



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2019-2020 Ohio Results



Preface

The State of Ohio offers numerous publicly funded services and supports to older adults and adults with physical disabilities who require assistance with their care. Community based long-term services and supports (LTSS) provides a range of health and social supports that facilitate people’s ability to reside in the community, prevent or delay institutional placement and maintain their independence. Specifically, the Ohio Department of Medicaid (ODM) provides funding for LTSS that offer a variety of program options in both facility-based and home and community-based services (HCBS) settings via the Ohio Home Care and MyCare Ohio waiver programs. The Ohio Department of Aging (ODA) administers Medicaid funds to provide the PASSPORT and Assisted Living HCBS waiver programs throughout the state. In order to efficiently meet the needs of those served by these programs, we strive to understand the quality and effectiveness of our services and ensure they result in positive outcomes.

ADvancing States (formerly the National Association of States United for Aging and Disabilities) and the Human Services Research Institute (HSRI) developed the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. The 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. Ohio participated as a pilot state for the NCI-AD survey in 2015 and has continued to participate in this national initiative every year since then.

This report highlights the results for Ohio from the fourth data collection cycle of NCI-AD Adult Consumer Survey. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

We believe that continued work toward providing the highest-quality, person-centered LTSS, coupled with a laser focus on health, wellbeing and injury prevention, not only will position our state on the leading edge of innovation but also help our residents and their caregivers get more from life.

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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

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PERS – Personal Emergency Response System

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), 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 marked its fifth year of implementation, with more than twenty states having participated. 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 75 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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.

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: “Percentage of people whose services meet their needs and goals”.

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator “Percentage of people who have needed home modifications” 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. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2019-2020 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Percentage of people who are able to do things they enjoy outside of home as much as they want to
	Percentage of people who are as active in their community as they would like to be
Choice and Control	Percentage of people in group settings who are able to furnish and decorate their room however they want to
	Percentage of people in group settings who are able to choose their roommate
	Percentage of people who feel in control of their life
	Percentage of people who are able to get up and go to bed when they want to
	Percentage of people who are able to eat their meals when they want to
Relationships	Percentage of people who are able to see or talk to their friends and family when they want
Satisfaction	Percentage of people who like where they live
	Percentage of people who want to live somewhere else
	Percentage of people whose case manager changes too often
	Percentage of people whose paid support staff change too often
	Percentage of people whose paid support staff do things the way they want them done
	Percentage of people who like how they spend their time during the day
	Percentage of people whose services help them live a better life
	Percentage of people who can reach their case manager when they need to

Domain	NCI-AD Indicator
Service Coordination	Percentage of people who know whom to contact if they have a complaint about their services
	Percentage of people who know whom to contact if they want to make changes to their services
	Percentage of people whose paid support staff come and leave when they are supposed to
	Percentage of people who have a backup plan if their paid support staff don't show up
	Percentage of people who have an emergency plan in place
	Percentage of people whose services meet their needs and goals
	Percentage of people whose case manager talked to them about services that might help with their unmet needs
Care Coordination	Percentage of people with concerns about falling who had someone work with them to reduce risk of falls
	Percentage of people who felt comfortable going home after being discharged from a hospital or rehab/nursing facility
	Percentage of people who had adequate follow-up after being discharged from a hospital or rehab/nursing facility
	Percentage of people who know how to manage their chronic conditions
Access to Community	Percentage of people who have adequate transportation to get to medical appointments
	Percentage of people who have adequate transportation to do the things they want outside of home
Access to Needed	Percentage of people who have needed home modifications
	Percentage of people who have needed assistive equipment and devices
Safety	Percentage of people with concerns about falling
	Percentage of people who feel safe around their support staff
	Percentage of people who are able to get to safety quickly in case of an emergency
	Percentage of people who know whom to talk to if they are mistreated or neglected
	Percentage of people who are worried for the security of their personal belongings
	Percentage of people whose money has been taken without their permission
Health Care	Percentage of people who have talked to someone about feeling sad or depressed
	Percentage of people who can get an appointment to see their primary care doctor when they need to
	Percentage of people who experience potentially preventable emergency room visits
	Percentage of people who have preventive health screenings and exams in a timely manner

Domain	NCI-AD Indicator
Wellness	Percentage of people who have access to healthy foods
	Percentage of people whose health is better than 12 months ago
	Percentage of people with uncorrected poor hearing
	Percentage of people with uncorrected poor vision
	Percentage of people who have discussed forgetting things with a health care professional
	Percentage of people who often feel lonely
	Percentage of people who often feel sad or depressed
Medications	Percentage of people who know what their prescription medications are for
	Percentage of people who take medications to help them feel less sad or depressed
Rights and Respect	Percentage of people who have access to information about services in their preferred language
	Percentage of people whose paid support staff treat them with respect
	Percentage of people in group settings whose permission is asked before others enter their room
	Percentage of people in group settings who are able to lock the door to their room
	Percentage of people in group settings who have enough privacy
	Percentage of people in group settings whose visitors are able to come at any time
	Percentage of people in group settings who always have access to food
Self-Direction	Percentage of people who can choose what services they receive
	Percentage of people who can choose when they receive services
	Percentage of people who can choose their paid support staff
Work	Percentage of people who have a paid job
	Percentage of people who would like a job
	Percentage of people wanting a job who receive job search assistance
	Percentage of people who volunteer
	Percentage of people who would like to volunteer

Domain	NCI-AD Indicator
Everyday Living	Percentage of people who have adequate support for everyday activities
	Percentage of people who have adequate support for self-care
Affordability	Percentage of people who have to cut back on food due to finances
Person-Centered Planning (OPTIONAL MODULE)	Percentage of people who remember their last service planning meeting
	Percentage of people who are involved in making decisions about their service plan
	Percentage of people whose service planning meeting took place at a convenient time
	Percentage of people whose service planning meeting took place in a convenient location
	Percentage of people whose service planning meeting included the people they wanted to be there
	Percentage of people who discussed their preferences and needs in the service planning meeting
	Percentage of people who received a copy of their service plan after the service planning meeting
	Percentage of people whose service plan reflects what was discussed in the service plan meeting
Percentage of people whose service plan includes their preferences and choices	

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.

Impact of COVID-19 on 2019-20 Data Collection and Reporting

Due to the COVID-19 Pandemic the 2019-20 Adult Consumer Survey (ACS) data collection period was unexpectedly abbreviated with all data collection being stopped on in March 2020. At the time surveying ended, states were in many different stages of survey administration. Very few states had completed data collection. **Ohio *did* collect their full 2019-20 data sample.** NCI-AD made the decision to offer to provide state reports to all states that collected data during the 2019-20 survey year, however there is not a corresponding National report. As states were in various stages of completion, some demographics – including program populations – may not be fully represented for all states. Therefore, data presented in this report are for internal state use only and ***data should not*** be used as a true comparison between states this year or in previous years.

NCI-AD in Ohio

The Ohio Departments of Aging (ODA) and Ohio Department of Medicaid (ODM), in partnership with ADvancing States and HSRI, implemented the 2019-2020 NCI-AD Adult Consumer Survey in Ohio. The state recognizes the need for an independent assessment of Ohio's publicly-funded home and community-based (HCBS) programs funded by Medicaid. Ohio values the data provided by the NCI-AD program and will use it to articulate system performance and the impact of services, improve practice at the state level, influence state and national policy, inform strategic planning initiatives and improve the quality of life for individuals receiving support through paid services. The project was funded with Medicaid funds. The state plans to continue participation in NCI-AD, recognizing the unique set of information it provides about the lives of those to whom ODM provides services.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Ohio in 2019-2020 and included for analysis was 1,321. Four program populations were included in the survey sample and are detailed below.

MyCare Ohio Waiver: MyCare Ohio is a demonstration project integrating Medicare and Medicaid services into one program that is administered by the ODM and operated by a managed care plan in 29 of 88 Ohio counties. Created in 2014, the

MyCare Ohio Waiver offers services to individuals 18 years and older who are enrolled in the MyCare Ohio demonstration and meet a nursing facility level of care (NF-LOC). Services provided under the MyCare Waiver include adult day health, personal care, alternative meals, assisted living, Choices home care attendant, community transition service, community integration services, enhanced community living, homemaker, home care attendant, home delivered meals, home maintenance and chore services, home medical equipment and supplemental adaptive and assistive devices, home modification, nutritional consultation, out-of-home respite, personal emergency response system, social work counseling, waiver nursing, waiver transportation. Providers must be approved by ODM or certified by ODA. 352 people from this program were interviewed and included for analysis.

PASSPORT Waiver: Created in 1984, the PASSPORT Waiver serves individuals who are aged 60 or older, need hands-on assistance with daily living activities, meet Medicaid financial eligibility criteria, and can safely reside in their home rather than in a nursing facility. The waiver offers the following services: adult day, homemaker, personal care, alternative meals, Choices home care attendant, community transition, enhanced community living, home care attendant, home delivered meals, home medical equipment and supplies, home modification, non-emergency medical transportation, non-medical transportation, nutritional consultation, out-of-home respite, personal emergency response system, social work counseling, waiver nursing, community integration, and home maintenance and chore. Services are furnished by a range of businesses certified by ODA as a home and community-based waiver provider or through the participant direction service delivery model. 374 people in this program were interviewed and included for analysis.

Assisted Living (AL) Waiver: Created in 2006, the Assisted Living Waiver serves individuals who are 21 or older, need hands-on assistance with daily living activities, meet Medicaid financial eligibility criteria, and are able to pay the state-established monthly room and board payment. The waiver combines a home-like community setting with personal support services to provide more intensive care than may be available through home care services. The waiver offers two services: assisted living and community transition. Services are furnished to enrolled individuals who reside in licensed residential care facilities that are certified by ODA as a home and community-based waiver provider. 179 people from this program were interviewed and included for analysis.

Ohio Home Care Waiver: Created in 1998, the Ohio Home Care Waiver offers nursing facility level of care (NF-LOC) HCBS to individuals age 59 and younger with a physical disability or a chronic medical condition. Individuals must reside in and/or receive HCBS in a private residence or another setting that meets the home and community-based setting requirements set forth in 42 CFR 441.530. The waiver offers the following services: adult day health, community integration, community transition, home care attendant, home delivered meals, home maintenance and chore, home modifications, out-of-home respite, personal care aide, personal emergency response systems, supplemental adaptive and assistive devices, supplemental transportation and waiver nursing services. Individuals can receive services from agency providers that are Medicare-certified or otherwise-accredited by the Accreditation Commission for Health Care (ACHC), Community Health Accreditation Partner (CHAP) or the Joint Commission. They also can receive services from independent providers that are approved by the state of Ohio. 416 people from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Ohio'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
MyCare Ohio Waiver	352	~26,000	4.8% MoE, 95% CL	5.2% MoE, 95% CL
PASSPORT Waiver	374	~21,000	4.6% MoE, 95% CL	5.0% MoE, 95% CL
Assisted Living (AL) Waiver	179	~3,300	6.5% MoE, 95% CL	7.1% MoE, 95% CL
Ohio Home Care Waiver	416	~5,000	4.2% MoE, 95% CL	4.6% MoE, 95% CL
Total	1,321	~55,300	2.4% MoE, 95% CL	2.7% MoE, 95% CL

Survey Process in Ohio

Surveyors employed by the ODM conducted the NCI-AD Adult Consumer Survey with individuals enrolled in the MyCare Ohio Waiver, PASSPORT Waiver, Assisted Living Waiver, and Ohio Home Care Waiver. Ohio worked with Human Services Research Institute (HSRI) and ADvancing States staff to train interviewers. ODM conducted a training with all interviewers in August 2020. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Interviews began in the latter part of 2019 and concluded in February 2020. The data collected by the ODM surveyors was entered directly into the data entry tool provided by HSRI.

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

Stakeholders

ODA and ODM are committed to providing ongoing NCI-AD stakeholder engagement activities, including with case managers for the waiver programs and Managed Care Organizations (MCOs).

ODA and ODM will work together to provide updates on the project and develop plans to improve consistency and quality of services statewide. 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 Ohio's 2019-2020 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 percentages. 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 Ohio'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. Ohio'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 Ohio'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 Ohio'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 Ohio chose to add to the standard NCI-AD Survey are shown in Appendix C. Ohio'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 Ohio. 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 Ohio'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 Ohio's programs and the state overall. State leaders, public managers, policymakers 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.

Results

Community Participation

People are able to participate in preferred activities outside of home.

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

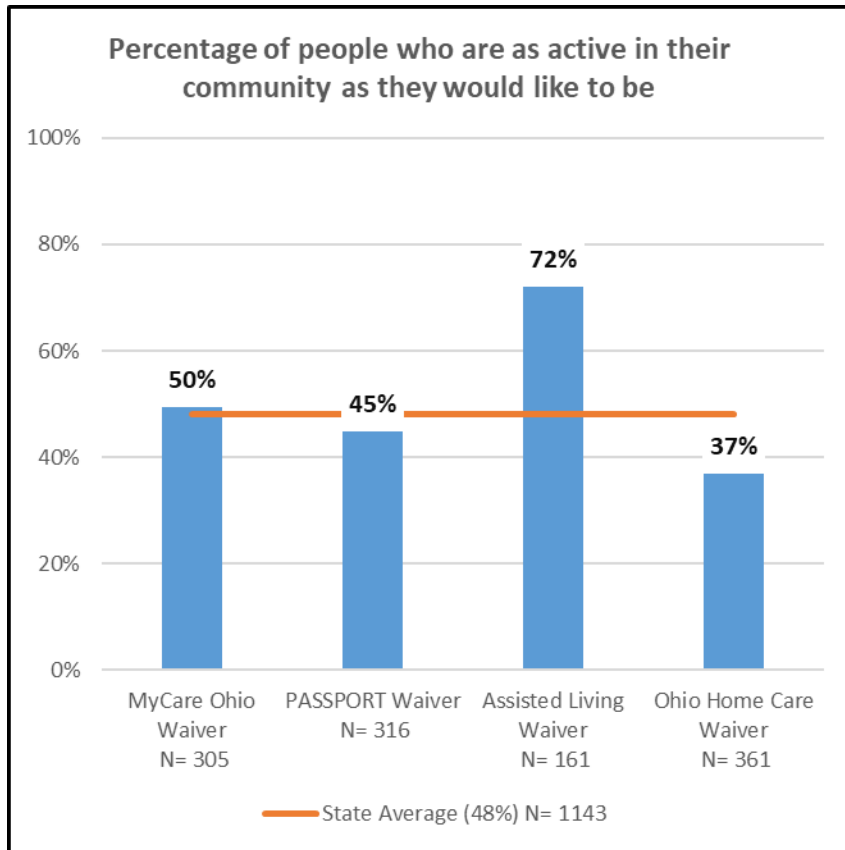
1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

There are three³ survey items that correspond to the Community Participation domain.

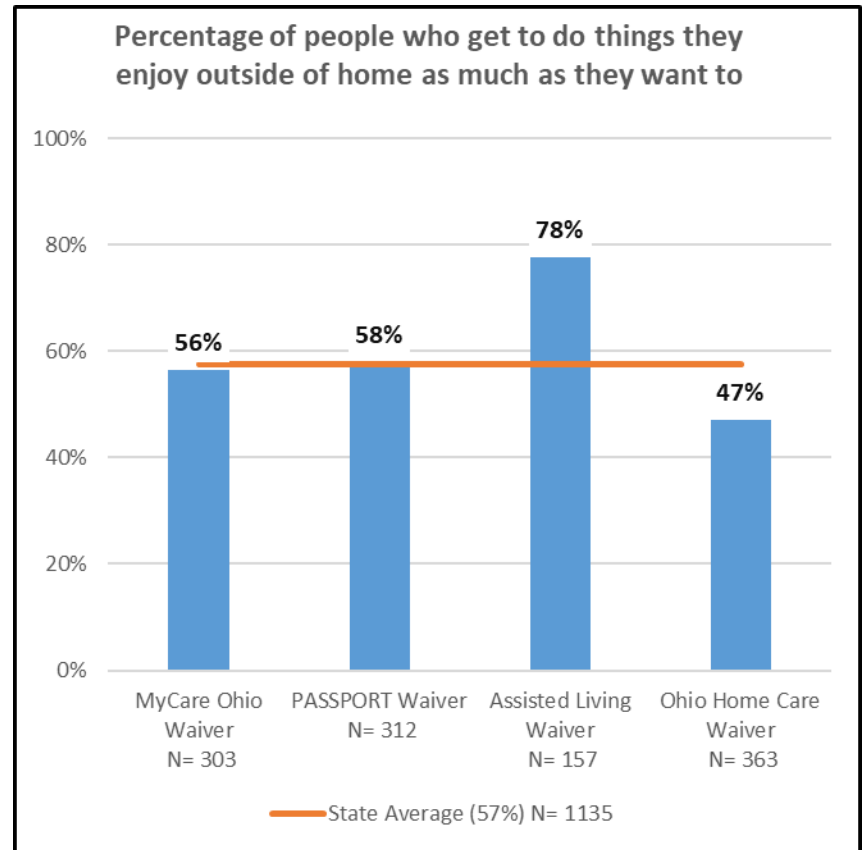
Un-collapsed data are shown in Appendix B.

³ Data for one item are presented in Appendix B only.

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



Graph 2. Percentage of people who are able to do things they enjoy outside of home as much as they want to



Choice and Control

People are involved in making decisions about their everyday lives.

There are five Choice and Decision-Making indicators measured by the NCI-AD Adult Consumer Survey:

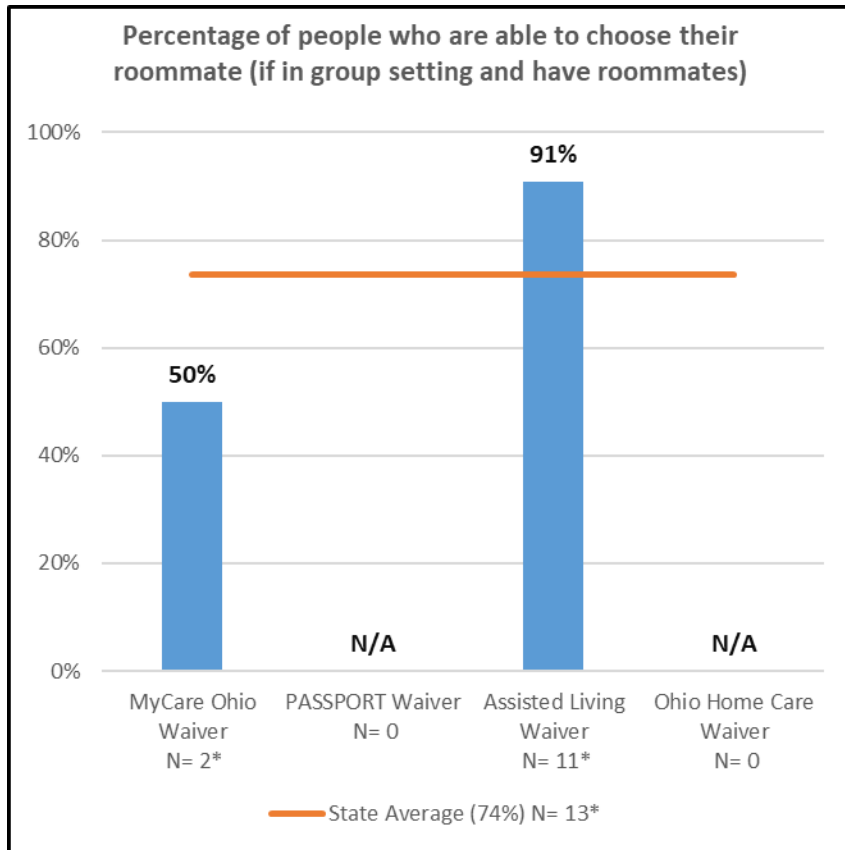
1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life⁴
4. Percentage of people who are able to get up and go to bed when they want to
5. Percentage of people who are able to eat their meals when they want to

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

Un-collapsed data are shown in Appendix B.

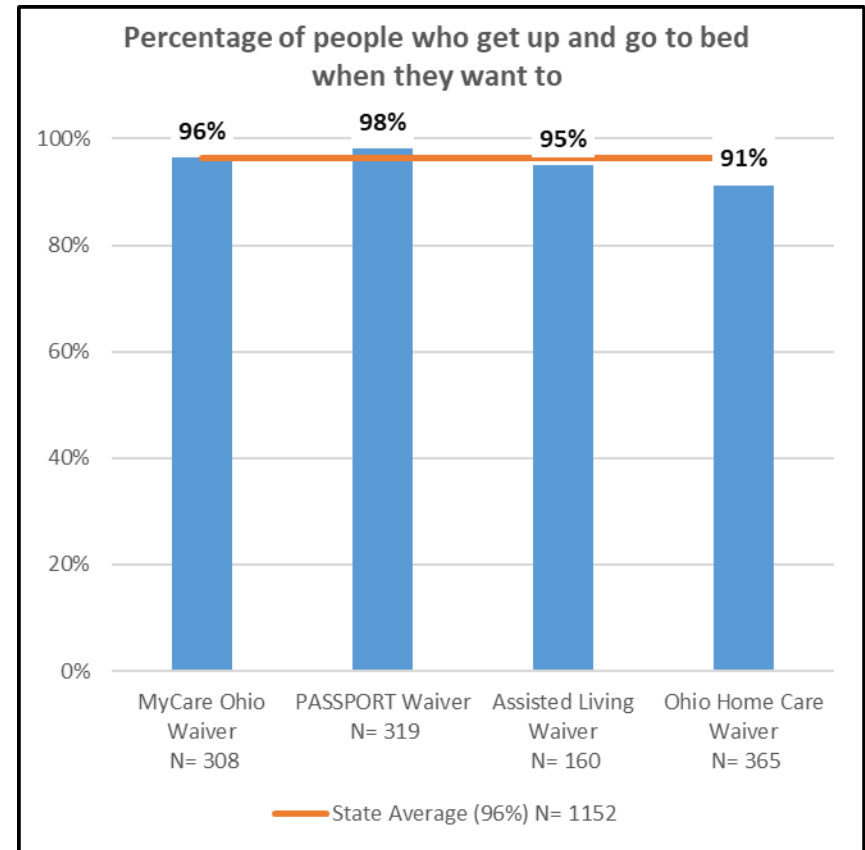
⁴ Indicator previously reported in the “Control” domain.

Graph 3. Percentage of people who are able to choose their roommate (if in group setting⁵ and have roommates)



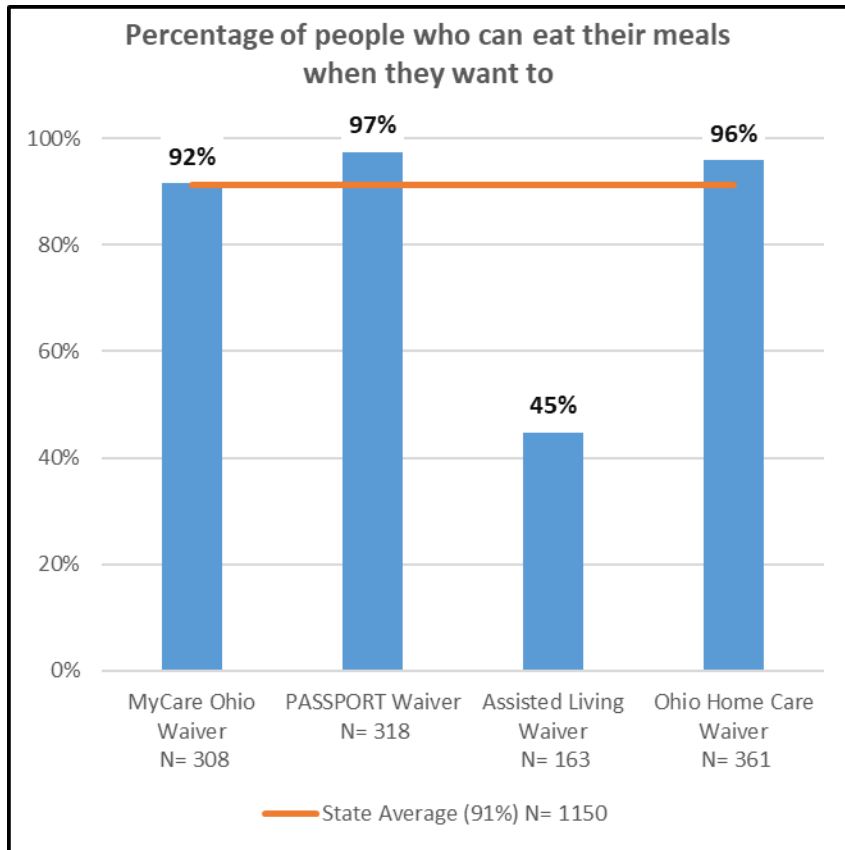
* Very small number of responses

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

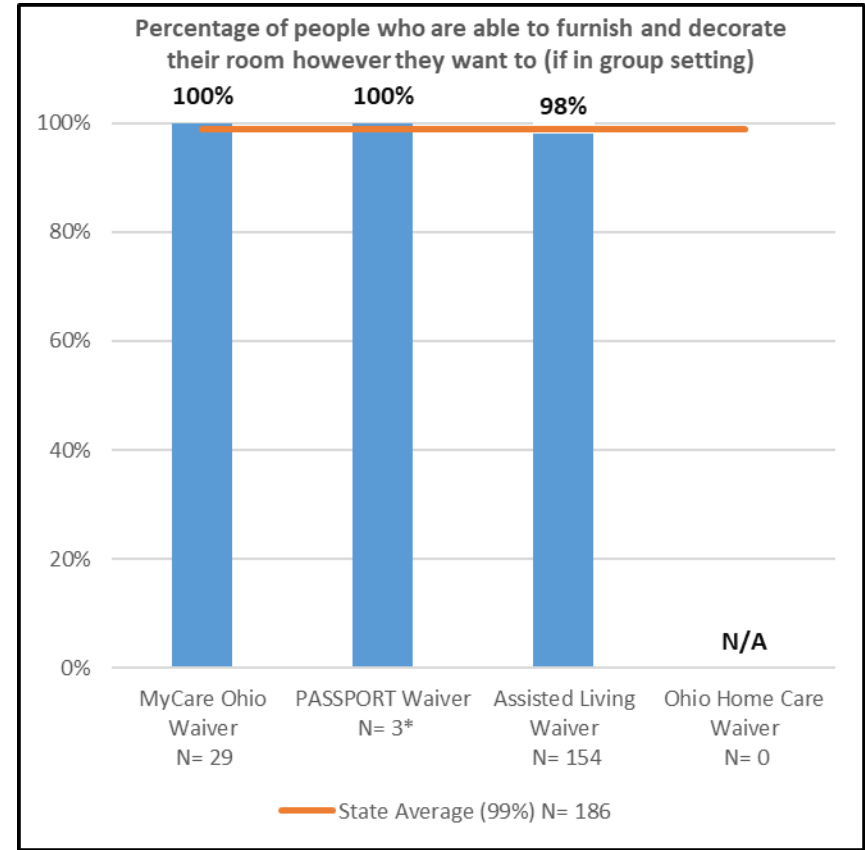


⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



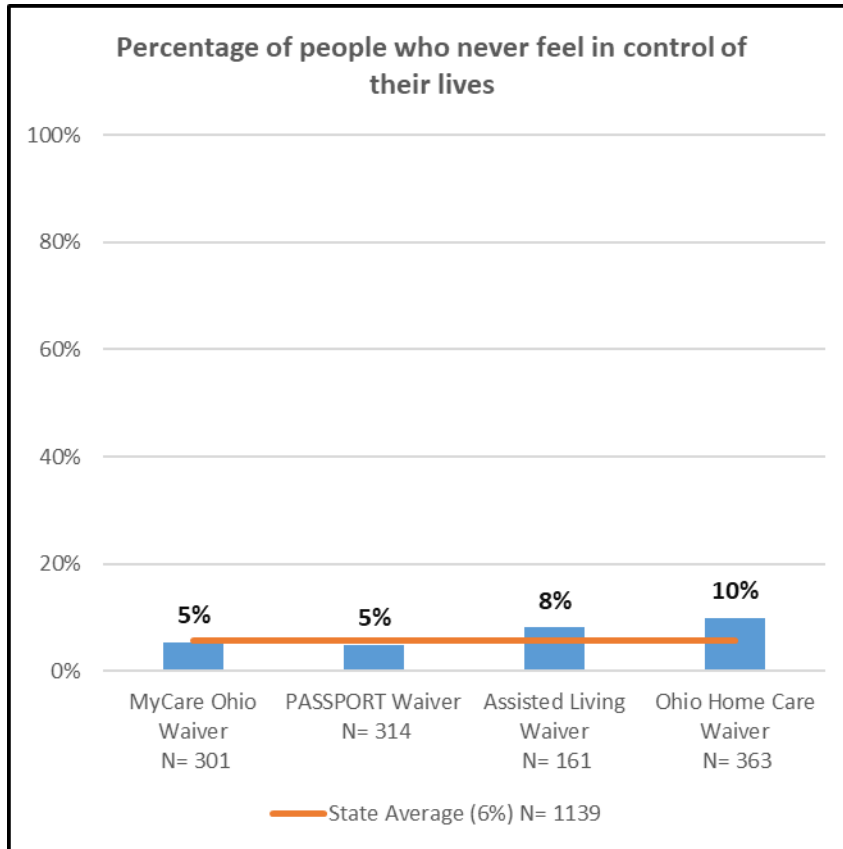
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting⁶)



* Very small number of responses

⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 7. Percentage of people who never feel in control of their lives⁷



⁷ Item previously reported in the "Control" domain.

Relationships

People have friends and relationships.

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

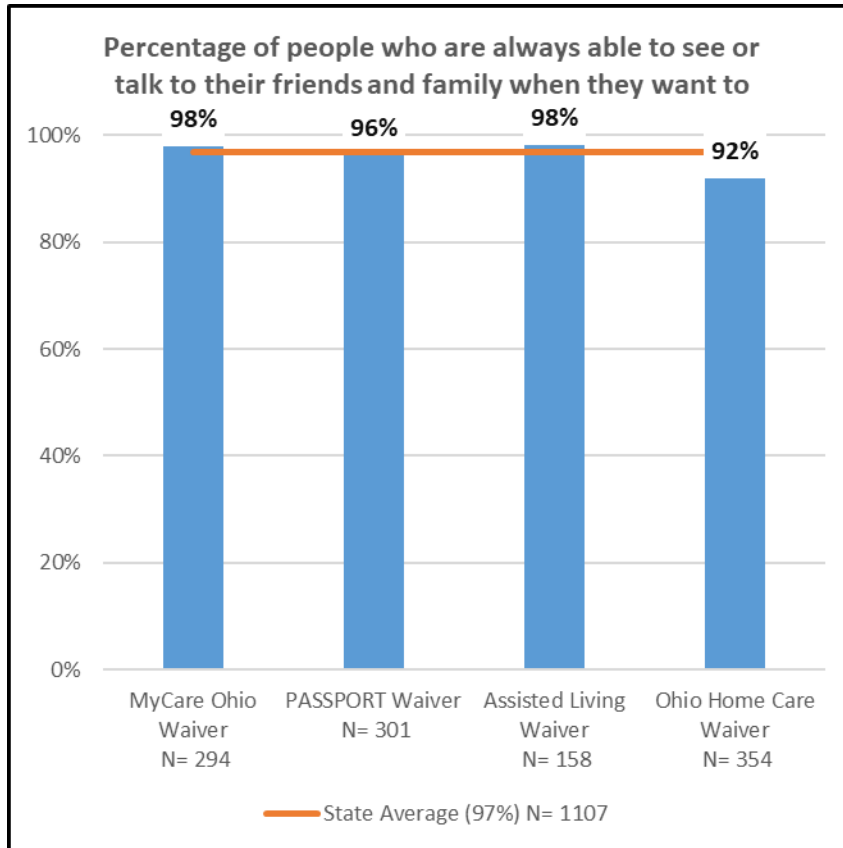
1. Percentage of people who are able to see or talk to their friends and families when they want

There are two⁸ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

⁸ Data for one item are presented in Appendix B only.

Graph 8. Percentage 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.

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

1. Percentage of people who like where they live
2. Percentage of people who want to live somewhere else
3. Percentage of people whose case manager changes too often⁹
4. Percentage of people whose paid support staff change too often
5. Percentage of people whose paid support staff do things the way they want them done
6. Percentage of people who like how they spend their time during the day
7. Percentage of people whose services help them live a better life¹⁰

There are nine¹¹ survey items that correspond to the Satisfaction domain.

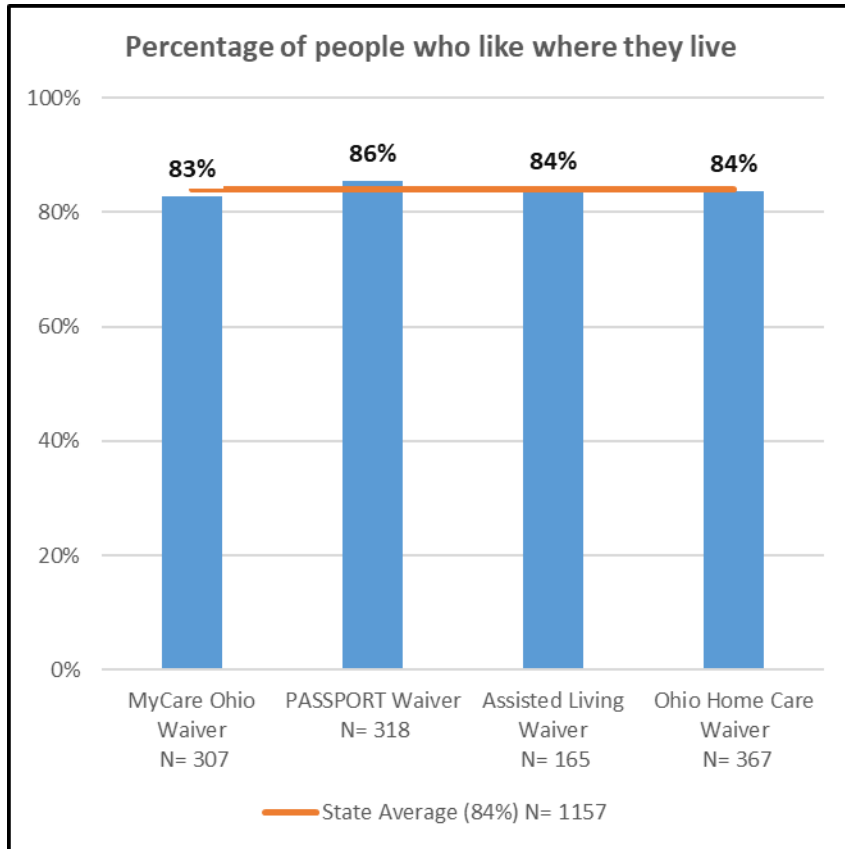
Un-collapsed data are shown in Appendix B.

⁹ New indicator in 2019-2020.

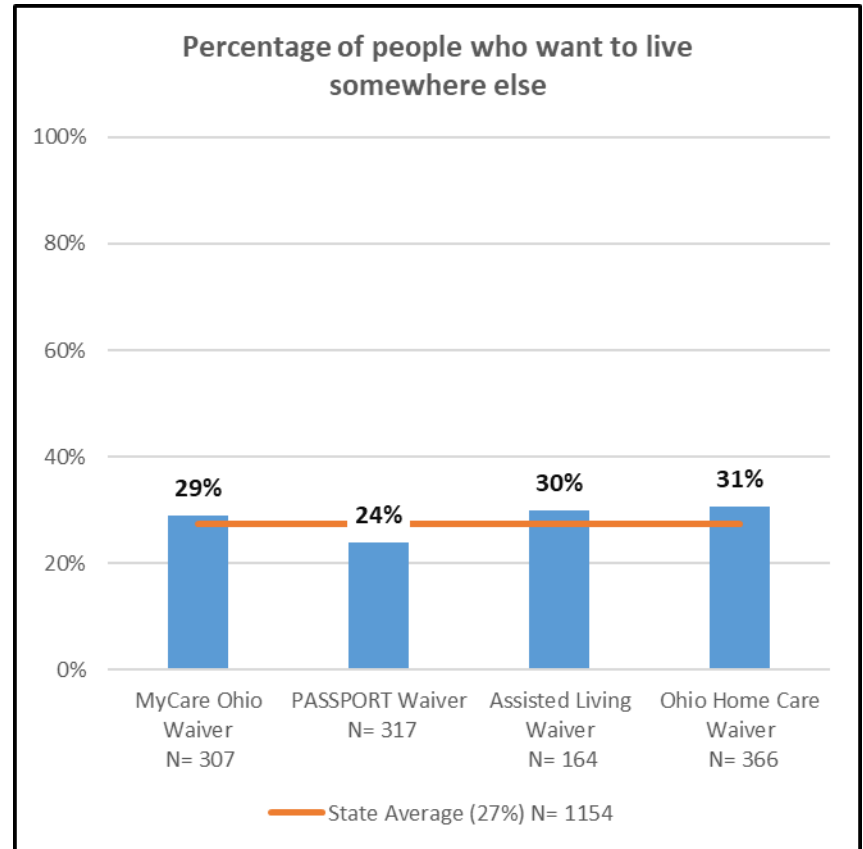
¹⁰ New indicator in 2019-2020.

¹¹ Data for two items are presented in Appendix B only.

