



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™



COLORADO
Department of Health Care
Policy & Financing



COLORADO
Department of Human Services

National Core Indicators Aging and Disability Adult Consumer Survey



Human Services
Research Institute

Preface

The State of Colorado has a number of publicly funded long term services and supports (LTSS) available to older adults and adults with physical disabilities who have significant health care needs. LTSS provide a wide array of health and social supports that enable these individuals to avoid placement in facilities and to live in a setting of their choice. Specifically, the Colorado Department of Health Care Policy and Financing (HCPF) administers Medicaid funding for LTSS that provides a variety of program options in both facility based and home and community based services (HCBS) settings. And, the Colorado Department of Human Services (CDHS) administers funding from the federal Older Americans Act and State Funding for Senior Services making additional supports and services available to help older adults remain in the community of their choice.

In order to best meet the needs of those served by these programs, it is critical to understand the quality and effectiveness of those services and be sure they result in positive outcomes for those receiving LTSS. Unfortunately, Colorado has had a limited ability to measure the quality and impact of these services for the people served. To address this need, the National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI), developed the National Core Indicators-Aging and Disabilities Adult Consumer Survey (NCI-AD). This survey collects valid and reliable person-reported data about the impact that states' publicly-funded LTSS have on the quality of life and outcomes of the older adults and adults with physical disabilities states serve.

Colorado was selected as one of 13 states to participate in the first year of this national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. This report highlights the results for Colorado from the first National Core Indicators Aging and Disabilities Adult Consumer Survey.

Because our population is rapidly becoming older and more diverse, this is a particularly critical time for Colorado to assess the quality and impact of its existing long term services and supports. Colorado has the fourth fastest growth in the population of adults age 65 and older in the nation and adults age 65 and older are more likely to have at least one physical disability. Several initiatives are already under way in Colorado to address the needs of older adults and adults with a physical disability. These include the implementation of recommendations from the Community Living Advisory Group and the current work of the Strategic Action Planning Group on Aging. This report aligns well with these existing efforts and serves as a key resource on the quality of LTSS and outcomes for the people served. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

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List of Abbreviations Used in This Report

ADRC – Aging and Disability Resource Centers

BI Medicaid Program – Brain Injury Medicaid Program

CIL – Centers for Independent Living

CMS – Centers for Medicare & Medicaid Services

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

ID/DD – Intellectual/Developmental Disability

MCO – Managed Care Organization

MFP – Money Follows the Person

N – Number of respondents

NASDDDS – National Association of State Directors of Developmental Disabilities Services

NASUAD – National Association of States United for Aging and Disabilities

OAA – Older Americans Act

PACE – Programs of All-Inclusive Care for the Elderly

PD Medicaid Program – Physical Disability Medicaid Program

QOL – Quality of Life

SNF – Skilled Nursing Facility

TBI/ABI – Traumatic/Acquired Brain Injury

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD), are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brained injury (TBI/ABI)—who are accessing publicly-funded services through Medicaid, the Older Americans Act, skilled nursing facilities/nursing homes, and/or state-funded programs. The effort is coordinated by the National Association of States United for Aging and Disabilities¹ (NASUAD) and Human Services Research Institute (HSRI). Data for the project are gathered through a yearly in-person Adult Consumer Survey administered by state Aging, Disability, and Medicaid Agencies to a sample of at least 400 individuals. Indicators address key areas of concern such as service and care coordination, community participation, choice and decision making, employment, rights and respect, health care and safety. NCI-AD data measure the performance of state long term services and supports (LTSS) systems and help state agencies with quality improvement initiatives, strategic planning, and legislative and funding prioritization. The project officially launched in mid-2015 with 13 participating states². For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey Mid-Year Results 2015-2016: Shortened Data Collection Cycle*.

NCI-AD Survey

Survey Overview

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

¹ NASUAD is the membership organization for state Aging, Disability, and Medicaid directors.

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

choice, and health and safety. An example of an indicator around Service Coordination 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 Access indicator that measures “Proportion of people who get needed equipment, assistive devices” is measured by several survey questions that ask about the person’s need for various equipment and devices. The following Figure 1 details NCI-AD domains and corresponding indicators.

Figure 1. NCI-AD Domains and indicators

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

Domain	NCI-AD Indicator
	Proportion of people who have an emergency plan in place
	Proportion of people whose support workers come when they are supposed to
	Proportion of people who use a relative as their support person
Care Coordination	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up
	Proportion of people who know how to manage their chronic conditions
Access	Proportion of people who have adequate transportation
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
	Proportion of people who have access to information about services in their preferred language
Safety	Proportion of people who feel safe at home
	Proportion of people who feel safe around their staff/ caregiver
	Proportion of people who feel that their belongings are safe
	Proportion of people whose fear of falling is managed
	Proportion of people who are able to get to safety quickly in case of an emergency
Health Care	Proportion of people who have been to the ER in the past 12 months
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
	Proportion of people who can get an appointment their doctor when they need to
	The proportion of people who have access to mental health services when they need them
Wellness	The proportion of people in poor health
	Proportion of people with unaddressed memory concerns
Medications	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others

Domain	NCI-AD Indicator
	Proportion of people whose staff/worker/caregiver treat them with respect
Self-Direction of Care	Proportion of people self-directing
	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 whose job pays at least minimum wage
	Proportion of people who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who have ever had to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
	Proportion of people who have decision-making assistance
Control	Proportion of people who feel in control of their lives

Organization of the Survey

The NCI-AD Adult Consumer Survey consists of a pre-survey form, a background information section, the in-person interview questions, and an interviewer feedback form. An additional Proxy Version of the survey is available for surveys conducted only with a proxy respondent. Each is described below.

Pre-Survey Information: This form has questions that help the interviewer prepare for the meeting. Pre-Survey information is not received by HSRI, is not analyzed and thus is not included in this report; it is for interviewer use only.

Background Information: This section consists of questions about the consumer’s demographics, residence, and services and supports. Data are generally collected from state records, case managers, or a combination of both; when information is not available or is incomplete, the interviewer is responsible for collecting the missing background items at the end of the interview.

In-person interview questions: This section includes all questions for the full in-person interview. The survey is broken-out into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). This section is completed one-on-one with the person whenever possible. However, some questions throughout the survey may be answered (or assisted with) by a proxy respondent (e.g. family member or close friend) if the person receiving services is unable to respond or has asked for assistance with responding.

Proxy Version: This version of the survey is used when the person receiving services is unable to complete *any* of the survey or has asked that a proxy complete the survey on their behalf. This version includes only the questions that may be answered by a proxy respondent and has rephrased questions to reflect that questions are about the individual receiving services.

Interviewer Feedback: This form is completed by the interviewer after the interview to record information such as the length and place of the meeting, any problematic questions encountered, and general feedback for the project team.

NCI-AD in Colorado

The Colorado Department of Health Care Policy and Financing (HCPF), in partnership with the Colorado Department of Human Services State Unit on Aging, NASUAD, and HSRI, implemented the 2015-2016 NCI-AD Adult Consumer Survey in Colorado. HCPF recognized the need for an independent assessment of Colorado’s publicly-funded home and community based services (HCBS) and Older Americans Act (OAA) programs, so in 2014 they secured grant funding from the Colorado Health Foundation to participate in NCI-AD. Data from the project will be used to support Colorado’s efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers. To allow for year over year comparison of the data, HCPF and CDHS will participate in the 2016-17 NCI-AD Adult Consumer Survey for Colorado and plans to seek funding

support to continue to implement NCI-AD in future years. In addition, Colorado would like to continue to build upon a peer to peer model of interviewing that will include Medicaid recipients (specifically, older adults and clients with disabilities) and Older American's Act participants. Colorado will continue working with Vital Research for the survey implementation.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Colorado in 2015-2016 was 404 (Total N=404). Four program populations were included in the survey sample.

Elderly, Blind, and Disabled (EBD) 1915(c) Medicaid Waiver: This program provides assistance to people ages 65 and older who have a functional impairment or are blind, and to people ages 18-64 who are physically disabled or have a diagnosis of HIV or AIDS, and require LTSS in order to remain in a community setting. Services include Adult Day Services, Alternative Care Facilities, Community Transition Services, Consumer Directed Attendant Support Services, Homemaker Services, Home Modifications, In-Home Support Services, Medication Reminder, Non-Medical Transportation, Personal Care Services, Personal Emergency Response System, and Respite Care Services. One hundred sixty one people (N=161) from this program were included in the sample.

Frail Elderly – ACC: MMP (Accountable Care Collaborative: Medicare-Medicaid Program): This group is a subset of what was formerly known as the Duals Demonstration program. The program focuses on integrating care and serves individuals 80 and older who are not part of certain other waivers and eligible individuals aged 65 to 79 with qualifying chronic and other health condition. One hundred fifty one people (N=151) from this program were included in the sample.

Brain Injury (BI) 1915(c) Medicaid Waiver: This program provides assistance to people 16 and older who have a brain injury (occurring before age 65) and require LTSS in order to remain in a community setting. Services include Adult Day Services, Behavioral Programming and Education, Day Treatment, Environmental Modification, Independent Living Skills Training (ILST), Mental Health Counseling Non-Medical Transportation, Personal Care, Personal

Emergency Response System, Respite Care, Specialized Medical Equipment and Supplies/Assistive Devices, Substance Abuse Counseling, Supported Living Program, Transitional Living Program. Four people (N=4) from this program were included in the sample.

Older Americans Act: This program serves individuals aged 60 and older, focusing on the most vulnerable and hard-to-reach populations. Individuals must be receiving at least one “Cluster 1 Service,” including adult day care/adult day health, chore, homemaker, personal care services, and/or home-delivered meals 3 or more times per week to be eligible for the NCI-AD survey. Eighty eight people (N=88) from this program were included in the sample.

Figure 2 below summarizes the programs included in Colorado’s sample, the number of surveys completed per program, and the number of participants eligible to be included in the survey by program. Also included are calculations of margin of error for each program’s estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating somewhat less conservative margins of error. Based on the data collected so far (including evidence from the large-scale pilot conducted during development phase of the NCI-AD Adult Consumer Survey), it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual programs. Resulting margins of error are shown under both assumptions. Both scenarios use all completed surveys as sample program N in the calculations. Readers should be cautioned that for some survey items, the actual number of valid responses may be smaller than the number of completed surveys. This is explained in more detail in the following section “Organization of Results”.

Figure 2. Programs included, number of surveys, and margins of error

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Elderly, Blind, and Disabled (EBD) Waiver	161	15851	95% Confidence Level, 7.7% Margin of Error	95% Confidence Level, 7.0% Margin of Error
Frail Elderly – ACC:MMP	151	2442	95% Confidence Level, 7.7% Margin of Error	95% Confidence Level, 7.1% Margin of Error
Brain Injury (BI) Waiver *	4 *	253	95% Confidence Level, 48.5% Margin of Error *	95% Confidence Level, 44.6% Margin of Error *
Older Americans Act	88	5100	95% Confidence Level, 10.5% Margin of Error	95% Confidence Level, 9.5% Margin of Error
Total	404	23646		

* The sample for this program included a very small number of participants, resulting in a very wide margin of error.

Survey Process

HCPF contracted with Vital Research, a national survey group, to hire and manage local interviewers to conduct the NCI-AD in-person survey. Colorado worked with Vital Research to identify and train at least 4 individuals who were eligible to receive Older Americans Act services. These individuals were part of the Department’s mission to develop a Peer to Peer interviewing model. In the next year of implementation, the Department plans to expand the scope of this criteria to include other Medicaid recipients as trained interviewers. HCPF, Vital Research, NASUAD, and HSRI staff conducted a two-day training with 12 interviewers on July 25-26, 2015. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for

follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Interviews began on August 1, 2015 and the final data from 404 interviews was sent to HSRI on October 30, 2015.

Stakeholders

HCPF is committed to providing ongoing NCI-AD stakeholder engagement activities through various committees within the Department to include the Elderly, Blind and Disabled waiver committee, ACC:MMP, Community Living Advisory Group, Consumer Direction in the Home and Community Based Services Supported Living Services Waiver Task Group, No Wrong Door Planning Advisory Group, Person and Family Centeredness Advisory Councils and the newly formed CLQIC (Community Living Quality Improvement Committee). The CLQIC will act as an advisory committee, informing the Department of input related to future surveys on client experience as well as input about how to respond to data from completed surveys; Maintenance and growth of a survey library of questions and methodologies consisting of quality data collection strategies with emphasis on disability cultural competence. Therefore, the NCI-AD will be a major emphasis to the scope of work in the CLQIC for many years to come. Additionally, CDHS is committed to providing NCI-AD stakeholder engagement activities to its stakeholders including: the Colorado Commission on Aging, the Strategic Action Planning Group on Aging, the Colorado Area Agencies on Aging, and other groups in the aging network.

Also, HCPF staff will continue to provide updates on the project at the bi-monthly Single Entry Points (SEP) and Community Centered Boards (CCB) manager meetings as well as the various Area agency on Aging (AAA) groups and other key stakeholder groups. Through ongoing communications with key LTSS-specific stakeholders, the engagement process will continue to grow as alignment among other state initiatives begins to emerge.

Organization of Results

The following section of the report presents findings from Colorado's 2015-16 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the four programs included in the

sample, as well as the Colorado state average. The number of respondents for each program and the state as a whole is also shown. For rules on collapsing response options, please refer to Appendix A.

The Ns (number of respondents for each individual program and the state) shown in each chart is the number of valid responses to that survey item. That number may be smaller than the total number of completed surveys for a number of reasons:

- Certain questions in the survey could only be asked of the target interviewee – i.e. no proxy respondents were allowed for those questions. As the number of completed surveys includes both the full in-person surveys and the proxy surveys, these questions were only asked in the full in-person survey and thus have a smaller number of respondents.
- Only valid responses were included in both denominator and numerator. The Ns also represent the number of valid responses only. Unclear, refused and, unless otherwise stated, “don’t know” responses were excluded.
- The survey contains a number of 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 a question is skipped due to survey logic, that particular respondent does not contribute to the calculations for the item and does not contribute to the N.

Colorado state average is a weighted state estimate. A weighted estimate is needed because Colorado proportionally oversampled some of its programs – i.e. some programs constituted a larger proportion of the sample than they did as proportion of population receiving services. To account for these programs being proportionally over-represented in the state sample, statistical weights were developed and applied when estimating state averages. Applying these weights in effect “re-balances” the disproportionate representation of programs in the sample, and results in a state estimate that one would expect if the programs were sampled proportionately to the populations they serve. For exact calculations of state weights please contact the project team.

Un-collapsed data showing all categories of responses by program and the sample overall are shown in tabular format in Appendix B. Please note that the “sample average” in Appendix B is a simple average and is different from the state average, as it presents unweighted data (i.e. no weights that account for disproportionate sampling of programs have been applied).

Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Colorado. However, benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall are not included. Rather, it is up to stakeholders to assess the information contained in this report and draw conclusions. This report is intended to be one mechanism for State leaders and community stakeholders to assess the current state of LTSS system and identify areas that are working well, and areas that could use improvement. The results charts throughout this report display program scores relative to one another and to Colorado weighted state average. It is up to public managers, policy-makers, and other stakeholders to decide whether a program's result relative to the state average suggests that changes or further investigation are necessary. Also, by aligning NCI-AD measures with specific state and federal initiatives, Colorado can more accurately reflect the areas in which transformation is evident and continue to promote efforts accordingly, while recognizing limitations and ongoing challenges.

Extreme caution should be exercised when interpreting results where the sample size is small. The sample sizes for each program are shown in each chart and table. Anytime the sample size is smaller than 20, the N is also asterisked. Reader should be very careful interpreting results based on small Ns; in fact, no conclusions should be drawn – instead, the reader should treat the data as suggestive and informational only. In addition, caution should be used comparing a program's result relative to another program due to similarities and differences between program participants.

Community Participation

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

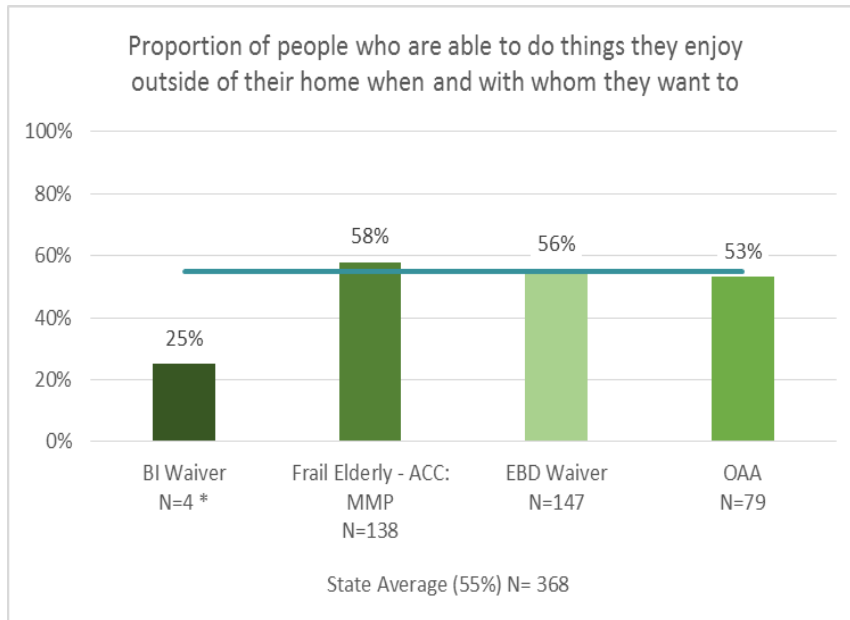
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 1. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to.



* Very small number of responses

Choice and Decision Making

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

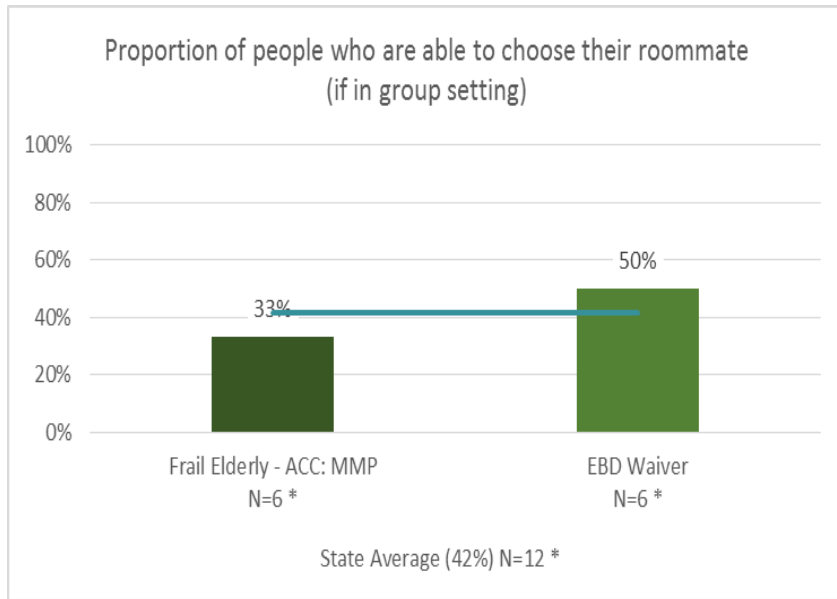
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

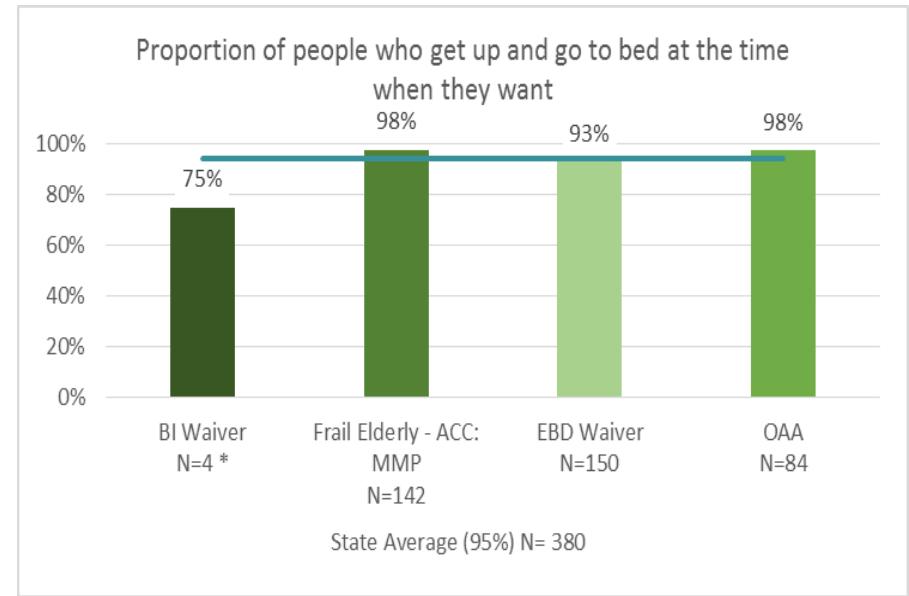
Un-collapsed data for state and programs are shown in Appendix B.

Graph 2. Proportion of people who are able to choose their roommate (if in group setting)



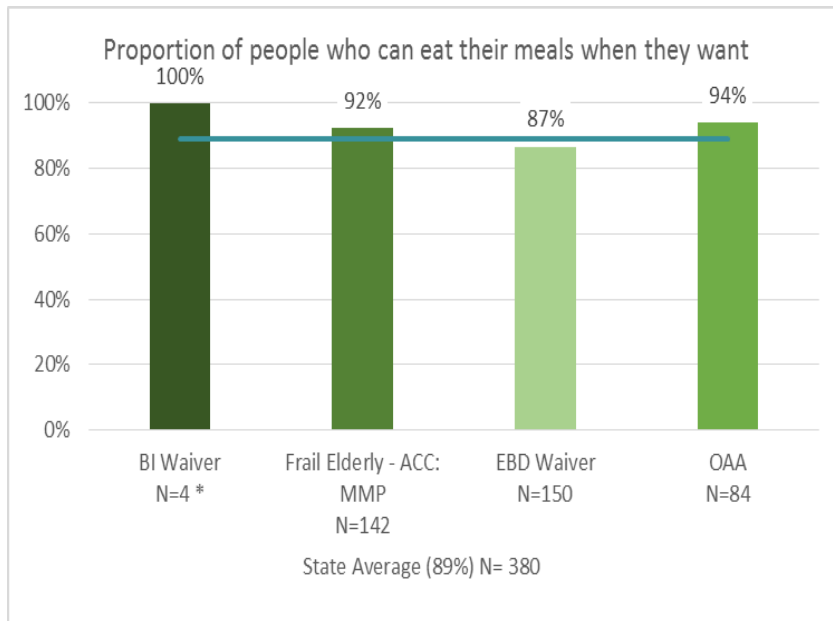
* Very small number of responses

Graph 3. Proportion of people who get up and go to bed at the time when they want



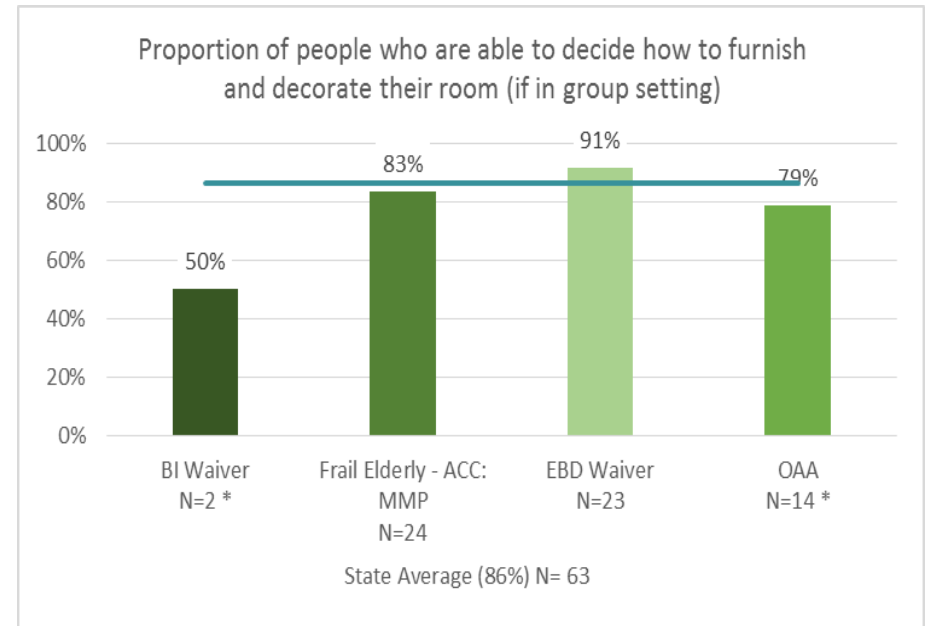
* Very small number of responses

Graph 4. Proportion of people who can eat their meals when they want



* Very small number of responses

Graph 5. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)



* Very small number of responses

Relationships

People have friends and relationships and do not feel lonely.

