



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Washington Results



Preface

The Department of Social and Health Services (DSHS) is Washington's largest state agency. In any given month, DSHS provides some type of shelter, care, protection and/or support to 2.4 million of our state's 7.1 million people. As part of DSHS, the Aging and Long Term Support Administration (AL TSA) delivers Medicaid funded services and supports to approximately 74,000 older adults and individuals with a disability per year.

The mission of AL TSA is to transform lives by promoting choice, independence, and safety through innovative services. AL TSA offers a broad array of services and supports that empower older adults and persons with disabilities to remain independent and supported in the setting of their choice. This is accomplished through person-centered case management that works with individuals to build a plan of care that reflects individual choices and preferences via a statewide network of local Home and Community Services (HCS) and Area Agencies on Aging (AAA) offices.

AL TSA partners with the AAAs that are responsible for planning, coordinating, and advocating for the development of a comprehensive service delivery system at local levels. AAAs administer many services, including: case management for adults/seniors receiving care in their homes; information and referrals; specialized home and community-based senior service programs; transportation; home modifications; legal services; and supports for family and kinship caregivers.

AL TSA also partners with a large network of providers, including individual providers, home care agencies, adult family homes, assisted living facilities, enhanced service facilities, nursing facilities, home health agencies, independent nurses, meal providers, assistive technology providers and others. The system of AL TSA and AAA contracted providers is designed to maximize individual options for high quality, timely, and cost-effective services that enable individuals to achieve their highest potential for independent living and maintain personal dignity.

Towards the goal of providing high quality services, AL TSA recognizes the importance of participant and stakeholder engagement. AL TSA engages with a number of Advisory Groups including the Service Experience Team representing participants of services, a Governor-appointed council dedicated to issues related to aging and disability and an advisory group for Traumatic Brain Injury. AL TSA also routinely conducts quality assurance and improvement activities to measure compliance and outcomes.

The National Core Indicators for Aging and Disabilities (NCI-AD) Adult Consumer Survey complements other participant feedback and engagement activities by exploring waiver recipient experiences with family relationships, health and wellness, health care, future planning, and other topics related to quality of life and service outcomes. AL TSA is excited to participate in the NCI-AD program for the first time in its 2018-2019 cycle. Data from the 2018-19 NCI-AD survey year will provide a baseline for AL TSA to compare to in subsequent years and provides AL TSA with critical participant feedback to help in its efforts to continuously plan and adapt its Long Term Services and Supports (LTSS) programs to best meet the needs of the state’s growing population.

Bea Rector, Director
Aging and Long Term Support Administration



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



ADvancing States
241 18th Street S., Ste. 403
Arlington, VA 22202



Aging and Long Term Services Administration
Washington State Department of Social and Health Services
PO Box 45040
Olympia, WA 98504-5010

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List of Abbreviations Used in This Report

AAA – Area Agency on Aging
ADL – Activities of Daily Living
ADRC – Aging and Disability Resource Center
ALTSA – Aging and Long-Term Support Administration
BI Section – Background Information Section of NCI-AD Adult Consumer Survey
CFC – Community First Choice
CIL – Center for Independent Living
CM – case manager
COPEs – Community Options Program Entry System
CPAP – continuous positive airway pressure
DSHS – Department of Social and Health Services
ER – emergency room
HCBS – Home and Community-Based Services
HCS – Home and Community Services
HSRI – Human Services Research Institute
IADL – Instrumental Activities of Daily Living
LOC – level of care
LTC – Long Term Care
LTSS – Long-Term Services and Supports
MMIS – Medicaid Management Information System
N – Number of respondents
N/A – not applicable
NASUAD – National Association of States United for Aging and Disabilities
NCI-AD – National Core Indicators for Aging and Disabilities
OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PERS – personal emergency response system

RSW – Residential Support Waiver

SET – Service Experience Team

UW – University of Washington

W4A – Washington Association of Area Agencies on Aging

Table of Contents

Preface	1
List of Abbreviations Used in This Report.....	3
Table of Contents.....	5
What is NCI-AD?	21
NCI-AD Adult Consumer Survey.....	21
Survey Overview	21
Figure 1. 2018-2019 NCI-AD Domains and Indicators	22
Survey Organization.....	25
NCI-AD in Washington	26
Sample.....	27
Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.....	29
Survey Process in Washington	29
Stakeholders	30
Organization of Results	30
Limitations of Report	32
Results	33
Community Participation	33
Graph 1. Proportion of people who are as active in their community as they would like to be	34
Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to	34

Choice and Decision Making	35
Graph 3. Proportion of people who are able to choose their roommate (if in group setting and have roommates).....	36
Graph 4. Proportion of people who get up and go to bed when they want to	36
Graph 5. Proportion of people who can eat their meals when they want to	37
Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	37
Relationships.....	38
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)	39
Satisfaction.....	40
Graph 8. Proportion of people who like where they are living	41
Graph 9. Proportion of people who would prefer to live somewhere else	41
Graph 10. Proportion of people who like how they spend their time during the day.....	42
Graph 11. Proportion of people whose paid support staff change too often.....	42
Graph 12. Proportion of people whose paid support staff do things the way they want them done.....	43
Service Coordination.....	44
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services	45
Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint	45
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to	46
Graph 16. Proportion of people who have an emergency plan in place.....	46
Graph 17. Proportion of people who want help planning for future changes in their needs.....	47
Graph 18. Proportion of people whose long-term care services meet all their current needs and goals.....	47

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)	48
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)	48
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)	49
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up	49
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)	50
Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English)	50
Care Coordination	51
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)	52
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	52
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	53
Graph 28. Proportion of people who know how to manage their chronic condition(s)	53
Graph 29. Proportion of people with concerns about falling or being unstable	54
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 risk	54
Access to Community.....	55
Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ...	56
Graph 32. Proportion of people who have transportation to get to medical appointments when they need to.....	56

Access to Needed Equipment	57
Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	58
Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement.....	58
Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them	59
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	59
Graph 37. Proportion of people who need a specialized bed but do not have it	60
Graph 38. Proportion of people who have a specialized bed but need a replacement.....	60
Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it.....	61
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement	61
Graph 41. Proportion of people who need some other home modification but do not have it	62
Graph 42. Proportion of people who have some other home modification but need a replacement.....	62
Graph 43. Proportion of people who need a walker but do not have it	63
Graph 44. Proportion of people who have a walker but need a replacement	63
Graph 45. Proportion of people who need a scooter but do not have it.....	64
Graph 46. Proportion of people who have a scooter but need a replacement	64
Graph 47. Proportion of people who need a wheelchair but do not have it	65
Graph 48. Proportion of people who have a wheelchair but need a replacement	65
Graph 49. Proportion of people who need hearing aids but do not have them.....	66
Graph 50. Proportion of people who have hearing aids but need a replacement	66
Graph 51. Proportion of people who need glasses but do not have them	67
Graph 52. Proportion of people who have glasses but need a replacement.....	67
Graph 53. Proportion of people who need a CPAP machine but do not have it.....	68

Graph 54. Proportion of people who have a CPAP machine but need a replacement	68
Graph 55. Proportion of people who need a personal emergency response system but do not have it.....	69
Graph 56. Proportion of people who have a personal emergency response system but need a replacement	69
Graph 57. Proportion of people who need an oxygen machine but do not have it	70
Graph 58. Proportion of people who have an oxygen machine but need a replacement.....	70
Graph 59. Proportion of people who need some other assistive device but do not have it	71
Graph 60. Proportion of people who have some other assistive device but need a replacement.....	71
Safety	72
Graph 61. Proportion of people who feel safe at home.....	73
Graph 62. Proportion of people who feel safe around their paid support staff	73
Graph 63. Proportion of people who are ever worried for the security of their personal belongings.....	74
Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months	74
Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	75
Health Care	76
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year	77
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	77
Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	78
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 to	78
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to.....	79
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months	79
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year.....	80

Graph 73. Proportion of people who have had a hearing exam in the past year	80
Graph 74. Proportion of people who have had a vision exam in the past year	81
Graph 75. Proportion of people who have had a flu shot in the past year	81
Graph 76. Proportion of people who have had a dental visit in the past year	82
Wellness	83
Graph 77. Proportion of people whose health was described as poor	84
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago	84
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months	85
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse... ..	85
Graph 81. Proportion of people who often feel sad or depressed	86
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	86
Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	87
Graph 84. Proportion of people who have access to healthy foods if they want them	87
Medications	88
Graph 85. Proportion of people who take medications that help them feel less sad or depressed	89
Graph 86. Proportion of people who understand what they take their prescription medications for	89
Rights and Respect.....	90
Graph 87. Proportion of people whose paid support staff treat them with respect.....	91
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	91
Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	92
Graph 90. Proportion of people who have enough privacy where they live (if in group setting)	92
Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)	93

Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)	93
Self-Direction	94
Graph 93. Proportion of people who can choose or change what kind of services they get	95
Graph 94. Proportion of people who can choose or change when and how often they get their services	95
Graph 95. Proportion of people who can choose or change their paid support staff if they want to.....	96
Work.....	97
Graph 96. Proportion of people who have a paying job	98
Graph 97. Proportion of people who would like a job (if not currently employed).....	98
Graph 98. Proportion of people wanting a job who had someone talk to them about job options	99
Graph 99. Proportion of people who do volunteer work.....	99
Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering).....	100
Everyday Living.....	101
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).....	102
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	102
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).....	103
Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it	103
Affordability	104
Graph 105. Proportion of people who ever have to skip a meal due to financial worries	105
Control	106

Graph 106. Proportion of people who never feel in control of their lives	107
Appendix A: Rules for Recoding and Collapsing Responses	108
Table A1. Outcome Variables – Collapsing Rules	108
Appendix B: Un-Collapsed and Unweighted Data by Program	113
Demographic Characteristics	114
Table 1. Average age (reported for those under 90 years of age)	114
Table 2. Age: 90 years and over	114
Table 3. Gender	114
Table 4. Race and ethnicity	115
Table 5. Marital status	115
Table 6. Primary language	115
Table 7. Type of residential area.....	116
Table 8. Type of residence	116
Table 9. Who else lives with the person	117
Table 10. Address changed in the past 6 months.....	117
Table 11. Where the person moved from (if address changed in the past 6 months)	117
Table 12. Formal diagnosis: physical disability	118
Table 13. Formal diagnosis: Alzheimer’s disease or other dementia	118
Table 14. Formal diagnosis: traumatic or acquired brain injury.....	118
Table 15. Formal diagnosis: intellectual or other developmental disability	119
Table 16. Level of mobility	119
Table 17. History of frequent falls (more than two in a six-month period)	119

Table 18. Receives Medicare	120
Table 19. Length of receiving LTSS in current program	120
Table 20. Has legal guardian	120
Table 21. Proportion of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records).....	121
Community Participation	122
Table 22. Proportion of people who are as active in their community as they would like to be	122
Table 23a. Reasons that people are not as active in the community as they would like to be	122
Table 23b. Reasons that people are not as active in the community as they would like to be (continued)	122
Table 24. Proportion of people who get to do the things they enjoy outside of their home as much as they want to.....	123
Choice and Decision Making	124
Table 25. Proportion of people who are able to choose their roommate (if in group setting and have roommates)	124
Table 26. Proportion of people who get up and go to bed when they want to.....	124
Table 27. Proportion of people who can eat their meals when they want to	124
Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)...	125
Relationships.....	126
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).....	126
Table 30. Reasons people aren't always able to see friends/family	126
Satisfaction.....	127
Table 31. Proportion of people who like where they are living	127
Table 32a. Reasons for not liking where people are living.....	127

Table 32b. Reasons for not liking where people are living (continued)	127
Table 32c. Reasons for not liking where people live (continued)	128
Table 33. Proportion of people who would prefer to live somewhere else	128
Table 34a. Where people would prefer to live (if would prefer to live somewhere else)	128
Table 34b. Where people would prefer to live (if would prefer to live somewhere else) (continued)	129
Table 35. Proportion of people who like how they spend their time during the day	129
Table 36. Proportion of people whose paid support staff change too often.....	129
Table 37. Proportion of people whose paid support staff do things the way they want them done.....	130
Service Coordination.....	131
Table 38. Proportion of people who know whom to contact if they want to make changes to their services	131
Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint	131
Table 40. Proportion of people who reported having a case manager/care coordinator	131
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)	132
Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English).....	132
Table 43. Proportion of people whose paid support staff show up and leave when they are supposed to	132
Table 44. Proportion of people who have an emergency plan in place.....	133
Table 45. Proportion of people who want help planning for future changes in their needs.....	133
Table 46. Proportion of people whose long-term care services meet their current needs and goals.....	133
Table 47a. Additional services might help meet people’s needs and goals (if have unmet needs and goals)	134
Table 47b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)	134
Table 47c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)	134

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)	135
Table 49a. How people first find out about the services available to them	135
Table 49b. How people first find out about the services available to them (continued).....	135
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)	136
Table 51a. Who helps people most often.....	136
Table 51b. Who helps people most often (continued).....	136
Table 52a. Who else helps (if anybody provides support on a regular basis)	137
Table 52b. Who else helps (continued)	137
Table 53. Proportion of people who have a backup plan if their paid support staff don't show up	137
Care Coordination	138
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)	138
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	138
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	138
Table 57. Proportion of people who know how to manage their chronic condition(s).....	139
Table 58. Proportion of people with concerns about falling or being unstable.....	139
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 risk	139
Access to Community.....	140

Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ..	140
Table 61. Proportion of people who have transportation to get to medical appointments when they need to	140
Access to Needed Equipment	141
Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home	141
Table 63. Proportion of people who need bathroom modifications (other than grab bars).....	141
Table 64. Proportion of people who need a specialized bed	142
Table 65. Proportion of people who need a ramp or stair lift in or outside the home.....	142
Table 66. Proportion of people who need some other home modification(s)	142
Table 67. Proportion of people who need a walker	143
Table 68. Proportion of people who need a scooter	143
Table 69. Proportion of people who need a wheelchair	143
Table 70. Proportion of people who need hearing aids	144
Table 71. Proportion of people who need glasses	144
Table 72. Proportion of people who need a CPAP machine.....	144
Table 73. Proportion of people who need a personal emergency response system (PERS)	145
Table 74. Proportion of people who need an oxygen machine	145
Table 75. Proportion of people who need some other assistive device(s)	145
Safety	146
Table 76. Proportion of people who feel safe at home.....	146
Table 77. Proportion of people who feel safe around their paid support staff	146
Table 78. Proportion of people who are ever worried for the security of their personal belongings.....	146
Table 79. Proportion of people whose money was taken or used without their permission in the last 12 months	147

Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	147
Health Care	148
Table 81. Proportion of people who have gone to the emergency room for any reason in the past year	148
Table 82. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	148
Table 83. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	148
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 to	149
Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to	149
Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months	149
Table 87. Proportion of people who have had a physical exam or wellness visit in the past year	150
Table 88. Proportion of people who have had a hearing exam in the past year	150
Table 89. Proportion of people who have had a vision exam in the past year	150
Table 90. Proportion of people who have had a flu shot in the past year	151
Table 91. Proportion of people who have had a dental visit in the past year	151
Wellness	152
Table 92. Proportion of people whose health was described as poor, fair, good, very good, and excellent	152
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.....	152
Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months	152
Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse	153
Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often	153
Table 97. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)	153

Table 98. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)	154
Table 99. Proportion of people who have access to healthy foods if they want them	154
Medications	155
Table 100. Proportion of people who take medications that help them feel less sad or depressed	155
Table 101. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)	155
Rights and Respect.....	156
Table 102. Proportion of people whose paid support staff treat them with respect	156
Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	156
Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	157
Table 105. Proportion of people who have enough privacy where they live (if in group setting)	157
Table 106. Proportion of people whose visitors are able to come at any time (if in group setting)	157
Table 107. Proportion of people who have access to food at all times of the day (if in group setting)	158
Self-Direction	159
Table 108. Proportion of people who can choose or change what kind of services they get	159
Table 109. Proportion of people who can choose or change when and how often they get services	159
Table 110. Proportion of people who can choose or change their paid support staff if they want to.....	159
Work.....	160
Table 111. Proportion of people who have a paying job.....	160
Table 112. Proportion of people who would like a job (if not currently employed).....	160
Table 113. Proportion of people wanting a job who had someone talk to them about job options	160
Table 114. Proportion of people who do volunteer work	161

Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering)	161
Everyday Living.....	162
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).....	162
Table 117. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	162
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).....	162
Table 119. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it	163
Affordability	164
Table 120. Proportion of people who ever have to skip a meal due to financial worries	164
Control	165
Table 121. Proportion of people who feel in control of their lives	165
Table 122. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....	165
Table 123. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....	165
Table 124. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends).....	166
Table 125. Ranking of how important being engaged with their community and friends was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)	166
Appendix C: Washington’s State-Specific Questions	167

Table 126. Proportion of people who feel their case manager/care coordinator respects their culture (if know they have case manager/care coordinator) (WA-1).....	168
Table 127. Proportion of people who take part in making and/or updating their plan of care/plan for services (if know they have plan of care/plan for services) (WA-2).....	168
Table 128. Proportion of people who feel their paid support staff respect their culture (if know they have case manager/care coordinator) (WA-3).....	168
Table 129. Proportion of people who know who to talk to if they are ever mistreated, hurt, disrespected, or neglected by others (WA-4).....	169
Table 130a. Who people would talk to if they are ever mistreated, hurt, disrespected, or neglected by others (WA-5)	169
Table 130b. Who people would talk to if they are ever mistreated, hurt, disrespected, or neglected by others (WA-5) (continued).....	169

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 Washington

The Washington State Aging and Long Term Care Support Administration (AL TSA) partnered with the Social Development Research Group of the University of Washington to participate in the 2018-19 National Core Indicators – Aging and Disabilities (NCI-AD) Adult Consumer Survey, developed and coordinated by ADvancing States (formerly NASUAD) and HSRI. Data gathered from this project will be used in AL TSA's ongoing efforts to positively impact the lives of Washington residents who rely on LTSS to remain independent and supported in their homes or in the setting of their choice.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Washington in 2018-2019 and included for analysis was four hundred sixty-four (Total N=464). Four program populations were included in the survey sample and are detailed below.

Community First Choice (CFC), without COPES: CFC is a Medicaid State Plan program. CFC eligibility includes individuals who, in the absence of home and community-based attendant services and supports provided under CFC, would require the level of care (LOC) furnished in a nursing facility. Eligible participants must also meet Medicaid financial requirements. CFC services provided to the participant may include: personal care in the participant's choice of setting, nurse delegation, Personal Emergency Response Systems (PERS), assistive technology (adaptive/assistive items to increase independence or substitute for human assistance with an ADL, IADL or health-related task), skills acquisition training, community transition services, and caregiver management training. One hundred and seven people (N=107) from this program were interviewed and included for analysis.

Community First Choice (CFC), with COPES: Individuals who are functionally eligible for CFC and financially eligible for waiver services can be on both programs simultaneously and access additional needed waiver services through the Community Options Program Entry System (COPES) program, a 1915(c) waiver. The COPES waiver serves individuals age 18 or older who are either blind or have a disability, and individuals 65 or older. Eligible participants must meet Medicaid financial requirements in addition to meeting nursing facility LOC or having needs that would otherwise result in admission to a skilled nursing facility within 30 days. In addition to the CFC services listed above under CFC (without COPES), COPES waiver services may include: adult day care, adult day health, client support training, wellness education, community choice guiding services, community support of goods and services, environmental modifications, home delivered meals, nursing services, skilled nursing services, specialized medical equipment and supplies, and transportation. One hundred forty-one people (N=141) from this program were interviewed and included for analysis.

New Freedom Waiver: New Freedom is a budget-based participant-directed 1915(c) waiver serving King and Pierce Counties. Participants must be 65 years or older, blind or disabled and meet functional and financial eligibility requirements. Participants have flexibility to plan and purchase goods and services specific to their unique needs and preferences. Services include: personal assistance services, treatment and health maintenance supports, individual-directed goods, services, and supports, environmental and vehicle modifications, and training and educational supports. One hundred and five people (N=105) from this program were interviewed and included for analysis.

Residential Support Waiver (RSW): RSW is a 1915(c) waiver designed to provide personal care and specialized services for waiver participants who have behavioral support needs. RSW provides a cohesive and comprehensive continuum of services targeted to adults with behavioral and clinical complex needs who are discharging from psychiatric hospitals, have a history of failed community living, or are in imminent danger of losing a current community living setting due to problematic behavior. RSW participants may receive services in adult family homes, assisted living facilities, enhanced adult residential care facilities, or enhanced services facilities. Services available to RSW participants include personal care, behavior support, client support training, skilled nursing services, and specialized medical equipment. One hundred eleven people (N=111) from this program were interviewed and included for analysis

Figure 2 below summarizes programs included in Washington'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
CFC w/o COPES	107	17,532	8.7% MoE, 95% CL	9.5% MoE, 95% CL
CFC (with COPES)	141	32,881	7.6% MoE, 95% CL	8.2% MoE, 95% CL
New Freedom Waiver	105	475	7.7% MoE, 95% CL	8.5% MoE, 95% CL
Residential Support Waiver	111	1,043	8.1% MoE, 95% CL	8.8% MoE, 95% CL
Total	464	51,931	4.2% MoE, 95% CL	4.5% MoE, 95% CL

Survey Process in Washington

AL TSA partnered with the University of Washington (UW) to conduct the 464 face-to-face NCI-AD Adult Consumer Survey interviews with recipients enrolled in the state’s CFC state plan (without COPES), CFC with COPES, New Freedom waiver providing budget and employer authority, and RSW targeted to individuals relocating or diverting from state or local psychiatric hospitals. Prior to launching the project, UW staff were trained to conduct NCI-AD Adult Consumer Surveys by the NCI-AD project team from HSRI and ADvancing States (formerly NASUAD). AL TSA extracted a statewide record of all active waiver and CFC state plan recipients from the ProviderOne payment system (MMIS – Medicaid Management Information System), and pulled a random sample of recipients with whom to conduct the voluntary NCI-AD survey. This sample was stratified by program and distributed proportionally across the three geographic regions of the state.

Washington did not use the optional PCP module but chose to add five state-specific questions to the standard NCI-AD Survey.

Stakeholders

ALTSA consistently works with recipients and stakeholders to ensure a high level of participant and community involvement in planning and decision-making. The Service Experience Team (SET) was consulted prior to launching the survey and helped develop the five Washington state-specific questions added to the standard NCI-AD survey. The SET consists of a diverse cross-section of program recipients, advocacy representatives, and a tribal representative. This team provides feedback and input to HCS regarding programs and services.

HCS Regional Administrators and Washington Association of Area Agencies on Aging (W4A) were also consulted during the planning process. In addition, all service recipients, HCS and AAA staff, and residential providers were informed of the program's intent and timeline prior to the start of survey interviews.

Organization of Results

The following pages of the report presents findings from Washington'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 Washington’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. Washington’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 Washington’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 Washington’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 Washington chose to add to the standard NCI-AD Survey are shown in Appendix C.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Washington. 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 Washington'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 Washington's programs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Results

Community Participation

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

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

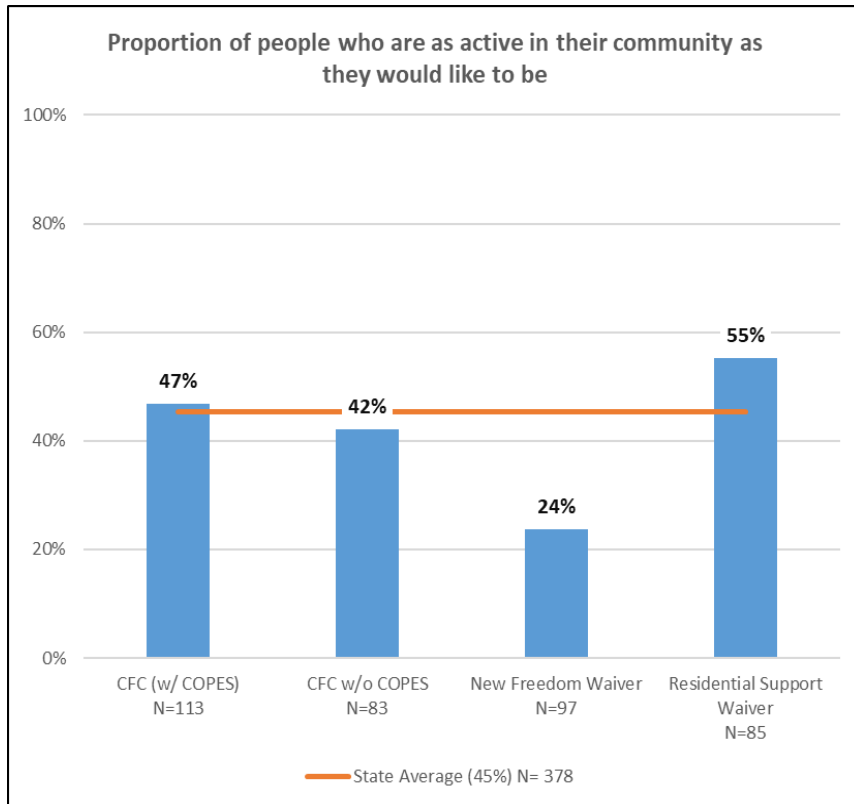
1. Proportion of people who are able to participate in preferred community activities.

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

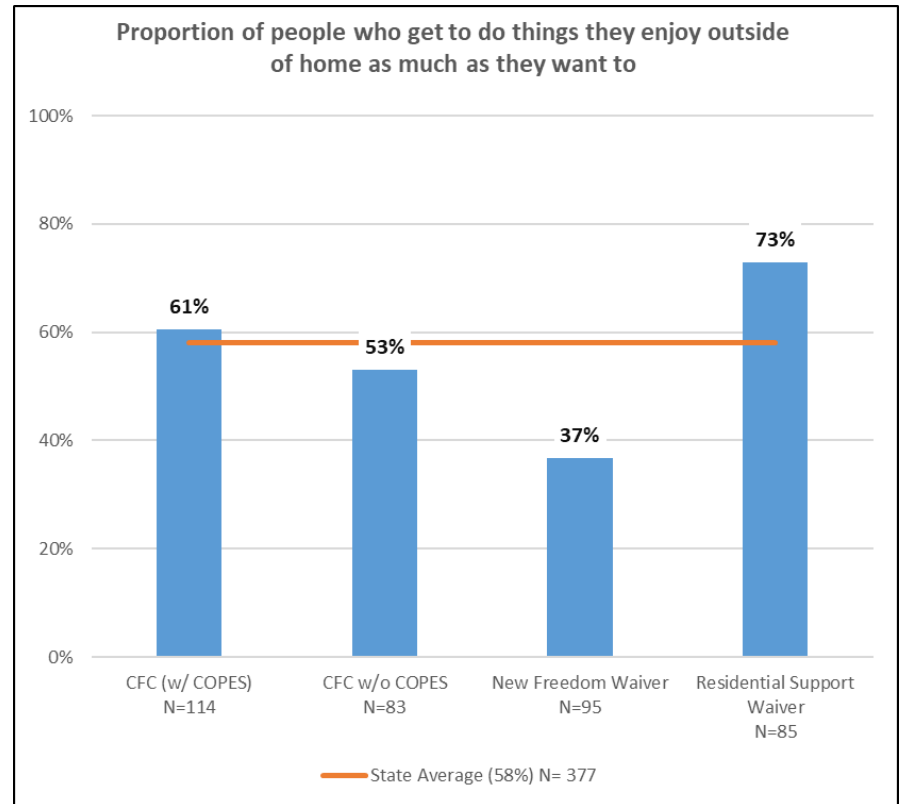
Un-collapsed data are shown in Appendix B.

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

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



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



Choice and Decision Making

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

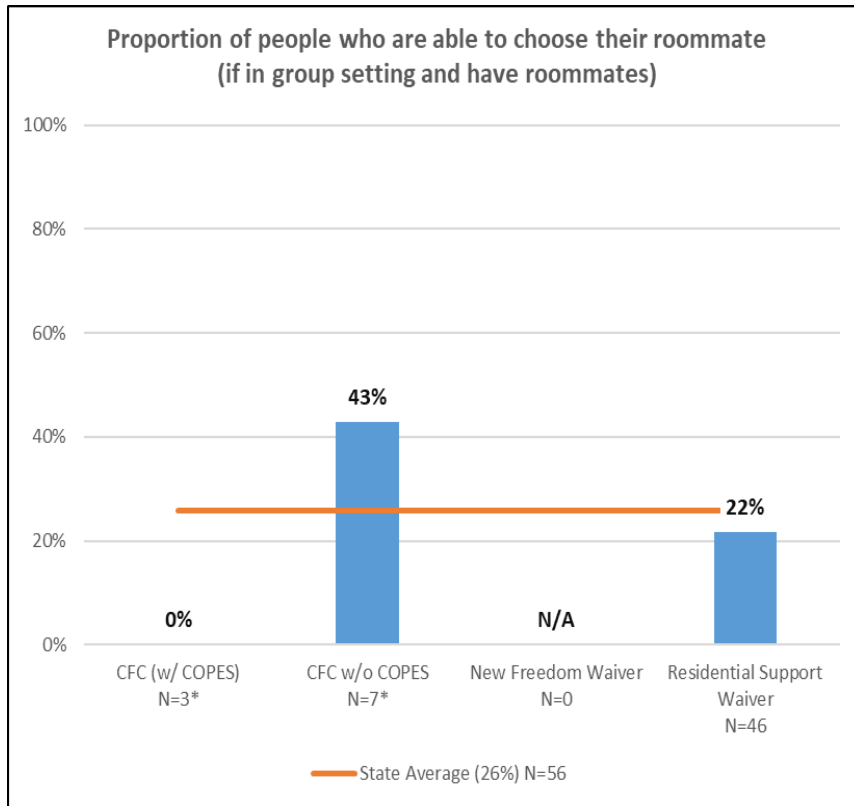
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

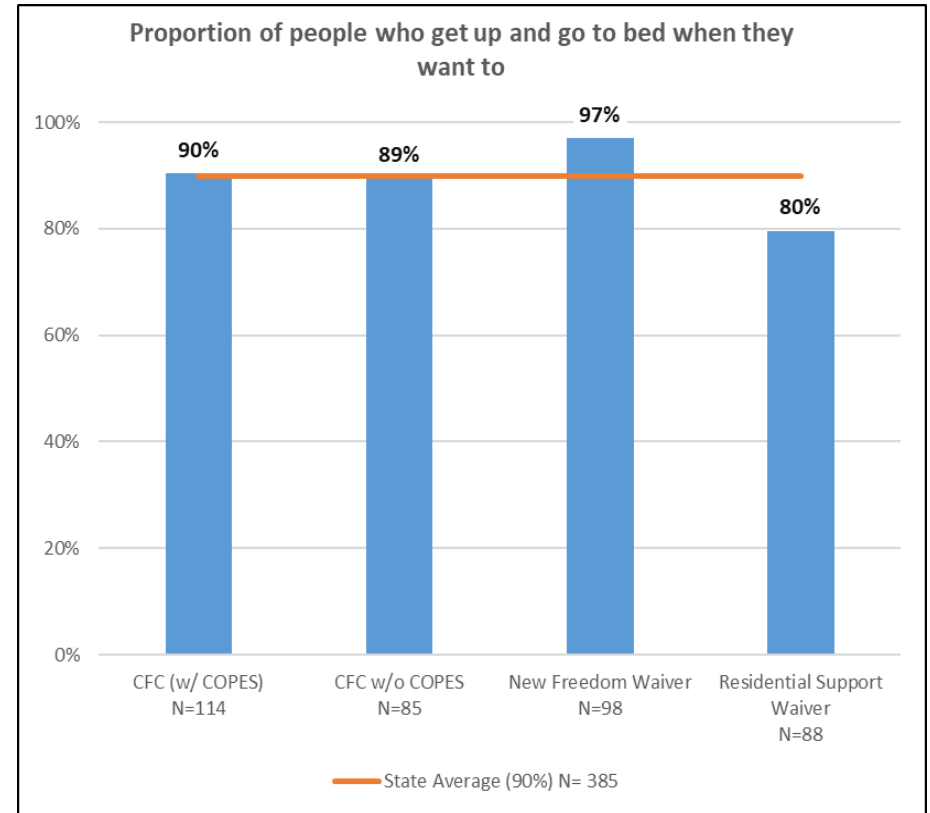
Un-collapsed data are shown in Appendix B.

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



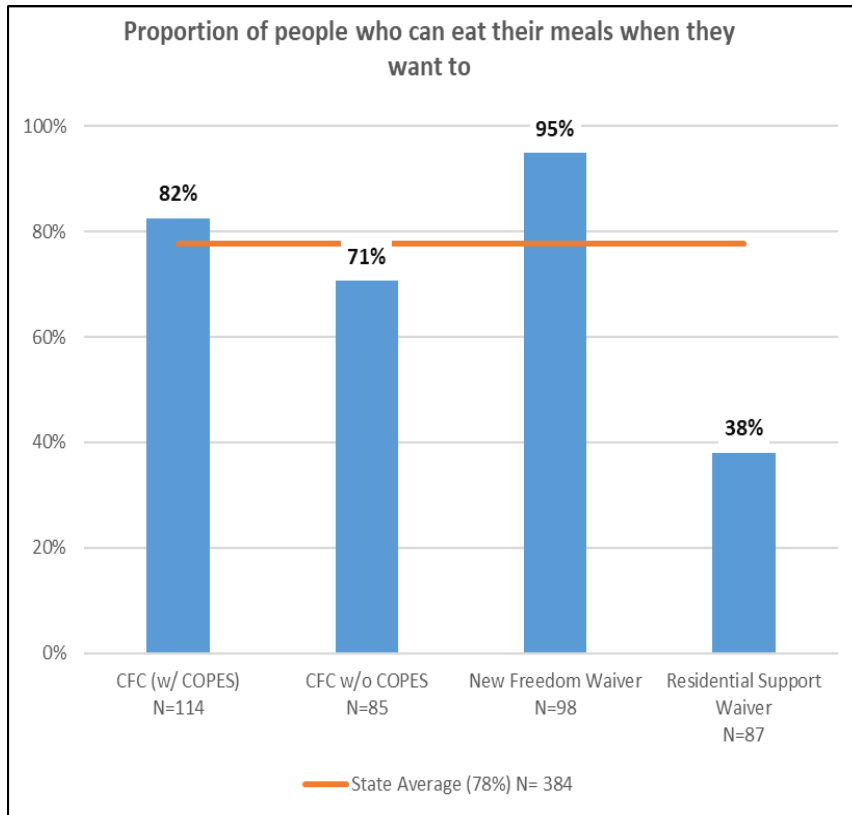
* Very small number of responses

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

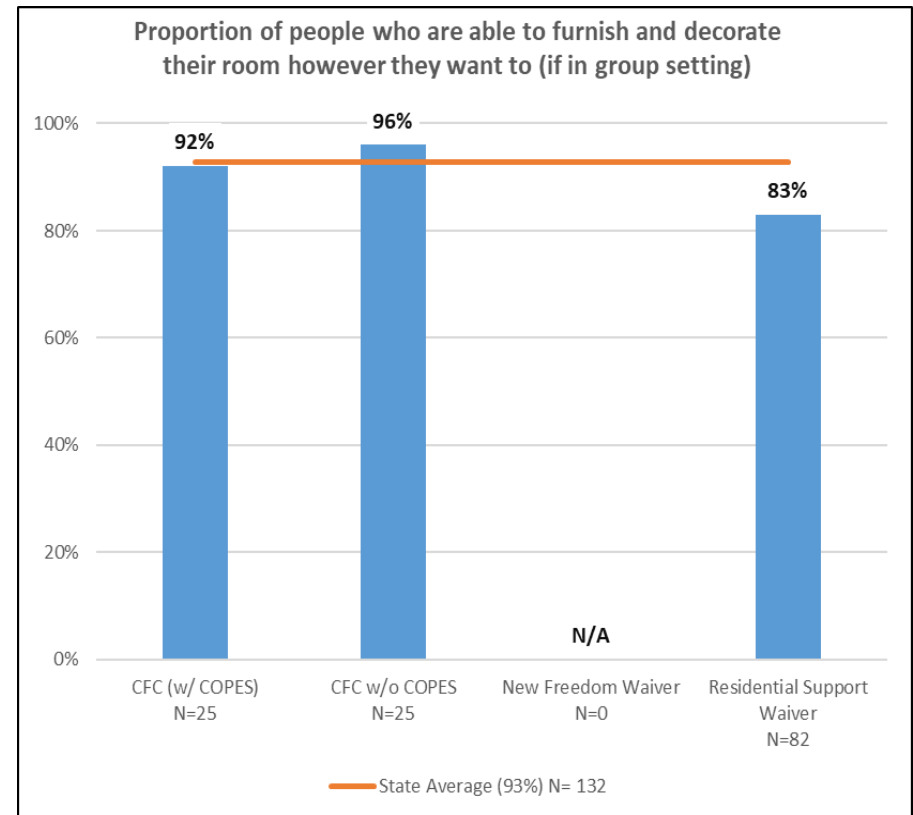


¹¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



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



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:

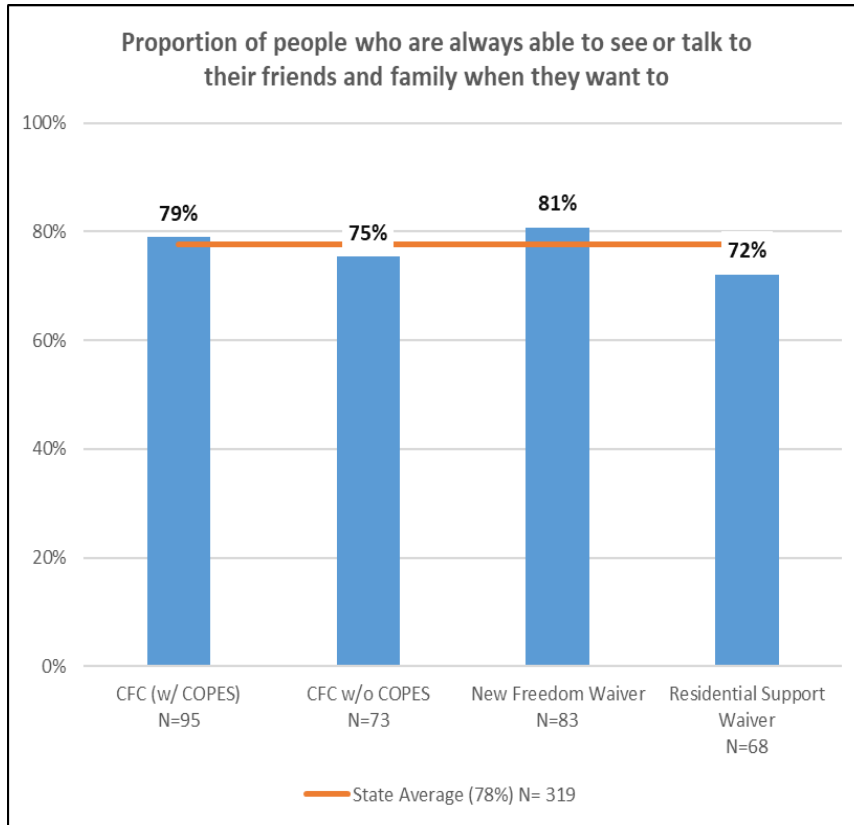
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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:

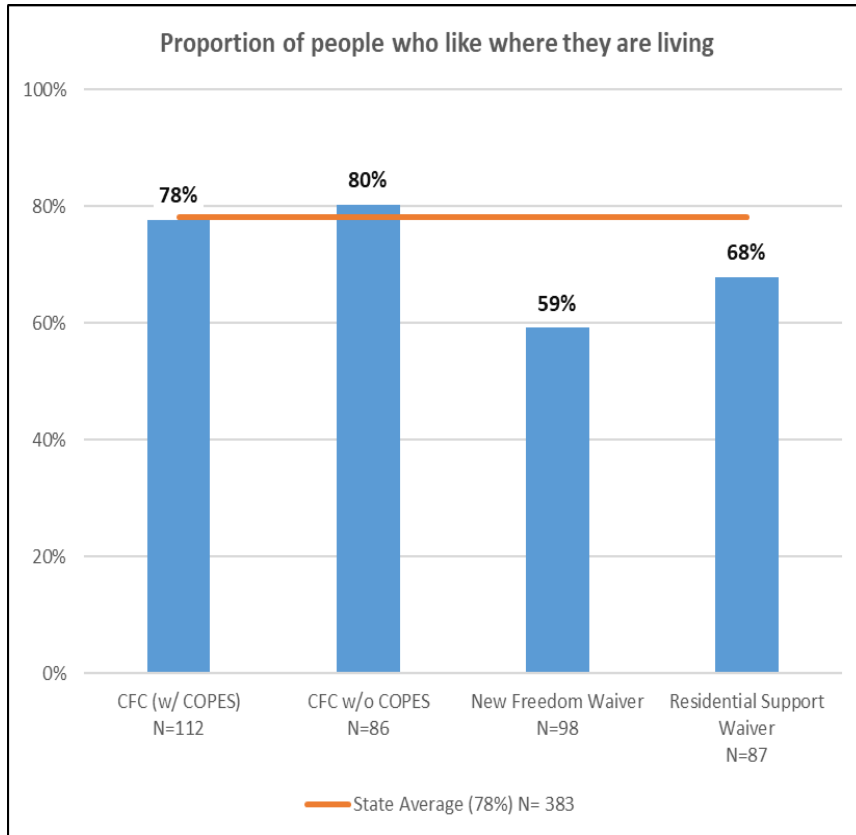
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

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

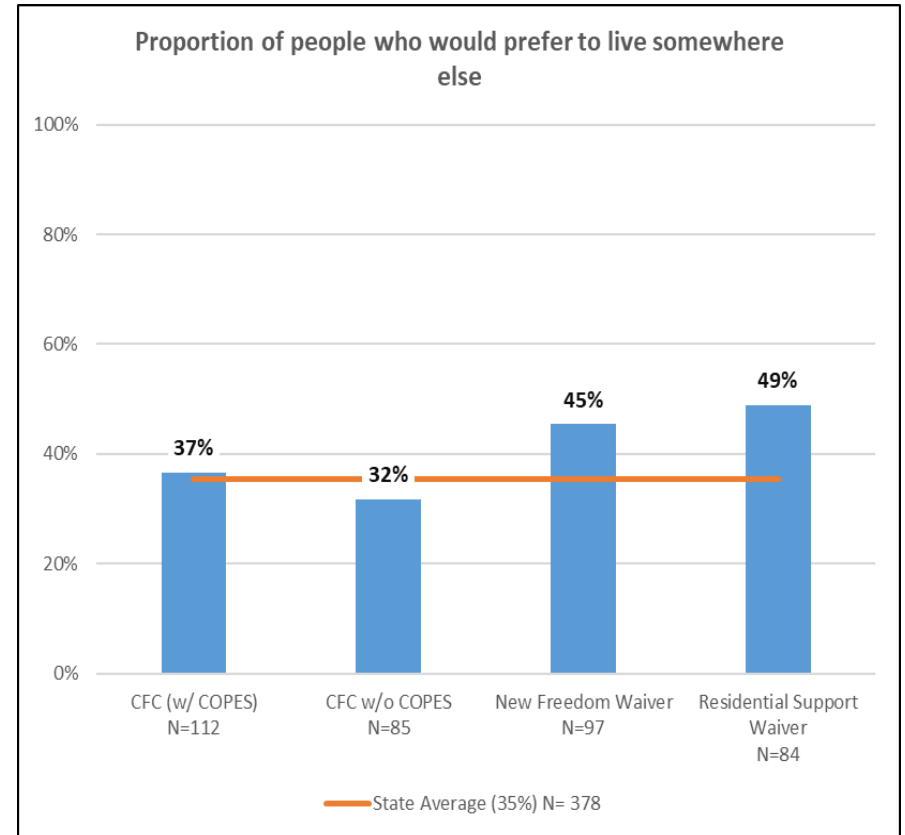
Un-collapsed data are shown in Appendix B.

