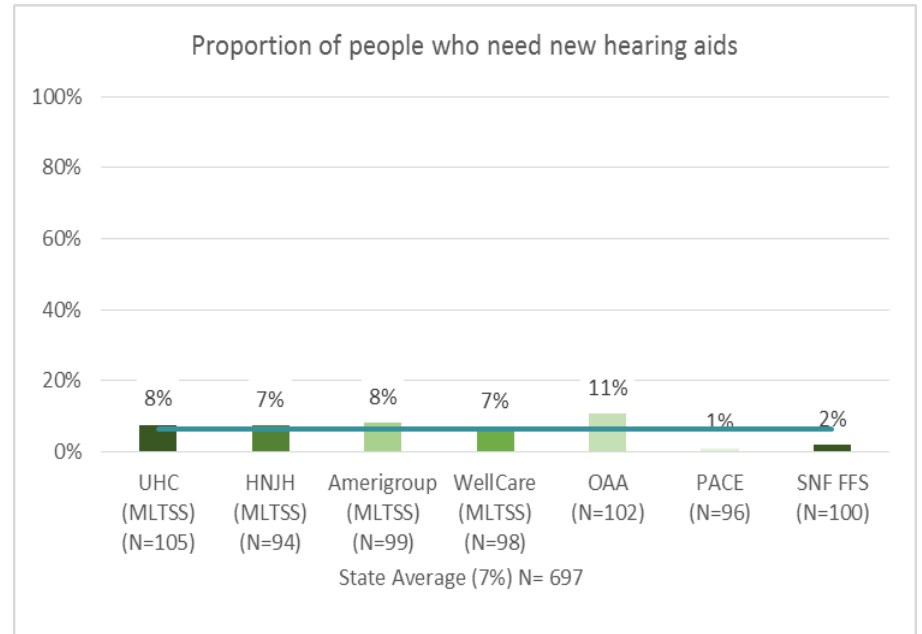
Graph 51. Proportion of people who need a new wheelchair



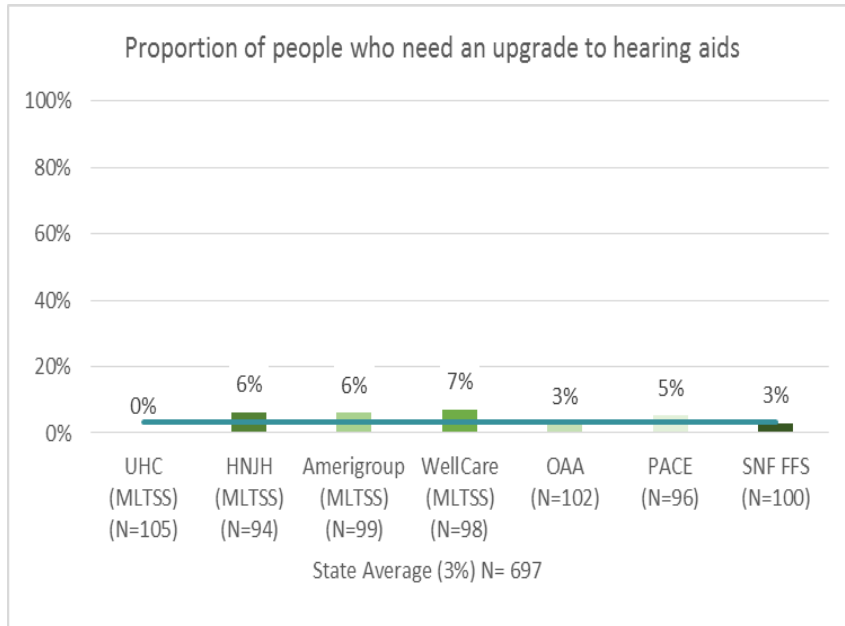
Graph 52. Proportion of people who need an upgrade to a wheelchair



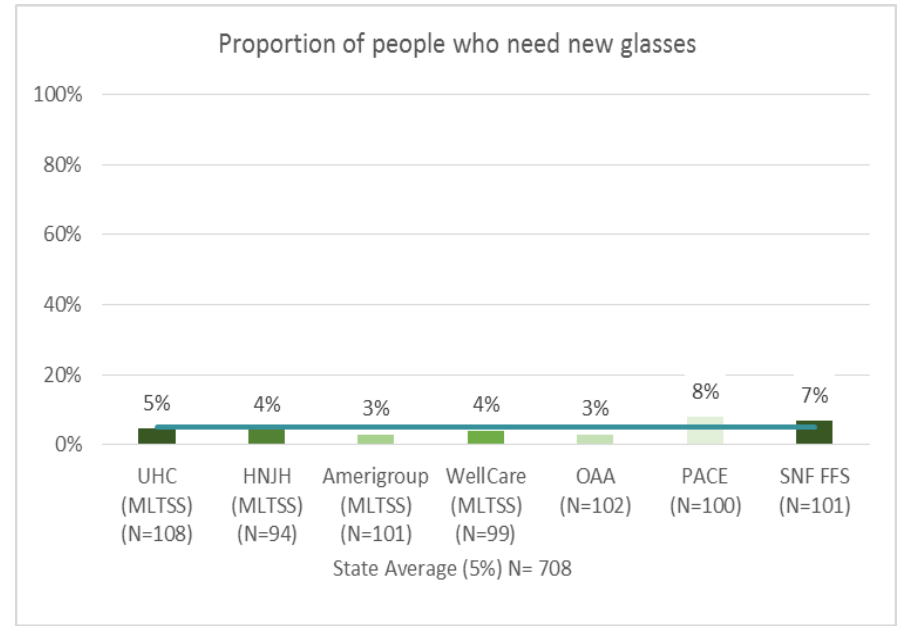
Graph 53. Proportion of people who need new hearing aids



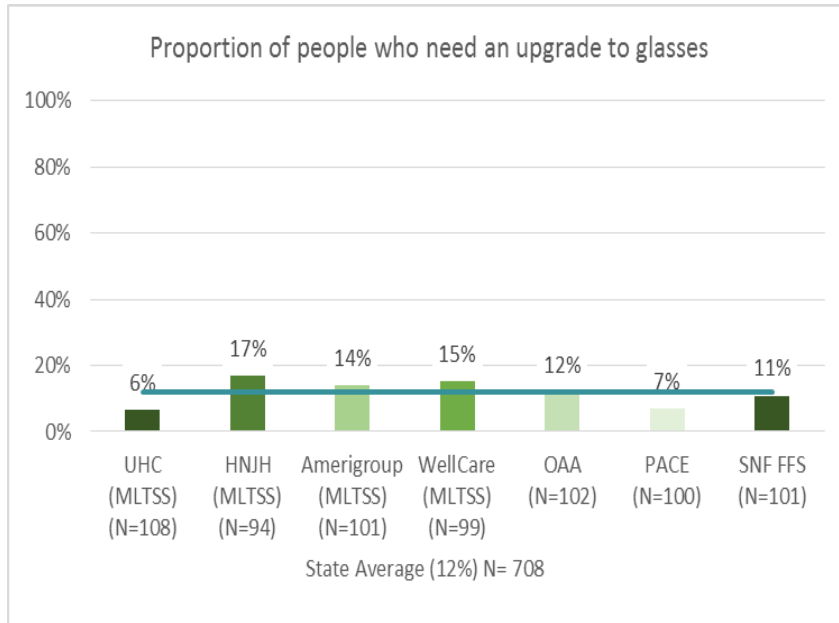
Graph 54. Proportion of people who need an upgrade to hearing aids



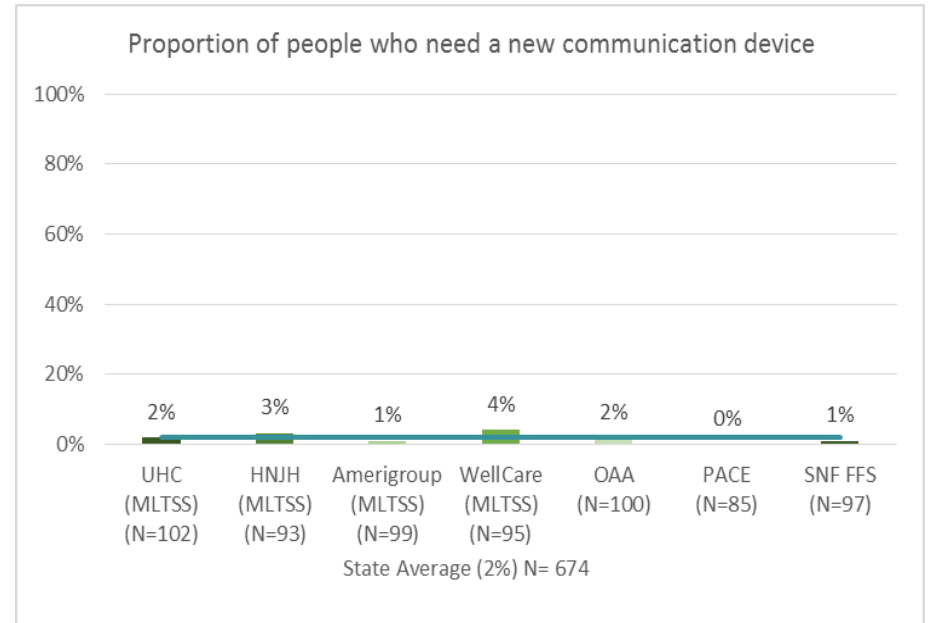
Graph 55. Proportion of people who need new glasses



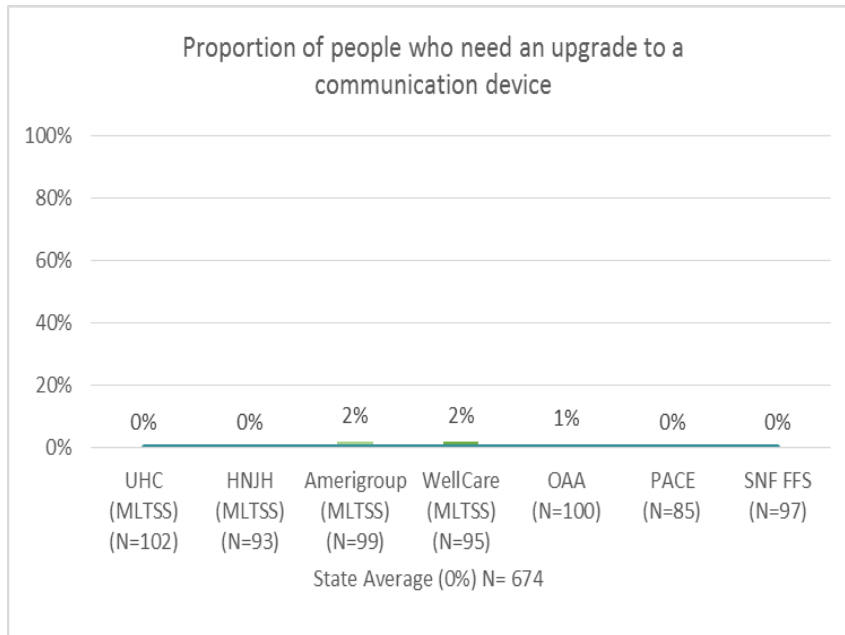
Graph 56. Proportion of people who need an upgrade to glasses



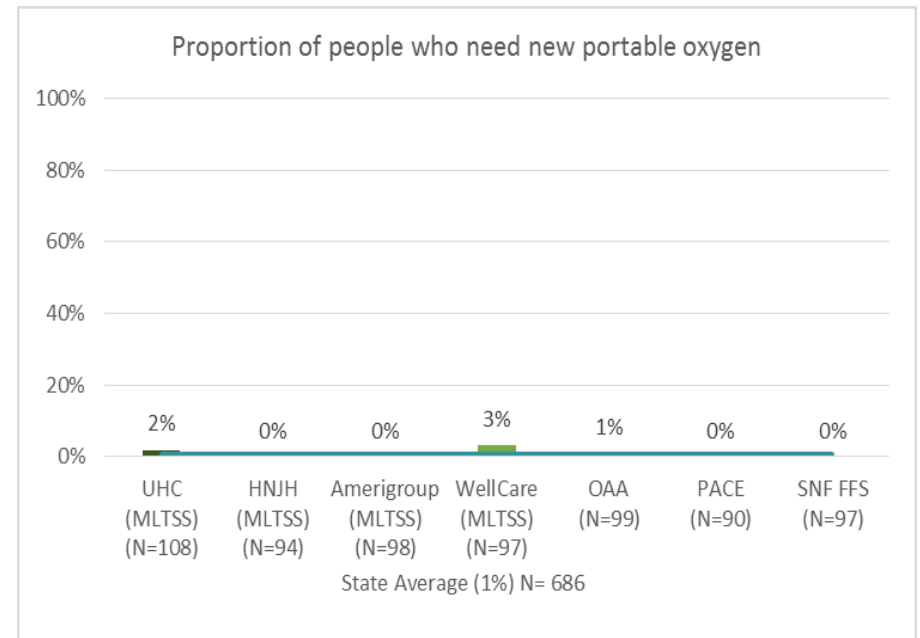
Graph 57. Proportion of people who need a new communication device



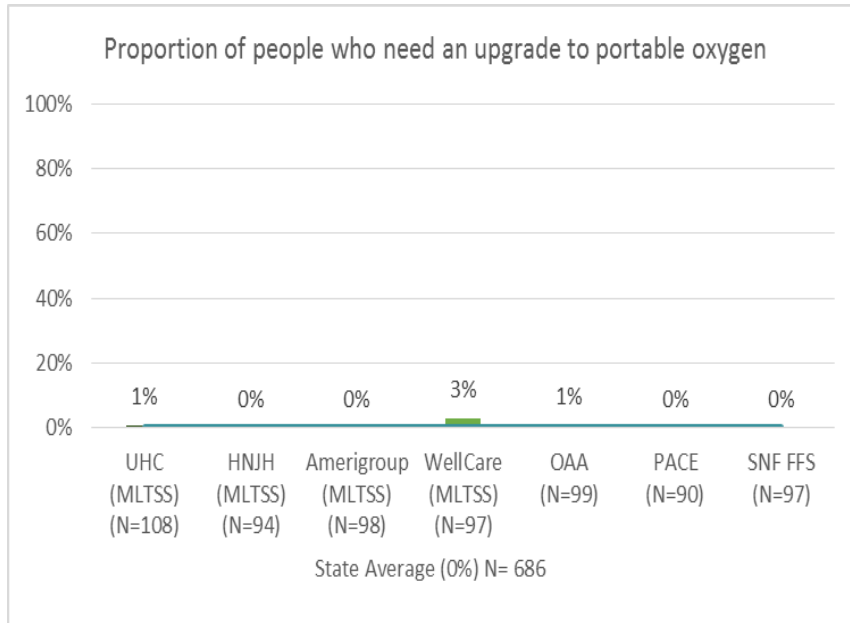
Graph 58. Proportion of people who need an upgrade to a communication device



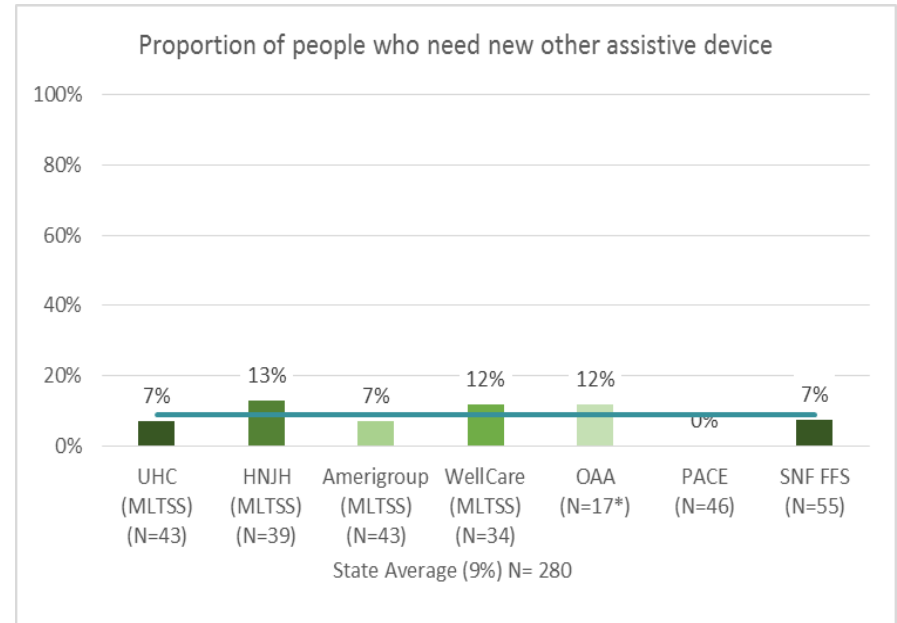
Graph 59. Proportion of people who need new portable oxygen



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

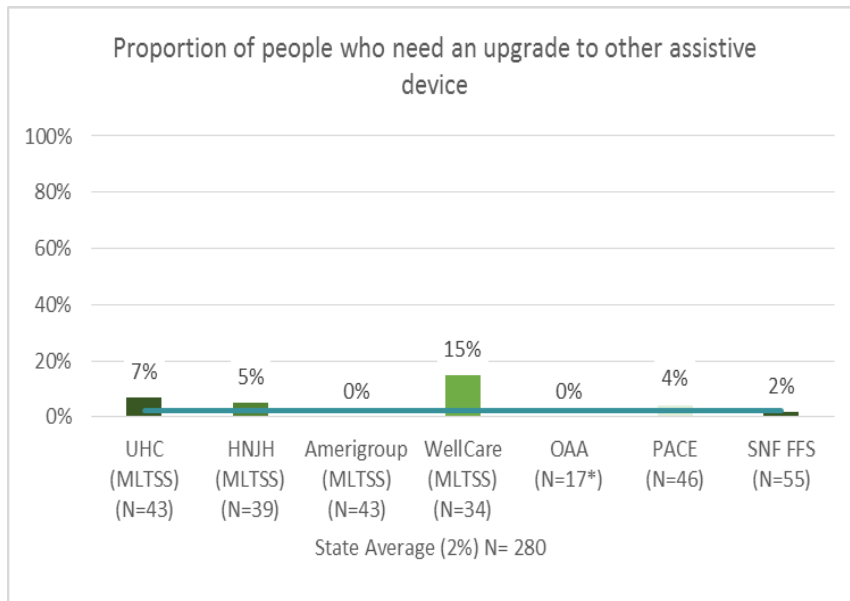


Graph 61. Proportion of people who need new other assistive device



* Very small number of responses

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



* Very small number of responses

Safety

People feel safe from abuse, neglect, and injury.

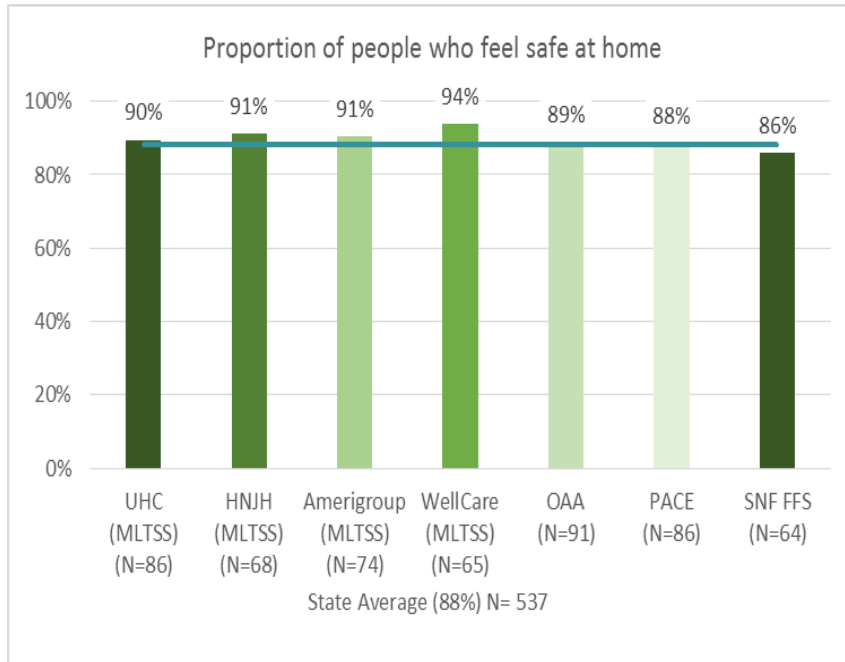
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

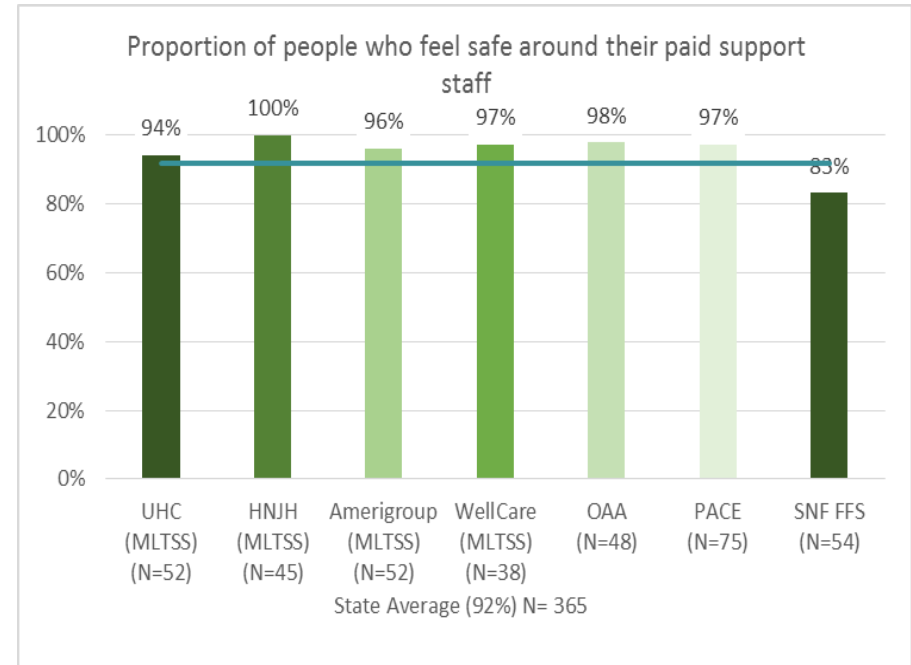
There are seven survey items that correspond to the Safety domain.

