



**National Core Indicators**  
**Aging and Disability Adult Consumer Survey**

**2017-2018 Oregon Results**



## Preface

The Oregon Department of Human Services (DHS) Office of Aging and People with Disabilities (APD) administers Medicaid-paid long-term services and supports (LTSS) for 35,000 older adults and people with physical disabilities. In addition, Oregon assists over 227,000 older adults through Older Americans Act (OAA) and state funded programs and services and provides over 99,000 Aging and Disability Resource Connection referrals. APD's goals address well-being, accessibility, quality outcomes, service equity and consumer, stakeholder and community engagement. Funding sources include Community First Choice - Medicaid State Plan (K plan) option, the Medicaid State Plan for intermediate nursing facility care, state matching funds and the OAA.

This is Oregon's second NCI-AD survey. With the additional inclusion of OAA service recipients in this survey, we have our first comprehensive view of quality from the OAA consumer's perspective. We are eager to begin sharing this data with Area Agencies on Aging and working in partnership to address unmet needs and areas where a need for quality improvement is indicated. The Oregon Medicaid NCI-AD sample continues to be stratified by service provider type: the state is starting to see and understand individual strengths and gaps of each LTSS option as well as patterns over time. For example, we are pleased that this survey has revealed improvement over time by many provider types toward revised Home and Community Based Services (HCBS) rule requirements. Finally, we were pleased to assist NASUAD and HSRI by piloting the Person-Centered Planning module in this survey.

We are especially excited to begin aligning and using NCI-AD data points as measures of progress on our 2019-2021 APD Strategic Plan, internal Oregon DHS quarterly business reviews, the HCBS rule requirements, new, statute-based Quality Measurement Council metrics, the Oregon State Plan on Aging, other policy initiatives as well as the priorities of our consumer boards and commissions and stakeholders.

The survey provides us with critical information to inform and improve services and the experience of care in Oregon. In future years, in addition to the Medicaid and OAA survey samples, we will sample to help better understand rural and urban perspectives of OAA service consumers and gather information from people receiving Oregon Project Independence, a state funded in-home services program.

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## List of Abbreviations Used in This Report

AAA – Area Agency on Aging

AFC – Adult Foster Care (Community First Choice)

ALF – Assisted Living Facility (Community First Choice)

APD – Aging and People with Disabilities

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

DHS – Department of Human Services

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IHC – In-home Care (Community First Choice)

LTC – Long Term Care

LTSS – Long-Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

NF – Nursing Facility

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal care assistant

PCP – person-centered planning

RCF – Residential Care Facility (Community First Choice)

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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 project is coordinated by the National Association of States United for Aging and Disabilities<sup>1</sup> (NASUAD) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The project officially launched in the summer of 2015 with 13 participating states<sup>2</sup>. The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [\*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results\*](#) report, available on the NCI-AD website ([www.NCI-AD.org](http://www.NCI-AD.org)).

## NCI-AD Adult Consumer Survey

### Survey Overview

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

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<sup>1</sup> NASUAD is the membership organization for state Aging, Disability, and Medicaid directors. [www.nasuad.org](http://www.nasuad.org)

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

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

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

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

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

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

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

## Survey Organization

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

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

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

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

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

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

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

## NCI-AD in Oregon

The Oregon Department of Human Services Aging and Disabilities program, in partnership with NASUAD and HSRI, conducted its second NCI-AD Adult Consumer Survey in Oregon in 2017-2018. APD funded participation to have a source of consumer feedback on LTSS services, service quality and delivery across the spectrum of Medicaid-paid and OAA funded services. This report includes a statewide average incorporating data from both Medicaid and OAA service recipients and a Medicaid average to better understand an overall state picture and the specific feedback around Medicaid services. This second year of NCI-AD in Oregon allows APD to begin measuring change over time and track emerging patterns. Data will be shared with stakeholders, used in assessing services and planning future services and supports, for quality improvement activities and aligning with APD new Strategic Plan and other APD goals and priorities. In future survey years, surveys will also be gathered from people receiving services through a state funded, non-Medicaid, limited in-home services program called Oregon Project Independence. Oregon contracted with Vital Research for data collection and expects to continue with Vital Research for survey implementation in future years.

## Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Oregon and included for analysis in 2017-2018 was six hundred eighty-three (Total N=683). Three program populations were included in the survey sample and are detailed below.

**Community First Choice - Medicaid State Plan, HCBS (1915 K):** This program provides a broad range of services and support to people ages 65 and older and to people ages 18-64 who have a physical disability, qualify financially for Medicaid, require the assistance of a paid caregiver (does not have any or enough natural support to meet needs ) and meet a minimum level of care needs such that they would be eligible for nursing facility services, although once eligible they have a choice of in-home care, community-based facility care or a nursing facility. Four hundred and twenty-four participants (N=424) receiving services in five settings (in-home, commercial adult foster care, residential care facilities, contracted residential care facilities with contracts to provide memory care and assisted living facilities) were interviewed and included for analysis. This report presents results for each setting.

**Community First Choice, Nursing Facilities (NFs):** Nursing facility services are authorized under the Medicaid State plan for individuals aged 21 and older. They provide long-term care services to individuals who are financially eligible for Medicaid, have a disability and require the level of care provided by a nursing facility. Eighty-seven (N=87) participants were included in the analysis sample.

**Program of All-Inclusive Care for the Elderly (PACE):** The Program of All-Inclusive Care for the Elderly (PACE) is a managed care entity that provides medical, dental, mental health, social services, transportation, and long-term care services to persons age 55 and older on a prepaid capitated basis. PACE programs must have a signed agreement with the Oregon Department of Human Services and the Center for Medicare and Medicaid Services. Oregon has one PACE provider, Providence ElderPlace. Eighty-five people (N=85) from this program were interviewed and included for analysis.

Both Community First Choice and PACE are funded through Medicaid. In addition to presenting the results separately for the PACE program and the six settings in Community First Choice program, this report also presents results for Medicaid programs overall, represented by the Medicaid average on the graphs.

**OAA:** The OAA was established by Congress in 1965 to provide services to seniors age 60 or older. The OAA program supports a range of home and community-based services, such as meals-on-wheels and other nutrition programs, in-home services, transportation, legal services, elder abuse prevention and caregiver support. These programs help seniors stay as



independent as possible in their homes and communities. Individuals must be receiving at least one “Cluster 1 Service,” including adult day care/adult day health, chore, homemaker, personal care services, and/or home-delivered meals 2-3 or more times per week to be eligible for the NCI-AD survey. Eighty-seven people (N=87) from this program were interviewed and included for analysis.

In addition to the Medicaid average on the graph, the Oregon survey includes a statewide average. The statewide average includes data from Medicaid (Community First Choice both HCBS and Nursing Facility and PACE) as well as OAA survey data.

Figure 2 below summarizes programs and settings included in Oregon’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 and setting 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 and setting. 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 and setting.

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
<b>Community First Choice: In-Home Care</b>	86	15,176	9.7% MoE, 95% CL	10.5% MoE, 95% CL

<b>Program</b>	<b>Number of analyzed surveys</b>	<b>Number of eligible participants</b>	<b>Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution</b>	<b>Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution</b>
<b>Community First Choice: Adult Foster Care-Commercial</b>	83	2,667	9.7% MoE, 95% CL	10.6% MoE, 95% CL
<b>Community First Choice: Residential Care Facility-Regular</b>	79	918	9.7% MoE, 95% CL	10.6% MoE, 95% CL
<b>Community First Choice: Residential Care Facility-Contracted</b>	93	2,088	9.1% MoE, 95% CL	9.9% MoE, 95% CL
<b>Community First Choice: Assisted Living Facility</b>	83	4,381	9.8% MoE, 95% CL	10.7% MoE, 95% CL
<b>Community First Choice: Nursing Facility-Basic</b>	87	3,322	9.5% MoE, 95% CL	10.4% MoE, 95% CL
<b>PACE</b>	85	1,276	9.4% MoE, 95% CL	10.3% MoE, 95% CL
<b>Total Medicaid</b>	<b>596</b>	<b>29,828</b>	<b>3.6% MoE, 95% CL</b>	<b>4.0% MoE, 95% CL</b>
<b>OAA</b>	87	~5,000	9.6% MoE, 95% CL	10.4% MoE, 95% CL
<b>Total</b>	<b>683</b>	<b>34,828</b>	<b>3.4% MoE, 95% CL</b>	<b>3.7% MoE, 95% CL</b>

## Survey Process in Oregon

APD uses Vital Research, a national survey group, to hire and manage local interviewers to conduct the NCI-AD in-person survey. Oregon worked with Vital Research to identify and train nineteen individuals to be interviewers. Two of these individuals also were trained as both surveyors and quality assurance mentors. APD, the Oregon Office of Adult Abuse Prevention and Investigations, Vital Research, NASUAD, and HSRI staff conducted a two-day training with these interviewers on July 10-11, 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, recognition of abuse, 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 the week of July 17, 2018 and the final data from 712 interviews were sent to HSRI on September 28, 2018. As in the previous survey cycle, some interviews were discarded. Data were discarded if the surveyor marked the consumer may not have understood questions or if the need for a proxy was indicated but the proxy questions were left blank. APD oversampled in this survey to account for the possibility of and need to discard unusable data.

The survey process also included quality monitoring and inter-rater reliability activities. Quality assurance mentors observed interviewers conducting surveys and evaluated interviewers on interviewing behaviors and adherence to quality standards. Quality mentors also entered data during interviews to provide data for interrater comparisons. Overall agreement between the Quality Mentor data and interviewer data was 96%. Verification calls, auditing and validating data work was also completed as part of quality assurance activities.

Oregon chose to add 10 state-specific questions to the standard NCI-AD Survey. In addition, Oregon was one of seven states that elected to pilot NCI-AD's new optional module on person-centered planning (PCP).

## Stakeholders

Before the survey was launched, APD shared information about the survey with the Oregon Association of Area Agencies on Aging (AAA), the Oregon Office of the Long-Term Care Ombudsman, consumers in the entire sample pool, facility providers of consumers in the sample pool, guardians and client representatives of consumers in the sample and APD and AAA field offices.

The results of the survey will be shared with stakeholders through meetings, presentations, discussions as well as posted on publicly available website(s). APD is looking forward to sharing the first OAA results with Area Agency on Aging partners, identifying areas of strengths and gaps and exploring next steps. A high priority already in progress is aligning data points with APD's Strategic Plan, quarterly business reviews and other quality assessment and monitoring initiatives and using NCI-AD results as performance indicators. APD is also interested in cross-state sharing of survey data and innovative uses of survey data that may be useful in Oregon; we will look for opportunities to explore and share.

## Organization of Results

The following pages of the report presents findings from Oregon's 2017-2018 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each of the programs and settings. The number of people (N) in each that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating proportions. Unclear, refused and, unless otherwise stated, "don't know" responses are excluded.

- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program and setting'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 Oregon's weighted state average (Community First Choice Medicaid State Plan HCBS, Nursing Facilities, PACE and OAA) and the Medicaid (Community First Choice Medicaid State Plan HCBS, Nursing Facilities and PACE programs) weighted 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 and settings; its calculation effectively "re-balances" the oversampled programs and settings to produce an average one would expect if they were represented proportionally relative to the populations they serve. Oregon's sampling design did include oversampling of some of its programs and settings – i.e. some programs and settings 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 and settings being proportionally over-represented in the state's survey data, statistical weights were developed and applied to calculate Oregon's weighted state averages and Medicaid weighted averages shown in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (i.e. responses were collapsed, for example, an "always" response combined with a "most of the time" response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A.

Un-collapsed and unweighted data showing frequencies of all response options by program and setting are shown in tabular format in Appendix B. Tables also contain Oregon's overall unweighted and Medicaid unweighted sample averages for all response options. Please note that the "sample averages" in tables in Appendix B are simple (unweighted) averages that didn't employ weights in their

calculations and may therefore be slightly different from the corresponding weighted state averages shown in the corresponding charts.

Data from state-specific questions that Oregon chose to add to the standard NCI-AD Survey are shown in Appendix C. Data from Oregon's pilot of NCI-AD's new optional module on person-centered planning (PCP) are shown in Appendix D.

## Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Oregon. 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 Oregon's LTSS system and identify areas that are working well and could use improvement. The charts in this report allow the reader to compare average outcomes between Oregon's programs and settings and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's or setting's result relative to another program or setting or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's or setting's result relative to another program or setting, as it is important to keep in mind the potential differences as well as similarities amongst the participants and the programs and settings themselves.

## Community Participation

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

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

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

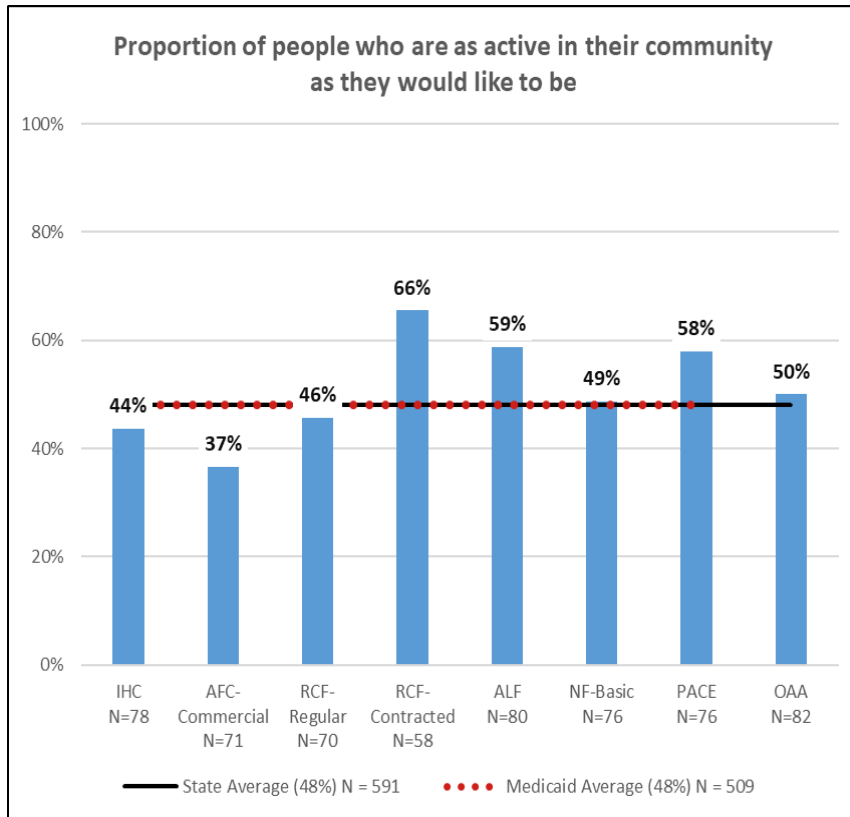
There are three<sup>3</sup> survey items that correspond to the Community Participation domain.

Un-collapsed and unweighted data are shown in Appendix B.

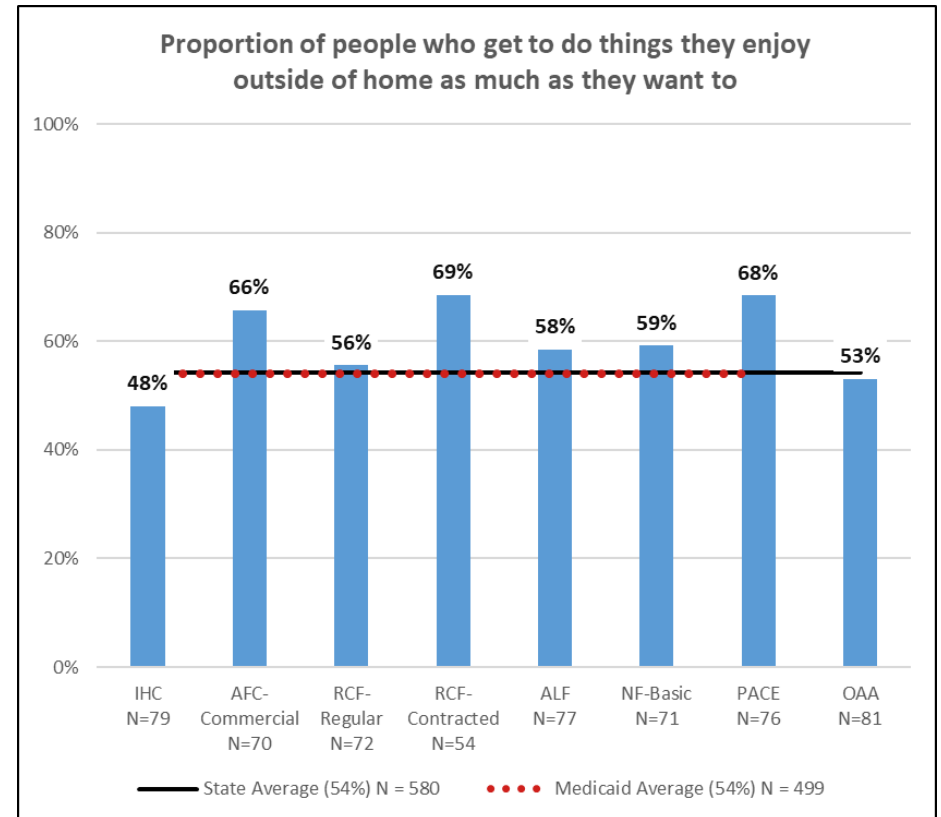
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<sup>3</sup> Data for one item are presented in Appendix B only.

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



Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to<sup>4</sup>



<sup>4</sup> New question added in 2017-2018



## Choice and Decision Making

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

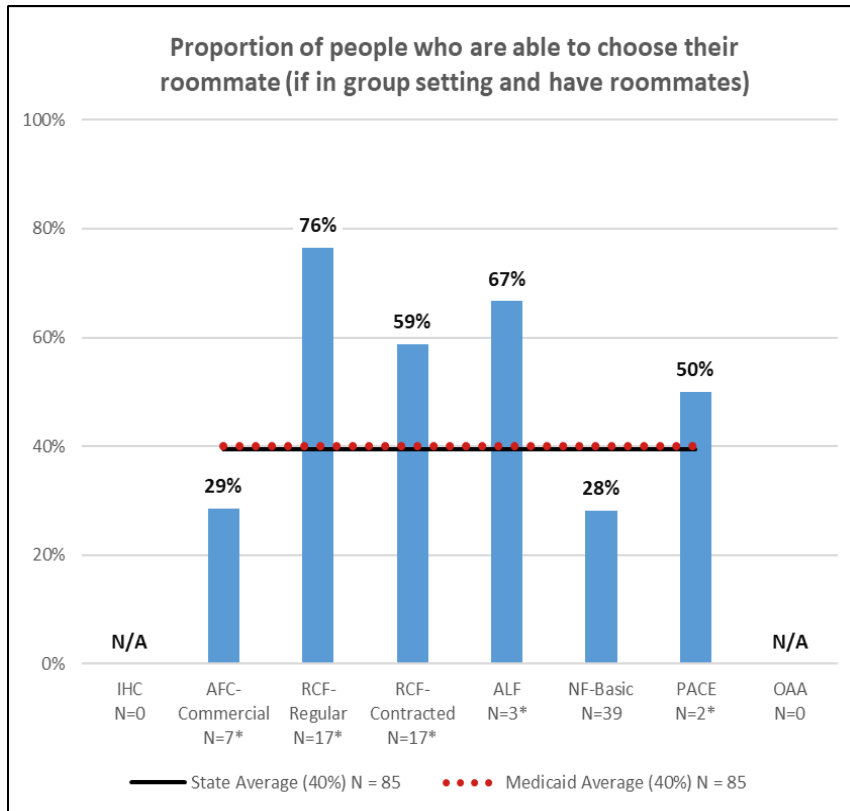
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

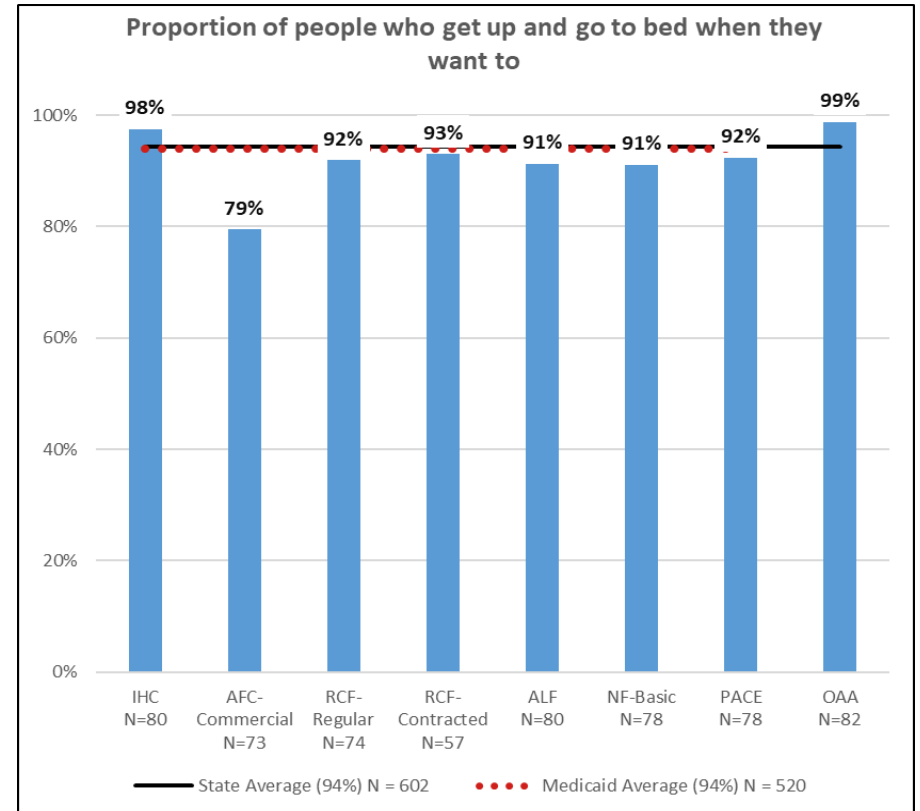
Un-collapsed and unweighted data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting<sup>5</sup> and have roommates)



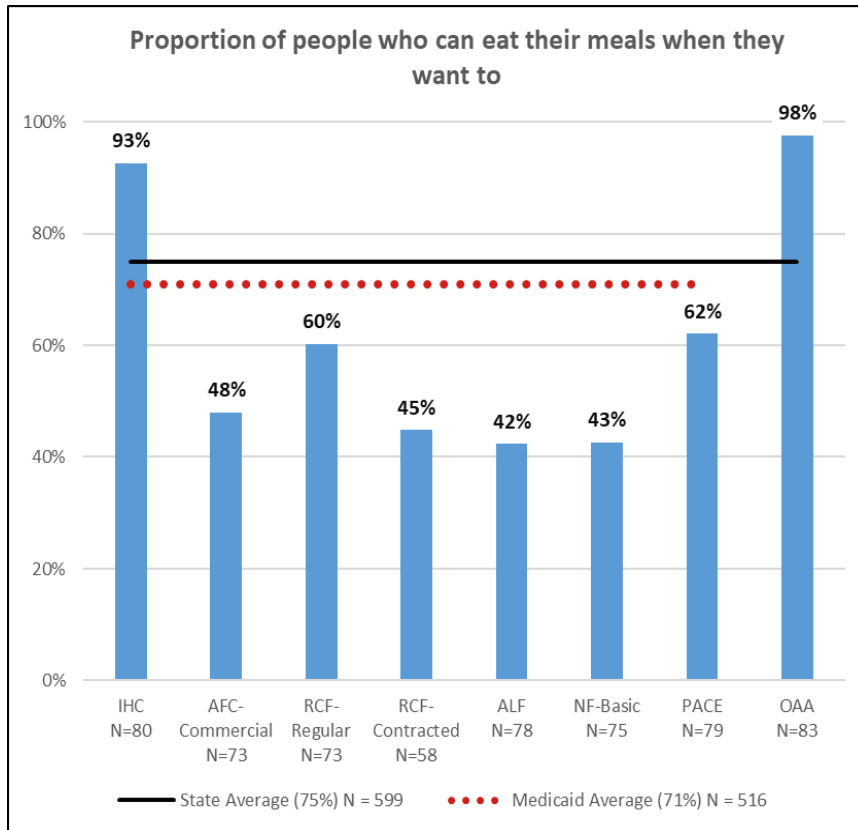
\* Very small number of responses

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

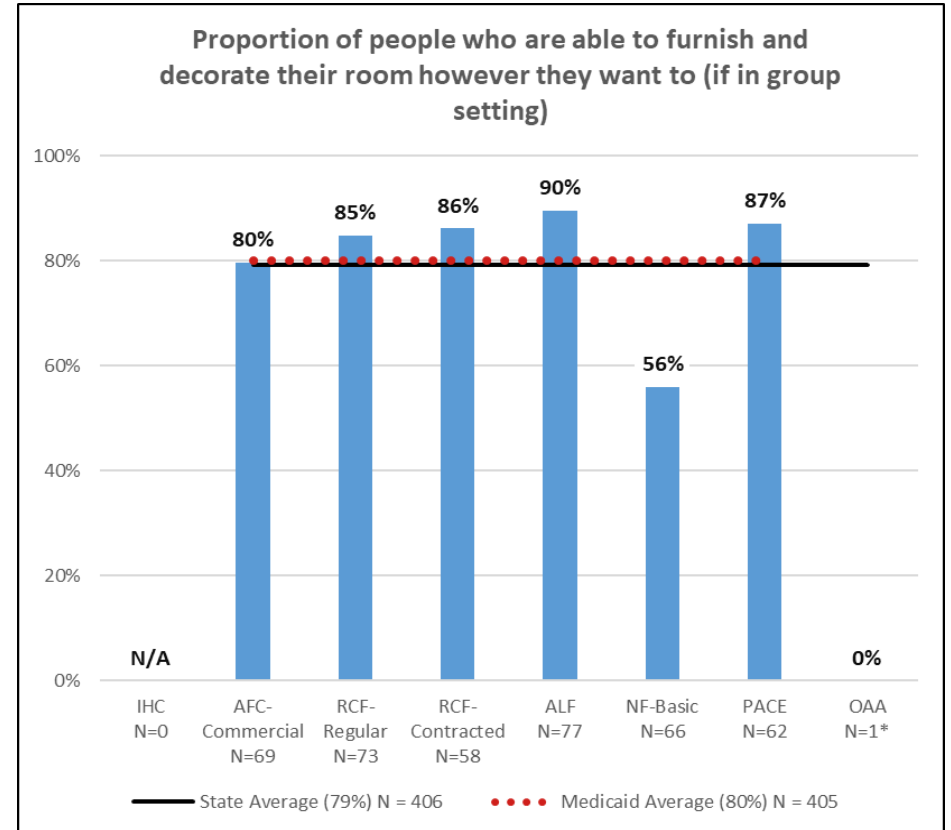


<sup>5</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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<sup>6</sup>)



\* Very small number of responses

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

## Relationships

People have friends and relationships and do not feel lonely.

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

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

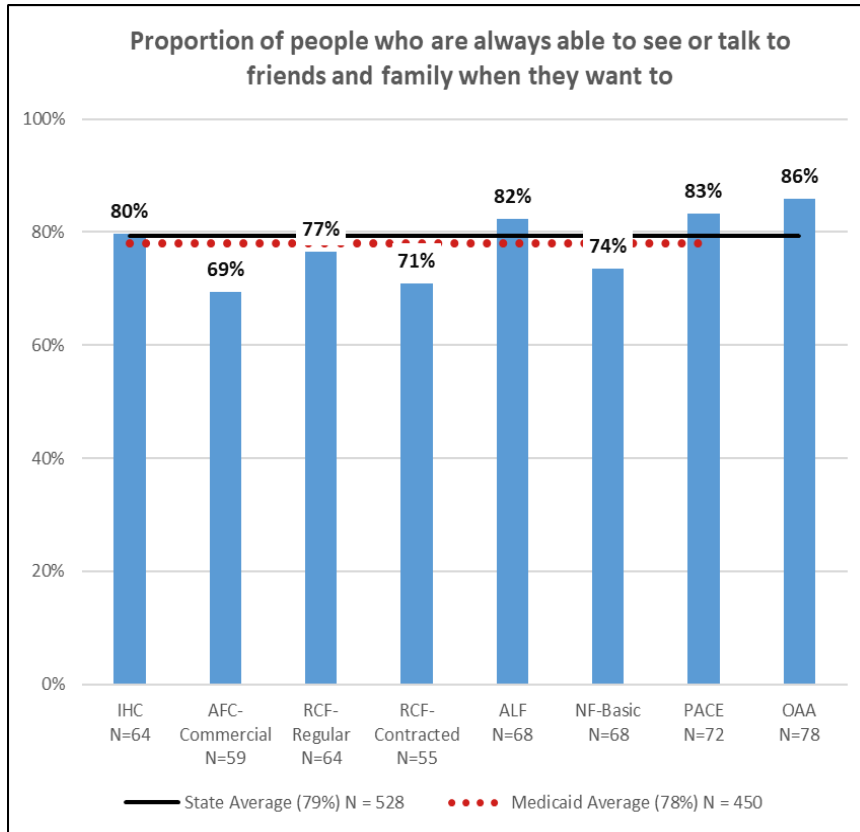
There are two<sup>7</sup> survey items that correspond to the Relationship domain.

Un-collapsed and unweighted data are shown in Appendix B.

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<sup>7</sup> Data for one item are presented in Appendix B only.

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



## Satisfaction

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

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

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

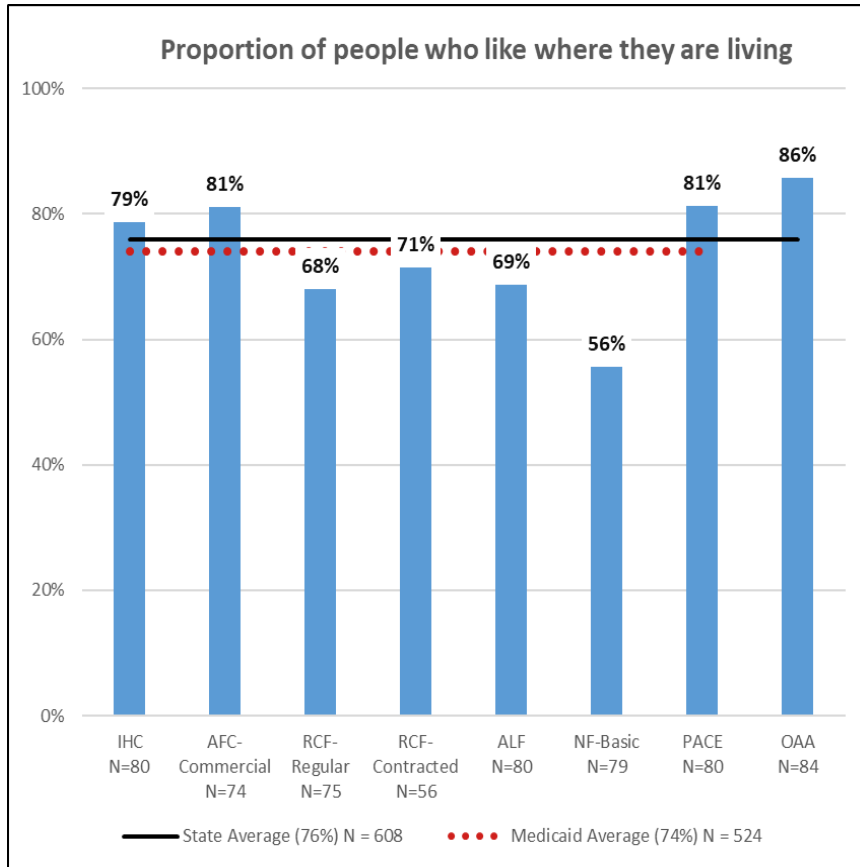
There are seven<sup>8</sup> survey items that correspond to the Satisfaction domain.

Un-collapsed and unweighted data are shown in Appendix B.

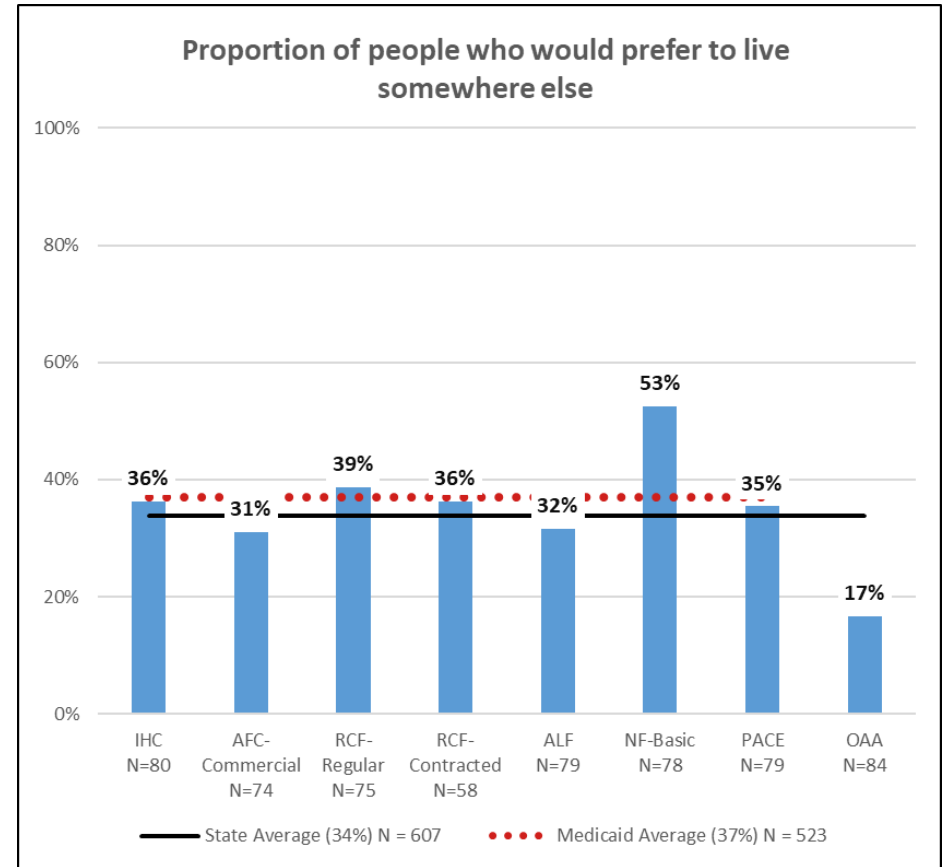
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<sup>8</sup> Data for two items are presented in Appendix B only.

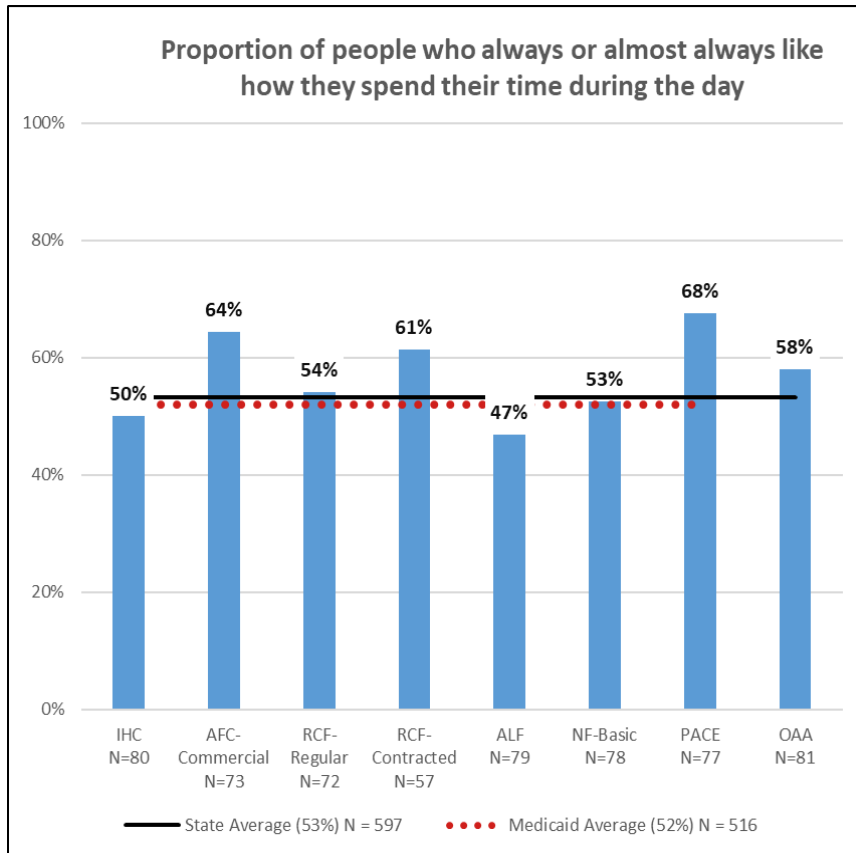
Graph 8. Proportion of people who like where they are living



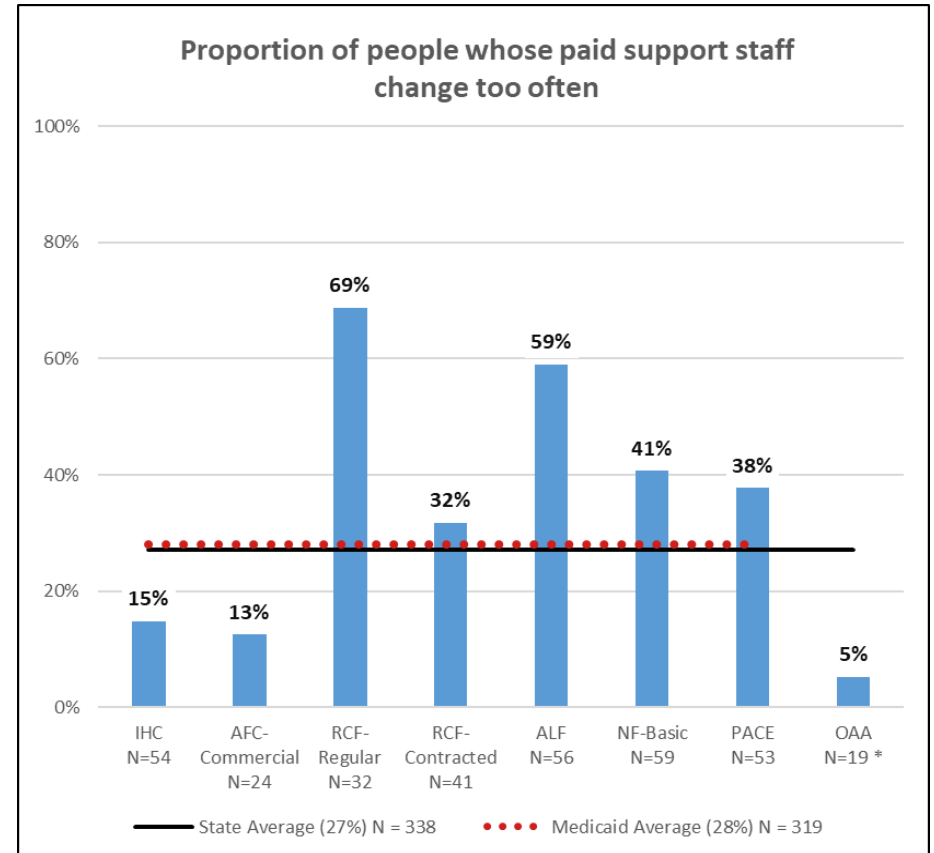
Graph 9. Proportion of people who would prefer to live somewhere else



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



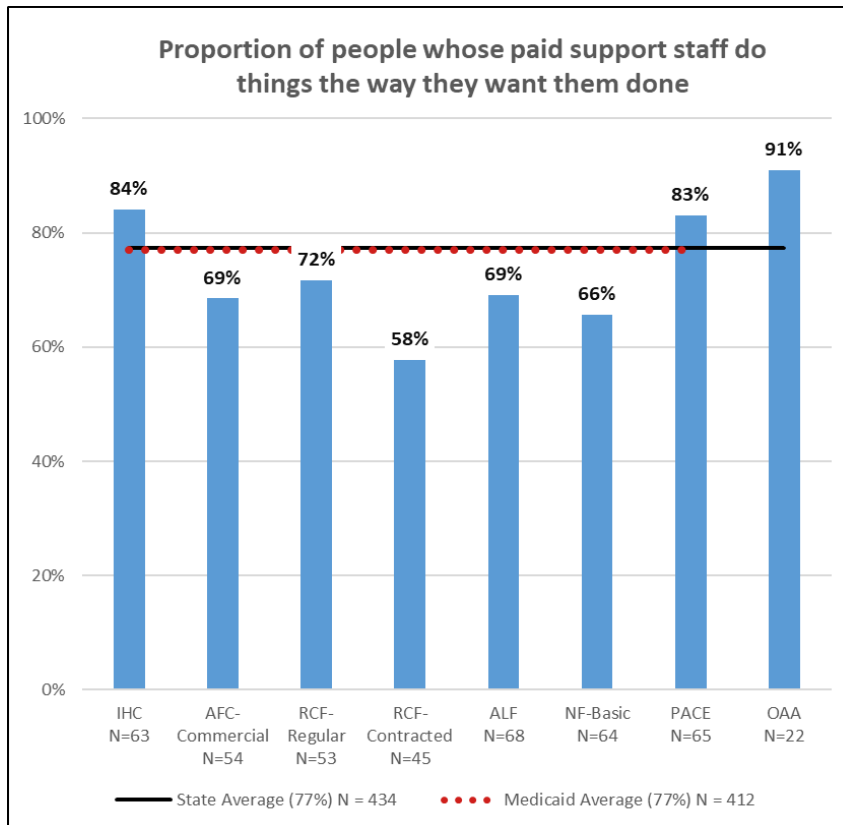
Graph 11. Proportion of people whose paid support staff change too often



\* Very small number of responses



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



## Service Coordination

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

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

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

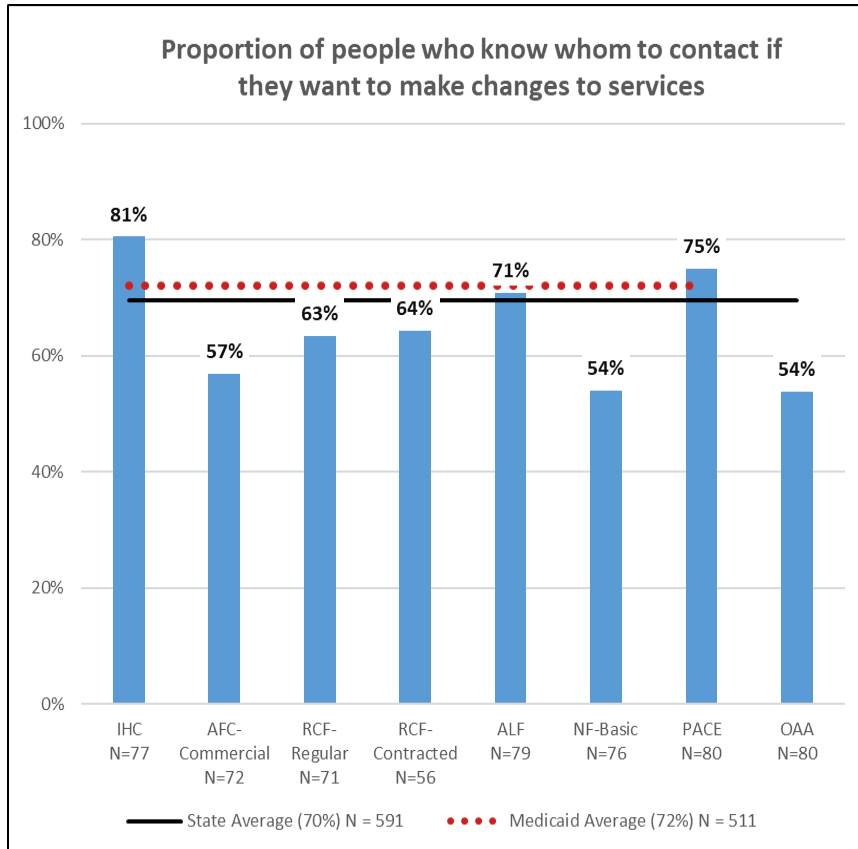
There are twelve<sup>9</sup> survey items that correspond to the Service Coordination domain.

Un-collapsed and unweighted data are shown in Appendix B.

