



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Vermont Results



Preface

The Vermont Agency of Human Services, through its Department of Disabilities, Aging & Independent Living (DAIL), manages a range of long-term services and supports (LTSS) programs including Choices for Care, Developmental Disabilities Services, the Older Americans Act, Money Follows the Person and Traumatic Brain Injury. The mission of DAIL is to make Vermont the best state in which to grow old or live with a disability with dignity, respect and independence.

The Adult Services Division (ASD) within DAIL is responsible for the management and oversight of long-term services and supports that enable older Vermonters and adults with physical disabilities to live in the setting of their choice, including home-based, shared living, residential care, assisted living and nursing facility. To fulfill that responsibility, ASD works in partnership with community organizations that manage LTSS within each region of the state.

Through the use of the National Core Indicators for Aging & Disabilities (NCI-AD) program, Vermont will gain the ability to refine its established performance measures and to use person-reported data to improve the quality of LTSS throughout the state. Additionally, DAIL also participates in the National Core Indicators (NCI) program for developmental disabilities, which will offer Vermont the unique opportunity to compare the quality of life and outcomes across multiple LTSS programs managed within Vermont's Global Commitment to Health 1115 Waiver.

This report provides the first round of NCI-AD data specific to the Choices for Care licensed service care options including nursing facilities and enhanced residential care managed by DAIL/ASD. Information included in this report will allow DAIL/ASD to:

- Globally assess the quality of service provision across the state;
- Assess the impact of the LTSS on quality of life as experienced and reported on by program participants;
- Compare Vermont data with similar programs nationally; and
- To use the information from the survey to improve LTSS for all Vermonters.



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List of Abbreviations Used in This Report

AAA – Area Agency on Aging
ADRC – Aging and Disability Resource Center
ALR – Assisted Living Residence
ASD – Adult Services Division
BI Section – Background Information Section of NCI-AD Adult Consumer Survey
CIL – Center for Independent Living
CPAP – continuous positive airway pressure
DAIL – Department of Disabilities, Aging & Independent Living
DDSD – Developmental Disabilities Services Division
ERC – Enhanced Residential Care
HCBS – Home and Community-Based Services
HSRI – Human Services Research Institute
LTSS – Long-Term Services and Supports
N – Number of respondents
N/A – not applicable
NASUAD – National Association of States United for Aging and Disabilities
NCI – National Core Indicators
NCI-AD – National Core Indicators for Aging and Disabilities
NF – Nursing Facility
OAA – Older Americans Act
PACE – Program of All-Inclusive Care for the Elderly
PCA – Personal Care Assistant
PCP – Person-Centered Planning
RCH – Residential Care Home

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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 Vermont

Department of Disabilities, Aging & Independent Living (DAIL) Adult Services Division (ASD), in partnership with ADvancing States (formerly NASUAD) and HSRI, implemented the 2018-2019 NCI-AD Adult Consumer Survey. DAIL recognized the need for an independent assessment of Vermont's publicly funded home and community-based services and LTSS for the programs served through ASD and the programs served through the Developmental Disabilities Services Division (DDSD). DDSD has used the National Core Indicators (NCI) In-Person Survey for its developmental disability program for several years; in 2017-2018 ASD launched the NCI-AD Adult Consumer Survey to allow comparison between LTSS programs. In 2017 DAIL contracted with Vital Research, a national

survey group, to conduct the in-person interviews for both NCI and NCI-AD. Data from the NCI-AD and NCI projects will be used to support Vermont's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life for Vermont's LTSS participants.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Vermont and included for analysis in 2018-2019 was four hundred twenty-six (Total N=426). Two programs – Enhanced Residential Care and Nursing Facilities – were included in Vermont's 2018-2019 NCI-AD survey sample.

Enhanced Residential Care: Long term services and supports for individuals who are 18 years and over and need nursing home level of care. Enhanced Residential Care (ERC) is a daily, bundled package providing 24-hour care and supervision to individuals residing in an approved Vermont Licensed Level III Residential Care Home (RCH) or Assisted Living Residence (ALR). Services include personal care, meal preparation, nursing oversight, medication management, activities, laundry and housekeeping, and case management. One hundred seventy-nine people (N=179) from this program were interviewed and included for analysis.

Nursing Facilities: Nursing Facility (NF) services are a daily, bundled package of services provided 24-hour nursing care, supervision, therapies, personal care, meals, nutrition services, activities and social services to individuals residing in an approved Vermont Licensed Nursing Facility. Two hundred forty-seven people (N=247) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Vermont'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
Enhanced Residential Care	179	465	5.3% MoE, 95% CL	5.8% MoE, 95% CL
Nursing Facilities	247	1,697	5.3% MoE, 95% CL	5.8% MoE, 95% CL
Total	426	2,162	3.9% MoE, 95% CL	4.3% MoE, 95% CL

Survey Process in Vermont

DAIL contracted with Vital Research to hire and manage local interviewers to conduct the NCI-AD in-person survey. DAIL, Vital Research, Advancing States (NASUAD at the time), and HSRI staff conducted a two-day training with interviewers prior to survey implementation. The training included a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining consent, overview of the NCI-AD project, guidance for follow-up in cases of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Following the training session, interviews began in February and continued through the spring. Final data from the interviews were sent to HSRI for analysis and reporting.

Vermont used NCI-AD's optional module on person-centered planning (PCP) in all four of its programs surveyed. In addition, Vermont chose to add 4 state-specific questions to the standard NCI-AD Survey.

Stakeholders

Vermont DAIL embraces the understanding that the community we work to build is one which respects the unique strengths and gifts of each of us, celebrates the inclusion of all, and is inherently stronger when each community member is a part of the whole. In this effort, DAIL maintains its focus on outcomes for individual participants. Conducting the NCI-AD Adult Consumer Survey in our nursing facilities and enhanced residential care service options parallels the outcome work and NCI In-Person Survey that DAIL is already implementing for its developmental disability services. Process enhancement and improvement complements our examination of our outcome measures; where we see opportunities to improve our processes to achieve better results, we embrace them and engage staff and stakeholders alike in the assessment and visualization. We anticipate a continued focus on strengthening and improving our systems and look forward to working with the administration, the legislature and our stakeholders across the board to identify where to best put our energies and what changes are most critical to Vermonters.

Organization of Results

The following pages of the report presents findings from Vermont'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 Vermont’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. Vermont’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 Vermont’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 Vermont’s unweighted overall sample averages for all response options. Please note that the “sample averages” in tables in Appendix B are simple (unweighted) averages that didn’t employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

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

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Vermont. 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 Vermont’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 Vermont’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:

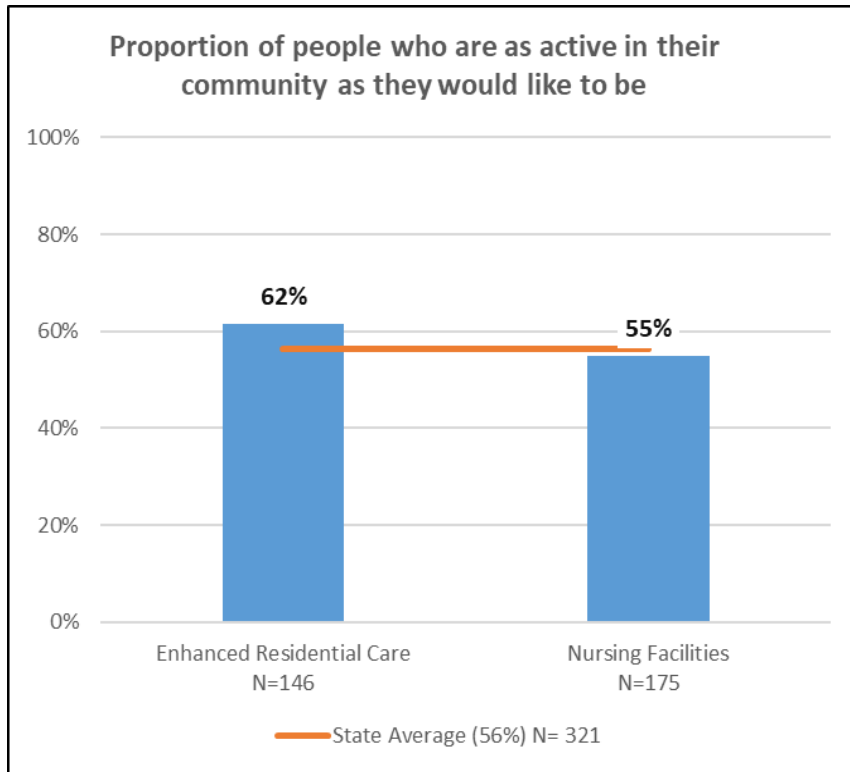
1. Proportion of people who are able to participate in preferred community activities.

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

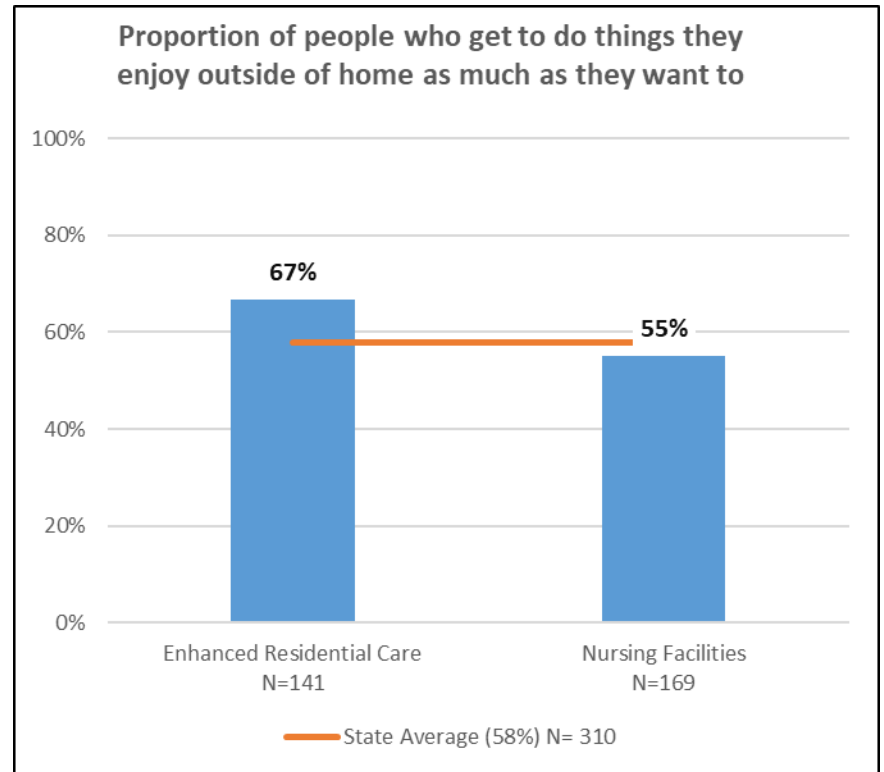
Un-collapsed data are shown in Appendix B.

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.

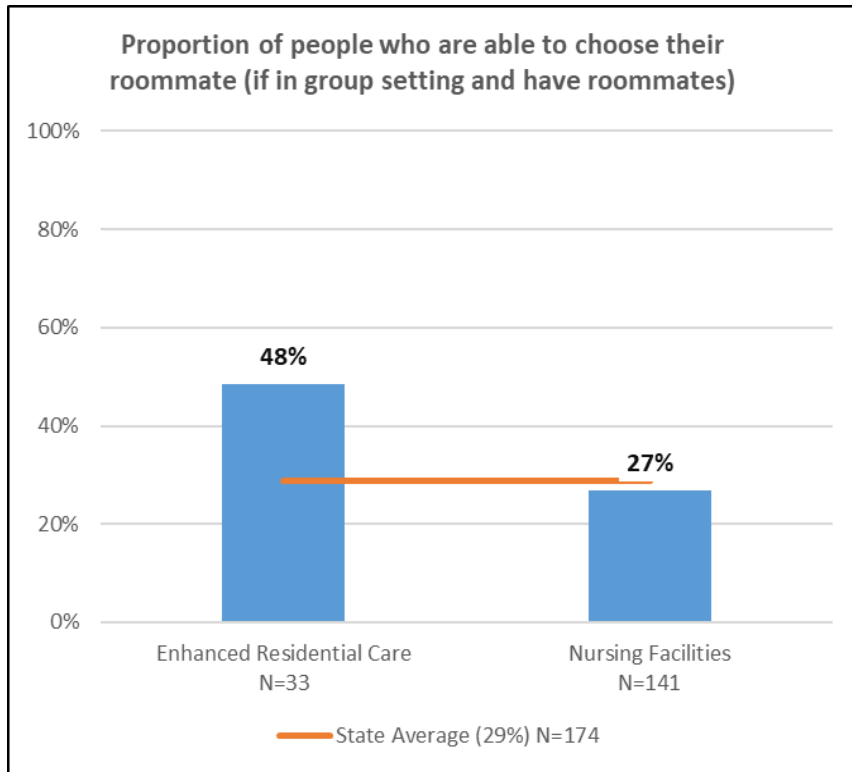
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

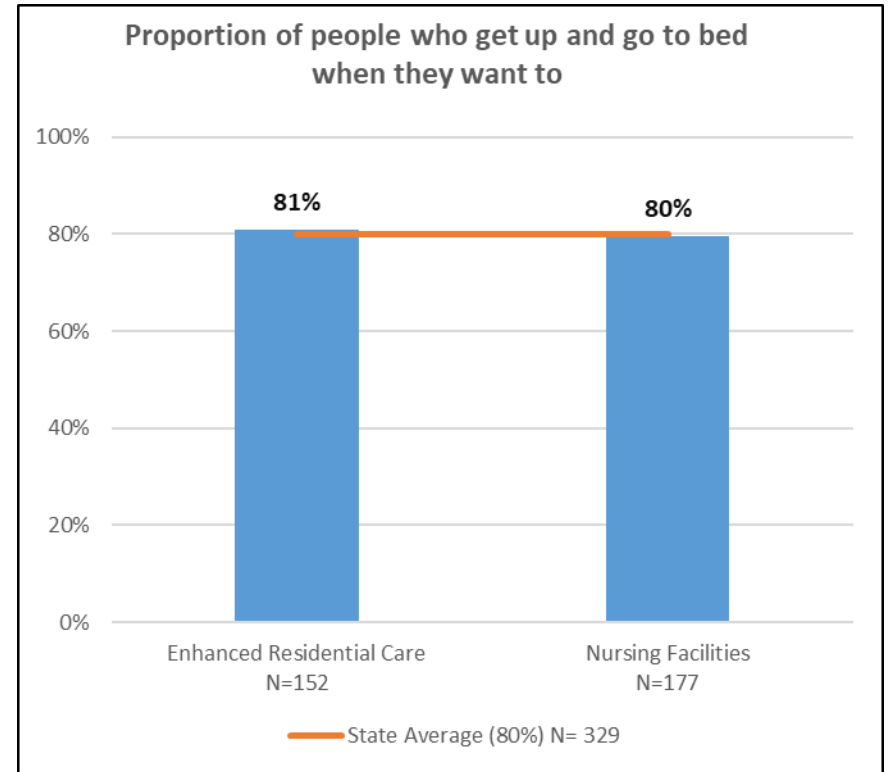
There are four survey items that correspond to the Choice and Decision-Making domain.

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)

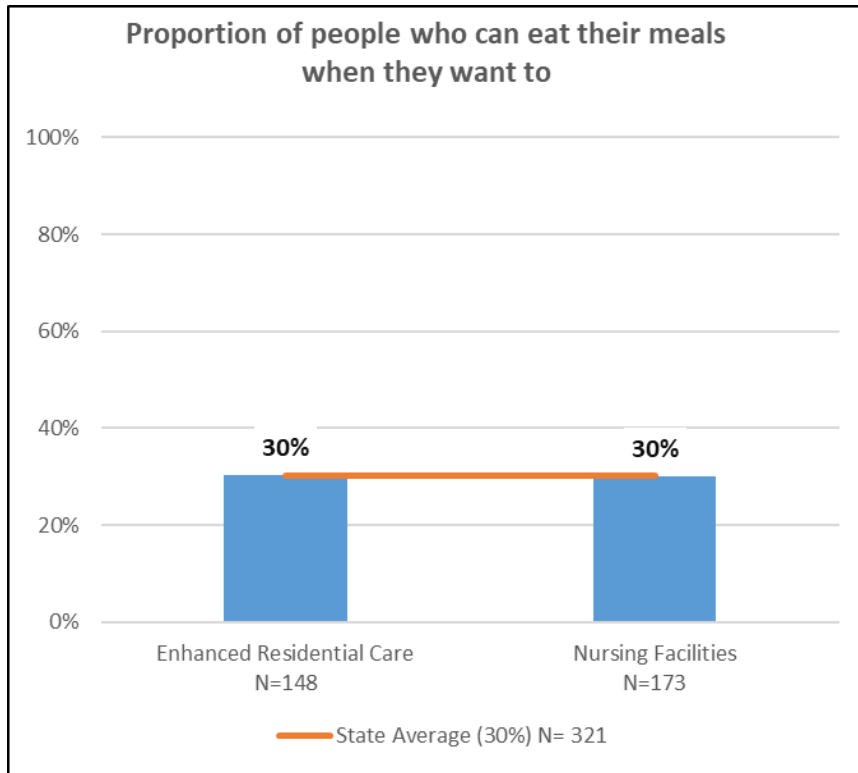


Graph 4. Proportion of people who get up and go to bed when they want to

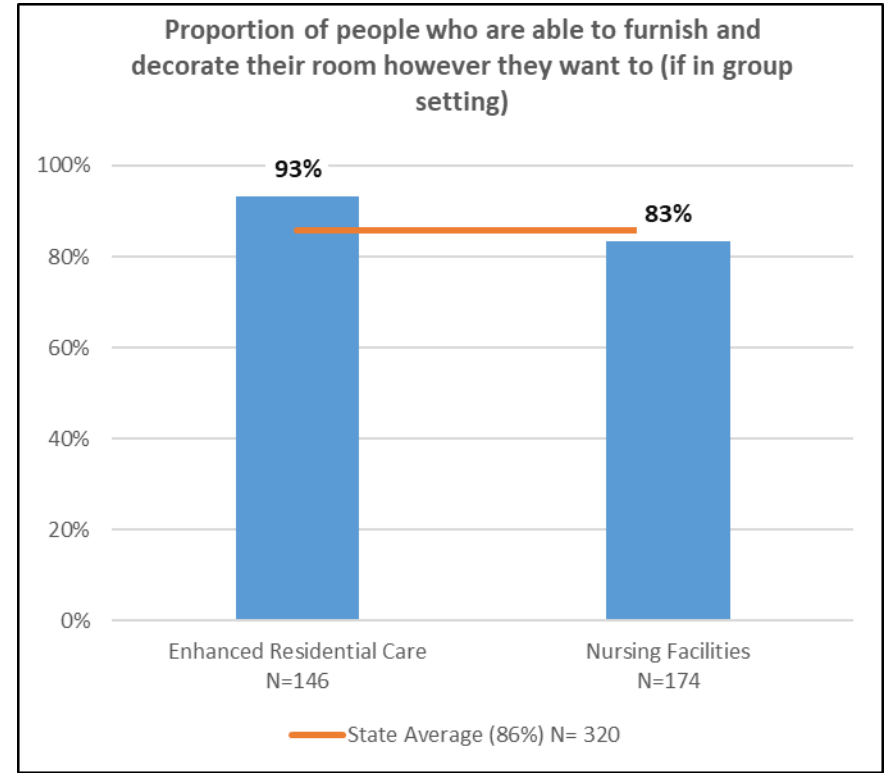


¹¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



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

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

Relationships

People have friends and relationships and do not feel lonely.

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

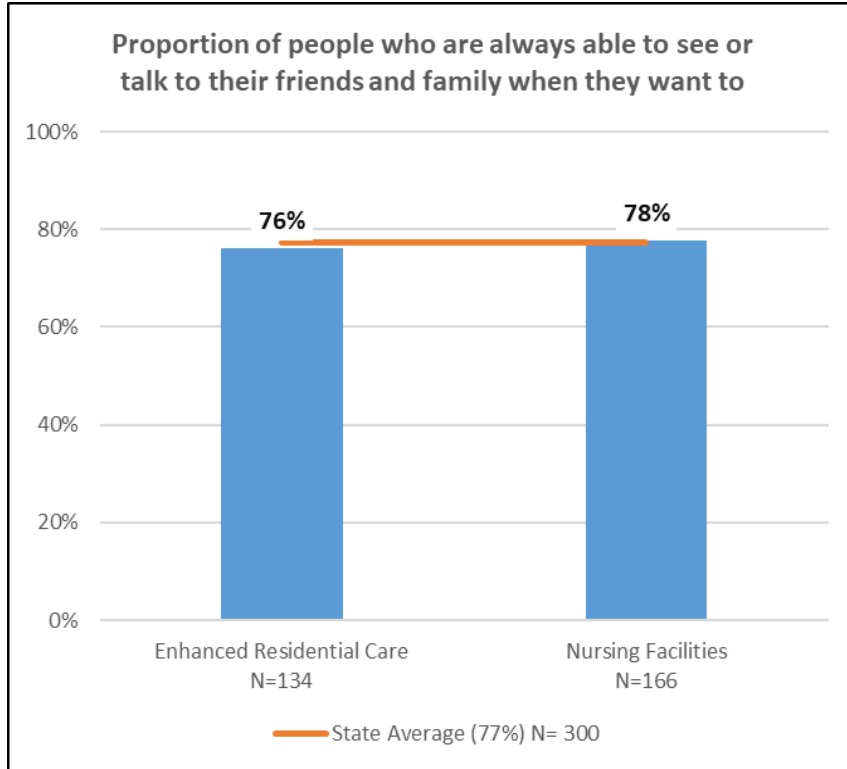
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

Un-collapsed data are shown in Appendix B.

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

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



Satisfaction

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

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

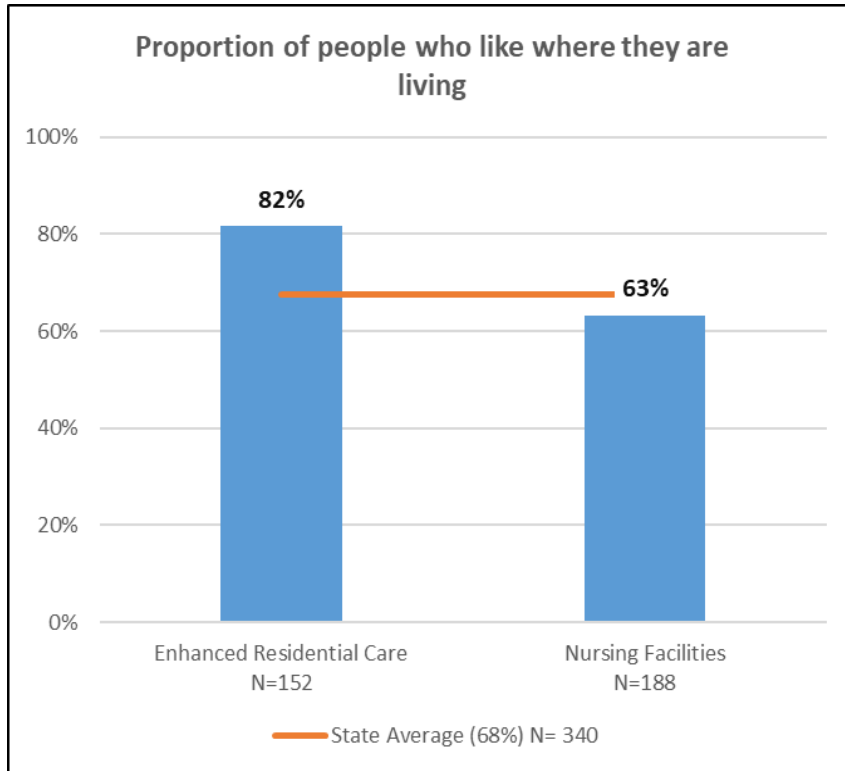
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

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

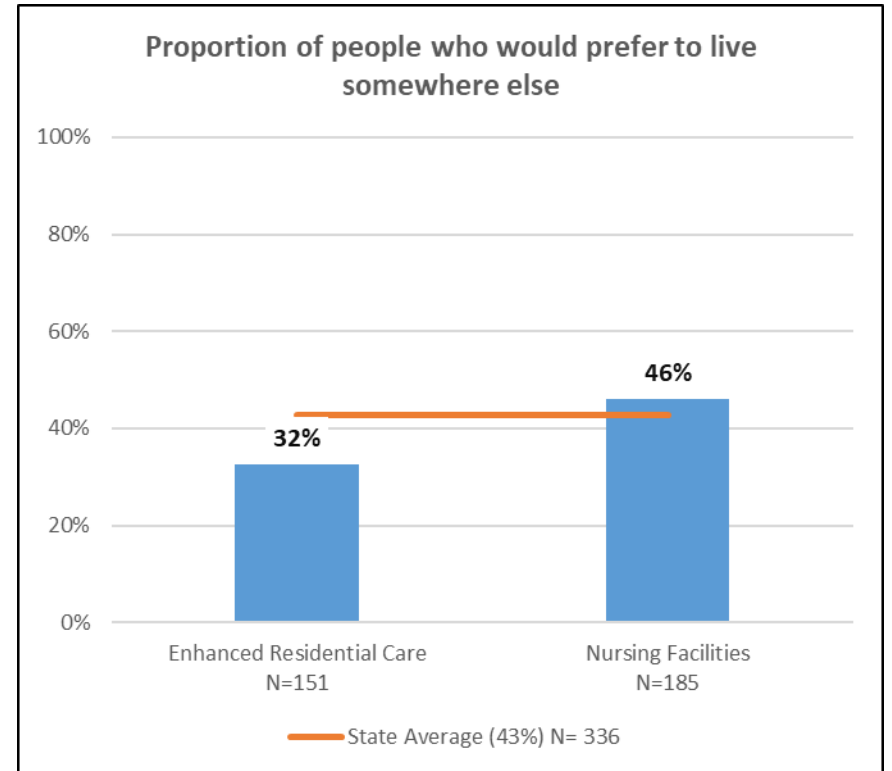
Un-collapsed data are shown in Appendix B.

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

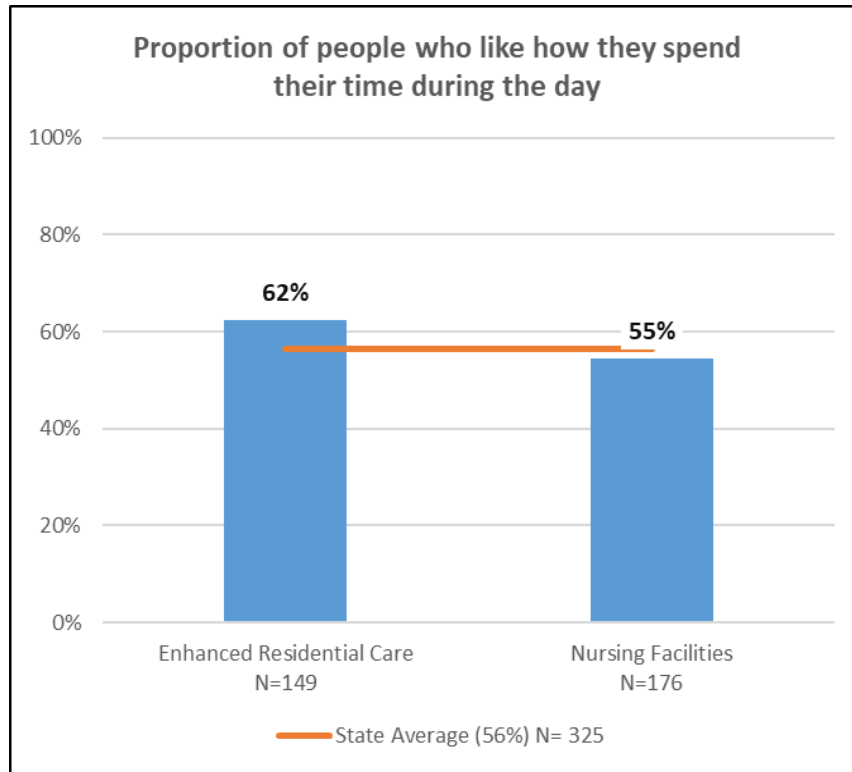
Graph 8. Proportion of people who like where they are living



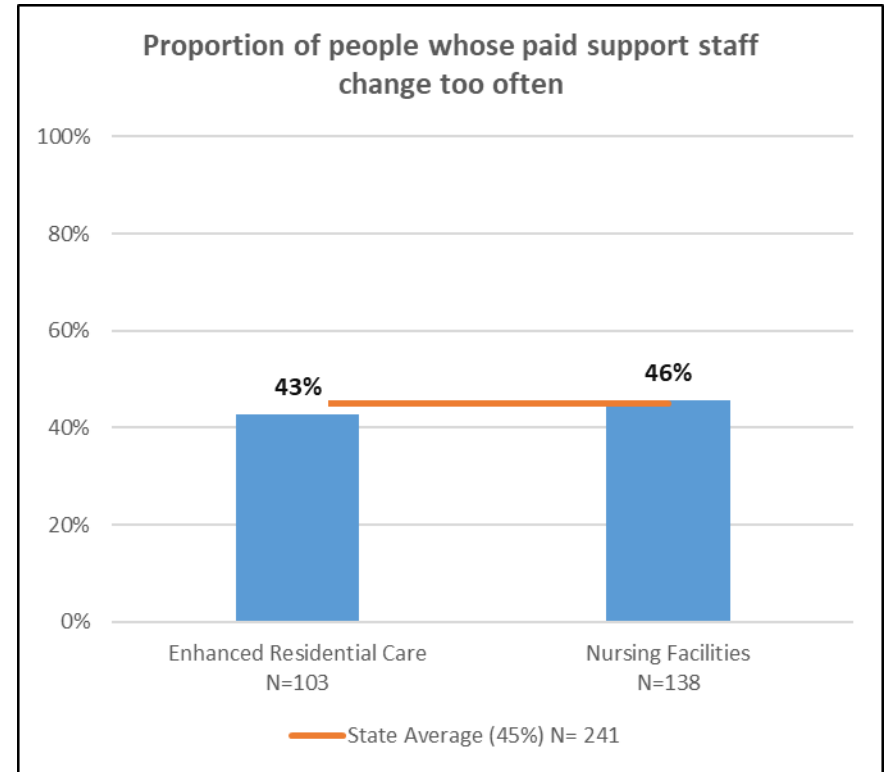
Graph 9. Proportion of people who would prefer to live somewhere else



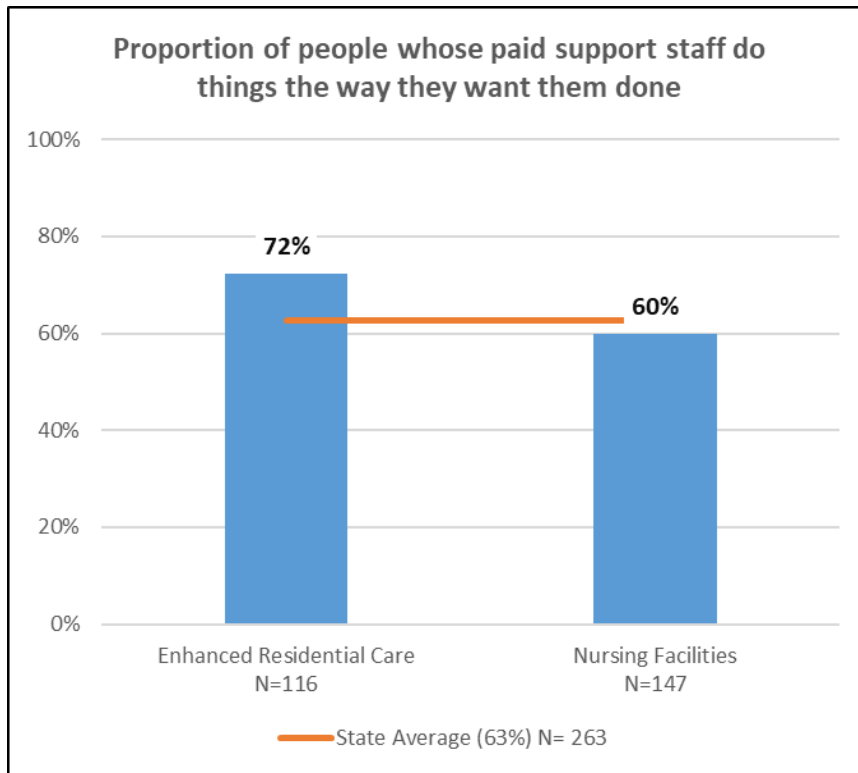
Graph 10. Proportion of people who like how they spend their time during the day



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



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



Service Coordination

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

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

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

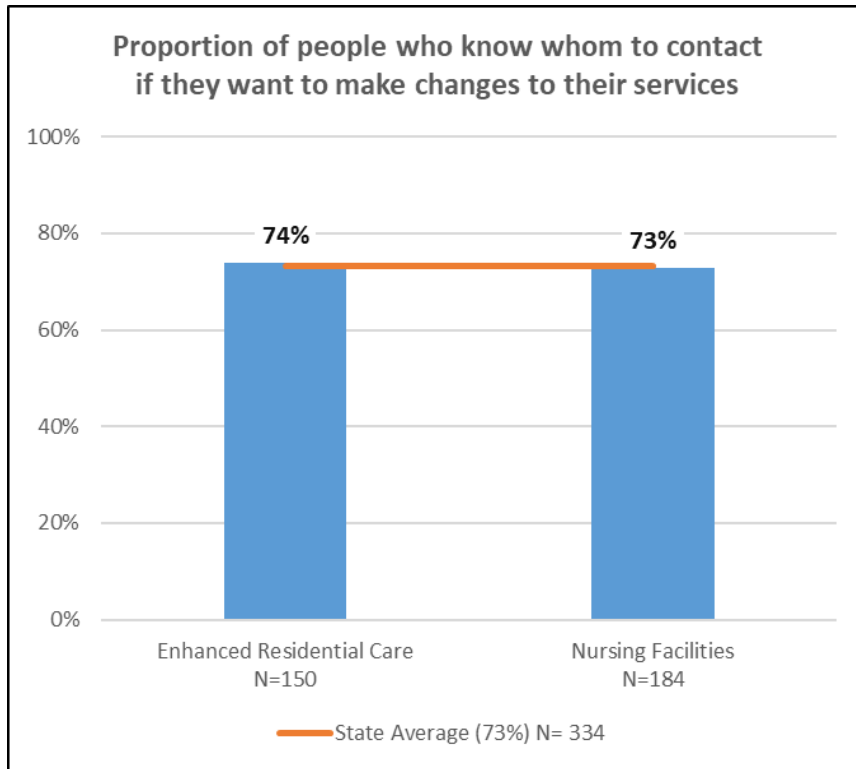
There are sixteen¹⁷ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

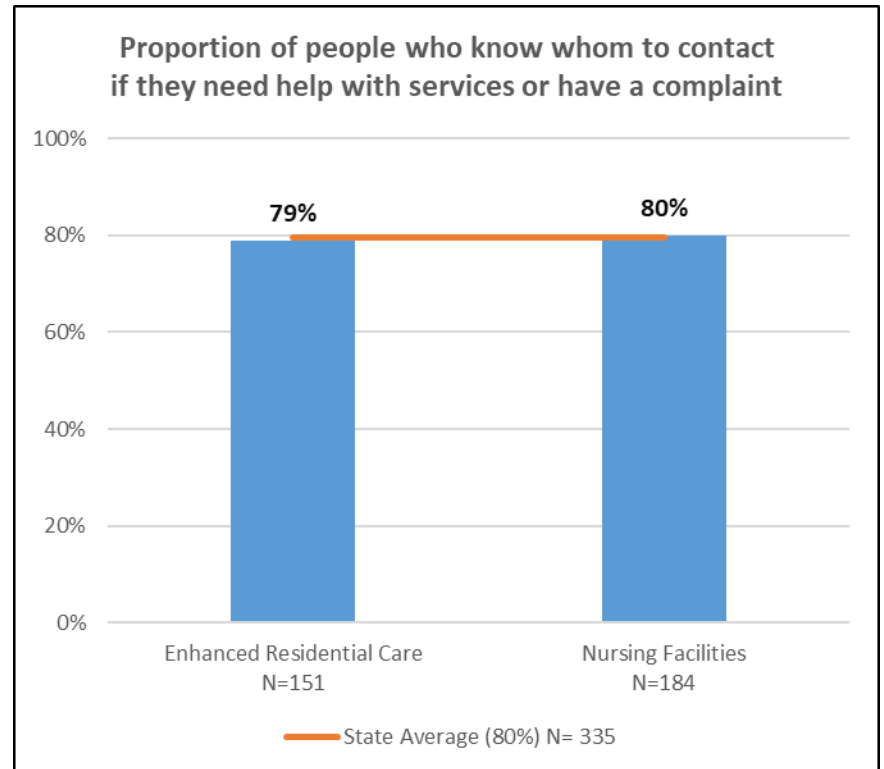
¹⁶ Indicator previously reported in the "Access" domain.

