



NATIONAL CORE INDICATORS
Aging and Disabilities™



National Core Indicators
Aging and Disability Adult Consumer Survey

2016-2017 Mississippi's Results



Preface

The State of Mississippi has developed a system of long term services and supports (LTSS) to serve older adults, people with physical disabilities and people with intellectual and developmental disabilities. LTSS provide an array of health and social supports to allow these people to live in the community, have meaningful lives and avoid facility placements. In Mississippi, the Division of Medicaid administers five home and community based (HCBS) waiver programs, a HCBS state plan option and a money follows the person demonstration. Sister agencies operate three of the five waiver programs and the HCBS state plan option.

Mississippi for some time has had a desire to better understand the quality and effectiveness of the services provided in order to ensure positive outcomes for people receiving services and to be a good steward of the funds provided by the state to support these programs. Due to many constraints, the state had difficulty measuring the quality and impact of the services provided in these programs. To address this need by many states, 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 the older adults and adults with physical disabilities states serve.

Mississippi was selected as one of 13 states to participate in the first year of this national initiative and continued collecting data in the project's second year, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. At the same time, Mississippi received funding to support the data collection efforts through the federal Balancing Incentive Program. This report highlights the results for Mississippi from the second NCI-AD Adult Consumer Survey data cycle.

The opportunity to participate in this effort came at the perfect time for Mississippi, associating well with efforts to improve the LTSS system, both in process and in data systems. The state has in place a stakeholder group, Mississippi Access to Care (MAC) 2.0, which serves as the communication structure for aligning efforts and sharing data related to the states movement toward quality.

State agencies, advocacy groups and legislators can use the information in this report to make informed decisions about what needs to be addressed to continue to move the LTSS system forward in Mississippi.



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List of Abbreviations Used in This Report

ADL – Activities of Daily Living

AL – Assisted living

BIP – Balancing Incentive Program

BRE – Business Reply Envelope

CM – case manager

CMS – Centers for Medicare & Medicaid Services

CQI – continuous quality improvement

DOM – Division of Medicaid

ED – Elderly and Disabled

ER – emergency room

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

IL – Independent Living

LTC – Long Term Care

LTSS – Long Term Services and Supports

MAC – Mississippi Access to Care

MS – Mississippi

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

PACE – Program of All-Inclusive Care for the Elderly

TBI/SCI –Traumatic Brain Injury/Spinal Cord Injury

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—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 ADLs (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 Mississippi

The Mississippi Division of Medicaid (DOM), in partnership with FEi Systems, IMPAQ International, Vital Research, the Parham Group, NASUAD, and HSRI, implemented the 2016-2017 NCI-AD Adult Consumer Survey in Mississippi. The survey was implemented to collect experience and satisfaction data directly from individuals receiving services and supports through four DOM 1915(c) Medicaid Home and Community-Based Services (HCBS) waivers: Assisted Living (AL), Elderly and Disabled (ED), Independent Living (IL), and Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI). The project is part of a larger DOM continuous quality improvement (CQI) effort, funded through the Centers for Medicare & Medicaid Services (CMS) Balancing Incentive Program (BIP). NCI-AD data may be used to inform the evolving CQI framework, and complement reporting on BIP and new CMS HCBS requirements.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Mississippi and included for analysis in 2016-2017 was 965 (Total N=965). The four program populations included in the survey sample are detailed below.

Assisted Living (AL): This program is funded through a 1915(c) Medicaid Waiver. It provides assisted living services to individuals age 21 and older and to individuals with functional, cognitive, and/or medical support needs. Two hundred and eighteen persons (N=218) from this program completed the interviews and were included for analysis.

Elderly and Disabled (ED): This program is funded through a 1915(c) Medicaid Waiver. It provides adult day care, case management, in-home respite, personal care, extended home health, home delivered meals, and institutional respite care for individuals age 65 and older and to individuals with physical disabilities ages 21-64. Three hundred and twenty-six people (N=326) from this program completed the interviews and were included for analysis.

Independent Living (IL): This program is funded through a 1915(c) Medicaid Waiver. It provides case management, personal care attendant, financial management services, environmental accessibility adaptation, specialized medical equipment and supplies,

transition assistance for individuals age 16 or older who have severe orthopedic and/or neurological impairments. Three hundred and six people (N=306) from this program completed the interviews and were included for analysis.

Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI): This program is funded through a 1915(c) Medicaid Waiver. It provides case management, personal care attendant, respite, environmental accessibility adaptations, specialized medical equipment and supplies, transition assistance services for individuals of all ages with a traumatic brain injury or a spinal cord injury. One hundred and fifteen individuals (N=115) from this program completed the interviews and were included for analysis.

Figure 2 below summarizes the programs included in Mississippi’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

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Assisted Living (AL) Waiver	218	590	95% Confidence Level, 5.3% Margin of Error	95% Confidence Level, 4.8% Margin of Error

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Elderly and Disabled (ED) Waiver	326	13,596	95% Confidence Level, 5.4% Margin of Error	95% Confidence Level, 4.9% Margin of Error
Independent Living (IL) Waiver	306	2,613	95% Confidence Level, 5.3% Margin of Error	95% Confidence Level, 4.8% Margin of Error
Traumatic Brain Injury/Spinal Cord Injury (TBI/SCI) Waiver	115	875	95% Confidence Level, 8.5% Margin of Error	95% Confidence Level, 7.8% Margin of Error
Total	965	17,674	95% Confidence Level, 3.1% Margin of Error	95% Confidence Level, 2.8% Margin of Error

Survey Process in Mississippi

As part of a larger contract between DOM and FEi Systems, IMPAQ International was subcontracted to oversee implementation of the NCI-AD in-person survey. IMPAQ partnered with Vital Research to hire and manage local interviewers to conduct the NCI-AD in person interviews. IMPAQ also partnered with The Parham Group, a Mississippi-based consulting firm, to assist with gathering pre-survey and background information data. DOM, FEi Systems, IMPAQ, Vital Research, The Parham Group, NASUAD, and HSRI staff conducted a two-day training with 18 interviewers on June 9 and 10, 2016. The team trained on the following broad array of areas:

- Interviewer policies and procedures
- Overview of MS NCI-AD efforts
- General survey skills
- Disability etiquette

- Abuse, neglect, and exploitation
- Confidentiality and HIPAA compliance
- Technical skills, e.g., interviewing with a tablet
- An in-depth review of each NCI-AD question
- Mock interviews

IMPAQ developed Pre-Notification letters in conjunction with DOM that were sent to sample members, and, when appropriate, their legal guardians. Pre-notification letters identified the purpose of the current study and provided an overview of what participation would entail, if the individual agreed to participate. If the prospective interviewee had a legal guardian, a pre-notification letter was sent to the legal guardian along with a guardian consent form with a postage pre-paid business reply envelope (BRE). Each guardian was asked to return the signed consent form, which would enable their dependent to participate in the NCI-AD interview. The interviewer team strived to obtain written consent from either the respondent or the guardian (as appropriate) in all cases. In cases in which an interviewer could not obtain written consent, the interviewer obtained a verbal consent for the participant or guardian to participate in the NCI-AD consumer survey. All individuals and/or guardians provided verbal consent prior to being interviewed.

Interviewers began to schedule and conduct NCI-AD in-person interviews immediately after they completed training in June. Interviewers scheduled and completed 965 interviews across the state of Mississippi over a seven-week period, completing fielding in August 2016. The interviewers conducted all of the face-to-face interviews using electronic tablets supplied by Vital Research. Interviewers regularly uploaded interview data into a secure database maintained by Vital Research. Final survey data files were transmitted to HSRI in May 2017.

Mississippi elected to add 9 state-specific questions to the main NCI-AD in-person survey.

Stakeholders

DOM regularly convenes the Mississippi Access to Care (MAC) 2.0, a stakeholder group continuing state long-term services and supports (LTSS) reform efforts. This group is composed of state and local leaders from the aging and disability network in Mississippi. The main purpose of the MAC 2.0 is to bring together projects that have a focus on LTSS for older adults and persons with disabilities. MAC 2.0 has a number of smaller work groups, including the Quality Assurance Data Collaborative, which is researching and identifying core quality measures needed to ensure quality and positive outcomes of LTSS. DOM and its NCI-AD implementation partners leveraged the MAC 2.0 to increase awareness of the NCI-AD Consumer Survey project, and encourage information-sharing in the pre-survey and background information data collection phases. NCI-AD data are available to the MAC 2.0 and Quality Assurance Data Collaborative to support the selection of performance measures, inform a CQI framework, and provide empirical evidence on individuals' experiences and satisfaction with Medicaid 1915(c) waivers throughout the state.

State-Specific Questions

IMPAQ recommended supplementing the NCI-AD Consumer Survey tool with additional survey items to fully meet BIP and HCBS residential settings reporting requirements. IMPAQ developed 12 additional questions to add to Mississippi's NCI-AD Consumer Survey, and presented them to DOM leadership, FEi, HSRI, and NASUAD for review. In 2016-2017 project cycle, HRSI and NASUAD elected to incorporate two of the IMPAQ-developed questions into the national NCI-AD Consumer Survey instrument. Nine questions were added to Mississippi's instrument in 2016-2017 as state-specific questions:

Prevention of Loss in Function: BIP Reporting Requirement

- 1) **Compared to the past year (that is, 12 months ago), would you say you need more, less, or about the same amount of assistance with self-care?** *More; less; about the same*

Associated NCI-AD Item: How much assistance with self-care do you generally need?

Rationale: Captures individual's perception of how self-care aspect of function has changed over time.

- 2) **Sometimes people can be mistreated, hurt, disrespected, or neglected by others. Do you know who to talk to if this ever happened to you?** *Yes; no*
- 3) **If yes, who would you talk to?** *Family member; friend; roommate; support coordinator; service provider; pastor/other clergy; doctor/other healthcare professional; police/other public safety professional; adult protective services; other social service agency; other*
- 4) **The State of Mississippi has an Adult Protective Services program to help people who are mistreated, hurt, disrespected, or neglected by others. Do you know about this Adult Protective Services program?** *Yes; no*

Rationale: Captures if individuals know whom to contact if they should need assistance.

Health Stability: BIP Reporting Requirement

- 5) **Compared to 12 months ago, how often do you feel sad, or depressed?** *More often now; less often now; about the same as before*

Associated NCI-AD Item: How often do you feel lonely, sad, or depressed?

Rationale: Captures individual's perception of emotional health stability over time.

- 6) **Compared to 12 months ago, how often do you feel in control of your life: *More often now? Less often now? About the same now?***

Associated NCI-AD Item: Do you feel in control of your own life?

Rationale: Captures changes in sense of control over one's life, which is related to functional trends.

Many NCI-AD items align with the CMS HCBS rule reporting requirements. However, the NCI-AD survey does not address some aspects of the rule, particularly those assurances required for provider-owned/operated settings such as AL. IMPAQ developed the following set of candidate items to address these gaps, to be administered to respondents from the AL waiver.

7) **Either with assistance or by yourself, are you able to get around in most spaces here?** *Yes, most spaces; only some spaces, but not others; no, I'm not able to get around most spaces*

Associated NCI-AD Items: Physical accessibility aids, level of mobility

Rationale: Assesses HCBS rule requiring the setting is physically accessible to the individual.

8) **Do you trust the information you get about your services here?** *Yes; sometimes, or some; no*

Associated NCI-AD Item: Do the services you receive meet your needs and goals?

Rationale: Captures whether AL residents trust the information they receive

9) **How satisfied are you with the religious or spiritual services available to you here?** *Very satisfied, somewhat satisfied; neither satisfied or dissatisfied; somewhat dissatisfied; very dissatisfied*

Associated NCI-AD Item: Are you able to do things you enjoy outside of your home whenever you want to and with whoever you want?

Rationale: Captures ability to have spiritual/religious needs met in AL, which are often provided on-site

Organization of Results

The following section of the report presents findings from Mississippi'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 four programs, as well as the

Mississippi 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.

Mississippi state average is a weighted state estimate. A weighted estimate is needed because Mississippi 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 Mississippi’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).

Mississippi's state-specific questions the state chose to add to the main NCI-AD in-person survey are shown in Appendix C.

Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Mississippi. 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 Mississippi'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 Mississippi 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, Mississippi 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.

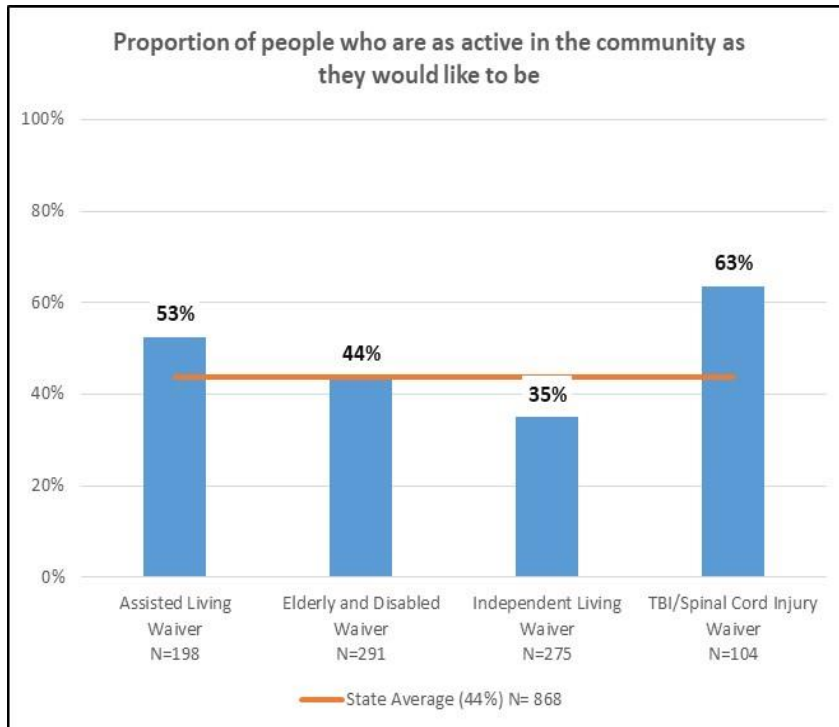
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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

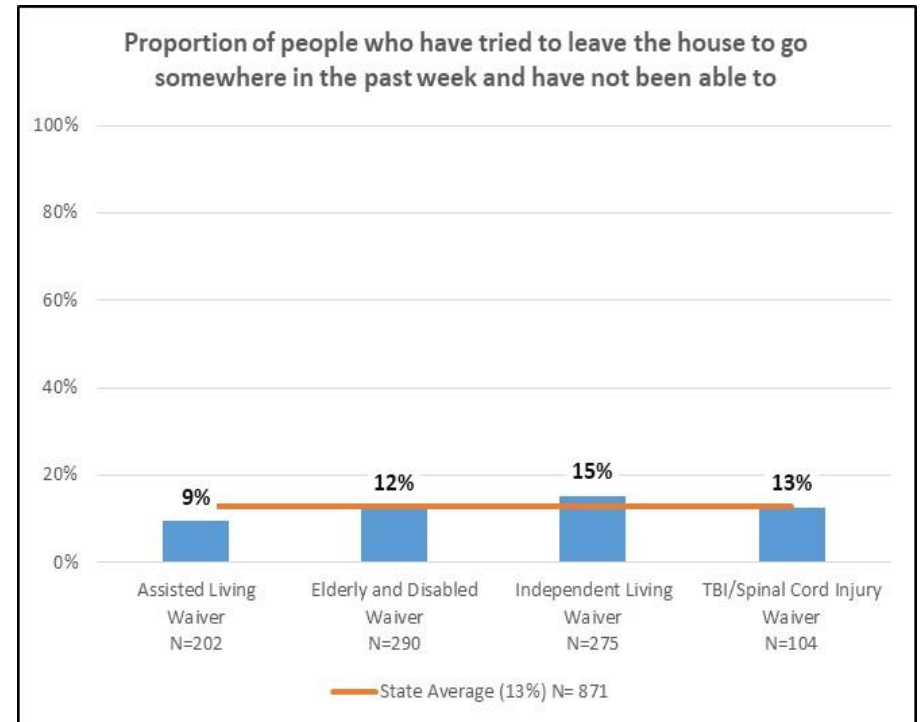
There are three survey items that correspond to the Community Participation domain.

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

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



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.



³ New variable

⁴ New variable

Choice and Decision Making

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

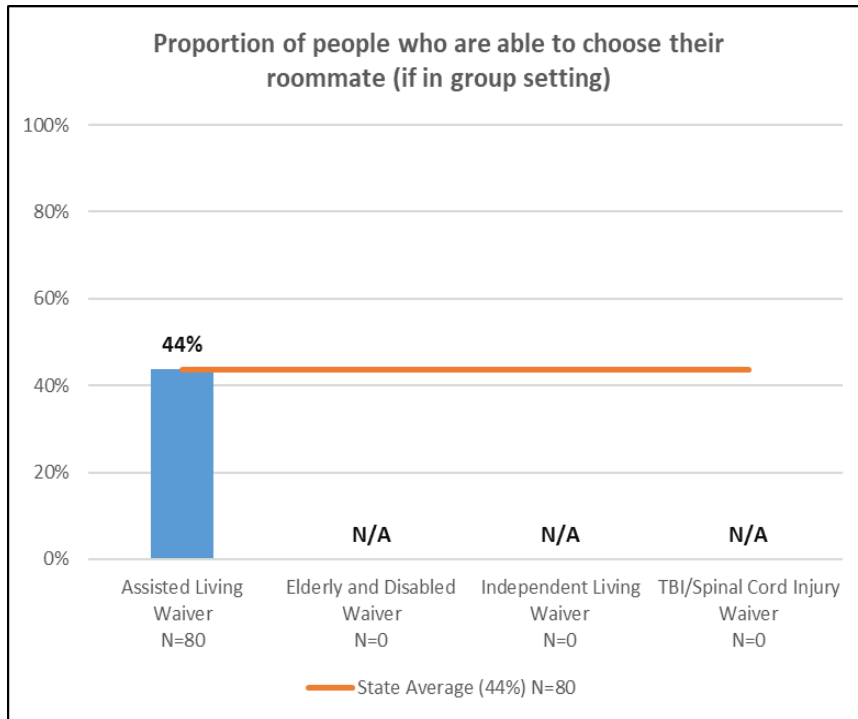
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

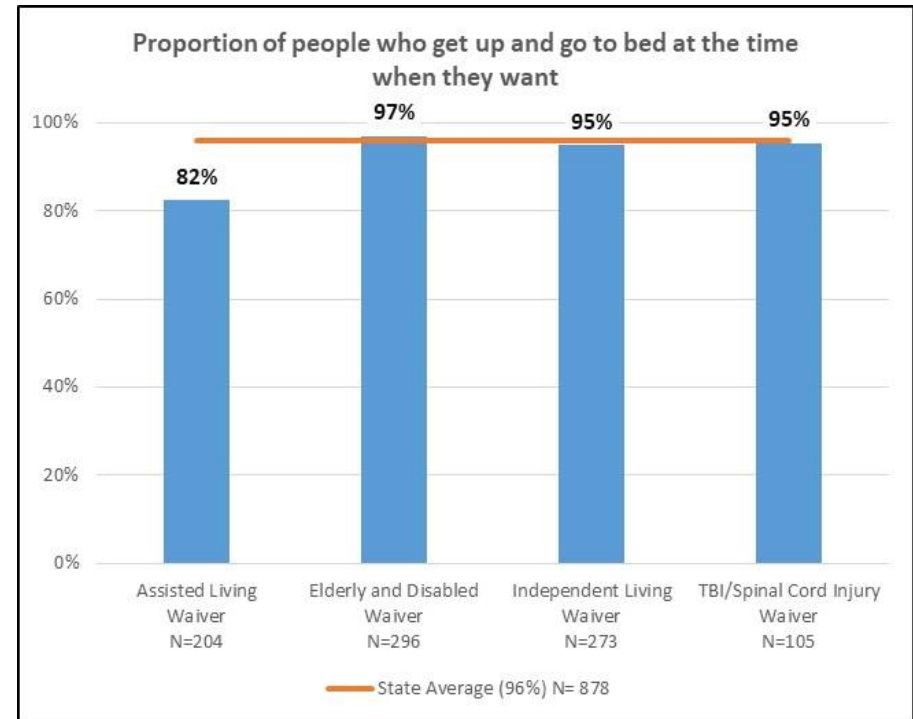
There are four survey items that correspond to the Choice and Decision-Making domain.

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

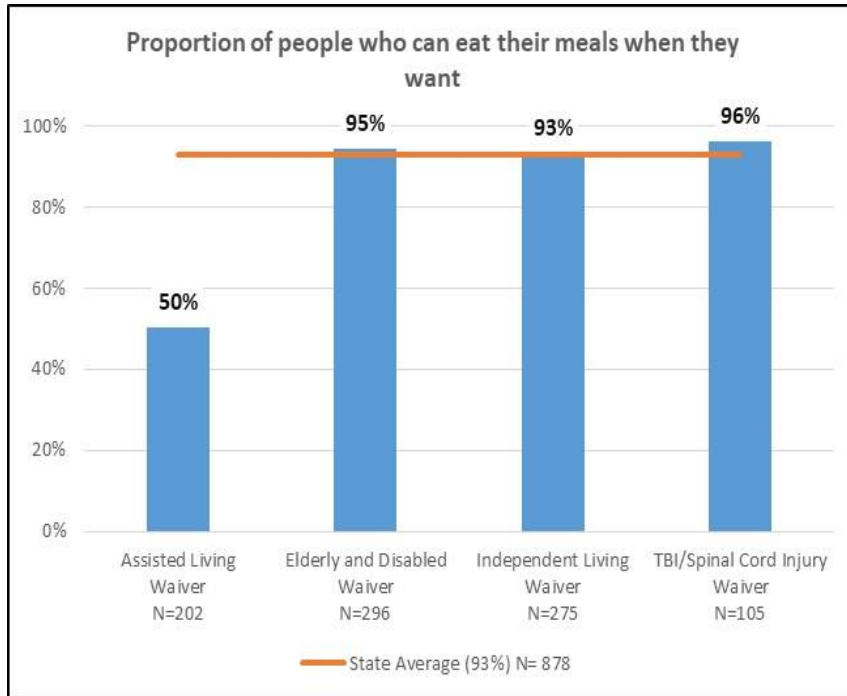
Graph 3. Proportion of people who are able to choose their roommate (if in group setting)



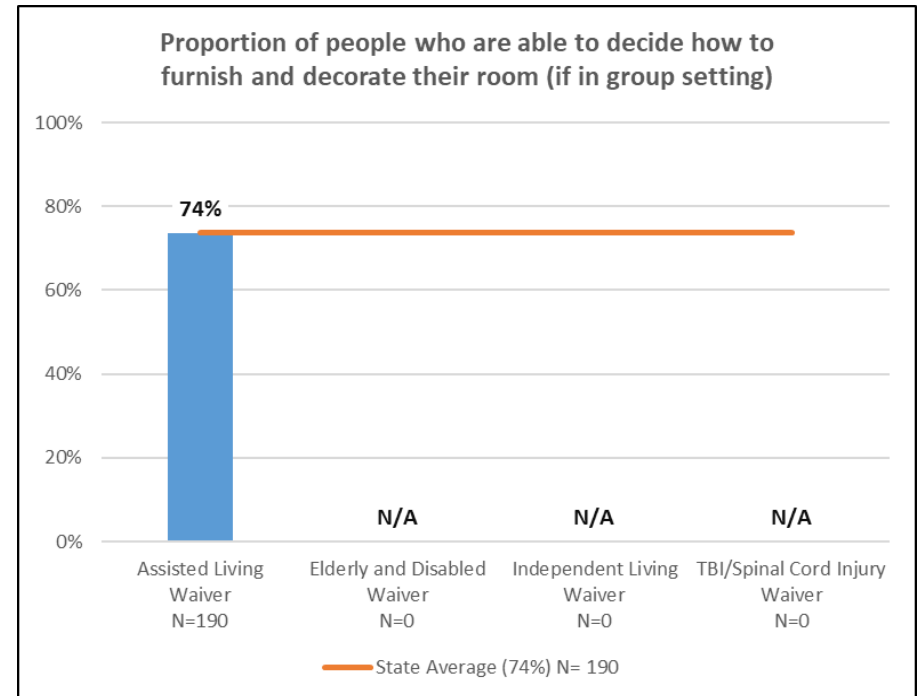
Graph 4. Proportion of people who get up and go to bed at the time when they want



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)



Relationships

People have friends and relationships and do not feel lonely.

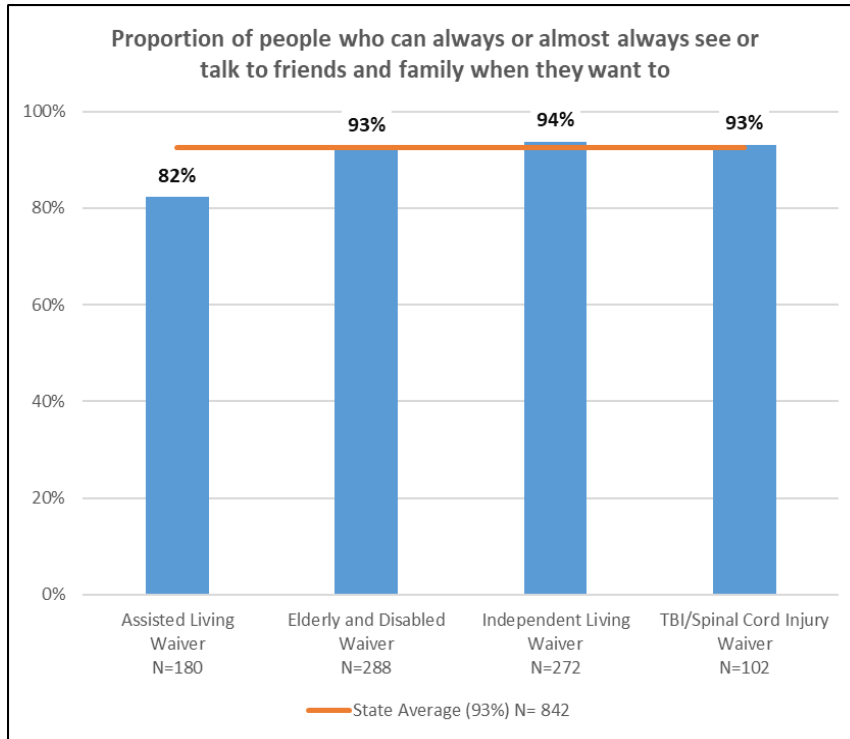
There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

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 programs 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.

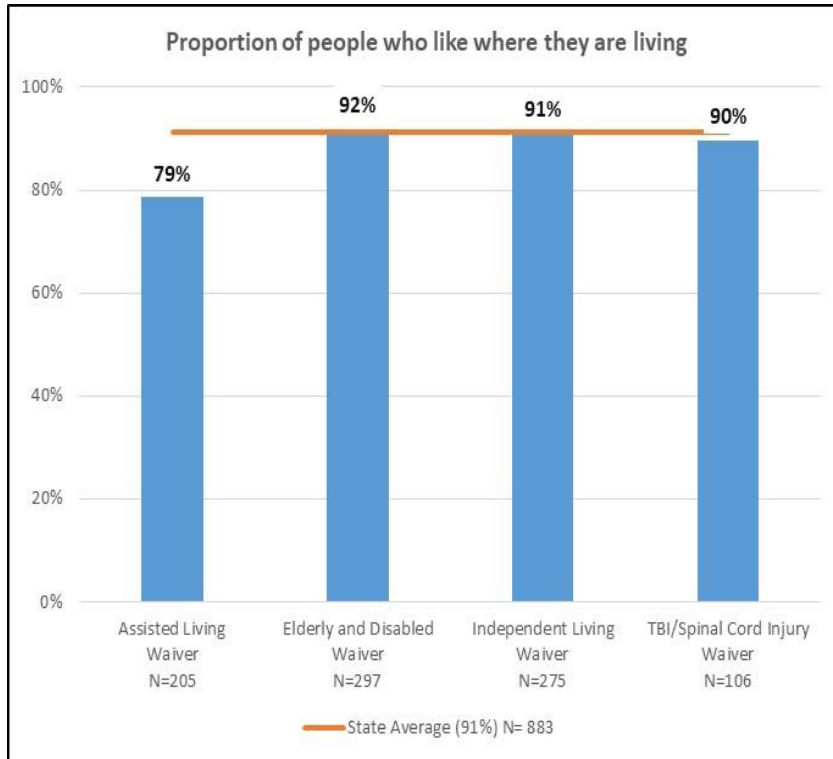
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

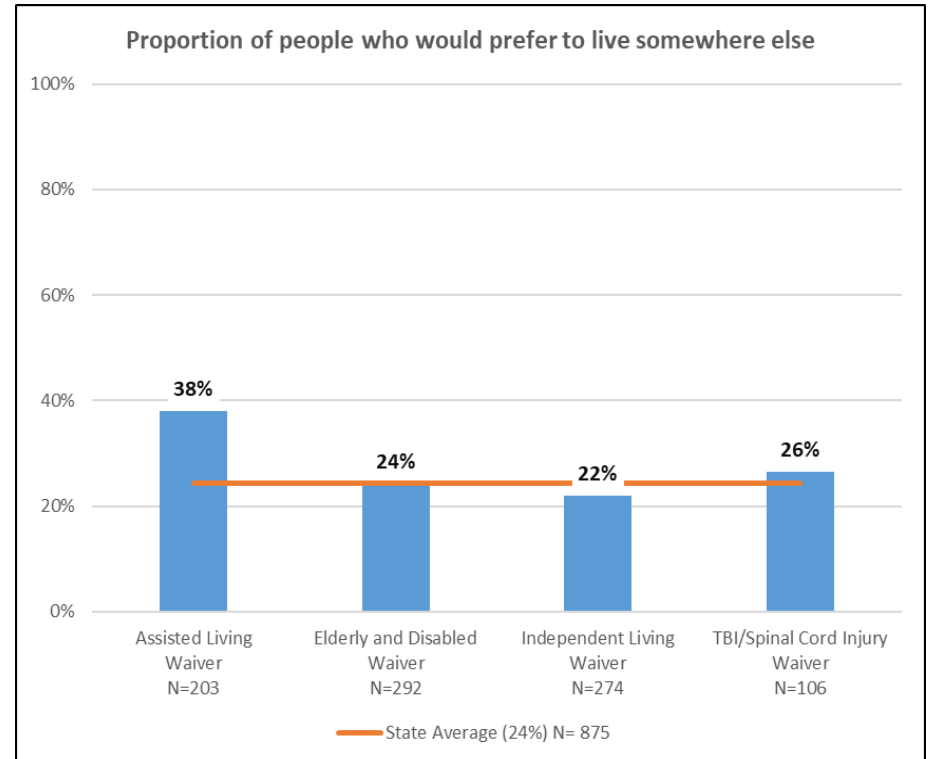
There are seven survey items that correspond to the Satisfaction domain.

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

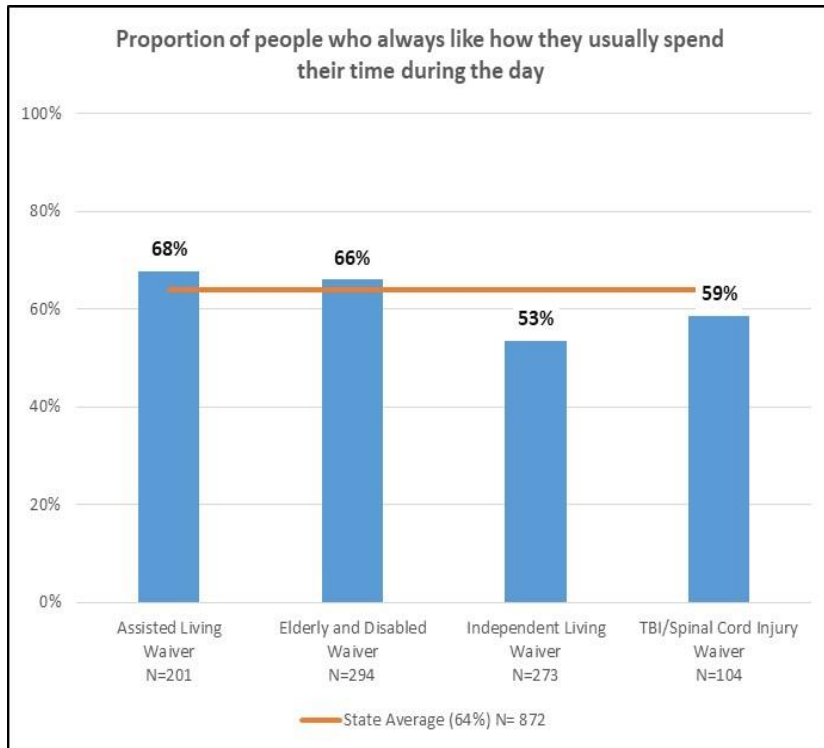
Graph 8. Proportion of people who like where they are living



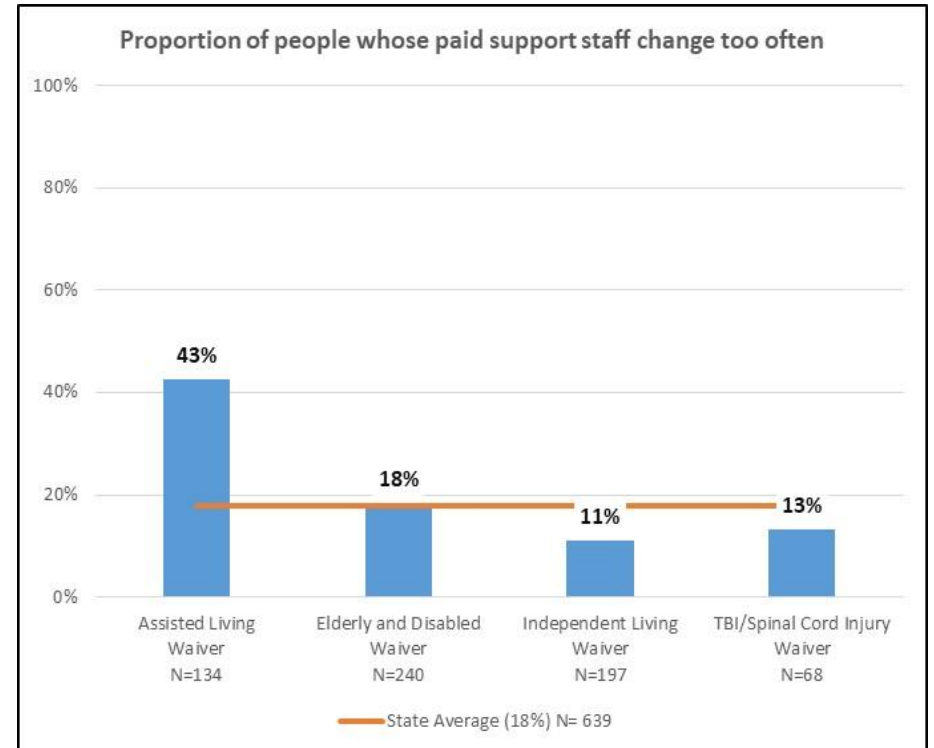
Graph 9. Proportion of people who would prefer to live somewhere else



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



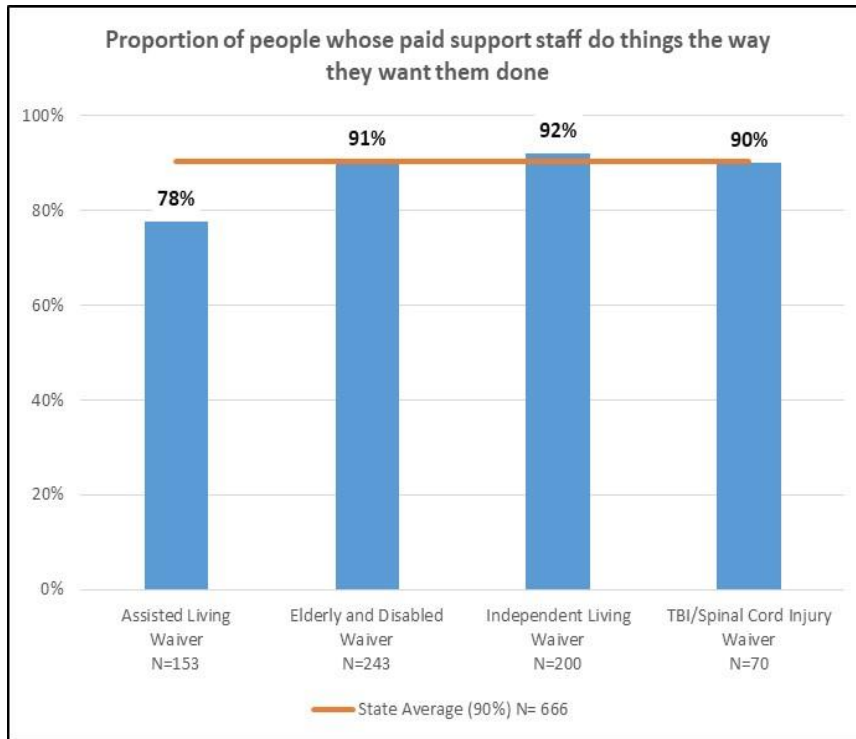
Graph 11. Proportion of people whose paid support staff change too often⁶



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:

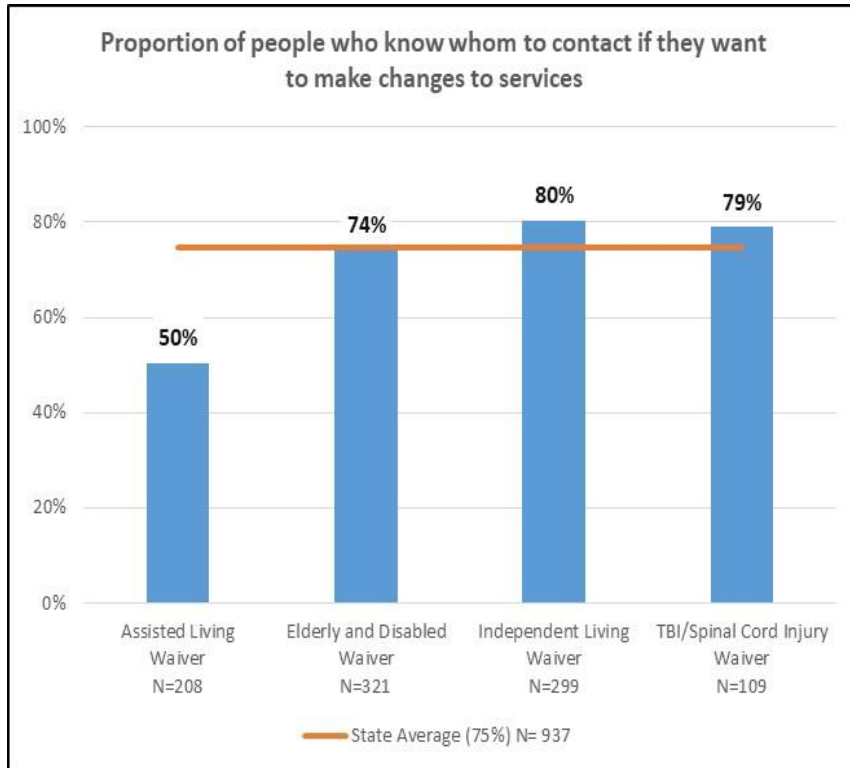
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion 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.

