



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2017-2018 Ohio Results

Preface

The State of Ohio has a number of publicly funded services and supports available to older adults and adults with physical disabilities who have a need for assistance with their care. Long-term services and supports (LTSS) provide an array of health and social supports that enable individuals to avoid admission to facilities and live in settings of their choice. 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. The Ohio Department of Aging (ODA) administers Medicaid funds to provide the PASSPORT and Assisted Living HCBS waiver programs throughout the state. To best 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.

The National Association of States United for Aging and Disabilities (NASUAD) 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 and continues to participate in this national initiative.

This report highlights the results for Ohio from the third 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, most person-centered LTSS, coupled with a laser focus on health, well-being 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.

Beverley L. Laubert, Director
Ohio Department of Aging

Barbara Sears, Director
Ohio Department of Medicaid



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



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



Ohio Department of Medicaid (ODM)
50 W Town Street, Suite 400
Columbus, OH 43215



Ohio Department of Aging (ODA)
246 N High Street, 1st Floor
Columbus, OH 43215

Released January 2019

List of Abbreviations Used in This Report

AL Waiver – Assisted Living Waiver

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

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

LTC – Long Term Care

LTSS – Long-Term Services and Supports

MCO – Managed Care Organization

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

NF – Nursing Facility

OAA – Older Americans Act

ODA – Ohio Department of Aging

ODM – Ohio Department of Medicaid

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal care assistant

Table of Contents

Preface	2
List of Abbreviations Used in This Report	4
Table of Contents	5
What is NCI-AD?	27
NCI-AD Adult Consumer Survey	27
Survey Overview	27
Figure 1. 2017-2018 NCI-AD Domains and indicators	28
Survey Organization	31
NCI-AD in Ohio	32
Sample	32
Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program	34
Survey Process in Ohio	35
Stakeholders	35
Organization of Results	36

Limitations of Report 37

Community Participation 38

 Graph 1. Proportion of people who are as active in the community as they would like to be..... 39

 Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to 39

Choice and Decision Making 40

 Graph 3. Proportion of people who are able to choose their roommate (if in group setting and have roommates)..... 41

 Graph 4. Proportion of people who get up and go to bed when they want to 41

 Graph 5. Proportion of people who can eat their meals when they want to 42

 Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting) 42

Relationships..... 43

 Graph 7. Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person) 44

Satisfaction..... 45

 Graph 8. Proportion of people who like where they are living 46

 Graph 9. Proportion of people who would prefer to live somewhere else 46

 Graph 10. Proportion of people who always or almost always like how they spend their time during the day..... 47

Graph 11. Proportion of people whose paid support staff change too often..... 47

Graph 12. Proportion of people whose paid support staff do things the way they want them done..... 48

Service Coordination..... 49

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services 50

Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator) 50

Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to 51

Graph 16. Proportion of people who have an emergency plan in place..... 51

Graph 17. Proportion of people who want help planning for their future service needs 52

Graph 18. Proportion of people whose services meet all their needs and goals..... 52

Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator) 53

Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often..... 53

Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis) 54

Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up 54

Care Coordination 55

Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)	56
Graph 24. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	56
Graph 25. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year.....	57
Graph 26. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	57
Access.....	58
Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ...	59
Graph 28. Proportion of people who have transportation to get to medical appointments when they need to.....	59
Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)	60
Graph 30. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	60
Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade.....	61
Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them	61
Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade	62
Graph 34. Proportion of people who need a specialized bed but do not have it	62
Graph 35. Proportion of people who have a specialized bed but need an upgrade.....	63

Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it.....	63
Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade	64
Graph 38. Proportion of people who need a remote monitoring system but do not have it.....	64
Graph 39. Proportion of people who have a remote monitoring system but need an upgrade	65
Graph 40. Proportion of people who need an emergency response system but do not have it.....	65
Graph 41. Proportion of people who have an emergency response system but need an upgrade	66
Graph 42. Proportion of people who need some other home modification but do not have it	66
Graph 43. Proportion of people who have some other home modification but need an upgrade.....	67
Graph 44. Proportion of people who need a walker but do not have it	67
Graph 45. Proportion of people who have a walker but need an upgrade	68
Graph 46. Proportion of people who need a scooter but do not have it.....	68
Graph 47. Proportion of people who have a scooter but need an upgrade	69
Graph 48. Proportion of people who need a wheelchair but do not have it	69
Graph 49. Proportion of people who have a wheelchair but need an upgrade	70
Graph 50. Proportion of people who need hearing aids but do not have them.....	70

Graph 51. Proportion of people who have hearing aids but need an upgrade	71
Graph 52. Proportion of people who need glasses but do not have them	71
Graph 53. Proportion of people who have glasses but need an upgrade	72
Graph 54. Proportion of people who need a CPAP machine but don't have it.....	72
Graph 55. Proportion of people who have a CPAP machine but need an upgrade	73
Graph 56. Proportion of people who need some other assistive device but do not have it	73
Graph 57. Proportion of people who have some other assistive device but need an upgrade.....	74
Safety	75
Graph 58. Proportion of people who feel safe at home.....	76
Graph 59. Proportion of people who feel safe around their paid support staff	76
Graph 60. Proportion of people who are ever worried for the security of their personal belongings.....	77
Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months	77
Graph 62. Proportion of people with concerns about falling or being unstable	78
Graph 63. Proportion of people with concerns about falling or being unstable who had somebody talked to them or work with them to reduce the risk	78
Graph 64. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	79

Health Care	80
Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year	81
Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	81
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	82
Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to	82
Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months.....	83
Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year	83
Graph 71. Proportion of people who have had a hearing exam in the past year	84
Graph 72. Proportion of people who have had a vision exam in the past year	84
Graph 73. Proportion of people who have had a flu shot in the past year	85
Graph 74. Proportion of people who have had a dental visit in the past year	85
Graph 75. Proportion of people who have had a cholesterol screening in the past five years	86
Wellness	87
Graph 76. Proportion of people whose health was described as poor	88
Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago	88

Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months.....	89
Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse...	89
Graph 80. Proportion of people reported to have a chronic psychiatric or mental health diagnosis	90
Graph 81. Proportion of people who often feel sad or depressed	90
Graph 82. Proportion of people reported to have chronic condition(s)	91
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	91
Graph 84. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	92
Graph 85. Proportion of people who consider themselves to have a physical disability	92
Medications	93
Graph 86. Proportion of people who take medications that help them feel less sad or depressed	94
Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)	94
Rights and Respect.....	95
Graph 88. Proportion of people whose paid support staff treat them with respect.....	96
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	96
Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	97

Graph 91. Proportion of people who have enough privacy where they live (if in group setting)	97
Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting)	98
Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting)	98
Graph 94. Proportion of people who have access to food at all times of the day (if in group setting)	99
Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting)	99
Self-Direction of Care	100
Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)	101
Graph 97. Proportion of people who can choose or change what kind of services they get	101
Graph 98. Proportion of people who can choose or change how often and when they get services	102
Graph 99. Proportion of people who can change their paid support staff if they want to	102
Work	103
Graph 100. Proportion of people who have a paying job in the community	104
Graph 101. Proportion of people who would like a job (if not currently employed)	104
Graph 102. Proportion of people wanting a job who had someone talk to them about job options	105
Graph 103. Proportion of people who do volunteer work	105

Graph 104. Proportion of people who would like to do volunteer work (if not currently volunteering)	106
Everyday Living.....	107
Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....	108
Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	108
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home).....	109
Graph 108. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it	109
Graph 109. Proportion of people who have access to healthy foods when they want them	110
Affordability	111
Graph 110. Proportion of people who ever have to skip a meal due to financial worries	112
Planning for future.....	113
Graph 111. Proportion of people who want help planning for their future service needs	114
Control	115
Graph 112. Proportion of people who never feel in control of their life	116

Appendix A: Rules for Recoding and Collapsing Responses	117
Table A1. Outcome Variables – Collapsing Rules	118
Appendix B: Un-Collapsed and Un-Weighted Data by Program	124
Demographic Tables	125
Table 1. Average age (reported for those under 90 years of age)	125
Table 2. Age: 90 years and over	125
Table 3. Gender	125
Table 4. Race and ethnicity	126
Table 5. Marital status	126
Table 6. Primary language	126
Table 7. Type of residential area	127
Table 8. Type of residence	127
Table 9. Who the person lives with	127
Table 10. Address changed in the past 6 months	128
Table 11. Where the person moved from (if address changed in the past 6 months)	128

Table 12. Formal diagnosis: physical disability	128
Table 13. Formal diagnosis: Alzheimer’s disease or other dementia	129
Table 14. Formal diagnosis: traumatic or acquired brain injury.....	129
Table 15. Formal diagnosis: intellectual or other developmental disability	129
Table 16. Level of mobility	130
Table 17. History of frequent falls (more than two in a six-month period)	130
Table 18. Receives Medicare	130
Table 19. Length of receiving LTSS in current program	131
Table 20. Has legal guardian	131
Community Participation — un-collapsed tables	132
Table 21. Proportion of people who are as active in the community as they would like to be.....	132
Table 22a. Reasons that people are not as active in the community as they would like to be	132
Table 22b. Reasons that people are not as active in the community as they would like to be (continued)	132
Table 23. Proportion of people who get to do the things they enjoy outside of their home as much as they want to.....	133
Choice and Decision Making — un-collapsed.....	134

Table 24. Proportion of people who are able to choose their roommate (if in group setting)	134
Table 25. Proportion of people who get up and go to bed when they want to.....	134
Table 26. Proportion of people who can eat their meals when they want to	134
Table 27. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	135
Relationships — un-collapsed.....	136
Table 28. Proportion of people who are able to see or talk to friends/family when they want to (if there are friends and family who don't live with them).....	136
Table 29. Reasons people aren't always able to see friends/family	136
Satisfaction — un-collapsed	137
Table 30. Proportion of people who like where they are living	137
Table 31a. Reasons for not liking where people live	137
Table 31b. Reasons for not liking where people live (continued)	137
Table 31c. Reasons for not liking where people live (continued)	138
Table 32. Proportion of people who would prefer to live somewhere else	138
Table 33a. Where people would prefer to live (if would prefer to live somewhere else).....	138
Table 33b. Where people would prefer to live (if would prefer to live somewhere else, continued)	139

Table 34. Proportion of people who like how they usually spend their time during the day.....	139
Table 35. Proportion of people whose paid support staff change too often.....	139
Table 36. Proportion of people whose paid support staff do things the way they want them done.....	140
Service Coordination — un-collapsed.....	141
Table 37. Proportion of people who know whom to contact if they want to make changes to their services	141
Table 38. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	141
Table 39. Proportion of people whose paid support staff show up and leave when they are supposed to	141
Table 40. Proportion of people who have an emergency plan in place.....	142
Table 41. Proportion of people who want help planning for their future service needs	142
Table 42. Proportion of people whose services meet their needs and goals	142
Table 43a. Additional services that might help	143
Table 43b. Additional services that might help (continued)	143
Table 43c. Additional services that might help (continued).....	143
Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)	144

Table 45a. How people first find out about the services available to them	144
Table 45b. How people first find out about the services available to them (continued).....	144
Table 46a. Who helps most often.....	145
Table 46b. Who helps most often (continued).....	145
Table 47a. Who else helps (if anybody provides support on a regular basis)	145
Table 47b. Who else helps (continued)	146
Table 48. Proportion of people who have a backup plan if their paid support staff don't show up	146
Care Coordination — un-collapsed.....	147
Table 49. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or where they live)	147
Table 50. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	147
Table 51. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year.....	147
Table 52. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	148
Access — un-collapsed.....	149
Table 53. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ..	149

Table 54. Proportion of people who have transportation to get to medical appointments when they need to	149
Table 55. Proportion of people who receive information about their services in the language they prefer (if non-English).....	149
Table 56. Proportion of people who need grab bars in the bathroom or elsewhere in their home	150
Table 57. Proportion of people who need bathroom modifications (other than grab bars).....	150
Table 58. Proportion of people who need a specialized bed	150
Table 59. Proportion of people who need a ramp or stair lift in or outside the home.....	151
Table 60. Proportion of people who need a remote monitoring system.....	151
Table 61. Proportion of people who need an emergency response system.....	151
Table 62. Proportion of people who need some other home modification(s)	152
Table 63. Proportion of people who need a walker	152
Table 64. Proportion of people who need a scooter	152
Table 65. Proportion of people who need a wheelchair	153
Table 66. Proportion of people who need hearing aids	153
Table 67. Proportion of people who need glasses	153
Table 68. Proportion of people who need a CPAP machine.....	154

Table 69. Proportion of people who need some other assistive device(s)	154
Safety — un-collapsed	155
Table 70. Proportion of people who feel safe at home.....	155
Table 71. Proportion of people who feel safe around their paid support staff	155
Table 72. Proportion of people who are ever worried for the security of their personal belongings.....	155
Table 73. Proportion of people whose money was taken or used without their permission in the last 12 months	156
Table 74. Proportion of people with concerns about falling or being unstable.....	156
Table 75. Proportion of people with concerns about falling or being unstable who had somebody talked to them or work with them to reduce the risk	156
Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	157
Health Care — un-collapsed	158
Table 77. Proportion of people who have gone to the emergency room for any reason in the past year	158
Table 78. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	158
Table 79. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	158
Table 80. Proportion of people who can get an appointment to see their primary care doctor when they need to.....	159

Table 81. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months.....	159
Table 82. Proportion of people who have had a physical exam or wellness visit in the past year	159
Table 83. Proportion of people who have had a hearing exam in the past year	160
Table 84. Proportion of people who have had a vision exam in the past year	160
Table 85. Proportion of people who have had a flu shot in the past year	160
Table 86. Proportion of people who have had a dental visit in the past year	161
Table 87. Proportion of people who have had a cholesterol screening in the past five years	161
Wellness — un-collapsed.....	162
Table 88. Proportion of people whose health was described as poor, fair, good, very good, and excellent	162
Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and getting worse compared to 12 months ago.....	162
Table 90. Proportion of people reported to have been forgetting things more often than before in the past 12 months.....	162
Table 91. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse ..	163
Table 92. Proportion of people reported to have a chronic psychiatric or mental health diagnosis	163
Table 93. Proportion of people who never/almost never, not often, sometimes, and often feel sad or depressed.....	163

Table 94. Proportion of people reported to have chronic condition(s)	164
Table 95. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)	164
Table 96. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)	164
Table 97. Proportion of people who consider themselves to have a physical disability	165
Medications — un-collapsed	166
Table 98. Proportion of people who take medications that help them feel less sad or depressed	166
Table 99. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)	166
Rights and Respect — un-collapsed.....	167
Table 100. Proportion of people whose paid support staff treat them with respect	167
Table 101. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	167
Table 102. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	167
Table 103. Proportion of people who have enough privacy where they live (if in group setting)	168
Table 104. Proportion of people whose visitors are able to come at any time (if in group setting)	168
Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting)	168
Table 106. Proportion of people who have access to food at all times of the day (if in group setting)	169

Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting)	169
Self-Direction of Care — un-collapsed.....	170
Table 108. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)	170
Table 109. Proportion of people who can choose or change what kind of services they get	170
Table 110. Proportion of people who can choose or change how often and when they get services	170
Table 111. Proportion of people who can change their paid support staff if they want to.....	171
Work — un-collapsed	172
Table 112. Proportion of people who have a paying job in the community	172
Table 113. Proportion of people who would like a job (if not currently employed).....	172
Table 114. Proportion of people wanting a job who had someone talk to them about job options	172
Table 115. Proportion of people who do volunteer work	173
Table 116. Proportion of people who would like to do volunteer work (if not currently volunteering).....	173
Everyday Living — un-collapsed	174
Table 117. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....	174

Table 118. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	174
Table 119. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home).....	174
Table 120. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it	175
Table 121. Proportion of people who have access to healthy foods when they want them.....	175
Affordability — un-collapsed	176
Table 122. Proportion of people who ever have to skip a meal due to financial worries	176
Planning for the Future — un-collapsed.....	177
Table 123. Proportion of people who want help planning for their future service needs	177
Control — un-collapsed	178
Table 124. Proportion of people who feel in control of their life	178
Table 125. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....	178
Table 126. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....	178

Table 127. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends) 179

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends) 179

Appendix C: Ohio’s State-Specific Questions 180

Table 129. Proportion of people whose case manager/care coordinator changing is disruptive (if know they have case manager/care coordinator and case manager/care coordinator has changed) (OH-1) 181

Table 130. Proportion of people who have the supports they need to attend work/school as much as they want (if wants to attend work/school) (OH-2)..... 181

Table 131. Proportion of people who control access to their medications (OH-3) 181

Table 132. Proportion of people who reported that it’s their choice to have someone else control access to their medications (if don’t control access) (OH-4) 182

Table 133. Proportion of people who report having chronic pain (OH-5) 182

Table 134. Proportion of who report that their current treatment plan manages their chronic pain adequately (if has chronic pain) (OH-6)..... 182

Table 135. Proportion of people whose case manager/care coordinator helps them with other important needs (if know they have case manager/care coordinator) (OH-7)..... 183

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 project is coordinated by the National Association of States United for Aging and Disabilities¹ (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 project officially launched in the summer of 2015 with 13 participating states². The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

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

¹ NASUAD is the membership organization for state Aging, Disability, and Medicaid directors. www.nasud.org

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

employment, health, safety, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

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

Figure 1. 2017-2018 NCI-AD Domains and indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
Choice and Decision Making	Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that support them and with whom they spend time
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to
Satisfaction	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with what they do during the day
	Proportion of people who are satisfied with staff who work with them
Service Coordination	Proportion of people who know whom to call with a complaint, concern, or question about their services
	Proportion of people whose case manager talks to them about any needs that are not being met
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who receive the services that they need
	Proportion of people who find out about services from service agencies
	Proportion of people who want help planning for future need for services
	Proportion of people who have an emergency plan in place

Domain	NCI-AD Indicator
	Proportion of people whose support workers come when they are supposed to Proportion of people who use a relative as their support person Proportion of people who have a backup plan if their support person doesn't show up
Care Coordination	Proportion of people discharged from the hospital or long-term care facility who feel comfortable going home Proportion of people making a transition from hospital or long-term care facility who have adequate follow-up Proportion of people who know how to manage their chronic conditions
Access	Proportion of people who have adequate transportation Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.) Proportion of people who have access to information about services in their preferred language (for non-English speakers)
Safety	Proportion of people who feel safe at home Proportion of people who feel safe around their staff Proportion of people who feel that their belongings are safe Proportion of people whose fear of falling is managed Proportion of people who are able to get to safety quickly in case of an emergency
Health Care	Proportion of people who have been to the emergency room in the past 12 months Proportion of people who have needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.) Proportion of people who can get an appointment to see their doctor when they need to Proportion of people who have access to mental health services when they need them
Wellness	Proportion of people who are living with a physical disability Proportion of people who are in poor health Proportion of people who have unaddressed memory concerns

Domain	NCI-AD Indicator
	Proportion of people who have a chronic psychiatric or mental health diagnosis
	Proportion of people who often feel sad or depressed
	Proportion of people who have a chronic condition(s)
	Proportion of people who have poor hearing
	Proportion of people who have poor vision
Medications	Proportion of people who take medications that help them feel less sad or depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others
	Proportion of people whose staff treat them with respect
Self-Direction of Care	Proportion of people who are self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	Proportion of people who have a paid job
	Proportion of people who would like a job
	Proportion of people wanting a job who have job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (e.g. bathing, toileting, eating, etc.) and instrumental activities of daily living (e.g. preparing meals, housework, taking medications, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who ever have to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
Control	Proportion of people who feel in control of their lives

Survey Organization

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

Pre-Survey form: The Pre-Survey section is an optional form intended to provide surveyors with information that may be helpful to prepare for and schedule the meeting. The Pre-Survey form is for interviewer use only; Pre-Survey data are not submitted to the NCI-AD project team and therefore are not analyzed or included in any reports.

Background Information (BI) section: This section collects demographic and service-related information about the consumer. To the extent possible, data for the BI section are collected from the state's existing administrative records. BI items that are not available from administrative data sources are collected by the surveyor at the end of the interview. Surveyors may collect any missing BI information except for five BI items that must be completed using administrative data sources or agency records only (consumer's LTSS program/primary source of funding, types of services being received through that program, length of receiving services through the program, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether information came from existing administrative records or was collected during the survey meeting.

In-Person Section: The Full In-Person Section consists of a total of approximately 90 questions, organized into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). The Full In-Person Section is completed face-to-face with the person receiving services. The respondent may ask a proxy respondent (e.g. family member or close friend) for assistance with answering some of the questions, if needed. The full In-Person Section includes both subjective and objective questions; proxy assistance is only allowed for a subset of more objective items.

Proxy Version: The Proxy Version is an alternative version of the In-Person Section. It is used in place of the Full In-Person Section when the person receiving services is unable to provide meaningful responses or has asked a proxy respondent to

complete the survey on his/her behalf. The Proxy Version includes only the subset of more objective questions that allow for proxy assistance. Questions are rephrased in third person to reflect they are about the individual receiving services and not about the proxy respondent. The surveyor must meet and attempt to interview the service recipient face to face; only then can the proxy determination be made.

Interviewer Feedback form: The Interviewer Feedback form is completed by the surveyor after the interview is finished and records information about the meeting itself, such as respondent's comprehension, length and place of the meeting, who was present, difficulty of accessing the service recipient, etc. Surveyors are also asked to identify any problematic questions encountered and to provide any input and general feedback they may have for the NCI-AD project team.

NCI-AD in Ohio

The Ohio Departments of Aging (ODA) and Medicaid (ODM), in partnership with NASUAD and HSRI, implemented the 2017-2018 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 survey 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 the survey, recognizing the unique set of information it provides about the lives of those to whom we provide services.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Ohio and included for analysis in 2017-2018 was eight hundred seventy-two (Total N=872). Three program populations were included in the survey sample and are detailed below.

MyCare Ohio Waiver: MyCare Ohio is a demonstration project that integrates Medicare and Medicaid services into one program (operated by a managed care plan). In order to be eligible for MyCare Ohio an individual must be eligible for all

parts of Medicare (Parts A, B and D); be fully eligible for Medicaid; be age 18 and older; and reside in one of the demonstration counties. In order to be eligible for the MyCare Ohio Waiver an individual must be enrolled in the MyCare Ohio demonstration at the time of application; be determined to need nursing facility (NF)-based Level of Care (Intermediate or Skilled); be determined to require at least one waiver service monthly; and, in the absence of the waiver, require hospitalization or nursing facility placement to meet his/her needs. Three hundred seventy-seven people (N=377) from this program were interviewed and included for analysis.

PASSPORT Waiver: This program provides services in home and community settings that allow individuals to remain in their home with supports appropriate to their needs, for as long as possible. To be eligible for the waiver an individual must be 60 or older, need hands-on assistance with daily living activities, meet Medicaid financial eligibility criteria and be able to remain safely at home with the agreement of their physician. Once enrolled, the individual works with a case manager to design a package of services to meet their assessed needs. Services are provided by local service providers who are certified by the state. Services available through the program may include personal care, home-delivered meals, adult day care, transportation, homemaker, chore, emergency response systems, nursing and respite. Two hundred ninety-four people (N=294) in this program were interviewed and included for analysis.

Assisted Living (AL) Waiver: Assisted Living combines a home-like setting with personal support services to provide more intensive care than may be available through home care services. The AL waiver pays the cost of care in an assisted living facility for certain people with Medicaid, allowing the individual to use his or her resources for room and board expenses. To be eligible for the program an individual must be 21 or older, need hands-on assistance with daily living activities, meet Medicaid financial eligibility criteria, and be able to pay the state-established monthly room and board payment. Services are provided by licensed residential care facilities that are certified by ODA. One hundred eighty people (N=180) 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 program 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 program’s total number of analyzed surveys. 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
Assisted Living Waiver	180	3,300	6.5% MoE, 95% CL	7.1% MoE, 95% CL
PASSPORT Waiver	294	21,000	5.2% MoE, 95% CL	5.7% MoE, 95% CL
MyCare Ohio Waiver	377	28,226	4.6% MoE, 95% CL	5.0% MoE, 95% CL
Total	872³	52,526	3.0% MoE, 95% CL	3.3% MoE, 95% CL

³ Program was missing for 21 cases submitted for analysis

Survey Process in Ohio

Surveyors employed by the Ohio Department of Medicaid (ODM) conducted the NCI-AD in-person survey with individuals enrolled in the PASSPORT Waiver and the Assisted Living Waiver. Ohio contracted with Vital Research, a national survey organization, to hire and manage local interviewers to conduct the NCI-AD in-person survey for the MyCare Ohio Waiver. Ohio worked with Vital Research and HSRI and NASUAD staff to train interviewers. ODM, HSRI and NASUAD staff conducted a training with all interviewers in January and February 2018. 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 early 2018, and the final data was sent to HSRI on May 31, 2018. The data collected by the ODM surveyors was entered directly into the data entry tool provided by HSRI.

Ohio chose to add 7 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 2017-2018 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 of the three programs. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating proportions. Unclear, refused and, unless otherwise stated, “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 the programs 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 weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (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.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. 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 corresponding charts.

Data from state-specific questions that Ohio chose to add to the standard NCI-AD Survey are shown in Appendix C.

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 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, policy-makers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Community Participation

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

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

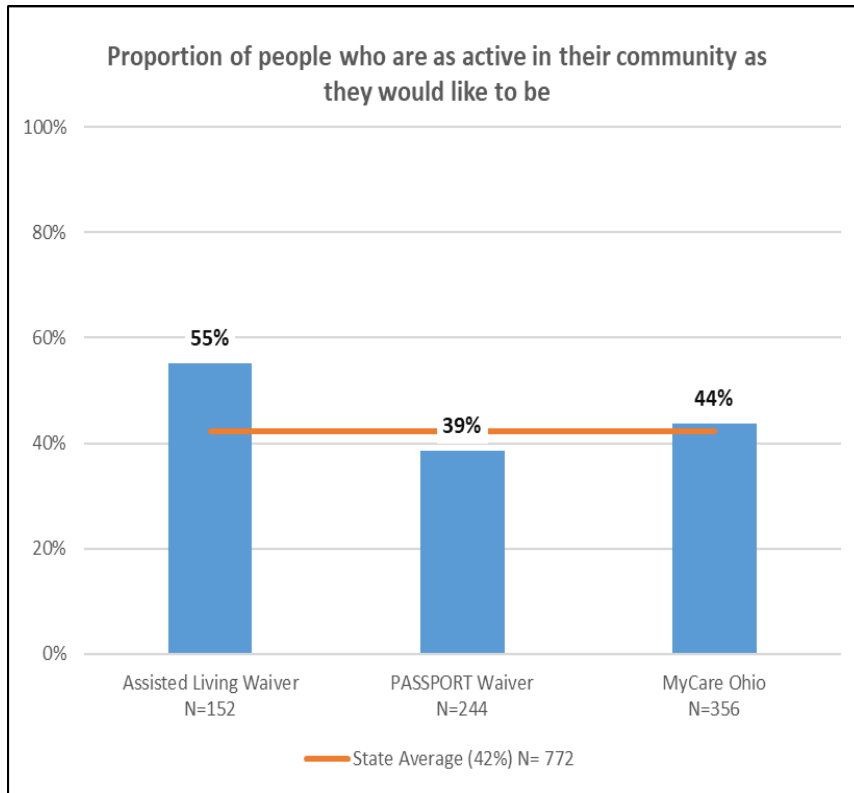
1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

There are three⁴ survey items that correspond to the Community Participation domain.

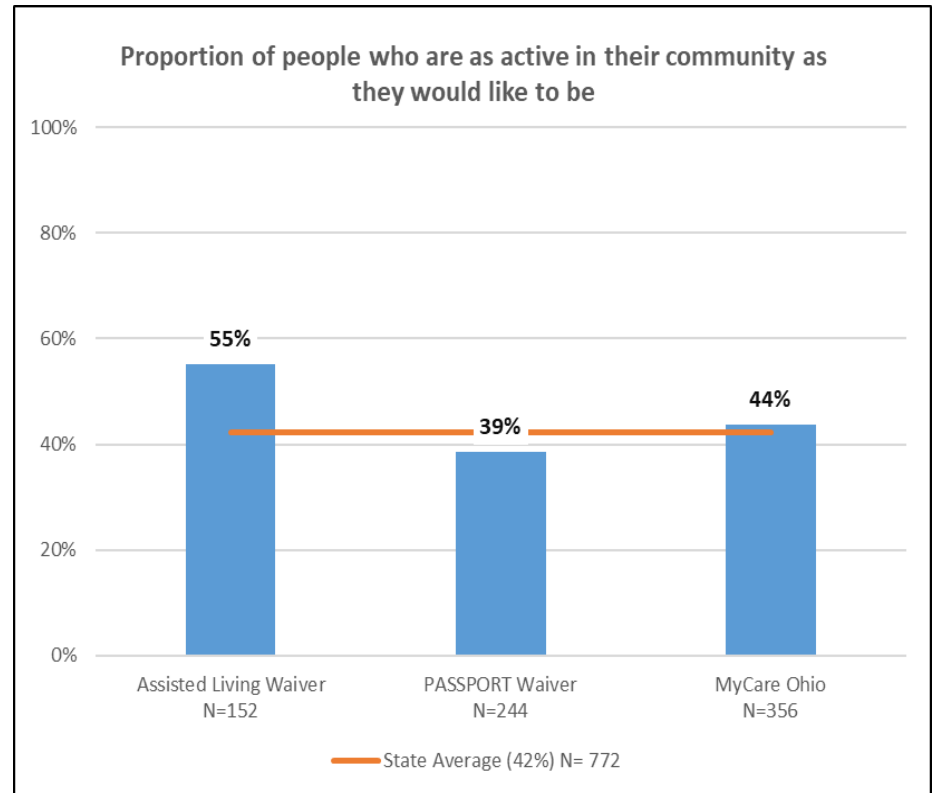
Un-collapsed data for state and programs are shown in Appendix B.

⁴ Data for one item are presented in Appendix B only.

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



Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to⁵



⁵ New question added in 2017-2018

Choice and Decision Making

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

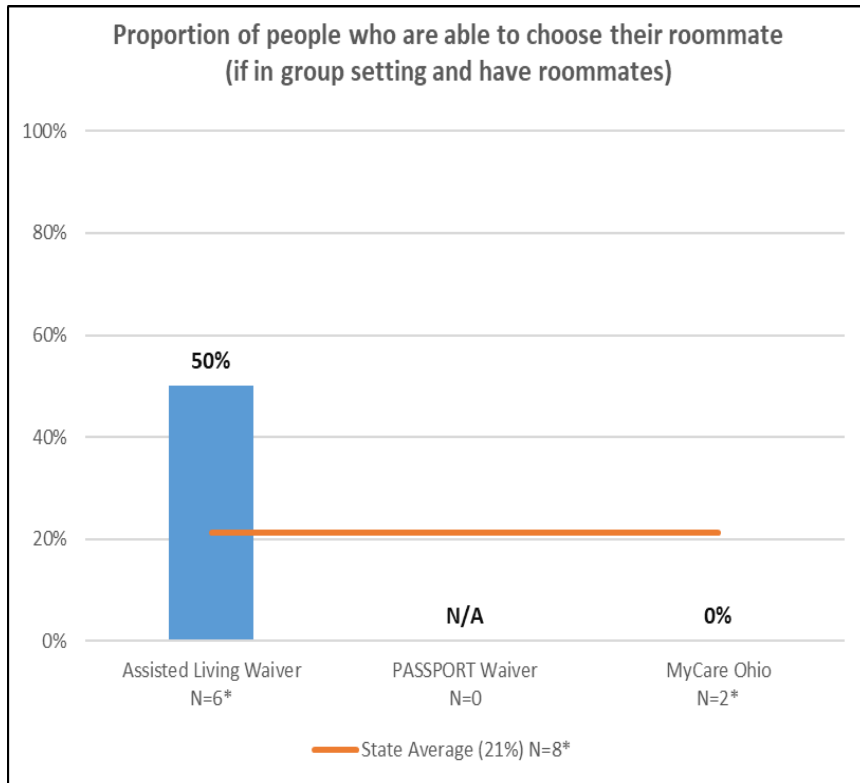
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time

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

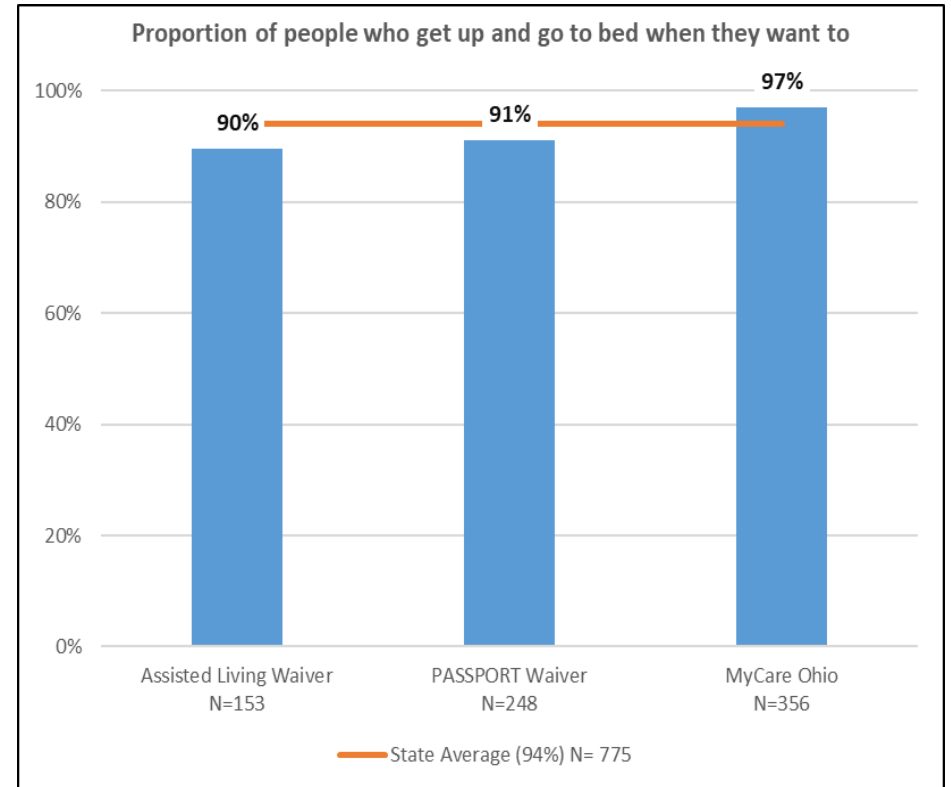
Un-collapsed data for state and programs are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting⁶ and have roommates)



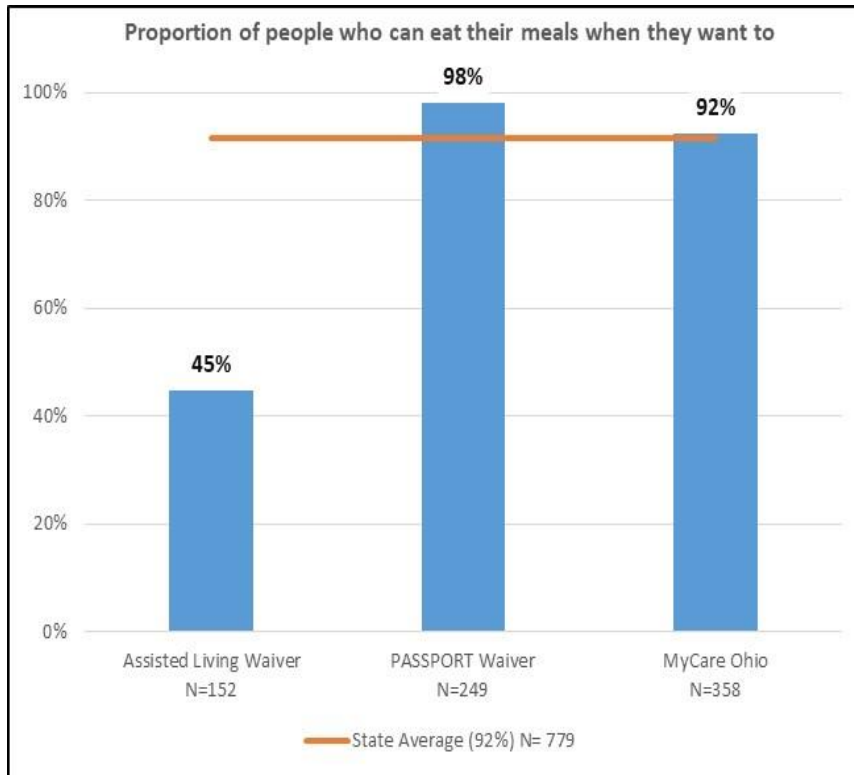
* Very small number of responses

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

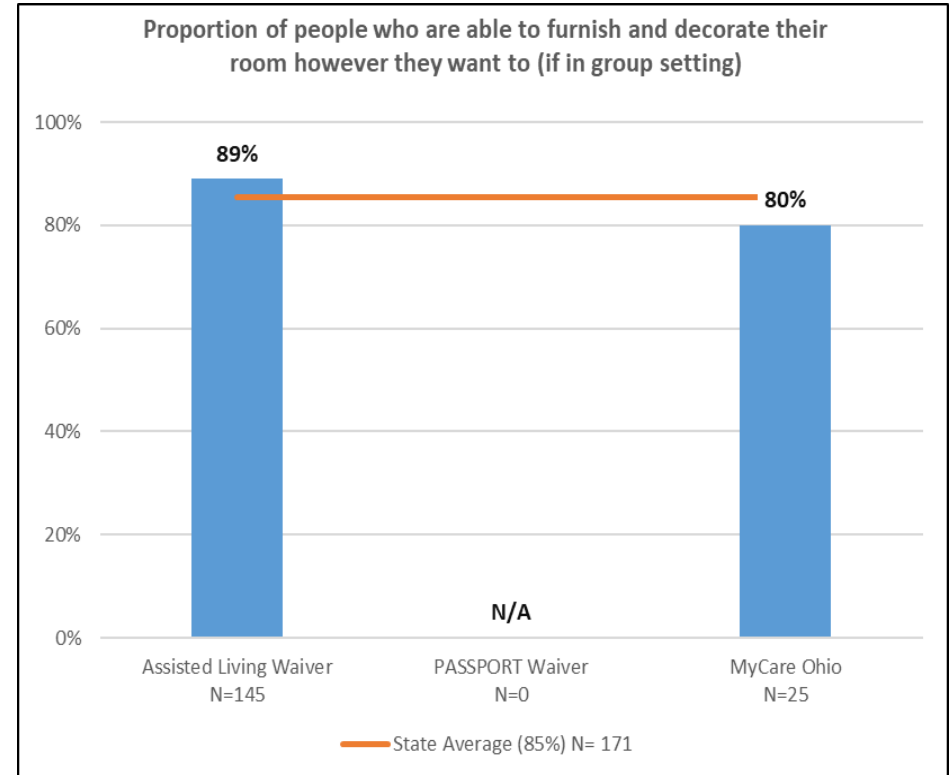


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting⁷)



* Very small number of responses

⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Relationships

People have friends and relationships and do not feel lonely.

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

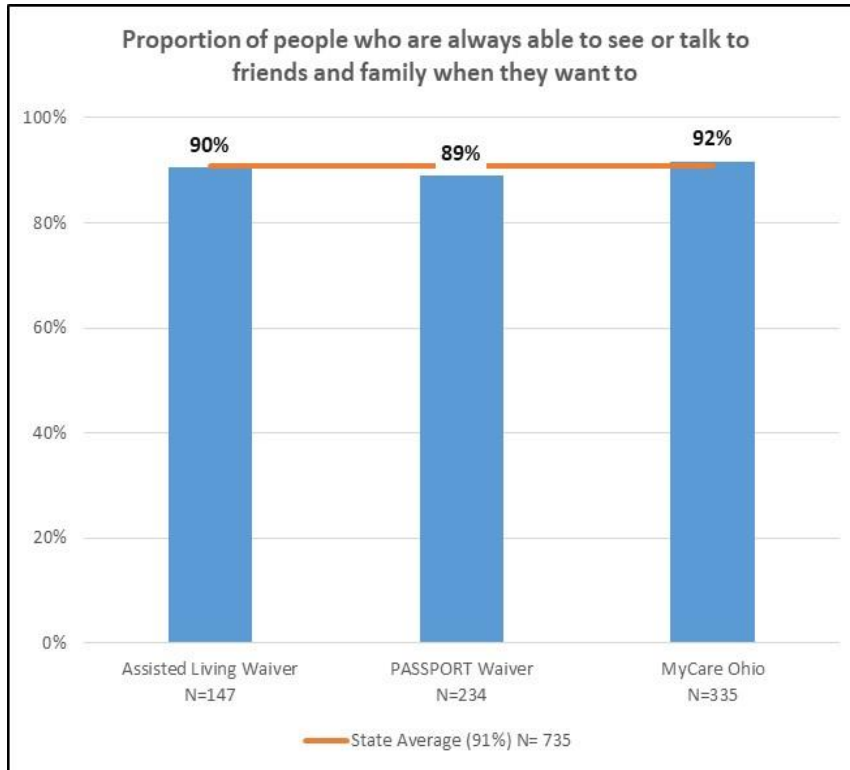
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

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

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

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



Satisfaction

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

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

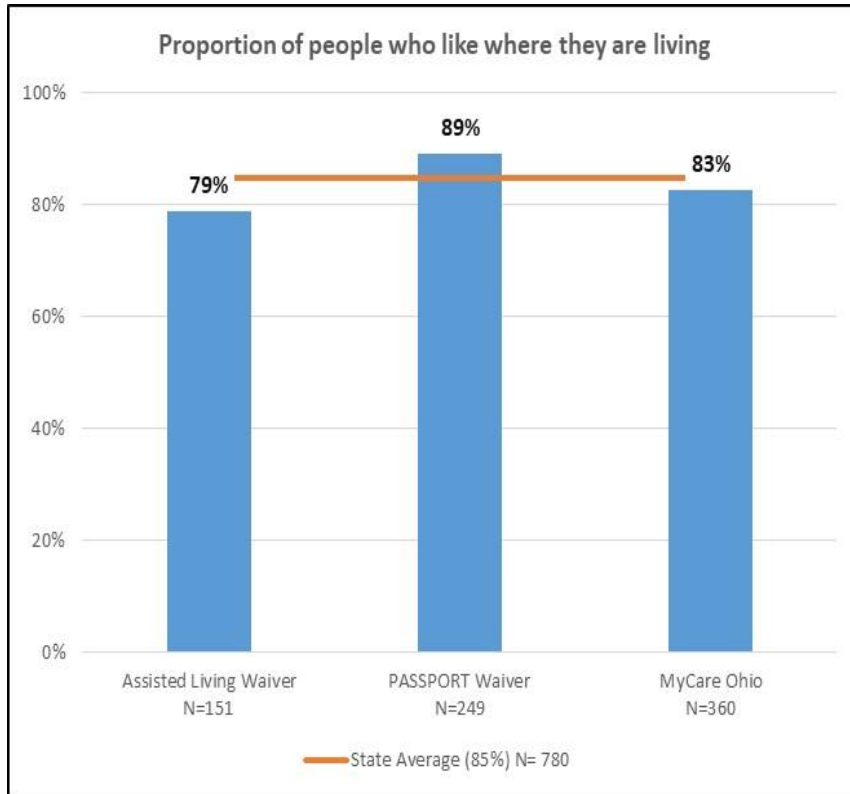
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

There are seven⁹ survey items that correspond to the Satisfaction domain.