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

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

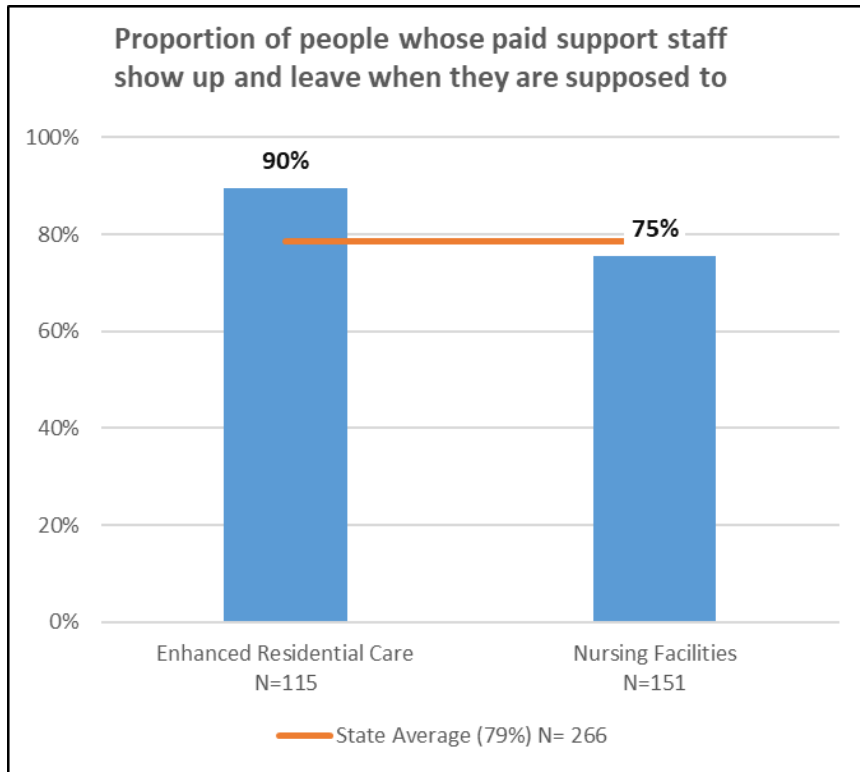


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁸

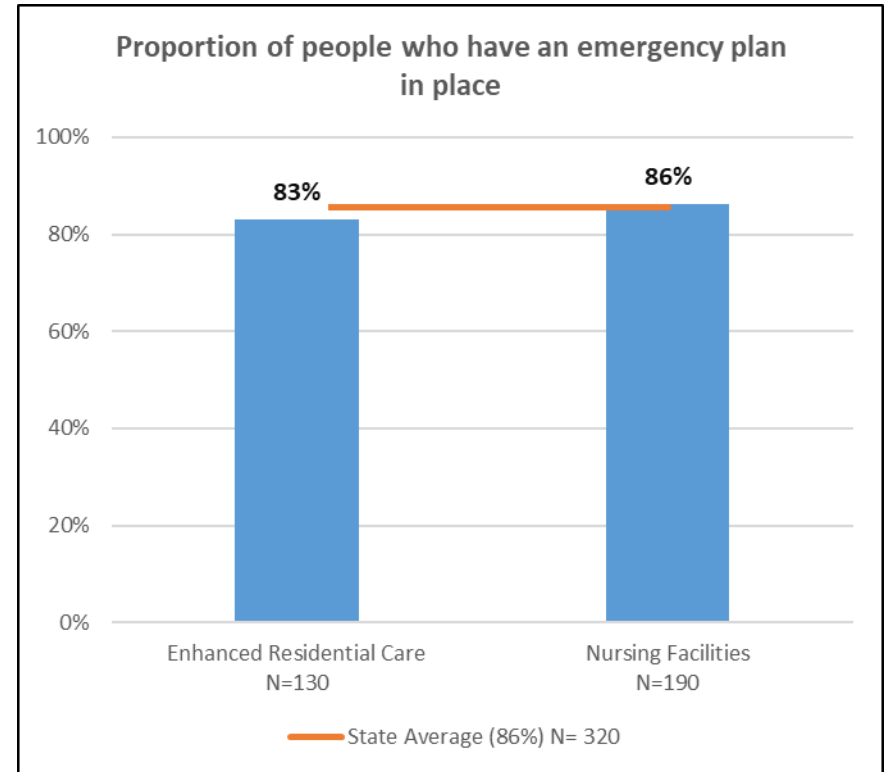


¹⁸ New item added in 2018-2019.

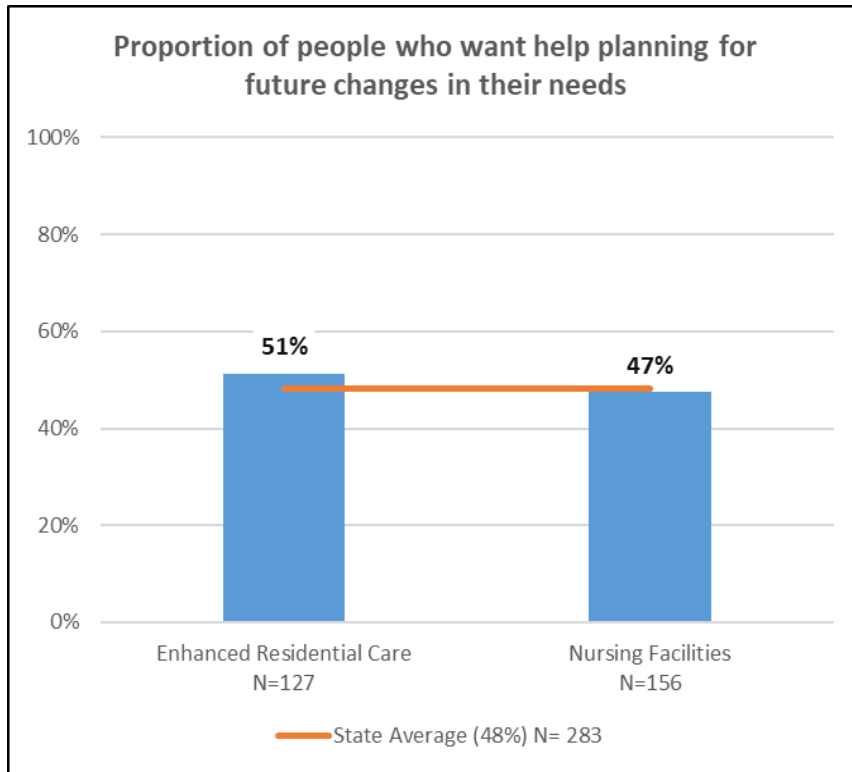
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



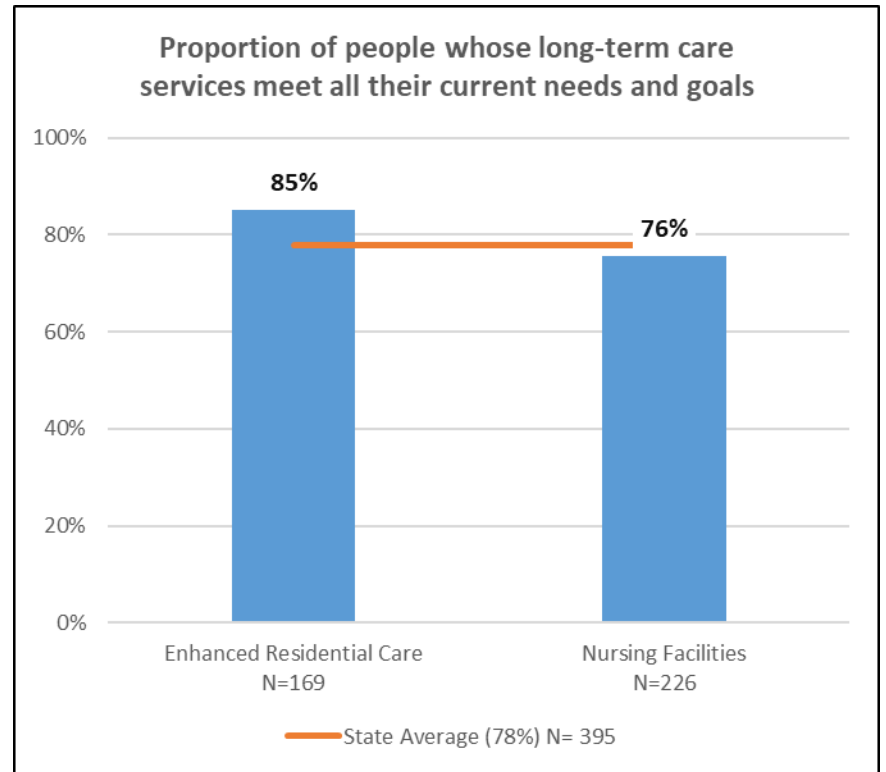
Graph 16. Proportion of people who have an emergency plan in place



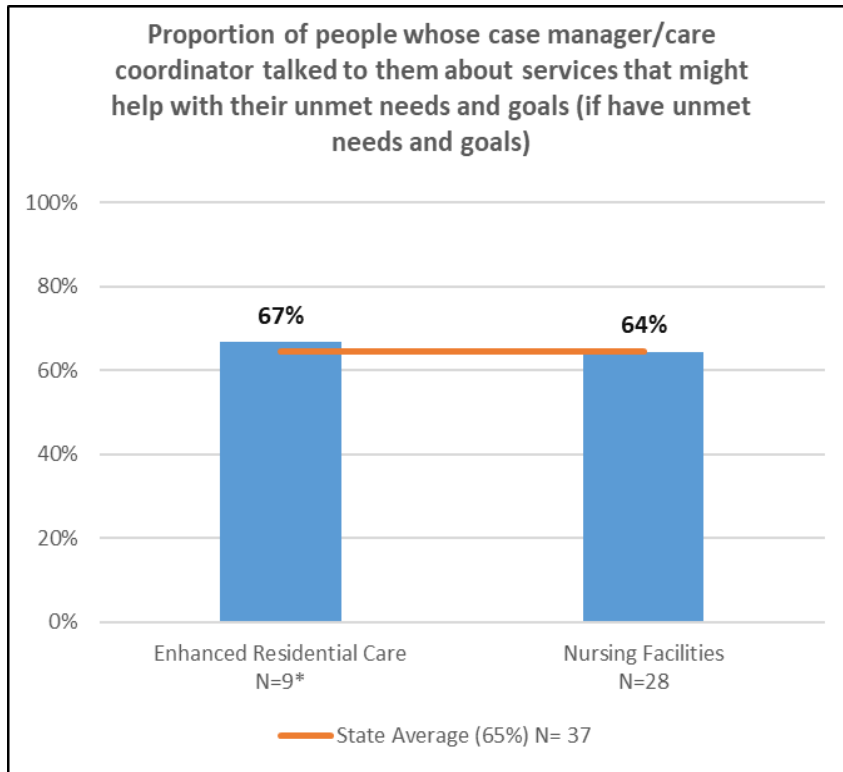
Graph 17. Proportion of people who want help planning for future changes in their needs



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

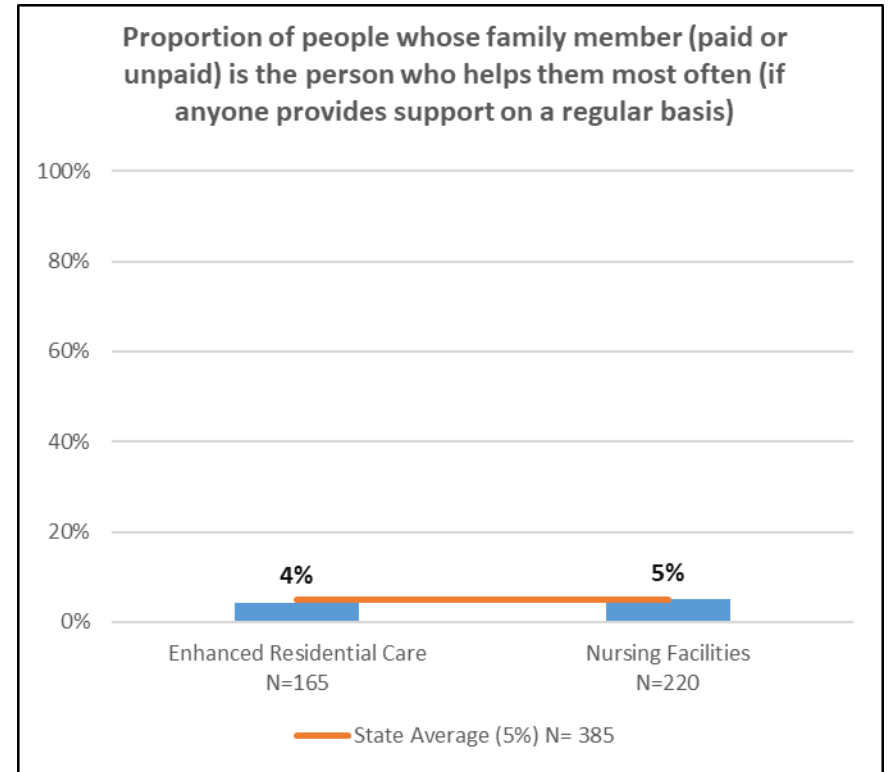


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

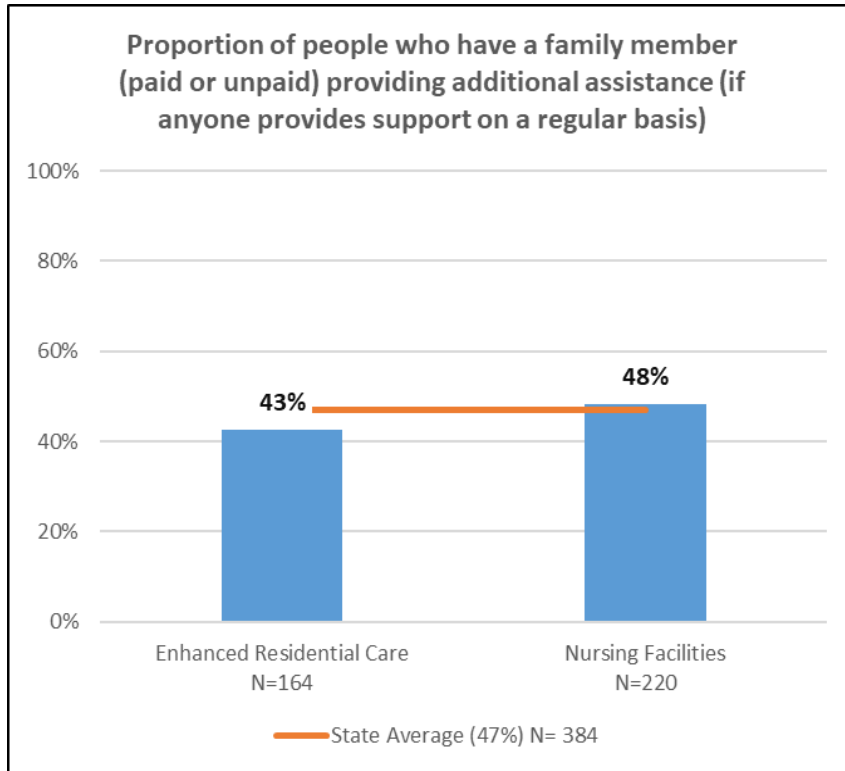


* Very small number of responses

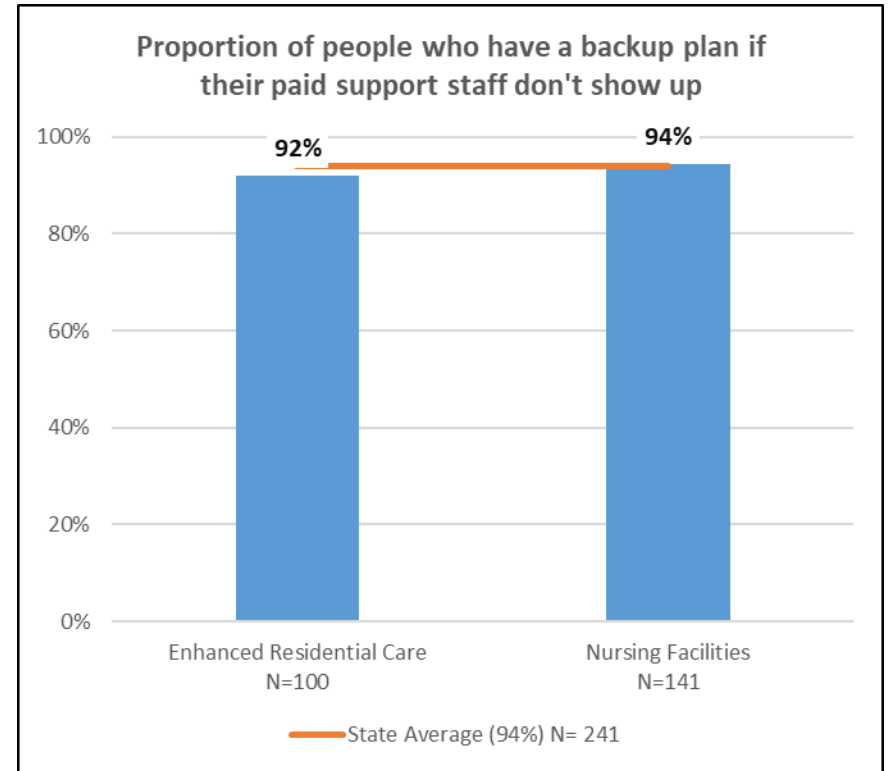
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



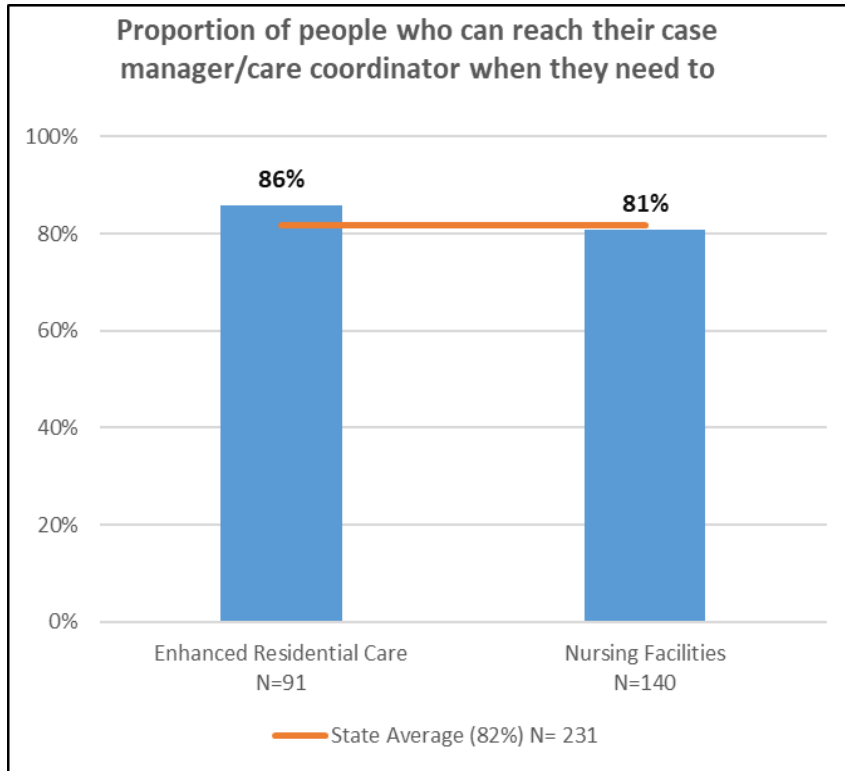
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



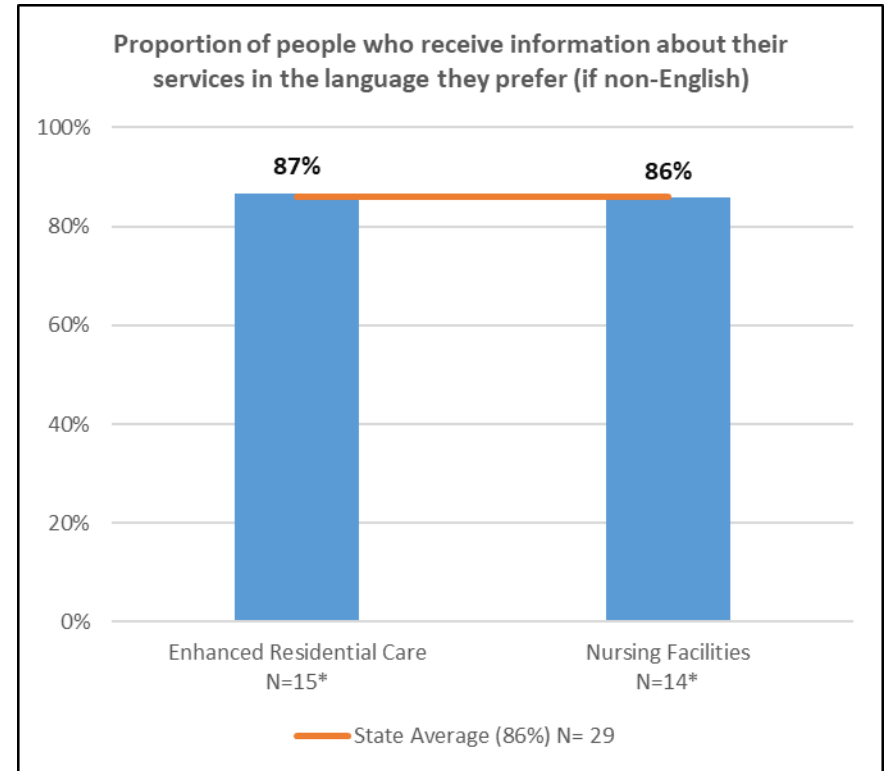
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



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



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



* 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:

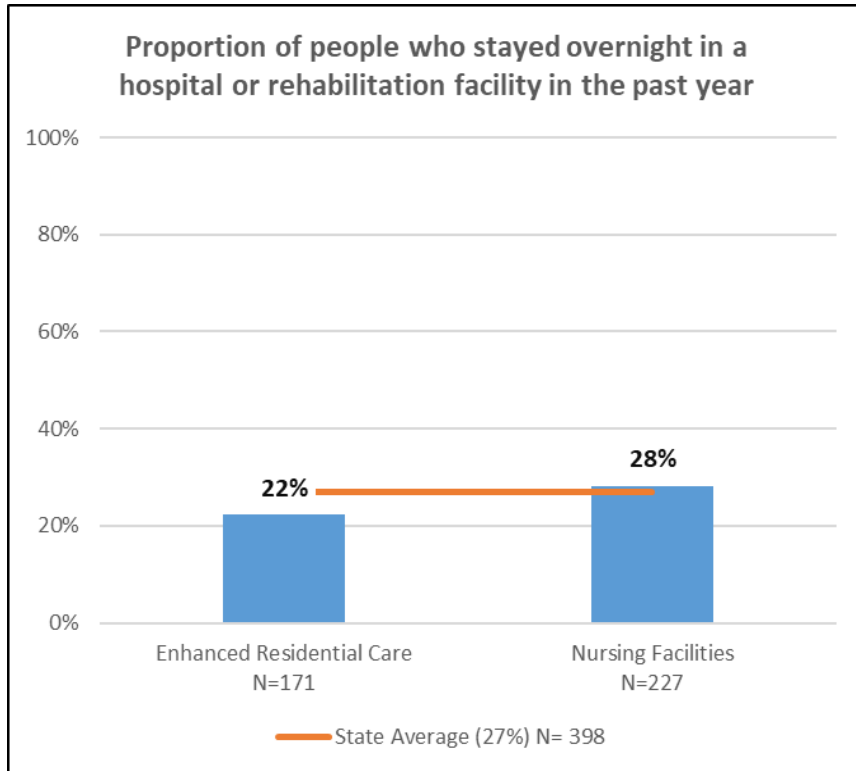
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
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.

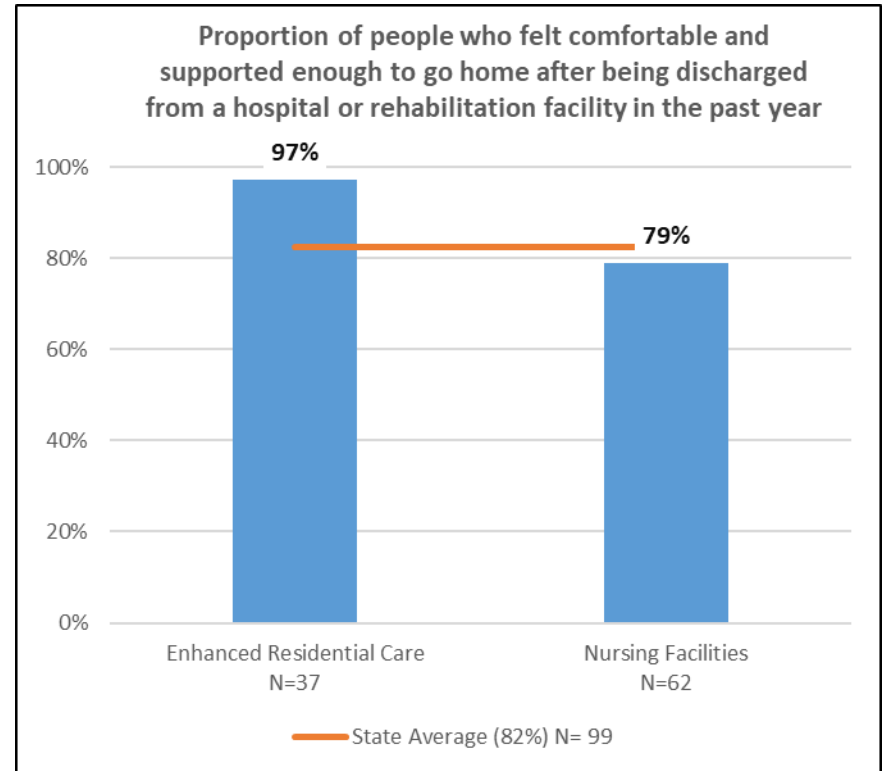
Un-collapsed data are shown in Appendix B.

²⁰ Indicator previously reported in the “Safety” domain.