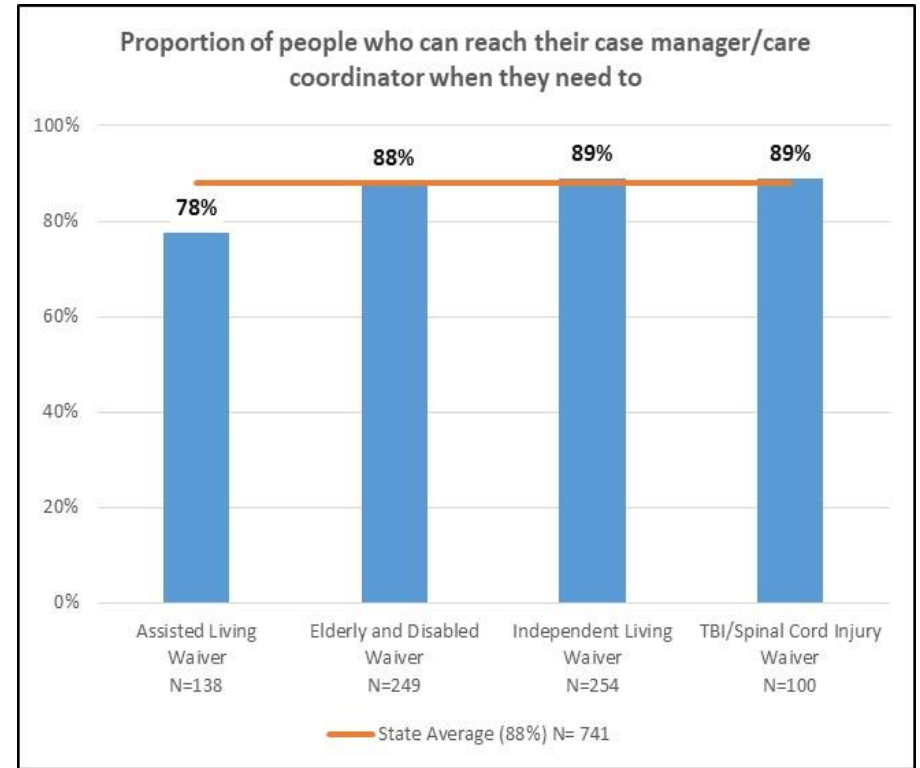
Un-collapsed data for state and programs are shown in Appendix B.

⁷ Data shown in Appendix B only

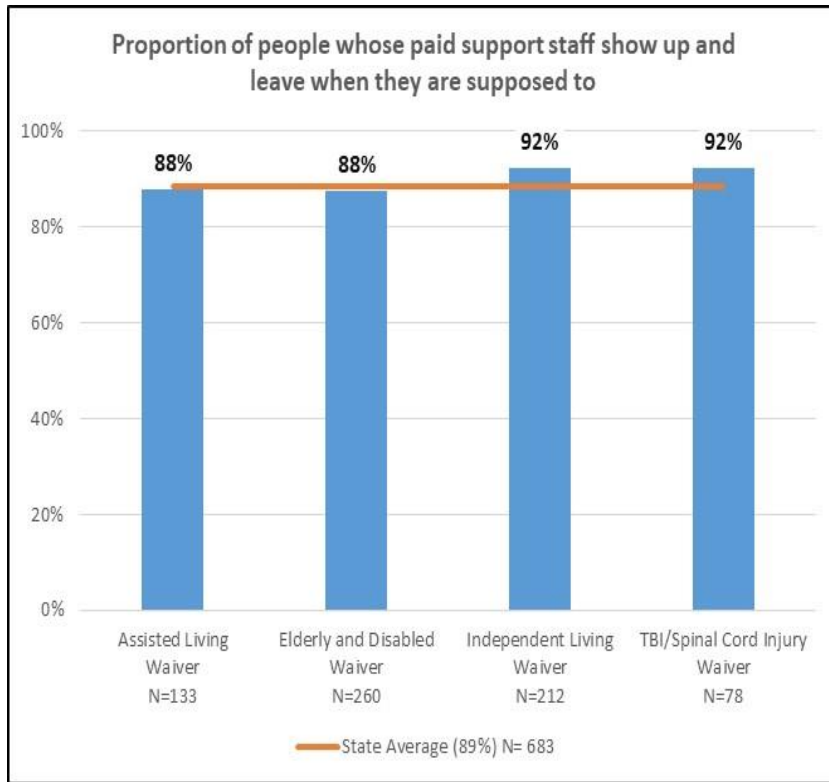
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services



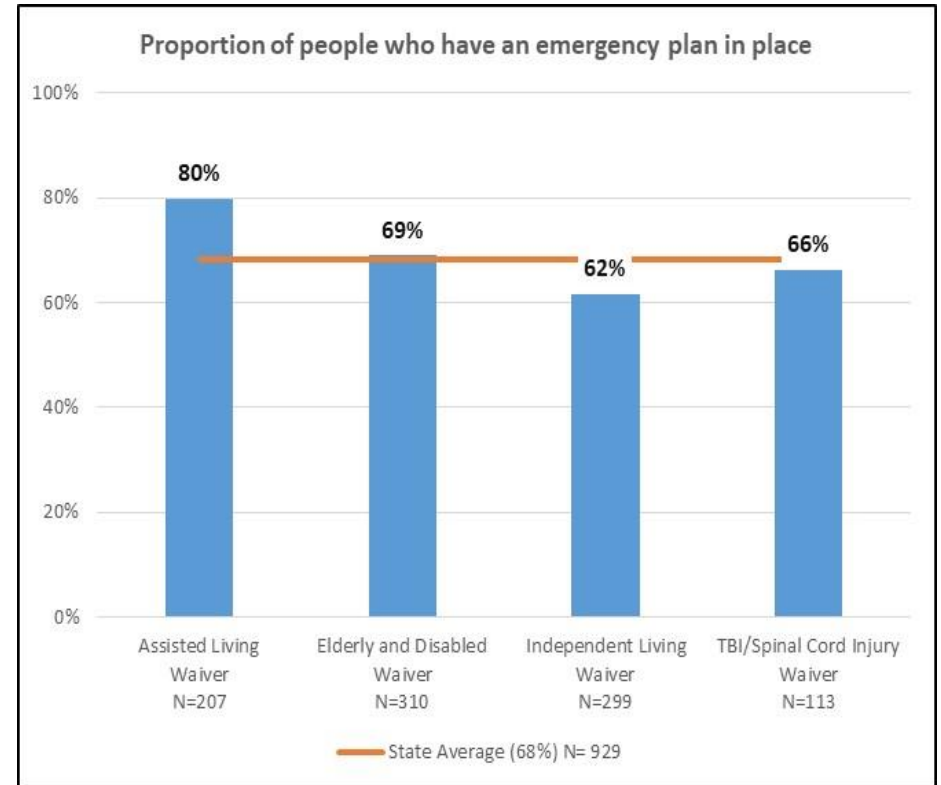
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



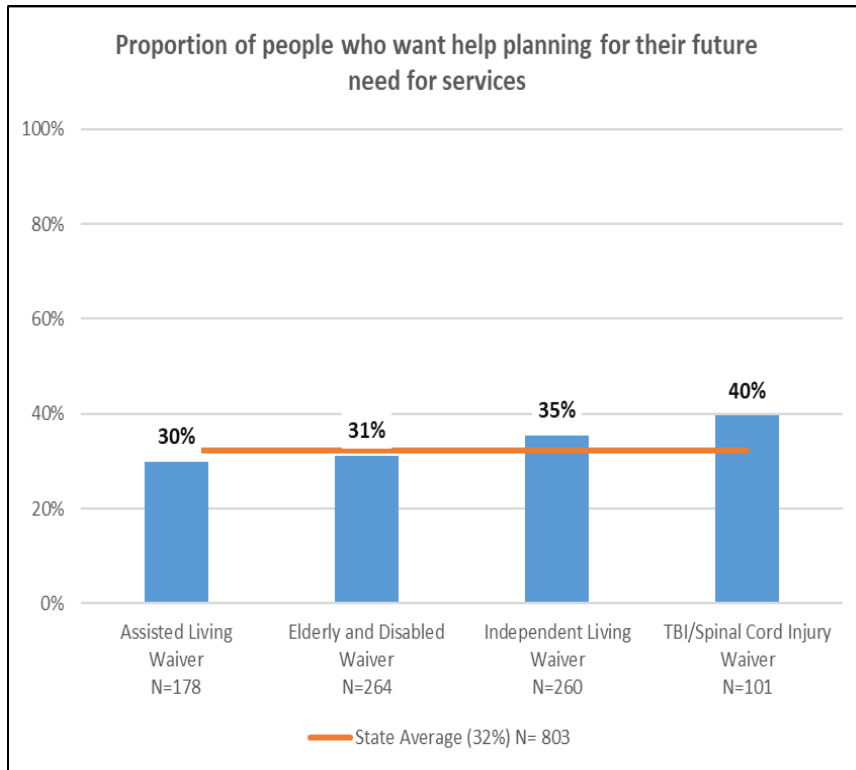
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



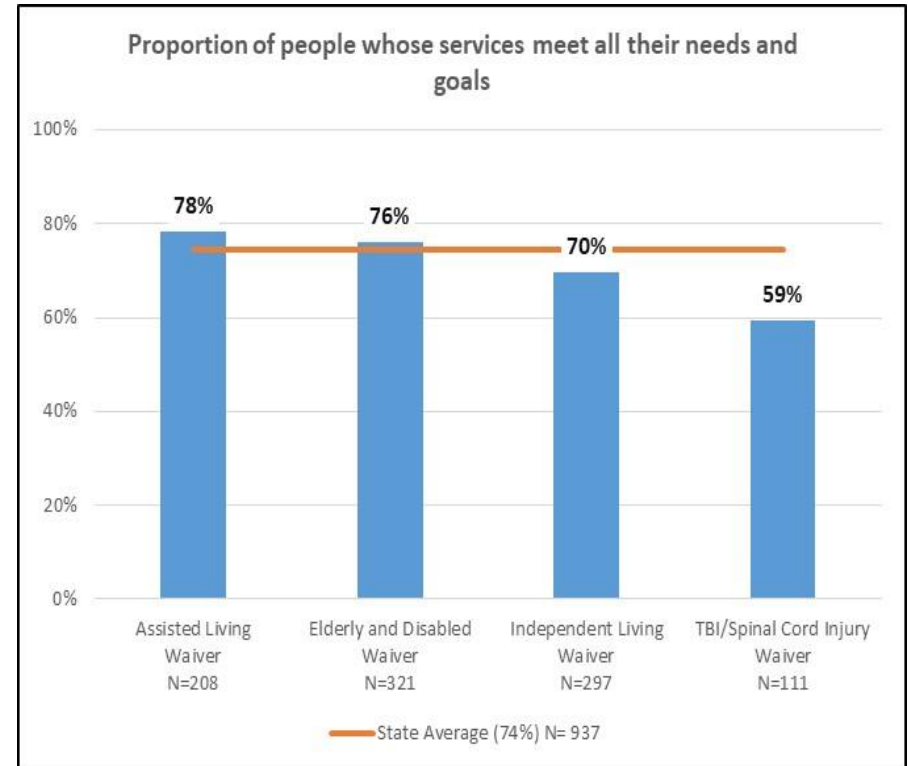
Graph 16. Proportion of people who have an emergency plan in place



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



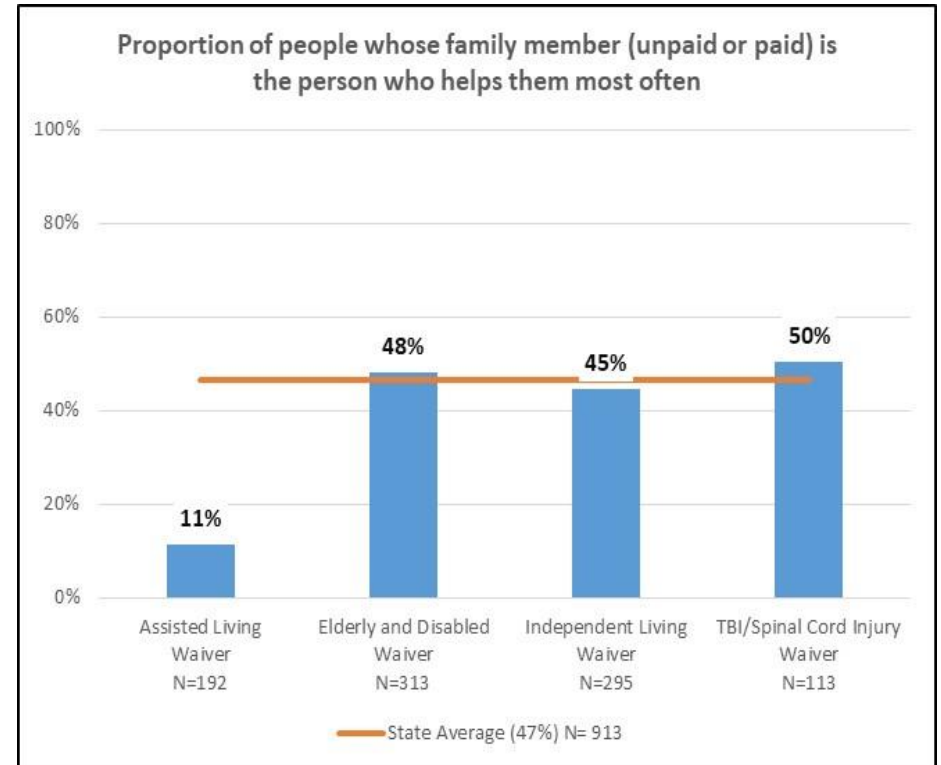
Graph 18. Proportion of people whose services meet all their needs and goals



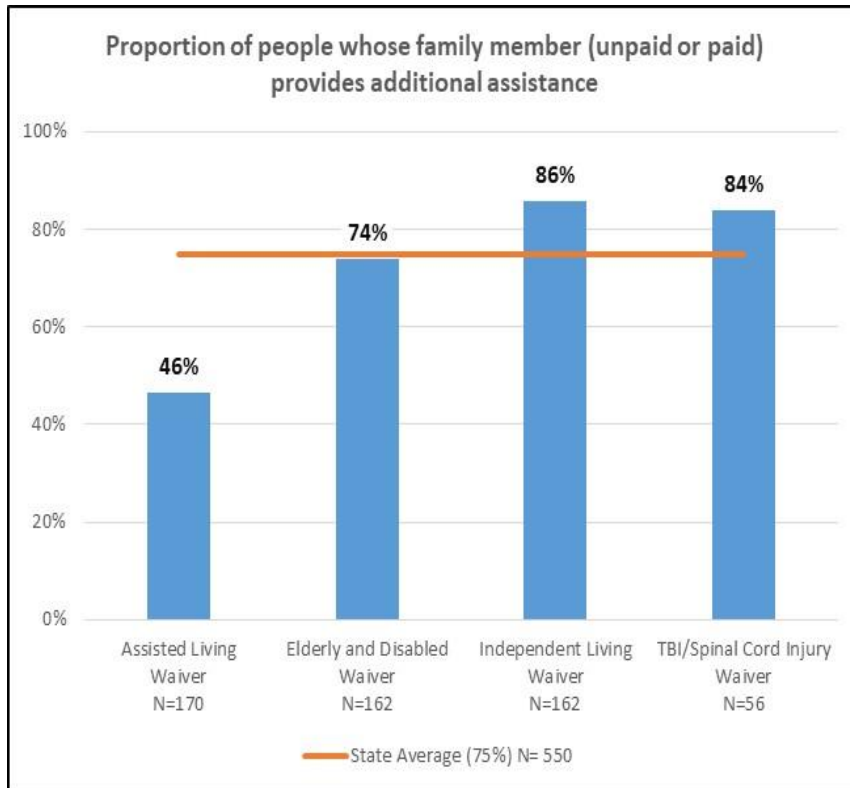
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)



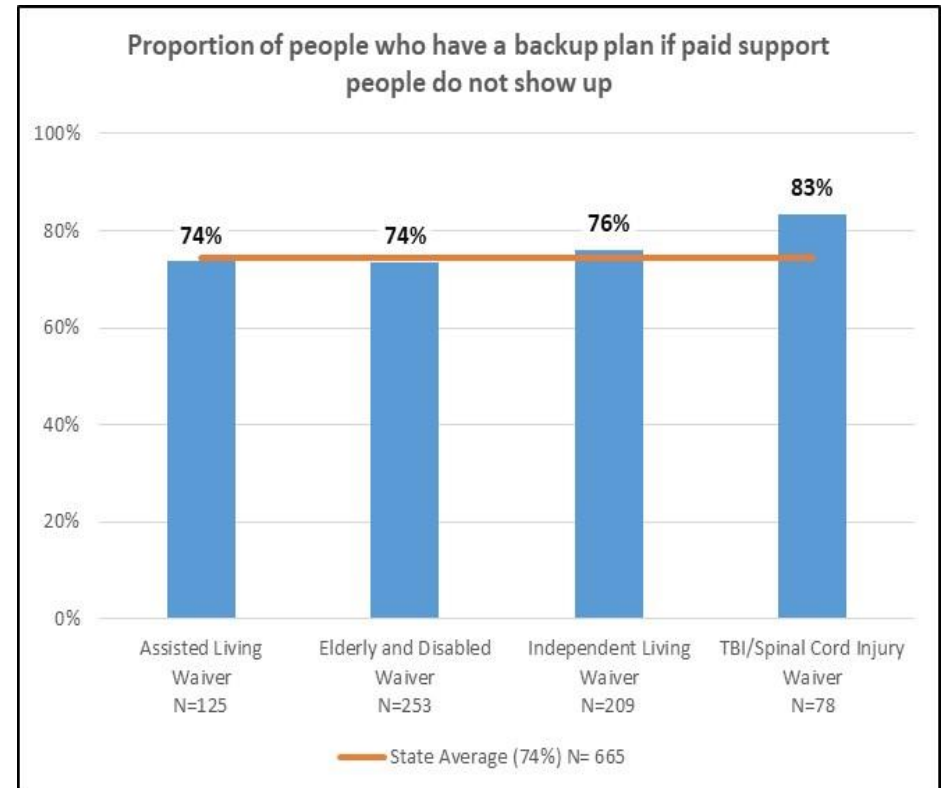
Graph 20. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



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.

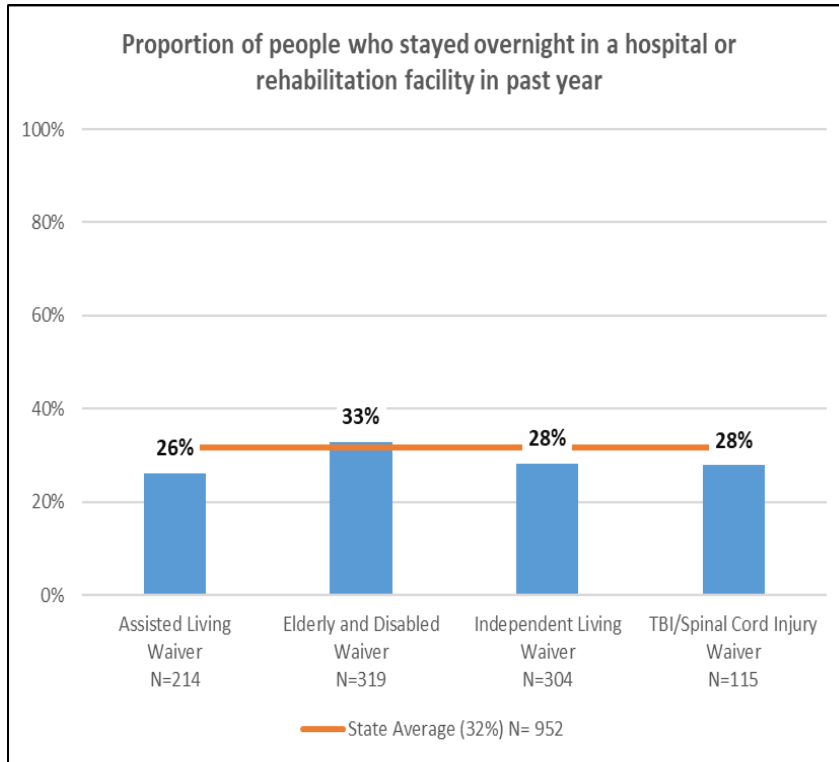
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

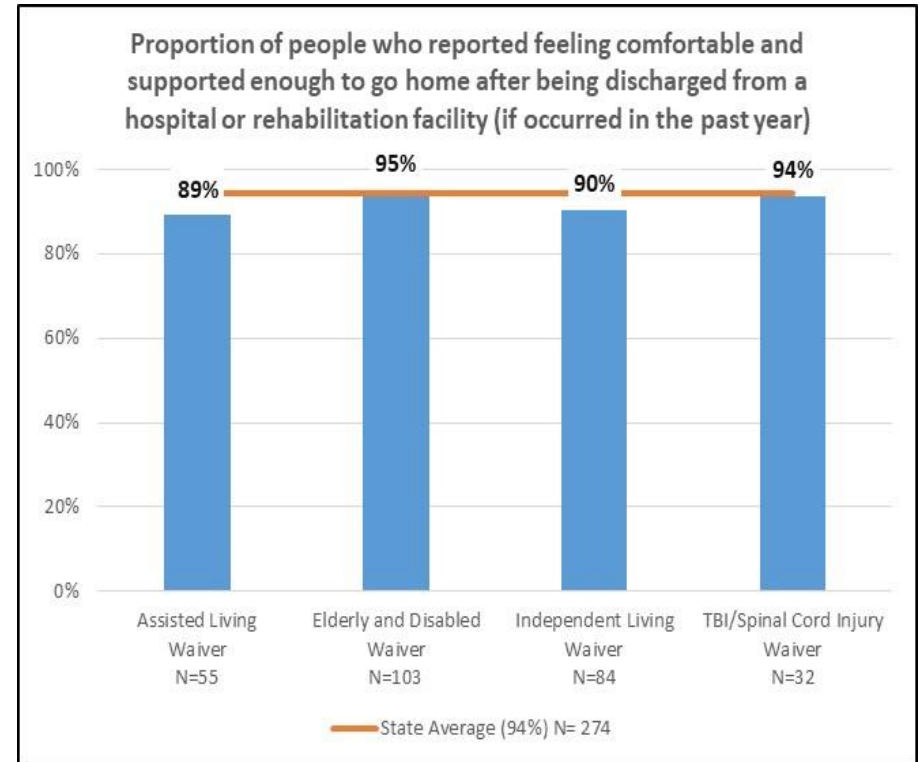
There are five survey items that correspond to the Care Coordination domain.

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

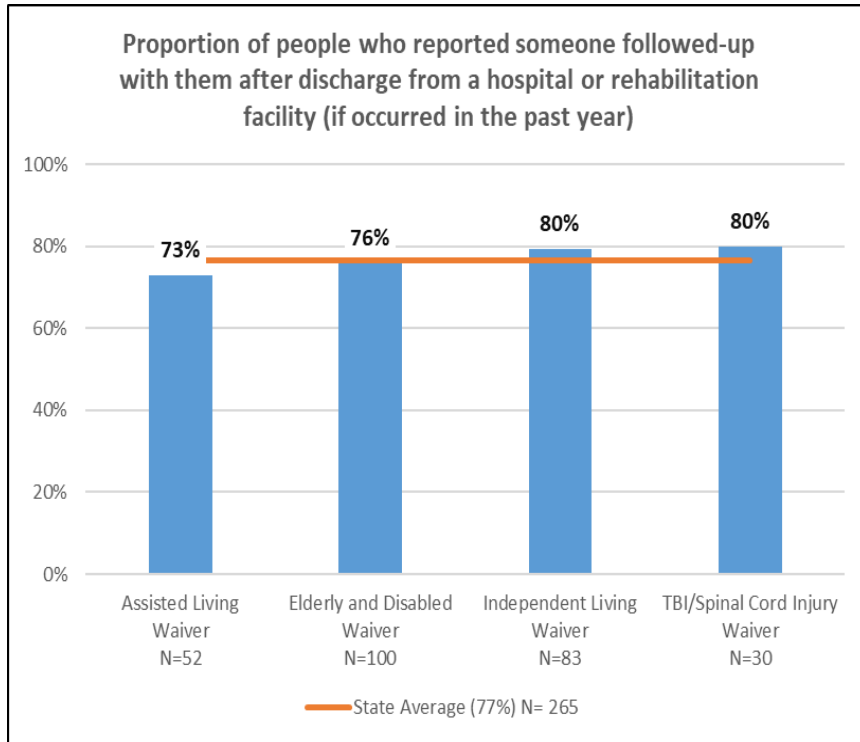
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



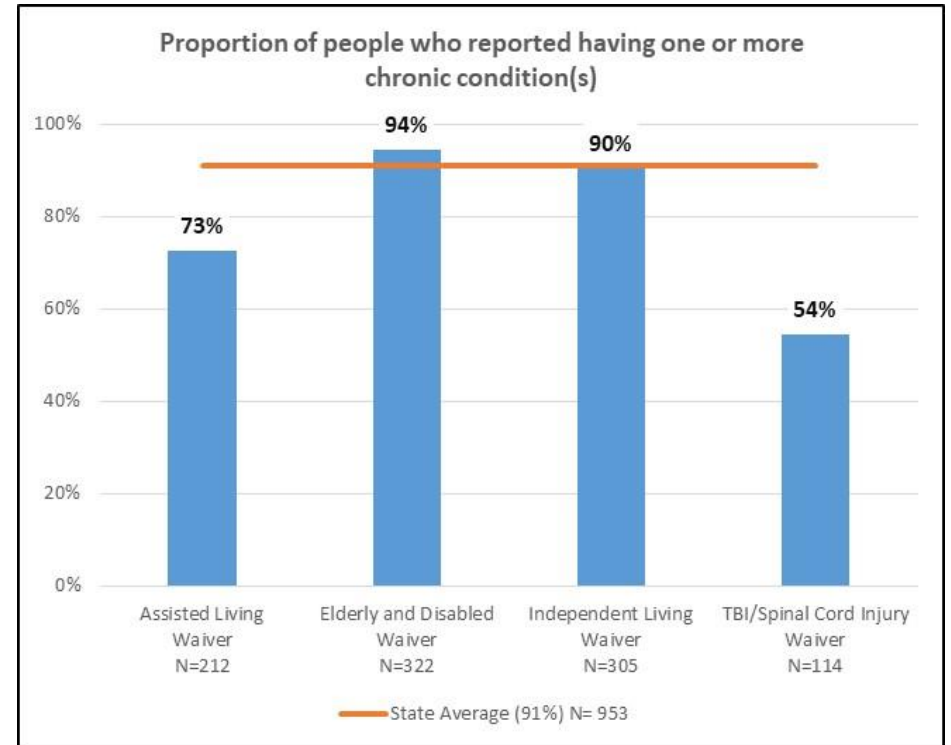
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



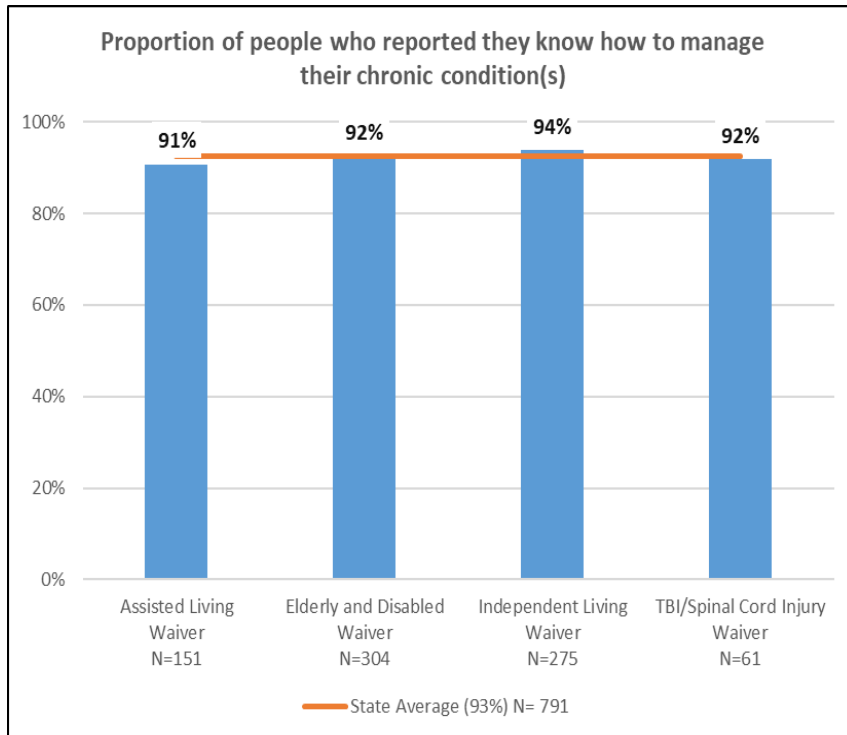
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



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



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



Access

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

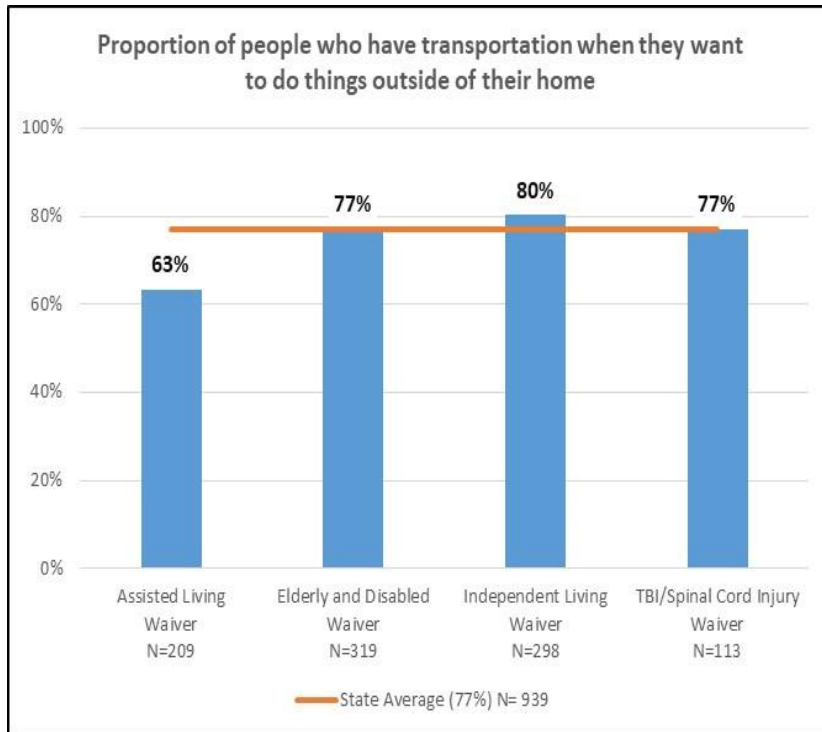
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

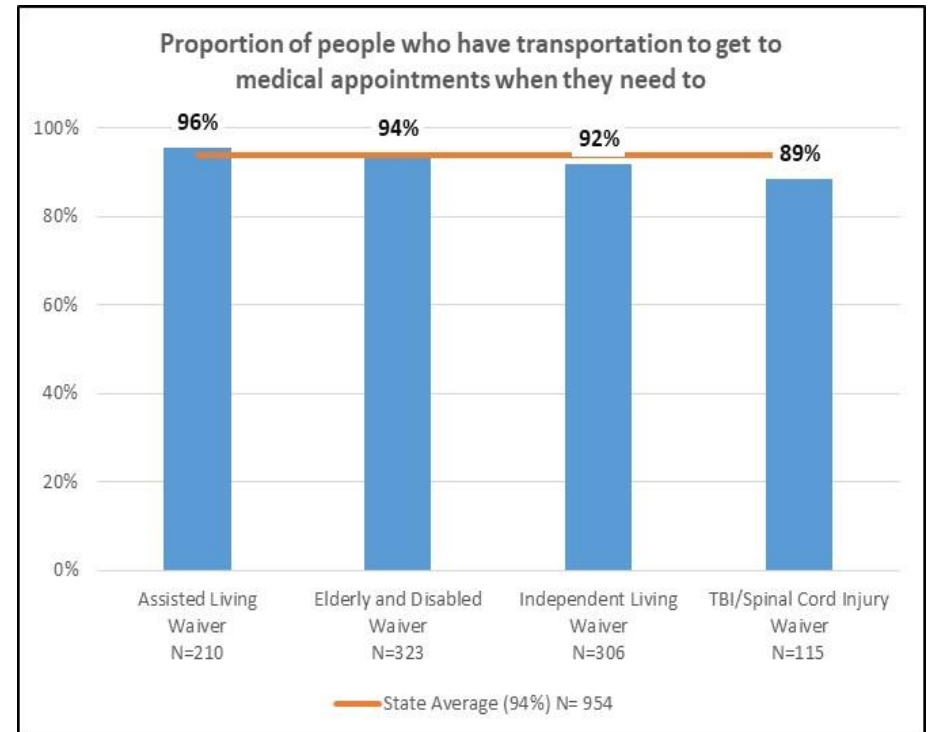
There are five survey items that correspond to the Access domain.