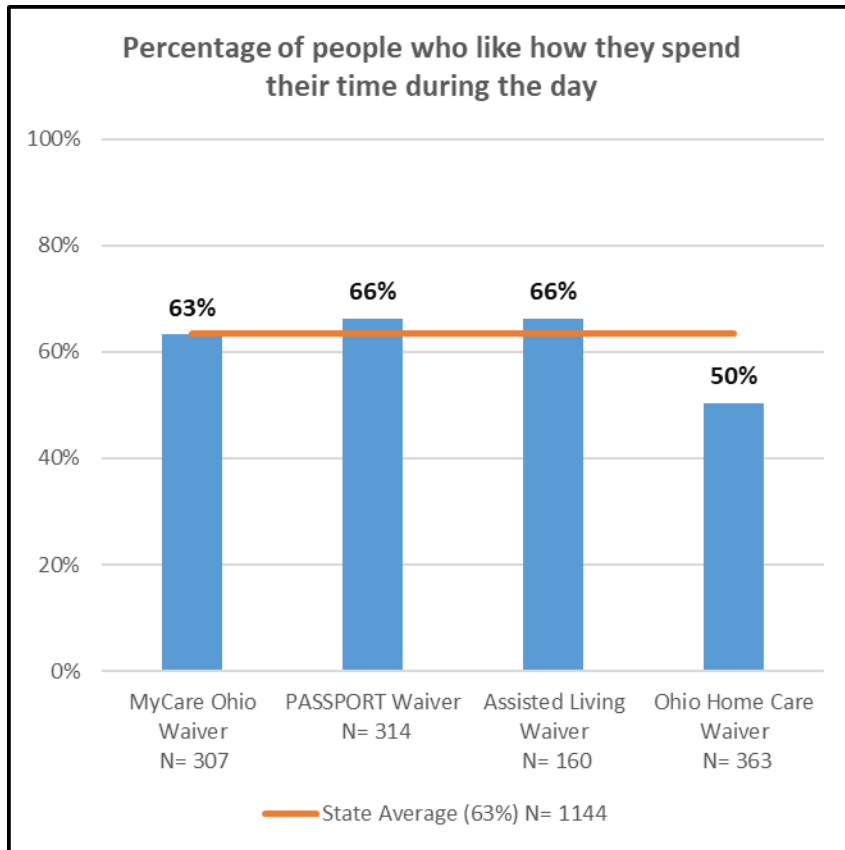
Graph 9. Percentage of people who like where they live



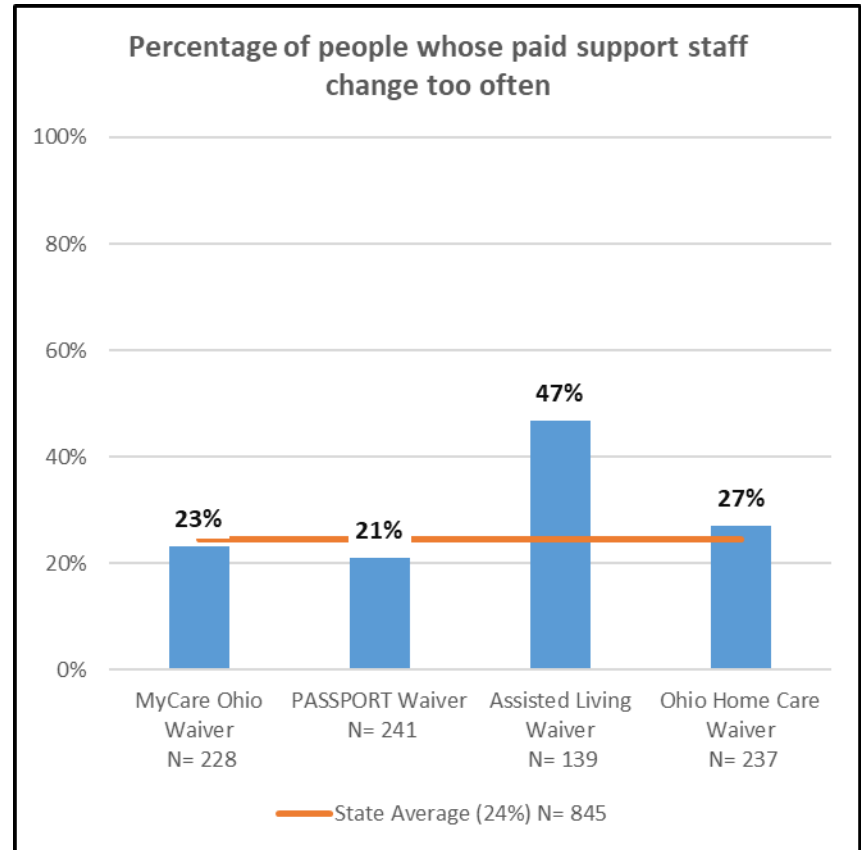
Graph 10. Percentage of people who want to live somewhere else



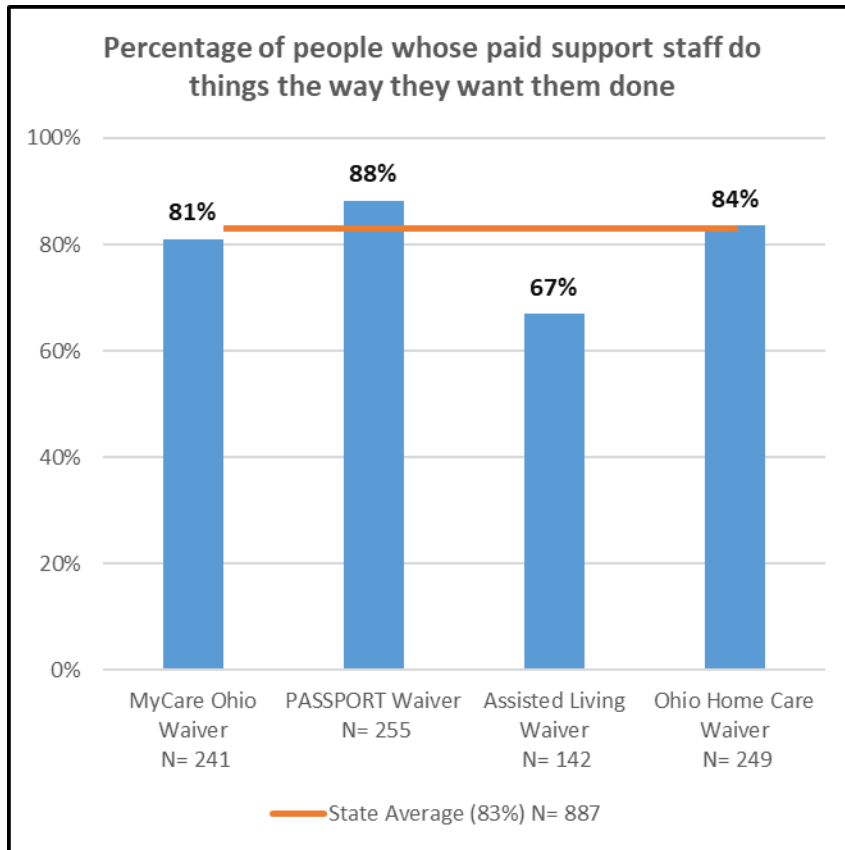
Graph 11. Percentage of people who like how they spend their time during the day



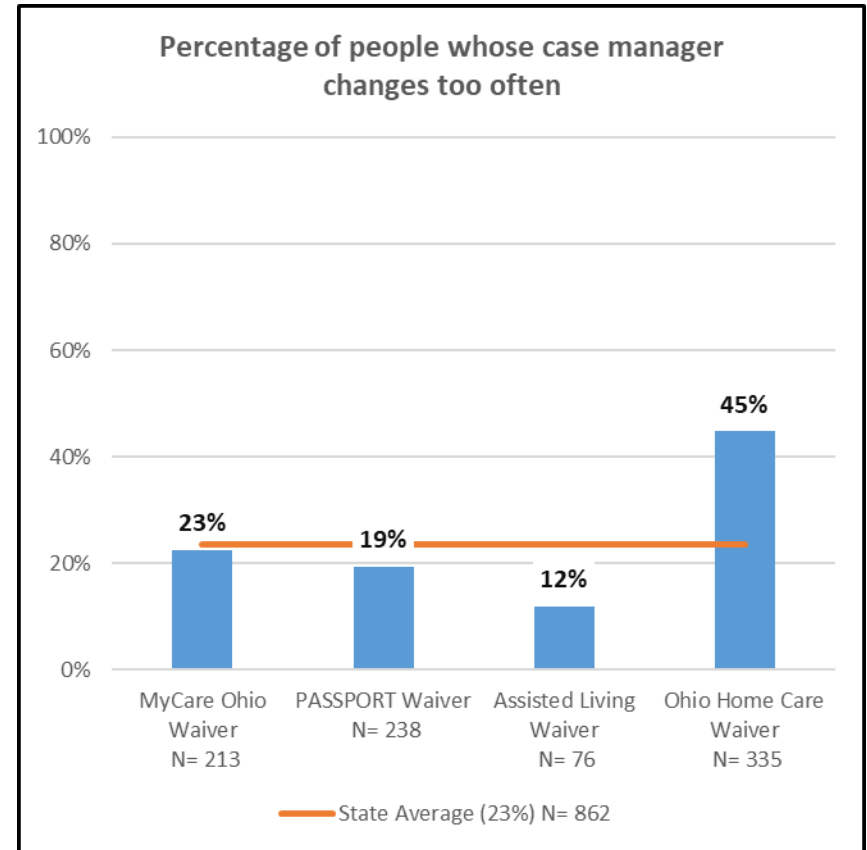
Graph 12. Percentage of people whose paid support staff change too often



Graph 13. Percentage of people whose paid support staff do things the way they want them done

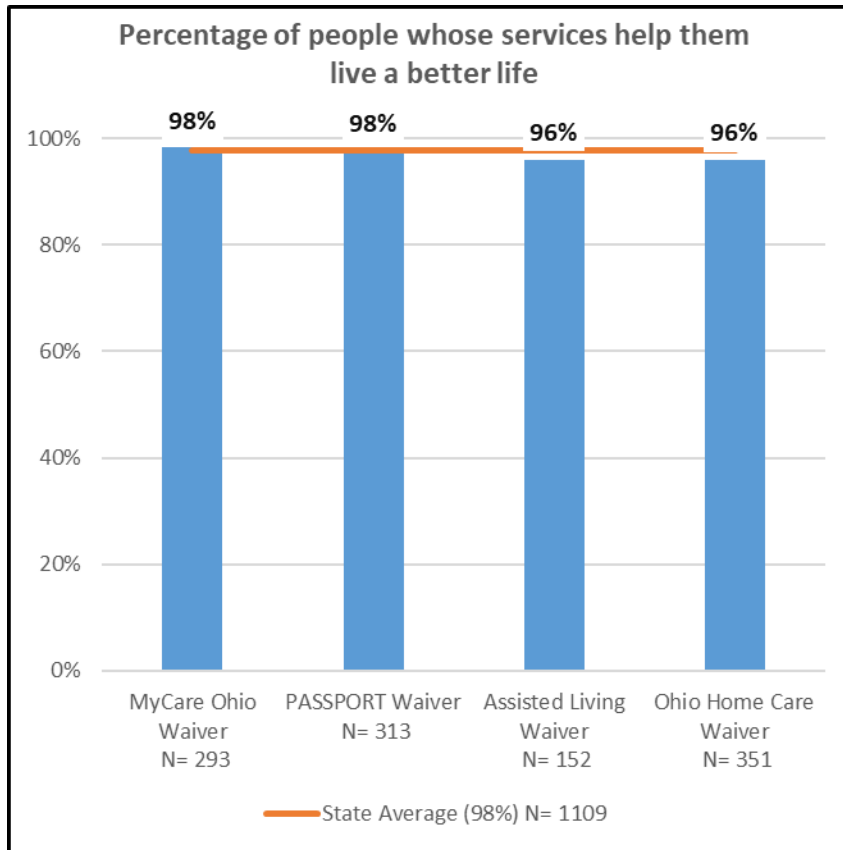


Graph 14. Percentage of people whose case manager changes too often¹²



¹² New item in 2019-2020.

Graph 15. Percentage of people whose services help them live a better life¹³



¹³ New item in 2019-2020.

Service Coordination

Service coordinators are accessible and responsive, and the person receives needed services.

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

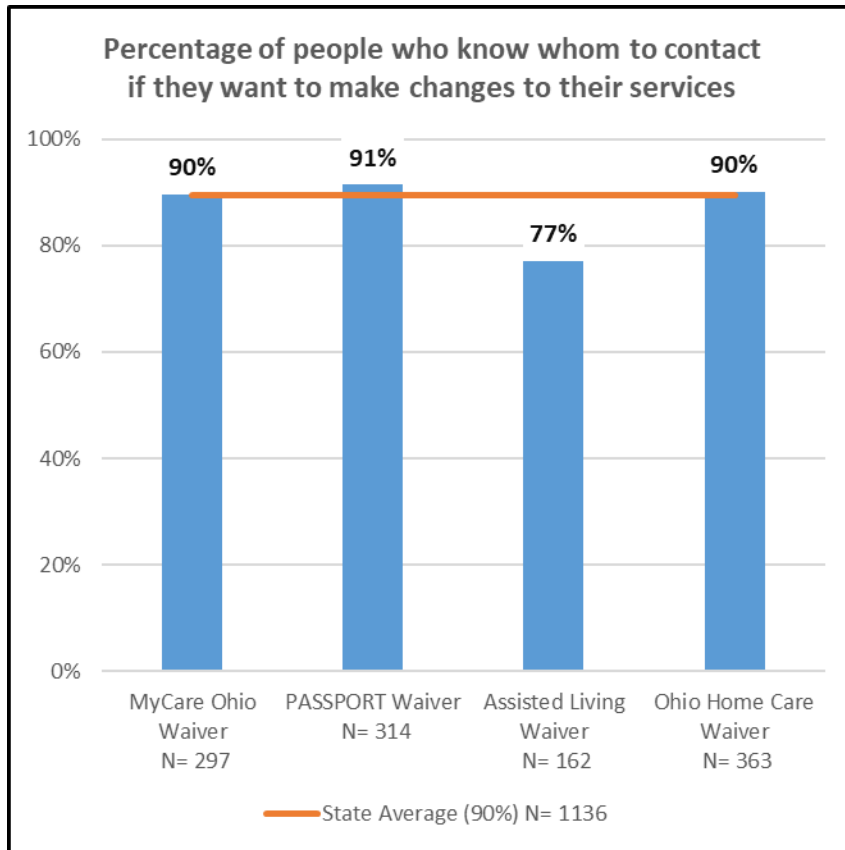
1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support staff come and leave when they are supposed to
5. Percentage of people who have a backup plan if their paid support staff don't show up
6. Percentage of people who have an emergency plan in place
7. Percentage of people whose services meet their needs and goals
8. Percentage of people whose case manager talked to them about services that might help with their unmet needs

There are fourteen¹⁴ survey items that correspond to the Service Coordination domain.

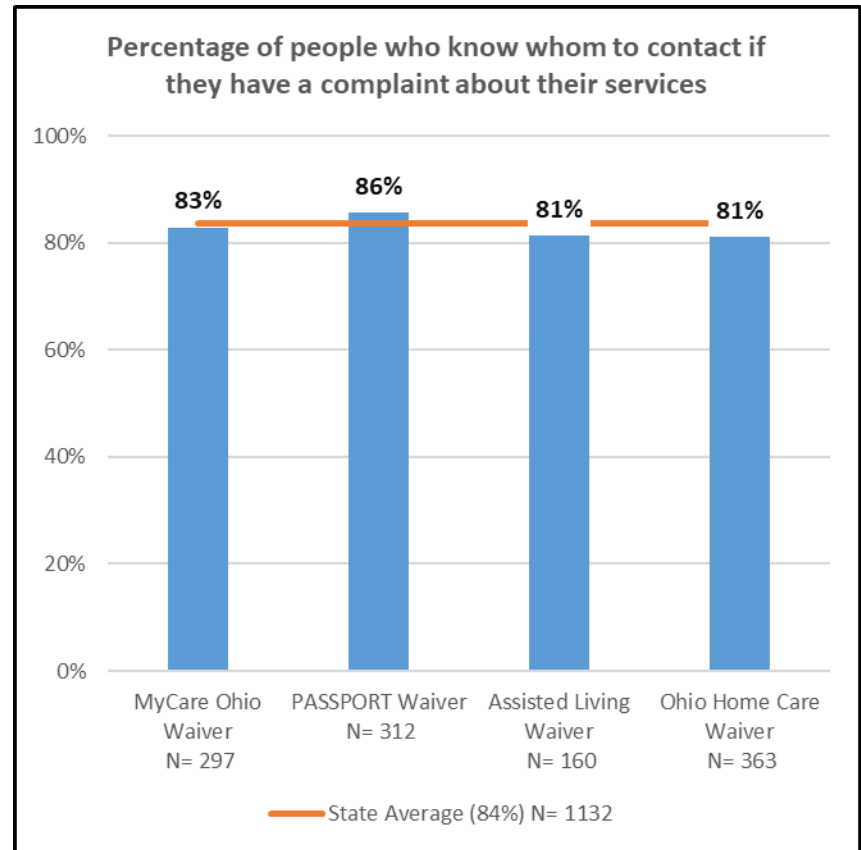
Un-collapsed data are shown in Appendix B.

¹⁴ Data for six items are presented in Appendix B only.

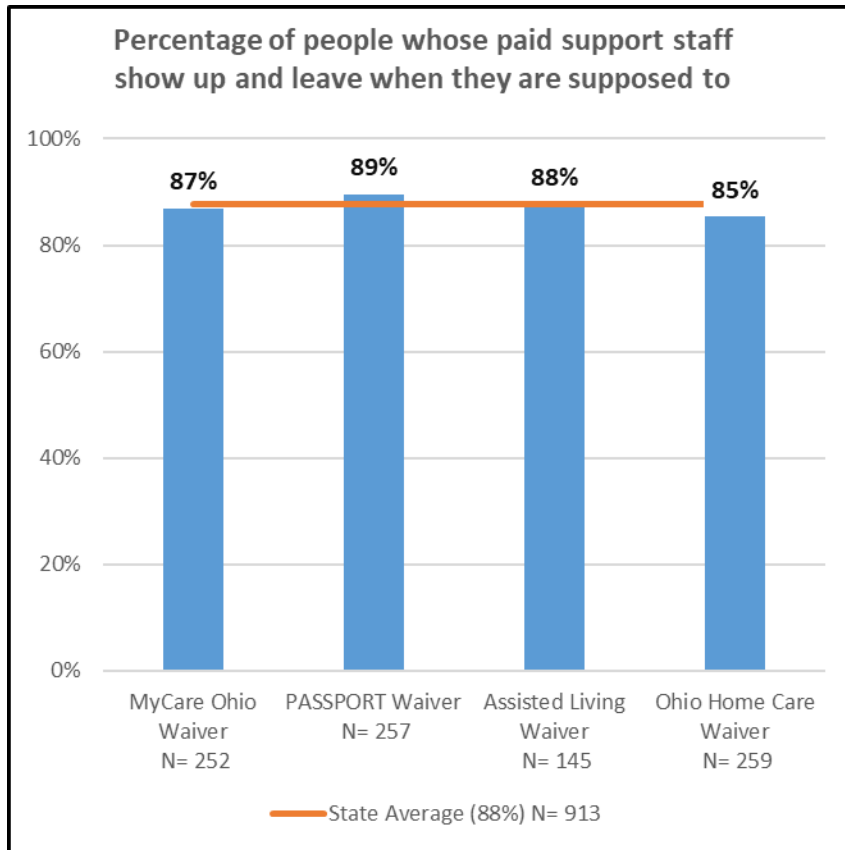
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services



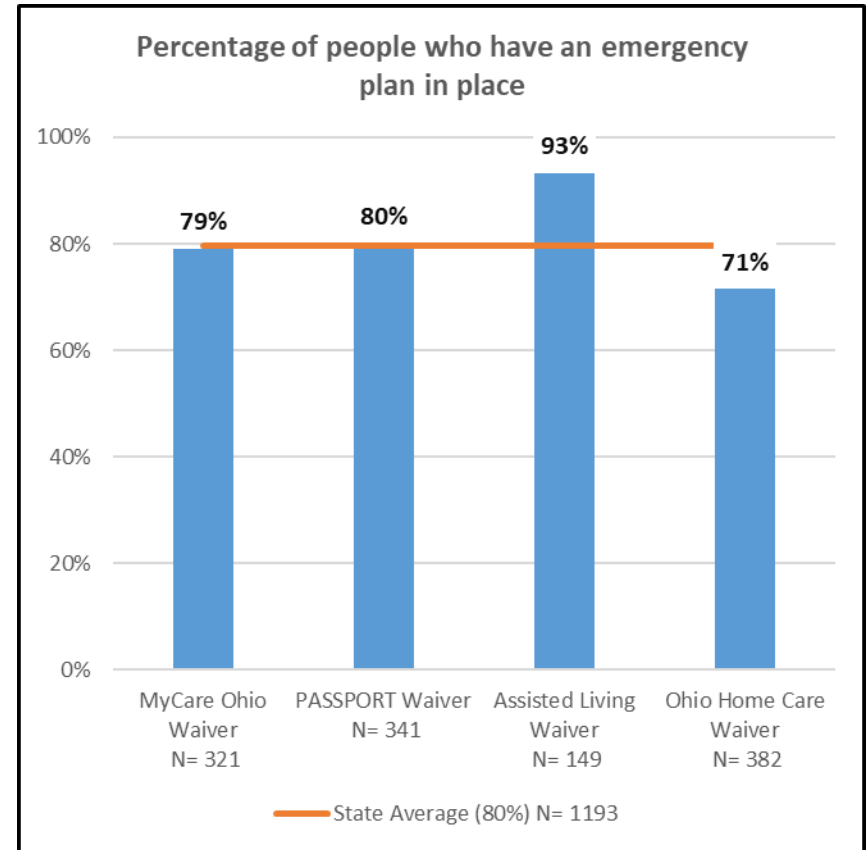
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services



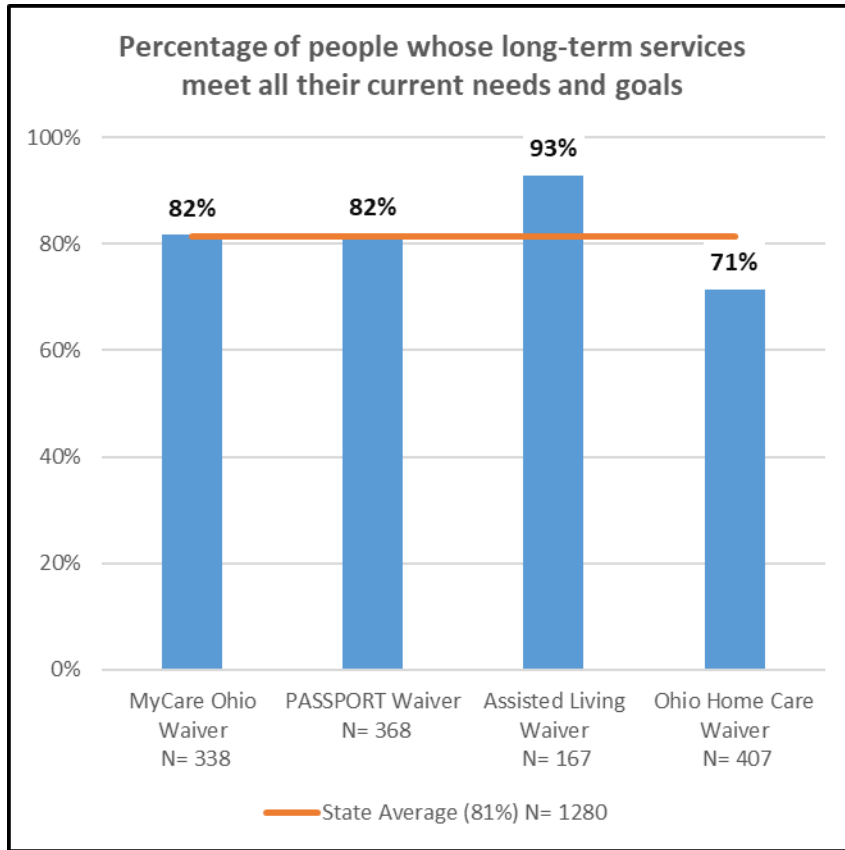
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to



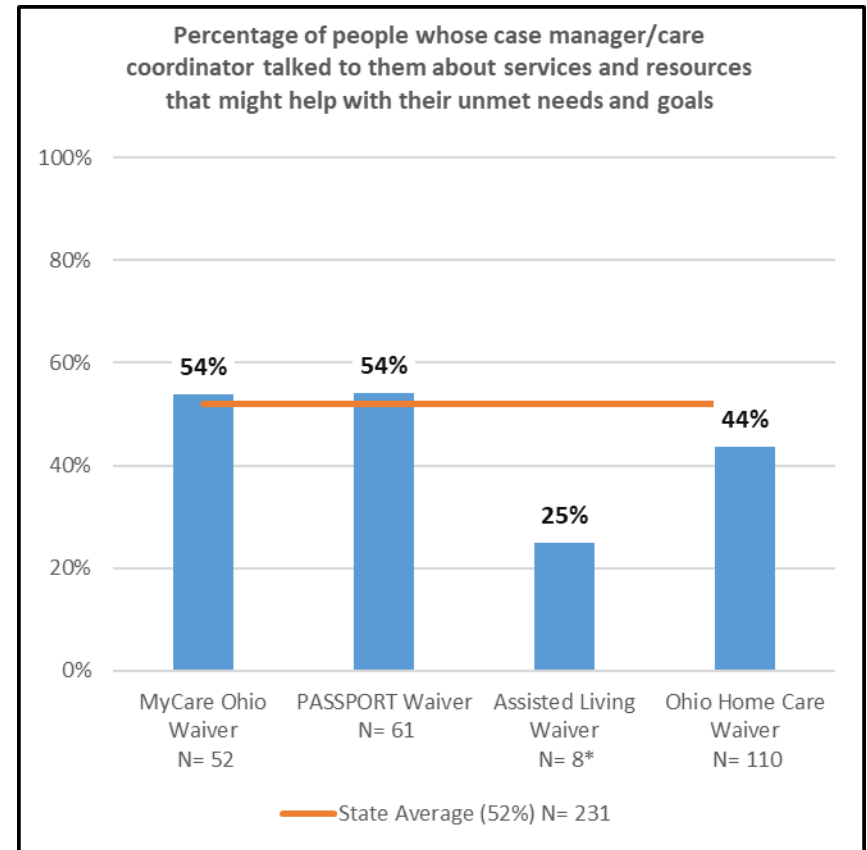
Graph 19. Percentage of people who have an emergency plan in place



Graph 20. Percentage of people whose long-term services meet all their current needs and goals

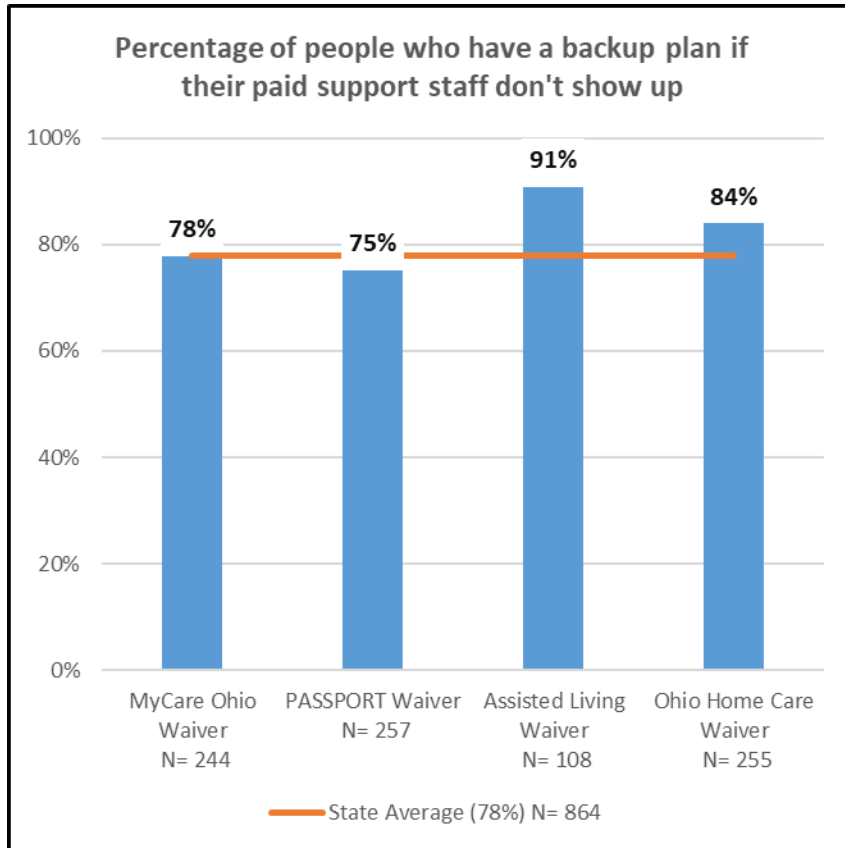


Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

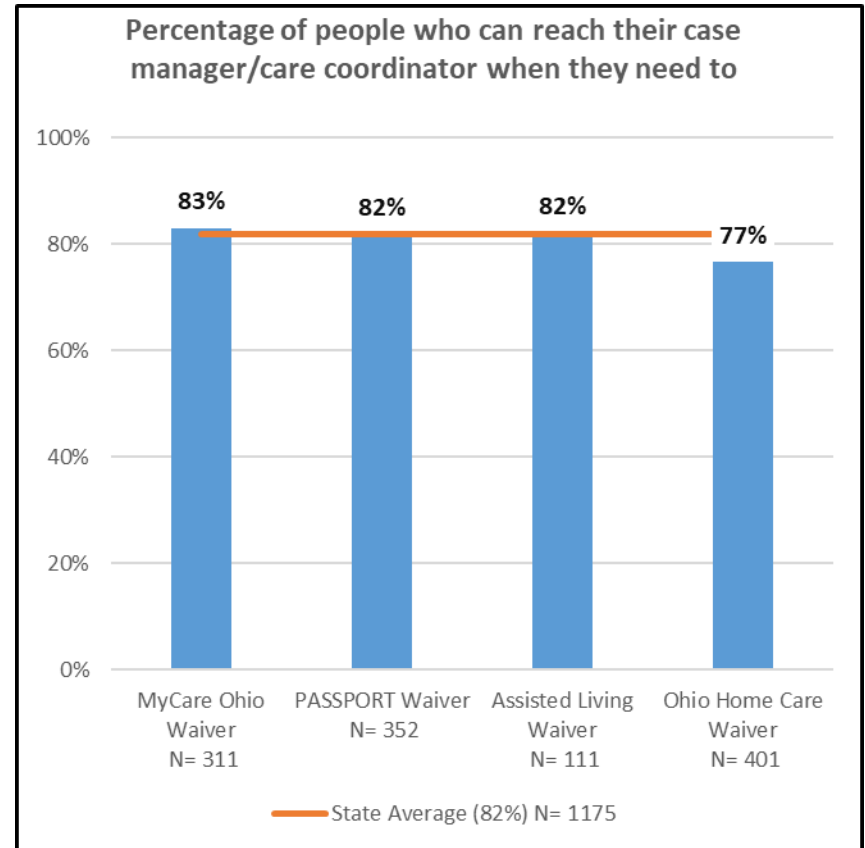


* Very small number of responses

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



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



Care Coordination

Individuals are provided appropriate coordination of care.

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

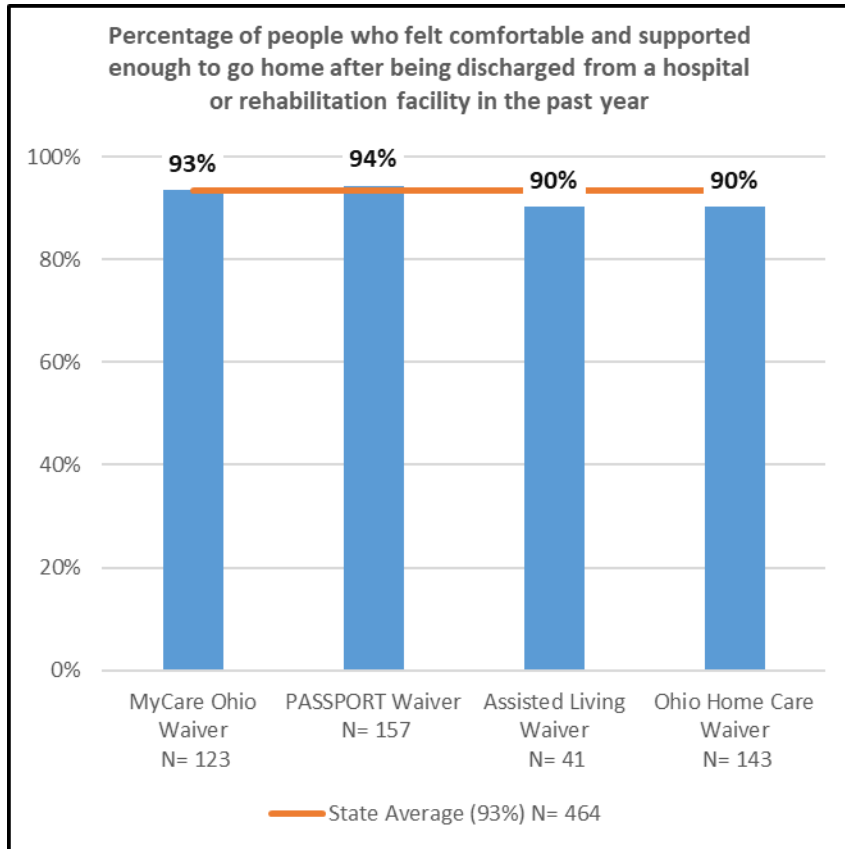
1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4.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

There are five¹⁵ survey items that correspond to the Care Coordination domain.

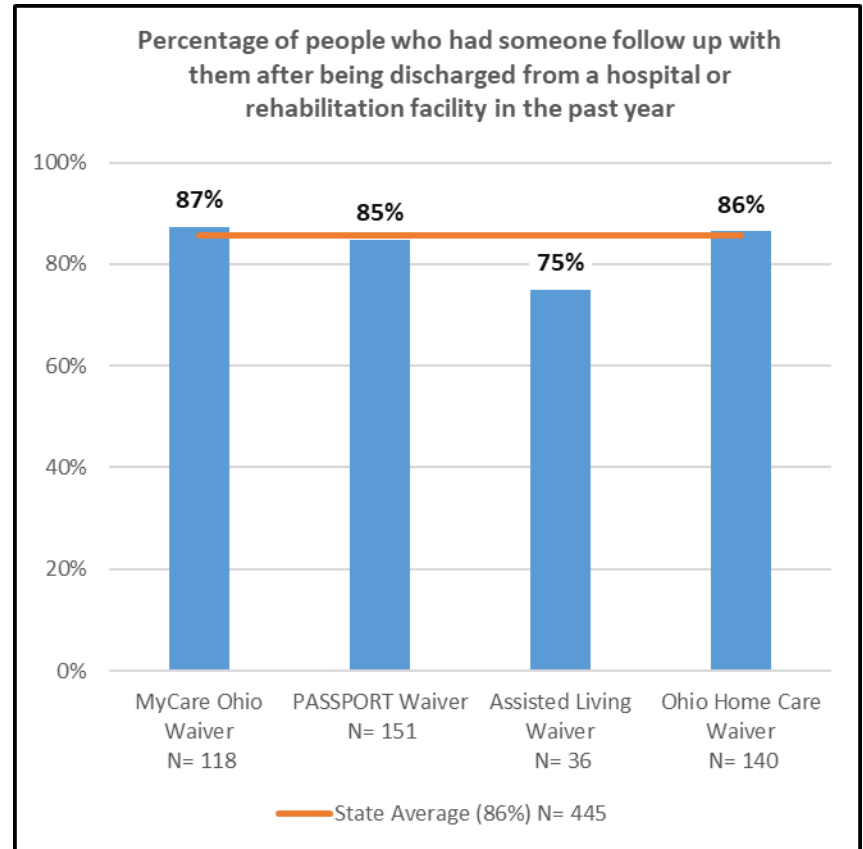
Un-collapsed data are shown in Appendix B.

¹⁵ Data for one item are presented in Appendix B only.

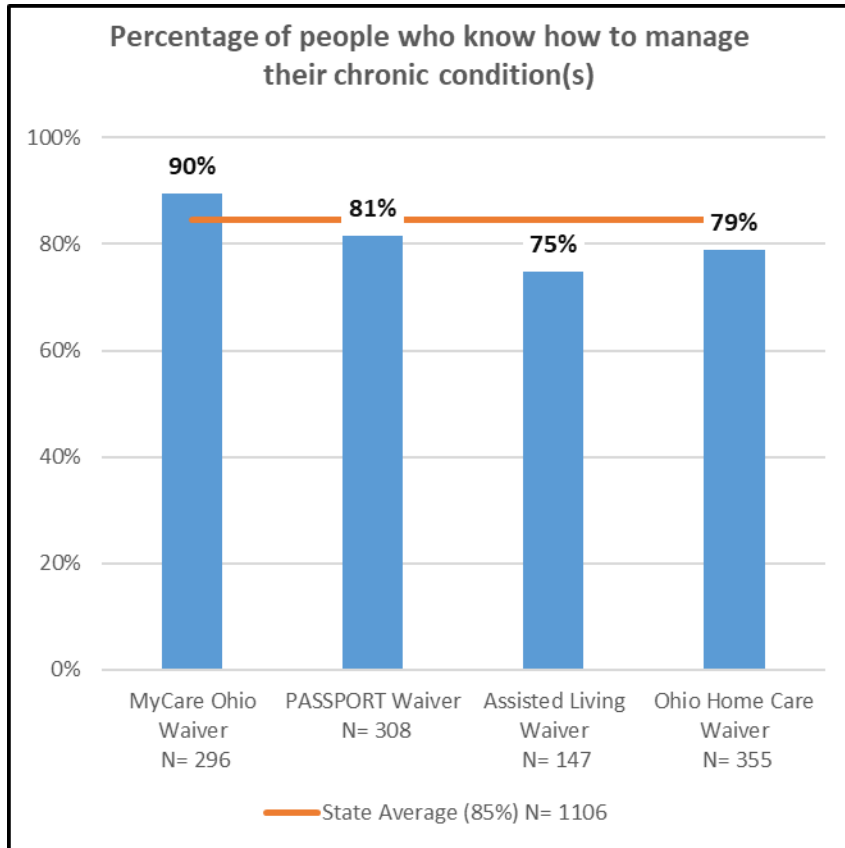
Graph 24. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



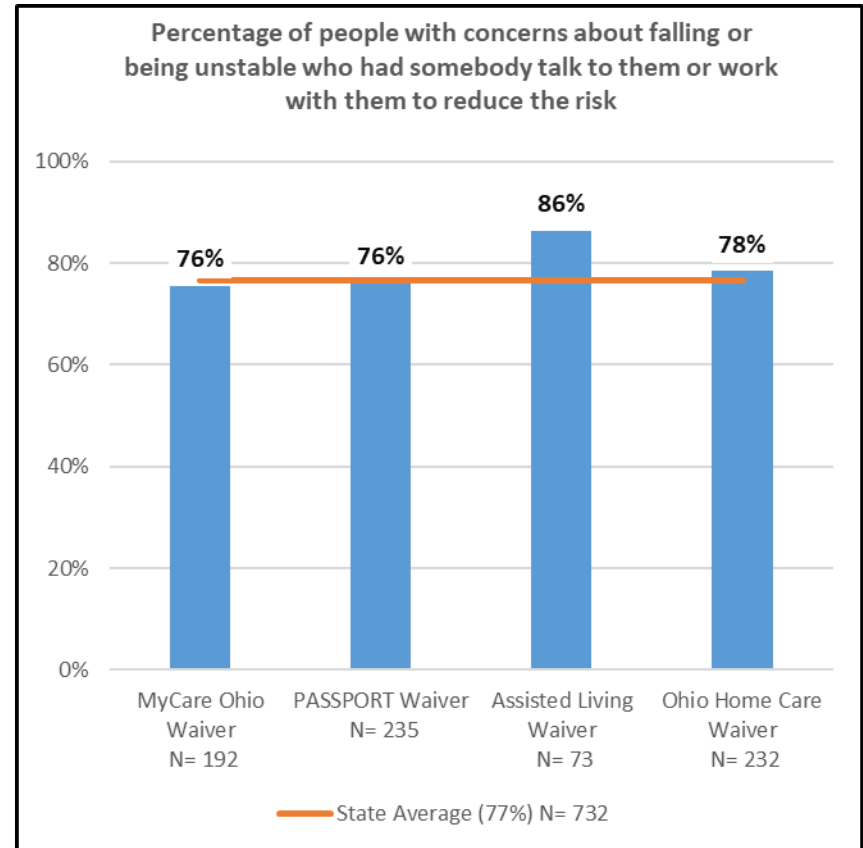
Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



Graph 26. Percentage of people who know how to manage their chronic condition(s)



Graph 27. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk



Access to Community

Services facilitate individuals' access to community.