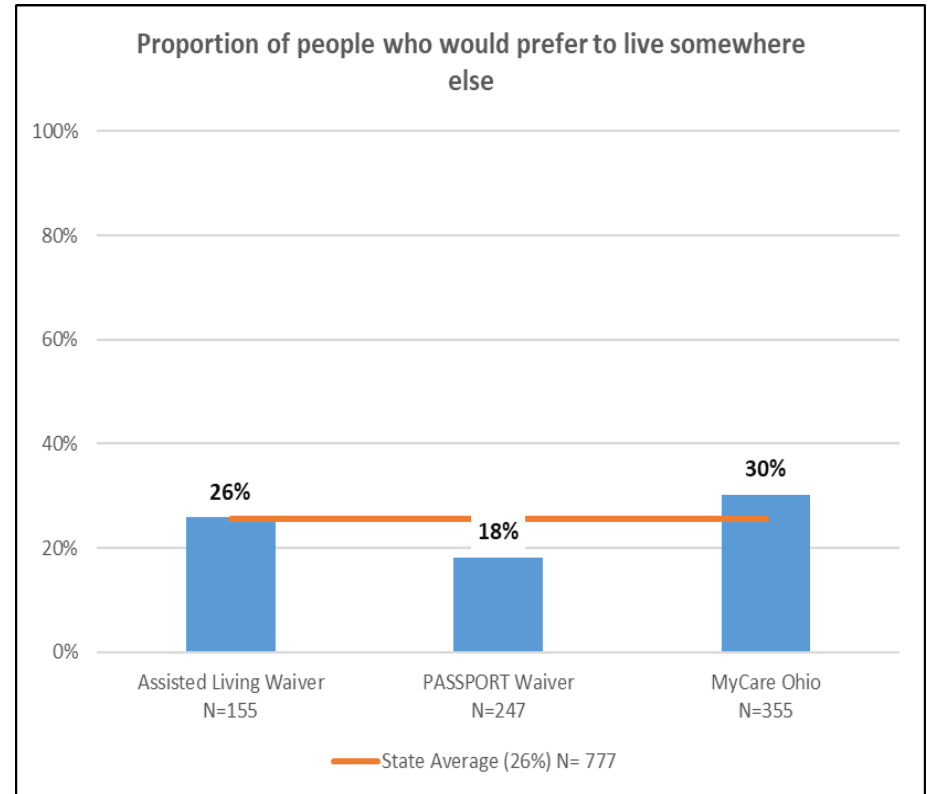
Un-collapsed data for state and programs are shown in Appendix B.

⁹ Data for two items are presented in Appendix B only.

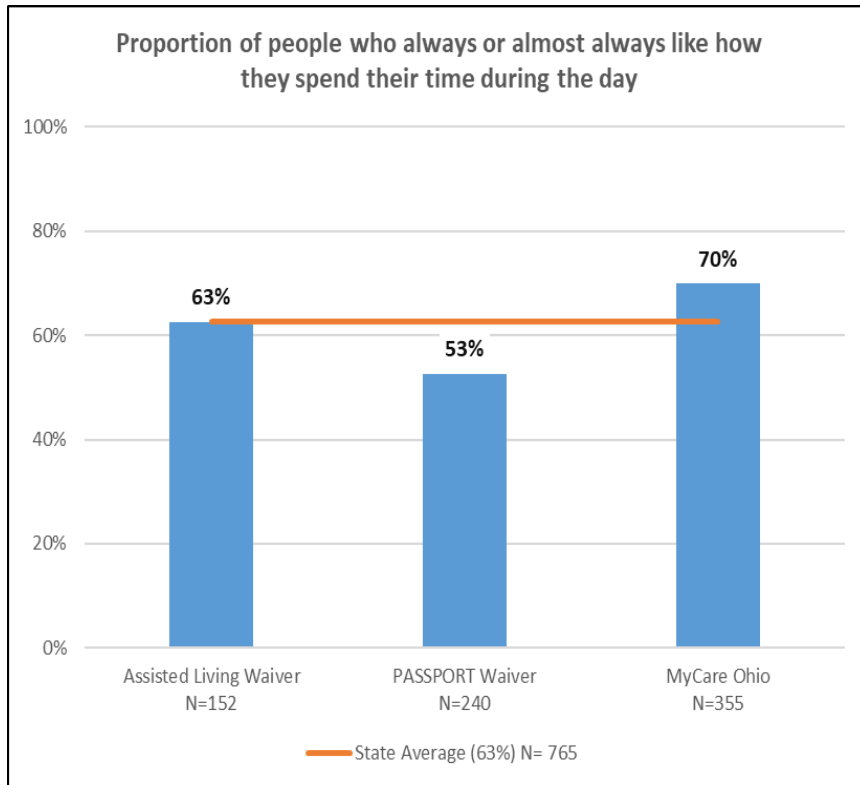
Graph 8. Proportion of people who like where they are living



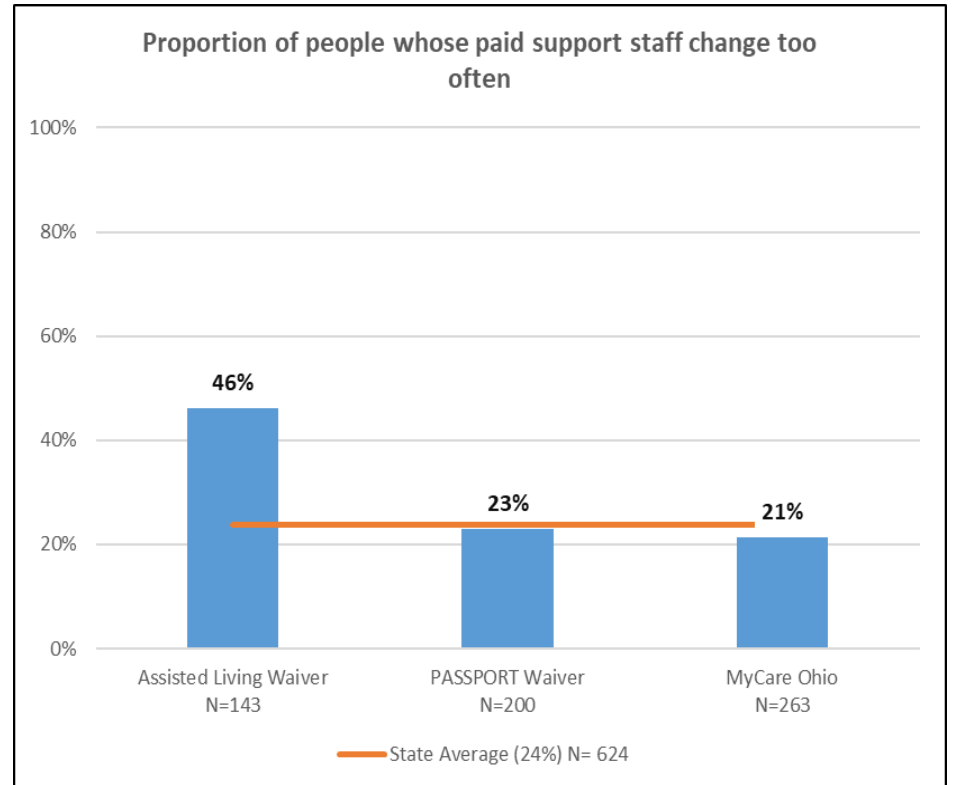
Graph 9. Proportion of people who would prefer to live somewhere else



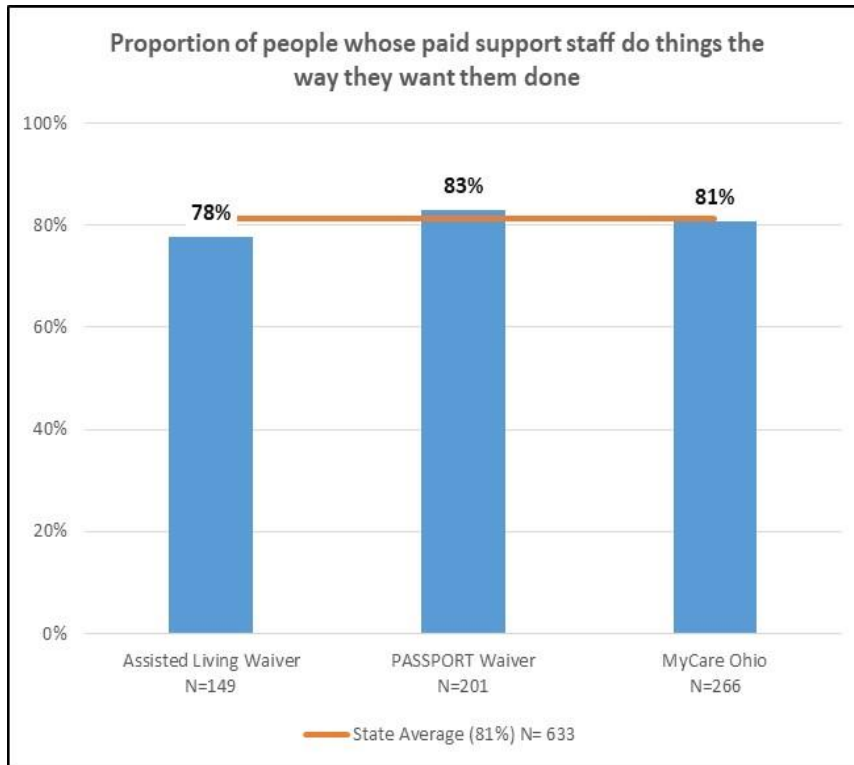
Graph 10. Proportion of people who always or almost always like how they spend their time during the day



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



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



Service Coordination

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

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

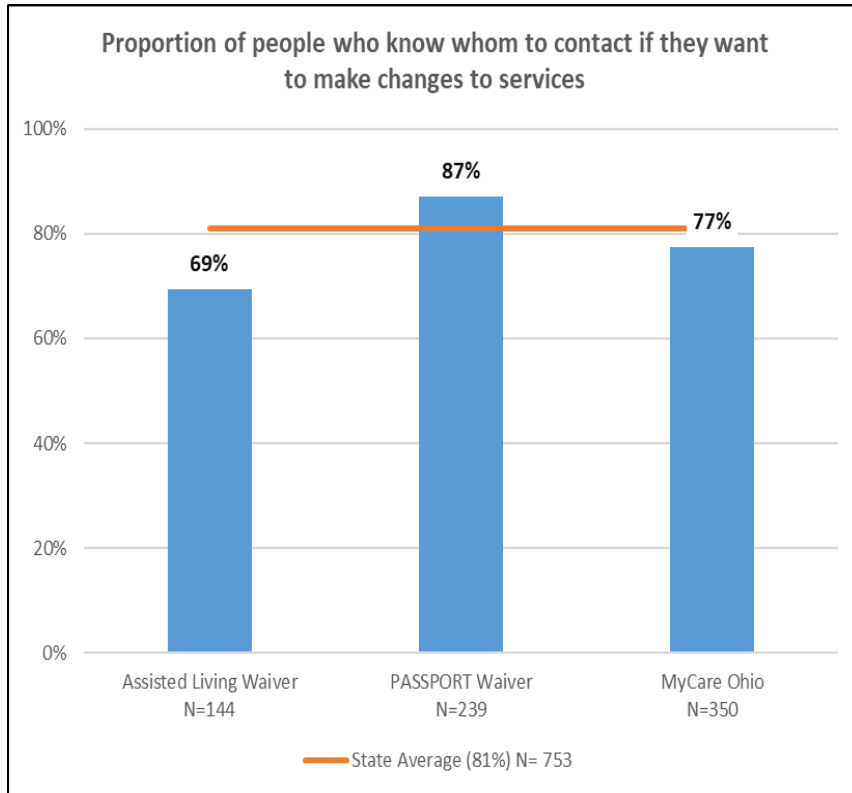
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion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

There are twelve¹⁰ survey items that correspond to the Service Coordination domain.

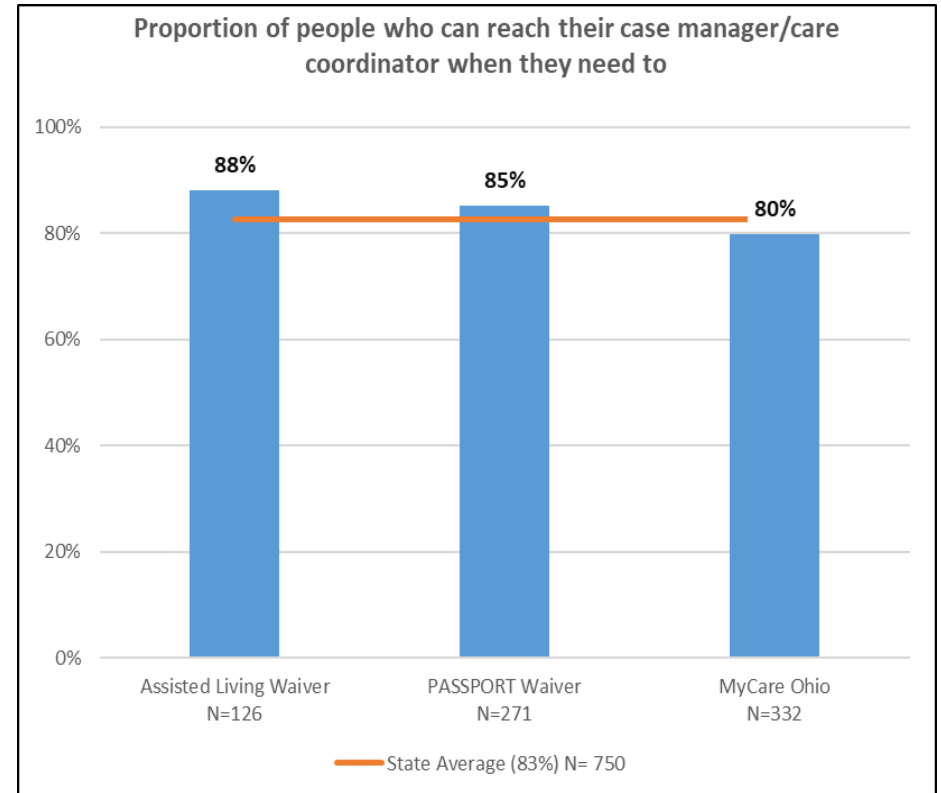
Un-collapsed data for state and programs are shown in Appendix B.

¹⁰ Data for two items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services¹¹

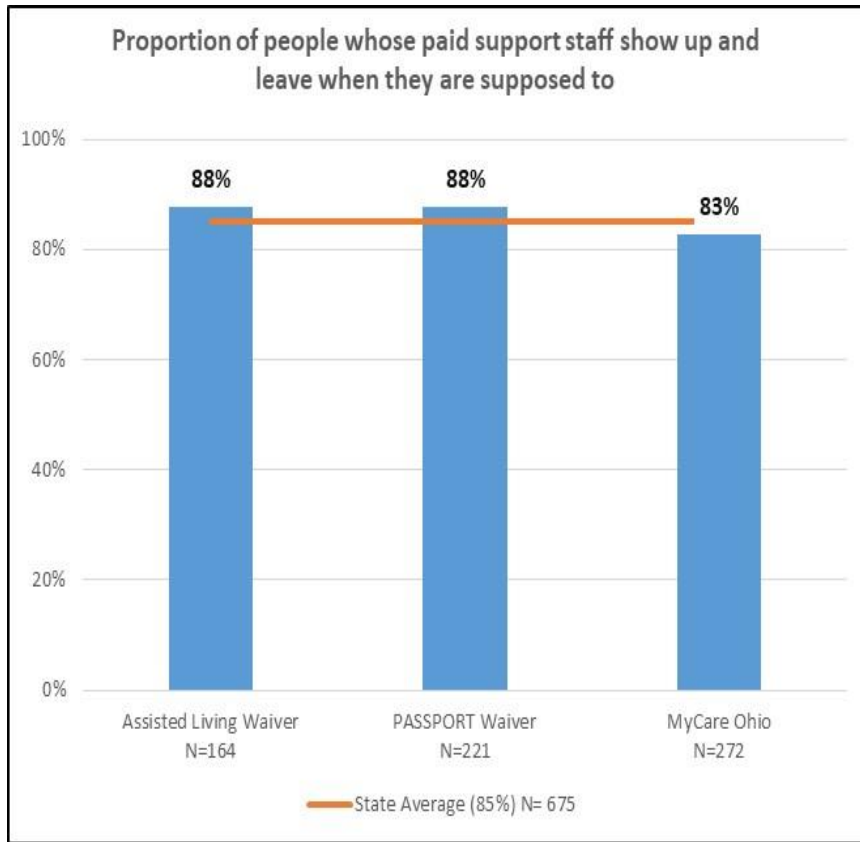


Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

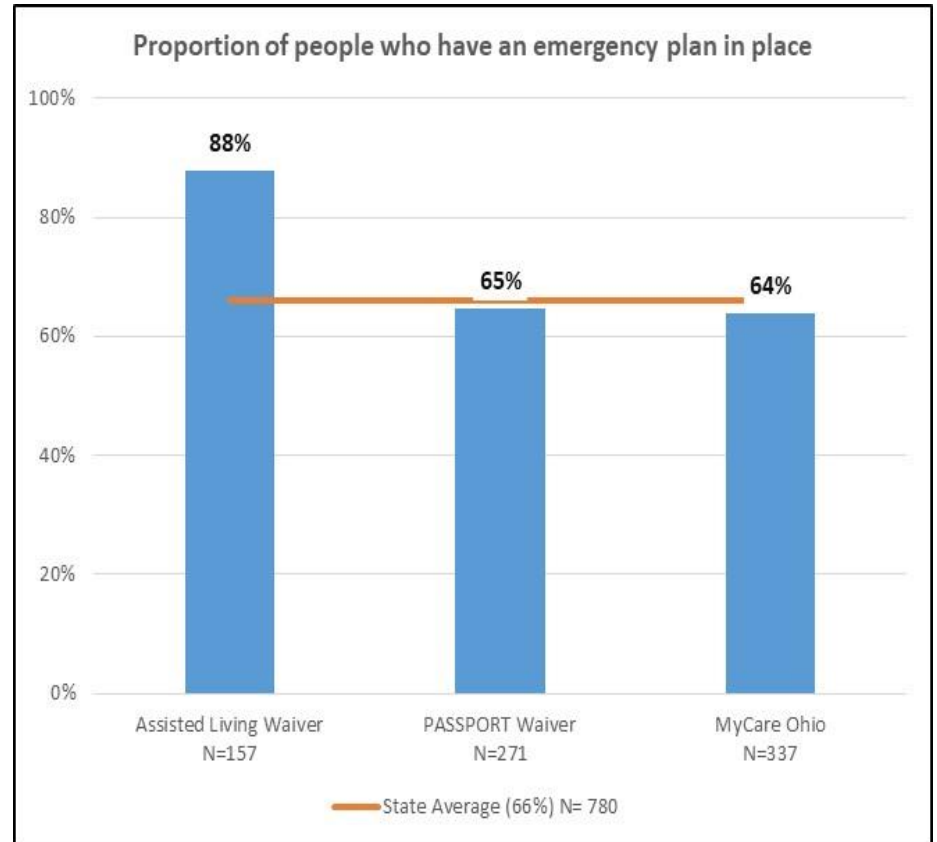


¹¹ Question changed in 2017-2018 – no longer allows for proxies

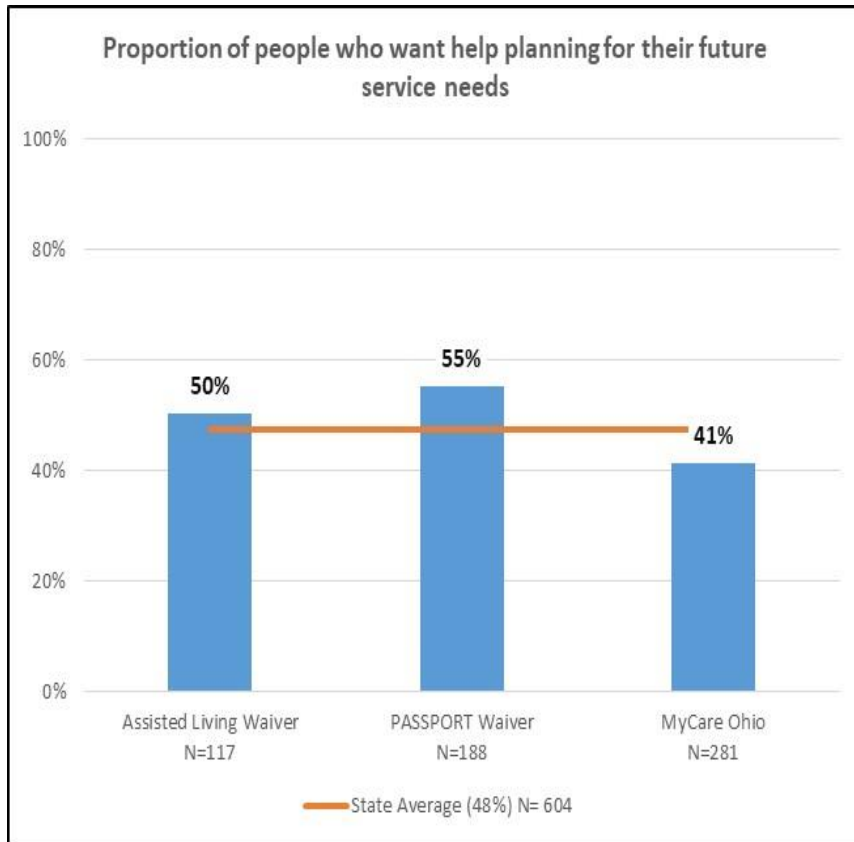
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



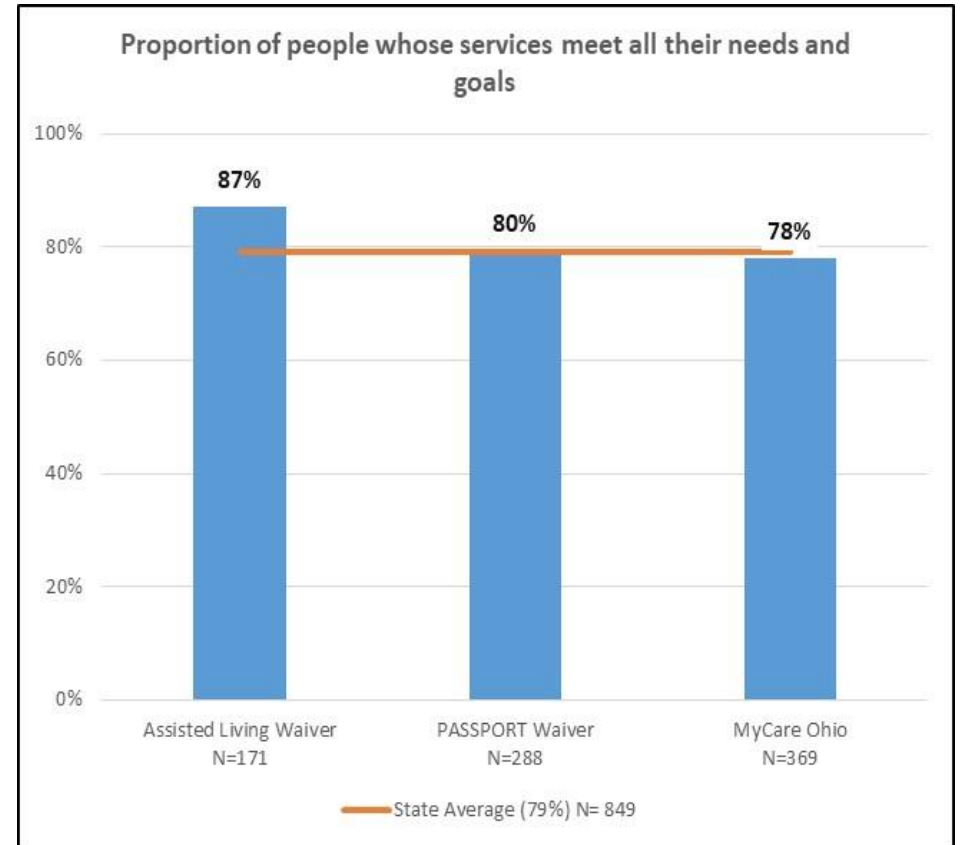
Graph 16. Proportion of people who have an emergency plan in place



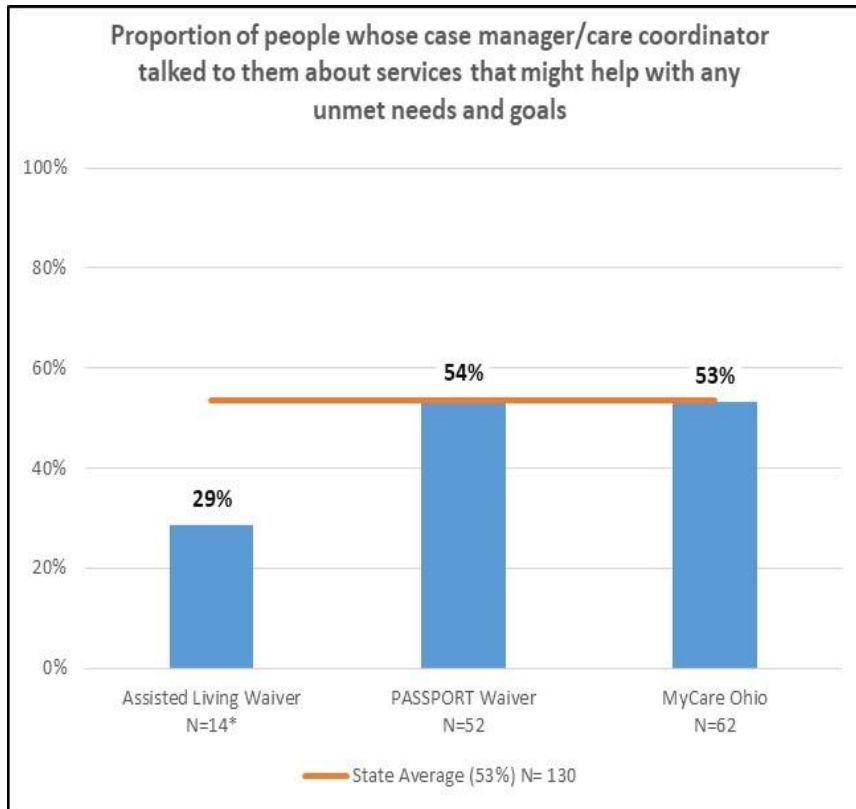
Graph 17. Proportion of people who want help planning for their future service needs



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

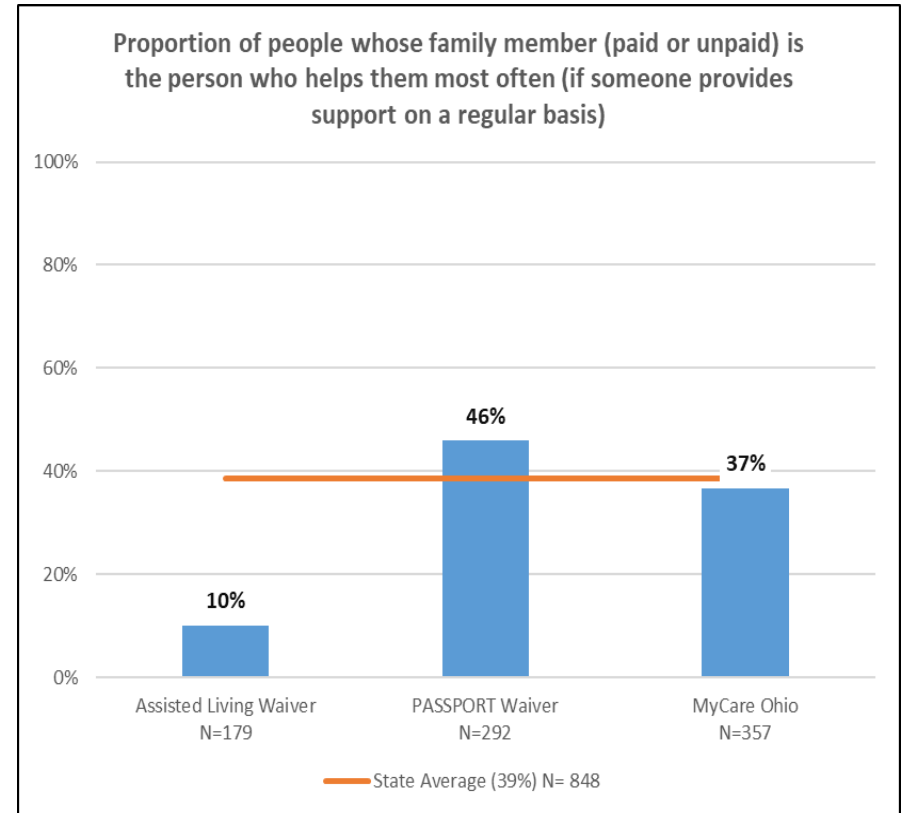


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

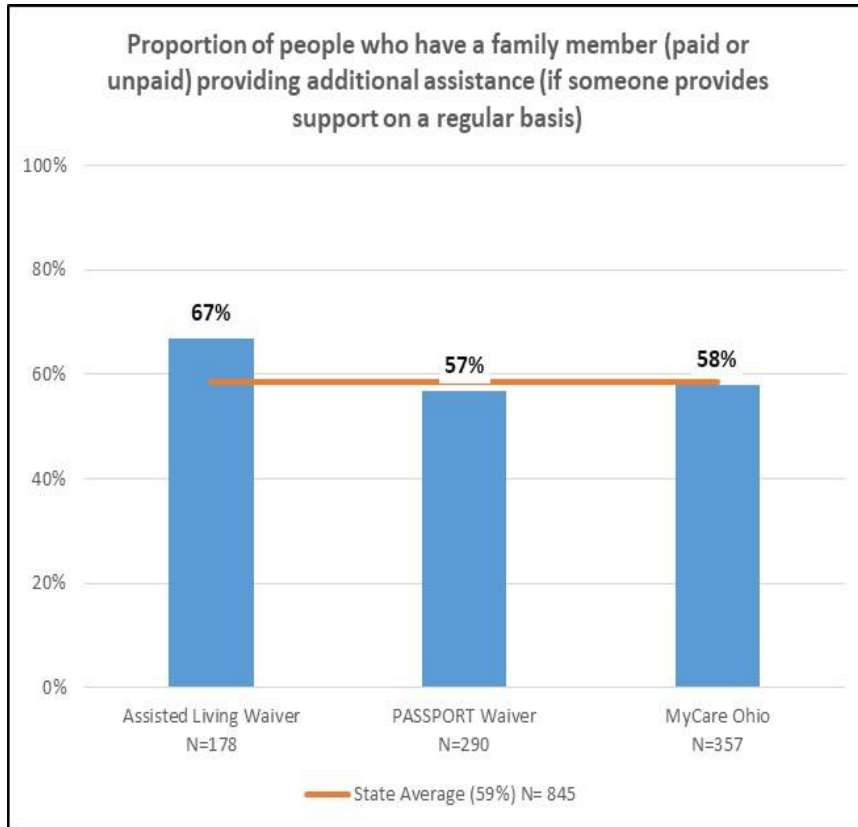


* Very small number of responses

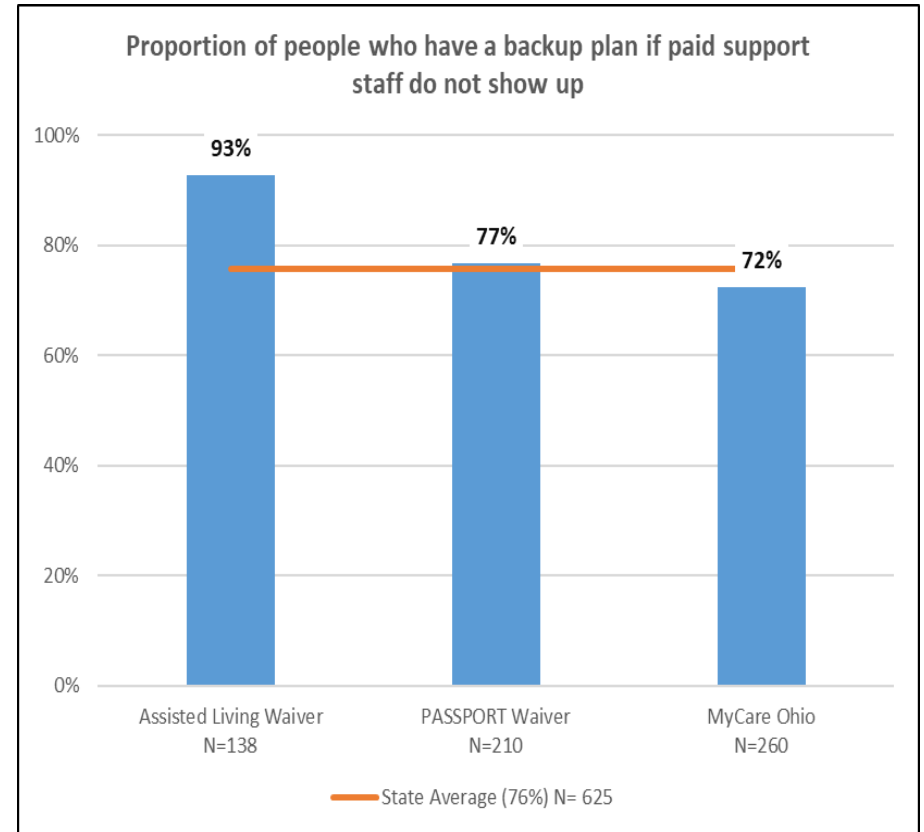
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)



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



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



Care Coordination

Individuals are provided appropriate coordination of care.

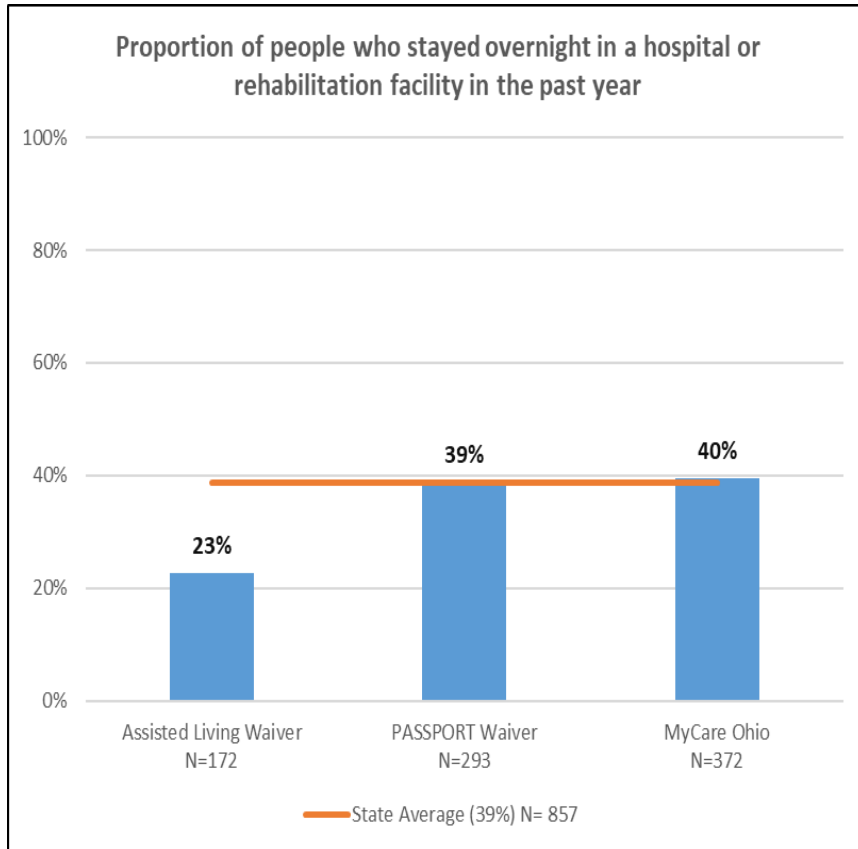
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.
2. Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.
3. Proportion of people who know how to manage their chronic conditions.

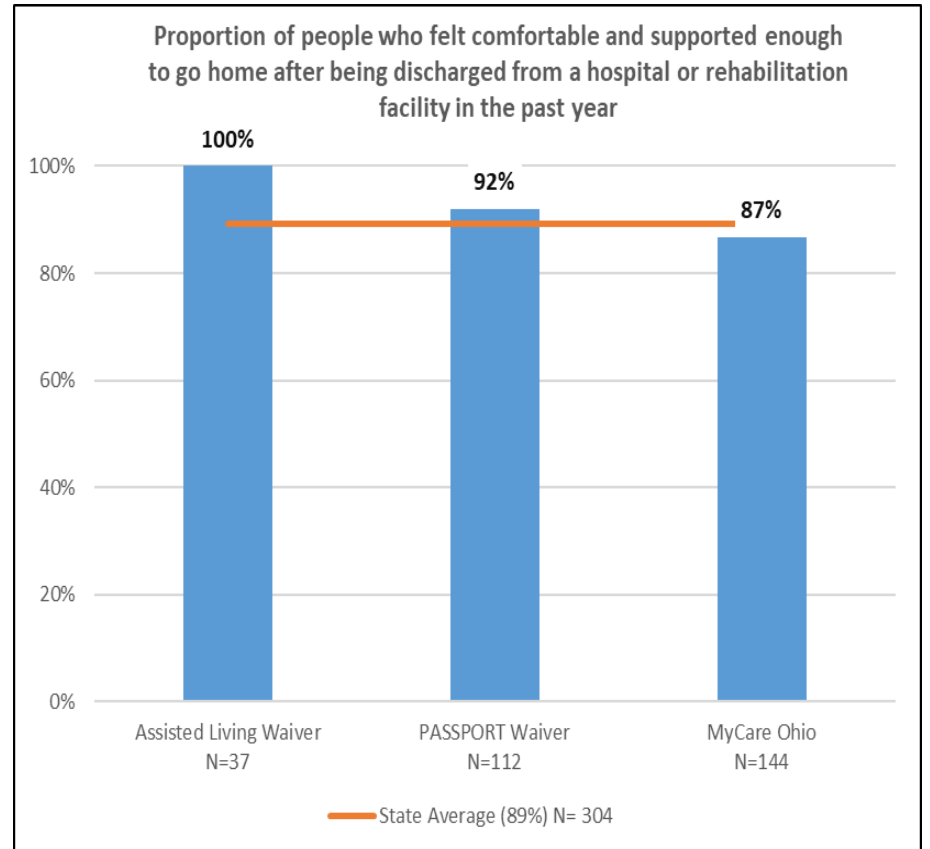
There are four survey items that correspond to the Care Coordination domain.