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

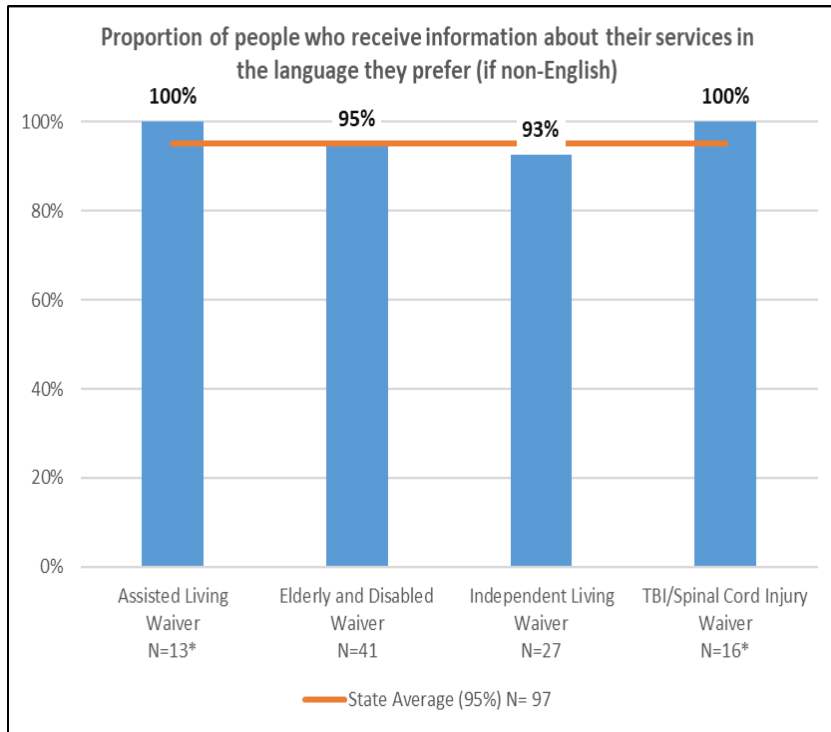
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

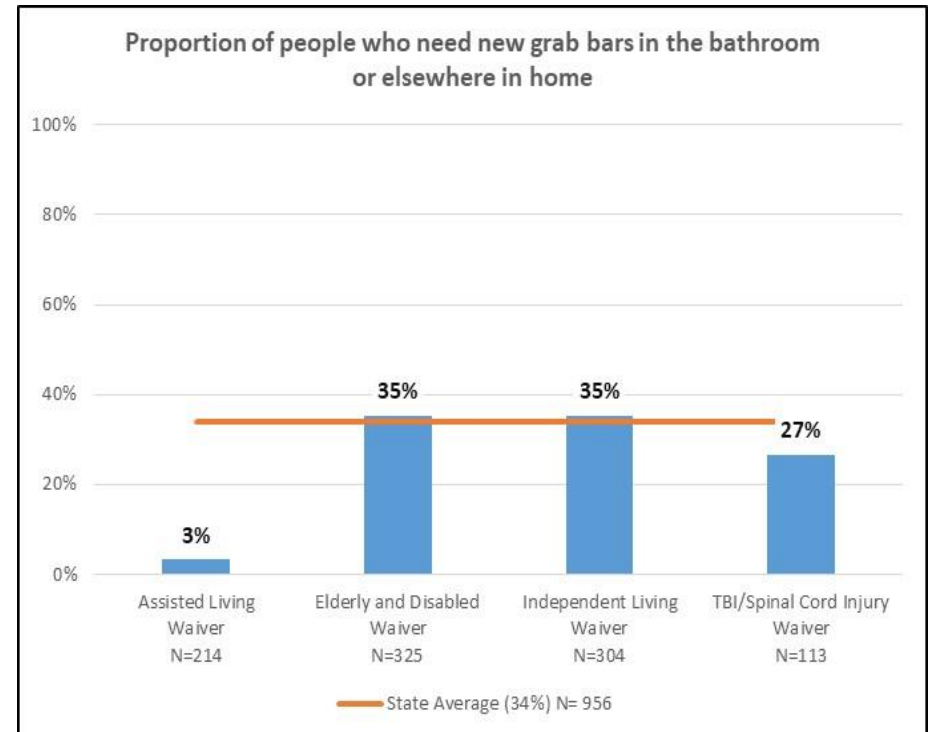


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

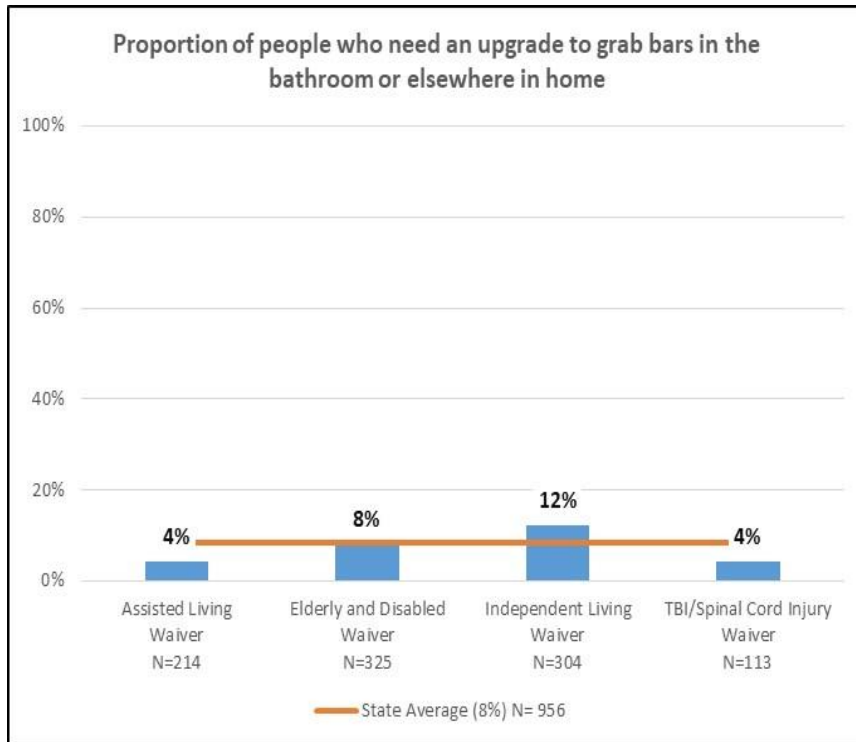


* Very small number of responses

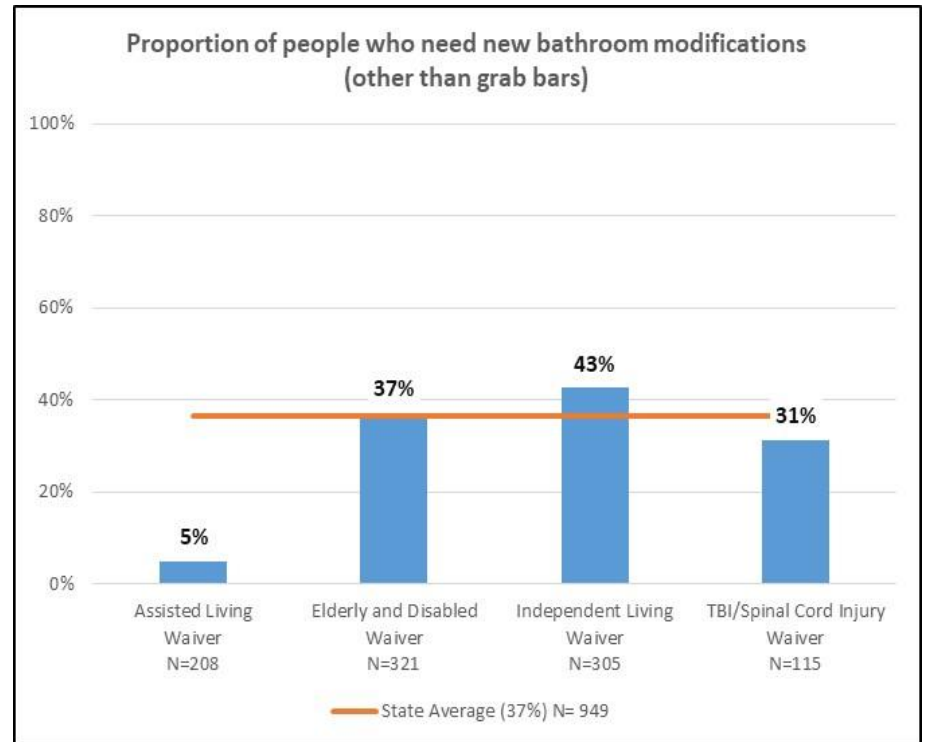
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



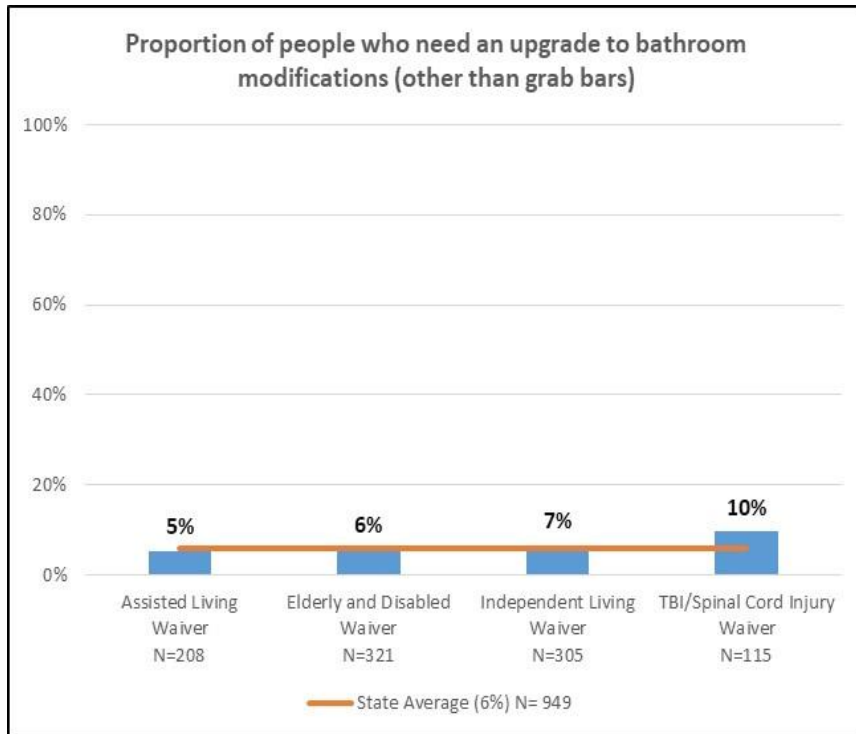
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



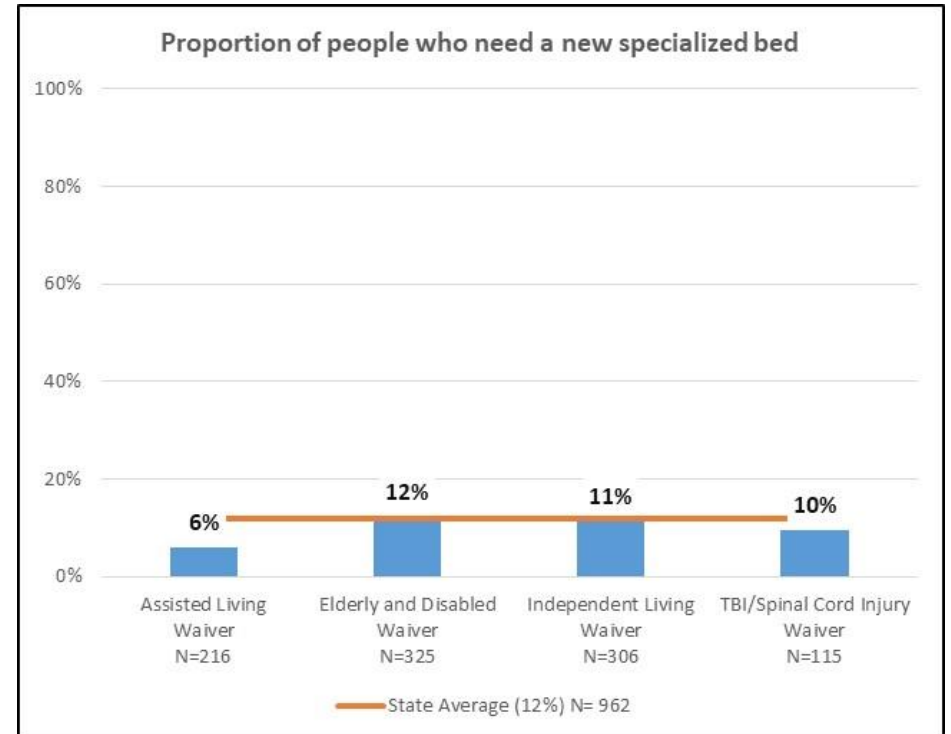
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



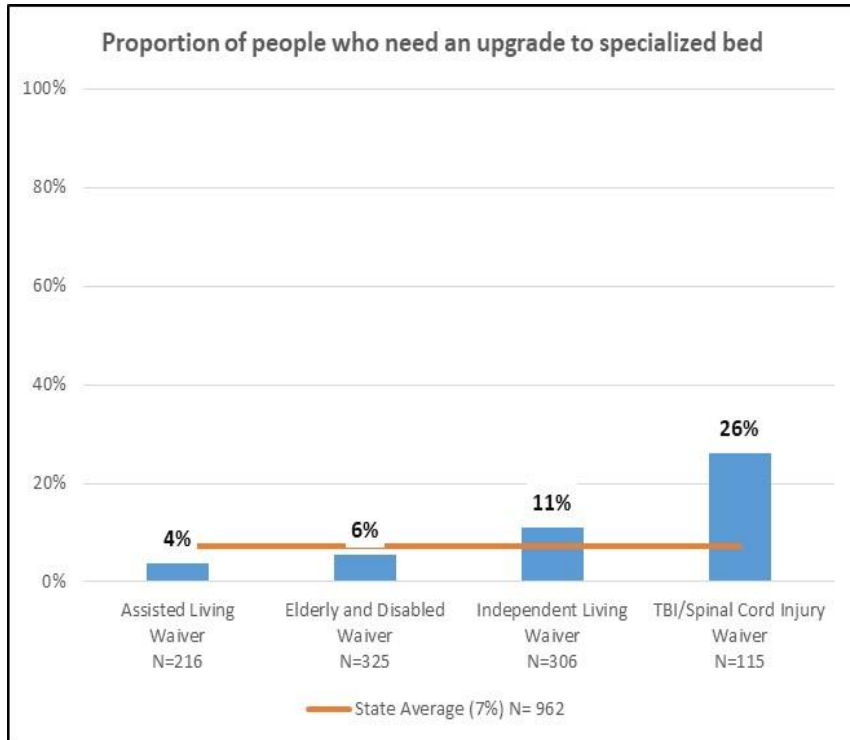
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



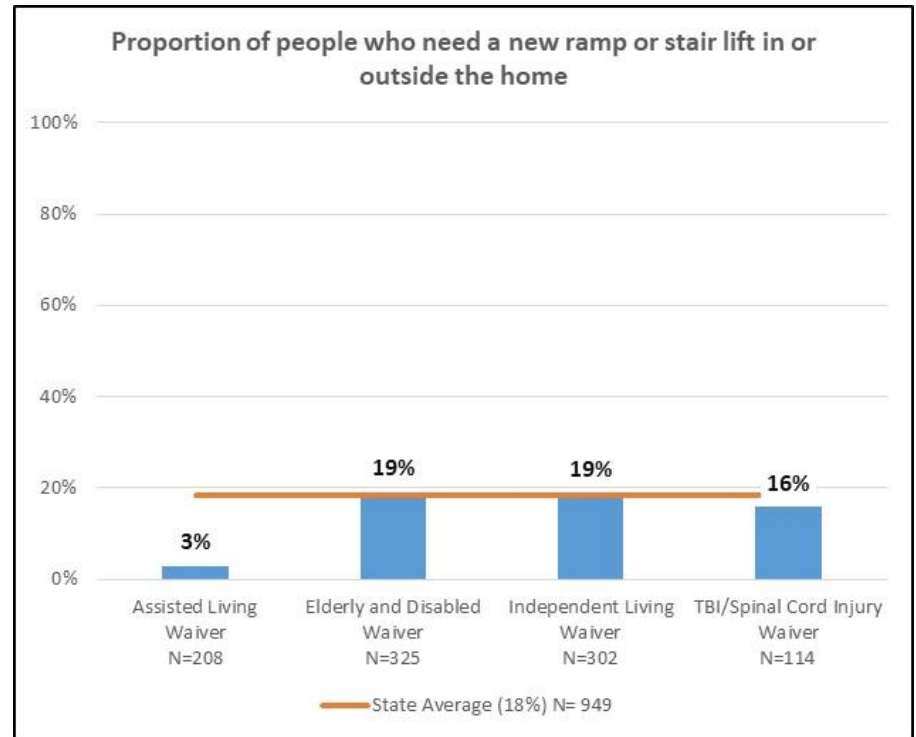
Graph 35. Proportion of people who need a new specialized bed



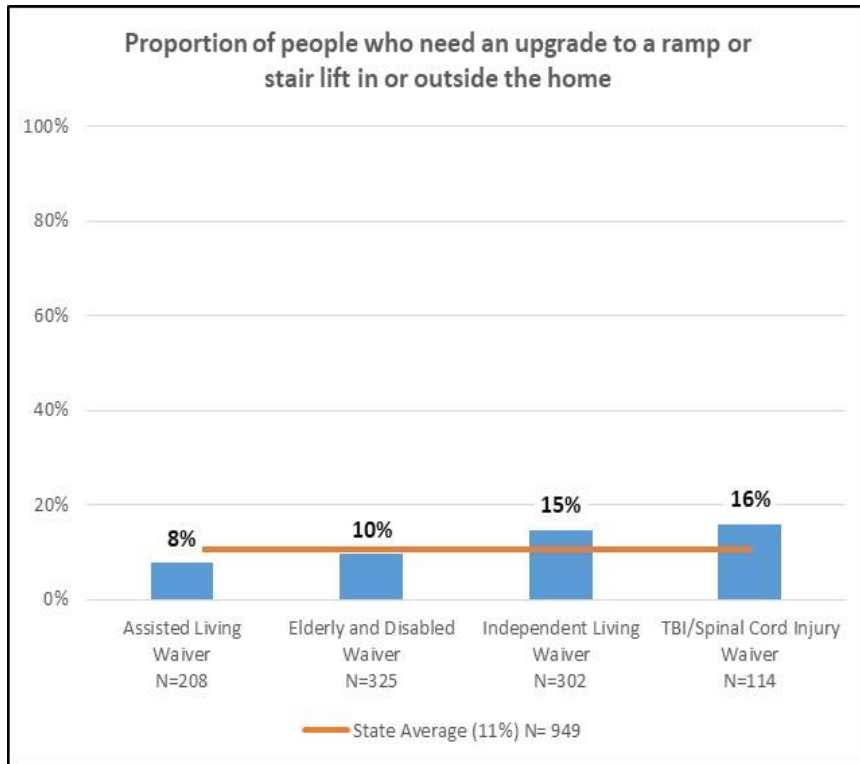
Graph 36. Proportion of people who need an upgrade to specialized bed



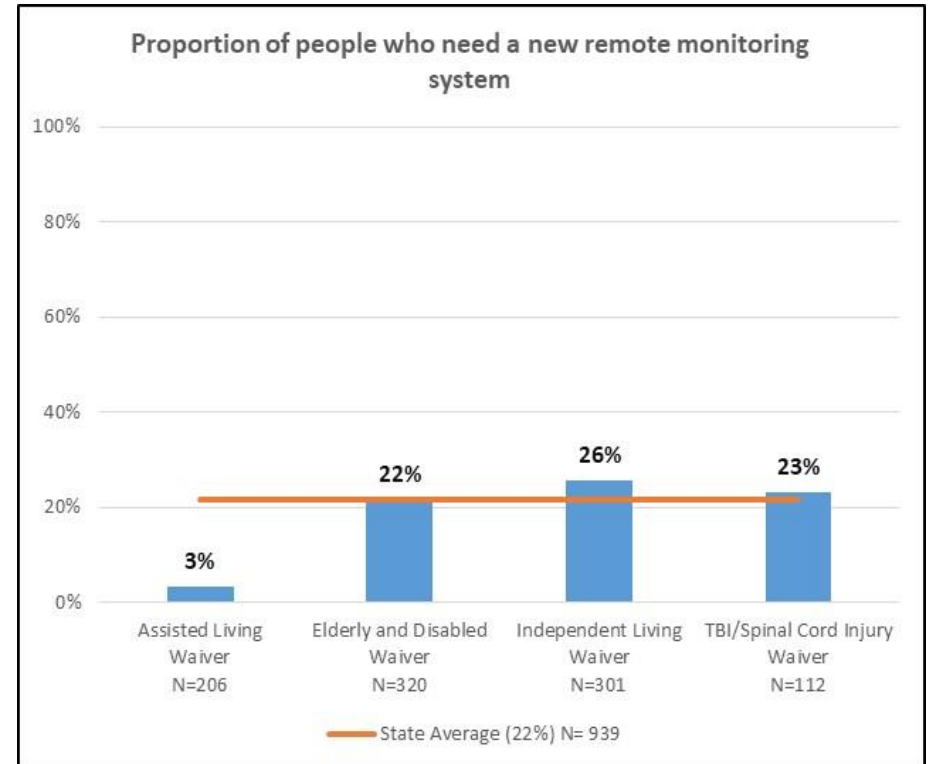
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



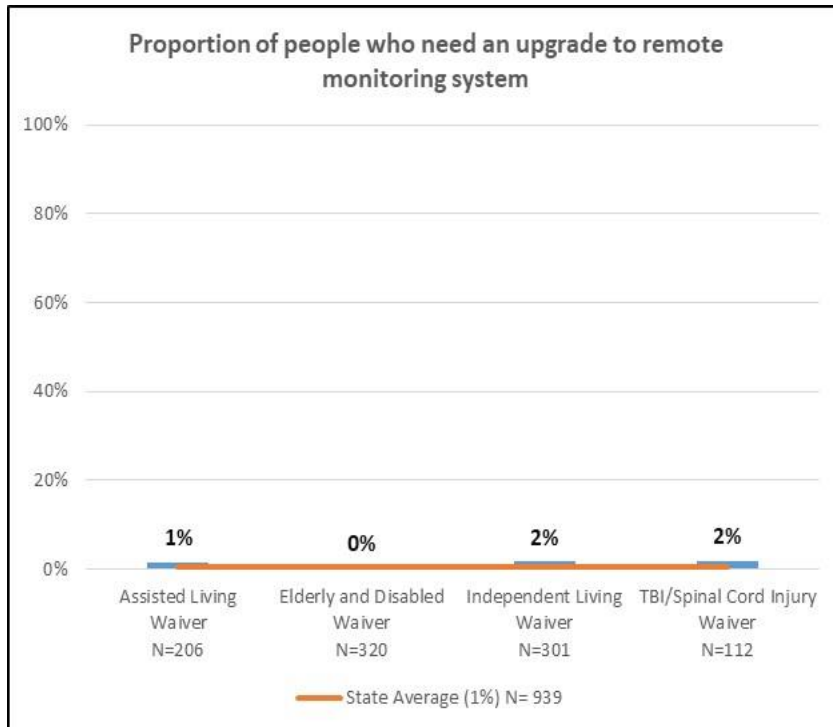
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



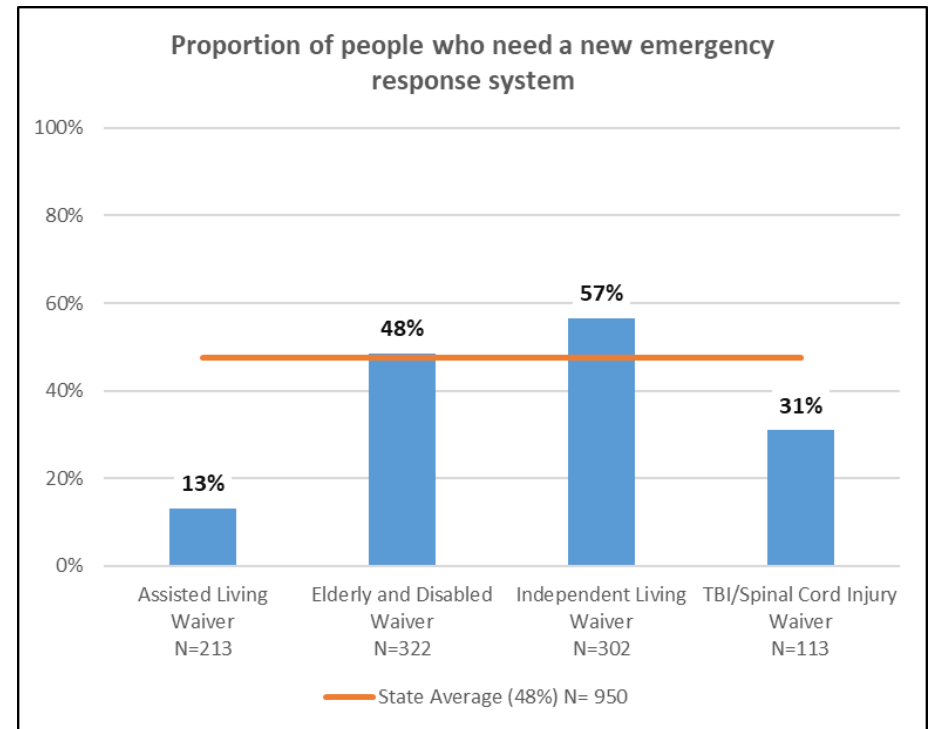
Graph 39. Proportion of people who need a new remote monitoring system



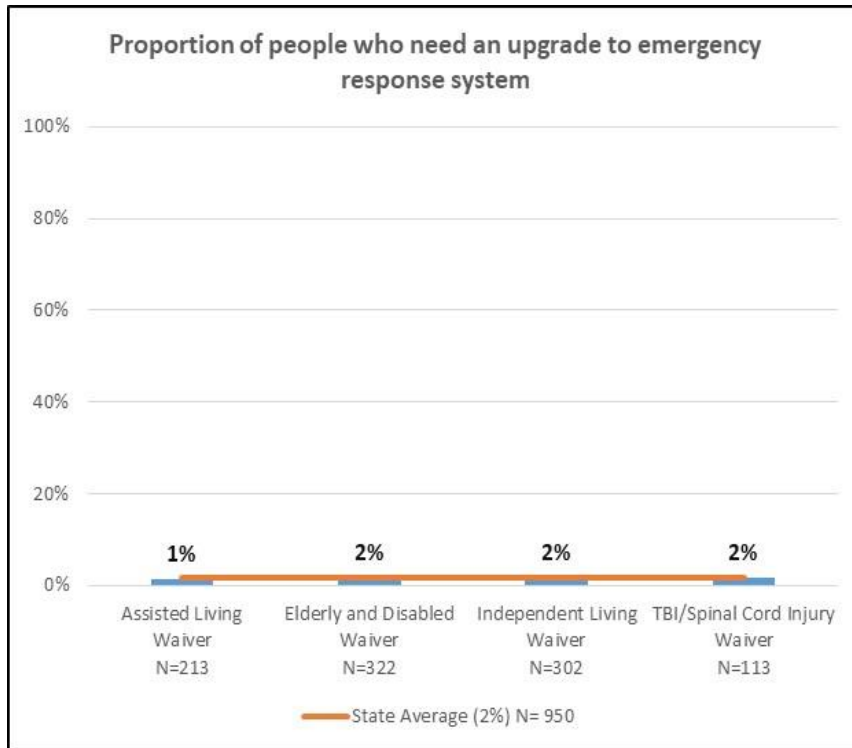
Graph 40. Proportion of people who need an upgrade to remote monitoring system



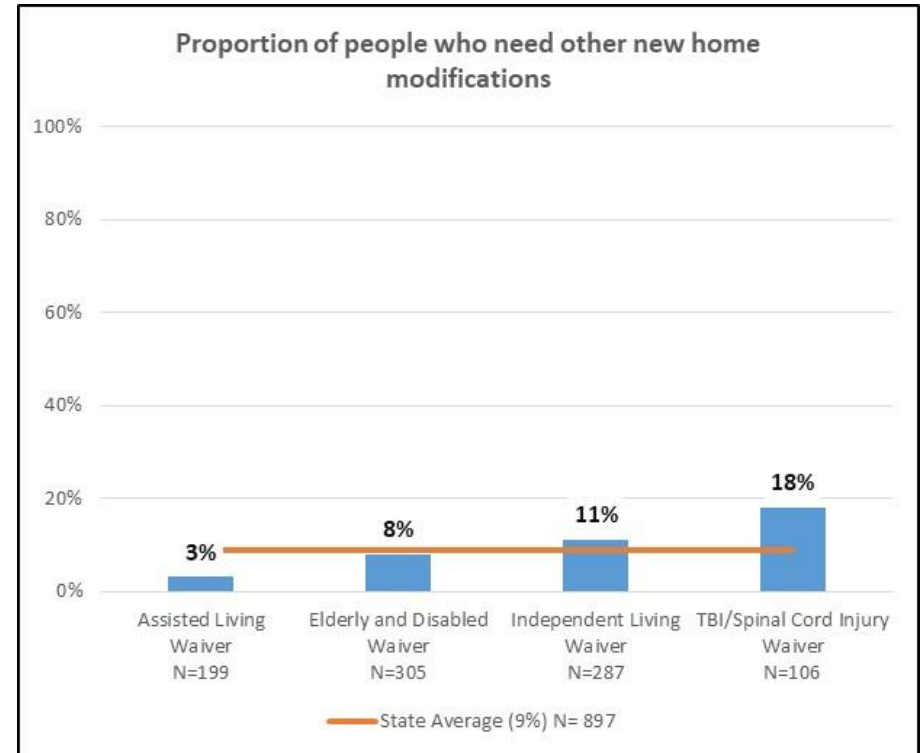
Graph 41. Proportion of people who need a new emergency response system



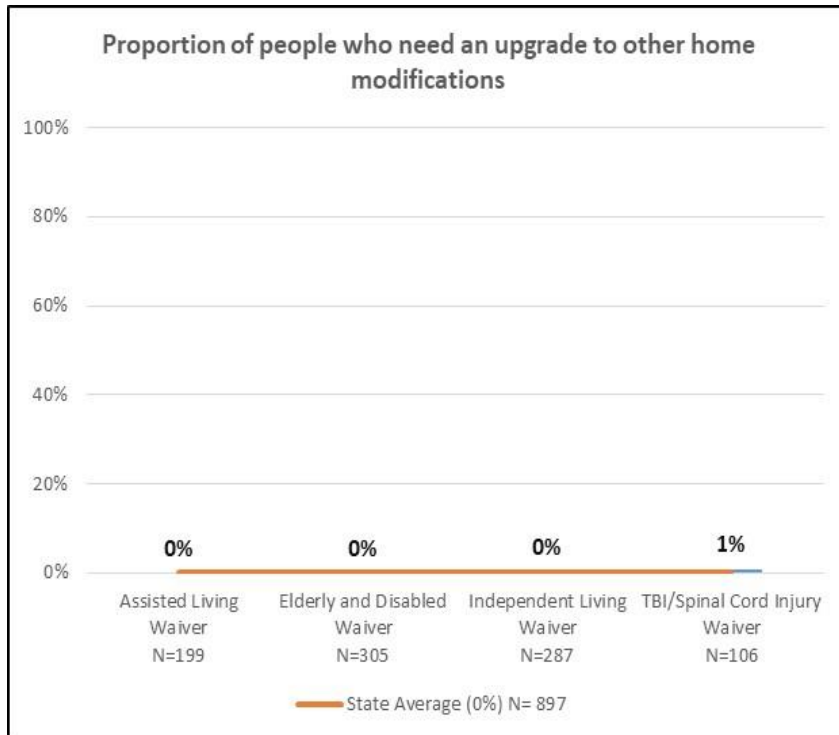
Graph 42. Proportion of people who need an upgrade to emergency response system



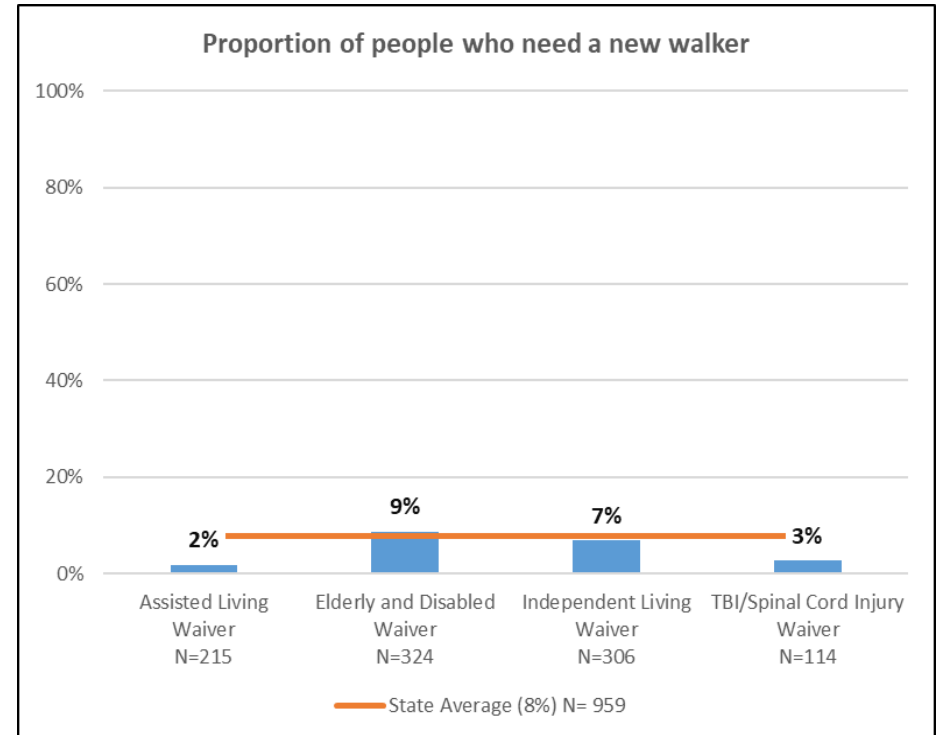
Graph 43. Proportion of people who need other new home modifications



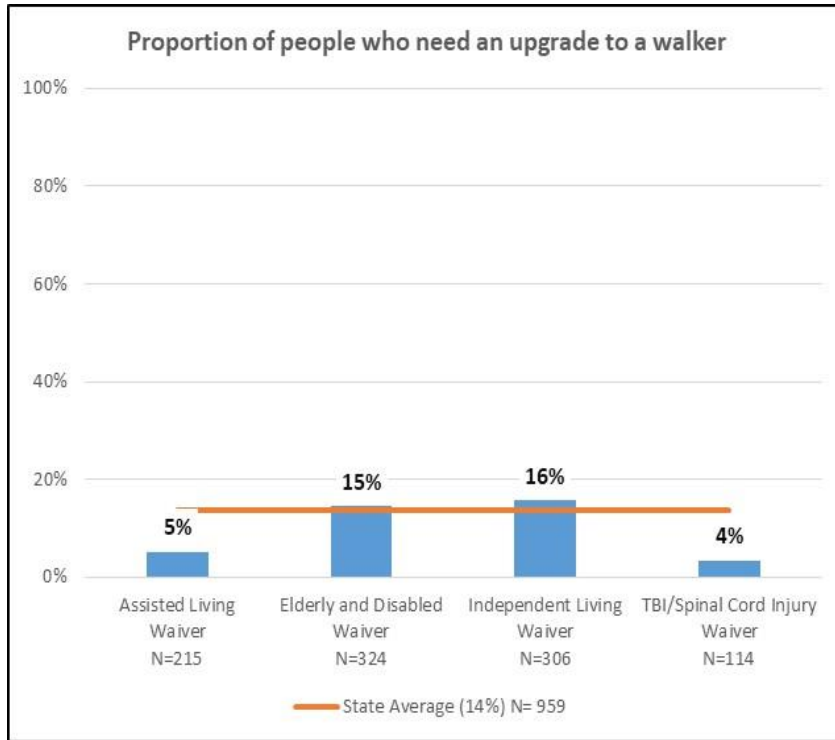
Graph 44. Proportion of people who need an upgrade to other home modifications



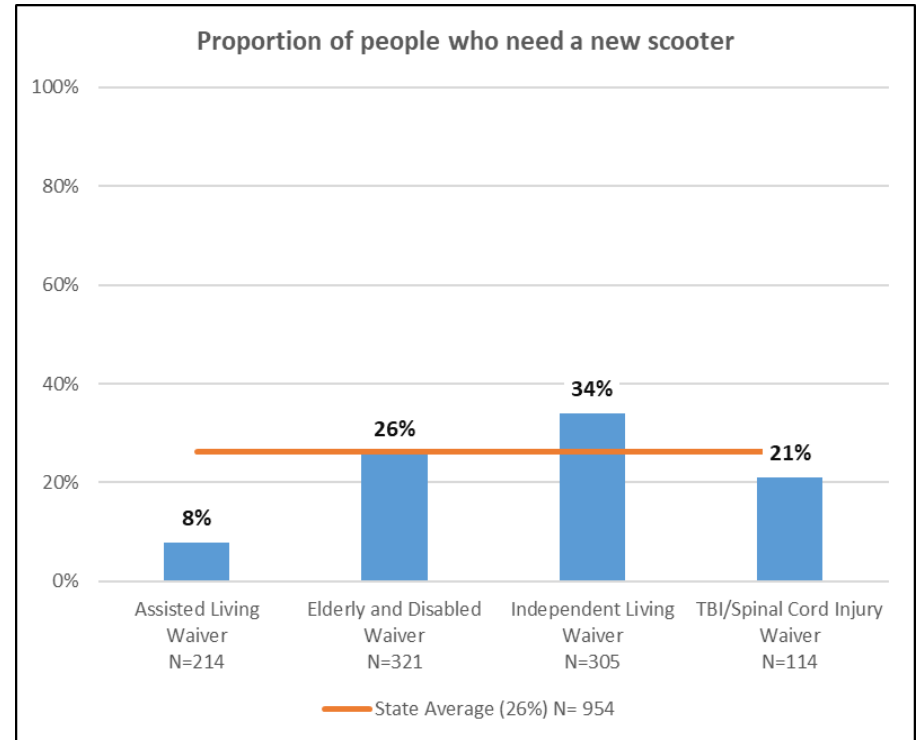
Graph 45. Proportion of people who need a new walker



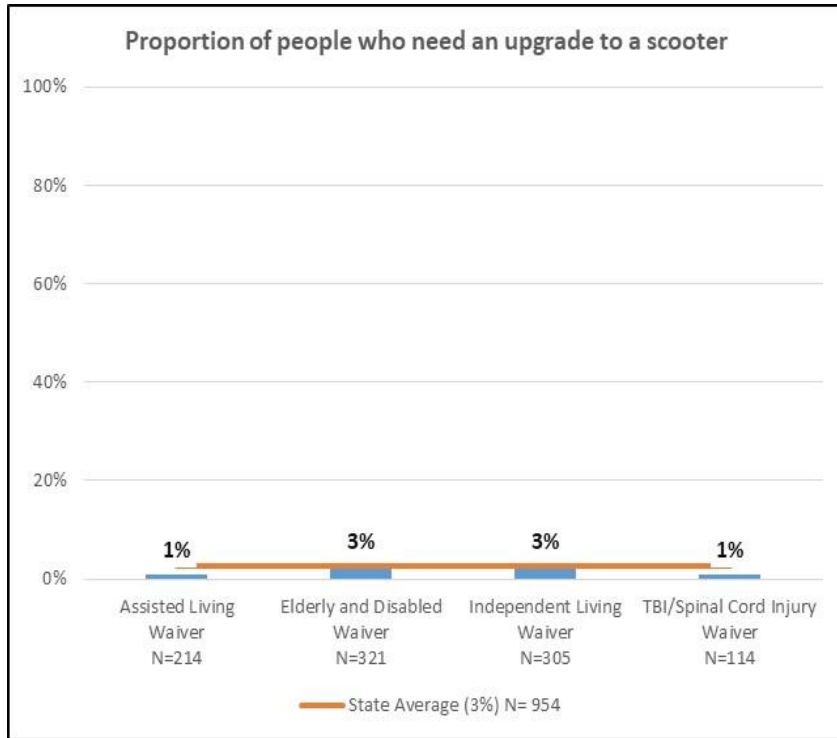
Graph 46. Proportion of people who need an upgrade to a walker



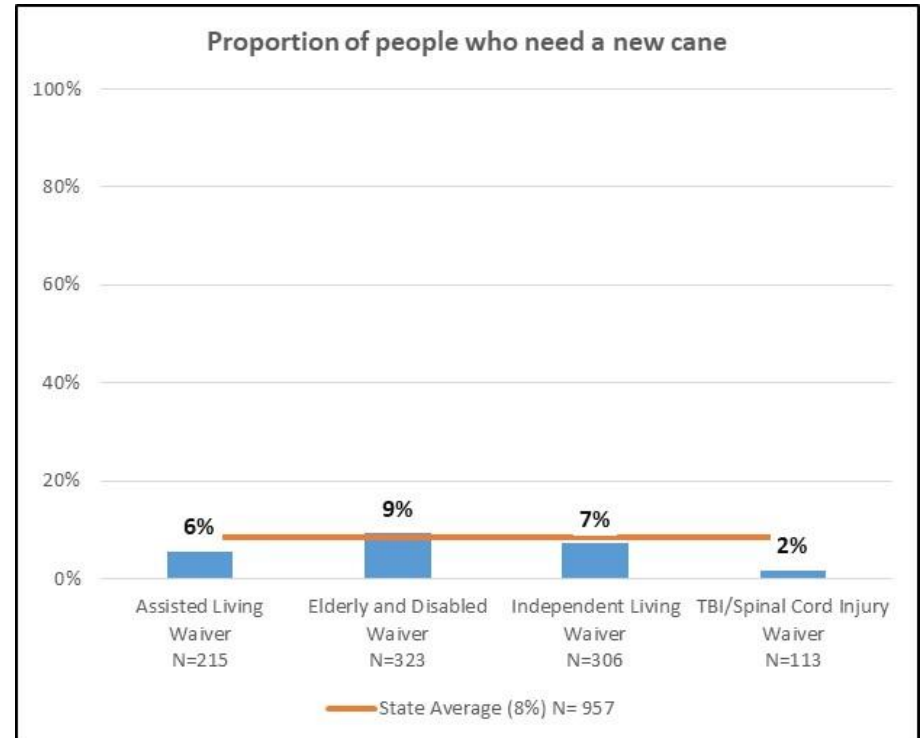
Graph 47. Proportion of people who need a new scooter



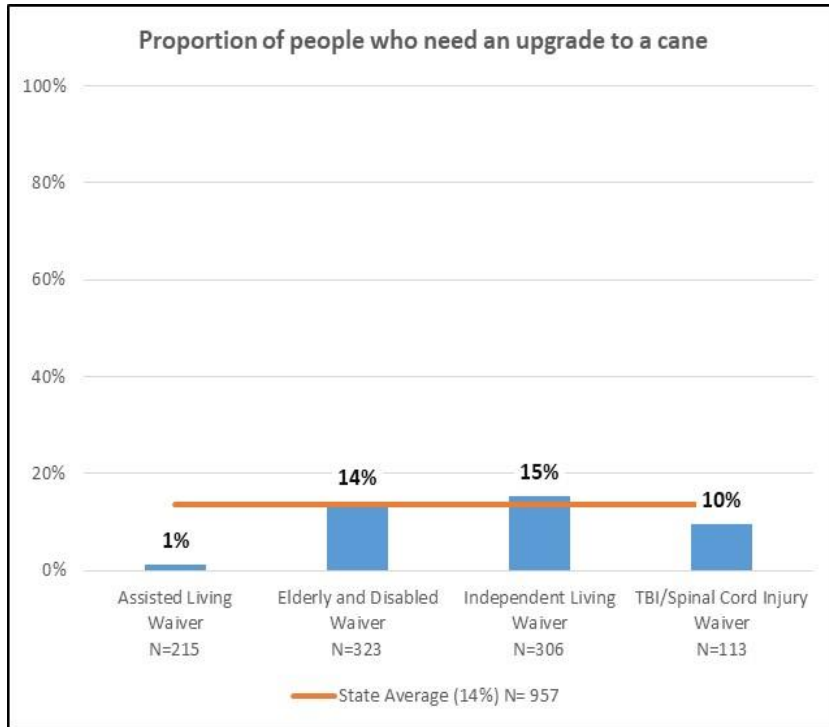
Graph 48. Proportion of people who need an upgrade to a scooter



