



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Ohio Results



Preface

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

ADvancing States (formerly the National Association of States United for Aging and Disabilities) and the Human Services Research Institute (HSRI) developed the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. The survey collects valid and reliable person-reported data about the impact that states’ publicly funded LTSS have on the quality of life and outcomes of older adults and adults with physical disabilities. Ohio participated as a pilot state for the NCI-AD survey in 2015 and has continued to participate in this national initiative every year since then.

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

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

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List of Abbreviations Used in This Report

AAA – Area Agency on Aging
ACHC – Accreditation Commission for Health Care
ADRC – Aging and Disability Resource Center
AL Waiver – Assisted Living Waiver
BI Section – Background Information Section of NCI-AD Adult Consumer Survey
CHAP – Community Health Accreditations Partner
CIL – Center for Independent Living
CPAP – continuous positive airway pressure
HCBS – Home and Community-Based Services
HSRI – Human Services Research Institute
LTSS – Long-Term Services and Supports
MCO – Managed Care Organization
N – Number of respondents
N/A – not applicable
NASUAD – National Association of States United for Aging and Disabilities
NCI-AD – National Core Indicators for Aging and Disabilities
NF – Nursing Facility
NF-LOC – Nursing Facility Level of Care
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
PCP – Person-Centered Planning

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What is NCI-AD?

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

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 55 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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

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

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “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 home modifications, equipment, and assistive devices” in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person’s need for various types of home modifications and assistive devices. Figure 1 below details NCI-AD domains and corresponding indicators.

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

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

³ Indicator previously reported in the “Access” domain.

Domain	NCI-AD Indicator
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
	Proportion of people who want help planning for their future service needs
Care Coordination	Proportion of people who had someone work with them to reduce risk of falls ⁴
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
Access to Community⁵	Proportion of people who have adequate transportation ⁶
Access to Needed Equipment⁷	Proportion of people who get needed home modifications, equipment, and assistive devices ⁸
Safety	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
Health Care	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
Wellness	Proportion of people who have access to healthy foods ⁹

⁴ Indicator previously reported in the “Safety” domain.

⁵ New domain in 2018-2019.

⁶ Indicator previously reported in the “Access” domain.

⁷ New domain in 2018-2019.

⁸ Indicator previously reported in the “Access” domain.

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

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

Domain	NCI-AD Indicator
	Proportion of people whose service plan reflects what is discussed during their service plan meetings
	Proportion of people whose service plan includes their preferences and choices
	Proportion of people whose supports and services help them live a better life

Survey Organization

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

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

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

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions

comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

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

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

NCI-AD in Ohio

The Ohio Departments of Aging (ODA) and Ohio Department of Medicaid (ODM), in partnership with ADvancing States and HSRI, implemented the 2018-2019 NCI-AD Adult Consumer Survey in Ohio. The state recognizes the need for an independent assessment of Ohio's publicly-funded home and community-based (HCBS) programs funded by Medicaid. Ohio values the data provided by the NCI-AD program and will use it to articulate system performance and the impact of services, improve practice at the state level, influence state and national policy, inform strategic planning initiatives and improve the quality of life for individuals receiving

support through paid services. The project was funded with Medicaid funds. The state plans to continue participation in NCI-AD, recognizing the unique set of information it provides about the lives of those to whom ODM provides services.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Ohio in 2018-2019 and included for analysis was one thousand three hundred forty-nine (Total N=1,349). Four program populations were included in the survey sample and are detailed below.

MyCare Ohio Waiver: MyCare Ohio is a demonstration project integrating Medicare and Medicaid services into one program that is administered by the ODM and operated by a managed care plan in 29 of 88 Ohio counties. Created in 2014, the MyCare Ohio Waiver offers services to individuals 18 years and older who are enrolled in the MyCare Ohio demonstration and meet a nursing facility level of care (NF-LOC). Services provided under the MyCare Waiver include adult day health, personal care, alternative meals, assisted living, Choices home care attendant, community transition service, community integration services, enhanced community living, homemaker, home care attendant, home delivered meals, home maintenance and chore services, home medical equipment and supplemental adaptive and assistive devices, home modification, nutritional consultation, out-of-home respite, personal emergency response system, social work counseling, waiver nursing, waiver transportation. Providers must be approved by ODM or certified by ODA. Three hundred sixty-nine people (N=369) from this program were interviewed and included for analysis.

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

certified by ODA as a home and community-based waiver provider or through the participant direction service delivery model. Three hundred seventy-seven people (N=377) in this program were interviewed and included for analysis.

Assisted Living (AL) Waiver: Created in 2006, the Assisted Living Waiver serves individuals who are 21 or older, need hands-on assistance with daily living activities, meet Medicaid financial eligibility criteria, and are able to pay the state-established monthly room and board payment. The waiver combines a home-like community setting with personal support services to provide more intensive care than may be available through home care services. The waiver offers two services: assisted living and community transition. Services are furnished to enrolled individuals who reside in licensed residential care facilities that are certified by ODA as a home and community-based waiver provider. Two hundred and seven people (N=207) from this program were interviewed and included for analysis.

Ohio Home Care Waiver: Created in 1998, the Ohio Home Care Waiver offers nursing facility level of care (NF-LOC) HCBS to individuals age 59 and younger with a physical disability or a chronic medical condition. Individuals must reside in and/or receive HCBS in a private residence or another setting that meets the home and community-based setting requirements set forth in 42 CFR 441.530. The waiver offers the following services: adult day health, community integration, community transition, home care attendant, home delivered meals, home maintenance and chore, home modifications, out-of-home respite, personal care aide, personal emergency response systems, supplemental adaptive and assistive devices, supplemental transportation and waiver nursing services. Individuals can receive services from agency providers that are Medicare-certified or otherwise-accredited by the Accreditation Commission for Health Care (ACHC), Community Health Accreditation Partner (CHAP) or the Joint Commission. They also can receive services from independent providers that are approved by the state of Ohio. Three hundred ninety-six people (N=396) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Ohio's NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less

conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
MyCare Ohio Waiver	369	26,000	4.6% MoE, 95% CL	5.1% MoE, 95% CL
PASSPORT Waiver	377	21,000	4.6% MoE, 95% CL	5.0% MoE, 95% CL
Assisted Living Waiver	207	3,300	6.0% MoE, 95% CL	6.6% MoE, 95% CL
Ohio Home Care Waiver	396	5,000	4.3% MoE, 95% CL	4.7% MoE, 95% CL
Total	1,349	55,300	2.4% MoE, 95% CL	2.6% MoE, 95% CL

Survey Process in Ohio

Surveyors employed by the ODM conducted the NCI-AD Adult Consumer Survey with individuals enrolled in the MyCare Ohio Waiver, PASSPORT Waiver, Assisted Living Waiver, and Ohio Home Care Waiver. Ohio worked with Human Services Research

Institute (HSRI) and ADvancing States staff to train interviewers. ODM conducted a training with all interviewers in August 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 the latter part of 2018 and concluded in April 2019. The data collected by the ODM surveyors was entered directly into the data entry tool provided by HSRI.

Ohio used NCI-AD's optional module on person-centered planning (PCP) in all four of its programs surveyed. In addition, Ohio chose to add 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 2018-2019 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

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

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

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

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an “always” response combined with a “most of the time” response). For details about recoded items and the rules on

collapsing response options, please refer to Appendix A. Unless otherwise stated, “don’t know” and unclear/refused responses were excluded from both the numerator and denominator.

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

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

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Ohio. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Ohio’s LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Ohio’s programs and the state overall. State leaders, public managers, 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.

Results

Community Participation

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

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

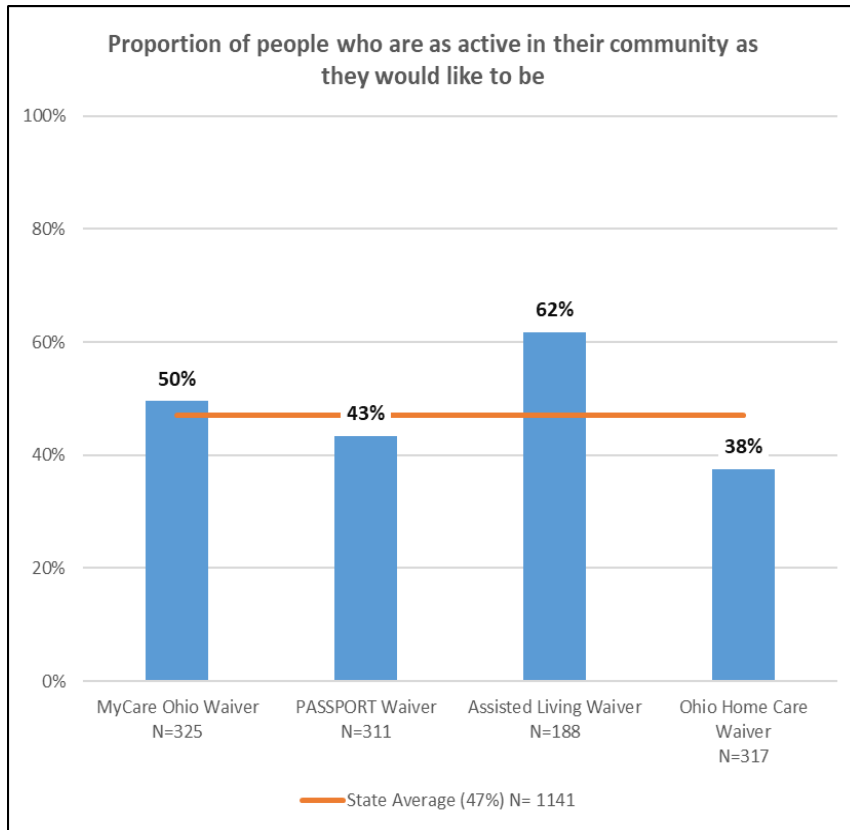
1. Proportion of people who are able to participate in preferred community activities.

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

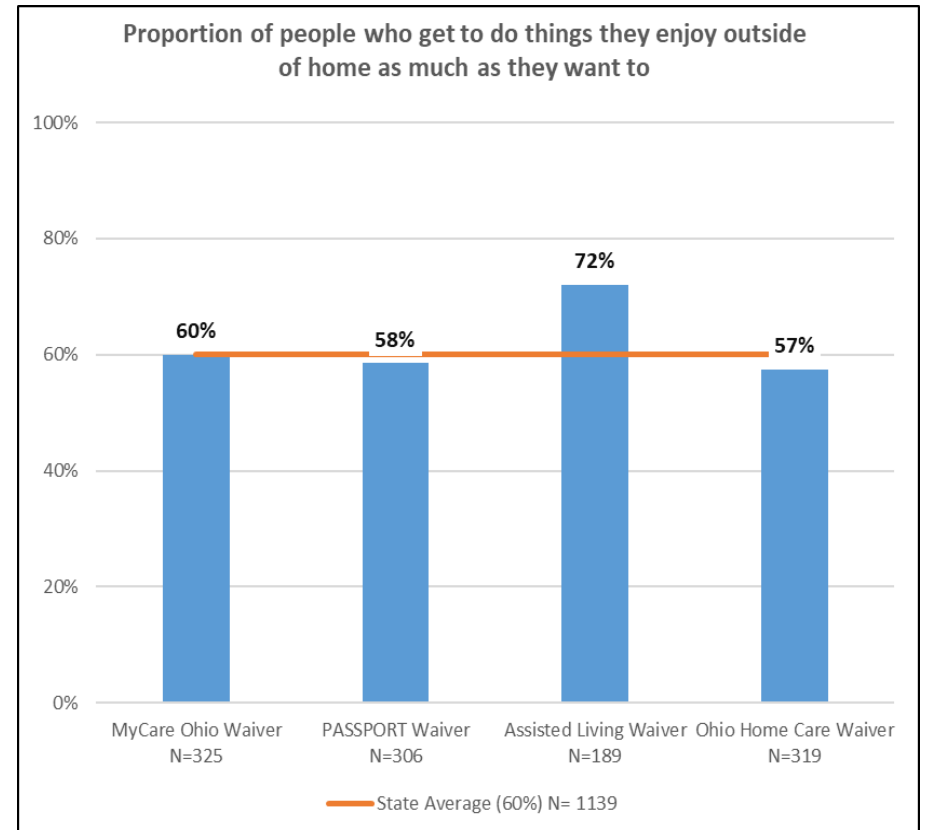
Un-collapsed data are shown in Appendix B.

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

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



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



Choice and Decision Making

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

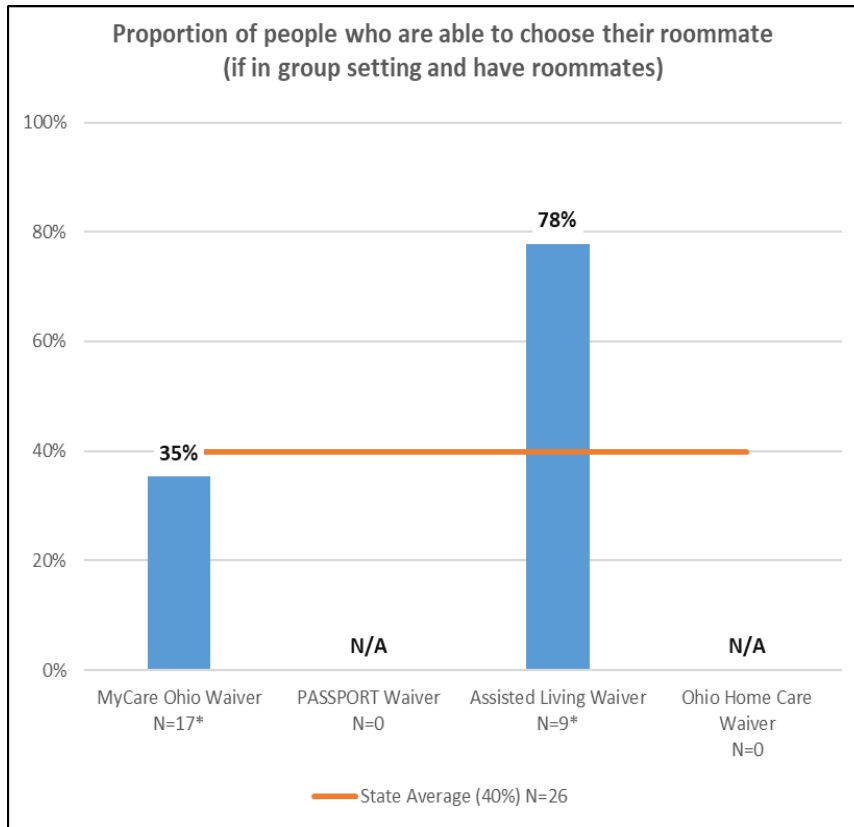
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

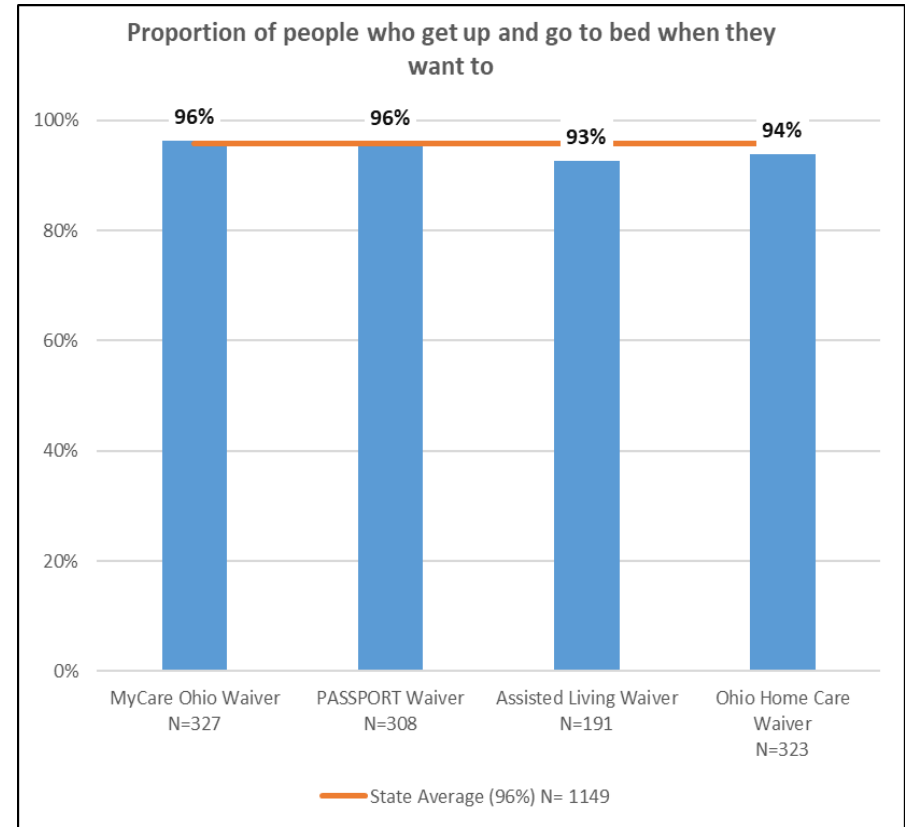
Un-collapsed data are shown in Appendix B.

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



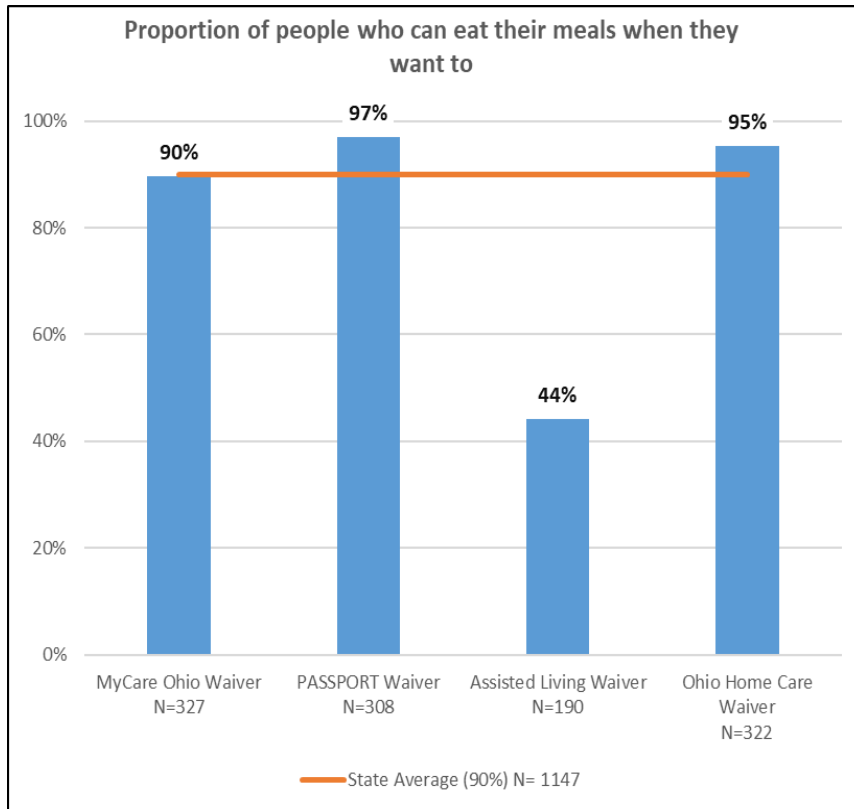
* Very small number of responses

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

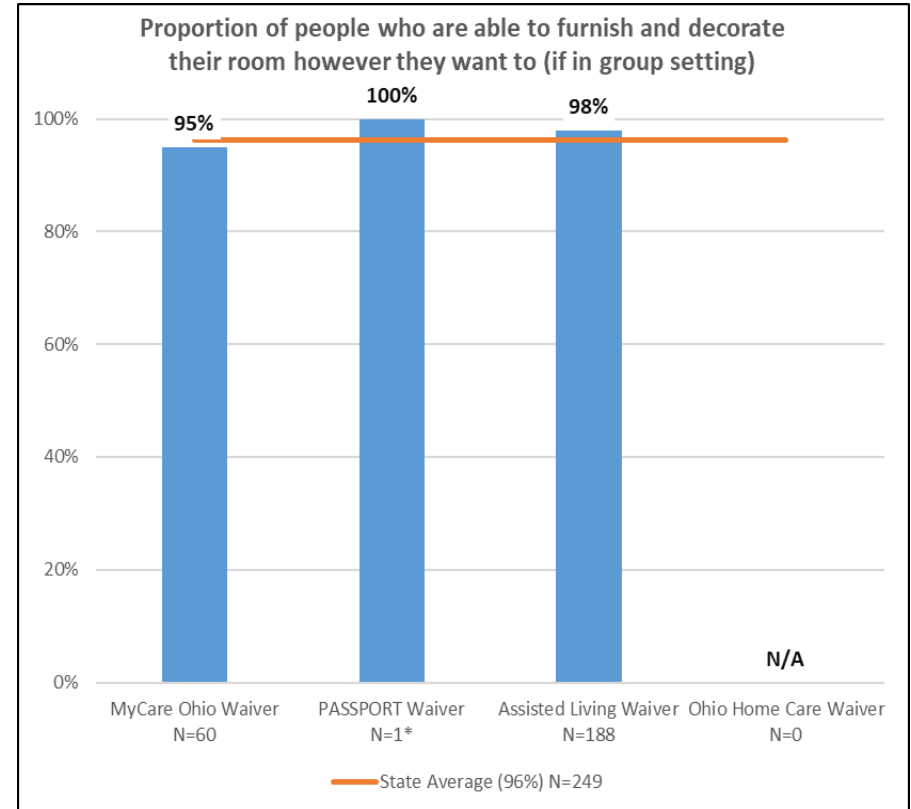


¹¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)¹²¹³



* Very small number of responses

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

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

Relationships

People have friends and relationships and do not feel lonely.

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

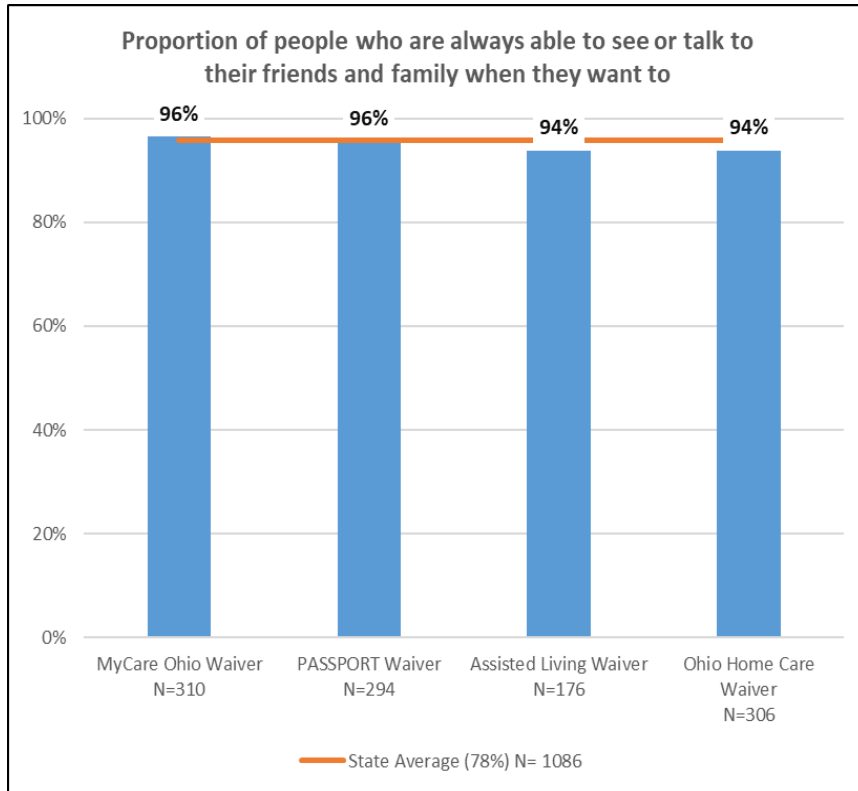
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

Un-collapsed data are shown in Appendix B.

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

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



Satisfaction

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

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

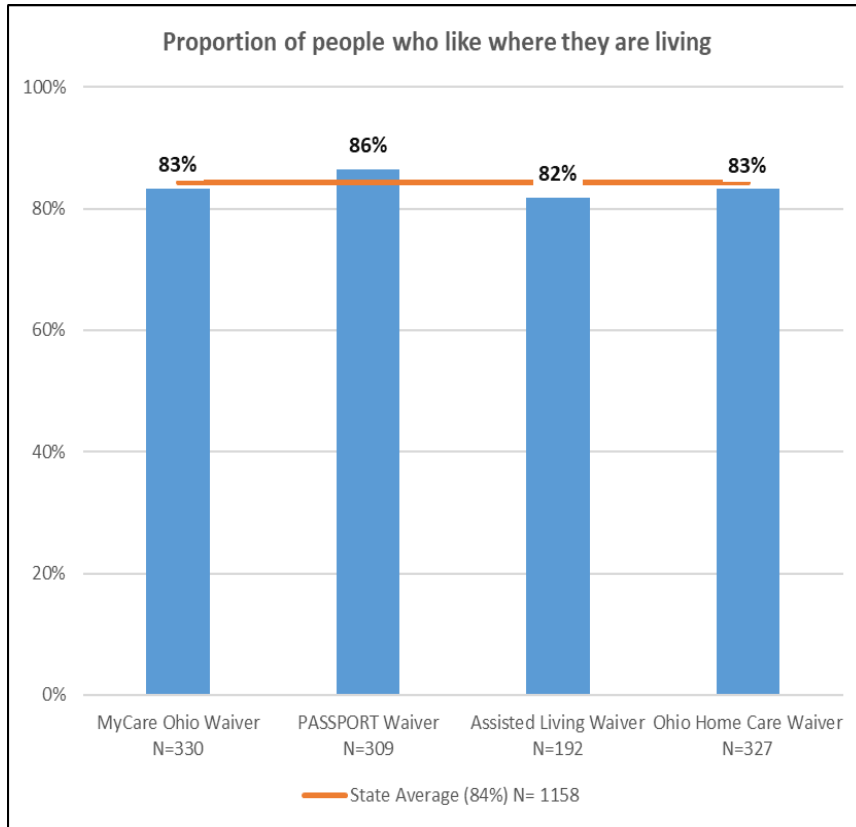
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

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

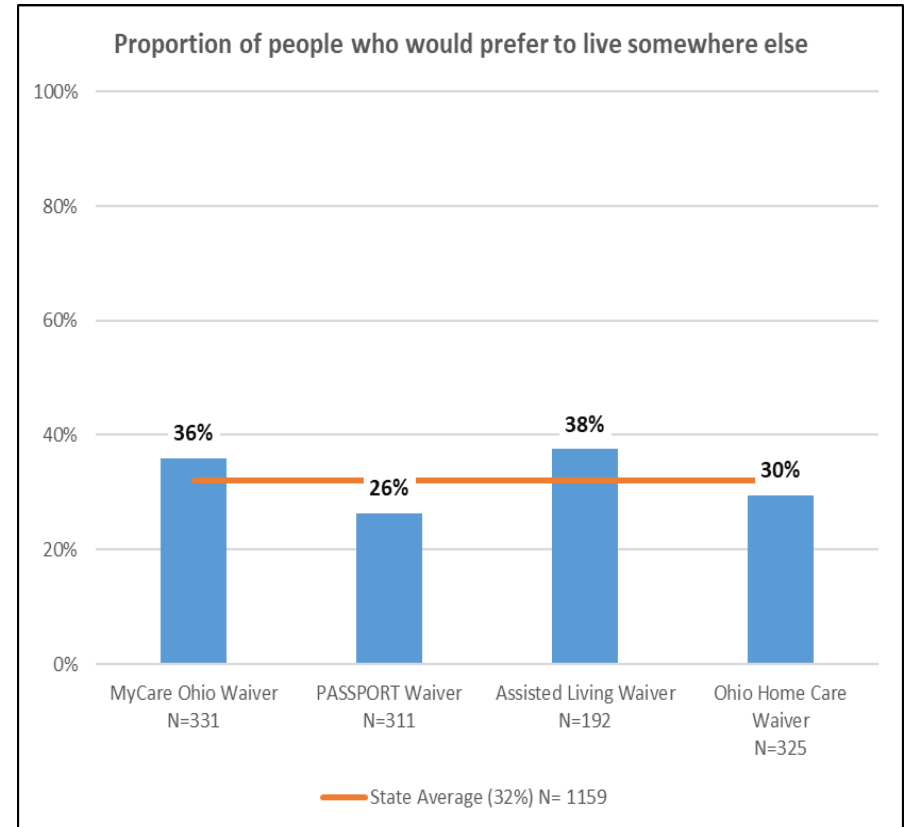
Un-collapsed data are shown in Appendix B.

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

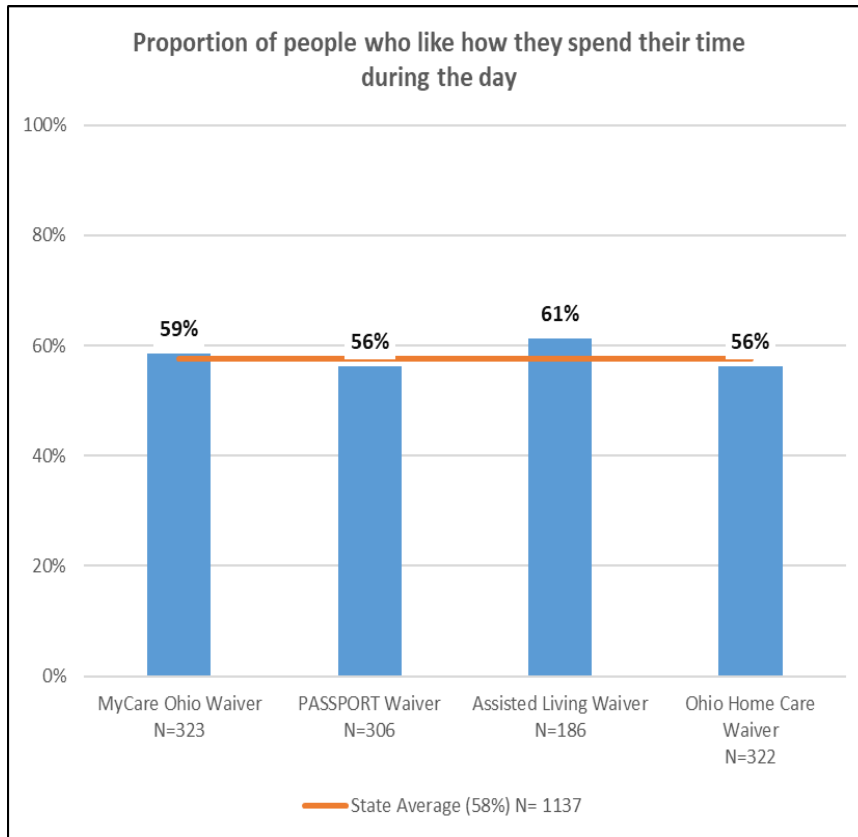
Graph 8. Proportion of people who like where they are living



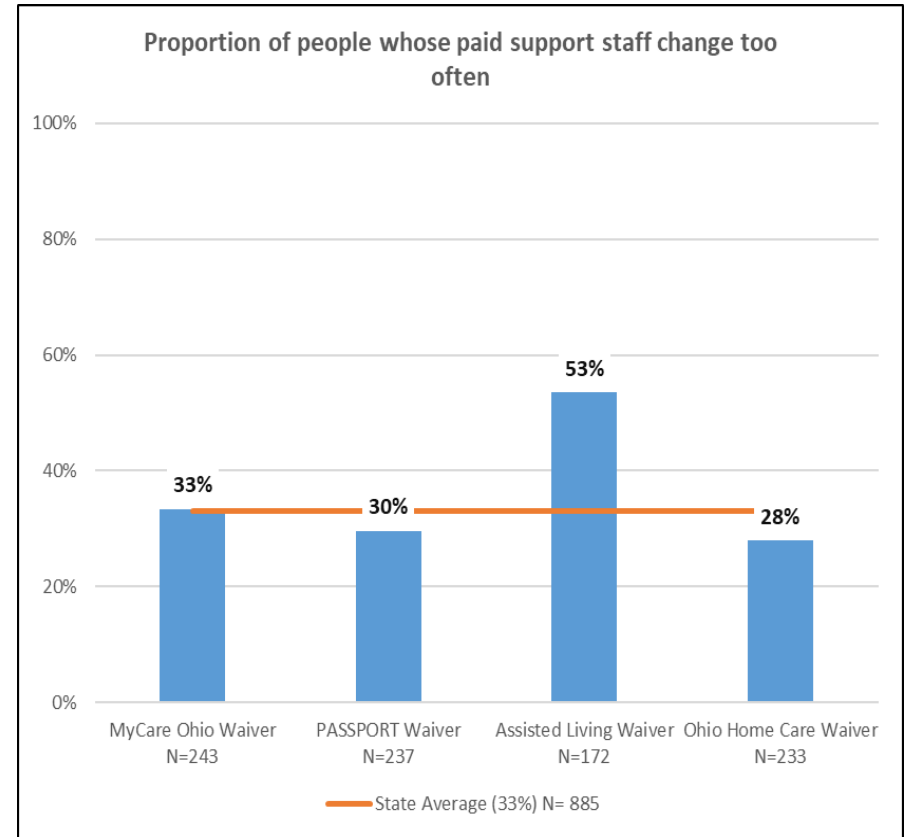
Graph 9. Proportion of people who would prefer to live somewhere else



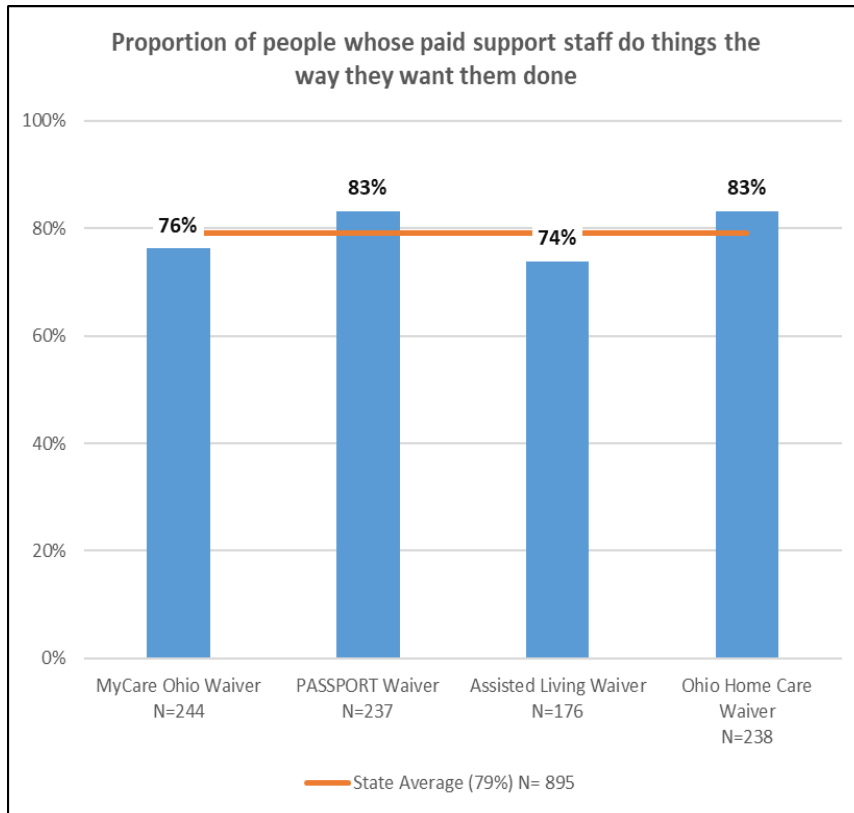
Graph 10. Proportion of people who like how they spend their time during the day



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



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



Service Coordination

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

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

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

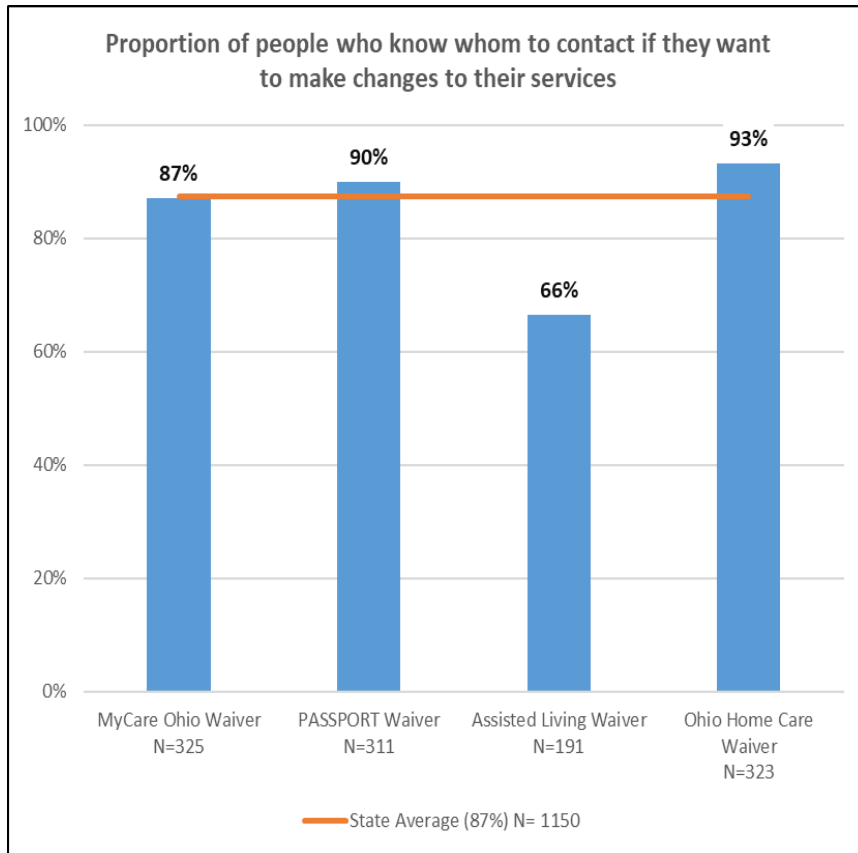
There are sixteen¹⁷ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

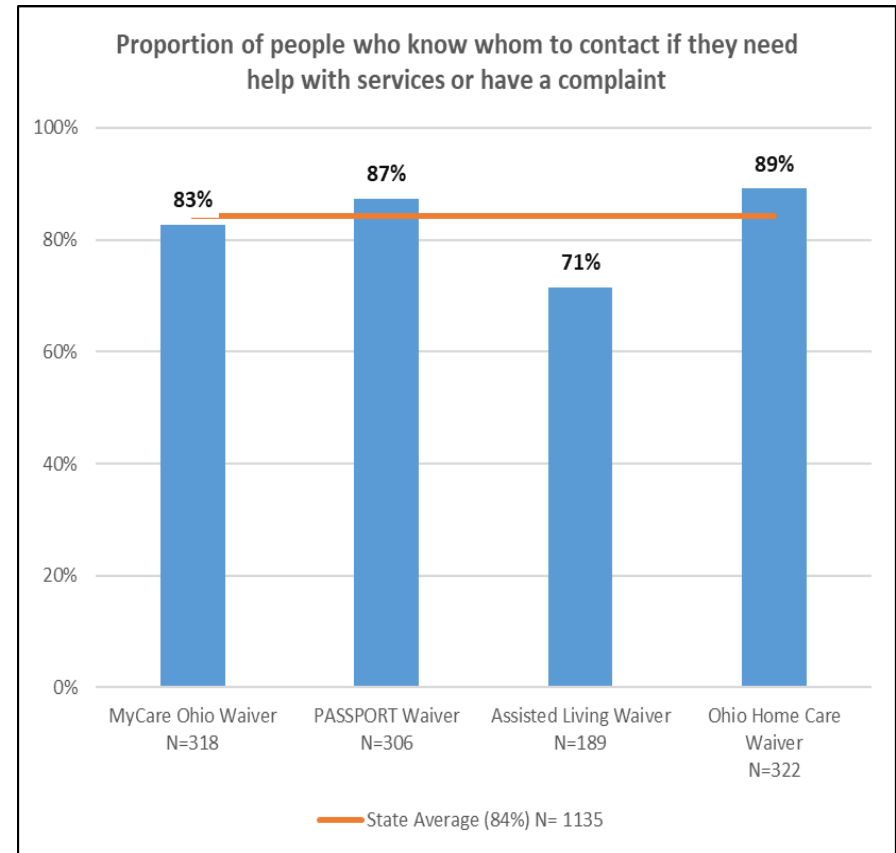
¹⁶ Indicator previously reported in the "Access" domain.

