



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 South Dakota Results



Preface

The State of South Dakota's Department of Human Services, Division of Long Term Services and Supports (SD LTSS), provides home and community-based service (HCBS) options statewide to individuals 60 years of age and older or 18 years of age and older with disabilities. In accordance with the Older Americans Act and other applicable state and federal laws, SD LTSS collaborates with multiple partners to provide services for South Dakotans who meet program eligibility. The state has a variety of programs which help support individuals in their homes and communities for as long as possible to prevent premature institutionalization, and to promote living independent, meaningful, and dignified lives while maintaining close family and community ties in the setting of their choice.

In order to measure the quality and impact of LTSS services, ADvancing States (formerly NASUAD) and the Human Services Research Institute (HSRI) worked collaboratively to develop the National Core Indicators-Aging and Disabilities© (NCI-AD) initiative. NCI-AD's primary goal is to gather statistically valid and reliable data, through an in-person survey process, to help inform states how their publicly funded services impact the quality of life of individuals receiving these services. NCI-AD is one of many ways SD LTSS measures quality and outcomes of services and supports delivered to individuals across South Dakota. SD LTSS intends to utilize the NCI-AD results, based on reported needs and preferences of those surveyed, to gain knowledge on the quality of life and experiences of individuals served, inform opportunities for improvement of current services, identify gaps in available supports, and plan for future initiatives and services.

South Dakota is proud to be able to utilize data collected through the NCI-AD initiative to help inform enhancements and modifications to services that will further improve quality and better the lives of individuals benefitting from home and community-based services in order to help them remain living in the setting of their choice for as long as possible.

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List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

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

CIL – Center for Independent Living

CPAP – continuous positive airway pressure

HCBS – Home and Community-Based Services

HIPAA – Health Insurance Portability and Accountability Act

HOPE Waiver – Home and Community Based Options and Person-Centered Excellence Waiver

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

ODESA – Online Data Entry Survey Application

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

SD LTSS – South Dakota Division of Long Term Services and Supports

USD – University of South Dakota

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What is NCI-AD?

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

NCI-AD Adult Consumer Survey

Survey Overview

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

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

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

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

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

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

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

³ Indicator previously reported in the “Access” domain.

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

⁴ Indicator previously reported in the “Safety” domain.

⁵ New domain in 2018-2019.

⁶ Indicator previously reported in the “Access” domain.

⁷ New domain in 2018-2019.

⁸ Indicator previously reported in the “Access” domain.

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

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

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

Survey Organization

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

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

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

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

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

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

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

NCI-AD in South Dakota

The South Dakota Department of Human Services, Division of Long Term Services and Supports (SD LTSS), partnered with the University of South Dakota (USD) Center for Disabilities to participate in the 2018-19 National Core Indicators – Aging and Disabilities (NCI-AD) Adult Consumer Survey, sponsored by ADvancing States (formerly NASUAD) and HSRI. Data from this effort will be used to enhance South Dakota's ongoing efforts to positively impact the lives of individuals who receive services and supports to remain in their homes or community setting of their choice for as long as possible.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in South Dakota in 2018-2019 and included for analysis was three hundred ninety-two (Total N=392). Five program populations were included in the survey sample and are detailed below.

Assisted Living (HOPE) Waiver: The Home and Community Based Options and Person-Centered Excellence (HOPE) Waiver serves participants age 65 and older and individuals age 18 and older with a qualifying disability who meet nursing facility level of care. Eligible participants must also meet financial eligibility requirements and must reside in a licensed Assisted Living Center. The Assisted Living Centers across South Dakota offer homelike, non-institutional settings that include 24-hour on-site supervision, safety and security. The Assisted Living Centers promotes the health, treatment, comfort, safety, and well-being of residents. Services provided under the Assisted Living Waiver include assistance with activities of daily living, instrumental activities of daily living, social and recreational programming, and medication assistance. Ninety people (N=90) from this program were interviewed and included for analysis.

In-Home (HOPE) Waiver: The Home and Community Based Options and Person-Centered Excellence (HOPE) Waiver serves participants age 65 and older and individuals age 18 and older with a qualifying disability who meet nursing facility level of care. Eligible participants must also meet financial eligibility requirements. Covered services include homemaker, personal care, nursing, respite, chore services, adult companion, personal emergency response systems, environmental accessibility adaptations, meals, nutritional supplements, medical equipment and supplies, telehealth services, adult day services, community transition services, assistive technology, and assistive devices. Eighty-two people (N=82) from this program were interviewed and included for analysis.

Medicaid State Plan In-Home Services: Individuals who are Medicaid eligible but do not meet the nursing facility level of care requirements for the HOPE Waiver may receive a maximum of 500 hours of services annually under the Medicaid State Plan. The services must be necessary, as determined by a standardized assessment. Services under this program include homemaker, personal care, and nursing. Forty-five people (N=45) from this program were interviewed and included for analysis.

State Funded In-Home Services: The State Funded (Non-Title XIX) In-Home Services program provides services and supports to individuals who are 18 and older with a qualifying disability or age 60 and older with a medical condition. Eligibility is determined by both financial qualification and a demonstrated assessed need. Individuals receiving services through this program do not meet the income guidelines to be eligible for Medicaid. Services available under this program include homemaker, personal care, nursing, adult day services, assistive devices, personal emergency response systems, respite services (including a respite program for individuals under 60 who meet certain eligibility criteria), meals, nutritional supplements, medical equipment and supplies, and telehealth services. One hundred thirty-two people (N=132) from this program were interviewed and included for analysis.

Older Americans Act (OAA): The Older Americans Act supports a wide range of programs which offer services and supports for individuals age 60 and older. The Older Americans Act programs focus on improving the lives of older people by helping them remain as independent as possible in their homes and communities. Services available include adult day services, congregate and home delivered meals, caregiver supports, legal services, and transportation services. Forty-three people (N=43) from the OAA program were interviewed and included for analysis.

Figure 2 below summarizes programs included in South Dakota's NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the "Organization of Results" section below.

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
Assisted Living (HOPE) Waiver	90	813	8.9% MoE, 95% CL	9.8% MoE, 95% CL
In-Home (HOPE) Waiver	82	593	9.2% MoE, 95% CL	10.1% MoE, 95% CL
Medicaid State Plan In-Home Services	45	226	12.0% MoE, 95% CL	13.1% MoE, 95% CL
State Funded In-Home Services	132	3,075	7.7% MoE, 95% CL	8.4% MoE, 95% CL
OAA	43	3,218	13.6% MoE, 95% CL	14.9% MoE, 95% CL
Total	392	7,925	4.4% MoE, 95% CL	4.8% MoE, 95% CL

Survey Process in South Dakota

South Dakota Department of Human Services, Division of Long Term Services and Supports (SD LTSS) contracts with the University of South Dakota (USD) Center for Disabilities to conduct approximately 400 face-to-face NCI-AD interviews each survey year with randomly selected individuals who receive services under the HOPE Waiver program (Assisted Living Waiver and In-Home Waiver), Medicaid State Plan, State Funded In-Home Services program, and Older Americans Act programs.

Prior to launching the project, USD Center for Disabilities staff were trained by SD LTSS staff and NCI-AD project staff from ADvancing States (formerly NASUAD), and Human Services Research Institute (HSRI). Training covered a general overview of the services and supports offered within SD LTSS, information on the specific population of individuals receiving services under the aforementioned programs, confidentiality and HIPAA requirements, how to identify and report suspected abuse, neglect, and exploitation, how to

recognize and report unmet needs during the survey process, how to conduct the NCI-AD surveys, and how to enter survey data into the ODESA database.

To determine SD's survey population, SD LTSS first extracts a report of active participants from the case management system who receive services under the programs identified above in each of the four regions of the state throughout the survey year. Next, a random sample of recipients is generated for the specified region. The USD Center for Disabilities' NCI-AD Coordinator then sends a letter to each individual who is randomly selected to participate. The letter explains the NCI-AD survey project and allows an opportunity for individuals to opt out of participating in the project. Individuals can opt-out by calling the USD Center for Disabilities office or mailing in an opt-out form. The USD Center for Disabilities tracks all individuals who opt-out and then calls the remaining individuals to schedule an interview date, time, and location of choice for those that agree to participate. This entire process occurs over multiple weeks in each region. The Center for Disabilities completes most, if not all, surveys in one region of the state before moving on to the next region.

South Dakota used NCI-AD's optional module on person-centered planning (PCP) in all five of its programs surveyed.

Stakeholders

Stakeholder engagement is an important ongoing component of planning and implementation of the NCI-AD survey. The stakeholder groups that are part of this ongoing process include the individuals and/or their guardians who are selected to participate in the NCI-AD survey process, the South Dakota Advisory Council on Aging, South Dakota LTSS In-Home Providers, South Dakota Assisted Living Providers, and SD LTSS case managers. SD LTSS is committed to providing ongoing NCI-AD stakeholder engagement activities to spread awareness of the project, drive collaborative policy enhancements, and promote positive outcomes for individuals receiving home and community-based services in South Dakota.

Organization of Results

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

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

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

Each chart also contains South Dakota's weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state's programs; its calculation effectively “re-balances” the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. South Dakota's sampling design did include oversampling of some of its programs – i.e. some programs constituted a larger proportion of the survey sample than they did as

proportion of total population of survey-eligible service recipients. To account for these programs being proportionally over-represented in the state's survey data, statistical weights were developed and applied to calculate South Dakota's weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

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

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

South Dakota's data from NCI-AD's optional PCP module are shown in Appendix C.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in South Dakota. 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 South Dakota's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between South Dakota's programs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's result

relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Results

Community Participation

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

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

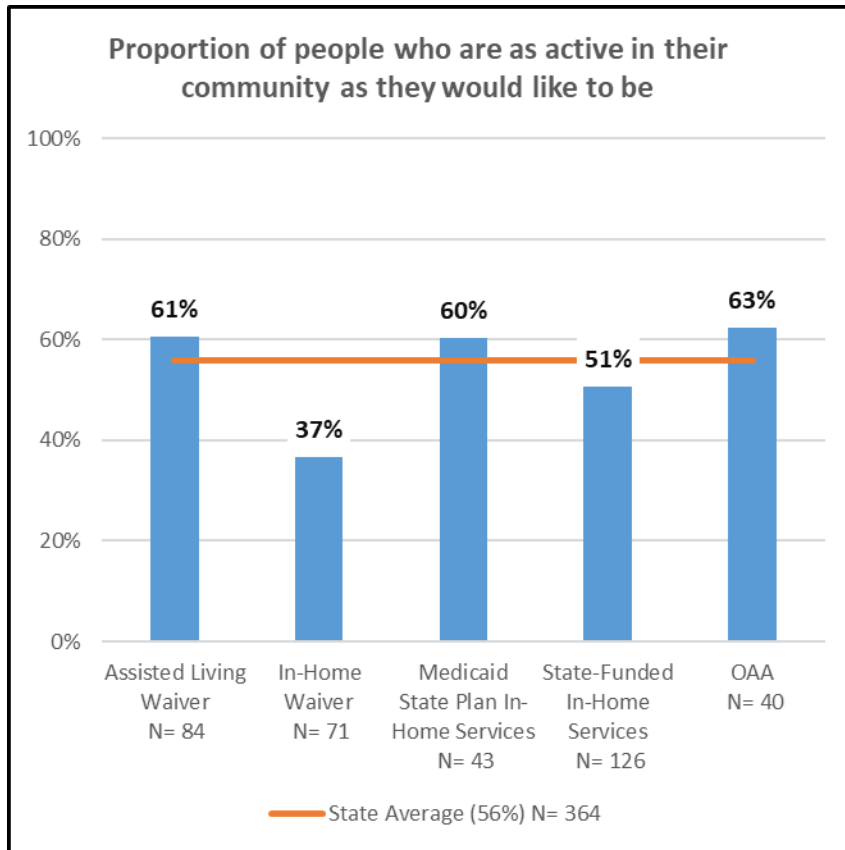
1. Proportion of people who are able to participate in preferred community activities.

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

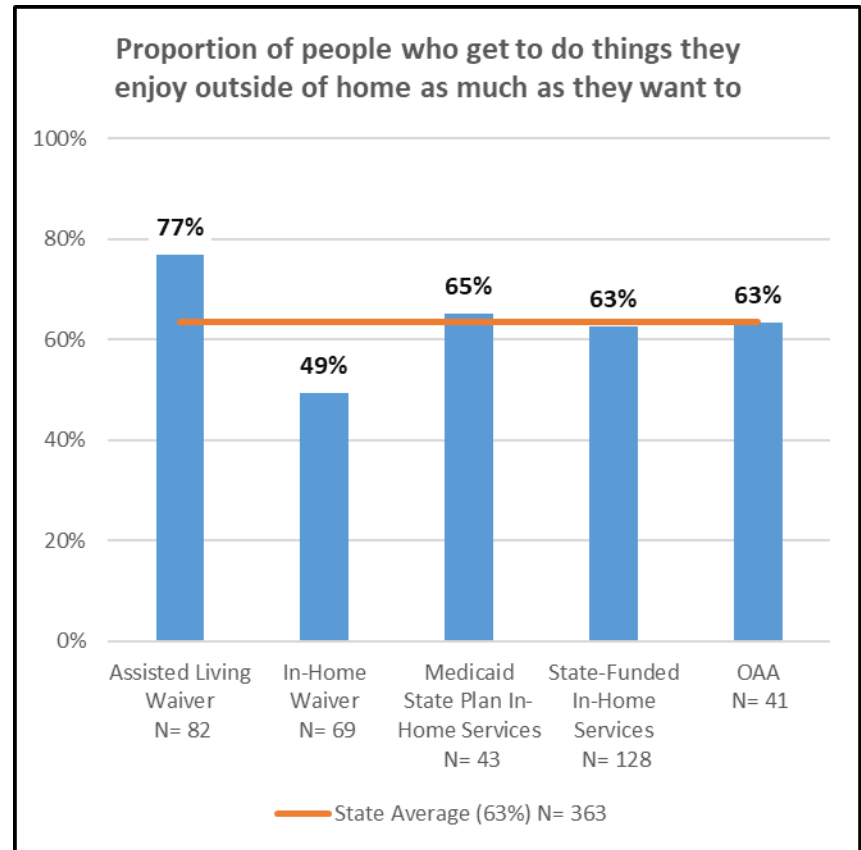
Un-collapsed data are shown in Appendix B.

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

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



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



Choice and Decision Making

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

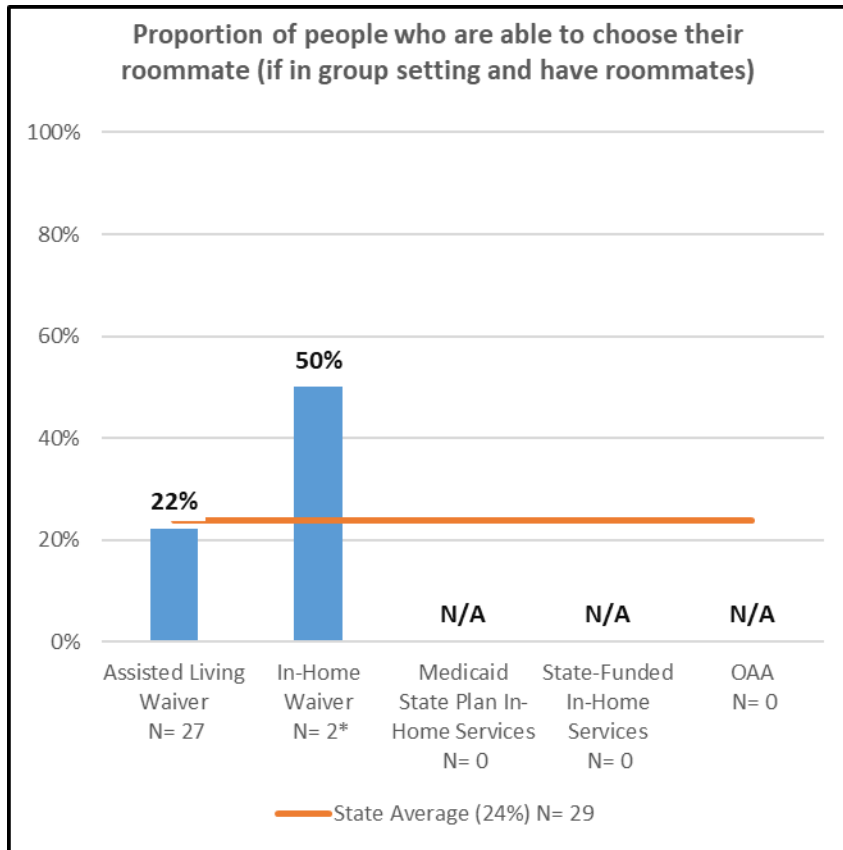
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

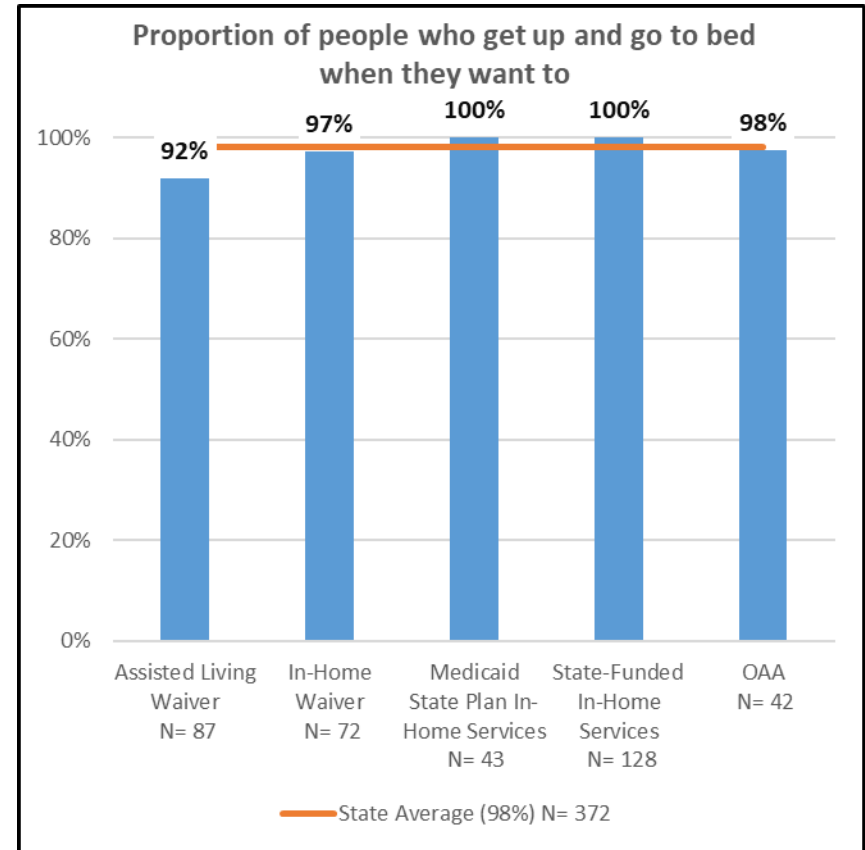
Un-collapsed data are shown in Appendix B.

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



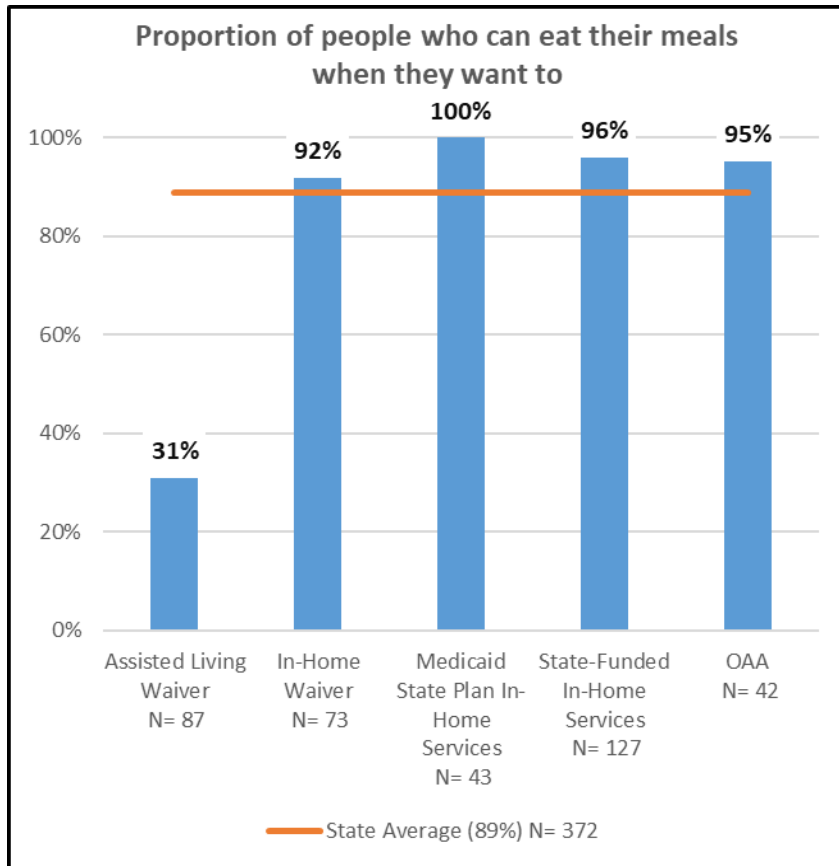
* Very small number of responses

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

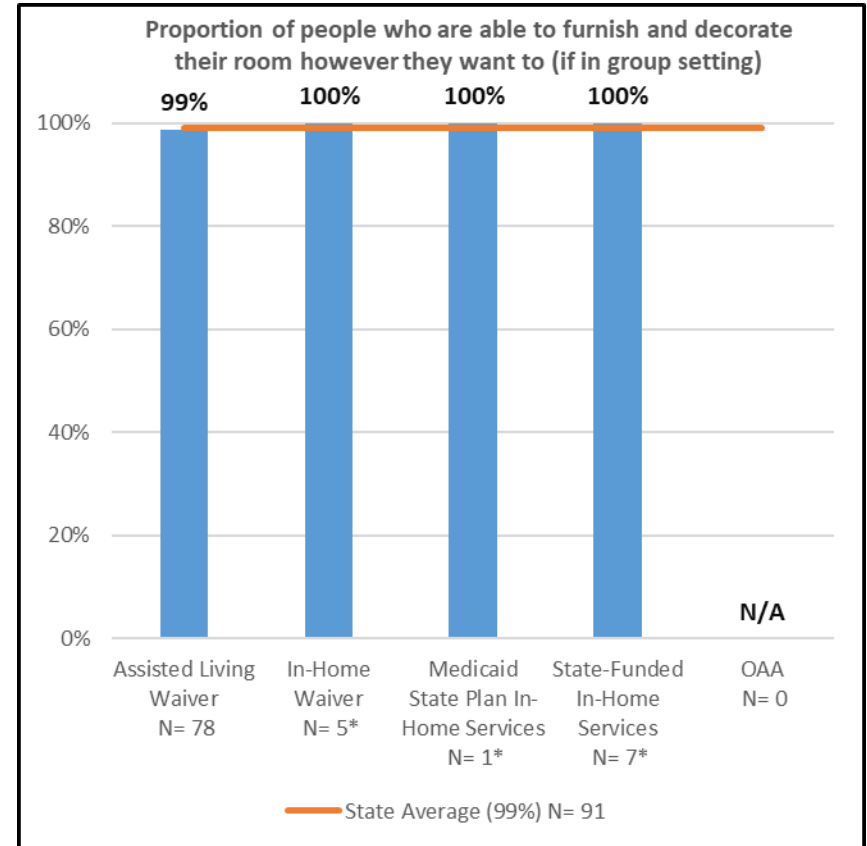


¹¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



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



* Very small number of responses

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

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

Relationships

People have friends and relationships and do not feel lonely.

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

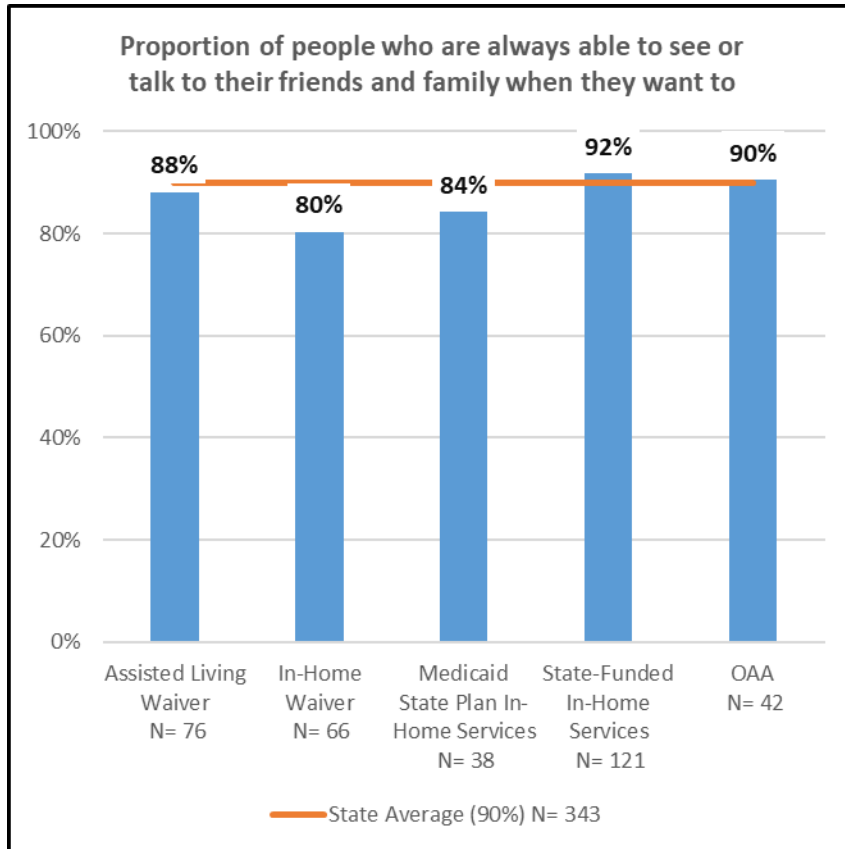
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

Un-collapsed data are shown in Appendix B.

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

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



Satisfaction

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

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

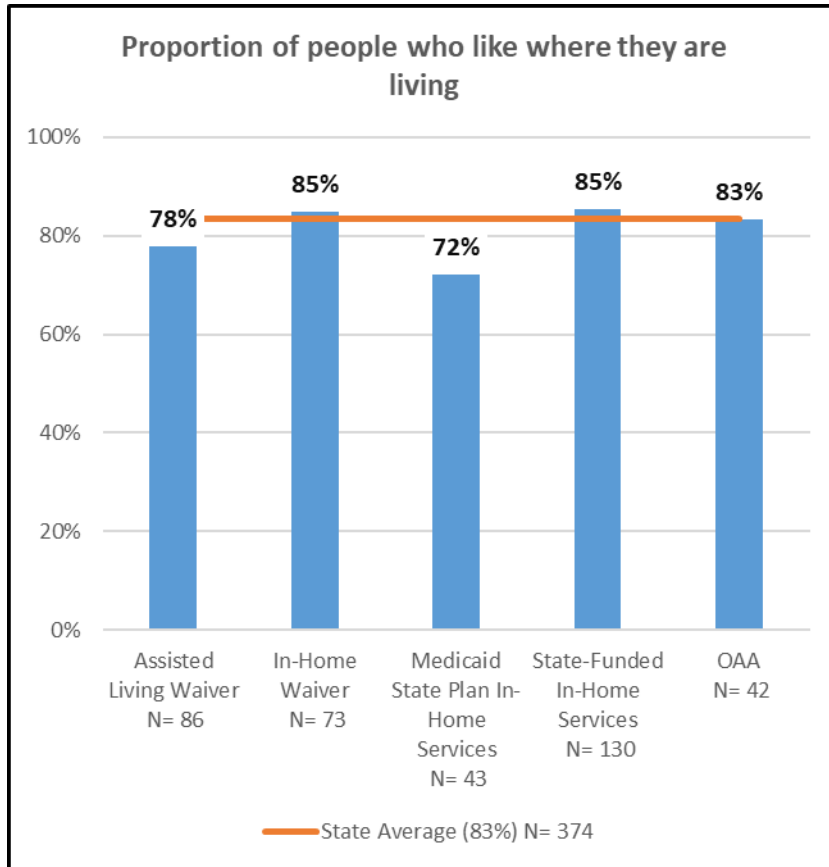
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

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

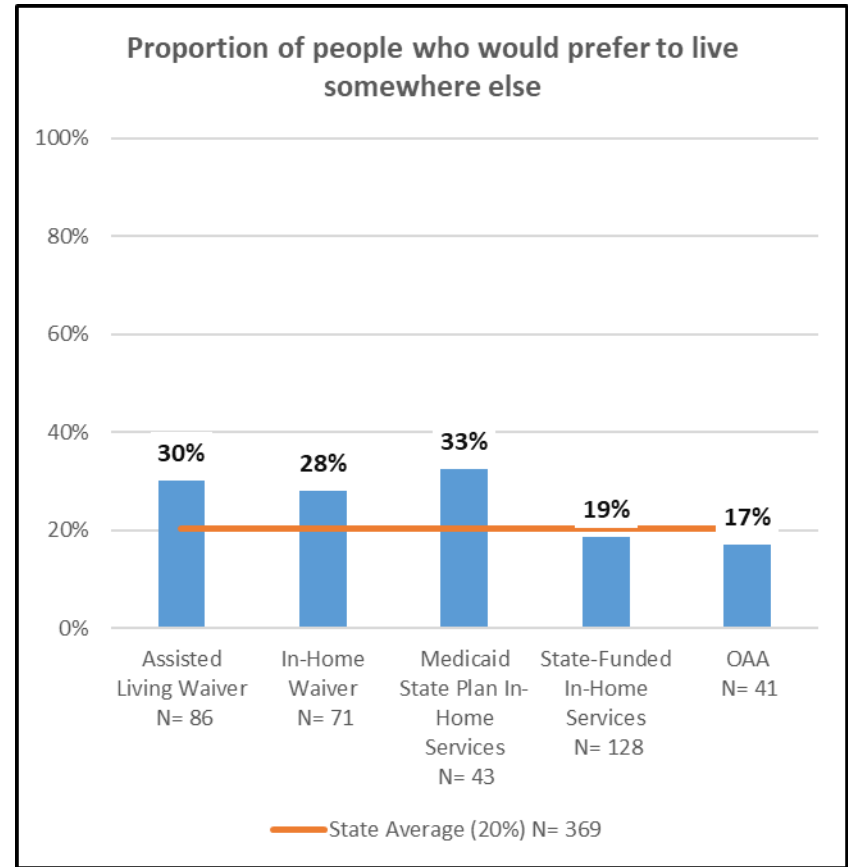
Un-collapsed data are shown in Appendix B.

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

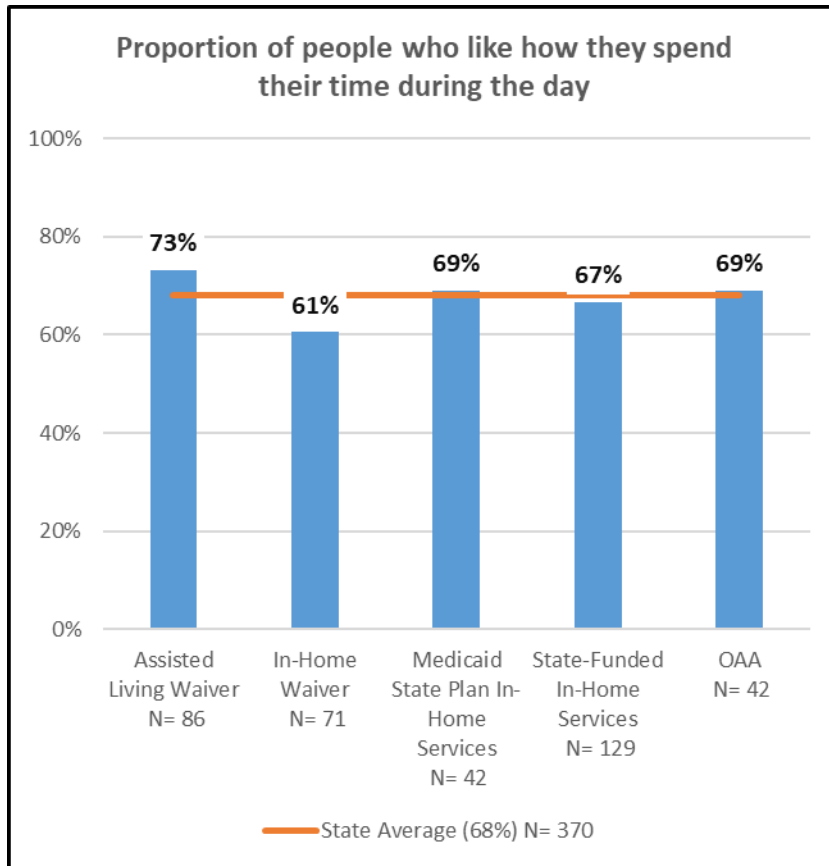
Graph 8. Proportion of people who like where they are living



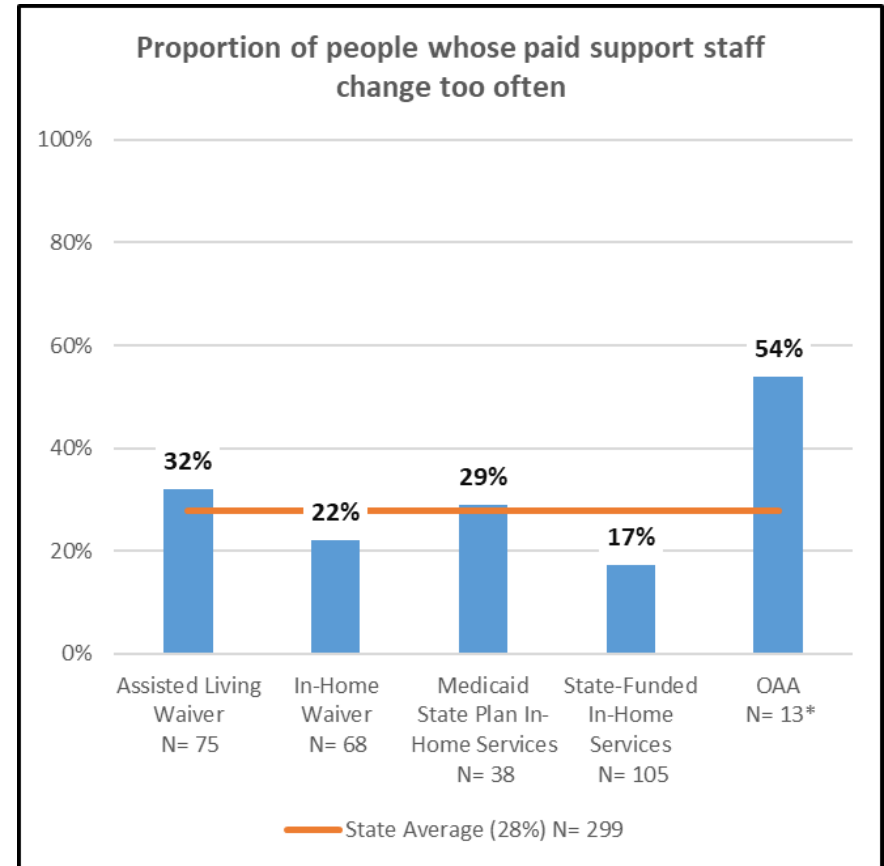
Graph 9. Proportion of people who would prefer to live somewhere else



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

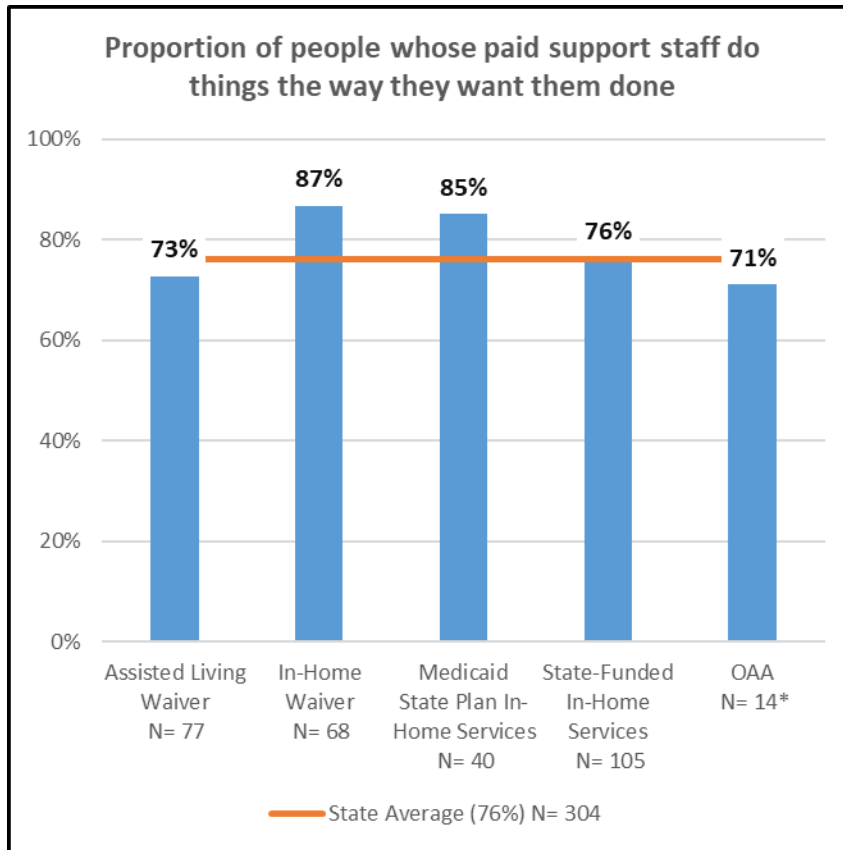


Graph 11. Proportion of people whose paid support staff change too often



* Very small number of responses

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



* Very small number of responses

Service Coordination

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

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

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

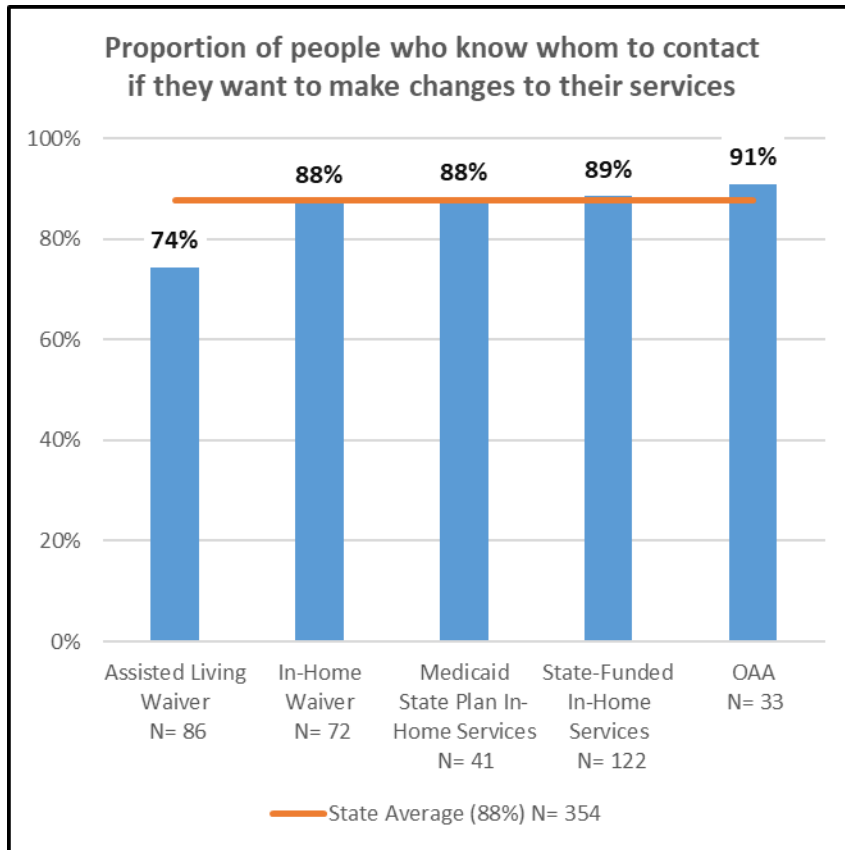
There are sixteen¹⁷ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

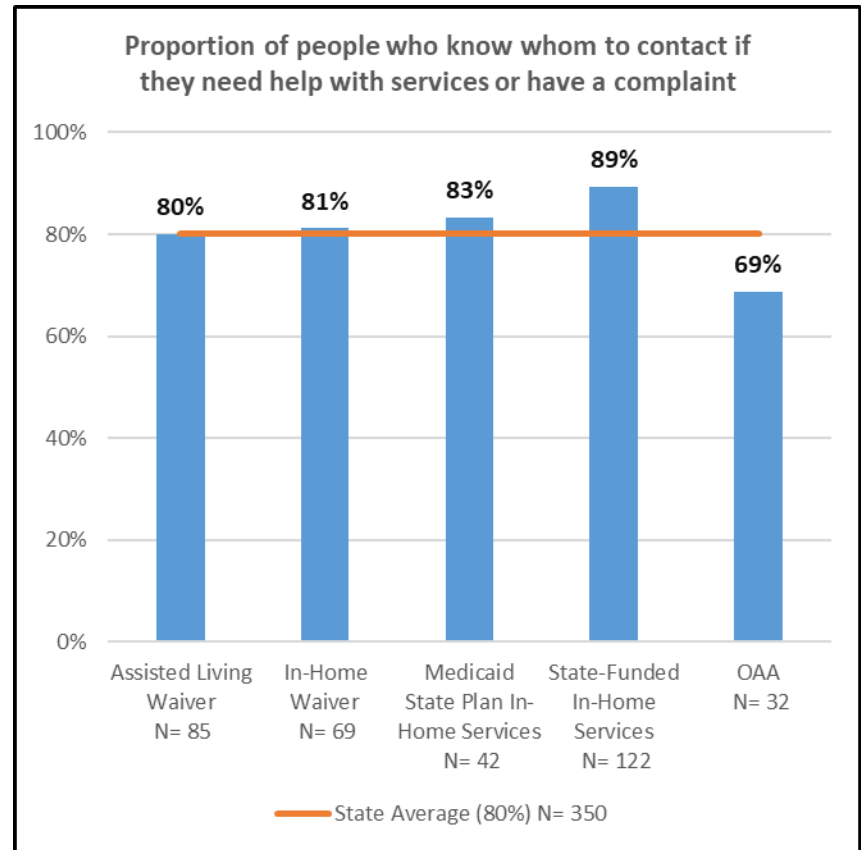
¹⁶ Indicator previously reported in the "Access" domain.

