



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

2016-2017 Colorado's Results



Preface

The State of Colorado has many publicly funded long-term services and supports (LTSS) available to older adults and members with physical disabilities who have significant health care needs. LTSS offer a wide array of health and social supports that enable these individuals to avoid placement in facilities and to live in a setting of their choice. Specifically, the Colorado Department of Health Care Policy and Financing (HCPF) administers Medicaid funding for LTSS that provides a variety of program options in facility-, home- and community-based services (HCBS) settings. Additionally, the Colorado Department of Human Services (CDHS) administers funding from the federal Older Americans Act and State Funding for Senior Services making additional supports and services available to help older adults remain in the community of their choice.

To best meet the needs of those served by these programs, it is critical to understand the quality and effectiveness of those services to be sure they result in positive outcomes for those receiving LTSS. In order to measure the quality and impact of these services for the people served, the National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI) developed the National Core Indicators-Aging and Disabilities Adult Consumer Survey (NCI-AD). This survey collects valid and reliable person-reported data about the impact that states' publicly-funded LTSS have on the quality of life and outcomes of older adults and adults with physical disabilities that states serve.

Because our population is rapidly becoming older and more diverse, this is a particularly critical time for Colorado to assess the quality and impact of its LTSS. Colorado is among one of the fastest growing states with populations of adults aged 65 and older and this demographic is more likely to have at least one physical disability. Several initiatives are already under way in Colorado to address the needs of older adults and adults with a physical disability. Recently, the Department has created the Community Living Quality Improvement Committee, which has been integral in continuing the efforts of the Community Living Advisory Group as it relates to LTSS initiatives. This report aligns with these existing efforts and serves as a key resource on the quality of LTSS and outcomes for the people served. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

Colorado was selected as one of 13 states to participate in the first year of this national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems. This report highlights the results for Colorado from the 2016-17 National Core Indicators Aging and Disabilities Adult Consumer Survey.

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List of Abbreviations Used in This Report

AAA – Area Agencies on Aging

ACC: MMP - Accountable Care Collaborative: Medicare-Medicaid Program

ADL – Activities of Daily Living

CCB – Community Centered Boards

CDHS – Colorado Department of Health Services

CLQIC - Community Living Quality Improvement Committee

CM – case manager

CO – Colorado

EBD – Elderly, Blind, and Disabled

ER – emergency room

HCBS – Home and Community-Based Services

HCPF – Colorado Department of Health Care Policy and Finance

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

LTC – Long Term Care

LTSS – Long-Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Programs of All-Inclusive Care for the Elderly

SEP – Single Entry Point

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), 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 (or a state agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and 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. Currently, the project is in its third year of data collection. The data presented in this report were collected during the project's second year of implementation (2016-2017). For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org)

NCI-AD Survey

Survey Overview

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

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.

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

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

Figure 1. NCI-AD Domains and indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
Choice and Decision Making	Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to
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

Domain	NCI-AD Indicator
	Proportion of people who use a relative as their support person
	Proportion of people who have a backup plan if their support person doesn't show up
Care Coordination	Proportion of people discharged from the hospital or 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
	Proportion of people who have access to mental health services when they need them
Wellness	Proportion of people in poor health
	Proportion of people with unaddressed memory concerns
	Proportion of people with poor hearing
	Proportion of people with poor vision
	Proportion of people who have a chronic psychiatric or mental health diagnosis
	Proportion of people who often feel sad or depressed

Domain	NCI-AD Indicator
	Proportion of people who have a chronic condition
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
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 who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (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
Control	Proportion of people who feel in control of their lives

Survey Organization

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 data are not received by the NCI-AD project team, are not analyzed, and thus are not included in this report. The Pre-Survey form 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 Information items at the end of the interview.

In-person Consumer Survey: This section includes all questions comprising the full in-person interview. The survey is organized into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). The in-person section is completed one-on-one with the person receiving services, whenever possible. The respondent may ask for assistance answering certain questions through the help of a proxy respondent (e.g. family member or close friend) if needed. While the full in-person survey includes both subjective and objective questions, the proxy may only assist with answering a pre-determined subset of more objective items.

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 a proxy to complete the survey on their behalf. This version includes only the pre-determined subset of more objective survey questions that may be answered by a proxy respondent. Questions in the proxy version are rephrased to reflect that they about the individual receiving services and not the proxy respondent.

Interviewer Feedback form: This form is completed by the surveyor after the interview is finished to record information such as length and place of the meeting, respondent's ability to answer the questions, if others were present during the interview, any problematic questions encountered, and general feedback for the NCI-AD project team.

NCI-AD in Colorado

The Colorado Department of Health Care Policy and Financing (HCPF), in partnership with the Colorado Department of Human Services (CDHS) State Unit on Aging, NASUAD, and HSRI, implemented the 2016-17 NCI-AD Adult Consumer Survey in Colorado. HCPF recognized the need for an independent assessment of Colorado's publicly-funded home and community-based services (HCBS) and OAA programs, so in 2014 they secured grant funding from the Colorado Health Foundation to participate in NCI-AD. The Department recently secured funding to be allocated for this work to continue in the future. Data from the project will be used to support Colorado's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers. To allow for year over year comparison of the data, HCPF and CDHS will participate in the 2017-18 NCI-AD Adult Consumer Survey for Colorado. In addition, Colorado would like to continue to build upon a peer to peer model of interviewing that will include Medicaid recipients (specifically, older adults and clients with disabilities) and OAA participants. Colorado will continue working with Vital Research for the survey implementation.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Colorado and included for analysis in 2016-2017 was 402 (Total N=402). The three program populations included in the survey sample are detailed below.

Elderly, Blind, and Disabled (EBD) 1915(c) Medicaid Waiver: This program provides assistance to people aged 65 and older who have a functional impairment or are blind, and to people aged 18-64 who are physically disabled or have a diagnosis of HIV or AIDS, and require LTSS in order to remain in a community setting. Services include Adult Day Services, Alternative Care Facilities, Community Transition Services, Consumer Directed Attendant Support Services, Homemaker Services, Home Modifications, In-Home Support Services, Medication Reminder, Non-Medical Transportation, Personal Care Services, Personal Emergency Response System, and Respite Care Services. One hundred sixty-nine people (N=169) from this program were included in the sample.

Frail Elderly – ACC: MMP (Accountable Care Collaborative: Medicare-Medicaid Program): This group is a subset of what was formerly known as the Duals Demonstration program. The program focuses on integrating care and serves individuals 80 and older who are not part of certain other waivers and eligible individuals aged 65 to 79 with qualifying chronic and other health conditions. One hundred forty-seven people (N=147) from this program were included in the sample.

Older Americans Act: This program 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. Eighty-six people (N=86) from this program were included in the sample.

Figure 2 below summarizes the programs included in Colorado’s analysis sample, the number of surveys completed per program and included for analysis, and the number of participants eligible to be included in the survey by program. Also included are calculations of margin of error for each program’s estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating less conservative margins of error. Based on distributions observed in data collected so far, it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual programs. Both scenarios use all completed surveys included for analysis as sample program N in the calculations. Readers should be aware that for some survey items, the actual number of valid responses may be smaller than the total number of completed surveys. This is explained in more detail in “Organization of Results” section below.

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

Setting	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Frail Elderly - ACC: MMP	147	9,500	95% Confidence Level, 8.0% Margin of Error	95% Confidence Level, 7.4% Margin of Error
EBD Waiver	169	8,900	95% Confidence Level, 7.5% Margin of Error	95% Confidence Level, 6.8% Margin of Error
OAA	86	8,000	95% Confidence Level, 10.5% Margin of Error	95% Confidence Level, 9.6% Margin of Error
Total	402	26,400	95% Confidence Level, 4.9% Margin of Error	95% Confidence Level, 4.5% Margin of Error

Survey Process in Colorado

HCPF contracted with Vital Research, a national survey group, to hire and manage local interviewers to conduct the NCI-AD in-person survey. Colorado worked with Vital Research to identify and train at least 4 individuals who were eligible to receive OAA services. These individuals were part of the Department’s mission to develop a peer-to-peer interviewing model. In the next year of implementation, the Department plans to expand the scope of this criteria to include other Medicaid recipients as trained interviewers. HCPF, Vital Research, NASUAD, and HSRI staff conducted a two-day training with interviewers prior to survey implementation. 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. Interviews began within days after completing the training sessions, then the final data from 402 interviews was sent to HSRI.

Stakeholders

HCPF is committed to providing ongoing NCI-AD stakeholder engagement activities through various committees within the Department to include the Elderly, Blind and Disabled waiver committee, ACC:MMP, Community Living Advisory Group, Consumer Direction in the Home and Community Based Services Supported Living Services Waiver Task Group, No Wrong Door Planning Advisory Group, Person and Family Centeredness Advisory Councils and the newly formed Community Living Quality Improvement Committee (CLQIC). CLQIC will act as an advisory committee, providing the Department with input related to future surveys on client experience as well as with input on how to respond to results from completed surveys. CLQIC will also maintain and grow a survey library of tools and methodologies consisting of quality data collection strategies with emphasis on disability cultural competence. CDHS is also committed to providing NCI-AD stakeholder engagement activities to its stakeholders including: the Colorado Commission on Aging, the Strategic Action Planning Group on Aging, the Colorado Area Agencies on Aging (AAA), and other groups in the aging network.

HCPF staff will continue to provide updates on the project at the bi-monthly Single Entry Point (SEP) and Community Centered Boards (CCB) manager meetings as well as the various AAA and other key stakeholder groups. Through ongoing communications with key LTSS-specific stakeholders, the engagement process will continue to grow as alignment among other state initiatives begins to emerge.

Organization of Results

The following section of the report presents findings from Colorado's 2016-17 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 three programs, as well as the Colorado state average. The numbers of people in each program that responded to the item, as well as the number for the state as a whole are also shown. For rules on collapsing response options, please refer to Appendix A.

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

- Certain questions in the survey could only be asked of the service recipient – 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 several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When a question is skipped due to skip logic, that survey case does not contribute to the calculations for the item and does not contribute to the N.

Colorado state average is a weighted state estimate. A weighted estimate is needed because Colorado oversampled some of its programs – i.e. some programs constituted a larger proportion of the sample than they did as proportion of total population receiving services in the state. To account for these programs being proportionally over-represented in the state sample, statistical weights were developed and applied to programs 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 relative to the populations they serve. For exact calculations of state weights please contact the NCI-AD project team.

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

Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Colorado. However, the report does not include benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall. Rather, it is up to stakeholders to assess the information contained in this report and draw conclusions. This report is intended to be one mechanism for state leaders and community stakeholders to assess the current state of Colorado's LTSS system and identify areas that are working well and areas that could use improvement. The results charts throughout this report display program scores relative to one another and to Colorado 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 intervention or further investigation are necessary. Furthermore, by aligning NCI-AD measures with specific state and federal initiatives, Colorado can more accurately demonstrate the areas in which transformation is evident and continue to promote quality efforts, while also recognizing limitations and ongoing challenges.

Extreme caution should be exercised when interpreting results where the item sample size is small. Valid item Ns for each program are shown in every chart and table. Anytime the sample size is smaller than 20, the N in the charts is also asterisked. It is advised that in these cases the data are treated as suggestive and informational only, and not used for drawing firm conclusions.

In addition, discretion should be used when comparing a program's result relative to another program due to potential similarities and differences amongst program participants.

Community Participation

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

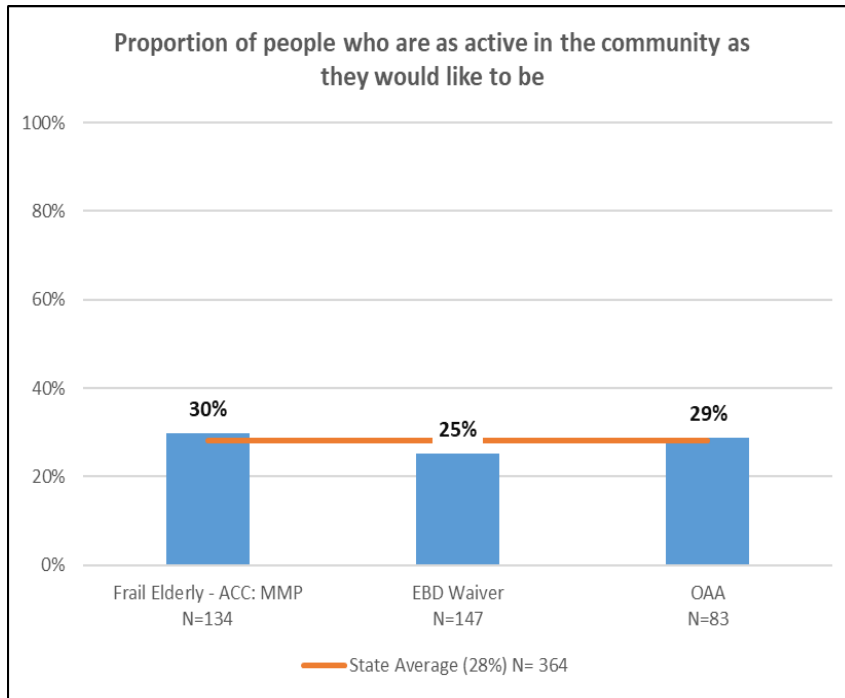
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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

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

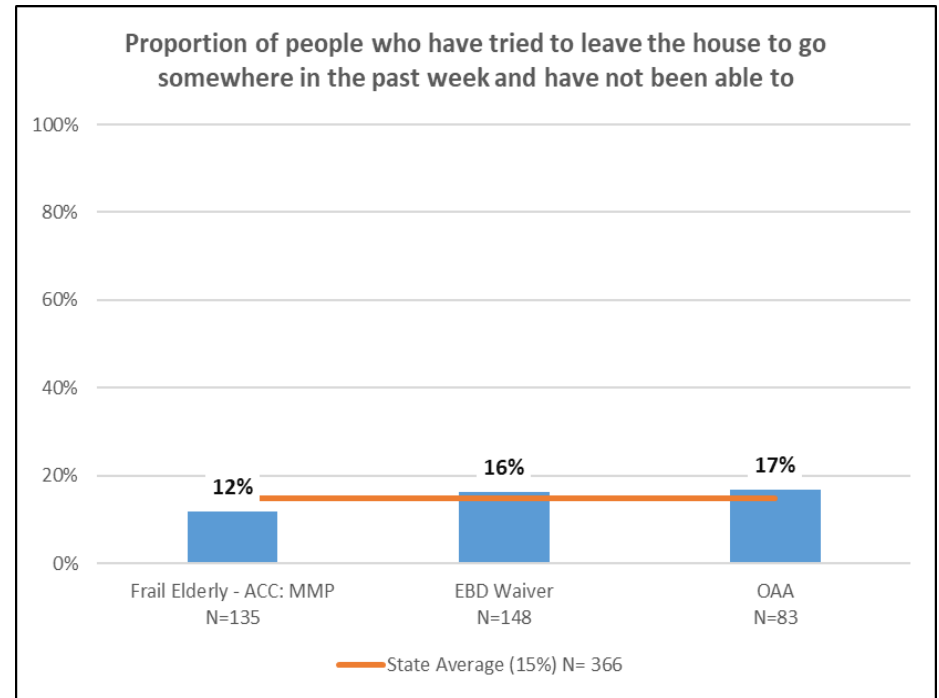
Un-collapsed data for state and settings are shown in Appendix B.

Graph 1. Proportion of people who are as active in the community as they would like to be³.



³ New variable

Graph 2. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to⁴.



⁴ New variable

Choice and Decision Making

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

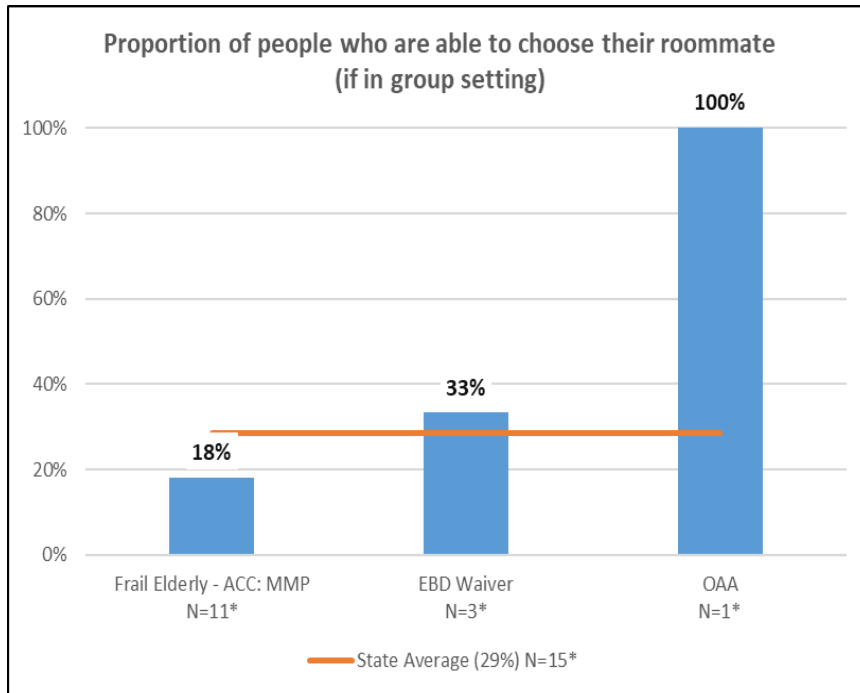
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

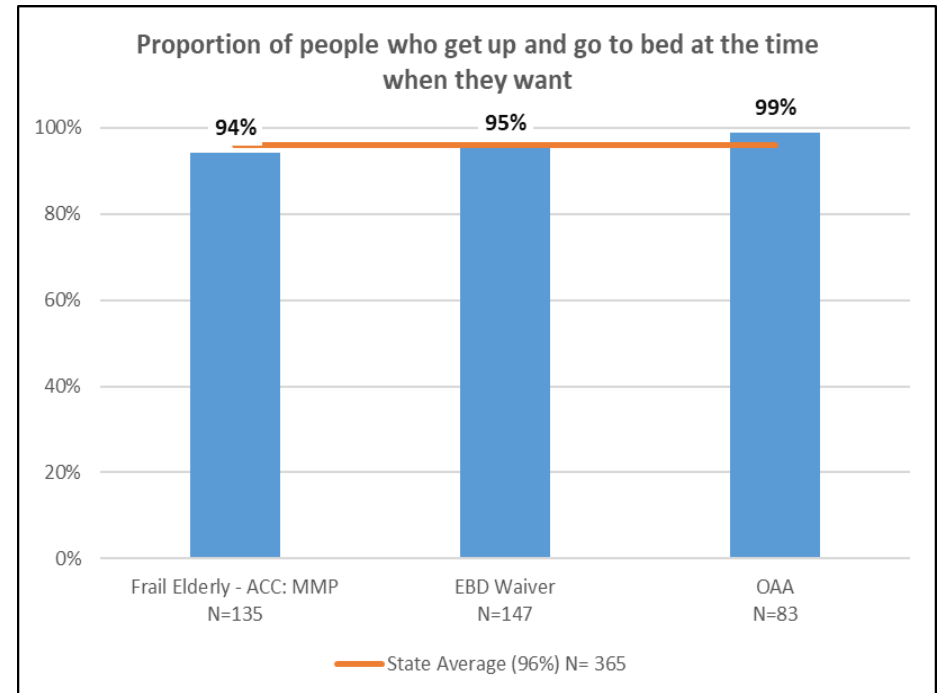
Un-collapsed data for state and settings are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting)

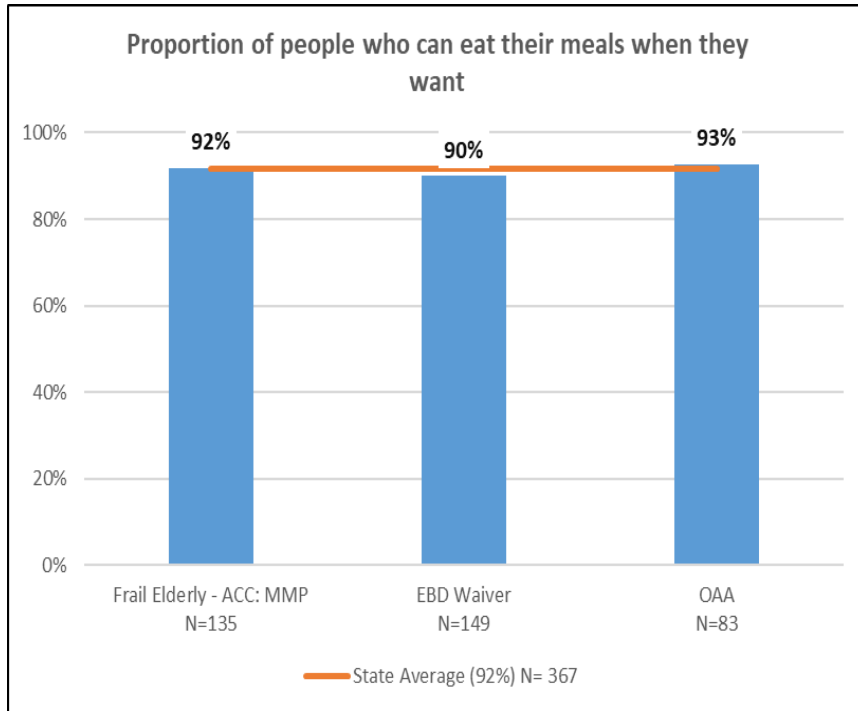


* Very small number of responses

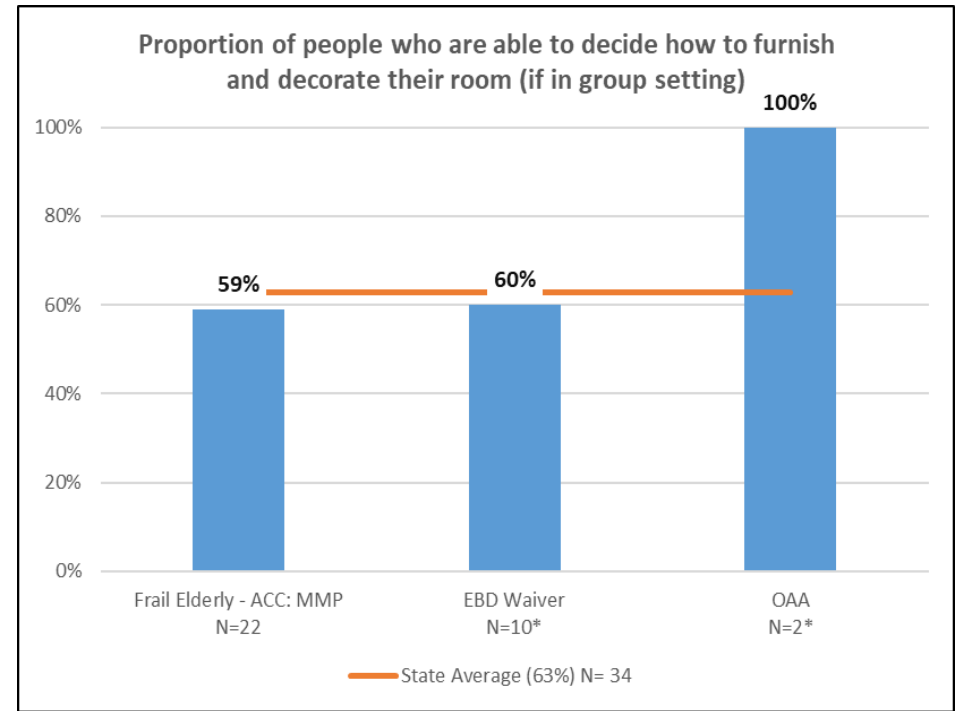
Graph 4. Proportion of people who get up and go to bed at the time when they want



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



Graph 6. 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.

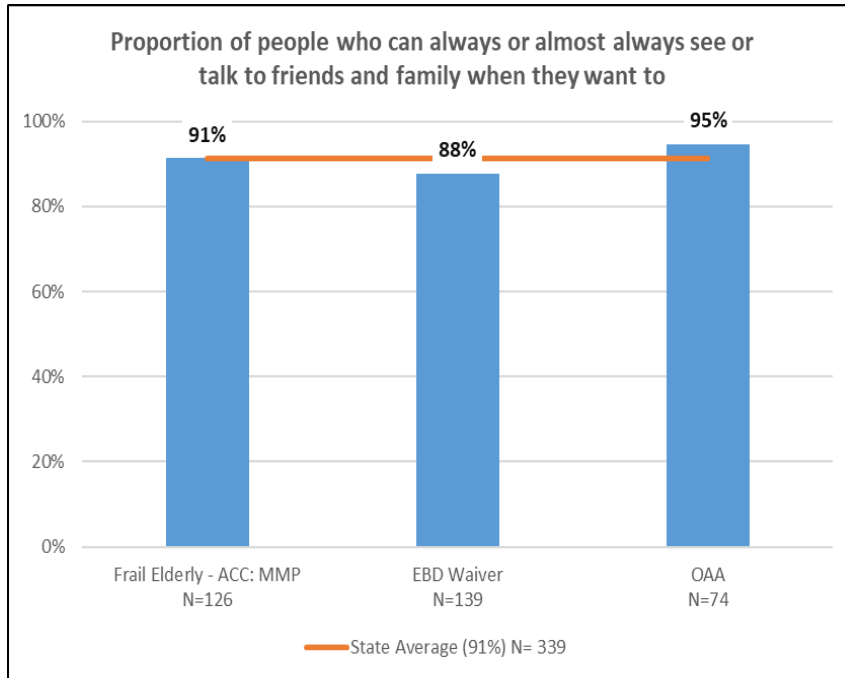
There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 7. 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)



Satisfaction

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

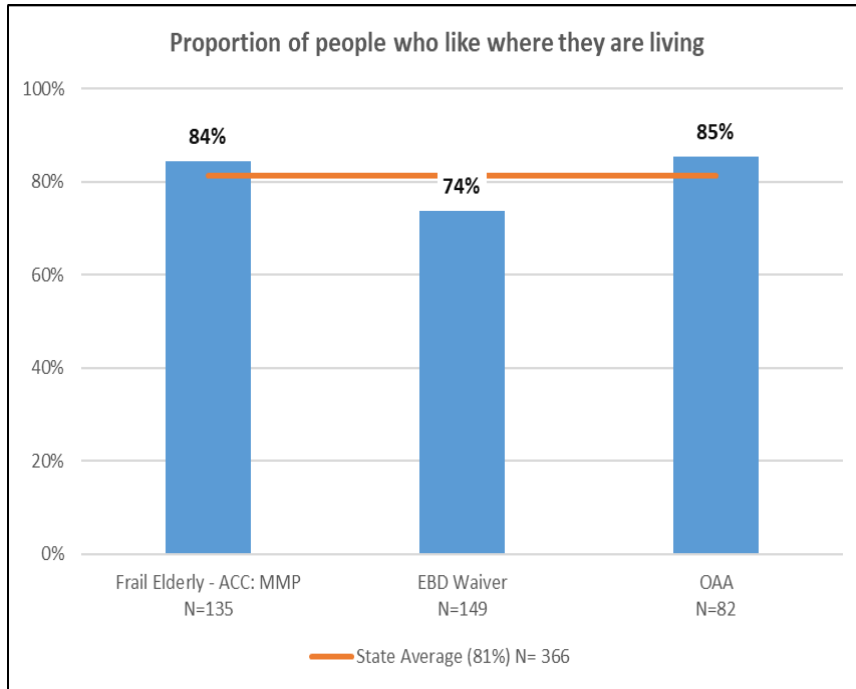
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

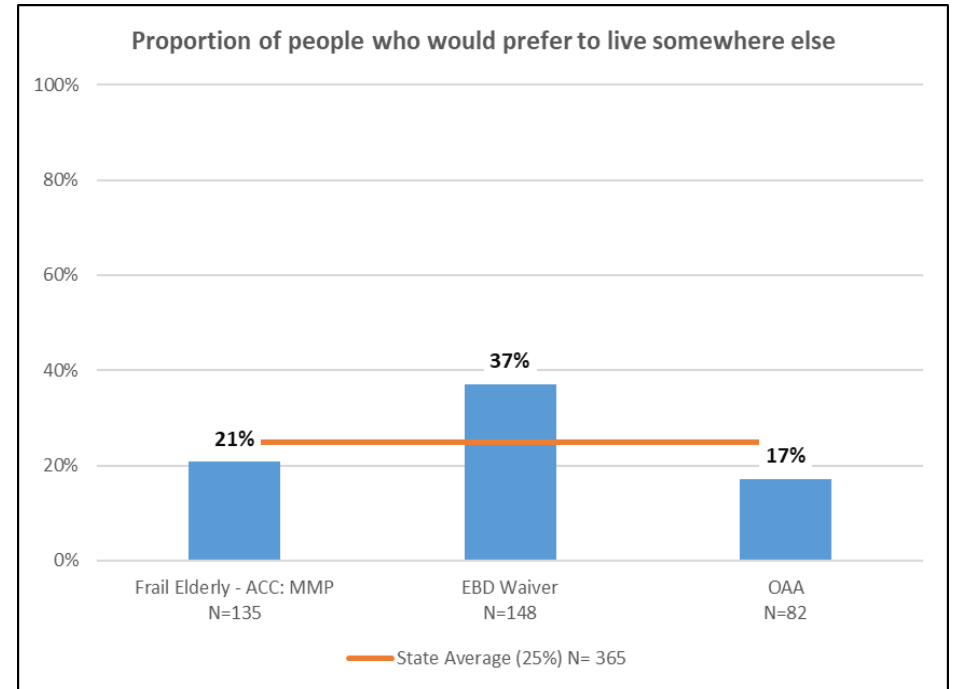
There are seven survey items that correspond to the Satisfaction domain.

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

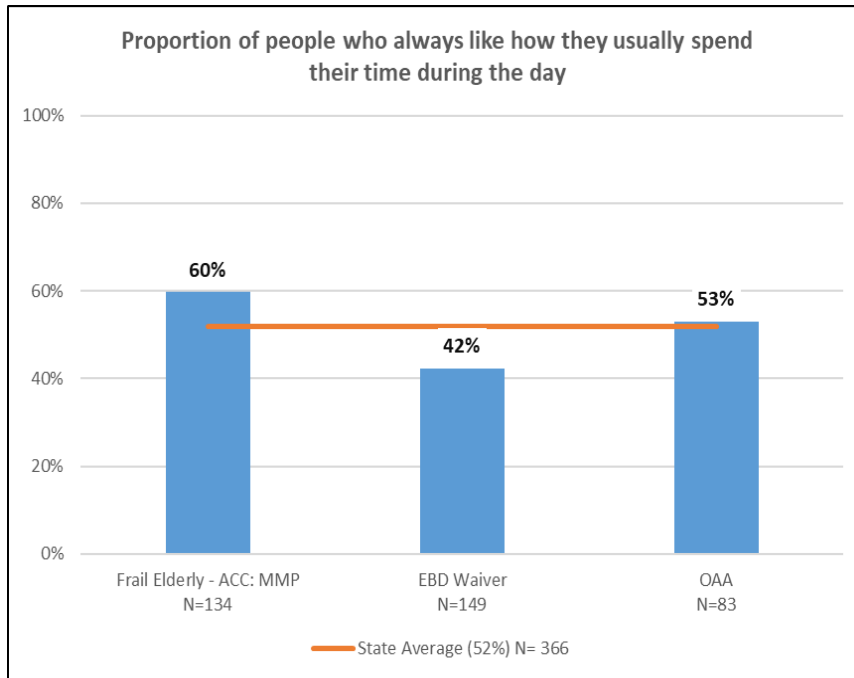
Graph 8. Proportion of people who like where they are living



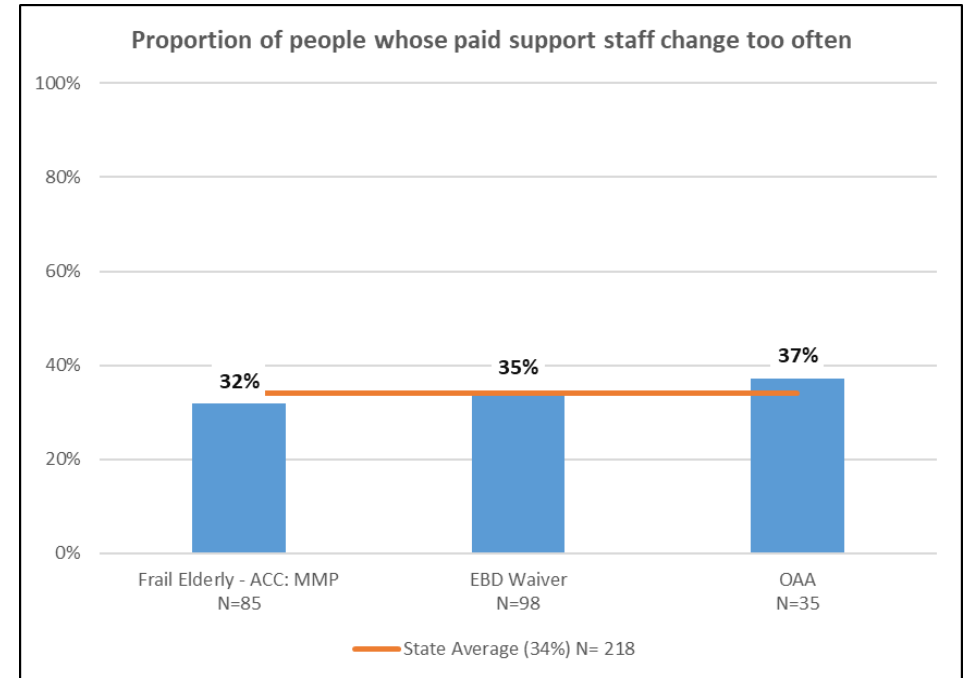
Graph 9. Proportion of people who would prefer to live somewhere else



Graph 10. Proportion of people who always like how they usually spend their time during the day⁵



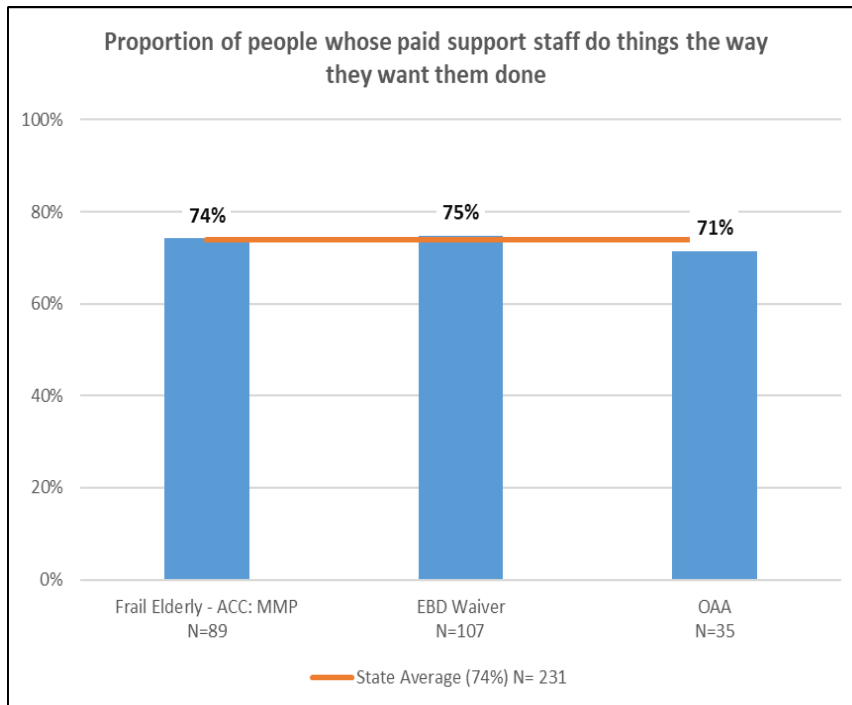
Graph 11. Proportion of people whose paid support staff change too often⁶



⁵ In 2015-2016 reporting cycle, "sometimes" was combined with "always"

⁶ In 2015-2016 survey cycle, proxies were allowed for this question

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



Service Coordination

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

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

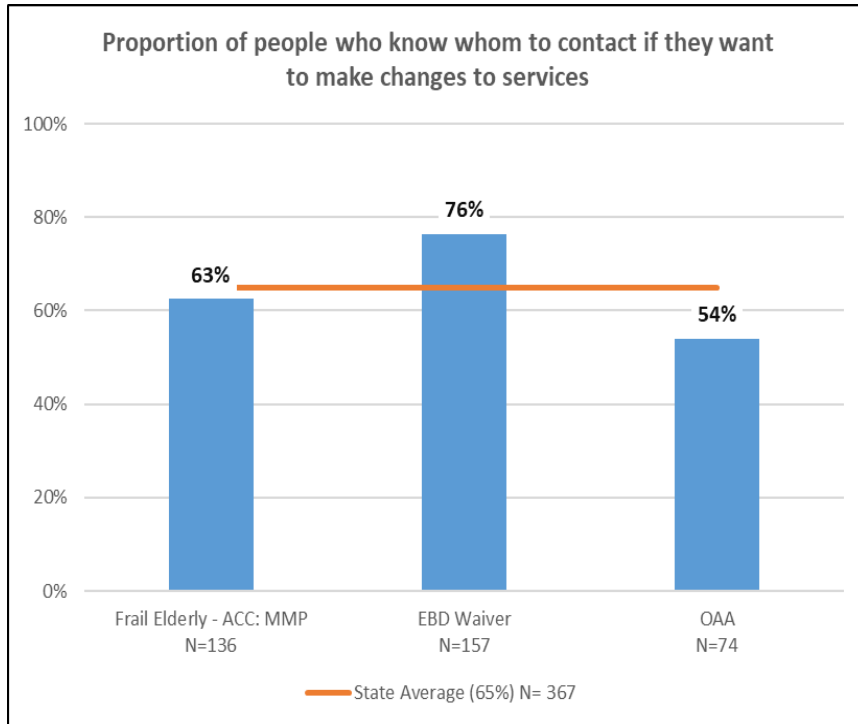
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies⁷
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person
10. Proportion of people who have a backup plan if their support person doesn't show up

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

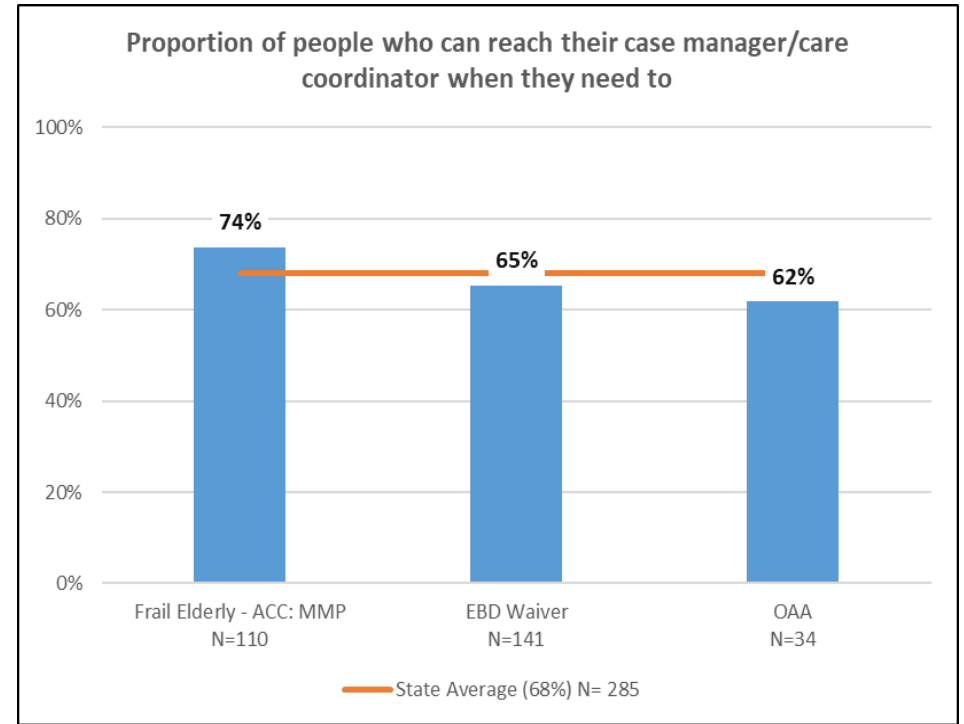
Un-collapsed data for state and settings are shown in Appendix B.