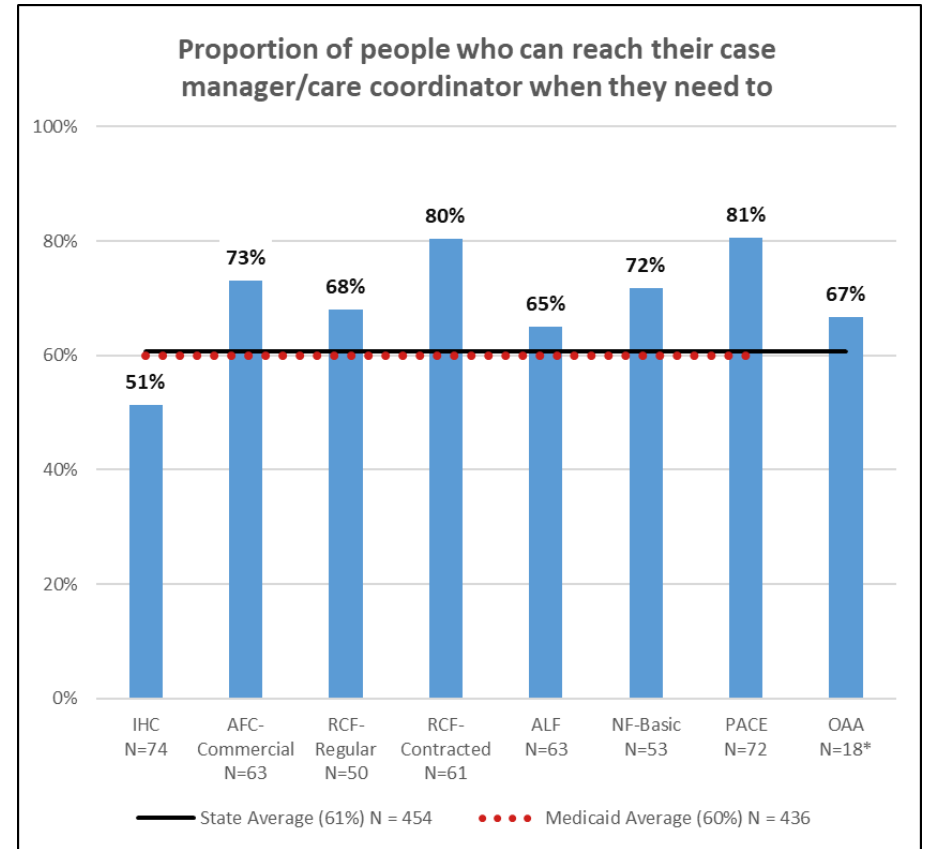
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<sup>9</sup> Data for two items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services<sup>10</sup>



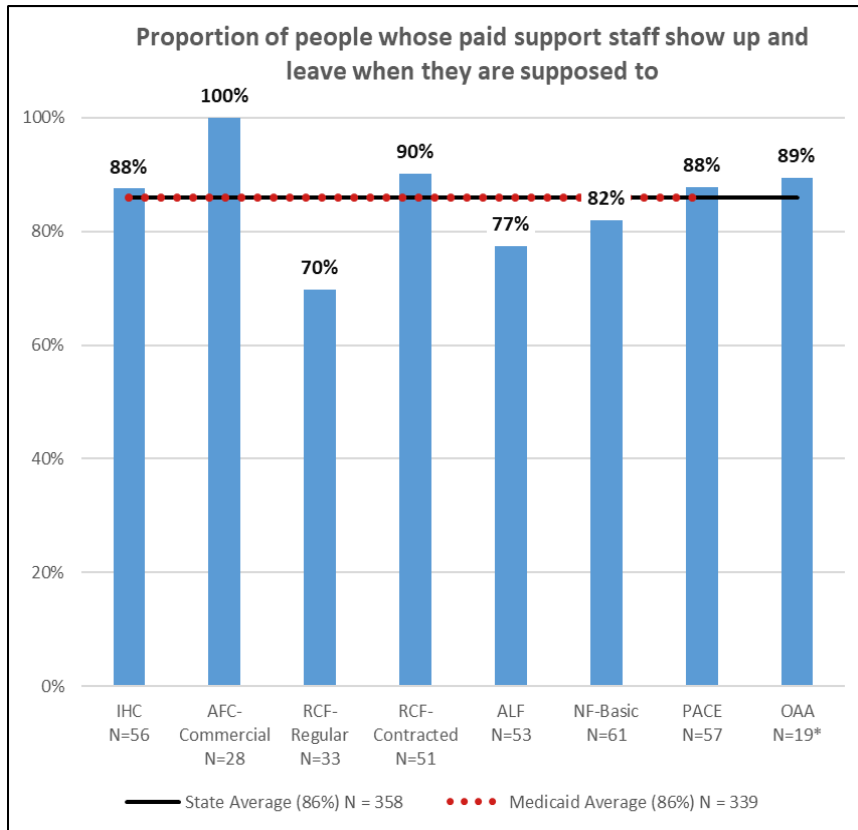
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



\* Very small number of responses

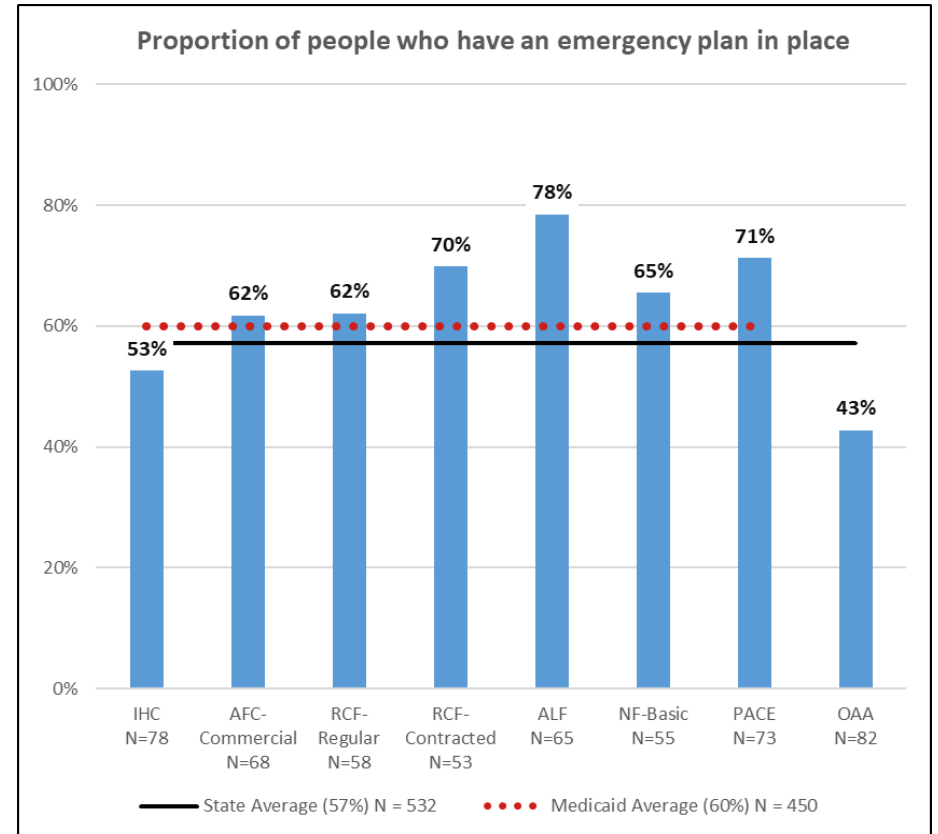
<sup>10</sup> Question changed in 2017-2018 – no longer allows for proxies

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

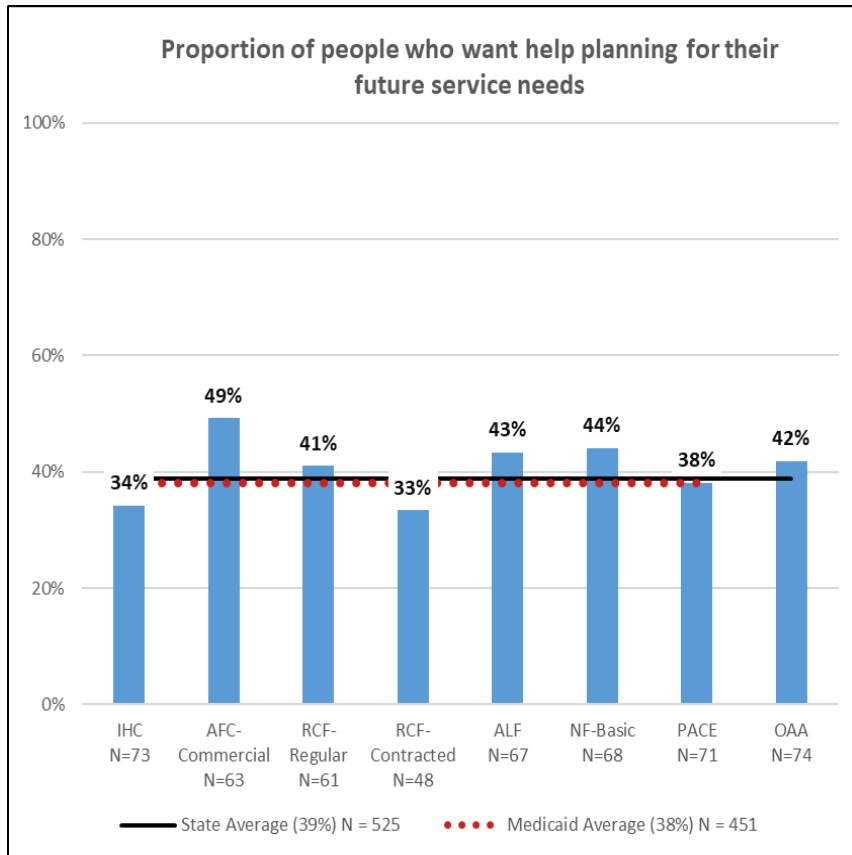


\* Very small number of responses

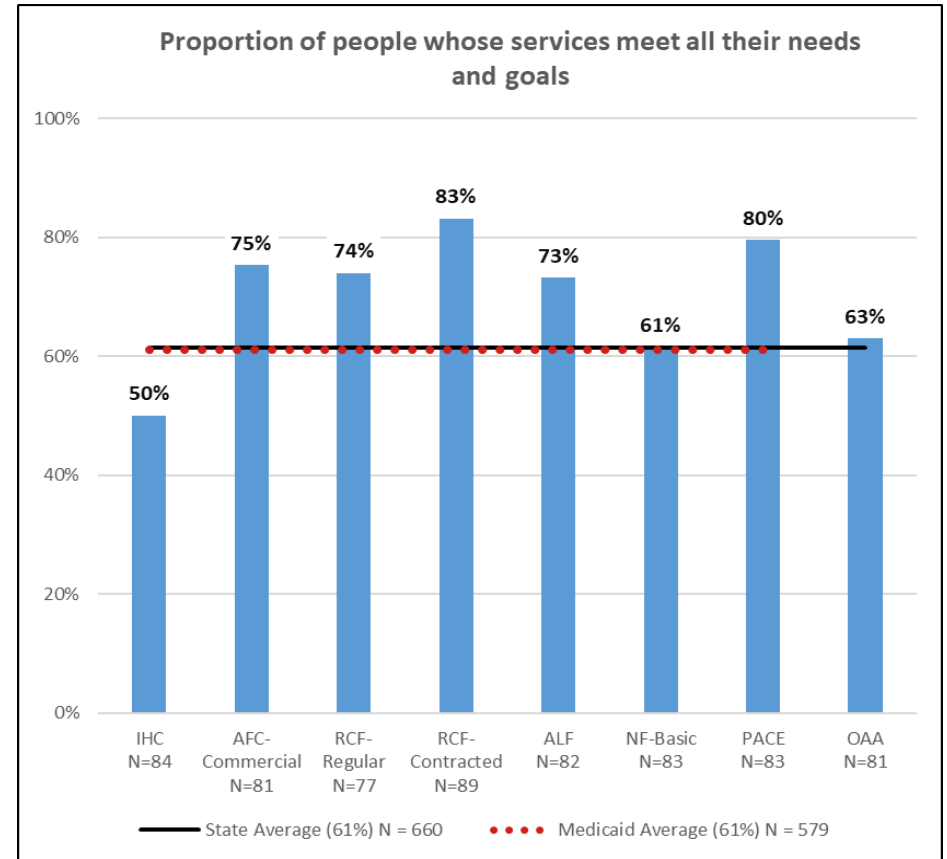
Graph 16. Proportion of people who have an emergency plan in place



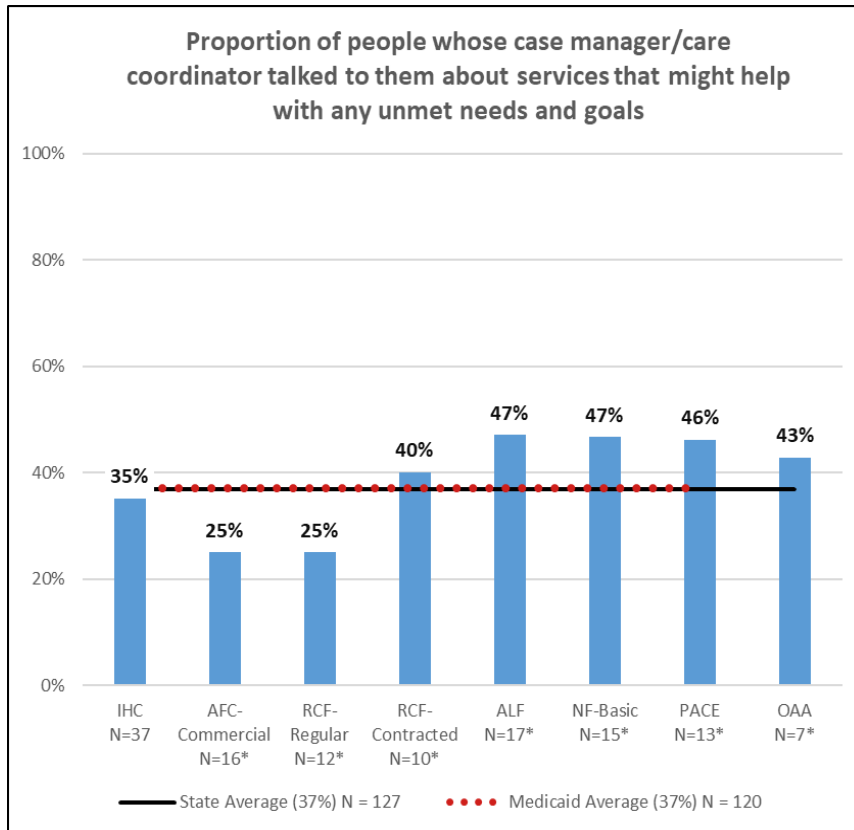
Graph 17. Proportion of people who want help planning for their future service needs



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

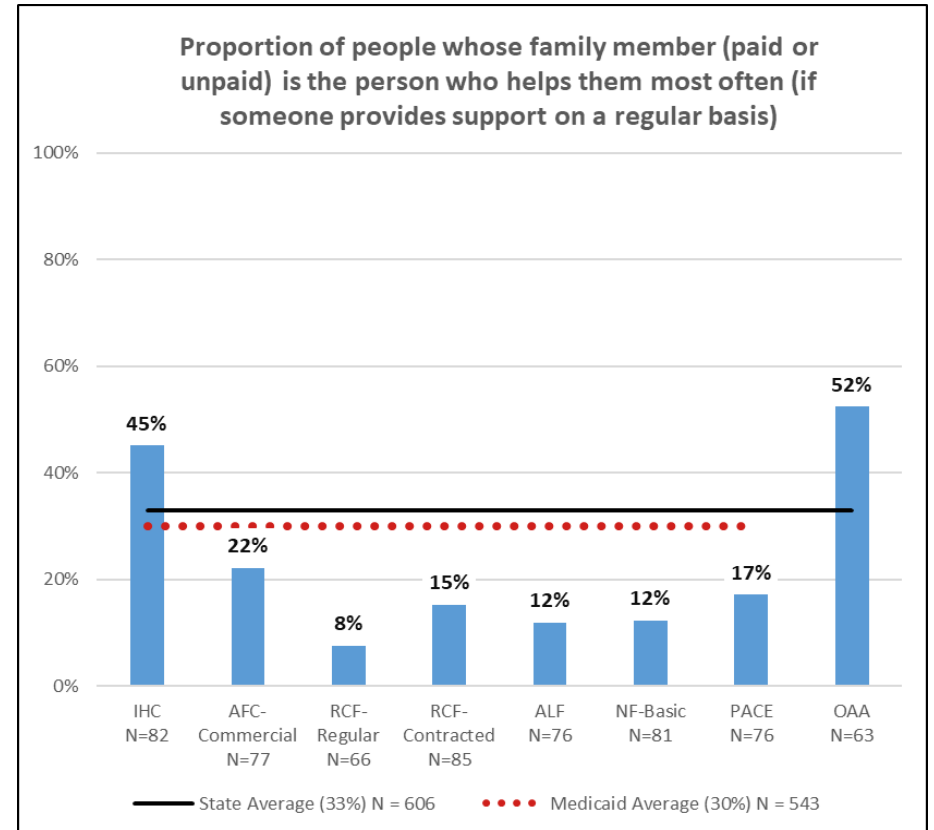


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

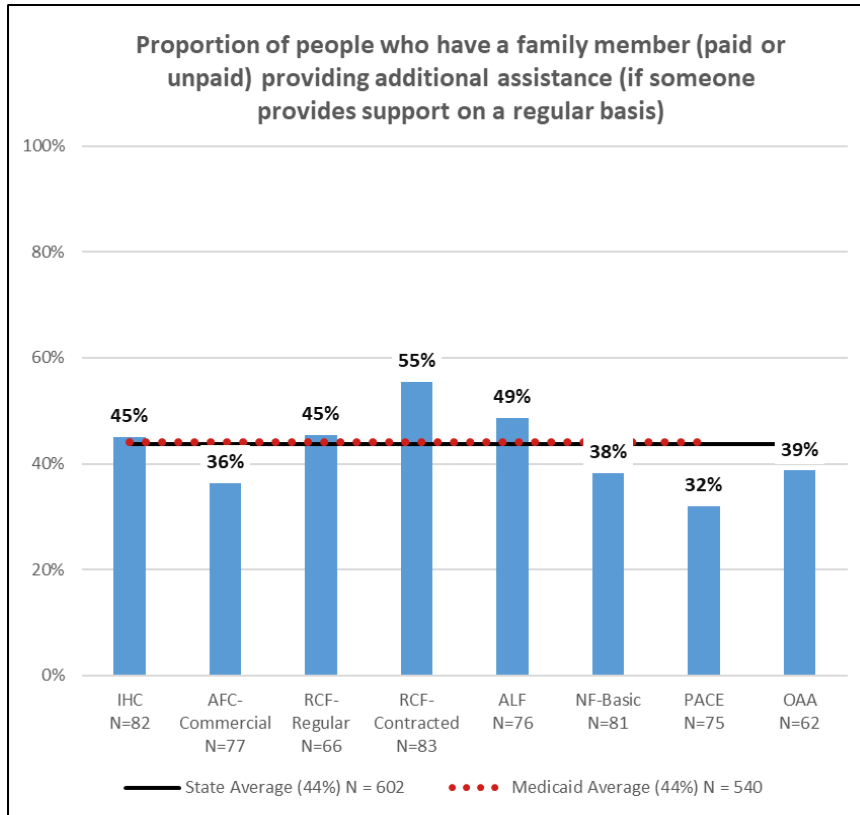


\* Very small number of responses

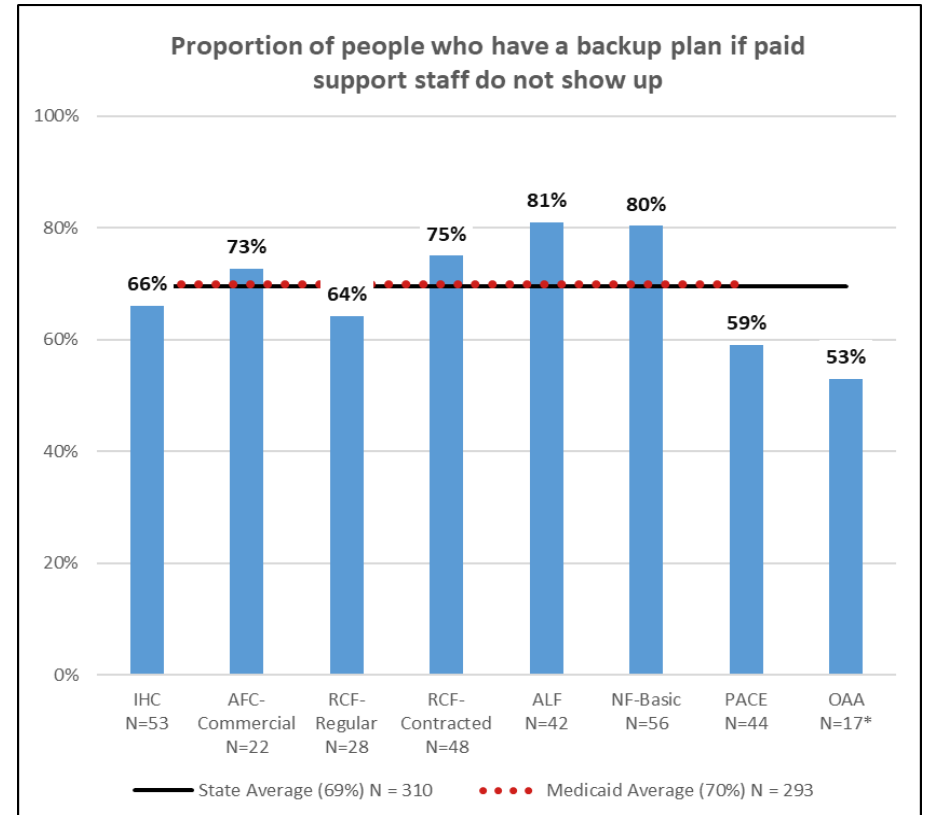
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)



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



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



\* Very small number of responses

## Care Coordination

Individuals are provided appropriate coordination of care.

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

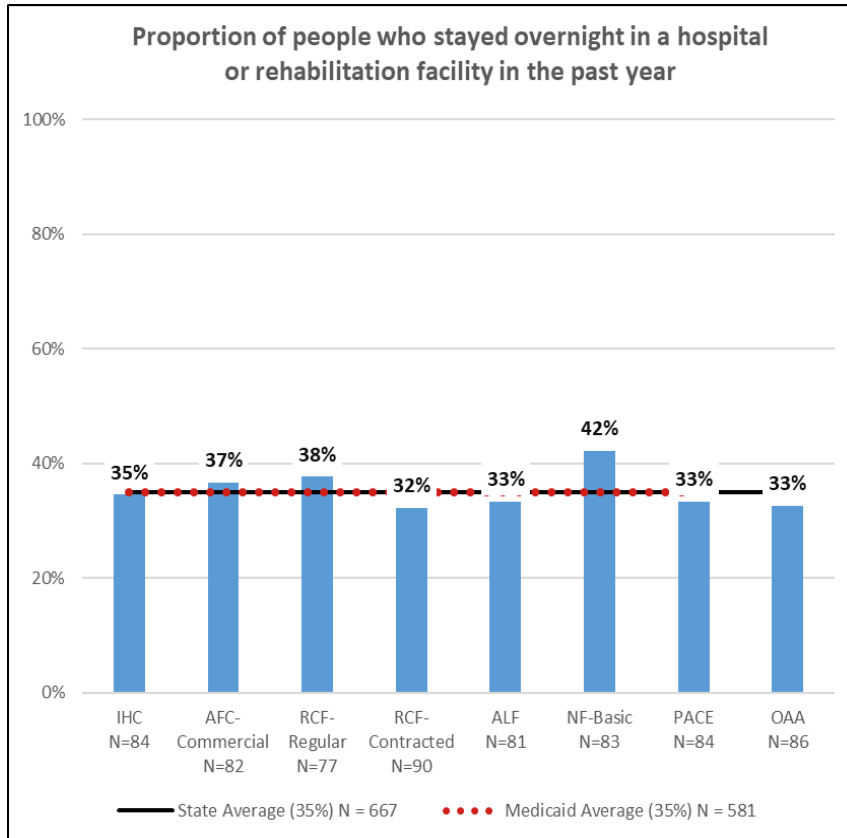
1. Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.
2. Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.
3. Proportion of people who know how to manage their chronic conditions.

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

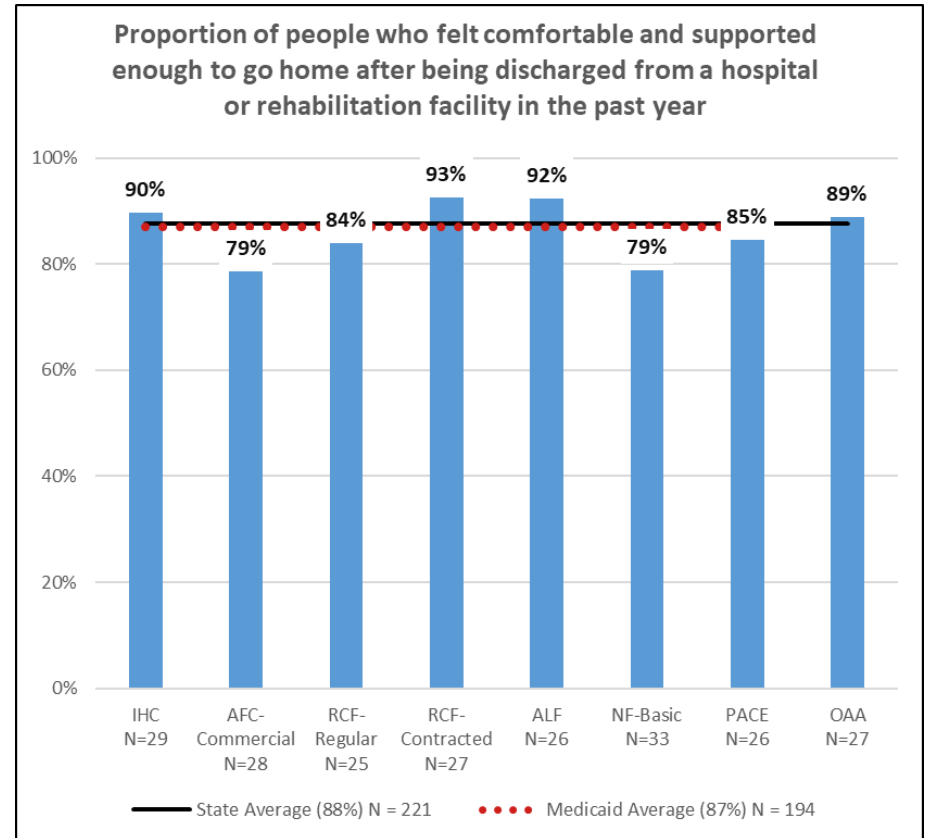
Un-collapsed and unweighted data are shown in Appendix B.



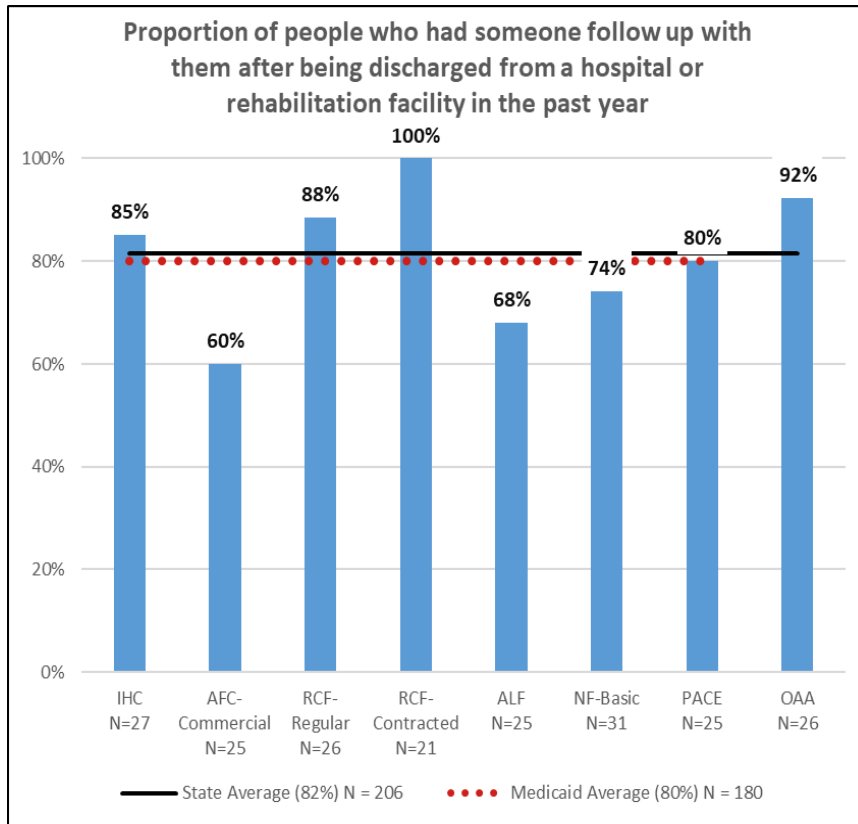
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



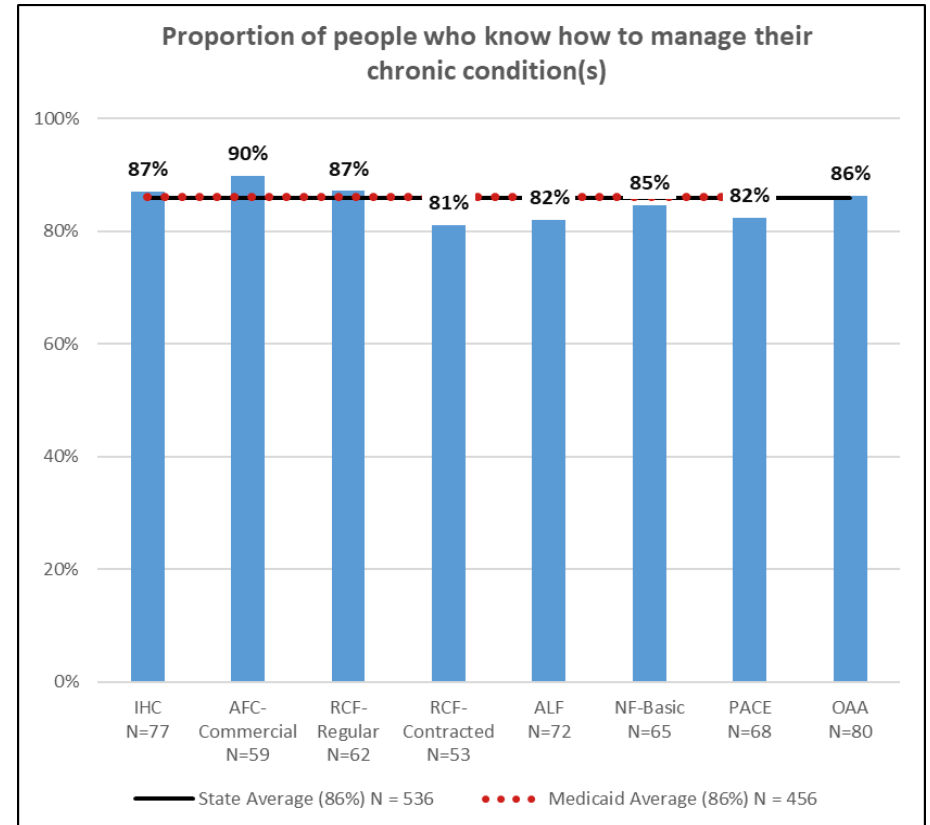
Graph 24. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



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



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



## Access

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

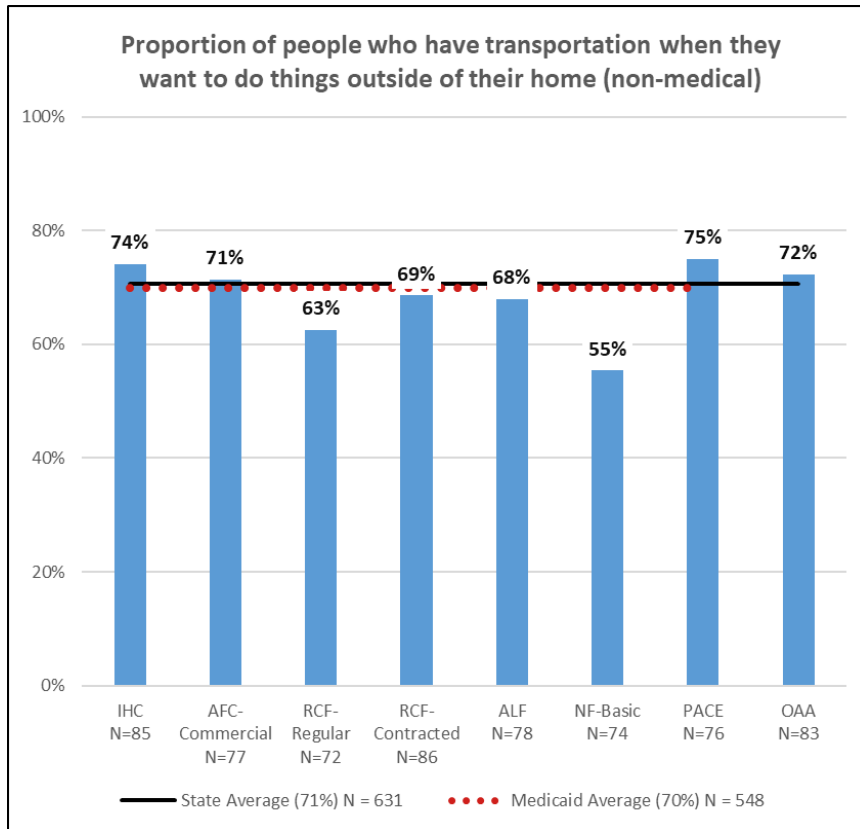
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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

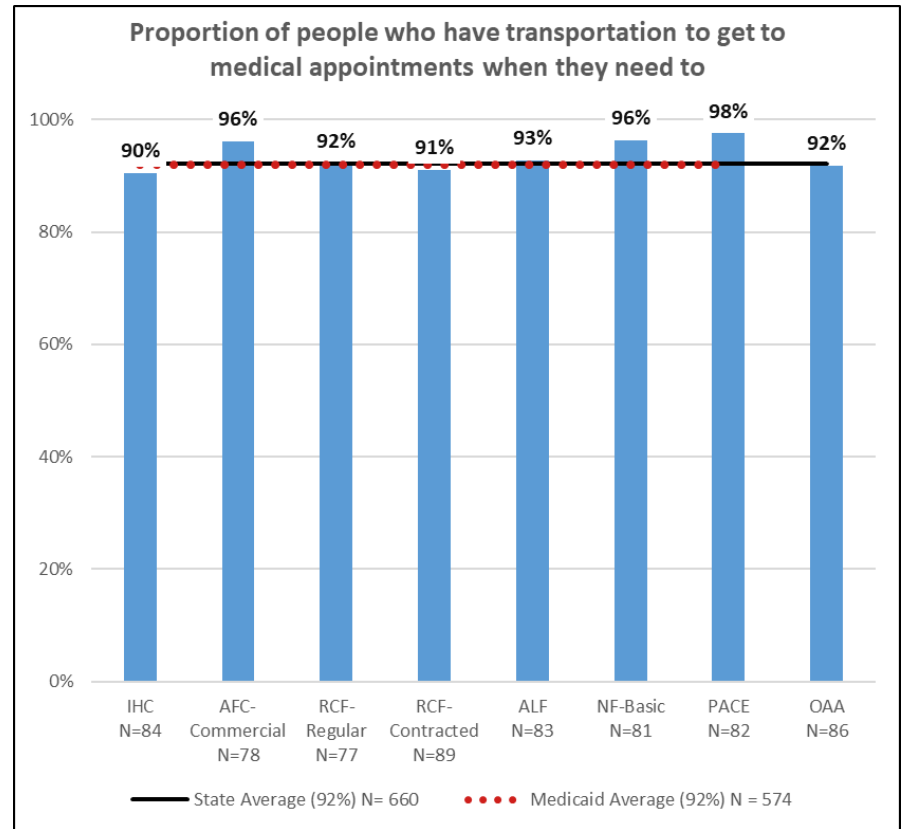
There are five survey items that correspond to the Access domain.

Un-collapsed and unweighted data are shown in Appendix B.

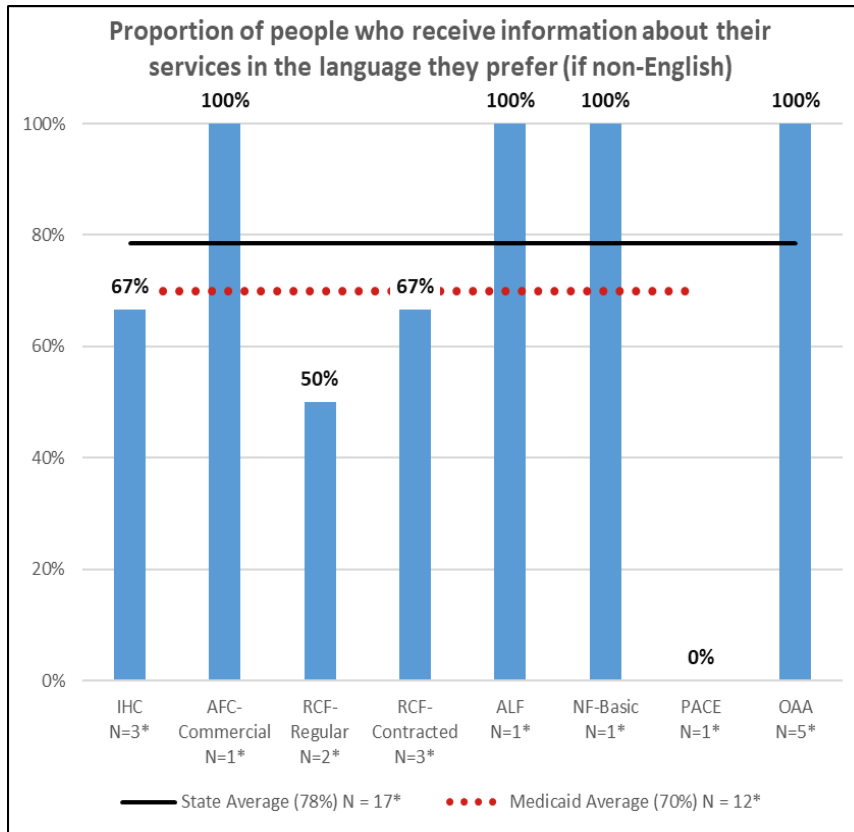
Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



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

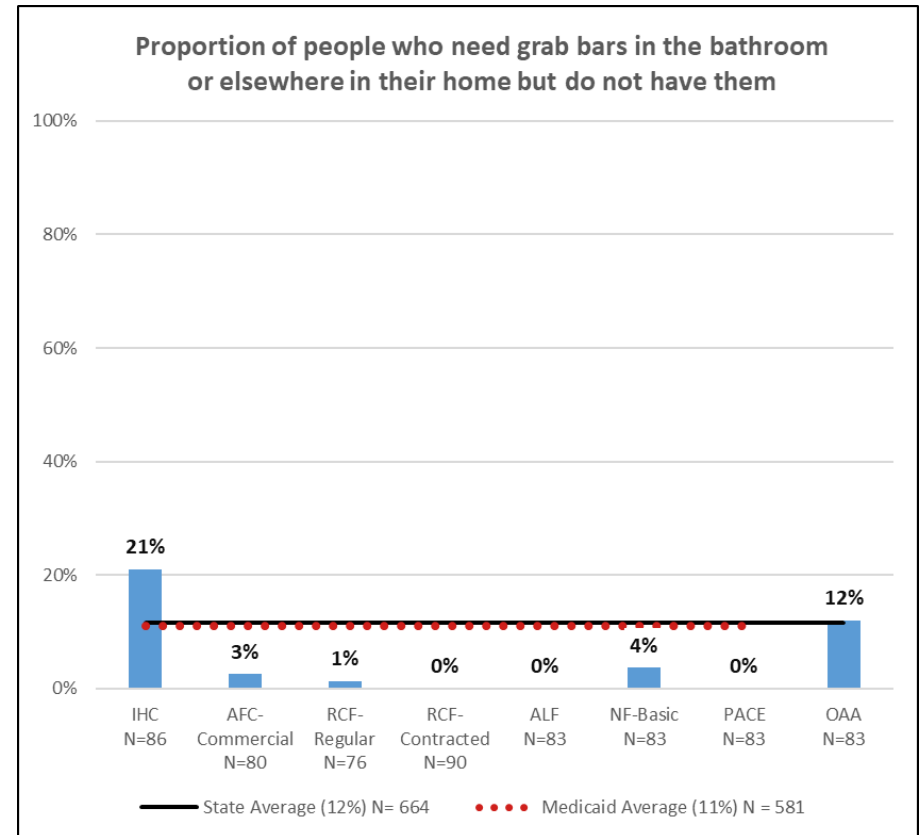


Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)

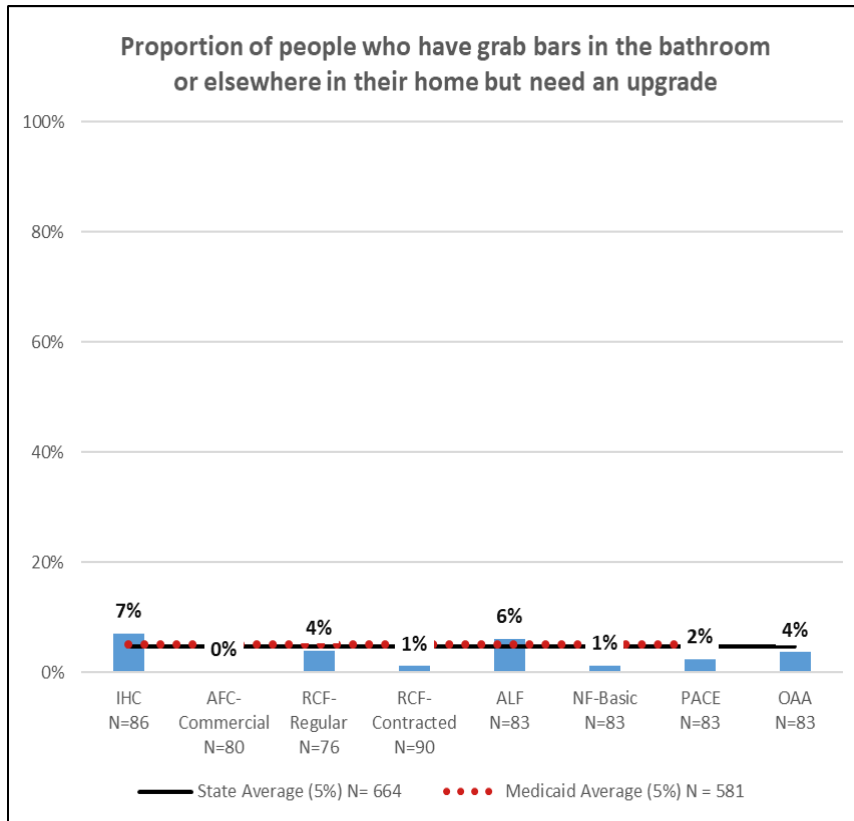


\* Very small number of responses

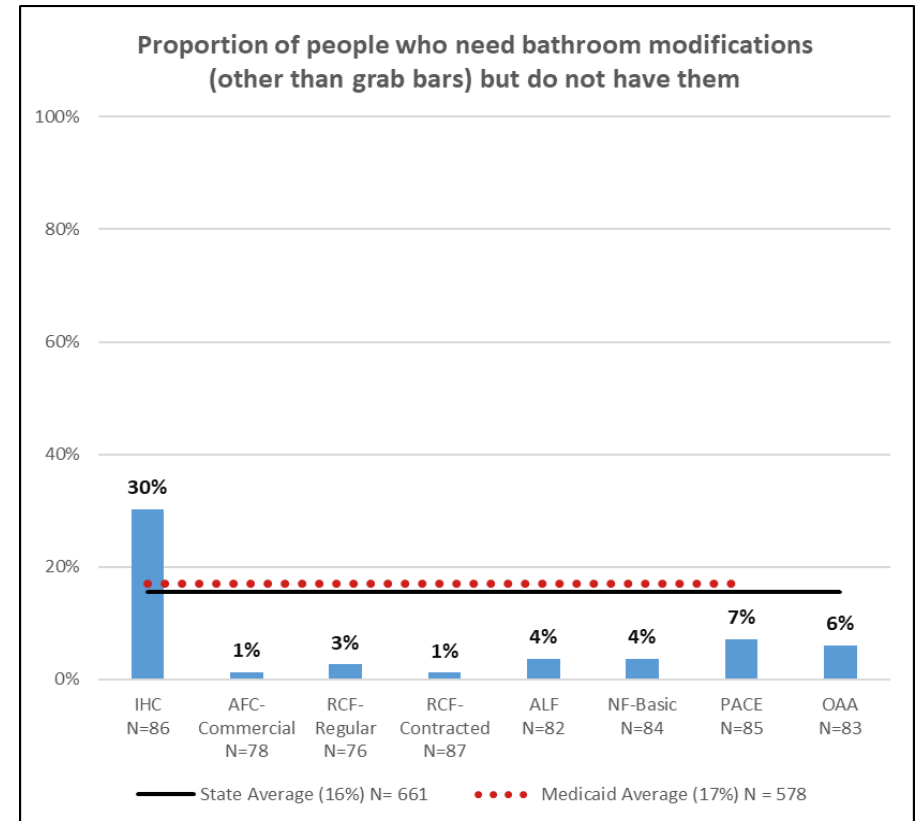
Graph 30. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them



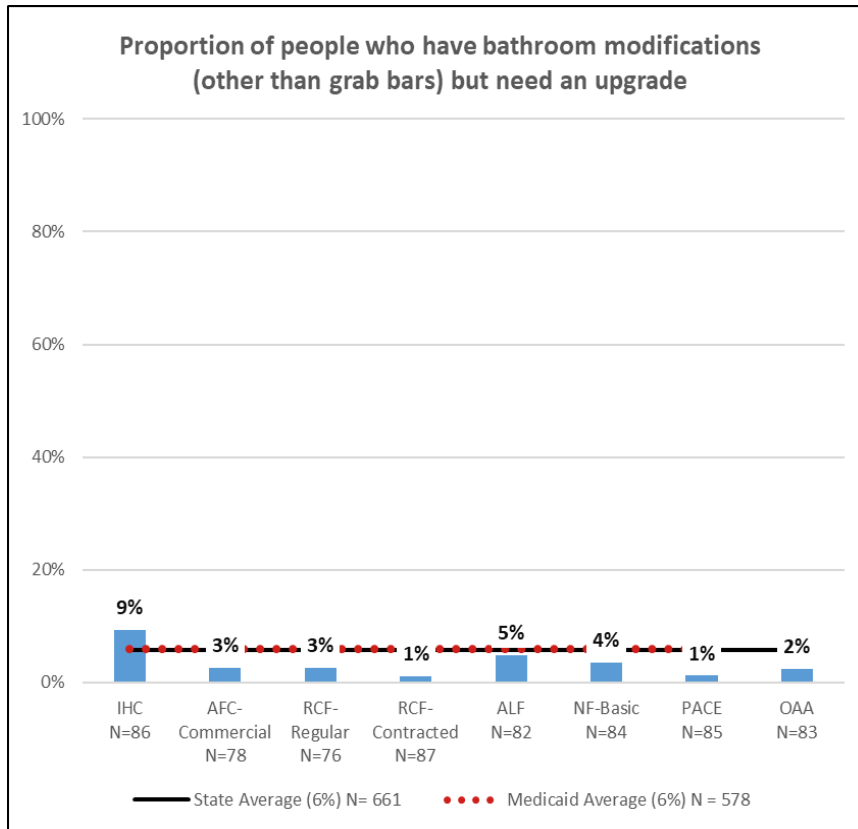
Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



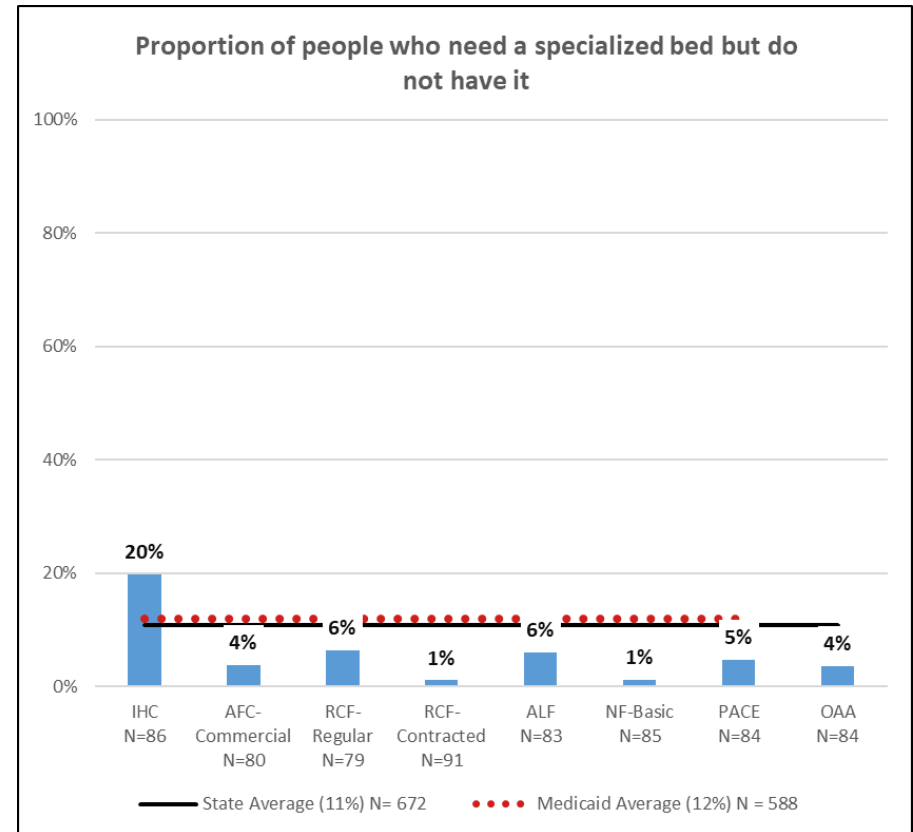
Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them



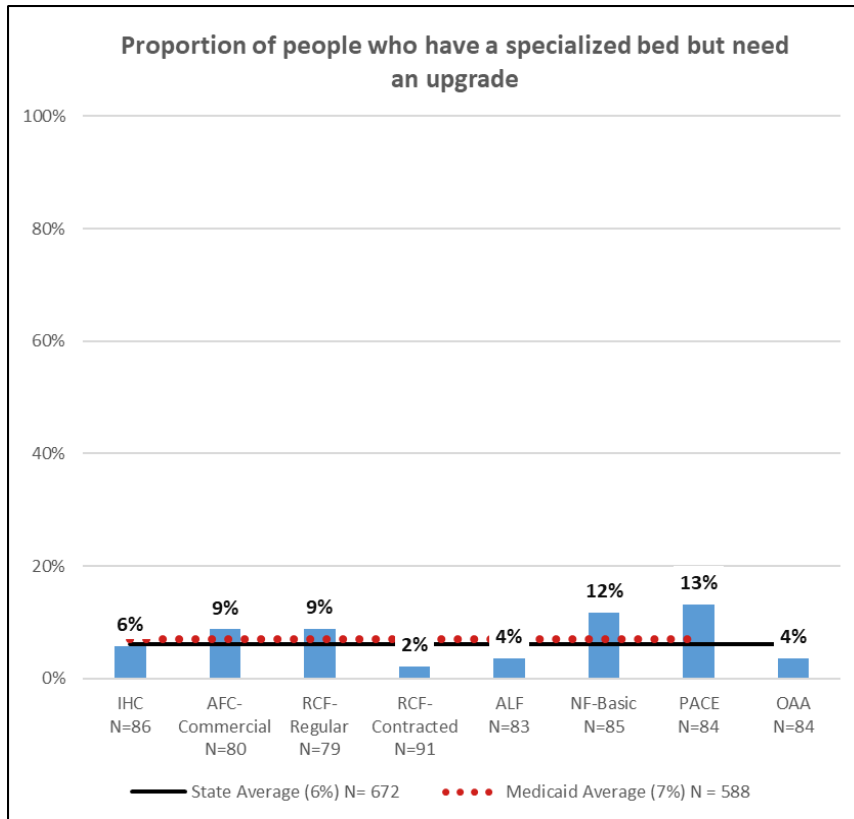
Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



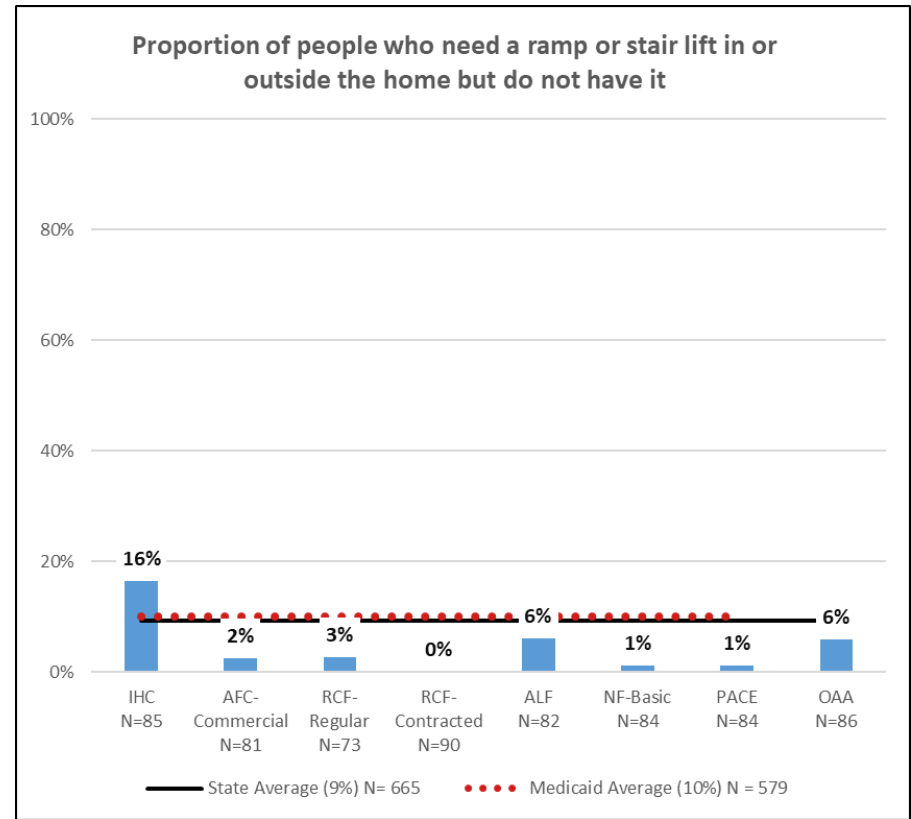
Graph 34. Proportion of people who need a specialized bed but do not have it