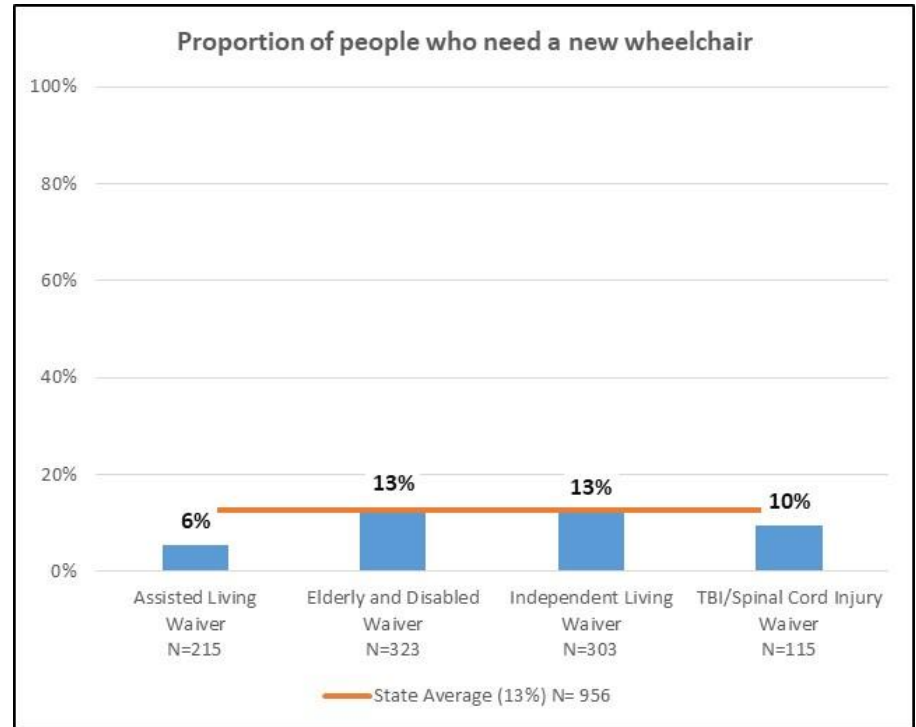
Graph 49. Proportion of people who need a new cane



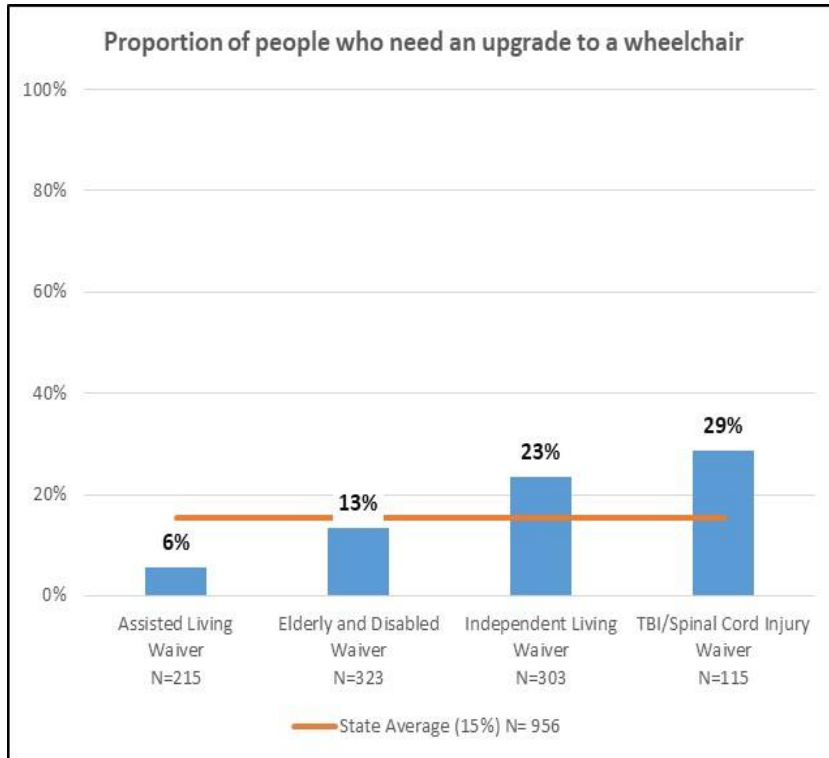
Graph 50. Proportion of people who need an upgrade to a cane



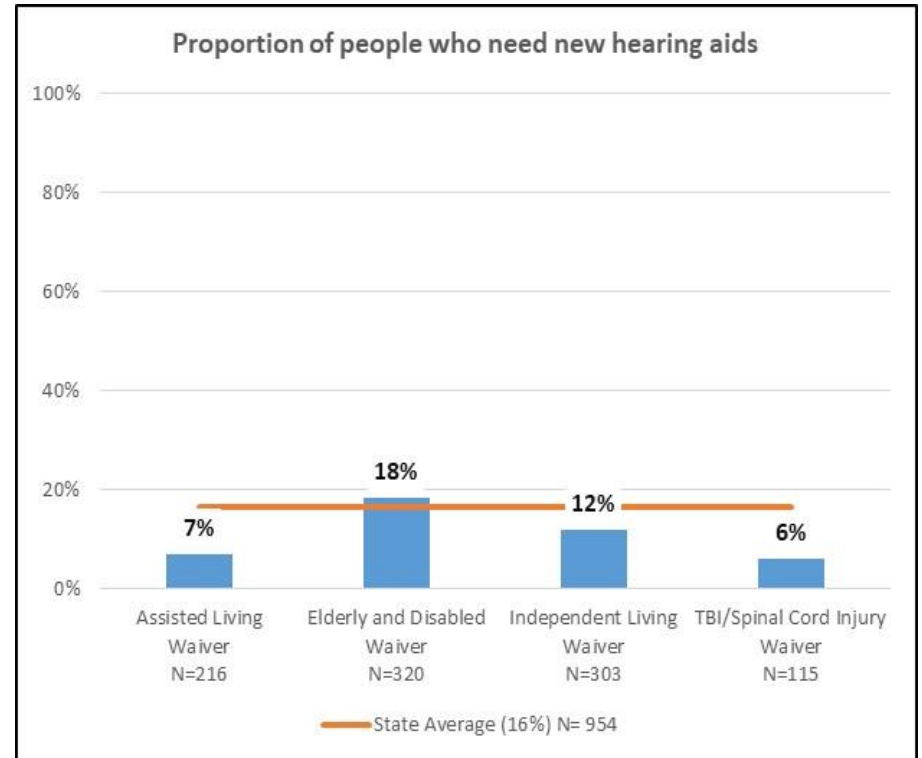
Graph 51. Proportion of people who need a new wheelchair



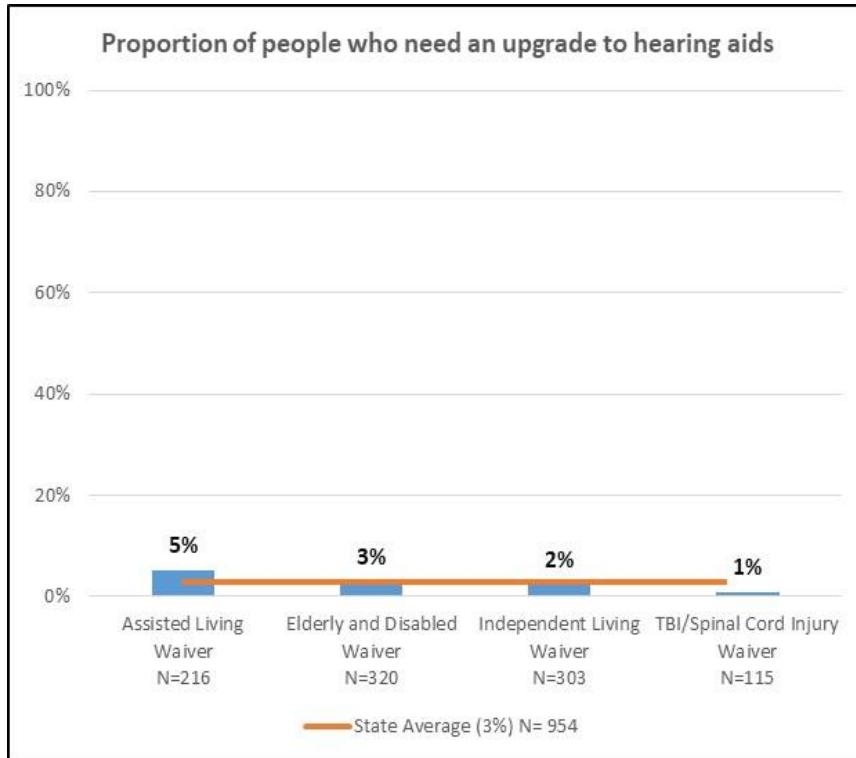
Graph 52. Proportion of people who need an upgrade to a wheelchair



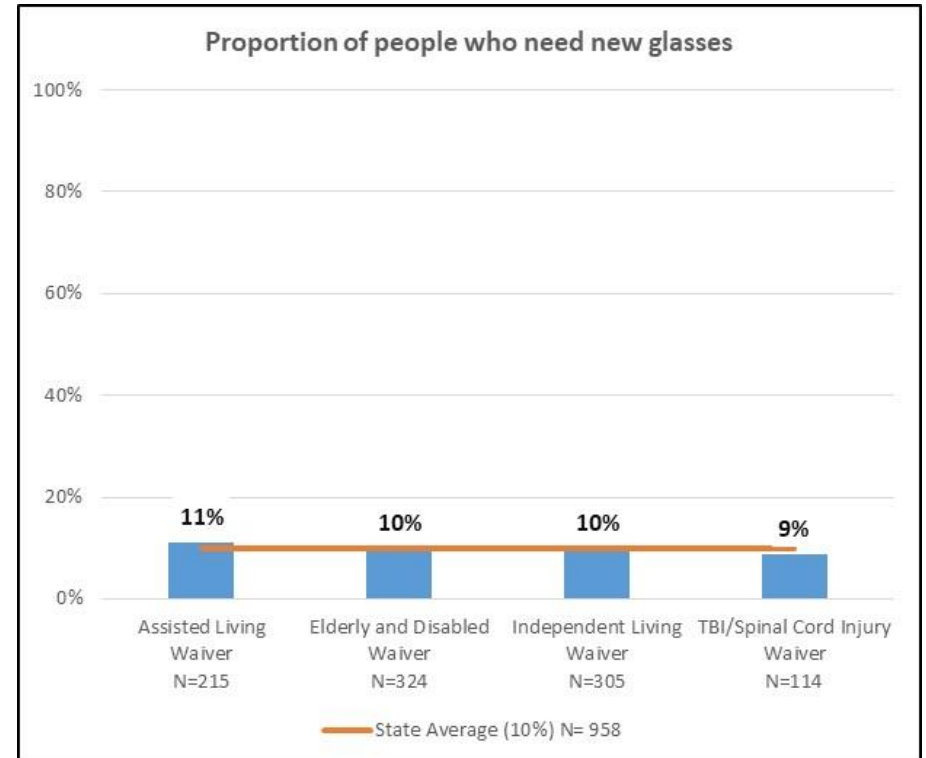
Graph 53. Proportion of people who need new hearing aids



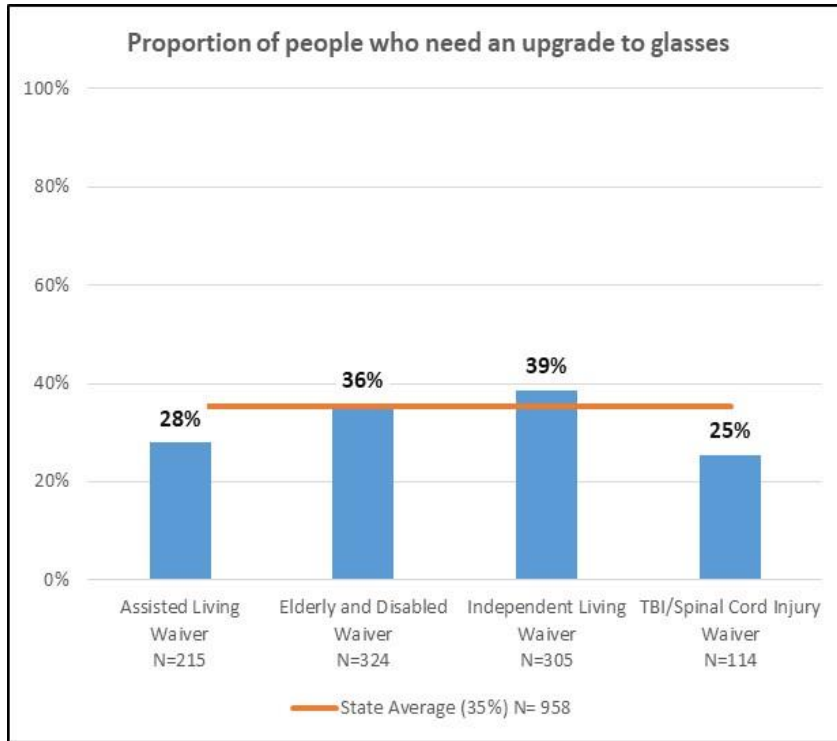
Graph 54. Proportion of people who need an upgrade to hearing aids



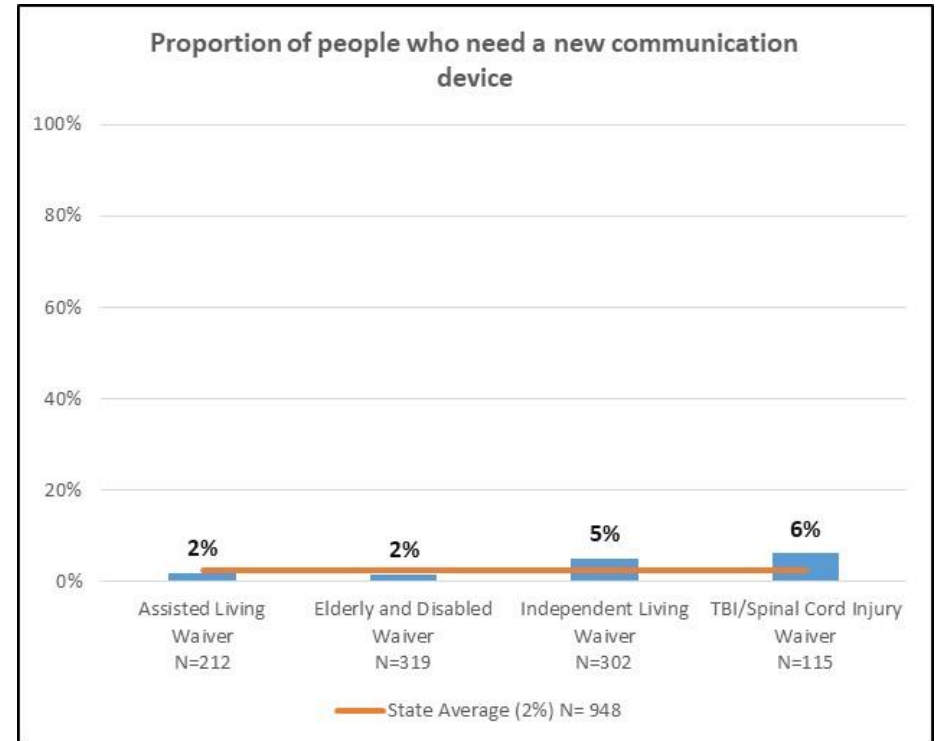
Graph 55. Proportion of people who need new glasses



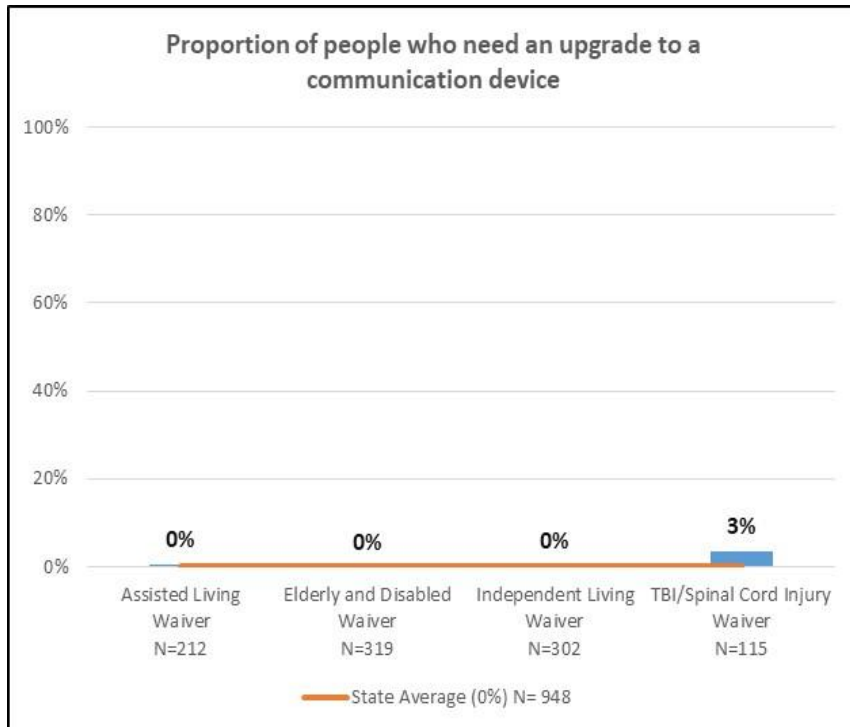
Graph 56. Proportion of people who need an upgrade to glasses



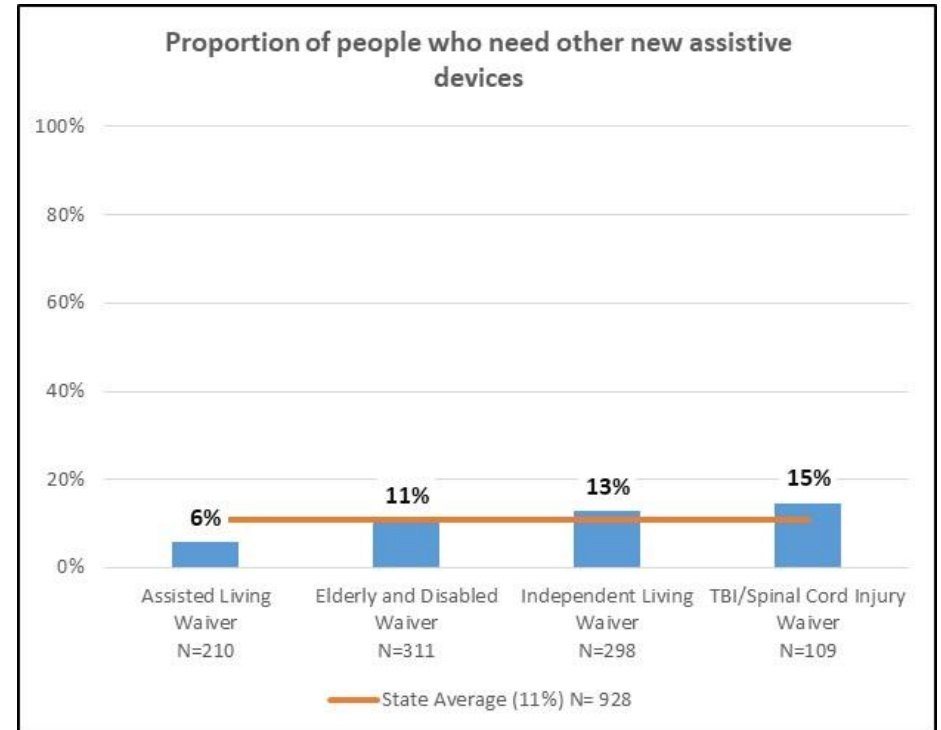
Graph 57. Proportion of people who need a new communication device



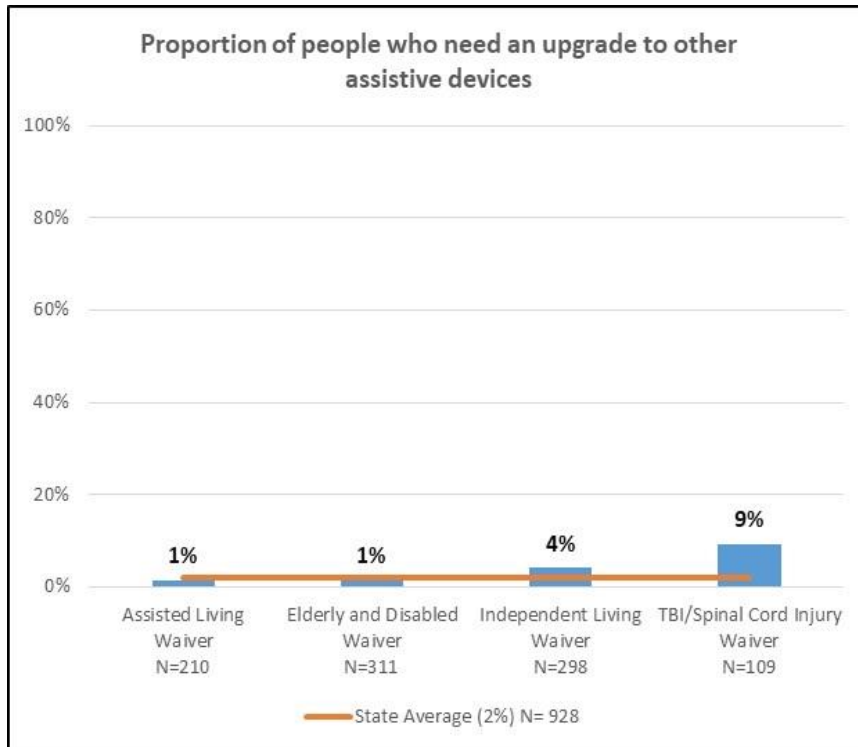
Graph 58. Proportion of people who need an upgrade to a communication device



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.

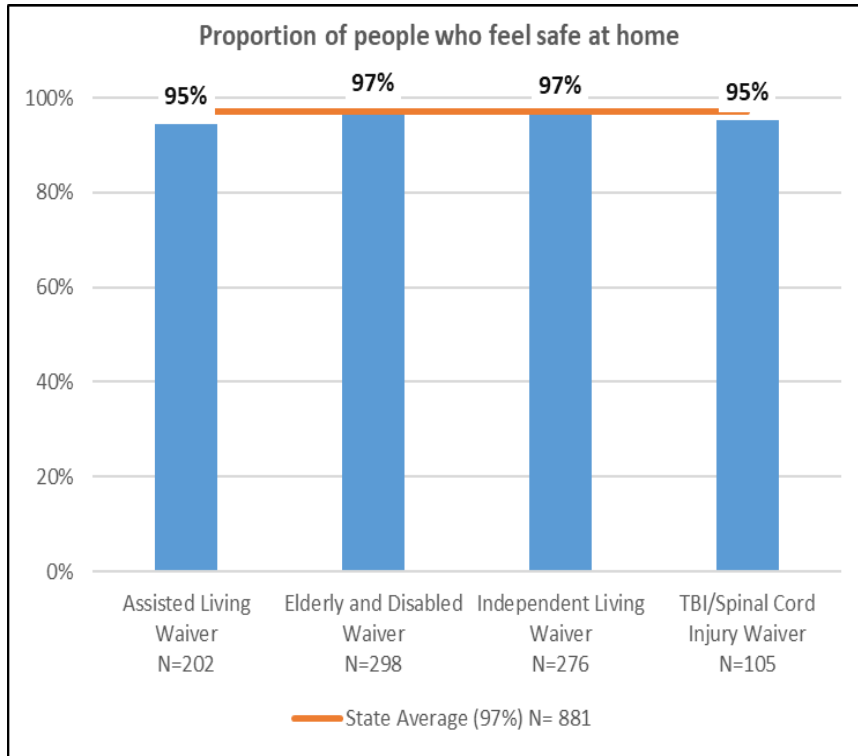
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

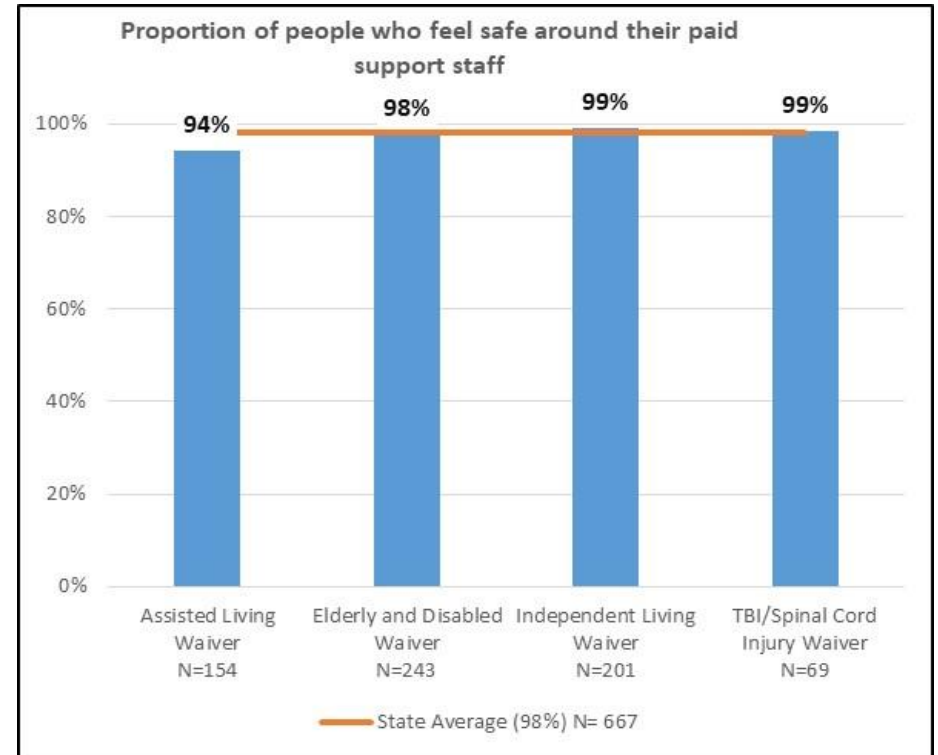
There are seven survey items that correspond to the Safety domain.

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

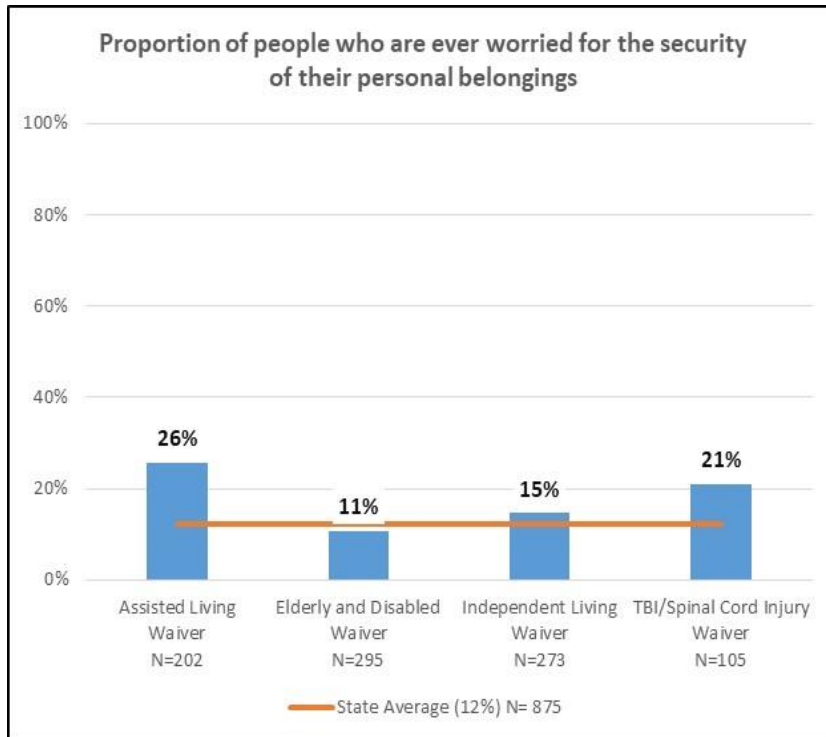
Graph 61. Proportion of people who feel safe at home



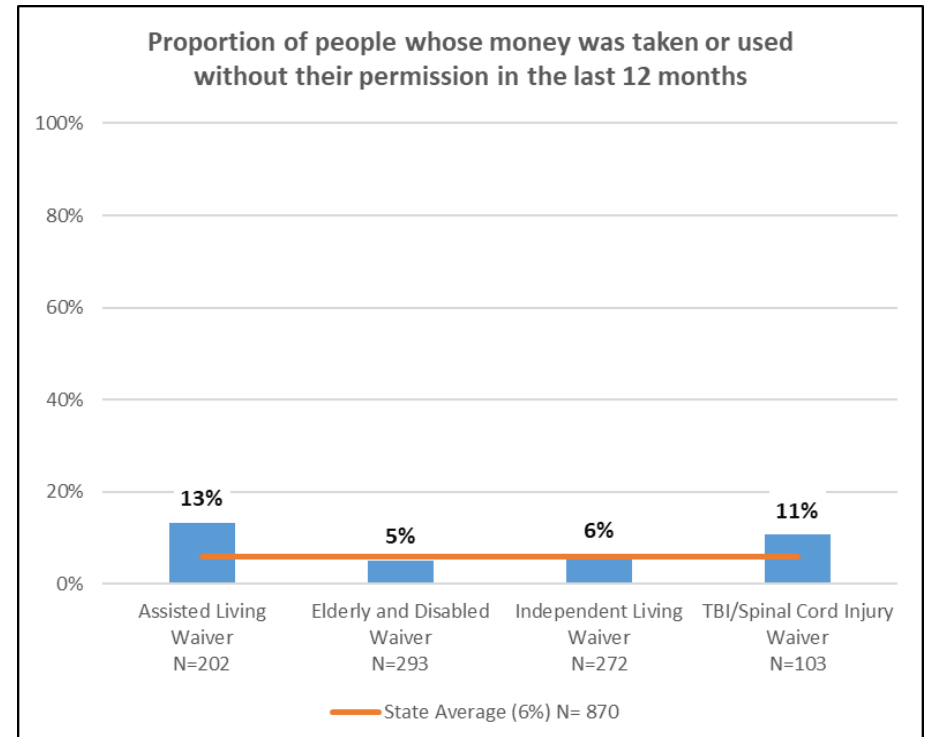
Graph 62. Proportion of people who feel safe around their paid support staff



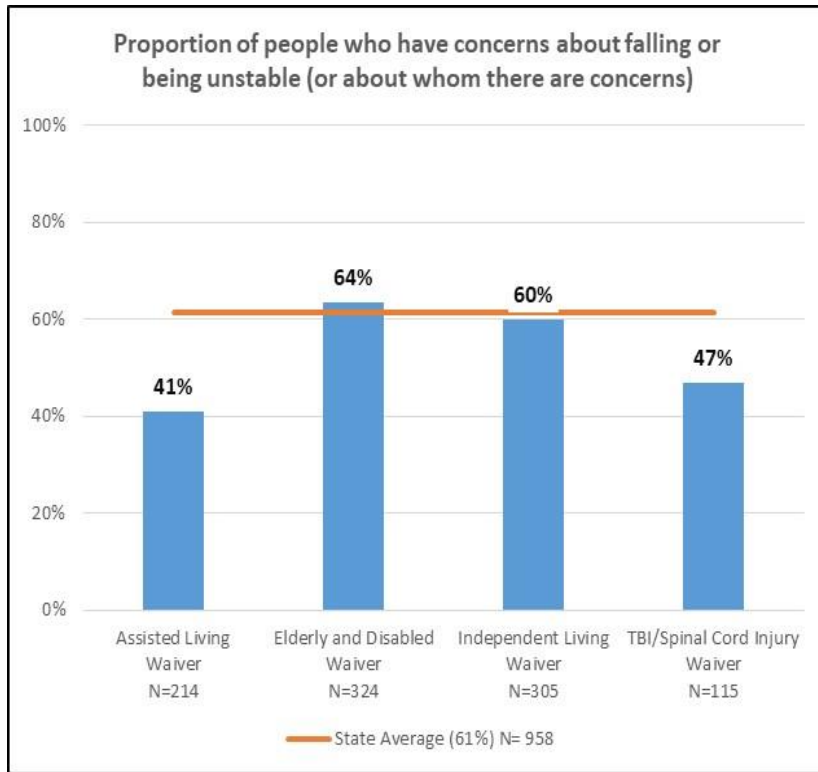
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



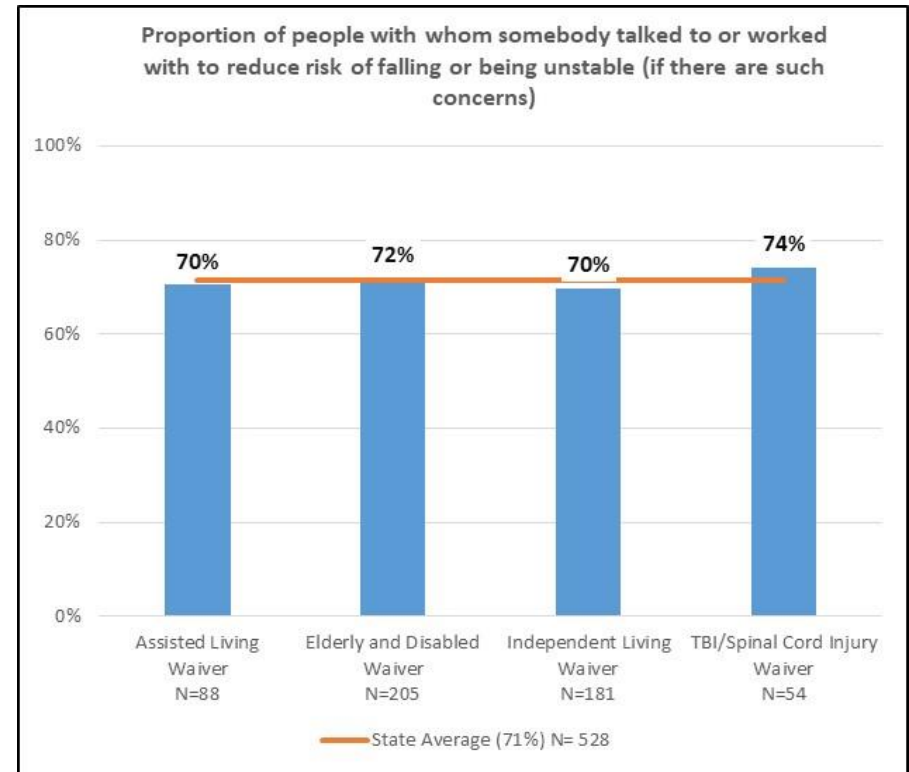
Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



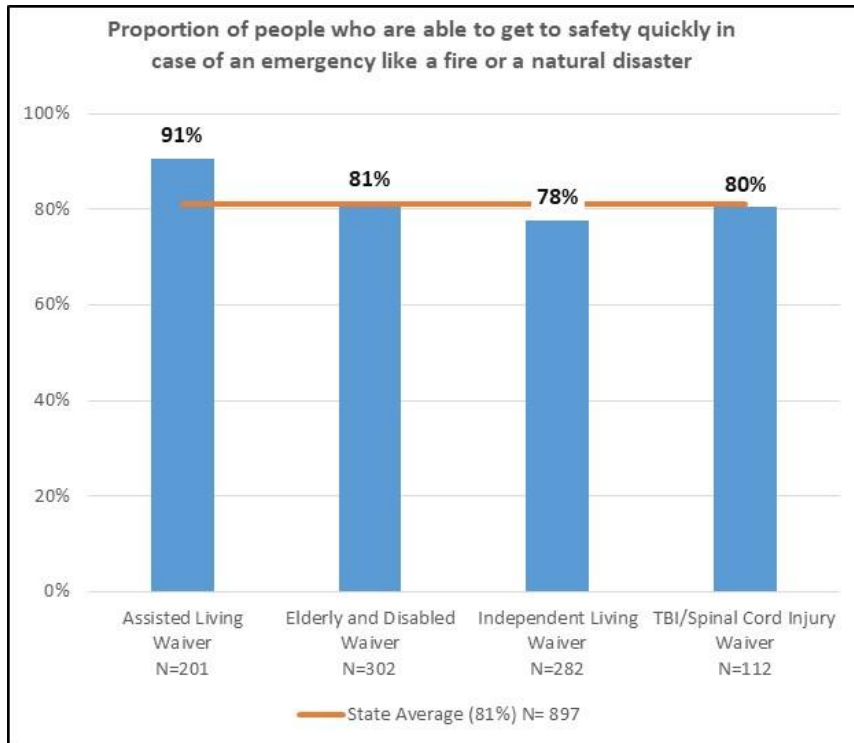
Graph 65. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



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.