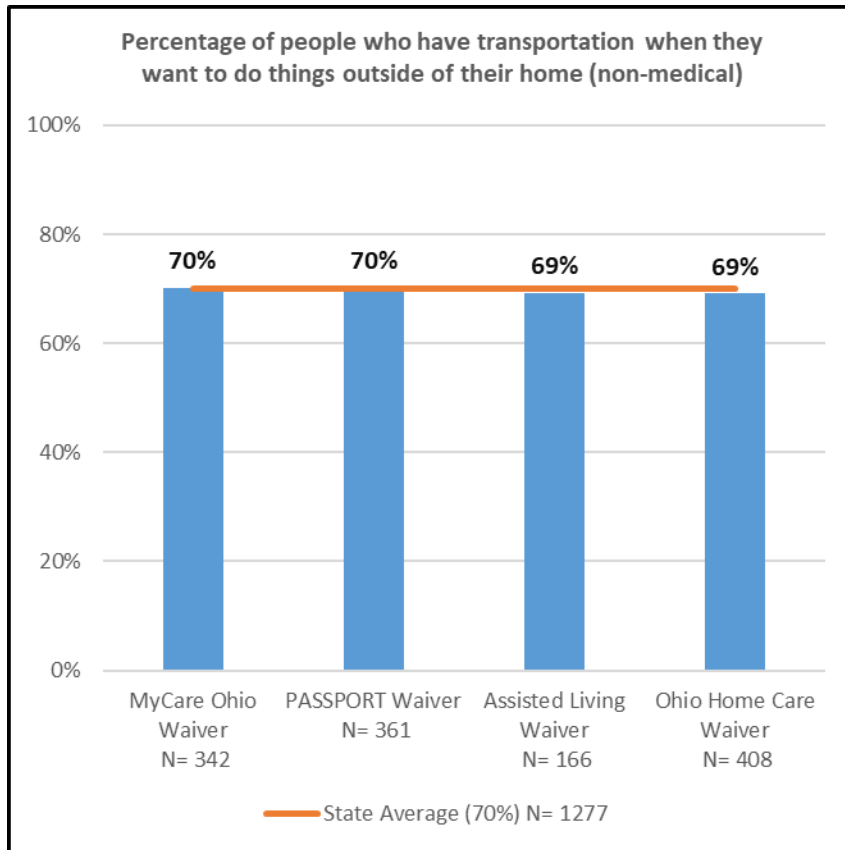
There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have adequate transportation to get to medical appointments
2. Percentage of people who have adequate transportation to do the things they want outside of home

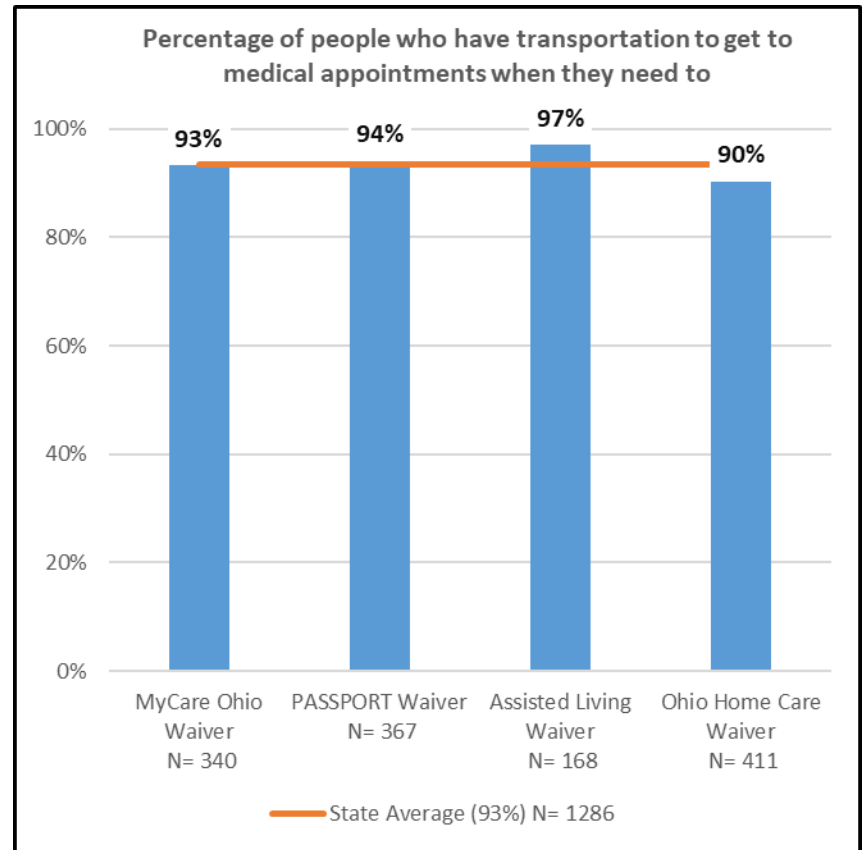
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

Graph 28. Percentage of people who have transportation when they want to do things outside of their home (non-medical)



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



Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

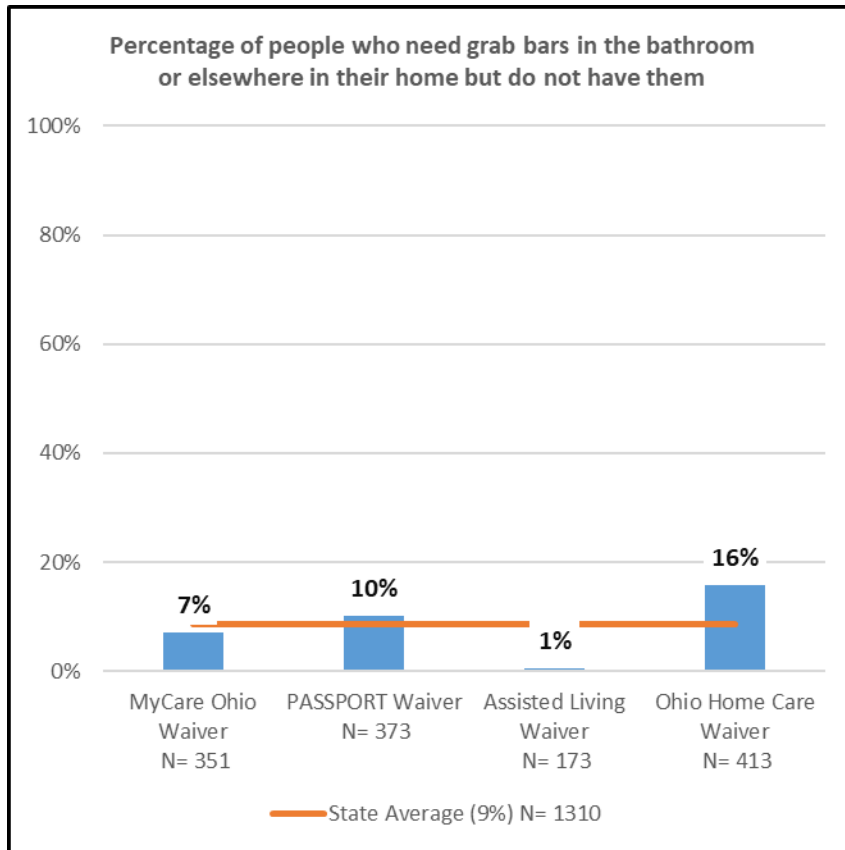
There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have needed home modifications
2. Percentage of people who have needed assistive equipment and devices

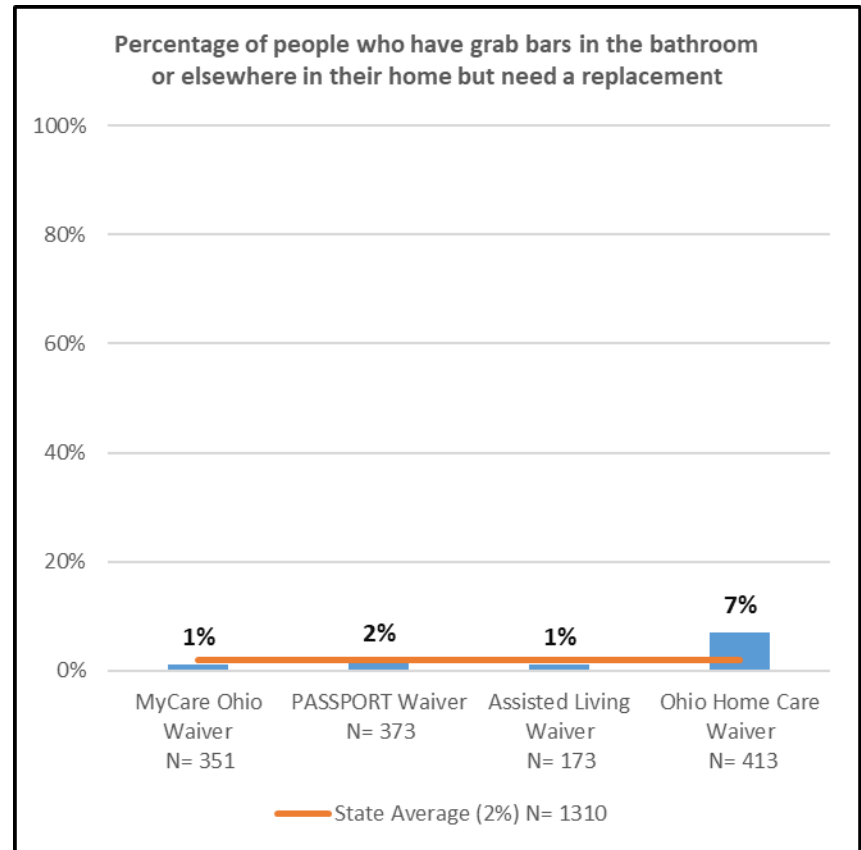
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

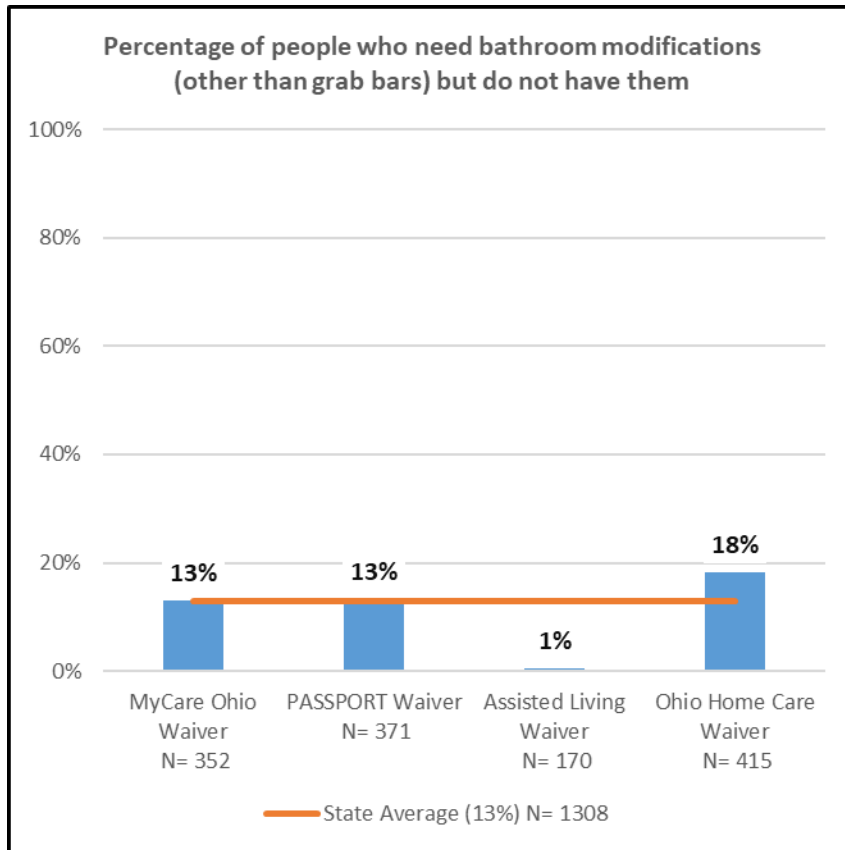
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them



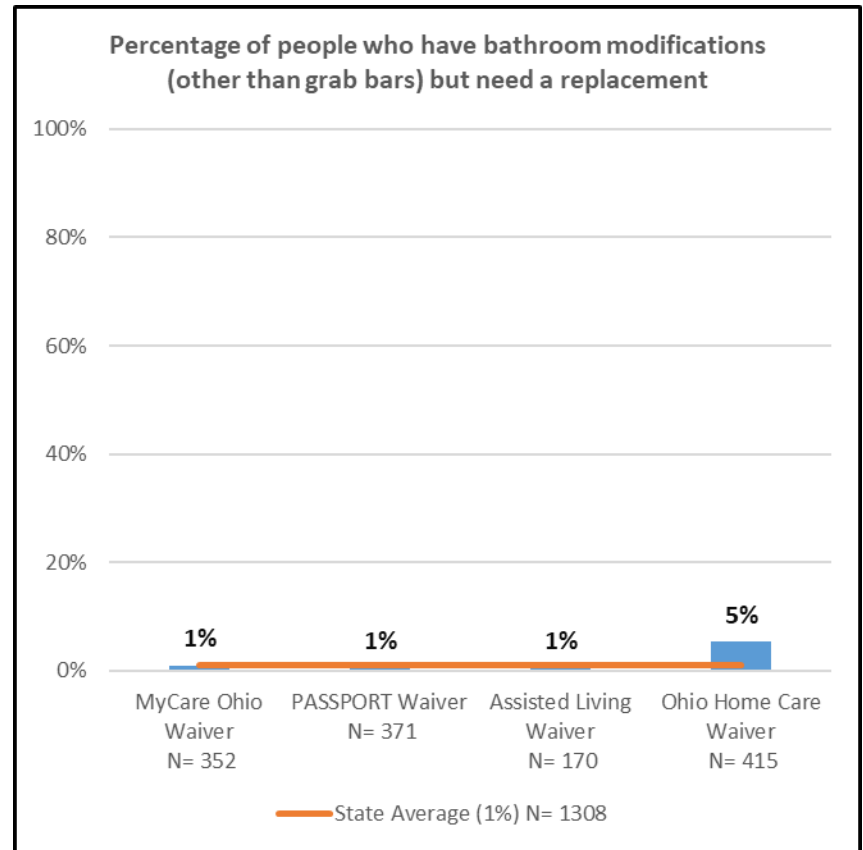
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement



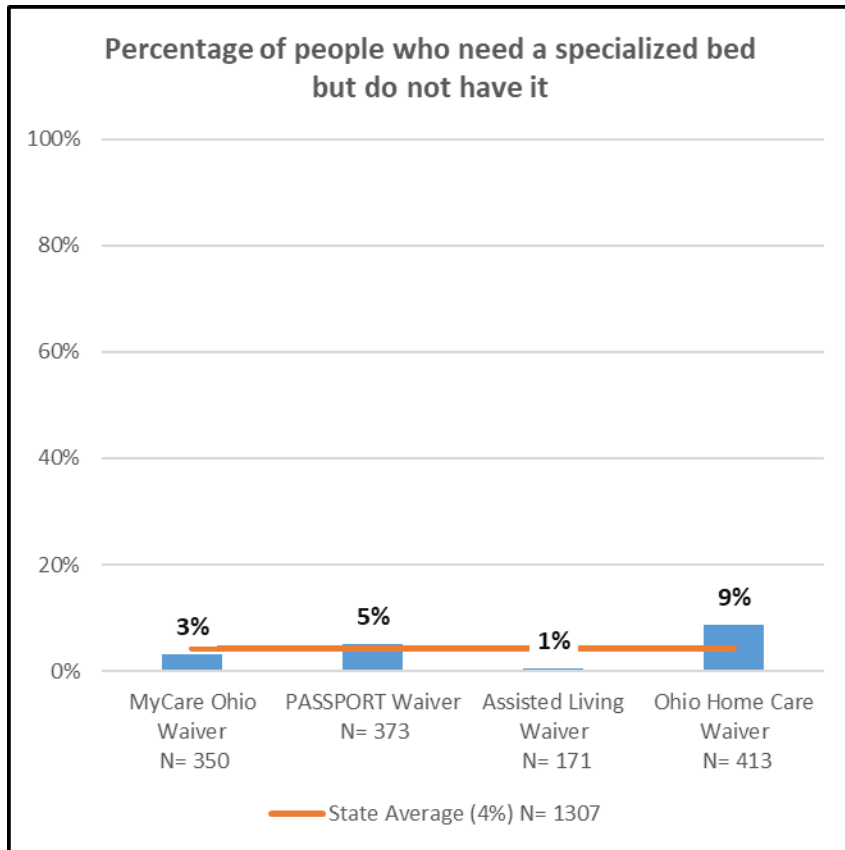
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them



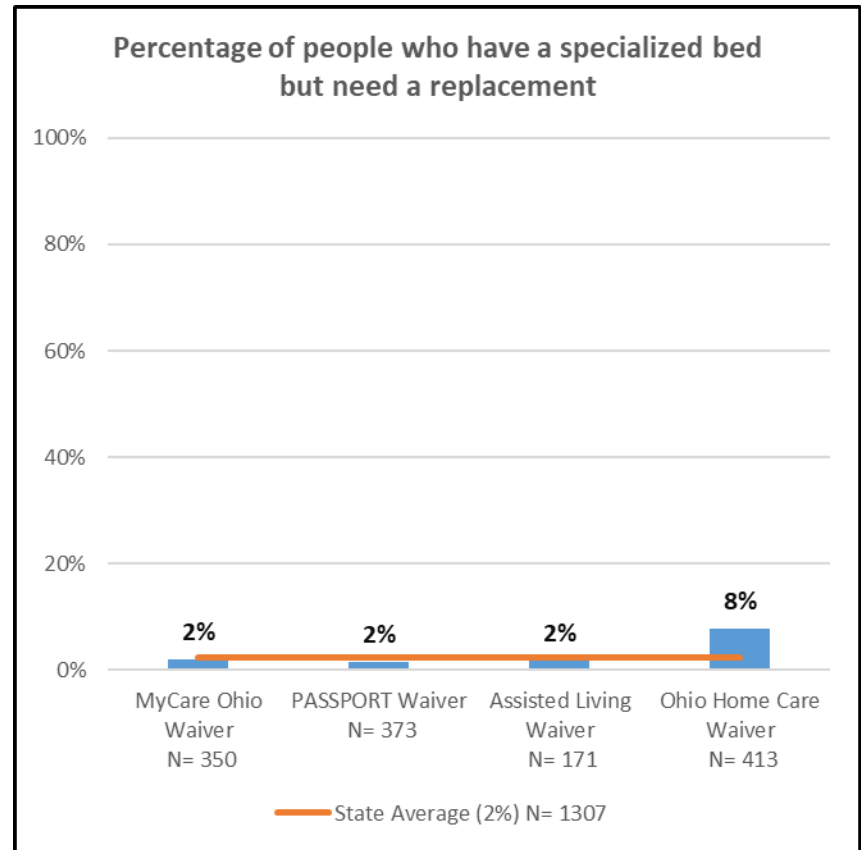
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement



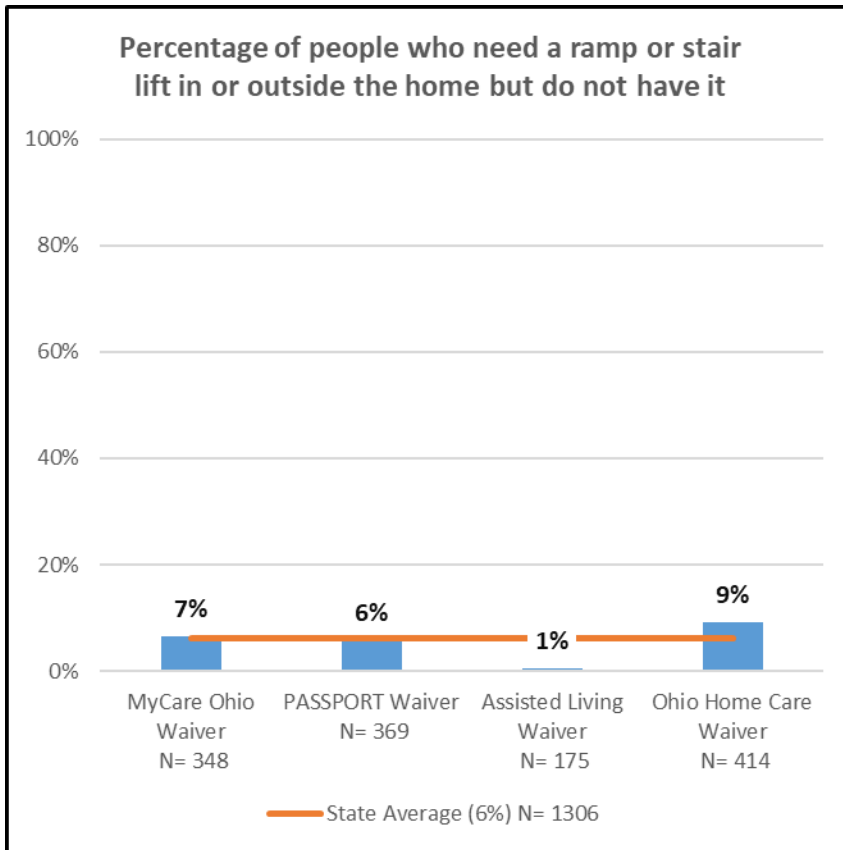
Graph 34. Percentage of people who need a specialized bed but do not have it



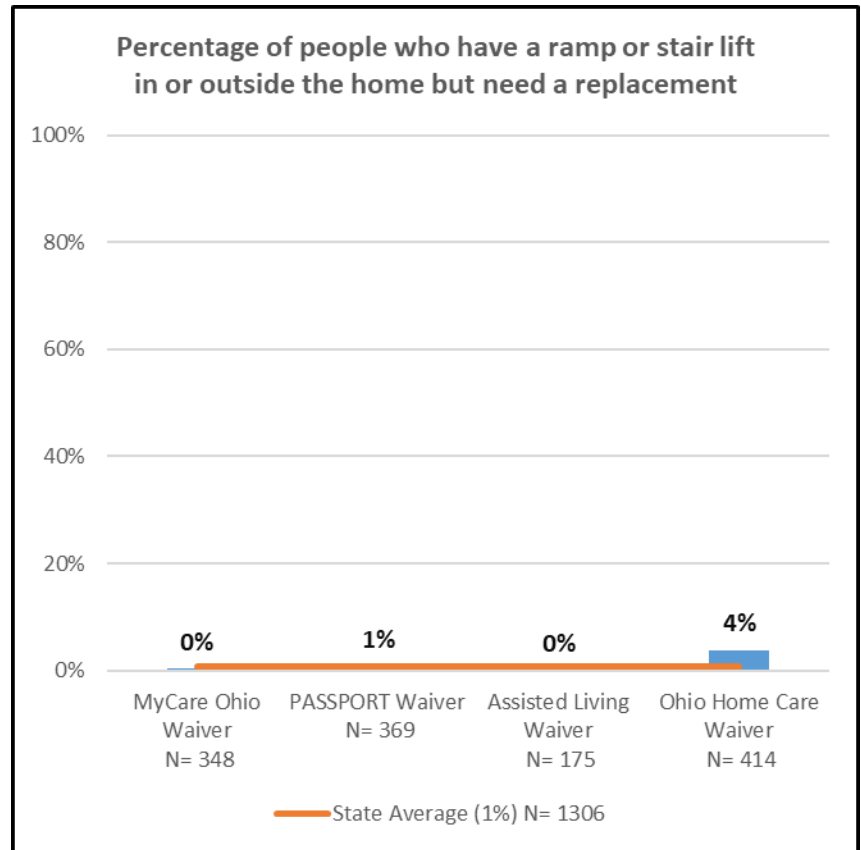
Graph 35. Percentage of people who have a specialized bed but need a replacement



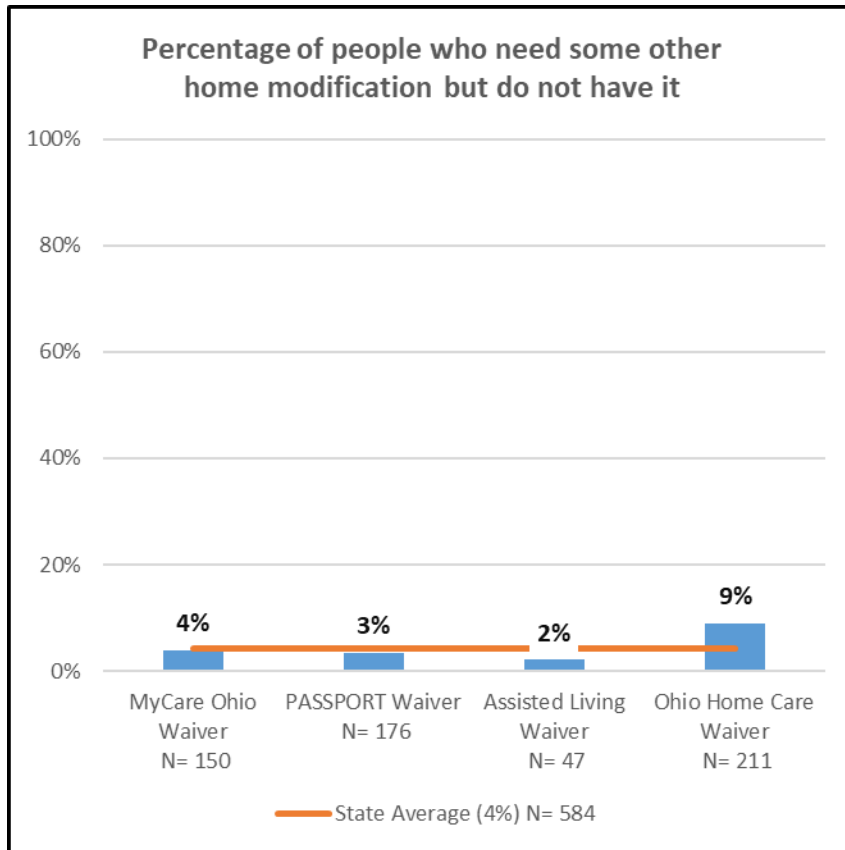
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it



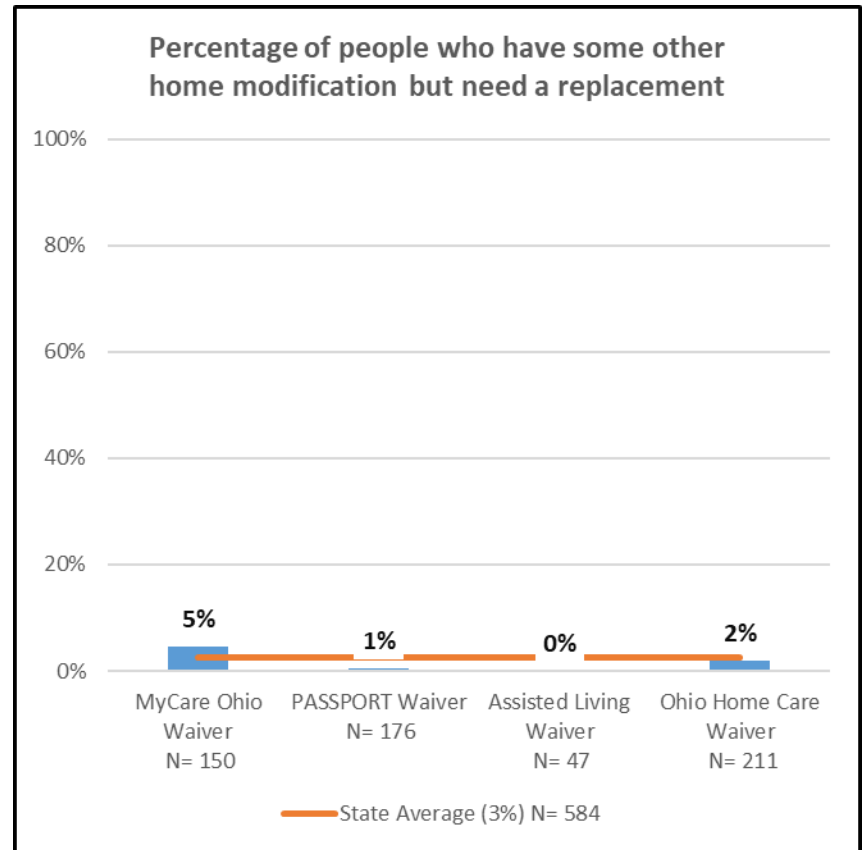
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement



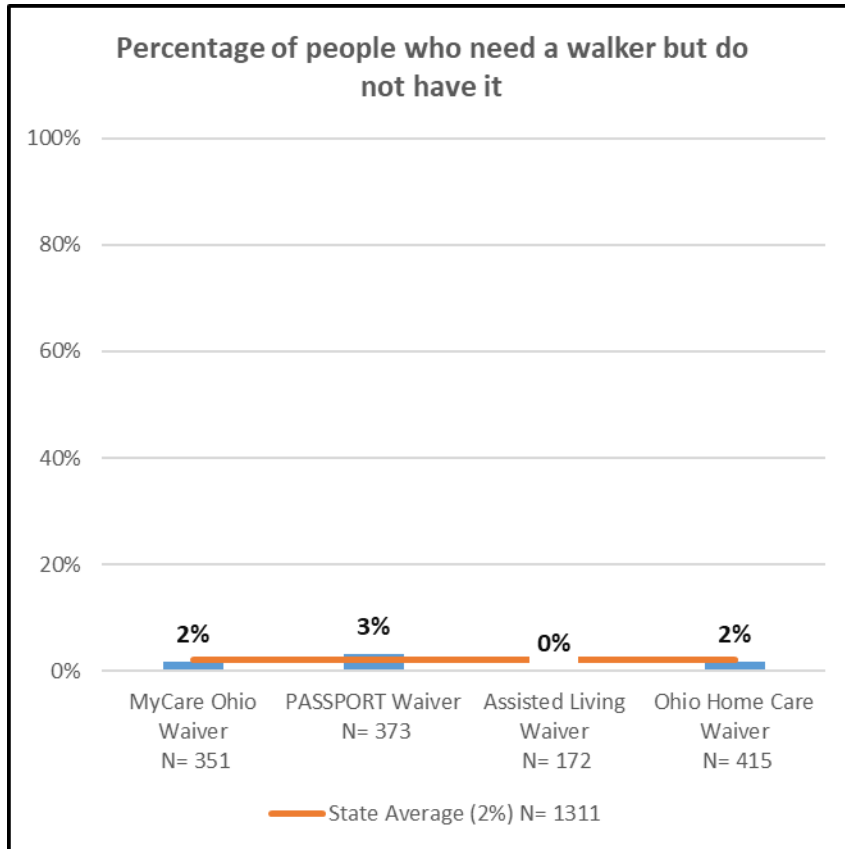
Graph 38. Percentage of people who need some other home modification but do not have it



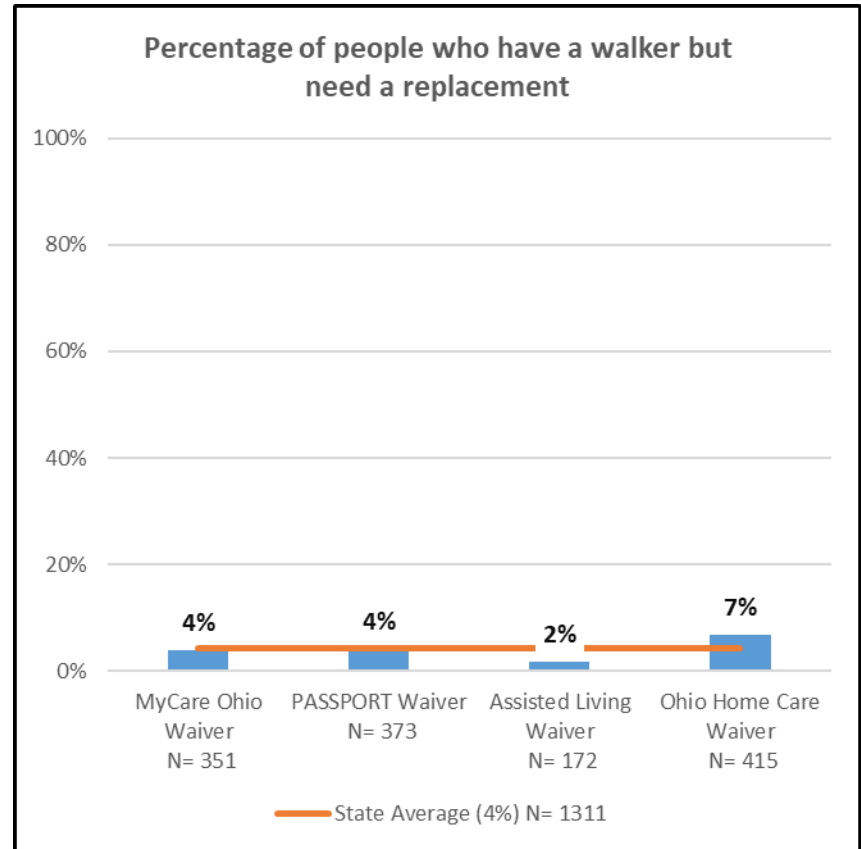
Graph 39. Percentage of people who have some other home modification but need a replacement



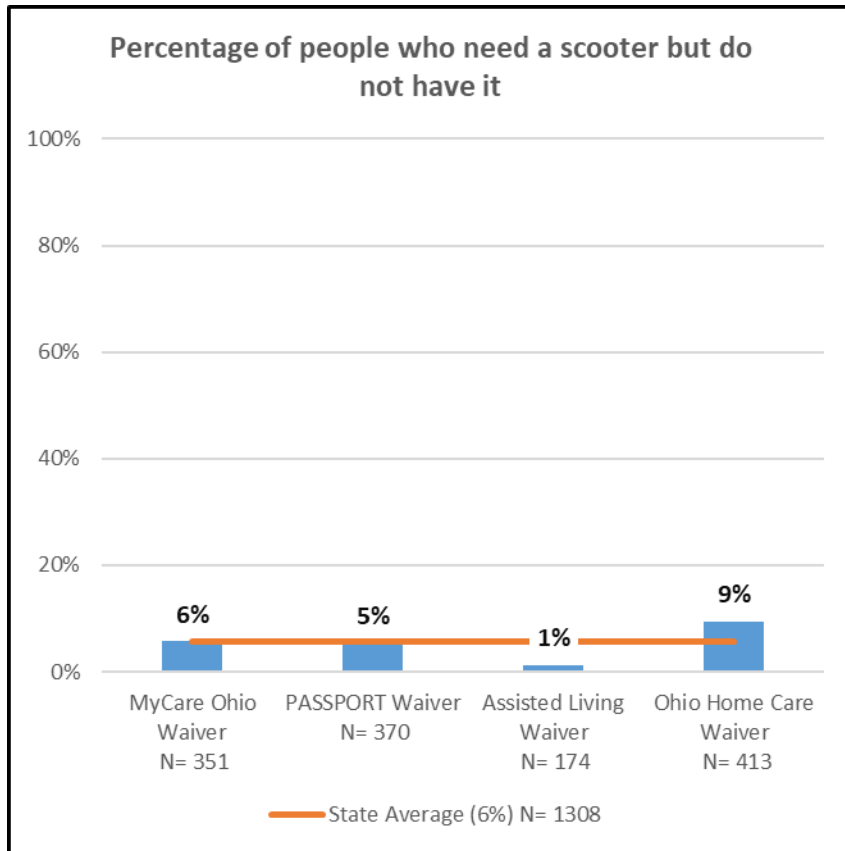
Graph 40. Percentage of people who need a walker but do not have it



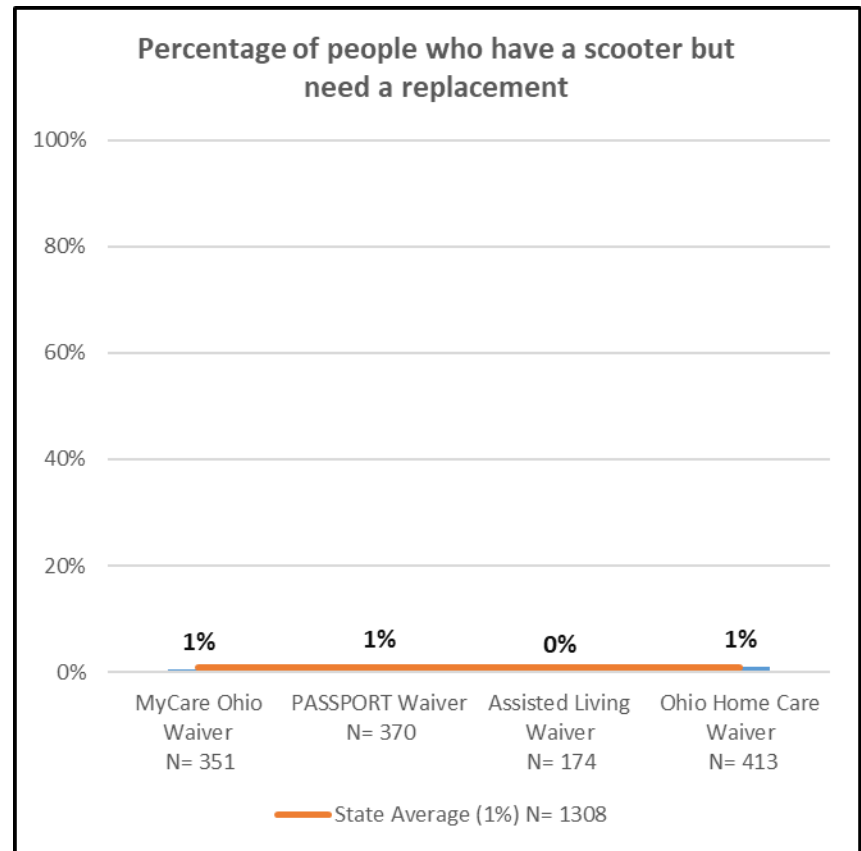
Graph 41. Percentage of people who have a walker but need a replacement



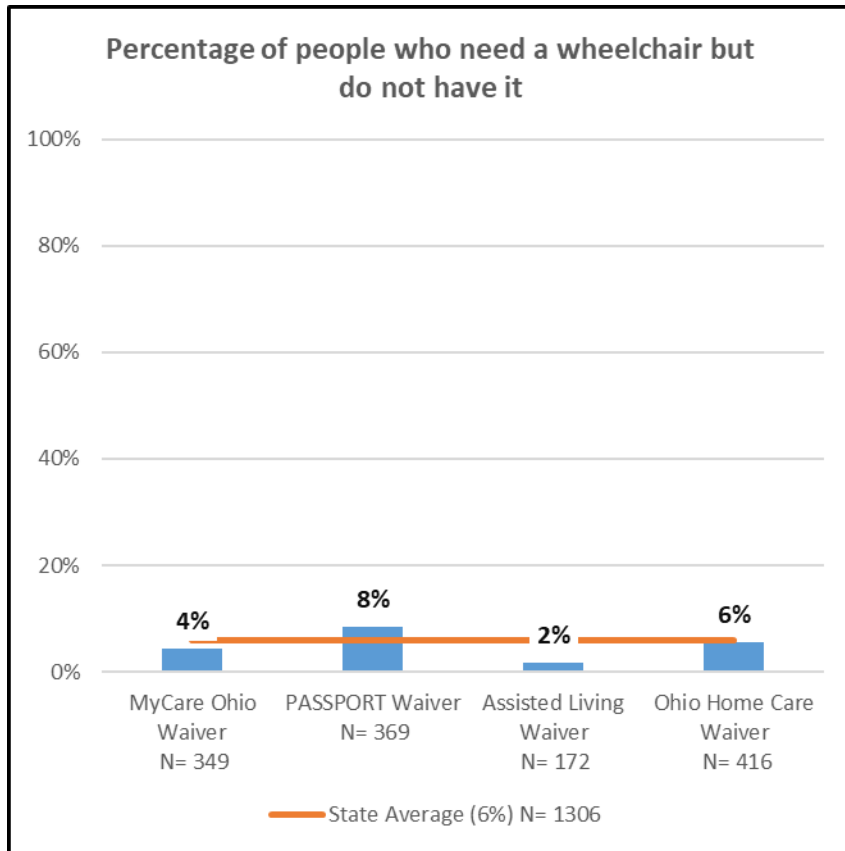
Graph 42. Percentage of people who need a scooter but do not have it