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

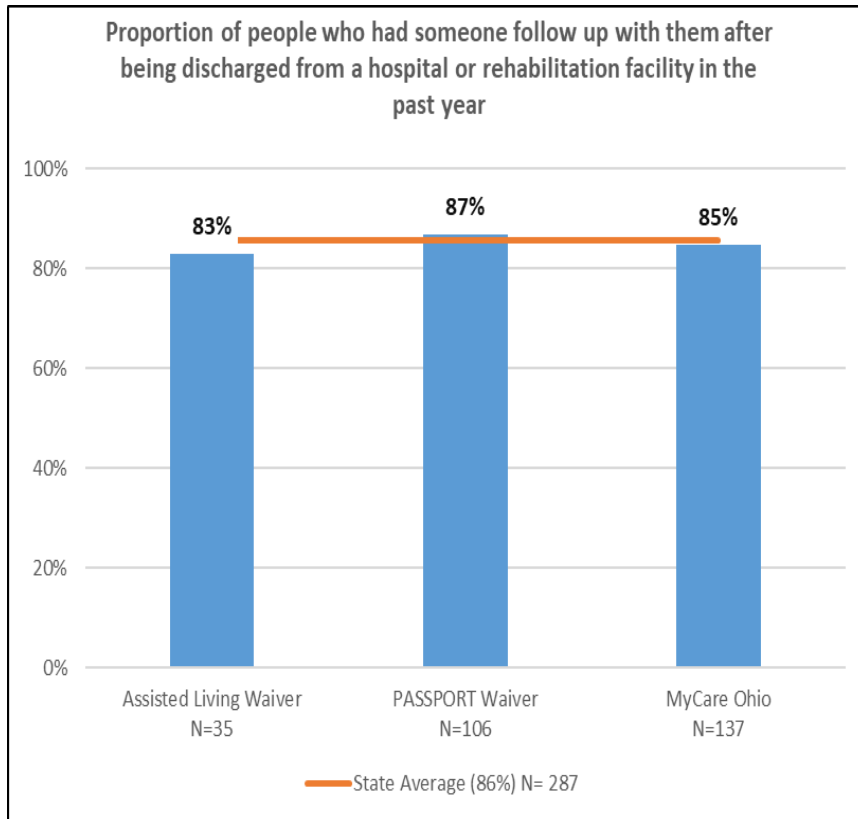
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



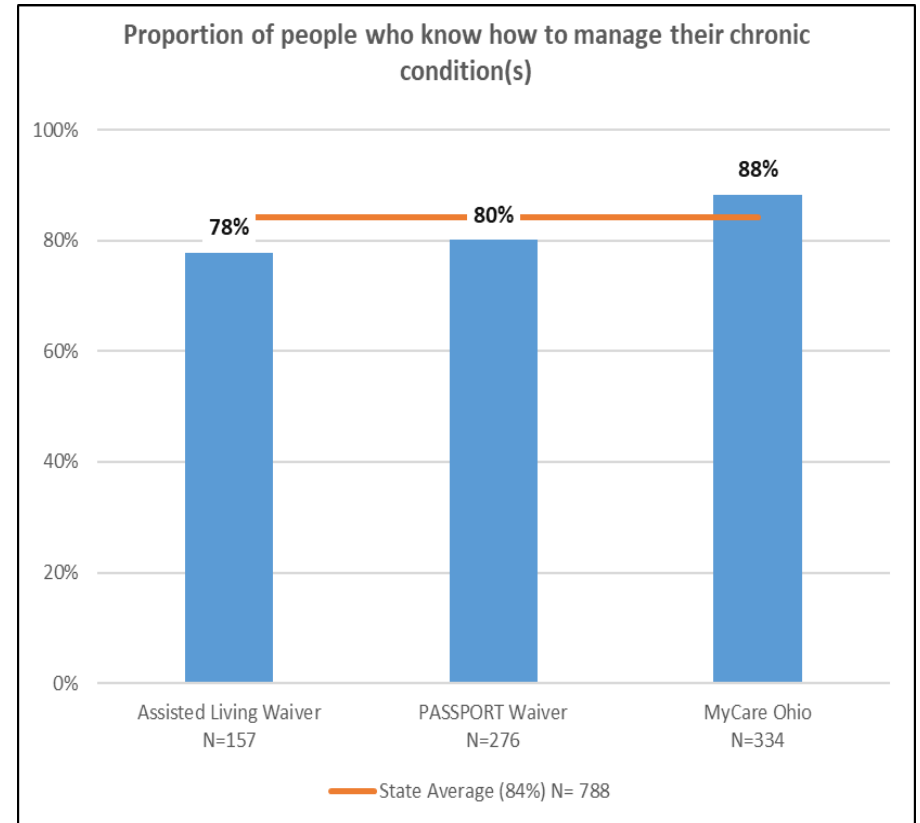
Graph 24. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



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



Graph 26. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)



Access

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

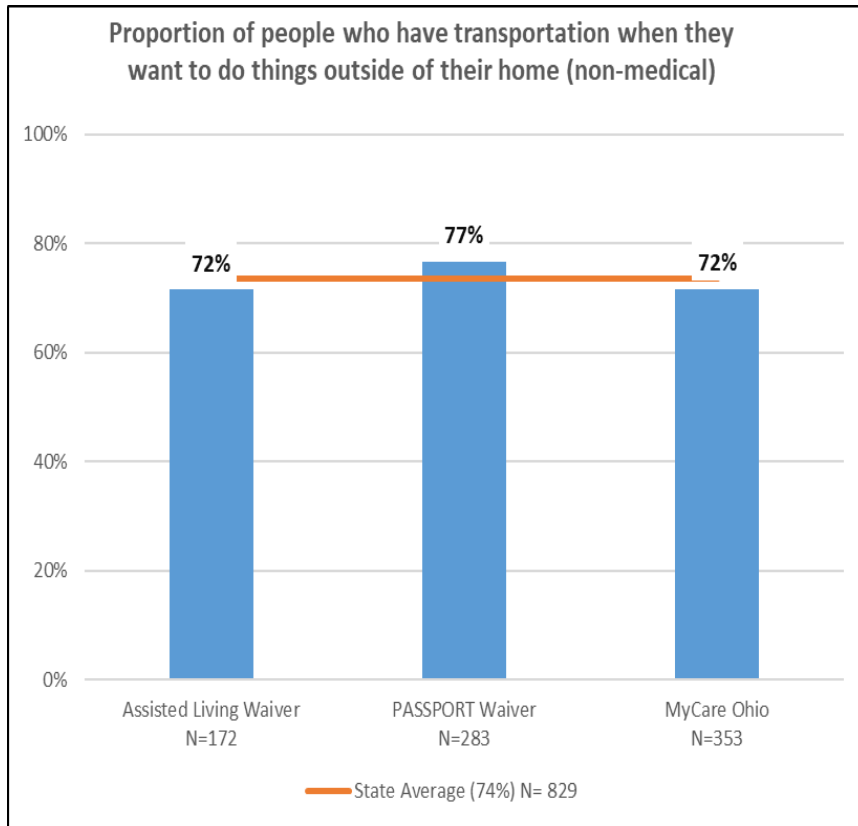
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation.
2. Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
3. Proportion of people who have access to information about services in their preferred language.

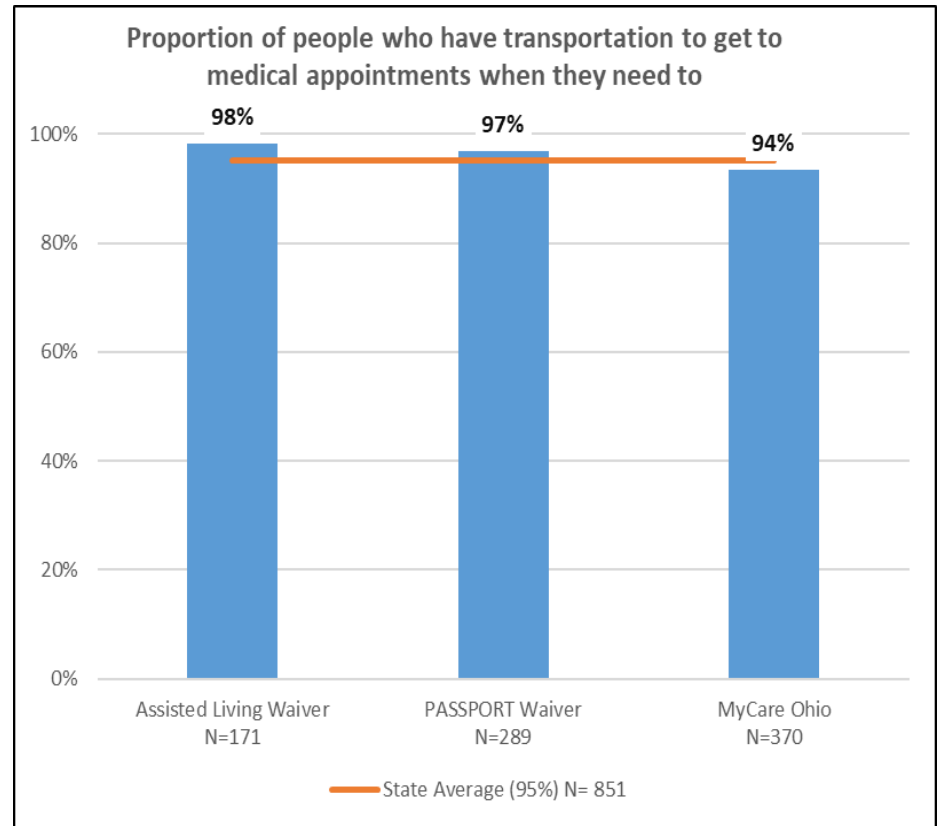
There are five survey items that correspond to the Access domain.

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

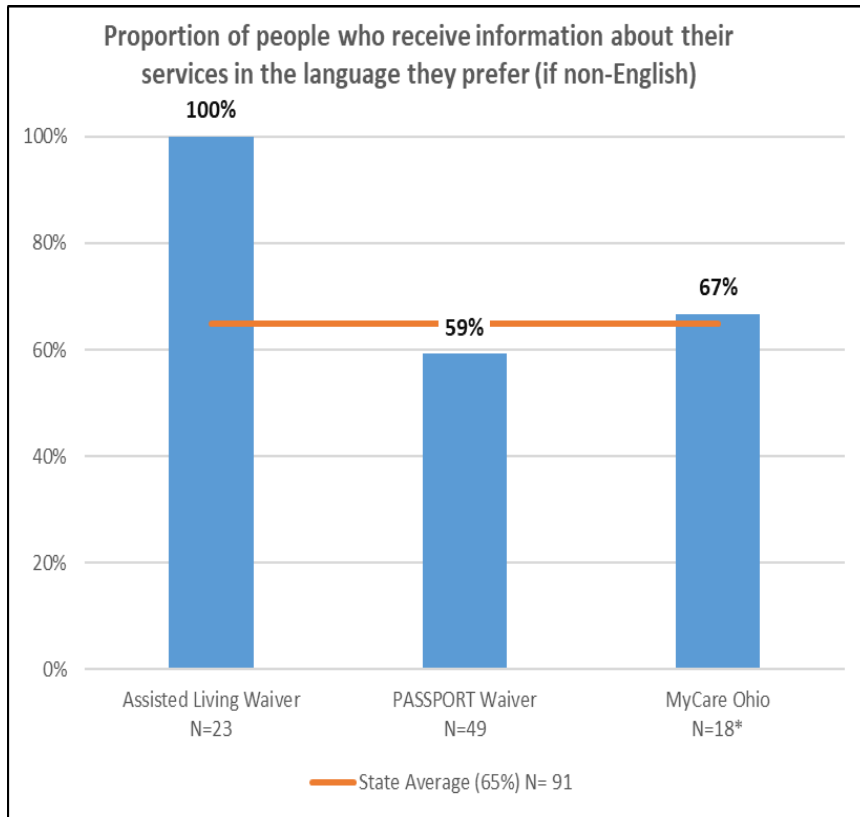
Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



Graph 28. Proportion of people who have transportation to get to medical appointments when they need to

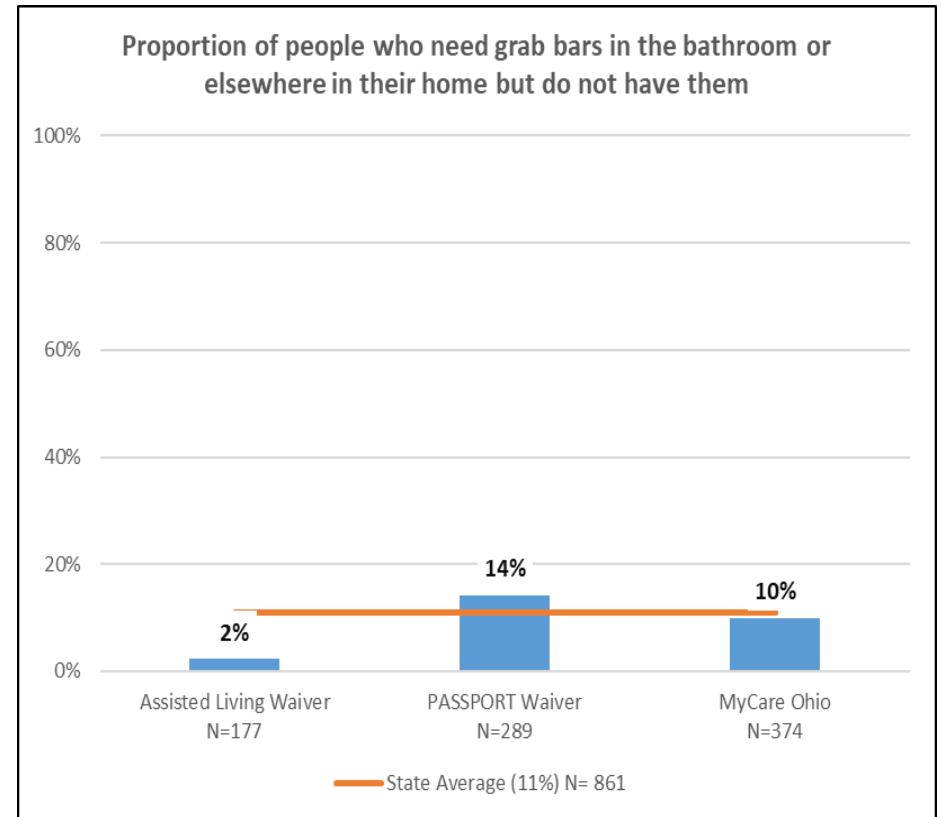


Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)

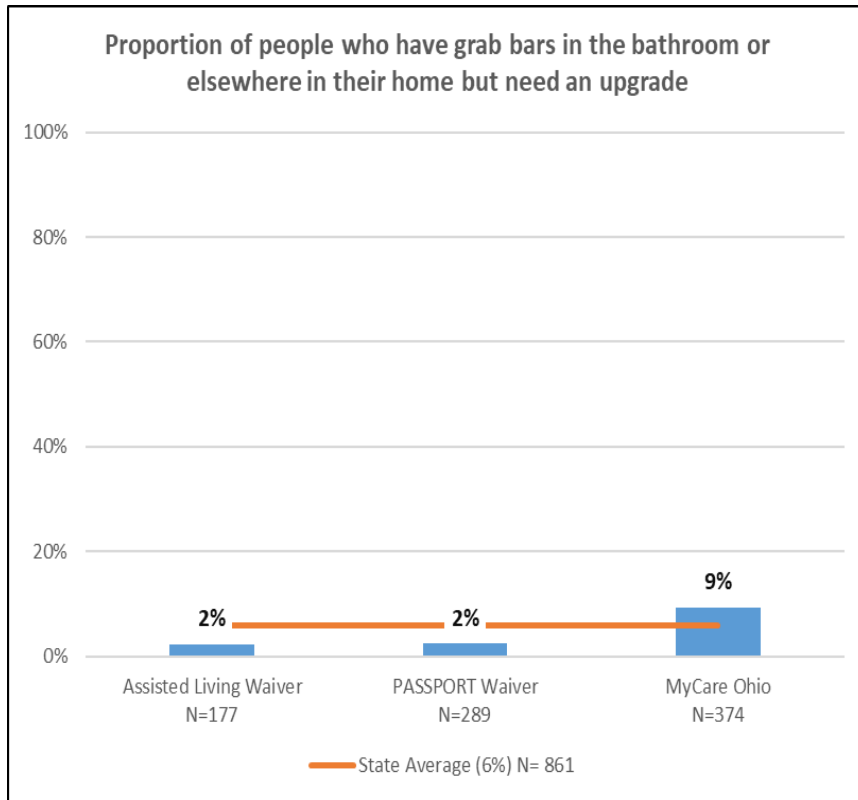


* Very small number of responses

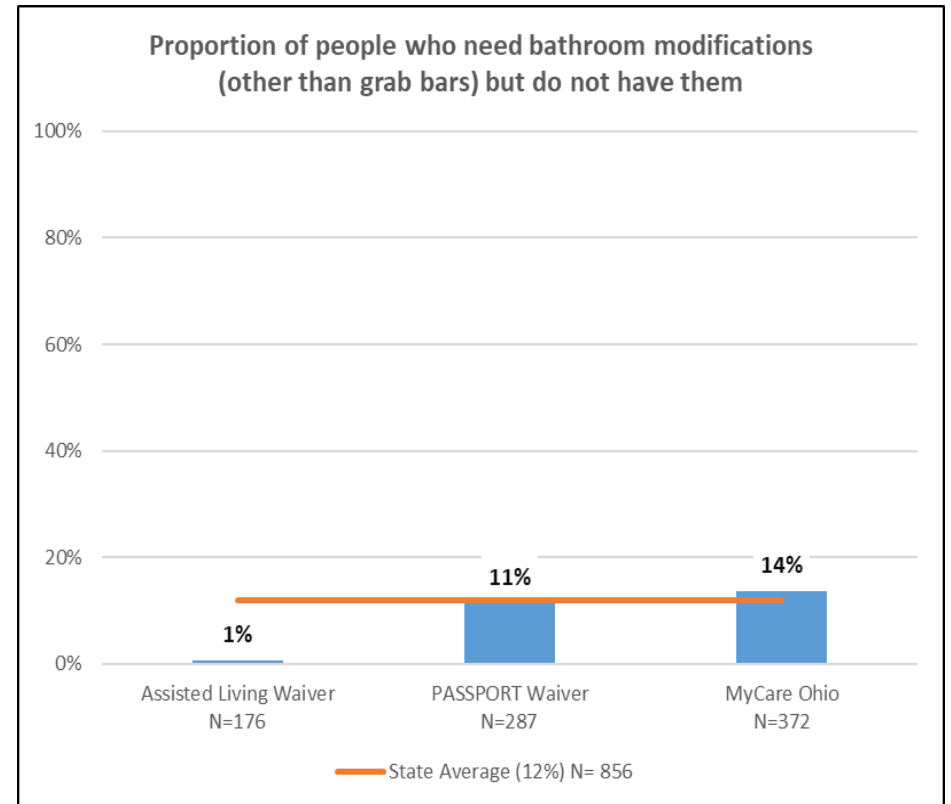
Graph 30. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them



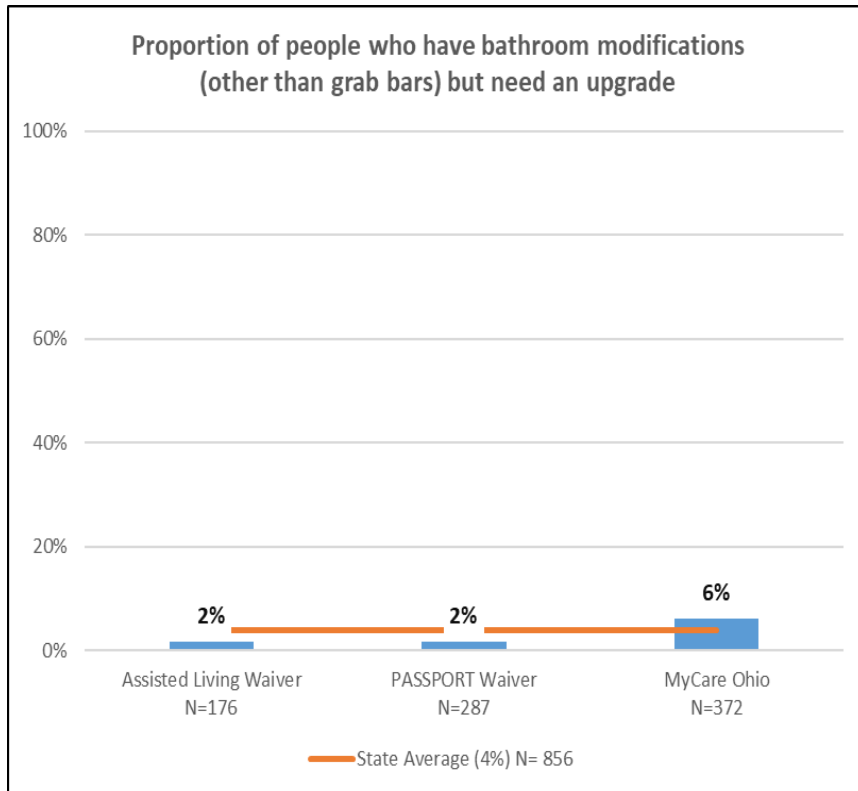
Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



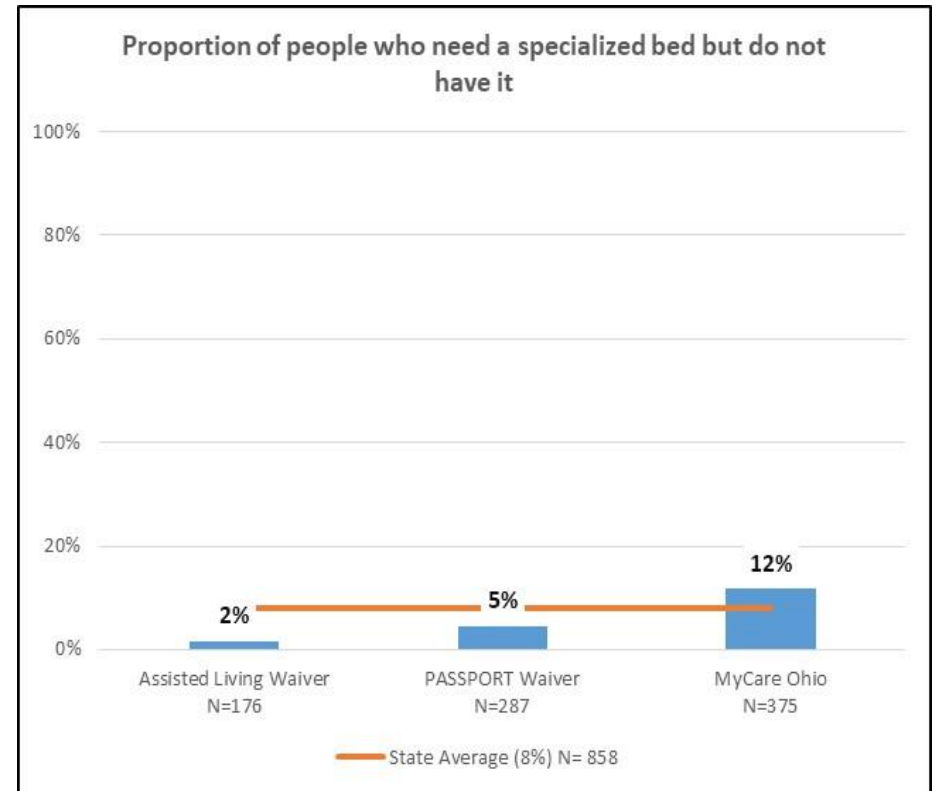
Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them



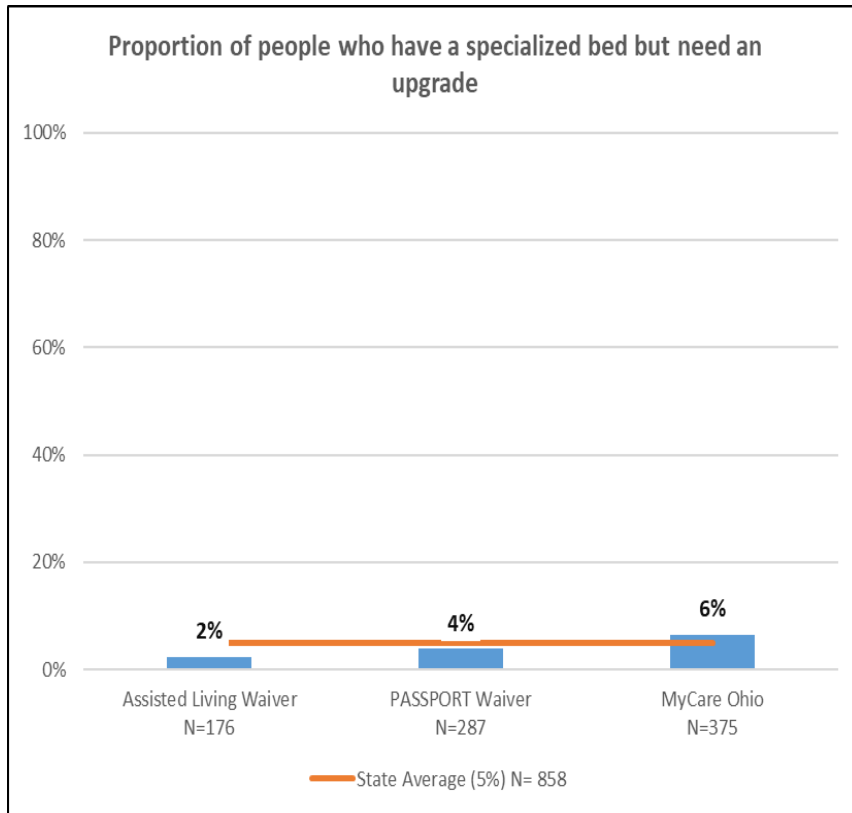
Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



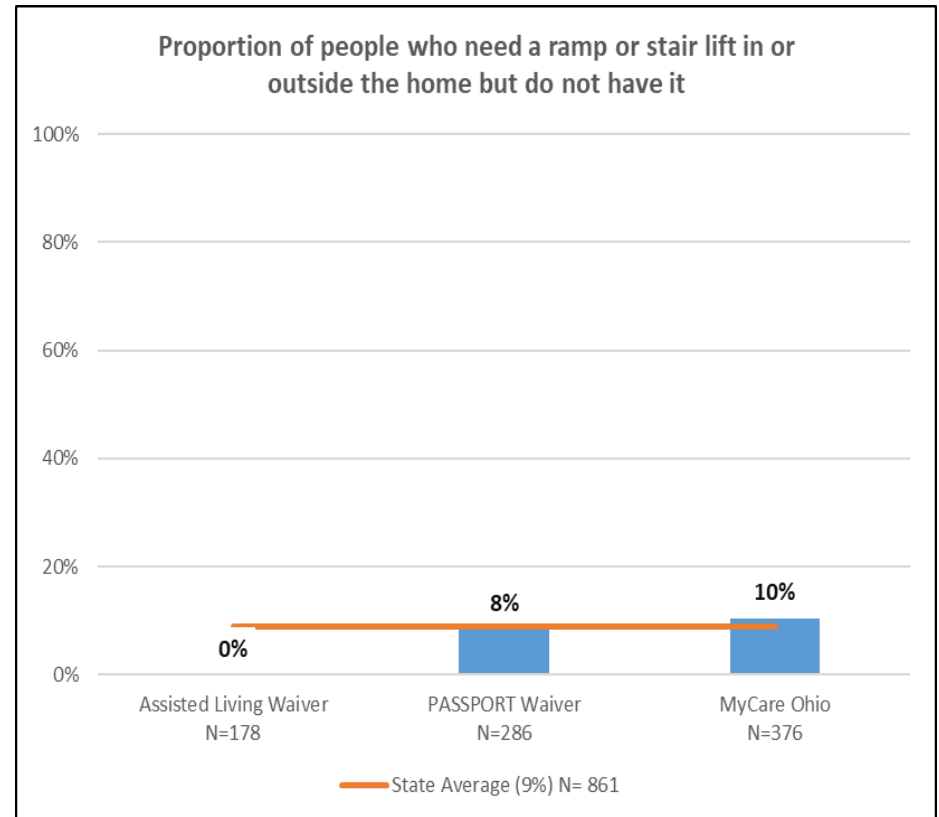
Graph 34. Proportion of people who need a specialized bed but do not have it



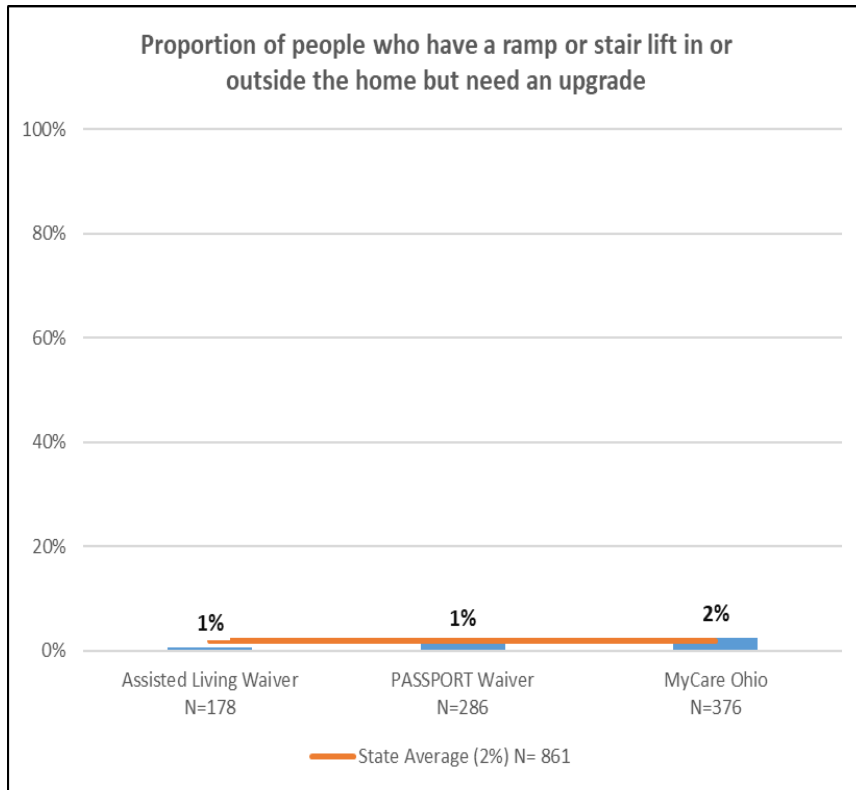
Graph 35. Proportion of people who have a specialized bed but need an upgrade



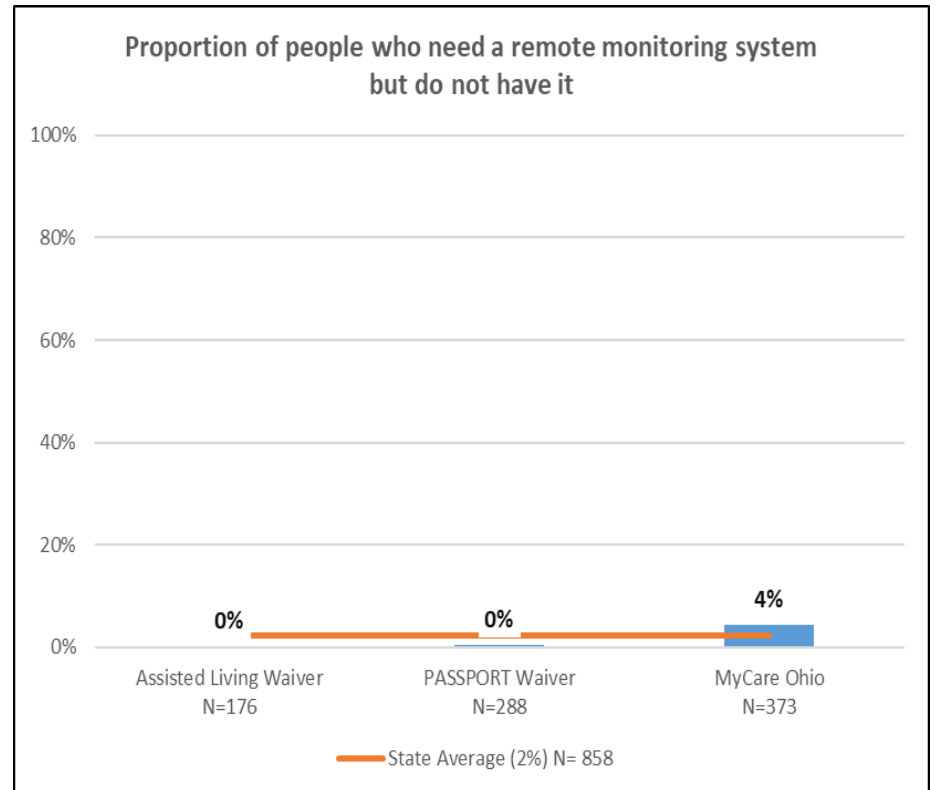
Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it



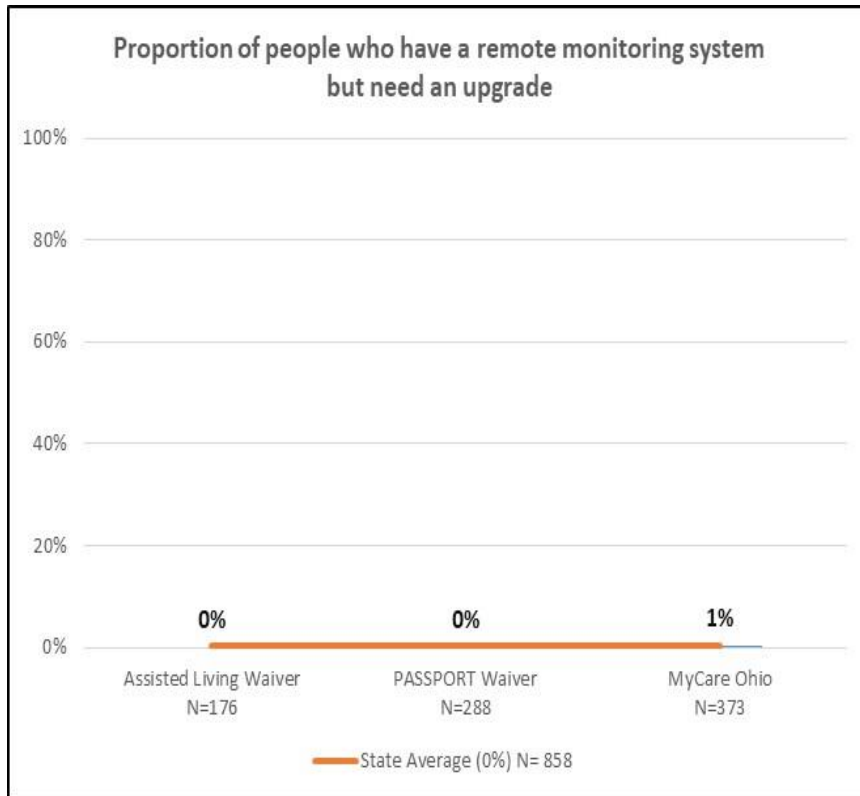
Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



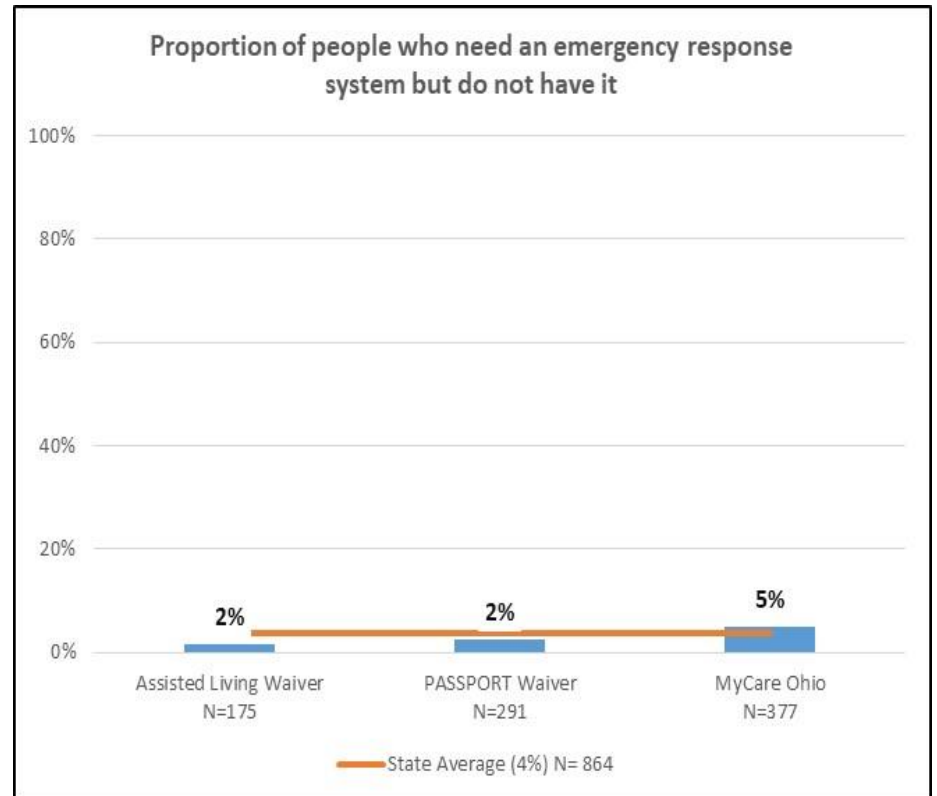
Graph 38. Proportion of people who need a remote monitoring system but do not have it



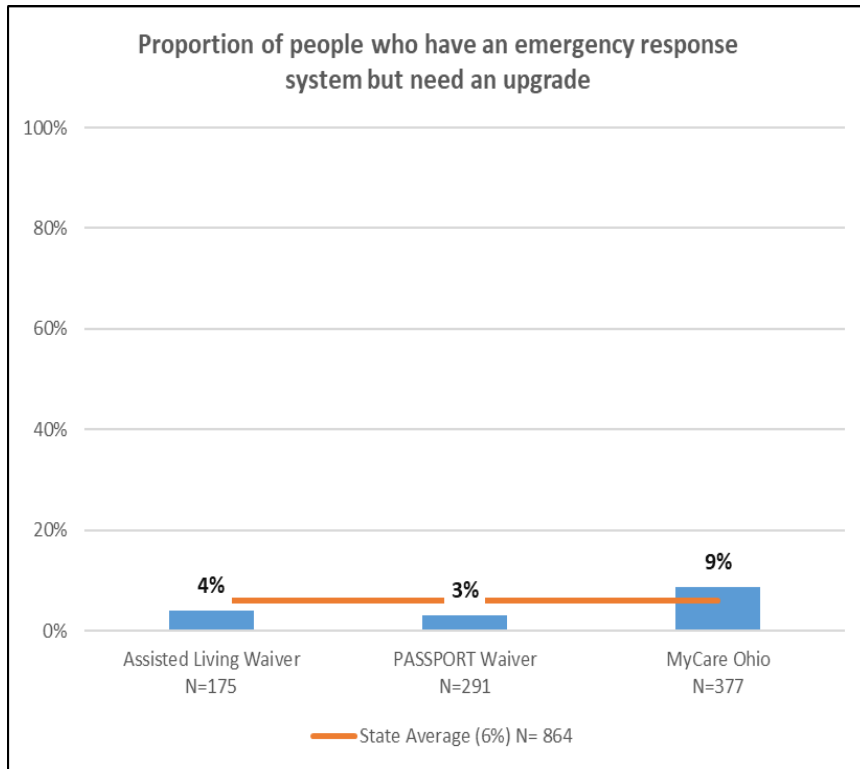
Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



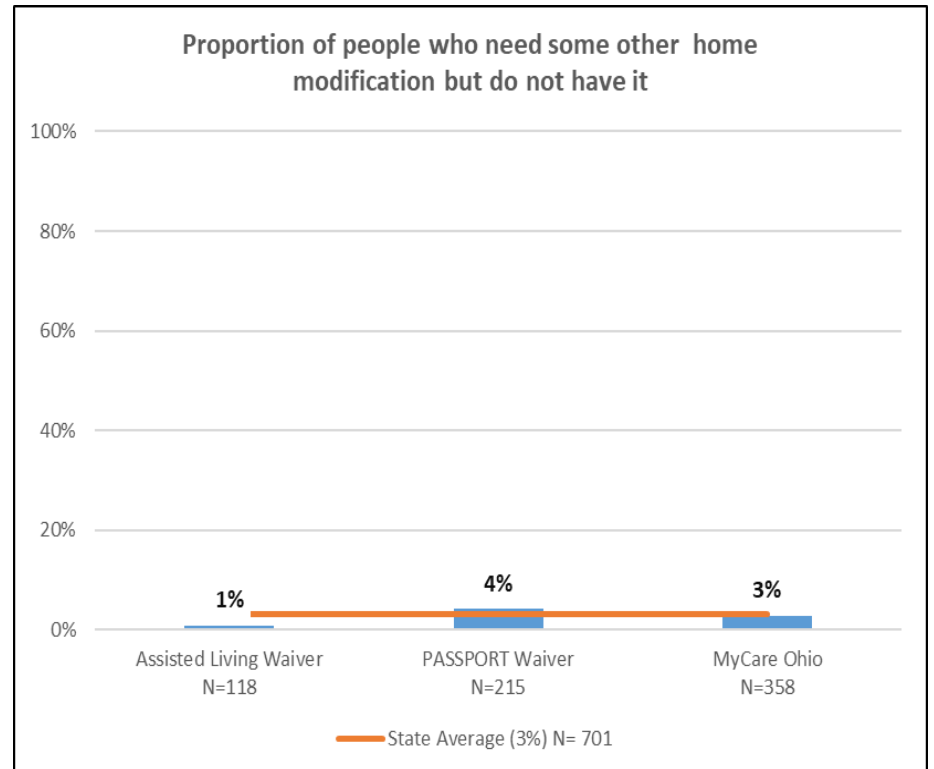
Graph 40. Proportion of people who need an emergency response system but do not have it



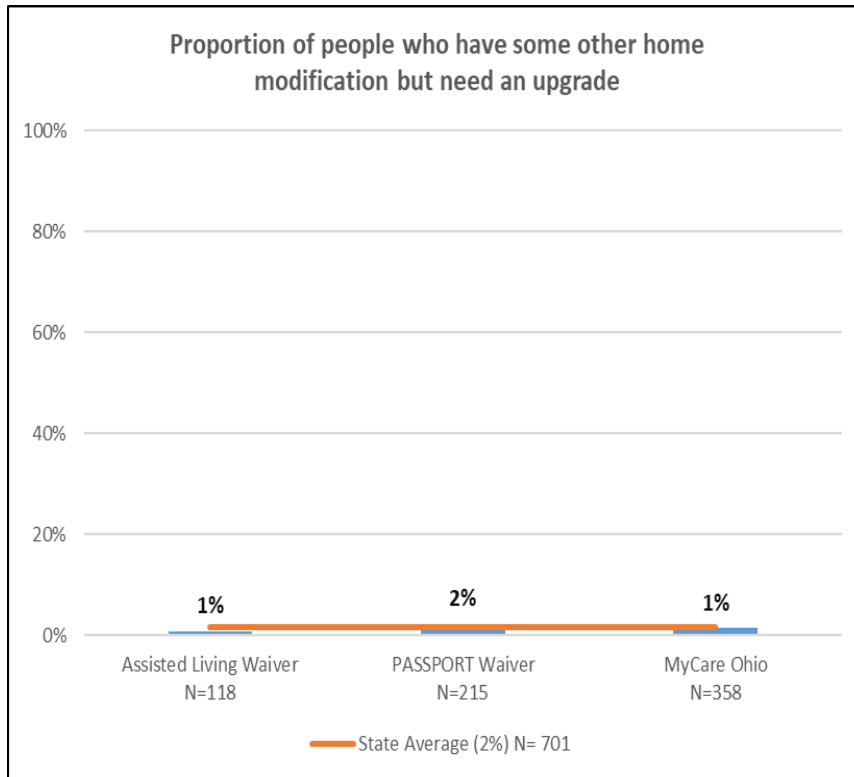
Graph 41. Proportion of people who have an emergency response system but need an upgrade