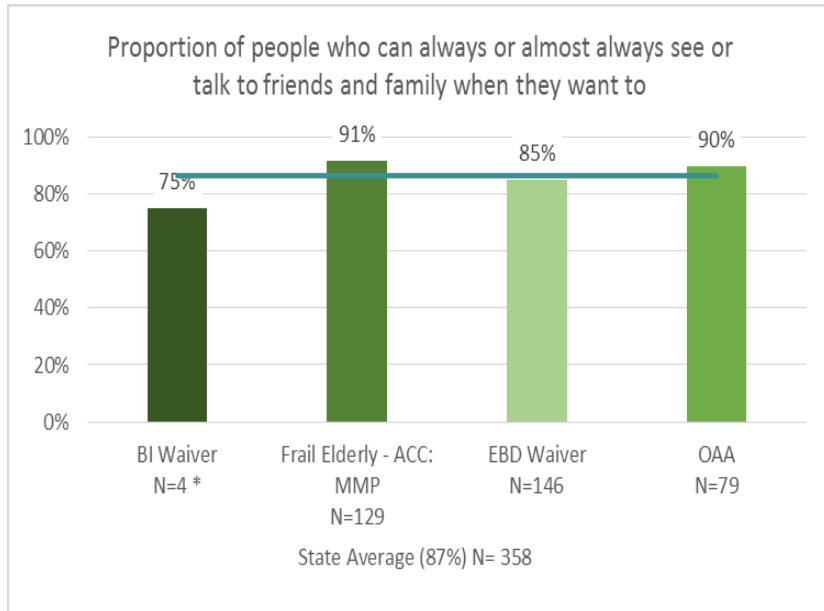
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to see or talk to their friends and families when they want to.
2. Proportion of people who are (not) lonely.

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

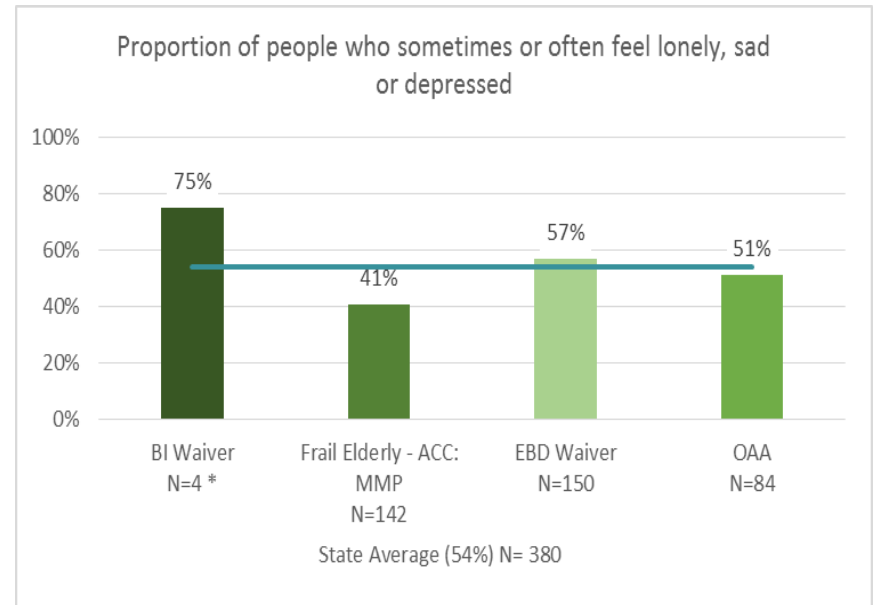
Un-collapsed data for state and programs are shown in Appendix B.

Graph 6. Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)



* Very small number of responses

Graph 7. Proportion of people who sometimes or often feel lonely, sad or depressed



* Very small number of responses

Satisfaction

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

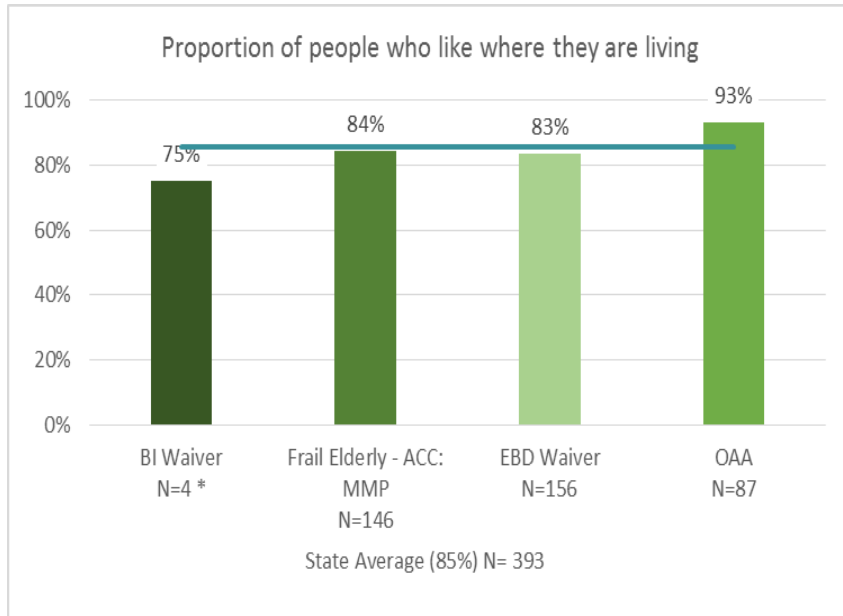
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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

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

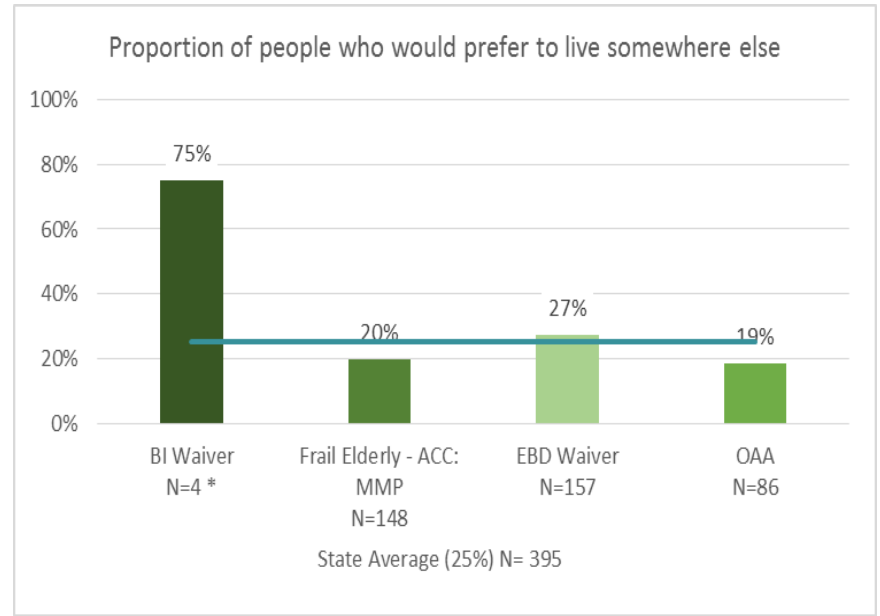
Un-collapsed data for state and programs are shown in Appendix B.

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



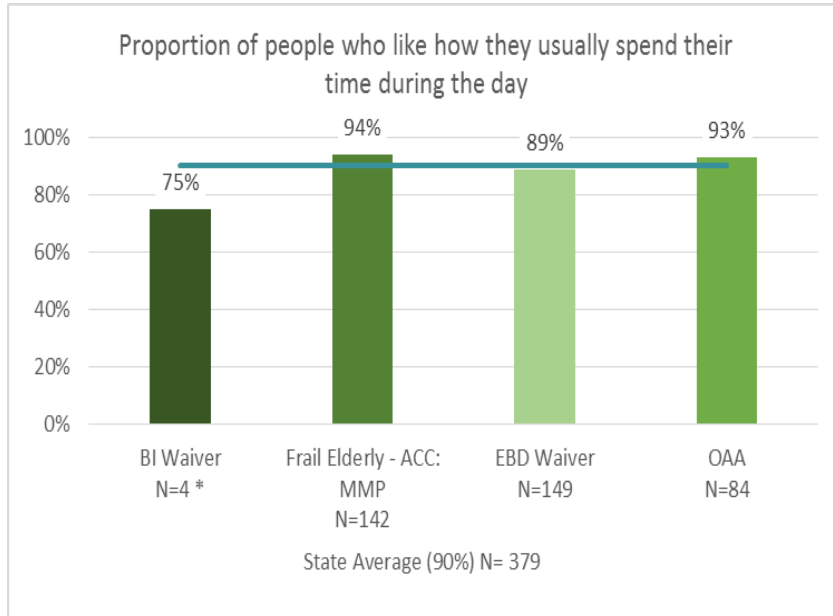
* Very small number of responses

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



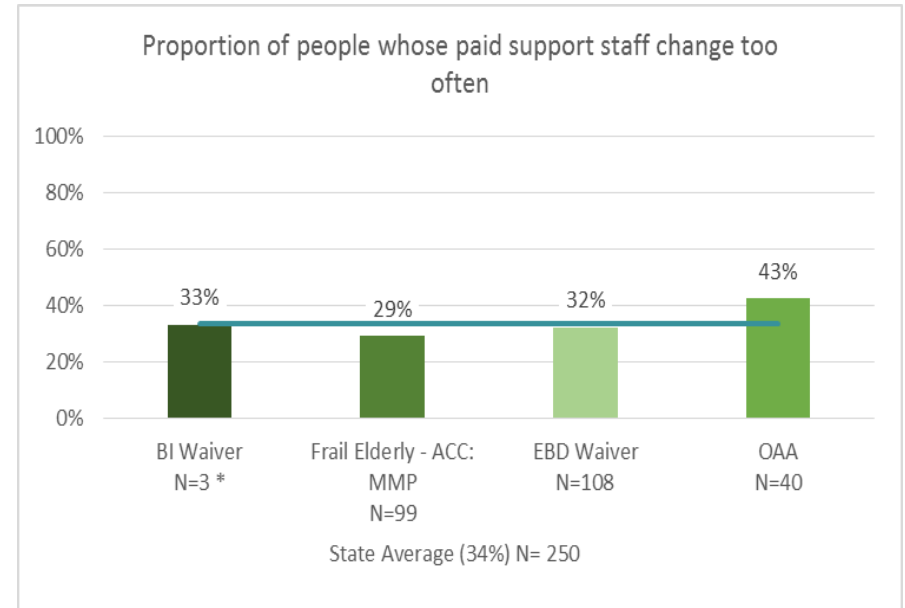
* Very small number of responses

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



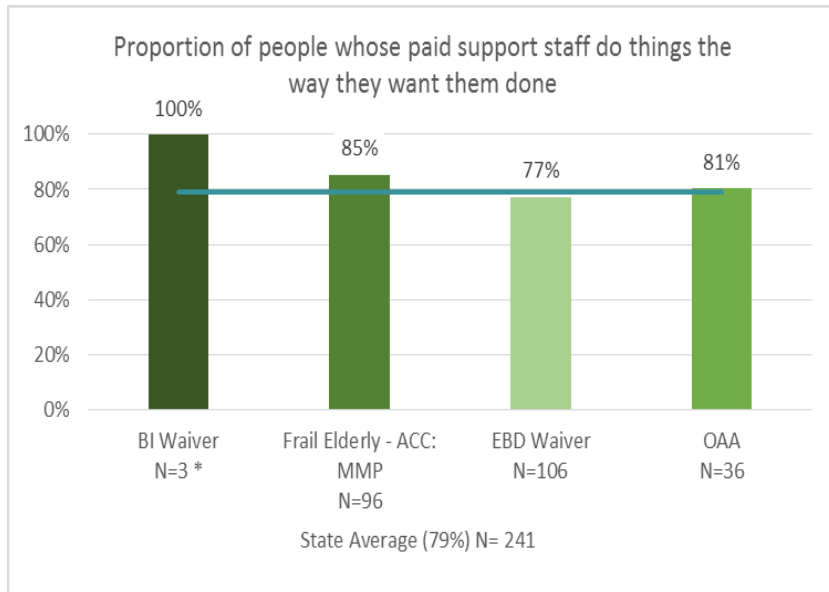
* Very small number of responses

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



* Very small number of responses

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



* Very small number of responses

Service Coordination

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

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

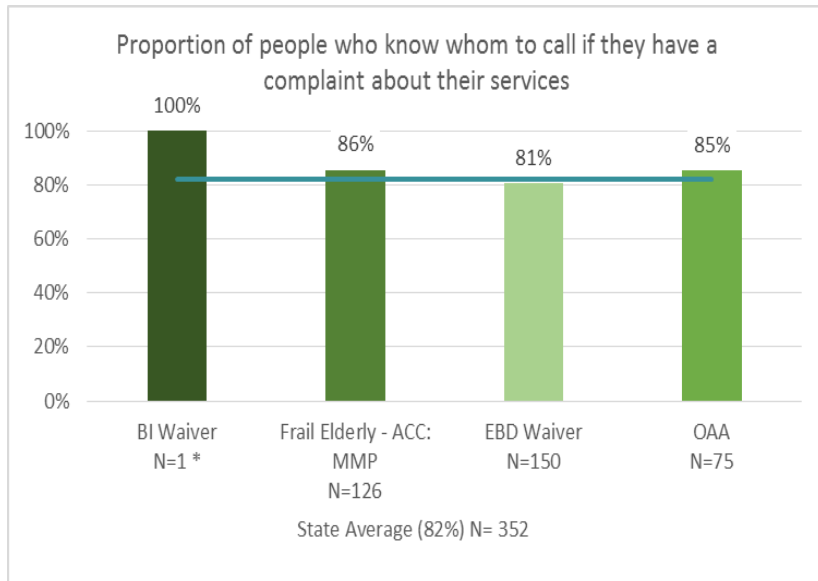
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies³
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person

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

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

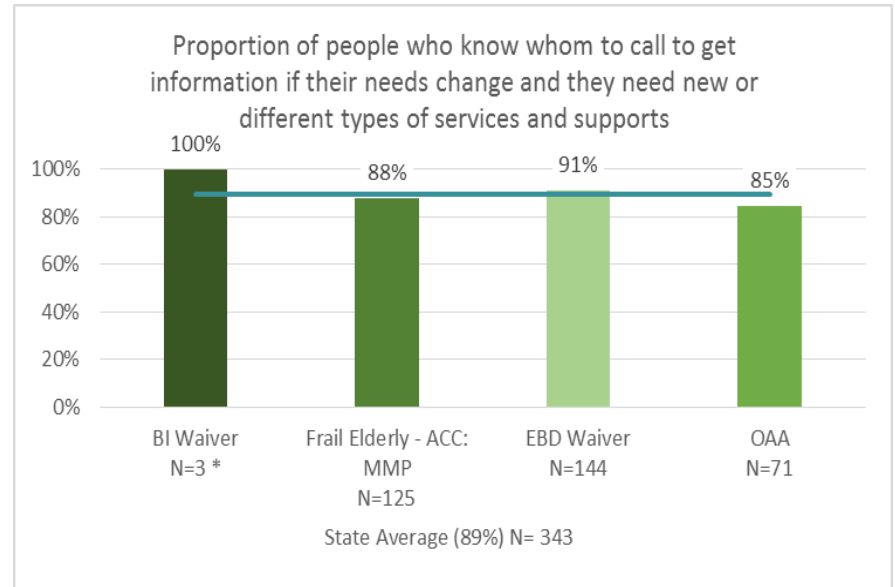
³ Data shown in Appendix B only

Graph 13. Proportion of people who know whom to call if they have a complaint about their services



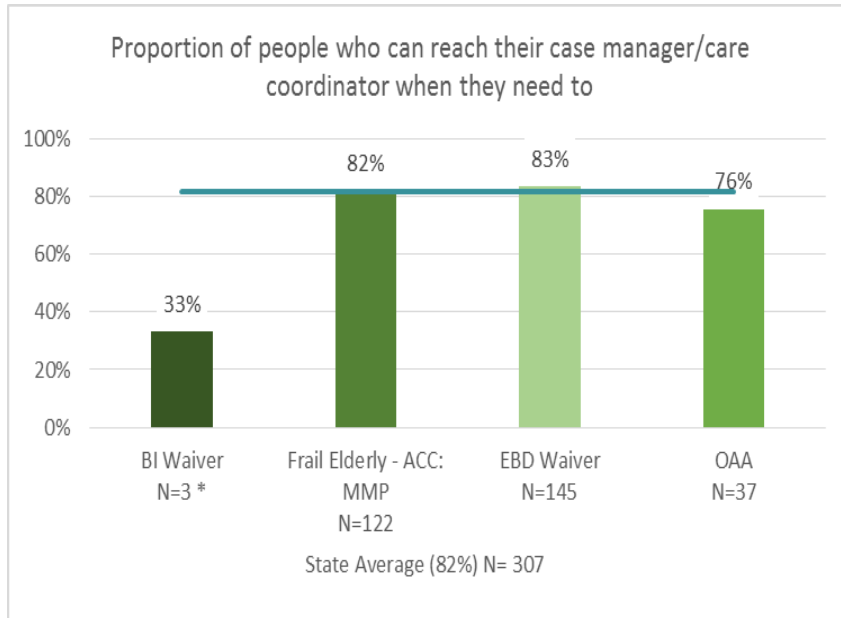
* Very small number of responses

Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



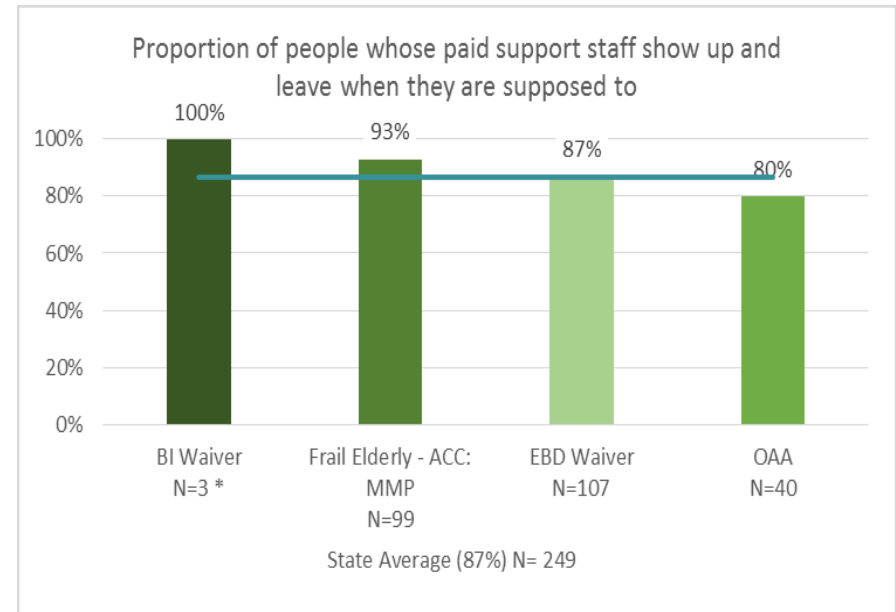
* Very small number of responses

Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



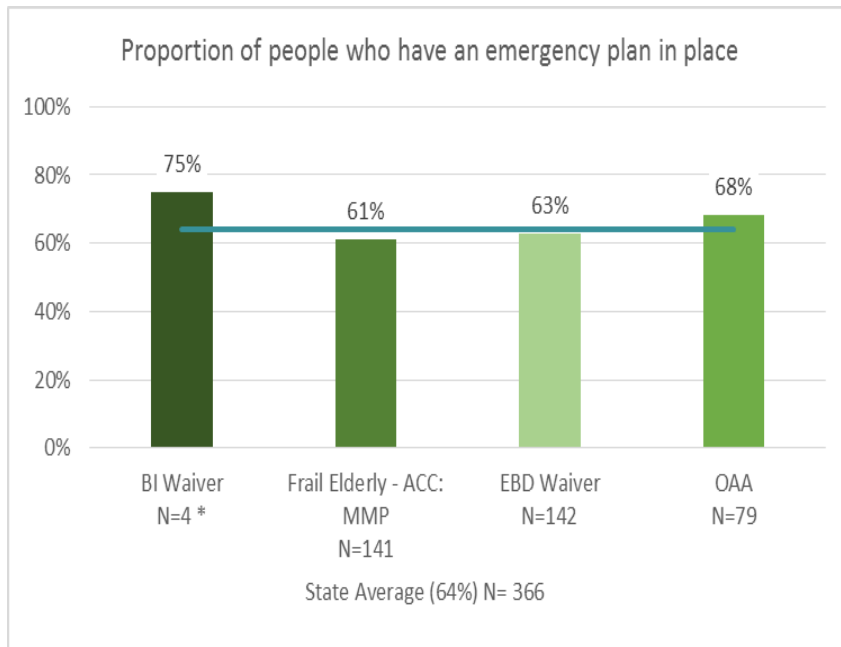
* Very small number of responses

Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



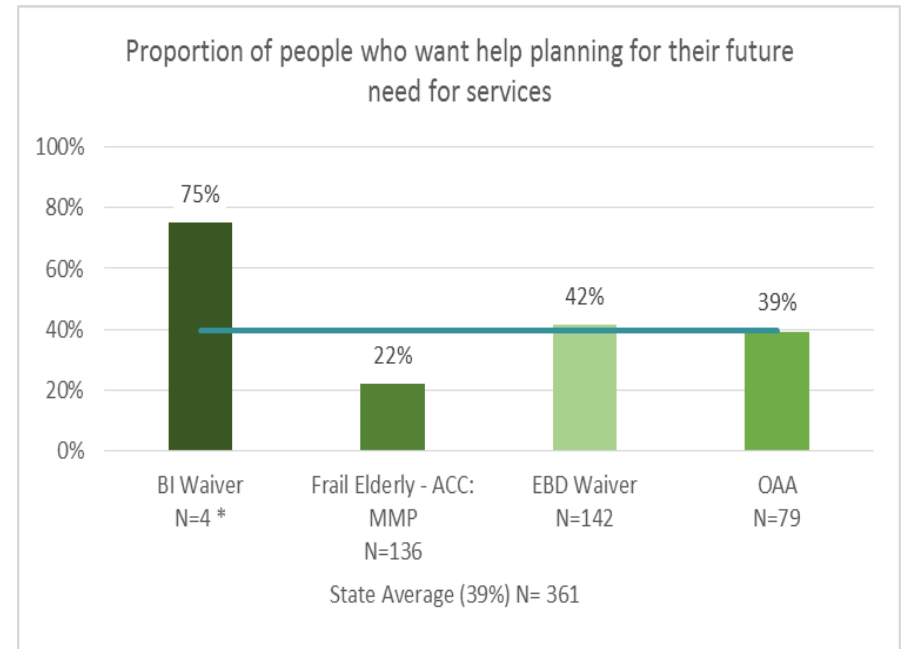
* Very small number of responses

Graph 17. Proportion of people who have an emergency plan in place



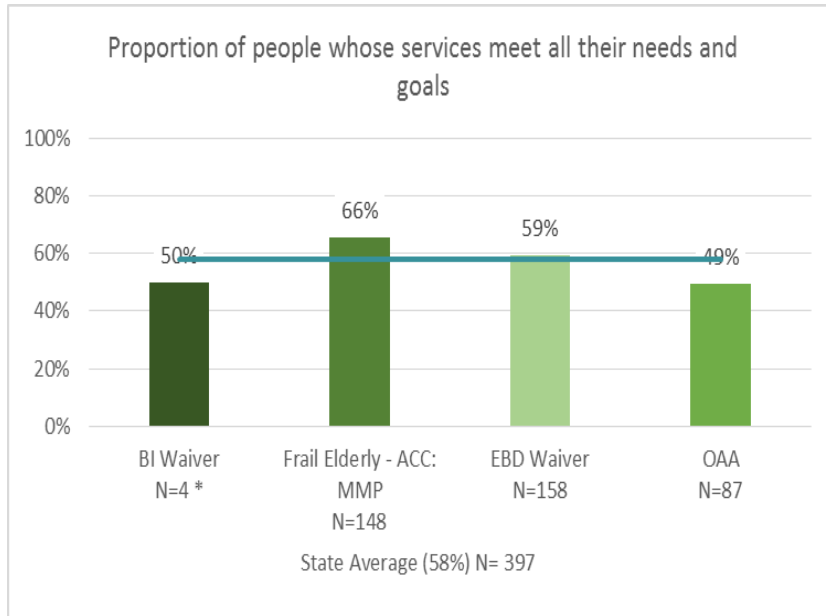
* Very small number of responses

Graph 18. Proportion of people who want help planning for their future need for services