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

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

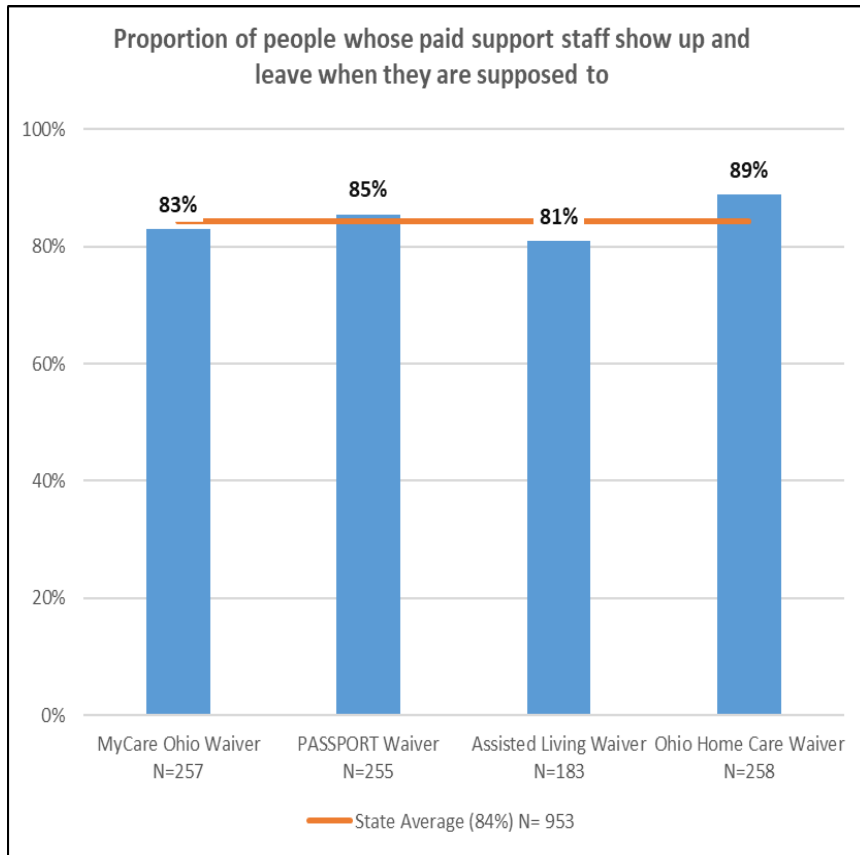


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁸

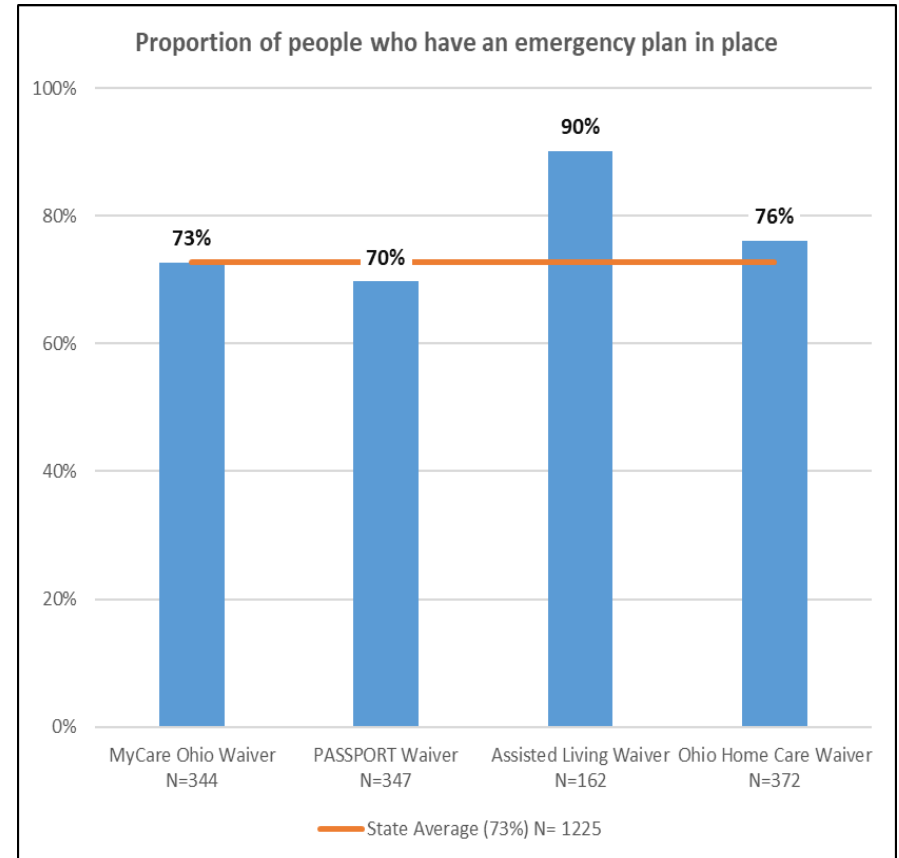


¹⁸ New item added in 2018-2019.

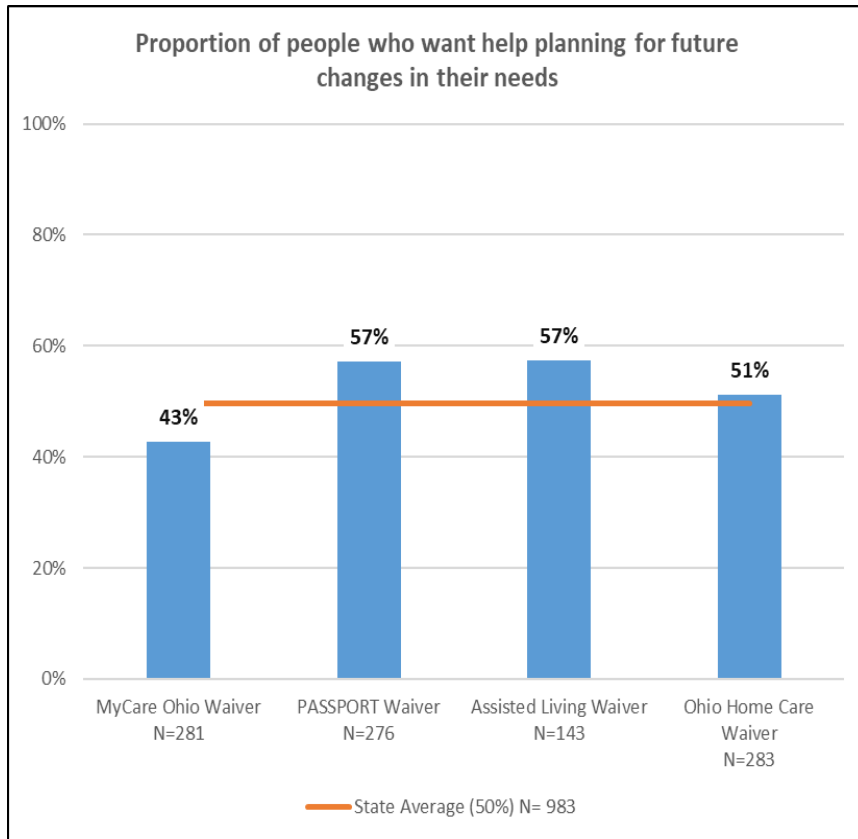
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



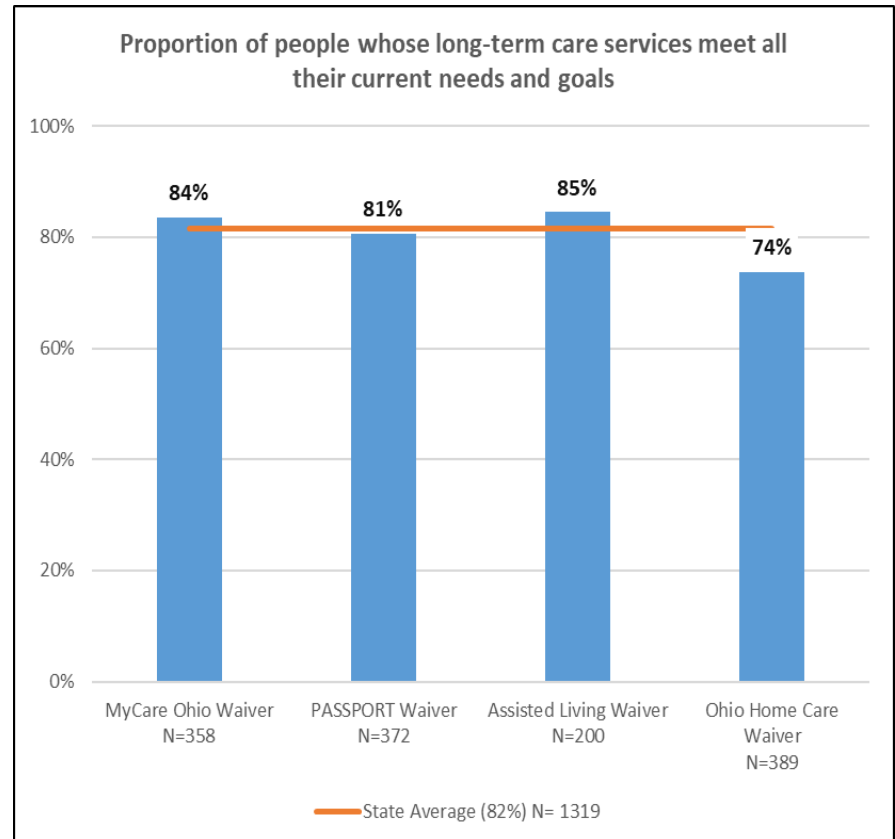
Graph 16. Proportion of people who have an emergency plan in place



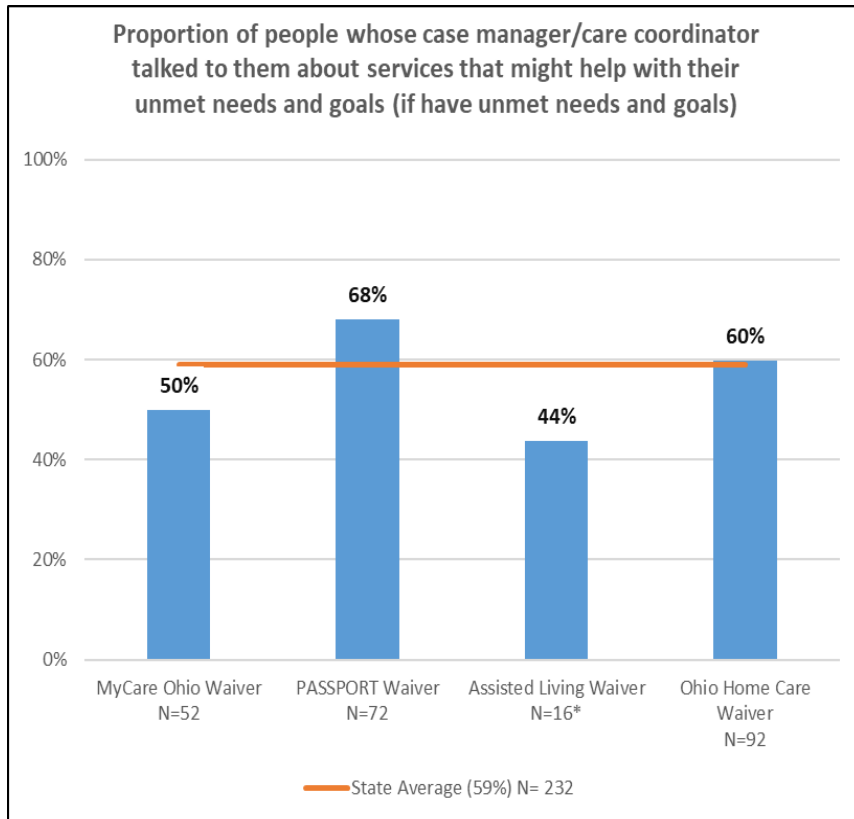
Graph 17. Proportion of people who want help planning for future changes in their needs



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

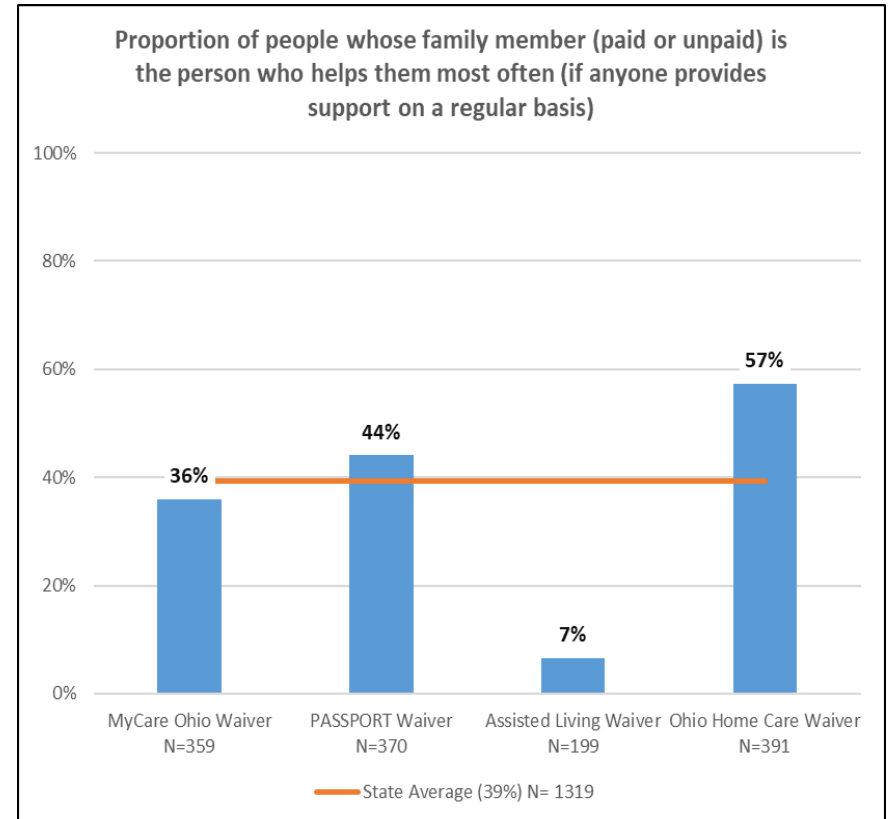


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

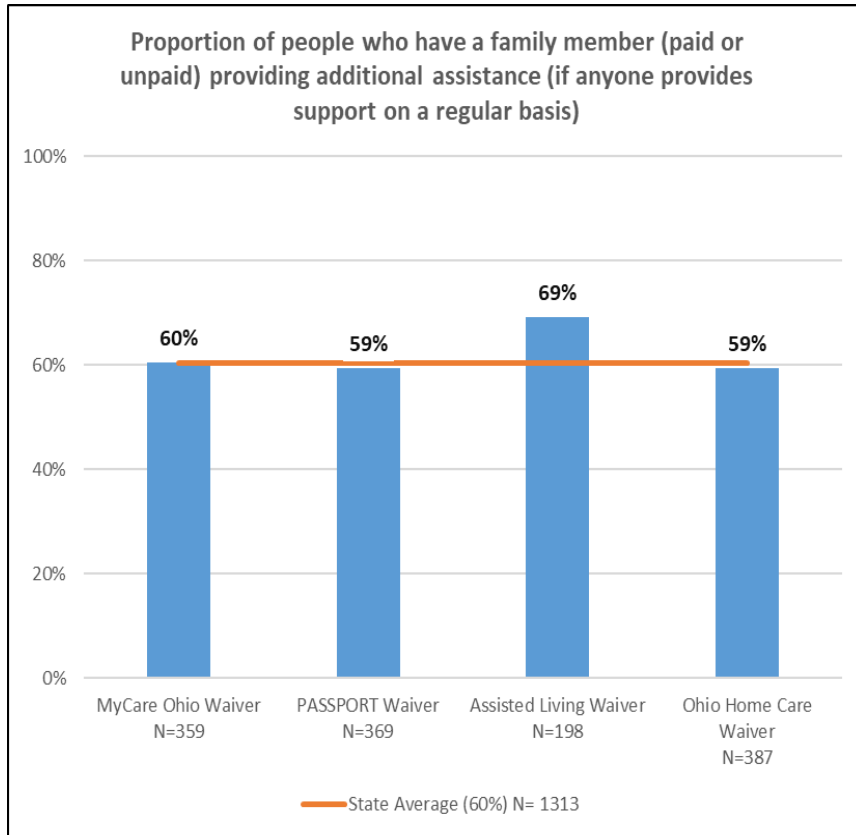


* Very small number of responses

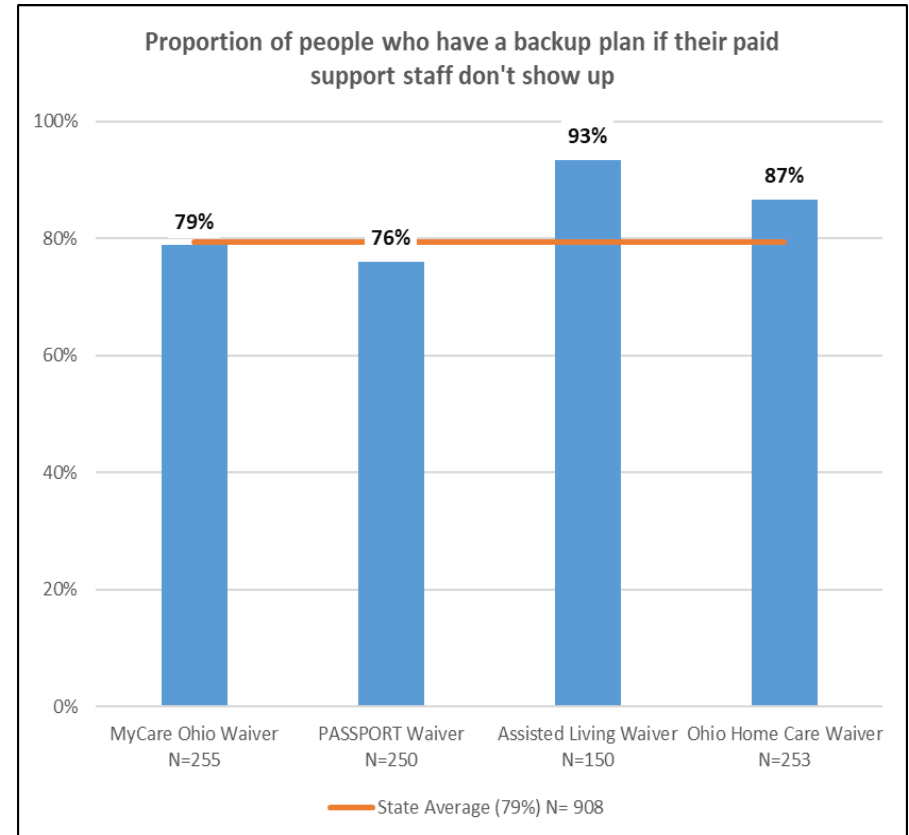
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



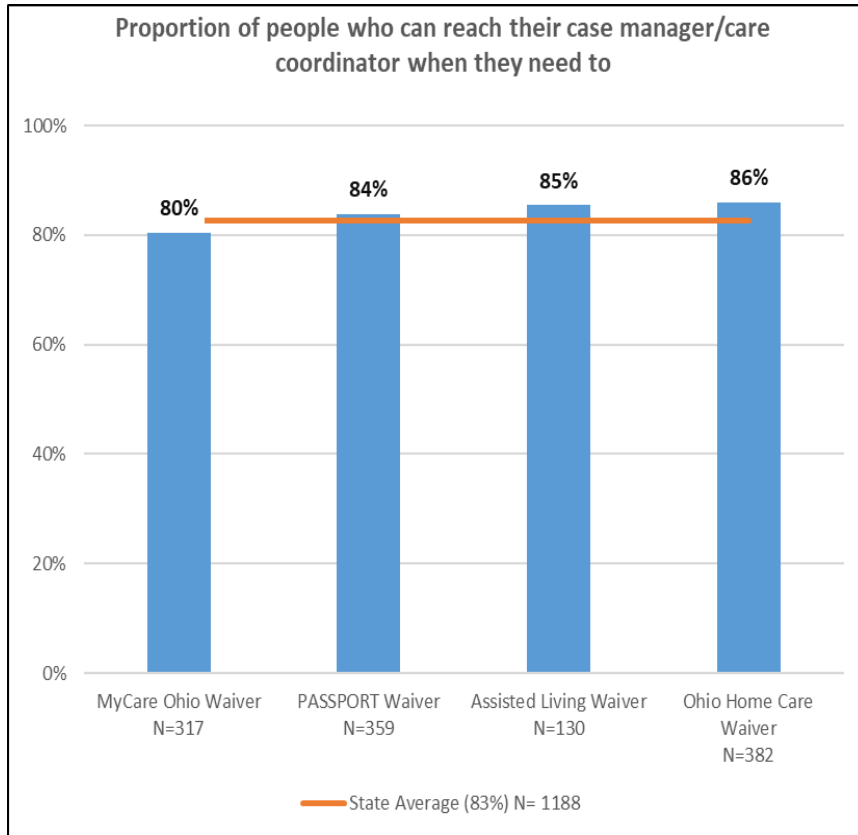
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



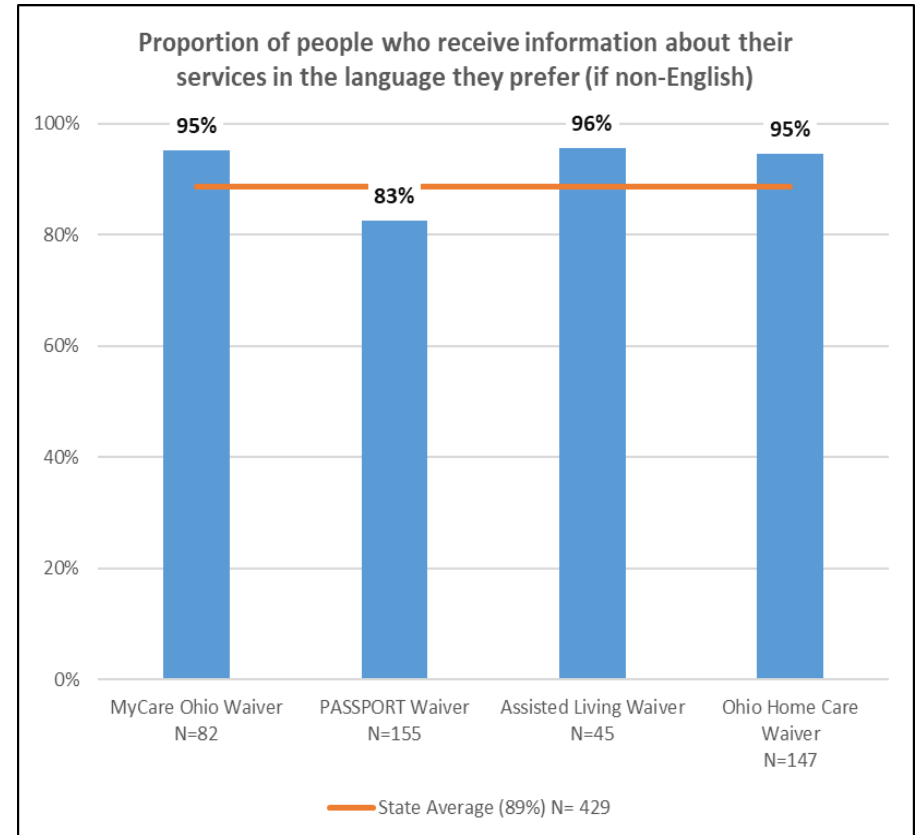
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



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



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



¹⁹ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

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

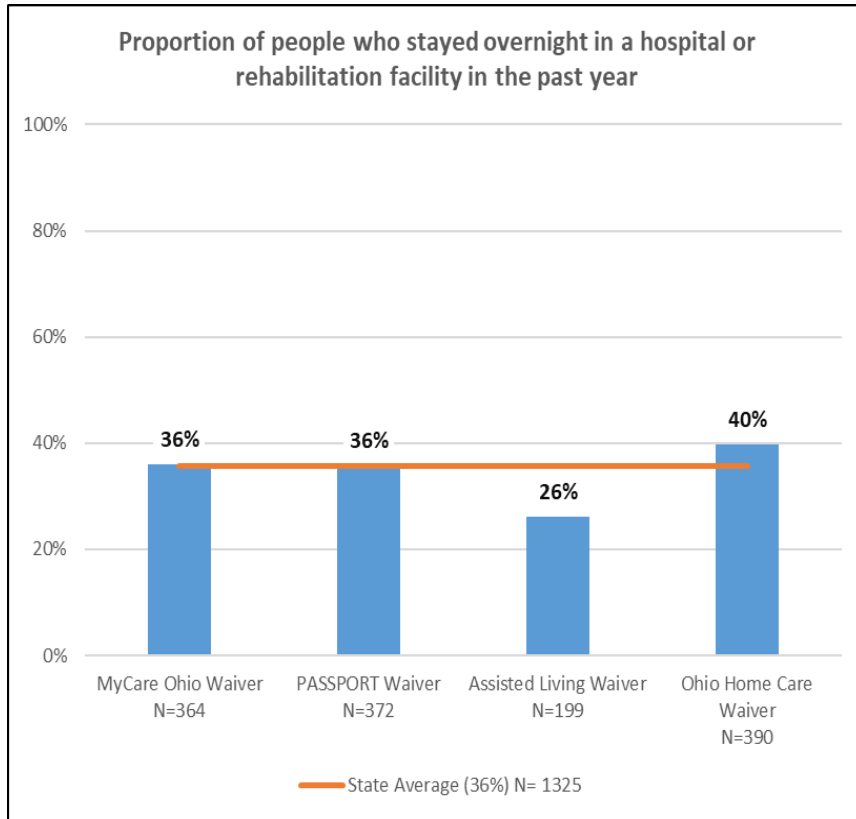
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.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

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

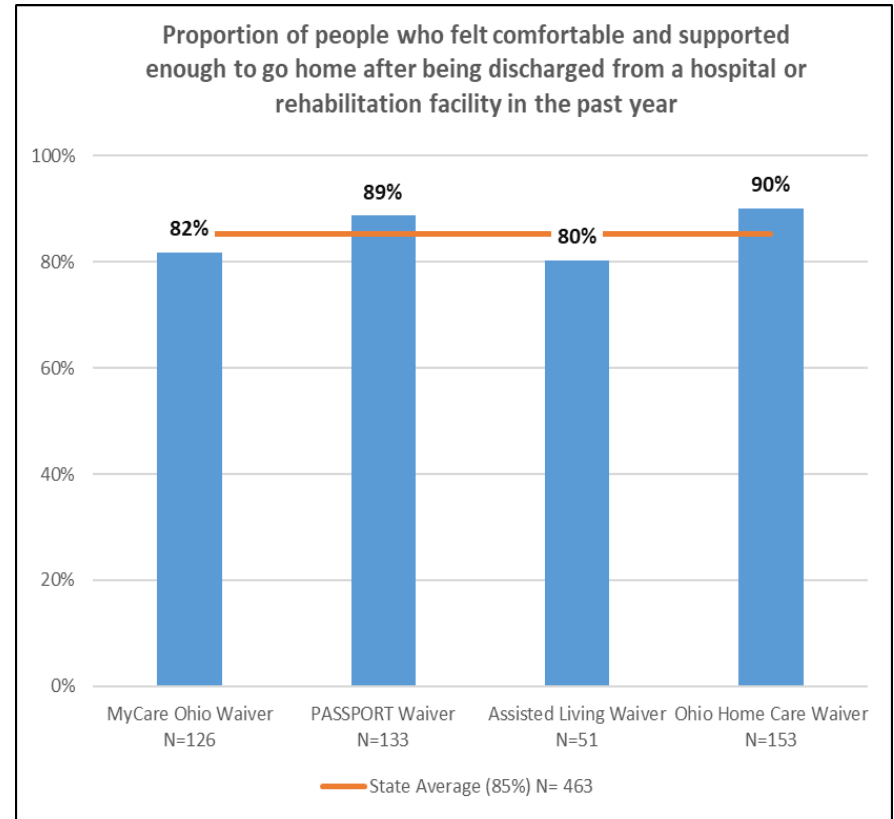
Un-collapsed data are shown in Appendix B.

²⁰ Indicator previously reported in the “Safety” domain.

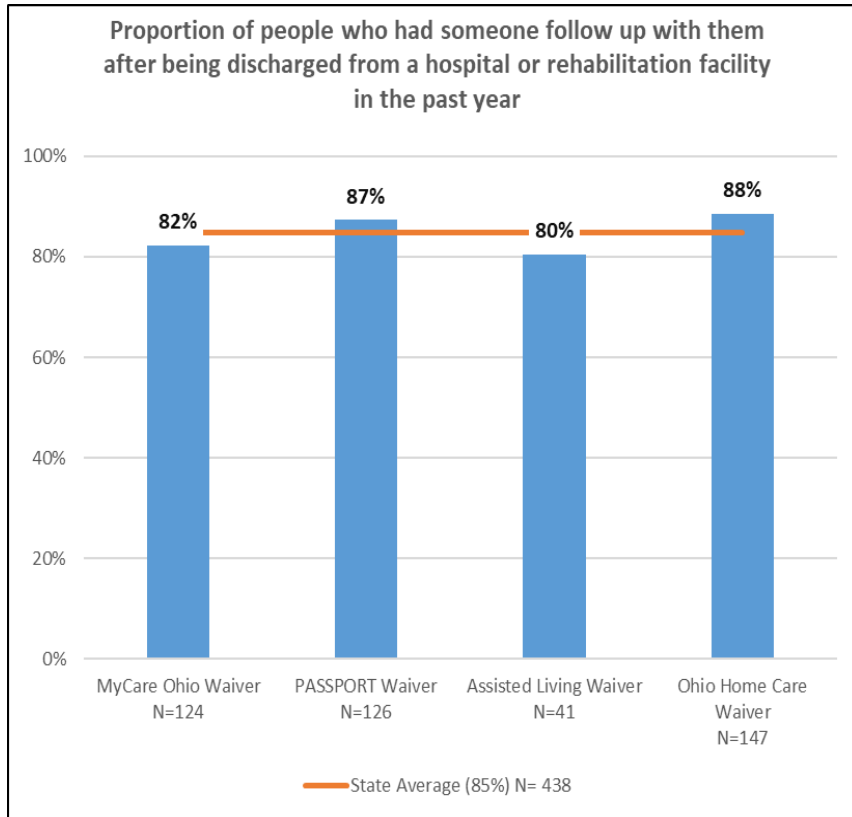
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



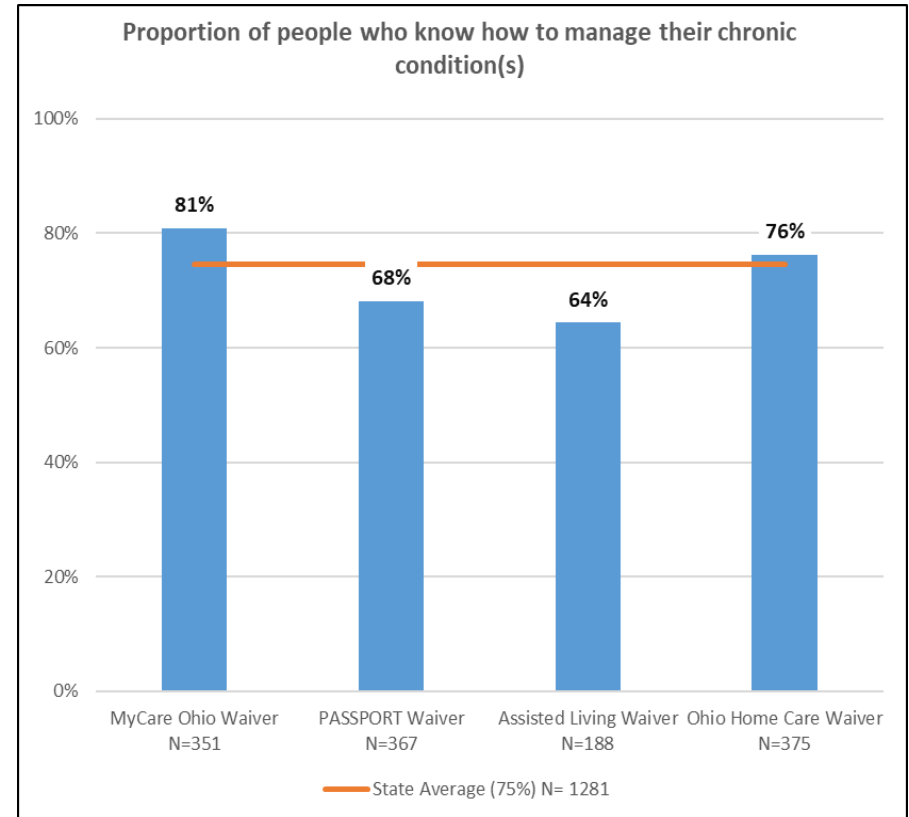
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



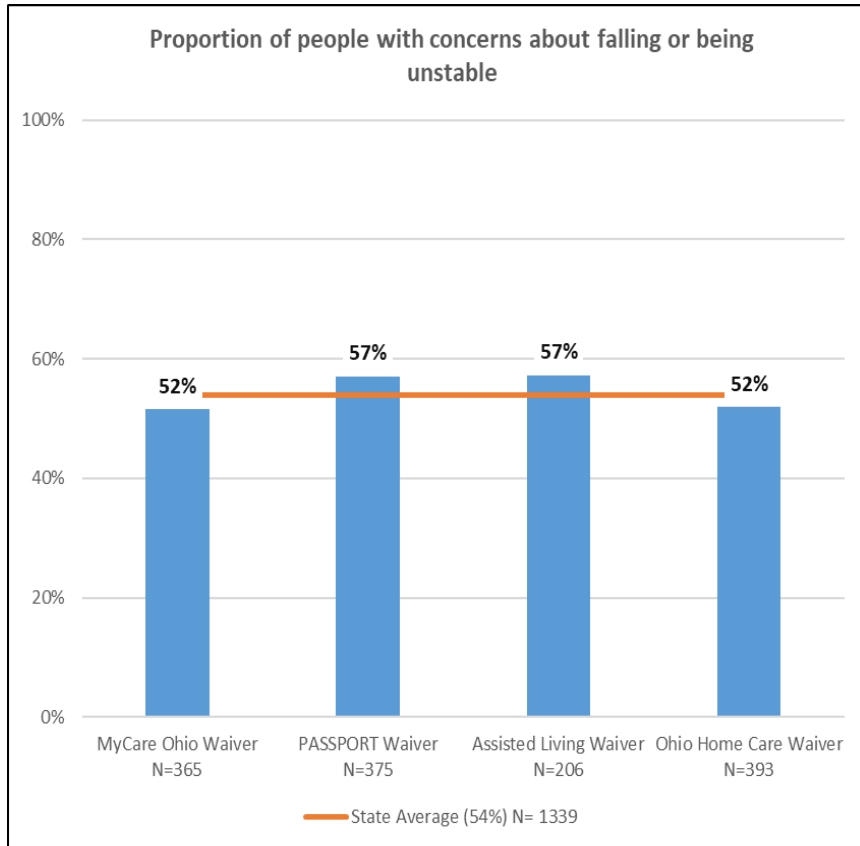
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



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

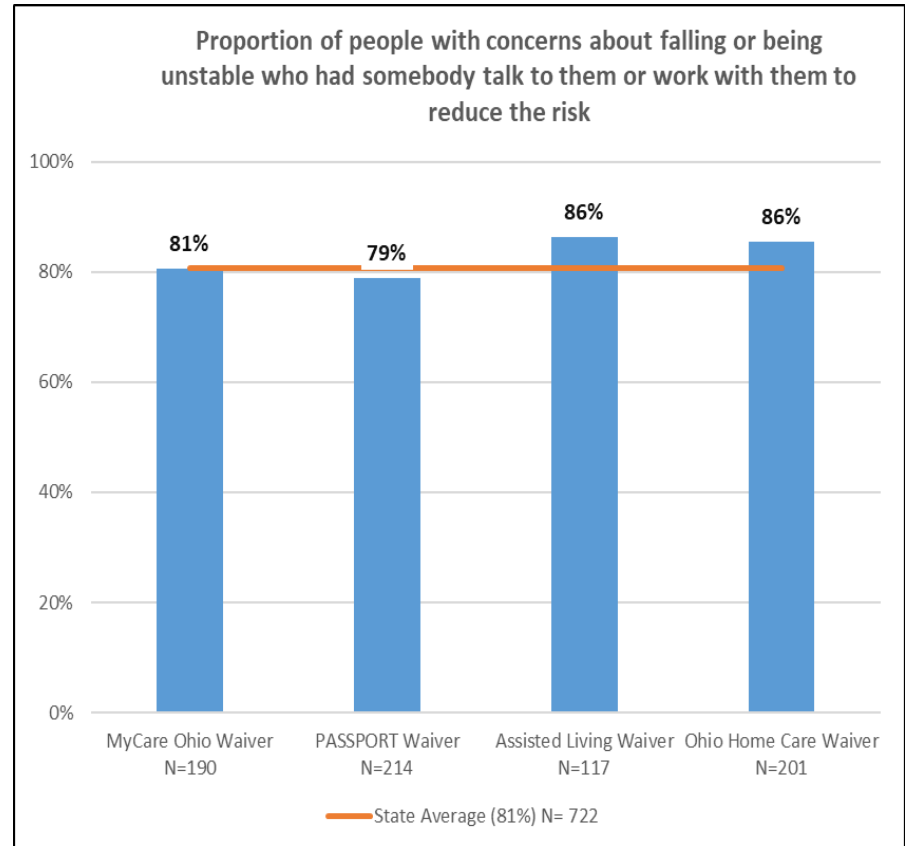


Graph 29. Proportion of people with concerns about falling or being unstable²¹



²¹ Item previously reported in the “Safety” domain.