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

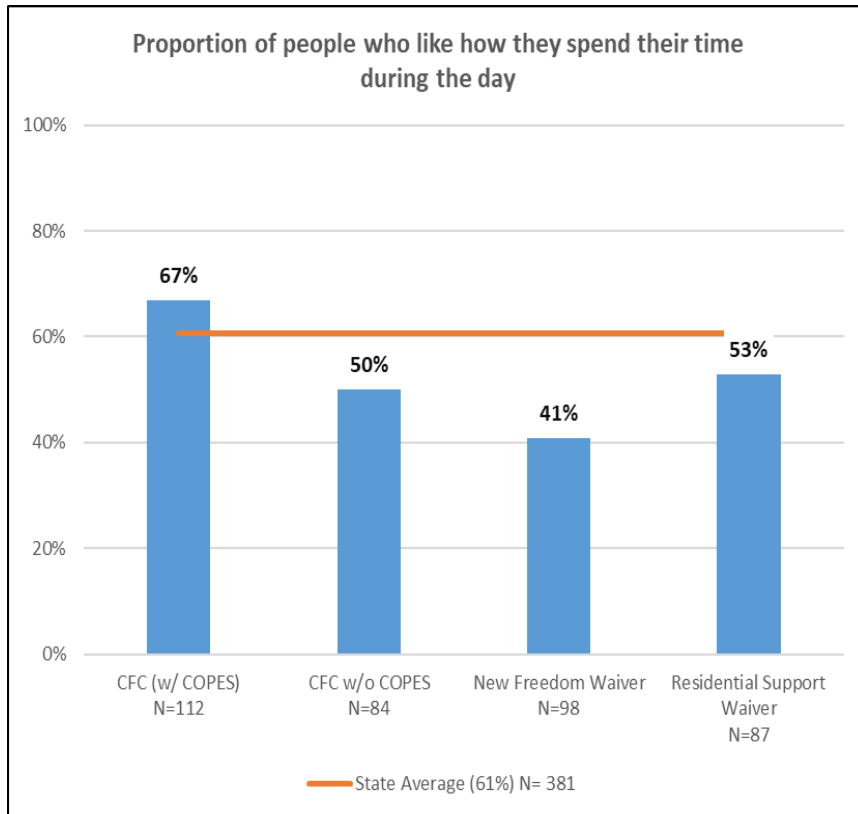
Graph 8. Proportion of people who like where they are living



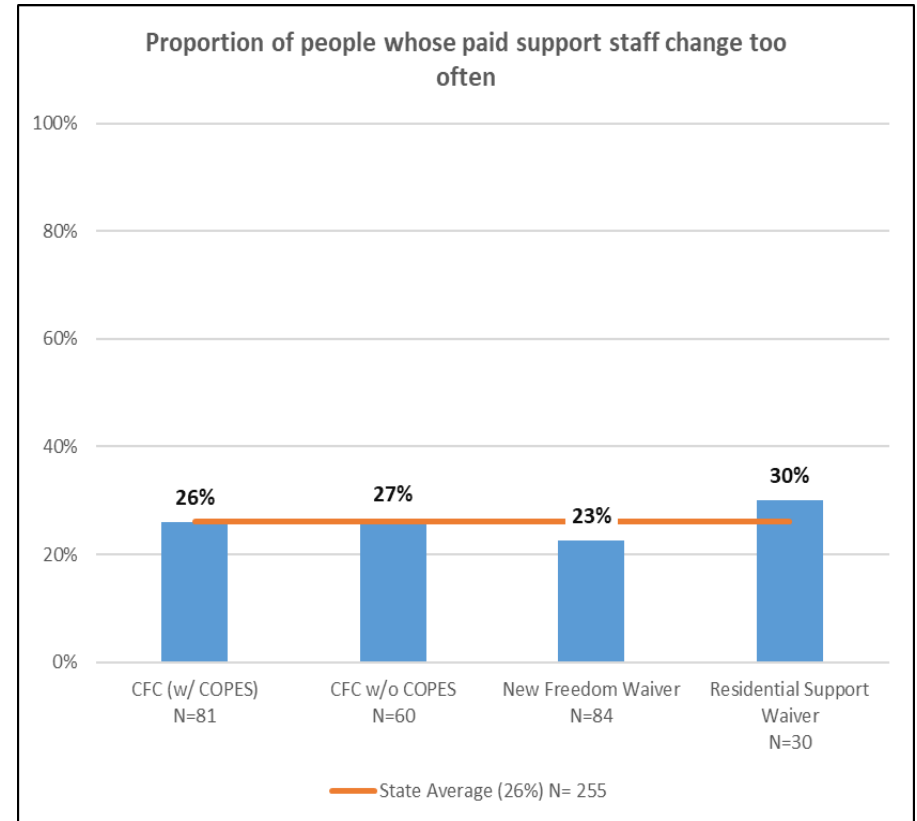
Graph 9. Proportion of people who would prefer to live somewhere else



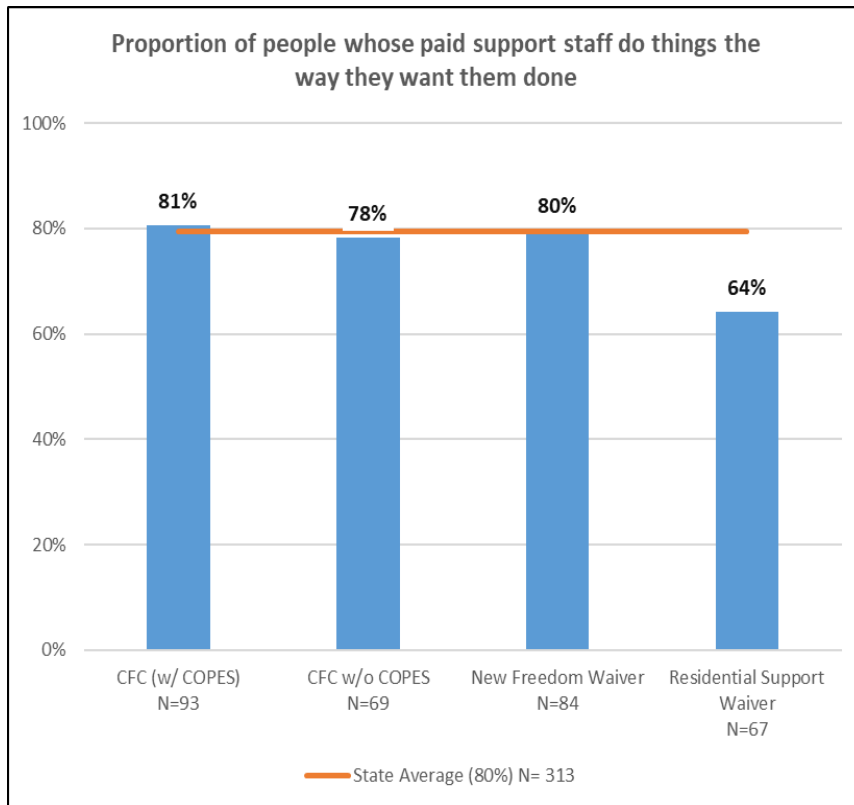
Graph 10. Proportion of people who like how they spend their time during the day



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.

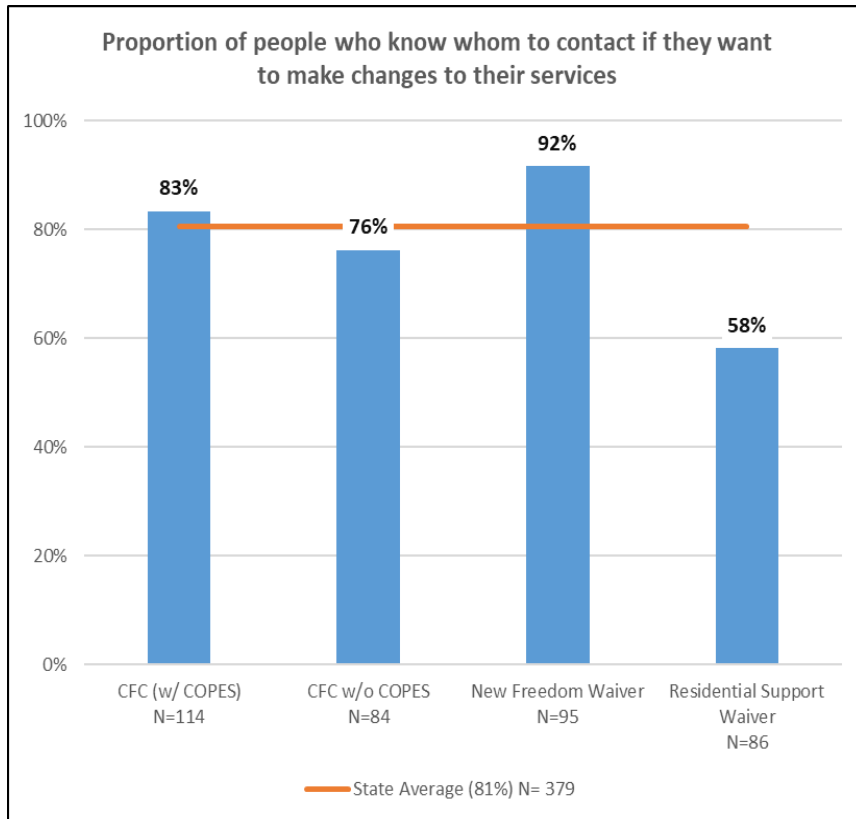
There are sixteen¹⁷ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

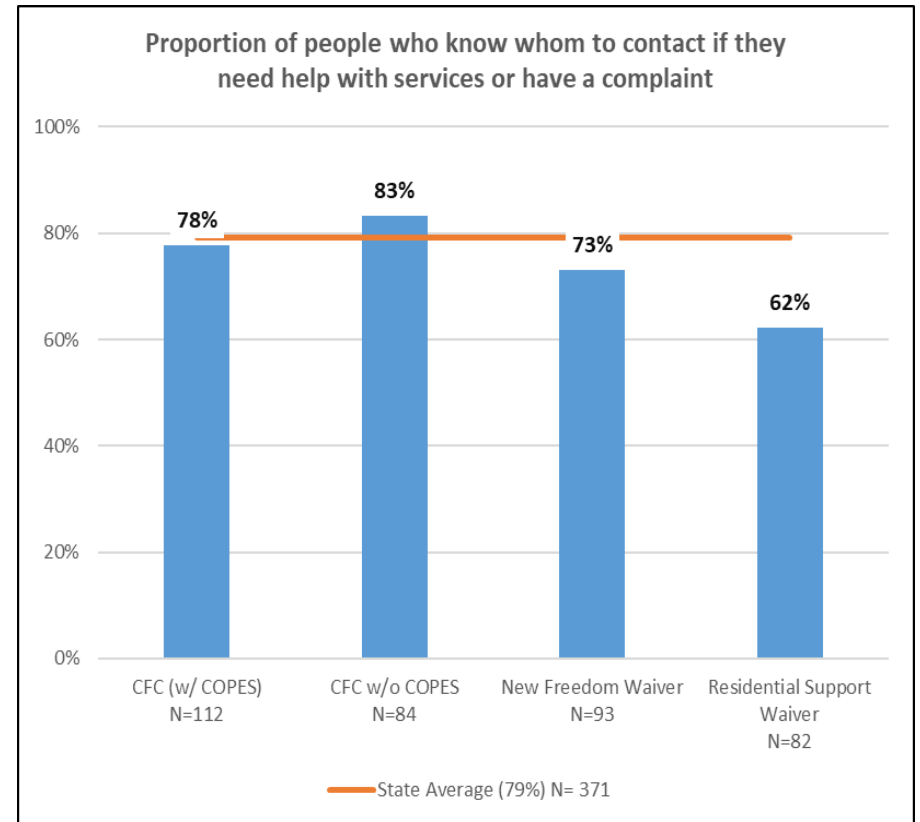
¹⁶ Indicator previously reported in the "Access" domain.

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

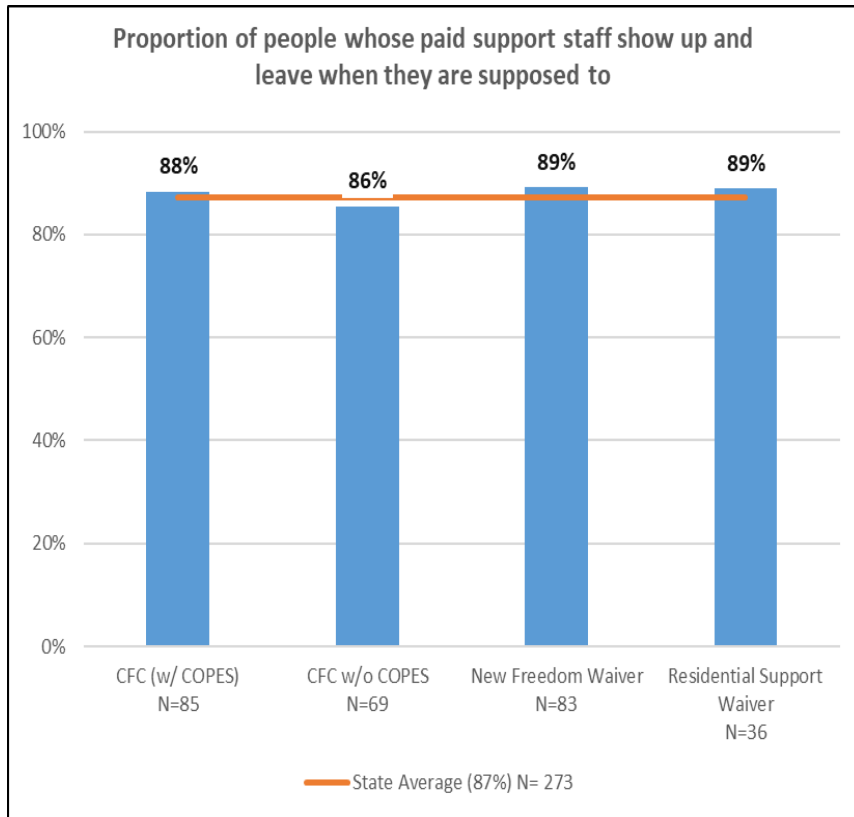


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁸

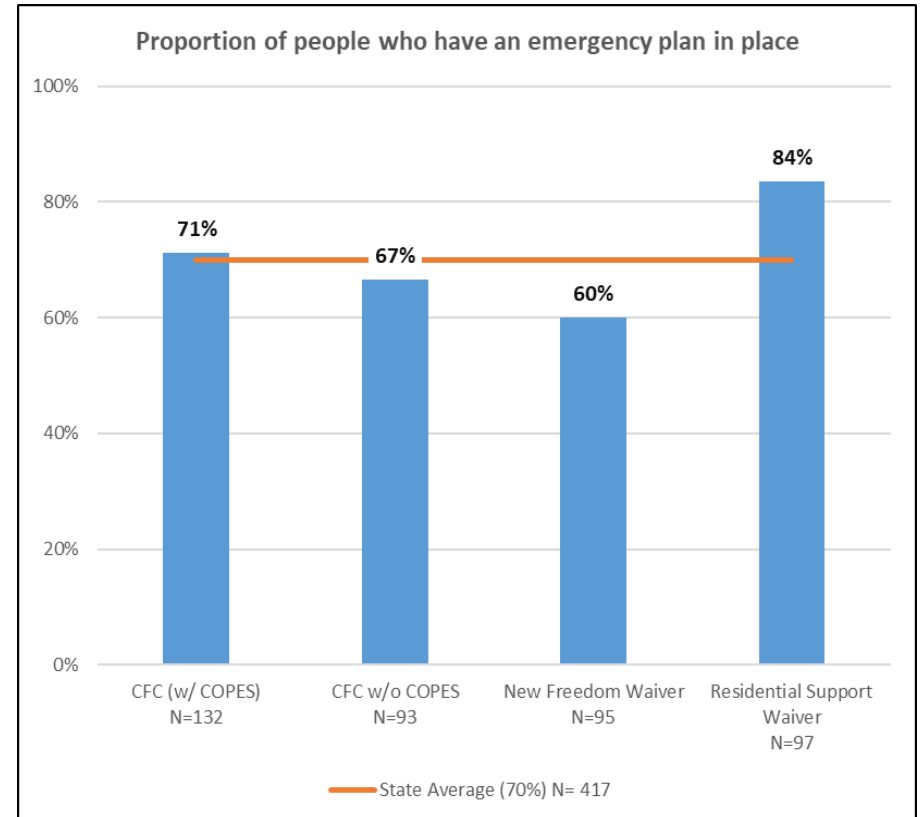


¹⁸ New item added in 2018-2019.

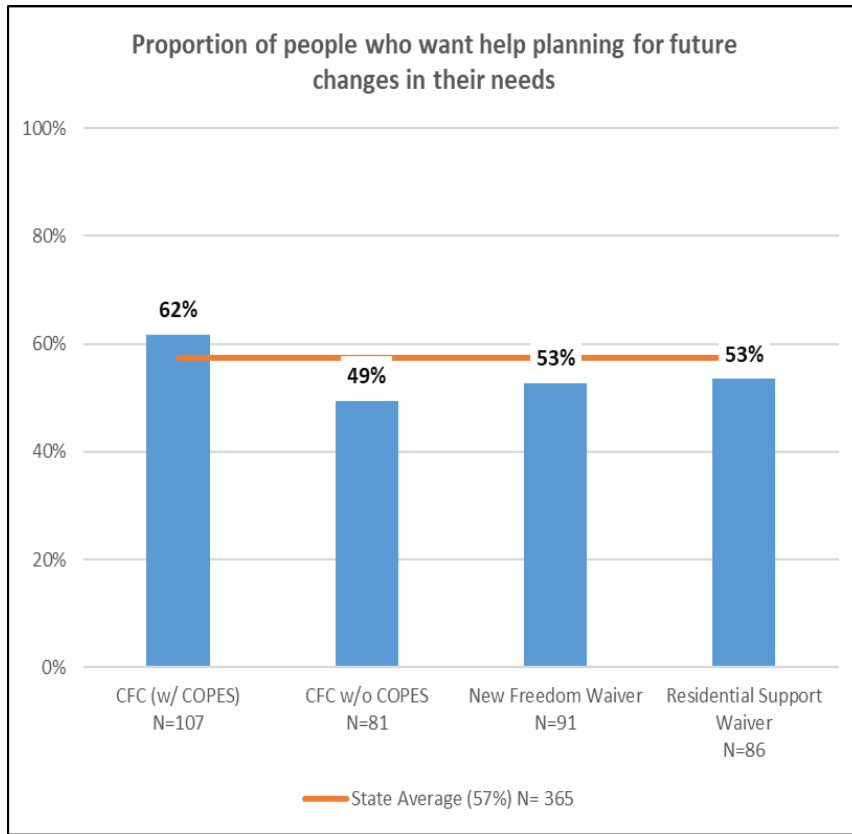
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



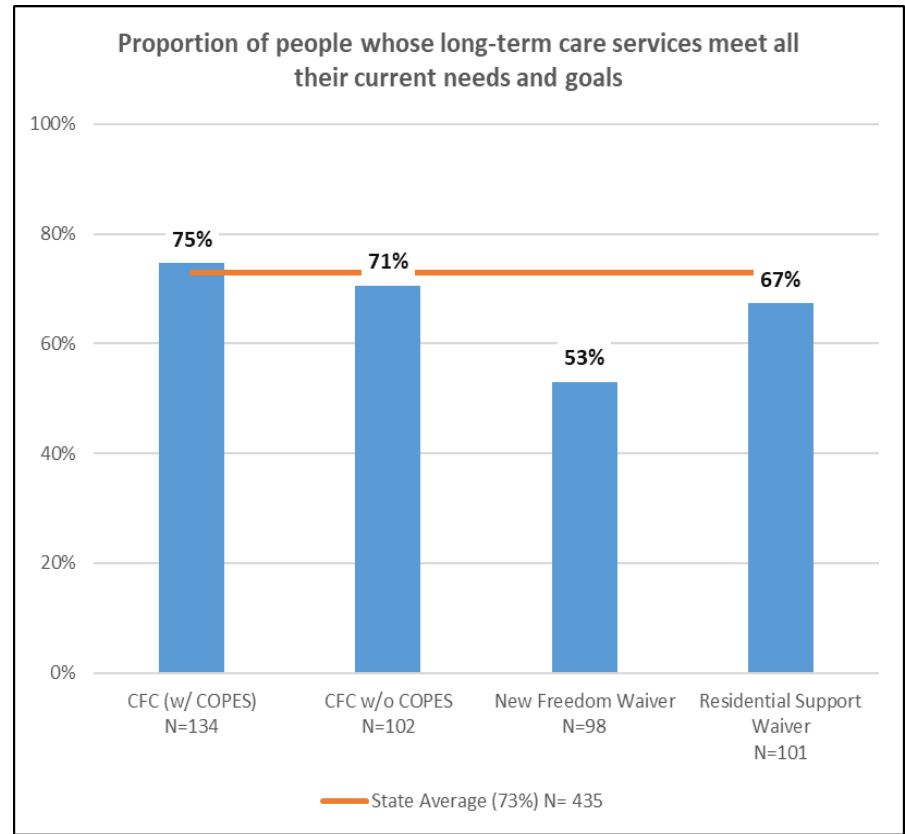
Graph 16. Proportion of people who have an emergency plan in place



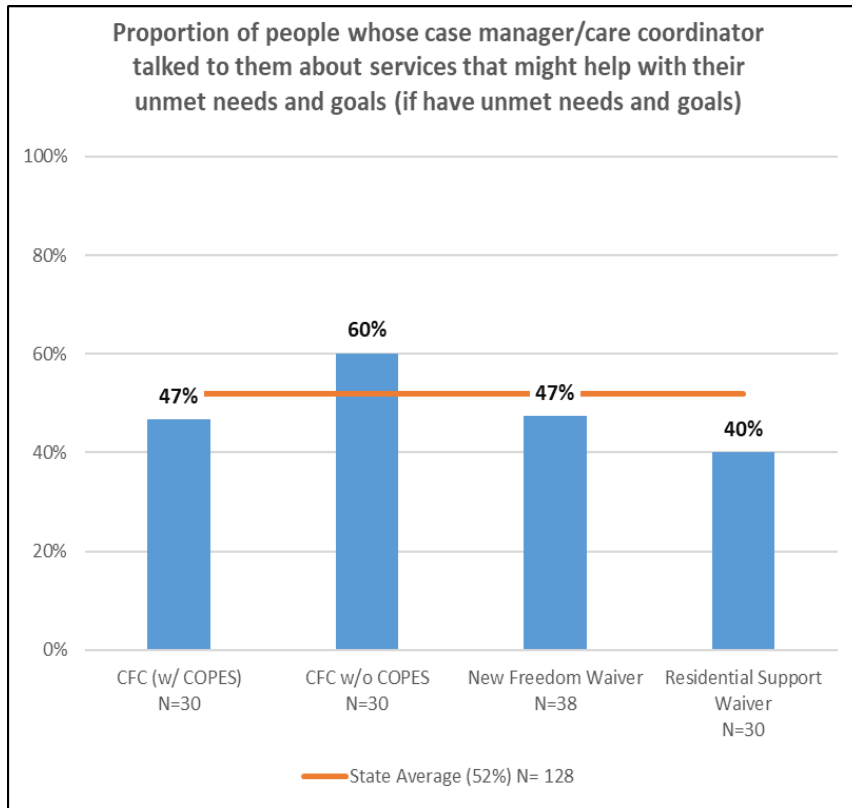
Graph 17. Proportion of people who want help planning for future changes in their needs



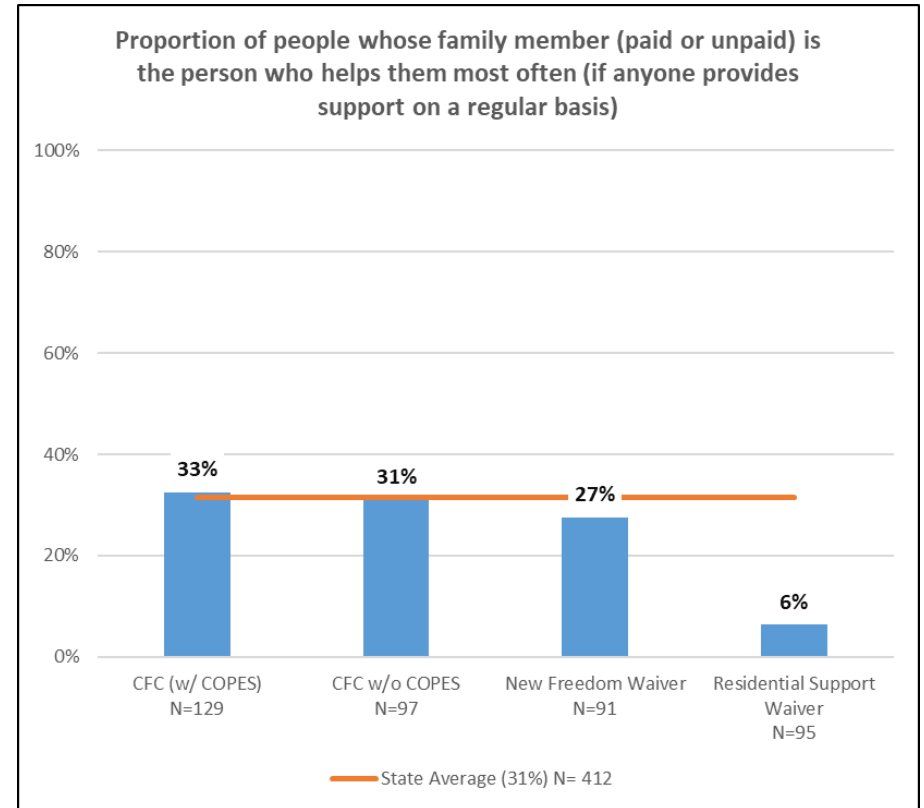
Graph 18. Proportion of people whose long-term care services meet all their current needs and goals



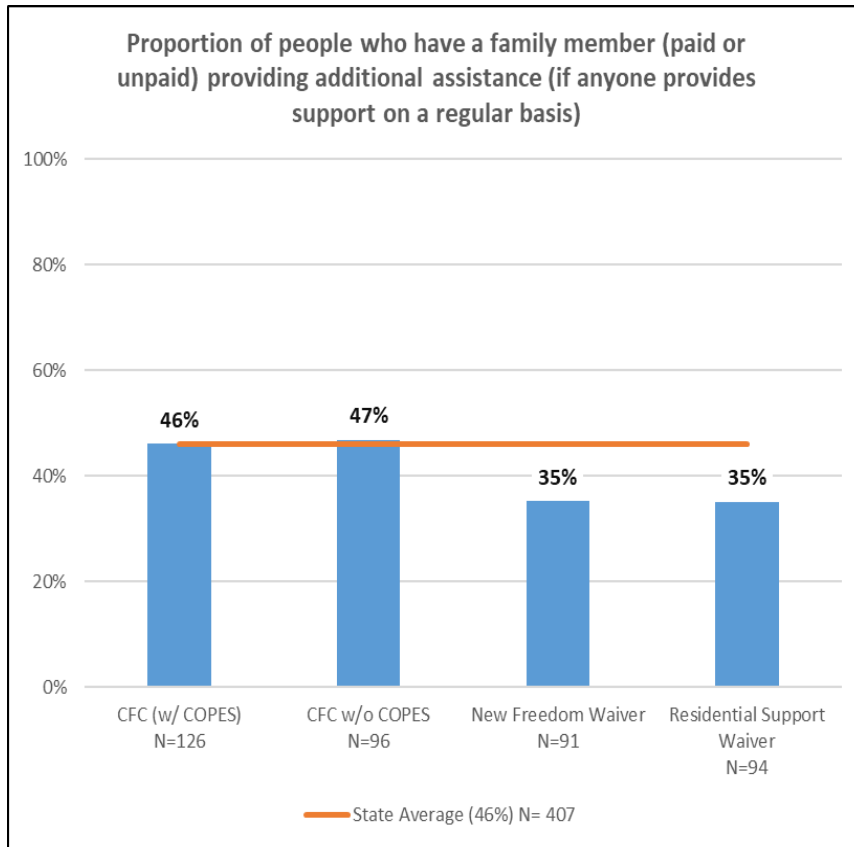
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



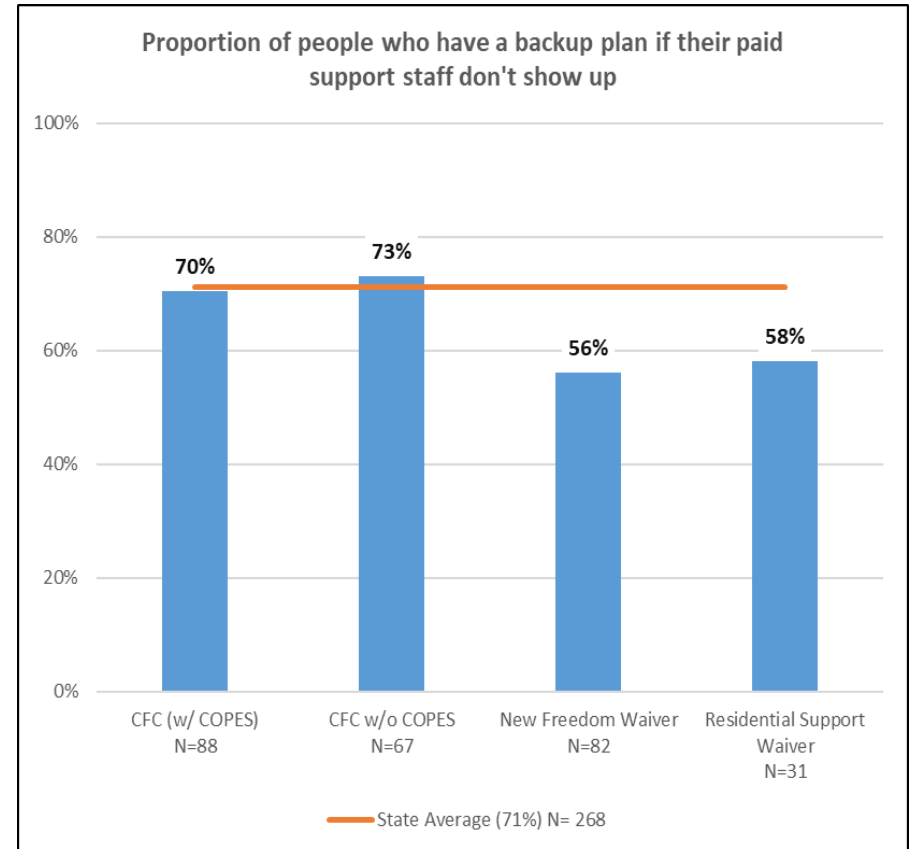
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



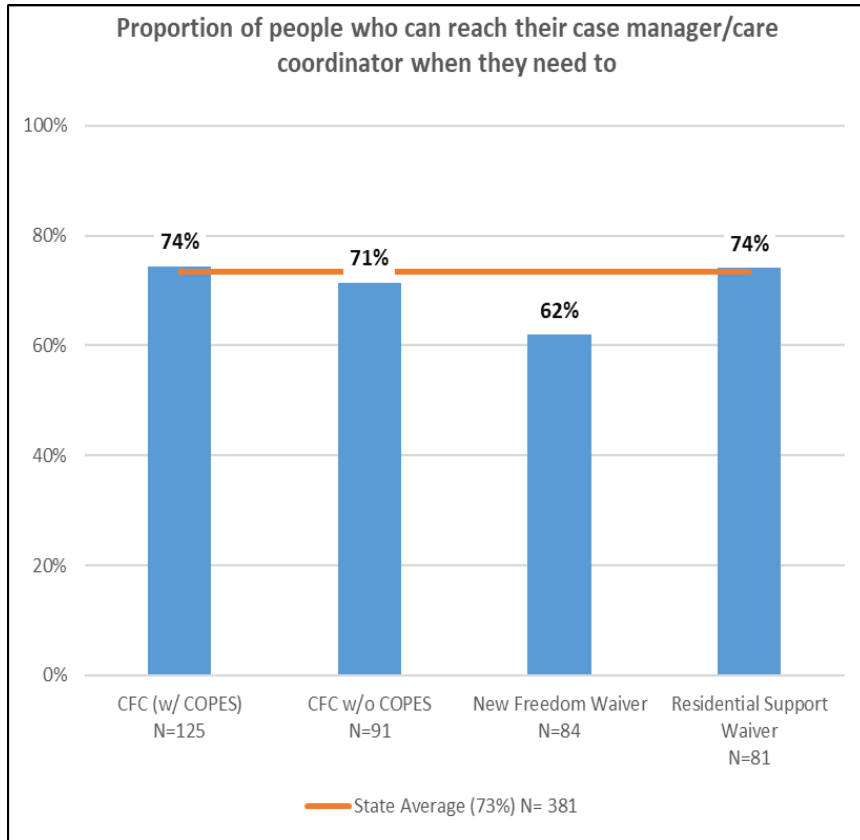
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



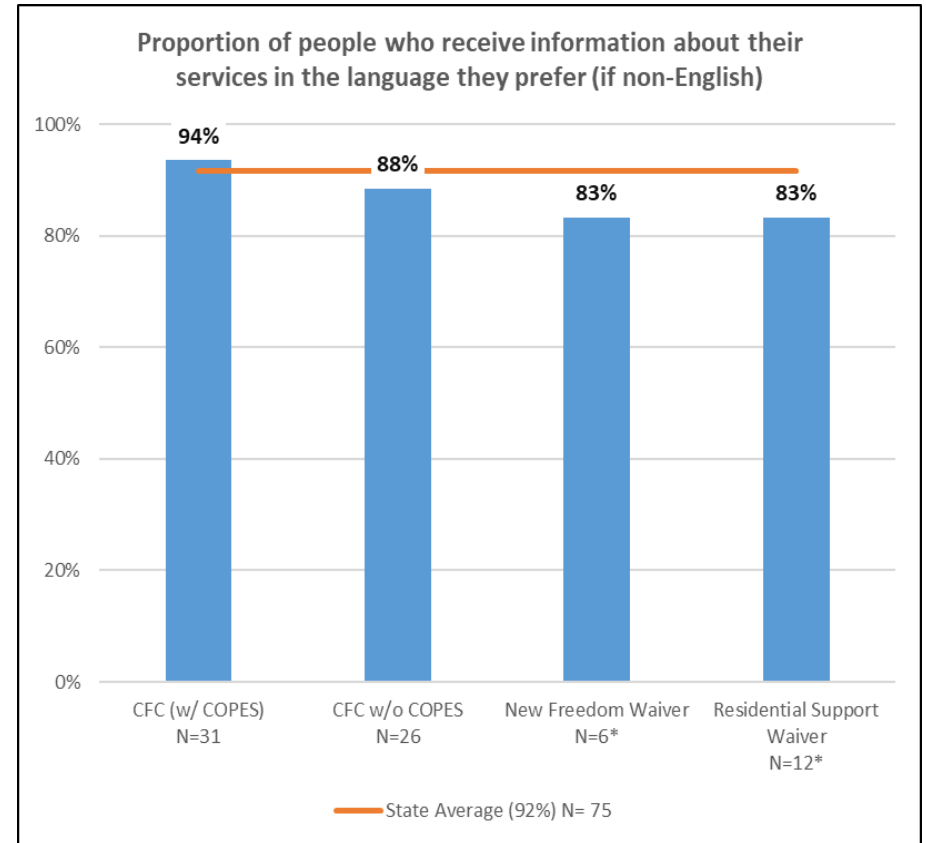
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



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:

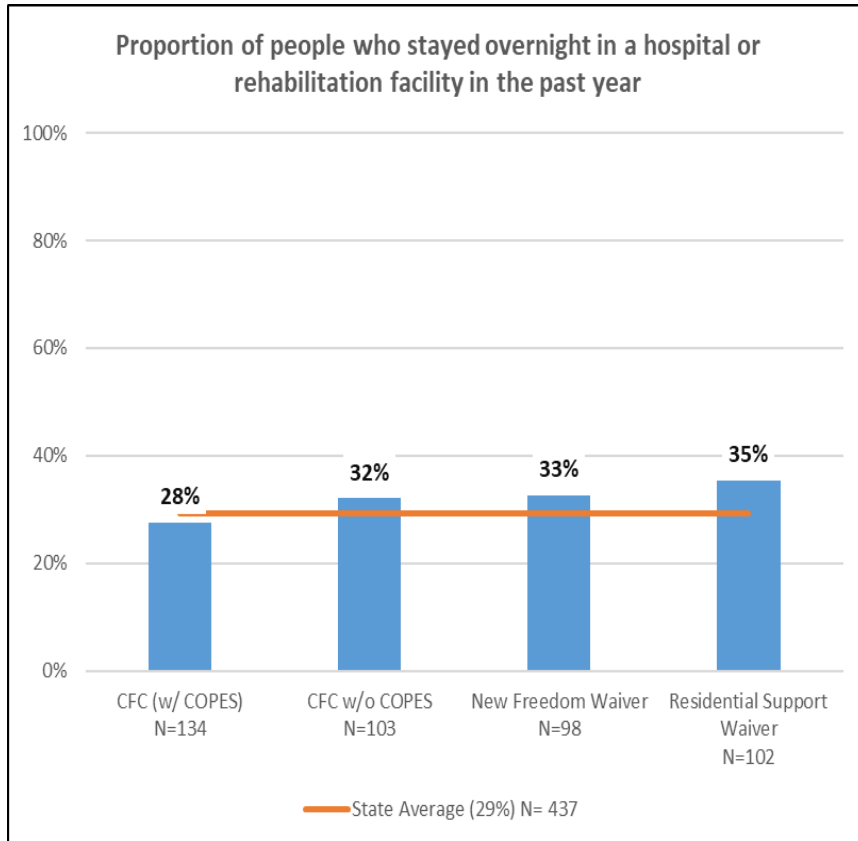
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.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

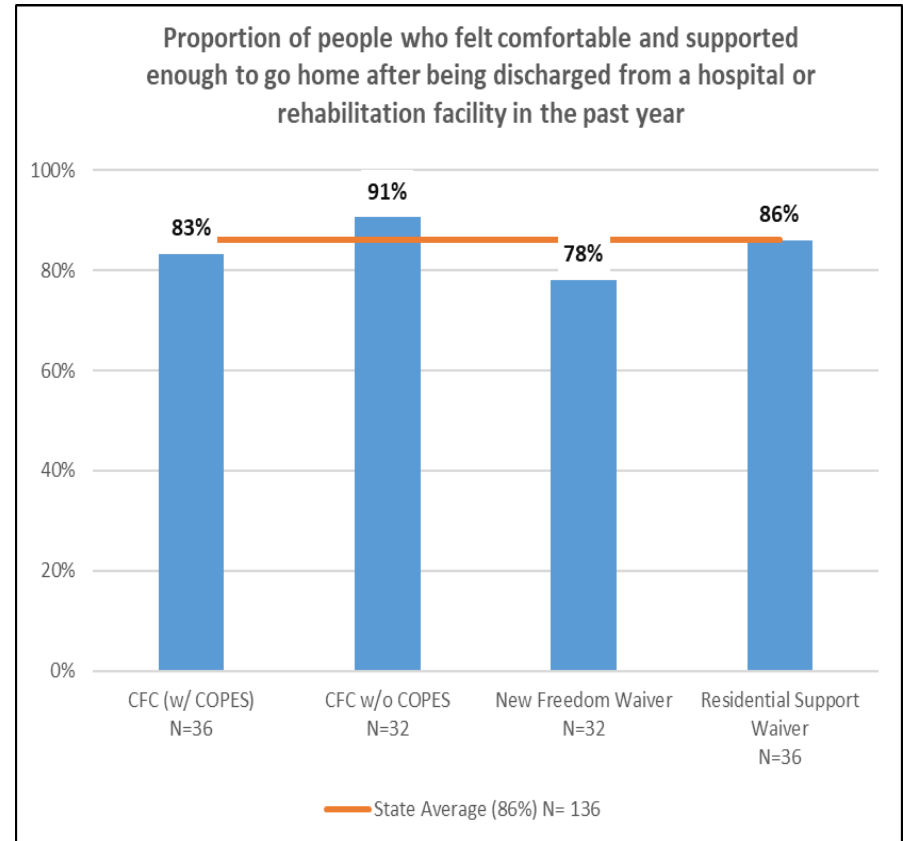
Un-collapsed data are shown in Appendix B.