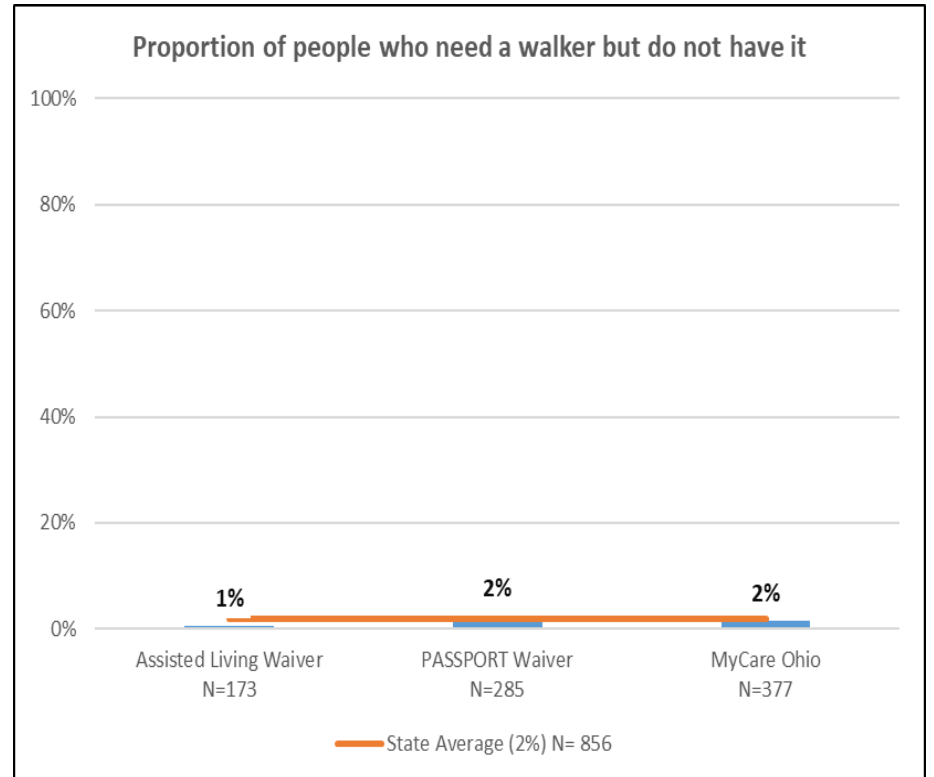
Graph 42. Proportion of people who need some other home modification but do not have it



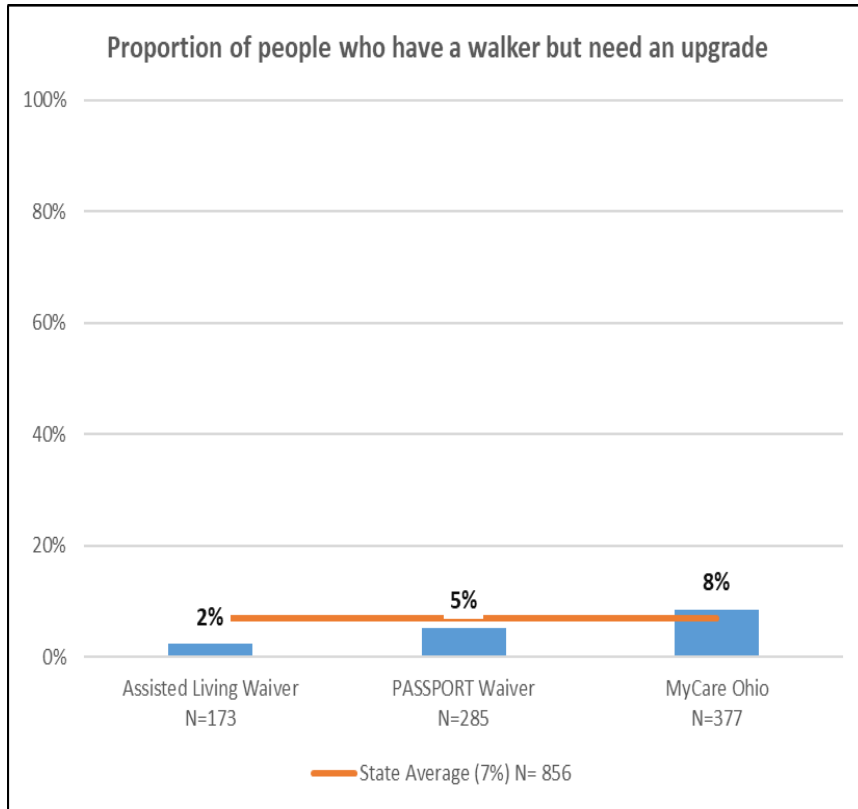
Graph 43. Proportion of people who have some other home modification but need an upgrade



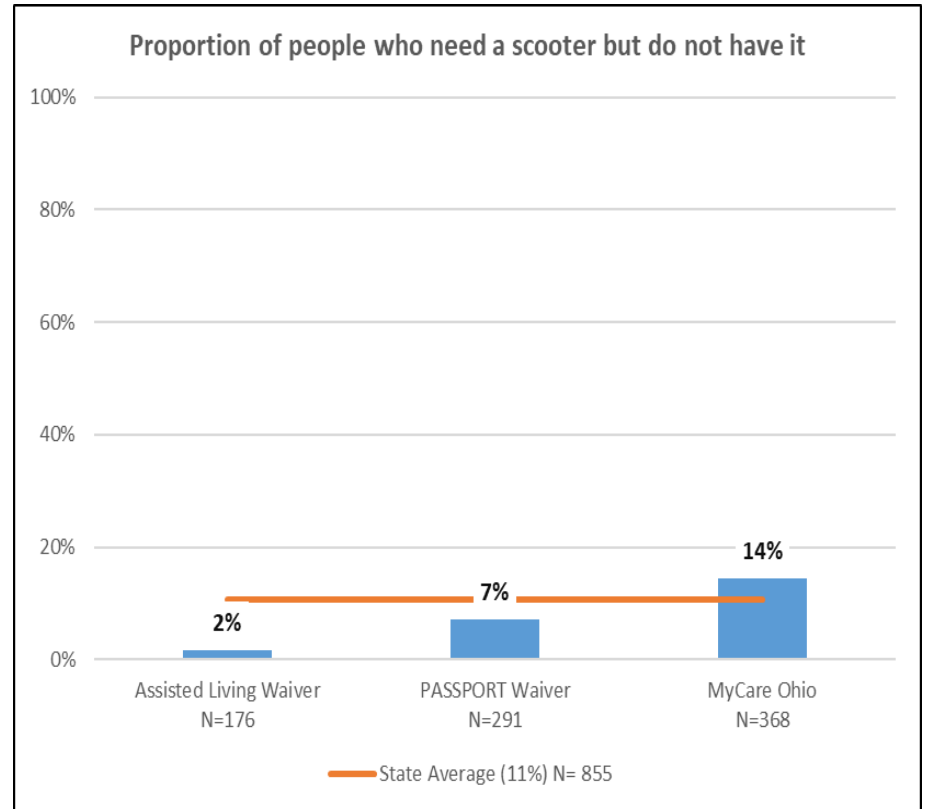
Graph 44. Proportion of people who need a walker but do not have it



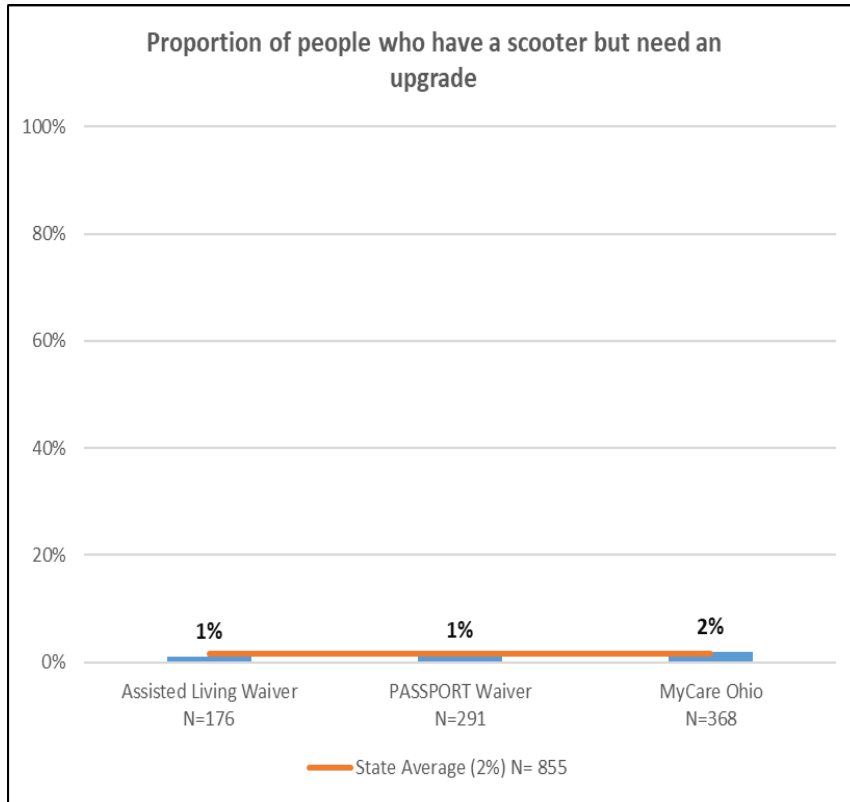
Graph 45. Proportion of people who have a walker but need an upgrade



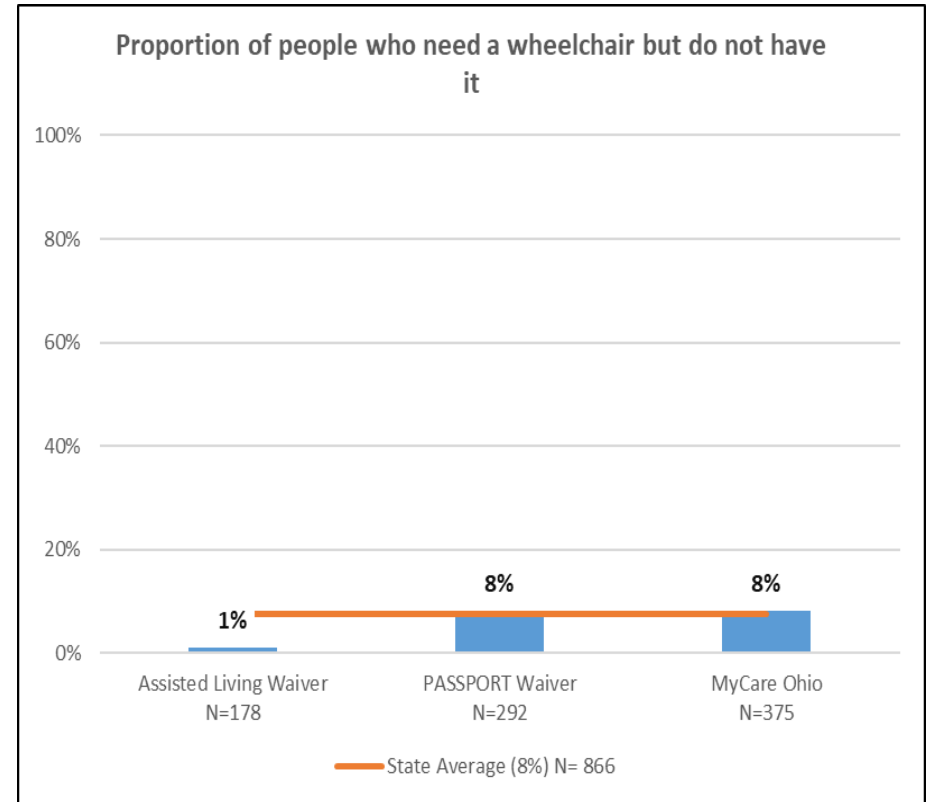
Graph 46. Proportion of people who need a scooter but do not have it



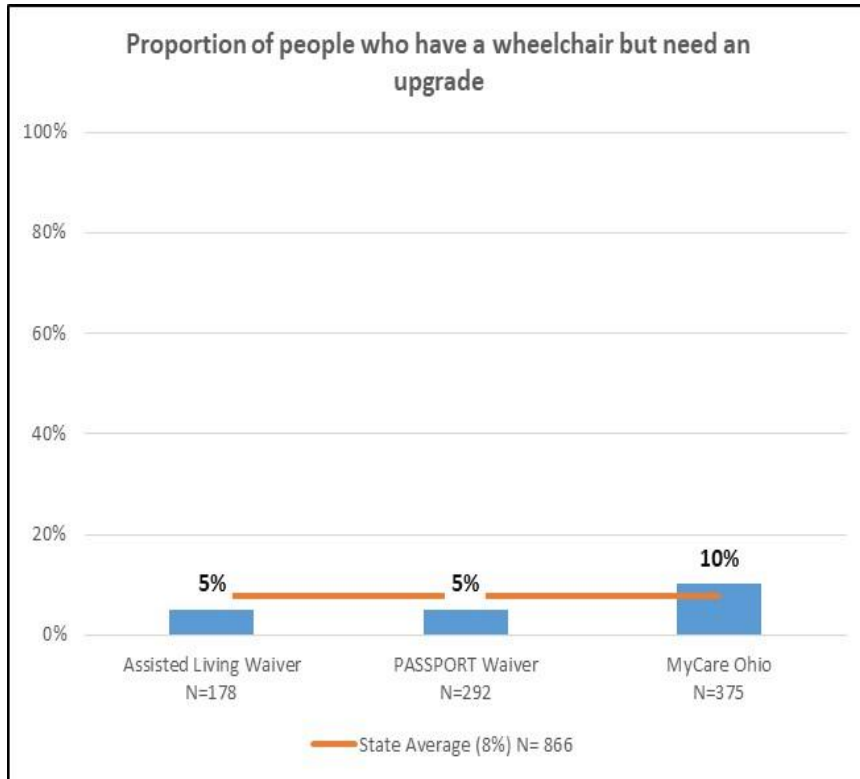
Graph 47. Proportion of people who have a scooter but need an upgrade



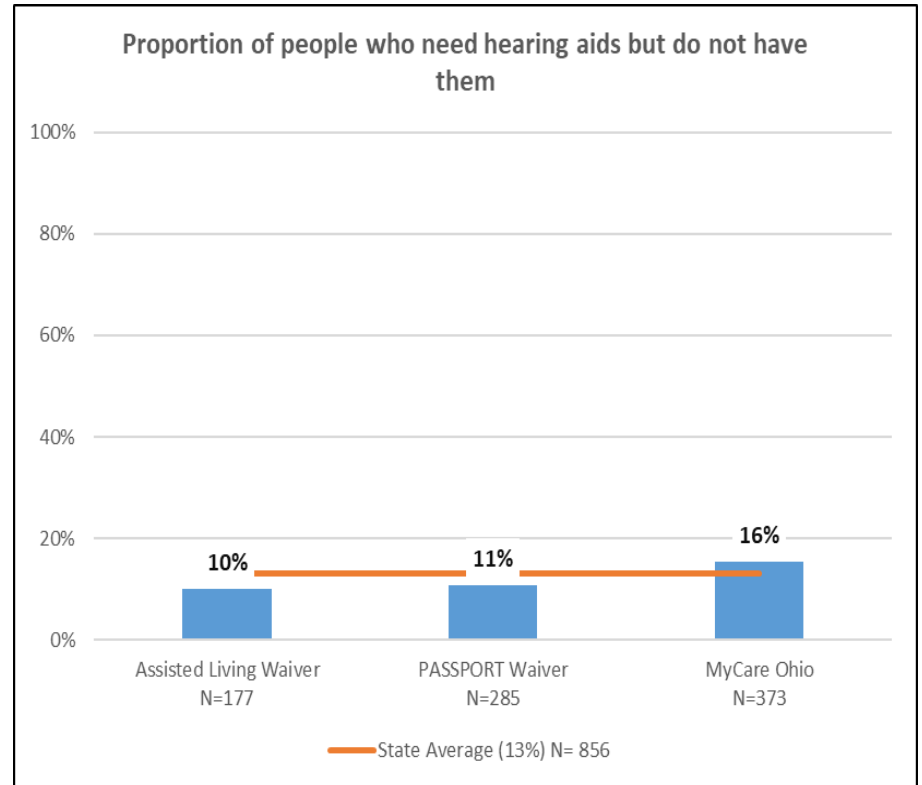
Graph 48. Proportion of people who need a wheelchair but do not have it



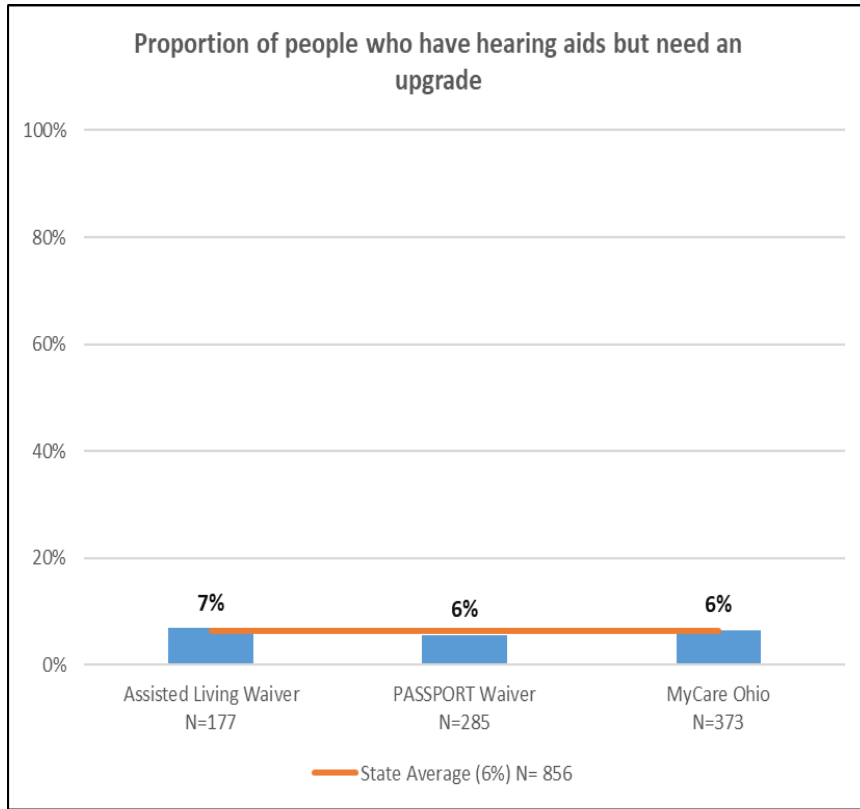
Graph 49. Proportion of people who have a wheelchair but need an upgrade



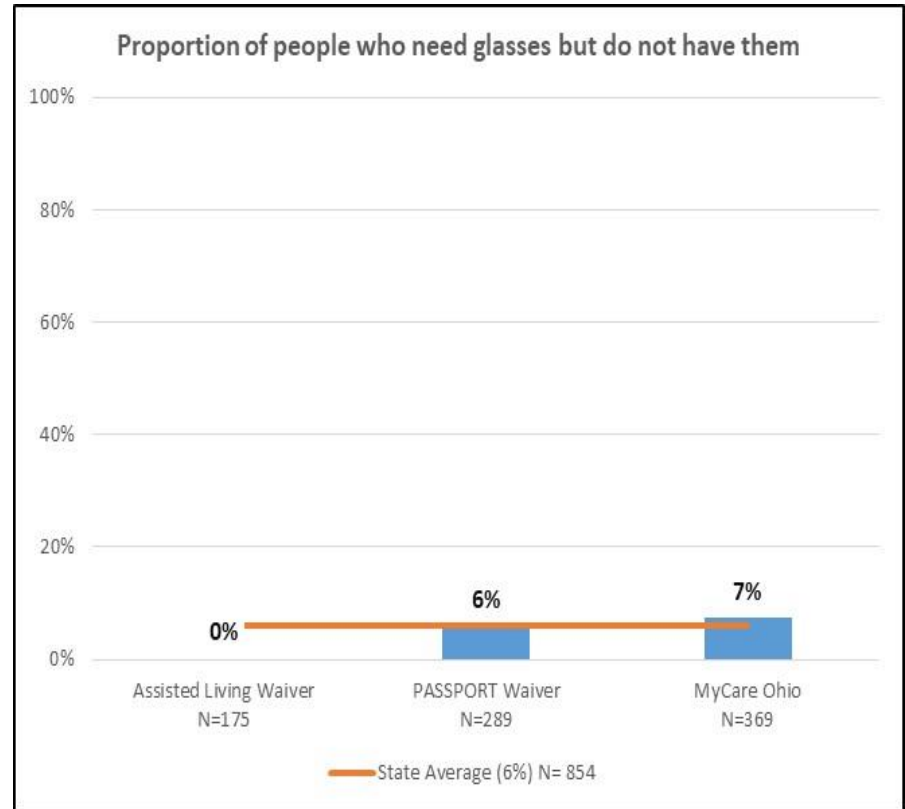
Graph 50. Proportion of people who need hearing aids but do not have them



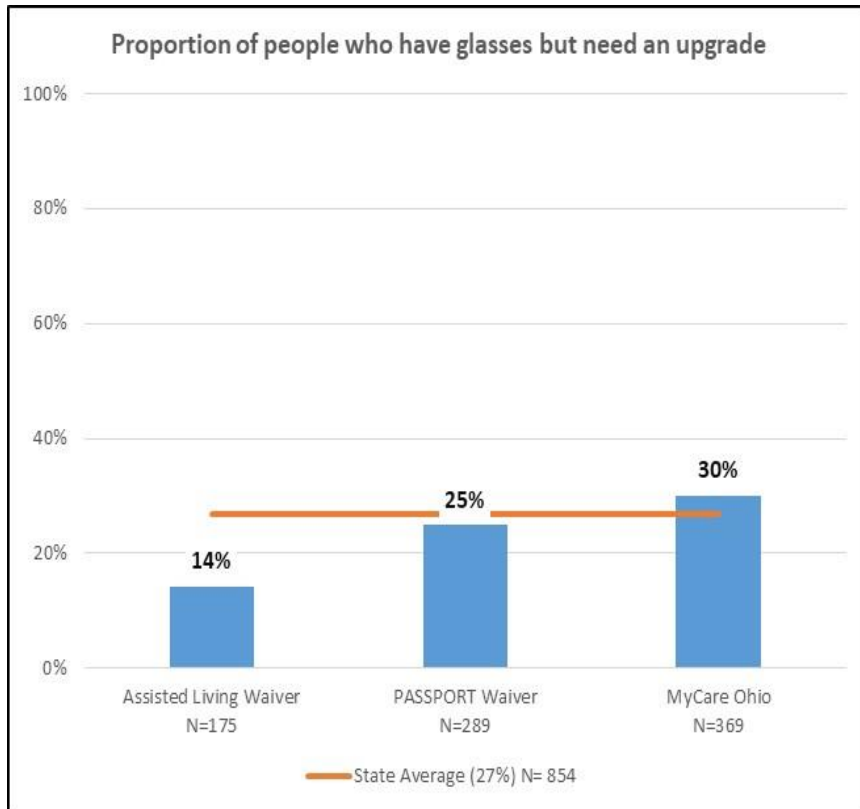
Graph 51. Proportion of people who have hearing aids but need an upgrade



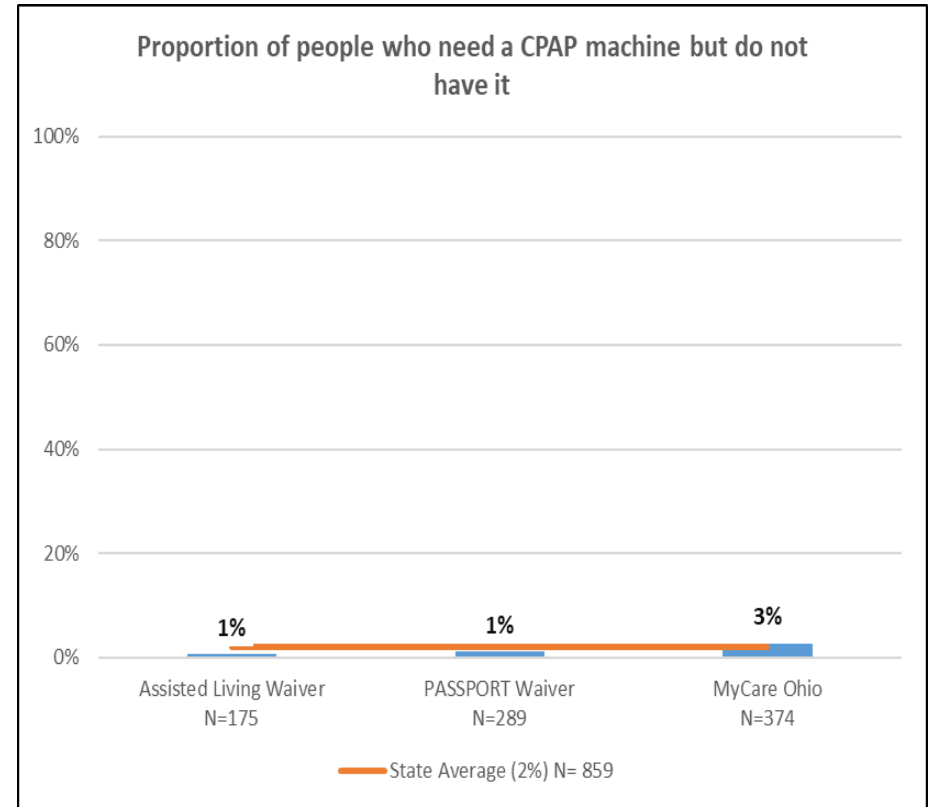
Graph 52. Proportion of people who need glasses but do not have them



Graph 53. Proportion of people who have glasses but need an upgrade

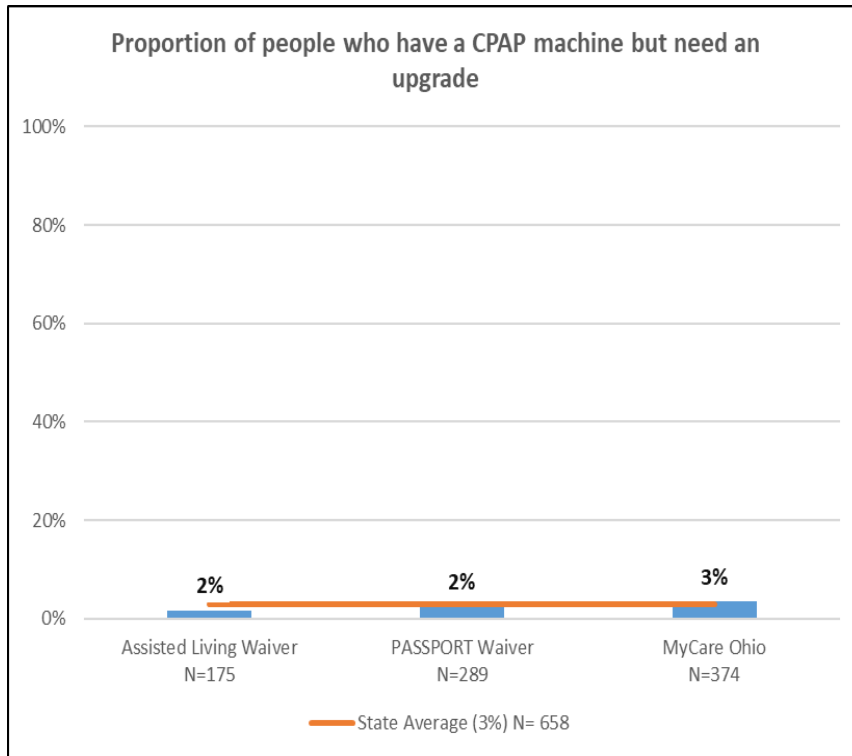


Graph 54. Proportion of people who need a CPAP machine but don't have it¹²

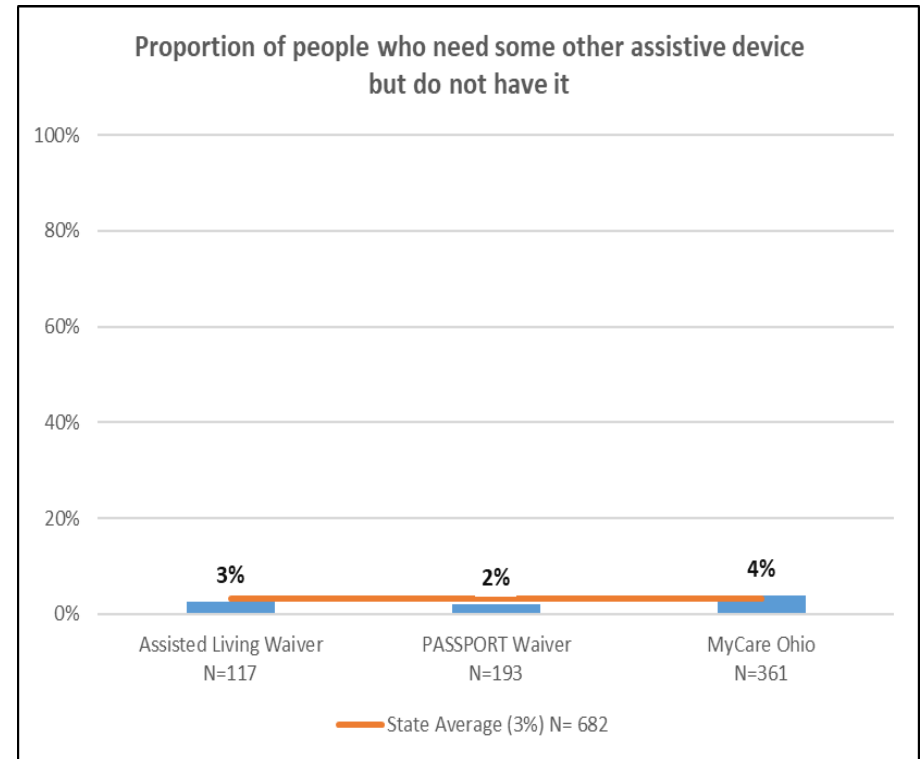


¹² New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade¹³

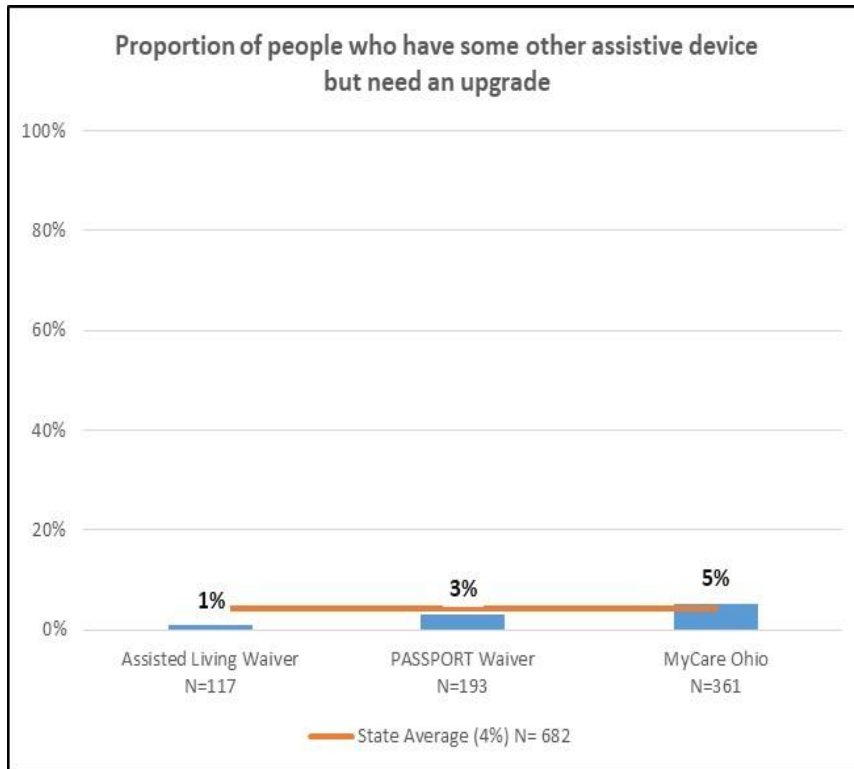


Graph 56. Proportion of people who need some other assistive device but do not have it



¹³ New question added in 2017-2018

Graph 57. Proportion of people who have some other assistive device but need an upgrade



Safety

People feel safe from abuse, neglect, and injury.

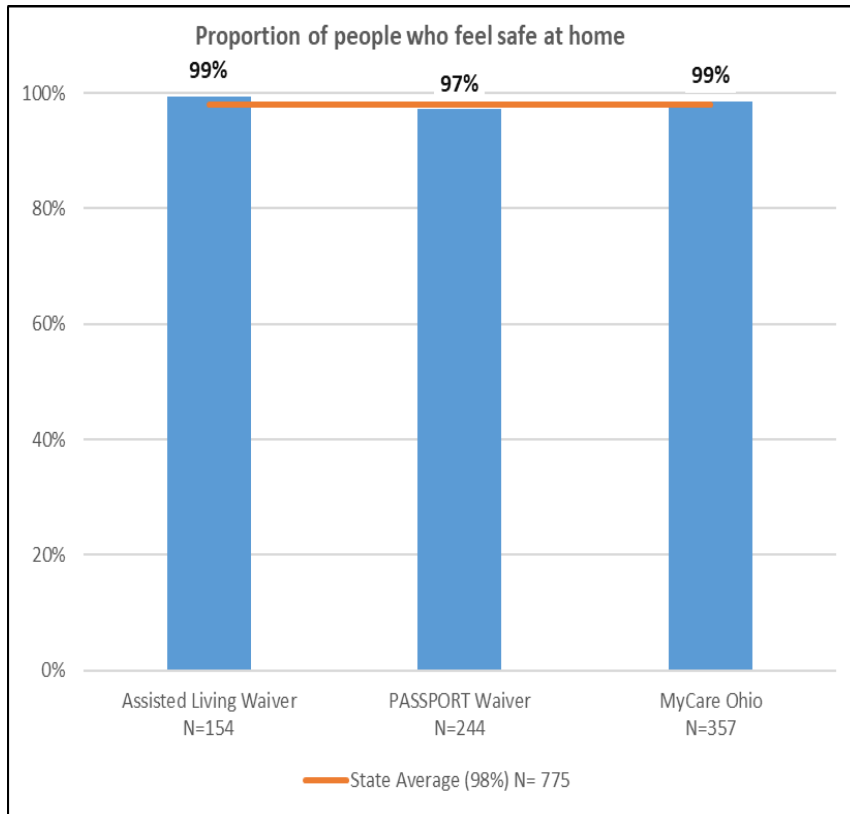
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

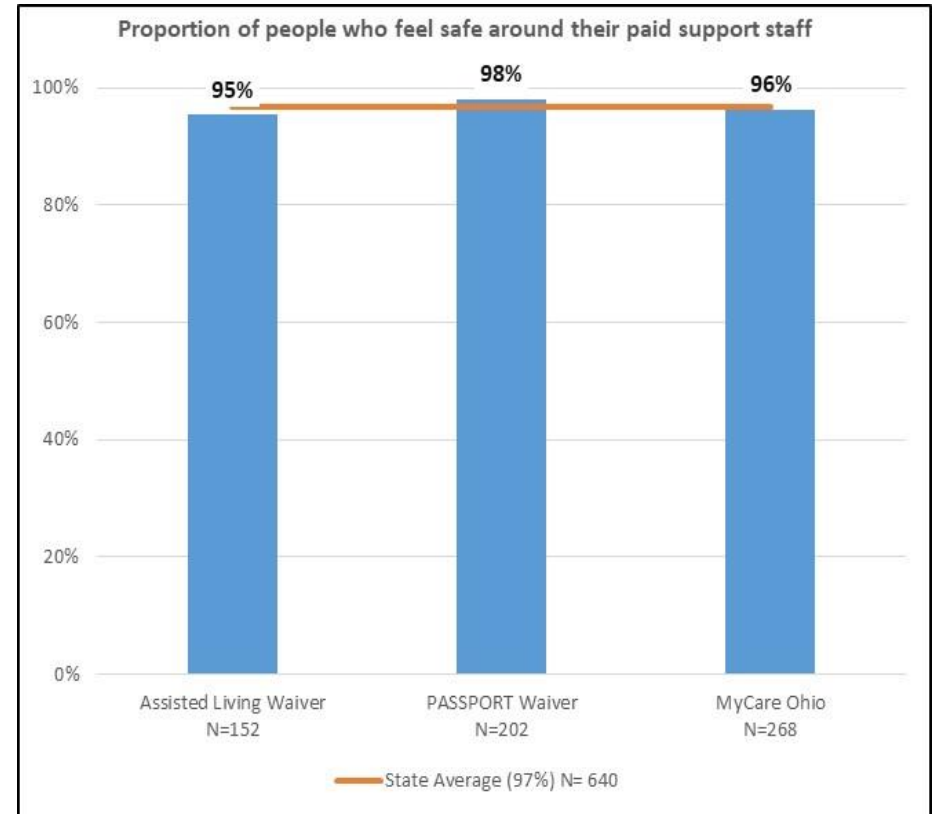
There are seven survey items that correspond to the Safety domain.