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



²² Item previously reported in the “Safety” domain.

Access to Community²³

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁴.

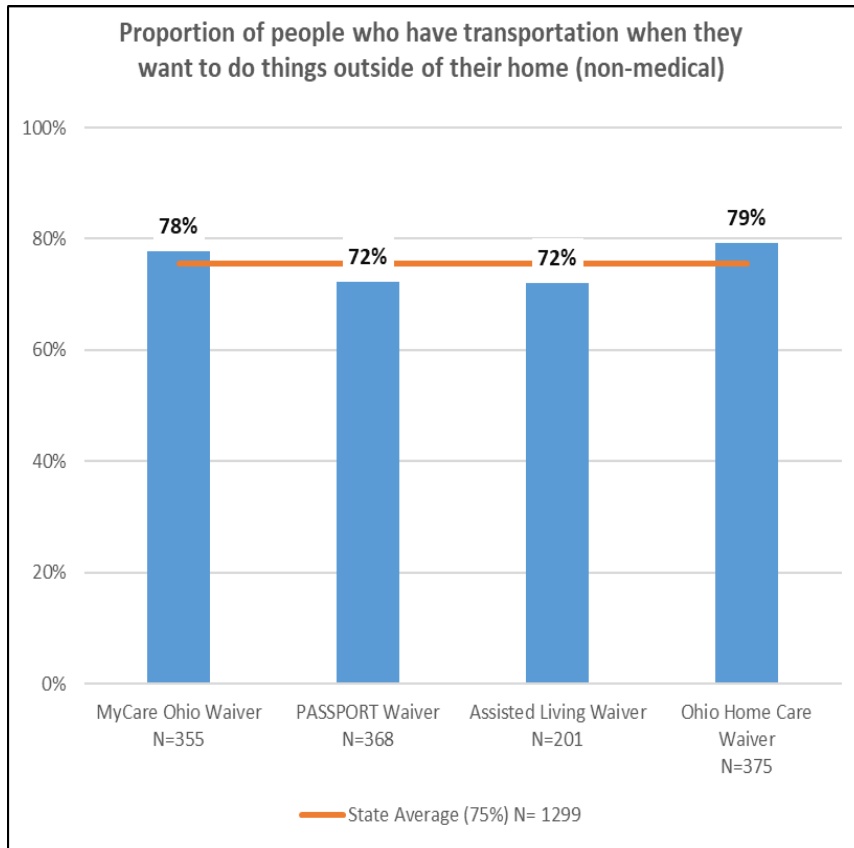
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²³ New domain in 2018-2019.

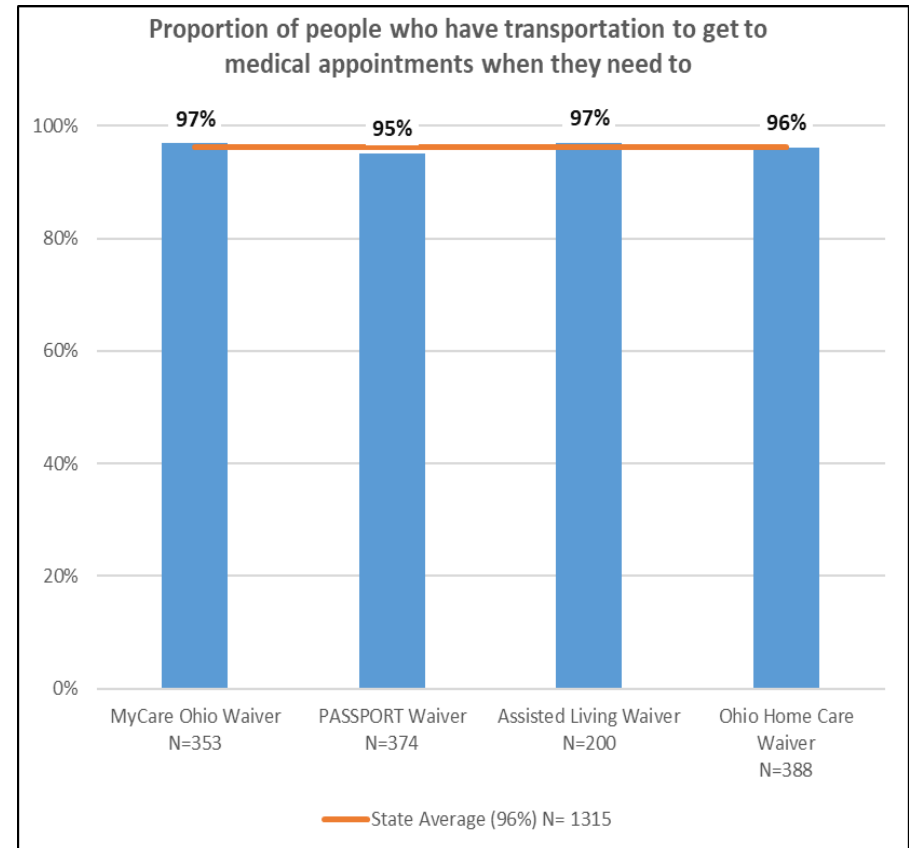
²⁴ Indicator previously reported in the "Access" domain.

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



²⁵ Item previously reported in the “Access” domain.

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



²⁶ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁷

People have access to needed home modifications and assistive equipment.

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

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

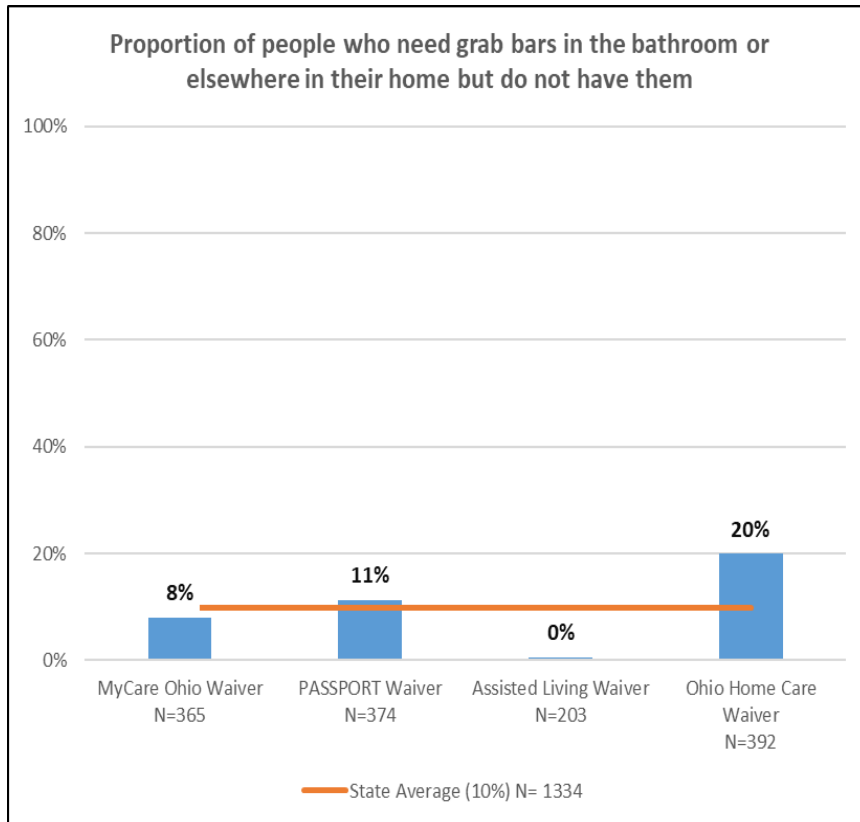
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

²⁷ New domain in 2018-2019.

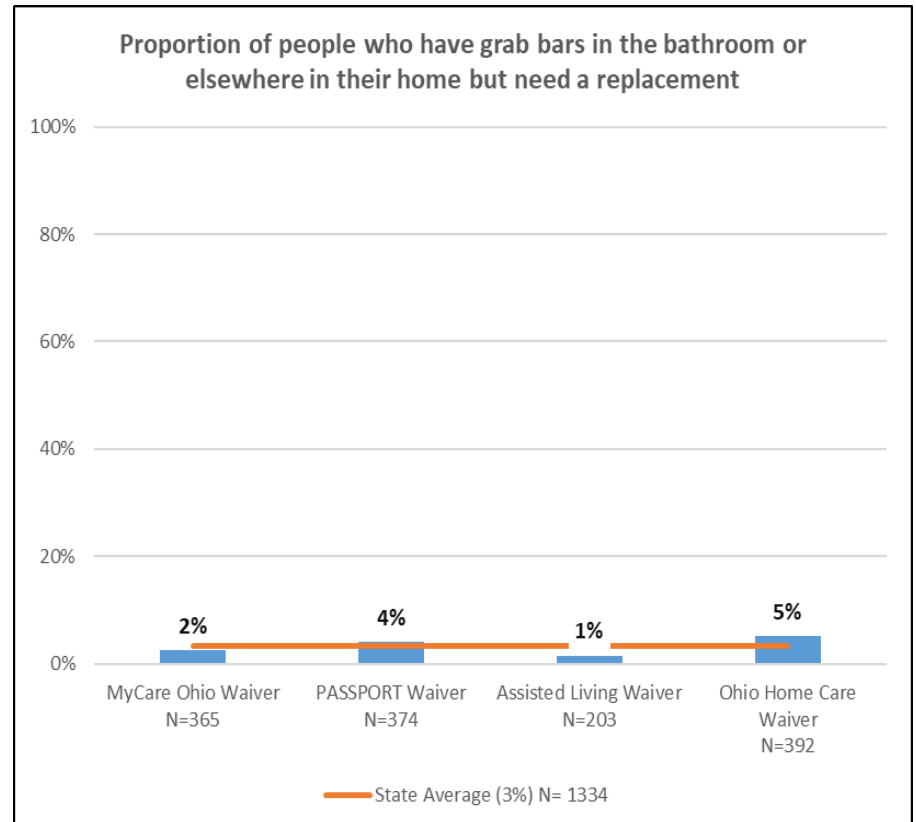
²⁸ Indicator previously reported in the “Access” domain.

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



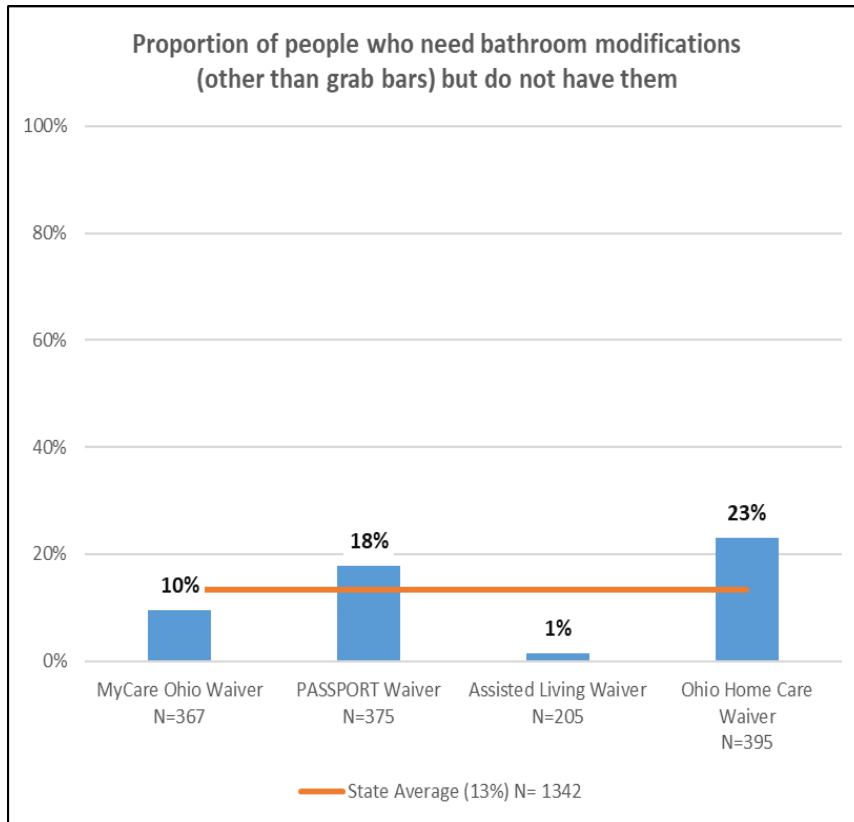
²⁹ Item previously reported in the “Access” domain.

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

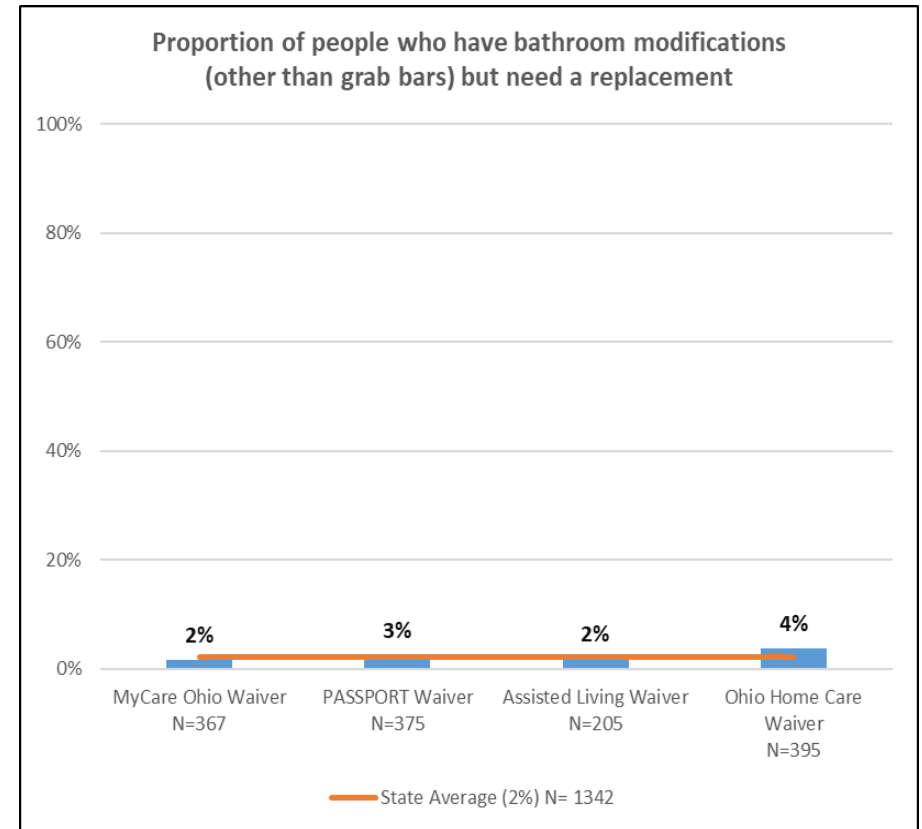


³⁰ Item previously reported in the “Access” domain.

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



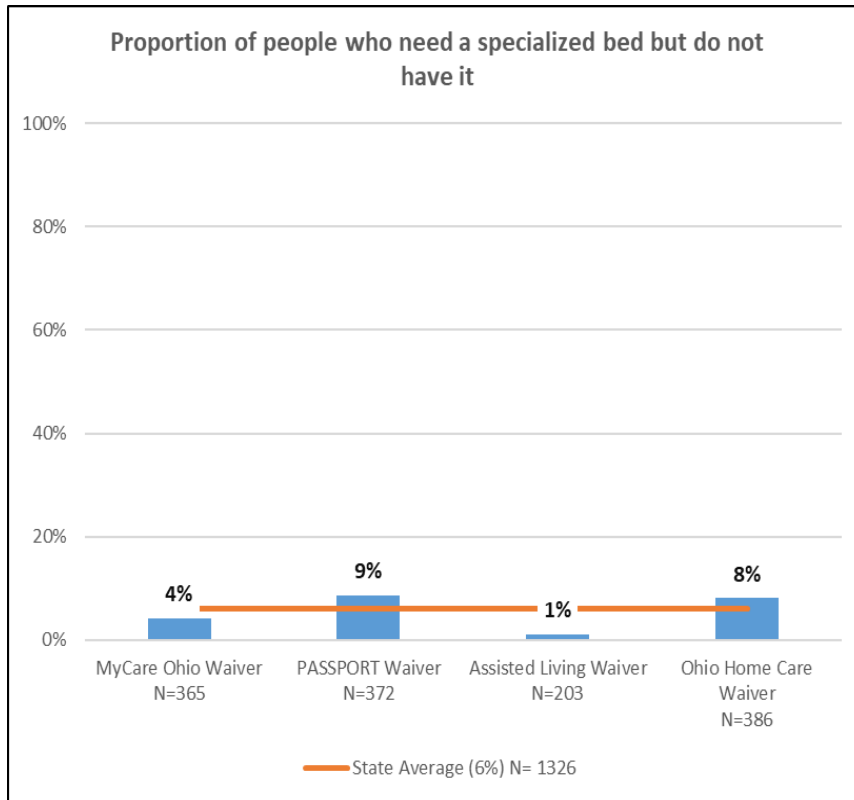
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³²



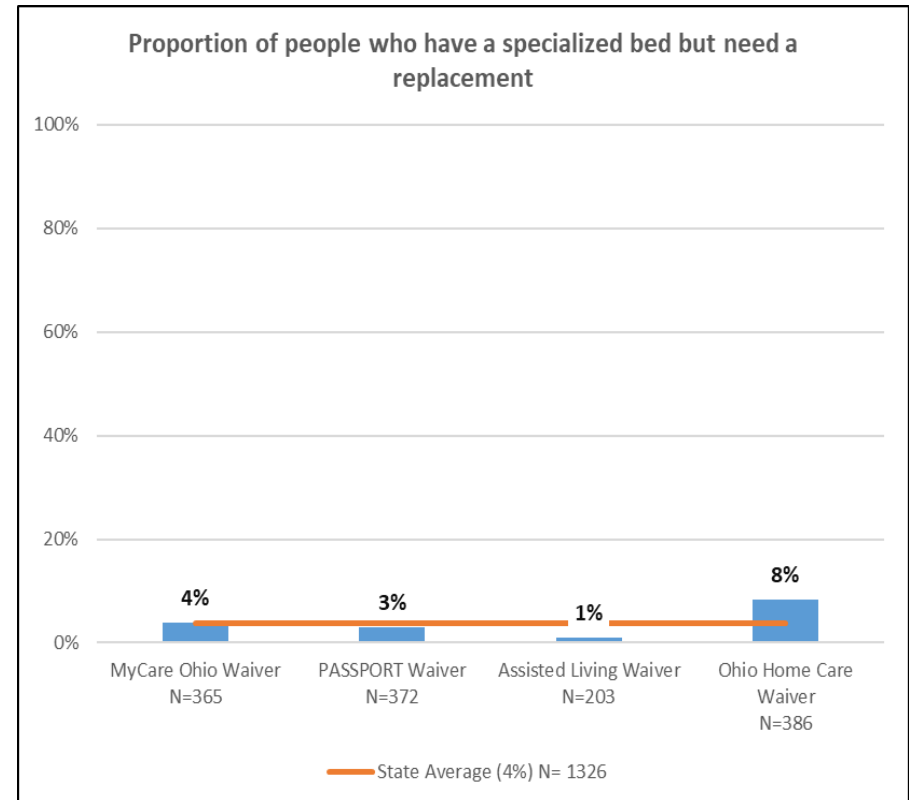
³¹ Item previously reported in the "Access" domain.

³² Item previously reported in the "Access" domain.

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



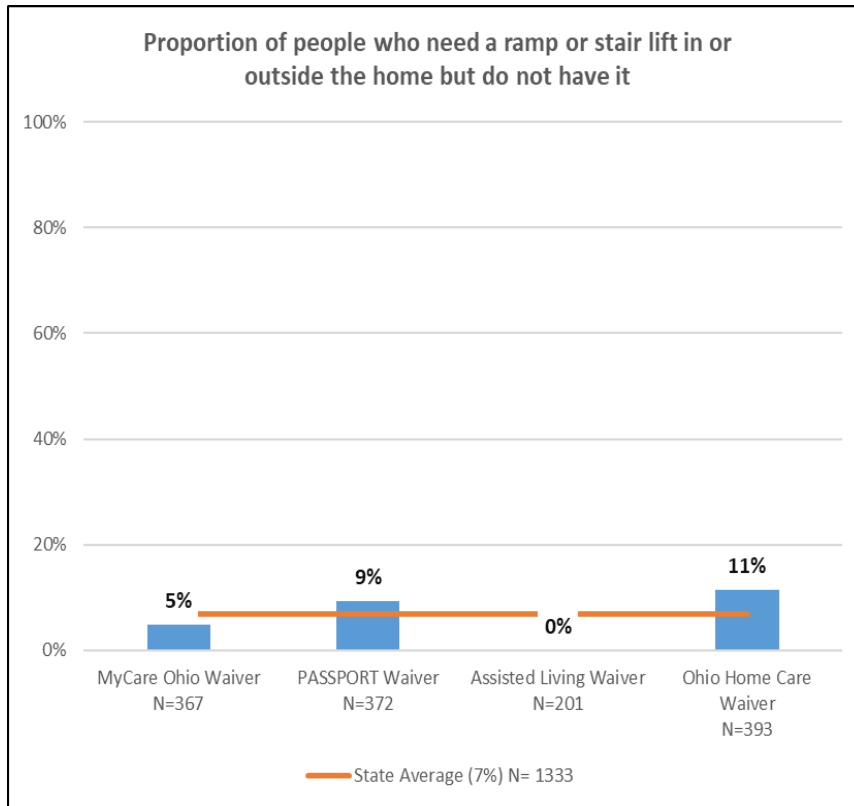
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁴



³³ Item previously reported in the “Access” domain.

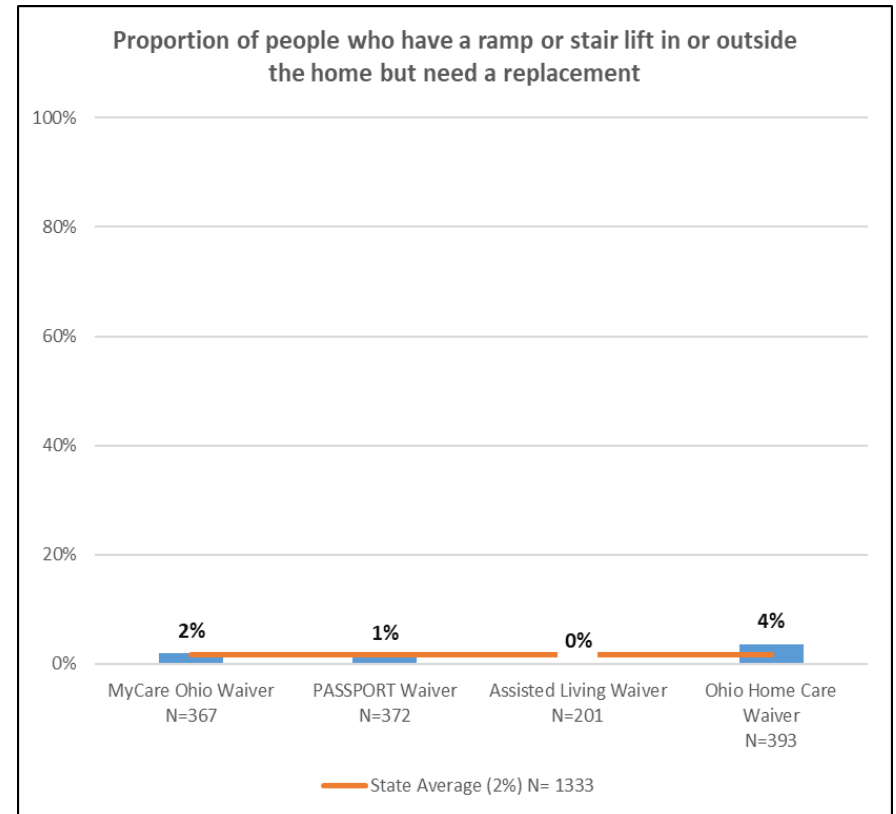
³⁴ Item previously reported in the “Access” domain.

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



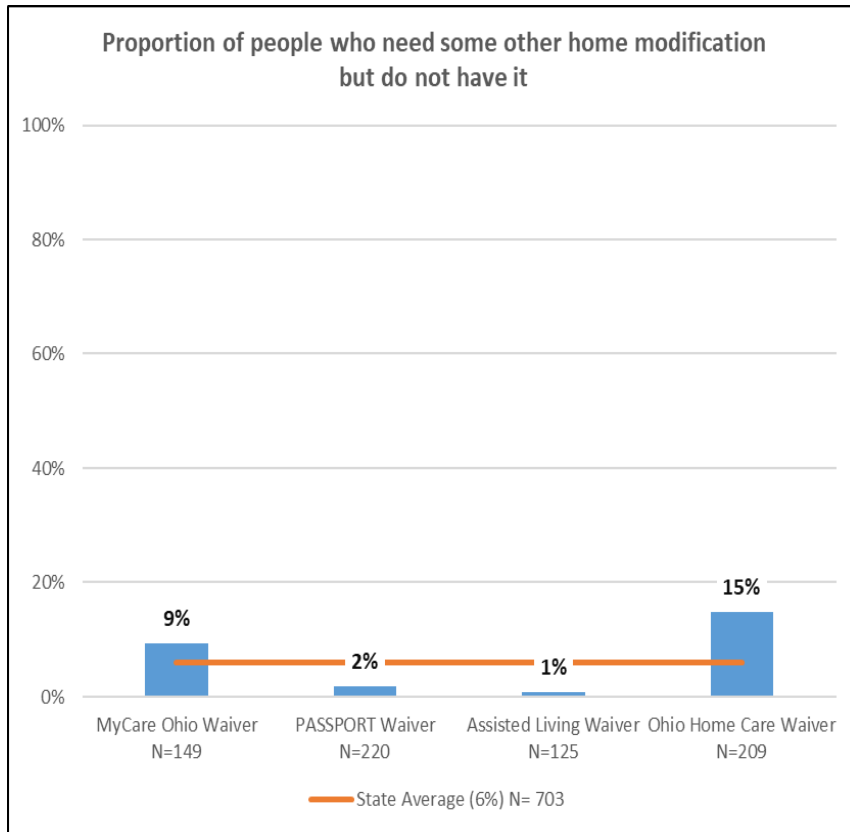
³⁵ Item previously reported in the “Access” domain.

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

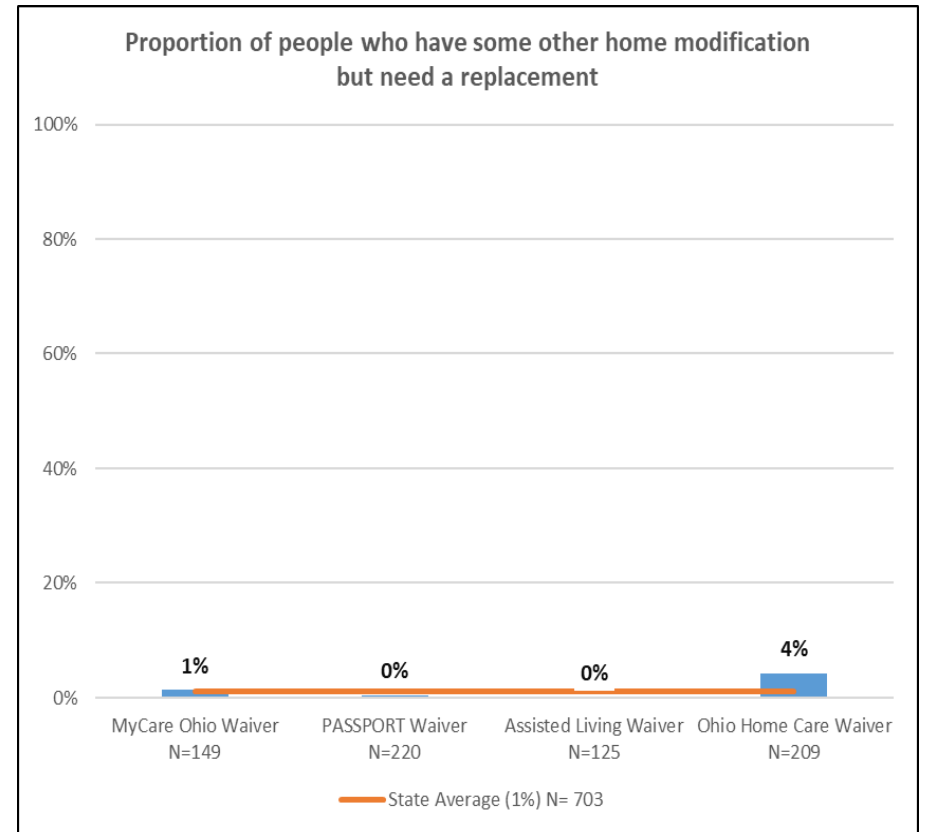


³⁶ Item previously reported in the “Access” domain.

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



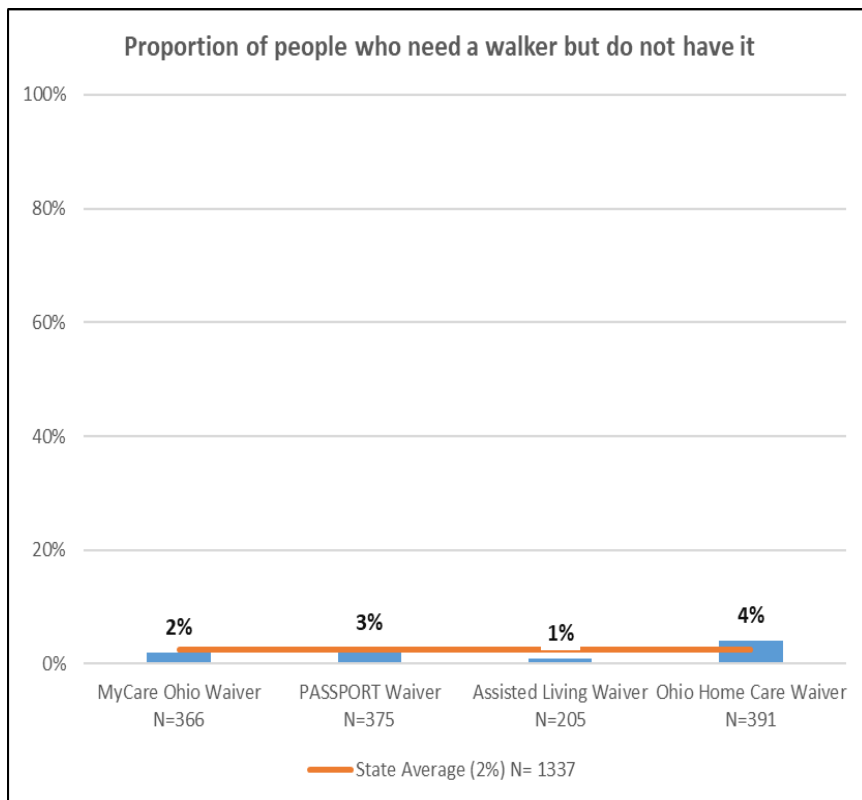
Graph 42. Proportion of people who have some other home modification but need a replacement³⁸



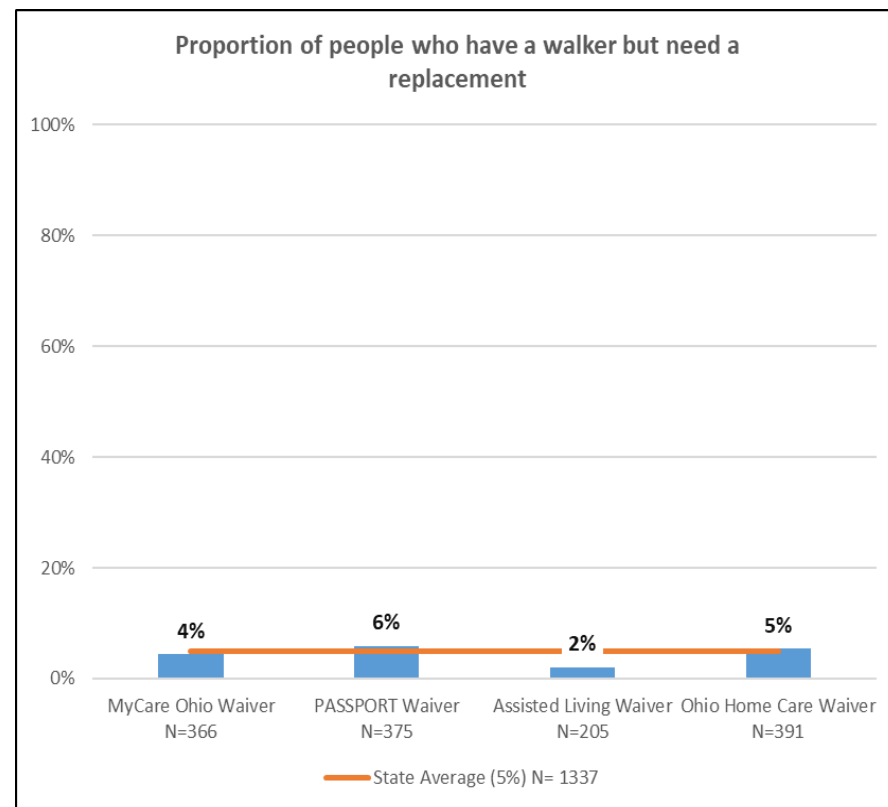
³⁷ Item previously reported in the “Access” domain.

³⁸ Item previously reported in the “Access” domain.

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



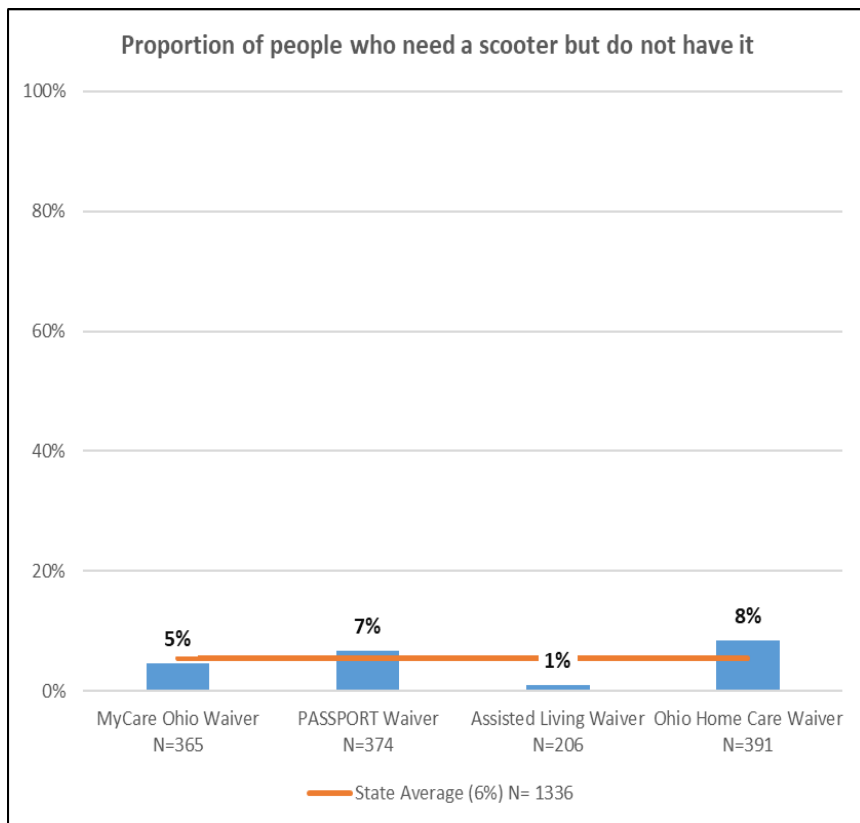
Graph 44. Proportion of people who have a walker but need a replacement⁴⁰



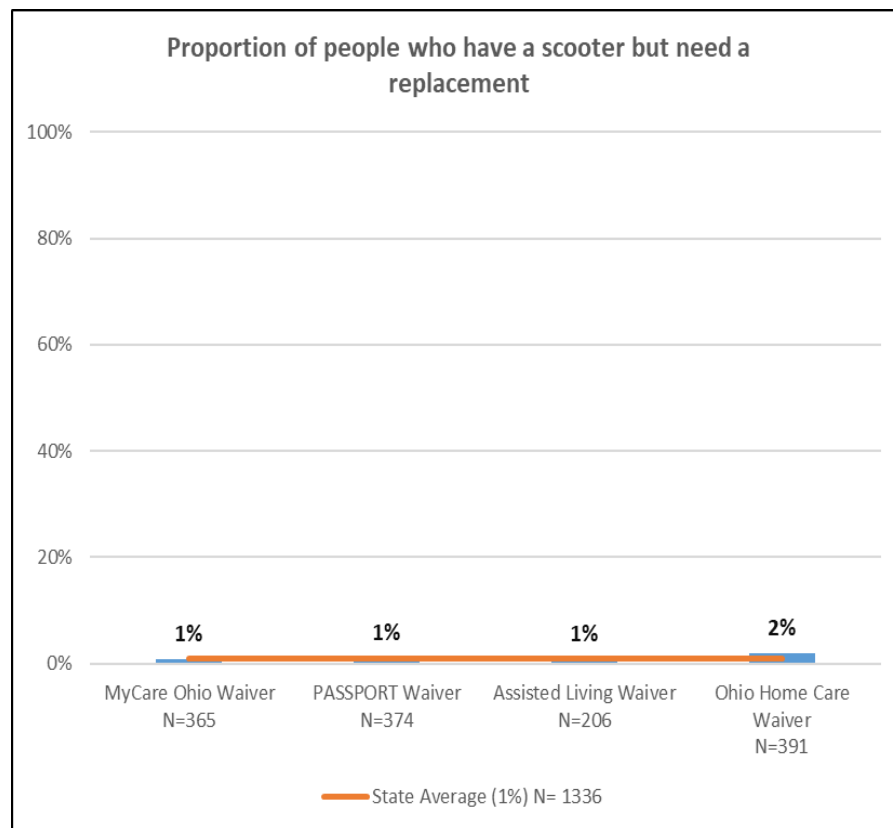
³⁹ Item previously reported in the “Access” domain.