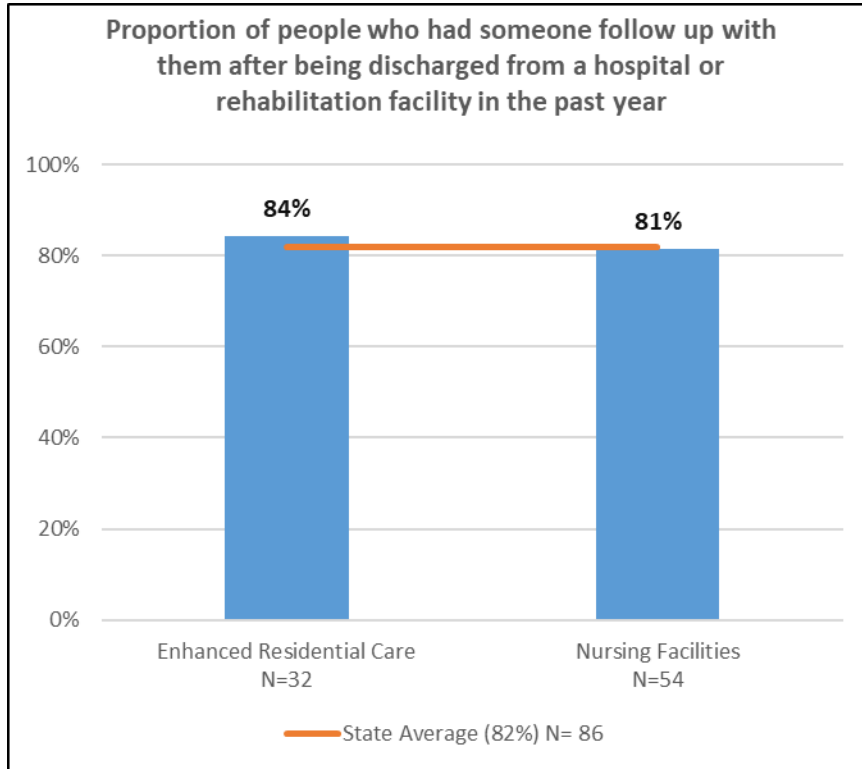
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



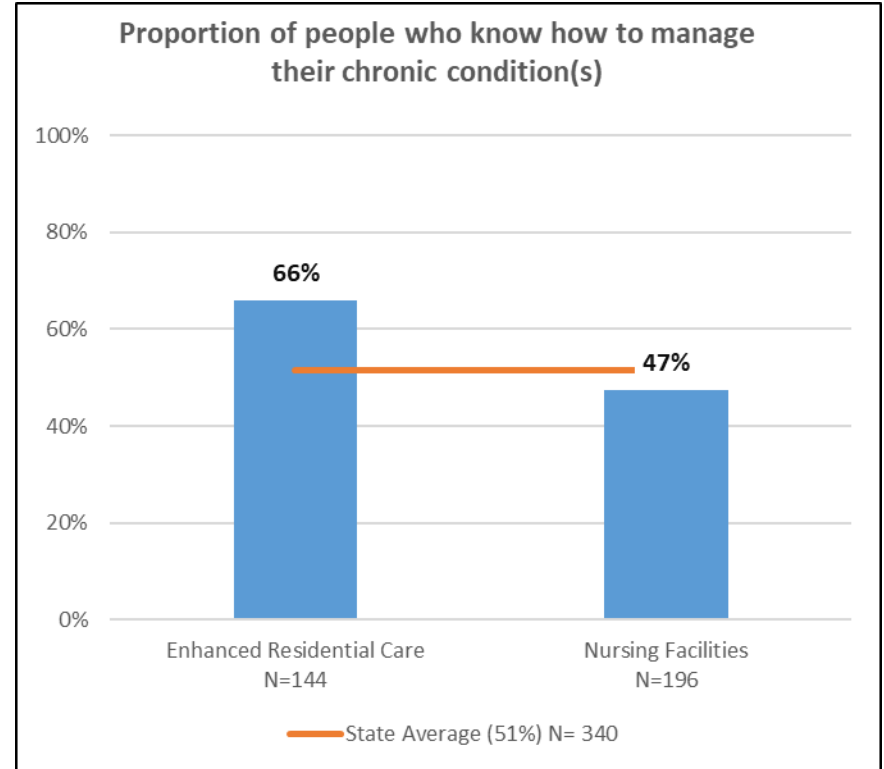
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



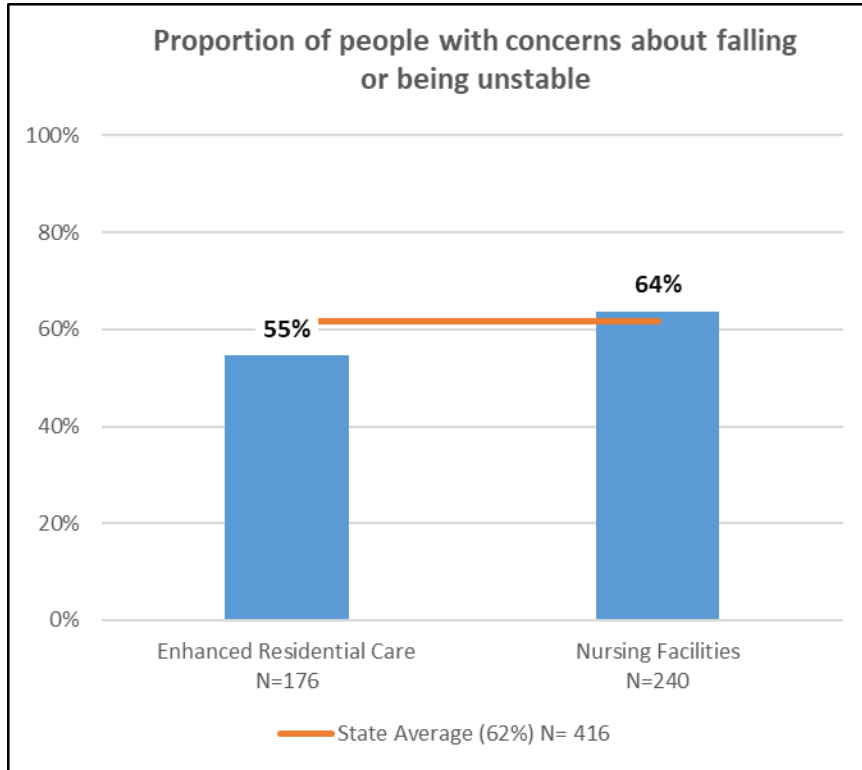
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



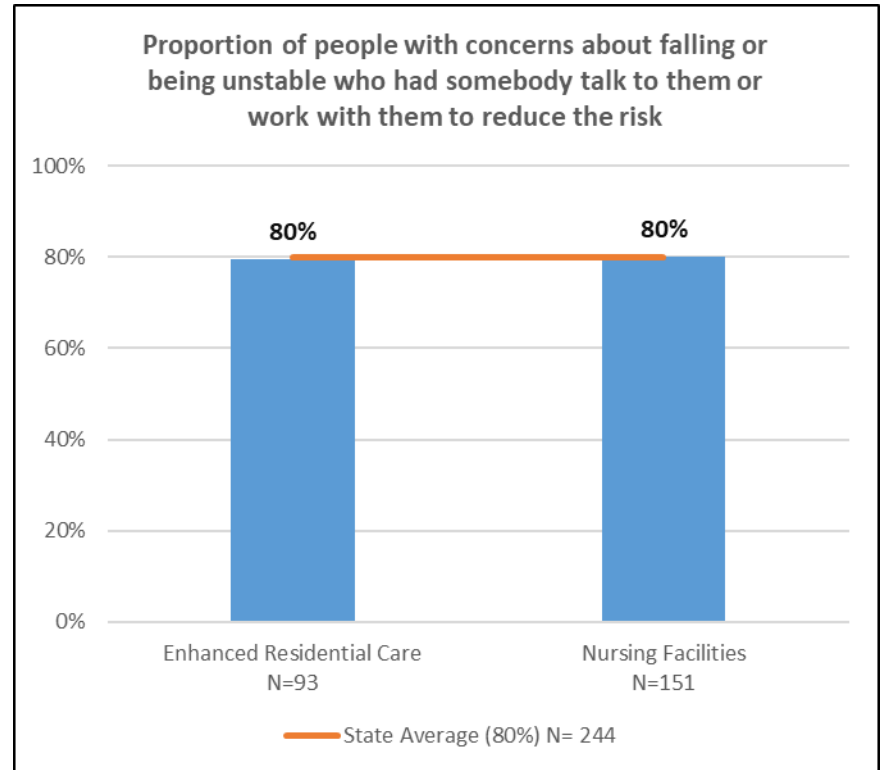
Graph 28. Proportion of people who know how to manage their chronic condition(s)



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



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.

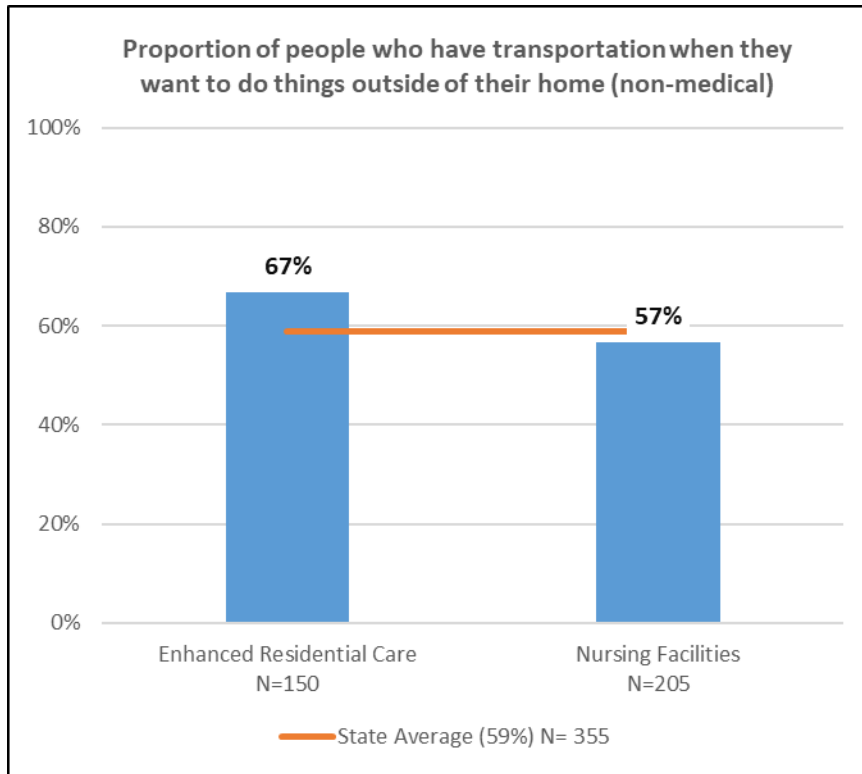
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

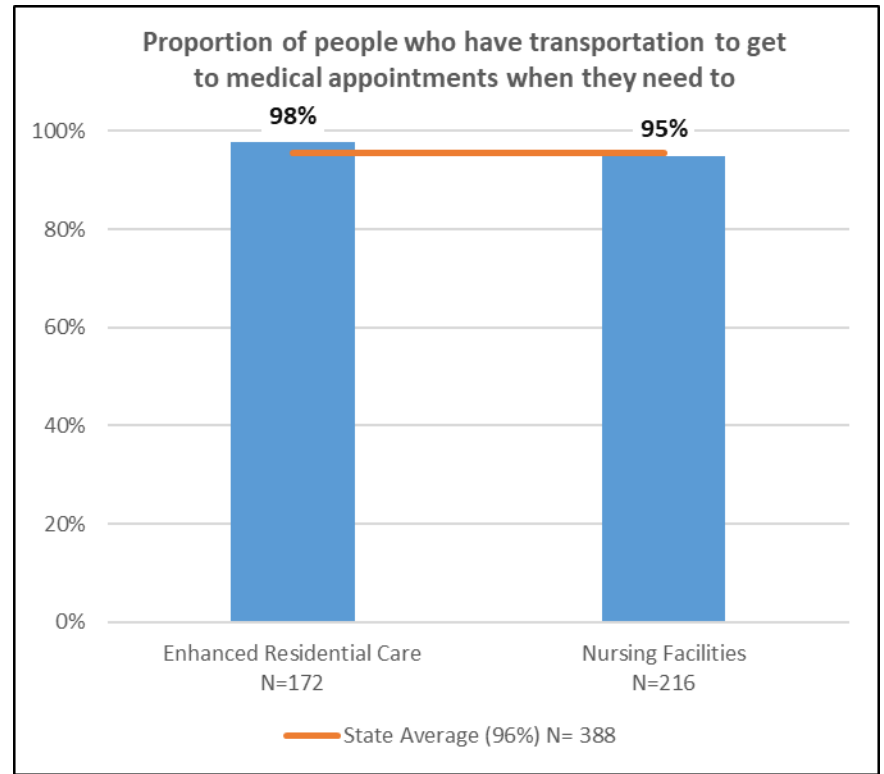
²³ New domain in 2018-2019.

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



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



²⁵ Item previously reported in the "Access" domain.

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.

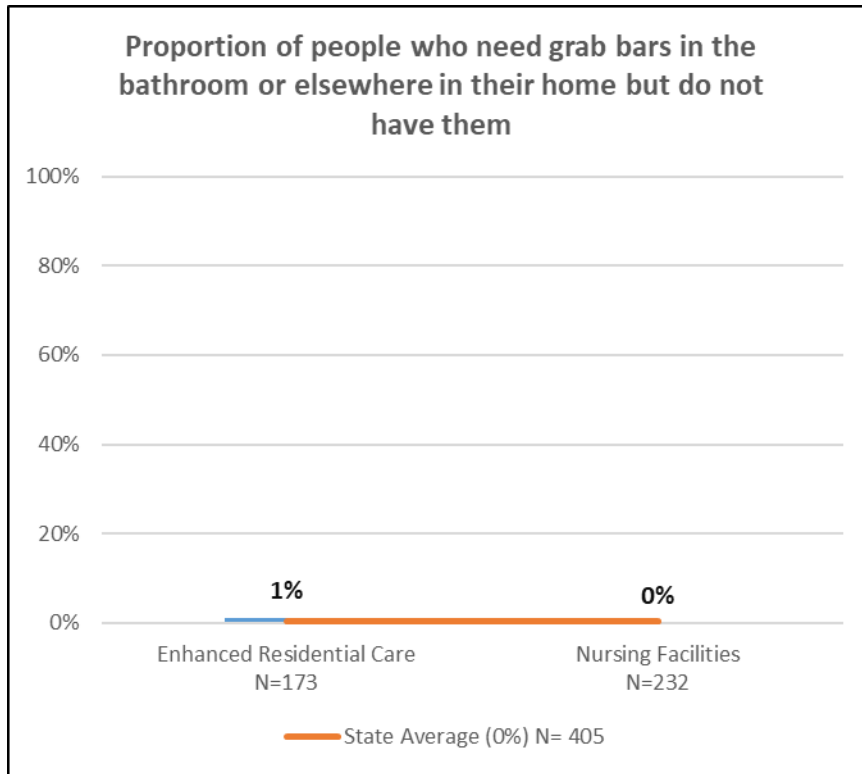
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

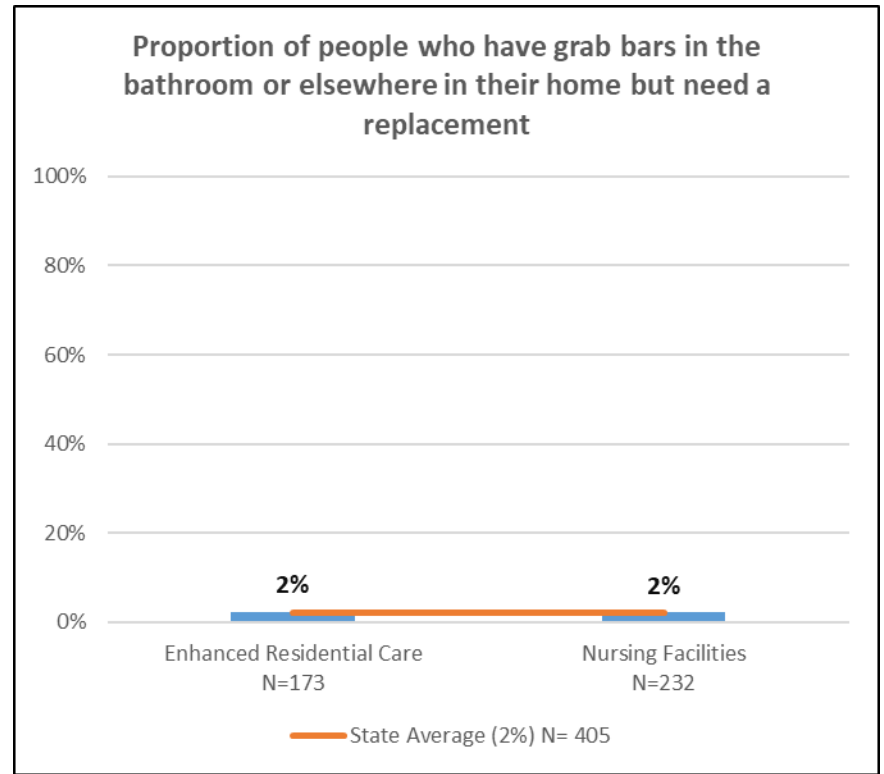
²⁷ New domain in 2018-2019.

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



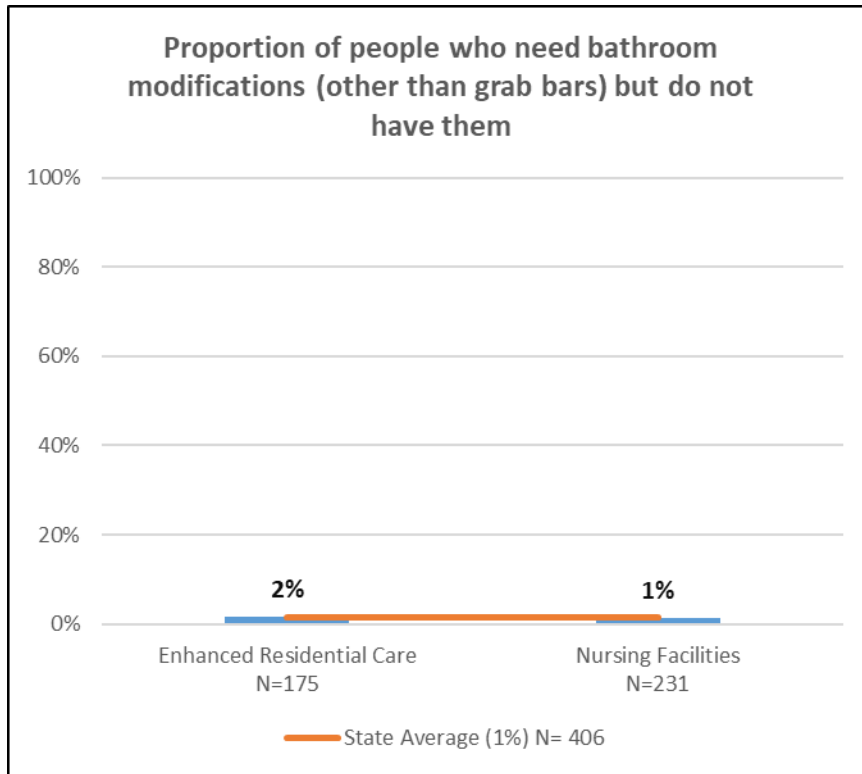
Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement³⁰



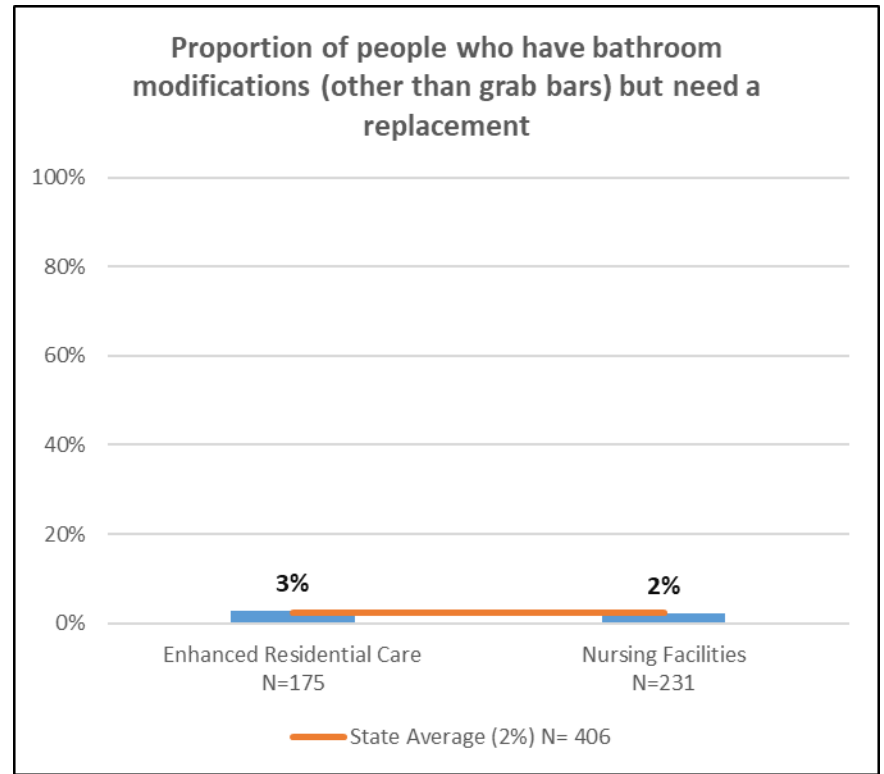
²⁹ Item previously reported in the “Access” domain.

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



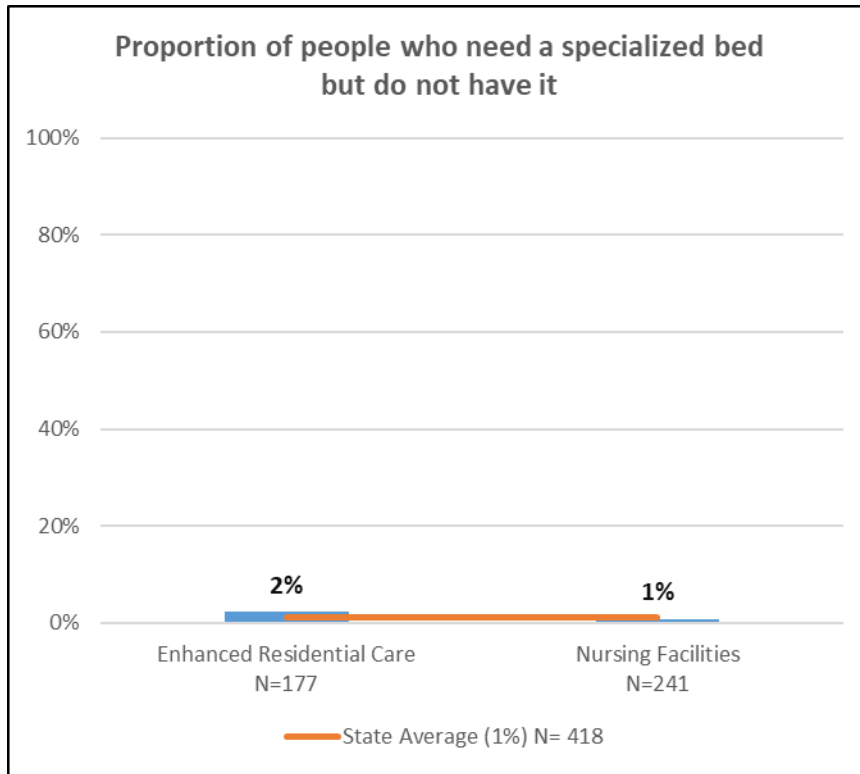
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³²



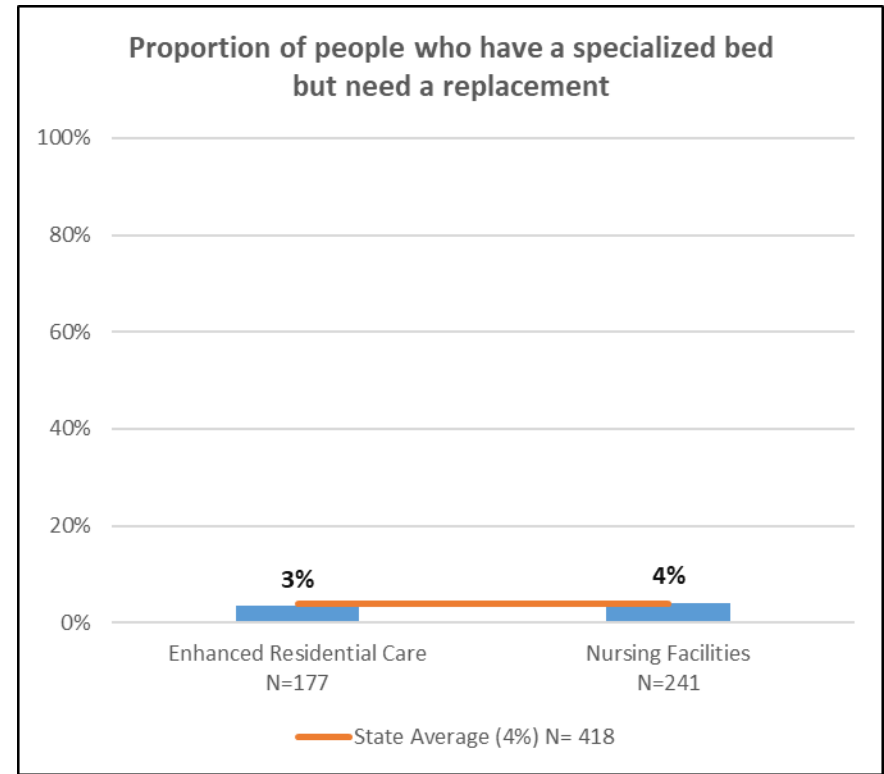
³¹ Item previously reported in the "Access" domain.

³² Item previously reported in the "Access" domain.

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



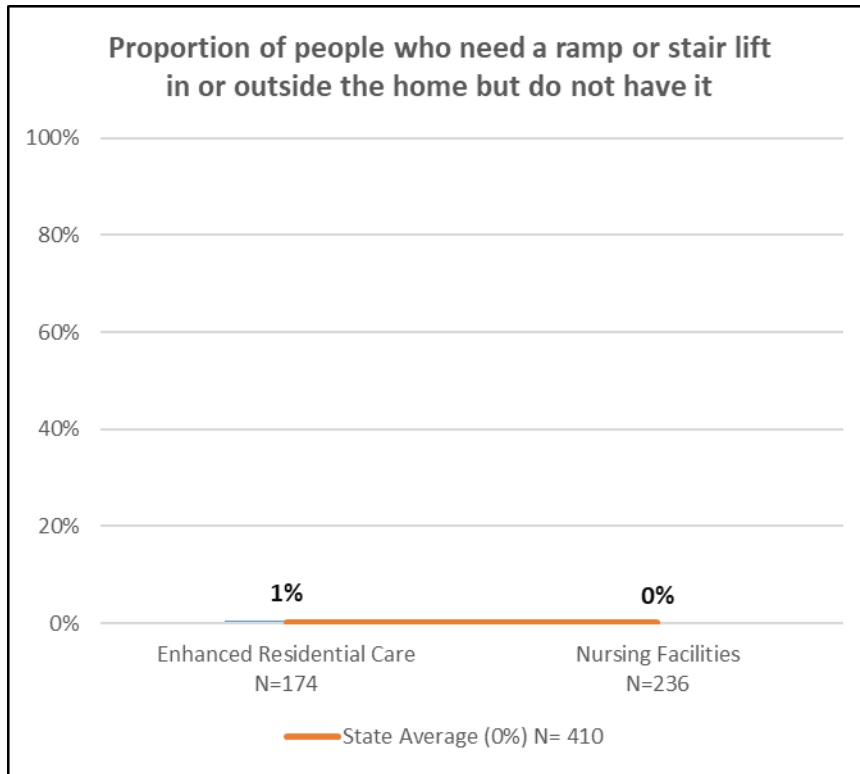
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁴



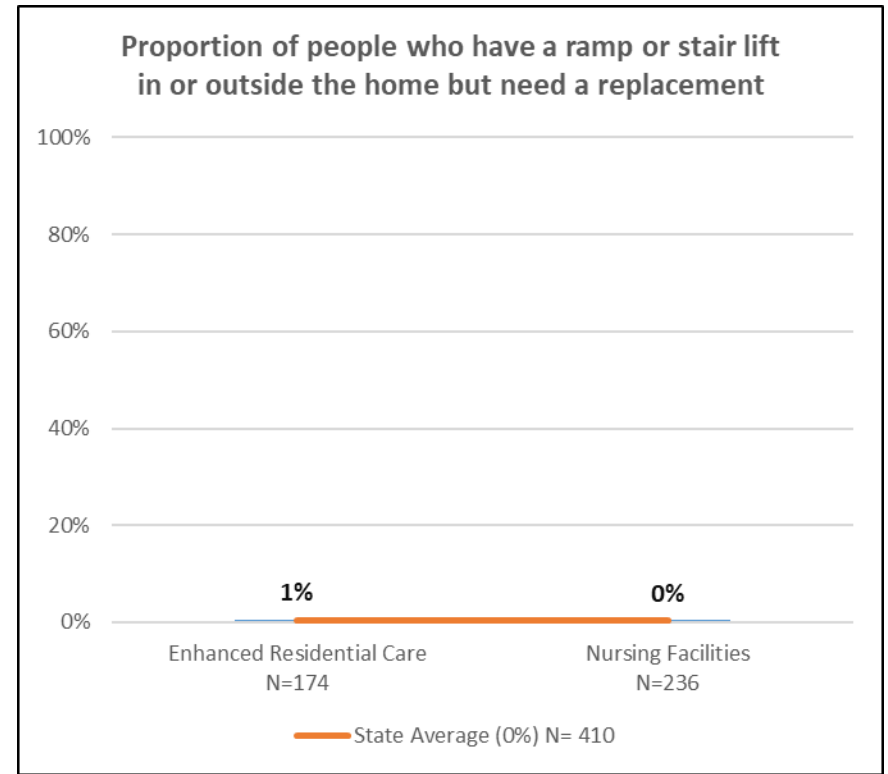
³³ Item previously reported in the "Access" domain.

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



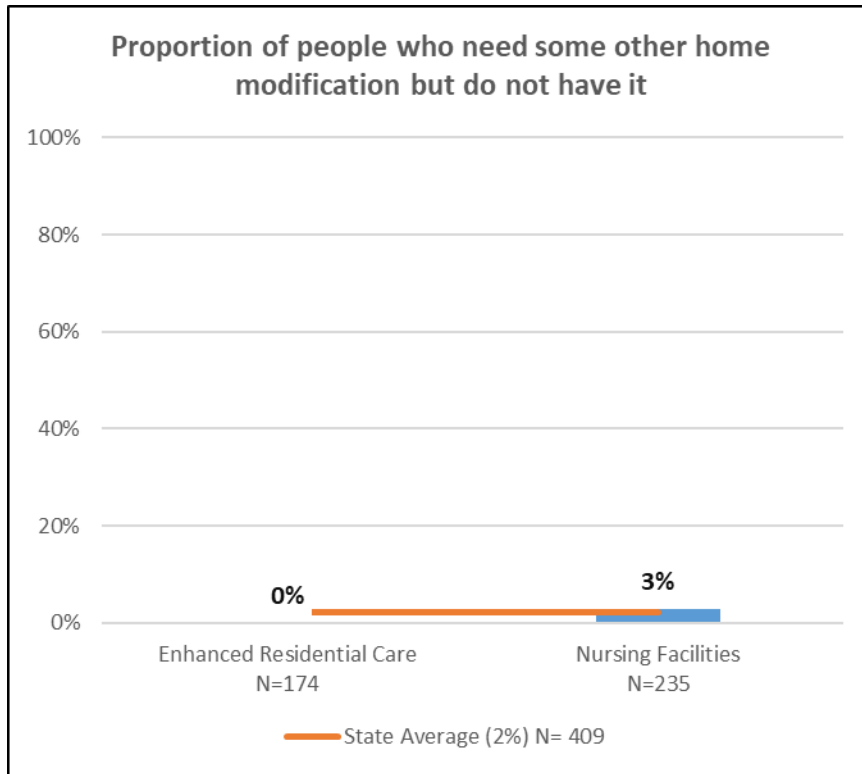
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁶



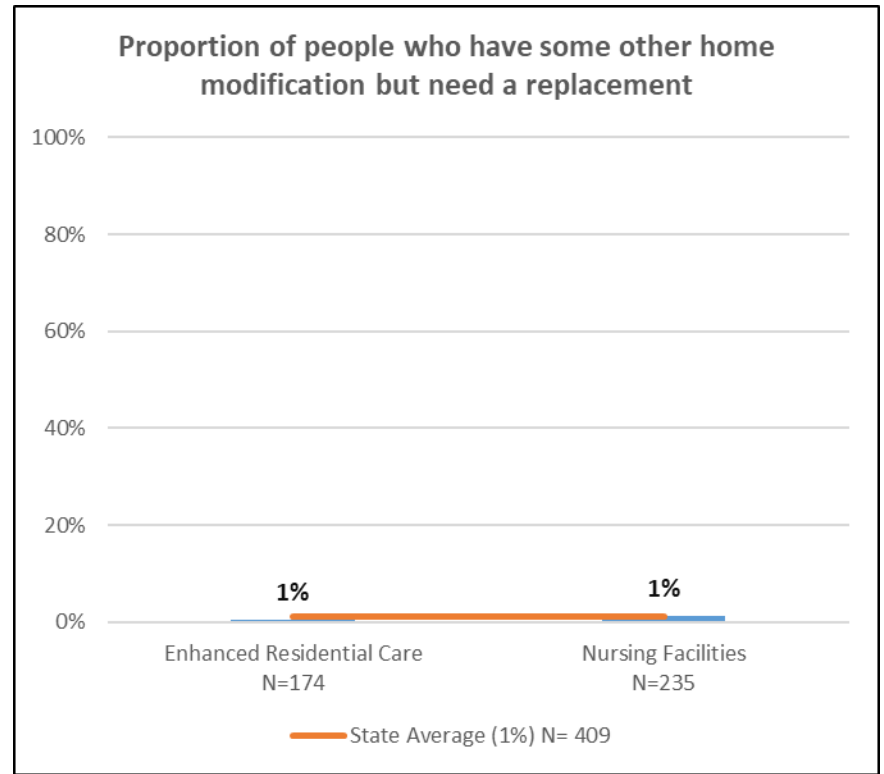
³⁵ Item previously reported in the "Access" domain.

³⁶ Item previously reported in the "Access" domain.

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



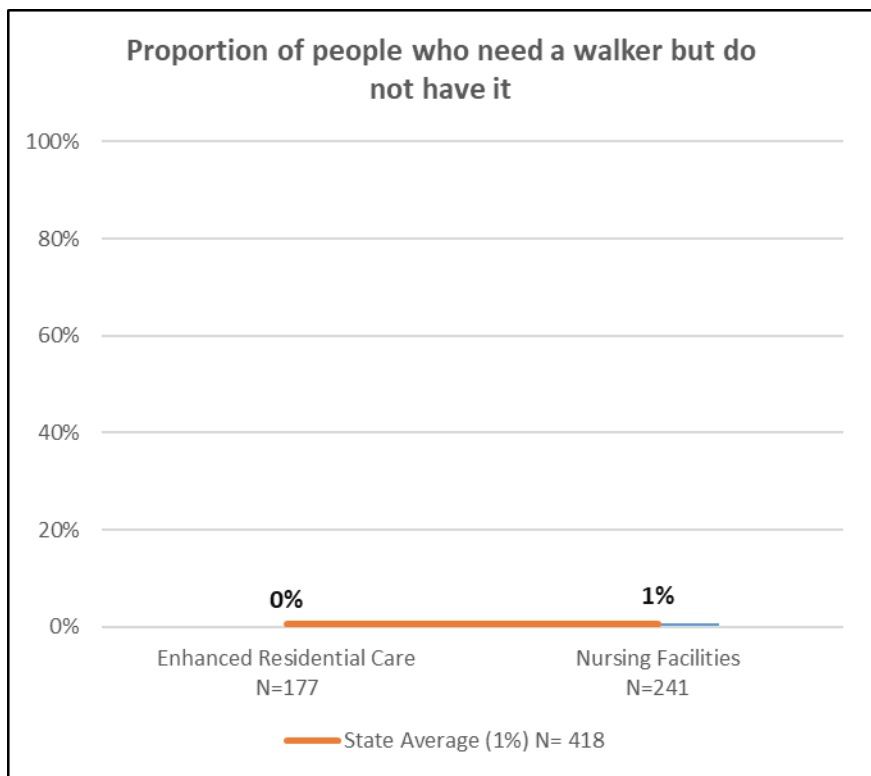
Graph 42. Proportion of people who have some other home modification but need a replacement³⁸



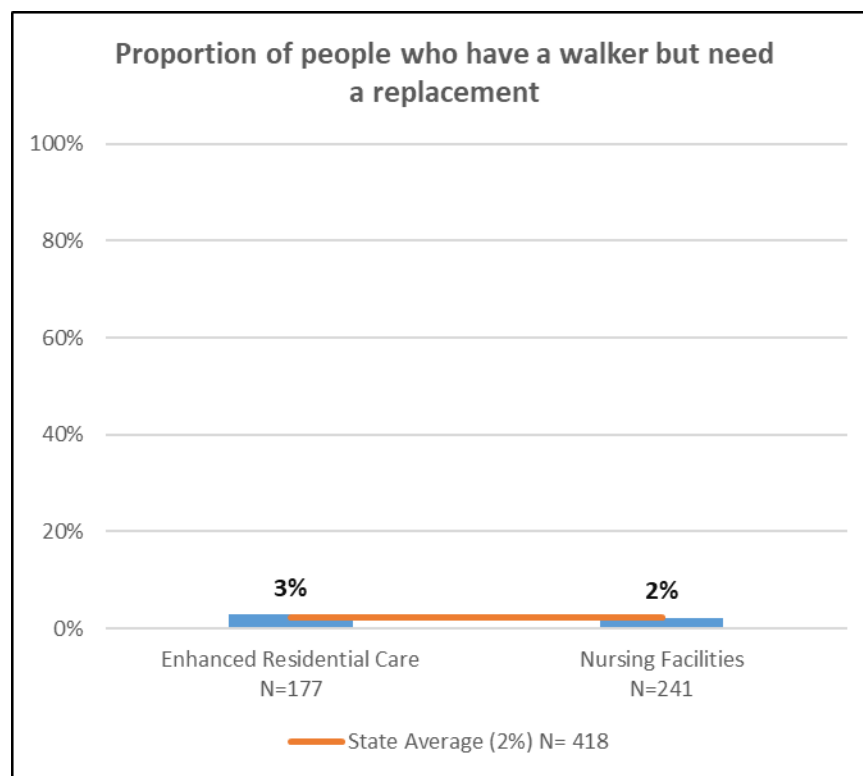
³⁷ Item previously reported in the "Access" domain.