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

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

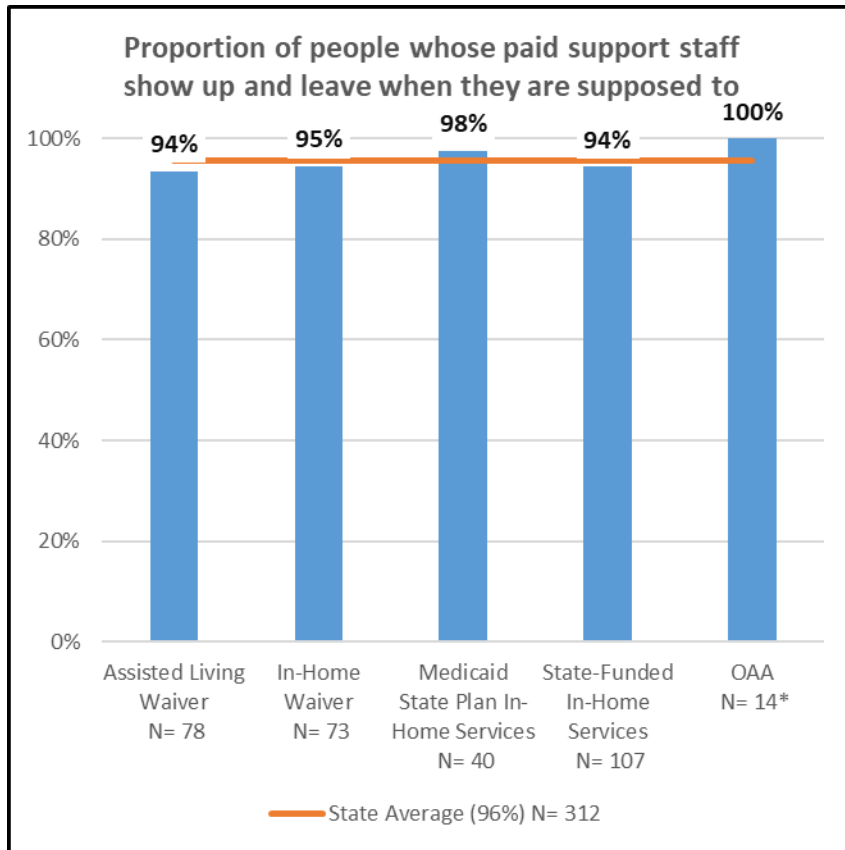


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁸



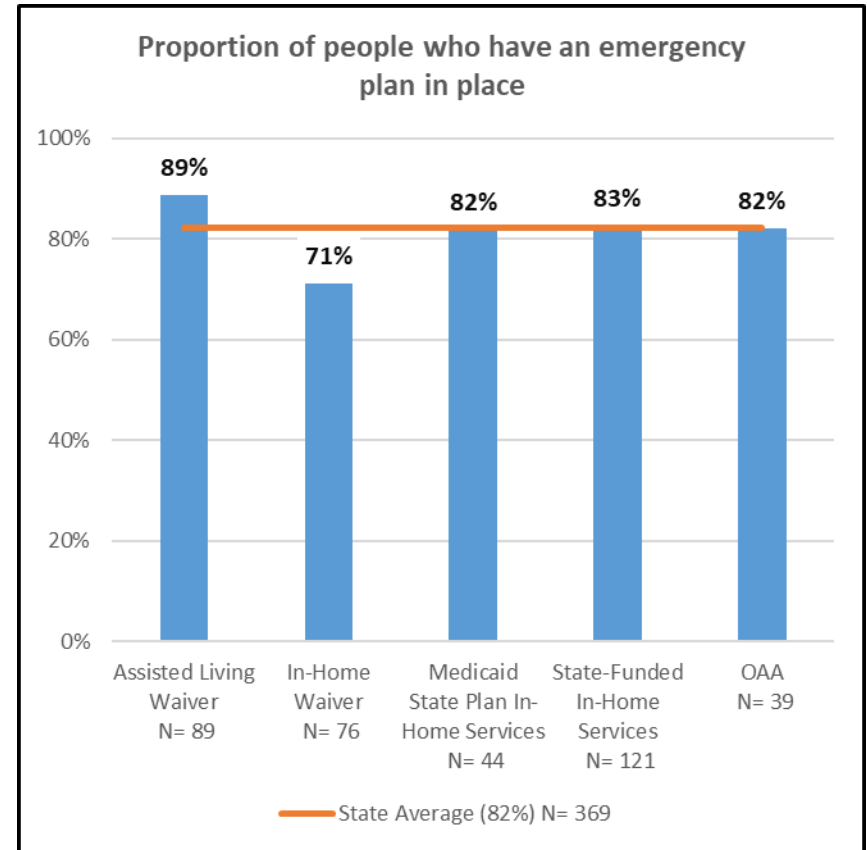
¹⁸ New item added in 2018-2019.

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

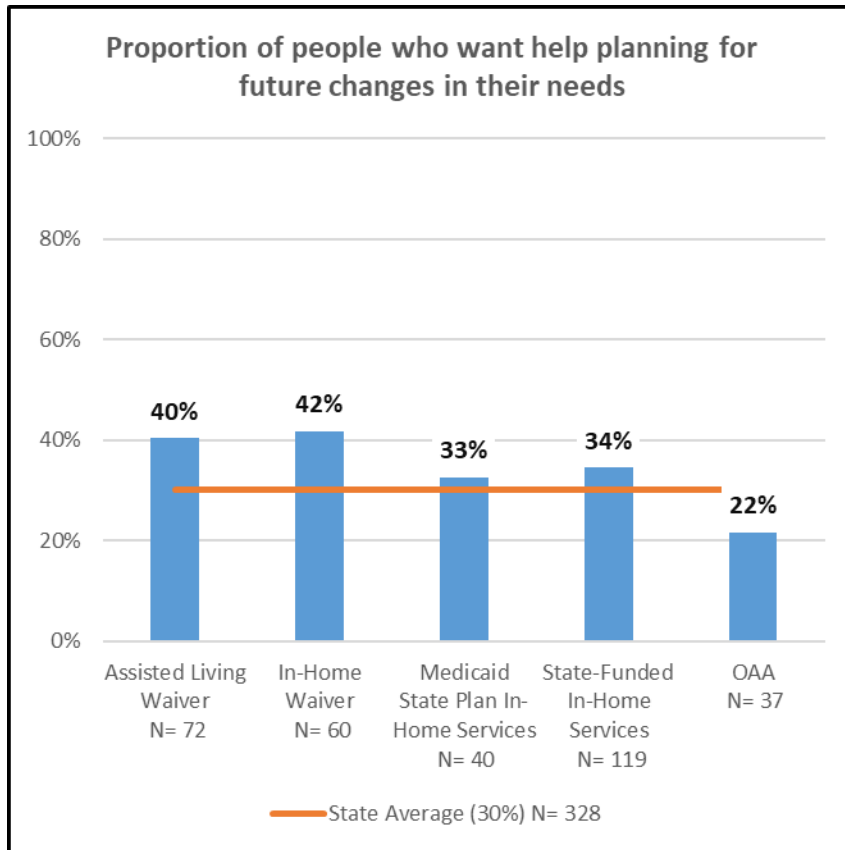


* Very small number of responses

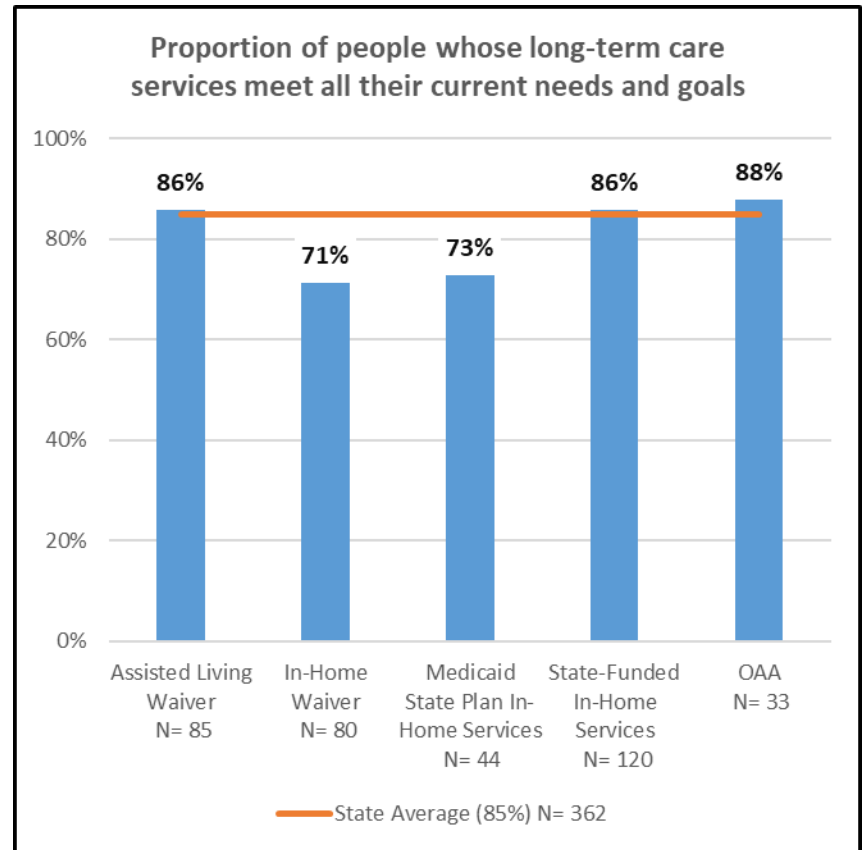
Graph 16. Proportion of people who have an emergency plan in place



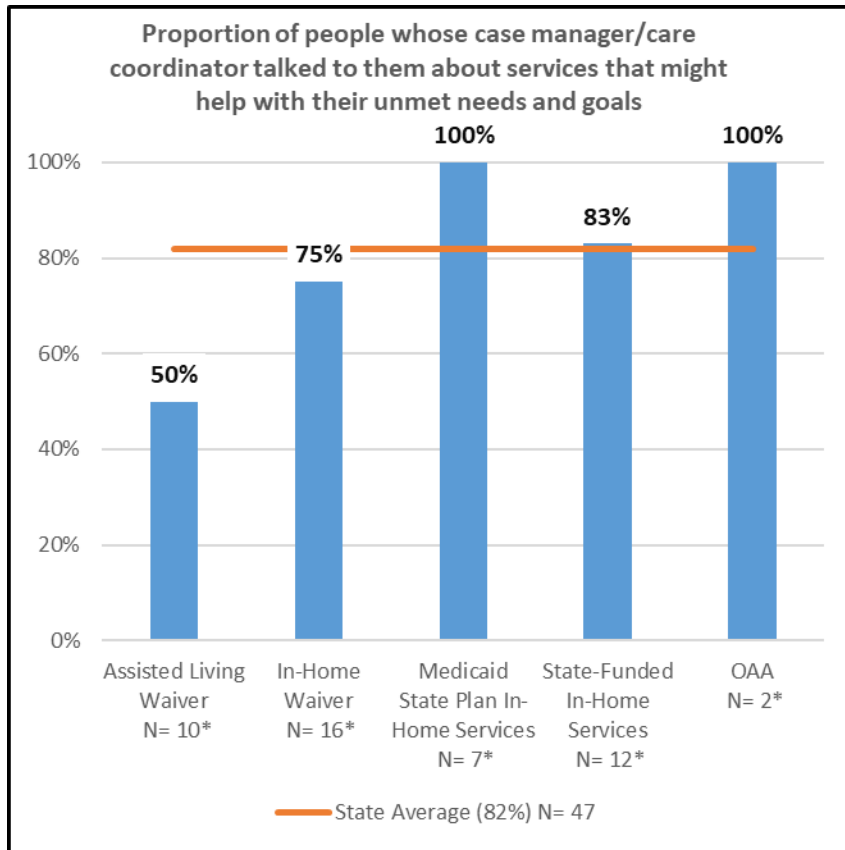
Graph 17. Proportion of people who want help planning for future changes in their needs



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

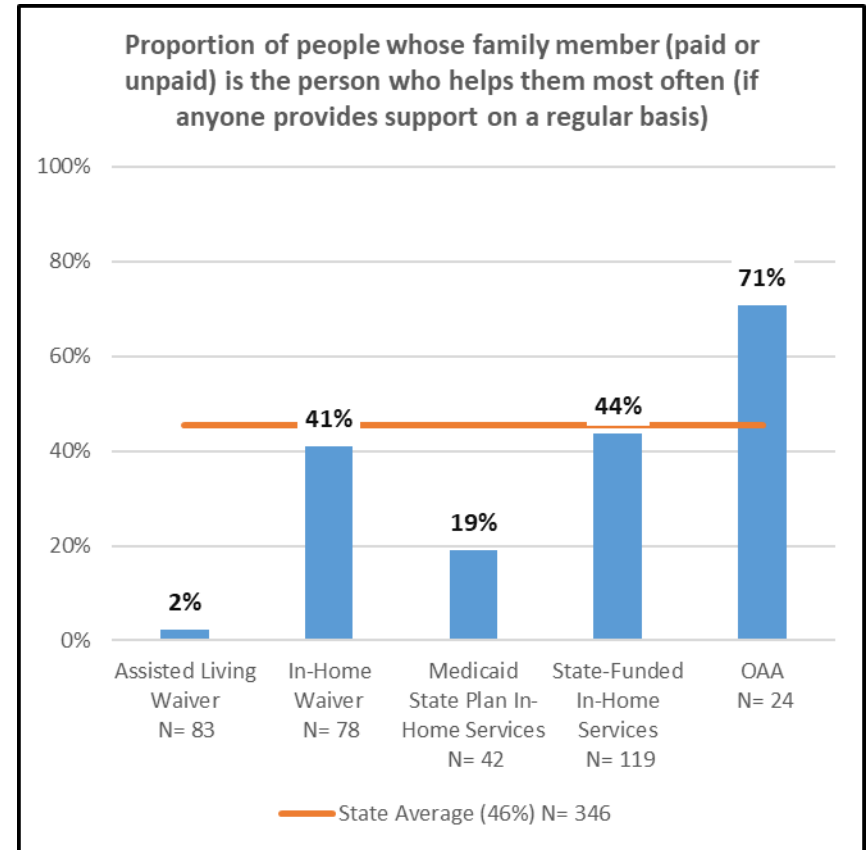


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

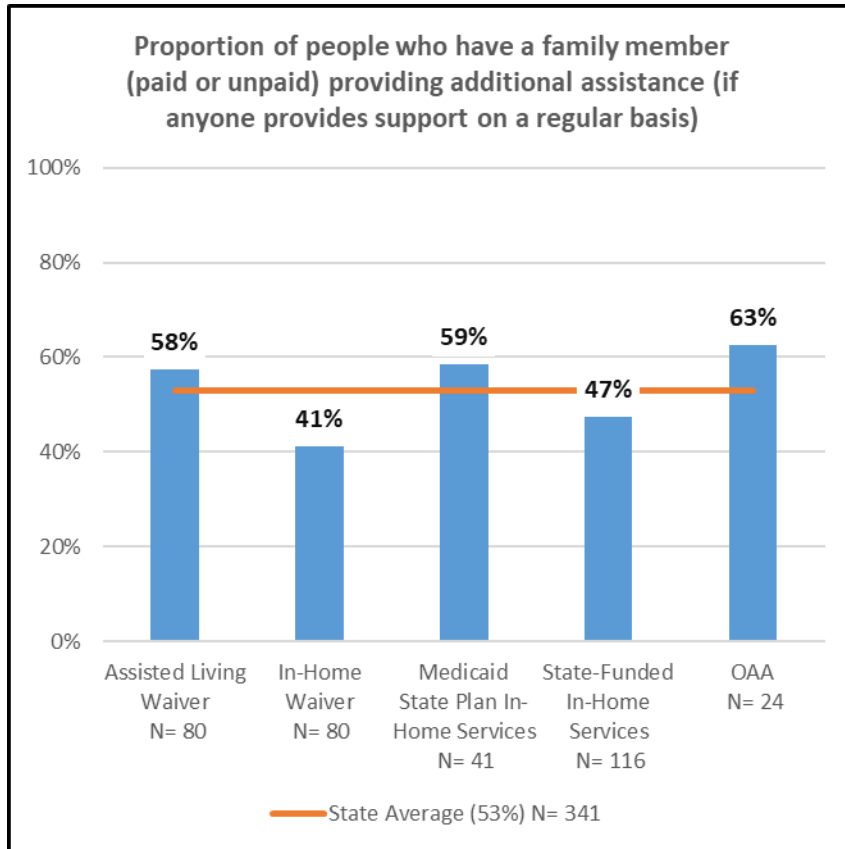


* Very small number of responses

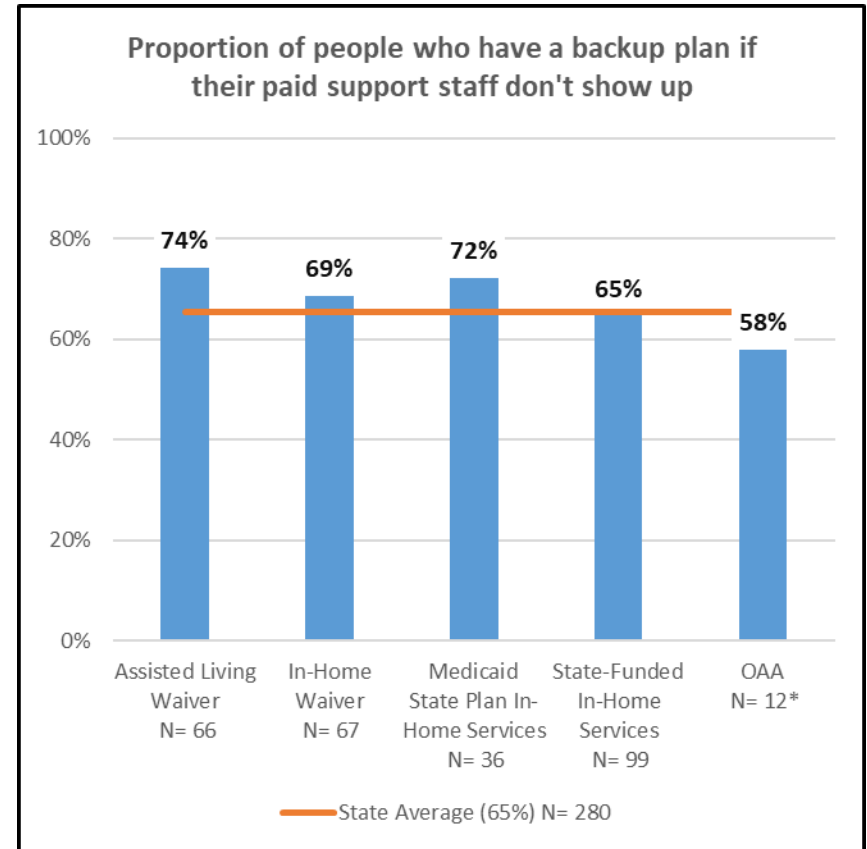
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



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

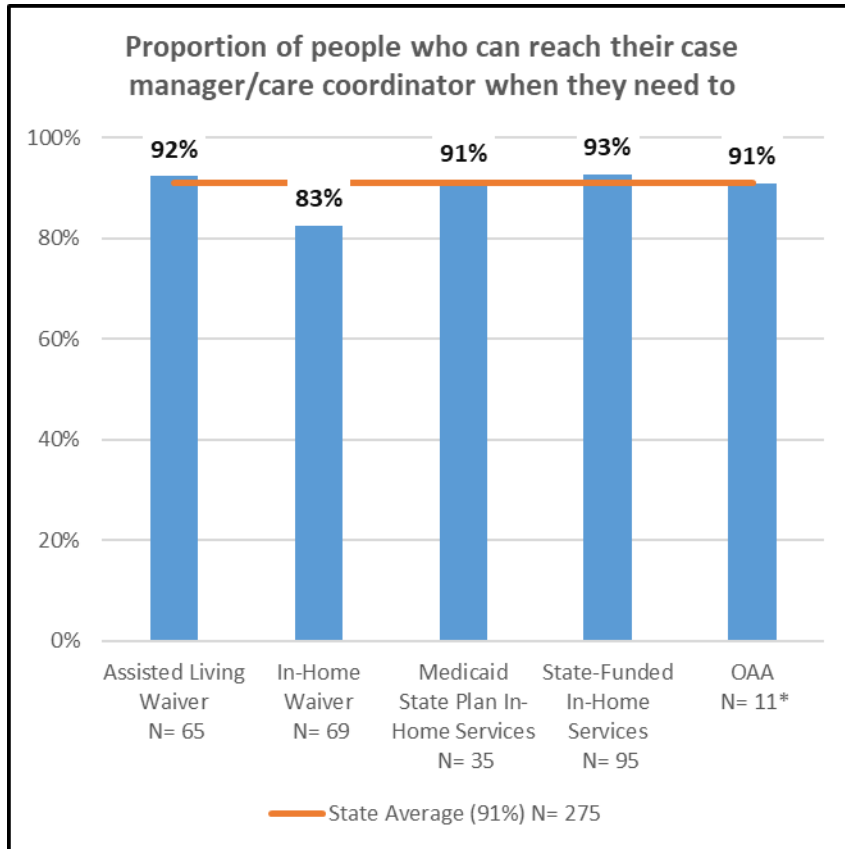


Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



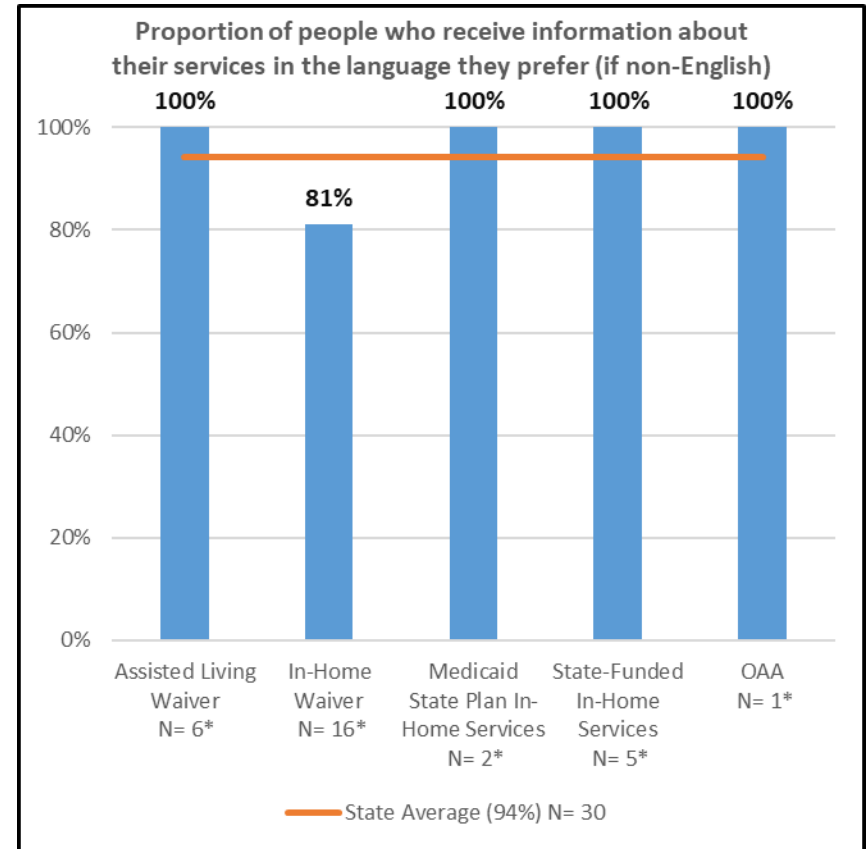
* Very small number of responses

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



* Very small number of responses

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



* Very small number of responses

¹⁹ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

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

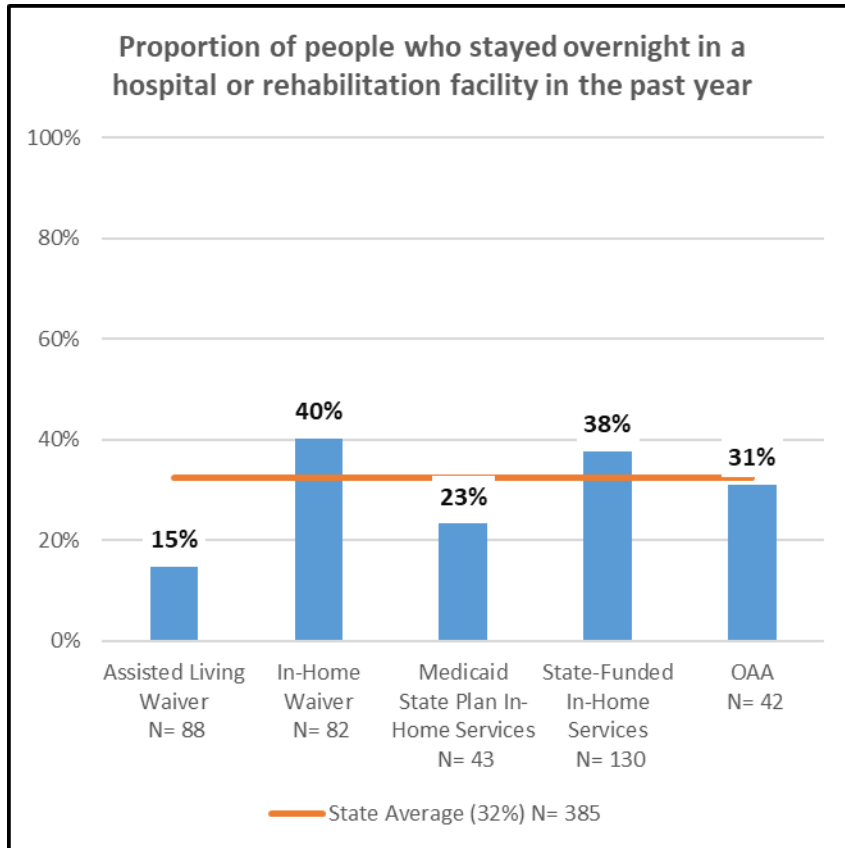
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.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

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

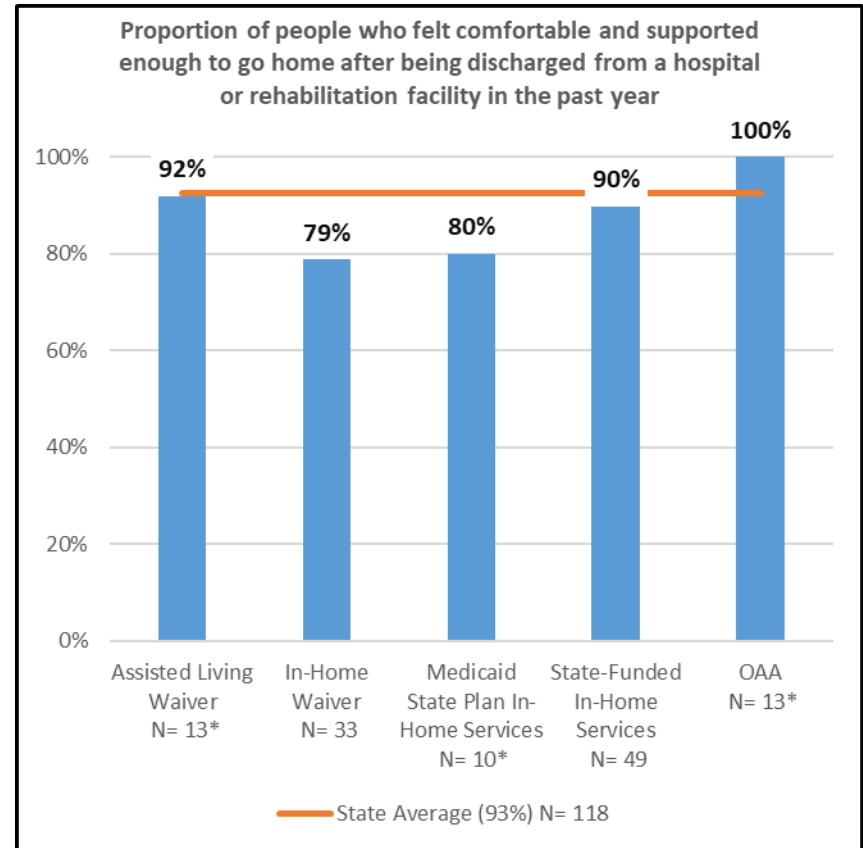
Un-collapsed data are shown in Appendix B.

²⁰ Indicator previously reported in the “Safety” domain.

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

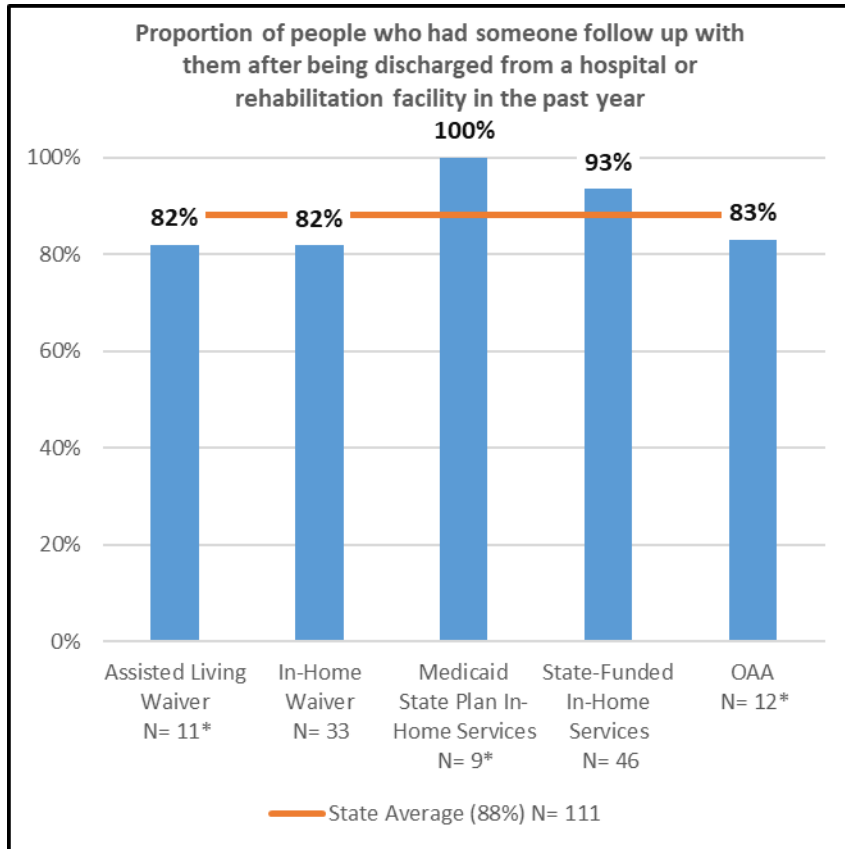


Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



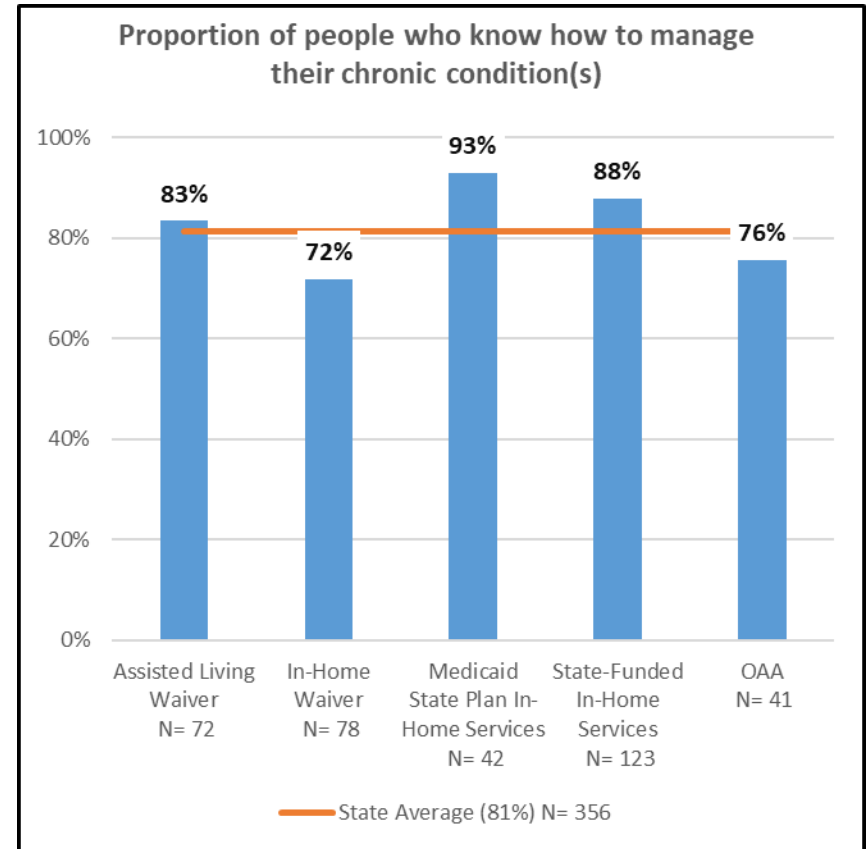
* Very small number of responses

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

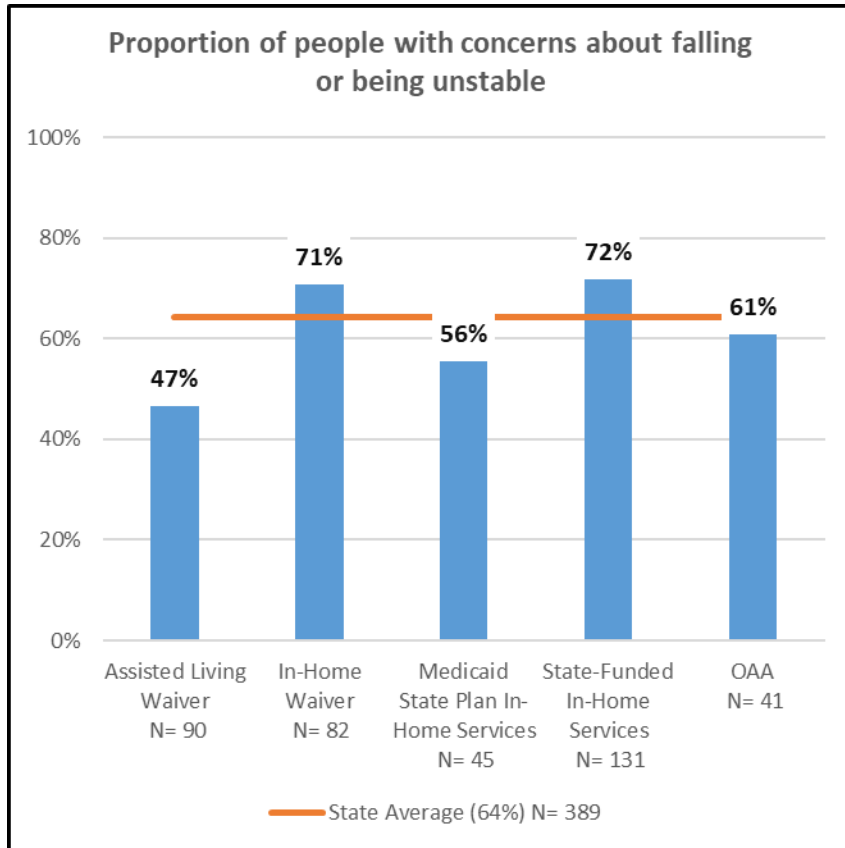


* Very small number of responses

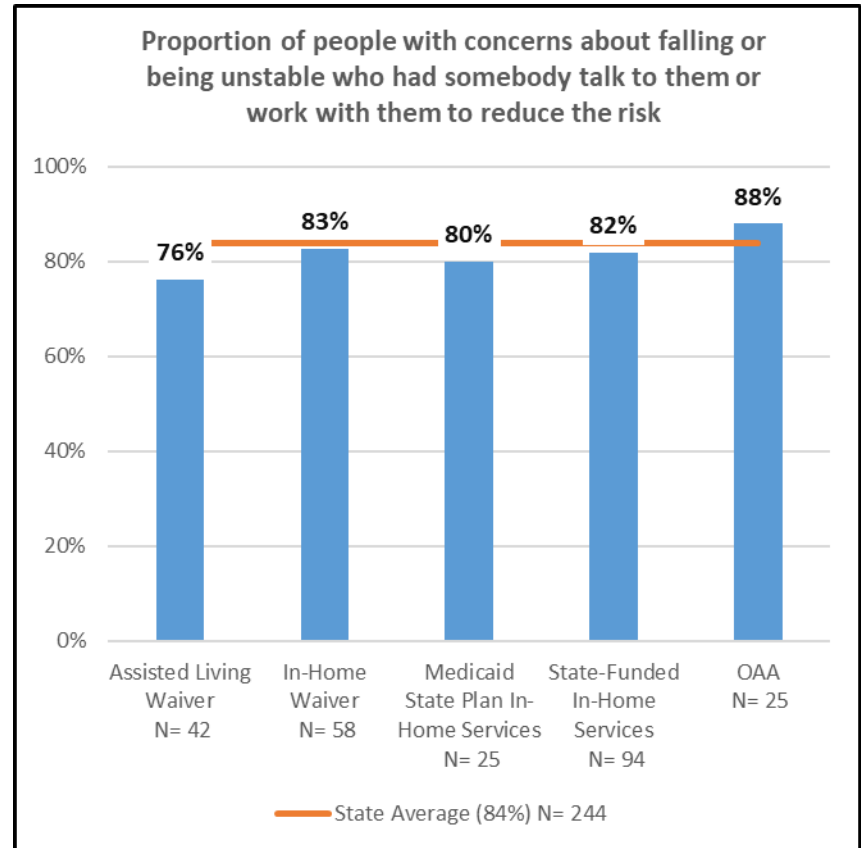
Graph 28. Proportion of people who know how to manage their chronic condition(s)



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



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



²¹ Item previously reported in the “Safety” domain.

