



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Nebraska Results



Preface

The State of Nebraska has several publicly funded long-term services and supports (LTSS) available to older adults and members with physical disabilities who have significant health care needs. LTSS offers a wide array of health and social supports which enable the individuals to avoid placement in facilities and to live in a setting of their choice. The Department of Health and Human Services (DHHS), Division of Medicaid and Long-Term Care (MLTC) and the Division of Developmental Disabilities (DDD), administer Medicaid funding for LTSS which then provides program options in facility or in home and community-based services (HCBS) settings.

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

For HCBS programs, it is critical to measure not only how the programs are working but the impact that they have on consumers' lives. Such as assessing the impact that HCBS services have on consumers' quality of life is a national best practice. Beginning in 2016, DDD began implementing a sister survey for adults with intellectual and developmental disabilities (I/DD), the National Core Indicators (NCI) Adult Consumer Survey, in its I/DD waivers. In 2017, MLTC followed suit with the NCI-AD Adult Consumer Survey in its Aged and Disabled and Traumatic Brain Injury Waivers, Personal Assistance Services, and Nursing Facility services.

This report highlights results for Nebraska from the 2018-2019 NCI-AD Adult Consumer Survey, the second year of data collection.

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October 16, 2020

List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

BI Section – Background Information Section of NCI-AD Adult Consumer Survey

CIL – Center for Independent Living

CPAP – continuous positive airway pressure

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PAS – Personal assistance services

PCA – Personal Care Assistant

PCP – Person-Centered Planning

Table of Contents

List of Abbreviations Used in This Report.....	4
Table of Contents.....	5
What is NCI-AD?.....	24
NCI-AD Adult Consumer Survey.....	24
Survey Overview.....	24
Figure 1. 2018-2019 NCI-AD Domains and Indicators.....	25
Survey Organization.....	28
NCI-AD in Nebraska.....	29
Sample.....	30
Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.....	31
Survey Process in Nebraska.....	31
Stakeholders.....	32
Organization of Results.....	32
Limitations of Report.....	34
Community Participation.....	35
Graph 1. Proportion of people who are as active in their community as they would like to be.....	36
Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to.....	36

Choice and Decision Making	37
Graph 3. Proportion of people who are able to choose their roommate (if in group setting and have roommates)	38
Graph 4. Proportion of people who get up and go to bed when they want to	38
Graph 5. Proportion of people who can eat their meals when they want to	39
Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	39
Relationships	40
Graph 7. Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	41
Satisfaction	42
Graph 8. Proportion of people who like where they are living	43
Graph 9. Proportion of people who would prefer to live somewhere else	43
Graph 10. Proportion of people who like how they spend their time during the day	44
Graph 11. Proportion of people whose paid support staff change too often	44
Graph 12. Proportion of people whose paid support staff do things the way they want them done	45
Service Coordination	46
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services	47
Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint	47
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to	48
Graph 16. Proportion of people who have an emergency plan in place	48

Graph 17. Proportion of people who want help planning for future changes in their needs.....	49
Graph 18. Proportion of people whose long-term care services meet all their current needs and goals.....	49
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)	50
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)	50
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)	51
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up	51
Graph 23. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	52
Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English)	52
Care Coordination	53
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)	54
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	54
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year	55
Graph 28. Proportion of people who know how to manage their chronic condition(s).....	55
Graph 29. Proportion of people with concerns about falling or being unstable	56

Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk	56
Access to Community.....	57
Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ...	58
Graph 32. Proportion of people who have transportation to get to medical appointments when they need to.....	58
Access to Needed Equipment	59
Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	60
Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement.....	60
Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them	61
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	61
Graph 37. Proportion of people who need a specialized bed but do not have it	62
Graph 38. Proportion of people who have a specialized bed but need a replacement.....	62
Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it.....	63
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement	63
Graph 41. Proportion of people who need some other home modification but do not have it	64
Graph 42. Proportion of people who have some other home modification but need a replacement.....	64
Graph 43. Proportion of people who need a walker but do not have it	65
Graph 44. Proportion of people who have a walker but need a replacement	65
Graph 45. Proportion of people who need a scooter but do not have it.....	66

Graph 46. Proportion of people who have a scooter but need a replacement	66
Graph 47. Proportion of people who need a wheelchair but do not have it	67
Graph 48. Proportion of people who have a wheelchair but need a replacement	67
Graph 49. Proportion of people who need hearing aids but do not have them.....	68
Graph 50. Proportion of people who have hearing aids but need a replacement	68
Graph 51. Proportion of people who need glasses but do not have them	69
Graph 52. Proportion of people who have glasses but need a replacement.....	69
Graph 53. Proportion of people who need a CPAP machine but do not have it.....	70
Graph 54. Proportion of people who have a CPAP machine but need a replacement	70
Graph 55. Proportion of people who need a personal emergency response system but do not have it.....	71
Graph 56. Proportion of people who have a personal emergency response system but need a replacement	71
Graph 57. Proportion of people who need an oxygen machine but do not have it	72
Graph 58. Proportion of people who have an oxygen machine but need a replacement.....	72
Graph 59. Proportion of people who need some other assistive device but do not have it	73
Graph 60. Proportion of people who have some other assistive device but need a replacement.....	73
Safety	74
Graph 61. Proportion of people who feel safe at home.....	75
Graph 62. Proportion of people who feel safe around their paid support staff	75
Graph 63. Proportion of people who are ever worried for the security of their personal belongings.....	76

Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months	76
Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	77
Health Care	78
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year	79
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	79
Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	80
Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to	80
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to.....	81
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months	81
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year	82
Graph 73. Proportion of people who have had a hearing exam in the past year	82
Graph 74. Proportion of people who have had a vision exam in the past year	83
Graph 75. Proportion of people who have had a flu shot in the past year	83
Graph 76. Proportion of people who have had a dental visit in the past year	84
Wellness.....	85
Graph 77. Proportion of people whose health was described as poor	86
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago	86
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months	87

Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse...	87
Graph 81. Proportion of people who often feel sad or depressed	88
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	88
Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	89
Graph 84. Proportion of people who have access to healthy foods if they want them	89
Medications	90
Graph 85. Proportion of people who take medications that help them feel less sad or depressed	91
Graph 86. Proportion of people who understand what they take their prescription medications for	91
Rights and Respect.....	92
Graph 87. Proportion of people whose paid support staff treat them with respect.....	93
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	93
Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	94
Graph 90. Proportion of people who have enough privacy where they live (if in group setting)	94
Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)	95
Graph 92. Proportion of people who have access to food at all times of the day (if in group setting).....	95
Self-Direction	96
Graph 93. Proportion of people who can choose or change what kind of services they get	97
Graph 94. Proportion of people who can choose or change when and how often they get their services	97
Graph 95. Proportion of people who can choose or change their paid support staff if they want to.....	98

Work.....	99
Graph 96. Proportion of people who have a paying job	100
Graph 97. Proportion of people who would like a job (if not currently employed).....	100
Graph 98. Proportion of people wanting a job who had someone talk to them about job options	101
Graph 99. Proportion of people who do volunteer work.....	101
Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering).....	102
Everyday Living.....	103
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....	104
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	104
Graph 103. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home).....	105
Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it.....	105
Affordability	106
Graph 105. Proportion of people who ever have to skip a meal due to financial worries	107
Control	108
Graph 106. Proportion of people who never feel in control of their lives	109
Appendix A: Rules for Recoding and Collapsing Responses	110

Table A1. Outcome Variables – Collapsing Rules	110
Appendix B: Un-Collapsed and Unweighted Data by Program	115
Demographic Characteristics	116
Table 1. Average age (reported for those under 90 years of age)	116
Table 2. Age: 90 years and over	116
Table 3. Gender	116
Table 4. Race and ethnicity	117
Table 5. Marital status	117
Table 6. Primary language	117
Table 7. Type of residential area.....	118
Table 8. Type of residence	118
Table 9. Who else lives with the person	118
Table 10. Address changed in the past 6 months.....	119
Table 11. Where the person moved from (if address changed in the past 6 months)	119
Table 12. Formal diagnosis: physical disability	119
Table 13. Formal diagnosis: Alzheimer’s disease or other dementia	120
Table 14. Formal diagnosis: traumatic or acquired brain injury.....	120
Table 15. Formal diagnosis: intellectual or other developmental disability	120
Table 16. Level of mobility	120

Table 17. History of frequent falls (more than two in a six-month period)	121
Table 18. Receives Medicare	121
Table 19. Length of receiving LTSS in current program	121
Table 20. Has legal guardian	121
Table 21. Proportion of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records).....	122
Community Participation	123
Table 22. Proportion of people who are as active in their community as they would like to be	123
Table 23a. Reasons that people are not as active in the community as they would like to be	123
Table 23b. Reasons that people are not as active in the community as they would like to be (continued)	123
Table 24. Proportion of people who get to do the things they enjoy outside of their home as much as they want to.....	124
Choice and Decision Making	125
Table 25. Proportion of people who are able to choose their roommate (if in group setting and have roommates).....	125
Table 26. Proportion of people who get up and go to bed when they want to.....	125
Table 27. Proportion of people who can eat their meals when they want to	125
Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)...	126
Relationships.....	127
Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them).....	127
Table 30. Reasons people aren't always able to see friends/family	127

Satisfaction.....	128
Table 31. Proportion of people who like where they are living	128
Table 32a. Reasons for not liking where people are living.....	128
Table 32b. Reasons for not liking where people are living (continued).....	128
Table 32c. Reasons for not liking where people live (continued)	129
Table 33. Proportion of people who would prefer to live somewhere else	129
Table 34a. Where people would prefer to live (if would prefer to live somewhere else)	129
Table 34b. Where people would prefer to live (if would prefer to live somewhere else) (continued)	129
Table 35. Proportion of people who like how they spend their time during the day	130
Table 36. Proportion of people whose paid support staff change too often.....	130
Table 37. Proportion of people whose paid support staff do things the way they want them done.....	130
Service Coordination.....	131
Table 38. Proportion of people who know whom to contact if they want to make changes to their services.....	131
Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint	131
Table 40. Proportion of people who reported having a case manager/care coordinator	131
Table 41. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	132
Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English).....	132
Table 43. Proportion of people whose paid support staff show up and leave when they are supposed to	132

Table 44. Proportion of people who have an emergency plan in place.....	133
Table 45. Proportion of people who want help planning for future changes in their needs.....	133
Table 46. Proportion of people whose long-term care services meet their current needs and goals.....	133
Table 47a. Additional services that might help	133
Table 47b. Additional services that might help (continued)	134
Table 47c. Additional services that might help (continued).....	134
Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)	134
Table 49a. How people first find out about the services available to them	135
Table 49b. How people first find out about the services available to them (continued).....	135
Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week).....	135
Table 51. Who helps people most often (if anybody provides support on a regular basis)	136
Table 52. Who else helps (if anybody provides support on a regular basis).....	136
Table 53. Proportion of people who have a backup plan if their paid support staff don't show up	136
Care Coordination.....	137
Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)	137
Table 55. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	137

Table 56. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year	137
Table 57. Proportion of people who know how to manage their chronic condition(s)	138
Table 58. Proportion of people with concerns about falling or being unstable.....	138
Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk	138
Access to Community.....	139
Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ..	139
Table 61. Proportion of people who have transportation to get to medical appointments when they need to	139
Access to Needed Equipment	140
Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home	140
Table 63. Proportion of people who need bathroom modifications (other than grab bars).....	140
Table 64. Proportion of people who need a specialized bed	140
Table 65. Proportion of people who need a ramp or stair lift in or outside the home.....	141
Table 66. Proportion of people who need some other home modification(s)	141
Table 67. Proportion of people who need a walker	141
Table 68. Proportion of people who need a scooter	142
Table 69. Proportion of people who need a wheelchair	142
Table 70. Proportion of people who need hearing aids	142
Table 71. Proportion of people who need glasses	143

Table 72. Proportion of people who need a CPAP machine.....	143
Table 73. Proportion of people who need a personal emergency response system	143
Table 74. Proportion of people who need an oxygen machine	144
Table 75. Proportion of people who need some other assistive device(s)	144
Safety	145
Table 76. Proportion of people who feel safe at home.....	145
Table 77. Proportion of people who feel safe around their paid support staff	145
Table 78. Proportion of people who are ever worried for the security of their personal belongings.....	145
Table 79. Proportion of people whose money was taken or used without their permission in the last 12 months	146
Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	146
Health Care	147
Table 81. Proportion of people who have gone to the emergency room for any reason in the past year	147
Table 82. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	147
Table 83. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	147
Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to	148
Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to.....	148
Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months	148
Table 87. Proportion of people who have had a physical exam or wellness visit in the past year	149

Table 88. Proportion of people who have had a hearing exam in the past year	149
Table 89. Proportion of people who have had a vision exam in the past year	149
Table 90. Proportion of people who have had a flu shot in the past year	150
Table 91. Proportion of people who have had a dental visit in the past year	150
Wellness	151
Table 92. Proportion of people whose health was described as poor, fair, good, very good, and excellent	151
Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago.....	151
Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months	151
Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse	152
Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often	152
Table 97. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)	152
Table 98. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)	152
Table 99. Proportion of people who have access to healthy foods if they want them	153
Medications	154
Table 100. Proportion of people who take medications that help them feel less sad or depressed	154
Table 101. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)	154
Rights and Respect.....	155
Table 102. Proportion of people whose paid support staff treat them with respect	155

Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	155
Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	155
Table 105. Proportion of people who have enough privacy where they live (if in group setting)	156
Table 106. Proportion of people whose visitors are able to come at any time (if in group setting)	156
Table 107. Proportion of people who have access to food at all times of the day (if in group setting)	156
Self-Direction	157
Table 108. Proportion of people who can choose or change what kind of services they get	157
Table 109. Proportion of people who can choose or change when and how often they get services	157
Table 110. Proportion of people who can choose or change their paid support staff if they want to.....	157
Work.....	158
Table 111. Proportion of people who have a paying job.....	158
Table 112. Proportion of people who would like a job (if not currently employed).....	158
Table 113. Proportion of people wanting a job who had someone talk to them about job options	158
Table 114. Proportion of people who do volunteer work.....	158
Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering).....	159
Everyday Living.....	160
Table 116. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....	160
Table 117. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	160

Table 118. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)..... 160

Table 119. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it..... 161

Affordability 162

 Table 120. Proportion of people who ever have to skip a meal due to financial worries 162

Control 163

 Table 121. Proportion of people who feel in control of their lives 163

 Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)..... 163

 Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)..... 163

 Table 124. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)..... 164

 Table 125. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends) 164

Appendix C: Nebraska’s State-Specific Questions 165

 Table 126. Proportion of people who were informed if any of the following options may be available to them before moving to their current location (if in Aged and Disabled Waiver or Nursing Facility) (NE-1)..... 166

 Table 127. Proportion of people who had someone help them navigate through these options (if in Aged and Disabled Waiver) (NE-2) 166

Table 128. Proportion of people receiving meals as part of their services who have enough menu choices for those meals (if in Aged and Disabled Waiver) (NE- 3).....	166
Table 129. Proportion of people who reported there is someone who can help them get answers if they ever need assistance with questions about their services/care (NE- 4)	167
Table 130. Proportion of people who reported there are quiet areas where residents can visit with friends and family privately (if in Nursing Facility) (NE-5)	167
Table 131. Proportion of people who attend or have opportunity to attend a resident council (if in Nursing Facility) (NE- 6)...	167
Table 132. Proportion of people who can take a shower or a bath when they want to (NE- 7)	167
Table 133. Proportion of people reported to have a diagnosis of a traumatic or acquired brain injury (NE-8).....	168
Table 134. Proportion of people reported to have a diagnosis of a traumatic or acquired brain injury who have needed information about how brain injury may affect their daily life (NE- 9).....	168
Table 135. Proportion of people reported to have a diagnosis of a traumatic or acquired brain injury whose paid support staff work with their family members and others close to them to understand what their daily needs are (if has both paid and unpaid support persons) (NE- 10).....	168
Table 136. Proportion of people whose case manager/ care coordinator helps them with other important needs besides paid services (if in Aged and Disabled Waiver and reported having a case manager/care coordinator) (NE- 11).....	168
Appendix D: Nebraska’s NCI-AD Person-Centered Planning Module	169
Table 137. People’s level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives.....	170
Table 138. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)	170

Table 139. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	170
Table 140. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	171
Table 141. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	171
Table 142. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	171
Table 143. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	172
Table 144. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	172
Table 145. Proportion of people whose preferences and choices are reflected in their service plan/plan of care	172
Table 146. Proportion of people who feel that the care supports and services they receive help them live a better life	173

What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Personal Assistance Services (PAS), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States¹ (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states². The 2019-2020 project cycle marks its fifth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 55 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals, including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

¹ ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. www.ADvancingStates.org

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

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

Figure 1. 2018-2019 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred community activities
Choice and Decision-Making	Proportion of people who are involved in making decisions about their everyday lives
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 their paid support staff
	Proportion of people who are satisfied with what they do during the day
Service Coordination	Proportion of people finding out about services from service agencies
	Proportion of people who have access to information about services in their preferred language ³
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who know whom to contact with a complaint or question about their services
	Proportion of people who use a relative as their support person
	Proportion of people whose support staff come when they are supposed to
	Proportion of people who have a backup plan if their paid support staff don’t show up
	Proportion of people who have an emergency plan in place
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
Proportion of people who want help planning for their future service needs	

³ Indicator previously reported in the “Access” domain.

Domain	NCI-AD Indicator
Care Coordination	Proportion of people who had someone work with them to reduce risk of falls ⁴
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
Access to Community ⁵	Proportion of people who have adequate transportation ⁶
Access to Needed Equipment ⁷	Proportion of people who get needed home modifications, equipment, and assistive devices ⁸
Safety	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
Health Care	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
Wellness	Proportion of people who have access to healthy foods ⁹
	Proportion of people in poor health
	Proportion of people with uncorrected poor hearing
	Proportion of people with uncorrected poor vision

⁴ Indicator previously reported in the “Safety” domain.

⁵ New domain in 2018-2019.

⁶ Indicator previously reported in the “Access” domain.

⁷ New domain in 2018-2019.

⁸ Indicator previously reported in the “Access” domain.

⁹ Indicator previously reported in the “Everyday Living” domain.

Domain	NCI-AD Indicator
	Proportion of people with unaddressed memory concerns
	Proportion of people who often feel sad or depressed
Medications	Proportion of people who take medications to help them feel less sad or depressed
	Proportion of people who know what their prescription medications are for
Rights and Respect	Proportion of people whose paid support staff treat them with respect
	Proportion of people whose basic rights are respected by others
Self-Direction	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 receive job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living
Affordability	Proportion of people who have to cut back on food because of money
Control	Proportion of people who feel in control of their life
Person-Centered Planning (OPTIONAL MODULE)	Proportion of people who are involved in making decisions about their service plan
	Proportion of people whose service planning meetings take place when, where and with whom they want
	Proportion of people whose preferences and needs are discussed in their service planning meetings
	Proportion of people who receive a copy of their service plan after their service planning meetings
	Proportion of people whose service plan reflects what is discussed during their service plan meetings
	Proportion of people whose service plan includes their preferences and choices

Domain	NCI-AD Indicator
	Proportion of people whose supports and services help them live a better life

Survey Organization

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

Pre-Survey form: The Pre-Survey section is an optional form intended to collect information that may be helpful for surveyors to prepare for and schedule the survey meetings. The Pre-Survey form is for surveyor use only; Pre-Survey information is not submitted or used for any data analysis or reporting.

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some

of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

Proxy Version: The Proxy Version is an alternative version of the In-Person Survey. It is used in place of the Full In-Person Survey when the person receiving services is unable or unwilling to provide valid responses or has asked their proxy to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions from the Full Survey that allow for proxy assistance. Questions in the Proxy Version are rephrased to be in third person, making it clear their subject is the person receiving services and not the proxy respondent. Surveyors must meet with the service recipient face-to-face and attempt to interview them; only after the in-person attempt has been made can the proxy be surveyed instead of the service recipient.

Interviewer Feedback Form: The Interviewer Feedback Form is completed by surveyors after the survey meeting is concluded. It collects information about the survey meeting itself, such as when/where the meeting took place, who was present, the respondent's level of comprehension, etc. Surveyors are also asked to provide any feedback they may have about the survey tool itself or the survey process overall.

NCI-AD in Nebraska

The Nebraska Department of Health and Human Services (DHHS), Division of Medicaid and Long-Term Care (MLTC), ADvancing States, and HSRI implemented the 2017-18 NCI-AD Adult Consumer Survey in Nebraska. MLTC recognized the need for an independent assessment of Nebraska's publicly funded home and community-based services (HCBS), State Plan Personal Assistance Services and Nursing Facility services. Funding from the Money Follows the Person (MFP) grant was secured to participate in the NCI-AD program for the first three years of participation in the survey. Data from the project will be used to support Nebraska's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers. To allow for year-to-year comparison of the data, MLTC has participated in the NCI-AD Adult Consumer Survey for Nebraska for three years.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Nebraska in 2018-2019 and included for analysis was eight hundred sixty-four (Total N=864). Three program populations were included in the survey sample and are detailed below.

Aged and Disabled Waiver (A&D Waiver): This program provides options related to needed services and community supports to aged persons and adults and children with disabilities. Services include Adult Day Health Services, Chore Services, Respite Services, Assisted Living Service, Assistive Technology Supports and Home Modifications, Extra Care for Children with Disabilities, Home Again Services, Home Delivered Meals, Independent Skills Building, Nutrition Services, Personal Emergency Response System and Transportation Services. Two hundred ninety-seven people (N=297) from this program were interviewed and included for analysis.

Personal Assistance Services (PAS): Personal assistance services are provided under the Medicaid state plan to persons with disabilities and chronic conditions of all ages to enable them to accomplish tasks that they would normally do for themselves if they did not have a disability. Two hundred seventy-two people (N=272) from this program were interviewed and included for analysis.

Nursing Facilities (NFs): Nursing Facility services are furnished in a facility to individuals who meet a nursing facility level of care. Two hundred ninety-five people (N=295) from this program were interviewed and included for analysis.

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

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

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
Aged and Disabled Waiver	297	4,331	5.0% MoE, 95% CL	5.5% MoE, 95% CL
Personal Assistance Services	272	1,986	5.1% MoE, 95% CL	5.5% MoE, 95% CL
Nursing Facilities	295	6,451	5.1% MoE, 95% CL	5.6% MoE, 95% CL
Total	864	12,768	3.0% MoE, 95% CL	3.2% MoE, 95% CL

Survey Process in Nebraska

MLTC contracted with Munroe-Meyer Institute (MMI), the University Center for Excellence in Developmental Disabilities (UCEDD), to hire and manage local interviewers to conduct the in-person NCI-AD Adult Consumer Survey. MMI identified and trained 14 individuals to conduct the survey. MMI, ADvancing States, and HSRI staff conducted a training with the interviewers prior to survey implementation. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining verbal consent, overview of the NCI-AD project, guidance for follow-up in cases of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Interviews began within days after completing the training sessions.

Nebraska used NCI-AD's optional module on person-centered planning (PCP) in all three of its programs surveyed. In addition, Nebraska chose to add 10 state-specific questions to the standard NCI-AD Survey.

Stakeholders

MLTC is committed to providing ongoing NCI-AD stakeholder engagement activities through various public meetings and committees within the Department including the HCBS Stakeholder Meeting, and HCBS Quality Improvement Subcommittee. Through ongoing communications with key LTSS-specific stakeholders, the engagement process will continue to grow as alignment among other state initiatives begins to emerge.

Organization of Results

The following pages of the report presents findings from Nebraska's 2018-2019 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

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

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

Each chart also contains Nebraska’s weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state’s programs; its calculation effectively “re-balances” the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. Nebraska’s sampling design did include oversampling of some of its programs – i.e. some programs constituted a larger proportion of the survey sample than they did as proportion of total population of survey-eligible service recipients. To account for these programs being proportionally over-represented in the state’s survey data, statistical weights were developed and applied to calculate Nebraska’s weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an “always” response combined with a “most of the time” response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A. Unless otherwise stated, “don’t know” and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. These tables contain all response options, including “don’t know” and unclear/refused/no response categories. Tables also contain Nebraska’s unweighted overall sample averages for all response options. Please note that the “sample averages” in tables in Appendix B are simple (unweighted) averages that didn’t employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

Data from state-specific questions that Nebraska chose to add to the standard NCI-AD Survey are shown in Appendix C. Nebraska's data from NCI-AD's optional PCP module are shown in Appendix D.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Nebraska. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Nebraska's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Nebraska's programs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Community Participation

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

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

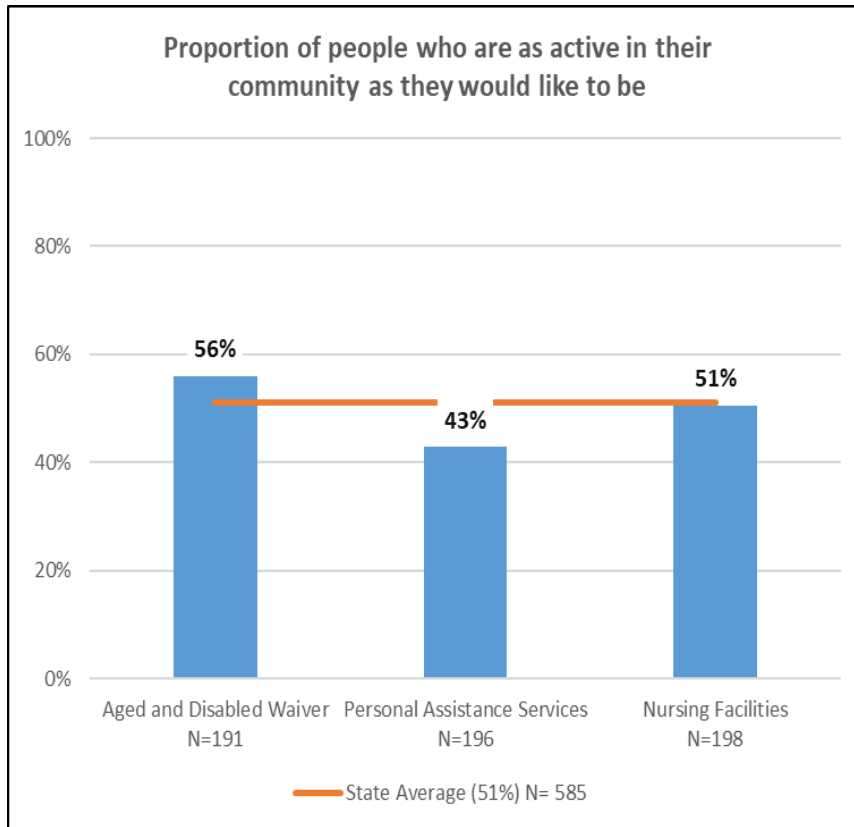
1. Proportion of people who are able to participate in preferred community activities.

There are three¹⁰ survey items that correspond to the Community Participation domain.

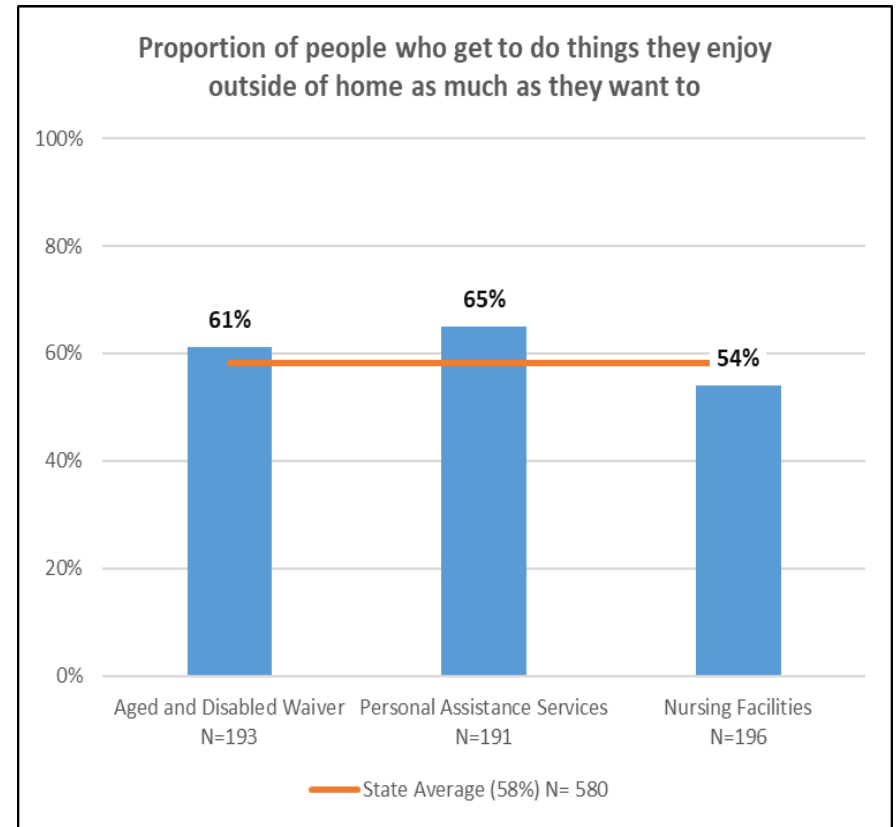
Un-collapsed data are shown in Appendix B.

¹⁰ Data for one item are presented in Appendix B only.

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



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



Choice and Decision Making

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

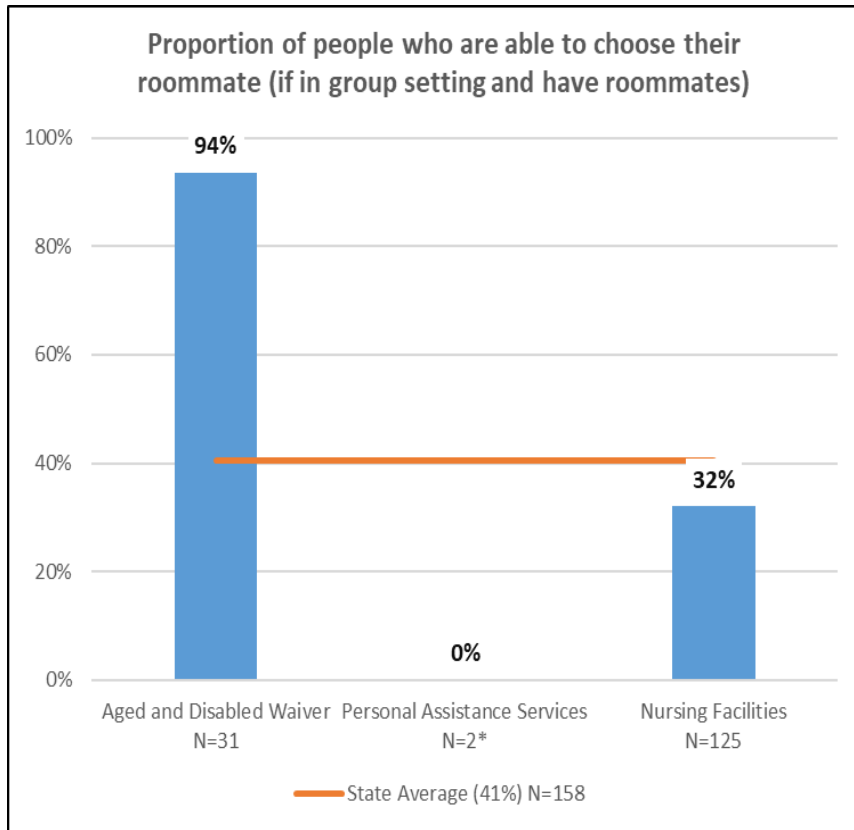
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives.

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

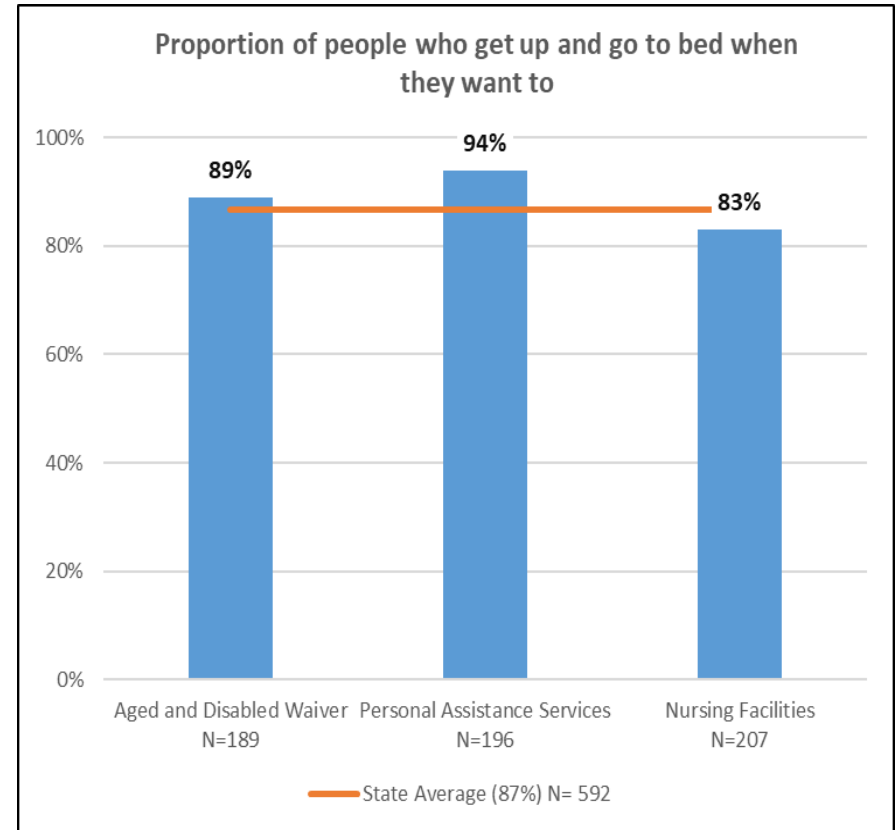
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting¹¹ and have roommates)



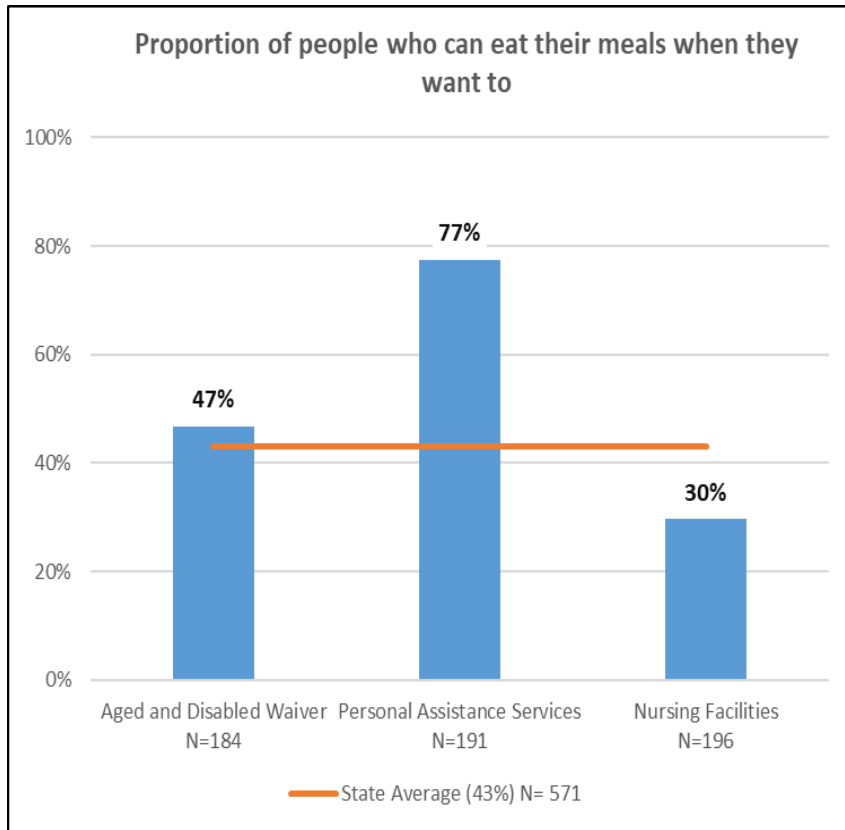
* Very small number of responses

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

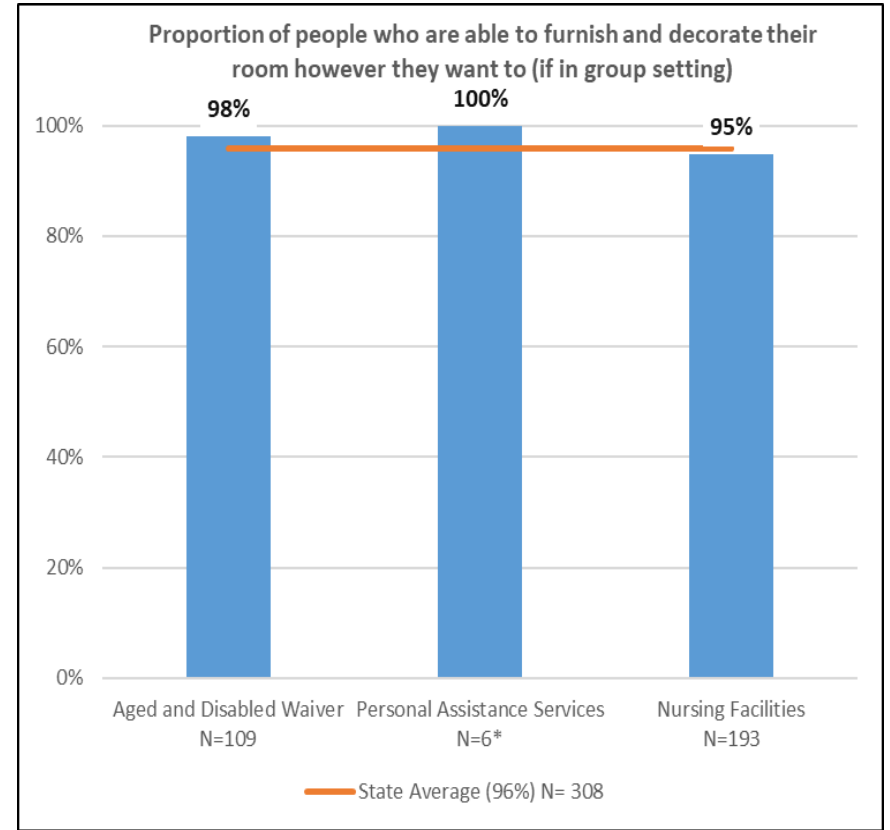


¹¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)¹²⁾¹³



* Very small number of responses

¹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

¹³ Analysis changed in 2018-2019 – “in all ways” is now combined with “in most ways”

Relationships

People have friends and relationships and do not feel lonely.

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

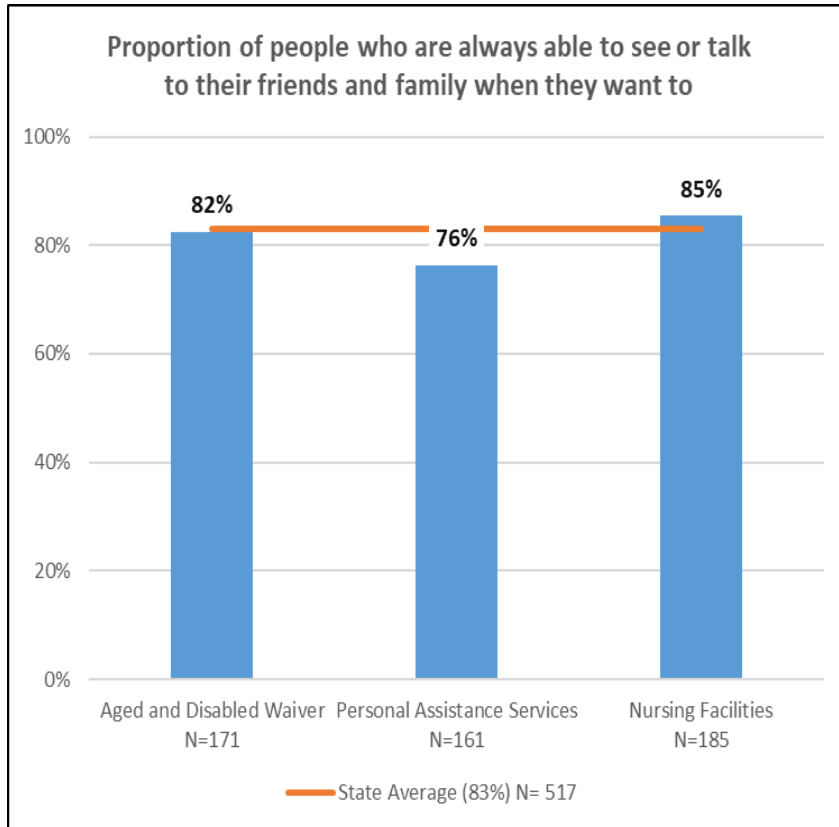
1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two¹⁴ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

¹⁴ Data for one item are presented in Appendix B only.