⁷ Data shown in Appendix B only

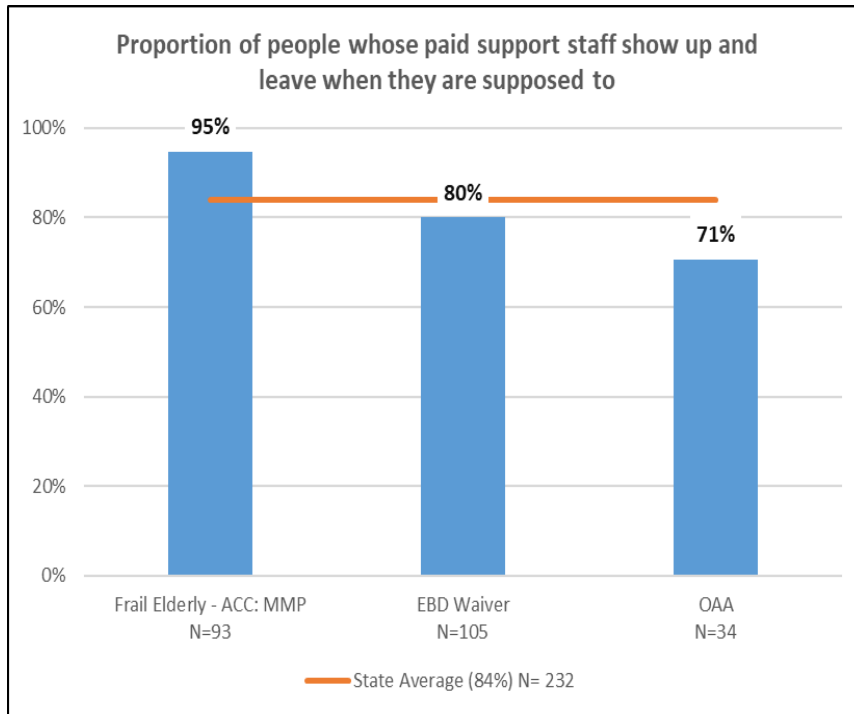
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services



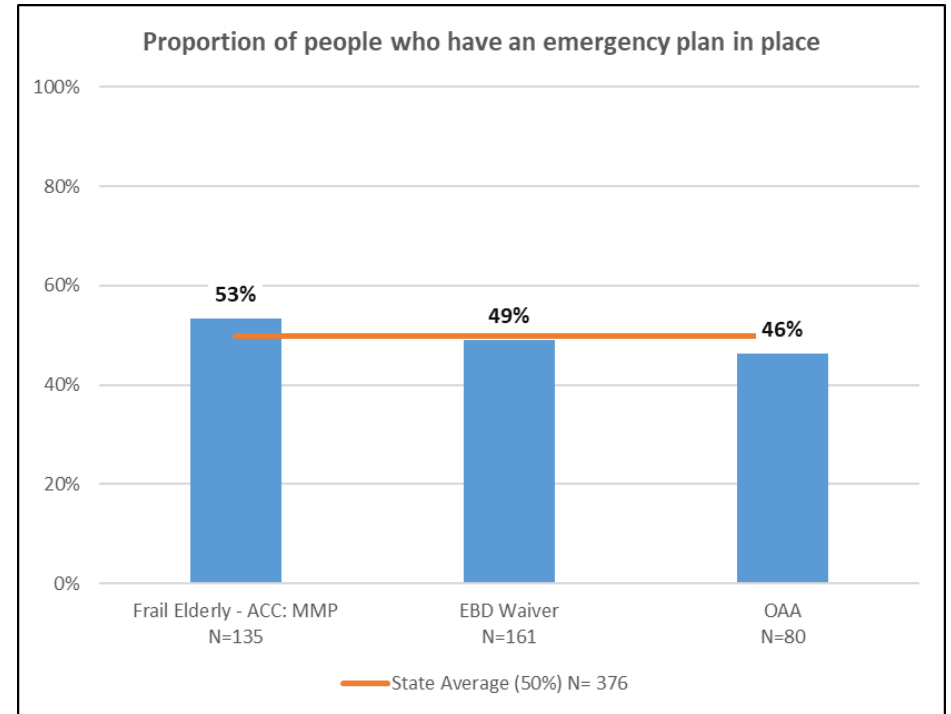
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



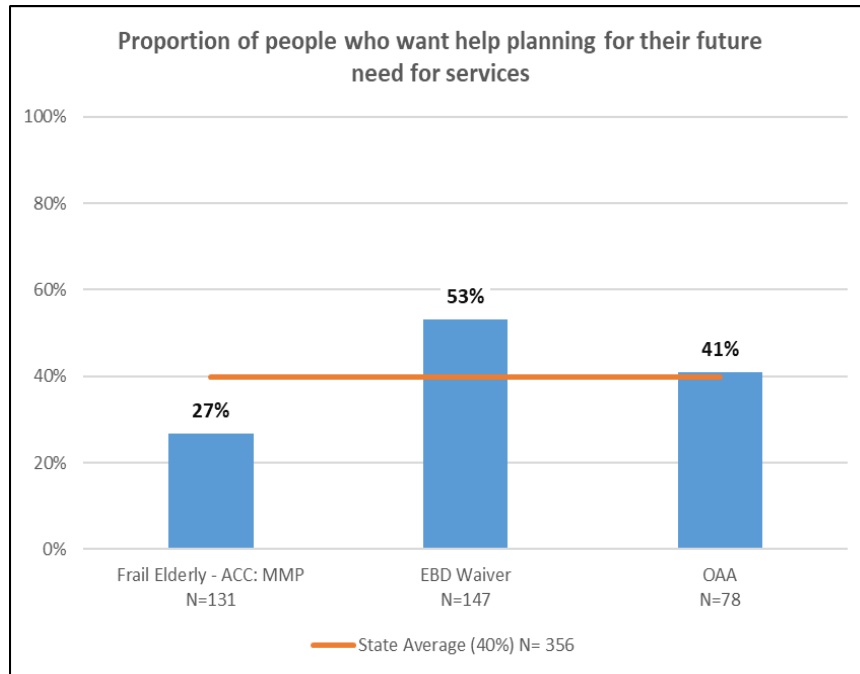
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



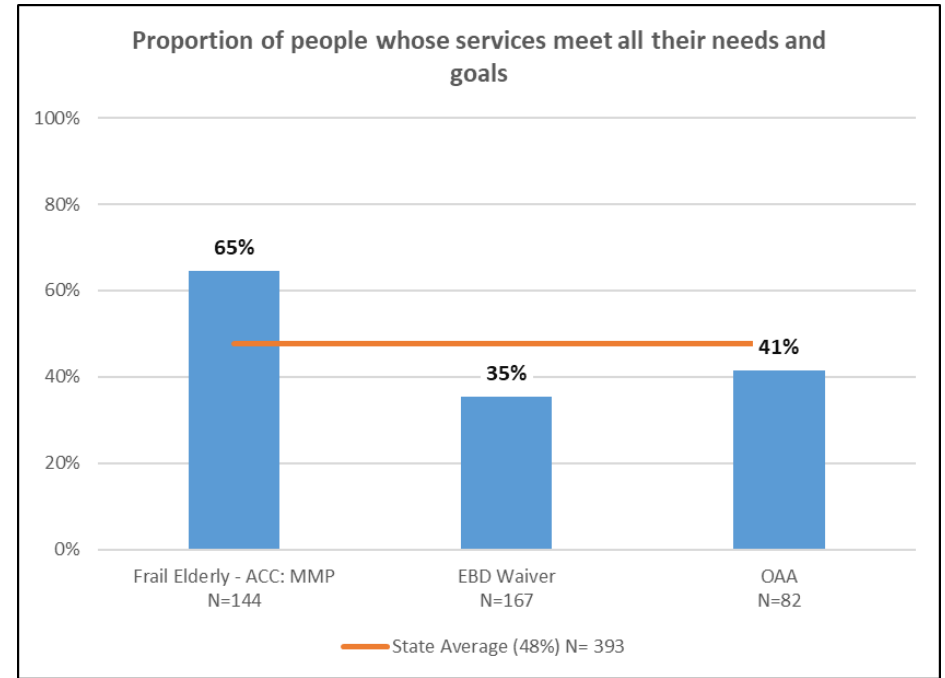
Graph 16. Proportion of people who have an emergency plan in place



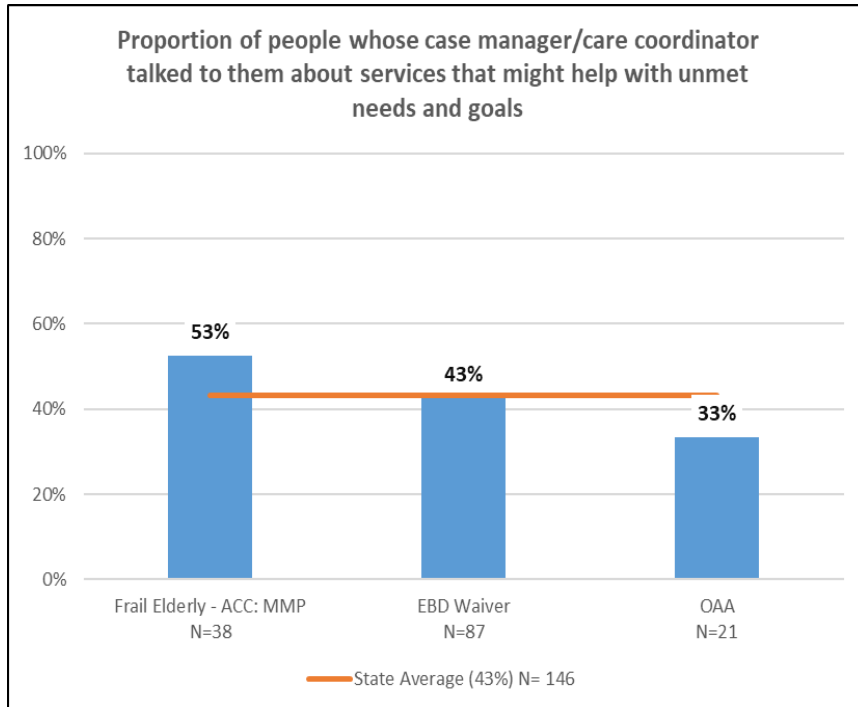
Graph 17. Proportion of people who want help planning for their future need for services



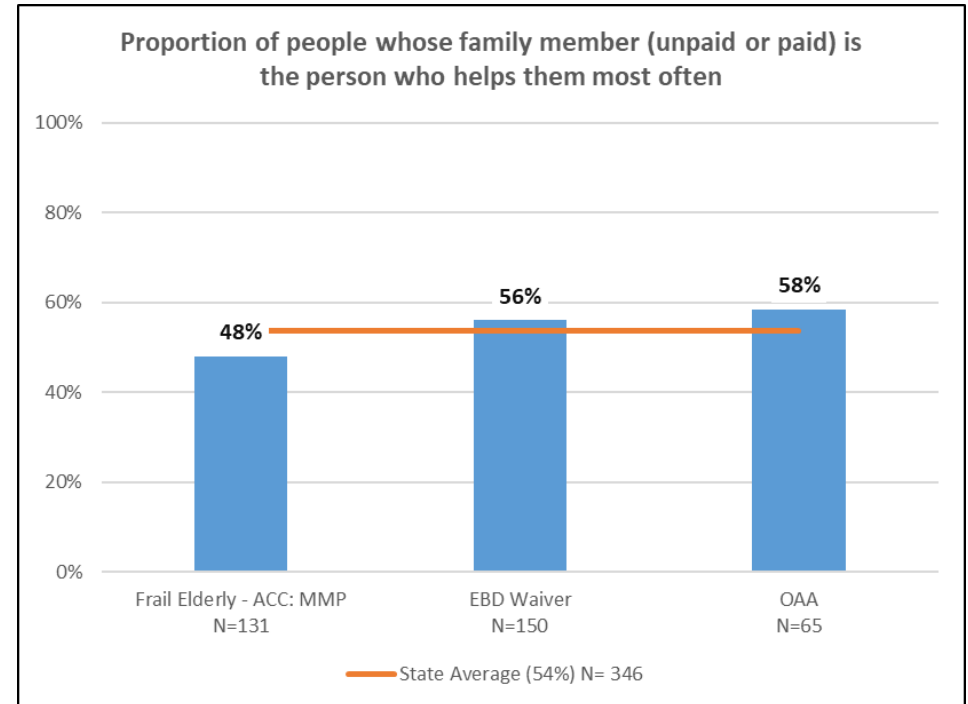
Graph 18. Proportion of people whose services meet all their needs and goals



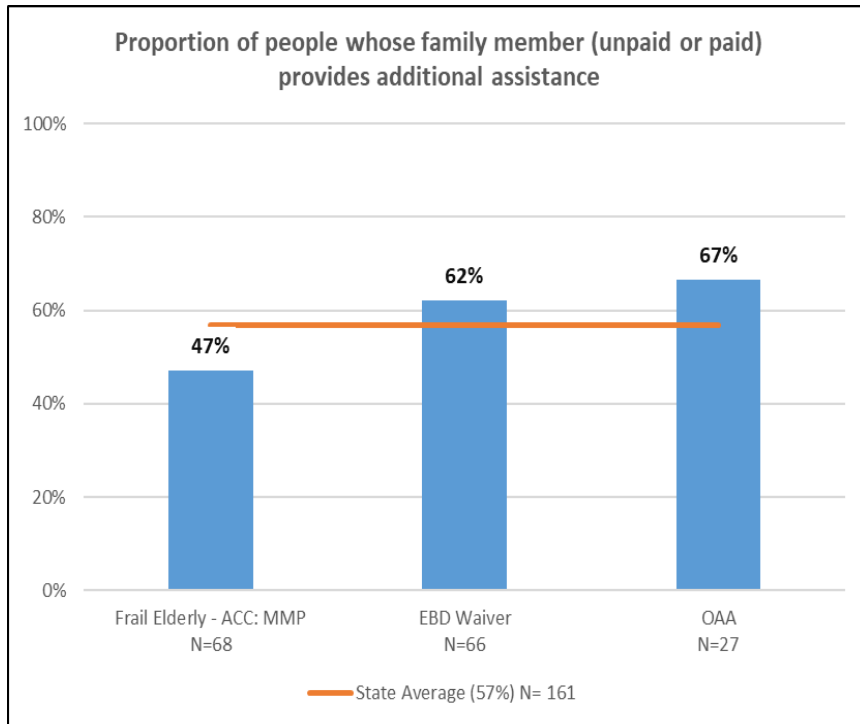
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)



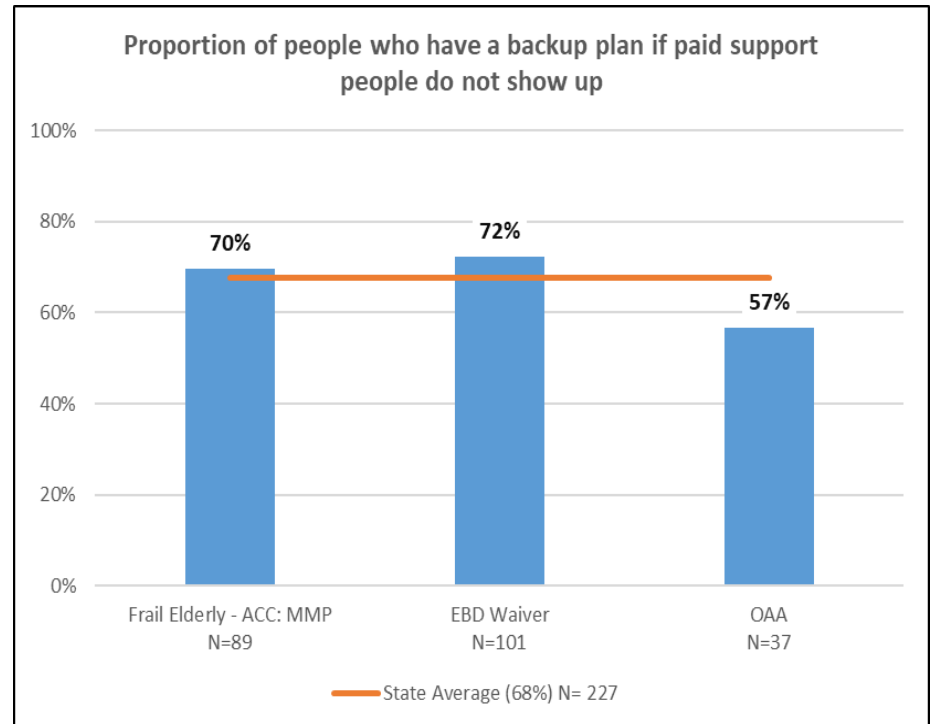
Graph 20. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



Graph 21. Proportion of people whose family member (unpaid or paid) provides additional assistance



Graph 22. Proportion of people who have a backup plan if their paid support people do not show up⁸



⁸ New variable

Care Coordination

Individuals are provided appropriate coordination of care.

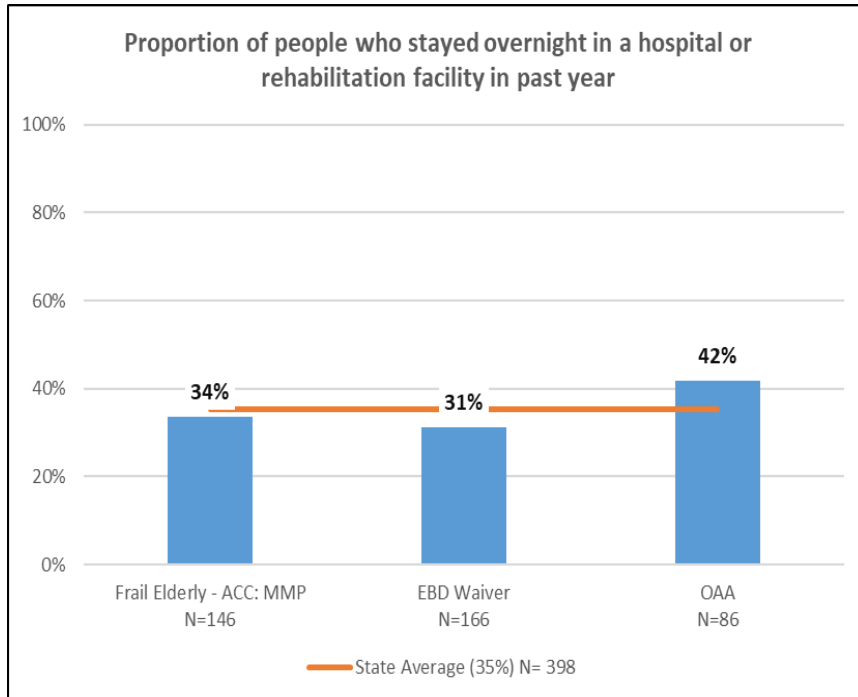
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

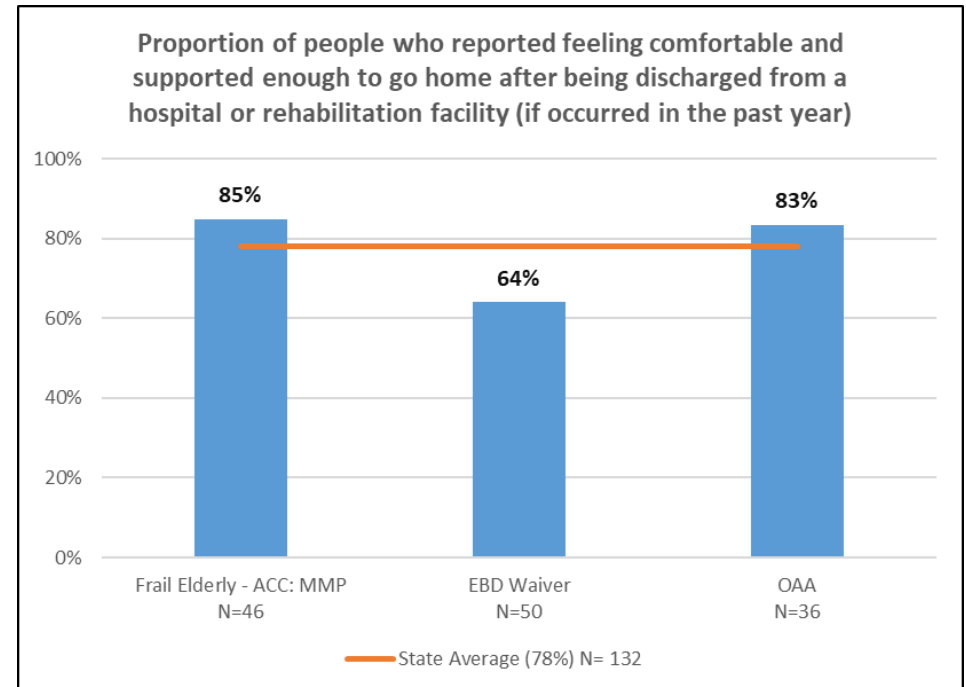
There are five survey items that correspond to the Care Coordination domain.

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

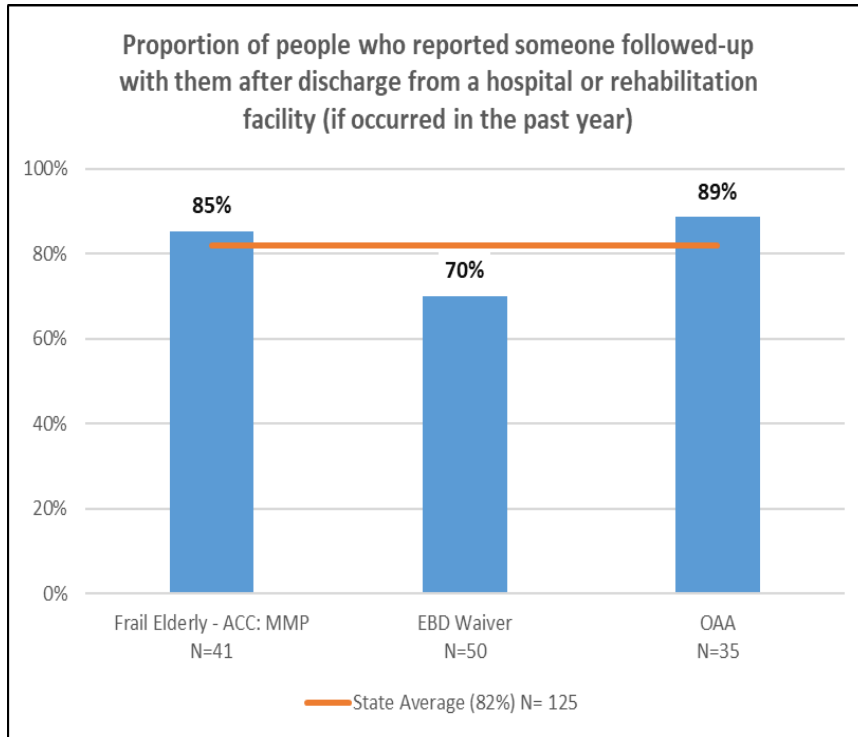
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



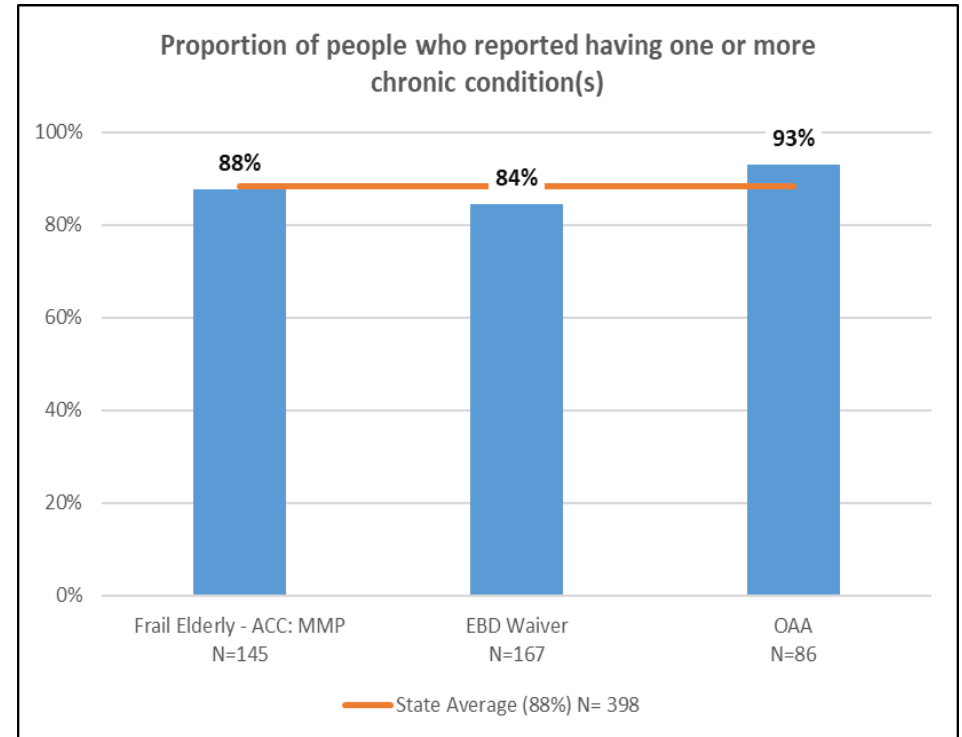
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



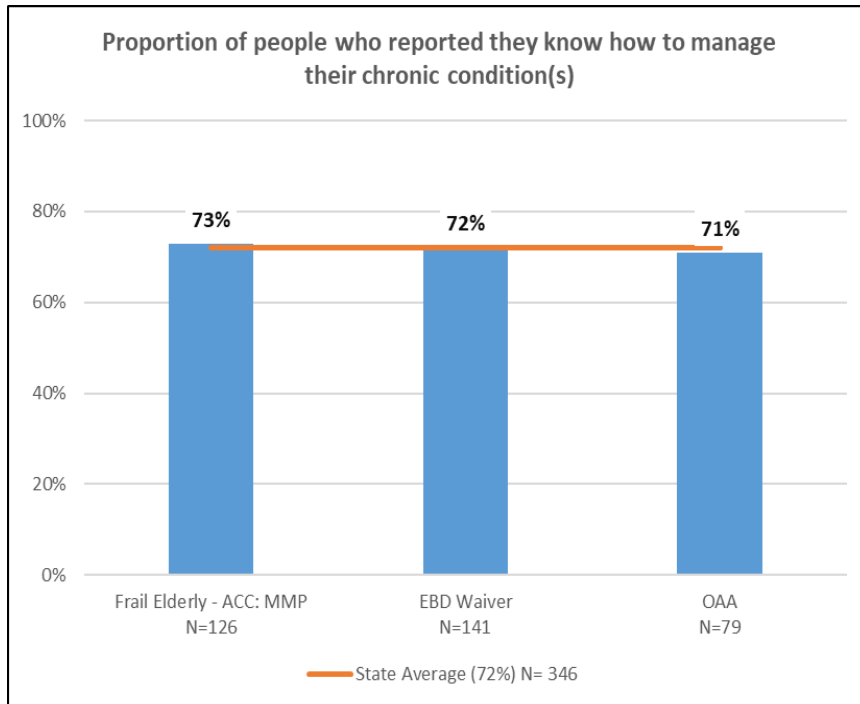
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



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



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



Access

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

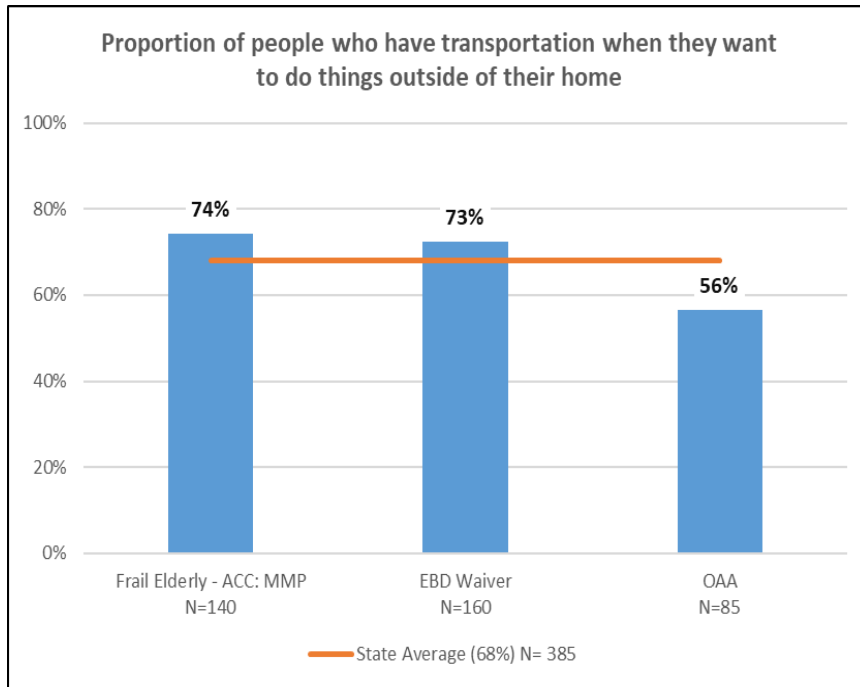
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

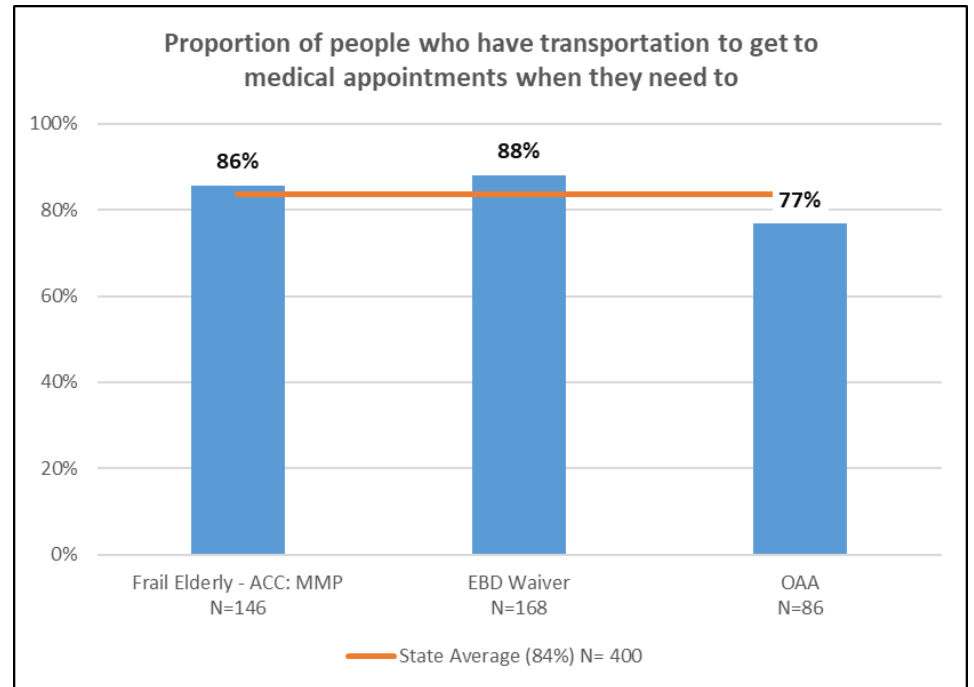
There are five survey items that correspond to the Access domain.