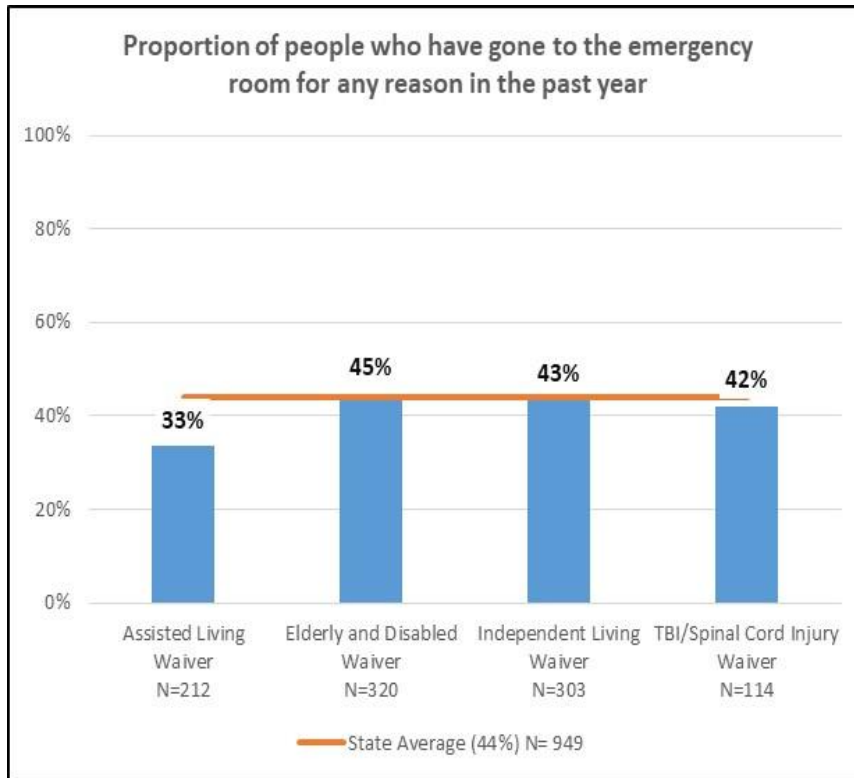
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

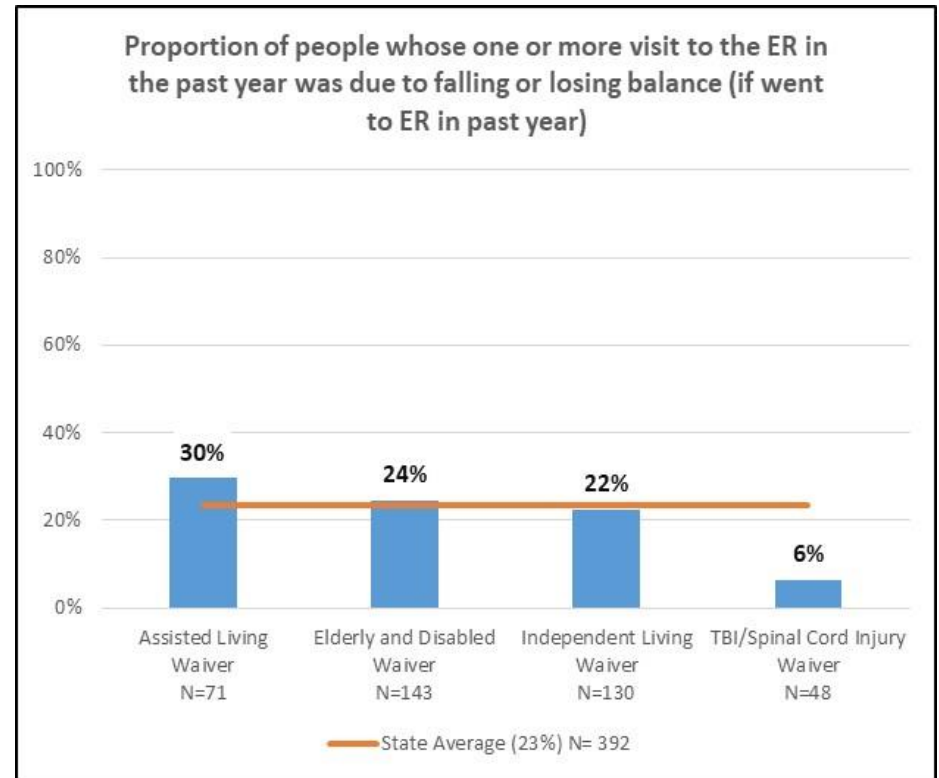
There are four survey items that correspond to the Health Care domain.

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

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



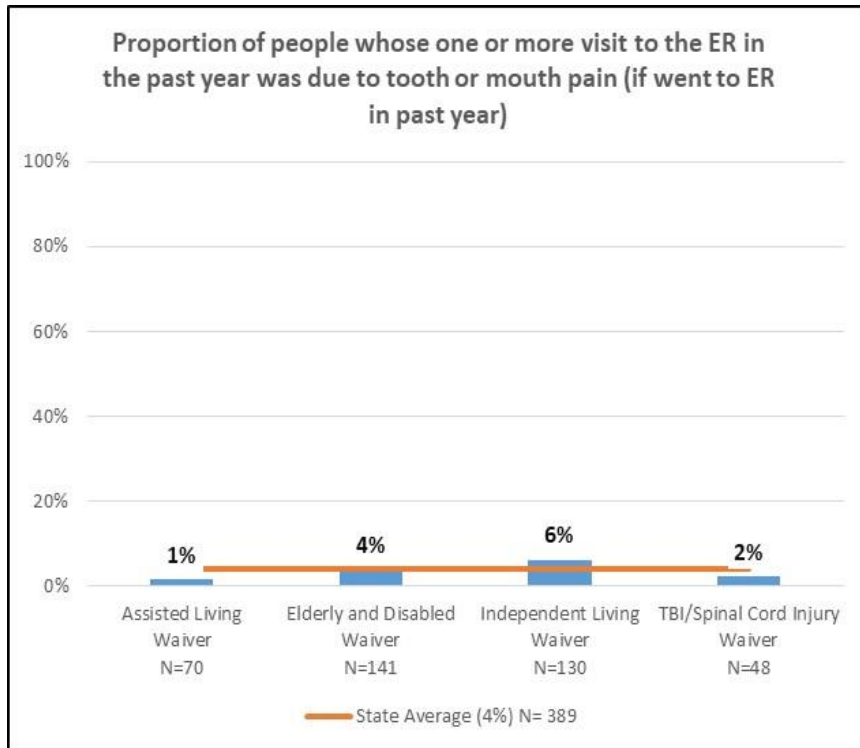
Graph 69. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)¹⁰



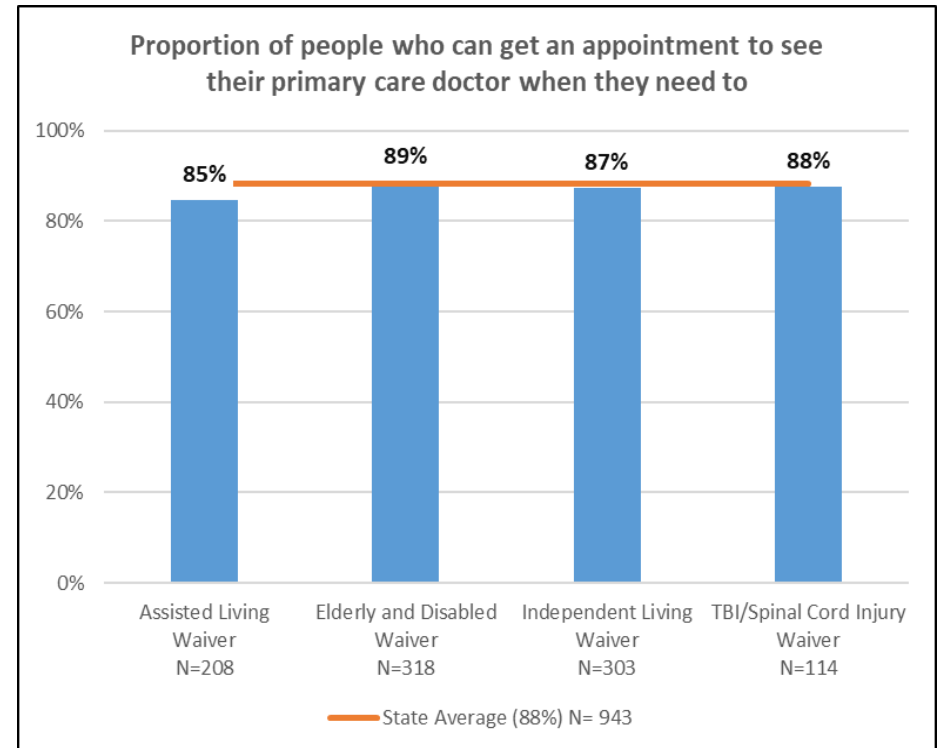
⁹ Question restructured

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

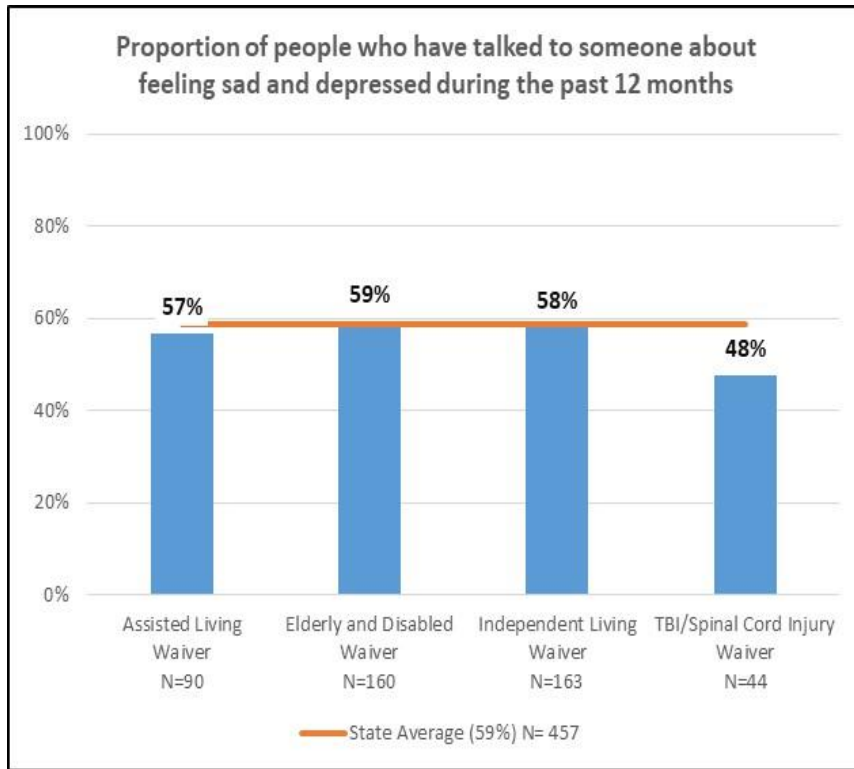


Graph 71. Proportion of people who can get an appointment to see their primary care doctor when they need to

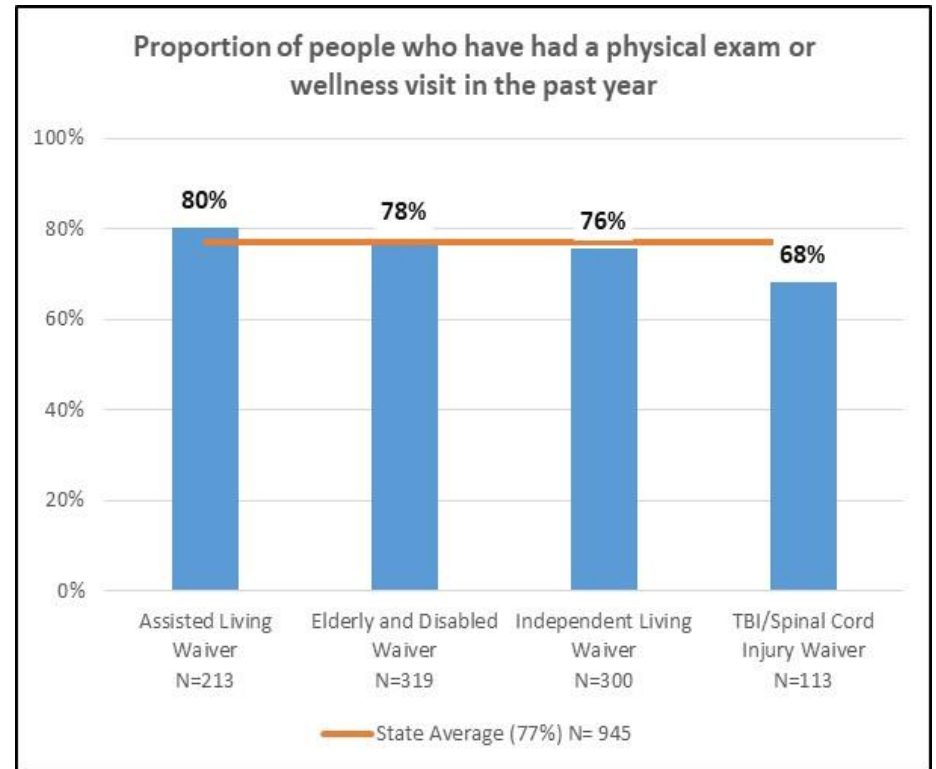


¹¹ Question restructured

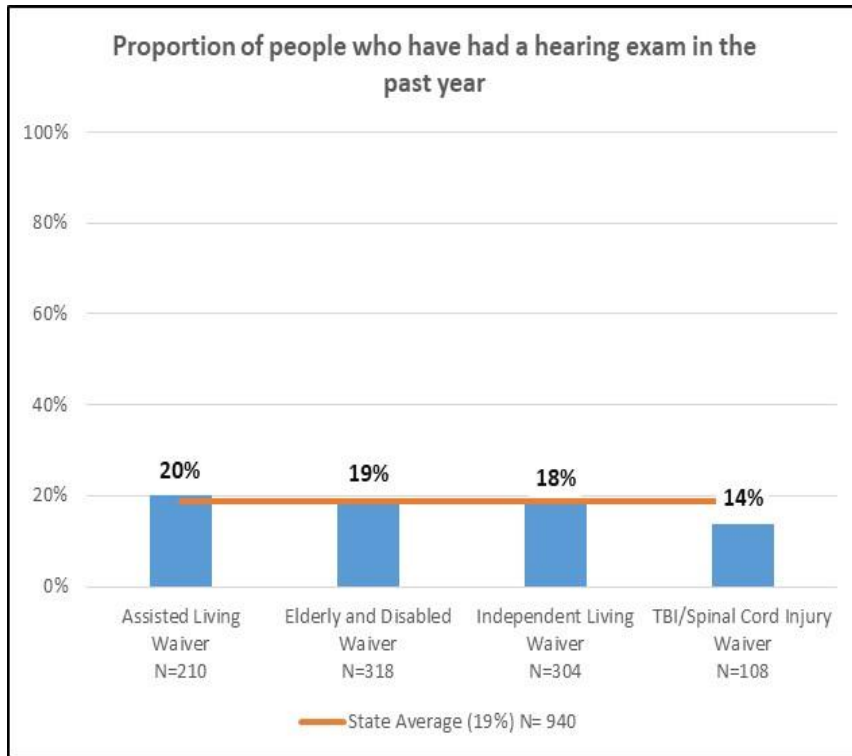
Graph 72. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



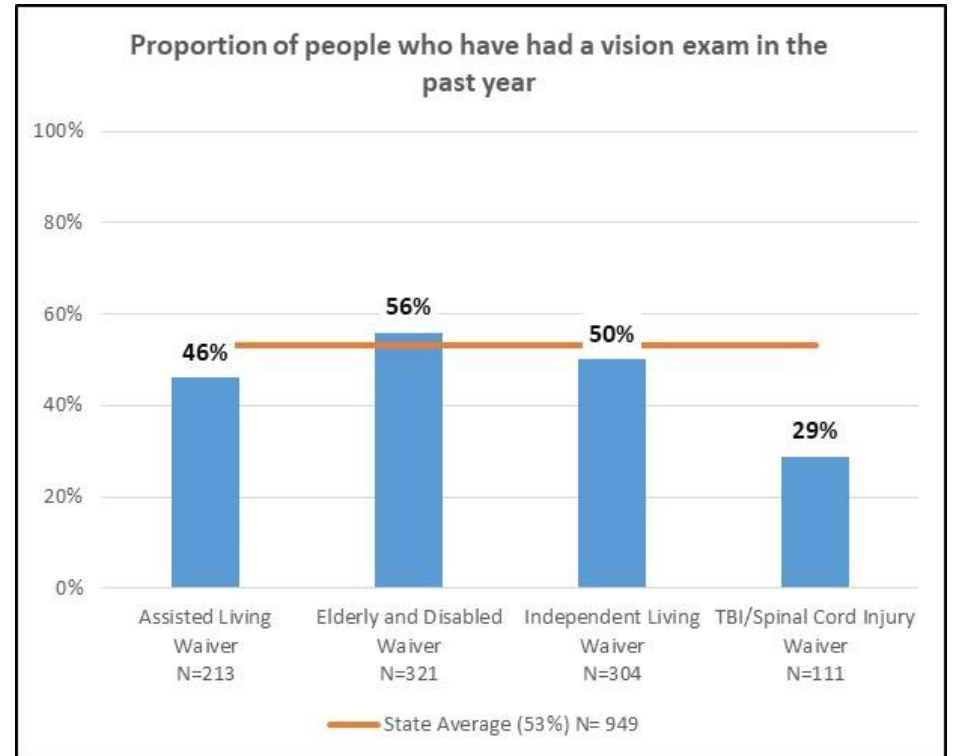
Graph 73. Proportion of people who have had a physical exam or wellness visit in the past year



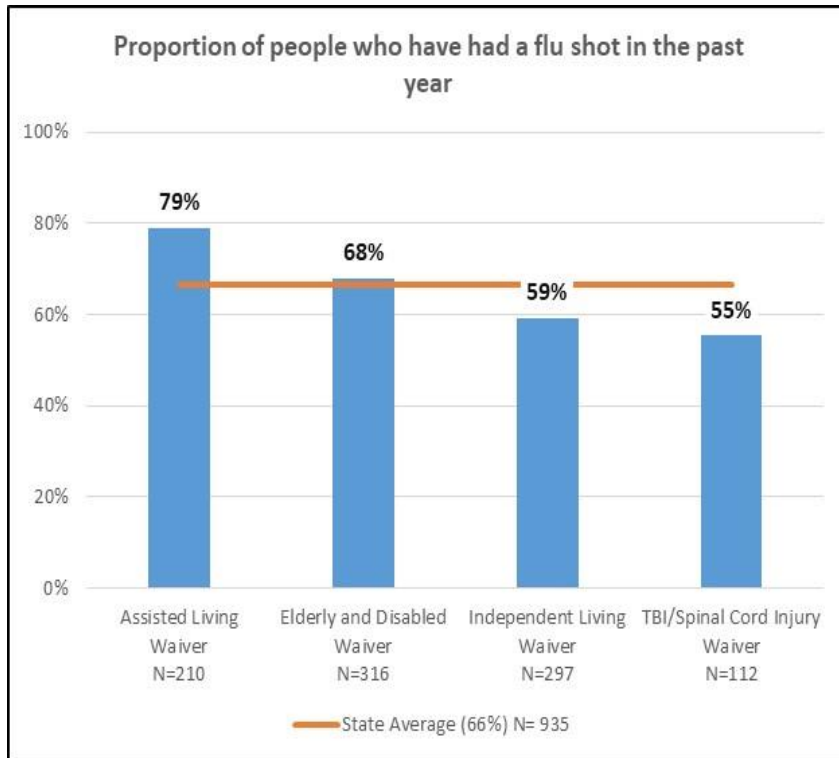
Graph 74. Proportion of people who have had a hearing exam in the past year



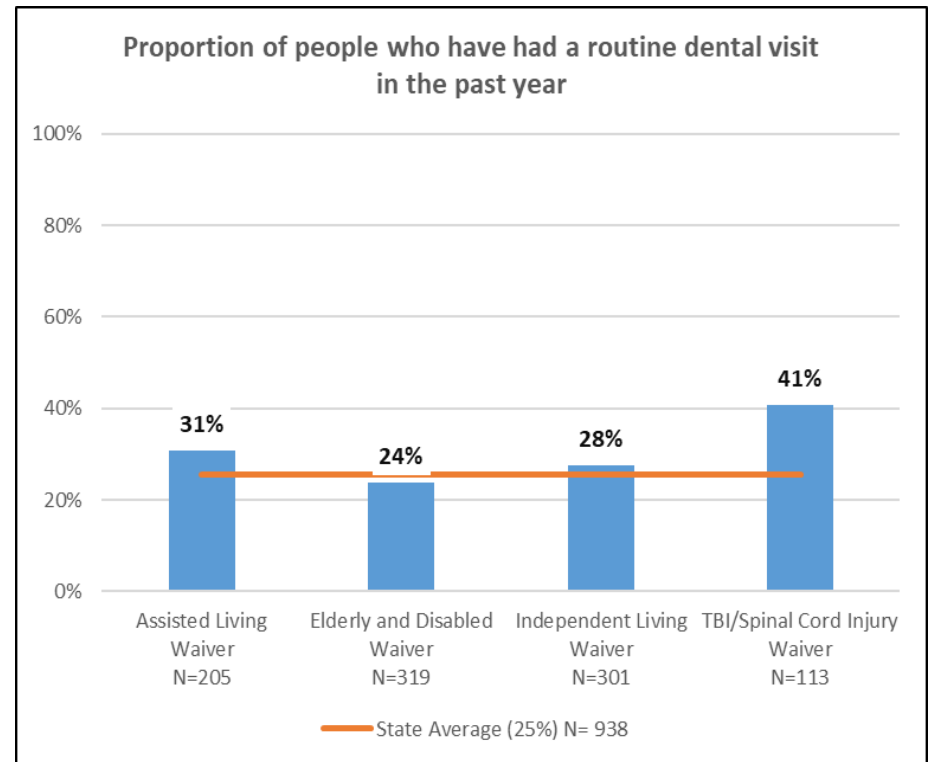
Graph 75. Proportion of people who have had a vision exam in the past year



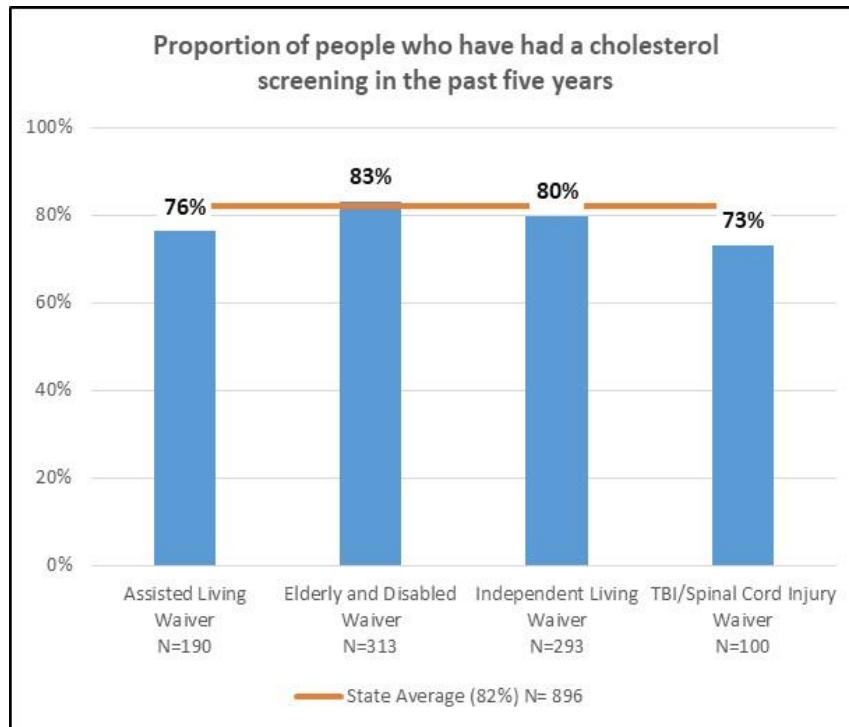
Graph 76. Proportion of people who have had a flu shot in the past year



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.

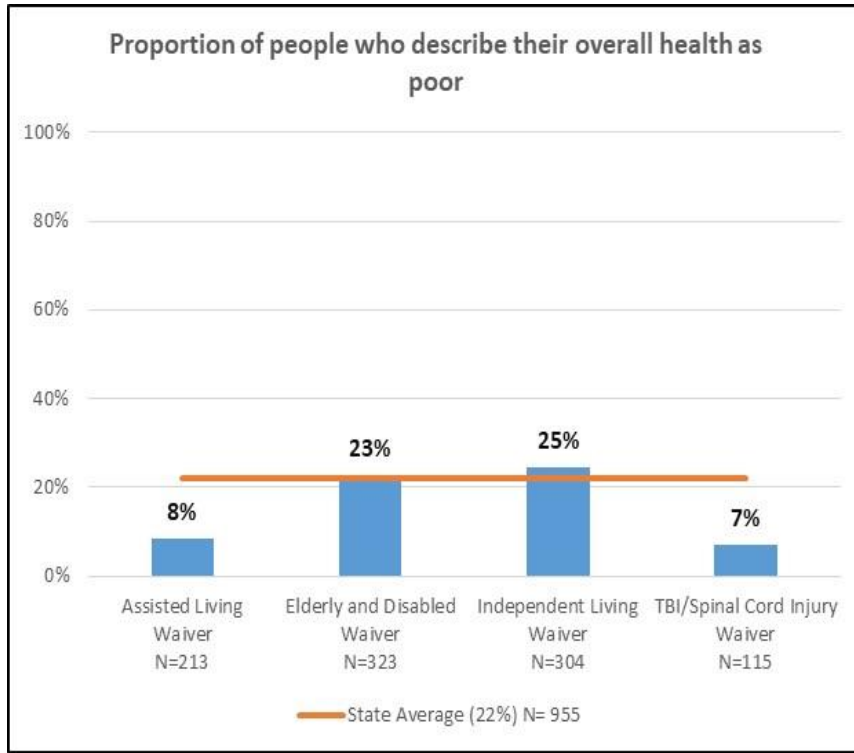
There are seven Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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.

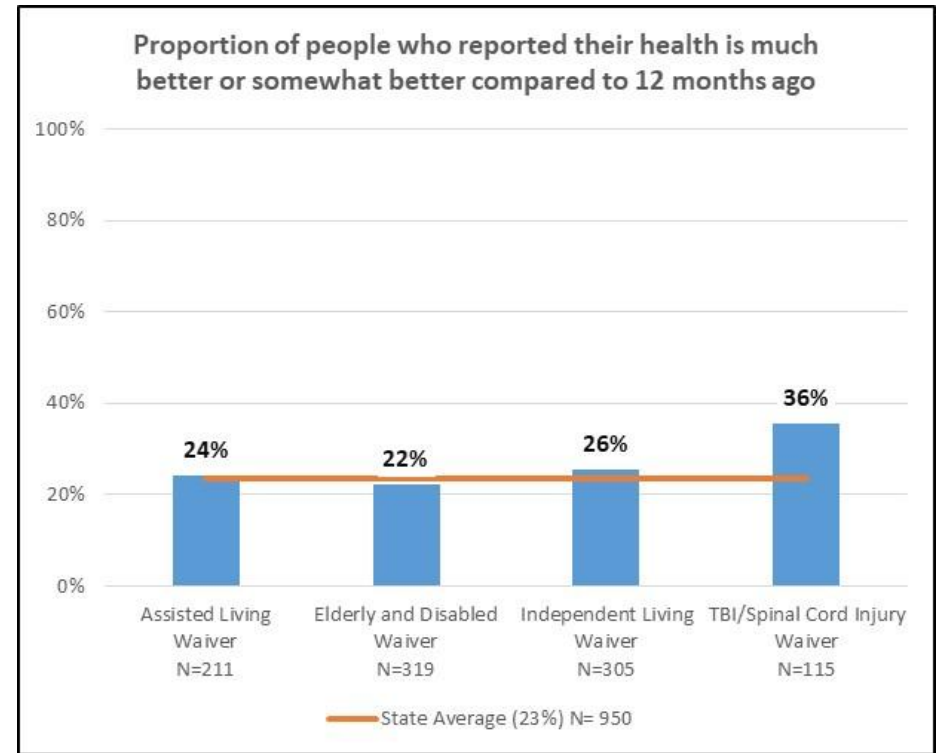
There are ten survey items that correspond to the Wellness domain.

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

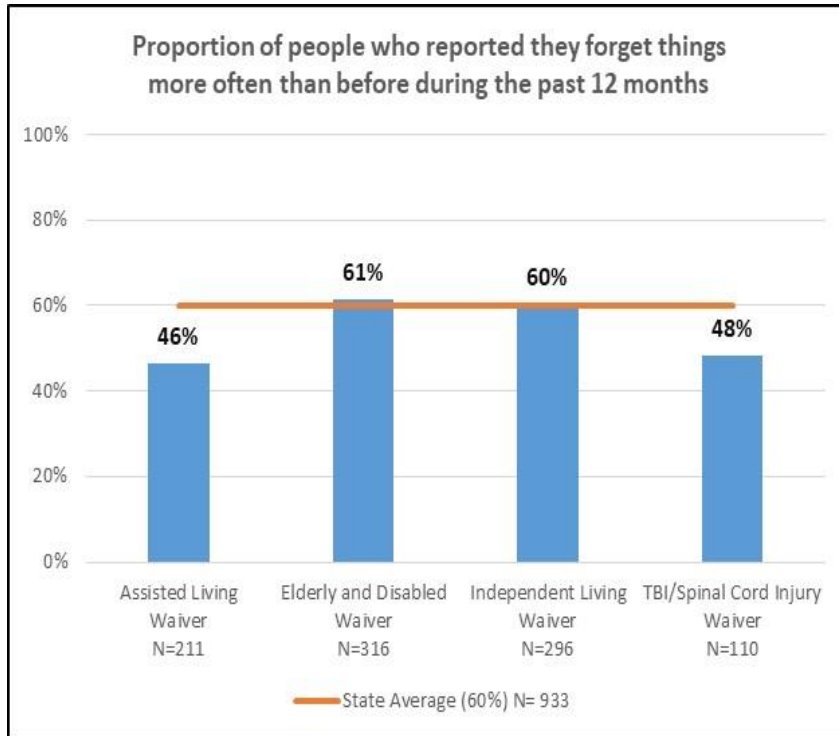
Graph 79. Proportion of people who describe their overall health as poor



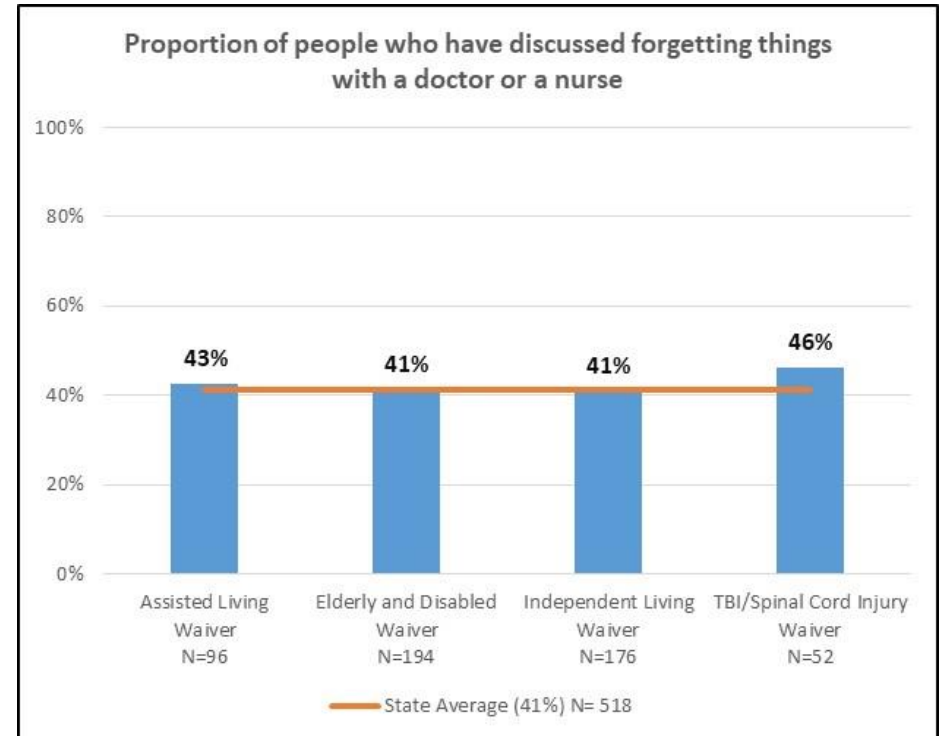
Graph 80. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



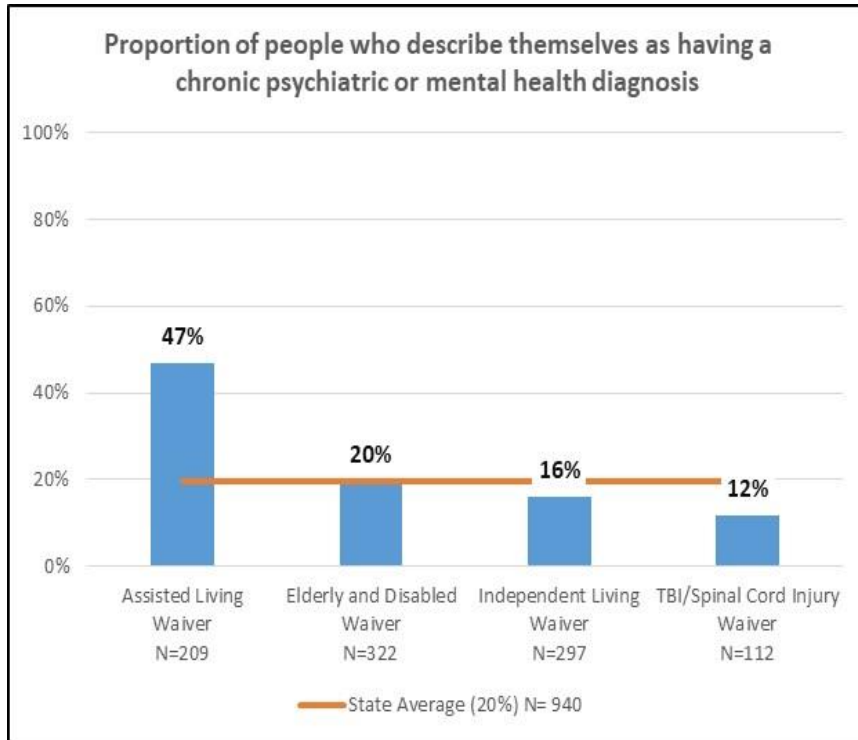
Graph 81. Proportion of people who reported they forget things more often than before during the past 12 months



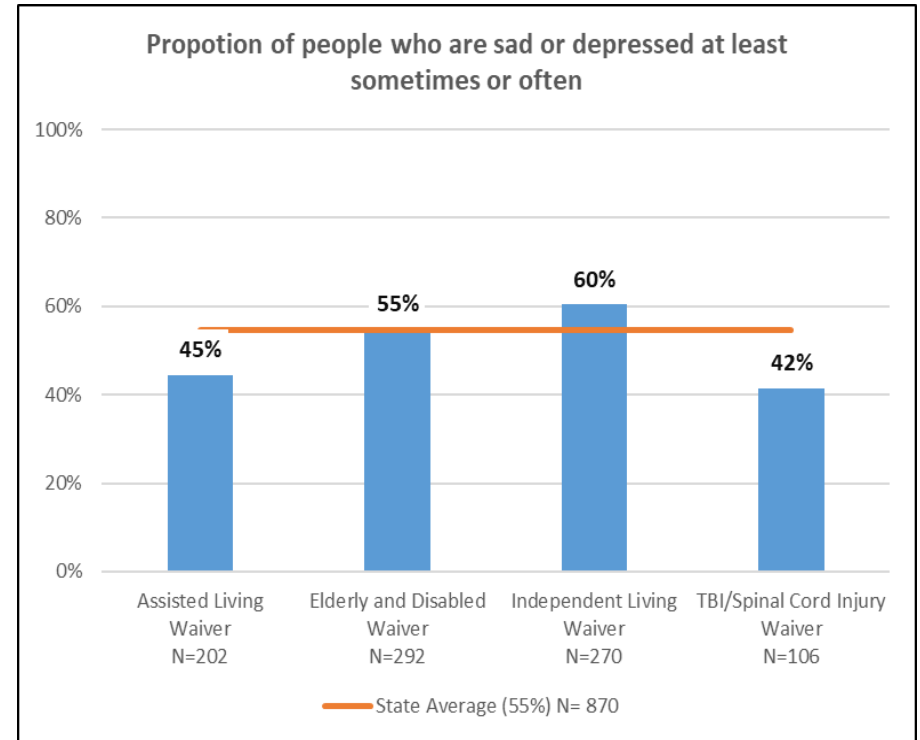
Graph 82. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



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

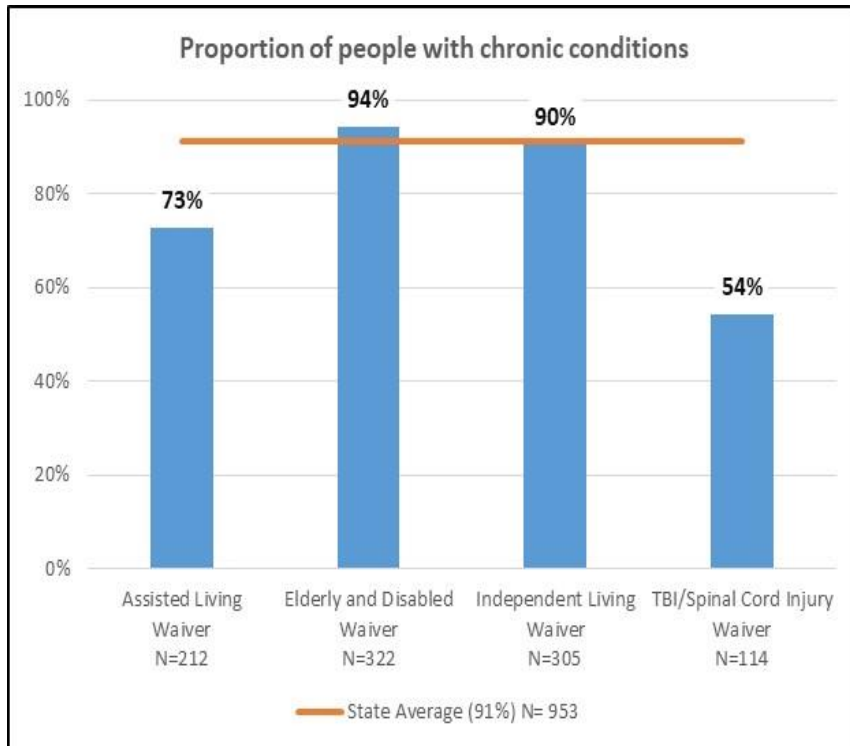


Graph 84. Proportion of people who feel sad or depressed at least sometimes or often