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



Satisfaction

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

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

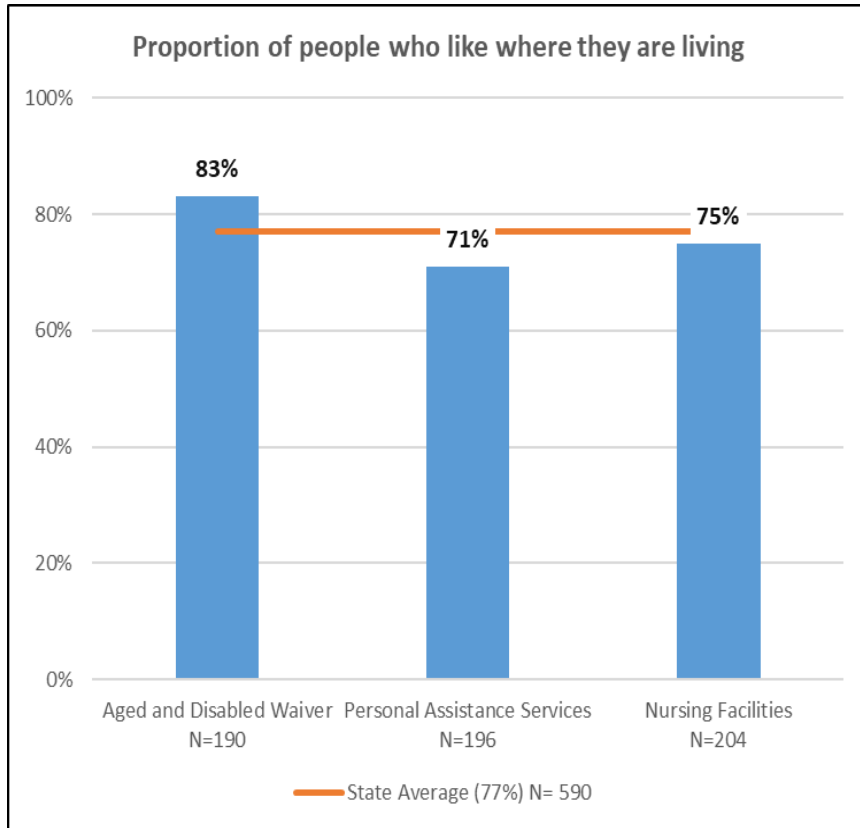
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

There are seven¹⁵ survey items that correspond to the Satisfaction domain.

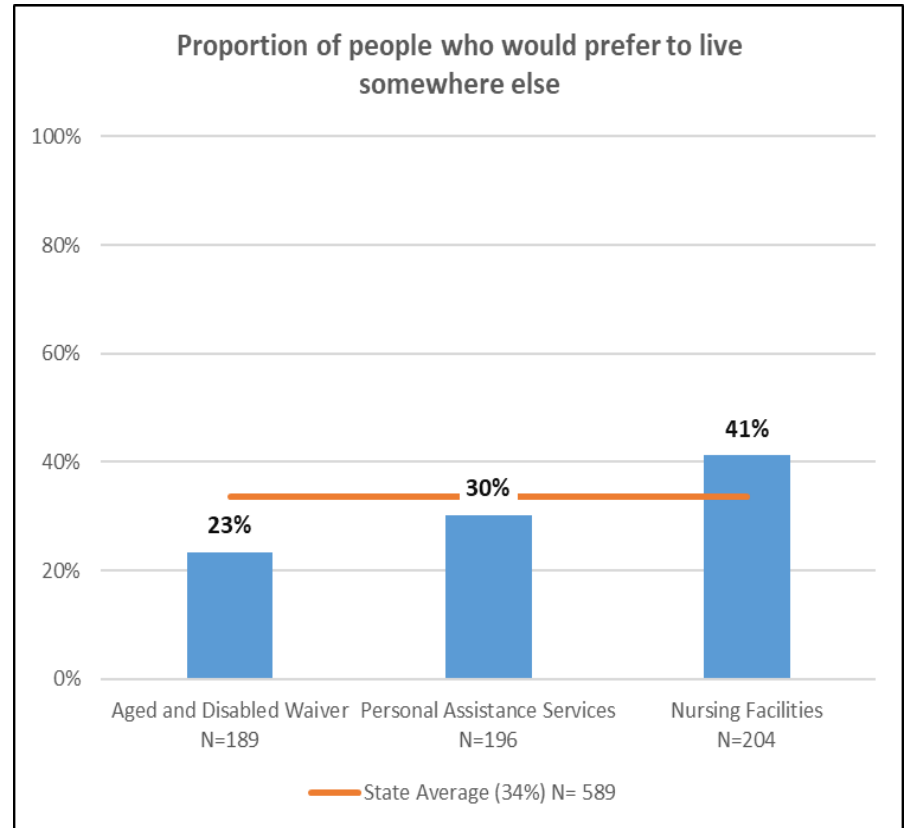
Un-collapsed data are shown in Appendix B.

¹⁵ Data for two items are presented in Appendix B only.

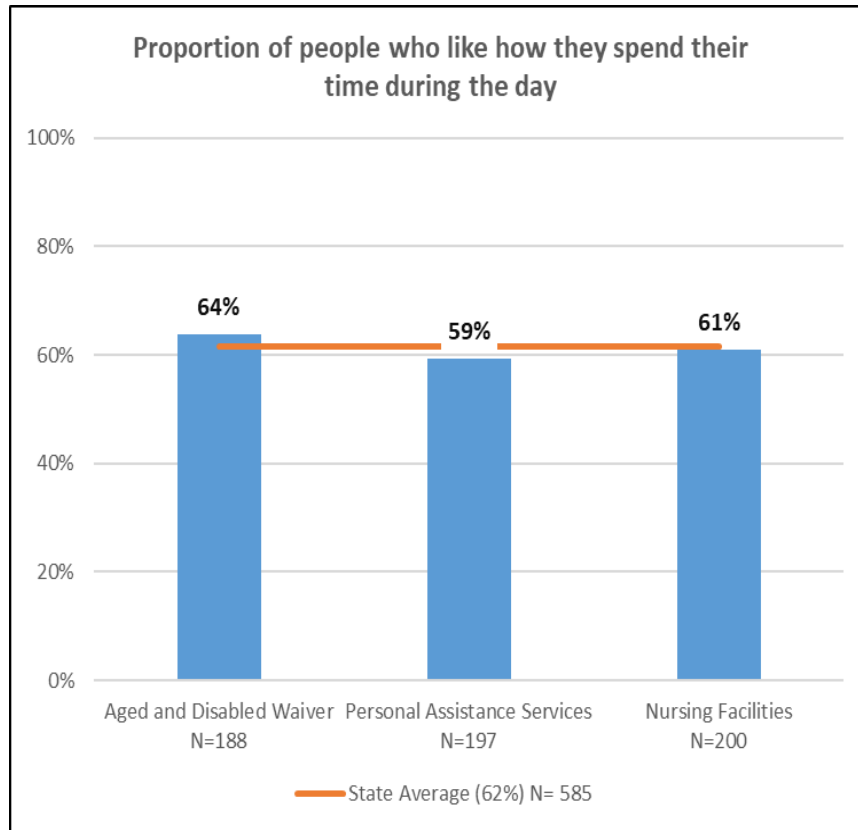
Graph 8. Proportion of people who like where they are living



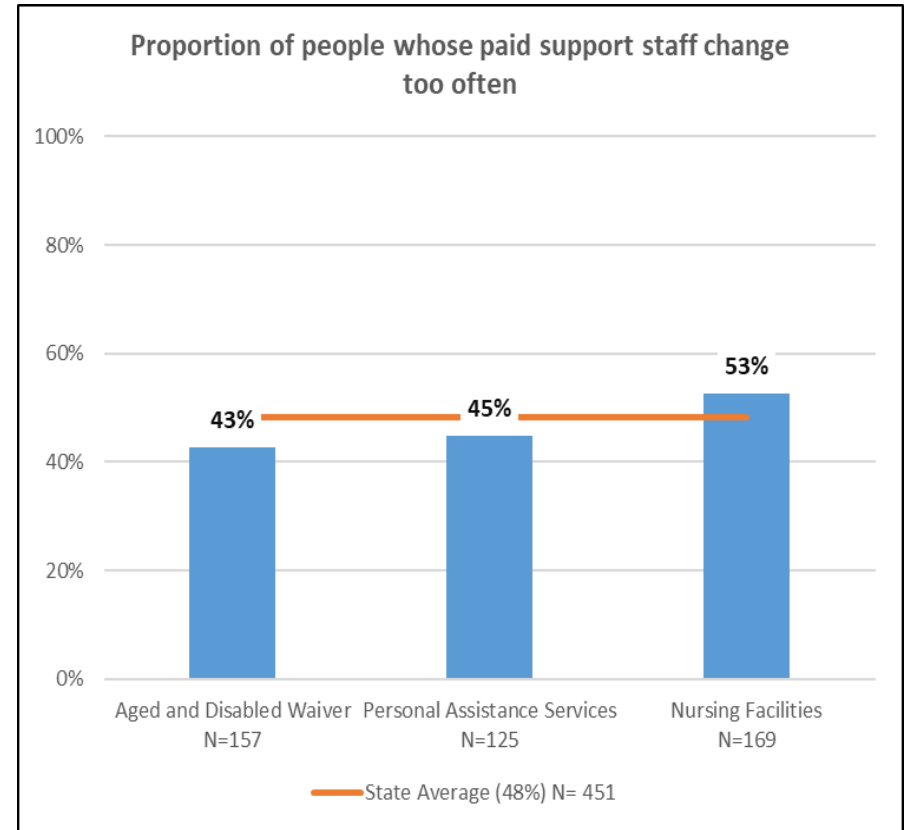
Graph 9. Proportion of people who would prefer to live somewhere else



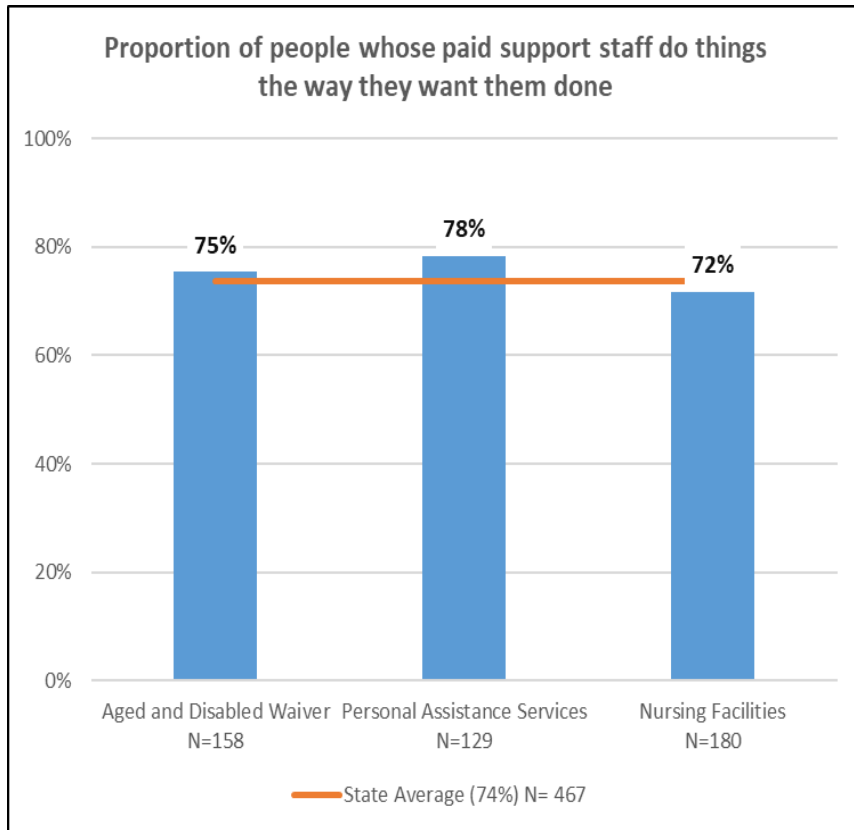
Graph 10. Proportion of people who like how they spend their time during the day



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



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



Service Coordination

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

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

1. Proportion of people who know whom to contact with a complaint or question about their services.
2. Proportion of people whose case manager talks to them about their unmet needs.
3. Proportion of people who can get in contact with their case manager when they need to.
4. Proportion of people who receive the services that they need.
5. Proportion of people finding out about services from service agencies.
6. Proportion of people who want help planning for their future service needs.
7. Proportion of people who have an emergency plan in place.
8. Proportion of people whose support staff 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 paid support staff don't show up.
11. Proportion of people who have access to information about services in their preferred language¹⁶.

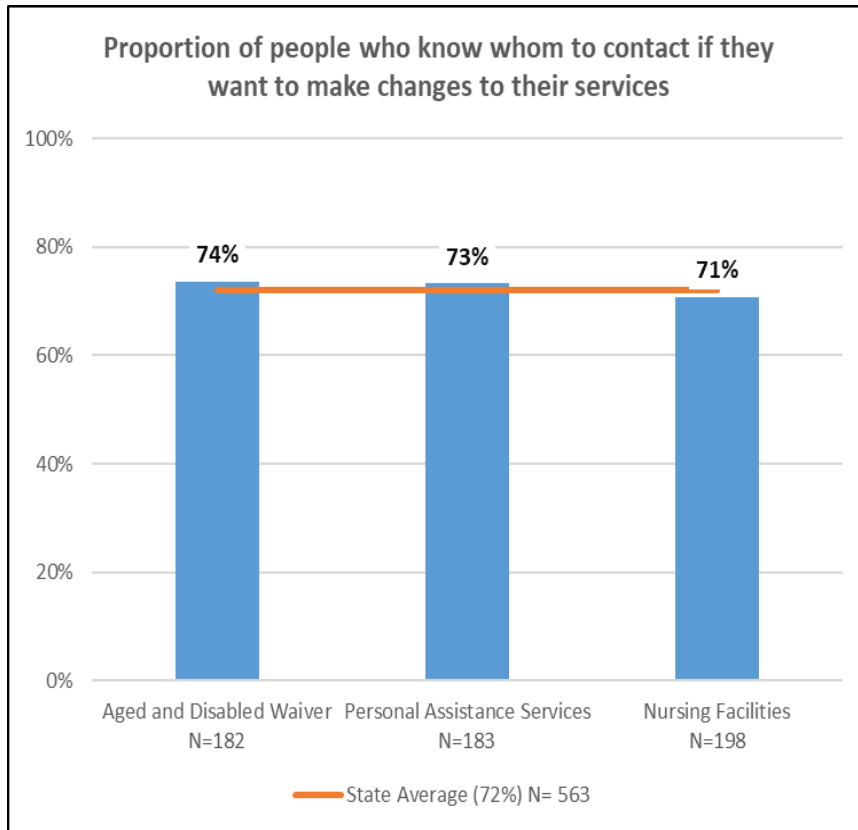
There are sixteen¹⁷ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

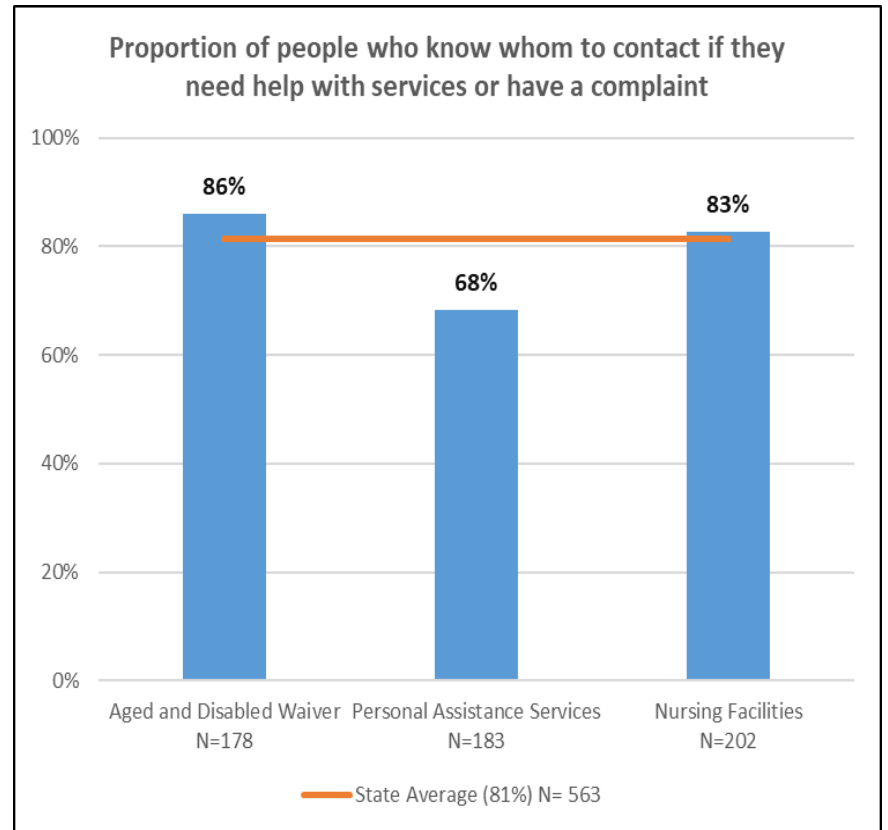
¹⁶ Indicator previously reported in the "Access" domain.

¹⁷ Data for four items are presented in Appendix B only.

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

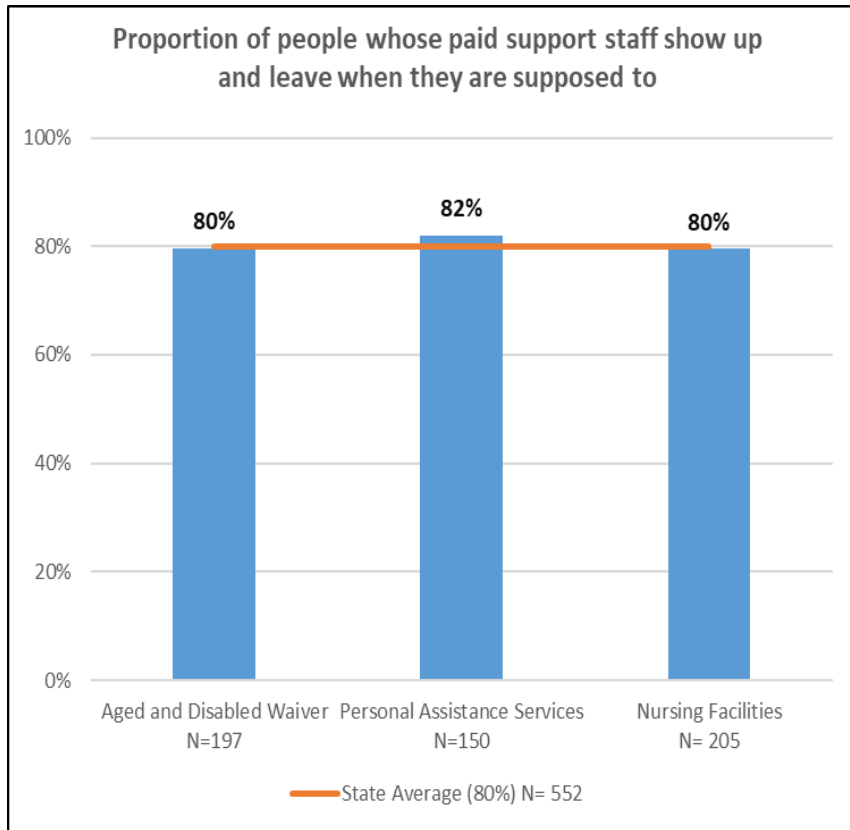


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁸

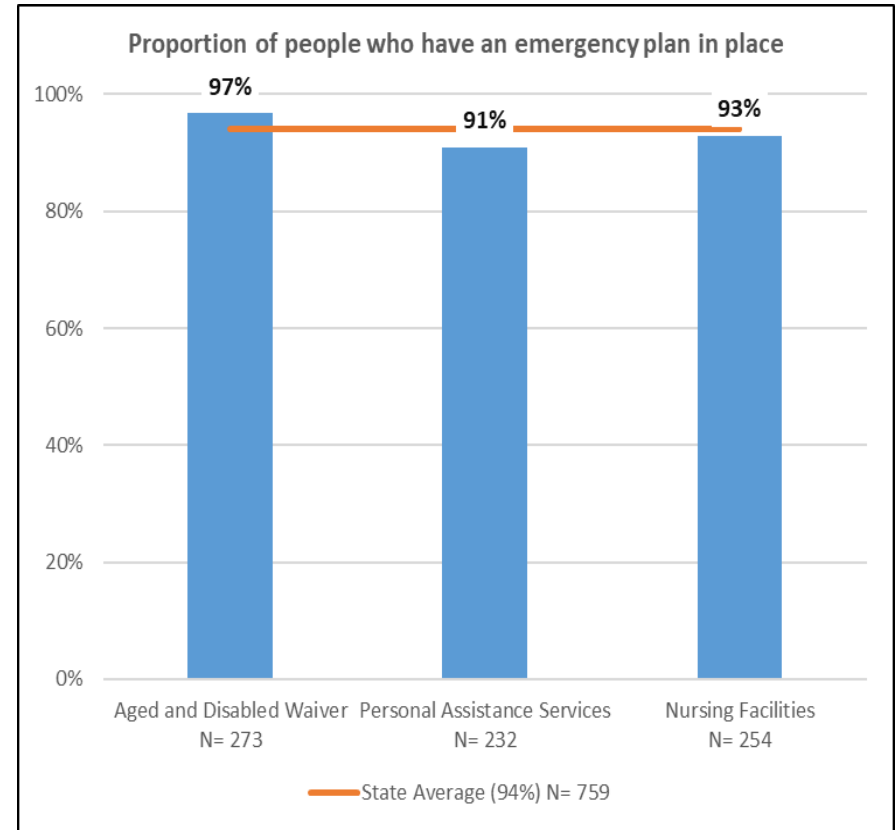


¹⁸ New item added in 2018-2019.

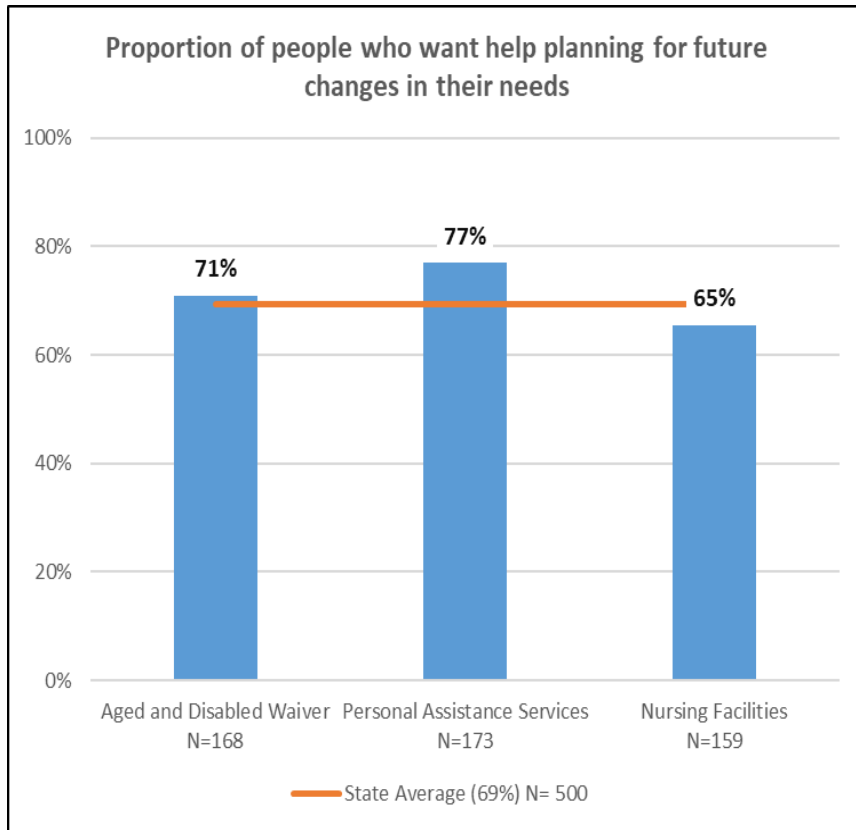
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



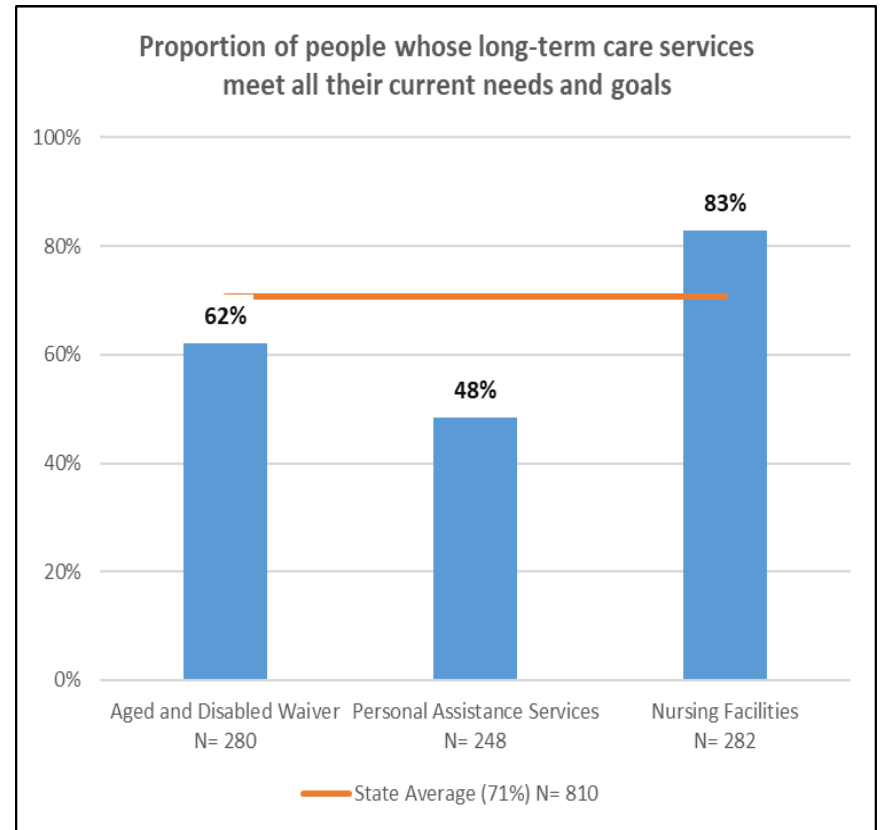
Graph 16. Proportion of people who have an emergency plan in place



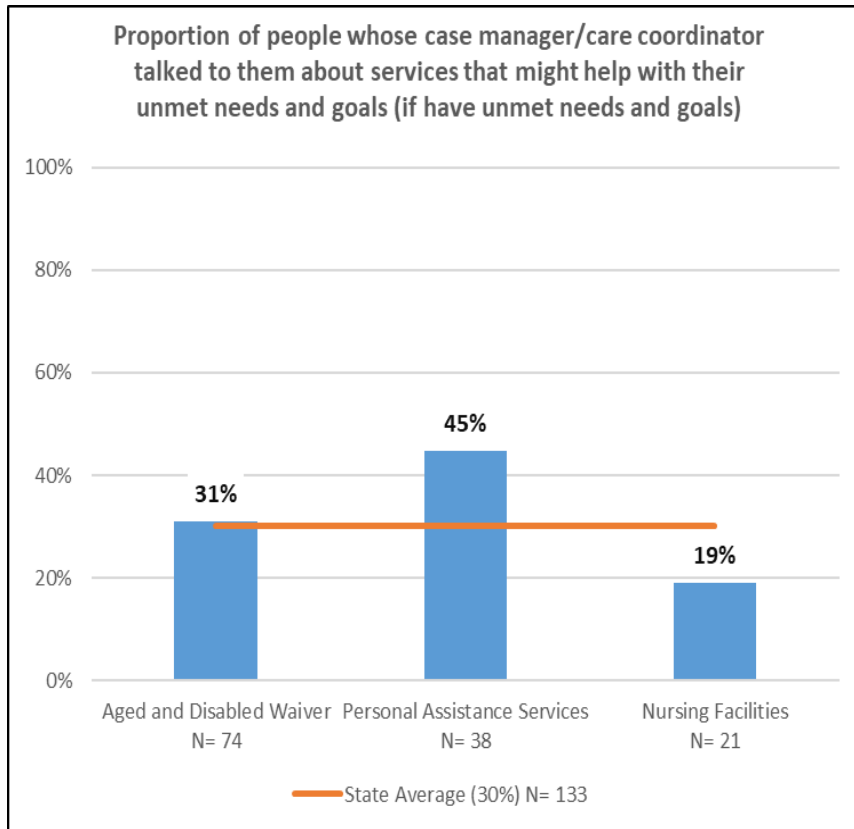
Graph 17. Proportion of people who want help planning for future changes in their needs



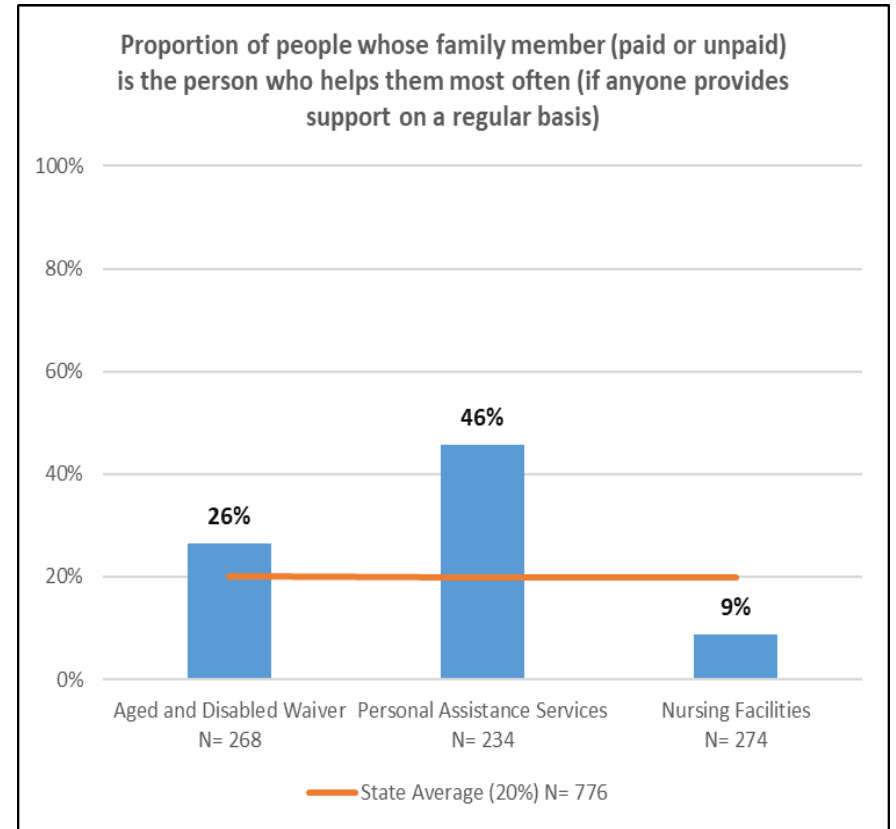
Graph 18. Proportion of people whose long-term care services meet all their current needs and goals



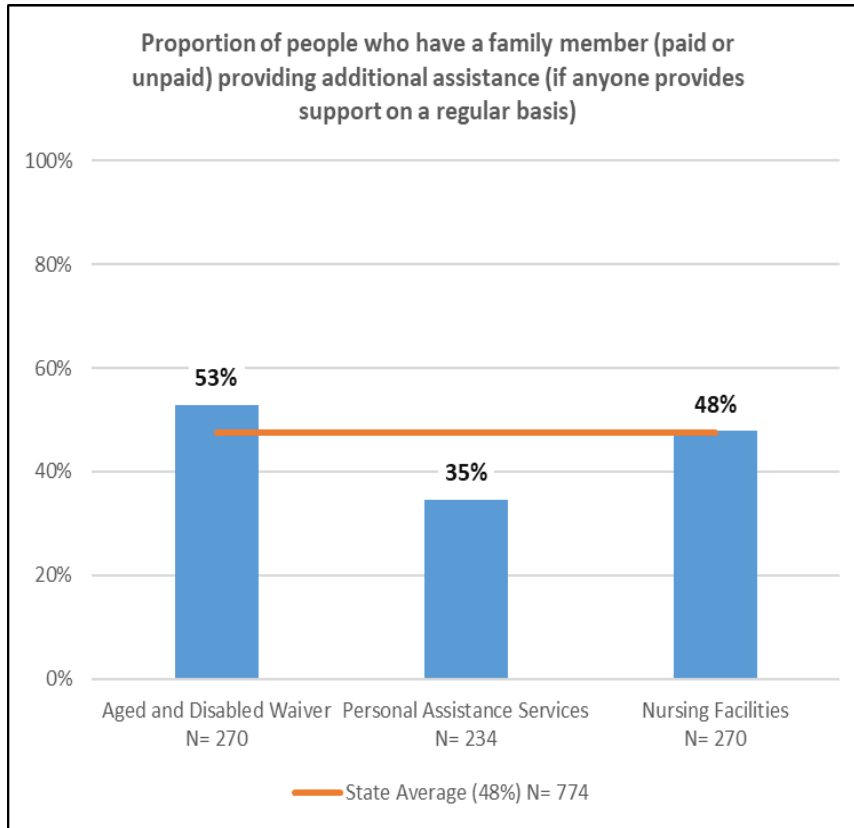
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



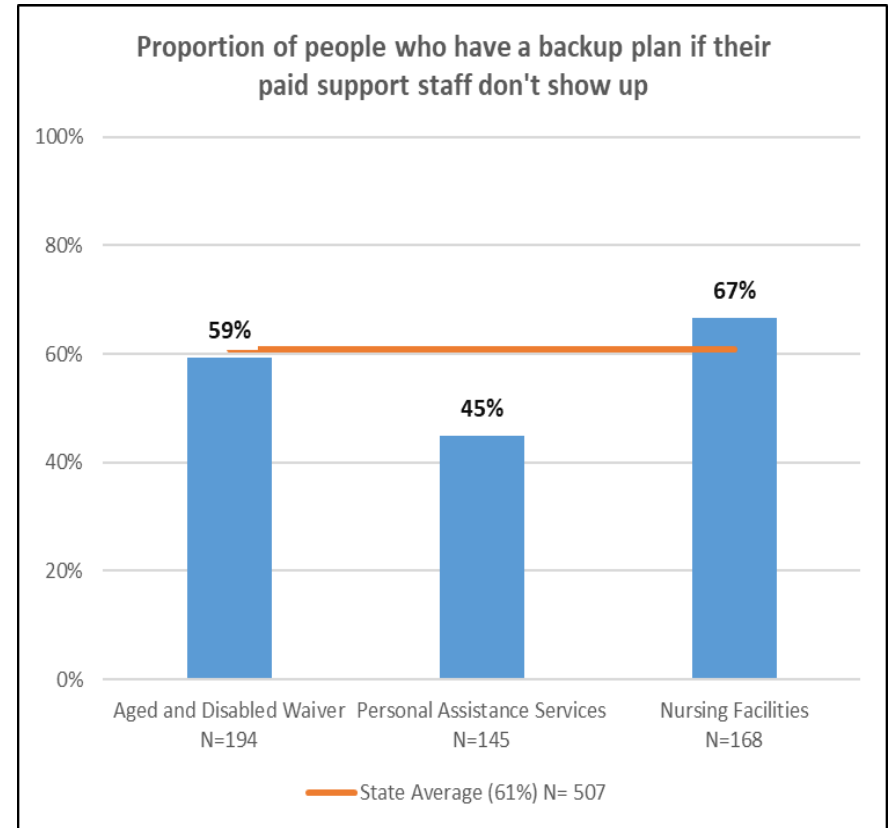
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



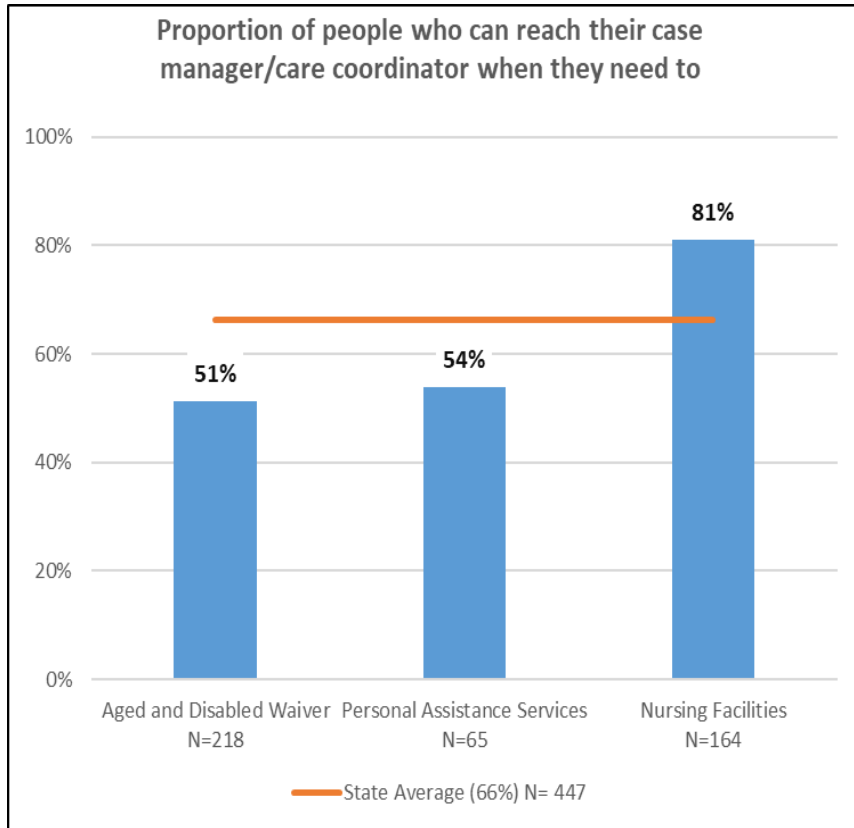
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



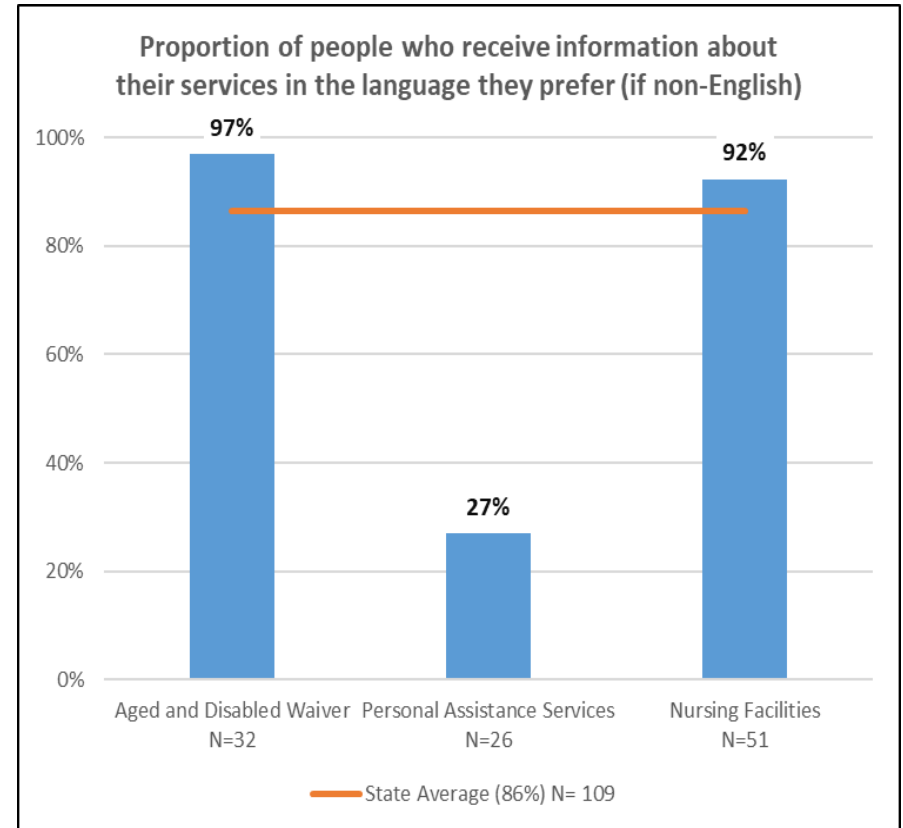
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



Graph 23. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English)¹⁹



¹⁹ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

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

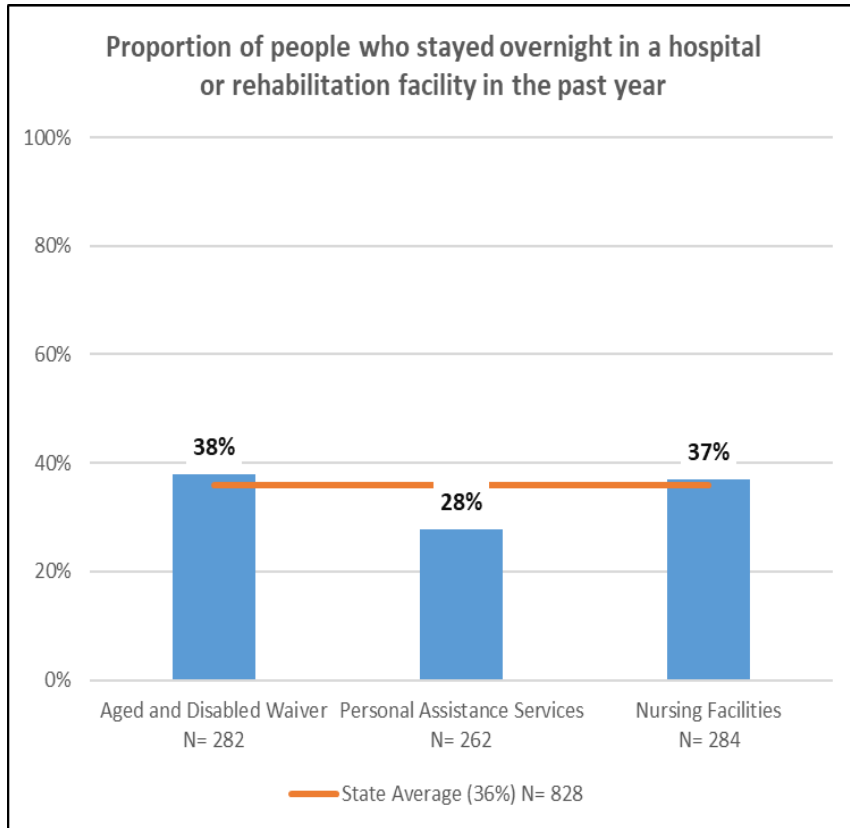
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
4. Proportion of people who had someone work with them to reduce risk of falls²⁰.