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

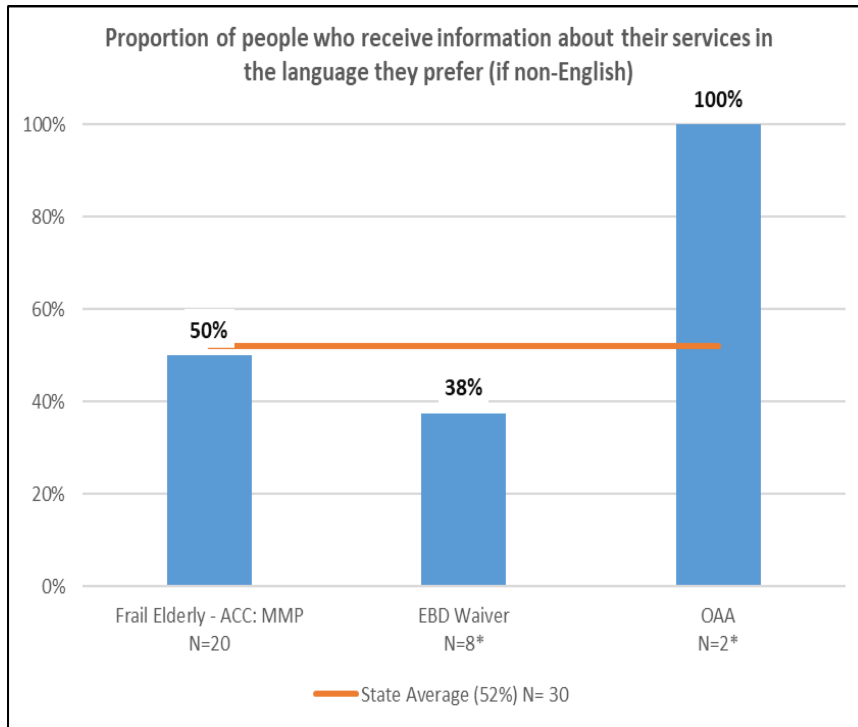
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

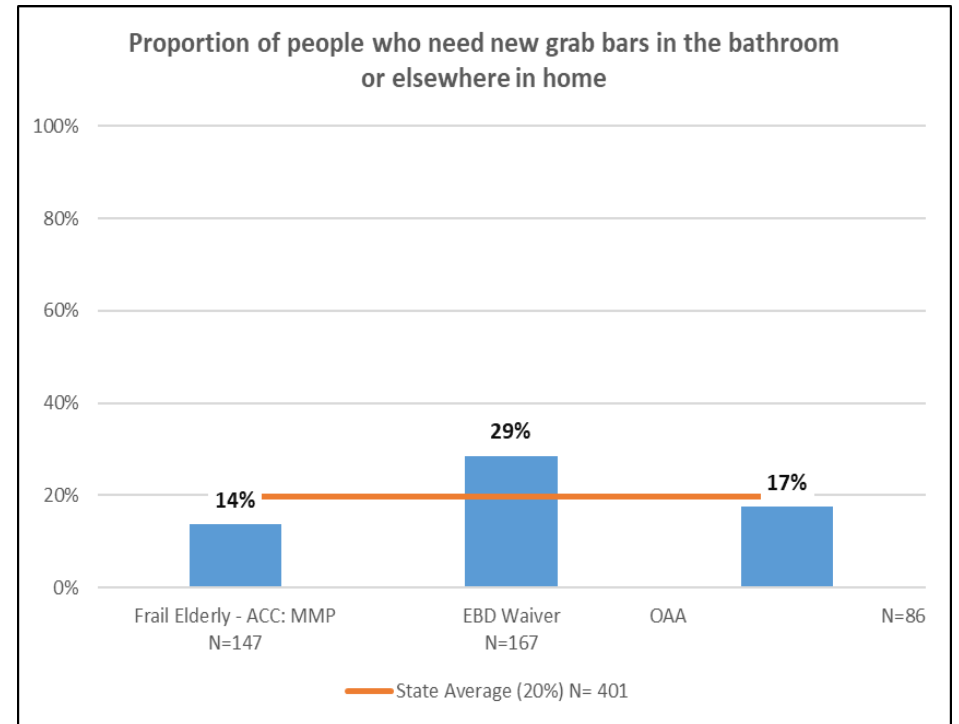


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

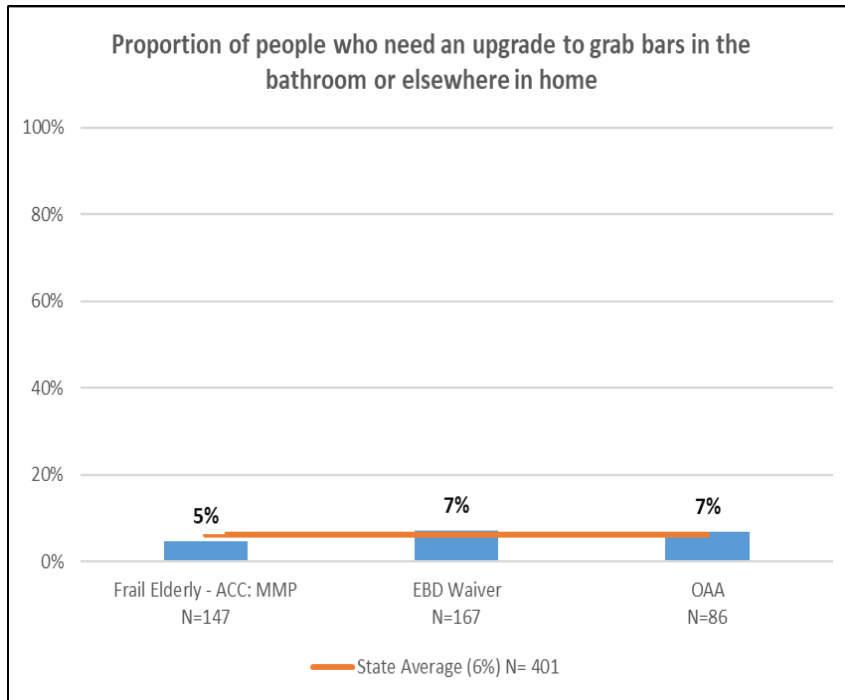


* Very small number of responses

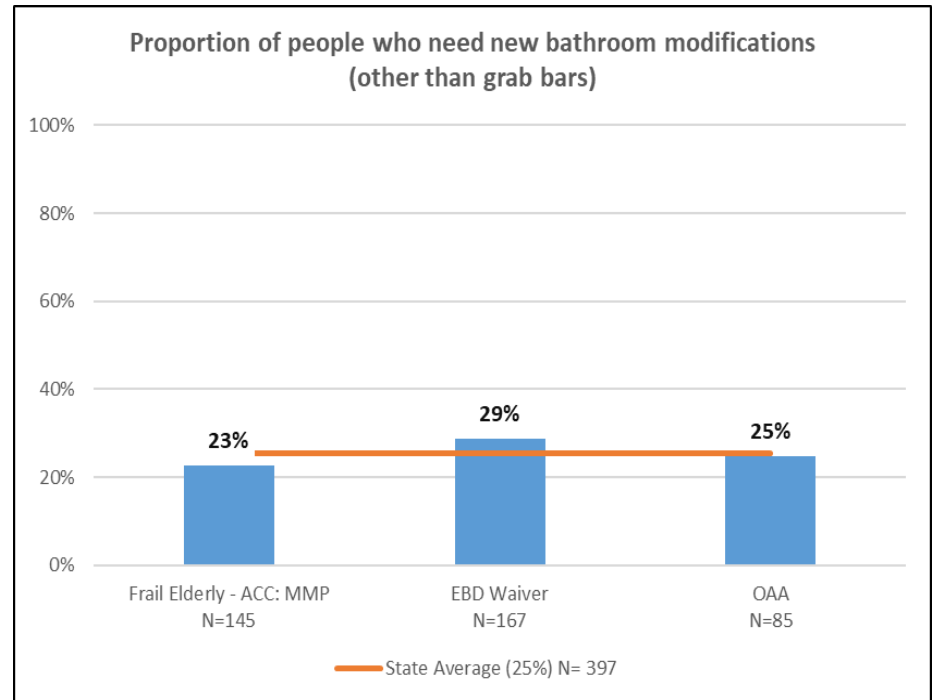
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



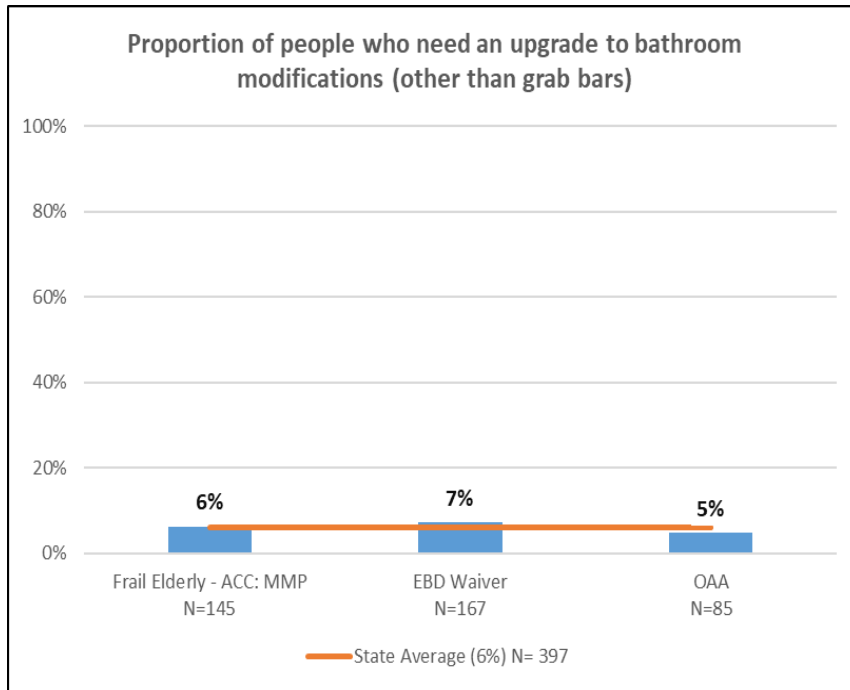
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



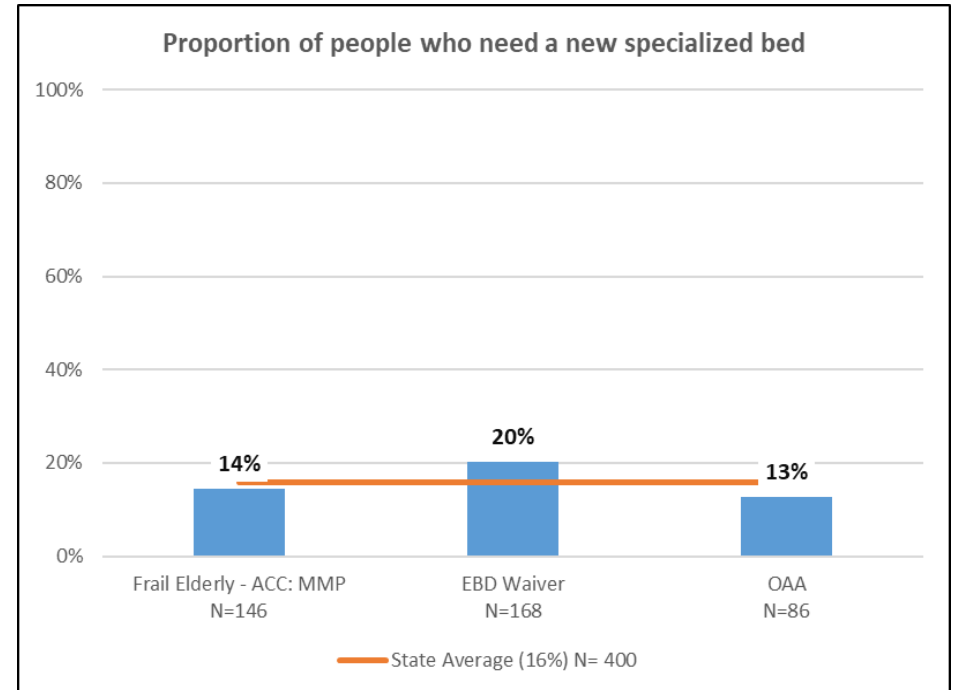
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



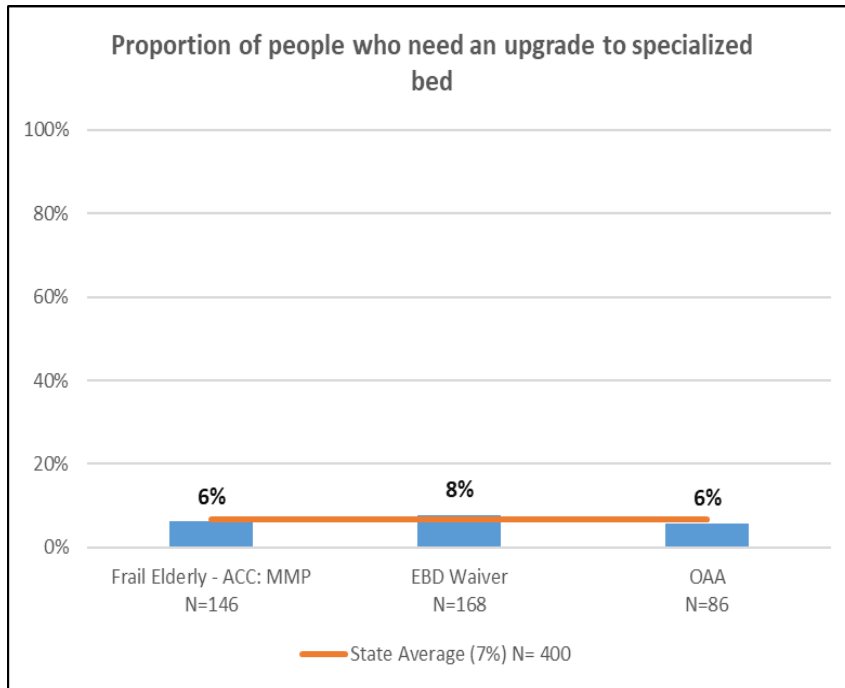
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



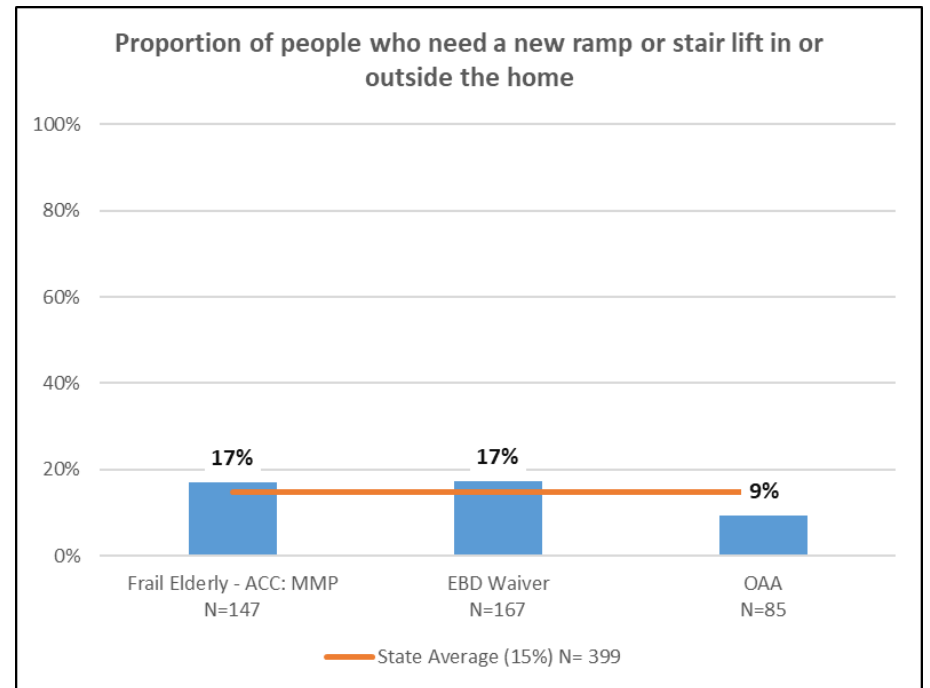
Graph 35. Proportion of people who need a new specialized bed



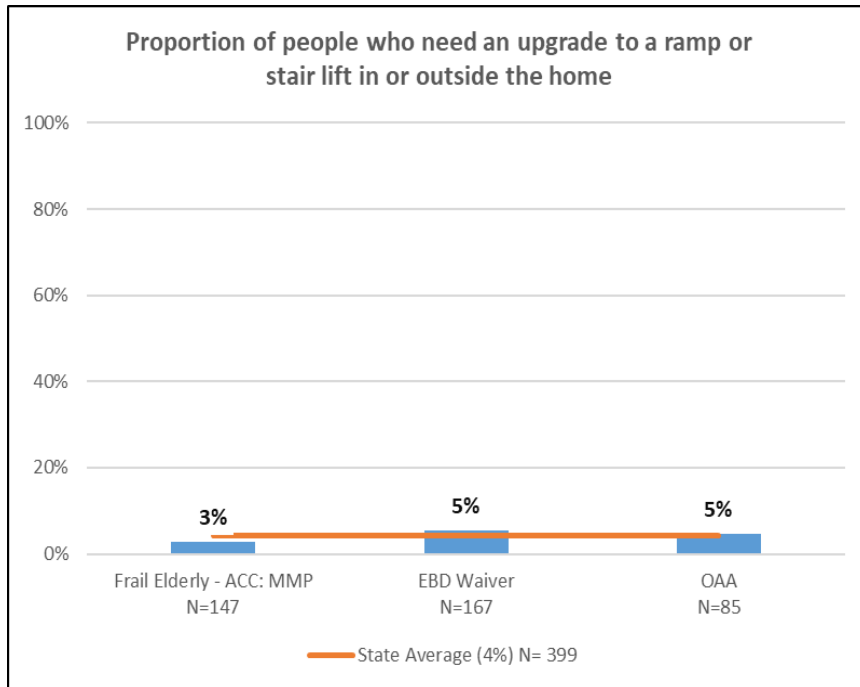
Graph 36. Proportion of people who need an upgrade to a specialized bed



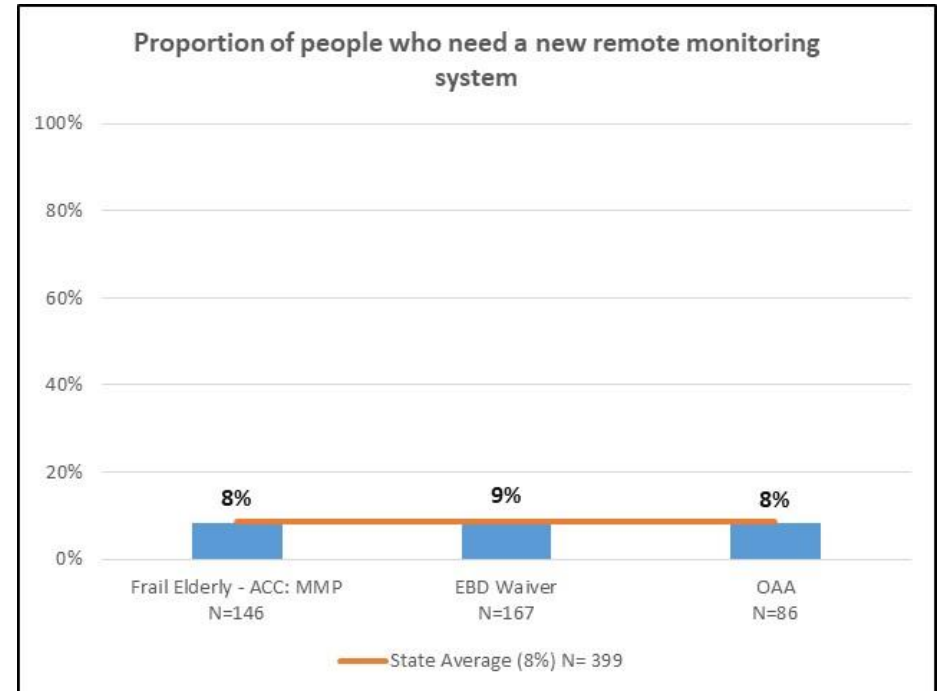
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



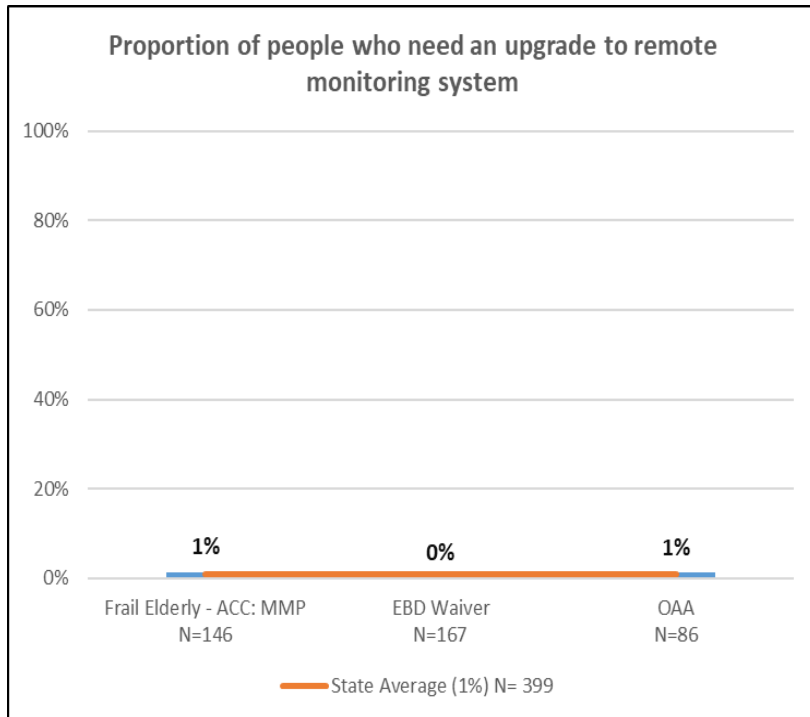
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



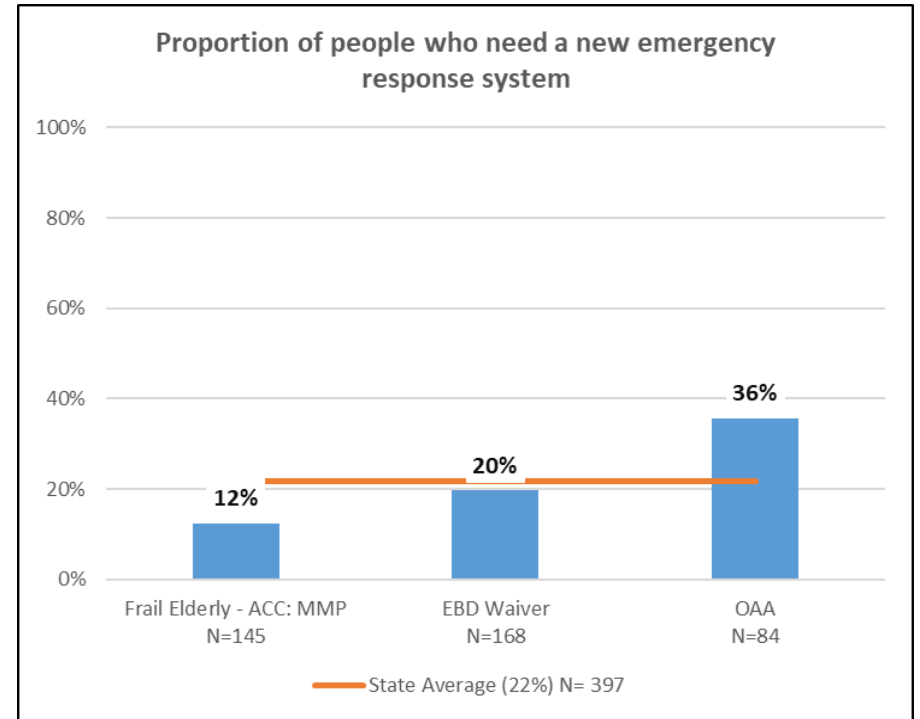
Graph 39. Proportion of people who need a new remote monitoring system



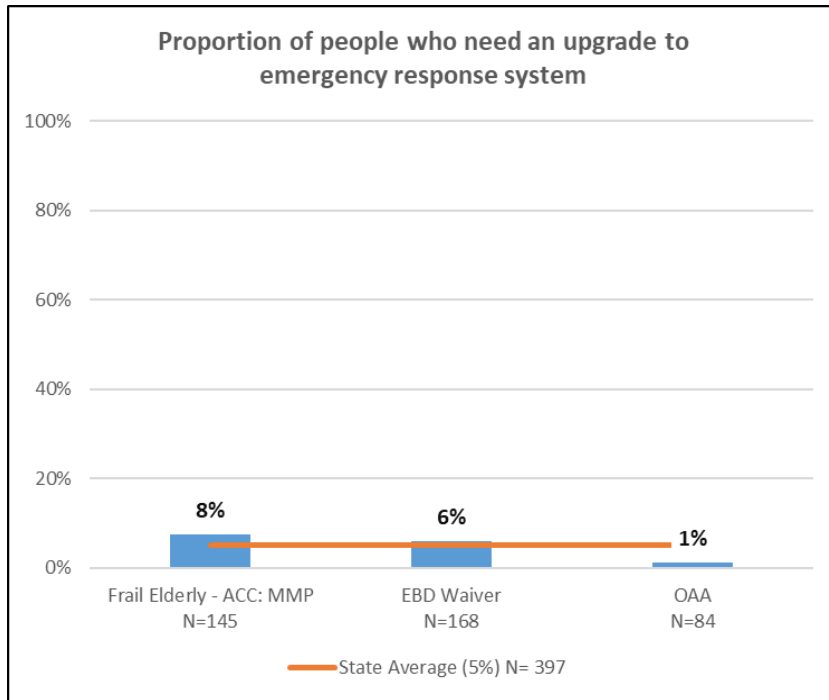
Graph 40. Proportion of people who need an upgrade to remote monitoring system



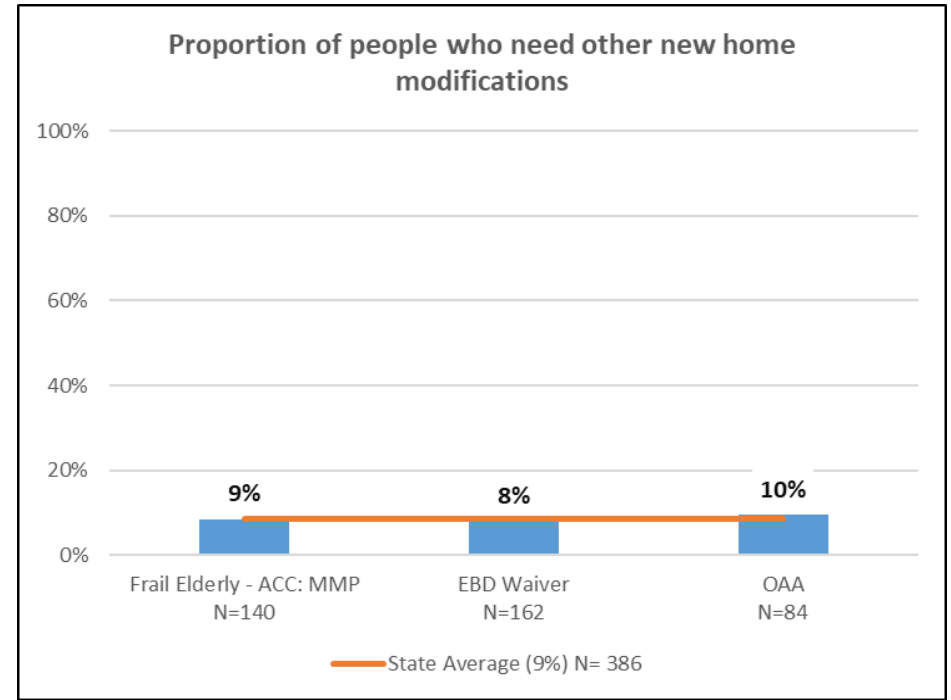
Graph 41. Proportion of people who need a new emergency response system



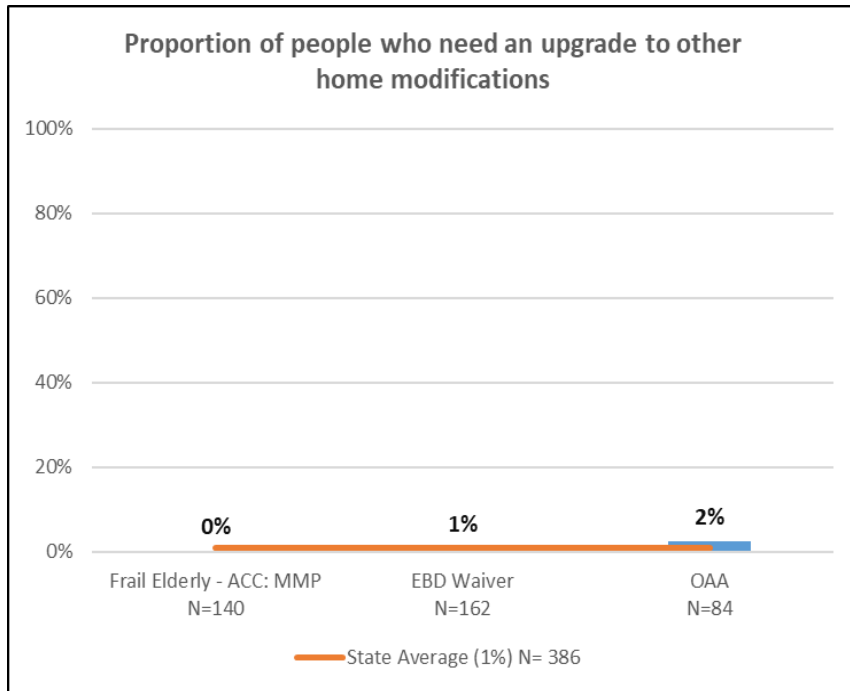
Graph 42. Proportion of people who need an upgrade to emergency response system



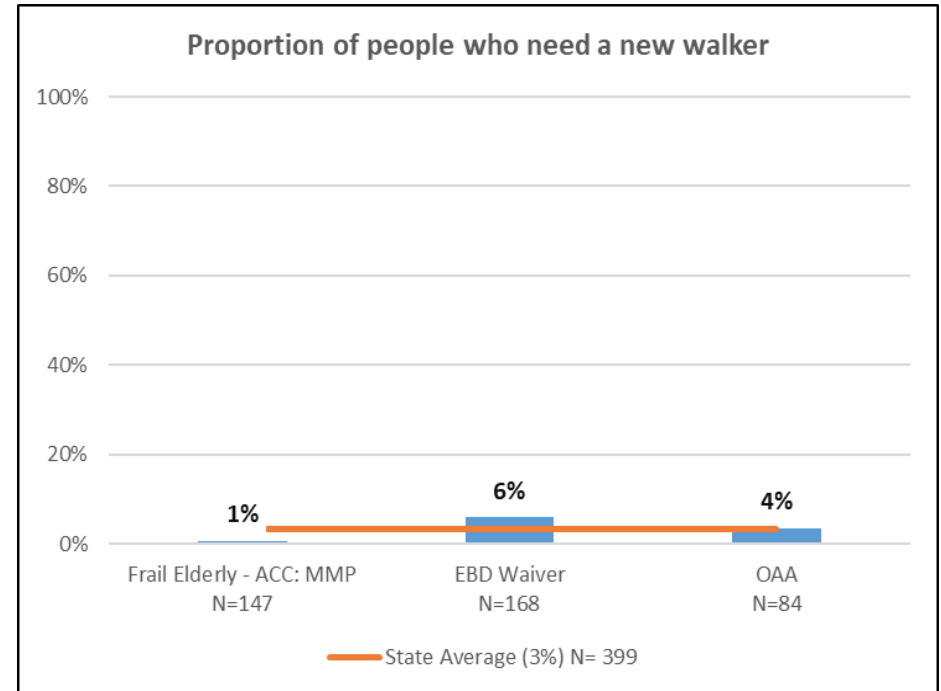
Graph 43. Proportion of people who need other new home modifications



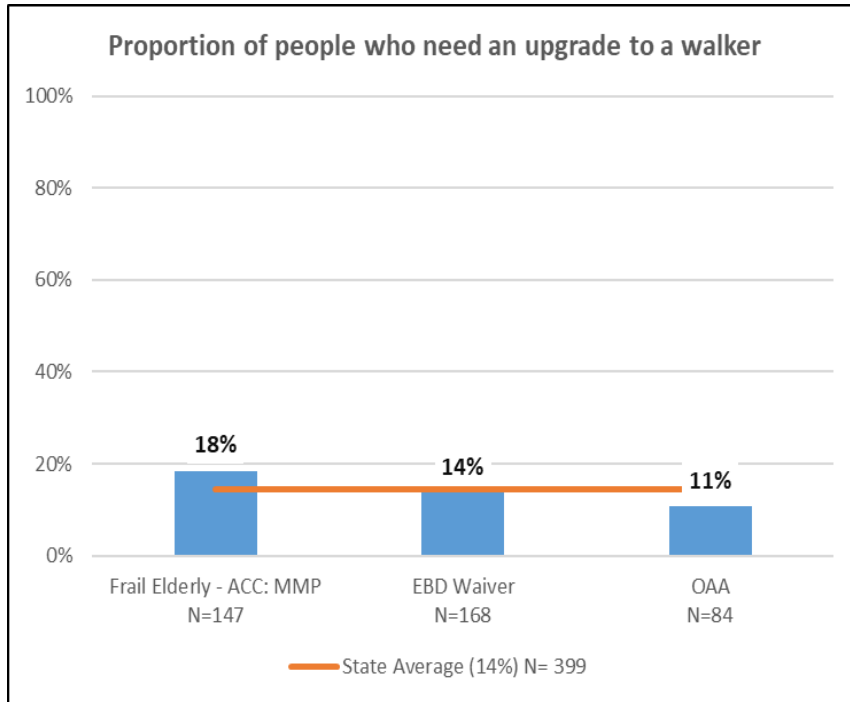
Graph 44. Proportion of people who need an upgrade to other home modifications



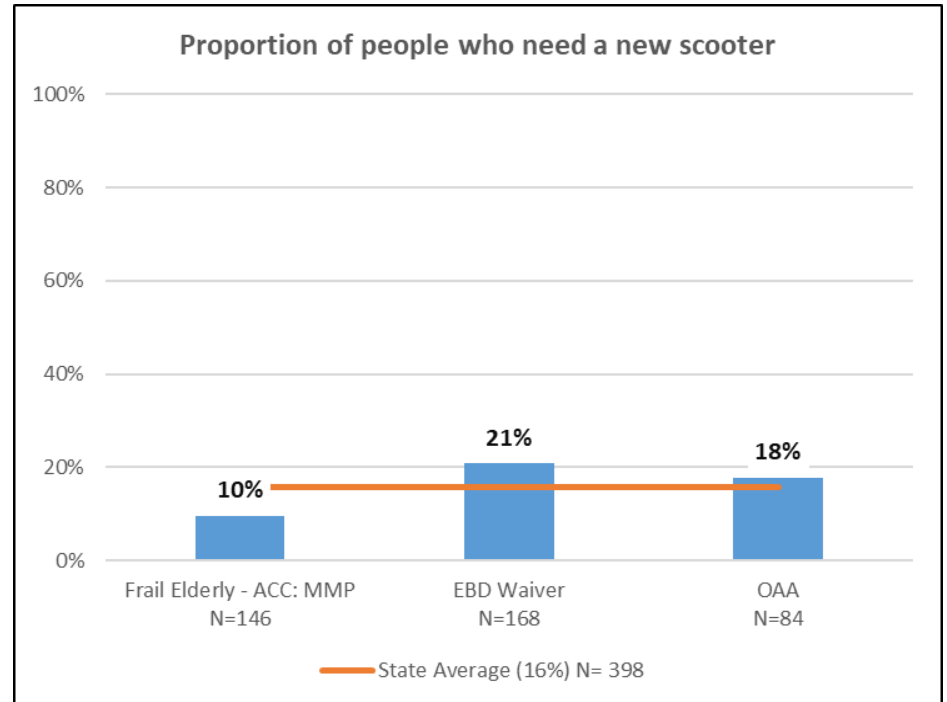
Graph 45. Proportion of people who need a new walker