⁴⁰ Item previously reported in the “Access” domain.

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



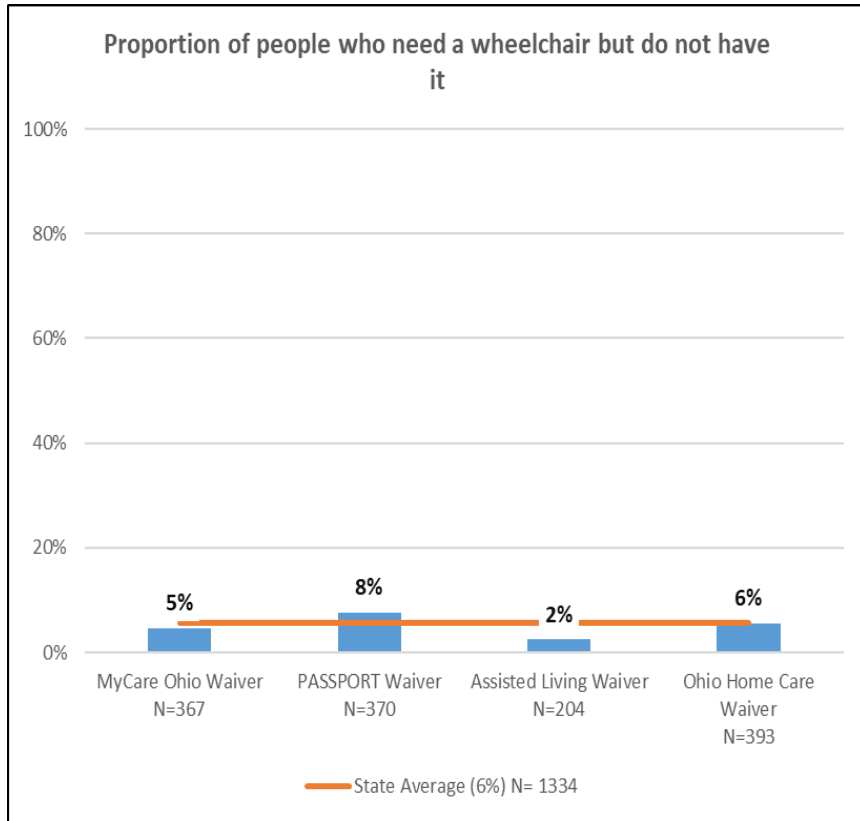
Graph 46. Proportion of people who have a scooter but need a replacement⁴²



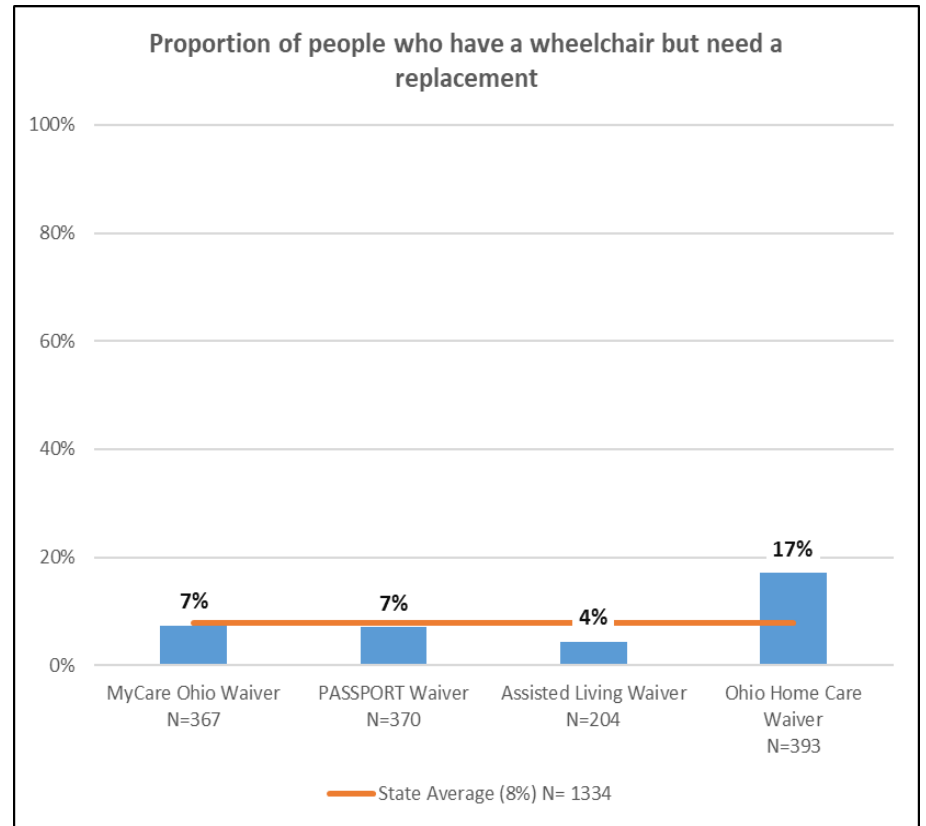
⁴¹ Item previously reported in the “Access” domain.

⁴² Item previously reported in the “Access” domain.

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



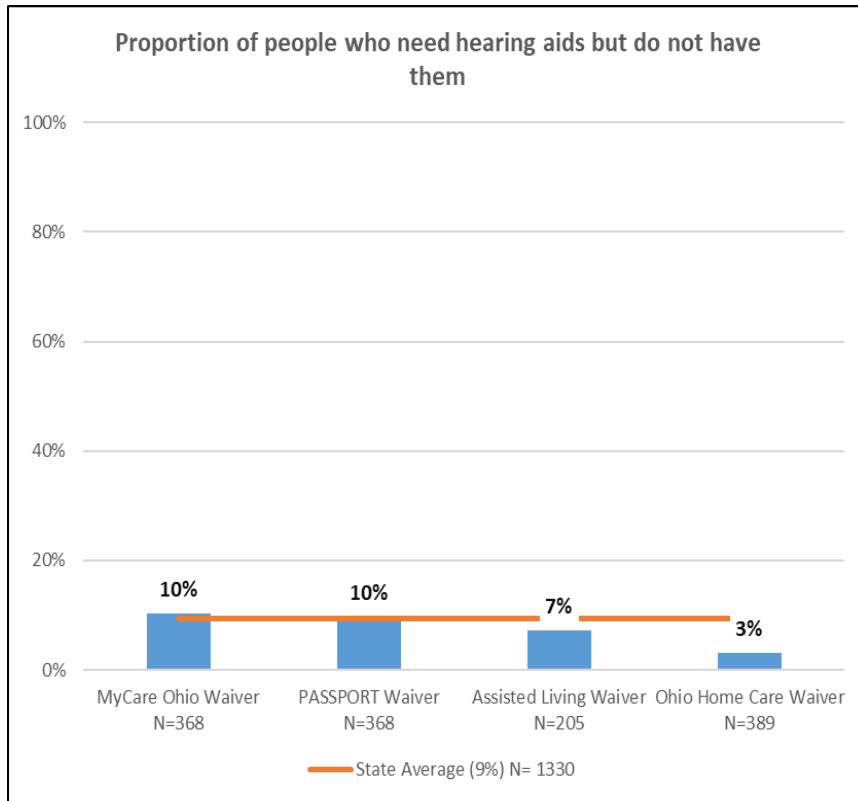
Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁴



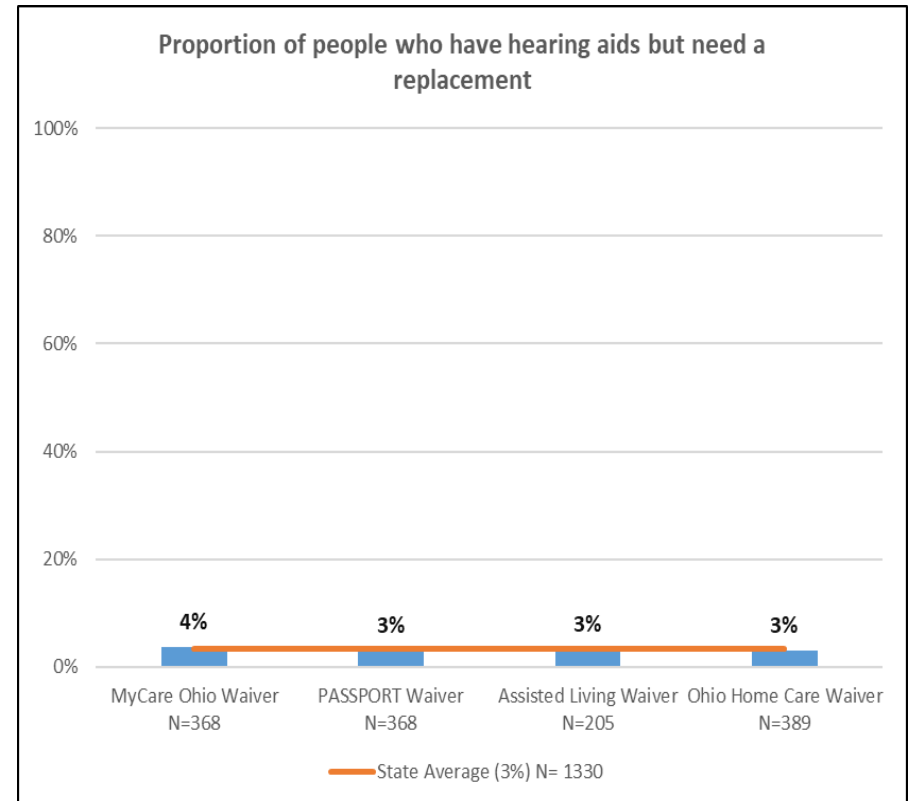
⁴³ Item previously reported in the “Access” domain.

⁴⁴ Item previously reported in the “Access” domain.

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



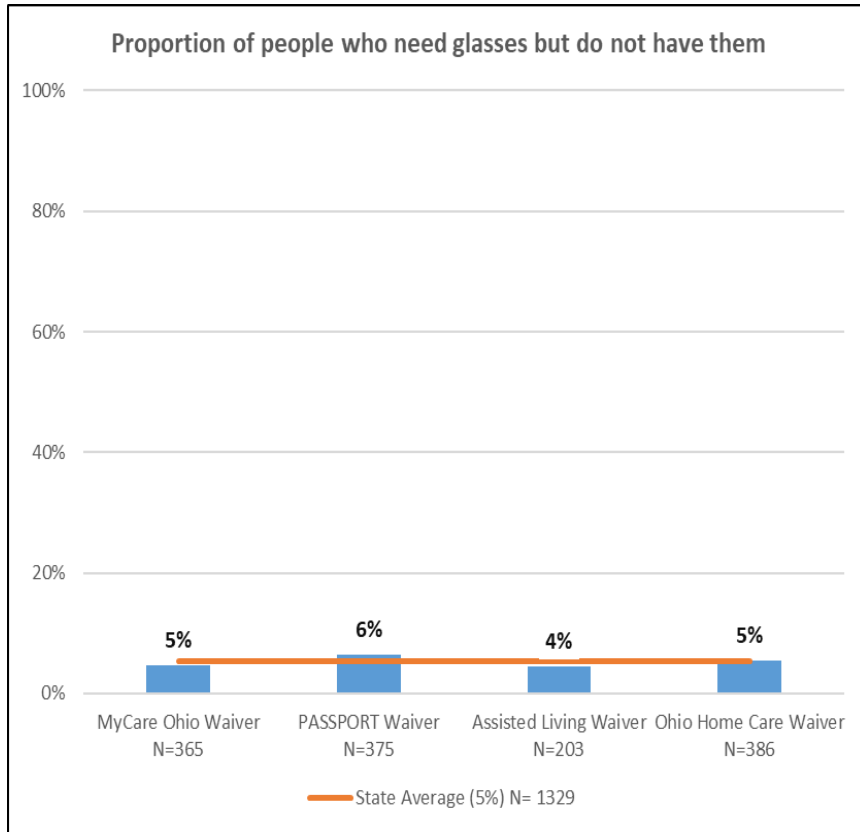
Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁶



⁴⁵ Item previously reported in the "Access" domain.

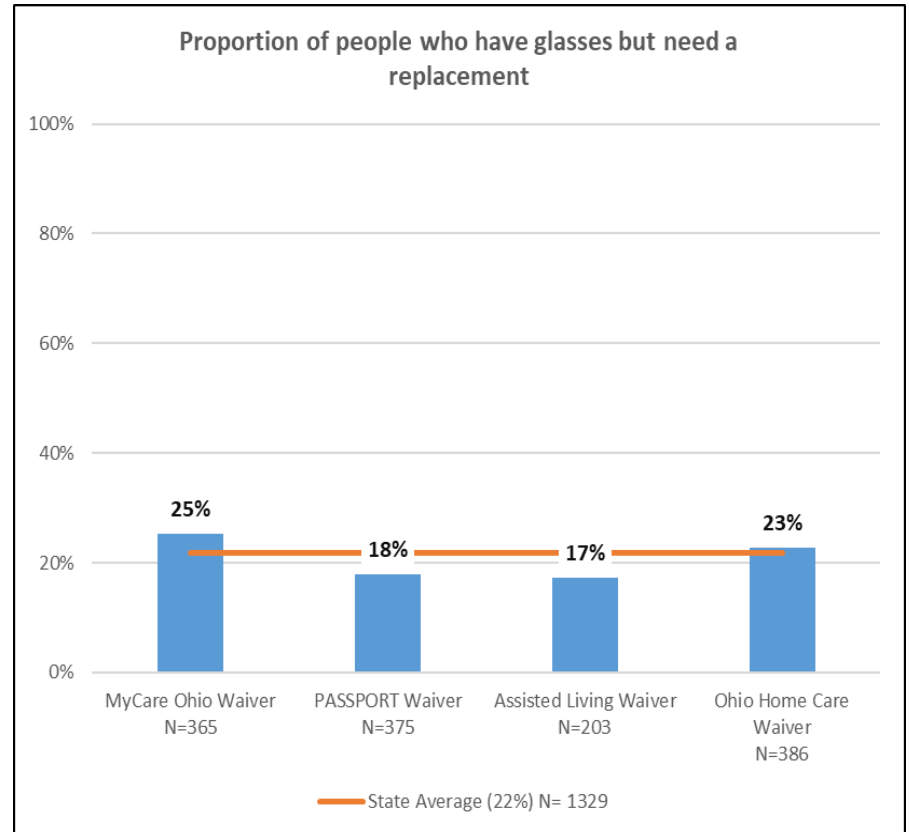
⁴⁶ Item previously reported in the "Access" domain.

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



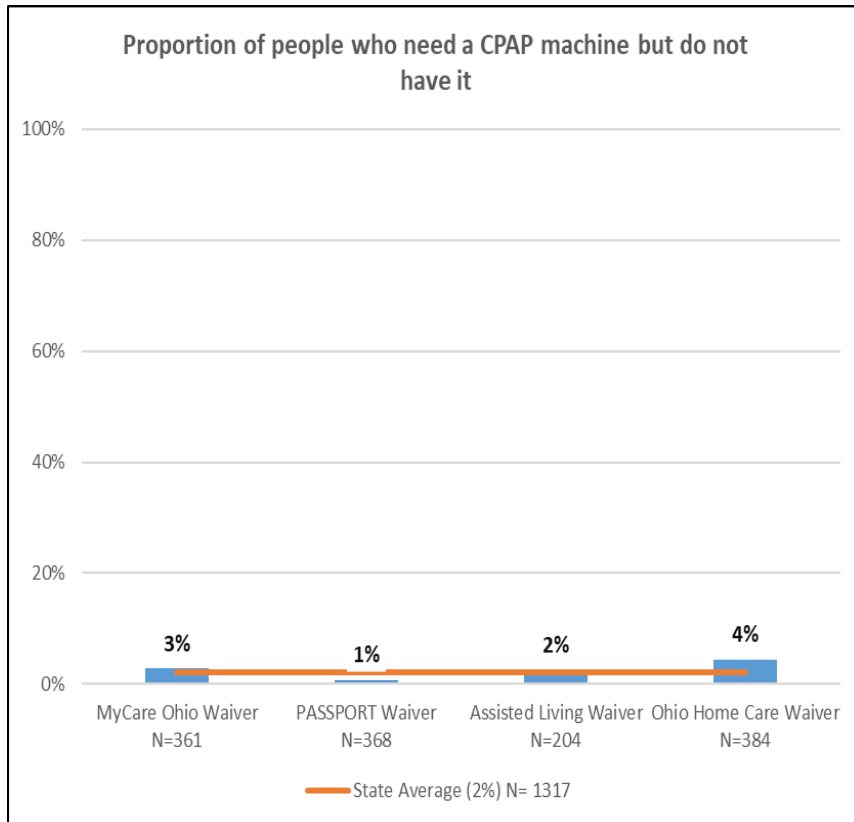
⁴⁷ Item previously reported in the "Access" domain.

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

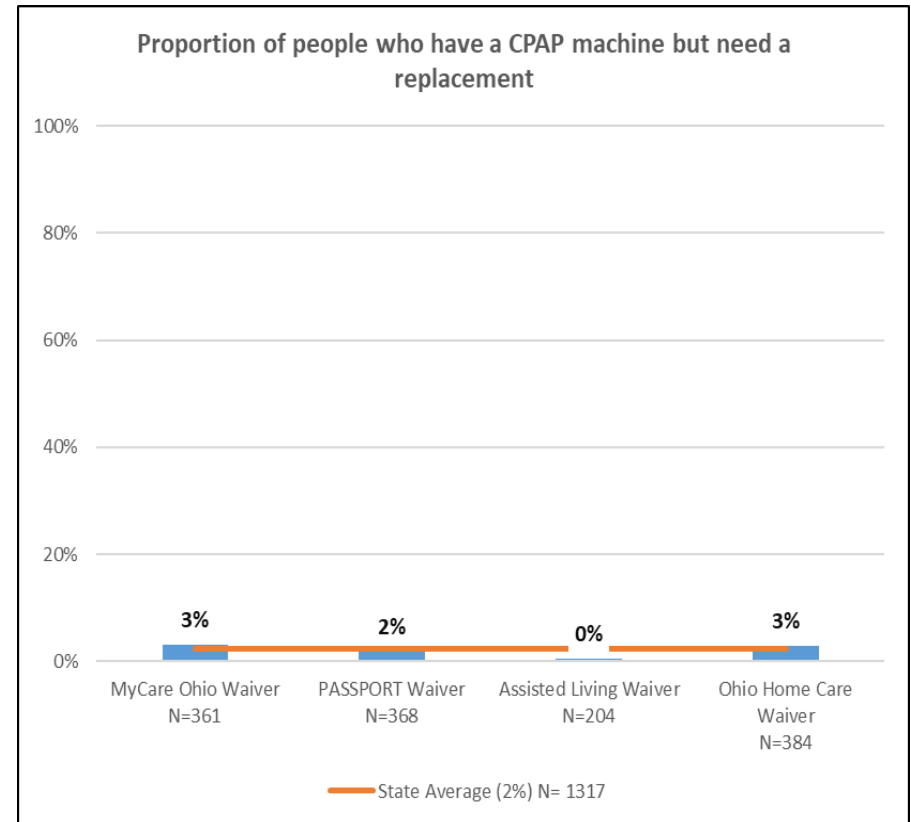


⁴⁸ Item previously reported in the "Access" domain.

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



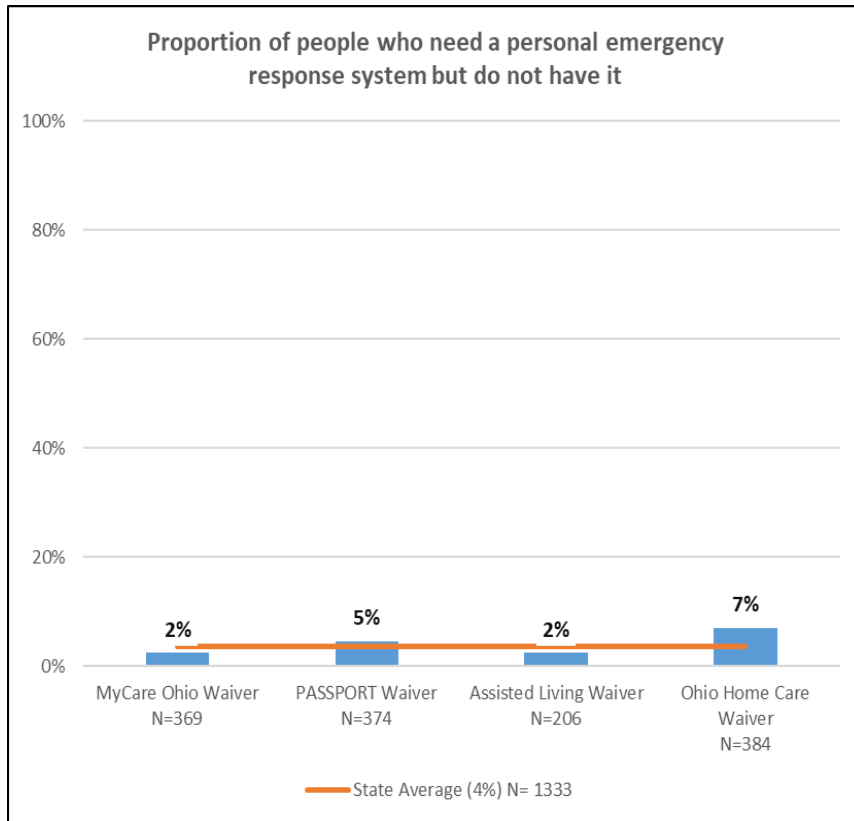
Graph 54. Proportion of people who have a CPAP machine but need a replacement⁵⁰



⁴⁹ Item previously reported in the “Access” domain.

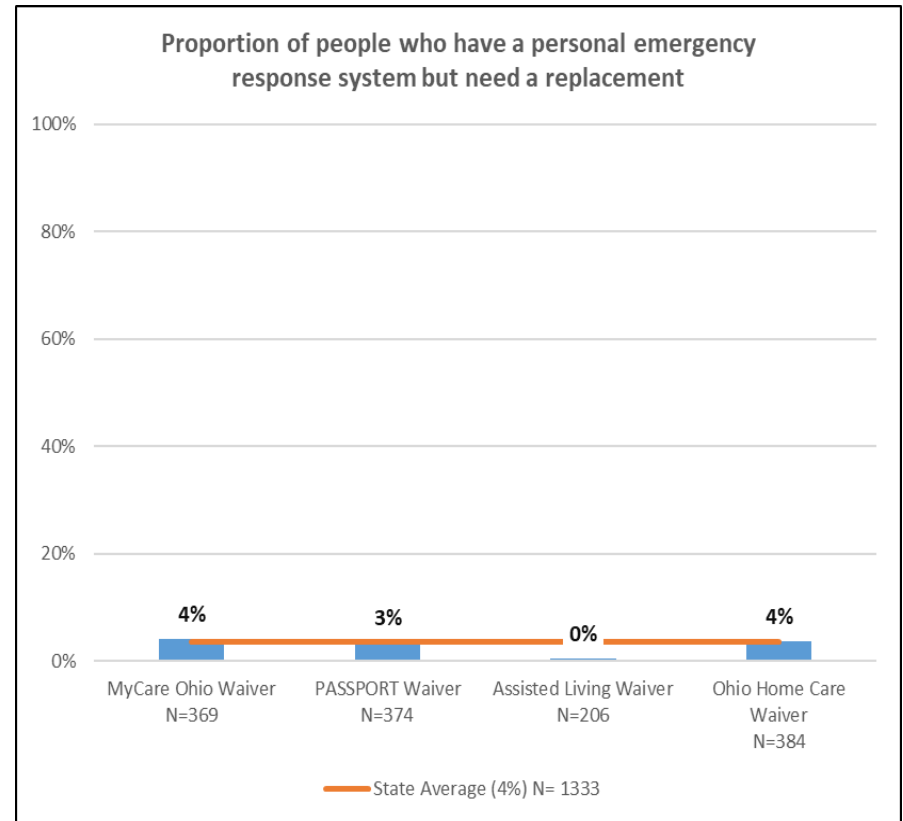
⁵⁰ Item previously reported in the “Access” domain.

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



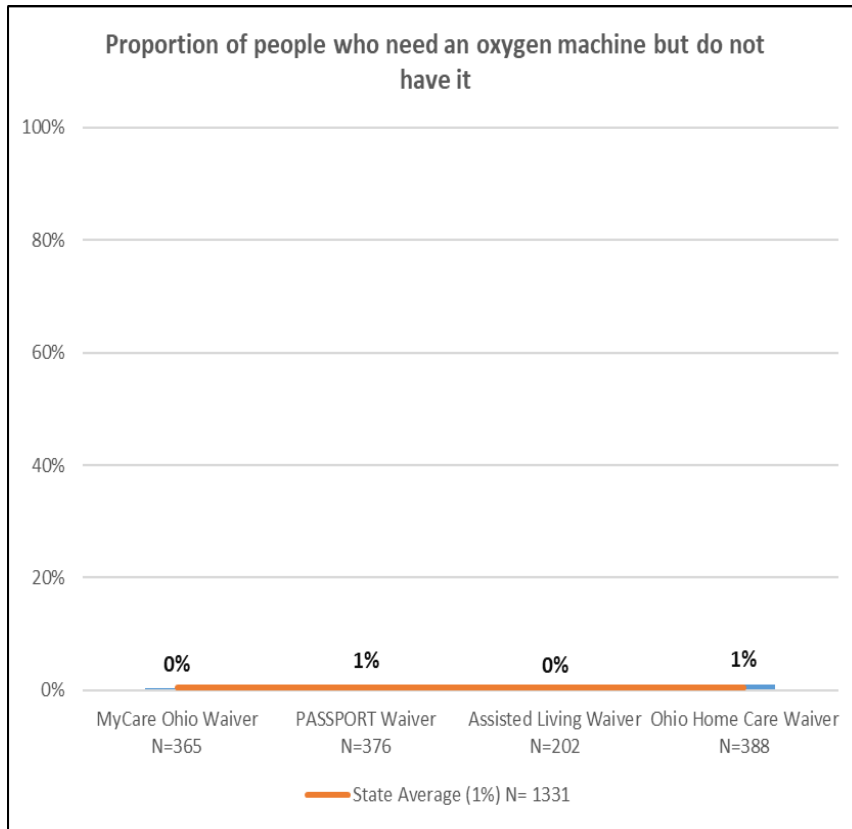
⁵¹ Item previously reported in the “Access” domain.

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



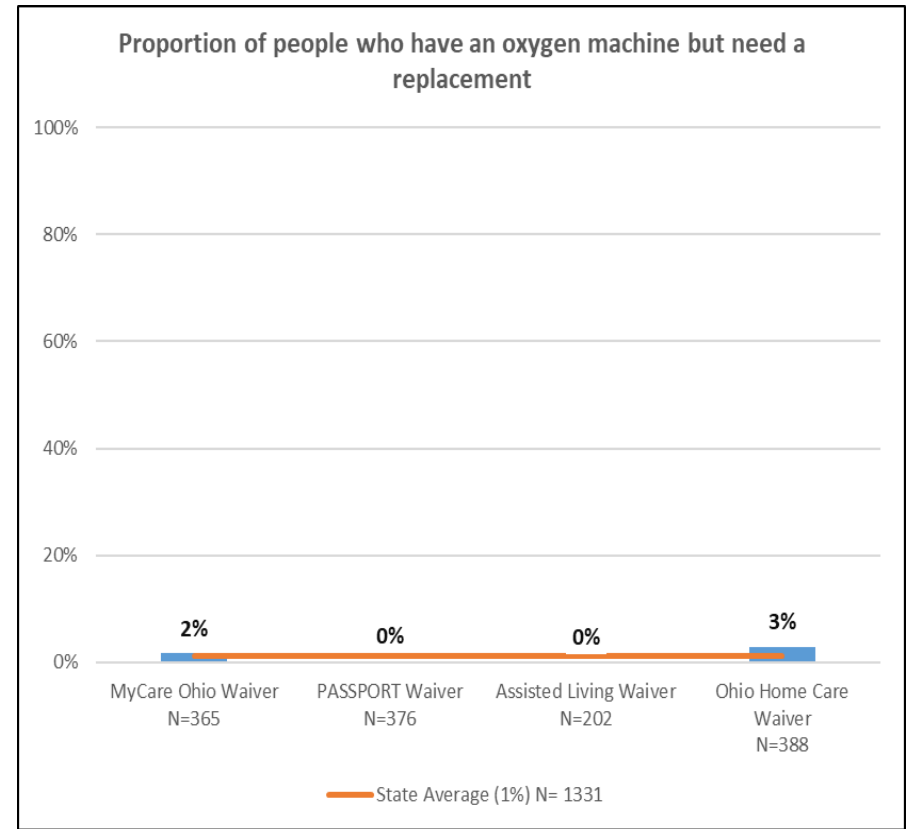
⁵² Item previously reported in the “Access” domain.

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



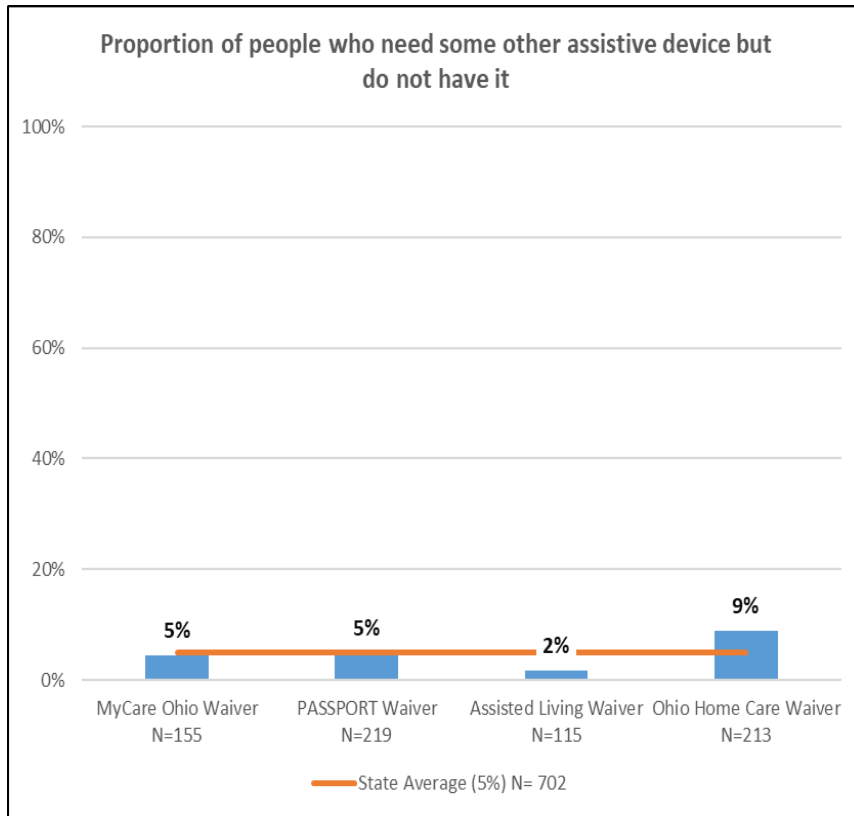
⁵³ New item added in 2018-2019.

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



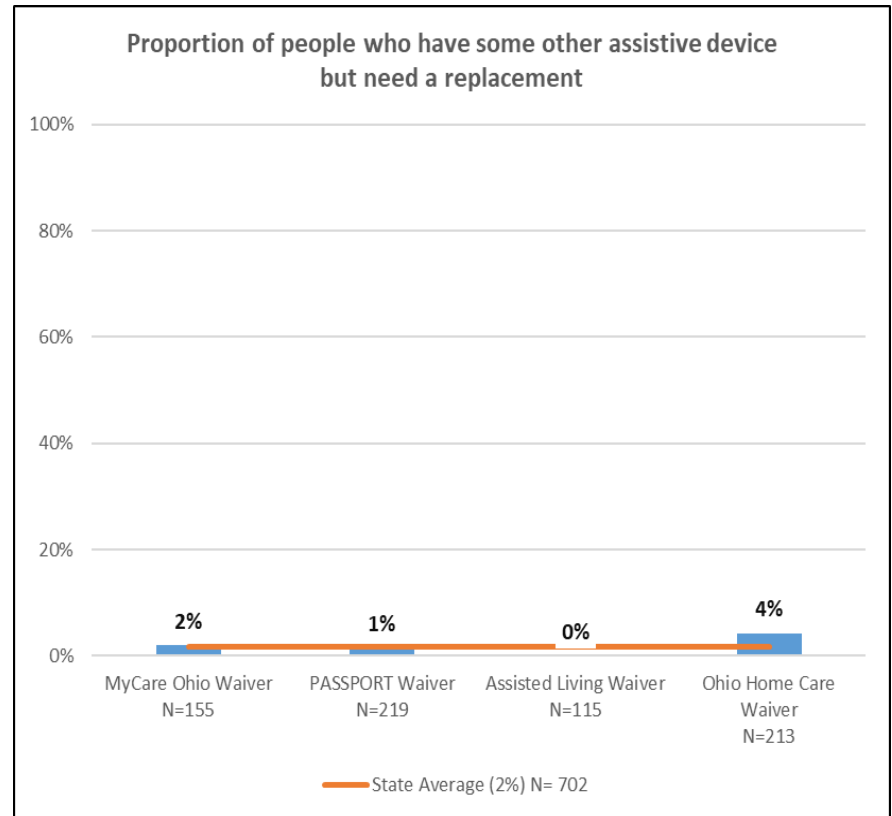
⁵⁴ New item added in 2018-2019.

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



⁵⁵ Item previously reported in the “Access” domain.

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



⁵⁶ Item previously reported in the “Access” domain.

Safety

People feel safe from abuse, neglect, and injury.