³⁸ Item previously reported in the "Access" domain.

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



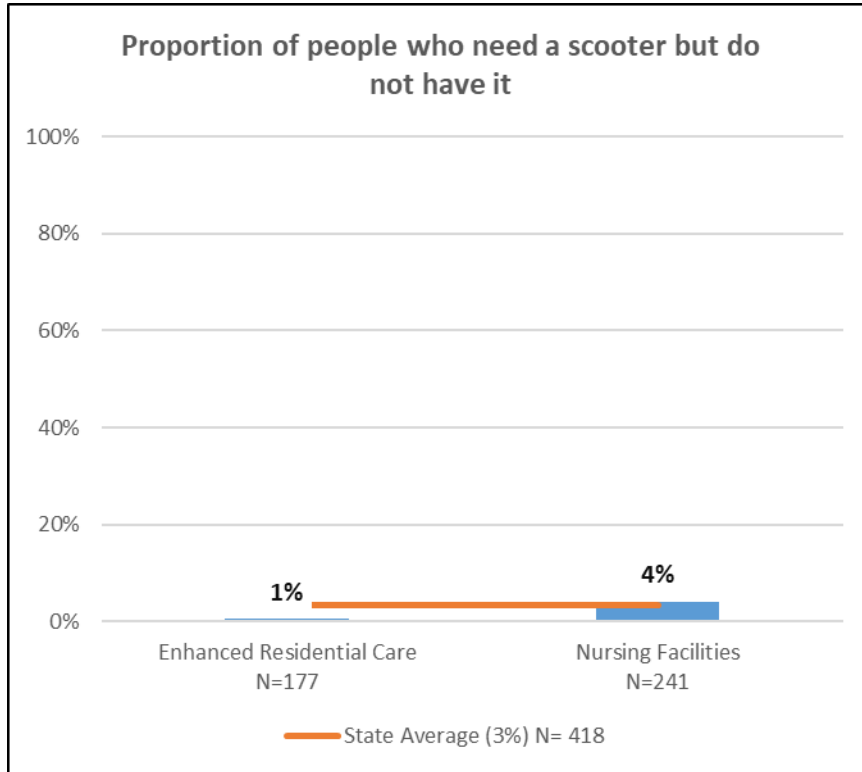
Graph 44. Proportion of people who have a walker but need a replacement⁴⁰



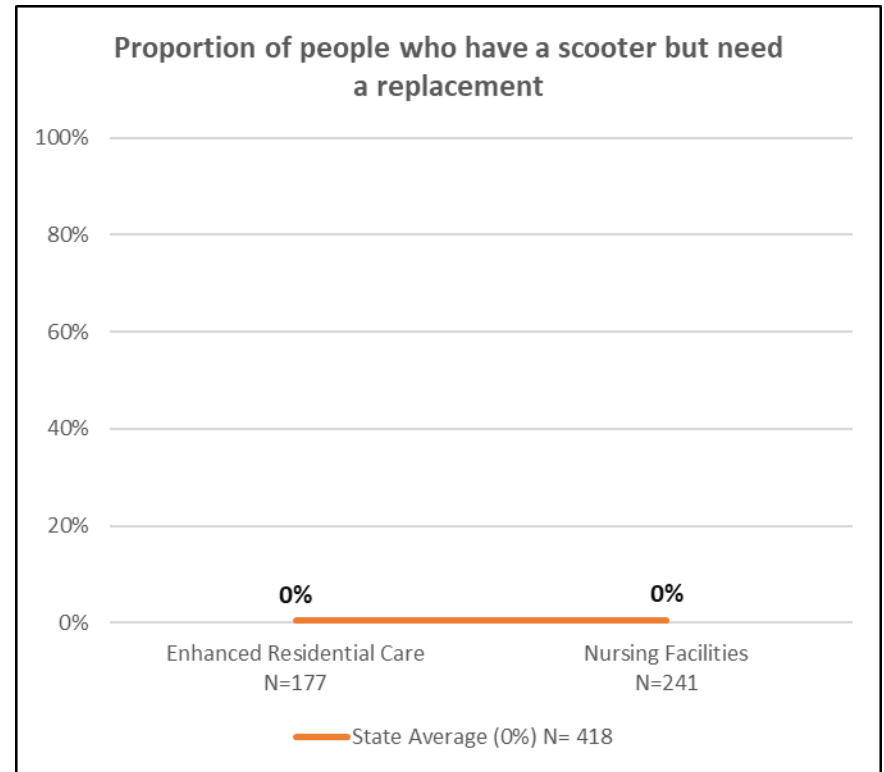
³⁹ Item previously reported in the "Access" domain.

⁴⁰ Item previously reported in the "Access" domain.

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



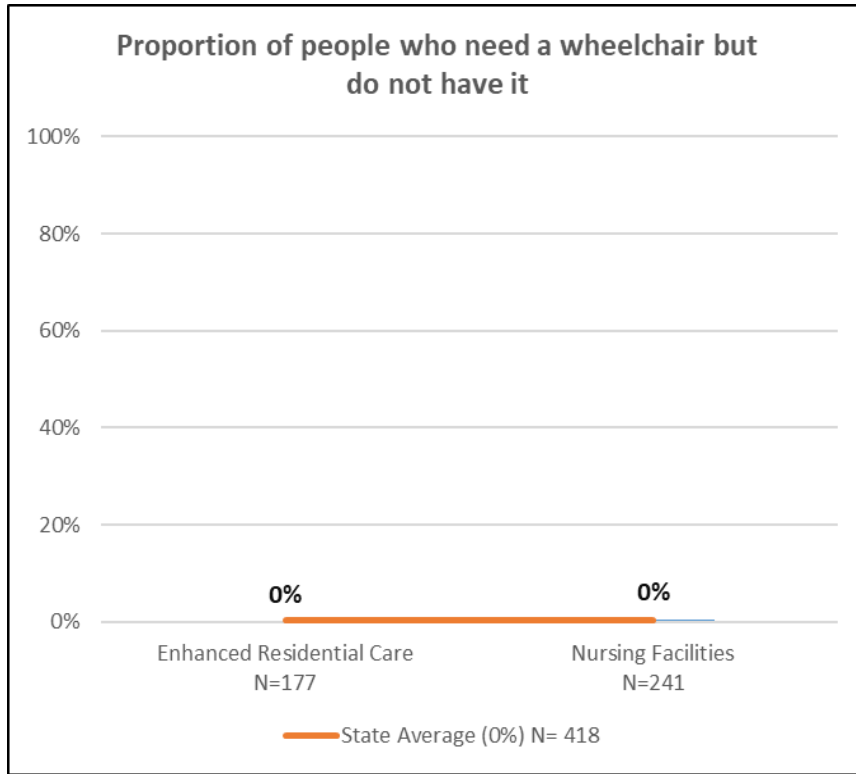
Graph 46. Proportion of people who have a scooter but need a replacement⁴²



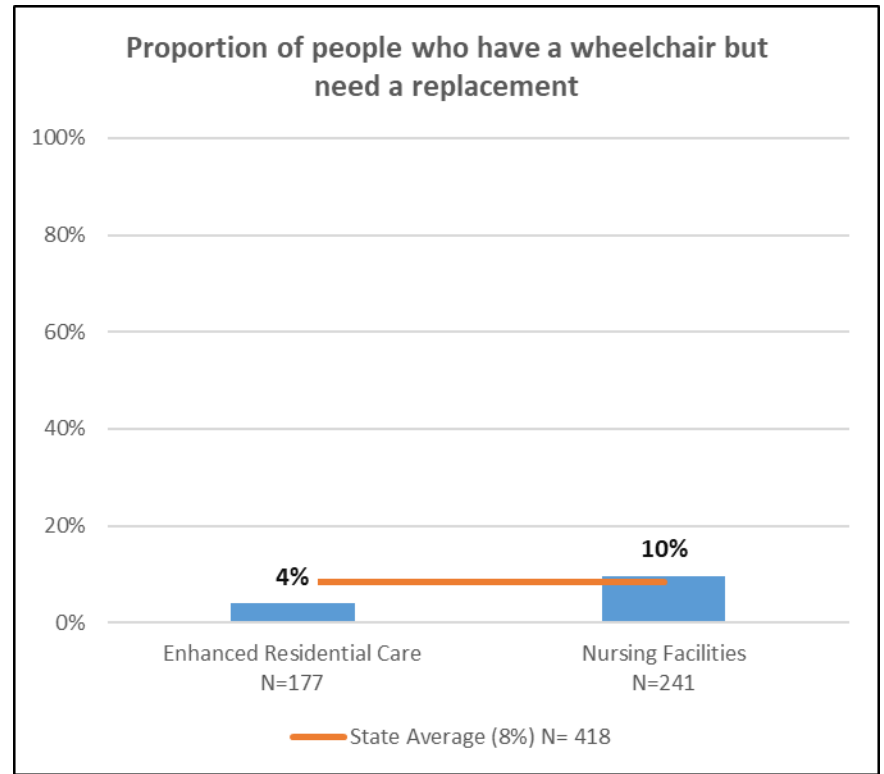
⁴¹ Item previously reported in the "Access" domain.

⁴² Item previously reported in the "Access" domain.

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



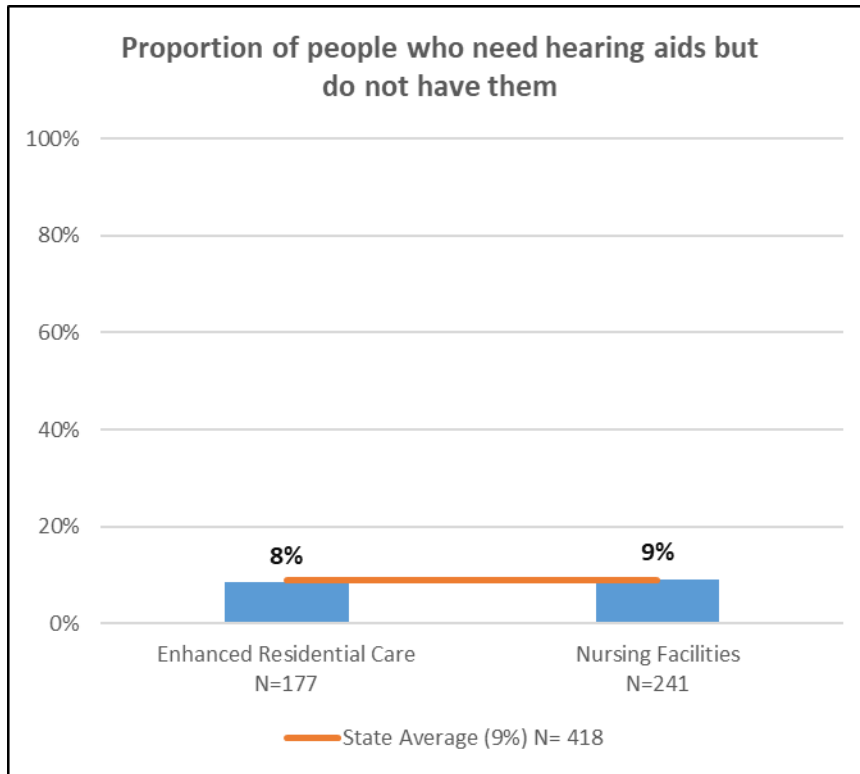
Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁴



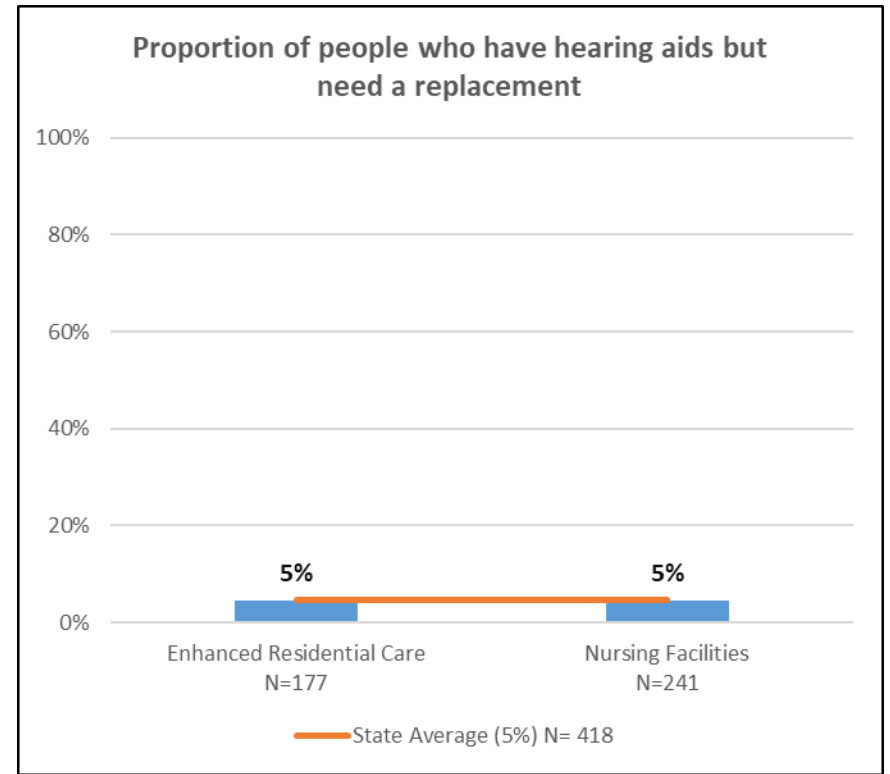
⁴³ Item previously reported in the “Access” domain.

⁴⁴ Item previously reported in the “Access” domain.

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



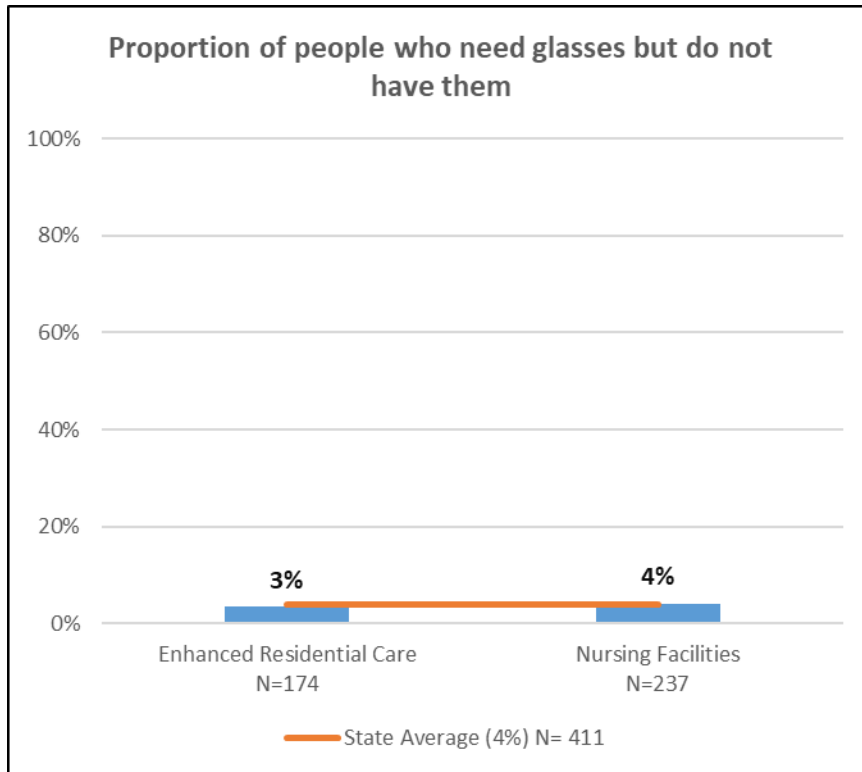
Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁶



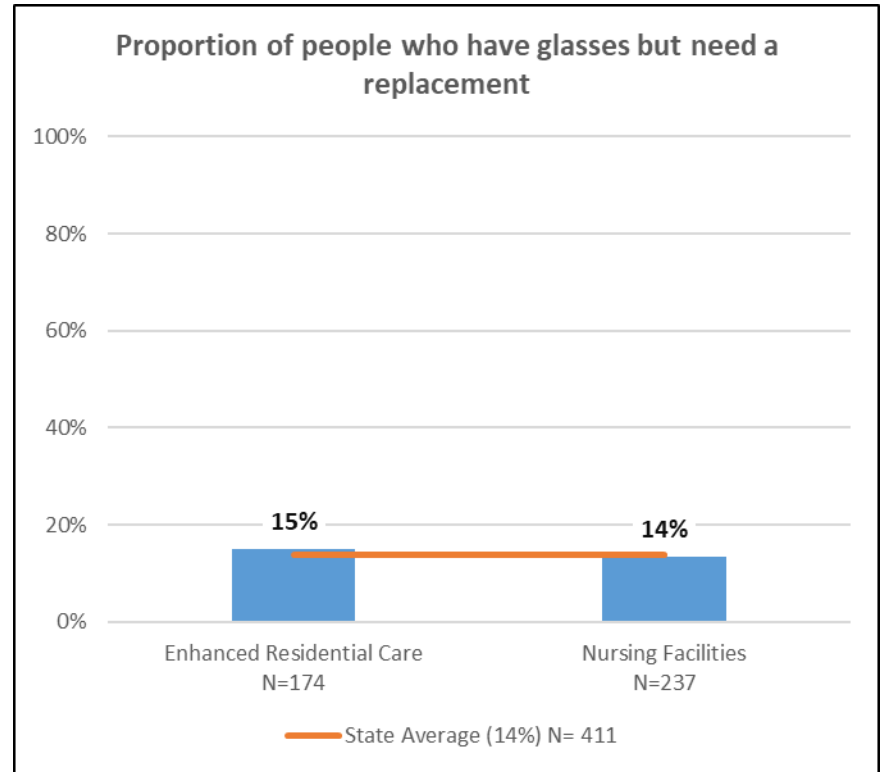
⁴⁵ Item previously reported in the "Access" domain.

⁴⁶ Item previously reported in the "Access" domain.

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



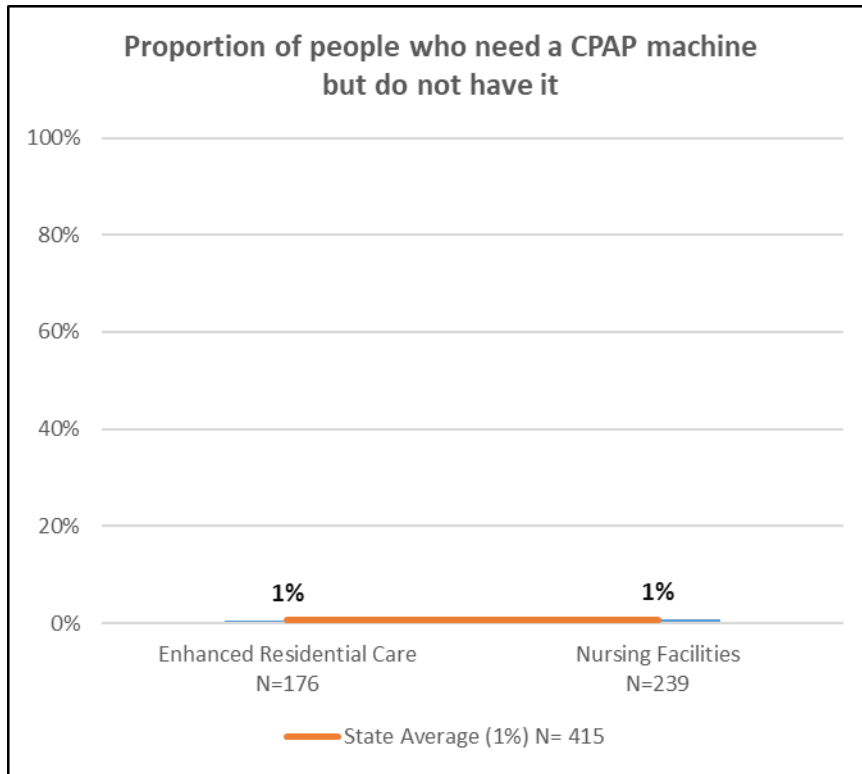
Graph 52. Proportion of people who have glasses but need a replacement⁴⁸



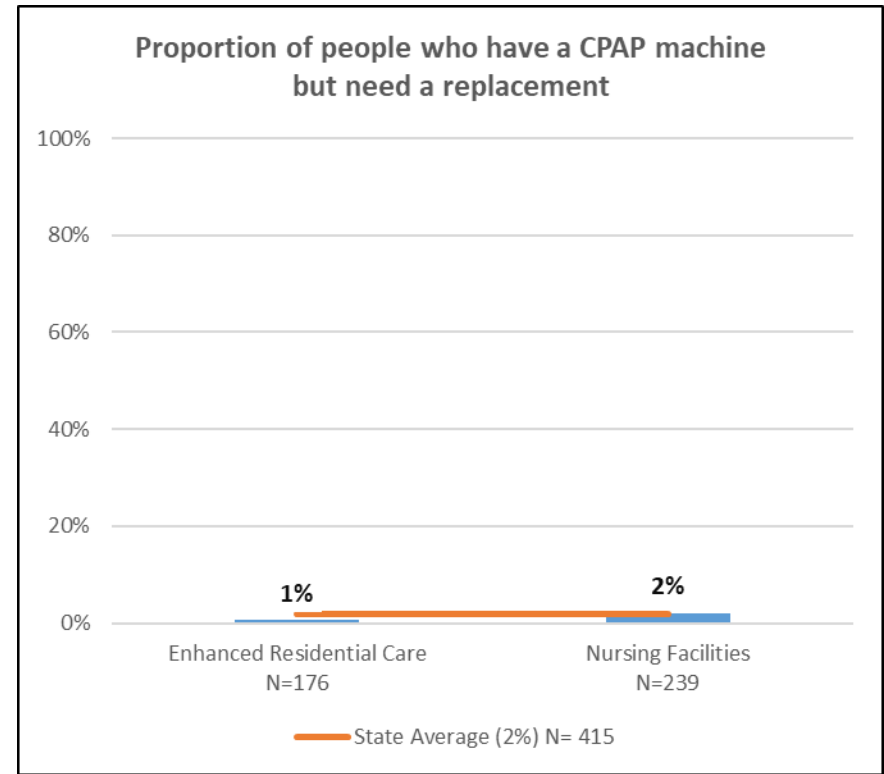
⁴⁷ Item previously reported in the "Access" domain.

⁴⁸ Item previously reported in the "Access" domain.

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



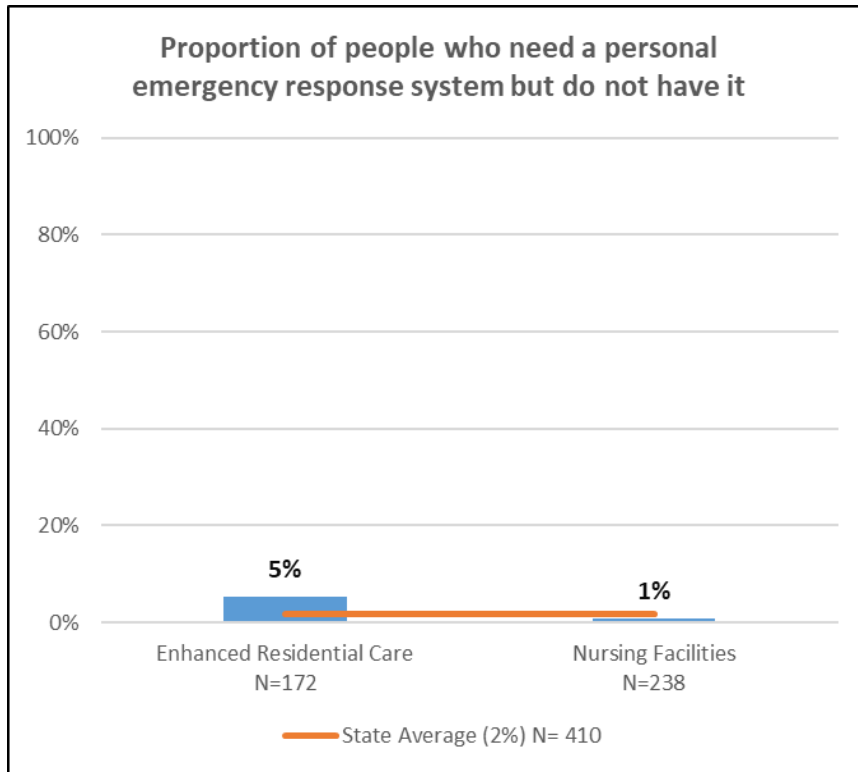
Graph 54. Proportion of people who have a CPAP machine but need a replacement⁵⁰



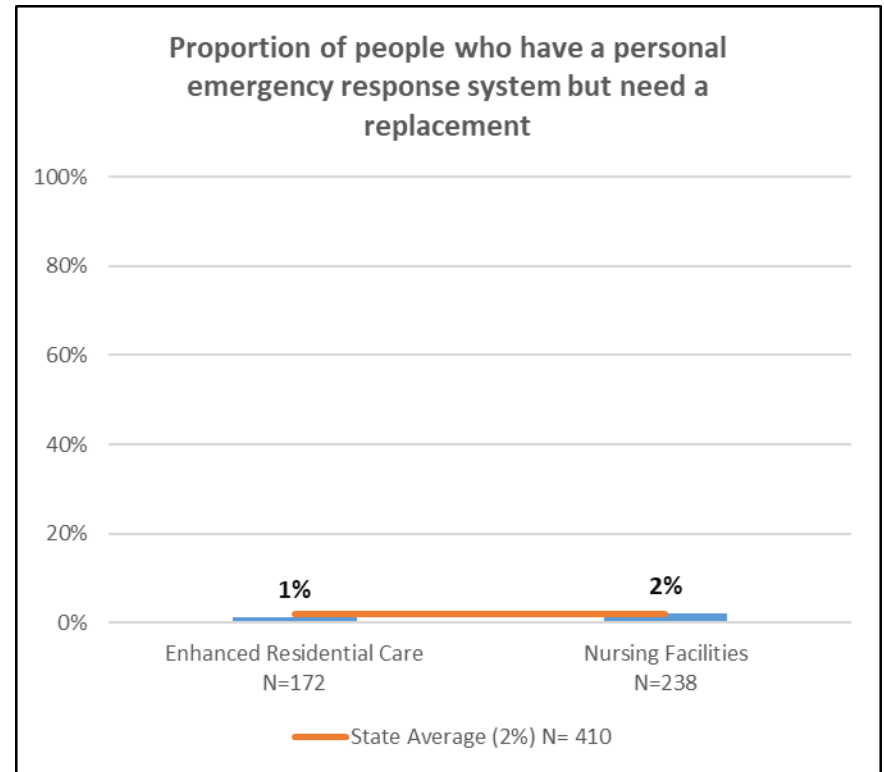
⁴⁹ Item previously reported in the "Access" domain.

⁵⁰ Item previously reported in the "Access" domain.

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



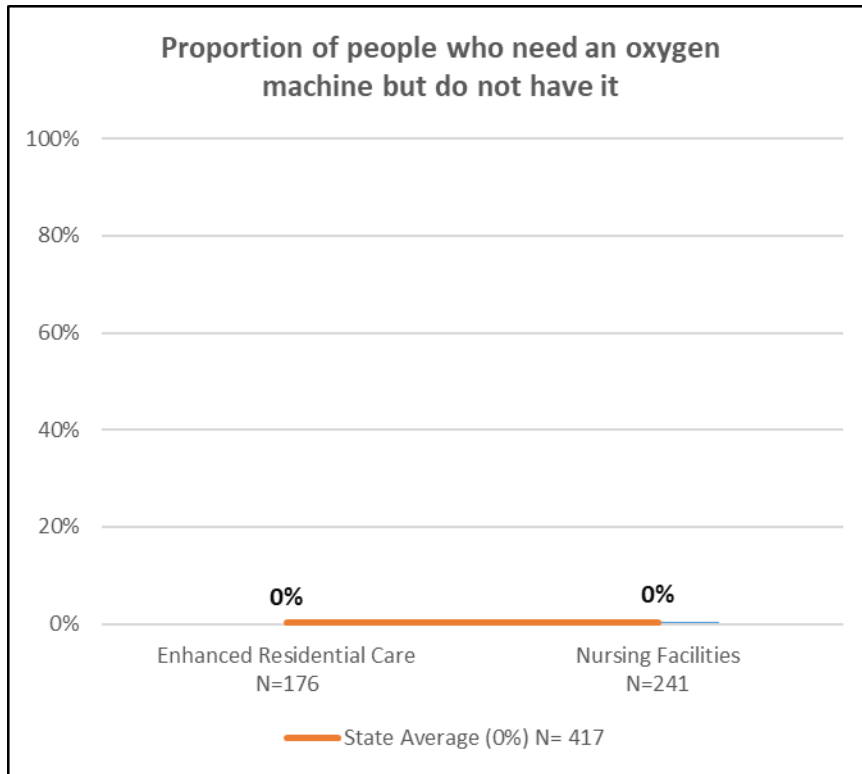
Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵²



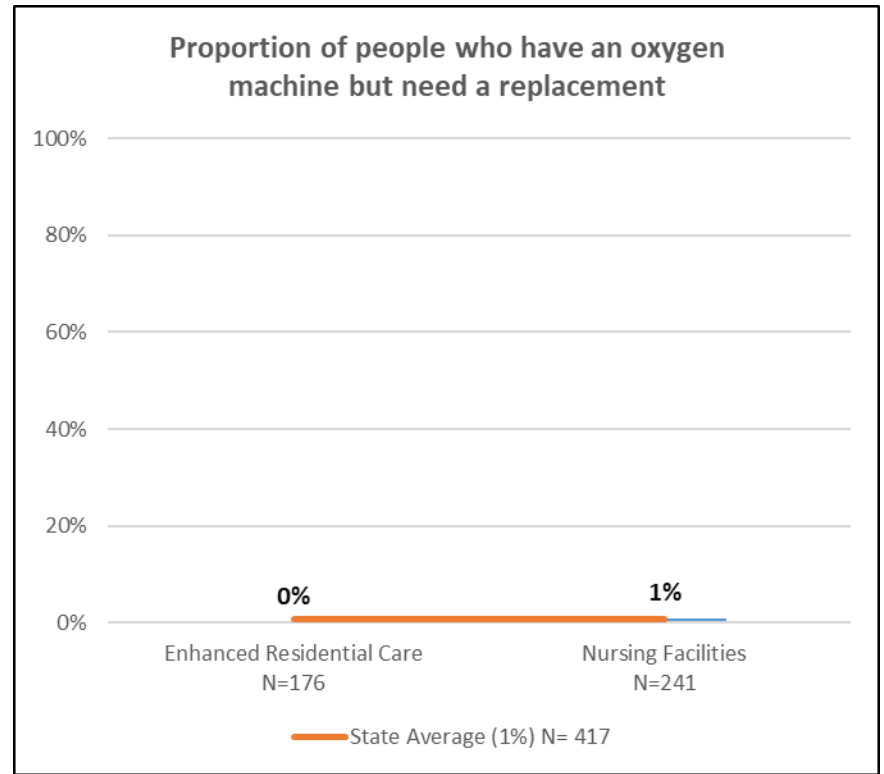
⁵¹ Item previously reported in the "Access" domain.

⁵² Item previously reported in the "Access" domain.