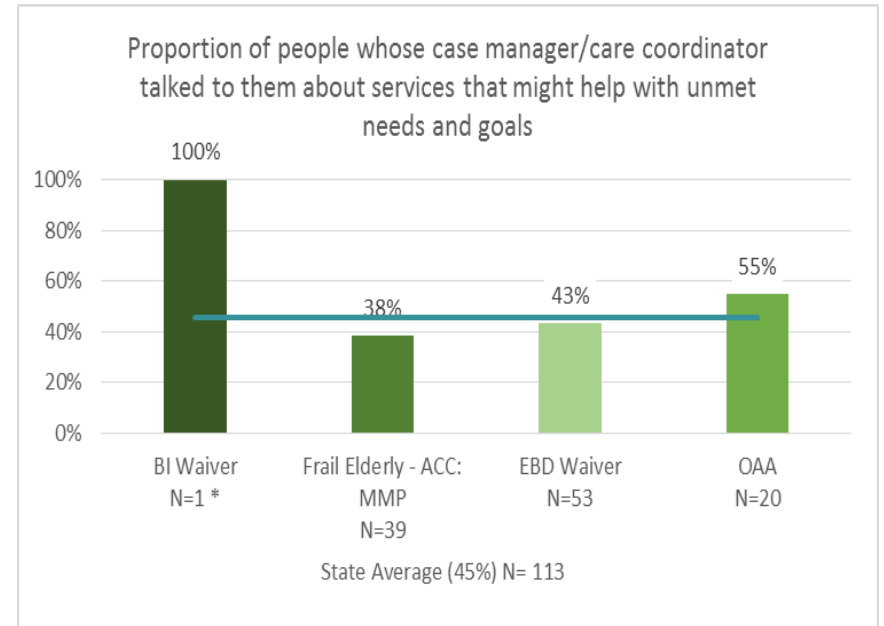
* Very small number of responses

Graph 19. Proportion of people whose services meet all their needs and goals



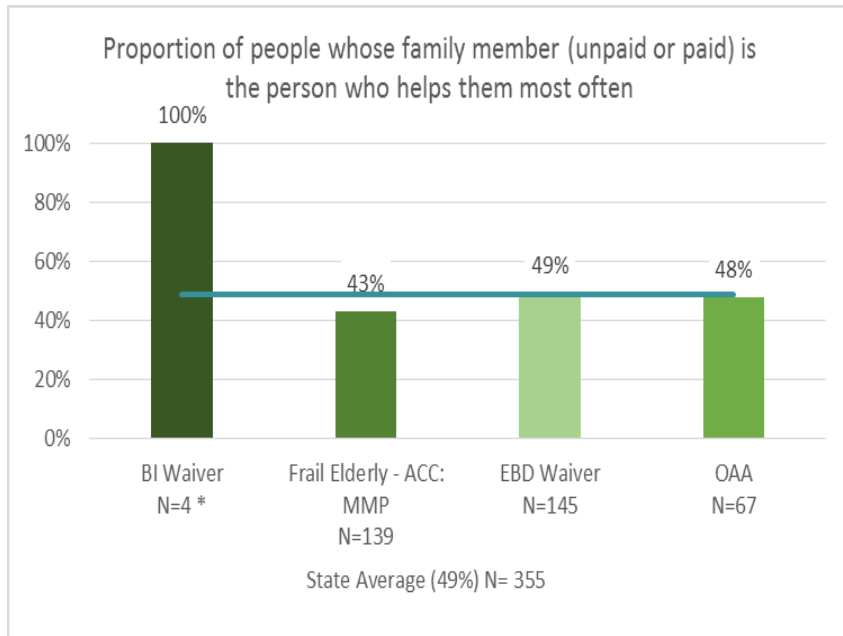
* Very small number of responses

Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)



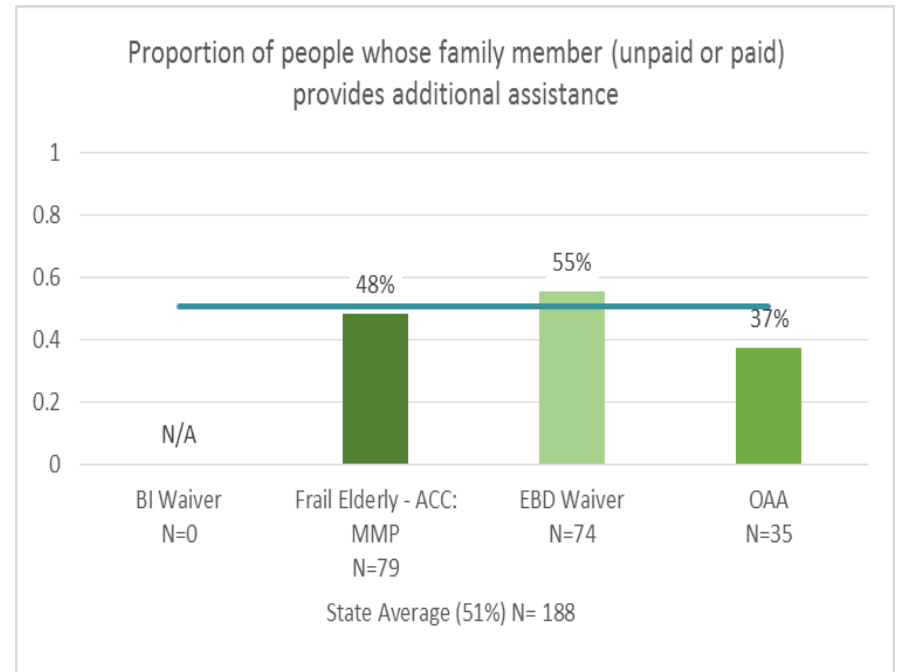
* Very small number of responses

Graph 21. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



* Very small number of responses

Graph 22. Proportion of people whose family member (unpaid or paid) provides additional assistance



* Very small number of responses

Care Coordination

Individuals are provided appropriate coordination of care.

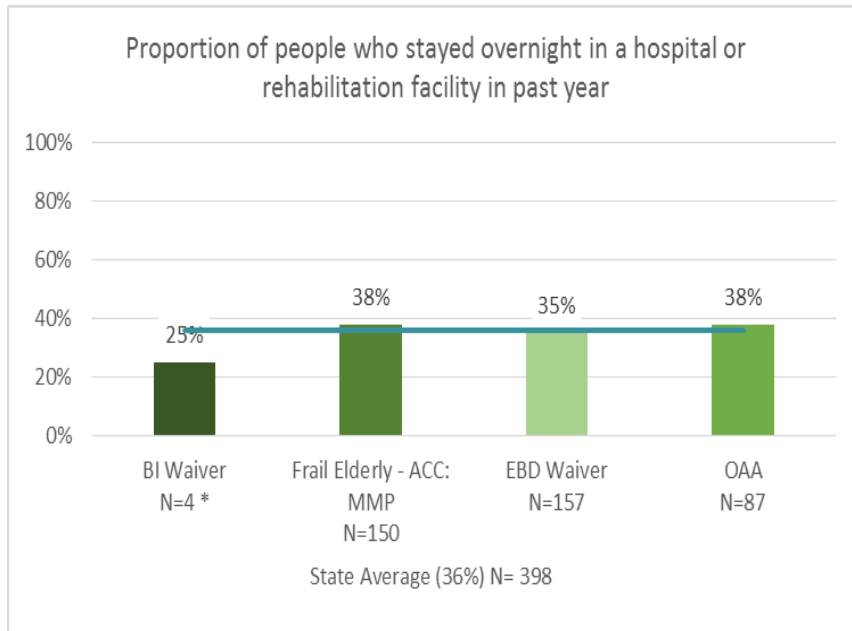
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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

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

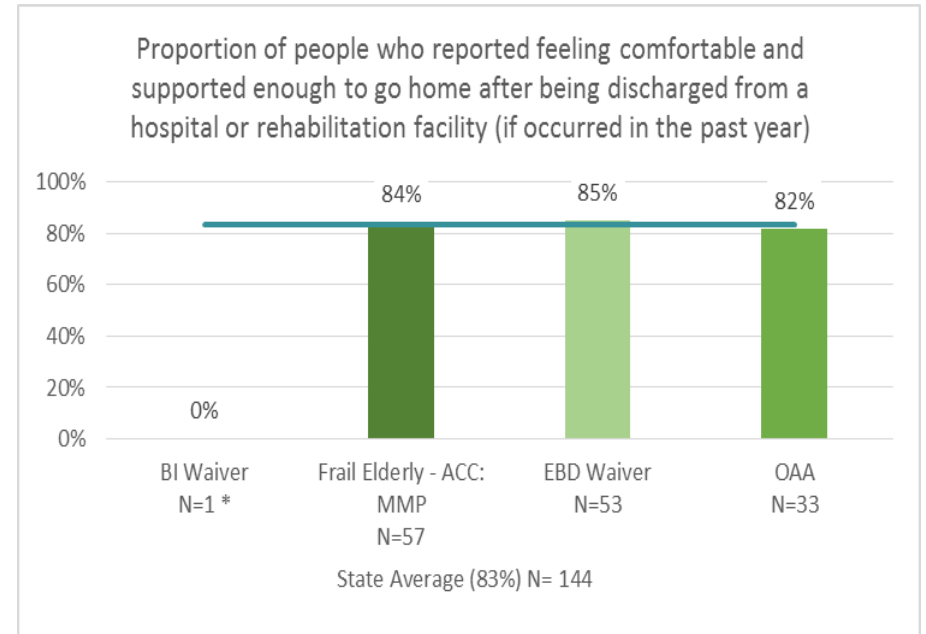
Un-collapsed data for state and programs are shown in Appendix B.

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



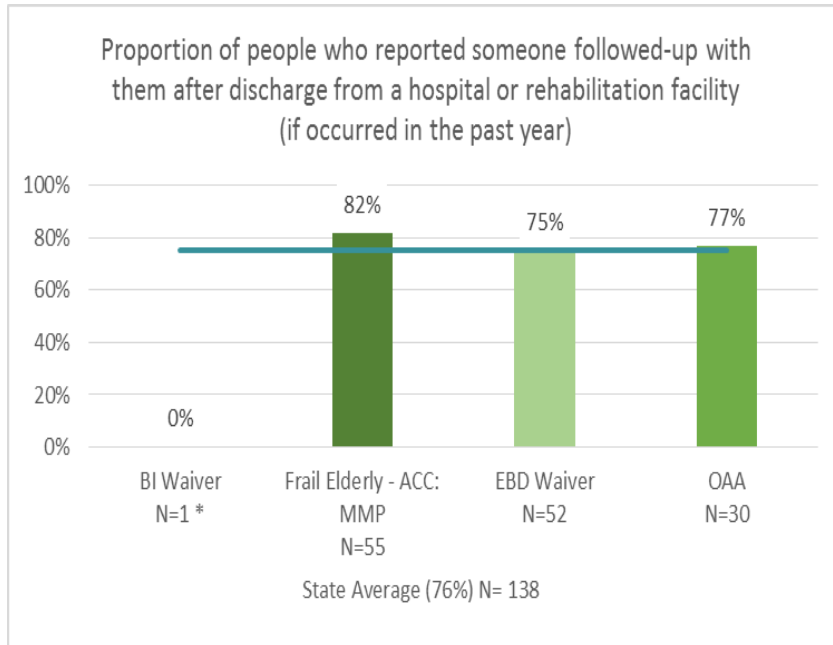
* Very small number of responses

Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



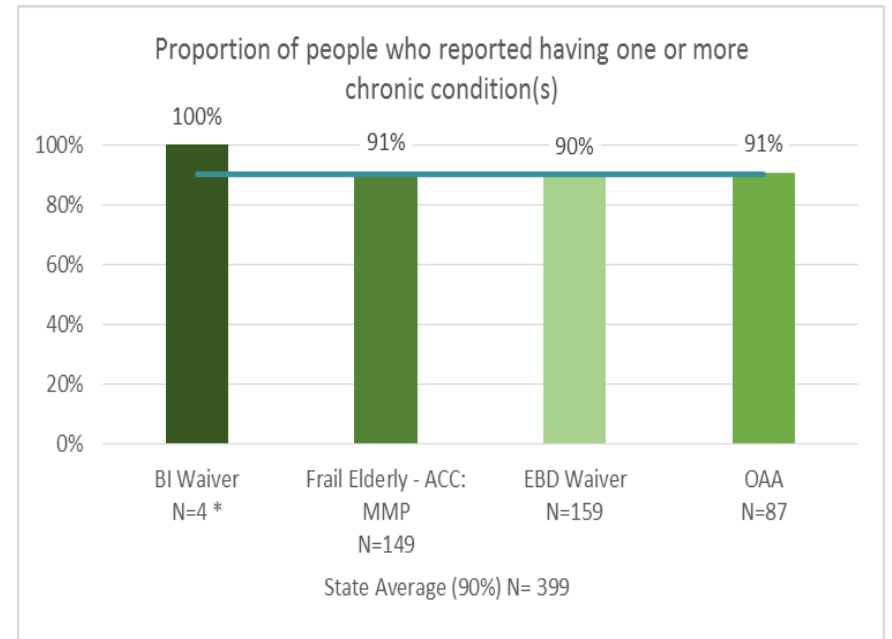
* Very small number of responses

Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



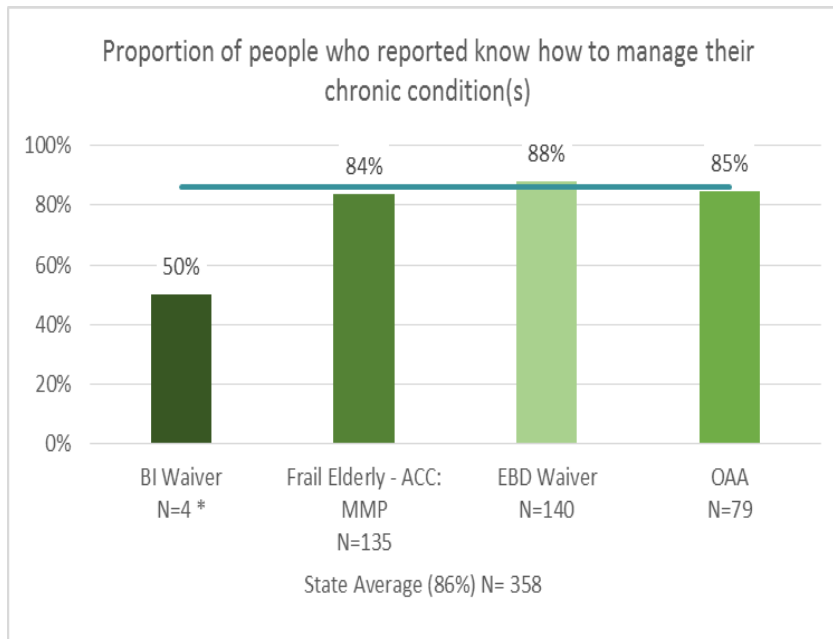
* Very small number of responses

Graph 26. Proportion of people who reported having one or more chronic condition(s)



* Very small number of responses

Graph 27. Proportion of people who reported know how to manage their chronic condition(s)



* Very small number of responses

Access

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

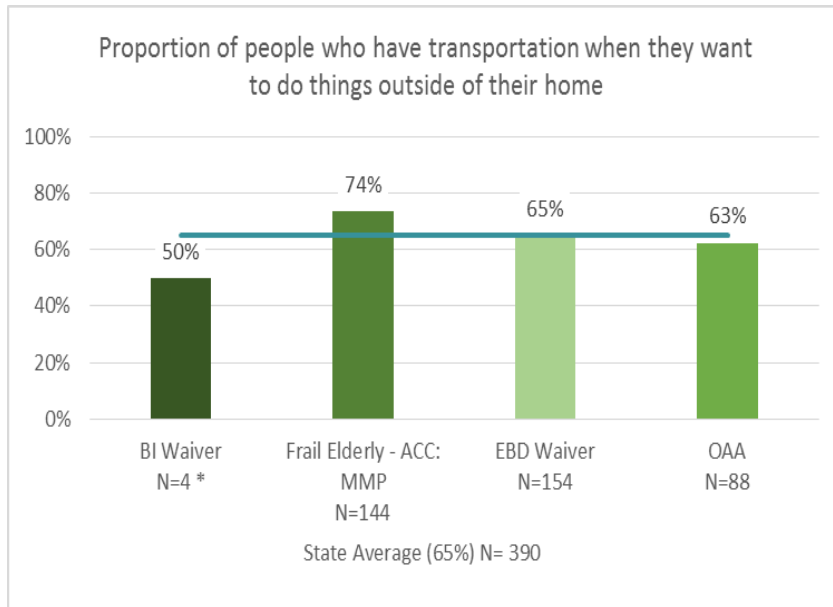
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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

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

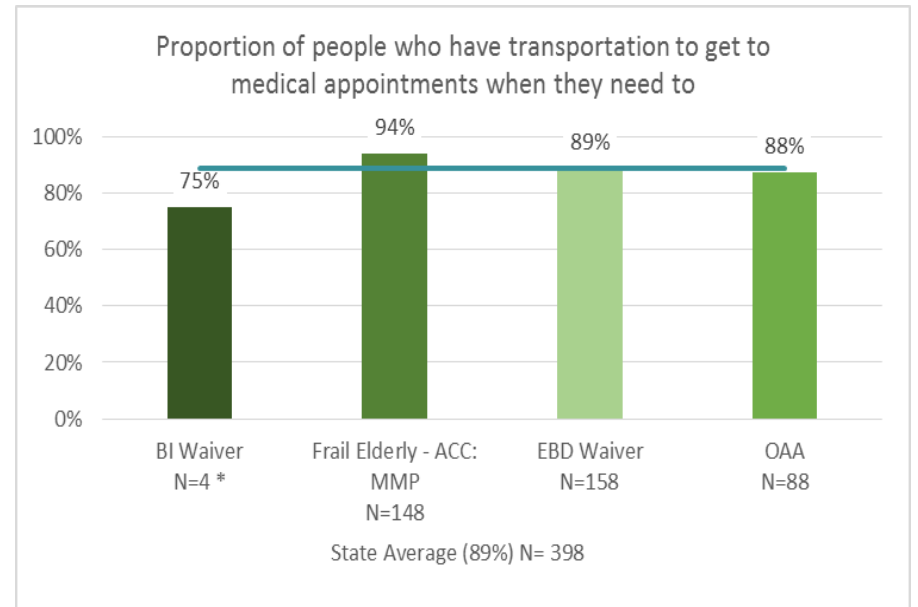
Un-collapsed data for state and programs are shown in Appendix B.

Graph 28. Proportion of people who have transportation when they want to do things outside of their home



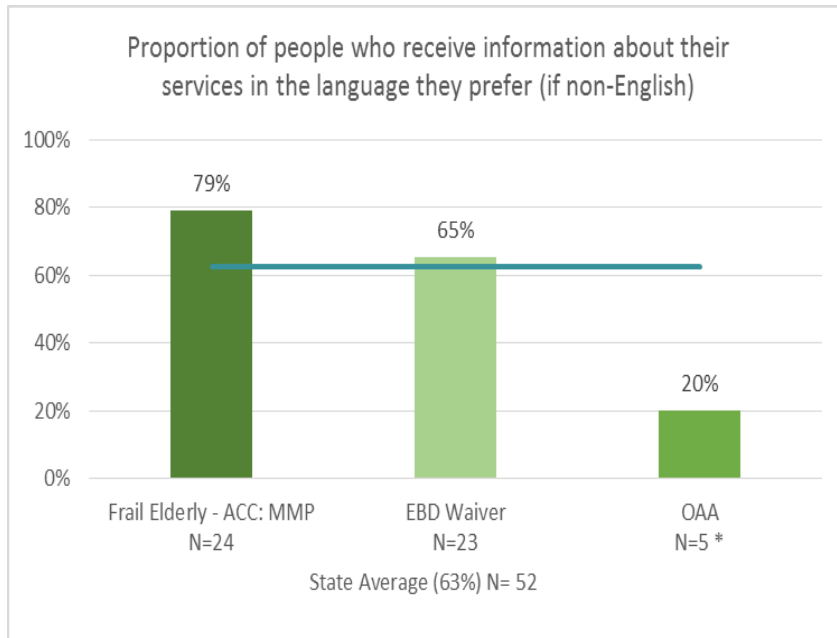
* Very small number of responses

Graph 29. Proportion of people who have transportation to get to medical appointments when they need to



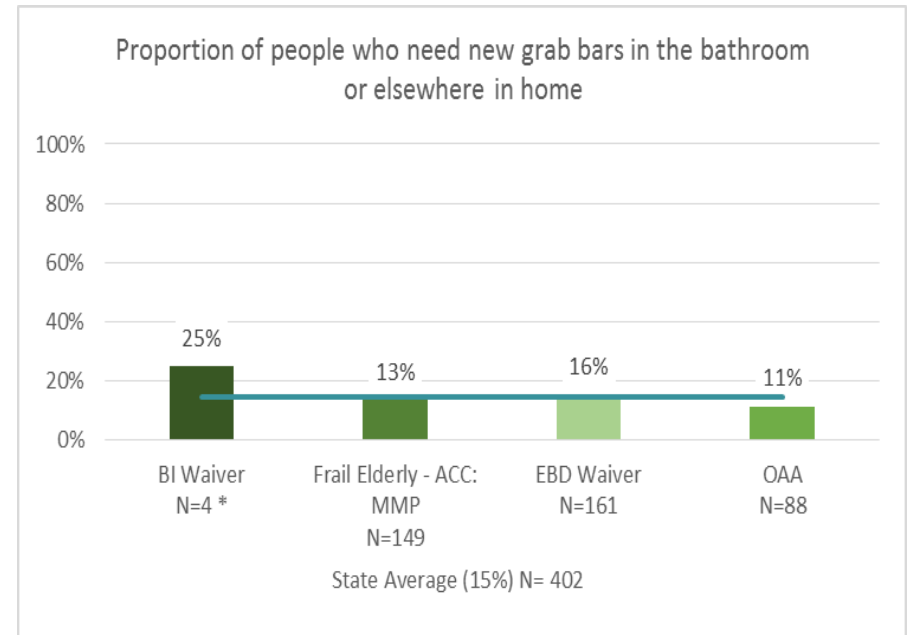
* Very small number of responses

Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)