²² Item previously reported in the “Safety” domain.

Access to Community²³

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁴.

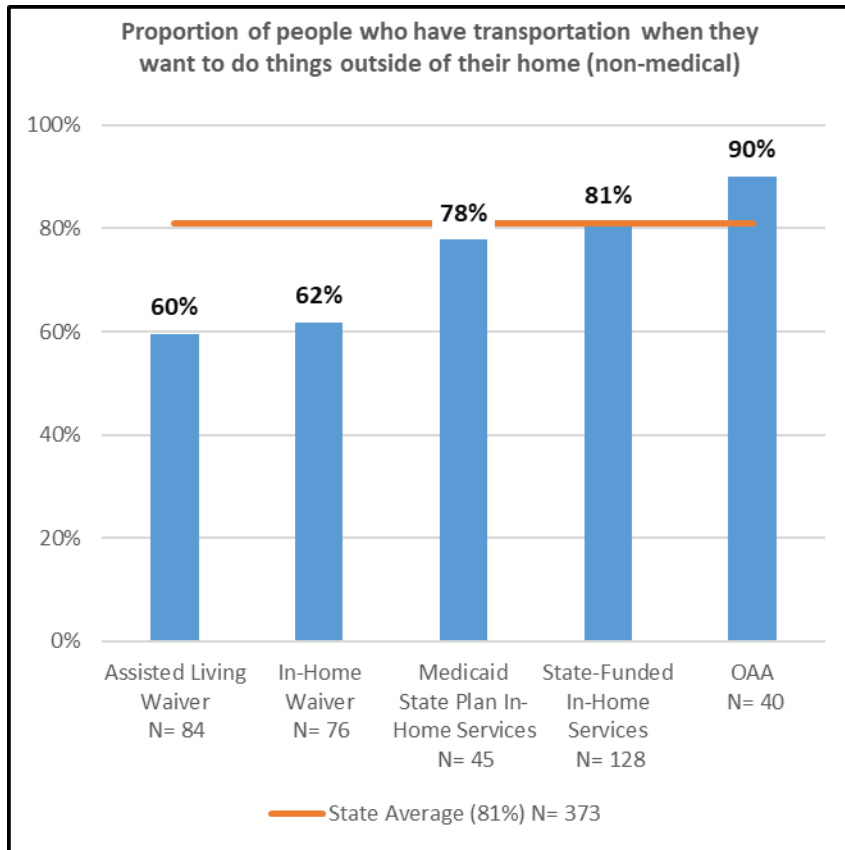
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²³ New domain in 2018-2019.

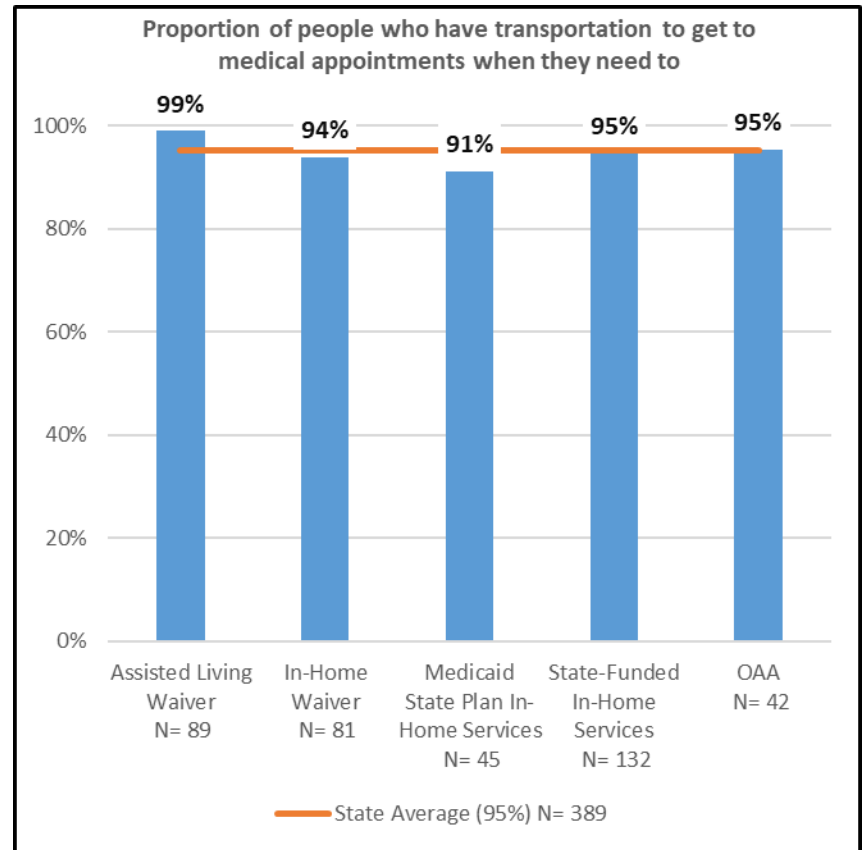
²⁴ Indicator previously reported in the "Access" domain.

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



²⁵ Item previously reported in the "Access" domain.

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



²⁶ Item previously reported in the "Access" domain.

Access to Needed Equipment²⁷

People have access to needed home modifications and assistive equipment.

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

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

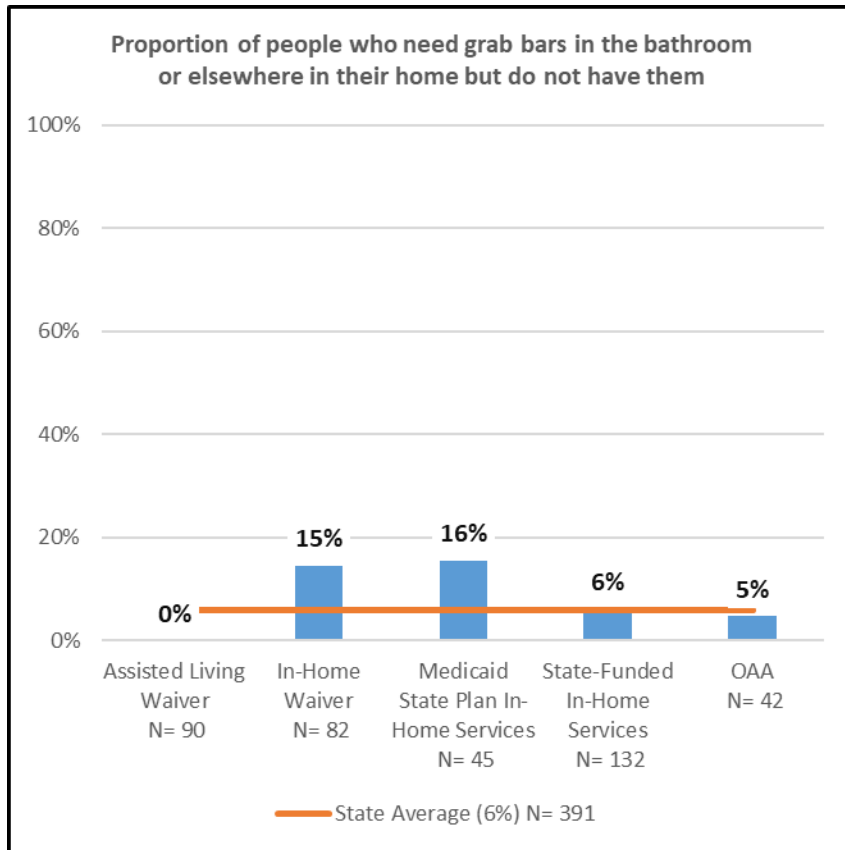
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

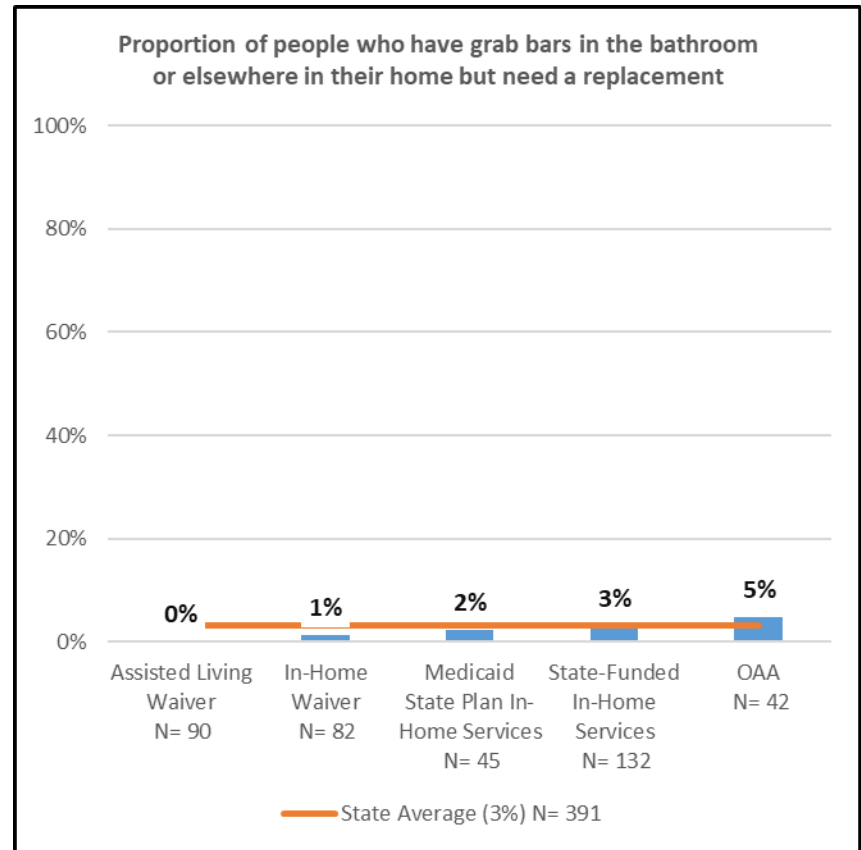
²⁷ New domain in 2018-2019.

²⁸ Indicator previously reported in the “Access” domain.

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



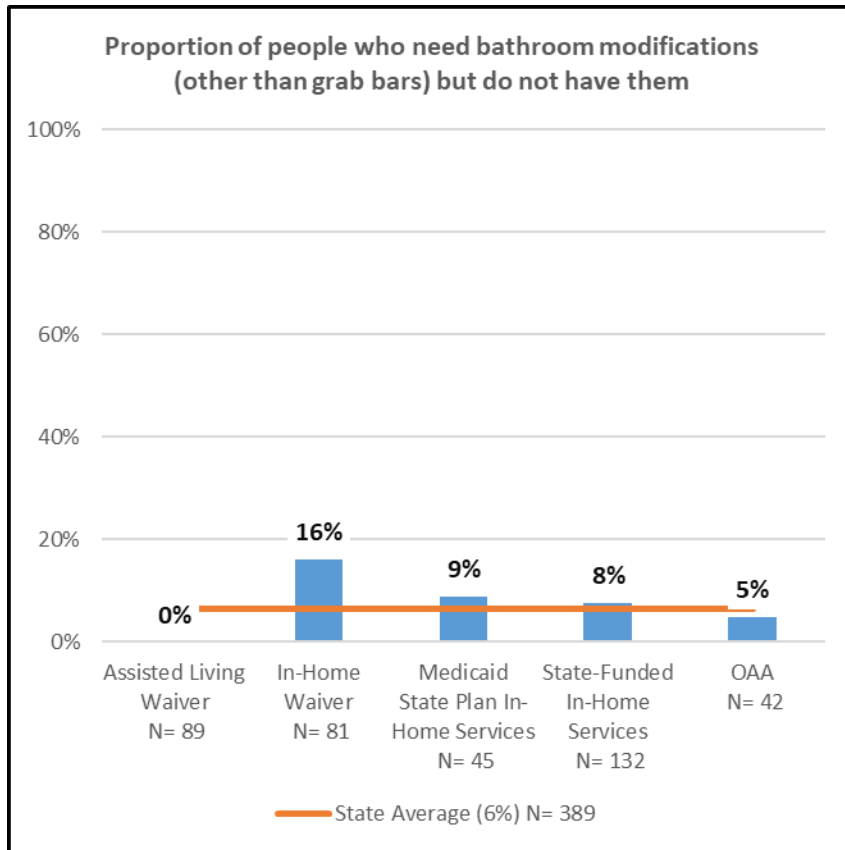
Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement³⁰



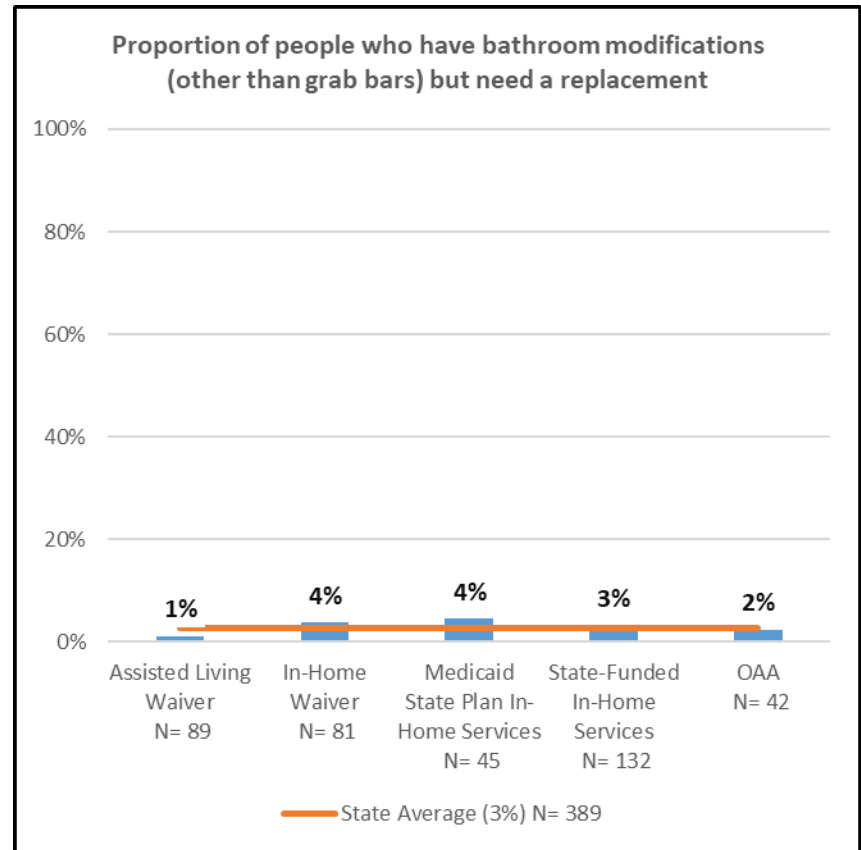
²⁹ Item previously reported in the “Access” domain.

³⁰ Item previously reported in the “Access” domain.

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



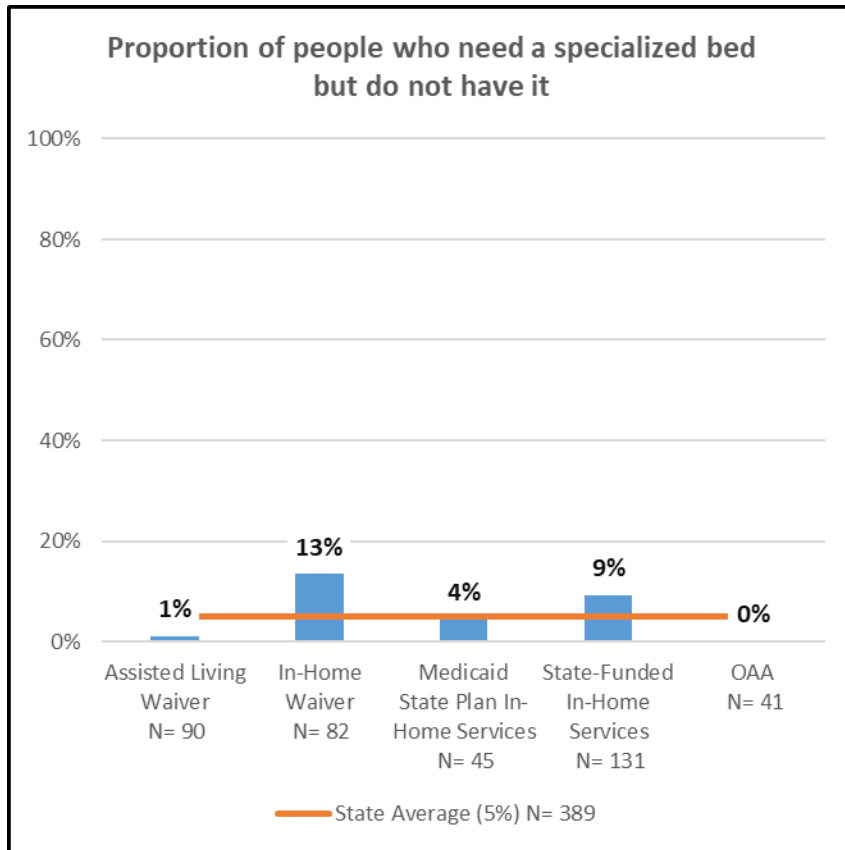
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³²



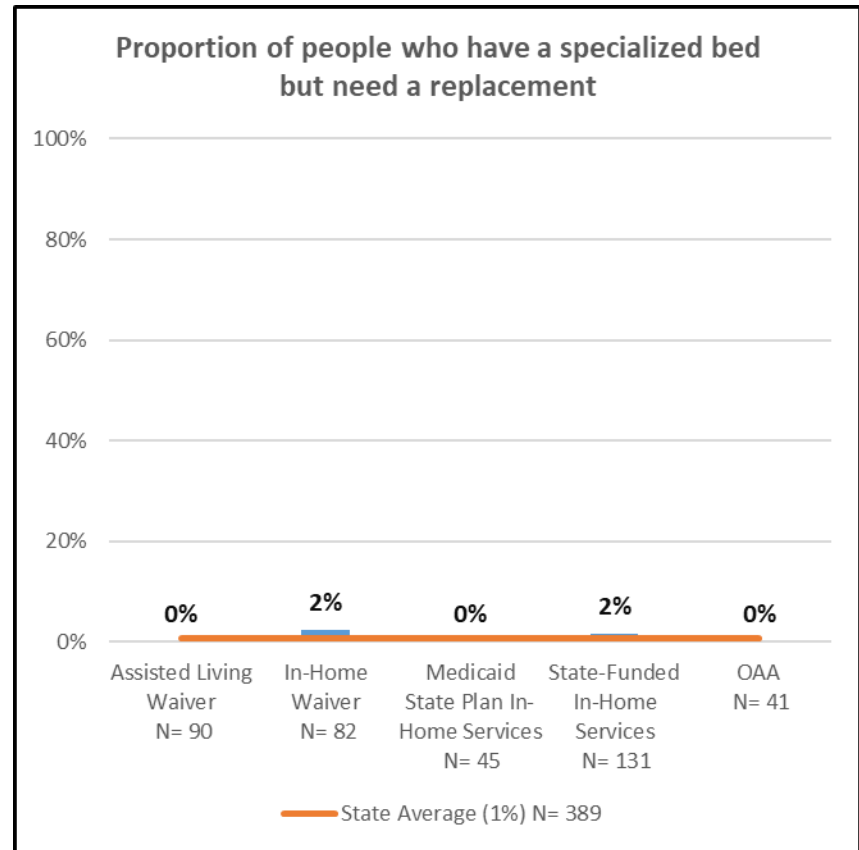
³¹ Item previously reported in the "Access" domain.

³² Item previously reported in the "Access" domain.

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



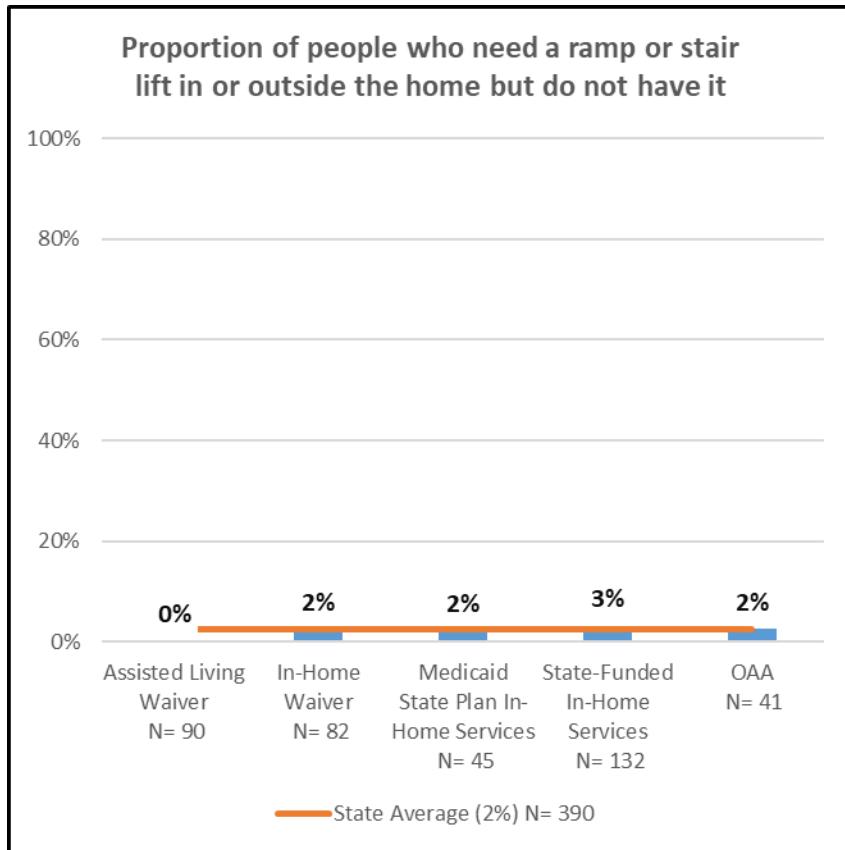
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁴



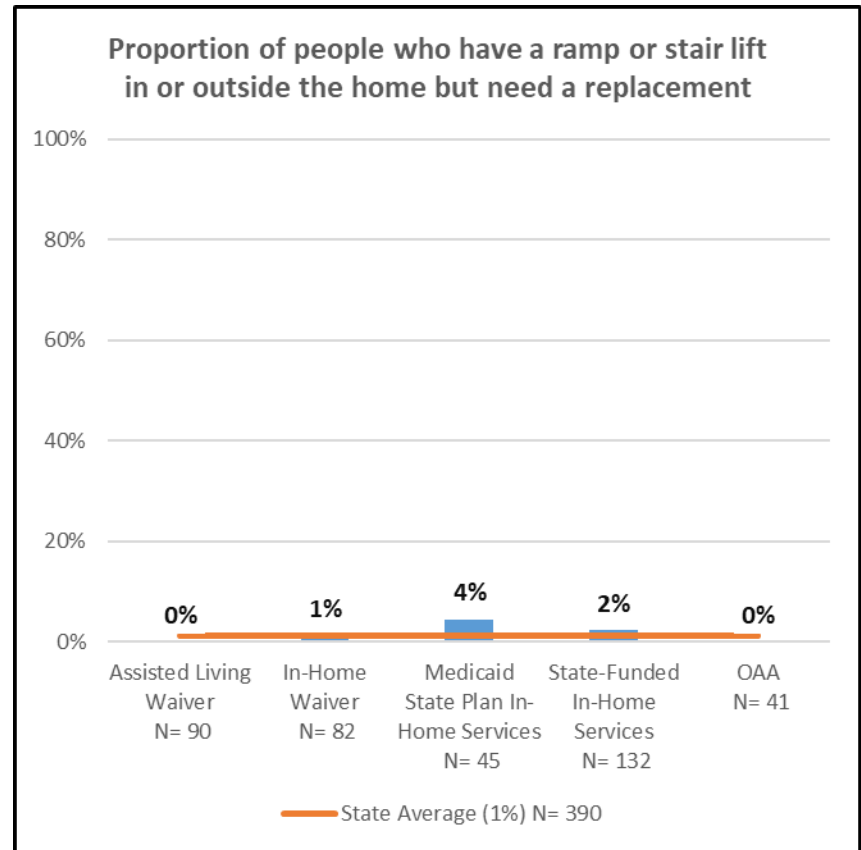
³³ Item previously reported in the "Access" domain.

³⁴ Item previously reported in the "Access" domain.

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



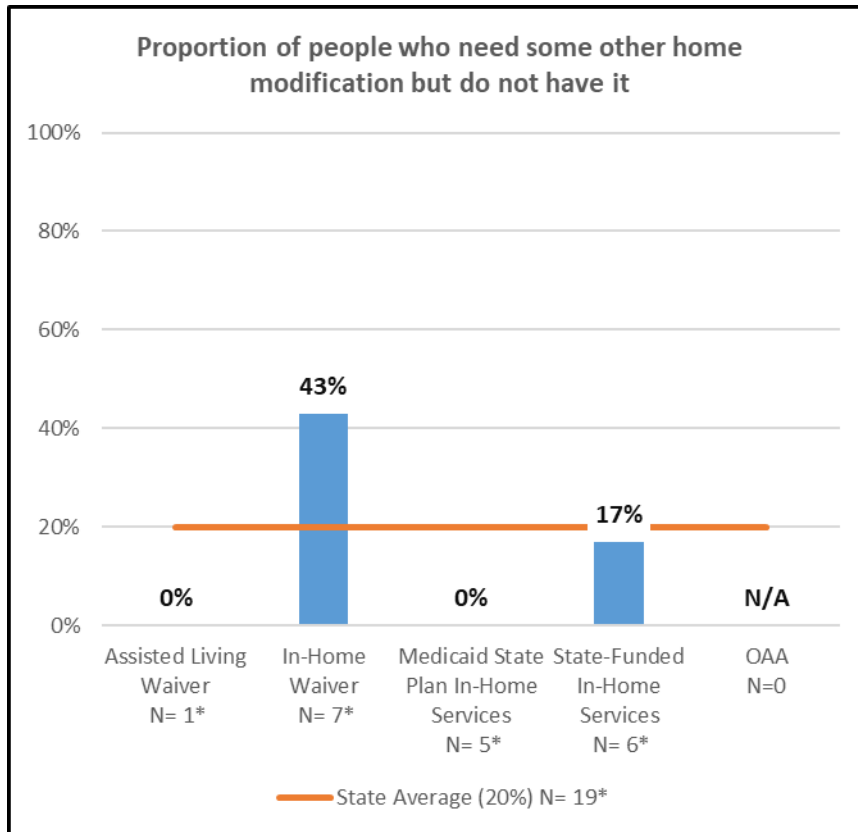
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁶



³⁵ Item previously reported in the "Access" domain.

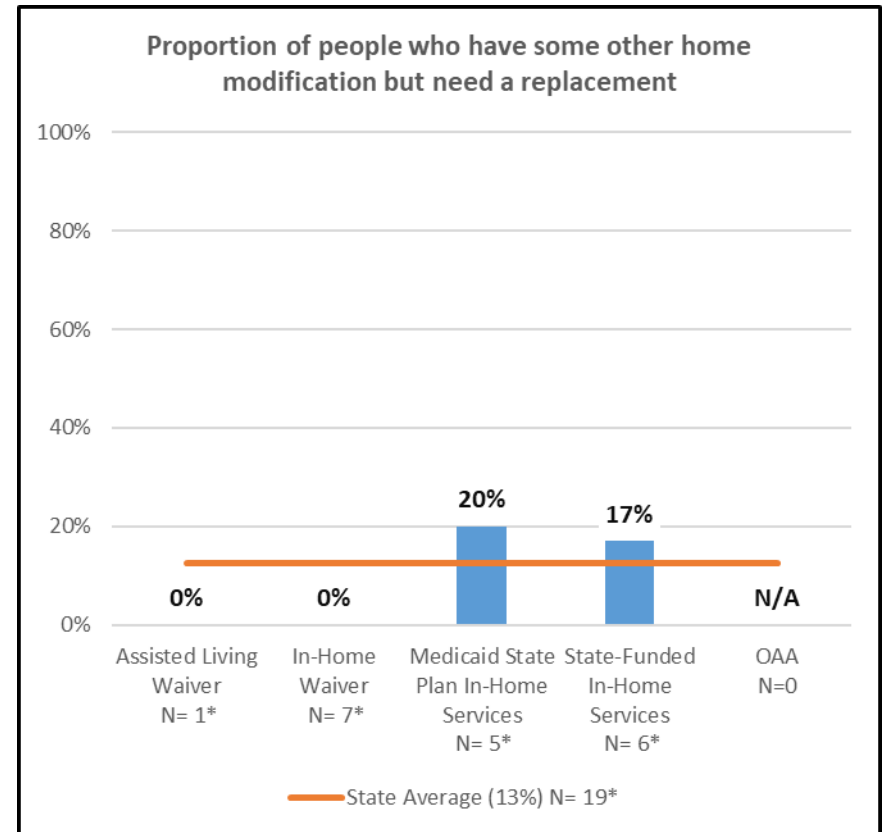
³⁶ Item previously reported in the "Access" domain.

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



* Very small number of responses

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

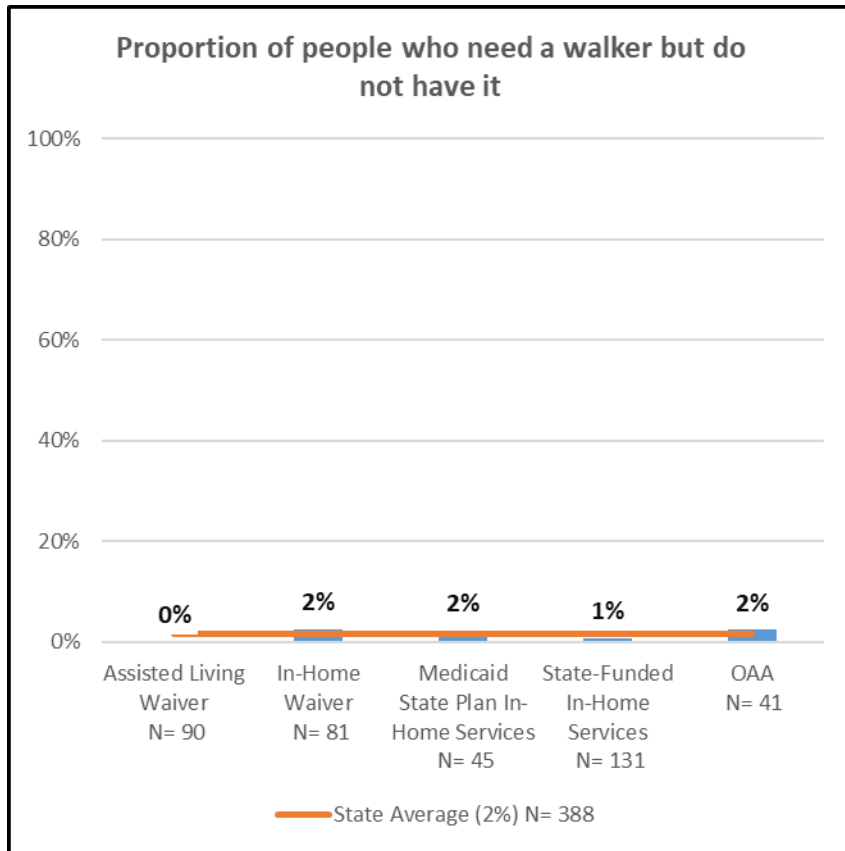


* Very small number of responses

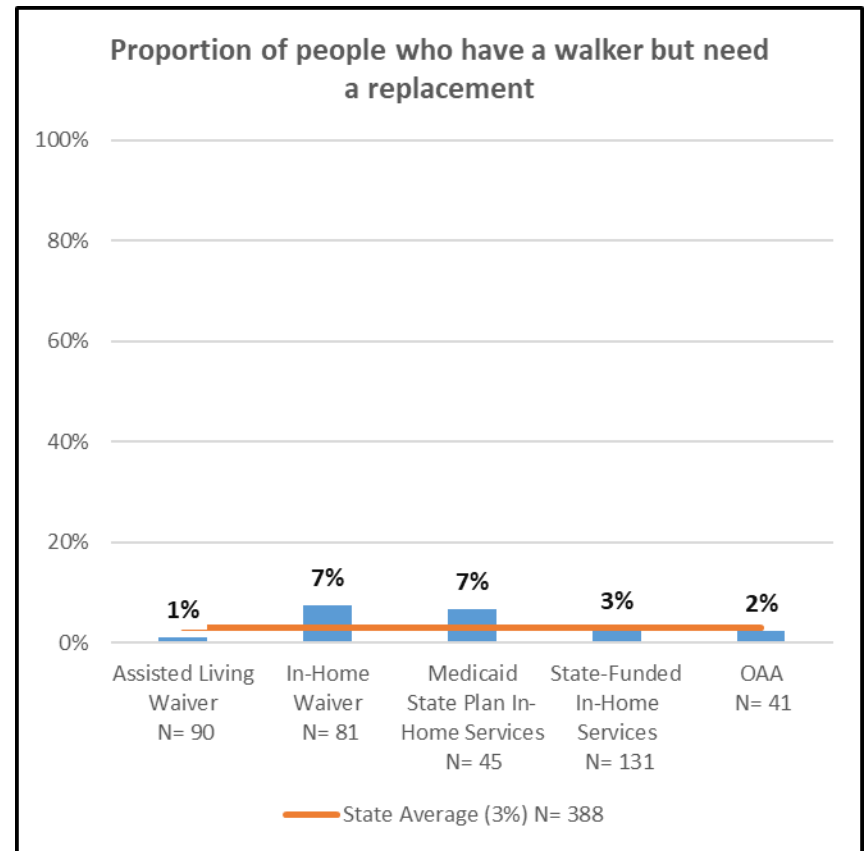
³⁷ Item previously reported in the "Access" domain.

³⁸ Item previously reported in the "Access" domain.

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



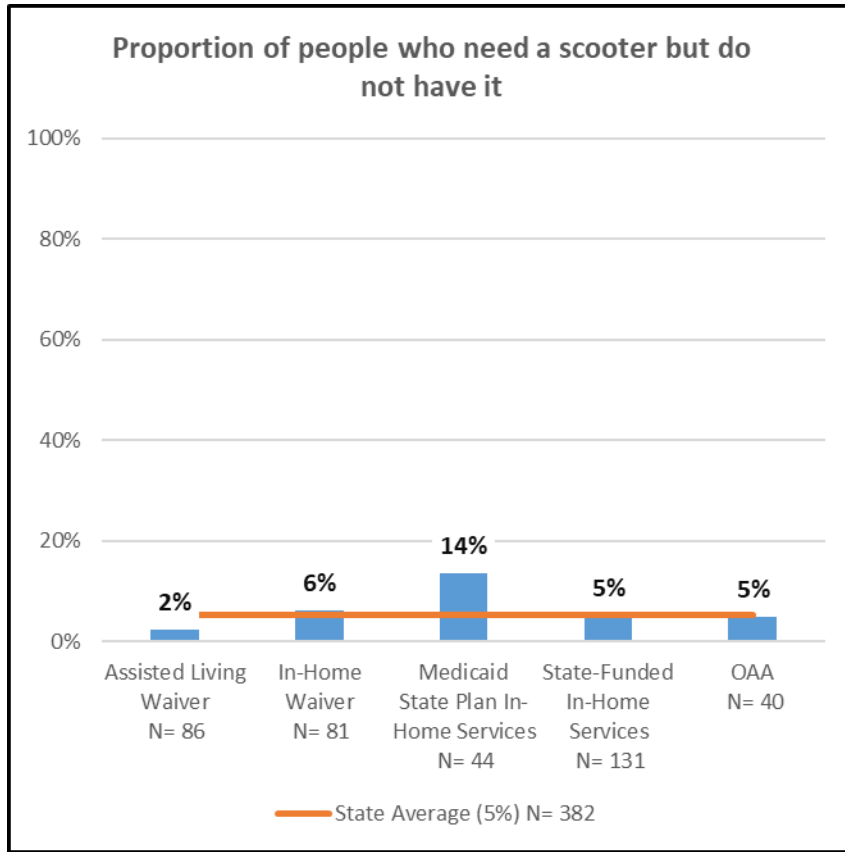
Graph 44. Proportion of people who have a walker but need a replacement⁴⁰



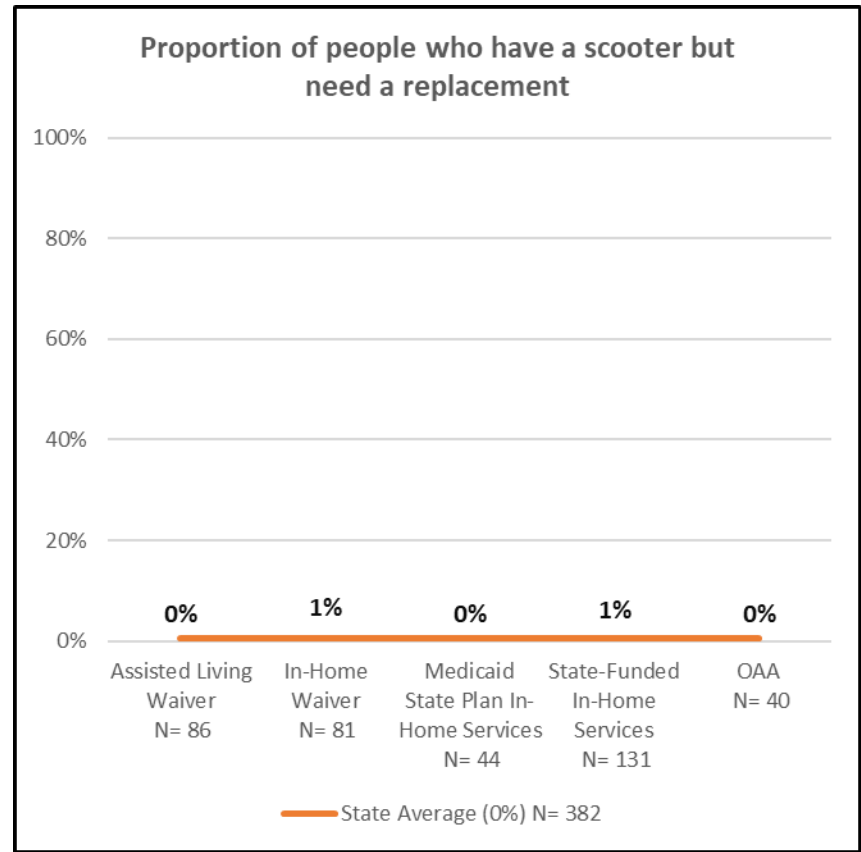
³⁹ Item previously reported in the "Access" domain.