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

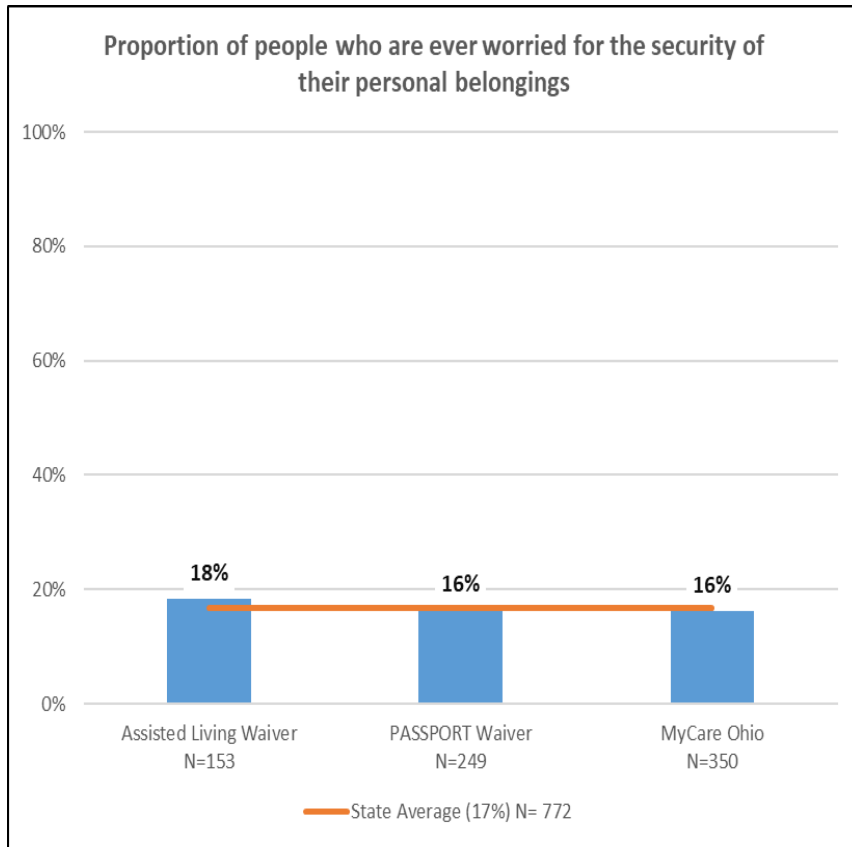
Graph 58. Proportion of people who feel safe at home



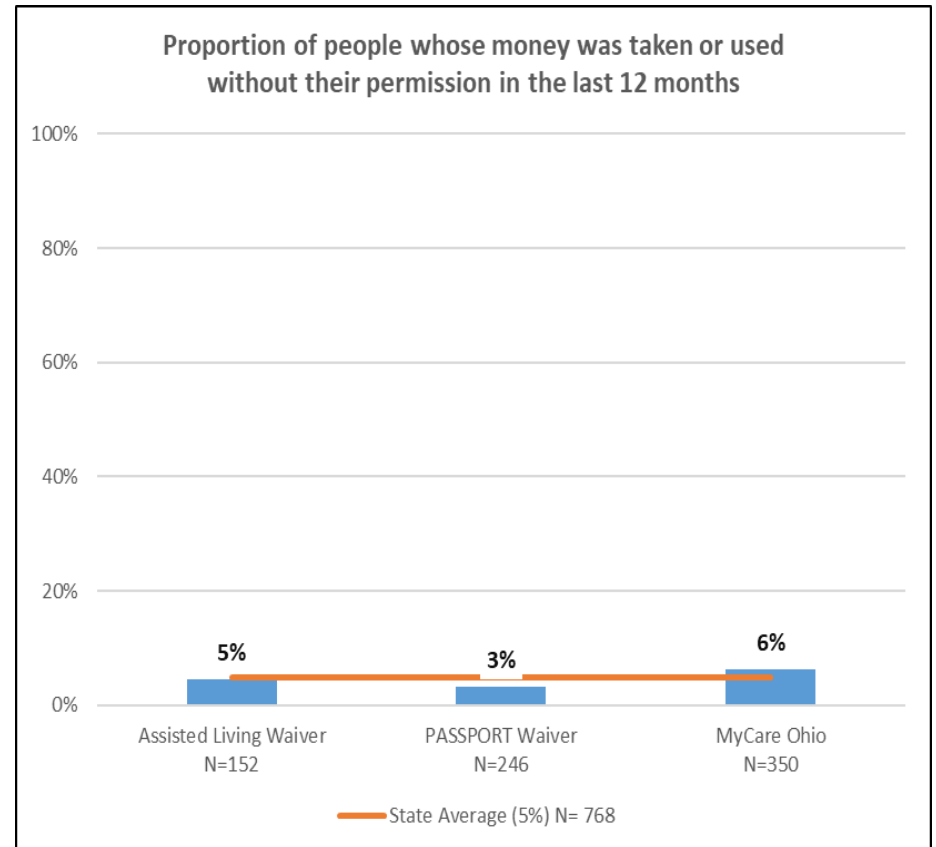
Graph 59. Proportion of people who feel safe around their paid support staff



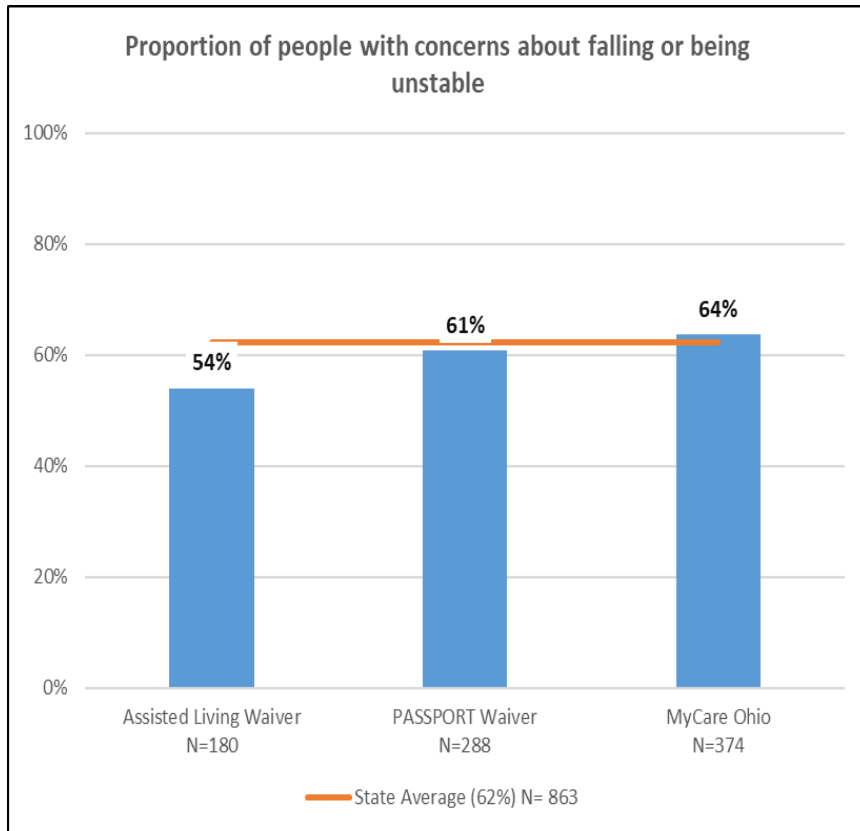
Graph 60. Proportion of people who are ever worried for the security of their personal belongings



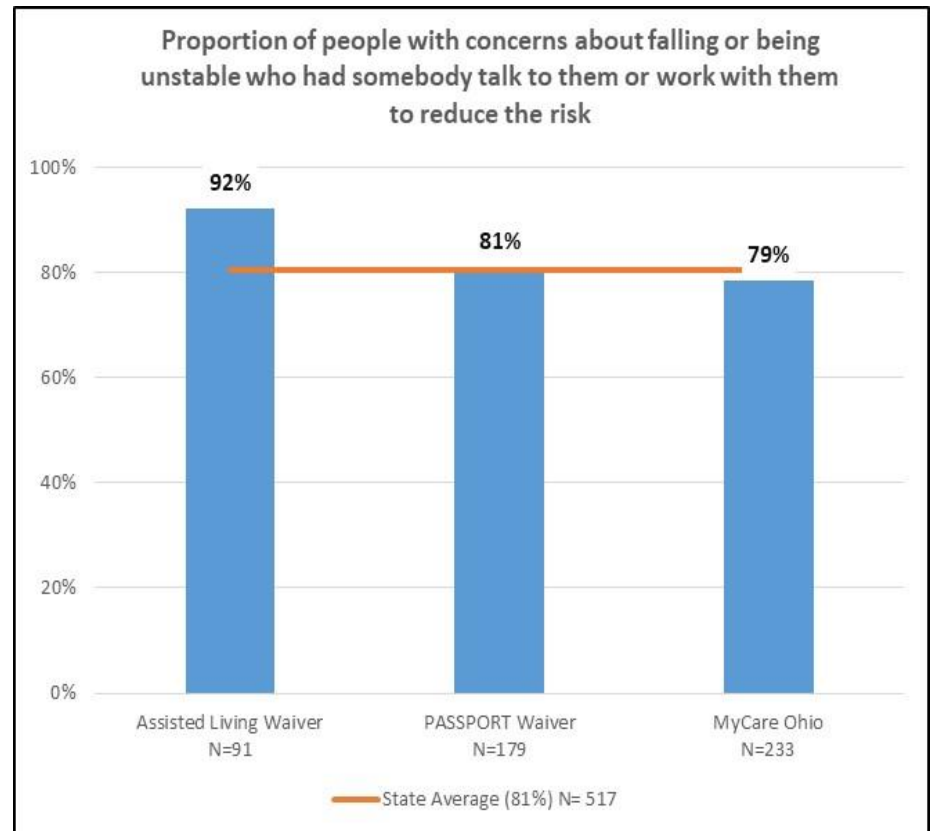
Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



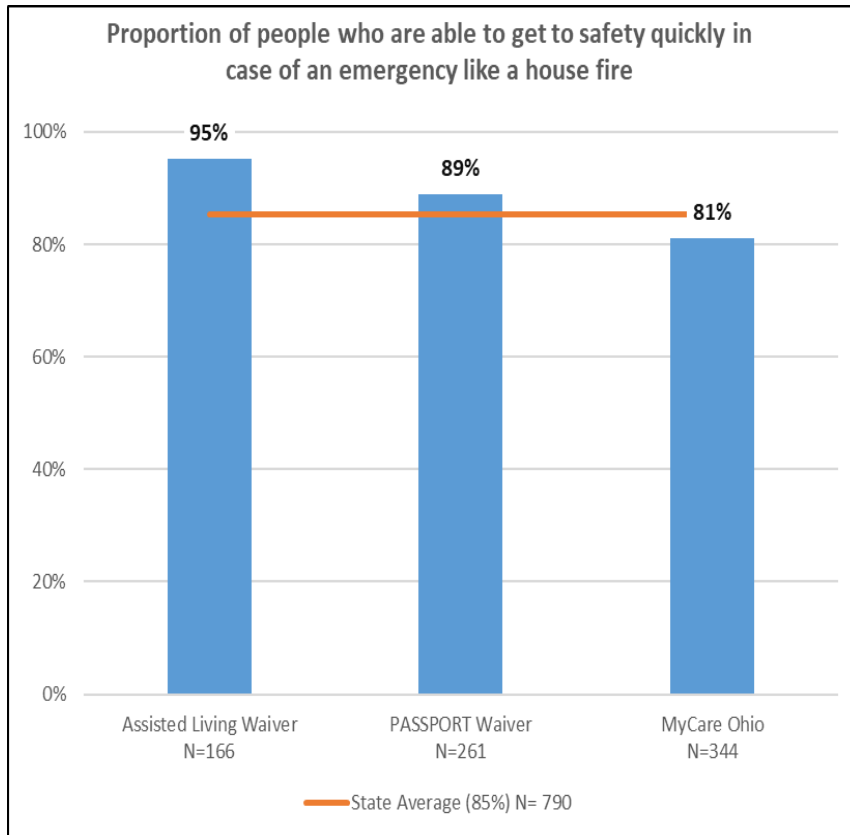
Graph 62. Proportion of people with concerns about falling or being unstable



Graph 63. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk



Graph 64. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

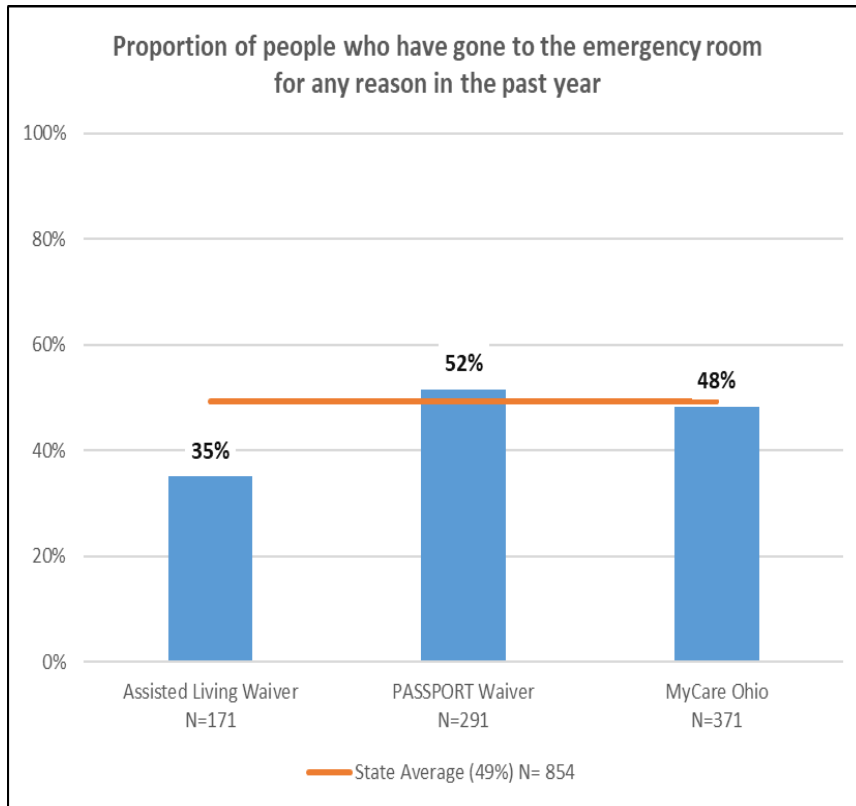
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have been to the ER in the past 12 months.
2. Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
3. Proportion of people who can get an appointment with their doctor when they need to.
4. Proportion of people who have access to mental health services when they need them.

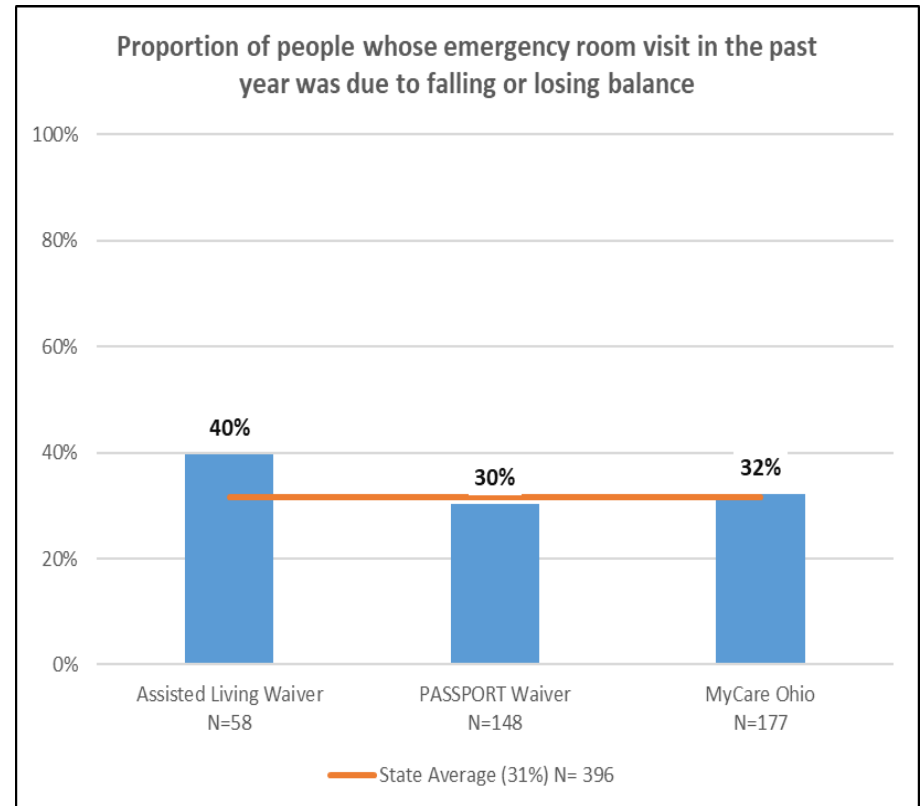
There are five survey items that correspond to the Health Care domain.

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

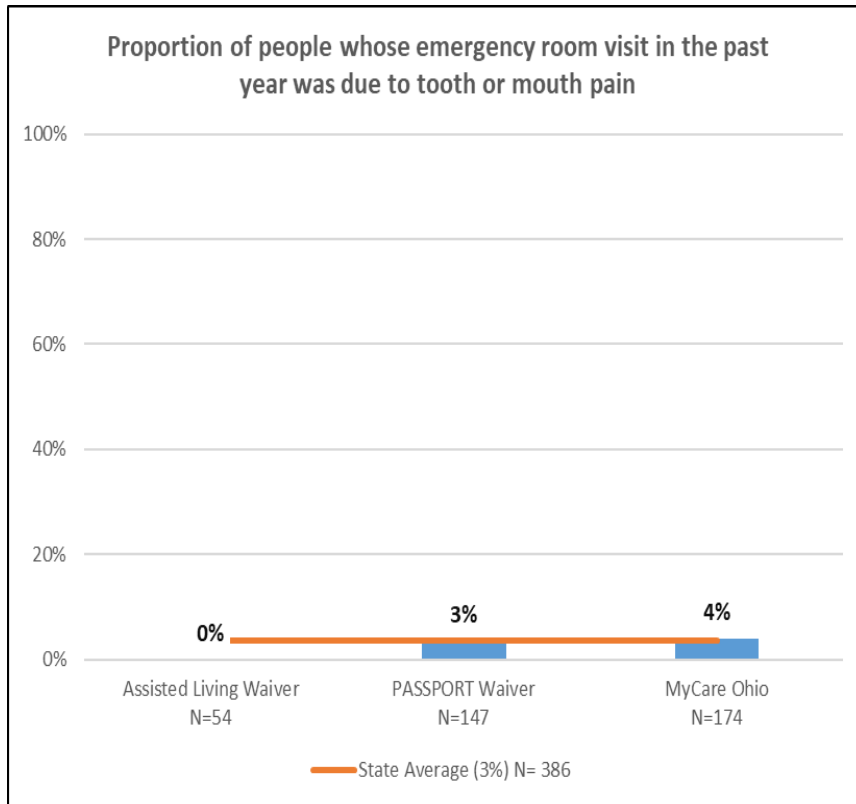
Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



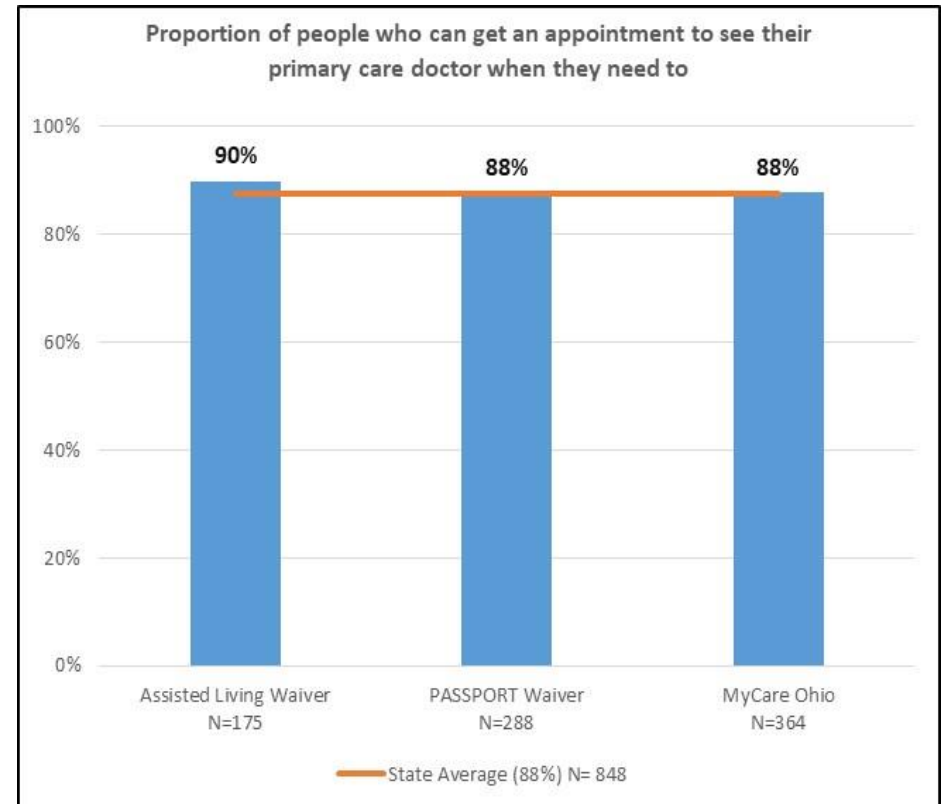
Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



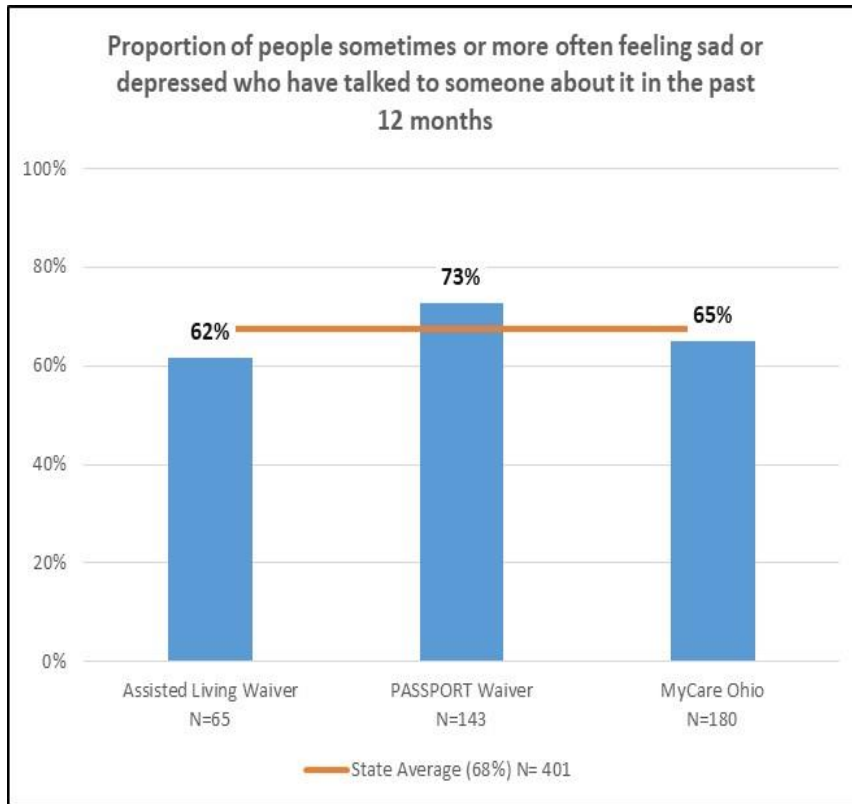
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



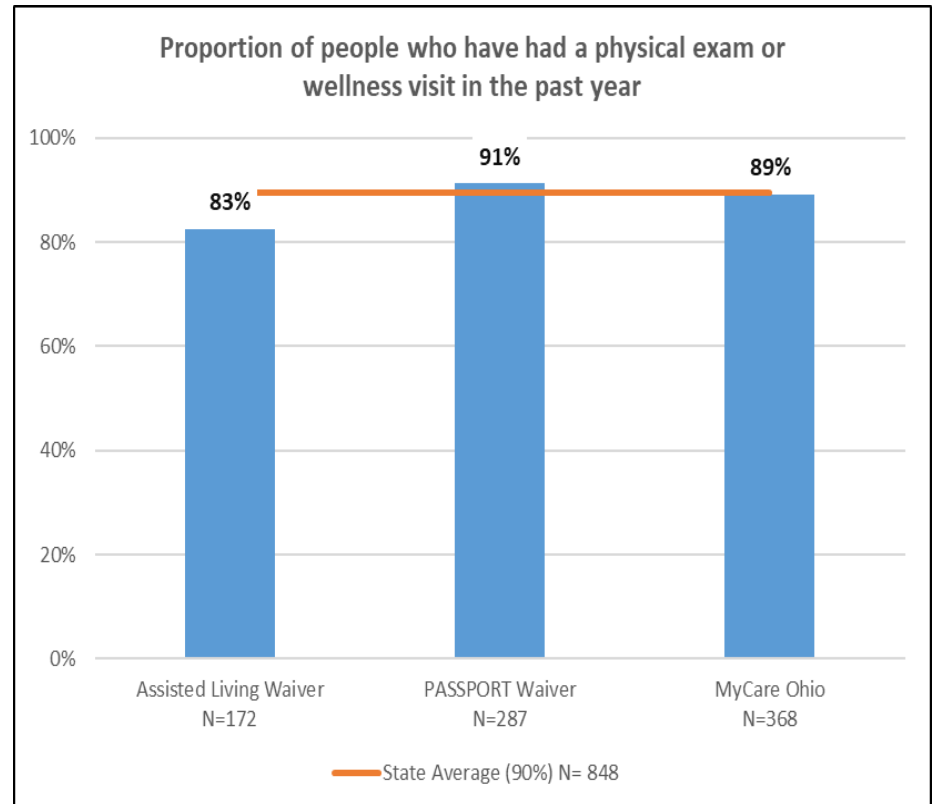
Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to



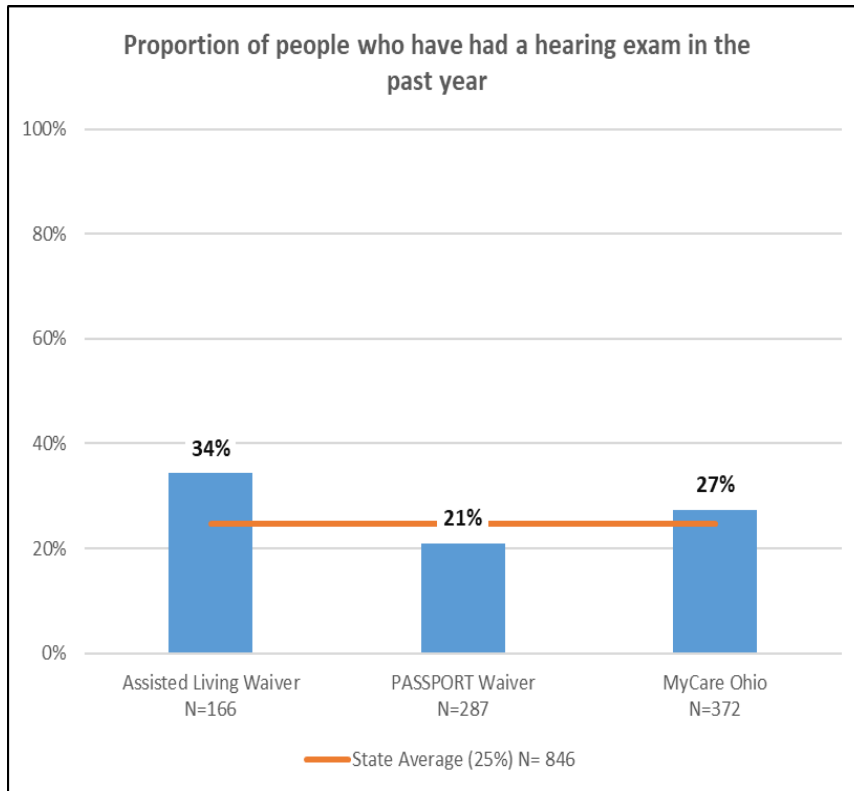
Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



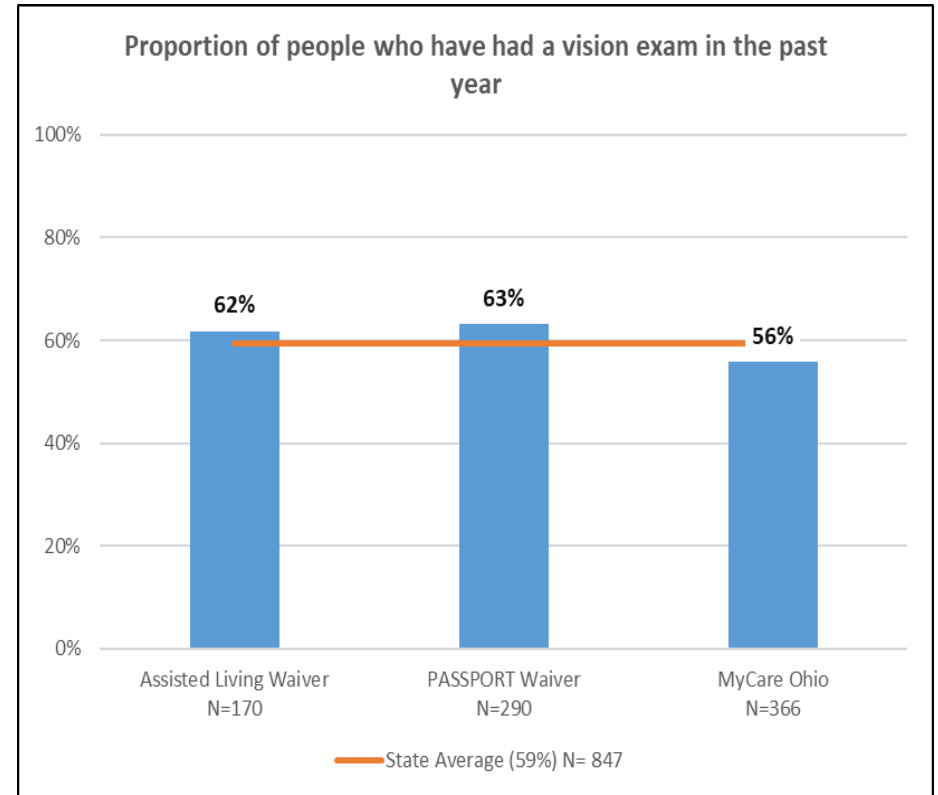
Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year



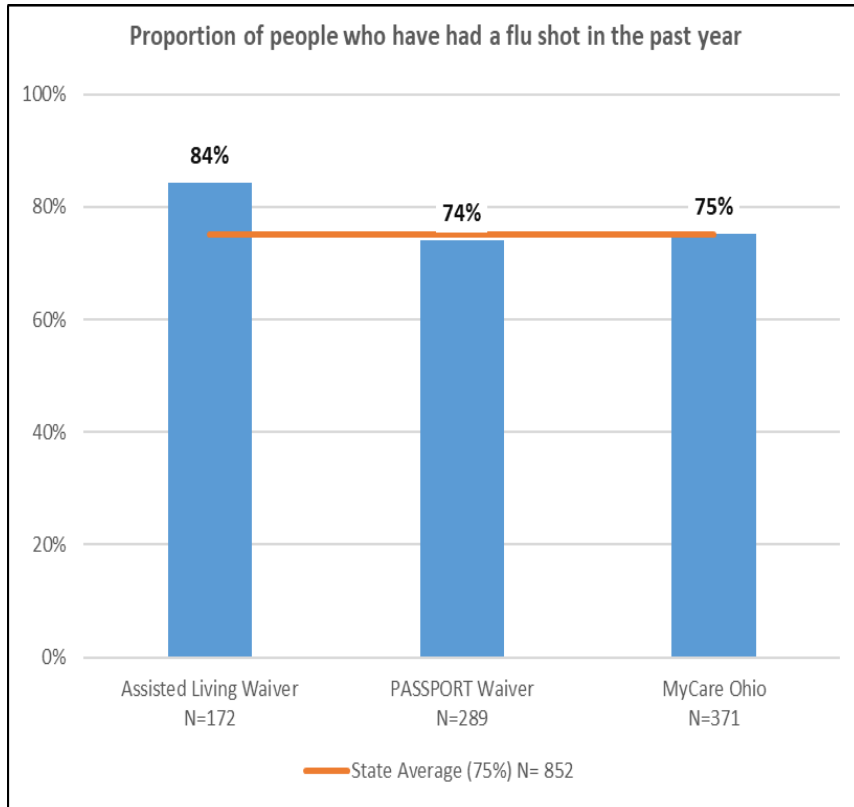
Graph 71. Proportion of people who have had a hearing exam in the past year



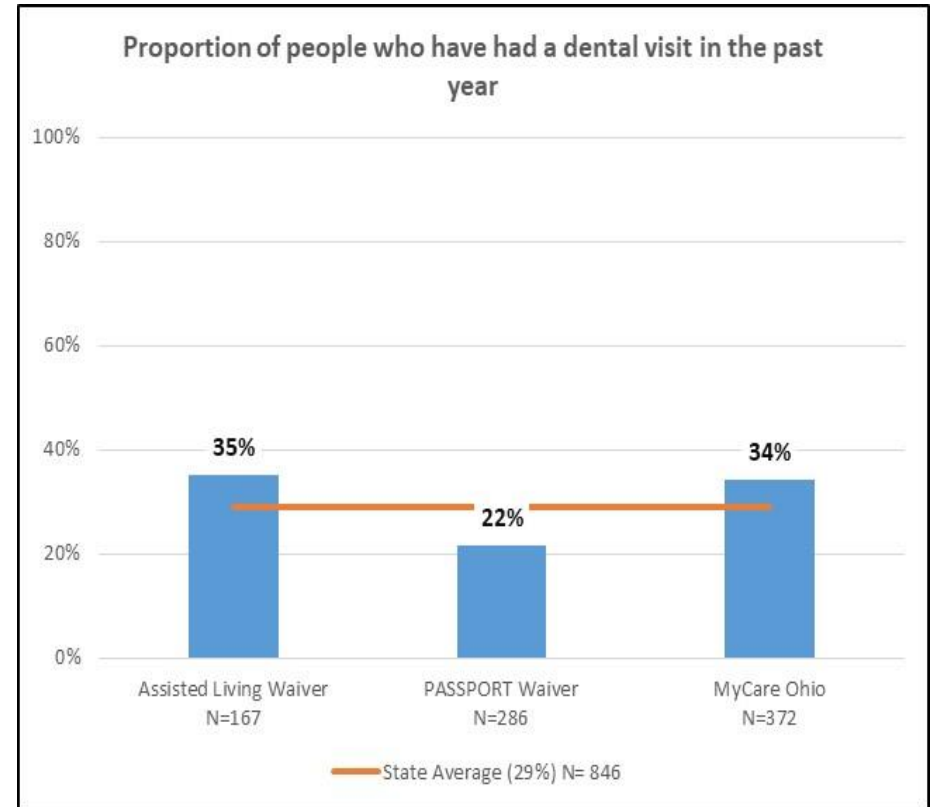
Graph 72. Proportion of people who have had a vision exam in the past year



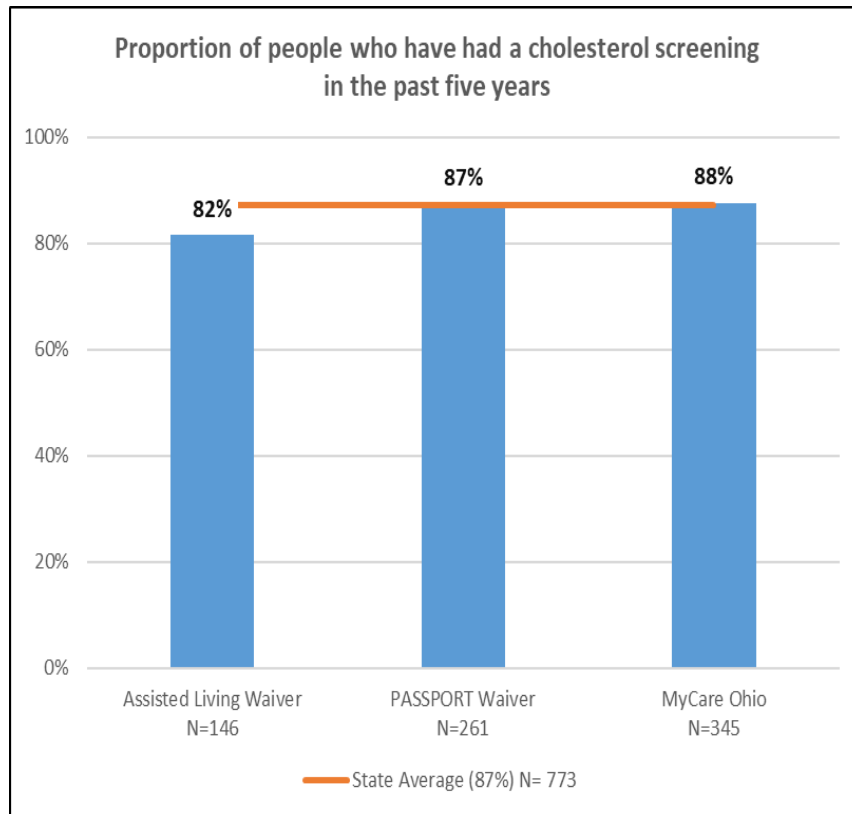
Graph 73. Proportion of people who have had a flu shot in the past year



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



Graph 75. Proportion of people who have had a cholesterol screening in the past five years



Wellness

People are supported to maintain health.

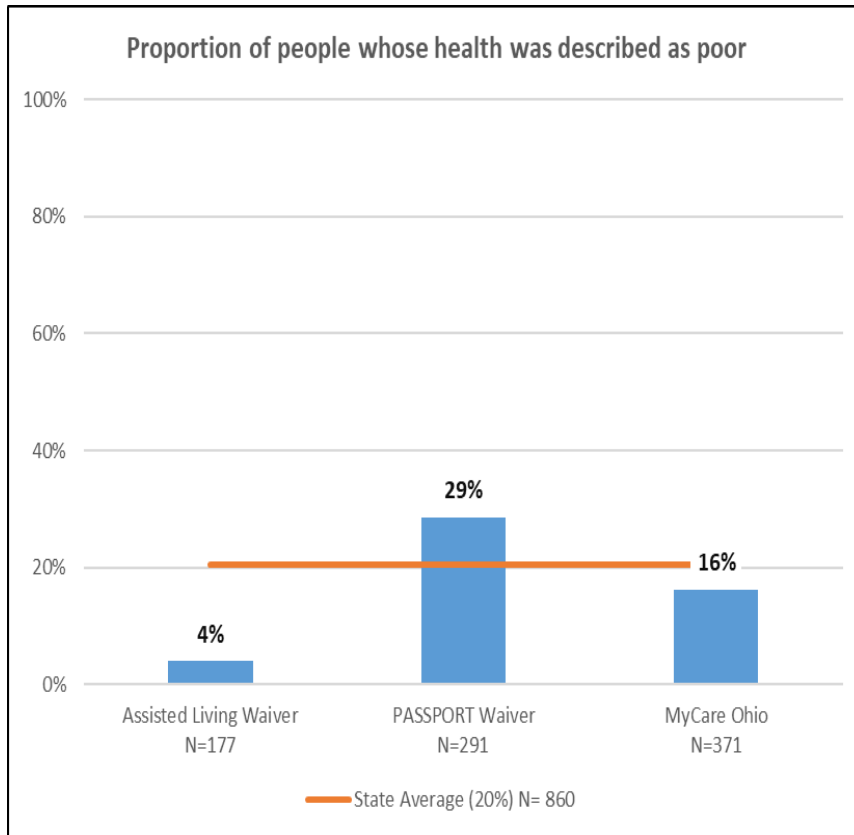
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

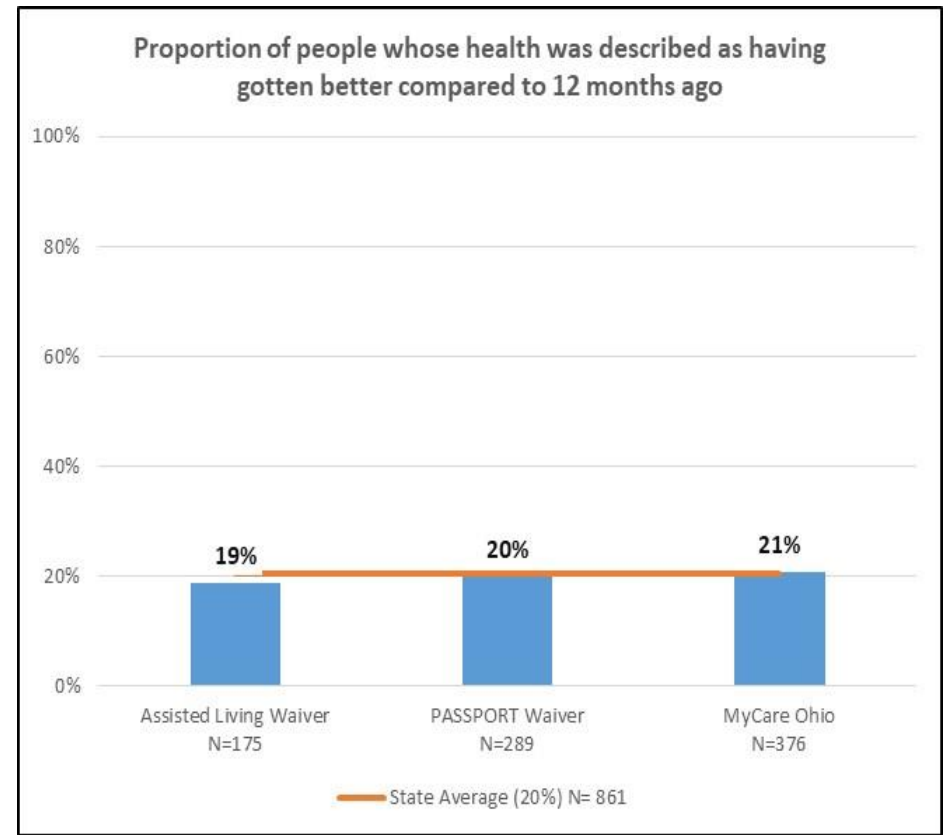
There are ten survey items that correspond to the Wellness domain.