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

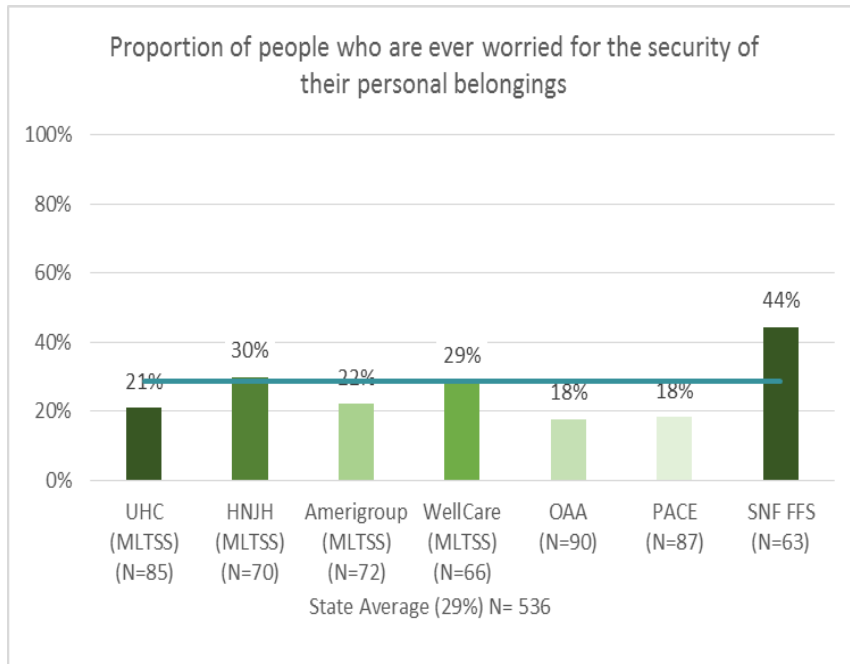
Graph 63. Proportion of people who feel safe at home



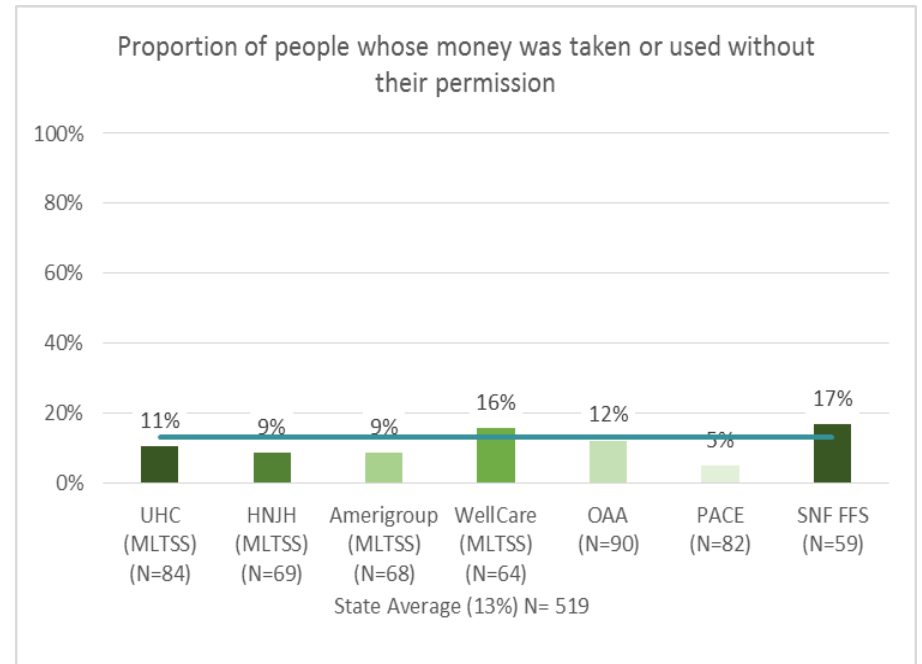
Graph 64. Proportion of people who feel safe around their paid support staff



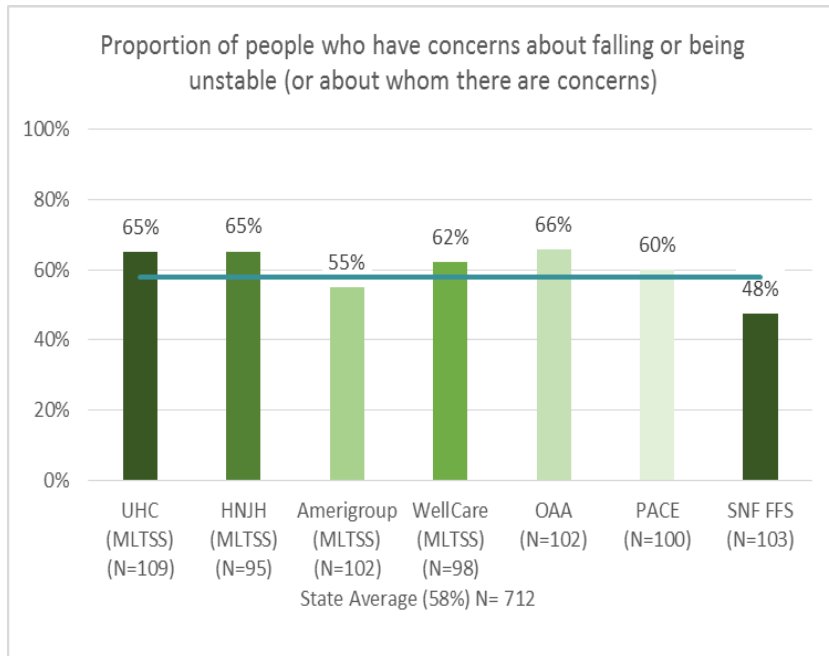
Graph 65. Proportion of people who are ever worried for the security of their personal belongings



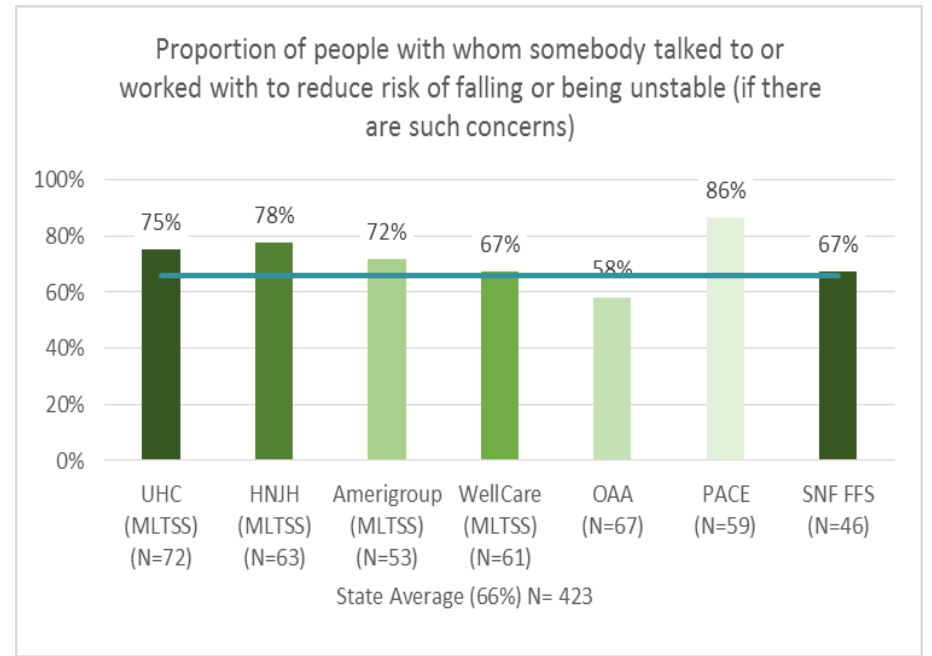
Graph 66. Proportion of people whose money was taken or used without their permission



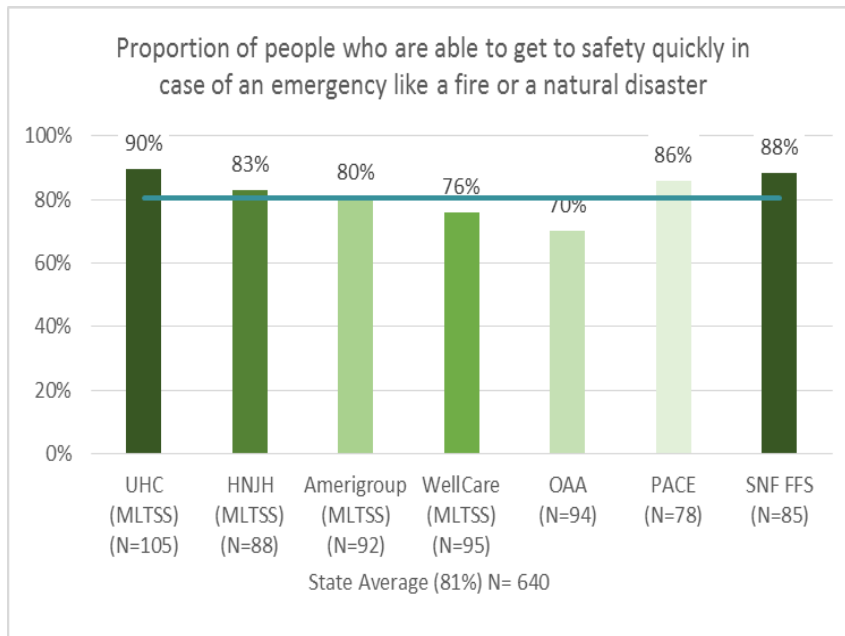
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



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.

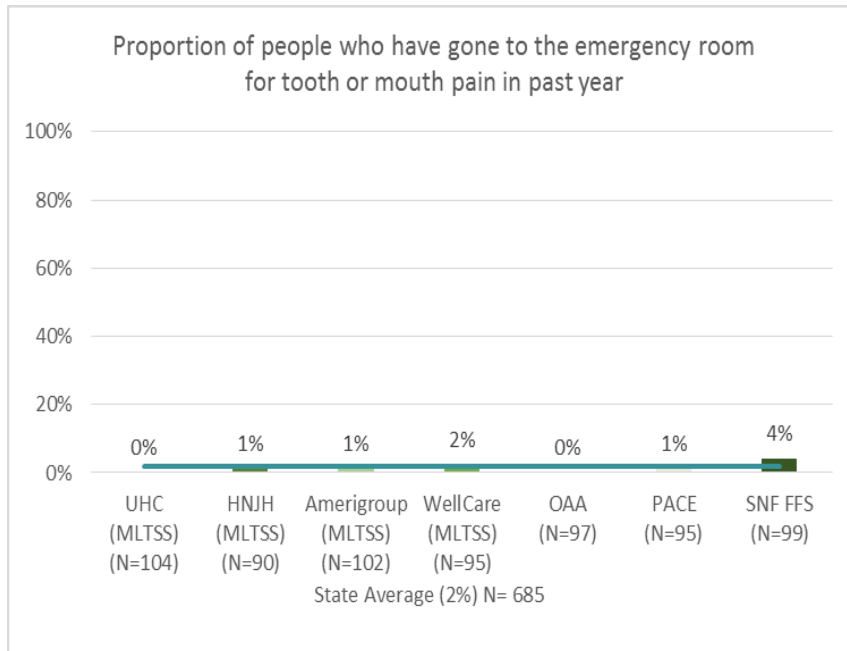
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

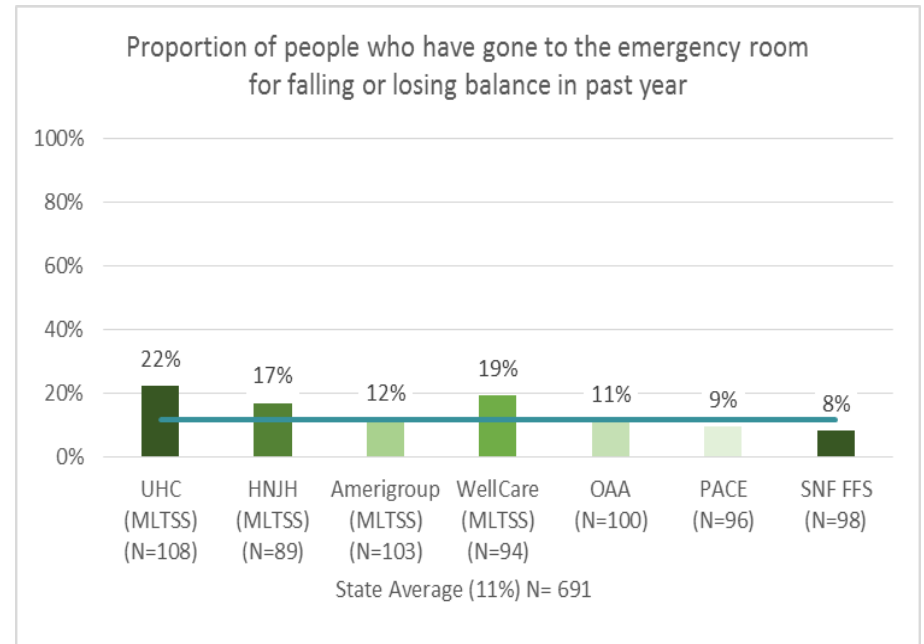
There are twelve survey items that correspond to the Health Care domain.

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

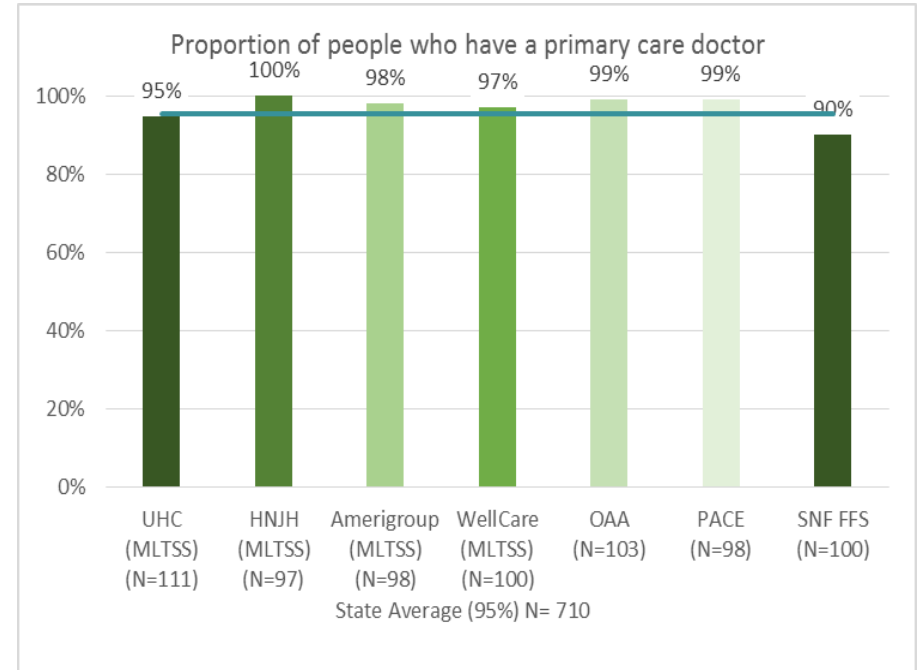
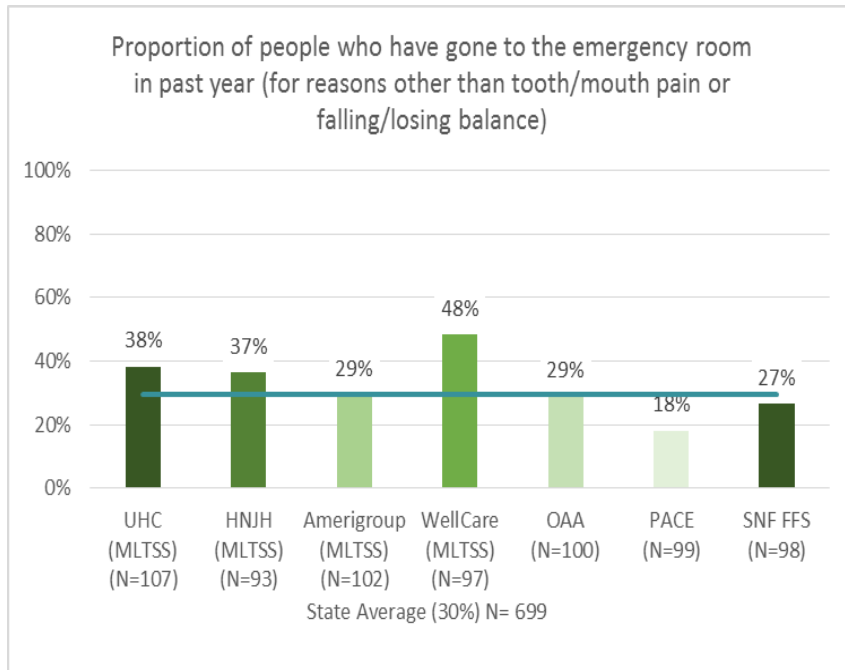
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



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

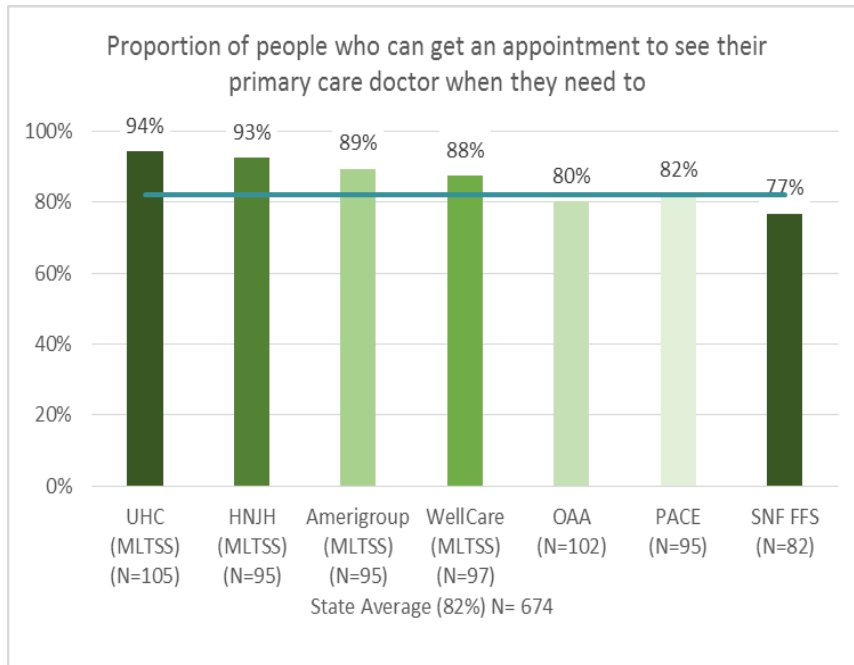


Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)

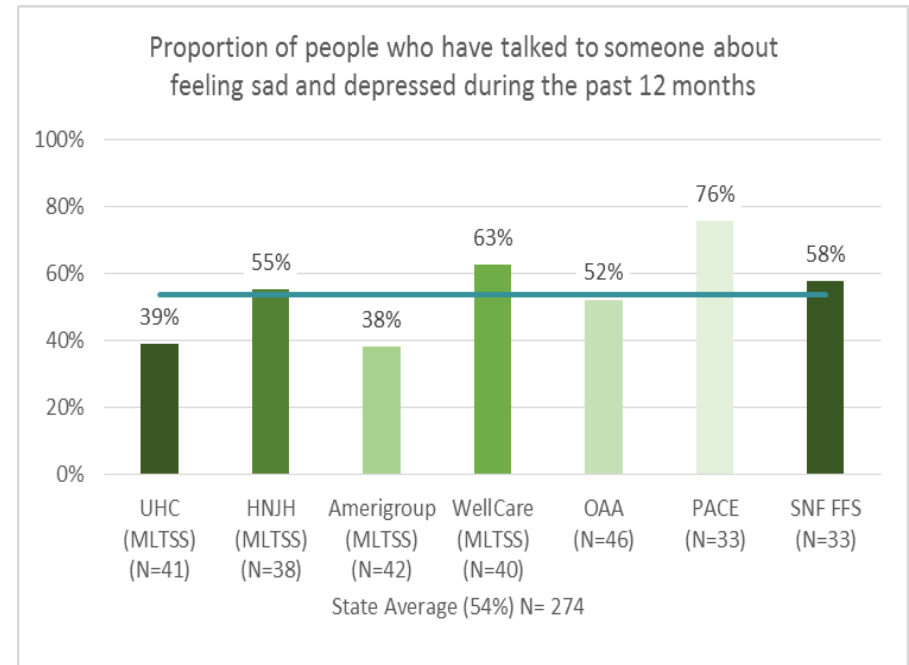


Graph 73. Proportion of people who have a primary care doctor

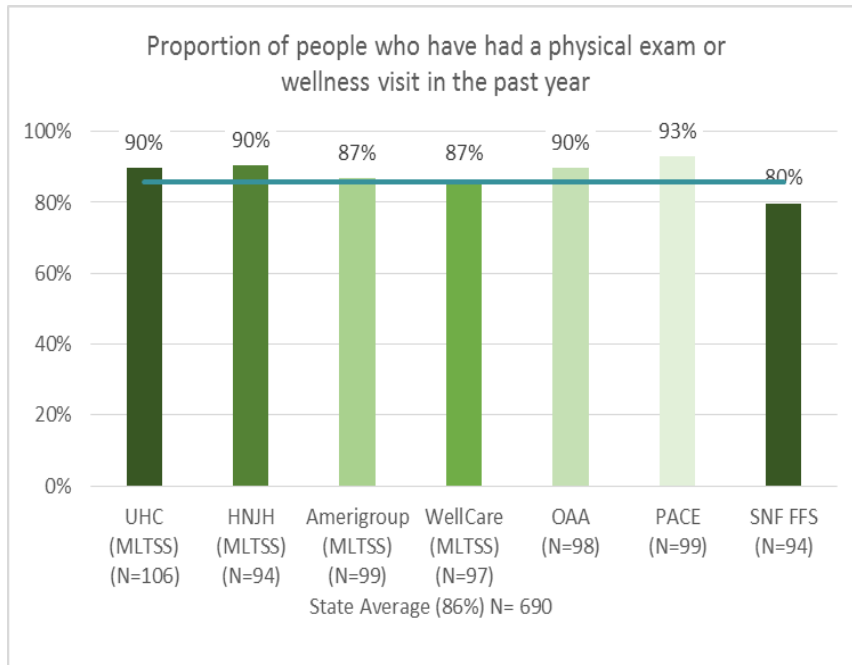
Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to