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

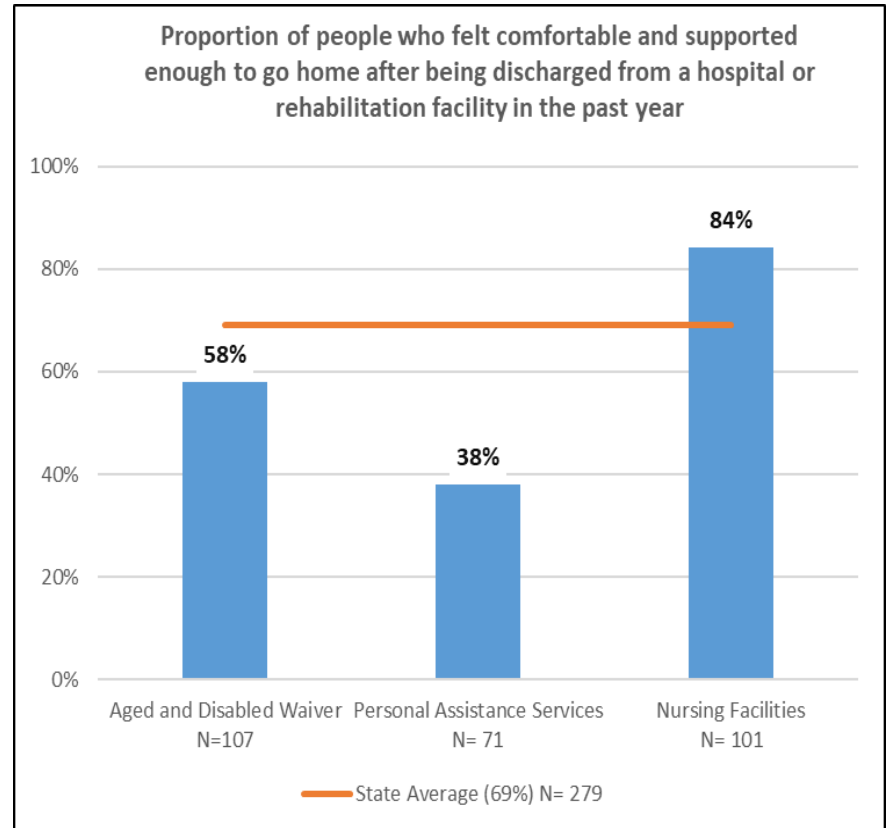
Un-collapsed data are shown in Appendix B.

²⁰ Indicator previously reported in the “Safety” domain.

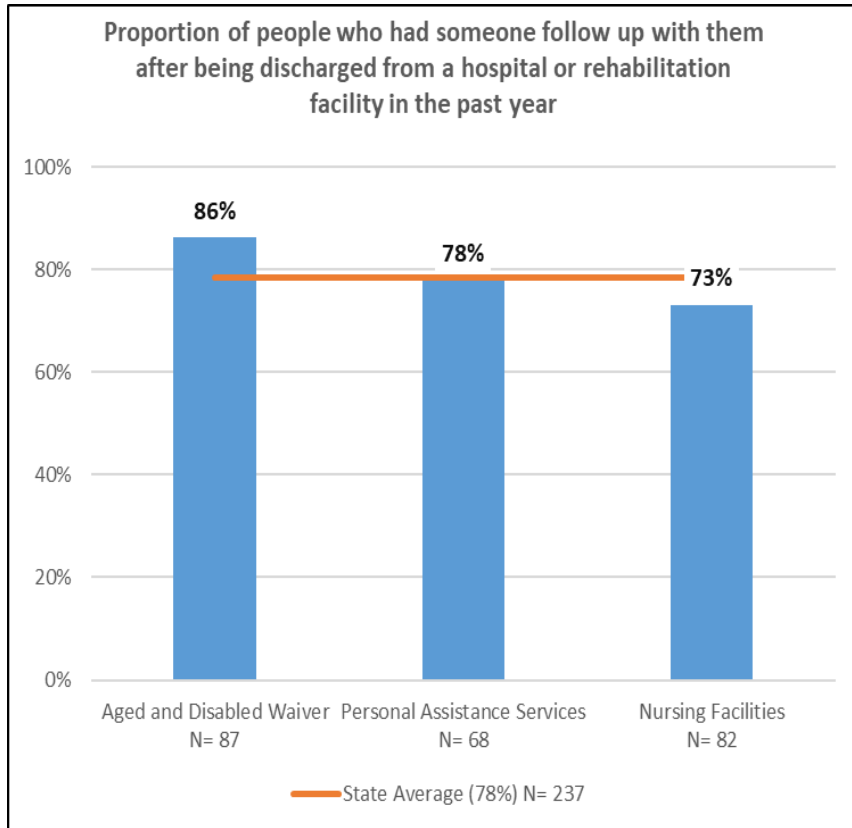
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



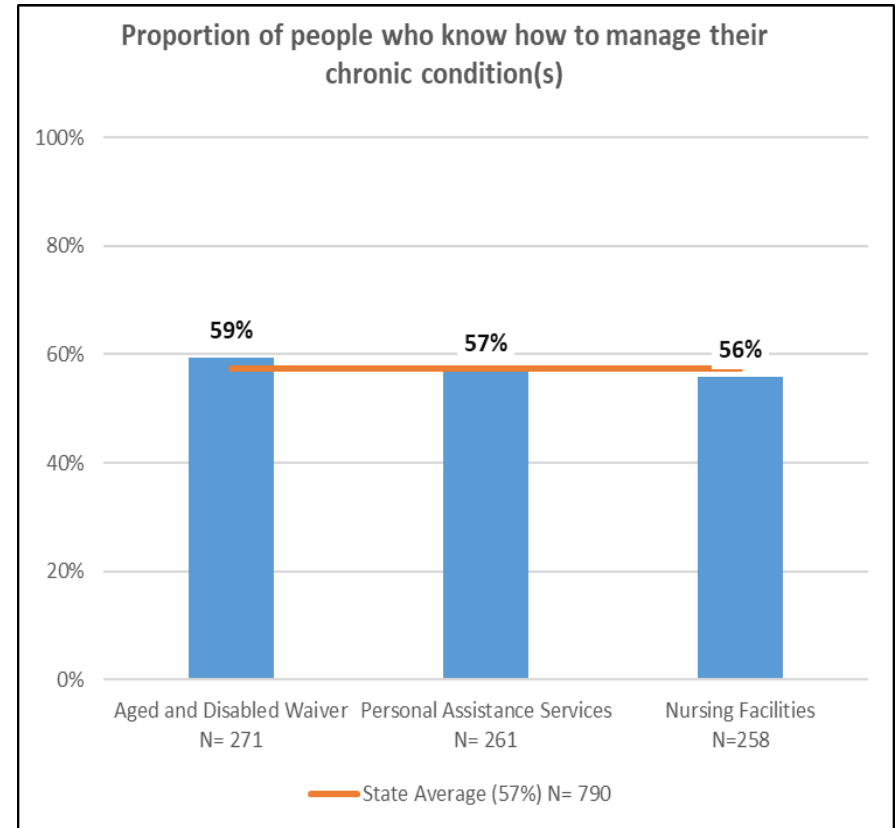
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



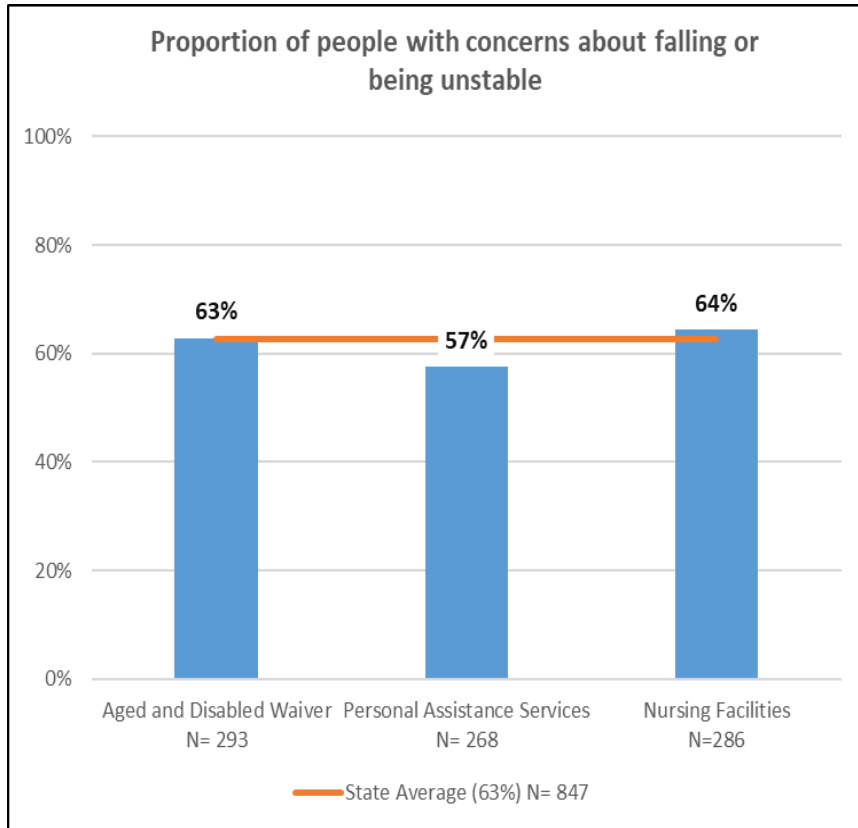
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



Graph 28. Proportion of people who know how to manage their chronic condition(s)

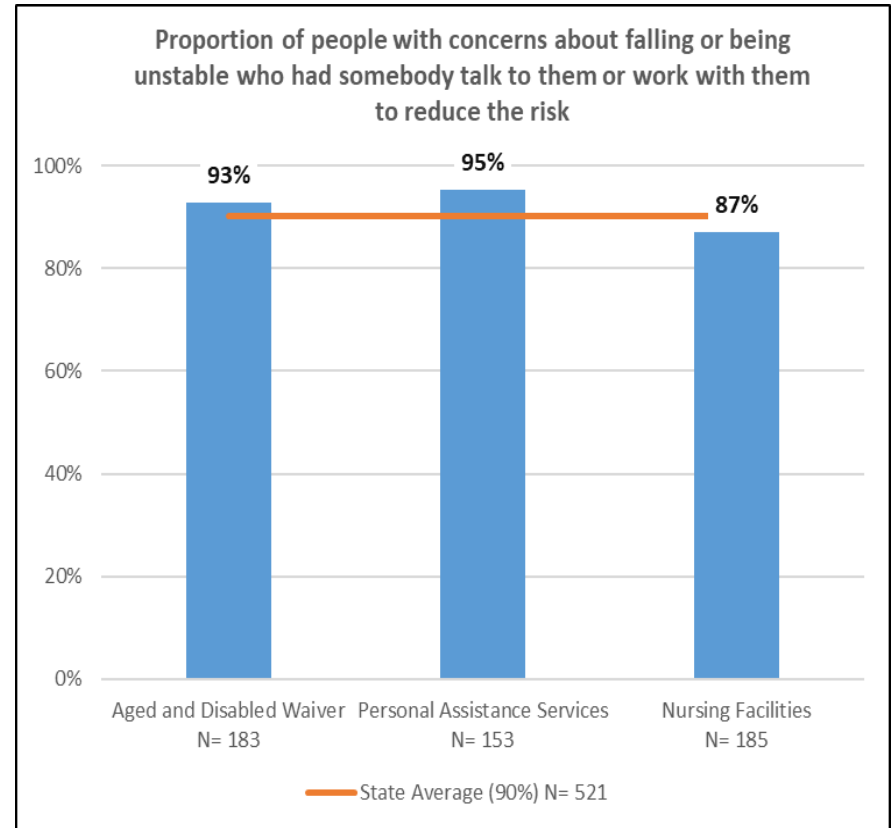


Graph 29. Proportion of people with concerns about falling or being unstable²¹



²¹ Item previously reported in the “Safety” domain.

Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk²²



²² Item previously reported in the “Safety” domain.

Access to Community²³

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁴.

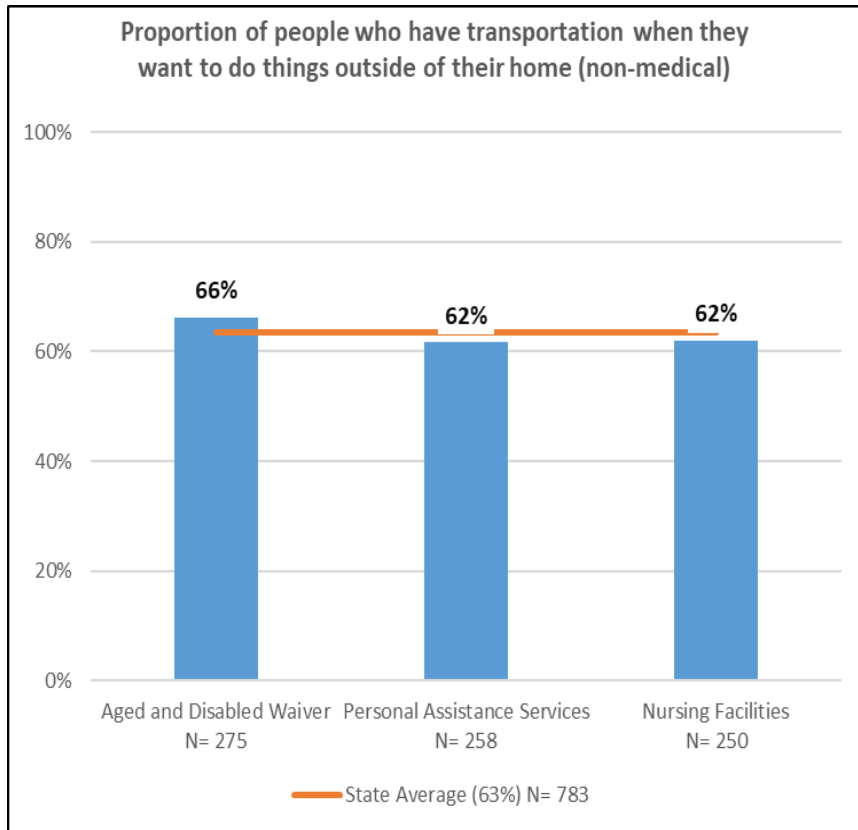
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²³ New domain in 2018-2019.

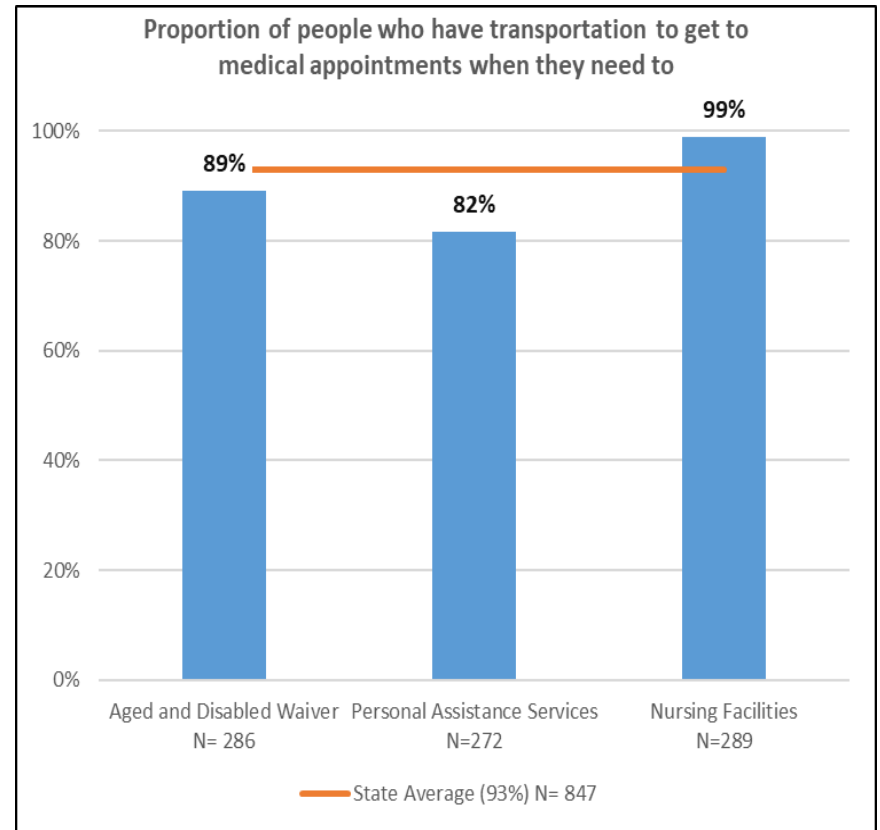
²⁴ Indicator previously reported in the "Access" domain.

Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical)²⁵



²⁵ Item previously reported in the “Access” domain.

Graph 32. Proportion of people who have transportation to get to medical appointments when they need to²⁶



²⁶ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁷

People have access to needed home modifications and assistive equipment.

There is one Access to Needed Equipment indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who get needed home modifications, equipment, and assistive devices²⁸.

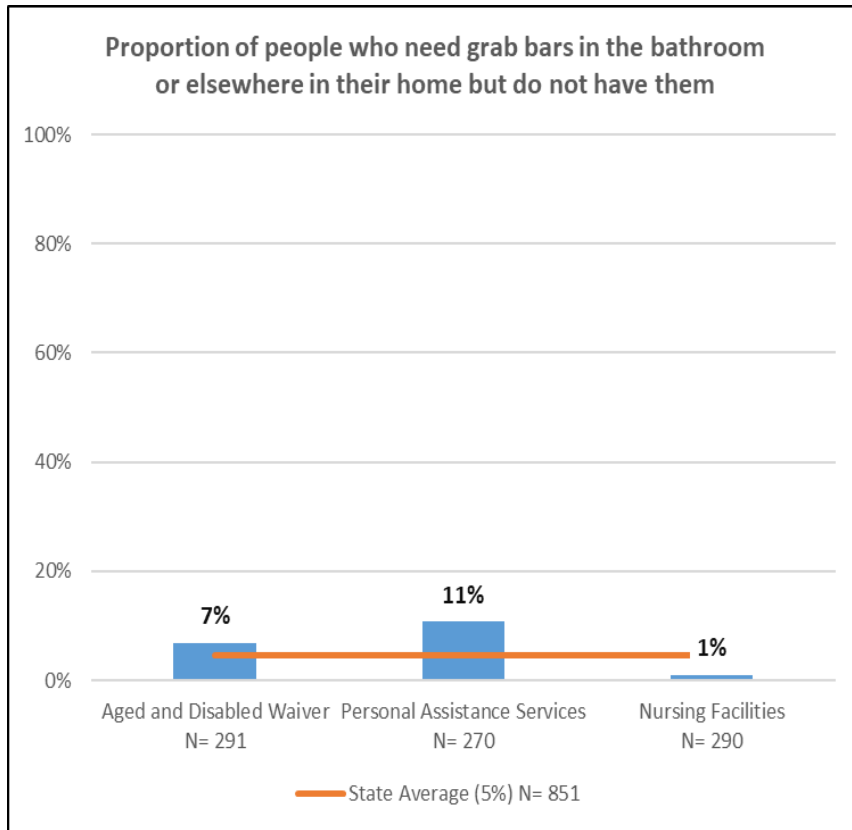
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

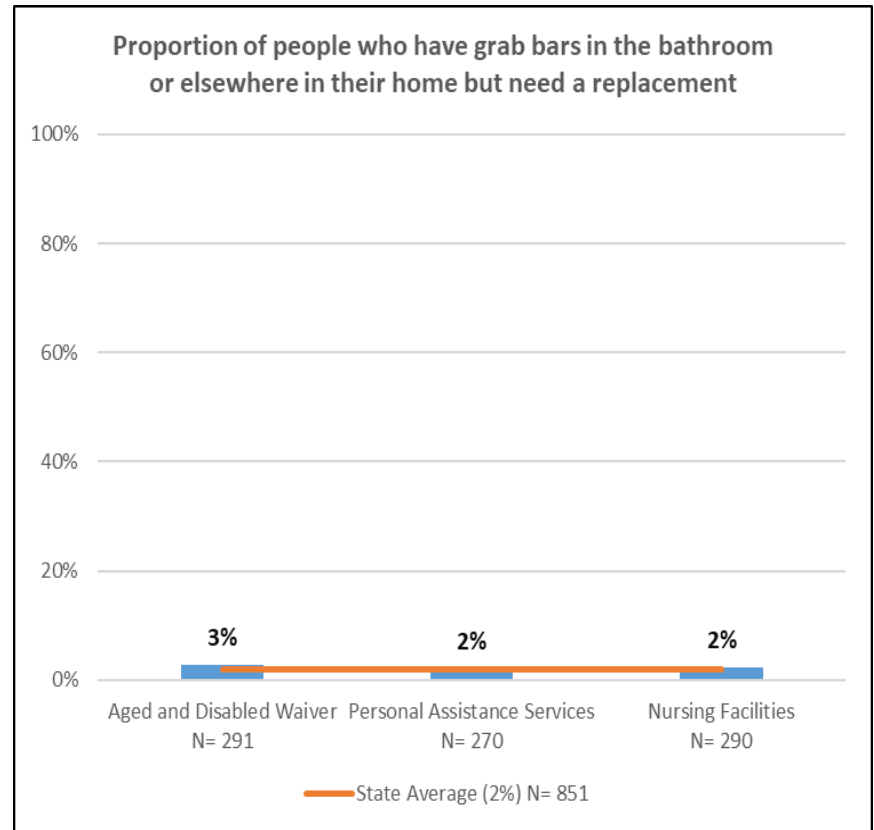
²⁷ New domain in 2018-2019.

²⁸ Indicator previously reported in the “Access” domain.

Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them²⁹



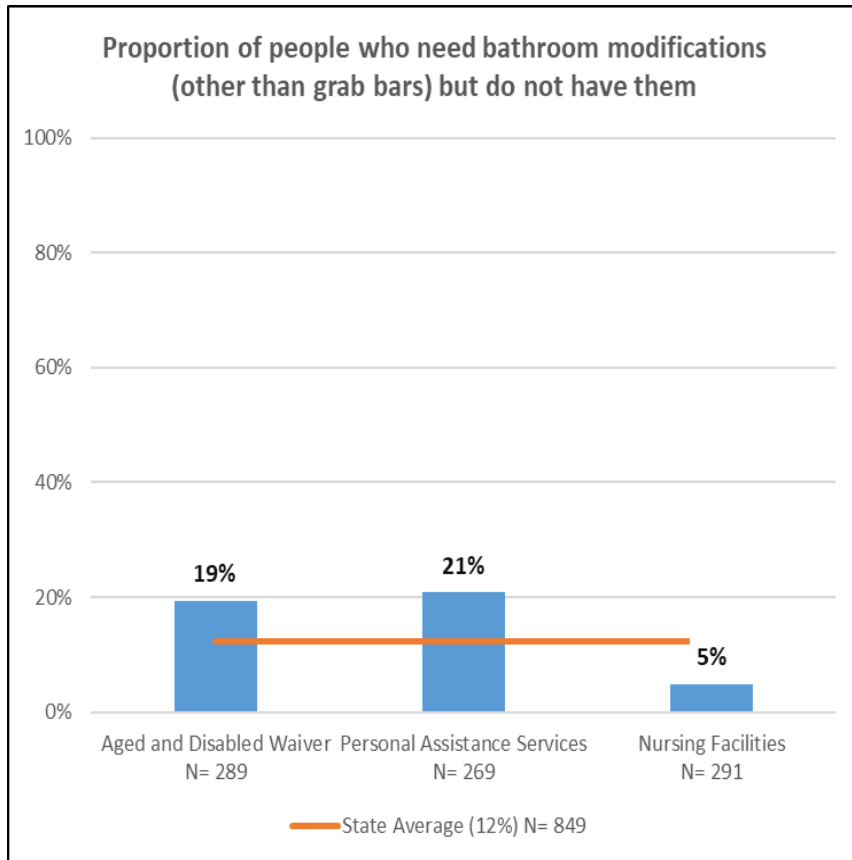
Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement³⁰



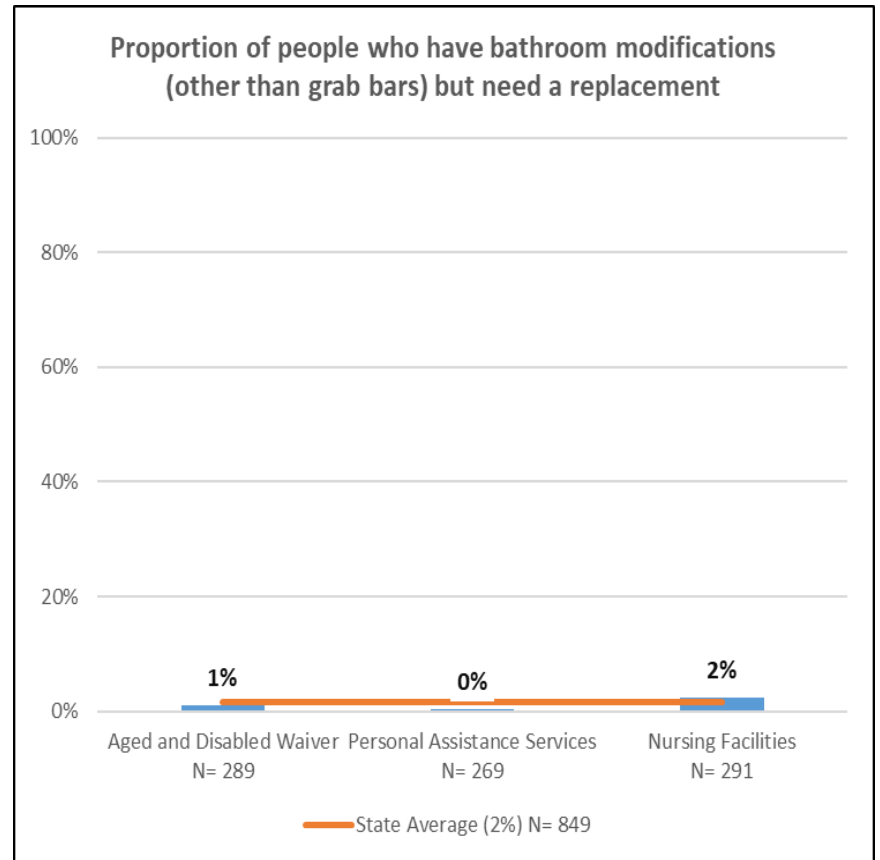
²⁹ Item previously reported in the “Access” domain.

³⁰ Item previously reported in the “Access” domain.

Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them³¹



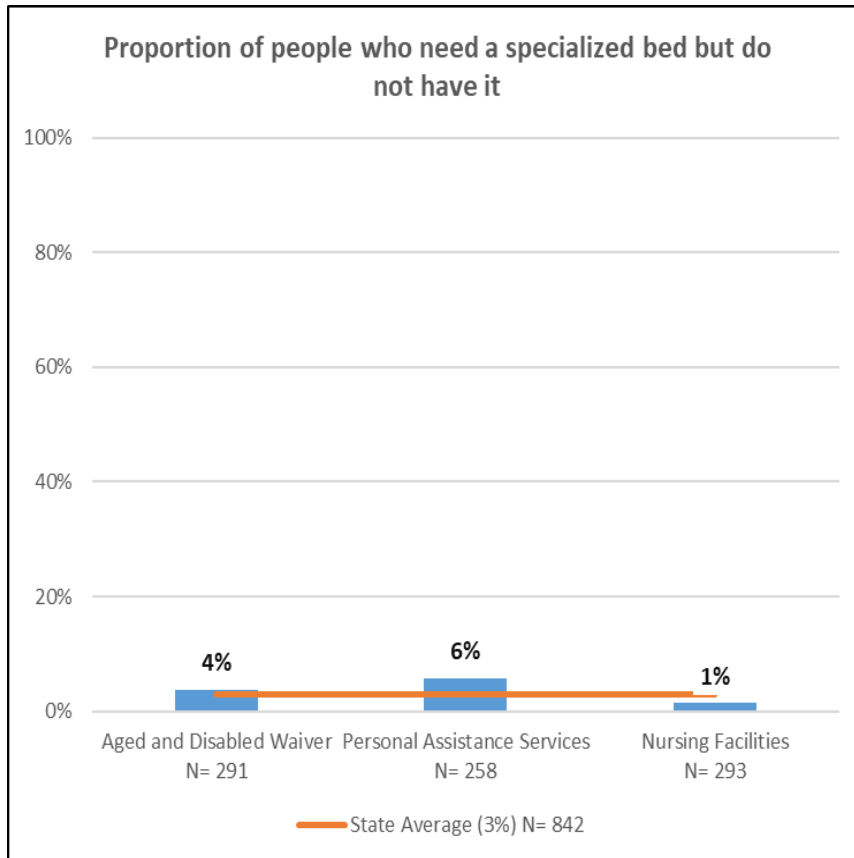
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³²



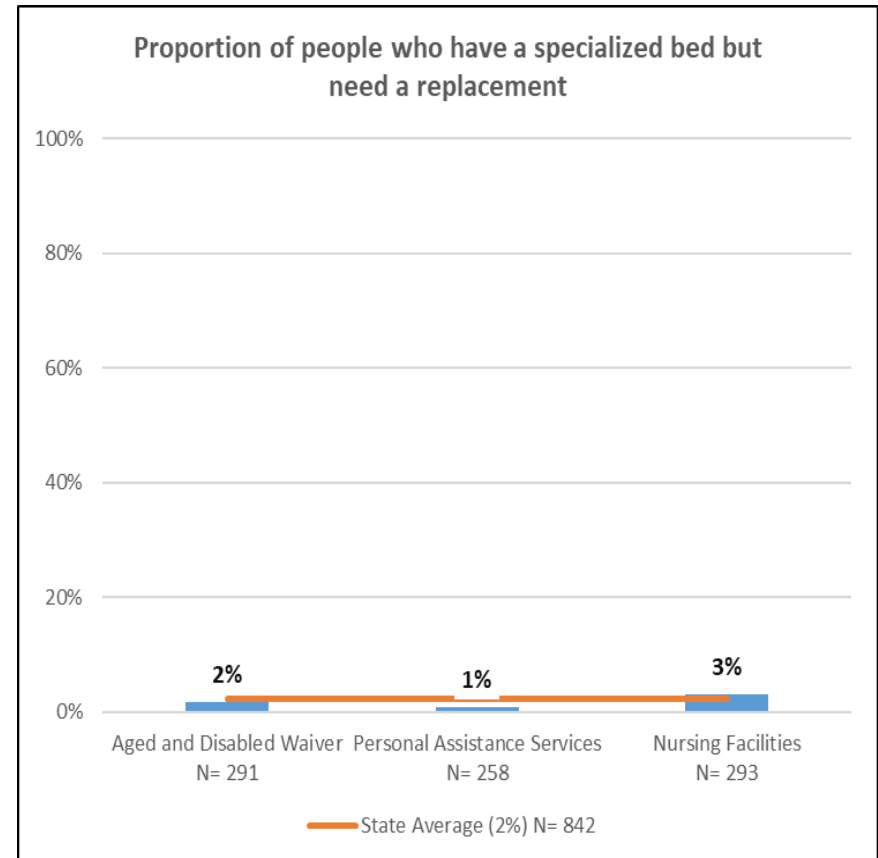
³¹ Item previously reported in the "Access" domain.

³² Item previously reported in the "Access" domain.

Graph 37. Proportion of people who need a specialized bed but do not have it³³



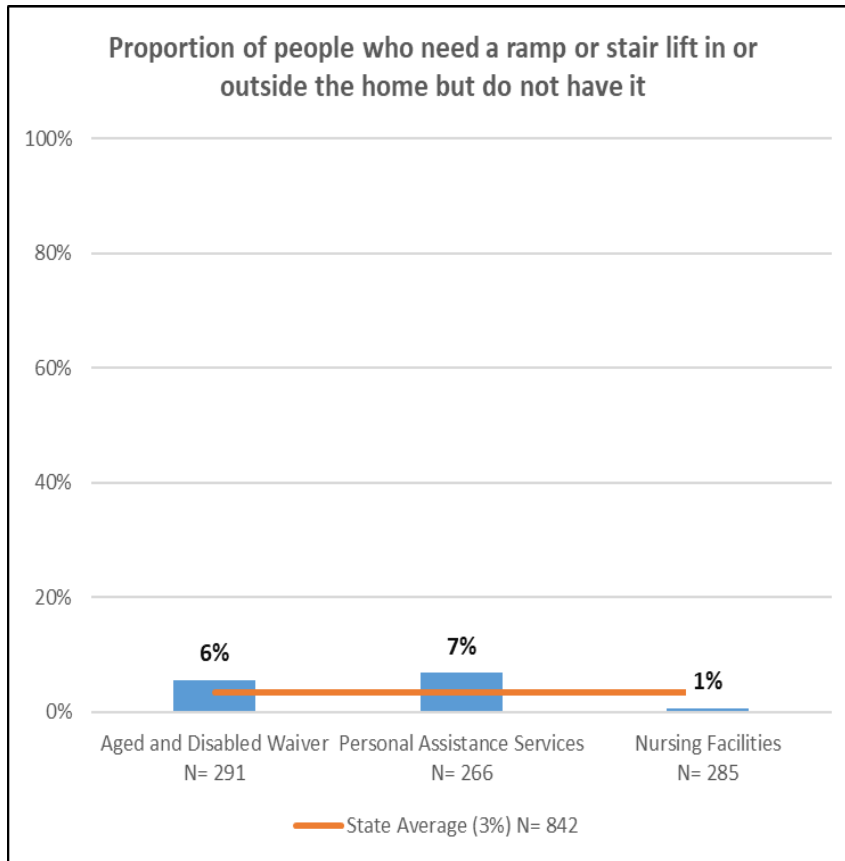
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁴



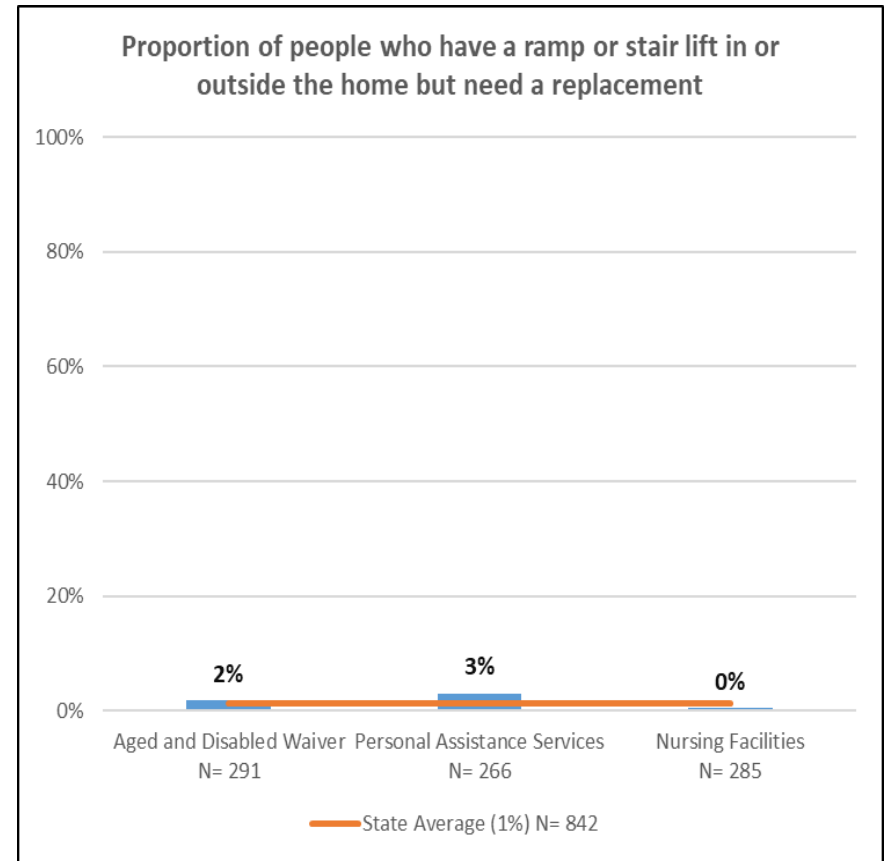
³³ Item previously reported in the "Access" domain.

³⁴ Item previously reported in the "Access" domain.

Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it³⁵



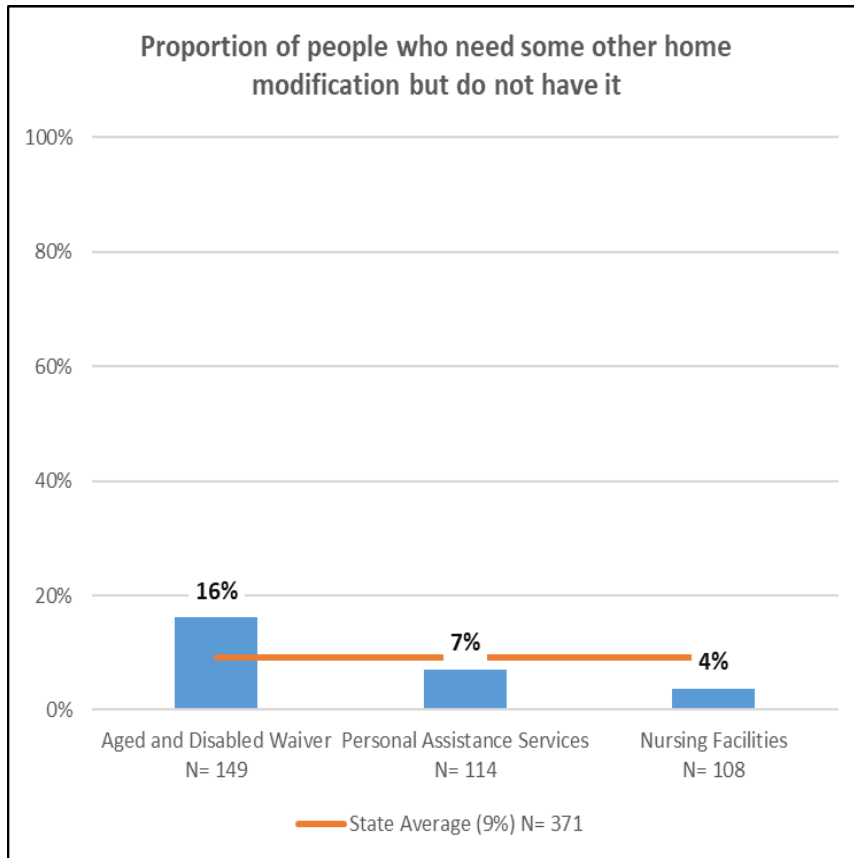
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁶



³⁵ Item previously reported in the "Access" domain.