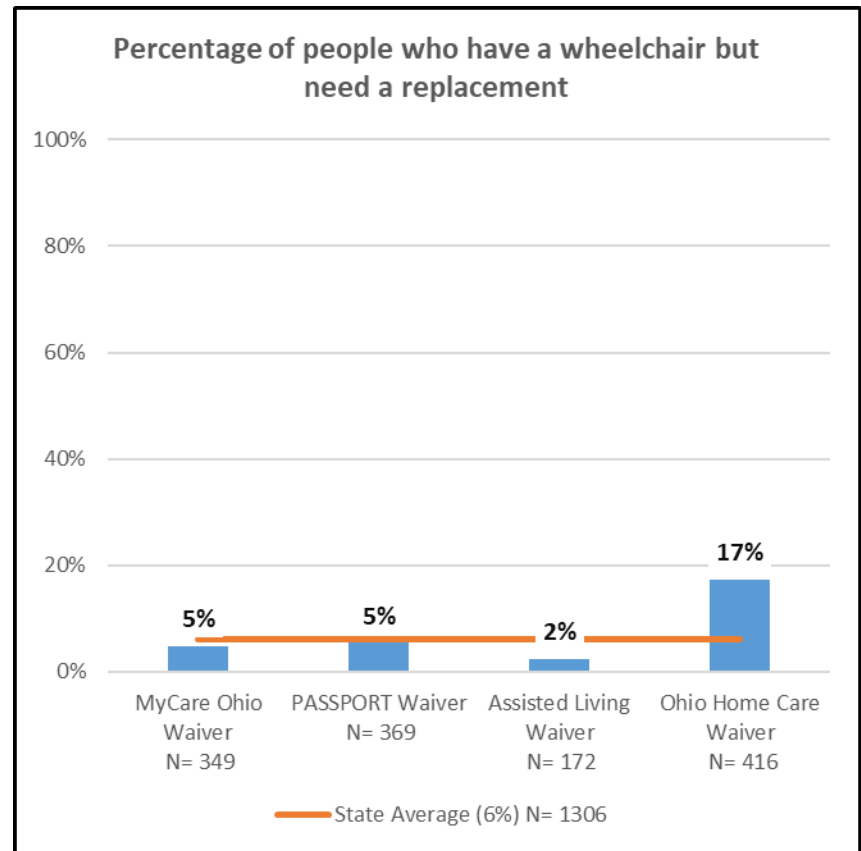
Graph 43. Percentage of people who have a scooter but need a replacement



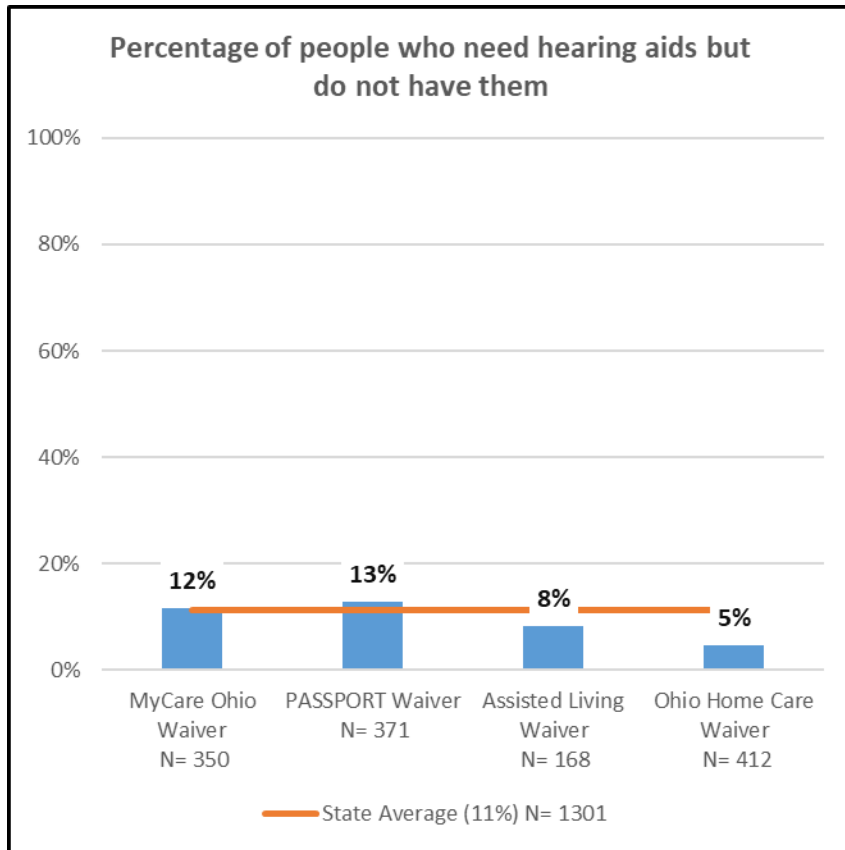
Graph 44. Percentage of people who need a wheelchair but do not have it



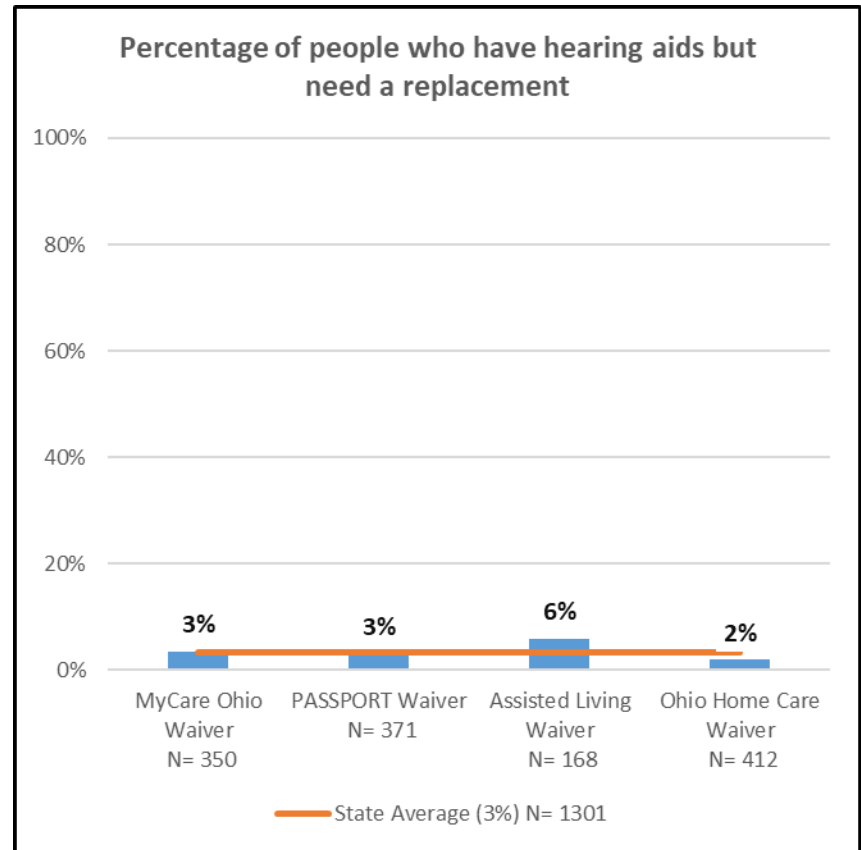
Graph 45. Percentage of people who have a wheelchair but need a replacement



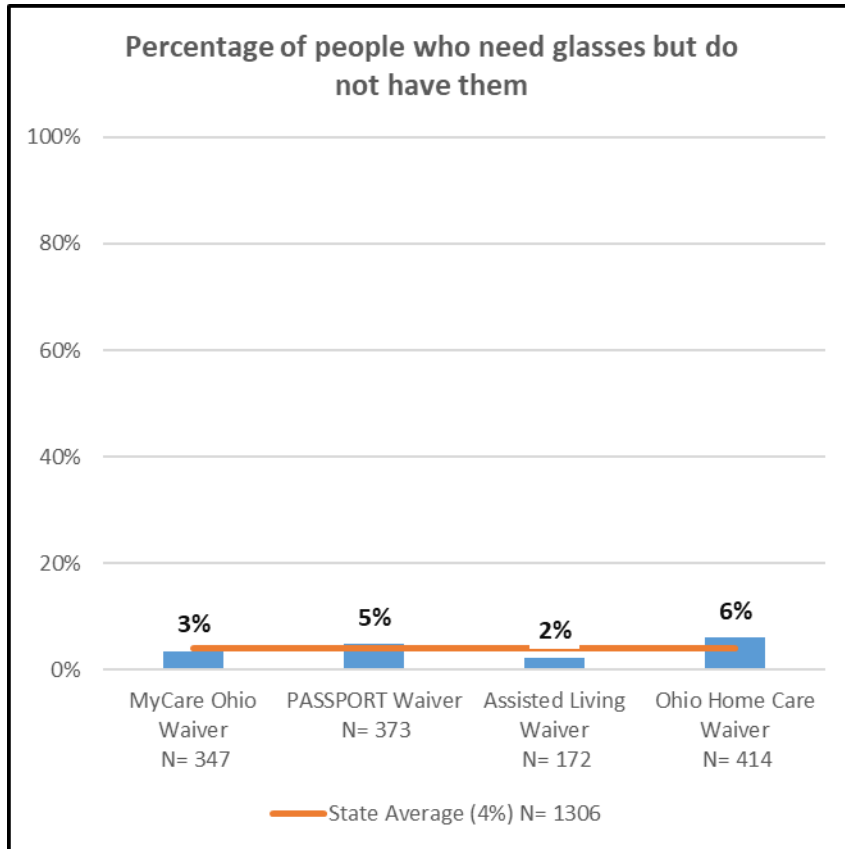
Graph 46. Percentage of people who need hearing aids but do not have them



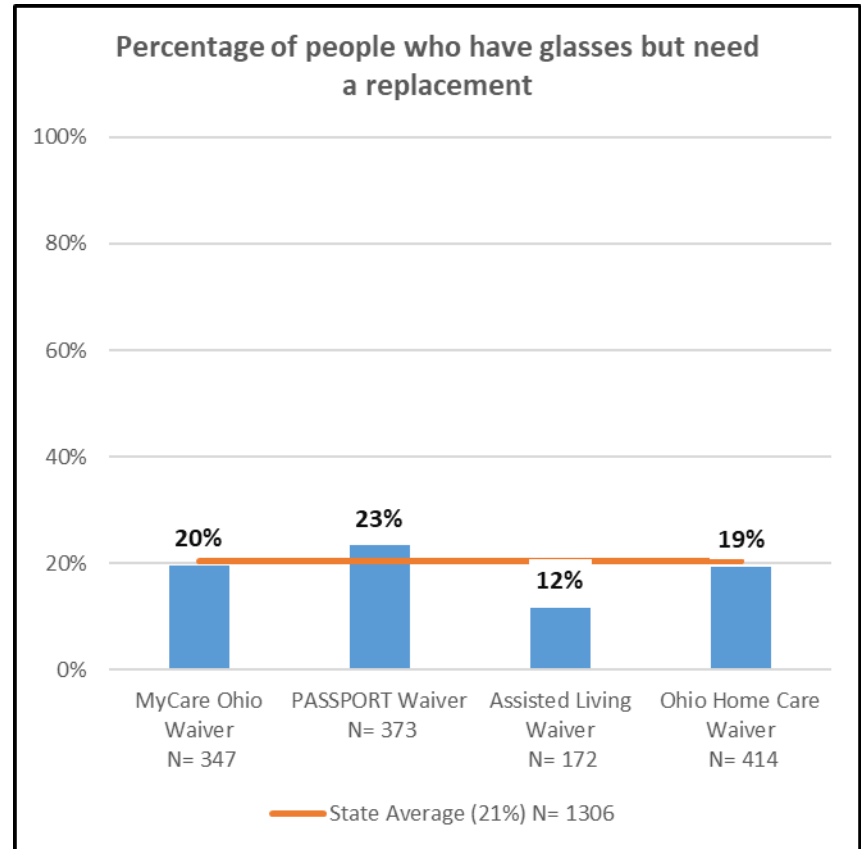
Graph 47. Percentage of people who have hearing aids but need a replacement



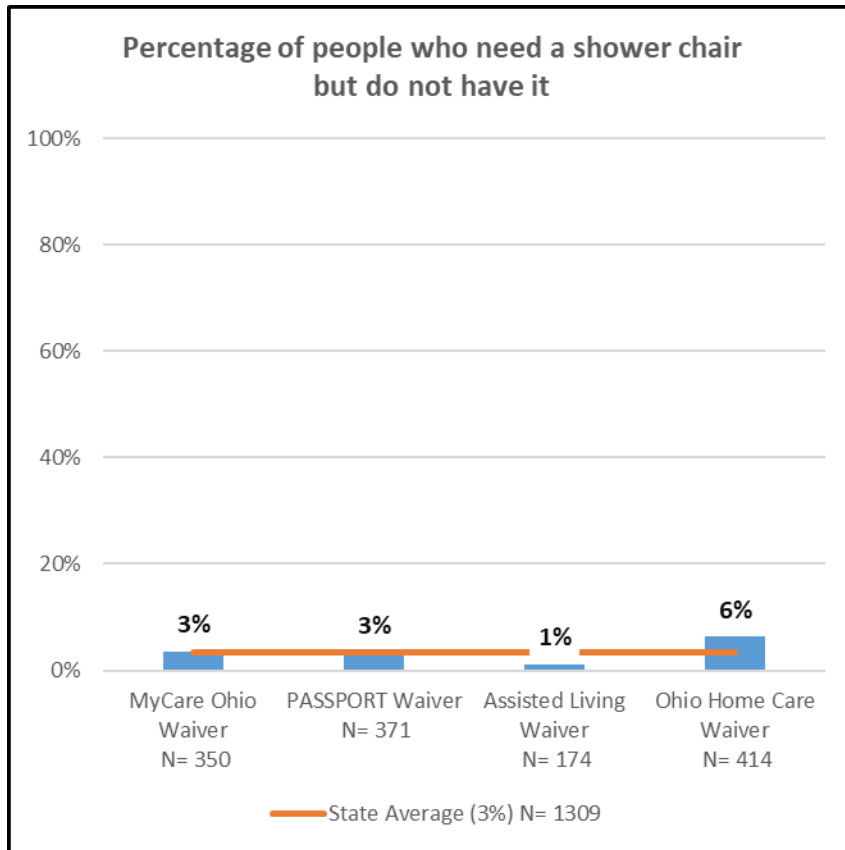
Graph 48. Percentage of people who need glasses but do not have them



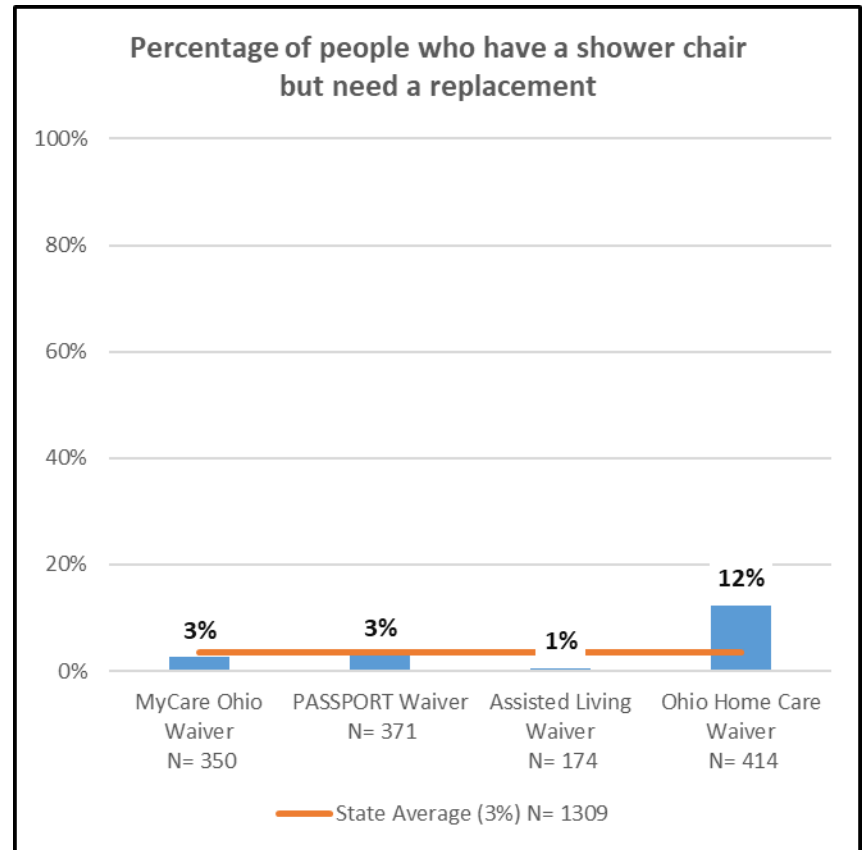
Graph 49. Percentage of people who have glasses but need a replacement



Graph 50. Percentage of people who need a shower chair but do not have it¹⁶



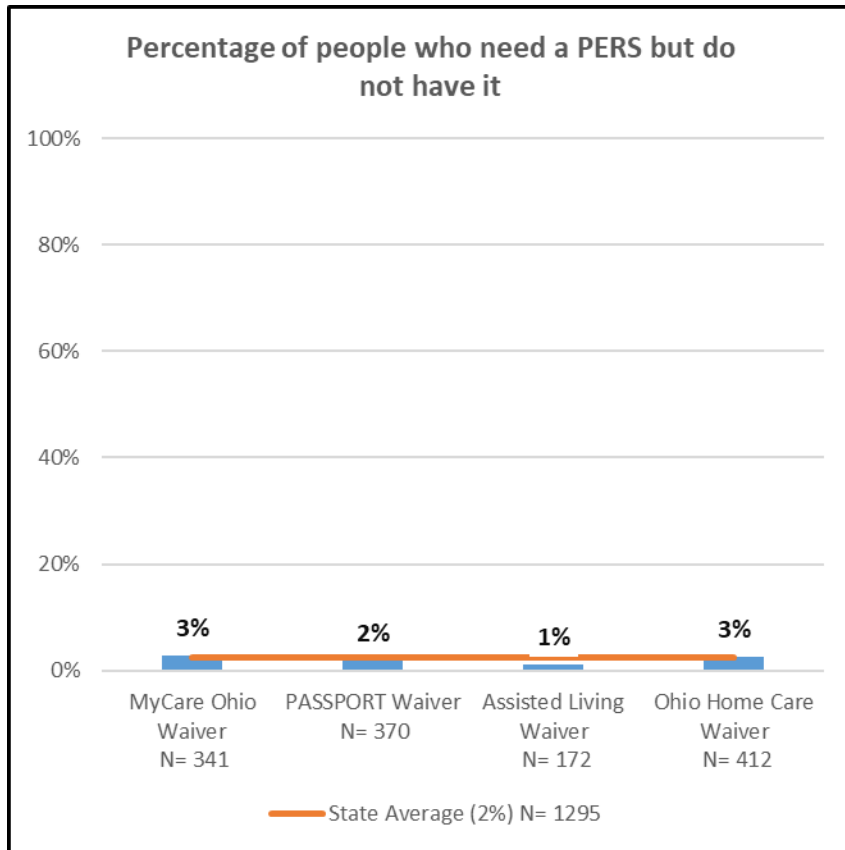
Graph 51. Percentage of people who have a shower chair but need a replacement¹⁷



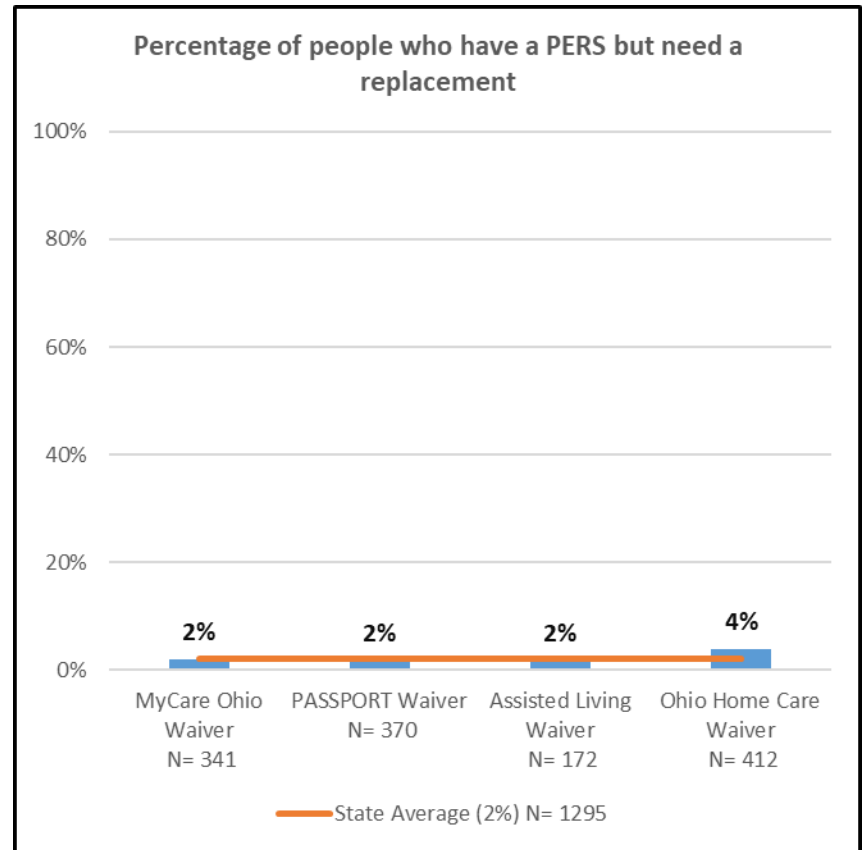
¹⁶ New item in 2019-2020

¹⁷ New item in 2019-2020

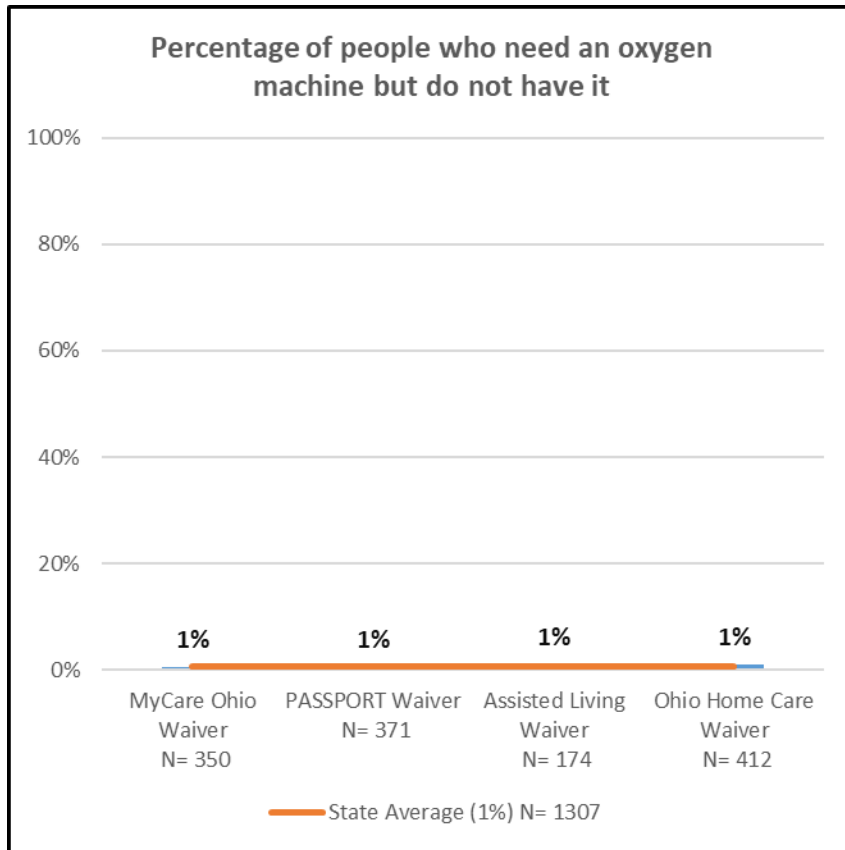
Graph 52. Percentage of people who need a personal emergency response system but do not have it



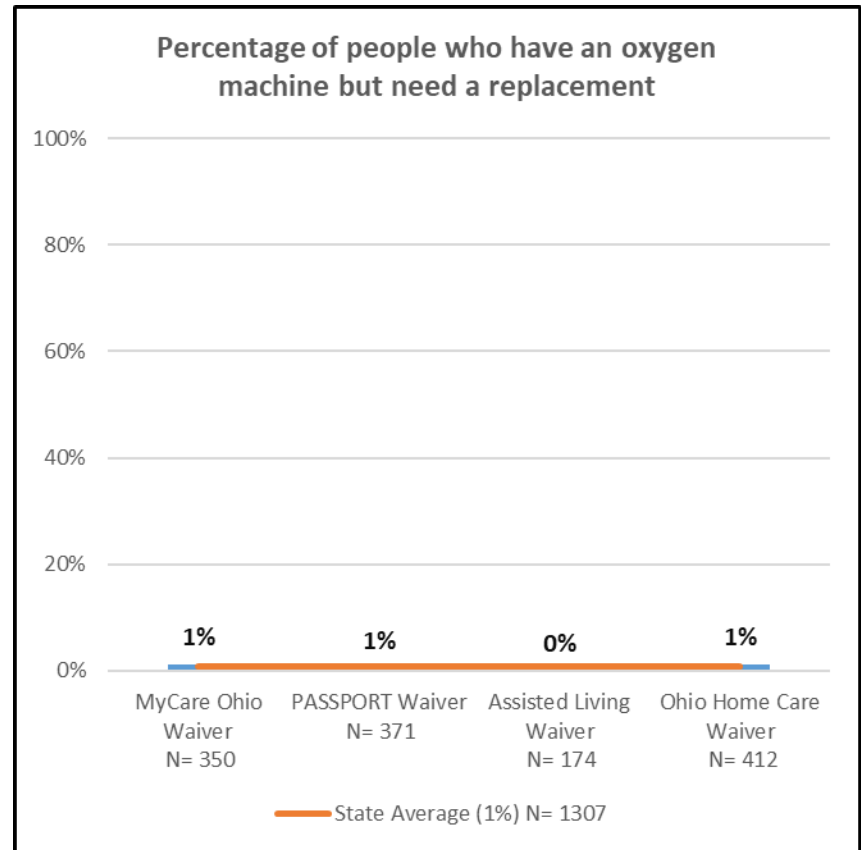
Graph 53. Percentage of people who have a personal emergency response system but need a replacement



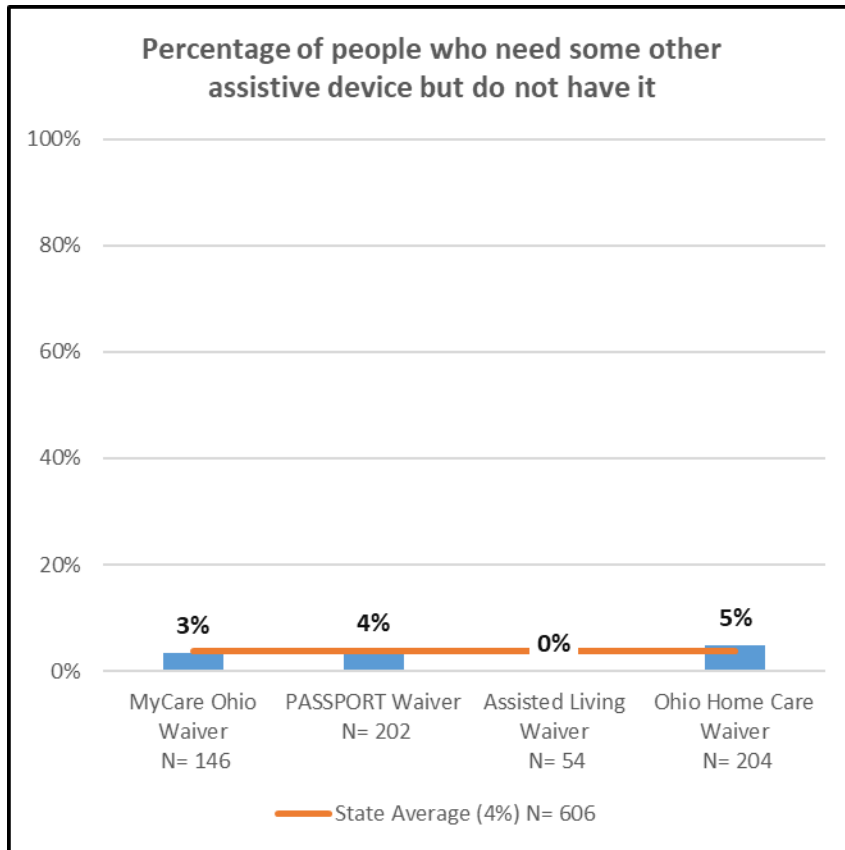
Graph 54. Percentage of people who need an oxygen machine but do not have it



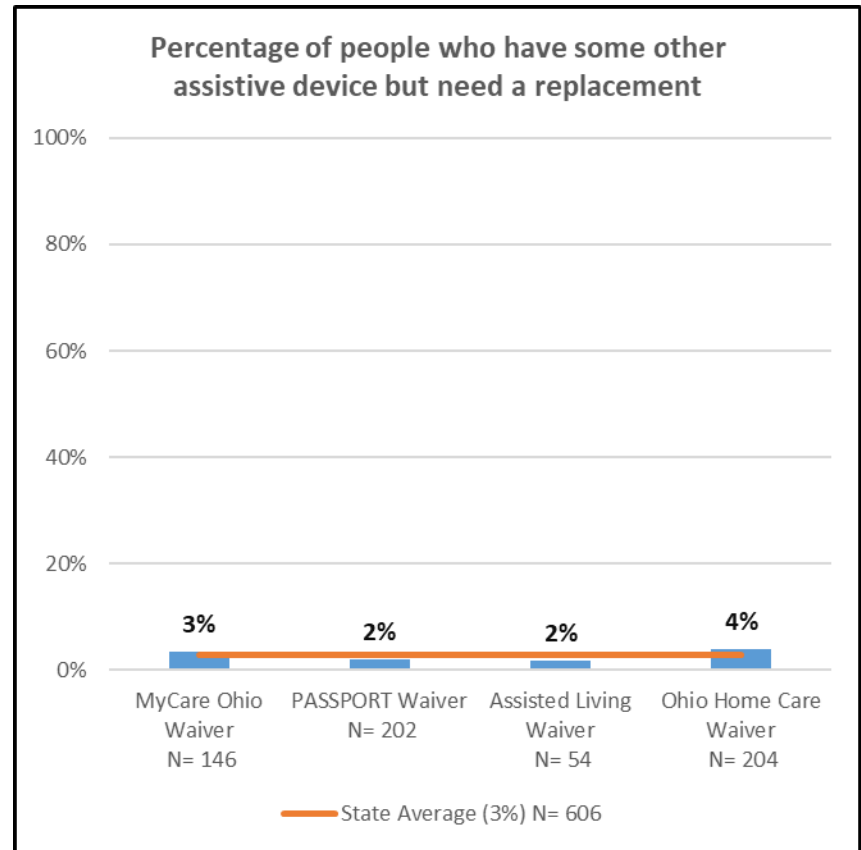
Graph 55. Percentage of people who have an oxygen machine but need a replacement



Graph 56. Percentage of people who need some other assistive device but do not have it



Graph 57. Percentage of people who have some other assistive device but need a replacement



Safety

People feel safe from abuse, neglect, and injury.

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

1. Percentage of people with concerns about falling¹⁸
2. Percentage of people who feel safe around their paid support staff
3. Percentage of people who are worried for the security of their personal belongings
4. Percentage of people who are able to get to safety quickly in case of an emergency
5. Percentage of people whose money has been taken without their permission
6. Percentage of people who know whom to talk to if they are mistreated or neglected¹⁹

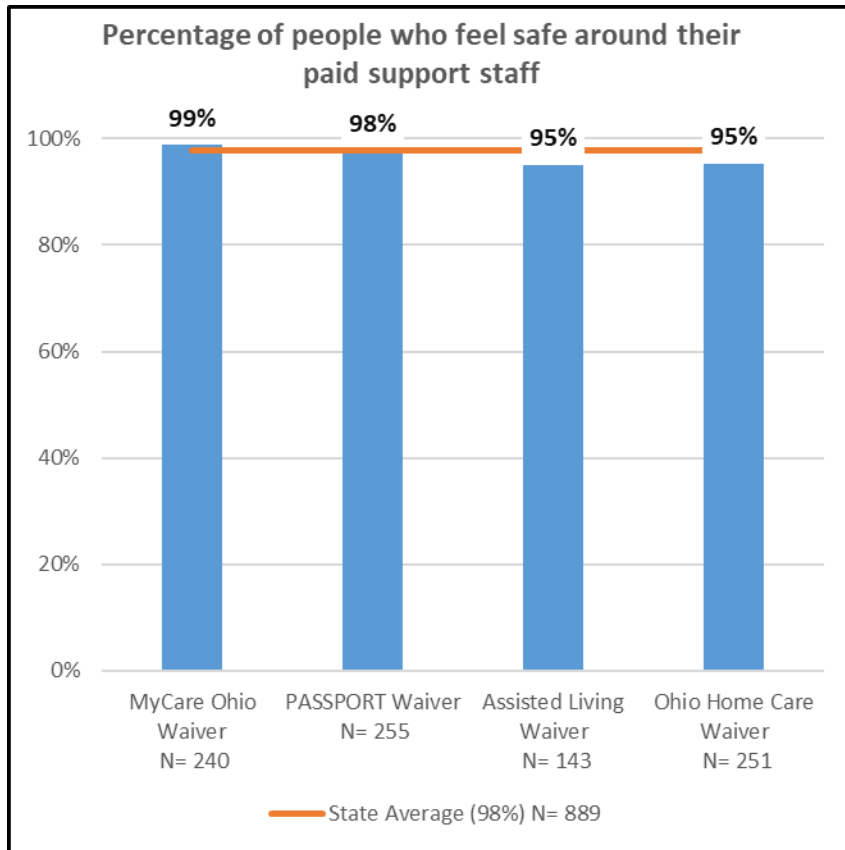
There are six survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

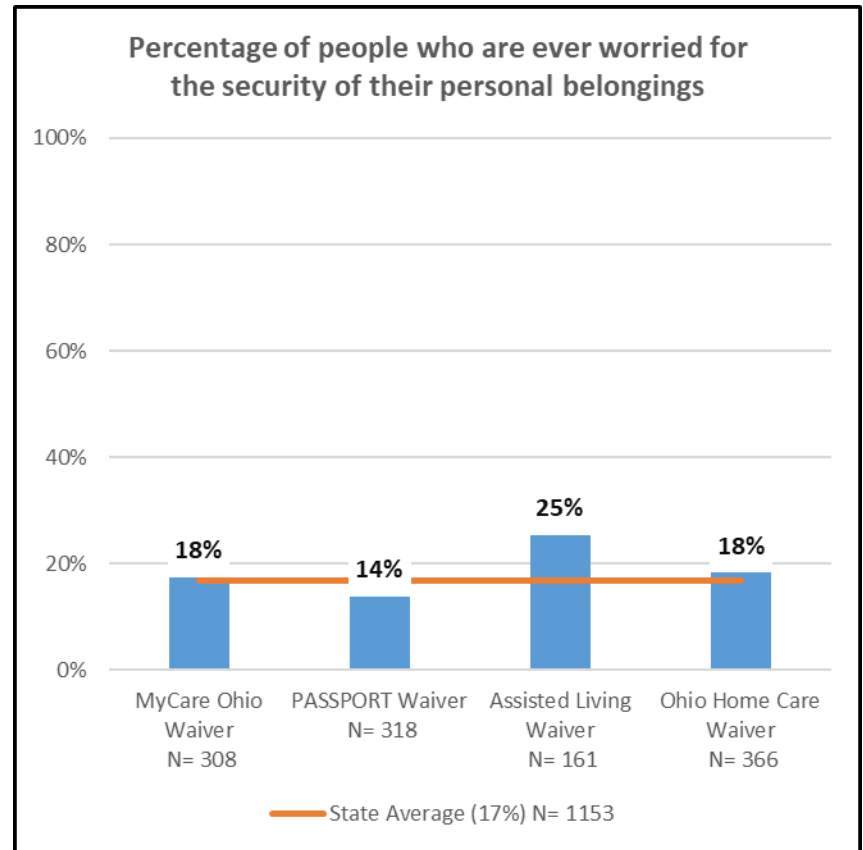
¹⁸ Indicator previously reported in the “Care Coordination” domain.

¹⁹ New indicator in 2019-2020.