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

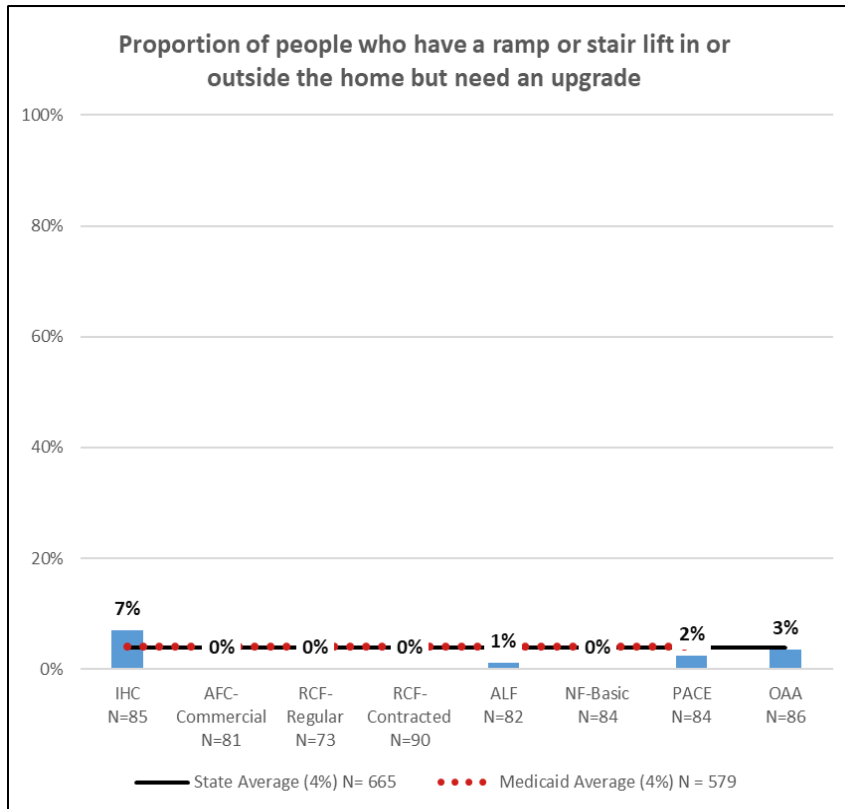


Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it

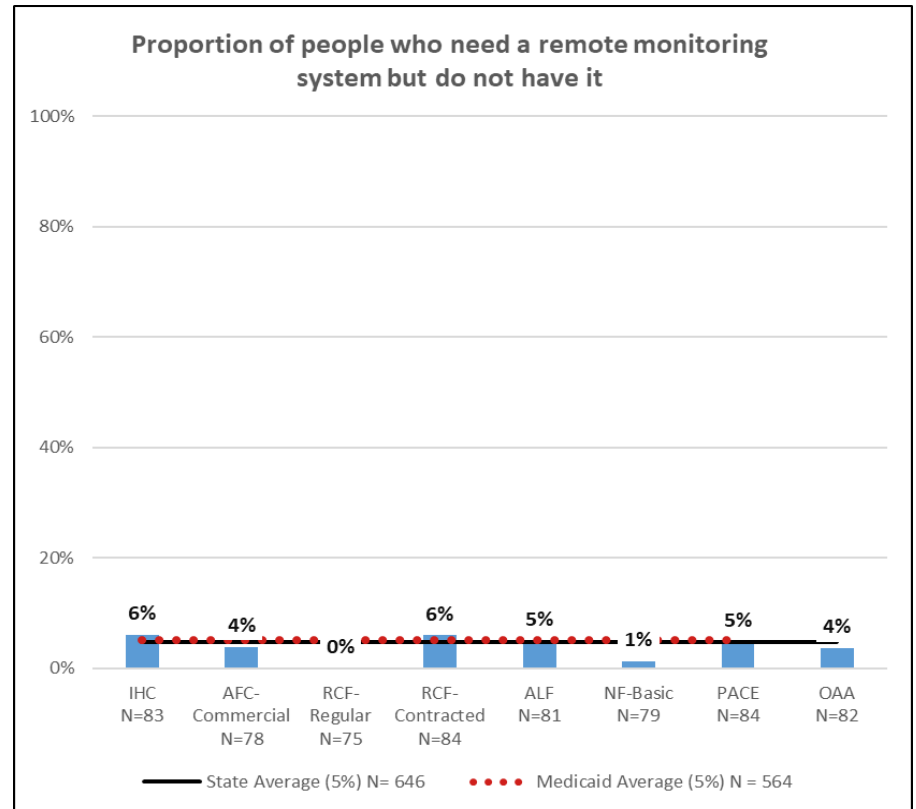




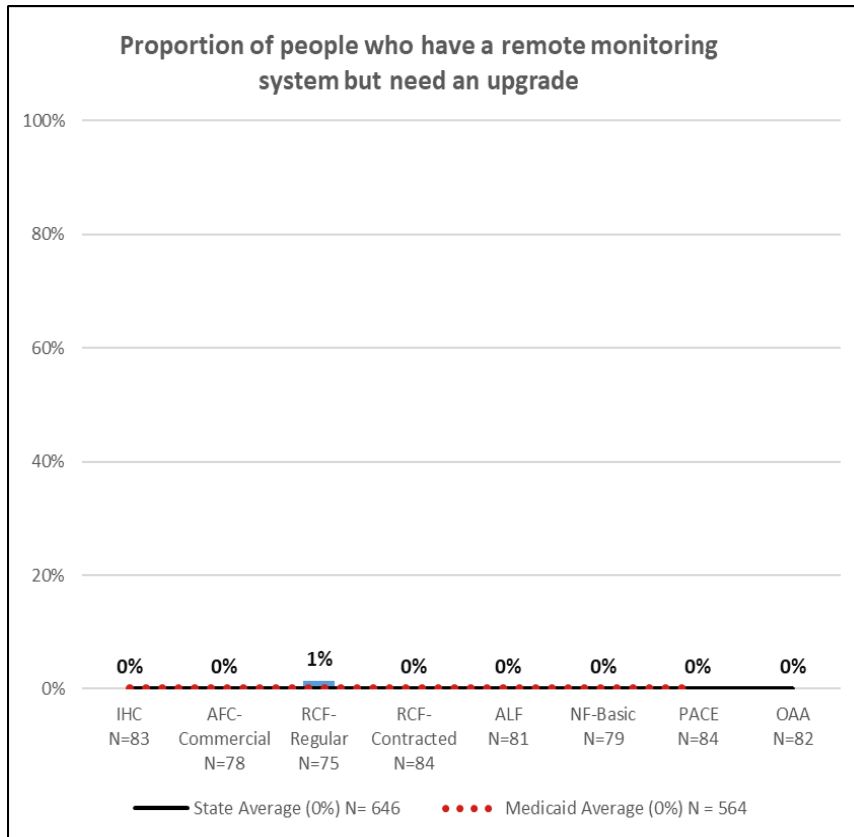
Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



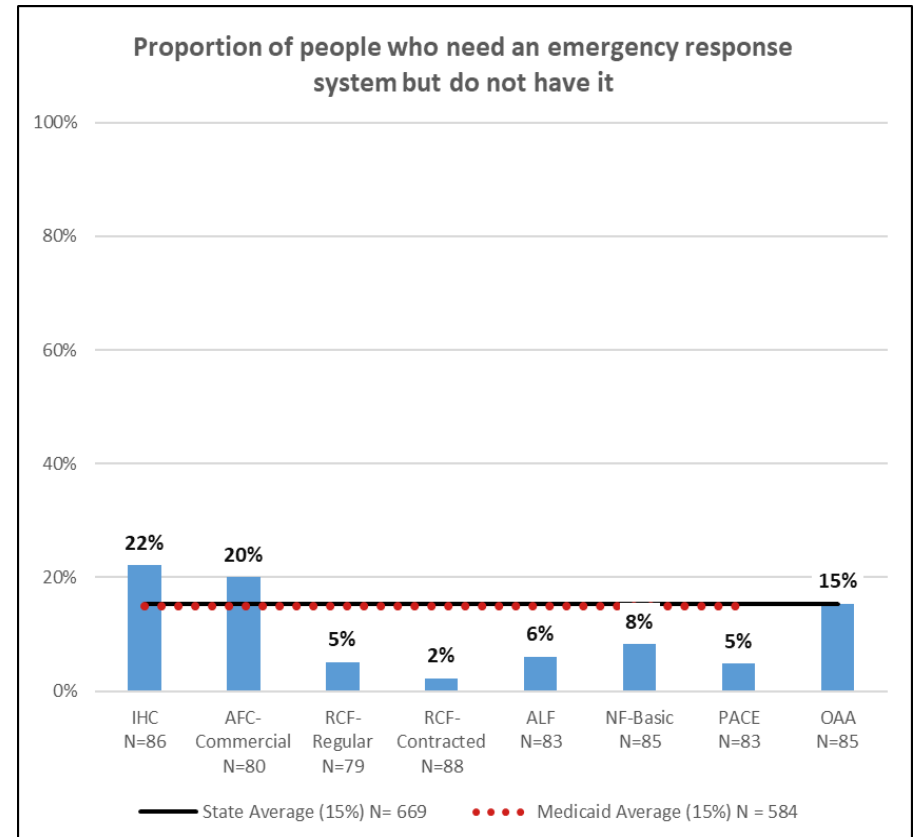
Graph 38. Proportion of people who need a remote monitoring system but do not have it



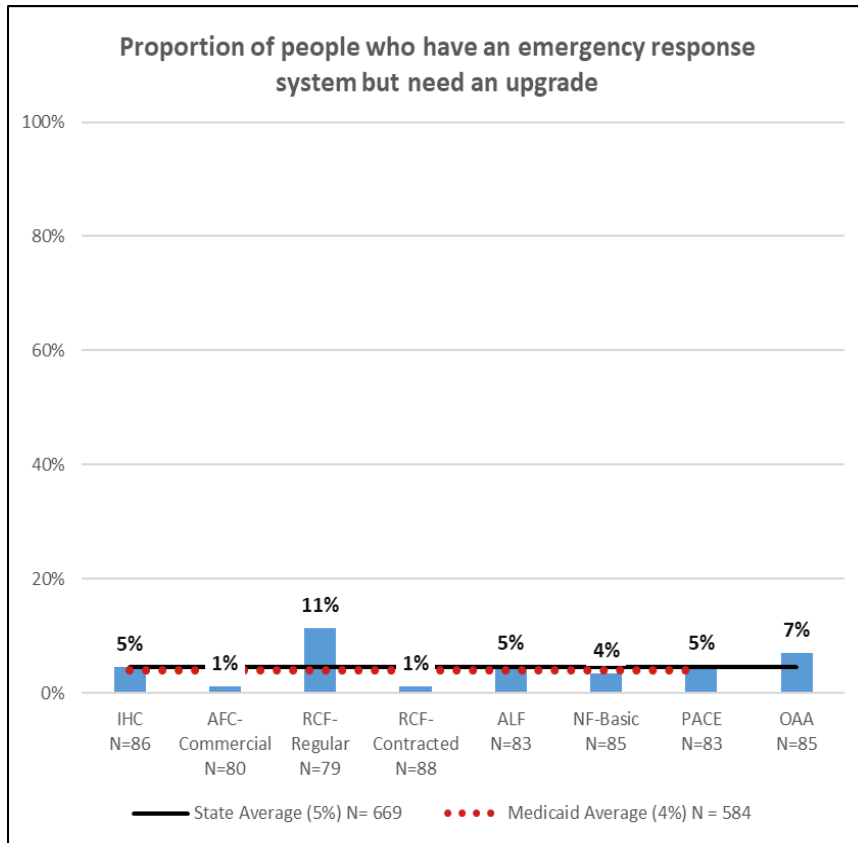
Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



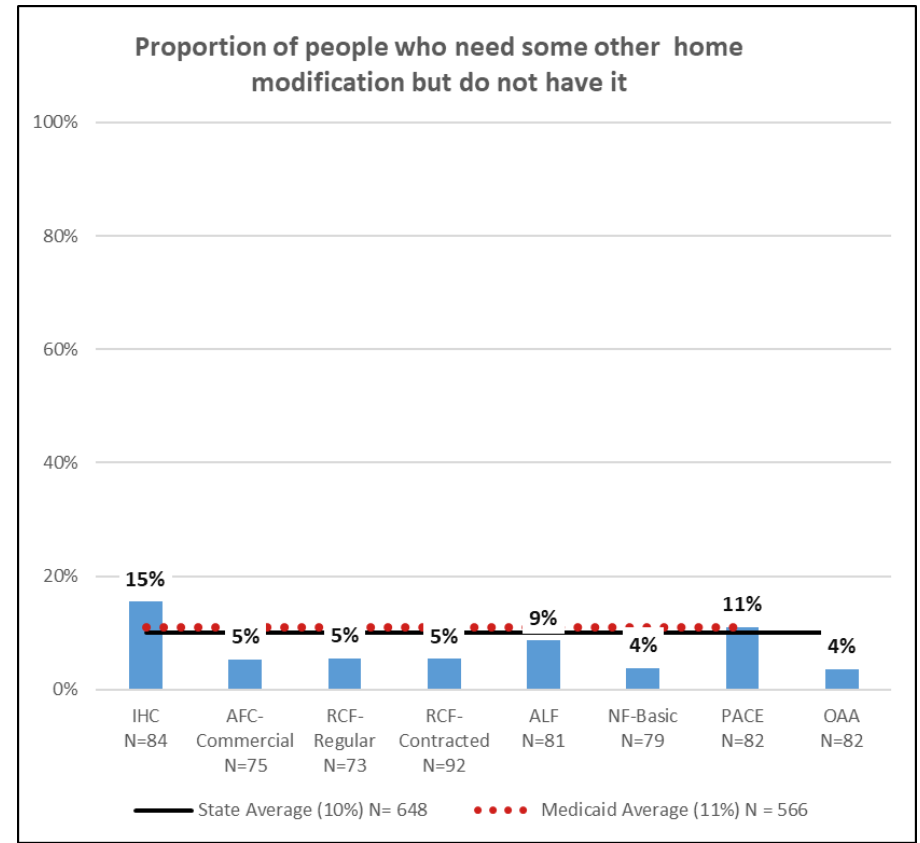
Graph 40. Proportion of people who need an emergency response system but do not have it



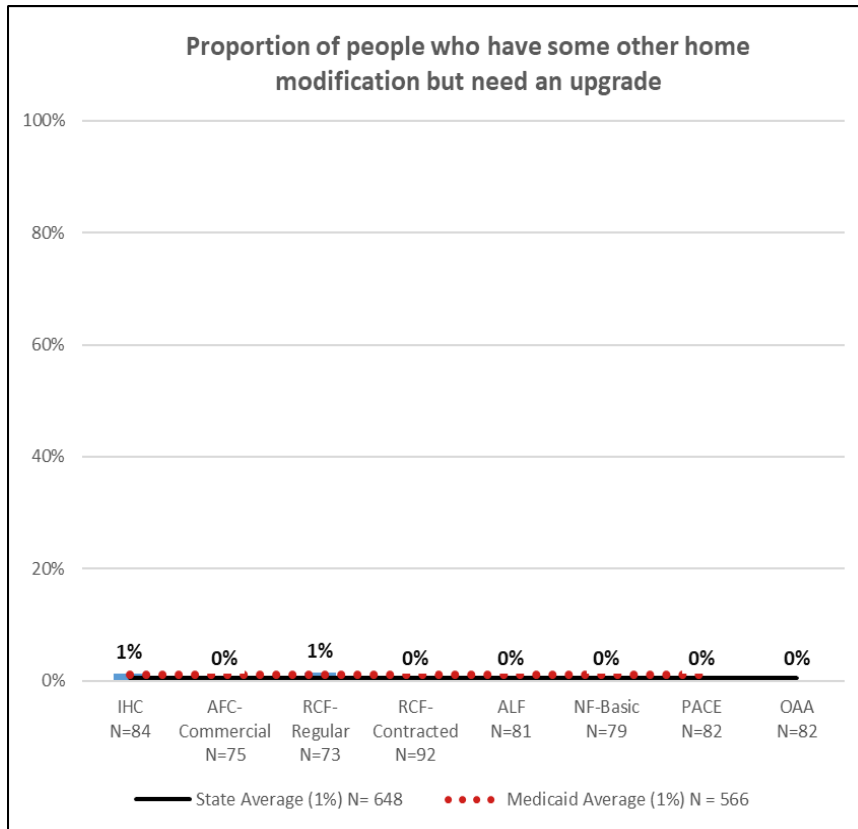
Graph 41. Proportion of people who have an emergency response system but need an upgrade



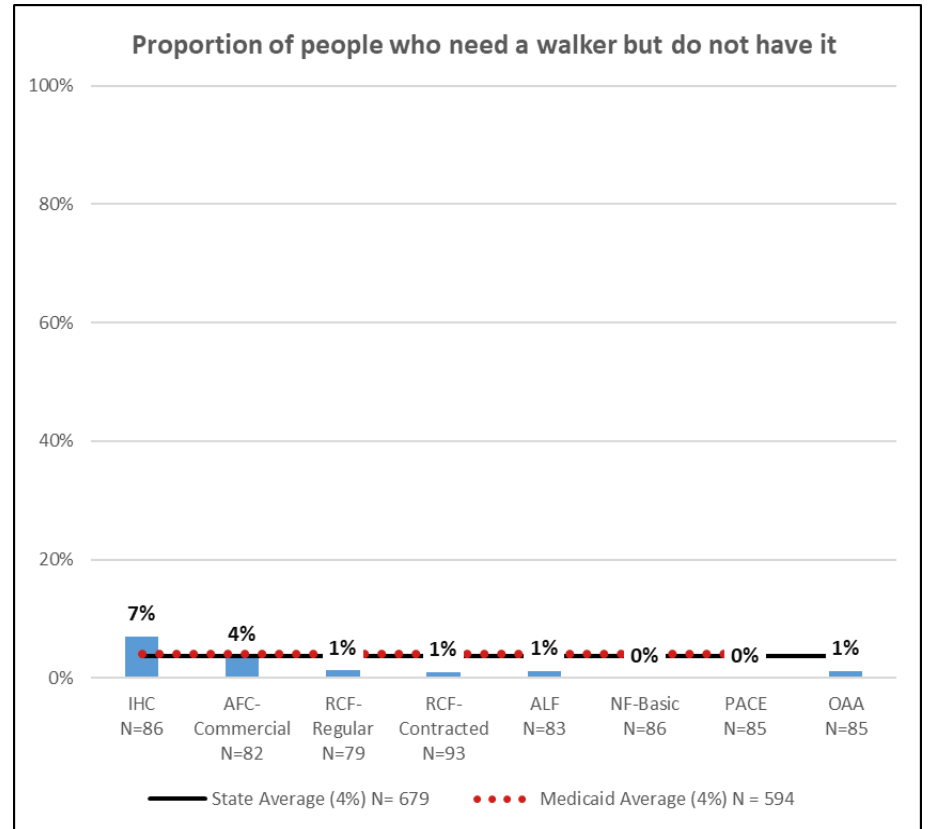
Graph 42. Proportion of people who need some other home modification but do not have it



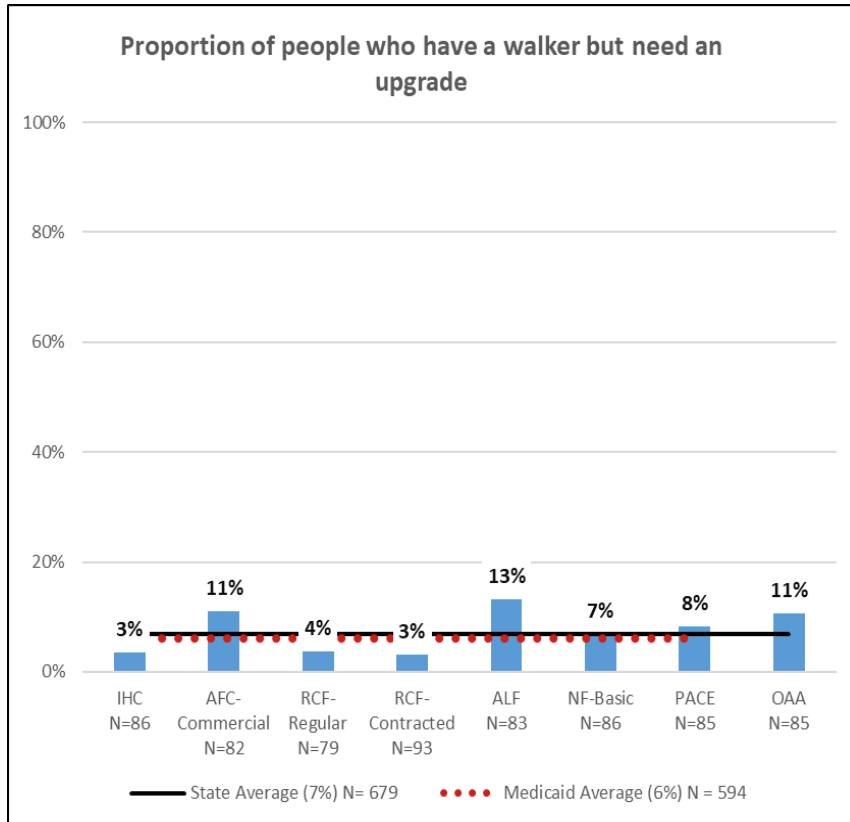
Graph 43. Proportion of people who have some other home modification but need an upgrade



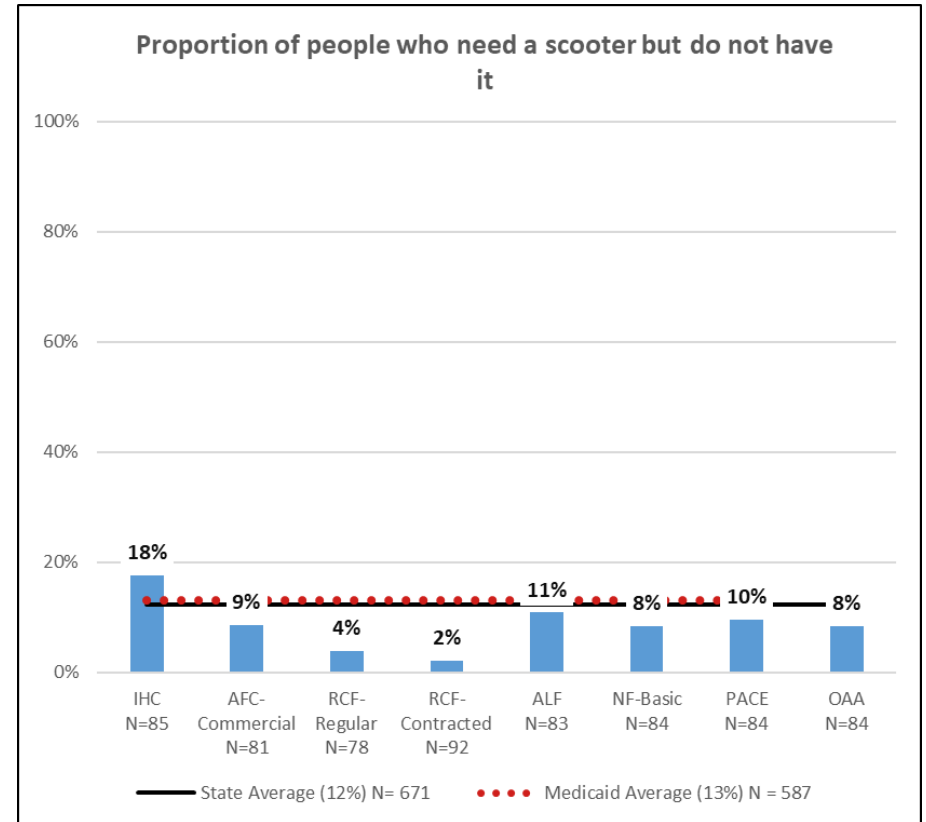
Graph 44. Proportion of people who need a walker but do not have it



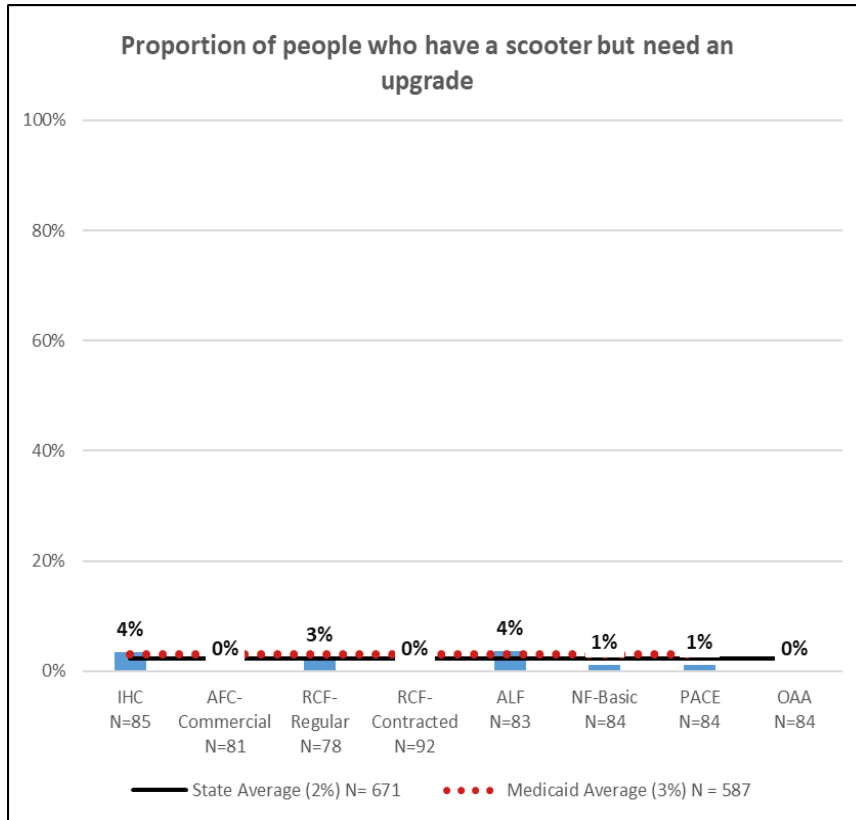
Graph 45. Proportion of people who have a walker but need an upgrade



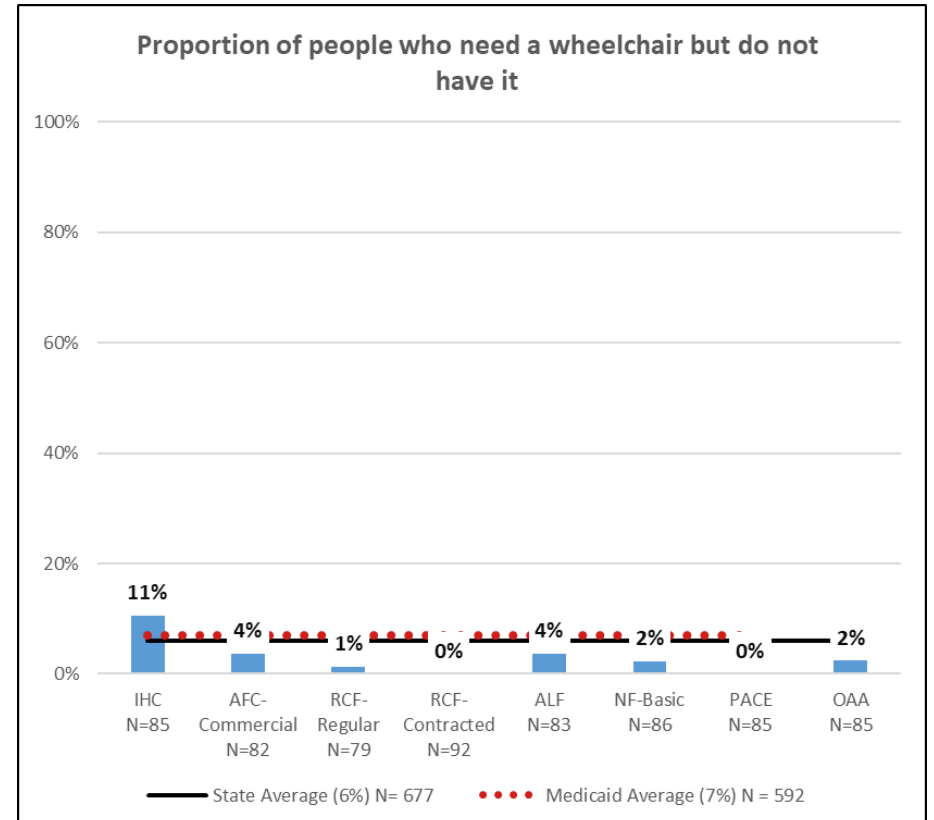
Graph 46. Proportion of people who need a scooter but do not have it



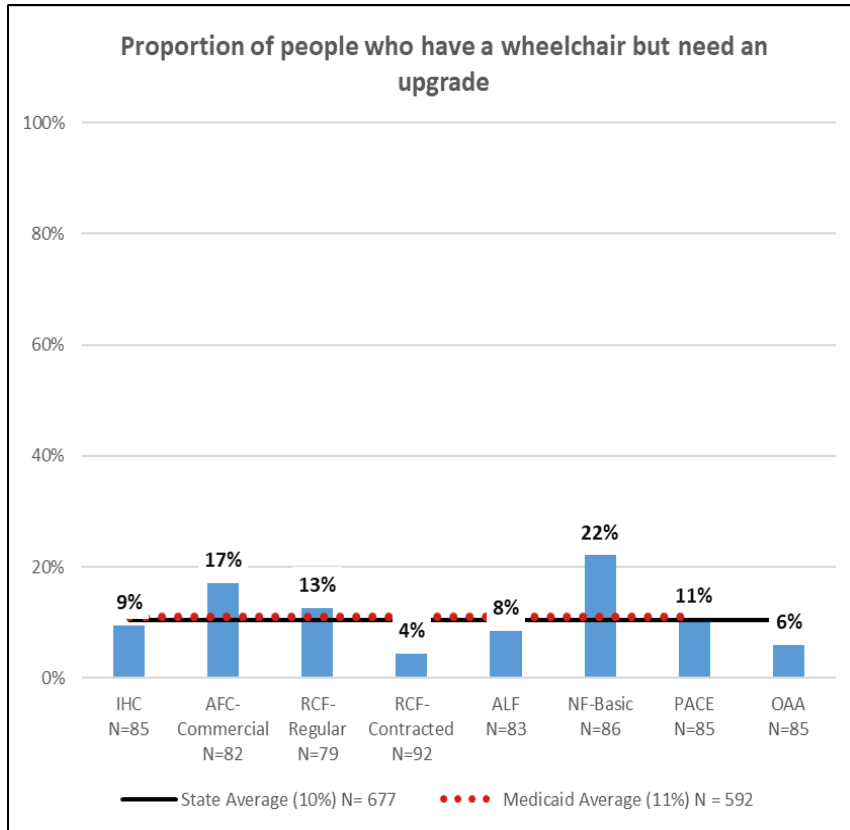
Graph 47. Proportion of people who have a scooter but need an upgrade



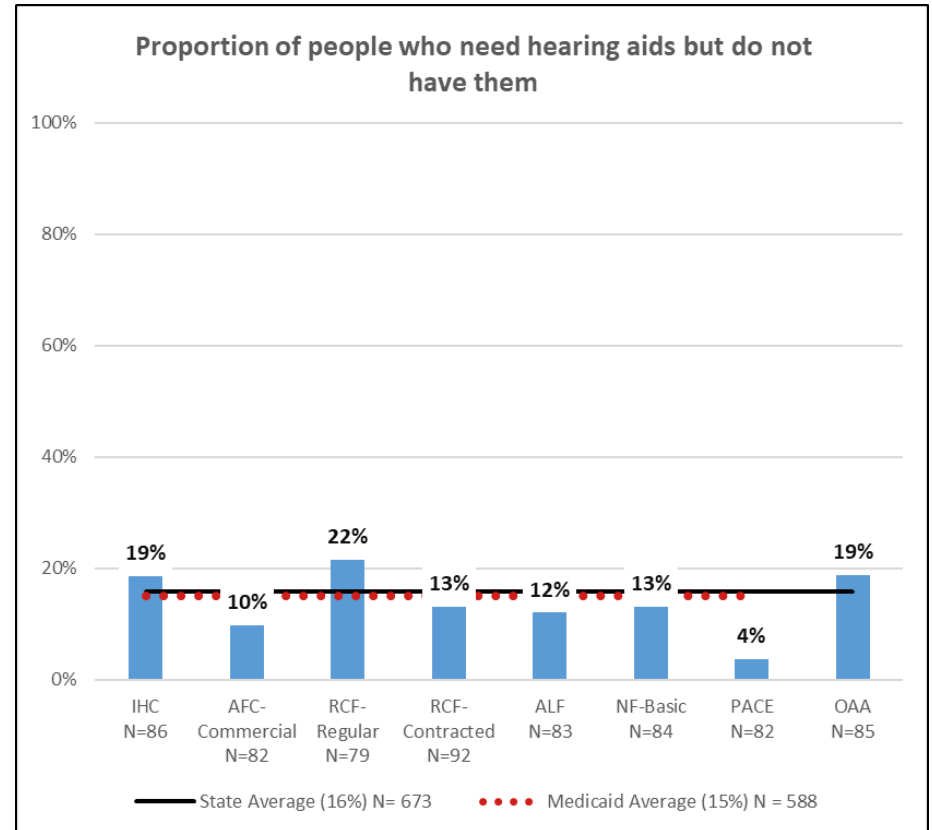
Graph 48. Proportion of people who need a wheelchair but do not have it



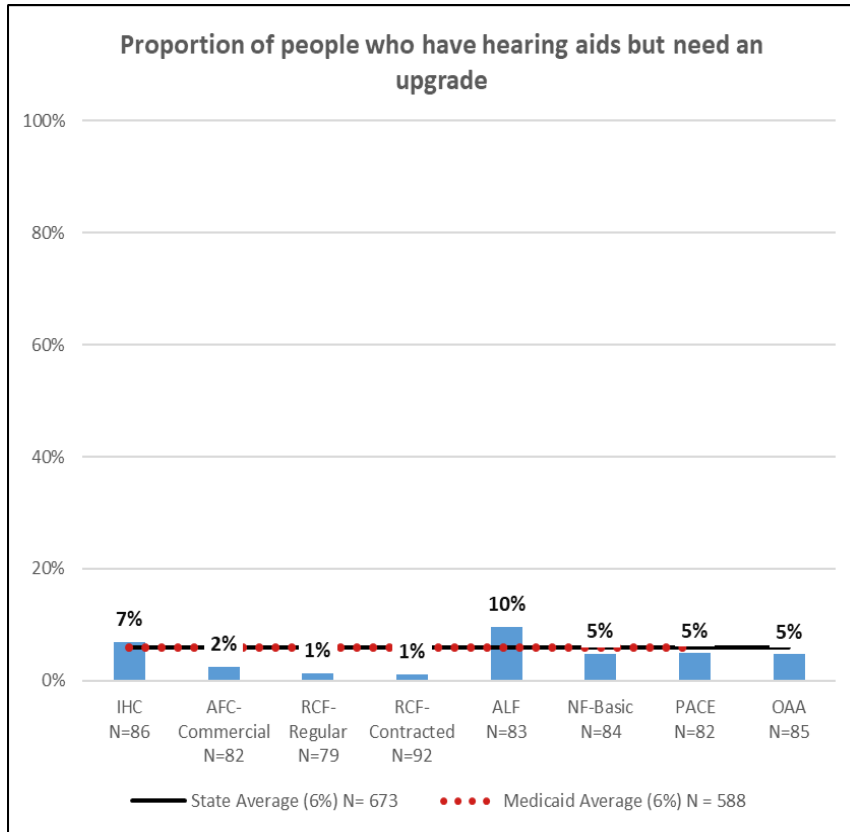
Graph 49. Proportion of people who have a wheelchair but need an upgrade



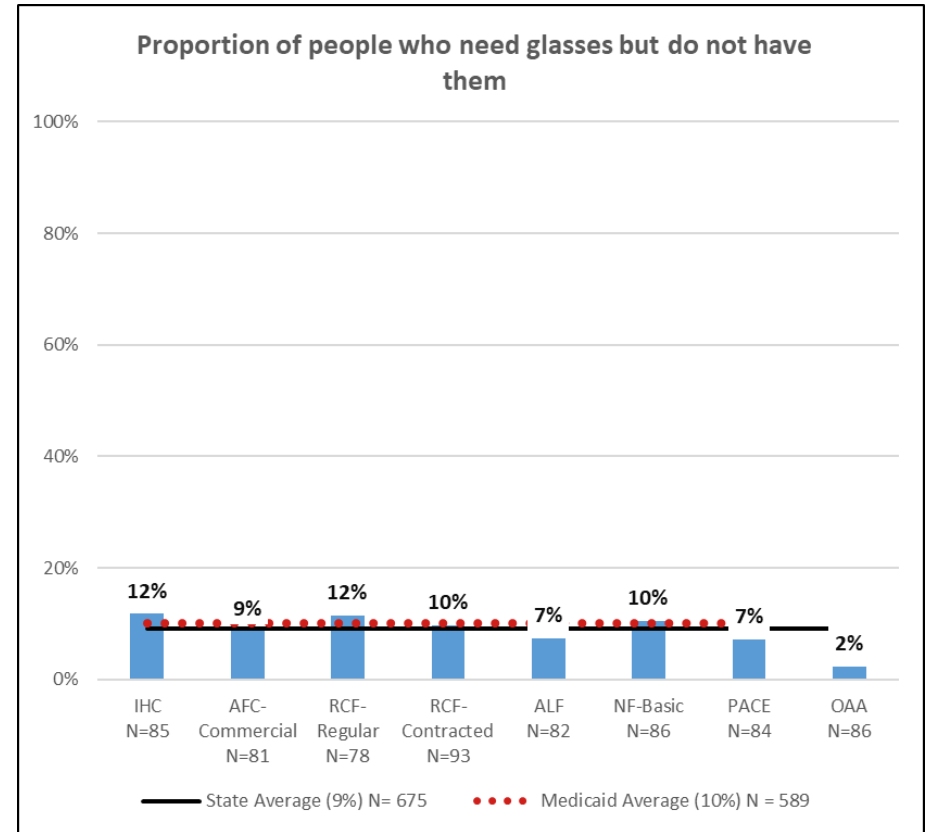
Graph 50. Proportion of people who need hearing aids but do not have them



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

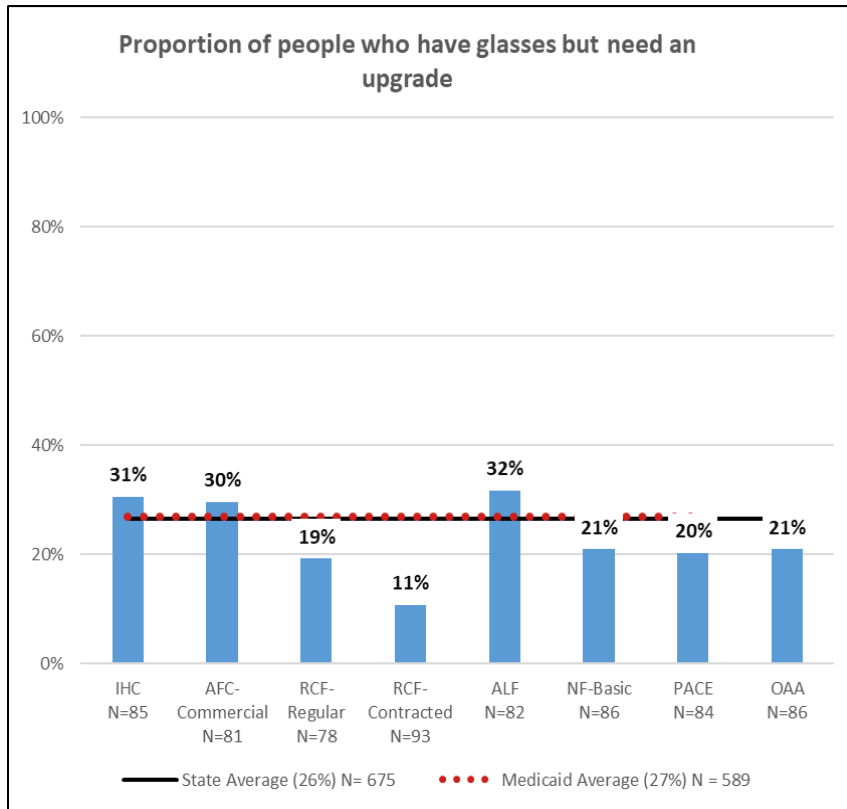


Graph 52. Proportion of people who need glasses but do not have them

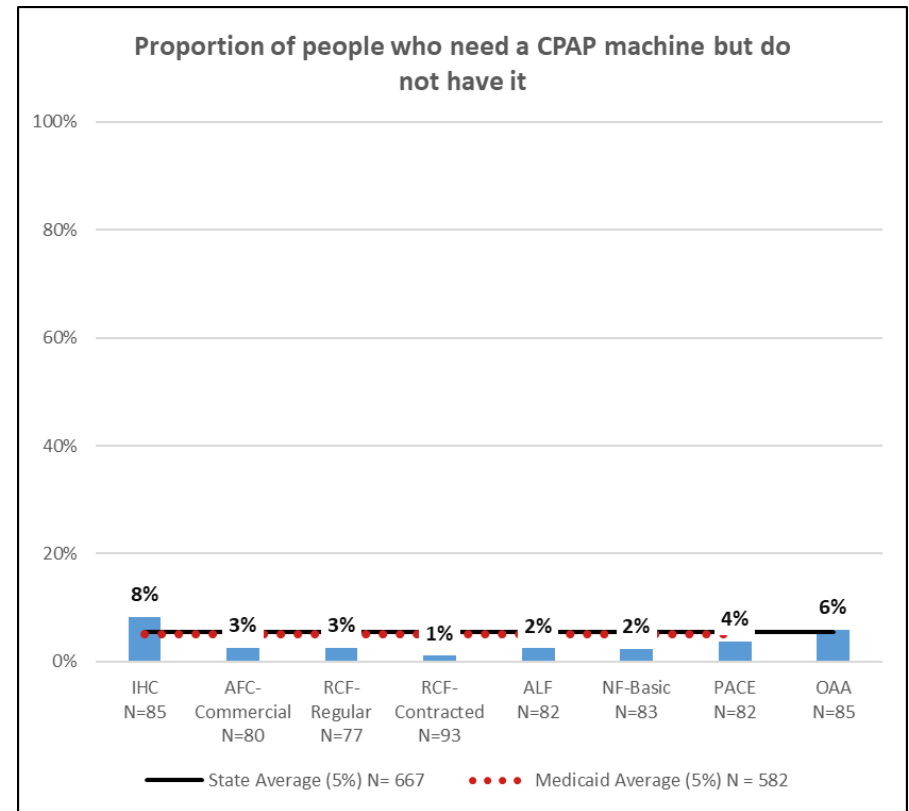




Graph 53. Proportion of people who have glasses but need an upgrade

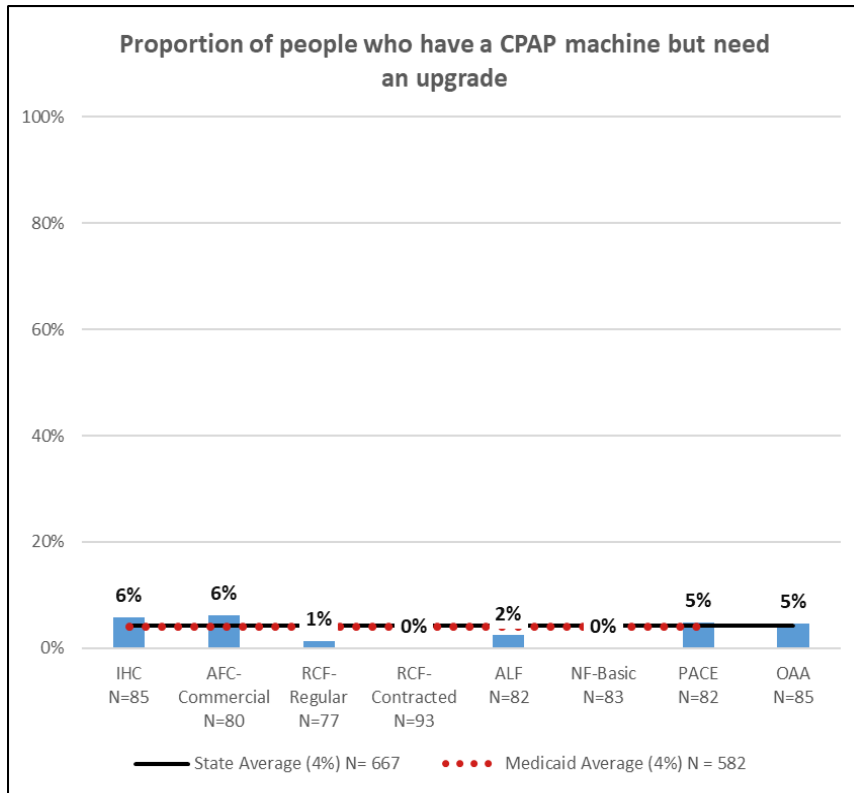


Graph 54. Proportion of people who need a CPAP machine but don't have it<sup>11</sup>

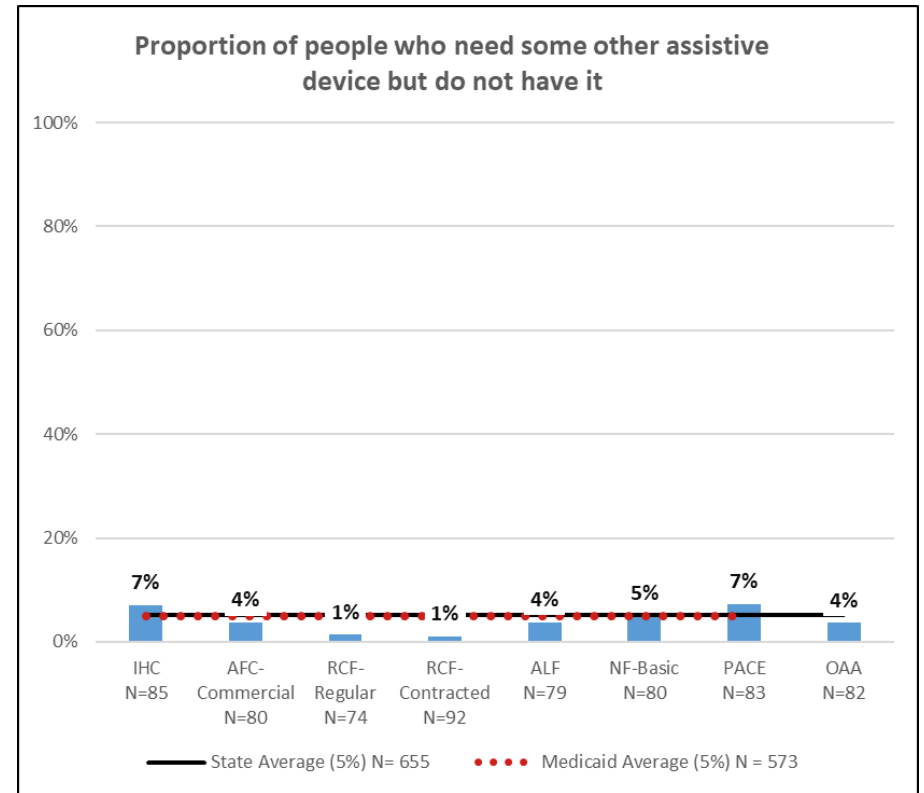


<sup>11</sup> New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade<sup>12</sup>

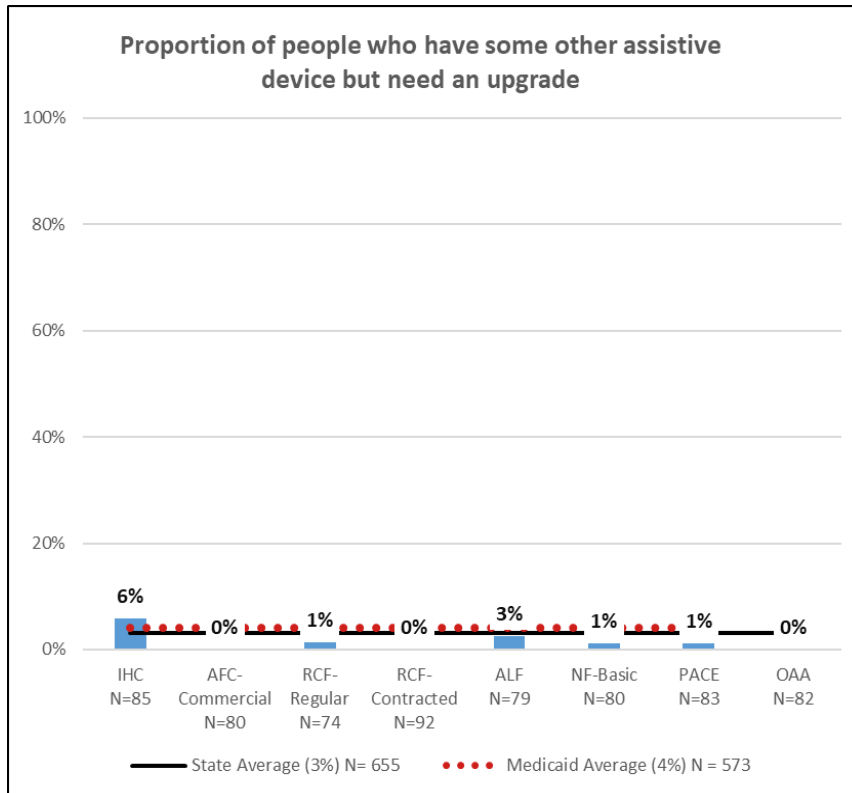


Graph 56. Proportion of people who need some other assistive device but do not have it



<sup>12</sup> New question added in 2017-2018

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



## Safety

People feel safe from abuse, neglect, and injury.