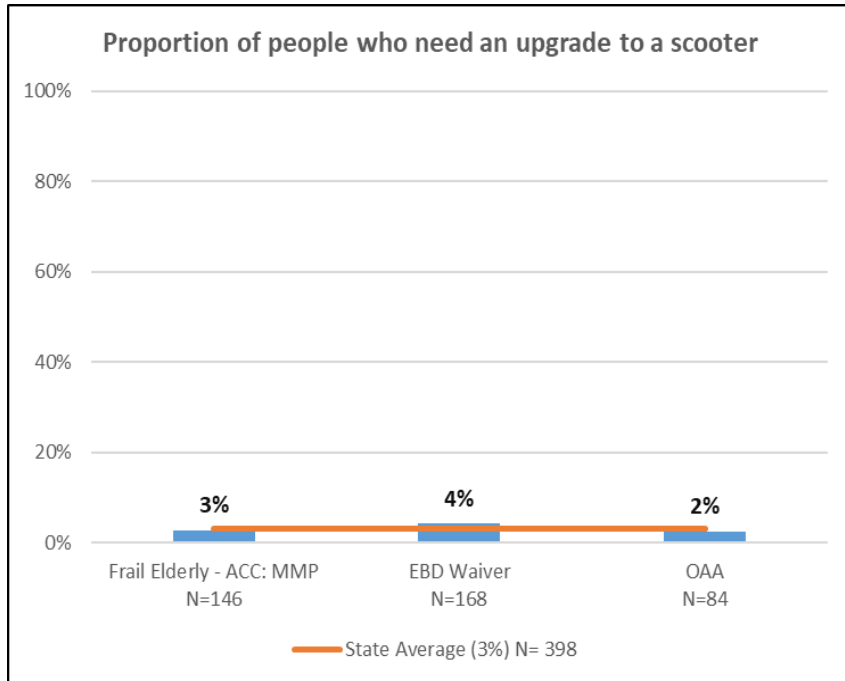
Graph 46. Proportion of people who need an upgrade to a walker



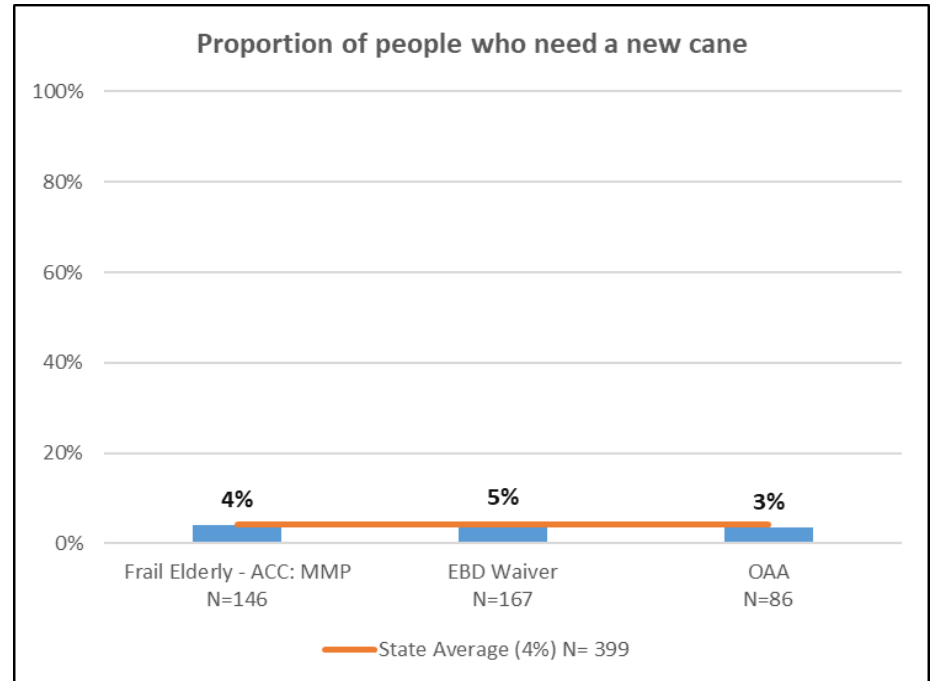
Graph 47. Proportion of people who need a new scooter



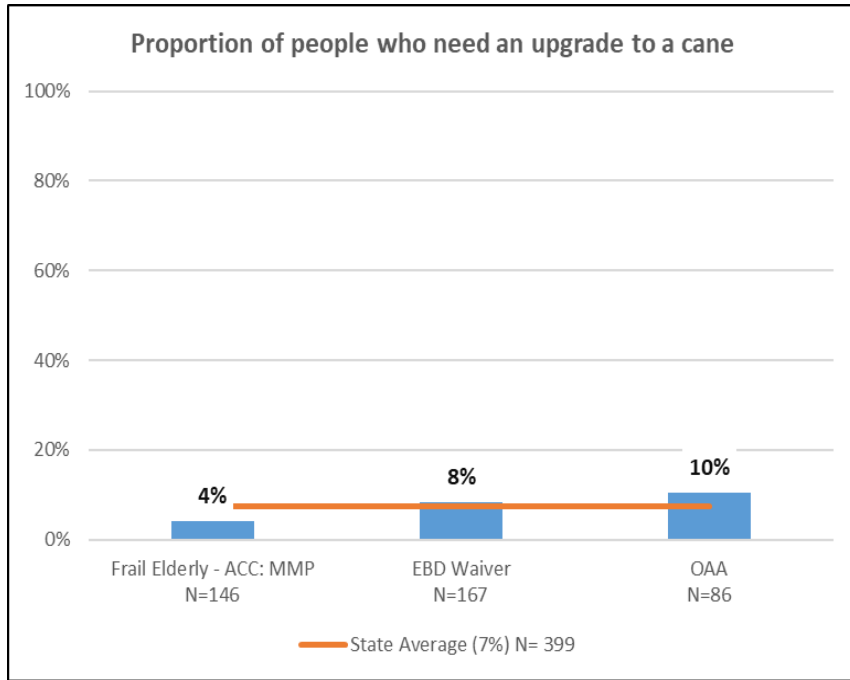
Graph 48. Proportion of people who need an upgrade to a scooter



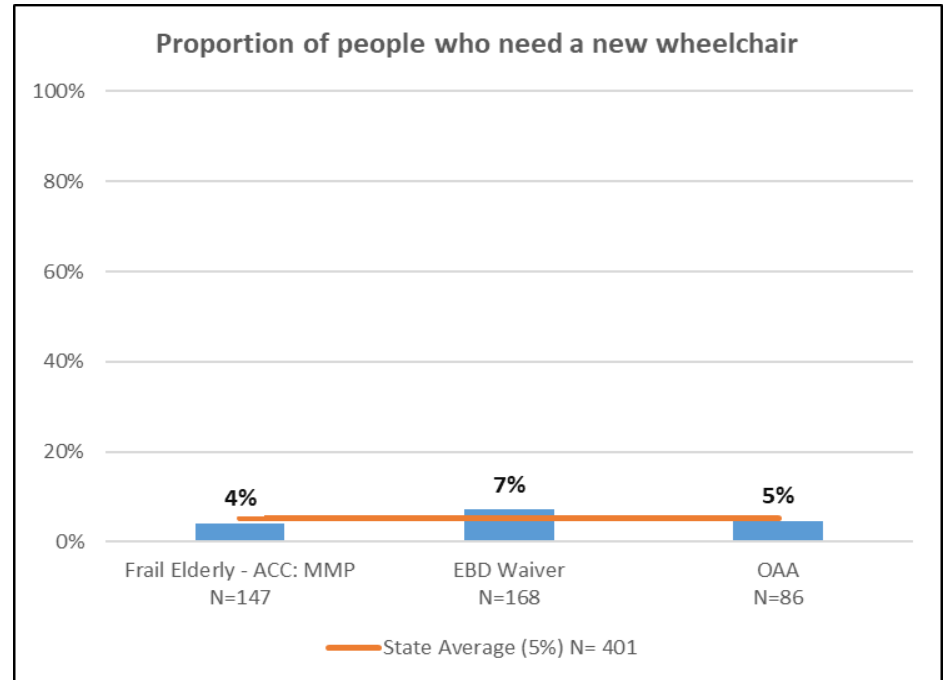
Graph 49. Proportion of people who need a new cane



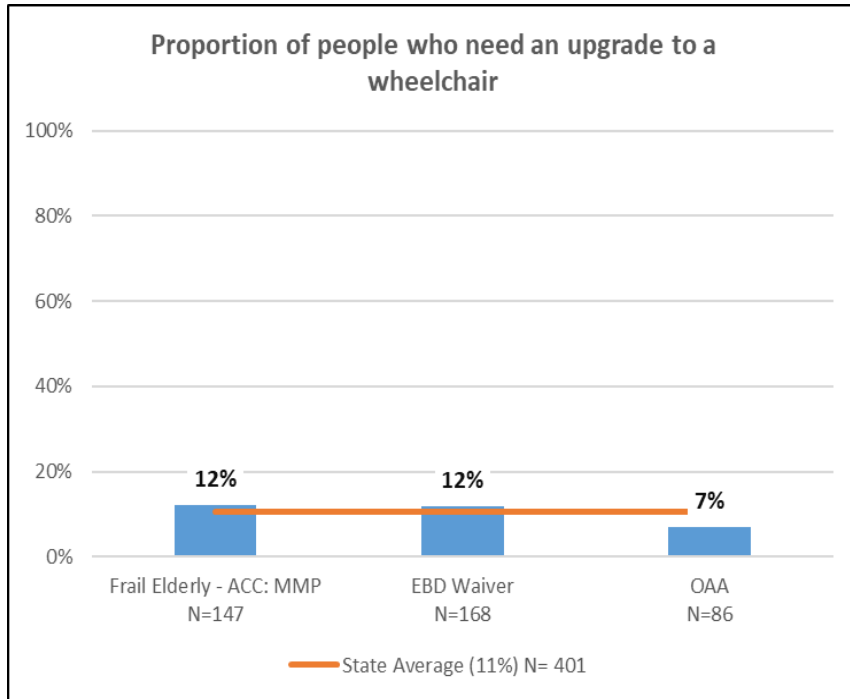
Graph 50. Proportion of people who need an upgrade to a cane



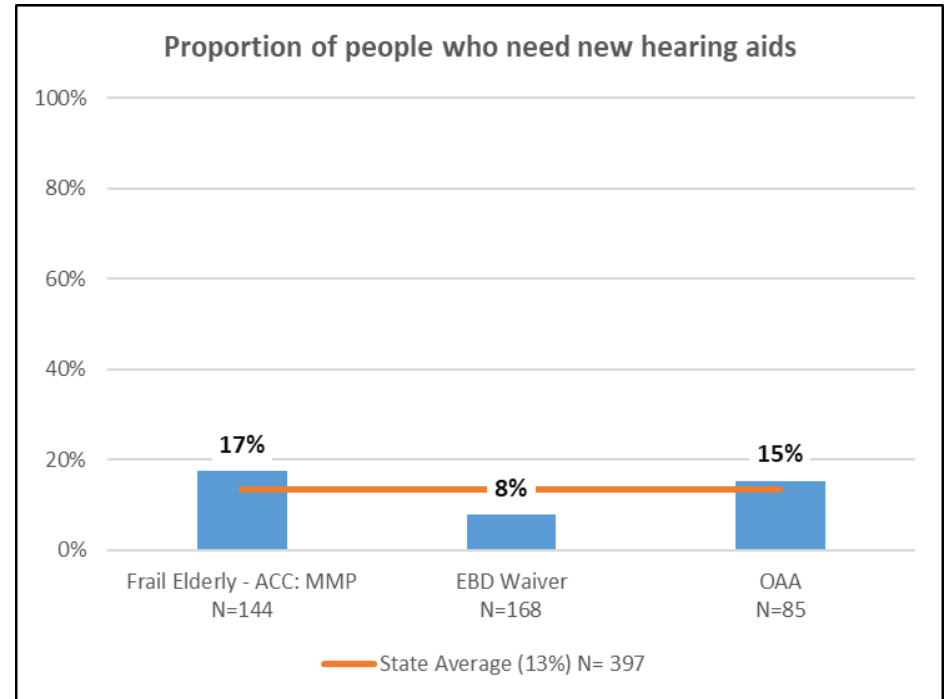
Graph 51. Proportion of people who need a new wheelchair



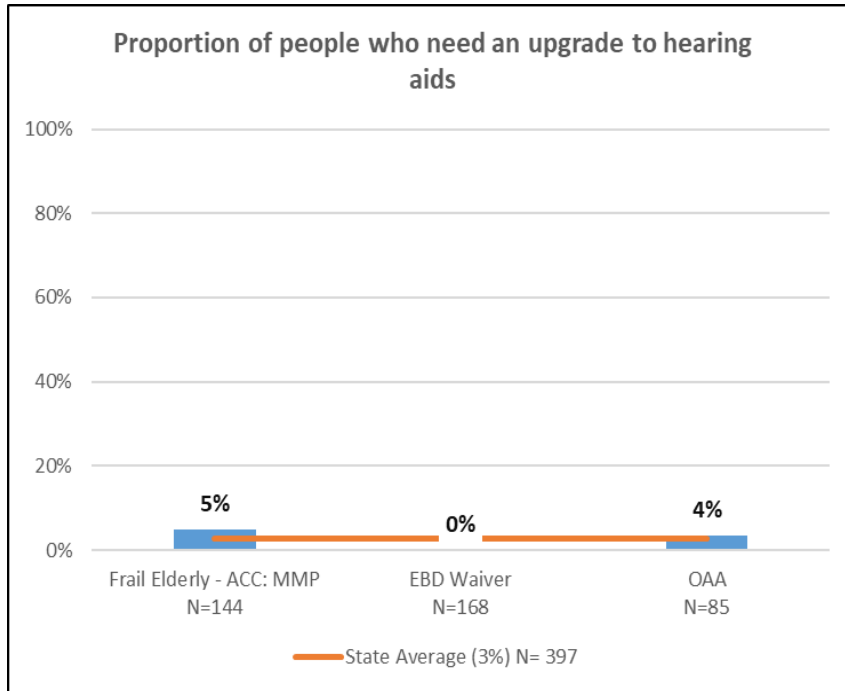
Graph 52. Proportion of people who need an upgrade to a wheelchair



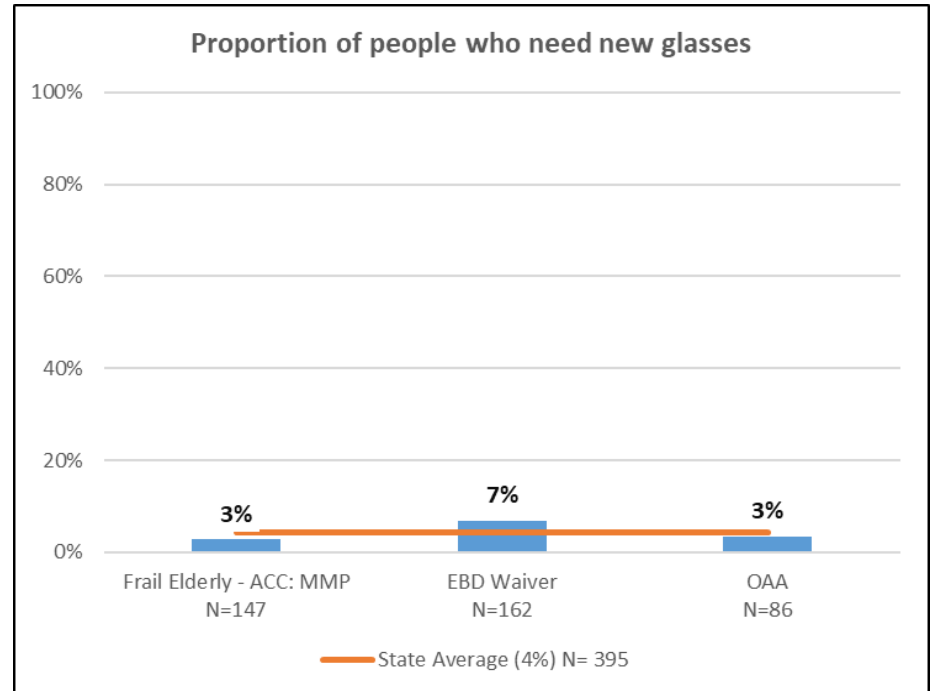
Graph 53. Proportion of people who need new hearing aids



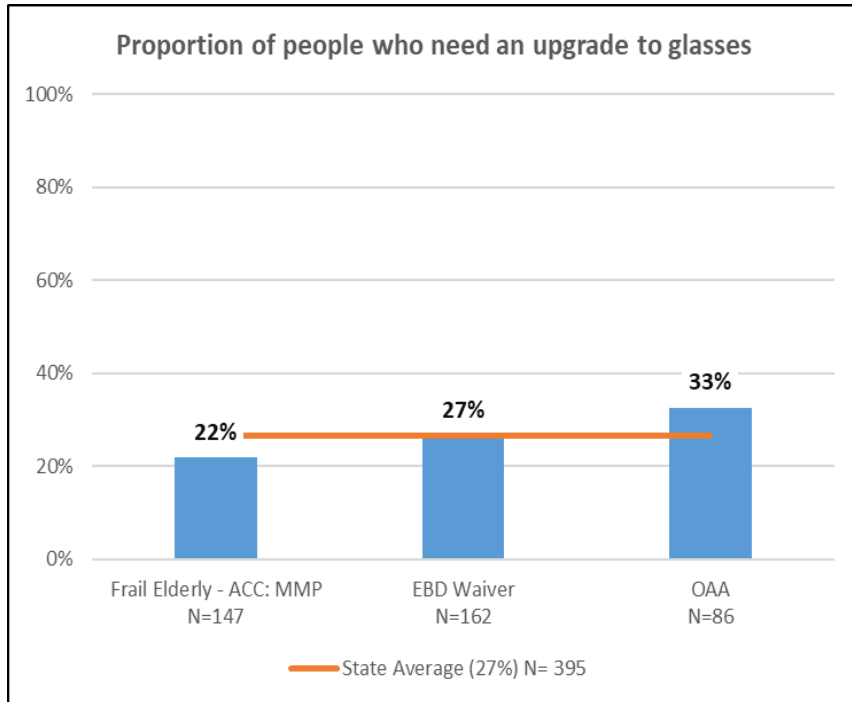
Graph 54. Proportion of people who need an upgrade to hearing aids



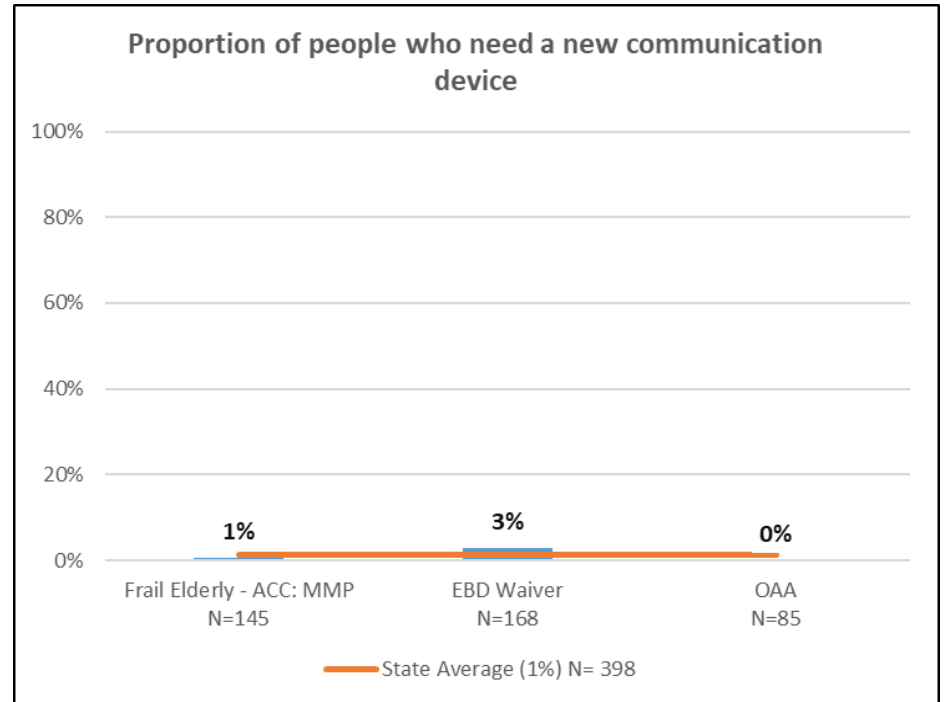
Graph 55. Proportion of people who need new glasses



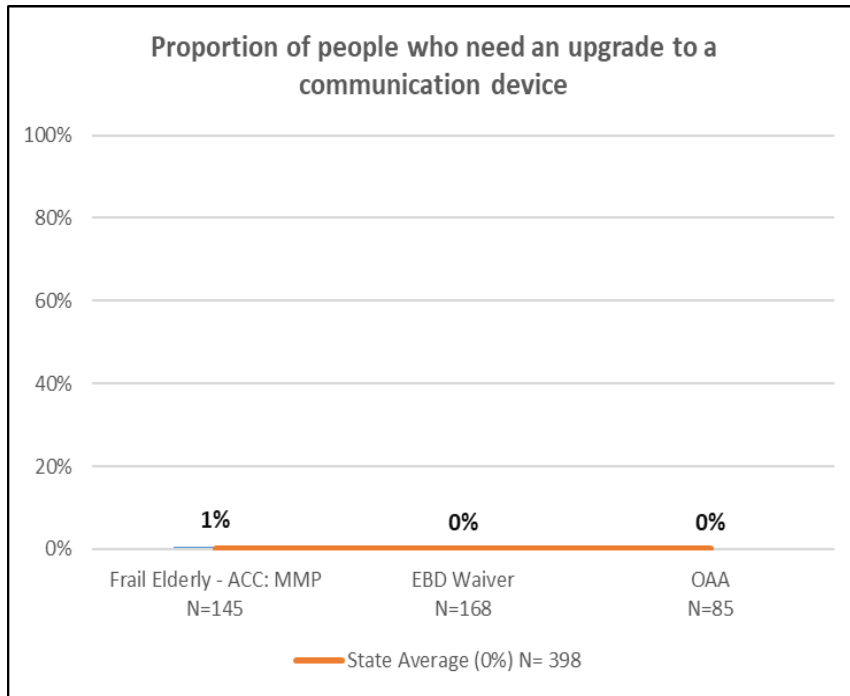
Graph 56. Proportion of people who need an upgrade to glasses



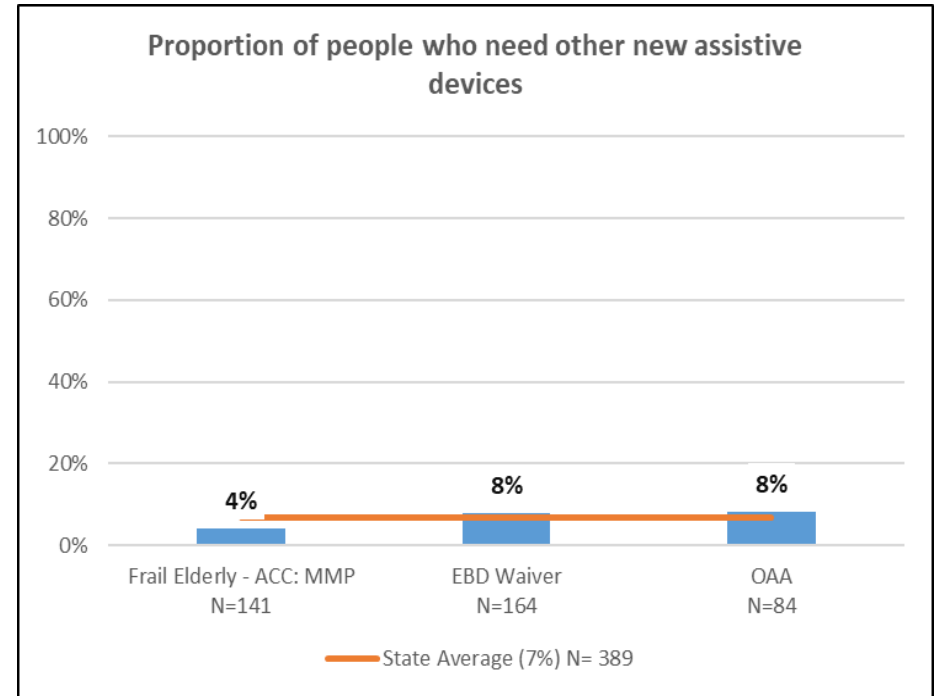
Graph 57. Proportion of people who need a new communication device



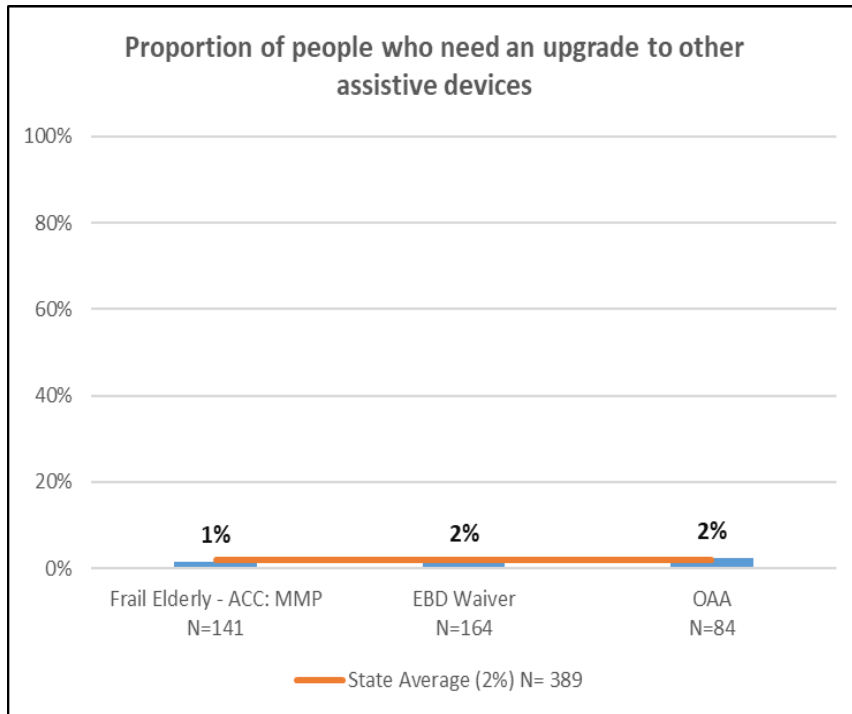
Graph 58. Proportion of people who need an upgrade to a communication device



Graph 59. Proportion of people who need other new assistive devices



Graph 60. Proportion of people who need an upgrade to other assistive devices



Safety

People feel safe from abuse, neglect, and injury.

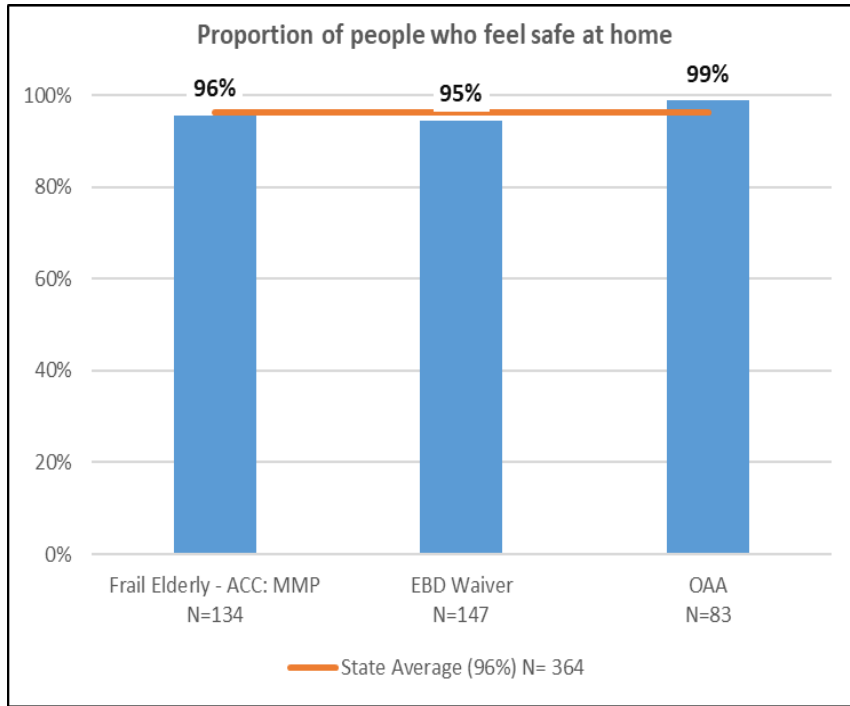
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

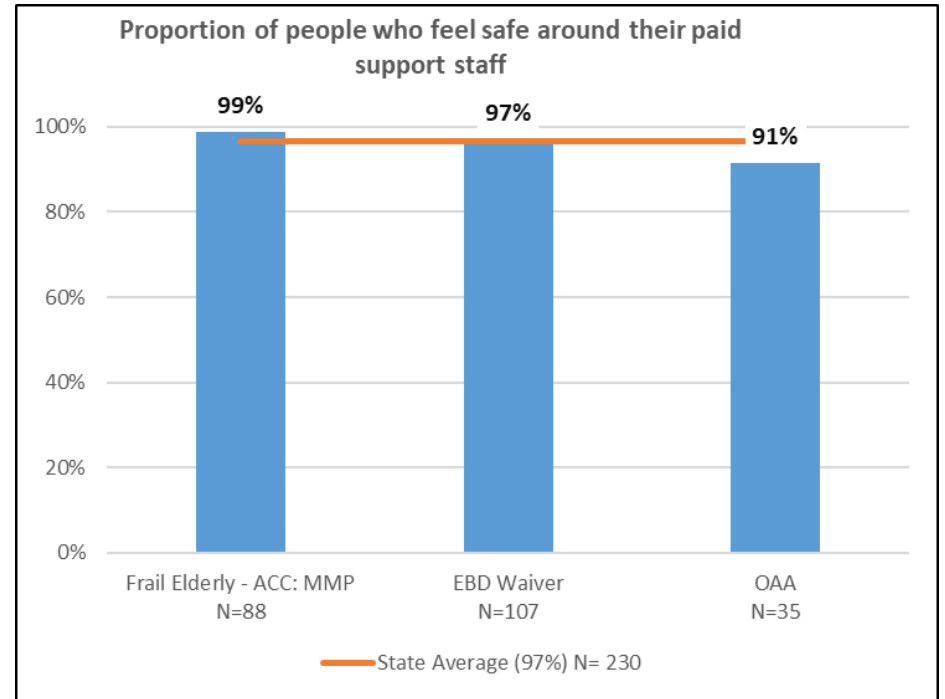
There are seven survey items that correspond to the Safety domain.

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

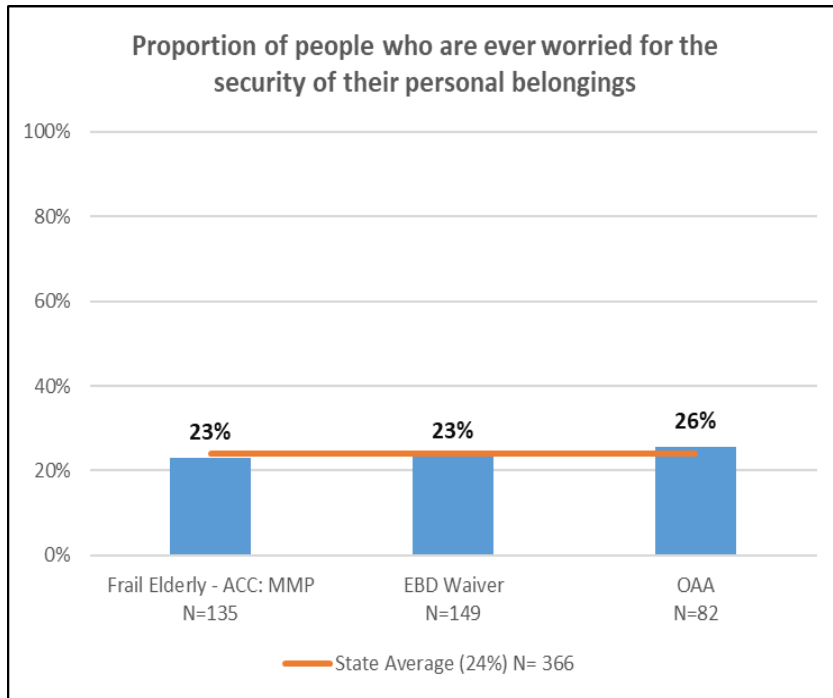
Graph 61. Proportion of people who feel safe at home



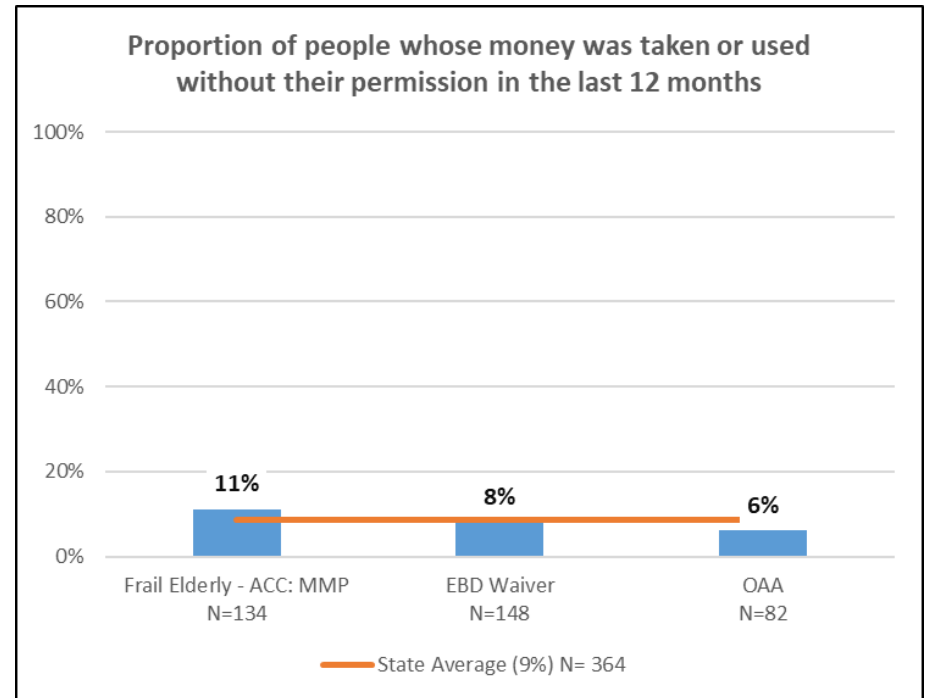
Graph 62. Proportion of people who feel safe around their paid support staff



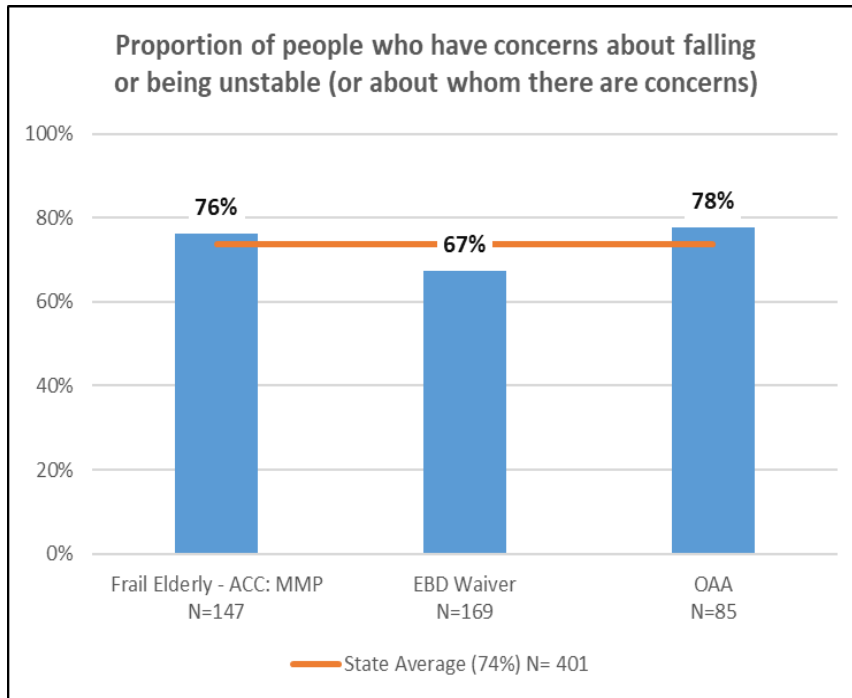
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



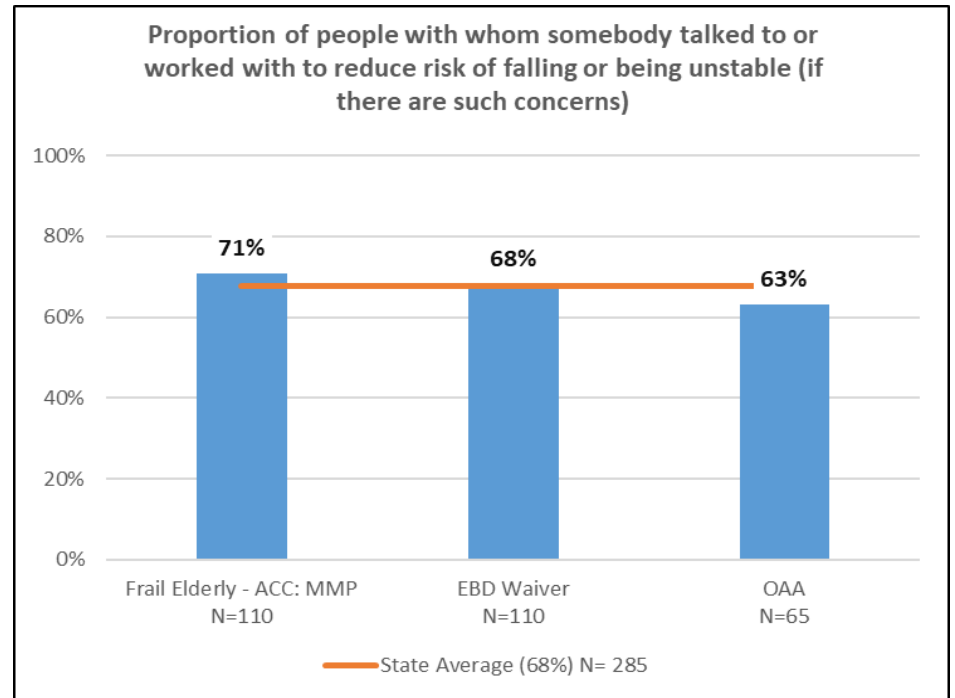
Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



Graph 65. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



Graph 66. 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 67. 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.