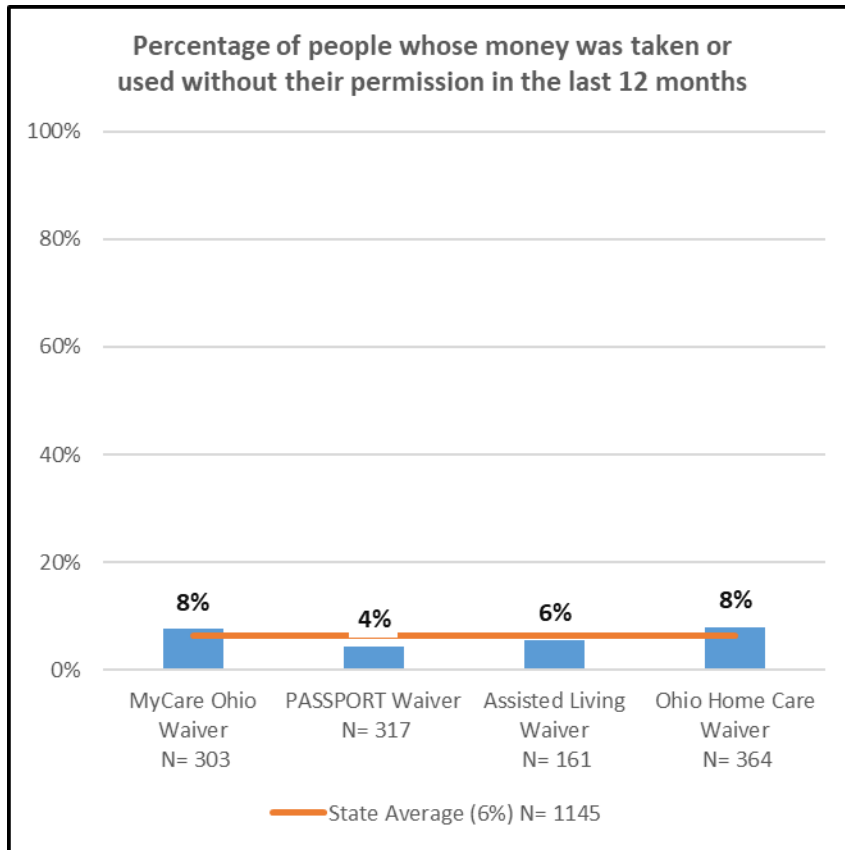
Graph 58. Percentage of people who feel safe around their paid support staff



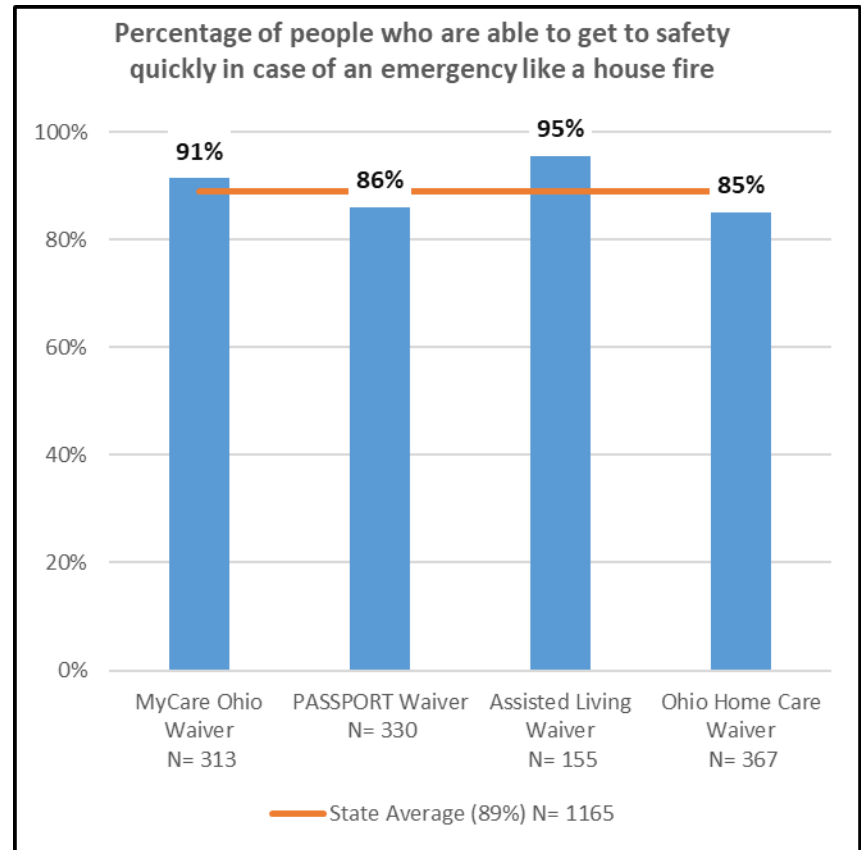
Graph 59. Percentage of people who are ever worried for the security of their personal belongings



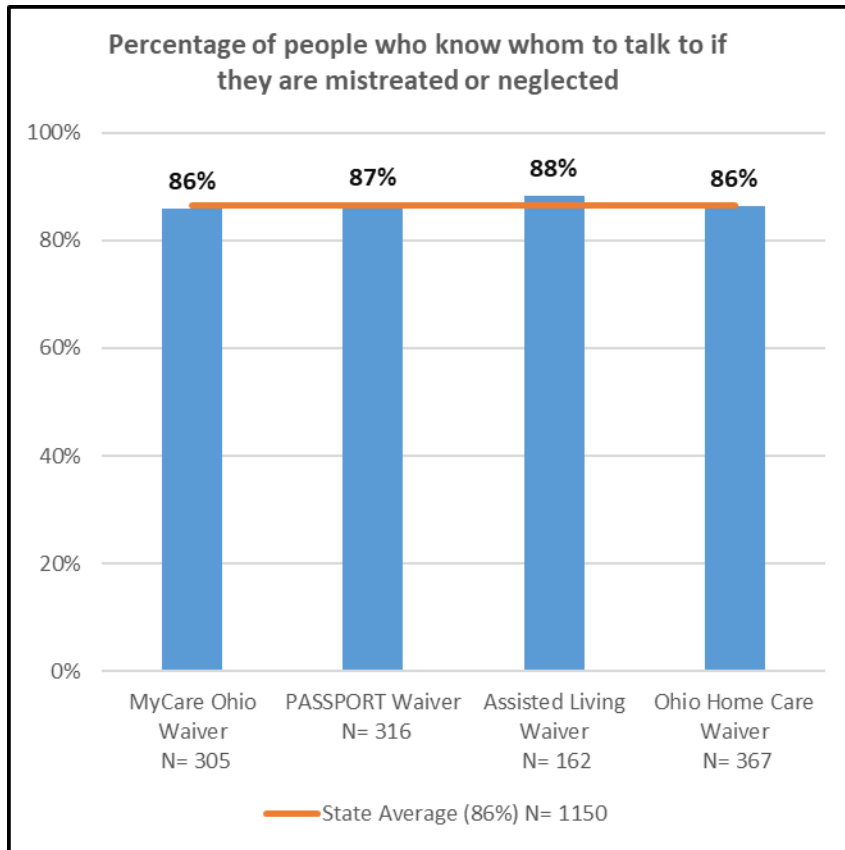
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months



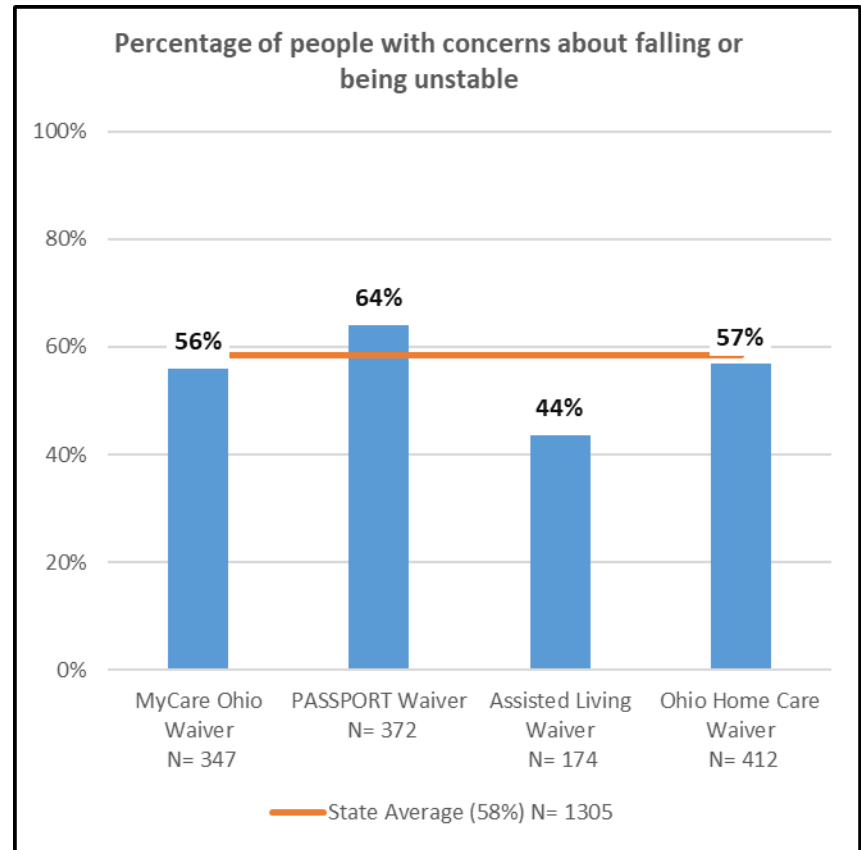
Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire



Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected²⁰



Graph 63. Percentage of people with concerns about falling or being unstable²¹



²⁰ New item in 2019-2020.

²¹ Item previously reported in the “Care Coordination” domain.

Health Care

People secure needed health services.

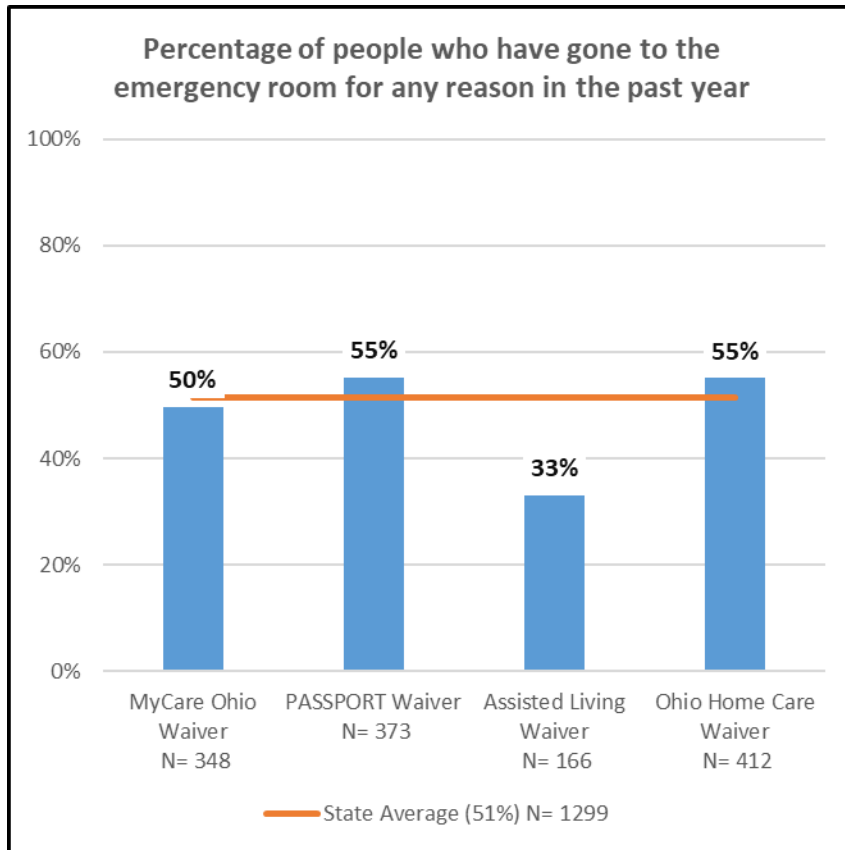
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who experience potentially preventable emergency room visits
2. Percentage of people who have needed health screenings and exams in a timely manner
3. Percentage of people who can get an appointment with their doctor when they need to
4. Percentage of people who have talked to someone about feeling sad or depressed

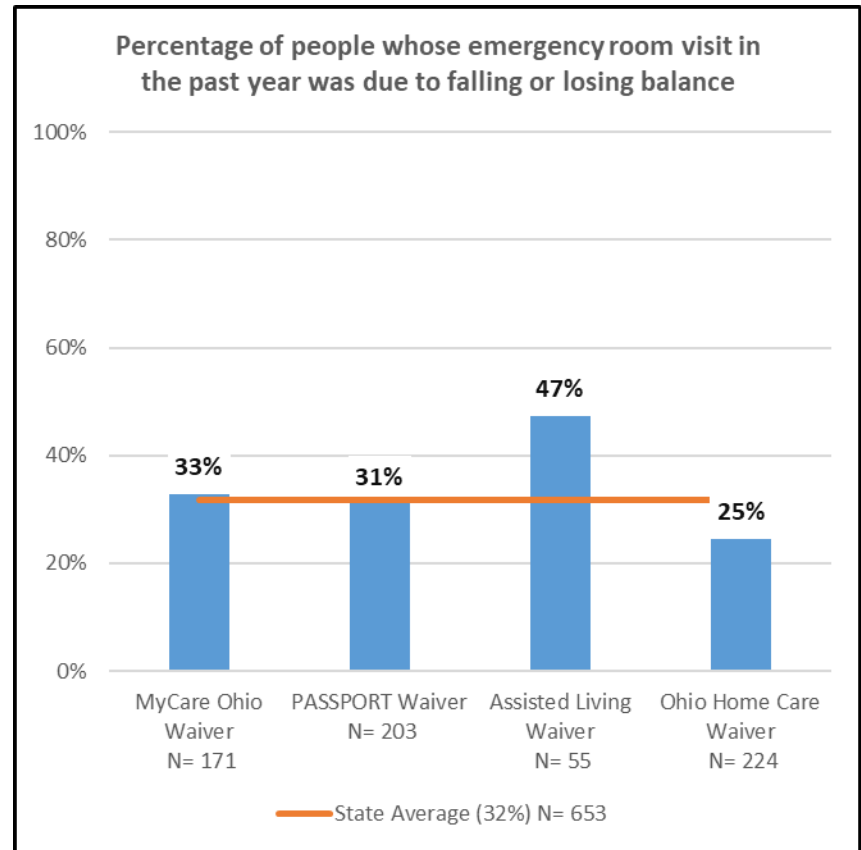
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

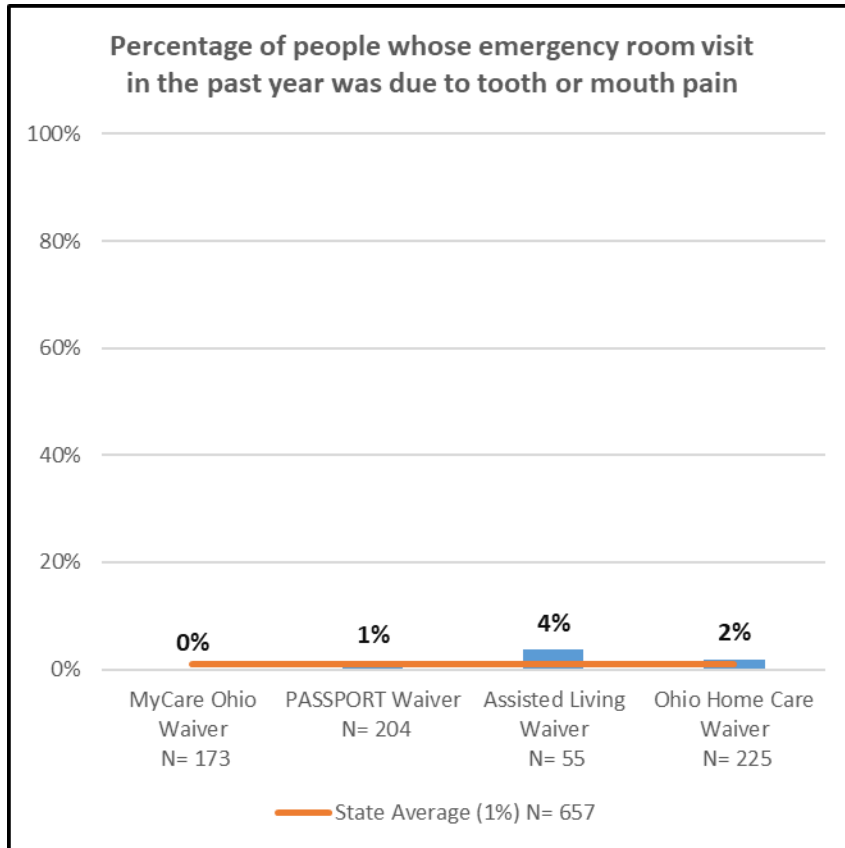
Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year



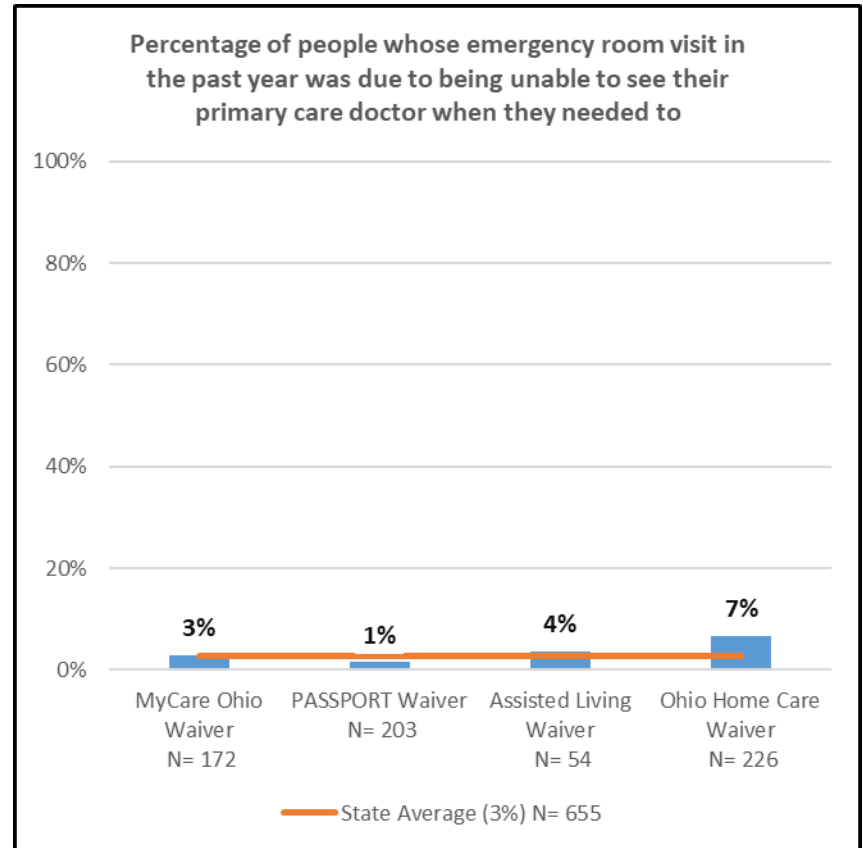
Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance



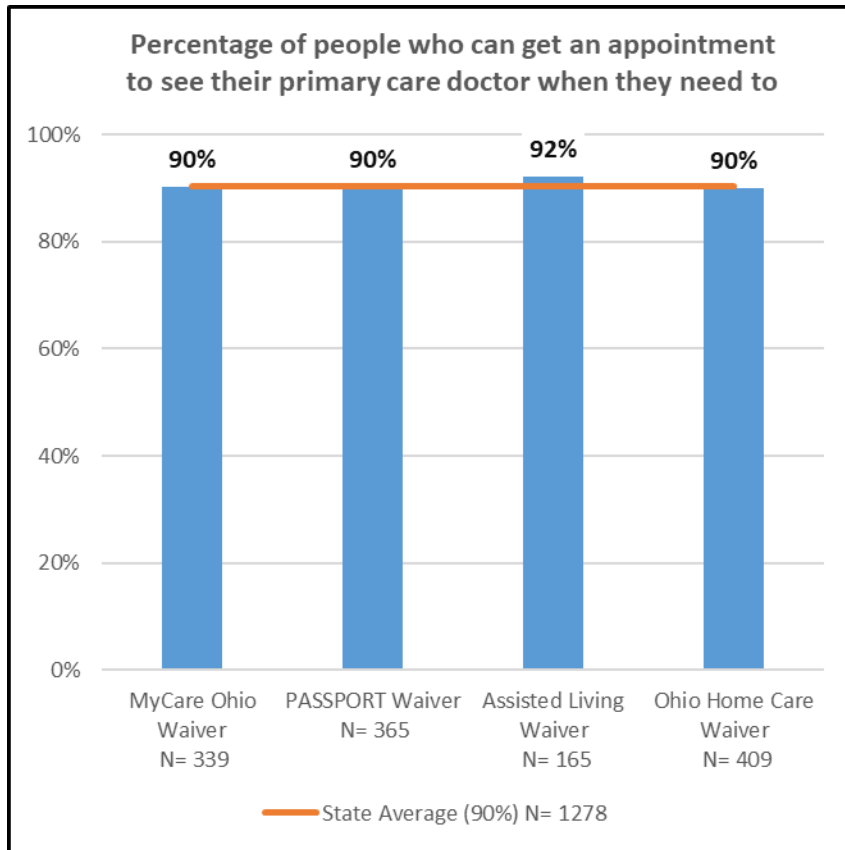
Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain



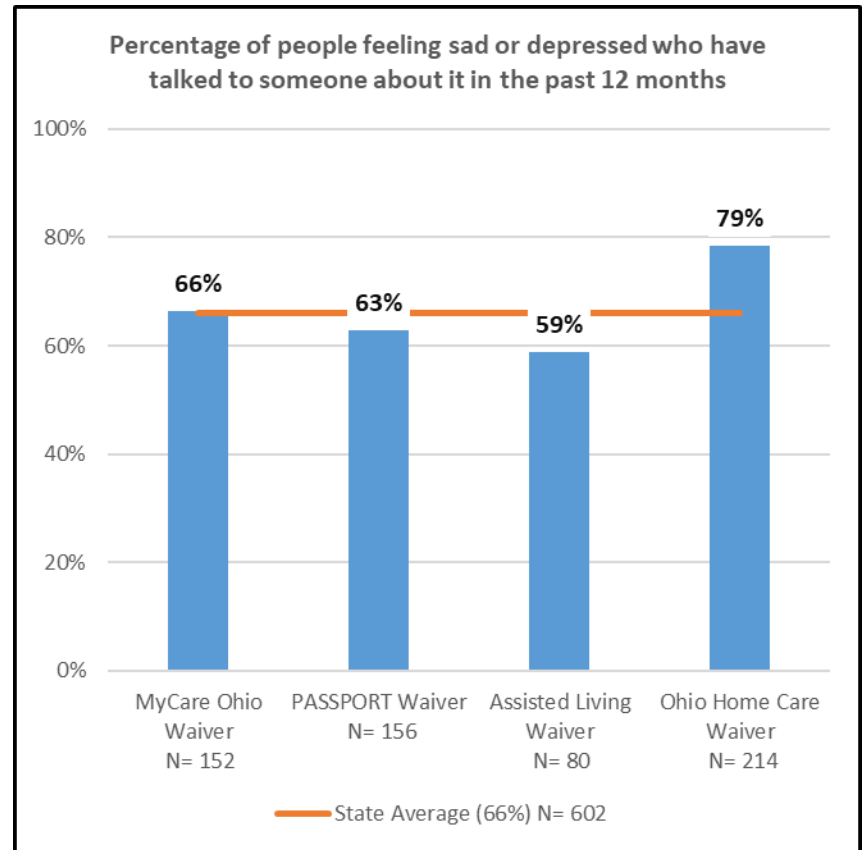
Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to



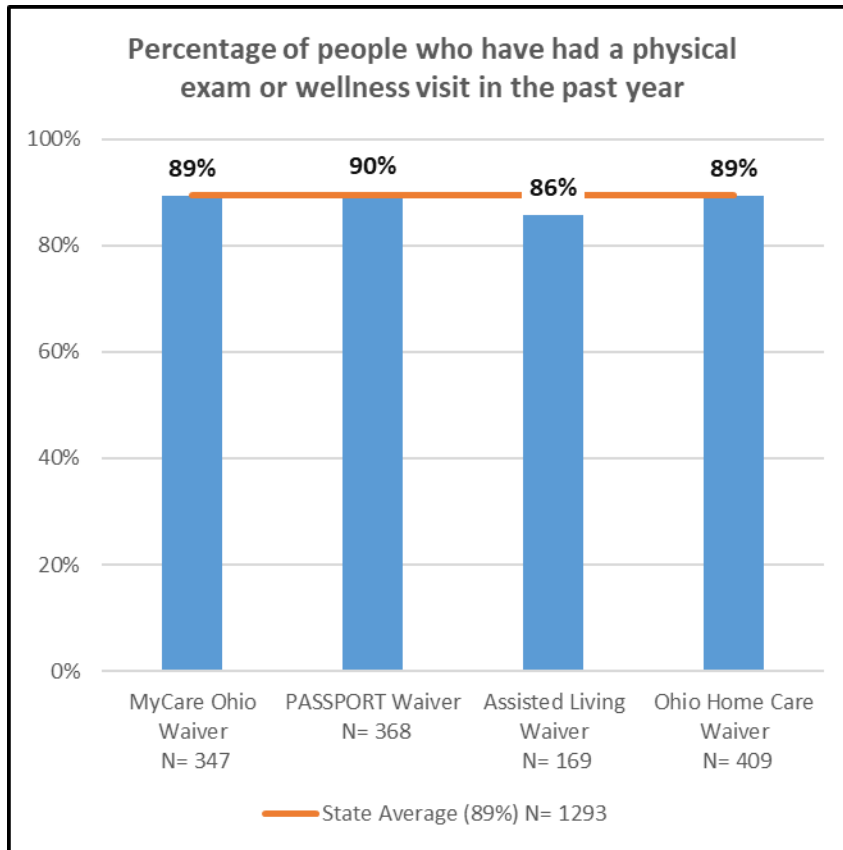
Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to



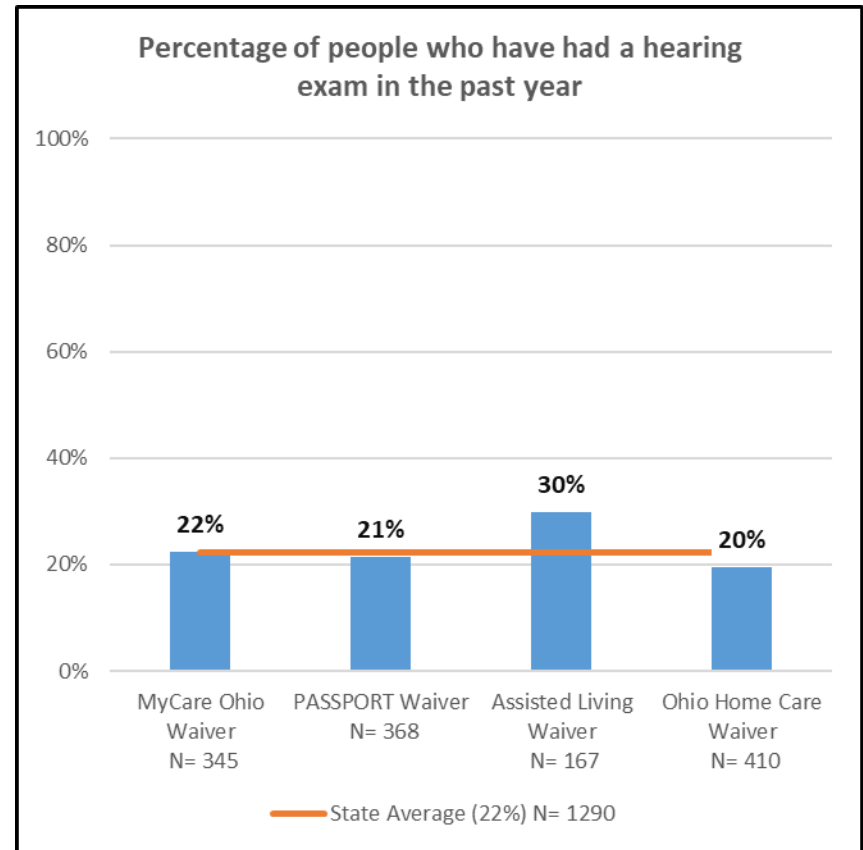
Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months



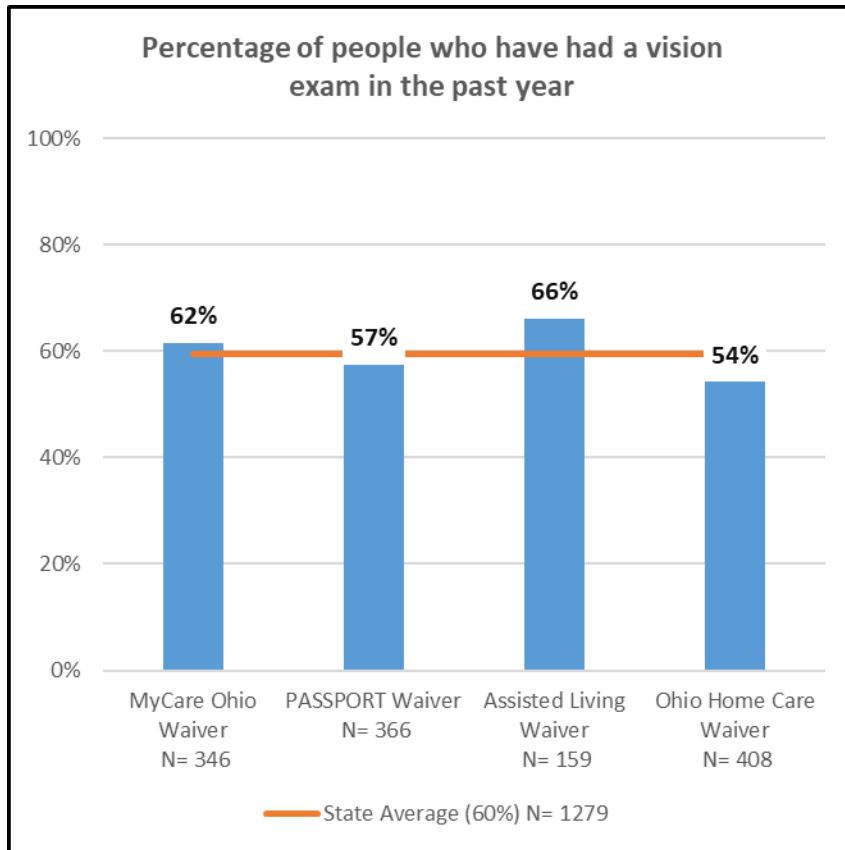
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year



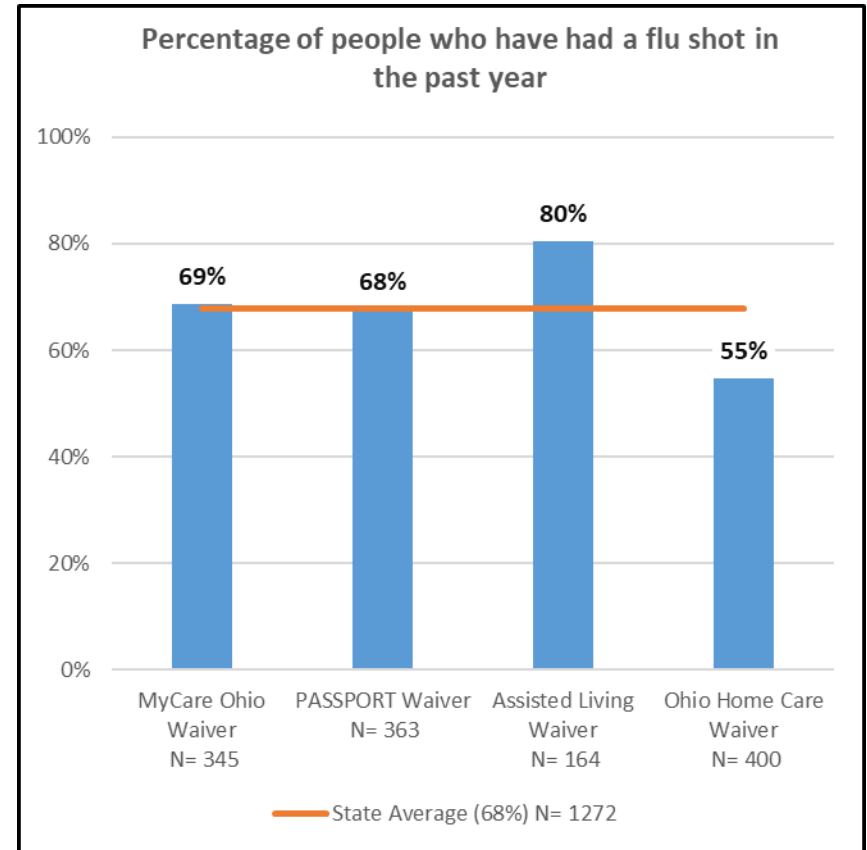
Graph 71. Percentage of people who have had a hearing exam in the past year



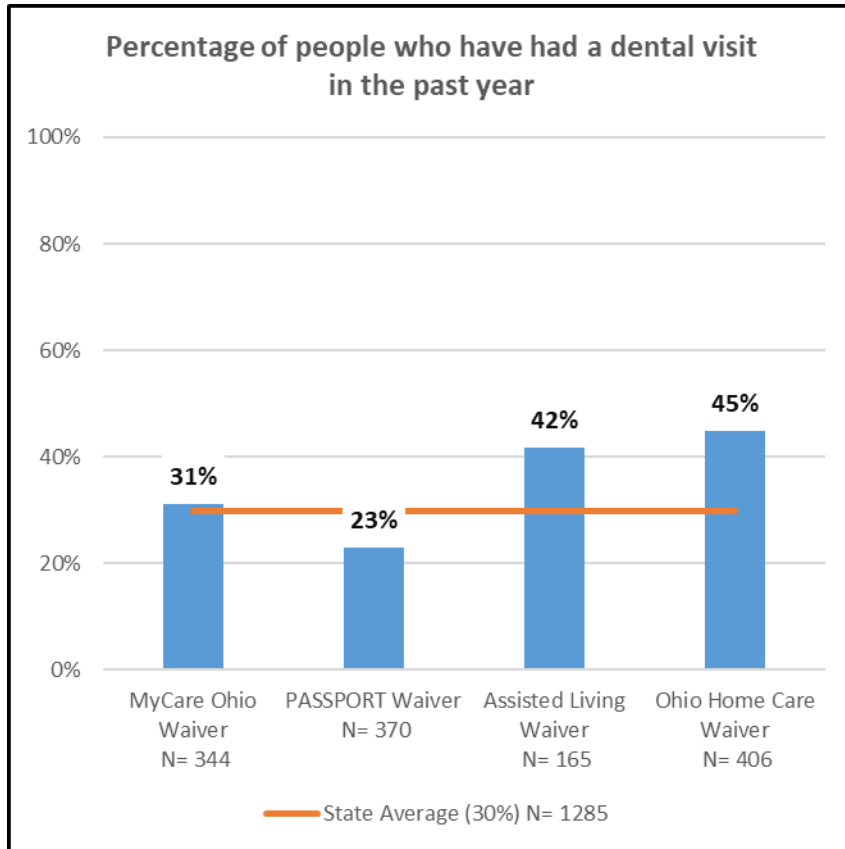
Graph 72. Percentage of people who have had a vision exam in the past year



Graph 73. Percentage of people who have had a flu shot in the past year



Graph 74. Percentage of people who have had a dental visit in the past year



Wellness

People are supported to maintain wellness.

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

1. Percentage of people whose health is better than 12 months ago
2. Percentage of people who have discussed forgetting things with a health care professional
3. Percentage of people with uncorrected poor hearing
4. Percentage of people with uncorrected poor vision
5. Percentage of people who often feel sad or depressed
6. Percentage of people who have access to healthy foods
7. Percentage of people who often feel lonely²²

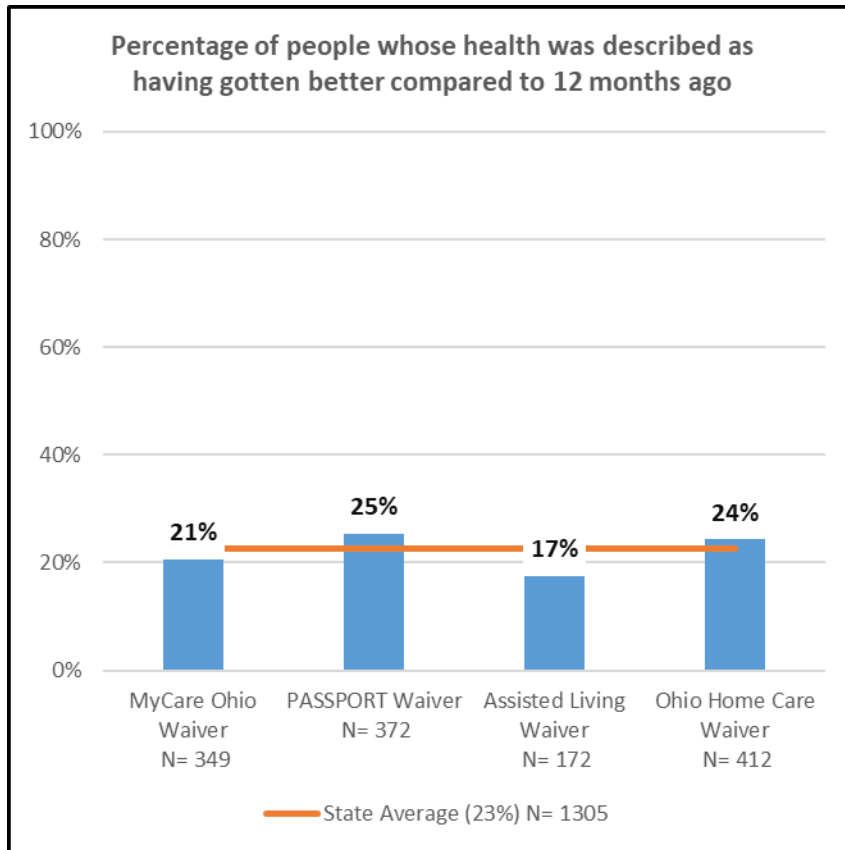
There are nine²³ survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

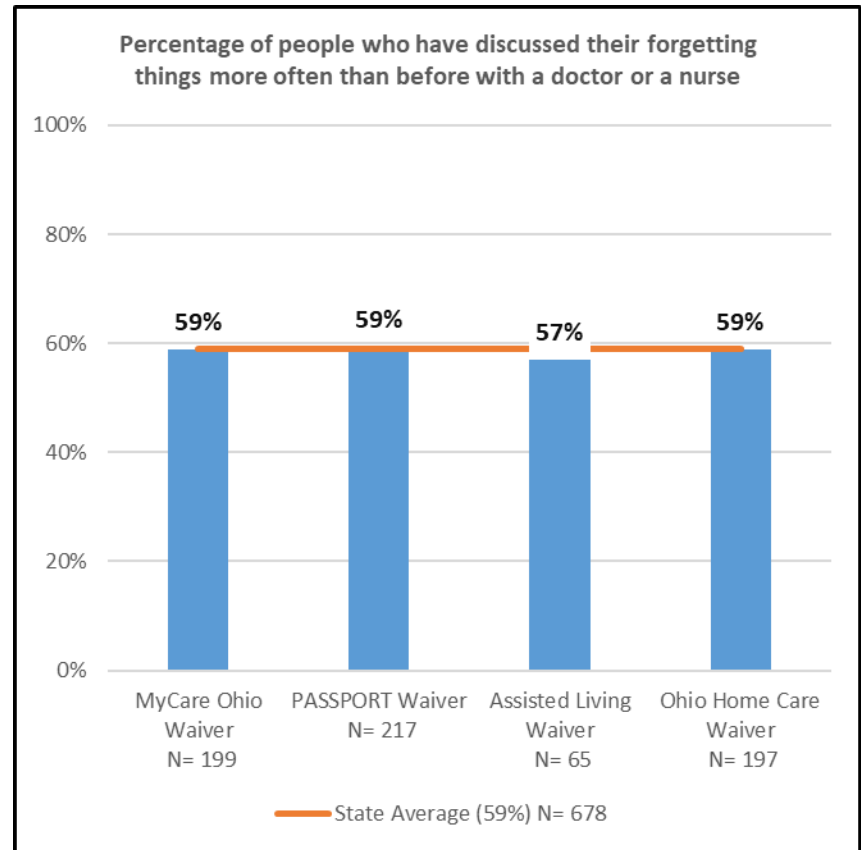
²² New indicator in 2019-2020.

²³ Data for two items are presented in Appendix B only.