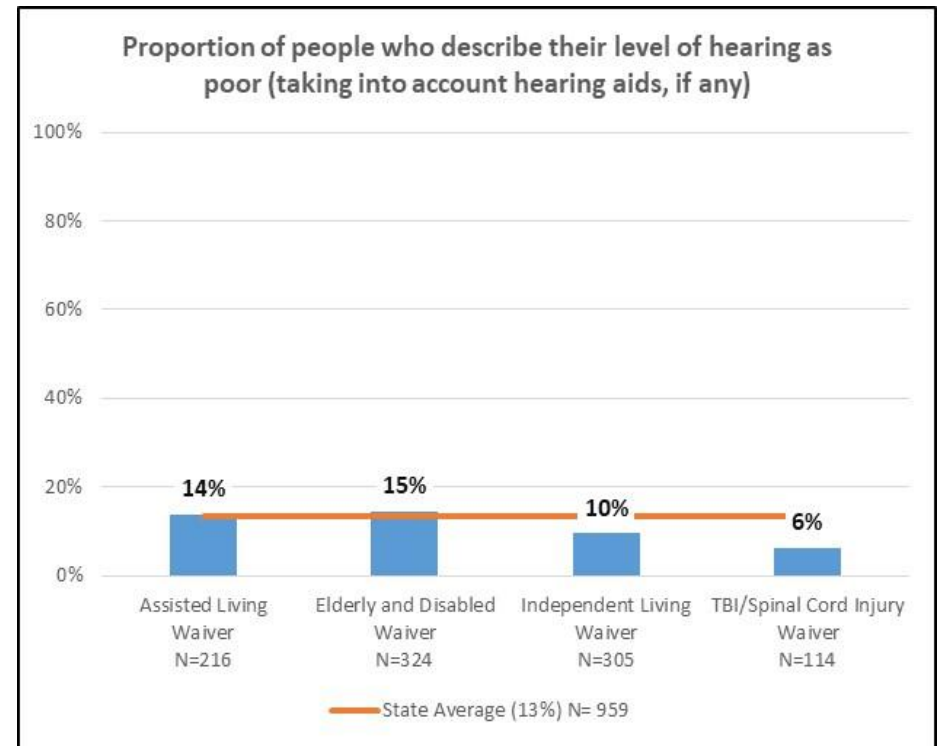


¹² New variable

Graph 85. Proportion of people with chronic conditions

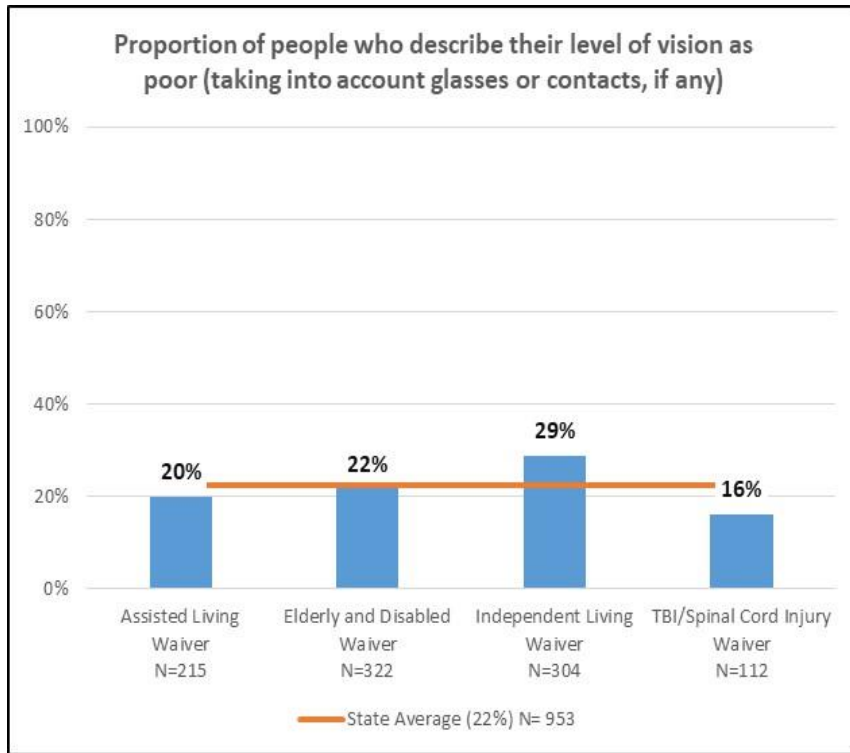


Graph 86. Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)¹³



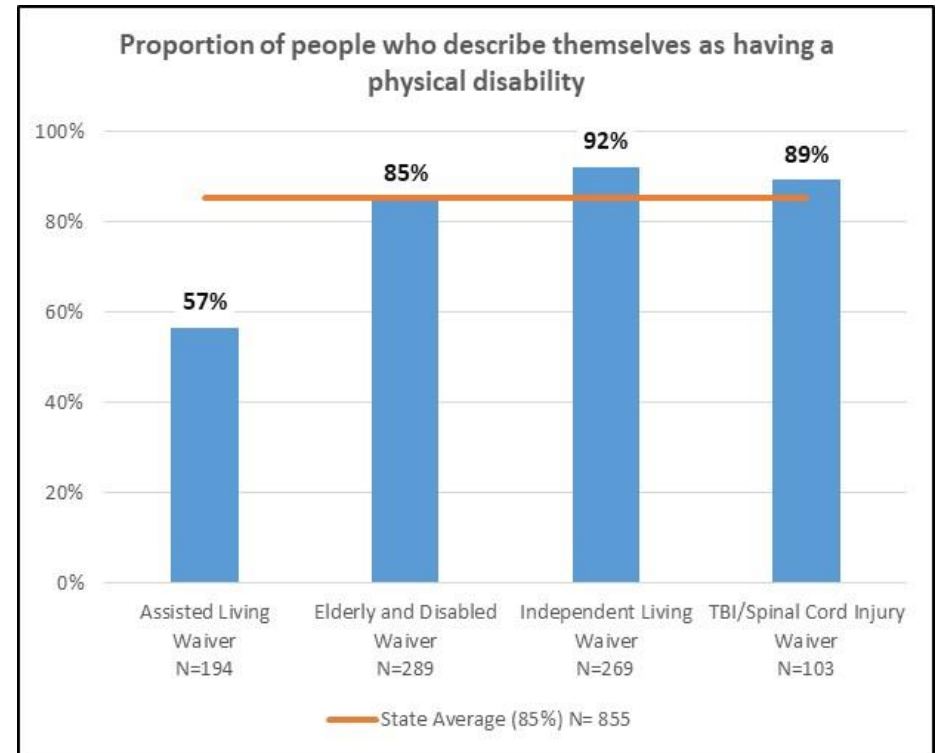
¹³ New variable

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.

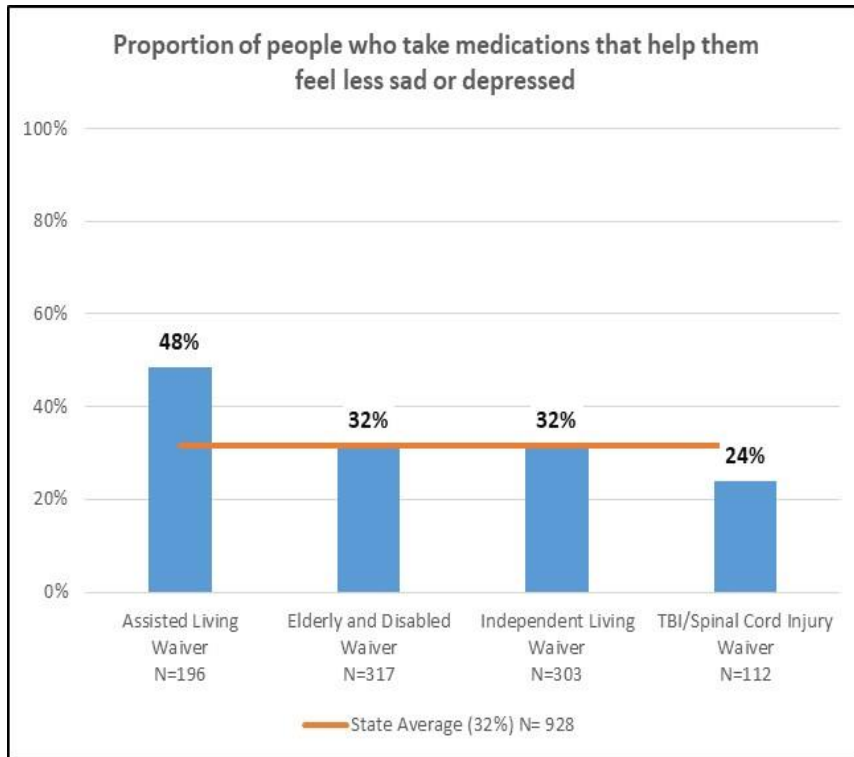
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

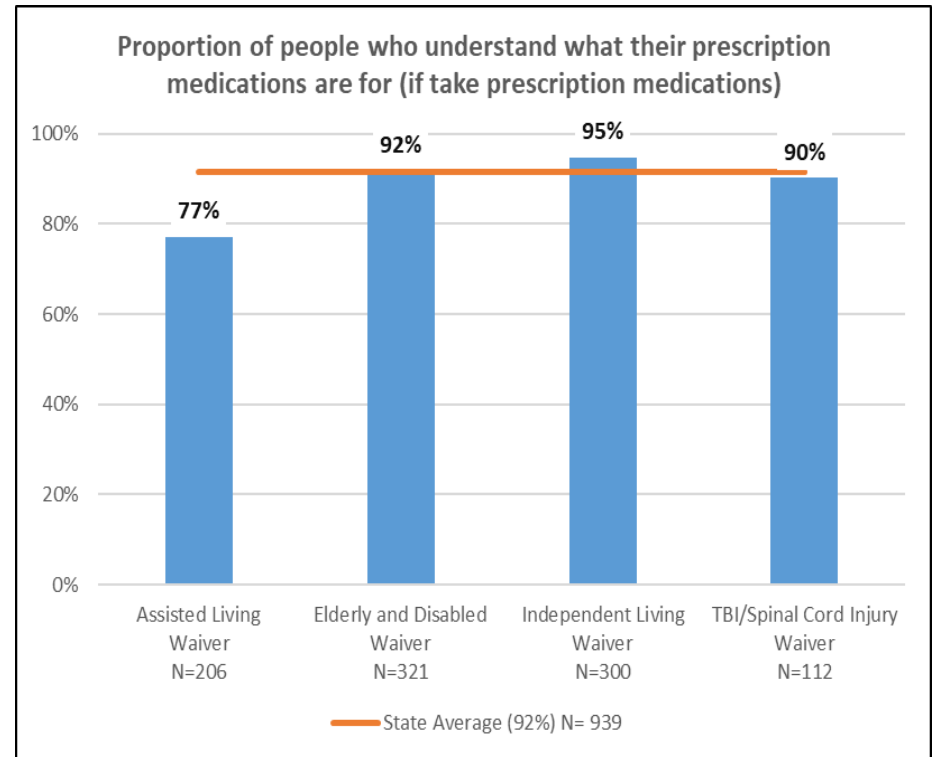
There are two survey items that correspond to the Medication domain.

Un-collapsed data for state and programs 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.

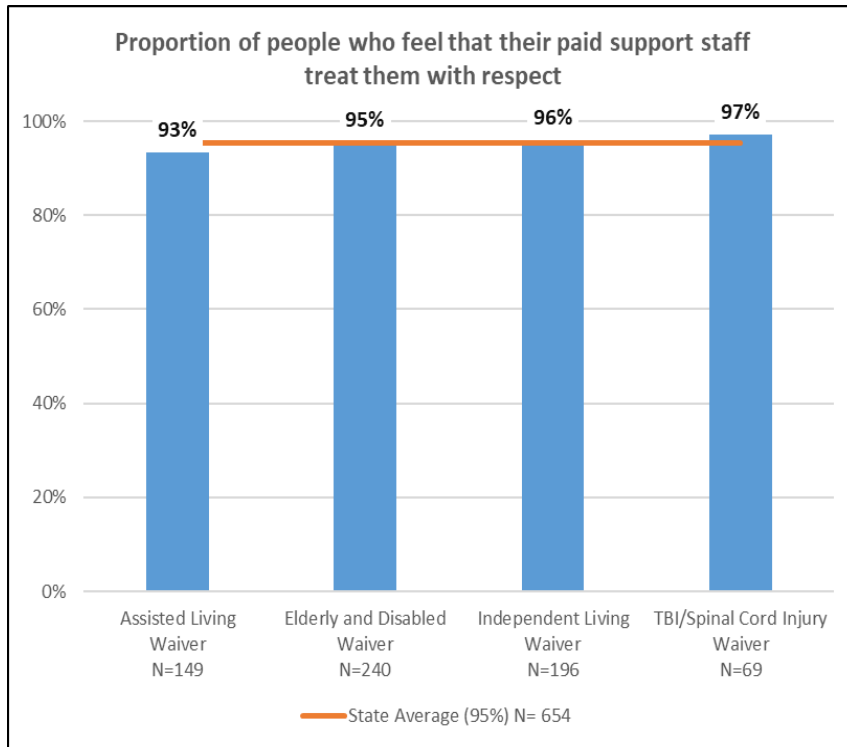
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

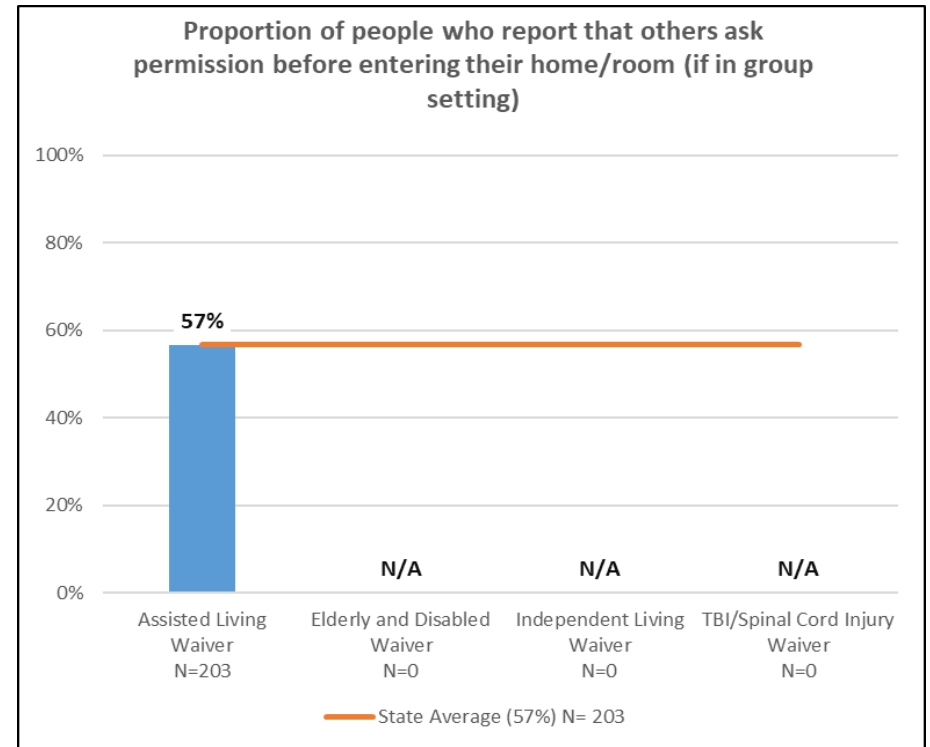
There are eight survey items that correspond to the Rights and Respect domain.

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

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

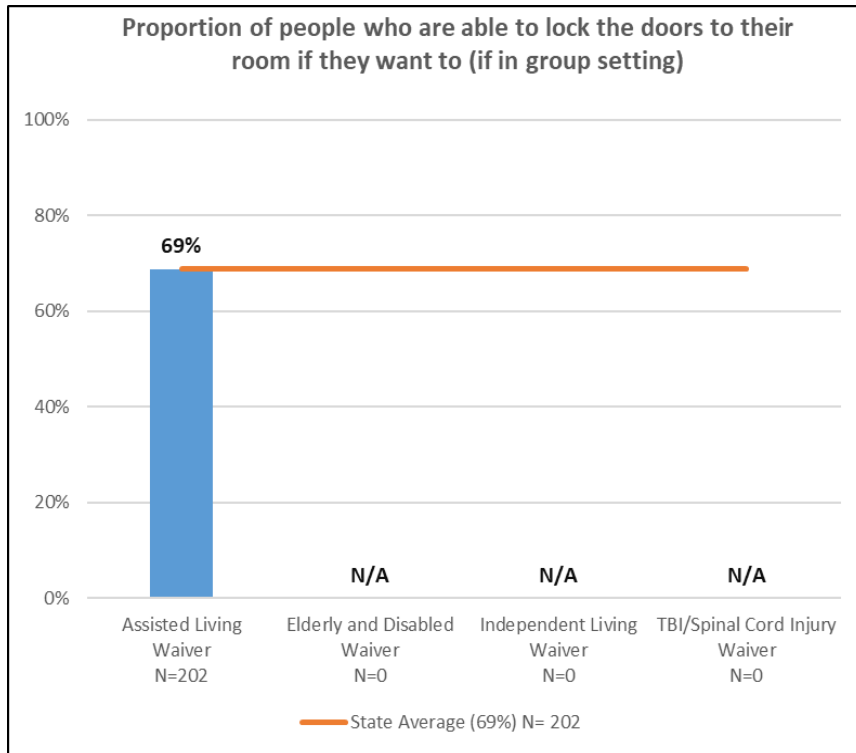


Graph 92. Proportion of people who report that others ask permission before entering their home/room (if in group setting)¹⁶

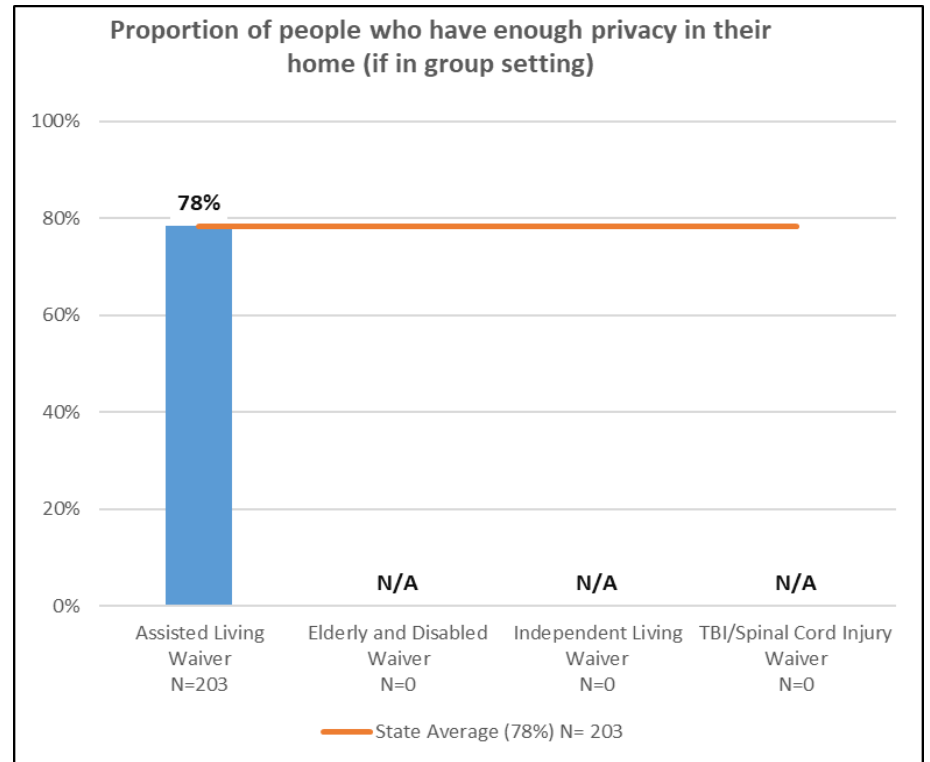


¹⁶ In 2015-2016, this question was asked of everyone; now in group setting only

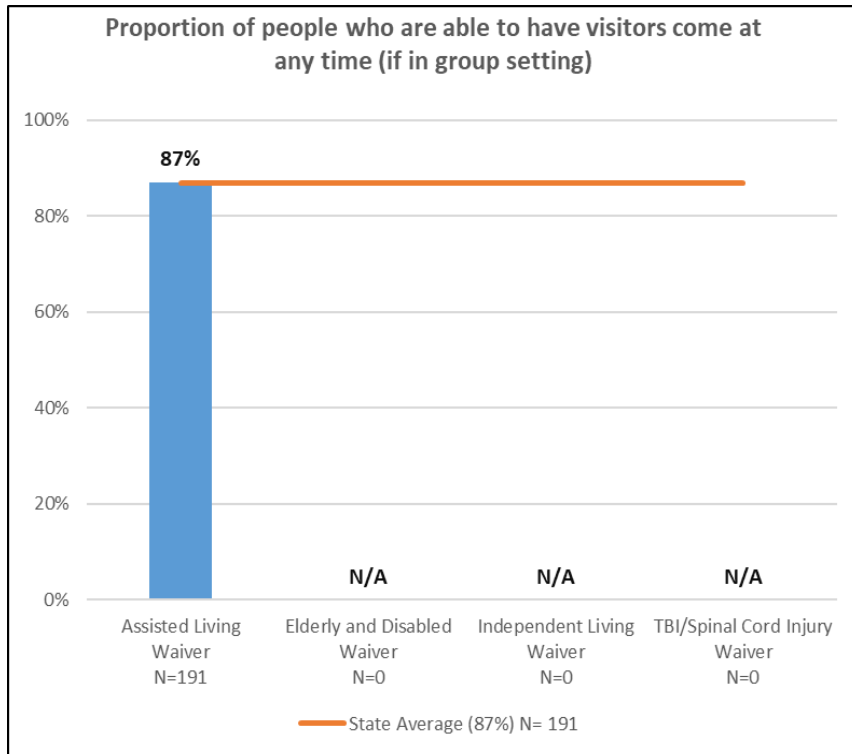
Graph 93. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



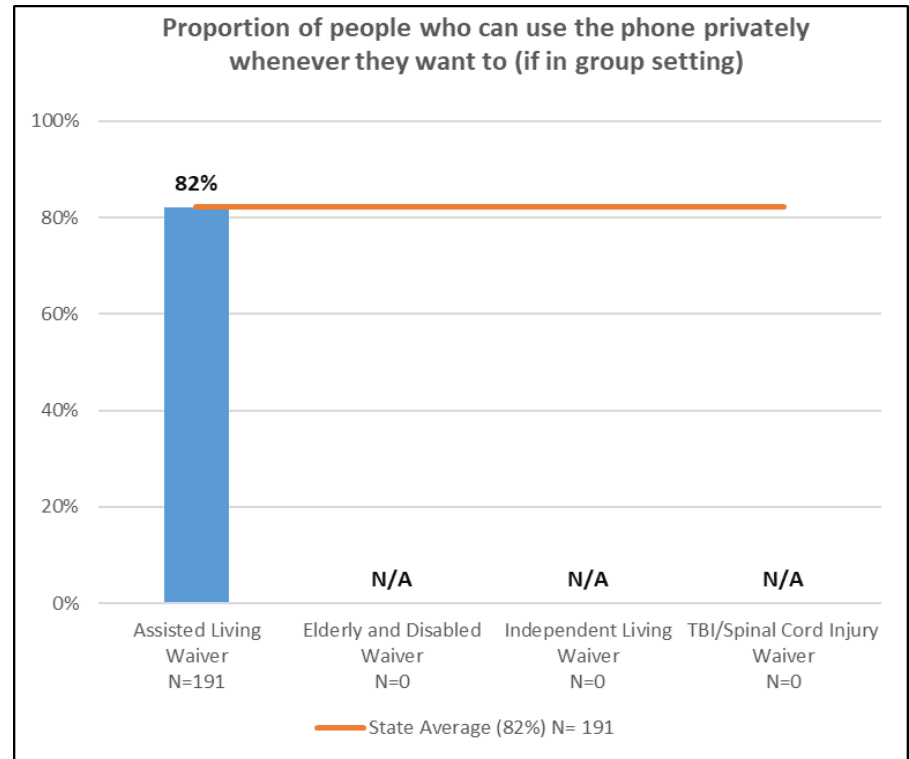
Graph 94. Proportion of people who have enough privacy in their home (if in group setting)



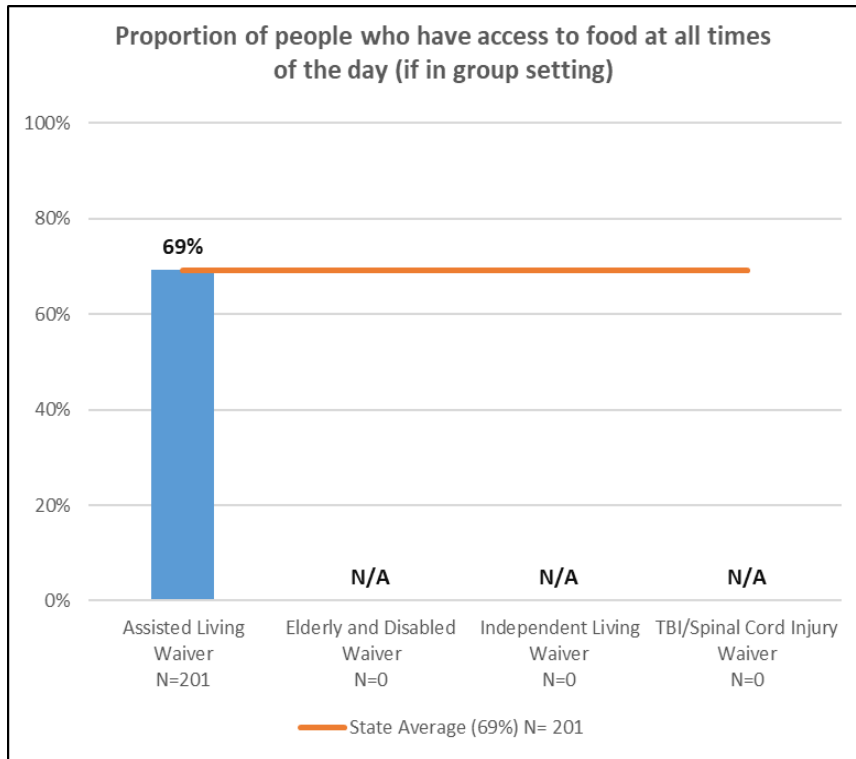
Graph 95. Proportion of people who are able to have visitors come at any time (if in group setting)



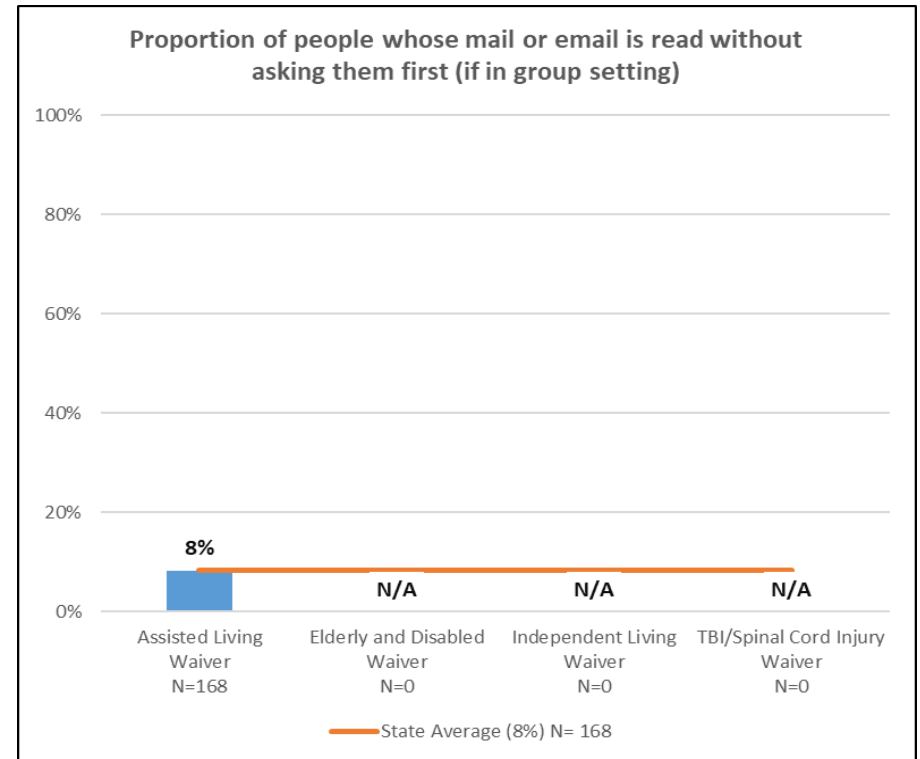
Graph 96. Proportion of people who can use the phone privately whenever they want to (if in group setting)



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



Graph 98. Proportion of people whose mail or email is read without asking them first (if in group setting)



Self-Direction of Care

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

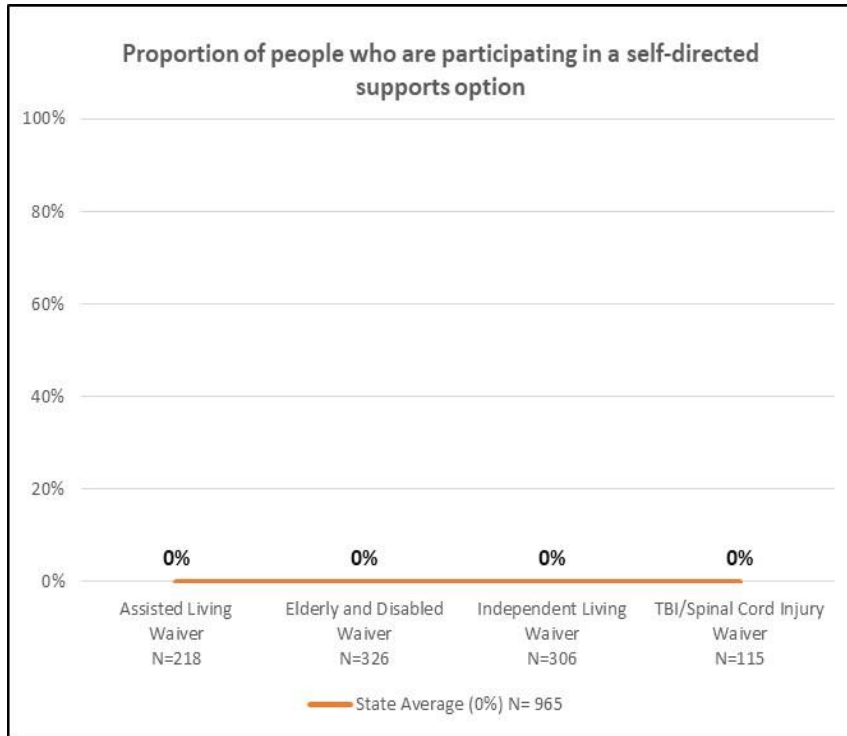
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

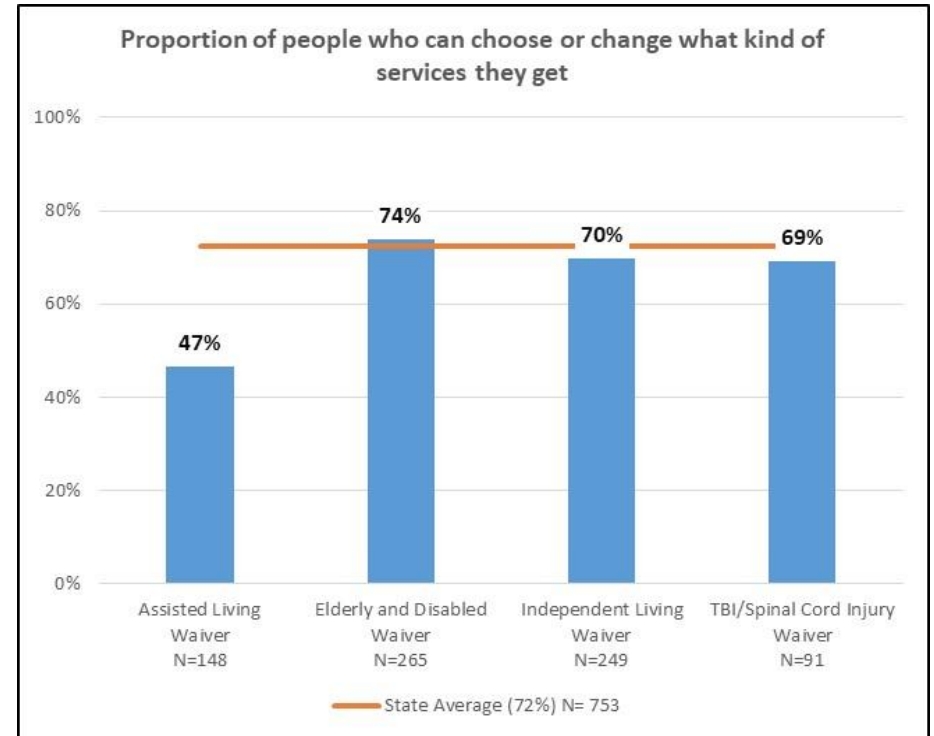
There are four survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

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

Graph 99. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

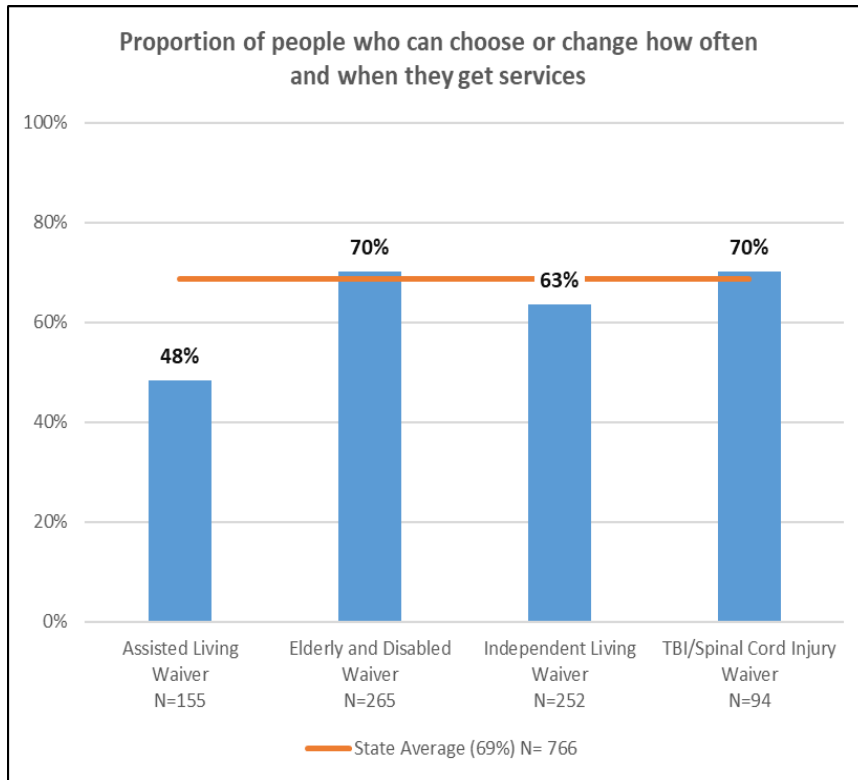


Graph 100. Proportion of people who can choose or change what kind of services they get¹⁷



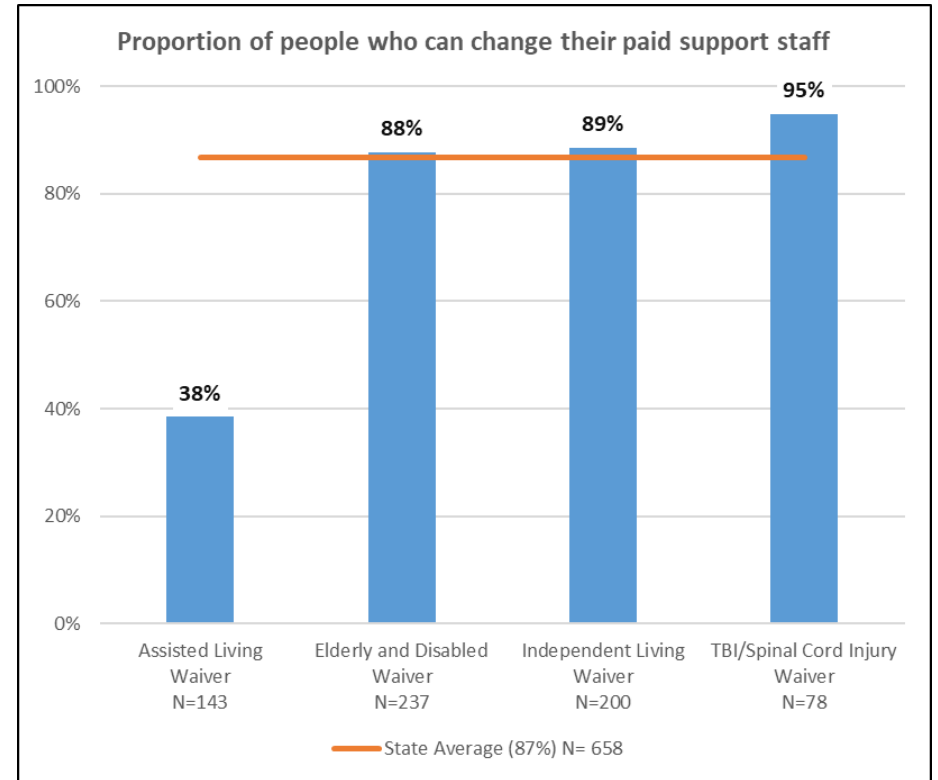
¹⁷ New variable

Graph 101. Proportion of people who can choose or change how often and when they get services¹⁸



¹⁸ New variable

Graph 102. Proportion of people who can change their paid support staff¹⁹



¹⁹ New variable

Work

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

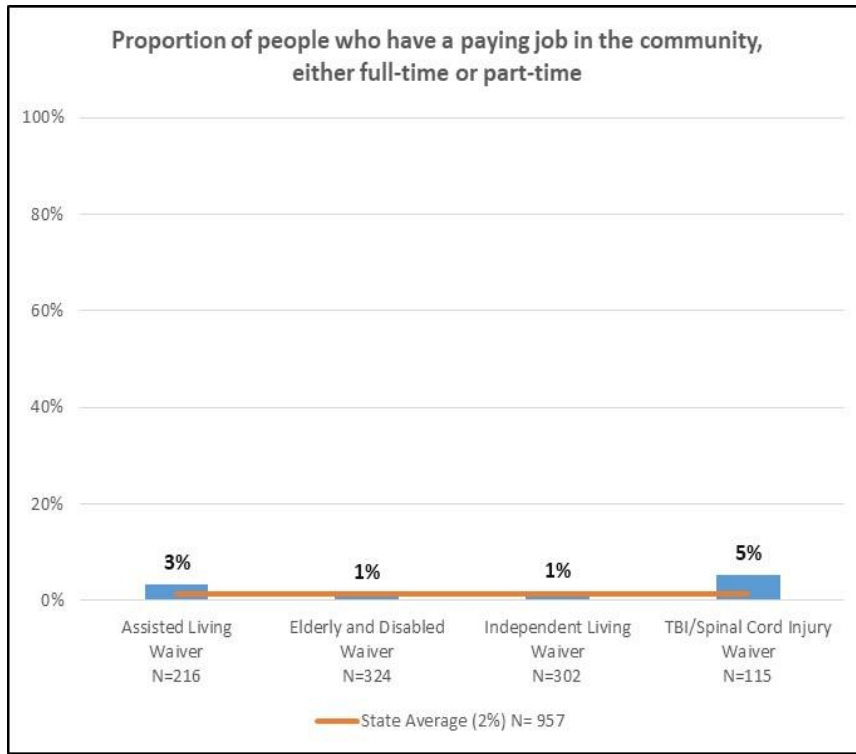
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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.