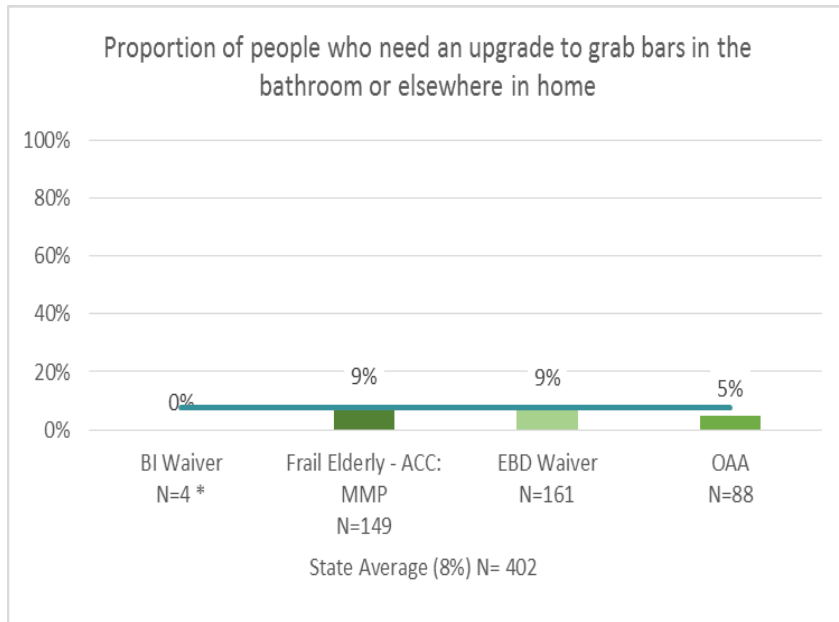
* Very small number of responses

Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



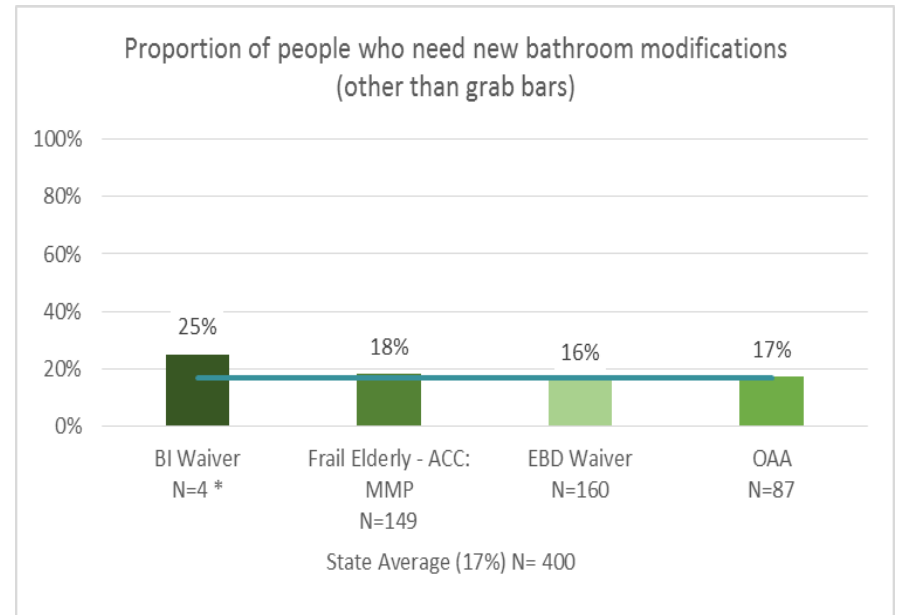
* Very small number of responses

Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



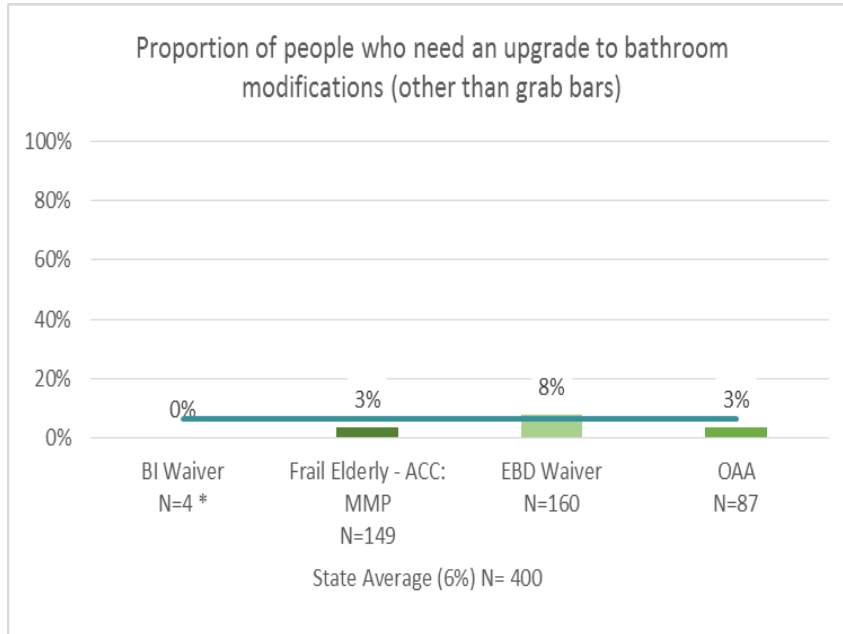
* Very small number of responses

Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



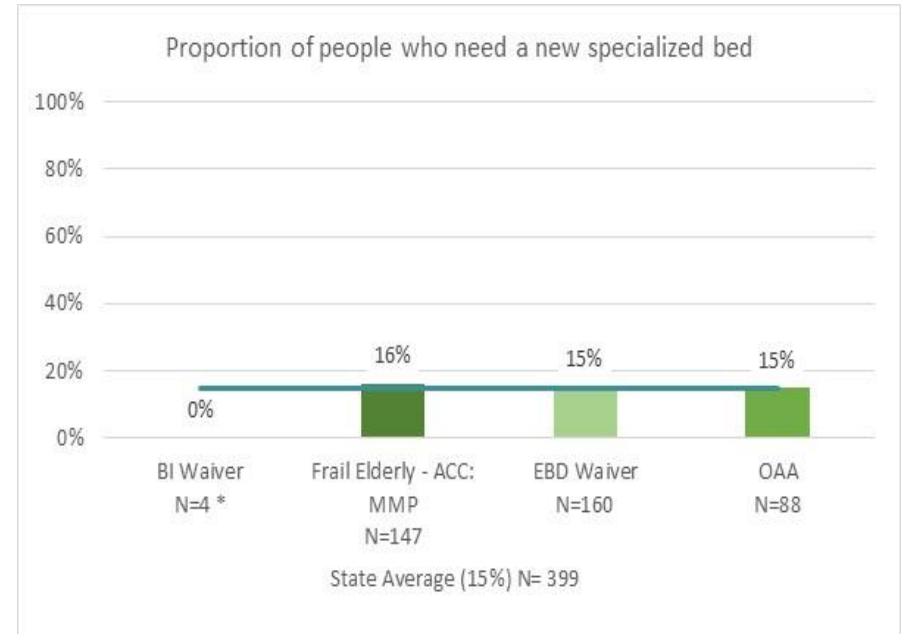
* Very small number of responses

Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



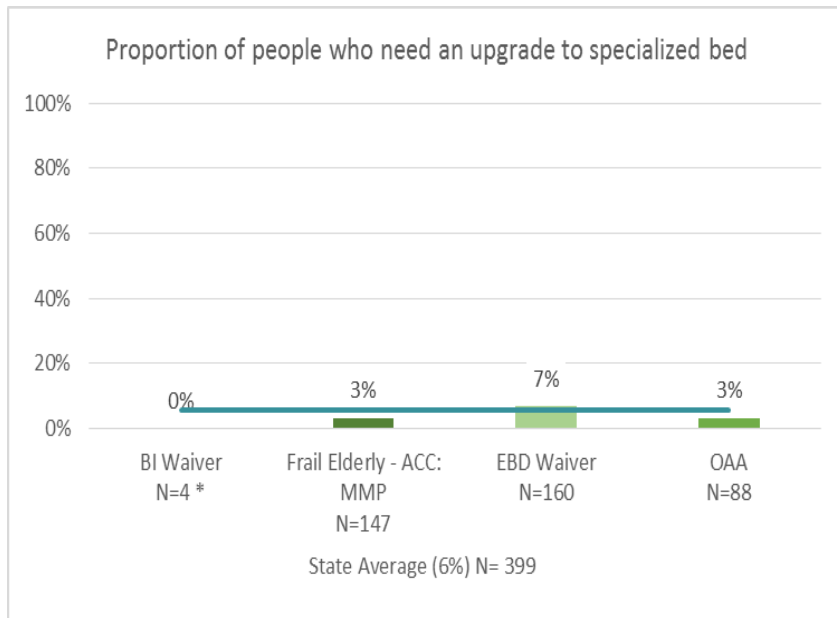
* Very small number of responses

Graph 35. Proportion of people who need a new specialized bed



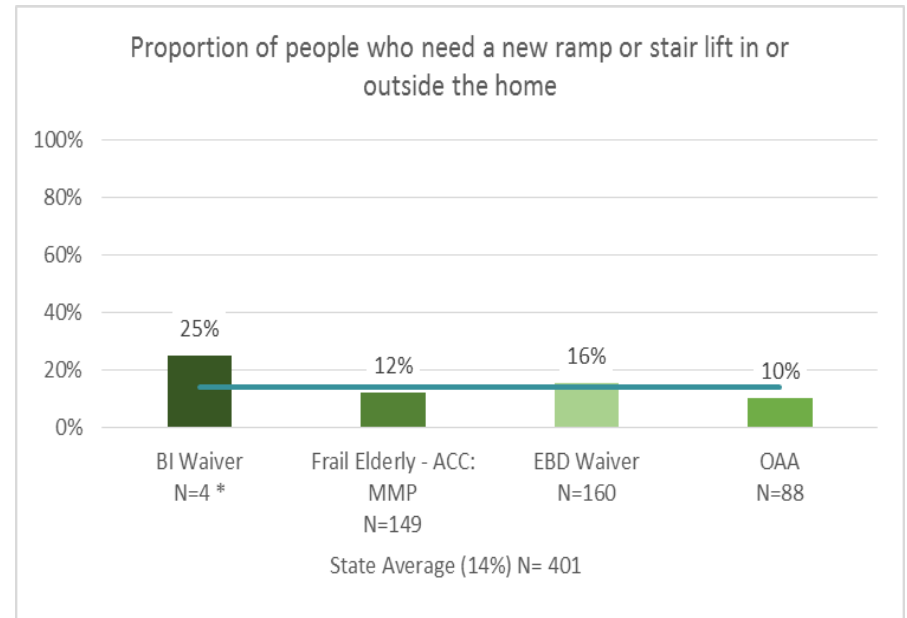
* Very small number of responses

Graph 36. Proportion of people who need an upgrade to specialized bed



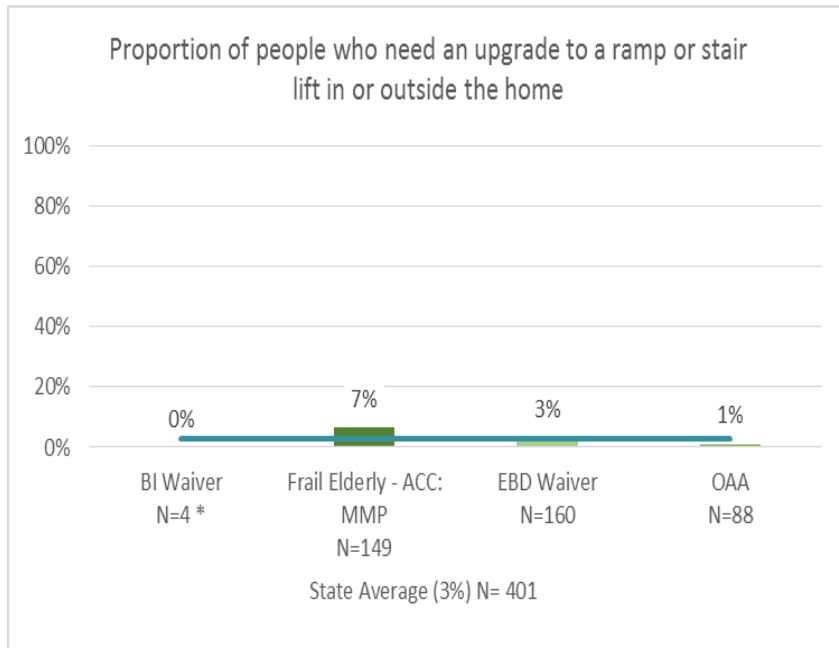
* Very small number of responses

Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



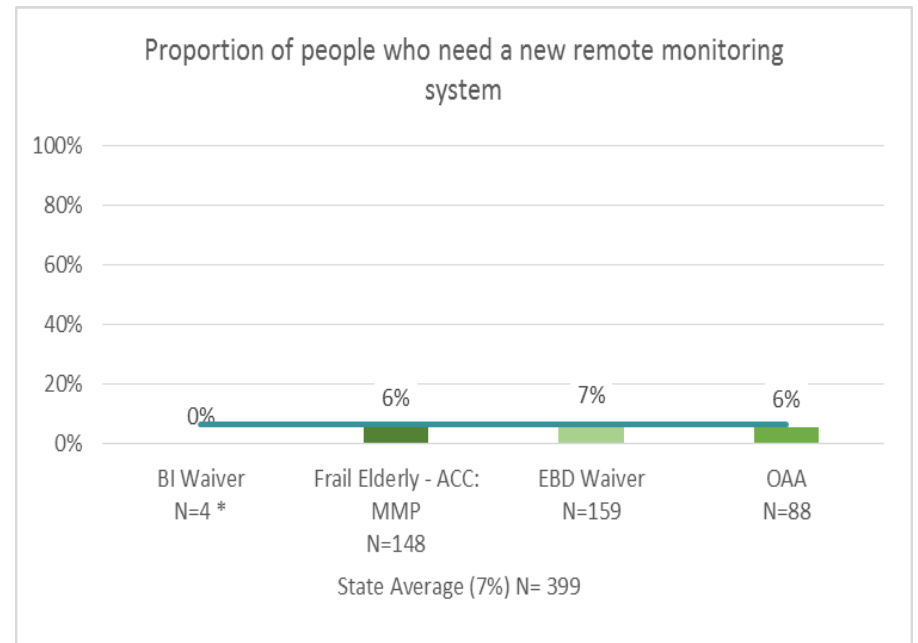
* Very small number of responses

Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



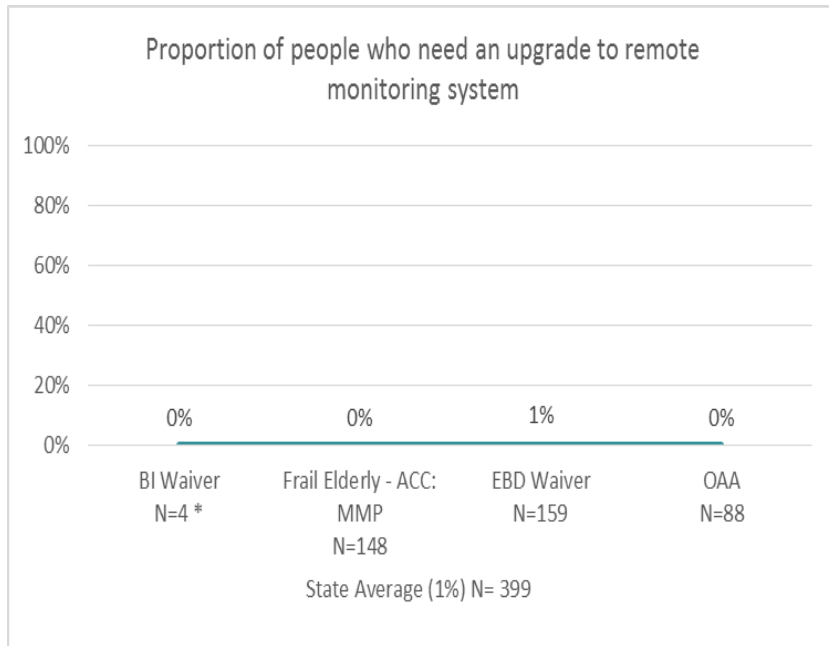
* Very small number of responses

Graph 39. Proportion of people who need a new remote monitoring system



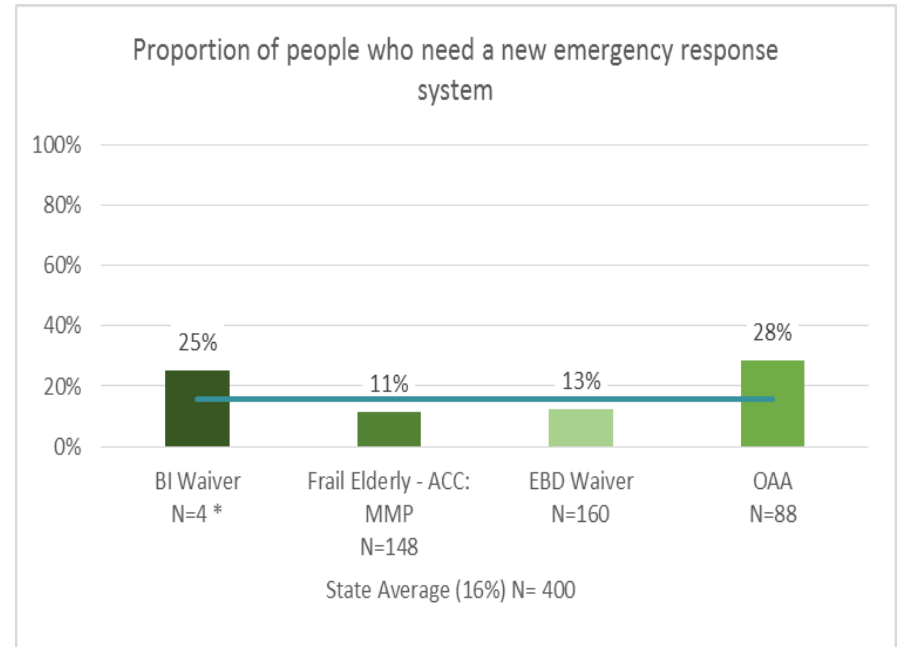
* Very small number of responses

Graph 40. Proportion of people who need an upgrade to remote monitoring system



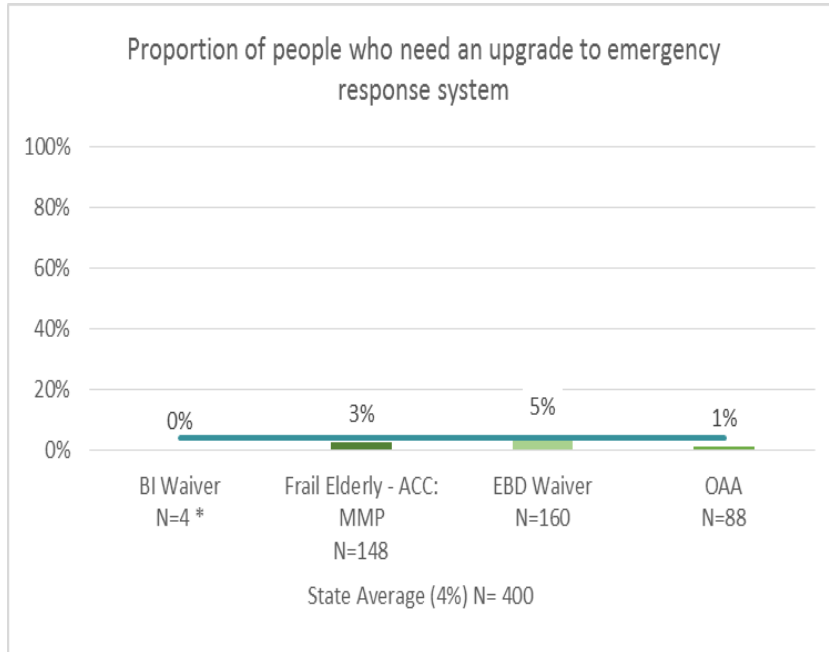
* Very small number of responses

Graph 41. Proportion of people who need a new emergency response system



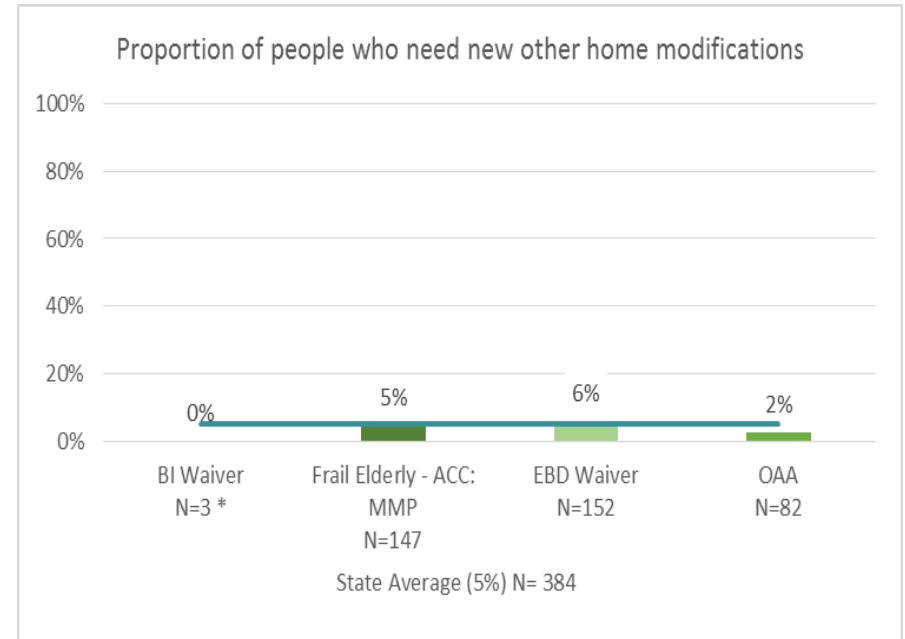
* Very small number of responses

Graph 42. Proportion of people who need an upgrade to emergency response system



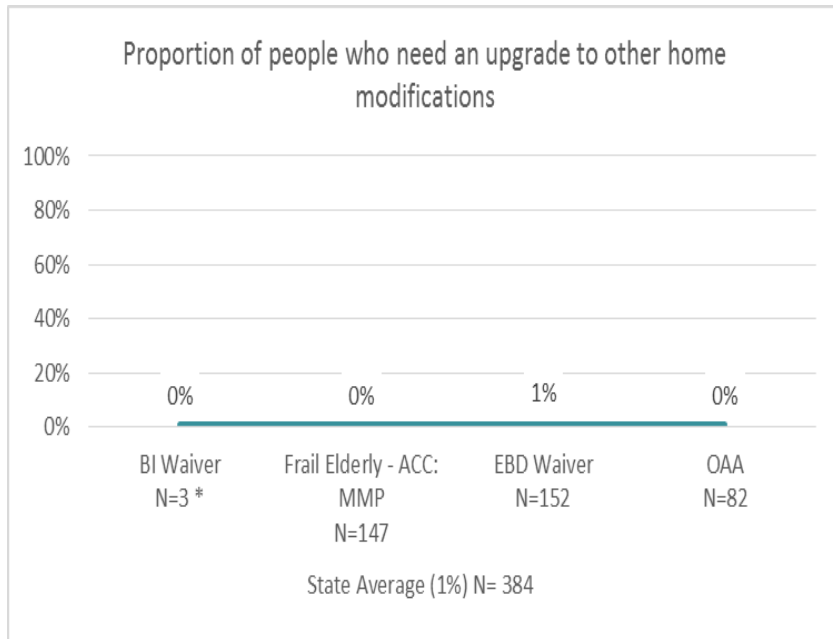
* Very small number of responses

Graph 43. Proportion of people who need new other home modifications



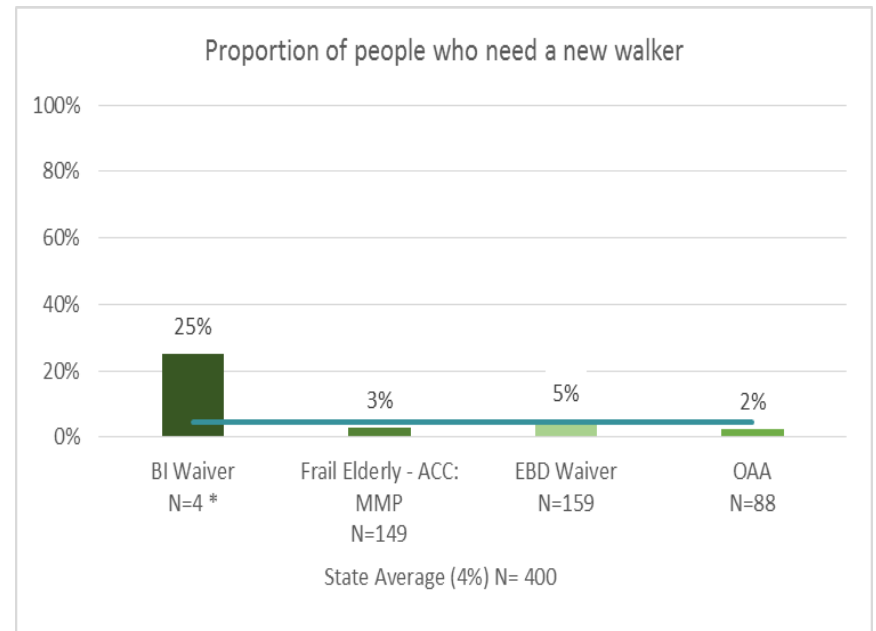
* Very small number of responses

Graph 44. Proportion of people who need an upgrade to other home modifications



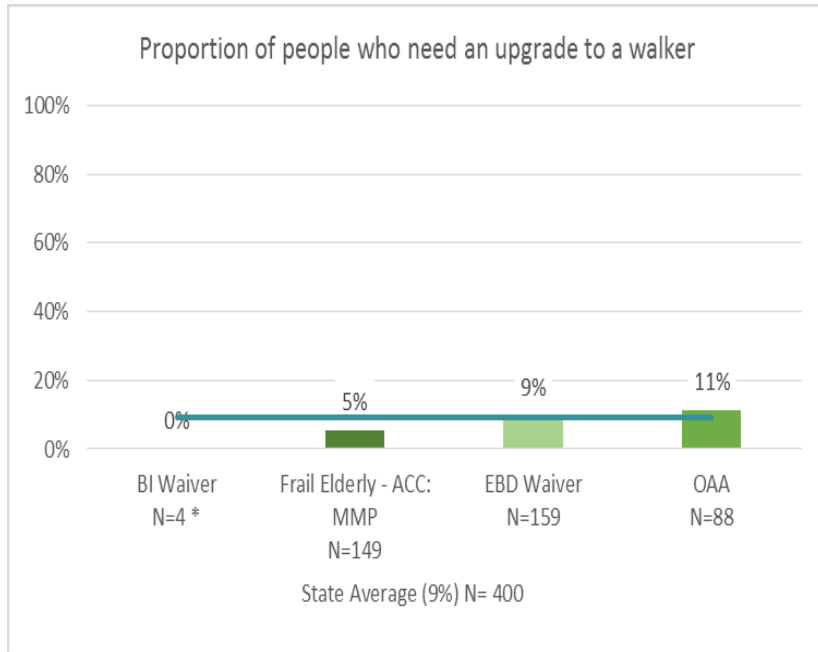