⁴⁰ Item previously reported in the "Access" domain.

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



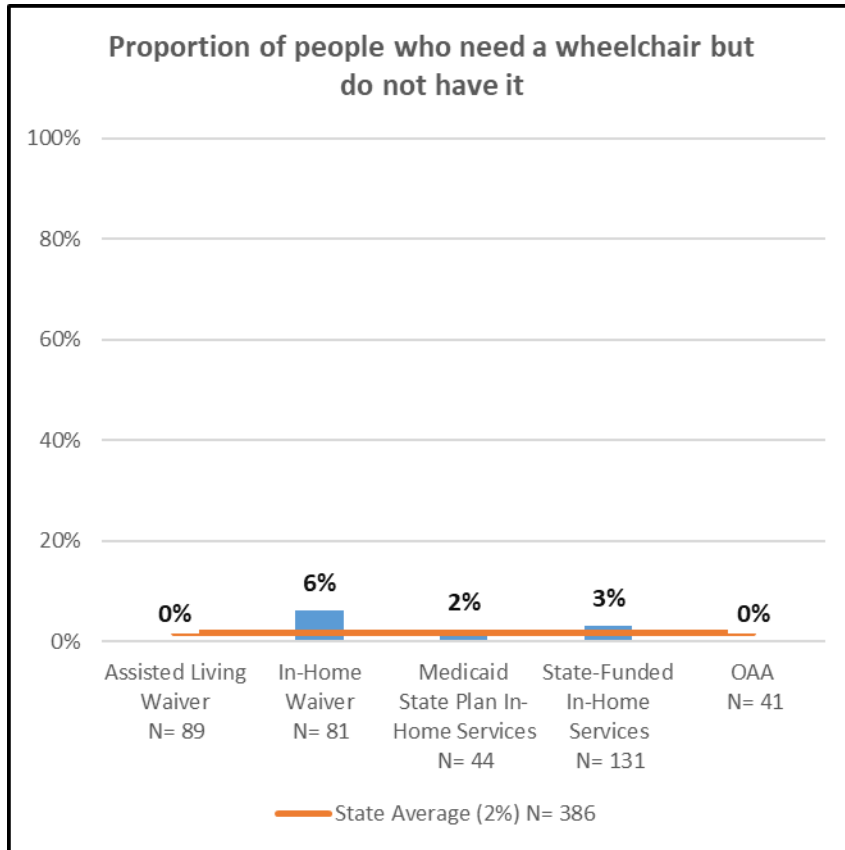
Graph 46. Proportion of people who have a scooter but need a replacement⁴²



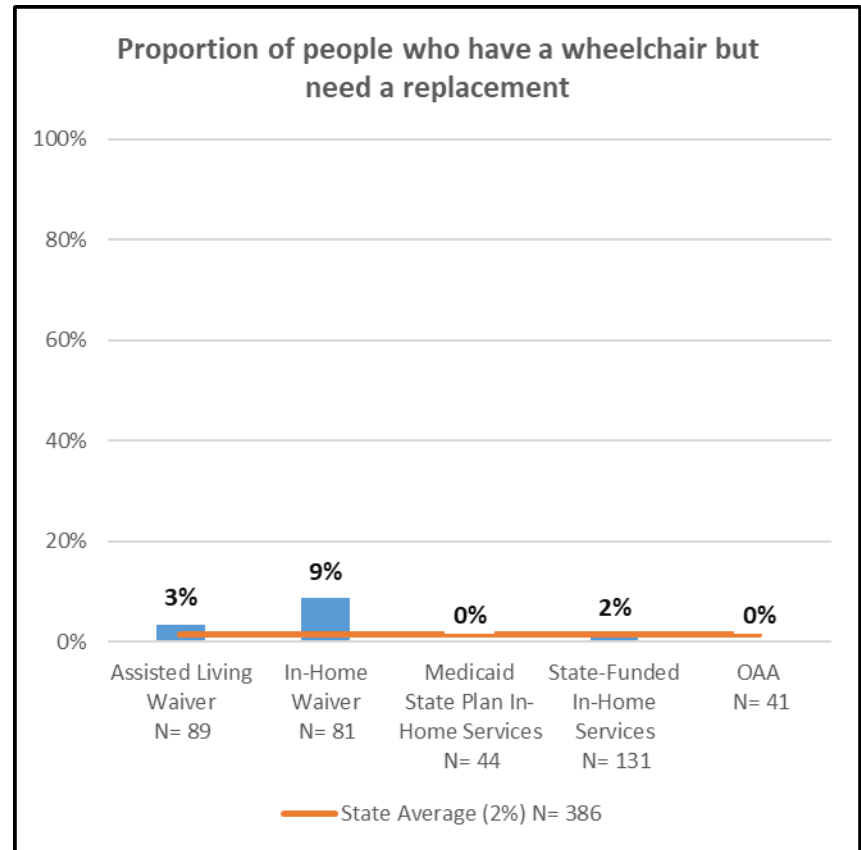
⁴¹ Item previously reported in the "Access" domain.

⁴² Item previously reported in the "Access" domain.

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



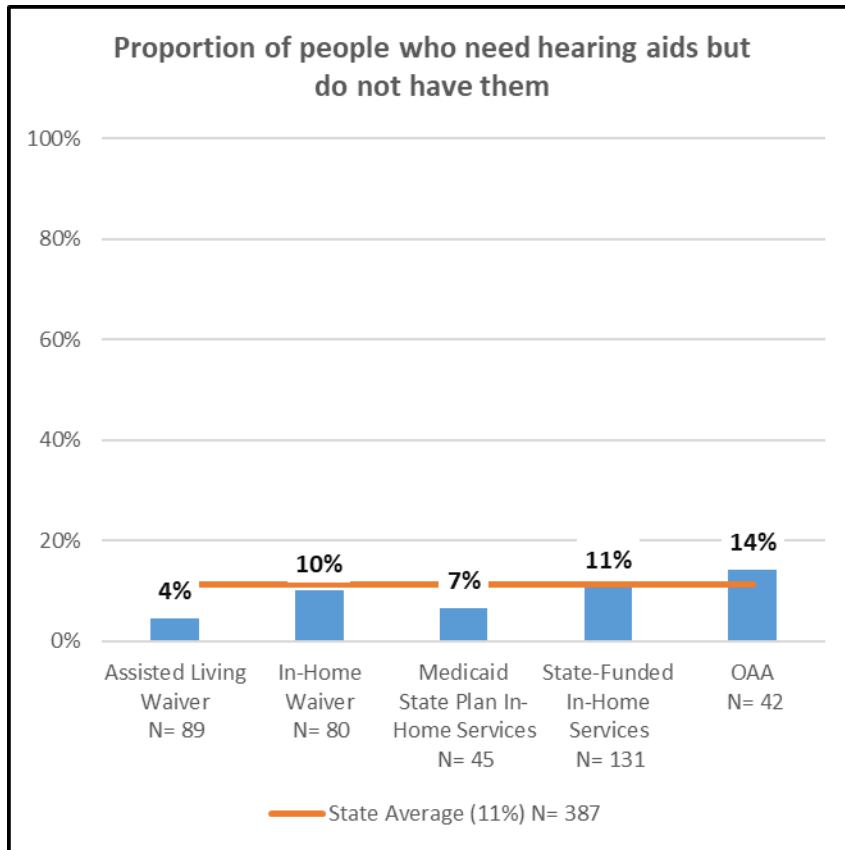
Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁴



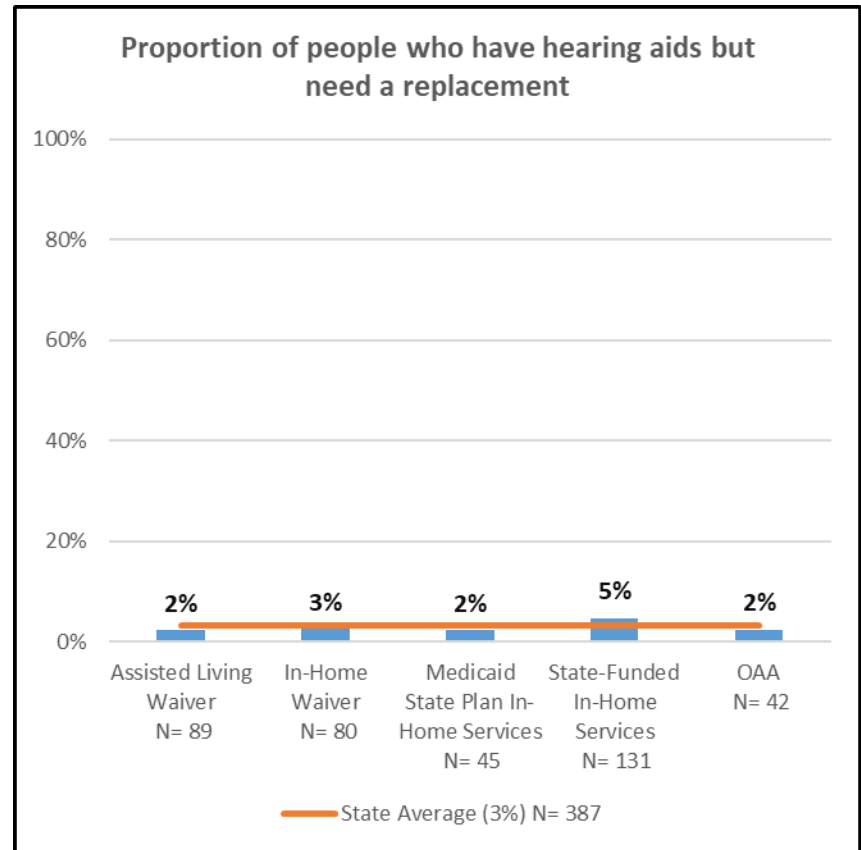
⁴³ Item previously reported in the "Access" domain.

⁴⁴ Item previously reported in the "Access" domain.

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



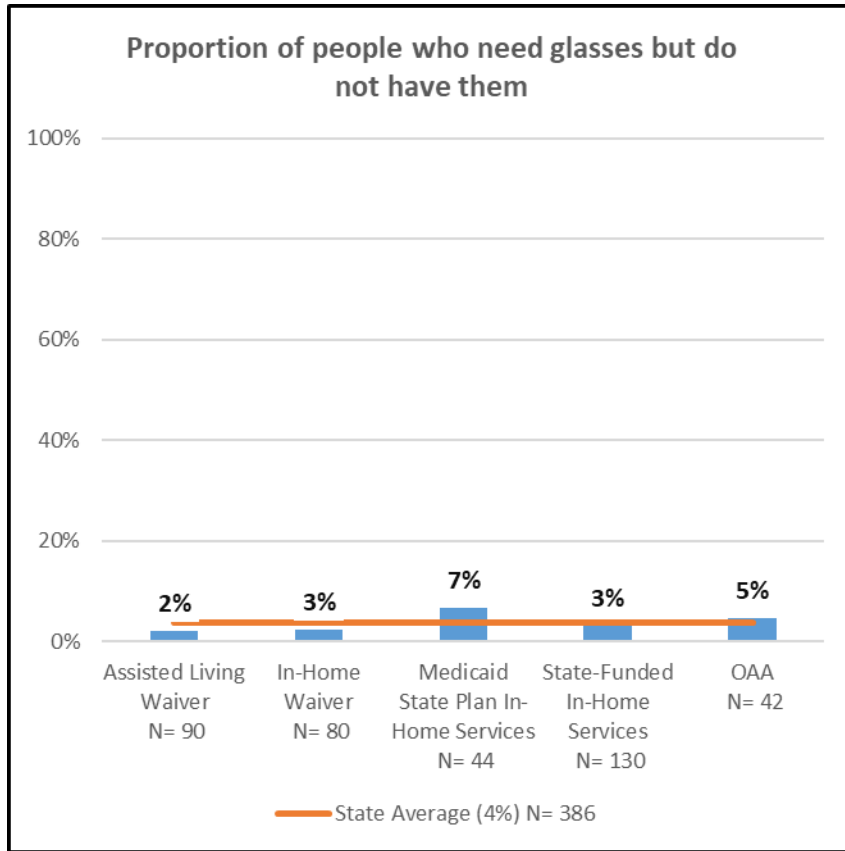
Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁶



⁴⁵ Item previously reported in the "Access" domain.

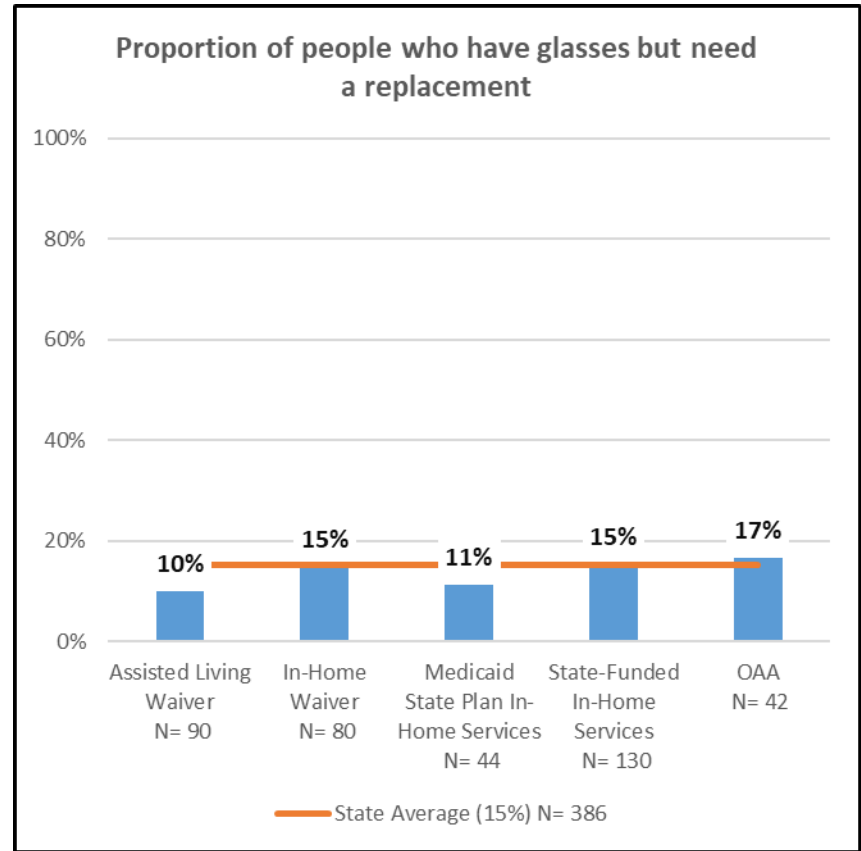
⁴⁶ Item previously reported in the "Access" domain.

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



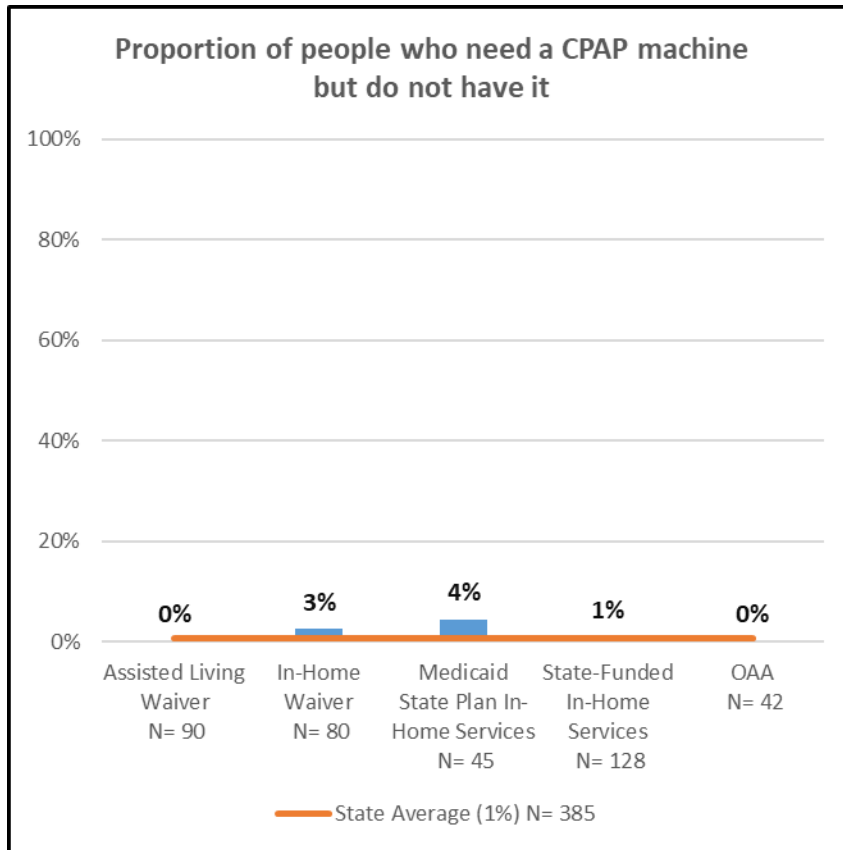
⁴⁷ Item previously reported in the “Access” domain.

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



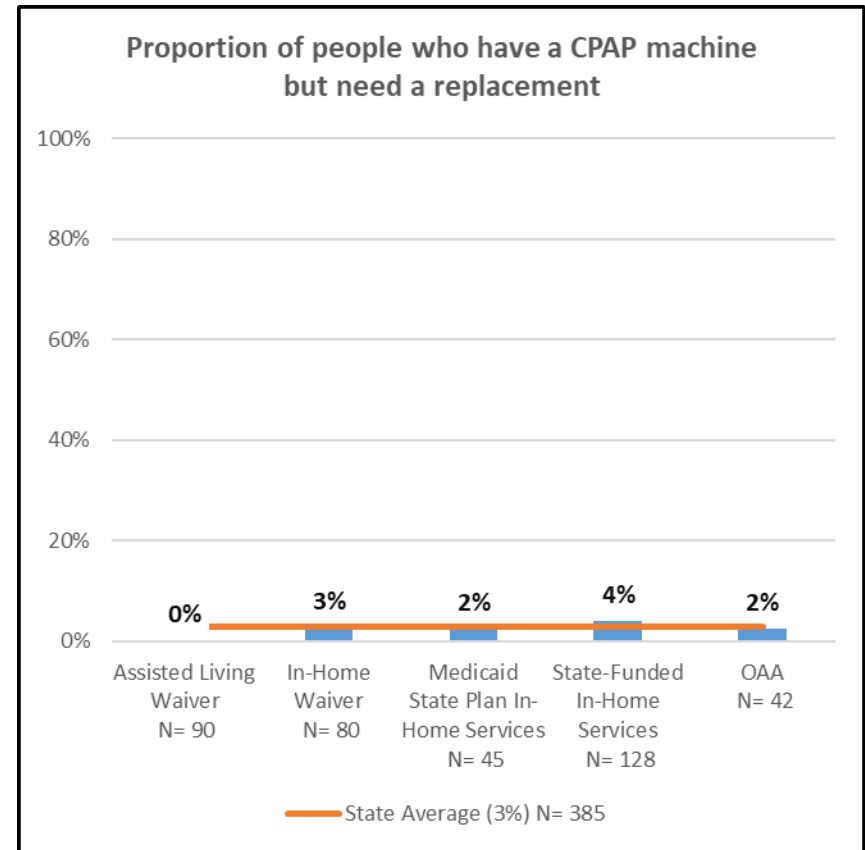
⁴⁸ Item previously reported in the “Access” domain.

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



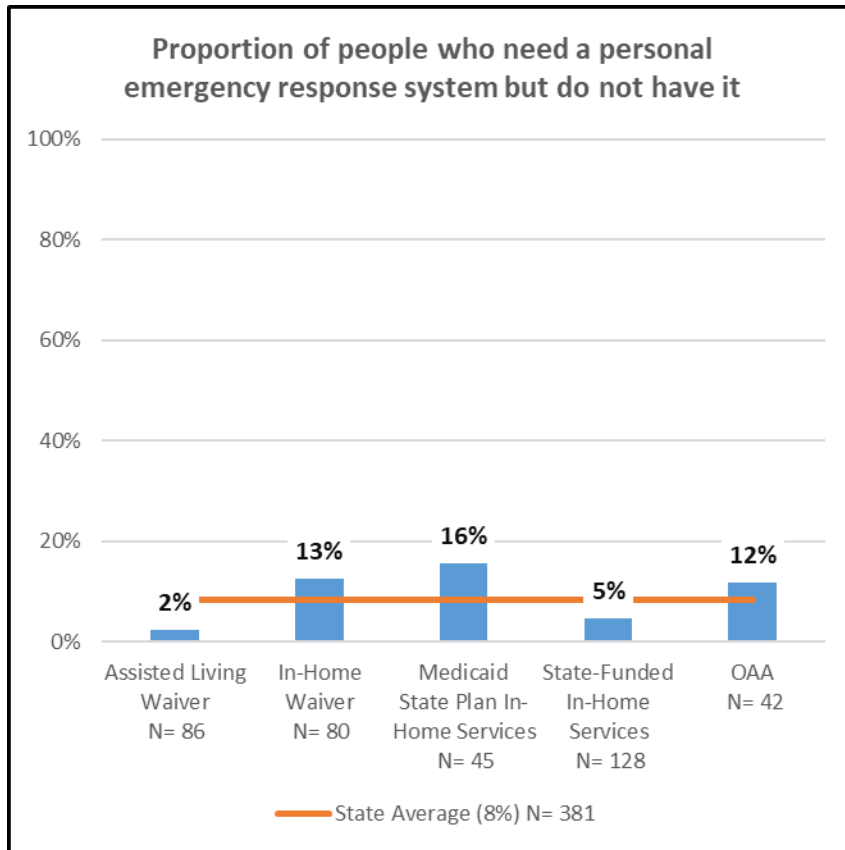
⁴⁹ Item previously reported in the "Access" domain.

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

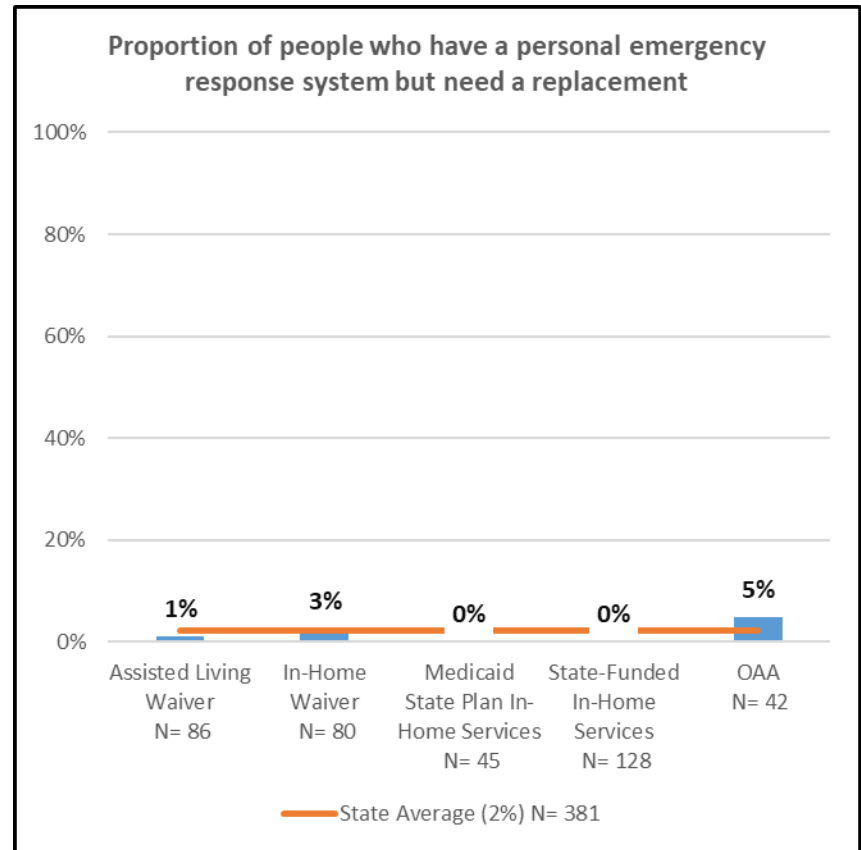


⁵⁰ Item previously reported in the "Access" domain.

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



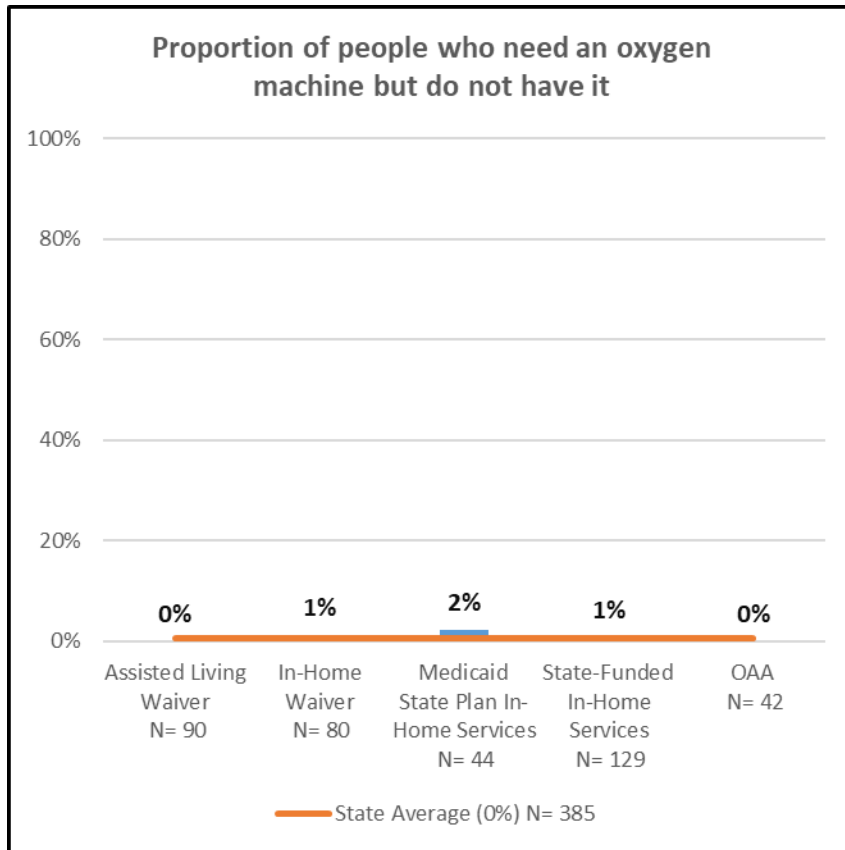
Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵²



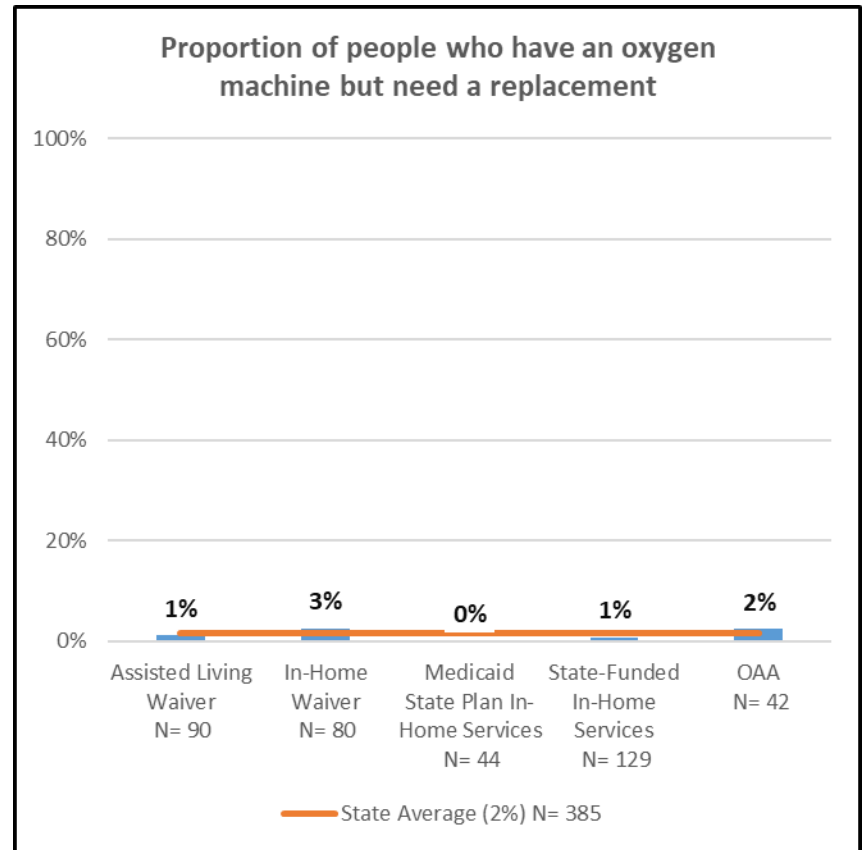
⁵¹ Item previously reported in the "Access" domain.

⁵² Item previously reported in the "Access" domain.

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



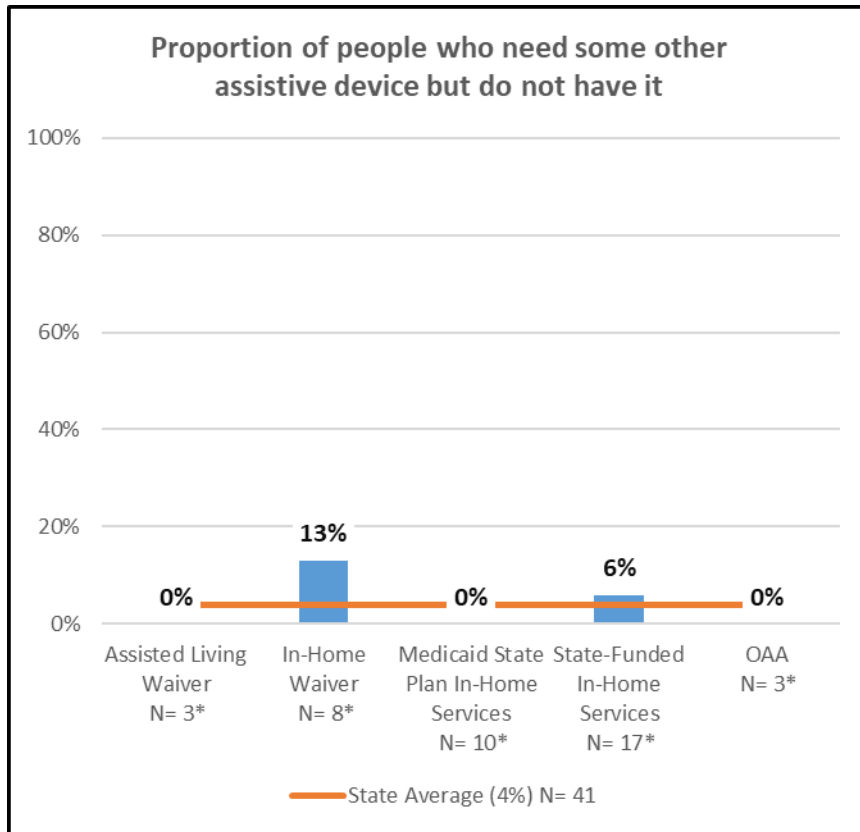
Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁴



⁵³ New item added in 2018-2019.

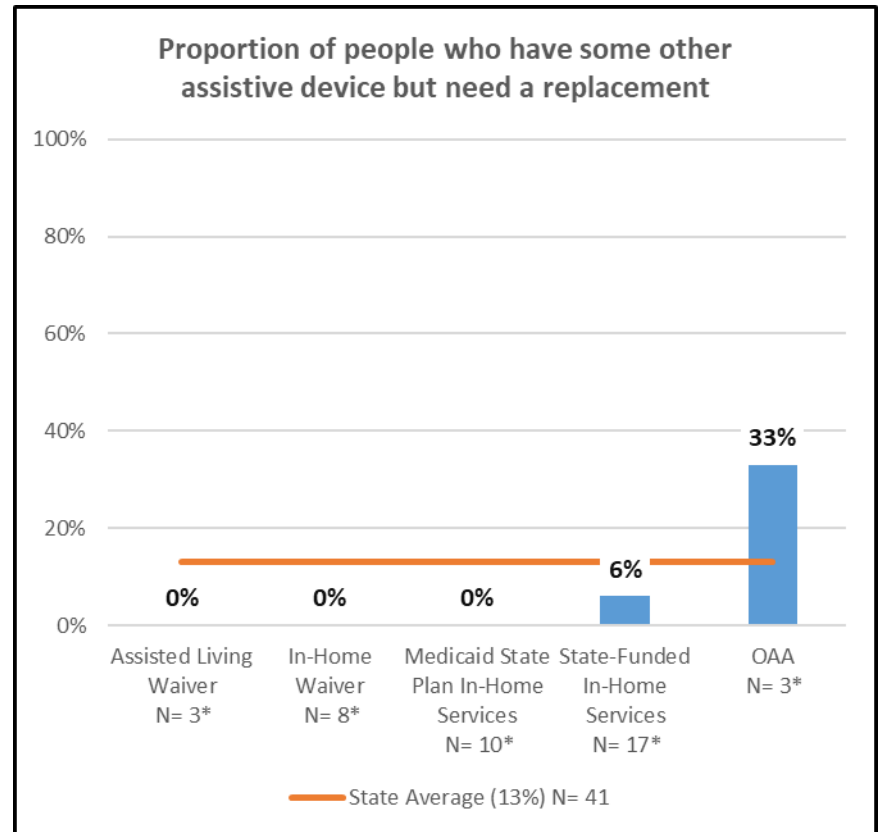
⁵⁴ New item added in 2018-2019.

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



* Very small number of responses

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



* Very small number of responses

⁵⁵ Item previously reported in the "Access" domain.

⁵⁶ Item previously reported in the "Access" domain.

Safety

People feel safe from abuse, neglect, and injury.