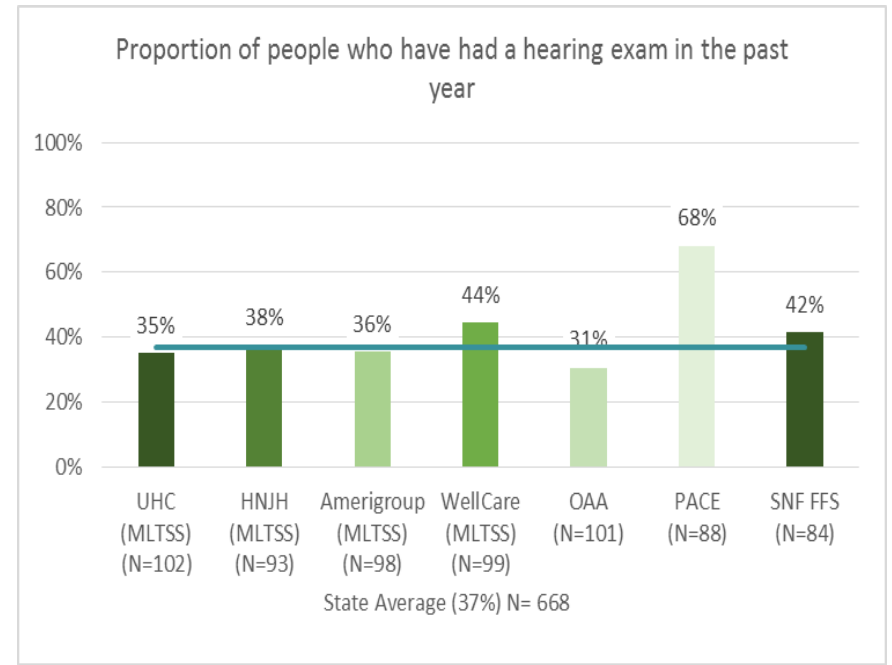
Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



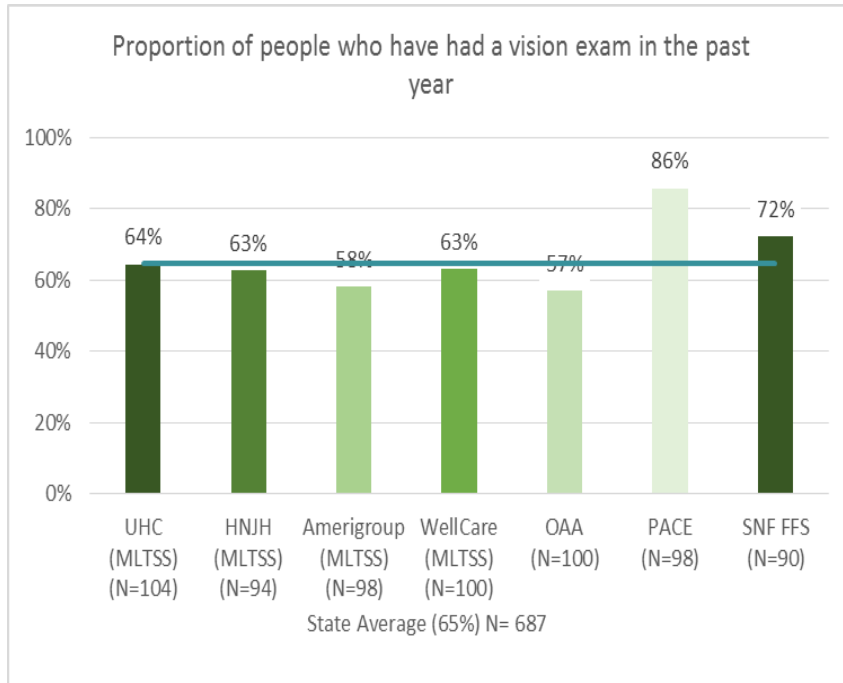
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



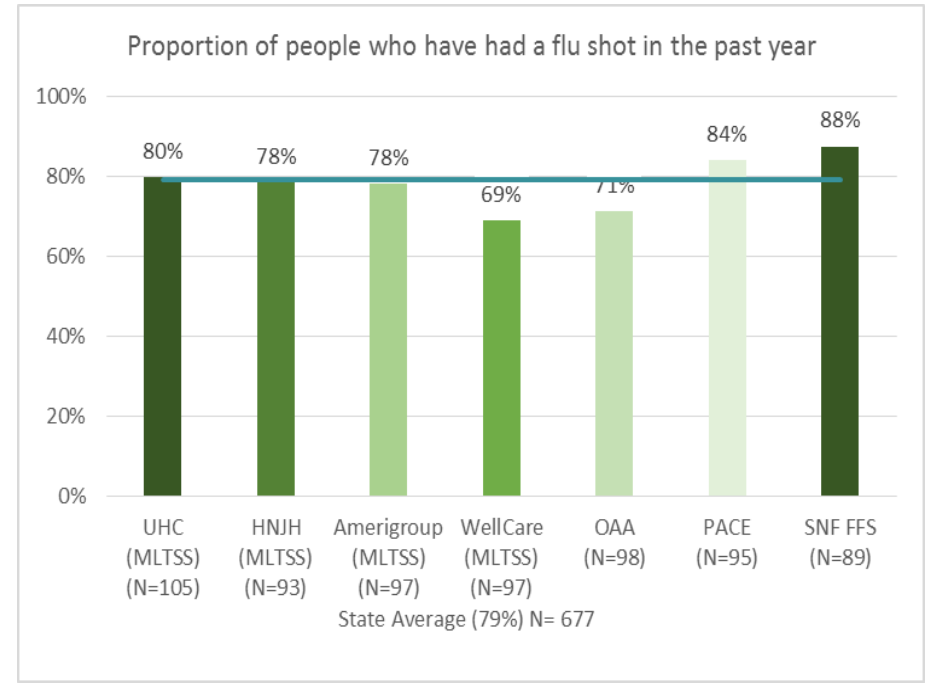
Graph 77. Proportion of people who have had a hearing exam in the past year



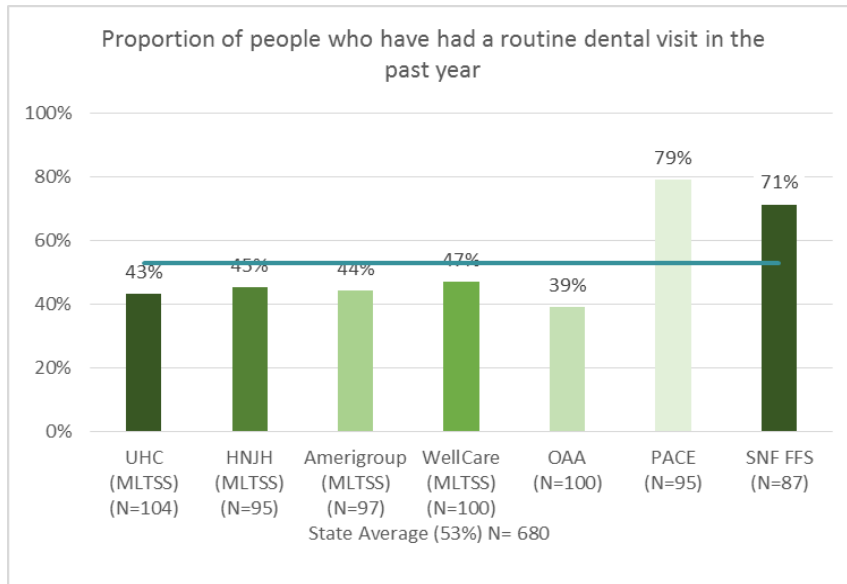
Graph 78. Proportion of people who have had a vision exam in the past year



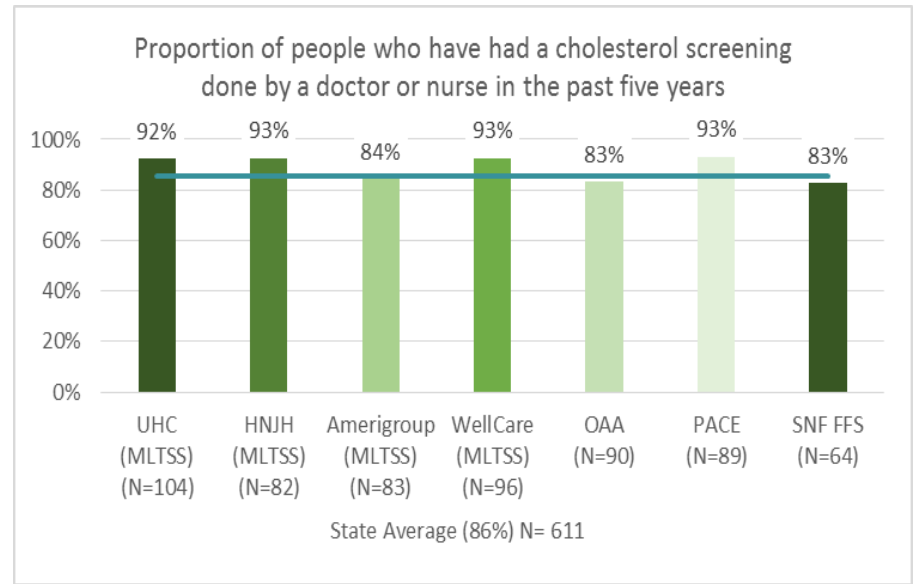
Graph 79. Proportion of people who have had a flu shot in the past year



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.

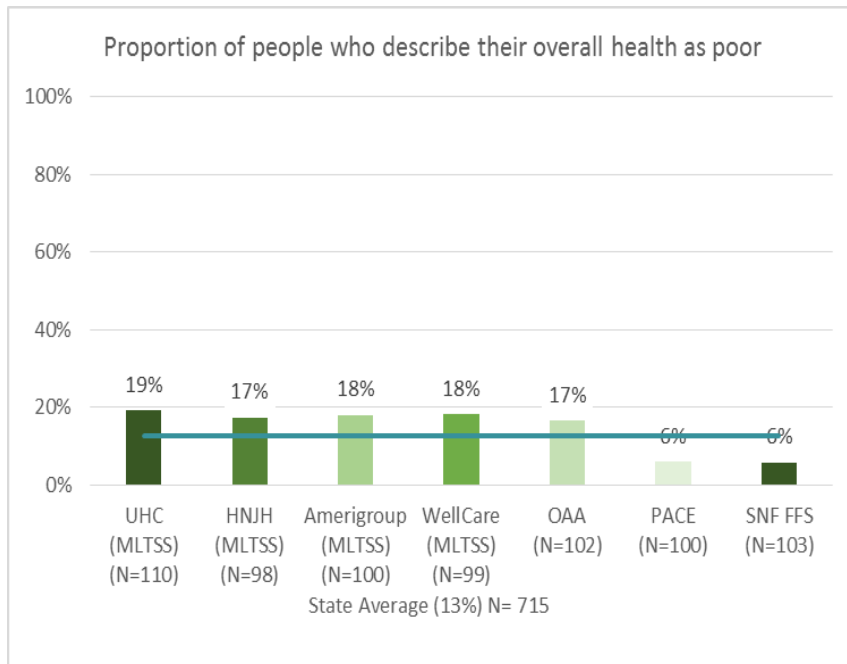
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

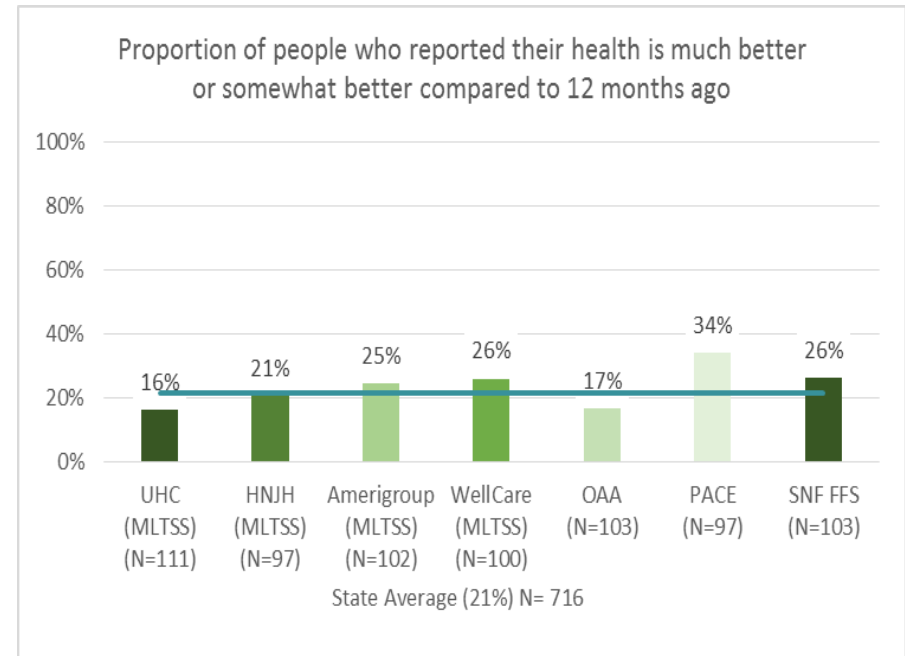
There are four survey items that correspond to the Wellness domain.

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

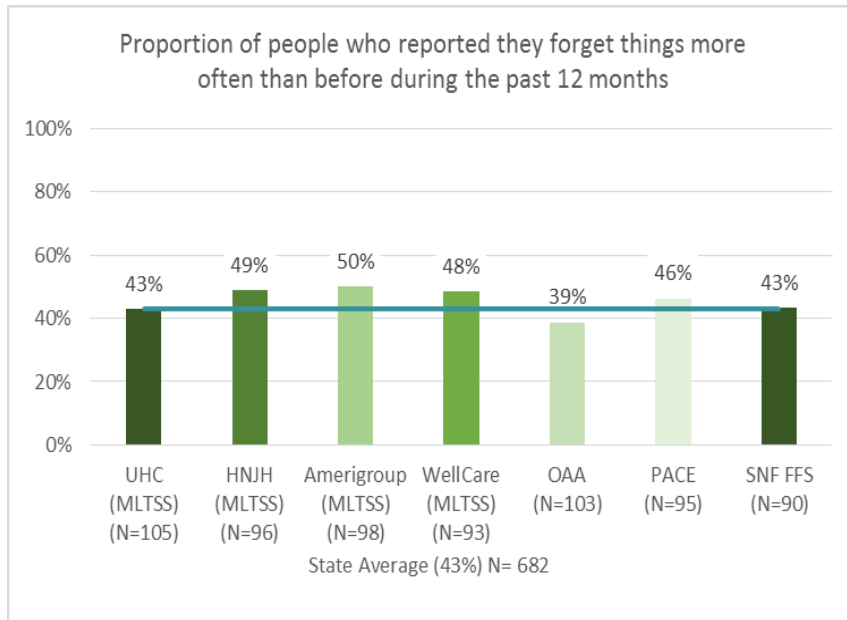
Graph 82. Proportion of people who describe their overall health as poor



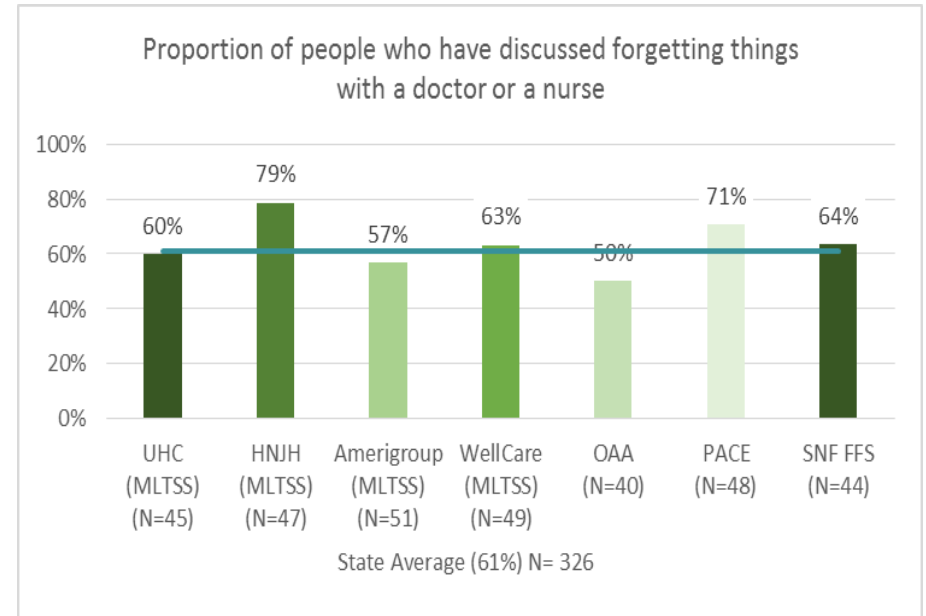
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



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.

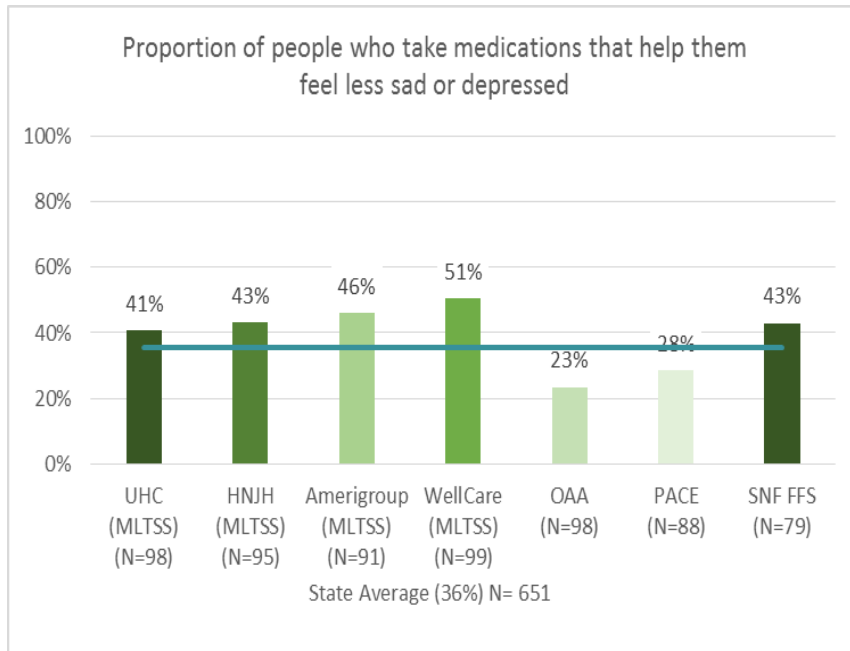
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

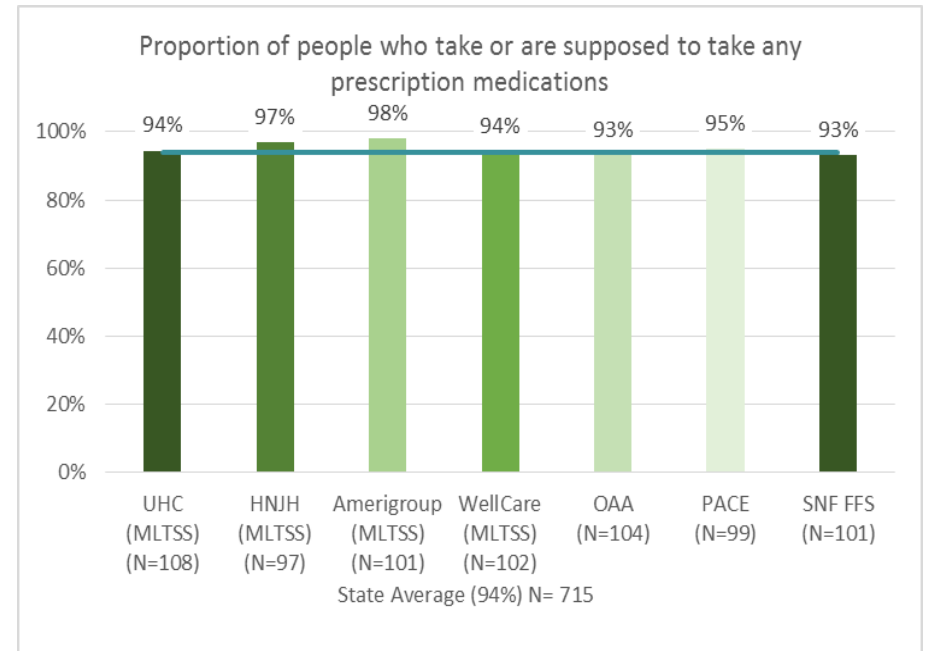
There are three survey items that correspond to the Medication domain.

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

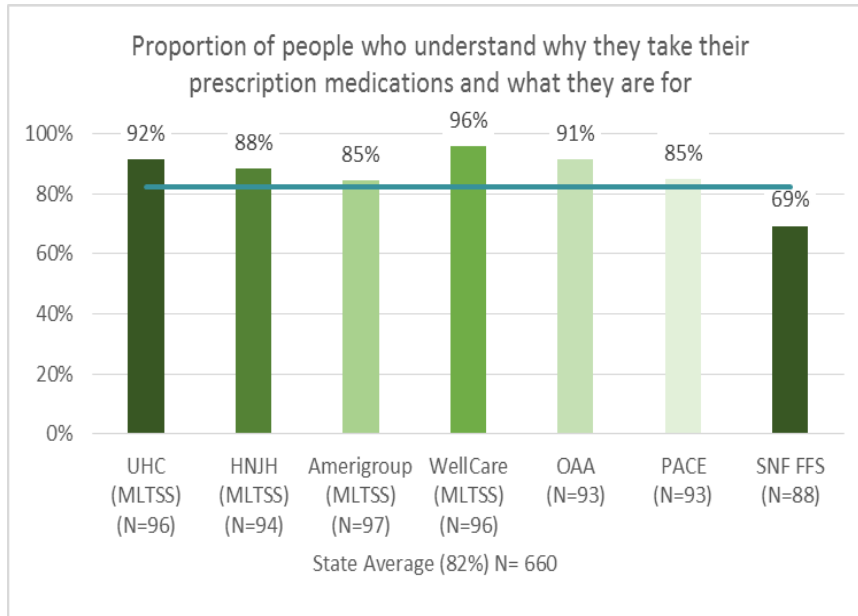
Graph 86. Proportion of people who take medications that help them feel less sad or depressed



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.