* Very small number of responses

Graph 45. Proportion of people who need a new walker



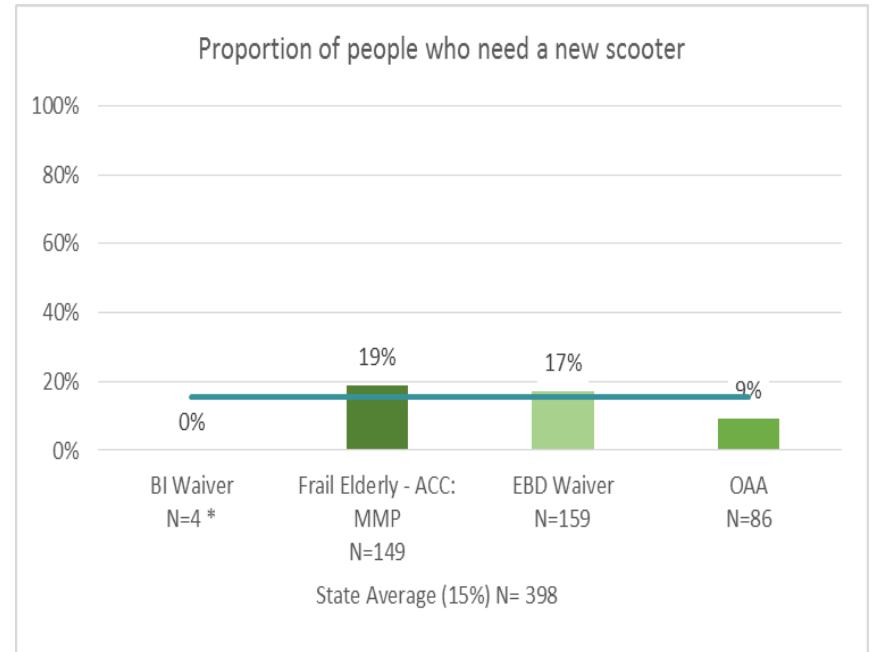
* Very small number of responses

Graph 46. Proportion of people who need an upgrade to a walker



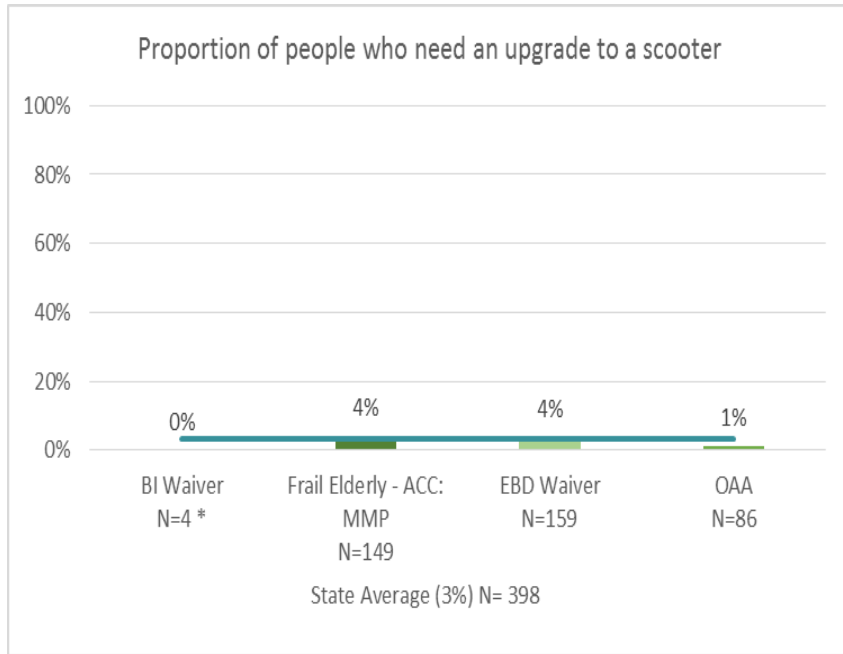
* Very small number of responses

Graph 47. Proportion of people who need a new scooter



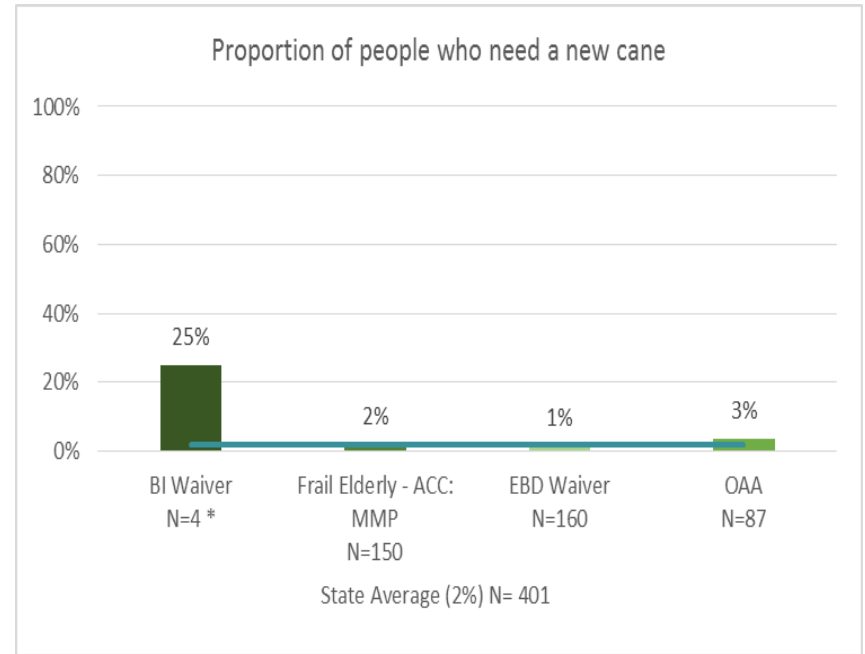
* Very small number of responses

Graph 48. Proportion of people who need an upgrade to a scooter



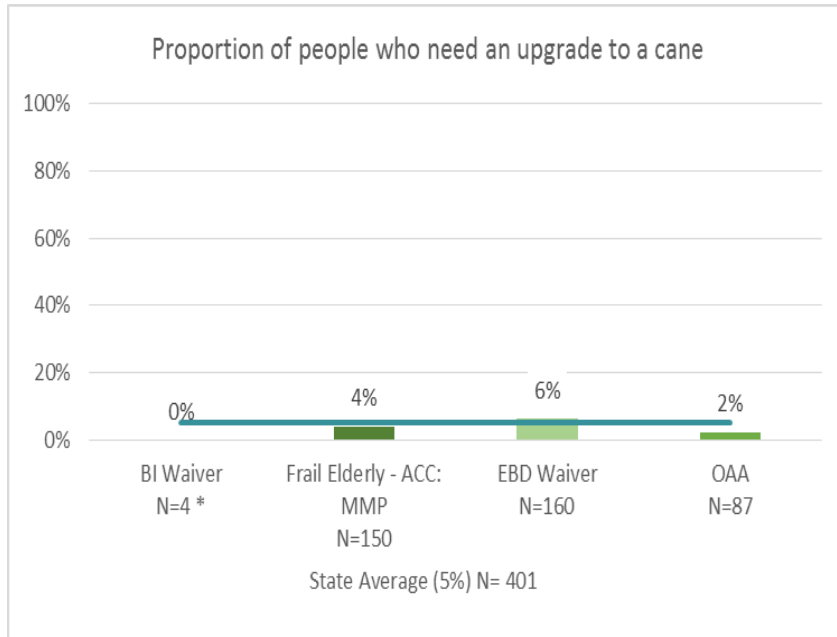
* Very small number of responses

Graph 49. Proportion of people who need a new cane



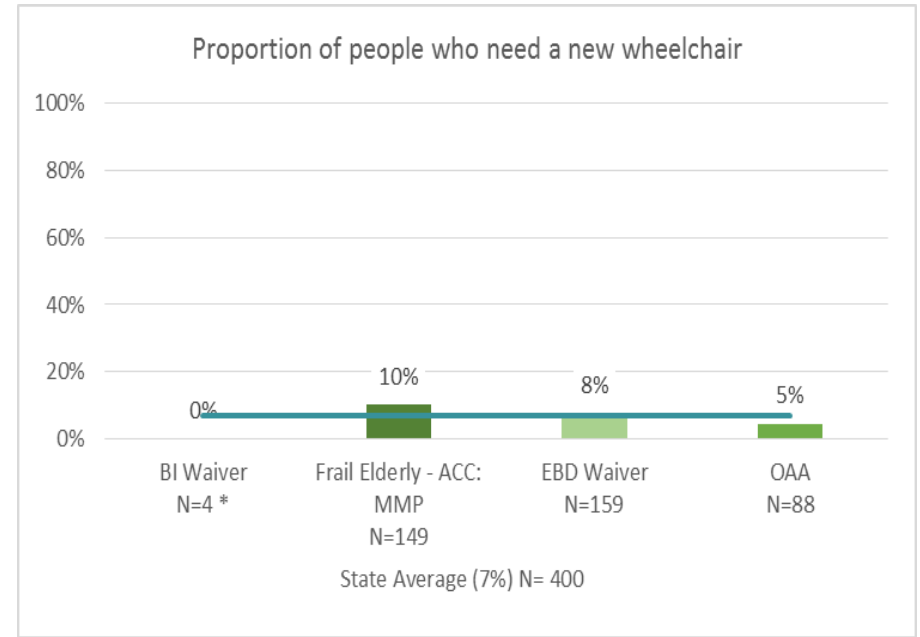
* Very small number of responses

Graph 50. Proportion of people who need an upgrade to a cane



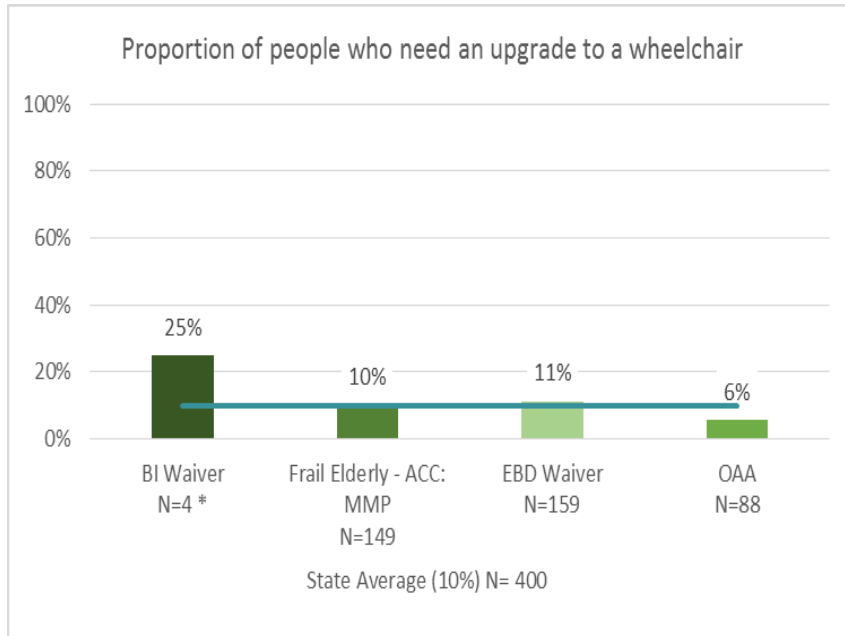
* Very small number of responses

Graph 51. Proportion of people who need a new wheelchair



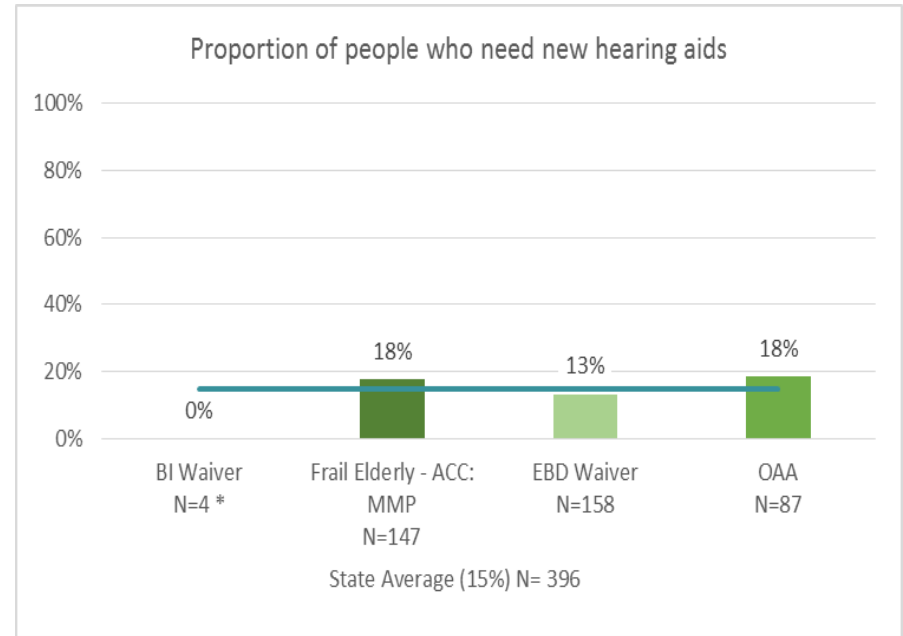
* Very small number of responses

Graph 52. Proportion of people who need an upgrade to a wheelchair



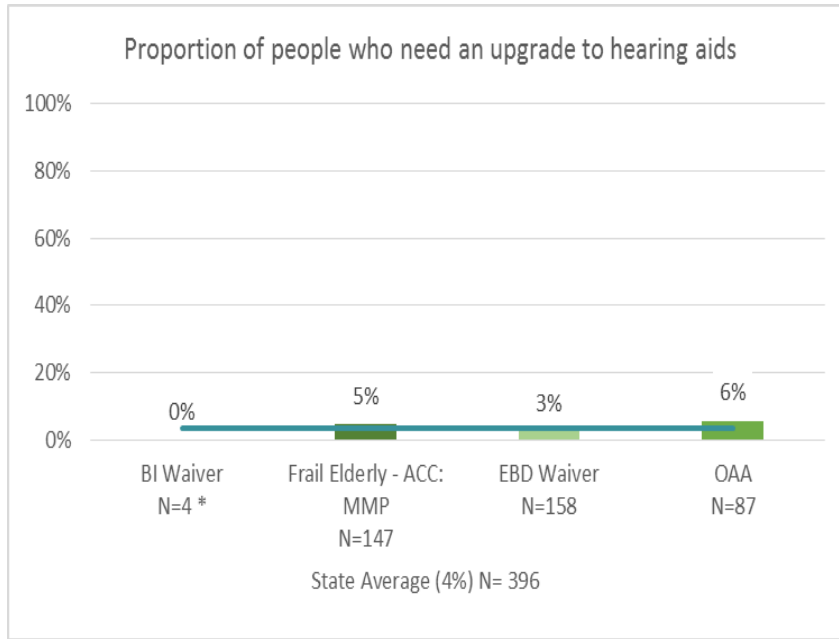
* Very small number of responses

Graph 53. Proportion of people who need new hearing aids



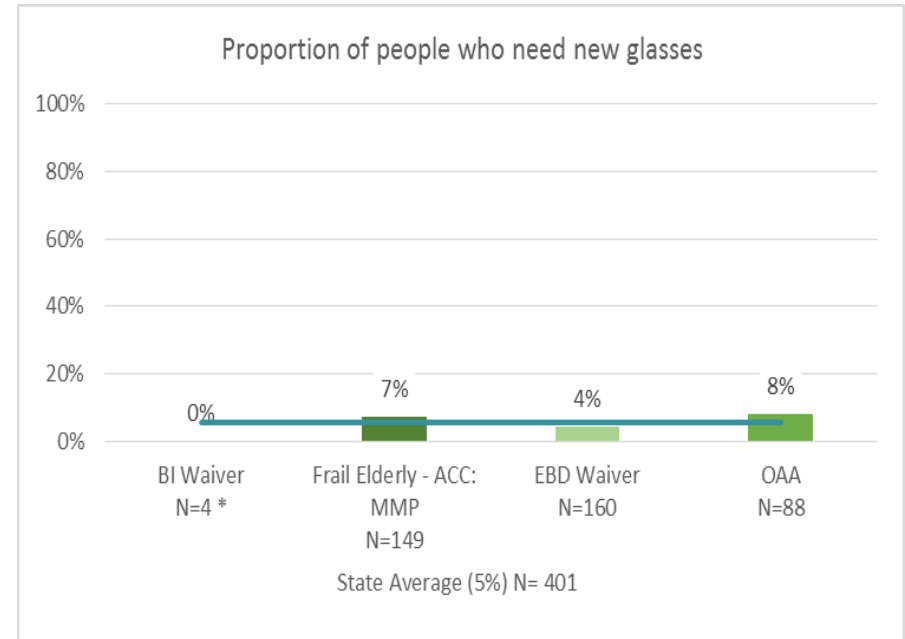
* Very small number of responses

Graph 54. Proportion of people who need an upgrade to hearing aids



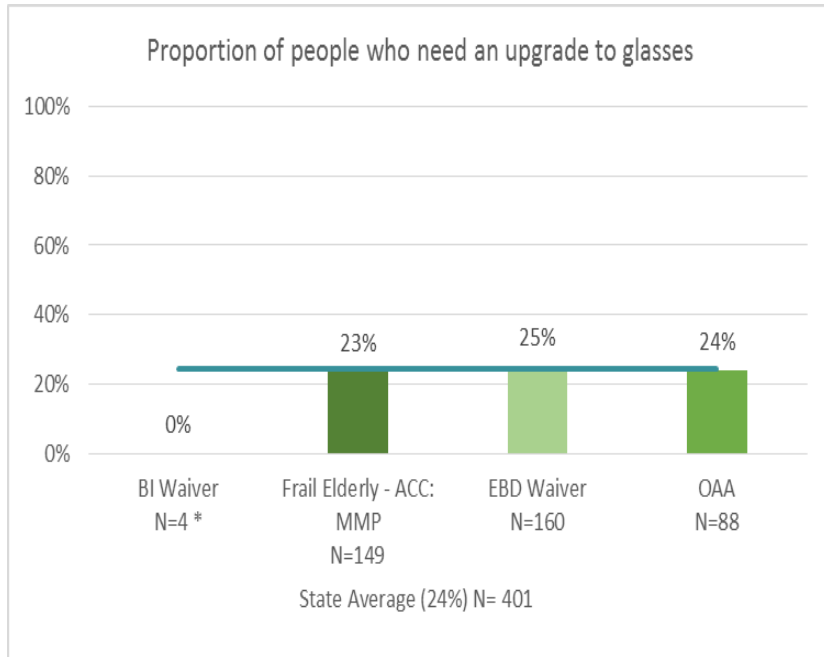
* Very small number of responses

Graph 55. Proportion of people who need new glasses



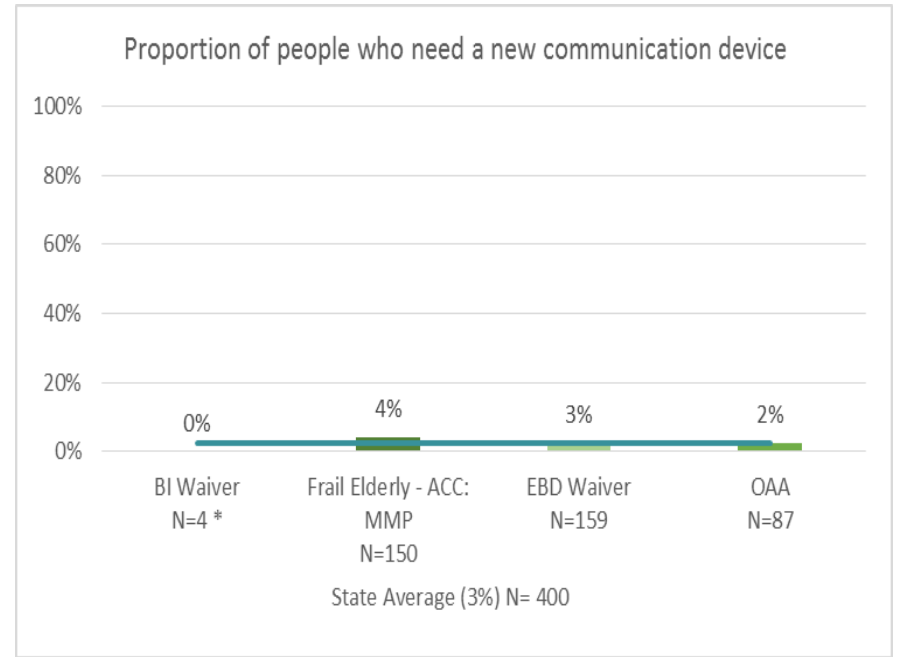
* Very small number of responses

Graph 56. Proportion of people who need an upgrade to glasses



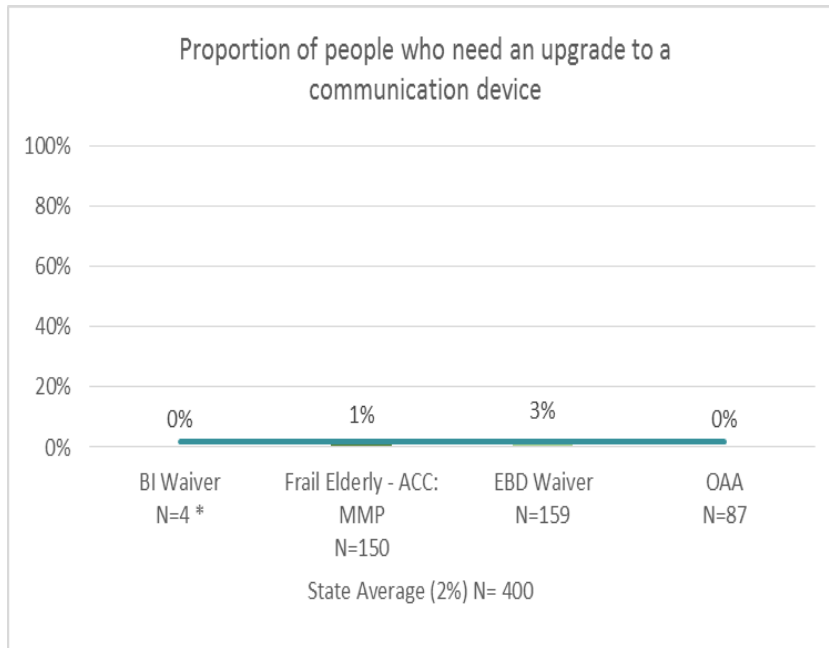
* Very small number of responses

Graph 57. Proportion of people who need a new communication device



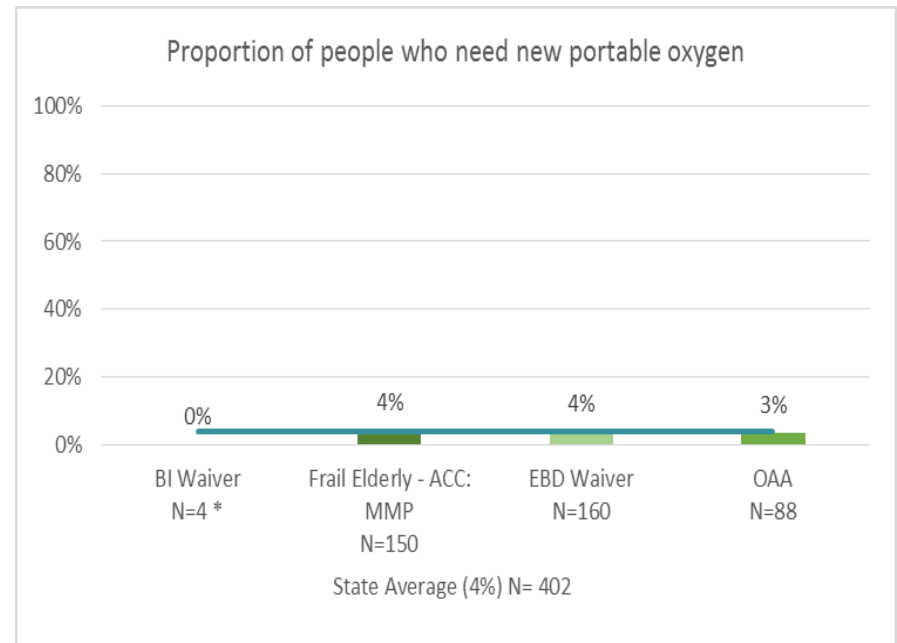
* Very small number of responses

Graph 58. Proportion of people who need an upgrade to a communication device



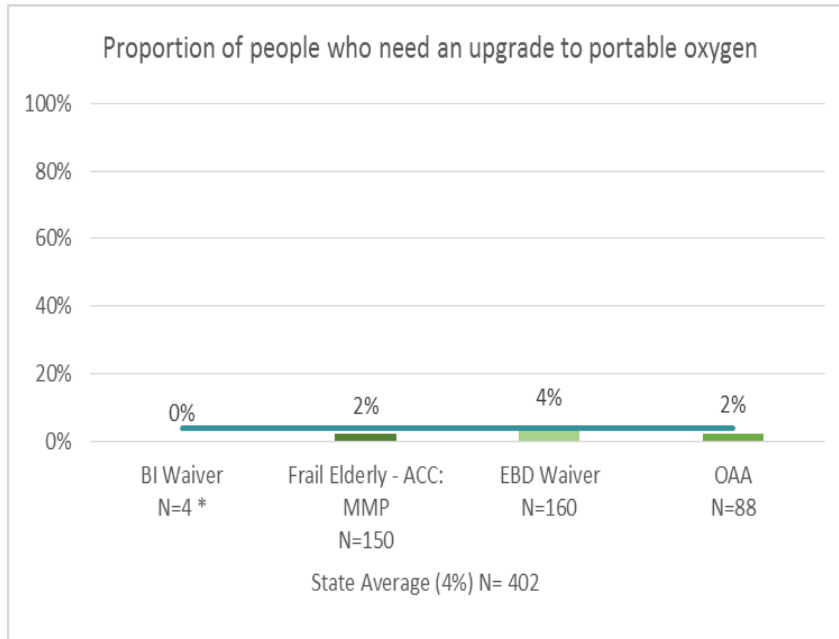
* Very small number of responses

Graph 59. Proportion of people who need new portable oxygen