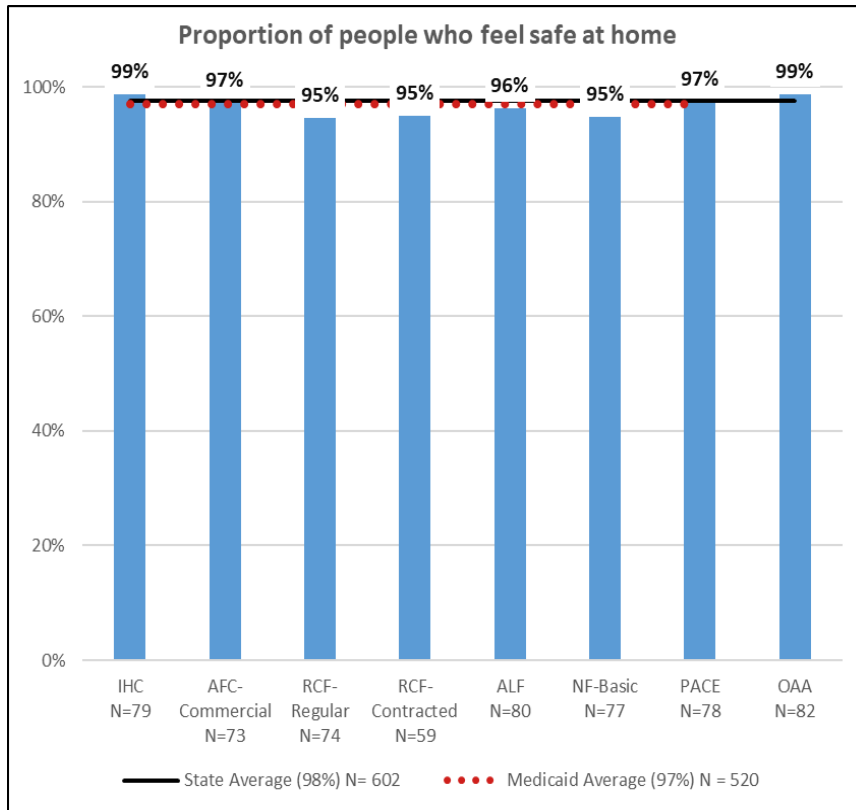
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

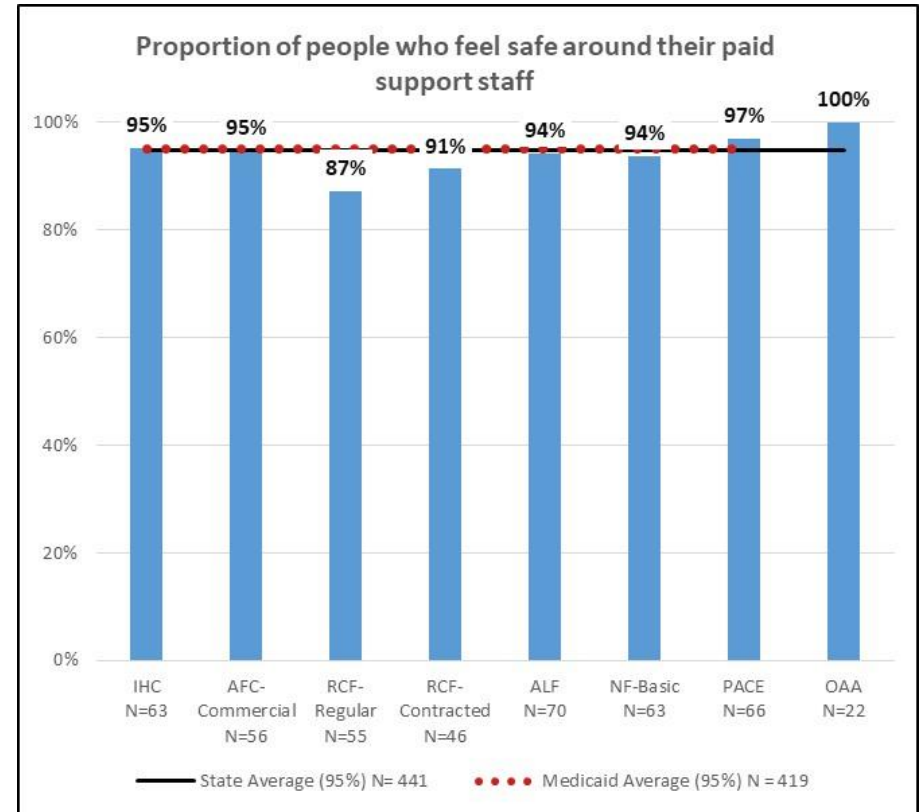
There are seven survey items that correspond to the Safety domain.

Un-collapsed and unweighted data are shown in Appendix B.

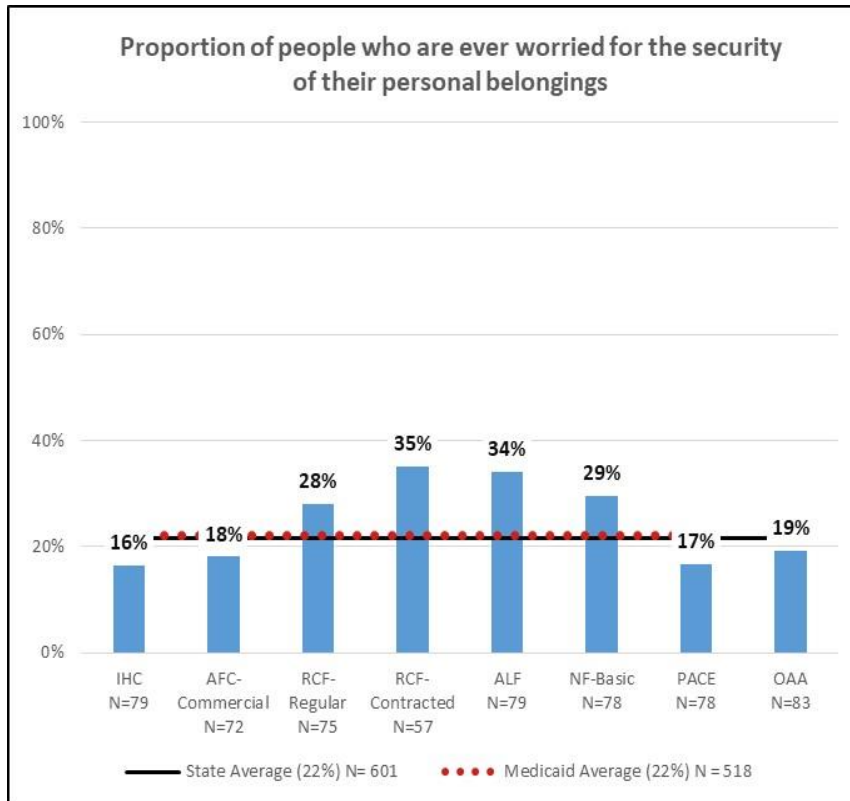
Graph 58. Proportion of people who feel safe at home



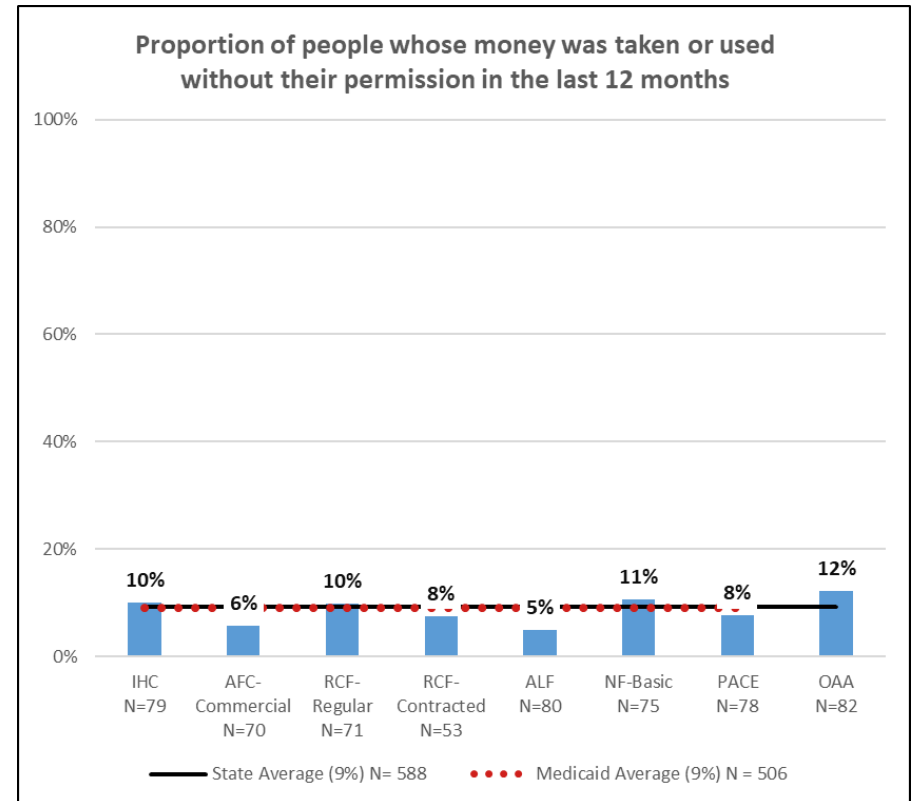
Graph 59. Proportion of people who feel safe around their paid support staff



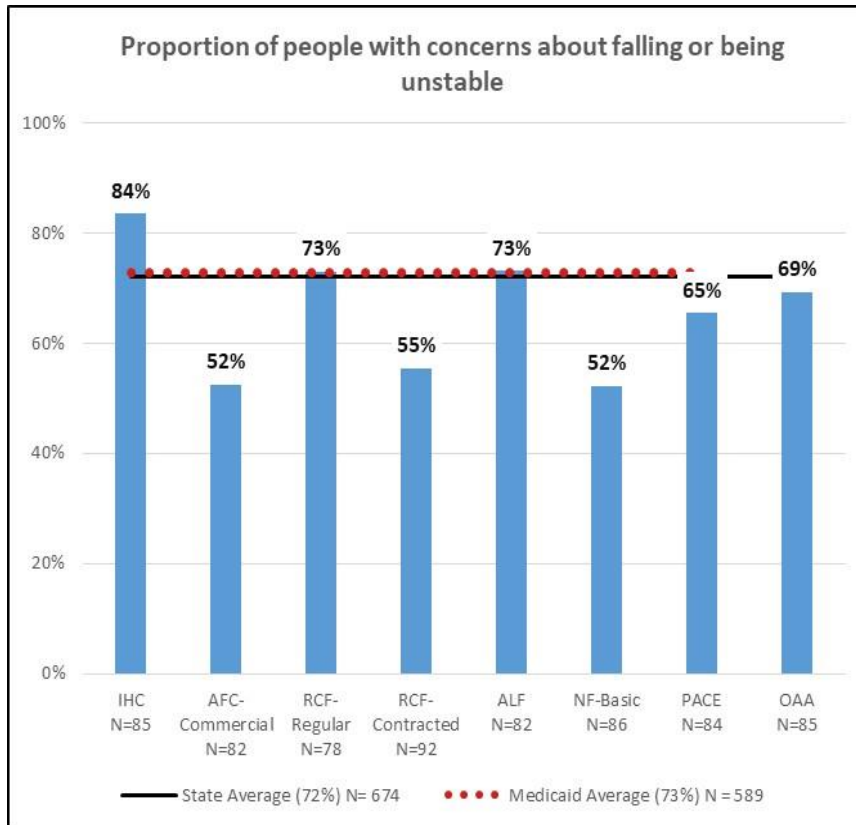
Graph 60. Proportion of people who are ever worried for the security of their personal belongings



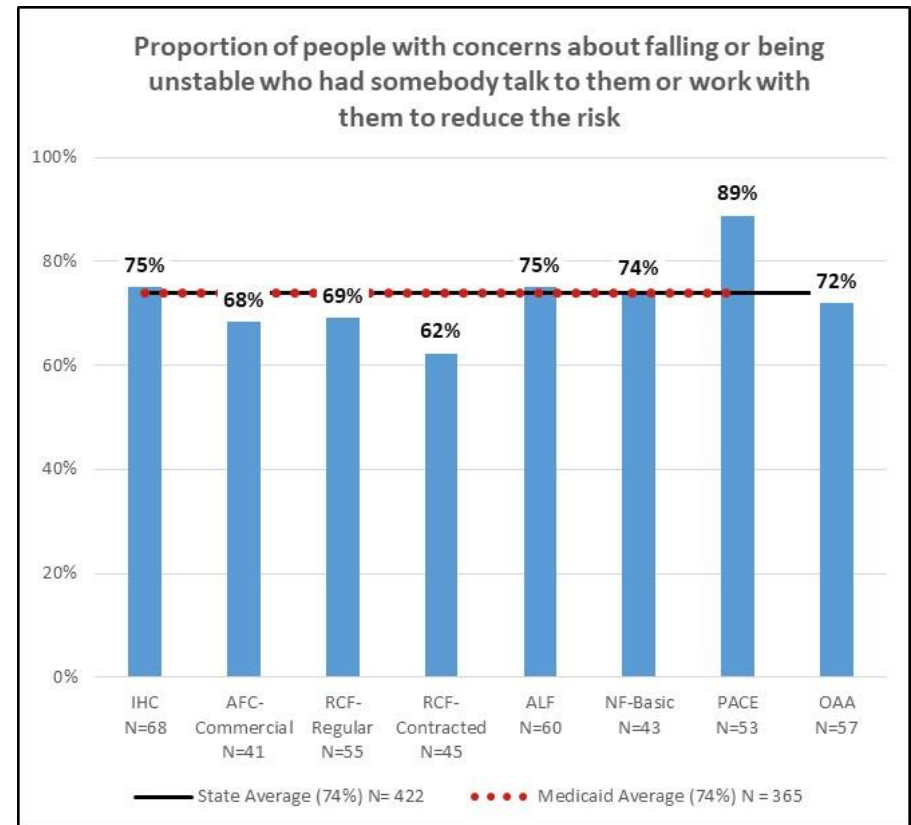
Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



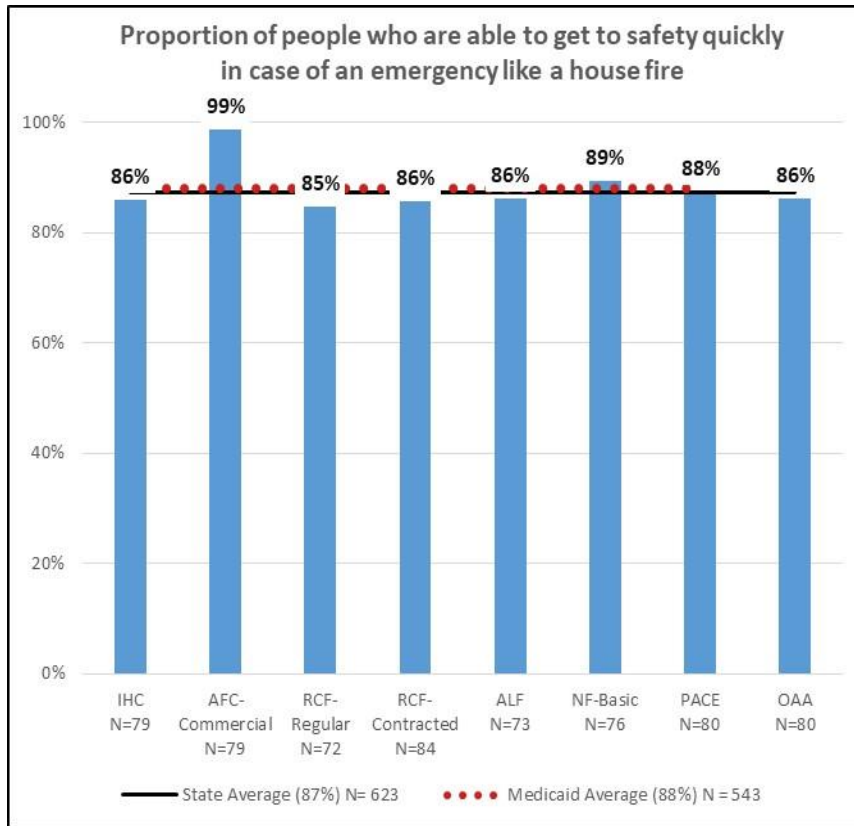
Graph 62. Proportion of people with concerns about falling or being unstable



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



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





## Health Care

### People secure needed health services.

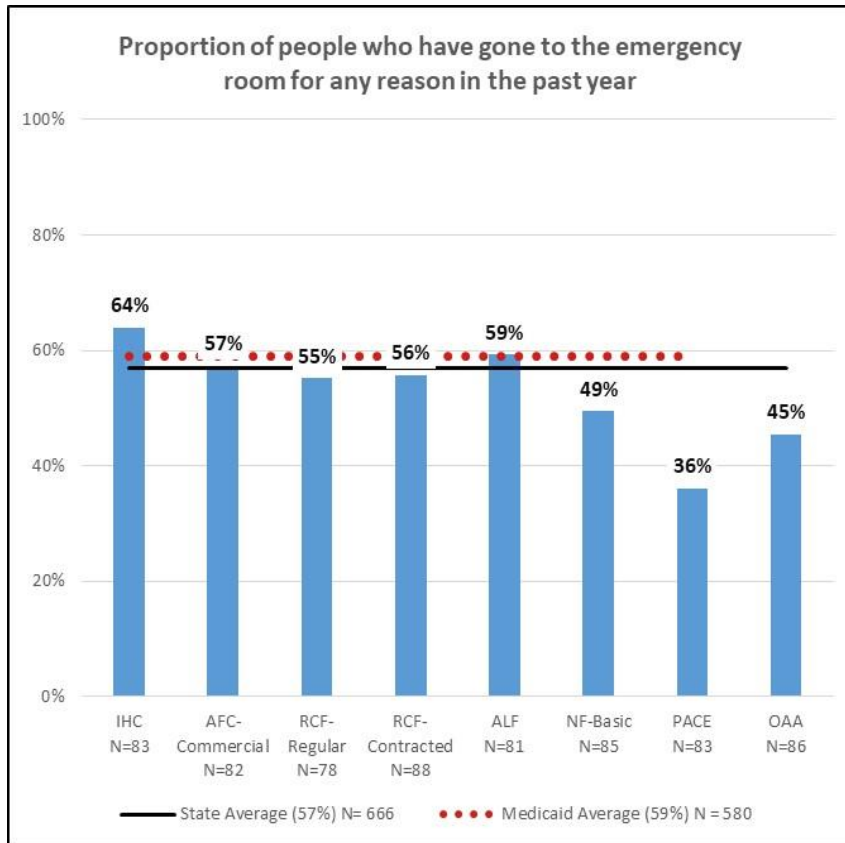
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

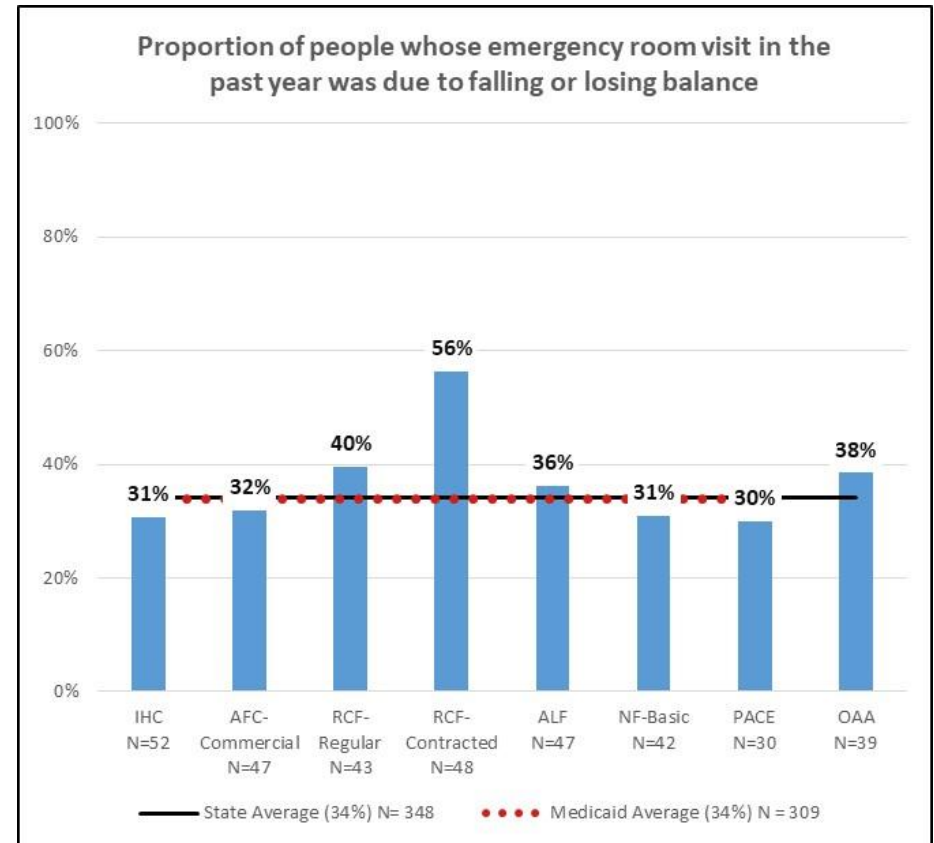
There are five survey items that correspond to the Health Care domain.

Un-collapsed and unweighted data are shown in Appendix B.

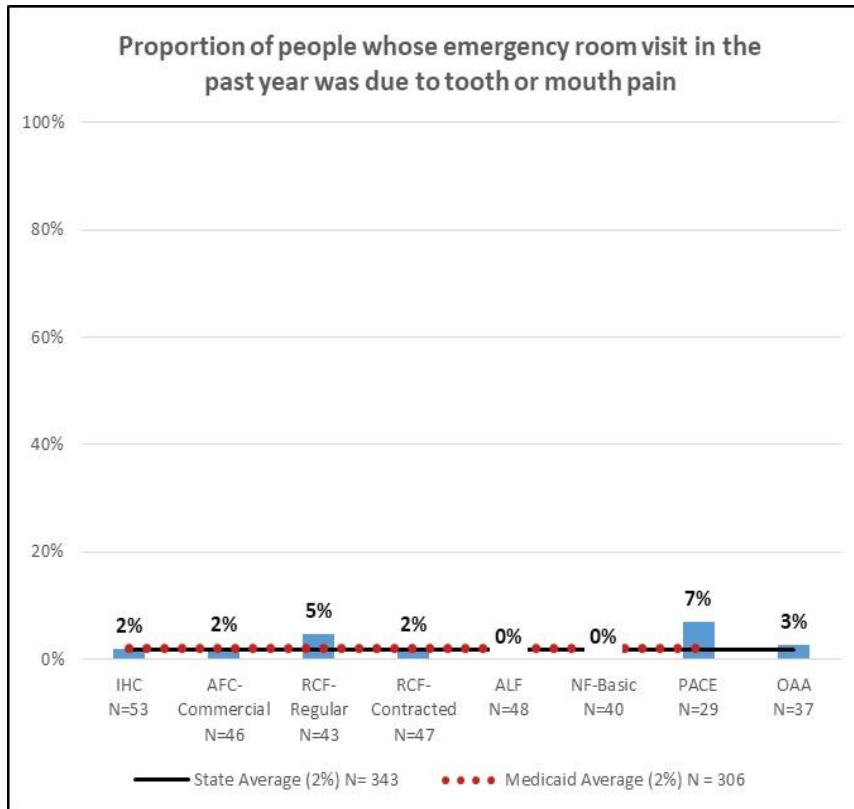
Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



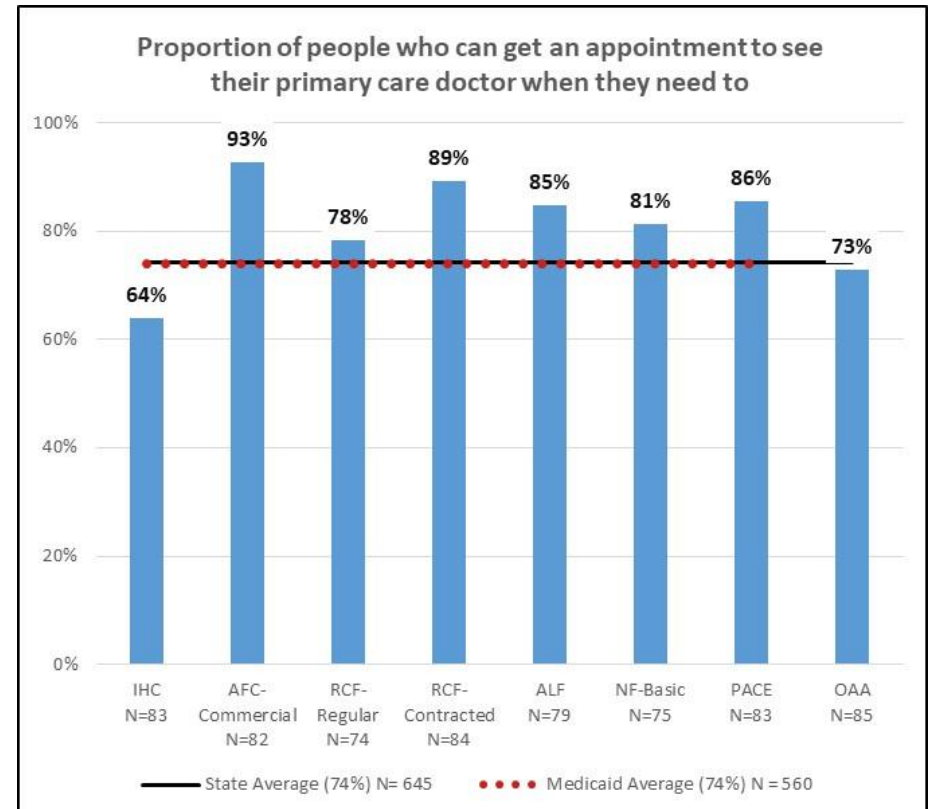
Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



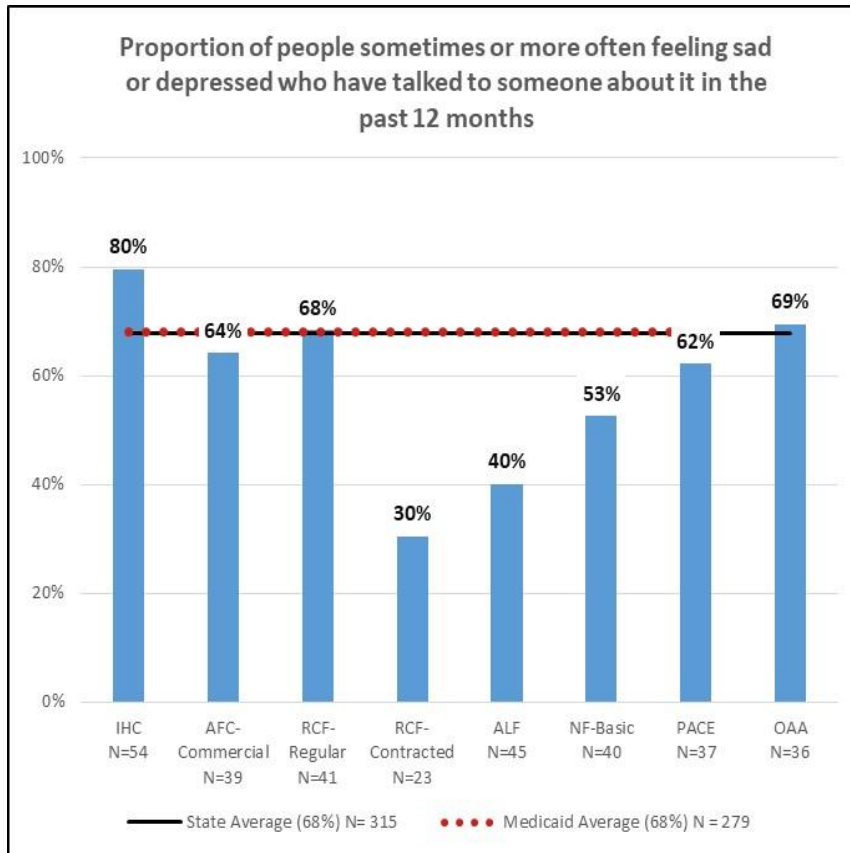
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



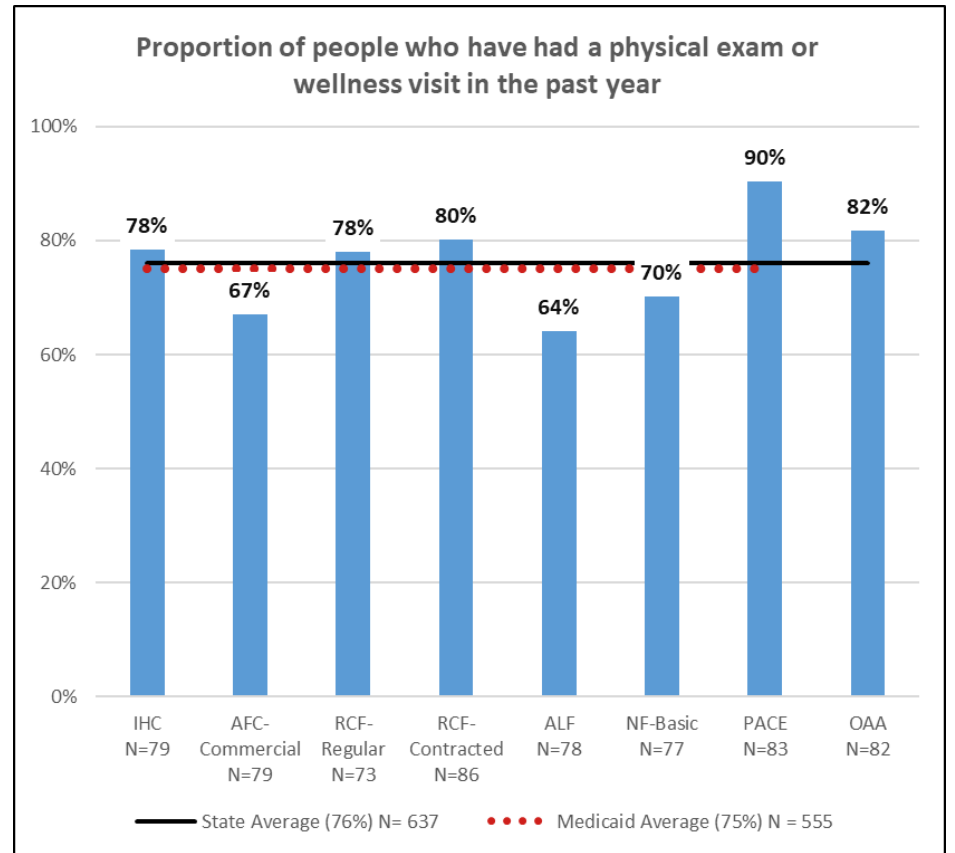
Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to



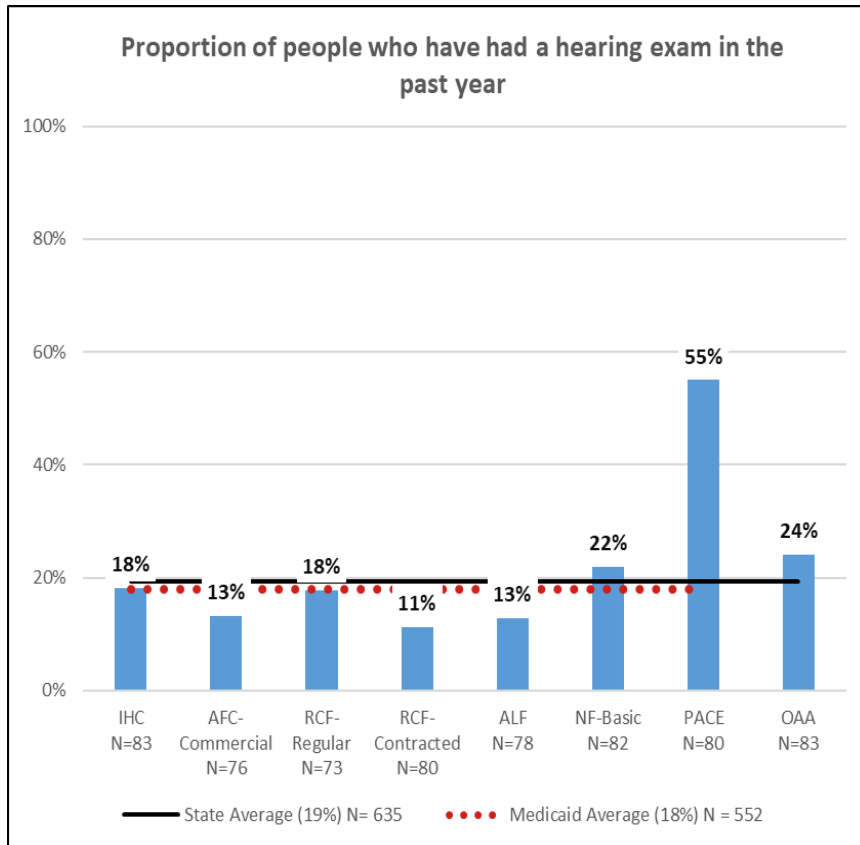
Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



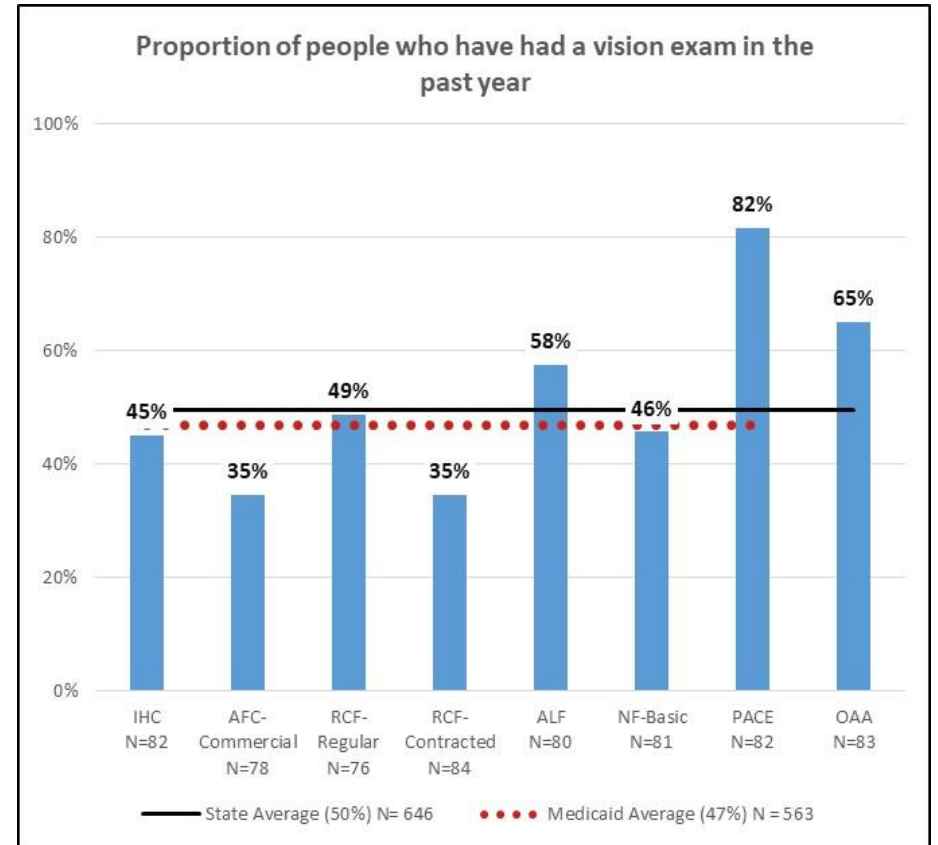
Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year



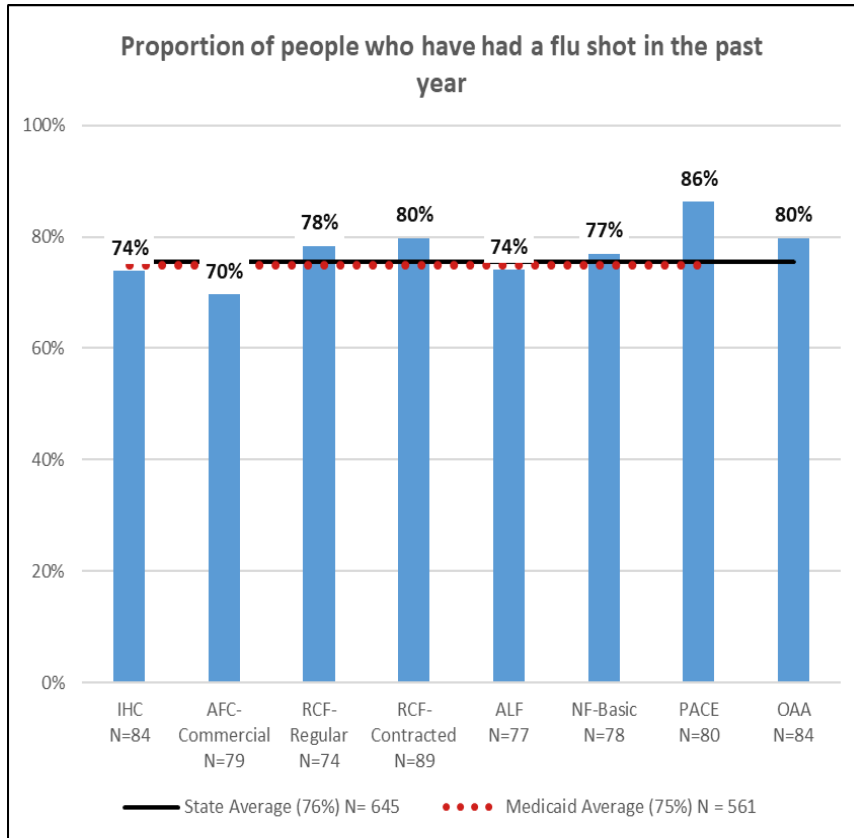
Graph 71. Proportion of people who have had a hearing exam in the past year



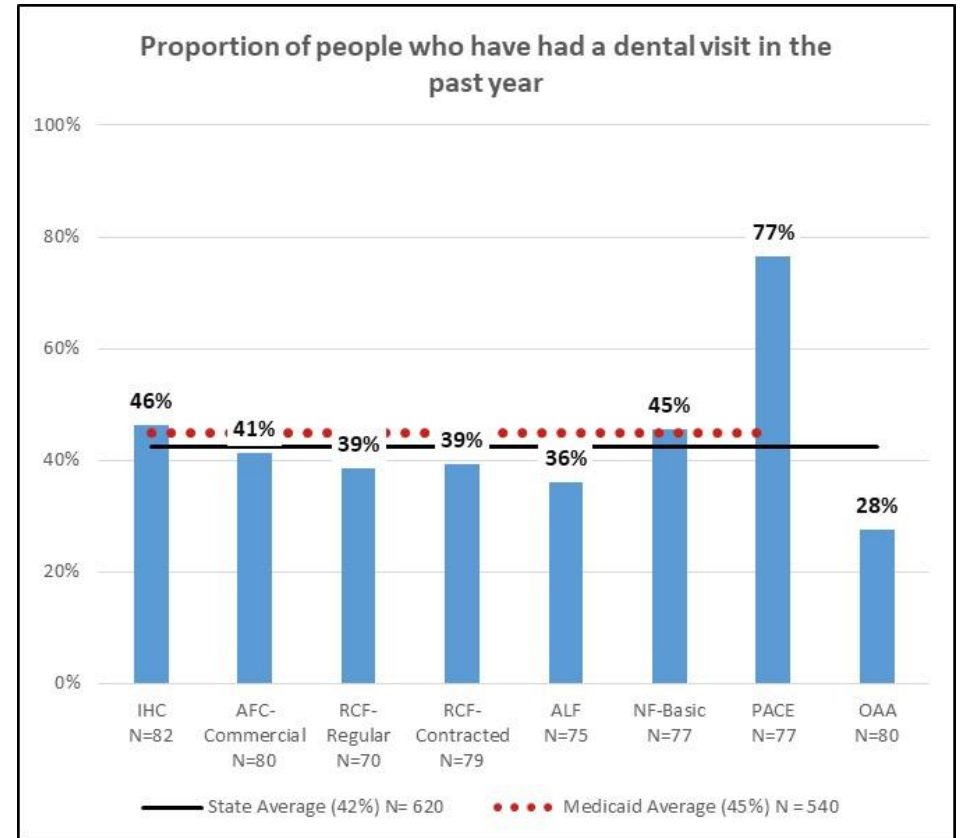
Graph 72. Proportion of people who have had a vision exam in the past year



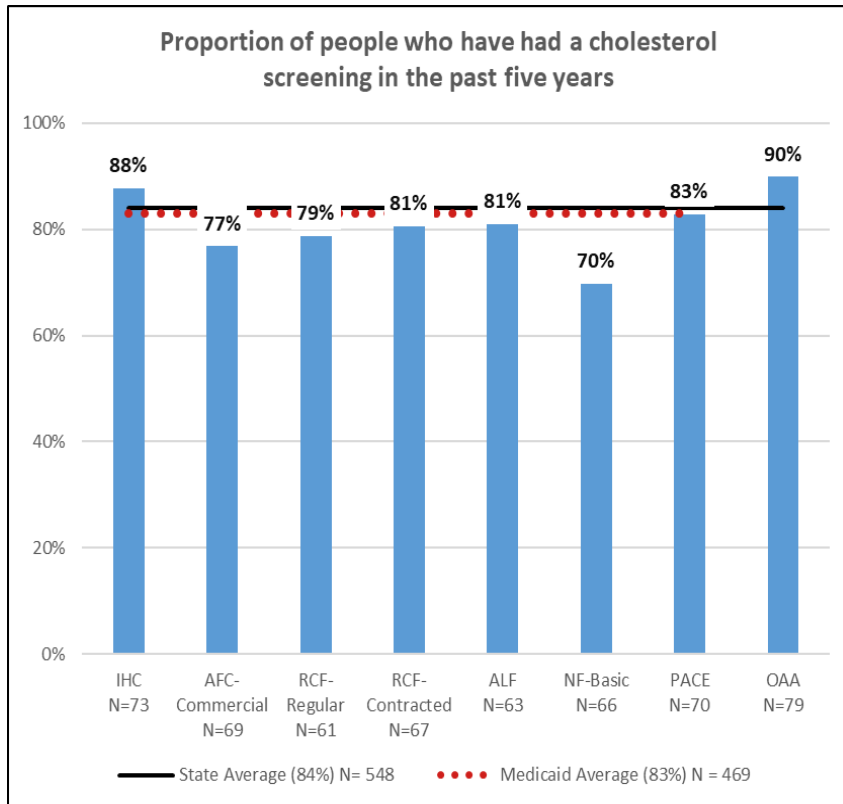
Graph 73. Proportion of people who have had a flu shot in the past year



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



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



## Wellness

People are supported to maintain health.

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

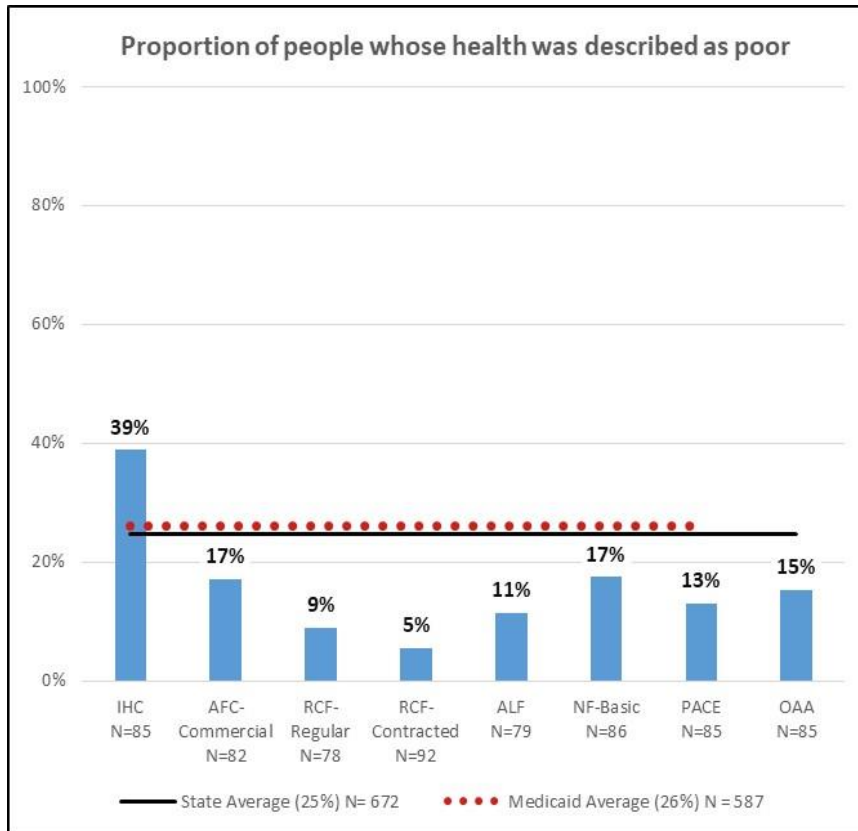
1. Proportion of people living with a physical disability
2. Proportion of people in poor health.
3. Proportion of people with unaddressed memory concerns.
4. Proportion of people with poor hearing.
5. Proportion of people with poor vision.
6. Proportion of people who have a chronic psychiatric or mental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

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

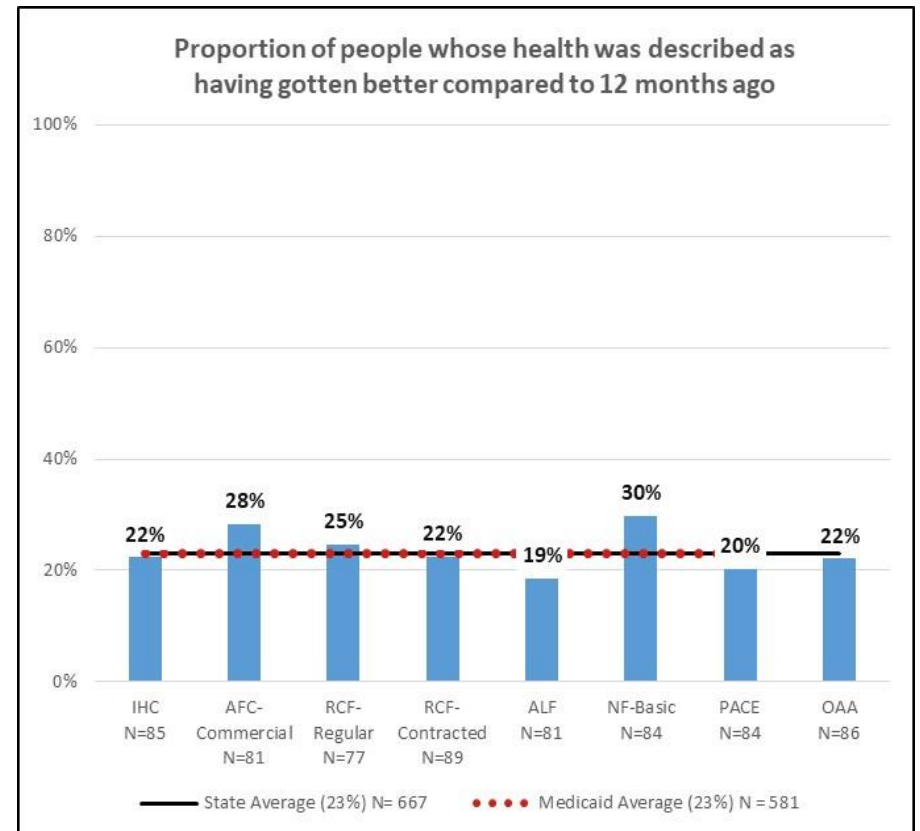
Un-collapsed and unweighted data are shown in Appendix B.