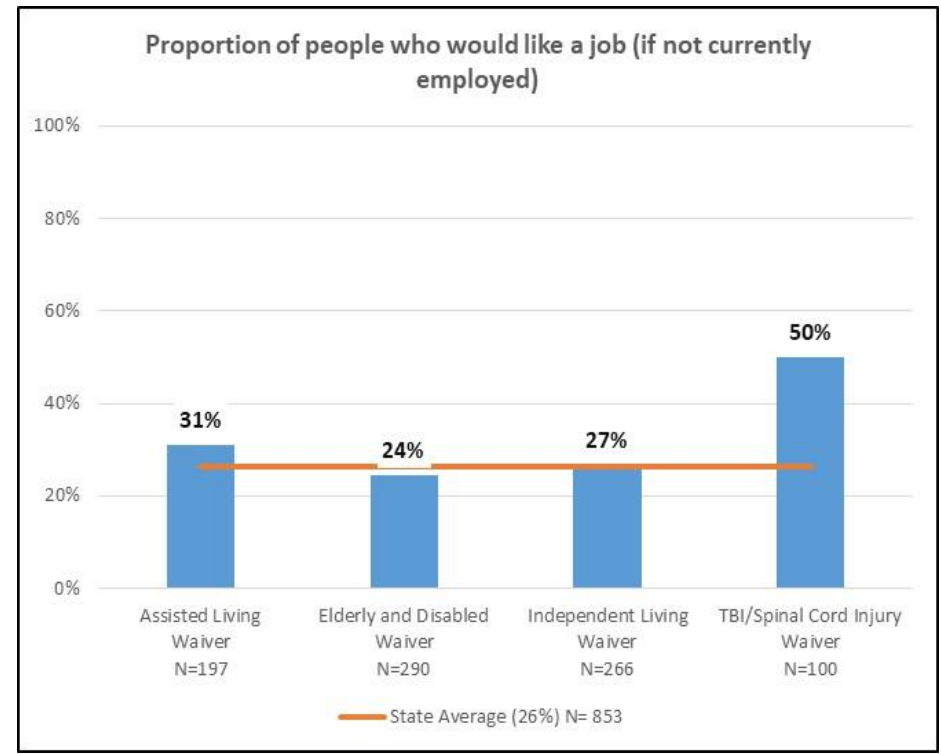
There are five survey items that correspond to the Work domain.

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

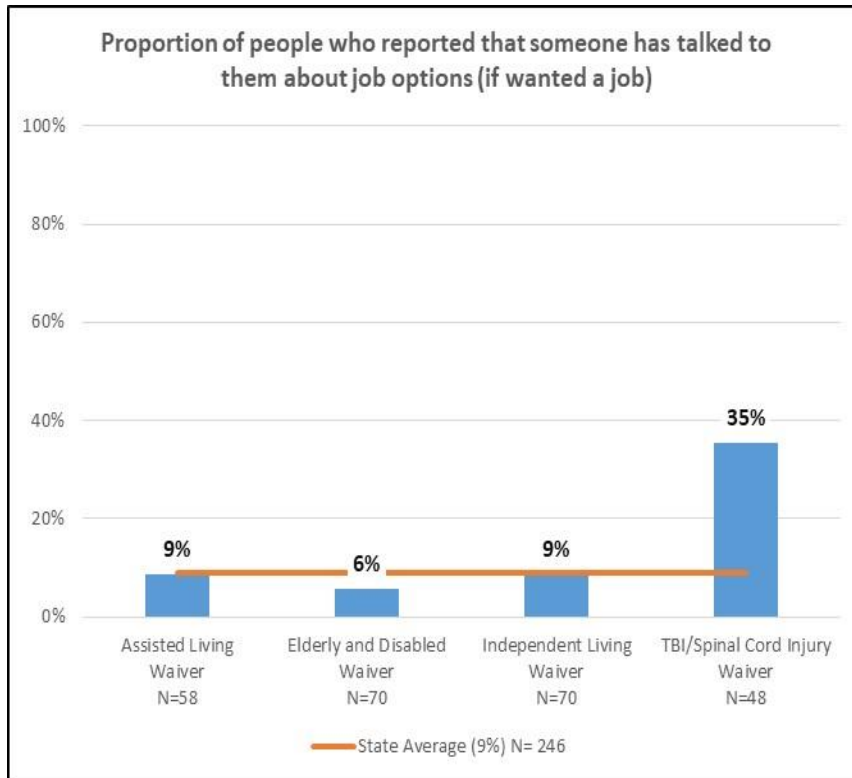
Graph 103. Proportion of people who have a paying job in the community



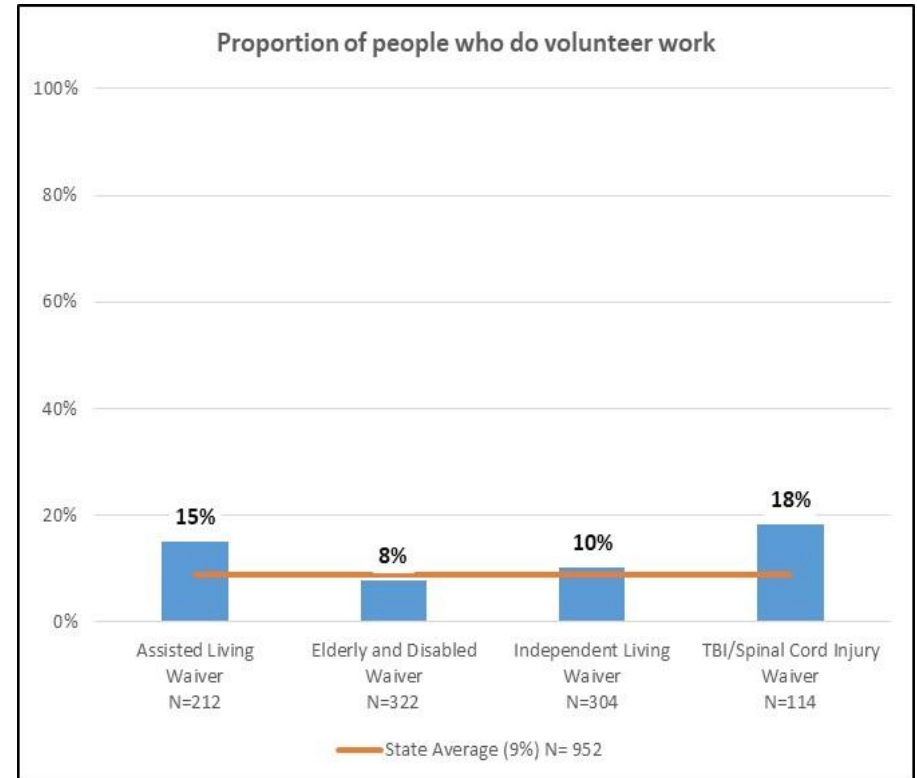
Graph 104. Proportion of people who would like a job (if not currently employed)



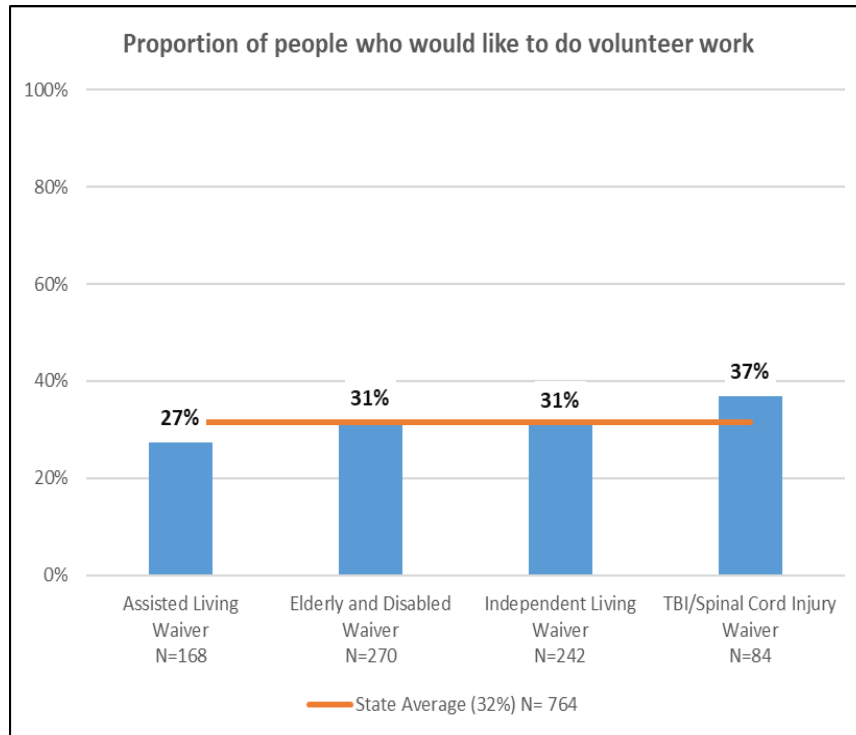
Graph 105. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



Graph 106. Proportion of people who do volunteer work



Graph 107. Proportion of people who would like to do volunteer work (if not currently volunteering)²⁰



²⁰ New variable

Everyday Living

People have enough supports for everyday living.

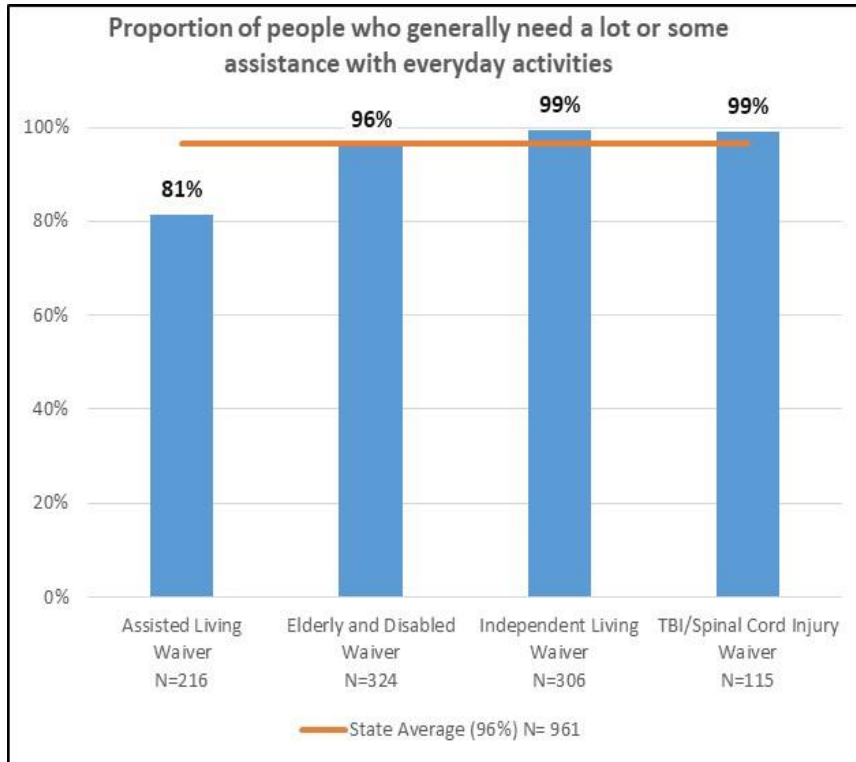
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

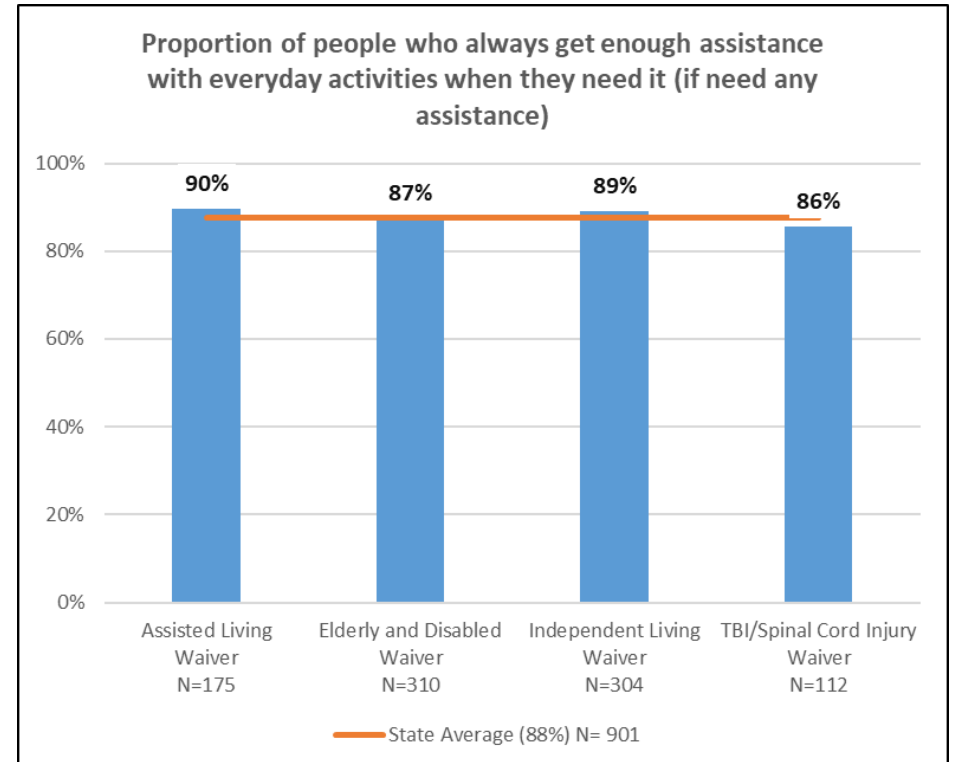
There are five survey items that correspond to the Everyday Living domain.

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

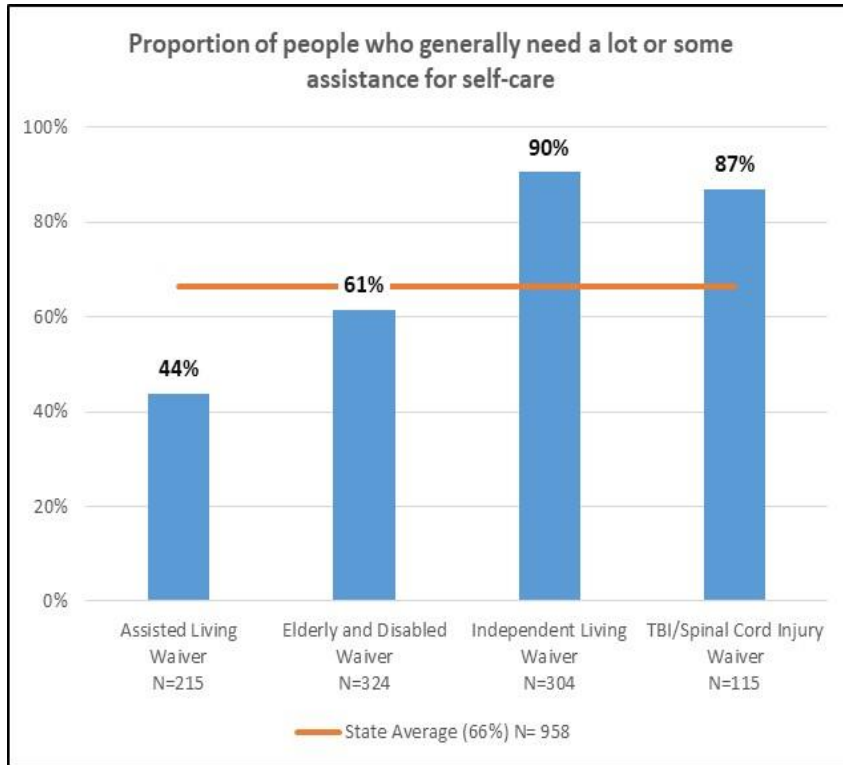
Graph 108. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



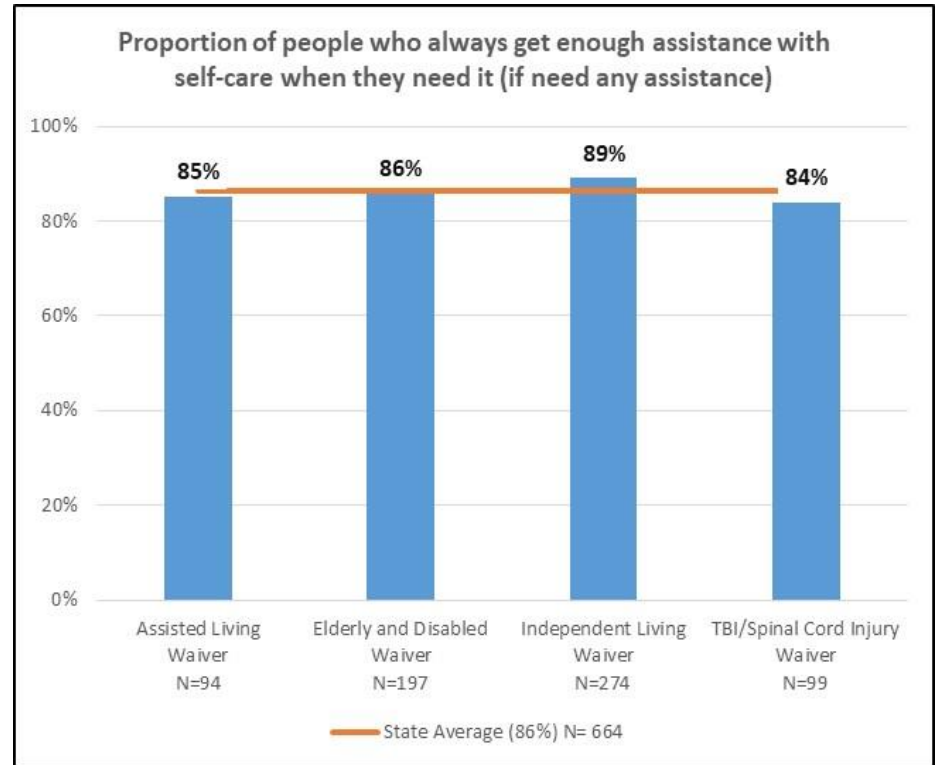
Graph 109. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



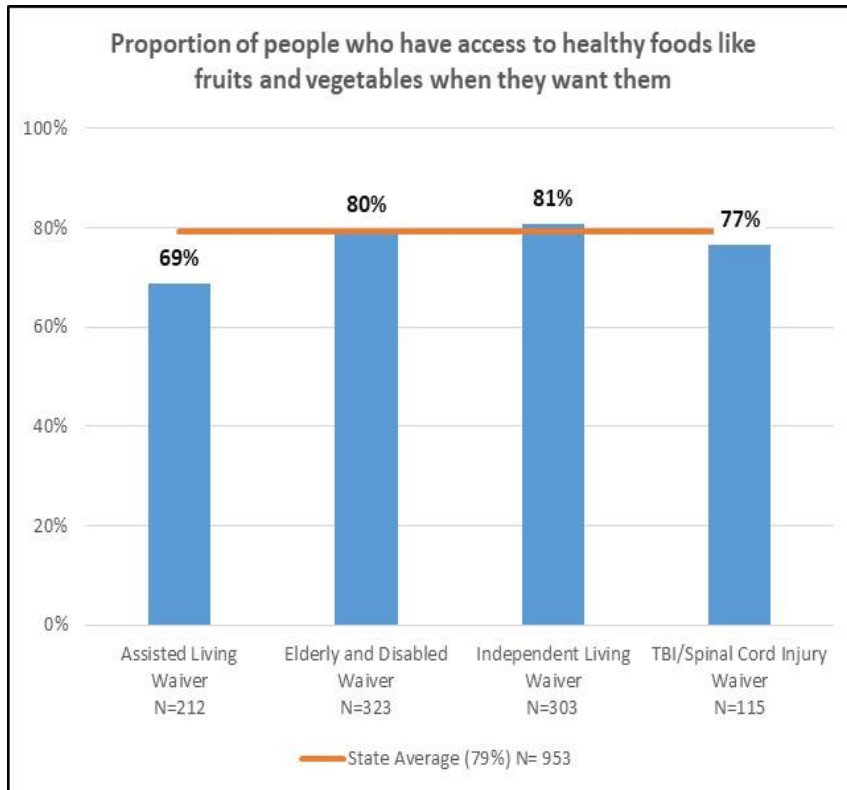
Graph 110. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 111. 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 112. Proportion of people who have access to healthy foods like fruits and vegetables when they want them



Affordability

People have enough available resources.

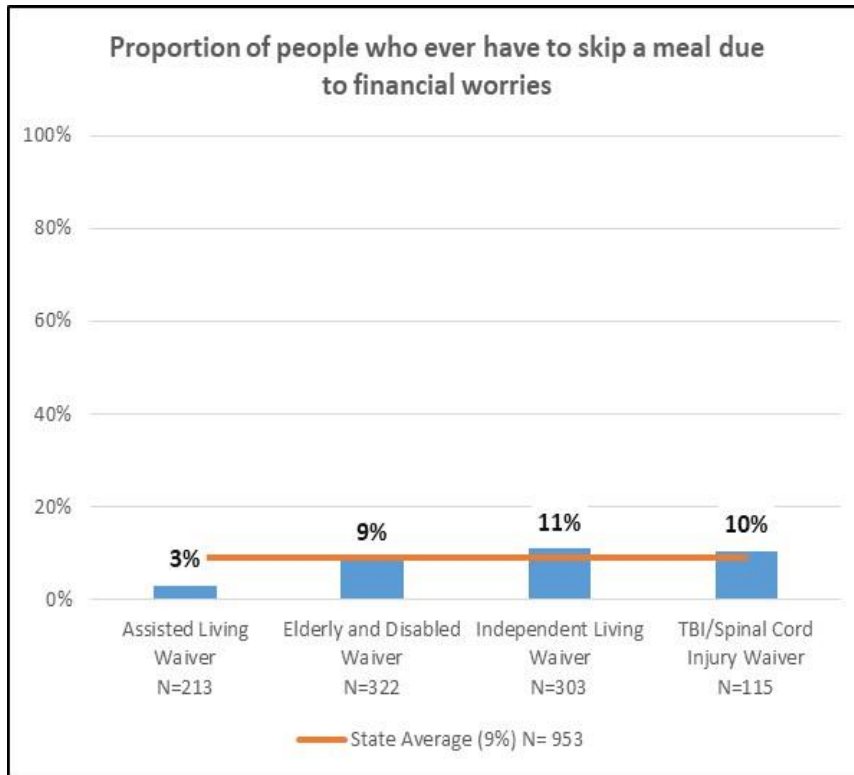
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 113. 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.

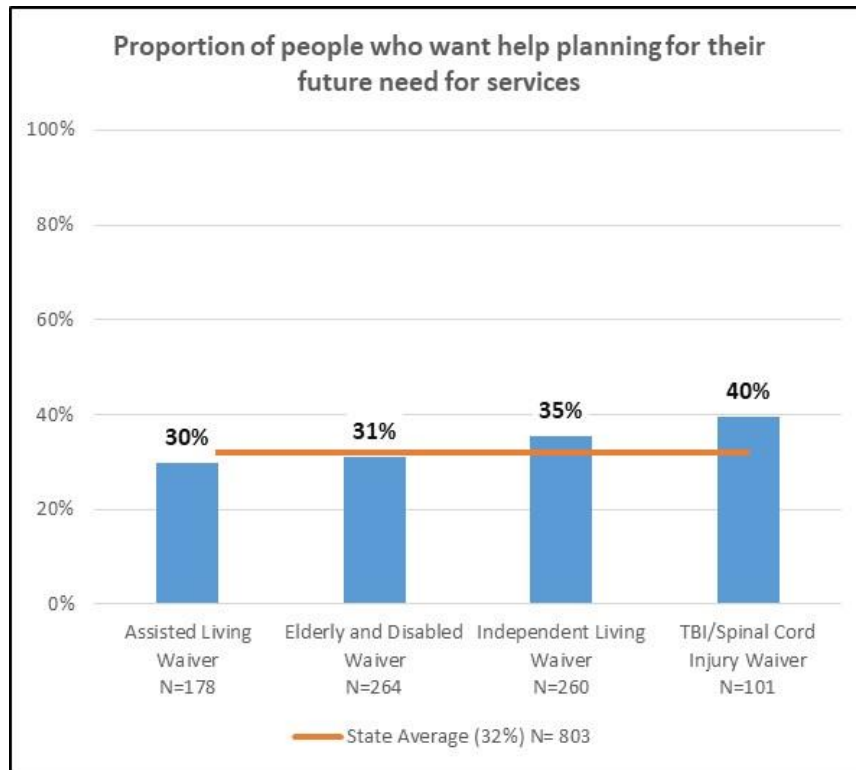
There is one Planning for Future indicator measured by the NCI-AD Adult Consumer Survey:

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 programs are shown in Appendix B.

Graph 114. 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.

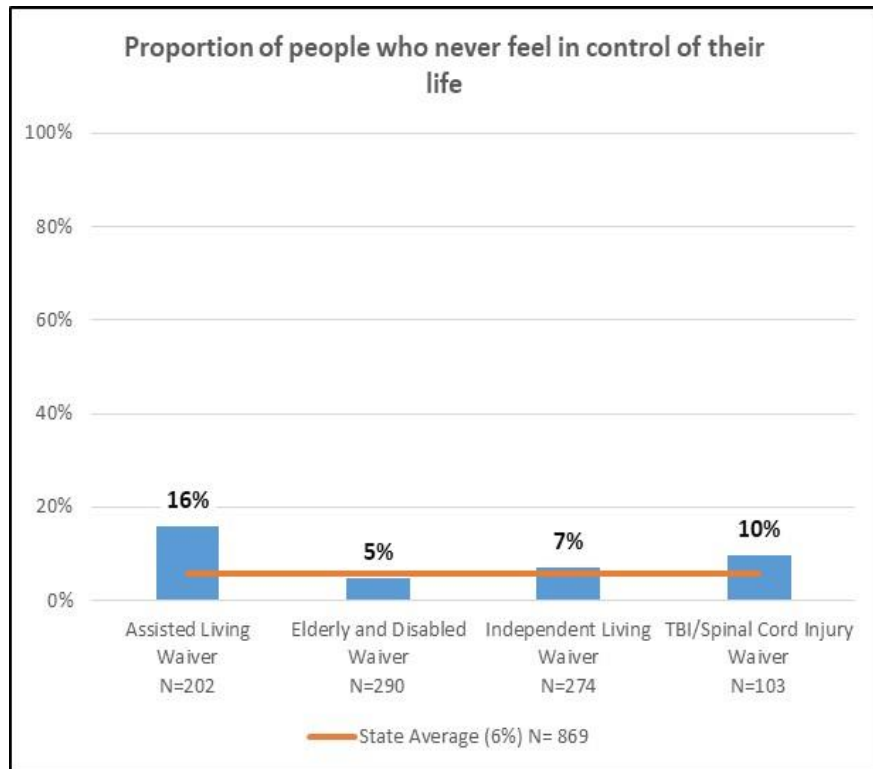
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed²¹.

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

²¹ Data shown in Appendix B only

Graph 115. 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
Assisted Living Waiver	63.5	201
Elderly and Disabled Waiver	66.5	302
Independent Living Waiver	59.8	290
TBI/Spinal Injury Waiver	44.6	115
Sample Average	60.9	908

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

	Under 90	90 and Over	N
Assisted Living Waiver	92%	8%	218
Elderly and Disabled Waiver	93%	7%	326
Independent Living Waiver	95%	5%	306
TBI/Spinal Injury Waiver	100%	0%	115
Sample Average	94%	6%	965

Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
Assisted Living Waiver	44%	56%	0%	0%	218
Elderly and Disabled Waiver	32%	68%	0%	0%	326
Independent Living Waiver	31%	69%	0%	0%	306
TBI/Spinal Injury Waiver	78%	22%	0%	0%	115
Sample Average	40%	60%	0%	0%	965

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
Assisted Living Waiver	2%	1%	37%	0%	60%	0%	2%	0%	216
Elderly and Disabled Waiver	3%	0%	62%	0%	38%	0%	1%	0%	324
Independent Living Waiver	3%	0%	83%	0%	16%	0%	0%	0%	306
TBI/Spinal Injury Waiver	2%	0%	61%	0%	40%	0%	0%	0%	115
Sample Average	3%	0%	63%	0%	36%	0%	1%	0%	961

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
Assisted Living Waiver	39%	3%	27%	27%	3%	216
Elderly and Disabled Waiver	15%	23%	26%	35%	1%	324
Independent Living Waiver	35%	15%	26%	23%	1%	306
TBI/Spinal Injury Waiver	53%	13%	29%	4%	1%	115
Sample Average	32%	15%	26%	26%	2%	961

Table 6. Primary language

	English	Spanish	Other	Don't know	N
Assisted Living Waiver	100%	0%	0%	0%	218
Elderly and Disabled Waiver	100%	0%	0%	0%	326
Independent Living Waiver	100%	0%	0%	0%	306
TBI/Spinal Injury Waiver	100%	0%	0%	0%	115
Sample Average	100%	0%	0%	0%	965

Table 7. Preferred means of communication

	Spoken	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
Assisted Living Waiver	98%	1%	0%	1%	0%	216
Elderly and Disabled Waiver	99%	0%	0%	1%	0%	324
Independent Living Waiver	97%	0%	1%	2%	1%	306
TBI/Spinal Injury Waiver	97%	0%	3%	1%	0%	115
Sample Average	98%	0%	1%	1%	0%	961

Table 8. Type of residential area²²

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Assisted Living Waiver	48%	29%	6%	17%	0%	218
Elderly and Disabled Waiver	31%	37%	8%	25%	0%	326
Independent Living Waiver	32%	34%	5%	29%	0%	306
TBI/Spinal Injury Waiver	40%	31%	9%	20%	0%	115
Sample Average	36%	33%	6%	24%	0%	965

²² 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
Assisted Living Waiver	1%	17%	81%	1%	0%	0%	0%	216
Elderly and Disabled Waiver	95%	0%	3%	1%	0%	0%	0%	324
Independent Living Waiver	98%	0%	1%	0%	0%	0%	0%	306
TBI/Spinal Injury Waiver	97%	2%	0%	0%	1%	0%	0%	115
Sample Average	75%	4%	20%	1%	0%	0%	0%	961

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
Assisted Living Waiver	30%	0%	1%	0%	5%	72%	216
Elderly and Disabled Waiver	44%	19%	40%	1%	1%	1%	324
Independent Living Waiver	32%	14%	58%	1%	2%	0%	306
TBI/Spinal Injury Waiver	20%	12%	63%	4%	4%	2%	115
Sample Average	34%	12%	40%	1%	2%	17%	961

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

	No	Yes	Don't Know	N
Assisted Living Waiver	95%	5%	0%	216
Elderly and Disabled Waiver	96%	4%	0%	324
Independent Living Waiver	96%	4%	0%	306
TBI/Spinal Injury Waiver	95%	5%	0%	115
Sample Average	96%	4%	0%	961

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
Assisted Living Waiver	55%	18%	27%	55%	0%	0%	0%	11
Elderly and Disabled Waiver	83%	17%	0%	83%	0%	0%	0%	12
Independent Living Waiver	82%	0%	9%	82%	0%	9%	0%	11
TBI/Spinal Injury Waiver	100%	0%	0%	100%	0%	0%	0%	6
Sample Average	78%	10%	10%	78%	0%	3%	0%	40

Table 13. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
Assisted Living Waiver	60%	38%	2%	216
Elderly and Disabled Waiver	43%	55%	2%	324
Independent Living Waiver	27%	70%	3%	306
TBI/Spinal Injury Waiver	6%	93%	1%	115
Sample Average	37%	61%	2%	961

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

	No	Yes	Don't Know	N
Assisted Living Waiver	84%	14%	2%	216
Elderly and Disabled Waiver	89%	10%	2%	324
Independent Living Waiver	94%	5%	1%	306
TBI/Spinal Injury Waiver	96%	3%	2%	115
Sample Average	90%	8%	2%	961

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

	No	Yes	Don't Know	N
Assisted Living Waiver	89%	7%	4%	216
Elderly and Disabled Waiver	89%	10%	1%	324
Independent Living Waiver	86%	12%	2%	306
TBI/Spinal Injury Waiver	54%	44%	2%	115
Sample Average	84%	14%	2%	961

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

	No	Yes	Don't Know	N
Assisted Living Waiver	83%	12%	5%	216
Elderly and Disabled Waiver	92%	5%	3%	324
Independent Living Waiver	91%	8%	2%	306
TBI/Spinal Injury Waiver	92%	5%	3%	115
Sample Average	90%	7%	3%	961

Table 17. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know	N
Assisted Living Waiver	9%	17%	38%	53%	0%	216
Elderly and Disabled Waiver	4%	22%	67%	49%	0%	324
Independent Living Waiver	6%	44%	70%	27%	0%	306
TBI/Spinal Injury Waiver	17%	64%	32%	17%	0%	115
Sample Average	7%	33%	57%	39%	0%	961

Table 18. History of frequent falls

	No	Yes	Don't Know	N
Assisted Living Waiver	82%	16%	2%	216
Elderly and Disabled Waiver	78%	22%	1%	324
Independent Living Waiver	78%	21%	1%	306
TBI/Spinal Injury Waiver	85%	15%	0%	115
Sample Average	80%	19%	1%	961

Table 19. Receives Medicare

	No	Yes	N
Assisted Living Waiver	21%	79%	218
Elderly and Disabled Waiver	9%	91%	326
Independent Living Waiver	17%	83%	306
TBI/Spinal Injury Waiver	30%	70%	115
Sample Average	17%	83%	965

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
Assisted Living Waiver	39%	7%	51%	2%	1%	204
Elderly and Disabled Waiver	48%	7%	43%	0%	2%	298
Independent Living Waiver	58%	7%	35%	0%	0%	276
TBI/Spinal Injury Waiver	31%	5%	62%	1%	1%	106
Sample Average	47%	7%	44%	1%	1%	884

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
Assisted Living Waiver	29%	52%	6%	41%	10%	94
Elderly and Disabled Waiver	13%	28%	15%	82%	5%	164
Independent Living Waiver	15%	21%	16%	80%	7%	179
TBI/Spinal Injury Waiver	37%	50%	29%	61%	3%	38
Sample Average	19%	32%	15%	71%	7%	475

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

	Feeling Unwelcome 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
Assisted Living Waiver	2%	9%	17%	20%	9%	3%	2%	94
Elderly and Disabled Waiver	4%	5%	7%	10%	4%	0%	9%	164
Independent Living Waiver	3%	4%	7%	9%	7%	1%	1%	179
TBI/Spinal Injury Waiver	3%	5%	5%	18%	0%	0%	9%	38
Sample Average	3%	5%	9%	12%	6%	1%	1%	475

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
Assisted Living Waiver	90%	9%	0%	1%	204
Elderly and Disabled Waiver	85%	12%	1%	2%	298
Independent Living Waiver	84%	15%	0%	0%	276
TBI/Spinal Injury Waiver	86%	12%	0%	2%	106
Sample Average	86%	12%	0%	1%	884

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
Assisted Living Waiver	55%	43%	2%	0%	82
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	0
Sample Average	55%	43%	2%	0%	82

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
Assisted Living Waiver	11%	7%	82%	0%	0%	204
Elderly and Disabled Waiver	2%	1%	96%	0%	1%	298
Independent Living Waiver	2%	3%	94%	0%	1%	276
TBI/Spinal Injury Waiver	2%	3%	94%	0%	1%	106
Sample Average	4%	3%	92%	0%	1%	884

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
Assisted Living Waiver	42%	7%	50%	0%	1%	204
Elderly and Disabled Waiver	3%	3%	94%	0%	0%	297
Independent Living Waiver	1%	5%	93%	0%	0%	276
TBI/Spinal Injury Waiver	2%	2%	95%	0%	1%	106
Sample Average	11%	4%	84%	0%	1%	883

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
Assisted Living Waiver	14%	11%	69%	5%	1%	203
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	14%	11%	69%	5%	1%	203

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
Assisted Living Waiver	10%	7%	82%	0%	1%	186
Elderly and Disabled Waiver	1%	6%	91%	0%	1%	303
Independent Living Waiver	1%	5%	94%	0%	0%	280
TBI/Spinal Injury Waiver	3%	4%	92%	0%	1%	103
Sample Average	3%	6%	90%	0%	1%	872

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
Assisted Living Waiver	28%	16%	0%	16%	9%	47%	0%	32
Elderly and Disabled Waiver	14%	23%	0%	27%	5%	55%	0%	22
Independent Living Waiver	17%	17%	0%	22%	6%	56%	0%	18
TBI/Spinal Injury Waiver	29%	43%	14%	29%	14%	57%	0%	7
Sample Average	22%	20%	1%	22%	8%	52%	0%	79

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
Assisted Living Waiver	7%	13%	76%	0%	3%	218
Elderly and Disabled Waiver	3%	5%	88%	0%	4%	326
Independent Living Waiver	5%	3%	85%	0%	7%	306
TBI/Spinal Injury Waiver	7%	3%	84%	0%	6%	115
Sample Average	5%	6%	84%	0%	5%	965

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
Assisted Living Waiver	4%	0%	11%	2%	24%	45
Elderly and Disabled Waiver	24%	12%	8%	8%	8%	25
Independent Living Waiver	24%	12%	4%	16%	16%	25
TBI/Spinal Injury Waiver	9%	27%	9%	9%	18%	11
Sample Average	14%	8%	8%	8%	18%	106

Table 30b. Reasons for not liking where people live (continued)

	Layout or Size of Home or Building	Problems w/ Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Control and Independence	N
Assisted Living Waiver	4%	11%	16%	13%	22%	45
Elderly and Disabled Waiver	24%	8%	4%	0%	4%	25
Independent Living Waiver	16%	8%	4%	0%	4%	25
TBI/Spinal Injury Waiver	18%	9%	0%	0%	0%	11
Sample Average	13%	9%	8%	6%	11%	106

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
Assisted Living Waiver	13%	22%	11%	42%	4%	2%	45
Elderly and Disabled Waiver	4%	0%	12%	20%	0%	8%	25
Independent Living Waiver	12%	0%	12%	12%	4%	0%	25
TBI/Spinal Injury Waiver	0%	0%	9%	36%	0%	0%	11
Sample Average	9%	9%	11%	29%	3%	3%	106