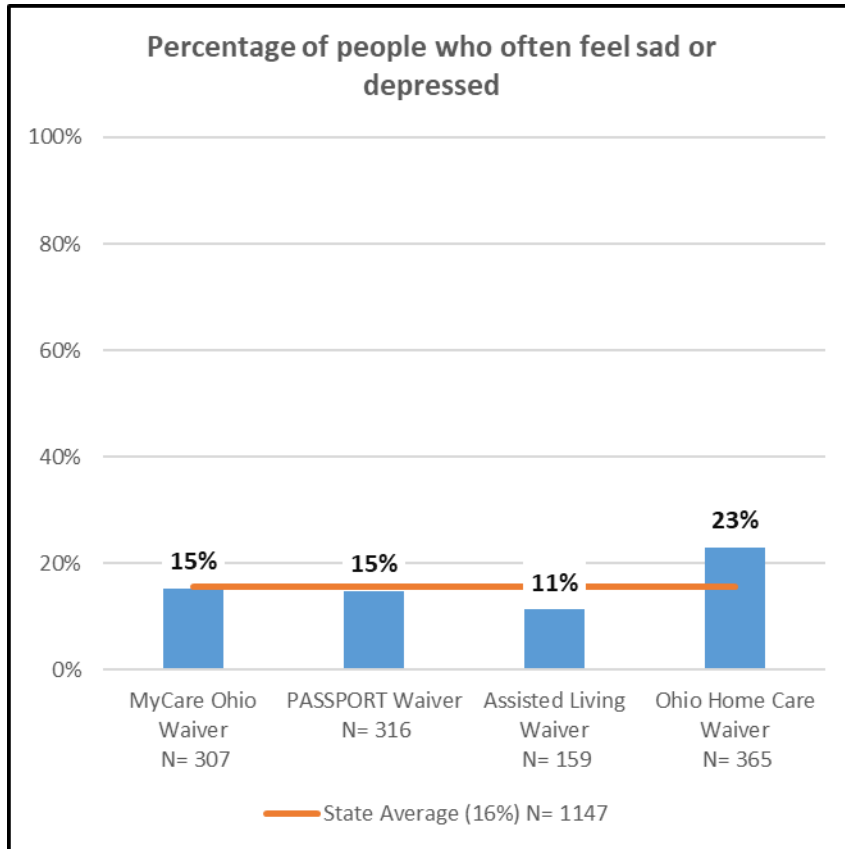
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago



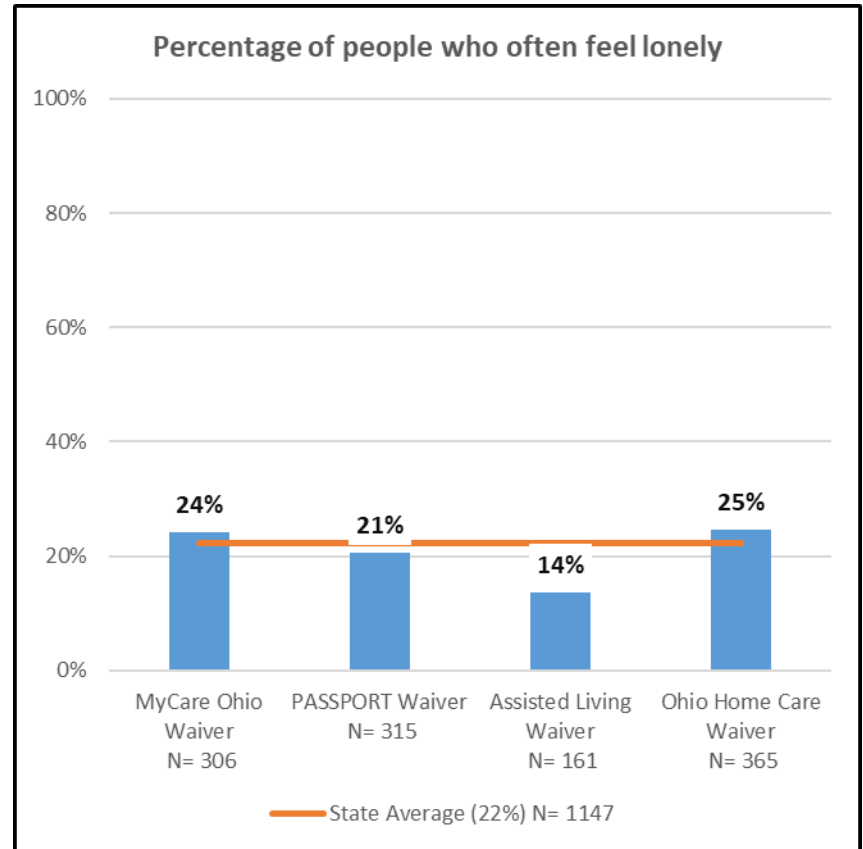
Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse



Graph 77. Percentage of people who often feel sad or depressed

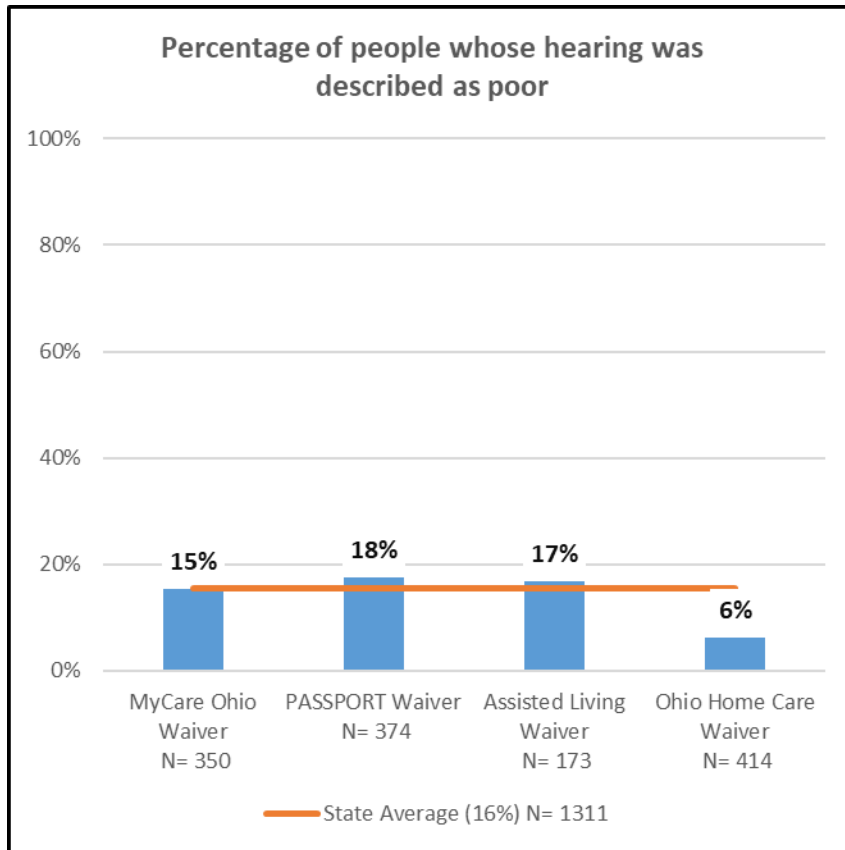


Graph 78. Percentage of people who often feel lonely²⁴

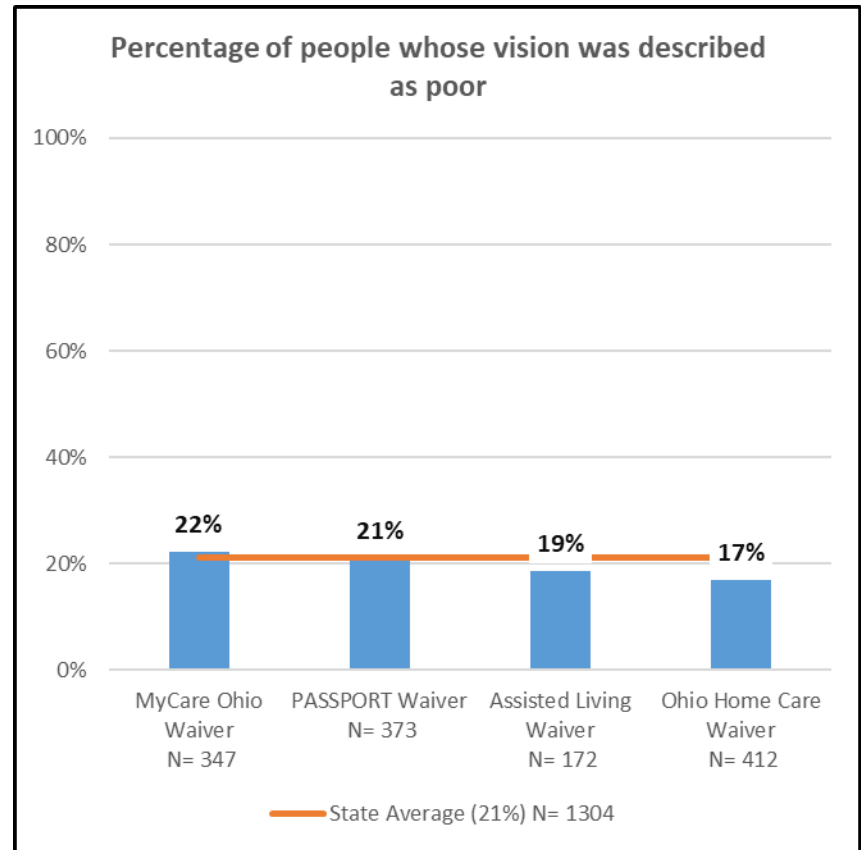


²⁴ New item in 2019-2020.

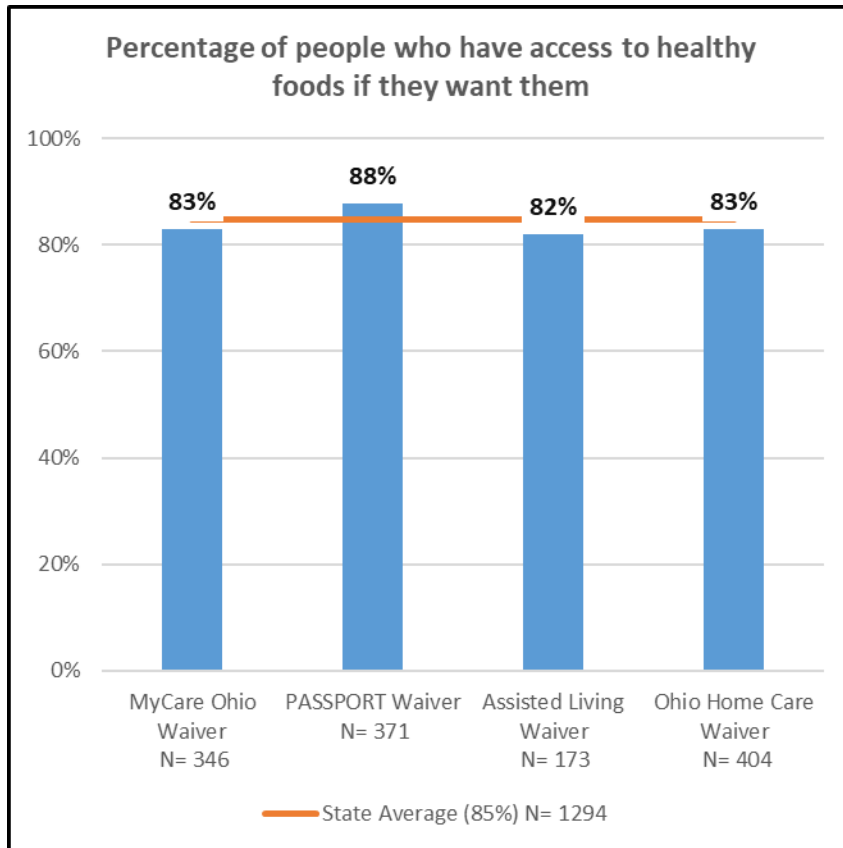
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 80. Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 81. Percentage of people who have access to healthy foods if they want them



Medications

Medications are managed effectively and appropriately.

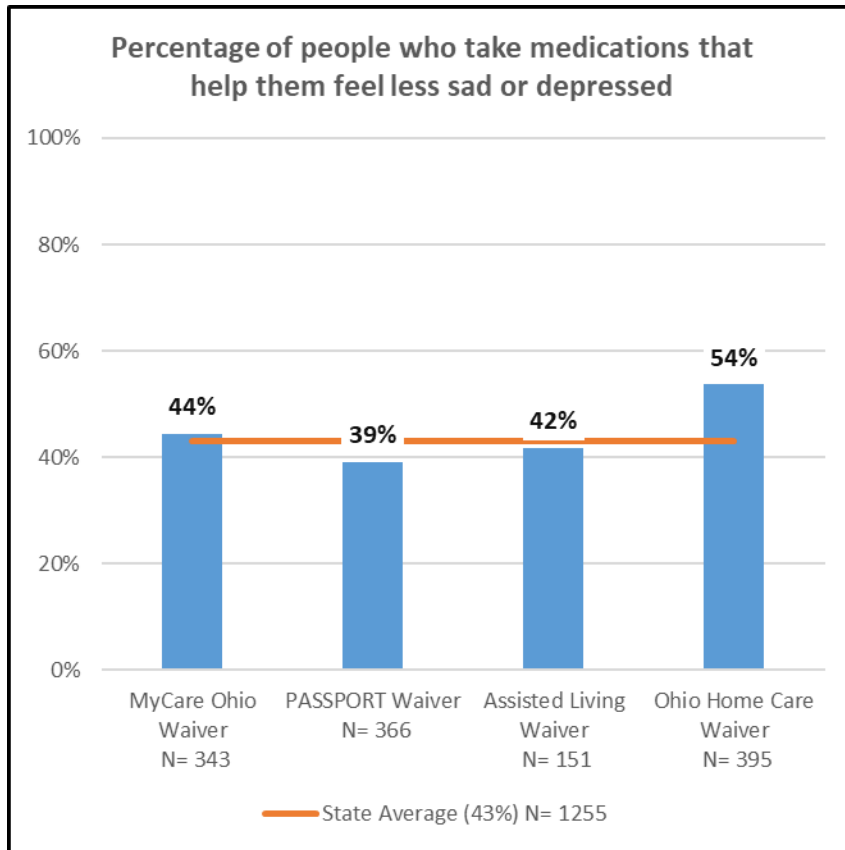
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

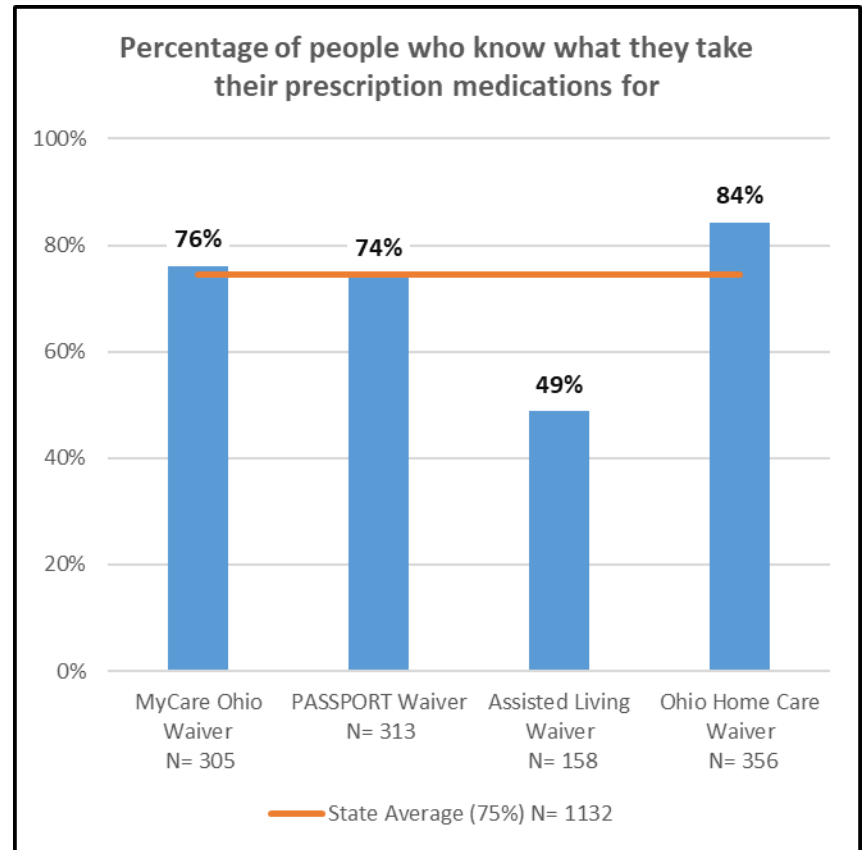
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 82. Percentage of people who take medications that help them feel less sad or depressed



Graph 83. Percentage of people who understand what they take their prescription medications for



Rights and Respect

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

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

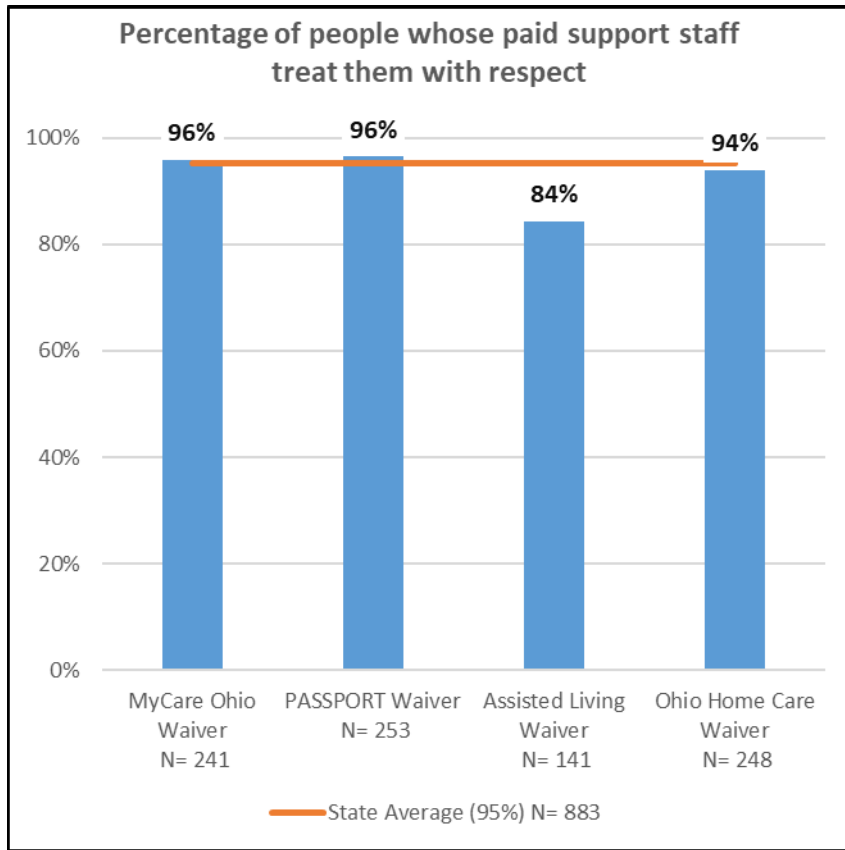
1. Percentage of people who have access to information about services in their preferred language²⁵
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group settings who are able to lock the door to their room
5. Percentage of people in group settings who have enough privacy
6. Percentage of people in group settings whose visitors are able to come at any time
7. Percentage of people in group settings who always have access to food

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

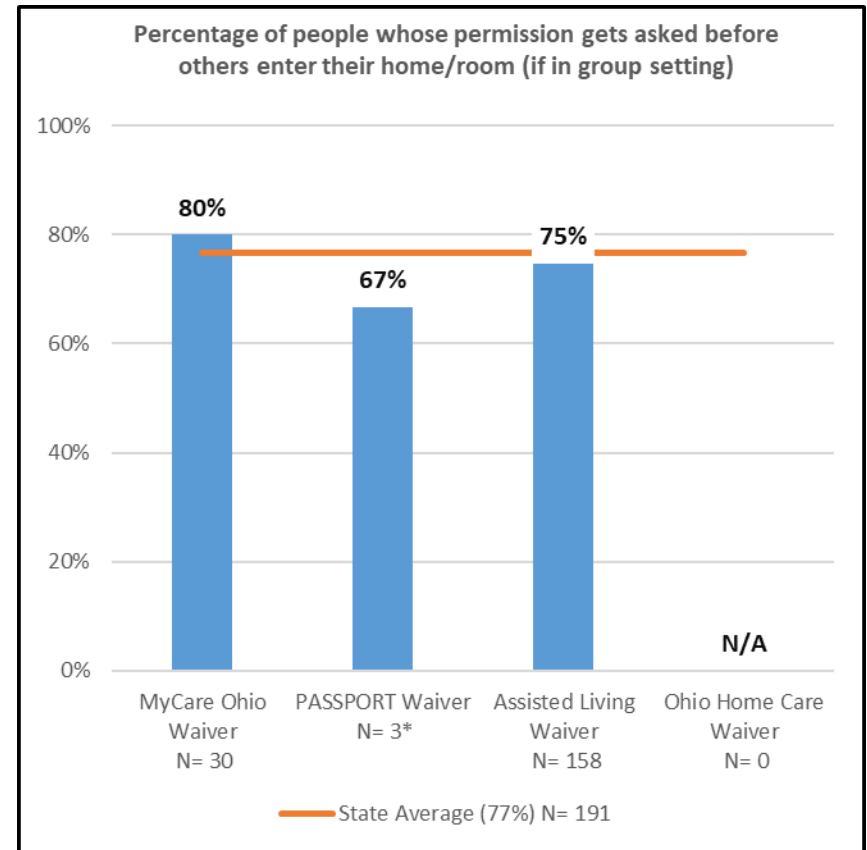
Un-collapsed data are shown in Appendix B.

²⁵ Indicator previously reported in the “Service Coordination” domain.

Graph 84. Percentage of people whose paid support staff treat them with respect



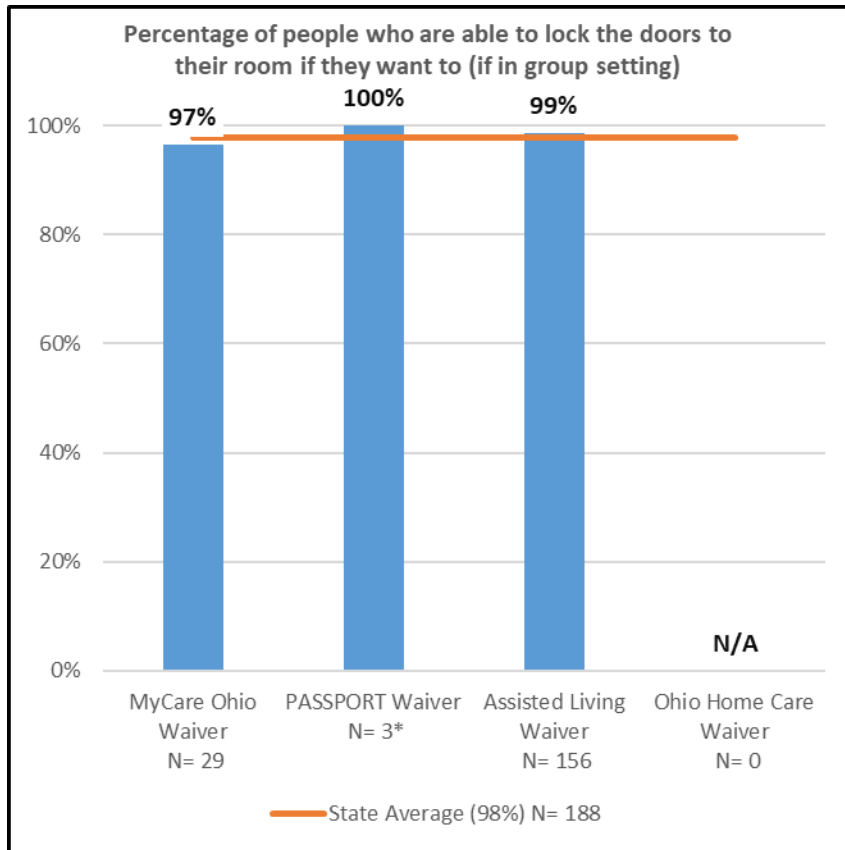
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)²⁶



* Very small number of responses

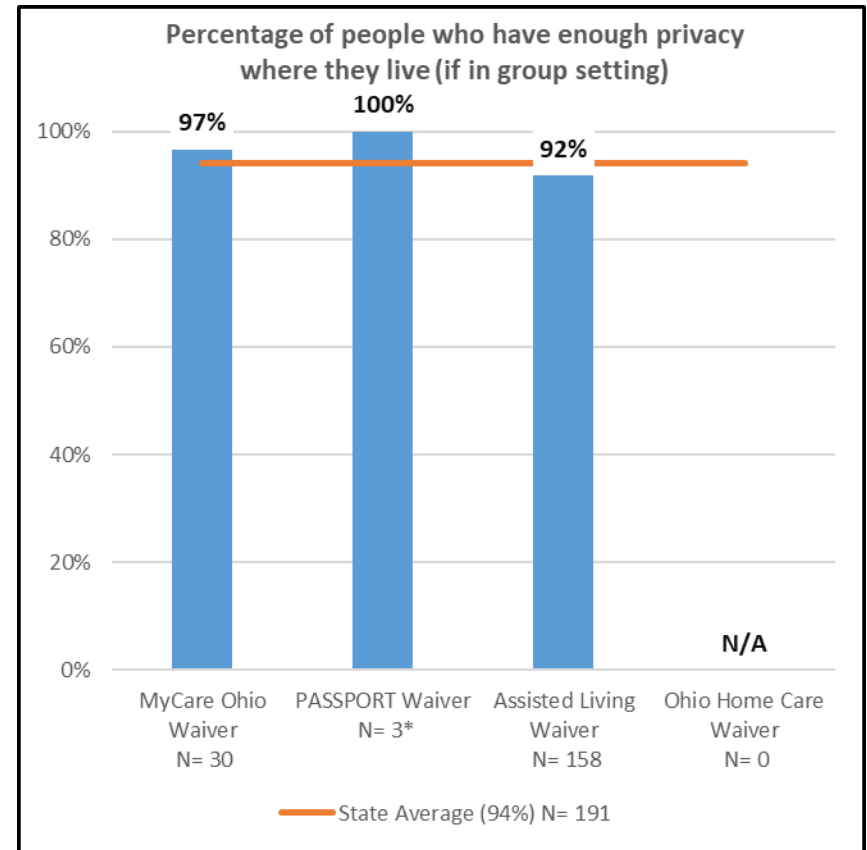
²⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting)²⁷



* Very small number of responses

Graph 87. Percentage of people who have enough privacy where they live (if in group setting)²⁸

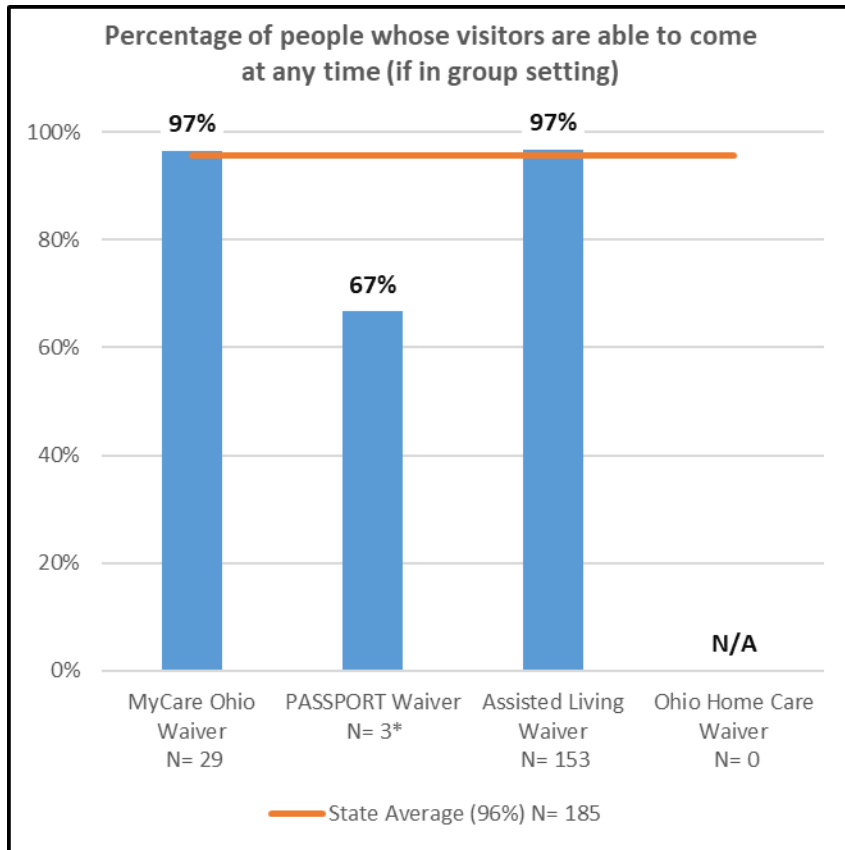


* Very small number of responses

²⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

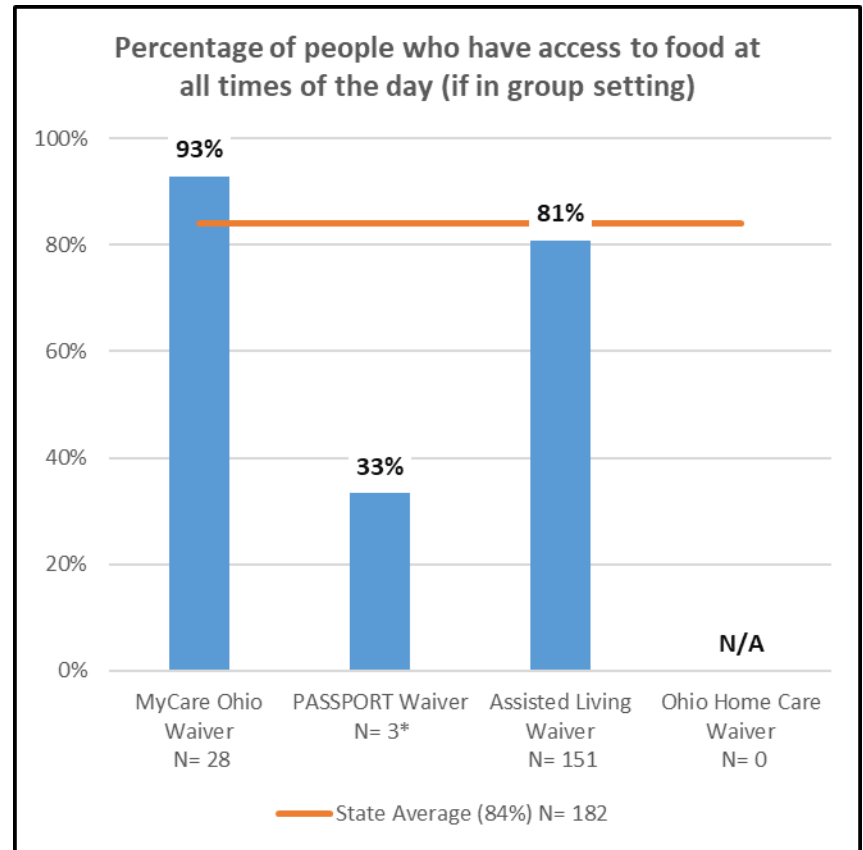
²⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting)²⁹



* Very small number of responses

Graph 89. Percentage of people who have access to food at all times of the day (if in group setting)³⁰

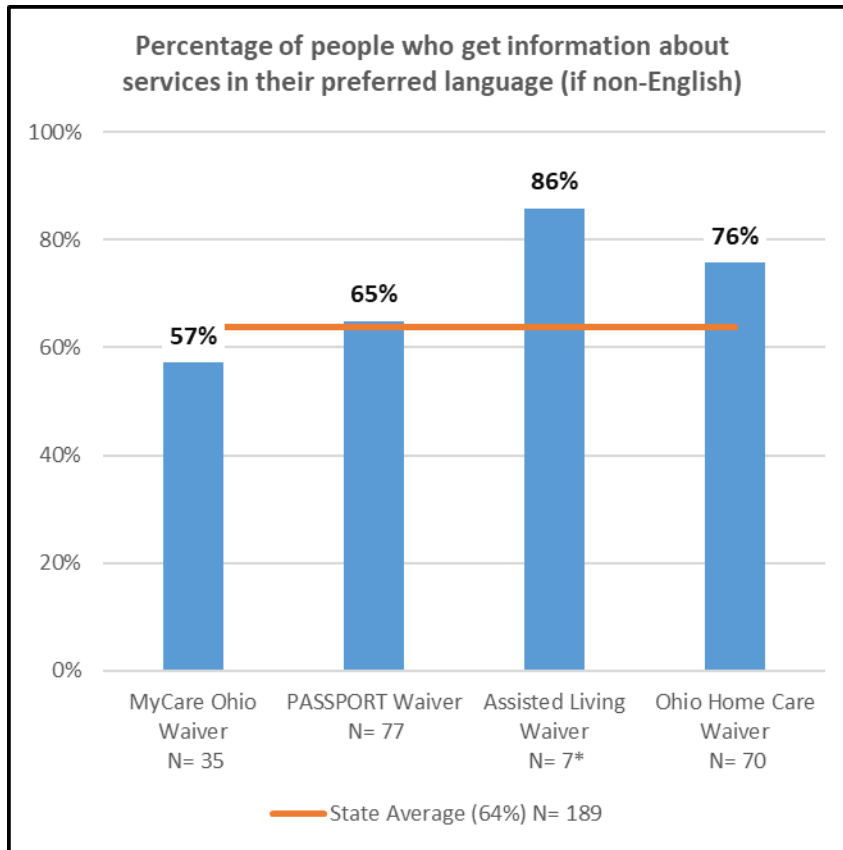


* Very small number of responses

²⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

³⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Percentage of people who have access to information about services in their preferred language (if non-English)³¹



* Very small number of responses

³¹ Item previously reported in "Service Coordination" domain

Self-Direction

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

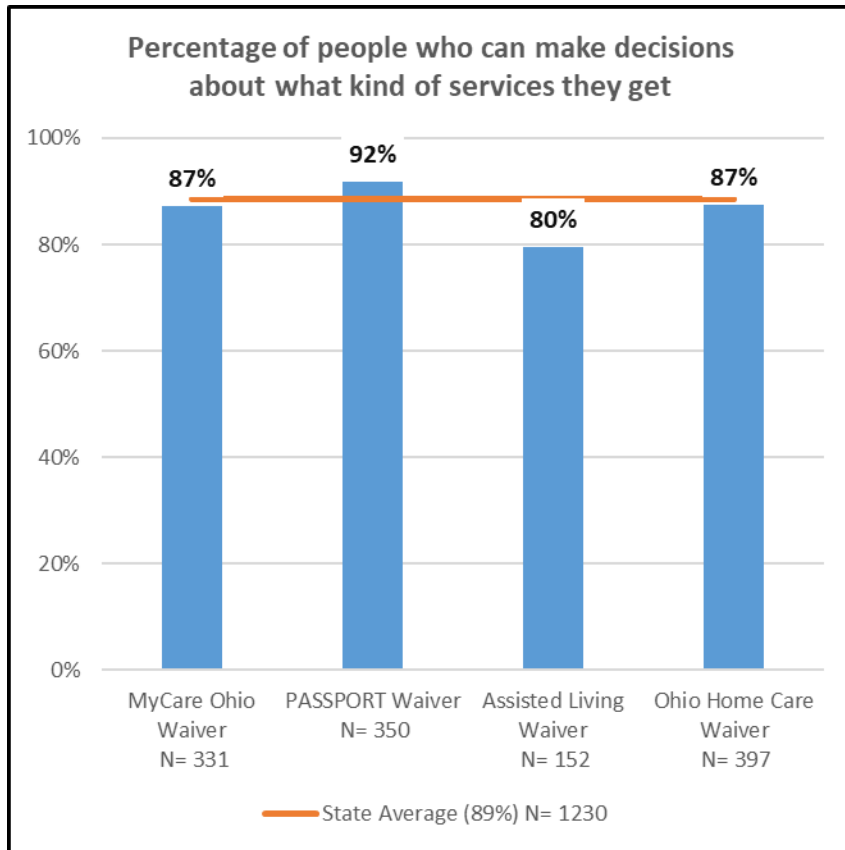
There are three Self-Direction indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who can choose what services they receive
2. Percentage of people who can choose when they receive services
3. Percentage of people who can choose their paid support staff

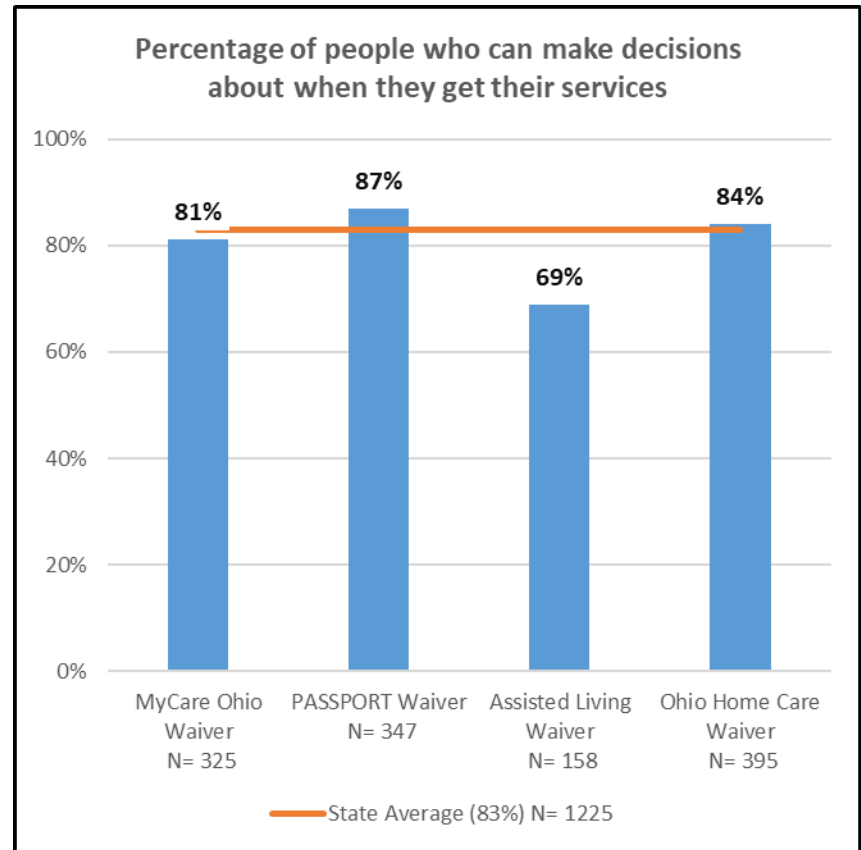
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

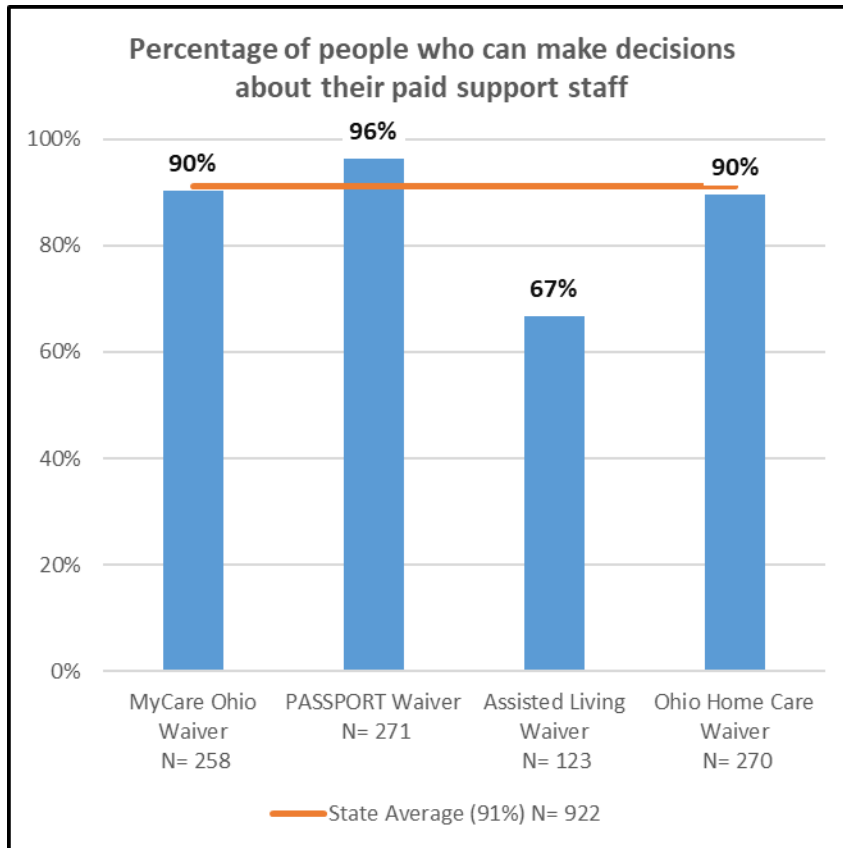
Graph 91. Percentage of people who can make decisions about what kind of services they get