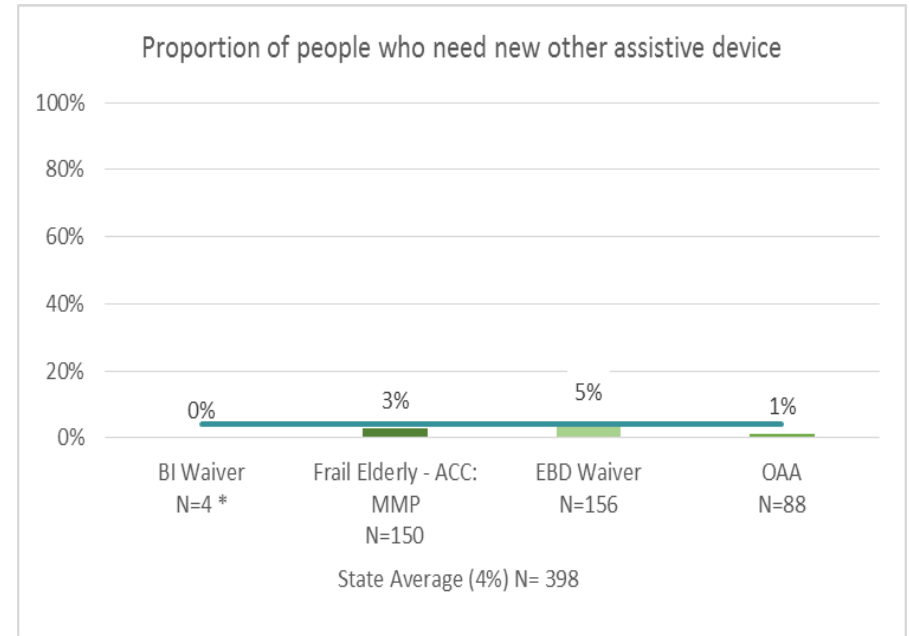
* Very small number of responses

Graph 60. Proportion of people who need an upgrade to portable oxygen



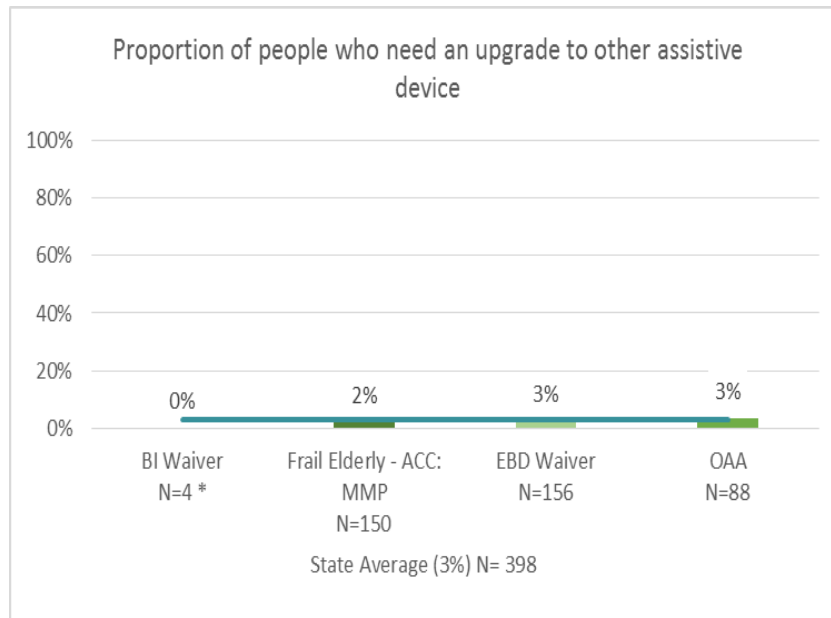
* Very small number of responses

Graph 61. Proportion of people who need new other assistive device



* Very small number of responses

Graph 62. Proportion of people who need an upgrade to other assistive device



* Very small number of responses

Safety

People feel safe from abuse, neglect, and injury.

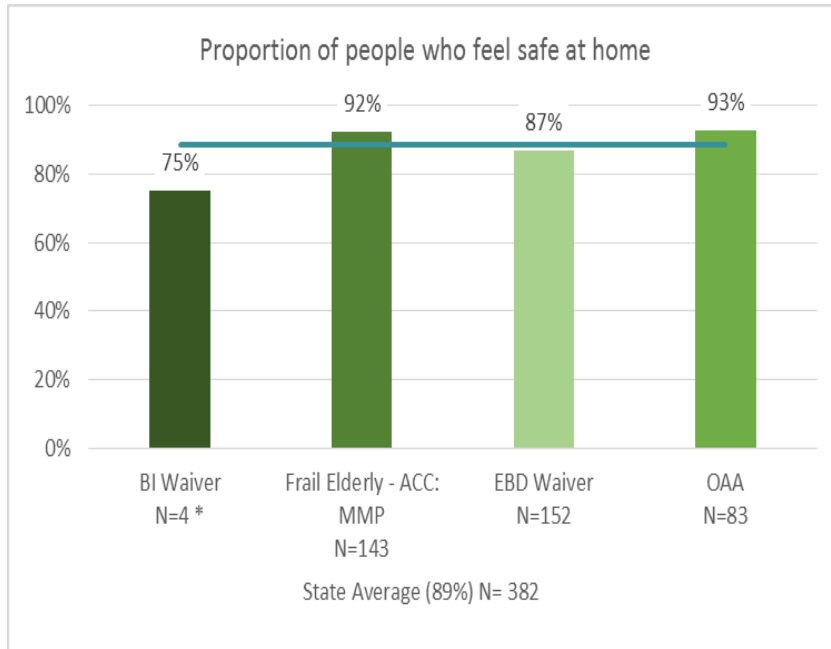
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

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

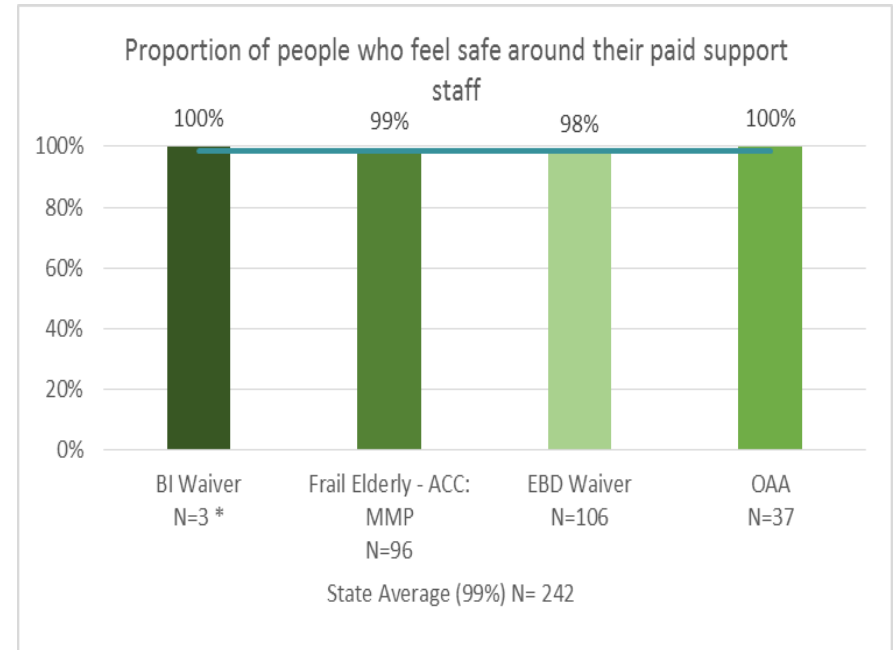
Un-collapsed data for state and programs are shown in Appendix B.

Graph 63. Proportion of people who feel safe at home



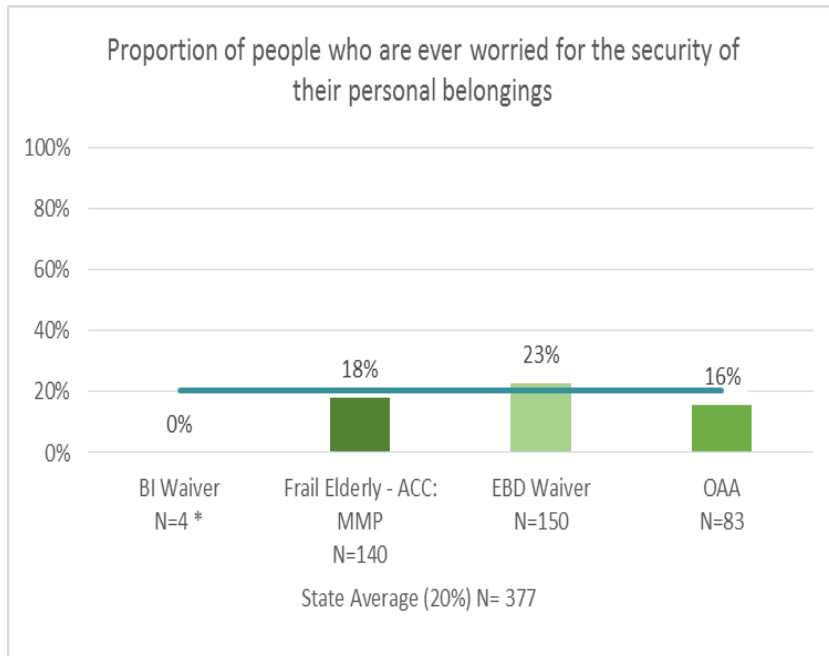
* Very small number of responses

Graph 64. Proportion of people who feel safe around their paid support staff



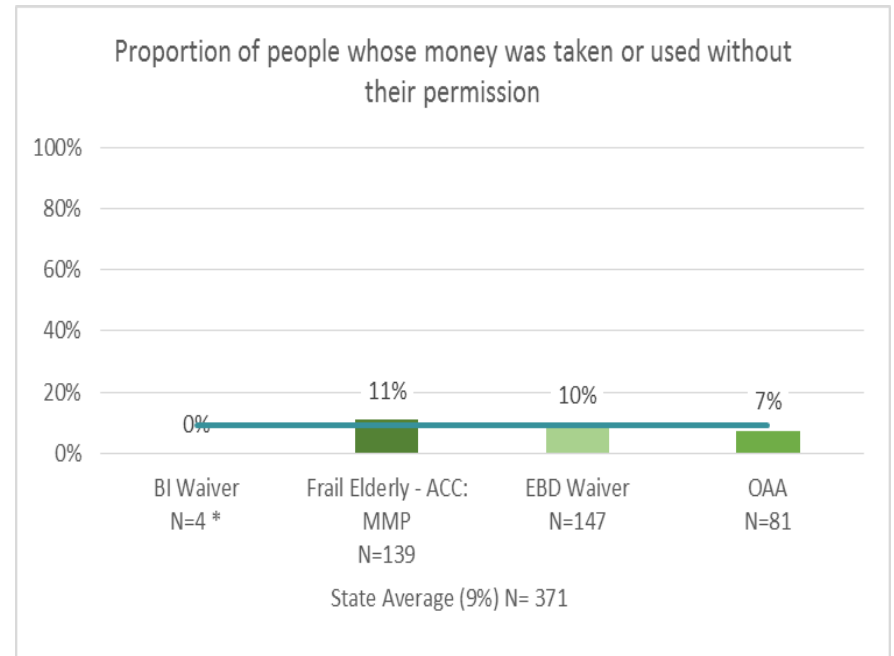
* Very small number of responses

Graph 65. Proportion of people who are ever worried for the security of their personal belongings



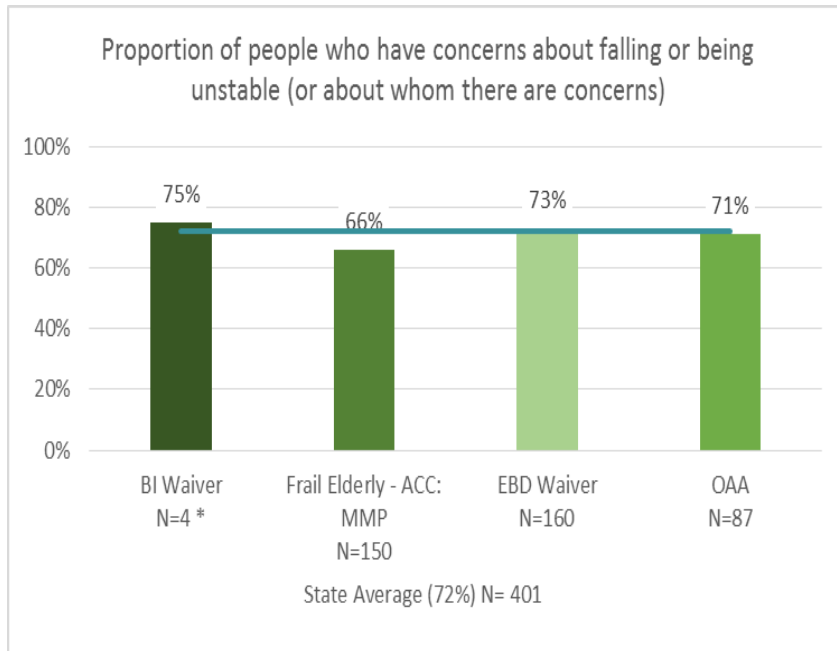
* Very small number of responses

Graph 66. Proportion of people whose money was taken or used without their permission



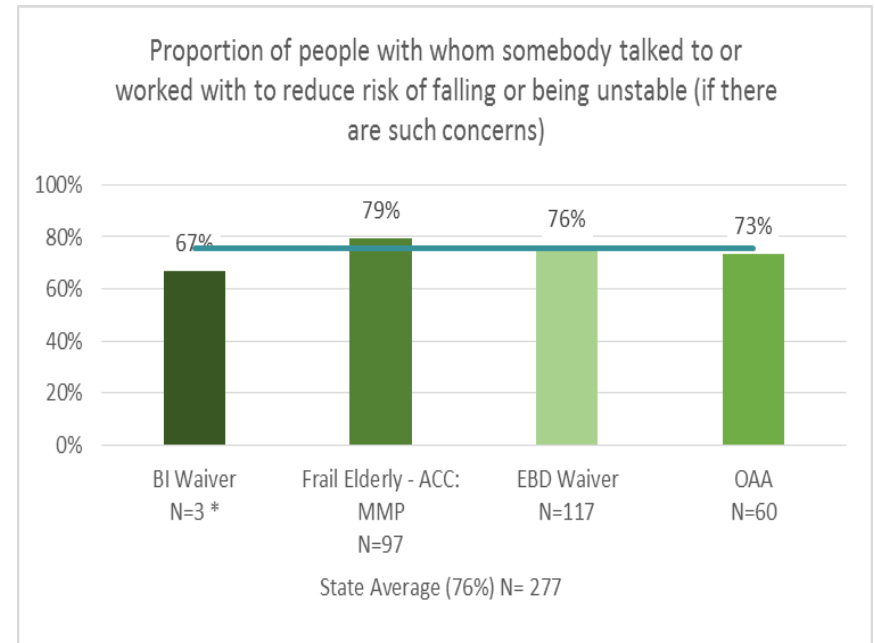
* Very small number of responses

Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



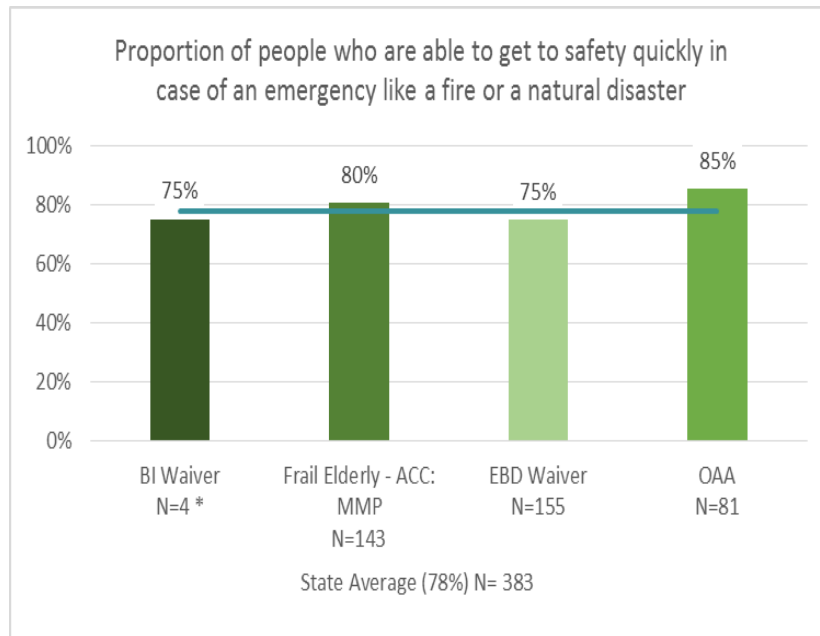
* Very small number of responses

Graph 68. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



* Very small number of responses

Graph 69. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster



* Very small number of responses

Health Care

People secure needed health services.

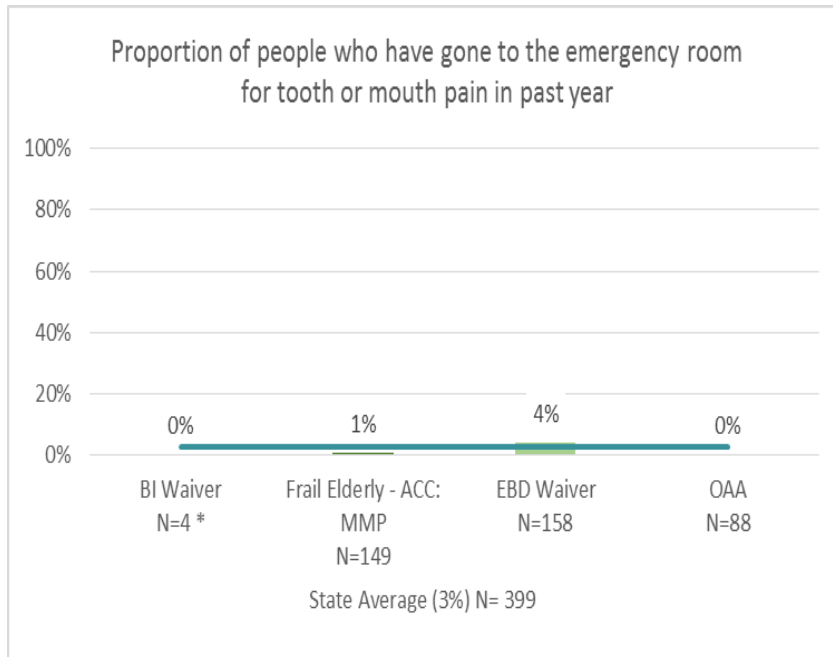
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

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

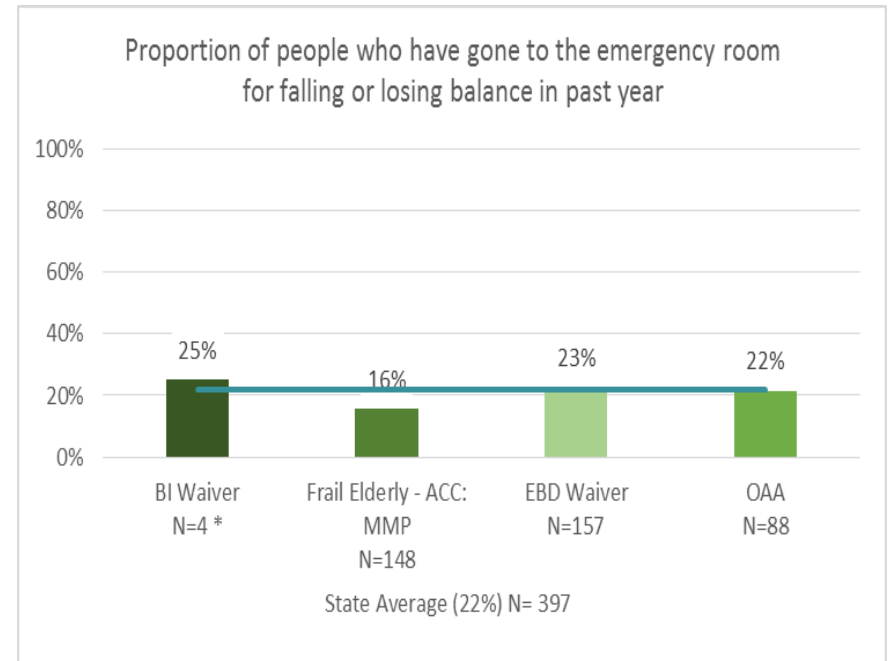
Un-collapsed data for state and programs are shown in Appendix B.

Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



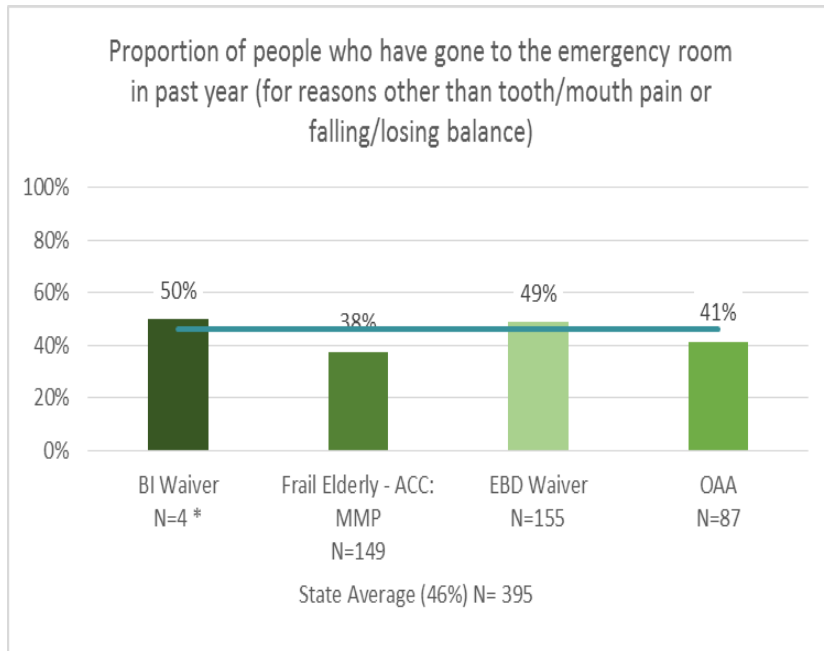
* Very small number of responses

Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year

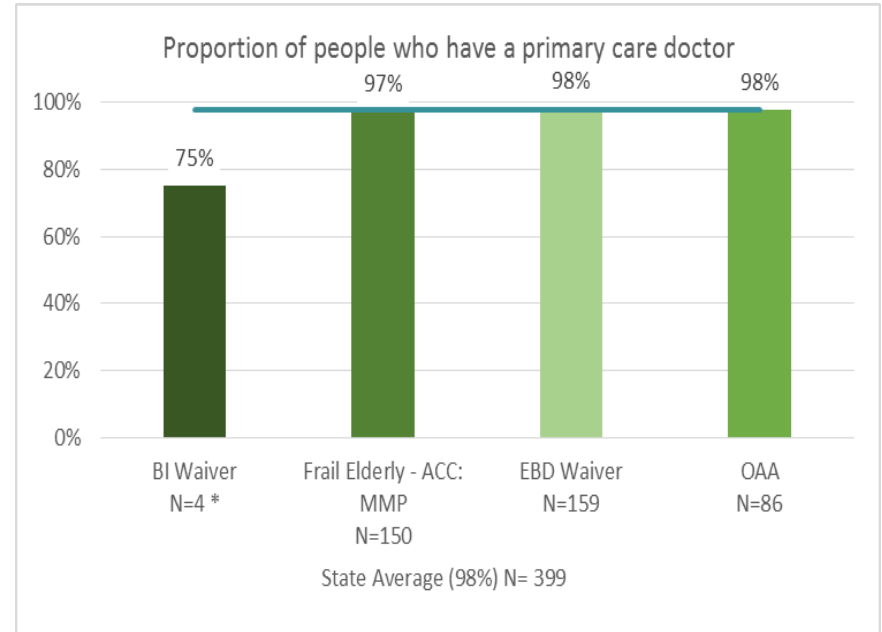


* Very small number of responses

Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)



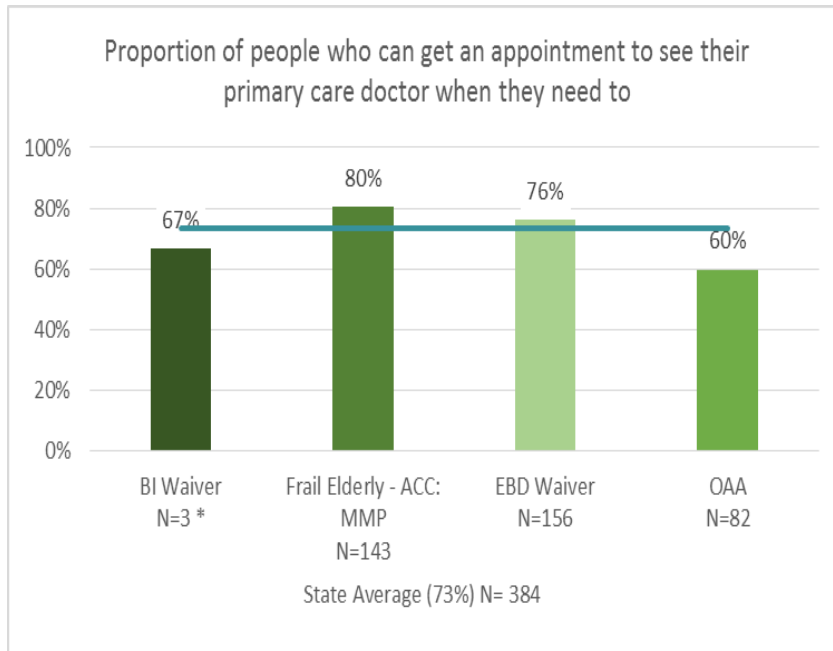
* Very small number of responses



* Very small number of responses

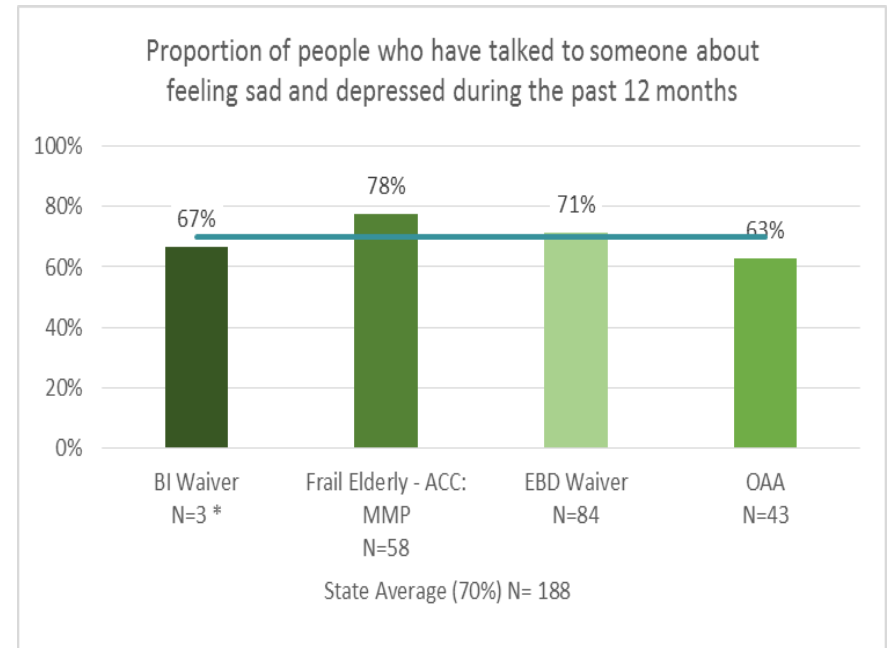
Graph 73. Proportion of people who have a primary care doctor

Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to



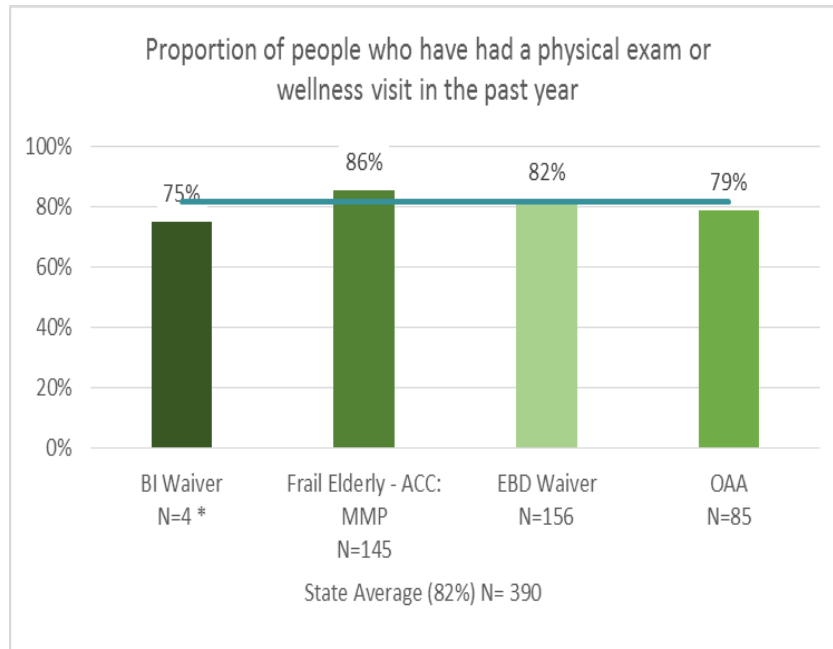
* Very small number of responses

Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



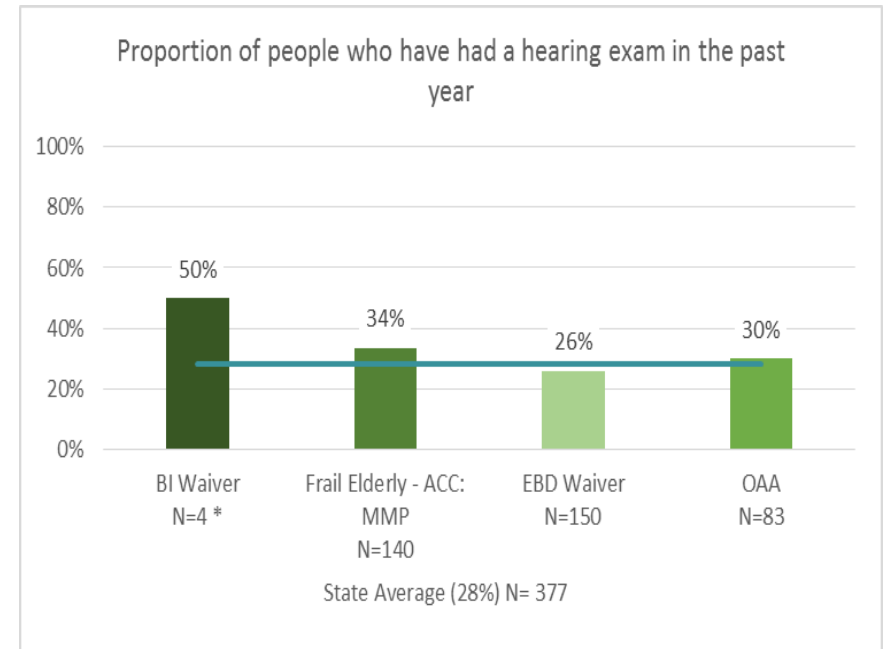
* Very small number of responses

Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



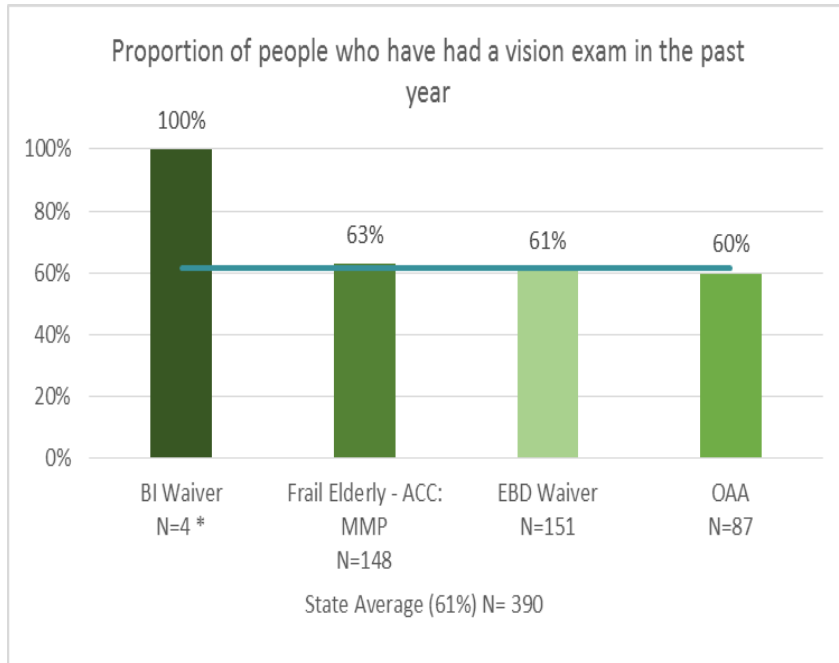
* Very small number of responses

Graph 77. Proportion of people who have had a hearing exam in the past year



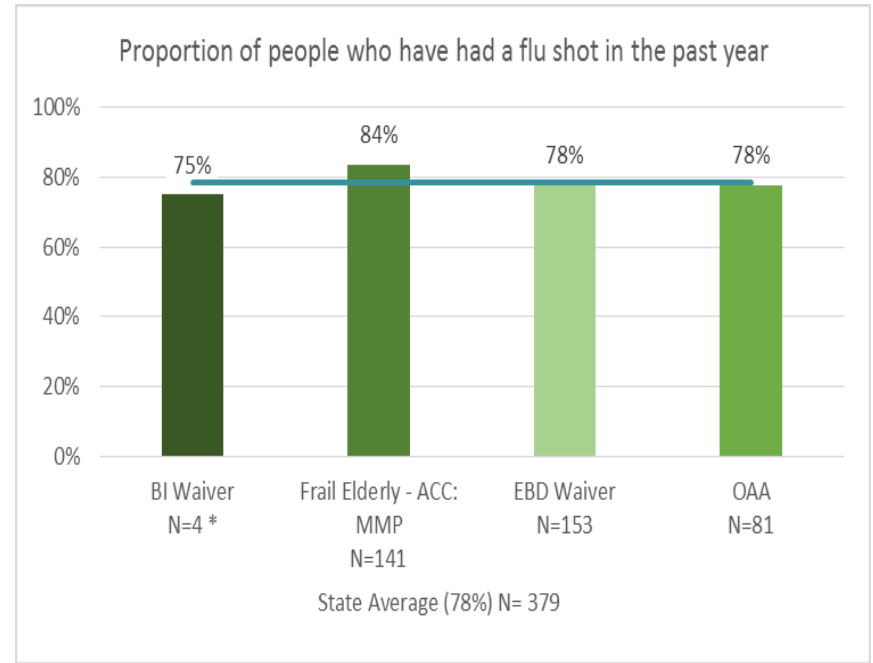
* Very small number of responses

Graph 78. Proportion of people who have had a vision exam in the past year



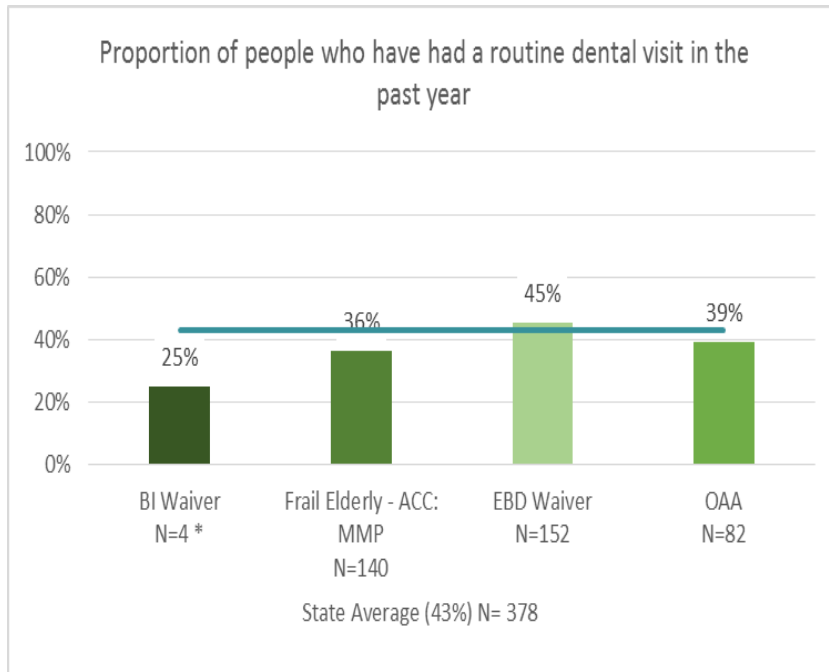
* Very small number of responses

Graph 79. Proportion of people who have had a flu shot in the past year



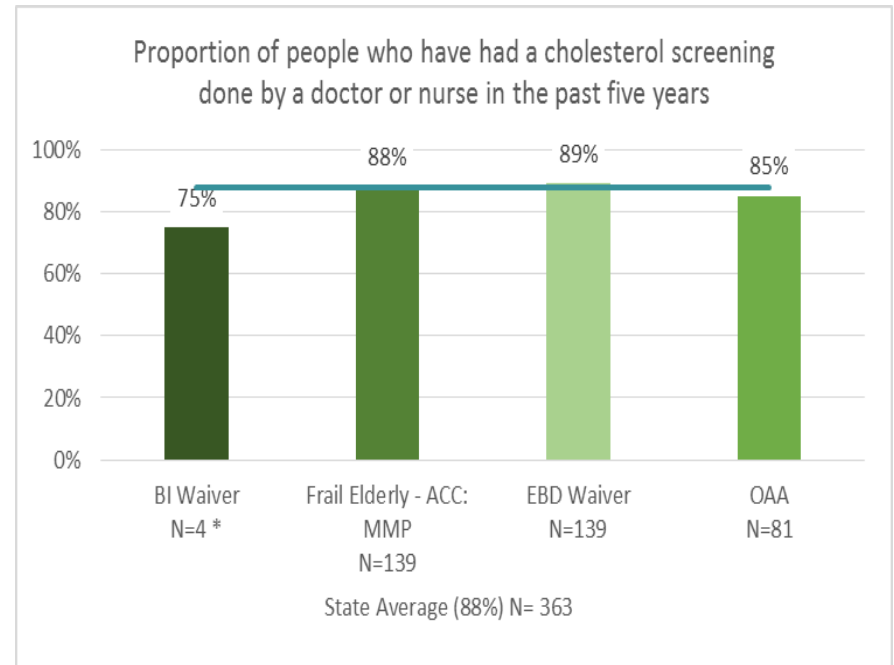
* Very small number of responses

Graph 80. Proportion of people who have had a routine dental visit in the past year



* Very small number of responses

Graph 81. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years



* Very small number of responses

Wellness

People are supported to maintain health.

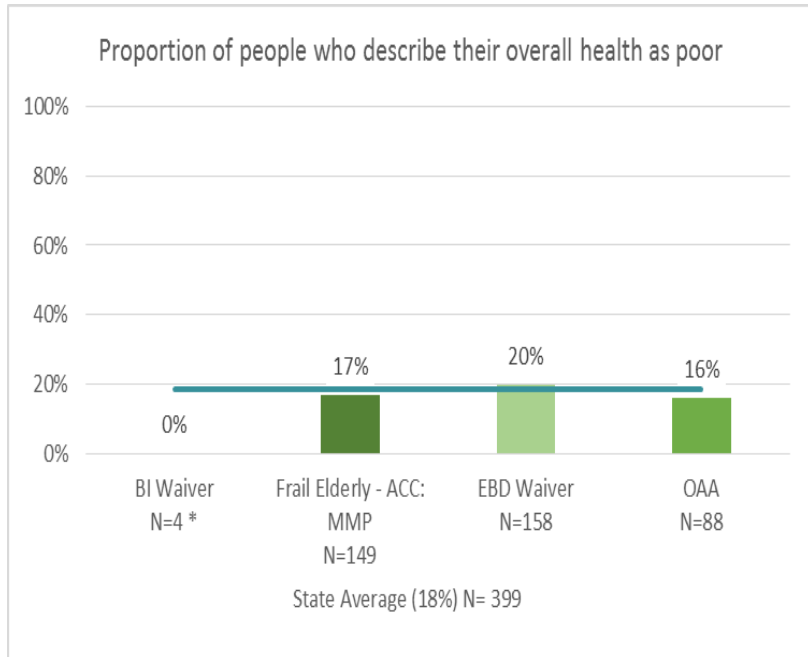
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. The proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.

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

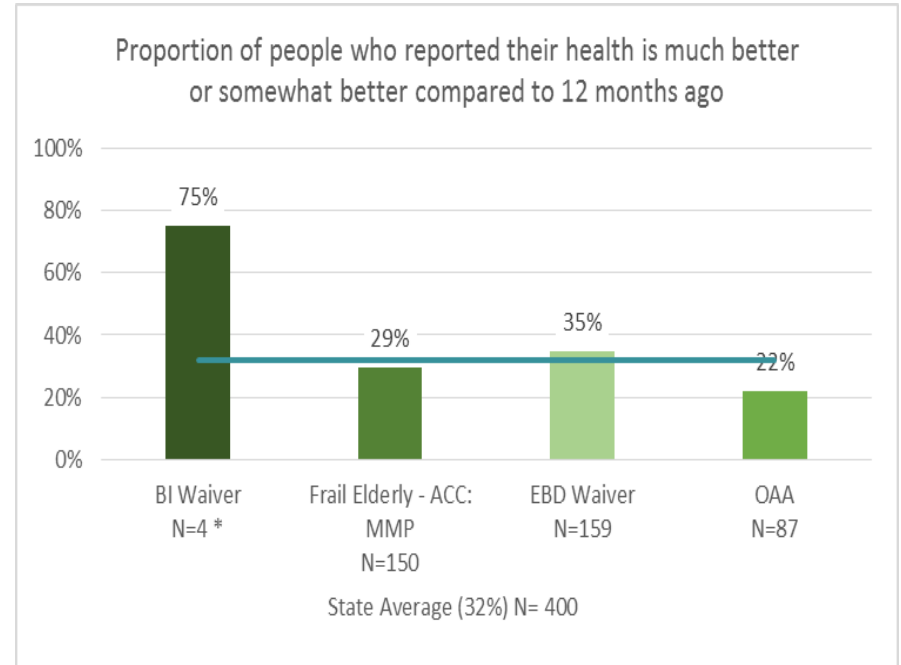
Un-collapsed data for state and programs are shown in Appendix B.

Graph 82. Proportion of people who describe their overall health as poor



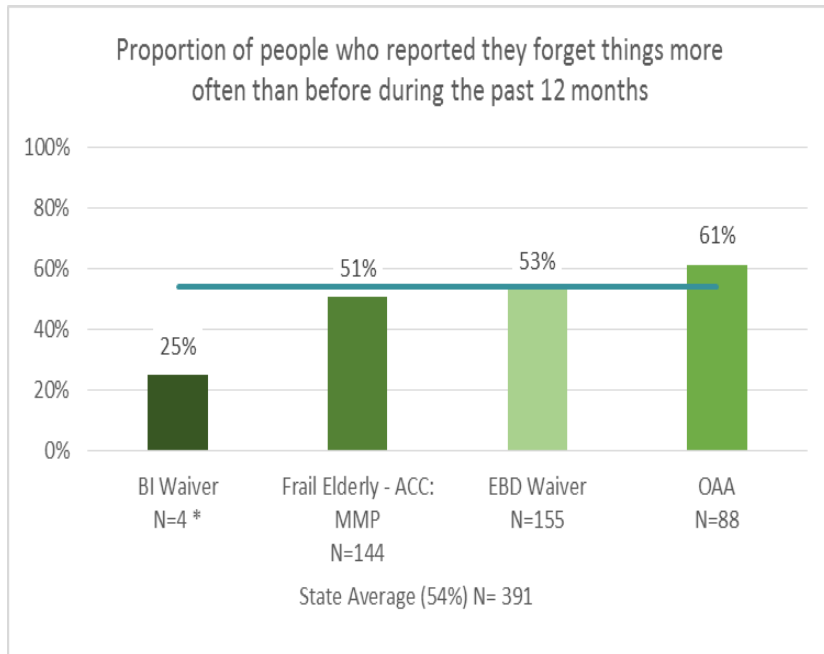
* Very small number of responses

Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



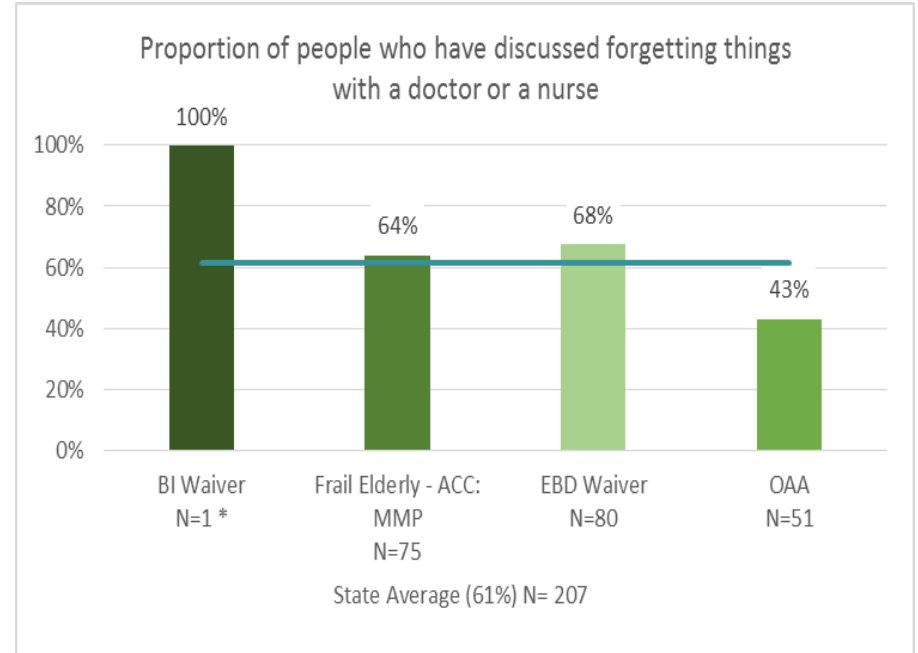
* Very small number of responses

Graph 84. Proportion of people who reported they forget things more often than before during the past 12 months



* Very small number of responses

Graph 85. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



* Very small number of responses

Medications

Medications are managed effectively and appropriately.