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



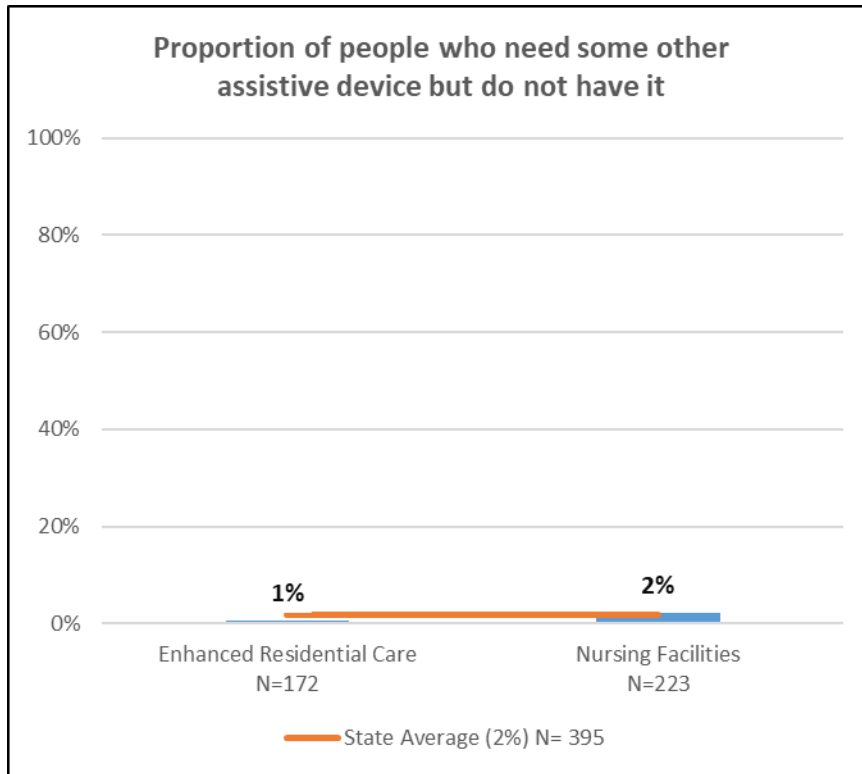
Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁴



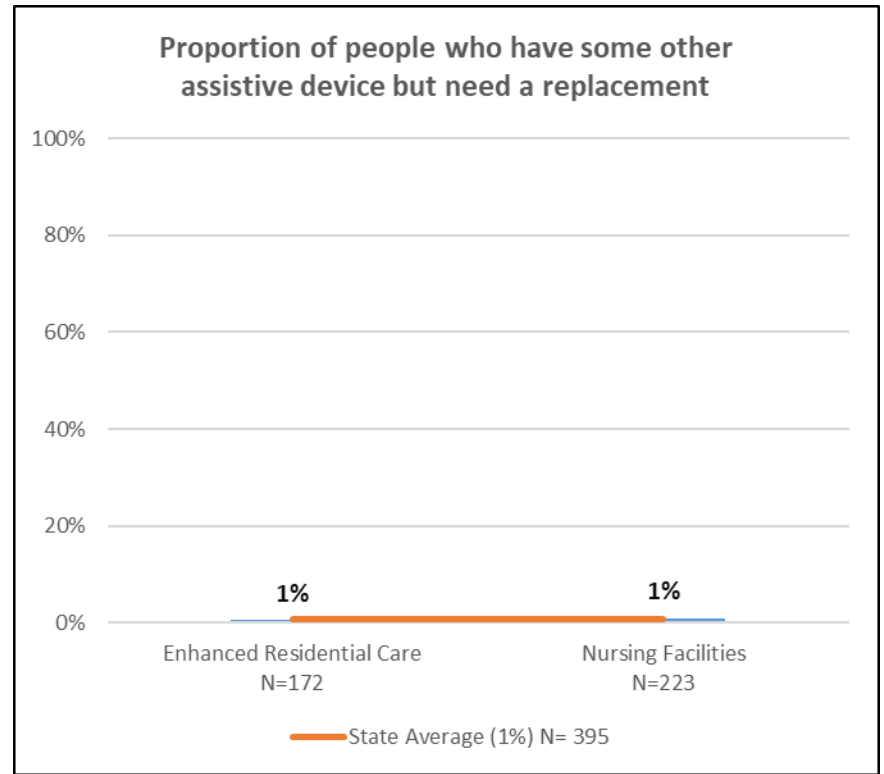
⁵³ New item added in 2018-2019.

⁵⁴ New item added in 2018-2019.

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



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



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.

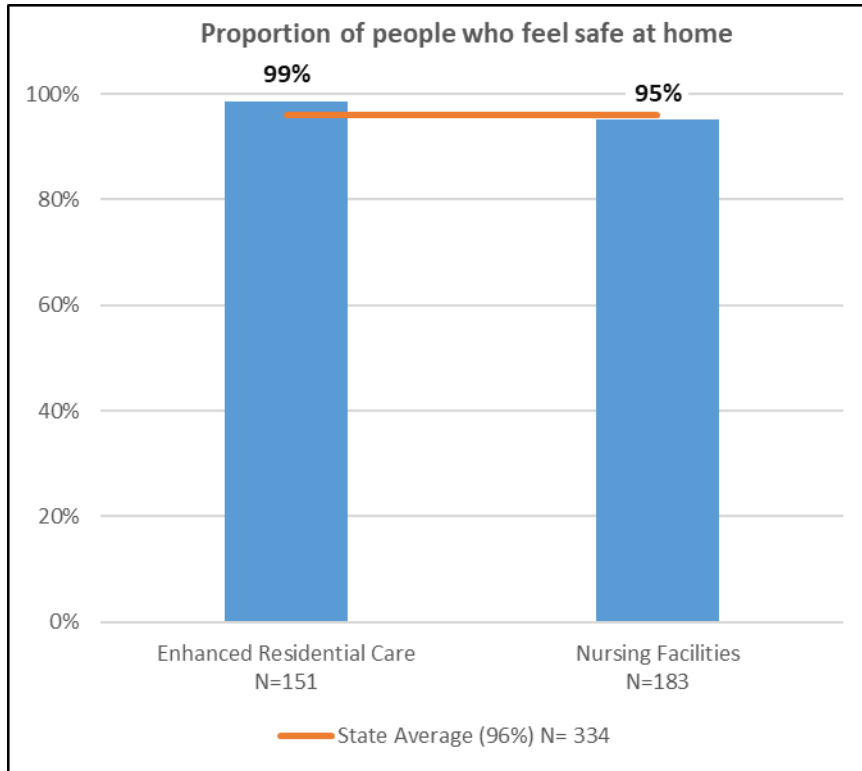
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

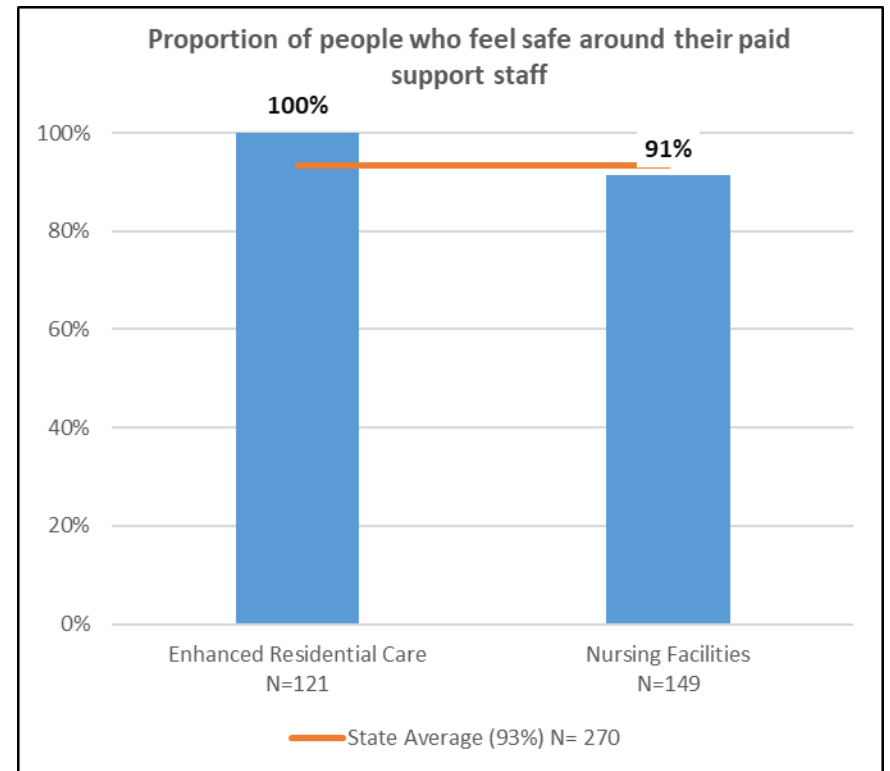
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

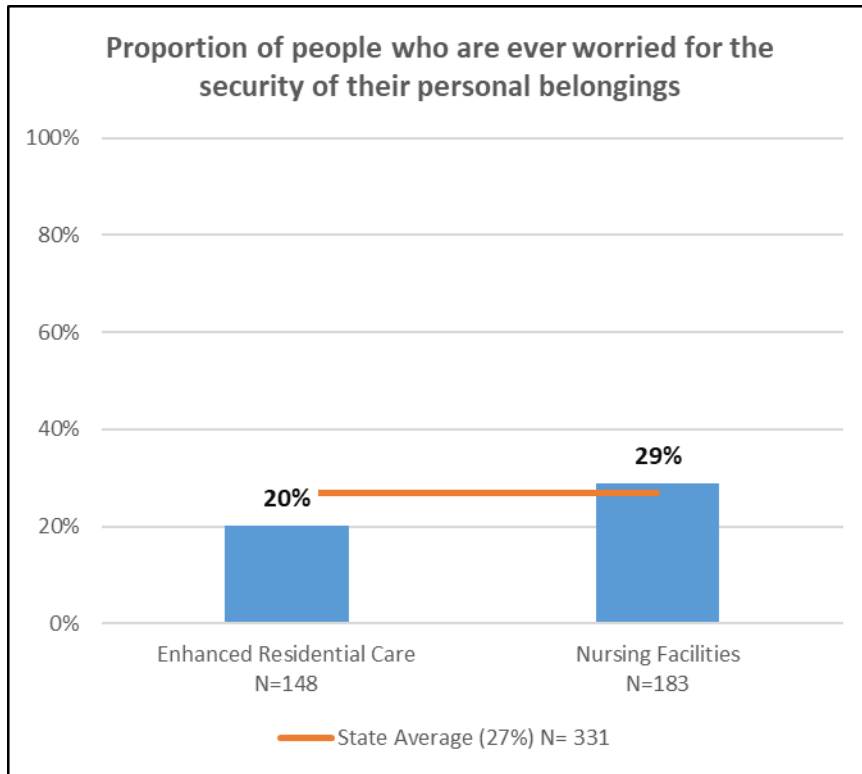
Graph 61. Proportion of people who feel safe at home



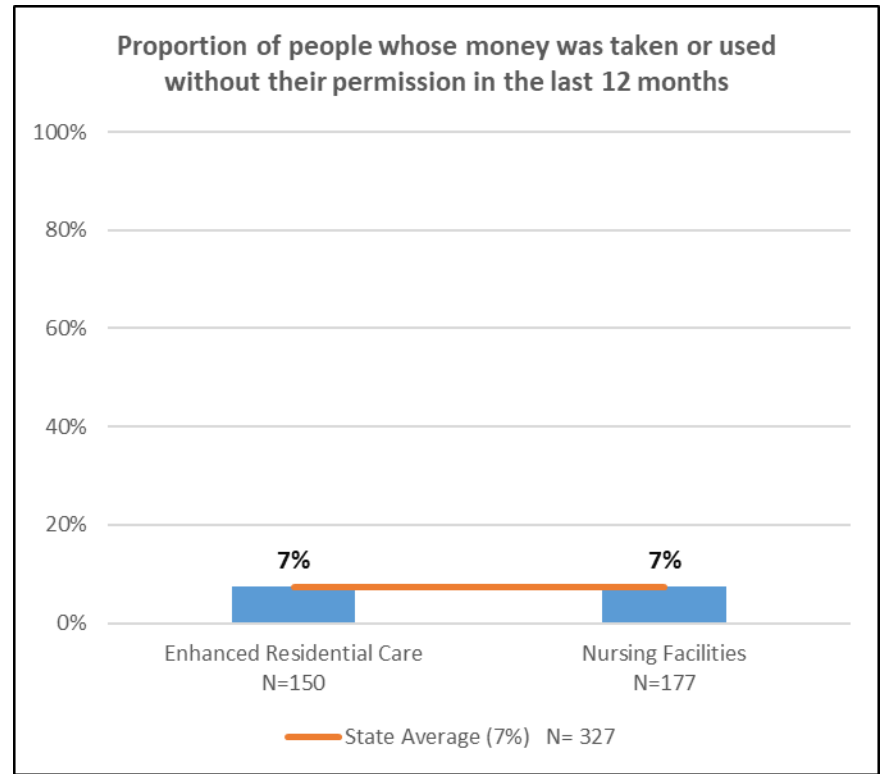
Graph 62. Proportion of people who feel safe around their paid support staff



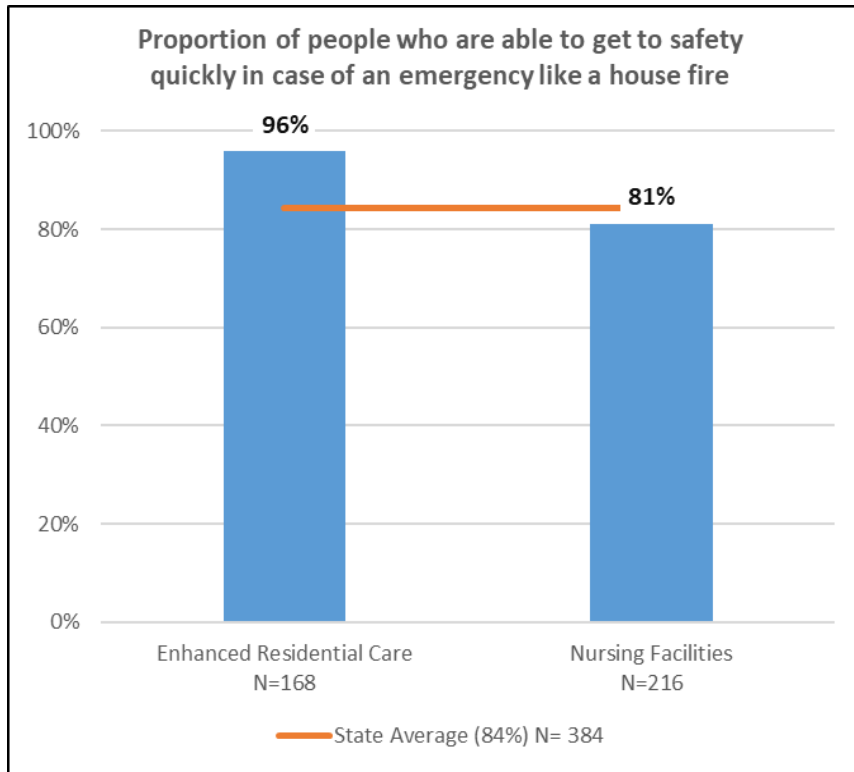
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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



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



Health Care

People secure needed health services.

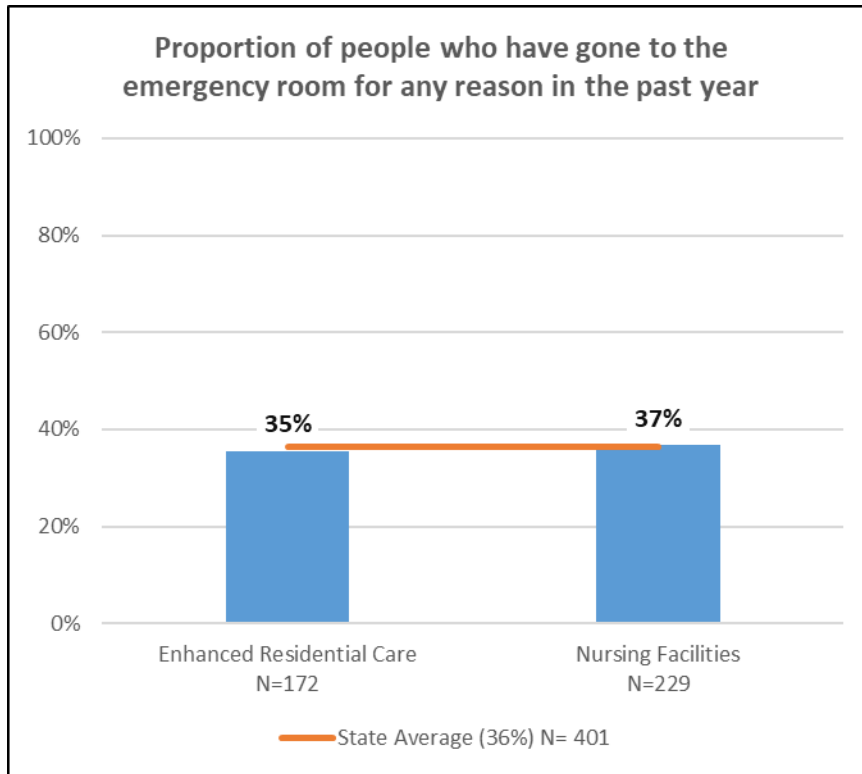
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

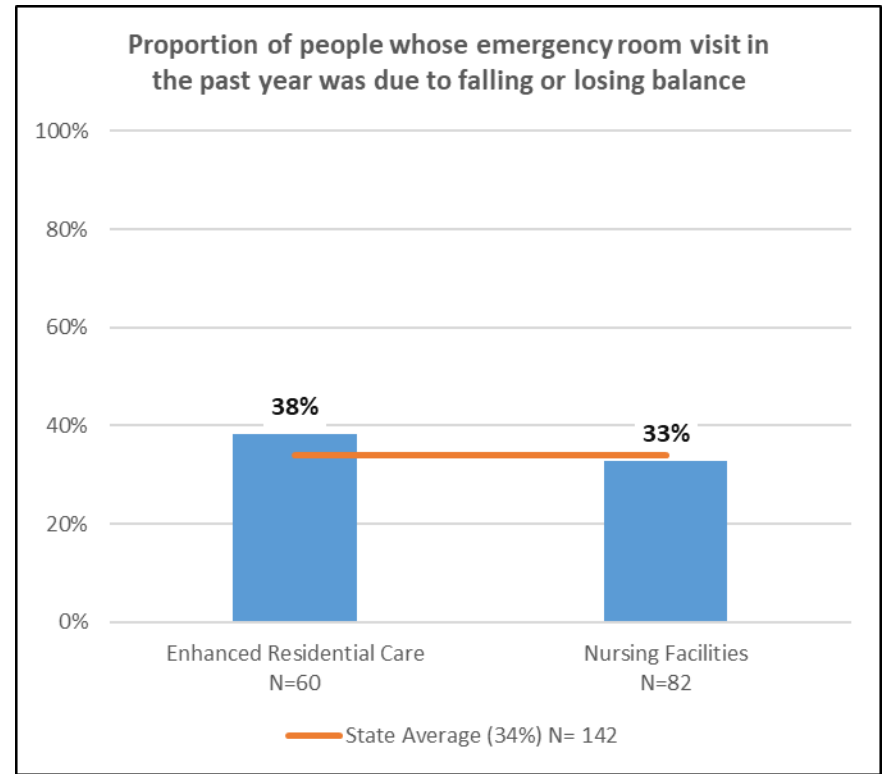
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

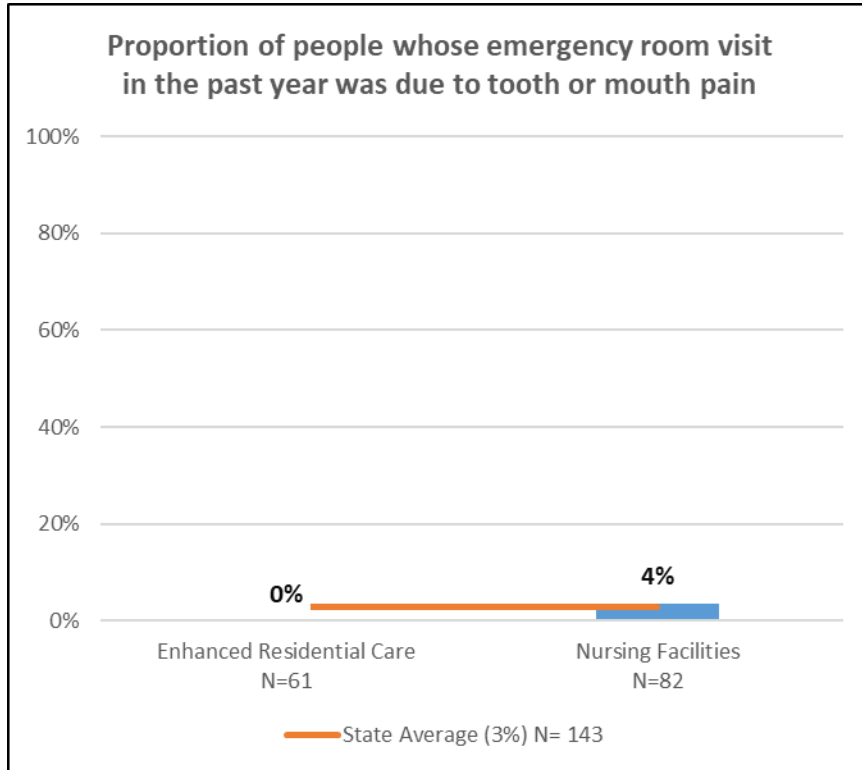
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



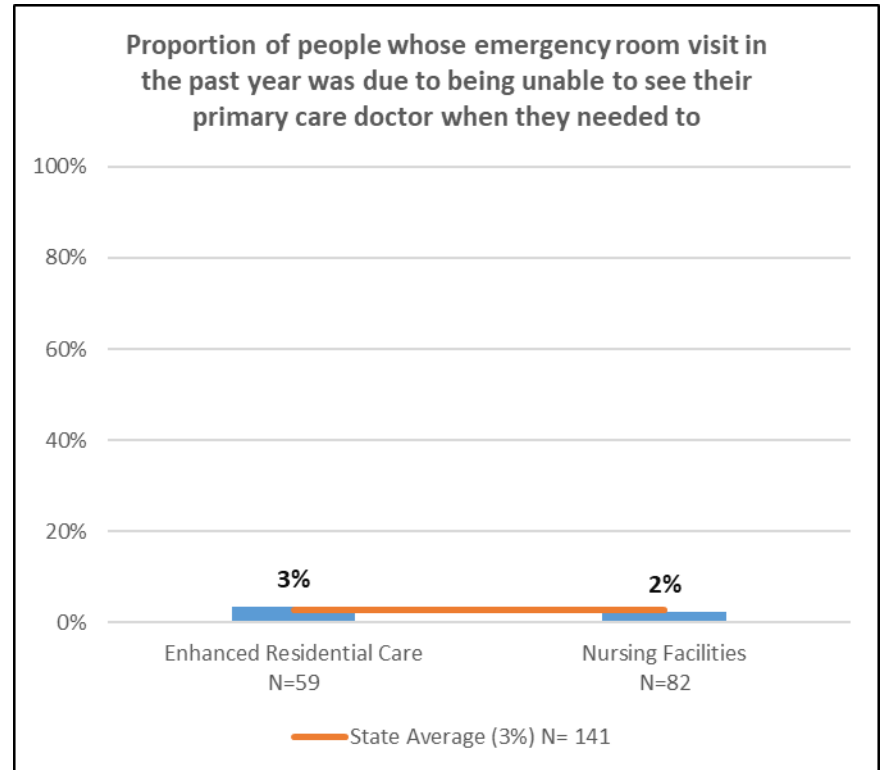
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



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

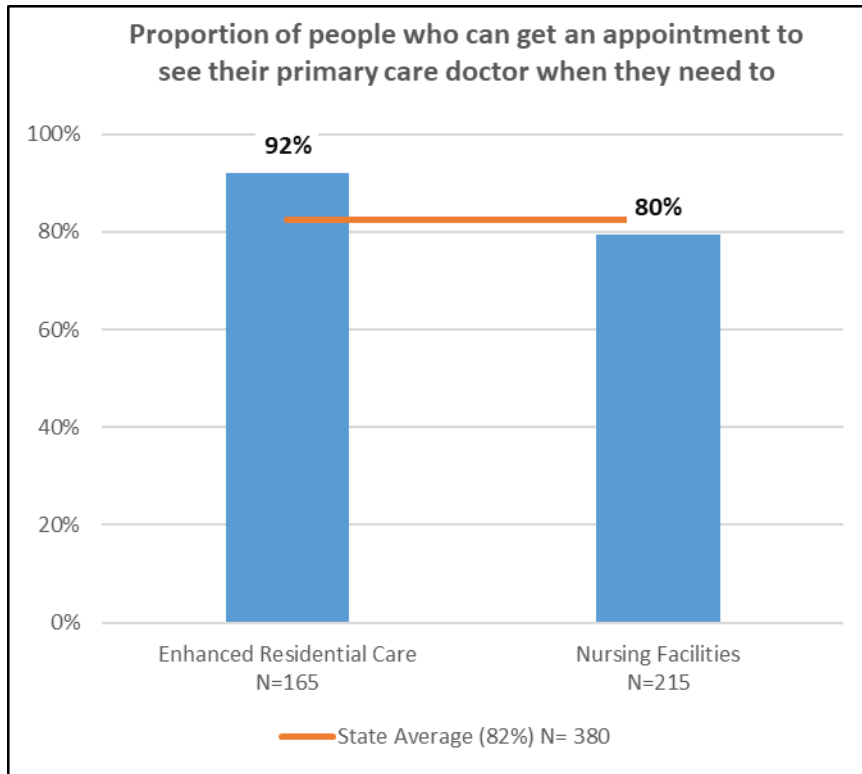


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁷

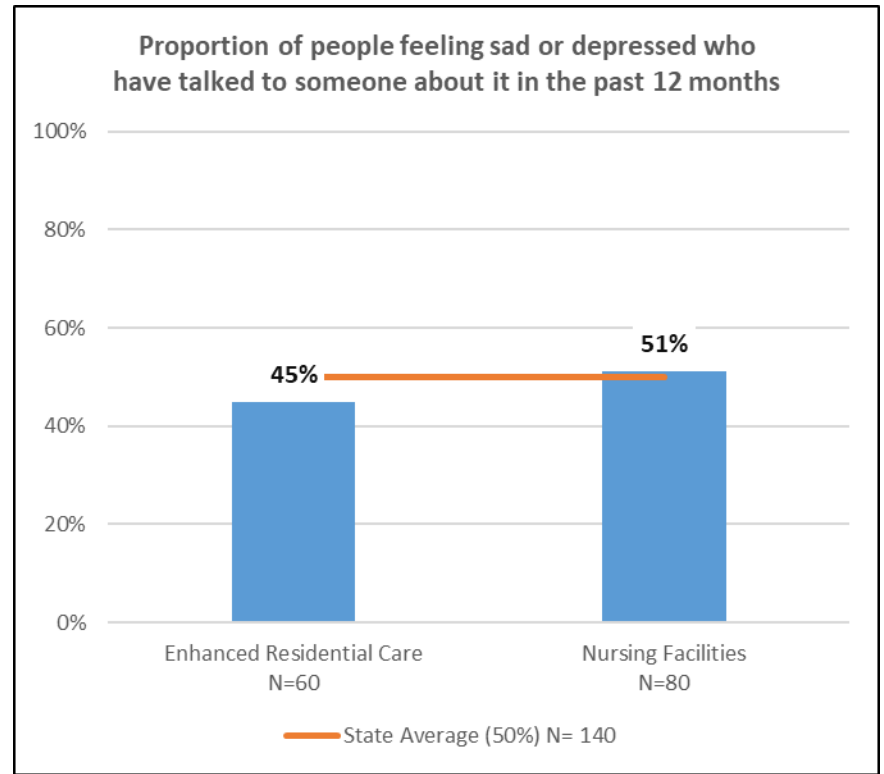


⁵⁷ New item added in 2018-2019.

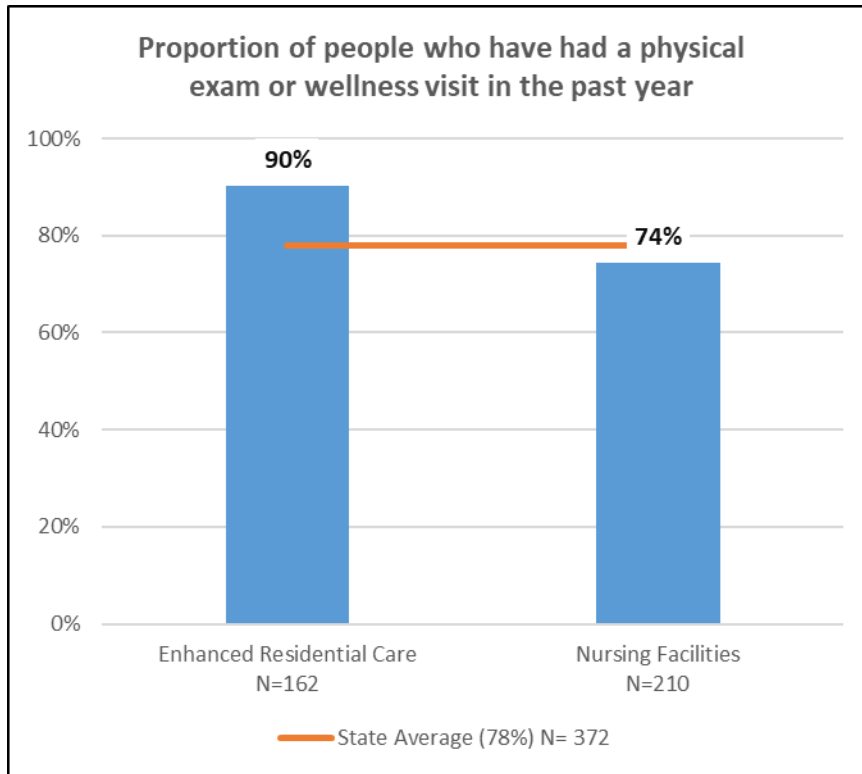
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



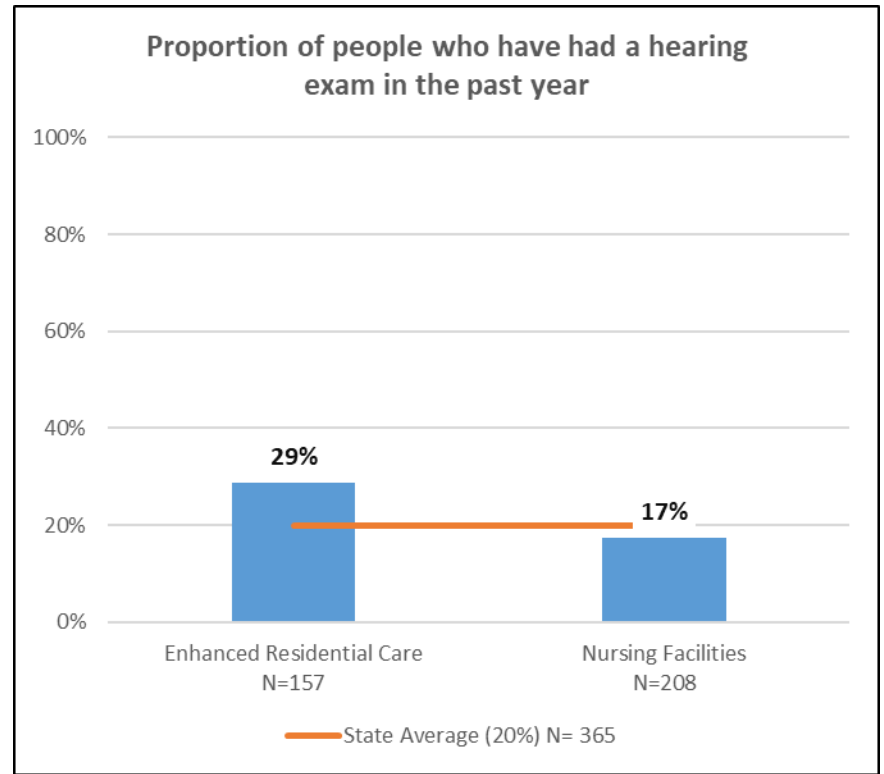
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



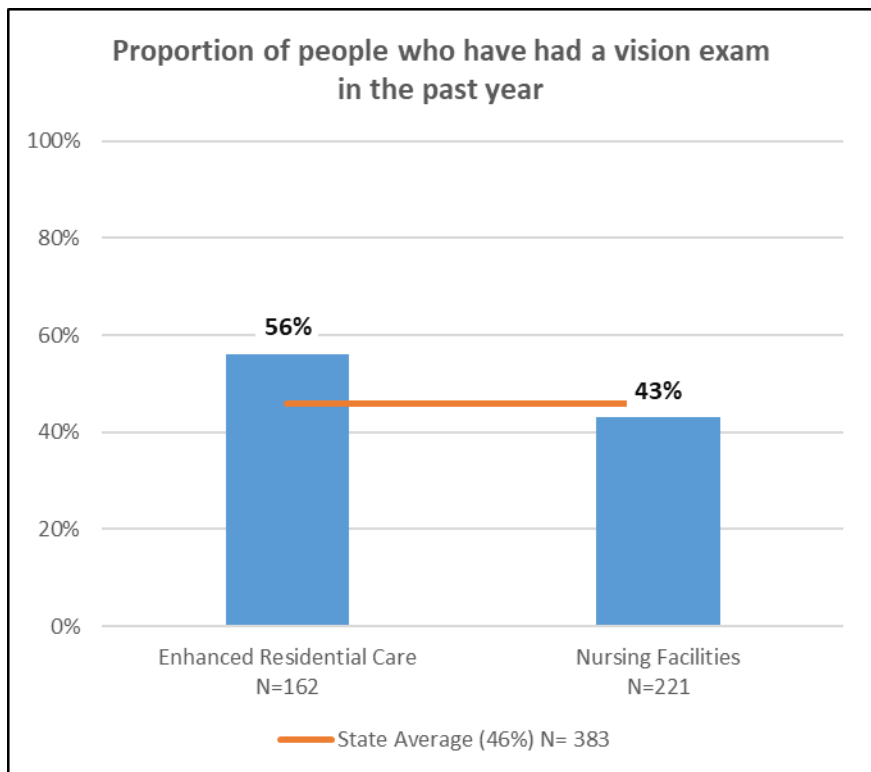
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