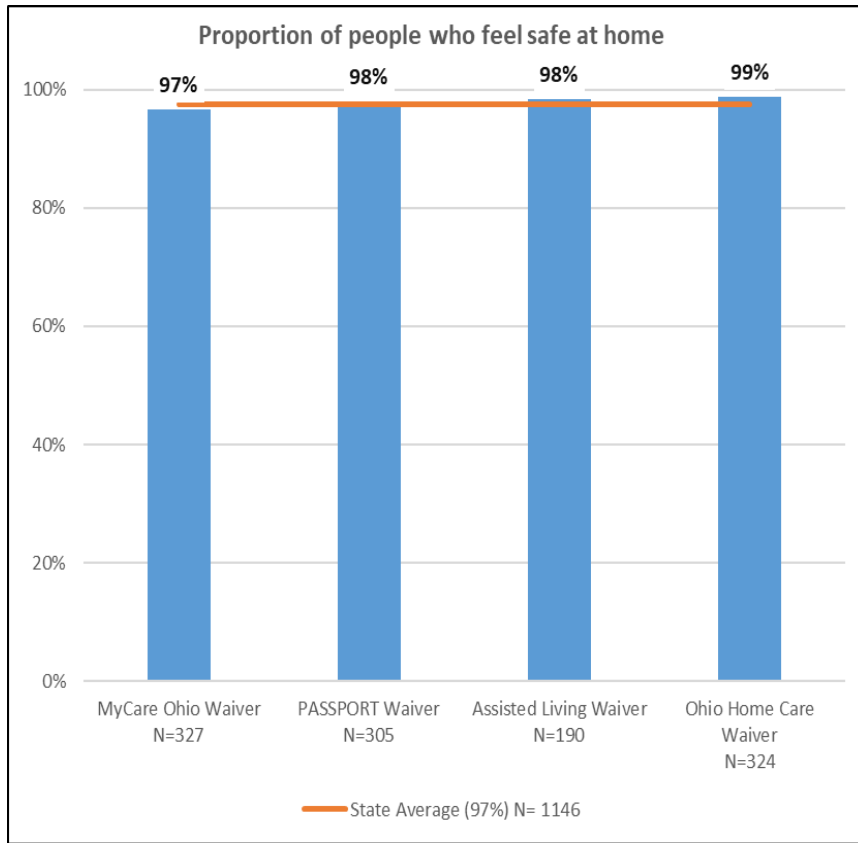
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

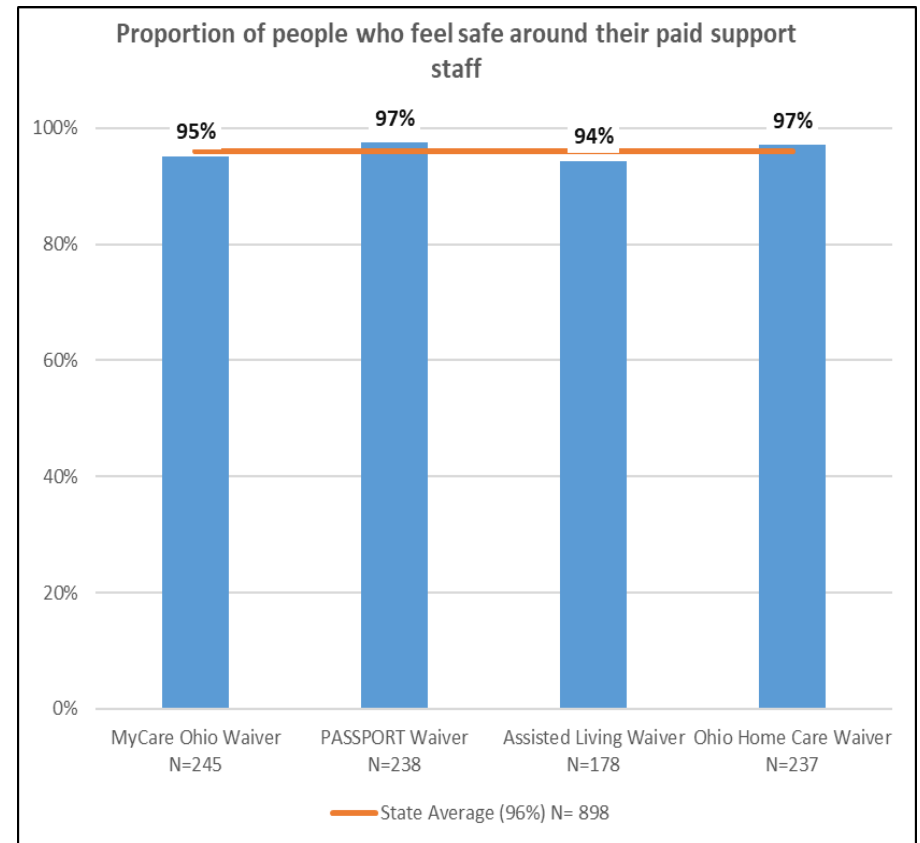
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

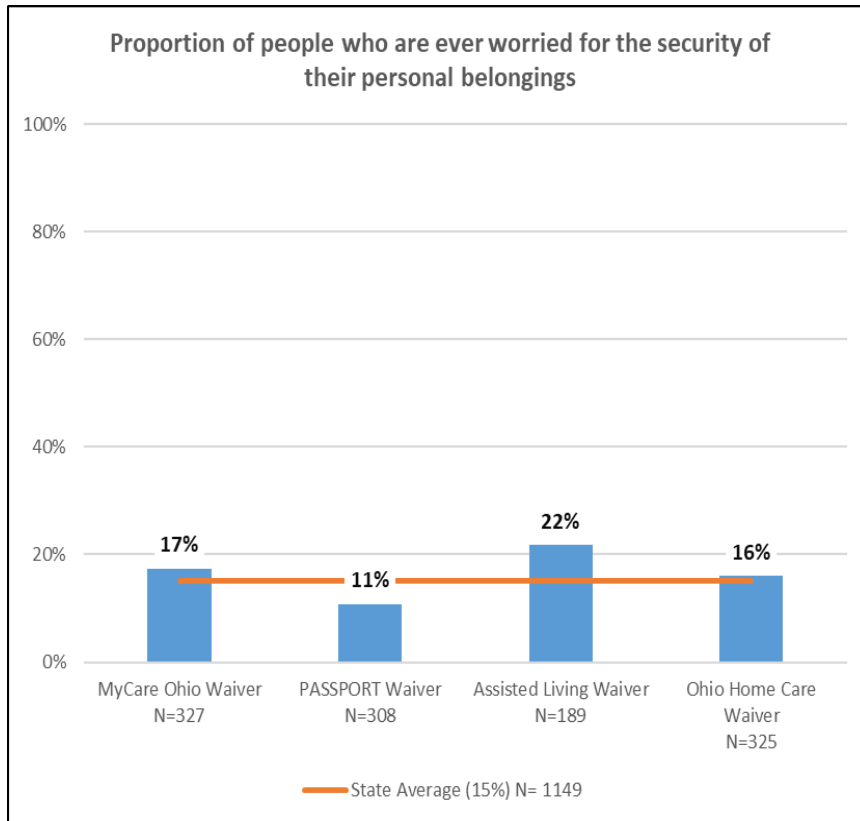
Graph 61. Proportion of people who feel safe at home



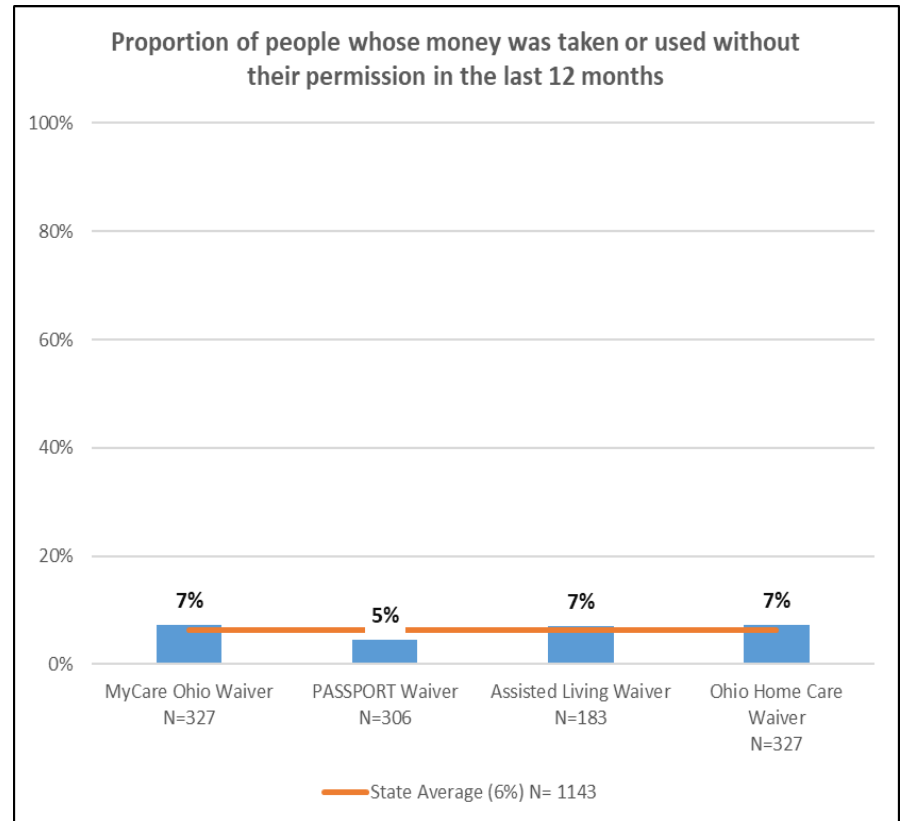
Graph 62. Proportion of people who feel safe around their paid support staff



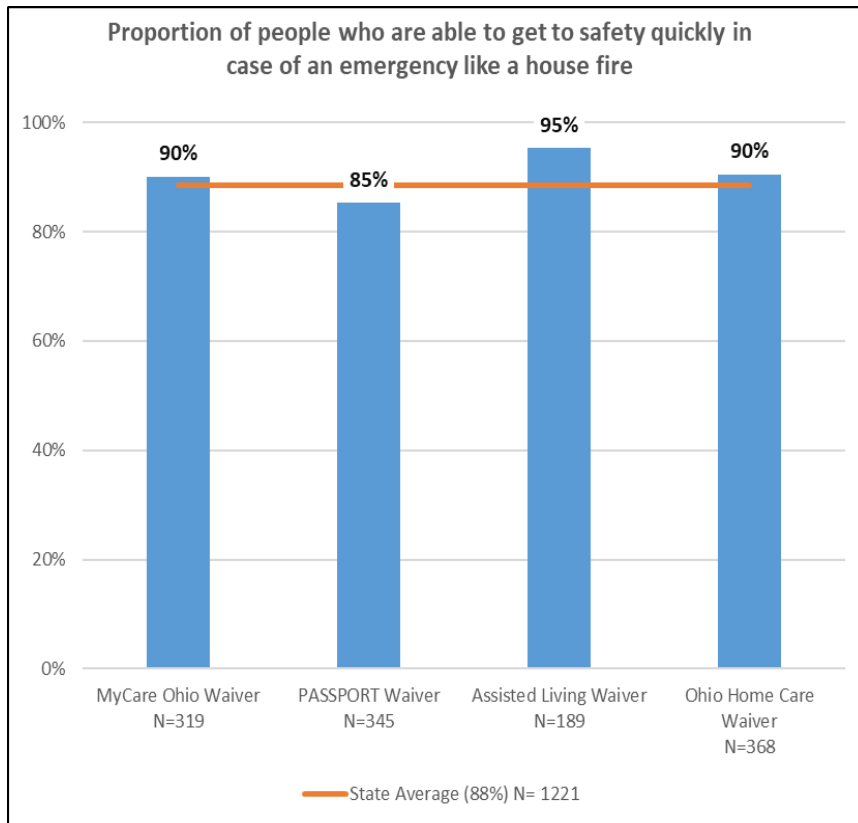
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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



Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

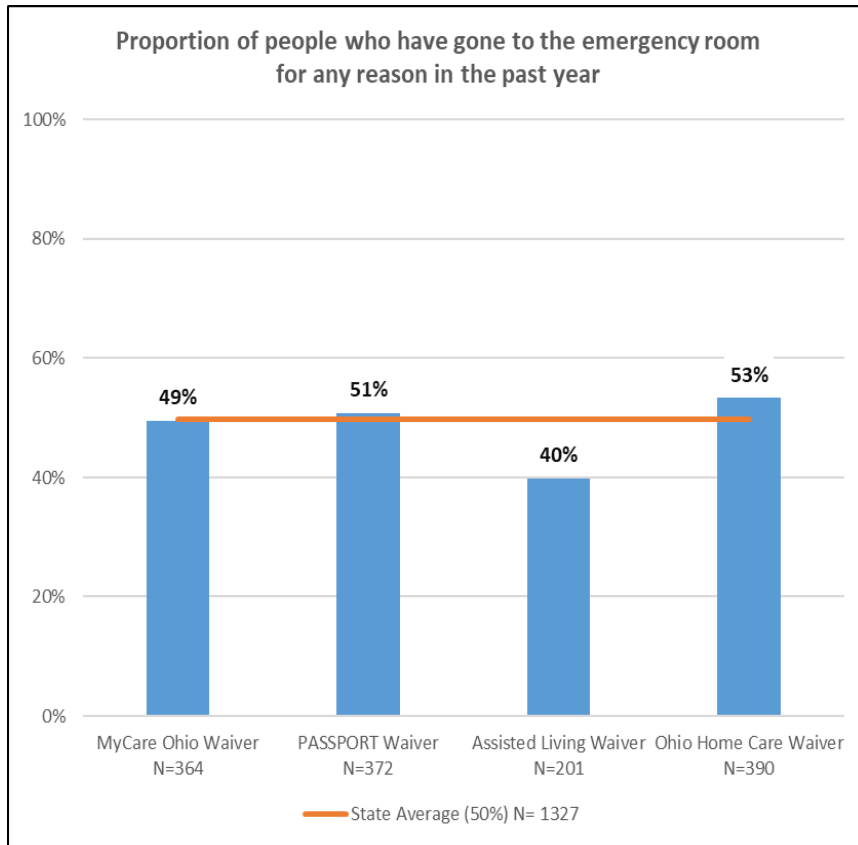
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who experience potentially preventable emergency room visits.
2. Proportion of people who have needed health screenings and vaccinations in a timely manner.
3. Proportion of people who can get an appointment with their doctor when they need to.
4. Proportion of people who have access to mental health services.

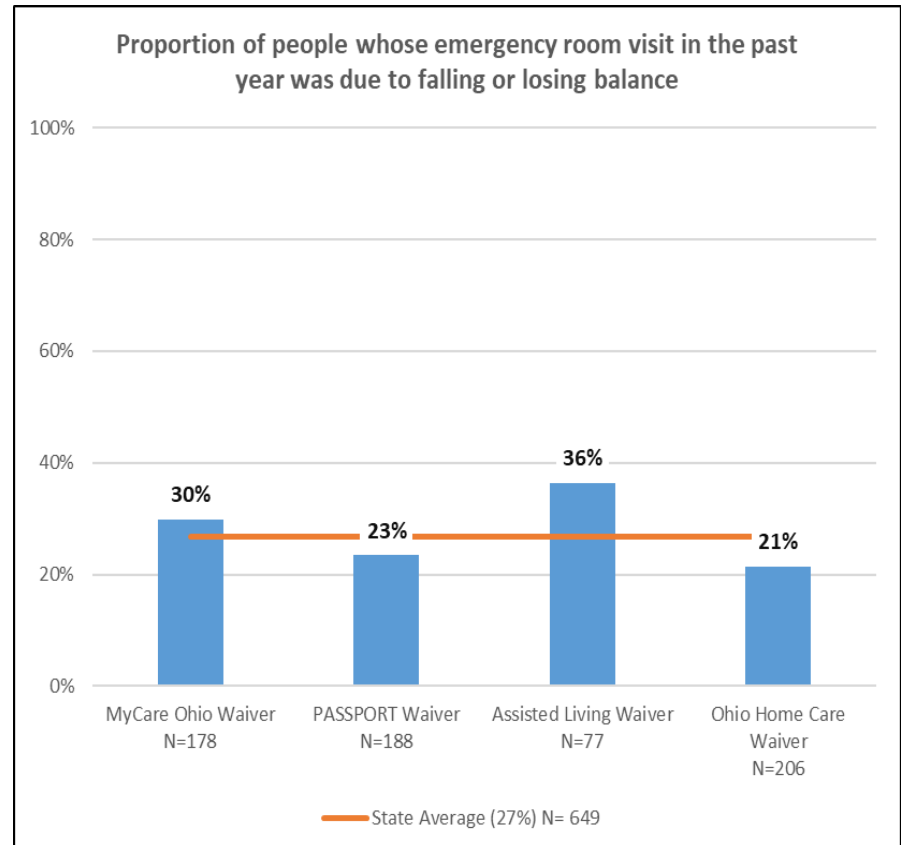
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

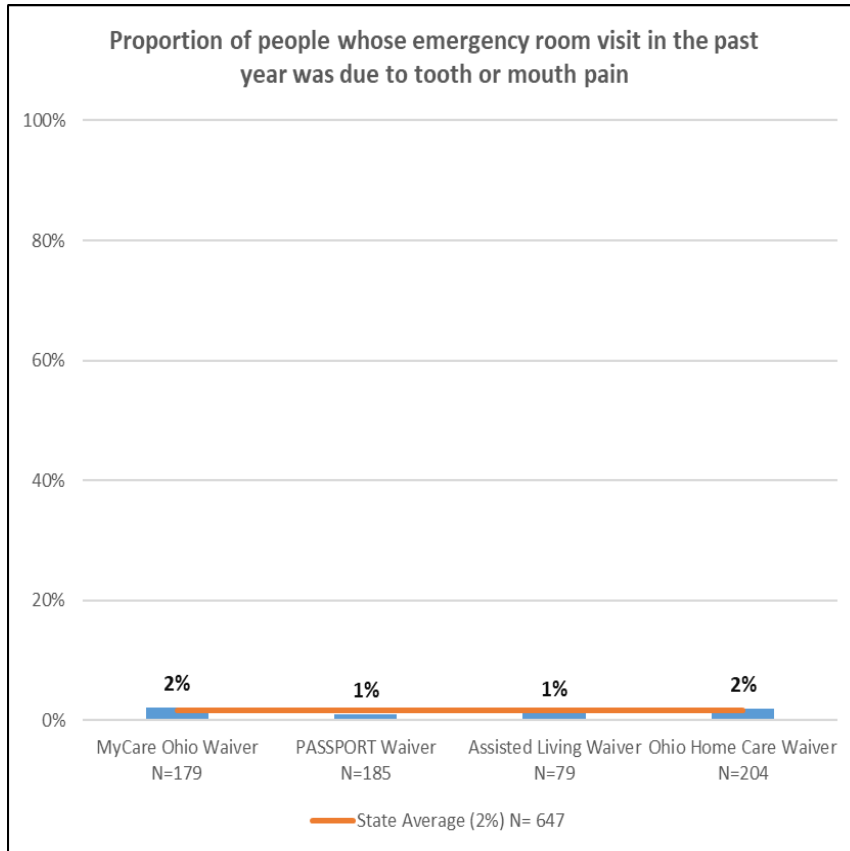
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



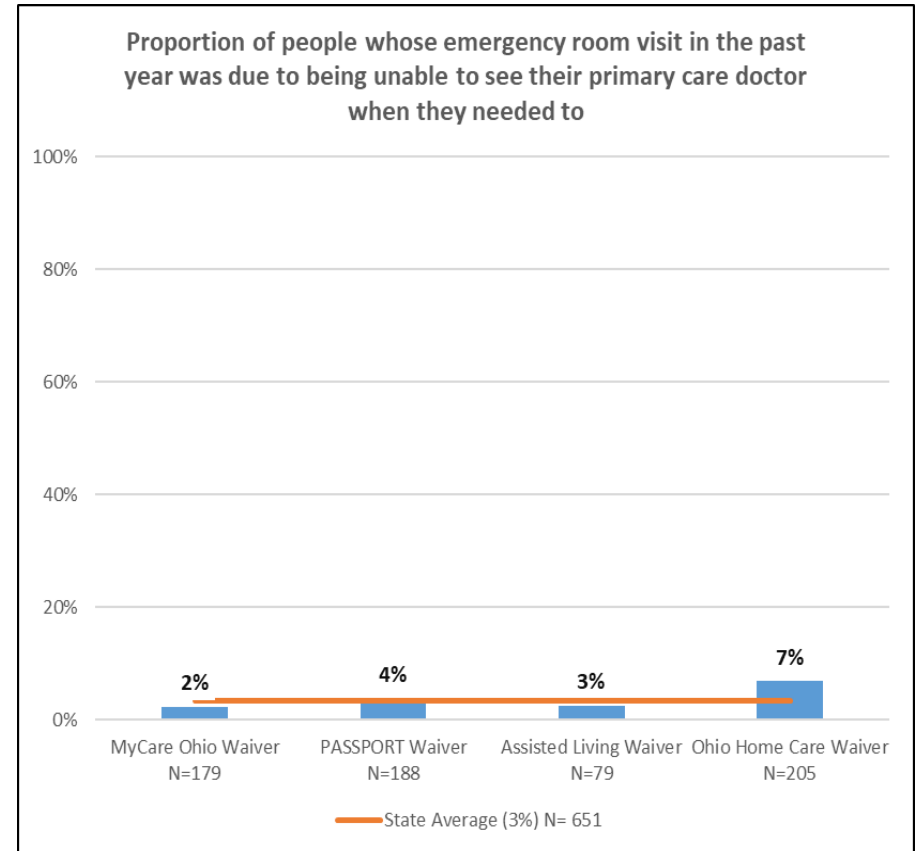
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



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

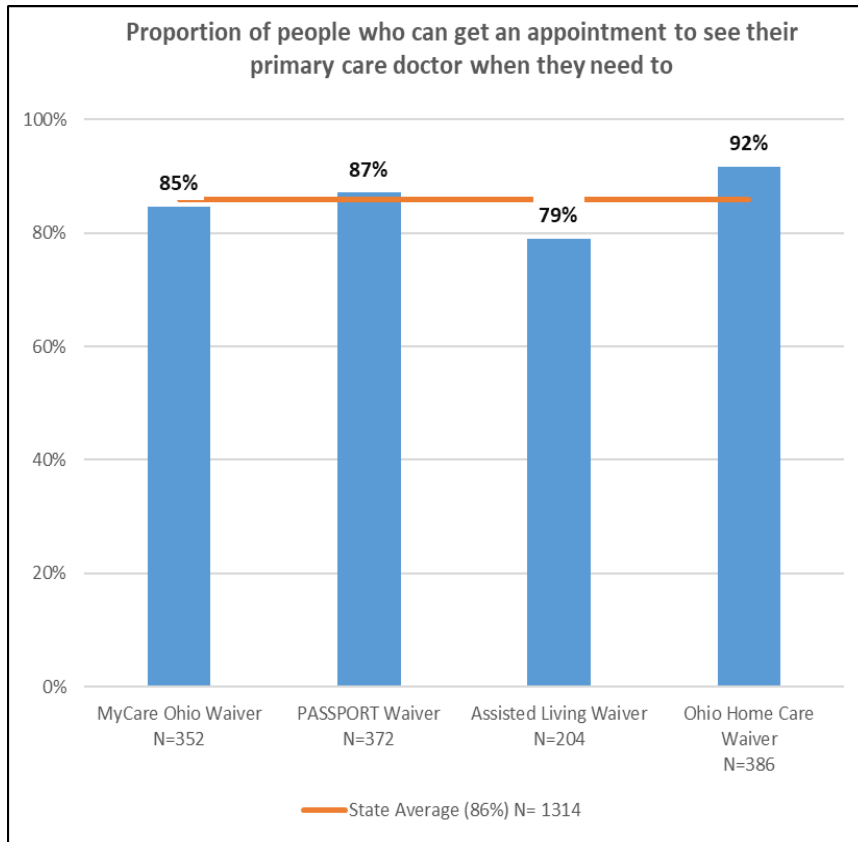


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁷

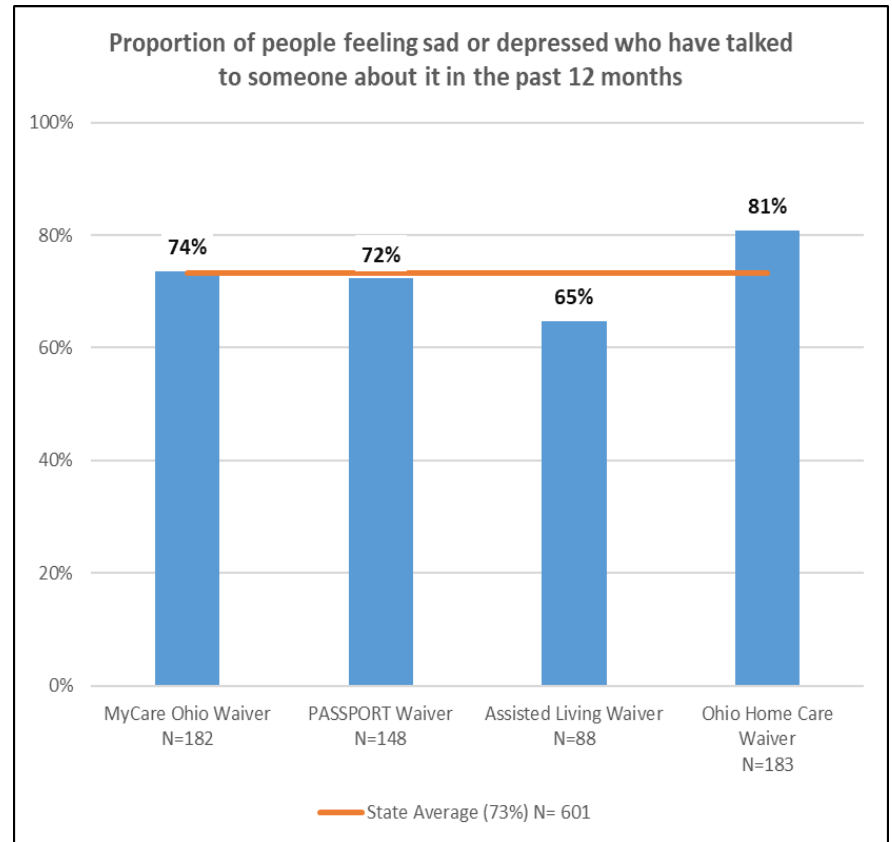


⁵⁷ New item added in 2018-2019.

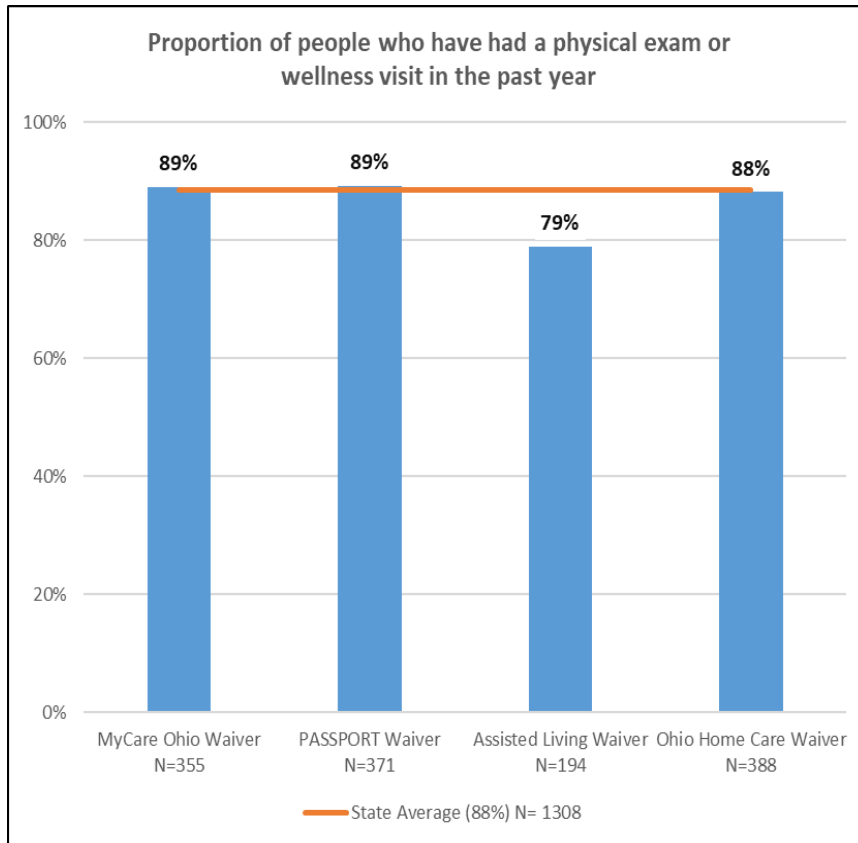
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



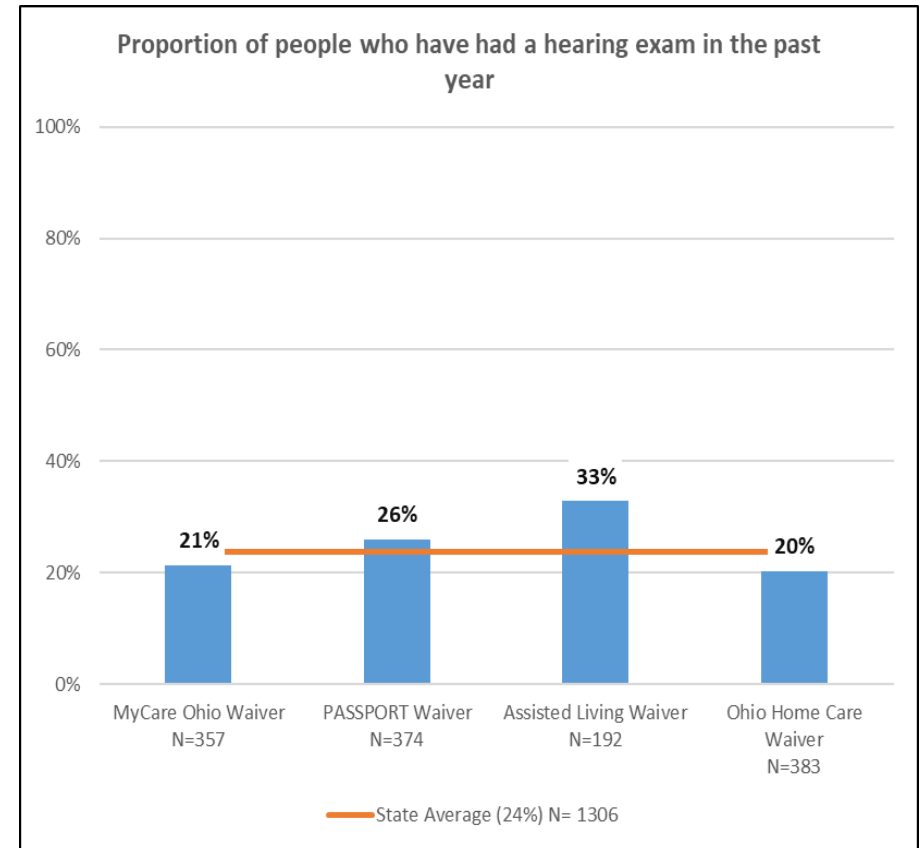
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



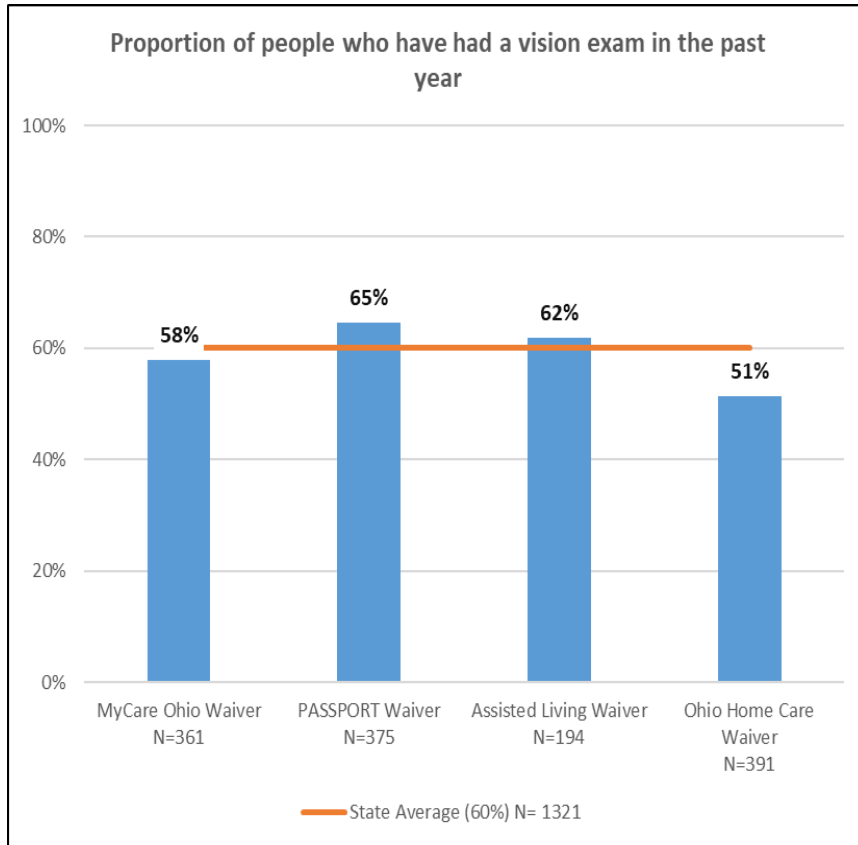
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



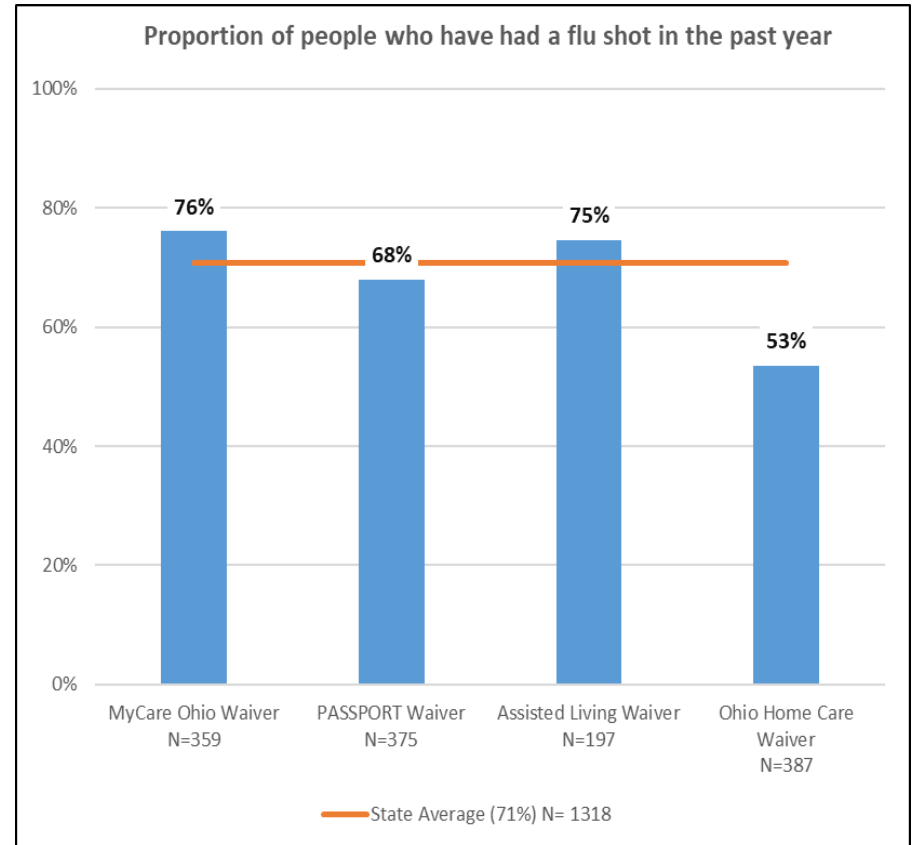
Graph 73. Proportion of people who have had a hearing exam in the past year



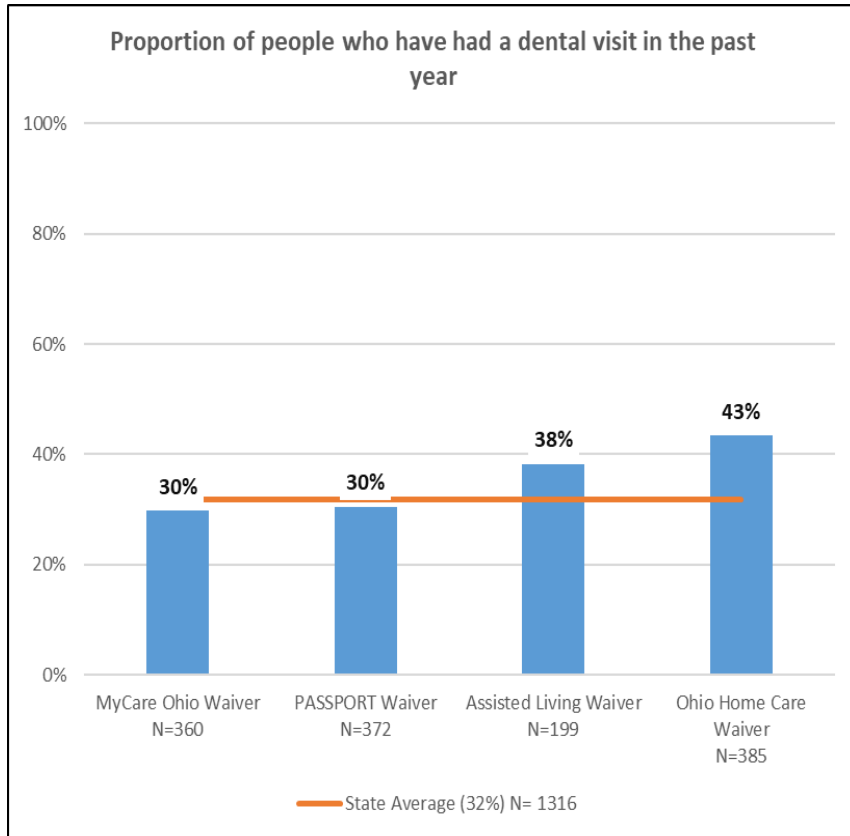
Graph 74. Proportion of people who have had a vision exam in the past year



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



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



Wellness

People are supported to maintain health.

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

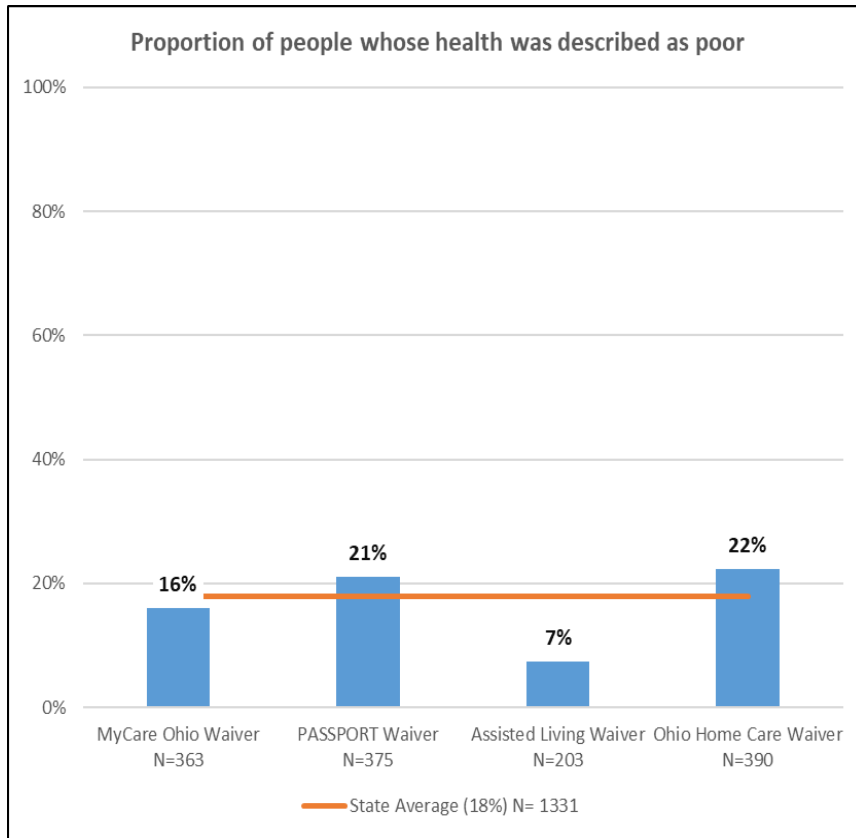
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access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

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

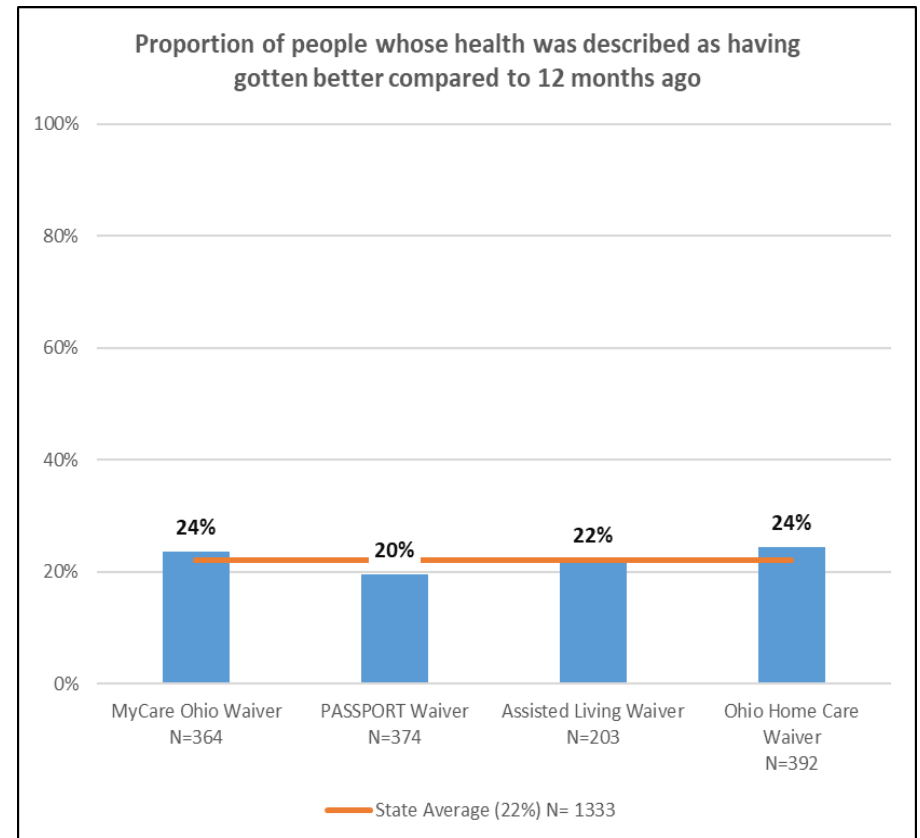
Un-collapsed data are shown in Appendix B.