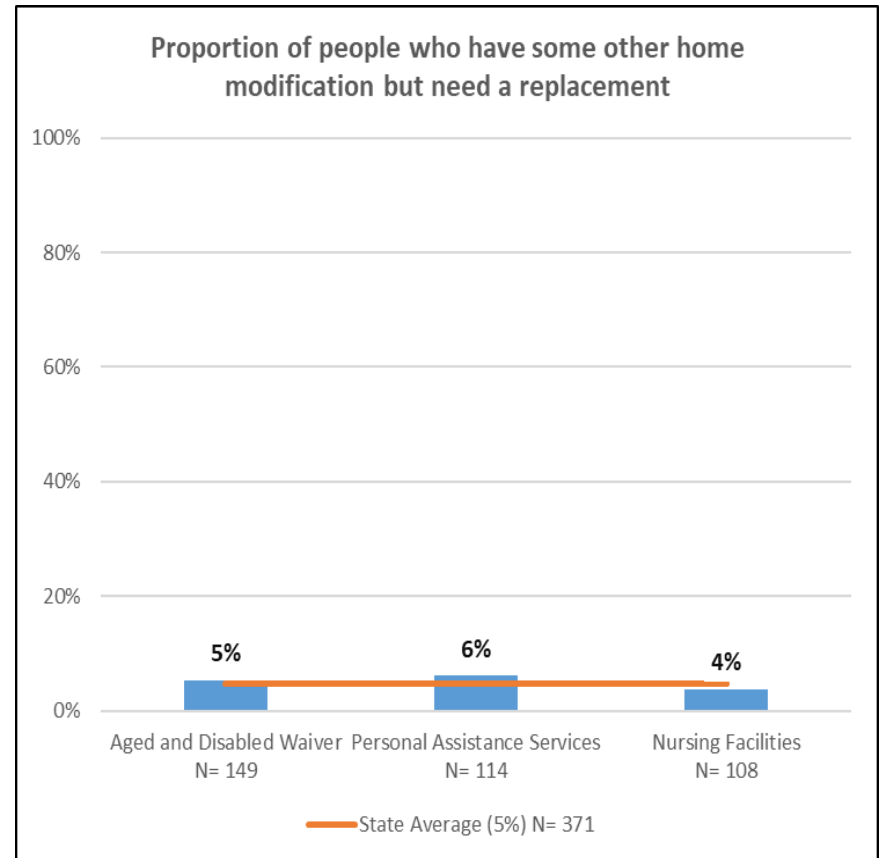
³⁶ Item previously reported in the "Access" domain.

Graph 41. Proportion of people who need some other home modification but do not have it³⁷



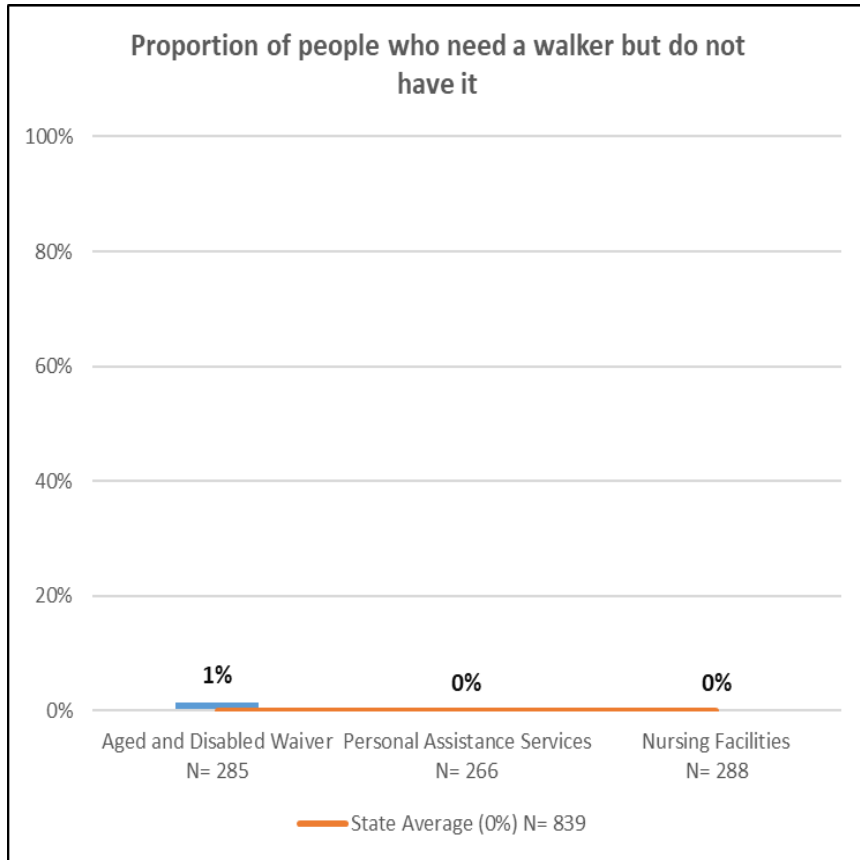
³⁷ Item previously reported in the “Access” domain.

Graph 42. Proportion of people who have some other home modification but need a replacement³⁸



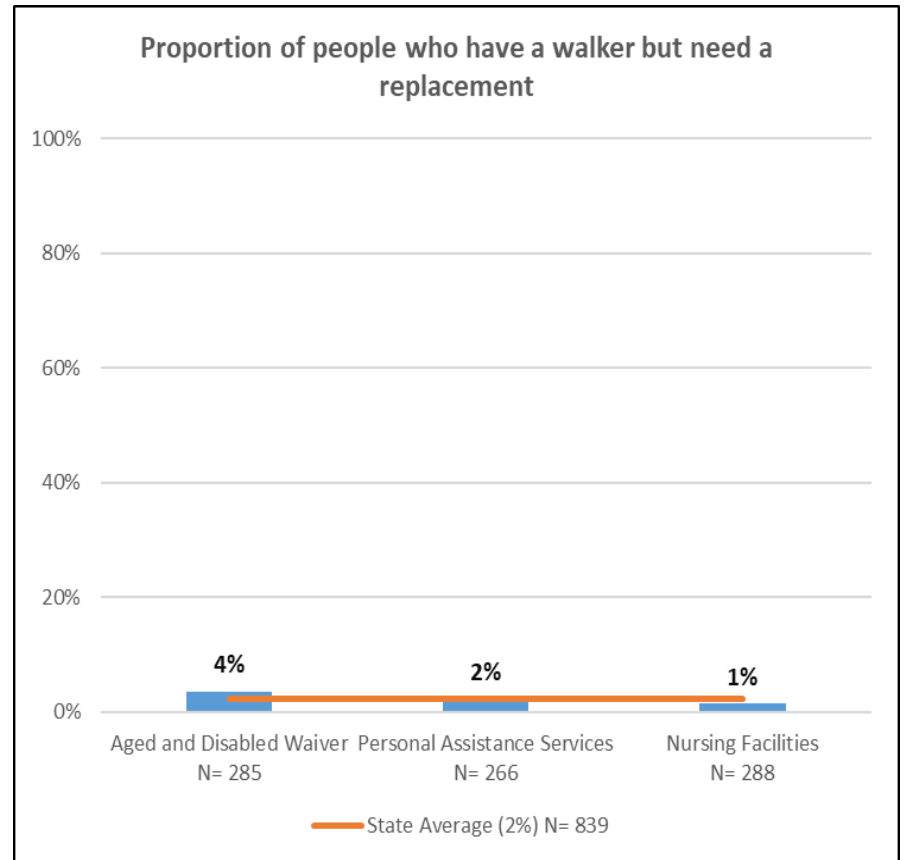
³⁸ Item previously reported in the “Access” domain.

Graph 43. Proportion of people who need a walker but do not have it³⁹



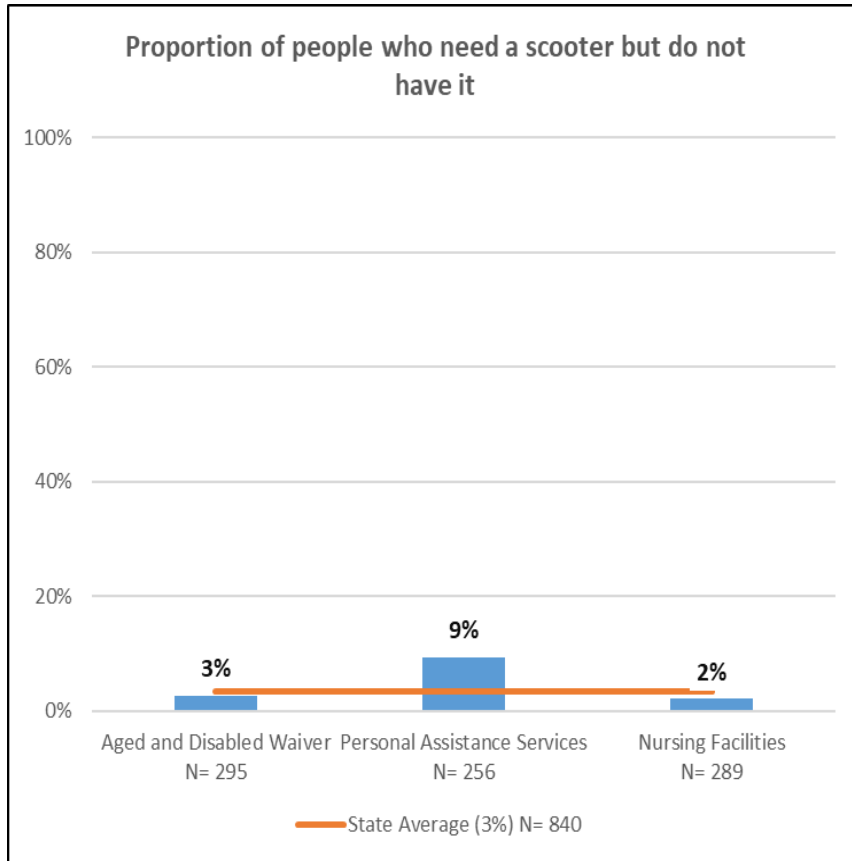
³⁹ Item previously reported in the “Access” domain.

Graph 44. Proportion of people who have a walker but need a replacement⁴⁰

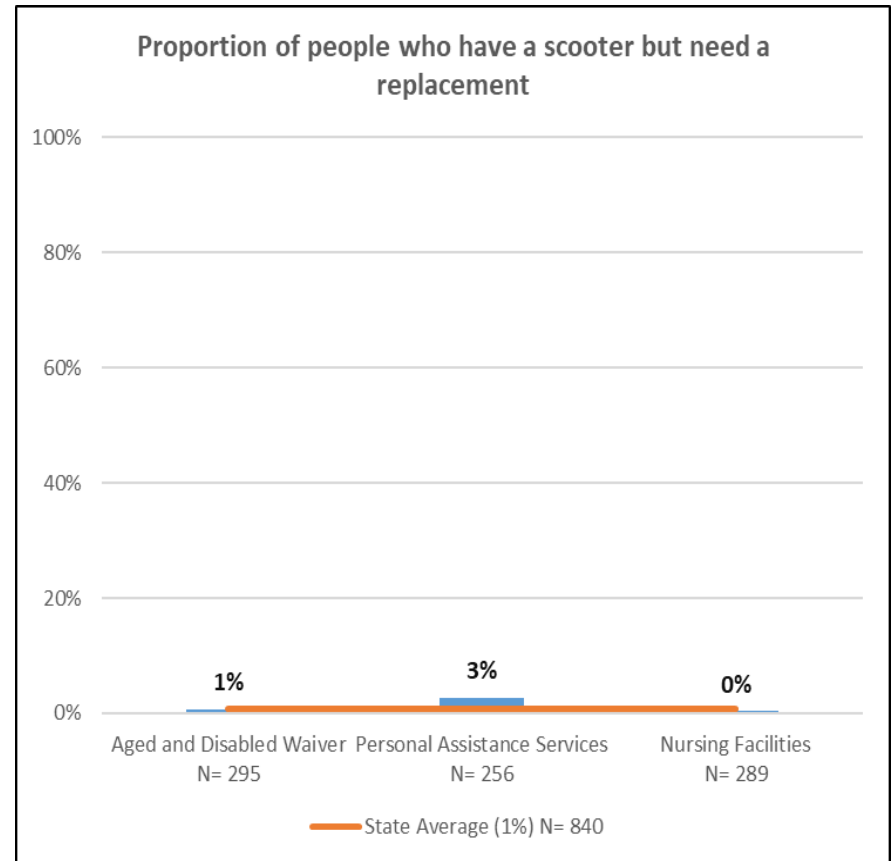


⁴⁰ Item previously reported in the “Access” domain.

Graph 45. Proportion of people who need a scooter but do not have it⁴¹



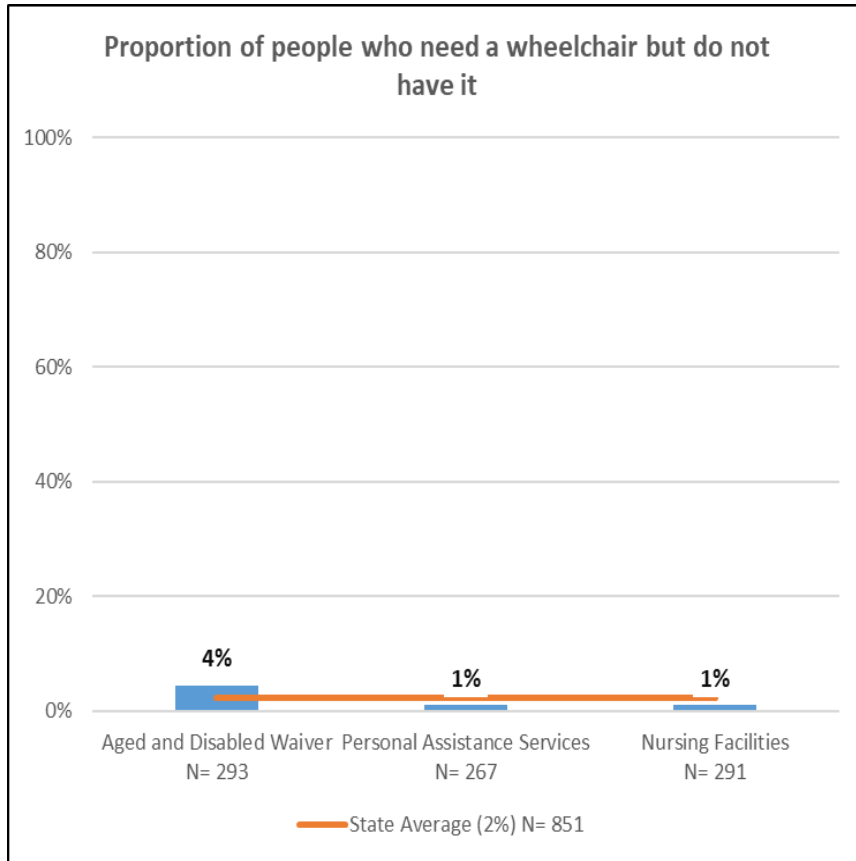
Graph 46. Proportion of people who have a scooter but need a replacement⁴²



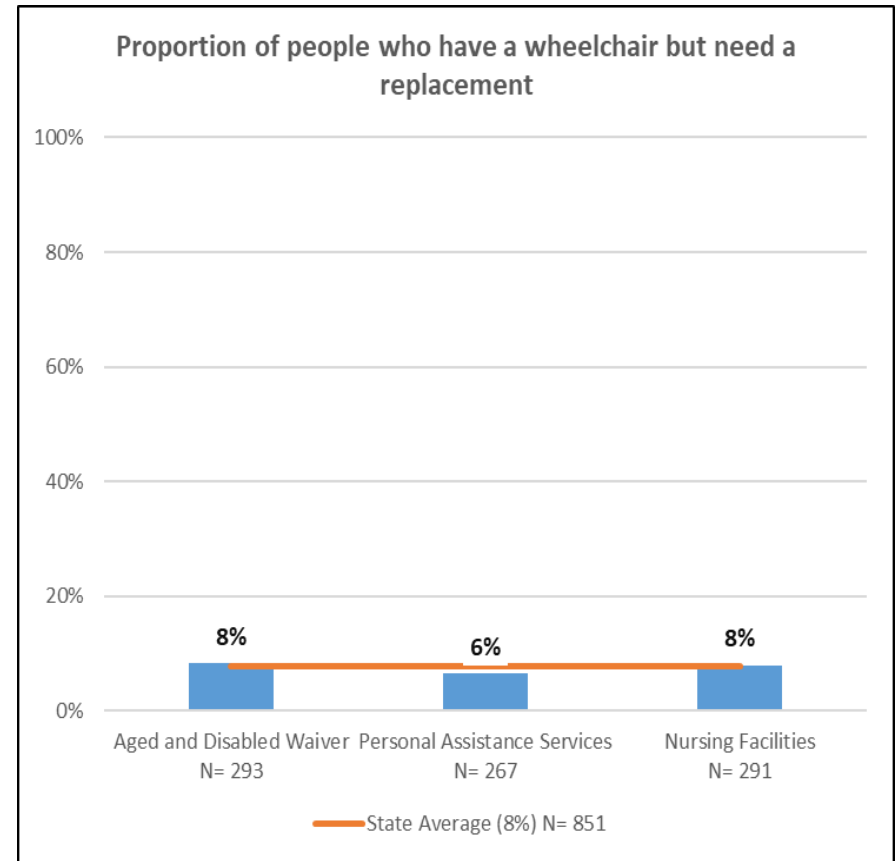
⁴¹ Item previously reported in the "Access" domain.

⁴² Item previously reported in the "Access" domain.

Graph 47. Proportion of people who need a wheelchair but do not have it⁴³



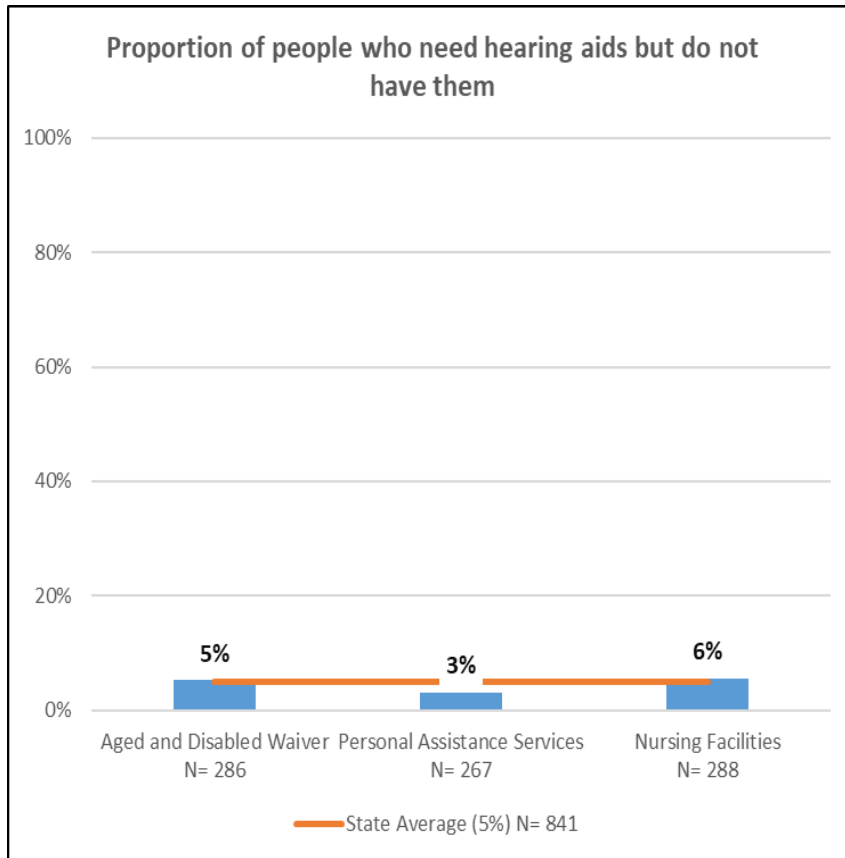
Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁴



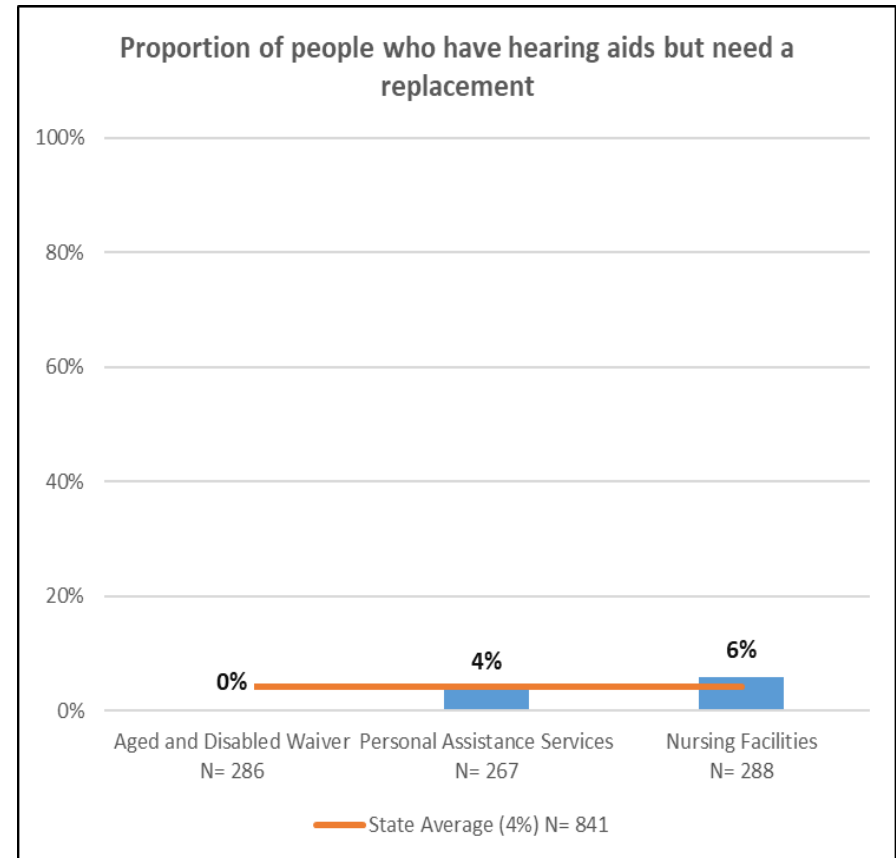
⁴³ Item previously reported in the "Access" domain.

⁴⁴ Item previously reported in the "Access" domain.

Graph 49. Proportion of people who need hearing aids but do not have them⁴⁵



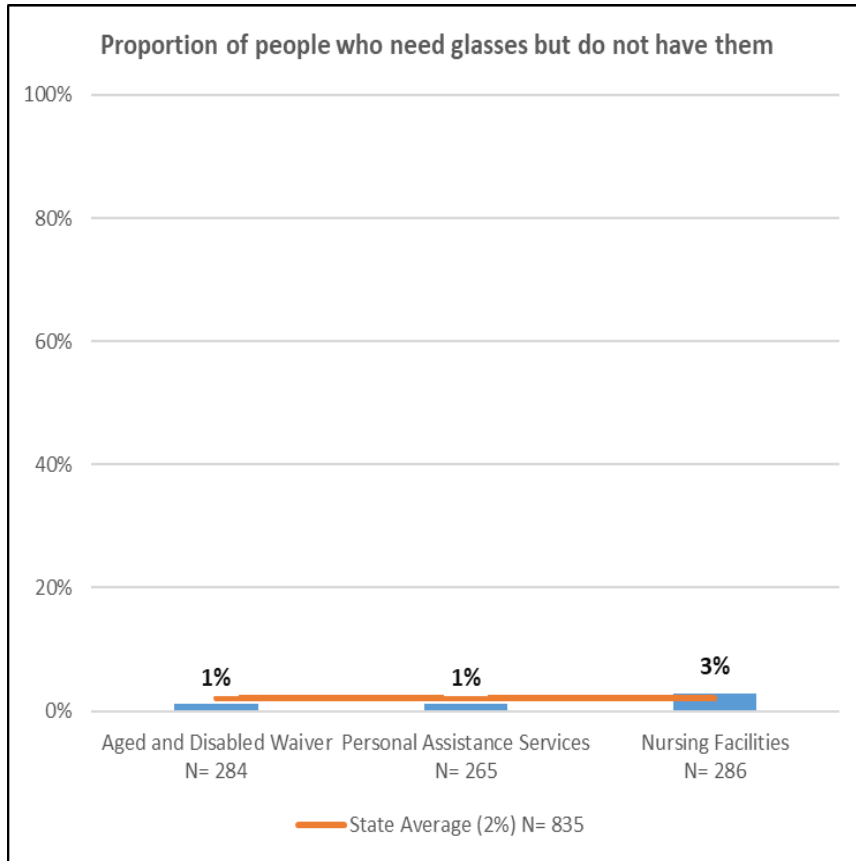
Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁶



⁴⁵ Item previously reported in the "Access" domain.

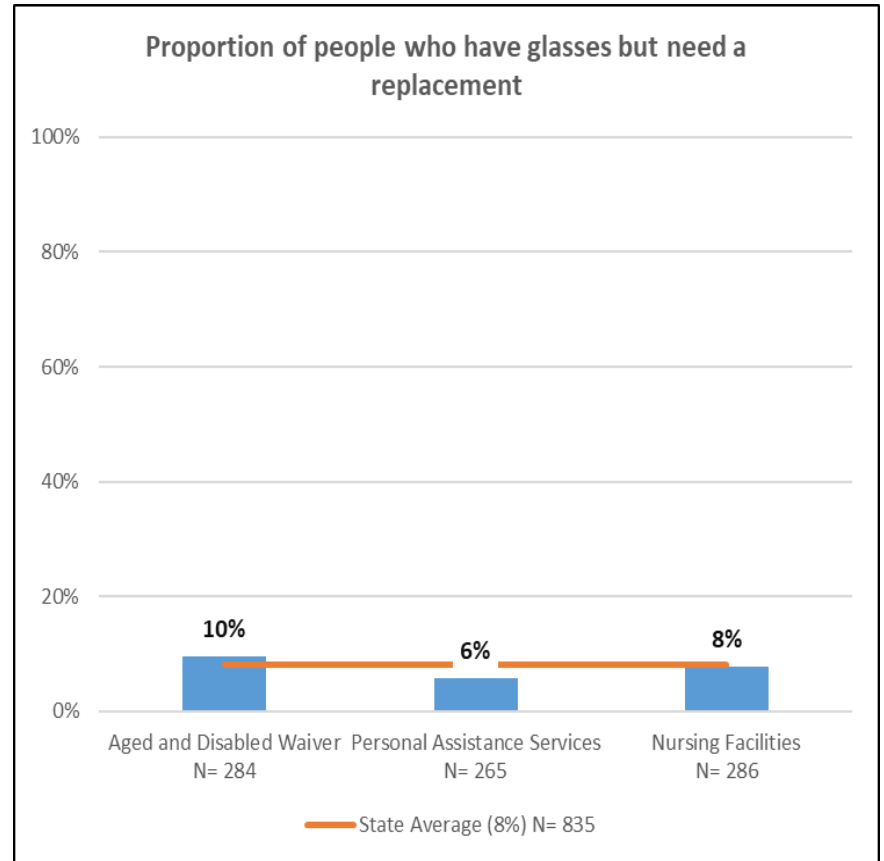
⁴⁶ Item previously reported in the "Access" domain.

Graph 51. Proportion of people who need glasses but do not have them⁴⁷



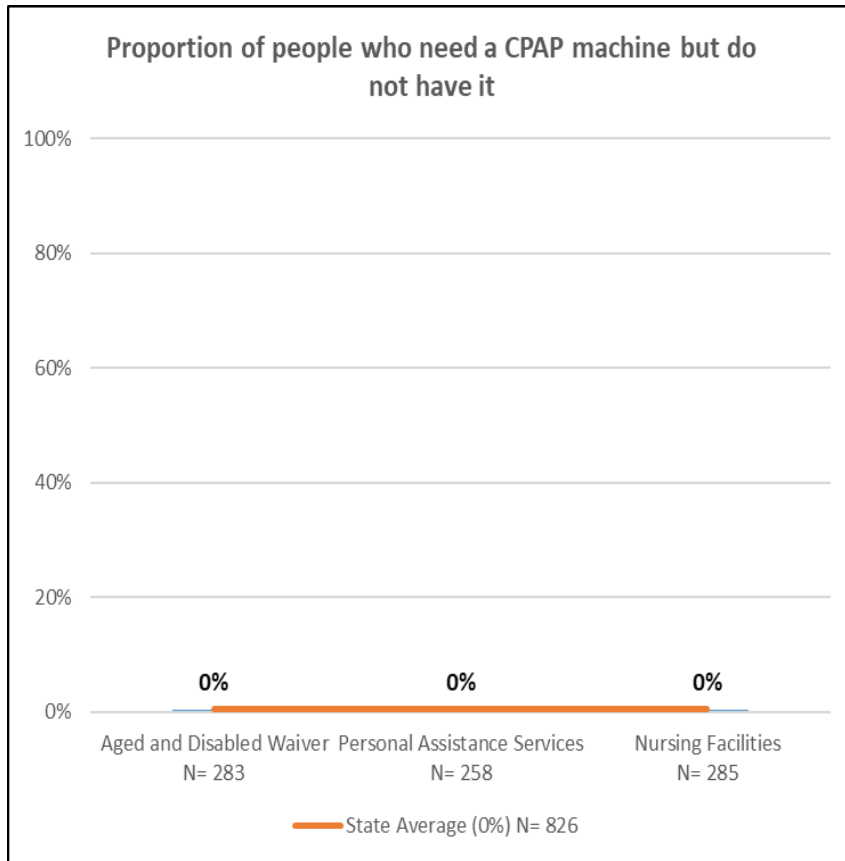
⁴⁷ Item previously reported in the "Access" domain.

Graph 52. Proportion of people who have glasses but need a replacement⁴⁸

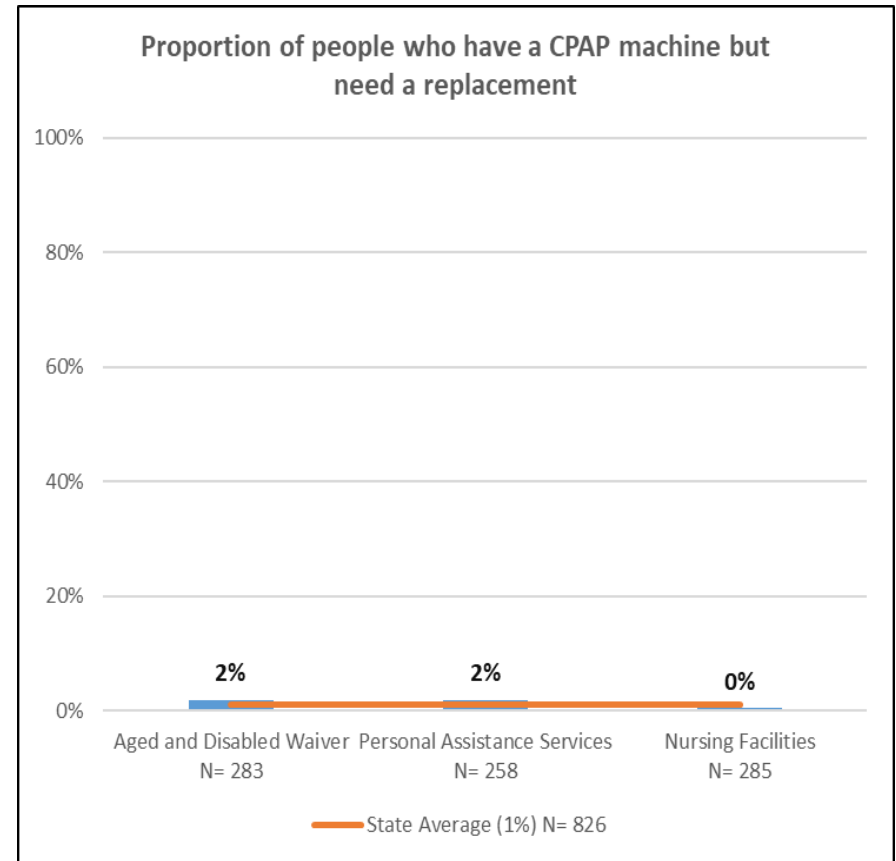


⁴⁸ Item previously reported in the "Access" domain.

Graph 53. Proportion of people who need a CPAP machine but do not have it⁴⁹



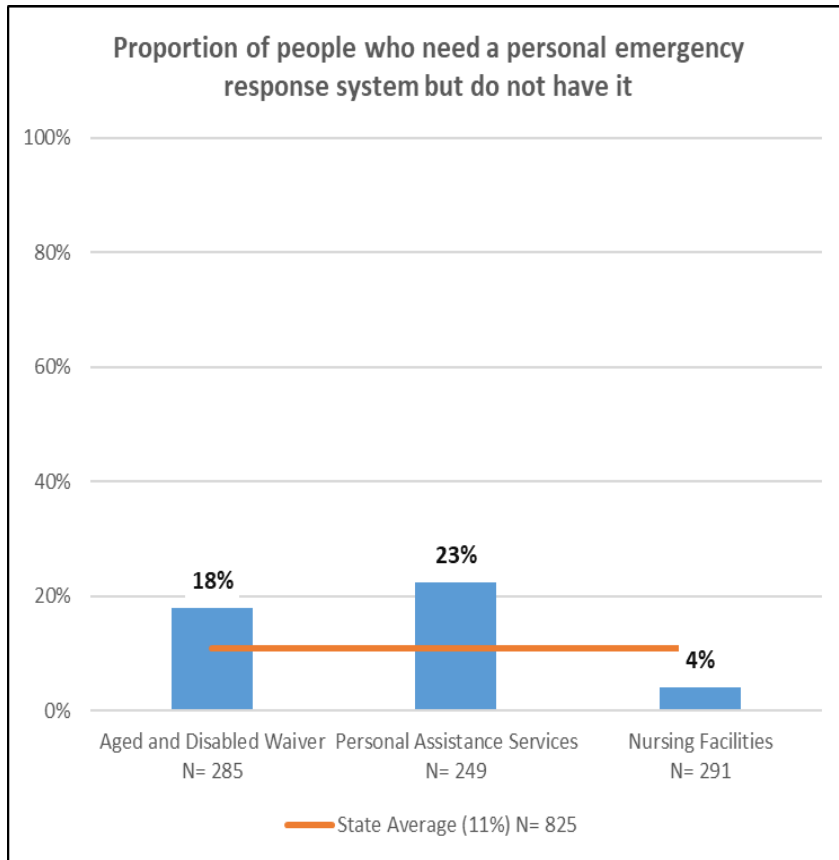
Graph 54. Proportion of people who have a CPAP machine but need a replacement⁵⁰



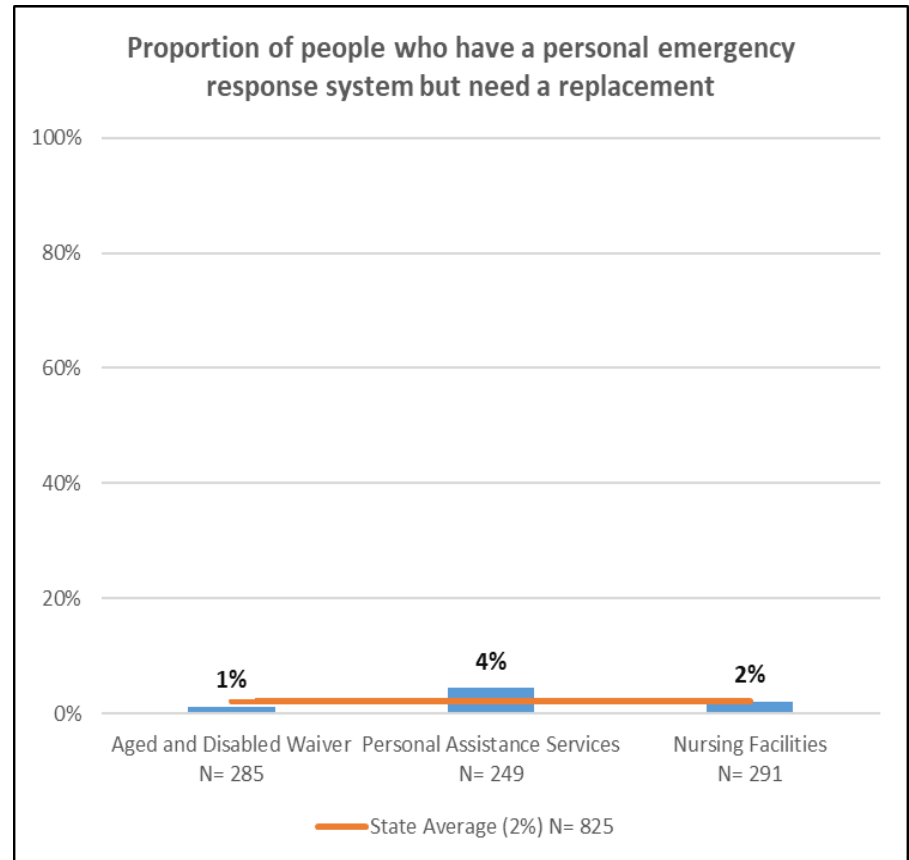
⁴⁹ Item previously reported in the “Access” domain.

⁵⁰ Item previously reported in the “Access” domain.

Graph 55. Proportion of people who need a personal emergency response system but do not have it⁵¹



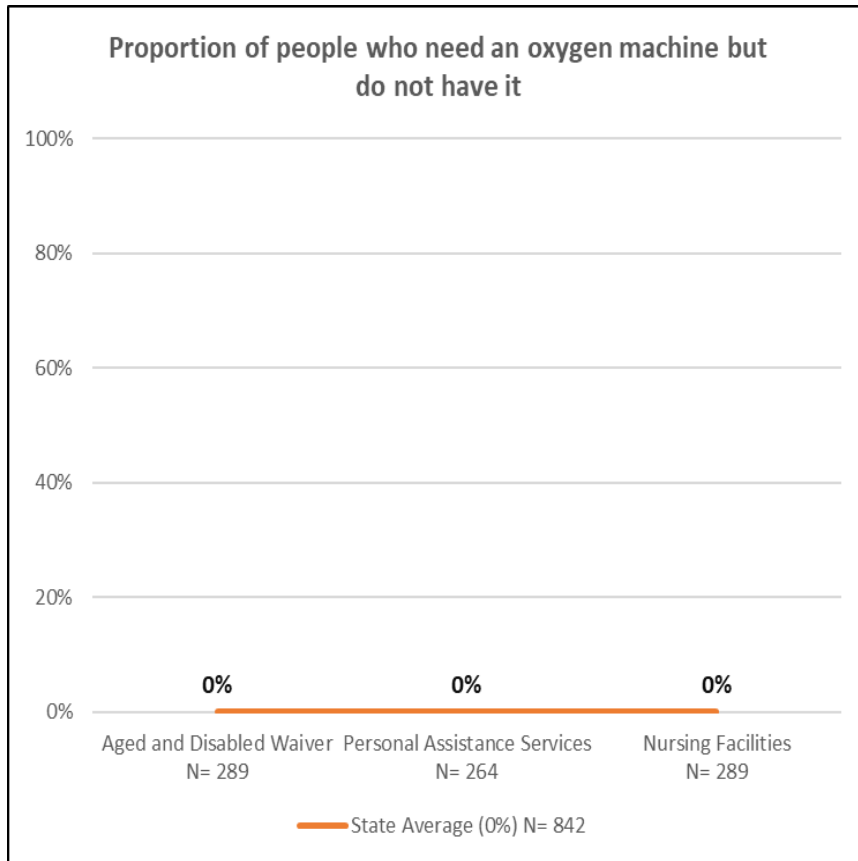
Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵²



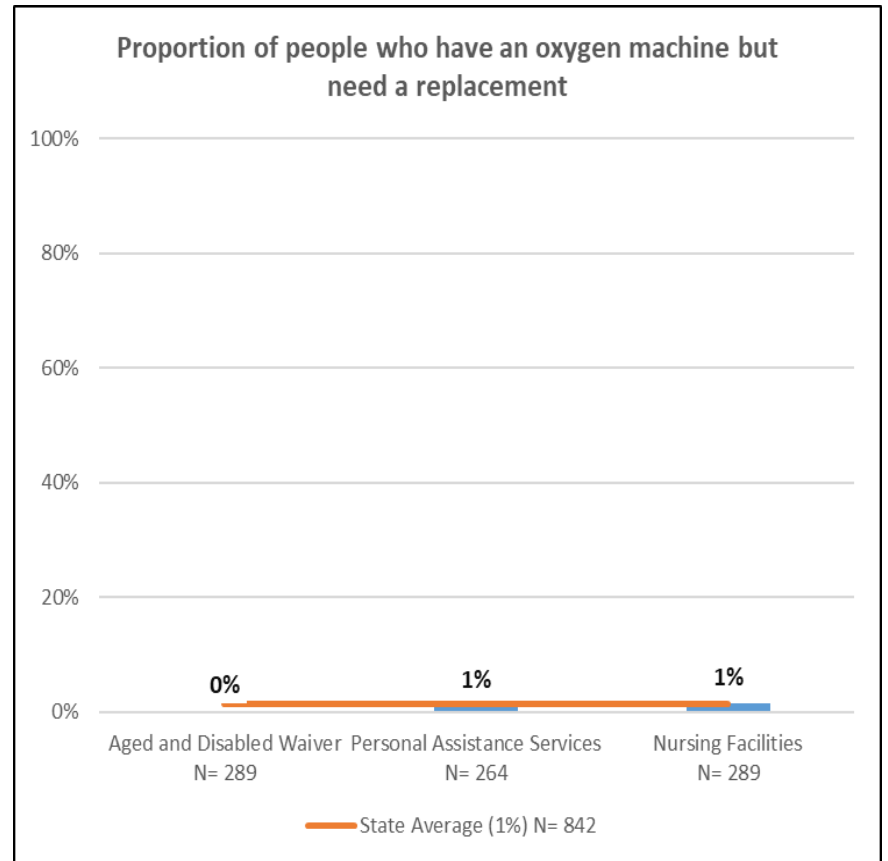
⁵¹ Item previously reported in the "Access" domain.