²⁰ Indicator previously reported in the “Safety” domain.

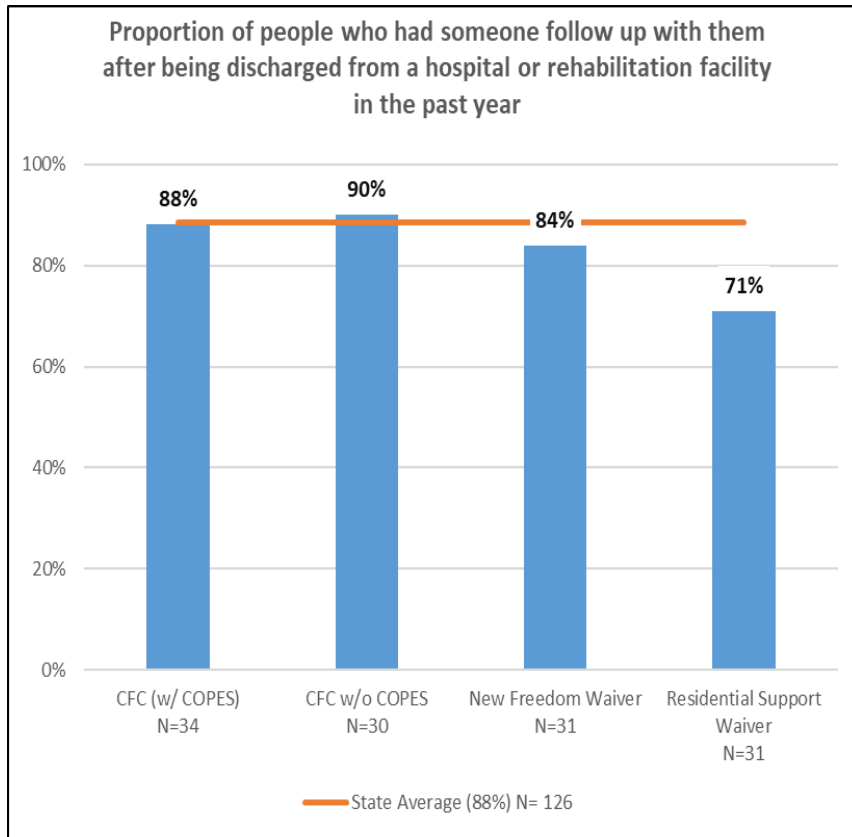
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



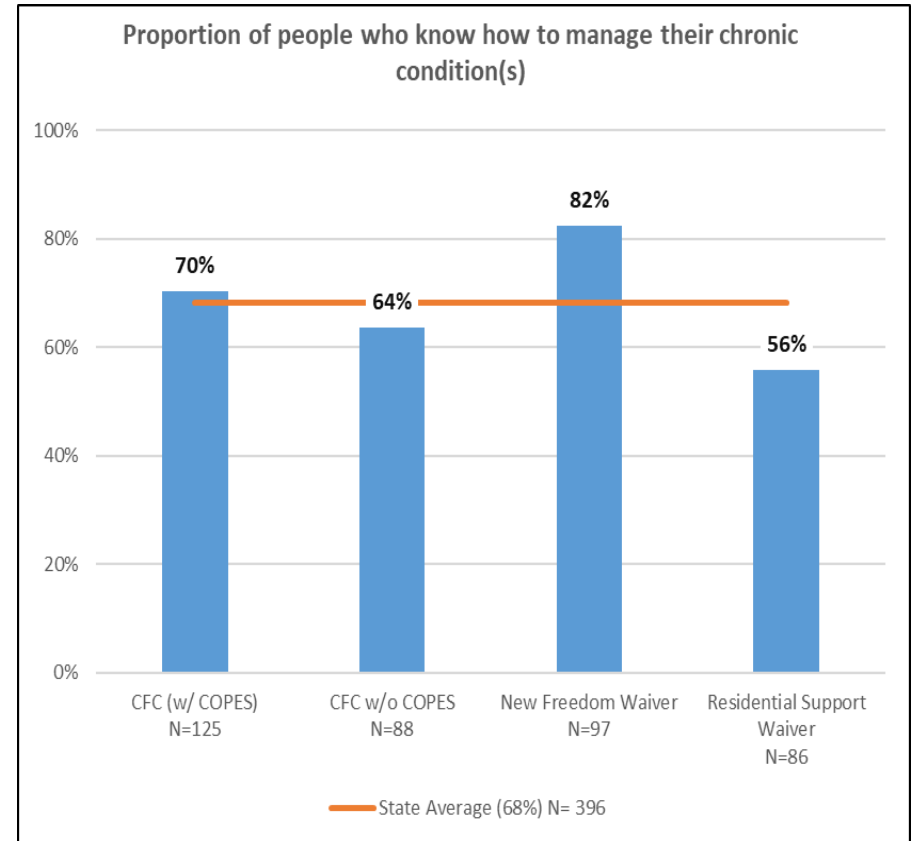
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



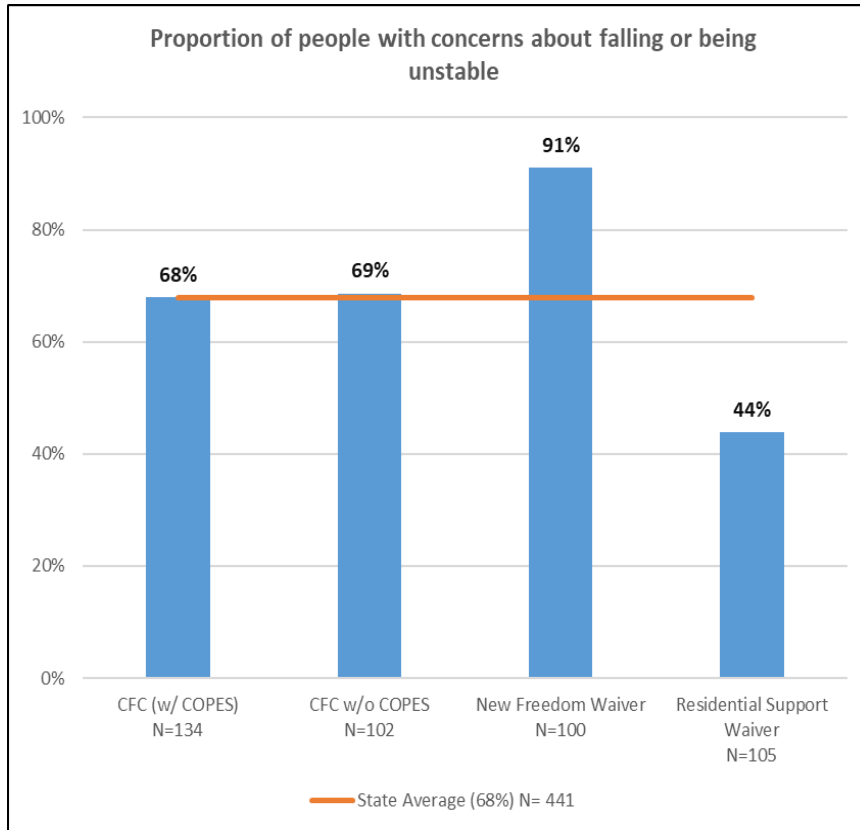
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



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

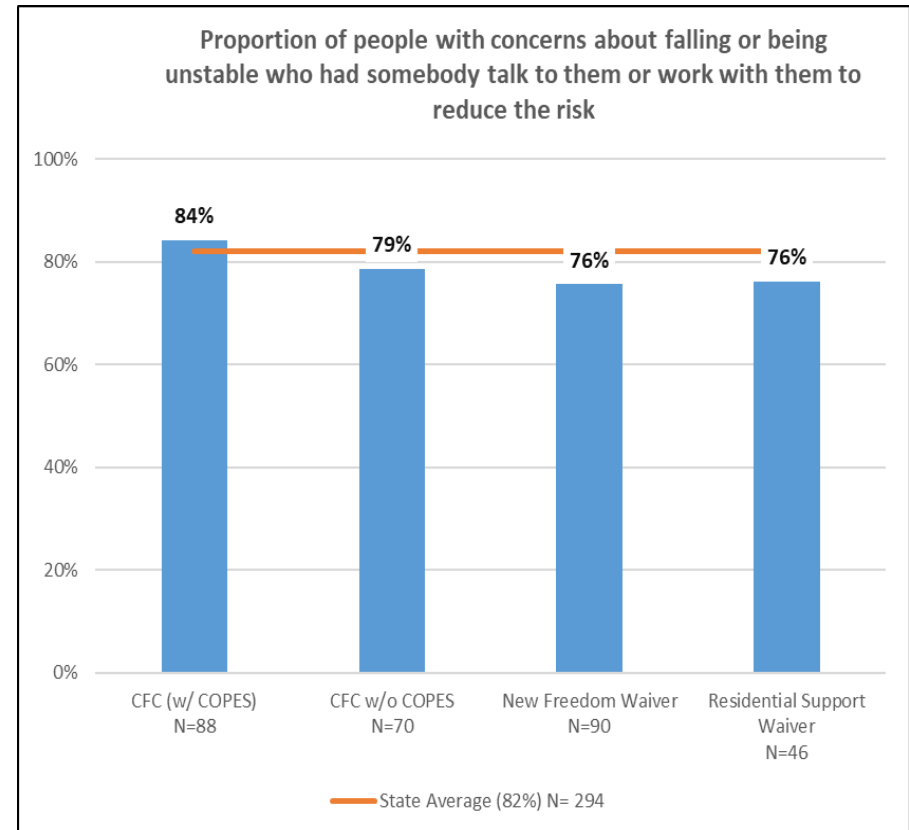


Graph 29. Proportion of people with concerns about falling or being unstable²¹



²¹ Item previously reported in the “Safety” domain.

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



²² Item previously reported in the “Safety” domain.

Access to Community²³

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁴.

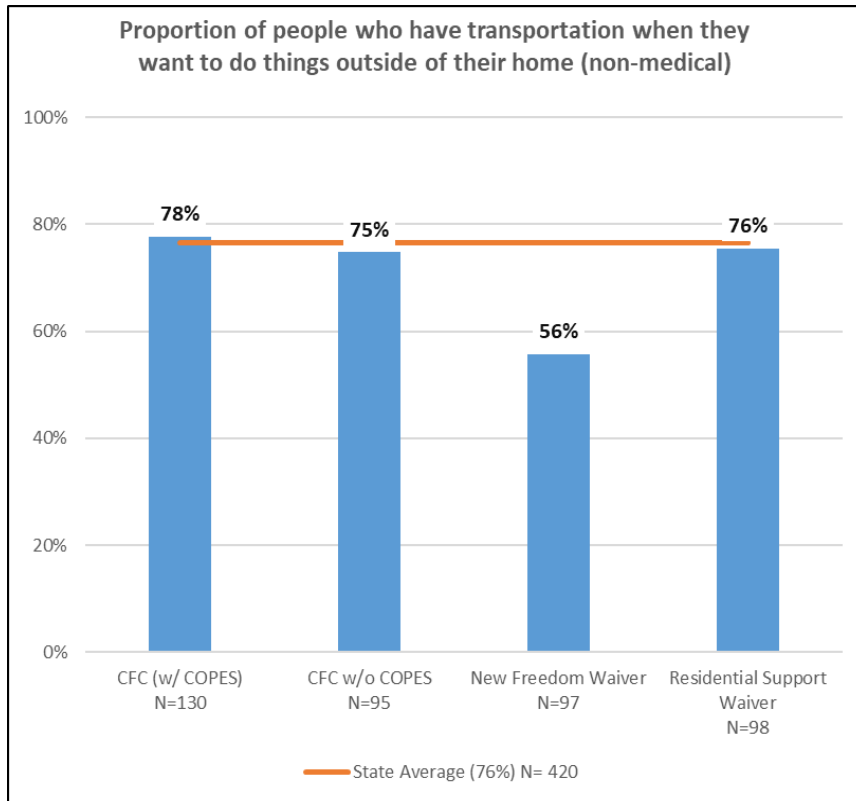
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²³ New domain in 2018-2019.

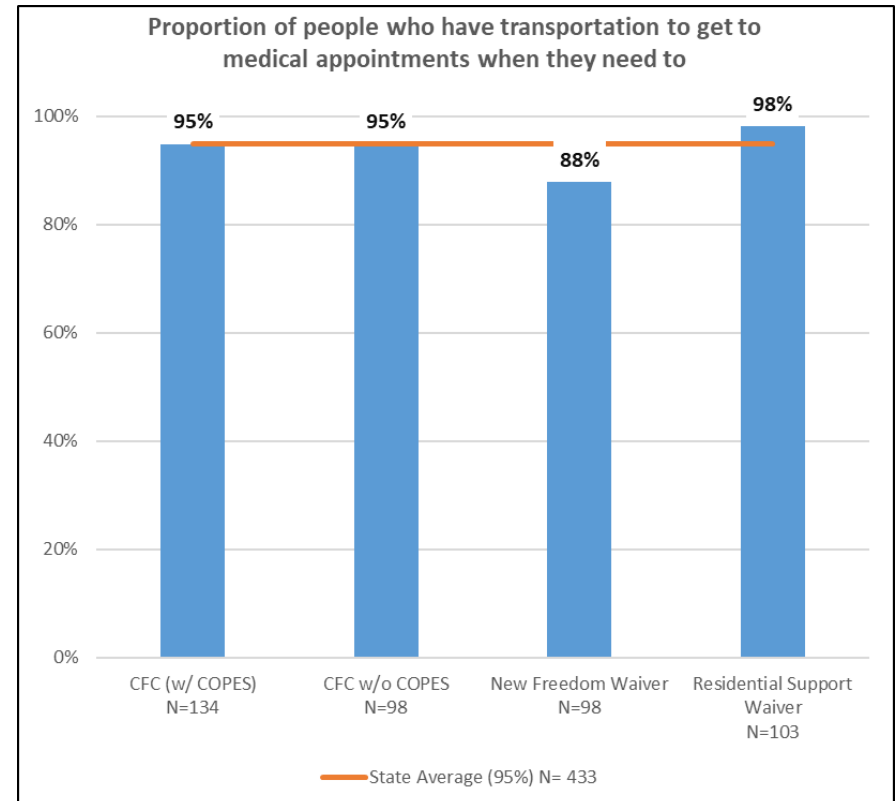
²⁴ Indicator previously reported in the "Access" domain.

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



²⁵ Item previously reported in the “Access” domain.

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



²⁶ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁷

People have access to needed home modifications and assistive equipment.

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

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

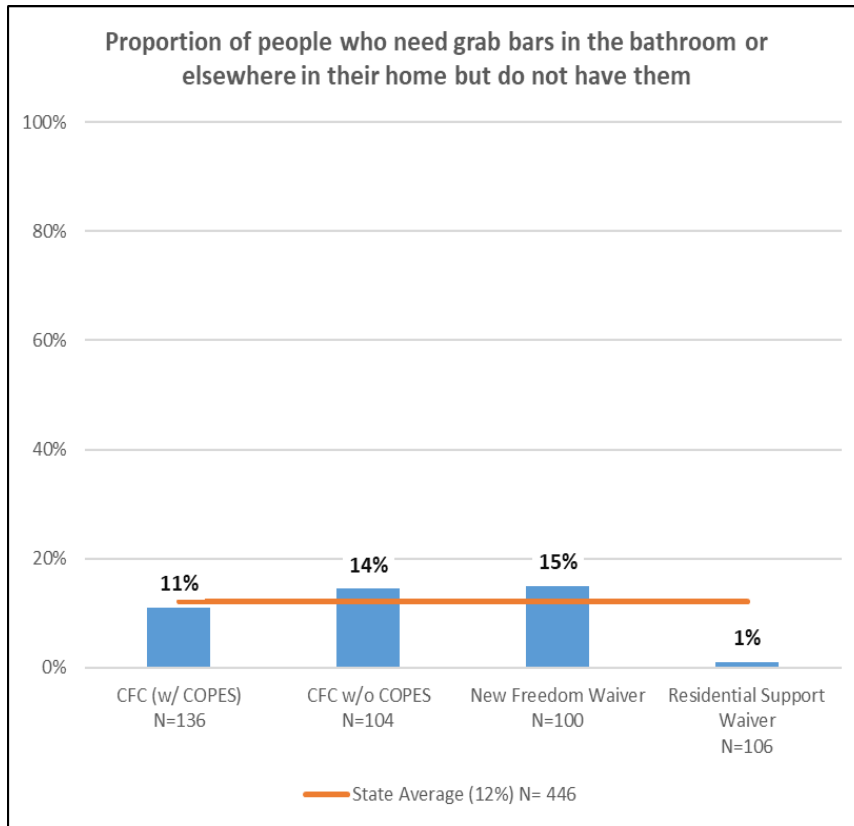
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

²⁷ New domain in 2018-2019.

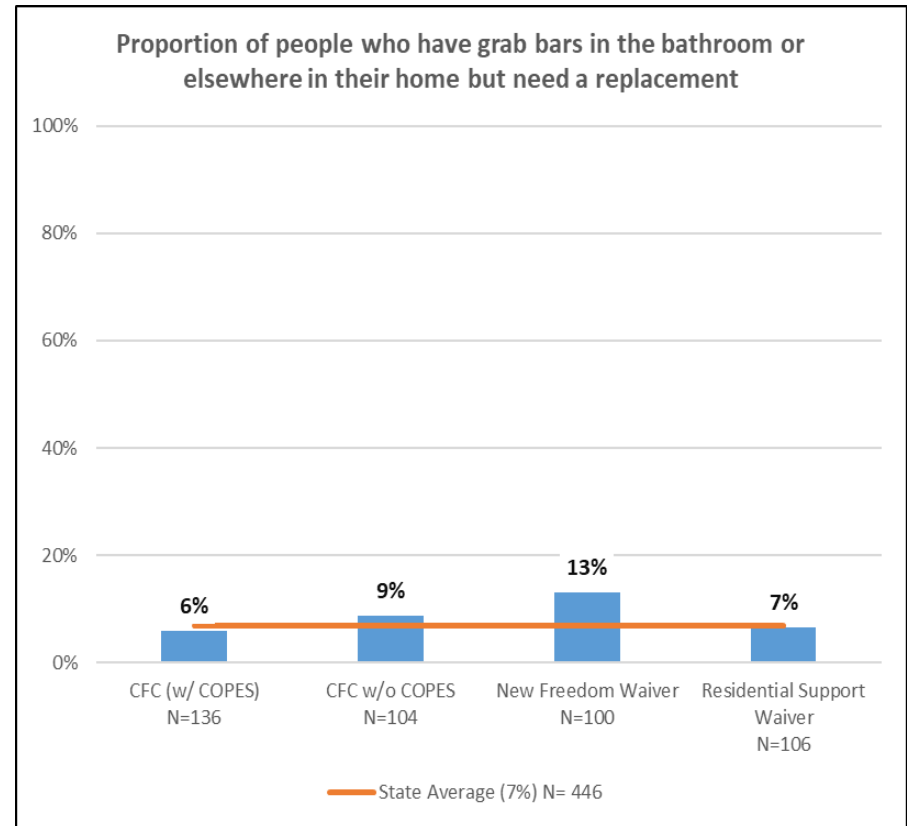
²⁸ Indicator previously reported in the “Access” domain.

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



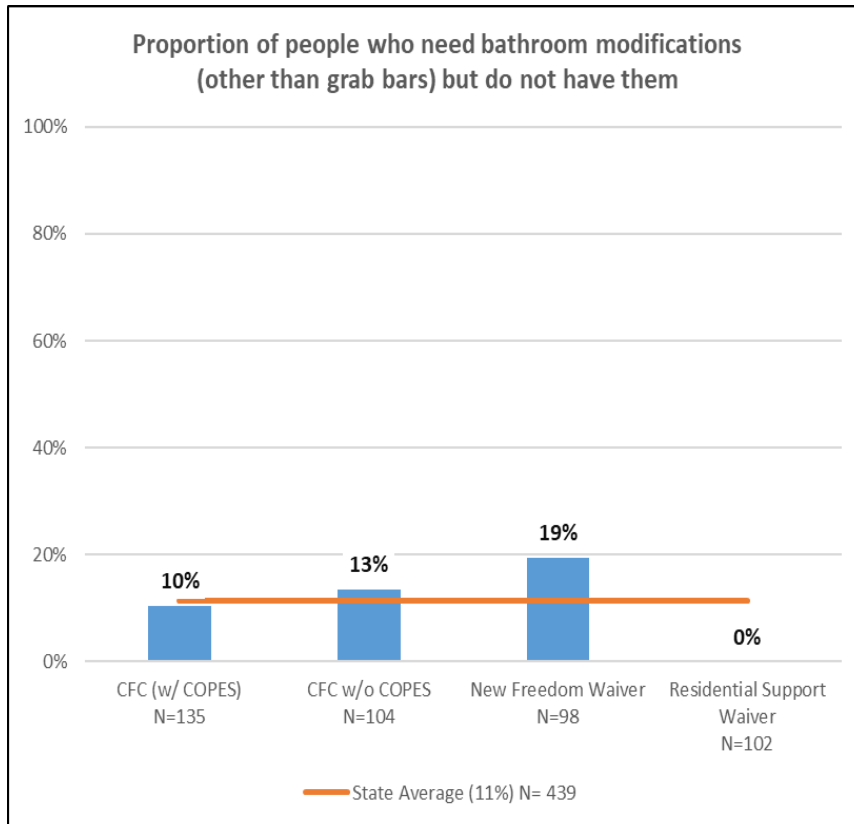
²⁹ Item previously reported in the “Access” domain.

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



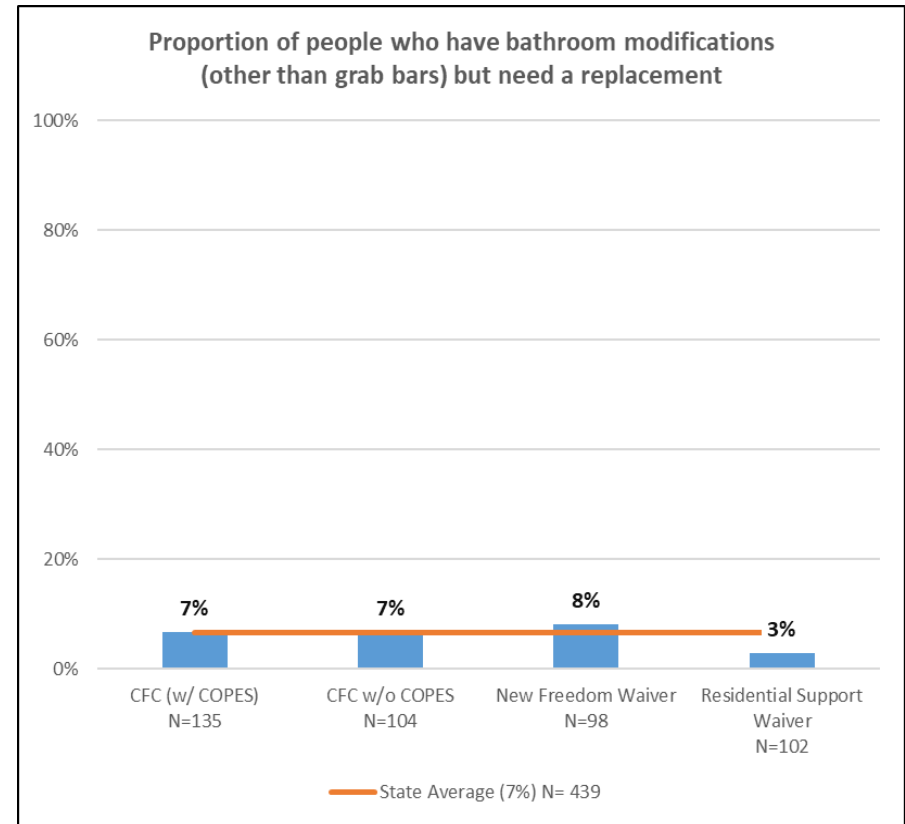
³⁰ Item previously reported in the “Access” domain.

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



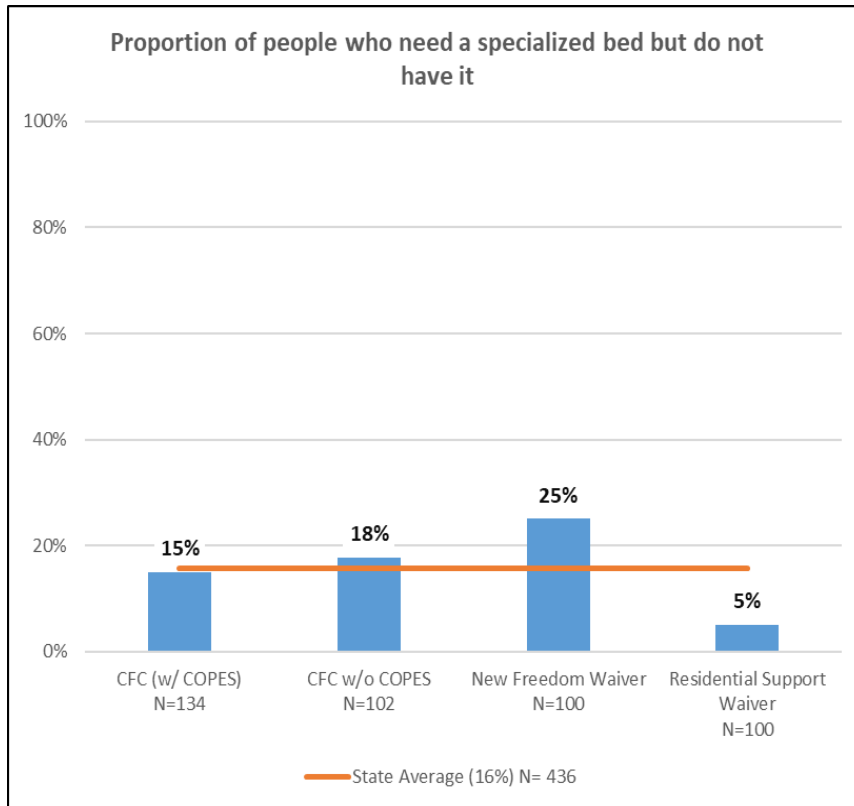
³¹ Item previously reported in the "Access" domain.

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

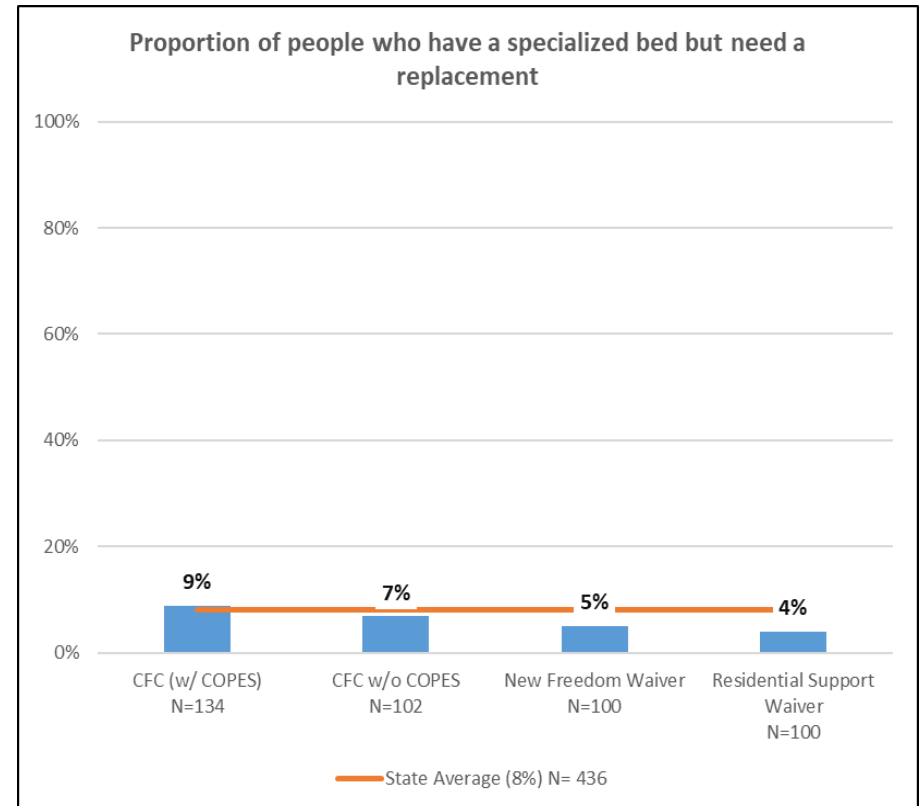


³² Item previously reported in the "Access" domain.

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



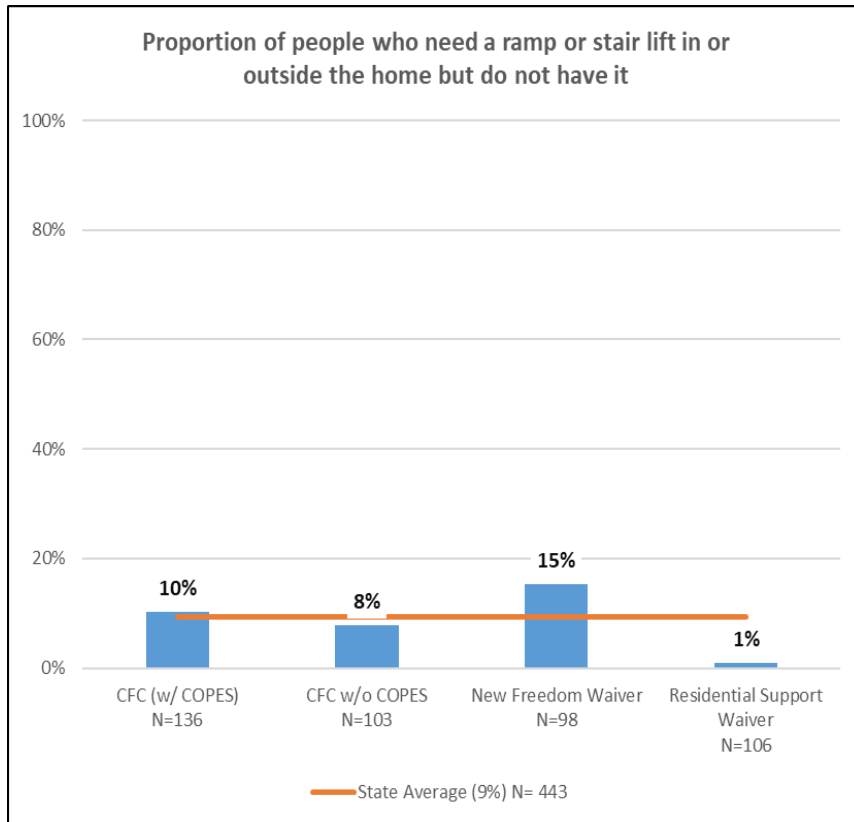
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁴



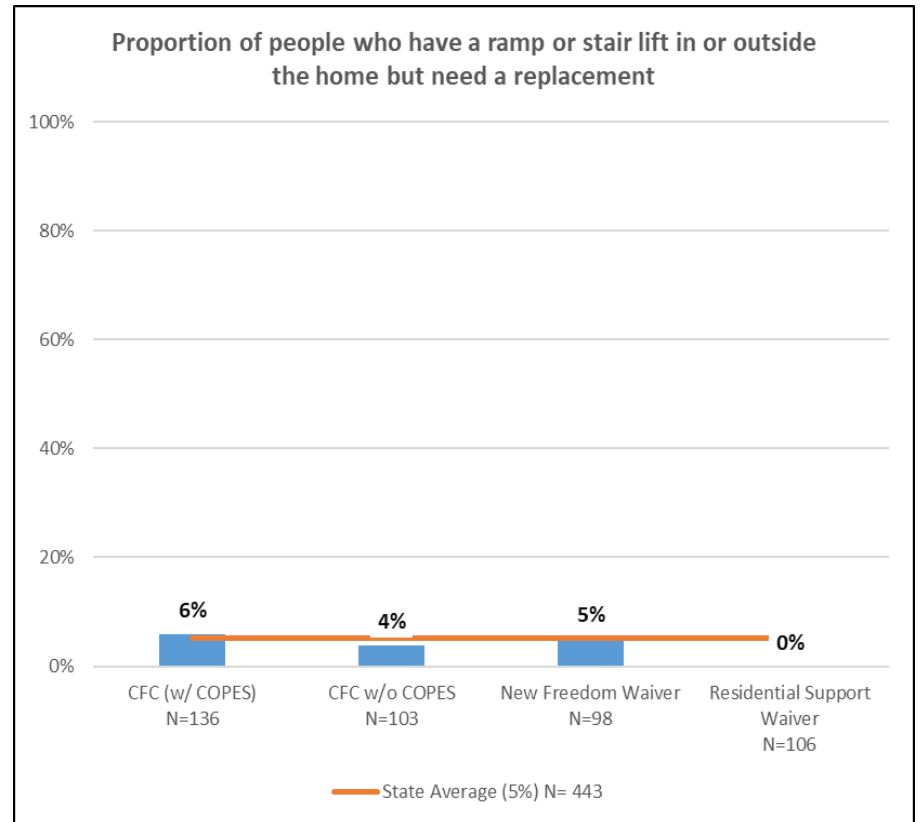
³³ Item previously reported in the “Access” domain.

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



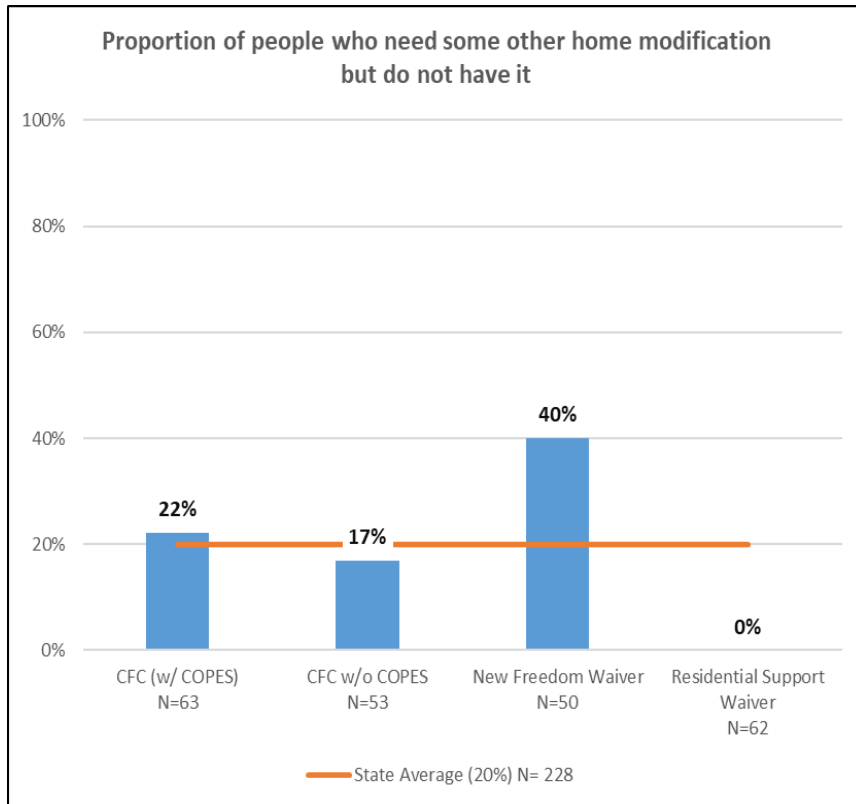
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁶



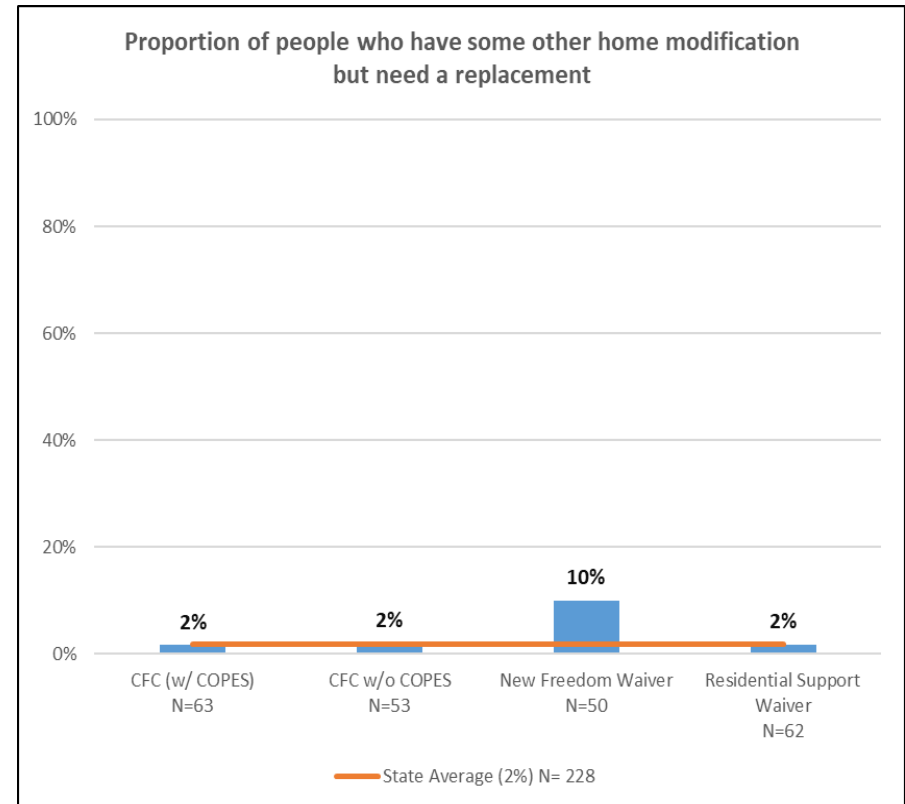
³⁵ Item previously reported in the “Access” domain.