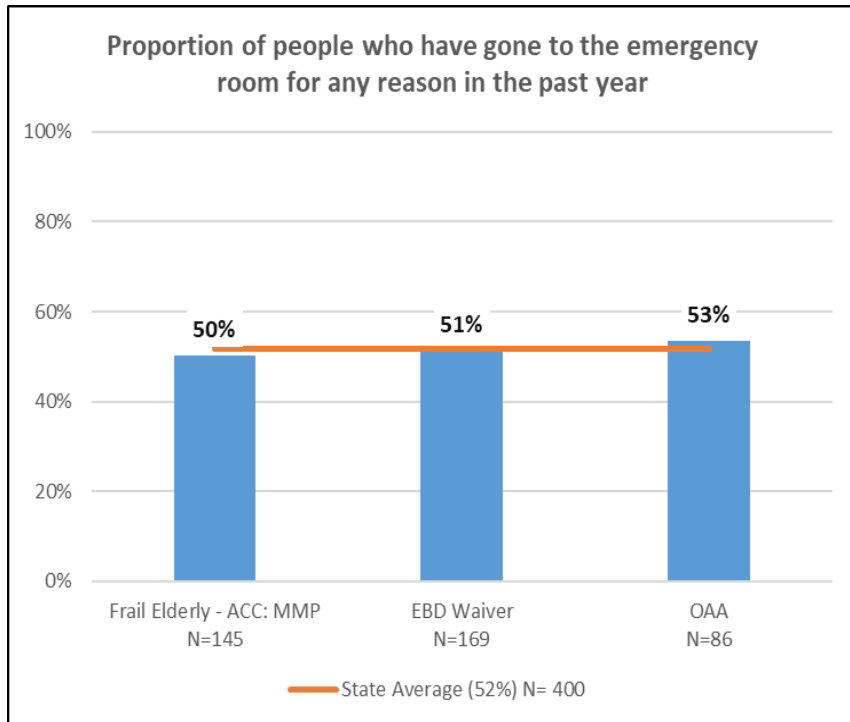
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

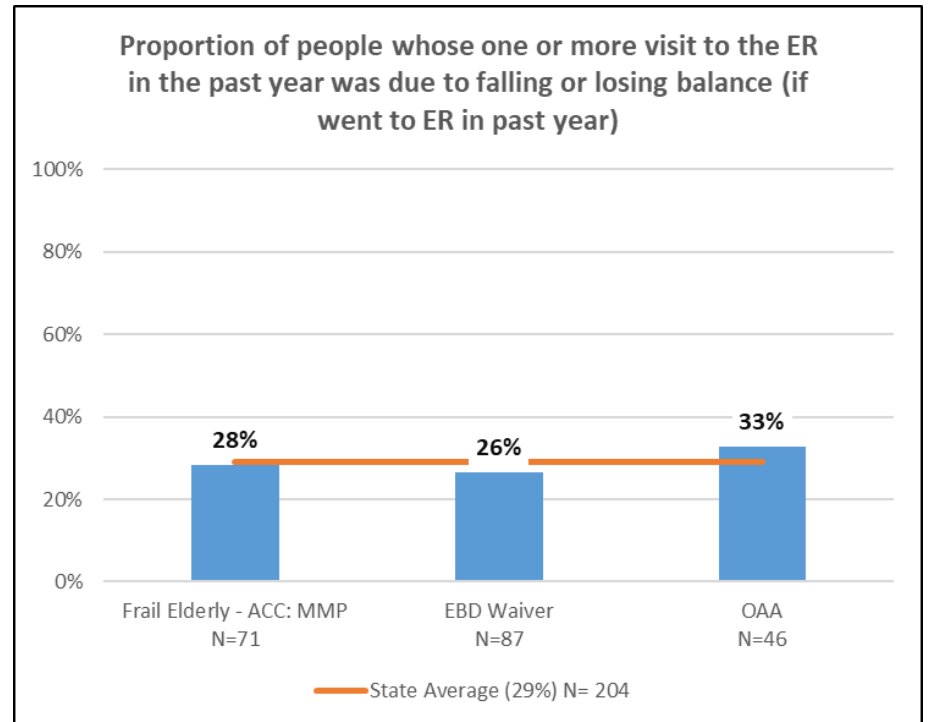
There are four survey items that correspond to the Health Care domain.

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

Graph 68. Proportion of people who have gone to the emergency room for any reason in the past year⁹



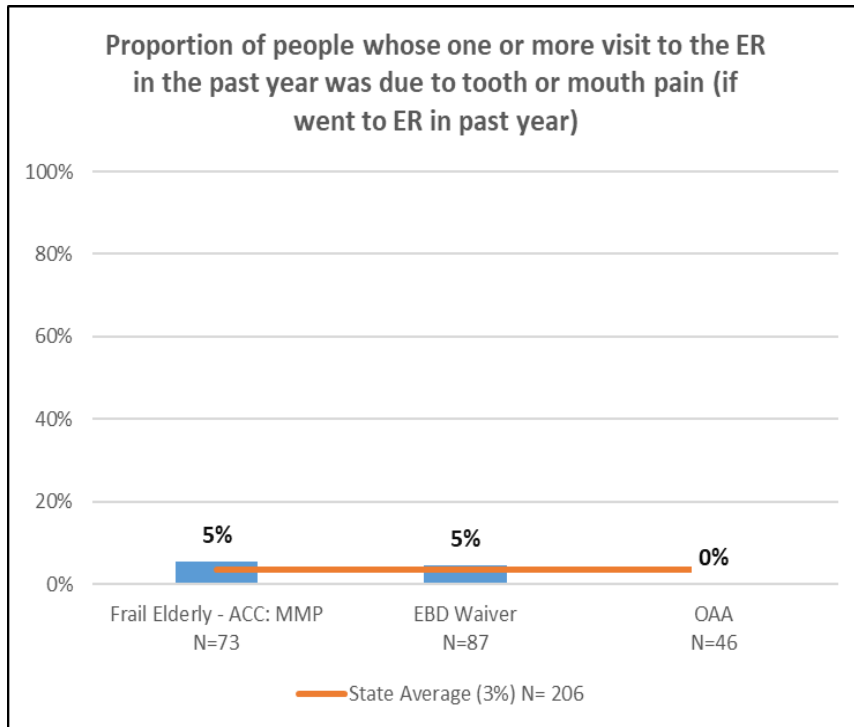
Graph 69. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)¹⁰



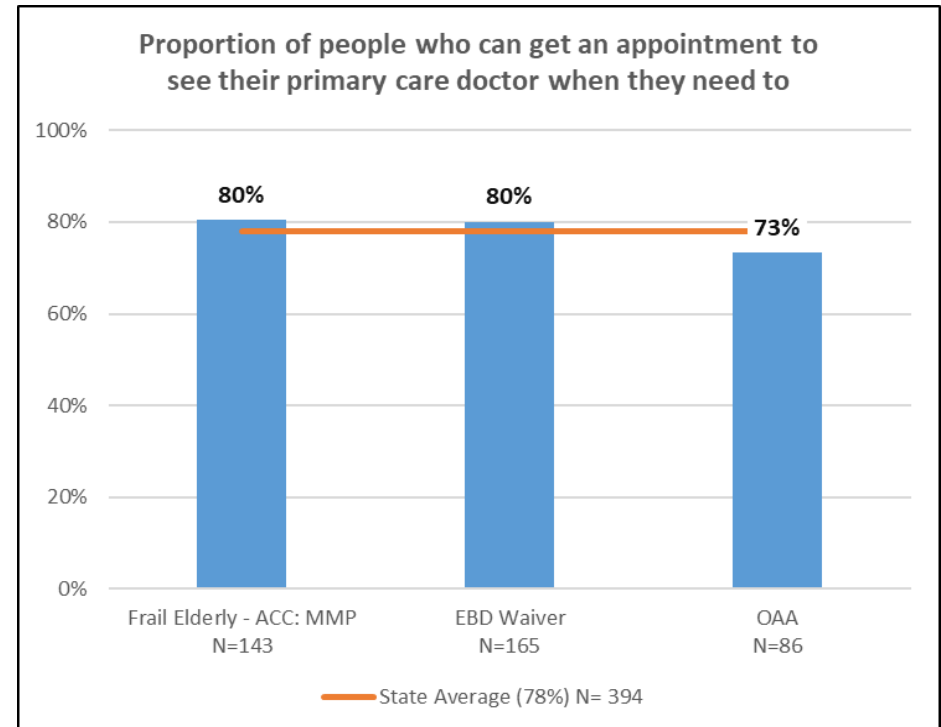
⁹ Question restructured

¹⁰ Question restructured

Graph 70. Proportion of people whose one or more visit to the ER in the past year was due to tooth or mouth pain (if went to ER in the past year) ¹¹

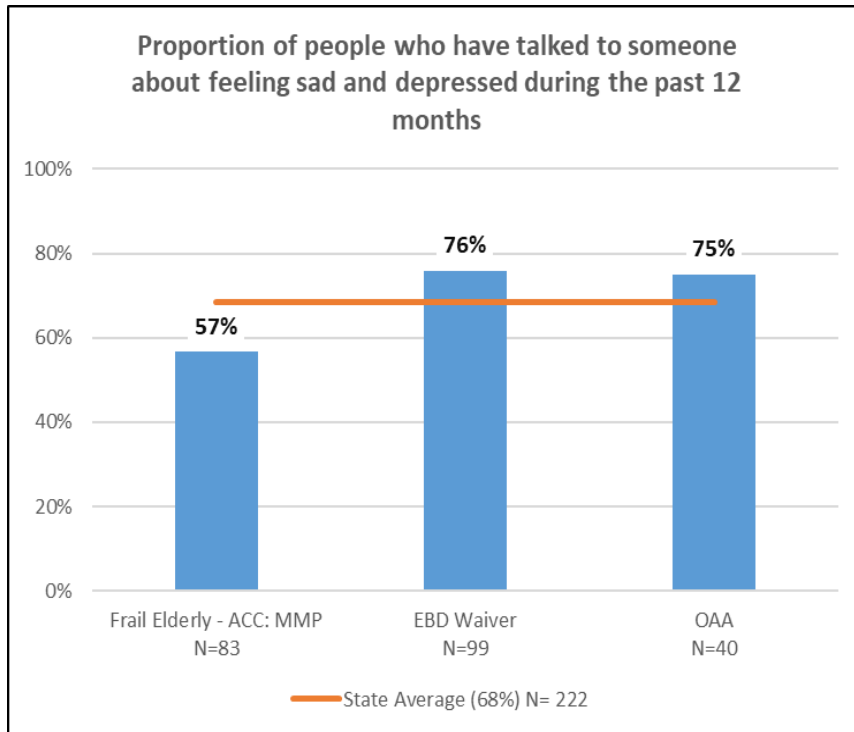


Graph 71. Proportion of people who can get an appointment to see their primary care doctor when they need to

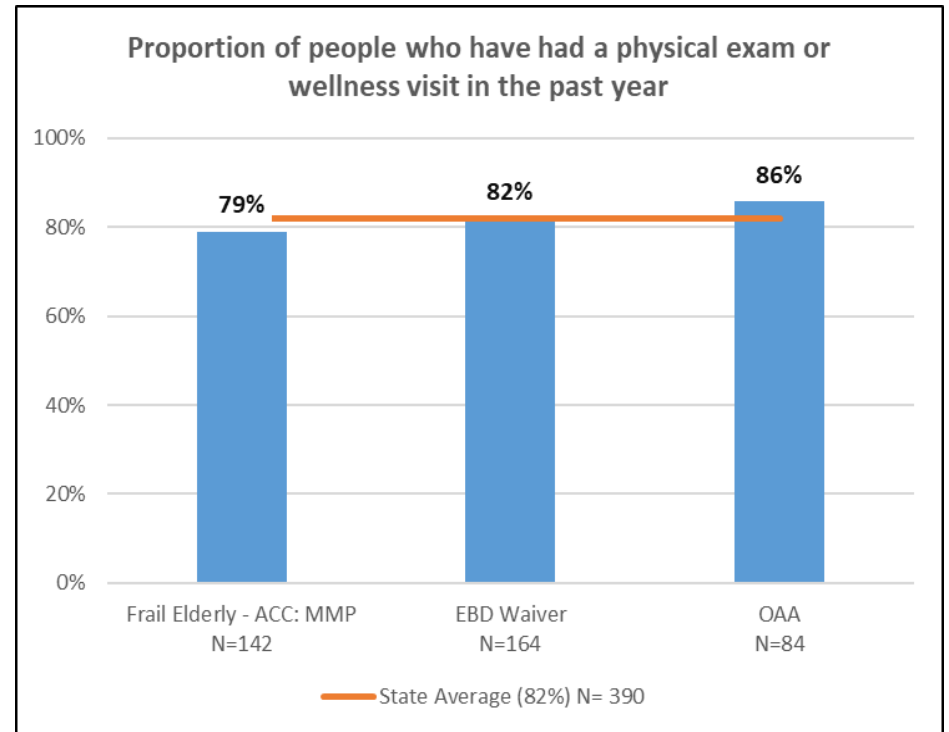


¹¹ Question restructured

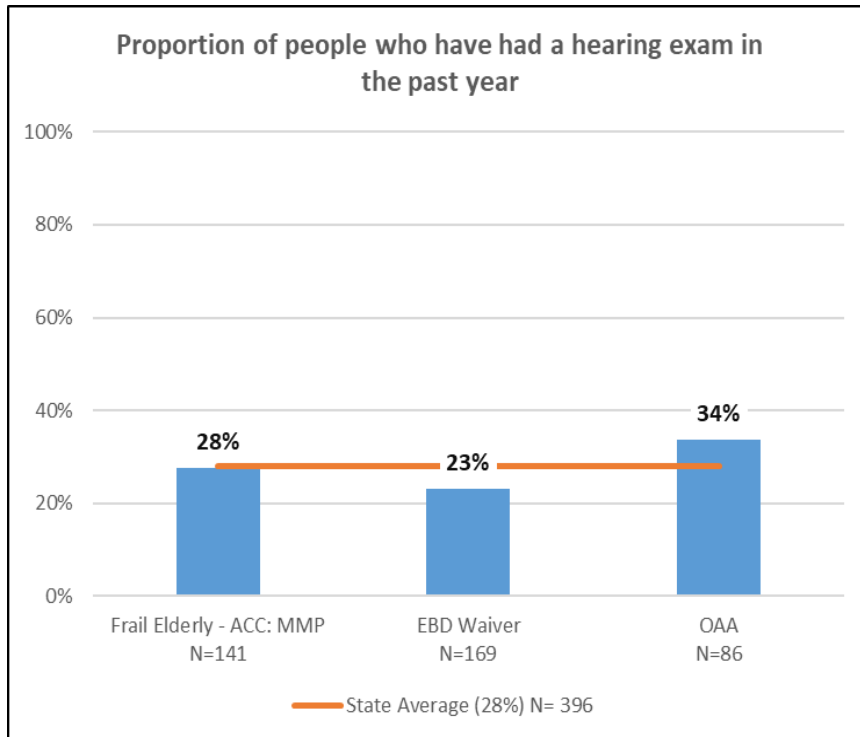
Graph 72. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



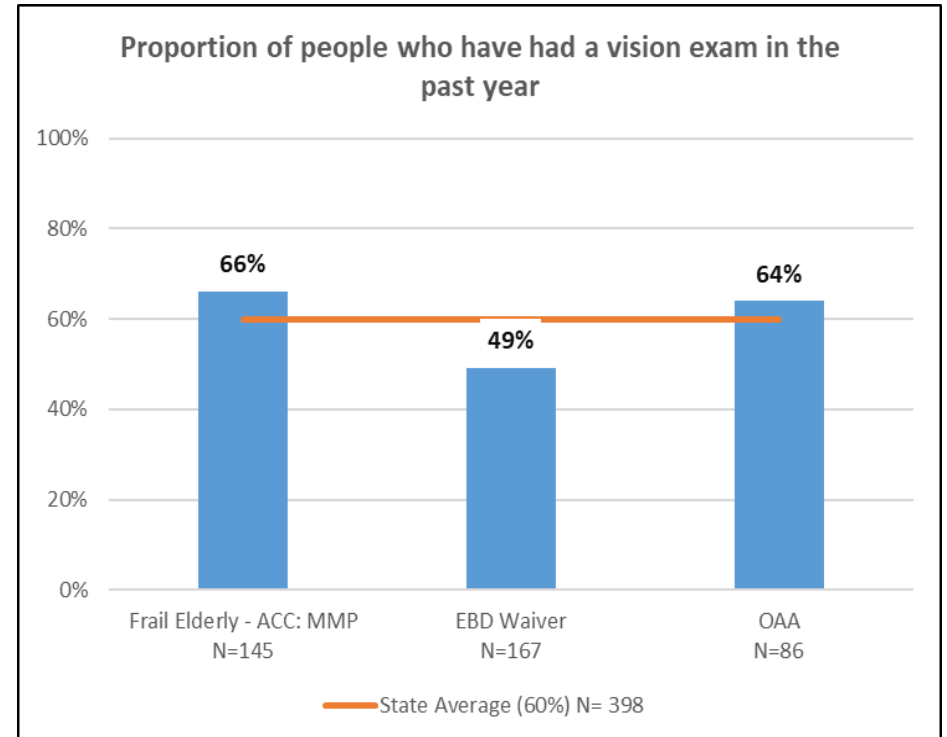
Graph 73. Proportion of people who have had a physical exam or wellness visit in the past year



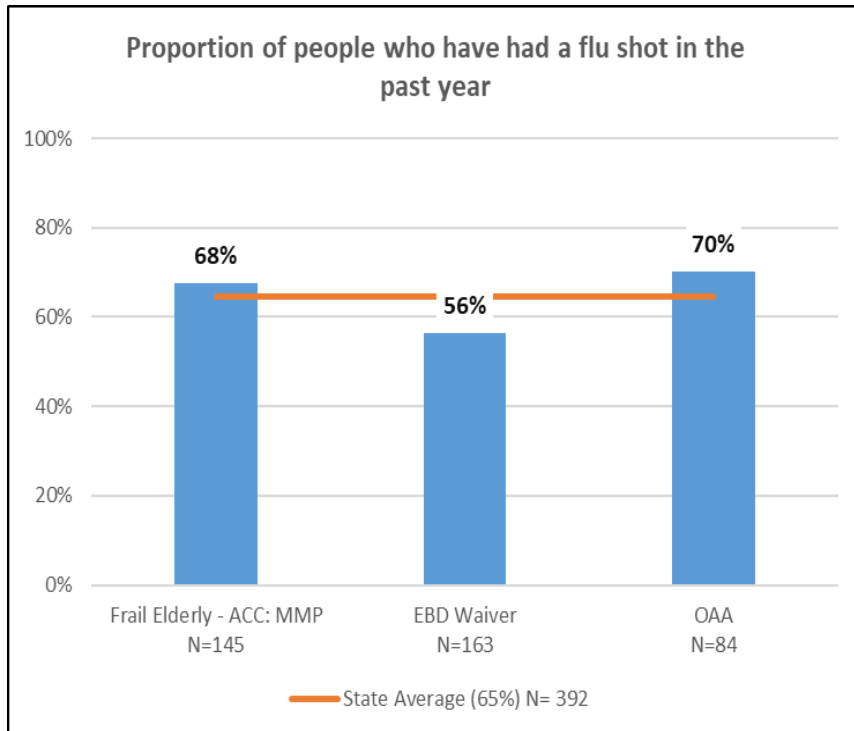
Graph 74. Proportion of people who have had a hearing exam in the past year



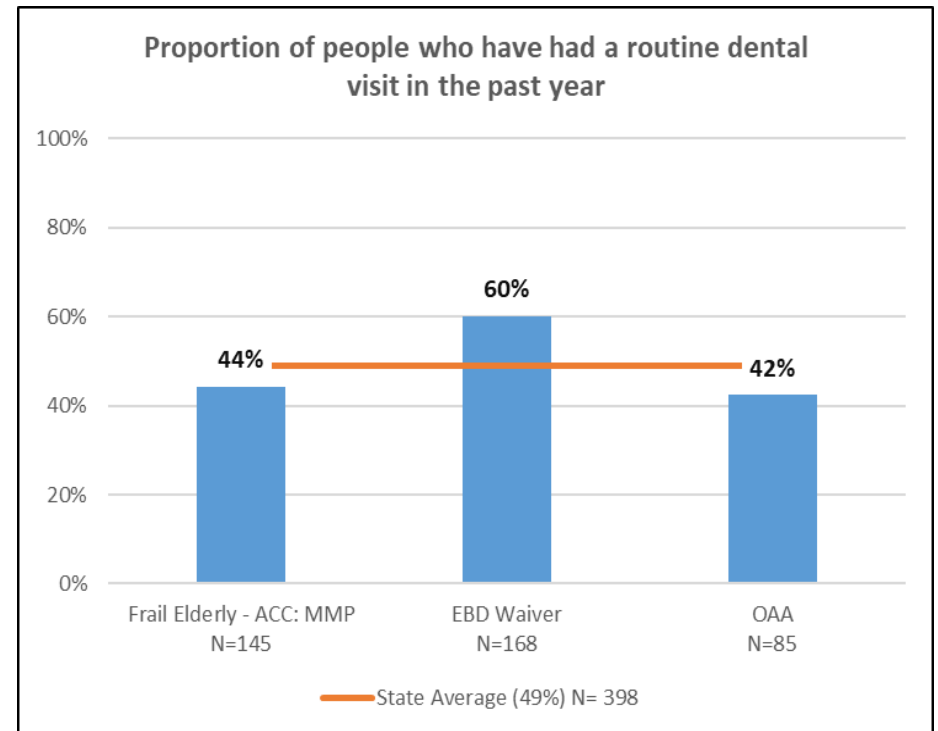
Graph 75. Proportion of people who have had a vision exam in the past year



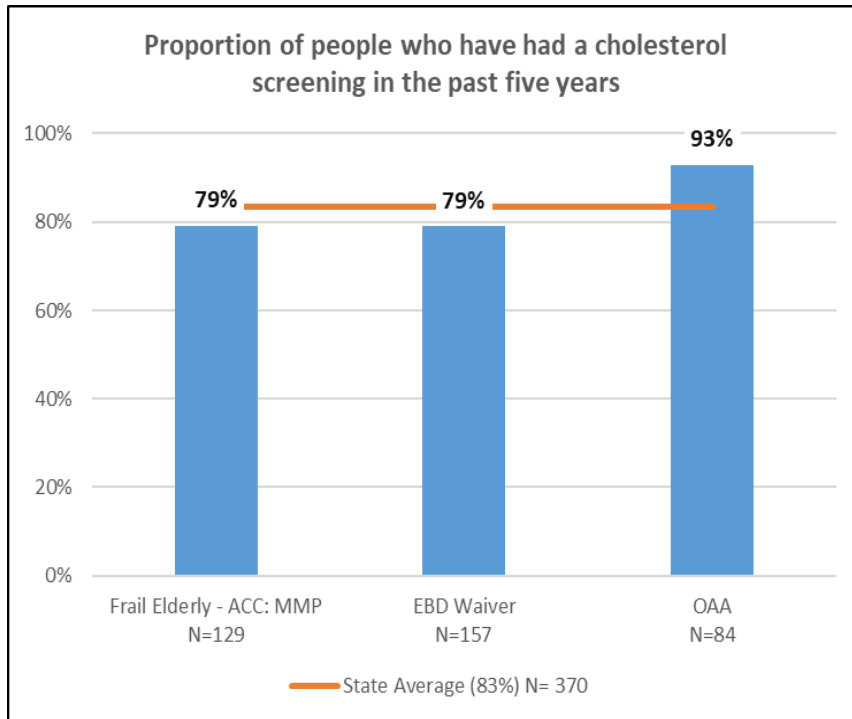
Graph 76. Proportion of people who have had a flu shot in the past year



Graph 77. Proportion of people who have had a routine dental visit in the past year



Graph 78. Proportion of people who have had a cholesterol screening in the past five years



Wellness

People are supported to maintain health.

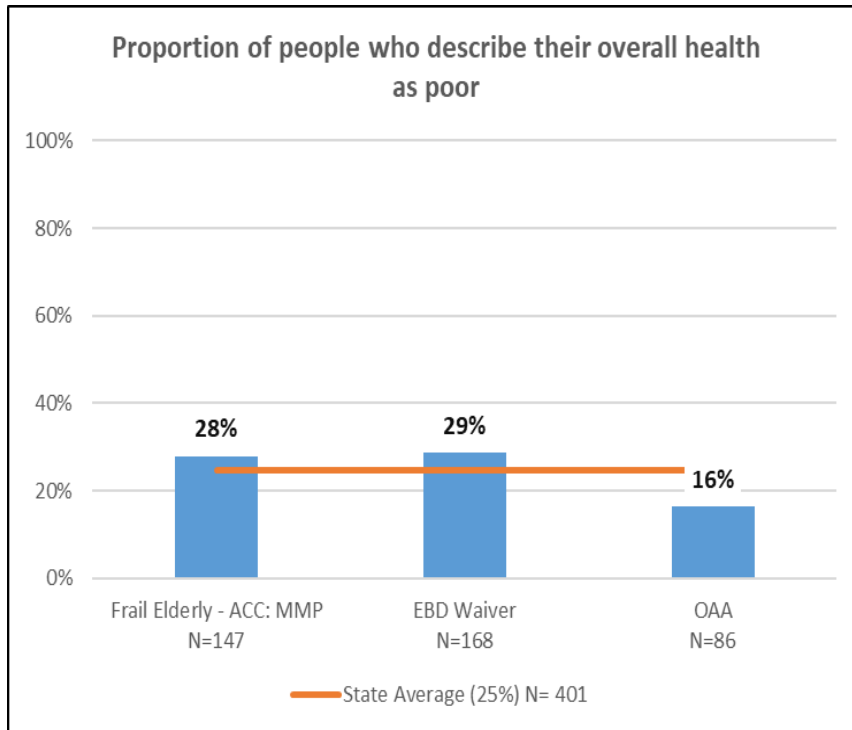
There are seven Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

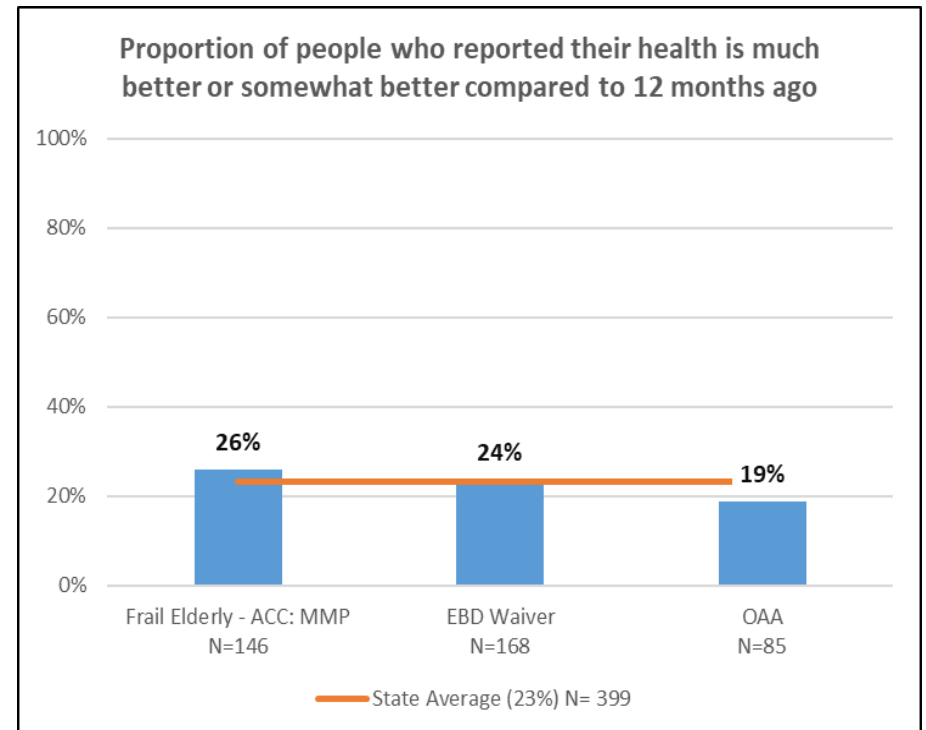
There are ten survey items that correspond to the Wellness domain.