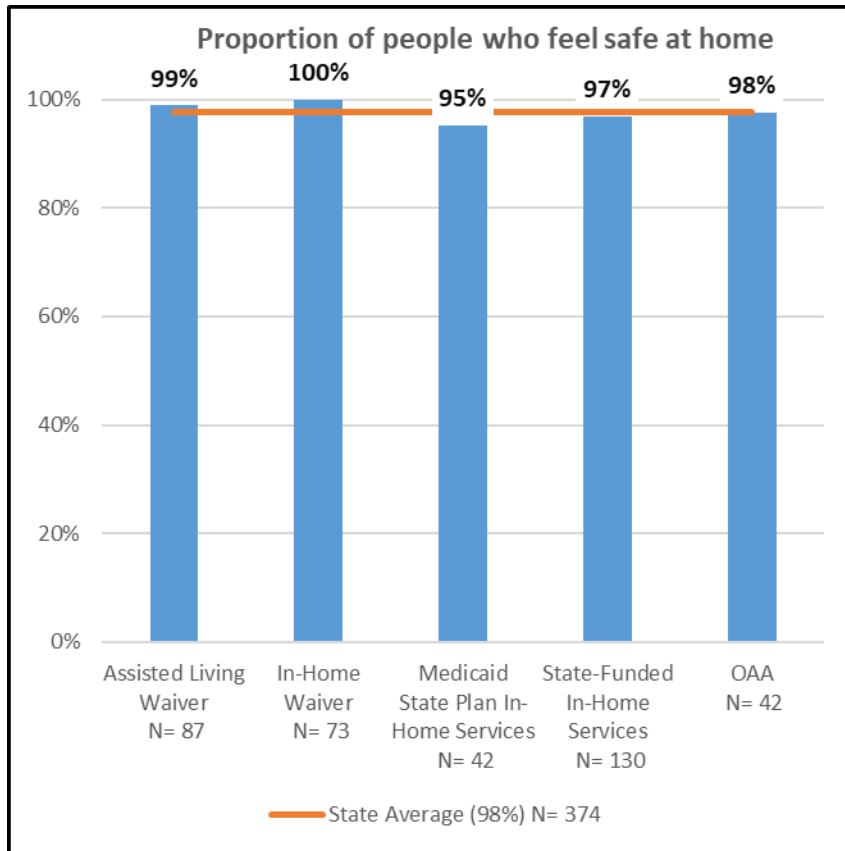
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

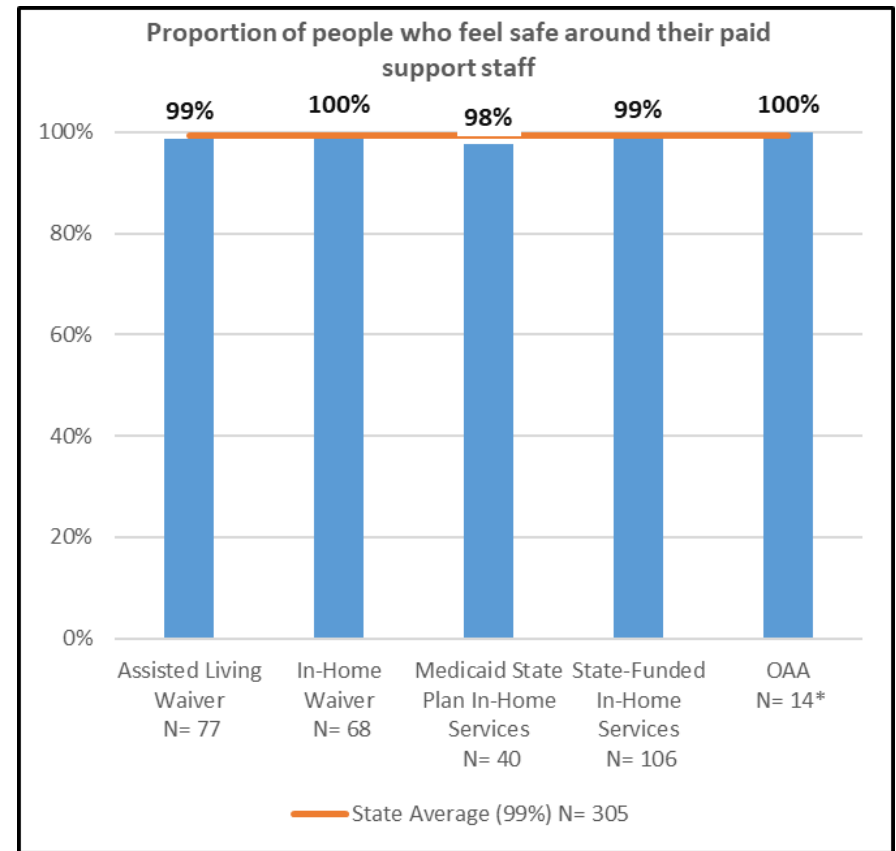
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

Graph 61. Proportion of people who feel safe at home

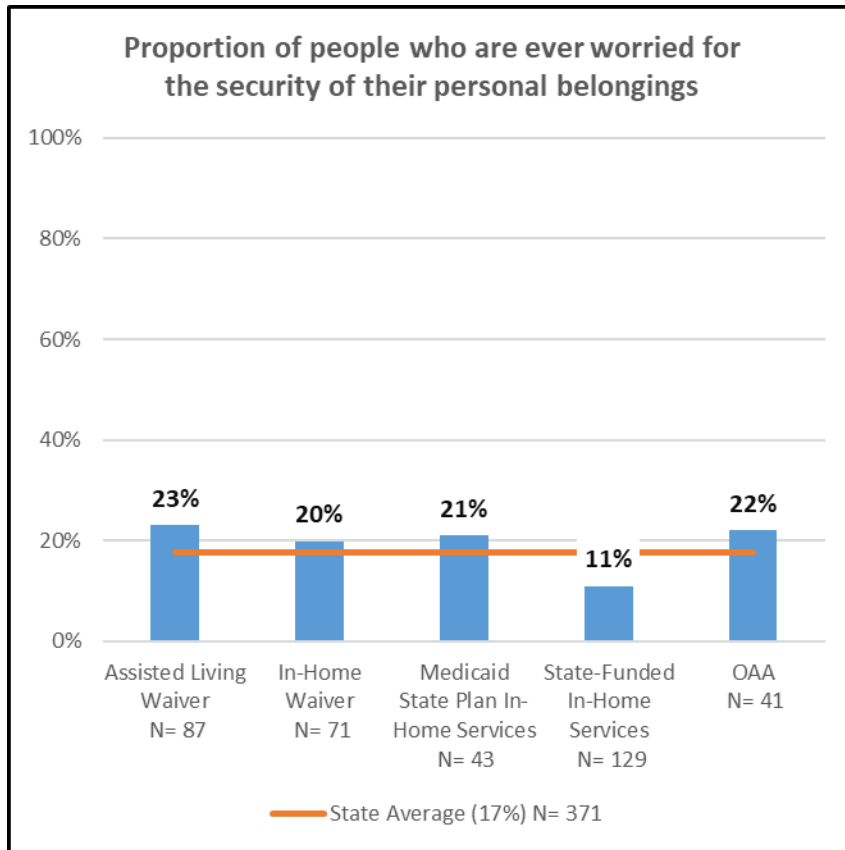


Graph 62. Proportion of people who feel safe around their paid support staff

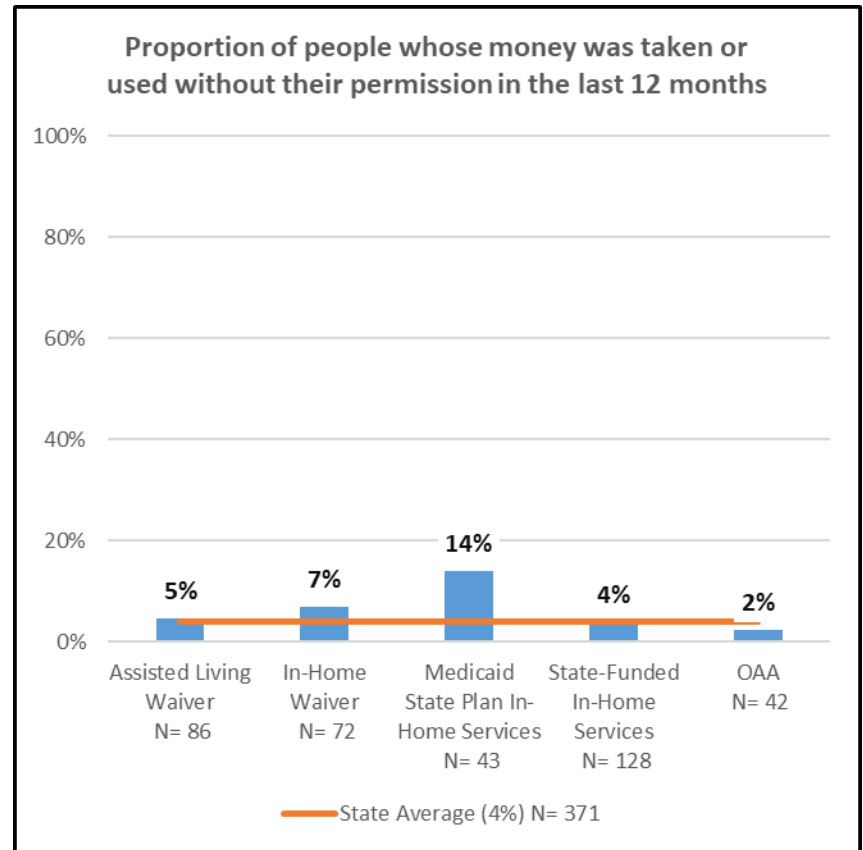


* Very small number of responses

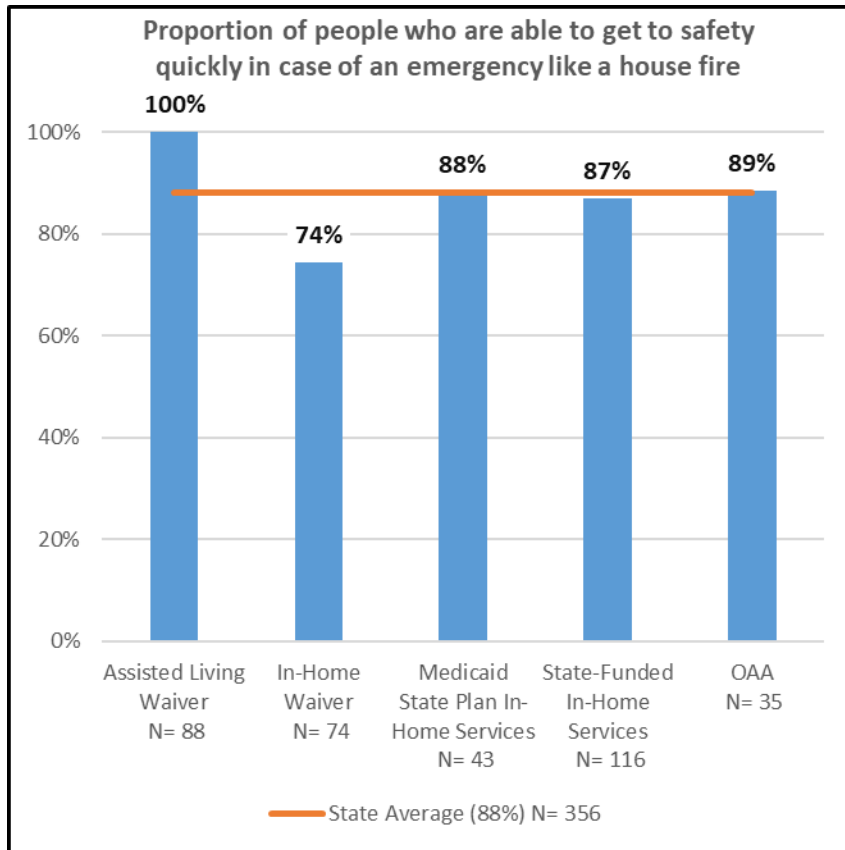
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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



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



Health Care

People secure needed health services.

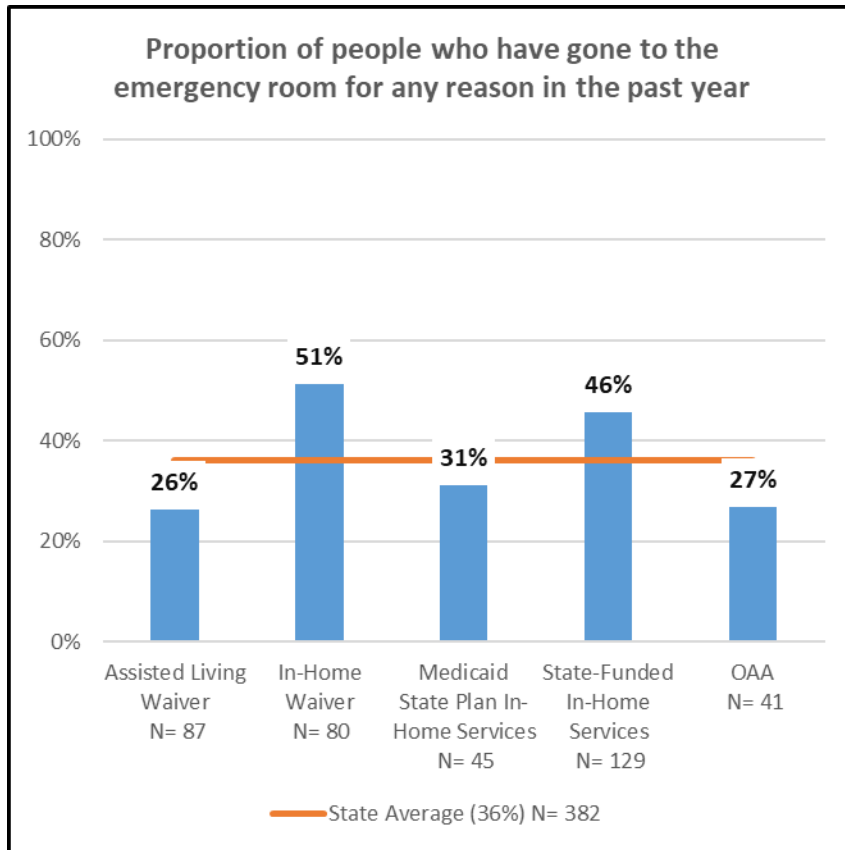
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

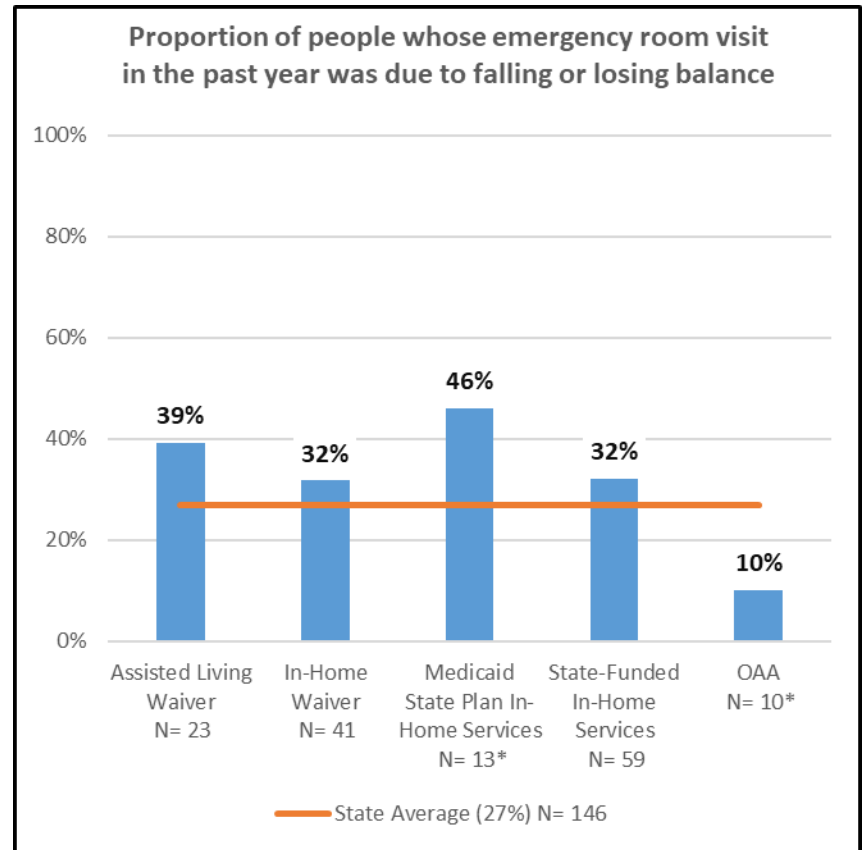
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

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

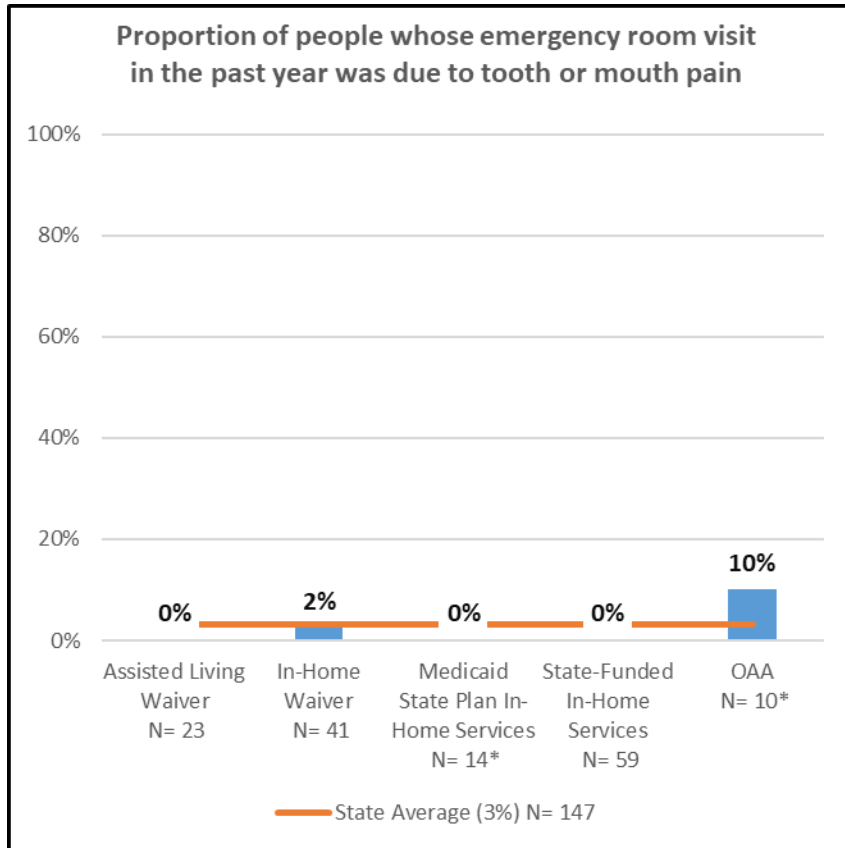


Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



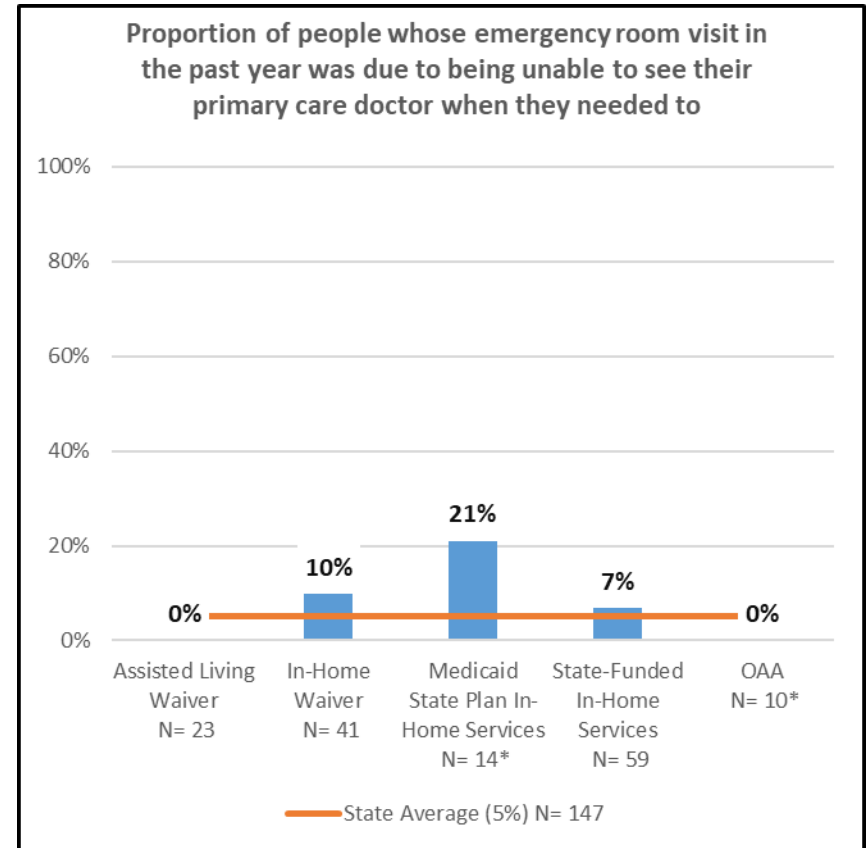
* Very small number of responses

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



* Very small number of responses

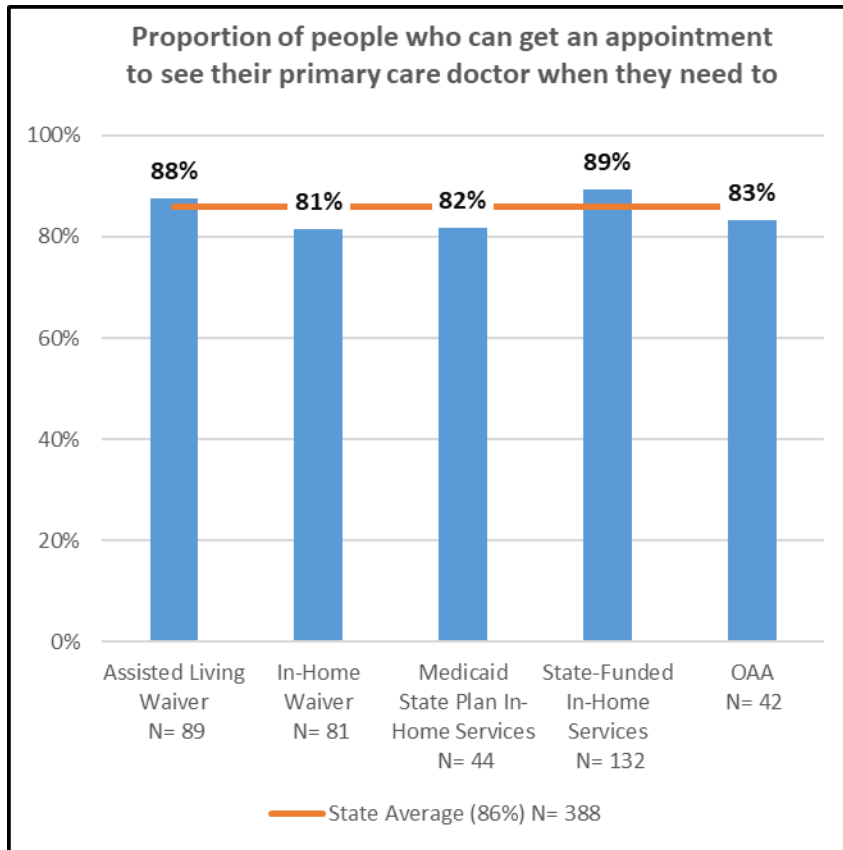
Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁷



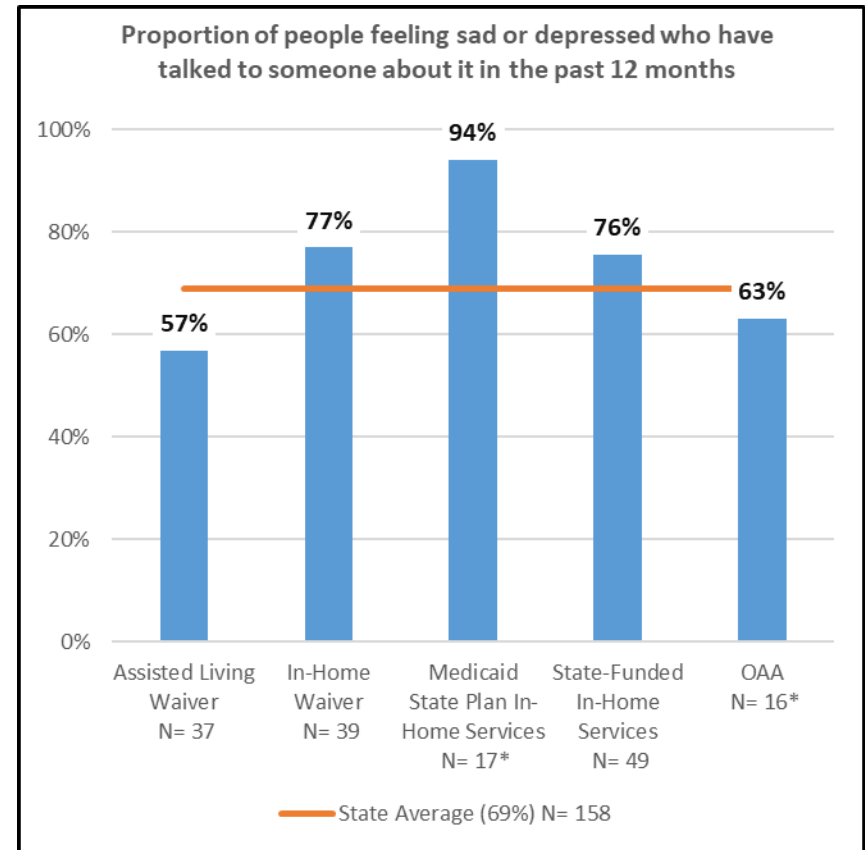
* Very small number of responses

⁵⁷ New item added in 2018-2019.

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

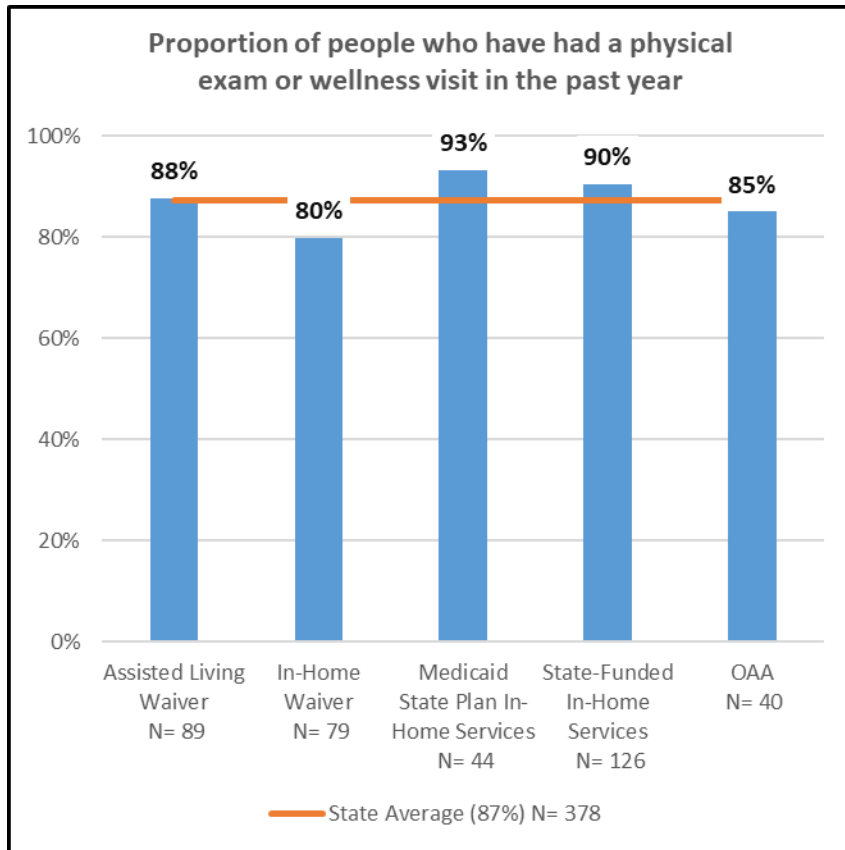


Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

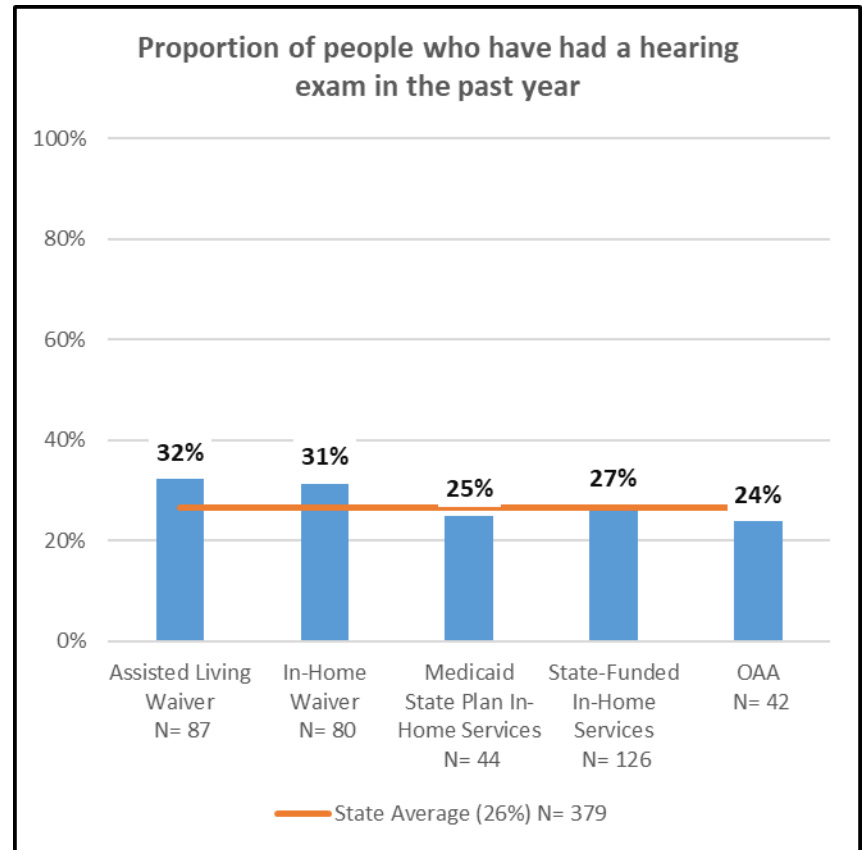


* Very small number of responses

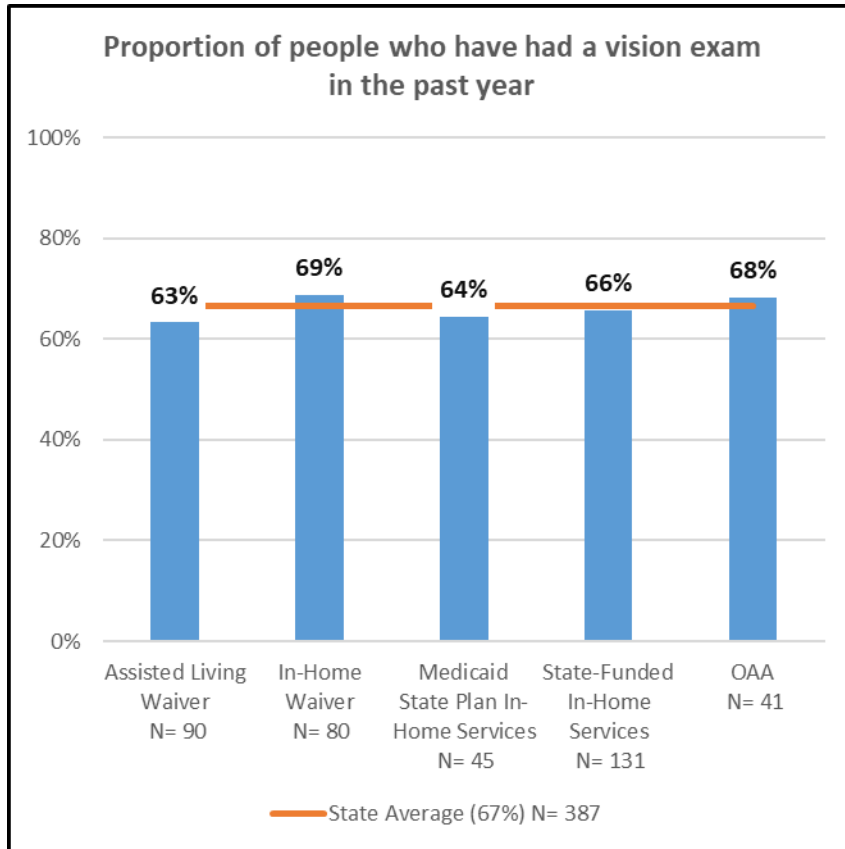
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



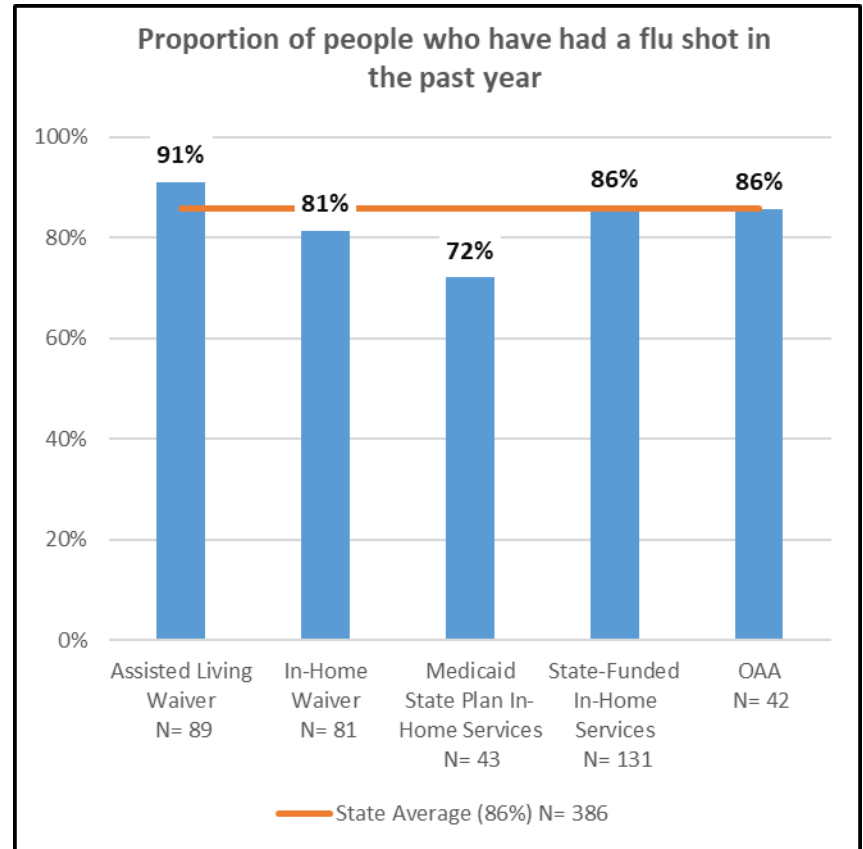
Graph 73. Proportion of people who have had a hearing exam in the past year



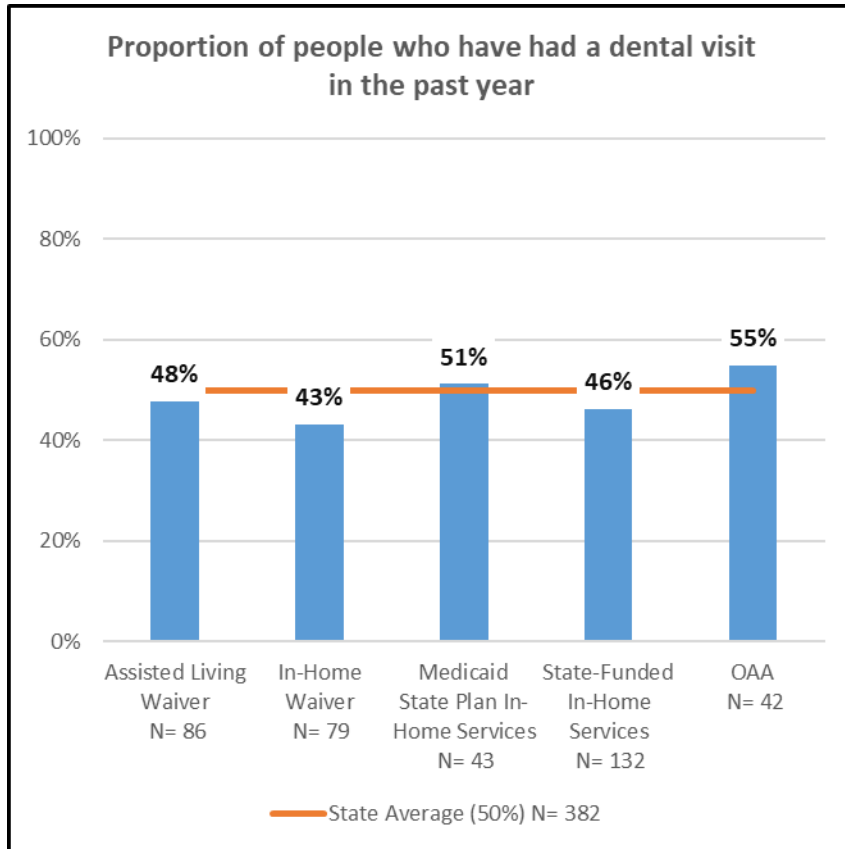
Graph 74. Proportion of people who have had a vision exam in the past year



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



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



Wellness

People are supported to maintain health.

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

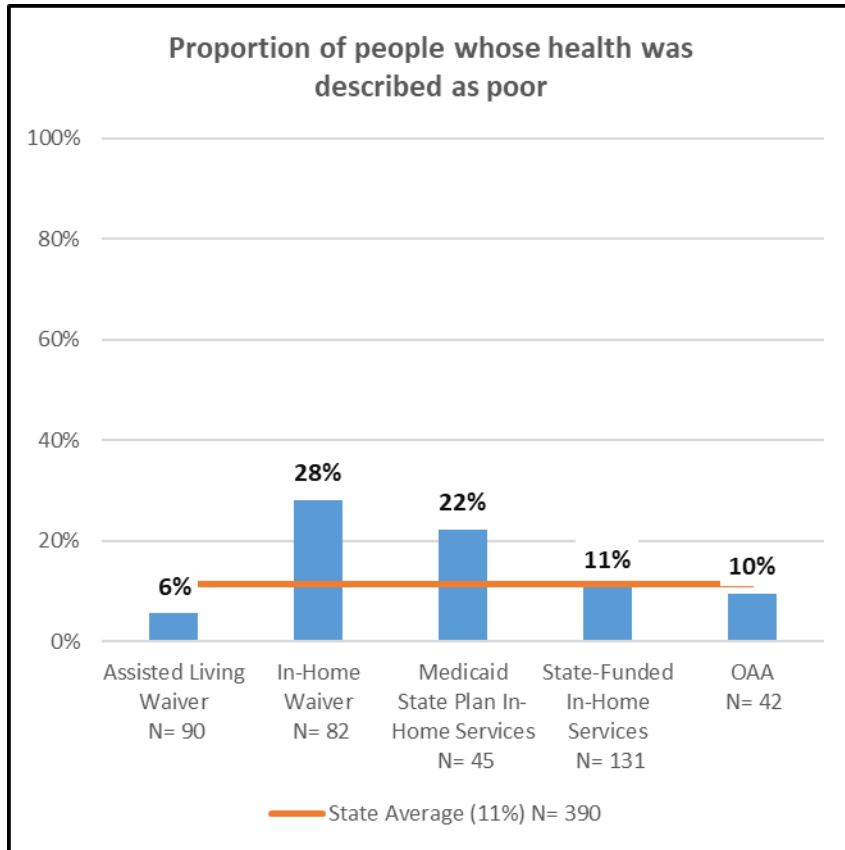
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access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

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

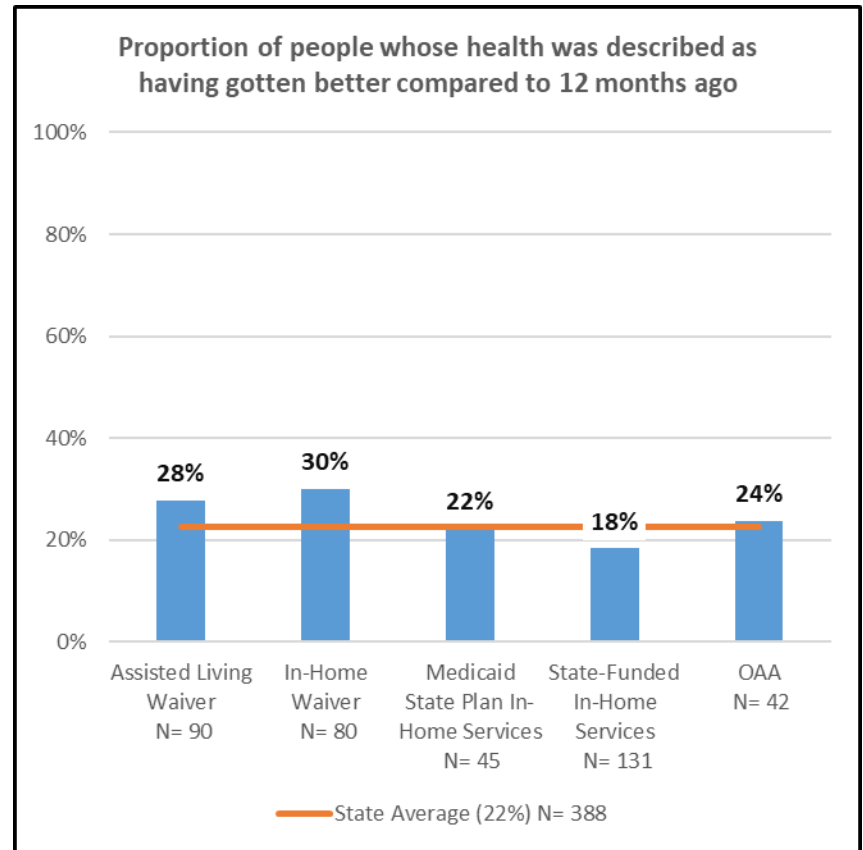
Un-collapsed data are shown in Appendix B.