³⁶ Item previously reported in the “Access” domain.

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



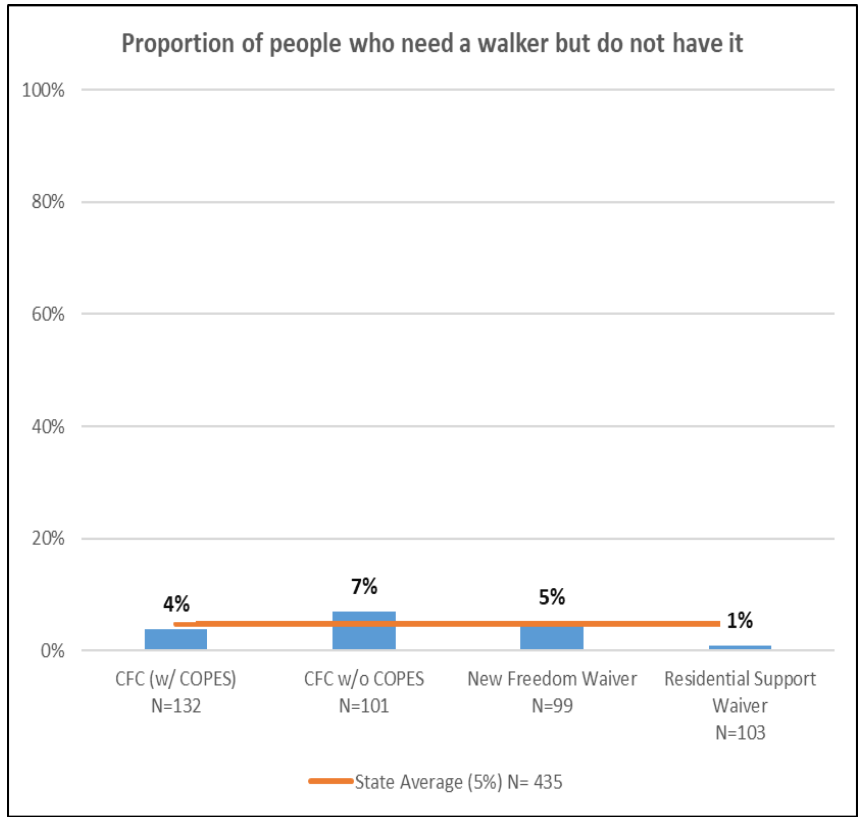
Graph 42. Proportion of people who have some other home modification but need a replacement³⁸



³⁷ Item previously reported in the "Access" domain.

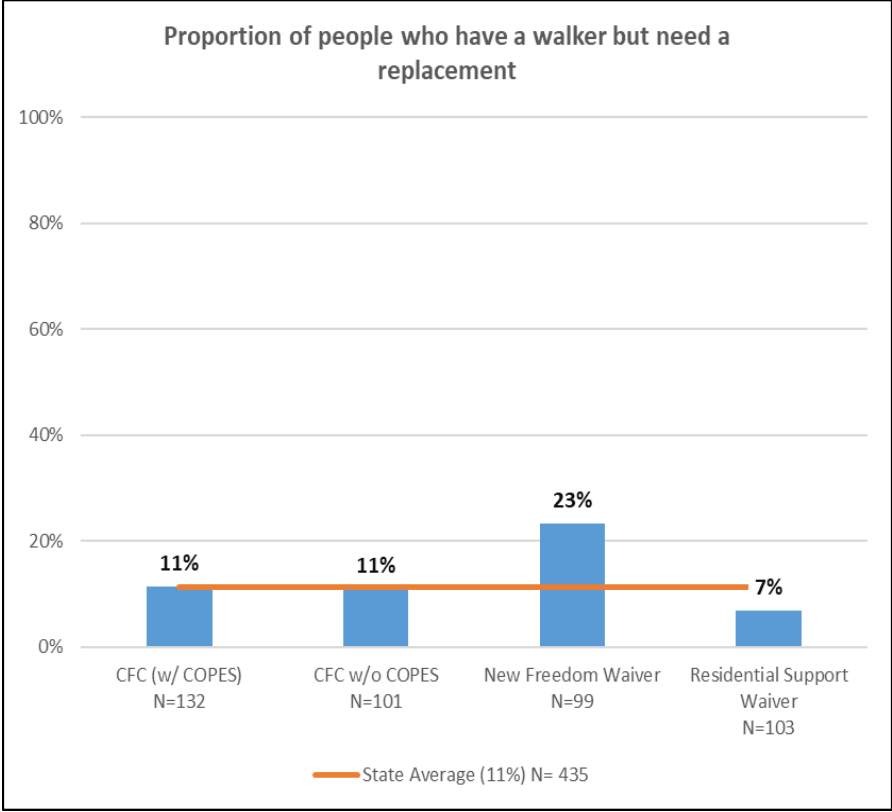
³⁸ Item previously reported in the "Access" domain.

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



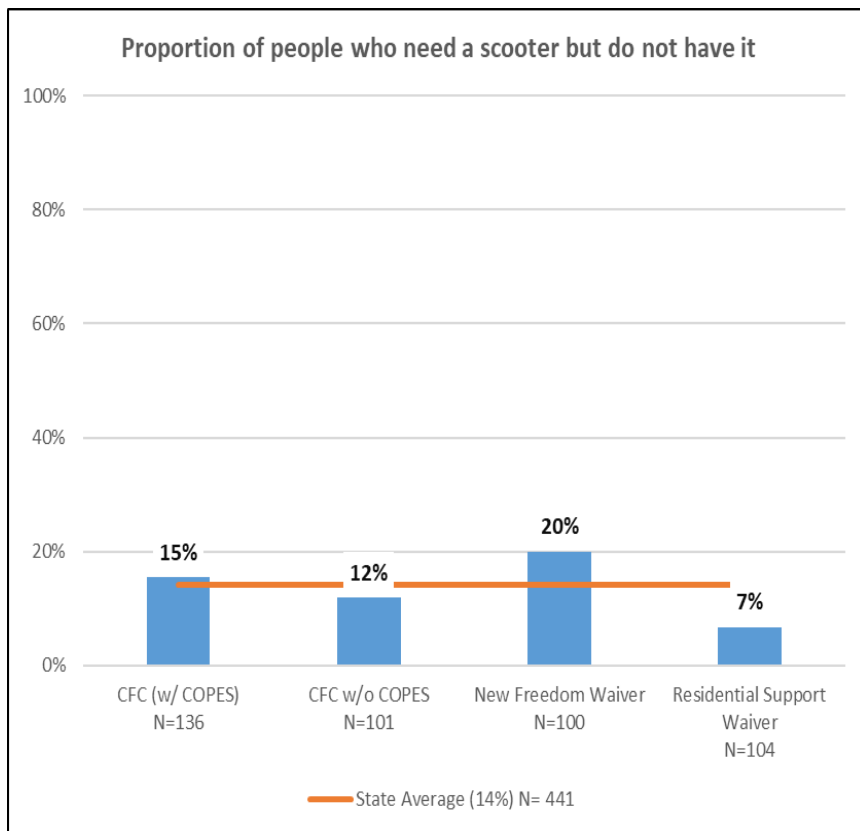
³⁹ Item previously reported in the "Access" domain.

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

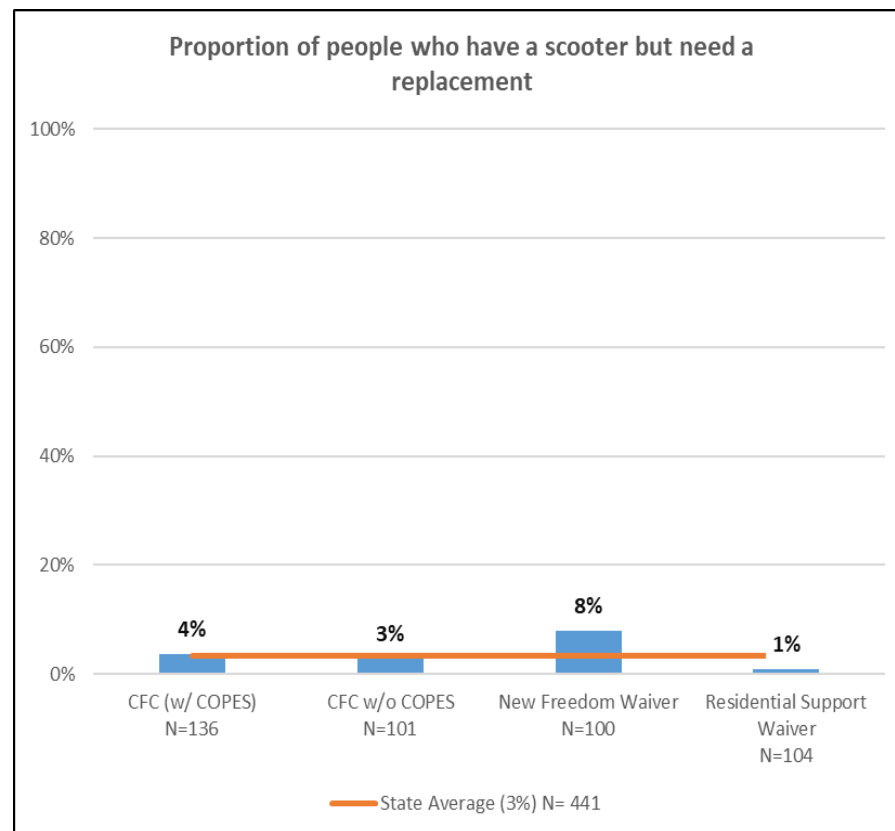


⁴⁰ Item previously reported in the "Access" domain.

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



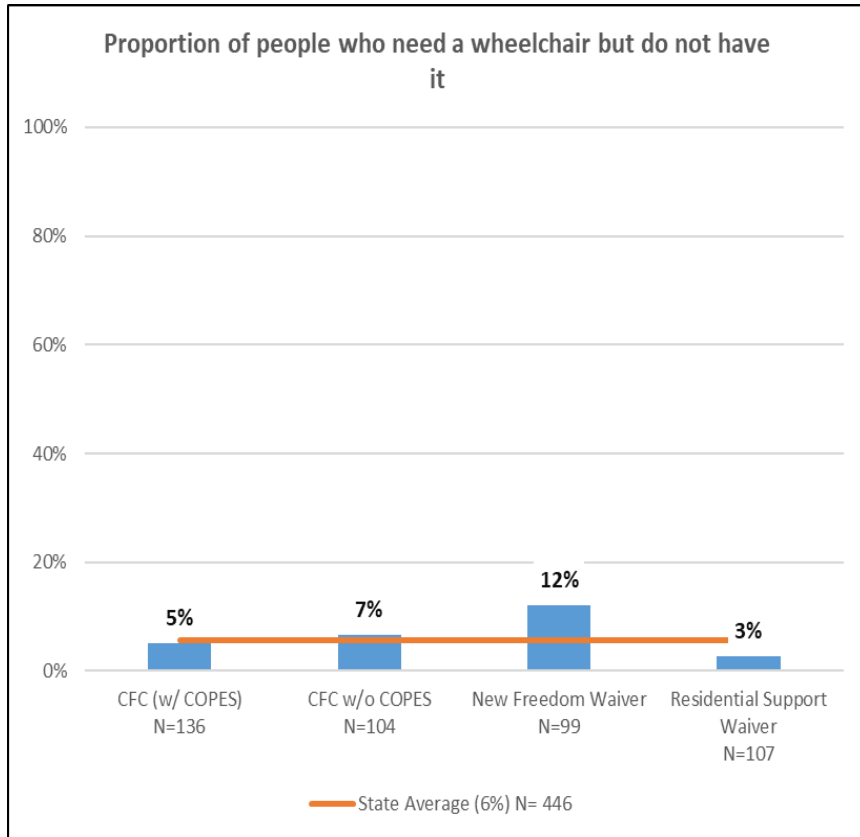
Graph 46. Proportion of people who have a scooter but need a replacement⁴²



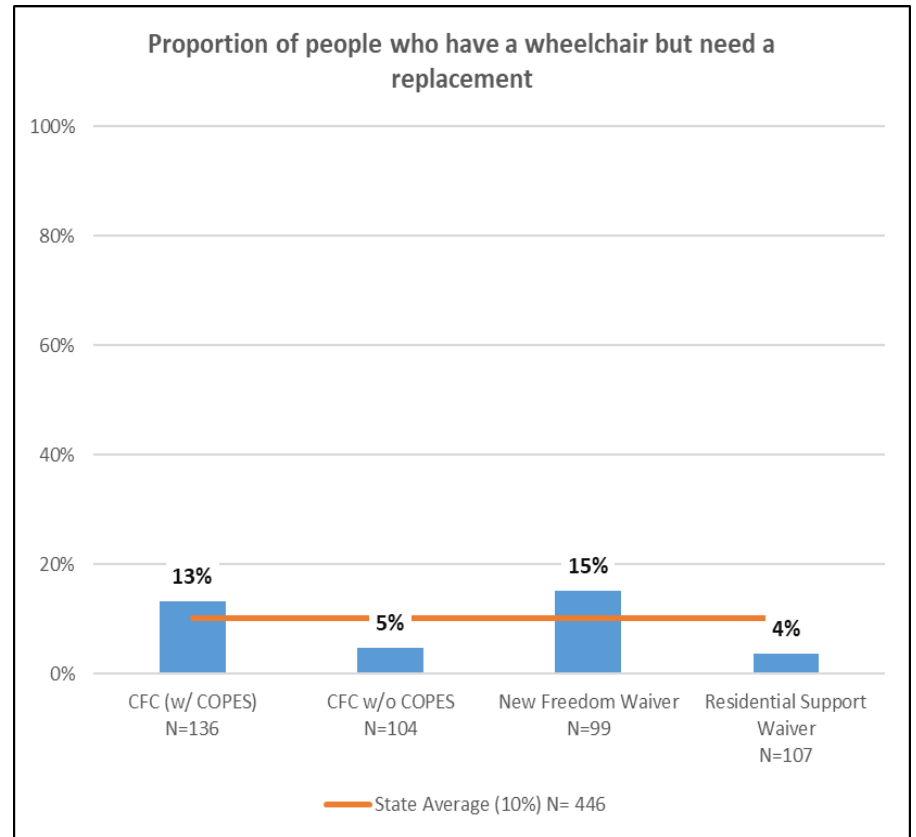
⁴¹ Item previously reported in the "Access" domain.

⁴² Item previously reported in the "Access" domain.

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



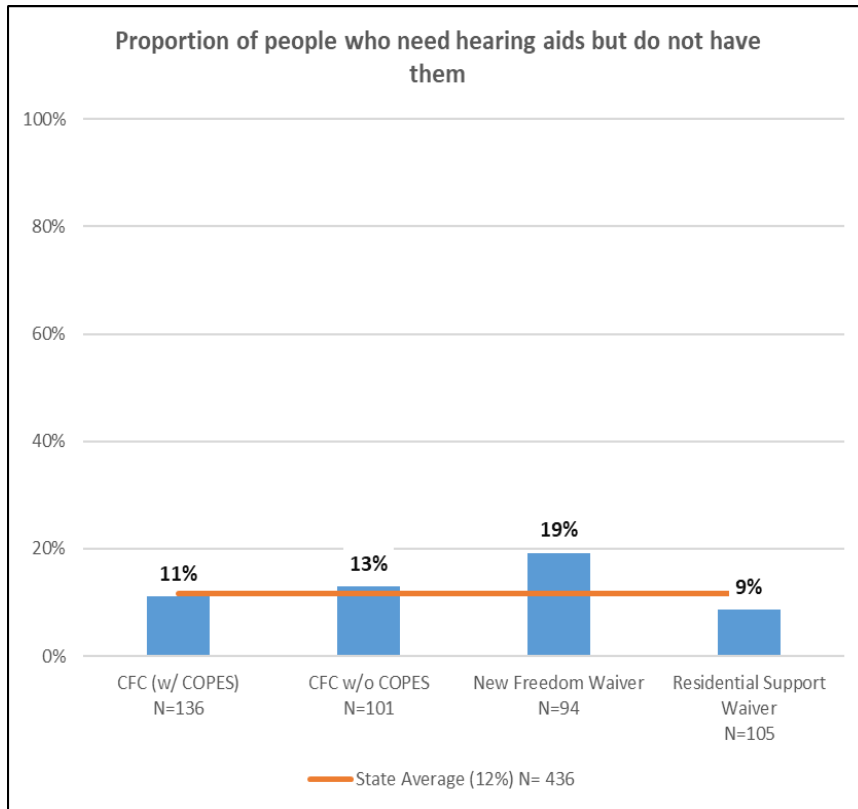
Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁴



⁴³ Item previously reported in the “Access” domain.

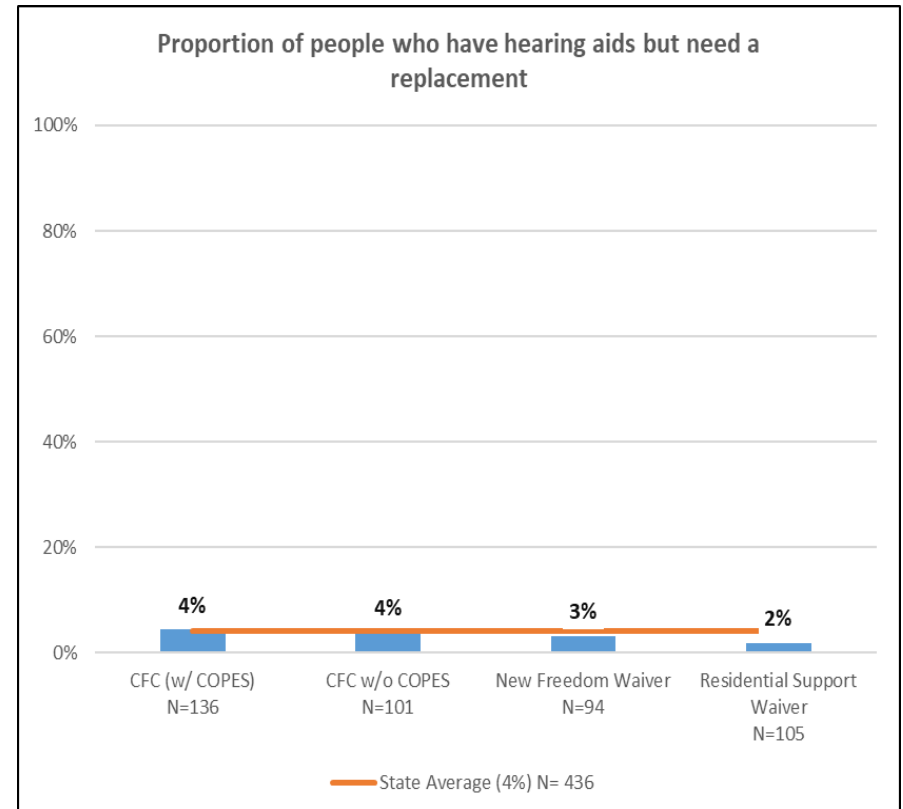
⁴⁴ Item previously reported in the “Access” domain.

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



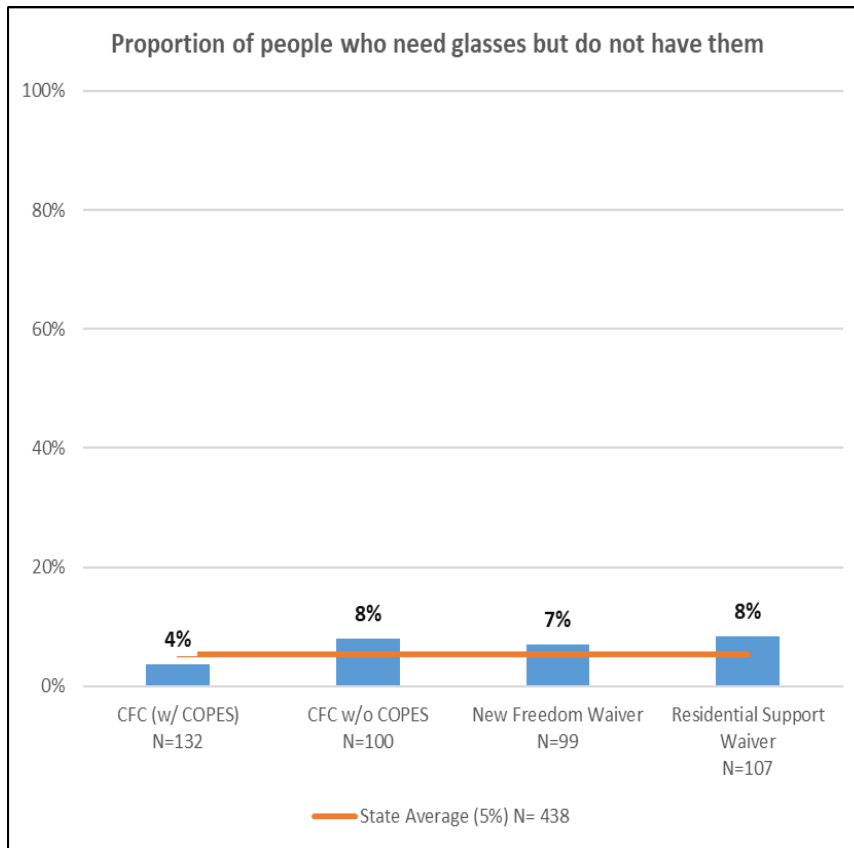
⁴⁵ Item previously reported in the “Access” domain.

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



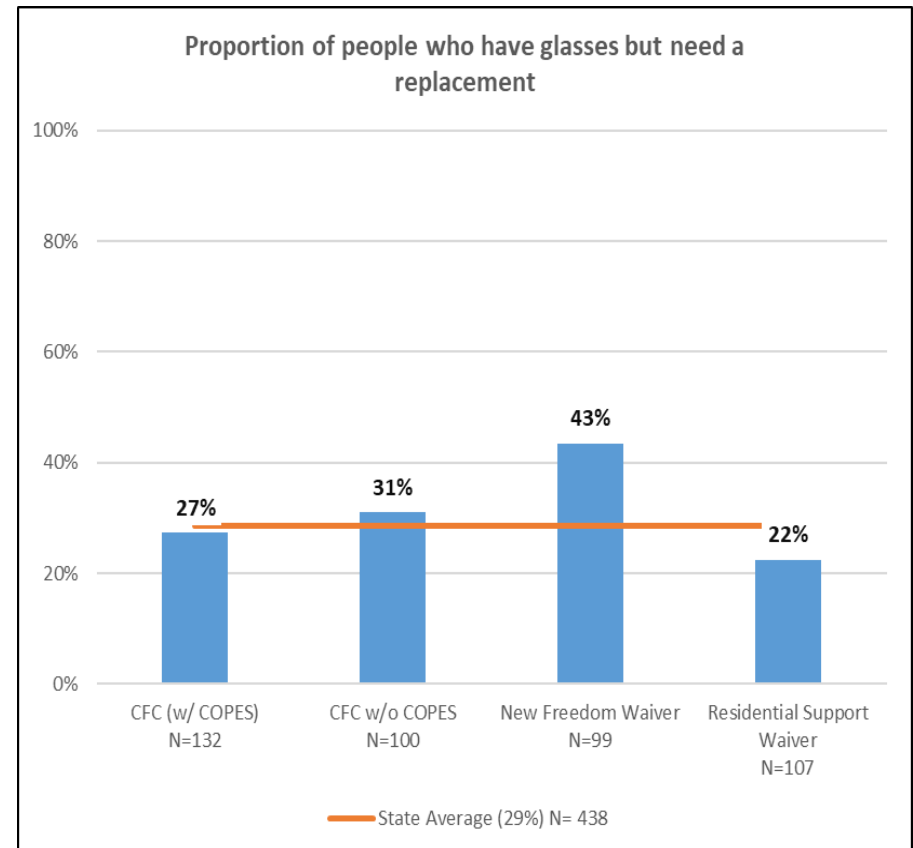
⁴⁶ Item previously reported in the “Access” domain.

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



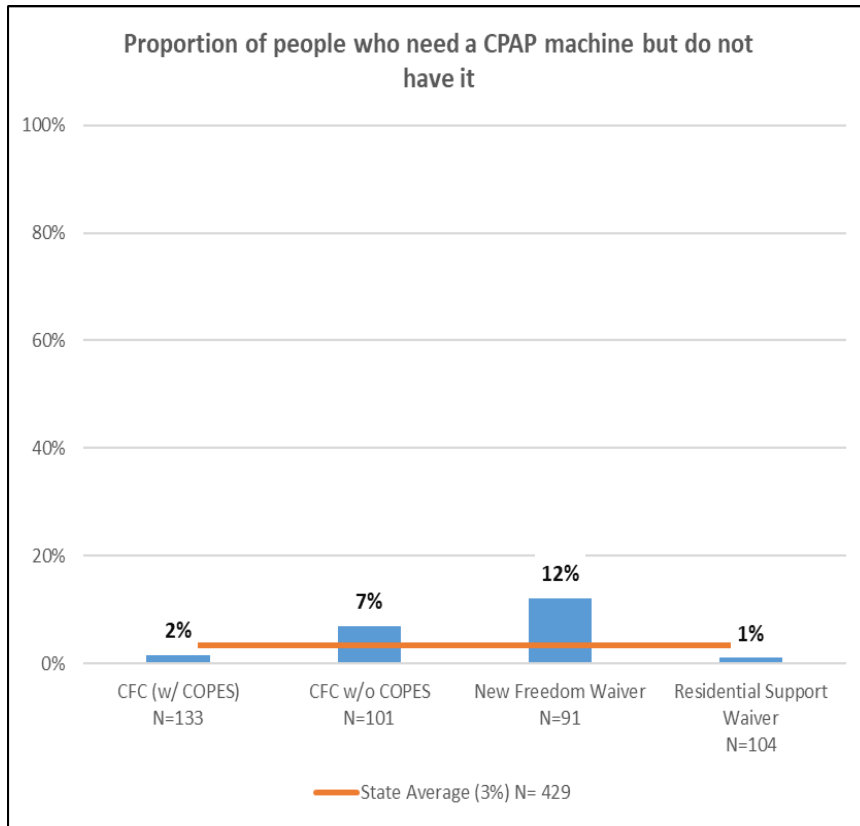
⁴⁷ Item previously reported in the “Access” domain.

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



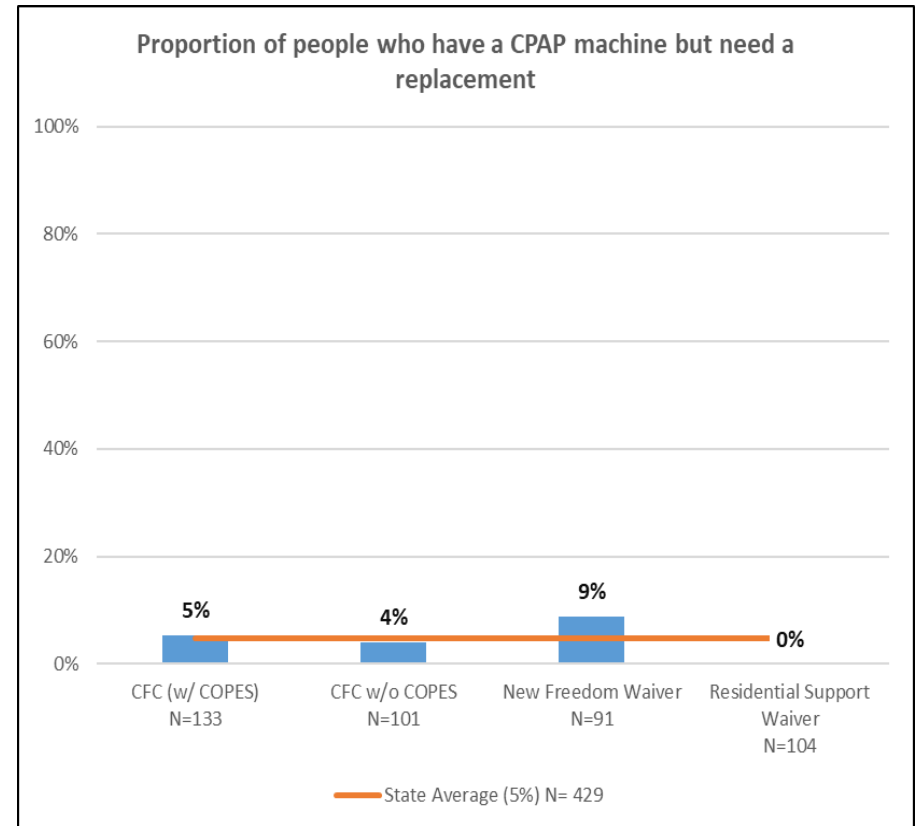
⁴⁸ Item previously reported in the “Access” domain.

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



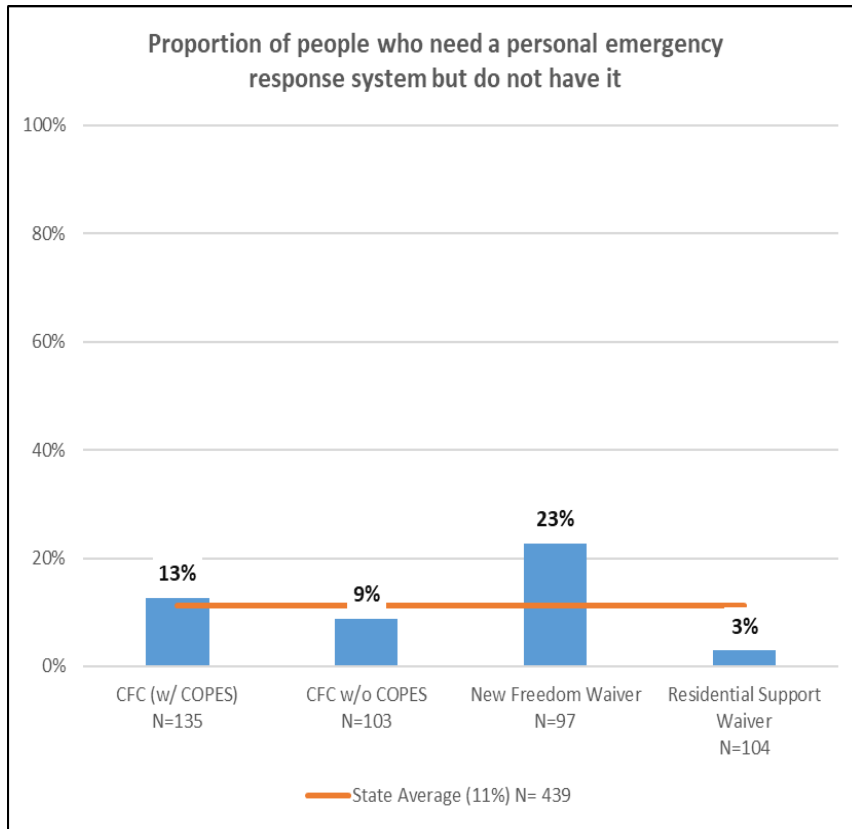
⁴⁹ Item previously reported in the “Access” domain.

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

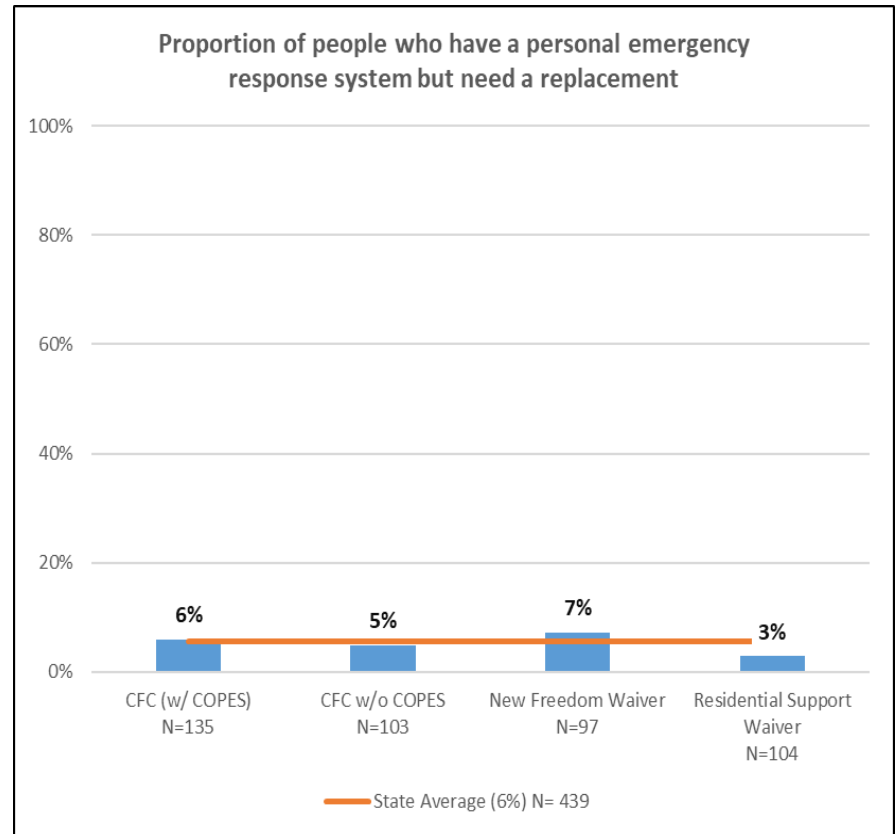


⁵⁰ Item previously reported in the “Access” domain.

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



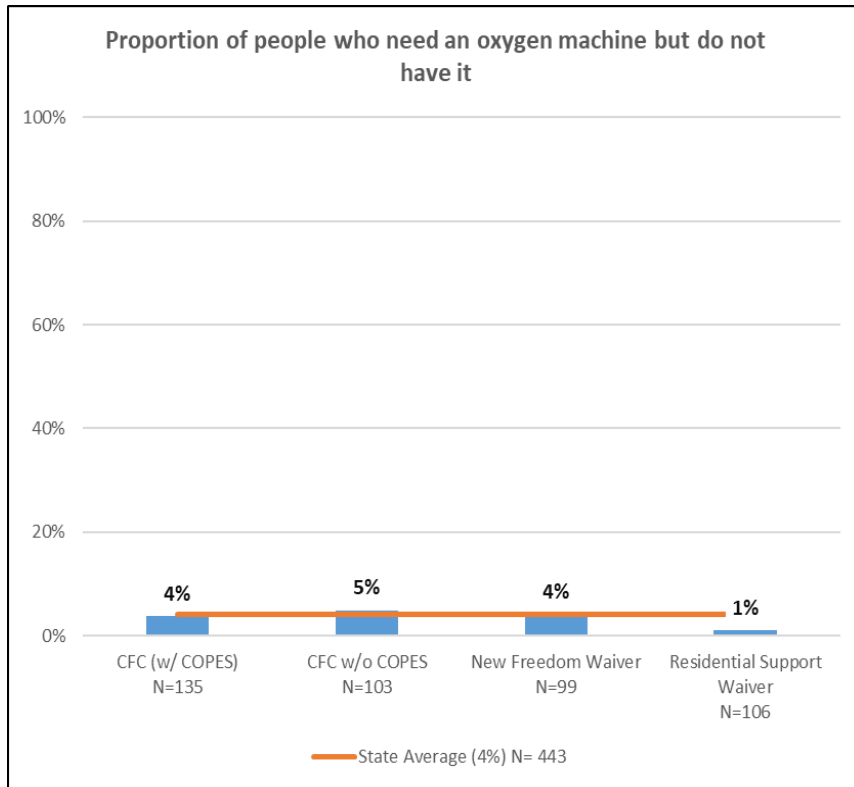
Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵²



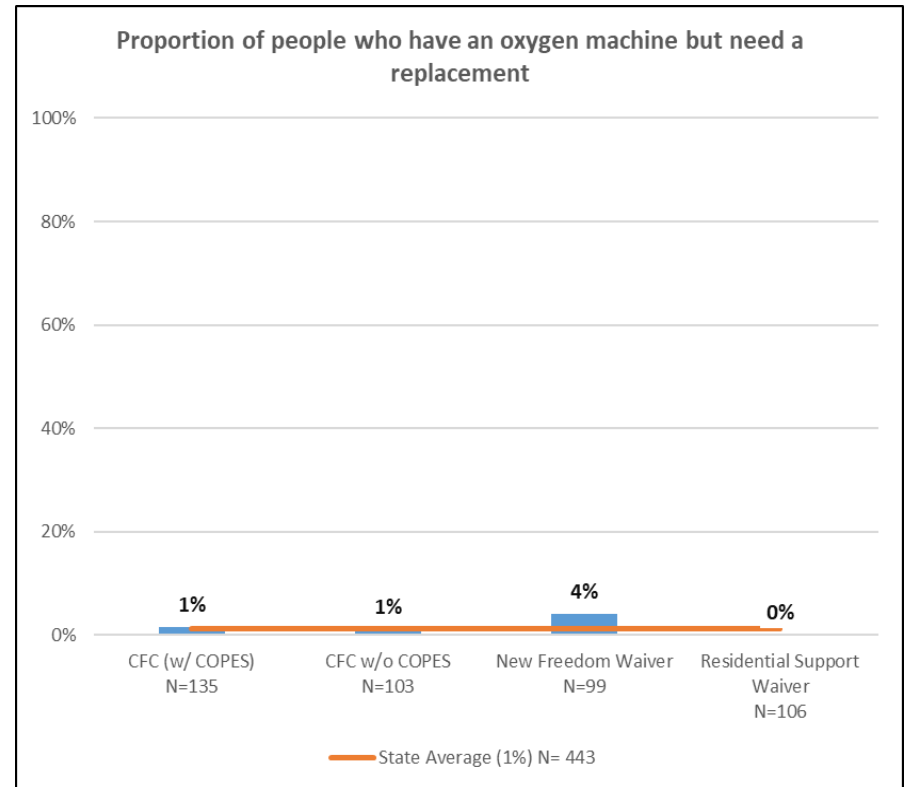
⁵¹ Item previously reported in the “Access” domain.