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

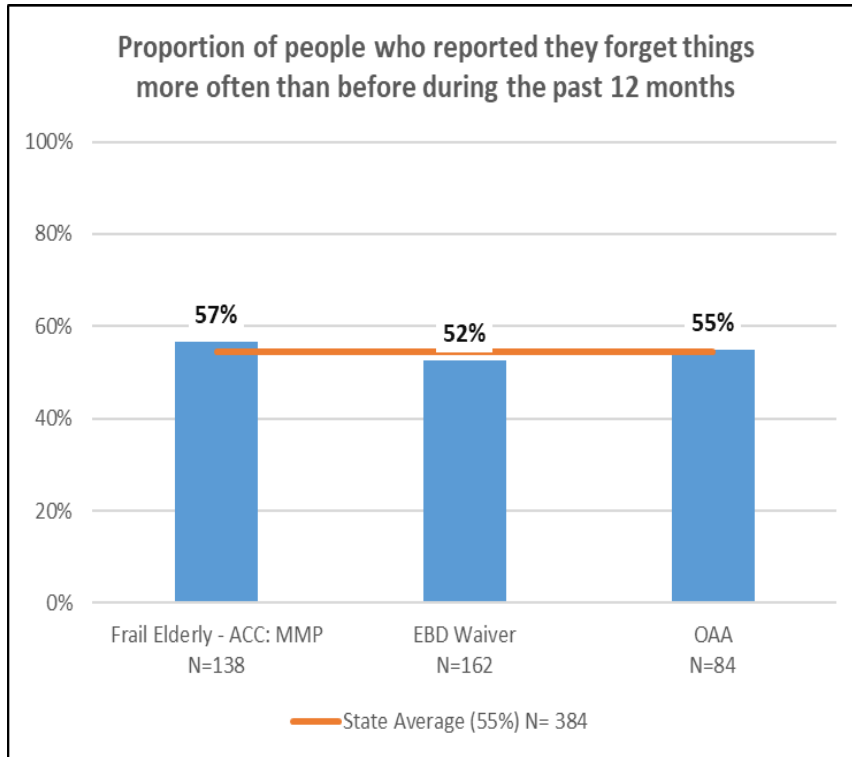
Graph 79. Proportion of people who describe their overall health as poor



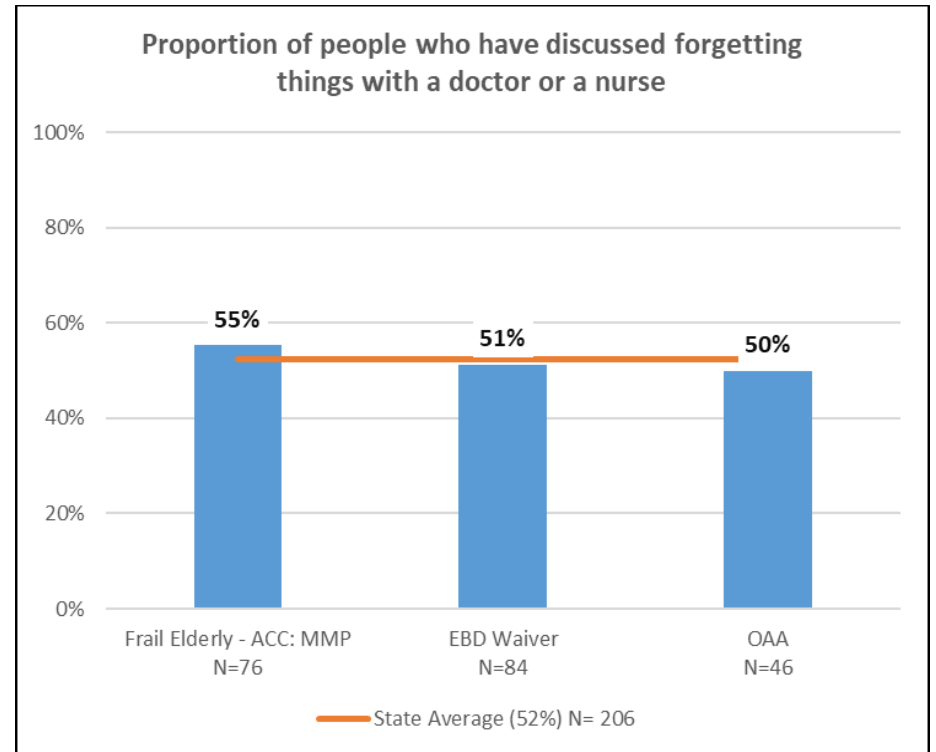
Graph 80. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



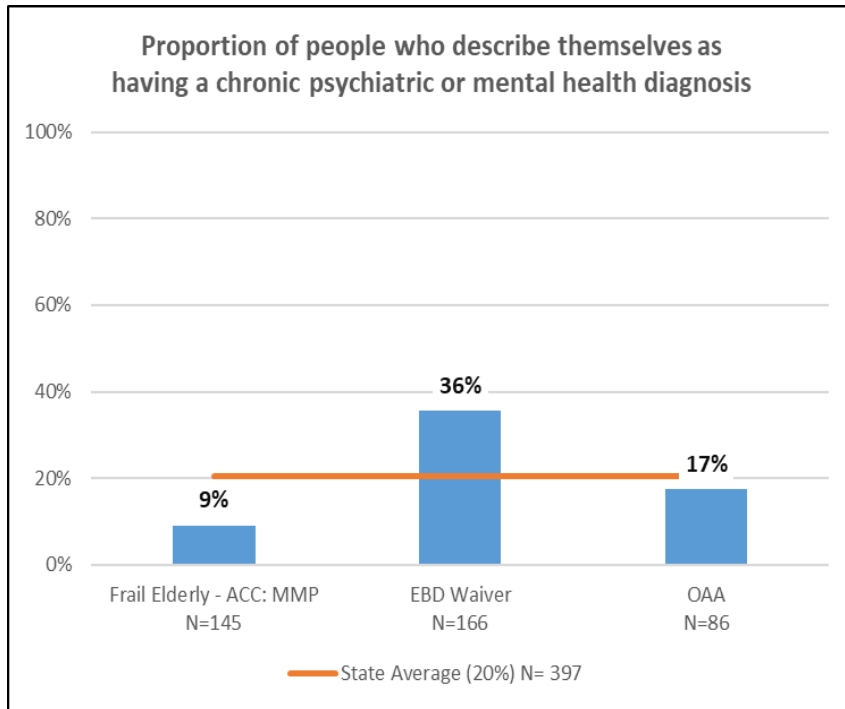
Graph 81. Proportion of people who reported they forget things more often than before during the past 12 months



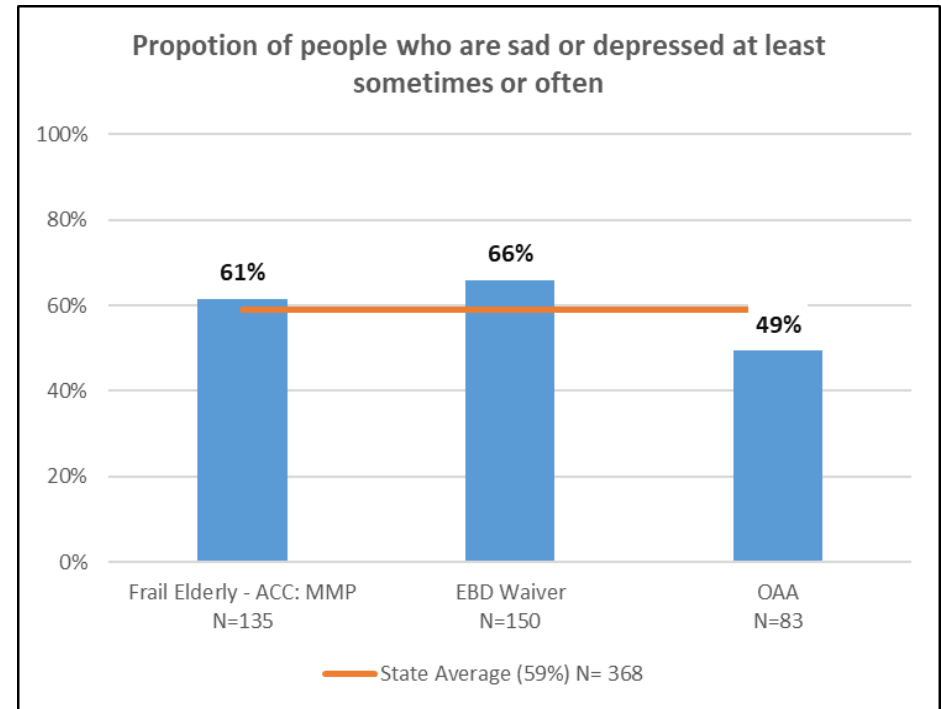
Graph 82. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



Graph 83. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis¹²

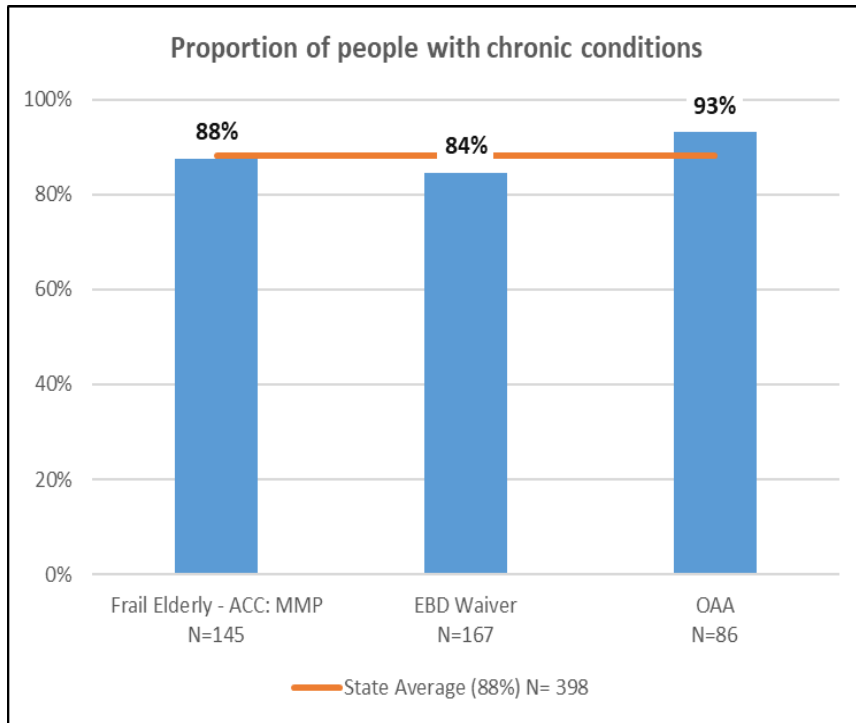


Graph 84. Proportion of people who feel sad or depressed at least sometimes or often

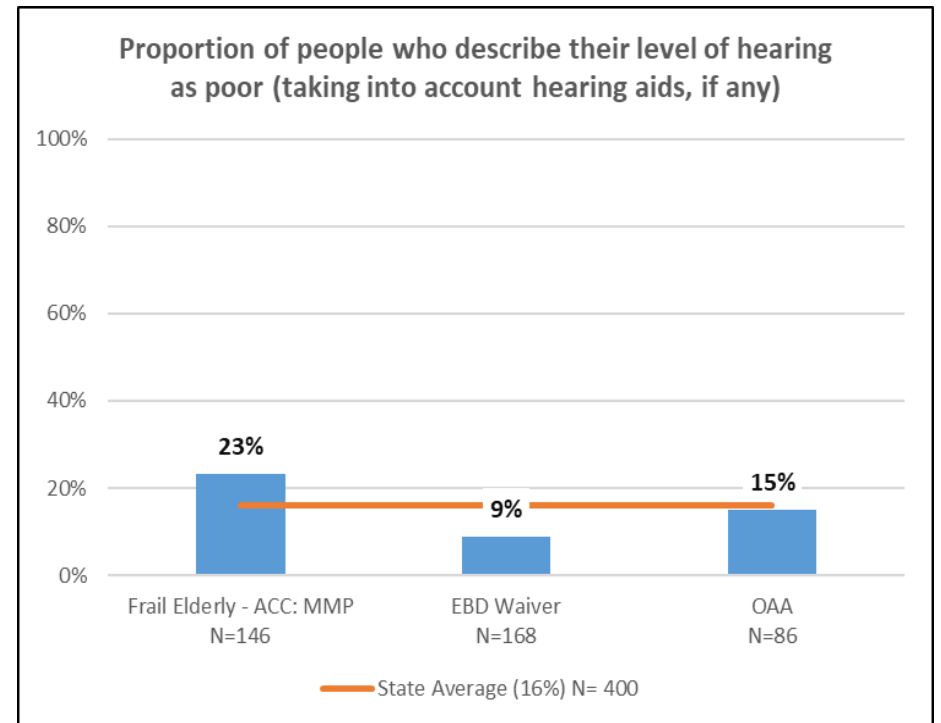


¹² New variable

Graph 85. Proportion of people with chronic conditions

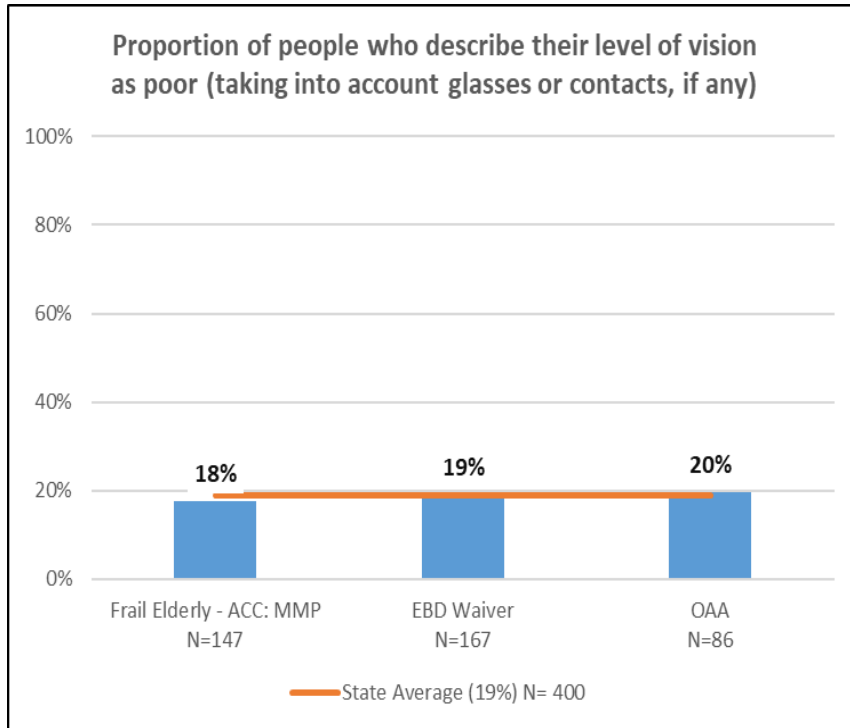


Graph 86. Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)¹³



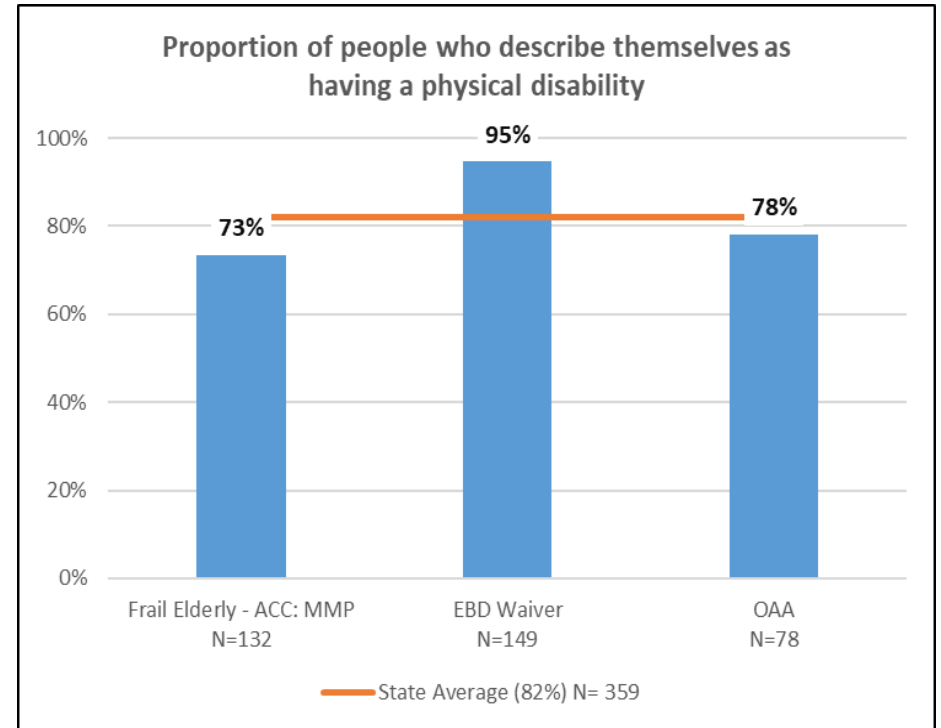
¹³ New variable

Graph 87. Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)¹⁴



¹⁴ New variable

Graph 88. Proportion of people who describe themselves as having a physical disability¹⁵



¹⁵ New variable

Medications

Medications are managed effectively and appropriately.

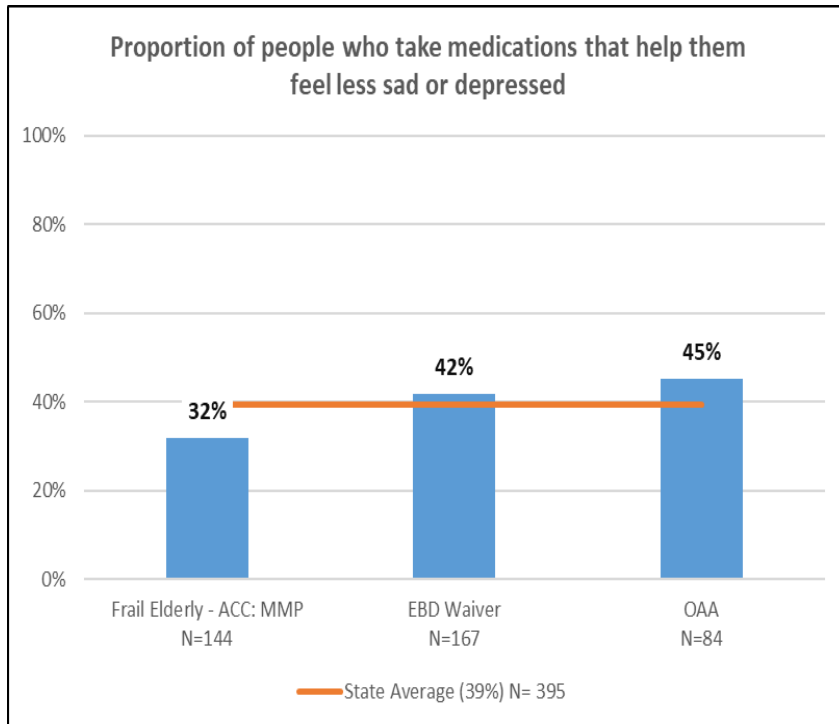
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

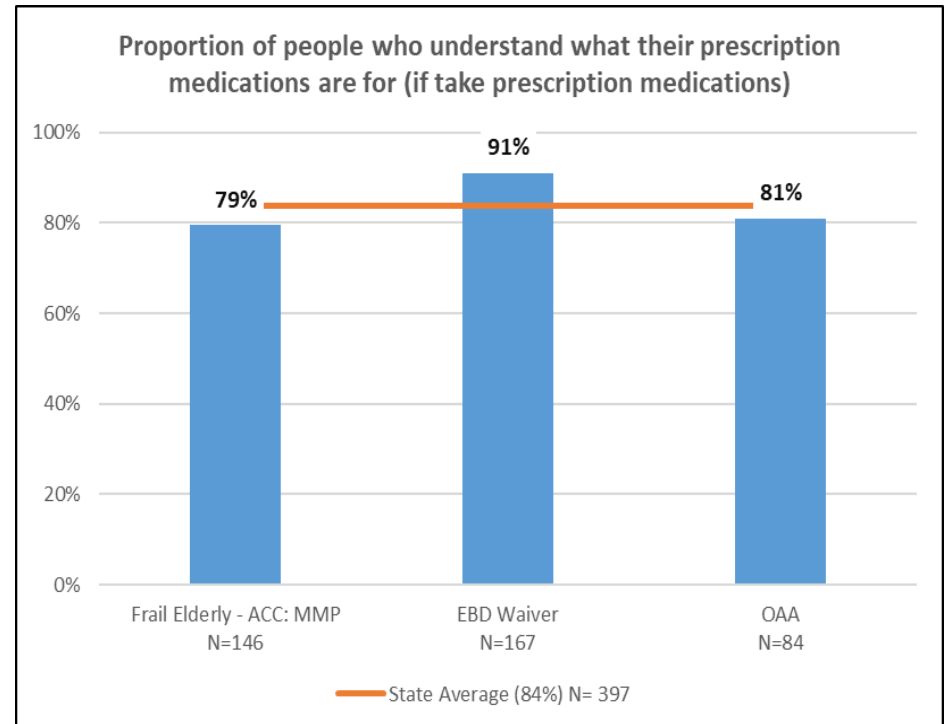
There are two survey items that correspond to the Medication domain.

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

Graph 89. Proportion of people who take medications that help them feel less sad or depressed



Graph 90. Proportion of people who understand what their prescription medications are for (if take prescription medications)



Rights and Respect

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

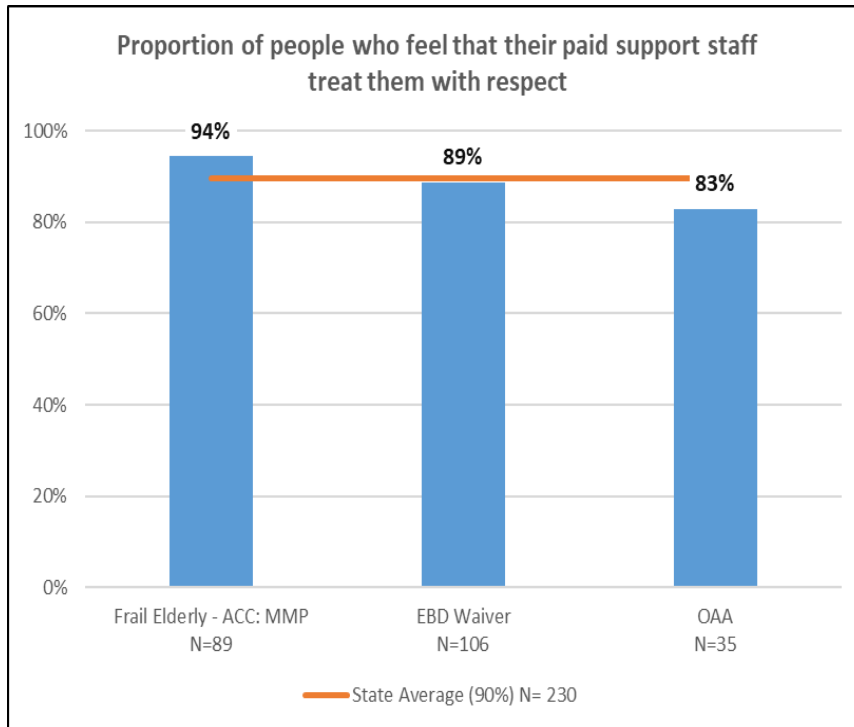
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

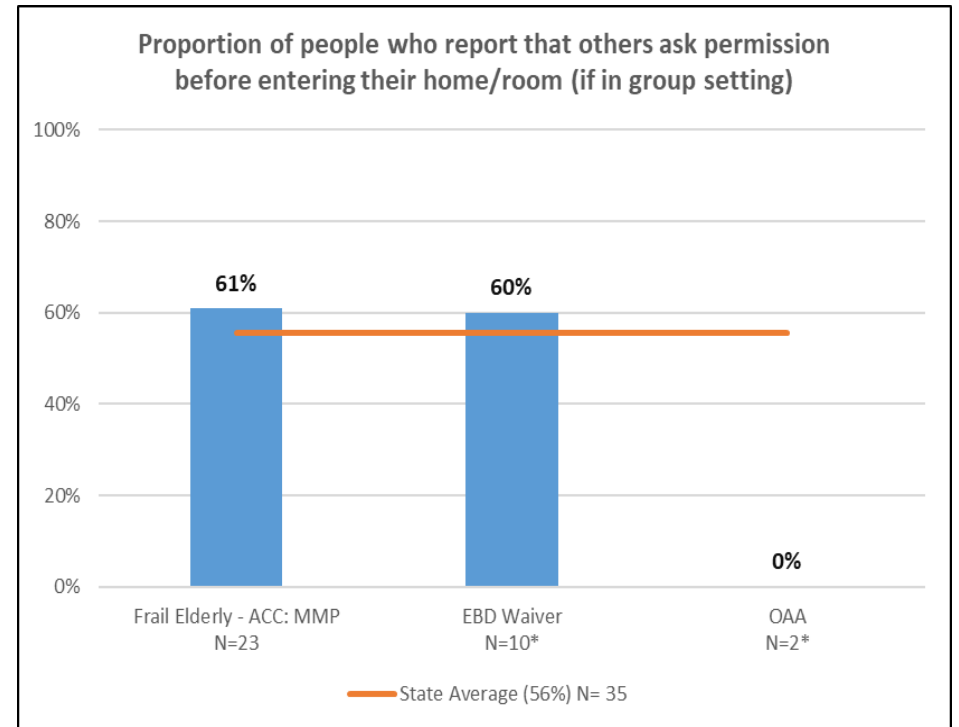
There are eight survey items that correspond to the Rights and Respect domain.

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

Graph 91. Proportion of people who feel that their paid support staff treat them with respect



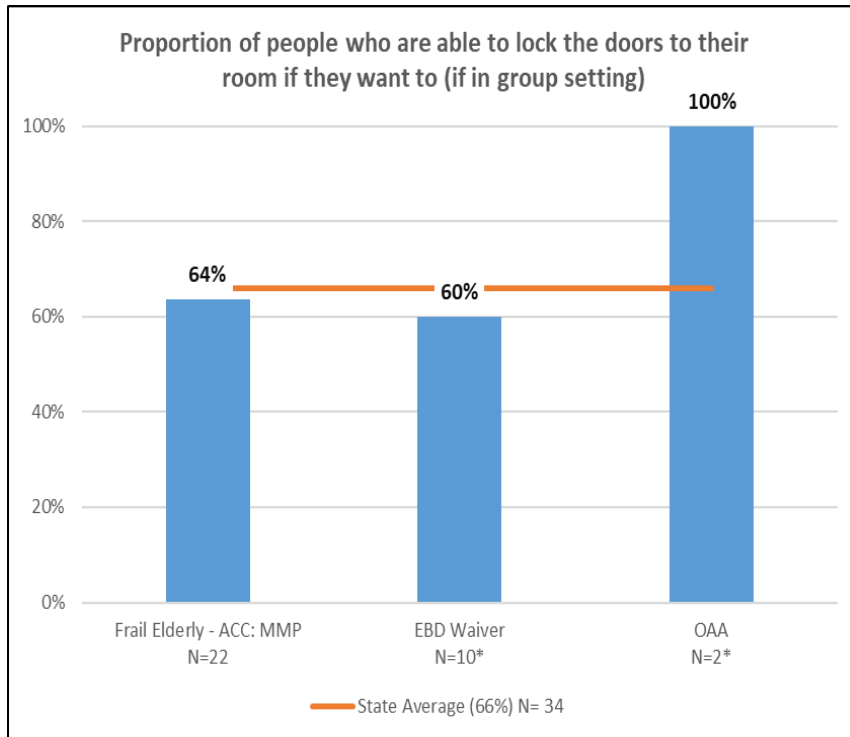
Graph 92. Proportion of people who report that others ask permission before entering their home/room (if in group setting)¹⁶



* Very small number of responses

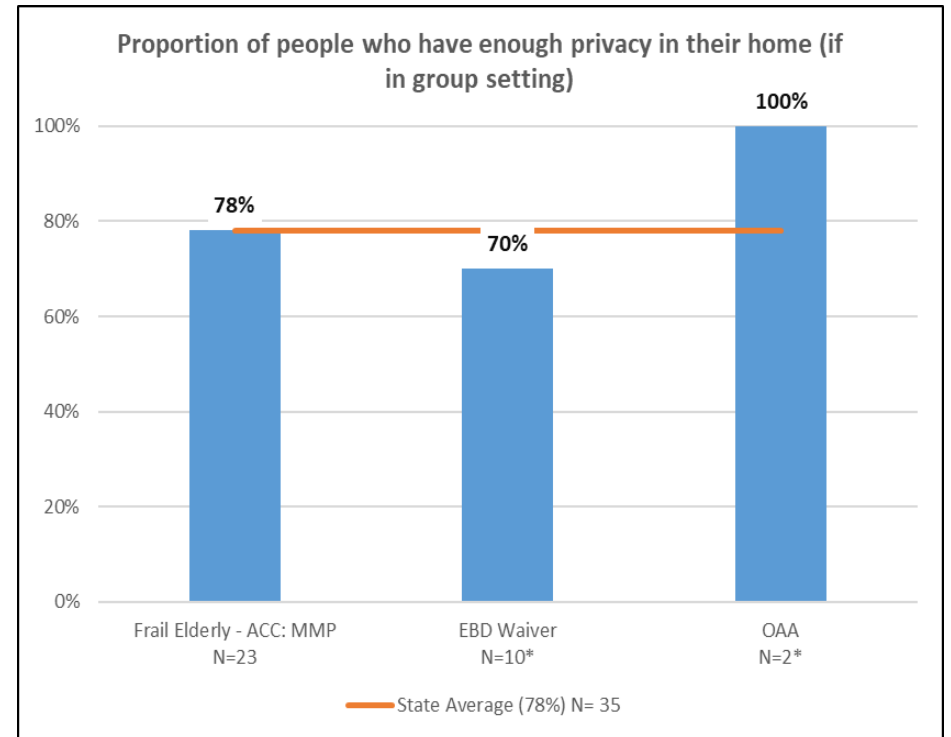
¹⁶ In 2015-2016, this question was asked of everyone; now in group setting only

Graph 93. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



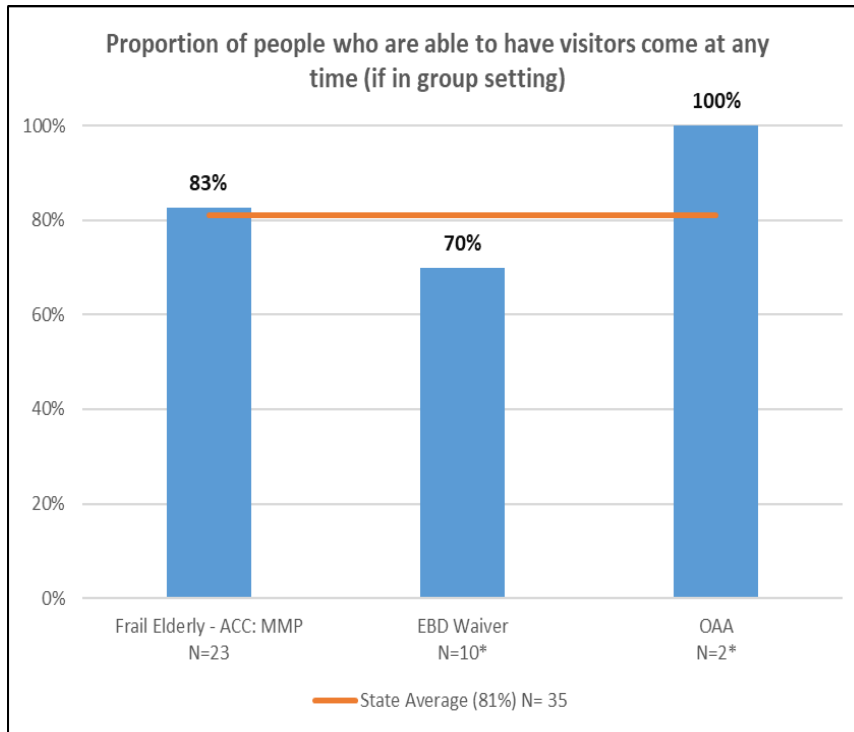
* Very small number of responses

Graph 94. Proportion of people who have enough privacy in their home (if in group setting)



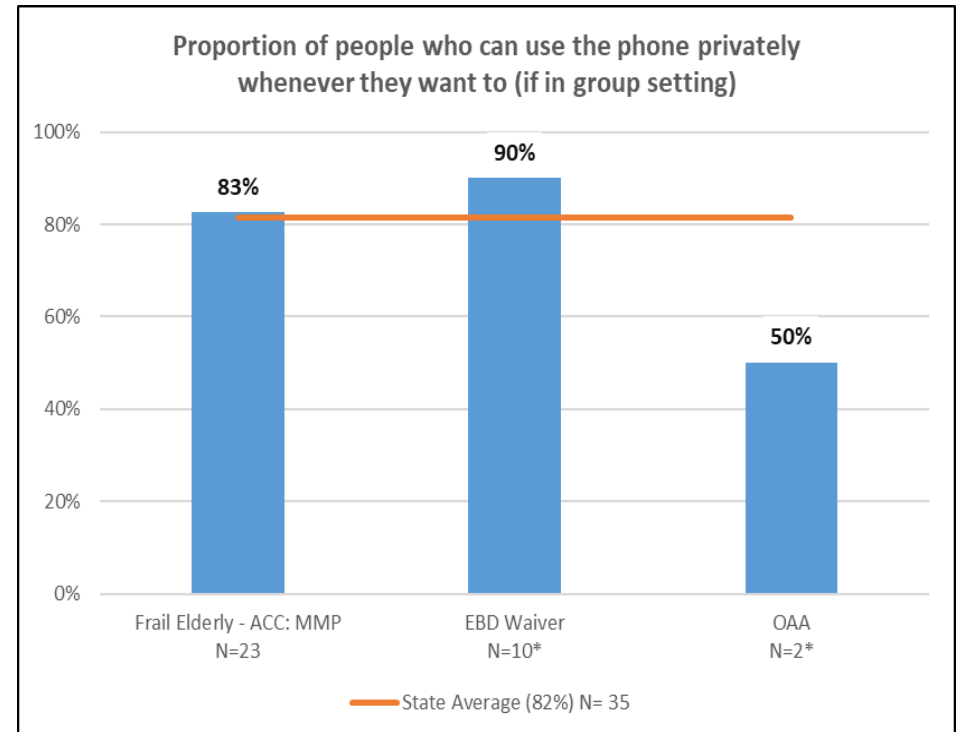
* Very small number of responses

Graph 95. Proportion of people who are able to have visitors come at any time (if in group setting)



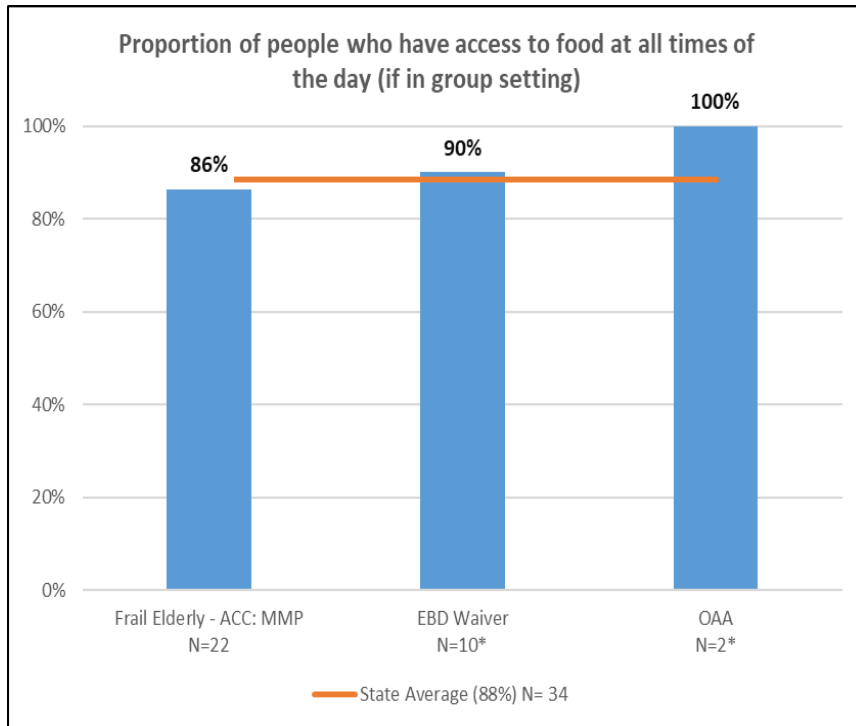
* Very small number of responses

Graph 96. Proportion of people who can use the phone privately whenever they want to (if in group setting)



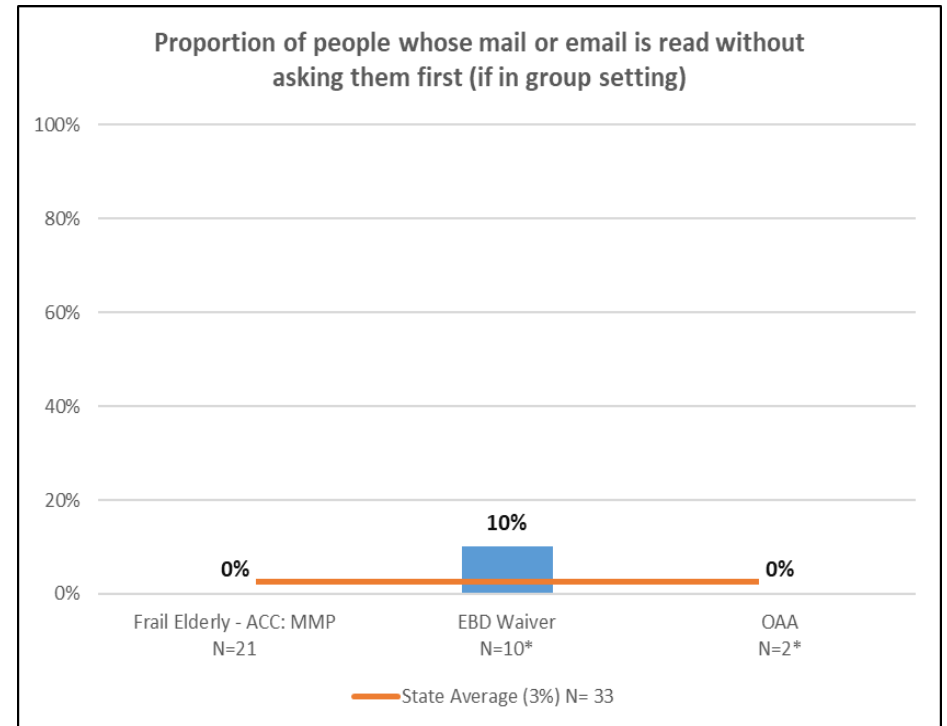
* Very small number of responses

Graph 97. Proportion of people who have access to food at all times of day (if in group setting)



* Very small number of responses

Graph 98. 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:

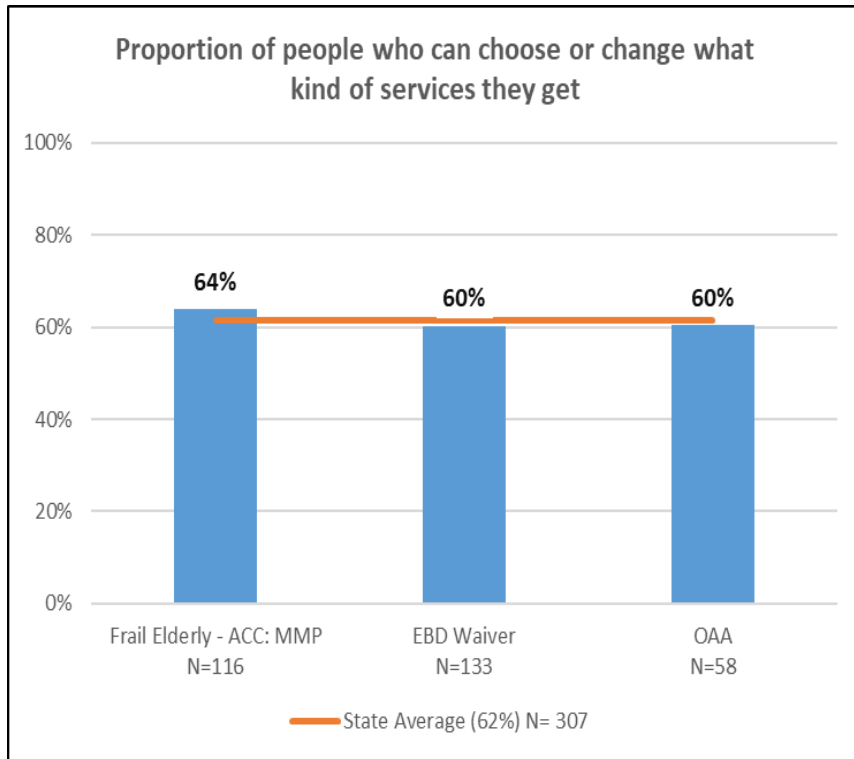
1. Proportion of people self-directing¹⁷.
2. Proportion of people who can choose or change the kind of services they receive and who provides them.