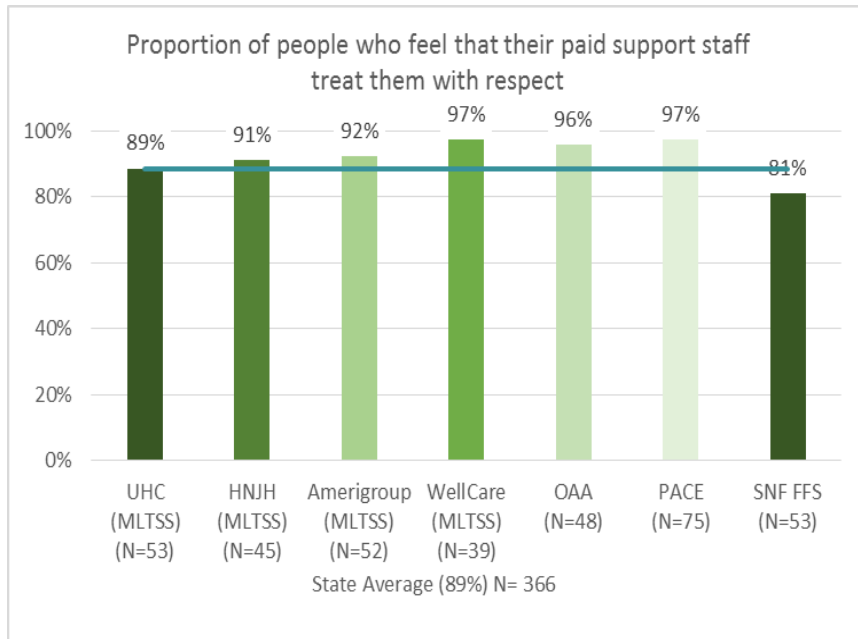
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

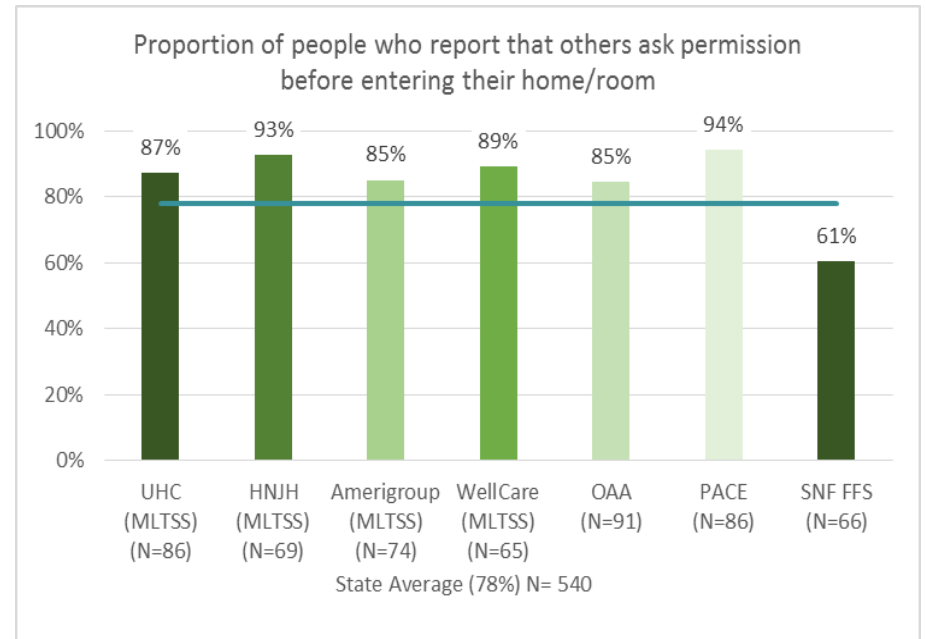
There are nine survey items that correspond to the Rights and Respect domain.

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

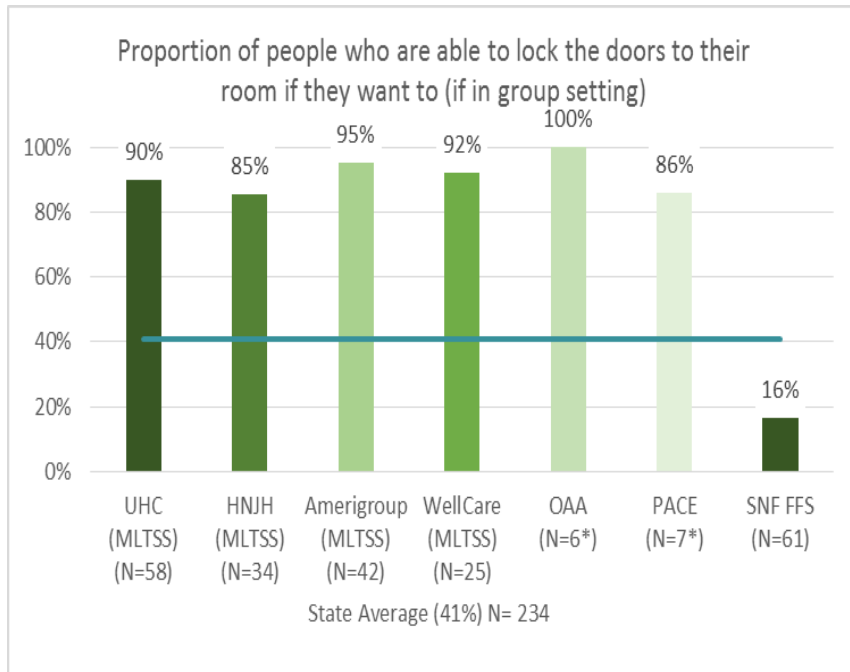
Graph 89. Proportion of people who feel that their paid support staff treat them with respect



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

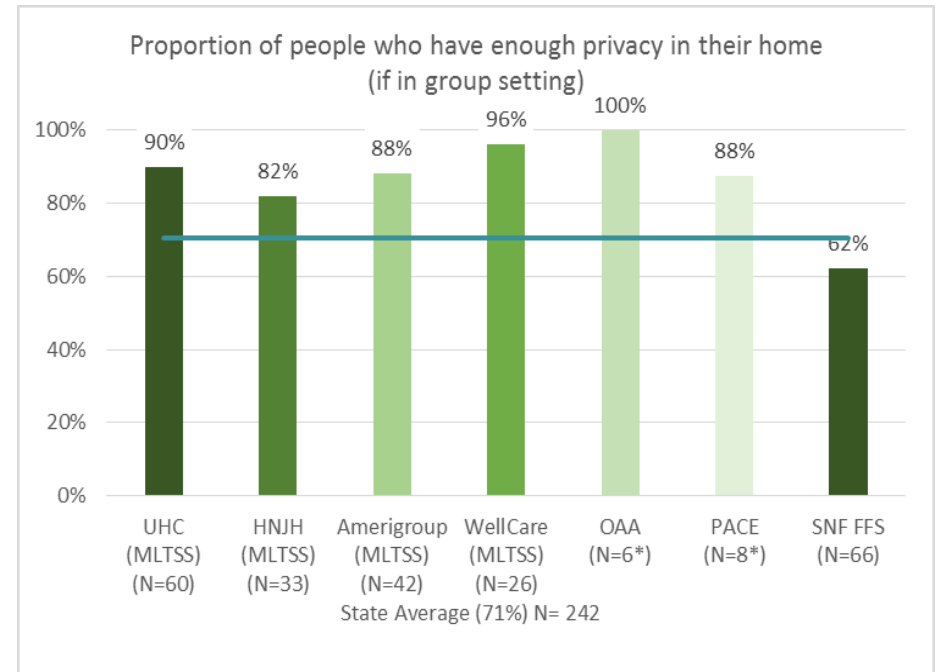


Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



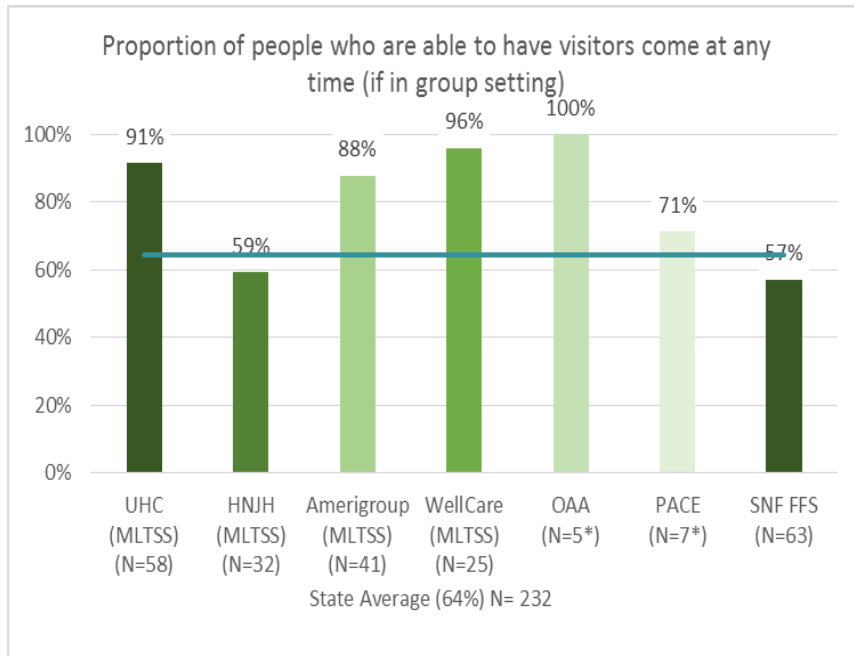
* Very small number of responses

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



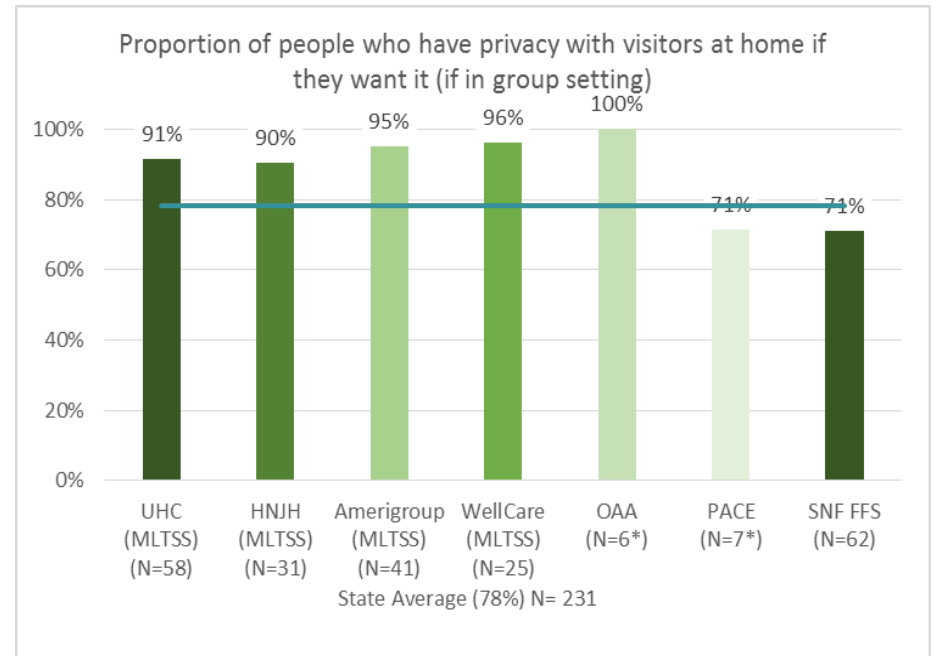
* Very small number of responses

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



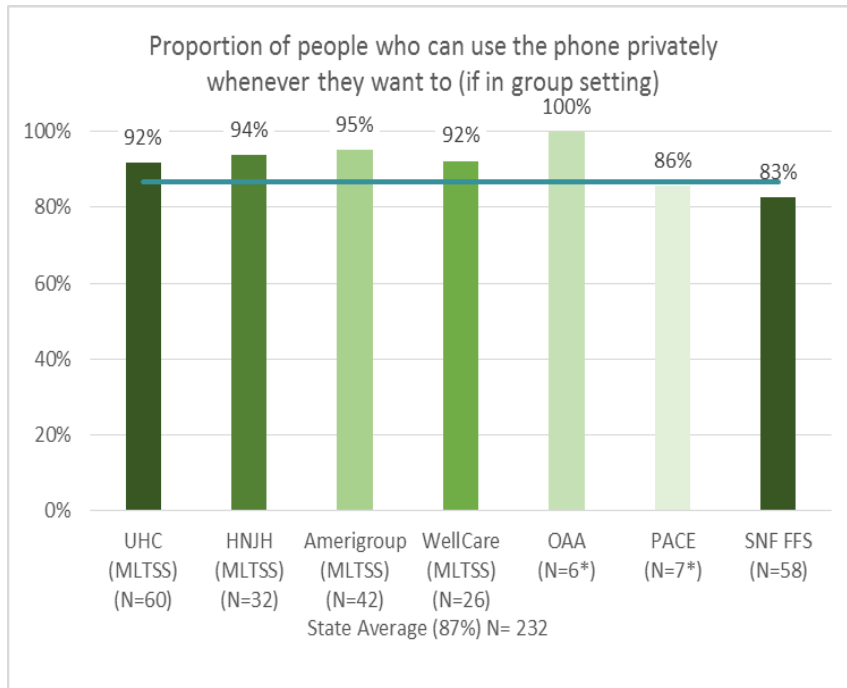
* Very small number of responses

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



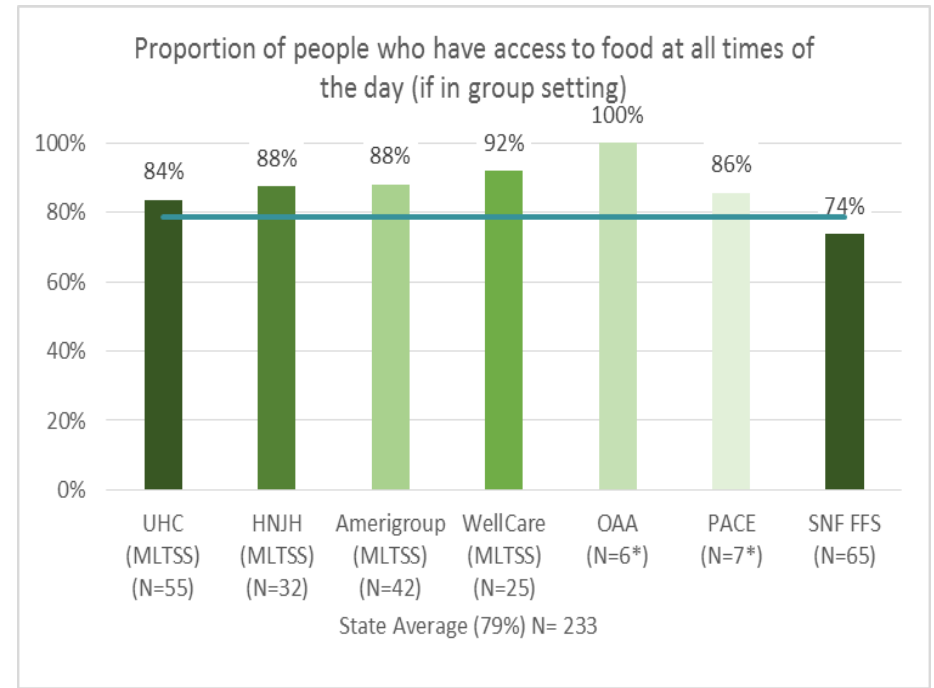
* Very small number of responses

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



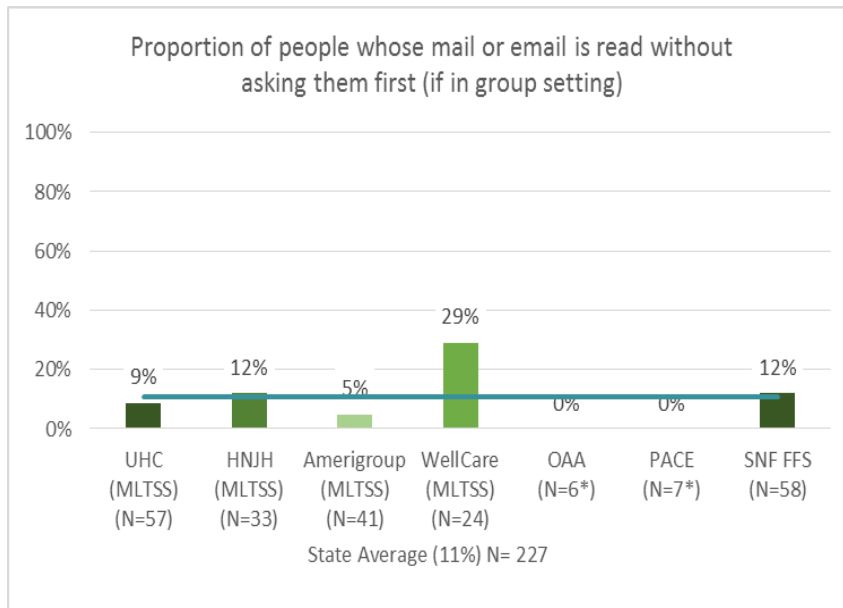
* Very small number of responses

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



* Very small number of responses

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



* Very small number of responses

Self-Direction of Care

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

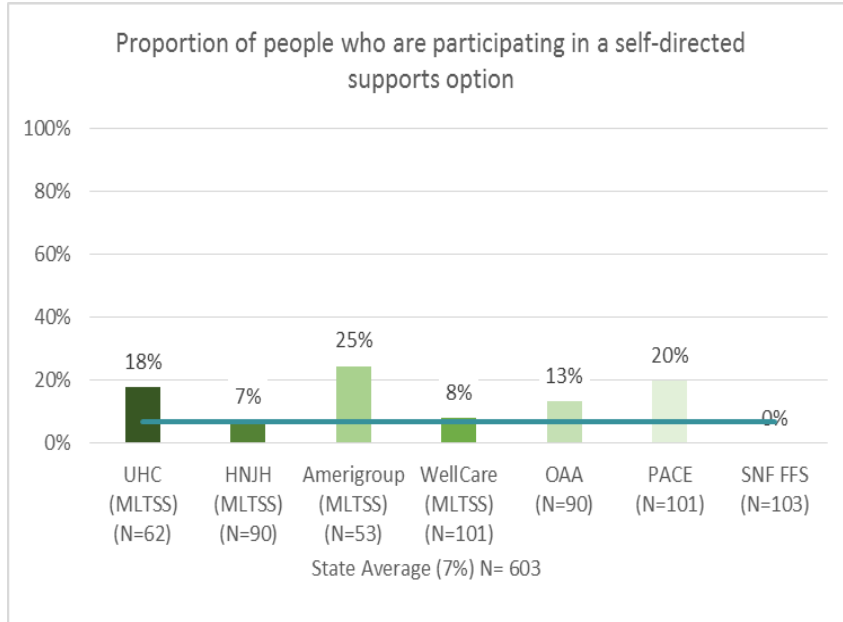
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

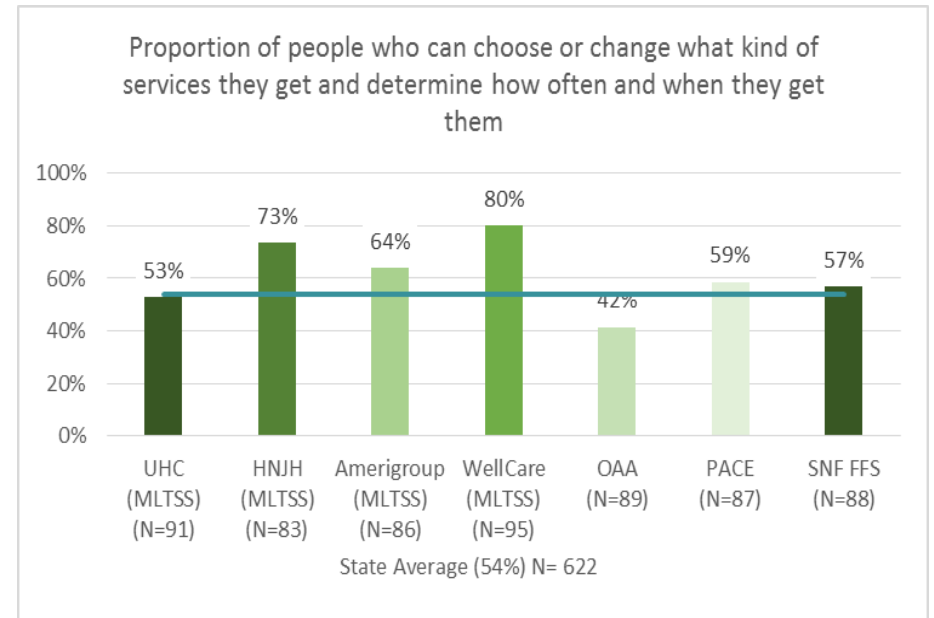
Un-collapsed data for state and programs are shown in Appendix B.

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) *

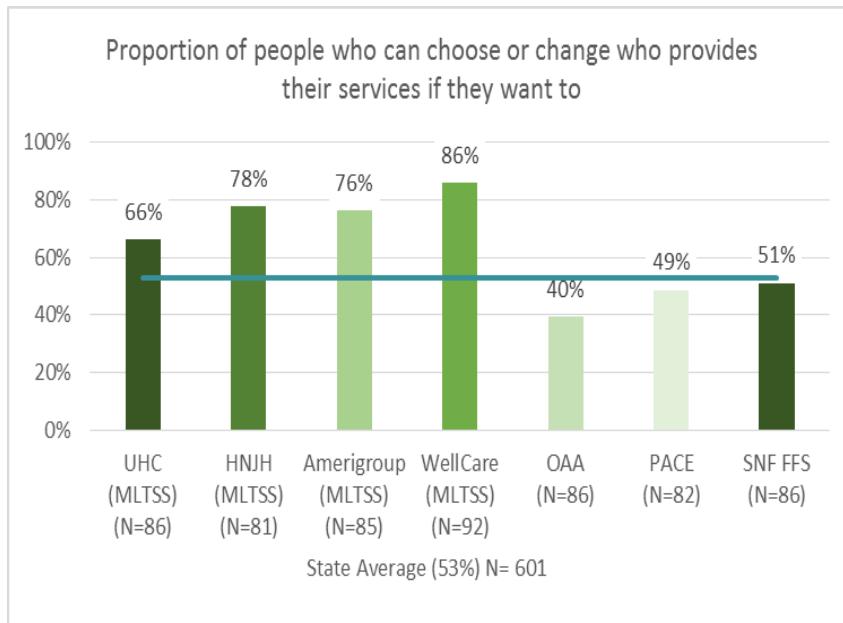


* Amerigroup and UHC had a large proportion of “don’t know” responses for this item. “Don’t know” responses were excluded from denominator.