⁵² Item previously reported in the “Access” domain.

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



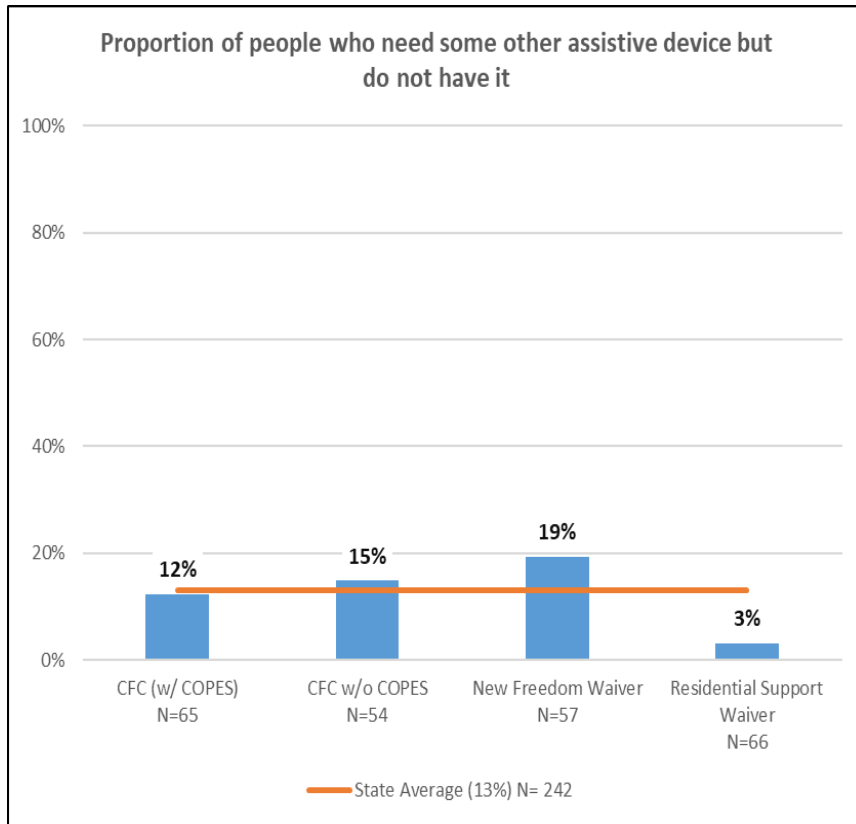
Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁴



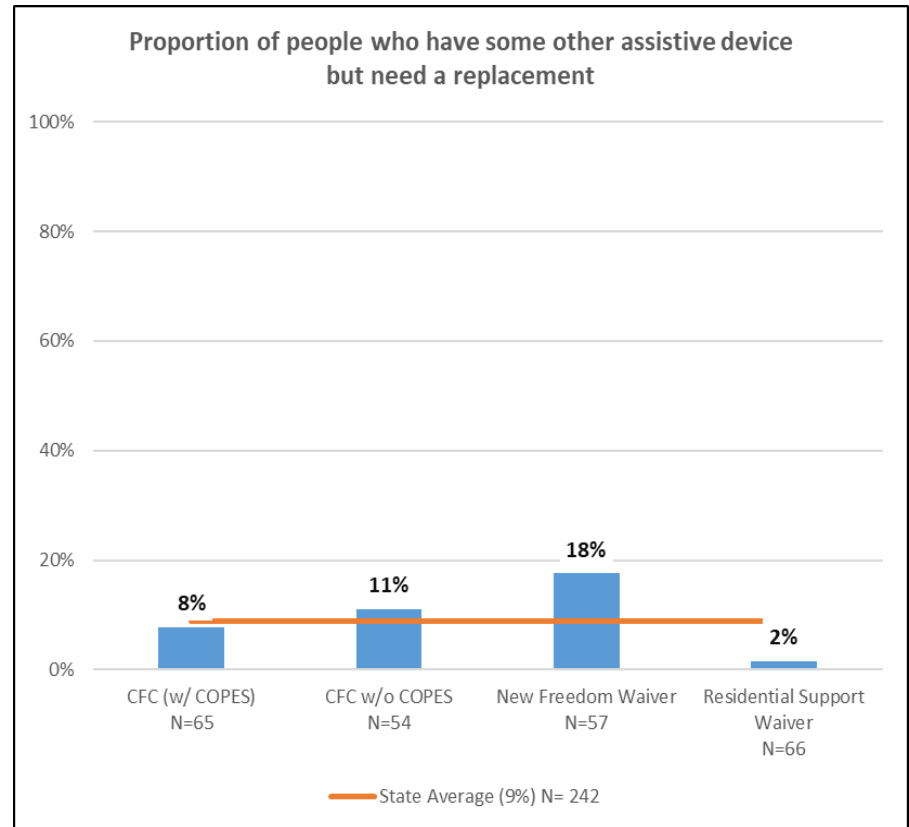
⁵³ New item added in 2018-2019.

⁵⁴ New item added in 2018-2019.

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



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.

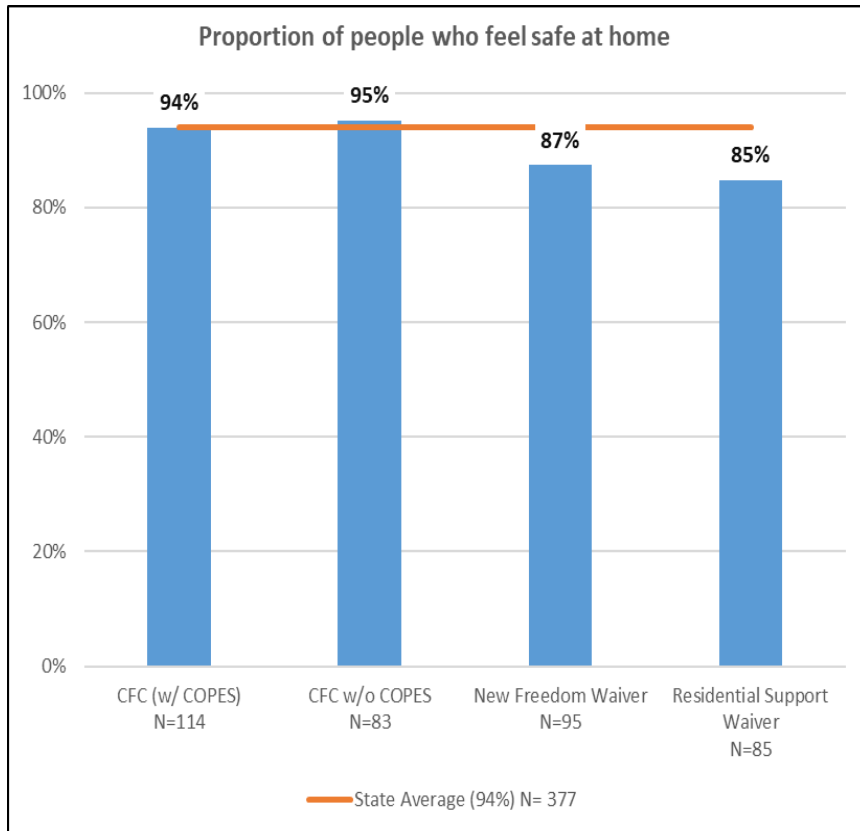
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

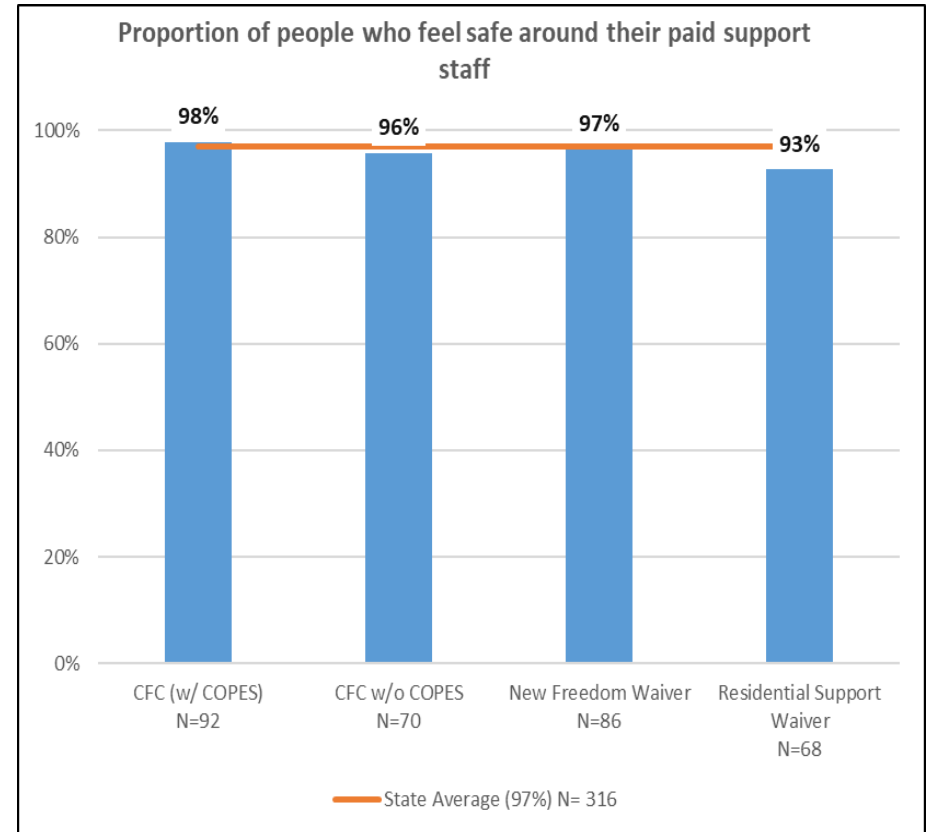
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

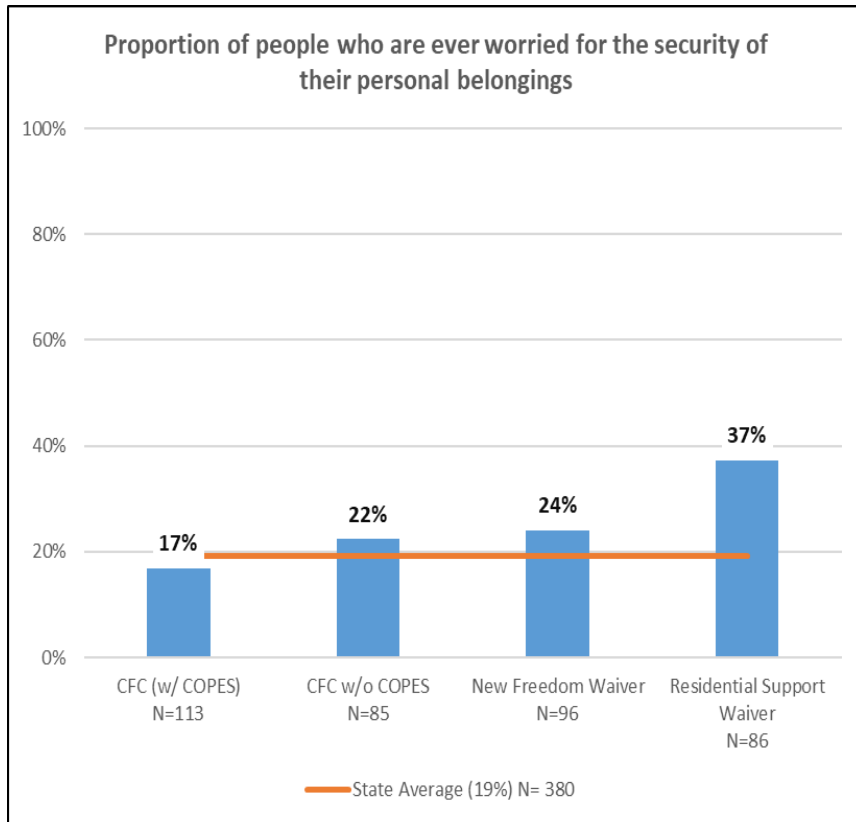
Graph 61. Proportion of people who feel safe at home



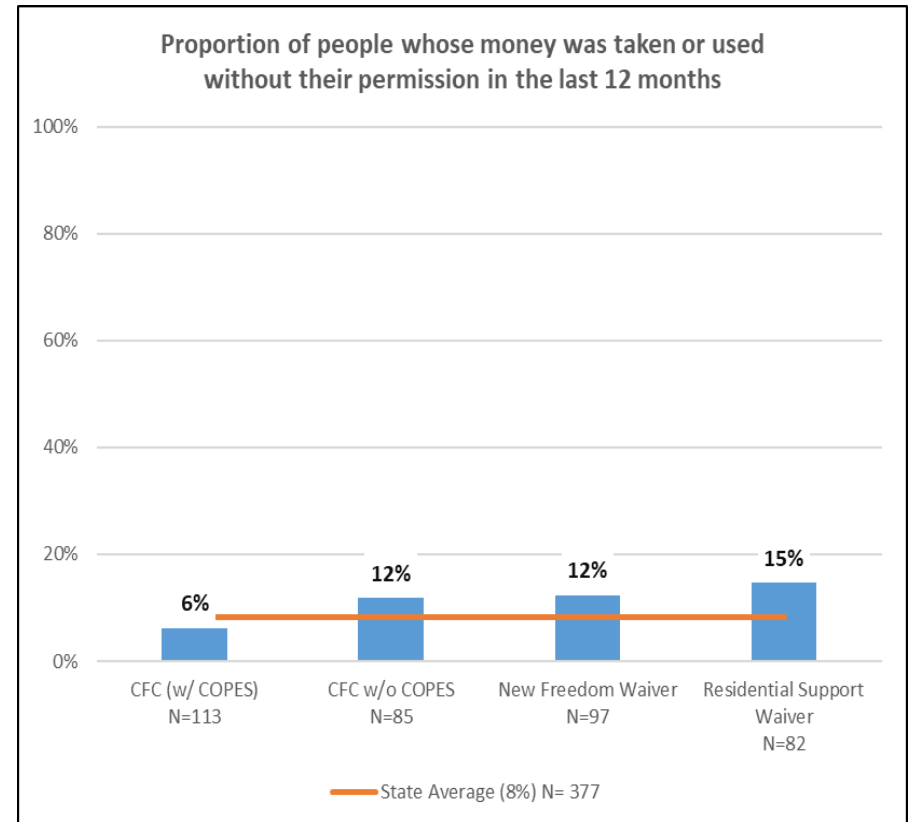
Graph 62. Proportion of people who feel safe around their paid support staff



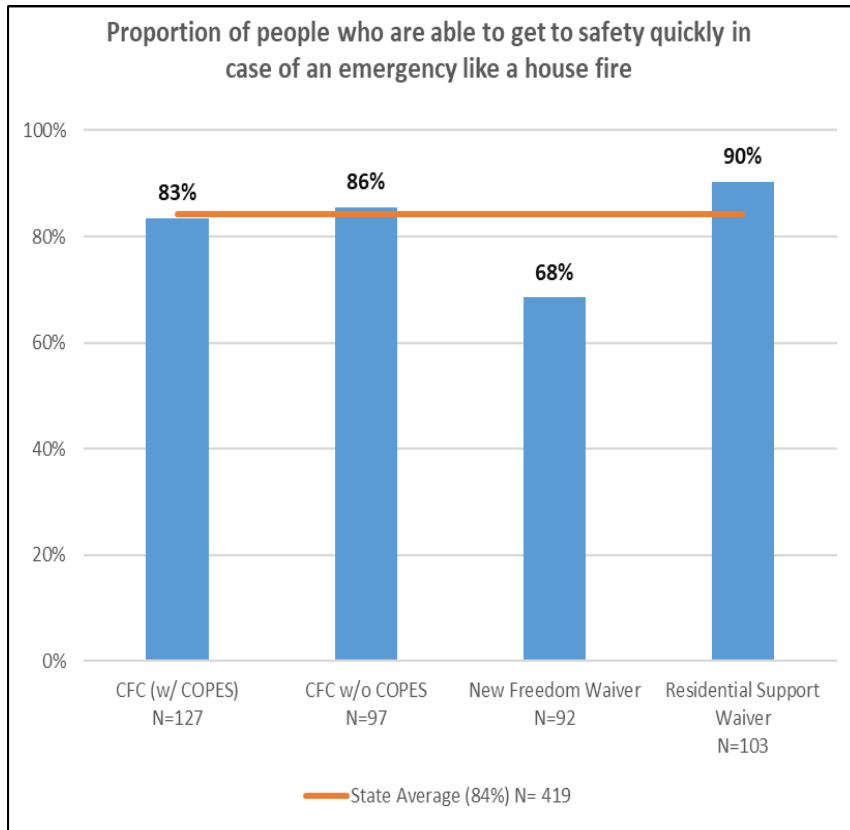
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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.

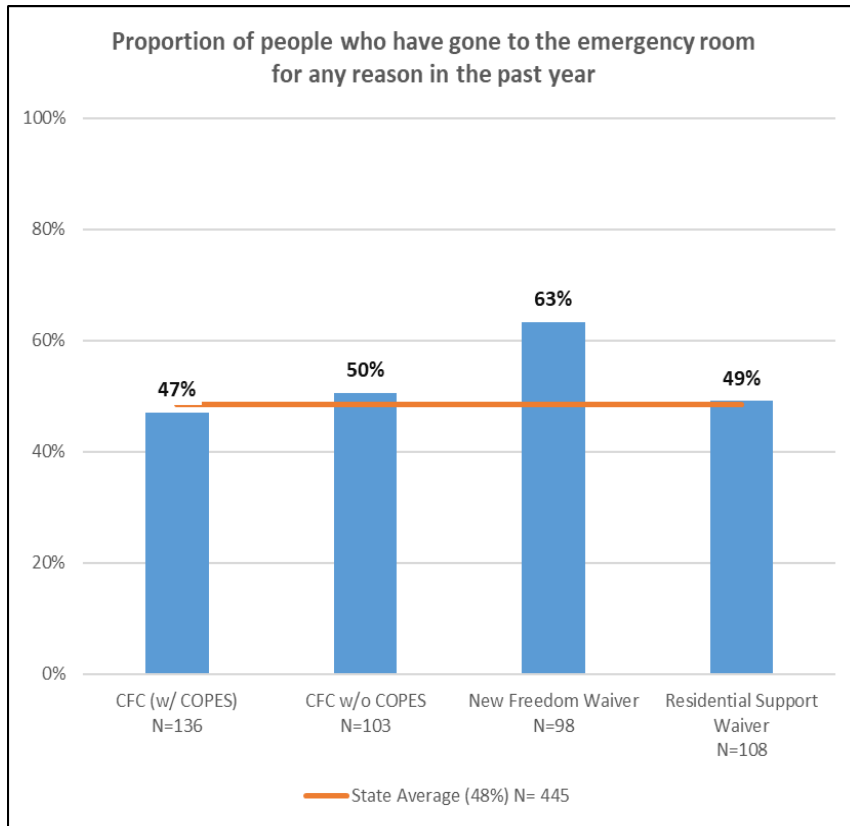
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

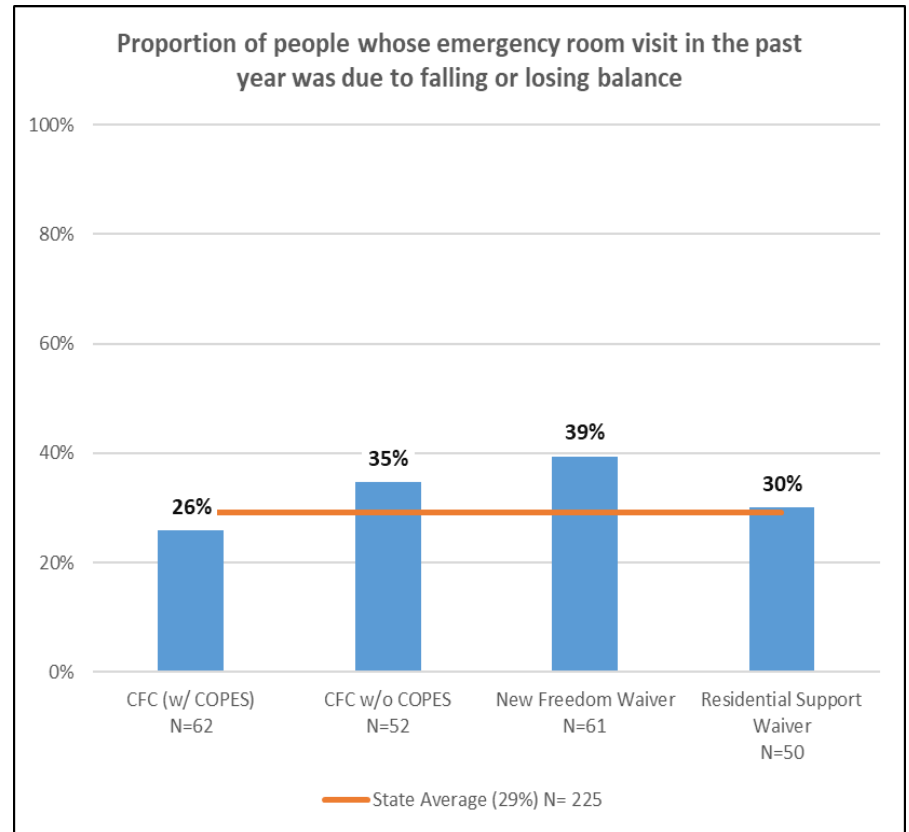
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

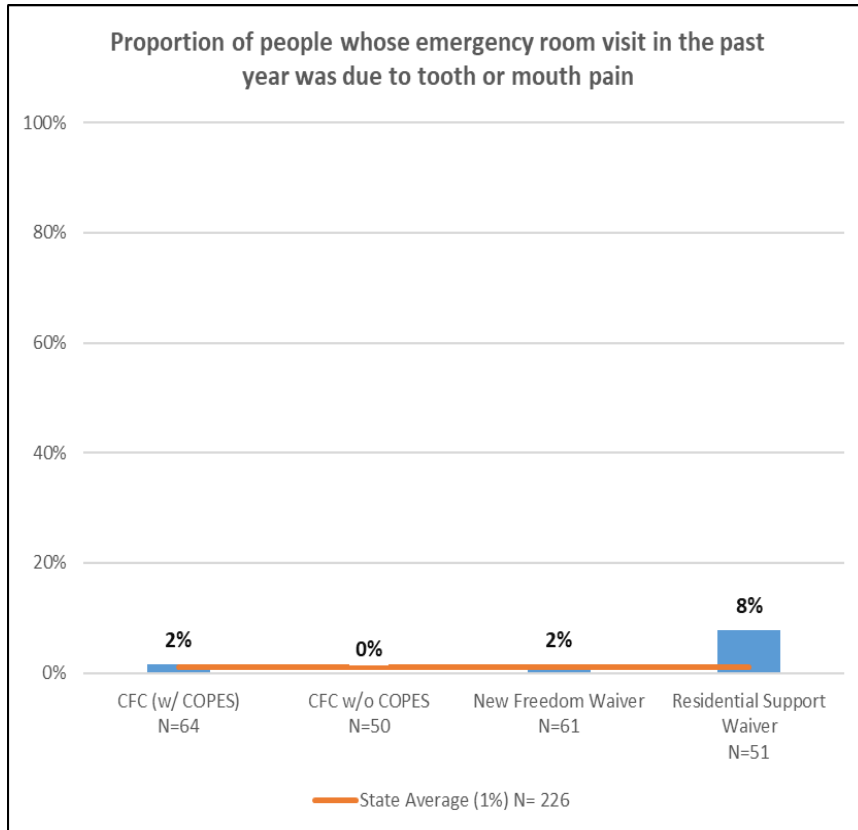
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



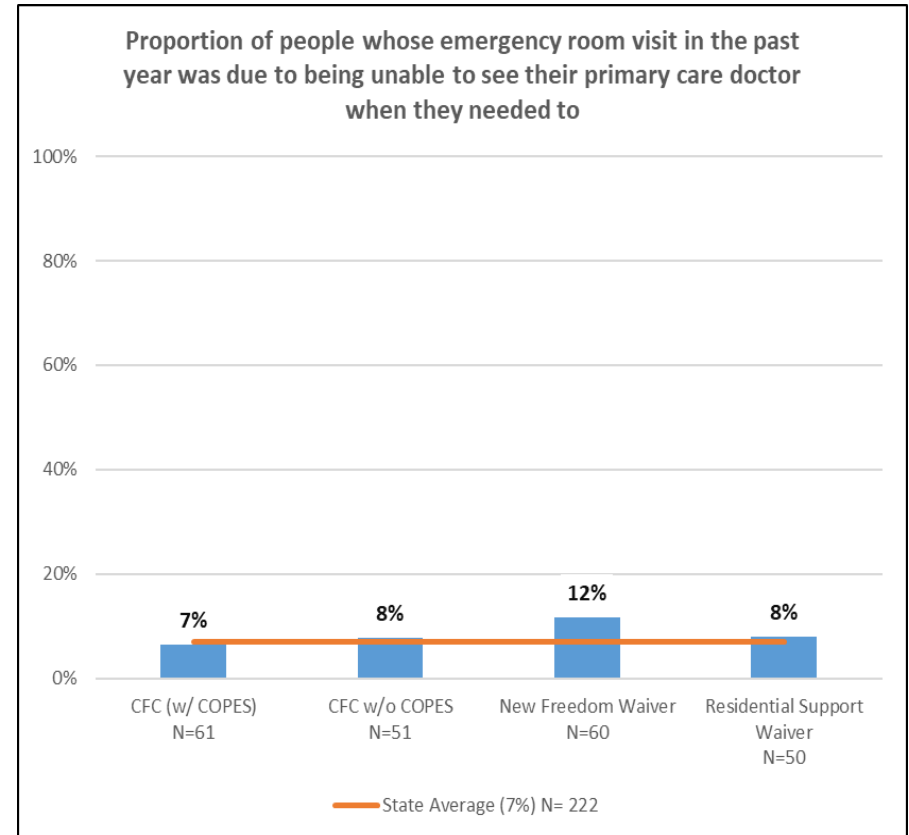
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



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

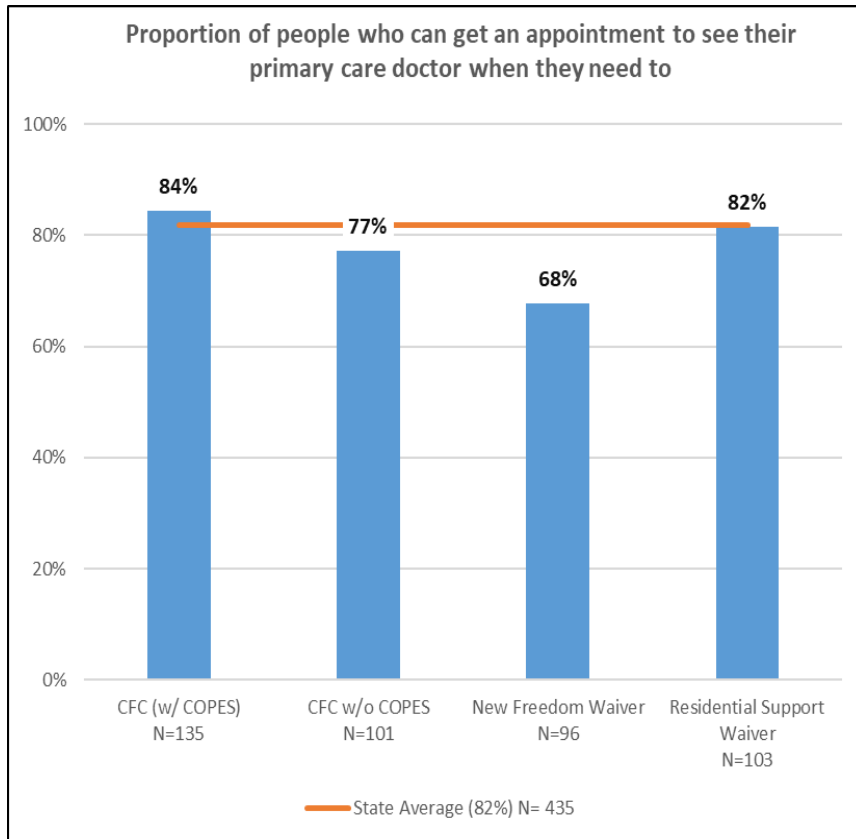


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁷

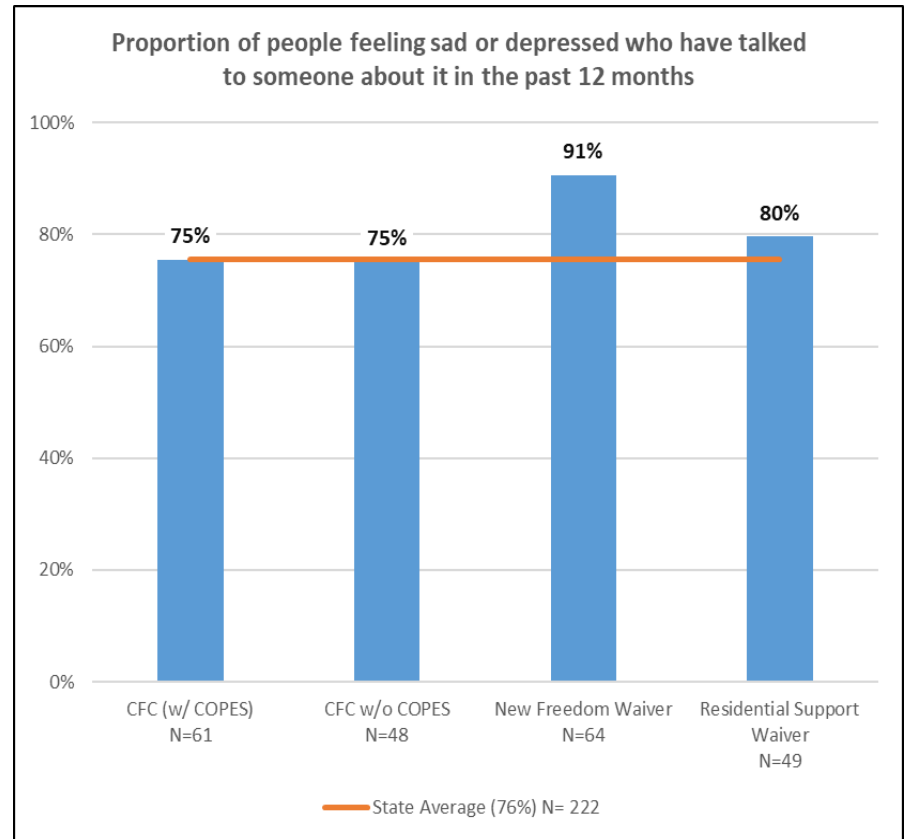


⁵⁷ New item added in 2018-2019.

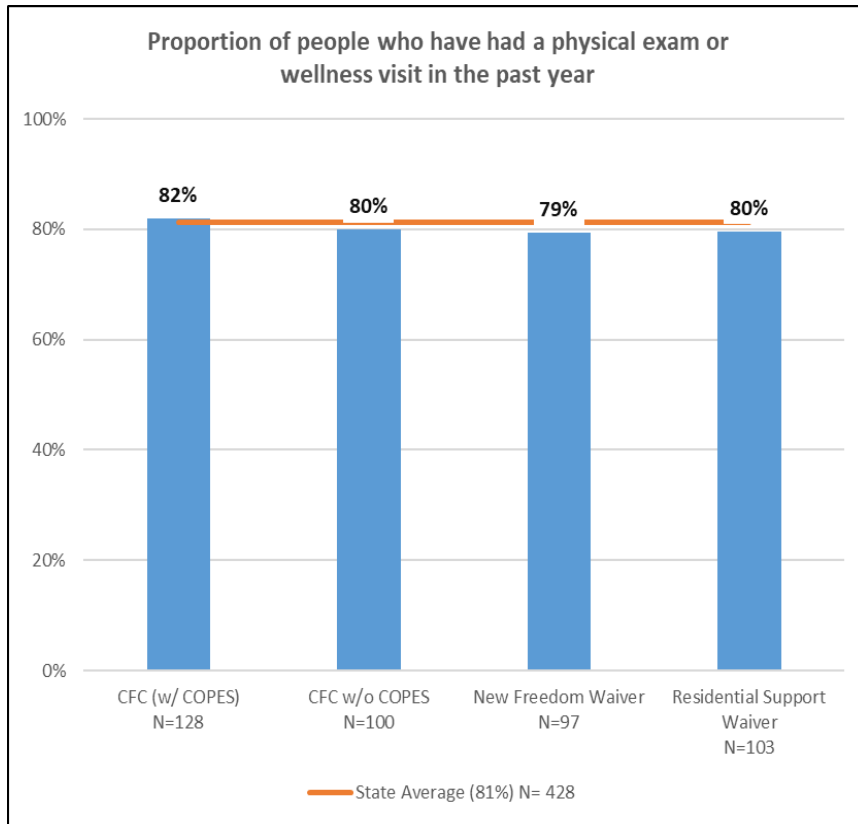
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



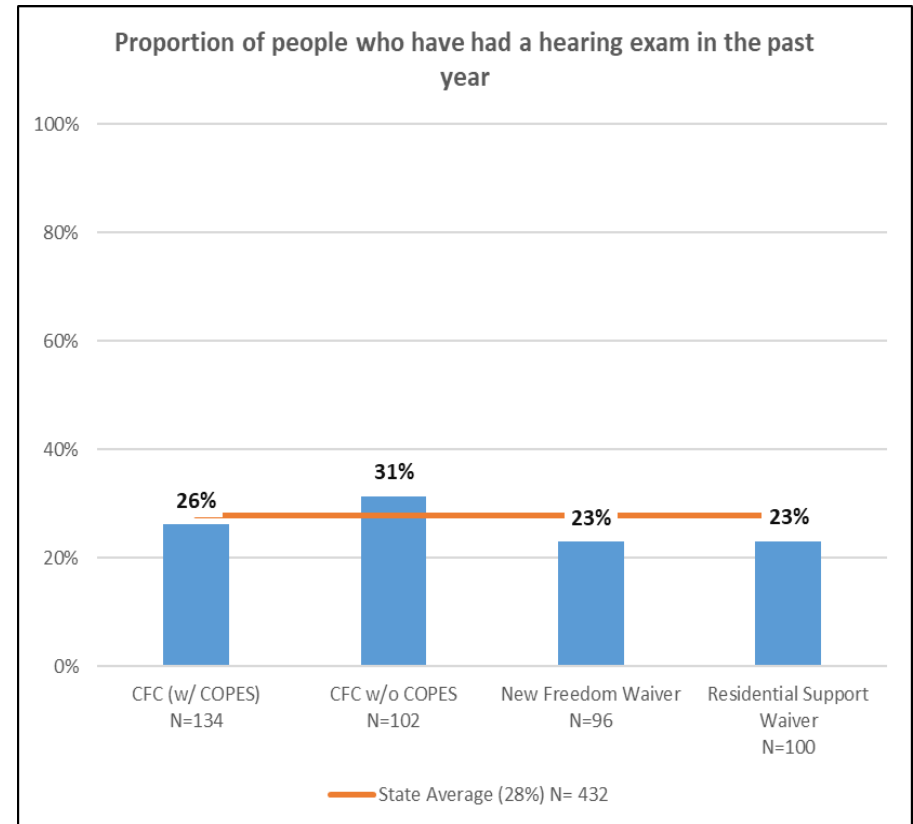
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



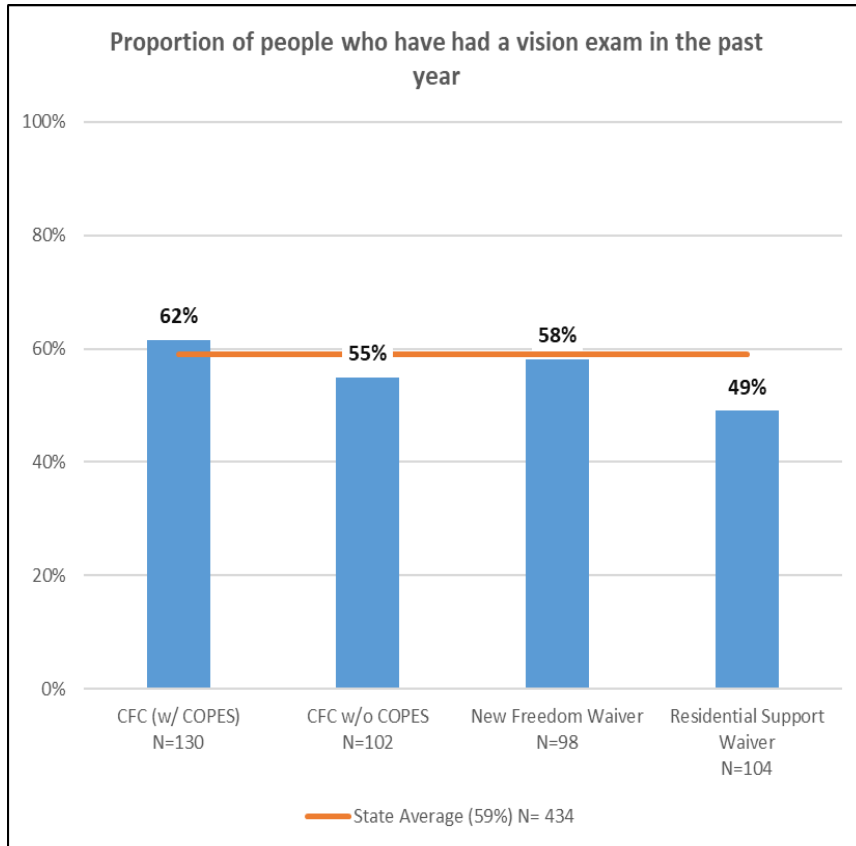
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



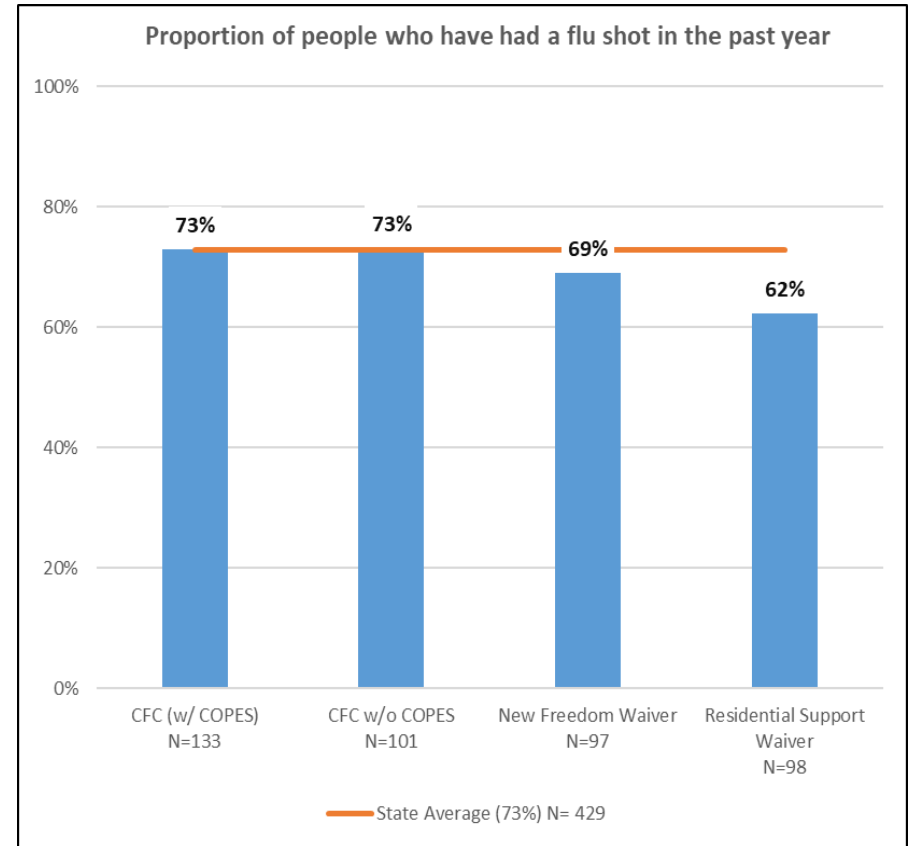
Graph 73. Proportion of people who have had a hearing exam in the past year