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

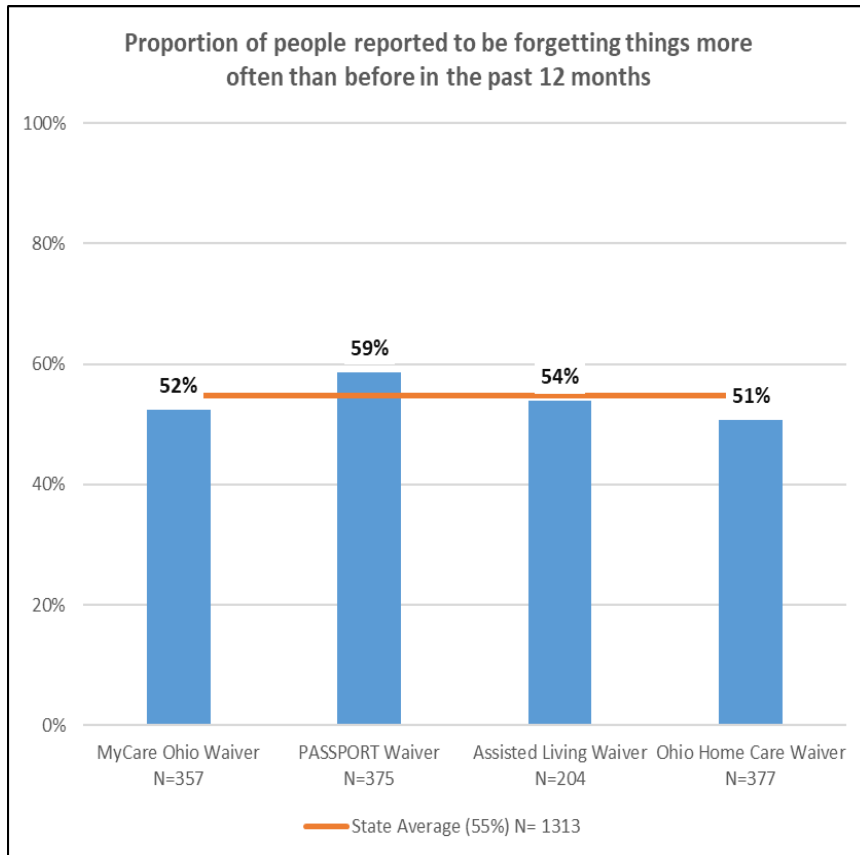
Graph 77. Proportion of people whose health was described as poor



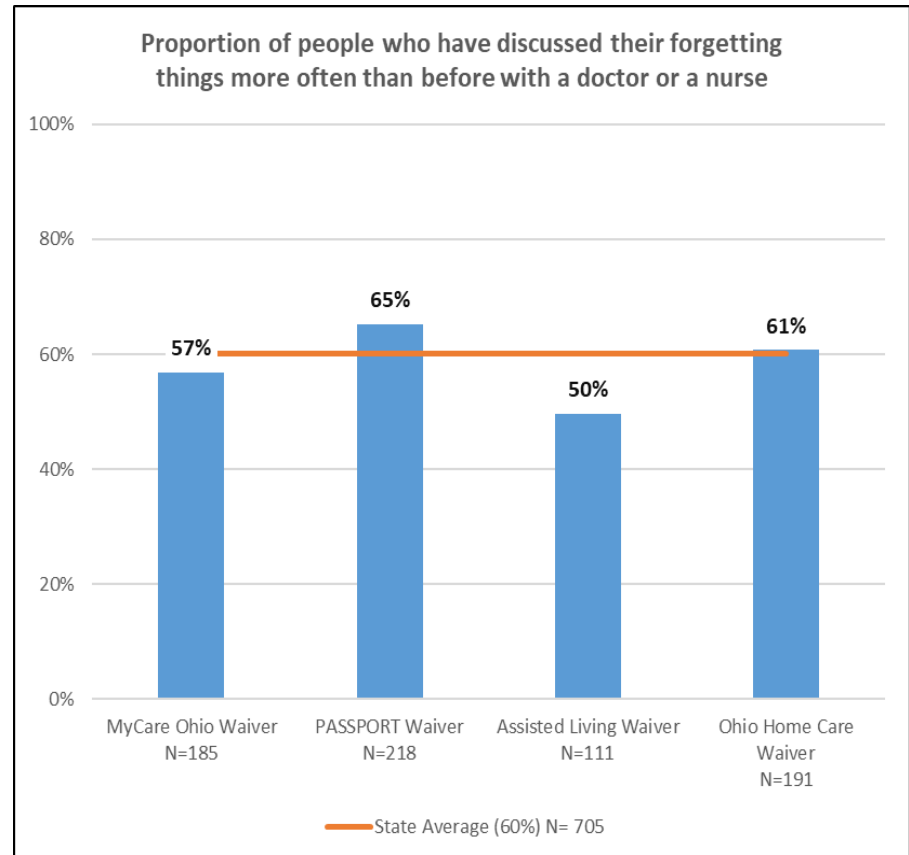
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



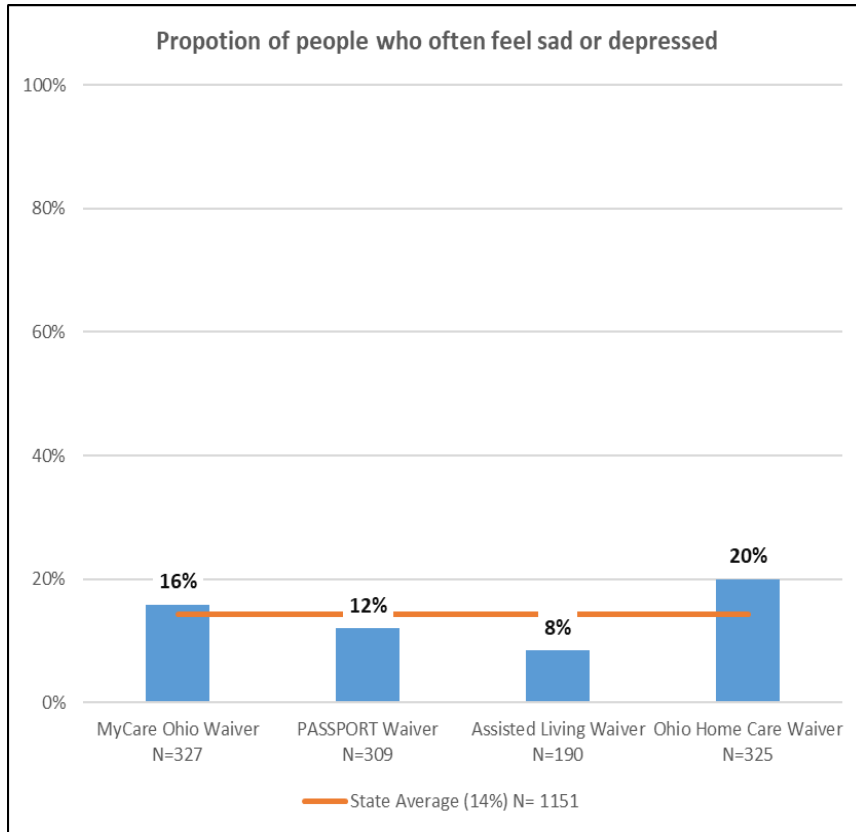
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



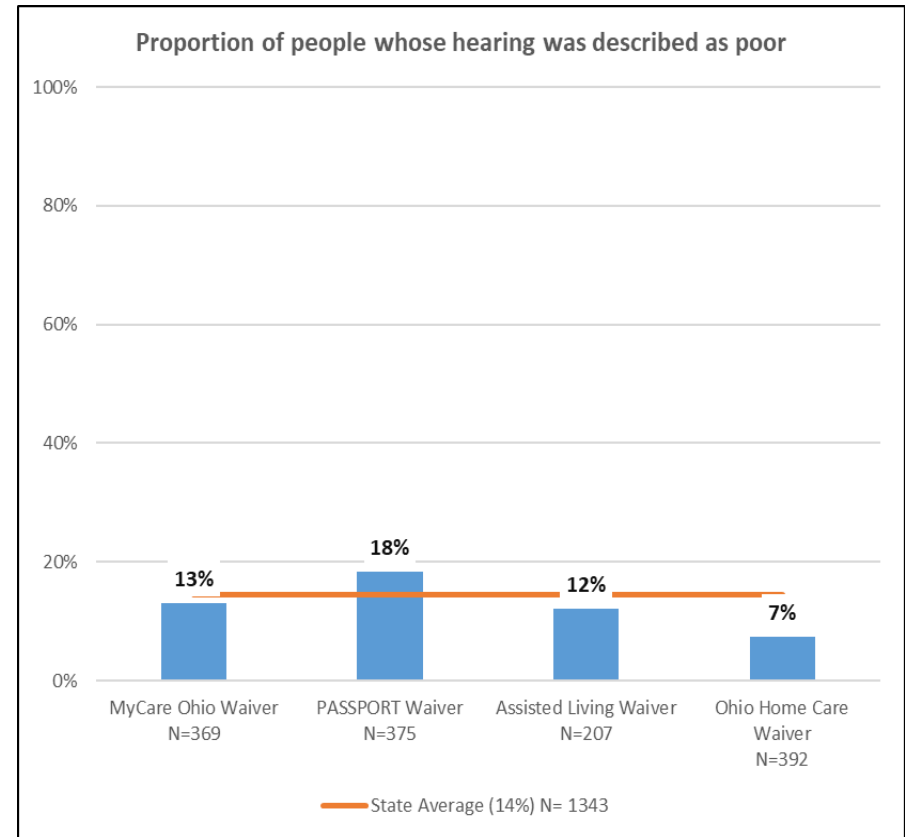
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



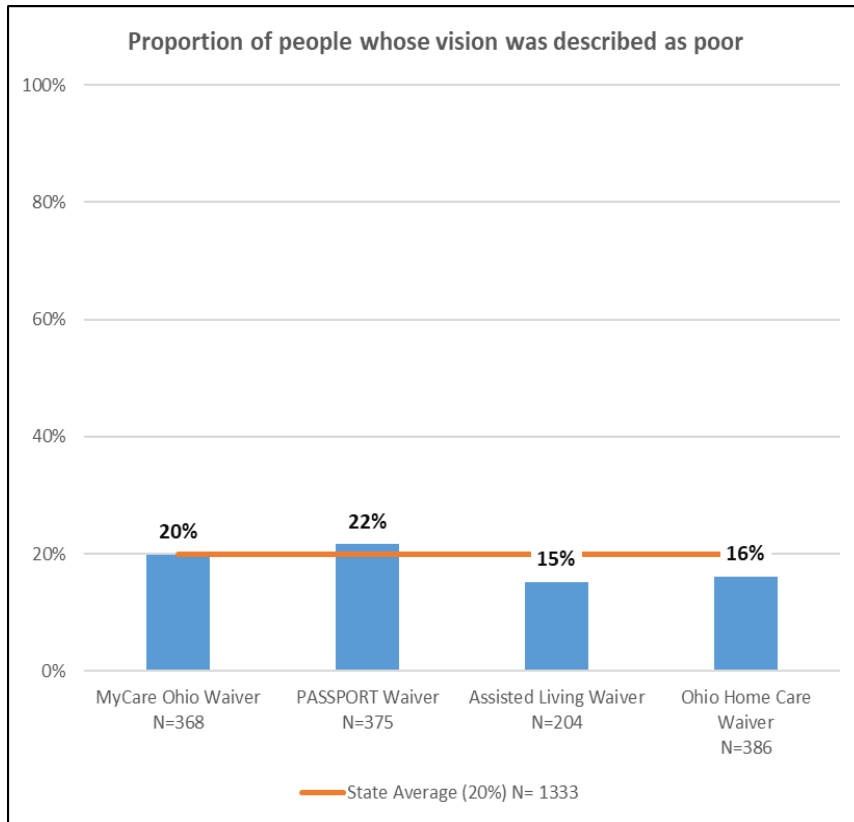
Graph 81. Proportion of people who often feel sad or depressed



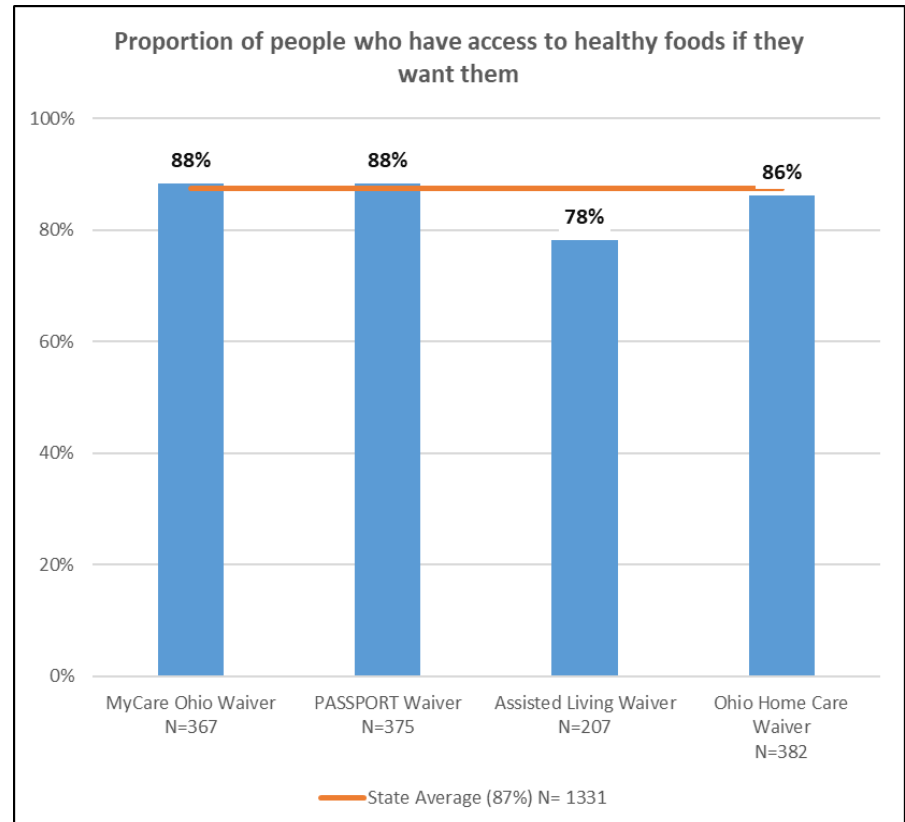
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



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

Medications

Medications are managed effectively and appropriately.

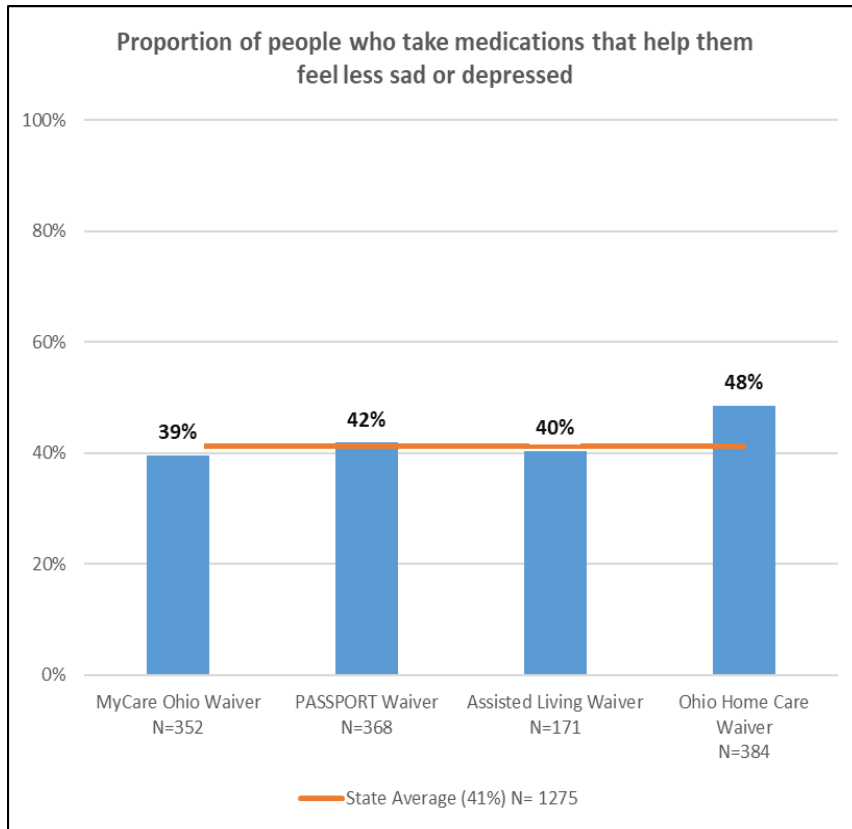
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

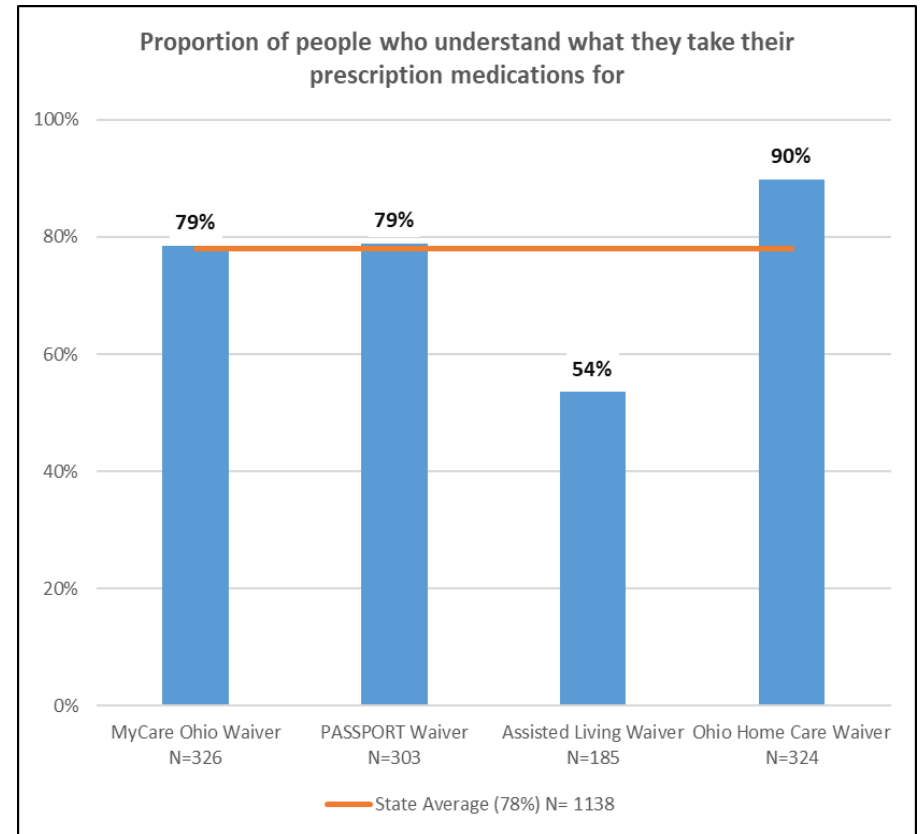
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



Rights and Respect

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

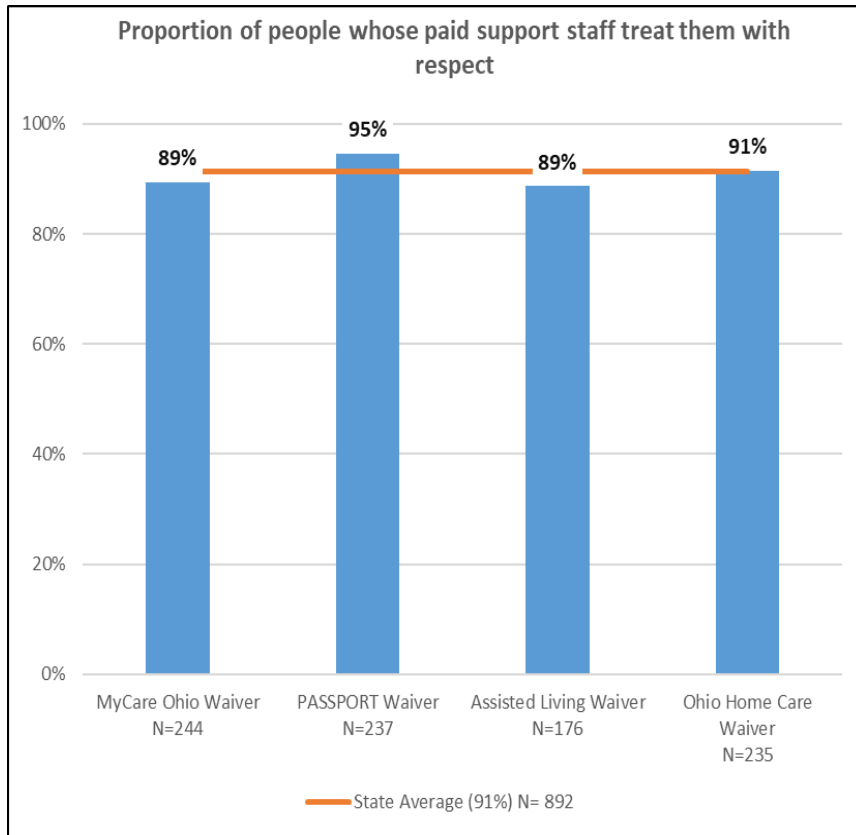
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

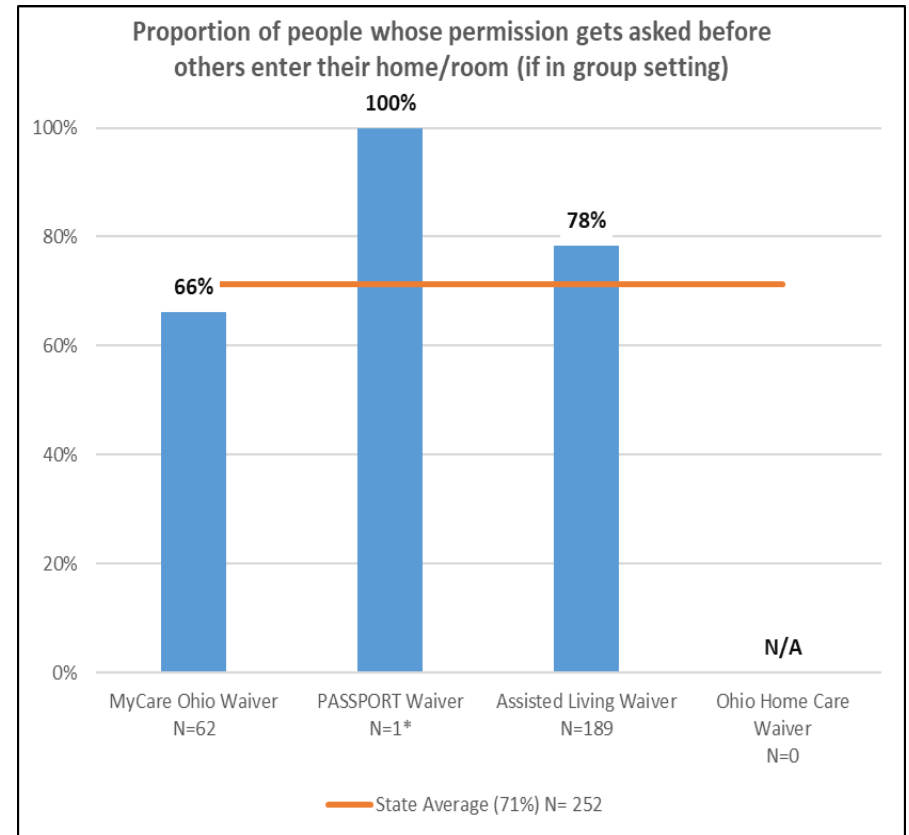
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

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



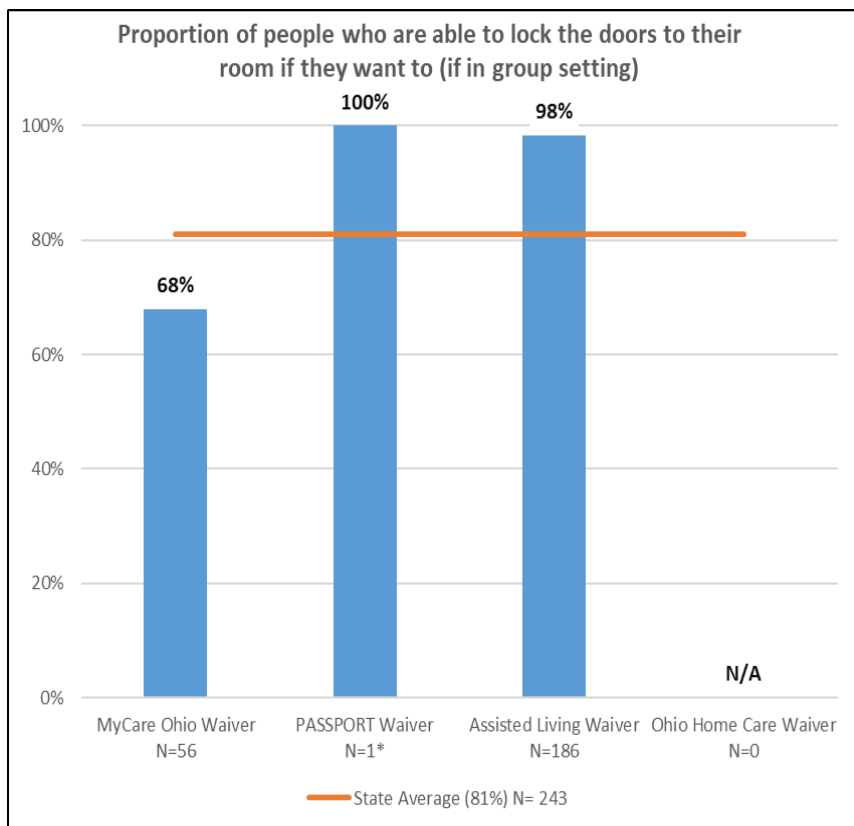
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶⁰



* Very small number of responses

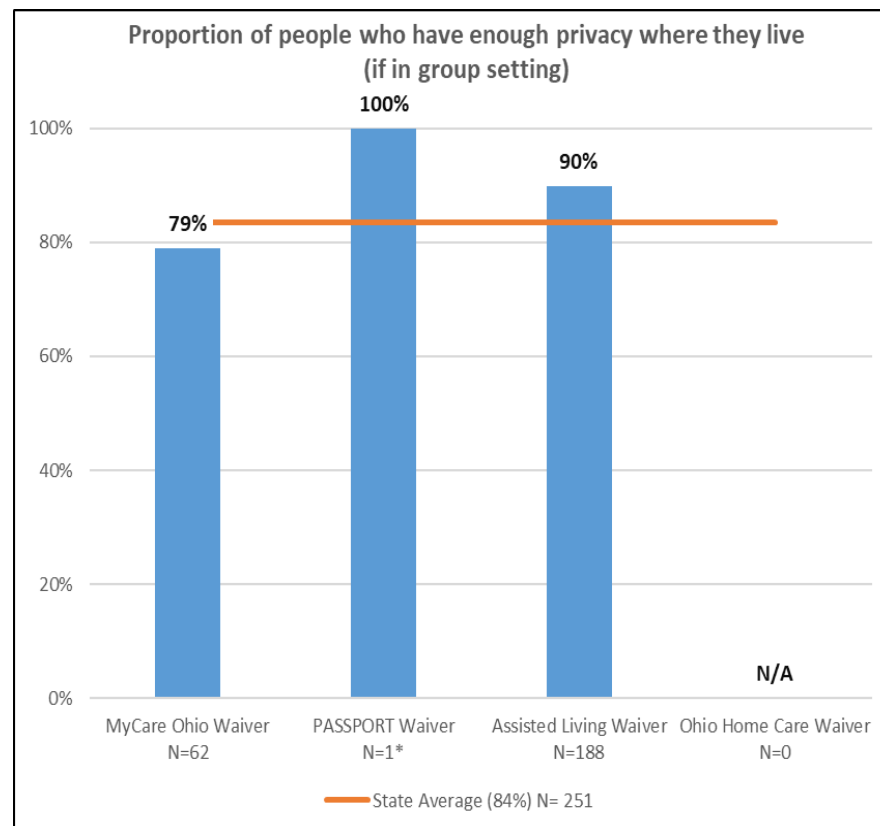
⁶⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

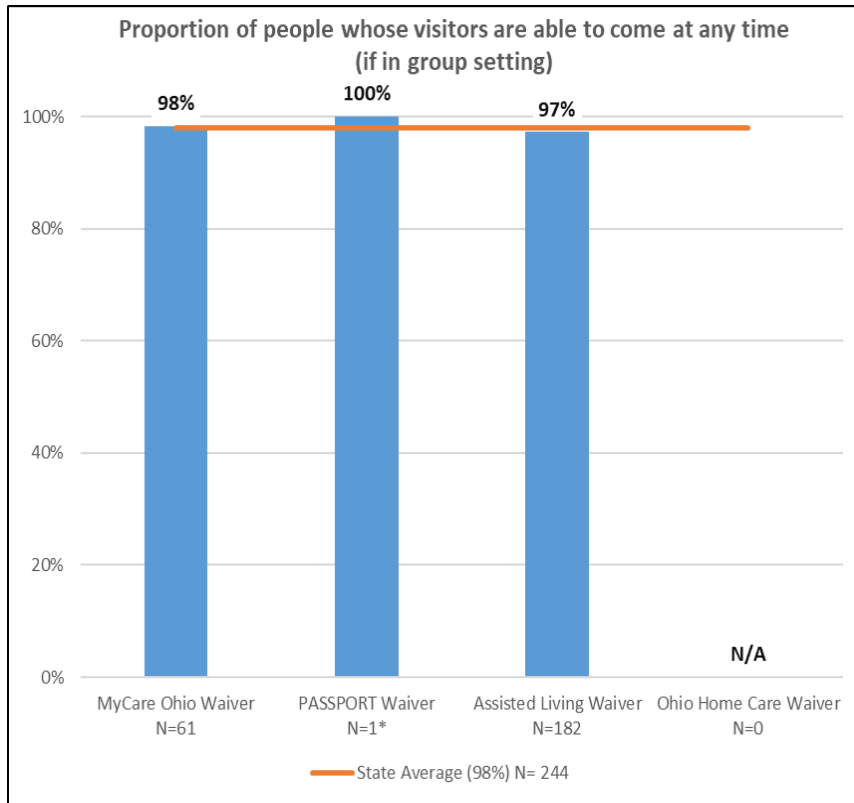


* Very small number of responses

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

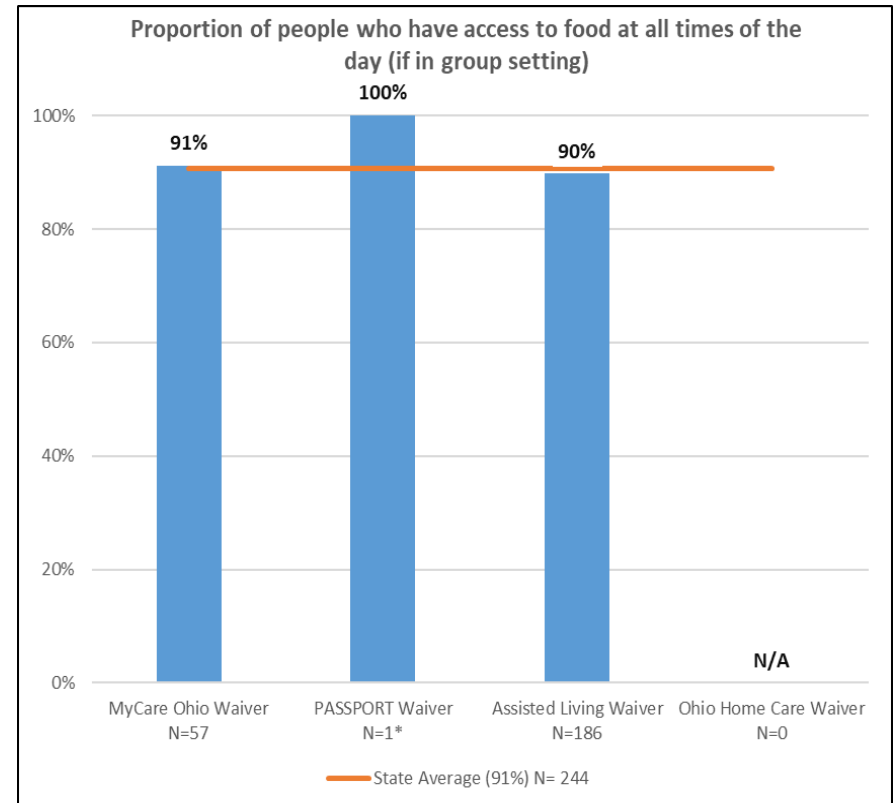
⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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



* Very small number of responses

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

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

Self-Direction

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

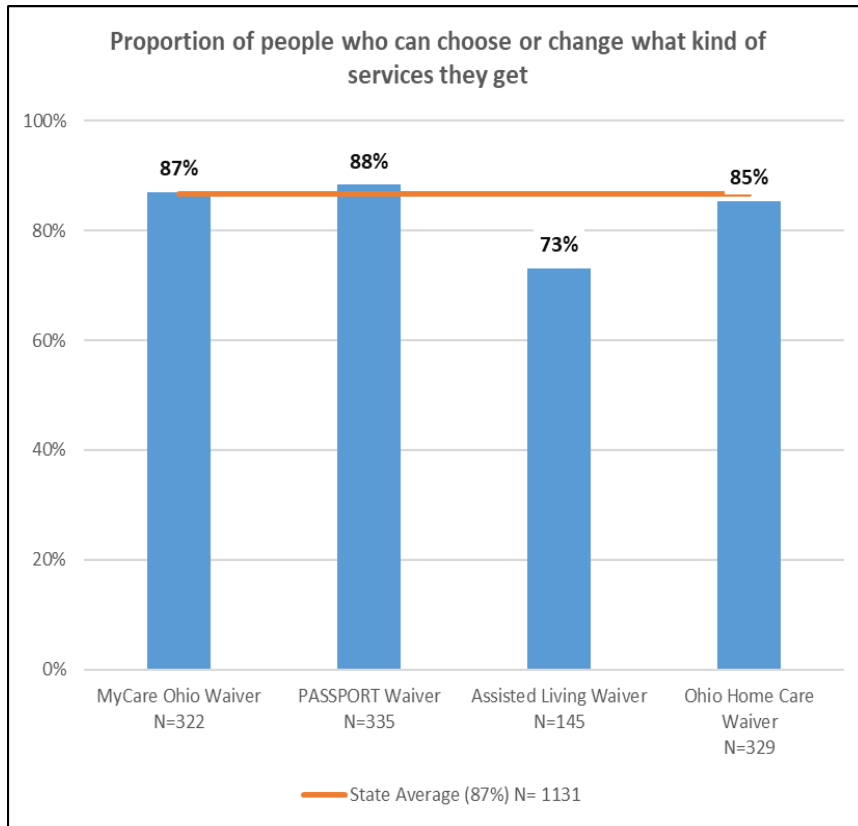
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

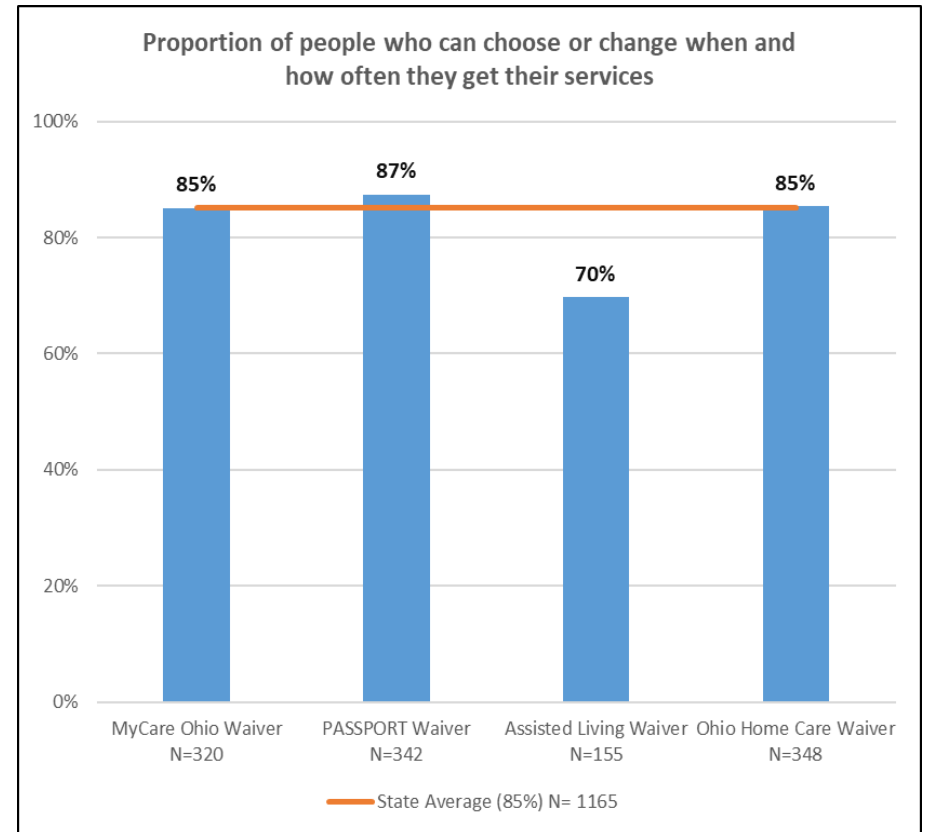
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

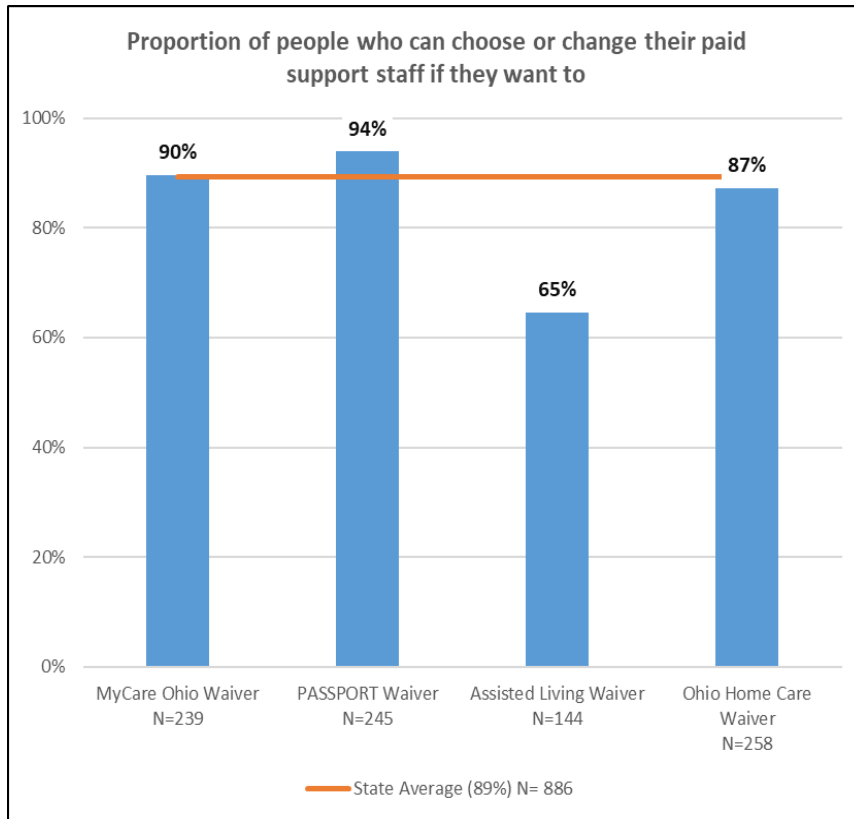
Graph 93. Proportion of people who can choose or change what kind of services they get