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

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

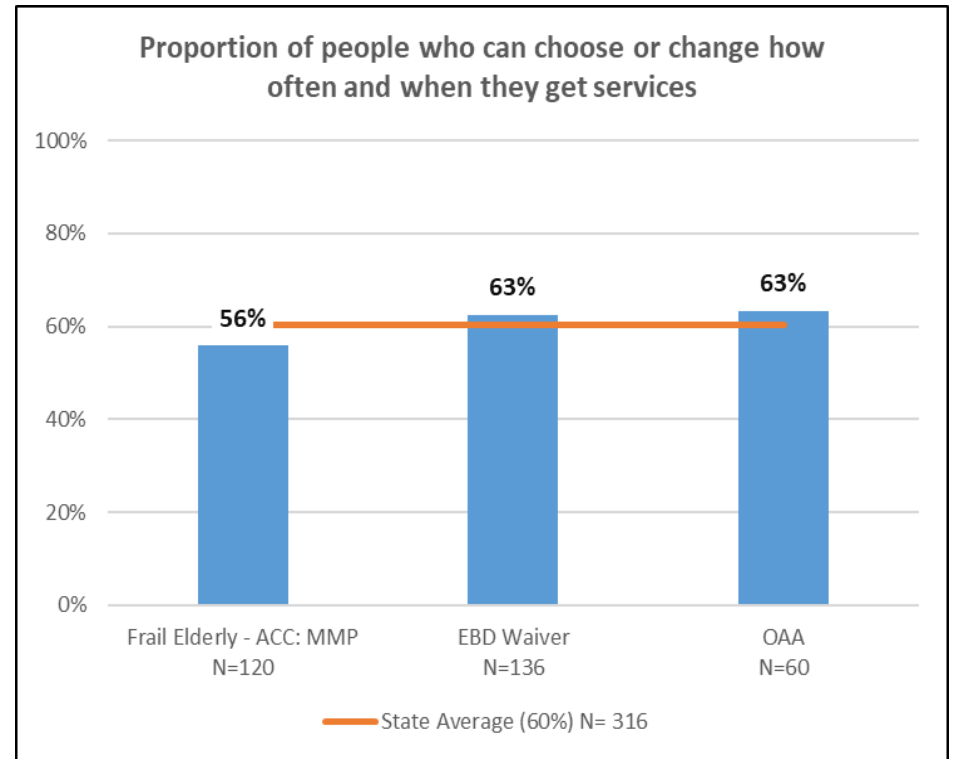
¹⁷ Colorado could not identify with certainty whether people were NOT self-directing. See raw data in the appendix.

Graph 99. Proportion of people who can choose or change what kind of services they get¹⁸



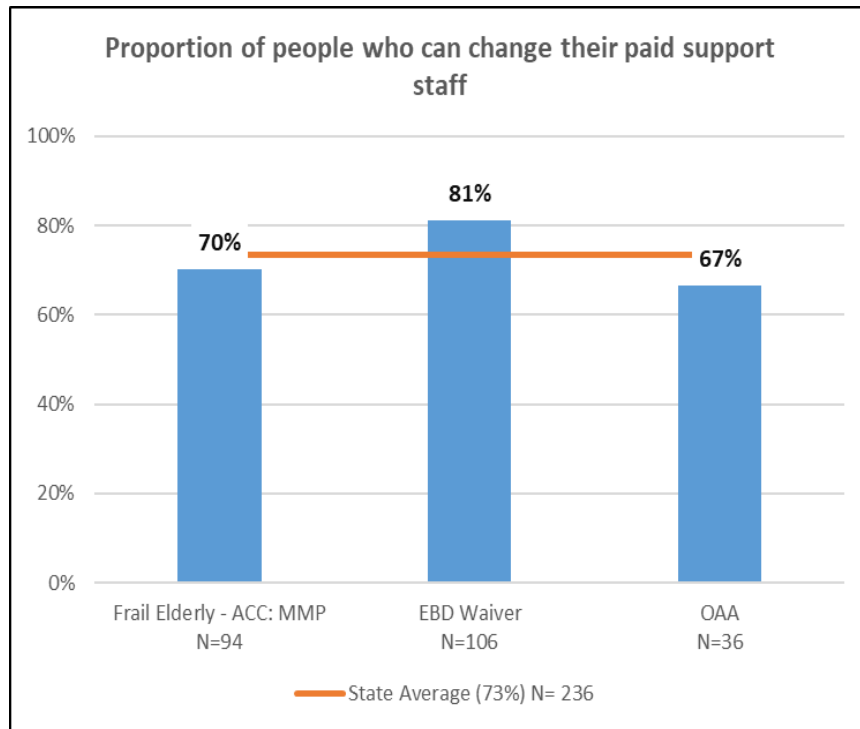
¹⁸ New variable

Graph 100. Proportion of people who can choose or change how often and when they get services¹⁹



¹⁹ New variable

Graph 101. Proportion of people who can change their paid support staff²⁰



²⁰ New variable

Work

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

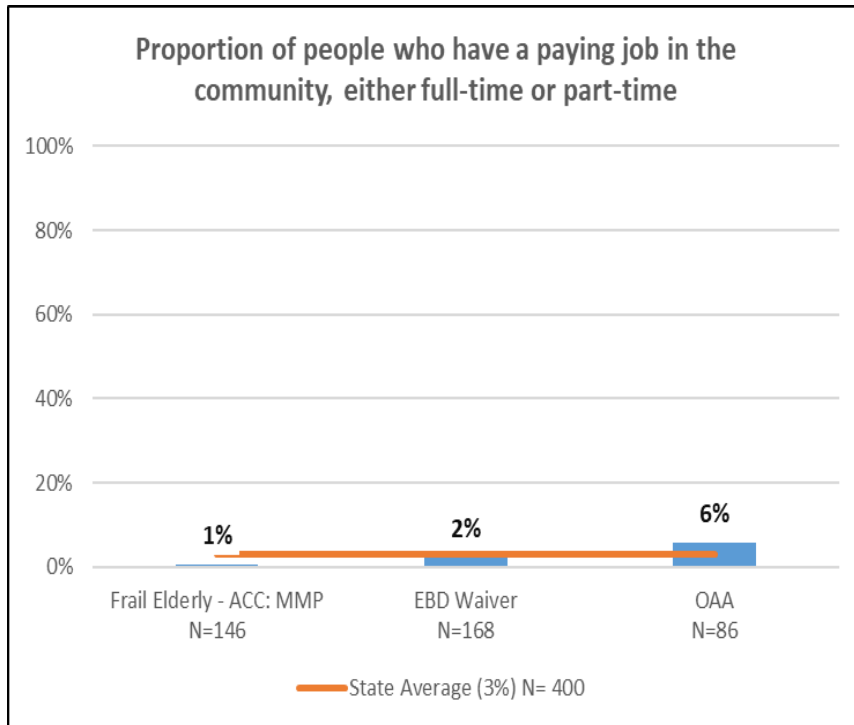
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

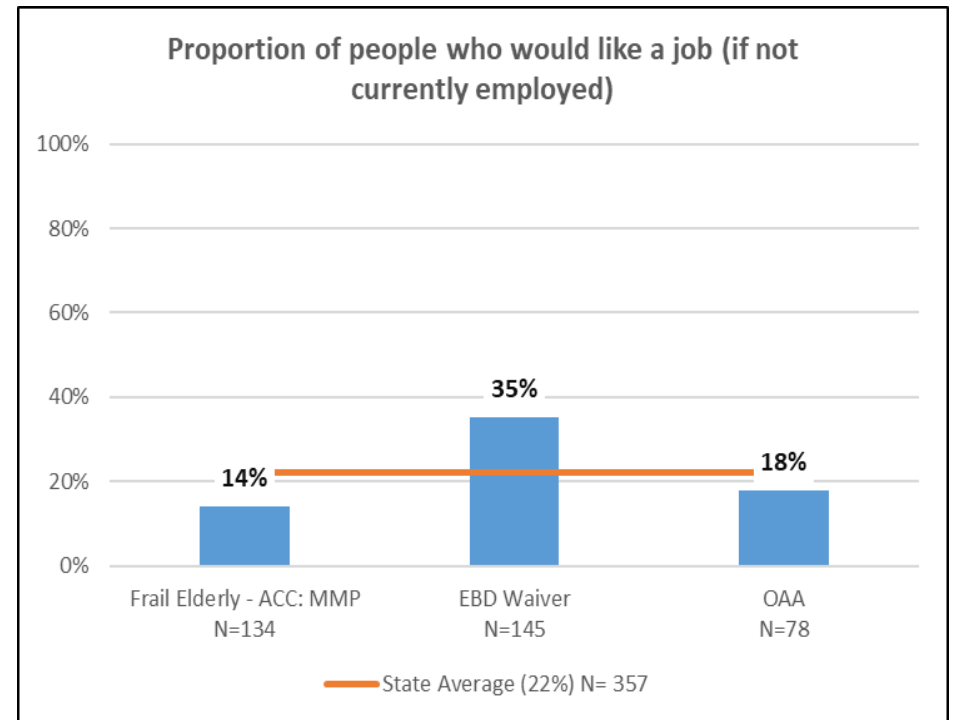
There are five survey items that correspond to the Work domain.

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

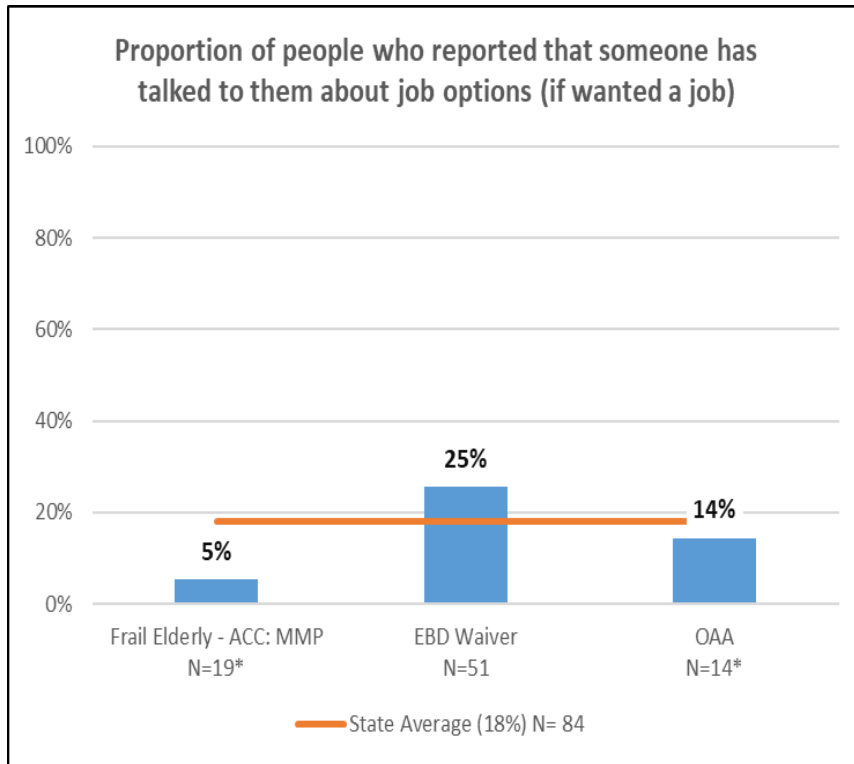
Graph 102. Proportion of people who have a paying job in the community



Graph 103. Proportion of people who would like a job (if not currently employed)

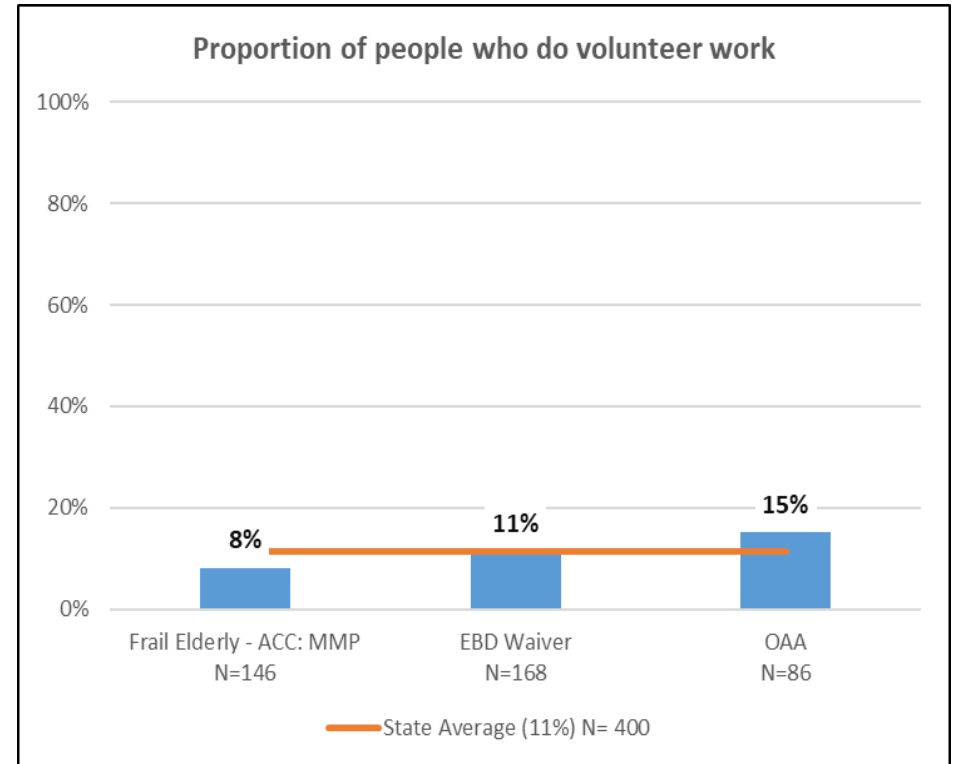


Graph 104. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

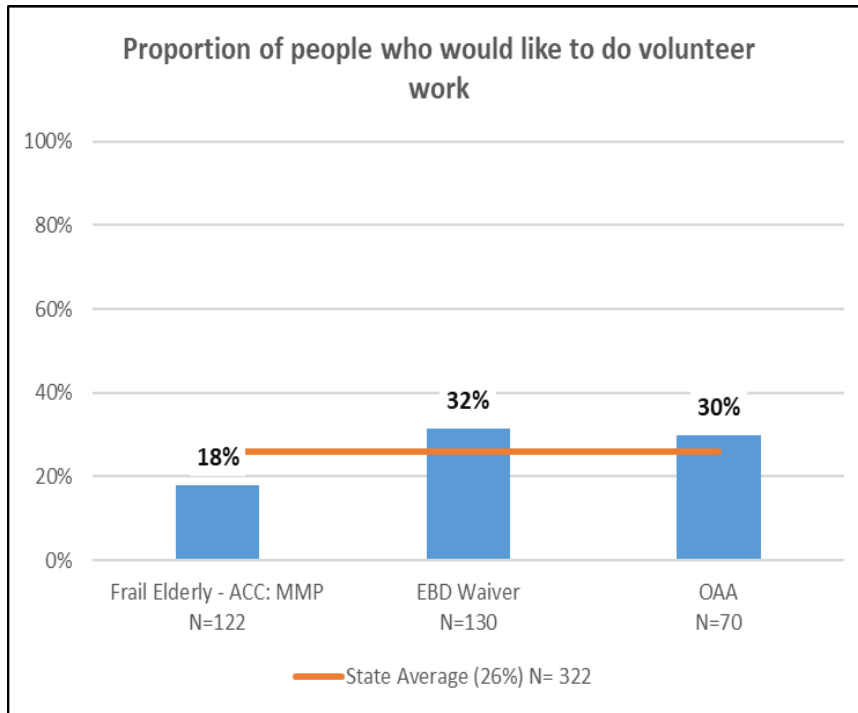


* Very small number of responses

Graph 105. Proportion of people who do volunteer work



Graph 106. Proportion of people who would like to do volunteer work (if not currently volunteering)²¹



²¹ New variable

Everyday Living

People have enough supports for everyday living.

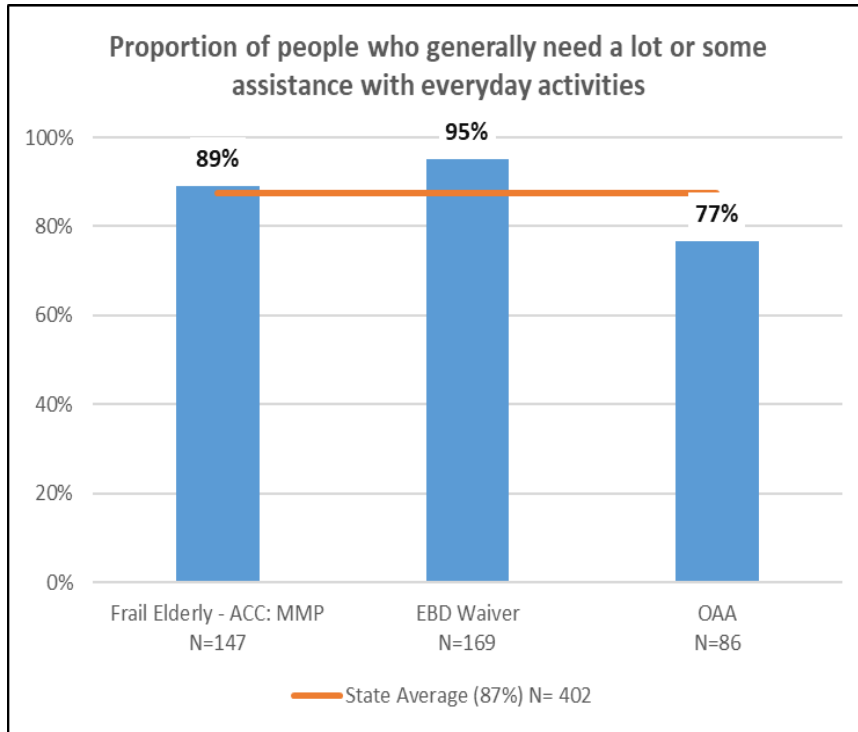
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

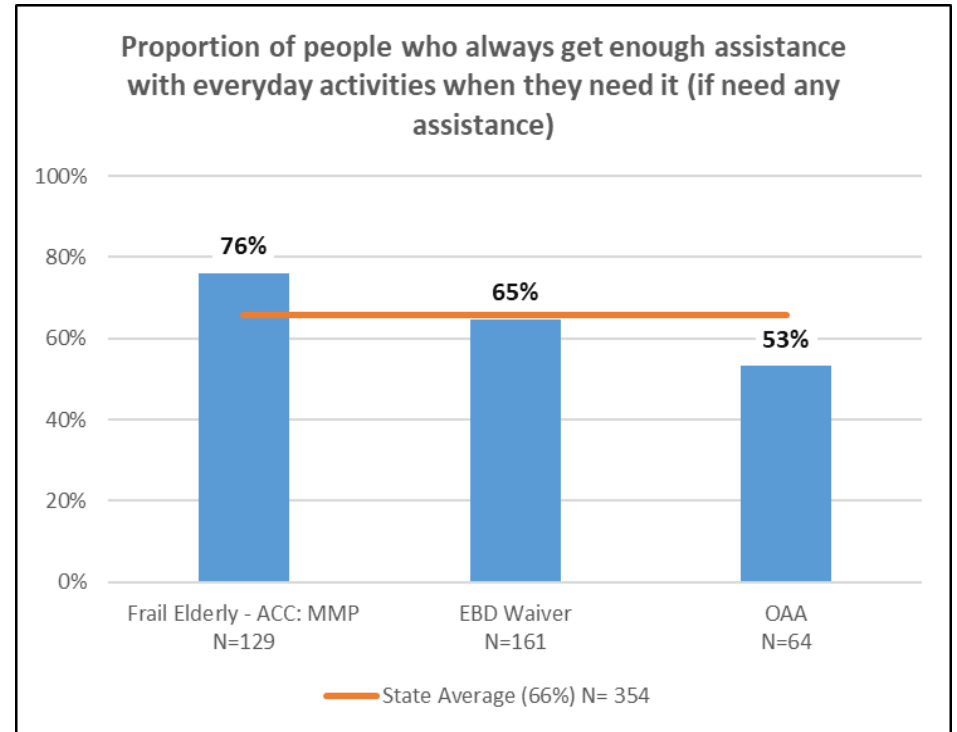
There are five survey items that correspond to the Everyday Living domain.

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

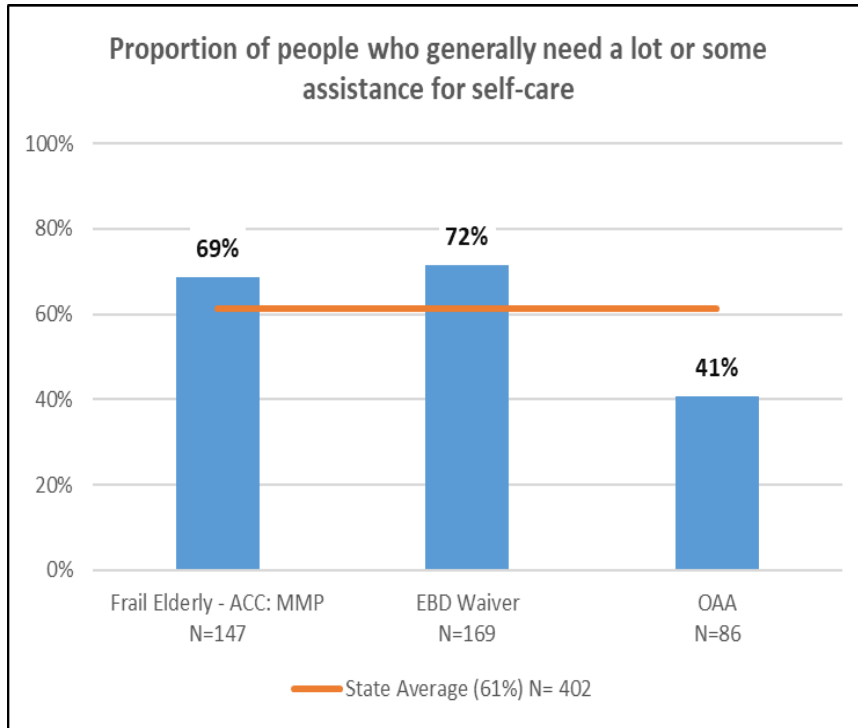
Graph 107. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



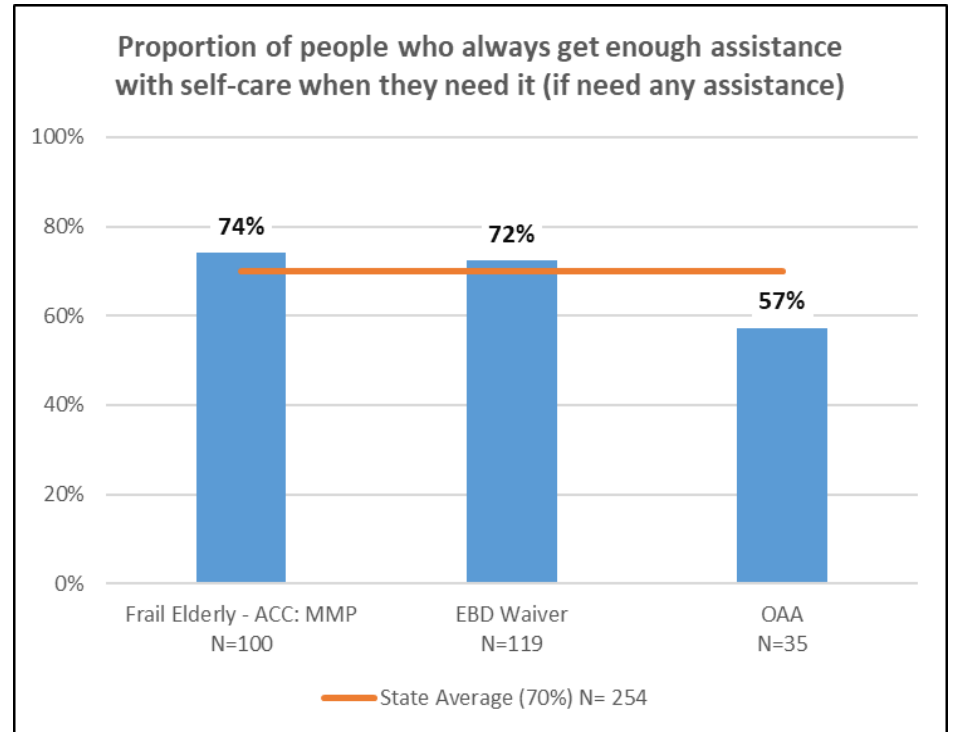
Graph 108. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



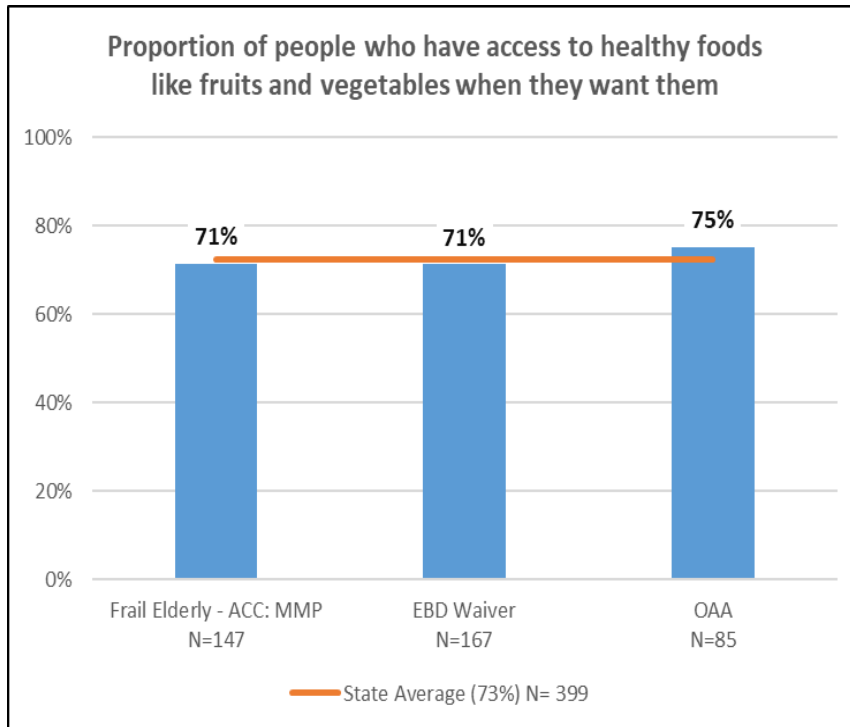
Graph 109. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 110. 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 111. Proportion of people who have access to healthy foods like fruits and vegetables when they want them



Affordability

People have enough available resources.

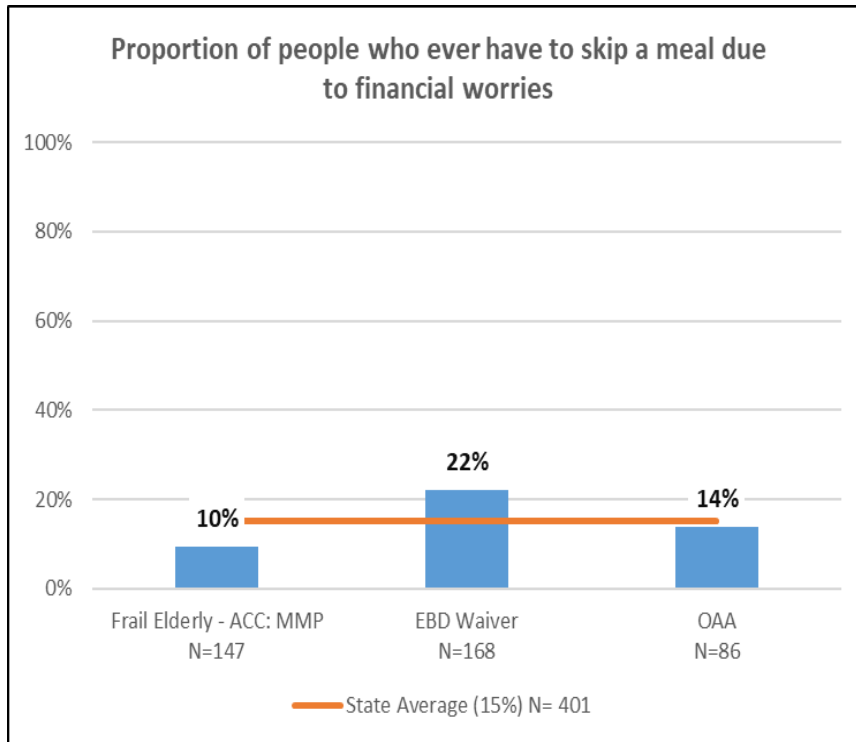
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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 settings are shown in Appendix B.

Graph 112. Proportion of people who ever have to skip a meal due to financial worries



Planning for future

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

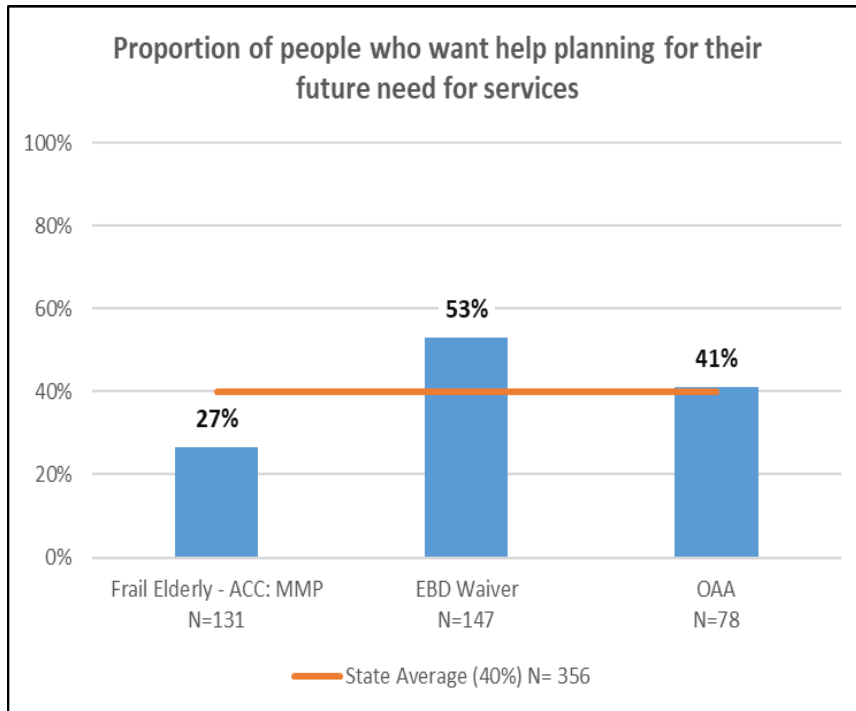
There is one Planning for Future indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 113. 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.

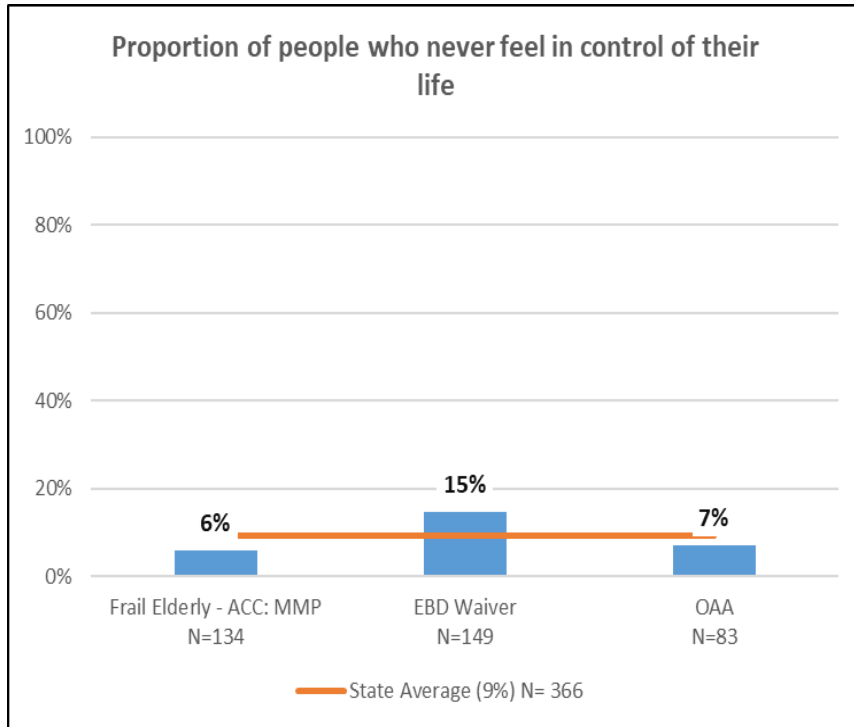
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed²².