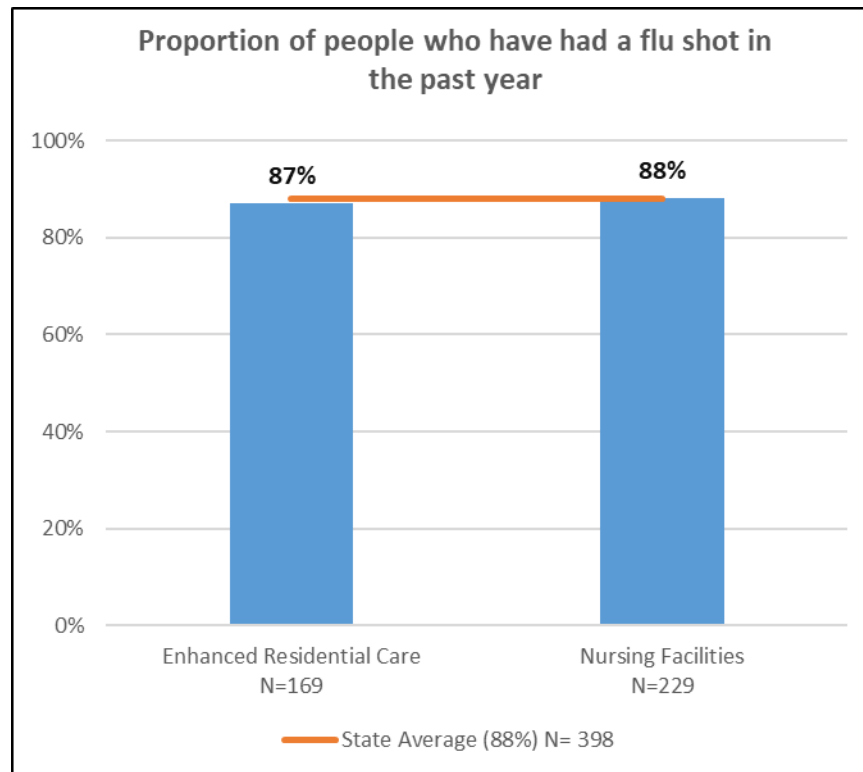
Graph 73. Proportion of people who have had a hearing exam in the past year



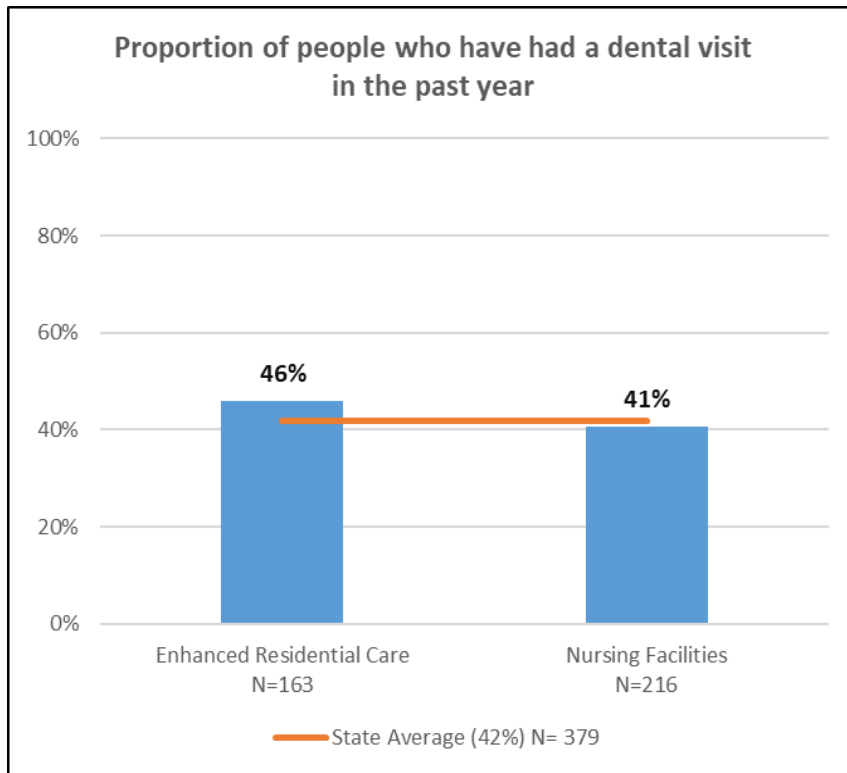
Graph 74. Proportion of people who have had a vision exam in the past year



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



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



Wellness

People are supported to maintain health.

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

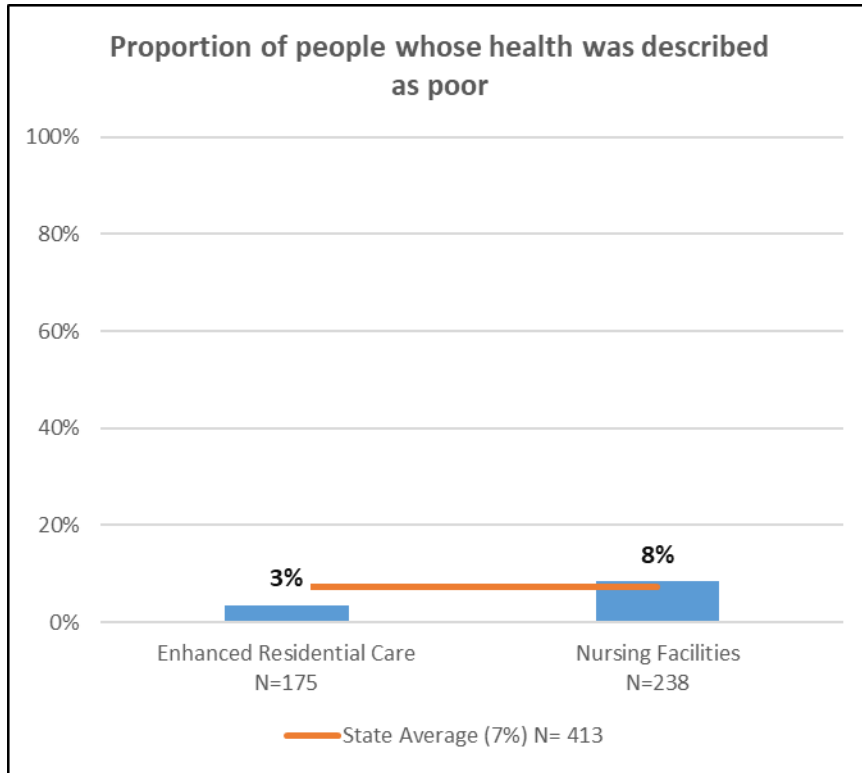
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access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

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

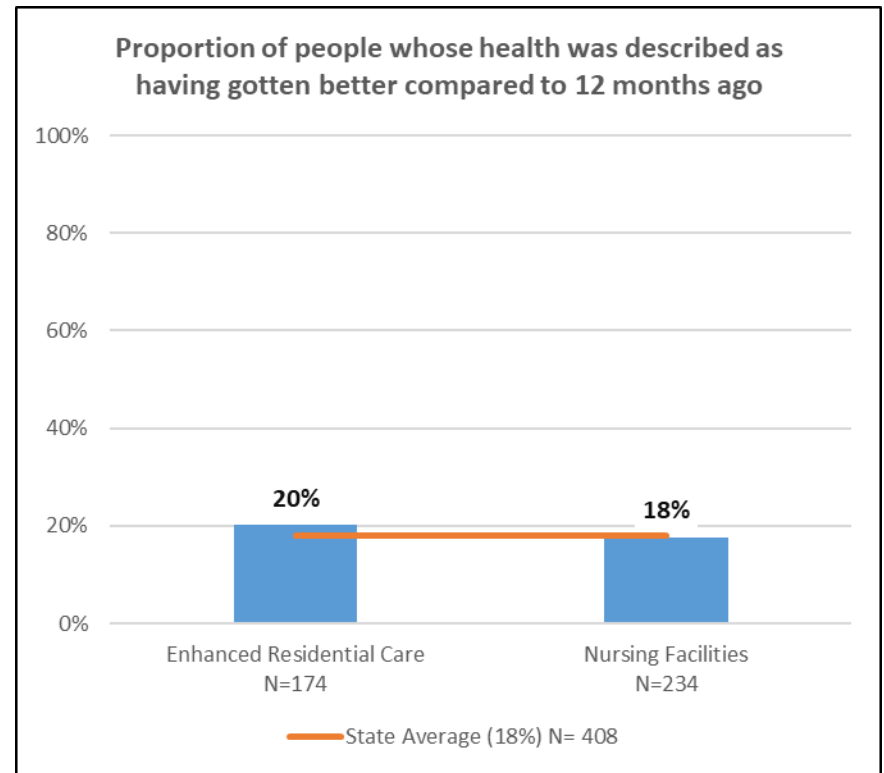
Un-collapsed data are shown in Appendix B.

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

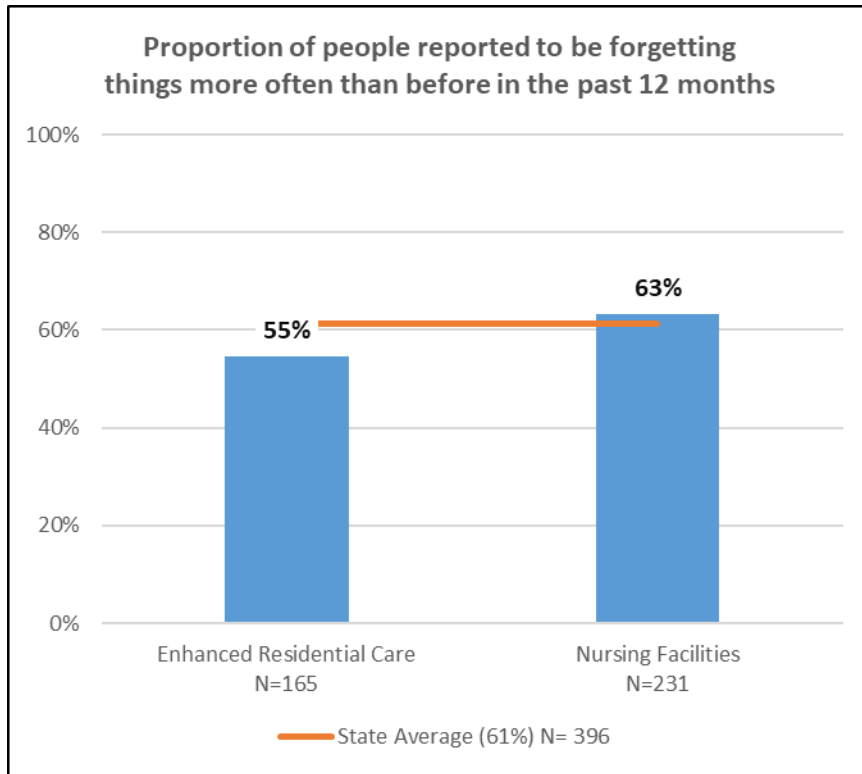
Graph 77. Proportion of people whose health was described as poor



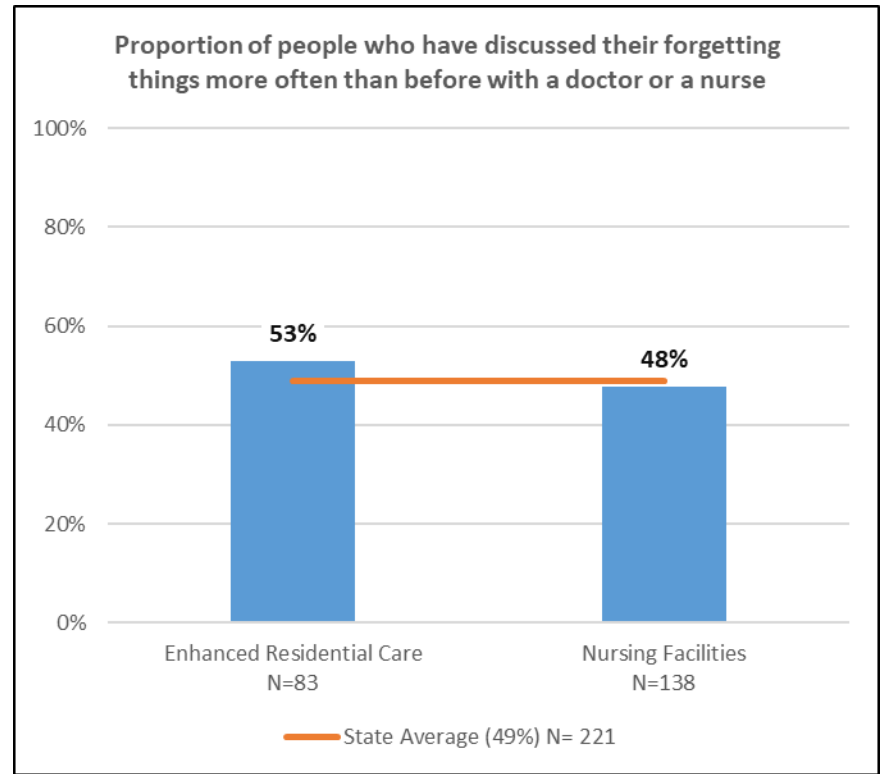
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



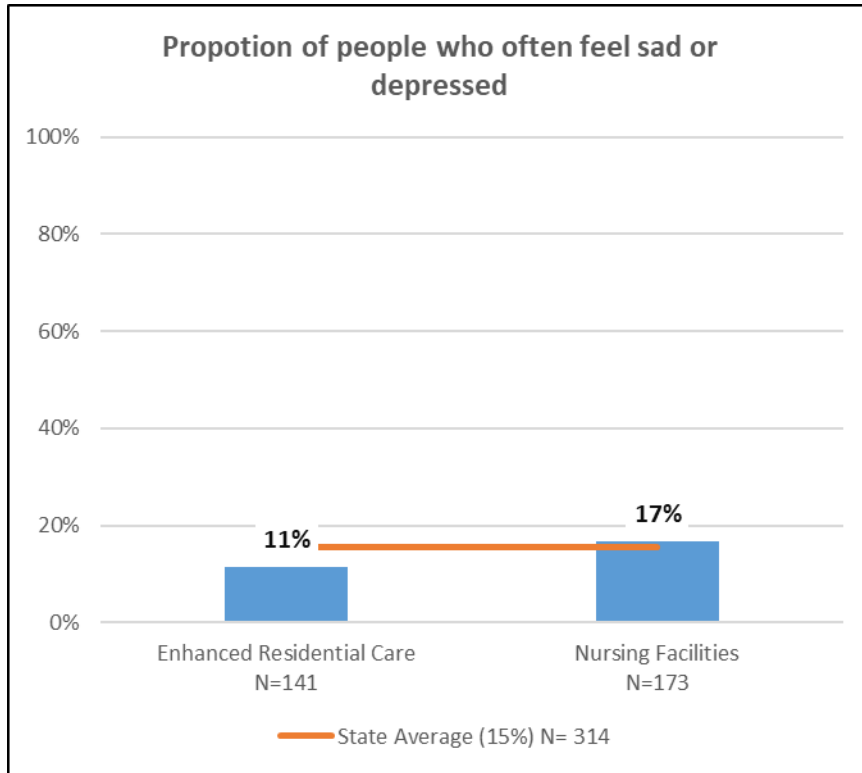
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



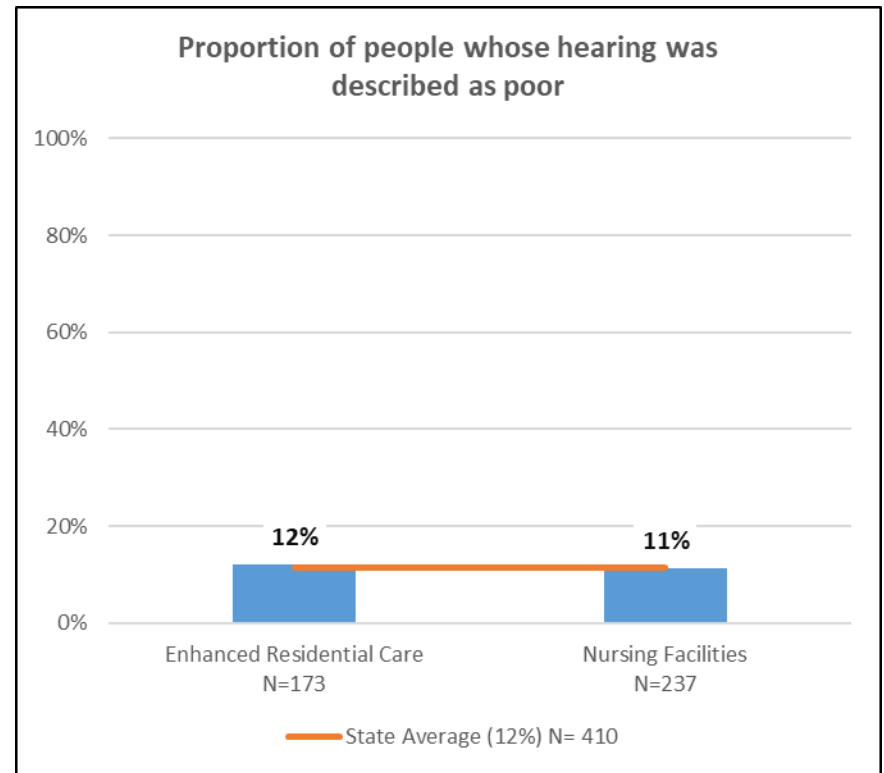
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



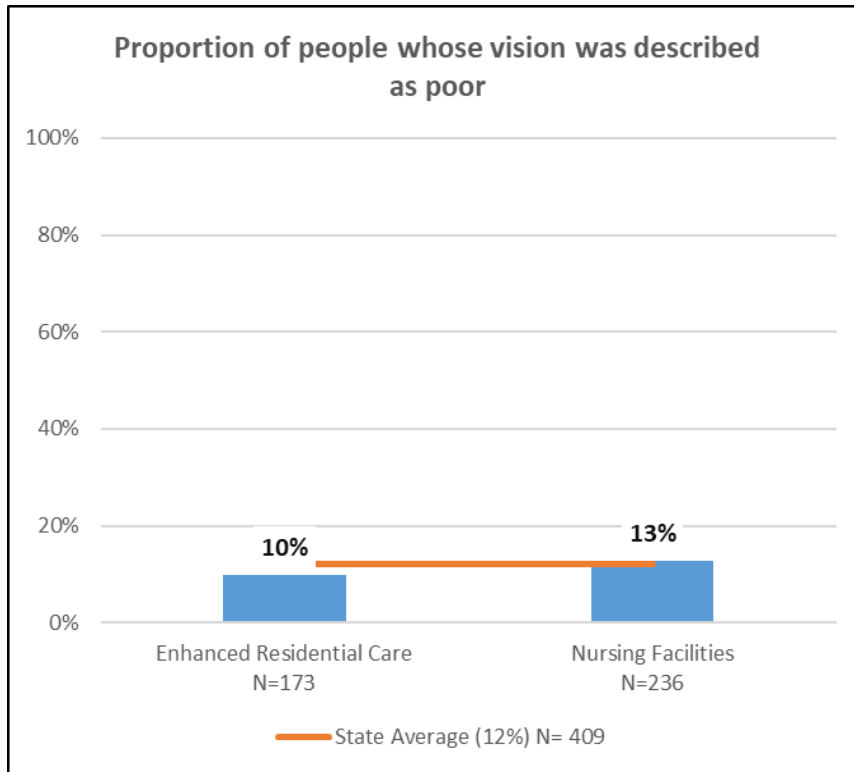
Graph 81. Proportion of people who often feel sad or depressed



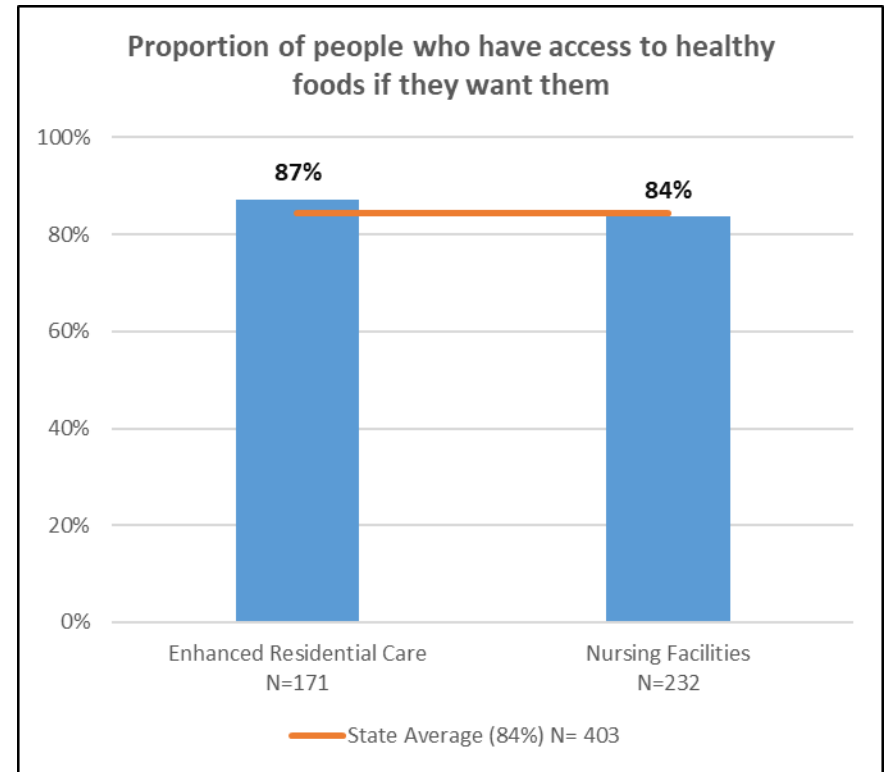
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



⁵⁹ Item previously reported in the "Everyday Living" domain.

Medications

Medications are managed effectively and appropriately.

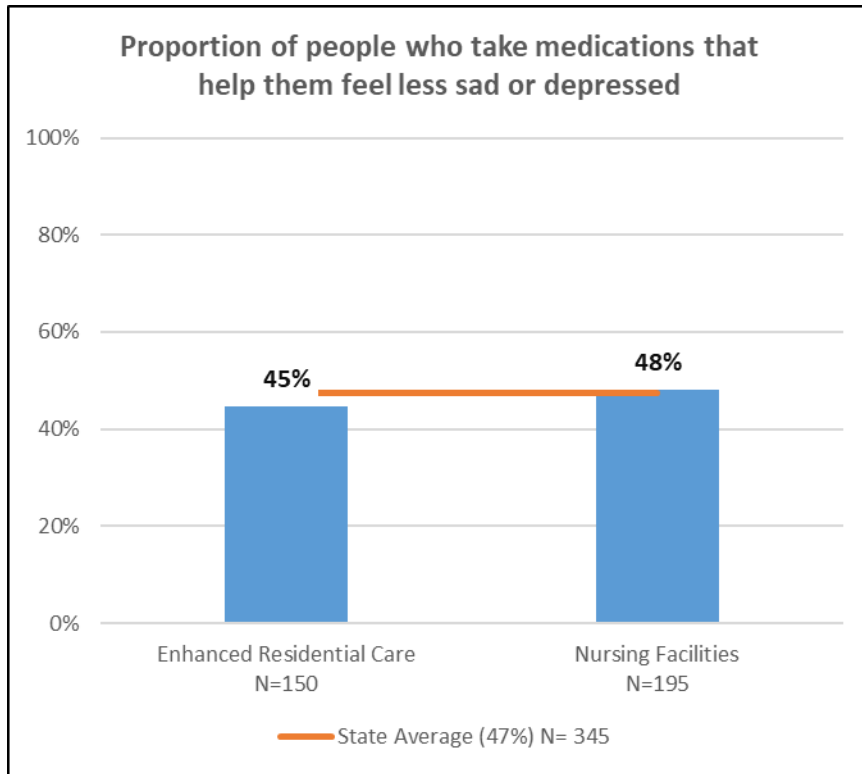
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

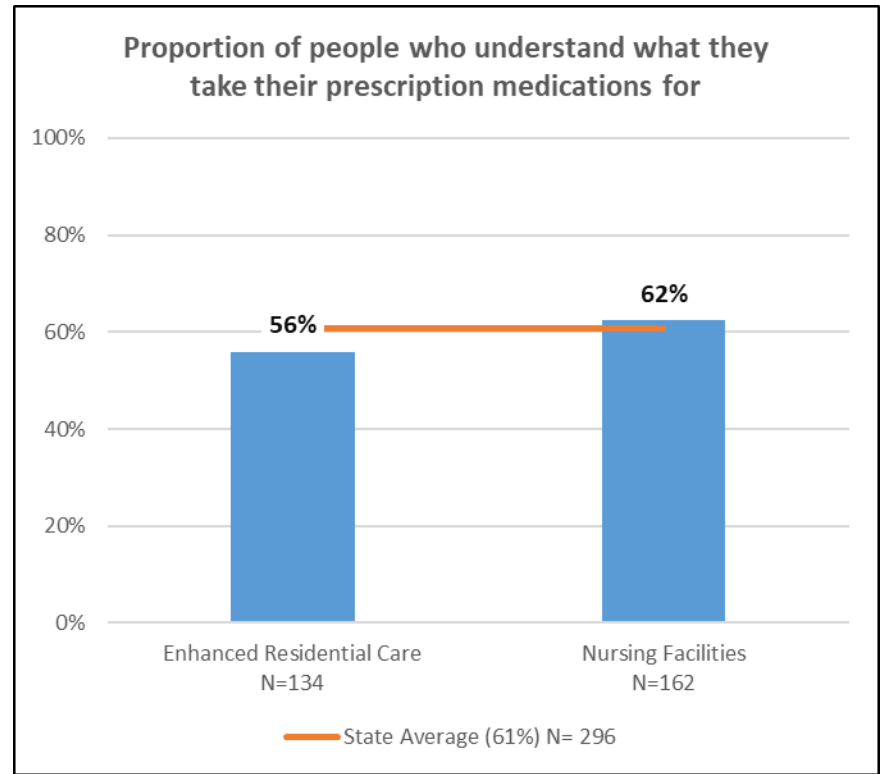
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



Rights and Respect

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

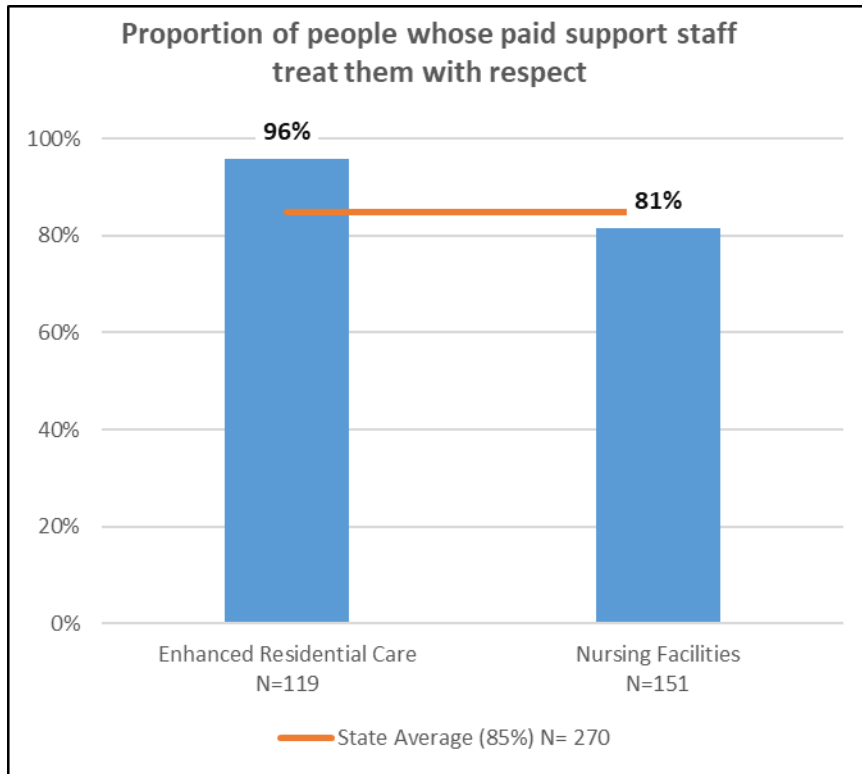
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

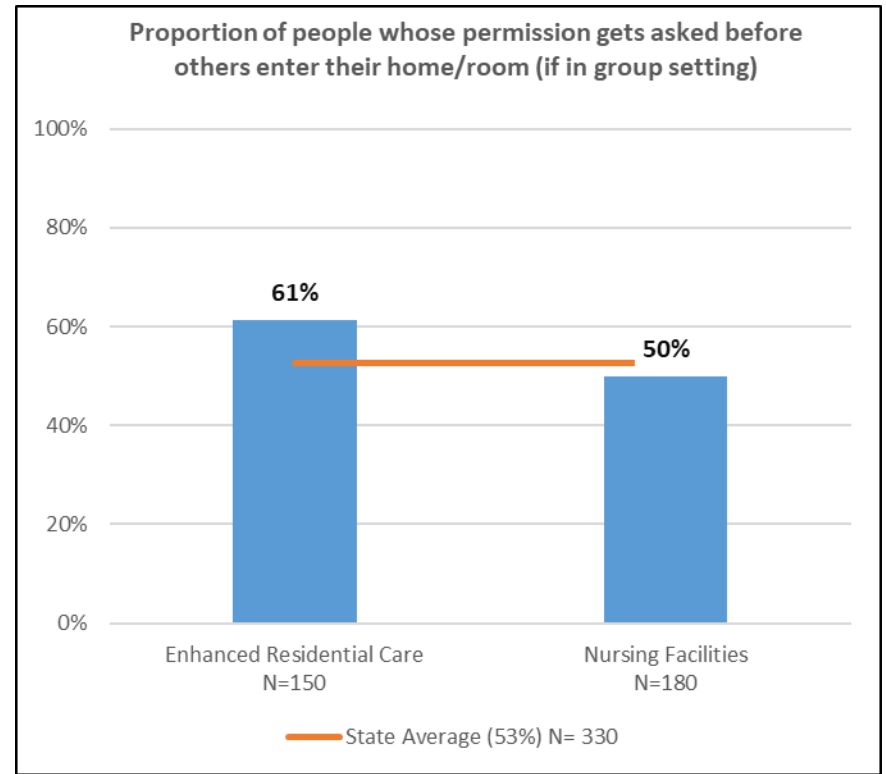
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