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

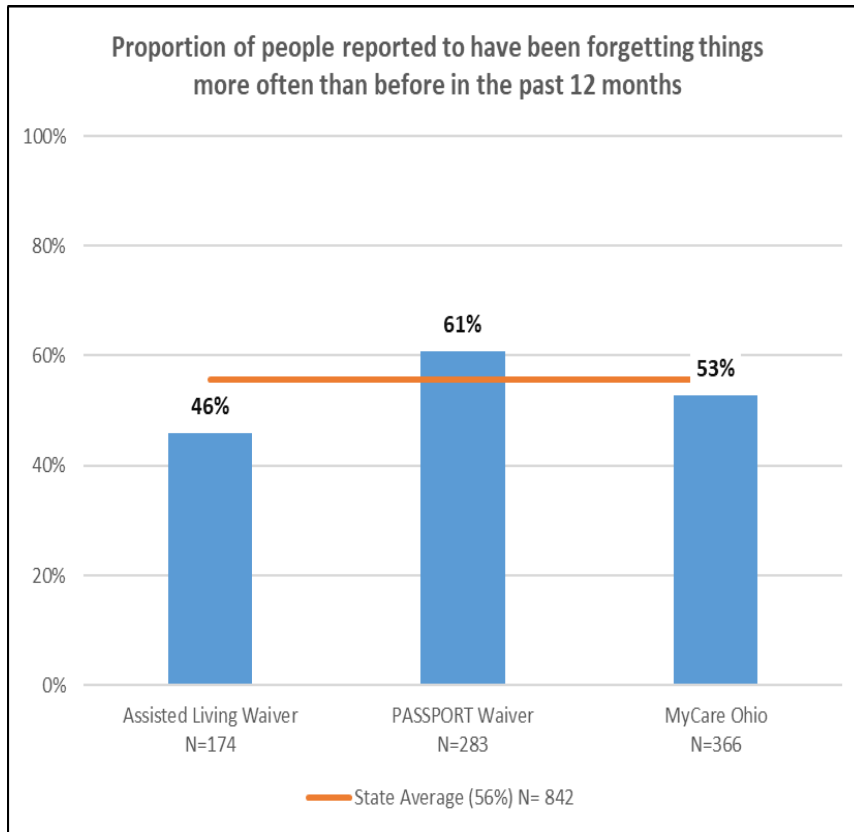
Graph 76. Proportion of people whose health was described as poor



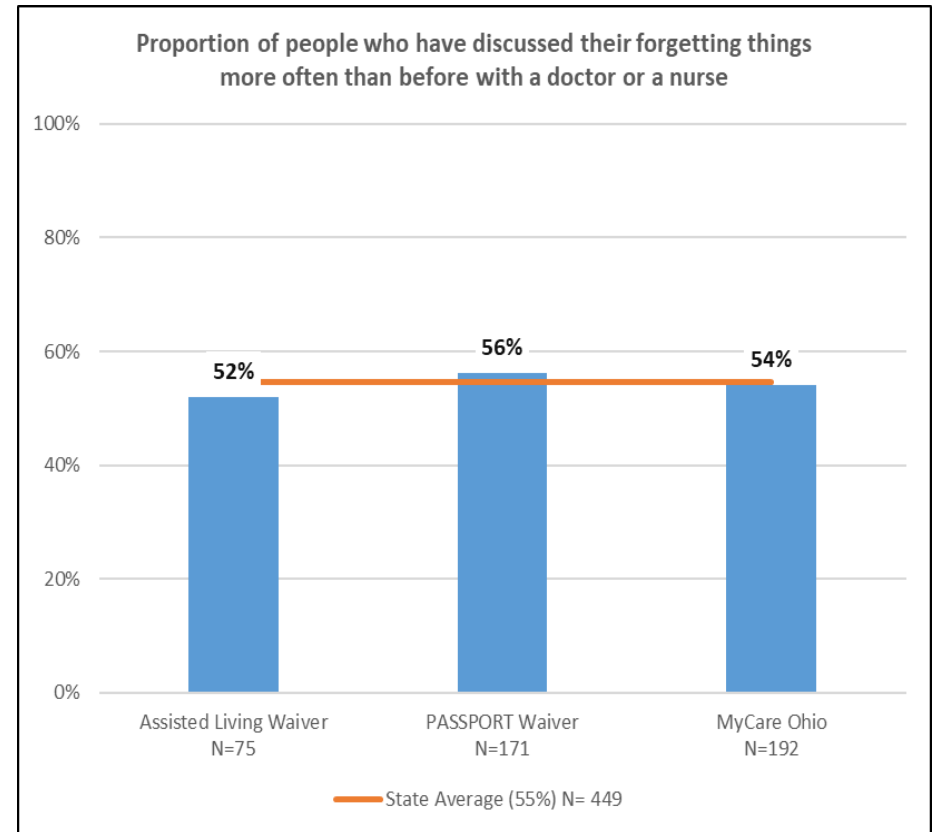
Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



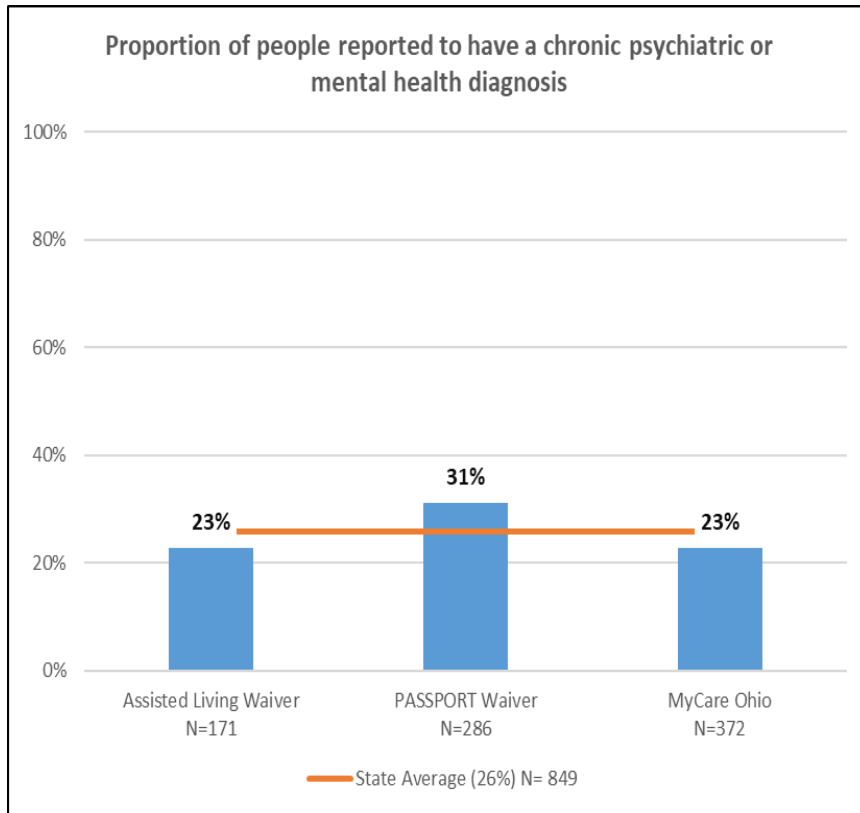
Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



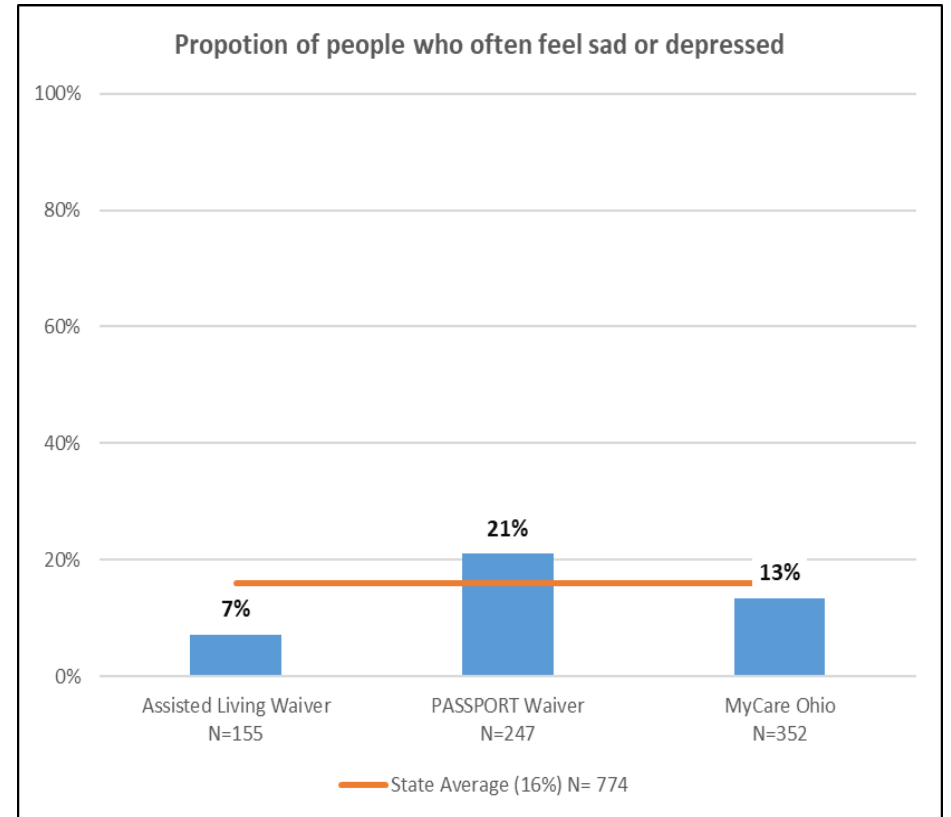
Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



Graph 80. Proportion of people reported to have a chronic psychiatric or mental health diagnosis

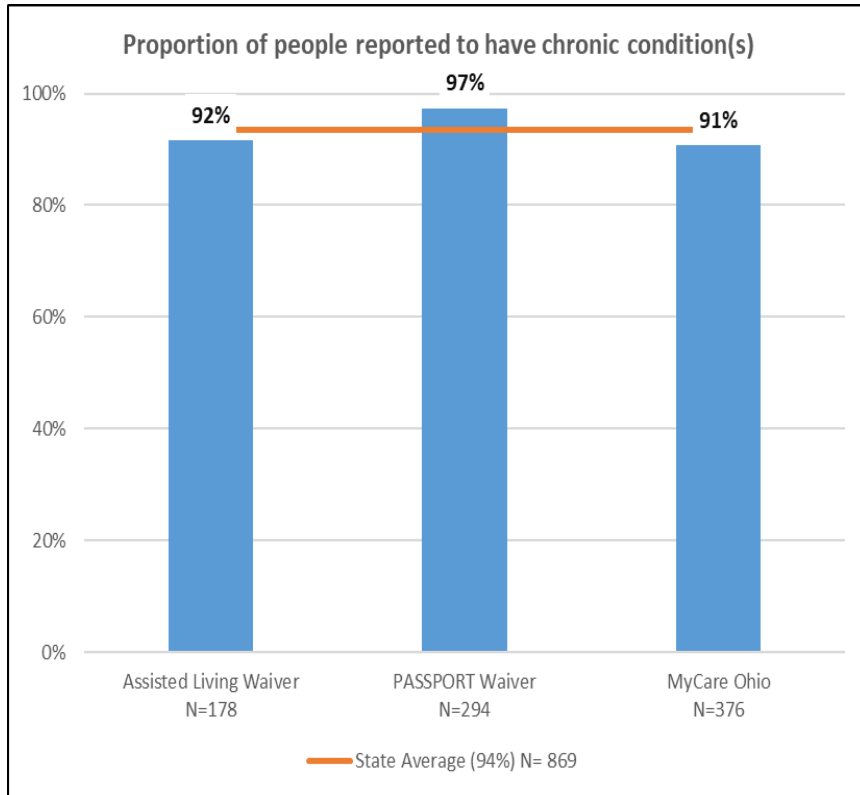


Graph 81. Proportion of people who often feel sad or depressed¹⁴

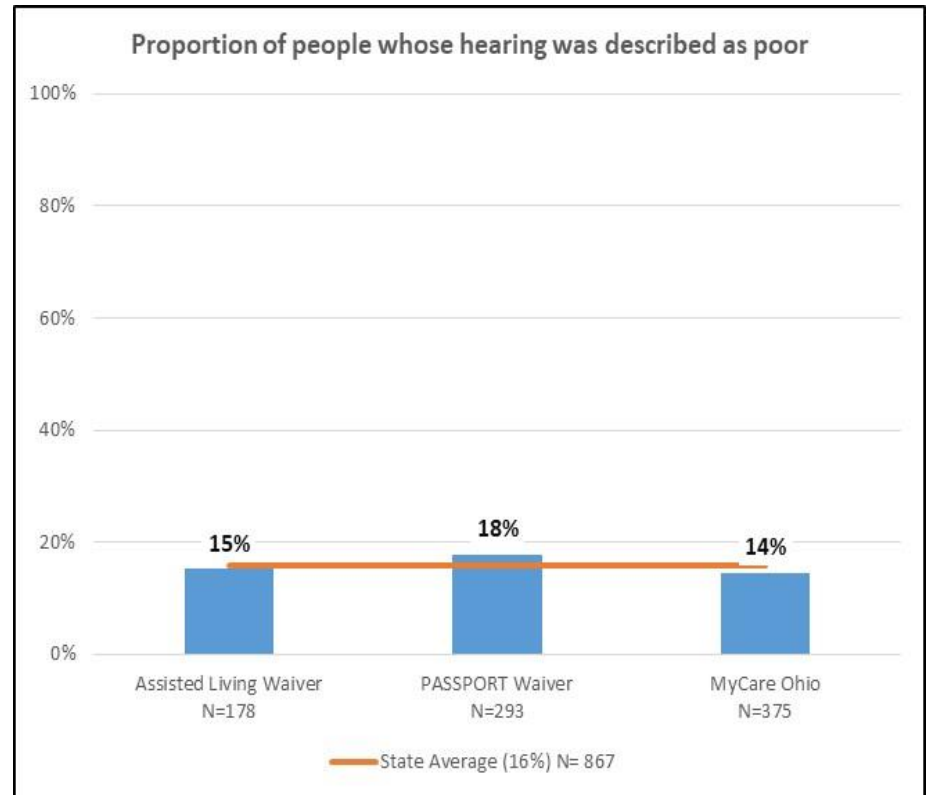


¹⁴ Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

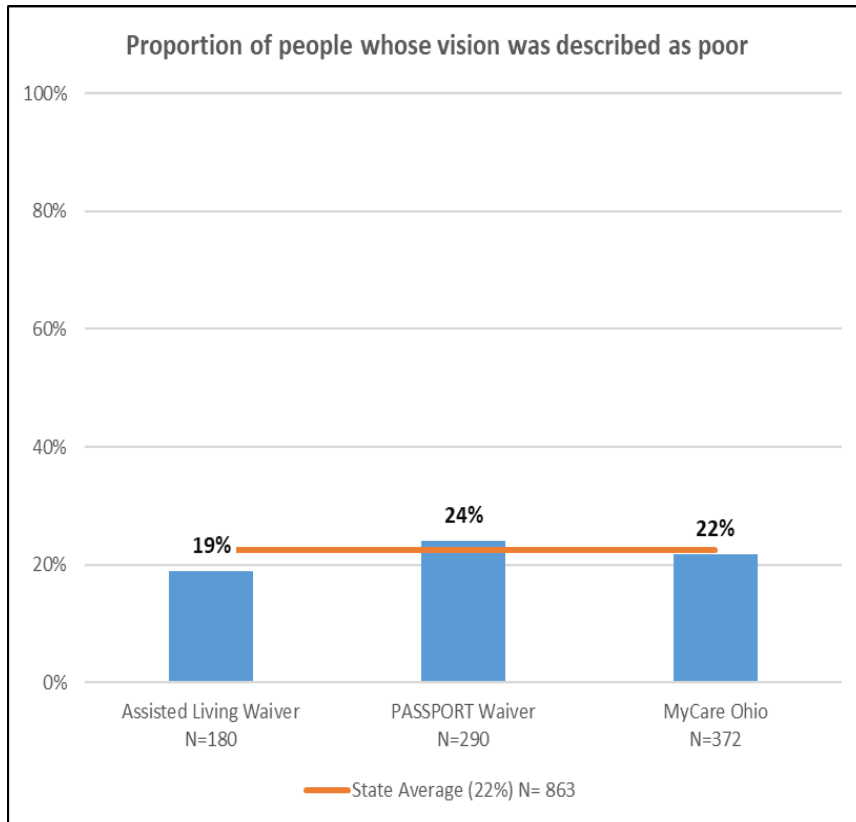
Graph 82. Proportion of people reported to have chronic condition(s)



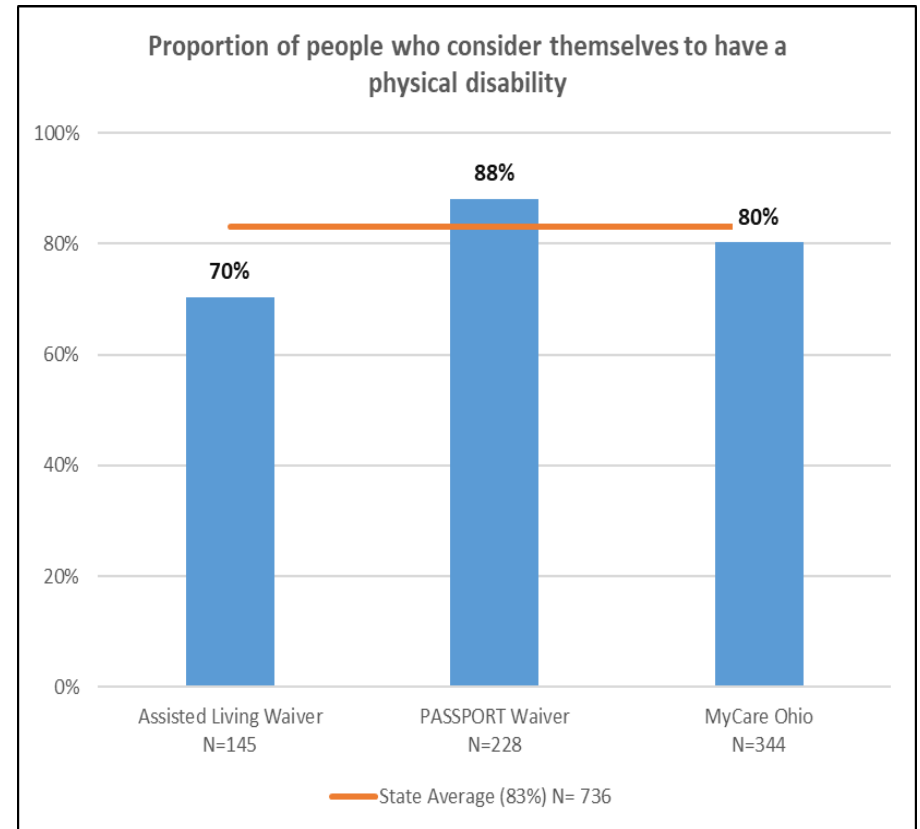
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 84. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 85. Proportion of people who consider themselves to have a physical disability



Medications

Medications are managed effectively and appropriately.

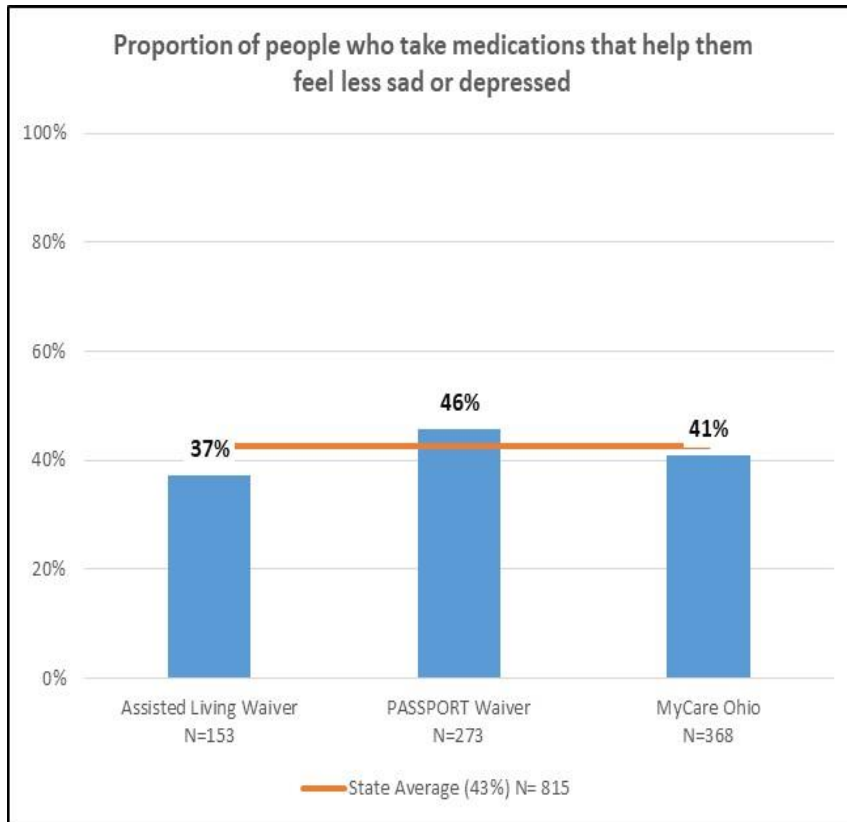
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

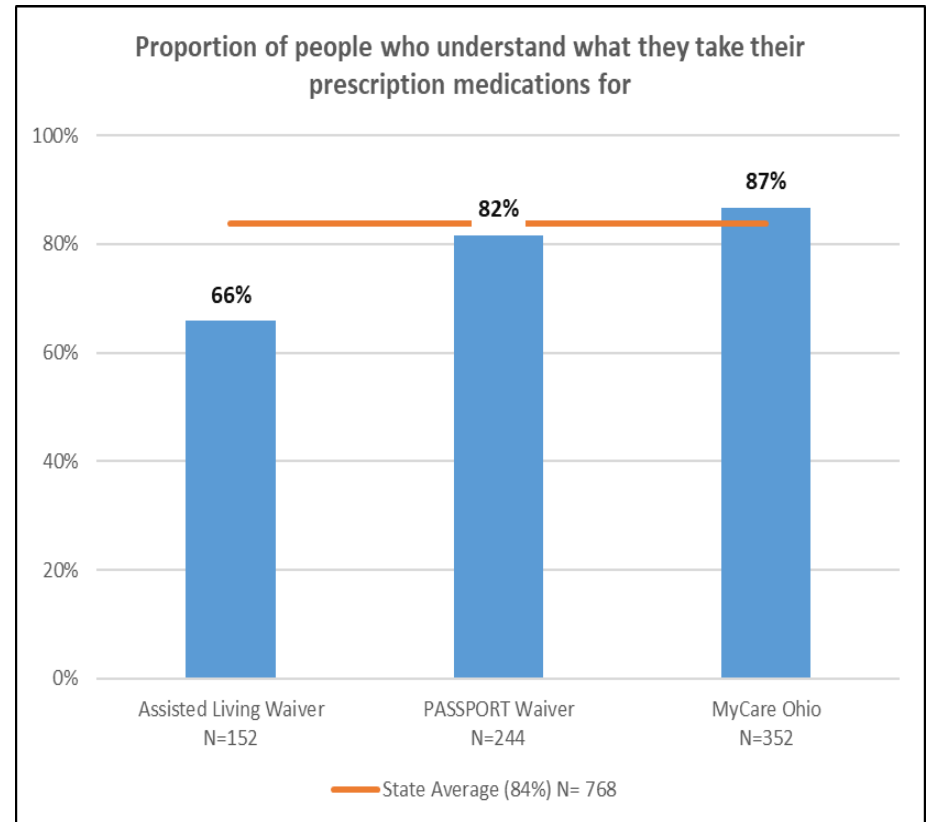
There are two survey items that correspond to the Medication domain.

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

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



Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)¹⁵



¹⁵ Question changed in 2017-2018 – no longer allows for proxies

Rights and Respect

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

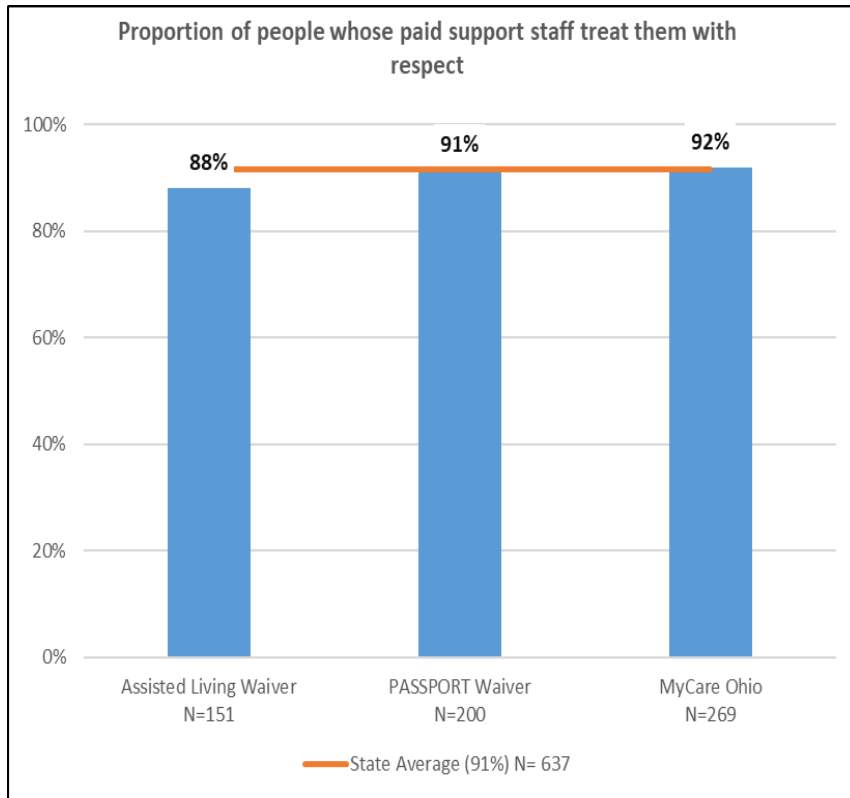
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

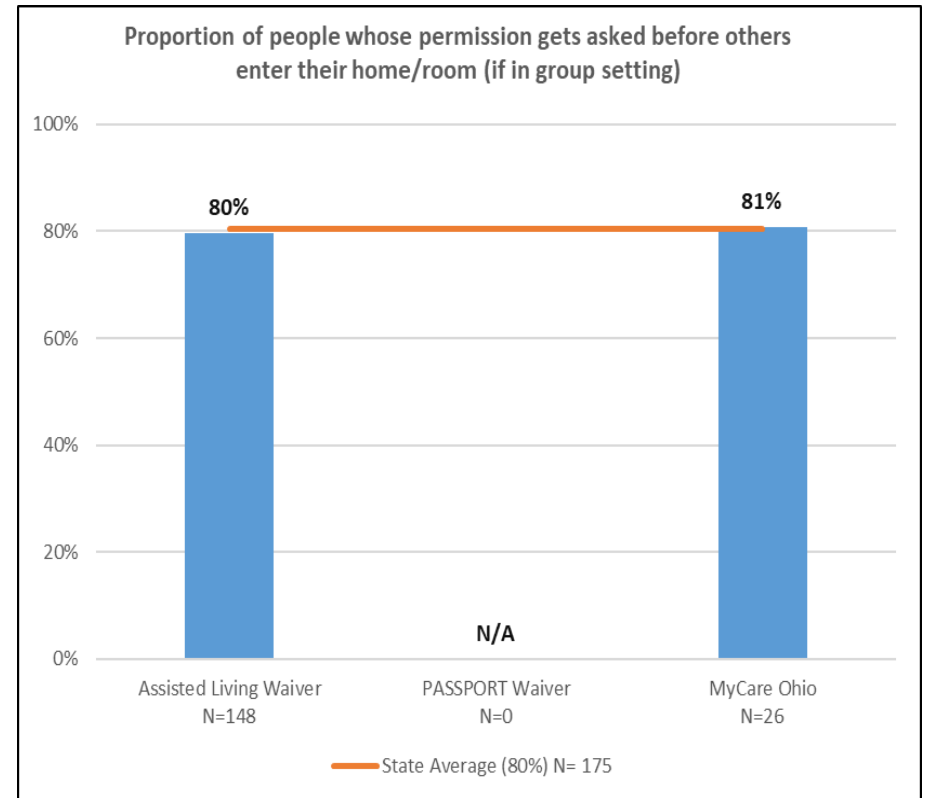
There are eight survey items that correspond to the Rights and Respect domain.

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

Graph 88. Proportion of people whose paid support staff treat them with respect

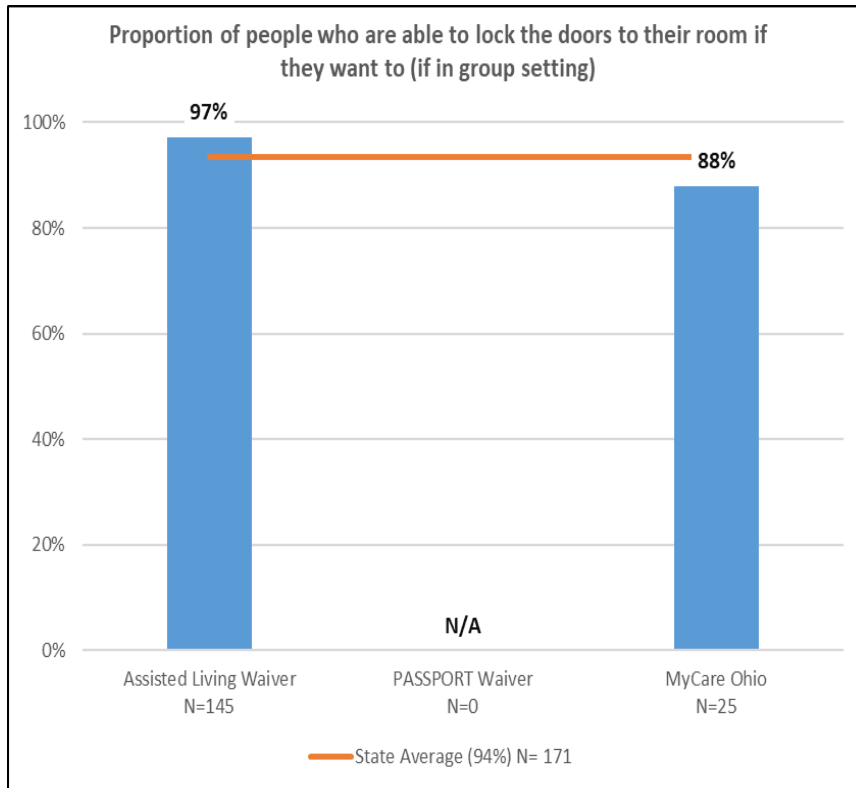


Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)¹⁶

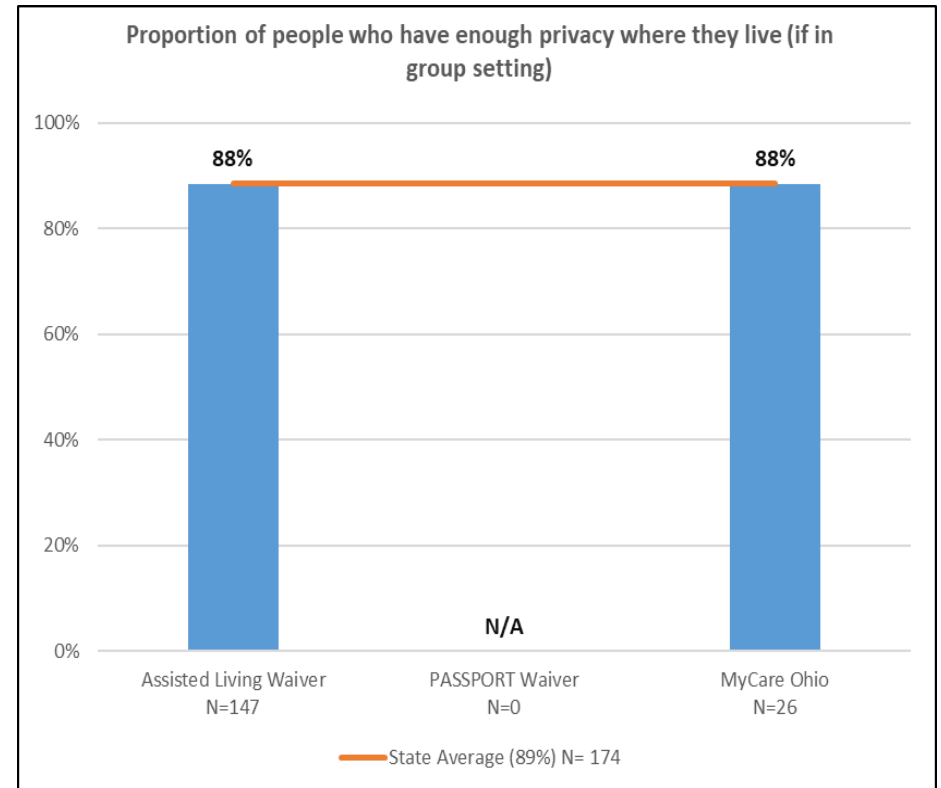


¹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)¹⁷



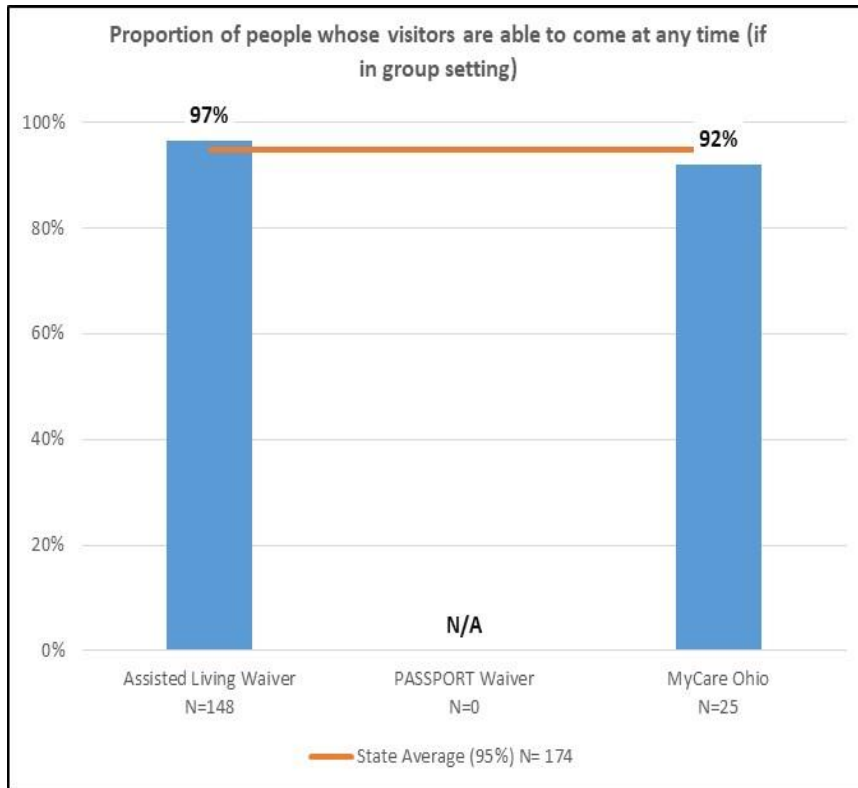
Graph 91. Proportion of people who have enough privacy where they live (if in group setting)¹⁸



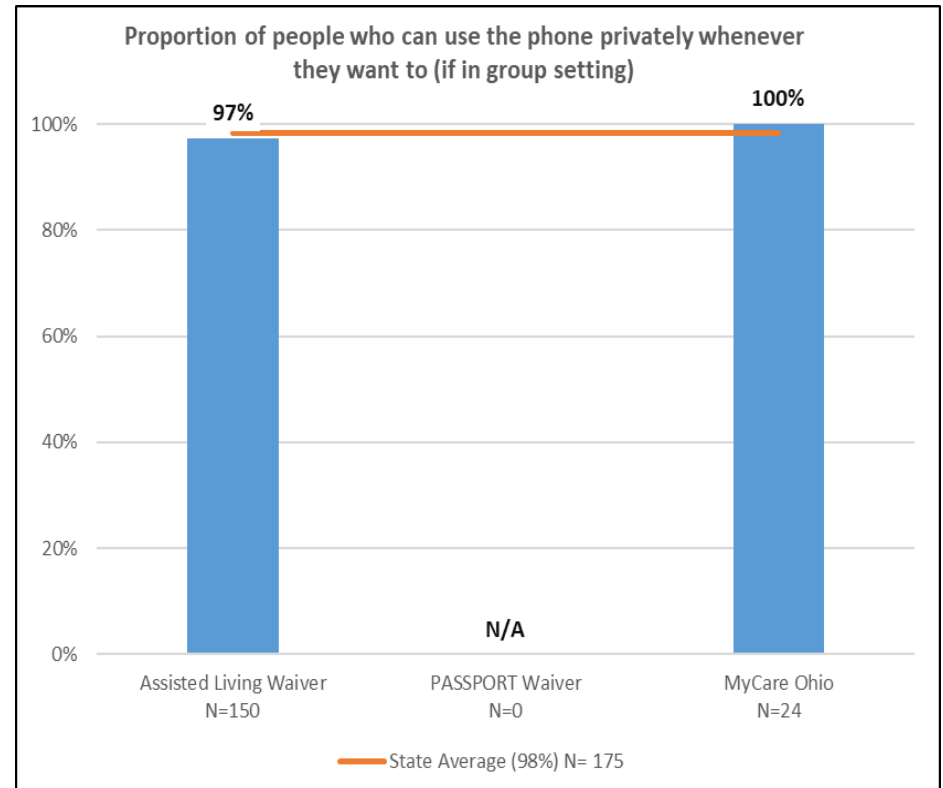
¹⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

¹⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting)¹⁹



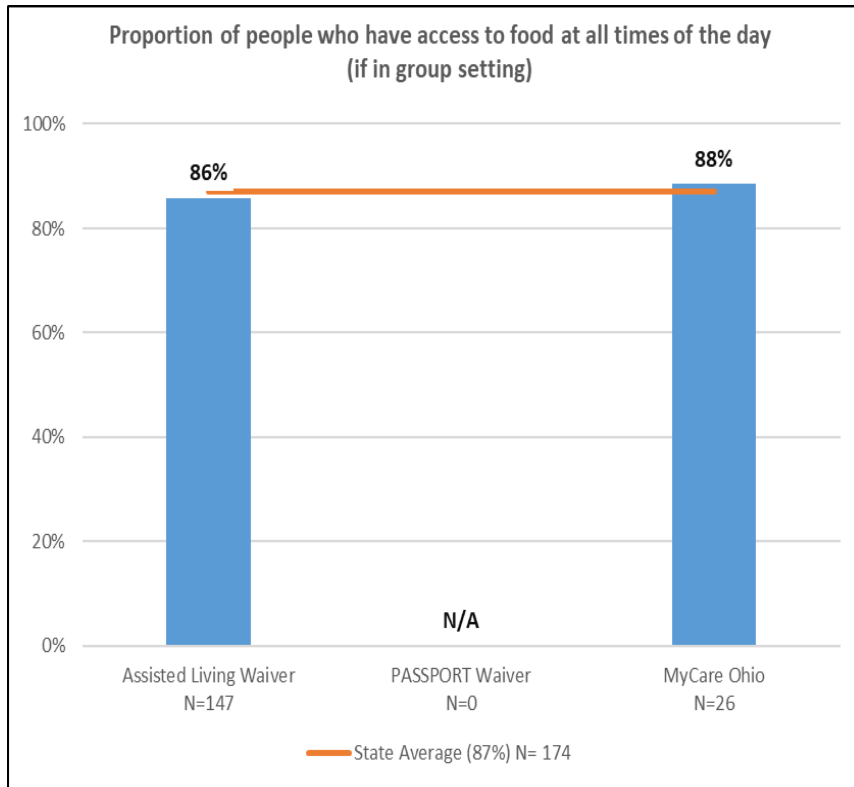
Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting)²⁰



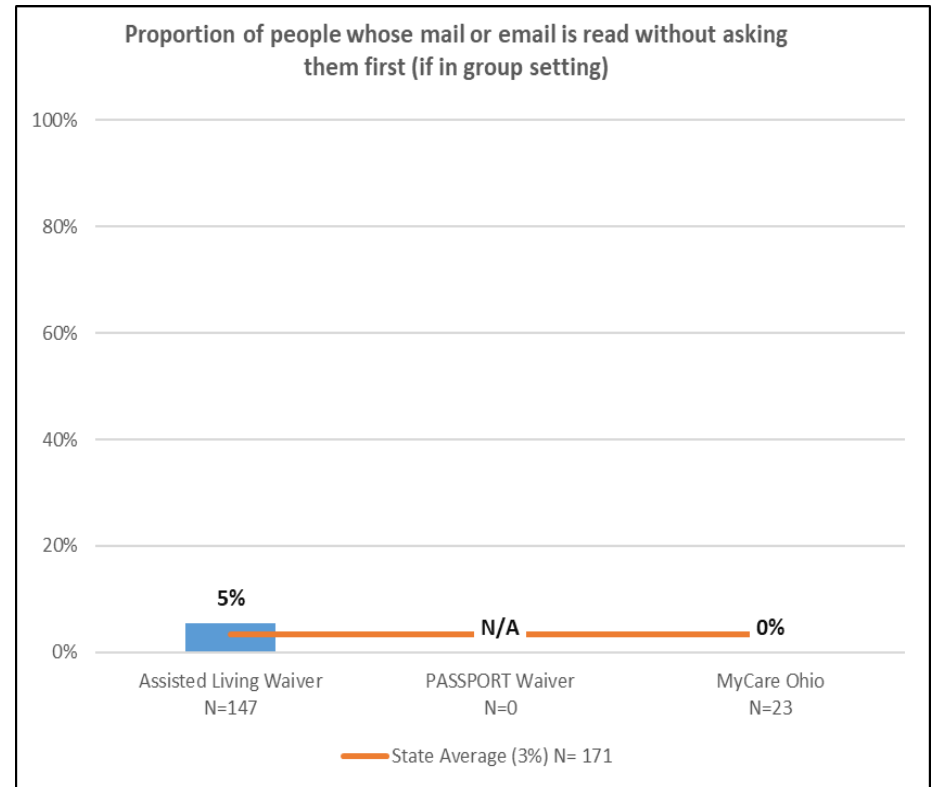
¹⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

²⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting)²¹



Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting)²²



²¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

²² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction of Care

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

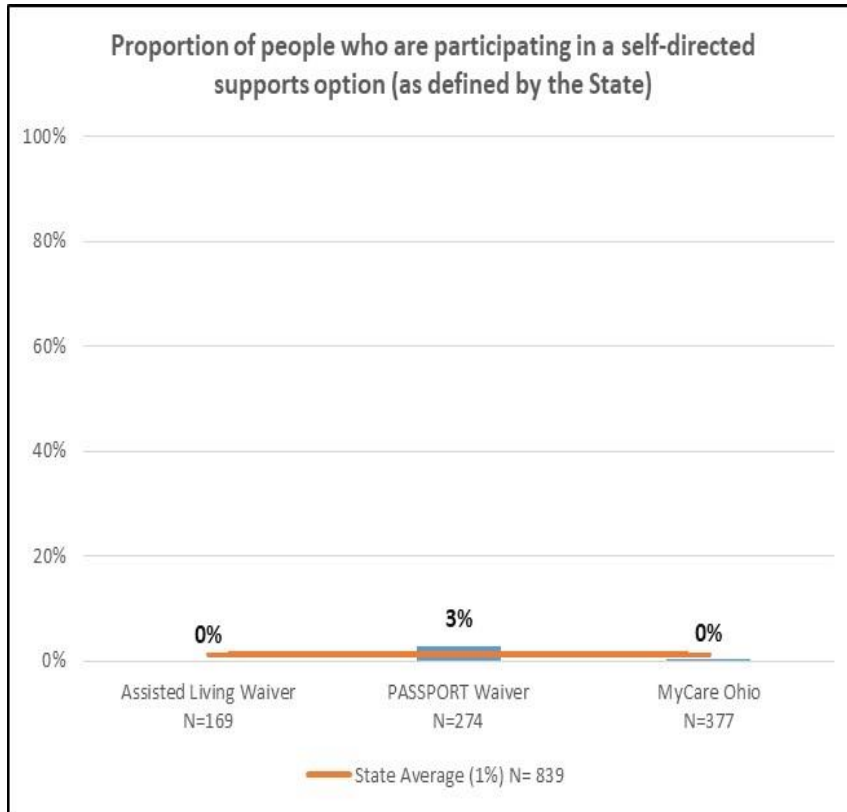
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

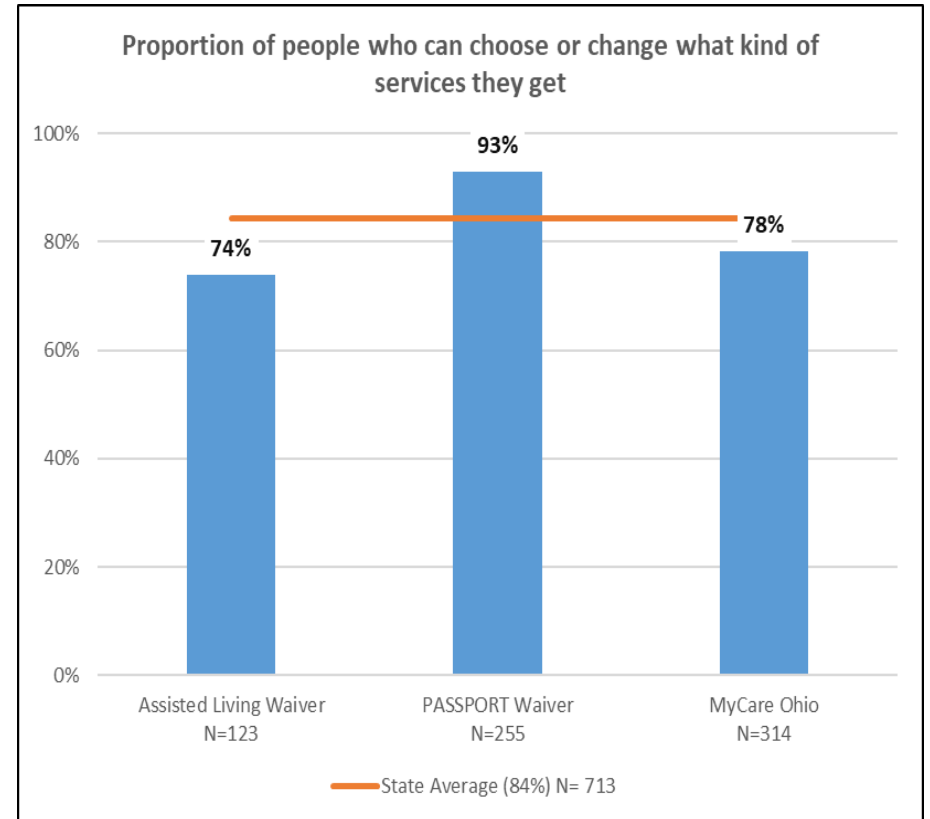
There are four survey items that correspond to the Self-Direction of Care domain.