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

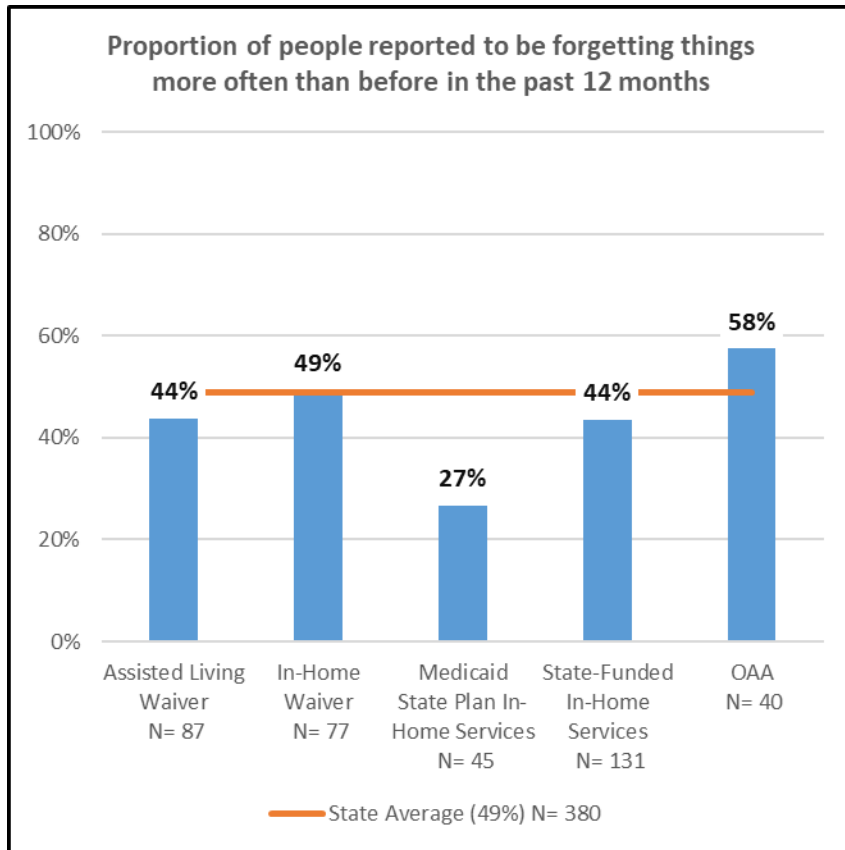
Graph 77. Proportion of people whose health was described as poor



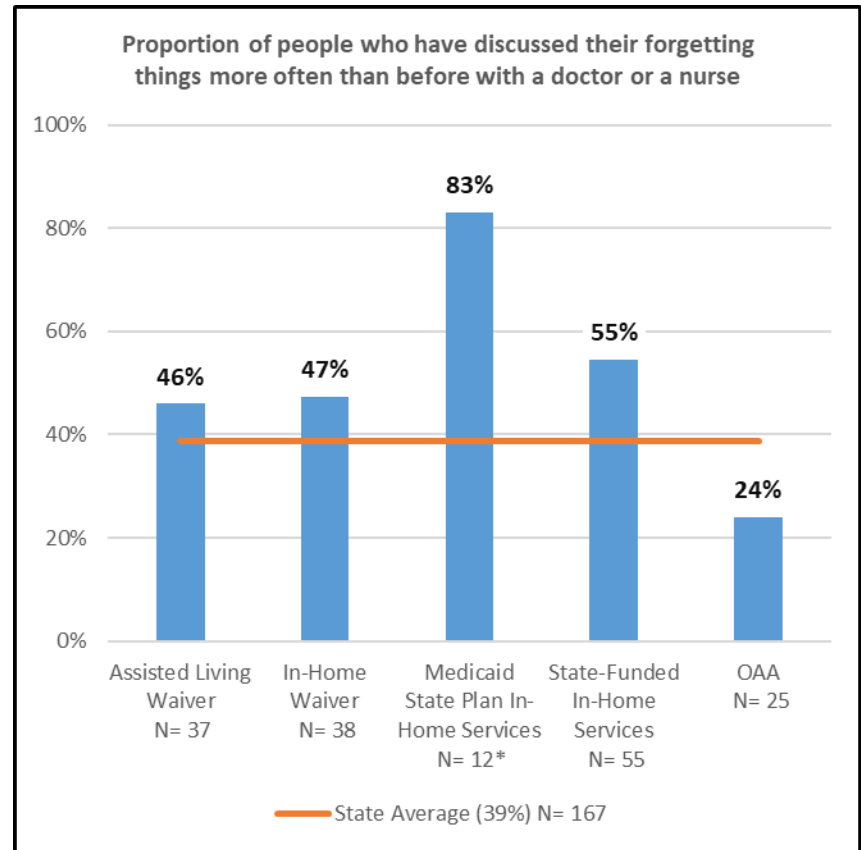
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



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

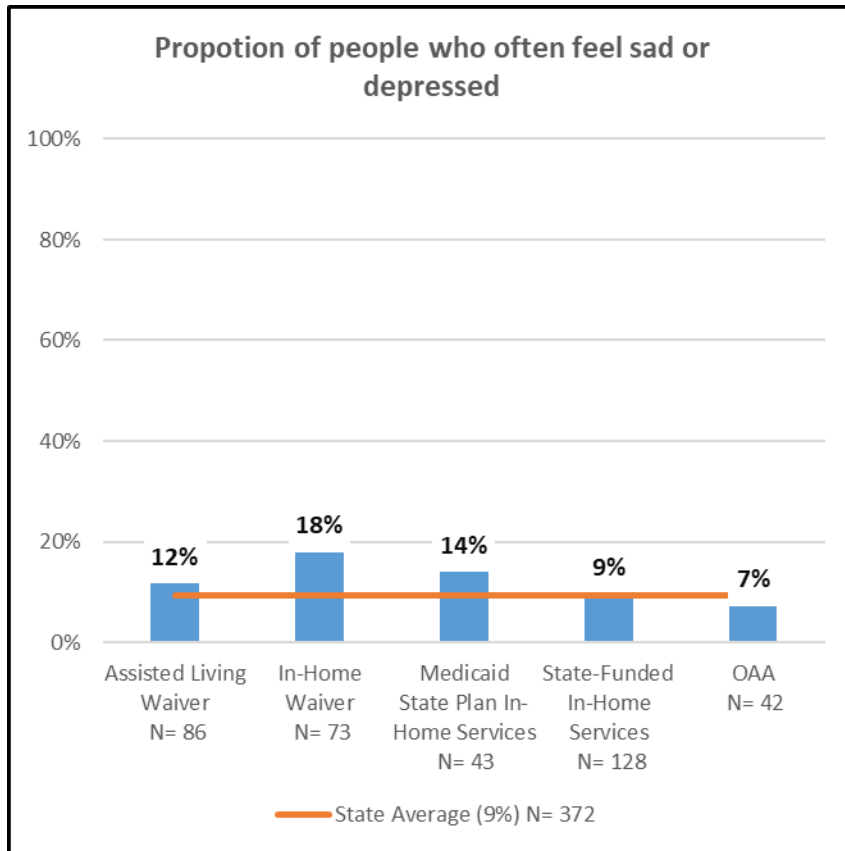


Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse

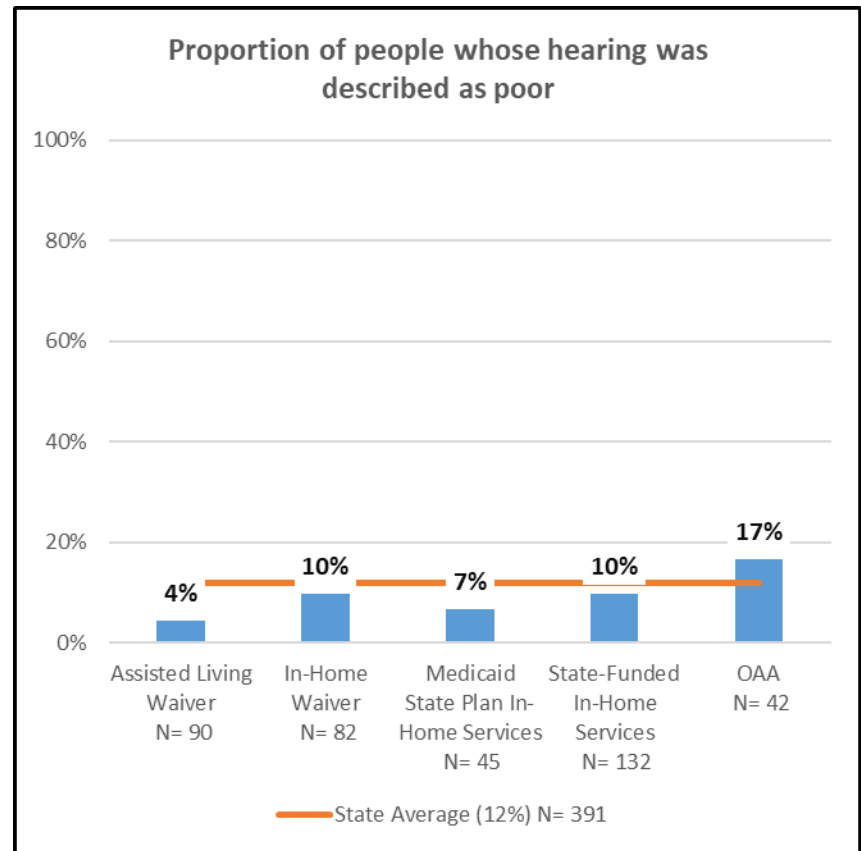


* Very small number of responses

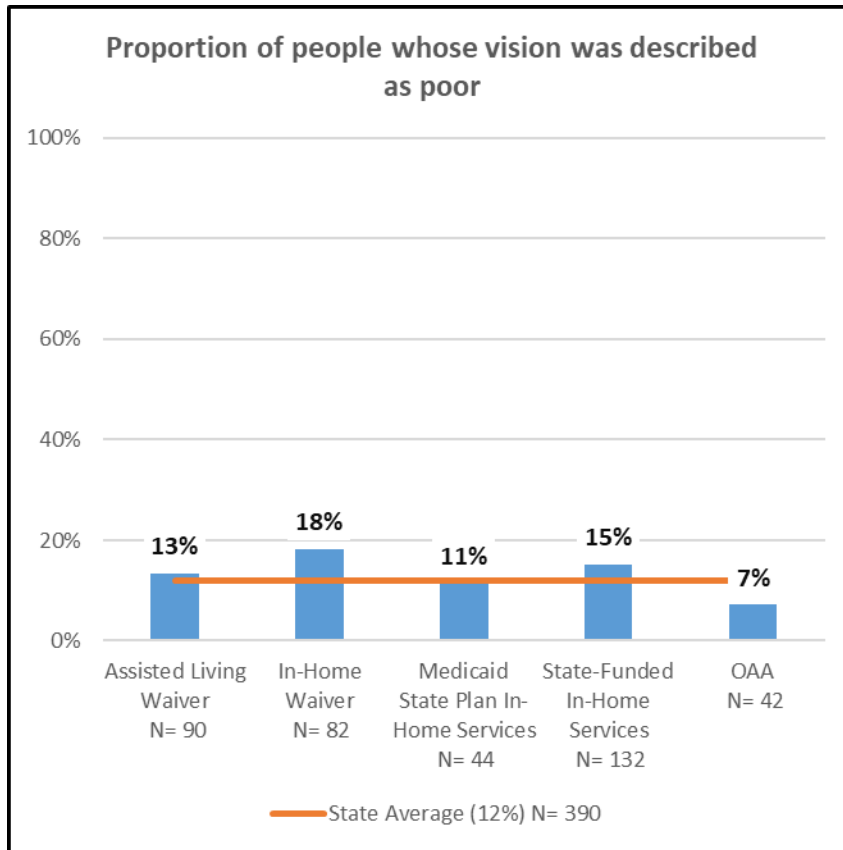
Graph 81. Proportion of people who often feel sad or depressed



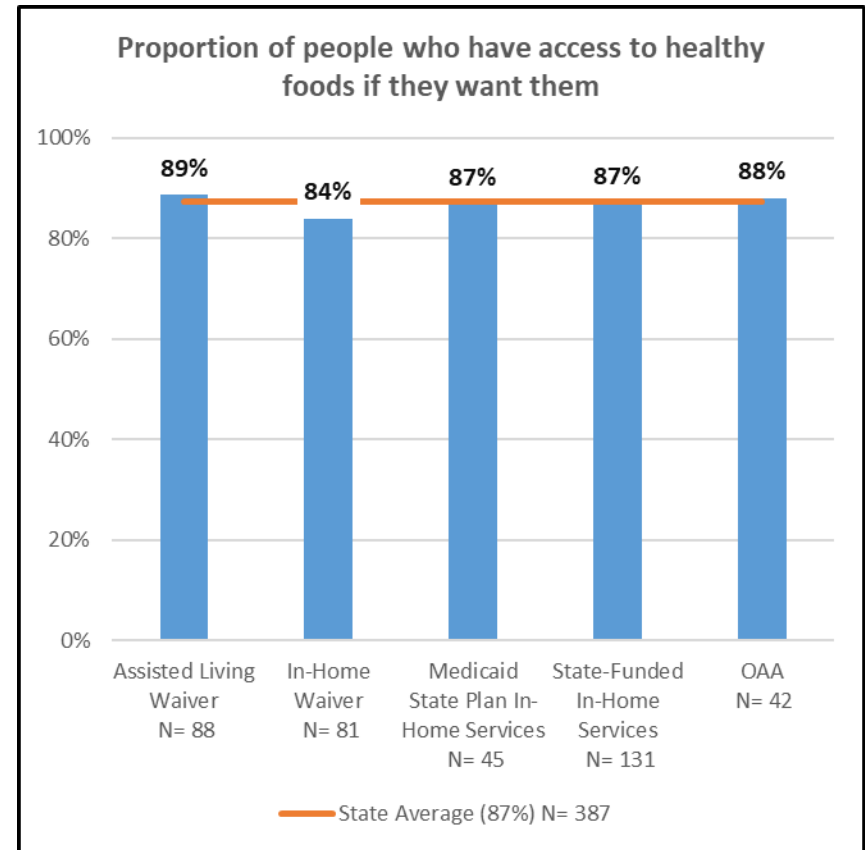
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



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

Medications

Medications are managed effectively and appropriately.

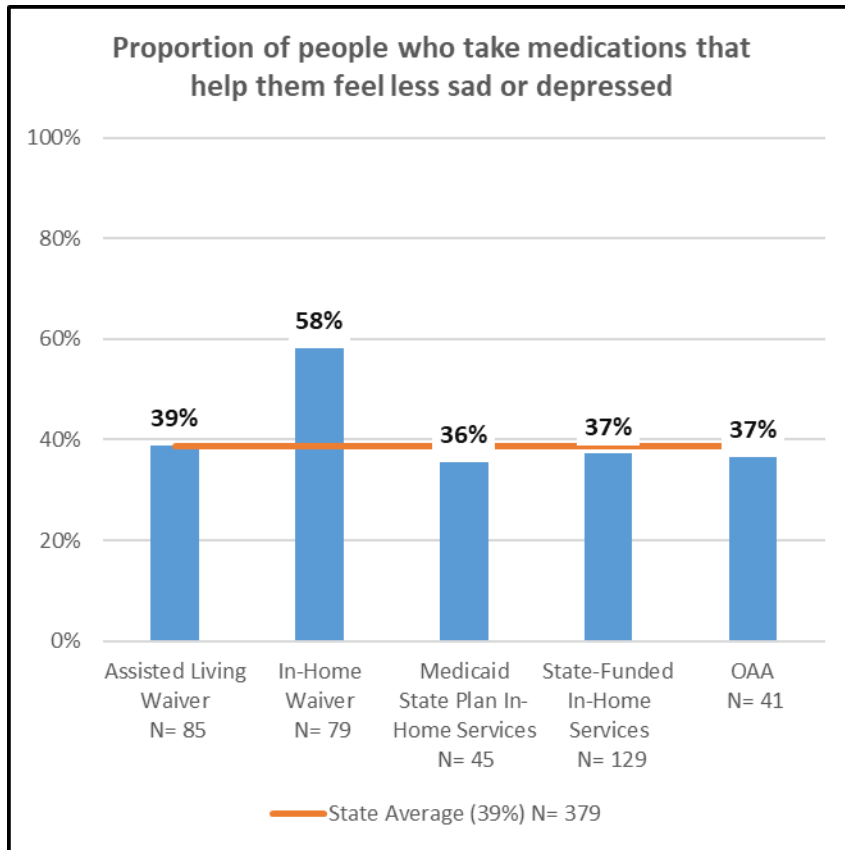
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

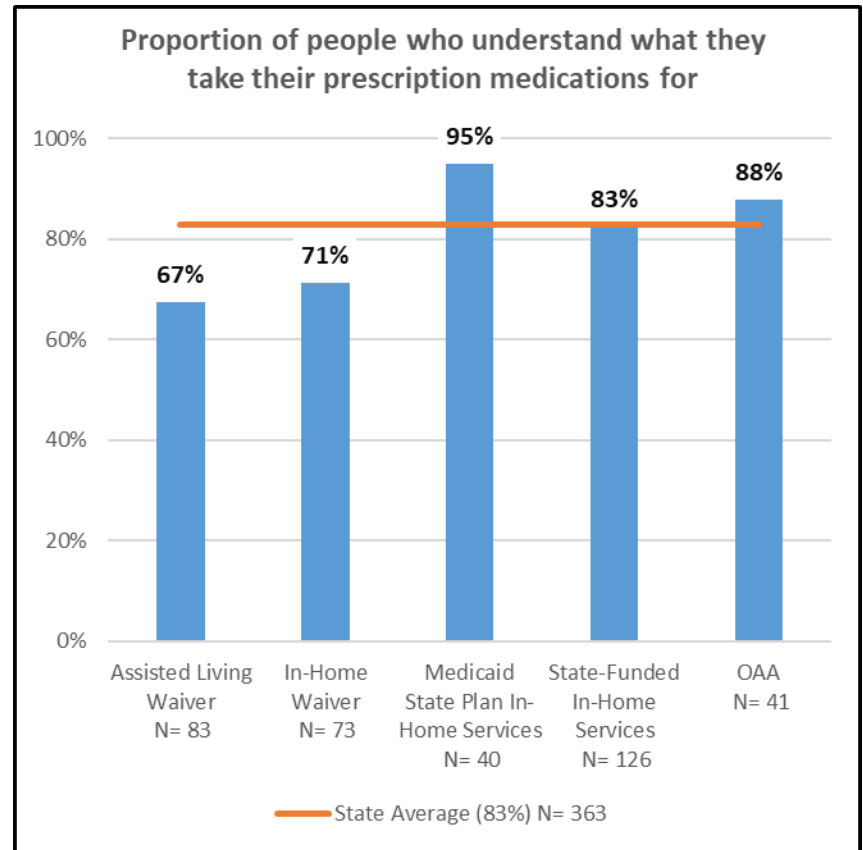
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



Rights and Respect

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

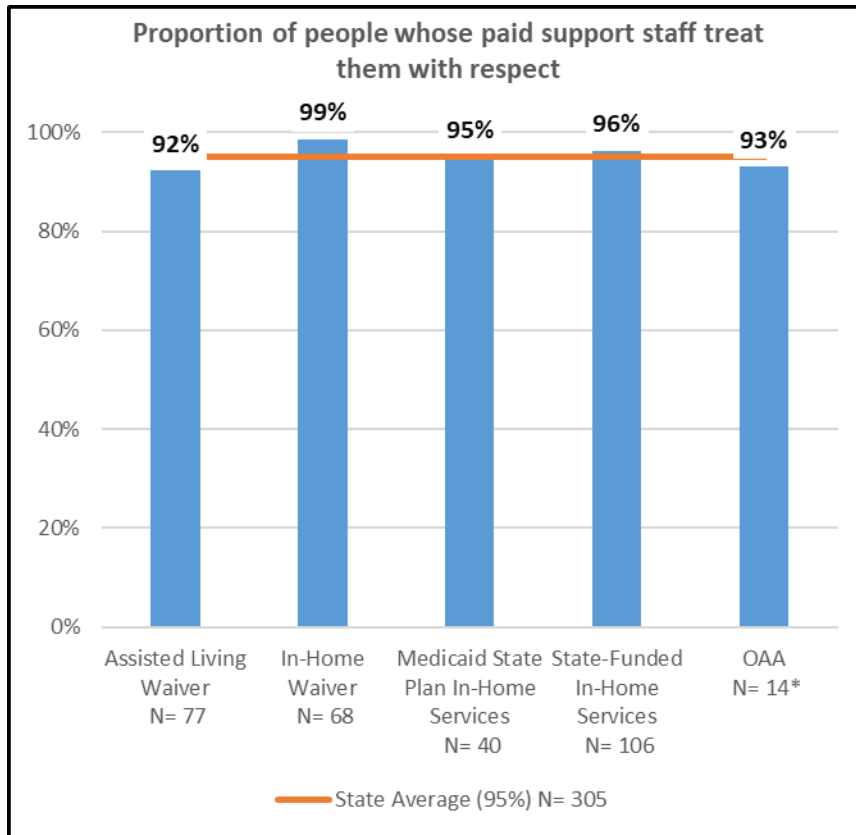
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

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

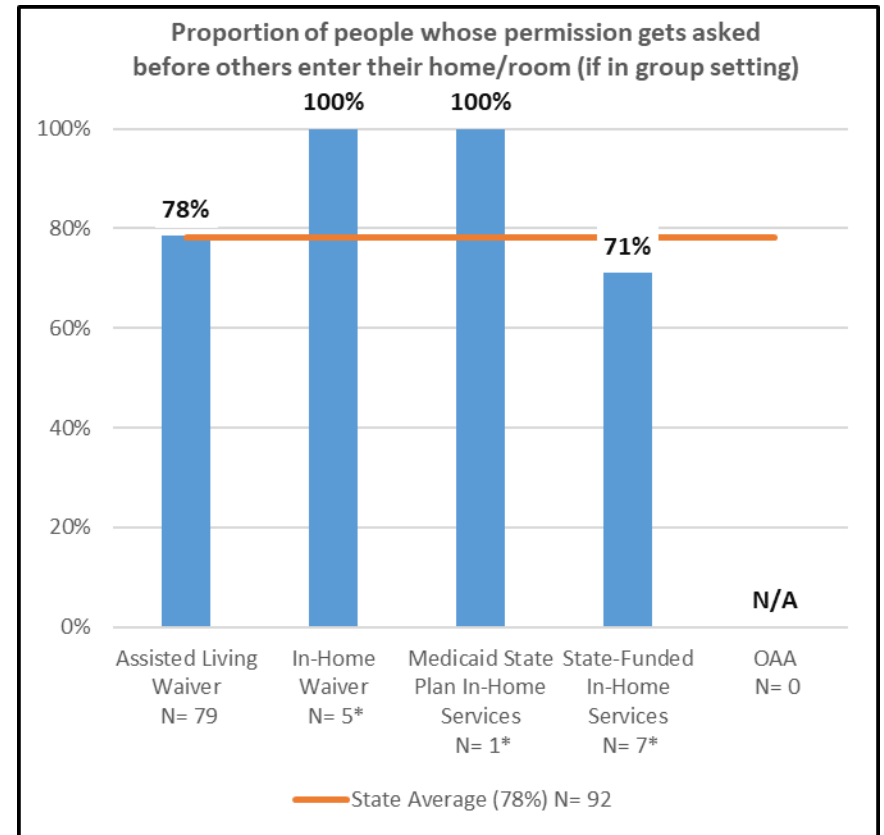
Un-collapsed data are shown in Appendix B.

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



* Very small number of responses

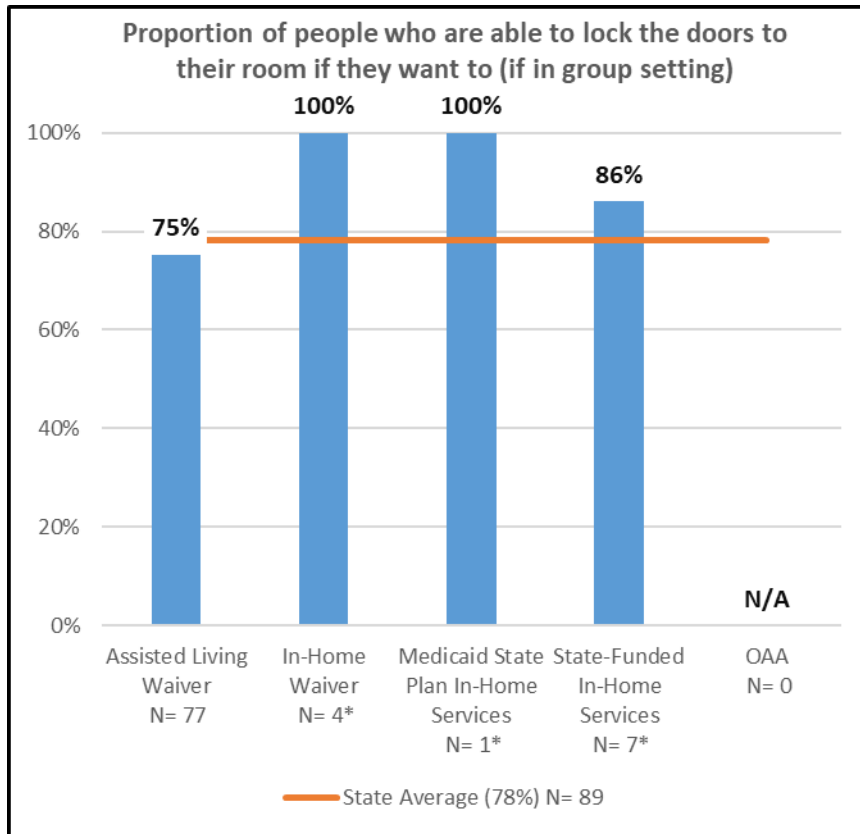
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶⁰



* Very small number of responses

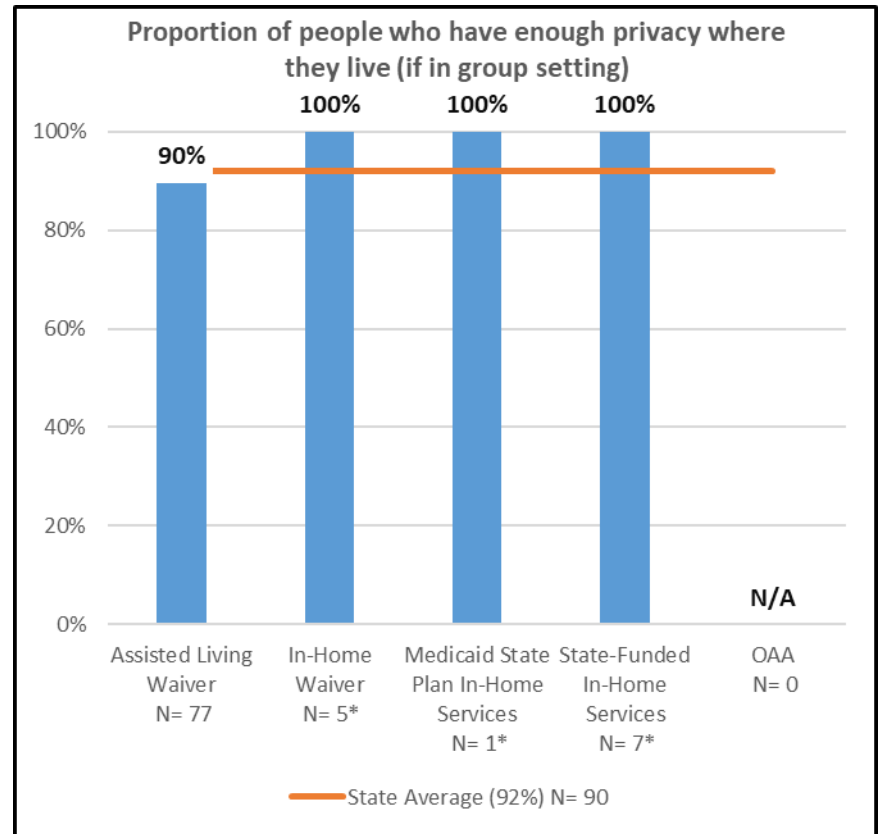
⁶⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

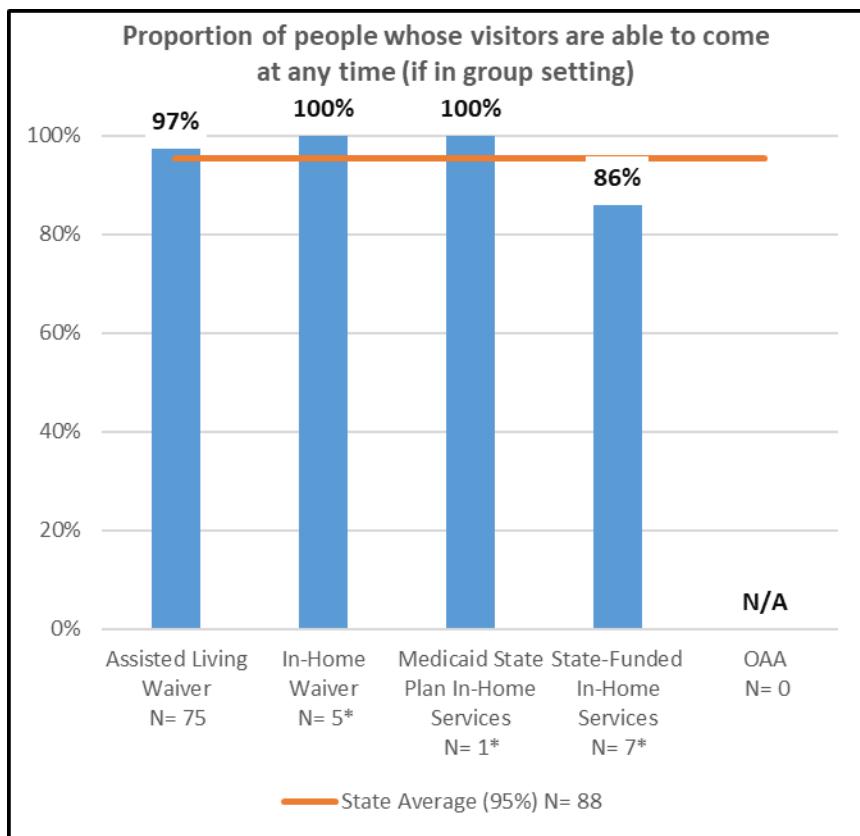


* Very small number of responses

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

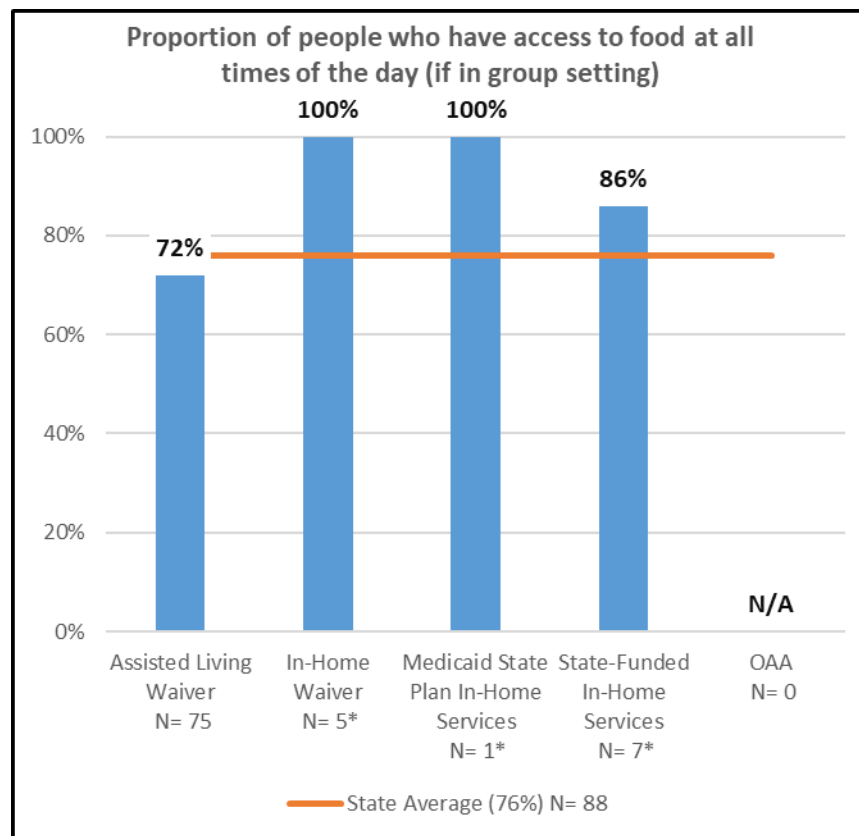
⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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



* Very small number of responses

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

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

Self-Direction

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

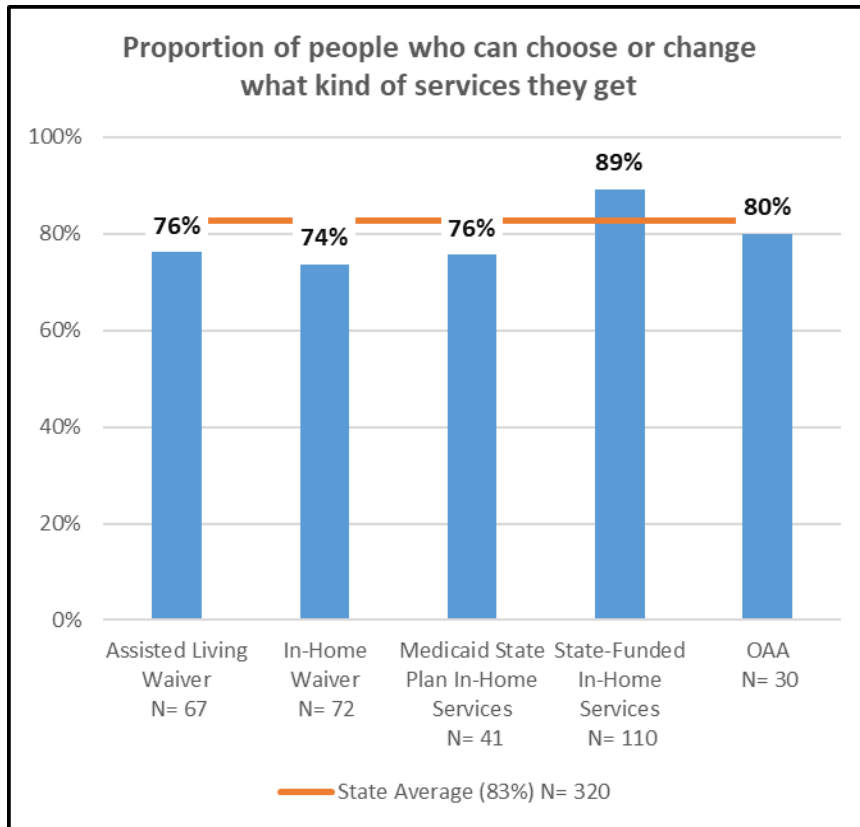
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

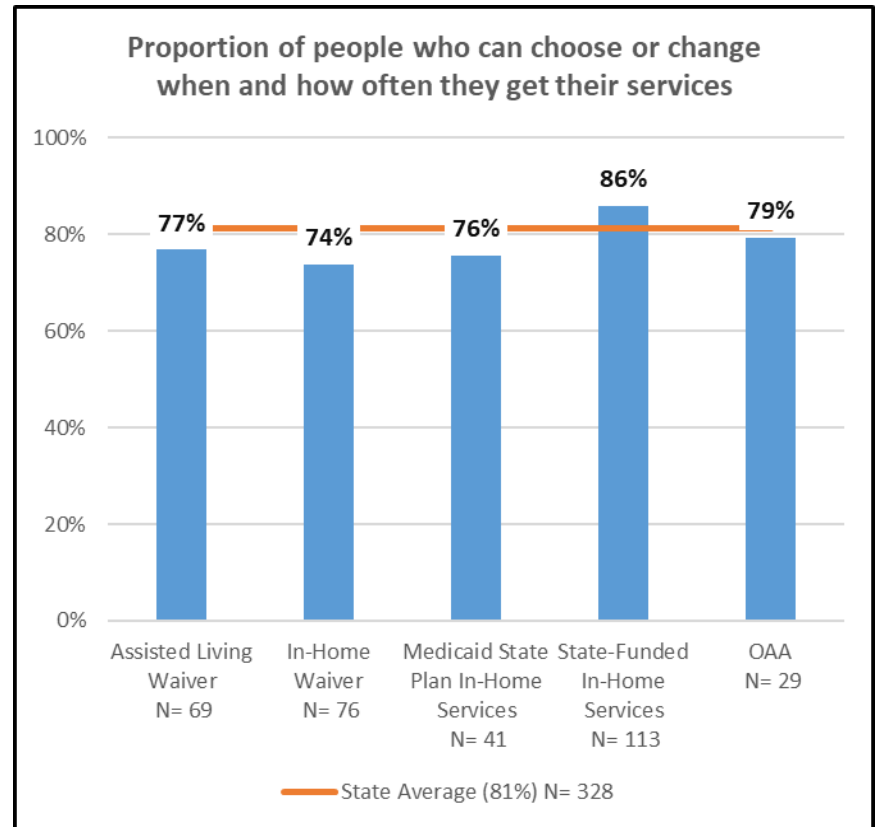
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

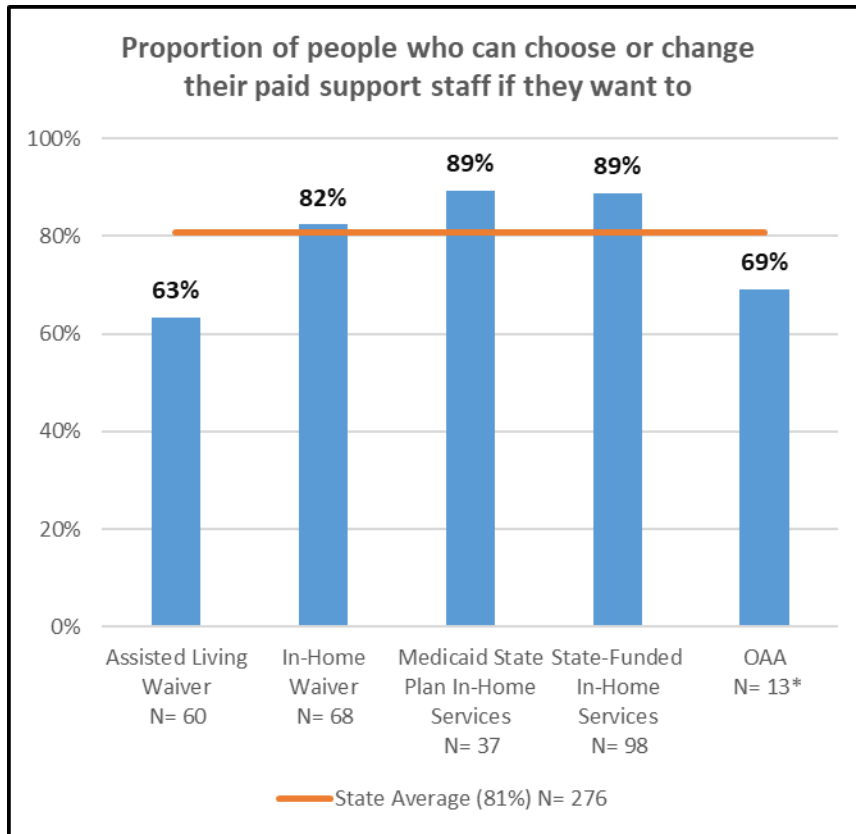
Graph 93. Proportion of people who can choose or change what kind of services they get