⁵² Item previously reported in the "Access" domain.

Graph 57. Proportion of people who need an oxygen machine but do not have it⁵³



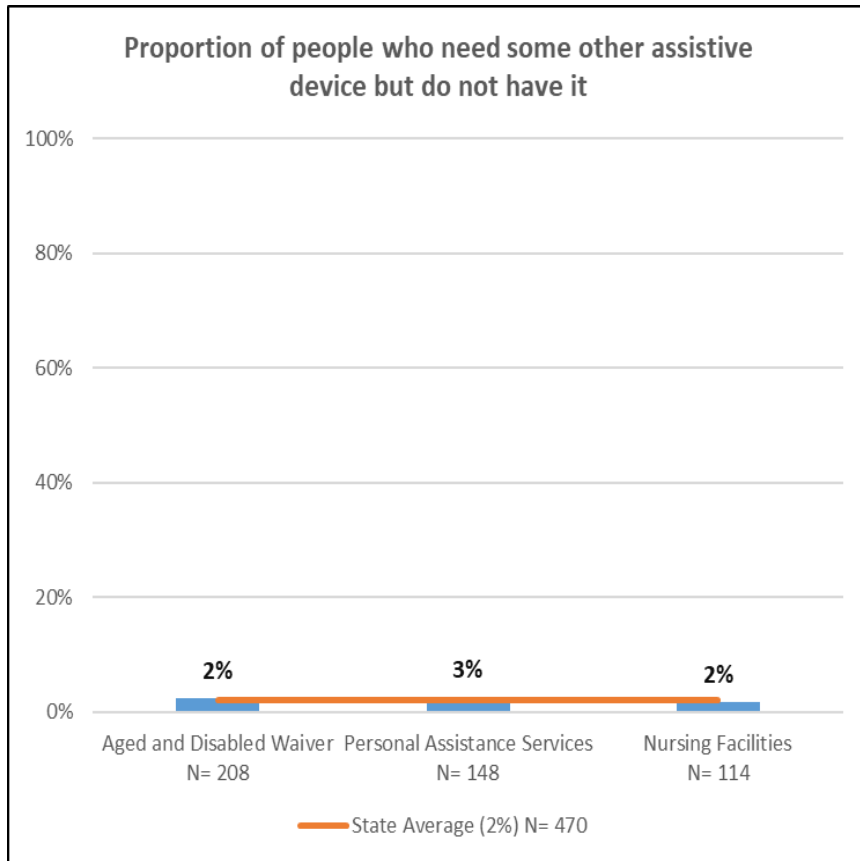
Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁴



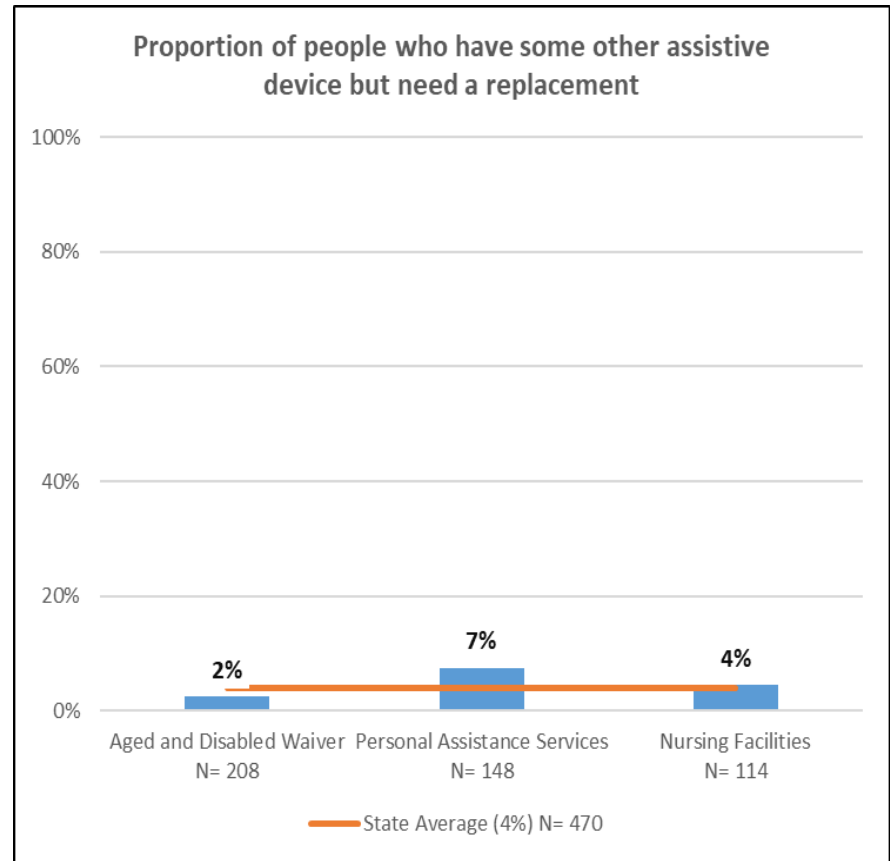
⁵³ New item added in 2018-2019.

⁵⁴ New item added in 2018-2019.

Graph 59. Proportion of people who need some other assistive device but do not have it⁵⁵



Graph 60. Proportion of people who have some other assistive device but need a replacement⁵⁶



⁵⁵ Item previously reported in the “Access” domain.

⁵⁶ Item previously reported in the “Access” domain.

Safety

People feel safe from abuse, neglect, and injury.

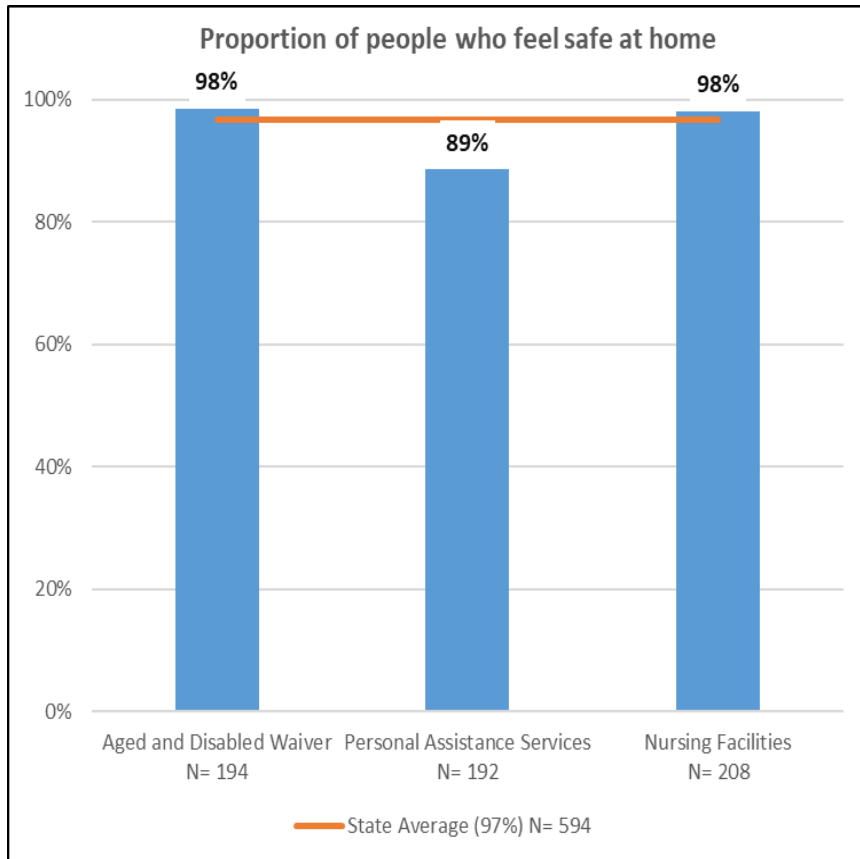
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their paid support staff.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people who are able to get to safety quickly in case of an emergency.

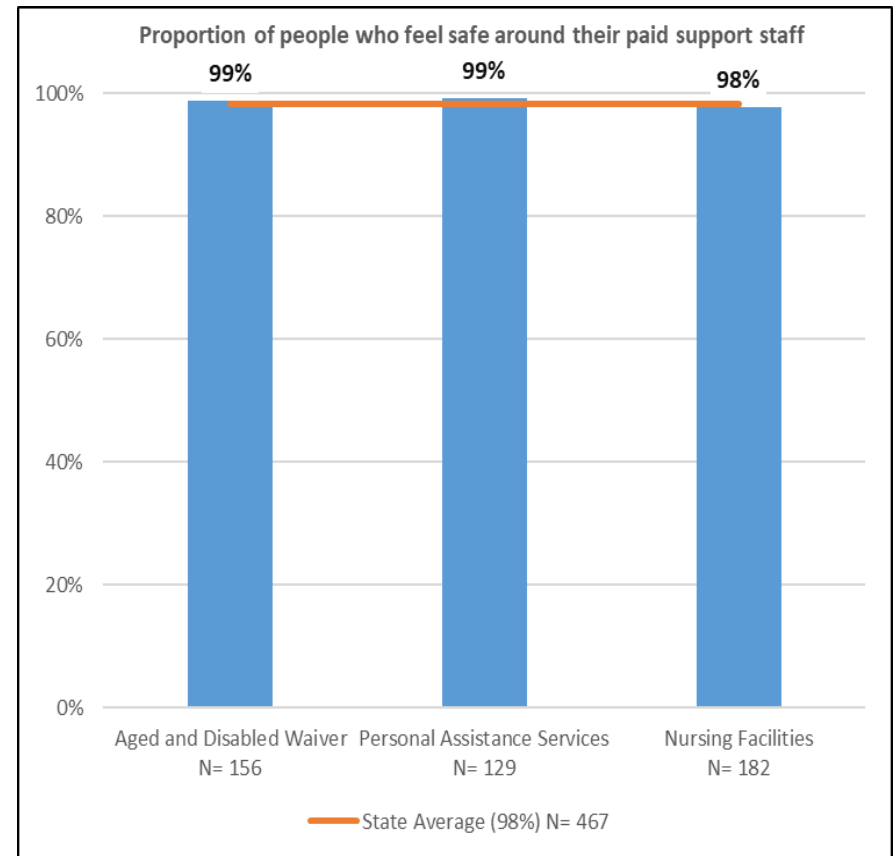
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

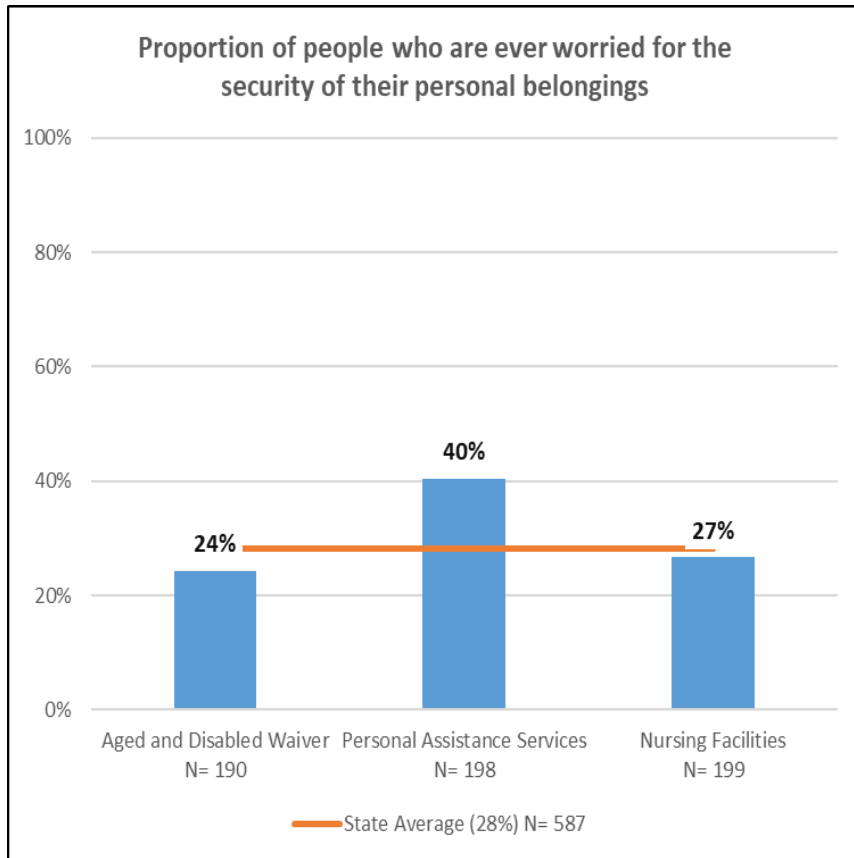
Graph 61. Proportion of people who feel safe at home



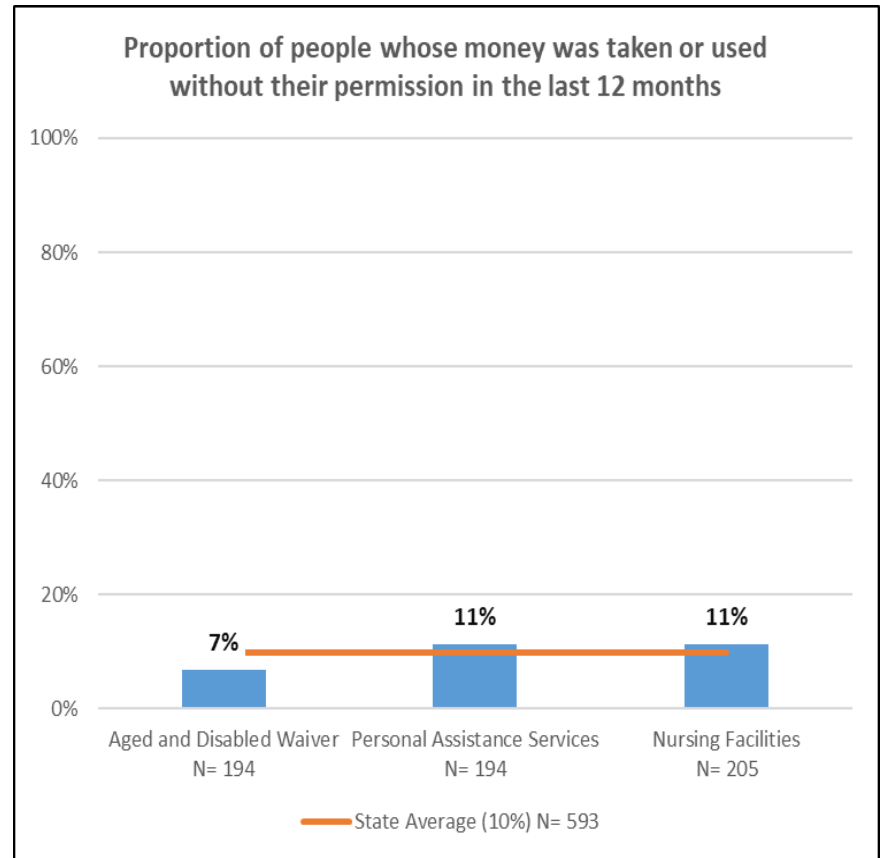
Graph 62. Proportion of people who feel safe around their paid support staff



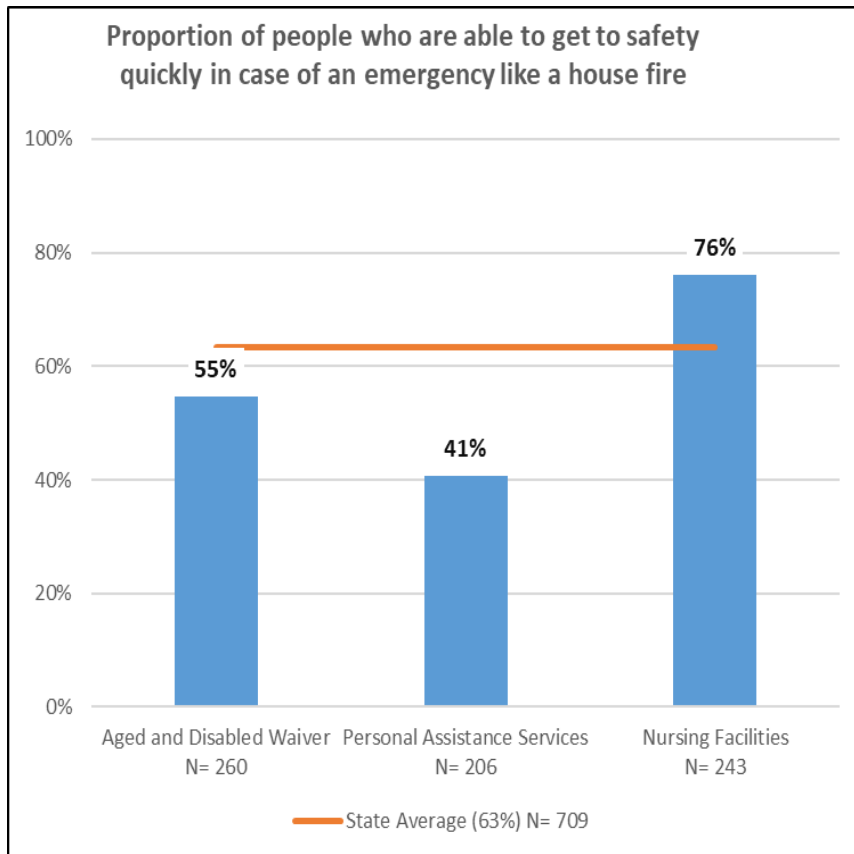
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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 are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

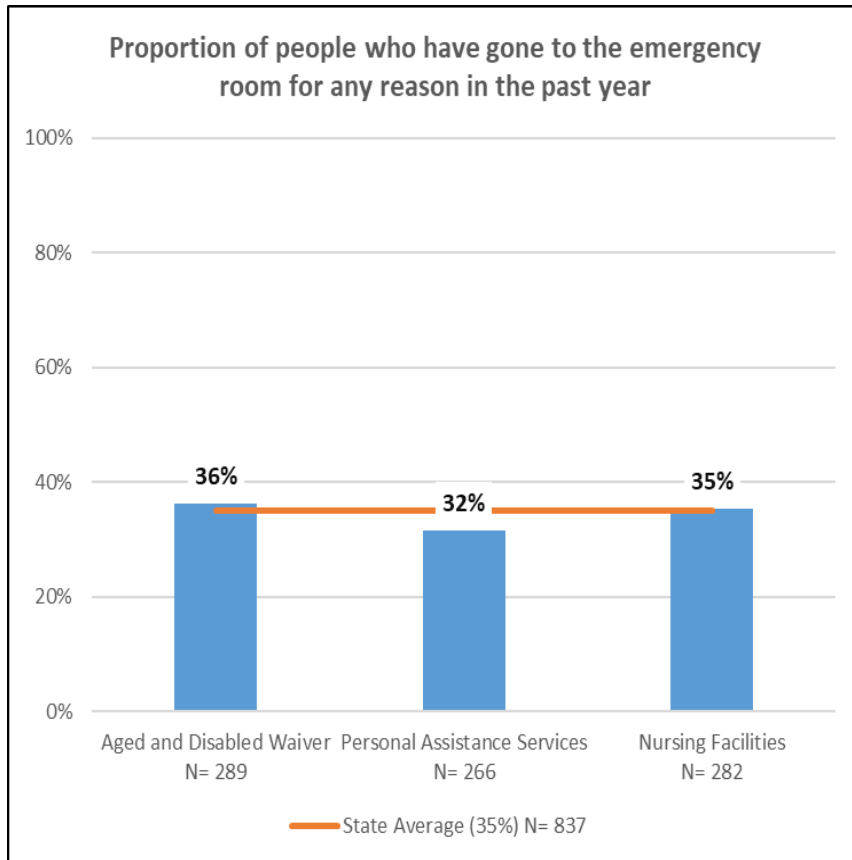
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who experience potentially preventable emergency room visits.
2. Proportion of people who have needed health screenings and vaccinations in a timely manner.
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.

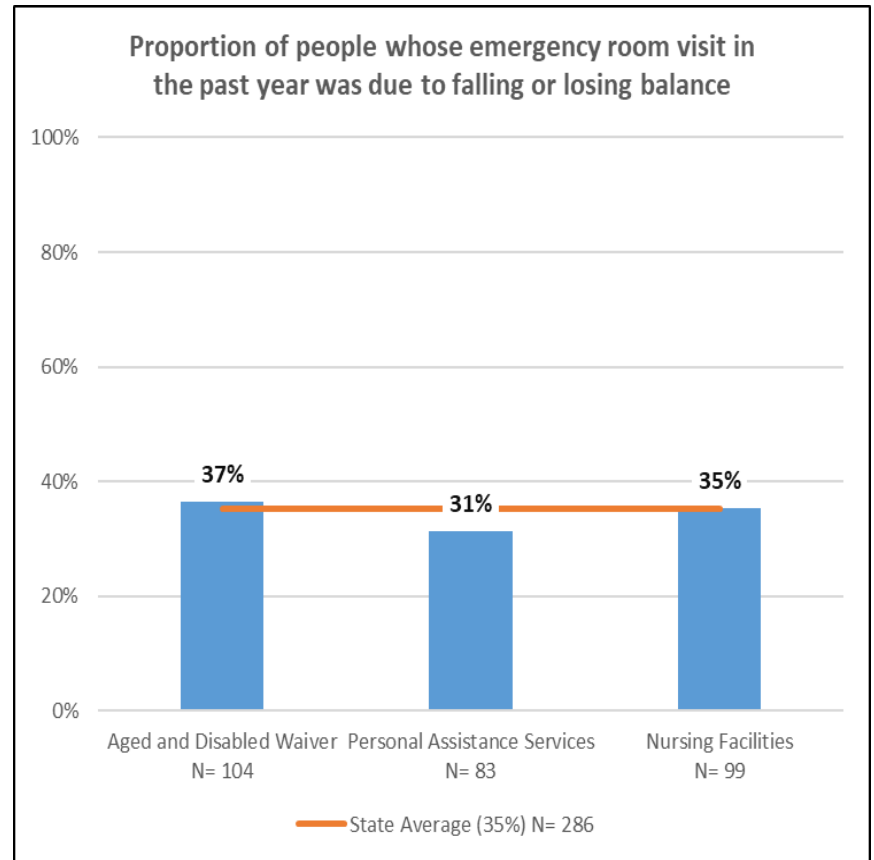
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

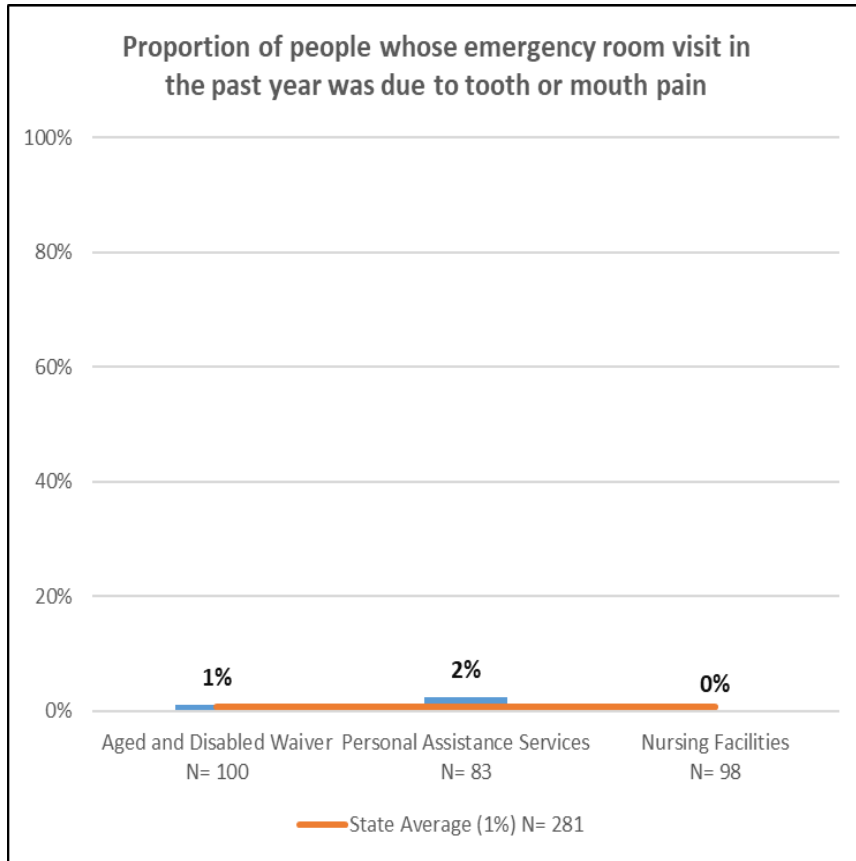
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



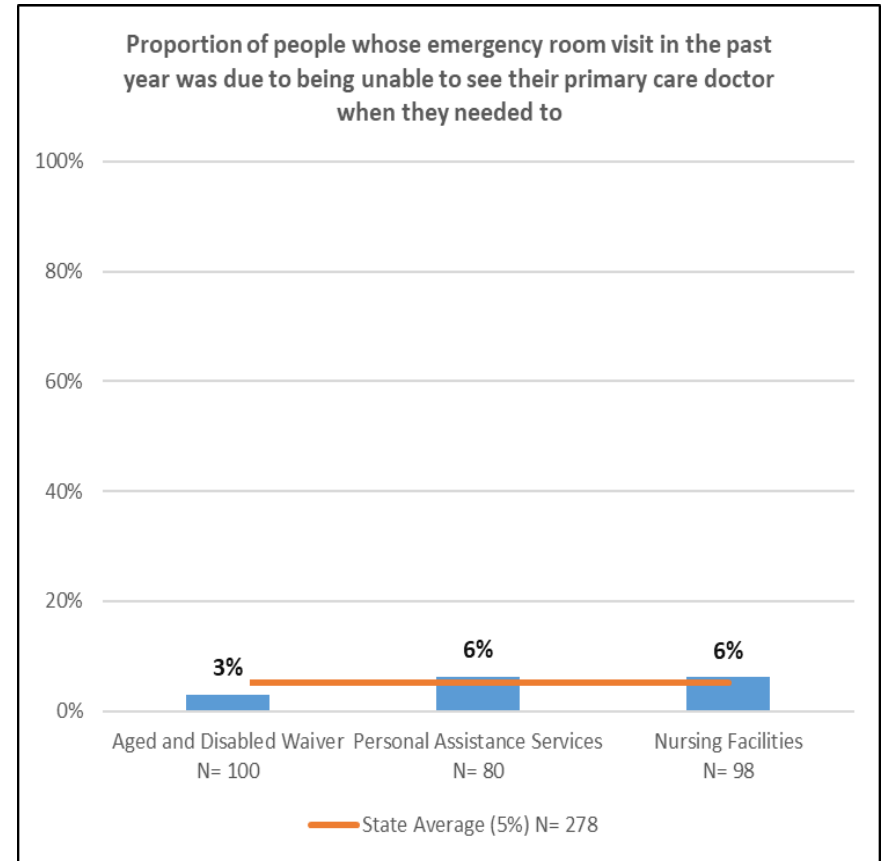
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

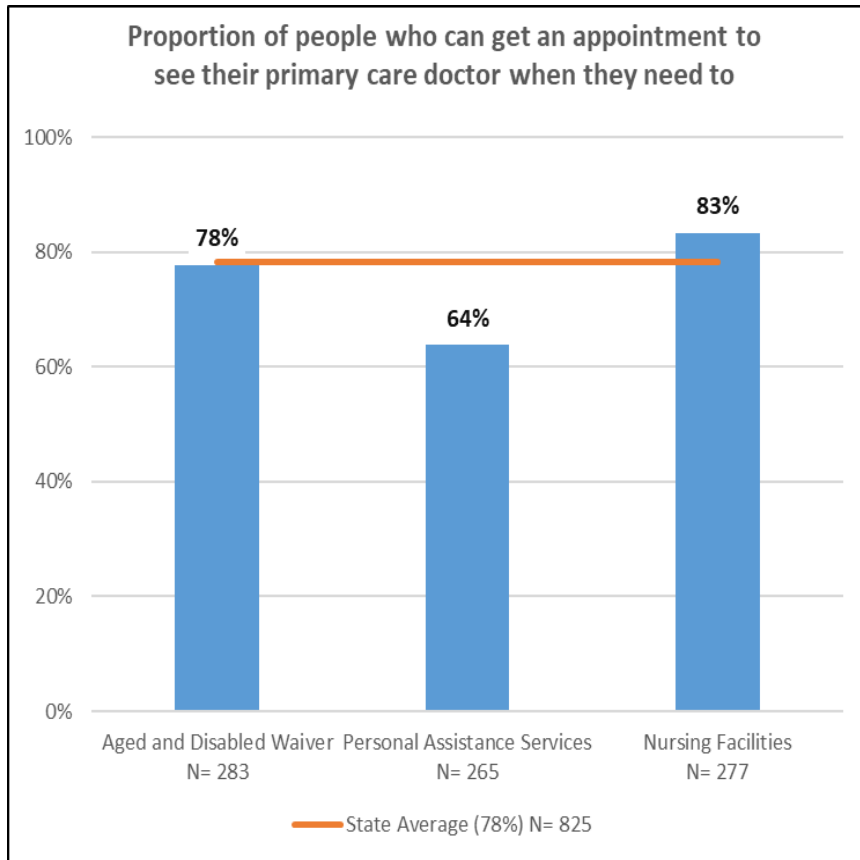


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁷

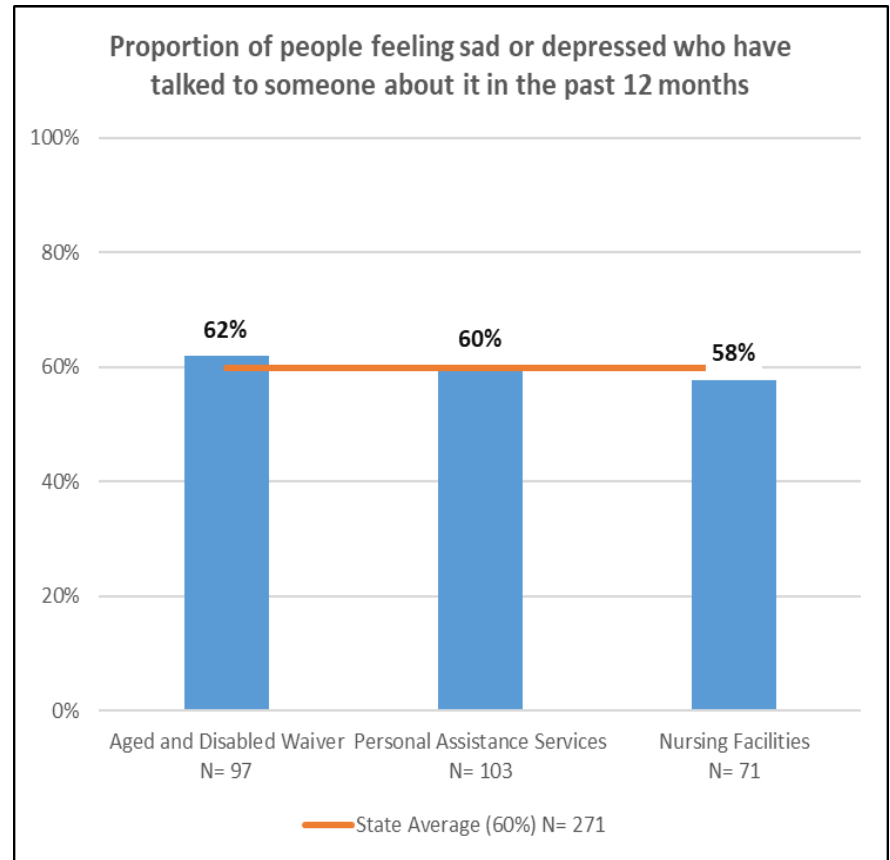


⁵⁷ New item added in 2018-2019.

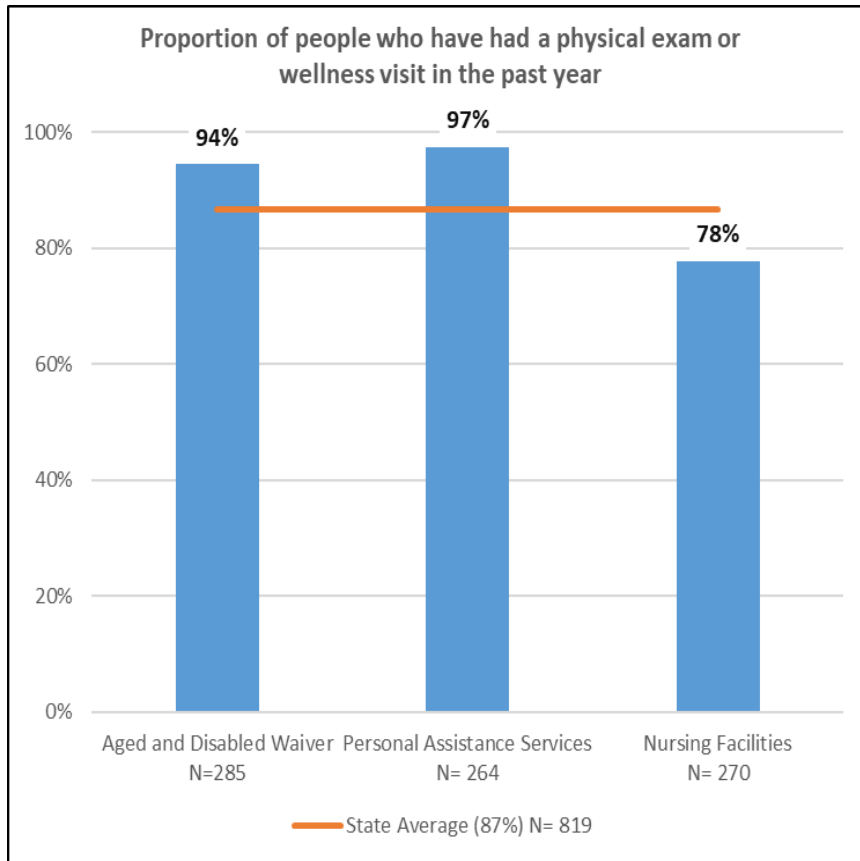
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



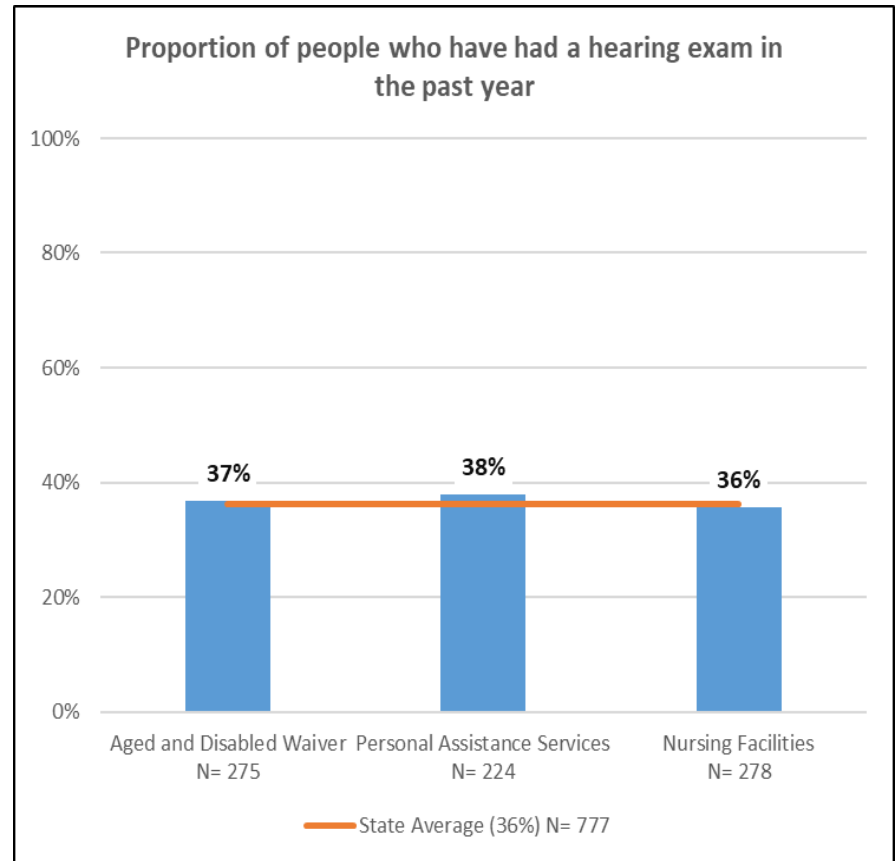
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



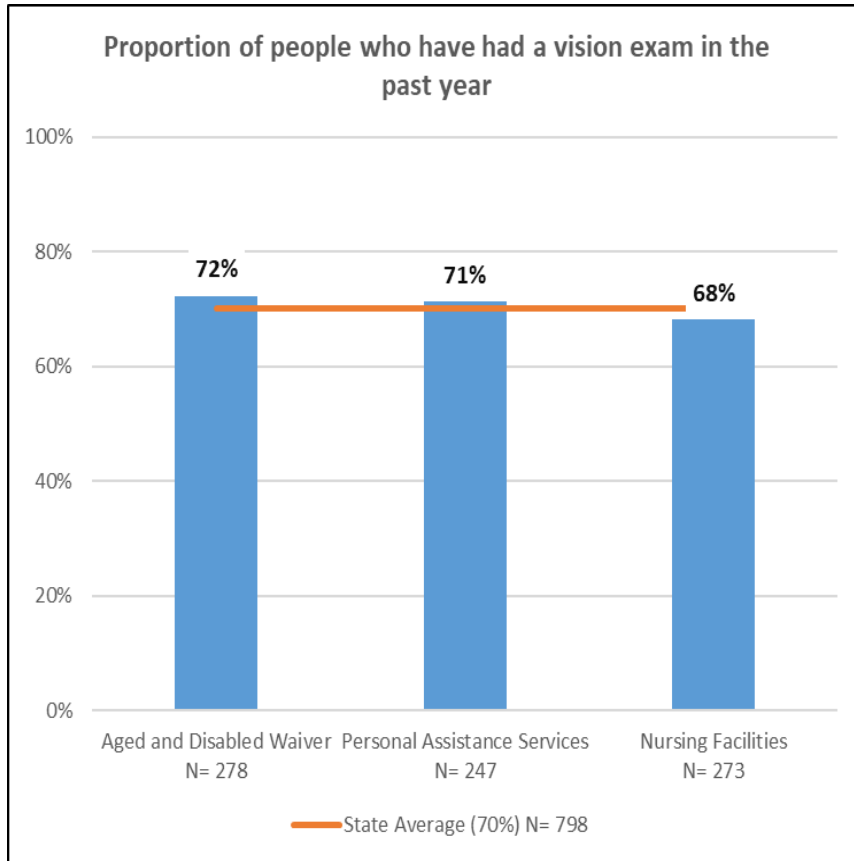
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



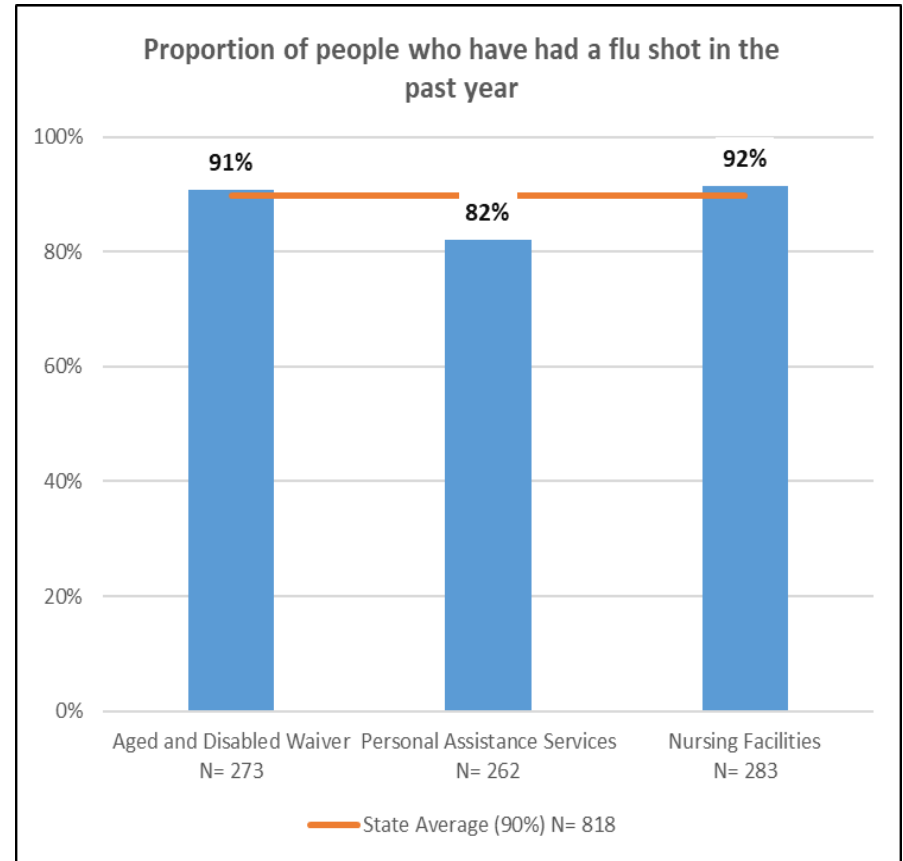
Graph 73. Proportion of people who have had a hearing exam in the past year



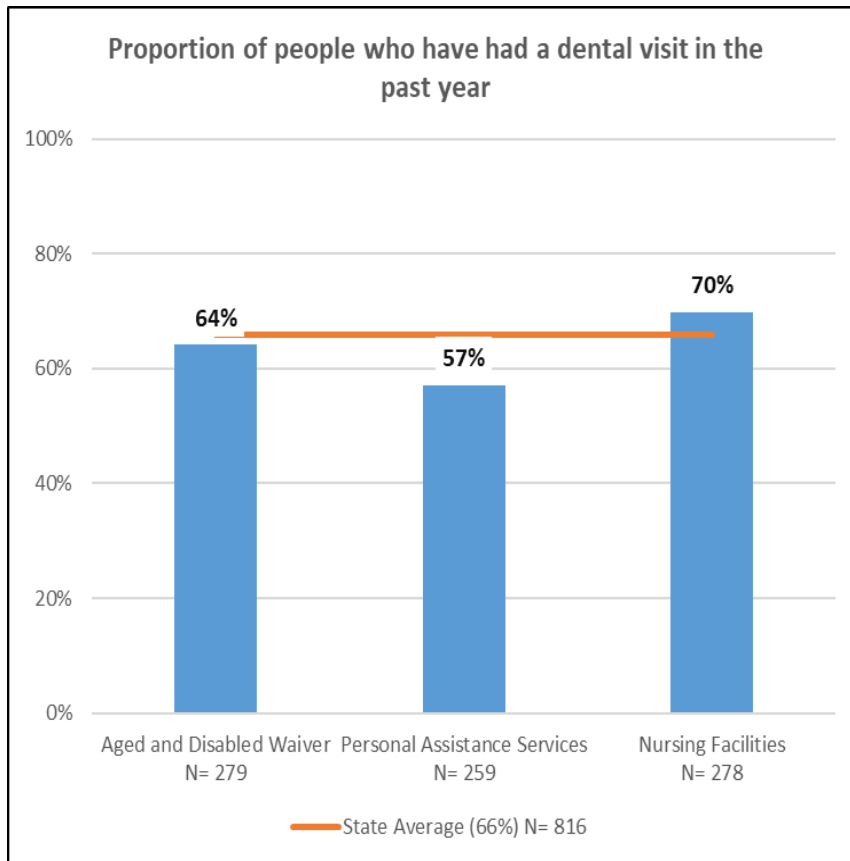
Graph 74. Proportion of people who have had a vision exam in the past year



Graph 75. Proportion of people who have had a flu shot in the past year



Graph 76. Proportion of people who have had a dental visit in the past year



Wellness

People are supported to maintain health.