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:

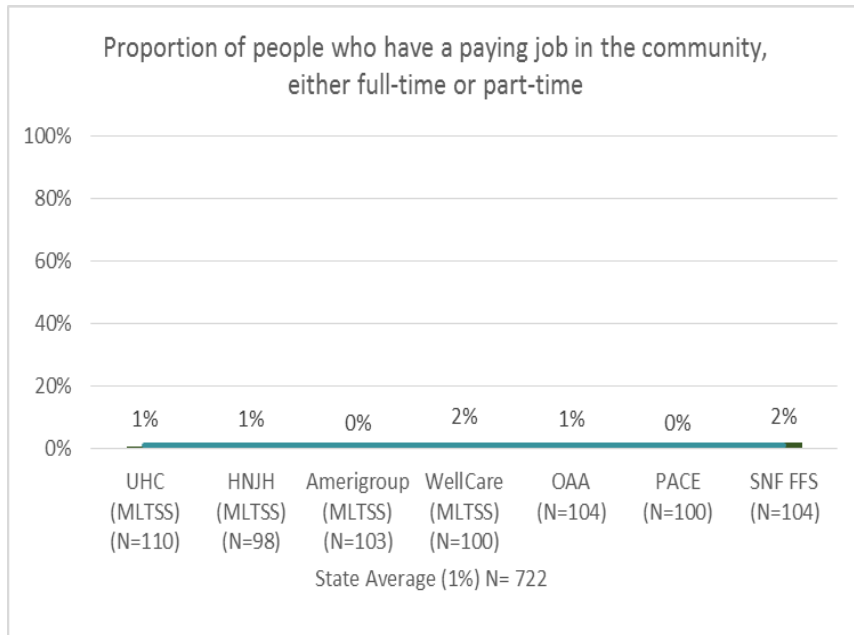
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage⁶.
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

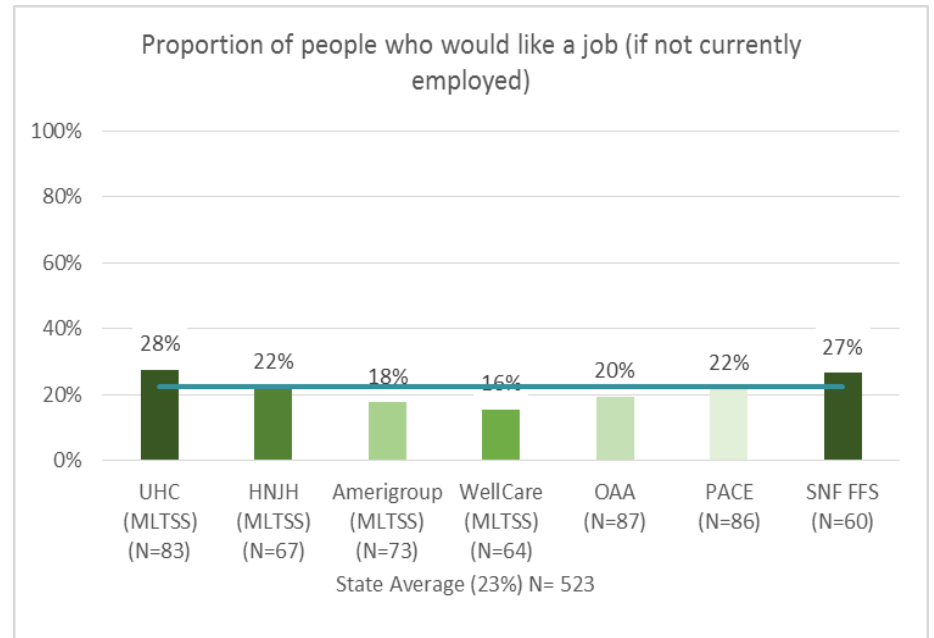
Un-collapsed for state and programs are shown in Appendix B.

⁶ Data are not shown due to extremely small numbers

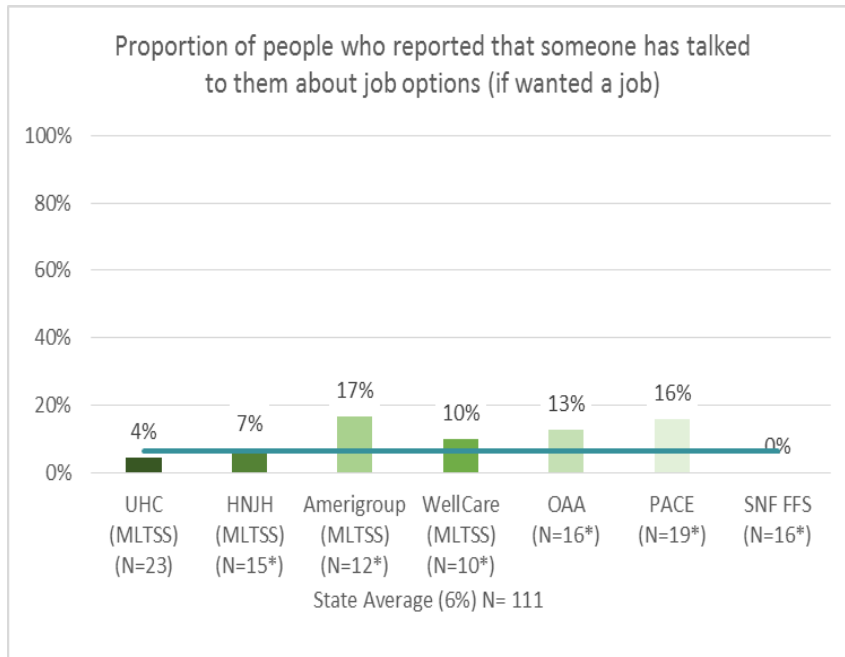
Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



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

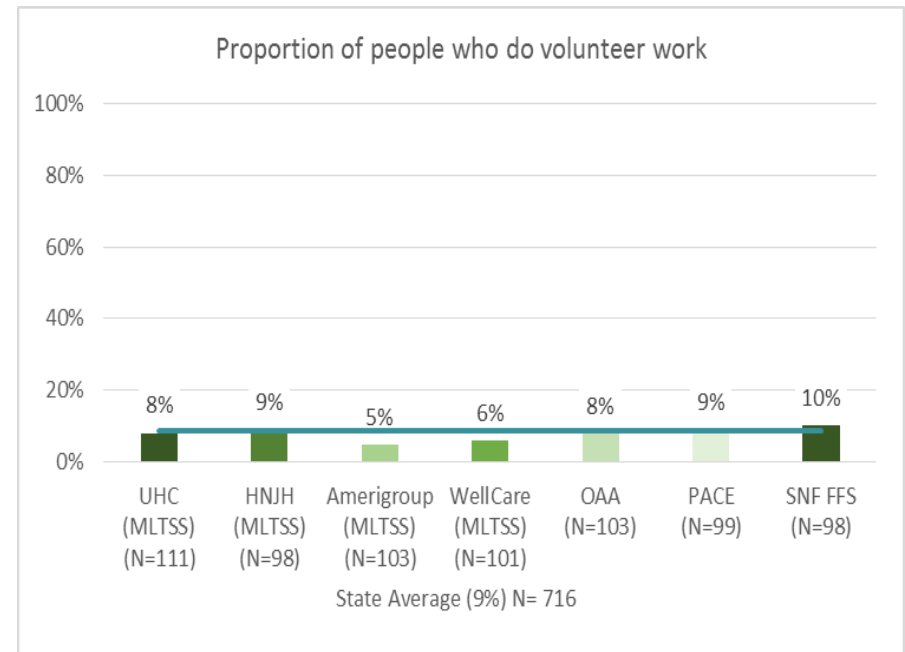


Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



* Very small number of responses

Graph 104. Proportion of people who do volunteer work



Everyday Living

People have enough supports for everyday living.

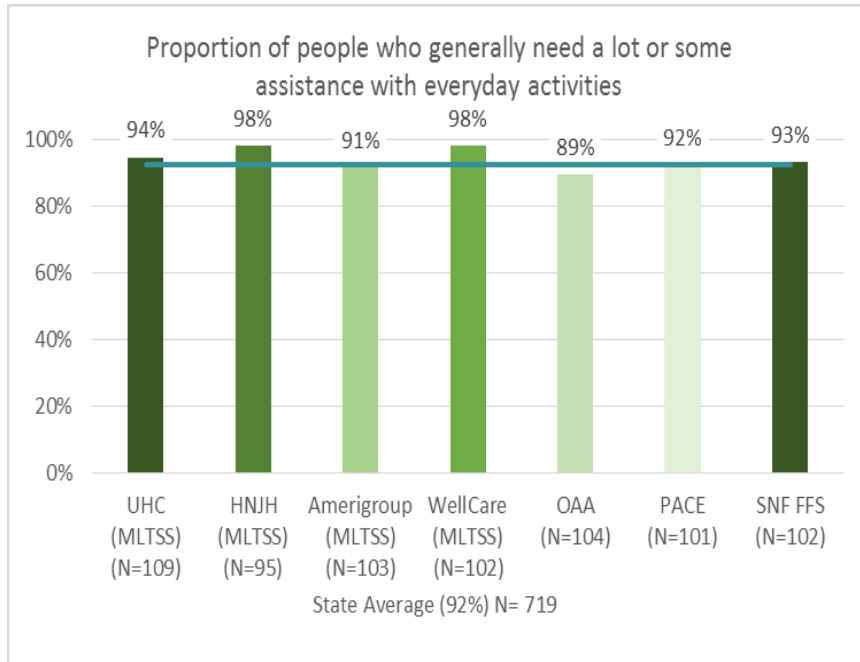
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

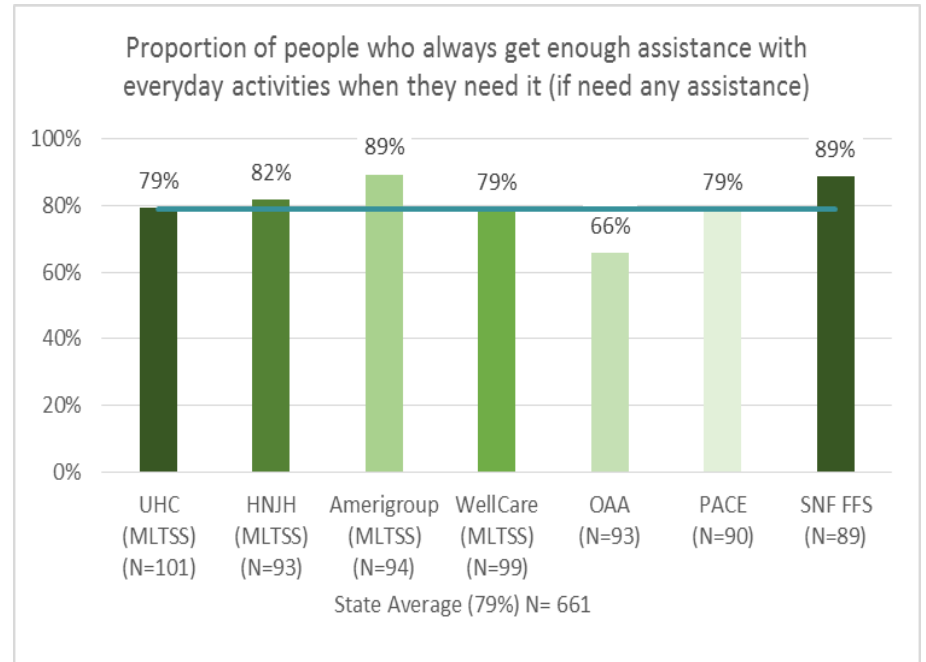
There are five survey items that correspond to the Everyday Living domain.

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

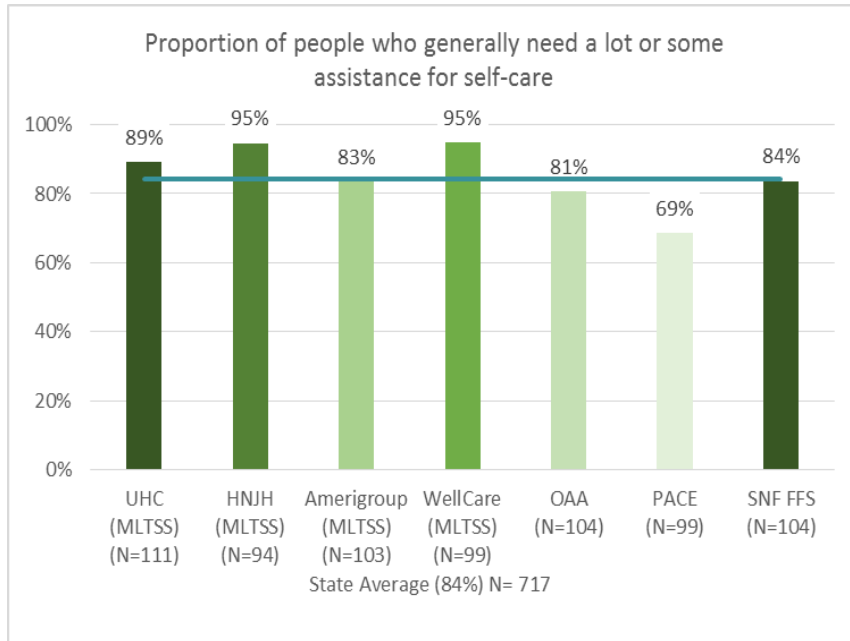
Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



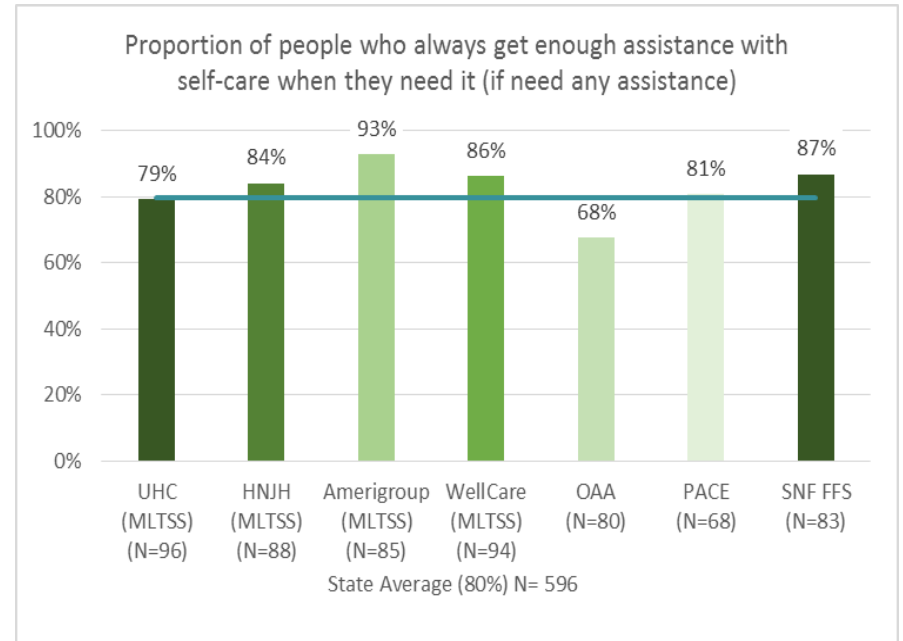
Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



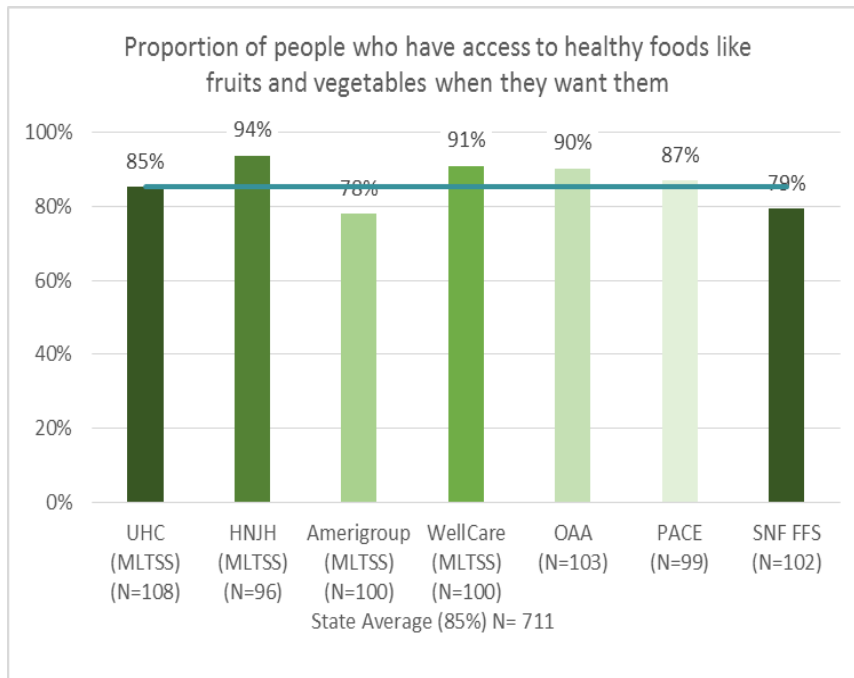
Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



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.

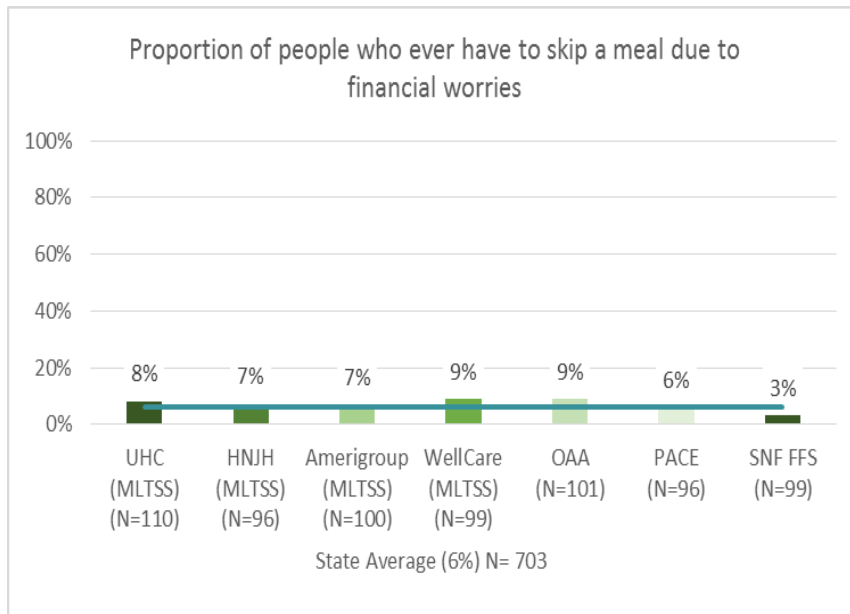
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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.

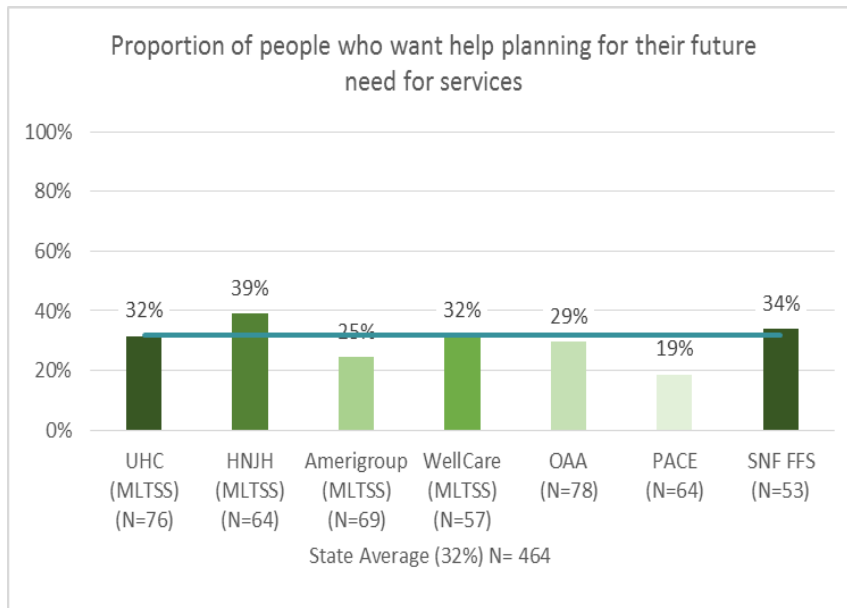
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

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.

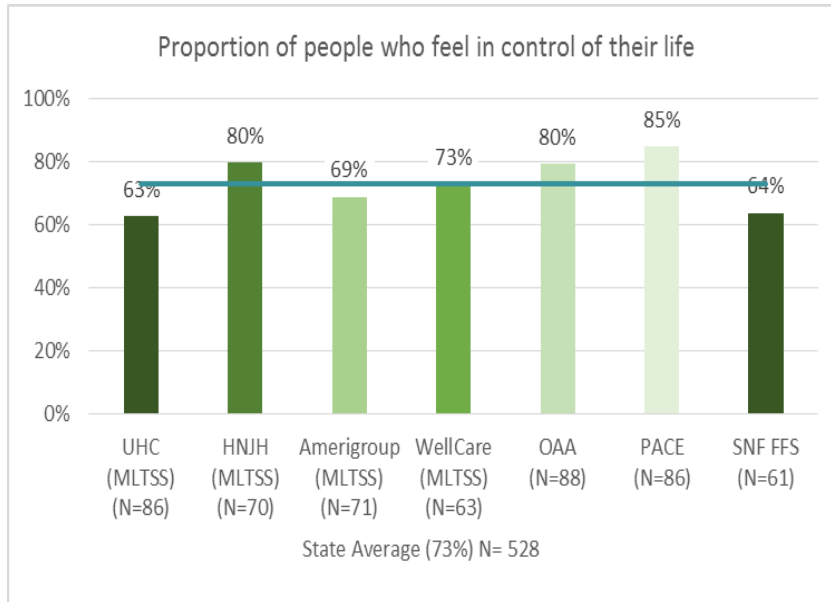
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed⁷.