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



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



Work

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

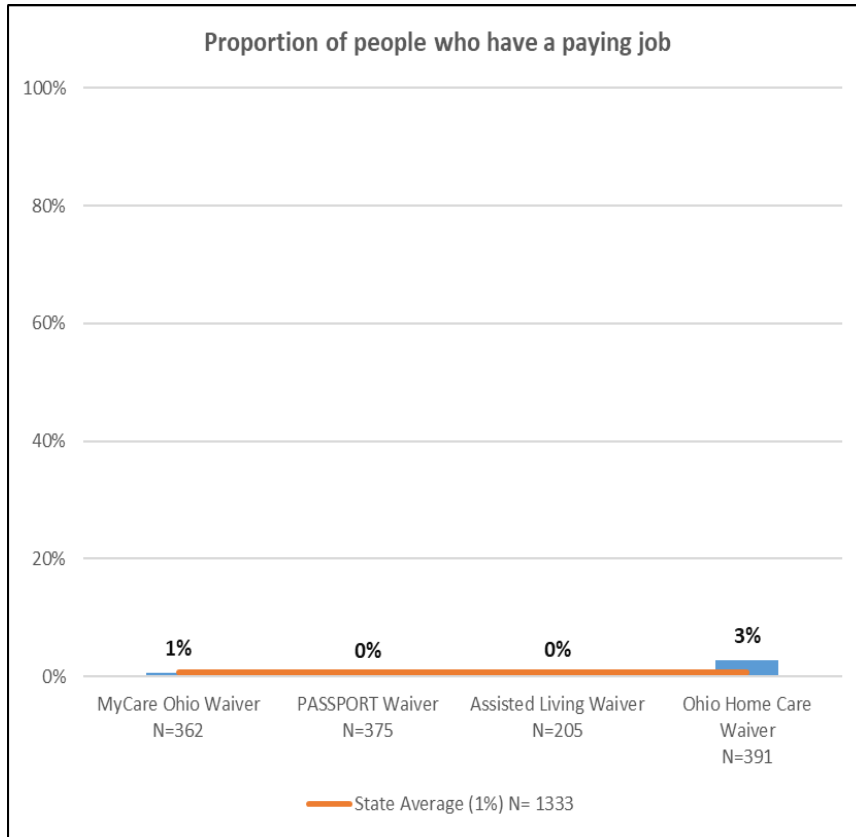
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

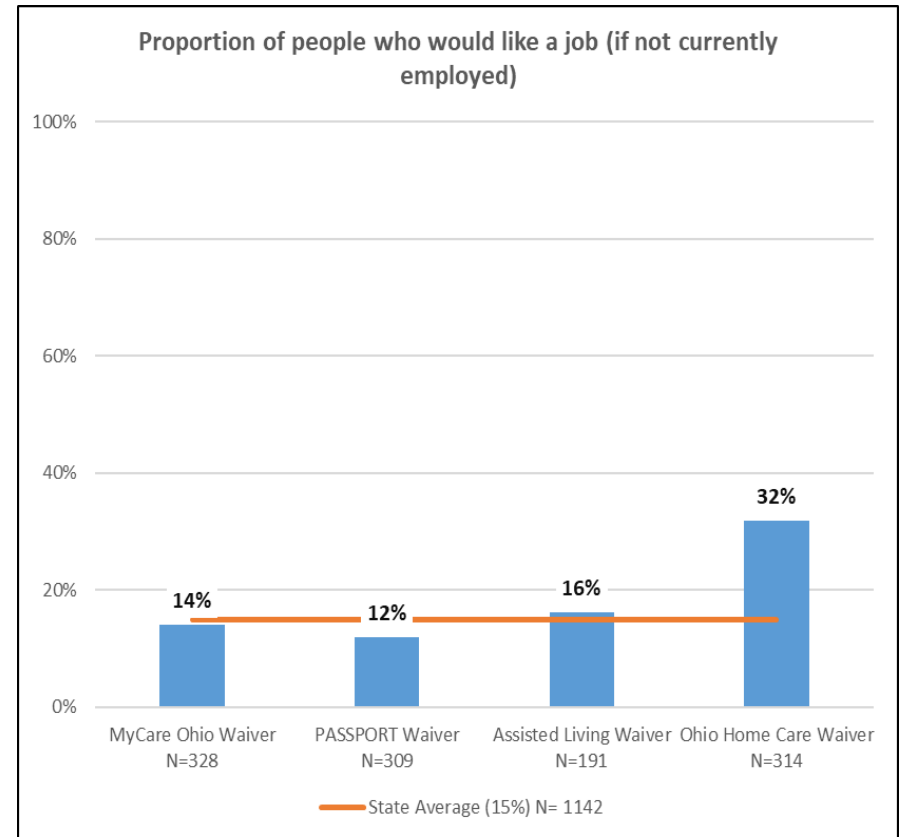
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

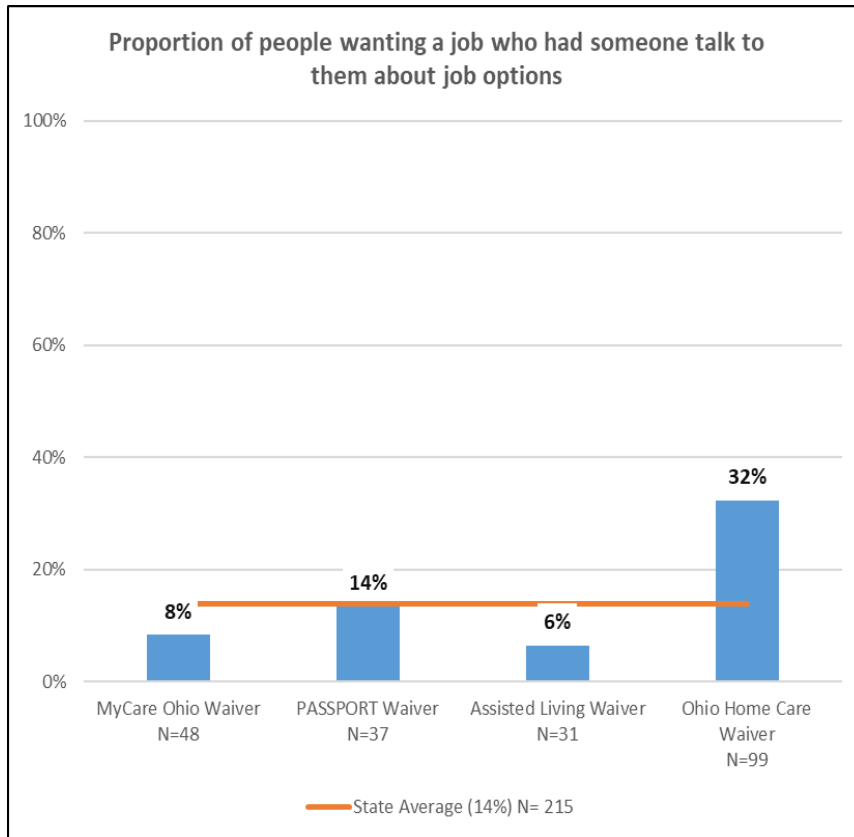
Graph 96. Proportion of people who have a paying job



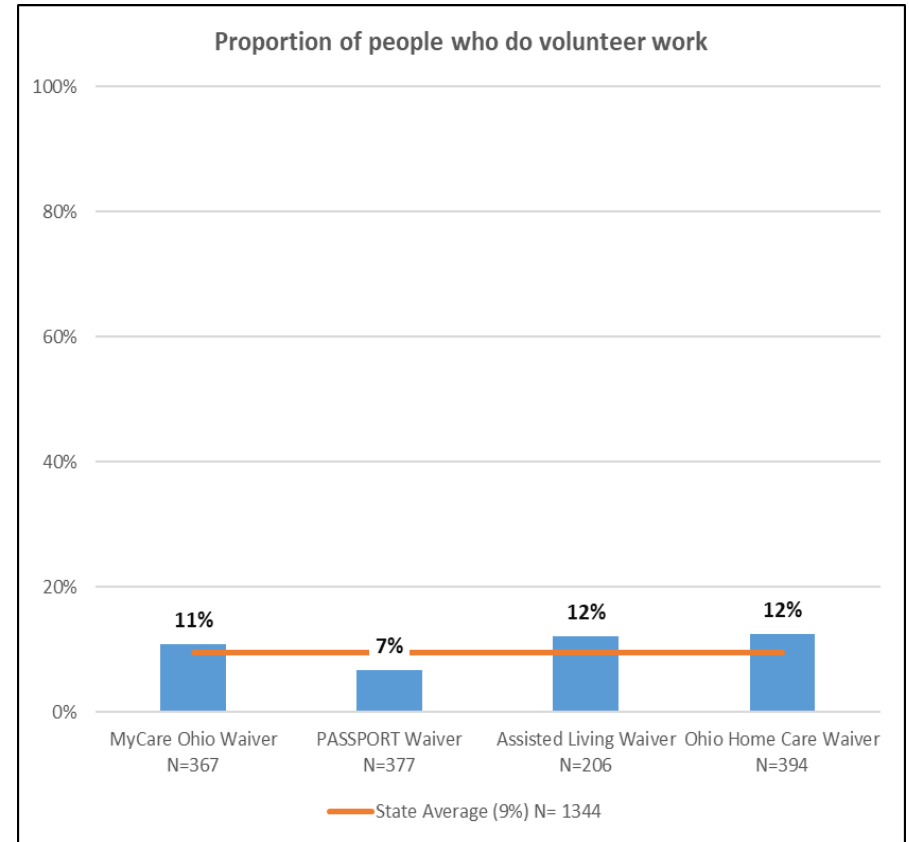
Graph 97. Proportion of people who would like a job (if not currently employed)



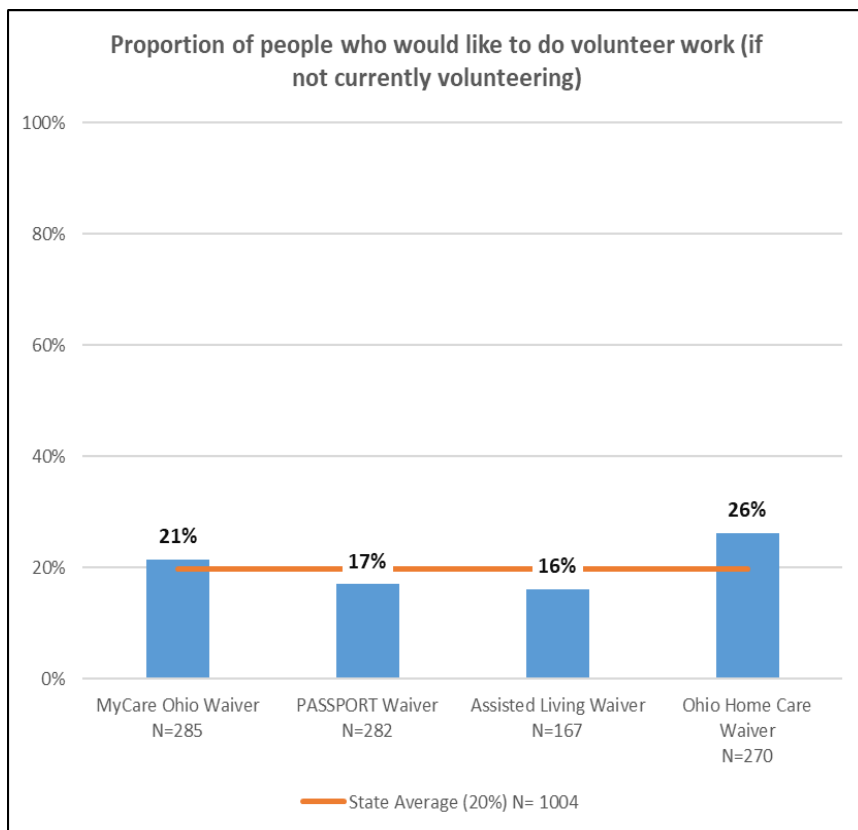
Graph 98. Proportion of people wanting a job who had someone talk to them about job options



Graph 99. Proportion of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

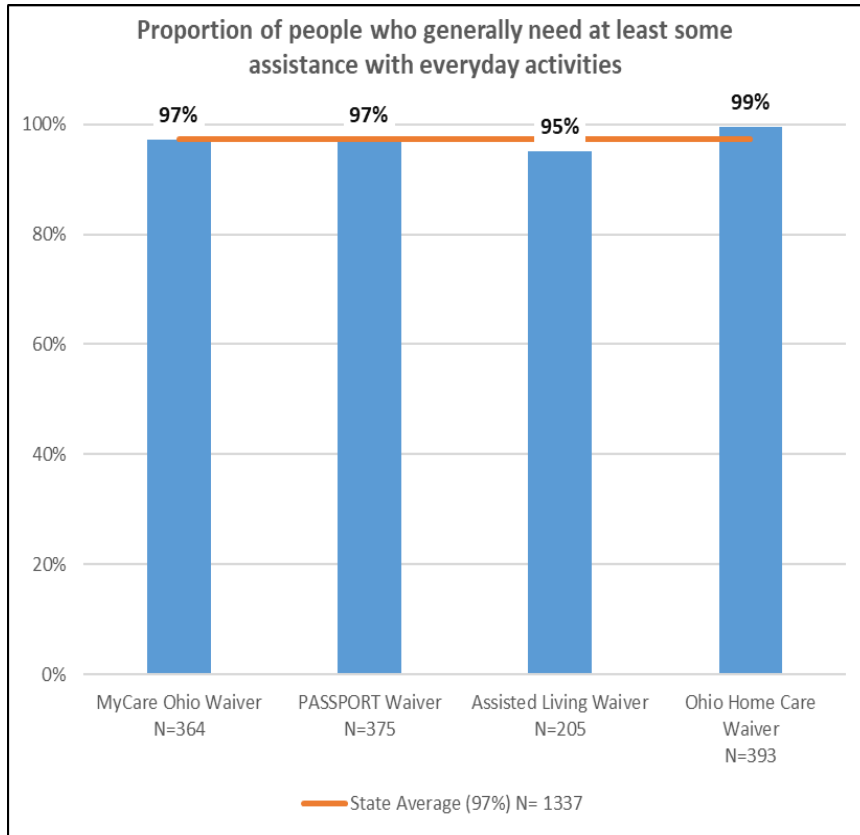
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

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

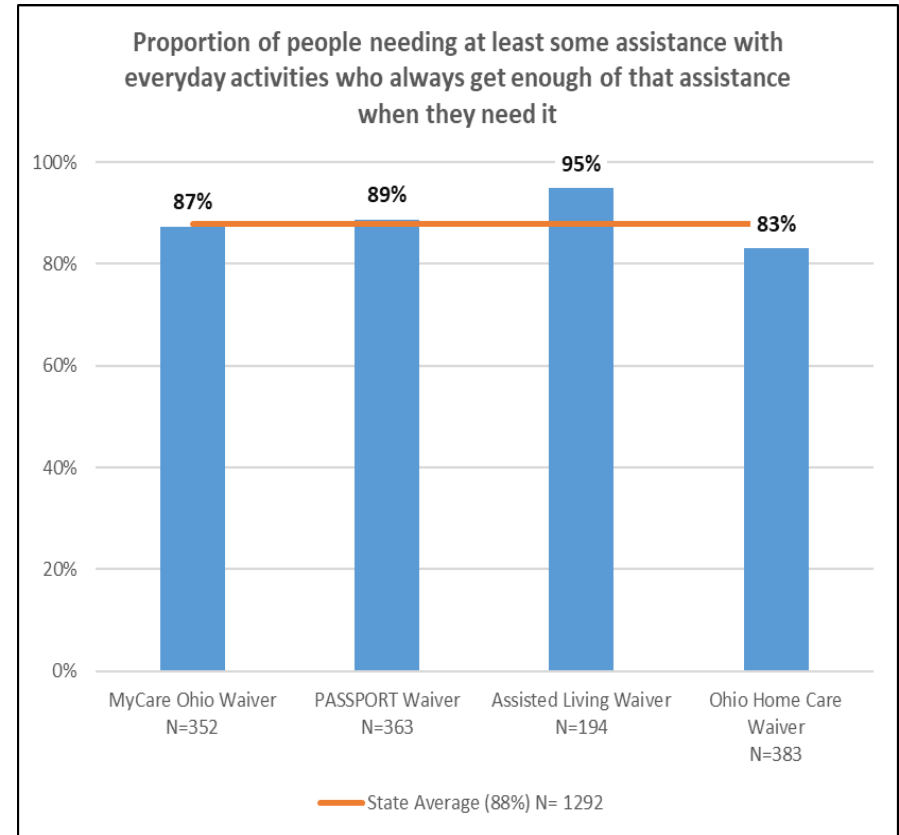
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

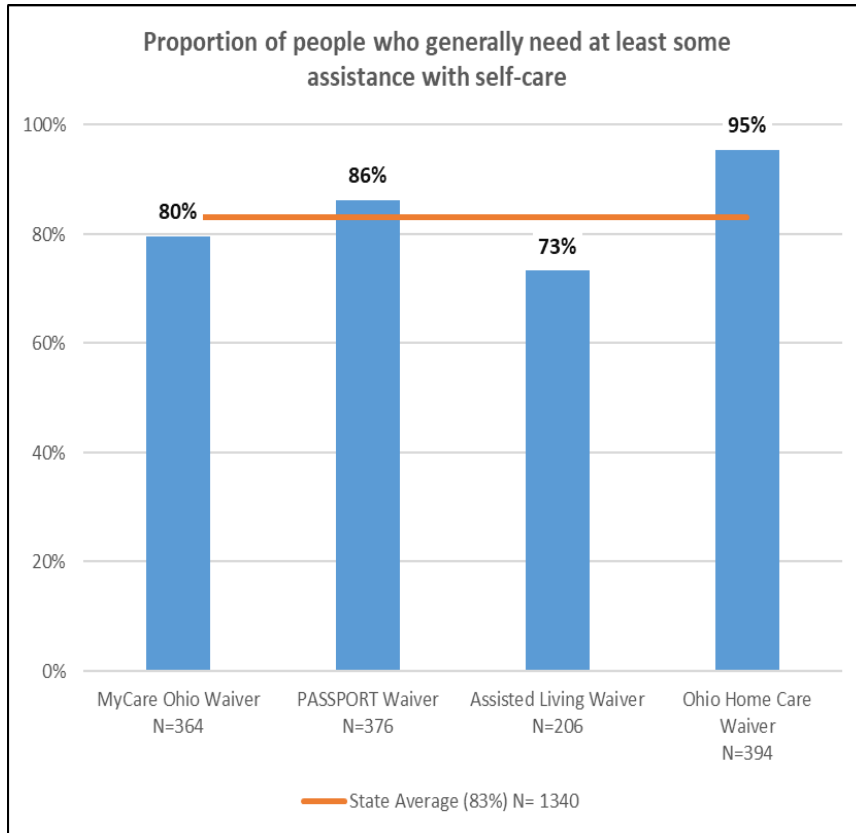
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



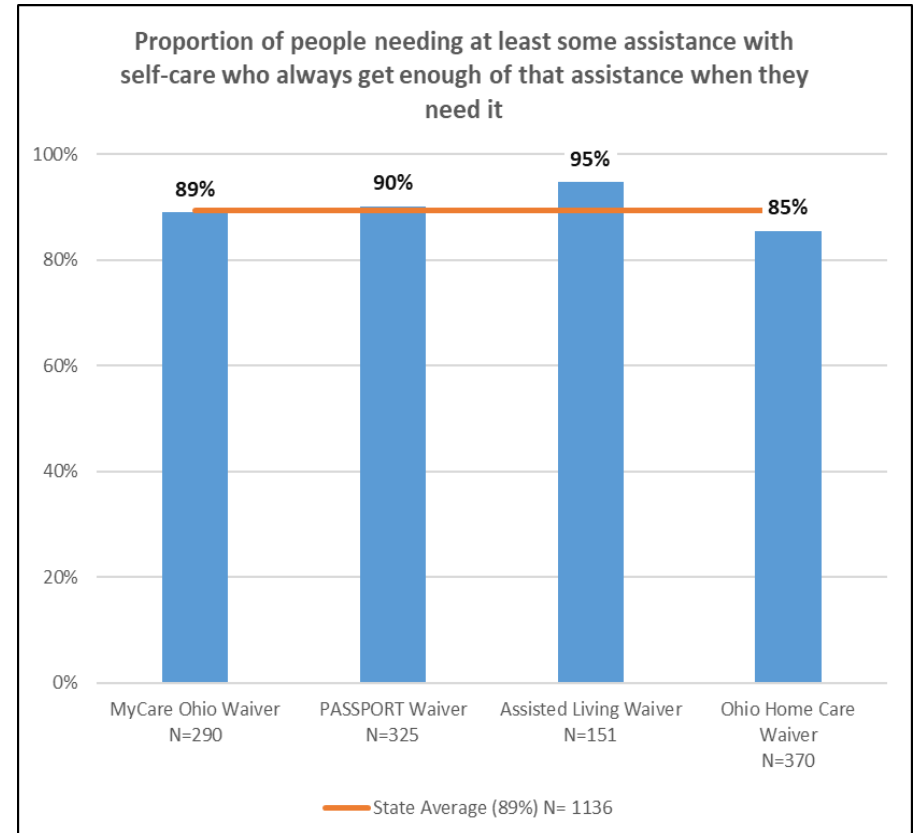
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



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



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



Affordability

People have enough available resources.

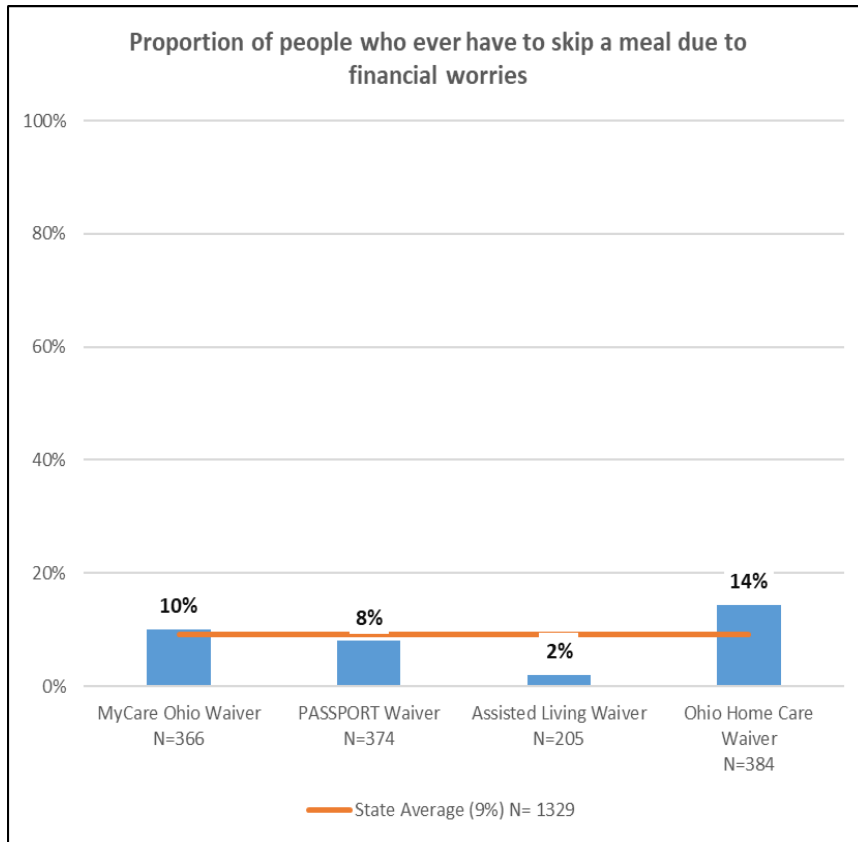
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Control

People feel in control of their lives

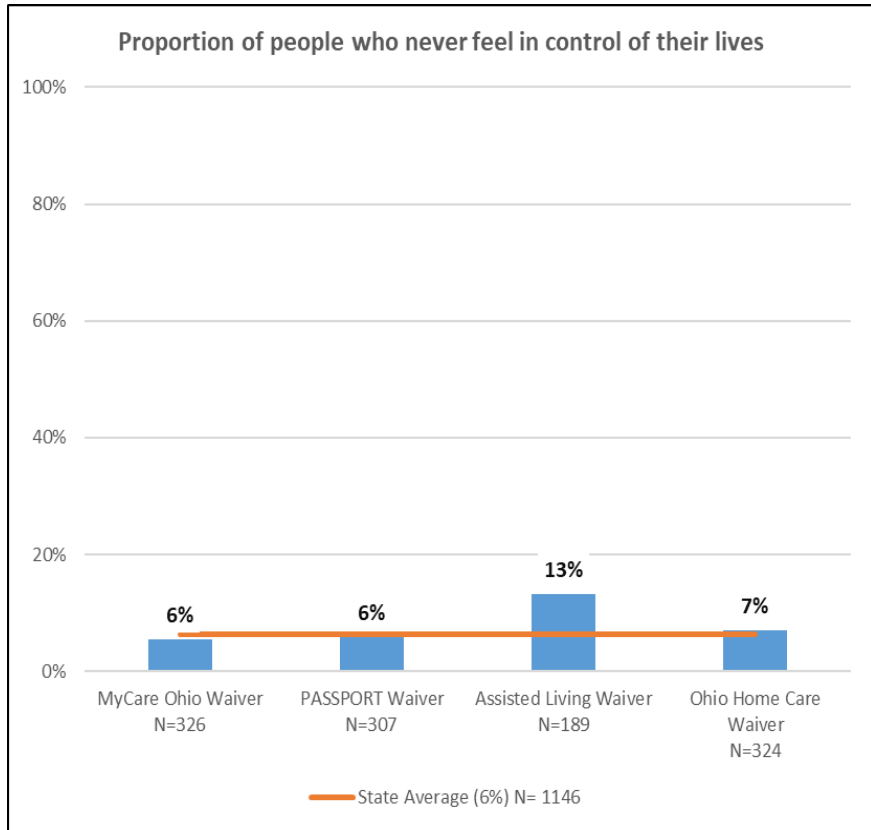
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Proportion of people who are as active in their community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed when they want to	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want to	5	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse “In all ways” and “In most ways”
Relationships	Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	7	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they spend their time during the day	10	Collapse “Some days, sometimes” and “No, never”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Proportion of people who know whom to contact if they want to make changes to their services	13	Collapse “Not sure, maybe” and “No”
	Proportion of people who know whom to contact if they need help with services or have a complaint	14	Collapse “Not sure, maybe” and “No”
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”

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

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

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

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

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
MyCare Ohio Waiver	68	328
PASSPORT Waiver	72	355
Assisted Living Waiver	74	165
Ohio Home Care Waiver	47	395
Sample Average	63	1243

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
MyCare Ohio Waiver	90%	10%	1%	366
PASSPORT Waiver	94%	6%	0%	377
Assisted Living Waiver	80%	20%	0%	207
Ohio Home Care Waiver	100%	0%	0%	395
Sample Average	92%	7%	0%	1345

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
MyCare Ohio Waiver	26%	73%	0%	0%	367
PASSPORT Waiver	31%	69%	0%	0%	376
Assisted Living Waiver	21%	79%	0%	0%	207
Ohio Home Care Waiver	47%	53%	0%	0%	393
Sample Average	33%	67%	0%	0%	1343

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/ Unclear	N
MyCare Ohio Waiver	1%	1%	32%	1%	60%	5%	2%	0%	367
PASSPORT Waiver	1%	9%	24%	0%	59%	2%	6%	0%	377
Assisted Living Waiver	0%	0%	9%	0%	90%	0%	0%	0%	206
Ohio Home Care Waiver	1%	4%	21%	1%	71%	1%	2%	0%	393
Sample Average	1%	4%	23%	1%	68%	2%	3%	0%	1343

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
MyCare Ohio Waiver	25%	13%	28%	33%	1%	366
PASSPORT Waiver	14%	23%	32%	31%	0%	373
Assisted Living Waiver	18%	5%	26%	50%	0%	207
Ohio Home Care Waiver	51%	22%	22%	6%	0%	389
Sample Average	28%	17%	27%	27%	0%	1335

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
MyCare Ohio Waiver	93%	4%	4%	0%	367
PASSPORT Waiver	79%	2%	18%	0%	375
Assisted Living Waiver	100%	0%	0%	0%	206
Ohio Home Care Waiver	90%	1%	10%	0%	394
Sample Average	89%	2%	9%	0%	1342

Table 7. Type of residential area⁶⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
MyCare Ohio Waiver	91%	7%	0%	2%	0%	369
PASSPORT Waiver	63%	27%	2%	6%	1%	377
Assisted Living Waiver	48%	34%	1%	17%	0%	207
Ohio Home Care Waiver	58%	32%	3%	8%	0%	396
Sample Average	67%	24%	2%	7%	0%	1349

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
MyCare Ohio Waiver	74%	8%	1%	11%	6%	0%	0%	0%	368
PASSPORT Waiver	89%	9%	0%	0%	0%	0%	1%	0%	377
Assisted Living Waiver	0%	0%	0%	98%	2%	0%	0%	0%	207
Ohio Home Care Waiver	97%	3%	0%	0%	0%	0%	0%	0%	395
Sample Average	74%	6%	0%	18%	2%	0%	1%	0%	1347

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
MyCare Ohio Waiver	57%	8%	31%	3%	0%	5%	0%	369
PASSPORT Waiver	50%	18%	37%	3%	0%	1%	0%	377
Assisted Living Waiver	97%	2%	0%	0%	0%	1%	0%	206
Ohio Home Care Waiver	34%	20%	51%	3%	2%	1%	0%	393
Sample Average	54%	13%	34%	2%	1%	2%	0%	1345

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

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	92%	7%	1%	363
PASSPORT Waiver	93%	6%	1%	374
Assisted Living Waiver	95%	4%	1%	204
Ohio Home Care Waiver	95%	5%	0%	393
Sample Average	93%	6%	1%	1334

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

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/Unclear	N
MyCare Ohio Waiver	44%	7%	0%	30%	11%	0%	4%	4%	27
PASSPORT Waiver	76%	16%	0%	0%	0%	0%	0%	8%	25
Assisted Living Waiver	38%	0%	0%	25%	25%	13%	0%	0%	8
Ohio Home Care Waiver	95%	0%	0%	0%	5%	0%	0%	0%	20
Sample Average	66%	8%	0%	13%	8%	1%	1%	4%	80

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	18%	81%	1%	367
PASSPORT Waiver	22%	78%	1%	376
Assisted Living Waiver	36%	62%	2%	205
Ohio Home Care Waiver	8%	92%	1%	394
Sample Average	19%	80%	1%	1342

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

	No	Yes	Don’t Know/Unclear	N
MyCare Ohio Waiver	84%	16%	1%	365
PASSPORT Waiver	83%	15%	2%	376
Assisted Living Waiver	82%	17%	1%	206
Ohio Home Care Waiver	91%	8%	1%	389
Sample Average	85%	14%	1%	1336

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
MyCare Ohio Waiver	80%	19%	2%	366
PASSPORT Waiver	83%	15%	1%	373
Assisted Living Waiver	82%	17%	1%	203
Ohio Home Care Waiver	75%	23%	2%	390
Sample Average	80%	19%	1%	1332

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
MyCare Ohio Waiver	94%	4%	1%	362
PASSPORT Waiver	95%	4%	1%	373
Assisted Living Waiver	95%	4%	1%	204
Ohio Home Care Waiver	85%	14%	1%	389
Sample Average	92%	7%	1%	1328

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/Unclear	N
MyCare Ohio Waiver	4%	23%	75%	31%	1%	367
PASSPORT Waiver	3%	26%	79%	39%	0%	376
Assisted Living Waiver	2%	28%	66%	35%	0%	207
Ohio Home Care Waiver	11%	42%	47%	26%	1%	392
Sample Average	6%	30%	66%	32%	0%	1342

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

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	72%	26%	1%	367
PASSPORT Waiver	76%	24%	1%	377
Assisted Living Waiver	74%	26%	0%	207
Ohio Home Care Waiver	74%	26%	0%	393
Sample Average	74%	26%	1%	1344

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
MyCare Ohio Waiver	1%	97%	1%	359
PASSPORT Waiver	32%	60%	9%	310
Assisted Living Waiver	13%	72%	16%	184
Ohio Home Care Waiver	46%	32%	21%	357
Sample Average	24%	65%	11%	1210

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
MyCare Ohio Waiver	0%	1%	2%	2%	94%	345
PASSPORT Waiver	0%	1%	4%	7%	89%	366
Assisted Living Waiver	0%	0%	5%	5%	89%	201
Ohio Home Care Waiver	0%	2%	3%	6%	89%	386
Sample Average	0%	1%	3%	5%	90%	1298

Table 20. Has legal guardian

	No	Yes	Don't Know	N
MyCare Ohio Waiver	57%	3%	40%	348
PASSPORT Waiver	88%	2%	10%	366
Assisted Living Waiver	86%	5%	9%	202
Ohio Home Care Waiver	30%	12%	58%	389
Sample Average	62%	6%	32%	1305

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

	No	Yes	Don't Know	N
MyCare Ohio Waiver	99%	1%	1%	295
PASSPORT Waiver	88%	10%	3%	293
Assisted Living Waiver	100%	0%	0%	176
Ohio Home Care Waiver	100%	0%	0%	396
Sample Average	96%	3%	1%	1160

Community Participation

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	39%	11%	49%	2%	0%	330
PASSPORT Waiver	43%	13%	43%	0%	0%	311
Assisted Living Waiver	26%	12%	60%	2%	1%	192
Ohio Home Care Waiver	49%	12%	37%	2%	1%	325
Sample Average	41%	12%	46%	1%	0%	1158

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

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
MyCare Ohio Waiver	9%	32%	10%	82%	6%	2%	164
PASSPORT Waiver	22%	38%	9%	84%	7%	1%	176
Assisted Living Waiver	17%	49%	1%	63%	10%	0%	72
Ohio Home Care Waiver	26%	26%	16%	86%	13%	3%	198
Sample Average	19%	34%	10%	81%	9%	2%	610

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

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	1%	5%	12%	1%	0%	164
PASSPORT Waiver	4%	3%	3%	6%	1%	0%	176
Assisted Living Waiver	3%	3%	14%	7%	3%	0%	72
Ohio Home Care Waiver	4%	5%	8%	4%	0%	0%	198
Sample Average	3%	3%	6%	7%	1%	0%	610

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	40%	60%	1%	0%	327
PASSPORT Waiver	41%	58%	0%	0%	307
Assisted Living Waiver	28%	72%	0%	1%	190
Ohio Home Care Waiver	42%	57%	1%	1%	323
Sample Average	39%	60%	0%	0%	1147

Choice and Decision Making

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	65%	35%	0%	0%	17
PASSPORT Waiver	n/a	n/a	n/a	n/a	0
Assisted Living Waiver	20%	70%	10%	0%	10
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	0
Sample Average	48%	48%	4%	0%	27

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

	No, Never	Some Days, Sometimes	Yes, Always/ Almost Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	1%	2%	96%	1%	0%	329
PASSPORT Waiver	1%	3%	96%	0%	0%	309
Assisted Living Waiver	1%	7%	93%	0%	0%	191
Ohio Home Care Waiver	2%	4%	94%	0%	0%	324
Sample Average	1%	4%	95%	0%	0%	1153

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	5%	5%	89%	0%	0%	0%	329
PASSPORT Waiver	1%	2%	96%	0%	0%	0%	310
Assisted Living Waiver	39%	16%	44%	0%	1%	0%	192
Ohio Home Care Waiver	1%	4%	95%	0%	0%	0%	324
Sample Average	8%	6%	85%	0%	0%	0%	1155

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

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	5%	13%	79%	3%	0%	62
PASSPORT Waiver	0%	0%	100%	0%	0%	1
Assisted Living Waiver	2%	8%	89%	1%	0%	189
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	10%	87%	1%	0%	252

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

Relationships

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

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	1%	3%	96%	0%	0%	310
PASSPORT Waiver	0%	4%	96%	0%	0%	294
Assisted Living Waiver	1%	6%	94%	0%	0%	176
Ohio Home Care Waiver	2%	5%	94%	0%	0%	306
Sample Average	1%	4%	95%	0%	0%	1086

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

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	10%	50%	0%	20%	0%	40%	0%	10
PASSPORT Waiver	9%	45%	0%	18%	0%	73%	0%	11
Assisted Living Waiver	10%	40%	0%	10%	0%	70%	0%	10
Ohio Home Care Waiver	16%	37%	0%	26%	0%	58%	0%	19
Sample Average	12%	42%	0%	20%	0%	60%	0%	50

Satisfaction

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	9%	8%	83%	0%	0%	330
PASSPORT Waiver	6%	7%	86%	0%	0%	310
Assisted Living Waiver	8%	10%	82%	0%	0%	192
Ohio Home Care Waiver	7%	10%	83%	0%	0%	327
Sample Average	7%	9%	84%	0%	0%	1159

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

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
MyCare Ohio Waiver	6%	15%	6%	31%	17%	52
PASSPORT Waiver	10%	15%	5%	22%	17%	41
Assisted Living Waiver	0%	0%	0%	14%	46%	35
Ohio Home Care Waiver	19%	22%	7%	22%	19%	54
Sample Average	9%	14%	5%	23%	23%	182

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
MyCare Ohio Waiver	13%	19%	4%	0%	15%	52
PASSPORT Waiver	22%	12%	5%	0%	7%	41
Assisted Living Waiver	9%	6%	23%	23%	40%	35
Ohio Home Care Waiver	26%	9%	4%	4%	15%	54
Sample Average	18%	12%	8%	5%	18%	182

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

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	12%	8%	4%	23%	2%	0%	52
PASSPORT Waiver	12%	5%	2%	34%	0%	0%	41
Assisted Living Waiver	14%	11%	6%	29%	3%	0%	35
Ohio Home Care Waiver	11%	9%	13%	22%	0%	0%	54
Sample Average	12%	8%	7%	26%	1%	0%	182

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	64%	8%	27%	0%	331
PASSPORT Waiver	73%	8%	18%	0%	312
Assisted Living Waiver	63%	9%	28%	0%	192
Ohio Home Care Waiver	70%	8%	22%	0%	326
Sample Average	68%	8%	24%	0%	1161

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

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
MyCare Ohio Waiver	90%	2%	4%	0%	118
PASSPORT Waiver	93%	3%	3%	0%	80
Assisted Living Waiver	78%	6%	8%	0%	72
Ohio Home Care Waiver	86%	1%	2%	0%	94
Sample Average	87%	2%	4%	0%	364

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	0%	3%	0%	1%	118
PASSPORT Waiver	0%	3%	0%	0%	80
Assisted Living Waiver	0%	4%	4%	0%	72
Ohio Home Care Waiver	0%	9%	2%	0%	94
Sample Average	0%	5%	1%	0%	364

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	12%	29%	58%	1%	0%	326
PASSPORT Waiver	8%	36%	56%	0%	0%	307
Assisted Living Waiver	6%	32%	61%	0%	1%	188
Ohio Home Care Waiver	11%	32%	56%	0%	0%	323
Sample Average	10%	32%	57%	0%	0%	1144

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

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	66%	18%	15%	0%	0%	0%	244
PASSPORT Waiver	70%	13%	17%	0%	0%	0%	238
Assisted Living Waiver	45%	27%	25%	1%	2%	0%	177
Ohio Home Care Waiver	70%	14%	13%	2%	0%	0%	239
Sample Average	64%	17%	17%	1%	1%	0%	898

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	4%	20%	76%	0%	0%	245
PASSPORT Waiver	1%	16%	83%	0%	0%	237
Assisted Living Waiver	4%	22%	74%	0%	0%	176
Ohio Home Care Waiver	4%	13%	83%	0%	0%	239
Sample Average	3%	17%	79%	0%	0%	897

Service Coordination

Table 38. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	6%	7%	87%	0%	325
PASSPORT Waiver	4%	6%	90%	0%	311
Assisted Living Waiver	18%	15%	66%	1%	192
Ohio Home Care Waiver	3%	4%	92%	1%	326
Sample Average	6%	7%	86%	0%	1154

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	9%	8%	82%	0%	319
PASSPORT Waiver	5%	8%	87%	0%	306
Assisted Living Waiver	19%	9%	71%	1%	190
Ohio Home Care Waiver	6%	5%	89%	0%	322
Sample Average	9%	7%	84%	0%	1137

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	90%	7%	0%	362
PASSPORT Waiver	1%	97%	1%	0%	377
Assisted Living Waiver	6%	77%	16%	1%	207
Ohio Home Care Waiver	0%	99%	1%	0%	393
Sample Average	2%	93%	5%	0%	1339

⁶⁸ New item added in 2018-2019.