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

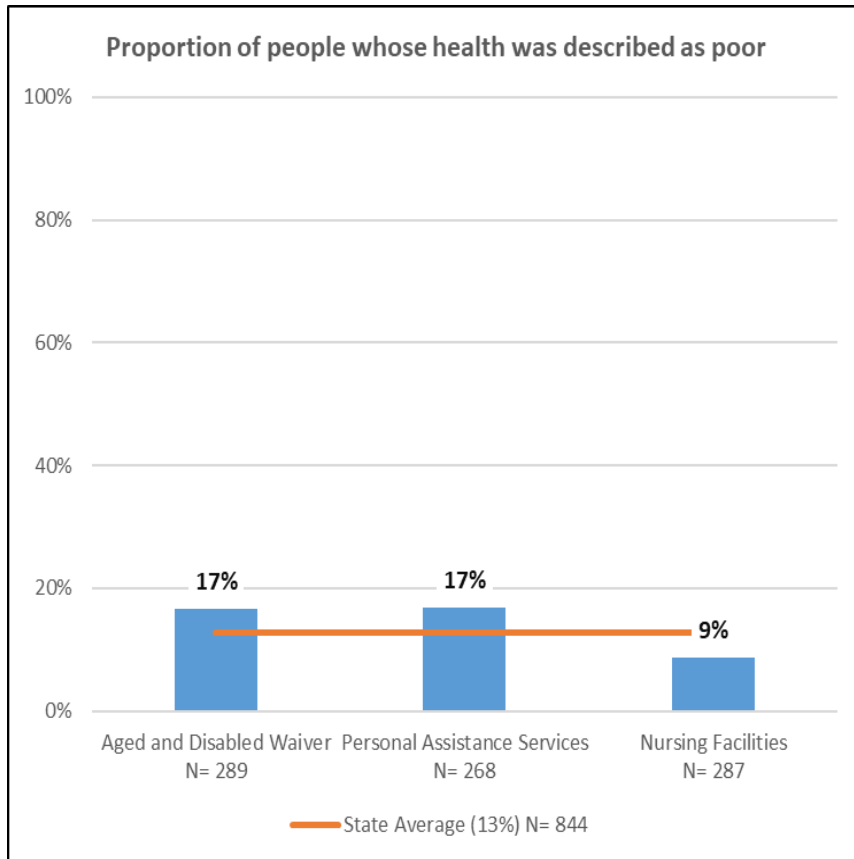
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access to healthy foods⁵⁸.

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

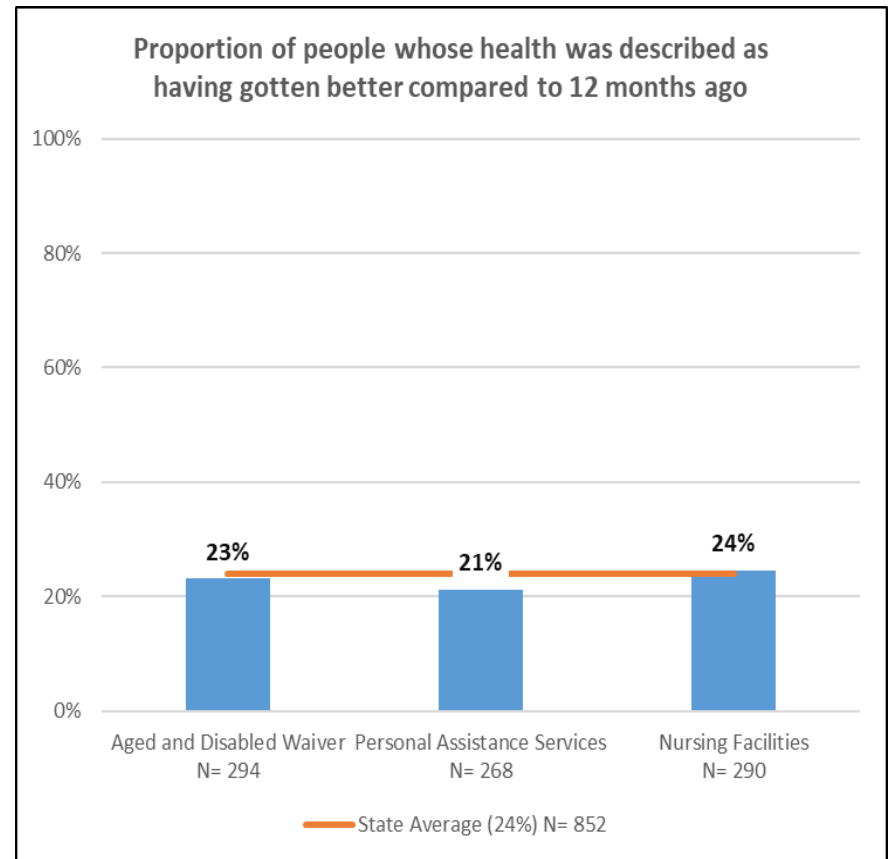
Un-collapsed data are shown in Appendix B.

⁵⁸ Indicator previously reported in the “Everyday Living” domain.

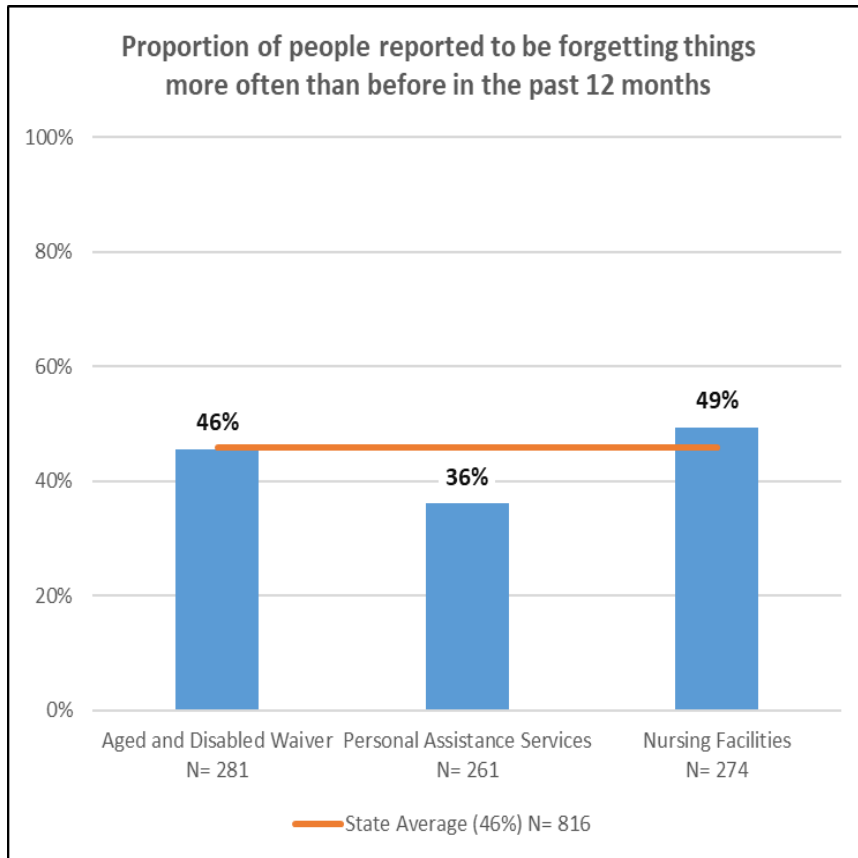
Graph 77. Proportion of people whose health was described as poor



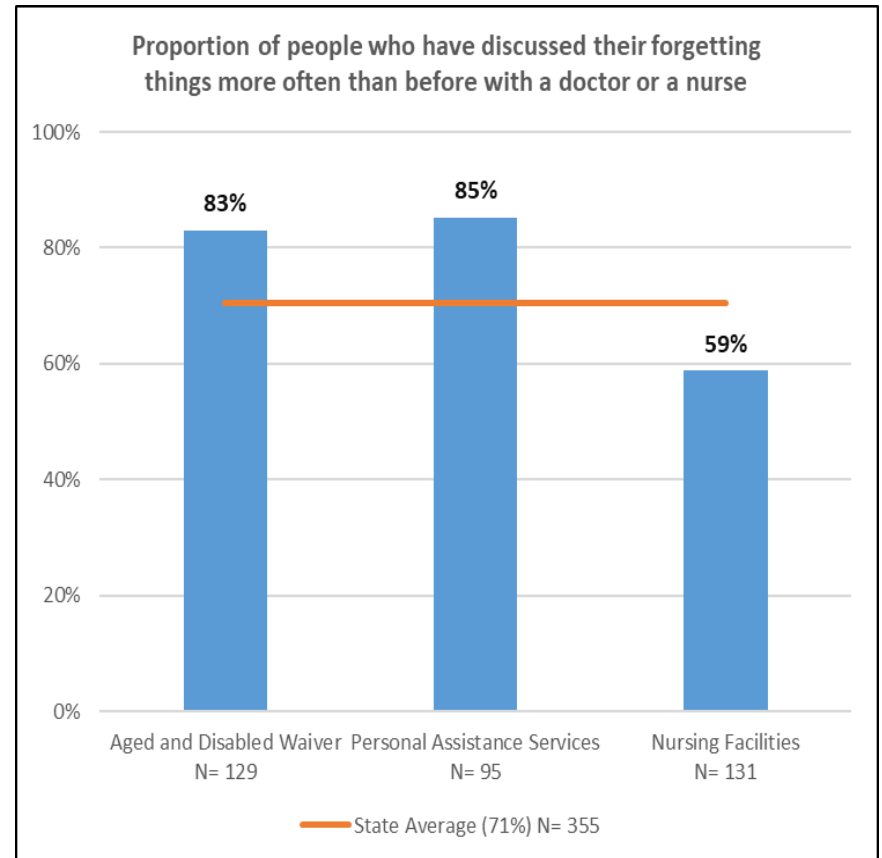
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



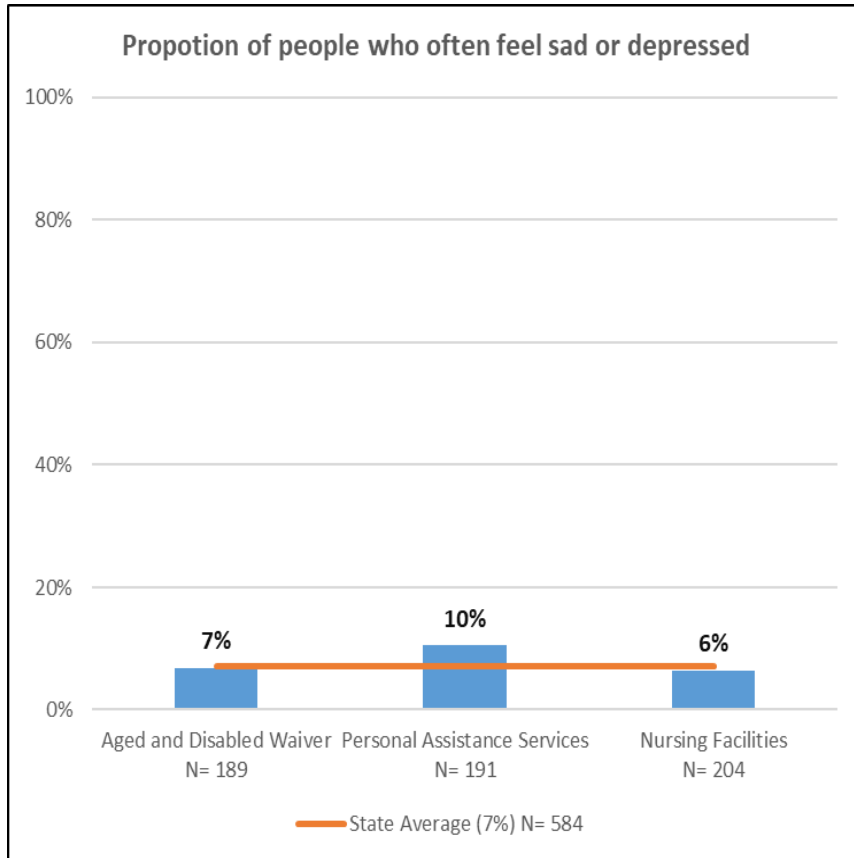
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



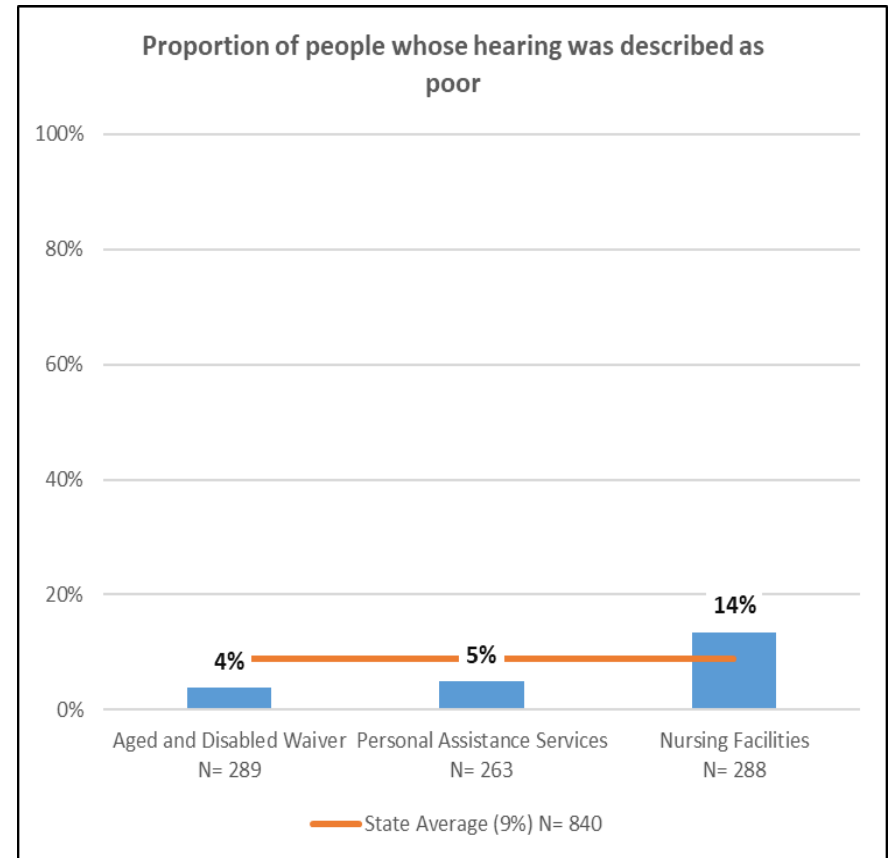
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



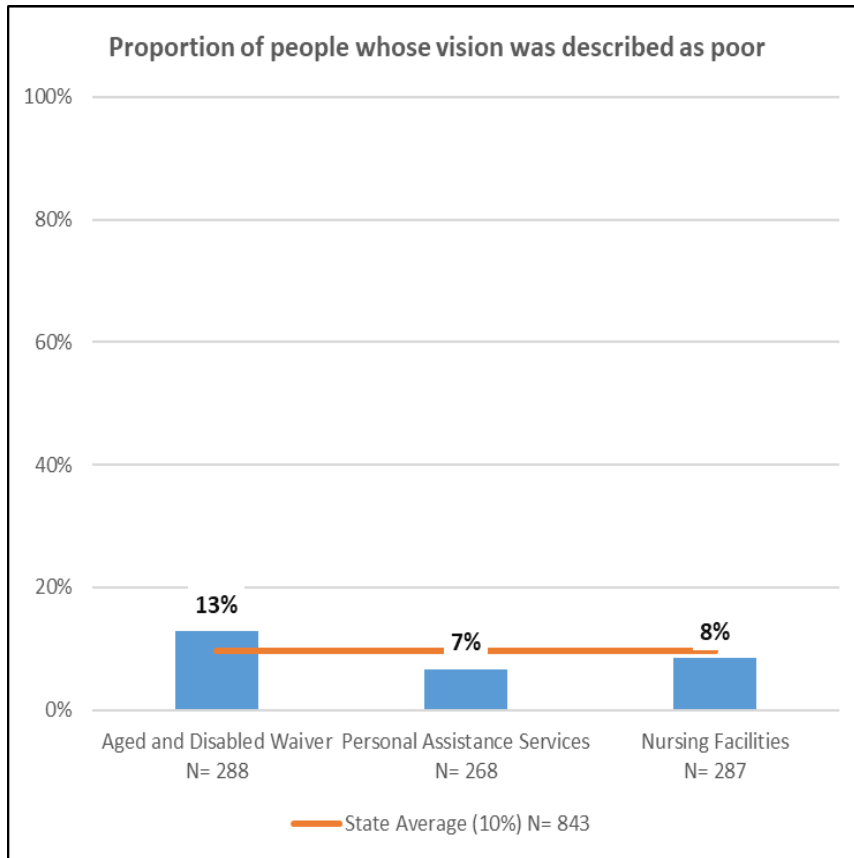
Graph 81. Proportion of people who often feel sad or depressed



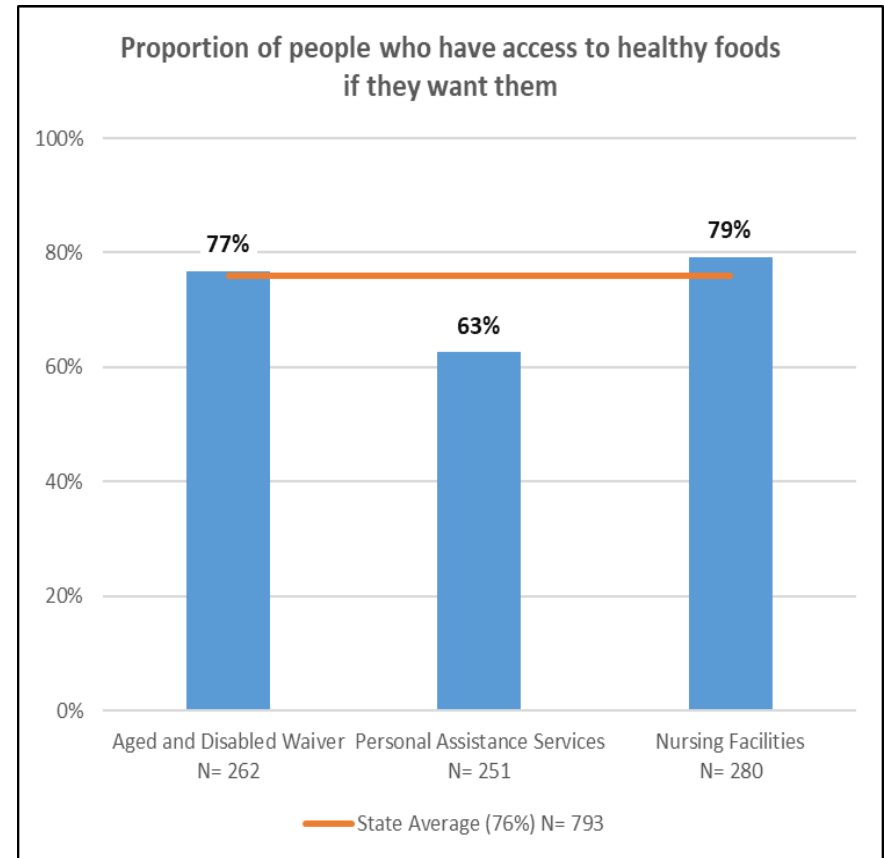
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 84. Proportion of people who have access to healthy foods if they want them⁵⁹



⁵⁹ Item previously reported in the “Everyday Living” domain.

Medications

Medications are managed effectively and appropriately.

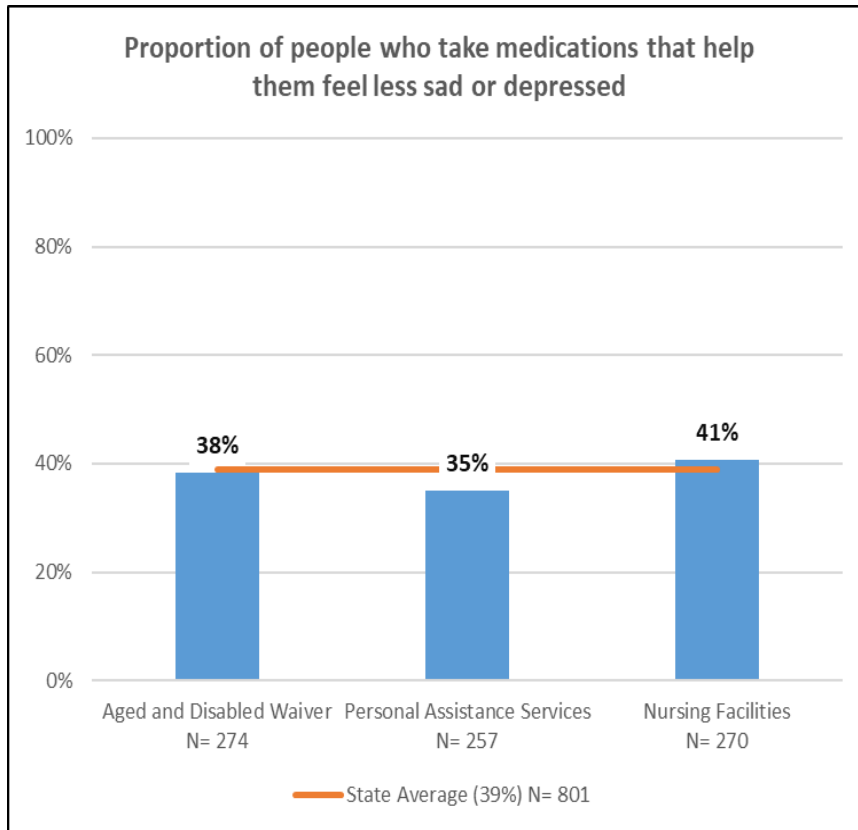
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who take medications to help them feel less sad or depressed.
2. Proportion of people who know what their prescription medications are for.

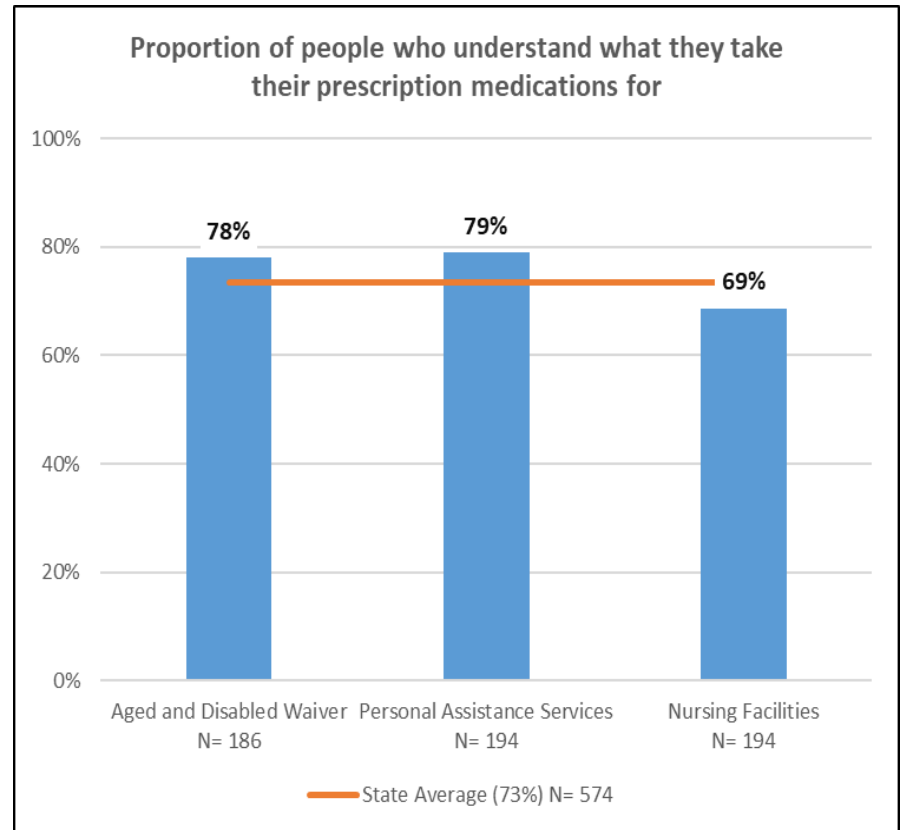
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 85. Proportion of people who take medications that help them feel less sad or depressed



Graph 86. Proportion of people who understand what they take their prescription medications for



Rights and Respect

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

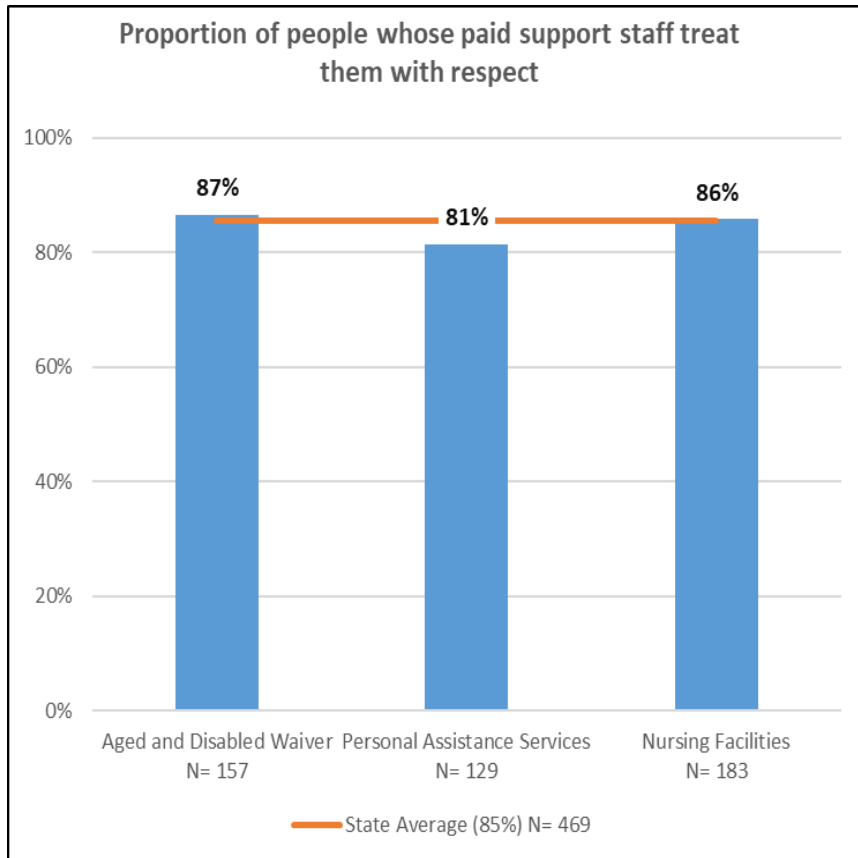
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose paid support staff treat them with respect.

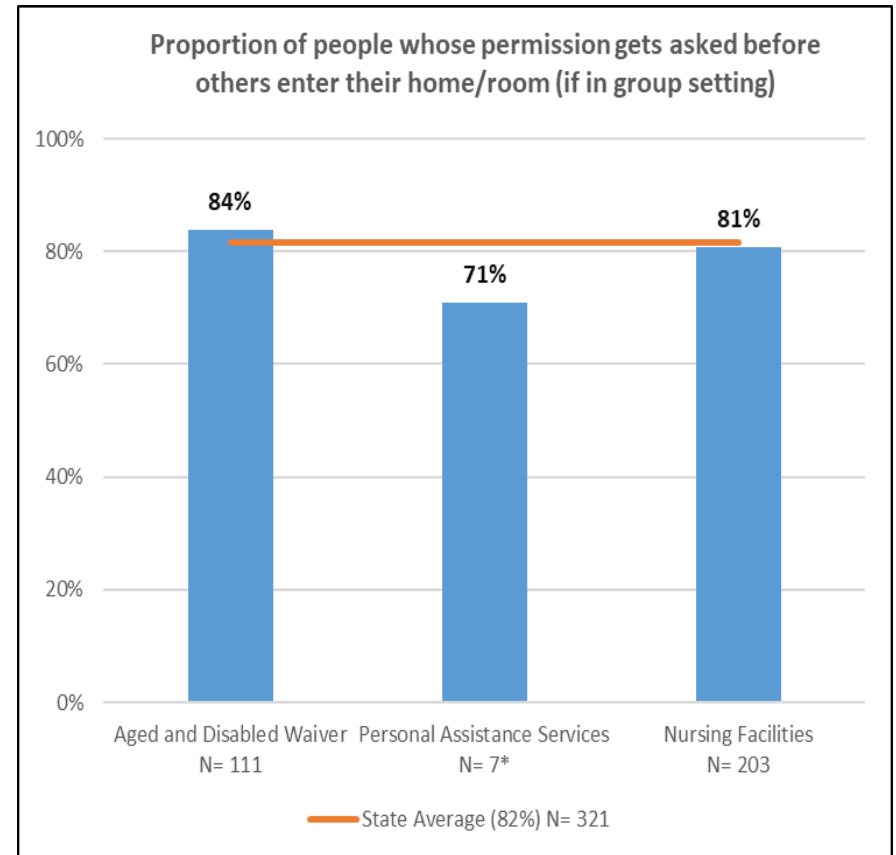
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

Graph 87. Proportion of people whose paid support staff treat them with respect



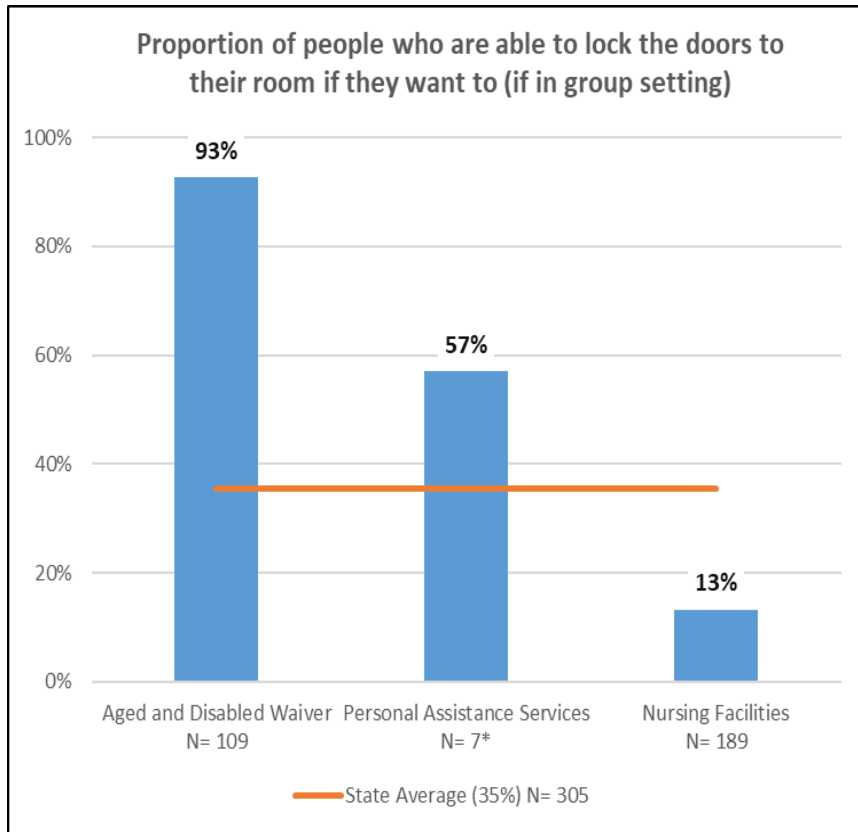
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶⁰



* Very small number of responses

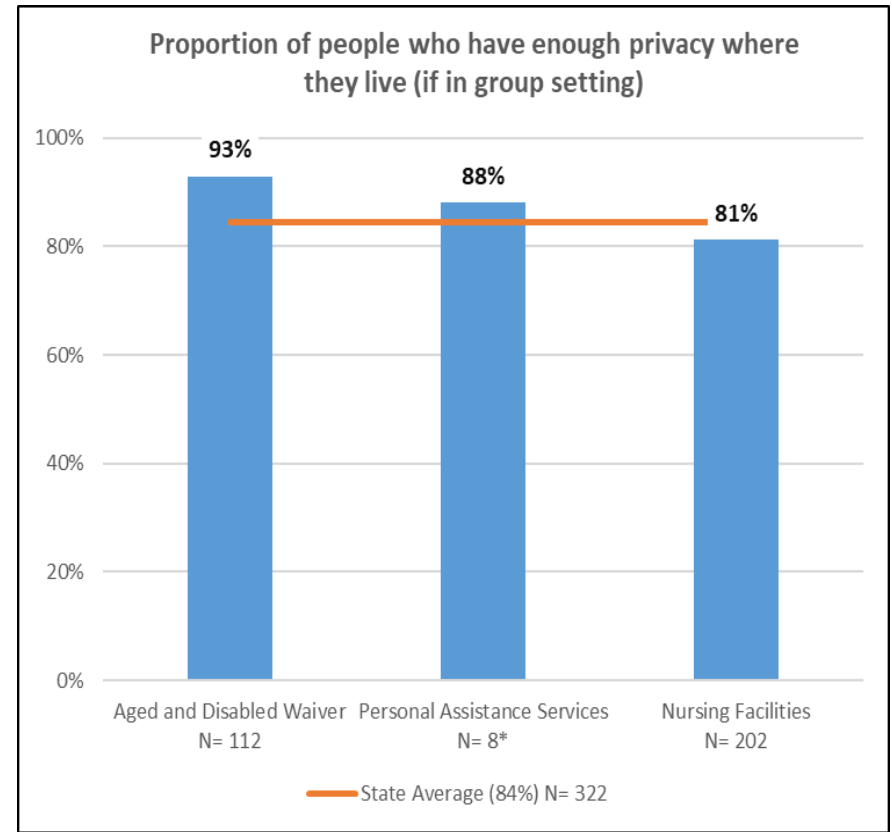
⁶⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)⁶¹



* Very small number of responses

Graph 90. Proportion of people who have enough privacy where they live (if in group setting)⁶²