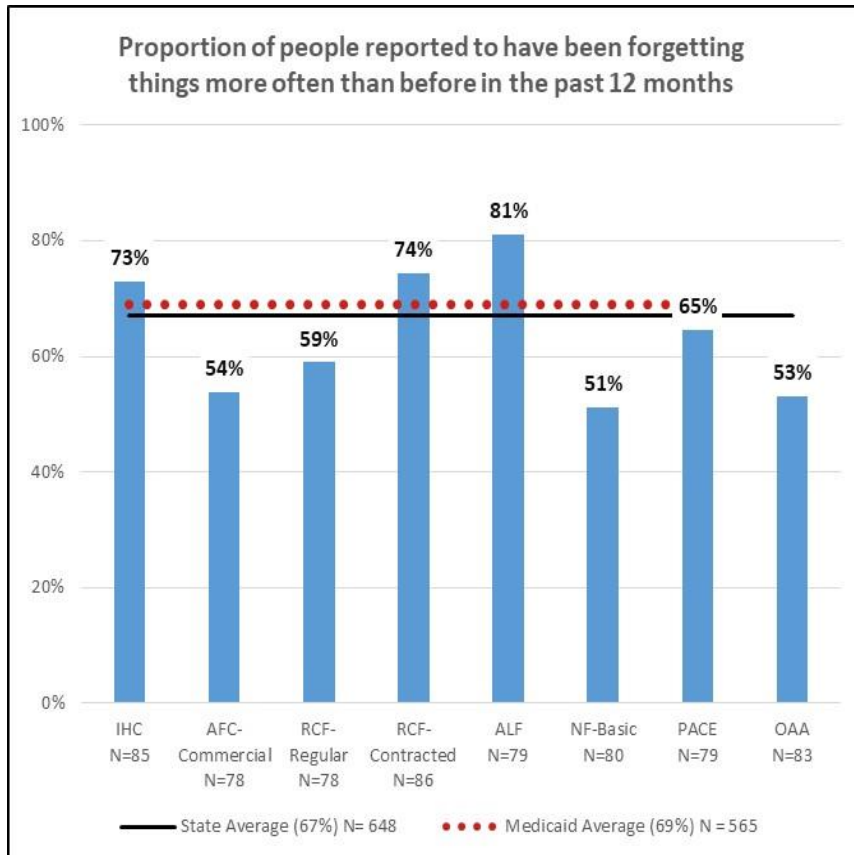
Graph 76. Proportion of people whose health was described as poor



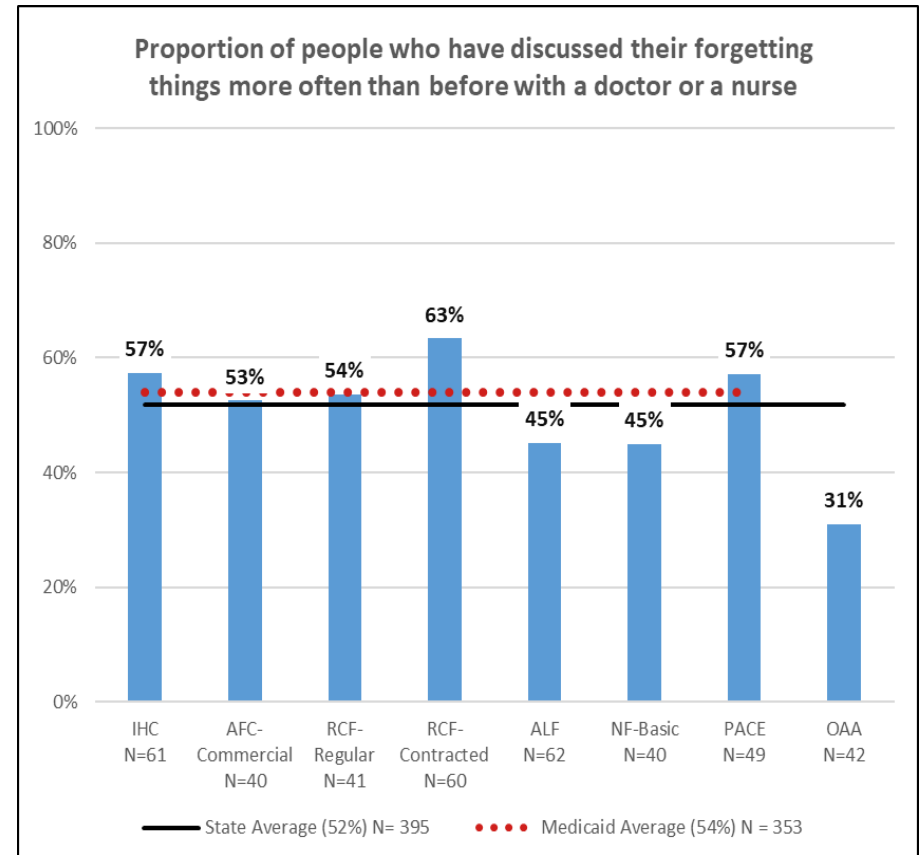
Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



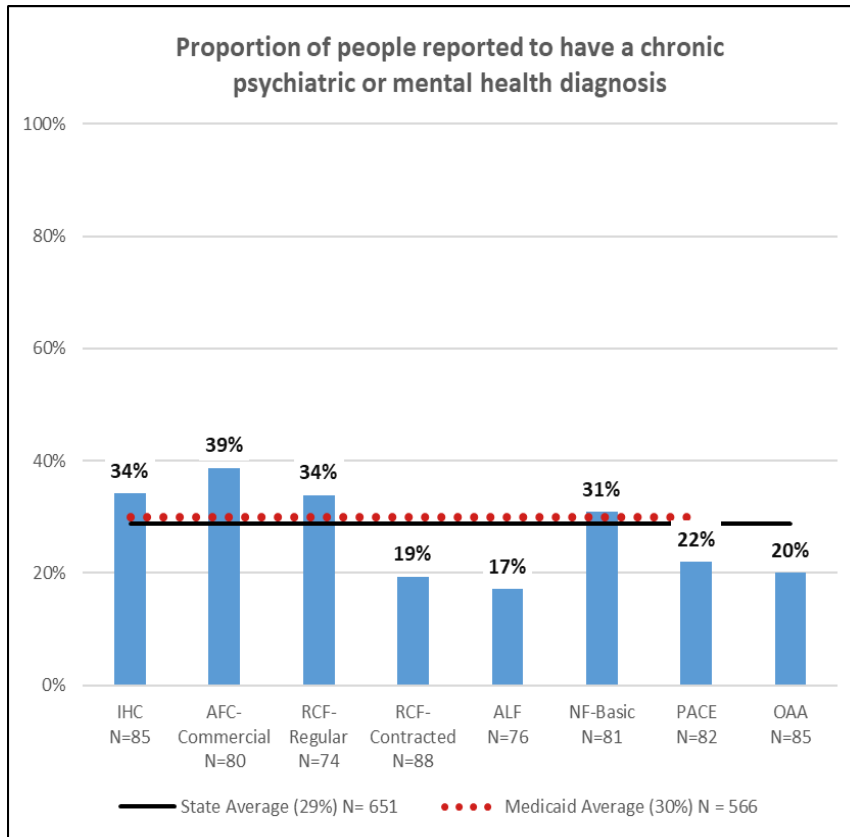
Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



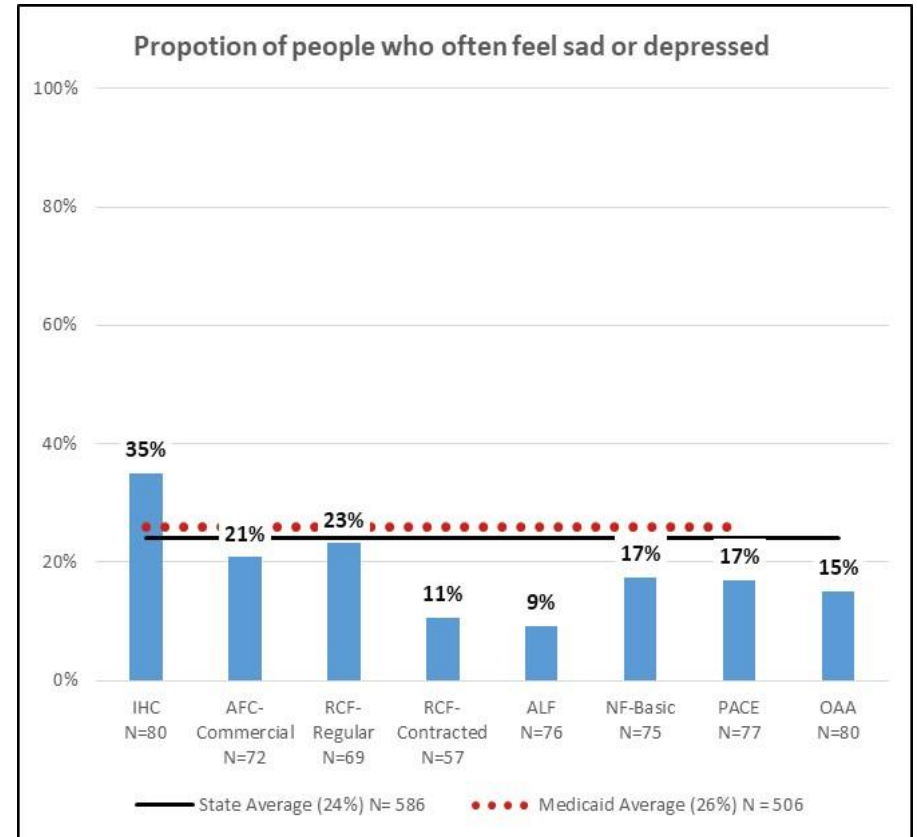
Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



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

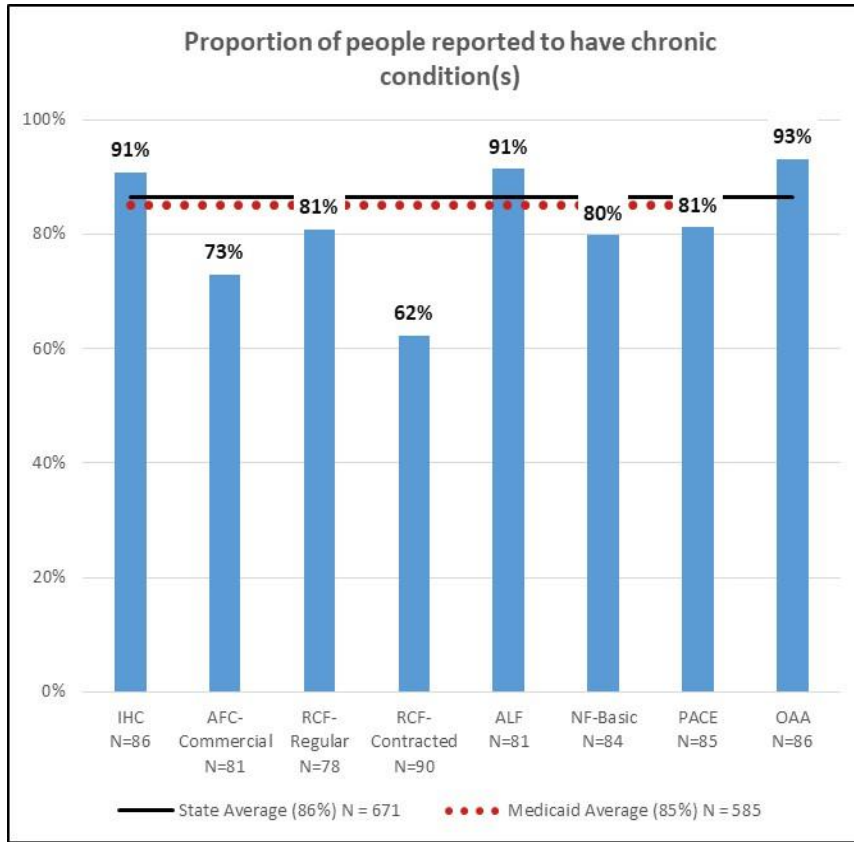


Graph 81. Proportion of people who often feel sad or depressed<sup>13</sup>

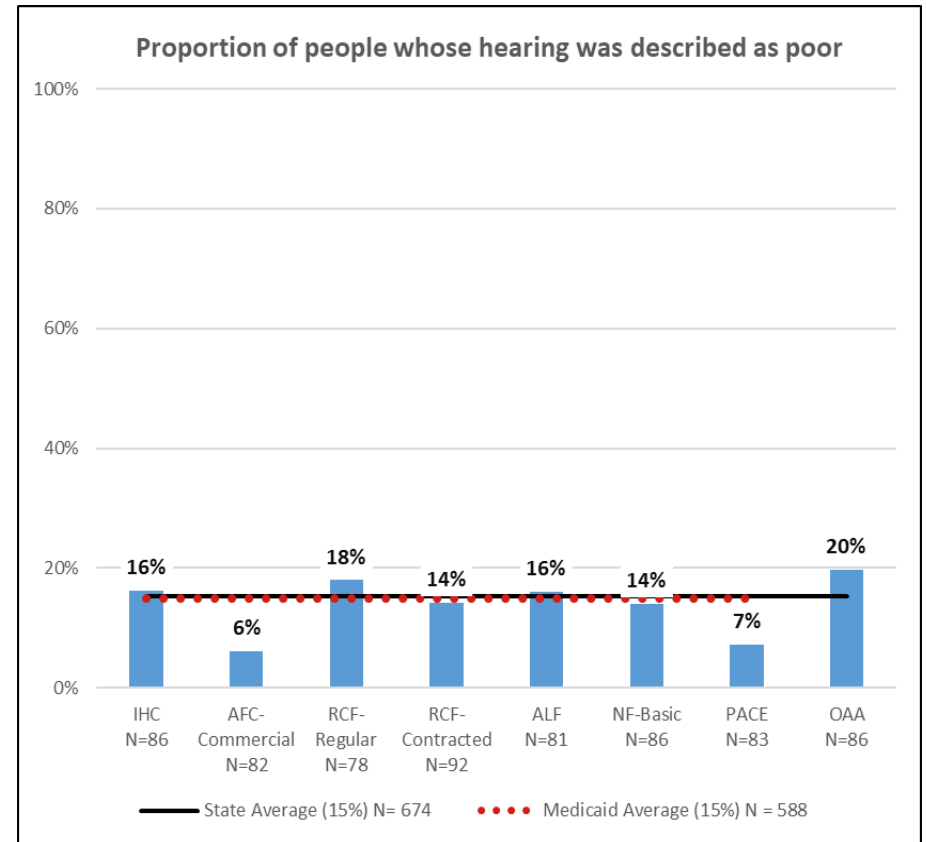


<sup>13</sup> Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

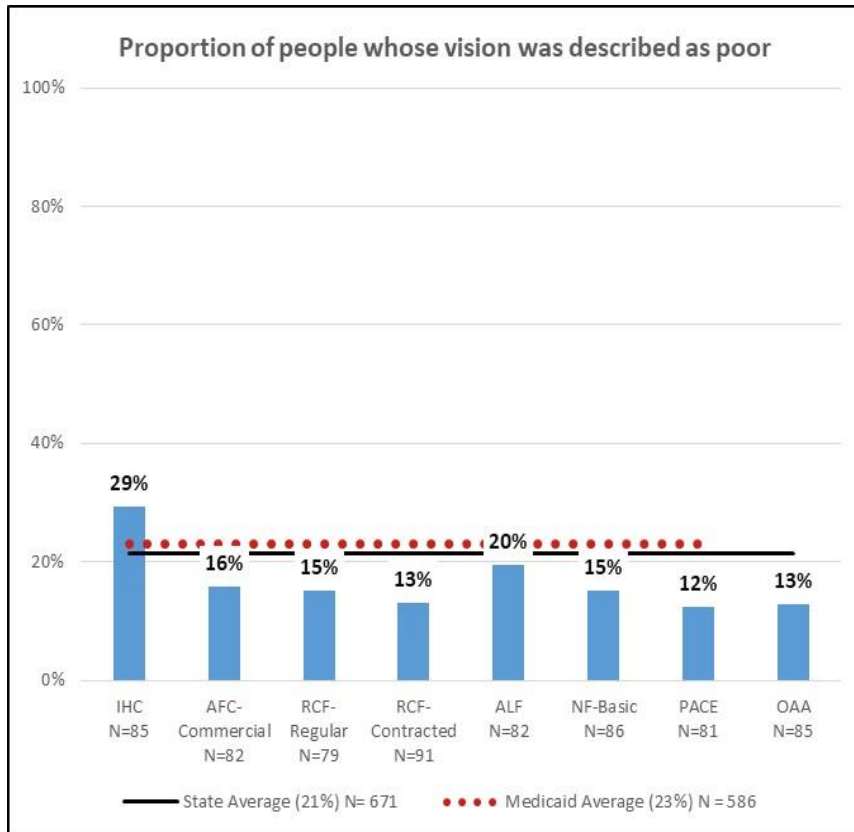
Graph 82. Proportion of people reported to have chronic condition(s)



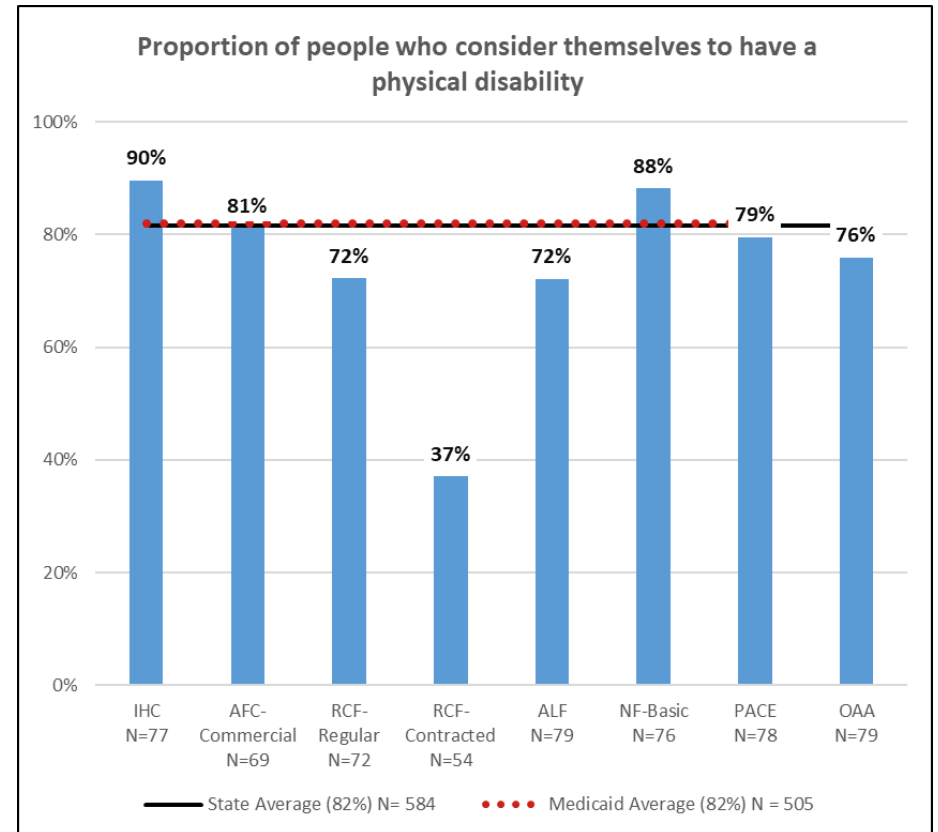
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



## Medications

Medications are managed effectively and appropriately.

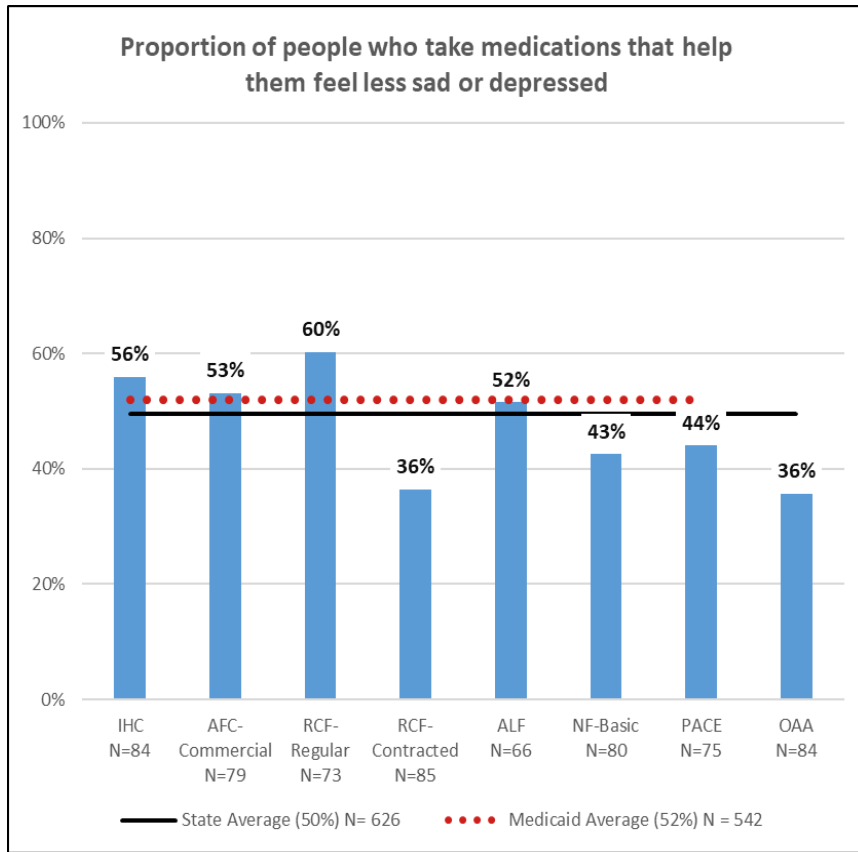
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

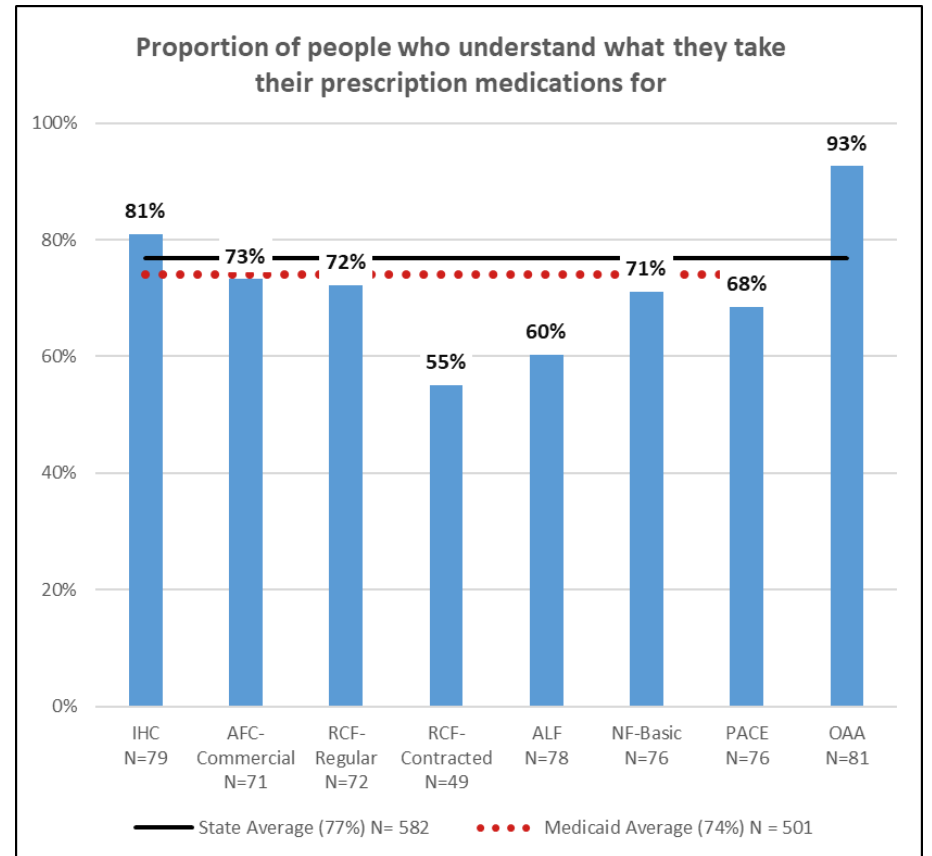
There are two survey items that correspond to the Medication domain.

Un-collapsed and unweighted data are shown in Appendix B.

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



Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)<sup>14</sup>



<sup>14</sup> Question changed in 2017-2018 – no longer allows for proxies

## Rights and Respect

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

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

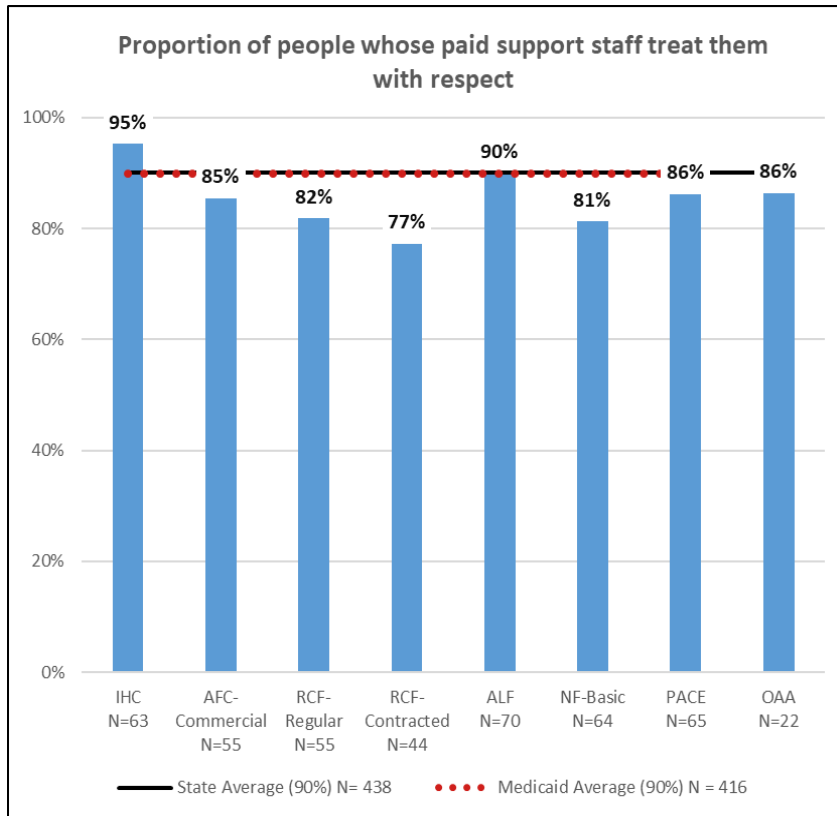
1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose staff/worker/caregiver treat them with respect.

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

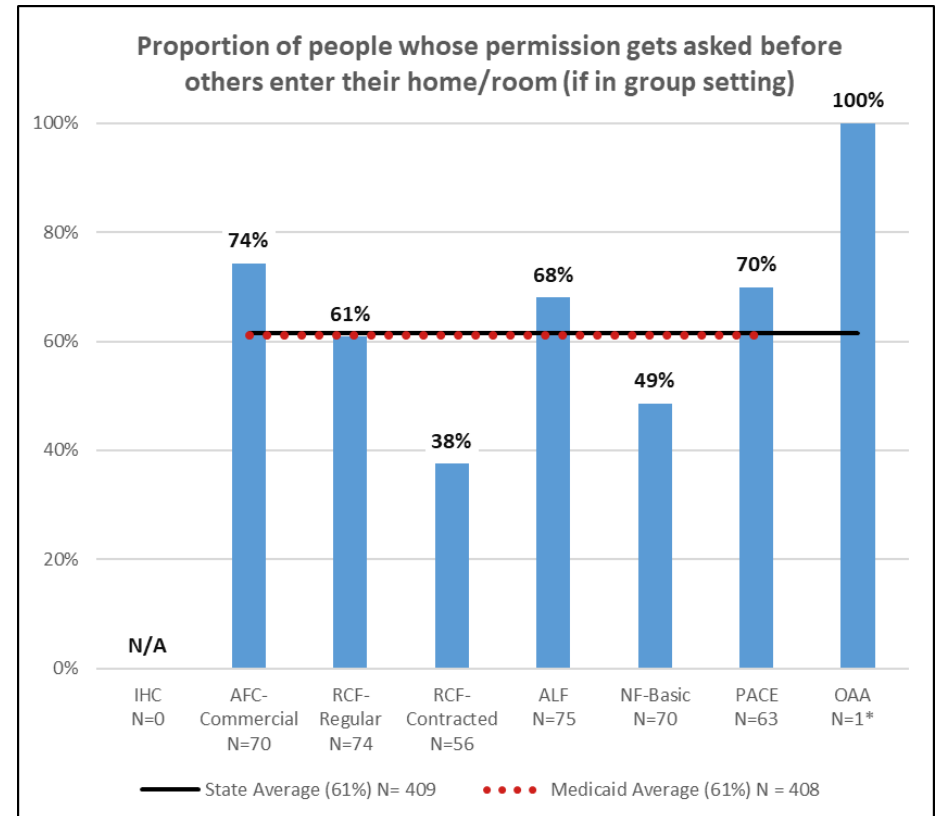
Un-collapsed and unweighted data are shown in Appendix B.



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



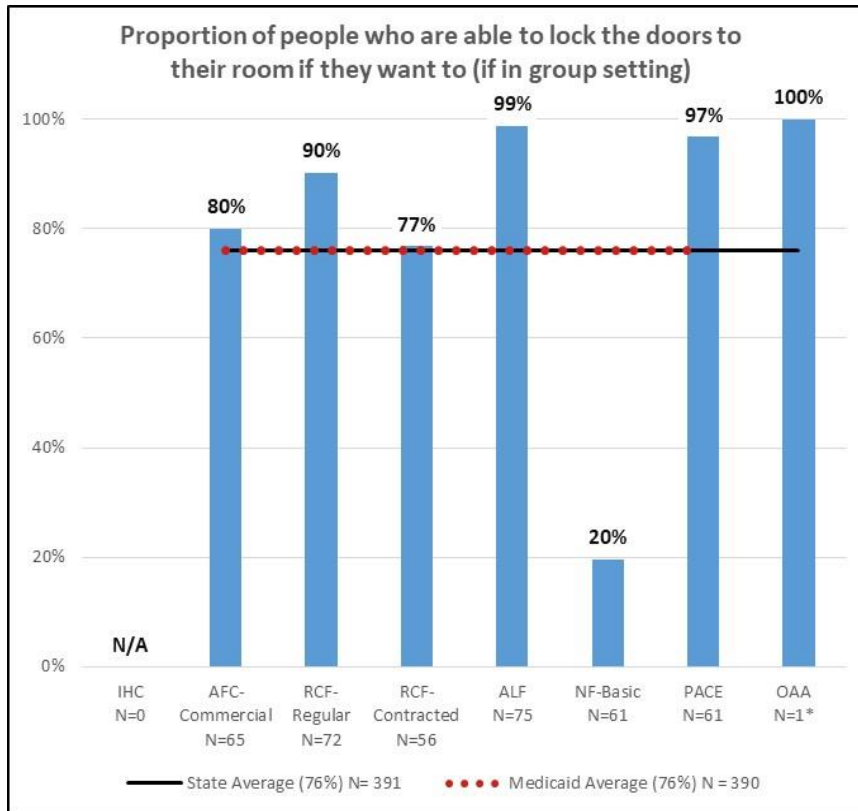
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)<sup>15</sup>



\* Very small number of responses

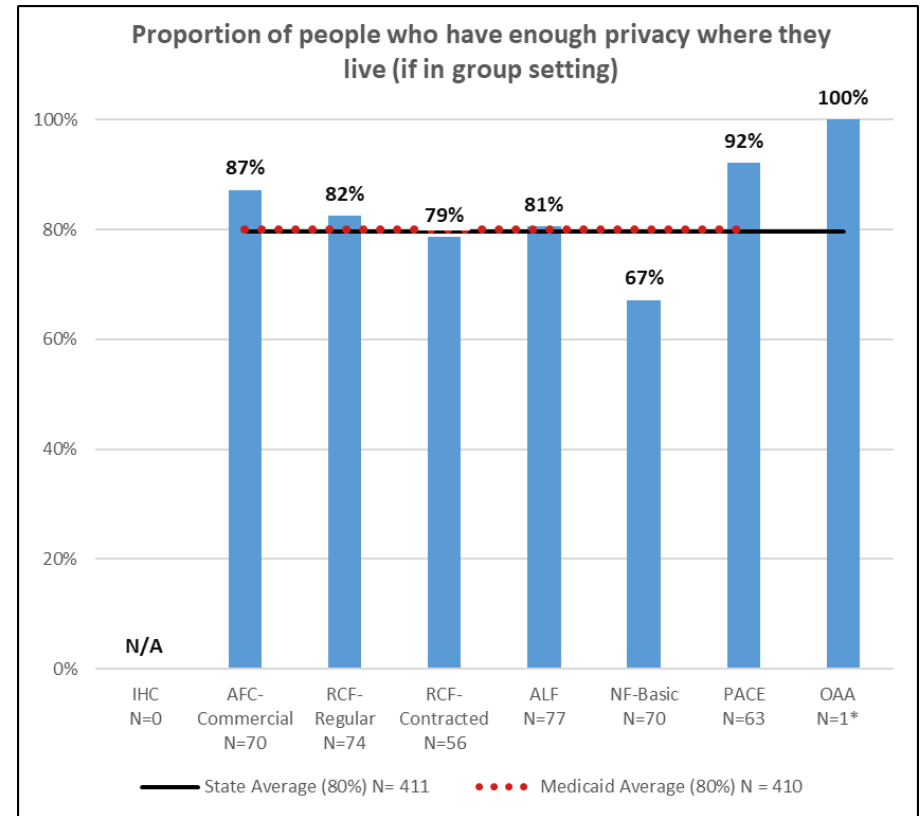
<sup>15</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)<sup>16</sup>



\* Very small number of responses

Graph 91. Proportion of people who have enough privacy where they live (if in group setting)<sup>17</sup>

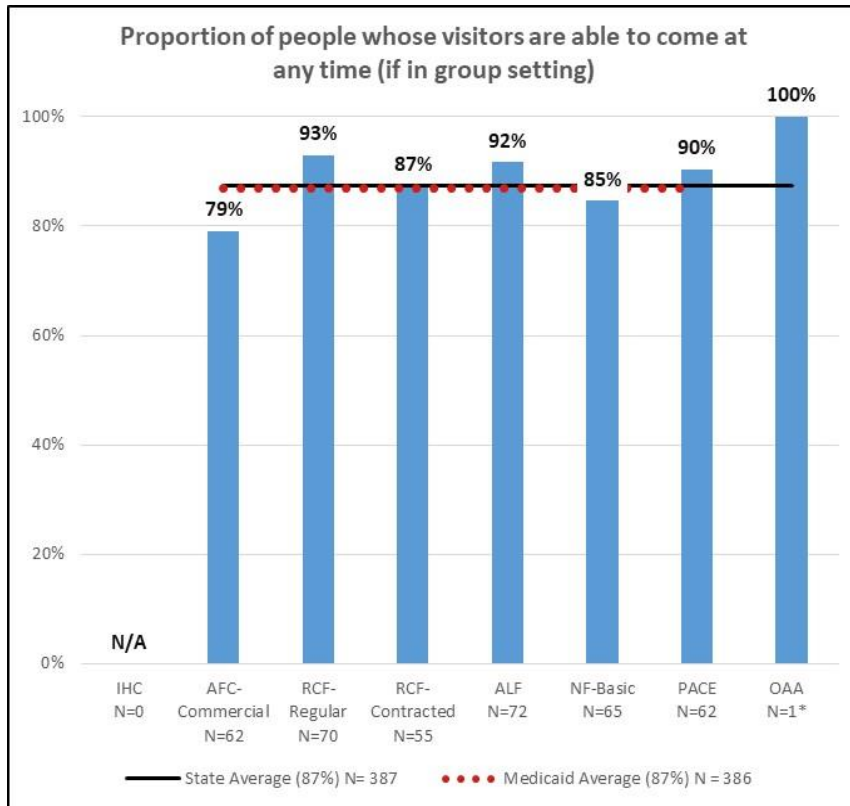


\* Very small number of responses

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

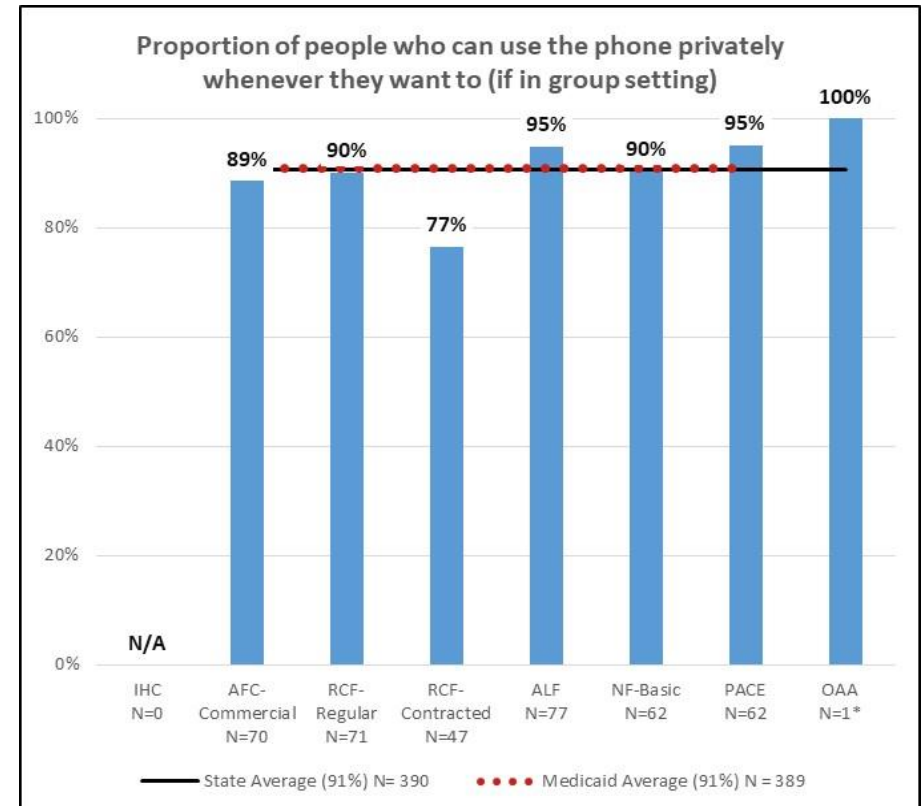
<sup>17</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting)<sup>18</sup>



\* Very small number of responses

Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting)<sup>19</sup>

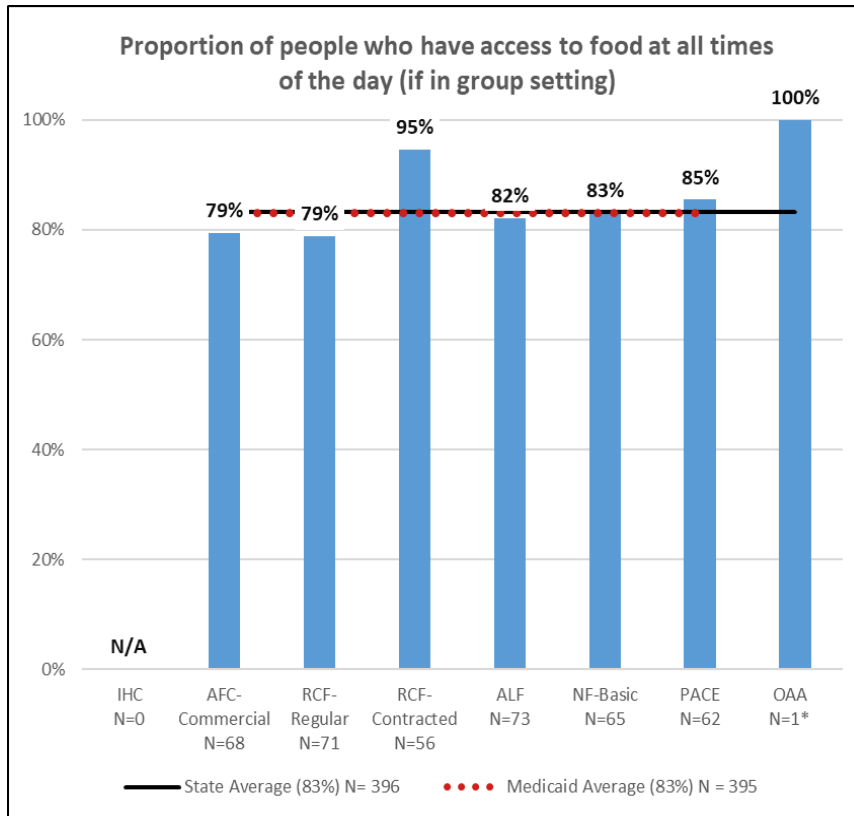


\* Very small number of responses

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

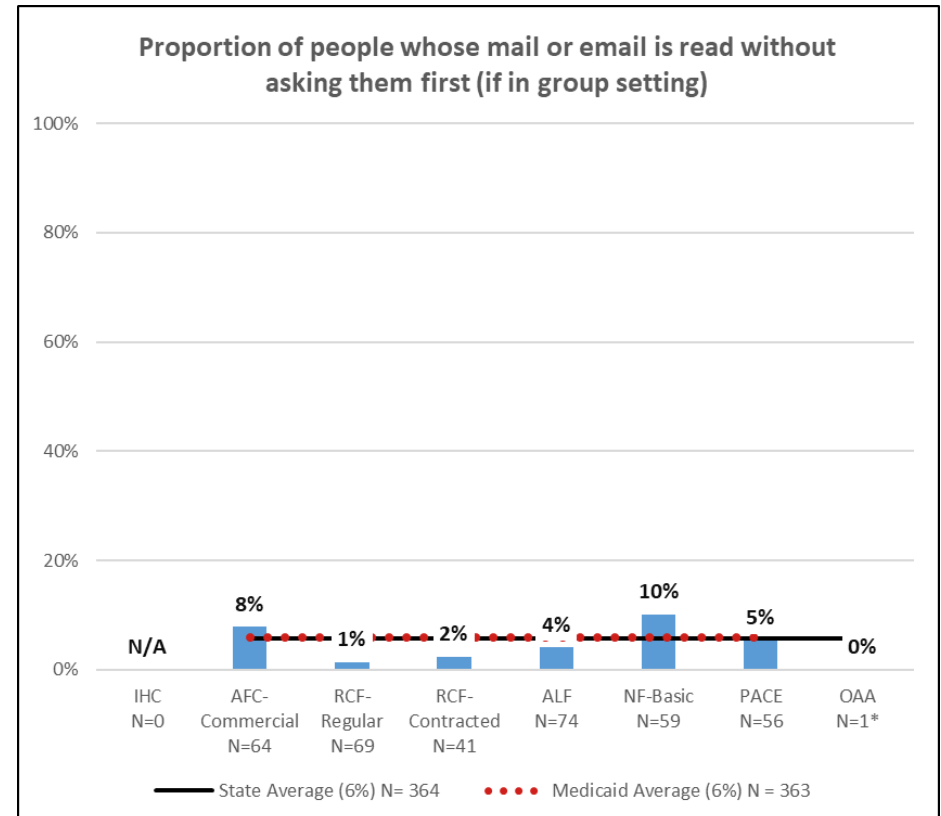
<sup>19</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting)<sup>20</sup>



\* Very small number of responses

Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting)<sup>21</sup>



\* Very small number of responses

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

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

## Self-Direction of Care

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

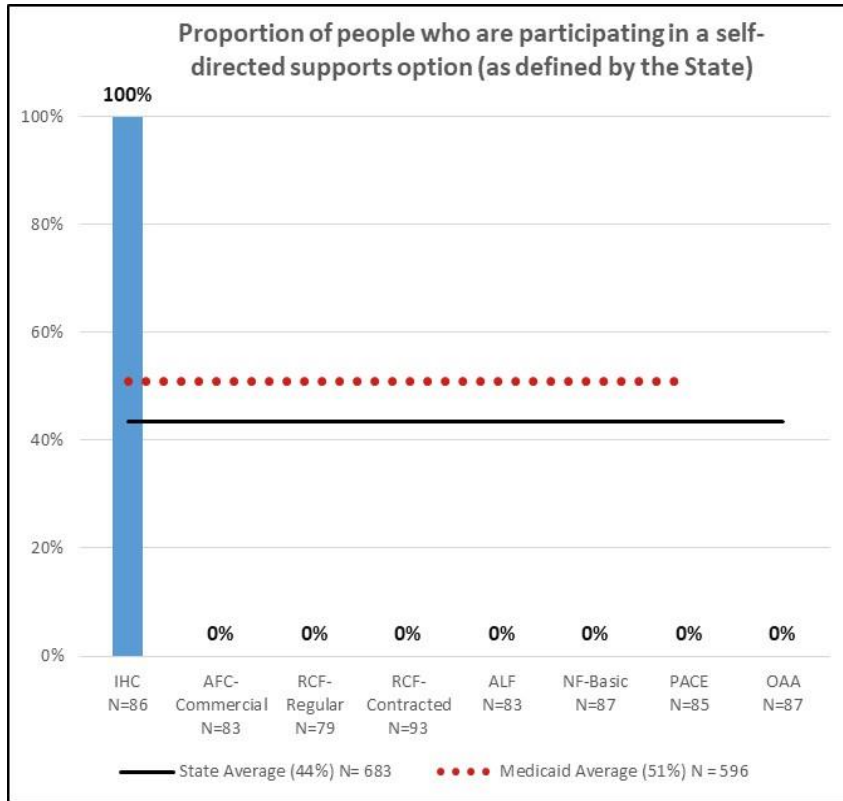
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

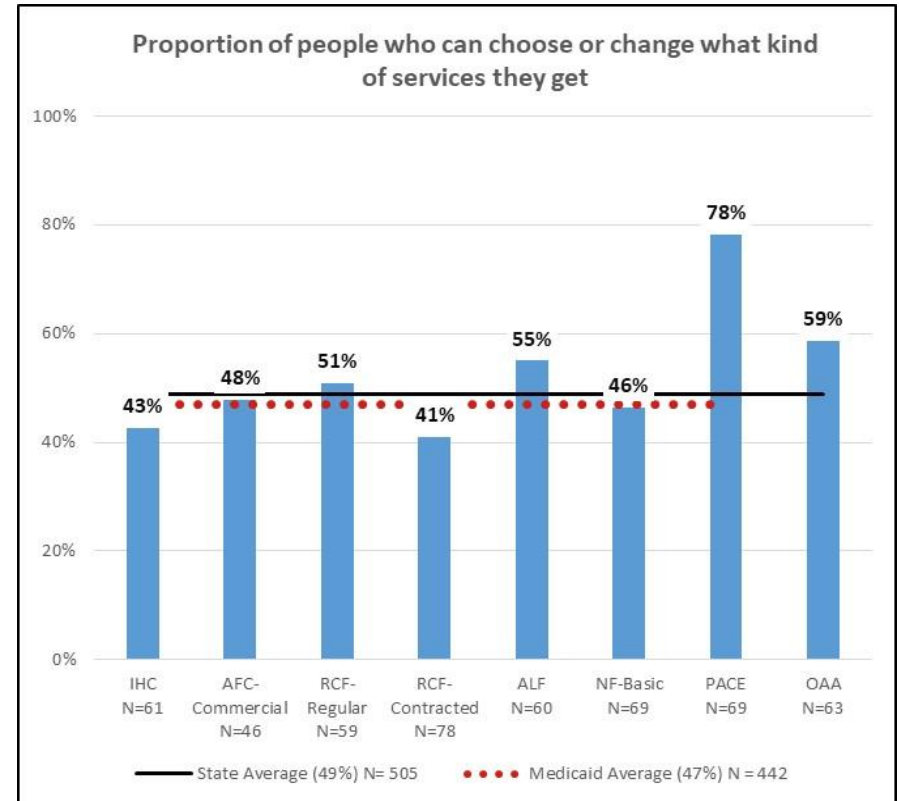
There are four survey items that correspond to the Self-Direction of Care domain.

Un-collapsed and unweighted data are shown in Appendix B.