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

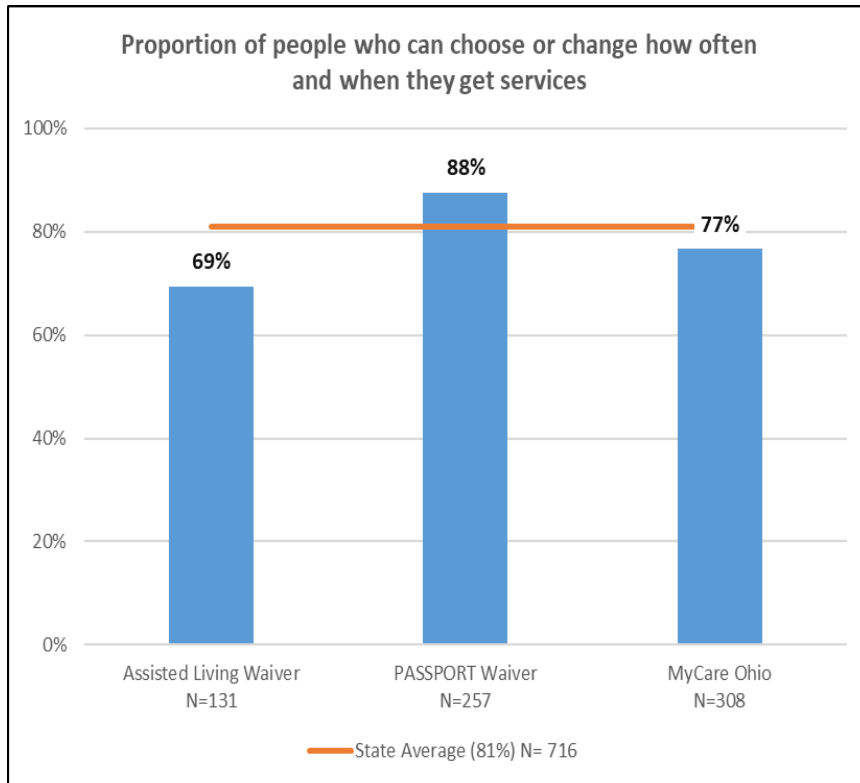
Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)



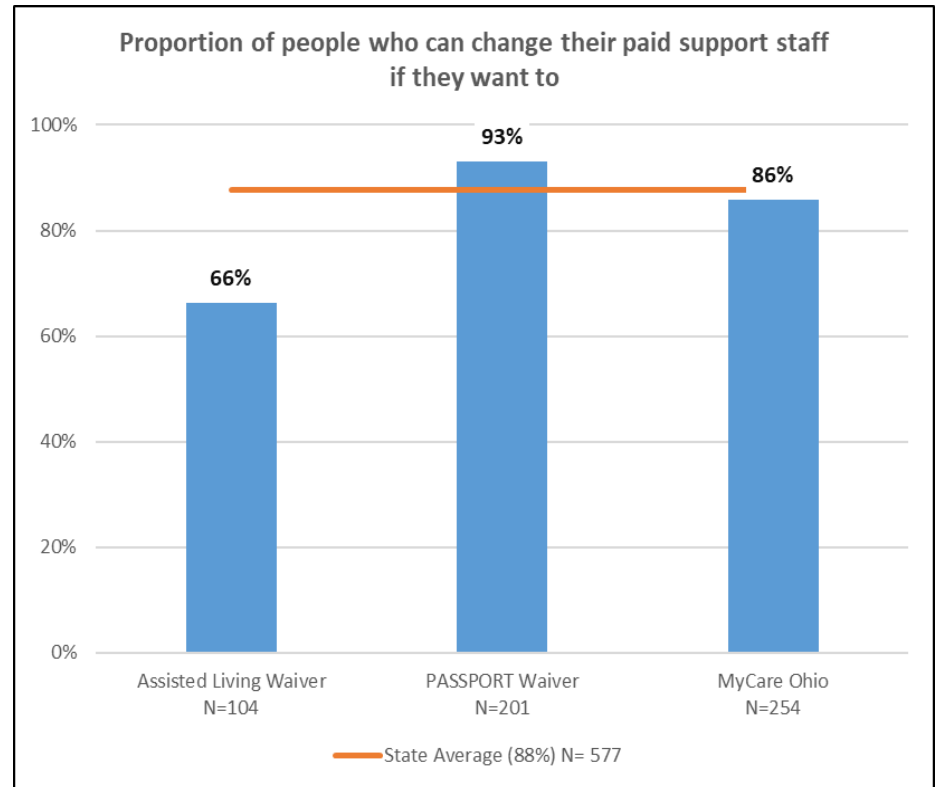
Graph 97. Proportion of people who can choose or change what kind of services they get



Graph 98. Proportion of people who can choose or change how often and when they get services



Graph 99. Proportion of people who can change their paid support staff if they want to



Work

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

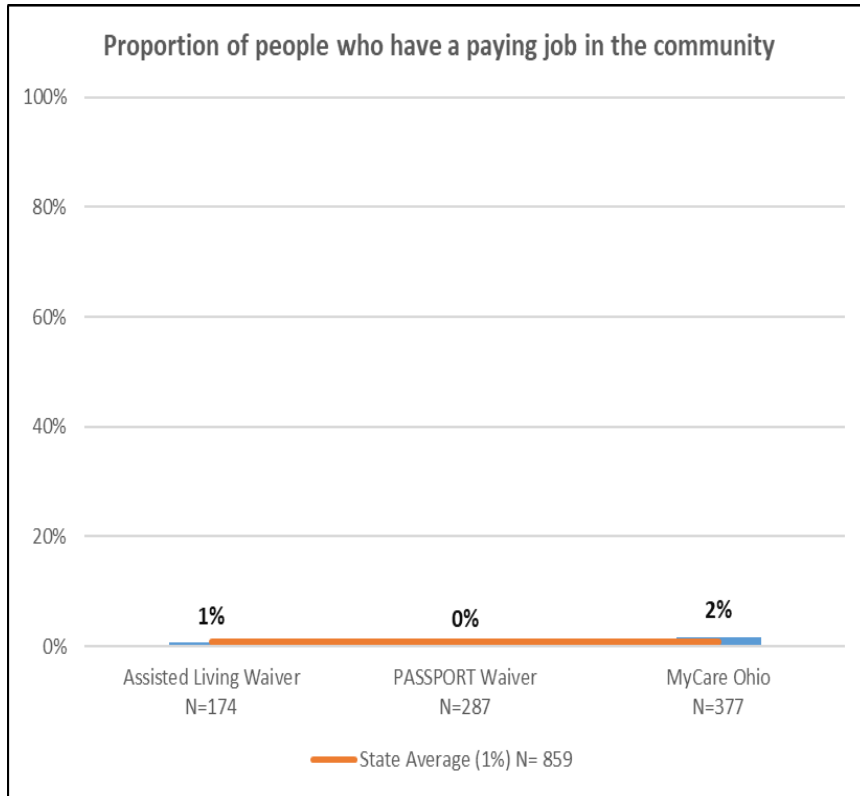
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

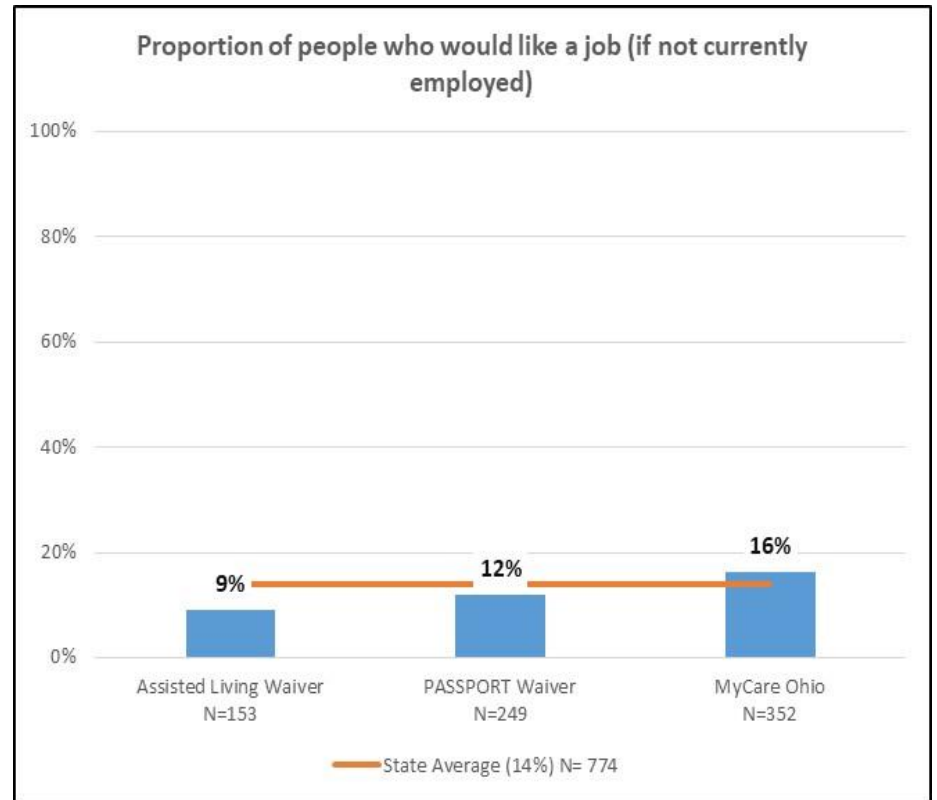
There are five survey items that correspond to the Work domain.

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

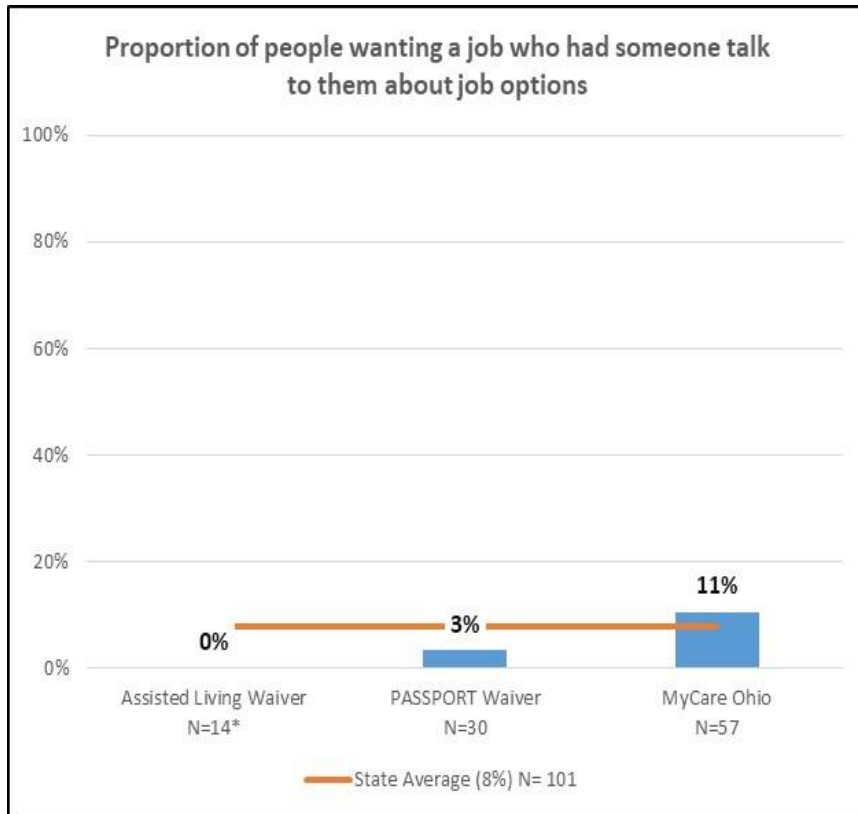
Graph 100. Proportion of people who have a paying job in the community



Graph 101. Proportion of people who would like a job (if not currently employed)

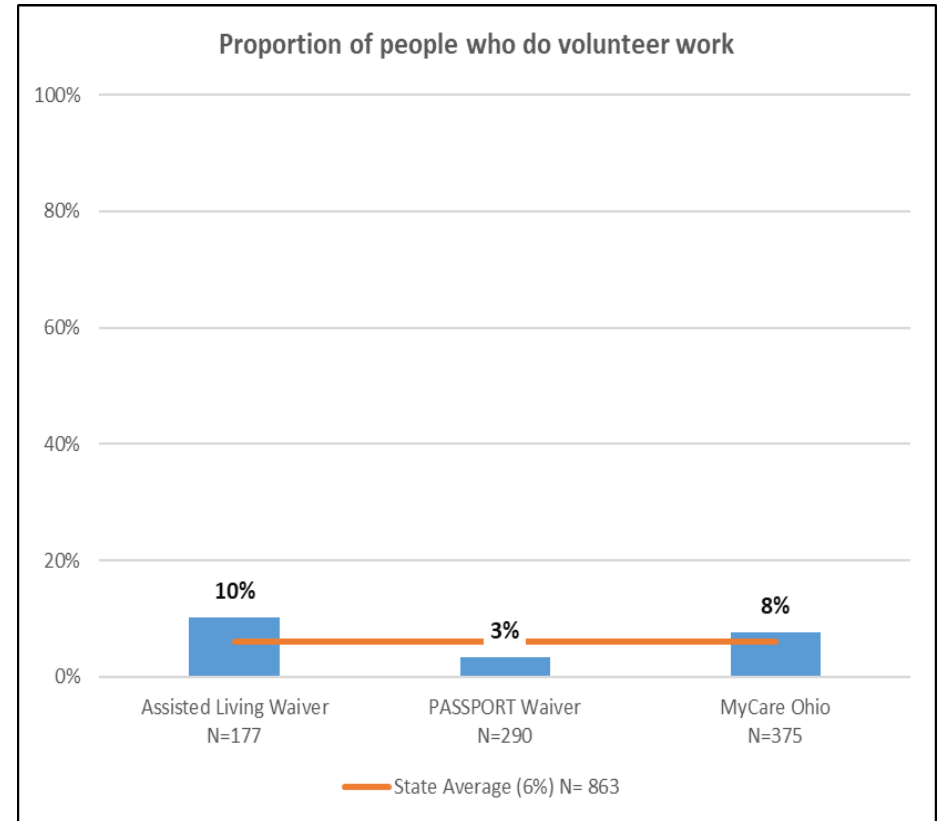


Graph 102. Proportion of people wanting a job who had someone talk to them about job options

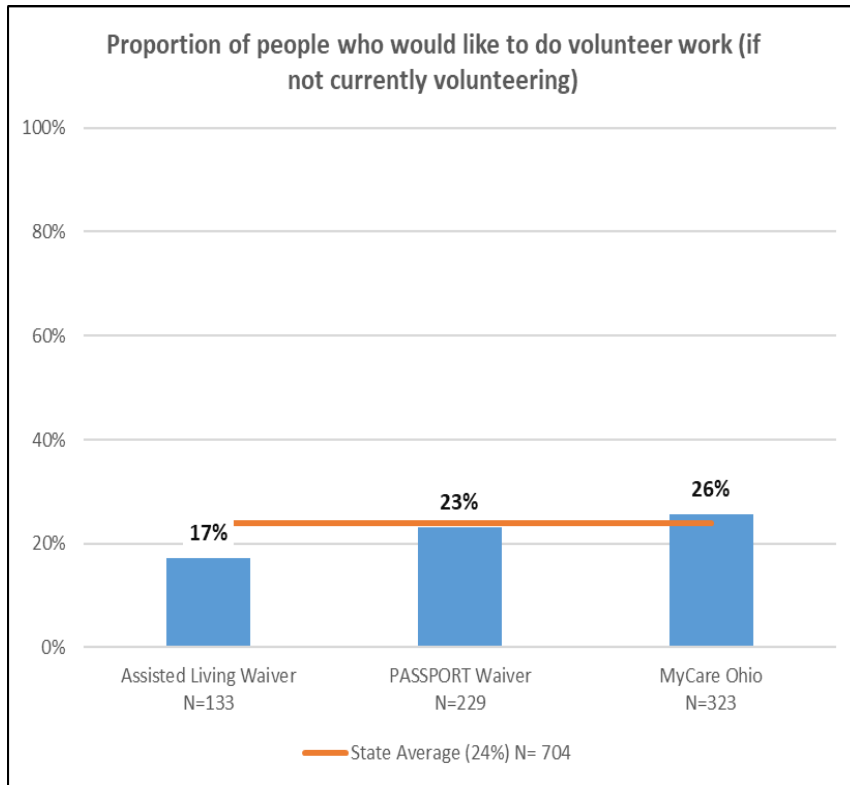


* Very small number of responses

Graph 103. Proportion of people who do volunteer work



Graph 104. Proportion of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

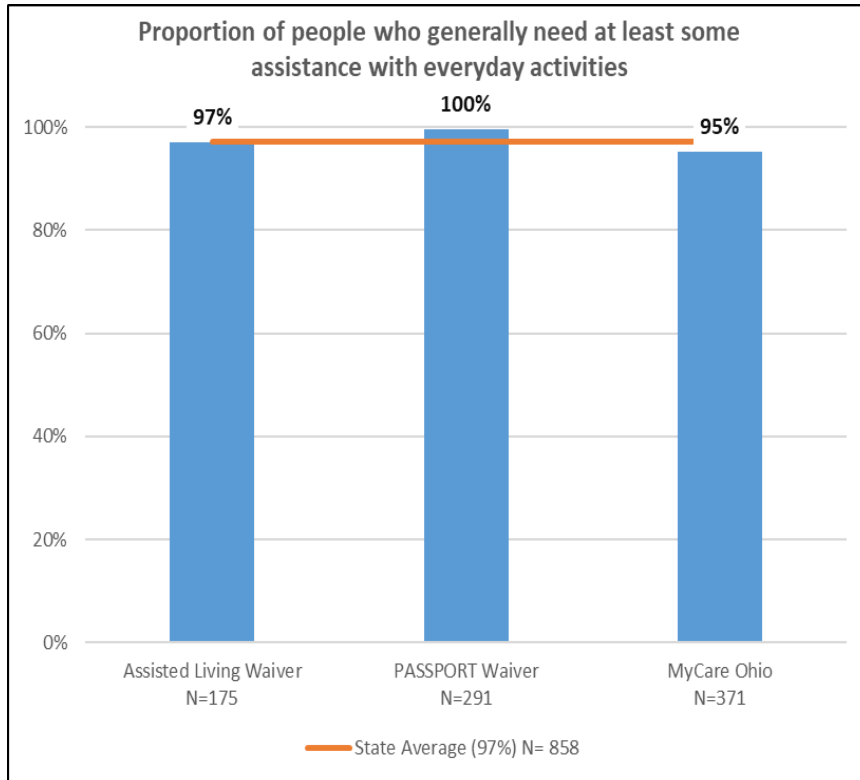
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

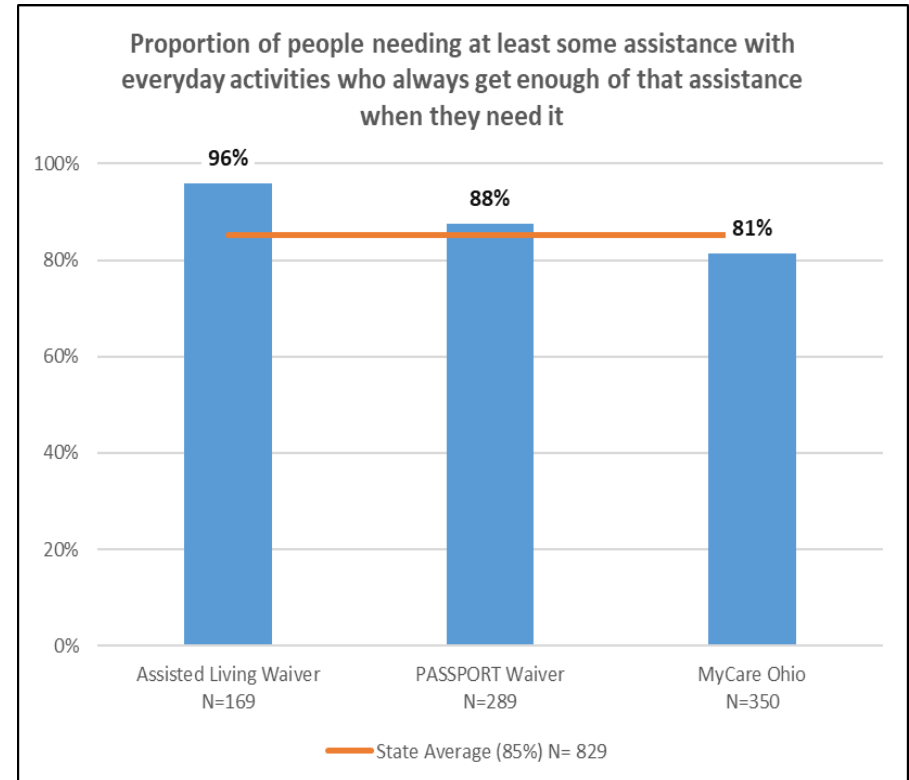
There are five survey items that correspond to the Everyday Living domain.

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

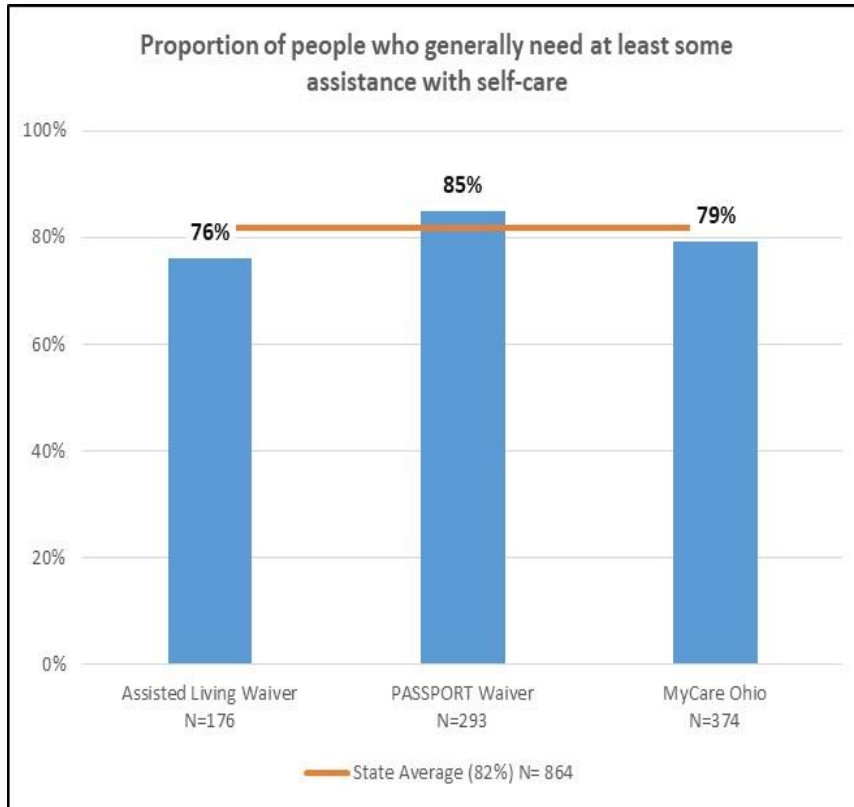
Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



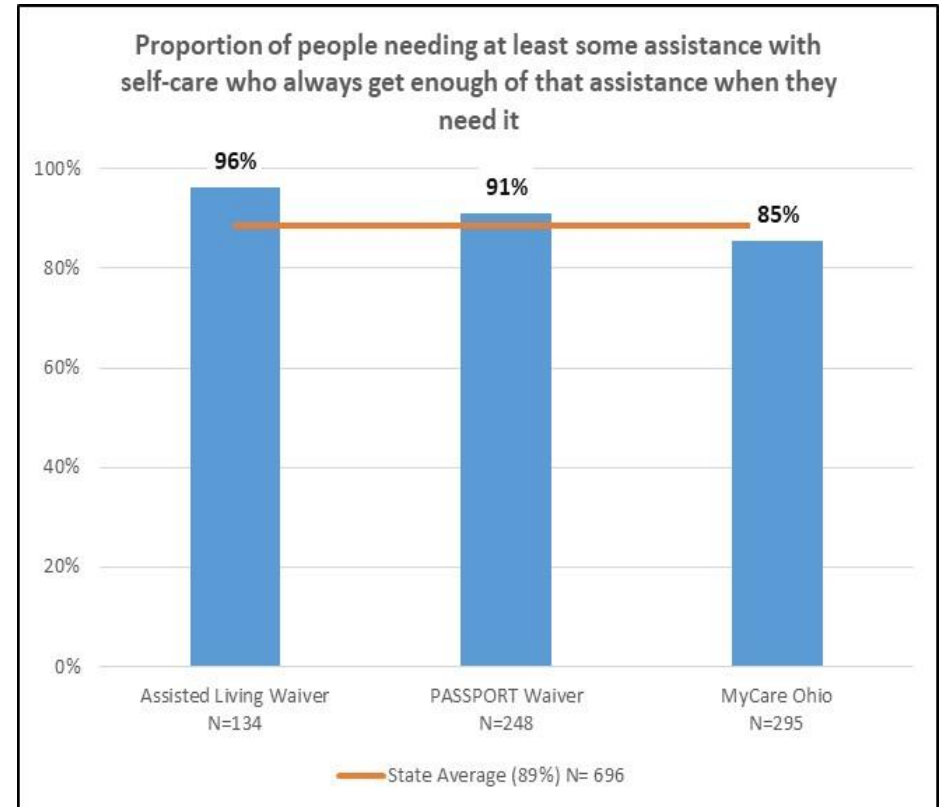
Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



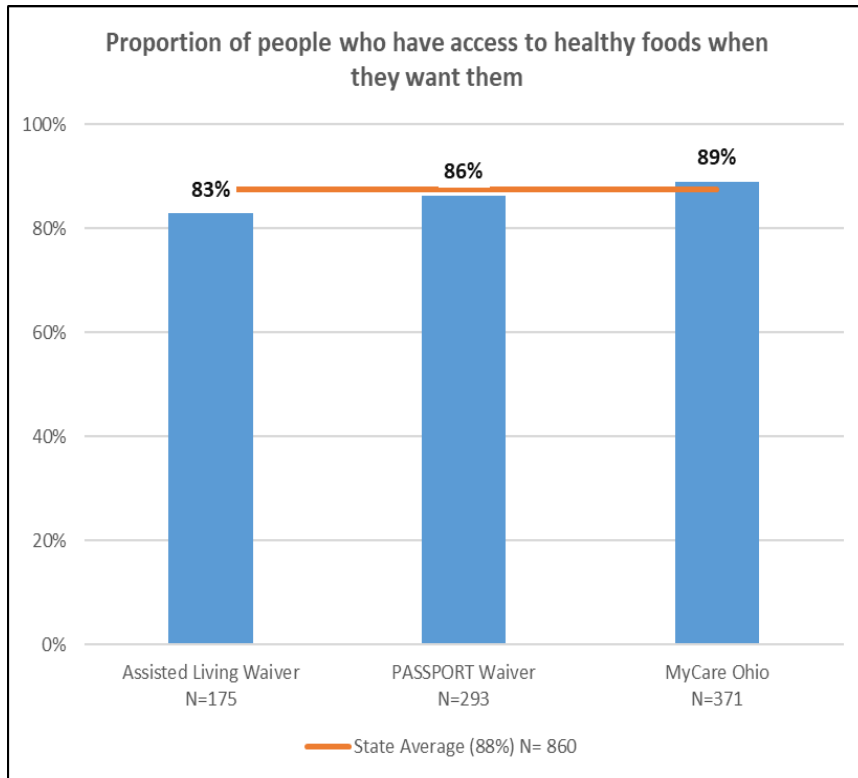
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 108. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Graph 109. Proportion of people who have access to healthy foods when they want them



Affordability

People have enough available resources.

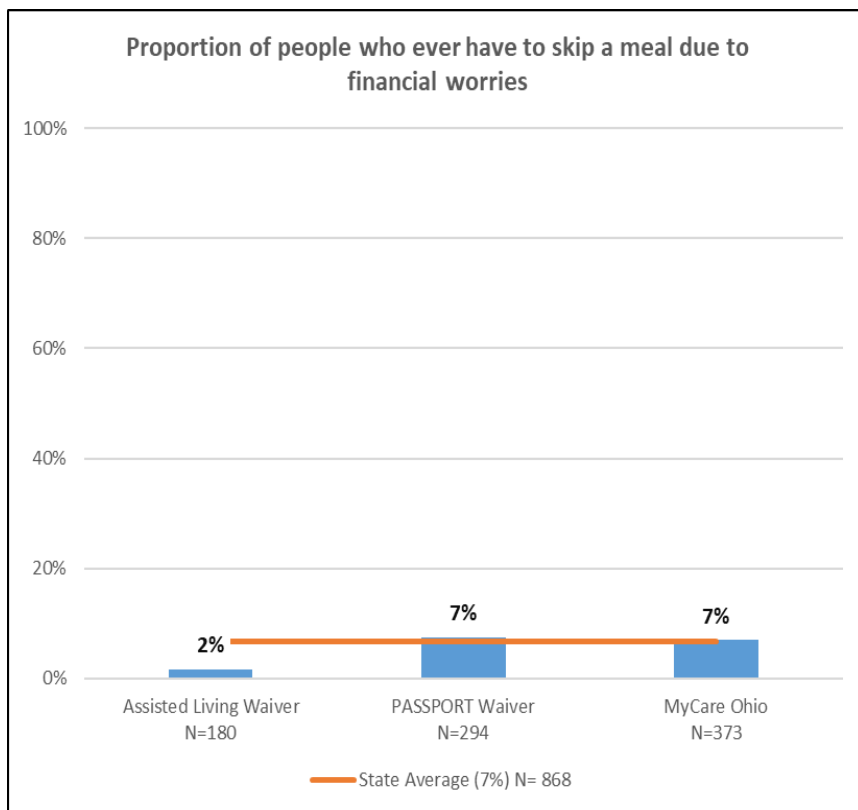
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 110. Proportion of people who ever have to skip a meal due to financial worries



Planning for future

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

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

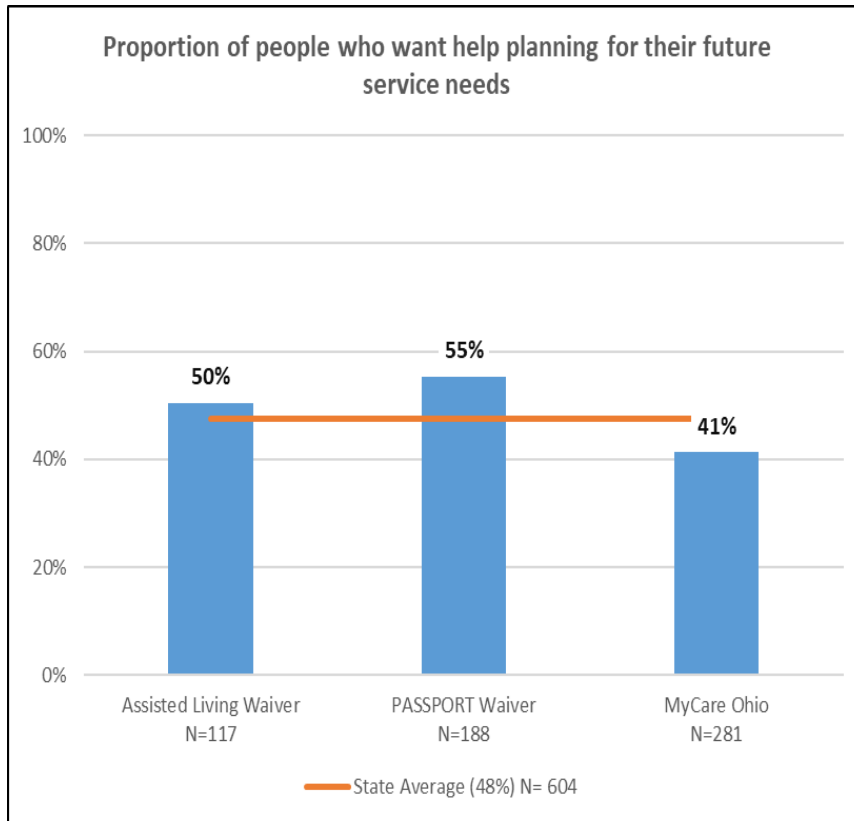
1. Proportion of people who want help planning for future need for services²³.

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

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

²³ This indicator also appears in the Service Coordination domain.

Graph 111. Proportion of people who want help planning for their future service needs



Control

People feel in control of their lives

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

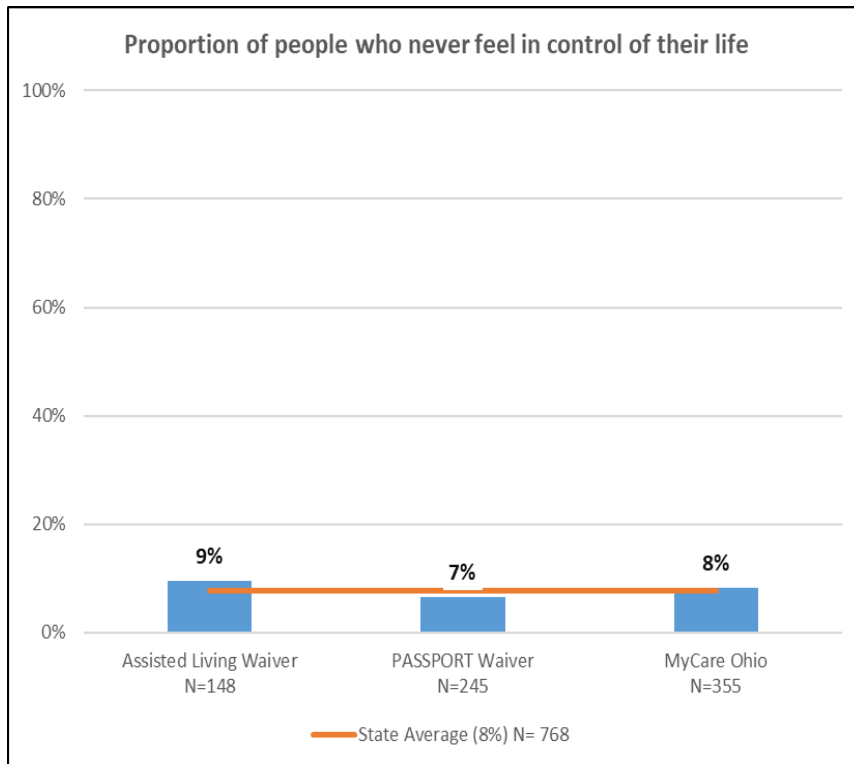
1. Proportion of people who feel in control of their lives.

There are two²⁴ survey items that corresponds to the Control domain.

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

²⁴ Data for one item are presented in Appendix B only.