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

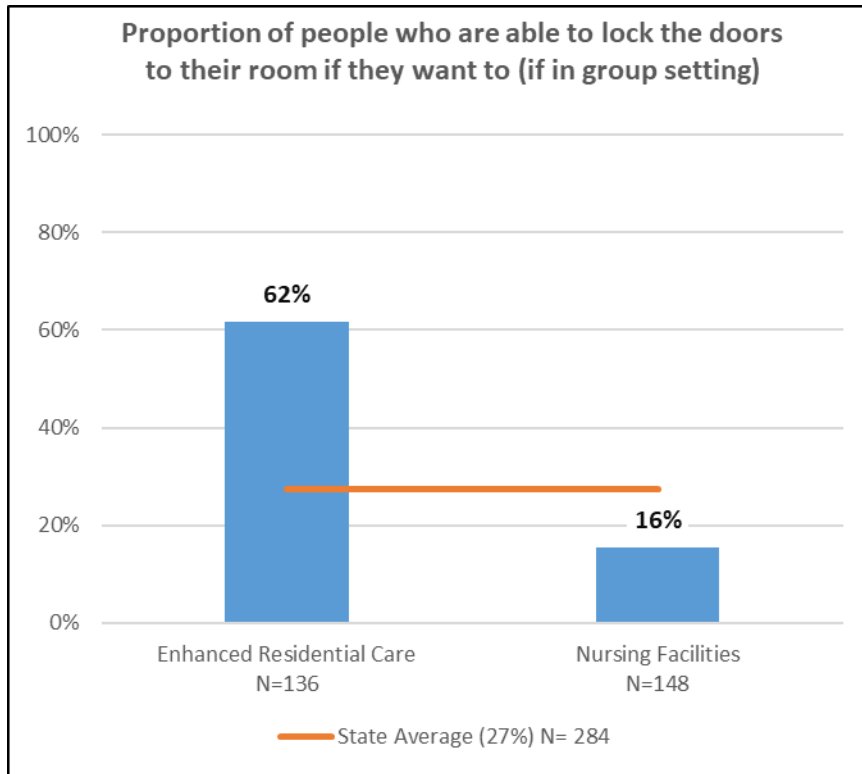


Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶⁰

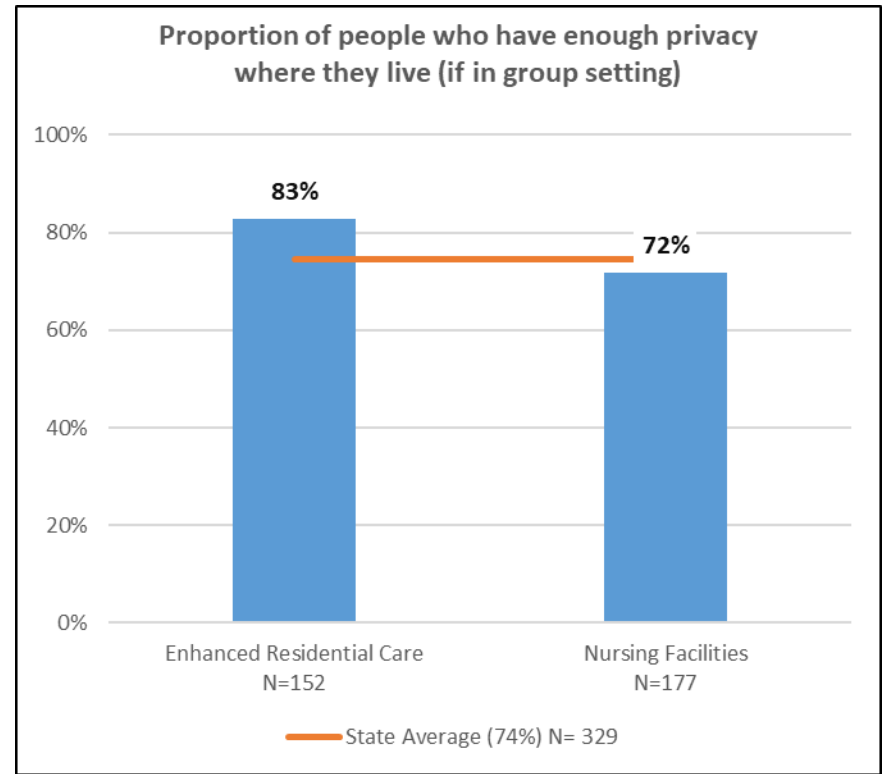


⁶⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting⁶¹)



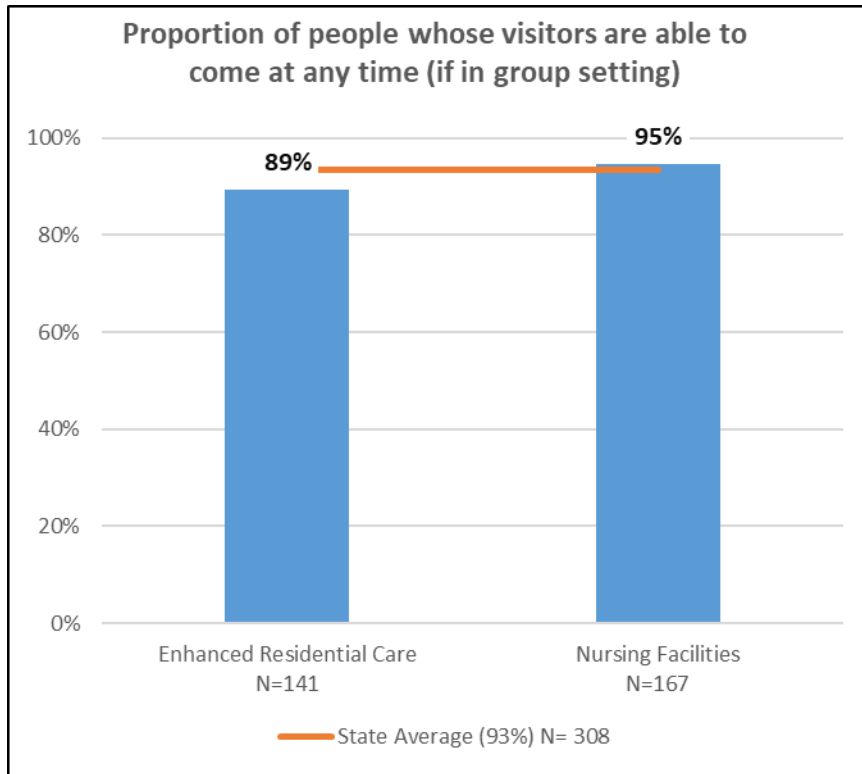
Graph 90. Proportion of people who have enough privacy where they live (if in group setting⁶²)



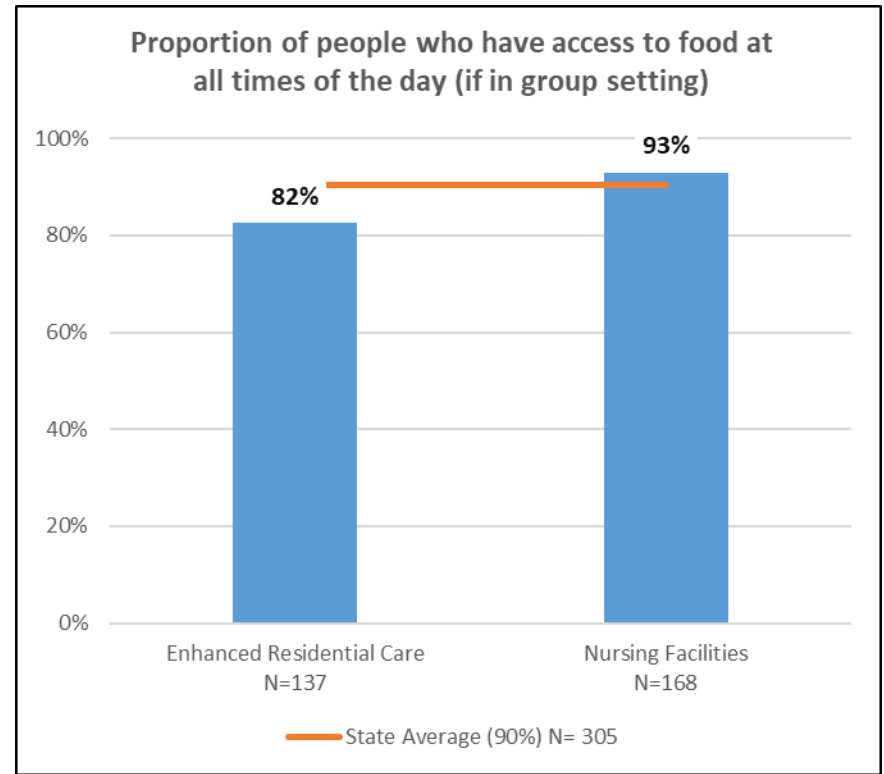
⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



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



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

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

Self-Direction

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

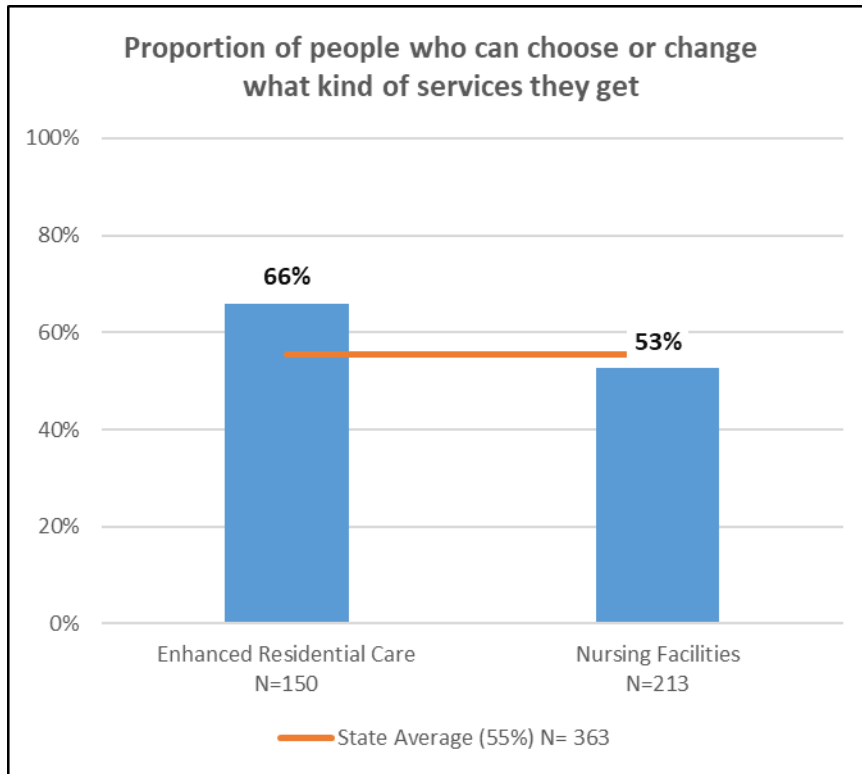
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

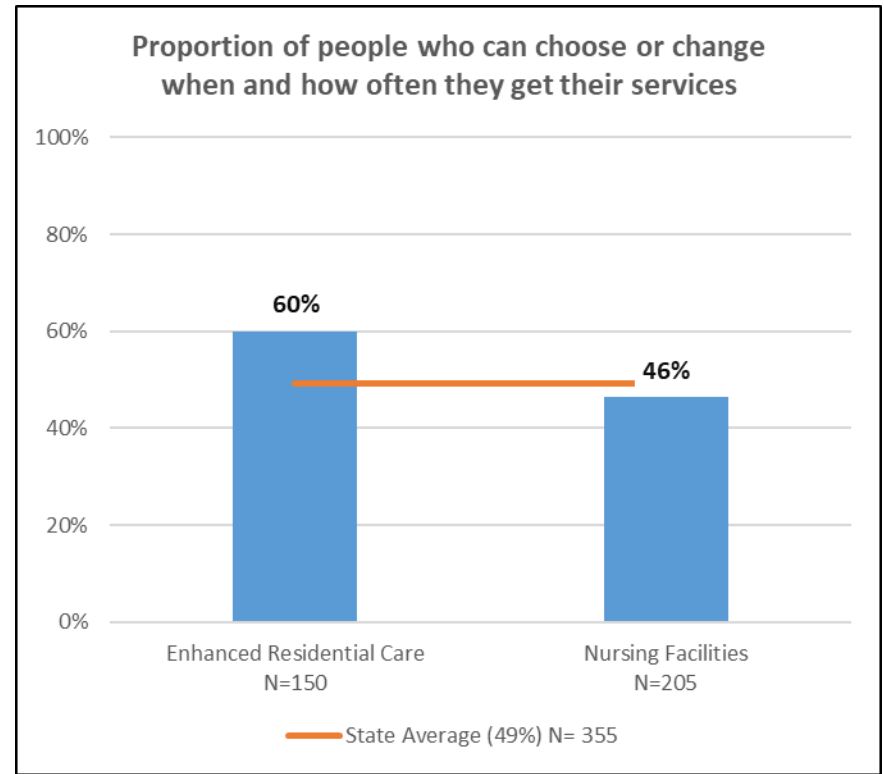
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

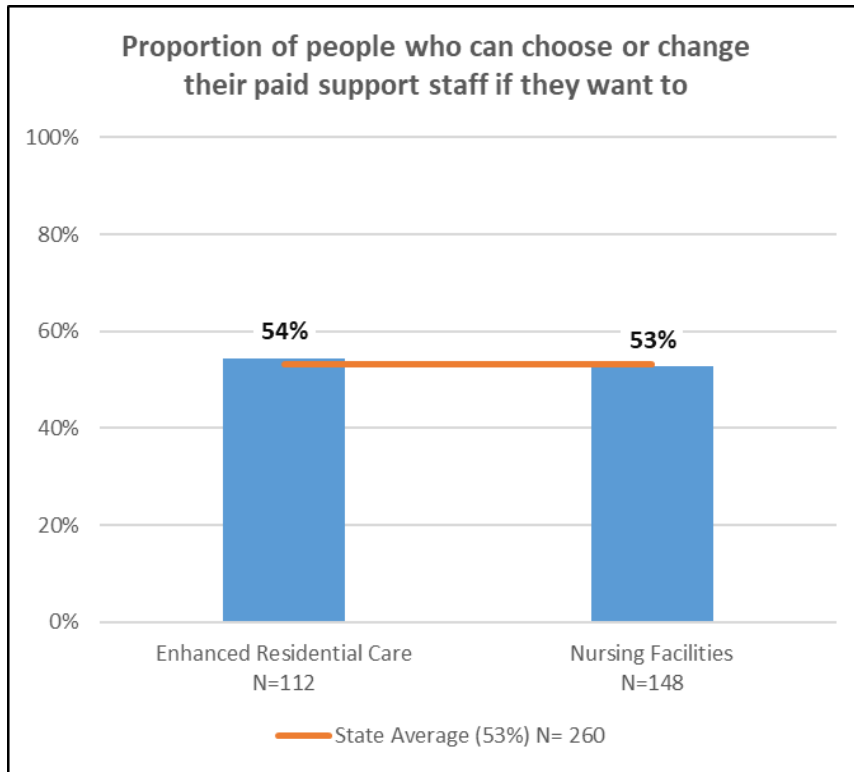
Graph 93. Proportion of people who can choose or change what kind of services they get



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



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



Work

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

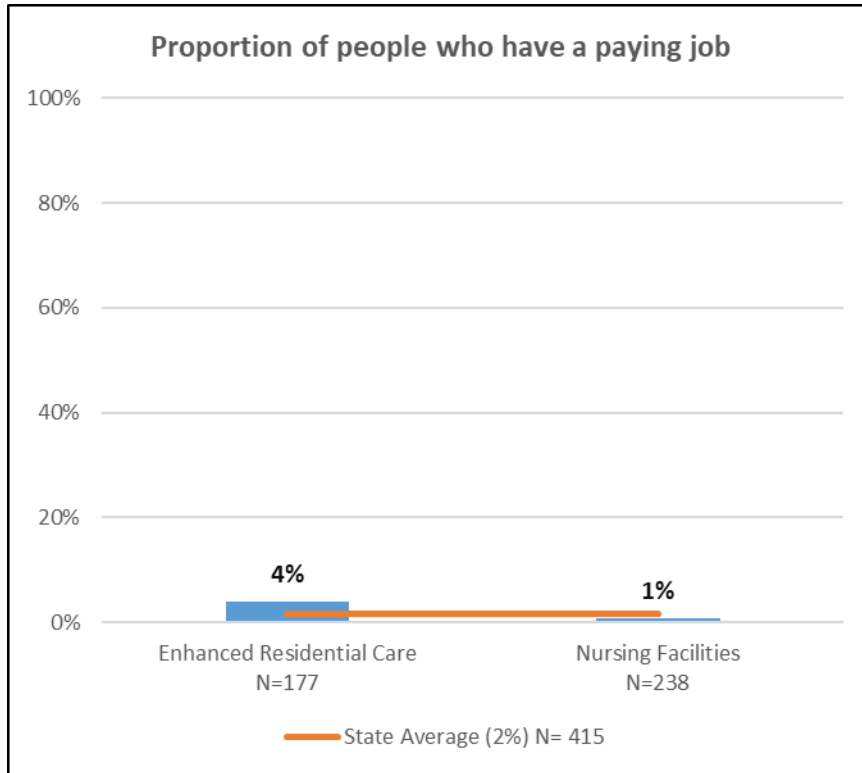
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

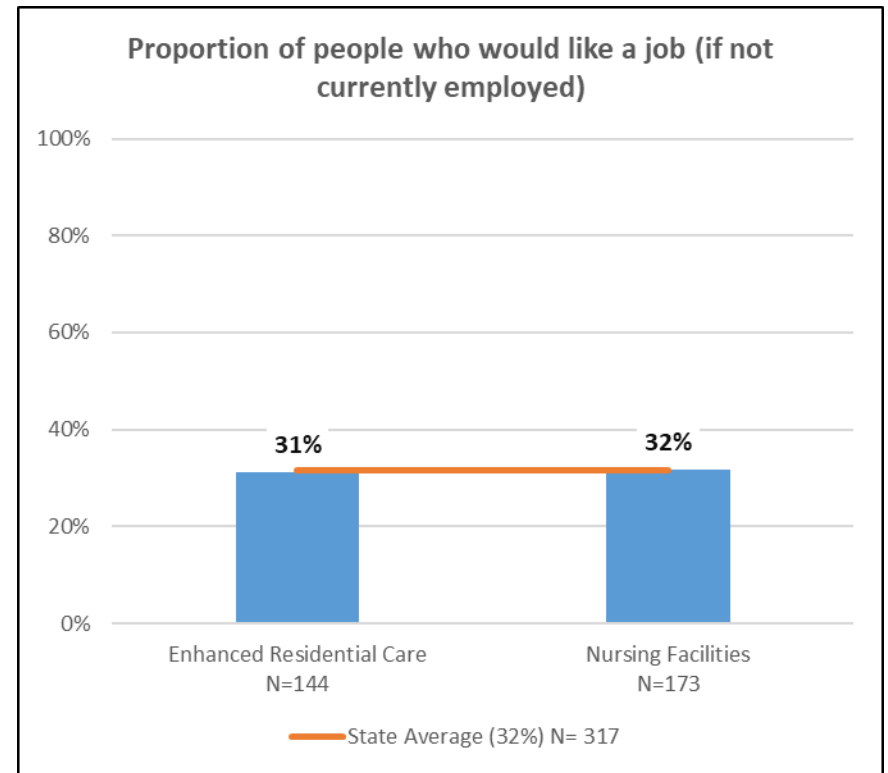
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

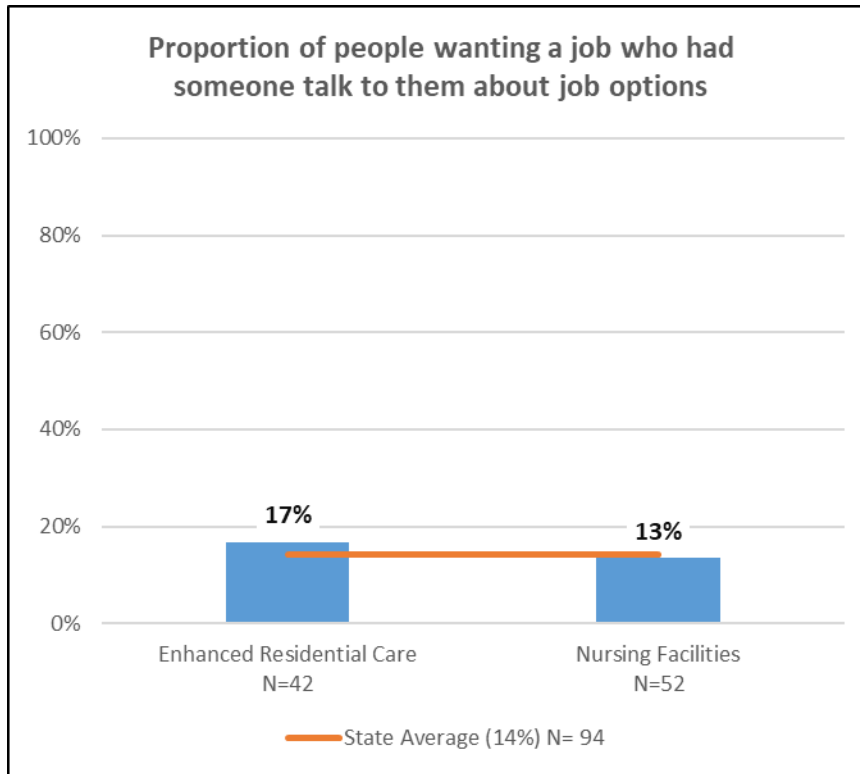
Graph 96. Proportion of people who have a paying job



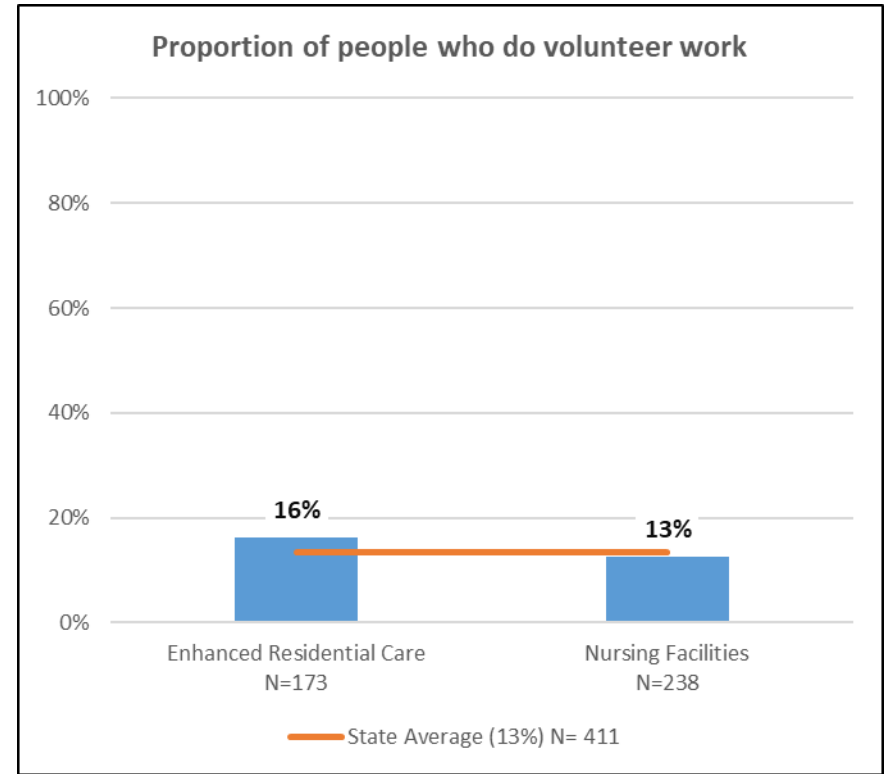
Graph 97. Proportion of people who would like a job (if not currently employed)



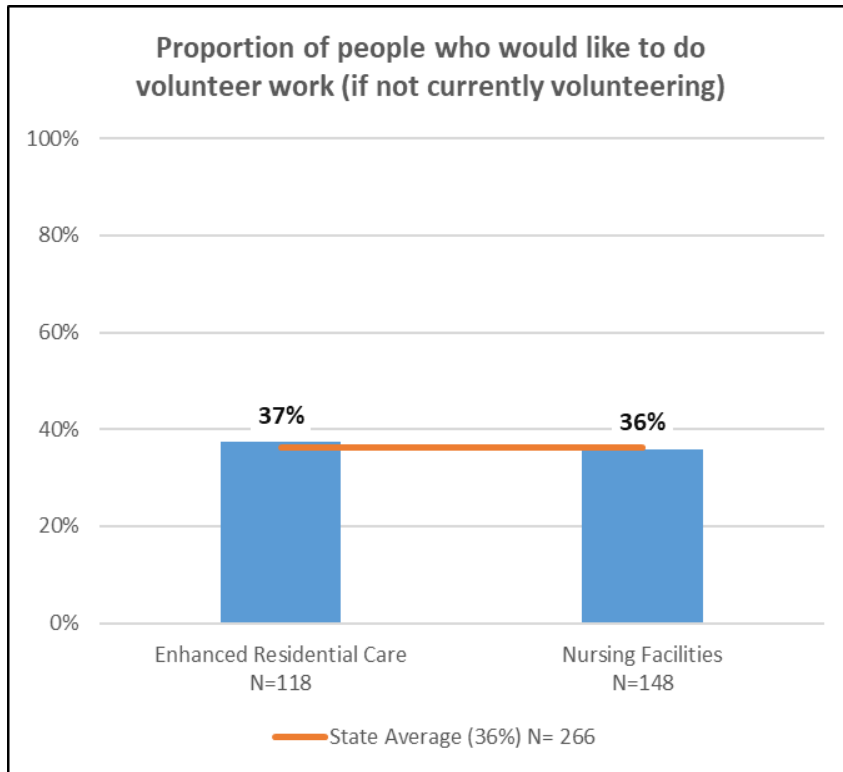
Graph 98. Proportion of people wanting a job who had someone talk to them about job options



Graph 99. Proportion of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

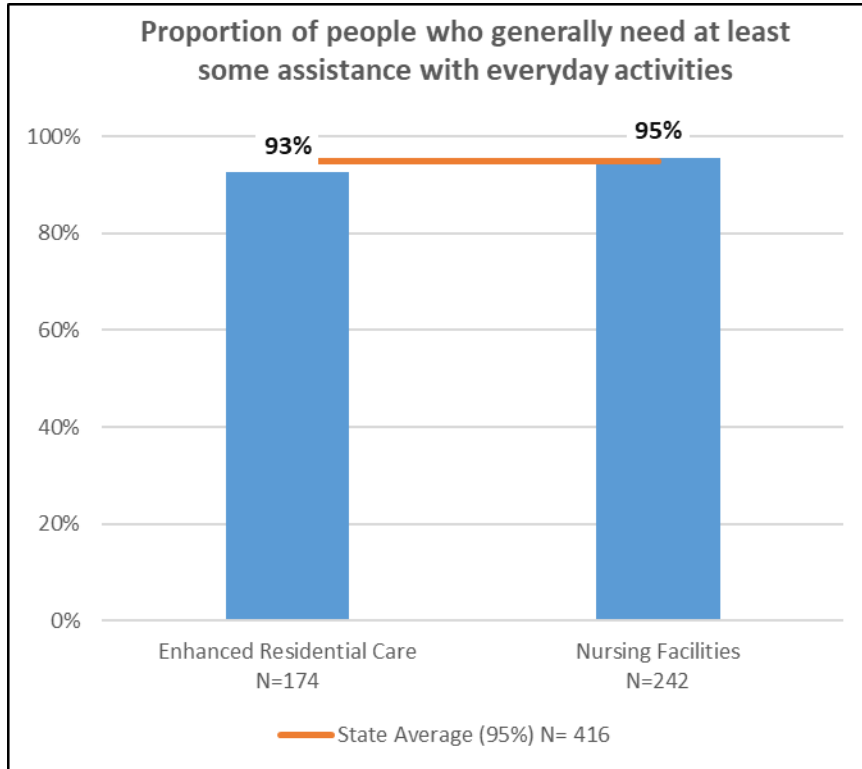
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

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

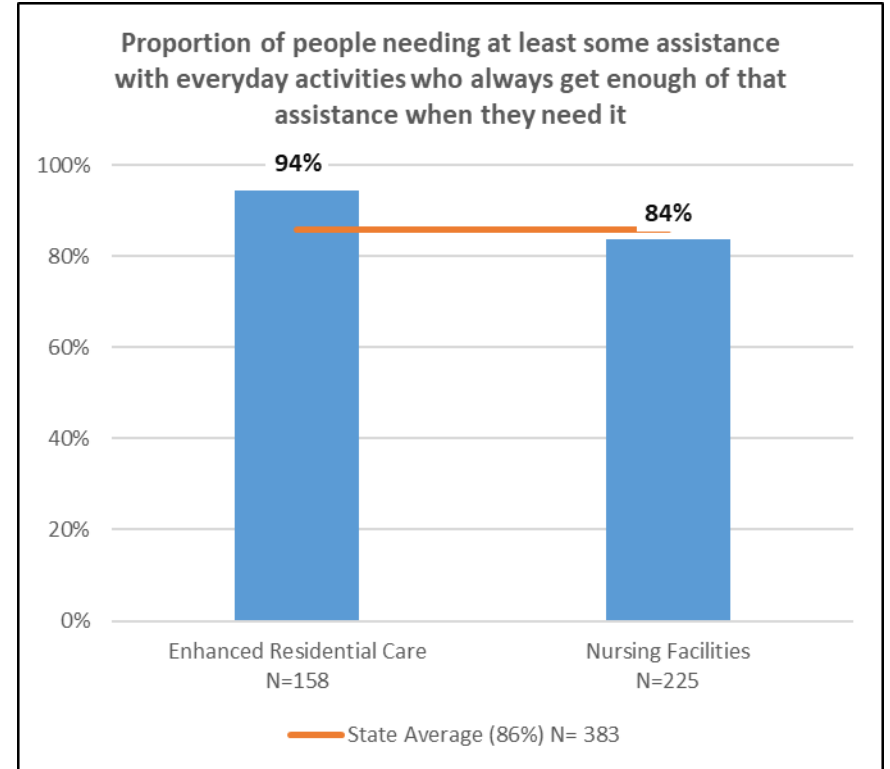
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

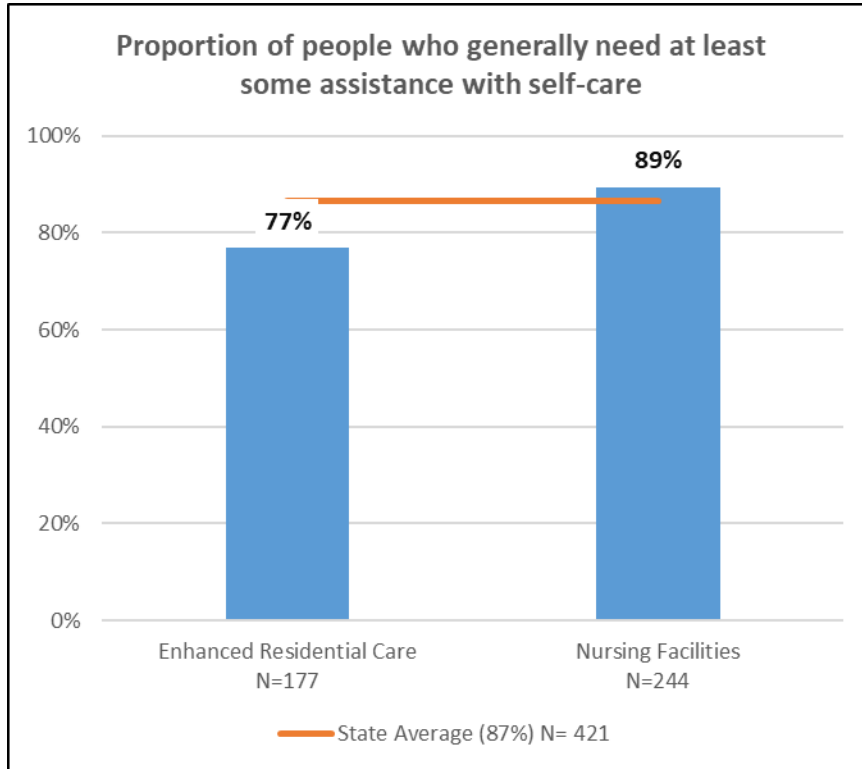
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



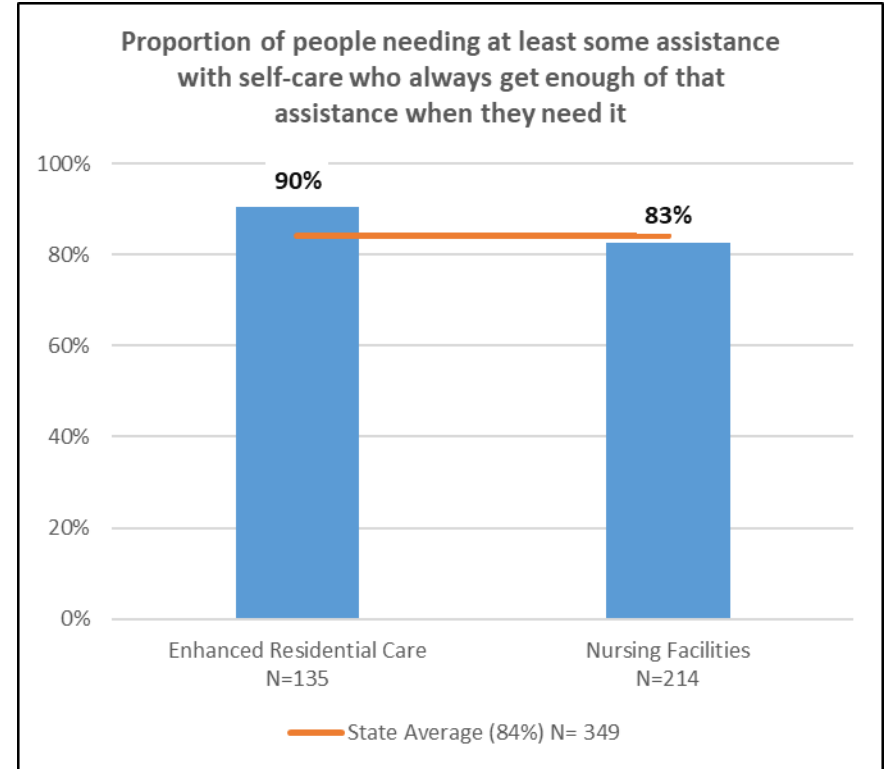
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



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



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



Affordability

People have enough available resources.