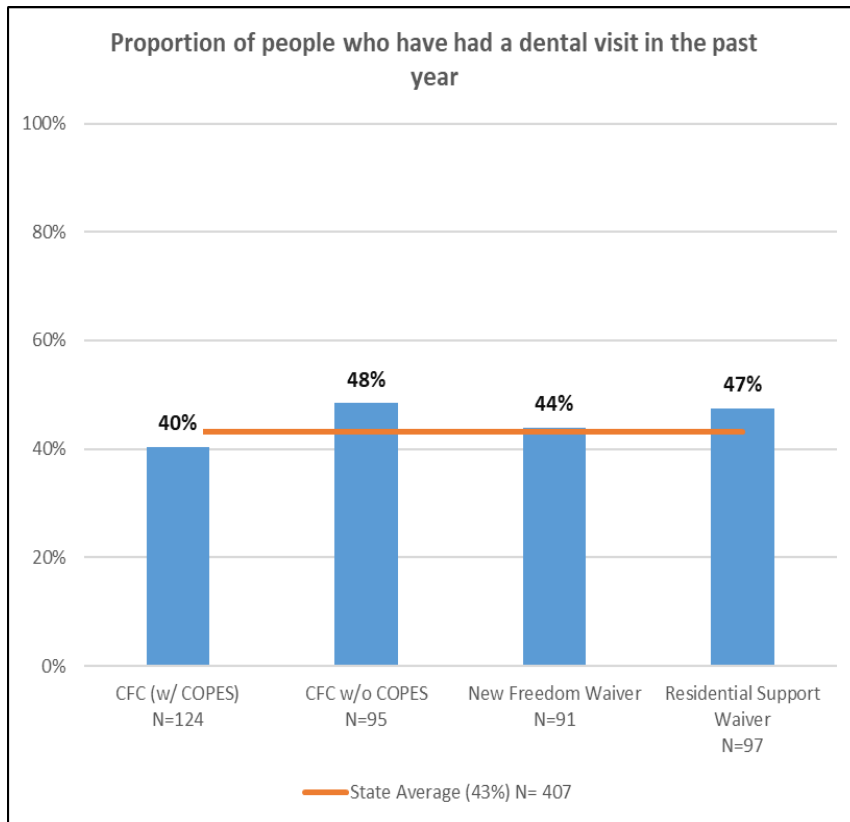
Graph 74. Proportion of people who have had a vision exam in the past year



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:

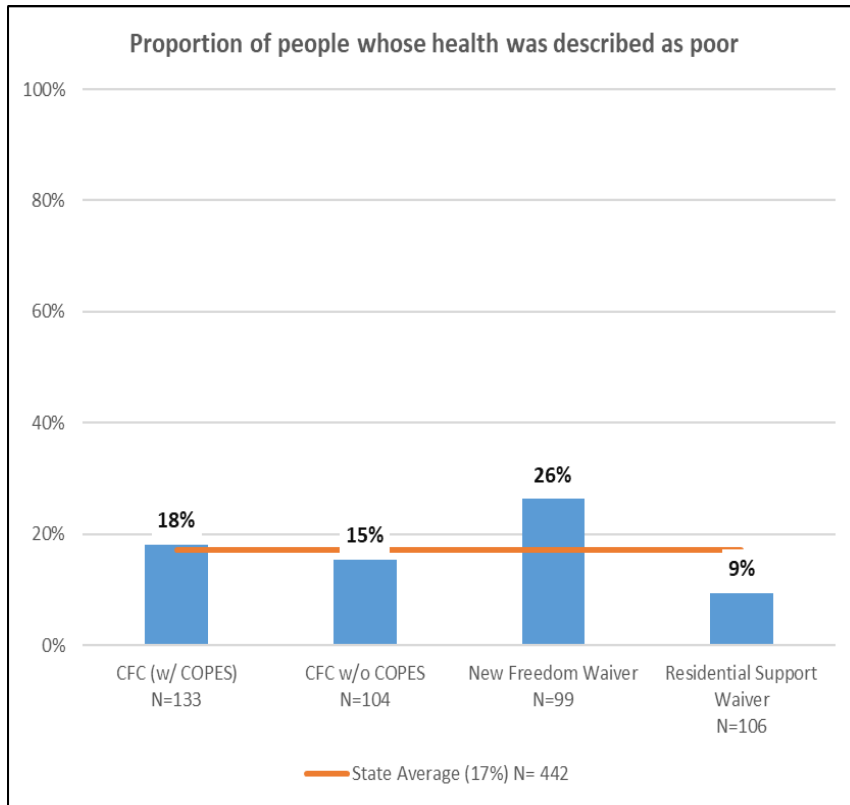
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access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

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

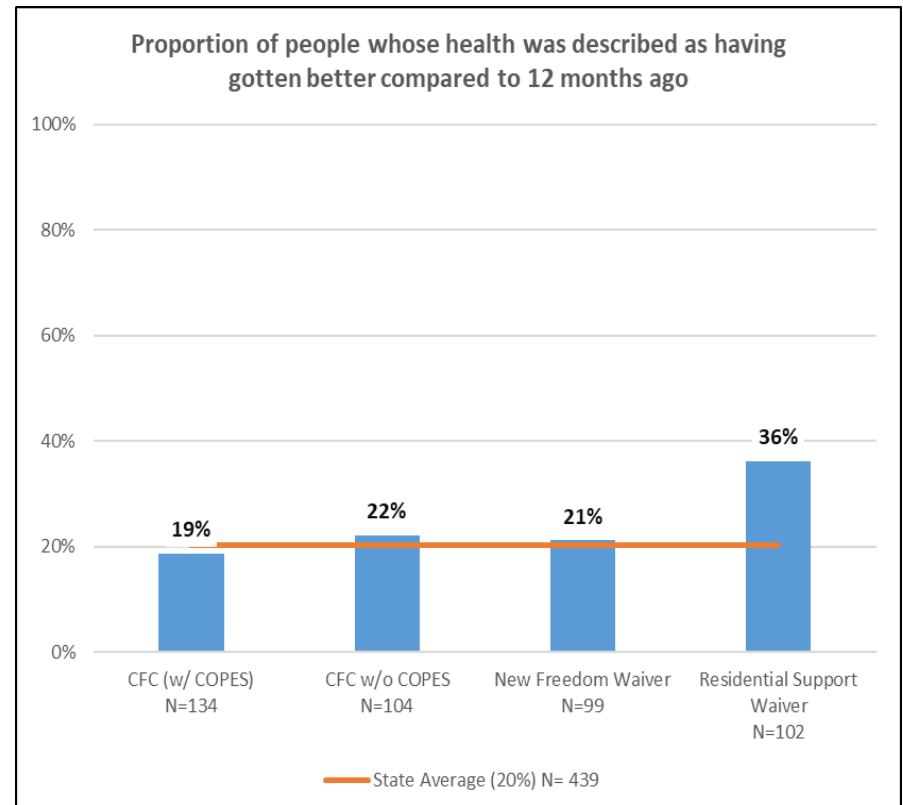
Un-collapsed data are shown in Appendix B.

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

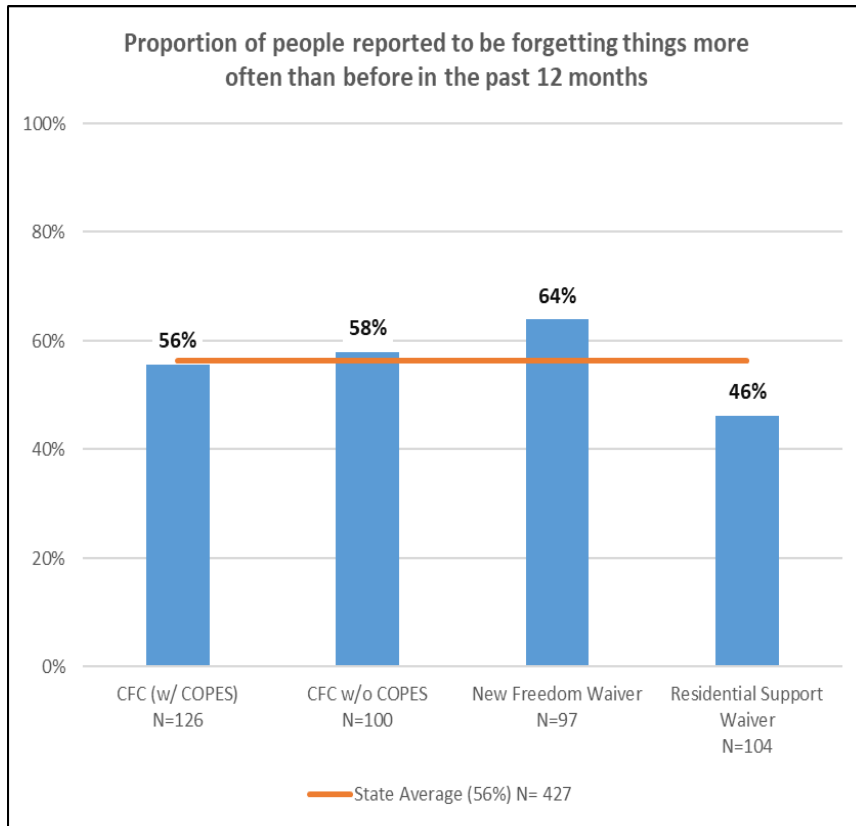
Graph 77. Proportion of people whose health was described as poor



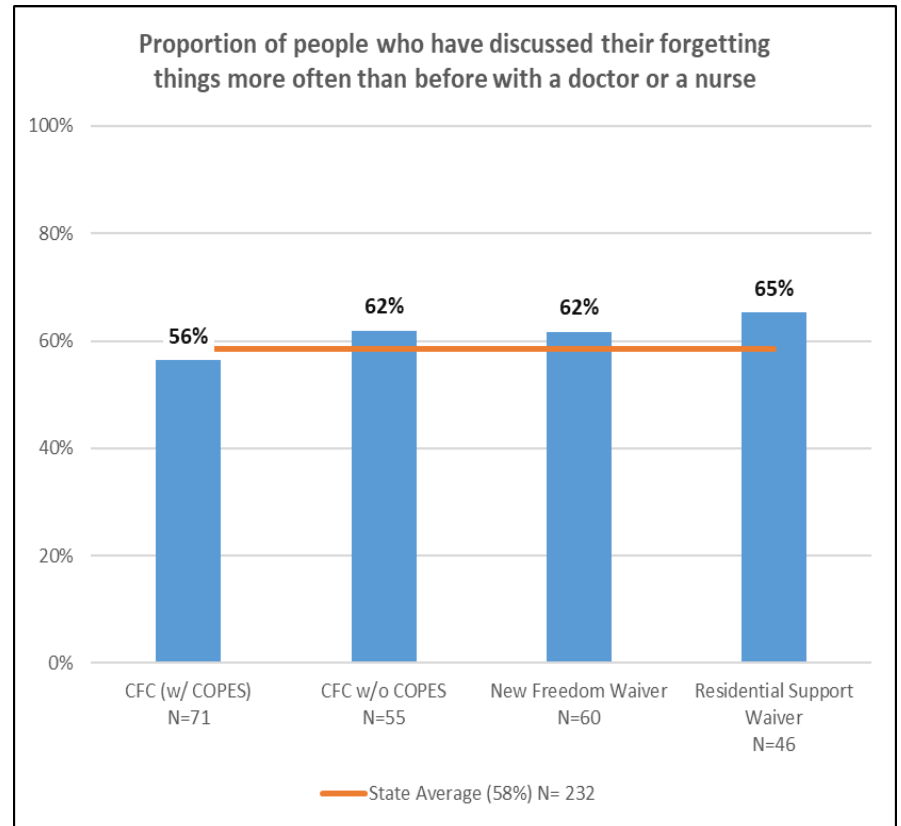
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



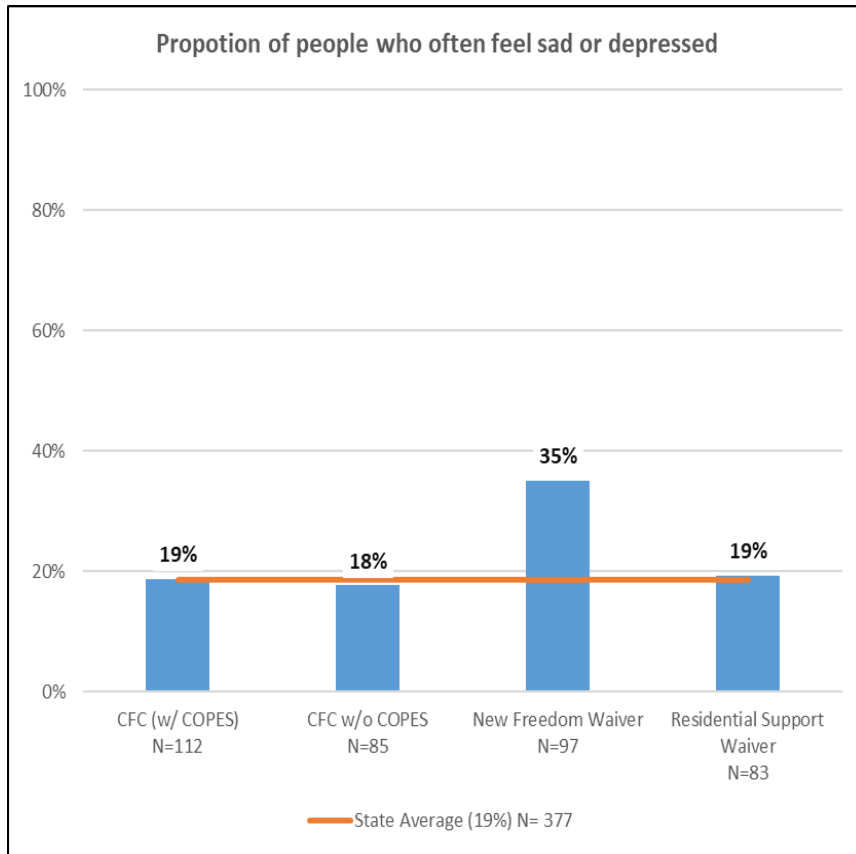
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



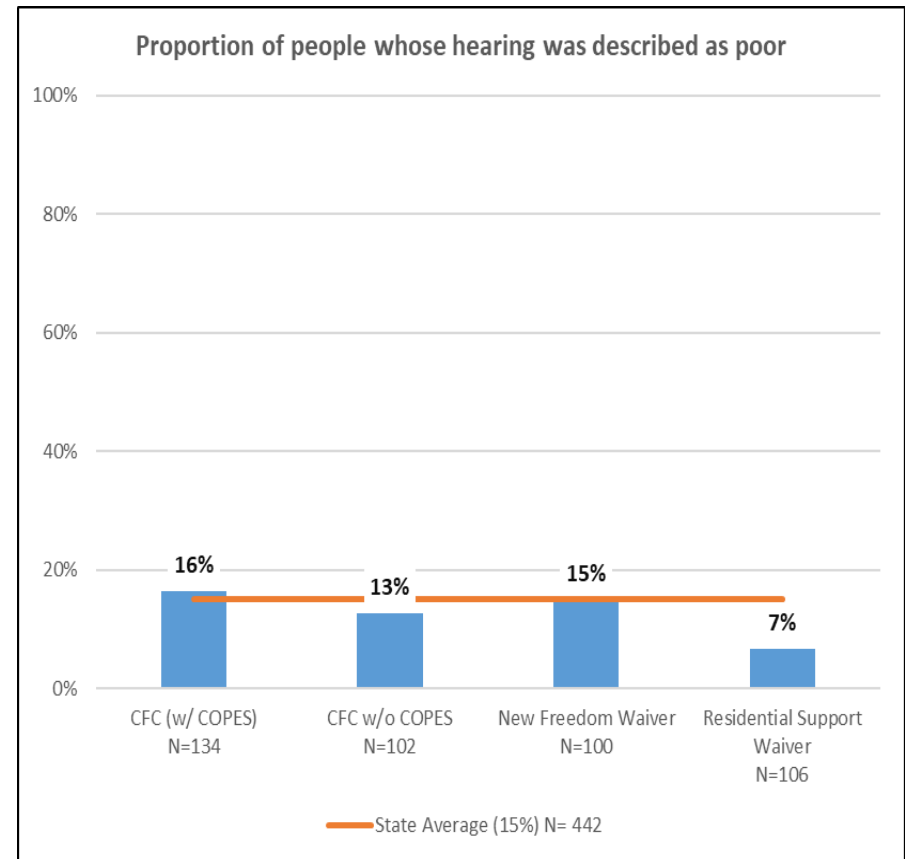
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



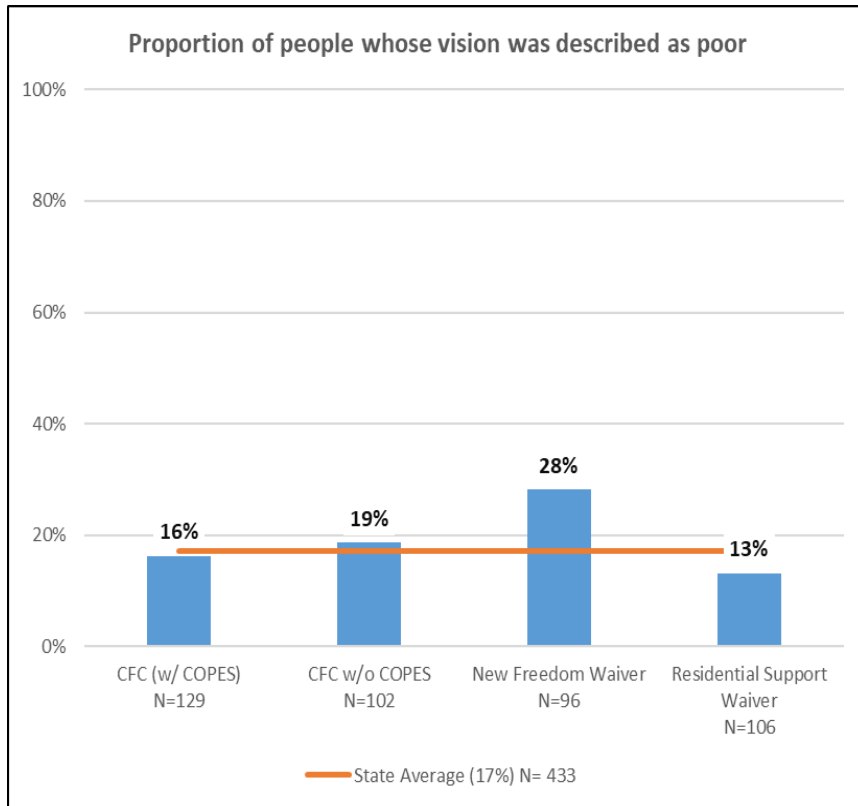
Graph 81. Proportion of people who often feel sad or depressed



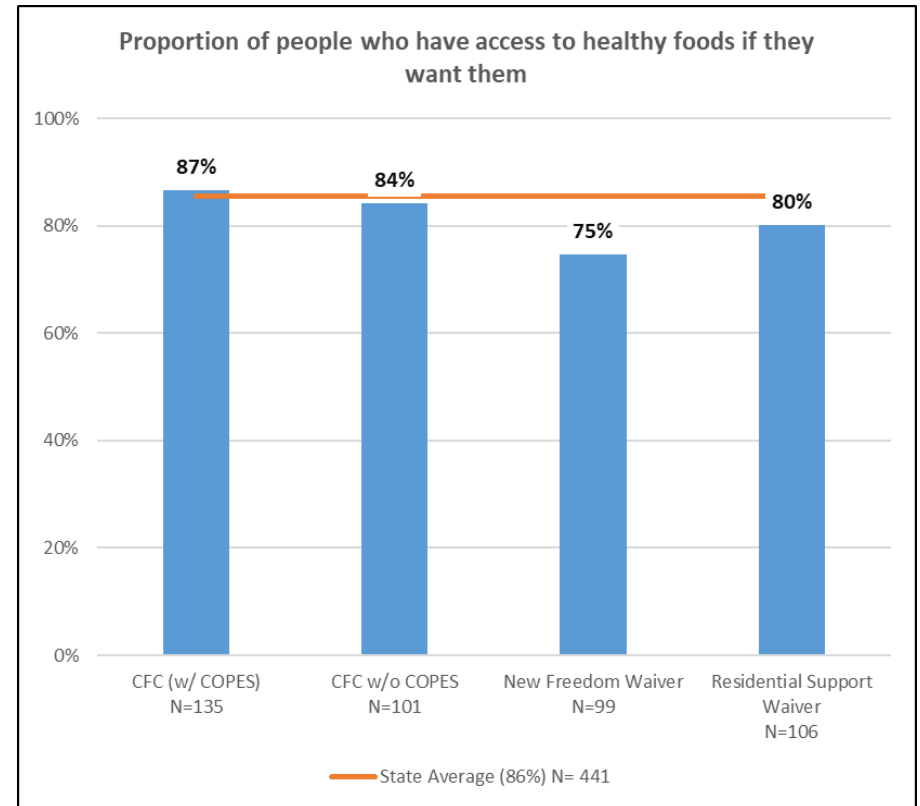
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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.

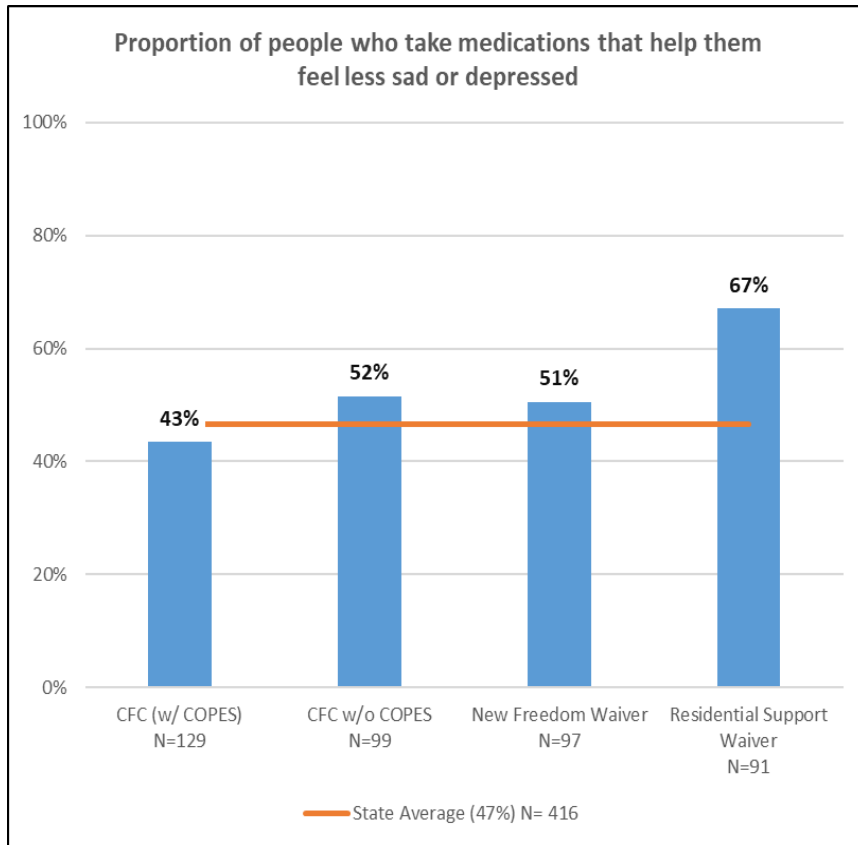
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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.

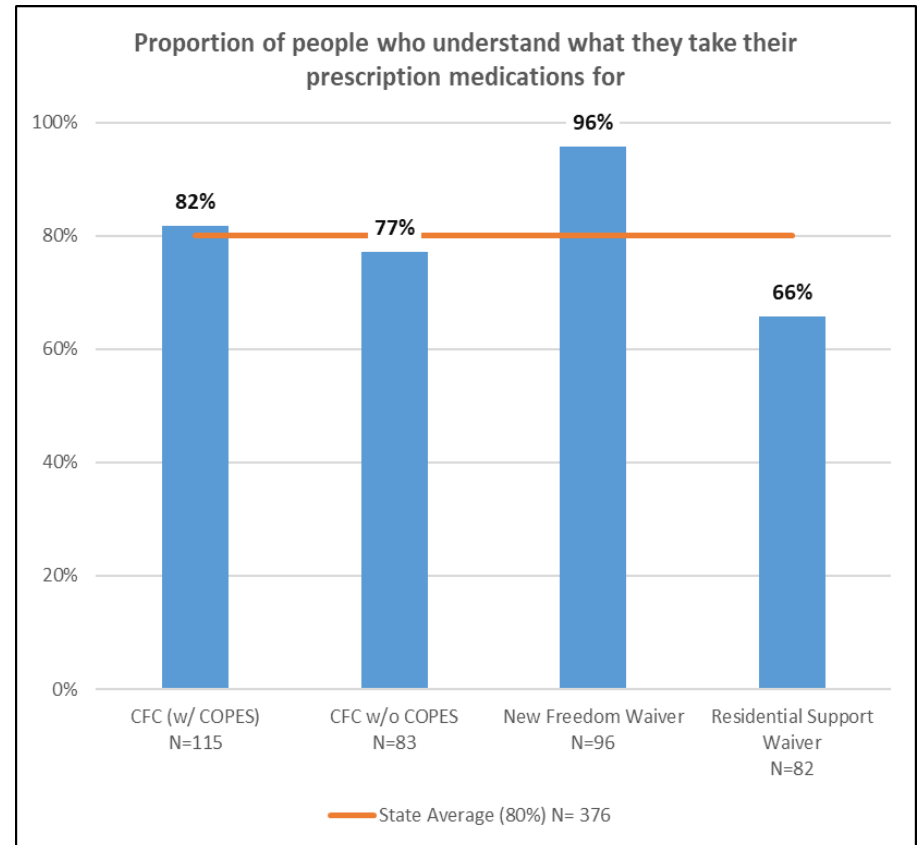
There are two survey items that correspond to the Medication domain.

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.

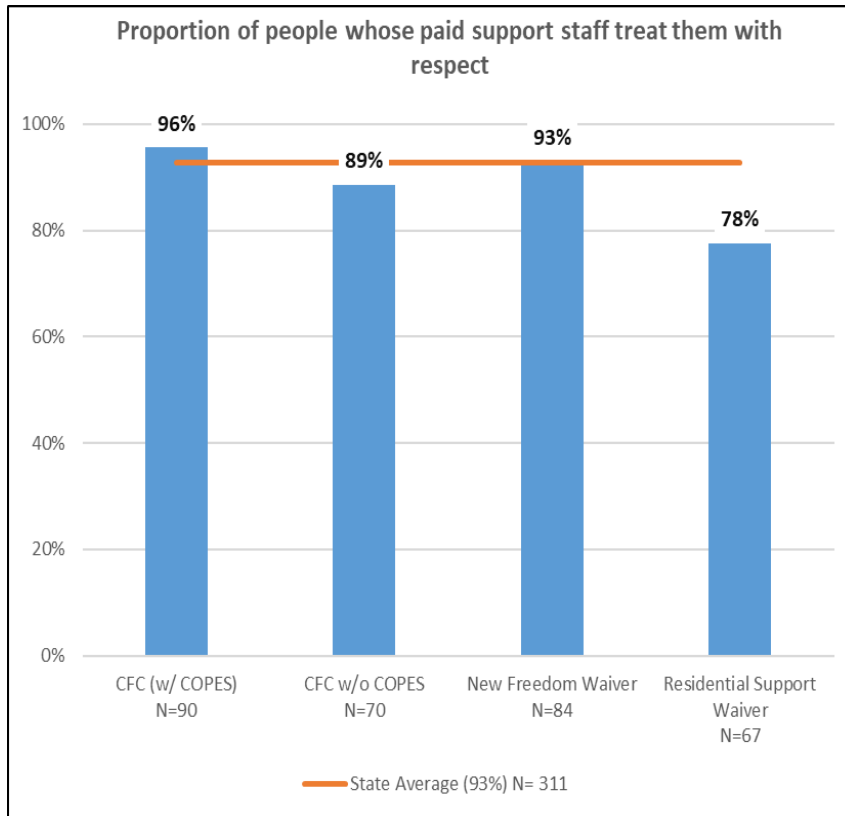
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

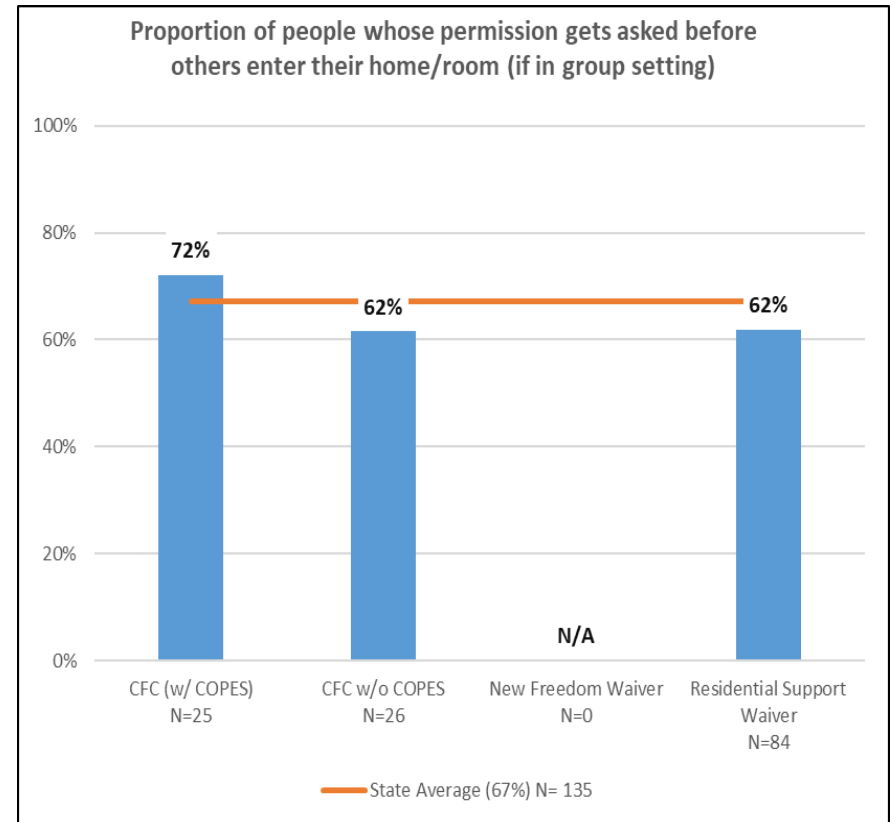
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

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

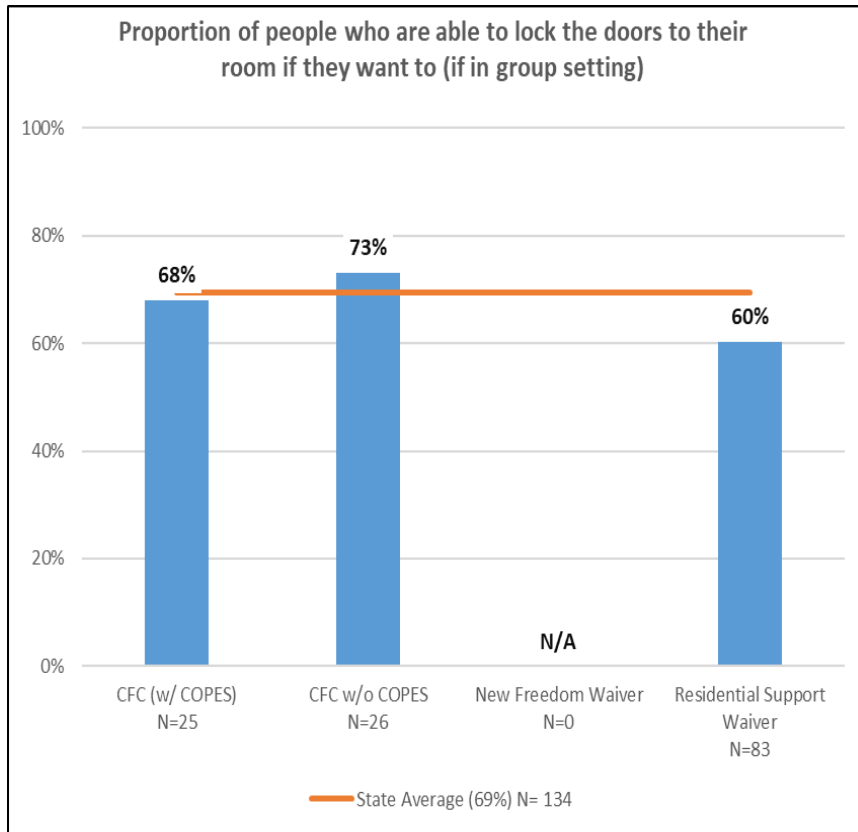


Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶⁰

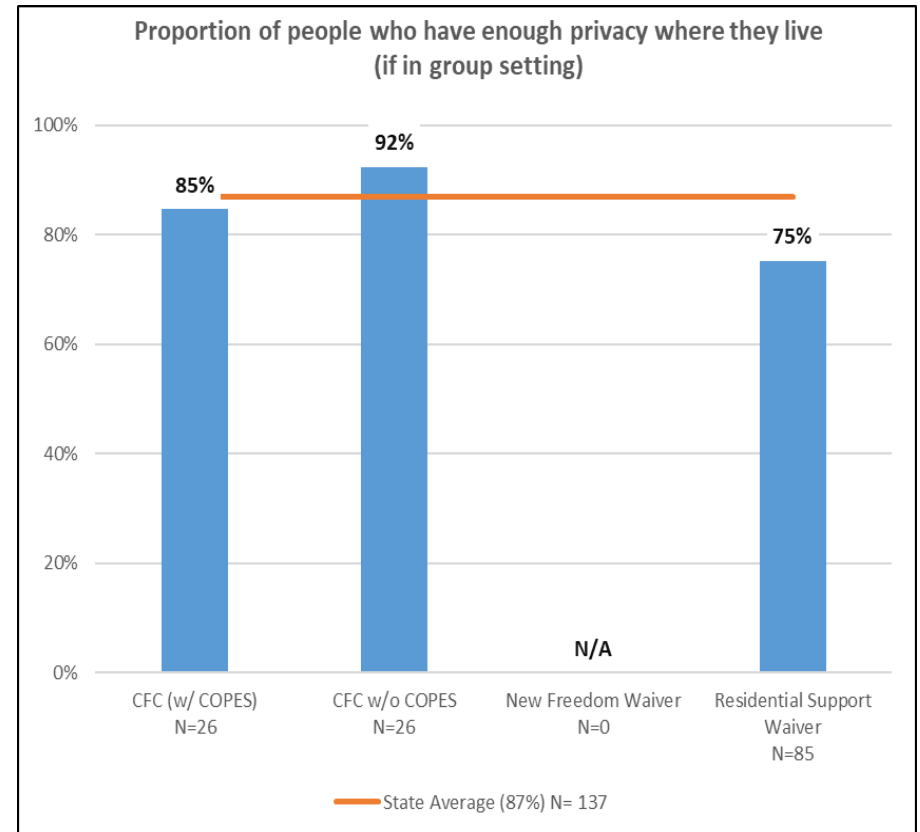


⁶⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



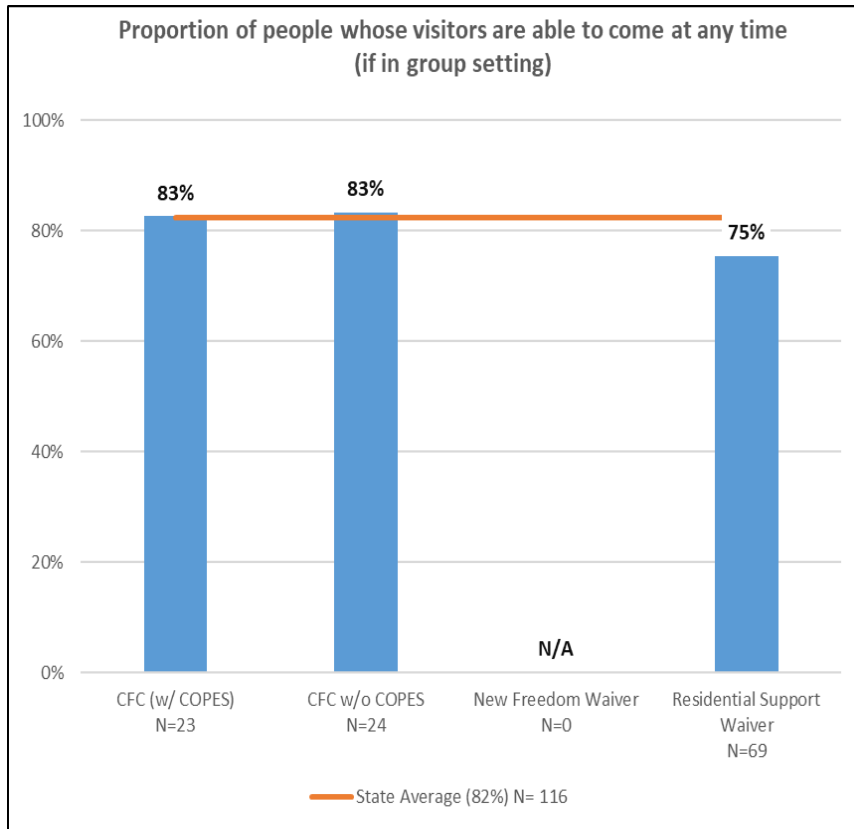
Graph 90. Proportion of people who have enough privacy where they live (if in group setting)⁶²



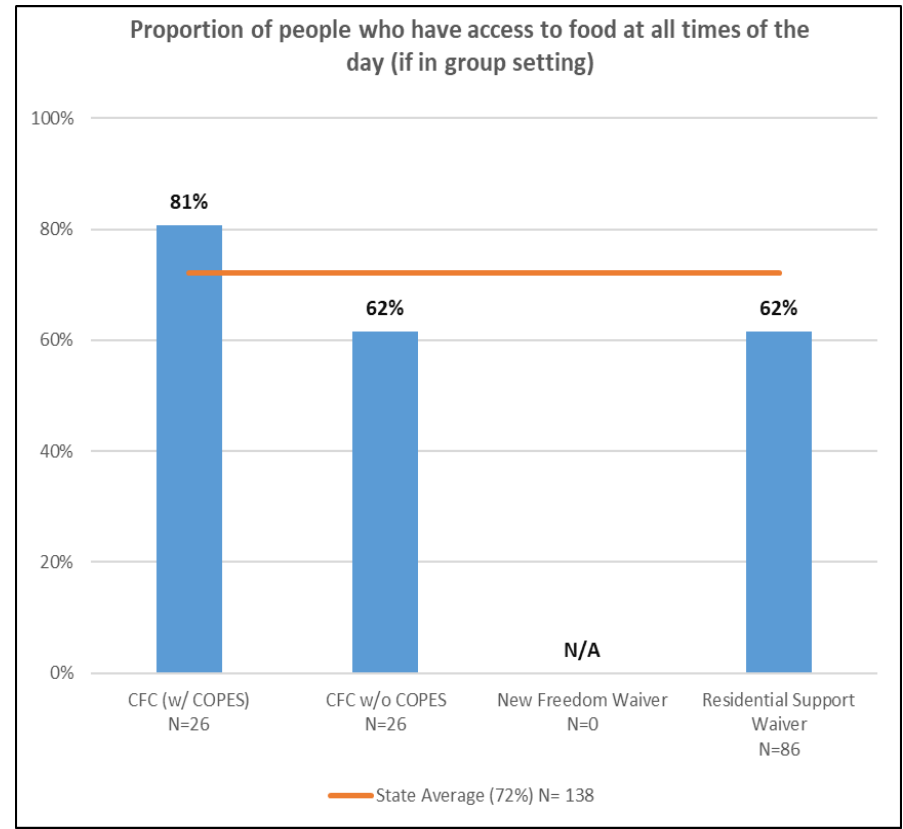
⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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.