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



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



Work

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

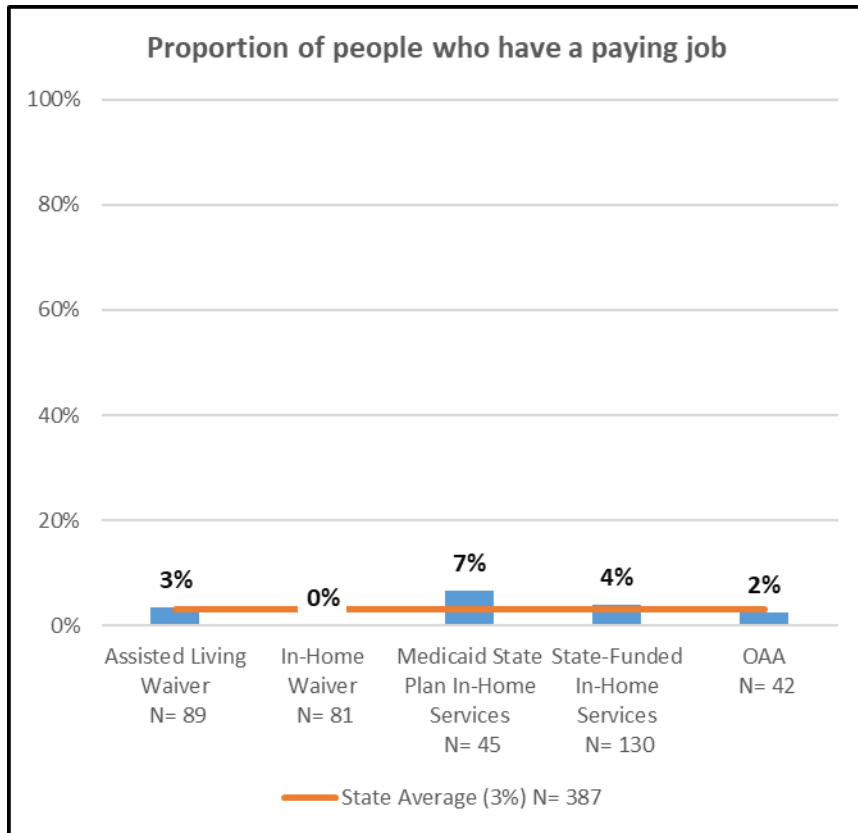
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

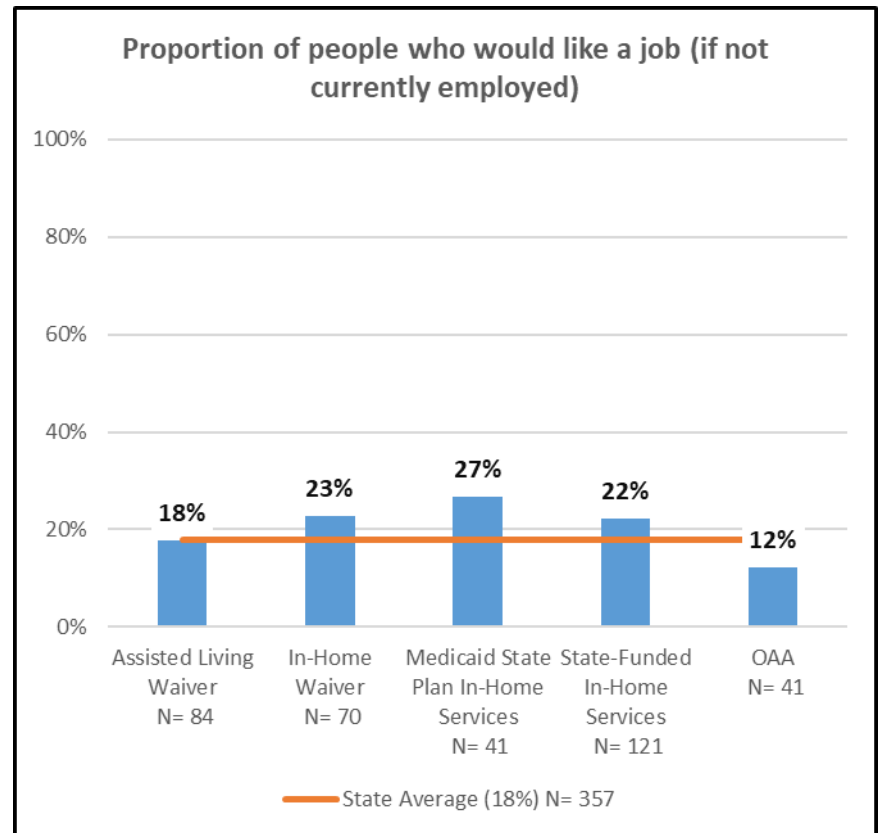
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

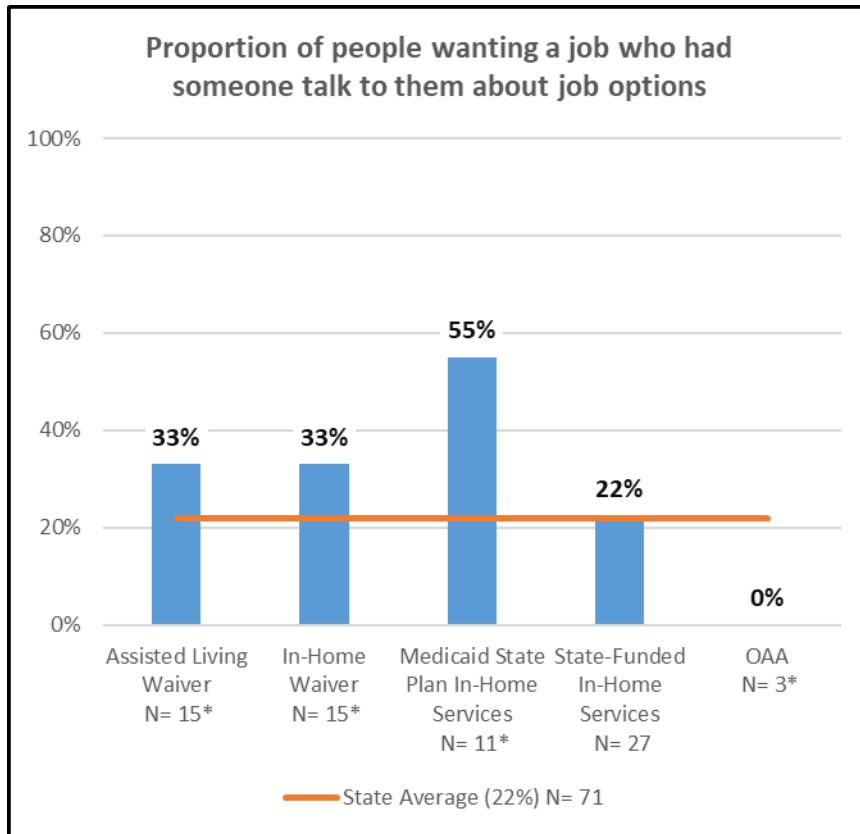
Graph 96. Proportion of people who have a paying job



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

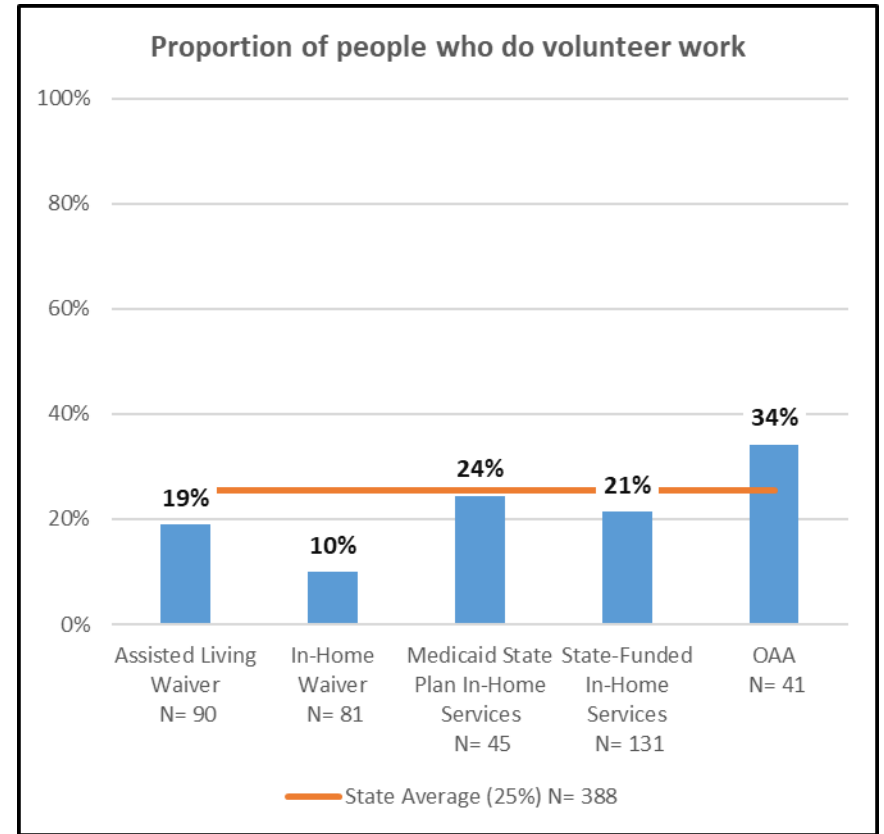


Graph 98. Proportion of people wanting a job who had someone talk to them about job options

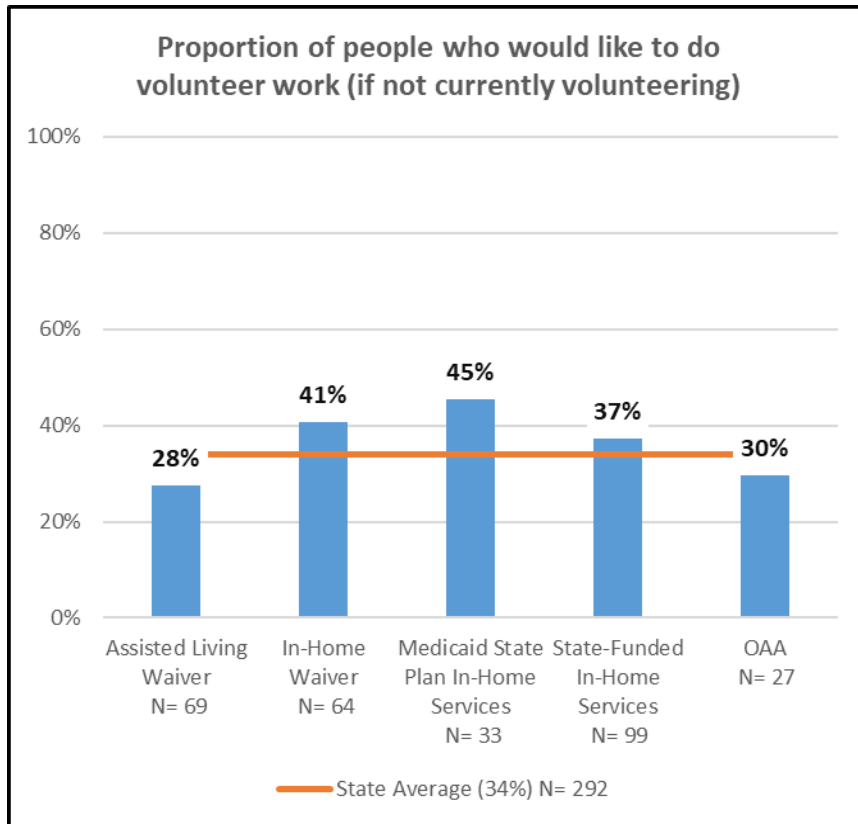


* Very small number of responses

Graph 99. Proportion of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

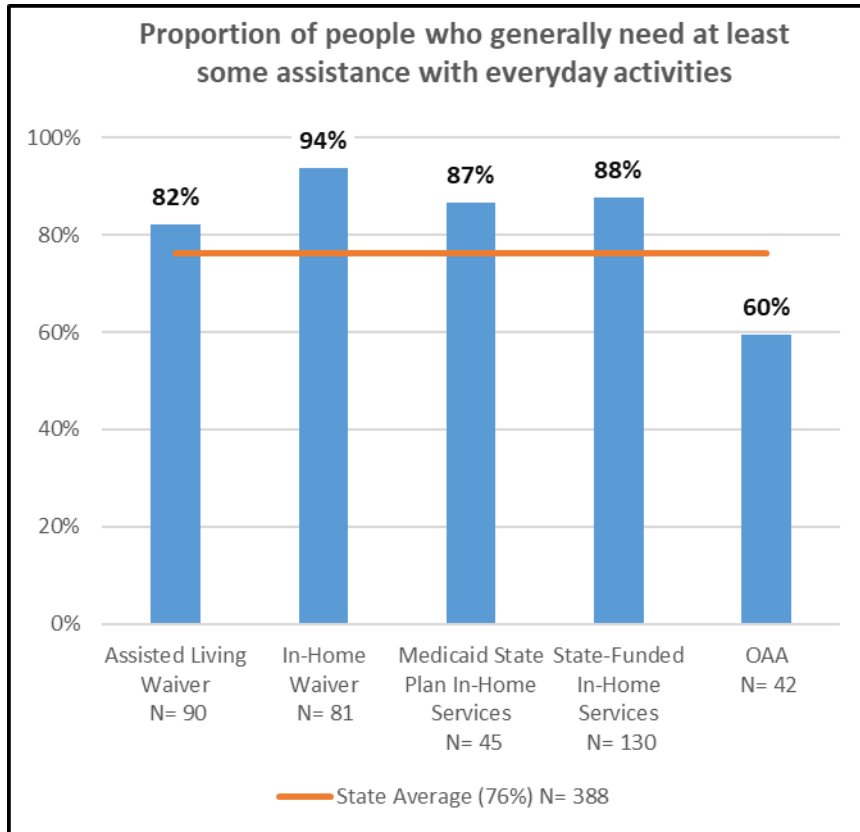
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

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

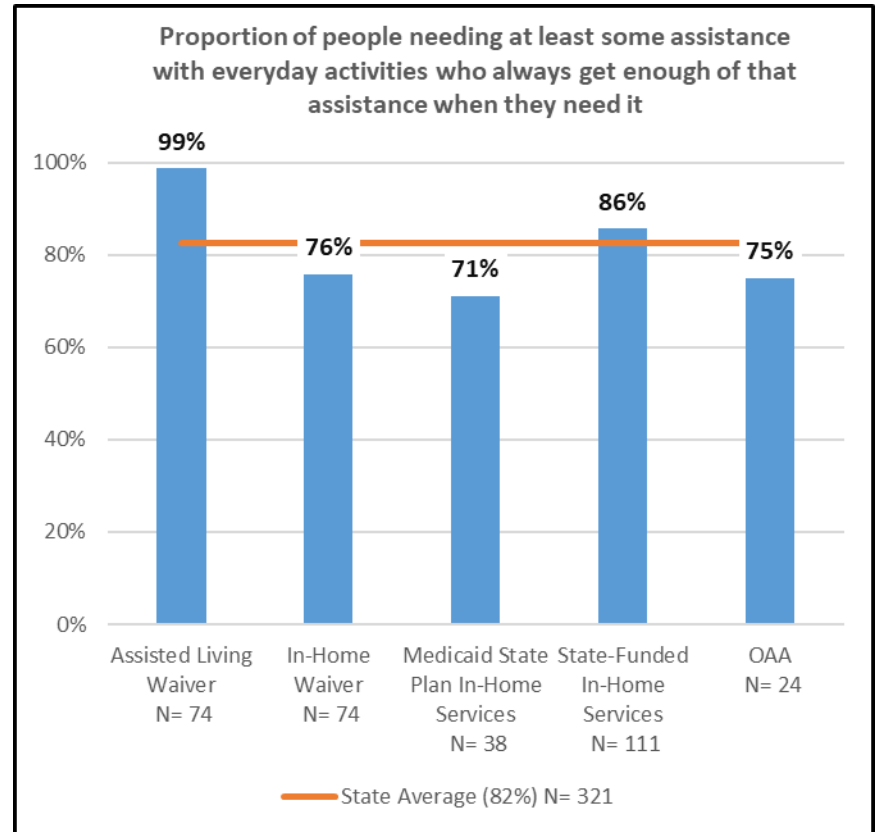
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

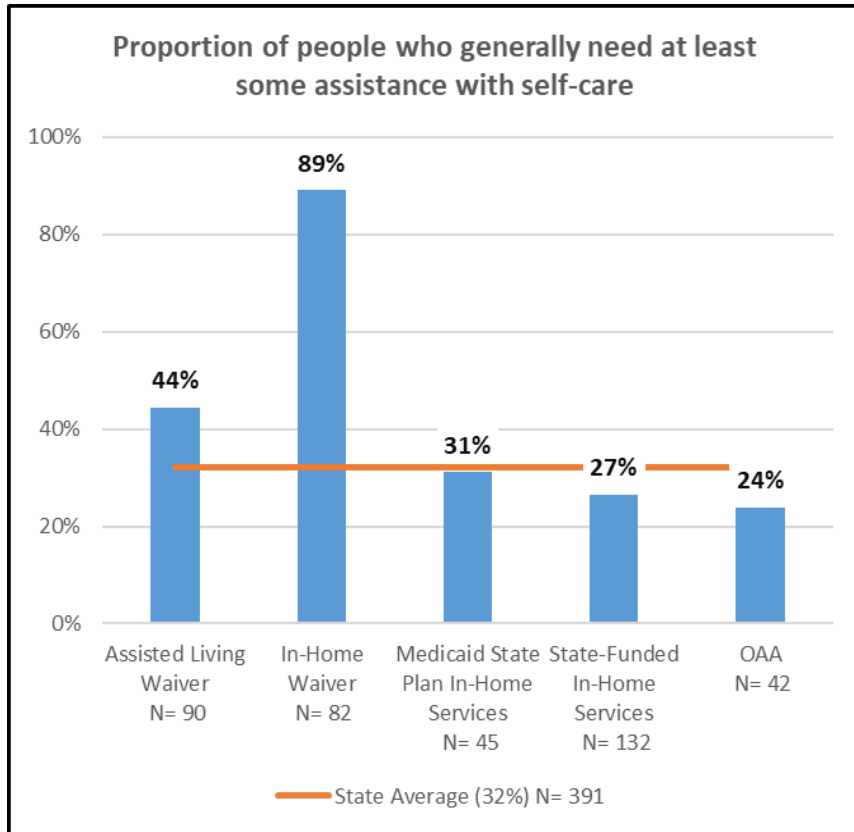
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



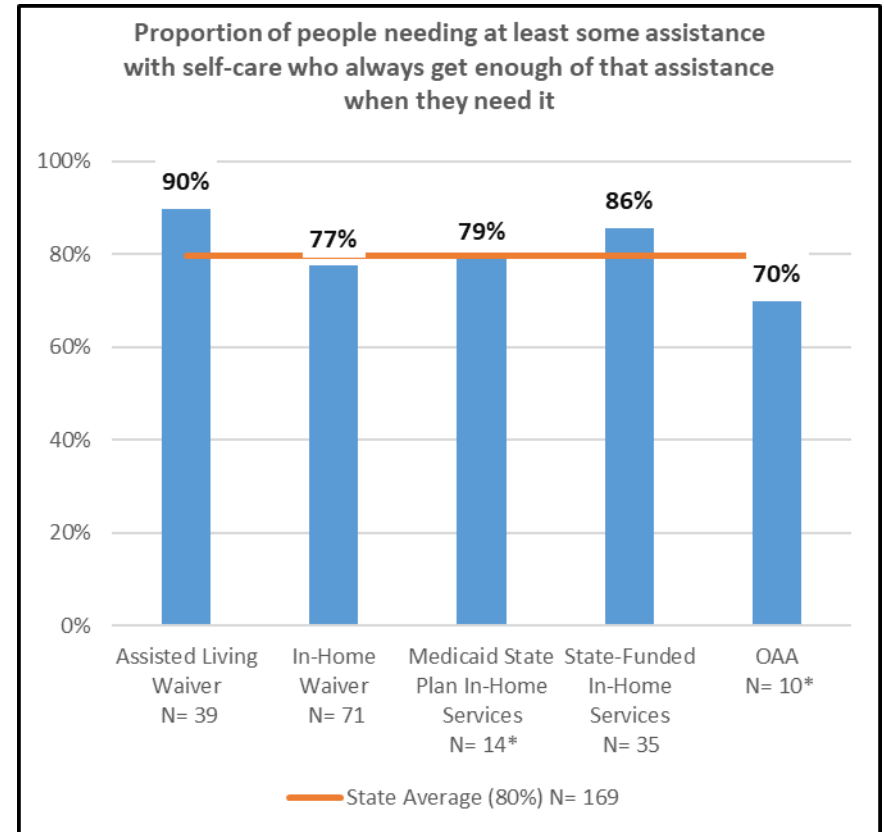
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



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



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



* Very small number of responses

Affordability

People have enough available resources.

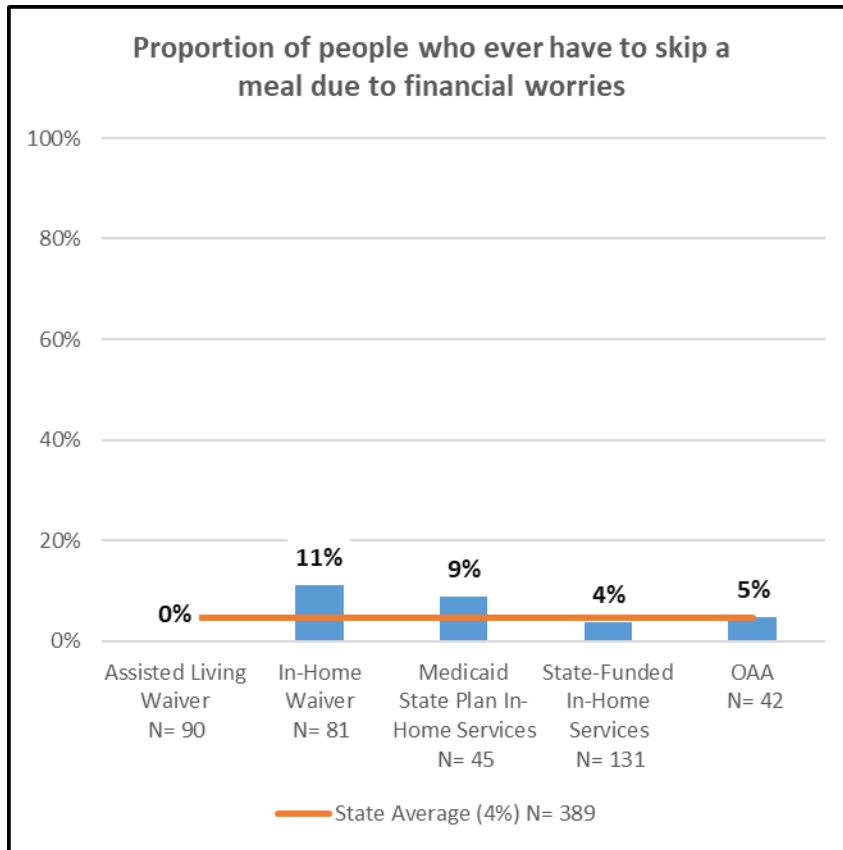
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Control

People feel in control of their lives

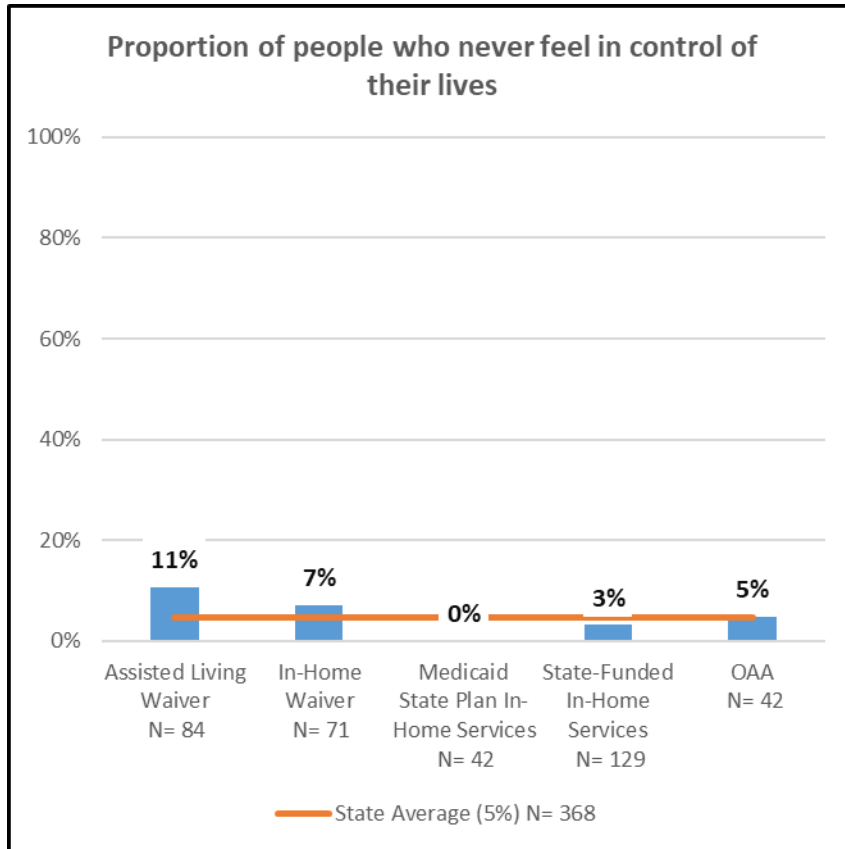
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

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

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

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

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

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

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
Assisted Living Waiver	70.1	76
In-Home Waiver	62.8	78
Medicaid State Plan In-Home Services	61.5	43
State Funded In-Home Services	73.0	112
OAA	77.7	36
Sample Average	69.1	345

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Assisted Living Waiver	85%	15%	0%	89
In-Home Waiver	95%	5%	0%	82
Medicaid State Plan In-Home Services	96%	4%	0%	45
State Funded In-Home Services	85%	15%	0%	132
OAA	86%	14%	0%	42
Sample Average	88%	12%	0%	390

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Assisted Living Waiver	39%	61%	0%	0%	87
In-Home Waiver	33%	67%	0%	0%	82
Medicaid State Plan In-Home Services	33%	67%	0%	0%	45
State Funded In-Home Services	28%	72%	0%	0%	130
OAA	45%	55%	0%	0%	42
Sample Average	34%	66%	0%	0%	386

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/ Unclear	N
Assisted Living Waiver	3%	0%	0%	0%	97%	0%	0%	0%	87
In-Home Waiver	5%	10%	2%	0%	82%	0%	0%	1%	82
Medicaid State Plan In-Home Services	11%	2%	2%	0%	82%	0%	2%	0%	45
State Funded In-Home Services	0%	0%	0%	0%	98%	2%	0%	0%	131
OAA	0%	0%	0%	0%	98%	2%	0%	0%	42
Sample Average	3%	2%	1%	0%	92%	1%	0%	0%	387

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Assisted Living Waiver	24%	6%	25%	41%	3%	87
In-Home Waiver	22%	32%	25%	19%	2%	81
Medicaid State Plan In-Home Services	53%	7%	24%	16%	0%	45
State Funded In-Home Services	24%	15%	12%	48%	0%	130
OAA	7%	41%	10%	39%	2%	41
Sample Average	25%	18%	19%	36%	2%	384

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Assisted Living Waiver	100%	0%	0%	0%	87
In-Home Waiver	85%	0%	15%	0%	82
Medicaid State Plan In-Home Services	96%	0%	4%	0%	45
State Funded In-Home Services	98%	2%	0%	0%	132
OAA	100%	0%	0%	0%	42
Sample Average	96%	1%	4%	0%	388

Table 7. Type of residential area⁶⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Assisted Living Waiver	42%	19%	28%	10%	1%	90
In-Home Waiver	51%	32%	11%	6%	0%	82
Medicaid State Plan In-Home Services	42%	33%	18%	7%	0%	45
State Funded In-Home Services	25%	48%	22%	5%	0%	132
OAA	23%	44%	21%	9%	2%	43
Sample Average	36%	36%	20%	7%	1%	392

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
Assisted Living Waiver	3%	0%	2%	94%	0%	0%	0%	0%	88
In-Home Waiver	84%	12%	0%	2%	1%	0%	0%	0%	82
Medicaid State Plan In-Home Services	91%	4%	2%	2%	0%	0%	0%	0%	45
State Funded In-Home Services	82%	14%	0%	5%	0%	0%	0%	0%	130
OAA	86%	12%	0%	0%	2%	0%	0%	0%	42
Sample Average	66%	9%	1%	24%	1%	0%	0%	0%	387

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

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
Assisted Living Waiver	56%	5%	1%	0%	0%	34%	5%	88
In-Home Waiver	50%	29%	28%	1%	0%	1%	2%	82
Medicaid State Plan In-Home Services	78%	7%	16%	0%	0%	2%	0%	45
State Funded In-Home Services	73%	13%	11%	2%	0%	2%	1%	128
OAA	55%	33%	13%	0%	0%	3%	0%	40
Sample Average	63%	16%	13%	1%	0%	9%	2%	383

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	94%	3%	2%	88
In-Home Waiver	95%	5%	0%	81
Medicaid State Plan In-Home Services	87%	13%	0%	45
State Funded In-Home Services	95%	5%	0%	132
OAA	95%	2%	2%	42
Sample Average	94%	5%	1%	388

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

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/Unclear	N
Assisted Living Waiver	67%	0%	0%	33%	0%	0%	0%	0%	3
In-Home Waiver	100%	0%	0%	0%	0%	0%	0%	0%	4
Medicaid State Plan In-Home Services	100%	0%	0%	0%	0%	0%	0%	0%	5
State Funded In-Home Services	100%	0%	0%	0%	0%	0%	0%	0%	6
OAA	0%	0%	0%	0%	0%	0%	0%	100%	1
Sample Average	89%	0%	0%	5%	0%	0%	0%	5%	19

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	42%	55%	3%	89
In-Home Waiver	9%	90%	1%	82
Medicaid State Plan In-Home Services	13%	87%	0%	45
State Funded In-Home Services	18%	79%	2%	130
OAA	39%	59%	2%	41
Sample Average	23%	75%	2%	387

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

	No	Yes	Don’t Know/Unclear	N
Assisted Living Waiver	87%	11%	2%	89
In-Home Waiver	94%	2%	4%	82
Medicaid State Plan In-Home Services	100%	0%	0%	45
State Funded In-Home Services	95%	5%	0%	132
OAA	93%	5%	2%	42
Sample Average	93%	5%	2%	390

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Assisted Living Waiver	88%	11%	1%	89
In-Home Waiver	83%	15%	2%	81
Medicaid State Plan In-Home Services	82%	16%	2%	45
State Funded In-Home Services	91%	9%	1%	129
OAA	90%	5%	5%	42
Sample Average	87%	11%	2%	386

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
Assisted Living Waiver	94%	3%	2%	89
In-Home Waiver	88%	9%	4%	80
Medicaid State Plan In-Home Services	87%	13%	0%	45
State Funded In-Home Services	94%	4%	2%	127
OAA	90%	7%	2%	42
Sample Average	92%	6%	2%	383

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/Unclear	N
Assisted Living Waiver	0%	8%	52%	65%	0%	89
In-Home Waiver	6%	43%	64%	52%	0%	81
Medicaid State Plan In-Home Services	0%	13%	71%	78%	0%	45
State Funded In-Home Services	1%	11%	71%	58%	0%	132
OAA	0%	10%	55%	71%	0%	42
Sample Average	2%	17%	63%	62%	0%	389

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

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	81%	19%	0%	89
In-Home Waiver	67%	29%	4%	82
Medicaid State Plan In-Home Services	64%	36%	0%	45
State Funded In-Home Services	79%	21%	0%	132
OAA	76%	21%	2%	42
Sample Average	75%	24%	1%	390

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Assisted Living Waiver	8%	89%	3%	88
In-Home Waiver	19%	78%	4%	80
Medicaid State Plan In-Home Services	23%	77%	0%	44
State Funded In-Home Services	8%	92%	1%	131
OAA	7%	88%	5%	43
Sample Average	12%	86%	2%	386

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
Assisted Living Waiver	1%	8%	27%	64%	0%	90
In-Home Waiver	7%	11%	29%	50%	2%	82
Medicaid State Plan In-Home Services	11%	7%	29%	49%	4%	45
State Funded In-Home Services	5%	6%	31%	58%	1%	132
OAA	2%	7%	23%	67%	0%	43
Sample Average	5%	8%	29%	58%	1%	392

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Assisted Living Waiver	100%	0%	0%	90
In-Home Waiver	100%	0%	0%	82
Medicaid State Plan In-Home Services	96%	4%	0%	45
State Funded In-Home Services	100%	0%	0%	132
OAA	95%	0%	5%	43
Sample Average	99%	1%	1%	392

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

	No	Yes	Don't Know	N
Assisted Living Waiver	100%	0%	0%	86
In-Home Waiver	100%	0%	0%	79
Medicaid State Plan In-Home Services	100%	0%	0%	43
State Funded In-Home Services	100%	0%	0%	131
OAA	100%	0%	0%	43
Sample Average	100%	0%	0%	382

Community Participation

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	32%	6%	59%	2%	1%	87
In-Home Waiver	51%	11%	36%	0%	3%	73
Medicaid State Plan In-Home Services	26%	14%	60%	0%	0%	43
State Funded In-Home Services	33%	15%	50%	2%	1%	129
OAA	31%	5%	60%	2%	2%	42
Sample Average	35%	11%	51%	1%	1%	374

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

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
Assisted Living Waiver	39%	64%	6%	58%	24%	6%	33
In-Home Waiver	42%	60%	24%	80%	13%	9%	45
Medicaid State Plan In-Home Services	59%	41%	18%	88%	24%	24%	17
State Funded In-Home Services	46%	44%	16%	87%	11%	7%	61
OAA	7%	27%	20%	87%	0%	7%	15
Sample Average	42%	50%	17%	80%	15%	9%	171

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

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	12%	15%	9%	0%	0%	33
In-Home Waiver	7%	4%	16%	9%	0%	0%	45
Medicaid State Plan In-Home Services	29%	6%	0%	6%	0%	0%	17
State Funded In-Home Services	10%	5%	10%	7%	3%	0%	61
OAA	0%	13%	7%	33%	0%	0%	15
Sample Average	9%	7%	11%	10%	1%	0%	171

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	22%	73%	2%	2%	86
In-Home Waiver	48%	47%	5%	0%	73
Medicaid State Plan In-Home Services	35%	65%	0%	0%	43
State Funded In-Home Services	37%	62%	1%	0%	129
OAA	36%	62%	2%	0%	42
Sample Average	35%	62%	2%	1%	373

Choice and Decision Making

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	66%	19%	13%	3%	32
In-Home Waiver	50%	50%	0%	0%	2
Medicaid State Plan In-Home Services	n/a	n/a	n/a	n/a	0
State Funded In-Home Services	n/a	n/a	n/a	n/a	0
OAA	n/a	n/a	n/a	n/a	0
Sample Average	65%	21%	12%	3%	34

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

	No, Never	Some Days, Sometimes	Yes, Always/ Almost Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	7%	92%	0%	0%	87
In-Home Waiver	0%	3%	97%	0%	0%	72
Medicaid State Plan In-Home Services	0%	0%	100%	0%	0%	43
State Funded In-Home Services	0%	0%	100%	0%	0%	128
OAA	0%	2%	98%	0%	0%	42
Sample Average	0%	2%	97%	0%	0%	372

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

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	37%	32%	31%	0%	0%	0%	87
In-Home Waiver	0%	8%	92%	0%	0%	0%	73
Medicaid State Plan In-Home Services	0%	0%	100%	0%	0%	0%	43
State Funded In-Home Services	2%	2%	95%	1%	0%	0%	128
OAA	0%	5%	95%	0%	0%	0%	42
Sample Average	9%	10%	80%	0%	0%	0%	373

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	23%	75%	1%	0%	79
In-Home Waiver	0%	20%	80%	0%	0%	5
Medicaid State Plan In-Home Services	0%	0%	100%	0%	0%	1
State Funded In-Home Services	0%	14%	86%	0%	0%	7
OAA	n/a	n/a	n/a	n/a	n/a	0
Sample Average	1%	22%	76%	1%	0%	92

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

Relationships

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

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	6%	87%	0%	1%	77
In-Home Waiver	5%	15%	80%	0%	0%	66
Medicaid State Plan In-Home Services	3%	13%	84%	0%	0%	38
State Funded In-Home Services	2%	6%	92%	0%	0%	121
OAA	2%	7%	90%	0%	0%	42
Sample Average	3%	9%	88%	0%	0%	344

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

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/No Response	N
Assisted Living Waiver	38%	0%	0%	0%	0%	75%	0%	8
In-Home Waiver	42%	8%	8%	25%	17%	42%	8%	12
Medicaid State Plan In-Home Services	40%	20%	0%	40%	0%	40%	0%	5
State Funded In-Home Services	33%	33%	11%	22%	0%	44%	11%	9
OAA	25%	0%	0%	50%	0%	75%	0%	4
Sample Average	37%	13%	5%	24%	5%	53%	5%	38

Satisfaction

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	17%	77%	1%	0%	87
In-Home Waiver	5%	10%	85%	0%	0%	73
Medicaid State Plan In-Home Services	12%	16%	72%	0%	0%	43
State Funded In-Home Services	5%	9%	85%	0%	0%	130
OAA	5%	12%	83%	0%	0%	42
Sample Average	6%	12%	82%	0%	0%	375

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

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Assisted Living Waiver	0%	0%	0%	0%	39%	18
In-Home Waiver	9%	9%	0%	0%	9%	11
Medicaid State Plan In-Home Services	0%	17%	25%	25%	33%	12
State Funded In-Home Services	21%	11%	16%	32%	32%	19
OAA	0%	14%	14%	0%	14%	7
Sample Average	7%	9%	10%	13%	28%	67

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/Housemates/Roommates	Problems with Staff	Insufficient Amount/Type of Staff	Wants More Independence/Control	N
Assisted Living Waiver	11%	6%	28%	6%	17%	18
In-Home Waiver	9%	0%	9%	0%	9%	11
Medicaid State Plan In-Home Services	0%	17%	0%	0%	8%	12
State Funded In-Home Services	21%	16%	0%	5%	0%	19
OAA	0%	29%	0%	0%	0%	7
Sample Average	10%	12%	9%	3%	7%	67

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

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	11%	6%	28%	33%	0%	6%	18
In-Home Waiver	9%	9%	0%	91%	0%	0%	11
Medicaid State Plan In-Home Services	0%	0%	0%	25%	0%	0%	12
State Funded In-Home Services	0%	0%	16%	42%	0%	0%	19
OAA	0%	14%	0%	71%	0%	0%	7
Sample Average	4%	4%	12%	48%	0%	1%	67

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	69%	6%	24%	1%	87
In-Home Waiver	71%	6%	22%	1%	72
Medicaid State Plan In-Home Services	67%	9%	23%	0%	43
State Funded In-Home Services	80%	5%	13%	2%	130
OAA	83%	10%	7%	0%	41
Sample Average	75%	6%	18%	1%	373

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

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
Assisted Living Waiver	81%	8%	8%	0%	26
In-Home Waiver	79%	0%	0%	0%	19
Medicaid State Plan In-Home Services	86%	0%	0%	0%	14
State Funded In-Home Services	92%	0%	0%	0%	24
OAA	29%	0%	14%	0%	7
Sample Average	80%	2%	3%	0%	90

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	0%	0%	4%	26
In-Home Waiver	0%	11%	11%	0%	19
Medicaid State Plan In-Home Services	0%	7%	7%	0%	14
State Funded In-Home Services	0%	8%	0%	0%	24
OAA	0%	57%	0%	0%	7
Sample Average	0%	10%	3%	1%	90

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	1%	26%	73%	0%	0%	86
In-Home Waiver	8%	31%	61%	0%	0%	71
Medicaid State Plan In-Home Services	5%	26%	69%	0%	0%	42
State Funded In-Home Services	5%	28%	67%	0%	0%	129
OAA	7%	24%	69%	0%	0%	42
Sample Average	5%	27%	68%	0%	0%	370

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

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	65%	14%	17%	0%	4%	0%	78
In-Home Waiver	78%	9%	13%	0%	0%	0%	68
Medicaid State Plan In-Home Services	69%	10%	18%	0%	0%	3%	39
State Funded In-Home Services	82%	6%	11%	0%	1%	0%	106
OAA	46%	15%	38%	0%	0%	0%	13
Sample Average	74%	10%	15%	0%	1%	0%	304

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	0%	27%	73%	0%	0%	77
In-Home Waiver	1%	12%	87%	0%	0%	68
Medicaid State Plan In-Home Services	5%	10%	85%	0%	0%	40
State Funded In-Home Services	1%	23%	76%	0%	0%	105
OAA	0%	29%	71%	0%	0%	14
Sample Average	1%	20%	79%	0%	0%	304

Service Coordination

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	14%	12%	74%	0%	86
In-Home Waiver	7%	6%	88%	0%	72
Medicaid State Plan In-Home Services	0%	12%	86%	2%	42
State Funded In-Home Services	6%	6%	89%	0%	122
OAA	3%	6%	88%	3%	34
Sample Average	7%	8%	85%	1%	356

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	8%	12%	79%	1%	86
In-Home Waiver	9%	10%	80%	1%	70
Medicaid State Plan In-Home Services	7%	10%	83%	0%	42
State Funded In-Home Services	6%	5%	89%	0%	122
OAA	18%	12%	65%	6%	34
Sample Average	8%	9%	82%	1%	354

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	17%	75%	7%	1%	89
In-Home Waiver	5%	86%	9%	0%	81
Medicaid State Plan In-Home Services	7%	84%	9%	0%	44
State Funded In-Home Services	16%	79%	5%	0%	123
OAA	66%	31%	0%	3%	35
Sample Average	17%	76%	6%	1%	372

⁶⁸ New item added in 2018-2019.