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	59%	7%	29%	5%	218
Elderly and Disabled Waiver	72%	6%	16%	6%	326
Independent Living Waiver	73%	3%	17%	7%	306
TBI/Spinal Injury Waiver	69%	6%	18%	7%	115
Sample Average	69%	5%	19%	6%	965

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
Assisted Living Waiver	62%	18%	11%	1%	79
Elderly and Disabled Waiver	75%	7%	6%	1%	71
Independent Living Waiver	82%	3%	3%	2%	61
TBI/Spinal Injury Waiver	82%	7%	4%	0%	28
Sample Average	73%	10%	7%	1%	239

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
Assisted Living Waiver	0%	4%	4%	0%	79
Elderly and Disabled Waiver	0%	7%	1%	3%	71
Independent Living Waiver	0%	8%	2%	0%	61
TBI/Spinal Injury Waiver	0%	7%	0%	0%	28
Sample Average	0%	6%	2%	1%	239

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
Assisted Living Waiver	4%	28%	67%	0%	1%	204
Elderly and Disabled Waiver	10%	24%	65%	0%	1%	298
Independent Living Waiver	9%	37%	53%	0%	1%	276
TBI/Spinal Injury Waiver	7%	34%	58%	0%	2%	106
Sample Average	8%	30%	61%	0%	1%	884

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
Assisted Living Waiver	50%	20%	17%	12%	1%	0%	154
Elderly and Disabled Waiver	81%	9%	9%	0%	0%	0%	243
Independent Living Waiver	87%	4%	6%	2%	0%	0%	201
TBI/Spinal Injury Waiver	83%	3%	10%	3%	0%	1%	71
Sample Average	76%	9%	10%	4%	0%	0%	669

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
Assisted Living Waiver	7%	15%	77%	1%	0%	154
Elderly and Disabled Waiver	3%	7%	91%	0%	0%	243
Independent Living Waiver	1%	6%	92%	0%	0%	201
TBI/Spinal Injury Waiver	1%	8%	89%	0%	1%	71
Sample Average	3%	9%	88%	0%	0%	669

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
Assisted Living Waiver	27%	21%	50%	2%	212
Elderly and Disabled Waiver	17%	9%	74%	1%	323
Independent Living Waiver	13%	7%	80%	0%	299
TBI/Spinal Injury Waiver	15%	6%	79%	0%	109
Sample Average	18%	11%	71%	1%	943

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
Assisted Living Waiver	14%	7%	70%	9%	1%	153
Elderly and Disabled Waiver	5%	6%	84%	5%	0%	262
Independent Living Waiver	3%	8%	88%	2%	0%	258
TBI/Spinal Injury Waiver	2%	9%	86%	1%	2%	103
Sample Average	6%	7%	83%	4%	0%	776

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
Assisted Living Waiver	4%	6%	72%	15%	2%	1%	162
Elderly and Disabled Waiver	4%	8%	87%	0%	0%	0%	262
Independent Living Waiver	2%	5%	92%	0%	0%	0%	213
TBI/Spinal Injury Waiver	0%	8%	91%	1%	0%	0%	79
Sample Average	3%	7%	86%	4%	1%	0%	716

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	19%	76%	4%	0%	216
Elderly and Disabled Waiver	30%	66%	5%	0%	325
Independent Living Waiver	38%	60%	2%	1%	306
TBI/Spinal Injury Waiver	33%	65%	2%	0%	115
Sample Average	30%	66%	3%	0%	962

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
Assisted Living Waiver	61%	26%	12%	0%	204
Elderly and Disabled Waiver	61%	28%	9%	2%	297
Independent Living Waiver	61%	33%	5%	1%	276
TBI/Spinal Injury Waiver	58%	38%	3%	2%	106
Sample Average	61%	30%	8%	1%	883

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
Assisted Living Waiver	6%	15%	76%	3%	0%	215
Elderly and Disabled Waiver	4%	20%	75%	0%	1%	324
Independent Living Waiver	4%	26%	69%	1%	0%	300
TBI/Spinal Injury Waiver	10%	31%	59%	0%	0%	111
Sample Average	5%	22%	72%	1%	0%	950

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
Assisted Living Waiver	9%	18%	2%	4%	45
Elderly and Disabled Waiver	16%	27%	14%	8%	77
Independent Living Waiver	19%	20%	7%	22%	90
TBI/Spinal Injury Waiver	18%	18%	11%	22%	45
Sample Average	16%	21%	9%	15%	257

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
Assisted Living Waiver	13%	31%	9%	18%	16%	45
Elderly and Disabled Waiver	14%	19%	13%	13%	10%	77
Independent Living Waiver	18%	17%	10%	13%	11%	90
TBI/Spinal Injury Waiver	16%	24%	18%	22%	9%	45
Sample Average	16%	21%	12%	16%	11%	257

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
Assisted Living Waiver	31%	18%	0%	2%	2%	7%	45
Elderly and Disabled Waiver	38%	17%	19%	4%	9%	25%	77
Independent Living Waiver	32%	21%	17%	0%	2%	24%	90
TBI/Spinal Injury Waiver	42%	29%	27%	0%	4%	31%	45
Sample Average	35%	21%	16%	2%	5%	23%	257

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
Assisted Living Waiver	54%	46%	0%	0%	28
Elderly and Disabled Waiver	48%	44%	5%	3%	62
Independent Living Waiver	49%	48%	3%	0%	73
TBI/Spinal Injury Waiver	43%	53%	5%	0%	40
Sample Average	48%	47%	3%	1%	203

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
Assisted Living Waiver	9%	36%	2%	4%	10%	17%	196
Elderly and Disabled Waiver	21%	30%	3%	1%	10%	11%	294
Independent Living Waiver	24%	33%	2%	1%	11%	10%	284
TBI/Spinal Injury Waiver	17%	17%	1%	3%	17%	15%	101
Sample Average	19%	31%	2%	2%	11%	12%	875

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

	Doctor	Other Provider	Other	N
Assisted Living Waiver	10%	27%	8%	196
Elderly and Disabled Waiver	17%	17%	6%	294
Independent Living Waiver	19%	10%	6%	284
TBI/Spinal Injury Waiver	22%	28%	12%	101
Sample Average	17%	18%	7%	875

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
Assisted Living Waiver	84%	1%	0%	11%	196
Elderly and Disabled Waiver	48%	2%	0%	46%	315
Independent Living Waiver	52%	14%	2%	31%	295
TBI/Spinal Injury Waiver	38%	16%	2%	35%	113
Sample Average	56%	7%	1%	32%	919

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

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	2%	2%	1%	196
Elderly and Disabled Waiver	3%	0%	0%	0%	315
Independent Living Waiver	1%	0%	0%	0%	295
TBI/Spinal Injury Waiver	6%	4%	0%	0%	113
Sample Average	3%	1%	0%	0%	919

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
Assisted Living Waiver	41%	1%	0%	43%	10%	1%	22%	191
Elderly and Disabled Waiver	49%	2%	1%	57%	14%	0%	7%	312
Independent Living Waiver	33%	3%	2%	68%	13%	0%	5%	294
TBI/Spinal Injury Waiver	35%	6%	3%	71%	23%	0%	3%	113
Sample Average	40%	2%	1%	60%	14%	0%	9%	910

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
Assisted Living Waiver	73%	26%	1%	0%	216
Elderly and Disabled Waiver	66%	32%	1%	1%	325
Independent Living Waiver	71%	28%	0%	1%	306
TBI/Spinal Injury Waiver	72%	28%	0%	0%	115
Sample Average	70%	29%	1%	0%	962

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
Assisted Living Waiver	9%	2%	88%	2%	0%	56
Elderly and Disabled Waiver	5%	0%	93%	1%	1%	105
Independent Living Waiver	3%	6%	88%	2%	0%	86
TBI/Spinal Injury Waiver	0%	6%	94%	0%	0%	32
Sample Average	5%	3%	91%	1%	0%	279

Table 49. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	25%	68%	2%	5%	0%	56
Elderly and Disabled Waiver	23%	73%	0%	4%	0%	104
Independent Living Waiver	20%	77%	1%	2%	0%	86
TBI/Spinal Injury Waiver	19%	75%	3%	3%	0%	32
Sample Average	22%	73%	1%	4%	0%	278

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	27%	71%	2%	0%	216
Elderly and Disabled Waiver	6%	94%	0%	0%	324
Independent Living Waiver	9%	90%	0%	0%	306
TBI/Spinal Injury Waiver	45%	54%	1%	0%	115
Sample Average	16%	83%	1%	0%	961

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
Assisted Living Waiver	4%	5%	89%	2%	0%	154
Elderly and Disabled Waiver	3%	5%	92%	0%	0%	304
Independent Living Waiver	2%	4%	93%	0%	0%	276
TBI/Spinal Injury Waiver	5%	3%	90%	0%	2%	62
Sample Average	3%	5%	92%	0%	0%	796

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
Assisted Living Waiver	20%	15%	61%	3%	0%	0%	216
Elderly and Disabled Waiver	15%	8%	76%	1%	0%	1%	325
Independent Living Waiver	12%	8%	78%	2%	0%	0%	306
TBI/Spinal Injury Waiver	12%	10%	76%	1%	1%	0%	115
Sample Average	15%	10%	73%	2%	0%	0%	962

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
Assisted Living Waiver	1%	3%	93%	2%	0%	0%	216
Elderly and Disabled Waiver	1%	4%	94%	0%	0%	0%	325
Independent Living Waiver	2%	6%	92%	0%	0%	0%	306
TBI/Spinal Injury Waiver	2%	10%	89%	0%	0%	0%	115
Sample Average	2%	5%	92%	1%	0%	0%	962

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
Assisted Living Waiver	0%	0%	93%	0%	7%	14
Elderly and Disabled Waiver	2%	2%	93%	0%	2%	42
Independent Living Waiver	7%	0%	93%	0%	0%	27
TBI/Spinal Injury Waiver	0%	0%	100%	0%	0%	16
Sample Average	3%	1%	94%	0%	2%	99

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
Assisted Living Waiver	19%	72%	4%	3%	1%	0%	216
Elderly and Disabled Waiver	22%	35%	8%	35%	0%	0%	326
Independent Living Waiver	18%	35%	12%	35%	1%	0%	306
TBI/Spinal Injury Waiver	35%	33%	4%	26%	2%	0%	115
Sample Average	21%	43%	8%	27%	1%	0%	963

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
Assisted Living Waiver	40%	46%	5%	5%	4%	0%	216
Elderly and Disabled Waiver	39%	18%	6%	37%	1%	1%	325
Independent Living Waiver	23%	27%	7%	42%	0%	0%	306
TBI/Spinal Injury Waiver	28%	31%	10%	31%	0%	0%	115
Sample Average	33%	29%	6%	31%	1%	0%	962

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
Assisted Living Waiver	77%	13%	4%	6%	0%	0%	216
Elderly and Disabled Waiver	70%	13%	6%	12%	0%	0%	325
Independent Living Waiver	56%	21%	11%	11%	0%	0%	306
TBI/Spinal Injury Waiver	40%	24%	26%	10%	0%	0%	115
Sample Average	63%	17%	9%	10%	0%	0%	962

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
Assisted Living Waiver	70%	16%	7%	3%	3%	0%	216
Elderly and Disabled Waiver	51%	21%	10%	19%	0%	0%	325
Independent Living Waiver	38%	28%	14%	19%	1%	0%	306
TBI/Spinal Injury Waiver	17%	51%	16%	16%	1%	0%	115
Sample Average	47%	26%	11%	15%	1%	0%	962

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
Assisted Living Waiver	75%	16%	1%	3%	5%	0%	216
Elderly and Disabled Waiver	73%	4%	0%	21%	1%	0%	325
Independent Living Waiver	69%	3%	2%	25%	2%	0%	306
TBI/Spinal Injury Waiver	69%	4%	2%	23%	2%	1%	115
Sample Average	72%	6%	1%	19%	2%	0%	962

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
Assisted Living Waiver	21%	63%	1%	13%	1%	0%	216
Elderly and Disabled Waiver	33%	17%	2%	48%	1%	0%	325
Independent Living Waiver	31%	10%	2%	56%	1%	0%	306
TBI/Spinal Injury Waiver	58%	8%	2%	30%	1%	1%	115
Sample Average	33%	24%	2%	41%	1%	0%	962

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
Assisted Living Waiver	89%	0%	0%	3%	8%	0%	216
Elderly and Disabled Waiver	86%	1%	0%	7%	5%	1%	325
Independent Living Waiver	82%	1%	0%	10%	6%	1%	306
TBI/Spinal Injury Waiver	73%	2%	1%	17%	7%	1%	115
Sample Average	84%	1%	0%	8%	6%	1%	962

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
Assisted Living Waiver	60%	32%	5%	2%	0%	0%	216
Elderly and Disabled Waiver	32%	45%	14%	9%	0%	0%	325
Independent Living Waiver	34%	44%	16%	7%	0%	0%	306
TBI/Spinal Injury Waiver	72%	21%	3%	3%	0%	1%	115
Sample Average	44%	39%	11%	6%	0%	0%	962

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
Assisted Living Waiver	86%	4%	1%	8%	1%	0%	216
Elderly and Disabled Waiver	61%	9%	3%	26%	1%	0%	325
Independent Living Waiver	56%	8%	3%	34%	0%	0%	306
TBI/Spinal Injury Waiver	74%	3%	1%	21%	1%	0%	115
Sample Average	67%	7%	2%	24%	1%	0%	962

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
Assisted Living Waiver	73%	19%	1%	6%	0%	0%	216
Elderly and Disabled Waiver	32%	44%	14%	9%	0%	0%	325
Independent Living Waiver	37%	41%	15%	7%	0%	0%	306
TBI/Spinal Injury Waiver	73%	14%	10%	2%	2%	0%	115
Sample Average	48%	34%	11%	7%	0%	0%	962

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
Assisted Living Waiver	74%	15%	6%	6%	0%	0%	216
Elderly and Disabled Waiver	49%	24%	13%	13%	0%	0%	325
Independent Living Waiver	31%	33%	23%	12%	1%	0%	306
TBI/Spinal Injury Waiver	16%	46%	29%	10%	0%	0%	115
Sample Average	45%	27%	17%	11%	0%	0%	962

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
Assisted Living Waiver	83%	5%	5%	7%	0%	0%	216
Elderly and Disabled Waiver	74%	3%	3%	18%	1%	0%	325
Independent Living Waiver	84%	1%	2%	12%	1%	0%	306
TBI/Spinal Injury Waiver	91%	2%	1%	6%	0%	0%	115
Sample Average	81%	3%	3%	12%	1%	0%	962

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
Assisted Living Waiver	23%	38%	28%	11%	0%	0%	216
Elderly and Disabled Waiver	7%	47%	36%	10%	0%	0%	325
Independent Living Waiver	13%	38%	39%	10%	0%	0%	306
TBI/Spinal Injury Waiver	44%	21%	25%	9%	1%	0%	115
Sample Average	17%	39%	34%	10%	0%	0%	962

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
Assisted Living Waiver	95%	0%	0%	2%	1%	0%	216
Elderly and Disabled Waiver	96%	1%	0%	2%	1%	1%	325
Independent Living Waiver	92%	2%	0%	5%	1%	1%	306
TBI/Spinal Injury Waiver	89%	2%	3%	6%	0%	0%	115
Sample Average	94%	1%	1%	3%	1%	1%	962

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
Assisted Living Waiver	88%	3%	1%	6%	2%	0%	216
Elderly and Disabled Waiver	80%	5%	1%	10%	3%	1%	325
Independent Living Waiver	72%	9%	4%	12%	2%	1%	306
TBI/Spinal Injury Waiver	65%	7%	9%	14%	4%	1%	115
Sample Average	77%	6%	3%	10%	3%	1%	962

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
Assisted Living Waiver	5%	94%	1%	0%	204
Elderly and Disabled Waiver	3%	97%	0%	0%	298
Independent Living Waiver	3%	97%	0%	0%	276
TBI/Spinal Injury Waiver	5%	94%	0%	1%	106
Sample Average	4%	96%	0%	0%	884

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
Assisted Living Waiver	6%	94%	0%	0%	154
Elderly and Disabled Waiver	2%	98%	0%	0%	243
Independent Living Waiver	1%	99%	0%	0%	201
TBI/Spinal Injury Waiver	1%	96%	0%	3%	71
Sample Average	3%	97%	0%	0%	669

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
Assisted Living Waiver	74%	25%	0%	1%	204
Elderly and Disabled Waiver	88%	11%	0%	1%	298
Independent Living Waiver	84%	14%	0%	1%	276
TBI/Spinal Injury Waiver	78%	21%	0%	1%	106
Sample Average	82%	17%	0%	1%	884

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
Assisted Living Waiver	86%	13%	0%	0%	204
Elderly and Disabled Waiver	93%	5%	0%	2%	298
Independent Living Waiver	92%	6%	1%	1%	276
TBI/Spinal Injury Waiver	87%	10%	0%	3%	106
Sample Average	90%	8%	0%	1%	884

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
Assisted Living Waiver	58%	16%	25%	1%	0%	216
Elderly and Disabled Waiver	36%	20%	43%	0%	0%	325
Independent Living Waiver	40%	22%	38%	0%	0%	306
TBI/Spinal Injury Waiver	53%	20%	27%	0%	0%	115
Sample Average	44%	20%	36%	0%	0%	962

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
Assisted Living Waiver	30%	70%	0%	0%	88
Elderly and Disabled Waiver	28%	71%	0%	0%	206
Independent Living Waiver	30%	69%	1%	0%	183
TBI/Spinal Injury Waiver	26%	74%	0%	0%	54
Sample Average	29%	71%	1%	0%	531

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
Assisted Living Waiver	9%	84%	7%	0%	216
Elderly and Disabled Waiver	17%	76%	7%	0%	325
Independent Living Waiver	21%	72%	7%	1%	306
TBI/Spinal Injury Waiver	19%	78%	3%	0%	115
Sample Average	17%	77%	6%	0%	962

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
Assisted Living Waiver	65%	33%	2%	0%	216
Elderly and Disabled Waiver	54%	44%	1%	0%	325
Independent Living Waiver	56%	43%	1%	0%	306
TBI/Spinal Injury Waiver	57%	42%	1%	0%	115
Sample Average	58%	41%	1%	0%	962

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
Assisted Living Waiver	70%	30%	0%	0%	71
Elderly and Disabled Waiver	76%	24%	0%	0%	143
Independent Living Waiver	77%	22%	1%	0%	131
TBI/Spinal Injury Waiver	94%	6%	0%	0%	48
Sample Average	77%	22%	0%	0%	393

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
Assisted Living Waiver	97%	1%	1%	0%	71
Elderly and Disabled Waiver	95%	3%	1%	0%	143
Independent Living Waiver	93%	6%	1%	0%	131
TBI/Spinal Injury Waiver	98%	2%	0%	0%	48
Sample Average	95%	4%	1%	0%	393

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
Assisted Living Waiver	5%	10%	81%	2%	2%	0%	216
Elderly and Disabled Waiver	3%	8%	87%	1%	1%	0%	325
Independent Living Waiver	2%	10%	87%	0%	0%	0%	306
TBI/Spinal Injury Waiver	3%	10%	87%	0%	1%	0%	115
Sample Average	3%	9%	86%	1%	1%	0%	962

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
Assisted Living Waiver	43%	57%	0%	0%	90
Elderly and Disabled Waiver	41%	59%	0%	0%	160
Independent Living Waiver	42%	58%	0%	0%	163
TBI/Spinal Injury Waiver	52%	48%	0%	0%	44
Sample Average	43%	57%	0%	0%	457

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
Assisted Living Waiver	19%	79%	0%	1%	0%	216
Elderly and Disabled Waiver	22%	77%	0%	1%	0%	324
Independent Living Waiver	24%	74%	0%	1%	0%	306
TBI/Spinal Injury Waiver	31%	67%	0%	2%	0%	115
Sample Average	23%	75%	0%	1%	0%	961

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
Assisted Living Waiver	78%	19%	0%	3%	0%	216
Elderly and Disabled Waiver	79%	19%	0%	1%	1%	324
Independent Living Waiver	81%	18%	0%	0%	0%	306
TBI/Spinal Injury Waiver	81%	13%	0%	5%	1%	115
Sample Average	80%	18%	0%	2%	0%	961

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
Assisted Living Waiver	53%	45%	0%	1%	0%	216
Elderly and Disabled Waiver	44%	55%	0%	1%	0%	324
Independent Living Waiver	50%	50%	0%	0%	0%	306
TBI/Spinal Injury Waiver	69%	28%	0%	3%	1%	115
Sample Average	51%	48%	0%	1%	0%	961

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
Assisted Living Waiver	20%	77%	0%	3%	0%	216
Elderly and Disabled Waiver	31%	66%	1%	1%	0%	324
Independent Living Waiver	40%	58%	2%	1%	0%	306
TBI/Spinal Injury Waiver	43%	54%	0%	3%	0%	115
Sample Average	33%	64%	1%	1%	0%	961

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
Assisted Living Waiver	66%	29%	2%	3%	0%	216
Elderly and Disabled Waiver	75%	23%	1%	1%	0%	324
Independent Living Waiver	71%	27%	0%	1%	0%	306
TBI/Spinal Injury Waiver	58%	40%	0%	2%	0%	115
Sample Average	70%	28%	1%	1%	0%	961

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
Assisted Living Waiver	21%	67%	0%	12%	0%	216
Elderly and Disabled Waiver	16%	80%	0%	3%	0%	324
Independent Living Waiver	19%	76%	0%	4%	1%	306
TBI/Spinal Injury Waiver	23%	63%	0%	12%	1%	115
Sample Average	19%	74%	0%	6%	0%	961

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
Assisted Living Waiver	8%	24%	42%	17%	7%	1%	0%	216
Elderly and Disabled Waiver	23%	41%	25%	9%	3%	0%	0%	325
Independent Living Waiver	25%	41%	23%	8%	3%	0%	1%	306
TBI/Spinal Injury Waiver	7%	23%	37%	21%	12%	0%	0%	115
Sample Average	18%	35%	29%	12%	5%	0%	0%	962

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
Assisted Living Waiver	3%	12%	59%	14%	9%	1%	1%	216
Elderly and Disabled Waiver	9%	21%	46%	16%	6%	2%	0%	325
Independent Living Waiver	7%	22%	45%	18%	8%	0%	0%	306
TBI/Spinal Injury Waiver	4%	14%	46%	23%	13%	0%	0%	115
Sample Average	7%	18%	49%	17%	8%	1%	0%	962

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
Assisted Living Waiver	52%	45%	1%	1%	216
Elderly and Disabled Waiver	38%	60%	2%	1%	325
Independent Living Waiver	38%	58%	3%	1%	306
TBI/Spinal Injury Waiver	50%	46%	3%	1%	115
Sample Average	43%	54%	2%	1%	962

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
Assisted Living Waiver	56%	42%	2%	0%	98
Elderly and Disabled Waiver	59%	41%	0%	0%	194
Independent Living Waiver	58%	40%	1%	1%	179
TBI/Spinal Injury Waiver	53%	45%	2%	0%	53
Sample Average	57%	41%	1%	0%	524

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
Assisted Living Waiver	51%	45%	3%	0%	216
Elderly and Disabled Waiver	80%	19%	1%	0%	325
Independent Living Waiver	81%	16%	3%	0%	306
TBI/Spinal Injury Waiver	86%	11%	3%	0%	115
Sample Average	75%	23%	2%	0%	962

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
Assisted Living Waiver	31%	24%	33%	11%	1%	0%	204
Elderly and Disabled Waiver	29%	15%	41%	12%	0%	2%	298
Independent Living Waiver	26%	13%	45%	14%	1%	1%	276
TBI/Spinal Injury Waiver	40%	19%	30%	11%	0%	0%	106
Sample Average	30%	17%	39%	13%	1%	1%	884

Table 94. Proportion of people with chronic conditions

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	27%	71%	2%	0%	216
Elderly and Disabled Waiver	6%	94%	0%	0%	324
Independent Living Waiver	9%	90%	0%	0%	306
TBI/Spinal Injury Waiver	45%	54%	1%	0%	115
Sample Average	16%	83%	1%	0%	961

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
Assisted Living Waiver	14%	20%	66%	0%	0%	216
Elderly and Disabled Waiver	14%	29%	56%	0%	0%	325
Independent Living Waiver	9%	26%	64%	0%	0%	306
TBI/Spinal Injury Waiver	6%	12%	81%	1%	0%	115
Sample Average	12%	24%	64%	0%	0%	962

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
Assisted Living Waiver	20%	34%	45%	0%	0%	216
Elderly and Disabled Waiver	22%	48%	30%	0%	1%	325
Independent Living Waiver	29%	45%	26%	0%	0%	306
TBI/Spinal Injury Waiver	16%	28%	54%	2%	1%	115
Sample Average	23%	41%	35%	0%	1%	962

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	41%	54%	3%	2%	204
Elderly and Disabled Waiver	14%	82%	1%	2%	299
Independent Living Waiver	8%	90%	1%	1%	276
TBI/Spinal Injury Waiver	10%	87%	0%	3%	106
Sample Average	18%	79%	2%	2%	885

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
Assisted Living Waiver	47%	44%	8%	1%	216
Elderly and Disabled Waiver	67%	31%	2%	1%	325
Independent Living Waiver	68%	31%	1%	0%	306
TBI/Spinal Injury Waiver	74%	23%	3%	0%	115
Sample Average	63%	33%	3%	1%	962

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
Assisted Living Waiver	9%	13%	74%	2%	2%	0%	216
Elderly and Disabled Waiver	3%	5%	91%	0%	0%	1%	324
Independent Living Waiver	1%	4%	93%	2%	0%	0%	306
TBI/Spinal Injury Waiver	7%	3%	88%	2%	1%	0%	115
Sample Average	4%	6%	87%	1%	1%	0%	961

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
Assisted Living Waiver	2%	5%	90%	0%	0%	154
Elderly and Disabled Waiver	0%	5%	94%	1%	0%	243
Independent Living Waiver	0%	3%	94%	0%	1%	201
TBI/Spinal Injury Waiver	1%	1%	94%	0%	1%	71
Sample Average	1%	4%	93%	0%	0%	669

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
Assisted Living Waiver	26%	18%	57%	0%	0%	203
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	26%	18%	57%	0%	0%	203

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
Assisted Living Waiver	31%	68%	0%	0%	203
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	0
Sample Average	31%	68%	0%	0%	203

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
Assisted Living Waiver	14%	8%	78%	0%	0%	203
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	14%	8%	78%	0%	0%	203

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
Assisted Living Waiver	13%	86%	1%	1%	194
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	0
Sample Average	13%	86%	1%	1%	194

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
Assisted Living Waiver	10%	8%	81%	1%	1%	194
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	10%	8%	81%	1%	1%	194

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

	No	Yes	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	31%	68%	0%	0%	0%	203
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	31%	68%	0%	0%	0%	203

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
Assisted Living Waiver	86%	8%	6%	1%	180
Elderly and Disabled Waiver	n/a	n/a	n/a	n/a	0
Independent Living Waiver	n/a	n/a	n/a	n/a	0
TBI/Spinal Injury Waiver	n/a	n/a	n/a	n/a	0
Sample Average	86%	8%	6%	1%	180

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
Assisted Living Waiver	100%	0%	0%	218
Elderly and Disabled Waiver	100%	0%	0%	326
Independent Living Waiver	100%	0%	0%	306
TBI/Spinal Injury Waiver	100%	0%	0%	115
Sample Average	100%	0%	0%	965

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
Assisted Living Waiver	21%	17%	33%	27%	3%	211
Elderly and Disabled Waiver	11%	11%	61%	18%	0%	323
Independent Living Waiver	12%	13%	58%	17%	0%	299
TBI/Spinal Injury Waiver	12%	14%	58%	17%	0%	109
Sample Average	14%	13%	53%	19%	1%	942

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
Assisted Living Waiver	21%	17%	36%	24%	3%	211
Elderly and Disabled Waiver	12%	12%	58%	17%	1%	323
Independent Living Waiver	18%	12%	54%	16%	0%	299
TBI/Spinal Injury Waiver	15%	11%	61%	14%	0%	109
Sample Average	16%	13%	52%	18%	1%	942

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
Assisted Living Waiver	45%	9%	34%	12%	0%	162
Elderly and Disabled Waiver	6%	5%	79%	9%	0%	262
Independent Living Waiver	3%	8%	83%	5%	1%	213
TBI/Spinal Injury Waiver	1%	4%	94%	1%	0%	79
Sample Average	13%	7%	72%	8%	0%	716

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
Assisted Living Waiver	97%	3%	0%	0%	216
Elderly and Disabled Waiver	98%	1%	0%	0%	325
Independent Living Waiver	97%	1%	0%	1%	306
TBI/Spinal Injury Waiver	95%	5%	0%	0%	115
Sample Average	97%	2%	0%	0%	962

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	69%	10%	21%	0%	197
Elderly and Disabled Waiver	75%	9%	15%	1%	293
Independent Living Waiver	73%	8%	18%	1%	268
TBI/Spinal Injury Waiver	50%	12%	38%	0%	100
Sample Average	70%	9%	20%	1%	858

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
Assisted Living Waiver	87%	8%	3%	2%	61
Elderly and Disabled Waiver	93%	6%	1%	0%	71
Independent Living Waiver	90%	8%	0%	1%	71
TBI/Spinal Injury Waiver	62%	34%	2%	2%	50
Sample Average	85%	13%	2%	1%	253

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	83%	15%	1%	0%	216
Elderly and Disabled Waiver	91%	8%	1%	0%	325
Independent Living Waiver	89%	10%	0%	0%	306
TBI/Spinal Injury Waiver	81%	18%	0%	1%	115
Sample Average	88%	11%	1%	0%	962

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
Assisted Living Waiver	73%	7%	20%	0%	168
Elderly and Disabled Waiver	69%	13%	19%	0%	270
Independent Living Waiver	69%	12%	19%	0%	243
TBI/Spinal Injury Waiver	62%	19%	18%	1%	85
Sample Average	69%	12%	19%	0%	766

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
Assisted Living Waiver	19%	44%	38%	0%	0%	216
Elderly and Disabled Waiver	4%	53%	43%	0%	0%	326
Independent Living Waiver	1%	36%	64%	0%	0%	306
TBI/Spinal Injury Waiver	1%	35%	64%	0%	0%	115
Sample Average	6%	43%	51%	0%	0%	963

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
Assisted Living Waiver	10%	89%	0%	1%	176
Elderly and Disabled Waiver	13%	87%	1%	0%	312
Independent Living Waiver	11%	89%	0%	0%	304
TBI/Spinal Injury Waiver	14%	84%	2%	0%	114
Sample Average	12%	88%	0%	0%	906

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
Assisted Living Waiver	56%	30%	13%	0%	0%	216
Elderly and Disabled Waiver	38%	36%	25%	0%	1%	326
Independent Living Waiver	9%	50%	40%	0%	0%	306
TBI/Spinal Injury Waiver	13%	33%	54%	0%	0%	115
Sample Average	30%	39%	31%	0%	0%	963

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
Assisted Living Waiver	15%	85%	0%	0%	94
Elderly and Disabled Waiver	14%	85%	1%	1%	199
Independent Living Waiver	11%	89%	0%	0%	275
TBI/Spinal Injury Waiver	16%	83%	1%	0%	100
Sample Average	13%	86%	0%	0%	668

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
Assisted Living Waiver	7%	23%	68%	1%	0%	216
Elderly and Disabled Waiver	6%	15%	79%	0%	0%	324
Independent Living Waiver	5%	14%	80%	0%	1%	306
TBI/Spinal Injury Waiver	7%	17%	77%	0%	0%	115
Sample Average	6%	16%	77%	0%	1%	961

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
Assisted Living Waiver	96%	1%	2%	1%	0%	216
Elderly and Disabled Waiver	91%	6%	2%	0%	1%	324
Independent Living Waiver	88%	8%	3%	0%	1%	306
TBI/Spinal Injury Waiver	90%	7%	3%	0%	0%	115
Sample Average	91%	6%	2%	0%	1%	961

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
Assisted Living Waiver	61%	26%	12%	0%	204
Elderly and Disabled Waiver	61%	28%	9%	2%	297
Independent Living Waiver	61%	33%	5%	1%	276
TBI/Spinal Injury Waiver	58%	38%	3%	2%	106
Sample Average	61%	30%	8%	1%	883

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
Assisted Living Waiver	16%	18%	66%	0%	0%	204
Elderly and Disabled Waiver	5%	12%	81%	1%	1%	297
Independent Living Waiver	7%	11%	82%	0%	1%	276
TBI/Spinal Injury Waiver	9%	9%	78%	1%	2%	106
Sample Average	8%	13%	77%	1%	1%	883

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
Assisted Living Waiver	59%	21%	12%	6%	2%	192
Elderly and Disabled Waiver	72%	18%	6%	3%	1%	268
Independent Living Waiver	72%	17%	7%	3%	1%	259
TBI/Spinal Injury Waiver	67%	19%	9%	4%	1%	90
Sample Average	68%	18%	8%	4%	1%	809

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
Assisted Living Waiver	8%	27%	29%	25%	11%	192
Elderly and Disabled Waiver	4%	29%	32%	24%	11%	268
Independent Living Waiver	6%	28%	37%	20%	9%	259
TBI/Spinal Injury Waiver	3%	28%	41%	21%	7%	90
Sample Average	6%	28%	34%	23%	10%	809

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
Assisted Living Waiver	17%	28%	24%	21%	10%	192
Elderly and Disabled Waiver	15%	35%	28%	19%	4%	268
Independent Living Waiver	13%	38%	27%	14%	7%	259
TBI/Spinal Injury Waiver	23%	34%	28%	11%	3%	90
Sample Average	16%	34%	27%	17%	6%	809

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
Assisted Living Waiver	10%	15%	19%	26%	31%	192
Elderly and Disabled Waiver	7%	12%	18%	26%	37%	268
Independent Living Waiver	6%	9%	16%	32%	37%	259
TBI/Spinal Injury Waiver	2%	9%	13%	36%	40%	90
Sample Average	7%	11%	17%	29%	36%	809

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
Assisted Living Waiver	6%	9%	16%	22%	47%	192
Elderly and Disabled Waiver	2%	7%	16%	28%	47%	268
Independent Living Waiver	3%	8%	13%	31%	46%	259
TBI/Spinal Injury Waiver	4%	10%	9%	28%	49%	90
Sample Average	4%	8%	14%	27%	47%	809

Appendix C: Mississippi's State-Specific Questions

Table 130. Proportion of people who need more, less, or about the same amount of assistance with self-care compared to 12 months ago (MS-2)

	Less	About the Same	More	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	9%	74%	16%	0%	1%	216
Elderly and Disabled Waiver	7%	65%	27%	0%	0%	326
Independent Living Waiver	3%	65%	32%	0%	0%	306
TBI/Spinal Injury Waiver	8%	71%	20%	0%	1%	115
Sample Average	6%	68%	25%	0%	0%	963

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	17%	82%	1%	0%	204
Elderly and Disabled Waiver	13%	86%	1%	0%	298
Independent Living Waiver	14%	84%	2%	0%	276
TBI/Spinal Injury Waiver	12%	86%	1%	1%	106
Sample Average	14%	84%	1%	0%	884

Table 132. Who people would talk to if they ever got mistreated, hurt, disrespected, or neglected by others (if know who to talk to) (MS-7b)

	Family Member	Friend	Roommate	Support Coordinator	Service Provider	Pastor/ Other Clergy	Doctor/Other Healthcare Professional	Police/ Other Public Safety Professional	Adult Protective Services	Other Social Service Agency	N
Assisted Living Waiver	36%	7%	1%	46%	57%	4%	23%	11%	2%	4%	167
Elderly and Disabled Waiver	68%	21%	0%	16%	17%	12%	10%	26%	0%	2%	255
Independent Living Waiver	68%	16%	0%	28%	21%	14%	12%	33%	3%	2%	232
TBI/Spinal Injury Waiver	54%	18%	0%	24%	18%	12%	8%	33%	8%	3%	91
Sample Average	59%	16%	0%	27%	27%	11%	13%	26%	3%	3%	745

Table 133. Proportion of people who know about Mississippi’s Adult Protective Services (APS) program (MS-8)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	77%	20%	1%	1%	204
Elderly and Disabled Waiver	78%	20%	1%	1%	298
Independent Living Waiver	77%	22%	0%	1%	276
TBI/Spinal Injury Waiver	62%	35%	1%	2%	106
Sample Average	76%	23%	1%	1%	884

Table 134. Proportion of people who, either with assistance or by themselves, are able to get around in most spaces where they reside (if in group setting) (MS-3)

	No, not able to get around most spaces	Only some spaces, but not others	Yes, most spaces	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	2%	1%	97%	0%	0%	215
Elderly and Disabled Waiver	7%	0%	86%	0%	7%	14
Independent Living Waiver	0%	33%	67%	0%	0%	3
TBI/Spinal Injury Waiver	0%	0%	100%	0%	0%	1
Sample Average	2%	1%	96%	0%	0%	233

Table 135. Proportion of people who trust the information they get about their services where they reside (if in group setting) (MS-1)

	No	Sometimes, or some	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	8%	12%	78%	1%	203
Elderly and Disabled Waiver	7%	7%	79%	7%	14
Independent Living Waiver	0%	33%	67%	0%	3
TBI/Spinal Injury Waiver	0%	0%	100%	0%	1
Sample Average	8%	12%	78%	2%	221

Table 136. Proportion of people who are satisfied with the religious or spiritual services available to them where they reside (if in group setting) (MS-4)

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied or dissatisfied	Somewhat satisfied	Very satisfied	N/A – Not religious; doesn't require services	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	4%	5%	15%	24%	40%	8%	2%	1%	203
Elderly and Disabled Waiver	7%	7%	7%	14%	36%	7%	0%	21%	14
Independent Living Waiver	0%	0%	0%	33%	67%	0%	0%	0%	3
TBI/Spinal Injury Waiver	0%	0%	0%	0%	100%	0%	0%	0%	1
Sample Average	5%	5%	14%	23%	41%	8%	2%	3%	221

Table 137. Proportion of people who feel sad or depressed more often than 12 months ago, less often, or about the same (MS-5)

	Less often	About the same as before	More often	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	20%	68%	8%	2%	2%	204
Elderly and Disabled Waiver	19%	66%	11%	1%	3%	298
Independent Living Waiver	21%	62%	13%	2%	1%	276
TBI/Spinal Injury Waiver	27%	59%	12%	0%	1%	106
Sample Average	21%	64%	11%	1%	2%	884

Table 138. Proportion of people who feel in control of their lives more often than 12 months ago, less often, or about the same (MS-6)

	Less often	About the same as before	More often	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	13%	64%	20%	2%	1%	204
Elderly and Disabled Waiver	6%	73%	19%	1%	1%	297
Independent Living Waiver	9%	70%	18%	1%	1%	276
TBI/Spinal Injury Waiver	10%	56%	30%	1%	3%	106
Sample Average	9%	68%	20%	1%	1%	883