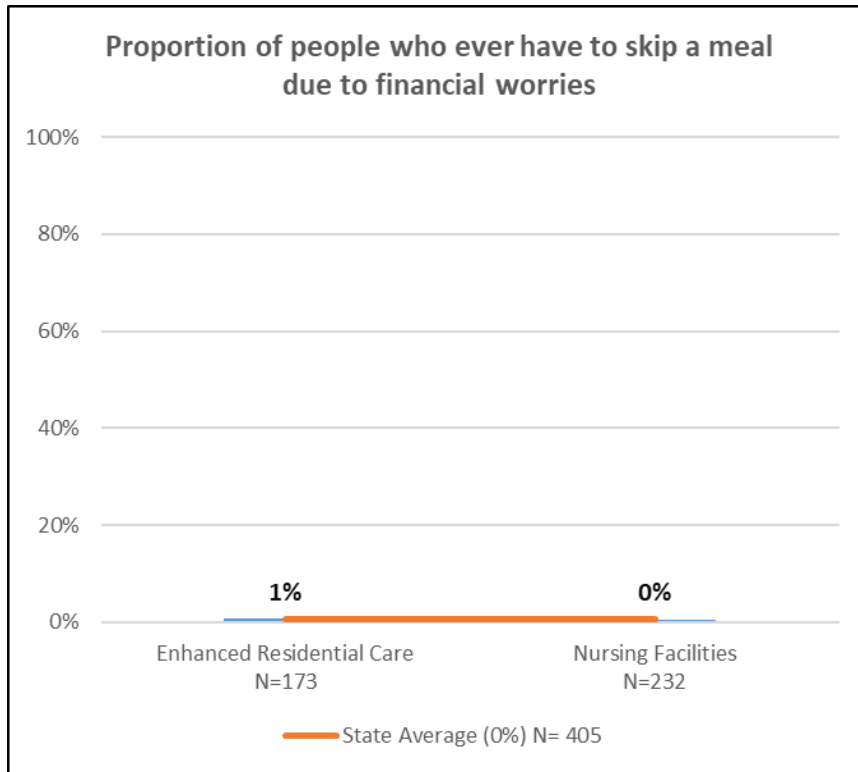
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Control

People feel in control of their lives

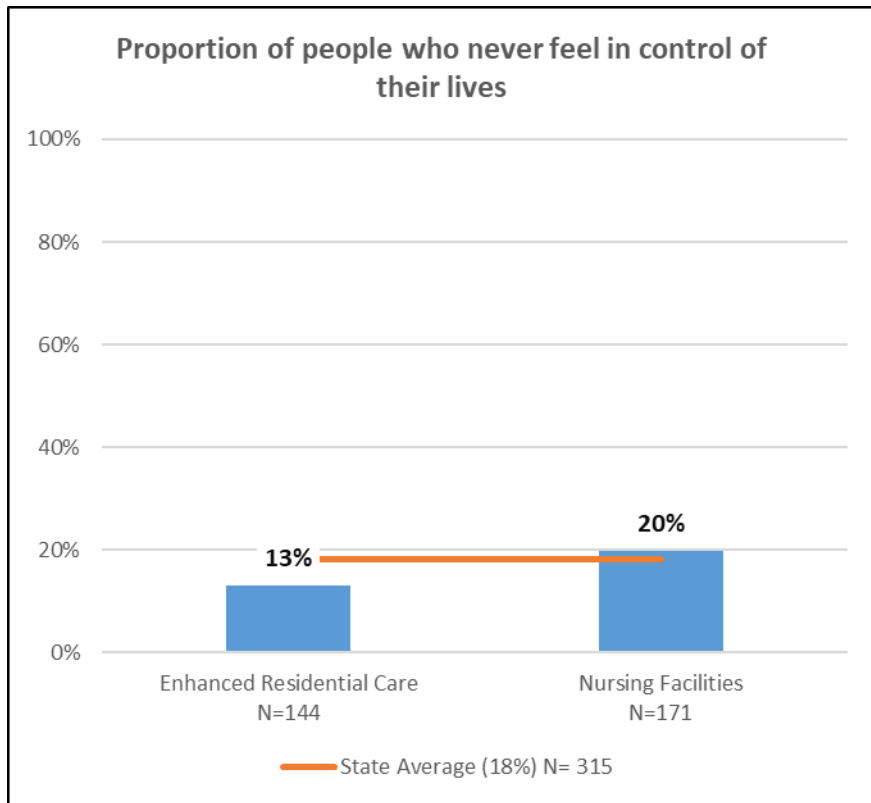
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

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

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

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need a replacement	52	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but do not have it	53	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need a replacement	54	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a personal emergency response system but do not have it	55	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a personal emergency response system but need a replacement	56	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need an oxygen machine but do not have it	57	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have an oxygen machine but need a replacement	58	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	59	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need a replacement	60	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	70	Collapse “Usually” and “No, rarely”
	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
Enhanced Residential Care	74.4	131
Nursing Facilities	76.6	200
Sample Average	75.7	331

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Enhanced Residential Care	73%	27%	0%	179
Nursing Facilities	81%	19%	0%	247
Sample Average	78%	22%	0%	426

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Enhanced Residential Care	30%	70%	0%	0%	179
Nursing Facilities	34%	66%	0%	0%	247
Sample Average	32%	68%	0%	0%	426

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
Enhanced Residential Care	1%	0%	100%	0%	99%	0%	1%	0%	179
Nursing Facilities	0%	0%	100%	0%	98%	0%	0%	0%	247
Sample Average	0%	0%	100%	0%	99%	0%	0%	0%	426

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Enhanced Residential Care	24%	7%	22%	46%	0%	179
Nursing Facilities	19%	20%	19%	42%	0%	247
Sample Average	21%	15%	20%	44%	0%	426

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Enhanced Residential Care	98%	1%	2%	0%	179
Nursing Facilities	100%	0%	0%	0%	247
Sample Average	99%	0%	1%	0%	426

Table 7. Type of residential area⁶⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Enhanced Residential Care	24%	17%	33%	26%	0%	179
Nursing Facilities	17%	20%	24%	38%	1%	247
Sample Average	20%	19%	28%	33%	0%	426

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
Enhanced Residential Care	0%	0%	0%	100%	0%	0%	0%	0%	179
Nursing Facilities	0%	0%	0%	0%	100%	0%	0%	0%	247
Sample Average	0%	0%	0%	42%	58%	0%	0%	0%	426

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
Enhanced Residential Care	0%	0%	0%	0%	0%	100%	0%	179
Nursing Facilities	0%	0%	0%	0%	0%	100%	0%	247
Sample Average	0%	0%	0%	0%	0%	100%	0%	426

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Enhanced Residential Care	98%	2%	0%	179
Nursing Facilities	98%	2%	0%	247
Sample Average	98%	2%	0%	426

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
Enhanced Residential Care	0%	33%	33%	33%	0%	0%	0%	0%	3
Nursing Facilities	40%	20%	20%	0%	0%	0%	20%	0%	5
Sample Average	25%	25%	25%	13%	0%	0%	13%	0%	8

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Enhanced Residential Care	65%	31%	4%	179
Nursing Facilities	47%	52%	1%	247
Sample Average	54%	43%	2%	426

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

	No	Yes	Don’t Know/Unclear	N
Enhanced Residential Care	50%	46%	3%	179
Nursing Facilities	49%	47%	4%	247
Sample Average	50%	46%	4%	426

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Enhanced Residential Care	80%	14%	6%	179
Nursing Facilities	86%	7%	7%	246
Sample Average	84%	10%	6%	425

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
Enhanced Residential Care	84%	11%	4%	179
Nursing Facilities	89%	5%	6%	246
Sample Average	87%	8%	5%	425

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
Enhanced Residential Care	8%	15%	55%	26%	0%	179
Nursing Facilities	32%	33%	37%	14%	0%	247
Sample Average	22%	25%	45%	19%	0%	426

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

	No	Yes	Don't Know/Unclear	N
Enhanced Residential Care	79%	21%	0%	179
Nursing Facilities	81%	17%	2%	247
Sample Average	80%	19%	1%	426

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Enhanced Residential Care	4%	96%	0%	179
Nursing Facilities	10%	90%	0%	247
Sample Average	8%	92%	0%	426

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
Enhanced Residential Care	1%	11%	35%	50%	3%	179
Nursing Facilities	2%	6%	45%	41%	6%	247
Sample Average	2%	8%	41%	45%	5%	426

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Enhanced Residential Care	68%	32%	0%	179
Nursing Facilities	80%	20%	0%	247
Sample Average	75%	25%	0%	426

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
Enhanced Residential Care	100%	0%	0%	179
Nursing Facilities	100%	0%	0%	247
Sample Average	100%	0%	0%	426

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
Enhanced Residential Care	32%	5%	58%	1%	4%	154
Nursing Facilities	35%	8%	52%	3%	2%	185
Sample Average	33%	6%	55%	2%	3%	339

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
Enhanced Residential Care	22%	38%	11%	44%	11%	2%	55
Nursing Facilities	5%	32%	21%	48%	22%	4%	77
Sample Average	12%	35%	17%	46%	17%	3%	132

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
Enhanced Residential Care	0%	11%	9%	9%	5%	5%	55
Nursing Facilities	3%	5%	14%	17%	3%	1%	77
Sample Average	2%	8%	12%	14%	4%	3%	132

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
Enhanced Residential Care	31%	61%	3%	6%	154
Nursing Facilities	41%	50%	4%	5%	186
Sample Average	36%	55%	3%	6%	340

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
Enhanced Residential Care	45%	42%	5%	8%	38
Nursing Facilities	66%	24%	7%	3%	157
Sample Average	62%	28%	7%	4%	195

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
Enhanced Residential Care	3%	16%	80%	0%	1%	154
Nursing Facilities	10%	9%	77%	1%	3%	184
Sample Average	7%	12%	78%	0%	2%	338

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
Enhanced Residential Care	54%	14%	29%	0%	0%	3%	153
Nursing Facilities	51%	15%	28%	0%	2%	3%	183
Sample Average	52%	14%	29%	0%	1%	3%	336

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
Enhanced Residential Care	7%	18%	71%	1%	3%	153
Nursing Facilities	16%	31%	47%	3%	4%	186
Sample Average	12%	25%	58%	2%	4%	339

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

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
Enhanced Residential Care	5%	18%	74%	1%	1%	137
Nursing Facilities	7%	15%	78%	0%	0%	166
Sample Average	6%	17%	76%	1%	0%	303

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
Enhanced Residential Care	13%	38%	3%	6%	6%	50%	0%	32
Nursing Facilities	14%	47%	6%	3%	0%	50%	6%	36
Sample Average	13%	43%	4%	4%	3%	50%	3%	68

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
Enhanced Residential Care	6%	12%	80%	1%	1%	155
Nursing Facilities	12%	24%	63%	1%	1%	190
Sample Average	10%	19%	70%	1%	1%	345

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
Enhanced Residential Care	4%	4%	4%	0%	39%	28
Nursing Facilities	0%	1%	4%	4%	39%	69
Sample Average	1%	2%	4%	3%	39%	97

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
Enhanced Residential Care	0%	7%	7%	11%	14%	28
Nursing Facilities	0%	9%	9%	16%	14%	69
Sample Average	0%	8%	8%	14%	14%	97

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
Enhanced Residential Care	4%	14%	11%	29%	7%	0%	28
Nursing Facilities	7%	12%	6%	27%	4%	1%	69
Sample Average	6%	12%	7%	27%	5%	1%	97

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Enhanced Residential Care	66%	6%	25%	3%	155
Nursing Facilities	53%	7%	38%	3%	190
Sample Average	59%	7%	32%	3%	345

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
Enhanced Residential Care	51%	12%	14%	0%	49
Nursing Facilities	62%	11%	1%	1%	85
Sample Average	58%	11%	6%	1%	134

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
Enhanced Residential Care	0%	10%	8%	4%	49
Nursing Facilities	11%	6%	6%	2%	85
Sample Average	7%	7%	7%	3%	134

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
Enhanced Residential Care	8%	29%	60%	0%	3%	154
Nursing Facilities	10%	33%	52%	2%	3%	184
Sample Average	9%	31%	56%	1%	3%	338

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
Enhanced Residential Care	52%	21%	18%	0%	6%	3%	113
Nursing Facilities	51%	20%	22%	0%	3%	3%	147
Sample Average	52%	21%	20%	0%	4%	3%	260

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
Enhanced Residential Care	2%	25%	69%	0%	5%	122
Nursing Facilities	8%	31%	58%	2%	1%	152
Sample Average	5%	28%	63%	1%	3%	274

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
Enhanced Residential Care	16%	10%	72%	3%	154
Nursing Facilities	17%	10%	71%	3%	189
Sample Average	16%	10%	71%	3%	343

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
Enhanced Residential Care	13%	8%	77%	2%	154
Nursing Facilities	12%	7%	78%	3%	189
Sample Average	13%	8%	78%	2%	343

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	29%	53%	16%	2%	178
Nursing Facilities	18%	60%	20%	2%	246
Sample Average	23%	57%	18%	2%	424

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
Enhanced Residential Care	3%	11%	82%	4%	0%	95
Nursing Facilities	4%	14%	77%	2%	3%	147
Sample Average	4%	13%	79%	3%	2%	242

⁶⁸ New item added in 2018-2019.

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
Enhanced Residential Care	13%	0%	87%	0%	0%	15
Nursing Facilities	7%	7%	86%	0%	0%	14
Sample Average	10%	3%	86%	0%	0%	29

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
Enhanced Residential Care	1%	8%	77%	8%	4%	2%	133
Nursing Facilities	2%	19%	64%	4%	7%	3%	177
Sample Average	1%	15%	70%	6%	6%	3%	310

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	12%	60%	26%	1%	179
Nursing Facilities	11%	67%	20%	2%	244
Sample Average	11%	64%	23%	2%	423

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
Enhanced Residential Care	41%	42%	10%	7%	153
Nursing Facilities	45%	41%	9%	5%	181
Sample Average	43%	42%	10%	6%	334

⁶⁹ Item previously reported in the "Access" domain.

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
Enhanced Residential Care	1%	14%	82%	2%	2%	176
Nursing Facilities	5%	18%	72%	3%	2%	237
Sample Average	3%	16%	76%	2%	2%	413

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
Enhanced Residential Care	8%	12%	4%	8%	0%	26
Nursing Facilities	11%	6%	0%	4%	4%	53
Sample Average	10%	8%	1%	5%	3%	79

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
Enhanced Residential Care	31%	27%	4%	8%	19%	4%	26
Nursing Facilities	17%	23%	2%	6%	6%	21%	53
Sample Average	22%	24%	3%	6%	10%	15%	79

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
Enhanced Residential Care	12%	0%	0%	8%	38%	4%	0%	26
Nursing Facilities	4%	0%	2%	2%	28%	25%	6%	53
Sample Average	6%	0%	1%	4%	32%	18%	4%	79

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
Enhanced Residential Care	27%	55%	18%	0%	11
Nursing Facilities	32%	58%	3%	6%	31
Sample Average	31%	57%	7%	5%	42

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
Enhanced Residential Care	9%	43%	6%	5%	2%	13%	173
Nursing Facilities	5%	43%	5%	7%	5%	26%	237
Sample Average	7%	43%	5%	6%	4%	20%	410

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
Enhanced Residential Care	18%	1%	1%	3%	10%	2%	173
Nursing Facilities	13%	0%	0%	1%	11%	2%	237
Sample Average	15%	0%	1%	2%	11%	2%	410

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
Enhanced Residential Care	5%	94%	0%	1%	179
Nursing Facilities	9%	91%	0%	1%	246
Sample Average	7%	92%	0%	1%	425

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
Enhanced Residential Care	92%	1%	0%	4%	1%	1%	2%	1%	169
Nursing Facilities	93%	0%	0%	5%	0%	0%	0%	1%	223
Sample Average	93%	0%	0%	4%	1%	0%	1%	1%	392

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
Enhanced Residential Care	46%	1%	1%	42%	8%	1%	13%	0%	1%	165
Nursing Facilities	41%	1%	0%	47%	11%	1%	22%	0%	0%	220
Sample Average	43%	1%	1%	45%	10%	1%	18%	0%	0%	385

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
Enhanced Residential Care	7%	75%	0%	11%	7%	122
Nursing Facilities	5%	78%	0%	13%	4%	170
Sample Average	5%	77%	0%	12%	5%	292

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
Enhanced Residential Care	75%	21%	3%	1%	177
Nursing Facilities	68%	27%	4%	1%	238
Sample Average	71%	25%	3%	1%	415

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
Enhanced Residential Care	3%	0%	95%	3%	0%	38
Nursing Facilities	11%	9%	77%	0%	3%	64
Sample Average	8%	6%	83%	1%	2%	102

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
Enhanced Residential Care	13%	71%	0%	16%	0%	38
Nursing Facilities	16%	69%	3%	8%	5%	64
Sample Average	15%	70%	2%	11%	3%	102

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
Enhanced Residential Care	23%	8%	62%	5%	1%	154
Nursing Facilities	40%	10%	45%	2%	3%	206
Sample Average	33%	9%	52%	3%	2%	360

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	45%	21%	33%	0%	2%	179
Nursing Facilities	36%	16%	47%	0%	2%	244
Sample Average	39%	18%	41%	0%	2%	423

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
Enhanced Residential Care	20%	77%	1%	2%	96
Nursing Facilities	20%	79%	1%	1%	153
Sample Average	20%	78%	1%	1%	249

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
Enhanced Residential Care	17%	11%	56%	9%	6%	1%	178
Nursing Facilities	25%	12%	48%	9%	6%	1%	243
Sample Average	21%	12%	51%	9%	6%	1%	421

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
Enhanced Residential Care	1%	1%	94%	2%	1%	1%	178
Nursing Facilities	3%	1%	84%	8%	3%	0%	243
Sample Average	2%	1%	89%	5%	2%	1%	421

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
Enhanced Residential Care	13%	80%	2%	1%	3%	0%	179
Nursing Facilities	13%	80%	2%	0%	5%	0%	244
Sample Average	13%	80%	2%	0%	4%	0%	423

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
Enhanced Residential Care	18%	75%	3%	2%	2%	0%	179
Nursing Facilities	13%	78%	2%	1%	5%	0%	244
Sample Average	15%	77%	2%	1%	4%	0%	423

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
Enhanced Residential Care	54%	39%	3%	2%	1%	0%	179
Nursing Facilities	6%	88%	4%	1%	1%	0%	244
Sample Average	26%	67%	4%	1%	1%	0%	423

⁷⁵ New domain in 2018-2019.

⁷⁶ Item previously reported in the "Access" domain.

⁷⁷ Item previously reported in the "Access" domain.

⁷⁸ Item previously reported in the "Access" domain.

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
Enhanced Residential Care	38%	58%	1%	1%	2%	1%	179
Nursing Facilities	41%	55%	0%	0%	2%	1%	244
Sample Average	40%	56%	0%	0%	2%	1%	423

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
Enhanced Residential Care	92%	5%	1%	0%	3%	0%	179
Nursing Facilities	84%	8%	1%	3%	3%	1%	244
Sample Average	87%	7%	1%	2%	3%	0%	423

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
Enhanced Residential Care	31%	66%	3%	0%	0%	1%	178
Nursing Facilities	40%	56%	2%	1%	0%	0%	242
Sample Average	36%	60%	2%	0%	0%	0%	420

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
Enhanced Residential Care	98%	1%	0%	1%	0%	1%	178
Nursing Facilities	92%	3%	0%	4%	0%	0%	242
Sample Average	95%	2%	0%	3%	0%	0%	420

⁷⁹ Item previously reported in the "Access" domain.

⁸⁰ Item previously reported in the "Access" domain.

⁸¹ Item previously reported in the "Access" domain.

⁸² Item previously reported in the "Access" domain.

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
Enhanced Residential Care	70%	26%	4%	0%	0%	1%	178
Nursing Facilities	28%	62%	10%	0%	0%	0%	242
Sample Average	45%	47%	7%	0%	0%	0%	420

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
Enhanced Residential Care	71%	16%	4%	8%	0%	1%	178
Nursing Facilities	74%	12%	5%	9%	0%	0%	242
Sample Average	72%	14%	5%	9%	0%	0%	420

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
Enhanced Residential Care	13%	66%	15%	3%	2%	1%	178
Nursing Facilities	23%	58%	13%	4%	2%	0%	242
Sample Average	19%	61%	14%	4%	2%	0%	420

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
Enhanced Residential Care	93%	4%	1%	1%	1%	1%	178
Nursing Facilities	91%	5%	2%	1%	0%	1%	242
Sample Average	92%	5%	1%	1%	0%	1%	420

⁸³ Item previously reported in the "Access" domain.

⁸⁴ Item previously reported in the "Access" domain.

⁸⁵ Item previously reported in the "Access" domain.

⁸⁶ Item previously reported in the "Access" domain.

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
Enhanced Residential Care	34%	56%	1%	5%	3%	1%	178
Nursing Facilities	16%	80%	2%	1%	0%	1%	242
Sample Average	24%	70%	2%	3%	1%	1%	420

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
Enhanced Residential Care	88%	11%	0%	0%	1%	1%	178
Nursing Facilities	80%	18%	1%	0%	0%	0%	242
Sample Average	84%	15%	0%	0%	0%	0%	420

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
Enhanced Residential Care	88%	8%	1%	1%	2%	2%	178
Nursing Facilities	82%	8%	1%	2%	5%	2%	240
Sample Average	84%	8%	1%	1%	4%	2%	418

⁸⁷ Item previously reported in the "Access" domain.

⁸⁸ New item added in 2018-2019.

⁸⁹ Item previously reported in the "Access" domain.

Safety

Table 76. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	1%	96%	1%	1%	155
Nursing Facilities	5%	93%	0%	2%	187
Sample Average	3%	94%	1%	2%	342

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
Enhanced Residential Care	0%	99%	0%	1%	122
Nursing Facilities	9%	89%	1%	1%	152
Sample Average	5%	94%	0%	1%	274

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
Enhanced Residential Care	76%	19%	2%	3%	155
Nursing Facilities	70%	28%	1%	1%	187
Sample Average	73%	24%	1%	2%	342

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
Enhanced Residential Care	90%	7%	2%	1%	155
Nursing Facilities	88%	7%	2%	3%	187
Sample Average	89%	7%	2%	2%	342

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
Enhanced Residential Care	4%	90%	6%	1%	179
Nursing Facilities	17%	72%	11%	1%	244
Sample Average	11%	79%	9%	1%	423

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
Enhanced Residential Care	63%	34%	2%	1%	177
Nursing Facilities	61%	35%	3%	1%	238
Sample Average	62%	35%	2%	1%	415

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
Enhanced Residential Care	61%	38%	2%	0%	61
Nursing Facilities	65%	32%	1%	1%	84
Sample Average	63%	34%	1%	1%	145

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
Enhanced Residential Care	100%	0%	0%	0%	61
Nursing Facilities	94%	4%	1%	1%	84
Sample Average	97%	2%	1%	1%	145

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
Enhanced Residential Care	93%	3%	3%	0%	61
Nursing Facilities	95%	2%	1%	1%	84
Sample Average	94%	3%	2%	1%	145

⁹⁰ New item added in 2018-2019.

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
Enhanced Residential Care	2%	6%	86%	1%	5%	1%	177
Nursing Facilities	8%	11%	72%	5%	4%	1%	238
Sample Average	5%	9%	78%	3%	4%	1%	415

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
Enhanced Residential Care	55%	45%	0%	0%	60
Nursing Facilities	49%	51%	0%	0%	80
Sample Average	51%	49%	0%	0%	140

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
Enhanced Residential Care	9%	82%	1%	7%	1%	177
Nursing Facilities	23%	66%	0%	11%	1%	238
Sample Average	17%	73%	0%	9%	1%	415

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
Enhanced Residential Care	63%	25%	1%	10%	1%	177
Nursing Facilities	72%	15%	0%	12%	1%	238
Sample Average	68%	20%	0%	11%	1%	415

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
Enhanced Residential Care	40%	51%	0%	7%	1%	177
Nursing Facilities	53%	40%	0%	6%	1%	238
Sample Average	47%	45%	0%	7%	1%	415

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
Enhanced Residential Care	12%	83%	0%	3%	1%	177
Nursing Facilities	11%	85%	0%	3%	1%	238
Sample Average	12%	84%	0%	3%	1%	415

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
Enhanced Residential Care	50%	42%	2%	3%	2%	177
Nursing Facilities	54%	37%	2%	7%	1%	238
Sample Average	52%	39%	2%	5%	1%	415

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
Enhanced Residential Care	3%	19%	31%	35%	11%	0%	1%	177
Nursing Facilities	8%	32%	34%	17%	8%	0%	1%	241
Sample Average	6%	26%	32%	25%	9%	0%	1%	418

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
Enhanced Residential Care	3%	18%	57%	12%	8%	0%	2%	177
Nursing Facilities	6%	23%	51%	11%	6%	2%	1%	241
Sample Average	5%	21%	54%	11%	7%	1%	1%	418

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
Enhanced Residential Care	42%	51%	5%	2%	177
Nursing Facilities	35%	61%	3%	1%	240
Sample Average	38%	57%	4%	1%	417

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
Enhanced Residential Care	43%	49%	6%	2%	90
Nursing Facilities	49%	45%	4%	1%	146
Sample Average	47%	47%	5%	2%	236

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
Enhanced Residential Care	29%	24%	29%	10%	1%	7%	153
Nursing Facilities	19%	32%	28%	16%	3%	2%	182
Sample Average	23%	29%	28%	13%	2%	4%	335

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
Enhanced Residential Care	12%	15%	71%	1%	2%	177
Nursing Facilities	11%	23%	64%	1%	1%	241
Sample Average	11%	19%	67%	1%	1%	418

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
Enhanced Residential Care	10%	27%	62%	1%	1%	177
Nursing Facilities	12%	24%	62%	1%	1%	241
Sample Average	11%	25%	62%	1%	1%	418

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
Enhanced Residential Care	2%	11%	84%	0%	2%	1%	177
Nursing Facilities	4%	12%	81%	0%	3%	1%	240
Sample Average	3%	11%	82%	0%	2%	1%	417

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
Enhanced Residential Care	47%	38%	12%	3%	177
Nursing Facilities	42%	39%	17%	1%	239
Sample Average	44%	39%	15%	2%	416

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
Enhanced Residential Care	23%	16%	49%	3%	5%	5%	153
Nursing Facilities	17%	17%	56%	3%	3%	4%	181
Sample Average	20%	16%	53%	3%	4%	5%	334

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
Enhanced Residential Care	0%	4%	93%	2%	0%	122
Nursing Facilities	1%	17%	81%	1%	0%	152
Sample Average	1%	11%	86%	1%	0%	274

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
Enhanced Residential Care	16%	22%	60%	1%	1%	153
Nursing Facilities	25%	24%	48%	2%	2%	186
Sample Average	21%	23%	54%	1%	1%	339

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
Enhanced Residential Care	34%	55%	9%	2%	153
Nursing Facilities	67%	12%	18%	3%	186
Sample Average	52%	32%	14%	2%	339

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

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

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Enhanced Residential Care	5%	12%	82%	0%	1%	153
Nursing Facilities	9%	18%	68%	2%	3%	186
Sample Average	7%	16%	75%	1%	2%	339

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
Enhanced Residential Care	10%	82%	3%	4%	1%	153
Nursing Facilities	5%	85%	4%	4%	2%	186
Sample Average	7%	84%	4%	4%	2%	339

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
Enhanced Residential Care	16%	74%	0%	7%	3%	153
Nursing Facilities	6%	84%	1%	6%	3%	186
Sample Average	11%	79%	0%	7%	3%	339

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

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

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

Self-Direction

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	14%	15%	56%	13%	3%	178
Nursing Facilities	22%	19%	46%	11%	2%	246
Sample Average	19%	17%	50%	12%	2%	424

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	12%	22%	51%	14%	2%	178
Nursing Facilities	22%	23%	39%	14%	2%	246
Sample Average	18%	22%	44%	14%	2%	424

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
Enhanced Residential Care	26%	13%	46%	13%	3%	133
Nursing Facilities	25%	14%	44%	13%	3%	177
Sample Average	25%	14%	45%	13%	3%	310

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	96%	4%	1%	0%	178
Nursing Facilities	98%	1%	1%	0%	241
Sample Average	97%	2%	1%	0%	419

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Enhanced Residential Care	67%	7%	23%	2%	147
Nursing Facilities	66%	10%	21%	3%	179
Sample Average	67%	9%	22%	3%	326

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
Enhanced Residential Care	78%	16%	4%	2%	45
Nursing Facilities	82%	13%	4%	2%	55
Sample Average	80%	14%	4%	2%	100

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	81%	16%	2%	1%	178
Nursing Facilities	86%	12%	0%	1%	241
Sample Average	84%	14%	1%	1%	419

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
Enhanced Residential Care	61%	12%	24%	2%	121
Nursing Facilities	62%	13%	22%	3%	153
Sample Average	62%	13%	23%	3%	274

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
Enhanced Residential Care	7%	32%	58%	2%	1%	179
Nursing Facilities	4%	25%	69%	1%	1%	247
Sample Average	6%	28%	64%	1%	1%	426

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
Enhanced Residential Care	6%	93%	1%	1%	161
Nursing Facilities	16%	81%	2%	1%	231
Sample Average	12%	86%	2%	1%	392

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
Enhanced Residential Care	23%	42%	34%	1%	1%	179
Nursing Facilities	11%	34%	54%	0%	1%	247
Sample Average	16%	38%	46%	0%	1%	426

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
Enhanced Residential Care	10%	90%	0%	1%	136
Nursing Facilities	17%	82%	0%	1%	217
Sample Average	14%	85%	0%	1%	353

Affordability

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	97%	0%	1%	0%	0%	2%	177
Nursing Facilities	96%	0%	0%	0%	0%	3%	240
Sample Average	97%	0%	0%	0%	0%	3%	417

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
Enhanced Residential Care	12%	27%	55%	1%	5%	153
Nursing Facilities	19%	27%	49%	2%	4%	181
Sample Average	16%	27%	52%	1%	4%	334

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	Don't Know	Unclear/Refused/ No Response	N
Enhanced Residential Care	46%	23%	13%	5%	3%	10%	151
Nursing Facilities	53%	20%	9%	6%	2%	10%	178
Sample Average	50%	21%	11%	6%	2%	10%	329

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
Enhanced Residential Care	8%	30%	36%	27%	132
Nursing Facilities	8%	30%	39%	24%	153
Sample Average	8%	30%	37%	25%	285

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
Enhanced Residential Care	26%	27%	28%	19%	132
Nursing Facilities	19%	29%	30%	22%	155
Sample Average	22%	28%	29%	21%	287

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
Enhanced Residential Care	15%	17%	21%	47%	134
Nursing Facilities	16%	19%	21%	45%	160
Sample Average	15%	18%	21%	46%	294

Appendix C: Vermont's State-Specific Questions

Table 126. Reasons people don't get enough assistance with everyday activities (VT-19)

	Lack of Funding	Current Caregivers Not Available When Needed	Unable to Find/Hire Caregiver	Other	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	0%	67%	22%	22%	0%	11%	9
Nursing Facilities	3%	81%	11%	11%	3%	5%	37
Sample Average	2%	78%	13%	13%	2%	7%	46

Table 127. Reasons people don't get enough assistance for self-care (VT-21)

	Lack of Funding	Current Caregivers Not Available When Needed	Unable to Find/Hire Caregiver	Other	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	8%	54%	8%	15%	15%	0%	13
Nursing Facilities	5%	84%	8%	16%	0%	0%	37
Sample Average	6%	76%	8%	16%	4%	0%	50

Table 128. Proportion of people whose caregivers are available at the time they want them (VT-26)

	Never	Seldom	Often	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	0%	2%	14%	82%	1%	2%	133
Nursing Facilities	2%	7%	26%	63%	2%	1%	177
Sample Average	1%	5%	21%	71%	1%	1%	310

Table 129. Proportion of people who are informed about caregiver changes in a timely manner (VT-27)

	Never	Seldom	Often	Yes, Always	N/A – Hasn't Experienced Caregiver Changes	Don't Know	Unclear/Refused/No Response	N
Enhanced Residential Care	30%	7%	8%	34%	7%	11%	4%	133
Nursing Facilities	31%	9%	8%	32%	8%	8%	4%	177
Sample Average	31%	8%	8%	33%	7%	9%	4%	310

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

Table 130. 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
Enhanced Residential Care	15%	7%	26%	34%	11%	7%	152
Nursing Facilities	9%	14%	27%	37%	10%	3%	181
Sample Average	12%	11%	27%	36%	10%	5%	333

Table 131. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Enhanced Residential Care	49%	35%	10%	6%	102
Nursing Facilities	35%	55%	6%	4%	141
Sample Average	41%	47%	8%	5%	243

Table 132. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
Enhanced Residential Care	6%	92%	3%	0%	36
Nursing Facilities	5%	90%	4%	1%	77
Sample Average	5%	90%	4%	1%	113

Table 133. 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
Enhanced Residential Care	94%	3%	3%	0%	36
Nursing Facilities	99%	1%	0%	0%	77
Sample Average	97%	2%	1%	0%	113

Table 134. 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
Enhanced Residential Care	6%	89%	6%	0%	36
Nursing Facilities	8%	87%	4%	1%	77
Sample Average	7%	88%	4%	1%	113

Table 135. 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
Enhanced Residential Care	0%	0%	3%	42%	47%	6%	3%	36
Nursing Facilities	3%	1%	14%	34%	47%	1%	0%	77
Sample Average	2%	1%	11%	36%	47%	3%	1%	113

Table 136. 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
Enhanced Residential Care	36%	42%	19%	3%	36
Nursing Facilities	53%	32%	14%	0%	77
Sample Average	48%	35%	16%	1%	113

Table 137. 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
Enhanced Residential Care	6%	17%	42%	36%	0%	36
Nursing Facilities	3%	16%	44%	36%	1%	77
Sample Average	4%	16%	43%	36%	1%	113

Table 138. 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
Enhanced Residential Care	11%	24%	33%	22%	9%	152
Nursing Facilities	6%	20%	33%	32%	8%	181
Sample Average	8%	22%	33%	28%	9%	333

Table 139. 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
Enhanced Residential Care	7%	89%	2%	3%	151
Nursing Facilities	8%	80%	6%	6%	181
Sample Average	8%	84%	4%	4%	332