Table 41. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have a case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	7%	12%	79%	2%	0%	324
PASSPORT Waiver	5%	11%	82%	2%	0%	367
Assisted Living Waiver	4%	8%	71%	17%	0%	156
Ohio Home Care Waiver	6%	8%	85%	1%	0%	385
Sample Average	6%	10%	81%	4%	0%	1232

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	4%	1%	95%	0%	0%	82
PASSPORT Waiver	12%	6%	83%	0%	0%	155
Assisted Living Waiver	2%	2%	96%	0%	0%	45
Ohio Home Care Waiver	3%	2%	94%	0%	1%	148
Sample Average	6%	3%	90%	0%	0%	430

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

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	3%	13%	81%	1%	1%	0%	262
PASSPORT Waiver	2%	12%	85%	0%	0%	0%	256
Assisted Living Waiver	3%	16%	77%	1%	4%	0%	192
Ohio Home Care Waiver	3%	8%	87%	2%	0%	0%	264
Sample Average	3%	12%	83%	1%	1%	0%	974

⁶⁹ Item previously reported in the "Access" domain.

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	26%	68%	7%	0%	368
PASSPORT Waiver	28%	64%	7%	0%	376
Assisted Living Waiver	8%	71%	21%	0%	206
Ohio Home Care Waiver	22%	71%	6%	0%	396
Sample Average	23%	68%	9%	0%	1346

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	49%	36%	15%	0%	329
PASSPORT Waiver	38%	51%	11%	0%	309
Assisted Living Waiver	32%	43%	23%	2%	191
Ohio Home Care Waiver	42%	44%	13%	1%	327
Sample Average	41%	44%	14%	1%	1156

Table 46. Proportion of people whose long-term care services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	5%	11%	82%	1%	0%	363
PASSPORT Waiver	1%	18%	81%	0%	0%	372
Assisted Living Waiver	1%	14%	82%	3%	0%	207
Ohio Home Care Waiver	7%	19%	73%	0%	1%	393
Sample Average	4%	16%	79%	1%	0%	1335

Table 47a. Additional services might help meet people’s needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
MyCare Ohio Waiver	3%	40%	29%	6%	3%	63
PASSPORT Waiver	1%	35%	22%	10%	1%	72
Assisted Living Waiver	0%	13%	0%	6%	0%	31
Ohio Home Care Waiver	0%	51%	30%	10%	7%	105
Sample Average	1%	40%	24%	9%	4%	271

Table 47b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
MyCare Ohio Waiver	0%	24%	2%	6%	3%	6%	63
PASSPORT Waiver	1%	17%	7%	3%	0%	8%	72
Assisted Living Waiver	3%	23%	0%	3%	3%	10%	31
Ohio Home Care Waiver	3%	26%	15%	2%	5%	15%	105
Sample Average	2%	23%	8%	3%	3%	11%	271

Table 47c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don’t Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	14%	2%	0%	3%	43%	2%	2%	63
PASSPORT Waiver	15%	6%	0%	0%	47%	0%	0%	72
Assisted Living Waiver	29%	3%	0%	0%	39%	10%	0%	31
Ohio Home Care Waiver	18%	12%	1%	4%	40%	2%	1%	105
Sample Average	18%	7%	0%	2%	42%	2%	1%	271

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	47%	47%	5%	0%	55
PASSPORT Waiver	32%	67%	1%	0%	73
Assisted Living Waiver	41%	32%	27%	0%	22
Ohio Home Care Waiver	38%	56%	5%	1%	98
Sample Average	38%	55%	6%	0%	248

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

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
MyCare Ohio Waiver	8%	21%	8%	4%	12%	9%	354
PASSPORT Waiver	18%	33%	3%	3%	4%	14%	358
Assisted Living Waiver	8%	57%	4%	2%	4%	6%	197
Ohio Home Care Waiver	12%	19%	2%	11%	5%	23%	382
Sample Average	12%	29%	4%	5%	7%	14%	1291

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

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	20%	1%	1%	1%	27%	0%	354
PASSPORT Waiver	29%	0%	0%	1%	15%	0%	358
Assisted Living Waiver	23%	2%	2%	1%	11%	1%	197
Ohio Home Care Waiver	30%	0%	2%	1%	11%	0%	382
Sample Average	26%	1%	1%	1%	17%	0%	1291

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	98%	0%	0%	368
PASSPORT Waiver	2%	98%	0%	0%	377
Assisted Living Waiver	4%	96%	0%	0%	207
Ohio Home Care Waiver	1%	99%	1%	0%	396
Sample Average	2%	98%	0%	0%	1348

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	59%	10%	1%	26%	4%	0%	0%	0%	359
PASSPORT Waiver	52%	17%	1%	27%	3%	0%	0%	0%	370
Assisted Living Waiver	93%	1%	0%	6%	1%	0%	0%	0%	199
Ohio Home Care Waiver	38%	19%	2%	38%	3%	0%	0%	0%	391
Sample Average	56%	13%	1%	27%	3%	0%	0%	0%	1319

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	31%	4%	1%	58%	12%	0%	12%	0%	0%	359
PASSPORT Waiver	33%	7%	0%	54%	15%	1%	10%	0%	0%	369
Assisted Living Waiver	31%	1%	0%	68%	8%	1%	13%	1%	0%	199
Ohio Home Care Waiver	35%	13%	2%	52%	15%	1%	11%	0%	1%	390
Sample Average	33%	7%	1%	57%	13%	1%	11%	0%	0%	1317

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

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	21%	77%	0%	2%	0%	261
PASSPORT Waiver	24%	75%	0%	2%	0%	254
Assisted Living Waiver	5%	73%	1%	22%	0%	193
Ohio Home Care Waiver	13%	82%	2%	3%	0%	266
Sample Average	16%	77%	1%	6%	0%	974

Care Coordination

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

	Yes	No	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	63%	36%	1%	0%	368
PASSPORT Waiver	63%	35%	1%	0%	377
Assisted Living Waiver	71%	25%	3%	0%	206
Ohio Home Care Waiver	60%	39%	1%	0%	393
Sample Average	64%	35%	1%	0%	1344

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

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	8%	9%	79%	2%	2%	131
PASSPORT Waiver	3%	8%	89%	0%	0%	133
Assisted Living Waiver	4%	15%	79%	2%	0%	52
Ohio Home Care Waiver	3%	7%	90%	0%	0%	153
Sample Average	5%	9%	85%	1%	0%	469

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

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	17%	78%	0%	4%	2%	131
PASSPORT Waiver	12%	83%	0%	5%	0%	133
Assisted Living Waiver	15%	63%	0%	21%	0%	52
Ohio Home Care Waiver	11%	85%	1%	3%	0%	153
Sample Average	13%	80%	0%	6%	0%	469

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	11%	8%	80%	0%	0%	353
PASSPORT Waiver	14%	18%	67%	1%	0%	371
Assisted Living Waiver	15%	20%	63%	2%	0%	192
Ohio Home Care Waiver	13%	10%	75%	1%	0%	379
Sample Average	13%	13%	73%	1%	0%	1295

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	48%	16%	36%	0%	0%	365
PASSPORT Waiver	43%	21%	36%	0%	0%	375
Assisted Living Waiver	43%	22%	35%	0%	0%	206
Ohio Home Care Waiver	48%	20%	32%	1%	0%	395
Sample Average	46%	19%	35%	0%	0%	1341

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	19%	80%	1%	0%	191
PASSPORT Waiver	21%	79%	0%	0%	215
Assisted Living Waiver	14%	86%	1%	0%	118
Ohio Home Care Waiver	14%	84%	2%	0%	205
Sample Average	17%	82%	1%	0%	729

⁷⁰ Item previously reported in the "Safety" domain.

⁷¹ Item previously reported in the "Safety" domain.

Access to Community⁷²

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

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	12%	10%	75%	2%	1%	0%	367
PASSPORT Waiver	11%	16%	71%	1%	1%	0%	376
Assisted Living Waiver	10%	17%	70%	1%	1%	0%	206
Ohio Home Care Waiver	11%	9%	77%	2%	1%	1%	388
Sample Average	11%	13%	74%	2%	1%	0%	1337

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

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	1%	2%	93%	3%	1%	0%	367
PASSPORT Waiver	1%	4%	94%	1%	0%	0%	377
Assisted Living Waiver	1%	2%	95%	1%	1%	0%	205
Ohio Home Care Waiver	1%	3%	95%	1%	0%	0%	392
Sample Average	1%	3%	94%	1%	1%	0%	1341

⁷² New domain in 2018-2019.

⁷³ Item previously reported in the "Access" domain.

⁷⁴ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁵

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	15%	73%	2%	8%	1%	0%	368
PASSPORT Waiver	16%	69%	4%	11%	0%	0%	375
Assisted Living Waiver	2%	95%	1%	0%	0%	0%	204
Ohio Home Care Waiver	19%	56%	5%	20%	0%	0%	393
Sample Average	15%	70%	4%	11%	0%	0%	1340

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	28%	60%	2%	10%	0%	0%	367
PASSPORT Waiver	36%	43%	3%	18%	0%	0%	376
Assisted Living Waiver	8%	88%	2%	1%	0%	0%	206
Ohio Home Care Waiver	24%	49%	4%	23%	0%	0%	395
Sample Average	26%	57%	3%	15%	0%	0%	1344

⁷⁵ New domain in 2018-2019.

⁷⁶ Item previously reported in the "Access" domain.

⁷⁷ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	58%	35%	4%	4%	0%	0%	365
PASSPORT Waiver	68%	20%	3%	9%	1%	0%	374
Assisted Living Waiver	69%	29%	1%	1%	0%	0%	203
Ohio Home Care Waiver	50%	34%	8%	8%	0%	0%	387
Sample Average	60%	29%	4%	6%	0%	0%	1329

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	76%	17%	2%	5%	0%	0%	368
PASSPORT Waiver	70%	20%	1%	9%	0%	0%	372
Assisted Living Waiver	94%	5%	0%	0%	0%	0%	202
Ohio Home Care Waiver	48%	36%	4%	11%	0%	0%	394
Sample Average	69%	22%	2%	7%	0%	0%	1336

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	77%	11%	1%	9%	1%	0%	151
PASSPORT Waiver	86%	12%	0%	2%	0%	0%	221
Assisted Living Waiver	81%	9%	0%	1%	0%	9%	137
Ohio Home Care Waiver	53%	14%	4%	12%	8%	9%	251
Sample Average	72%	12%	2%	7%	3%	5%	760

⁷⁸ Item previously reported in the "Access" domain.

⁷⁹ Item previously reported in the "Access" domain.

⁸⁰ Item previously reported in the "Access" domain.

Table 67. Proportion of people who need a walker⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	26%	68%	4%	2%	0%	0%	366
PASSPORT Waiver	24%	67%	6%	3%	0%	0%	375
Assisted Living Waiver	32%	65%	2%	1%	0%	0%	205
Ohio Home Care Waiver	45%	45%	5%	4%	0%	0%	392
Sample Average	32%	61%	5%	3%	0%	0%	1338

Table 68. Proportion of people who need a scooter⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	88%	6%	1%	5%	0%	0%	366
PASSPORT Waiver	84%	8%	1%	7%	0%	0%	374
Assisted Living Waiver	93%	5%	1%	1%	0%	0%	207
Ohio Home Care Waiver	83%	6%	2%	8%	0%	0%	391
Sample Average	86%	7%	1%	6%	0%	0%	1338

Table 69. Proportion of people who need a wheelchair⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	48%	40%	7%	5%	0%	0%	367
PASSPORT Waiver	46%	39%	7%	8%	0%	0%	370
Assisted Living Waiver	57%	36%	4%	2%	0%	0%	204
Ohio Home Care Waiver	27%	50%	17%	6%	0%	0%	393
Sample Average	43%	42%	10%	5%	0%	0%	1334

⁸¹ Item previously reported in the "Access" domain.

⁸² Item previously reported in the "Access" domain.

⁸³ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	77%	9%	4%	10%	0%	0%	369
PASSPORT Waiver	73%	14%	3%	10%	1%	0%	371
Assisted Living Waiver	68%	21%	3%	7%	0%	0%	205
Ohio Home Care Waiver	89%	4%	3%	3%	1%	0%	393
Sample Average	78%	11%	3%	8%	1%	0%	1338

Table 71. Proportion of people who need glasses⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	18%	52%	25%	5%	1%	0%	367
PASSPORT Waiver	12%	63%	18%	6%	0%	0%	375
Assisted Living Waiver	13%	65%	17%	4%	0%	0%	203
Ohio Home Care Waiver	27%	44%	23%	5%	1%	0%	389
Sample Average	18%	55%	21%	5%	0%	0%	1334

Table 72. Proportion of people who need a CPAP machine⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	75%	18%	3%	3%	1%	0%	365
PASSPORT Waiver	81%	16%	2%	1%	1%	0%	370
Assisted Living Waiver	89%	8%	0%	2%	0%	0%	204
Ohio Home Care Waiver	74%	19%	3%	4%	1%	0%	386
Sample Average	78%	16%	2%	3%	1%	0%	1325

⁸⁴ Item previously reported in the "Access" domain.

⁸⁵ Item previously reported in the "Access" domain.

⁸⁶ Item previously reported in the "Access" domain.

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	18%	76%	4%	2%	0%	0%	369
PASSPORT Waiver	20%	72%	3%	5%	0%	0%	374
Assisted Living Waiver	23%	74%	0%	2%	0%	0%	206
Ohio Home Care Waiver	33%	56%	4%	7%	0%	0%	384
Sample Average	23%	69%	3%	4%	0%	0%	1333

Table 74. Proportion of people who need an oxygen machine⁸⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	81%	17%	2%	0%	1%	0%	367
PASSPORT Waiver	81%	18%	0%	1%	0%	0%	377
Assisted Living Waiver	85%	15%	0%	0%	0%	0%	203
Ohio Home Care Waiver	73%	22%	3%	1%	1%	0%	390
Sample Average	79%	18%	1%	1%	0%	0%	1337

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
MyCare Ohio Waiver	75%	19%	2%	5%	0%	0%	155
PASSPORT Waiver	71%	23%	1%	5%	0%	0%	219
Assisted Living Waiver	83%	4%	0%	2%	0%	12%	130
Ohio Home Care Waiver	53%	21%	4%	8%	8%	7%	250
Sample Average	68%	18%	2%	5%	3%	4%	754

⁸⁷ Item previously reported in the "Access" domain.

⁸⁸ New item added in 2018-2019.

⁸⁹ Item previously reported in the "Access" domain.

Safety

Table 76. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	3%	96%	0%	0%	329
PASSPORT Waiver	2%	97%	1%	0%	308
Assisted Living Waiver	2%	98%	1%	0%	191
Ohio Home Care Waiver	1%	98%	0%	0%	325
Sample Average	2%	97%	0%	0%	1153

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

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	5%	95%	0%	0%	245
PASSPORT Waiver	3%	97%	0%	0%	238
Assisted Living Waiver	6%	94%	1%	0%	179
Ohio Home Care Waiver	3%	96%	1%	0%	239
Sample Average	4%	96%	0%	0%	901

Table 78. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	82%	17%	0%	0%	328
PASSPORT Waiver	89%	11%	0%	0%	309
Assisted Living Waiver	77%	21%	1%	0%	191
Ohio Home Care Waiver	83%	16%	0%	0%	327
Sample Average	84%	16%	0%	0%	1155

Table 79. Proportion of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	92%	7%	1%	0%	330
PASSPORT Waiver	94%	5%	1%	0%	311
Assisted Living Waiver	89%	7%	4%	1%	191
Ohio Home Care Waiver	93%	7%	0%	0%	327
Sample Average	92%	6%	1%	0%	1159

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	9%	78%	13%	0%	368
PASSPORT Waiver	14%	78%	8%	0%	377
Assisted Living Waiver	4%	87%	8%	0%	206
Ohio Home Care Waiver	9%	84%	7%	0%	395
Sample Average	9%	81%	9%	0%	1346

Health Care

Table 81. Proportion of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	50%	49%	1%	0%	368
PASSPORT Waiver	49%	51%	1%	0%	374
Assisted Living Waiver	58%	39%	2%	0%	207
Ohio Home Care Waiver	46%	53%	1%	0%	394
Sample Average	50%	49%	1%	0%	1343

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	70%	30%	1%	0%	179
PASSPORT Waiver	77%	23%	0%	0%	188
Assisted Living Waiver	62%	35%	3%	0%	79
Ohio Home Care Waiver	79%	21%	0%	0%	206
Sample Average	74%	26%	0%	0%	652

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	98%	2%	0%	0%	179
PASSPORT Waiver	98%	1%	1%	0%	186
Assisted Living Waiver	99%	1%	0%	0%	79
Ohio Home Care Waiver	98%	2%	0%	0%	205
Sample Average	98%	2%	0%	0%	649

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	97%	2%	1%	0%	180
PASSPORT Waiver	96%	4%	0%	0%	188
Assisted Living Waiver	97%	3%	0%	0%	79
Ohio Home Care Waiver	93%	7%	0%	0%	206
Sample Average	96%	4%	0%	0%	653

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

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	12%	81%	1%	3%	0%	367
PASSPORT Waiver	2%	11%	86%	0%	1%	0%	375
Assisted Living Waiver	5%	16%	79%	0%	0%	0%	205
Ohio Home Care Waiver	2%	6%	91%	0%	1%	0%	391
Sample Average	2%	11%	85%	0%	1%	0%	1338

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	26%	74%	0%	0%	182
PASSPORT Waiver	28%	72%	0%	0%	148
Assisted Living Waiver	35%	65%	0%	0%	88
Ohio Home Care Waiver	19%	81%	0%	0%	183
Sample Average	26%	74%	0%	0%	601

⁹⁰ New item added in 2018-2019.

Table 87. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	11%	86%	0%	3%	0%	366
PASSPORT Waiver	11%	88%	0%	1%	0%	375
Assisted Living Waiver	20%	75%	0%	4%	0%	205
Ohio Home Care Waiver	12%	86%	1%	1%	0%	396
Sample Average	12%	85%	1%	2%	0%	1342

Table 88. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	77%	21%	0%	2%	0%	365
PASSPORT Waiver	74%	26%	0%	1%	0%	376
Assisted Living Waiver	62%	30%	0%	7%	0%	207
Ohio Home Care Waiver	78%	20%	0%	2%	0%	391
Sample Average	74%	23%	0%	2%	0%	1339

Table 89. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	41%	57%	0%	2%	0%	367
PASSPORT Waiver	35%	64%	0%	1%	0%	377
Assisted Living Waiver	36%	58%	0%	5%	0%	206
Ohio Home Care Waiver	48%	51%	0%	1%	0%	395
Sample Average	41%	57%	0%	2%	0%	1345

Table 90. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	23%	75%	0%	2%	0%	366
PASSPORT Waiver	32%	68%	0%	0%	0%	376
Assisted Living Waiver	24%	71%	0%	4%	0%	206
Ohio Home Care Waiver	46%	53%	0%	1%	0%	392
Sample Average	33%	66%	0%	1%	0%	1340

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	69%	29%	0%	2%	0%	367
PASSPORT Waiver	69%	30%	0%	0%	0%	373
Assisted Living Waiver	59%	37%	0%	3%	0%	207
Ohio Home Care Waiver	56%	43%	0%	1%	0%	390
Sample Average	64%	35%	0%	1%	0%	1337

Wellness

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

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	16%	45%	28%	8%	2%	1%	0%	368
PASSPORT Waiver	21%	44%	26%	7%	2%	1%	0%	377
Assisted Living Waiver	7%	34%	36%	15%	6%	1%	0%	207
Ohio Home Care Waiver	22%	38%	29%	8%	2%	1%	0%	394
Sample Average	18%	41%	29%	9%	3%	1%	0%	1346

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

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	6%	25%	44%	18%	6%	1%	0%	368
PASSPORT Waiver	7%	27%	46%	14%	6%	1%	0%	377
Assisted Living Waiver	4%	19%	53%	14%	8%	1%	0%	207
Ohio Home Care Waiver	9%	23%	43%	16%	8%	0%	0%	394
Sample Average	7%	24%	46%	16%	7%	1%	0%	1346

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	46%	51%	3%	0%	369
PASSPORT Waiver	41%	59%	0%	0%	376
Assisted Living Waiver	46%	53%	1%	0%	206
Ohio Home Care Waiver	47%	48%	4%	1%	395
Sample Average	45%	53%	2%	0%	1346

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	43%	57%	0%	0%	185
PASSPORT Waiver	35%	65%	1%	0%	220
Assisted Living Waiver	50%	50%	0%	0%	111
Ohio Home Care Waiver	39%	60%	1%	0%	192
Sample Average	41%	59%	0%	0%	708

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

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	24%	20%	39%	16%	1%	0%	330
PASSPORT Waiver	27%	25%	36%	12%	0%	0%	311
Assisted Living Waiver	24%	30%	38%	8%	0%	1%	191
Ohio Home Care Waiver	21%	22%	36%	20%	0%	1%	328
Sample Average	24%	24%	37%	15%	0%	1%	1160

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	13%	30%	57%	0%	0%	369
PASSPORT Waiver	18%	32%	50%	0%	0%	375
Assisted Living Waiver	12%	36%	52%	0%	0%	207
Ohio Home Care Waiver	7%	20%	72%	1%	0%	395
Sample Average	13%	29%	58%	0%	0%	1346

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	20%	41%	39%	0%	0%	368
PASSPORT Waiver	22%	40%	38%	0%	0%	376
Assisted Living Waiver	15%	32%	52%	0%	0%	204
Ohio Home Care Waiver	16%	35%	48%	1%	0%	391
Sample Average	18%	37%	44%	0%	0%	1339

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	3%	8%	88%	1%	0%	0%	369
PASSPORT Waiver	1%	10%	88%	0%	0%	0%	377
Assisted Living Waiver	4%	17%	78%	0%	0%	0%	207
Ohio Home Care Waiver	3%	10%	84%	3%	0%	0%	394
Sample Average	3%	11%	85%	1%	0%	0%	1347

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

Medications

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	58%	38%	4%	0%	367
PASSPORT Waiver	57%	41%	2%	0%	377
Assisted Living Waiver	50%	34%	17%	0%	205
Ohio Home Care Waiver	51%	48%	2%	0%	391
Sample Average	54%	41%	5%	0%	1340

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

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	7%	14%	78%	0%	1%	0%	330
PASSPORT Waiver	6%	15%	77%	1%	1%	0%	310
Assisted Living Waiver	17%	28%	52%	1%	2%	0%	191
Ohio Home Care Waiver	2%	9%	89%	1%	0%	0%	327
Sample Average	7%	15%	76%	1%	1%	0%	1158

Rights and Respect

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	2%	9%	89%	0%	0%	244
PASSPORT Waiver	1%	5%	95%	0%	0%	237
Assisted Living Waiver	1%	10%	89%	0%	0%	176
Ohio Home Care Waiver	2%	7%	91%	0%	0%	236
Sample Average	1%	8%	91%	0%	0%	893

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

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	15%	19%	66%	0%	0%	62
PASSPORT Waiver	0%	0%	100%	0%	0%	1
Assisted Living Waiver	7%	15%	78%	1%	0%	190
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	9%	16%	75%	0%	0%	253

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	30%	63%	7%	0%	60
PASSPORT Waiver	0%	100%	0%	0%	1
Assisted Living Waiver	2%	96%	2%	0%	190
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	0
Sample Average	8%	88%	3%	0%	251

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

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

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	8%	13%	79%	0%	0%	62
PASSPORT Waiver	0%	0%	100%	0%	0%	1
Assisted Living Waiver	2%	9%	90%	0%	0%	188
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	10%	87%	0%	0%	251

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	2%	97%	0%	2%	0%	62
PASSPORT Waiver	0%	100%	0%	0%	0%	1
Assisted Living Waiver	3%	94%	2%	2%	0%	189
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	94%	1%	2%	0%	252

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	8%	85%	7%	0%	61
PASSPORT Waiver	0%	100%	0%	0%	1
Assisted Living Waiver	10%	88%	2%	0%	190
Ohio Home Care Waiver	n/a	n/a	n/a	n/a	0
Sample Average	10%	87%	3%	0%	252

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

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

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

Self-Direction

Table 108. Proportion of people who can choose or change what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	8%	4%	78%	10%	0%	357
PASSPORT Waiver	3%	7%	79%	10%	0%	374
Assisted Living Waiver	8%	11%	51%	29%	1%	206
Ohio Home Care Waiver	6%	7%	72%	16%	0%	391
Sample Average	6%	7%	73%	15%	0%	1328

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	8%	5%	76%	11%	0%	360
PASSPORT Waiver	4%	7%	80%	9%	0%	376
Assisted Living Waiver	7%	16%	52%	24%	0%	206
Ohio Home Care Waiver	7%	6%	76%	11%	0%	390
Sample Average	6%	8%	73%	12%	0%	1332

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	6%	4%	83%	7%	0%	258
PASSPORT Waiver	1%	5%	91%	4%	0%	254
Assisted Living Waiver	14%	13%	49%	24%	1%	191
Ohio Home Care Waiver	4%	8%	85%	3%	0%	266
Sample Average	6%	7%	79%	8%	0%	969

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	99%	1%	0%	0%	362
PASSPORT Waiver	99%	0%	0%	0%	376
Assisted Living Waiver	100%	0%	0%	0%	205
Ohio Home Care Waiver	97%	3%	0%	0%	391
Sample Average	99%	1%	0%	0%	1334

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MyCare Ohio Waiver	86%	5%	9%	0%	328
PASSPORT Waiver	88%	7%	5%	0%	309
Assisted Living Waiver	84%	7%	9%	0%	191
Ohio Home Care Waiver	68%	13%	18%	1%	317
Sample Average	81%	8%	10%	0%	1145

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	92%	8%	0%	0%	48
PASSPORT Waiver	86%	14%	0%	0%	37
Assisted Living Waiver	94%	6%	0%	0%	31
Ohio Home Care Waiver	67%	32%	1%	0%	100
Sample Average	80%	20%	0%	0%	216

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	89%	11%	0%	0%	367
PASSPORT Waiver	93%	7%	0%	0%	377
Assisted Living Waiver	88%	12%	0%	0%	206
Ohio Home Care Waiver	88%	12%	0%	0%	394
Sample Average	90%	10%	0%	0%	1344

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	78%	11%	10%	1%	288
PASSPORT Waiver	83%	11%	6%	0%	282
Assisted Living Waiver	84%	10%	6%	0%	167
Ohio Home Care Waiver	73%	16%	10%	1%	274
Sample Average	79%	12%	8%	1%	1011

Everyday Living

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	3%	38%	58%	1%	0%	366
PASSPORT Waiver	3%	40%	57%	0%	0%	376
Assisted Living Waiver	5%	47%	48%	0%	0%	206
Ohio Home Care Waiver	1%	24%	75%	0%	0%	395
Sample Average	2%	36%	61%	0%	0%	1343

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	13%	87%	0%	0%	352
PASSPORT Waiver	11%	89%	0%	0%	363
Assisted Living Waiver	5%	95%	0%	0%	194
Ohio Home Care Waiver	17%	83%	0%	0%	384
Sample Average	12%	87%	0%	0%	1293

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	20%	46%	33%	0%	0%	365
PASSPORT Waiver	14%	48%	39%	0%	0%	376
Assisted Living Waiver	27%	55%	18%	0%	0%	206
Ohio Home Care Waiver	5%	40%	55%	0%	1%	396
Sample Average	15%	46%	39%	0%	0%	1343

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	11%	89%	0%	0%	291
PASSPORT Waiver	10%	90%	0%	0%	325
Assisted Living Waiver	5%	95%	0%	0%	151
Ohio Home Care Waiver	15%	85%	0%	0%	371
Sample Average	11%	89%	0%	0%	1138

Affordability

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	89%	6%	4%	1%	0%	0%	368
PASSPORT Waiver	91%	5%	3%	0%	0%	0%	376
Assisted Living Waiver	98%	1%	1%	0%	0%	0%	205
Ohio Home Care Waiver	83%	9%	5%	2%	1%	0%	395
Sample Average	90%	6%	3%	1%	0%	0%	1344

Control

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	5%	22%	72%	1%	0%	330
PASSPORT Waiver	6%	17%	76%	1%	0%	310
Assisted Living Waiver	13%	28%	58%	1%	1%	191
Ohio Home Care Waiver	7%	21%	71%	0%	1%	328
Sample Average	7%	21%	70%	1%	0%	1159

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

	1 - Health Most Important	2	3	4 - Health Least Important	N
MyCare Ohio Waiver	73%	18%	7%	2%	280
PASSPORT Waiver	66%	25%	7%	2%	288
Assisted Living Waiver	69%	16%	13%	2%	170
Ohio Home Care Waiver	67%	22%	8%	3%	308
Sample Average	68%	21%	8%	2%	1046

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
MyCare Ohio Waiver	5%	37%	38%	19%	280
PASSPORT Waiver	6%	34%	39%	21%	287
Assisted Living Waiver	4%	41%	29%	26%	170
Ohio Home Care Waiver	9%	43%	31%	17%	308
Sample Average	7%	38%	35%	20%	1045

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

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
MyCare Ohio Waiver	19%	34%	36%	11%	280
PASSPORT Waiver	20%	29%	36%	15%	287
Assisted Living Waiver	15%	29%	35%	21%	170
Ohio Home Care Waiver	18%	23%	42%	17%	307
Sample Average	18%	29%	38%	15%	1044

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

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
MyCare Ohio Waiver	3%	10%	19%	68%	279
PASSPORT Waiver	8%	11%	18%	63%	287
Assisted Living Waiver	11%	15%	23%	51%	170
Ohio Home Care Waiver	7%	12%	18%	64%	306
Sample Average	7%	12%	19%	63%	1042

Appendix C: Ohio's State-Specific Questions

Table 126. Proportion of people whose case manager/care coordinator changing is disruptive (if know they have a case manager/care coordinator and case manager/care coordinator has changed) (OH-1)

	No	Yes	N/A – Case Manager Hasn’t Changed	Don’t Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	48%	21%	25%	6%	0%	326
PASSPORT Waiver	42%	17%	37%	5%	0%	363
Assisted Living Waiver	34%	13%	34%	18%	0%	157
Ohio Home Care Waiver	44%	32%	21%	3%	0%	386
Sample Average	43%	22%	28%	6%	0%	1232

Table 127. Proportion of people who have the supports they need to attend work/school as much as they want (if want to attend work/school) (OH-2)

	No	Yes	N/A – Doesn’t Need Supports	N/A – Doesn’t Want to Attend Work/School	Don’t Know	Unclear/Refused/ No Response	N
MyCare Ohio Waiver	6%	15%	0%	78%	1%	0%	322
PASSPORT Waiver	4%	10%	0%	84%	2%	0%	307
Assisted Living Waiver	4%	10%	0%	84%	2%	1%	191
Ohio Home Care Waiver	7%	28%	4%	56%	3%	2%	322
Sample Average	6%	17%	1%	74%	2%	1%	1142

Table 128. Proportion of people who control access to their medications (OH-3)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	26%	74%	1%	0%	329
PASSPORT Waiver	14%	86%	0%	0%	309
Assisted Living Waiver	93%	7%	0%	1%	192
Ohio Home Care Waiver	16%	83%	0%	0%	326
Sample Average	31%	68%	0%	0%	1156

Table 129. 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
MyCare Ohio Waiver	6%	93%	1%	0%	85
PASSPORT Waiver	2%	93%	2%	2%	44
Assisted Living Waiver	10%	89%	1%	1%	178
Ohio Home Care Waiver	4%	96%	0%	0%	53
Sample Average	7%	91%	1%	1%	360

Table 130. Proportion of people who report having chronic pain (OH-5)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	36%	63%	0%	0%	329
PASSPORT Waiver	30%	70%	0%	0%	311
Assisted Living Waiver	55%	45%	0%	1%	192
Ohio Home Care Waiver	24%	75%	0%	0%	326
Sample Average	34%	65%	0%	0%	1158

Table 131. Proportion of whose current treatment plan manages their chronic pain adequately (if have chronic pain) (OH-6)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	45%	52%	3%	0%	207
PASSPORT Waiver	40%	59%	1%	0%	217
Assisted Living Waiver	38%	58%	2%	1%	86
Ohio Home Care Waiver	45%	52%	0%	4%	246
Sample Average	43%	54%	1%	1%	756

Table 132. Proportion of people whose case manager/care coordinator helps them with other important needs (if know they have a case manager/care coordinator) (OH-7)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	21%	71%	8%	1%	325
PASSPORT Waiver	22%	72%	6%	0%	359
Assisted Living Waiver	18%	53%	28%	0%	158
Ohio Home Care Waiver	29%	64%	5%	1%	383
Sample Average	23%	67%	9%	1%	1225

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

Table 133. People’s level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don’t Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	4%	5%	19%	64%	7%	1%	329
PASSPORT Waiver	1%	2%	20%	71%	5%	1%	311
Assisted Living Waiver	8%	8%	26%	39%	20%	0%	192
Ohio Home Care Waiver	1%	3%	15%	77%	3%	0%	328
Sample Average	3%	4%	19%	66%	7%	0%	1160

Table 134. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	19%	78%	3%	0%	290
PASSPORT Waiver	23%	74%	3%	0%	290
Assisted Living Waiver	36%	58%	6%	0%	139
Ohio Home Care Waiver	16%	78%	6%	0%	313
Sample Average	22%	74%	4%	0%	1032

Table 135. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	1%	98%	0%	0%	226
PASSPORT Waiver	1%	99%	0%	0%	214
Assisted Living Waiver	0%	99%	1%	0%	77
Ohio Home Care Waiver	1%	99%	0%	0%	243
Sample Average	1%	99%	0%	0%	760

Table 136. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	0%	100%	0%	0%	223
PASSPORT Waiver	0%	100%	0%	0%	215
Assisted Living Waiver	0%	100%	0%	0%	80
Ohio Home Care Waiver	1%	99%	0%	0%	243
Sample Average	0%	100%	0%	0%	761

Table 137. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	4%	95%	1%	0%	225
PASSPORT Waiver	1%	99%	0%	0%	214
Assisted Living Waiver	4%	95%	1%	0%	80
Ohio Home Care Waiver	4%	95%	0%	0%	242
Sample Average	3%	96%	1%	0%	761

Table 138. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	0%	0%	4%	8%	84%	2%	0%	225
PASSPORT Waiver	0%	0%	3%	13%	84%	0%	0%	216
Assisted Living Waiver	1%	0%	3%	20%	73%	3%	1%	80
Ohio Home Care Waiver	2%	0%	4%	13%	79%	1%	0%	245
Sample Average	1%	0%	4%	12%	81%	1%	0%	766

Table 139. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	19%	69%	12%	0%	225
PASSPORT Waiver	11%	76%	13%	0%	215
Assisted Living Waiver	20%	59%	20%	1%	80
Ohio Home Care Waiver	5%	90%	6%	0%	239
Sample Average	12%	76%	11%	0%	759

Table 140. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	1%	4%	69%	26%	0%	223
PASSPORT Waiver	0%	6%	68%	25%	0%	212
Assisted Living Waiver	1%	6%	49%	43%	0%	79
Ohio Home Care Waiver	3%	3%	85%	9%	0%	241
Sample Average	1%	5%	72%	22%	0%	755

Table 141. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	2%	11%	48%	39%	0%	327
PASSPORT Waiver	1%	12%	47%	39%	1%	307
Assisted Living Waiver	1%	10%	21%	67%	1%	191
Ohio Home Care Waiver	1%	18%	61%	20%	1%	323
Sample Average	1%	13%	47%	38%	1%	1148

Table 142. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MyCare Ohio Waiver	3%	93%	4%	0%	329
PASSPORT Waiver	2%	96%	2%	0%	311
Assisted Living Waiver	3%	81%	15%	1%	191
Ohio Home Care Waiver	3%	93%	3%	2%	328
Sample Average	3%	92%	5%	1%	1159