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

⁷ 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”
Choice and Decision Making	Proportion of people who get up and go to bed at the time they want	3	Collapse “Some days, sometimes” and “No, never”
	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
	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
Service Coordination	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
	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”
Care Coordination	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”
Access	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse “No” and “Sometimes”
	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”
Safety	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”
	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”
Health Care	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”
	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
	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”
Medications	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”
Rights and Respect	Proportion of people who feel that their paid support staff treat them with respect	89	Collapse “No, never or rarely” and “Some, or usually”
	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”
	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”
Self-Direction of Care	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
	Proportion of people who can choose or change who provides their services if they want to	100	Collapse “No” and “Sometimes, or some services”
Work	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”
Everyday Living	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”
	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
Amerigroup (MLTSS)	70.8	84
HNJH (MLTSS)	69.6	82
OAA	77.5	77
PACE	74.1	96
SNF FFS	69.6	84
UHC (MLTSS)	68.2	88
WellCare (MLTSS)	71.4	87
Sample Average	71.5	600

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

	Under 90	90 and Over	N
Amerigroup (MLTSS)	82%	18%	102
HNJH (MLTSS)	83%	17%	99
OAA	75%	25%	103
PACE	96%	4%	100
SNF FFS	82%	18%	102
UHC (MLTSS)	80%	20%	110
WellCare (MLTSS)	86%	14%	101
Sample Average	83%	17%	719

Table 3. Gender: proportion female

	Male	Female	N
Amerigroup (MLTSS)	29%	71%	103
HNJH (MLTSS)	22%	78%	99
OAA	28%	72%	104
PACE	45%	55%	101
SNF FFS	32%	68%	102
UHC (MLTSS)	32%	68%	111
WellCare (MLTSS)	43%	57%	101
Sample Average	33%	67%	724

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
Amerigroup (MLTSS)	1%	3%	16%	0%	67%	11%	3%	0%	103
HNJH (MLTSS)	0%	1%	20%	0%	66%	10%	3%	0%	99
OAA	0%	2%	27%	0%	66%	6%	0%	0%	104
PACE	1%	5%	46%	0%	28%	19%	4%	1%	101
SNF FFS	1%	6%	17%	0%	66%	9%	0%	2%	104
UHC (MLTSS)	0%	3%	15%	0%	74%	9%	1%	0%	110
WellCare (MLTSS)	0%	4%	23%	0%	38%	36%	1%	0%	102
Sample Average	0%	3%	23%	0%	58%	14%	2%	0%	726

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
Amerigroup (MLTSS)	21%	15%	15%	49%	1%	102
HNJH (MLTSS)	19%	17%	18%	42%	3%	98
OAA	13%	19%	16%	47%	6%	101
PACE	16%	15%	22%	46%	0%	99
SNF FFS	33%	13%	13%	33%	8%	104
UHC (MLTSS)	25%	13%	13%	41%	8%	111
WellCare (MLTSS)	15%	34%	16%	35%	0%	102
Sample Average	20%	18%	16%	42%	4%	720

Table 6. Primary language

	English	Spanish	Other	Don't know	N
Amerigroup (MLTSS)	82%	12%	6%	0%	102
HNJH (MLTSS)	81%	11%	8%	0%	99
OAA	95%	3%	1%	1%	104
PACE	76%	16%	8%	0%	99
SNF FFS	86%	5%	9%	0%	103
UHC (MLTSS)	88%	8%	4%	0%	111
WellCare (MLTSS)	56%	35%	9%	0%	102
Sample Average	81%	13%	6%	0%	723

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
Amerigroup (MLTSS)	90%	2%	0%	0%	4%	4%	103
HNJH (MLTSS)	92%	3%	0%	0%	4%	1%	99
OAA	97%	1%	0%	0%	2%	0%	104
PACE	99%	0%	0%	1%	0%	0%	101
SNF FFS	86%	7%	1%	0%	7%	0%	104
UHC (MLTSS)	96%	3%	0%	0%	1%	0%	110
WellCare (MLTSS)	91%	5%	0%	0%	3%	1%	102
Sample Average	93%	3%	0%	0%	3%	1%	726

Table 8. Type of residential area⁸

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Amerigroup (MLTSS)	90%	2%	0%	0%	8%	103
HNJH (MLTSS)	94%	2%	0%	0%	4%	99
OAA	97%	2%	0%	0%	1%	104
PACE	91%	8%	0%	0%	1%	101
SNF FFS	93%	1%	0%	0%	6%	104
UHC (MLTSS)	92%	1%	0%	0%	7%	111
WellCare (MLTSS)	100%	0%	0%	0%	0%	102
Sample Average	94%	2%	0%	0%	4%	727

⁸ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. 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
Amerigroup (MLTSS)	59%	1%	3%	35%	0%	0%	1%	1%	103
HNJH (MLTSS)	67%	0%	1%	28%	0%	0%	4%	0%	97
OAA	97%	0%	1%	0%	0%	0%	0%	2%	104
PACE	92%	1%	1%	2%	4%	0%	0%	0%	101
SNF FFS	0%	0%	0%	0%	99%	0%	1%	0%	104
UHC (MLTSS)	56%	3%	0%	38%	1%	0%	3%	0%	111
WellCare (MLTSS)	88%	1%	0%	11%	0%	0%	0%	0%	102
Sample Average	66%	1%	1%	16%	15%	0%	1%	0%	725

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
Amerigroup (MLTSS)	33%	15%	30%	0%	1%	12%	14%	0%	102
HNJH (MLTSS)	39%	16%	27%	0%	2%	5%	15%	0%	98
OAA	62%	17%	17%	2%	4%	0%	1%	0%	104
PACE	57%	12%	25%	0%	0%	6%	1%	2%	101
SNF FFS	1%	1%	0%	0%	0%	39%	67%	0%	104
UHC (MLTSS)	36%	11%	27%	1%	0%	16%	11%	0%	111
WellCare (MLTSS)	38%	30%	23%	0%	0%	10%	2%	1%	100
Sample Average	38%	14%	21%	0%	1%	13%	16%	0%	723

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

	No	Yes	N
Amerigroup (MLTSS)	97%	3%	103
HNJH (MLTSS)	96%	4%	97
OAA	93%	7%	103
PACE	91%	9%	100
SNF FFS	93%	7%	98
UHC (MLTSS)	92%	8%	109
WellCare (MLTSS)	89%	11%	101
Sample Average	93%	7%	714

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	N
Amerigroup (MLTSS)	47%	53%	101
HNJH (MLTSS)	24%	76%	99
OAA	46%	54%	92
PACE	56%	44%	93
SNF FFS	35%	65%	102
UHC (MLTSS)	33%	67%	107
WellCare (MLTSS)	31%	69%	100
Sample Average	38%	62%	696

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

	No	Yes	N
Amerigroup (MLTSS)	66%	34%	99
HNJH (MLTSS)	78%	22%	97
OAA	83%	17%	94
PACE	80%	20%	94
SNF FFS	59%	41%	99
UHC (MLTSS)	80%	20%	106
WellCare (MLTSS)	77%	23%	98
Sample Average	75%	25%	689

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

	No	Yes	N
Amerigroup (MLTSS)	91%	9%	102
HNJH (MLTSS)	94%	6%	97
OAA	91%	9%	94
PACE	85%	15%	89
SNF FFS	84%	16%	96
UHC (MLTSS)	85%	15%	105
WellCare (MLTSS)	87%	13%	99
Sample Average	88%	12%	685

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

	No	Yes	N
Amerigroup (MLTSS)	95%	5%	100
HNJH (MLTSS)	96%	4%	98
OAA	97%	3%	93
PACE	99%	1%	87
SNF FFS	91%	9%	95
UHC (MLTSS)	95%	5%	104
WellCare (MLTSS)	95%	5%	98
Sample Average	95%	5%	678

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	N
Amerigroup (MLTSS)	74%	26%	100
HNJH (MLTSS)	72%	28%	98
OAA	81%	19%	93
PACE	70%	30%	92
SNF FFS	67%	33%	97
UHC (MLTSS)	73%	27%	107
WellCare (MLTSS)	70%	30%	99
Sample Average	72%	28%	689

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
Amerigroup (MLTSS)	65%	30%	5%	98
HNJH (MLTSS)	66%	28%	6%	97
OAA	56%	38%	6%	97
PACE	67%	32%	1%	100
SNF FFS	79%	19%	2%	100
UHC (MLTSS)	76%	22%	2%	107
WellCare (MLTSS)	61%	31%	8%	101
Sample Average	67%	28%	4%	703

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
Amerigroup (MLTSS)	66%	30%	4%	99
HNJH (MLTSS)	65%	29%	6%	93
OAA	47%	45%	7%	97
PACE	57%	40%	3%	100
SNF FFS	85%	13%	2%	99
UHC (MLTSS)	65%	30%	5%	110
WellCare (MLTSS)	59%	35%	6%	100
Sample Average	63%	32%	5%	701

Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
Amerigroup (MLTSS)	13%	19%	46%	28%	1%	101
HNJH (MLTSS)	16%	18%	56%	15%	1%	99
OAA	3%	15%	59%	26%	2%	102
PACE	8%	23%	65%	14%	1%	101
SNF FFS	31%	48%	19%	10%	2%	104
UHC (MLTSS)	8%	23%	55%	17%	1%	111
WellCare (MLTSS)	21%	15%	53%	16%	1%	102
Sample Average	14%	23%	50%	18%	1%	722

Table 20. History of frequent falls

	No	Yes	N
Amerigroup (MLTSS)	82%	18%	99
HNJH (MLTSS)	73%	27%	98
OAA	76%	24%	100
PACE	81%	19%	96
SNF FFS	86%	14%	98
UHC (MLTSS)	73%	27%	105
WellCare (MLTSS)	75%	25%	100
Sample Average	78%	22%	698

Table 21. Receives Medicare

	No	Yes	N
Amerigroup (MLTSS)	8%	92%	90
HNJH (MLTSS)	5%	95%	86
OAA	6%	94%	95
PACE	21%	79%	80
SNF FFS	8%	92%	95
UHC (MLTSS)	8%	92%	96
WellCare (MLTSS)	5%	95%	98
Sample Average	9%	91%	643

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
Amerigroup (MLTSS)	18%	10%	64%	4%	4%	0%	73
HNJH (MLTSS)	23%	14%	60%	3%	0%	0%	70
OAA	27%	15%	56%	1%	0%	0%	91
PACE	8%	23%	62%	7%	0%	0%	87
SNF FFS	27%	6%	54%	9%	1%	3%	67
UHC (MLTSS)	32%	16%	44%	3%	2%	2%	87
WellCare (MLTSS)	27%	11%	59%		2%	2%	66
Sample Average	23%	14%	57%	4%	1%	1%	544

Table 23a. Reasons person cannot go 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
Amerigroup (MLTSS)	67%	4%	3%	14%	7%	9%	3%	70
HNJH (MLTSS)	60%	3%	3%	14%	4%	21%	6%	70
OAA	56%	1%	5%	23%	7%	24%	3%	91
PACE	62%	7%	7%	14%	5%	10%	1%	87
SNF FFS	56%	9%	5%	9%	3%	13%	5%	64
UHC (MLTSS)	46%	4%	14%	20%	11%	23%	4%	83
WellCare (MLTSS)	61%	0%	6%	20%	6%	19%	3%	64
Sample Average	58%	4%	6%	17%	6%	17%	3%	532

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
Amerigroup (MLTSS)	0%	3%	4%	0%	1%	0%	1%	70
HNJH (MLTSS)	0%	0%	1%	1%	3%	0%	4%	70
OAA	1%	2%	1%	1%	9%	0%	0%	91
PACE	0%	3%	0%	5%	2%	0%	2%	87
SNF FFS	0%	2%	0%	5%	5%	6%	5%	64
UHC (MLTSS)	2%	4%	5%	10%	8%	1%	2%	83
WellCare (MLTSS)	0%	0%	2%	2%	11%	0%	6%	64
Sample Average	1%	2%	2%	3%	6%	1%	3%	532

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
Amerigroup (MLTSS)	40%	48%	12%	0%	25
HNJH (MLTSS)	47%	33%	0%	20%	15
OAA	0%	25%	0%	75%	4
PACE	50%	25%	25%	0%	4
SNF FFS	56%	29%	11%	3%	62
UHC (MLTSS)	36%	42%	6%	17%	36
WellCare (MLTSS)	21%	71%	7%	0%	14
Sample Average	44%	39%	9%	9%	160

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
Amerigroup (MLTSS)	4%	5%	91%	0%	0%	74
HNJH (MLTSS)	3%	4%	93%	0%	0%	70
OAA	1%	1%	97%	0%	1%	90
PACE	1%	3%	94%	0%	1%	87
SNF FFS	12%	12%	75%	1%	0%	67
UHC (MLTSS)	3%	9%	86%	0%	1%	87
WellCare (MLTSS)	3%	3%	92%	2%	0%	66
Sample Average	4%	5%	90%	0%	1%	544

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
Amerigroup (MLTSS)	16%	7%	77%	0%	0%	74
HNJH (MLTSS)	16%	7%	76%	0%	0%	68
OAA	0%	3%	94%	0%	2%	90
PACE	1%	6%	92%	0%	1%	84
SNF FFS	46%	8%	45%	0%	2%	65
UHC (MLTSS)	12%	12%	74%	0%	2%	86
WellCare (MLTSS)	8%	5%	85%	2%	2%	65
Sample Average	13%	7%	79%	0%	1%	535

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
Amerigroup (MLTSS)	2%	2%	95%	0%	0%	43
HNJH (MLTSS)	3%	0%	97%	0%	0%	33
OAA	0%	0%	75%	0%	25%	8
PACE	25%	13%	63%	0%	0%	8
SNF FFS	18%	18%	61%	3%	0%	66
UHC (MLTSS)	8%	3%	84%	3%	2%	62
WellCare (MLTSS)	8%	0%	88%	4%	0%	26
Sample Average	9%	6%	81%	2%	1%	247

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
Amerigroup (MLTSS)	3%	9%	85%	0%	3%	65
HNJH (MLTSS)	2%	3%	95%	0%	0%	63
OAA	3%	10%	85%	0%	1%	88
PACE	1%	12%	85%	0%	1%	81
SNF FFS	9%	11%	80%	0%	0%	54
UHC (MLTSS)	4%	2%	92%	1%	1%	83
WellCare (MLTSS)	2%	8%	90%	0%	0%	60
Sample Average	3%	8%	88%	0%	1%	497

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
Amerigroup (MLTSS)	3%	5%	0%	1%	0%	1%	1%	75
HNJH (MLTSS)	1%	1%	0%	0%	0%	1%	0%	75
OAA	5%	3%	0%	4%	0%	2%	2%	98
PACE	1%	2%	1%	1%	0%	1%	7%	86
SNF FFS	1%	3%	0%	0%	0%	9%	3%	67
UHC (MLTSS)	2%	3%	0%	1%	0%	2%	0%	89
WellCare (MLTSS)	0%	1%	0%	3%	0%	4%	1%	70
Sample Average	2%	3%	0%	2%	0%	3%	2%	563

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
Amerigroup (MLTSS)	19%	24%	38%	19%	0%	0%	74
HNJH (MLTSS)	23%	21%	40%	16%	0%	0%	70
OAA	27%	20%	32%	18%	1%	2%	90
PACE	48%	14%	29%	8%	0%	1%	84
SNF FFS	15%	21%	37%	15%	3%	9%	67
UHC (MLTSS)	17%	31%	31%	20%	0%	1%	87
WellCare (MLTSS)	15%	20%	41%	21%	3%	0%	66
Sample Average	24%	22%	35%	17%	1%	2%	541

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
Amerigroup (MLTSS)	10%	8%	59%	2%	21%	103
HNJH (MLTSS)	5%	9%	66%	0%	20%	99
OAA	0%	5%	90%	0%	5%	104
PACE	5%	6%	79%	2%	8%	100
SNF FFS	15%	10%	40%	3%	33%	103
UHC (MLTSS)	14%	5%	65%	1%	16%	109
WellCare (MLTSS)	8%	7%	55%	1%	29%	102
Sample Average	8%	7%	65%	1%	19%	723

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
Amerigroup (MLTSS)	3%	4%	1%	4%	5%	79
HNJH (MLTSS)	4%	0%	0%	3%	1%	79
OAA	1%	2%	0%	2%	0%	99
PACE	1%	2%	3%	6%	1%	90
SNF FFS	2%	2%	2%	5%	14%	66
UHC (MLTSS)	4%	1%	1%	0%	0%	91
Wellcare (MLTSS)	7%	0%	0%	4%	0%	71
Sample Average	3%	2%	1%	3%	3%	578

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
Amerigroup (MLTSS)	3%	0%	3%	1%	0%	79
HNJH (MLTSS)	1%	3%	1%	0%	0%	79
OAA	0%	0%	0%	0%	0%	99
PACE	2%	0%	2%	3%	1%	90
SNF FFS	2%	5%	5%	6%	5%	66
UHC (MLTSS)	3%	3%	2%	1%	1%	91
Wellcare (MLTSS)	7%	6%	3%	0%	1%	71
Sample Average	2%	2%	2%	2%	1%	578

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
Amerigroup (MLTSS)	0%	3%	3%	10%	0%	3%	79
HNJH (MLTSS)	3%	0%	0%	6%	0%	1%	79
OAA	0%	0%	0%	1%	0%	0%	99
PACE	1%	0%	2%	3%	0%	0%	90
SNF FFS	3%	8%	8%	21%	0%	0%	66
UHC (MLTSS)	2%	1%	3%	9%	0%	1%	91
Wellcare (MLTSS)	1%	3%	6%	10%	0%	0%	71
Sample Average	1%	2%	3%	8%	0%	1%	578

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

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	53%	4%	18%	25%	101
HNJH (MLTSS)	55%	4%	17%	24%	99
OAA	82%	5%	9%	5%	104
PACE	70%	1%	15%	14%	100
SNF FFS	32%	7%	23%	38%	103
UHC (MLTSS)	61%	5%	17%	17%	109
WellCare (MLTSS)	50%	4%	17%	29%	102
Sample Average	58%	4%	17%	22%	721

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
Amerigroup (MLTSS)	13%	5%	1%	0%	0%	76
HNJH (MLTSS)	12%	1%	4%	0%	0%	74
OAA	2%	1%	3%	0%	1%	99
PACE	9%	0%	0%	0%	1%	86
SNF FFS	9%	11%	8%	2%	0%	64
UHC (MLTSS)	15%	2%	2%	0%	0%	89
WellCare (MLTSS)	10%	3%	1%	0%	0%	72
Sample Average	10%	3%	3%	0%	0%	563

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
Amerigroup (MLTSS)	0%	5%	71%	4%		76
HNJH (MLTSS)	0%	5%	73%	3%	1%	74
OAA	0%	4%	86%	1%	2%	99
PACE	0%	3%	81%	1%	3%	86
SNF FFS	3%	11%	52%	5%	0%	64
UHC (MLTSS)	0%	6%	74%	0%	1%	89
WellCare (MLTSS)	0%	7%	71%	4%	4%	72
Sample Average	0%	6%	74%	2%	2%	563

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
Amerigroup (MLTSS)	15%	22%	62%	1%	0%	73
HNJH (MLTSS)	10%	16%	74%	0%	0%	70
OAA	12%	20%	66%	1%	0%	89
PACE	6%	28%	65%	0%	1%	85
SNF FFS	12%	20%	67%	0%	2%	66
UHC (MLTSS)	13%	24%	59%	2%	1%	86
WellCare (MLTSS)	11%	14%	76%	0%	0%	66
Sample Average	11%	21%	67%	1%	1%	538

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
Amerigroup (MLTSS)	57%	18%	21%	0%	1%	3%	76
HNJH (MLTSS)	52%	16%	30%	2%	0%	2%	64
OAA	79%	7%	7%	4%	0%	4%	57
PACE	64%	10%	21%	1%	3%	0%	87
SNF FFS	45%	25%	18%	0%	3%	9%	77
UHC (MLTSS)	59%	13%	23%	0%	3%	3%	71
WellCare (MLTSS)	64%	11%	18%	2%	2%	5%	66
Sample Average	59%	14%	20%	1%	2%	3%	499

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
Amerigroup (MLTSS)	4%	8%	87%	0%	2%	52
HNJH (MLTSS)	9%	14%	75%	0%	2%	44
OAA	0%	10%	90%	0%	0%	48
PACE	1%	9%	88%	1%	0%	75
SNF FFS	6%	36%	58%	0%	0%	53
UHC (MLTSS)	4%	21%	75%	0%	0%	53
WellCare (MLTSS)	3%	5%	88%	3%	3%	40
Sample Average	4%	15%	80%	1%	1%	366

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
Amerigroup (MLTSS)	21%	6%	70%	3%	99
HNJH (MLTSS)	14%	8%	74%	4%	93
OAA	19%	8%	72%	2%	102
PACE	8%	9%	81%	1%	97
SNF FFS	11%	8%	79%	2%	98
UHC (MLTSS)	29%	5%	64%	2%	110
WellCare (MLTSS)	21%	4%	73%	2%	100
Sample Average	18%	7%	73%	2%	702

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
Amerigroup (MLTSS)	22%	7%	69%	2%	100
HNJH (MLTSS)	12%	5%	80%	3%	94
OAA	19%	13%	68%	1%	102
PACE	7%	12%	78%	3%	99
SNF FFS	16%	7%	69%	7%	94
UHC (MLTSS)	27%	7%	64%	2%	107
WellCare (MLTSS)	20%	6%	72%	1%	98
Sample Average	18%	8%	71%	3%	697

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
Amerigroup (MLTSS)	4%	4%	87%	3%	1%	67
HNJH (MLTSS)	6%	5%	86%	3%	0%	78
OAA	6%	19%	72%	3%	0%	32
PACE	7%	21%	71%	1%	0%	91
SNF FFS	5%	10%	83%	2%	0%	58
UHC (MLTSS)	17%	8%	71%	3%	1%	77
WellCare (MLTSS)	10%	6%	83%	1%	0%	80
Sample Average	8%	10%	79%	2%	0%	485

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
Amerigroup (MLTSS)	3%	11%	83%	0%	1%	3%	76
HNJH (MLTSS)	8%	13%	73%	0%	3%	3%	62
OAA	0%	7%	88%	4%	0%	2%	57
PACE	0%	14%	84%	0%	2%	0%	86
SNF FFS	1%	17%	63%	0%	11%	8%	76
UHC (MLTSS)	1%	6%	90%	0%	1%	1%	70
WellCare (MLTSS)	2%	3%	88%	2%	2%	5%	65
Sample Average	2%	11%	81%	1%	3%	3%	493

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	27%	61%	11%	1%	103
HNJH (MLTSS)	16%	75%	6%	2%	97
OAA	36%	56%	5%	3%	103
PACE	25%	55%	19%	1%	100
SNF FFS	18%	48%	31%	3%	103
UHC (MLTSS)	25%	64%	9%	2%	111
WellCare (MLTSS)	31%	60%	9%	0%	101
Sample Average	26%	60%	13%	2%	720