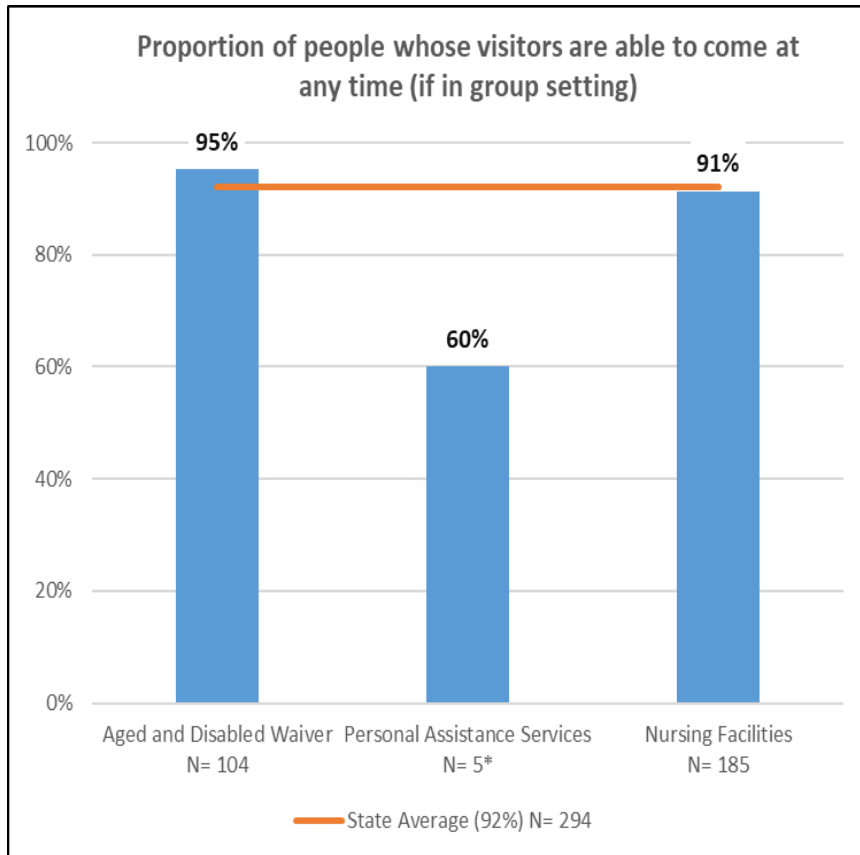


* Very small number of responses

⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

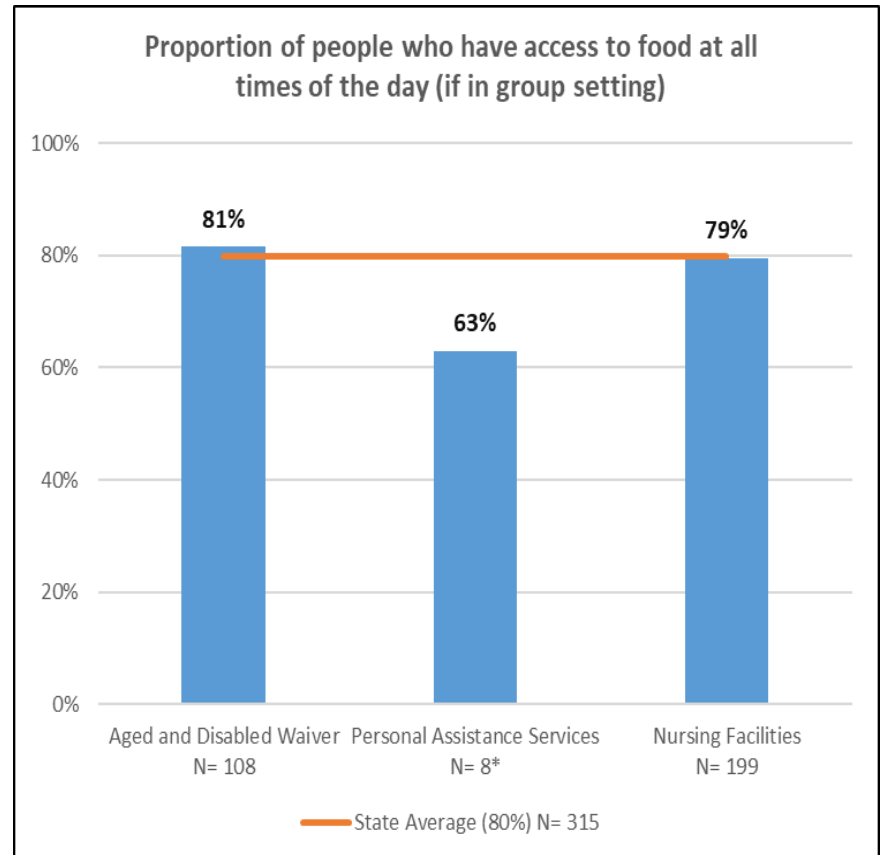
⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)⁶³



* Very small number of responses

Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)⁶⁴



* Very small number of responses

⁶³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁶⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

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

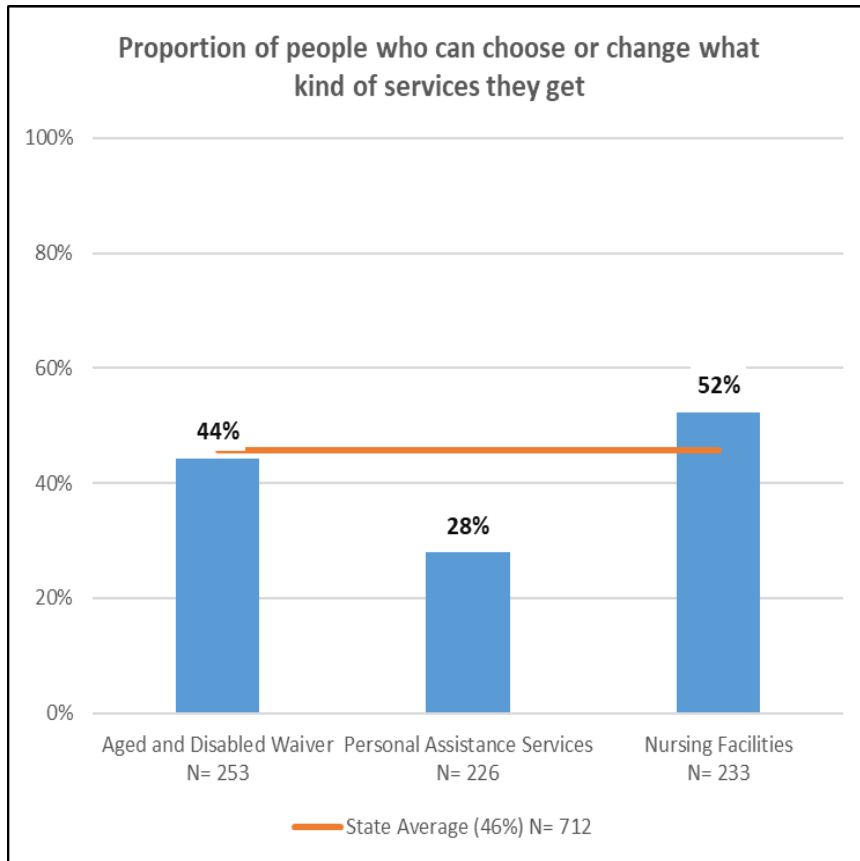
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

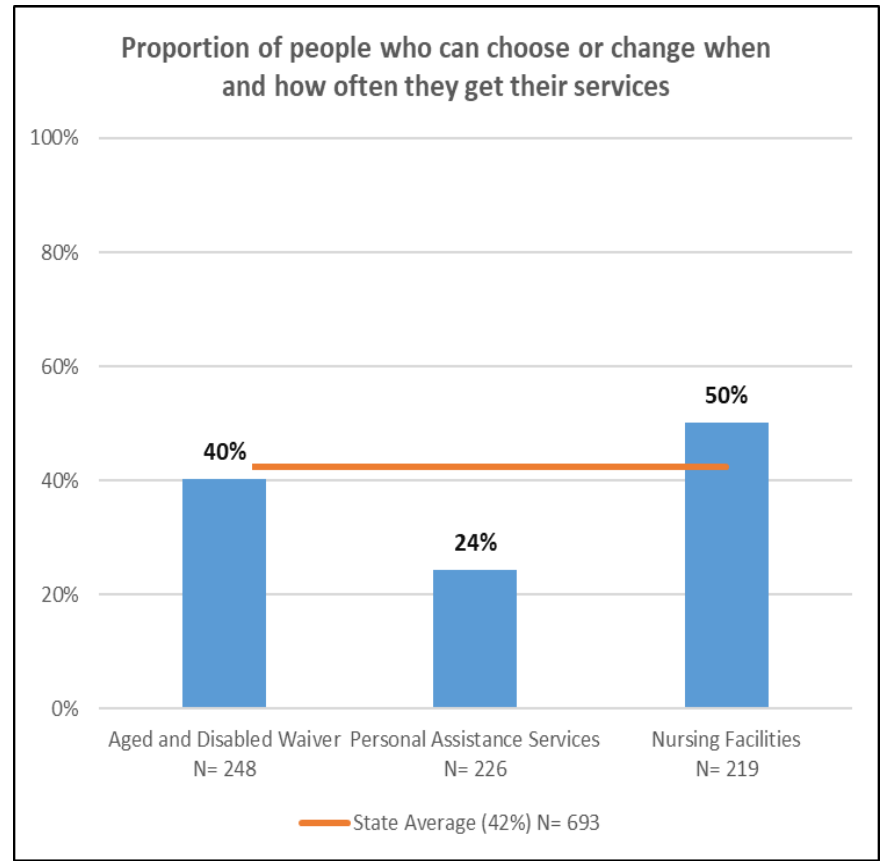
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

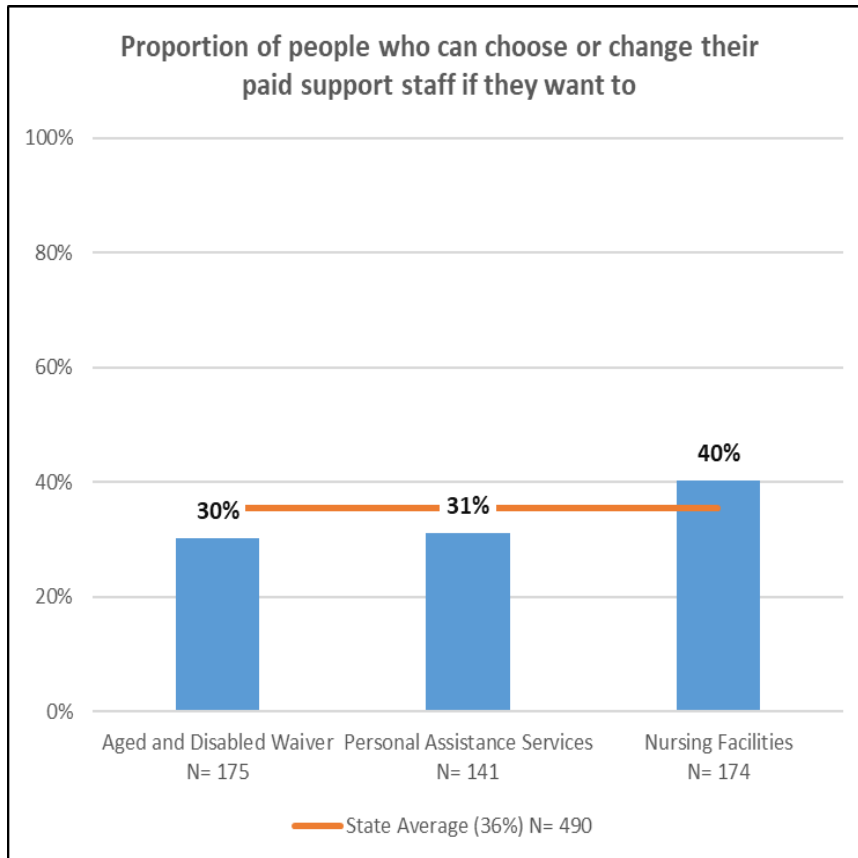
Graph 93. Proportion of people who can choose or change what kind of services they get



Graph 94. Proportion of people who can choose or change when and how often they get their services



Graph 95. Proportion of people who can choose or change their paid support staff if they want to



Work

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

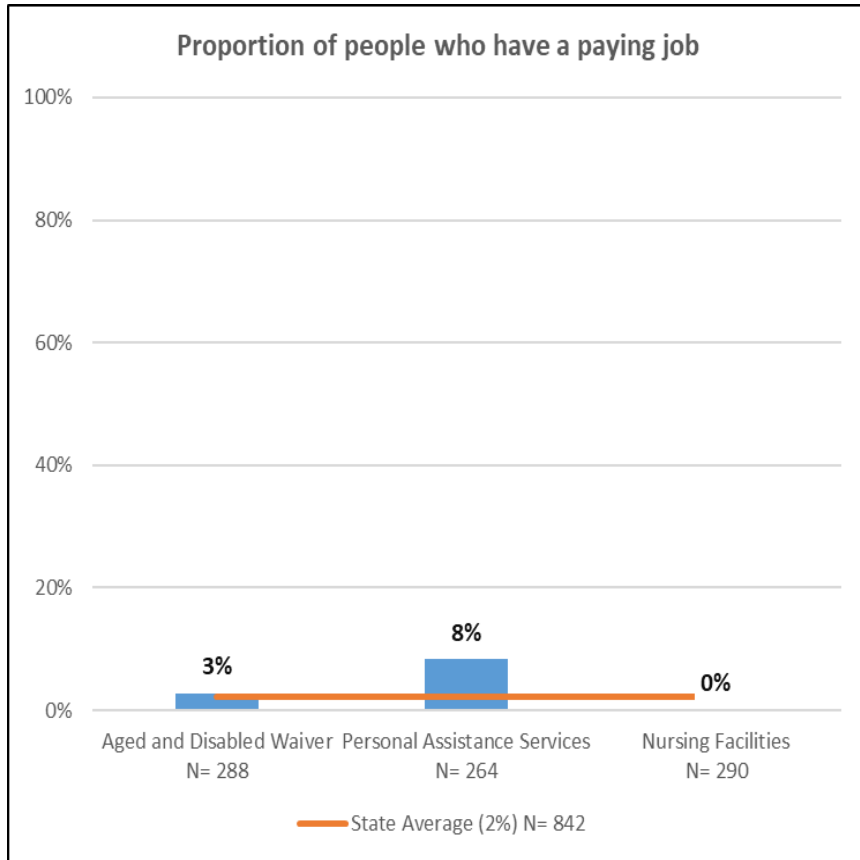
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

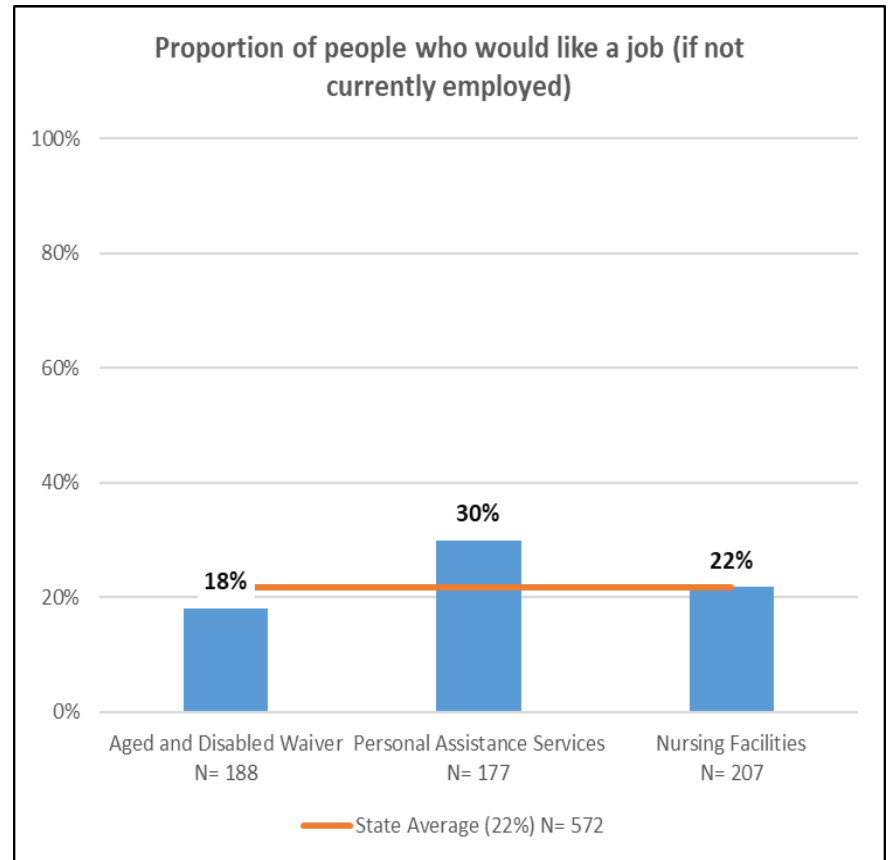
There are five survey items that correspond to the Work domain.

Un-collapsed are shown in Appendix B.

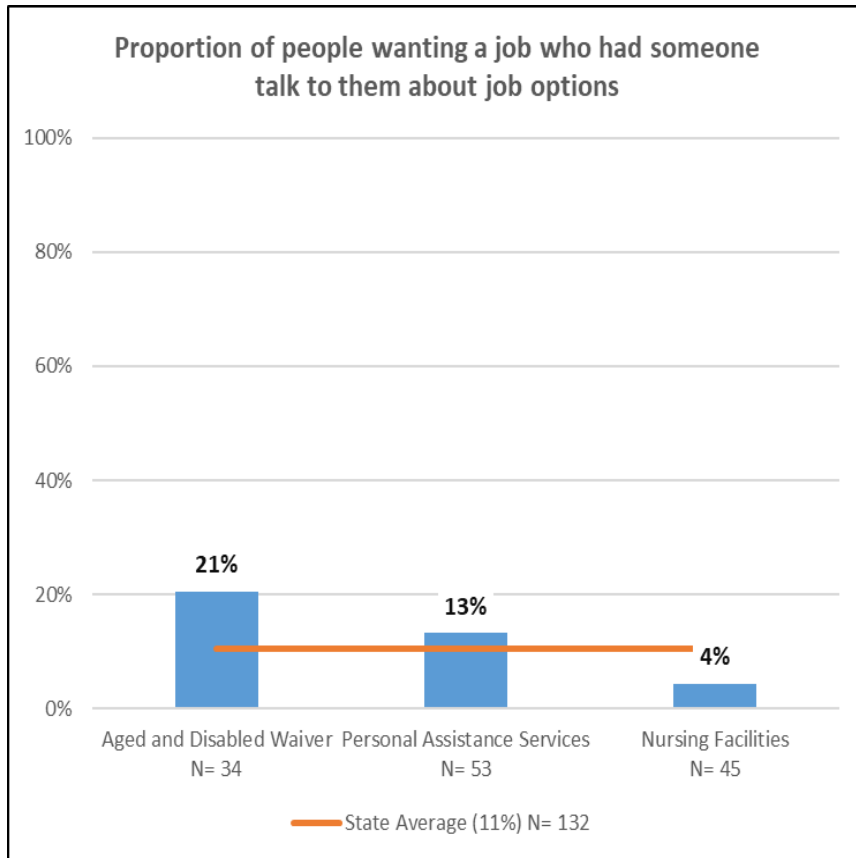
Graph 96. Proportion of people who have a paying job



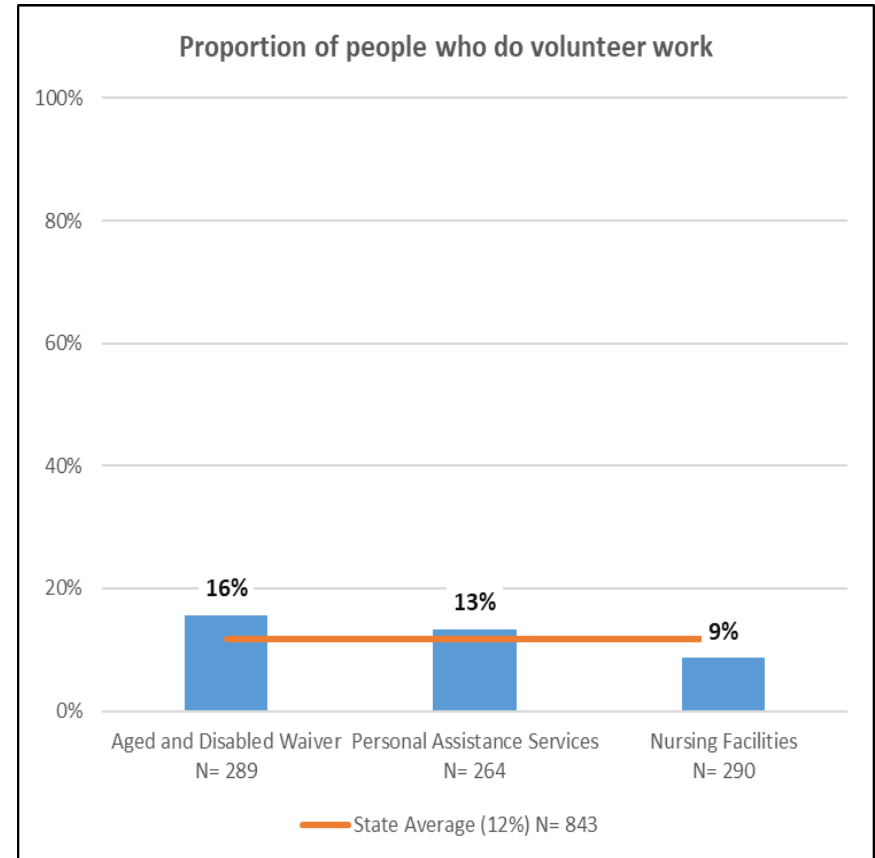
Graph 97. Proportion of people who would like a job (if not currently employed)



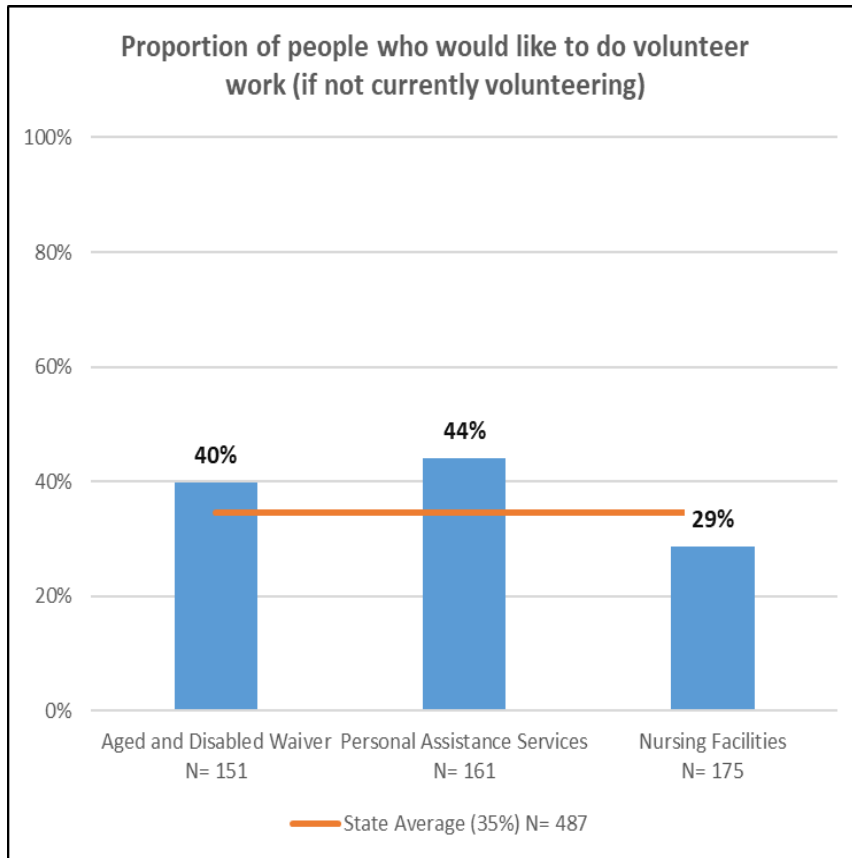
Graph 98. Proportion of people wanting a job who had someone talk to them about job options



Graph 99. Proportion of people who do volunteer work



Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

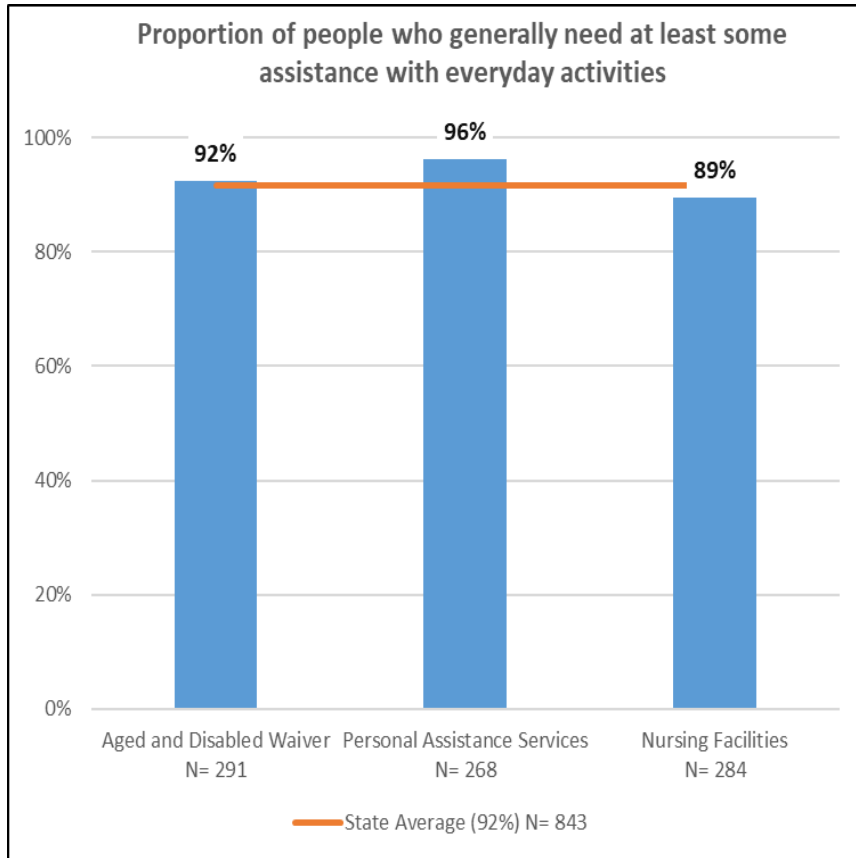
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living.

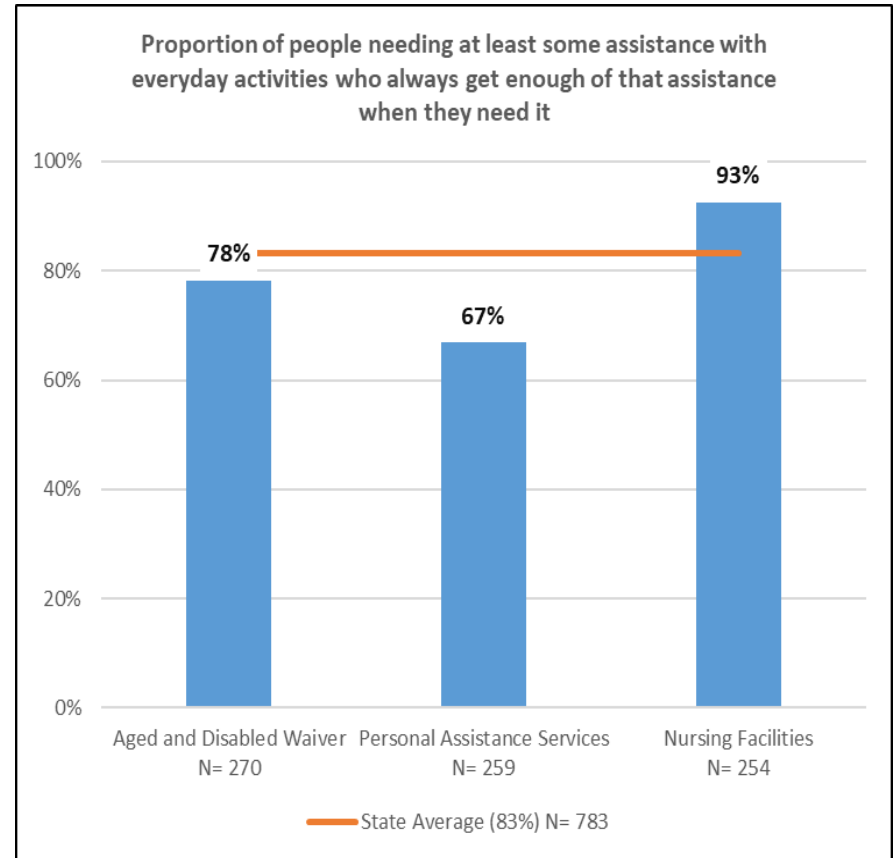
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

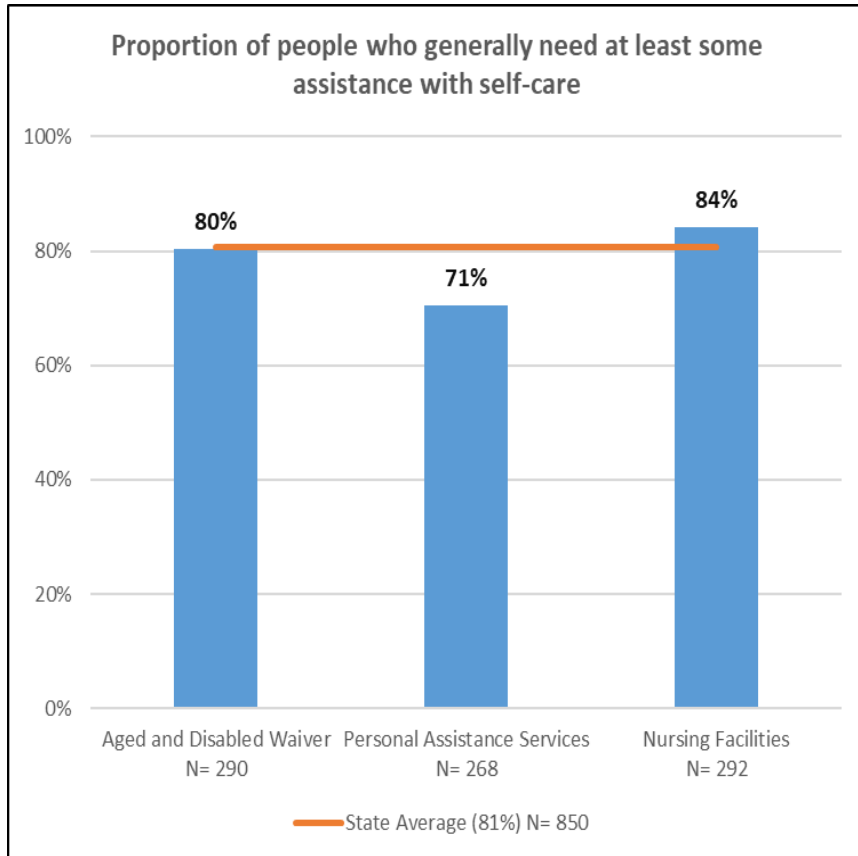
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



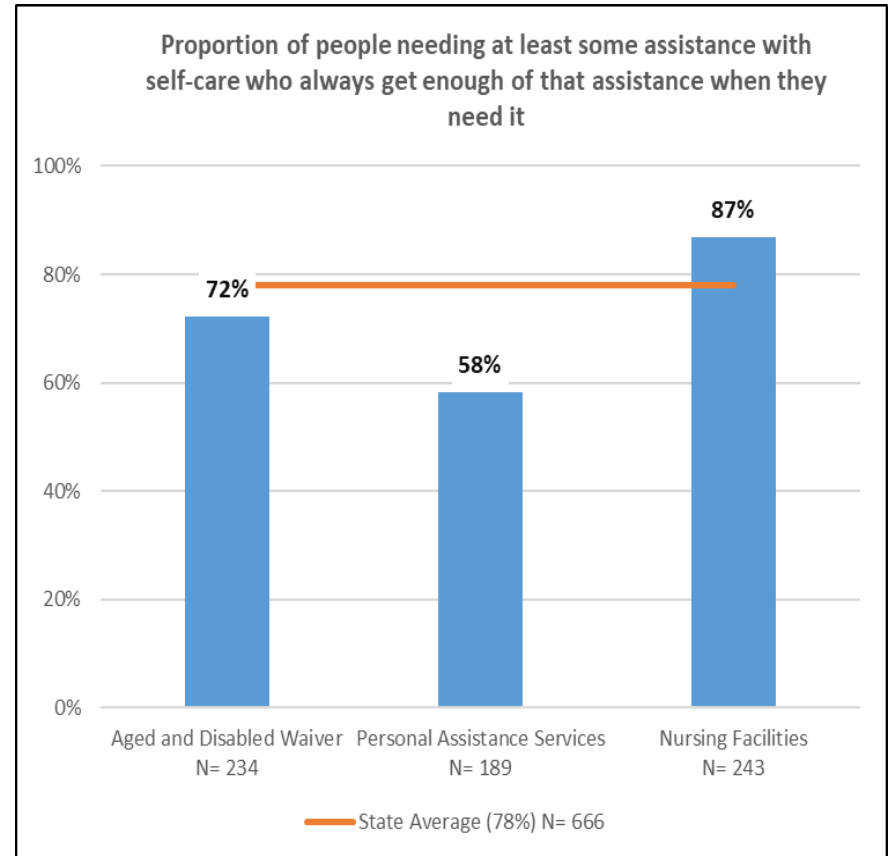
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 103. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Affordability

People have enough available resources.

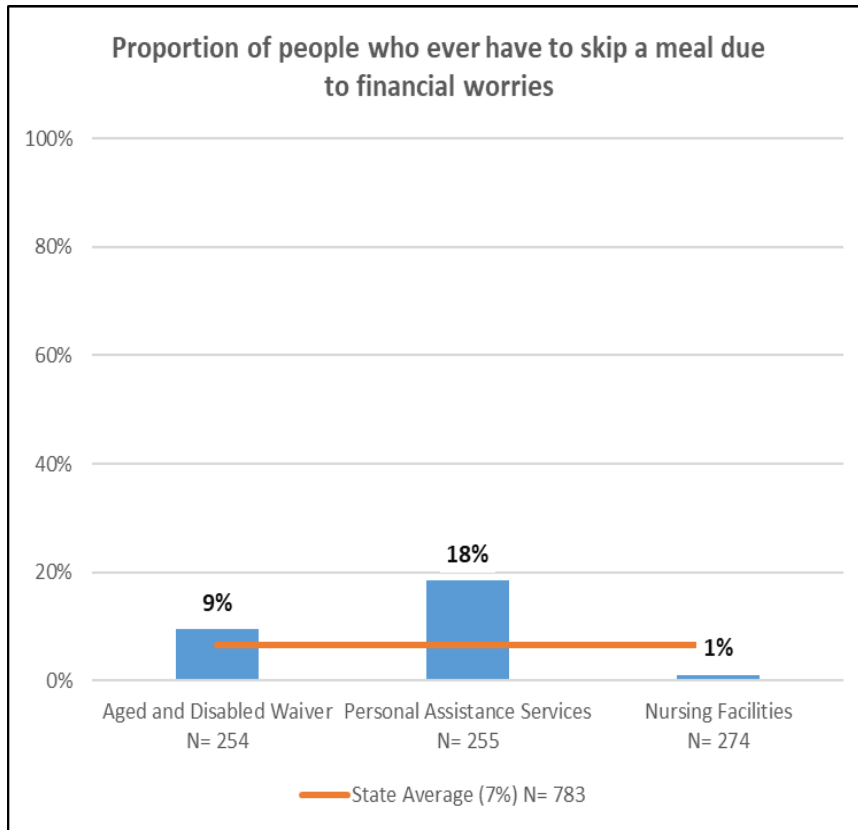
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

Graph 105. Proportion of people who ever have to skip a meal due to financial worries



Control

People feel in control of their lives

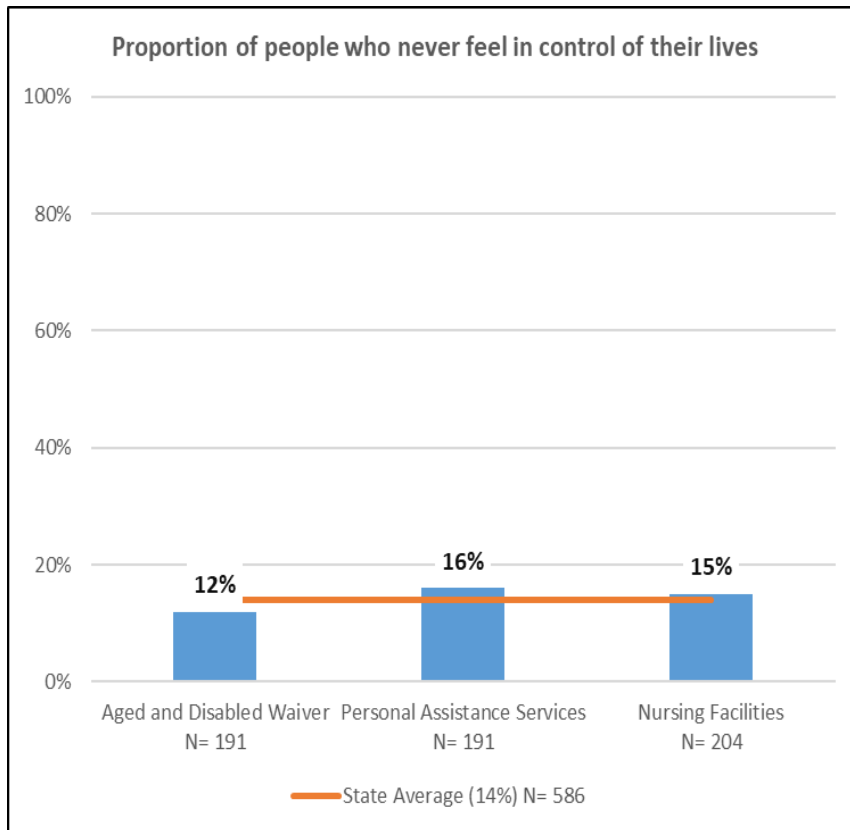
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

Graph 106. Proportion of people who never feel in control of their lives



Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose long-term care services meet all their current needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	24	Collapse “No” and “Some information”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	26	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s)	28	Collapse “No” and “In-between, or some conditions”
	Proportion of people with concerns about falling or being unstable	29	Collapse “Yes, often” and “Sometimes”
Access to Community	Proportion of people who have transportation when they want to do things outside of their home (non-medical)	31	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	32	Collapse “No” and “Sometimes”
Access to Needed Equipment	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	33	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	34	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	35	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	36	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who need a specialized bed but do not have it	37	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need a replacement	38	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a ramp or stair lift in or outside the home but do not have it	39	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need a replacement	40	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	41	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other home modification but need a replacement	42	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a walker but do not have it	43	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a walker but need a replacement	44	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a scooter but do not have it	45	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a scooter but need a replacement	46	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a wheelchair but do not have it	47	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a wheelchair but need a replacement	48	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need hearing aids but do not have them	49	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have hearing aids but need a replacement	50	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need glasses but do not have them	51	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need a replacement	52	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but do not have it	53	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need a replacement	54	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a personal emergency response system but do not have it	55	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a personal emergency response system but need a replacement	56	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need an oxygen machine but do not have it	57	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have an oxygen machine but need a replacement	58	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	59	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need a replacement	60	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	70	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people whose health was described as poor	77	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health was described as having gotten better compared to 12 months ago	78	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	82	Collapse “Good” and “Fair”
	Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	83	Collapse “Good” and “Fair”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have access to healthy foods if they want them	84	Collapse “No, never” and “Sometimes”
Medications	Proportion of people who understand what they take their prescription medications for	86	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people whose paid support staff treat them with respect	87	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose permission is asked before others enter their home/room (if in group setting)	88	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy where they live (if in group setting)	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	93	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change when and how often they get their services	94	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change their paid support staff if they want to	95	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	97	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	100	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)	101	Collapse “A lot” and “Some”
	Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)	103	Collapse “A lot” and “Some”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	105	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their lives	106	Collapse “Yes, almost always, always” and “In-between, sometimes”

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
Aged and Disabled Waiver	69	233
Personal Assistance Services	61	245
Nursing Facilities	73	203
Sample Average	67	681

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Aged and Disabled Waiver	83%	17%	0%	281
Personal Assistance Services	97%	3%	0%	253
Nursing Facilities	79%	21%	0%	258
Sample Average	86%	14%	0%	792

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Aged and Disabled Waiver	26%	74%	0%	0%	282
Personal Assistance Services	32%	67%	1%	0%	255
Nursing Facilities	34%	66%	0%	0%	285
Sample Average	31%	69%	0%	0%	822

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/ Unclear	N
Aged and Disabled Waiver	3%	5%	7%	0%	85%	1%	0%	2%	278
Personal Assistance Services	3%	5%	43%	1%	46%	3%	1%	1%	254
Nursing Facilities	3%	1%	7%	0%	87%	2%	1%	1%	254
Sample Average	3%	4%	19%	0%	73%	2%	1%	1%	786

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Aged and Disabled Waiver	29%	13%	23%	29%	5%	275
Personal Assistance Services	40%	19%	22%	16%	3%	255
Nursing Facilities	25%	15%	19%	38%	3%	238
Sample Average	32%	16%	22%	27%	4%	768

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Aged and Disabled Waiver	89%	1%	5%	4%	280
Personal Assistance Services	91%	1%	7%	1%	253
Nursing Facilities	98%	1%	1%	0%	287
Sample Average	93%	1%	4%	2%	820

Table 7. Type of residential area⁶⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Aged and Disabled Waiver	47%	15%	10%	20%	8%	297
Personal Assistance Services	70%	5%	4%	12%	8%	272
Nursing Facilities	55%	15%	7%	18%	5%	295
Sample Average	57%	12%	7%	17%	7%	864

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/ Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
Aged and Disabled Waiver	31%	5%	0%	55%	8%	0%	2%	0%	266
Personal Assistance Services	85%	12%	0%	2%	0%	1%	0%	0%	248
Nursing Facilities	1%	0%	0%	2%	98%	0%	0%	0%	286
Sample Average	37%	5%	0%	19%	38%	0%	1%	0%	800

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
Aged and Disabled Waiver	67%	6%	18%	2%	1%	10%	1%	191
Personal Assistance Services	43%	20%	40%	8%	5%	3%	1%	206
Nursing Facilities	32%	1%	0%	1%	1%	64%	1%	220
Sample Average	46%	9%	19%	4%	2%	27%	1%	617