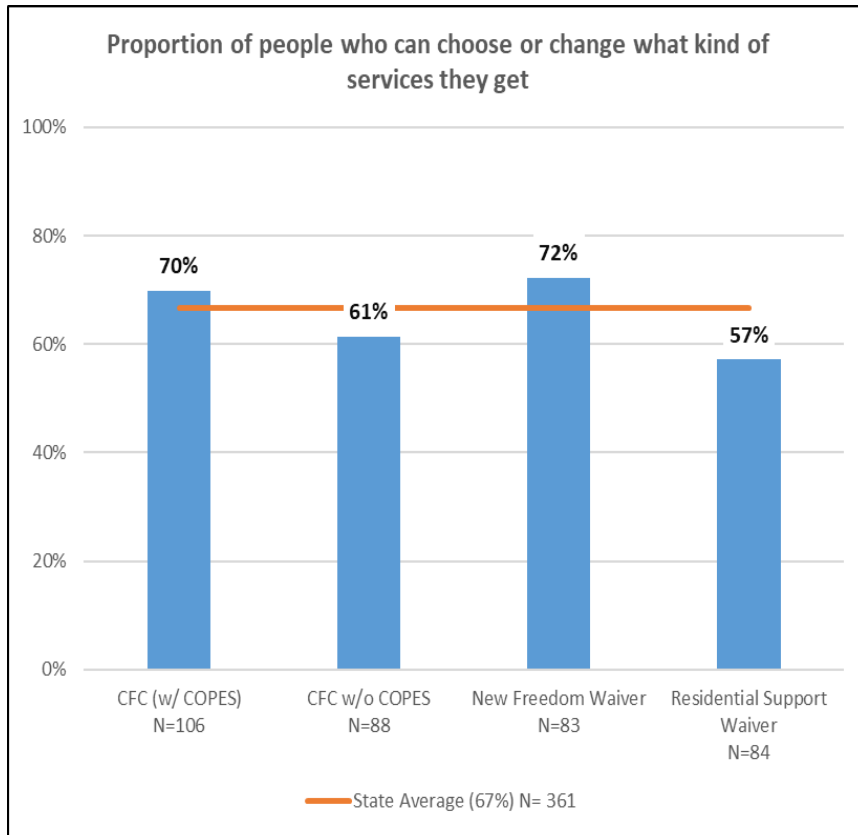
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

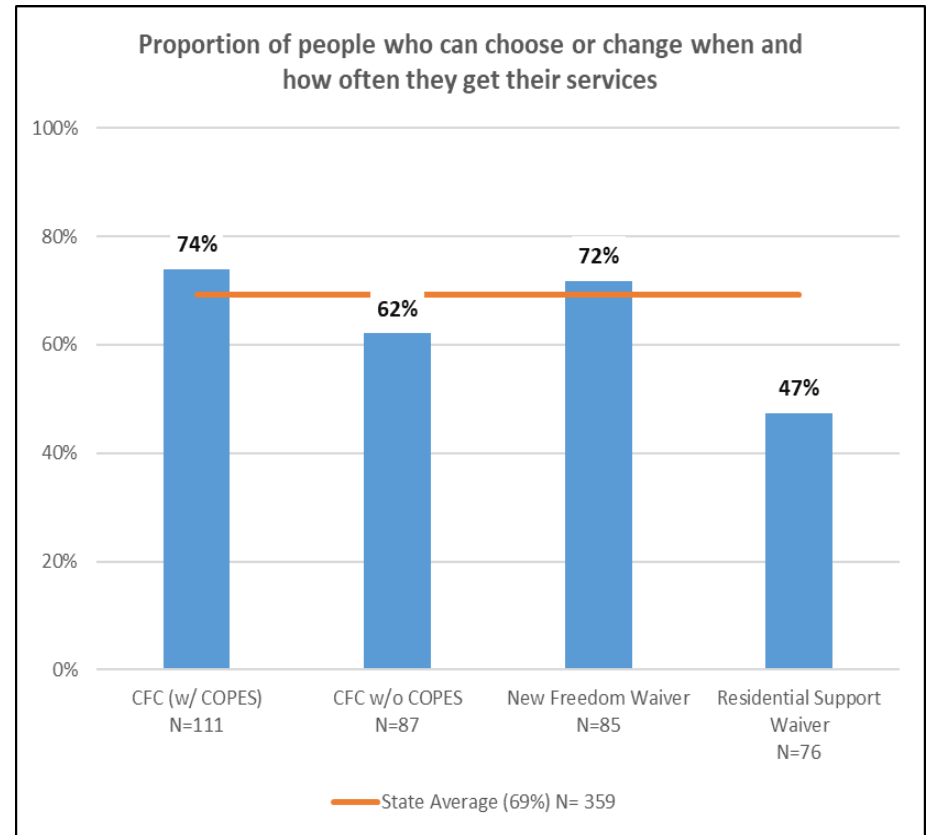
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

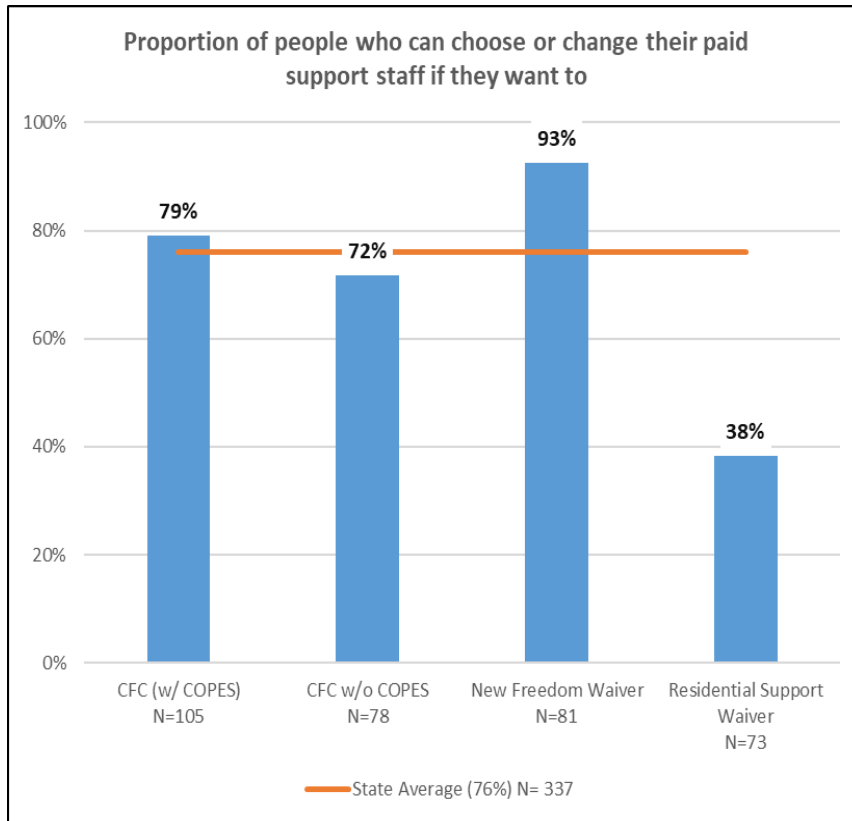
Graph 93. Proportion of people who can choose or change what kind of services they get



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.

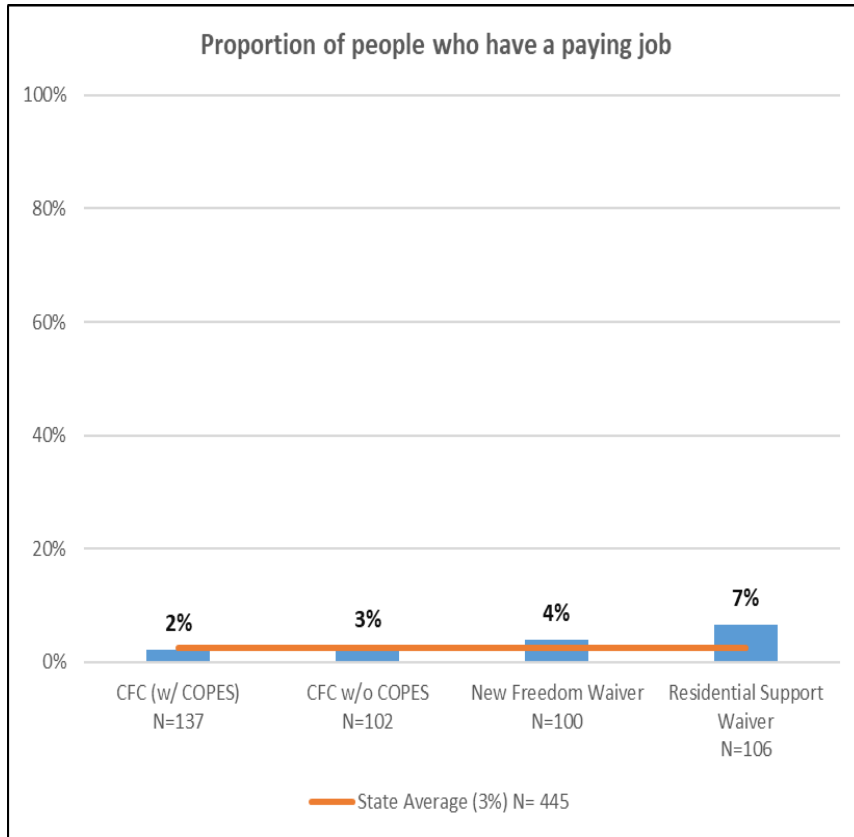
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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.

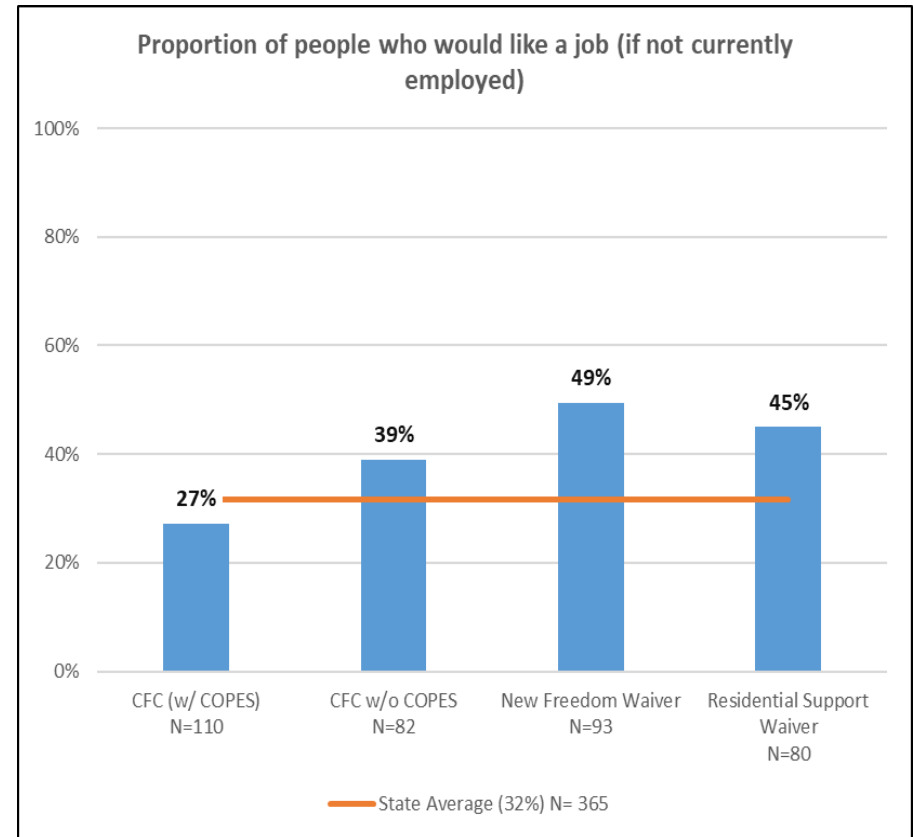
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

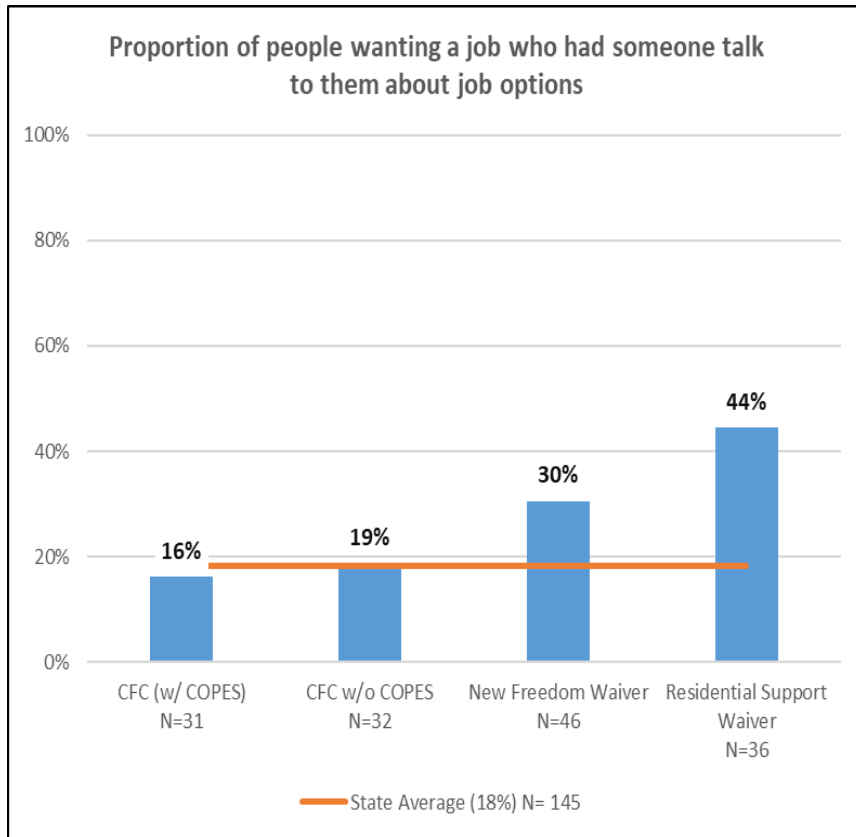
Graph 96. Proportion of people who have a paying job



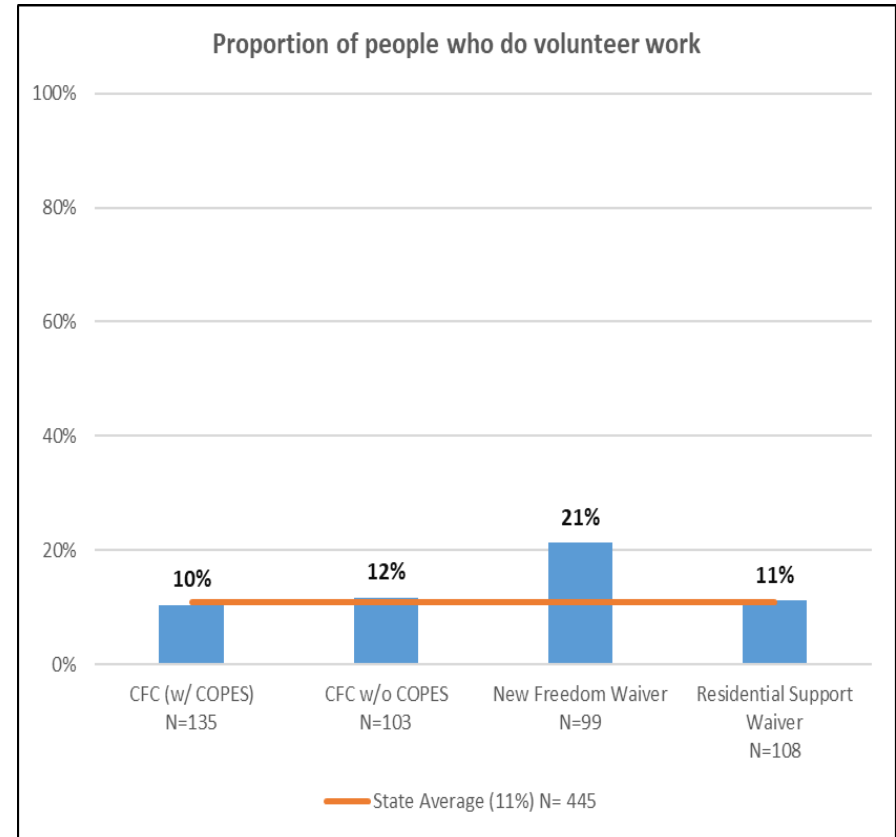
Graph 97. Proportion of people who would like a job (if not currently employed)



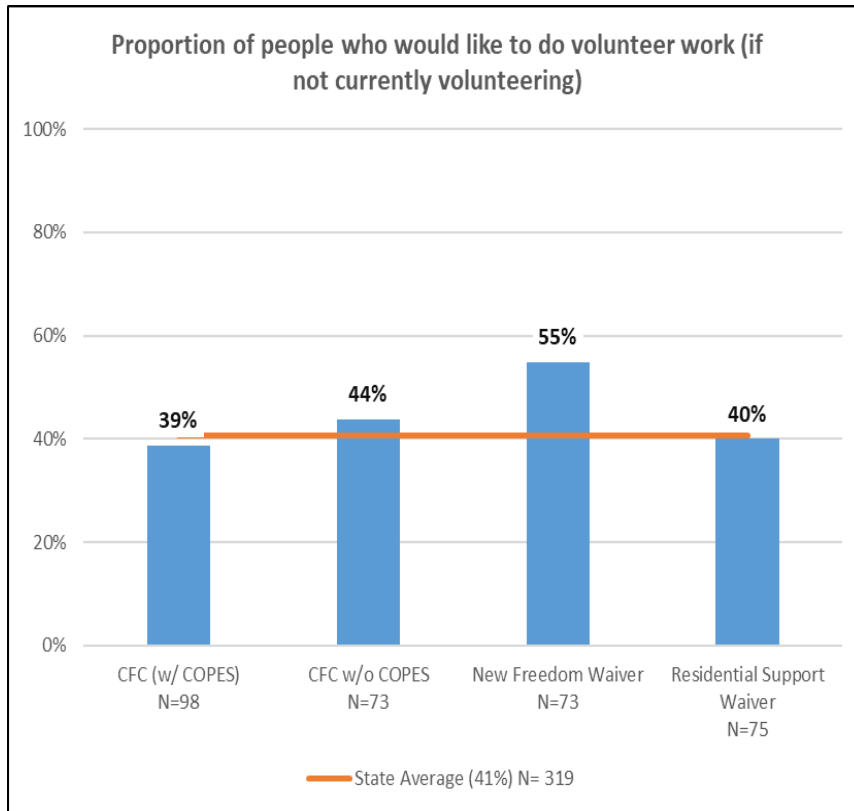
Graph 98. Proportion of people wanting a job who had someone talk to them about job options



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.

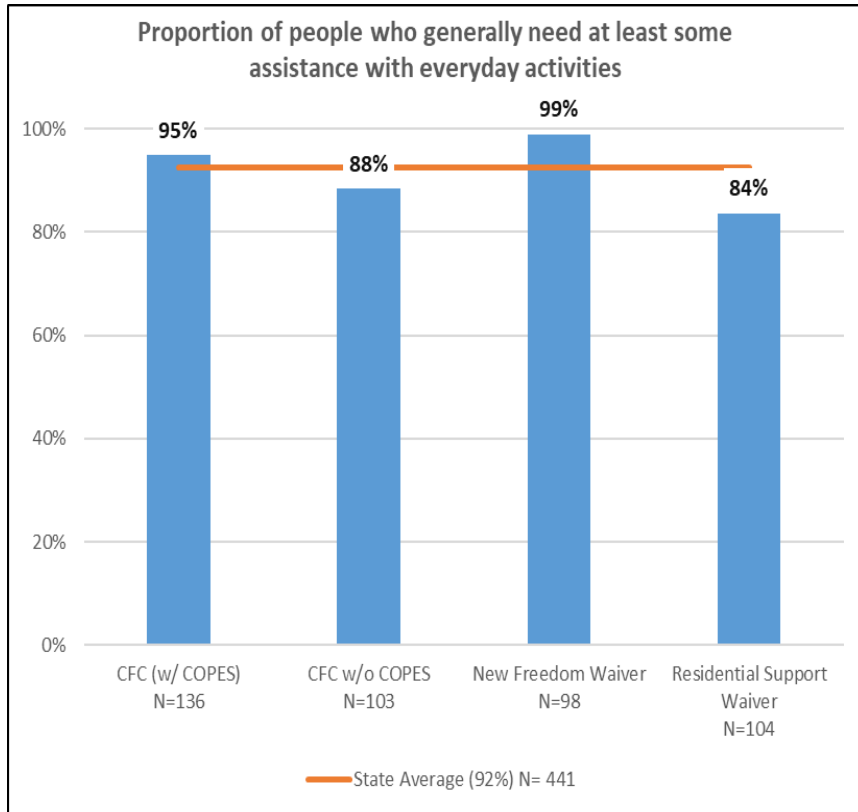
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

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

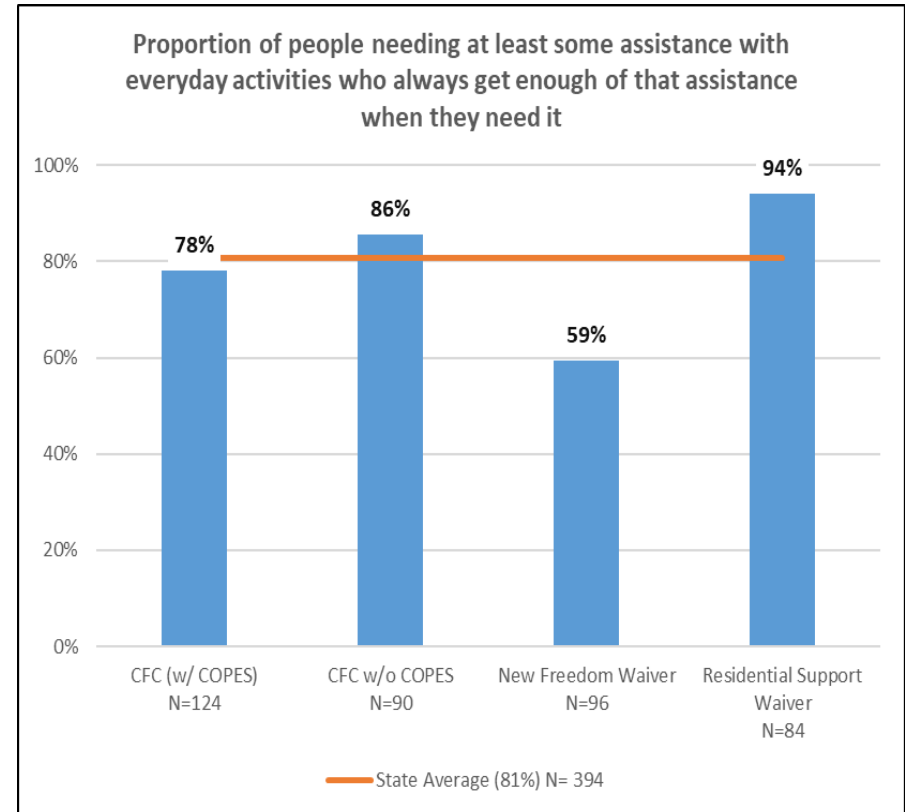
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

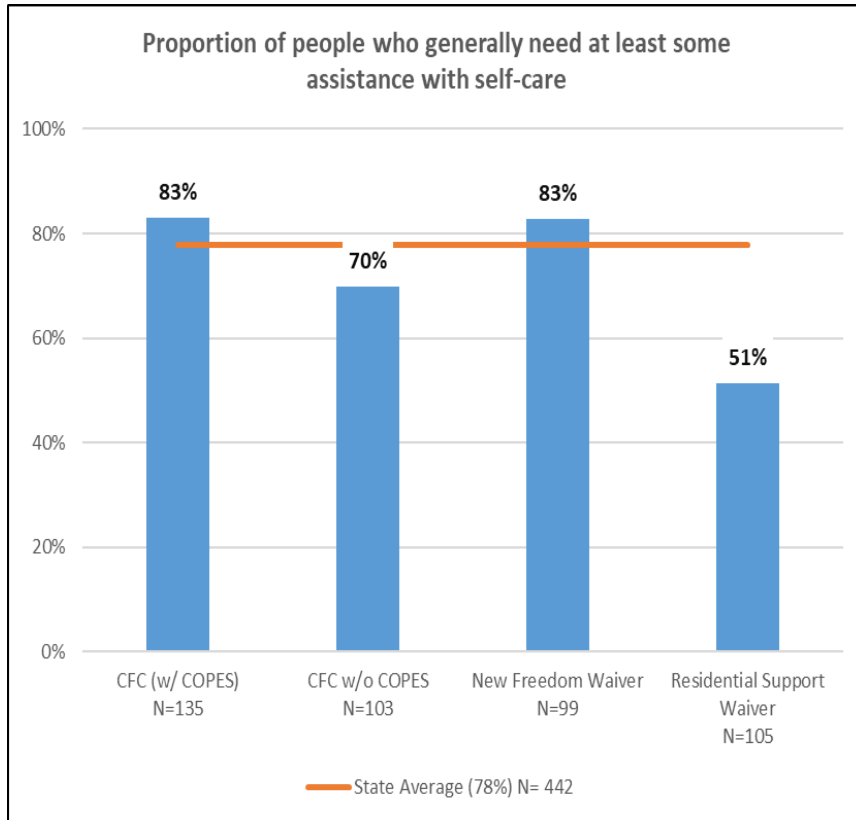
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



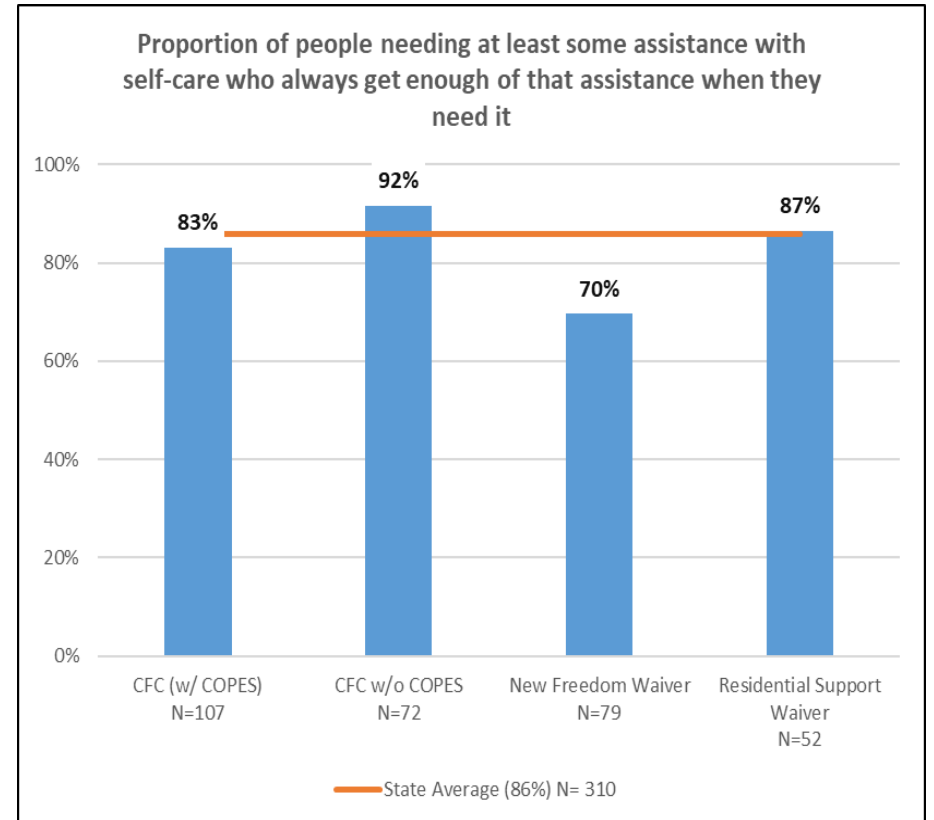
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



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.

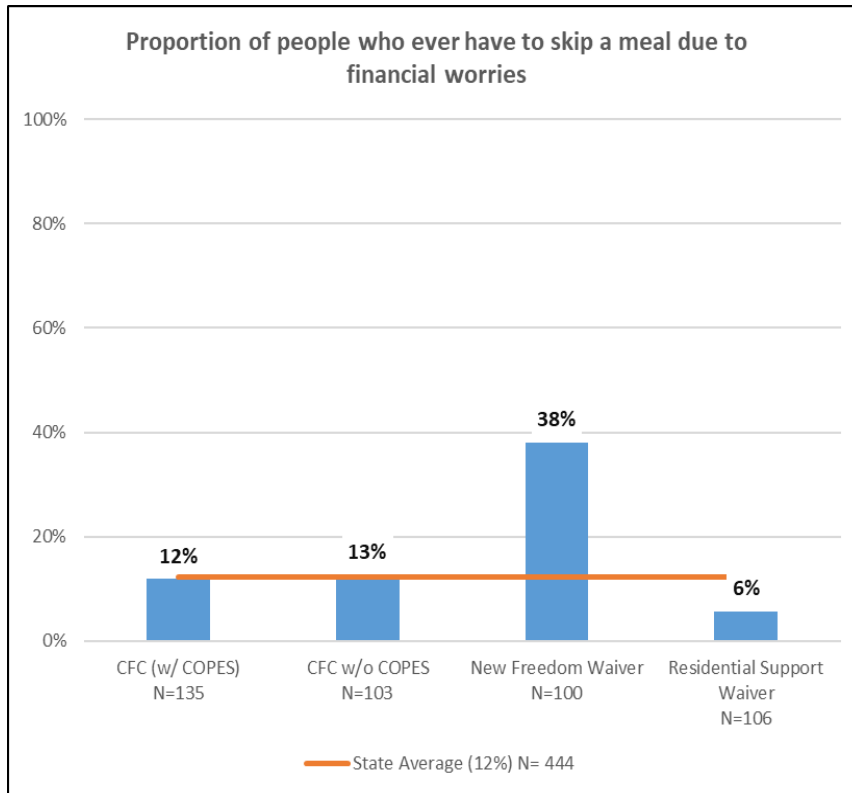
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

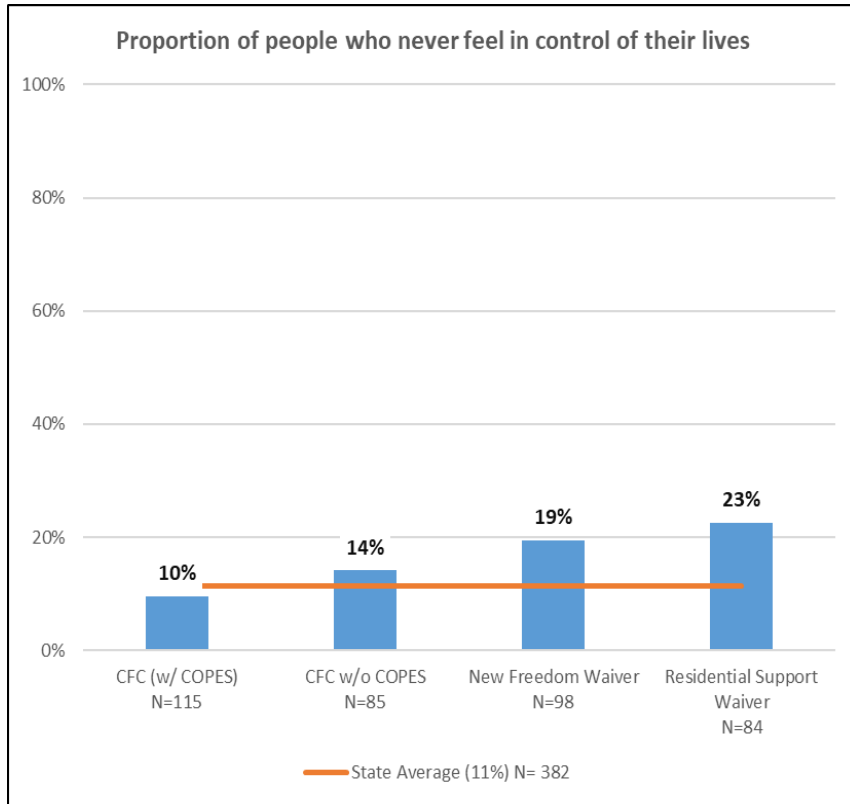
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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”
Wellness	Proportion of people whose health was described as poor	77	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health was described as having gotten better compared to 12 months ago	78	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	82	Collapse “Good” and “Fair”
	Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	83	Collapse “Good” and “Fair”

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

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
CFC (w/ COPES)	66.7	123
CFC w/o COPES	65.1	93
New Freedom Waiver	60.3	102
Residential Support Waiver	56.2	111
Sample Average	62.1	429

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
CFC (w/ COPES)	89%	9%	1%	138
CFC w/o COPES	89%	9%	2%	104
New Freedom Waiver	99%	1%	0%	103
Residential Support Waiver	100%	0%	0%	111
Sample Average	94%	5%	1%	456

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
CFC (w/ COPES)	26%	74%	0%	0%	140
CFC w/o COPES	36%	64%	0%	0%	104
New Freedom Waiver	17%	83%	0%	0%	104
Residential Support Waiver	63%	37%	0%	0%	110
Sample Average	35%	65%	0%	0%	458

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
CFC (w/ COPES)	4%	4%	8%	2%	74%	7%	0%	2%	137
CFC w/o COPES	1%	2%	10%	0%	77%	9%	0%	2%	103
New Freedom Waiver	5%	0%	27%	1%	64%	1%	1%	3%	103
Residential Support Waiver	2%	1%	4%	2%	85%	5%	1%	5%	111
Sample Average	3%	2%	12%	1%	75%	6%	0%	3%	454

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
CFC (w/ COPES)	19%	17%	39%	24%	1%	138
CFC w/o COPES	24%	16%	44%	14%	2%	105
New Freedom Waiver	42%	6%	40%	11%	2%	103
Residential Support Waiver	49%	8%	32%	10%	1%	109
Sample Average	32%	12%	39%	15%	2%	455

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
CFC (w/ COPES)	91%	5%	4%	0%	140
CFC w/o COPES	90%	9%	2%	0%	105
New Freedom Waiver	99%	1%	0%	0%	104
Residential Support Waiver	97%	3%	0%	0%	110
Sample Average	94%	4%	2%	0%	459

Table 7. Type of residential area⁶⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
CFC (w/ COPES)	85%	12%	1%	1%	1%	141
CFC w/o COPES	86%	11%	0%	0%	3%	107
New Freedom Waiver	98%	0%	0%	0%	2%	105
Residential Support Waiver	94%	5%	0%	2%	0%	111
Sample Average	90%	7%	0%	1%	2%	464

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
CFC (w/ COPES)	61%	10%	14%	13%	1%	1%	1%	0%	134
CFC w/o COPES	56%	6%	17%	21%	0%	0%	1%	0%	102
New Freedom Waiver	85%	10%	0%	0%	0%	1%	4%	0%	97
Residential Support Waiver	2%	1%	71%	24%	1%	0%	1%	0%	111
Sample Average	50%	7%	26%	15%	0%	0%	2%	0%	444

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
CFC (w/ COPEs)	47%	14%	22%	1%	13%	15%	0%	131
CFC w/o COPEs	48%	12%	19%	4%	11%	20%	0%	101
New Freedom Waiver	72%	8%	19%	2%	2%	0%	1%	93
Residential Support Waiver	23%	1%	2%	2%	39%	65%	0%	108
Sample Average	46%	9%	16%	2%	17%	25%	0%	433

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPEs)	97%	3%	0%	132
CFC w/o COPEs	97%	2%	1%	101
New Freedom Waiver	93%	5%	1%	92
Residential Support Waiver	87%	10%	3%	107
Sample Average	94%	5%	1%	432

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
CFC (w/ COPEs)	50%	0%	25%	0%	0%	25%	0%	0%	4
CFC w/o COPEs	50%	0%	0%	0%	0%	0%	0%	50%	2
New Freedom Waiver	40%	0%	0%	0%	0%	0%	60%	0%	5
Residential Support Waiver	18%	0%	45%	27%	9%	0%	0%	0%	11
Sample Average	32%	0%	27%	14%	5%	5%	14%	5%	22

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPES)	21%	77%	2%	129
CFC w/o COPES	18%	79%	3%	101
New Freedom Waiver	14%	86%	0%	92
Residential Support Waiver	41%	56%	4%	108
Sample Average	24%	74%	2%	430

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

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPES)	78%	20%	2%	131
CFC w/o COPES	84%	14%	2%	101
New Freedom Waiver	92%	7%	1%	90
Residential Support Waiver	78%	18%	5%	108
Sample Average	82%	15%	3%	430

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPES)	81%	16%	3%	132
CFC w/o COPES	83%	13%	4%	100
New Freedom Waiver	83%	13%	4%	92
Residential Support Waiver	68%	25%	7%	108
Sample Average	78%	17%	5%	432

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPES)	87%	8%	5%	131
CFC w/o COPES	90%	8%	2%	101
New Freedom Waiver	78%	13%	9%	91
Residential Support Waiver	71%	22%	6%	108
Sample Average	82%	13%	6%	431

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
CFC (w/ COPES)	9%	27%	52%	30%	2%	132
CFC w/o COPES	9%	37%	50%	30%	0%	101
New Freedom Waiver	6%	27%	66%	41%	3%	93
Residential Support Waiver	6%	10%	35%	61%	2%	109
Sample Average	8%	25%	50%	40%	2%	435

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

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPES)	56%	43%	2%	131
CFC w/o COPES	58%	36%	6%	99
New Freedom Waiver	51%	43%	7%	91
Residential Support Waiver	72%	27%	1%	108
Sample Average	59%	37%	3%	429

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
CFC (w/ COPES)	8%	84%	9%	128
CFC w/o COPES	12%	81%	7%	99
New Freedom Waiver	10%	75%	15%	92
Residential Support Waiver	23%	60%	17%	103
Sample Average	13%	75%	12%	422

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
CFC (w/ COPES)	0%	5%	33%	60%	2%	135
CFC w/o COPES	0%	4%	42%	53%	1%	101
New Freedom Waiver	0%	4%	15%	80%	1%	102
Residential Support Waiver	2%	13%	75%	8%	2%	109
Sample Average	0%	6%	41%	51%	2%	447

Table 20. Has legal guardian

	No	Yes	Don't Know	N
CFC (w/ COPES)	95%	5%	0%	136
CFC w/o COPES	90%	10%	0%	104
New Freedom Waiver	97%	3%	0%	103
Residential Support Waiver	78%	22%	0%	110
Sample Average	90%	10%	0%	453

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
CFC (w/ COPES)	54%	46%	0%	140
CFC w/o COPES	61%	37%	2%	107
New Freedom Waiver	3%	97%	0%	105
Residential Support Waiver	95%	5%	0%	110
Sample Average	53%	46%	0%	462

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
CFC (w/ COPEs)	43%	9%	46%	1%	2%	116
CFC w/o COPEs	40%	16%	41%	1%	2%	86
New Freedom Waiver	61%	14%	23%	0%	2%	99
Residential Support Waiver	36%	8%	55%	1%	0%	86
Sample Average	45%	12%	41%	1%	2%	387

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
CFC (w/ COPEs)	33%	30%	27%	67%	15%	2%	60
CFC w/o COPEs	31%	29%	19%	56%	13%	4%	48
New Freedom Waiver	45%	49%	30%	74%	22%	11%	74
Residential Support Waiver	32%	42%	13%	32%	13%	8%	38
Sample Average	36%	38%	24%	61%	16%	6%	220

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
CFC (w/ COPEs)	5%	8%	17%	17%	0%	2%	60
CFC w/o COPEs	0%	8%	8%	10%	0%	2%	48
New Freedom Waiver	14%	7%	23%	15%	0%	0%	74
Residential Support Waiver	5%	11%	11%	11%	3%	0%	38
Sample Average	7%	8%	16%	14%	0%	1%	220