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
Amerigroup (MLTSS)	70%	23%	3%	4%	74
HNJH (MLTSS)	56%	36%	9%	0%	70
OAA	60%	25%	2%	12%	91
PACE	61%	14%	19%	6%	85
SNF FFS	52%	27%	10%	10%	67
UHC (MLTSS)	60%	28%	8%	5%	87
WellCare (MLTSS)	59%	27%	14%	0%	66
Sample Average	60%	25%	9%	6%	543

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
Amerigroup (MLTSS)	5%	14%	14%	67%	0%	0%	101
HNJH (MLTSS)	4%	9%	17%	67%	0%	2%	95
OAA	7%	19%	20%	54%	0%	0%	104
PACE	0%	6%	28%	64%	0%	2%	99
SNF FFS	6%	10%	16%	61%	4%	4%	102
UHC (MLTSS)	6%	6%	16%	68%	4%	0%	109
WellCare (MLTSS)	5%	6%	23%	62%	1%	3%	101
Sample Average	5%	10%	19%	63%	1%	2%	714

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
Amerigroup (MLTSS)	8%	7%	4%	3%	2%	101
HNJH (MLTSS)	7%	4%	4%	3%	1%	96
OAA	19%	23%	7%	6%	6%	103
PACE	6%	6%	3%	2%	7%	99
SNF FFS	1%	1%	5%	1%	1%	96
UHC (MLTSS)	3%	5%	4%	4%	2%	104
WellCare (MLTSS)	8%	10%	5%	7%	2%	98
Sample Average	8%	8%	5%	4%	3%	700

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	N
Amerigroup (MLTSS)	2%	6%	4%	4%	5%	101
HNJH (MLTSS)	1%	1%	4%	7%	10%	96
OAA	1%	6%	11%	6%	3%	103
PACE	0%	0%	1%	5%	3%	99
SNF FFS	0%	0%	1%	3%	0%	96
UHC (MLTSS)	0%	3%	7%	3%	5%	104
WellCare (MLTSS)	0%	1%	7%	6%	7%	98
Sample Average	1%	2%	5%	5%	5%	700

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

	Respite or Family Caregiver Support	Health Care	Dental Care	Housing Assistance	Heating or Cooling Assistance	Other	N
Amerigroup (MLTSS)	3%	2%	4%	2%	3%	9%	101
HNJH (MLTSS)	5%	1%	8%	4%	3%	11%	96
OAA	5%	3%	11%	4%	7%	11%	103
PACE	1%	0%	3%	0%	3%	9%	99
SNF FFS	1%	0%	3%	2%	1%	16%	96
UHC (MLTSS)	5%	1%	5%	3%	2%	9%	104
WellCare (MLTSS)	4%	1%	6%	2%	6%	6%	98
Sample Average	3%	1%	6%	2%	4%	10%	700

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
Amerigroup (MLTSS)	38%	50%	8%	4%	24
HNJH (MLTSS)	17%	67%	7%	10%	30
OAA	27%	60%	0%	13%	15
PACE	14%	86%	0%	0%	29
SNF FFS	14%	77%	5%	5%	22
UHC (MLTSS)	33%	46%	13%	8%	24
WellCare (MLTSS)	23%	59%	9%	9%	22
Sample Average	23%	65%	6%	7%	168

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
Amerigroup (MLTSS)	7%	39%	4%	3%	2%	0%	103
HNJH (MLTSS)	8%	31%	5%	3%	0%	3%	97
OAA	15%	24%	15%	6%	1%	4%	104
PACE	29%	21%	0%	0%	0%	6%	101
SNF FFS	16%	33%	1%	0%	0%	0%	102
UHC (MLTSS)	11%	34%	5%	4%	1%	2%	111
WellCare (MLTSS)	12%	20%	5%	5%	1%	0%	101
Sample Average	14%	29%	5%	3%	1%	2%	722

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
Amerigroup (MLTSS)	10%	4%	9%	5%	8%	8%	103
HNJH (MLTSS)	16%	7%	9%	4%	5%	13%	97
OAA	13%	8%	7%	0%	5%	11%	104
PACE	19%	2%	15%	0%	3%	11%	101
SNF FFS	24%	2%	9%	0%	5%	19%	102
UHC (MLTSS)	13%	11%	6%	5%	8%	9%	111
WellCare (MLTSS)	13%	14%	10%	6%	6%	9%	101
Sample Average	15%	7%	9%	3%	6%	11%	722

Table 49a. Who helps people 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
Amerigroup (MLTSS)	43%	6%	0%	35%	102
HNJH (MLTSS)	41%	3%	0%	46%	95
OAA	29%	2%	1%	40%	103
PACE	52%	0%	0%	32%	101
SNF FFS	66%	1%	0%	11%	102
UHC (MLTSS)	41%	6%	0%	29%	108
WellCare (MLTSS)	39%	7%	1%	39%	101
Sample Average	45%	4%	0%	33%	715

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

	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	0%	1%	14%	0%	1%	102
HNJH (MLTSS)	0%	0%	9%	0%	0%	95
OAA	13%	3%	13%	0%	0%	103
PACE	7%	1%	8%	0%	0%	101
SNF FFS	1%	9%	12%	1%	0%	102
UHC (MLTSS)	1%	1%	21%	0%	1%	108
WellCare (MLTSS)	1%	1%	13%	0%	0%	101
Sample Average	3%	2%	13%	0%	0%	715

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
Amerigroup (MLTSS)	25%	3%	0%	41%	6%	1%	16%	101
HNJH (MLTSS)	24%	2%	1%	46%	9%	2%	21%	94
OAA	23%	0%	4%	38%	17%	7%	11%	104
PACE	35%	0%	0%	42%	12%	5%	10%	101
SNF FFS	28%	0%	0%	28%	11%	10%	16%	102
UHC (MLTSS)	34%	4%	0%	33%	7%	4%	13%	107
WellCare (MLTSS)	36%	2%	2%	33%	6%	1%	16%	100
Sample Average	29%	2%	1%	37%	10%	4%	14%	712

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
Amerigroup (MLTSS)	30%	6%	68%	103
HNJH (MLTSS)	43%	13%	55%	97
OAA	26%	14%	67%	104
PACE	21%	1%	77%	101
SNF FFS	26%	7%	62%	103
UHC (MLTSS)	37%	10%	58%	110
WellCare (MLTSS)	42%	4%	56%	100
Sample Average	32%	8%	63%	721

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
Amerigroup (MLTSS)	13%	0%	84%	0%	3%	32
HNJH (MLTSS)	5%	0%	93%	2%	0%	42
OAA	9%	6%	85%	0%	0%	33
PACE	14%	0%	86%	0%	0%	21
SNF FFS	18%	3%	70%	6%	3%	33
UHC (MLTSS)	9%	2%	89%	0%	0%	45
WellCare (MLTSS)	9%	0%	88%	0%	2%	43
Sample Average	10%	2%	86%	1%	1%	251

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
Amerigroup (MLTSS)	41%	56%	0%	0%	3%	32
HNJH (MLTSS)	17%	81%	0%	2%	0%	42
OAA	24%	70%	3%	3%	0%	33
PACE	10%	86%	5%	0%	0%	21
SNF FFS	24%	45%	9%	18%	3%	33
UHC (MLTSS)	20%	73%	2%	4%	0%	45
WellCare (MLTSS)	23%	70%	0%	5%	2%	43
Sample Average	23%	69%	2%	5%	1%	251

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	14%	83%	2%	2%	103
HNJH (MLTSS)	7%	91%	2%	0%	96
OAA	8%	90%	1%	1%	104
PACE	7%	90%	1%	2%	101
SNF FFS	29%	67%	4%	0%	104
UHC (MLTSS)	11%	86%	2%	1%	111
WellCare (MLTSS)	8%	91%	1%	0%	100
Sample Average	12%	85%	2%	1%	722

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
Amerigroup (MLTSS)	9%	1%	88%	0%	1%	85
HNJH (MLTSS)	1%	5%	93%	1%	0%	87
OAA	0%	1%	97%	1%	1%	92
PACE	4%	17%	77%	0%	2%	90
SNF FFS	17%	16%	66%	0%	1%	70
UHC (MLTSS)	4%	3%	91%	2%	0%	96
WellCare (MLTSS)	3%	7%	89%	0%	1%	90
Sample Average	5%	7%	86%	1%	1%	613

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
Amerigroup (MLTSS)	15%	11%	64%	6%	2%	3%	102
HNJH (MLTSS)	16%	9%	72%	1%	1%	0%	98
OAA	26%	12%	59%	3%	0%	1%	104
PACE	8%	24%	65%	3%	0%	0%	100
SNF FFS	17%	8%	55%	13%	7%	0%	104
UHC (MLTSS)	19%	20%	57%	4%	1%	0%	111
WellCare (MLTSS)	25%	9%	60%	3%	1%	2%	101
Sample Average	18%	13%	62%	5%	2%	1%	723

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
Amerigroup (MLTSS)	3%	2%	87%	5%	0%	3%	103
HNJH (MLTSS)	7%	2%	89%	2%	0%	0%	98
OAA	4%	1%	92%	3%	0%	0%	104
PACE	2%	2%	92%	4%	0%	0%	101
SNF FFS	2%	2%	83%	10%	3%	0%	103
UHC (MLTSS)	6%	9%	81%	2%	1%	1%	110
WellCare (MLTSS)	4%	10%	80%	3%	2%	1%	101
Sample Average	4%	4%	86%	4%	1%	1%	723

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
Amerigroup (MLTSS)	8%	3%	75%	6%	8%	36
HNJH (MLTSS)	28%	6%	47%	0%	19%	32
OAA	0%	16%	42%	5%	37%	19
PACE	13%	23%	26%	0%	38%	39
SNF FFS	7%	7%	41%	4%	41%	27
UHC (MLTSS)	10%	3%	66%	0%	21%	29
WellCare (MLTSS)	15%	17%	65%	0%	4%	54
Sample Average	13%	11%	53%	2%	21%	236

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
Amerigroup (MLTSS)	16%	69%	8%	4%	3%	1%	103
HNJH (MLTSS)	9%	73%	4%	9%	1%	3%	98
OAA	17%	73%	6%	4%	1%		103
PACE	19%	73%	1%	7%	0%	0%	100
SNF FFS	46%	50%	1%	0%	2%	1%	104
UHC (MLTSS)	19%	68%	5%	7%	0%	1%	111
WellCare (MLTSS)	31%	59%	3%	7%	0%	0%	98
Sample Average	22%	67%	4%	5%	1%	1%	720

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
Amerigroup (MLTSS)	53%	30%	4%	6%	5%	2%	102
HNJH (MLTSS)	57%	32%	3%	4%	1%	3%	98
OAA	60%	22%	1%	6%	3%	8%	103
PACE	77%	20%	1%	2%	0%	0%	99
SNF FFS	69%	21%	0%	0%	5%	5%	104
UHC (MLTSS)	52%	34%	4%	5%	2%	3%	111
WellCare (MLTSS)	53%	30%	4%	8%	2%	3%	101
Sample Average	60%	27%	2%	4%	2%	4%	721

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
Amerigroup (MLTSS)	53%	34%	6%	1%	4%	2%	103
HNJH (MLTSS)	58%	26%	7%	3%	1%	5%	98
OAA	72%	14%	3%	4%	0%	8%	103
PACE	71%	23%	3%	1%	0%	2%	100
SNF FFS	24%	67%	6%	1%	0%	2%	103
UHC (MLTSS)	59%	27%	3%	8%	2%	1%	111
WellCare (MLTSS)	58%	31%	6%	3%	1%	1%	102
Sample Average	57%	32%	5%	3%	1%	3%	723

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
Amerigroup (MLTSS)	63%	24%	3%	7%	1%	3%	102
HNJH (MLTSS)	57%	30%	3%	9%	0%	1%	98
OAA	74%	16%	2%	6%	1%	1%	104
PACE	77%	17%	0%	6%	0%	0%	100
SNF FFS	85%	10%	0%	0%	2%	3%	103
UHC (MLTSS)	65%	20%	5%	9%	1%	0%	111
WellCare (MLTSS)	58%	28%	4%	7%	2%	1%	100
Sample Average	69%	20%	2%	6%	1%	1%	721

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
Amerigroup (MLTSS)	70%	21%	4%	2%	3%	0%	103
HNJH (MLTSS)	68%	16%	2%	5%	5%	3%	98
OAA	85%	4%	0%	2%	4%	6%	104
PACE	69%	11%	0%	0%	7%	13%	100
SNF FFS	84%	8%	0%	1%	6%	1%	102
UHC (MLTSS)	72%	15%	1%	3%	8%	2%	109
WellCare (MLTSS)	65%	20%	6%	3%	5%	1%	101
Sample Average	73%	13%	2%	2%	5%	4%	720

Table 64. Proportion of people who need a 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
Amerigroup (MLTSS)	25%	57%	12%	4%	2%	0%	103
HNJH (MLTSS)	25%	65%	1%	6%	2%	1%	97
OAA	39%	30%	0%	26%	1%	3%	102
PACE	34%	60%	1%	5%	0%	0%	99
SNF FFS	58%	37%	0%	0%	5%	1%	104
UHC (MLTSS)	38%	53%	5%	2%	2%	0%	111
WellCare (MLTSS)	32%	52%	3%	11%	1%	1%	102
Sample Average	36%	51%	3%	8%	2%	1%	721

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
Amerigroup (MLTSS)	38%	2%	3%	7%	1%	49%	90
HNJH (MLTSS)	36%	4%	0%	8%	0%	53%	76
OAA	23%	3%	0%	4%	3%	66%	91
PACE	52%	0%	0%	2%	0%	46%	85
SNF FFS	42%	2%	1%	3%	13%	40%	96
UHC (MLTSS)	46%	3%	3%	4%	2%	41%	90
WellCare (MLTSS)	29%	8%	3%	2%	2%	57%	63
Sample Average	38%	3%	2%	4%	3%	50%	593

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
Amerigroup (MLTSS)	44%	47%	6%	3%	0%	1%	103
HNJH (MLTSS)	29%	62%	4%	3%	1%	1%	98
OAA	36%	56%	7%	0%	0%	1%	101
PACE	38%	57%	3%	2%	0%	0%	101
SNF FFS	73%	17%	5%	2%	0%	3%	104
UHC (MLTSS)	37%	55%	5%	3%	1%	0%	111
WellCare (MLTSS)	36%	54%	4%	2%	3%	1%	102
Sample Average	42%	50%	5%	2%	1%	1%	723

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
Amerigroup (MLTSS)	85%	8%	1%	3%	1%	2%	103
HNJH (MLTSS)	87%	5%	0%	5%	0%	3%	98
OAA	87%	2%	1%	7%	0%	4%	104
PACE	86%	8%	1%	3%	0%	2%	101
SNF FFS	87%	4%	0%	4%	1%	4%	103
UHC (MLTSS)	87%	4%	2%	2%	3%	3%	110
WellCare (MLTSS)	81%	5%	2%	5%	4%	3%	101
Sample Average	86%	5%	1%	4%	1%	3%	723

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
Amerigroup (MLTSS)	62%	32%	4%	1%	0%	1%	101
HNJH (MLTSS)	42%	55%	1%	0%	0%	2%	97
OAA	52%	42%	1%	2%	0%	3%	102
PACE	41%	51%	4%	3%	1%	0%	101
SNF FFS	94%	2%	0%	1%	0%	3%	104
UHC (MLTSS)	50%	45%	2%	3%	1%	0%	110
WellCare (MLTSS)	42%	42%	7%	4%	3%	3%	101
Sample Average	55%	38%	3%	2%	1%	2%	719

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
Amerigroup (MLTSS)	47%	33%	12%	5%	0%	4%	103
HNJH (MLTSS)	45%	36%	8%	10%	0%	1%	98
OAA	62%	30%	5%	3%	0%	1%	104
PACE	58%	33%	7%	1%	1%	0%	100
SNF FFS	27%	57%	10%	3%	1%	2%	103
UHC (MLTSS)	45%	45%	7%	4%	0%	0%	110
WellCare (MLTSS)	53%	36%	9%	0%	1%	1%	100
Sample Average	48%	39%	8%	4%	0%	1%	721

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
Amerigroup (MLTSS)	71%	13%	6%	8%	1%	2%	102
HNJH (MLTSS)	75%	8%	6%	7%	1%	2%	97
OAA	70%	14%	3%	11%	1%	1%	104
PACE	73%	17%	5%	1%	4%	0%	100
SNF FFS	83%	9%	3%	2%	1%	3%	104
UHC (MLTSS)	80%	8%	0%	7%	1%	4%	110
WellCare (MLTSS)	73%	10%	7%	7%	1%	3%	102
Sample Average	75%	11%	4%	6%	1%	2%	722

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
Amerigroup (MLTSS)	25%	56%	14%	3%	0%	2%	103
HNJH (MLTSS)	23%	52%	16%	4%	0%	4%	98
OAA	26%	58%	12%	3%	1%	0%	103
PACE	16%	68%	7%	8%	0%	1%	101
SNF FFS	35%	46%	11%	7%	0%	1%	102
UHC (MLTSS)	25%	61%	6%	5%	3%	0%	111
WellCare (MLTSS)	28%	51%	15%	4%	1%	1%	101
Sample Average	25%	56%	11%	5%	1%	1%	722

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
Amerigroup (MLTSS)	83%	10%	2%	1%	2%	2%	103
HNJH (MLTSS)	86%	7%	0%	3%	1%	3%	97
OAA	90%	4%	1%	2%	0%	3%	103
PACE	78%	6%	0%	0%	2%	14%	101
SNF FFS	90%	2%	0%	1%	1%	6%	104
UHC (MLTSS)	86%	6%	0%	2%	3%	4%	109
WellCare (MLTSS)	76%	11%	2%	4%	3%	4%	102
Sample Average	84%	6%	1%	2%	2%	5%	722

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
Amerigroup (MLTSS)	84%	11%	0%	0%	0%	5%	103
HNJH (MLTSS)	86%	11%	0%	0%	0%	3%	97
OAA	88%	5%	1%	1%	0%	5%	104
PACE	84%	5%	0%	0%	0%	11%	101
SNF FFS	81%	14%	0%	0%	0%	6%	103
UHC (MLTSS)	81%	14%	1%	2%	1%	2%	111
WellCare (MLTSS)	82%	8%	3%	3%	1%	3%	101
Sample Average	84%	10%	1%	1%	0%	5%	723

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
Amerigroup (MLTSS)	36%	9%	0%	3%	1%	51%	90
HNJH (MLTSS)	36%	7%	3%	7%	0%	48%	75
OAA	15%	1%	0%	2%	0%	81%	91
PACE	48%	2%	2%	0%	1%	47%	88
SNF FFS	46%	7%	1%	4%	5%	36%	94
UHC (MLTSS)	43%	2%	4%	4%	2%	44%	81
WellCare (MLTSS)	21%	16%	7%	6%	4%	46%	68
Sample Average	35%	6%	2%	4%	2%	51%	590

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
Amerigroup (MLTSS)	1%	8%	91%	0%	0%	74
HNJH (MLTSS)	1%	7%	91%	0%	2%	68
OAA	1%	10%	89%	0%	0%	91
PACE	2%	9%	88%	0%	1%	86
SNF FFS	3%	11%	85%	2%	0%	65
UHC (MLTSS)	1%	9%	89%	1%	2%	87
WellCare (MLTSS)	2%	5%	94%	0%	3%	65
Sample Average	2%	9%	89%	0%	1%	539

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
Amerigroup (MLTSS)	2%	2%	96%	0%	0%	52
HNJH (MLTSS)	0%	0%	98%	0%	2%	46
OAA	0%	2%	98%	0%	0%	48
PACE	1%	1%	96%	0%	1%	76
SNF FFS	7%	9%	83%	0%	0%	54
UHC (MLTSS)	0%	6%	92%	0%	2%	53
WellCare (MLTSS)	0%	3%	93%	3%	3%	40
Sample Average	2%	3%	94%	0%	1%	370

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
Amerigroup (MLTSS)	77%	14%	8%	1%	0%	73
HNJH (MLTSS)	70%	13%	17%	0%	0%	70
OAA	81%	10%	8%	1%	0%	91
PACE	82%	10%	8%	0%	0%	87
SNF FFS	53%	17%	26%	3%	2%	66
UHC (MLTSS)	77%	10%	10%	1%	1%	87
WellCare (MLTSS)	71%	17%	12%	0%	0%	66
Sample Average	74%	13%	12%	1%	0%	543

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	86%	4%	8%	1%	72
HNJH (MLTSS)	90%	1%	9%	0%	70
OAA	88%	0%	12%	0%	90
PACE	93%	1%	5%	1%	84
SNF FFS	74%	5%	15%	6%	66
UHC (MLTSS)	86%	3%	10%	0%	87
WellCare (MLTSS)	82%	3%	15%	0%	66
Sample Average	86%	2%	11%	1%	538

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
Amerigroup (MLTSS)	45%	17%	37%	1%	0%	103
HNJH (MLTSS)	35%	23%	42%	0%	0%	95
OAA	34%	23%	42%	1%	0%	103
PACE	40%	34%	26%	1%	0%	101
SNF FFS	52%	18%	29%	1%	0%	104
UHC (MLTSS)	35%	13%	52%	0%	1%	110
WellCare (MLTSS)	37%	22%	39%	2%	1%	101
Sample Average	39%	21%	38%	1%	0%	720

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
Amerigroup (MLTSS)	27%	68%	4%	2%	56
HNJH (MLTSS)	22%	77%	0%	2%	64
OAA	41%	57%	3%	0%	69
PACE	13%	84%	2%	2%	61
SNF FFS	30%	62%	4%	4%	50
UHC (MLTSS)	25%	74%	1%	0%	73
WellCare (MLTSS)	31%	64%	3%	2%	64
Sample Average	27%	69%	2%	1%	439

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
Amerigroup (MLTSS)	20%	80%	0%	0%	92
HNJH (MLTSS)	17%	83%	0%	0%	88
OAA	30%	70%	0%	0%	94
PACE	14%	86%	0%	0%	78
SNF FFS	12%	88%	0%	0%	85
UHC (MLTSS)	10%	90%	0%	0%	105
WellCare (MLTSS)	24%	76%	0%	0%	95
Sample Average	18%	82%	0%	0%	640

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
Amerigroup (MLTSS)	99%	1%	0%	0%	102
HNJH (MLTSS)	93%	1%	3%	3%	96
OAA	96%	0%	0%	4%	101
PACE	93%	1%	1%	5%	101
SNF FFS	91%	4%	2%	3%	104
UHC (MLTSS)	95%	0%	1%	5%	110
WellCare (MLTSS)	92%	2%	3%	3%	101
Sample Average	94%	1%	1%	3%	718