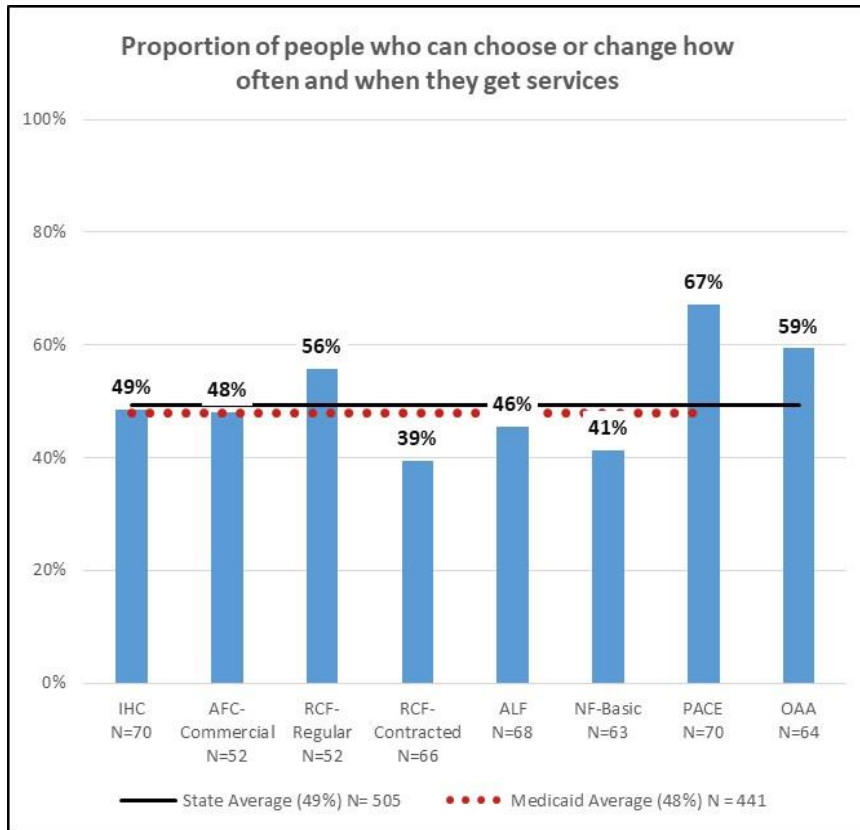
Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)



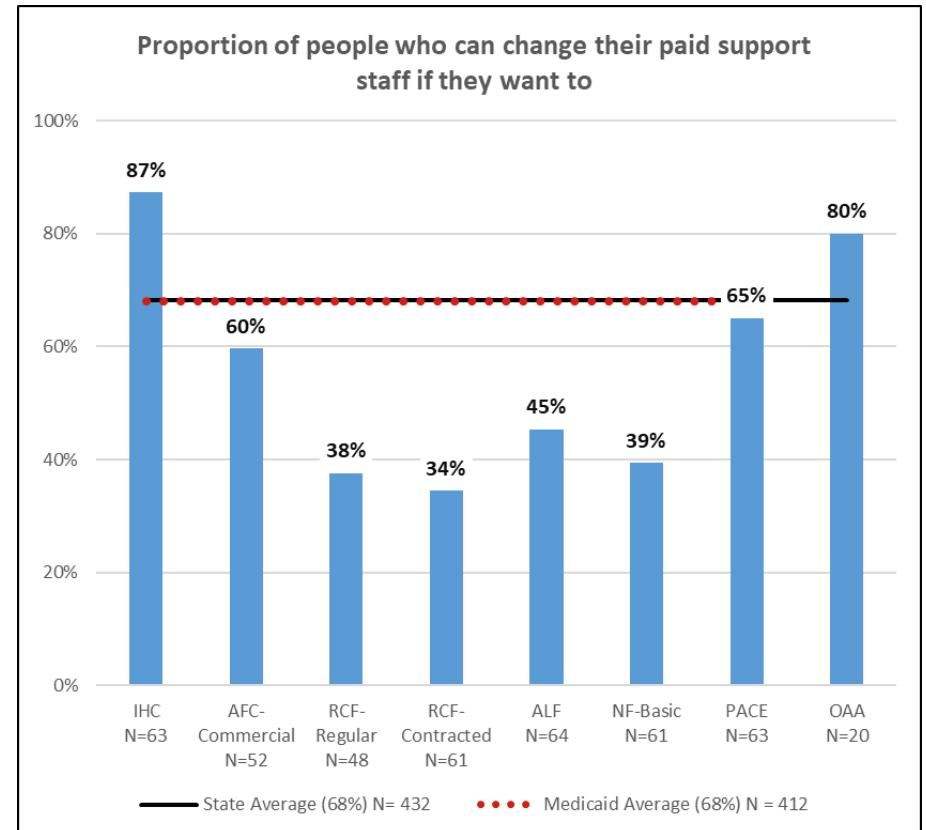
Graph 97. Proportion of people who can choose or change what kind of services they get



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



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



## Work

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

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

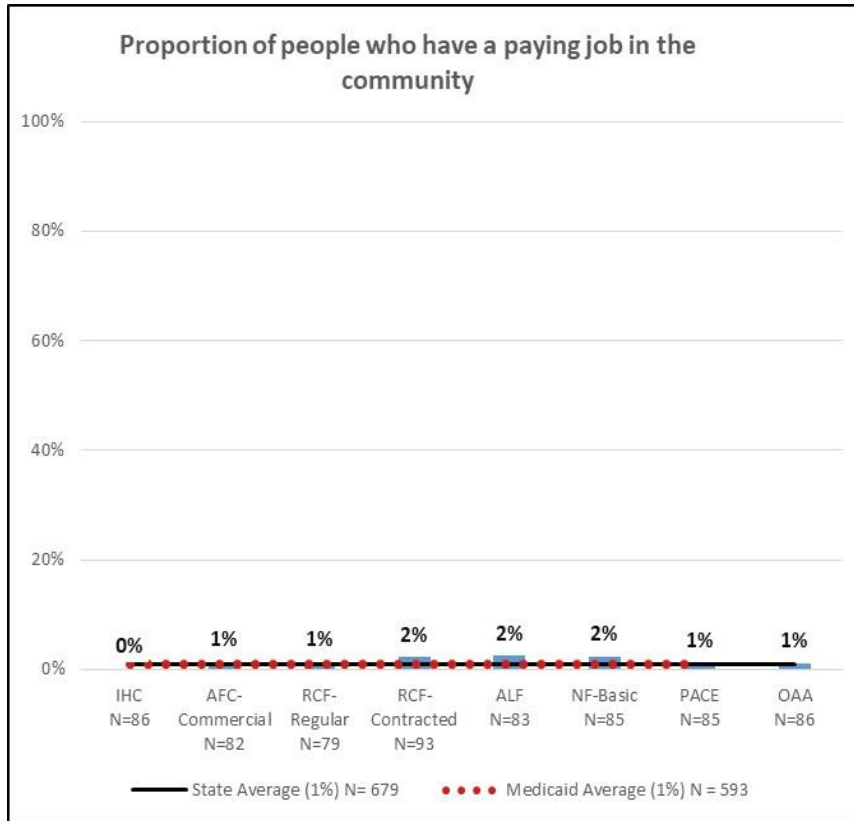
1. Proportion of people who have a paid job.
2. Proportion of people who would like a job.
3. Proportion of people who have had job search assistance.
4. Proportion of people who volunteer.
5. Proportion of people who would like to volunteer.

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

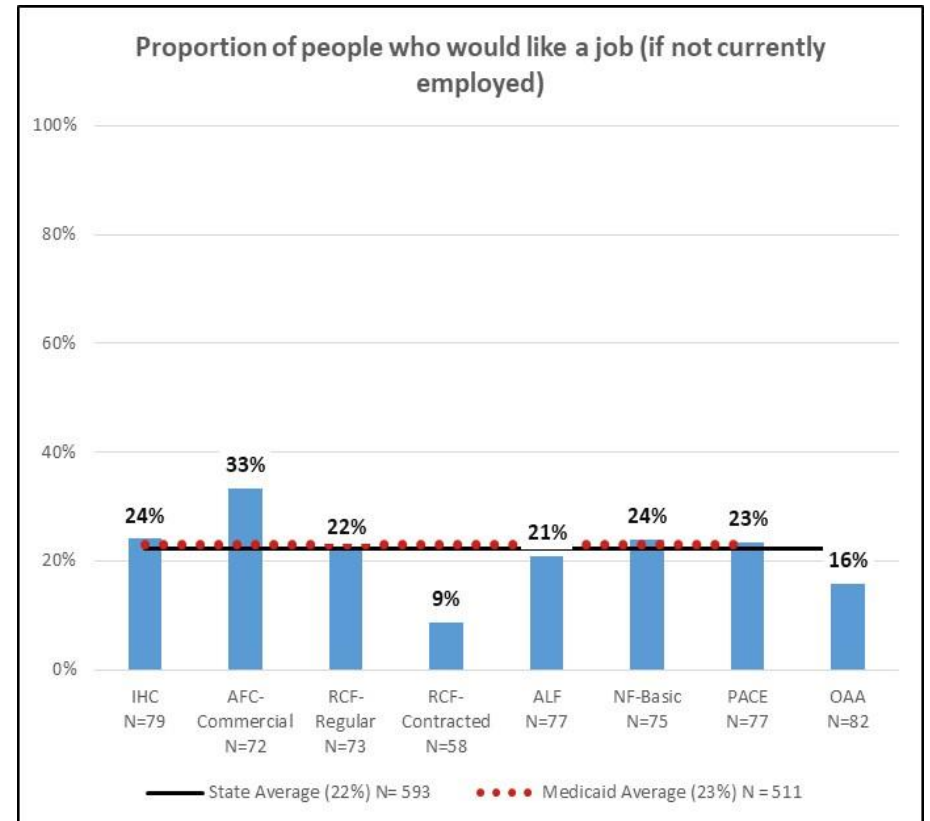
Un-collapsed for state and programs are shown in Appendix B.



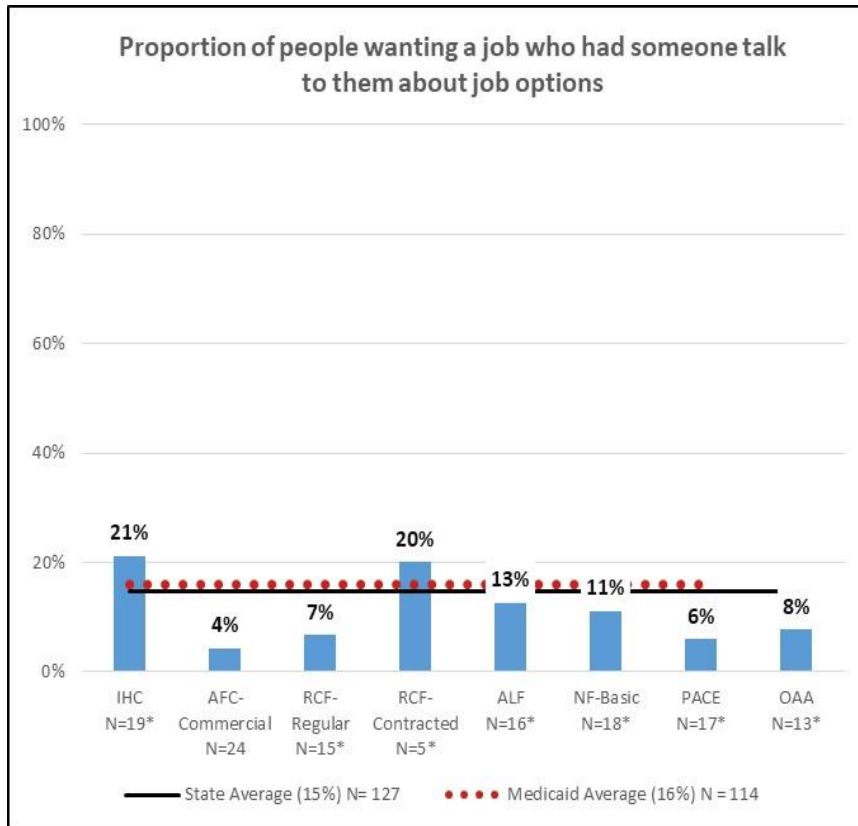
Graph 100. Proportion of people who have a paying job in the community



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

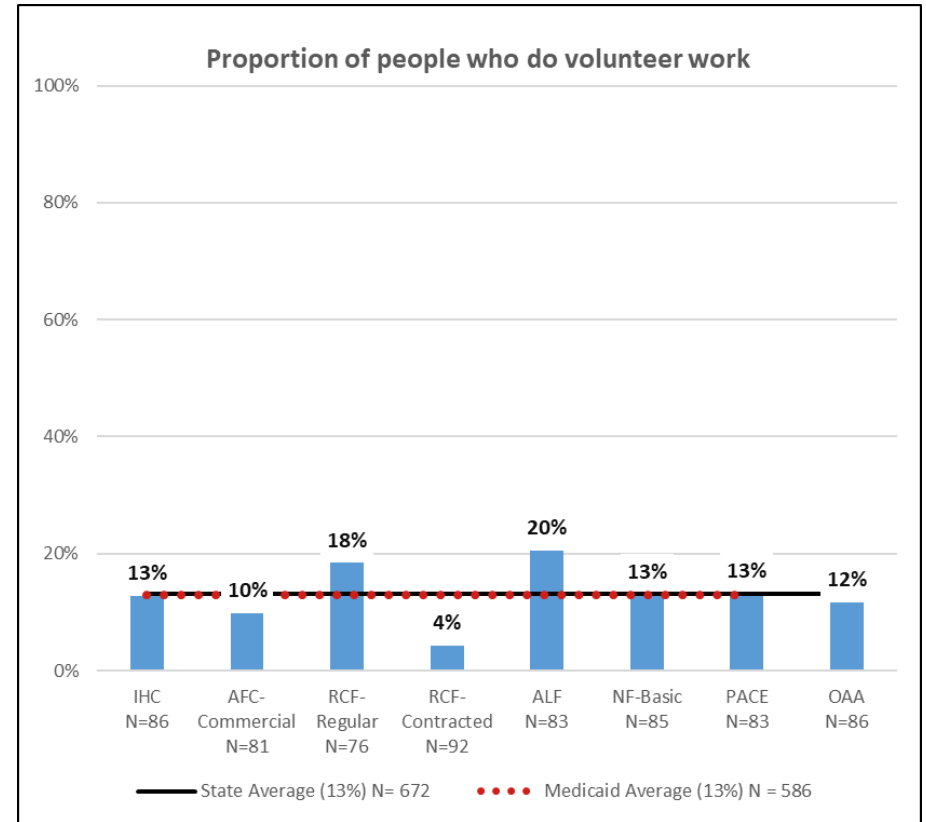


Graph 102. Proportion of people wanting a job who had someone talk to them about job options

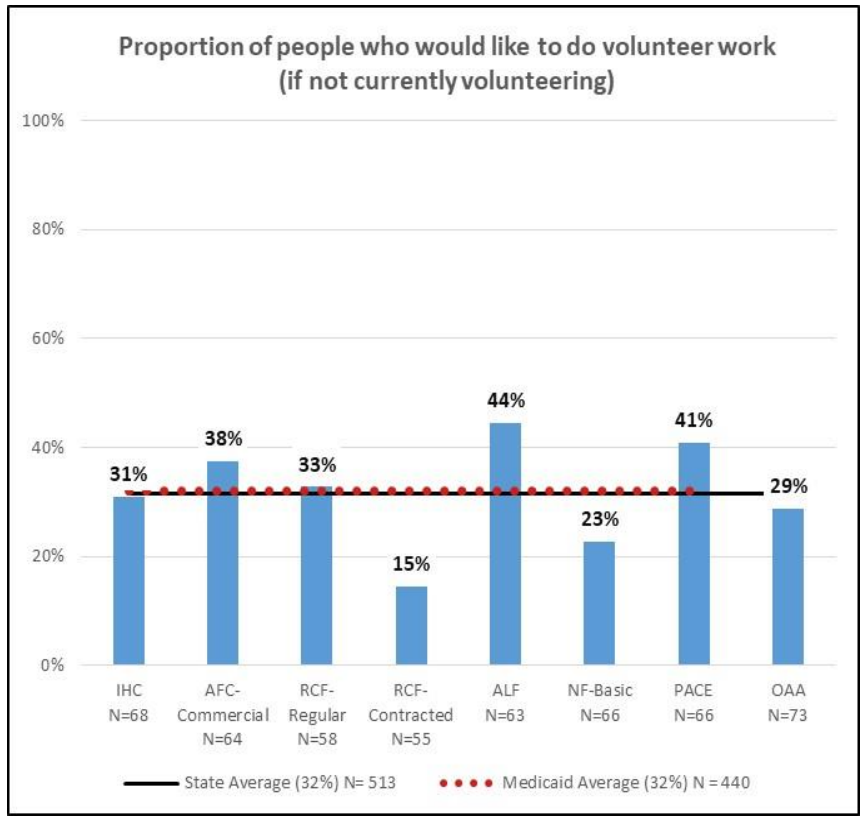


\* Very small number of responses

Graph 103. Proportion of people who do volunteer work



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



## Everyday Living

### People have enough supports for everyday living.

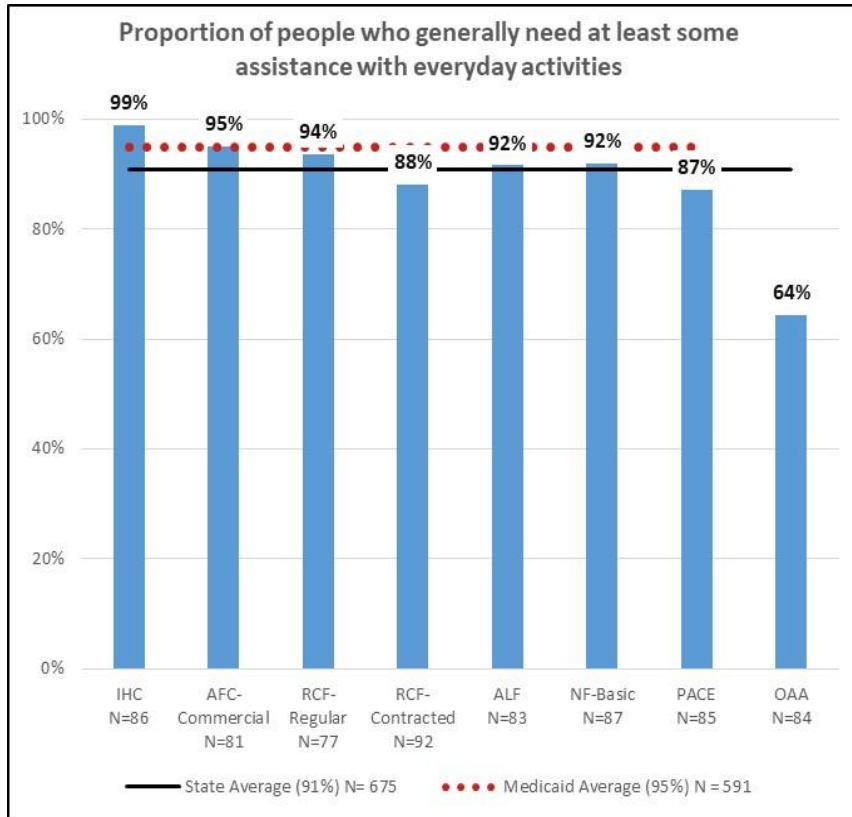
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

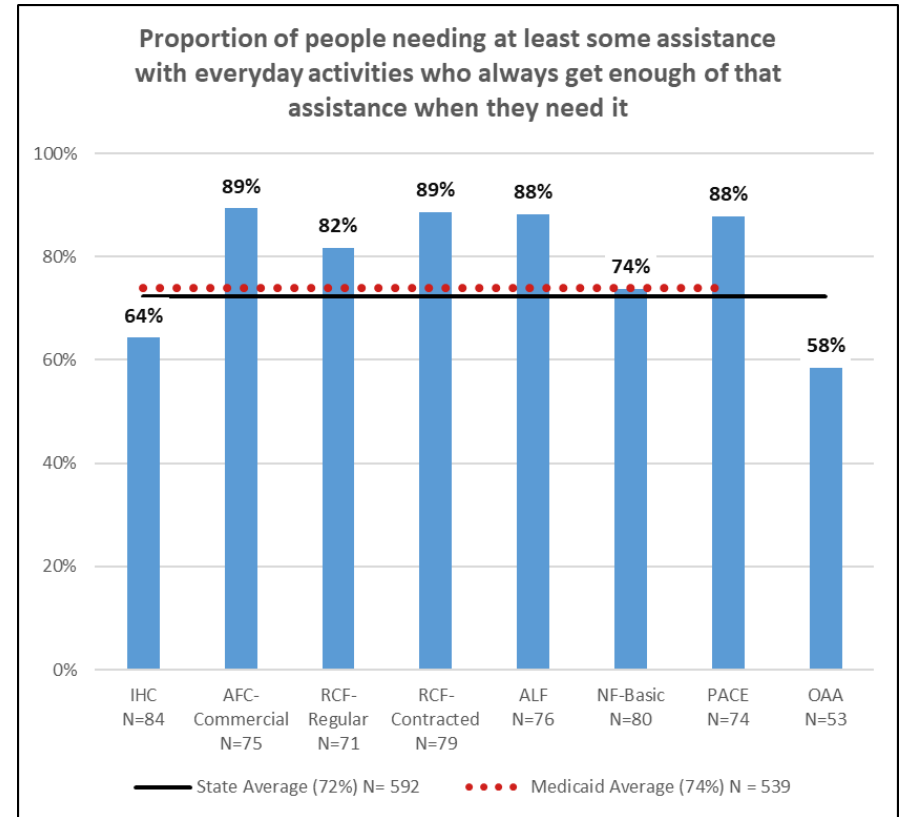
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed and unweighted data are shown in Appendix B.

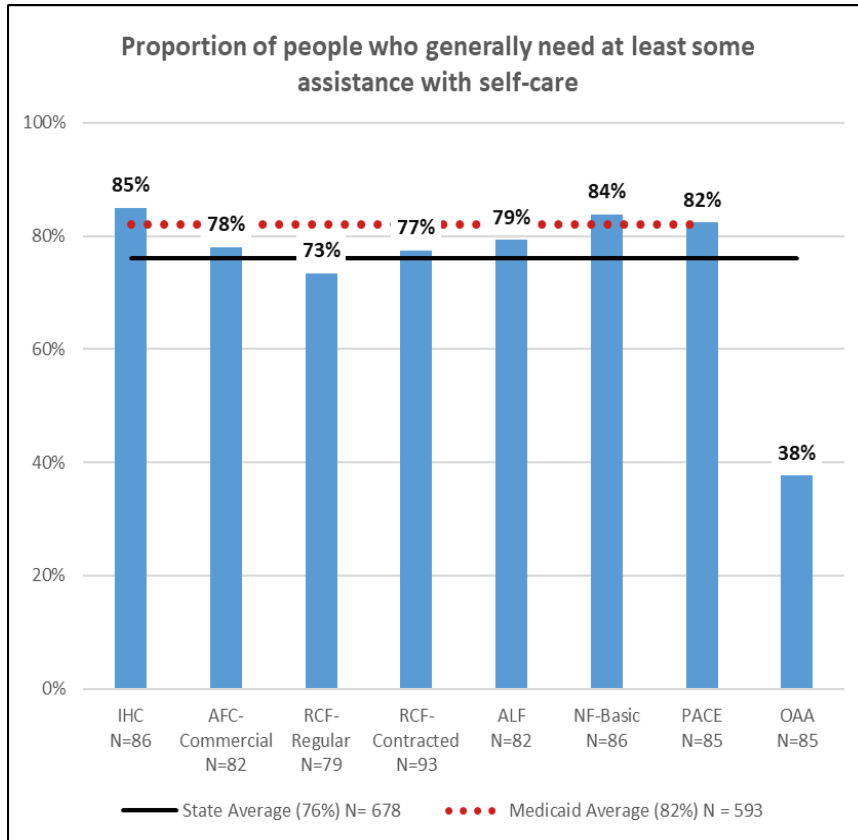
Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



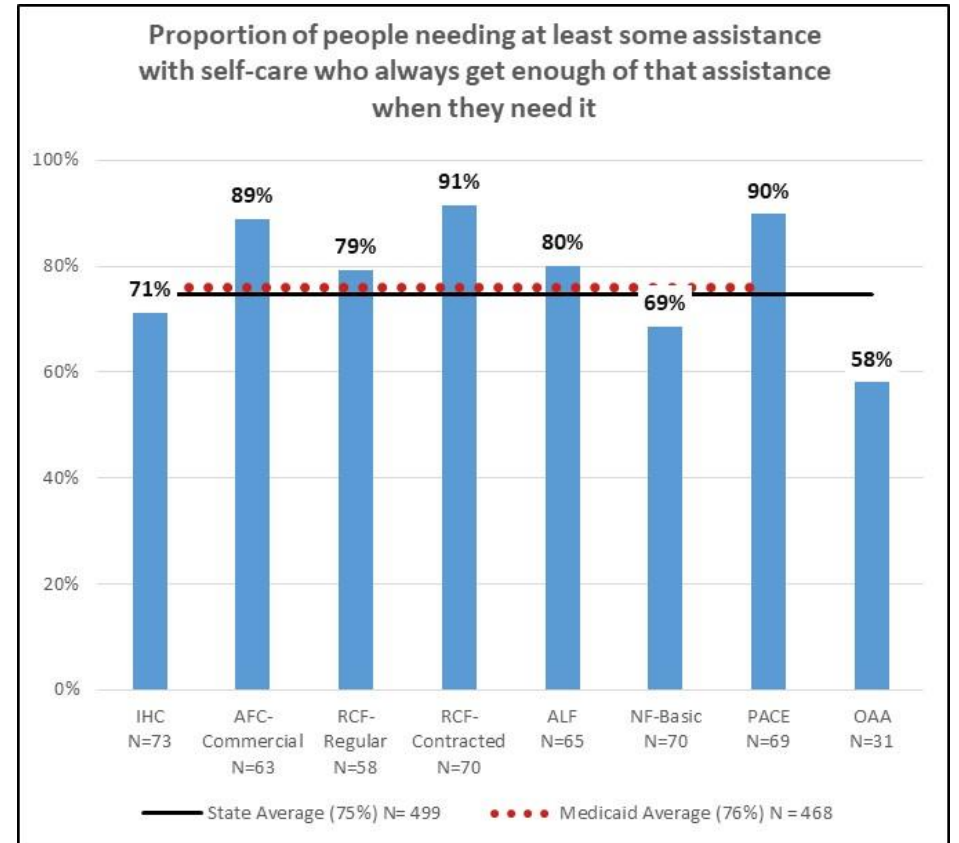
Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



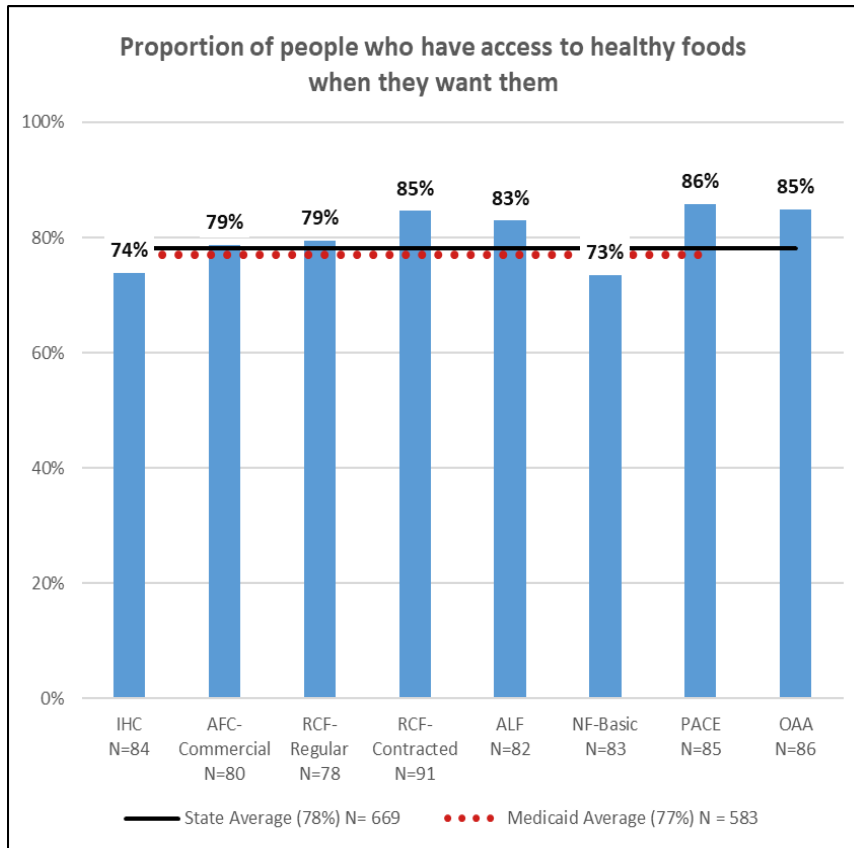
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



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



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



## Affordability

People have enough available resources.

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

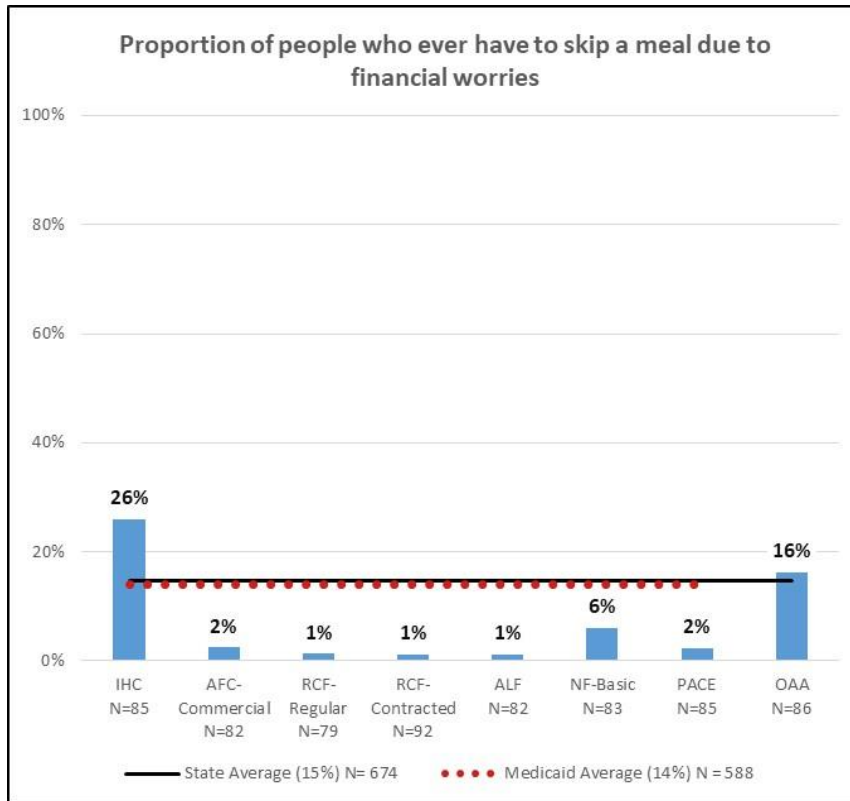
1. Proportion of people who have ever had to cut back on food because of money.

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

Un-collapsed and unweighted data are shown in Appendix B.



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



## Planning for future

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

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

1. Proportion of people who want help planning for future need for services<sup>22</sup>.

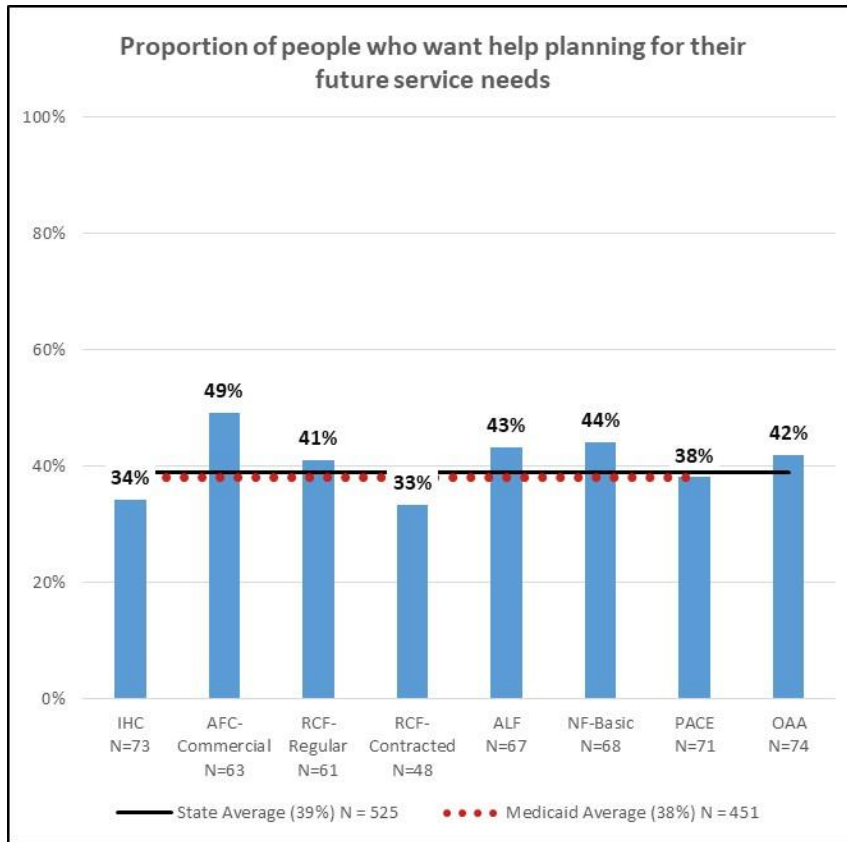
There is one survey item that corresponds to the Planning for Future domain.

Un-collapsed and unweighted data are shown in Appendix B.

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<sup>22</sup> This indicator also appears in the Service Coordination domain.

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



## Control

### People feel in control of their lives

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

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

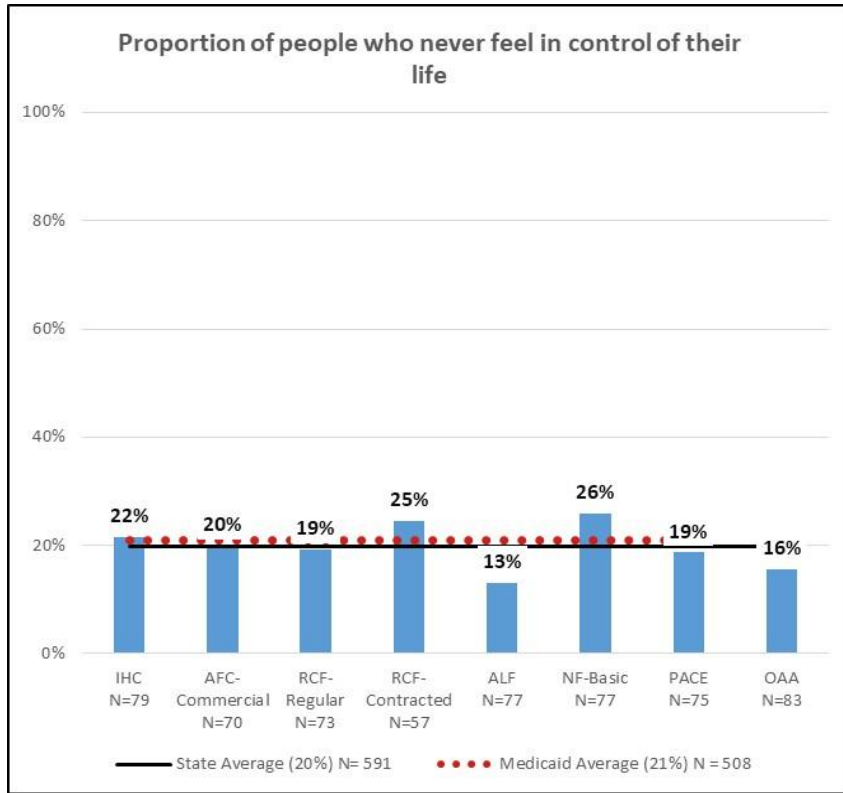
There are two<sup>23</sup> survey items that corresponds to the Control domain.

Un-collapsed and unweighted data are shown in Appendix B.

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<sup>23</sup> Data for one item are presented in Appendix B only.

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



## **Appendix A: Rules for Recoding and Collapsing Responses**

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

Table A1. Outcome Variables – Collapsing Rules

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)	21	Add proportions: “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	26	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	27	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	28	Collapse “No” and “Sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	29	Collapse “No” and “Some information”
	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade	31	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”



Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade	33	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need an upgrade	35	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade	37	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a remote monitoring system but do not have it	38	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a remote monitoring system but need an upgrade	39	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need an emergency response system but do not have it	40	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have an emergency response system but need an upgrade	41	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	42	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

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

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

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

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

## Demographic Tables

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

	Average Age	N
IHC	63.7	83
AFC-Commercial	65.5	82
RCF-Regular	70.3	72
RCF-Contracted	77.8	83
ALF	75.3	76
NF-Basic	67.1	80
PACE	72.6	80
Medicaid Average	<b>70.3</b>	<b>556</b>
OAA	75.1	78
Sample Average	<b>70.9</b>	<b>634</b>

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
IHC	97%	3%	0%	86
AFC-Commercial	99%	1%	0%	83
RCF-Regular	91%	9%	0%	79
RCF-Contracted	89%	11%	0%	93
ALF	92%	8%	0%	83
NF-Basic	92%	8%	0%	87
PACE	94%	6%	0%	85
Medicaid Average	<b>93%</b>	<b>7%</b>	<b>0%</b>	<b>596</b>
OAA	90%	9%	1%	87
Sample Average	<b>93%</b>	<b>7%</b>	<b>0%</b>	<b>683</b>

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
IHC	23%	77%	0%	0%	86
AFC-Commercial	48%	52%	0%	0%	83
RCF-Regular	44%	56%	0%	0%	79
RCF-Contracted	25%	75%	0%	0%	93
ALF	25%	75%	0%	0%	83
NF-Basic	44%	56%	0%	0%	87
PACE	38%	62%	0%	0%	85
Medicaid Average	<b>35%</b>	<b>65%</b>	<b>0%</b>	<b>0%</b>	<b>596</b>
OAA	37%	63%	0%	0%	87
Sample Average	<b>35%</b>	<b>65%</b>	<b>0%</b>	<b>0%</b>	<b>683</b>

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
IHC	0%	3%	7%	0%	88%	1%	0%	0%	86
AFC-Commercial	1%	4%	0%	0%	94%	1%	0%	0%	83
RCF-Regular	3%	0%	1%	0%	92%	1%	0%	3%	79
RCF-Contracted	3%	1%	0%	0%	91%	2%	0%	2%	93
ALF	1%	0%	0%	0%	96%	5%	0%	0%	83
NF-Basic	1%	1%	5%	0%	93%	0%	0%	0%	87
PACE	1%	1%	9%	0%	87%	2%	0%	0%	85
Medicaid Average	<b>2%</b>	<b>2%</b>	<b>3%</b>	<b>0%</b>	<b>92%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>596</b>
OAA	0%	0%	1%	0%	93%	0%	0%	6%	87
Sample Average	<b>1%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>92%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>683</b>

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
IHC	16%	16%	53%	14%	0%	86
AFC-Commercial	28%	8%	58%	6%	0%	83
RCF-Regular	28%	10%	38%	24%	0%	79
RCF-Contracted	10%	22%	29%	40%	0%	93
ALF	4%	12%	48%	36%	0%	83
NF-Basic	18%	11%	46%	24%	0%	87
PACE	22%	7%	45%	26%	0%	85
Medicaid Average	<b>18%</b>	<b>13%</b>	<b>45%</b>	<b>24%</b>	<b>0%</b>	<b>596</b>
OAA	11%	21%	20%	20%	29%	87
Sample Average	<b>17%</b>	<b>14%</b>	<b>42%</b>	<b>24%</b>	<b>4%</b>	<b>683</b>

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
IHC	97%	1%	2%	0%	86
AFC-Commercial	99%	0%	1%	0%	83
RCF-Regular	100%	0%	0%	0%	79
RCF-Contracted	98%	1%	1%	0%	93
ALF	100%	0%	0%	0%	83
NF-Basic	99%	0%	1%	0%	87
PACE	99%	0%	1%	0%	85
Medicaid Average	<b>98%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>596</b>
OAA	93%	0%	0%	7%	87
Sample Average	<b>98%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>683</b>



Table 7. Type of residential area<sup>24</sup>

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
IHC	52%	35%	2%	9%	1%	86
AFC-Commercial	87%	11%	1%	1%	0%	83
RCF-Regular	71%	22%	4%	4%	0%	79
RCF-Contracted	71%	24%	2%	3%	0%	93
ALF	63%	30%	5%	2%	0%	83
NF-Basic	82%	16%	0%	2%	0%	87
PACE	93%	1%	0%	6%	0%	85
Medicaid Average	<b>74%</b>	<b>20%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>596</b>
OAA	82%	16%	0%	1%	1%	87
Sample Average	<b>75%</b>	<b>19%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>683</b>

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
IHC	95%	1%	0%	2%	0%	0%	1%	0%	86
AFC-Commercial	1%	0%	87%	7%	1%	0%	1%	2%	82
RCF-Regular	0%	5%	8%	85%	3%	0%	0%	0%	78
RCF-Contracted	0%	0%	3%	85%	6%	0%	2%	3%	93
ALF	4%	1%	5%	90%	0%	0%	0%	0%	81
NF-Basic	10%	1%	1%	50%	38%	0%	0%	0%	84
PACE	15%	5%	31%	44%	4%	0%	2%	0%	85
Medicaid Average	<b>18%</b>	<b>2%</b>	<b>19%</b>	<b>52%</b>	<b>7%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>589</b>
OAA	92%	5%	0%	0%	1%	0%	1%	1%	86
Sample Average	<b>28%</b>	<b>2%</b>	<b>16%</b>	<b>45%</b>	<b>7%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>675</b>

<sup>24</sup> Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
IHC	34%	19%	43%	6%	5%	2%	0%	86
AFC-Commercial	4%	2%	1%	1%	49%	87%	0%	82
RCF-Regular	47%	6%	0%	0%	19%	38%	1%	78
RCF-Contracted	12%	2%	1%	0%	24%	85%	1%	93
ALF	53%	6%	1%	0%	19%	38%	0%	81
NF-Basic	11%	4%	4%	1%	14%	83%	0%	84
PACE	53%	0%	4%	2%	13%	39%	0%	85
Medicaid Average	<b>30%</b>	<b>6%</b>	<b>8%</b>	<b>2%</b>	<b>20%</b>	<b>54%</b>	<b>0%</b>	<b>589</b>
OAA	53%	23%	20%	5%	0%	2%	0%	86
Sample Average	<b>33%</b>	<b>8%</b>	<b>9%</b>	<b>2%</b>	<b>18%</b>	<b>47%</b>	<b>0%</b>	<b>675</b>

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
IHC	95%	5%	0%	86
AFC-Commercial	79%	18%	2%	82
RCF-Regular	71%	27%	3%	78
RCF-Contracted	83%	13%	4%	93
ALF	78%	21%	1%	81
NF-Basic	83%	13%	4%	84
PACE	86%	14%	0%	85
Medicaid Average	<b>82%</b>	<b>16%</b>	<b>2%</b>	<b>589</b>
OAA	95%	5%	0%	86
Sample Average	<b>84%</b>	<b>14%</b>	<b>2%</b>	<b>675</b>

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
IHC	100%	0%	0%	0%	0%	0%	0%	0%	4
AFC-Commercial	7%	0%	53%	20%	13%	7%	0%	0%	15
RCF-Regular	33%	10%	0%	43%	10%	5%	0%	0%	21
RCF-Contracted	17%	0%	8%	75%	0%	0%	0%	0%	12
ALF	47%	0%	0%	35%	6%	0%	6%	6%	17
NF-Basic	9%	0%	9%	36%	18%	0%	27%	0%	11
PACE	25%	0%	25%	33%	8%	0%	8%	0%	12
Medicaid Average	<b>28%</b>	<b>2%</b>	<b>14%</b>	<b>38%</b>	<b>9%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>	<b>92</b>
OAA	100%	0%	0%	0%	0%	0%	0%	0%	4
Sample Average	<b>31%</b>	<b>2%</b>	<b>14%</b>	<b>36%</b>	<b>8%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>	<b>96</b>

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
IHC	24%	72%	3%	86
AFC-Commercial	45%	51%	4%	82
RCF-Regular	32%	63%	5%	78
RCF-Contracted	67%	27%	6%	93
ALF	36%	58%	6%	81
NF-Basic	25%	70%	5%	84
PACE	32%	64%	5%	85
Medicaid Average	<b>38%</b>	<b>57%</b>	<b>5%</b>	<b>589</b>
OAA	38%	56%	6%	86
Sample Average	<b>38%</b>	<b>57%</b>	<b>5%</b>	<b>675</b>

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

	No	Yes	Don’t Know/Unclear	N
IHC	86%	12%	2%	86
AFC-Commercial	78%	20%	2%	82
RCF-Regular	83%	17%	0%	78
RCF-Contracted	25%	67%	9%	93
ALF	80%	15%	5%	81
NF-Basic	85%	11%	5%	84
PACE	75%	19%	6%	85
Medicaid Average	<b>72%</b>	<b>23%</b>	<b>4%</b>	<b>589</b>
OAA	91%	7%	2%	86
Sample Average	<b>75%</b>	<b>21%</b>	<b>4%</b>	<b>675</b>

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
IHC	78%	20%	2%	86
AFC-Commercial	76%	24%	0%	82
RCF-Regular	85%	13%	3%	78
RCF-Contracted	85%	12%	3%	93
ALF	81%	12%	6%	81
NF-Basic	86%	10%	5%	84
PACE	81%	13%	6%	85
Medicaid Average	<b>82%</b>	<b>15%</b>	<b>4%</b>	<b>589</b>
OAA	91%	6%	3%	86
Sample Average	<b>83%</b>	<b>14%</b>	<b>4%</b>	<b>675</b>

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
IHC	84%	15%	1%	86
AFC-Commercial	90%	7%	2%	82
RCF-Regular	92%	4%	4%	78
RCF-Contracted	91%	1%	8%	93
ALF	95%	2%	2%	81
NF-Basic	94%	0%	6%	84
PACE	91%	7%	2%	85
Medicaid Average	<b>91%</b>	<b>5%</b>	<b>4%</b>	<b>589</b>
OAA	95%	2%	2%	86
Sample Average	<b>92%</b>	<b>5%</b>	<b>4%</b>	<b>675</b>

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
IHC	3%	20%	60%	36%	0%	86
AFC-Commercial	12%	40%	41%	26%	0%	82
RCF-Regular	4%	40%	46%	27%	0%	78
RCF-Contracted	1%	33%	45%	32%	0%	93
ALF	0%	41%	63%	19%	0%	81
NF-Basic	19%	61%	27%	11%	0%	84
PACE	1%	45%	68%	15%	0%	85
Medicaid Average	<b>6%</b>	<b>40%</b>	<b>50%</b>	<b>24%</b>	<b>0%</b>	<b>589</b>
OAA	1%	8%	66%	37%	0%	86
Sample Average	<b>5%</b>	<b>36%</b>	<b>52%</b>	<b>25%</b>	<b>0%</b>	<b>675</b>

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

	No	Yes	Don't Know/Unclear	N
IHC	51%	48%	1%	86
AFC-Commercial	71%	28%	1%	82
RCF-Regular	59%	41%	0%	78
RCF-Contracted	60%	38%	2%	93
ALF	58%	38%	4%	81
NF-Basic	69%	29%	2%	84
PACE	75%	24%	1%	85
Medicaid Average	<b>63%</b>	<b>35%</b>	<b>2%</b>	<b>589</b>
OAA	72%	27%	1%	86
Sample Average	<b>64%</b>	<b>34%</b>	<b>2%</b>	<b>675</b>

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
IHC	27%	72%	1%	86
AFC-Commercial	24%	76%	0%	83
RCF-Regular	11%	89%	0%	79
RCF-Contracted	1%	99%	0%	93
ALF	2%	98%	0%	83
NF-Basic	20%	78%	2%	87
PACE	11%	89%	0%	85
Medicaid Average	<b>14%</b>	<b>86%</b>	<b>1%</b>	<b>596</b>
OAA	12%	87%	1%	86
Sample Average	<b>13%</b>	<b>86%</b>	<b>1%</b>	<b>682</b>

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
IHC	19%	17%	26%	37%	1%	86
AFC-Commercial	12%	8%	35%	43%	1%	83
RCF-Regular	19%	19%	35%	22%	5%	79
RCF-Contracted	20%	24%	42%	13%	1%	93
ALF	16%	18%	37%	28%	1%	83
NF-Basic	22%	13%	30%	31%	5%	87
PACE	58%	39%	0%	0%	4%	85
Medicaid Average	<b>24%</b>	<b>20%</b>	<b>29%</b>	<b>25%</b>	<b>3%</b>	<b>596</b>
OAA	0%	13%	38%	26%	23%	87
Sample Average	<b>21%</b>	<b>19%</b>	<b>30%</b>	<b>25%</b>	<b>5%</b>	<b>683</b>

Table 20. Has legal guardian

	No	Yes	Don't Know	N
IHC	98%	2%	0%	86
AFC-Commercial	94%	6%	0%	83
RCF-Regular	94%	6%	0%	79
RCF-Contracted	89%	11%	0%	93
ALF	100%	0%	0%	83
NF-Basic	97%	3%	0%	87
PACE	94%	6%	0%	85
Medicaid Average	<b>95%</b>	<b>5%</b>	<b>0%</b>	<b>596</b>
OAA	100%	0%	0%	87
Sample Average	<b>96%</b>	<b>4%</b>	<b>0%</b>	<b>683</b>

## Community Participation — un-collapsed tables

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	49%	6%	43%	1%	1%	80
AFC-Commercial	53%	8%	36%	0%	3%	73
RCF-Regular	41%	9%	43%	1%	5%	75
RCF-Contracted	27%	7%	64%	0%	2%	59
ALF	34%	8%	59%	0%	0%	80
NF-Basic	47%	3%	47%	3%	1%	79
PACE	31%	9%	55%	1%	4%	80
Medicaid Average	<b>41%</b>	<b>7%</b>	<b>49%</b>	<b>1%</b>	<b>4%</b>	<b>526</b>
OAA	36%	13%	49%	0%	1%	83
Sample Average	<b>40%</b>	<b>8%</b>	<b>49%</b>	<b>1%</b>	<b>2%</b>	<b>609</b>