Graph 92. Percentage of people who can make decisions about when they get their services



Graph 93. Percentage of people who can make decisions about their paid support staff



Work

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

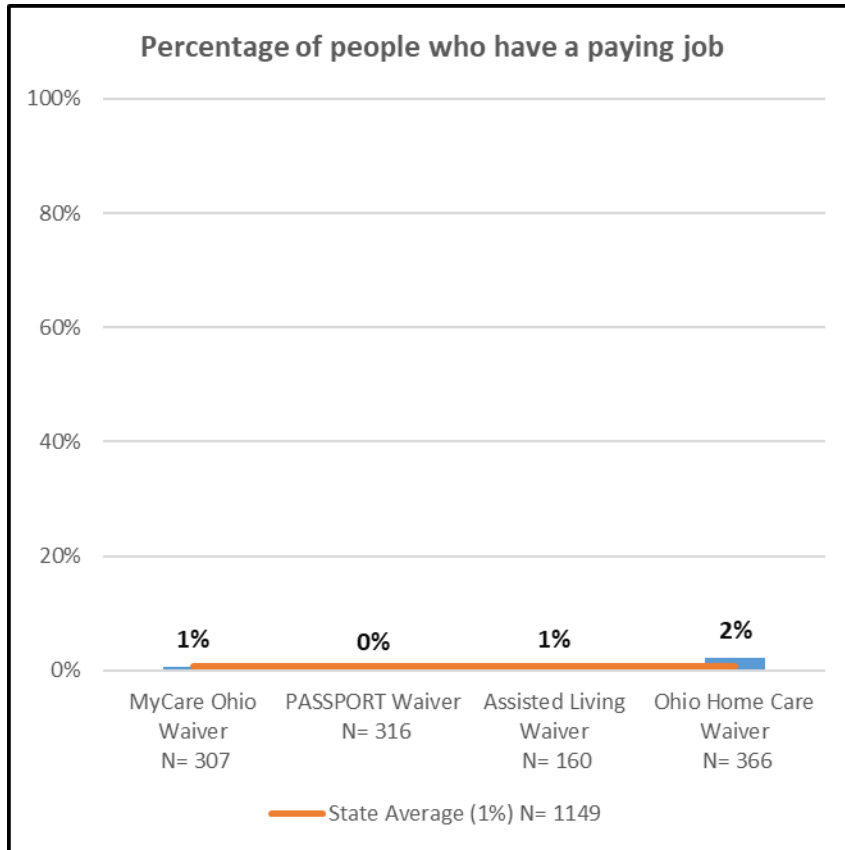
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

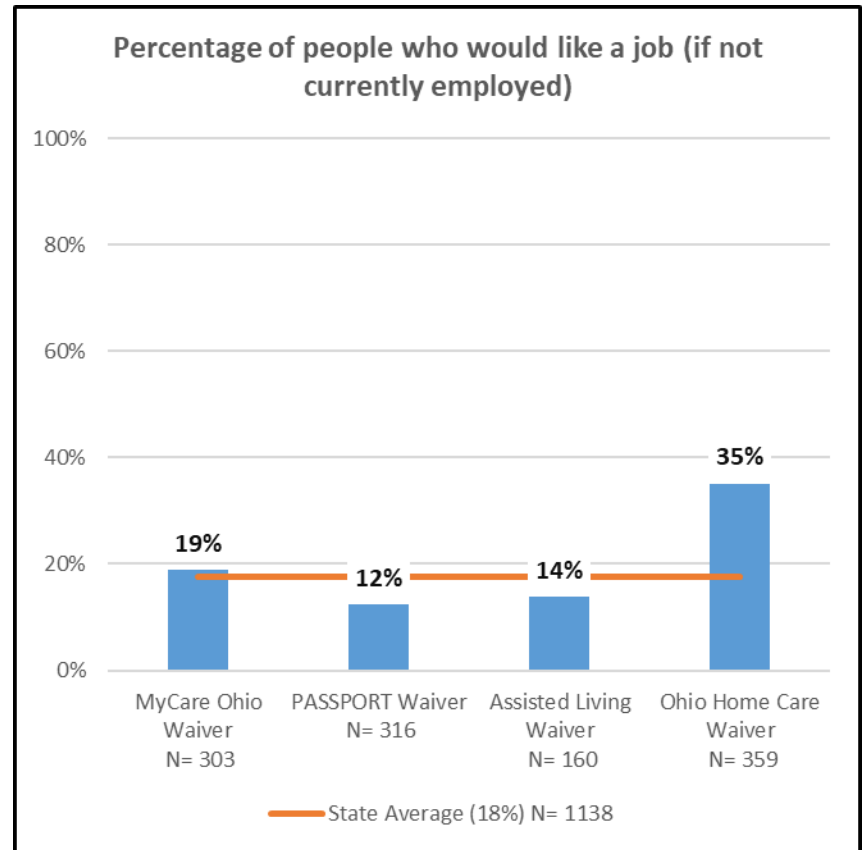
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

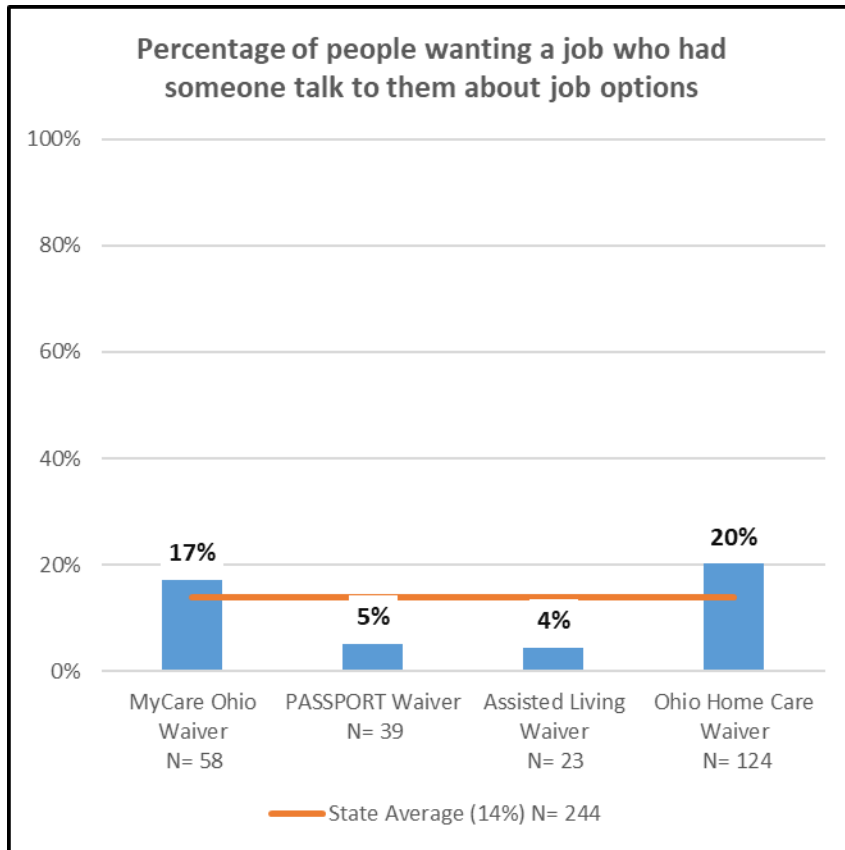
Graph 94. Percentage of people who have a paying job



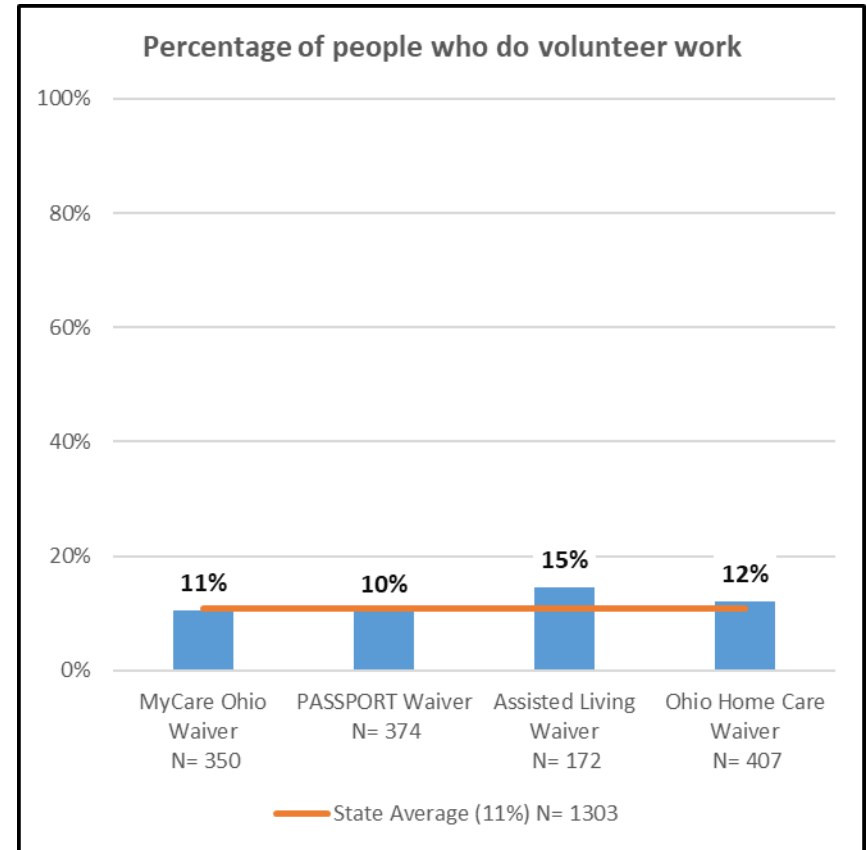
Graph 95. Percentage of people who would like a job (if not currently employed)



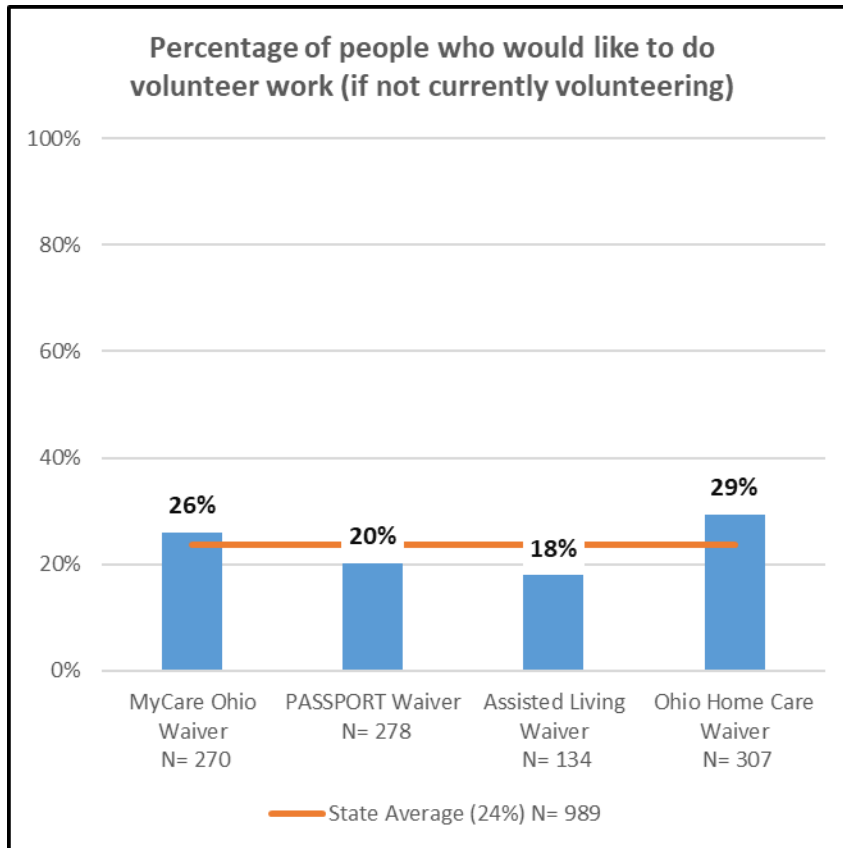
Graph 96. Percentage of people wanting a job who had someone talk to them about job options



Graph 97. Percentage of people who do volunteer work



Graph 98. Percentage of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

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

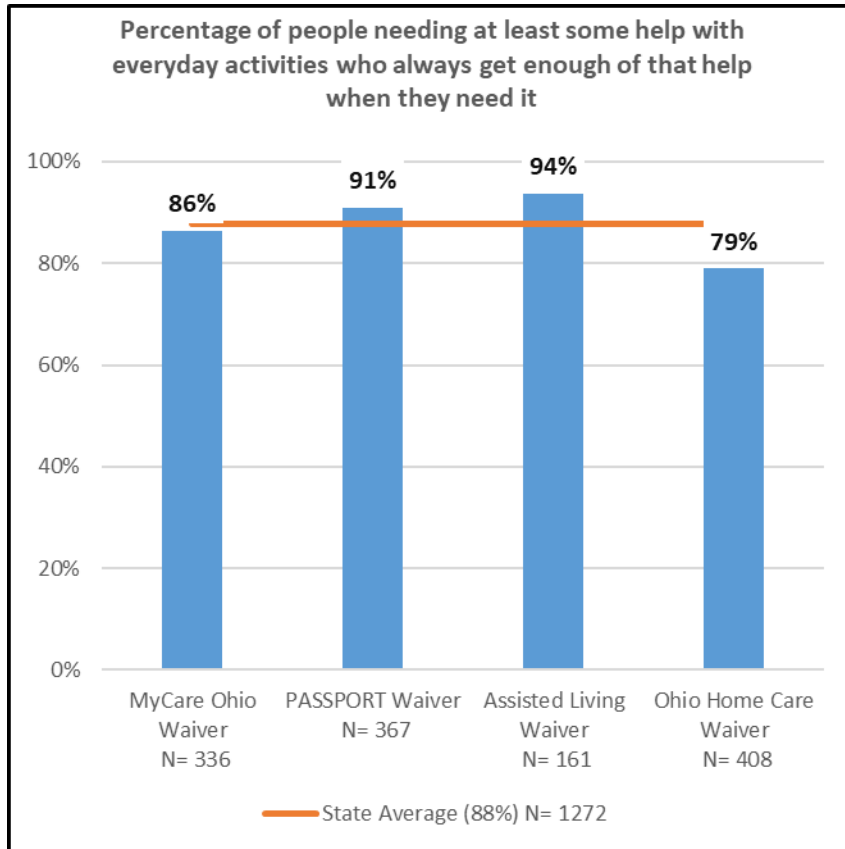
1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

There are four³² survey items that correspond to the Everyday Living domain.

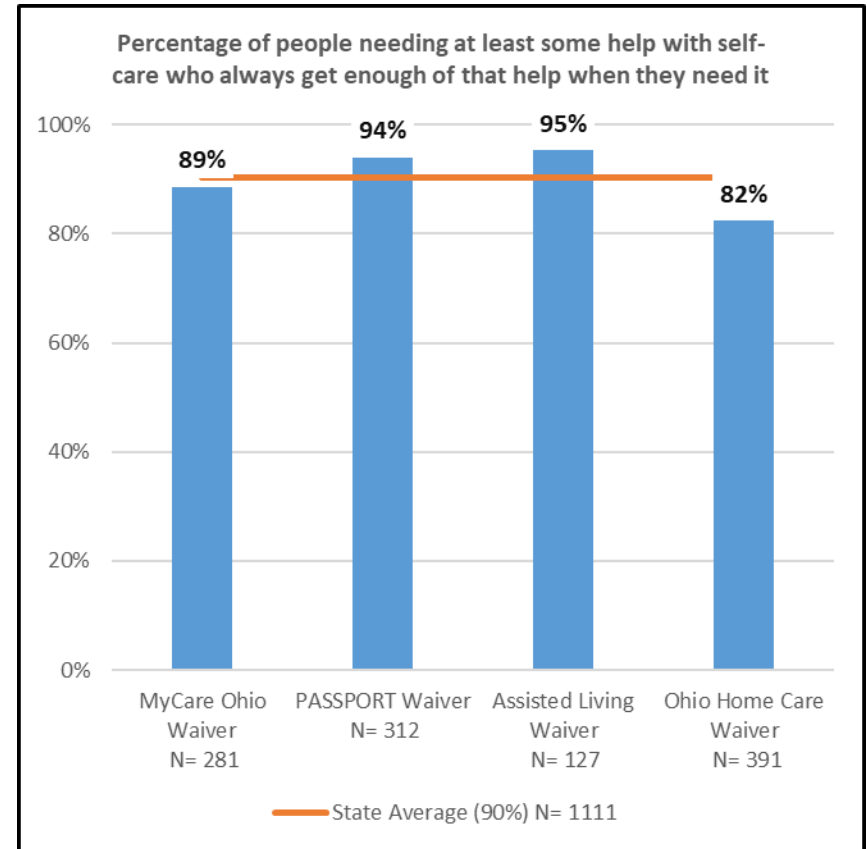
Un-collapsed data are shown in Appendix B.

³² Data for two items are presented in Appendix B only.

Graph 99. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 100. Percentage 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.

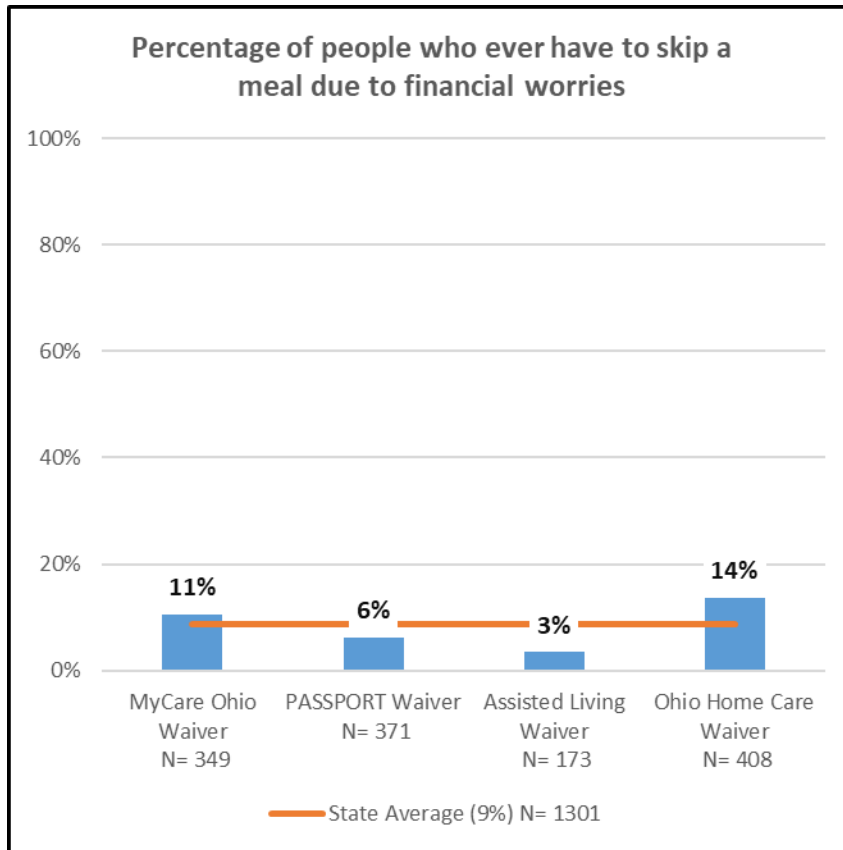
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have to cut back on food due to finances.

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

Un-collapsed data are shown in Appendix B.

Graph 101. Percentage of people who ever have to skip a meal due to financial worries



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	Percentage of people who are as active in their community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Control	Percentage of people who get up and go to bed when they want to	4	Collapse “Some days, sometimes” and “No, never”
	Percentage of people who can eat their meals when they want to	5	Collapse “Some days, sometimes” and “No, never”
	Percentage 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”
	Percentage of people who never feel in control of their lives	7	Collapse “Yes, almost always, always” and “In-between, sometimes”
Relationships	Percentage 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)	8	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Percentage of people who like where they live	9	Collapse “In-between, most of the time” and “No”
	Percentage of people who want to live somewhere else	10	Collapse “Yes” and “Maybe”
	Percentage of people who like how they spend their time during the day	11	Collapse “Some days, sometimes” and “No, never”
	Percentage of people whose paid support staff change too often	12	Collapse “Yes” and “Some, or sometimes”
	Percentage of people whose paid support staff do things the way they want them done	13	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Percentage of people who know whom to contact if they want to make changes to their services	16	Collapse “Not sure, maybe” and “No”
	Percentage of people who know whom to contact if they have a complaint about their services	17	Collapse “Not sure, maybe” and “No”

Domain	Item	Graph #	Collapsing Logic
	Percentage of people whose paid support staff show up and leave when they are supposed to	18	Collapse “Some, or usually” and “No, never or rarely”
	Percentage of people whose long-term services meet all their current needs and goals	20	Collapse “No, not at all” and “Some needs and goals”
	Percentage 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”
Care Coordination	Percentage 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	24	Collapse “No” and “In-between”
	Percentage of people who know how to manage their chronic condition(s)	26	Collapse “No” and “In-between, or some conditions”
Access to Community	Percentage of people who have transportation when they want to do things outside of their home (non-medical)	28	Collapse “No” and “Sometimes”
	Percentage of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”
Access to Needed Equipment	Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	31	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have bathroom modifications (other than grab bars) but need a replacement	33	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have a specialized bed but need a replacement	35	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”

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

Domain	Item	Graph #	Collapsing Logic
	Percentage of people who need a personal emergency response system but do not have it	52	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have a personal emergency response system but need a replacement	53	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need an oxygen machine but do not have it	54	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have an oxygen machine but need a replacement	55	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need some other assistive device but do not have it	56	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have some other assistive device but need a replacement	57	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Safety	Percentage of people who know whom to talk to if they are mistreated or neglected	62	Collapse “Maybe, not sure” and “No”
	Percentage of people with concerns about falling or being unstable	63	Collapse “Yes, often” and “Sometimes”
Health Care	Percentage of people who can get an appointment to see their primary care doctor when they need to	68	Collapse “Usually” and “No, rarely”
Wellness	Percentage of people whose health was described as having gotten better compared to 12 months ago	75	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Percentage of people who often feel sad or depressed	77	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Percentage of people who often feel lonely	78	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Percentage of people whose hearing was described as poor (with hearing aids, if wears any)	79	Collapse “Good” and “Fair”
	Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)	80	Collapse “Good” and “Fair”
	Percentage of people who have access to healthy foods if they want them	81	Collapse “No, never” and “Sometimes”

Domain	Item	Graph #	Collapsing Logic
Medications	Percentage of people who understand what they take their prescription medications for	83	Collapse “No” and “In-between, or some medications”
Rights and Respect	Percentage of people whose paid support staff treat them with respect	84	Collapse “No, never or rarely” and “Some, or usually”
	Percentage of people whose permission is asked before others enter their home/room (if in group setting)	85	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Percentage of people who have enough privacy where they live (if in group setting)	87	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Percentage of people who have access to information about services in their preferred language (if non-English)	90	Collapse “Some information” and “No”
Self-Direction	Percentage of people who can make decisions about what kind of services they get	91	Collapse “No” and “Sometimes, or some services”
	Percentage of people who can make decisions about when they get their services	92	Collapse “No” and “Sometimes, or some services”
	Percentage of people who can make decisions about their paid support staff	93	Collapse “No” and “Sometimes, or some”
Work	Percentage of people who would like a job (if not currently employed)	95	Collapse “Yes” and “Maybe, not sure”
	Percentage of people who would like to do volunteer work (if not currently volunteering)	98	Collapse “Yes” and “Maybe, not sure”
Affordability	Percentage of people who ever have to skip a meal due to financial worries	101	Collapse “Yes, often” and “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
MyCare Ohio Waiver	70	329
PASSPORT Waiver	71	354
Assisted Living Waiver	72	142
Ohio Home Care Waiver	48	416
Sample Average	63	1241

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
MyCare Ohio Waiver	94%	6%	0%	349
PASSPORT Waiver	95%	5%	0%	371
Assisted Living Waiver	80%	20%	0%	178
Ohio Home Care Waiver	100%	0%	0%	416
Sample Average	94%	6%	0%	1314

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
MyCare Ohio Waiver	28%	72%	0%	0%	347
PASSPORT Waiver	28%	72%	0%	0%	371
Assisted Living Waiver	26%	74%	0%	0%	179
Ohio Home Care Waiver	42%	58%	0%	0%	413
Sample Average	32%	68%	0%	0%	1310

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
MyCare Ohio Waiver	2%	1%	33%	1%	59%	2%	3%	0%	351
PASSPORT Waiver	0%	10%	19%	2%	64%	2%	3%	0%	373
Assisted Living Waiver	1%	1%	9%	0%	89%	1%	0%	1%	179
Ohio Home Care Waiver	0%	2%	23%	0%	71%	1%	3%	0%	413
Sample Average	1%	4%	23%	1%	68%	2%	3%	0%	1316

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
MyCare Ohio Waiver	19%	16%	34%	31%	1%	350
PASSPORT Waiver	12%	24%	29%	34%	0%	372
Assisted Living Waiver	25%	5%	21%	48%	1%	178
Ohio Home Care Waiver	44%	23%	25%	7%	0%	413
Sample Average	26%	19%	28%	27%	1%	1313

Table 6. Preferred language

	English	Spanish	Other	Don't Know/ Unclear	N
MyCare Ohio Waiver	92%	1%	6%	0%	349
PASSPORT Waiver	82%	1%	17%	0%	373
Assisted Living Waiver	99%	0%	1%	0%	178
Ohio Home Care Waiver	90%	0%	9%	0%	413
Sample Average	90%	1%	10%	0%	1313

Table 7. Type of residential area³³

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
MyCare Ohio Waiver	91%	6%	0%	2%	1%	352
PASSPORT Waiver	59%	30%	2%	9%	0%	374
Assisted Living Waiver	61%	25%	4%	9%	1%	179
Ohio Home Care Waiver	64%	26%	2%	8%	0%	416
Sample Average	69%	22%	2%	7%	0%	1321

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
MyCare Ohio Waiver	82%	8%	0%	9%	1%	0%	1%	0%	351
PASSPORT Waiver	92%	7%	0%	1%	0%	0%	0%	0%	371
Assisted Living Waiver	6%	0%	1%	94%	0%	0%	0%	0%	178
Ohio Home Care Waiver	97%	2%	0%	0%	0%	0%	0%	1%	408
Sample Average	79%	5%	0%	15%	0%	0%	0%	0%	1308

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
MyCare Ohio Waiver	54%	14%	33%	1%	1%	1%	1%	352
PASSPORT Waiver	53%	20%	36%	2%	1%	0%	0%	374
Assisted Living Waiver	94%	5%	2%	1%	0%	0%	0%	173
Ohio Home Care Waiver	35%	19%	52%	4%	2%	1%	2%	413
Sample Average	53%	16%	36%	2%	1%	0%	1%	1312

³³ 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
MyCare Ohio Waiver	93%	7%	1%	352
PASSPORT Waiver	94%	6%	1%	373
Assisted Living Waiver	98%	1%	2%	174
Ohio Home Care Waiver	97%	3%	0%	407
Sample Average	95%	5%	1%	1306

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
MyCare Ohio Waiver	92%	4%	0%	0%	0%	0%	0%	4%	25
PASSPORT Waiver	90%	5%	0%	0%	0%	0%	0%	5%	20
Assisted Living Waiver	0%	0%	0%	50%	0%	0%	0%	50%	2
Ohio Home Care Waiver	85%	8%	0%	0%	0%	0%	8%	0%	13
Sample Average	87%	5%	0%	2%	0%	0%	2%	5%	60

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	19%	80%	1%	351
PASSPORT Waiver	20%	79%	1%	374
Assisted Living Waiver	36%	62%	2%	178
Ohio Home Care Waiver	5%	94%	1%	414
Sample Average	17%	82%	1%	1317

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

	No	Yes	Don’t Know/Unclear	N
MyCare Ohio Waiver	84%	15%	1%	350
PASSPORT Waiver	86%	13%	1%	373
Assisted Living Waiver	75%	22%	3%	178
Ohio Home Care Waiver	91%	9%	0%	411
Sample Average	86%	13%	1%	1312

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
MyCare Ohio Waiver	84%	14%	2%	351
PASSPORT Waiver	82%	17%	1%	372
Assisted Living Waiver	79%	19%	3%	178
Ohio Home Care Waiver	72%	27%	1%	409
Sample Average	79%	20%	1%	1310

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
MyCare Ohio Waiver	94%	6%	0%	348
PASSPORT Waiver	96%	3%	1%	373
Assisted Living Waiver	89%	8%	3%	179
Ohio Home Care Waiver	86%	14%	0%	413
Sample Average	91%	8%	1%	1313

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
MyCare Ohio Waiver	4%	30%	77%	33%	0%	350
PASSPORT Waiver	3%	25%	81%	36%	0%	374
Assisted Living Waiver	1%	26%	66%	33%	1%	178
Ohio Home Care Waiver	10%	42%	53%	23%	0%	409
Sample Average	5%	32%	69%	31%	0%	1311

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

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	71%	29%	0%	350
PASSPORT Waiver	79%	21%	0%	374
Assisted Living Waiver	81%	16%	3%	179
Ohio Home Care Waiver	77%	23%	0%	415
Sample Average	76%	23%	1%	1318

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	1%	95%	3%	351
PASSPORT Waiver	28%	59%	13%	364
Assisted Living Waiver	15%	65%	20%	167
Ohio Home Care Waiver	58%	34%	8%	414
Sample Average	29%	61%	10%	1296

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
MyCare Ohio Waiver	0%	1%	9%	12%	78%	281
PASSPORT Waiver	0%	1%	6%	9%	83%	292
Assisted Living Waiver	0%	1%	7%	11%	81%	132
Ohio Home Care Waiver	0%	1%	4%	10%	86%	400
Sample Average	0%	1%	6%	10%	82%	1105

Table 20. Has legal guardian

	No	Yes	Don't Know	N
MyCare Ohio Waiver	89%	10%	1%	348
PASSPORT Waiver	90%	2%	9%	362
Assisted Living Waiver	80%	8%	13%	167
Ohio Home Care Waiver	85%	13%	2%	406
Sample Average	87%	8%	5%	1283

Table 21. Percentage 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
MyCare Ohio Waiver	99%	1%	0%	207
PASSPORT Waiver	100%	0%	0%	161
Assisted Living Waiver	98%	2%	0%	99
Ohio Home Care Waiver	92%	2%	7%	361
Sample Average	96%	1%	3%	828

Community Participation

Table 22. Percentage 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
MyCare Ohio Waiver	44%	6%	49%	1%	0%	307
PASSPORT Waiver	45%	10%	45%	1%	0%	318
Assisted Living Waiver	24%	4%	71%	1%	0%	161
Ohio Home Care Waiver	50%	12%	36%	1%	0%	366
Sample Average	43%	9%	47%	1%	0%	1152

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
MyCare Ohio Waiver	14%	36%	12%	87%	8%	1%	154
PASSPORT Waiver	21%	32%	6%	88%	3%	0%	174
Assisted Living Waiver	13%	38%	2%	76%	11%	0%	45
Ohio Home Care Waiver	21%	38%	18%	81%	14%	5%	228
Sample Average	19%	35%	12%	84%	9%	2%	601

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
MyCare Ohio Waiver	3%	1%	4%	9%	1%	0%	154
PASSPORT Waiver	1%	1%	5%	5%	1%	0%	174
Assisted Living Waiver	0%	4%	11%	9%	0%	0%	45
Ohio Home Care Waiver	3%	4%	6%	3%	0%	0%	228
Sample Average	2%	2%	5%	6%	0%	0%	601

Table 24. Percentage 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
MyCare Ohio Waiver	43%	56%	1%	0%	305
PASSPORT Waiver	42%	58%	1%	0%	314
Assisted Living Waiver	21%	76%	3%	0%	161
Ohio Home Care Waiver	52%	47%	1%	0%	365
Sample Average	43%	56%	1%	0%	1145

Choice and Control

Table 25. Percentage of people who are able to choose their roommate (if in group setting³⁴ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	50%	50%	0%	0%	2
PASSPORT Waiver	n/a	n/a	n/a	n/a	0
Assisted Living Waiver	9%	91%	0%	0%	11
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	0
Sample Average	15%	85%	0%	0%	13

Table 26. Percentage 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
MyCare Ohio Waiver	1%	3%	96%	0%	0%	308
PASSPORT Waiver	1%	1%	98%	0%	0%	319
Assisted Living Waiver	1%	4%	94%	1%	0%	160
Ohio Home Care Waiver	2%	7%	91%	0%	0%	365
Sample Average	1%	4%	95%	0%	0%	1152

Table 27. Percentage 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
MyCare Ohio Waiver	7%	1%	92%	0%	0%	0%	308
PASSPORT Waiver	1%	2%	97%	0%	0%	0%	319
Assisted Living Waiver	48%	8%	44%	0%	0%	0%	162
Ohio Home Care Waiver	1%	3%	96%	0%	0%	0%	362
Sample Average	9%	3%	88%	0%	0%	0%	1151

³⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting³⁵)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	0%	10%	87%	3%	0%	30
PASSPORT Waiver	0%	33%	67%	0%	0%	3
Assisted Living Waiver	2%	5%	90%	3%	0%	157
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	6%	89%	3%	0%	190

Table 29.. Percentage of people who feel in control of their lives³⁶

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	5%	19%	73%	2%	0%	308
PASSPORT Waiver	5%	20%	74%	1%	0%	318
Assisted Living Waiver	8%	22%	69%	1%	0%	161
Ohio Home Care Waiver	10%	27%	63%	0%	1%	366
Sample Average	7%	22%	69%	1%	0%	1153

³⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

³⁶ Item previously reported in the "Control" domain.

Relationships

Table 30.. Percentage 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
MyCare Ohio Waiver	0%	2%	98%	0%	0%	294
PASSPORT Waiver	0%	3%	96%	0%	0%	301
Assisted Living Waiver	1%	1%	98%	0%	0%	158
Ohio Home Care Waiver	3%	6%	92%	0%	0%	354
Sample Average	1%	3%	96%	0%	0%	1107

Table 31. 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
MyCare Ohio Waiver	0%	50%	0%	33%	0%	17%	0%	6
PASSPORT Waiver	9%	64%	0%	18%	0%	27%	0%	11
Assisted Living Waiver	0%	33%	0%	33%	0%	67%	0%	3
Ohio Home Care Waiver	41%	52%	3%	59%	0%	14%	0%	29
Sample Average	27%	53%	2%	45%	0%	20%	0%	49

Satisfaction

Table 32. Percentage of people who like where they live

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	10%	7%	83%	0%	0%	307
PASSPORT Waiver	8%	7%	86%	0%	0%	318
Assisted Living Waiver	7%	9%	84%	1%	0%	166
Ohio Home Care Waiver	7%	9%	84%	0%	0%	367
Sample Average	8%	8%	84%	0%	0%	1158

Table 33a. 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
MyCare Ohio Waiver	6%	23%	11%	23%	11%	53
PASSPORT Waiver	7%	11%	5%	18%	11%	44
Assisted Living Waiver	0%	0%	4%	4%	20%	25
Ohio Home Care Waiver	17%	20%	3%	20%	15%	60
Sample Average	9%	16%	6%	18%	14%	182

Table 33b. 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
MyCare Ohio Waiver	25%	11%	8%	2%	6%	53
PASSPORT Waiver	20%	11%	5%	0%	9%	44
Assisted Living Waiver	0%	8%	16%	8%	20%	25
Ohio Home Care Waiver	18%	12%	0%	0%	5%	60
Sample Average	18%	11%	5%	2%	8%	182

Table 33c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Cost	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	8%	6%	8%	8%	17%	4%	0%	53
PASSPORT Waiver	5%	5%	5%	2%	30%	0%	0%	44
Assisted Living Waiver	4%	16%	0%	0%	32%	8%	0%	25
Ohio Home Care Waiver	12%	7%	5%	8%	22%	0%	0%	60
Sample Average	8%	7%	5%	5%	24%	2%	0%	182

Table 34. Percentage of people who want to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	71%	3%	26%	0%	307
PASSPORT Waiver	76%	4%	20%	0%	317
Assisted Living Waiver	69%	8%	22%	1%	166
Ohio Home Care Waiver	69%	6%	25%	0%	366
Sample Average	72%	5%	23%	0%	1156

Table 35a. Where people want to live (if wants 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
MyCare Ohio Waiver	92%	3%	1%	0%	88
PASSPORT Waiver	93%	0%	3%	0%	76
Assisted Living Waiver	73%	4%	14%	0%	49
Ohio Home Care Waiver	88%	2%	3%	1%	111
Sample Average	88%	2%	4%	0%	324

Table 35b. Where people want to live (if wants to live somewhere else) (continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	0%	2%	1%	0%	88
PASSPORT Waiver	1%	3%	0%	0%	76
Assisted Living Waiver	0%	4%	4%	0%	49
Ohio Home Care Waiver	0%	5%	1%	0%	111
Sample Average	0%	4%	1%	0%	324

Table 36. Percentage 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
MyCare Ohio Waiver	9%	28%	63%	0%	0%	307
PASSPORT Waiver	5%	29%	66%	1%	0%	316
Assisted Living Waiver	3%	30%	66%	1%	0%	160
Ohio Home Care Waiver	10%	40%	50%	0%	0%	365
Sample Average	7%	32%	60%	0%	0%	1148

Table 37. Percentage 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
MyCare Ohio Waiver	73%	7%	15%	5%	0%	0%	240
PASSPORT Waiver	75%	10%	10%	4%	0%	0%	252
Assisted Living Waiver	52%	24%	20%	0%	3%	0%	143
Ohio Home Care Waiver	69%	13%	13%	5%	0%	0%	251
Sample Average	69%	12%	14%	4%	1%	0%	886

Table 38. Percentage 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
MyCare Ohio Waiver	5%	15%	81%	0%	0%	241
PASSPORT Waiver	2%	10%	88%	0%	0%	255
Assisted Living Waiver	5%	28%	66%	1%	0%	142
Ohio Home Care Waiver	3%	13%	83%	0%	0%	250
Sample Average	3%	15%	81%	0%	0%	888

Table 39. Percentage of people whose case manager changes too often³⁷

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	58%	17%	22%	2%	0%	284
PASSPORT Waiver	63%	15%	21%	0%	0%	304
Assisted Living Waiver	55%	7%	28%	10%	0%	122
Ohio Home Care Waiver	51%	42%	5%	2%	0%	360
Sample Average	57%	24%	17%	2%	0%	1070

Table 40. Percentage of people whose services help them live a better life³⁸

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	96%	2%	0%	300
PASSPORT Waiver	2%	97%	1%	0%	316
Assisted Living Waiver	4%	92%	4%	0%	158
Ohio Home Care Waiver	4%	93%	3%	1%	363
Sample Average	3%	95%	2%	0%	1137

³⁷ New item in 2019-2020.