Graph 112. Proportion of people who never feel in control of their life



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 from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)	21	Add proportions: “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	26	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	27	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	28	Collapse “No” and “Sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	29	Collapse “No” and “Some information”
	Proportion 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 upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade	31	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade	33	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need an upgrade	35	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion 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 upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade	37	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a remote monitoring system but do not have it	38	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a remote monitoring system but need an upgrade	39	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need an emergency response system but do not have it	40	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have an emergency response system but need an upgrade	41	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	42	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have some other home modification but need an upgrade	43	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a walker but do not have it	44	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a walker but need an upgrade	45	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a scooter but do not have it	46	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a scooter but need an upgrade	47	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a wheelchair but do not have it	48	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a wheelchair but need an upgrade	49	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need hearing aids but do not have them	50	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have hearing aids but need an upgrade	51	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need glasses but do not have them	52	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need an upgrade	53	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but don’t have it	54	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need an upgrade	55	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	56	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need an upgrade	57	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
Safety	Proportion of people with concerns about falling or being unstable	62	Collapse “Yes, often” and “Sometimes”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	68	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people in poor health	76	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health has gotten better compared to 12 months ago	77	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing is poor	83	Collapse “Good” and “Fair”
	Proportion of people whose vision is poor	84	Collapse “Good” and “Fair”
Medications	Proportion of people who understand what they take their prescription medications for	87	Collapse “No” and “In-between, or some medications”

Domain	Item	Graph #	Collapsing Logic
Rights and Respect	Proportion of people whose paid support staff treat them with respect	88	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose permission is asked before others enter their home/room (if in group setting)	89	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	91	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	93	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	97	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change how often and when they get services	98	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can change their paid support staff if they wanted to	99	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	101	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	104	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)	105	Collapse “A lot” and “Some”
	Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)	107	Collapse “A lot” and “Some”
	Proportion of people who have access to healthy foods when they want them	109	Collapse “No, never” and “Sometimes”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	110	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their life	112	Collapse “Yes, almost always, always” and “In-between, sometimes”

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

Demographic Tables

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

	Average Age	N
Assisted Living Waiver	74.3	138
PASSPORT Waiver	71.9	271
MyCare Ohio	69.2	346
Unknown	68.9	17
Sample Average	71.0	772

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Assisted Living Waiver	79%	21%	0%	174
PASSPORT Waiver	94%	5%	1%	287
MyCare Ohio	91%	9%	0%	377
Unknown	94%	6%	0%	18
Sample Average	90%	10%	0%	856

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Assisted Living Waiver	27%	73%	0%	0%	179
PASSPORT Waiver	26%	74%	0%	0%	292
MyCare Ohio	28%	72%	0%	0%	377
Unknown	20%	80%	0%	0%	20
Sample Average	27%	73%	0%	0%	868

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
Assisted Living Waiver	1%	1%	7%	1%	91%	1%	1%	0%	176
PASSPORT Waiver	1%	5%	13%	0%	74%	1%	6%	1%	294
MyCare Ohio	1%	2%	40%	1%	55%	2%	2%	1%	376
Unknown	0%	0%	25%	0%	75%	0%	0%	0%	20
Sample Average	1%	3%	24%	0%	69%	1%	3%	1%	866

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Assisted Living Waiver	23%	5%	21%	50%	1%	177
PASSPORT Waiver	11%	23%	30%	36%	1%	292
MyCare Ohio	21%	16%	32%	31%	0%	376
Unknown	11%	26%	32%	32%	0%	19
Sample Average	18%	16%	29%	36%	1%	864

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Assisted Living Waiver	99%	0%	1%	0%	180
PASSPORT Waiver	86%	0%	13%	0%	292
MyCare Ohio	96%	2%	3%	0%	376
Unknown	100%	0%	0%	0%	20
Sample Average	93%	1%	6%	0%	868

Table 7. Type of residential area²⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Assisted Living Waiver	42%	35%	2%	19%	2%	180
PASSPORT Waiver	54%	34%	3%	7%	0%	294
MyCare Ohio	96%	3%	0%	1%	0%	377
Unknown	48%	29%	0%	14%	10%	21
Sample Average	70%	21%	2%	7%	1%	872

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
Assisted Living Waiver	2%	1%	0%	97%	1%	0%	0%	0%	179
PASSPORT Waiver	94%	6%	0%	0%	0%	0%	0%	0%	293
MyCare Ohio	70%	20%	0%	7%	1%	0%	1%	0%	376
Unknown	89%	5%	0%	5%	0%	0%	0%	0%	19
Sample Average	64%	11%	0%	23%	0%	0%	1%	0%	867

Table 9. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
Assisted Living Waiver	94%	2%	1%	0%	0%	2%	1%	179
PASSPORT Waiver	55%	23%	26%	2%	0%	0%	0%	293
MyCare Ohio	59%	14%	26%	2%	2%	2%	0%	376
Unknown	42%	26%	26%	5%	0%	5%	0%	19
Sample Average	65%	15%	21%	2%	1%	1%	0%	867

²⁵ 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
Assisted Living Waiver	89%	8%	2%	177
PASSPORT Waiver	94%	6%	0%	291
MyCare Ohio	97%	3%	0%	376
Unknown	95%	5%	0%	20
Sample Average	94%	5%	0%	864

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
Assisted Living Waiver	17%	11%	0%	11%	22%	6%	6%	28%	18
PASSPORT Waiver	76%	12%	0%	0%	12%	0%	0%	0%	17
MyCare Ohio	62%	23%	0%	8%	8%	0%	0%	0%	13
Unknown	100%	0%	0%	0%	0%	0%	0%	0%	1
Sample Average	51%	14%	0%	6%	14%	2%	2%	10%	49

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	21%	76%	3%	177
PASSPORT Waiver	11%	88%	2%	291
MyCare Ohio	41%	53%	5%	376
Unknown	0%	100%	0%	19
Sample Average	26%	70%	3%	863

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

	No	Yes	Don’t Know/Unclear	N
Assisted Living Waiver	77%	17%	6%	180
PASSPORT Waiver	88%	11%	2%	288
MyCare Ohio	89%	11%	1%	376
Unknown	95%	5%	0%	19
Sample Average	86%	12%	2%	863

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Assisted Living Waiver	89%	7%	4%	177
PASSPORT Waiver	90%	9%	1%	290
MyCare Ohio	83%	15%	2%	376
Unknown	89%	11%	0%	19
Sample Average	87%	11%	2%	862

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
Assisted Living Waiver	93%	6%	2%	179
PASSPORT Waiver	94%	5%	1%	290
MyCare Ohio	96%	3%	1%	376
Unknown	100%	0%	0%	18
Sample Average	95%	4%	1%	863

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
Assisted Living Waiver	3%	21%	67%	32%	0%	178
PASSPORT Waiver	3%	19%	71%	42%	1%	293
MyCare Ohio	3%	33%	72%	47%	1%	376
Unknown	5%	5%	89%	11%	0%	19
Sample Average	3%	25%	71%	41%	0%	866

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

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	78%	18%	3%	179
PASSPORT Waiver	83%	16%	1%	292
MyCare Ohio	77%	21%	2%	376
Unknown	74%	26%	0%	19
Sample Average	79%	19%	2%	866

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	7%	89%	4%	177
PASSPORT Waiver	21%	75%	4%	292
MyCare Ohio	0%	100%	0%	377
Unknown	0%	100%	0%	4
Sample Average	9%	89%	2%	850

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
Assisted Living Waiver	20%	20%	40%	20%	0%	10
PASSPORT Waiver	8%	14%	54%	25%	0%	247
MyCare Ohio	0%	0%	0%	0%	100%	377
Unknown	17%	22%	39%	22%	0%	18
Sample Average	4%	6%	22%	10%	58%	652

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Assisted Living Waiver	92%	8%	0%	179
PASSPORT Waiver	99%	1%	0%	292
MyCare Ohio	68%	31%	2%	376
Unknown	100%	0%	0%	4
Sample Average	83%	16%	1%	851

Community Participation — un-collapsed tables

Table 21. Proportion of people who are as active in the community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	26%	18%	54%	2%	0%	155
PASSPORT Waiver	43%	17%	38%	2%	0%	249
MyCare Ohio	49%	6%	43%	0%	1%	360
Unknown	65%	5%	30%	0%	0%	20
Sample Average	43%	12%	43%	1%	1%	784

Table 22a. 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
Assisted Living Waiver	38%	49%	4%	62%	9%	0%	68
PASSPORT Waiver	27%	43%	12%	85%	7%	3%	150
MyCare Ohio	16%	34%	12%	81%	8%	3%	200
Unknown	14%	29%	0%	100%	7%	0%	14
Sample Average	23%	39%	10%	80%	8%	2%	432

Table 22b. Reasons that people are not as active in the community as they would like to be (continued)

	Feeling Unsafe	No Community Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	7%	10%	1%	1%	0%	68
PASSPORT Waiver	3%	4%	9%	5%	0%	1%	150
MyCare Ohio	7%	6%	15%	5%	0%	0%	200
Unknown	7%	7%	0%	14%	0%	0%	14
Sample Average	5%	6%	11%	5%	0%	0%	432

Table 23. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	25%	73%	2%	1%	150
PASSPORT Waiver	44%	55%	1%	0%	246
MyCare Ohio	41%	58%	1%	0%	360
Unknown	50%	50%	0%	0%	20
Sample Average	39%	60%	1%	0%	776

Choice and Decision Making — un-collapsed

Table 24. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	43%	43%	14%	0%	7
PASSPORT Waiver	n/a	n/a	n/a	n/a	0
MyCare Ohio	100%	0%	0%	0%	2
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	56%	33%	11%	0%	9

Table 25. Proportion of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	7%	90%	0%	0%	153
PASSPORT Waiver	0%	9%	91%	0%	0%	248
MyCare Ohio	1%	2%	96%	0%	1%	360
Unknown	0%	17%	83%	0%	0%	18
Sample Average	1%	6%	93%	0%	1%	779

Table 26. Proportion of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	42%	13%	44%	0%	1%	0%	154
PASSPORT Waiver	0%	2%	98%	0%	0%	0%	249
MyCare Ohio	4%	4%	92%	0%	0%	0%	360
Unknown	0%	15%	85%	0%	0%	0%	20
Sample Average	10%	5%	84%	0%	0%	0%	783

Table 27. Proportion of people who are able to furnish and decorate their room however they wan to (if in group setting)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	2%	9%	87%	1%	1%	148
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	8%	12%	77%	4%	0%	26
Unknown	0%	0%	100%	0%	0%	1
Sample Average	3%	9%	86%	2%	1%	175

Relationships — un-collapsed

Table 28. Proportion of people who are able to see or talk to friends/family when they want to (if there are friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	1%	9%	90%	0%	0%	147
PASSPORT Waiver	0%	11%	89%	0%	0%	234
MyCare Ohio	2%	6%	92%	0%	0%	335
Unknown	0%	0%	100%	0%	0%	19
Sample Average	1%	8%	91%	0%	0%	735

Table 29. 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
Assisted Living Waiver	8%	38%	0%	0%	0%	69%	0%	13
PASSPORT Waiver	32%	20%	0%	24%	4%	64%	0%	25
MyCare Ohio	29%	57%	0%	21%	7%	14%	4%	28
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	26%	39%	0%	18%	5%	44%	2%	66

Satisfaction — un-collapsed

Table 30. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	9%	13%	78%	1%	0%	152
PASSPORT Waiver	5%	6%	89%	0%	0%	249
MyCare Ohio	9%	8%	83%	0%	0%	360
Unknown	0%	20%	80%	0%	0%	20
Sample Average	7%	9%	84%	0%	0%	781

Table 31a. Reasons for not liking where people live

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Assisted Living Waiver	0%	3%	0%	9%	44%	32
PASSPORT Waiver	15%	15%	7%	15%	7%	27
MyCare Ohio	6%	26%	8%	32%	27%	62
Unknown	25%	0%	0%	0%	0%	4
Sample Average	7%	17%	6%	22%	26%	125

Table 31b. Reasons for not liking where people live (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
Assisted Living Waiver	6%	13%	19%	13%	34%	32
PASSPORT Waiver	22%	22%	7%	0%	11%	27
MyCare Ohio	8%	15%	2%	0%	2%	62
Unknown	25%	25%	0%	0%	0%	4
Sample Average	11%	16%	7%	3%	12%	125

Table 31c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/ Friends	Feels Isolated from Community/ Feels Lonely	Other	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	9%	13%	0%	22%	9%	0%	32
PASSPORT Waiver	7%	7%	11%	30%	0%	0%	27
MyCare Ohio	6%	0%	10%	21%	0%	0%	62
Unknown	25%	0%	25%	25%	0%	0%	4
Sample Average	8%	5%	8%	23%	2%	0%	125

Table 32. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	74%	6%	19%	0%	155
PASSPORT Waiver	81%	5%	13%	1%	249
MyCare Ohio	69%	6%	24%	1%	360
Unknown	65%	30%	5%	0%	20
Sample Average	74%	6%	19%	1%	784

Table 33a. Where people would prefer to live (if would prefer to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
Assisted Living Waiver	78%	10%	8%	0%	40
PASSPORT Waiver	60%	7%	5%	0%	43
MyCare Ohio	82%	5%	4%	0%	107
Unknown	57%	0%	0%	0%	7
Sample Average	76%	6%	5%	0%	197

Table 33b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	3%	3%	0%	40
PASSPORT Waiver	0%	23%	5%	0%	43
MyCare Ohio	0%	6%	4%	0%	107
Unknown	0%	29%	14%	0%	7
Sample Average	0%	10%	4%	0%	197

Table 34. Proportion of people who like how they usually spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	33%	62%	1%	0%	153
PASSPORT Waiver	9%	38%	52%	1%	0%	244
MyCare Ohio	7%	23%	69%	0%	1%	360
Unknown	6%	44%	50%	0%	0%	18
Sample Average	7%	30%	62%	1%	1%	775

Table 35. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	51%	21%	23%	0%	5%	0%	150
PASSPORT Waiver	76%	12%	11%	0%	0%	0%	202
MyCare Ohio	77%	7%	14%	0%	2%	1%	270
Unknown	72%	22%	6%	0%	0%	0%	18
Sample Average	70%	12%	15%	0%	2%	0%	640

Table 36. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	2%	20%	77%	1%	0%	150
PASSPORT Waiver	2%	14%	83%	0%	0%	202
MyCare Ohio	5%	14%	80%	0%	1%	270
UNKNO	0%	24%	76%	0%	0%	17
Sample Average	3%	16%	80%	0%	1%	639

Service Coordination — un-collapsed

Table 37. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	8%	21%	67%	3%	149
PASSPORT Waiver	4%	9%	87%	0%	240
MyCare Ohio	14%	8%	76%	2%	356
Unknown	0%	5%	95%	0%	20
Sample Average	9%	11%	78%	2%	765

Table 38. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	2%	8%	78%	11%	1%	143
PASSPORT Waiver	4%	11%	82%	4%	0%	283
MyCare Ohio	8%	12%	77%	3%	0%	344
Unknown	0%	10%	90%	0%	0%	21
Sample Average	5%	11%	79%	5%	0%	791

Table 39. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	2%	10%	84%	0%	4%	0%	171
PASSPORT Waiver	2%	10%	87%	1%	0%	0%	224
MyCare Ohio	4%	13%	81%	0%	1%	1%	277
Unknown	0%	22%	78%	0%	0%	0%	18
Sample Average	3%	12%	84%	1%	1%	0%	690

Table 40. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	11%	78%	10%	1%	176
PASSPORT Waiver	33%	60%	8%	0%	294
MyCare Ohio	32%	57%	8%	3%	377
Unknown	5%	67%	29%	0%	21
Sample Average	27%	62%	9%	1%	868

Table 41. Proportion of people who want help planning for their future service needs

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	38%	39%	21%	1%	151
PASSPORT Waiver	34%	42%	23%	0%	247
MyCare Ohio	46%	32%	18%	3%	359
Unknown	30%	60%	10%	0%	20
Sample Average	40%	37%	20%	2%	777

Table 42. Proportion of people whose services meet their needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	11%	85%	2%	1%	175
PASSPORT Waiver	5%	16%	79%	0%	1%	290
MyCare Ohio	6%	16%	77%	1%	1%	375
Unknown	5%	14%	81%	0%	0%	21
Sample Average	5%	15%	79%	1%	1%	861

Table 43a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Assisted Living Waiver	0%	1%	2%	1%	1%	178
PASSPORT Waiver	0%	5%	3%	1%	1%	287
MyCare Ohio	1%	5%	7%	5%	5%	376
Unknown	0%	5%	0%	5%	0%	21
Sample Average	0%	4%	5%	3%	3%	862

Table 43b. Additional services that might help (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Assisted Living Waiver	1%	3%	0%	0%	1%	3%	178
PASSPORT Waiver	0%	10%	1%	1%	1%	5%	287
MyCare Ohio	4%	12%	2%	1%	1%	6%	376
Unknown	0%	5%	0%	0%	0%	0%	21
Sample Average	2%	10%	1%	1%	1%	5%	862

Table 43c. Additional services that might help (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	1%	0%	0%	7%	3%	3%	178
PASSPORT Waiver	4%	2%	0%	1%	15%	3%	0%	287
MyCare Ohio	9%	9%	1%	1%	11%	5%	0%	376
Unknown	5%	0%	0%	0%	10%	0%	0%	21
Sample Average	5%	5%	0%	1%	12%	4%	1%	862

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any 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
Assisted Living Waiver	63%	25%	13%	0%	16
PASSPORT Waiver	43%	50%	5%	2%	56
MyCare Ohio	44%	50%	5%	2%	66
Unknown	0%	50%	50%	0%	4
Sample Average	44%	47%	7%	1%	142

Table 45a. How people first find out about the services available to them

	Friend	Family	Area Agency on Aging or Aging and Disability Resource Center	Center for Independent Living	State or County Agency	N
Assisted Living Waiver	8%	56%	9%	1%	1%	178
PASSPORT Waiver	12%	27%	12%	0%	8%	292
MyCare Ohio	6%	13%	18%	1%	17%	373
Unknown	11%	16%	26%	0%	11%	19
Sample Average	9%	27%	14%	0%	11%	862

Table 45b. How people first find out about the services available to them (continued)

	Case Manager/ Care Coordinator	Doctor	Other Provider	Other	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	4%	3%	16%	6%	8%	1%	178
PASSPORT Waiver	2%	5%	28%	5%	10%	0%	292
MyCare Ohio	17%	17%	27%	5%	12%	0%	373
Unknown	0%	0%	37%	0%	11%	0%	19
Sample Average	9%	10%	25%	5%	10%	0%	862

Table 46a. Who helps most often

	Nobody 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	N
Assisted Living Waiver	1%	89%	2%	0%	8%	180
PASSPORT Waiver	1%	52%	12%	0%	33%	294
MyCare Ohio	0%	58%	6%	0%	30%	362
Unknown	0%	62%	0%	0%	29%	21
Sample Average	0%	63%	7%	0%	26%	857

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	0%	0%	0%	180
PASSPORT Waiver	2%	0%	0%	0%	294
MyCare Ohio	4%	0%	0%	1%	362
Unknown	5%	0%	5%	0%	21
Sample Average	2%	0%	0%	0%	857

Table 47a. 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	N
Assisted Living Waiver	28%	1%	0%	66%	179
PASSPORT Waiver	26%	8%	0%	51%	291
MyCare Ohio	32%	3%	1%	55%	357
Unknown	90%	0%	0%	80%	20
Sample Average	30%	4%	1%	57%	847

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	9%	1%	14%	1%	0%	179
PASSPORT Waiver	11%	1%	15%	0%	0%	291
MyCare Ohio	14%	1%	13%	0%	0%	357
Unknown	20%	0%	0%	0%	0%	20
Sample Average	12%	1%	13%	0%	0%	847

Table 48. Proportion of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	6%	74%	1%	19%	0%	172
PASSPORT Waiver	22%	73%	2%	4%	0%	222
MyCare Ohio	26%	68%	1%	2%	3%	277
Unknown	17%	78%	0%	6%	0%	18
Sample Average	19%	71%	1%	7%	1%	689

Care Coordination — un-collapsed

Table 49. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	74%	22%	3%	1%	179
PASSPORT Waiver	61%	39%	0%	0%	294
MyCare Ohio	60%	39%	1%	0%	377
Unknown	43%	52%	5%	0%	21
Sample Average	63%	36%	1%	0%	871

Table 50. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	0%	97%	3%	0%	38
PASSPORT Waiver	2%	6%	91%	0%	1%	113
MyCare Ohio	8%	5%	85%	1%	1%	147
Unknown	9%	9%	82%	0%	0%	11
Sample Average	5%	5%	89%	1%	1%	309

Table 51. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need or Want Follow-Up Care	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	15%	74%	0%	10%	0%	39
PASSPORT Waiver	12%	81%	0%	5%	1%	113
MyCare Ohio	14%	79%	3%	3%	0%	147
Unknown	9%	73%	0%	9%	9%	11
Sample Average	14%	79%	2%	5%	1%	310

Table 52. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	9%	12%	75%	2%	1%	162
PASSPORT Waiver	3%	17%	79%	1%	0%	280
MyCare Ohio	3%	8%	87%	1%	1%	341
Unknown	5%	14%	81%	0%	0%	21
Sample Average	4%	12%	81%	1%	1%	804

Access — un-collapsed

Table 53. Proportion of people who have transportation when they want to do things outside of their home (non-medical)

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	10%	17%	69%	2%	2%	0%	178
PASSPORT Waiver	10%	13%	74%	2%	1%	1%	293
MyCare Ohio	16%	10%	67%	4%	2%	1%	377
Unknown	14%	19%	67%	0%	0%	0%	21
Sample Average	13%	13%	70%	3%	1%	1%	869

Table 54. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	0%	2%	94%	4%	1%	0%	179
PASSPORT Waiver	1%	2%	96%	1%	0%	0%	293
MyCare Ohio	4%	2%	92%	1%	1%	0%	377
Unknown	0%	5%	95%	0%	0%	0%	21
Sample Average	2%	2%	94%	2%	0%	0%	870

Table 55. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	0%	0%	100%	0%	0%	23
PASSPORT Waiver	34%	6%	58%	2%	0%	50
MyCare Ohio	22%	11%	67%	0%	0%	18
Unknown	0%	0%	100%	0%	0%	1
Sample Average	23%	5%	71%	1%	0%	92

Table 56. Proportion 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 an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	3%	93%	2%	2%	0%	0%	177
PASSPORT Waiver	17%	67%	2%	14%	0%	0%	290
MyCare Ohio	8%	72%	9%	10%	1%	0%	377
Unknown	14%	81%	0%	5%	0%	0%	21
Sample Average	10%	75%	5%	10%	0%	0%	865

Table 57. Proportion of people who need bathroom modifications (other than grab bars)

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	36%	61%	2%	1%	1%	0%	177
PASSPORT Waiver	51%	35%	2%	11%	1%	0%	290
MyCare Ohio	33%	46%	6%	14%	1%	1%	377
Unknown	14%	81%	0%	5%	0%	0%	21
Sample Average	39%	46%	4%	10%	1%	0%	865

Table 58. Proportion of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	72%	24%	2%	2%	0%	0%	176
PASSPORT Waiver	71%	20%	4%	4%	1%	0%	289
MyCare Ohio	59%	23%	6%	12%	0%	1%	377
Unknown	70%	30%	0%	0%	0%	0%	20
Sample Average	66%	22%	5%	7%	0%	0%	862

Table 59. Proportion 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 an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	96%	3%	1%	0%	0%	0%	178
PASSPORT Waiver	70%	19%	1%	8%	1%	0%	289
MyCare Ohio	72%	15%	2%	10%	0%	0%	377
Unknown	67%	29%	0%	5%	0%	0%	21
Sample Average	76%	14%	2%	7%	0%	0%	865

Table 60. Proportion of people who need a remote monitoring system

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	97%	1%	0%	0%	2%	0%	180
PASSPORT Waiver	96%	2%	0%	0%	1%	0%	292
MyCare Ohio	89%	5%	1%	4%	1%	0%	377
Unknown	90%	10%	0%	0%	0%	0%	21
Sample Average	93%	3%	0%	2%	1%	0%	870

Table 61. Proportion of people who need an emergency response system

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	14%	79%	4%	2%	2%	0%	178
PASSPORT Waiver	16%	78%	3%	2%	0%	0%	291
MyCare Ohio	11%	75%	9%	5%	0%	0%	377
Unknown	14%	86%	0%	0%	0%	0%	21
Sample Average	13%	77%	6%	3%	0%	0%	867

Table 62. Proportion of people who need some other home modification(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	94%	4%	1%	1%	0%	0%	118
PASSPORT Waiver	84%	8%	2%	4%	0%	0%	217
MyCare Ohio	87%	4%	1%	3%	5%	0%	377
Unknown	100%	0%	0%	0%	0%	0%	10
Sample Average	87%	5%	2%	3%	3%	0%	722

Table 63. Proportion of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	31%	65%	2%	1%	1%	0%	175
PASSPORT Waiver	22%	69%	5%	2%	1%	0%	289
MyCare Ohio	21%	69%	8%	2%	0%	0%	377
Unknown	10%	81%	10%	0%	0%	0%	21
Sample Average	23%	68%	6%	2%	1%	0%	862

Table 64. Proportion of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	94%	1%	1%	2%	2%	0%	179
PASSPORT Waiver	86%	5%	1%	7%	0%	0%	292
MyCare Ohio	75%	6%	2%	14%	1%	1%	377
Unknown	81%	5%	0%	10%	5%	0%	21
Sample Average	83%	5%	1%	9%	1%	1%	869

Table 65. Proportion of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	60%	34%	5%	1%	0%	0%	178
PASSPORT Waiver	48%	38%	5%	8%	0%	0%	292
MyCare Ohio	44%	38%	10%	8%	0%	0%	377
Unknown	43%	48%	10%	0%	0%	0%	21
Sample Average	49%	37%	7%	7%	0%	0%	868

Table 66. Proportion of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	65%	18%	7%	10%	0%	0%	177
PASSPORT Waiver	71%	11%	6%	11%	2%	0%	290
MyCare Ohio	68%	10%	6%	15%	1%	0%	377
Unknown	81%	5%	10%	5%	0%	0%	21
Sample Average	69%	12%	6%	12%	1%	0%	865

Table 67. Proportion of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	17%	69%	14%	0%	0%	0%	175
PASSPORT Waiver	8%	61%	25%	6%	0%	0%	290
MyCare Ohio	13%	48%	29%	7%	1%	1%	377
Unknown	14%	71%	14%	0%	0%	0%	21
Sample Average	12%	57%	24%	5%	0%	1%	863

Table 68. Proportion of people who need a CPAP machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	92%	4%	2%	1%	2%	0%	178
PASSPORT Waiver	83%	12%	2%	1%	1%	0%	293
MyCare Ohio	80%	13%	3%	3%	1%	0%	377
Unknown	86%	5%	5%	5%	0%	0%	21
Sample Average	84%	11%	3%	2%	1%	0%	869

Table 69. Proportion of people who need some other assistive device(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	91%	5%	1%	3%	1%	0%	118
PASSPORT Waiver	70%	23%	3%	2%	2%	0%	196
MyCare Ohio	60%	27%	5%	4%	4%	0%	377
Unknown	73%	18%	0%	9%	0%	0%	11
Sample Average	68%	22%	4%	3%	3%	0%	702

Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	1%	99%	0%	0%	154
PASSPORT Waiver	3%	97%	0%	0%	245
MyCare Ohio	1%	98%	1%	0%	360
Unknown	5%	95%	0%	0%	20
Sample Average	2%	98%	0%	0%	779

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

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	95%	0%	0%	152
PASSPORT Waiver	2%	98%	0%	0%	202
MyCare Ohio	4%	96%	0%	1%	270
Unknown	6%	94%	0%	0%	18
Sample Average	3%	96%	0%	0%	642

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	81%	18%	1%	0%	154
PASSPORT Waiver	84%	16%	0%	0%	249
MyCare Ohio	81%	16%	1%	2%	360
Unknown	75%	25%	0%	0%	20
Sample Average	82%	17%	1%	1%	783

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	94%	5%	1%	1%	155
PASSPORT Waiver	95%	3%	1%	1%	250
MyCare Ohio	91%	6%	2%	1%	360
Unknown	100%	0%	0%	0%	20
Sample Average	93%	5%	1%	1%	785

Table 74. Proportion of people with concerns about falling or being unstable

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	46%	24%	30%	0%	0%	180
PASSPORT Waiver	39%	24%	36%	0%	0%	290
MyCare Ohio	36%	19%	44%	0%	1%	377
Unknown	24%	38%	38%	0%	0%	21
Sample Average	39%	22%	38%	0%	0%	868

Table 75. Proportion 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
Assisted Living Waiver	7%	87%	5%	1%	97
PASSPORT Waiver	19%	81%	0%	0%	179
MyCare Ohio	21%	77%	1%	1%	238
Unknown	7%	87%	7%	0%	15
Sample Average	17%	80%	2%	1%	529

Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	5%	89%	6%	0%	177
PASSPORT Waiver	10%	79%	10%	1%	292
MyCare Ohio	17%	74%	8%	1%	377
Unknown	0%	90%	10%	0%	21
Sample Average	12%	79%	8%	1%	867

Health Care — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	62%	34%	4%	1%	179
PASSPORT Waiver	48%	51%	1%	0%	293
MyCare Ohio	51%	47%	2%	0%	377
Unknown	33%	67%	0%	0%	21
Sample Average	52%	46%	2%	0%	870

Table 78. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	58%	38%	3%	0%	60
PASSPORT Waiver	70%	30%	0%	0%	148
MyCare Ohio	67%	32%	1%	0%	179
Unknown	71%	21%	7%	0%	14
Sample Average	67%	32%	1%	0%	401

Table 79. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	100%	0%	0%	0%	54
PASSPORT Waiver	97%	3%	0%	0%	147
MyCare Ohio	93%	4%	2%	1%	179
Unknown	92%	0%	8%	0%	12
Sample Average	95%	3%	1%	0%	392

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

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	2%	8%	88%	0%	2%	1%	179
PASSPORT Waiver	1%	11%	86%	1%	1%	0%	292
MyCare Ohio	4%	8%	85%	1%	1%	1%	377
Unknown	5%	14%	81%	0%	0%	0%	21
Sample Average	3%	9%	86%	1%	1%	1%	869

Table 81. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	37%	60%	3%	0%	67
PASSPORT Waiver	27%	72%	0%	1%	144
MyCare Ohio	35%	65%	0%	1%	181
Unknown	46%	54%	0%	0%	13
Sample Average	33%	66%	0%	0%	405

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	17%	80%	0%	3%	1%	178
PASSPORT Waiver	9%	89%	0%	2%	0%	294
MyCare Ohio	11%	87%	1%	1%	0%	376
Unknown	10%	90%	0%	0%	0%	21
Sample Average	11%	86%	0%	2%	0%	869

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	62%	32%	0%	5%	1%	176
PASSPORT Waiver	78%	21%	0%	2%	0%	292
MyCare Ohio	72%	27%	0%	1%	0%	376
Unknown	95%	5%	0%	0%	0%	21
Sample Average	72%	25%	0%	2%	0%	865

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	37%	59%	0%	4%	0%	178
PASSPORT Waiver	37%	62%	0%	1%	0%	293
MyCare Ohio	43%	54%	1%	1%	1%	376
Unknown	29%	71%	0%	0%	0%	21
Sample Average	39%	58%	0%	2%	0%	868

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	15%	81%	0%	3%	1%	179
PASSPORT Waiver	26%	73%	0%	1%	0%	292
MyCare Ohio	24%	74%	1%	1%	0%	376
Unknown	35%	65%	0%	0%	0%	20
Sample Average	23%	75%	0%	1%	0%	867

Table 86. Proportion of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	61%	33%	1%	5%	1%	177
PASSPORT Waiver	77%	21%	0%	1%	0%	291
MyCare Ohio	65%	34%	1%	1%	0%	376
Unknown	81%	19%	0%	0%	0%	21
Sample Average	69%	29%	0%	2%	0%	865

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	15%	66%	0%	18%	1%	179
PASSPORT Waiver	11%	78%	0%	10%	0%	291
MyCare Ohio	11%	80%	1%	8%	0%	376
Unknown	10%	90%	0%	0%	0%	21
Sample Average	12%	77%	0%	10%	0%	867

Wellness — un-collapsed

Table 88. Proportion of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	4%	32%	40%	21%	2%	1%	1%	179
PASSPORT Waiver	28%	41%	23%	5%	1%	1%	0%	294
MyCare Ohio	16%	45%	28%	8%	2%	1%	1%	377
Unknown	24%	67%	5%	5%	0%	0%	0%	21
Sample Average	18%	41%	28%	10%	1%	1%	1%	871

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and 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
Assisted Living Waiver	2%	12%	66%	12%	7%	2%	0%	178
PASSPORT Waiver	6%	25%	48%	14%	6%	1%	0%	292
MyCare Ohio	9%	20%	50%	15%	6%	0%	0%	377
Unknown	0%	19%	62%	19%	0%	0%	0%	21
Sample Average	6%	20%	53%	14%	6%	1%	0%	868

Table 90. Proportion of people reported to have been forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	53%	45%	3%	0%	179
PASSPORT Waiver	38%	59%	3%	0%	292
MyCare Ohio	46%	51%	2%	1%	377
Unknown	38%	52%	10%	0%	21
Sample Average	44%	52%	3%	0%	869

Table 91. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	44%	48%	7%	0%	81
PASSPORT Waiver	43%	55%	2%	0%	175
MyCare Ohio	46%	54%	1%	0%	193
Unknown	55%	45%	0%	0%	11
Sample Average	45%	53%	2%	0%	460

Table 92. Proportion of people reported to have a chronic psychiatric or mental health diagnosis

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	75%	22%	1%	2%	177
PASSPORT Waiver	68%	31%	1%	0%	290
MyCare Ohio	76%	23%	1%	0%	377
Unknown	86%	10%	5%	0%	21
Sample Average	73%	25%	1%	1%	865

Table 93. Proportion of people who never/almost never, not often, sometimes, and often feel sad or depressed

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	27%	30%	36%	7%	0%	0%	155
PASSPORT Waiver	17%	24%	37%	21%	0%	0%	249
MyCare Ohio	24%	23%	37%	13%	1%	2%	360
Unknown	5%	30%	40%	25%	0%	0%	20
Sample Average	22%	25%	37%	15%	0%	1%	784

Table 94. Proportion of people reported to have chronic condition(s)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	8%	91%	1%	1%	180
PASSPORT Waiver	3%	97%	0%	0%	294
MyCare Ohio	9%	91%	0%	0%	376
Unknown	0%	100%	0%	0%	21
Sample Average	7%	93%	0%	0%	871

Table 95. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	15%	29%	56%	0%	0%	178
PASSPORT Waiver	18%	32%	50%	0%	0%	293
MyCare Ohio	14%	29%	56%	0%	1%	377
Unknown	14%	24%	62%	0%	0%	21
Sample Average	16%	30%	54%	0%	0%	869

Table 96. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	19%	31%	50%	0%	0%	180
PASSPORT Waiver	24%	38%	37%	0%	1%	293
MyCare Ohio	21%	35%	42%	0%	1%	377
Unknown	19%	52%	29%	0%	0%	21
Sample Average	22%	36%	42%	0%	1%	871

Table 97. Proportion of people who consider themselves to have a physical disability

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	29%	68%	3%	0%	150
PASSPORT Waiver	11%	82%	6%	0%	244
MyCare Ohio	19%	77%	3%	2%	360
Unknown	0%	100%	0%	0%	19
Sample Average	18%	77%	4%	1%	773

Medications — un-collapsed

Table 98. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	53%	32%	15%	0%	180
PASSPORT Waiver	51%	43%	6%	0%	293
MyCare Ohio	58%	40%	2%	1%	377
Unknown	62%	38%	0%	0%	21
Sample Average	54%	39%	6%	0%	871

Table 99. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	11%	23%	65%	0%	1%	1%	154
PASSPORT Waiver	3%	15%	80%	0%	1%	0%	248
MyCare Ohio	5%	8%	85%	0%	1%	1%	359
Unknown	10%	0%	90%	0%	0%	0%	20
Sample Average	6%	13%	80%	0%	1%	0%	781

Rights and Respect — un-collapsed

Table 100. Proportion of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	2%	10%	88%	0%	0%	151
PASSPORT Waiver	2%	7%	92%	0%	0%	200
MyCare Ohio	0%	8%	91%	0%	0%	270
Unknown	0%	6%	94%	0%	0%	17
Sample Average	1%	8%	91%	0%	0%	638

Table 101. Proportion of people whose permission is asked before others enter their home/room (if in group setting)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	7%	13%	79%	1%	0%	149
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	4%	15%	81%	0%	0%	26
Unknown	0%	0%	100%	0%	0%	1
Sample Average	6%	14%	80%	1%	0%	176

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	95%	3%	0%	149
PASSPORT Waiver	n/a	n/a	n/a	n/a	0
MyCare Ohio	12%	85%	4%	0%	26
Unknown	0%	100%	0%	0%	1
Sample Average	4%	93%	3%	0%	176

Table 103. Proportion of people who have enough privacy where they live (if in group setting)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	3%	8%	88%	0%	0%	147
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	0%	12%	88%	0%	0%	26
Unknown	0%	0%	100%	0%	0%	1
Sample Average	3%	9%	89%	0%	0%	174

Table 104. Proportion of people whose visitors are able to come at any time (if in group setting)

	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
Assisted Living Waiver	3%	96%	1%	0%	0%	149
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	8%	88%	0%	4%	0%	26
Unknown	0%	100%	0%	0%	0%	1
Sample Average	4%	95%	1%	1%	0%	176

Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never or Rarely, or There Are Restrictions/ Interference	Usually	Yes, Anytime	N/A –Doesn't Use Phone	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	2%	97%	1%	0%	0%	151
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	0%	0%	92%	8%	0%	0%	26
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	1%	2%	96%	2%	0%	0%	178

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	14%	83%	0%	3%	0%	151
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	12%	88%	0%	0%	0%	26
Unknown	0%	100%	0%	0%	0%	1
Sample Average	13%	84%	0%	2%	0%	178

Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, Never	Yes	N/A – Doesn't Get Mail/Email	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	92%	5%	0%	3%	0%	151
PASSPORT Waiver	n/a	n/a	n/a	n/a	n/a	0
MyCare Ohio	88%	0%	0%	12%	0%	26
Unknown	100%	0%	0%	0%	0%	1
Sample Average	92%	4%	0%	4%	0%	178

Self-Direction of Care — un-collapsed

Table 108. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)

	No	Yes	Don’t Know	N
Assisted Living Waiver	100%	0%	0%	169
PASSPORT Waiver	97%	3%	0%	274
MyCare Ohio	100%	0%	0%	377
Unknown	100%	0%	0%	19
Sample Average	99%	1%	0%	839

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

	No	Sometimes, or Some Services	Yes, All Services	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	14%	51%	28%	3%	177
PASSPORT Waiver	3%	3%	82%	11%	0%	289
MyCare Ohio	10%	8%	66%	15%	1%	373
Unknown	5%	5%	90%	0%	0%	21
Sample Average	7%	7%	69%	16%	1%	860

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

	No	Sometimes, or Some Services	Yes, All Services	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	7%	15%	51%	26%	1%	179
PASSPORT Waiver	6%	5%	78%	11%	1%	290
MyCare Ohio	11%	8%	63%	15%	2%	373
Unknown	5%	5%	86%	5%	0%	21
Sample Average	8%	8%	66%	16%	1%	863

Table 111. Proportion of people who can change their paid support staff if they want to

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	9%	11%	40%	38%	1%	171
PASSPORT Waiver	2%	4%	85%	9%	0%	221
MyCare Ohio	10%	3%	79%	8%	1%	277
Unknown	0%	11%	89%	0%	0%	18
Sample Average	7%	6%	71%	15%	1%	687

Work — un-collapsed

Table 112. Proportion of people who have a paying job in the community

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	99%	1%	0%	0%	174
PASSPORT Waiver	100%	0%	0%	0%	287
MyCare Ohio	98%	2%	0%	0%	377
Unknown	100%	0%	0%	0%	21
Sample Average	99%	1%	0%	0%	859

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	91%	7%	2%	0%	153
PASSPORT Waiver	88%	6%	6%	0%	249
MyCare Ohio	83%	5%	11%	1%	355
Unknown	100%	0%	0%	0%	20
Sample Average	87%	6%	7%	0%	777

Table 114. Proportion of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	93%	0%	7%	0%	15
PASSPORT Waiver	97%	3%	0%	0%	30
MyCare Ohio	89%	11%	0%	0%	57
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	92%	7%	1%	0%	102

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	90%	10%	0%	0%	177
PASSPORT Waiver	97%	3%	0%	0%	290
MyCare Ohio	92%	8%	0%	0%	377
Unknown	95%	5%	0%	0%	21
Sample Average	93%	7%	0%	0%	865

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Assisted Living Waiver	83%	11%	6%	0%	133
PASSPORT Waiver	77%	15%	8%	0%	229
MyCare Ohio	73%	10%	15%	2%	329
Unknown	84%	16%	0%	0%	19
Sample Average	76%	12%	11%	1%	710

Everyday Living — un-collapsed

Table 117. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	48%	48%	0%	1%	177
PASSPORT Waiver	0%	43%	56%	0%	0%	292
MyCare Ohio	5%	44%	49%	0%	1%	377
Unknown	0%	52%	48%	0%	0%	21
Sample Average	3%	45%	51%	0%	1%	867

Table 118. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	4%	95%	1%	0%	171
PASSPORT Waiver	12%	88%	0%	0%	289
MyCare Ohio	18%	81%	0%	1%	353
Unknown	5%	95%	0%	0%	21
Sample Average	13%	86%	0%	0%	834

Table 119. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	24%	52%	24%	0%	0%	176
PASSPORT Waiver	15%	52%	33%	0%	0%	294
MyCare Ohio	20%	45%	34%	0%	1%	377
Unknown	5%	62%	33%	0%	0%	21
Sample Average	19%	49%	31%	0%	0%	868

Table 120. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	4%	94%	2%	0%	137
PASSPORT Waiver	9%	91%	0%	0%	249
MyCare Ohio	14%	85%	1%	0%	297
Unknown	5%	95%	0%	0%	19
Sample Average	10%	89%	1%	0%	702

Table 121. Proportion of people who have access to healthy foods when they want them

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	2%	14%	81%	3%	0%	180
PASSPORT Waiver	3%	11%	86%	0%	0%	294
MyCare Ohio	4%	7%	88%	0%	1%	375
Unknown	0%	10%	90%	0%	0%	21
Sample Average	3%	10%	86%	1%	0%	870

Affordability — un-collapsed

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	98%	1%	1%	0%	0%	0%	180
PASSPORT Waiver	93%	5%	3%	0%	0%	0%	294
MyCare Ohio	92%	5%	2%	0%	0%	1%	376
Unknown	95%	5%	0%	0%	0%	0%	21
Sample Average	94%	4%	2%	0%	0%	0%	871

Planning for the Future — un-collapsed

Table 123. Proportion of people who want help planning for their future service needs

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	38%	39%	21%	1%	151
PASSPORT Waiver	34%	42%	23%	0%	247
MyCare Ohio	46%	32%	18%	3%	359
Unknown	30%	60%	10%	0%	20
Sample Average	40%	37%	20%	2%	777

Control — un-collapsed

Table 124. Proportion of people who feel in control of their life

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	9%	22%	66%	2%	1%	153
PASSPORT Waiver	6%	21%	71%	2%	0%	249
MyCare Ohio	8%	15%	76%	0%	1%	359
Unknown	10%	20%	70%	0%	0%	20
Sample Average	8%	18%	72%	1%	1%	781

Table 125. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
Assisted Living Waiver	61%	30%	8%	1%	142
PASSPORT Waiver	71%	19%	7%	2%	235
MyCare Ohio	63%	25%	9%	2%	350
Unknown	75%	15%	10%	0%	20
Sample Average	66%	24%	8%	2%	747

Table 126. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Assisted Living Waiver	6%	42%	35%	17%	142
PASSPORT Waiver	6%	34%	39%	21%	235
MyCare Ohio	8%	36%	35%	21%	350
Unknown	10%	35%	35%	20%	20
Sample Average	7%	36%	36%	20%	747

Table 127. Ranking of how important being independent was to people at the time of the survey (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
Assisted Living Waiver	17%	20%	43%	19%	143
PASSPORT Waiver	15%	36%	36%	14%	235
MyCare Ohio	24%	30%	35%	12%	350
Unknown	10%	25%	30%	35%	20
Sample Average	19%	30%	36%	14%	748

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (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
Assisted Living Waiver	15%	8%	13%	63%	142
PASSPORT Waiver	8%	11%	18%	63%	236
MyCare Ohio	5%	9%	21%	64%	350
Unknown	5%	25%	25%	45%	20
Sample Average	8%	10%	19%	63%	748

Appendix C: Ohio's State-Specific Questions

Table 129. Proportion of people whose case manager/care coordinator changing is disruptive (if know they have case manager/care coordinator and case manager/care coordinator has changed) (OH-1)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	55%	12%	33%	0%	100
PASSPORT Waiver	64%	22%	13%	1%	174
MyCare Ohio	68%	26%	4%	2%	295
Unknown	65%	6%	29%	0%	17
Sample Average	64%	22%	12%	1%	586

Table 130. Proportion of people who have the supports they need to attend work/school as much as they want (if wants to attend work/school) (OH-2)

	No	Yes	N/A – Doesn't Need Supports	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	45%	27%	14%	9%	5%	22
PASSPORT Waiver	50%	29%	3%	15%	3%	34
MyCare Ohio	29%	50%	6%	4%	10%	78
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	37%	41%	7%	7%	7%	134

Table 131. Proportion of people who control access to their medications (OH-3)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	90%	9%	0%	1%	155
PASSPORT Waiver	10%	90%	0%	0%	248
MyCare Ohio	22%	77%	0%	1%	359
Unknown	15%	85%	0%	0%	20
Sample Average	31%	68%	0%	1%	782

Table 132. Proportion of 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
Assisted Living Waiver	11%	88%	1%	0%	138
PASSPORT Waiver	4%	96%	0%	0%	24
MyCare Ohio	22%	74%	2%	1%	81
Unknown	0%	100%	0%	0%	3
Sample Average	14%	84%	2%	0%	246

Table 133. Proportion of people who report having chronic pain (OH-5)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	54%	45%	1%	1%	154
PASSPORT Waiver	28%	72%	0%	0%	249
MyCare Ohio	32%	68%	0%	0%	359
Unknown	20%	80%	0%	0%	20
Sample Average	35%	65%	0%	0%	782

Table 134. Proportion of who report that their current treatment plan manages their chronic pain adequately (if has chronic pain) (OH-6)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	16%	84%	0%	0%	69
PASSPORT Waiver	38%	59%	2%	1%	178
MyCare Ohio	35%	60%	2%	2%	245
Unknown	38%	56%	6%	0%	16
Sample Average	33%	63%	2%	1%	508

Table 135. Proportion of people whose case manager/care coordinator helps them with other important needs (if know they have case manager/care coordinator) (OH-7)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	23%	51%	24%	2%	142
PASSPORT Waiver	27%	64%	7%	2%	280
MyCare Ohio	26%	63%	8%	3%	343
Unknown	20%	60%	20%	0%	20
Sample Average	26%	61%	11%	2%	785