Table 22a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
IHC	34%	48%	18%	82%	16%	7%	44
AFC-Commercial	33%	40%	13%	64%	11%	4%	45
RCF-Regular	24%	50%	11%	68%	11%	0%	38
RCF-Contracted	30%	70%	5%	55%	25%	0%	20
ALF	21%	55%	12%	48%	6%	0%	33
NF-Basic	33%	51%	8%	64%	15%	5%	39
PACE	25%	31%	16%	72%	16%	3%	32
Medicaid Average	<b>29%</b>	<b>48%</b>	<b>12%</b>	<b>66%</b>	<b>14%</b>	<b>3%</b>	<b>251</b>
OAA	24%	51%	12%	71%	10%	10%	41
Sample Average	<b>28%</b>	<b>48%</b>	<b>12%</b>	<b>67%</b>	<b>13%</b>	<b>4%</b>	<b>292</b>



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

	Feeling Unsafe	No Community Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
IHC	5%	7%	11%	2%	0%	0%	44
AFC-Commercial	9%	7%	22%	13%	0%	2%	45
RCF-Regular	3%	3%	21%	5%	8%	0%	38
RCF-Contracted	5%	0%	15%	15%	0%	0%	20
ALF	3%	3%	6%	9%	0%	0%	33
NF-Basic	3%	8%	13%	8%	5%	0%	39
PACE	3%	0%	9%	6%	0%	3%	32
Medicaid Average	<b>4%</b>	<b>4%</b>	<b>14%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>251</b>
OAA	7%	7%	15%	7%	0%	0%	41
Sample Average	<b>5%</b>	<b>5%</b>	<b>14%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>292</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	51%	48%	1%	0%	80
AFC-Commercial	33%	63%	3%	1%	73
RCF-Regular	43%	53%	3%	1%	75
RCF-Contracted	29%	63%	5%	3%	59
ALF	40%	56%	4%	0%	80
NF-Basic	37%	53%	6%	4%	79
PACE	30%	65%	3%	3%	80
Medicaid Average	<b>38%</b>	<b>57%</b>	<b>3%</b>	<b>2%</b>	<b>526</b>
OAA	46%	52%	2%	0%	83
Sample Average	<b>39%</b>	<b>56%</b>	<b>3%</b>	<b>1%</b>	<b>609</b>

## Choice and Decision Making — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	n/a	n/a	n/a	n/a	0
AFC-Commercial	71%	29%	0%	0%	7
RCF-Regular	19%	62%	19%	0%	21
RCF-Contracted	30%	43%	13%	13%	23
ALF	33%	67%	0%	0%	3
NF-Basic	68%	27%	5%	0%	41
PACE	33%	33%	0%	33%	3
Medicaid Average	<b>47%</b>	<b>40%</b>	<b>9%</b>	<b>4%</b>	<b>98</b>
OAA	n/a	n/a	n/a	n/a	0
Sample Average	<b>47%</b>	<b>40%</b>	<b>9%</b>	<b>4%</b>	<b>98</b>

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
IHC	0%	3%	98%	0%	0%	80
AFC-Commercial	8%	12%	79%	0%	0%	73
RCF-Regular	5%	3%	91%	0%	1%	75
RCF-Contracted	5%	2%	90%	0%	3%	59
ALF	4%	5%	91%	0%	0%	80
NF-Basic	3%	6%	91%	0%	0%	78
PACE	4%	4%	90%	0%	3%	80
Medicaid Average	<b>4%</b>	<b>5%</b>	<b>90%</b>	<b>0%</b>	<b>1%</b>	<b>525</b>
OAA	1%	0%	98%	1%	0%	83
Sample Average	<b>4%</b>	<b>4%</b>	<b>91%</b>	<b>0%</b>	<b>1%</b>	<b>608</b>

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
IHC	1%	6%	93%	0%	0%	0%	80
AFC-Commercial	34%	18%	48%	0%	0%	0%	73
RCF-Regular	29%	9%	59%	0%	0%	3%	75
RCF-Contracted	42%	12%	44%	0%	0%	2%	59
ALF	35%	22%	42%	0%	1%	0%	79
NF-Basic	39%	17%	42%	0%	1%	0%	76
PACE	19%	19%	61%	0%	0%	1%	80
Medicaid Average	<b>28%</b>	<b>15%</b>	<b>56%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>522</b>
OAA	0%	2%	98%	0%	0%	0%	83
Sample Average	<b>24%</b>	<b>13%</b>	<b>62%</b>	<b>0%</b>	<b>0%</b>	<b>1%</b>	<b>605</b>

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	1%	19%	79%	1%	0%	70
RCF-Regular	8%	7%	84%	1%	0%	74
RCF-Contracted	7%	7%	85%	0%	2%	59
ALF	1%	9%	90%	0%	0%	77
NF-Basic	14%	27%	53%	6%	0%	70
PACE	6%	6%	83%	2%	3%	65
Medicaid Average	<b>6%</b>	<b>13%</b>	<b>79%</b>	<b>2%</b>	<b>1%</b>	<b>415</b>
OAA	0%	100%	0%	0%	0%	1
Sample Average	<b>6%</b>	<b>13%</b>	<b>79%</b>	<b>2%</b>	<b>1%</b>	<b>416</b>

## Relationships — un-collapsed

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

	No, or Rarely	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
IHC	8%	12%	78%	0%	2%	65
AFC-Commercial	17%	14%	69%	0%	0%	59
RCF-Regular	6%	17%	77%	0%	0%	64
RCF-Contracted	7%	22%	71%	0%	0%	55
ALF	7%	10%	82%	0%	0%	68
NF-Basic	12%	15%	74%	0%	0%	68
PACE	6%	11%	83%	0%	0%	72
Medicaid Average	9%	14%	77%	0%	0%	451
OAA	5%	9%	85%	1%	0%	79
Sample Average	8%	13%	78%	0%	0%	530

Table 29. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
IHC	38%	31%	15%	31%	0%	15%	15%	13
AFC-Commercial	39%	17%	0%	22%	11%	56%	0%	18
RCF-Regular	27%	20%	13%	13%	7%	33%	7%	15
RCF-Contracted	25%	31%	0%	0%	0%	38%	6%	16
ALF	33%	50%	0%	0%	0%	50%	0%	12
NF-Basic	44%	39%	0%	22%	6%	50%	0%	18
PACE	17%	67%	0%	8%	0%	25%	0%	12
Medicaid Average	33%	35%	4%	14%	4%	39%	4%	104
OAA	45%	36%	0%	18%	0%	27%	0%	11
Sample Average	34%	35%	3%	15%	3%	38%	3%	115

## Satisfaction — un-collapsed

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	11%	10%	79%	0%	0%	80
AFC-Commercial	11%	8%	81%	0%	0%	74
RCF-Regular	17%	15%	68%	0%	0%	75
RCF-Contracted	12%	15%	68%	2%	3%	59
ALF	11%	20%	69%	0%	0%	80
NF-Basic	18%	27%	56%	0%	0%	79
PACE	10%	9%	81%	0%	0%	80
<b>Medicaid Average</b>	<b>13%</b>	<b>15%</b>	<b>72%</b>	<b>0%</b>	<b>0%</b>	<b>527</b>
OAA	4%	11%	86%	0%	0%	84
<b>Sample Average</b>	<b>12%</b>	<b>14%</b>	<b>74%</b>	<b>0%</b>	<b>0%</b>	<b>611</b>

Table 31a. Reasons for not liking where people live

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
IHC	24%	24%	12%	12%	12%	17
AFC-Commercial	0%	0%	7%	7%	21%	14
RCF-Regular	0%	0%	8%	0%	38%	24
RCF-Contracted	0%	0%	6%	0%	44%	16
ALF	0%	0%	8%	4%	28%	25
NF-Basic	0%	0%	3%	3%	37%	35
PACE	0%	0%	0%	7%	7%	15
<b>Medicaid Average</b>	<b>3%</b>	<b>3%</b>	<b>6%</b>	<b>4%</b>	<b>29%</b>	<b>146</b>
OAA	8%	25%	17%	33%	17%	12
<b>Sample Average</b>	<b>3%</b>	<b>4%</b>	<b>7%</b>	<b>6%</b>	<b>28%</b>	<b>158</b>

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/Control	N
IHC	18%	24%	12%	6%	0%	17
AFC-Commercial	0%	29%	64%	0%	14%	14
RCF-Regular	13%	21%	33%	8%	17%	24
RCF-Contracted	0%	0%	25%	6%	13%	16
ALF	4%	16%	44%	20%	16%	25
NF-Basic	3%	11%	26%	11%	14%	35
PACE	0%	27%	33%	27%	7%	15
Medicaid Average	5%	17%	33%	12%	12%	146
OAA	17%	8%	8%	0%	0%	12
Sample Average	6%	16%	31%	11%	11%	158

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

	Wants More Privacy	Wants to Be Closer to Family/ Friends	Feels Isolated from Community/ Feels Lonely	Other	Don't Know	Unclear/Refused/ No Response	N
IHC	18%	12%	6%	18%	6%	0%	17
AFC-Commercial	7%	0%	7%	29%	7%	0%	14
RCF-Regular	0%	8%	4%	25%	0%	4%	24
RCF-Contracted	6%	6%	6%	6%	13%	0%	16
ALF	4%	8%	4%	24%	0%	4%	25
NF-Basic	23%	0%	17%	17%	6%	0%	35
PACE	7%	0%	7%	27%	7%	7%	15
Medicaid Average	10%	5%	8%	21%	5%	2%	146
OAA	0%	0%	0%	25%	8%	0%	12
Sample Average	9%	4%	8%	21%	5%	2%	158

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
IHC	64%	8%	29%	0%	80
AFC-Commercial	69%	3%	28%	0%	74
RCF-Regular	61%	11%	28%	0%	75
RCF-Contracted	63%	14%	22%	2%	59
ALF	68%	6%	25%	1%	80
NF-Basic	47%	5%	47%	1%	79
PACE	64%	8%	28%	1%	80
Medicaid Average	<b>62%</b>	<b>7%</b>	<b>30%</b>	<b>1%</b>	<b>527</b>
OAA	83%	0%	17%	0%	84
Sample Average	<b>65%</b>	<b>6%</b>	<b>28%</b>	<b>1%</b>	<b>611</b>

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

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
IHC	69%	3%	7%	3%	29
AFC-Commercial	57%	4%	9%	13%	23
RCF-Regular	45%	7%	17%	3%	29
RCF-Contracted	48%	24%	10%	0%	21
ALF	52%	4%	32%	4%	25
NF-Basic	61%	15%	10%	12%	41
PACE	54%	0%	18%	4%	28
Medicaid Average	<b>56%</b>	<b>8%</b>	<b>14%</b>	<b>6%</b>	<b>196</b>
OAA	57%	7%	14%	0%	14
Sample Average	<b>56%</b>	<b>8%</b>	<b>14%</b>	<b>6%</b>	<b>210</b>

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
IHC	0%	14%	3%	0%	29
AFC-Commercial	0%	13%	4%	0%	23
RCF-Regular	0%	17%	10%	0%	29
RCF-Contracted	0%	0%	14%	5%	21
ALF	0%	8%	0%	0%	25
NF-Basic	0%	0%	0%	2%	41
PACE	0%	7%	18%	0%	28
Medicaid Average	<b>0%</b>	<b>8%</b>	<b>7%</b>	<b>1%</b>	<b>196</b>
OAA	0%	14%	0%	7%	14
Sample Average	<b>0%</b>	<b>9%</b>	<b>6%</b>	<b>1%</b>	<b>210</b>

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
IHC	16%	34%	50%	0%	0%	80
AFC-Commercial	11%	25%	64%	0%	0%	73
RCF-Regular	12%	32%	52%	1%	3%	75
RCF-Contracted	14%	24%	59%	0%	3%	59
ALF	14%	39%	46%	0%	1%	80
NF-Basic	10%	37%	53%	0%	0%	78
PACE	13%	19%	65%	1%	3%	80
Medicaid Average	<b>13%</b>	<b>30%</b>	<b>55%</b>	<b>0%</b>	<b>1%</b>	<b>525</b>
OAA	7%	34%	57%	1%	1%	83
Sample Average	<b>12%</b>	<b>31%</b>	<b>56%</b>	<b>0%</b>	<b>1%</b>	<b>608</b>



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

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
IHC	73%	5%	8%	14%	0%	0%	63
AFC-Commercial	38%	2%	4%	55%	2%	0%	56
RCF-Regular	18%	14%	25%	38%	2%	4%	56
RCF-Contracted	61%	11%	17%	2%	9%	0%	46
ALF	33%	14%	33%	16%	4%	0%	70
NF-Basic	55%	13%	25%	3%	5%	0%	64
PACE	50%	8%	23%	18%	0%	2%	66
Medicaid Average	<b>47%</b>	<b>10%</b>	<b>20%</b>	<b>21%</b>	<b>3%</b>	<b>1%</b>	<b>421</b>
OAA	82%	5%	0%	5%	5%	5%	22
Sample Average	<b>48%</b>	<b>9%</b>	<b>19%</b>	<b>20%</b>	<b>3%</b>	<b>1%</b>	<b>443</b>

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
IHC	6%	10%	84%	0%	0%	63
AFC-Commercial	11%	20%	66%	2%	2%	56
RCF-Regular	5%	21%	68%	4%	2%	56
RCF-Contracted	11%	30%	57%	2%	0%	46
ALF	7%	23%	67%	1%	1%	70
NF-Basic	6%	28%	66%	0%	0%	64
PACE	5%	12%	82%	2%	0%	66
Medicaid Average	<b>7%</b>	<b>20%</b>	<b>71%</b>	<b>1%</b>	<b>1%</b>	<b>421</b>
OAA	0%	9%	91%	0%	0%	22
Sample Average	<b>7%</b>	<b>20%</b>	<b>72%</b>	<b>1%</b>	<b>1%</b>	<b>443</b>

## Service Coordination — un-collapsed

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
IHC	14%	5%	81%	0%	77
AFC-Commercial	34%	8%	56%	1%	73
RCF-Regular	22%	14%	63%	1%	72
RCF-Contracted	21%	14%	63%	2%	57
ALF	16%	13%	70%	1%	80
NF-Basic	26%	19%	53%	3%	78
PACE	15%	10%	75%	0%	80
Medicaid Average	<b>21%</b>	<b>12%</b>	<b>66%</b>	<b>1%</b>	<b>517</b>
OAA	38%	7%	53%	1%	81
Sample Average	<b>23%</b>	<b>11%</b>	<b>64%</b>	<b>1%</b>	<b>598</b>

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

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
IHC	14%	32%	49%	5%	0%	78
AFC-Commercial	13%	12%	67%	9%	0%	69
RCF-Regular	4%	25%	60%	12%	0%	57
RCF-Contracted	6%	12%	75%	6%	0%	65
ALF	14%	17%	59%	7%	1%	69
NF-Basic	18%	9%	67%	5%	2%	57
PACE	12%	7%	78%	3%	0%	74
Medicaid Average	<b>12%</b>	<b>16%</b>	<b>65%</b>	<b>7%</b>	<b>0%</b>	<b>469</b>
OAA	26%	5%	63%	5%	0%	19
Sample Average	<b>12%</b>	<b>16%</b>	<b>65%</b>	<b>7%</b>	<b>0%</b>	<b>488</b>

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

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
IHC	2%	9%	74%	15%	0%	0%	66
AFC-Commercial	0%	0%	44%	55%	0%	2%	64
RCF-Regular	3%	14%	39%	42%	2%	0%	59
RCF-Contracted	0%	7%	61%	17%	13%	3%	76
ALF	8%	8%	57%	25%	1%	0%	72
NF-Basic	1%	14%	69%	10%	4%	1%	72
PACE	1%	9%	71%	17%	1%	0%	70
Medicaid Average	<b>2%</b>	<b>9%</b>	<b>60%</b>	<b>25%</b>	<b>3%</b>	<b>1%</b>	<b>479</b>
OAA	0%	9%	77%	9%	5%	0%	22
Sample Average	<b>2%</b>	<b>9%</b>	<b>61%</b>	<b>24%</b>	<b>3%</b>	<b>1%</b>	<b>501</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	43%	48%	9%	0%	86
AFC-Commercial	32%	51%	16%	1%	82
RCF-Regular	28%	46%	24%	3%	79
RCF-Contracted	17%	40%	42%	1%	93
ALF	17%	61%	22%	0%	83
NF-Basic	22%	41%	34%	2%	87
PACE	25%	61%	11%	4%	85
Medicaid Average	<b>26%</b>	<b>50%</b>	<b>23%</b>	<b>2%</b>	<b>595</b>
OAA	55%	41%	3%	1%	86
Sample Average	<b>30%</b>	<b>48%</b>	<b>20%</b>	<b>1%</b>	<b>681</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	60%	31%	8%	1%	80
AFC-Commercial	44%	42%	12%	1%	73
RCF-Regular	49%	34%	9%	8%	74
RCF-Contracted	54%	27%	12%	7%	59
ALF	49%	37%	14%	0%	78
NF-Basic	49%	38%	8%	5%	78
PACE	55%	34%	6%	5%	80
Medicaid Average	<b>51%</b>	<b>35%</b>	<b>10%</b>	<b>4%</b>	<b>522</b>
OAA	52%	37%	10%	1%	83
Sample Average	<b>51%</b>	<b>35%</b>	<b>10%</b>	<b>3%</b>	<b>605</b>

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

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
IHC	12%	38%	49%	0%	1%	85
AFC-Commercial	7%	17%	74%	1%	0%	82
RCF-Regular	1%	24%	73%	0%	1%	78
RCF-Contracted	4%	12%	80%	1%	2%	92
ALF	10%	17%	73%	0%	0%	82
NF-Basic	12%	26%	59%	2%	1%	86
PACE	6%	14%	78%	1%	1%	85
Medicaid Average	<b>7%</b>	<b>21%</b>	<b>70%</b>	<b>1%</b>	<b>1%</b>	<b>590</b>
OAA	11%	25%	60%	4%	1%	85
Sample Average	<b>8%</b>	<b>21%</b>	<b>68%</b>	<b>1%</b>	<b>1%</b>	<b>675</b>

Table 43a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
IHC	1%	10%	15%	9%	12%	86
AFC-Commercial	1%	0%	1%	2%	0%	82
RCF-Regular	0%	3%	1%	4%	0%	78
RCF-Contracted	2%	1%	0%	0%	1%	93
ALF	0%	2%	4%	2%	0%	81
NF-Basic	1%	7%	2%	3%	1%	86
PACE	2%	2%	0%	0%	1%	85
Medicaid Average	1%	4%	3%	3%	2%	591
OAA	1%	13%	34%	7%	7%	86
Sample Average	1%	5%	7%	4%	3%	677

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
IHC	3%	22%	9%	12%	3%	10%	86
AFC-Commercial	9%	13%	1%	4%	2%	9%	82
RCF-Regular	3%	6%	1%	4%	3%	4%	78
RCF-Contracted	5%	4%	1%	2%	3%	2%	93
ALF	5%	12%	1%	9%	2%	9%	81
NF-Basic	5%	15%	0%	6%	2%	5%	86
PACE	1%	7%	1%	8%	5%	8%	85
Medicaid Average	4%	12%	2%	6%	3%	7%	591
OAA	5%	20%	3%	5%	5%	9%	86
Sample Average	4%	13%	2%	6%	3%	7%	677

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
IHC	20%	14%	3%	5%	13%	9%	0%	86
AFC-Commercial	4%	0%	0%	5%	15%	9%	0%	82
RCF-Regular	1%	0%	3%	4%	8%	12%	1%	78
RCF-Contracted	0%	0%	1%	0%	9%	11%	2%	93
ALF	1%	1%	0%	1%	17%	7%	0%	81
NF-Basic	2%	0%	0%	0%	20%	13%	2%	86
PACE	2%	0%	0%	1%	14%	4%	1%	85
Medicaid Average	4%	2%	1%	2%	14%	9%	1%	591
OAA	9%	9%	2%	2%	9%	5%	0%	86
Sample Average	5%	3%	1%	2%	13%	9%	1%	677

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	62%	33%	5%	0%	39
AFC-Commercial	75%	25%	0%	0%	16
RCF-Regular	60%	20%	20%	0%	15
RCF-Contracted	50%	33%	17%	0%	12
ALF	50%	44%	6%	0%	18
NF-Basic	42%	37%	21%	0%	19
PACE	50%	43%	7%	0%	14
Medicaid Average	56%	34%	10%	0%	133
OAA	57%	43%	0%	0%	7
Sample Average	56%	34%	9%	0%	140

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

	Friend	Family	Area Agency on Aging or Aging and Disability Resource Center	Center for Independent Living	State or County Agency	N
IHC	14%	28%	8%	0%	25%	83
AFC-Commercial	16%	30%	4%	0%	20%	82
RCF-Regular	14%	29%	3%	0%	16%	76
RCF-Contracted	12%	60%	3%	0%	9%	91
ALF	7%	46%	2%	1%	6%	83
NF-Basic	3%	33%	7%	0%	12%	86
PACE	8%	26%	8%	1%	12%	85
Medicaid Average	<b>11%</b>	<b>36%</b>	<b>5%</b>	<b>0%</b>	<b>14%</b>	<b>586</b>
OAA	20%	30%	12%	0%	7%	84
Sample Average	<b>12%</b>	<b>36%</b>	<b>6%</b>	<b>0%</b>	<b>13%</b>	<b>670</b>

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

	Case Manager/ Care Coordinator	Doctor	Other Provider	Other	Don't Know	Unclear/Refused/ No Response	N
IHC	17%	6%	18%	5%	4%	0%	83
AFC-Commercial	15%	4%	16%	10%	5%	0%	82
RCF-Regular	9%	8%	32%	7%	4%	1%	76
RCF-Contracted	7%	9%	8%	3%	5%	2%	91
ALF	16%	2%	17%	7%	7%	1%	83
NF-Basic	6%	7%	20%	10%	10%	1%	86
PACE	16%	6%	24%	11%	6%	0%	85
Medicaid Average	<b>12%</b>	<b>6%</b>	<b>19%</b>	<b>8%</b>	<b>6%</b>	<b>1%</b>	<b>586</b>
OAA	4%	8%	14%	4%	11%	1%	84
Sample Average	<b>11%</b>	<b>6%</b>	<b>18%</b>	<b>7%</b>	<b>7%</b>	<b>1%</b>	<b>670</b>

Table 46a. Who helps most often

	Nobody Provides Support on a Regular Basis	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
IHC	5%	48%	31%	1%	12%	86
AFC-Commercial	5%	72%	2%	0%	18%	82
RCF-Regular	14%	77%	0%	0%	6%	78
RCF-Contracted	8%	76%	0%	0%	14%	93
ALF	8%	78%	1%	0%	10%	83
NF-Basic	6%	80%	1%	0%	10%	86
PACE	10%	71%	6%	1%	10%	84
Medicaid Average	<b>8%</b>	<b>72%</b>	<b>6%</b>	<b>0%</b>	<b>11%</b>	<b>592</b>
OAA	27%	16%	0%	5%	38%	86
Sample Average	<b>10%</b>	<b>65%</b>	<b>5%</b>	<b>1%</b>	<b>15%</b>	<b>678</b>

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
IHC	3%	0%	0%	0%	86
AFC-Commercial	1%	0%	1%	0%	82
RCF-Regular	1%	0%	1%	0%	78
RCF-Contracted	1%	0%	1%	0%	93
ALF	2%	0%	0%	0%	83
NF-Basic	2%	0%	0%	0%	86
PACE	2%	0%	0%	0%	84
Medicaid Average	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>592</b>
OAA	14%	0%	0%	0%	86
Sample Average	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>678</b>



Table 47a. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
IHC	11%	6%	0%	41%	82
AFC-Commercial	25%	0%	0%	36%	77
RCF-Regular	15%	0%	0%	45%	66
RCF-Contracted	19%	0%	0%	54%	85
ALF	22%	4%	0%	45%	76
NF-Basic	14%	1%	0%	37%	81
PACE	34%	0%	1%	32%	76
Medicaid Average	<b>20%</b>	<b>2%</b>	<b>0%</b>	<b>42%</b>	<b>543</b>
OAA	8%	2%	0%	37%	63
Sample Average	<b>19%</b>	<b>2%</b>	<b>0%</b>	<b>41%</b>	<b>606</b>

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/ No Response	N
IHC	15%	0%	34%	0%	0%	82
AFC-Commercial	4%	5%	32%	0%	0%	77
RCF-Regular	8%	2%	33%	0%	0%	66
RCF-Contracted	4%	2%	21%	1%	1%	85
ALF	8%	0%	26%	0%	0%	76
NF-Basic	11%	1%	43%	0%	0%	81
PACE	9%	4%	24%	1%	0%	76
Medicaid Average	<b>8%</b>	<b>2%</b>	<b>31%</b>	<b>0%</b>	<b>0%</b>	<b>543</b>
OAA	19%	2%	37%	2%	0%	63
Sample Average	<b>9%</b>	<b>2%</b>	<b>31%</b>	<b>0%</b>	<b>0%</b>	<b>606</b>

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

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
IHC	27%	53%	15%	5%	0%	66
AFC-Commercial	9%	25%	63%	3%	0%	64
RCF-Regular	17%	31%	46%	7%	0%	59
RCF-Contracted	16%	47%	20%	13%	4%	76
ALF	11%	47%	33%	7%	1%	72
NF-Basic	15%	63%	11%	11%	0%	72
PACE	26%	37%	21%	11%	4%	70
<b>Medicaid Average</b>	<b>17%</b>	<b>44%</b>	<b>29%</b>	<b>8%</b>	<b>1%</b>	<b>479</b>
OAA	36%	41%	9%	14%	0%	22
<b>Sample Average</b>	<b>18%</b>	<b>44%</b>	<b>28%</b>	<b>9%</b>	<b>1%</b>	<b>501</b>

## Care Coordination — un-collapsed

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

	Yes	No	Don't Know	Unclear/Refused/No Response	N
IHC	64%	34%	2%	0%	86
AFC-Commercial	63%	37%	0%	0%	82
RCF-Regular	62%	37%	1%	0%	78
RCF-Contracted	66%	31%	1%	2%	93
ALF	66%	33%	1%	0%	82
NF-Basic	56%	41%	2%	1%	86
PACE	66%	33%	1%	0%	85
Medicaid Average	<b>63%</b>	<b>35%</b>	<b>1%</b>	<b>1%</b>	<b>592</b>
OAA	67%	33%	0%	0%	86
Sample Average	<b>64%</b>	<b>35%</b>	<b>1%</b>	<b>0%</b>	<b>678</b>

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

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	10%	0%	90%	0%	0%	29
AFC-Commercial	10%	10%	73%	0%	7%	30
RCF-Regular	7%	7%	72%	3%	10%	29
RCF-Contracted	3%	3%	86%	7%	0%	29
ALF	0%	7%	89%	4%	0%	27
NF-Basic	11%	9%	74%	0%	6%	35
PACE	11%	4%	79%	7%	0%	28
Medicaid Average	<b>8%</b>	<b>6%</b>	<b>80%</b>	<b>3%</b>	<b>3%</b>	<b>207</b>
OAA	4%	7%	86%	0%	4%	28
Sample Average	<b>7%</b>	<b>6%</b>	<b>81%</b>	<b>3%</b>	<b>3%</b>	<b>235</b>

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

	No	Yes	N/A – Didn't Need or Want Follow-Up Care	Don't Know	Unclear/Refused/No Response	N
IHC	14%	79%	3%	3%	0%	29
AFC-Commercial	33%	50%	0%	17%	0%	30
RCF-Regular	10%	79%	3%	0%	7%	29
RCF-Contracted	0%	72%	3%	14%	10%	29
ALF	30%	63%	4%	4%	0%	27
NF-Basic	23%	66%	6%	3%	3%	35
PACE	18%	71%	0%	11%	0%	28
Medicaid Average	<b>18%</b>	<b>69%</b>	<b>3%</b>	<b>7%</b>	<b>3%</b>	<b>207</b>
OAA	7%	86%	7%	0%	0%	28
Sample Average	<b>17%</b>	<b>71%</b>	<b>3%</b>	<b>6%</b>	<b>3%</b>	<b>235</b>

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	3%	10%	86%	1%	0%	78
AFC-Commercial	10%	0%	90%	0%	0%	59
RCF-Regular	8%	5%	86%	0%	2%	63
RCF-Contracted	9%	9%	77%	5%	0%	56
ALF	9%	8%	80%	3%	0%	74
NF-Basic	7%	7%	82%	1%	1%	67
PACE	6%	12%	81%	1%	0%	69
Medicaid Average	<b>7%</b>	<b>8%</b>	<b>83%</b>	<b>2%</b>	<b>0%</b>	<b>466</b>
OAA	5%	9%	86%	0%	0%	80
Sample Average	<b>7%</b>	<b>8%</b>	<b>84%</b>	<b>1%</b>	<b>0%</b>	<b>546</b>

## Access — un-collapsed

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

	No	Sometimes	Yes	N/A – Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
IHC	15%	10%	73%	1%	0%	0%	86
AFC-Commercial	20%	7%	67%	4%	2%	0%	82
RCF-Regular	23%	11%	57%	5%	3%	1%	79
RCF-Contracted	13%	16%	63%	0%	8%	0%	93
ALF	16%	14%	64%	1%	5%	0%	83
NF-Basic	20%	18%	47%	9%	5%	1%	87
PACE	9%	13%	67%	7%	4%	0%	85
Medicaid Average	<b>16%</b>	<b>13%</b>	<b>63%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>595</b>
OAA	10%	16%	70%	3%	0%	0%	86
Sample Average	<b>16%</b>	<b>14%</b>	<b>64%</b>	<b>4%</b>	<b>3%</b>	<b>0%</b>	<b>681</b>

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

	No	Sometimes	Yes	N/A – Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
IHC	2%	7%	88%	0%	1%	1%	86
AFC-Commercial	2%	1%	91%	4%	0%	1%	82
RCF-Regular	1%	6%	90%	3%	0%	0%	79
RCF-Contracted	5%	3%	87%	2%	2%	0%	93
ALF	2%	5%	93%	0%	0%	0%	83
NF-Basic	0%	3%	90%	3%	2%	1%	87
PACE	0%	2%	94%	2%	1%	0%	85
Medicaid Average	<b>2%</b>	<b>4%</b>	<b>90%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>595</b>
OAA	1%	7%	92%	0%	0%	0%	86
Sample Average	<b>2%</b>	<b>4%</b>	<b>91%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>681</b>

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
IHC	0%	33%	67%	0%	0%	3
AFC-Commercial	0%	0%	100%	0%	0%	1
RCF-Regular	50%	0%	50%	0%	0%	2
RCF-Contracted	33%	0%	67%	0%	0%	3
ALF	0%	0%	100%	0%	0%	1
NF-Basic	0%	0%	100%	0%	0%	1
PACE	0%	100%	0%	0%	0%	1
Medicaid Average	<b>17%</b>	<b>17%</b>	<b>67%</b>	<b>0%</b>	<b>0%</b>	<b>12</b>
OAA	0%	0%	71%	29%	0%	7
Sample Average	<b>11%</b>	<b>11%</b>	<b>68%</b>	<b>11%</b>	<b>0%</b>	<b>19</b>

Table 56. Proportion of people who need grab bars in the bathroom or elsewhere in their home

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	23%	49%	7%	21%	0%	0%	86
AFC-Commercial	17%	78%	0%	2%	2%	0%	82
RCF-Regular	5%	86%	4%	1%	1%	3%	79
RCF-Contracted	6%	89%	1%	0%	3%	0%	93
ALF	0%	94%	6%	0%	0%	0%	83
NF-Basic	21%	70%	1%	3%	3%	1%	87
PACE	11%	85%	2%	0%	2%	0%	85
Medicaid Average	<b>12%</b>	<b>79%</b>	<b>3%</b>	<b>4%</b>	<b>2%</b>	<b>1%</b>	<b>595</b>
OAA	20%	62%	3%	12%	2%	1%	86
Sample Average	<b>13%</b>	<b>77%</b>	<b>3%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>	<b>681</b>

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	26%	35%	9%	30%	0%	0%	86
AFC-Commercial	32%	60%	2%	1%	5%	0%	82
RCF-Regular	39%	52%	3%	3%	3%	1%	79
RCF-Contracted	25%	67%	1%	1%	5%	1%	93
ALF	33%	58%	5%	4%	0%	1%	83
NF-Basic	29%	61%	3%	3%	3%	0%	87
PACE	31%	61%	1%	7%	0%	0%	85
Medicaid Average	<b>30%</b>	<b>56%</b>	<b>4%</b>	<b>7%</b>	<b>2%</b>	<b>1%</b>	<b>595</b>
OAA	42%	47%	2%	6%	3%	0%	86
Sample Average	<b>32%</b>	<b>55%</b>	<b>3%</b>	<b>7%</b>	<b>2%</b>	<b>0%</b>	<b>681</b>

Table 58. Proportion of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	51%	23%	6%	20%	0%	0%	86
AFC-Commercial	51%	34%	9%	4%	2%	0%	82
RCF-Regular	53%	32%	9%	6%	0%	0%	79
RCF-Contracted	54%	41%	2%	1%	2%	0%	93
ALF	59%	31%	4%	6%	0%	0%	83
NF-Basic	18%	67%	11%	1%	0%	2%	87
PACE	24%	58%	13%	5%	1%	0%	85
Medicaid Average	<b>44%</b>	<b>41%</b>	<b>8%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>595</b>
OAA	77%	14%	3%	3%	1%	1%	86
Sample Average	<b>48%</b>	<b>38%</b>	<b>7%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>681</b>

Table 59. Proportion of people who need a ramp or stair lift in or outside the home

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	58%	17%	7%	16%	1%	0%	86
AFC-Commercial	28%	68%	0%	2%	1%	0%	82
RCF-Regular	65%	25%	0%	3%	5%	3%	79
RCF-Contracted	62%	34%	0%	0%	3%	0%	93
ALF	52%	40%	1%	6%	0%	1%	83
NF-Basic	45%	51%	0%	1%	3%	0%	87
PACE	48%	47%	2%	1%	1%	0%	85
Medicaid Average	<b>51%</b>	<b>40%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>1%</b>	<b>595</b>
OAA	79%	12%	3%	6%	0%	0%	86
Sample Average	<b>55%</b>	<b>37%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>681</b>

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	88%	2%	0%	6%	3%	0%	86
AFC-Commercial	73%	18%	0%	4%	5%	0%	82
RCF-Regular	71%	23%	1%	0%	5%	0%	79
RCF-Contracted	77%	8%	0%	5%	10%	0%	93
ALF	76%	17%	0%	5%	2%	0%	83
NF-Basic	85%	5%	0%	1%	6%	3%	87
PACE	85%	9%	0%	5%	1%	0%	85
Medicaid Average	<b>79%</b>	<b>11%</b>	<b>0%</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>	<b>595</b>
OAA	90%	2%	0%	3%	5%	0%	86
Sample Average	<b>81%</b>	<b>10%</b>	<b>0%</b>	<b>4%</b>	<b>5%</b>	<b>0%</b>	<b>681</b>



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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	41%	33%	5%	22%	0%	0%	86
AFC-Commercial	48%	29%	1%	20%	2%	0%	82
RCF-Regular	23%	61%	11%	5%	0%	0%	79
RCF-Contracted	25%	67%	1%	2%	4%	1%	93
ALF	7%	82%	5%	6%	0%	0%	83
NF-Basic	16%	70%	3%	8%	2%	0%	87
PACE	20%	68%	5%	5%	2%	0%	85
Medicaid Average	<b>26%</b>	<b>59%</b>	<b>4%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>595</b>
OAA	44%	33%	7%	15%	1%	0%	86
Sample Average	<b>28%</b>	<b>55%</b>	<b>5%</b>	<b>10%</b>	<b>2%</b>	<b>0%</b>	<b>681</b>

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	74%	7%	1%	15%	2%	0%	86
AFC-Commercial	82%	5%	0%	5%	9%	0%	82
RCF-Regular	78%	8%	1%	5%	8%	0%	79
RCF-Contracted	90%	3%	0%	5%	1%	0%	93
ALF	84%	5%	0%	8%	2%	0%	83
NF-Basic	80%	7%	0%	3%	7%	2%	87
PACE	81%	5%	0%	11%	4%	0%	85
Medicaid Average	<b>82%</b>	<b>6%</b>	<b>0%</b>	<b>8%</b>	<b>5%</b>	<b>0%</b>	<b>595</b>
OAA	91%	1%	0%	3%	5%	0%	86
Sample Average	<b>83%</b>	<b>5%</b>	<b>0%</b>	<b>7%</b>	<b>5%</b>	<b>0%</b>	<b>681</b>

Table 63. Proportion of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	23%	66%	3%	7%	0%	0%	86
AFC-Commercial	46%	39%	11%	4%	0%	0%	82
RCF-Regular	46%	49%	4%	1%	0%	0%	79
RCF-Contracted	43%	53%	3%	1%	0%	0%	93
ALF	22%	64%	13%	1%	0%	0%	83
NF-Basic	49%	44%	7%	0%	0%	0%	86
PACE	22%	69%	8%	0%	0%	0%	85
Medicaid Average	<b>36%</b>	<b>55%</b>	<b>7%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>594</b>
OAA	31%	56%	10%	1%	1%	0%	86
Sample Average	<b>35%</b>	<b>55%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>680</b>

Table 64. Proportion of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	70%	8%	3%	17%	0%	1%	86
AFC-Commercial	85%	5%	0%	9%	1%	0%	82
RCF-Regular	87%	5%	3%	4%	1%	0%	79
RCF-Contracted	97%	0%	0%	2%	1%	0%	93
ALF	82%	4%	4%	11%	0%	0%	83
NF-Basic	85%	3%	1%	8%	2%	0%	86
PACE	82%	6%	1%	9%	1%	0%	85
Medicaid Average	<b>84%</b>	<b>4%</b>	<b>2%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>594</b>
OAA	83%	7%	0%	8%	1%	1%	86
Sample Average	<b>84%</b>	<b>5%</b>	<b>1%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>680</b>

Table 65. Proportion of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	51%	28%	9%	10%	1%	0%	86
AFC-Commercial	43%	37%	17%	4%	0%	0%	82
RCF-Regular	41%	46%	13%	1%	0%	0%	79
RCF-Contracted	55%	40%	4%	0%	1%	0%	93
ALF	42%	46%	8%	4%	0%	0%	83
NF-Basic	19%	57%	22%	2%	0%	0%	86
PACE	42%	47%	11%	0%	0%	0%	85
Medicaid Average	<b>42%</b>	<b>43%</b>	<b>12%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>594</b>
OAA	73%	17%	6%	2%	1%	0%	86
Sample Average	<b>46%</b>	<b>40%</b>	<b>11%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>680</b>

Table 66. Proportion of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	74%	0%	7%	19%	0%	0%	86
AFC-Commercial	85%	2%	2%	10%	0%	0%	82
RCF-Regular	68%	9%	1%	22%	0%	0%	79
RCF-Contracted	81%	4%	1%	13%	1%	0%	93
ALF	67%	11%	10%	12%	0%	0%	83
NF-Basic	72%	8%	5%	13%	2%	0%	86
PACE	68%	20%	5%	4%	4%	0%	85
Medicaid Average	<b>74%</b>	<b>8%</b>	<b>4%</b>	<b>13%</b>	<b>1%</b>	<b>0%</b>	<b>594</b>
OAA	60%	15%	5%	19%	1%	0%	86
Sample Average	<b>72%</b>	<b>9%</b>	<b>4%</b>	<b>14%</b>	<b>1%</b>	<b>0%</b>	<b>680</b>

Table 67. Proportion of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	20%	37%	30%	12%	1%	0%	86
AFC-Commercial	17%	44%	29%	9%	1%	0%	82
RCF-Regular	20%	48%	19%	11%	1%	0%	79
RCF-Contracted	23%	57%	11%	10%	0%	0%	93
ALF	10%	51%	31%	7%	1%	0%	83
NF-Basic	16%	52%	21%	10%	0%	0%	86
PACE	11%	61%	20%	7%	0%	1%	85
Medicaid Average	<b>17%</b>	<b>50%</b>	<b>23%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>594</b>
OAA	17%	59%	21%	2%	0%	0%	86
Sample Average	<b>17%</b>	<b>51%</b>	<b>23%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>680</b>

Table 68. Proportion of people who need a CPAP machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	66%	19%	6%	8%	1%	0%	86
AFC-Commercial	80%	9%	6%	2%	2%	0%	82
RCF-Regular	75%	19%	1%	3%	3%	0%	79
RCF-Contracted	97%	2%	0%	1%	0%	0%	93
ALF	88%	6%	2%	2%	1%	0%	83
NF-Basic	83%	12%	0%	2%	2%	1%	86
PACE	76%	12%	5%	4%	2%	1%	85
Medicaid Average	<b>81%</b>	<b>11%</b>	<b>3%</b>	<b>3%</b>	<b>2%</b>	<b>0%</b>	<b>594</b>
OAA	73%	15%	5%	6%	1%	0%	86
Sample Average	<b>80%</b>	<b>11%</b>	<b>3%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>680</b>

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
IHC	59%	27%	6%	7%	1%	0%	86
AFC-Commercial	78%	16%	0%	4%	2%	0%	82
RCF-Regular	73%	18%	1%	1%	5%	1%	79
RCF-Contracted	94%	4%	0%	1%	1%	0%	93
ALF	75%	14%	2%	4%	5%	0%	83
NF-Basic	79%	8%	1%	5%	3%	3%	86
PACE	75%	14%	1%	7%	1%	1%	85
<b>Medicaid Average</b>	<b>76%</b>	<b>14%</b>	<b>2%</b>	<b>4%</b>	<b>3%</b>	<b>1%</b>	<b>594</b>
OAA	73%	19%	0%	3%	3%	1%	86
<b>Sample Average</b>	<b>76%</b>	<b>15%</b>	<b>1%</b>	<b>4%</b>	<b>3%</b>	<b>1%</b>	<b>680</b>

## Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
IHC	1%	98%	0%	1%	80
AFC-Commercial	3%	97%	0%	0%	73
RCF-Regular	5%	93%	1%	0%	75
RCF-Contracted	5%	95%	0%	0%	59
ALF	4%	96%	0%	0%	80
NF-Basic	5%	92%	1%	1%	79
PACE	3%	95%	0%	3%	80
Medicaid Average	4%	95%	0%	1%	526
OAA	1%	98%	1%	0%	83
Sample Average	3%	96%	0%	1%	609

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

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
IHC	5%	95%	0%	0%	63
AFC-Commercial	5%	95%	0%	0%	56
RCF-Regular	13%	86%	0%	2%	56
RCF-Contracted	9%	91%	0%	0%	46
ALF	6%	94%	0%	0%	70
NF-Basic	6%	92%	0%	2%	64
PACE	3%	97%	0%	0%	66
Medicaid Average	6%	93%	0%	0%	421
OAA	0%	100%	0%	0%	22
Sample Average	6%	93%	0%	0%	443

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
IHC	83%	16%	0%	1%	80
AFC-Commercial	81%	18%	1%	0%	73
RCF-Regular	72%	28%	0%	0%	75
RCF-Contracted	63%	34%	2%	2%	59
ALF	65%	34%	1%	0%	80
NF-Basic	70%	29%	0%	1%	79
PACE	81%	16%	0%	3%	80
<b>Medicaid Average</b>	<b>74%</b>	<b>25%</b>	<b>1%</b>	<b>1%</b>	<b>526</b>
OAA	81%	19%	0%	0%	83
<b>Sample Average</b>	<b>75%</b>	<b>24%</b>	<b>0%</b>	<b>1%</b>	<b>609</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	89%	10%	0%	1%	80
AFC-Commercial	90%	5%	4%	0%	73
RCF-Regular	85%	9%	5%	0%	75
RCF-Contracted	83%	7%	8%	2%	59
ALF	95%	5%	0%	0%	80
NF-Basic	85%	10%	4%	1%	79
PACE	90%	8%	0%	3%	80
<b>Medicaid Average</b>	<b>88%</b>	<b>8%</b>	<b>3%</b>	<b>1%</b>	<b>526</b>
OAA	87%	12%	0%	1%	83
<b>Sample Average</b>	<b>88%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>609</b>

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
IHC	16%	17%	65%	0%	1%	86
AFC-Commercial	48%	10%	43%	0%	0%	82
RCF-Regular	27%	19%	53%	0%	1%	79
RCF-Contracted	44%	10%	45%	0%	1%	93
ALF	27%	10%	63%	1%	0%	83
NF-Basic	47%	10%	41%	0%	1%	87
PACE	34%	22%	42%	1%	0%	85
Medicaid Average	<b>35%</b>	<b>14%</b>	<b>50%</b>	<b>0%</b>	<b>1%</b>	<b>595</b>
OAA	30%	16%	52%	0%	1%	86
Sample Average	<b>34%</b>	<b>14%</b>	<b>51%</b>	<b>0%</b>	<b>1%</b>	<b>681</b>

Table 75. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
IHC	24%	72%	3%	1%	71
AFC-Commercial	30%	65%	2%	2%	43
RCF-Regular	30%	67%	4%	0%	57
RCF-Contracted	33%	55%	12%	0%	51
ALF	25%	75%	0%	0%	60
NF-Basic	24%	71%	4%	0%	45
PACE	11%	85%	4%	0%	55
Medicaid Average	<b>25%</b>	<b>70%</b>	<b>4%</b>	<b>1%</b>	<b>382</b>
OAA	27%	69%	2%	2%	59
Sample Average	<b>25%</b>	<b>70%</b>	<b>4%</b>	<b>1%</b>	<b>441</b>



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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
IHC	13%	79%	8%	0%	86
AFC-Commercial	1%	95%	4%	0%	82
RCF-Regular	14%	77%	9%	0%	79
RCF-Contracted	13%	77%	9%	1%	93
ALF	12%	76%	11%	1%	83
NF-Basic	9%	78%	11%	1%	87
PACE	12%	82%	6%	0%	85
<b>Medicaid Average</b>	<b>11%</b>	<b>81%</b>	<b>8%</b>	<b>1%</b>	<b>595</b>
OAA	13%	80%	7%	0%	86
<b>Sample Average</b>	<b>11%</b>	<b>81%</b>	<b>8%</b>	<b>0%</b>	<b>681</b>

## Health Care — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	35%	62%	3%	0%	86
AFC-Commercial	43%	57%	0%	0%	82
RCF-Regular	45%	55%	0%	0%	78
RCF-Contracted	42%	53%	4%	1%	93
ALF	40%	59%	1%	0%	82
NF-Basic	50%	49%	1%	0%	86
PACE	62%	35%	1%	1%	85
Medicaid Average	<b>45%</b>	<b>53%</b>	<b>2%</b>	<b>0%</b>	<b>592</b>
OAA	55%	45%	0%	0%	86
Sample Average	<b>46%</b>	<b>52%</b>	<b>1%</b>	<b>0%</b>	<b>678</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	68%	30%	2%	0%	53
AFC-Commercial	68%	32%	0%	0%	47
RCF-Regular	60%	40%	0%	0%	43
RCF-Contracted	43%	55%	0%	2%	49
ALF	63%	35%	2%	0%	48
NF-Basic	69%	31%	0%	0%	42
PACE	70%	30%	0%	0%	30
Medicaid Average	<b>63%</b>	<b>37%</b>	<b>1%</b>	<b>0%</b>	<b>312</b>
OAA	62%	38%	0%	0%	39
Sample Average	<b>62%</b>	<b>37%</b>	<b>1%</b>	<b>0%</b>	<b>351</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	98%	2%	0%	0%	53
AFC-Commercial	96%	2%	2%	0%	47
RCF-Regular	95%	5%	0%	0%	43
RCF-Contracted	94%	2%	2%	2%	49
ALF	100%	0%	0%	0%	48
NF-Basic	95%	0%	5%	0%	42
PACE	90%	7%	3%	0%	30
Medicaid Average	<b>96%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>312</b>
OAA	92%	3%	5%	0%	39
Sample Average	<b>95%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>351</b>

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

	No, Rarely	Usually	Yes, Always	N/A – Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
IHC	14%	21%	62%	2%	1%	0%	86
AFC-Commercial	5%	2%	93%	0%	0%	0%	82
RCF-Regular	4%	16%	73%	4%	1%	1%	79
RCF-Contracted	4%	5%	81%	1%	6%	2%	93
ALF	6%	9%	82%	0%	4%	0%	82
NF-Basic	8%	8%	71%	3%	7%	2%	86
PACE	12%	2%	84%	1%	1%	0%	85
Medicaid Average	<b>8%</b>	<b>9%</b>	<b>78%</b>	<b>2%</b>	<b>3%</b>	<b>1%</b>	<b>593</b>
OAA	10%	16%	72%	0%	1%	0%	86
Sample Average	<b>8%</b>	<b>10%</b>	<b>77%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>679</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	20%	80%	0%	0%	54
AFC-Commercial	36%	64%	0%	0%	39
RCF-Regular	32%	68%	0%	0%	41
RCF-Contracted	70%	30%	0%	0%	23
ALF	60%	40%	0%	0%	45
NF-Basic	45%	50%	2%	2%	42
PACE	35%	58%	3%	5%	40
<b>Medicaid Average</b>	<b>40%</b>	<b>58%</b>	<b>1%</b>	<b>1%</b>	<b>284</b>
OAA	30%	68%	3%	0%	37
<b>Sample Average</b>	<b>39%</b>	<b>59%</b>	<b>1%</b>	<b>1%</b>	<b>321</b>