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

²² Data shown in Appendix B only

Graph 114. Proportion of people who never feel in control of their life



Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing and recoding logic for items that were measured using anything other than a “Yes/No” binary response. The number in the third column refers to the graph number in the report where the item 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	Item	Graph #	Recoding/Collapsing Logic
Community Participation	Proportion of people who are as active in the community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed at the time they want	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want	5	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)	6	Collapse “In most ways” and “Only in some ways, or not at all”
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)	7	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Some days, sometimes” and “No, never”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Proportion of people who know whom to contact if they want to make changes to their services	13	Collapse “Not sure, maybe” and “No”
	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	14	Collapse “Most of the time, usually” and “No, or only sometimes”

Domain	Item	Graph #	Recoding/Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all, needs or goals are not met” and “Some needs and goals”
	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people whose family member (unpaid or paid) provides additional assistance	21	Add percentages for “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	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”
	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 have concerns about falling or being unstable (or about whom there are concerns)	65	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	71	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people who describe their overall health as poor	79	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Item	Graph #	Recoding/Collapsing Logic
	Proportion of people who reported their health has gotten much better or somewhat better compared to 12 months ago	80	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who feel sad or depressed at least sometimes or often	84	Collapse “Often” and “Sometimes”; Collapse “Not often” and “Never, or almost never”
	Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)	86	Collapse “Very good” and “Fair”
	Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)	87	Collapse “Very good” and “Fair”
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)	90	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	91	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people who get asked permission before people enter their home/room (if in group setting)	92	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	94	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	96	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	100	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change how often and when they get services	101	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can change their paid support staff	102	Collapse “No” and “Sometimes, or some services”
Work	Proportion of people who would like a job (if not currently employed)	104	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if does not currently volunteer)	107	Collapse “Yes” and “Maybe, not sure”

Domain	Item	Graph #	Recoding/Collapsing Logic
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)	108	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)	110	Collapse "A lot" and "Some"
	Proportion of people who have access to healthy foods like fruits and vegetables when they want them	112	Collapse "No, never" and "Sometimes"
Affordability	Proportion of people who ever have to skip a meal due to financial worries	113	Collapse "Yes, often" and "Sometimes"
Control	Proportion of people who never feel in control of their life	115	Collapse "Yes, almost always, always" and "In-between, sometimes"

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

Demographic Tables

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

	Average Age	N
Frail Elderly - ACC: MMP	75.3	139
EBD Waiver	49.2	169
OAA	75.4	80
Sample Average	64.0	388

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

	Under 90	90 and Over	N
Frail Elderly - ACC: MMP	95%	5%	147
EBD Waiver	100%	0%	169
OAA	93%	7%	86
Sample Average	97%	3%	402

Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
Frail Elderly - ACC: MMP	35%	65%	0%	0%	147
EBD Waiver	47%	53%	0%	0%	169
OAA	35%	65%	0%	0%	86
Sample Average	40%	60%	0%	0%	402

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
Frail Elderly - ACC: MMP	3%	2%	4%	1%	45%	0%	39%	7%	147
EBD Waiver	1%	2%	8%	0%	46%	0%	40%	4%	169
OAA	5%	0%	12%	0%	71%	11%	5%	0%	85
Sample Average	2%	1%	7%	0%	51%	2%	32%	4%	401

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
Frail Elderly - ACC: MMP	19%	30%	15%	36%	0%	132
EBD Waiver	58%	20%	19%	3%	0%	159
OAA	9%	24%	29%	36%	1%	85
Sample Average	33%	24%	20%	22%	0%	376

Table 6. Primary language

	English	Spanish	Other	Don't know	N
Frail Elderly - ACC: MMP	94%	3%	3%	0%	147
EBD Waiver	98%	1%	1%	1%	169
OAA	100%	0%	0%	0%	85
Sample Average	97%	1%	1%	0%	401

Table 7. Preferred means of communication

	Spoken	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
Frail Elderly - ACC: MMP	100%	0%	0%	0%	0%	147
EBD Waiver	93%	0%	0%	4%	2%	169
OAA	100%	0%	0%	0%	0%	86
Sample Average	97%	0%	0%	2%	1%	402

Table 8. Type of residential area²³

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Frail Elderly - ACC: MMP	56%	4%	7%	32%	0%	147
EBD Waiver	74%	11%	3%	12%	0%	169
OAA	88%	1%	2%	8%	0%	86
Sample Average	71%	6%	4%	19%	0%	402

²³ 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, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless, Temporary Shelter	Other	Don't Know	N
Frail Elderly - ACC: MMP	83%	0%	13%	3%	0%	0%	1%	147
EBD Waiver	93%	1%	4%	1%	1%	1%	0%	169
OAA	93%	0%	3%	1%	0%	2%	0%	86
Sample Average	89%	0%	7%	2%	0%	1%	0%	402

Table 10. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others (not family, friend, or PCA)	N
Frail Elderly - ACC: MMP	51%	18%	24%	1%	1%	6%	147
EBD Waiver	32%	23%	45%	4%	3%	3%	169
OAA	52%	22%	23%	3%	1%	1%	86
Sample Average	43%	21%	33%	3%	2%	4%	402

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

	No	Yes	N
Frail Elderly - ACC: MMP	94%	6%	147
EBD Waiver	91%	9%	169
OAA	94%	6%	86
Sample Average	93%	7%	402

Table 12. Where the person moved from (if address changed in the past 6 months)

	Own or Family Home	Group Home, Adult Family Home, Foster, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless, Temporary Shelter	Other	Don't Know	N
Frail Elderly - ACC: MMP	78%	0%	22%	0%	0%	0%	0%	9
EBD Waiver	73%	0%	0%	13%	7%	7%	0%	15
OAA	80%	0%	0%	0%	0%	20%	0%	5
Sample Average	76%	0%	7%	7%	3%	7%	0%	29

Table 13. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
Frail Elderly - ACC: MMP	37%	56%	7%	147
EBD Waiver	13%	83%	4%	169
OAA	40%	58%	2%	86
Sample Average	27%	68%	5%	402

Table 14. Proportion of people with diagnosis of Alzheimer's or other dementia

	No	Yes	Don't Know	N
Frail Elderly - ACC: MMP	85%	13%	2%	147
EBD Waiver	93%	6%	1%	169
OAA	86%	14%	0%	86
Sample Average	89%	10%	1%	402

Table 15. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	Don't Know	N
Frail Elderly - ACC: MMP	89%	7%	3%	147
EBD Waiver	77%	20%	4%	169
OAA	98%	2%	0%	86
Sample Average	86%	11%	3%	402

Table 16. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	Don't Know	N
Frail Elderly - ACC: MMP	95%	3%	2%	147
EBD Waiver	83%	14%	4%	169
OAA	98%	2%	0%	86
Sample Average	90%	7%	2%	402

Table 17. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know	N
Frail Elderly - ACC: MMP	3%	17%	59%	32%	0%	147
EBD Waiver	9%	17%	52%	30%	0%	169
OAA	1%	10%	62%	36%	0%	86
Sample Average	5%	16%	56%	32%	0%	402

Table 18. History of frequent falls

	No	Yes	Don't Know	N
Frail Elderly - ACC: MMP	66%	33%	1%	147
EBD Waiver	63%	37%	0%	169
OAA	70%	30%	0%	86
Sample Average	65%	34%	0%	402

Table 19. Receives Medicare

	No	Yes	Don't Know	N
Frail Elderly - ACC: MMP	0%	100%	0%	147
EBD Waiver	100%	0%	0%	169
OAA	6%	93%	1%	85
Sample Average	43%	56%	0%	401

Community Participation- un-collapsed tables

Table 20. Proportion of people who are as active in the community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/ Refused/ No Response	N
Frail Elderly - ACC: MMP	59%	11%	30%	1%	0%	135
EBD Waiver	65%	8%	25%	1%	1%	150
OAA	58%	13%	29%	0%	0%	83
Sample Average	61%	10%	27%	1%	1%	368

Table 21a. Reasons that people are not as active in the community as they would like to be

	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
Frail Elderly - ACC: MMP	18%	29%	10%	83%	7%	94
EBD Waiver	30%	27%	15%	85%	12%	110
OAA	17%	25%	12%	75%	8%	59
Sample Average	23%	27%	12%	82%	10%	263

Table 21b. Reasons that people are not as active in the community as they would like to be (continued)

	Feeling Unwelcomed in Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What's Available	Other	Don't Know	Unclear/ Refused/ No Response	N
Frail Elderly - ACC: MMP	1%	4%	10%	10%	4%	2%	0%	94
EBD Waiver	2%	6%	7%	12%	8%	3%	0%	110
OAA	2%	3%	10%	17%	2%	2%	0%	59
Sample Average	2%	5%	9%	12%	5%	2%	0%	263

Table 22. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	88%	12%	0%	88%	135
EBD Waiver	83%	16%	0%	83%	150
OAA	83%	17%	0%	83%	83
Sample Average	85%	15%	0%	85%	368

Choice and Decision Making— un-collapsed

Table 23. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	82%	18%	0%	0%	11
EBD Waiver	67%	33%	0%	0%	3
OAA	0%	100%	0%	0%	1
Sample Average	73%	27%	0%	0%	15

Table 24. 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
Frail Elderly - ACC: MMP	2%	4%	94%	0%	0%	135
EBD Waiver	2%	3%	93%	1%	1%	150
OAA	1%	0%	99%	0%	0%	83
Sample Average	2%	2%	95%	0%	1%	368

Table 25. 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
Frail Elderly - ACC: MMP	4%	4%	92%	0%	0%	135
EBD Waiver	3%	7%	89%	1%	0%	150
OAA	1%	6%	93%	0%	0%	83
Sample Average	3%	6%	91%	0%	0%	368

Table 26. 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
Frail Elderly - ACC: MMP	22%	17%	57%	0%	4%	23
EBD Waiver	10%	30%	60%	0%	0%	10
OAA	0%	0%	100%	0%	0%	2
Sample Average	17%	20%	60%	0%	3%	35

Relationships- un-collapsed

Table 27. 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
Frail Elderly - ACC: MMP	2%	6%	92%	0%	0%	133
EBD Waiver	3%	8%	87%	1%	1%	147
OAA	3%	4%	94%	0%	0%	77
Sample Average	3%	6%	90%	0%	0%	357

Table 28. 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
Frail Elderly - ACC: MMP	45%	27%	9%	55%	0%	27%	0%	11
EBD Waiver	35%	12%	0%	35%	6%	29%	6%	17
OAA	20%	20%	0%	20%	0%	60%	0%	5
Sample Average	36%	18%	3%	39%	3%	33%	3%	33

Satisfaction- un-collapsed

Table 29. 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
Frail Elderly - ACC: MMP	5%	9%	83%	0%	3%	147
EBD Waiver	10%	13%	69%	0%	8%	169
OAA	3%	10%	85%	0%	1%	86
Sample Average	7%	11%	78%	0%	4%	402

Table 30a. 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
Frail Elderly - ACC: MMP	19%	10%	0%	33%	52%	21
EBD Waiver	18%	10%	10%	28%	38%	39
OAA	0%	17%	8%	0%	25%	12
Sample Average	15%	11%	7%	25%	40%	72

Table 30b. 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
Frail Elderly - ACC: MMP	10%	14%	5%	5%	10%	21
EBD Waiver	10%	26%	13%	5%	18%	39
OAA	8%	8%	0%	0%	0%	12
Sample Average	10%	19%	8%	4%	13%	72

Table 30c. 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
Frail Elderly - ACC: MMP	10%	19%	5%	5%	5%	0%	21
EBD Waiver	18%	18%	13%	23%	5%	0%	39
OAA	17%	17%	8%	33%	8%	0%	12
Sample Average	15%	18%	10%	19%	6%	0%	72

Table 31. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	77%	10%	10%	3%	147
EBD Waiver	58%	5%	29%	8%	169
OAA	81%	8%	9%	1%	86
Sample Average	70%	7%	18%	5%	402

Table 32a. 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, Shared Living	N
Frail Elderly - ACC: MMP	67%	10%	10%	3%	30
EBD Waiver	84%	4%	4%	0%	57
OAA	73%	0%	20%	0%	15
Sample Average	77%	5%	8%	1%	102

Table 32b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	3%	7%	0%	0%	30
EBD Waiver	0%	5%	2%	2%	57
OAA	0%	0%	7%	0%	15
Sample Average	1%	5%	2%	1%	102

Table 33. 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
Frail Elderly - ACC: MMP	6%	34%	59%	1%	0%	135
EBD Waiver	12%	45%	42%	1%	0%	150
OAA	7%	40%	53%	0%	0%	83
Sample Average	9%	40%	51%	1%	0%	368

Table 34. 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
Frail Elderly - ACC: MMP	65%	18%	12%	3%	0%	1%	89
EBD Waiver	60%	13%	19%	7%	0%	1%	107
OAA	61%	22%	14%	0%	3%	0%	36
Sample Average	62%	16%	16%	5%	0%	1%	232

Table 35. 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
Frail Elderly - ACC: MMP	1%	25%	74%	0%	0%	89
EBD Waiver	4%	21%	75%	0%	0%	107
OAA	8%	19%	69%	3%	0%	36
Sample Average	3%	22%	74%	0%	0%	232

Service Coordination- un-collapsed

Table 36. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	11%	26%	62%	1%	137
EBD Waiver	9%	15%	76%	1%	158
OAA	18%	28%	54%	0%	74
Sample Average	11%	22%	66%	1%	369

Table 37. 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
Frail Elderly - ACC: MMP	7%	19%	72%	2%	0%	112
EBD Waiver	11%	24%	65%	1%	0%	142
OAA	11%	25%	58%	6%	0%	36
Sample Average	9%	22%	67%	2%	0%	290

Table 38. 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
Frail Elderly - ACC: MMP	1%	4%	91%	3%	0%	1%	97
EBD Waiver	5%	14%	76%	5%	0%	0%	111
OAA	5%	22%	65%	0%	3%	5%	37
Sample Average	3%	11%	80%	4%	0%	1%	245

Table 39. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	43%	49%	6%	2%	147
EBD Waiver	49%	47%	4%	1%	169
OAA	50%	43%	5%	2%	86
Sample Average	47%	47%	5%	1%	402

Table 40. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	71%	26%	3%	0%	135
EBD Waiver	46%	52%	1%	1%	150
OAA	55%	39%	2%	4%	83
Sample Average	57%	39%	2%	1%	368

Table 41. Proportion of people whose services meet all their needs and goals

	No, Not At All, Needs Or Goals Are Not Met	Some Needs And Goals	Yes, Completely, All Needs And Goals	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	7%	28%	64%	1%	0%	146
EBD Waiver	13%	51%	35%	1%	0%	168
OAA	12%	46%	41%	1%	0%	83
Sample Average	11%	42%	47%	1%	0%	397

Table 42a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Frail Elderly - ACC: MMP	37%	41%	18%	18%	51
EBD Waiver	25%	38%	17%	23%	108
OAA	21%	58%	8%	17%	48
Sample Average	27%	43%	15%	20%	207

Table 42b. Additional services that may help if not all needs and goals are met (continued)

	Adult Day Services	Transportation	Respite or Family Caregiver Support	Health Care	Mental Health Care	N
Frail Elderly - ACC: MMP	10%	47%	10%	24%	10%	51
EBD Waiver	20%	50%	25%	19%	10%	108
OAA	13%	54%	10%	15%	6%	48
Sample Average	16%	50%	18%	19%	9%	207

Table 42c. Additional services that may help if not all needs and goals are met (continued)

	Dental Care	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	N
Frail Elderly - ACC: MMP	24%	27%	25%	2%	12%	8%	51
EBD Waiver	31%	36%	21%	0%	6%	15%	108
OAA	17%	27%	27%	2%	6%	8%	48
Sample Average	26%	32%	24%	1%	8%	12%	207

Table 43. 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
Frail Elderly - ACC: MMP	46%	51%	3%	0%	39
EBD Waiver	55%	41%	3%	1%	91
OAA	64%	32%	5%	0%	22
Sample Average	54%	42%	3%	1%	152

Table 44a. 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	State, County Agency	Case Manager, Care Coordinator	N
Frail Elderly - ACC: MMP	13%	28%	12%	1%	20%	35%	133
EBD Waiver	10%	14%	10%	0%	32%	32%	154
OAA	13%	19%	12%	0%	14%	14%	69
Sample Average	12%	20%	11%	0%	24%	30%	356

Table 44b. How people first find out about the services available to them (continued)

	Doctor	Other Provider	Other	N
Frail Elderly - ACC: MMP	35%	19%	2%	133
EBD Waiver	25%	20%	5%	154
OAA	33%	17%	10%	69
Sample Average	30%	19%	5%	356

Table 45a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
Frail Elderly - ACC: MMP	48%	16%	1%	32%	132
EBD Waiver	37%	30%	1%	26%	150
OAA	30%	3%	0%	55%	66
Sample Average	40%	20%	1%	34%	348

Table 45b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	2%	0%	0%	1%	132
EBD Waiver	5%	1%	0%	0%	150
OAA	11%	0%	2%	0%	66
Sample Average	5%	0%	0%	0%	348

Table 46. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member, Spouse or Partner	Paid Friend	Unpaid Family Member, Spouse or Partner	Unpaid Friend Or Volunteer	Other	No One Else Provides Support	N
Frail Elderly - ACC: MMP	33%	5%	2%	48%	14%	3%	17%	131
EBD Waiver	28%	11%	1%	50%	19%	1%	10%	150
OAA	29%	6%	2%	40%	26%	2%	20%	65
Sample Average	30%	8%	1%	47%	18%	2%	14%	346

Care Coordination- un-collapsed

Table 47. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	66%	33%	1%	0%	147
EBD Waiver	67%	31%	1%	1%	169
OAA	58%	42%	0%	0%	86
Sample Average	65%	34%	1%	0%	402

Table 48. 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
Frail Elderly - ACC: MMP	8%	6%	80%	4%	2%	49
EBD Waiver	19%	15%	62%	2%	2%	52
OAA	3%	14%	83%	0%	0%	36
Sample Average	11%	12%	74%	2%	1%	137

Table 49. 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
Frail Elderly - ACC: MMP	12%	71%	4%	12%	0%	49
EBD Waiver	29%	67%	2%	0%	2%	52
OAA	11%	86%	0%	3%	0%	36
Sample Average	18%	74%	2%	5%	1%	137

Table 50. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	12%	86%	1%	1%	147
EBD Waiver	15%	83%	1%	0%	169
OAA	7%	93%	0%	0%	86
Sample Average	12%	87%	1%	0%	402

Table 51. 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
Frail Elderly - ACC: MMP	6%	20%	72%	1%	0%	127
EBD Waiver	6%	21%	72%	0%	0%	141
OAA	8%	21%	70%	1%	0%	80
Sample Average	7%	21%	72%	1%	0%	348

Access—un-collapsed

Table 52. 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
Frail Elderly - ACC: MMP	7%	17%	71%	4%	0%	1%	147
EBD Waiver	10%	16%	69%	5%	1%	0%	169
OAA	22%	21%	56%	1%	0%	0%	86
Sample Average	12%	17%	67%	4%	0%	0%	402

Table 53. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
Frail Elderly - ACC: MMP	7%	7%	85%	1%	0%	0%	147
EBD Waiver	5%	7%	88%	0%	0%	1%	169
OAA	9%	14%	77%	0%	0%	0%	86
Sample Average	7%	8%	84%	0%	0%	0%	402

Table 54. 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
Frail Elderly - ACC: MMP	35%	15%	50%	0%	0%	20
EBD Waiver	30%	20%	30%	20%	0%	10
OAA	0%	0%	100%	0%	0%	2
Sample Average	31%	16%	47%	6%	0%	32

Table 55. 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
Frail Elderly - ACC: MMP	13%	69%	5%	14%	0%	0%	147
EBD Waiver	17%	47%	7%	28%	1%	0%	169
OAA	21%	55%	7%	17%	0%	0%	86
Sample Average	16%	56%	6%	21%	0%	0%	402

Table 56. 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
Frail Elderly - ACC: MMP	29%	41%	6%	22%	1%	1%	147
EBD Waiver	36%	27%	7%	28%	1%	0%	169
OAA	40%	30%	5%	24%	1%	0%	86
Sample Average	34%	33%	6%	25%	1%	0%	402

Table 57. 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
Frail Elderly - ACC: MMP	60%	19%	6%	14%	1%	0%	147
EBD Waiver	56%	15%	8%	20%	1%	0%	169
OAA	69%	13%	6%	13%	0%	0%	86
Sample Average	60%	16%	7%	16%	0%	0%	402

Table 58. 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
Frail Elderly - ACC: MMP	58%	22%	3%	17%	0%	0%	147
EBD Waiver	61%	15%	5%	17%	1%	0%	169
OAA	72%	13%	5%	9%	1%	0%	86
Sample Average	62%	17%	4%	15%	1%	0%	402

Table 59. 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
Frail Elderly - ACC: MMP	82%	8%	1%	8%	1%	0%	147
EBD Waiver	83%	7%	0%	9%	1%	0%	169
OAA	86%	5%	1%	8%	0%	0%	86
Sample Average	83%	7%	1%	8%	1%	0%	402

Table 60. Proportion of people who need an emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
Frail Elderly - ACC: MMP	21%	58%	7%	12%	1%	0%	147
EBD Waiver	34%	40%	6%	20%	1%	0%	169
OAA	23%	38%	1%	35%	1%	1%	86
Sample Average	27%	46%	5%	20%	1%	0%	402

Table 61. 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
Frail Elderly - ACC: MMP	85%	2%	0%	8%	4%	1%	147
EBD Waiver	85%	2%	1%	8%	4%	0%	169
OAA	86%	0%	2%	9%	2%	0%	86
Sample Average	85%	2%	1%	8%	4%	0%	402

Table 62. 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
Frail Elderly - ACC: MMP	28%	53%	18%	1%	0%	0%	147
EBD Waiver	46%	34%	14%	6%	1%	0%	169
OAA	28%	56%	10%	3%	1%	1%	86
Sample Average	35%	46%	15%	3%	0%	0%	402

Table 63. 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
Frail Elderly - ACC: MMP	78%	9%	3%	10%	1%	0%	147
EBD Waiver	66%	9%	4%	21%	1%	0%	169
OAA	72%	6%	2%	17%	2%	0%	86
Sample Average	72%	8%	3%	16%	1%	0%	402

Table 64. 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
Frail Elderly - ACC: MMP	43%	48%	4%	4%	1%	0%	147
EBD Waiver	44%	42%	8%	5%	1%	0%	169
OAA	34%	52%	10%	3%	0%	0%	86
Sample Average	41%	47%	7%	4%	1%	0%	402

Table 65. 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
Frail Elderly - ACC: MMP	54%	29%	12%	4%	0%	0%	147
EBD Waiver	49%	32%	12%	7%	1%	0%	169
OAA	59%	29%	7%	5%	0%	0%	86
Sample Average	53%	30%	11%	5%	0%	0%	402

Table 66. 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
Frail Elderly - ACC: MMP	65%	11%	5%	17%	2%	0%	147
EBD Waiver	91%	1%	0%	8%	1%	0%	169
OAA	64%	16%	3%	15%	1%	0%	86
Sample Average	76%	8%	2%	13%	1%	0%	402

Table 67. 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
Frail Elderly - ACC: MMP	15%	61%	22%	3%	0%	0%	147
EBD Waiver	23%	41%	25%	7%	4%	1%	169
OAA	10%	53%	33%	3%	0%	0%	86
Sample Average	17%	51%	26%	4%	1%	0%	402

Table 68. 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
Frail Elderly - ACC: MMP	97%	0%	1%	1%	1%	0%	147
EBD Waiver	93%	4%	0%	3%	1%	0%	169
OAA	95%	3%	0%	0%	1%	0%	86
Sample Average	95%	2%	0%	1%	1%	0%	402

Table 69. Proportion of people who need other assistive devices

	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
Frail Elderly - ACC: MMP	85%	5%	1%	4%	3%	1%	147
EBD Waiver	80%	8%	2%	8%	2%	1%	169
OAA	84%	3%	2%	8%	2%	0%	86
Sample Average	83%	6%	2%	6%	3%	0%	402

Safety—un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	4%	95%	0%	1%	135
EBD Waiver	5%	93%	1%	1%	150
OAA	1%	99%	0%	0%	83
Sample Average	4%	95%	0%	1%	368

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

	No, Not Always or Not All Paid Support Workers	Yes, All Paid Support Workers, Always	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	1%	98%	0%	1%	89
EBD Waiver	3%	97%	0%	0%	107
OAA	8%	89%	0%	3%	36
Sample Average	3%	96%	0%	1%	232

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	77%	23%	0%	0%	135
EBD Waiver	76%	23%	0%	1%	150
OAA	73%	25%	1%	0%	83
Sample Average	76%	24%	0%	0%	368

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	88%	11%	0%	1%	135
EBD Waiver	91%	8%	1%	1%	150
OAA	93%	6%	1%	0%	83
Sample Average	90%	9%	1%	1%	368

Table 74. 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
Frail Elderly - ACC: MMP	24%	33%	43%	0%	0%	147
EBD Waiver	33%	24%	44%	0%	0%	169
OAA	22%	38%	38%	1%	0%	86
Sample Average	27%	30%	42%	0%	0%	402

Table 75. 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
Frail Elderly - ACC: MMP	29%	70%	2%	0%	112
EBD Waiver	31%	66%	1%	3%	114
OAA	36%	62%	2%	0%	66
Sample Average	31%	66%	1%	1%	292

Table 76. 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
Frail Elderly - ACC: MMP	22%	69%	9%	0%	147
EBD Waiver	29%	62%	9%	1%	169
OAA	27%	59%	14%	0%	86
Sample Average	26%	64%	10%	0%	402

Health Care—un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	49%	50%	1%	1%	147
EBD Waiver	49%	51%	0%	0%	169
OAA	47%	53%	0%	0%	86
Sample Average	48%	51%	0%	0%	402

Table 78. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	70%	27%	3%	0%	73
EBD Waiver	74%	26%	0%	0%	87
OAA	67%	33%	0%	0%	46
Sample Average	71%	28%	1%	0%	206

Table 79. Proportion of people whose one or more visit to the ER in the past year was due to tooth or mouth pain (if went to ER in the past year)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	95%	5%	0%	0%	73
EBD Waiver	95%	5%	0%	0%	87
OAA	100%	0%	0%	0%	46
Sample Average	96%	4%	0%	0%	206

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

	No, Rarely	Usually	Yes, Always	Does Not Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	1%	18%	78%	2%	1%	0%	147
EBD Waiver	5%	15%	78%	2%	0%	1%	169
OAA	6%	21%	73%	0%	0%	0%	86
Sample Average	4%	17%	77%	1%	0%	0%	402

Table 81. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	43%	57%	0%	0%	83
EBD Waiver	24%	76%	0%	0%	99
OAA	24%	73%	2%	0%	41
Sample Average	31%	68%	0%	0%	223

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	20%	76%	1%	2%	1%	147
EBD Waiver	18%	79%	0%	3%	0%	169
OAA	14%	84%	0%	1%	1%	86
Sample Average	18%	79%	0%	2%	0%	402

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	69%	27%	0%	4%	0%	147
EBD Waiver	77%	23%	0%	0%	0%	169
OAA	66%	34%	0%	0%	0%	86
Sample Average	72%	27%	0%	1%	0%	402

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	33%	65%	1%	1%	0%	147
EBD Waiver	50%	49%	0%	1%	0%	169
OAA	36%	64%	0%	0%	0%	86
Sample Average	41%	58%	0%	1%	0%	402

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	32%	67%	0%	1%	0%	147
EBD Waiver	42%	54%	1%	2%	0%	169
OAA	29%	69%	0%	2%	0%	86
Sample Average	36%	62%	0%	2%	0%	402

Table 86. 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
Frail Elderly - ACC: MMP	55%	44%	0%	1%	1%	147
EBD Waiver	40%	60%	0%	1%	0%	169
OAA	57%	42%	0%	0%	1%	86
Sample Average	49%	50%	0%	0%	0%	402

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	18%	69%	1%	12%	0%	147
EBD Waiver	20%	73%	0%	6%	1%	169
OAA	7%	91%	0%	2%	0%	86
Sample Average	16%	76%	0%	7%	0%	402

Wellness—un-collapsed

Table 88. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	28%	35%	22%	10%	5%	0%	0%	147
EBD Waiver	28%	37%	21%	11%	2%	0%	1%	169
OAA	16%	26%	44%	13%	1%	0%	0%	86
Sample Average	26%	34%	27%	11%	3%	0%	0%	402

Table 89. 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
Frail Elderly - ACC: MMP	10%	27%	37%	19%	7%	0%	1%	147
EBD Waiver	9%	25%	41%	21%	3%	1%	0%	169
OAA	7%	26%	48%	14%	5%	0%	1%	86
Sample Average	9%	26%	41%	19%	5%	0%	0%	402

Table 90. 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
Frail Elderly - ACC: MMP	41%	53%	5%	1%	147
EBD Waiver	46%	50%	4%	0%	169
OAA	44%	53%	1%	1%	86
Sample Average	44%	52%	4%	1%	402

Table 91. 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
Frail Elderly - ACC: MMP	44%	54%	3%	0%	78
EBD Waiver	48%	51%	1%	0%	85
OAA	50%	50%	0%	0%	46
Sample Average	47%	52%	1%	0%	209

Table 92. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	90%	9%	1%	0%	147
EBD Waiver	63%	35%	2%	0%	169
OAA	83%	17%	0%	0%	86
Sample Average	77%	22%	1%	0%	402

Table 93. Frequency with which people who feel sad or depressed

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	13%	25%	47%	15%	0%	0%	135
EBD Waiver	13%	21%	36%	30%	0%	0%	150
OAA	29%	22%	40%	10%	0%	0%	83
Sample Average	17%	23%	41%	20%	0%	0%	368

Table 94. Proportion of people with chronic conditions

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	12%	86%	1%	1%	147
EBD Waiver	15%	83%	1%	0%	169
OAA	7%	93%	0%	0%	86
Sample Average	12%	87%	1%	0%	402

Table 95. Proportion of people who describe their hearing as poor, fair and very good (taking into account hearing aids, if any)

	Poor	Fair	Very Good	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	23%	34%	42%	0%	1%	147
EBD Waiver	9%	16%	75%	1%	0%	169
OAA	15%	38%	47%	0%	0%	86
Sample Average	15%	27%	57%	0%	0%	402

Table 96. Proportion of people who describe their vision as poor, fair and very good (taking into account glasses or contacts, if any)

	Poor	Fair	Very Good	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	18%	35%	47%	0%	0%	147
EBD Waiver	19%	31%	49%	1%	0%	169
OAA	20%	34%	47%	0%	0%	86
Sample Average	19%	33%	48%	0%	0%	402

Table 97. Proportion of people who describe themselves as having a physical disability

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	26%	72%	2%	0%	135
EBD Waiver	5%	94%	1%	0%	150
OAA	20%	73%	6%	0%	83
Sample Average	16%	81%	2%	0%	368

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
Frail Elderly - ACC: MMP	67%	31%	2%	0%	147
EBD Waiver	57%	41%	1%	0%	169
OAA	53%	44%	2%	0%	86
Sample Average	60%	38%	2%	0%	402

Table 99. 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	Does Not Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	10%	11%	79%	0%	1%	0%	147
EBD Waiver	4%	5%	90%	1%	0%	0%	169
OAA	2%	16%	79%	1%	0%	1%	86
Sample Average	6%	9%	84%	1%	0%	0%	402

Rights and Respect—un-collapsed

Table 100. 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
Frail Elderly - ACC: MMP	1%	4%	94%	0%	0%	89
EBD Waiver	1%	10%	88%	0%	1%	107
OAA	3%	14%	81%	3%	0%	36
Sample Average	1%	9%	89%	0%	0%	232

Table 101. Proportion of people who report that others ask permission before entering their home/room (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	0%	39%	61%	0%	0%	23
EBD Waiver	0%	40%	60%	0%	0%	10
OAA	0%	100%	0%	0%	0%	2
Sample Average	0%	43%	57%	0%	0%	35

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Frail Elderly - ACC: MMP	35%	61%	4%	0%	23
EBD Waiver	40%	60%	0%	0%	10
OAA	0%	100%	0%	0%	2
Sample Average	34%	63%	3%	0%	35

Table 103. 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
Frail Elderly - ACC: MMP	4%	17%	78%	0%	0%	23
EBD Waiver	20%	10%	70%	0%	0%	10
OAA	0%	0%	100%	0%	0%	2
Sample Average	9%	14%	77%	0%	0%	35

Table 104. 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
Frail Elderly - ACC: MMP	17%	83%	0%	0%	23
EBD Waiver	30%	70%	0%	0%	10
OAA	0%	100%	0%	0%	2
Sample Average	20%	80%	0%	0%	35

Table 105. 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 Restrictions	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With Assistance	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	9%	9%	83%	0%	0%	23
EBD Waiver	0%	10%	90%	0%	0%	10
OAA	0%	50%	50%	0%	0%	2
Sample Average	6%	11%	83%	0%	0%	35

Table 106. 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
Frail Elderly - ACC: MMP	13%	83%	4%	0%	23
EBD Waiver	10%	90%	0%	0%	10
OAA	0%	100%	0%	0%	2
Sample Average	11%	86%	3%	0%	35

Table 107. 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
Frail Elderly - ACC: MMP	95%	0%	5%	0%	22
EBD Waiver	90%	10%	0%	0%	10
OAA	100%	0%	0%	0%	2
Sample Average	94%	3%	3%	0%	34

Self-Direction of Care—un-collapsed

Table 108. 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	Don't Know	N
Frail Elderly - ACC: MMP	0%	40%	60%	147
EBD Waiver	0%	54%	46%	169
OAA	0%	0%	100%	86
Sample Average	0%	38%	62%	402

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

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	9%	21%	54%	15%	1%	137
EBD Waiver	11%	22%	51%	15%	1%	158
OAA	12%	19%	47%	22%	0%	74
Sample Average	11%	21%	51%	16%	1%	369

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

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	11%	28%	49%	11%	1%	137
EBD Waiver	14%	18%	54%	13%	1%	158
OAA	16%	14%	51%	19%	0%	74
Sample Average	13%	21%	51%	14%	1%	369

Table 111. Proportion of people who can change their paid support staff

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	5%	24%	68%	3%	0%	97
EBD Waiver	9%	9%	77%	5%	0%	111
OAA	16%	16%	65%	3%	0%	37
Sample Average	9%	16%	72%	4%	0%	245

Work—un-collapsed

Table 112. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	99%	1%	0%	1%	147
EBD Waiver	97%	2%	1%	0%	169
OAA	94%	6%	0%	0%	86
Sample Average	97%	2%	0%	0%	402

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	86%	6%	8%	0%	134
EBD Waiver	65%	16%	19%	0%	145
OAA	82%	6%	12%	0%	78
Sample Average	76%	10%	13%	0%	357

Table 114. 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
Frail Elderly - ACC: MMP	95%	5%	0%	0%	19
EBD Waiver	75%	25%	0%	0%	51
OAA	86%	14%	0%	0%	14
Sample Average	81%	19%	0%	0%	84

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	91%	8%	1%	0%	147
EBD Waiver	88%	11%	1%	0%	169
OAA	85%	15%	0%	0%	86
Sample Average	89%	11%	0%	0%	402

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	82%	11%	7%	0%	122
EBD Waiver	68%	16%	15%	0%	130
OAA	70%	20%	10%	0%	70
Sample Average	74%	15%	11%	0%	322

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
Frail Elderly - ACC: MMP	11%	48%	41%	0%	0%	147
EBD Waiver	5%	47%	48%	0%	0%	169
OAA	23%	57%	20%	0%	0%	86
Sample Average	11%	50%	39%	0%	0%	402

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
Frail Elderly - ACC: MMP	24%	75%	1%	1%	131
EBD Waiver	35%	65%	0%	0%	161
OAA	45%	52%	3%	0%	66
Sample Average	33%	66%	1%	0%	358

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
Frail Elderly - ACC: MMP	31%	41%	27%	0%	0%	147
EBD Waiver	28%	40%	32%	0%	0%	169
OAA	59%	29%	12%	0%	0%	86
Sample Average	36%	38%	26%	0%	0%	402

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Frail Elderly - ACC: MMP	26%	73%	0%	1%	101
EBD Waiver	27%	71%	1%	1%	121
OAA	43%	57%	0%	0%	35
Sample Average	29%	70%	0%	1%	257

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
Frail Elderly - ACC: MMP	2%	27%	71%	0%	0%	147
EBD Waiver	5%	24%	71%	0%	1%	168
OAA	6%	19%	74%	0%	1%	86
Sample Average	4%	24%	72%	0%	0%	401

Affordability—un-collapsed

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
Frail Elderly - ACC: MMP	90%	8%	1%	0%	0%	147
EBD Waiver	78%	10%	12%	0%	0%	168
OAA	86%	12%	2%	0%	0%	86
Sample Average	84%	10%	6%	0%	0%	401

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
Frail Elderly - ACC: MMP	71%	26%	3%	0%	135
EBD Waiver	46%	52%	1%	1%	150
OAA	55%	39%	2%	4%	83
Sample Average	57%	39%	2%	1%	368

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
Frail Elderly - ACC: MMP	6%	24%	69%	1%	0%	135
EBD Waiver	15%	35%	49%	0%	1%	150
OAA	7%	27%	66%	0%	0%	83
Sample Average	10%	29%	60%	0%	0%	368

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

	1 - Health Most Important	2	3	4	5 - Health Least Important	N
Frail Elderly - ACC: MMP	53%	30%	14%	3%	0%	130
EBD Waiver	58%	22%	12%	5%	3%	147
OAA	57%	31%	7%	4%	1%	81
Sample Average	56%	27%	11%	4%	2%	358

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

	1 - Safety Most Important	2	3	4	5 - Safety Least Important	N
Frail Elderly - ACC: MMP	6%	20%	40%	27%	6%	130
EBD Waiver	7%	19%	38%	26%	10%	147
OAA	9%	23%	42%	22%	4%	81
Sample Average	7%	20%	40%	25%	7%	358

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

	1 – Being Independent Most Important	2	3	4	5 - Being Independent Least Important	N
Frail Elderly - ACC: MMP	32%	35%	19%	8%	6%	130
EBD Waiver	25%	35%	22%	12%	5%	147
OAA	23%	35%	28%	14%	0%	81
Sample Average	27%	35%	23%	11%	4%	358

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

	1 – Engaged with Community Most Important	2	3	4	5- Engaged with Community Least Important	N
Frail Elderly - ACC: MMP	5%	8%	13%	23%	51%	130
EBD Waiver	5%	10%	12%	26%	47%	147
OAA	6%	7%	10%	22%	54%	81
Sample Average	5%	9%	12%	24%	50%	358

Table 129. Ranking of how important people reported maintaining assets/avoiding poverty was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 – Maintaining Assets/Avoiding Poverty Most Important	2	3	4	5 - Maintaining Assets/Avoiding Poverty Least Important	N
Frail Elderly - ACC: MMP	6%	6%	14%	38%	35%	130
EBD Waiver	5%	13%	16%	31%	35%	147
OAA	5%	4%	12%	38%	41%	81
Sample Average	6%	8%	14%	35%	36%	358