⁶⁵ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Aged and Disabled Waiver	88%	11%	1%	272
Personal Assistance Services	80%	20%	0%	247
Nursing Facilities	83%	17%	0%	247
Sample Average	84%	16%	0%	766

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

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/Foster/Host Home	Assisted Living/Residential Care Facility	Nursing Facility/Nursing Home	Homeless/Temporary Shelter	Other	Don't Know/Unclear	N
Aged and Disabled Waiver	71%	6%	0%	12%	6%	0%	6%	0%	17
Personal Assistance Services	90%	2%	0%	2%	0%	2%	2%	0%	42
Nursing Facilities	38%	0%	0%	15%	46%	0%	0%	0%	39
Sample Average	66%	2%	0%	9%	19%	1%	2%	0%	98

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Aged and Disabled Waiver	33%	65%	2%	231
Personal Assistance Services	41%	56%	3%	237
Nursing Facilities	27%	72%	1%	277
Sample Average	33%	65%	2%	745

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

	No	Yes	Don’t Know/Unclear	N
Aged and Disabled Waiver	72%	25%	3%	264
Personal Assistance Services	80%	19%	1%	249
Nursing Facilities	66%	31%	3%	281
Sample Average	72%	25%	2%	794

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Aged and Disabled Waiver	72%	26%	2%	266
Personal Assistance Services	87%	11%	2%	251
Nursing Facilities	79%	19%	2%	283
Sample Average	79%	19%	2%	800

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
Aged and Disabled Waiver	91%	8%	1%	230
Personal Assistance Services	91%	8%	1%	231
Nursing Facilities	93%	6%	2%	269
Sample Average	92%	7%	1%	730

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don’t know/Unclear	N
Aged and Disabled Waiver	7%	34%	58%	22%	0%	178
Personal Assistance Services	3%	28%	56%	43%	0%	198
Nursing Facilities	14%	56%	35%	17%	1%	232
Sample Average	8%	40%	49%	27%	0%	608

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

	No	Yes	Don't Know/Unclear	N
Aged and Disabled Waiver	65%	34%	1%	174
Personal Assistance Services	70%	27%	3%	199
Nursing Facilities	59%	38%	2%	229
Sample Average	65%	33%	2%	602

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Aged and Disabled Waiver	7%	92%	1%	240
Personal Assistance Services	40%	59%	2%	215
Nursing Facilities	3%	94%	3%	250
Sample Average	16%	82%	2%	705

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
Aged and Disabled Waiver	1%	3%	34%	60%	2%	151
Personal Assistance Services	1%	5%	49%	45%	1%	196
Nursing Facilities	4%	6%	29%	59%	2%	211
Sample Average	2%	5%	37%	54%	1%	558

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Aged and Disabled Waiver	69%	29%	2%	170
Personal Assistance Services	86%	13%	1%	196
Nursing Facilities	64%	34%	2%	207
Sample Average	73%	25%	1%	573

Table 21. Proportion of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)

	No	Yes	Don't Know	N
Aged and Disabled Waiver	96%	4%	0%	281
Personal Assistance Services	98%	2%	0%	252
Nursing Facilities	99%	1%	0%	282
Sample Average	98%	2%	0%	815

Community Participation

Table 22. Proportion of people who are as active in their community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	26%	17%	55%	1%	1%	195
Personal Assistance Services	31%	26%	42%	1%	1%	199
Nursing Facilities	38%	9%	48%	2%	2%	207
Sample Average	32%	17%	48%	1%	1%	601

Table 23a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
Aged and Disabled Waiver	49%	63%	13%	85%	18%	13%	84
Personal Assistance Services	46%	53%	16%	84%	26%	4%	112
Nursing Facilities	28%	60%	26%	54%	28%	0%	98
Sample Average	41%	58%	18%	74%	24%	5%	294

Table 23b. Reasons that people are not as active in the community as they would like to be (continued)

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	0%	5%	23%	2%	1%	1%	84
Personal Assistance Services	5%	3%	22%	4%	0%	0%	112
Nursing Facilities	1%	8%	26%	7%	0%	0%	98
Sample Average	2%	5%	23%	4%	0%	0%	294

Table 24. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	38%	61%	1%	1%	195
Personal Assistance Services	34%	63%	2%	1%	197
Nursing Facilities	44%	52%	3%	1%	205
Sample Average	39%	58%	2%	1%	597

Choice and Decision Making

Table 25. Proportion of people who are able to choose their roommate (if in group setting⁶⁶ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	6%	88%	3%	3%	33
Personal Assistance Services	33%	0%	67%	0%	6
Nursing Facilities	65%	31%	2%	3%	131
Sample Average	52%	41%	4%	3%	170

Table 26. Proportion of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always/ Almost Always	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	2%	9%	88%	1%	0%	190
Personal Assistance Services	1%	5%	93%	0%	1%	197
Nursing Facilities	5%	12%	83%	0%	0%	207
Sample Average	3%	9%	88%	0%	0%	594

Table 27. Proportion of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	23%	28%	44%	3%	1%	2%	195
Personal Assistance Services	3%	19%	75%	3%	0%	1%	197
Nursing Facilities	54%	13%	28%	1%	0%	4%	206
Sample Average	27%	20%	49%	2%	0%	2%	598

⁶⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting⁶⁷)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	2%	26%	70%	1%	1%	111
Personal Assistance Services	0%	17%	33%	42%	8%	12
Nursing Facilities	5%	16%	74%	4%	1%	204
Sample Average	4%	20%	71%	5%	1%	327

⁶⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Relationships

Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	2%	15%	82%	0%	0%	171
Personal Assistance Services	2%	22%	76%	0%	0%	161
Nursing Facilities	6%	8%	85%	0%	0%	185
Sample Average	4%	15%	82%	0%	0%	517

Table 30. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	17%	0%	50%	0%	63%	3%	30
Personal Assistance Services	29%	8%	8%	76%	3%	53%	0%	38
Nursing Facilities	12%	23%	4%	27%	0%	77%	4%	26
Sample Average	17%	15%	4%	54%	1%	63%	2%	94

Satisfaction

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	4%	12%	82%	0%	2%	193
Personal Assistance Services	9%	20%	71%	1%	0%	197
Nursing Facilities	10%	14%	73%	1%	2%	210
Sample Average	8%	16%	75%	1%	1%	600

Table 32a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Aged and Disabled Waiver	3%	6%	6%	19%	53%	32
Personal Assistance Services	12%	28%	19%	51%	32%	57
Nursing Facilities	6%	4%	4%	16%	38%	50
Sample Average	8%	14%	11%	31%	39%	139

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
Aged and Disabled Waiver	16%	16%	9%	13%	13%	32
Personal Assistance Services	18%	25%	2%	12%	0%	57
Nursing Facilities	18%	6%	4%	22%	28%	50
Sample Average	17%	16%	4%	16%	13%	139

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

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	0%	9%	13%	19%	0%	0%	32
Personal Assistance Services	0%	5%	14%	11%	0%	0%	57
Nursing Facilities	14%	28%	26%	40%	4%	0%	50
Sample Average	5%	14%	18%	23%	1%	0%	139

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Aged and Disabled Waiver	75%	6%	17%	3%	194
Personal Assistance Services	69%	9%	21%	1%	198
Nursing Facilities	57%	4%	36%	3%	211
Sample Average	67%	6%	25%	2%	603

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

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
Aged and Disabled Waiver	67%	7%	16%	2%	43
Personal Assistance Services	53%	5%	36%	0%	59
Nursing Facilities	71%	11%	13%	1%	82
Sample Average	64%	8%	21%	1%	184

Table 34b. 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
Aged and Disabled Waiver	2%	5%	0%	0%	43
Personal Assistance Services	2%	3%	2%	0%	59
Nursing Facilities	2%	0%	1%	0%	82
Sample Average	2%	2%	1%	0%	184

Table 35. Proportion of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	4%	32%	64%	0%	0%	188
Personal Assistance Services	3%	38%	59%	0%	1%	198
Nursing Facilities	6%	31%	59%	0%	3%	207
Sample Average	4%	34%	61%	0%	1%	593

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

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	57%	30%	13%	1%	0%	0%	158
Personal Assistance Services	54%	38%	6%	2%	0%	0%	128
Nursing Facilities	44%	30%	19%	0%	4%	3%	182
Sample Average	51%	32%	13%	1%	2%	1%	468

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	2%	23%	75%	0%	0%	158
Personal Assistance Services	2%	20%	78%	0%	0%	129
Nursing Facilities	5%	23%	70%	1%	1%	183
Sample Average	3%	22%	74%	0%	0%	470

Service Coordination

Table 38. 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
Aged and Disabled Waiver	14%	13%	73%	1%	183
Personal Assistance Services	9%	17%	72%	1%	185
Nursing Facilities	11%	18%	69%	3%	204
Sample Average	11%	16%	71%	2%	572

Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint⁶⁸

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Aged and Disabled Waiver	6%	8%	85%	1%	179
Personal Assistance Services	6%	26%	68%	1%	184
Nursing Facilities	8%	9%	82%	1%	204
Sample Average	7%	14%	78%	1%	567

Table 40. Proportion of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	15%	80%	4%	1%	279
Personal Assistance Services	67%	27%	7%	0%	248
Nursing Facilities	25%	59%	15%	1%	286
Sample Average	34%	56%	9%	1%	813

⁶⁸ New item added in 2018-2019.

Table 41. 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
Aged and Disabled Waiver	8%	40%	51%	1%	0%	220
Personal Assistance Services	6%	39%	53%	2%	0%	66
Nursing Facilities	2%	16%	80%	2%	0%	167
Sample Average	6%	31%	62%	1%	0%	453

Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English)⁶⁹

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	0%	3%	89%	9%	0%	35
Personal Assistance Services	8%	65%	27%	0%	0%	26
Nursing Facilities	0%	7%	87%	4%	2%	54
Sample Average	2%	19%	74%	4%	1%	115

Table 43. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	18%	78%	0%	2%	0%	202
Personal Assistance Services	2%	15%	79%	3%	1%	0%	155
Nursing Facilities	5%	14%	73%	0%	7%	1%	223
Sample Average	3%	16%	76%	1%	3%	1%	580

⁶⁹ Item previously reported in the "Access" domain.

Table 44. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	3%	90%	6%	1%	292
Personal Assistance Services	8%	79%	13%	1%	268
Nursing Facilities	6%	81%	12%	1%	293
Sample Average	6%	83%	10%	1%	853

Table 45. Proportion of people who want help planning for future changes in their needs

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	26%	62%	10%	2%	192
Personal Assistance Services	21%	69%	10%	0%	192
Nursing Facilities	28%	52%	15%	6%	200
Sample Average	25%	61%	12%	3%	584

Table 46. Proportion of people whose long-term care services meet their current 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
Aged and Disabled Waiver	6%	32%	61%	1%	1%	285
Personal Assistance Services	11%	40%	48%	0%	1%	251
Nursing Facilities	2%	15%	81%	2%	1%	289
Sample Average	6%	28%	64%	1%	1%	825

Table 47a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Aged and Disabled Waiver	41%	22%	19%	29%	8%	113
Personal Assistance Services	24%	35%	37%	30%	15%	147
Nursing Facilities	13%	11%	20%	4%	4%	46
Sample Average	29%	26%	28%	26%	11%	306

Table 47b. Additional services that might help (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Aged and Disabled Waiver	13%	37%	28%	2%	14%	25%	113
Personal Assistance Services	22%	37%	35%	3%	25%	26%	147
Nursing Facilities	20%	41%	17%	0%	15%	13%	46
Sample Average	18%	38%	30%	2%	20%	24%	306

Table 47c. Additional services that might help (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	8%	4%	7%	12%	16%	1%	1%	113
Personal Assistance Services	21%	14%	5%	7%	25%	1%	1%	147
Nursing Facilities	26%	11%	9%	13%	30%	4%	4%	46
Sample Average	17%	10%	7%	10%	23%	1%	1%	306

Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	62%	28%	10%	0%	82
Personal Assistance Services	55%	45%	0%	0%	38
Nursing Facilities	74%	17%	9%	0%	23
Sample Average	62%	31%	7%	0%	143

Table 49a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
Aged and Disabled Waiver	8%	57%	10%	4%	30%	17%	271
Personal Assistance Services	13%	44%	2%	17%	5%	33%	243
Nursing Facilities	6%	50%	4%	4%	12%	24%	287
Sample Average	8%	51%	5%	8%	16%	24%	801

Table 49b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	7%	0%	1%	0%	7%	0%	271
Personal Assistance Services	26%	1%	7%	1%	5%	0%	243
Nursing Facilities	16%	0%	1%	1%	12%	2%	287
Sample Average	16%	0%	3%	1%	8%	1%	801

Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	6%	92%	0%	1%	292
Personal Assistance Services	11%	88%	1%	0%	268
Nursing Facilities	4%	95%	0%	0%	289
Sample Average	7%	92%	0%	1%	849

Table 51. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	73%	9%	0%	17%	0%	0%	0%	0%	268
Personal Assistance Services	50%	10%	0%	36%	3%	0%	0%	0%	234
Nursing Facilities	89%	1%	0%	8%	2%	0%	0%	0%	274
Sample Average	72%	7%	0%	20%	2%	0%	0%	0%	776

Table 52. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	18%	3%	0%	50%	8%	1%	27%	0%	0%	270
Personal Assistance Services	28%	10%	1%	25%	16%	1%	30%	0%	0%	235
Nursing Facilities	8%	1%	1%	47%	9%	1%	39%	0%	1%	272
Sample Average	17%	4%	1%	41%	11%	1%	32%	0%	0%	777

Table 53. Proportion of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	39%	57%	0%	3%	0%	203
Personal Assistance Services	51%	42%	3%	4%	1%	156
Nursing Facilities	25%	51%	6%	13%	5%	221
Sample Average	37%	50%	3%	7%	2%	580

Care Coordination

Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	61%	37%	1%	1%	286
Personal Assistance Services	72%	28%	0%	0%	262
Nursing Facilities	61%	36%	2%	1%	292
Sample Average	65%	34%	1%	0%	840

Table 55. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	12%	30%	58%	0%	0%	107
Personal Assistance Services	21%	40%	38%	1%	0%	72
Nursing Facilities	7%	9%	82%	3%	0%	104
Sample Average	12%	25%	61%	1%	0%	283

Table 56. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	12%	72%	0%	16%	0%	104
Personal Assistance Services	21%	74%	0%	6%	0%	72
Nursing Facilities	21%	58%	4%	17%	0%	104
Sample Average	18%	67%	1%	14%	0%	280

Table 57. Proportion of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	27%	12%	57%	3%	1%	281
Personal Assistance Services	21%	22%	56%	1%	0%	264
Nursing Facilities	29%	14%	54%	2%	1%	265
Sample Average	26%	16%	56%	2%	1%	810

Table 58. Proportion of people with concerns about falling or being unstable⁷⁰

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	37%	35%	28%	0%	1%	295
Personal Assistance Services	42%	40%	17%	0%	0%	269
Nursing Facilities	35%	18%	45%	1%	1%	291
Sample Average	38%	31%	31%	0%	1%	855

Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk⁷¹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	93%	0%	0%	183
Personal Assistance Services	5%	95%	1%	0%	154
Nursing Facilities	13%	86%	1%	1%	187
Sample Average	8%	91%	0%	0%	524

⁷⁰ Item previously reported in the "Safety" domain.

⁷¹ Item previously reported in the "Safety" domain.

Access to Community⁷²

Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ⁷³

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	9%	23%	62%	5%	0%	1%	292
Personal Assistance Services	12%	25%	59%	3%	0%	1%	269
Nursing Facilities	16%	16%	53%	5%	7%	2%	292
Sample Average	12%	21%	58%	5%	3%	1%	853

Table 61. Proportion of people who have transportation to get to medical appointments when they need to⁷⁴

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	0%	10%	88%	1%	0%	1%	290
Personal Assistance Services	1%	17%	82%	0%	0%	0%	272
Nursing Facilities	0%	1%	98%	0%	1%	0%	292
Sample Average	1%	9%	89%	0%	0%	0%	854

⁷² New domain in 2018-2019.

⁷³ Item previously reported in the "Access" domain.

⁷⁴ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁵

Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home⁷⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	14%	76%	3%	7%	0%	0%	293
Personal Assistance Services	20%	67%	2%	11%	0%	0%	270
Nursing Facilities	5%	90%	2%	1%	1%	0%	293
Sample Average	13%	78%	2%	6%	0%	0%	856

Table 63. Proportion of people who need bathroom modifications (other than grab bars)⁷⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	36%	43%	1%	19%	1%	0%	292
Personal Assistance Services	45%	34%	0%	21%	0%	0%	270
Nursing Facilities	12%	80%	2%	5%	1%	0%	294
Sample Average	30%	53%	1%	15%	1%	0%	856

Table 64. Proportion of people who need a specialized bed⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	72%	22%	2%	4%	0%	0%	292
Personal Assistance Services	82%	8%	1%	6%	4%	0%	268
Nursing Facilities	28%	67%	3%	1%	0%	0%	294
Sample Average	60%	33%	2%	4%	1%	0%	854

⁷⁵ New domain in 2018-2019.

⁷⁶ Item previously reported in the "Access" domain.

⁷⁷ Item previously reported in the "Access" domain.

⁷⁸ Item previously reported in the "Access" domain.

Table 65. Proportion of people who need a ramp or stair lift in or outside the home⁷⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	44%	48%	2%	5%	0%	1%	293
Personal Assistance Services	42%	48%	3%	7%	0%	0%	267
Nursing Facilities	41%	55%	0%	1%	1%	1%	293
Sample Average	42%	50%	2%	4%	1%	1%	853

Table 66. Proportion of people who need some other home modification(s)⁸⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	61%	13%	5%	15%	0%	7%	160
Personal Assistance Services	48%	36%	6%	7%	1%	3%	118
Nursing Facilities	65%	22%	3%	3%	1%	5%	115
Sample Average	58%	22%	5%	9%	1%	5%	393

Table 67. Proportion of people who need a walker⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	47%	46%	3%	1%	3%	0%	294
Personal Assistance Services	52%	44%	2%	0%	1%	0%	269
Nursing Facilities	46%	51%	1%	0%	1%	0%	291
Sample Average	48%	47%	2%	0%	2%	0%	854

⁷⁹ Item previously reported in the "Access" domain.

⁸⁰ Item previously reported in the "Access" domain.

⁸¹ Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	89%	8%	1%	3%	0%	0%	296
Personal Assistance Services	78%	7%	3%	9%	3%	1%	267
Nursing Facilities	90%	6%	0%	2%	1%	0%	292
Sample Average	86%	7%	1%	4%	1%	0%	855

Table 69. Proportion of people who need a wheelchair⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	50%	37%	8%	4%	0%	0%	294
Personal Assistance Services	55%	37%	6%	1%	0%	0%	268
Nursing Facilities	27%	64%	8%	1%	0%	0%	292
Sample Average	44%	46%	7%	2%	0%	0%	854

Table 70. Proportion of people who need hearing aids⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	80%	14%	0%	5%	0%	1%	288
Personal Assistance Services	78%	15%	4%	3%	0%	0%	267
Nursing Facilities	67%	20%	6%	5%	1%	0%	292
Sample Average	75%	16%	4%	5%	0%	0%	847

⁸² Item previously reported in the "Access" domain.

⁸³ Item previously reported in the "Access" domain.

⁸⁴ Item previously reported in the "Access" domain.

Table 71. Proportion of people who need glasses⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	22%	67%	9%	1%	0%	1%	287
Personal Assistance Services	23%	70%	6%	1%	0%	0%	266
Nursing Facilities	18%	70%	8%	3%	1%	0%	289
Sample Average	21%	69%	8%	2%	0%	0%	842

Table 72. Proportion of people who need a CPAP machine⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	80%	16%	2%	0%	0%	1%	287
Personal Assistance Services	77%	19%	2%	0%	2%	0%	262
Nursing Facilities	84%	14%	0%	0%	1%	0%	289
Sample Average	81%	16%	1%	0%	1%	1%	838

Table 73. Proportion of people who need a personal emergency response system⁸⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	27%	54%	1%	18%	0%	0%	287
Personal Assistance Services	41%	27%	4%	21%	6%	0%	266
Nursing Facilities	38%	55%	2%	4%	0%	0%	293
Sample Average	35%	46%	2%	14%	2%	0%	846

⁸⁵ Item previously reported in the "Access" domain.

⁸⁶ Item previously reported in the "Access" domain.

⁸⁷ Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine⁸⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	74%	25%	0%	0%	0%	1%	292
Personal Assistance Services	73%	25%	1%	0%	1%	0%	267
Nursing Facilities	72%	25%	1%	0%	1%	0%	292
Sample Average	73%	25%	1%	0%	1%	0%	851

Table 75. Proportion of people who need some other assistive device(s)⁸⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Aged and Disabled Waiver	70%	18%	2%	2%	0%	6%	223
Personal Assistance Services	46%	43%	7%	3%	1%	1%	150
Nursing Facilities	61%	28%	4%	2%	1%	4%	120
Sample Average	61%	28%	4%	2%	1%	4%	493

⁸⁸ New item added in 2018-2019.

⁸⁹ Item previously reported in the "Access" domain.

Safety

Table 76. 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
Aged and Disabled Waiver	2%	97%	0%	1%	196
Personal Assistance Services	11%	86%	0%	3%	197
Nursing Facilities	2%	98%	0%	0%	209
Sample Average	5%	94%	0%	1%	602

Table 77. Proportion of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	98%	1%	0%	157
Personal Assistance Services	1%	99%	0%	0%	129
Nursing Facilities	2%	98%	0%	0%	182
Sample Average	1%	98%	0%	0%	468

Table 78. 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
Aged and Disabled Waiver	75%	24%	0%	2%	193
Personal Assistance Services	59%	40%	0%	1%	199
Nursing Facilities	71%	26%	1%	2%	206
Sample Average	68%	30%	0%	2%	598

Table 79. 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
Aged and Disabled Waiver	93%	7%	0%	1%	195
Personal Assistance Services	86%	11%	2%	1%	199
Nursing Facilities	88%	11%	0%	1%	208
Sample Average	89%	10%	1%	1%	602

Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	40%	48%	10%	1%	293
Personal Assistance Services	45%	31%	23%	1%	270
Nursing Facilities	20%	63%	15%	2%	292
Sample Average	35%	48%	16%	1%	855

Health Care

Table 81. 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
Aged and Disabled Waiver	63%	36%	1%	0%	294
Personal Assistance Services	68%	31%	0%	0%	267
Nursing Facilities	62%	34%	3%	1%	293
Sample Average	64%	34%	2%	0%	854

Table 82. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	63%	37%	0%	0%	104
Personal Assistance Services	69%	31%	0%	0%	83
Nursing Facilities	64%	35%	1%	0%	100
Sample Average	65%	34%	0%	0%	287

Table 83. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	99%	1%	0%	0%	100
Personal Assistance Services	98%	2%	0%	0%	83
Nursing Facilities	99%	0%	1%	0%	99
Sample Average	99%	1%	0%	0%	282

Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁹⁰

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	97%	3%	0%	0%	100
Personal Assistance Services	91%	6%	2%	0%	82
Nursing Facilities	92%	6%	2%	0%	100
Sample Average	94%	5%	1%	0%	282

Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	21%	76%	0%	1%	1%	288
Personal Assistance Services	0%	36%	63%	0%	0%	0%	268
Nursing Facilities	3%	13%	79%	0%	3%	1%	291
Sample Average	1%	23%	73%	0%	2%	1%	847

Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	38%	62%	0%	0%	97
Personal Assistance Services	39%	59%	0%	2%	105
Nursing Facilities	42%	58%	0%	0%	71
Sample Average	40%	60%	0%	1%	273

⁹⁰ New item added in 2018-2019.

Table 87. 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
Aged and Disabled Waiver	6%	93%	0%	1%	0%	290
Personal Assistance Services	3%	96%	1%	0%	0%	268
Nursing Facilities	21%	72%	2%	5%	0%	291
Sample Average	10%	87%	1%	2%	0%	849

Table 88. 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
Aged and Disabled Waiver	60%	35%	1%	3%	0%	288
Personal Assistance Services	52%	32%	11%	5%	0%	266
Nursing Facilities	61%	34%	1%	4%	0%	293
Sample Average	58%	34%	4%	4%	0%	847

Table 89. 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
Aged and Disabled Waiver	26%	69%	1%	3%	0%	291
Personal Assistance Services	26%	65%	4%	4%	0%	269
Nursing Facilities	30%	64%	1%	4%	0%	290
Sample Average	28%	66%	2%	4%	0%	850

Table 90. 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
Aged and Disabled Waiver	9%	86%	3%	2%	1%	290
Personal Assistance Services	18%	81%	0%	1%	0%	265
Nursing Facilities	8%	89%	1%	2%	0%	291
Sample Average	11%	85%	2%	2%	0%	846

Table 91. Proportion of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	34%	62%	0%	3%	0%	291
Personal Assistance Services	42%	55%	0%	3%	0%	267
Nursing Facilities	29%	66%	1%	3%	1%	292
Sample Average	35%	61%	1%	3%	0%	850

Wellness

Table 92. Proportion of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	16%	28%	38%	14%	3%	1%	0%	292
Personal Assistance Services	17%	35%	34%	12%	2%	0%	0%	268
Nursing Facilities	9%	34%	36%	15%	4%	1%	1%	291
Sample Average	14%	32%	36%	14%	3%	0%	0%	851

Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	19%	50%	18%	5%	0%	0%	296
Personal Assistance Services	9%	20%	50%	16%	6%	0%	0%	268
Nursing Facilities	4%	20%	50%	17%	8%	1%	0%	293
Sample Average	7%	19%	50%	17%	6%	0%	0%	857

Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	52%	44%	2%	1%	292
Personal Assistance Services	63%	35%	2%	0%	266
Nursing Facilities	48%	46%	4%	1%	291
Sample Average	54%	42%	3%	1%	849

Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	17%	82%	1%	1%	131
Personal Assistance Services	14%	84%	2%	0%	97
Nursing Facilities	39%	56%	4%	0%	137
Sample Average	25%	73%	2%	0%	365

Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	16%	31%	43%	7%	2%	1%	194
Personal Assistance Services	6%	40%	42%	10%	1%	1%	193
Nursing Facilities	29%	35%	28%	6%	0%	0%	206
Sample Average	17%	36%	38%	8%	1%	1%	593

Table 97. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	4%	23%	72%	0%	1%	293
Personal Assistance Services	5%	16%	79%	0%	0%	264
Nursing Facilities	13%	30%	56%	0%	0%	289
Sample Average	7%	23%	69%	0%	0%	846

Table 98. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	13%	25%	61%	0%	1%	293
Personal Assistance Services	7%	30%	63%	0%	0%	268
Nursing Facilities	8%	35%	56%	1%	0%	291
Sample Average	9%	30%	60%	0%	1%	852

Table 99. Proportion of people who have access to healthy foods if they want them⁹¹

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	4%	16%	68%	7%	0%	3%	294
Personal Assistance Services	1%	34%	58%	3%	0%	4%	269
Nursing Facilities	8%	12%	76%	2%	0%	2%	293
Sample Average	4%	20%	68%	4%	0%	3%	856

⁹¹ Item previously reported in the “Everyday Living” domain.

Medications

Table 100. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	58%	36%	5%	1%	292
Personal Assistance Services	63%	34%	3%	1%	267
Nursing Facilities	55%	38%	7%	0%	291
Sample Average	58%	36%	5%	1%	850

Table 101. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	6%	15%	74%	1%	1%	3%	195
Personal Assistance Services	1%	20%	77%	1%	1%	1%	198
Nursing Facilities	16%	14%	64%	4%	0%	1%	207
Sample Average	8%	16%	72%	2%	1%	2%	600

Rights and Respect

Table 102. Proportion of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	12%	87%	0%	0%	157
Personal Assistance Services	2%	17%	81%	0%	0%	129
Nursing Facilities	4%	10%	86%	0%	0%	183
Sample Average	2%	13%	85%	0%	0%	469

Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting⁹²)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	6%	10%	83%	0%	1%	112
Personal Assistance Services	20%	0%	50%	30%	0%	10
Nursing Facilities	8%	11%	80%	0%	0%	205
Sample Average	8%	10%	80%	1%	1%	327

Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting⁹³)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	90%	2%	1%	112
Personal Assistance Services	27%	36%	36%	0%	11
Nursing Facilities	80%	12%	8%	0%	205
Sample Average	53%	40%	7%	0%	328

⁹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 105. Proportion of people who have enough privacy where they live (if in group setting⁹⁴)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	2%	5%	93%	0%	0%	112
Personal Assistance Services	9%	0%	64%	27%	0%	11
Nursing Facilities	9%	10%	80%	0%	1%	205
Sample Average	6%	8%	84%	1%	1%	328

Table 106. Proportion of people whose visitors are able to come at any time (if in group setting⁹⁵)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	4%	88%	2%	5%	1%	113
Personal Assistance Services	17%	25%	8%	50%	0%	12
Nursing Facilities	8%	83%	4%	4%	0%	204
Sample Average	7%	82%	4%	6%	1%	329

Table 107. Proportion of people who have access to food at all times of the day (if in group setting⁹⁶)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	18%	79%	1%	1%	2%	112
Personal Assistance Services	27%	45%	0%	27%	0%	11
Nursing Facilities	20%	77%	0%	2%	0%	205
Sample Average	20%	77%	1%	2%	1%	328

⁹⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

Table 108. 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
Aged and Disabled Waiver	12%	39%	40%	8%	1%	278
Personal Assistance Services	16%	50%	26%	8%	0%	245
Nursing Facilities	15%	23%	42%	18%	1%	289
Sample Average	14%	37%	37%	12%	1%	812

Table 109. Proportion of people who can choose or change when and how often they get services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	22%	31%	36%	10%	0%	277
Personal Assistance Services	19%	50%	22%	9%	0%	248
Nursing Facilities	17%	20%	38%	24%	1%	290
Sample Average	19%	33%	33%	15%	0%	815

Table 110. Proportion of people who can choose or change their paid support staff if they want to

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	15%	45%	26%	13%	0%	202
Personal Assistance Services	28%	35%	28%	9%	0%	155
Nursing Facilities	36%	10%	32%	20%	2%	222
Sample Average	27%	29%	29%	15%	1%	579

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	97%	3%	0%	0%	290
Personal Assistance Services	91%	8%	0%	0%	265
Nursing Facilities	100%	0%	0%	0%	290
Sample Average	96%	4%	0%	0%	845

Table 112. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Aged and Disabled Waiver	82%	6%	12%	0%	188
Personal Assistance Services	69%	9%	20%	1%	179
Nursing Facilities	78%	5%	16%	0%	208
Sample Average	77%	7%	16%	1%	575

Table 113. Proportion of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	77%	20%	3%	0%	35
Personal Assistance Services	87%	13%	0%	0%	53
Nursing Facilities	96%	4%	0%	0%	45
Sample Average	87%	12%	1%	0%	133

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	84%	15%	1%	0%	292
Personal Assistance Services	86%	13%	0%	0%	266
Nursing Facilities	91%	9%	0%	1%	292
Sample Average	87%	12%	0%	0%	850

Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	60%	28%	12%	0%	151
Personal Assistance Services	56%	34%	11%	0%	161
Nursing Facilities	70%	10%	19%	2%	178
Sample Average	62%	23%	14%	1%	490

Everyday Living

Table 116. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	39%	52%	0%	1%	294
Personal Assistance Services	4%	51%	45%	0%	0%	268
Nursing Facilities	10%	29%	58%	0%	2%	290
Sample Average	7%	40%	52%	0%	1%	852

Table 117. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	22%	78%	0%	0%	270
Personal Assistance Services	33%	66%	1%	0%	261
Nursing Facilities	7%	92%	0%	0%	256
Sample Average	21%	79%	0%	0%	787

Table 118. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	19%	46%	34%	1%	0%	293
Personal Assistance Services	29%	55%	16%	0%	0%	268
Nursing Facilities	16%	39%	45%	0%	0%	293
Sample Average	21%	46%	32%	0%	0%	854

Table 119. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	28%	72%	0%	0%	234
Personal Assistance Services	41%	58%	1%	1%	191
Nursing Facilities	13%	86%	0%	0%	245
Sample Average	26%	73%	0%	0%	670

Affordability

Table 120. Proportion of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	78%	7%	1%	8%	0%	5%	293
Personal Assistance Services	77%	17%	1%	3%	0%	3%	269
Nursing Facilities	95%	1%	0%	2%	0%	1%	285
Sample Average	84%	8%	1%	4%	0%	3%	847

Control

Table 121. Proportion of people who feel in control of their lives

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	11%	34%	53%	1%	0%	193
Personal Assistance Services	16%	43%	41%	1%	0%	192
Nursing Facilities	15%	26%	58%	0%	1%	206
Sample Average	14%	34%	51%	1%	0%	591

Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
Aged and Disabled Waiver	55%	31%	9%	5%	186
Personal Assistance Services	68%	15%	12%	5%	194
Nursing Facilities	62%	20%	13%	5%	191
Sample Average	62%	22%	11%	5%	571

Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Aged and Disabled Waiver	19%	34%	31%	16%	186
Personal Assistance Services	11%	52%	25%	12%	194
Nursing Facilities	9%	32%	41%	18%	188
Sample Average	13%	40%	32%	15%	568

Table 124. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Aged and Disabled Waiver	20%	16%	47%	16%	186
Personal Assistance Services	15%	20%	40%	25%	194
Nursing Facilities	21%	33%	26%	21%	190
Sample Average	19%	23%	38%	21%	570

Table 125. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
Aged and Disabled Waiver	6%	19%	12%	63%	187
Personal Assistance Services	5%	13%	23%	59%	194
Nursing Facilities	11%	14%	20%	55%	188
Sample Average	7%	15%	18%	59%	569

Appendix C: Nebraska's State-Specific Questions

Table 126. Proportion of people who were informed if any of the following options may be available to them before moving to their current location (if in Aged and Disabled Waiver or Nursing Facility) (NE-1)

	Other Medicaid Services to Assist in Their Own or a Family Member's Home	Assisted Living Facility	Nursing Facility	No, Not Informed of Any of These Options	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	28%	28%	18%	35%	12%	3%	188
Personal Assistance Services	n/a	n/a	n/a	n/a	n/a	n/a	0
Nursing Facilities	14%	19%	34%	43%	11%	1%	169
Sample Average	21%	24%	25%	39%	12%	2%	357

Table 127. Proportion of people who had someone help them navigate through these options (if in Aged and Disabled Waiver) (NE-2)

	No, No One Helped Navigate Options	Someone Offered to Help, But Assistance Was Declined	Yes, Someone Helped Navigate Options	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	3%	88%	2%	0%	91
Personal Assistance Services	n/a	n/a	n/a	n/a	n/a	0
Nursing Facilities	n/a	n/a	n/a	n/a	n/a	0
Sample Average	7%	3%	88%	2%	0%	91

Table 128. Proportion of people receiving meals as part of their services who have enough menu choices for those meals (if in Aged and Disabled Waiver) (NE-3)

	No, never or almost never	Some meals	Yes, all meals, always or almost always	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	19%	30%	50%	0%	2%	108
Personal Assistance Services	n/a	n/a	n/a	n/a	n/a	0
Nursing Facilities	n/a	n/a	n/a	n/a	n/a	0
Sample Average	19%	30%	50%	0%	2%	108

Table 129. Proportion of people who reported there is someone who can help them get answers if they ever need assistance with questions about their services/care (NE- 4)

	No	Not Sure, Maybe	No	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	7%	5%	85%	2%	1%	184
Personal Assistance Services	4%	21%	71%	4%	0%	184
Nursing Facilities	2%	7%	83%	6%	2%	204
Sample Average	4%	11%	80%	4%	1%	572

Table 130. Proportion of people who reported there are quiet areas where residents can visit with friends and family privately (if in Nursing Facility) (NE-5)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	n/a	n/a	n/a	n/a	0
Personal Assistance Services	n/a	n/a	n/a	n/a	0
Nursing Facilities	5%	87%	8%	0%	118
Sample Average	5%	87%	8%	0%	118

Table 131. Proportion of people who attend or have opportunity to attend a resident council (if in Nursing Facility) (NE- 6)

	No, Does Not Attend and Has No Opportunity to Attend	Yes, Has Opportunity to Attend	Yes, Attends	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	n/a	n/a	n/a	n/a	n/a	0
Personal Assistance Services	n/a	n/a	n/a	n/a	n/a	0
Nursing Facilities	15%	33%	45%	6%	1%	121
Sample Average	15%	33%	45%	6%	1%	121

Table 132. Proportion of people who can take a shower or a bath when they want to (NE- 7)

	No	Some days, sometimes	Yes, always, or almost always	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	15%	30%	54%	1%	1%	193
Personal Assistance Services	9%	22%	68%	0%	1%	194
Nursing Facilities	42%	25%	28%	2%	4%	204
Sample Average	22%	25%	50%	1%	2%	591

Table 133. Proportion of people reported to have a diagnosis of a traumatic or acquired brain injury (NE-8)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	73%	26%	1%	0%	287
Personal Assistance Services	85%	12%	2%	0%	267
Nursing Facilities	82%	14%	4%	0%	289
Sample Average	80%	17%	2%	0%	843

Table 134. Proportion of people reported to have a diagnosis of a traumatic or acquired brain injury who have needed information about how brain injury may affect their daily life (NE- 9)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	11%	86%	1%	1%	73
Personal Assistance Services	21%	76%	3%	0%	33
Nursing Facilities	33%	58%	8%	3%	40
Sample Average	19%	76%	3%	1%	146

Table 135. Proportion of people reported to have a diagnosis of a traumatic or acquired brain injury whose paid support staff work with their family members and others close to them to understand what their daily needs are (if has both paid and unpaid support persons) (NE- 10)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Aged and Disabled Waiver	21%	79%	0%	0%	43
Personal Assistance Services	33%	67%	0%	0%	18
Nursing Facilities	6%	94%	0%	0%	16
Sample Average	21%	79%	0%	0%	77

Table 136. Proportion of people whose case manager/ care coordinator helps them with other important needs besides paid services (if in Aged and Disabled Waiver and reported having a case manager/care coordinator) (NE- 11)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	34%	61%	4%	1%	140
Personal Assistance Services	n/a	n/a	n/a	n/a	0
Nursing Facilities	n/a	n/a	n/a	n/a	0
Sample Average	34%	61%	4%	1%	140

Appendix D: Nebraska's NCI-AD Person-Centered Planning Module

Table 137. People’s level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don’t Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	13%	8%	33%	33%	11%	3%	192
Personal Assistance Services	6%	7%	19%	55%	8%	5%	192
Nursing Facilities	19%	9%	16%	28%	22%	5%	148
Sample Average	12%	8%	23%	39%	13%	4%	532

Table 138. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	30%	66%	2%	1%	138
Personal Assistance Services	53%	30%	8%	10%	154
Nursing Facilities	30%	61%	9%	0%	79
Sample Average	40%	50%	6%	5%	371

Table 139. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	99%	0%	0%	90
Personal Assistance Services	0%	100%	0%	0%	46
Nursing Facilities	2%	96%	2%	0%	48
Sample Average	1%	98%	1%	0%	184

Table 140. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	99%	0%	0%	87
Personal Assistance Services	0%	98%	0%	2%	45
Nursing Facilities	2%	96%	2%	0%	48
Sample Average	1%	98%	1%	1%	180

Table 141. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	2%	98%	0%	0%	88
Personal Assistance Services	7%	91%	0%	2%	45
Nursing Facilities	4%	94%	2%	0%	48
Sample Average	4%	95%	1%	1%	181

Table 142. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	1%	11%	8%	28%	50%	2%	0%	90
Personal Assistance Services	0%	11%	24%	41%	24%	0%	0%	46
Nursing Facilities	2%	0%	19%	29%	48%	2%	0%	48
Sample Average	1%	8%	15%	32%	43%	2%	0%	184

Table 143. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	29%	49%	21%	0%	89
Personal Assistance Services	35%	48%	17%	0%	46
Nursing Facilities	37%	41%	22%	0%	46
Sample Average	33%	47%	20%	0%	181

Table 144. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	4%	19%	47%	29%	0%	89
Personal Assistance Services	2%	38%	38%	22%	0%	45
Nursing Facilities	6%	23%	42%	29%	0%	48
Sample Average	4%	25%	43%	27%	0%	182

Table 145. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	8%	26%	27%	32%	7%	186
Personal Assistance Services	13%	47%	19%	16%	5%	191
Nursing Facilities	4%	24%	16%	48%	8%	137
Sample Average	9%	33%	21%	30%	7%	514

Table 146. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aged and Disabled Waiver	8%	81%	7%	3%	188
Personal Assistance Services	7%	84%	8%	2%	192
Nursing Facilities	4%	82%	7%	8%	146
Sample Average	6%	82%	7%	4%	526