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
IHC	20%	72%	0%	8%	0%	86
AFC-Commercial	32%	65%	1%	2%	0%	82
RCF-Regular	21%	73%	0%	5%	1%	78
RCF-Contracted	18%	74%	0%	5%	2%	93
ALF	34%	61%	0%	4%	1%	82
NF-Basic	27%	63%	1%	7%	2%	86
PACE	9%	88%	0%	2%	0%	85
<b>Medicaid Average</b>	<b>23%</b>	<b>71%</b>	<b>0%</b>	<b>5%</b>	<b>1%</b>	<b>592</b>
OAA	17%	78%	0%	3%	1%	86
<b>Sample Average</b>	<b>22%</b>	<b>72%</b>	<b>0%</b>	<b>5%</b>	<b>1%</b>	<b>678</b>

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
IHC	79%	17%	0%	3%	0%	86
AFC-Commercial	80%	12%	0%	7%	0%	82
RCF-Regular	77%	17%	1%	5%	0%	78
RCF-Contracted	76%	10%	1%	12%	1%	93
ALF	83%	12%	0%	5%	0%	82
NF-Basic	74%	21%	0%	5%	0%	86
PACE	42%	52%	0%	5%	1%	85
Medicaid Average	<b>73%</b>	<b>20%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>592</b>
OAA	73%	23%	1%	2%	0%	86
Sample Average	<b>73%</b>	<b>21%</b>	<b>0%</b>	<b>6%</b>	<b>0%</b>	<b>678</b>

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
IHC	52%	43%	0%	5%	0%	86
AFC-Commercial	62%	33%	0%	5%	0%	82
RCF-Regular	50%	47%	0%	3%	0%	78
RCF-Contracted	59%	31%	0%	8%	2%	93
ALF	41%	56%	0%	2%	0%	82
NF-Basic	51%	43%	1%	5%	0%	86
PACE	18%	79%	0%	4%	0%	85
Medicaid Average	<b>48%</b>	<b>47%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>592</b>
OAA	34%	63%	2%	1%	0%	86
Sample Average	<b>46%</b>	<b>49%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>678</b>

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
IHC	26%	72%	0%	2%	0%	86
AFC-Commercial	29%	67%	0%	2%	1%	82
RCF-Regular	21%	74%	3%	3%	0%	78
RCF-Contracted	19%	76%	0%	3%	1%	93
ALF	24%	70%	2%	4%	0%	82
NF-Basic	21%	70%	2%	7%	0%	86
PACE	13%	81%	0%	6%	0%	85
Medicaid Average	<b>22%</b>	<b>73%</b>	<b>1%</b>	<b>4%</b>	<b>0%</b>	<b>592</b>
OAA	20%	78%	0%	2%	0%	86
Sample Average	<b>22%</b>	<b>74%</b>	<b>1%</b>	<b>4%</b>	<b>0%</b>	<b>678</b>

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
IHC	51%	44%	3%	1%	0%	86
AFC-Commercial	57%	40%	1%	1%	0%	82
RCF-Regular	55%	35%	8%	1%	1%	78
RCF-Contracted	52%	33%	6%	6%	2%	93
ALF	59%	33%	6%	2%	0%	82
NF-Basic	49%	41%	6%	3%	1%	86
PACE	21%	69%	5%	5%	0%	85
Medicaid Average	<b>49%</b>	<b>42%</b>	<b>5%</b>	<b>3%</b>	<b>1%</b>	<b>592</b>
OAA	67%	26%	7%	0%	0%	86
Sample Average	<b>51%</b>	<b>40%</b>	<b>5%</b>	<b>3%</b>	<b>1%</b>	<b>678</b>

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
IHC	10%	74%	0%	15%	0%	86
AFC-Commercial	20%	65%	2%	13%	0%	82
RCF-Regular	17%	62%	0%	19%	3%	78
RCF-Contracted	14%	58%	1%	24%	3%	93
ALF	15%	62%	1%	21%	1%	82
NF-Basic	23%	53%	1%	21%	1%	86
PACE	14%	68%	1%	16%	0%	85
<b>Medicaid Average</b>	<b>16%</b>	<b>63%</b>	<b>1%</b>	<b>19%</b>	<b>1%</b>	<b>592</b>
OAA	9%	83%	0%	8%	0%	86
<b>Sample Average</b>	<b>15%</b>	<b>66%</b>	<b>1%</b>	<b>17%</b>	<b>1%</b>	<b>678</b>

## Wellness — un-collapsed

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

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
IHC	38%	30%	17%	12%	1%	0%	1%	86
AFC-Commercial	17%	29%	30%	15%	9%	0%	0%	82
RCF-Regular	9%	27%	41%	18%	5%	0%	1%	79
RCF-Contracted	5%	28%	34%	25%	6%	0%	1%	93
ALF	11%	33%	35%	11%	6%	2%	1%	82
NF-Basic	17%	26%	42%	10%	5%	0%	0%	86
PACE	13%	32%	33%	13%	9%	0%	0%	85
Medicaid Average	16%	29%	33%	15%	6%	0%	1%	593
OAA	15%	35%	37%	9%	2%	0%	1%	86
Sample Average	16%	30%	34%	14%	5%	0%	1%	679

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
IHC	21%	30%	26%	17%	5%	1%	0%	86
AFC-Commercial	2%	12%	56%	17%	11%	0%	1%	82
RCF-Regular	9%	19%	46%	13%	11%	1%	1%	79
RCF-Contracted	4%	18%	52%	13%	9%	2%	2%	93
ALF	7%	26%	48%	12%	6%	1%	0%	82
NF-Basic	5%	23%	41%	22%	7%	2%	0%	86
PACE	8%	29%	41%	16%	4%	1%	0%	85
Medicaid Average	8%	23%	44%	16%	7%	1%	1%	593
OAA	7%	30%	41%	9%	13%	0%	0%	86
Sample Average	8%	24%	44%	15%	8%	1%	1%	679



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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	27%	72%	1%	0%	86
AFC-Commercial	44%	51%	4%	1%	82
RCF-Regular	41%	58%	1%	0%	79
RCF-Contracted	24%	69%	5%	2%	93
ALF	18%	78%	4%	0%	82
NF-Basic	45%	48%	7%	0%	86
PACE	33%	60%	5%	2%	85
Medicaid Average	<b>33%</b>	<b>62%</b>	<b>4%</b>	<b>1%</b>	<b>593</b>
OAA	45%	51%	2%	1%	86
Sample Average	<b>34%</b>	<b>61%</b>	<b>4%</b>	<b>1%</b>	<b>679</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	42%	56%	2%	0%	62
AFC-Commercial	45%	50%	5%	0%	42
RCF-Regular	41%	48%	9%	2%	46
RCF-Contracted	34%	59%	5%	2%	64
ALF	53%	44%	3%	0%	64
NF-Basic	54%	44%	2%	0%	41
PACE	41%	55%	2%	2%	51
Medicaid Average	<b>44%</b>	<b>51%</b>	<b>4%</b>	<b>1%</b>	<b>370</b>
OAA	66%	30%	5%	0%	44
Sample Average	<b>46%</b>	<b>49%</b>	<b>4%</b>	<b>1%</b>	<b>414</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	65%	34%	1%	0%	86
AFC-Commercial	60%	38%	2%	0%	82
RCF-Regular	62%	32%	6%	0%	79
RCF-Contracted	76%	18%	2%	3%	93
ALF	77%	16%	2%	5%	82
NF-Basic	65%	29%	5%	1%	86
PACE	75%	21%	2%	1%	85
Medicaid Average	<b>69%</b>	<b>27%</b>	<b>3%</b>	<b>2%</b>	<b>593</b>
OAA	79%	20%	1%	0%	86
Sample Average	<b>70%</b>	<b>26%</b>	<b>3%</b>	<b>1%</b>	<b>679</b>

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

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
IHC	9%	24%	33%	35%	0%	0%	80
AFC-Commercial	26%	19%	33%	21%	1%	0%	73
RCF-Regular	9%	28%	33%	21%	3%	5%	75
RCF-Contracted	19%	39%	29%	10%	0%	3%	59
ALF	20%	19%	48%	9%	3%	1%	79
NF-Basic	14%	28%	37%	17%	1%	3%	78
PACE	16%	30%	34%	16%	1%	3%	80
Medicaid Average	<b>16%</b>	<b>26%</b>	<b>35%</b>	<b>19%</b>	<b>1%</b>	<b>2%</b>	<b>524</b>
OAA	25%	27%	30%	14%	1%	2%	83
Sample Average	<b>17%</b>	<b>26%</b>	<b>35%</b>	<b>18%</b>	<b>1%</b>	<b>2%</b>	<b>607</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	9%	91%	0%	0%	86
AFC-Commercial	27%	72%	1%	0%	82
RCF-Regular	19%	81%	0%	0%	78
RCF-Contracted	37%	60%	1%	2%	93
ALF	9%	90%	1%	0%	82
NF-Basic	20%	78%	2%	0%	86
PACE	19%	81%	0%	0%	85
Medicaid Average	<b>20%</b>	<b>79%</b>	<b>1%</b>	<b>0%</b>	<b>592</b>
OAA	7%	93%	0%	0%	86
Sample Average	<b>18%</b>	<b>81%</b>	<b>1%</b>	<b>0%</b>	<b>678</b>

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
IHC	16%	22%	62%	0%	0%	86
AFC-Commercial	6%	21%	73%	0%	0%	82
RCF-Regular	18%	43%	38%	1%	0%	79
RCF-Contracted	14%	22%	63%	0%	1%	93
ALF	16%	26%	57%	1%	0%	82
NF-Basic	14%	28%	58%	0%	0%	86
PACE	7%	24%	67%	2%	0%	85
Medicaid Average	<b>13%</b>	<b>26%</b>	<b>60%</b>	<b>1%</b>	<b>0%</b>	<b>593</b>
OAA	20%	26%	55%	0%	0%	86
Sample Average	<b>14%</b>	<b>26%</b>	<b>59%</b>	<b>1%</b>	<b>0%</b>	<b>679</b>

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
IHC	29%	28%	42%	0%	1%	86
AFC-Commercial	16%	24%	60%	0%	0%	82
RCF-Regular	15%	33%	52%	0%	0%	79
RCF-Contracted	13%	25%	60%	1%	1%	93
ALF	20%	32%	49%	0%	0%	82
NF-Basic	15%	29%	56%	0%	0%	86
PACE	12%	24%	60%	5%	0%	85
Medicaid Average	<b>17%</b>	<b>28%</b>	<b>54%</b>	<b>1%</b>	<b>0%</b>	<b>593</b>
OAA	13%	27%	59%	1%	0%	86
Sample Average	<b>16%</b>	<b>28%</b>	<b>55%</b>	<b>1%</b>	<b>0%</b>	<b>679</b>

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
IHC	10%	86%	3%	1%	80
AFC-Commercial	18%	77%	1%	4%	73
RCF-Regular	27%	69%	3%	1%	75
RCF-Contracted	58%	34%	2%	7%	59
ALF	28%	71%	1%	0%	80
NF-Basic	11%	85%	4%	0%	79
PACE	20%	78%	1%	1%	80
Medicaid Average	<b>23%</b>	<b>73%</b>	<b>2%</b>	<b>2%</b>	<b>526</b>
OAA	23%	72%	5%	0%	83
Sample Average	<b>23%</b>	<b>73%</b>	<b>2%</b>	<b>2%</b>	<b>609</b>

## Medications — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	43%	55%	2%	0%	86
AFC-Commercial	45%	51%	4%	0%	82
RCF-Regular	37%	56%	6%	1%	79
RCF-Contracted	58%	33%	8%	1%	93
ALF	39%	41%	20%	0%	82
NF-Basic	53%	40%	5%	2%	86
PACE	49%	39%	9%	2%	85
Medicaid Average	<b>47%</b>	<b>45%</b>	<b>8%</b>	<b>1%</b>	<b>593</b>
OAA	63%	35%	1%	1%	86
Sample Average	<b>49%</b>	<b>43%</b>	<b>7%</b>	<b>1%</b>	<b>679</b>

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

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
IHC	6%	13%	80%	1%	0%	0%	80
AFC-Commercial	14%	12%	71%	1%	1%	0%	73
RCF-Regular	14%	14%	70%	1%	1%	0%	74
RCF-Contracted	17%	20%	46%	7%	5%	5%	59
ALF	18%	22%	59%	1%	0%	0%	79
NF-Basic	10%	18%	69%	0%	1%	1%	78
PACE	20%	10%	65%	3%	1%	1%	80
Medicaid Average	<b>14%</b>	<b>15%</b>	<b>67%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>523</b>
OAA	0%	7%	90%	2%	0%	0%	83
Sample Average	<b>12%</b>	<b>14%</b>	<b>70%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>606</b>

## Rights and Respect — un-collapsed

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
IHC	0%	5%	95%	0%	0%	63
AFC-Commercial	7%	7%	84%	0%	2%	56
RCF-Regular	0%	18%	80%	0%	2%	56
RCF-Contracted	7%	15%	74%	4%	0%	46
ALF	0%	10%	90%	0%	0%	70
NF-Basic	2%	17%	81%	0%	0%	64
PACE	0%	14%	85%	0%	2%	66
Medicaid Average	2%	12%	85%	0%	1%	421
OAA	9%	5%	86%	0%	0%	22
Sample Average	2%	12%	85%	0%	1%	443

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

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	16%	10%	74%	0%	0%	70
RCF-Regular	14%	26%	61%	0%	0%	74
RCF-Contracted	24%	36%	36%	3%	2%	59
ALF	13%	18%	66%	1%	1%	77
NF-Basic	21%	30%	49%	0%	0%	70
PACE	8%	22%	68%	0%	3%	65
Medicaid Average	16%	23%	60%	1%	1%	415
OAA	0%	0%	100%	0%	0%	1
Sample Average	16%	23%	60%	1%	1%	416

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	n/a	n/a	n/a	n/a	0
AFC-Commercial	19%	74%	7%	0%	70
RCF-Regular	9%	88%	3%	0%	74
RCF-Contracted	22%	73%	3%	2%	59
ALF	1%	96%	3%	0%	77
NF-Basic	70%	17%	11%	1%	70
PACE	3%	91%	5%	2%	65
Medicaid Average	<b>20%</b>	<b>73%</b>	<b>5%</b>	<b>1%</b>	<b>415</b>
OAA	0%	100%	0%	0%	1
Sample Average	<b>20%</b>	<b>74%</b>	<b>5%</b>	<b>1%</b>	<b>416</b>

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	7%	6%	87%	0%	0%	70
RCF-Regular	8%	9%	82%	0%	0%	74
RCF-Contracted	7%	14%	75%	2%	3%	59
ALF	5%	14%	81%	0%	0%	77
NF-Basic	21%	11%	67%	0%	0%	70
PACE	5%	3%	89%	0%	3%	65
Medicaid Average	<b>9%</b>	<b>10%</b>	<b>80%</b>	<b>0%</b>	<b>1%</b>	<b>415</b>
OAA	0%	0%	100%	0%	0%	1
Sample Average	<b>9%</b>	<b>10%</b>	<b>80%</b>	<b>0%</b>	<b>1%</b>	<b>416</b>

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	19%	70%	7%	4%	0%	70
RCF-Regular	7%	88%	3%	3%	0%	74
RCF-Contracted	12%	81%	0%	7%	0%	59
ALF	8%	86%	1%	5%	0%	77
NF-Basic	14%	79%	1%	3%	3%	70
PACE	9%	86%	0%	3%	2%	65
Medicaid Average	<b>11%</b>	<b>82%</b>	<b>2%</b>	<b>4%</b>	<b>1%</b>	<b>415</b>
OAA	0%	100%	0%	0%	0%	1
Sample Average	<b>11%</b>	<b>82%</b>	<b>2%</b>	<b>4%</b>	<b>1%</b>	<b>416</b>

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

	No, Never or Rarely, or There Are Restrictions/ Interference	Usually	Yes, Anytime	N/A –Doesn't Use Phone	Don't Know	Unclear/Refused/ No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	9%	3%	89%	0%	0%	0%	70
RCF-Regular	1%	8%	86%	4%	0%	0%	74
RCF-Contracted	8%	10%	61%	17%	3%	0%	59
ALF	4%	1%	95%	0%	0%	0%	77
NF-Basic	3%	6%	80%	7%	4%	0%	70
PACE	3%	2%	91%	3%	0%	2%	65
Medicaid Average	<b>5%</b>	<b>5%</b>	<b>84%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>415</b>
OAA	0%	0%	100%	0%	0%	0%	1
Sample Average	<b>5%</b>	<b>5%</b>	<b>84%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>416</b>



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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	20%	77%	0%	3%	0%	70
RCF-Regular	20%	76%	0%	3%	1%	74
RCF-Contracted	5%	90%	0%	5%	0%	59
ALF	17%	78%	0%	5%	0%	77
NF-Basic	16%	77%	3%	3%	1%	70
PACE	14%	82%	0%	2%	3%	65
Medicaid Average	<b>16%</b>	<b>80%</b>	<b>0%</b>	<b>3%</b>	<b>1%</b>	<b>415</b>
OAA	0%	100%	0%	0%	0%	1
Sample Average	<b>16%</b>	<b>80%</b>	<b>0%</b>	<b>3%</b>	<b>1%</b>	<b>416</b>

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

	No, Never	Yes	N/A – Doesn't Get Mail/Email	Don't Know	Unclear/Refused/ No Response	N
IHC	n/a	n/a	n/a	n/a	n/a	0
AFC-Commercial	84%	7%	6%	3%	0%	70
RCF-Regular	92%	1%	7%	0%	0%	74
RCF-Contracted	68%	2%	25%	3%	2%	59
ALF	92%	4%	4%	0%	0%	77
NF-Basic	76%	9%	3%	13%	0%	70
PACE	82%	5%	3%	8%	3%	65
Medicaid Average	<b>83%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>	<b>1%</b>	<b>415</b>
OAA	100%	0%	0%	0%	0%	1
Sample Average	<b>83%</b>	<b>5%</b>	<b>7%</b>	<b>4%</b>	<b>1%</b>	<b>416</b>

## Self-Direction of Care — un-collapsed

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

	No	Yes	Don’t Know	N
IHC	0%	100%	0%	86
AFC-Commercial	100%	0%	0%	83
RCF-Regular	100%	0%	0%	79
RCF-Contracted	100%	0%	0%	93
ALF	100%	0%	0%	83
NF-Basic	100%	0%	0%	87
PACE	100%	0%	0%	85
Medicaid Average	<b>86%</b>	<b>14%</b>	<b>0%</b>	<b>596</b>
OAA	100%	0%	0%	87
Sample Average	<b>87%</b>	<b>13%</b>	<b>0%</b>	<b>683</b>

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

	No	Sometimes, or Some Services	Yes, All Services	Don’t Know	Unclear/Refused/No Response	N
IHC	24%	18%	31%	27%	0%	83
AFC-Commercial	22%	7%	27%	44%	0%	82
RCF-Regular	22%	16%	39%	21%	1%	76
RCF-Contracted	24%	26%	35%	13%	1%	91
ALF	14%	18%	40%	27%	1%	83
NF-Basic	16%	27%	37%	19%	1%	86
PACE	8%	9%	64%	15%	4%	85
Medicaid Average	<b>19%</b>	<b>18%</b>	<b>39%</b>	<b>23%</b>	<b>1%</b>	<b>586</b>
OAA	20%	11%	44%	23%	2%	84
Sample Average	<b>19%</b>	<b>17%</b>	<b>40%</b>	<b>23%</b>	<b>1%</b>	<b>670</b>

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
IHC	29%	14%	41%	16%	0%	83
AFC-Commercial	21%	12%	30%	35%	1%	82
RCF-Regular	20%	11%	38%	29%	3%	76
RCF-Contracted	25%	19%	29%	23%	4%	91
ALF	20%	24%	37%	17%	1%	83
NF-Basic	22%	21%	30%	26%	1%	86
PACE	11%	16%	55%	15%	2%	85
<b>Medicaid Average</b>	<b>21%</b>	<b>17%</b>	<b>37%</b>	<b>23%</b>	<b>2%</b>	<b>586</b>
OAA	19%	12%	45%	20%	4%	84
<b>Sample Average</b>	<b>21%</b>	<b>16%</b>	<b>38%</b>	<b>23%</b>	<b>2%</b>	<b>670</b>

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
IHC	6%	6%	83%	3%	2%	66
AFC-Commercial	31%	2%	48%	19%	0%	64
RCF-Regular	37%	14%	31%	17%	2%	59
RCF-Contracted	38%	14%	28%	20%	0%	76
ALF	35%	14%	40%	11%	0%	72
NF-Basic	32%	19%	33%	14%	1%	72
PACE	21%	10%	59%	9%	1%	70
<b>Medicaid Average</b>	<b>29%</b>	<b>11%</b>	<b>46%</b>	<b>13%</b>	<b>1%</b>	<b>479</b>
OAA	5%	14%	73%	9%	0%	22
<b>Sample Average</b>	<b>28%</b>	<b>12%</b>	<b>47%</b>	<b>13%</b>	<b>1%</b>	<b>501</b>

## Work — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	100%	0%	0%	0%	86
AFC-Commercial	99%	1%	0%	0%	82
RCF-Regular	99%	1%	0%	0%	79
RCF-Contracted	98%	2%	0%	0%	93
ALF	98%	2%	0%	0%	83
NF-Basic	97%	2%	0%	1%	86
PACE	99%	1%	0%	0%	85
<b>Medicaid Average</b>	<b>98%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>594</b>
OAA	99%	1%	0%	0%	86
<b>Sample Average</b>	<b>98%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>680</b>

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
IHC	75%	10%	14%	1%	80
AFC-Commercial	67%	14%	19%	0%	72
RCF-Regular	77%	11%	11%	1%	74
RCF-Contracted	91%	0%	9%	0%	58
ALF	78%	13%	8%	1%	78
NF-Basic	76%	13%	11%	0%	75
PACE	75%	8%	15%	3%	79
<b>Medicaid Average</b>	<b>77%</b>	<b>10%</b>	<b>12%</b>	<b>1%</b>	<b>516</b>
OAA	84%	7%	9%	0%	82
<b>Sample Average</b>	<b>78%</b>	<b>10%</b>	<b>12%</b>	<b>1%</b>	<b>598</b>

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	79%	21%	0%	0%	19
AFC-Commercial	96%	4%	0%	0%	24
RCF-Regular	88%	6%	6%	0%	16
RCF-Contracted	80%	20%	0%	0%	5
ALF	88%	13%	0%	0%	16
NF-Basic	89%	11%	0%	0%	18
PACE	89%	6%	0%	6%	18
Medicaid Average	<b>88%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>116</b>
OAA	92%	8%	0%	0%	13
Sample Average	<b>88%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>129</b>

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	87%	13%	0%	0%	86
AFC-Commercial	89%	10%	1%	0%	82
RCF-Regular	78%	18%	1%	3%	79
RCF-Contracted	95%	4%	1%	0%	93
ALF	80%	20%	0%	0%	83
NF-Basic	86%	13%	0%	1%	86
PACE	85%	13%	0%	2%	85
Medicaid Average	<b>86%</b>	<b>13%</b>	<b>1%</b>	<b>1%</b>	<b>594</b>
OAA	88%	12%	0%	0%	86
Sample Average	<b>86%</b>	<b>13%</b>	<b>0%</b>	<b>1%</b>	<b>680</b>

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
IHC	68%	13%	17%	1%	69
AFC-Commercial	63%	25%	13%	0%	64
RCF-Regular	67%	14%	19%	0%	58
RCF-Contracted	84%	9%	5%	2%	56
ALF	56%	22%	22%	0%	63
NF-Basic	77%	12%	11%	0%	66
PACE	58%	16%	24%	1%	67
<b>Medicaid Average</b>	<b>67%</b>	<b>16%</b>	<b>16%</b>	<b>1%</b>	<b>443</b>
OAA	71%	21%	8%	0%	73
<b>Sample Average</b>	<b>68%</b>	<b>17%</b>	<b>15%</b>	<b>1%</b>	<b>516</b>

## Everyday Living — un-collapsed

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
IHC	1%	27%	72%	0%	0%	86
AFC-Commercial	5%	44%	50%	0%	1%	82
RCF-Regular	6%	44%	47%	0%	3%	79
RCF-Contracted	12%	22%	66%	0%	1%	93
ALF	8%	43%	48%	0%	0%	83
NF-Basic	8%	37%	55%	0%	0%	87
PACE	13%	40%	47%	0%	0%	85
Medicaid Average	8%	36%	55%	0%	1%	595
OAA	35%	51%	12%	0%	2%	86
Sample Average	11%	38%	50%	0%	1%	681

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
IHC	35%	64%	1%	0%	85
AFC-Commercial	10%	87%	0%	3%	77
RCF-Regular	18%	81%	1%	0%	72
RCF-Contracted	11%	86%	2%	0%	81
ALF	12%	88%	0%	0%	76
NF-Basic	26%	74%	0%	0%	80
PACE	12%	88%	0%	0%	74
Medicaid Average	18%	81%	1%	0%	545
OAA	41%	57%	2%	0%	54
Sample Average	20%	79%	1%	0%	599

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
IHC	15%	36%	49%	0%	0%	86
AFC-Commercial	22%	49%	29%	0%	0%	82
RCF-Regular	27%	43%	30%	0%	0%	79
RCF-Contracted	23%	26%	52%	0%	0%	93
ALF	20%	54%	24%	0%	1%	83
NF-Basic	16%	37%	46%	0%	1%	87
PACE	18%	48%	34%	0%	0%	85
Medicaid Average	<b>20%</b>	<b>42%</b>	<b>38%</b>	<b>0%</b>	<b>0%</b>	<b>595</b>
OAA	62%	31%	6%	1%	0%	86
Sample Average	<b>25%</b>	<b>40%</b>	<b>34%</b>	<b>0%</b>	<b>0%</b>	<b>681</b>

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
IHC	29%	71%	0%	0%	73
AFC-Commercial	11%	88%	2%	0%	64
RCF-Regular	21%	79%	0%	0%	58
RCF-Contracted	8%	89%	3%	0%	72
ALF	20%	80%	0%	0%	65
NF-Basic	31%	67%	1%	1%	72
PACE	10%	89%	1%	0%	70
Medicaid Average	<b>19%</b>	<b>80%</b>	<b>1%</b>	<b>0%</b>	<b>474</b>
OAA	41%	56%	3%	0%	32
Sample Average	<b>20%</b>	<b>79%</b>	<b>1%</b>	<b>0%</b>	<b>506</b>



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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
IHC	9%	16%	73%	1%	0%	85
AFC-Commercial	7%	13%	77%	0%	2%	82
RCF-Regular	6%	14%	78%	1%	0%	79
RCF-Contracted	2%	13%	83%	1%	1%	93
ALF	5%	12%	83%	0%	0%	82
NF-Basic	10%	17%	73%	0%	1%	84
PACE	5%	9%	86%	0%	0%	85
<b>Medicaid Average</b>	<b>6%</b>	<b>14%</b>	<b>79%</b>	<b>1%</b>	<b>1%</b>	<b>590</b>
OAA	1%	14%	85%	0%	0%	86
<b>Sample Average</b>	<b>6%</b>	<b>14%</b>	<b>80%</b>	<b>0%</b>	<b>1%</b>	<b>676</b>

## Affordability — un-collapsed

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
IHC	73%	17%	8%	1%	0%	0%	86
AFC-Commercial	98%	0%	2%	0%	0%	0%	82
RCF-Regular	99%	1%	0%	0%	0%	0%	79
RCF-Contracted	98%	0%	1%	0%	0%	1%	93
ALF	99%	1%	0%	0%	0%	0%	82
NF-Basic	93%	5%	1%	0%	0%	1%	84
PACE	98%	1%	1%	0%	0%	0%	85
Medicaid Average	94%	4%	2%	0%	0%	0%	591
OAA	84%	13%	3%	0%	0%	0%	86
Sample Average	92%	5%	2%	0%	0%	0%	677

## Planning for the Future — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
IHC	60%	31%	8%	1%	80
AFC-Commercial	44%	42%	12%	1%	73
RCF-Regular	49%	34%	9%	8%	74
RCF-Contracted	54%	27%	12%	7%	59
ALF	49%	37%	14%	0%	78
NF-Basic	49%	38%	8%	5%	78
PACE	55%	34%	6%	5%	80
Medicaid Average	<b>51%</b>	<b>35%</b>	<b>10%</b>	<b>4%</b>	<b>522</b>
OAA	52%	37%	10%	1%	83
Sample Average	<b>51%</b>	<b>35%</b>	<b>10%</b>	<b>3%</b>	<b>605</b>

## Control — un-collapsed

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/No Response	N
IHC	21%	15%	63%	0%	1%	80
AFC-Commercial	19%	16%	60%	4%	0%	73
RCF-Regular	19%	24%	55%	0%	1%	74
RCF-Contracted	24%	20%	53%	0%	3%	59
ALF	13%	27%	59%	1%	0%	78
NF-Basic	26%	28%	45%	0%	1%	78
PACE	18%	11%	65%	3%	4%	80
Medicaid Average	<b>20%</b>	<b>20%</b>	<b>57%</b>	<b>1%</b>	<b>2%</b>	<b>522</b>
OAA	16%	19%	65%	0%	0%	83
Sample Average	<b>19%</b>	<b>20%</b>	<b>58%</b>	<b>1%</b>	<b>1%</b>	<b>605</b>

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

	1 - Health Most Important	2	3	4 - Health Least Important	N
IHC	70%	17%	13%	0%	76
AFC-Commercial	50%	21%	23%	6%	66
RCF-Regular	62%	26%	7%	4%	68
RCF-Contracted	57%	23%	18%	2%	44
ALF	64%	17%	13%	5%	76
NF-Basic	46%	26%	23%	5%	65
PACE	54%	31%	7%	7%	70
Medicaid Average	<b>58%</b>	<b>23%</b>	<b>15%</b>	<b>4%</b>	<b>465</b>
OAA	54%	29%	13%	5%	80
Sample Average	<b>57%</b>	<b>24%</b>	<b>14%</b>	<b>4%</b>	<b>545</b>

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
IHC	7%	41%	34%	18%	76
AFC-Commercial	17%	24%	41%	18%	66
RCF-Regular	3%	34%	40%	24%	68
RCF-Contracted	14%	34%	30%	23%	44
ALF	7%	39%	37%	17%	76
NF-Basic	12%	23%	35%	29%	65
PACE	4%	27%	47%	21%	70
Medicaid Average	9%	32%	38%	21%	465
OAA	11%	34%	35%	20%	80
Sample Average	9%	32%	38%	21%	545

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

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
IHC	8%	34%	41%	17%	76
AFC-Commercial	20%	32%	29%	20%	66
RCF-Regular	25%	35%	24%	16%	68
RCF-Contracted	20%	27%	34%	18%	44
ALF	20%	32%	24%	25%	76
NF-Basic	25%	28%	34%	14%	65
PACE	24%	29%	24%	23%	70
Medicaid Average	20%	31%	30%	19%	465
OAA	21%	26%	33%	20%	80
Sample Average	20%	30%	30%	19%	545

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

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
IHC	16%	8%	12%	64%	76
AFC-Commercial	14%	23%	8%	56%	66
RCF-Regular	10%	4%	29%	56%	68
RCF-Contracted	13%	15%	17%	54%	46
ALF	9%	12%	26%	53%	76
NF-Basic	17%	23%	8%	52%	65
PACE	17%	13%	21%	49%	70
<b>Medicaid Average</b>	<b>14%</b>	<b>14%</b>	<b>18%</b>	<b>55%</b>	<b>467</b>
OAA	14%	11%	20%	55%	80
<b>Sample Average</b>	<b>14%</b>	<b>13%</b>	<b>18%</b>	<b>55%</b>	<b>547</b>

## Appendix C: Oregon's State-Specific Questions

Table 129. Proportion of people who were informed or able to look at other places to live before moving to their current location (OR-1)

	No, Was Not Informed or Able to Look at Other Places	Yes, Was Informed and Had No Interest in Other Options	Yes, Was Informed or Able to Look at Other Places	Don't Know	Unclear/Refused/No Response	N
IHC	34%	24%	40%	3%	0%	80
AFC-Commercial	42%	18%	36%	3%	1%	74
RCF-Regular	41%	12%	40%	5%	1%	75
RCF-Contracted	39%	14%	41%	5%	2%	59
ALF	39%	16%	43%	3%	0%	80
NF-Basic	48%	10%	35%	3%	4%	79
PACE	38%	19%	38%	5%	1%	80
Medicaid Average	<b>40%</b>	<b>16%</b>	<b>39%</b>	<b>4%</b>	<b>1%</b>	<b>527</b>
OAA	27%	20%	44%	2%	6%	84
Sample Average	<b>38%</b>	<b>17%</b>	<b>40%</b>	<b>3%</b>	<b>2%</b>	<b>611</b>

Table 130. Proportion of people whose case manager changes too often (if know they have a case manager) (OR-2)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	63%	32%	5%	0%	78
AFC-Commercial	65%	30%	4%	0%	69
RCF-Regular	74%	14%	11%	2%	57
RCF-Contracted	75%	17%	8%	0%	65
ALF	67%	19%	12%	3%	69
NF-Basic	67%	21%	11%	2%	57
PACE	69%	24%	7%	0%	74
Medicaid Average	<b>68%</b>	<b>23%</b>	<b>8%</b>	<b>1%</b>	<b>469</b>
OAA	68%	26%	5%	0%	19
Sample Average	<b>68%</b>	<b>23%</b>	<b>8%</b>	<b>1%</b>	<b>488</b>



Table 131. Proportion of people who agree or disagree that the unpaid family member/spouse/friend/volunteer who helps them needs more time to take care of him/herself (OR-3)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Unclear/Refused/ No Response	N
IHC	8%	23%	0%	15%	54%	0%	0%	13
AFC-Commercial	13%	6%	25%	31%	19%	6%	0%	16
RCF-Regular	17%	50%	0%	0%	17%	17%	0%	6
RCF-Contracted	18%	36%	9%	18%	0%	9%	9%	11
ALF	0%	11%	33%	22%	11%	11%	11%	9
NF-Basic	0%	36%	9%	27%	9%	9%	9%	11
PACE	13%	38%	0%	25%	13%	0%	13%	8
Medicaid Average	9%	26%	12%	22%	19%	7%	5%	74
OAA	5%	45%	19%	12%	10%	5%	5%	42
Sample Average	8%	33%	15%	18%	16%	6%	5%	116

Table 132. Proportion of people whose paid support staff assist them with the things he/she wants to do (OR-4)

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
IHC	2%	8%	90%	0%	0%	63
AFC-Commercial	9%	13%	73%	4%	2%	56
RCF-Regular	7%	20%	70%	4%	0%	56
RCF-Contracted	7%	17%	70%	4%	2%	46
ALF	4%	14%	77%	3%	1%	70
NF-Basic	3%	22%	72%	2%	2%	64
PACE	2%	8%	91%	0%	0%	66
Medicaid Average	5%	14%	78%	2%	1%	421
OAA	5%	18%	77%	0%	0%	22
Sample Average	5%	14%	78%	2%	1%	443

Table 133. Proportion of people who know whom to talk to if they are ever mistreated, hurt, disrespected, or neglected by others (OR-5)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	20%	78%	1%	1%	80
AFC-Commercial	12%	82%	4%	1%	73
RCF-Regular	8%	89%	1%	1%	75
RCF-Contracted	3%	86%	10%	0%	59
ALF	10%	88%	3%	0%	80
NF-Basic	5%	87%	5%	3%	79
PACE	6%	90%	1%	3%	80
Medicaid Average	<b>10%</b>	<b>86%</b>	<b>3%</b>	<b>1%</b>	<b>526</b>
OAA	19%	76%	5%	0%	83
Sample Average	<b>11%</b>	<b>84%</b>	<b>4%</b>	<b>1%</b>	<b>609</b>

Table 134a. Who people would talk to if they are ever mistreated, hurt, disrespected, or neglected by others (if knows whom to talk to) (OR-6)

	Family Member	Friend	Roommate	Support Coordinator	Service Provider	Pastor/ Other Clergy	Doctor/Other Healthcare Professional	N
IHC	44%	11%	0%	27%	16%	3%	13%	62
AFC-Commercial	35%	10%	0%	33%	40%	5%	8%	60
RCF-Regular	27%	4%	0%	27%	60%	0%	4%	67
RCF-Contracted	57%	6%	0%	8%	49%	2%	4%	51
ALF	24%	3%	0%	27%	66%	0%	6%	70
NF-Basic	33%	9%	0%	28%	49%	1%	14%	69
PACE	25%	6%	0%	33%	28%	1%	7%	72
Medicaid Average	<b>34%</b>	<b>7%</b>	<b>0%</b>	<b>27%</b>	<b>44%</b>	<b>2%</b>	<b>8%</b>	<b>451</b>
OAA	49%	19%	0%	5%	5%	8%	6%	63
Sample Average	<b>36%</b>	<b>8%</b>	<b>0%</b>	<b>24%</b>	<b>39%</b>	<b>3%</b>	<b>8%</b>	<b>514</b>

Table 134b. Who people would talk to if they are ever mistreated, hurt, disrespected, or neglected by others (if knows whom to talk to) (OR-6) (continued)

	Police/Other Public Safety Professional	Adult Protective Services	Other Social Service Agency	Other	Don't Know	Unclear/Refused/No Response	N
IHC	16%	18%	5%	5%	0%	0%	62
AFC-Commercial	8%	10%	2%	12%	0%	0%	60
RCF-Regular	4%	7%	1%	4%	3%	4%	67
RCF-Contracted	0%	2%	2%	0%	2%	0%	51
ALF	4%	6%	3%	7%	0%	0%	70
NF-Basic	6%	7%	4%	9%	1%	0%	69
PACE	13%	4%	11%	4%	0%	0%	72
Medicaid Average	8%	8%	4%	6%	1%	1%	451
OAA	24%	6%	5%	10%	0%	0%	63
Sample Average	10%	8%	4%	6%	1%	1%	514

Table 135. Proportion of people who are satisfied with their home-delivered meals (if reported getting home-delivered meals) (OR-7)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	20%	73%	0%	7%	15
AFC-Commercial	n/a	n/a	n/a	n/a	0
RCF-Regular	n/a	n/a	n/a	n/a	0
RCF-Contracted	n/a	n/a	n/a	n/a	0
ALF	n/a	n/a	n/a	n/a	0
NF-Basic	n/a	n/a	n/a	n/a	0
PACE	38%	38%	13%	13%	8
Medicaid Average	26%	61%	4%	9%	23
OAA	13%	81%	4%	1%	69
Sample Average	16%	76%	4%	3%	92

Table 136. Reasons for not being satisfied with home-delivered meals (if reported getting home-delivered meals and not being satisfied with them) (OR-8)

	Doesn't Meet Dietary Requirements	Lack of Variety	Poor Quality	Lack of Ethnic Food Options	Other	Don't Know	Unclear/Refused/No Response	N
IHC	33%	0%	33%	0%	100%	0%	0%	3
AFC-Commercial	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
RCF-Regular	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
RCF-Contracted	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
ALF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
NF-Basic	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
PACE	33%	33%	0%	0%	33%	0%	0%	3
Medicaid Average	<b>33%</b>	<b>17%</b>	<b>17%</b>	<b>0%</b>	<b>67%</b>	<b>0%</b>	<b>0%</b>	<b>6</b>
OAA	22%	0%	44%	0%	44%	0%	0%	9
Sample Average	<b>27%</b>	<b>7%</b>	<b>33%</b>	<b>0%</b>	<b>53%</b>	<b>0%</b>	<b>0%</b>	<b>15</b>

Table 137. Proportion of people who agree or disagree that they are more independent because of the information and services they receive (OR-9)

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Unclear/Refused/No Response	N
IHC	4%	9%	21%	32%	26%	8%	1%	78
AFC-Commercial	0%	12%	18%	41%	18%	7%	4%	73
RCF-Regular	1%	10%	18%	43%	15%	8%	4%	72
RCF-Contracted	0%	9%	9%	36%	12%	17%	17%	58
ALF	1%	4%	18%	44%	24%	8%	1%	78
NF-Basic	4%	13%	25%	27%	17%	10%	4%	77
PACE	5%	6%	14%	41%	25%	3%	6%	80
Medicaid Average	<b>2%</b>	<b>9%</b>	<b>18%</b>	<b>38%</b>	<b>20%</b>	<b>8%</b>	<b>5%</b>	<b>516</b>
OAA	4%	7%	20%	44%	17%	2%	6%	82
Sample Average	<b>3%</b>	<b>9%</b>	<b>18%</b>	<b>39%</b>	<b>20%</b>	<b>8%</b>	<b>5%</b>	<b>598</b>

**Table 138. Proportion of people who agree or disagree that the services or information they've received have helped them make the most of their personal money and resources (OR-10)**

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know	Unclear/Refused/ No Response	N
<b>IHC</b>	3%	19%	17%	31%	21%	9%	1%	78
<b>AFC-Commercial</b>	11%	12%	14%	30%	18%	11%	4%	73
<b>RCF-Regular</b>	3%	14%	17%	38%	11%	11%	7%	72
<b>RCF-Contracted</b>	2%	10%	2%	34%	10%	24%	17%	58
<b>ALF</b>	4%	13%	14%	41%	15%	8%	5%	78
<b>NF-Basic</b>	4%	13%	21%	26%	14%	19%	3%	77
<b>PACE</b>	3%	5%	15%	39%	24%	6%	9%	80
<b>Medicaid Average</b>	<b>4%</b>	<b>12%</b>	<b>15%</b>	<b>34%</b>	<b>16%</b>	<b>12%</b>	<b>6%</b>	<b>516</b>
<b>OAA</b>	4%	18%	12%	39%	15%	6%	6%	82
<b>Sample Average</b>	<b>4%</b>	<b>13%</b>	<b>14%</b>	<b>35%</b>	<b>16%</b>	<b>11%</b>	<b>6%</b>	<b>598</b>

## **Appendix D: Oregon's Pilot of NCI-AD's Person-Centered Planning Module**

Table 139. People’s level of involvement in making decisions about their care plan 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
IHC	5%	1%	19%	70%	3%	3%	80
AFC-Commercial	14%	12%	22%	48%	4%	0%	73
RCF-Regular	9%	8%	19%	51%	9%	3%	74
RCF-Contracted	19%	19%	19%	27%	8%	8%	59
ALF	12%	9%	22%	47%	9%	1%	78
NF-Basic	16%	11%	14%	49%	9%	1%	76
PACE	5%	6%	24%	56%	0%	9%	80
Medicaid Average	<b>11%</b>	<b>9%</b>	<b>20%</b>	<b>51%</b>	<b>6%</b>	<b>3%</b>	<b>520</b>
OAA	6%	2%	14%	49%	13%	14%	83
Sample Average	<b>10%</b>	<b>8%</b>	<b>19%</b>	<b>51%</b>	<b>7%</b>	<b>5%</b>	<b>603</b>

Table 140. Proportion of people who remembered their most recent care service meeting (if were at least a little involved in making decisions about their care plan)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
IHC	29%	71%	0%	0%	72
AFC-Commercial	43%	52%	5%	0%	60
RCF-Regular	36%	57%	7%	0%	58
RCF-Contracted	42%	37%	21%	0%	38
ALF	33%	59%	5%	3%	61
NF-Basic	29%	61%	7%	4%	56
PACE	28%	61%	10%	1%	69
Medicaid Average	<b>34%</b>	<b>58%</b>	<b>7%</b>	<b>1%</b>	<b>414</b>
OAA	56%	24%	15%	5%	55
Sample Average	<b>36%</b>	<b>54%</b>	<b>8%</b>	<b>2%</b>	<b>469</b>

Table 141. Proportion of people whose most recent care service meeting take place at a time convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	2%	98%	0%	0%	51
AFC-Commercial	3%	94%	3%	0%	31
RCF-Regular	0%	100%	0%	0%	33
RCF-Contracted	0%	100%	0%	0%	14
ALF	6%	92%	3%	0%	36
NF-Basic	6%	91%	3%	0%	34
PACE	0%	100%	0%	0%	42
Medicaid Average	<b>2%</b>	<b>96%</b>	<b>1%</b>	<b>0%</b>	<b>241</b>
OAA	0%	92%	8%	0%	13
Sample Average	<b>2%</b>	<b>96%</b>	<b>2%</b>	<b>0%</b>	<b>254</b>

Table 142. Proportion of people whose most recent care service meeting take place at a location convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	4%	96%	0%	0%	51
AFC-Commercial	3%	90%	6%	0%	31
RCF-Regular	3%	97%	0%	0%	33
RCF-Contracted	7%	93%	0%	0%	14
ALF	0%	97%	3%	0%	36
NF-Basic	3%	94%	0%	3%	34
PACE	2%	98%	0%	0%	42
Medicaid Average	<b>3%</b>	<b>95%</b>	<b>1%</b>	<b>0%</b>	<b>241</b>
OAA	0%	100%	0%	0%	13
Sample Average	<b>3%</b>	<b>96%</b>	<b>1%</b>	<b>0%</b>	<b>254</b>



Table 143. Proportion of people whose most recent care service meeting included the people they wanted to be there (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	8%	92%	0%	0%	51
AFC-Commercial	10%	90%	0%	0%	31
RCF-Regular	12%	85%	3%	0%	33
RCF-Contracted	7%	93%	0%	0%	14
ALF	6%	94%	0%	0%	36
NF-Basic	9%	82%	3%	6%	34
PACE	10%	88%	2%	0%	42
Medicaid Average	9%	89%	1%	1%	241
OAA	0%	92%	8%	0%	13
Sample Average	8%	89%	2%	1%	254

Table 144. People's preferences and needs were heard as their care plan was discussed during the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
IHC	2%	10%	8%	16%	63%	0%	2%	51
AFC-Commercial	6%	3%	13%	19%	58%	0%	0%	31
RCF-Regular	3%	0%	6%	18%	70%	3%	0%	33
RCF-Contracted	0%	0%	7%	57%	36%	0%	0%	14
ALF	3%	6%	8%	19%	58%	6%	0%	36
NF-Basic	3%	6%	12%	32%	47%	0%	0%	34
PACE	0%	2%	10%	17%	71%	0%	0%	42
Medicaid Average	2%	5%	9%	22%	60%	1%	0%	241
OAA	0%	0%	8%	8%	85%	0%	0%	13
Sample Average	2%	4%	9%	21%	61%	1%	0%	254

Table 145. Proportion of people who received a copy of their care plan after the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	12%	67%	22%	0%	51
AFC-Commercial	29%	61%	10%	0%	31
RCF-Regular	24%	58%	12%	6%	33
RCF-Contracted	0%	57%	43%	0%	14
ALF	25%	72%	3%	0%	36
NF-Basic	41%	44%	15%	0%	34
PACE	12%	60%	29%	0%	42
Medicaid Average	<b>21%</b>	<b>61%</b>	<b>17%</b>	<b>1%</b>	<b>241</b>
OAA	38%	54%	8%	0%	13
Sample Average	<b>22%</b>	<b>60%</b>	<b>17%</b>	<b>1%</b>	<b>254</b>

Table 146. Proportion of people whose care plan included what was discussed in their most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
IHC	4%	12%	61%	24%	0%	51
AFC-Commercial	6%	6%	61%	26%	0%	31
RCF-Regular	3%	3%	70%	18%	6%	33
RCF-Contracted	0%	21%	64%	14%	0%	14
ALF	8%	19%	61%	8%	3%	36
NF-Basic	6%	12%	59%	18%	6%	34
PACE	2%	7%	71%	17%	2%	42
Medicaid Average	<b>5%</b>	<b>11%</b>	<b>64%</b>	<b>18%</b>	<b>2%</b>	<b>241</b>
OAA	15%	8%	69%	8%	0%	13
Sample Average	<b>5%</b>	<b>11%</b>	<b>64%</b>	<b>18%</b>	<b>2%</b>	<b>254</b>

Table 147. Proportion of people whose preferences and choices are reflected in their care plan

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
IHC	5%	29%	45%	15%	6%	80
AFC-Commercial	18%	16%	45%	21%	0%	73
RCF-Regular	12%	18%	38%	27%	5%	74
RCF-Contracted	5%	20%	37%	27%	10%	59
ALF	9%	27%	47%	15%	1%	78
NF-Basic	13%	16%	42%	24%	5%	76
PACE	6%	11%	58%	19%	6%	80
Medicaid Average	<b>10%</b>	<b>20%</b>	<b>45%</b>	<b>21%</b>	<b>5%</b>	<b>520</b>
OAA	18%	5%	25%	24%	28%	83
Sample Average	<b>11%</b>	<b>18%</b>	<b>42%</b>	<b>21%</b>	<b>8%</b>	<b>603</b>

Table 148. Proportion of people who felt that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
IHC	4%	91%	4%	1%	80
AFC-Commercial	7%	82%	8%	3%	73
RCF-Regular	16%	69%	12%	3%	74
RCF-Contracted	7%	73%	15%	5%	59
ALF	9%	82%	8%	1%	78
NF-Basic	8%	78%	12%	3%	76
PACE	3%	88%	4%	6%	80
Medicaid Average	<b>8%</b>	<b>81%</b>	<b>9%</b>	<b>3%</b>	<b>520</b>
OAA	11%	72%	11%	6%	83
Sample Average	<b>8%</b>	<b>80%</b>	<b>9%</b>	<b>3%</b>	<b>603</b>