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

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	4%	3%	90%	3%	0%	67
In-Home Waiver	9%	9%	81%	1%	0%	70
Medicaid State Plan In-Home Services	5%	3%	86%	5%	0%	37
State Funded In-Home Services	0%	7%	92%	1%	0%	96
OAA	0%	9%	91%	0%	0%	11
Sample Average	4%	6%	88%	2%	0%	281

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	0%	100%	0%	0%	6
In-Home Waiver	6%	12%	76%	6%	0%	17
Medicaid State Plan In-Home Services	0%	0%	100%	0%	0%	2
State Funded In-Home Services	0%	0%	100%	0%	0%	5
OAA	0%	0%	100%	0%	0%	1
Sample Average	3%	6%	87%	3%	0%	31

⁶⁹ Item previously reported in the "Access" domain.

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

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	6%	94%	0%	0%	0%	78
In-Home Waiver	0%	5%	95%	0%	0%	0%	73
Medicaid State Plan In-Home Services	0%	3%	98%	0%	0%	0%	40
State Funded In-Home Services	1%	5%	94%	0%	0%	0%	107
OAA	0%	0%	100%	0%	0%	0%	14
Sample Average	0%	5%	95%	0%	0%	0%	312

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	11%	88%	1%	0%	90
In-Home Waiver	27%	66%	7%	0%	82
Medicaid State Plan In-Home Services	18%	80%	2%	0%	45
State Funded In-Home Services	16%	76%	7%	1%	131
OAA	17%	76%	2%	5%	42
Sample Average	17%	77%	5%	1%	390

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	51%	34%	14%	1%	85
In-Home Waiver	49%	35%	15%	1%	72
Medicaid State Plan In-Home Services	63%	30%	7%	0%	43
State Funded In-Home Services	60%	32%	8%	0%	130
OAA	69%	19%	12%	0%	42
Sample Average	57%	31%	11%	1%	372

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

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	10%	82%	2%	2%	89
In-Home Waiver	11%	18%	71%	0%	0%	80
Medicaid State Plan In-Home Services	5%	23%	73%	0%	0%	44
State Funded In-Home Services	3%	11%	85%	1%	0%	121
OAA	0%	12%	88%	0%	0%	33
Sample Average	5%	14%	80%	1%	1%	367

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

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Assisted Living Waiver	0%	0%	9%	0%	9%	11
In-Home Waiver	5%	32%	36%	32%	14%	22
Medicaid State Plan In-Home Services	0%	33%	50%	33%	25%	12
State Funded In-Home Services	0%	30%	55%	20%	10%	20
OAA	0%	0%	60%	20%	0%	5
Sample Average	1%	24%	41%	23%	13%	70

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Assisted Living Waiver	18%	55%	0%	0%	9%	27%	11
In-Home Waiver	14%	41%	18%	23%	14%	23%	22
Medicaid State Plan In-Home Services	8%	42%	0%	33%	8%	42%	12
State Funded In-Home Services	10%	50%	5%	30%	10%	30%	20
OAA	0%	20%	20%	40%	0%	20%	5
Sample Average	11%	44%	9%	24%	10%	29%	70

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don’t Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	36%	9%	0%	0%	0%	18%	0%	11
In-Home Waiver	14%	5%	0%	0%	23%	18%	0%	22
Medicaid State Plan In-Home Services	25%	8%	0%	0%	17%	8%	0%	12
State Funded In-Home Services	40%	5%	0%	0%	10%	0%	0%	20
OAA	20%	0%	0%	0%	40%	0%	0%	5
Sample Average	27%	6%	0%	0%	16%	10%	0%	70

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	50%	50%	0%	0%	10
In-Home Waiver	24%	71%	6%	0%	17
Medicaid State Plan In-Home Services	0%	70%	20%	10%	10
State Funded In-Home Services	13%	67%	13%	7%	15
OAA	0%	100%	0%	0%	2
Sample Average	20%	67%	9%	4%	54

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

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
Assisted Living Waiver	6%	46%	2%	10%	7%	21%	87
In-Home Waiver	9%	22%	4%	37%	28%	16%	76
Medicaid State Plan In-Home Services	12%	21%	5%	29%	19%	36%	42
State Funded In-Home Services	12%	27%	1%	20%	11%	36%	120
OAA	24%	15%	3%	15%	0%	33%	33
Sample Average	11%	29%	3%	22%	13%	28%	358

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

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	17%	3%	0%	1%	10%	0%	87
In-Home Waiver	24%	1%	0%	4%	4%	0%	76
Medicaid State Plan In-Home Services	29%	0%	0%	2%	2%	0%	42
State Funded In-Home Services	19%	4%	1%	4%	2%	1%	120
OAA	6%	3%	0%	6%	3%	0%	33
Sample Average	20%	3%	0%	3%	4%	0%	358

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	8%	92%	0%	0%	90
In-Home Waiver	2%	98%	0%	0%	82
Medicaid State Plan In-Home Services	4%	96%	0%	0%	45
State Funded In-Home Services	9%	91%	0%	0%	132
OAA	43%	57%	0%	0%	42
Sample Average	10%	90%	0%	0%	391

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	98%	0%	0%	2%	0%	0%	0%	0%	83
In-Home Waiver	59%	3%	0%	38%	0%	0%	0%	0%	78
Medicaid State Plan In-Home Services	71%	2%	0%	17%	7%	0%	0%	0%	42
State Funded In-Home Services	49%	1%	1%	43%	7%	0%	0%	0%	119
OAA	21%	4%	0%	67%	8%	0%	0%	0%	24
Sample Average	64%	1%	0%	31%	4%	0%	0%	0%	346

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	43%	1%	0%	56%	10%	0%	5%	0%	0%	80
In-Home Waiver	69%	0%	0%	41%	20%	0%	3%	0%	0%	80
Medicaid State Plan In-Home Services	56%	0%	0%	59%	37%	2%	10%	0%	0%	41
State Funded In-Home Services	65%	1%	1%	47%	36%	0%	5%	0%	0%	116
OAA	54%	0%	0%	63%	33%	0%	4%	0%	0%	24
Sample Average	59%	1%	0%	50%	26%	0%	5%	0%	0%	341

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

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	22%	63%	0%	14%	1%	78
In-Home Waiver	29%	63%	0%	8%	0%	73
Medicaid State Plan In-Home Services	25%	65%	0%	5%	5%	40
State Funded In-Home Services	33%	60%	0%	7%	1%	107
OAA	36%	50%	0%	0%	14%	14
Sample Average	28%	62%	0%	8%	2%	312

Care Coordination

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

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	83%	14%	2%	0%	90
In-Home Waiver	60%	40%	0%	0%	82
Medicaid State Plan In-Home Services	75%	23%	2%	0%	44
State Funded In-Home Services	61%	37%	2%	0%	132
OAA	69%	31%	0%	0%	42
Sample Average	68%	30%	1%	0%	390

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

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	8%	0%	92%	0%	0%	13
In-Home Waiver	9%	12%	79%	0%	0%	33
Medicaid State Plan In-Home Services	0%	20%	80%	0%	0%	10
State Funded In-Home Services	6%	4%	90%	0%	0%	49
OAA	0%	0%	100%	0%	0%	13
Sample Average	6%	7%	87%	0%	0%	118

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

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	15%	69%	0%	15%	0%	13
In-Home Waiver	18%	82%	0%	0%	0%	33
Medicaid State Plan In-Home Services	0%	90%	0%	10%	0%	10
State Funded In-Home Services	6%	88%	2%	2%	2%	49
OAA	15%	77%	0%	8%	0%	13
Sample Average	11%	83%	1%	4%	1%	118

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	7%	9%	80%	3%	1%	75
In-Home Waiver	9%	19%	71%	1%	0%	79
Medicaid State Plan In-Home Services	0%	7%	91%	0%	2%	43
State Funded In-Home Services	2%	10%	88%	0%	0%	123
OAA	7%	17%	74%	2%	0%	42
Sample Average	5%	12%	81%	1%	1%	362

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	53%	32%	14%	0%	0%	90
In-Home Waiver	29%	26%	45%	0%	0%	82
Medicaid State Plan In-Home Services	44%	24%	31%	0%	0%	45
State Funded In-Home Services	28%	39%	33%	1%	0%	132
OAA	38%	31%	29%	0%	2%	42
Sample Average	37%	32%	30%	0%	0%	391

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	24%	76%	0%	0%	42
In-Home Waiver	17%	83%	0%	0%	58
Medicaid State Plan In-Home Services	20%	80%	0%	0%	25
State Funded In-Home Services	18%	82%	0%	0%	94
OAA	12%	88%	0%	0%	25
Sample Average	18%	82%	0%	0%	244

⁷⁰ Item previously reported in the "Safety" domain.

⁷¹ Item previously reported in the "Safety" domain.

Access to Community⁷²

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

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	20%	18%	57%	2%	1%	1%	88
In-Home Waiver	20%	16%	57%	6%	0%	1%	82
Medicaid State Plan In-Home Services	7%	16%	78%	0%	0%	0%	45
State Funded In-Home Services	4%	15%	79%	2%	0%	0%	131
OAA	5%	5%	88%	0%	0%	2%	41
Sample Average	11%	15%	70%	3%	0%	1%	387

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

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	0%	1%	98%	1%	0%	0%	90
In-Home Waiver	0%	6%	93%	1%	0%	0%	82
Medicaid State Plan In-Home Services	0%	9%	91%	0%	0%	0%	45
State Funded In-Home Services	2%	3%	95%	0%	0%	0%	132
OAA	0%	5%	95%	0%	0%	0%	42
Sample Average	1%	4%	95%	1%	0%	0%	391

⁷² New domain in 2018-2019.

⁷³ Item previously reported in the "Access" domain.

⁷⁴ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁵

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	6%	94%	0%	0%	0%	0%	90
In-Home Waiver	10%	74%	1%	15%	0%	0%	82
Medicaid State Plan In-Home Services	9%	73%	2%	16%	0%	0%	45
State Funded In-Home Services	10%	81%	3%	6%	0%	0%	132
OAA	12%	79%	5%	5%	0%	0%	42
Sample Average	9%	82%	2%	7%	0%	0%	391

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	33%	64%	1%	0%	0%	1%	90
In-Home Waiver	16%	63%	4%	16%	1%	0%	82
Medicaid State Plan In-Home Services	33%	53%	4%	9%	0%	0%	45
State Funded In-Home Services	26%	64%	3%	8%	0%	0%	132
OAA	21%	71%	2%	5%	0%	0%	42
Sample Average	26%	63%	3%	7%	0%	0%	391

⁷⁵ New domain in 2018-2019.

⁷⁶ Item previously reported in the "Access" domain.

⁷⁷ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	86%	13%	0%	1%	0%	0%	90
In-Home Waiver	57%	27%	2%	13%	0%	0%	82
Medicaid State Plan In-Home Services	82%	13%	0%	4%	0%	0%	45
State Funded In-Home Services	76%	13%	2%	9%	0%	0%	131
OAA	85%	15%	0%	0%	0%	0%	41
Sample Average	76%	16%	1%	7%	0%	0%	389

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	86%	14%	0%	0%	0%	0%	90
In-Home Waiver	65%	32%	1%	2%	0%	0%	82
Medicaid State Plan In-Home Services	82%	11%	4%	2%	0%	0%	45
State Funded In-Home Services	83%	11%	2%	3%	0%	0%	132
OAA	76%	22%	0%	2%	0%	0%	41
Sample Average	79%	17%	2%	2%	0%	0%	390

⁷⁸ Item previously reported in the "Access" domain.

⁷⁹ Item previously reported in the "Access" domain.

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	0%	50%	0%	0%	50%	0%	2
In-Home Waiver	29%	29%	0%	43%	0%	0%	7
Medicaid State Plan In-Home Services	40%	40%	20%	0%	0%	0%	5
State Funded In-Home Services	33%	33%	17%	17%	0%	0%	6
OAA	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	30%	35%	10%	20%	5%	0%	20

Table 67. Proportion of people who need a walker⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	43%	56%	1%	0%	0%	0%	90
In-Home Waiver	33%	57%	7%	2%	0%	0%	81
Medicaid State Plan In-Home Services	29%	62%	7%	2%	0%	0%	45
State Funded In-Home Services	20%	76%	3%	1%	0%	0%	131
OAA	29%	64%	2%	2%	2%	0%	42
Sample Average	30%	65%	4%	1%	0%	0%	389

⁸⁰ Item previously reported in the "Access" domain.

⁸¹ Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	93%	3%	0%	2%	1%	0%	87
In-Home Waiver	88%	5%	1%	6%	0%	0%	81
Medicaid State Plan In-Home Services	78%	7%	0%	13%	2%	0%	45
State Funded In-Home Services	86%	7%	1%	5%	1%	0%	132
OAA	85%	7%	0%	5%	0%	2%	41
Sample Average	87%	6%	1%	6%	1%	0%	386

Table 69. Proportion of people who need a wheelchair⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	83%	13%	3%	0%	0%	0%	89
In-Home Waiver	41%	44%	9%	6%	0%	0%	81
Medicaid State Plan In-Home Services	78%	18%	0%	2%	2%	0%	45
State Funded In-Home Services	73%	21%	2%	3%	1%	0%	132
OAA	81%	17%	0%	0%	0%	2%	42
Sample Average	70%	23%	3%	3%	1%	0%	389

⁸² Item previously reported in the "Access" domain.

⁸³ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	76%	17%	2%	4%	0%	0%	89
In-Home Waiver	67%	20%	2%	10%	1%	0%	81
Medicaid State Plan In-Home Services	80%	11%	2%	7%	0%	0%	45
State Funded In-Home Services	69%	16%	5%	11%	0%	0%	131
OAA	50%	33%	2%	14%	0%	0%	42
Sample Average	69%	18%	3%	9%	0%	0%	388

Table 71. Proportion of people who need glasses⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	17%	71%	10%	2%	0%	0%	90
In-Home Waiver	17%	64%	15%	2%	1%	0%	81
Medicaid State Plan In-Home Services	14%	68%	11%	7%	0%	0%	44
State Funded In-Home Services	13%	68%	15%	3%	0%	0%	130
OAA	12%	67%	17%	5%	0%	0%	42
Sample Average	15%	68%	14%	3%	0%	0%	387

⁸⁴ Item previously reported in the "Access" domain.

⁸⁵ Item previously reported in the "Access" domain.

Table 72. Proportion of people who need a CPAP machine⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	89%	11%	0%	0%	0%	0%	90
In-Home Waiver	64%	30%	2%	2%	1%	0%	81
Medicaid State Plan In-Home Services	69%	24%	2%	4%	0%	0%	45
State Funded In-Home Services	76%	18%	4%	1%	2%	0%	130
OAA	86%	12%	2%	0%	0%	0%	42
Sample Average	77%	19%	2%	1%	1%	0%	388

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	24%	68%	1%	2%	3%	1%	90
In-Home Waiver	26%	58%	2%	12%	0%	1%	81
Medicaid State Plan In-Home Services	38%	47%	0%	16%	0%	0%	45
State Funded In-Home Services	30%	63%	0%	5%	2%	2%	132
OAA	40%	43%	5%	12%	0%	0%	42
Sample Average	30%	59%	1%	8%	1%	1%	390

⁸⁶ Item previously reported in the "Access" domain.

⁸⁷ Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine⁸⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	88%	11%	1%	0%	0%	0%	90
In-Home Waiver	64%	31%	2%	1%	1%	0%	81
Medicaid State Plan In-Home Services	82%	16%	0%	2%	0%	0%	44
State Funded In-Home Services	78%	20%	1%	1%	1%	0%	130
OAA	79%	19%	2%	0%	0%	0%	42
Sample Average	78%	20%	1%	1%	1%	0%	387

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living Waiver	33%	67%	0%	0%	0%	0%	3
In-Home Waiver	25%	63%	0%	13%	0%	0%	8
Medicaid State Plan In-Home Services	20%	80%	0%	0%	0%	0%	10
State Funded In-Home Services	12%	76%	6%	6%	0%	0%	17
OAA	0%	67%	33%	0%	0%	0%	3
Sample Average	17%	73%	5%	5%	0%	0%	41

⁸⁸ New item added in 2018-2019.

⁸⁹ Item previously reported in the "Access" domain.

Safety

Table 76. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	1%	99%	0%	0%	87
In-Home Waiver	0%	100%	0%	0%	73
Medicaid State Plan In-Home Services	5%	93%	2%	0%	43
State Funded In-Home Services	3%	97%	0%	0%	130
OAA	2%	98%	0%	0%	42
Sample Average	2%	98%	0%	0%	375

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

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	1%	99%	0%	0%	77
In-Home Waiver	0%	100%	0%	0%	68
Medicaid State Plan In-Home Services	3%	98%	0%	0%	40
State Funded In-Home Services	1%	99%	0%	0%	106
OAA	0%	100%	0%	0%	14
Sample Average	1%	99%	0%	0%	305

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	77%	23%	0%	0%	87
In-Home Waiver	78%	19%	3%	0%	73
Medicaid State Plan In-Home Services	79%	21%	0%	0%	43
State Funded In-Home Services	88%	11%	1%	0%	130
OAA	78%	22%	0%	0%	41
Sample Average	82%	18%	1%	0%	374

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	94%	5%	1%	0%	87
In-Home Waiver	92%	7%	1%	0%	73
Medicaid State Plan In-Home Services	86%	14%	0%	0%	43
State Funded In-Home Services	95%	4%	1%	0%	129
OAA	98%	2%	0%	0%	42
Sample Average	94%	6%	1%	0%	374

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	98%	2%	0%	90
In-Home Waiver	23%	67%	10%	0%	82
Medicaid State Plan In-Home Services	11%	86%	2%	0%	44
State Funded In-Home Services	11%	77%	9%	2%	131
OAA	10%	74%	12%	5%	42
Sample Average	11%	80%	7%	1%	389

Health Care

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	71%	26%	3%	0%	90
In-Home Waiver	48%	50%	2%	0%	82
Medicaid State Plan In-Home Services	69%	31%	0%	0%	45
State Funded In-Home Services	53%	45%	1%	1%	131
OAA	71%	26%	2%	0%	42
Sample Average	60%	38%	2%	0%	390

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	61%	39%	0%	0%	23
In-Home Waiver	68%	32%	0%	0%	41
Medicaid State Plan In-Home Services	50%	43%	0%	7%	14
State Funded In-Home Services	68%	32%	0%	0%	59
OAA	90%	10%	0%	0%	10
Sample Average	67%	33%	0%	1%	147

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	100%	0%	0%	0%	23
In-Home Waiver	98%	2%	0%	0%	41
Medicaid State Plan In-Home Services	100%	0%	0%	0%	14
State Funded In-Home Services	100%	0%	0%	0%	59
OAA	90%	10%	0%	0%	10
Sample Average	99%	1%	0%	0%	147

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	100%	0%	0%	0%	23
In-Home Waiver	90%	10%	0%	0%	41
Medicaid State Plan In-Home Services	79%	21%	0%	0%	14
State Funded In-Home Services	93%	7%	0%	0%	59
OAA	100%	0%	0%	0%	10
Sample Average	93%	7%	0%	0%	147

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

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	2%	10%	87%	0%	1%	0%	90
In-Home Waiver	4%	15%	80%	0%	1%	0%	82
Medicaid State Plan In-Home Services	5%	14%	82%	0%	0%	0%	44
State Funded In-Home Services	1%	10%	89%	0%	0%	0%	132
OAA	5%	12%	83%	0%	0%	0%	42
Sample Average	3%	12%	85%	0%	1%	0%	390

⁹⁰ New item added in 2018-2019.

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	42%	55%	0%	3%	38
In-Home Waiver	23%	77%	0%	0%	39
Medicaid State Plan In-Home Services	6%	89%	6%	0%	18
State Funded In-Home Services	24%	76%	0%	0%	49
OAA	38%	63%	0%	0%	16
Sample Average	28%	71%	1%	1%	160

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	12%	87%	0%	1%	0%	90
In-Home Waiver	20%	77%	0%	2%	1%	82
Medicaid State Plan In-Home Services	7%	91%	0%	2%	0%	45
State Funded In-Home Services	9%	86%	2%	2%	0%	132
OAA	14%	81%	0%	5%	0%	42
Sample Average	12%	84%	1%	2%	0%	391

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	66%	31%	0%	3%	0%	90
In-Home Waiver	67%	30%	0%	1%	1%	82
Medicaid State Plan In-Home Services	73%	24%	0%	2%	0%	45
State Funded In-Home Services	70%	26%	0%	5%	0%	132
OAA	76%	24%	0%	0%	0%	42
Sample Average	69%	28%	0%	3%	0%	391

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	37%	63%	0%	0%	0%	90
In-Home Waiver	31%	68%	0%	0%	1%	81
Medicaid State Plan In-Home Services	36%	64%	0%	0%	0%	45
State Funded In-Home Services	34%	65%	0%	1%	0%	132
OAA	32%	68%	0%	0%	0%	41
Sample Average	34%	66%	0%	0%	0%	389

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	9%	90%	0%	1%	0%	90
In-Home Waiver	18%	80%	0%	0%	1%	82
Medicaid State Plan In-Home Services	27%	69%	2%	2%	0%	45
State Funded In-Home Services	14%	86%	0%	1%	0%	132
OAA	14%	86%	0%	0%	0%	42
Sample Average	15%	84%	0%	1%	0%	391

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	51%	46%	0%	3%	0%	89
In-Home Waiver	55%	41%	0%	2%	1%	82
Medicaid State Plan In-Home Services	48%	50%	2%	0%	0%	44
State Funded In-Home Services	54%	46%	0%	0%	0%	132
OAA	45%	55%	0%	0%	0%	42
Sample Average	52%	47%	0%	1%	0%	389

Wellness

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

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	6%	23%	41%	19%	11%	0%	0%	90
In-Home Waiver	28%	33%	34%	4%	1%	0%	0%	82
Medicaid State Plan In-Home Services	22%	33%	31%	9%	4%	0%	0%	45
State Funded In-Home Services	11%	45%	29%	12%	2%	1%	0%	132
OAA	10%	31%	43%	14%	2%	0%	0%	42
Sample Average	14%	35%	35%	12%	4%	0%	0%	391

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

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	2%	13%	57%	16%	12%	0%	0%	90
In-Home Waiver	5%	12%	51%	20%	10%	2%	0%	82
Medicaid State Plan In-Home Services	9%	18%	51%	16%	7%	0%	0%	45
State Funded In-Home Services	4%	27%	51%	13%	5%	0%	1%	132
OAA	2%	26%	48%	12%	12%	0%	0%	42
Sample Average	4%	19%	52%	15%	9%	1%	0%	391

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	54%	42%	3%	0%	90
In-Home Waiver	48%	47%	5%	0%	81
Medicaid State Plan In-Home Services	73%	27%	0%	0%	45
State Funded In-Home Services	56%	43%	1%	0%	132
OAA	43%	58%	0%	0%	40
Sample Average	55%	43%	2%	0%	388

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	53%	45%	3%	0%	38
In-Home Waiver	51%	46%	3%	0%	39
Medicaid State Plan In-Home Services	17%	83%	0%	0%	12
State Funded In-Home Services	44%	53%	4%	0%	57
OAA	76%	24%	0%	0%	25
Sample Average	50%	47%	2%	0%	171

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

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	24%	33%	31%	12%	0%	0%	86
In-Home Waiver	14%	33%	36%	18%	0%	0%	73
Medicaid State Plan In-Home Services	26%	33%	28%	14%	0%	0%	43
State Funded In-Home Services	22%	38%	29%	9%	1%	1%	130
OAA	33%	29%	31%	7%	0%	0%	42
Sample Average	23%	34%	31%	12%	0%	0%	374

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	4%	24%	71%	0%	0%	90
In-Home Waiver	10%	29%	61%	0%	0%	82
Medicaid State Plan In-Home Services	7%	29%	64%	0%	0%	45
State Funded In-Home Services	10%	31%	59%	0%	0%	132
OAA	17%	43%	40%	0%	0%	42
Sample Average	9%	30%	61%	0%	0%	391

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	13%	24%	62%	0%	0%	90
In-Home Waiver	18%	24%	57%	0%	0%	82
Medicaid State Plan In-Home Services	11%	38%	49%	0%	2%	45
State Funded In-Home Services	15%	26%	59%	0%	0%	132
OAA	7%	29%	64%	0%	0%	42
Sample Average	14%	27%	59%	0%	0%	391

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	2%	9%	87%	0%	2%	0%	90
In-Home Waiver	2%	13%	83%	0%	1%	0%	82
Medicaid State Plan In-Home Services	0%	13%	87%	0%	0%	0%	45
State Funded In-Home Services	4%	9%	86%	1%	0%	0%	132
OAA	5%	7%	88%	0%	0%	0%	42
Sample Average	3%	10%	86%	0%	1%	0%	391

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

Medications

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	58%	37%	6%	0%	90
In-Home Waiver	40%	56%	4%	0%	82
Medicaid State Plan In-Home Services	64%	36%	0%	0%	45
State Funded In-Home Services	61%	36%	2%	0%	132
OAA	62%	36%	2%	0%	42
Sample Average	57%	40%	3%	0%	391

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

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	9%	22%	64%	3%	1%	0%	87
In-Home Waiver	8%	21%	71%	0%	0%	0%	73
Medicaid State Plan In-Home Services	2%	2%	88%	7%	0%	0%	43
State Funded In-Home Services	7%	10%	80%	3%	0%	0%	130
OAA	5%	7%	86%	0%	2%	0%	42
Sample Average	7%	14%	76%	3%	1%	0%	375

Rights and Respect

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	3%	5%	92%	0%	0%	77
In-Home Waiver	0%	1%	99%	0%	0%	68
Medicaid State Plan In-Home Services	3%	3%	95%	0%	0%	40
State Funded In-Home Services	1%	3%	96%	0%	0%	106
OAA	7%	0%	93%	0%	0%	14
Sample Average	2%	3%	95%	0%	0%	305

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

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	11%	10%	78%	0%	0%	79
In-Home Waiver	0%	0%	100%	0%	0%	5
Medicaid State Plan In-Home Services	0%	0%	100%	0%	0%	1
State Funded In-Home Services	0%	29%	71%	0%	0%	7
OAA	n/a	n/a	n/a	n/a	n/a	0
Sample Average	10%	11%	79%	0%	0%	92

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

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	24%	73%	3%	0%	79
In-Home Waiver	0%	80%	20%	0%	5
Medicaid State Plan In-Home Services	0%	100%	0%	0%	1
State Funded In-Home Services	14%	86%	0%	0%	7
OAA	n/a	n/a	n/a	n/a	0
Sample Average	22%	75%	3%	0%	92

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	8%	88%	0%	1%	78
In-Home Waiver	0%	0%	100%	0%	0%	5
Medicaid State Plan In-Home Services	0%	0%	100%	0%	0%	1
State Funded In-Home Services	0%	0%	100%	0%	0%	7
OAA	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	7%	90%	0%	1%	91

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

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

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	3%	95%	0%	1%	1%	77
In-Home Waiver	0%	100%	0%	0%	0%	5
Medicaid State Plan In-Home Services	0%	100%	0%	0%	0%	1
State Funded In-Home Services	14%	86%	0%	0%	0%	7
OAA	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	94%	0%	1%	1%	90

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	27%	69%	0%	4%	0%	78
In-Home Waiver	0%	100%	0%	0%	0%	5
Medicaid State Plan In-Home Services	0%	100%	0%	0%	0%	1
State Funded In-Home Services	14%	86%	0%	0%	0%	7
OAA	n/a	n/a	n/a	n/a	n/a	0
Sample Average	24%	73%	0%	3%	0%	91

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

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

Self-Direction

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

	No	Sometimes/Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	7%	11%	58%	22%	2%	88
In-Home Waiver	10%	14%	66%	10%	0%	80
Medicaid State Plan In-Home Services	9%	14%	70%	7%	0%	44
State Funded In-Home Services	2%	7%	79%	10%	1%	124
OAA	14%	3%	69%	6%	9%	35
Sample Average	7%	10%	69%	12%	2%	371

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

	No	Sometimes/Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	11%	7%	60%	20%	2%	89
In-Home Waiver	12%	12%	69%	6%	0%	81
Medicaid State Plan In-Home Services	9%	14%	70%	7%	0%	44
State Funded In-Home Services	7%	6%	79%	8%	0%	123
OAA	9%	9%	66%	9%	9%	35
Sample Average	10%	9%	70%	10%	1%	372

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	24%	5%	50%	18%	3%	76
In-Home Waiver	15%	1%	77%	5%	1%	73
Medicaid State Plan In-Home Services	5%	5%	83%	8%	0%	40
State Funded In-Home Services	8%	2%	81%	8%	0%	107
OAA	21%	7%	64%	7%	0%	14
Sample Average	14%	3%	72%	10%	1%	310

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	97%	3%	0%	0%	89
In-Home Waiver	100%	0%	0%	0%	81
Medicaid State Plan In-Home Services	93%	7%	0%	0%	45
State Funded In-Home Services	95%	4%	1%	0%	131
OAA	98%	2%	0%	0%	42
Sample Average	97%	3%	0%	0%	388

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	82%	6%	12%	0%	84
In-Home Waiver	76%	10%	13%	1%	71
Medicaid State Plan In-Home Services	73%	12%	15%	0%	41
State Funded In-Home Services	76%	10%	12%	2%	123
OAA	88%	7%	5%	0%	41
Sample Average	79%	9%	12%	1%	360

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	67%	33%	0%	0%	15
In-Home Waiver	63%	31%	6%	0%	16
Medicaid State Plan In-Home Services	45%	55%	0%	0%	11
State Funded In-Home Services	75%	21%	0%	4%	28
OAA	75%	0%	0%	25%	4
Sample Average	66%	30%	1%	3%	74

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	81%	19%	0%	0%	90
In-Home Waiver	90%	10%	0%	0%	81
Medicaid State Plan In-Home Services	76%	24%	0%	0%	45
State Funded In-Home Services	79%	21%	0%	0%	131
OAA	66%	34%	0%	0%	41
Sample Average	80%	20%	0%	0%	388

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Assisted Living Waiver	72%	12%	16%	0%	69
In-Home Waiver	59%	27%	14%	0%	64
Medicaid State Plan In-Home Services	55%	18%	27%	0%	33
State Funded In-Home Services	61%	20%	17%	2%	101
OAA	70%	22%	7%	0%	27
Sample Average	64%	19%	16%	1%	294

Everyday Living

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	18%	66%	17%	0%	0%	90
In-Home Waiver	6%	59%	35%	0%	0%	81
Medicaid State Plan In-Home Services	13%	71%	16%	0%	0%	45
State Funded In-Home Services	12%	80%	7%	0%	1%	131
OAA	40%	50%	10%	0%	0%	42
Sample Average	15%	68%	16%	0%	0%	389

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	1%	99%	0%	0%	74
In-Home Waiver	24%	75%	1%	0%	75
Medicaid State Plan In-Home Services	29%	71%	0%	0%	38
State Funded In-Home Services	14%	83%	2%	1%	114
OAA	24%	72%	0%	4%	25
Sample Average	16%	83%	1%	1%	326

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	56%	39%	6%	0%	0%	90
In-Home Waiver	11%	65%	24%	0%	0%	82
Medicaid State Plan In-Home Services	69%	24%	7%	0%	0%	45
State Funded In-Home Services	73%	23%	3%	0%	0%	132
OAA	76%	21%	2%	0%	0%	42
Sample Average	56%	36%	8%	0%	0%	391

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	10%	90%	0%	0%	39
In-Home Waiver	22%	75%	1%	1%	73
Medicaid State Plan In-Home Services	21%	79%	0%	0%	14
State Funded In-Home Services	14%	86%	0%	0%	35
OAA	30%	70%	0%	0%	10
Sample Average	18%	81%	1%	1%	171

Affordability

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	100%	0%	0%	0%	0%	0%	90
In-Home Waiver	88%	10%	1%	0%	1%	0%	82
Medicaid State Plan In-Home Services	91%	9%	0%	0%	0%	0%	45
State Funded In-Home Services	95%	3%	1%	1%	0%	0%	132
OAA	95%	2%	2%	0%	0%	0%	42
Sample Average	94%	4%	1%	0%	0%	0%	391

Control

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
Assisted Living Waiver	10%	17%	70%	1%	1%	86
In-Home Waiver	7%	25%	66%	3%	0%	73
Medicaid State Plan In-Home Services	0%	14%	84%	0%	2%	43
State Funded In-Home Services	3%	12%	85%	0%	1%	130
OAA	5%	7%	88%	0%	0%	42
Sample Average	5%	15%	78%	1%	1%	374

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

	1 - Health Most Important	2	3	4 - Health Least Important	N
Assisted Living Waiver	51%	33%	12%	5%	86
In-Home Waiver	55%	38%	1%	6%	71
Medicaid State Plan In-Home Services	60%	23%	14%	2%	43
State Funded In-Home Services	62%	27%	9%	2%	128
OAA	63%	22%	12%	2%	41
Sample Average	58%	30%	9%	3%	369

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Assisted Living Waiver	9%	17%	43%	30%	86
In-Home Waiver	1%	27%	42%	30%	71
Medicaid State Plan In-Home Services	9%	26%	30%	35%	43
State Funded In-Home Services	3%	27%	39%	31%	128
OAA	2%	29%	34%	34%	41
Sample Average	5%	25%	39%	31%	369

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

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Assisted Living Waiver	28%	27%	27%	19%	86
In-Home Waiver	41%	24%	23%	13%	71
Medicaid State Plan In-Home Services	19%	40%	33%	9%	43
State Funded In-Home Services	31%	34%	26%	9%	128
OAA	29%	27%	20%	24%	41
Sample Average	31%	30%	25%	14%	369

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

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
Assisted Living Waiver	12%	23%	19%	47%	86
In-Home Waiver	3%	11%	34%	52%	71
Medicaid State Plan In-Home Services	12%	12%	23%	53%	43
State Funded In-Home Services	3%	13%	26%	58%	127
OAA	5%	22%	34%	39%	41
Sample Average	6%	16%	26%	52%	368

Appendix C: South Dakota's NCI-AD Person-Centered Planning Module

Table 126. People’s level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	8%	32%	31%	24%	0%	87
In-Home Waiver	8%	7%	23%	49%	11%	1%	73
Medicaid State Plan In-Home Services	2%	5%	16%	63%	14%	0%	43
State Funded In-Home Services	3%	2%	15%	62%	16%	2%	130
OAA	10%	2%	7%	40%	38%	2%	42
Sample Average	5%	5%	20%	50%	19%	1%	375

Table 127. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about service plan/plan of care)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	39%	55%	6%	0%	62
In-Home Waiver	29%	71%	0%	0%	58
Medicaid State Plan In-Home Services	31%	56%	11%	3%	36
State Funded In-Home Services	25%	70%	5%	1%	102
OAA	52%	43%	5%	0%	21
Sample Average	32%	63%	5%	1%	279

Table 128. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	100%	0%	0%	34
In-Home Waiver	3%	97%	0%	0%	39
Medicaid State Plan In-Home Services	0%	100%	0%	0%	20
State Funded In-Home Services	0%	100%	0%	0%	71
OAA	0%	100%	0%	0%	9
Sample Average	1%	99%	0%	0%	173

Table 129. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	100%	0%	0%	34
In-Home Waiver	0%	100%	0%	0%	41
Medicaid State Plan In-Home Services	0%	100%	0%	0%	20
State Funded In-Home Services	0%	100%	0%	0%	71
OAA	0%	100%	0%	0%	9
Sample Average	0%	100%	0%	0%	175

Table 130. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	6%	91%	0%	3%	34
In-Home Waiver	5%	95%	0%	0%	41
Medicaid State Plan In-Home Services	5%	85%	5%	5%	20
State Funded In-Home Services	10%	89%	1%	0%	71
OAA	0%	100%	0%	0%	9
Sample Average	7%	91%	1%	1%	175

Table 131. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	0%	9%	9%	26%	56%	0%	0%	34
In-Home Waiver	0%	0%	10%	29%	59%	2%	0%	41
Medicaid State Plan In-Home Services	5%	0%	5%	20%	70%	0%	0%	20
State Funded In-Home Services	0%	1%	4%	32%	62%	0%	0%	71
OAA	11%	0%	0%	11%	78%	0%	0%	9
Sample Average	1%	2%	6%	28%	62%	1%	0%	175

Table 132. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	32%	53%	15%	0%	34
In-Home Waiver	29%	61%	7%	2%	41
Medicaid State Plan In-Home Services	21%	68%	11%	0%	19
State Funded In-Home Services	24%	61%	14%	1%	71
OAA	33%	67%	0%	0%	9
Sample Average	27%	60%	11%	1%	174

Table 133. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	12%	12%	56%	21%	0%	34
In-Home Waiver	5%	12%	61%	17%	5%	41
Medicaid State Plan In-Home Services	5%	15%	65%	15%	0%	20
State Funded In-Home Services	3%	11%	69%	17%	0%	71
OAA	11%	11%	78%	0%	0%	9
Sample Average	6%	12%	65%	17%	1%	175

Table 134. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	11%	48%	34%	1%	87
In-Home Waiver	5%	23%	51%	21%	0%	73
Medicaid State Plan In-Home Services	0%	19%	63%	19%	0%	43
State Funded In-Home Services	3%	16%	58%	23%	0%	127
OAA	0%	5%	33%	60%	3%	40
Sample Average	3%	15%	52%	29%	1%	370

Table 135. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Assisted Living Waiver	5%	91%	2%	2%	87
In-Home Waiver	1%	93%	3%	3%	73
Medicaid State Plan In-Home Services	0%	98%	2%	0%	43
State Funded In-Home Services	2%	94%	4%	1%	130
OAA	0%	93%	7%	0%	41
Sample Average	2%	93%	3%	1%	374