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
Amerigroup (MLTSS)	88%	12%	0%	0%	103
HNJH (MLTSS)	77%	16%	3%	4%	96
OAA	86%	11%	1%	3%	104
PACE	86%	9%	0%	5%	101
SNF FFS	87%	8%	2%	3%	103
UHC (MLTSS)	76%	22%	1%	2%	111
WellCare (MLTSS)	75%	18%	3%	5%	102
Sample Average	82%	14%	1%	3%	723

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
Amerigroup (MLTSS)	70%	29%	1%	0%	103
HNJH (MLTSS)	60%	35%	4%	1%	98
OAA	69%	28%	2%	1%	103
PACE	80%	18%	1%	1%	101
SNF FFS	70%	25%	4%	1%	103
UHC (MLTSS)	59%	37%	3%	1%	111
WellCare (MLTSS)	50%	47%	3%	1%	101
Sample Average	65%	31%	2%	1%	723

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	2%	95%	2%	1%	101
HNJH (MLTSS)	0%	99%	0%	1%	98
OAA	1%	99%		0%	103
PACE	1%	96%	2%	1%	101
SNF FFS	10%	87%	4%	0%	104
UHC (MLTSS)	5%	95%	0%	0%	111
WellCare (MLTSS)	3%	95%	1%	1%	102
Sample Average	3%	95%	1%	1%	723

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
Amerigroup (MLTSS)	5%	5%	89%	1%	0%	96
HNJH (MLTSS)	2%	5%	91%	1%	1%	97
OAA	4%	16%	80%	0%	0%	102
PACE	5%	12%	80%	2%	0%	97
SNF FFS	7%	14%	70%	9%	0%	90
UHC (MLTSS)	0%	6%	94%	0%	0%	105
WellCare (MLTSS)	5%	7%	88%	0%	0%	97
Sample Average	4%	9%	85%	2%	0%	687

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
Amerigroup (MLTSS)	4%	12%	15%	35%	0%	0%	74
HNJH (MLTSS)	6%	11%	20%	24%	0%	1%	70
OAA	7%	8%	15%	25%	0%	0%	88
PACE	5%	8%	26%	9%	0%	0%	85
SNF FFS	7%	15%	24%	24%	2%	2%	59
UHC (MLTSS)	3%	3%	13%	29%	2%	1%	86
WellCare (MLTSS)	5%	8%	33%	23%	0%	2%	64
Sample Average	5%	9%	20%	24%	1%	1%	529

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
Amerigroup (MLTSS)	13%	84%	0%	1%	2%	102
HNJH (MLTSS)	9%	88%	1%	2%	0%	97
OAA	10%	85%	0%	4%	1%	103
PACE	7%	91%	0%	0%	2%	101
SNF FFS	18%	73%	1%	7%	1%	103
UHC (MLTSS)	10%	86%	0%	3%	1%	110
WellCare (MLTSS)	13%	82%	1%	2%	2%	102
Sample Average	11%	84%	0%	3%	1%	721

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
Amerigroup (MLTSS)	61%	34%	0%	3%	2%	103
HNJH (MLTSS)	60%	36%	0%	3%	1%	97
OAA	67%	30%	0%	2%	1%	104
PACE	28%	59%	0%	10%	3%	101
SNF FFS	48%	34%	3%	14%	2%	103
UHC (MLTSS)	59%	32%	0%	7%	1%	111
WellCare (MLTSS)	55%	44%	0%	0%	1%	100
Sample Average	54%	38%	0%	6%	2%	722

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
Amerigroup (MLTSS)	40%	56%	0%	2%	2%	102
HNJH (MLTSS)	36%	61%	0%	2%	0%	96
OAA	42%	55%	0%	2%	1%	103
PACE	14%	83%	0%	1%	2%	101
SNF FFS	24%	63%	1%	12%	0%	103
UHC (MLTSS)	34%	61%	0%	5%	1%	110
WellCare (MLTSS)	37%	63%	0%	0%	0%	100
Sample Average	32%	63%	0%	3%	1%	718

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
Amerigroup (MLTSS)	20%	74%	0%	4%	2%	103
HNJH (MLTSS)	21%	75%	1%	1%	2%	97
OAA	27%	69%	0%	2%	2%	102
PACE	15%	80%	1%	2%	2%	100
SNF FFS	11%	76%	2%	9%	2%	102
UHC (MLTSS)	19%	76%	0%	4%	2%	111
WellCare (MLTSS)	30%	66%	2%	2%	0%	101
Sample Average	20%	74%	1%	3%	2%	719

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
Amerigroup (MLTSS)	52%	42%	0%	3%	3%	103
HNJH (MLTSS)	54%	44%	0%	2%	0%	97
OAA	59%	38%	1%	2%	1%	104
PACE	20%	74%	2%	2%	2%	101
SNF FFS	25%	61%	1%	13%	0%	101
UHC (MLTSS)	53%	41%	0%	5%	1%	111
WellCare (MLTSS)	52%	46%	0%	2%	0%	102
Sample Average	45%	49%	1%	4%	1%	722

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
Amerigroup (MLTSS)	13%	69%	0%	12%	7%	102
HNJH (MLTSS)	6%	79%	0%	10%	4%	96
OAA	14%	72%	0%	10%	4%	104
PACE	6%	82%	0%	10%	2%	101
SNF FFS	11%	51%	0%	36%	3%	104
UHC (MLTSS)	7%	88%	0%	3%	2%	109
WellCare (MLTSS)	7%	87%	0%	5%	1%	102
Sample Average	9%	76%	0%	12%	3%	721

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	D	N
Amerigroup (MLTSS)	18%	25%	32%	18%	6%	2%	0%	102
HNJH (MLTSS)	17%	35%	38%	7%	3%	0%	0%	98
OAA	16%	38%	30%	13%	2%	1%	1%	104
PACE	6%	47%	26%	15%	6%	0%	1%	101
SNF FFS	6%	37%	38%	14%	5%	0%	1%	104
UHC (MLTSS)	19%	38%	25%	13%	5%	1%	0%	111
WellCare (MLTSS)	18%	30%	34%	8%	7%	1%	2%	102
Sample Average	14%	35%	32%	12%	5%	1%	1%	725

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
Amerigroup (MLTSS)	10%	22%	43%	17%	7%	1%	0%	103
HNJH (MLTSS)	10%	22%	46%	13%	7%	0%	1%	98
OAA	6%	35%	42%	11%	6%	1%	0%	104
PACE	1%	16%	48%	20%	13%	0%	1%	98
SNF FFS	3%	14%	56%	17%	9%	1%	0%	104
UHC (MLTSS)	12%	23%	49%	13%	4%	0%	0%	111
WellCare (MLTSS)	8%	22%	44%	15%	11%	1%	0%	101
Sample Average	7%	22%	47%	15%	8%	1%	0%	722

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
Amerigroup (MLTSS)	48%	48%	4%	1%	103
HNJH (MLTSS)	50%	48%	0%	2%	98
OAA	61%	38%	1%	0%	104
PACE	52%	45%	2%	1%	98
SNF FFS	50%	38%	11%	2%	103
UHC (MLTSS)	54%	41%	4%	2%	111
WellCare (MLTSS)	47%	44%	9%	0%	102
Sample Average	51%	43%	4%	1%	722

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
Amerigroup (MLTSS)	42%	56%	2%	0%	52
HNJH (MLTSS)	21%	79%	0%	0%	47
OAA	49%	49%	2%	0%	41
PACE	29%	71%	0%	0%	48
SNF FFS	31%	55%	12%	2%	51
UHC (MLTSS)	37%	55%	4%	4%	49
WellCare (MLTSS)	33%	57%	9%	0%	54
Sample Average	34%	60%	4%	1%	344

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
Amerigroup (MLTSS)	48%	41%	12%	0%	103
HNJH (MLTSS)	55%	42%	3%	0%	98
OAA	72%	22%	5%	1%	104
PACE	63%	25%	10%	2%	100
SNF FFS	43%	33%	17%	7%	104
UHC (MLTSS)	52%	36%	11%	1%	111
WellCare (MLTSS)	48%	49%	2%	1%	102
Sample Average	54%	35%	9%	2%	725

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
Amerigroup (MLTSS)	2%	96%	1%	1%	103
HNJH (MLTSS)	3%	97%	0%	0%	97
OAA	7%	93%	0%	0%	104
PACE	5%	93%	0%	2%	101
SNF FFS	7%	90%	3%	0%	104
UHC (MLTSS)	5%	93%	1%	1%	110
WellCare (MLTSS)	6%	94%	0%	0%	102
Sample Average	5%	94%	1%	1%	724

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
Amerigroup (MLTSS)	7%	8%	83%	2%	0%	99
HNJH (MLTSS)	5%	6%	88%	0%	0%	94
OAA	2%	6%	88%	4%	0%	97
PACE	5%	10%	84%	0%	1%	94
SNF FFS	14%	15%	65%	4%	2%	94
UHC (MLTSS)	5%	3%	87%	3%	2%	101
WellCare (MLTSS)	2%	2%	96%	0%	0%	96
Sample Average	6%	7%	85%	2%	1%	678

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
Amerigroup (MLTSS)	2%	6%	92%	0%	0%	52
HNJH (MLTSS)	2%	7%	89%	0%	2%	46
OAA	0%	4%	96%	0%	0%	48
PACE	0%	3%	97%	0%	0%	75
SNF FFS	6%	13%	80%	0%	2%	54
UHC (MLTSS)	2%	9%	89%	0%	0%	53
WellCare (MLTSS)	3%	0%	95%	0%	3%	40
Sample Average	2%	6%	91%	0%	1%	369

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
Amerigroup (MLTSS)	4%	11%	85%	0%	0%	74
HNJH (MLTSS)	3%	4%	91%	1%	0%	70
OAA	5%	10%	85%	0%	0%	91
PACE	3%	2%	94%	0%	0%	86
SNF FFS	21%	18%	61%	0%	0%	66
UHC (MLTSS)	6%	7%	86%	0%	1%	87
WellCare (MLTSS)	5%	6%	88%	2%	0%	66
Sample Average	6%	8%	85%	0%	0%	543

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
Amerigroup (MLTSS)	5%	93%	2%	0%	43
HNJH (MLTSS)	15%	85%	0%	0%	34
OAA	0%	67%	11%	22%	9
PACE	13%	75%	13%	0%	8
SNF FFS	78%	15%	6%	0%	65
UHC (MLTSS)	10%	84%	5%	2%	62
WellCare (MLTSS)	8%	88%	4%	0%	26
Sample Average	27%	67%	4%	1%	248

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
Amerigroup (MLTSS)	2%	10%	88%	0%	0%	42
HNJH (MLTSS)	6%	12%	82%	0%	0%	33
OAA	0%	0%	75%	0%	25%	8
PACE	0%	13%	88%	0%	0%	8
SNF FFS	24%	14%	62%	0%	0%	66
UHC (MLTSS)	5%	5%	87%	2%	2%	62
WellCare (MLTSS)	0%	4%	96%	0%	0%	26
Sample Average	9%	9%	80%	0%	1%	246

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
Amerigroup (MLTSS)	12%	84%	2%	2%	43
HNJH (MLTSS)	41%	59%	0%	0%	32
OAA	0%	63%	13%	25%	8
PACE	29%	71%	0%	0%	7
SNF FFS	42%	56%	2%	0%	64
UHC (MLTSS)	8%	85%	5%	2%	62
WellCare (MLTSS)	4%	92%	4%	0%	26
Sample Average	22%	74%	3%	2%	243

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
Amerigroup (MLTSS)	0%	5%	91%	2%	2%	43
HNJH (MLTSS)	6%	3%	88%	0%	3%	32
OAA	0%	0%	75%	0%	25%	8
PACE	29%	0%	71%	0%	0%	7
SNF FFS	8%	20%	69%	2%	2%	64
UHC (MLTSS)	0%	8%	88%	0%	3%	60
WellCare (MLTSS)	0%	4%	92%	4%	0%	26
Sample Average	4%	9%	83%	1%	3%	241

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
Amerigroup (MLTSS)	2%	2%	95%	0%	0%	42
HNJH (MLTSS)	3%	3%	91%	0%	3%	33
OAA	0%	0%	75%	0%	25%	8
PACE	0%	14%	86%	0%	0%	7
SNF FFS	13%	3%	80%	3%	0%	60
UHC (MLTSS)	3%	5%	90%	0%	2%	61
WellCare (MLTSS)	0%	8%	92%	0%	0%	26
Sample Average	5%	4%	88%	1%	2%	238

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
Amerigroup (MLTSS)	12%	86%	0%	2%	43
HNJH (MLTSS)	12%	85%	3%	0%	33
OAA	0%	75%	0%	25%	8
PACE	14%	86%	0%	0%	7
SNF FFS	26%	73%	2%	0%	66
UHC (MLTSS)	15%	75%	8%	2%	61
WellCare (MLTSS)	8%	88%	4%	0%	26
Sample Average	16%	80%	3%	2%	245

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
Amerigroup (MLTSS)	91%	5%	5%	0%	43
HNJH (MLTSS)	88%	12%	0%	0%	33
OAA	75%	0%	0%	25%	8
PACE	100%	0%	0%	0%	7
SNF FFS	78%	11%	9%	2%	65
UHC (MLTSS)	85%	8%	3%	3%	61
WellCare (MLTSS)	65%	27%	8%	0%	26
Sample Average	83%	10%	5%	2%	244

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
Amerigroup (MLTSS)*	75%*	25%*	53*
HNJH (MLTSS)	93%	7%	90
OAA	87%	13%	90
PACE	80%	20%	101
SNF FFS	100%	0%	103
UHC (MLTSS)*	82%*	18%*	62*
WellCare (MLTSS)	92%	8%	101
Sample Average	88%	12%	603

* Amerigroup and UHC had a large proportion of “don’t know” responses for this item. “Don’t know” responses were excluded from denominator.

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
Amerigroup (MLTSS)	19%	12%	54%	14%	1%	101
HNJH (MLTSS)	11%	13%	65%	7%	4%	94
OAA	35%	16%	36%	14%	0%	103
PACE	9%	27%	51%	9%	4%	100
SNF FFS	23%	16%	52%	7%	2%	97
UHC (MLTSS)	28%	11%	44%	14%	3%	109
WellCare (MLTSS)	15%	4%	77%	2%	2%	99
Sample Average	20%	14%	54%	10%	2%	706

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
Amerigroup (MLTSS)	12%	8%	64%	15%	1%	101
HNJH (MLTSS)	9%	11%	68%	9%	4%	93
OAA	41%	10%	33%	17%	0%	103
PACE	21%	21%	40%	14%	3%	99
SNF FFS	24%	18%	45%	11%	1%	98
UHC (MLTSS)	18%	8%	52%	19%	3%	110
WellCare (MLTSS)	13%	0%	80%	6%	1%	99
Sample Average	20%	11%	55%	13%	2%	706

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
Amerigroup (MLTSS)	100%	0%	0%	0%	0%	103
HNJH (MLTSS)	99%	1%	0%	0%	0%	98
OAA	99%	1%	0%	0%	0%	104
PACE	99%	0%	0%	0%	1%	101
SNF FFS	98%	2%	0%	0%	0%	104
UHC (MLTSS)	99%	1%	0%	0%	0%	110
WellCare (MLTSS)	97%	2%	0%	1%	0%	101
Sample Average	99%	1%	0%	0%	0%	724

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	81%	3%	15%	1%	74
HNJH (MLTSS)	75%	9%	13%	3%	69
OAA	79%	8%	11%	2%	89
PACE	77%	7%	15%	1%	87
SNF FFS	69%	5%	20%	6%	64
UHC (MLTSS)	70%	6%	21%	3%	86
WellCare (MLTSS)	83%	3%	12%	2%	65
Sample Average	76%	6%	15%	3%	537

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
Amerigroup (MLTSS)	77%	15%	0%	8%	13
HNJH (MLTSS)	93%	7%	0%	0%	15
OAA	82%	12%	0%	6%	17
PACE	84%	16%	0%	0%	19
SNF FFS	100%	0%	0%	0%	16
UHC (MLTSS)	96%	4%	0%	0%	23
WellCare (MLTSS)	90%	10%	0%	0%	10
Sample Average	89%	9%	0%	2%	113

Table 116. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup (MLTSS)	95%	5%	0%	0%	103
HNJH (MLTSS)	91%	9%	0%	0%	98
OAA	92%	8%	0%	0%	103
PACE	89%	9%	0%	2%	101
SNF FFS	87%	10%	1%	2%	101
UHC (MLTSS)	92%	8%	0%	0%	111
WellCare (MLTSS)	93%	6%	1%	0%	102
Sample Average	91%	8%	0%	1%	722

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
Amerigroup (MLTSS)	9%	36%	55%	0%	0%	103
HNJH (MLTSS)	2%	36%	60%	0%	1%	96
OAA	11%	52%	38%	0%	0%	104
PACE	8%	54%	38%	0%	0%	101
SNF FFS	7%	31%	61%	1%	1%	104
UHC (MLTSS)	5%	38%	55%	1%	1%	111
WellCare (MLTSS)	2%	31%	67%	0%	0%	102
Sample Average	6%	40%	53%	0%	0%	724

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
Amerigroup (MLTSS)	11%	89%	0%	0%	94
HNJH (MLTSS)	18%	82%	0%	0%	93
OAA	34%	66%	0%	0%	93
PACE	21%	77%	0%	2%	92
SNF FFS	11%	84%	5%	0%	94
UHC (MLTSS)	21%	78%	0%	1%	102
WellCare (MLTSS)	21%	78%	0%	1%	100
Sample Average	19%	79%	1%	1%	670

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
Amerigroup (MLTSS)	17%	39%	45%	0%	0%	103
HNJH (MLTSS)	5%	43%	51%	0%	1%	95
OAA	19%	55%	26%	0%	0%	104
PACE	31%	44%	24%	1%	0%	100
SNF FFS	16%	21%	63%	0%	0%	104
UHC (MLTSS)	11%	44%	45%	0%	0%	111
WellCare (MLTSS)	5%	34%	60%	0%	1%	100
Sample Average	15%	40%	45%	0%	0%	720

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
Amerigroup (MLTSS)	7%	92%	0%	1%	86
HNJH (MLTSS)	16%	83%	0%	1%	89
OAA	31%	65%	2%	1%	83
PACE	19%	80%	0%	1%	69
SNF FFS	13%	84%	3%	0%	86
UHC (MLTSS)	20%	78%	0%	2%	98
WellCare (MLTSS)	14%	85%	1%	0%	95
Sample Average	17%	81%	1%	1%	608

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
Amerigroup (MLTSS)	6%	16%	76%	0%	3%	103
HNJH (MLTSS)	1%	5%	93%	0%	1%	97
OAA	3%	7%	90%	0%	0%	103
PACE	2%	11%	85%	0%	2%	101
SNF FFS	9%	12%	78%	0%	2%	104
UHC (MLTSS)	6%	8%	84%	1%	1%	110
WellCare (MLTSS)	5%	4%	89%	1%	1%	102
Sample Average	5%	9%	85%	0%	1%	723

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
Amerigroup (MLTSS)	91%	2%	5%	0%	2%	74
HNJH (MLTSS)	93%	4%	3%	0%	0%	70
OAA	89%	8%	1%	1%	1%	91
PACE	91%	3%	3%	0%	3%	85
SNF FFS	94%	1%	2%	3%	0%	67
UHC (MLTSS)	92%	5%	4%	0%	0%	87
WellCare (MLTSS)	89%	4%	5%	1%	1%	66
Sample Average	91%	4%	3%	1%	1%	543

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
Amerigroup (MLTSS)	70%	23%	3%	4%	74
HNJH (MLTSS)	56%	36%	9%	0%	70
OAA	60%	25%	2%	12%	91
PACE	61%	14%	19%	6%	85
SNF FFS	52%	27%	10%	10%	67
UHC (MLTSS)	60%	28%	8%	5%	87
WellCare (MLTSS)	59%	27%	14%	0%	66
Sample Average	60%	25%	9%	6%	543

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
Amerigroup (MLTSS)	12%	18%	66%	3%	1%	74
HNJH (MLTSS)	7%	13%	80%	0%	0%	70
OAA	11%	9%	79%	1%	0%	89
PACE	3%	11%	84%	0%	1%	87
SNF FFS	14%	20%	59%	2%	6%	66
UHC (MLTSS)	19%	19%	63%	0%	0%	86
WellCare (MLTSS)	9%	17%	70%	5%	0%	66
Sample Average	11%	15%	72%	1%	1%	541

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

	1 - Health Most important	2	3	4 - Health Least important	N
Amerigroup (MLTSS)	64%	29%	5%	2%	55
HNJH (MLTSS)	77%	18%	5%	0%	66
OAA	65%	23%	10%	2%	84
PACE	52%	34%	14%	0%	85
SNF FFS	56%	25%	17%	2%	59
UHC (MLTSS)	71%	17%	8%	5%	66
WellCare (MLTSS)	75%	17%	6%	2%	53
Sample Average	65%	24%	9%	2%	471

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

	1 - Safety Most important	2	3	4 - Safety Least important	N
Amerigroup (MLTSS)	7%	43%	37%	13%	54
HNJH (MLTSS)	2%	46%	35%	17%	65
OAA	4%	27%	51%	18%	85
PACE	13%	32%	38%	18%	85
SNF FFS	7%	34%	19%	36%	58
UHC (MLTSS)	3%	37%	33%	27%	60
WellCare (MLTSS)	4%	33%	47%	16%	49
Sample Average	6%	35%	38%	20%	459

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

	1 – Being independent Most important	2	3	4 – Being independent Least important	N
Amerigroup (MLTSS)	28%	15%	39%	19%	54
HNJH (MLTSS)	22%	20%	43%	15%	65
OAA	25%	41%	20%	13%	85
PACE	22%	15%	40%	22%	85
SNF FFS	16%	24%	29%	28%	58
UHC (MLTSS)	26%	28%	38%	8%	65
WellCare (MLTSS)	14%	29%	27%	31%	49
Sample Average	22%	25%	34%	19%	464

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

	1 – Being engaged w/ community and friends Most important	2	3	4 - Being engaged w/ community and friends Least important	N
Amerigroup (MLTSS)	8%	11%	19%	62%	53
HNJH (MLTSS)	0%	15%	17%	68%	65
OAA	9%	8%	16%	65%	85
PACE	11%	19%	11%	60%	85
SNF FFS	28%	10%	29%	29%	58
UHC (MLTSS)	10%	15%	16%	59%	61
WellCare (MLTSS)	15%	20%	17%	48%	46
Sample Average	11%	14%	18%	57%	456