³⁸ New item in 2019-2020.

Service Coordination

Table 41. Percentage 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
MyCare Ohio Waiver	6%	4%	89%	0%	298
PASSPORT Waiver	4%	4%	91%	0%	314
Assisted Living Waiver	12%	11%	76%	2%	165
Ohio Home Care Waiver	5%	5%	90%	0%	363
Sample Average	6%	6%	88%	0%	1140

Table 42. Percentage of people who know whom to contact if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	12%	5%	83%	0%	297
PASSPORT Waiver	9%	5%	86%	0%	312
Assisted Living Waiver	9%	10%	81%	0%	160
Ohio Home Care Waiver	10%	9%	81%	0%	363
Sample Average	10%	7%	83%	0%	1132

Table 43. Percentage of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	1%	95%	4%	0%	344
PASSPORT Waiver	0%	97%	2%	0%	372
Assisted Living Waiver	4%	77%	19%	0%	176
Ohio Home Care Waiver	0%	99%	1%	0%	410
Sample Average	1%	94%	5%	0%	1302

Table 44. Percentage 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
MyCare Ohio Waiver	6%	10%	79%	4%	0%	325
PASSPORT Waiver	5%	13%	80%	2%	0%	360
Assisted Living Waiver	5%	10%	68%	17%	0%	134
Ohio Home Care Waiver	13%	10%	76%	1%	0%	404
Sample Average	8%	11%	77%	4%	0%	1223

Table 45. Percentage 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
MyCare Ohio Waiver	2%	10%	81%	6%	1%	0%	270
PASSPORT Waiver	1%	9%	82%	8%	0%	0%	279
Assisted Living Waiver	1%	11%	84%	0%	5%	0%	152
Ohio Home Care Waiver	3%	11%	80%	6%	0%	0%	276
Sample Average	2%	10%	82%	5%	1%	0%	977

Table 46. Percentage of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	19%	73%	8%	0%	350
PASSPORT Waiver	18%	73%	9%	0%	373
Assisted Living Waiver	6%	79%	14%	1%	175
Ohio Home Care Waiver	27%	66%	7%	0%	411
Sample Average	19%	72%	9%	0%	1309

Table 47. Percentage of people whose long-term 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
MyCare Ohio Waiver	3%	15%	80%	2%	0%	344
PASSPORT Waiver	3%	15%	81%	1%	0%	372
Assisted Living Waiver	2%	5%	91%	2%	1%	171
Ohio Home Care Waiver	7%	21%	71%	0%	0%	408
Sample Average	4%	16%	79%	1%	0%	1295

Table 48a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Companion Services	Healthcare Home Services, Home Health	N
MyCare Ohio Waiver	0%	38%	31%	3%	7%	68
PASSPORT Waiver	2%	48%	25%	3%	7%	61
Assisted Living Waiver	8%	8%	8%	8%	0%	12
Ohio Home Care Waiver	1%	56%	43%	5%	3%	115
Sample Average	1%	47%	34%	4%	5%	256

Table 48b. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Home Delivered Meals	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
MyCare Ohio Waiver	4%	3%	21%	3%	6%	6%	6%	68
PASSPORT Waiver	2%	5%	13%	5%	3%	0%	8%	61
Assisted Living Waiver	0%	0%	8%	0%	0%	0%	0%	12
Ohio Home Care Waiver	6%	6%	23%	6%	3%	2%	8%	115
Sample Average	4%	5%	19%	5%	4%	2%	7%	256

Table 48c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	13%	3%	0%	1%	56%	3%	0%	68
PASSPORT Waiver	11%	8%	2%	0%	31%	3%	0%	61
Assisted Living Waiver	0%	0%	8%	0%	33%	25%	8%	12
Ohio Home Care Waiver	12%	5%	0%	2%	36%	3%	0%	115
Sample Average	12%	5%	1%	1%	40%	4%	0%	256

Table 49. Percentage 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
MyCare Ohio Waiver	44%	52%	4%	0%	54
PASSPORT Waiver	42%	50%	8%	0%	66
Assisted Living Waiver	67%	22%	11%	0%	9
Ohio Home Care Waiver	54%	42%	4%	0%	115
Sample Average	49%	45%	5%	0%	244

Table 50a. 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
MyCare Ohio Waiver	7%	15%	13%	7%	15%	12%	331
PASSPORT Waiver	19%	27%	3%	4%	7%	17%	358
Assisted Living Waiver	6%	48%	7%	3%	3%	6%	175
Ohio Home Care Waiver	14%	18%	3%	10%	12%	24%	393
Sample Average	13%	24%	6%	7%	10%	16%	1257

Table 50b. 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
MyCare Ohio Waiver	18%	1%	0%	2%	26%	0%	331
PASSPORT Waiver	22%	1%	1%	3%	15%	0%	358
Assisted Living Waiver	25%	1%	1%	1%	19%	0%	175
Ohio Home Care Waiver	24%	1%	1%	1%	13%	0%	393
Sample Average	22%	1%	1%	2%	18%	0%	1257

Table 51. Percentage 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
MyCare Ohio Waiver	3%	97%	0%	0%	352
PASSPORT Waiver	2%	98%	0%	0%	374
Assisted Living Waiver	1%	99%	0%	1%	175
Ohio Home Care Waiver	3%	97%	0%	0%	415
Sample Average	3%	97%	0%	0%	1316

Table 52. 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
MyCare Ohio Waiver	52%	11%	1%	35%	1%	0%	0%	0%	340
PASSPORT Waiver	48%	13%	1%	35%	3%	0%	0%	0%	365
Assisted Living Waiver	94%	2%	1%	3%	0%	0%	0%	0%	173
Ohio Home Care Waiver	37%	14%	1%	43%	5%	0%	0%	0%	402
Sample Average	51%	11%	1%	33%	3%	0%	0%	0%	1280

Table 53. 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
MyCare Ohio Waiver	34%	5%	0%	57%	12%	0%	14%	0%	0%	338
PASSPORT Waiver	32%	10%	0%	53%	13%	1%	11%	0%	0%	365
Assisted Living Waiver	26%	1%	0%	58%	8%	0%	24%	1%	0%	172
Ohio Home Care Waiver	37%	13%	1%	46%	18%	1%	9%	0%	0%	402
Sample Average	33%	8%	0%	52%	14%	1%	13%	0%	0%	1277

Table 54. Percentage 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
MyCare Ohio Waiver	20%	70%	5%	5%	0%	271
PASSPORT Waiver	23%	69%	7%	1%	0%	280
Assisted Living Waiver	7%	64%	1%	28%	0%	152
Ohio Home Care Waiver	15%	77%	6%	1%	0%	277
Sample Average	17%	71%	5%	6%	0%	980

Care Coordination

Table 55. Percentage of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	63%	36%	1%	0%	352
PASSPORT Waiver	56%	43%	1%	0%	374
Assisted Living Waiver	71%	25%	3%	1%	170
Ohio Home Care Waiver	64%	35%	1%	0%	414
Sample Average	63%	36%	1%	0%	1310

Table 56. Percentage 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
MyCare Ohio Waiver	5%	2%	92%	0%	2%	125
PASSPORT Waiver	2%	4%	93%	1%	0%	159
Assisted Living Waiver	2%	7%	86%	5%	0%	43
Ohio Home Care Waiver	6%	4%	90%	0%	0%	143
Sample Average	4%	4%	91%	1%	0%	470

Table 57. Percentage 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
MyCare Ohio Waiver	12%	84%	0%	3%	1%	123
PASSPORT Waiver	14%	80%	1%	6%	0%	161
Assisted Living Waiver	21%	64%	0%	14%	0%	42
Ohio Home Care Waiver	13%	83%	0%	3%	0%	145
Sample Average	14%	80%	0%	5%	0%	471

Table 58. Percentage of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	N/A – Doesn't Have Chronic Conditions	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	3%	7%	86%	3%	1%	0%	307
PASSPORT Waiver	5%	13%	79%	3%	0%	0%	317
Assisted Living Waiver	7%	16%	68%	6%	3%	0%	161
Ohio Home Care Waiver	6%	14%	76%	2%	1%	0%	367
Sample Average	5%	12%	79%	3%	1%	0%	1152

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	24%	75%	1%	0%	194
PASSPORT Waiver	24%	76%	0%	0%	236
Assisted Living Waiver	13%	83%	4%	0%	76
Ohio Home Care Waiver	21%	77%	1%	0%	235
Sample Average	22%	77%	1%	0%	741

Access to Community

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

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	17%	12%	68%	1%	1%	0%	351
PASSPORT Waiver	16%	13%	68%	2%	0%	0%	372
Assisted Living Waiver	13%	17%	66%	1%	3%	1%	174
Ohio Home Care Waiver	14%	16%	68%	2%	0%	0%	415
Sample Average	15%	14%	68%	2%	1%	0%	1312

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

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	2%	5%	90%	3%	1%	0%	351
PASSPORT Waiver	2%	3%	93%	1%	0%	0%	372
Assisted Living Waiver	1%	2%	93%	2%	1%	1%	175
Ohio Home Care Waiver	2%	8%	90%	1%	0%	0%	414
Sample Average	2%	5%	91%	2%	0%	0%	1312

Access to Needed Equipment

Table 62. Percentage of people who need grab bars in the bathroom or elsewhere in their home

	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
MyCare Ohio Waiver	16%	76%	1%	7%	0%	0%	351
PASSPORT Waiver	17%	71%	2%	10%	0%	0%	374
Assisted Living Waiver	5%	93%	1%	1%	0%	1%	174
Ohio Home Care Waiver	19%	58%	7%	16%	0%	0%	413
Sample Average	16%	71%	3%	10%	0%	0%	1312

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

	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
MyCare Ohio Waiver	36%	50%	1%	13%	0%	0%	352
PASSPORT Waiver	47%	39%	1%	13%	0%	0%	372
Assisted Living Waiver	13%	85%	1%	1%	1%	1%	172
Ohio Home Care Waiver	27%	50%	5%	18%	0%	0%	415
Sample Average	33%	51%	2%	13%	0%	0%	1311

Table 64. Percentage of people who need a specialized bed

	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
MyCare Ohio Waiver	65%	30%	2%	3%	0%	0%	350
PASSPORT Waiver	72%	21%	2%	5%	0%	0%	373
Assisted Living Waiver	73%	24%	2%	1%	1%	1%	173
Ohio Home Care Waiver	45%	39%	8%	9%	0%	0%	414
Sample Average	62%	29%	4%	5%	0%	0%	1310

Table 65. Percentage of people who need a ramp or stair lift in or outside the home

	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
MyCare Ohio Waiver	73%	20%	0%	7%	0%	0%	349
PASSPORT Waiver	72%	22%	1%	6%	0%	0%	369
Assisted Living Waiver	85%	14%	0%	1%	0%	1%	176
Ohio Home Care Waiver	51%	36%	4%	9%	0%	0%	414
Sample Average	67%	25%	2%	6%	0%	0%	1308

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

	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
MyCare Ohio Waiver	77%	14%	5%	4%	0%	0%	150
PASSPORT Waiver	91%	5%	1%	3%	0%	0%	176
Assisted Living Waiver	96%	2%	0%	2%	0%	0%	47
Ohio Home Care Waiver	72%	17%	2%	9%	0%	0%	211
Sample Average	81%	11%	2%	5%	0%	0%	584

Table 67. Percentage of people who need a walker

	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
MyCare Ohio Waiver	24%	70%	4%	2%	0%	0%	351
PASSPORT Waiver	24%	69%	4%	3%	0%	0%	373
Assisted Living Waiver	32%	66%	2%	0%	0%	1%	173
Ohio Home Care Waiver	44%	48%	7%	2%	0%	0%	415
Sample Average	31%	62%	5%	2%	0%	0%	1312

Table 68. Percentage of people who need a scooter

	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
MyCare Ohio Waiver	87%	7%	1%	6%	0%	0%	351
PASSPORT Waiver	87%	7%	1%	5%	0%	0%	370
Assisted Living Waiver	97%	2%	0%	1%	0%	1%	175
Ohio Home Care Waiver	83%	6%	1%	9%	0%	0%	413
Sample Average	87%	6%	1%	6%	0%	0%	1309

Table 69. Percentage of people who need a wheelchair

	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
MyCare Ohio Waiver	52%	39%	5%	4%	0%	0%	349
PASSPORT Waiver	51%	35%	5%	8%	0%	0%	369
Assisted Living Waiver	64%	30%	2%	2%	1%	1%	174
Ohio Home Care Waiver	27%	50%	17%	6%	0%	0%	416
Sample Average	46%	40%	9%	6%	0%	0%	1308

Table 70. Percentage of people who need hearing aids

	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
MyCare Ohio Waiver	75%	10%	3%	12%	0%	0%	350
PASSPORT Waiver	70%	14%	3%	13%	0%	0%	371
Assisted Living Waiver	72%	14%	6%	8%	0%	1%	169
Ohio Home Care Waiver	90%	4%	2%	5%	0%	0%	412
Sample Average	78%	10%	3%	9%	0%	0%	1302

Table 71. Percentage of people who need glasses

	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
MyCare Ohio Waiver	19%	58%	19%	3%	1%	0%	349
PASSPORT Waiver	16%	56%	23%	5%	0%	0%	373
Assisted Living Waiver	18%	67%	12%	2%	0%	1%	173
Ohio Home Care Waiver	25%	49%	19%	6%	0%	0%	415
Sample Average	20%	56%	19%	5%	0%	0%	1310

Table 72. Percentage of people who need a shower chair³⁹

	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
MyCare Ohio Waiver	11%	83%	3%	3%	0%	0%	350
PASSPORT Waiver	11%	82%	3%	3%	0%	0%	371
Assisted Living Waiver	11%	87%	1%	1%	0%	1%	174
Ohio Home Care Waiver	14%	67%	12%	6%	0%	0%	414
Sample Average	12%	78%	6%	4%	0%	0%	1309

Table 73. Percentage of people who need a personal emergency response system

	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
MyCare Ohio Waiver	9%	85%	2%	3%	0%	0%	342
PASSPORT Waiver	23%	74%	2%	2%	0%	0%	370
Assisted Living Waiver	21%	76%	2%	1%	0%	1%	173
Ohio Home Care Waiver	25%	68%	4%	3%	0%	0%	412
Sample Average	20%	75%	3%	2%	0%	0%	1297

³⁹ New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

	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
MyCare Ohio Waiver	77%	21%	1%	1%	0%	0%	350
PASSPORT Waiver	76%	23%	1%	1%	0%	0%	371
Assisted Living Waiver	84%	14%	0%	1%	0%	1%	175
Ohio Home Care Waiver	78%	19%	1%	1%	0%	0%	412
Sample Average	78%	20%	1%	1%	0%	0%	1308

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

	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
MyCare Ohio Waiver	60%	33%	3%	3%	0%	0%	146
PASSPORT Waiver	56%	38%	2%	4%	0%	0%	202
Assisted Living Waiver	76%	20%	2%	0%	0%	2%	55
Ohio Home Care Waiver	55%	36%	4%	5%	0%	0%	204
Sample Average	59%	34%	3%	4%	0%	0%	607

Safety

Table 76. Percentage 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
MyCare Ohio Waiver	1%	99%	0%	0%	240
PASSPORT Waiver	2%	98%	0%	0%	255
Assisted Living Waiver	5%	94%	1%	0%	143
Ohio Home Care Waiver	5%	95%	0%	0%	251
Sample Average	3%	97%	0%	0%	889

Table 77. Percentage 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
MyCare Ohio Waiver	82%	18%	0%	0%	308
PASSPORT Waiver	86%	14%	0%	0%	319
Assisted Living Waiver	74%	25%	1%	0%	161
Ohio Home Care Waiver	81%	18%	0%	0%	367
Sample Average	82%	18%	0%	0%	1155

Table 78. Percentage 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
MyCare Ohio Waiver	92%	8%	1%	0%	305
PASSPORT Waiver	95%	4%	0%	0%	318
Assisted Living Waiver	93%	6%	1%	0%	162
Ohio Home Care Waiver	91%	8%	1%	0%	367
Sample Average	93%	7%	1%	0%	1152

Table 79. Percentage 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
MyCare Ohio Waiver	8%	81%	11%	0%	351
PASSPORT Waiver	12%	76%	12%	0%	374
Assisted Living Waiver	4%	85%	10%	1%	174
Ohio Home Care Waiver	13%	75%	12%	0%	415
Sample Average	10%	78%	11%	0%	1314

Table 80. Percentage of people with concerns about falling or being unstable⁴⁰

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	44%	14%	42%	0%	0%	347
PASSPORT Waiver	36%	18%	46%	0%	0%	373
Assisted Living Waiver	56%	16%	27%	0%	1%	175
Ohio Home Care Waiver	43%	22%	35%	1%	0%	415
Sample Average	43%	18%	39%	0%	0%	1310

Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected⁴¹

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	10%	4%	85%	1%	307
PASSPORT Waiver	9%	5%	87%	0%	316
Assisted Living Waiver	5%	7%	88%	1%	162
Ohio Home Care Waiver	9%	5%	86%	0%	367
Sample Average	9%	5%	86%	0%	1152

⁴⁰ Item previously reported in the "Care Coordination" domain.

⁴¹ New item in 2019-2020.

Health Care

Table 82. Percentage 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
MyCare Ohio Waiver	50%	49%	1%	0%	351
PASSPORT Waiver	45%	55%	0%	0%	374
Assisted Living Waiver	64%	32%	4%	1%	174
Ohio Home Care Waiver	44%	55%	1%	0%	416
Sample Average	49%	50%	1%	0%	1315

Table 83. Percentage 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
MyCare Ohio Waiver	67%	33%	0%	0%	171
PASSPORT Waiver	68%	31%	1%	0%	206
Assisted Living Waiver	53%	47%	0%	0%	55
Ohio Home Care Waiver	75%	24%	1%	0%	226
Sample Average	69%	30%	1%	0%	658

Table 84. Percentage 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
MyCare Ohio Waiver	100%	0%	0%	0%	173
PASSPORT Waiver	98%	1%	0%	0%	205
Assisted Living Waiver	96%	4%	0%	0%	55
Ohio Home Care Waiver	98%	2%	0%	0%	225
Sample Average	98%	1%	0%	0%	658

Table 85. Percentage 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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	97%	3%	0%	0%	172
PASSPORT Waiver	98%	1%	0%	0%	204
Assisted Living Waiver	96%	4%	0%	0%	54
Ohio Home Care Waiver	93%	7%	0%	0%	227
Sample Average	96%	4%	0%	0%	657

Table 86. Percentage 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
MyCare Ohio Waiver	3%	7%	87%	0%	3%	0%	350
PASSPORT Waiver	5%	5%	89%	1%	1%	0%	372
Assisted Living Waiver	1%	6%	87%	1%	3%	1%	174
Ohio Home Care Waiver	3%	7%	89%	0%	1%	0%	414
Sample Average	3%	6%	88%	0%	2%	0%	1310

Table 87. Percentage 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
MyCare Ohio Waiver	33%	66%	1%	0%	153
PASSPORT Waiver	37%	63%	0%	0%	156
Assisted Living Waiver	40%	57%	2%	0%	82
Ohio Home Care Waiver	21%	78%	0%	0%	215
Sample Average	31%	68%	1%	0%	606

Table 88. Percentage 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
MyCare Ohio Waiver	11%	88%	0%	1%	0%	352
PASSPORT Waiver	10%	89%	0%	1%	0%	370
Assisted Living Waiver	14%	83%	0%	2%	1%	174
Ohio Home Care Waiver	11%	88%	0%	1%	0%	415
Sample Average	11%	88%	0%	1%	0%	1311

Table 89. Percentage 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
MyCare Ohio Waiver	76%	22%	0%	2%	0%	352
PASSPORT Waiver	77%	21%	0%	1%	0%	373
Assisted Living Waiver	67%	29%	0%	3%	1%	174
Ohio Home Care Waiver	80%	19%	0%	0%	0%	414
Sample Average	76%	22%	0%	1%	0%	1313

Table 90. Percentage 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
MyCare Ohio Waiver	38%	61%	0%	1%	0%	351
PASSPORT Waiver	42%	57%	0%	1%	0%	371
Assisted Living Waiver	31%	60%	1%	7%	1%	174
Ohio Home Care Waiver	45%	53%	0%	1%	0%	414
Sample Average	40%	57%	0%	2%	0%	1310

Table 91. Percentage 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
MyCare Ohio Waiver	31%	67%	1%	1%	0%	352
PASSPORT Waiver	31%	66%	2%	1%	0%	373
Assisted Living Waiver	19%	77%	2%	2%	1%	172
Ohio Home Care Waiver	44%	53%	1%	2%	0%	414
Sample Average	33%	64%	1%	2%	0%	1311

Table 92. Percentage 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
MyCare Ohio Waiver	68%	31%	0%	1%	0%	348
PASSPORT Waiver	77%	23%	0%	1%	0%	372
Assisted Living Waiver	55%	40%	0%	4%	1%	173
Ohio Home Care Waiver	54%	44%	1%	1%	0%	414
Sample Average	64%	34%	0%	1%	0%	1307

Wellness

Table 93. Percentage 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
MyCare Ohio Waiver	19%	38%	32%	9%	2%	1%	0%	352
PASSPORT Waiver	21%	42%	28%	6%	2%	2%	0%	374
Assisted Living Waiver	7%	31%	36%	19%	6%	1%	1%	174
Ohio Home Care Waiver	24%	35%	28%	11%	3%	0%	0%	415
Sample Average	19%	37%	30%	10%	3%	1%	0%	1315

Table 94. Percentage 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
MyCare Ohio Waiver	8%	24%	46%	14%	6%	1%	0%	352
PASSPORT Waiver	6%	25%	43%	15%	10%	1%	0%	374
Assisted Living Waiver	3%	18%	60%	11%	6%	1%	1%	174
Ohio Home Care Waiver	7%	23%	46%	16%	8%	0%	0%	415
Sample Average	7%	23%	47%	15%	8%	1%	0%	1315

Table 95. Percentage 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
MyCare Ohio Waiver	42%	57%	1%	0%	351
PASSPORT Waiver	39%	60%	2%	0%	373
Assisted Living Waiver	56%	39%	5%	1%	174
Ohio Home Care Waiver	48%	48%	4%	0%	415
Sample Average	45%	52%	3%	0%	1313

Table 96. Percentage of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	41%	58%	1%	0%	201
PASSPORT Waiver	40%	58%	2%	0%	222
Assisted Living Waiver	41%	54%	4%	0%	68
Ohio Home Care Waiver	41%	59%	1%	0%	198
Sample Average	40%	58%	2%	0%	689

Table 97. Percentage of people who feel sad or depressed

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	28%	22%	34%	15%	0%	0%	308
PASSPORT Waiver	27%	24%	34%	15%	0%	0%	317
Assisted Living Waiver	21%	26%	40%	11%	1%	1%	160
Ohio Home Care Waiver	18%	23%	36%	23%	0%	0%	366
Sample Average	24%	23%	36%	17%	0%	0%	1151

Table 98. Percentage of people who feel lonley⁴²

	Never/Almost Never, Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	45%	31%	24%	0%	0%	306
PASSPORT Waiver	46%	33%	21%	0%	0%	316
Assisted Living Waiver	41%	45%	14%	1%	0%	161
Ohio Home Care Waiver	46%	29%	25%	0%	0%	365
Sample Average	45%	33%	22%	0%	0%	1148

⁴² New item in 2019-2020.

Table 99. Percentage 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
MyCare Ohio Waiver	15%	29%	55%	1%	0%	352
PASSPORT Waiver	18%	30%	52%	0%	0%	374
Assisted Living Waiver	17%	24%	59%	0%	1%	174
Ohio Home Care Waiver	6%	19%	75%	0%	0%	415
Sample Average	13%	25%	61%	0%	0%	1315

Table 100. Percentage 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
MyCare Ohio Waiver	22%	31%	46%	1%	0%	350
PASSPORT Waiver	21%	34%	45%	0%	0%	374
Assisted Living Waiver	18%	24%	56%	1%	1%	174
Ohio Home Care Waiver	17%	33%	49%	0%	0%	414
Sample Average	20%	32%	48%	1%	0%	1312

Table 101. Percentage of people who have access to healthy foods if they want them

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	15%	82%	1%	0%	0%	349
PASSPORT Waiver	1%	11%	87%	1%	0%	0%	373
Assisted Living Waiver	3%	14%	81%	0%	1%	1%	175
Ohio Home Care Waiver	4%	13%	81%	2%	0%	0%	413
Sample Average	3%	13%	83%	1%	0%	0%	1310

Medications

Table 102. Percentage of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	54%	43%	2%	0%	351
PASSPORT Waiver	60%	38%	2%	0%	374
Assisted Living Waiver	51%	36%	12%	1%	173
Ohio Home Care Waiver	45%	52%	3%	0%	409
Sample Average	52%	44%	4%	0%	1307

Table 103. Percentage 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
MyCare Ohio Waiver	6%	18%	75%	1%	0%	0%	308
PASSPORT Waiver	8%	18%	74%	1%	0%	0%	316
Assisted Living Waiver	21%	29%	47%	1%	1%	0%	161
Ohio Home Care Waiver	4%	12%	82%	2%	1%	0%	365
Sample Average	8%	17%	73%	1%	0%	0%	1150

Rights and Respect

Table 104. Percentage 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
MyCare Ohio Waiver	1%	3%	96%	0%	0%	241
PASSPORT Waiver	0%	3%	96%	0%	0%	253
Assisted Living Waiver	2%	14%	84%	0%	0%	140
Ohio Home Care Waiver	1%	5%	94%	0%	0%	248
Sample Average	1%	5%	94%	0%	0%	882

Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting⁴³)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	3%	17%	80%	0%	0%	30
PASSPORT Waiver	0%	33%	67%	0%	0%	3
Assisted Living Waiver	4%	22%	74%	0%	1%	158
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	4%	21%	75%	0%	1%	191

Table 106. Percentage of people who are able to lock the doors to their room if they want to (if in group setting⁴⁴)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	3%	93%	3%	0%	30
PASSPORT Waiver	0%	100%	0%	0%	3
Assisted Living Waiver	1%	97%	2%	0%	158
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	0
Sample Average	2%	96%	2%	0%	191

⁴³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 107. Percentage of people who have enough privacy where they live (if in group setting⁴⁵)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	3%	0%	97%	0%	0%	30
PASSPORT Waiver	0%	0%	100%	0%	0%	3
Assisted Living Waiver	3%	6%	92%	0%	0%	157
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	5%	93%	0%	0%	190

Table 108. Percentage of people whose visitors are able to come at any time (if in group setting⁴⁶)

	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
MyCare Ohio Waiver	3%	93%	0%	3%	0%	30
PASSPORT Waiver	33%	67%	0%	0%	0%	3
Assisted Living Waiver	3%	93%	1%	3%	0%	158
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	4%	93%	1%	3%	0%	191

Table 109. Percentage of people who have access to food at all times of the day (if in group setting⁴⁷)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	7%	87%	0%	7%	0%	30
PASSPORT Waiver	67%	33%	0%	0%	0%	3
Assisted Living Waiver	18%	77%	0%	4%	0%	157
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	17%	78%	0%	5%	0%	190

⁴⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 110. Percentage of people who receive information about their services in the language they prefer (if non-English)⁴⁸

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	23%	20%	57%	0%	0%	35
PASSPORT Waiver	29%	5%	64%	1%	0%	78
Assisted Living Waiver	14%	0%	86%	0%	0%	7
Ohio Home Care Waiver	11%	13%	76%	0%	0%	70
Sample Average	21%	11%	68%	1%	0%	190

⁴⁸ Item previously reported in "Service Coordination" domain

Self-Direction

Table 111. Percentage of people who can make decisions about what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	8%	4%	84%	3%	0%	343
PASSPORT Waiver	4%	4%	87%	5%	0%	370
Assisted Living Waiver	7%	10%	70%	13%	0%	174
Ohio Home Care Waiver	5%	7%	85%	2%	0%	406
Sample Average	6%	6%	83%	5%	0%	1293

Table 112. Percentage of people who can make decisions about when they get their services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	9%	9%	77%	5%	0%	342
PASSPORT Waiver	5%	7%	82%	6%	0%	369
Assisted Living Waiver	13%	15%	63%	9%	0%	173
Ohio Home Care Waiver	6%	10%	81%	3%	0%	409
Sample Average	7%	10%	78%	5%	0%	1293

Table 113. Percentage of people who can make decisions about their paid support staff

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	7%	2%	87%	3%	0%	267
PASSPORT Waiver	1%	3%	96%	1%	0%	273
Assisted Living Waiver	17%	10%	54%	19%	0%	151
Ohio Home Care Waiver	3%	8%	88%	1%	0%	274
Sample Average	6%	5%	85%	4%	0%	965

Work

Table 114. Percentage of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	99%	1%	0%	0%	308
PASSPORT Waiver	99%	0%	0%	1%	318
Assisted Living Waiver	99%	1%	0%	1%	160
Ohio Home Care Waiver	98%	2%	0%	0%	366
Sample Average	99%	1%	0%	0%	1152

Table 115. Percentage of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	81%	4%	14%	0%	304
PASSPORT Waiver	88%	5%	8%	0%	316
Assisted Living Waiver	87%	6%	8%	0%	159
Ohio Home Care Waiver	65%	18%	17%	0%	359
Sample Average	79%	9%	12%	0%	1138

Table 116. Percentage of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	83%	17%	0%	0%	58
PASSPORT Waiver	95%	5%	0%	0%	39
Assisted Living Waiver	95%	5%	0%	0%	22
Ohio Home Care Waiver	78%	20%	2%	0%	127
Sample Average	83%	15%	1%	0%	246

Table 117. Percentage of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	89%	11%	0%	1%	352
PASSPORT Waiver	90%	10%	0%	0%	374
Assisted Living Waiver	85%	14%	0%	1%	173
Ohio Home Care Waiver	87%	12%	1%	0%	410
Sample Average	88%	11%	0%	0%	1309

Table 118. Percentage of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	74%	13%	13%	0%	270
PASSPORT Waiver	80%	13%	8%	0%	278
Assisted Living Waiver	81%	11%	6%	1%	135
Ohio Home Care Waiver	70%	16%	13%	1%	309
Sample Average	76%	13%	11%	0%	992

Everyday Living

Table 119. Percentage 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
MyCare Ohio Waiver	4%	40%	56%	0%	0%	352
PASSPORT Waiver	2%	42%	56%	0%	0%	371
Assisted Living Waiver	7%	56%	36%	1%	1%	176
Ohio Home Care Waiver	1%	26%	73%	0%	0%	414
Sample Average	3%	38%	59%	0%	0%	1313

Table 120. Percentage 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
MyCare Ohio Waiver	14%	86%	0%	0%	336
PASSPORT Waiver	9%	91%	0%	0%	367
Assisted Living Waiver	6%	93%	1%	0%	162
Ohio Home Care Waiver	21%	79%	0%	0%	408
Sample Average	14%	86%	0%	0%	1273

Table 121. Percentage 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
MyCare Ohio Waiver	18%	47%	35%	0%	0%	350
PASSPORT Waiver	16%	50%	34%	0%	0%	372
Assisted Living Waiver	26%	56%	18%	0%	1%	175
Ohio Home Care Waiver	5%	37%	58%	0%	0%	413
Sample Average	14%	46%	39%	0%	0%	1310

Table 122. Percentage 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
MyCare Ohio Waiver	11%	89%	0%	0%	281
PASSPORT Waiver	6%	94%	0%	0%	312
Assisted Living Waiver	5%	94%	2%	0%	129
Ohio Home Care Waiver	18%	82%	0%	0%	392
Sample Average	11%	88%	0%	0%	1114

Affordability

Table 123. Percentage 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
MyCare Ohio Waiver	89%	7%	4%	0%	0%	0%	350
PASSPORT Waiver	93%	4%	2%	0%	1%	0%	374
Assisted Living Waiver	96%	1%	3%	0%	0%	1%	174
Ohio Home Care Waiver	85%	8%	5%	1%	0%	0%	414
Sample Average	90%	6%	4%	1%	0%	0%	1312

Ranking of Priorities

Table 124. 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
MyCare Ohio Waiver	74%	19%	5%	2%	278
PASSPORT Waiver	65%	24%	7%	3%	281
Assisted Living Waiver	67%	22%	7%	4%	138
Ohio Home Care Waiver	66%	26%	7%	2%	312
Sample Average	68%	23%	6%	3%	1009

Table 125. 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
MyCare Ohio Waiver	7%	42%	37%	14%	278
PASSPORT Waiver	6%	37%	41%	16%	281
Assisted Living Waiver	9%	41%	27%	22%	138
Ohio Home Care Waiver	10%	41%	35%	14%	312
Sample Average	8%	40%	36%	16%	1009

Table 126. 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
MyCare Ohio Waiver	14%	31%	42%	12%	278
PASSPORT Waiver	23%	28%	40%	9%	281
Assisted Living Waiver	13%	28%	46%	13%	138
Ohio Home Care Waiver	22%	26%	40%	12%	312
Sample Average	19%	28%	41%	11%	1009

Table 127. 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
MyCare Ohio Waiver	5%	7%	16%	72%	278
PASSPORT Waiver	5%	10%	12%	73%	281
Assisted Living Waiver	11%	8%	20%	61%	138
Ohio Home Care Waiver	3%	8%	18%	71%	312
Sample Average	5%	8%	16%	70%	1009

Appendix C: Ohio's State-Specific Questions

Table 128. Percentage of people who have the supports they need to attend work/school as much as they want (if want to attend work/school) (OH-2)

	No	Yes	N/A – Doesn't Need Supports	N/A – Doesn't Want to Attend Work/School	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	4%	19%	0%	76%	1%	0%	300
PASSPORT Waiver	6%	13%	0%	80%	1%	0%	312
Assisted Living Waiver	3%	14%	0%	81%	2%	0%	157
Ohio Home Care Waiver	10%	30%	0%	58%	1%	0%	366
Sample Average	7%	20%	0%	72%	1%	0%	1135

Table 129. Percentage of people who control access to their medications (OH-3)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	17%	83%	0%	0%	308
PASSPORT Waiver	13%	87%	0%	0%	317
Assisted Living Waiver	88%	12%	0%	0%	160
Ohio Home Care Waiver	14%	86%	0%	1%	363
Sample Average	25%	75%	0%	0%	1148

Table 130. Reasons people who reported that it's their choice to have someone else control access to their medications (if don't control access) (OH-4)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	6%	94%	0%	0%	52
PASSPORT Waiver	2%	98%	0%	0%	42
Assisted Living Waiver	9%	91%	0%	0%	141
Ohio Home Care Waiver	0%	100%	0%	0%	49
Sample Average	6%	94%	0%	0%	284

Table 131. Percentage of people who report having chronic pain (OH-5)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	30%	70%	0%	0%	308
PASSPORT Waiver	35%	65%	0%	0%	318
Assisted Living Waiver	59%	41%	0%	0%	161
Ohio Home Care Waiver	24%	76%	0%	0%	367
Sample Average	33%	66%	0%	0%	1154

Table 132. Percentage of people whose current treatment plan manages their chronic pain adequately (if have chronic pain) (OH-6)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	42%	55%	2%	0%	215
PASSPORT Waiver	45%	54%	0%	0%	206
Assisted Living Waiver	36%	62%	2%	0%	66
Ohio Home Care Waiver	44%	54%	1%	0%	277
Sample Average	43%	55%	1%	0%	764

Table 133. Percentage of people whose case manager/care coordinator helps them with other important needs (if know they have a case manager/care coordinator) (OH-7)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	15%	77%	7%	0%	324
PASSPORT Waiver	16%	77%	7%	0%	359
Assisted Living Waiver	18%	71%	10%	1%	128
Ohio Home Care Waiver	29%	65%	6%	0%	403
Sample Average	20%	72%	7%	0%	1214

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

Table 134. Percentage of people who reported having a service plan/plan of care⁴⁹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	13%	63%	23%	0%	300
PASSPORT Waiver	11%	63%	26%	0%	317
Assisted Living Waiver	20%	32%	48%	0%	159
Ohio Home Care Waiver	8%	79%	13%	1%	364
Sample Average	12%	64%	24%	0%	1140

Table 135. People's level of involvement in deciding what is in their service plan/plan of care

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	2%	15%	81%	1%	0%	189
PASSPORT Waiver	1%	3%	23%	71%	1%	0%	201
Assisted Living Waiver	4%	4%	18%	69%	6%	0%	51
Ohio Home Care Waiver	1%	7%	19%	71%	1%	0%	286
Sample Average	1%	5%	19%	73%	2%	0%	727

Table 136. Percentage of people who remember their most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	10%	87%	3%	0%	190
PASSPORT Waiver	12%	84%	4%	0%	201
Assisted Living Waiver	20%	71%	10%	0%	51
Ohio Home Care Waiver	16%	82%	2%	0%	287
Sample Average	13%	83%	3%	0%	729

⁴⁹ New item in 2019-2020.

Table 137. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	0%	100%	0%	0%	166
PASSPORT Waiver	2%	98%	0%	0%	166
Assisted Living Waiver	0%	100%	0%	0%	36
Ohio Home Care Waiver	2%	98%	0%	0%	234
Sample Average	1%	99%	0%	0%	602

Table 138. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	1%	99%	0%	0%	166
PASSPORT Waiver	1%	99%	0%	0%	168
Assisted Living Waiver	0%	100%	0%	0%	36
Ohio Home Care Waiver	1%	99%	0%	0%	236
Sample Average	1%	99%	0%	0%	606

Table 139. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there

	No	Some People	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	0%	98%	0%	0%	165
PASSPORT Waiver	2%	1%	97%	1%	0%	167
Assisted Living Waiver	3%	0%	94%	3%	0%	36
Ohio Home Care Waiver	5%	0%	94%	0%	0%	236
Sample Average	3%	0%	96%	0%	0%	604

Table 140. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	0%	1%	3%	5%	91%	0%	0%	165
PASSPORT Waiver	1%	1%	3%	15%	80%	1%	0%	169
Assisted Living Waiver	0%	3%	11%	11%	75%	0%	0%	36
Ohio Home Care Waiver	1%	3%	7%	15%	74%	1%	0%	235
Sample Average	0%	1%	5%	12%	80%	0%	0%	605

Table 141. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	3%	87%	10%	0%	166
PASSPORT Waiver	6%	86%	8%	0%	168
Assisted Living Waiver	6%	78%	17%	0%	36
Ohio Home Care Waiver	8%	86%	6%	0%	235
Sample Average	6%	86%	8%	0%	605

Table 142. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	1%	4%	84%	11%	0%	166
PASSPORT Waiver	1%	5%	83%	11%	0%	168
Assisted Living Waiver	0%	6%	72%	22%	0%	36
Ohio Home Care Waiver	1%	6%	81%	13%	0%	236
Sample Average	1%	5%	82%	13%	0%	606

Table 143. Percentage 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
MyCare Ohio Waiver	2%	4%	81%	14%	0%	190
PASSPORT Waiver	0%	6%	79%	16%	0%	199
Assisted Living Waiver	0%	4%	67%	29%	0%	51
Ohio Home Care Waiver	2%	11%	73%	14%	0%	287
Sample Average	1%	7%	76%	16%	0%	727