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
CFC (w/ COPES)	39%	60%	0%	1%	115
CFC w/o COPES	46%	52%	2%	0%	85
New Freedom Waiver	61%	36%	1%	2%	98
Residential Support Waiver	26%	71%	2%	0%	87
Sample Average	43%	55%	1%	1%	385

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
CFC (w/ COPES)	75%	0%	25%	0%	4
CFC w/o COPES	57%	43%	0%	0%	7
New Freedom Waiver	n/a	n/a	n/a	n/a	0
Residential Support Waiver	75%	21%	4%	0%	48
Sample Average	73%	22%	5%	0%	59

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
CFC (w/ COPES)	2%	8%	90%	0%	0%	114
CFC w/o COPES	8%	2%	89%	0%	0%	85
New Freedom Waiver	0%	3%	97%	0%	0%	98
Residential Support Waiver	9%	11%	80%	0%	0%	88
Sample Average	4%	6%	89%	0%	0%	385

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
CFC (w/ COPES)	11%	6%	82%	1%	0%	0%	115
CFC w/o COPES	23%	6%	70%	0%	0%	1%	86
New Freedom Waiver	3%	2%	95%	0%	0%	0%	98
Residential Support Waiver	51%	10%	38%	0%	1%	0%	88
Sample Average	21%	6%	72%	0%	0%	0%	387

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

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
CFC (w/ COPES)	8%	8%	81%	4%	0%	26
CFC w/o COPES	4%	15%	77%	4%	0%	26
New Freedom Waiver	n/a	n/a	n/a	n/a	n/a	0
Residential Support Waiver	16%	20%	60%	4%	0%	85
Sample Average	12%	17%	67%	4%	0%	137

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
CFC (w/ COPES)	7%	14%	79%	0%	0%	95
CFC w/o COPES	8%	16%	75%	0%	0%	73
New Freedom Waiver	6%	13%	81%	0%	0%	83
Residential Support Waiver	10%	17%	71%	0%	1%	69
Sample Average	8%	15%	77%	0%	0%	320

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
CFC (w/ COPES)	35%	30%	10%	35%	10%	45%	0%	20
CFC w/o COPES	29%	12%	0%	12%	0%	59%	0%	17
New Freedom Waiver	25%	31%	6%	19%	6%	63%	0%	16
Residential Support Waiver	47%	26%	0%	21%	5%	16%	5%	19
Sample Average	35%	25%	4%	22%	6%	44%	1%	72

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
CFC (w/ COPES)	17%	5%	76%	1%	1%	114
CFC w/o COPES	13%	7%	80%	0%	0%	86
New Freedom Waiver	22%	18%	59%	0%	1%	99
Residential Support Waiver	15%	17%	68%	0%	0%	87
Sample Average	17%	12%	71%	0%	1%	386

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
CFC (w/ COPES)	20%	24%	8%	20%	12%	25
CFC w/o COPES	0%	12%	0%	12%	24%	17
New Freedom Waiver	23%	23%	10%	15%	8%	40
Residential Support Waiver	0%	11%	7%	4%	29%	28
Sample Average	13%	18%	7%	13%	16%	110

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
CFC (w/ COPES)	44%	16%	16%	4%	12%	25
CFC w/o COPES	12%	6%	18%	12%	12%	17
New Freedom Waiver	13%	35%	20%	8%	8%	40
Residential Support Waiver	0%	29%	29%	7%	29%	28
Sample Average	16%	25%	21%	7%	15%	110

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
CFC (w/ COPES)	8%	4%	8%	28%	4%	0%	25
CFC w/o COPES	6%	12%	6%	47%	0%	0%	17
New Freedom Waiver	5%	10%	5%	45%	3%	0%	40
Residential Support Waiver	25%	14%	21%	25%	4%	0%	28
Sample Average	11%	10%	10%	36%	3%	0%	110

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
CFC (w/ COPES)	61%	5%	30%	3%	116
CFC w/o COPES	68%	7%	25%	0%	85
New Freedom Waiver	54%	7%	38%	1%	98
Residential Support Waiver	51%	2%	46%	1%	85
Sample Average	59%	5%	34%	2%	384

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
CFC (w/ COPES)	59%	5%	5%	5%	39
CFC w/o COPES	63%	11%	7%	0%	27
New Freedom Waiver	57%	5%	11%	2%	44
Residential Support Waiver	63%	10%	3%	15%	40
Sample Average	60%	7%	7%	6%	150

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
CFC (w/ COPES)	0%	23%	3%	0%	39
CFC w/o COPES	0%	15%	0%	4%	27
New Freedom Waiver	0%	20%	2%	2%	44
Residential Support Waiver	0%	10%	0%	0%	40
Sample Average	0%	17%	1%	1%	150

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
CFC (w/ COPES)	9%	24%	66%	0%	1%	113
CFC w/o COPES	15%	34%	49%	0%	1%	85
New Freedom Waiver	26%	34%	41%	0%	0%	98
Residential Support Waiver	9%	38%	53%	0%	0%	87
Sample Average	15%	32%	53%	0%	1%	383

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
CFC (w/ COPES)	65%	10%	13%	12%	0%	1%	93
CFC w/o COPES	64%	12%	12%	12%	1%	0%	69
New Freedom Waiver	76%	6%	16%	1%	0%	1%	86
Residential Support Waiver	31%	6%	7%	55%	0%	0%	67
Sample Average	60%	8%	12%	18%	0%	1%	315

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
CFC (w/ COPES)	4%	15%	81%	0%	0%	93
CFC w/o COPES	6%	16%	78%	0%	0%	69
New Freedom Waiver	6%	14%	79%	0%	1%	85
Residential Support Waiver	12%	24%	63%	1%	0%	68
Sample Average	7%	17%	76%	0%	0%	315

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
CFC (w/ COPES)	6%	10%	83%	1%	115
CFC w/o COPES	9%	14%	75%	1%	85
New Freedom Waiver	3%	5%	91%	1%	96
Residential Support Waiver	27%	15%	58%	0%	86
Sample Average	11%	11%	77%	1%	382

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
CFC (w/ COPES)	12%	10%	76%	2%	114
CFC w/o COPES	10%	7%	83%	0%	84
New Freedom Waiver	18%	8%	72%	2%	95
Residential Support Waiver	25%	12%	61%	2%	84
Sample Average	16%	9%	73%	2%	377

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	3%	96%	1%	0%	135
CFC w/o COPES	4%	93%	3%	0%	101
New Freedom Waiver	6%	89%	5%	0%	98
Residential Support Waiver	6%	84%	10%	0%	106
Sample Average	5%	91%	5%	0%	440

⁶⁸ New item added in 2018-2019.

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

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	11%	14%	72%	2%	1%	129
CFC w/o COPES	10%	18%	71%	1%	0%	92
New Freedom Waiver	24%	13%	60%	2%	0%	86
Residential Support Waiver	9%	15%	68%	7%	1%	88
Sample Average	13%	15%	68%	3%	1%	395

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
CFC (w/ COPES)	0%	6%	91%	0%	3%	32
CFC w/o COPES	0%	12%	88%	0%	0%	26
New Freedom Waiver	0%	17%	83%	0%	0%	6
Residential Support Waiver	8%	8%	83%	0%	0%	12
Sample Average	1%	9%	88%	0%	1%	76

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
CFC (w/ COPES)	2%	8%	71%	16%	2%	2%	106
CFC w/o COPES	0%	12%	71%	16%	1%	0%	83
New Freedom Waiver	3%	7%	86%	3%	0%	0%	86
Residential Support Waiver	1%	4%	40%	53%	3%	0%	80
Sample Average	2%	8%	68%	21%	1%	1%	355

⁶⁹ Item previously reported in the "Access" domain.

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	28%	69%	4%	0%	137
CFC w/o COPES	30%	61%	8%	1%	102
New Freedom Waiver	38%	58%	4%	0%	99
Residential Support Waiver	15%	75%	9%	1%	108
Sample Average	28%	66%	6%	0%	446

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
CFC (w/ COPES)	36%	57%	5%	2%	115
CFC w/o COPES	48%	47%	1%	4%	85
New Freedom Waiver	44%	49%	6%	1%	98
Residential Support Waiver	45%	52%	1%	1%	88
Sample Average	43%	52%	4%	2%	386

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
CFC (w/ COPES)	6%	19%	74%	1%	0%	135
CFC w/o COPES	7%	23%	71%	0%	0%	102
New Freedom Waiver	15%	31%	53%	1%	0%	99
Residential Support Waiver	10%	22%	65%	2%	2%	105
Sample Average	9%	23%	66%	1%	0%	441

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
CFC (w/ COPES)	3%	11%	11%	17%	14%	36
CFC w/o COPES	3%	38%	31%	9%	6%	32
New Freedom Waiver	2%	34%	43%	6%	13%	47
Residential Support Waiver	9%	11%	3%	3%	3%	35
Sample Average	4%	24%	23%	9%	9%	150

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
CFC (w/ COPES)	3%	17%	14%	6%	14%	14%	36
CFC w/o COPES	0%	19%	6%	13%	9%	9%	32
New Freedom Waiver	0%	30%	0%	9%	6%	11%	47
Residential Support Waiver	11%	6%	9%	9%	11%	11%	35
Sample Average	3%	19%	7%	9%	10%	11%	150

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
CFC (w/ COPES)	19%	8%	0%	6%	25%	19%	0%	36
CFC w/o COPES	16%	6%	3%	3%	34%	0%	0%	32
New Freedom Waiver	15%	6%	0%	4%	47%	4%	0%	47
Residential Support Waiver	17%	3%	3%	11%	57%	3%	3%	35
Sample Average	17%	6%	1%	6%	41%	7%	1%	150

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
CFC (w/ COPES)	48%	42%	9%	0%	33
CFC w/o COPES	39%	58%	0%	3%	31
New Freedom Waiver	49%	44%	5%	2%	41
Residential Support Waiver	60%	40%	0%	0%	30
Sample Average	49%	46%	4%	1%	135

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
CFC (w/ COPES)	8%	28%	9%	11%	12%	22%	131
CFC w/o COPES	8%	31%	7%	18%	15%	22%	91
New Freedom Waiver	15%	9%	7%	13%	11%	28%	89
Residential Support Waiver	5%	21%	6%	30%	12%	16%	97
Sample Average	9%	23%	7%	18%	13%	22%	408

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
CFC (w/ COPES)	12%	1%	2%	2%	12%	0%	131
CFC w/o COPES	11%	1%	1%	0%	10%	1%	91
New Freedom Waiver	15%	0%	2%	1%	12%	0%	89
Residential Support Waiver	19%	0%	1%	3%	11%	1%	97
Sample Average	14%	0%	2%	1%	12%	0%	408

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
CFC (w/ COPES)	4%	96%	0%	0%	136
CFC w/o COPES	7%	93%	0%	0%	104
New Freedom Waiver	9%	91%	0%	0%	100
Residential Support Waiver	10%	89%	0%	1%	107
Sample Average	7%	92%	0%	0%	447

Table 51a. Who helps people most often

	Nobody Provides Support on a Regular Basis	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
CFC (w/ COPES)	4%	61%	21%	1%	10%	136
CFC w/o COPES	7%	63%	17%	0%	12%	104
New Freedom Waiver	9%	63%	18%	0%	7%	100
Residential Support Waiver	10%	82%	1%	0%	5%	106
Sample Average	7%	67%	15%	0%	9%	446

Table 51b. Who helps people most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	2%	0%	0%	1%	136
CFC w/o COPES	1%	1%	0%	0%	104
New Freedom Waiver	3%	0%	0%	0%	100
Residential Support Waiver	1%	1%	0%	0%	106
Sample Average	2%	0%	0%	0%	446

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
CFC (w/ COPES)	20%	3%	1%	43%	127
CFC w/o COPES	25%	2%	0%	44%	97
New Freedom Waiver	10%	3%	0%	33%	91
Residential Support Waiver	26%	1%	0%	34%	94
Sample Average	20%	2%	0%	39%	409

Table 52b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/ No Response	N
CFC (w/ COPES)	15%	1%	26%	1%	0%	127
CFC w/o COPES	12%	3%	26%	1%	0%	97
New Freedom Waiver	20%	1%	40%	0%	0%	91
Residential Support Waiver	11%	2%	37%	0%	0%	94
Sample Average	14%	2%	32%	0%	0%	409

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
CFC (w/ COPES)	24%	57%	15%	2%	3%	109
CFC w/o COPES	21%	58%	18%	1%	1%	84
New Freedom Waiver	42%	53%	2%	1%	1%	86
Residential Support Waiver	16%	23%	60%	1%	0%	80
Sample Average	26%	49%	23%	1%	1%	359

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
CFC (w/ COPES)	72%	27%	1%	0%	135
CFC w/o COPES	67%	32%	1%	0%	104
New Freedom Waiver	67%	32%	1%	0%	99
Residential Support Waiver	63%	34%	2%	1%	105
Sample Average	67%	31%	1%	0%	443

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
CFC (w/ COPES)	14%	3%	81%	3%	0%	37
CFC w/o COPES	3%	6%	91%	0%	0%	32
New Freedom Waiver	16%	6%	78%	0%	0%	32
Residential Support Waiver	8%	6%	86%	0%	0%	36
Sample Average	10%	5%	84%	1%	0%	137

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
CFC (w/ COPES)	11%	81%	0%	8%	0%	37
CFC w/o COPES	9%	84%	0%	6%	0%	32
New Freedom Waiver	16%	81%	0%	3%	0%	32
Residential Support Waiver	26%	63%	0%	11%	0%	35
Sample Average	15%	77%	0%	7%	0%	136

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
CFC (w/ COPES)	15%	14%	70%	0%	1%	126
CFC w/o COPES	18%	18%	63%	0%	1%	89
New Freedom Waiver	6%	11%	82%	1%	0%	98
Residential Support Waiver	26%	15%	53%	4%	1%	91
Sample Average	16%	15%	67%	1%	1%	404

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	32%	17%	50%	1%	1%	136
CFC w/o COPES	31%	15%	52%	1%	1%	104
New Freedom Waiver	9%	33%	58%	0%	0%	100
Residential Support Waiver	55%	14%	29%	1%	1%	107
Sample Average	32%	19%	47%	1%	1%	447

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
CFC (w/ COPES)	16%	82%	2%	0%	90
CFC w/o COPES	21%	79%	0%	0%	70
New Freedom Waiver	24%	75%	1%	0%	91
Residential Support Waiver	24%	76%	0%	0%	46
Sample Average	21%	78%	1%	0%	297

⁷⁰ Item previously reported in the "Access" domain.

⁷¹ Item previously reported in the "Access" 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
CFC (w/ COPES)	15%	6%	74%	4%	1%	0%	136
CFC w/o COPES	13%	11%	69%	7%	1%	0%	103
New Freedom Waiver	25%	18%	54%	1%	1%	1%	100
Residential Support Waiver	12%	10%	69%	7%	2%	0%	107
Sample Average	16%	11%	67%	4%	1%	0%	446

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
CFC (w/ COPES)	1%	4%	94%	1%	0%	0%	135
CFC w/o COPES	2%	3%	90%	3%	1%	1%	103
New Freedom Waiver	3%	9%	86%	0%	0%	2%	100
Residential Support Waiver	1%	1%	95%	3%	0%	0%	106
Sample Average	2%	4%	92%	2%	0%	1%	444

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
CFC (w/ COPES)	13%	69%	6%	11%	0%	1%	137
CFC w/o COPES	13%	64%	9%	14%	0%	0%	104
New Freedom Waiver	13%	59%	13%	15%	0%	0%	100
Residential Support Waiver	5%	86%	6%	1%	2%	0%	108
Sample Average	11%	70%	8%	10%	0%	0%	449

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
CFC (w/ COPES)	28%	55%	7%	10%	0%	0%	135
CFC w/o COPES	28%	52%	7%	13%	0%	0%	104
New Freedom Waiver	25%	46%	8%	19%	2%	0%	100
Residential Support Waiver	21%	72%	3%	0%	5%	0%	107
Sample Average	26%	56%	6%	11%	2%	0%	446

⁷⁵ New domain in 2018-2019.

⁷⁶ Item previously reported in the "Access" domain.

⁷⁷ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
CFC (w/ COPES)	49%	26%	9%	15%	1%	0%	136
CFC w/o COPES	49%	26%	7%	18%	0%	0%	102
New Freedom Waiver	45%	25%	5%	25%	0%	0%	100
Residential Support Waiver	60%	27%	4%	5%	5%	0%	105
Sample Average	51%	26%	6%	15%	2%	0%	443

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
CFC (w/ COPES)	43%	41%	6%	10%	0%	0%	136
CFC w/o COPES	48%	41%	4%	8%	0%	0%	103
New Freedom Waiver	61%	17%	5%	15%	1%	1%	100
Residential Support Waiver	30%	68%	0%	1%	1%	0%	107
Sample Average	45%	42%	4%	9%	0%	0%	446

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
CFC (w/ COPES)	65%	9%	2%	22%	2%	2%	65
CFC w/o COPES	81%	0%	2%	17%	0%	0%	53
New Freedom Waiver	38%	12%	10%	40%	0%	0%	50
Residential Support Waiver	85%	6%	1%	0%	6%	1%	67
Sample Average	69%	7%	3%	18%	2%	1%	235

⁷⁸ Item previously reported in the "Access" domain.

⁷⁹ Item previously reported in the "Access" domain.

⁸⁰ Item previously reported in the "Access" domain.

Table 67. Proportion of people who need a walker⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
CFC (w/ COPES)	32%	52%	11%	4%	0%	1%	133
CFC w/o COPES	38%	45%	11%	7%	0%	0%	101
New Freedom Waiver	27%	44%	23%	5%	0%	0%	99
Residential Support Waiver	59%	33%	7%	1%	0%	1%	104
Sample Average	39%	44%	13%	4%	0%	0%	437

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
CFC (w/ COPES)	74%	7%	4%	15%	0%	0%	136
CFC w/o COPES	83%	1%	3%	12%	0%	1%	102
New Freedom Waiver	64%	8%	8%	20%	0%	0%	100
Residential Support Waiver	88%	3%	1%	7%	1%	1%	106
Sample Average	77%	5%	4%	14%	0%	0%	444

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
CFC (w/ COPES)	41%	40%	13%	5%	1%	0%	137
CFC w/o COPES	48%	40%	5%	7%	0%	0%	104
New Freedom Waiver	52%	20%	15%	12%	0%	1%	100
Residential Support Waiver	76%	18%	4%	3%	0%	0%	107
Sample Average	53%	30%	9%	6%	0%	0%	448

⁸¹ Item previously reported in the "Access" domain.

⁸² Item previously reported in the "Access" domain.

⁸³ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
CFC (w/ COPEs)	72%	12%	4%	11%	1%	0%	137
CFC w/o COPEs	73%	9%	4%	13%	2%	0%	103
New Freedom Waiver	70%	4%	3%	18%	4%	0%	98
Residential Support Waiver	88%	2%	2%	9%	0%	0%	105
Sample Average	75%	7%	3%	12%	2%	0%	443

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
CFC (w/ COPEs)	22%	46%	27%	4%	1%	0%	134
CFC w/o COPEs	17%	42%	30%	8%	3%	0%	103
New Freedom Waiver	9%	40%	43%	7%	1%	0%	100
Residential Support Waiver	31%	38%	22%	8%	0%	0%	107
Sample Average	20%	42%	30%	7%	1%	0%	444

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
CFC (w/ COPEs)	72%	21%	5%	1%	1%	0%	134
CFC w/o COPEs	75%	14%	4%	7%	1%	0%	102
New Freedom Waiver	56%	19%	8%	11%	5%	0%	96
Residential Support Waiver	90%	9%	0%	1%	0%	0%	104
Sample Average	73%	16%	4%	5%	2%	0%	436

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 system (PERS)⁸⁷

	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
CFC (w/ COPES)	40%	40%	6%	13%	1%	0%	136
CFC w/o COPES	46%	39%	5%	9%	1%	0%	104
New Freedom Waiver	37%	31%	7%	22%	2%	0%	99
Residential Support Waiver	77%	16%	3%	3%	1%	0%	105
Sample Average	50%	32%	5%	11%	1%	0%	444

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
CFC (w/ COPES)	78%	16%	1%	4%	1%	0%	136
CFC w/o COPES	82%	12%	1%	5%	1%	0%	104
New Freedom Waiver	83%	8%	4%	4%	1%	0%	100
Residential Support Waiver	89%	10%	0%	1%	0%	0%	106
Sample Average	83%	12%	2%	3%	1%	0%	446

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
CFC (w/ COPES)	59%	20%	8%	12%	2%	0%	66
CFC w/o COPES	67%	7%	11%	15%	0%	0%	54
New Freedom Waiver	30%	33%	18%	19%	0%	0%	57
Residential Support Waiver	86%	4%	1%	3%	6%	0%	70
Sample Average	62%	16%	9%	12%	2%	0%	247

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
CFC (w/ COPES)	6%	94%	0%	0%	114
CFC w/o COPES	5%	94%	0%	1%	84
New Freedom Waiver	12%	85%	1%	2%	98
Residential Support Waiver	15%	85%	0%	0%	85
Sample Average	9%	90%	0%	1%	381

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
CFC (w/ COPES)	2%	98%	0%	0%	92
CFC w/o COPES	4%	96%	0%	0%	70
New Freedom Waiver	3%	97%	0%	0%	86
Residential Support Waiver	7%	93%	0%	0%	68
Sample Average	4%	96%	0%	0%	316

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
CFC (w/ COPES)	82%	17%	0%	2%	115
CFC w/o COPES	78%	22%	0%	0%	85
New Freedom Waiver	74%	23%	2%	0%	98
Residential Support Waiver	62%	37%	1%	0%	87
Sample Average	75%	24%	1%	1%	385

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
CFC (w/ COPES)	92%	6%	1%	1%	115
CFC w/o COPES	87%	12%	1%	0%	86
New Freedom Waiver	86%	12%	2%	0%	99
Residential Support Waiver	81%	14%	5%	0%	86
Sample Average	87%	11%	2%	0%	386

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
CFC (w/ COPES)	16%	79%	4%	1%	135
CFC w/o COPES	14%	81%	4%	2%	103
New Freedom Waiver	29%	64%	5%	2%	99
Residential Support Waiver	9%	87%	4%	0%	107
Sample Average	17%	78%	4%	1%	444

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
CFC (w/ COPES)	53%	47%	1%	0%	137
CFC w/o COPES	49%	50%	1%	0%	104
New Freedom Waiver	36%	62%	2%	0%	100
Residential Support Waiver	51%	49%	0%	0%	108
Sample Average	48%	51%	1%	0%	449

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
CFC (w/ COPES)	73%	25%	0%	2%	63
CFC w/o COPES	65%	35%	0%	0%	52
New Freedom Waiver	60%	39%	2%	0%	62
Residential Support Waiver	67%	29%	4%	0%	52
Sample Average	66%	32%	1%	0%	229

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
CFC (w/ COPES)	98%	2%	0%	0%	64
CFC w/o COPES	98%	0%	2%	0%	51
New Freedom Waiver	97%	2%	2%	0%	62
Residential Support Waiver	89%	8%	4%	0%	53
Sample Average	96%	3%	2%	0%	230

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
CFC (w/ COPES)	89%	6%	3%	2%	64
CFC w/o COPES	92%	8%	0%	0%	51
New Freedom Waiver	87%	11%	2%	0%	61
Residential Support Waiver	88%	8%	4%	0%	52
Sample Average	89%	8%	2%	0%	228

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
CFC (w/ COPES)	6%	10%	84%	1%	0%	0%	136
CFC w/o COPES	7%	16%	77%	0%	0%	0%	101
New Freedom Waiver	10%	21%	65%	2%	1%	1%	100
Residential Support Waiver	6%	12%	79%	2%	1%	1%	107
Sample Average	7%	14%	77%	1%	0%	0%	444

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
CFC (w/ COPES)	25%	75%	0%	0%	61
CFC w/o COPES	24%	73%	2%	0%	49
New Freedom Waiver	9%	91%	0%	0%	64
Residential Support Waiver	20%	80%	0%	0%	49
Sample Average	19%	80%	0%	0%	223

⁹⁰ New item added in 2018-2019.

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
CFC (w/ COPES)	17%	77%	0%	4%	1%	136
CFC w/o COPES	19%	77%	1%	3%	0%	104
New Freedom Waiver	20%	77%	0%	2%	1%	100
Residential Support Waiver	20%	77%	0%	2%	2%	107
Sample Average	19%	77%	0%	3%	1%	447

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
CFC (w/ COPES)	72%	26%	1%	1%	0%	137
CFC w/o COPES	68%	31%	0%	1%	0%	103
New Freedom Waiver	74%	22%	0%	4%	0%	100
Residential Support Waiver	71%	21%	0%	6%	1%	108
Sample Average	71%	25%	0%	3%	0%	448

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
CFC (w/ COPES)	37%	59%	1%	2%	1%	135
CFC w/o COPES	45%	54%	0%	1%	0%	103
New Freedom Waiver	41%	57%	0%	1%	1%	100
Residential Support Waiver	50%	48%	0%	2%	1%	107
Sample Average	43%	55%	0%	2%	1%	445

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
CFC (w/ COPES)	26%	71%	1%	1%	1%	137
CFC w/o COPES	26%	71%	0%	3%	0%	104
New Freedom Waiver	30%	68%	0%	1%	1%	99
Residential Support Waiver	35%	57%	1%	7%	1%	107
Sample Average	29%	67%	0%	3%	1%	447

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
CFC (w/ COPES)	55%	37%	7%	1%	0%	135
CFC w/o COPES	48%	45%	6%	2%	0%	103
New Freedom Waiver	52%	41%	4%	2%	1%	98
Residential Support Waiver	48%	43%	4%	5%	1%	107
Sample Average	51%	41%	5%	2%	0%	443

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
CFC (w/ COPES)	18%	32%	34%	13%	1%	1%	1%	136
CFC w/o COPES	15%	35%	33%	13%	5%	0%	0%	104
New Freedom Waiver	26%	48%	18%	5%	2%	1%	0%	100
Residential Support Waiver	9%	31%	41%	11%	6%	2%	0%	108
Sample Average	17%	36%	32%	10%	4%	1%	0%	448

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
CFC (w/ COPES)	9%	26%	46%	13%	5%	0%	1%	135
CFC w/o COPES	9%	19%	50%	13%	10%	0%	0%	104
New Freedom Waiver	16%	26%	36%	15%	6%	1%	0%	100
Residential Support Waiver	2%	18%	42%	24%	11%	2%	2%	106
Sample Average	9%	22%	44%	16%	8%	1%	1%	445

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
CFC (w/ COPES)	42%	53%	5%	1%	133
CFC w/o COPES	40%	56%	3%	1%	104
New Freedom Waiver	35%	63%	2%	0%	99
Residential Support Waiver	52%	45%	2%	1%	107
Sample Average	43%	54%	3%	1%	443

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
CFC (w/ COPES)	44%	56%	0%	0%	71
CFC w/o COPES	38%	61%	0%	2%	56
New Freedom Waiver	37%	60%	3%	0%	62
Residential Support Waiver	33%	61%	4%	2%	49
Sample Average	38%	59%	2%	1%	238

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
CFC (w/ COPES)	17%	27%	35%	18%	0%	3%	115
CFC w/o COPES	13%	29%	40%	17%	0%	1%	86
New Freedom Waiver	9%	23%	31%	34%	2%	0%	99
Residential Support Waiver	14%	25%	38%	18%	1%	5%	88
Sample Average	13%	26%	36%	22%	1%	2%	388

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
CFC (w/ COPES)	16%	34%	49%	1%	1%	136
CFC w/o COPES	13%	28%	59%	0%	0%	102
New Freedom Waiver	15%	31%	54%	0%	0%	100
Residential Support Waiver	7%	23%	71%	0%	0%	106
Sample Average	13%	29%	57%	0%	0%	444

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
CFC (w/ COPES)	16%	37%	44%	2%	2%	133
CFC w/o COPES	18%	35%	46%	1%	0%	103
New Freedom Waiver	28%	26%	45%	0%	2%	98
Residential Support Waiver	13%	23%	64%	0%	0%	106
Sample Average	18%	30%	50%	1%	1%	440

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
CFC (w/ COPES)	3%	10%	86%	1%	0%	0%	136
CFC w/o COPES	7%	9%	83%	0%	1%	0%	102
New Freedom Waiver	8%	17%	74%	1%	0%	0%	100
Residential Support Waiver	13%	7%	80%	0%	0%	0%	106
Sample Average	7%	11%	81%	0%	0%	0%	444

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
CFC (w/ COPES)	54%	42%	3%	1%	134
CFC w/o COPES	46%	49%	3%	2%	104
New Freedom Waiver	48%	49%	2%	0%	99
Residential Support Waiver	28%	56%	9%	6%	108
Sample Average	45%	49%	4%	2%	445

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
CFC (w/ COPES)	6%	12%	81%	1%	0%	0%	116
CFC w/o COPES	7%	15%	74%	3%	0%	0%	86
New Freedom Waiver	0%	4%	94%	1%	0%	1%	98
Residential Support Waiver	14%	18%	62%	3%	0%	2%	87
Sample Average	6%	12%	79%	2%	0%	1%	387

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
CFC (w/ COPES)	2%	2%	95%	0%	1%	91
CFC w/o COPES	1%	10%	89%	0%	0%	70
New Freedom Waiver	1%	6%	92%	0%	1%	85
Residential Support Waiver	4%	18%	78%	0%	0%	67
Sample Average	2%	8%	89%	0%	1%	313

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
CFC (w/ COPES)	16%	12%	72%	0%	0%	25
CFC w/o COPES	19%	19%	62%	0%	0%	26
New Freedom Waiver	n/a	n/a	n/a	n/a	n/a	0
Residential Support Waiver	16%	21%	61%	0%	1%	85
Sample Average	17%	19%	63%	0%	1%	136

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

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	31%	65%	4%	0%	26
CFC w/o COPES	27%	73%	0%	0%	26
New Freedom Waiver	n/a	n/a	n/a	n/a	0
Residential Support Waiver	39%	59%	2%	0%	85
Sample Average	35%	63%	2%	0%	137

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
CFC (w/ COPES)	12%	4%	85%	0%	0%	26
CFC w/o COPES	0%	8%	92%	0%	0%	26
New Freedom Waiver	n/a	n/a	n/a	n/a	n/a	0
Residential Support Waiver	12%	13%	74%	1%	0%	86
Sample Average	9%	10%	80%	1%	0%	138

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
CFC (w/ COPES)	15%	73%	8%	4%	0%	26
CFC w/o COPES	16%	80%	4%	0%	0%	25
New Freedom Waiver	n/a	n/a	n/a	n/a	n/a	0
Residential Support Waiver	20%	60%	14%	6%	0%	86
Sample Average	18%	66%	11%	4%	0%	137

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

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

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

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
CFC (w/ COPES)	19%	81%	0%	0%	0%	26
CFC w/o COPES	38%	62%	0%	0%	0%	26
New Freedom Waiver	n/a	n/a	n/a	n/a	n/a	0
Residential Support Waiver	38%	62%	0%	0%	0%	86
Sample Average	35%	65%	0%	0%	0%	138

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
CFC (w/ COPES)	15%	9%	56%	18%	2%	133
CFC w/o COPES	13%	21%	53%	11%	2%	101
New Freedom Waiver	10%	13%	61%	14%	1%	98
Residential Support Waiver	19%	15%	46%	19%	0%	104
Sample Average	14%	14%	54%	16%	1%	436

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
CFC (w/ COPES)	12%	10%	62%	14%	2%	132
CFC w/o COPES	16%	17%	53%	15%	0%	102
New Freedom Waiver	9%	15%	62%	11%	2%	98
Residential Support Waiver	26%	13%	35%	27%	0%	104
Sample Average	16%	13%	53%	17%	1%	436

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
CFC (w/ COPES)	14%	6%	77%	2%	1%	108
CFC w/o COPES	19%	7%	67%	6%	0%	83
New Freedom Waiver	2%	5%	87%	3%	2%	86
Residential Support Waiver	47%	9%	35%	9%	1%	81
Sample Average	20%	7%	68%	5%	1%	358

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	98%	2%	0%	0%	137
CFC w/o COPES	97%	3%	0%	0%	102
New Freedom Waiver	96%	4%	0%	0%	100
Residential Support Waiver	93%	7%	0%	1%	107
Sample Average	96%	4%	0%	0%	446

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
CFC (w/ COPES)	71%	7%	20%	2%	112
CFC w/o COPES	61%	5%	34%	0%	82
New Freedom Waiver	50%	10%	39%	1%	94
Residential Support Waiver	55%	10%	35%	0%	80
Sample Average	60%	8%	31%	1%	368

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
CFC (w/ COPES)	81%	16%	0%	3%	32
CFC w/o COPES	81%	19%	0%	0%	32
New Freedom Waiver	70%	30%	0%	0%	46
Residential Support Waiver	56%	44%	0%	0%	36
Sample Average	71%	28%	0%	1%	146

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	90%	10%	0%	0%	135
CFC w/o COPES	88%	12%	0%	0%	103
New Freedom Waiver	79%	21%	0%	0%	99
Residential Support Waiver	89%	11%	0%	0%	108
Sample Average	87%	13%	0%	0%	445

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
CFC (w/ COPES)	60%	18%	20%	2%	100
CFC w/o COPES	56%	8%	36%	0%	73
New Freedom Waiver	44%	24%	29%	3%	75
Residential Support Waiver	59%	18%	21%	1%	76
Sample Average	55%	17%	26%	2%	324

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
CFC (w/ COPES)	5%	39%	55%	0%	1%	137
CFC w/o COPES	12%	29%	59%	0%	1%	104
New Freedom Waiver	1%	39%	58%	2%	0%	100
Residential Support Waiver	16%	42%	40%	1%	1%	106
Sample Average	8%	38%	53%	1%	1%	447

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
CFC (w/ COPES)	22%	78%	0%	1%	125
CFC w/o COPES	14%	85%	1%	0%	91
New Freedom Waiver	40%	59%	0%	1%	97
Residential Support Waiver	6%	92%	2%	0%	86
Sample Average	21%	78%	1%	1%	399

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
CFC (w/ COPES)	17%	40%	43%	0%	1%	136
CFC w/o COPES	30%	36%	34%	0%	0%	103
New Freedom Waiver	17%	57%	26%	0%	0%	99
Residential Support Waiver	48%	27%	23%	1%	1%	107
Sample Average	27%	40%	32%	0%	0%	445

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
CFC (w/ COPES)	17%	82%	2%	0%	109
CFC w/o COPES	8%	90%	1%	0%	73
New Freedom Waiver	30%	68%	2%	0%	81
Residential Support Waiver	13%	85%	2%	0%	53
Sample Average	17%	81%	2%	0%	316

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
CFC (w/ COPES)	87%	7%	5%	1%	0%	1%	137
CFC w/o COPES	87%	8%	5%	0%	0%	0%	103
New Freedom Waiver	62%	21%	17%	0%	0%	0%	100
Residential Support Waiver	94%	6%	0%	0%	0%	0%	106
Sample Average	83%	10%	7%	0%	0%	0%	446

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
CFC (w/ COPES)	9%	25%	65%	0%	1%	116
CFC w/o COPES	14%	25%	61%	0%	0%	85
New Freedom Waiver	19%	21%	59%	0%	0%	98
Residential Support Waiver	22%	31%	46%	0%	1%	85
Sample Average	16%	25%	58%	0%	1%	384

Table 122. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
CFC (w/ COPES)	61%	24%	13%	2%	112
CFC w/o COPES	49%	39%	8%	4%	85
New Freedom Waiver	54%	23%	16%	7%	96
Residential Support Waiver	43%	31%	16%	10%	83
Sample Average	53%	29%	13%	5%	376

Table 123. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
CFC (w/ COPES)	11%	42%	27%	21%	112
CFC w/o COPES	14%	31%	32%	24%	85
New Freedom Waiver	7%	25%	42%	26%	96
Residential Support Waiver	14%	27%	31%	28%	83
Sample Average	11%	32%	33%	24%	376

Table 124. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
CFC (w/ COPES)	19%	22%	38%	21%	112
CFC w/o COPES	28%	13%	45%	14%	85
New Freedom Waiver	27%	30%	27%	16%	96
Residential Support Waiver	15%	23%	38%	24%	84
Sample Average	22%	22%	37%	19%	377

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

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
CFC (w/ COPES)	10%	12%	21%	57%	112
CFC w/o COPES	8%	18%	15%	59%	85
New Freedom Waiver	11%	22%	16%	51%	96
Residential Support Waiver	28%	19%	14%	39%	83
Sample Average	14%	17%	17%	52%	376

Appendix C: Washington's State-Specific Questions

Table 126. Proportion of people who feel their case manager/care coordinator respects their culture (if know they have case manager/care coordinator) (WA-1)

	No, Never or Rarely	Usually	Yes, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
CFC (w/ COPES)	2%	1%	92%	4%	2%	108
CFC w/o COPES	3%	4%	90%	4%	0%	77
New Freedom Waiver	4%	1%	84%	8%	4%	85
Residential Support Waiver	1%	7%	84%	6%	1%	70
Sample Average	2%	3%	88%	5%	2%	340

Table 127. Proportion of people who take part in making and/or updating their plan of care/plan for services (if know they have plan of care/plan for services) (WA-2)

	No	Sometimes	Yes	N/A – Person Reported No Plan of Care	Don't Know	Unclear/Refused/ No Response	N
CFC (w/ COPES)	13%	5%	75%	1%	5%	1%	115
CFC w/o COPES	18%	8%	66%	0%	7%	1%	85
New Freedom Waiver	14%	5%	78%	0%	3%	0%	98
Residential Support Waiver	26%	6%	56%	0%	11%	1%	84
Sample Average	17%	6%	69%	0%	6%	1%	382

Table 128. Proportion of people who feel their paid support staff respect their culture (if know they have case manager/care coordinator) (WA-3)

	No, None, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
CFC (w/ COPES)	1%	2%	95%	1%	1%	93
CFC w/o COPES	3%	4%	90%	1%	1%	70
New Freedom Waiver	2%	2%	94%	0%	1%	86
Residential Support Waiver	9%	6%	84%	0%	1%	68
Sample Average	3%	3%	91%	1%	1%	317

Table 129. Proportion of people who know who to talk to if they are ever mistreated, hurt, disrespected, or neglected by others (WA-4)

	No,	Yes	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	18%	77%	1%	4%	105
CFC w/o COPES	15%	84%	0%	1%	80
New Freedom Waiver	4%	90%	2%	4%	98
Residential Support Waiver	12%	83%	2%	2%	84
Sample Average	12%	83%	1%	3%	367

Table 130a. Who people would talk to if they are ever mistreated, hurt, disrespected, or neglected by others (WA-5)

	Family Member	Friend	Roommate	Support Coordinator	Service Provider	Pastor/Other Clergy	Doctor/Other Healthcare Professional	N
CFC (w/ COPES)	33%	12%	0%	27%	27%	4%	11%	81
CFC w/o COPES	39%	10%	0%	25%	33%	9%	16%	67
New Freedom Waiver	28%	14%	1%	24%	27%	3%	23%	88
Residential Support Waiver	19%	4%	0%	20%	50%	4%	9%	70
Sample Average	30%	10%	0%	24%	34%	5%	15%	306

Table 130b. Who people would talk to if they are ever mistreated, hurt, disrespected, or neglected by others (WA-5) (continued)

	Police/Other Public Safety Professional	Adult Protective Services	Other Social Service Agency	Other	Don't Know	Unclear/Refused/No Response	N
CFC (w/ COPES)	9%	10%	4%	19%	0%	1%	81
CFC w/o COPES	4%	7%	6%	16%	0%	1%	67
New Freedom Waiver	20%	13%	7%	33%	0%	0%	88
Residential Support Waiver	6%	7%	3%	10%	3%	0%	70
Sample Average	10%	9%	5%	20%	1%	1%	306