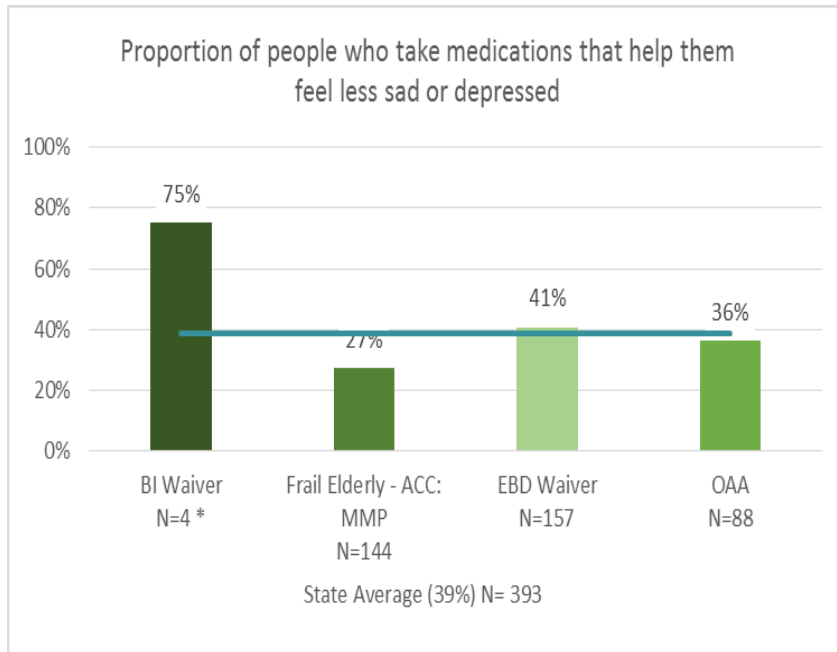
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

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

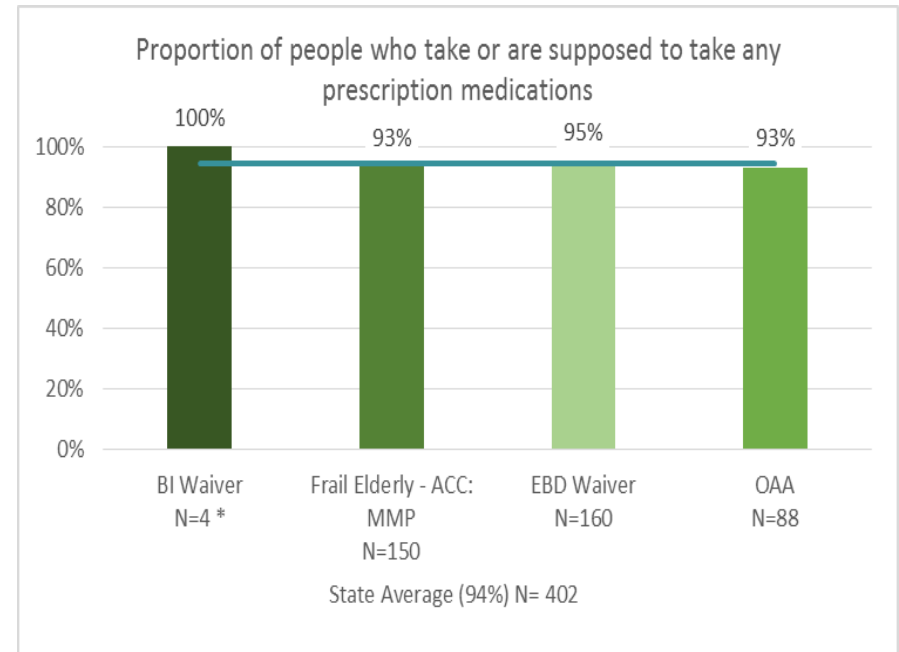
Un-collapsed data for state and programs are shown in Appendix B.

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



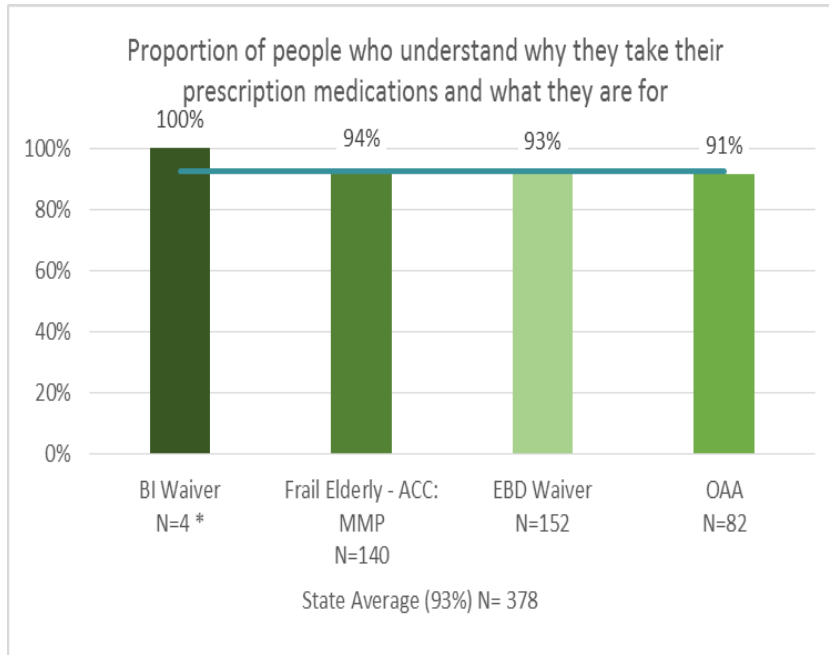
* Very small number of responses

Graph 87. Proportion of people who take or are supposed to take any prescription medications



* Very small number of responses

Graph 88. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)



* Very small number of responses

Rights and Respect

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

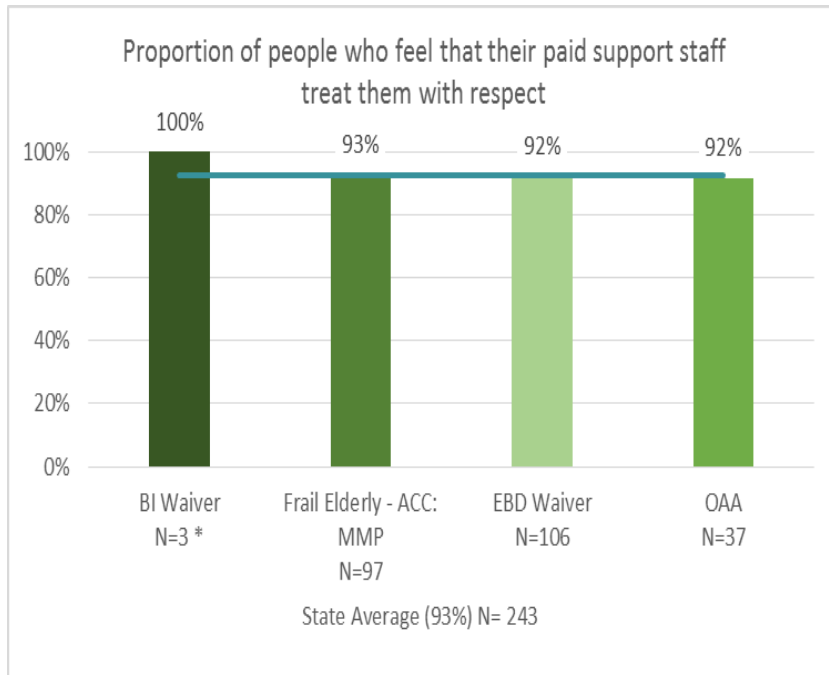
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

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

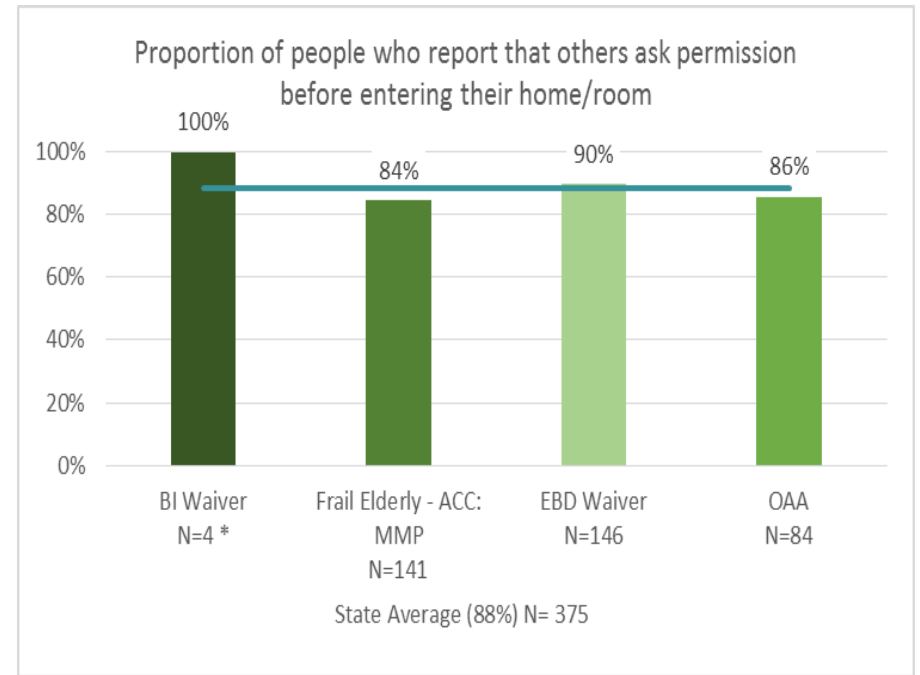
Un-collapsed data for state and programs are shown in Appendix B.

Graph 89. Proportion of people who feel that their paid support staff treat them with respect



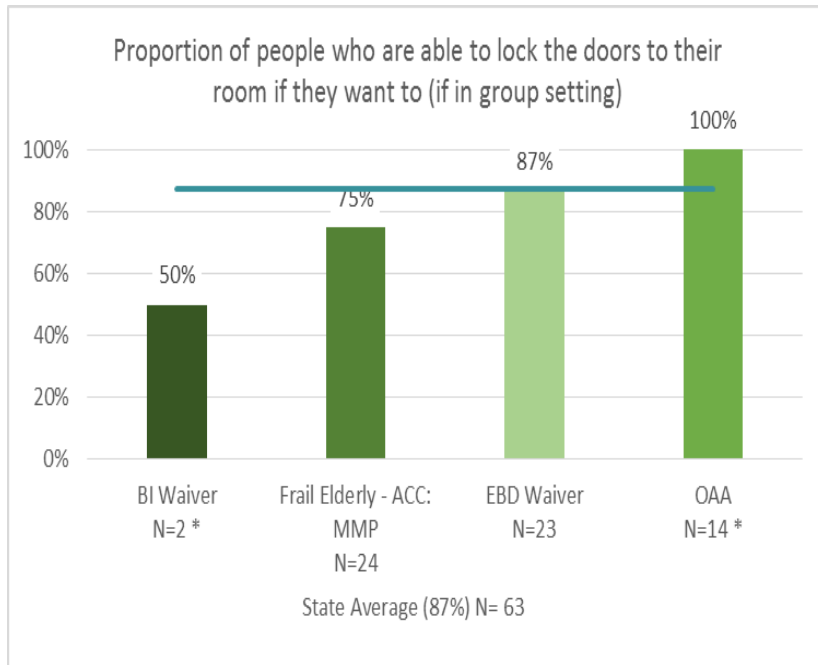
* Very small number of responses

Graph 90. Proportion of people who report that others ask permission before entering their home/room



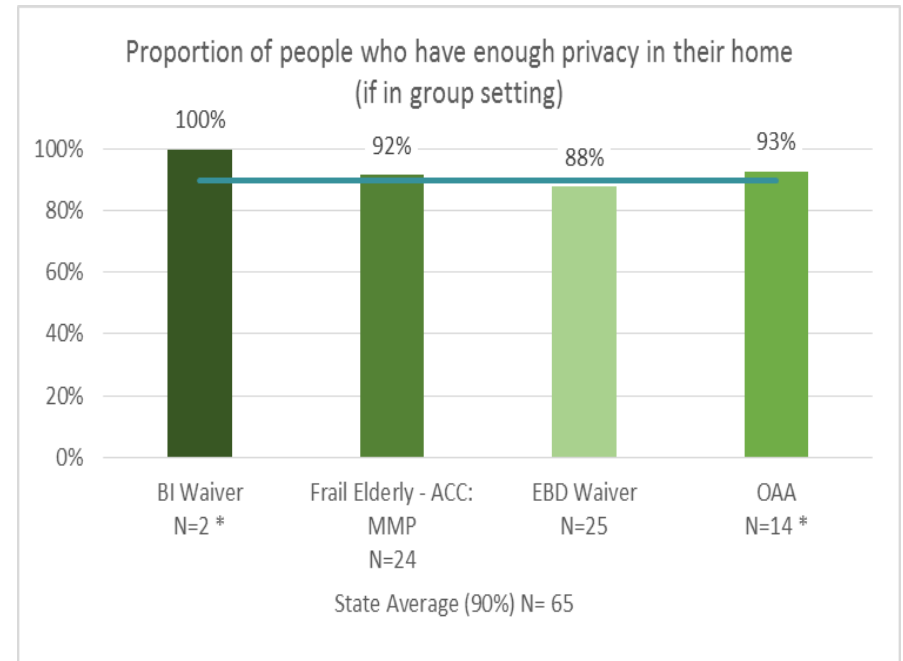
* Very small number of responses

Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



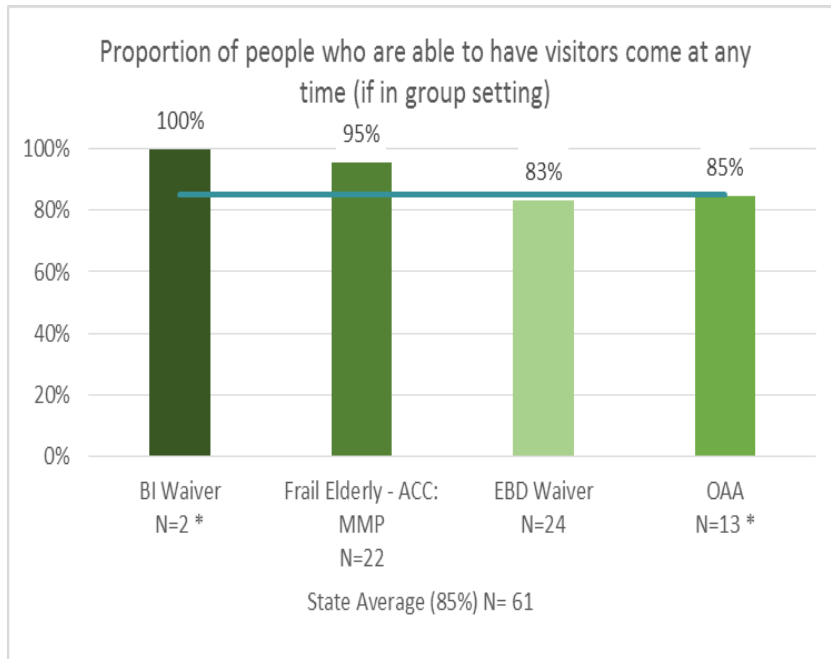
* Very small number of responses

Graph 92. Proportion of people who have enough privacy in their home (if in group setting)



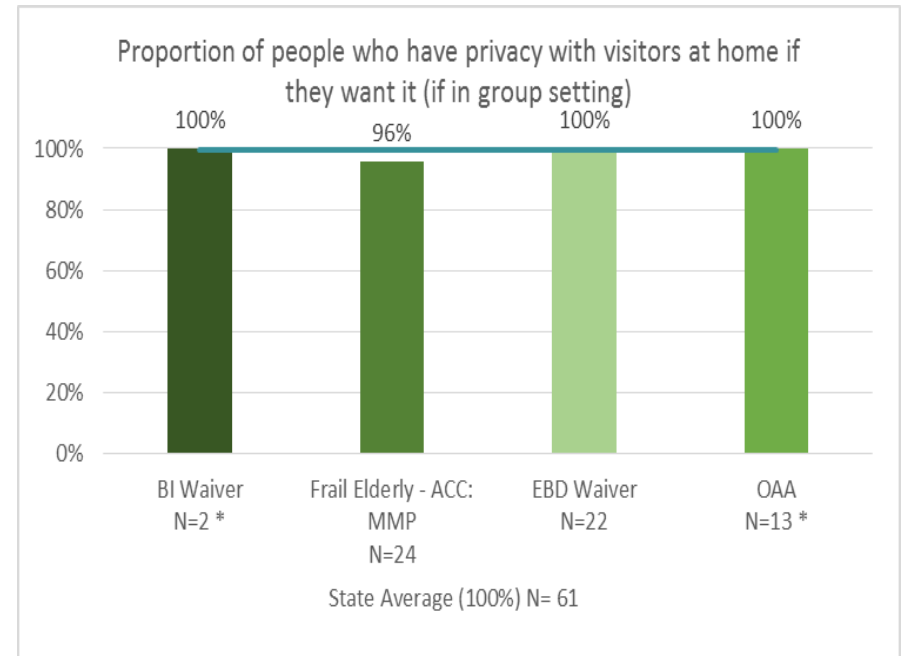
* Very small number of responses

Graph 93. Proportion of people who are able to have visitors come at any time (if in group setting)



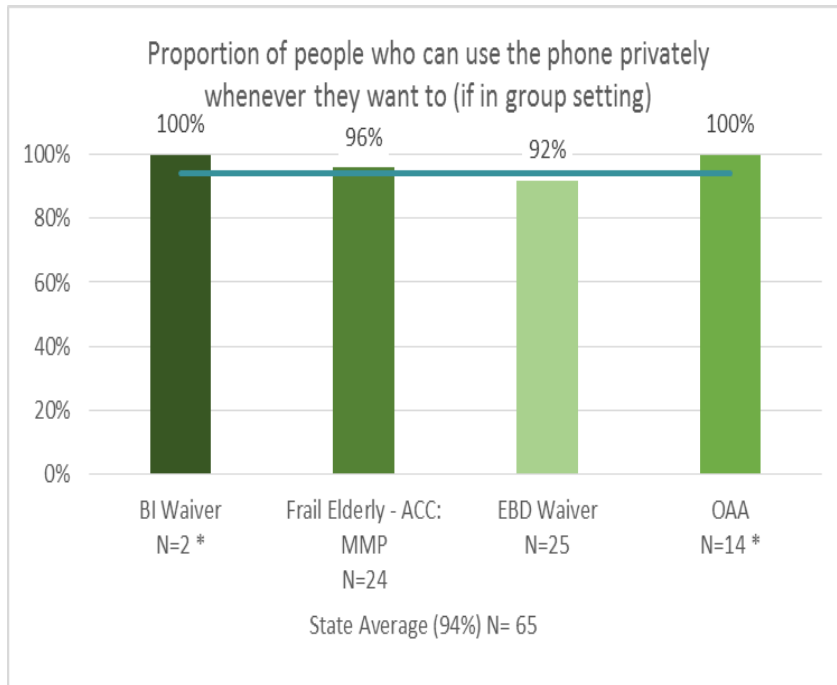
* Very small number of responses

Graph 94. Proportion of people who have privacy with visitors at home if they want it (if in group setting)



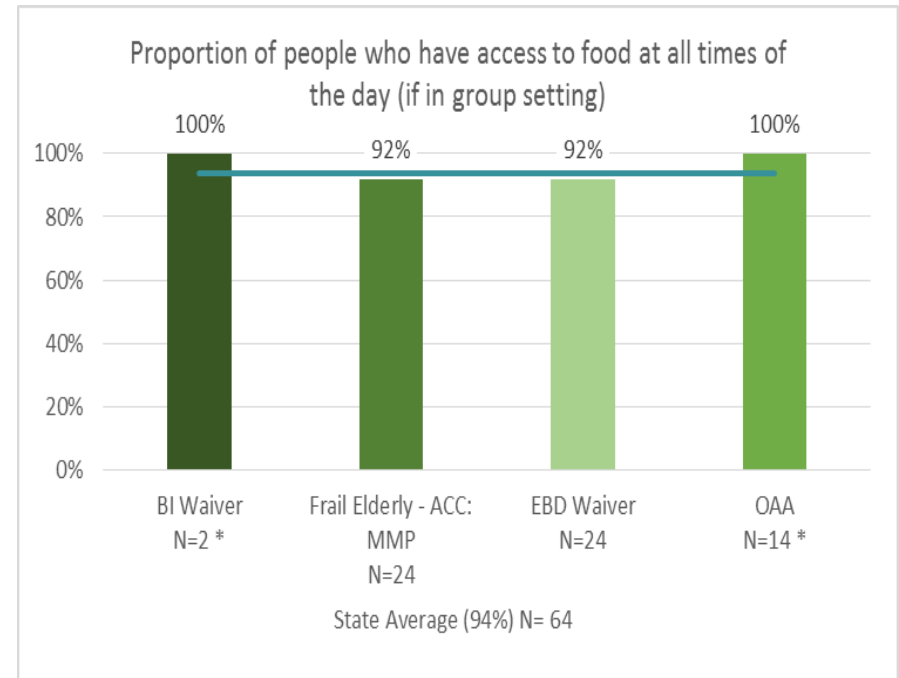
* Very small number of responses

Graph 95. Proportion of people who can use the phone privately whenever they want to (if in group setting)



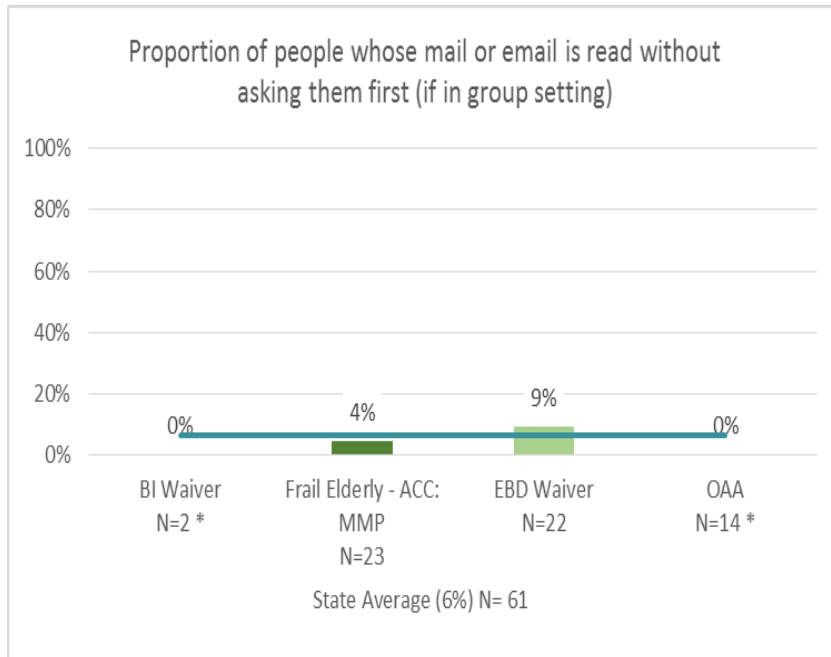
* Very small number of responses

Graph 96. Proportion of people who have access to food at all times of the day (if in group setting)



* Very small number of responses

Graph 97. Proportion of people whose mail or email is read without asking them first (if in group setting)



* Very small number of responses

Self-Direction of Care

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

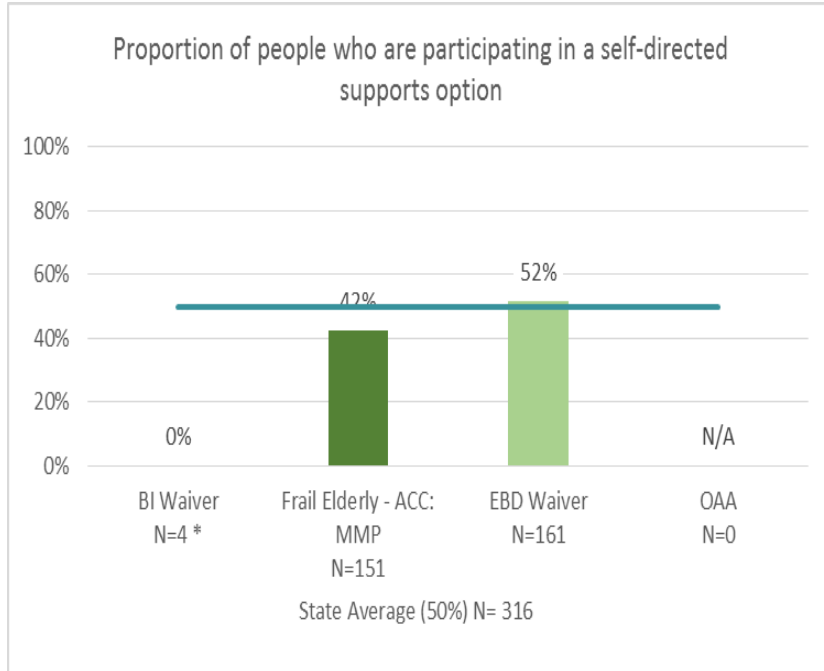
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

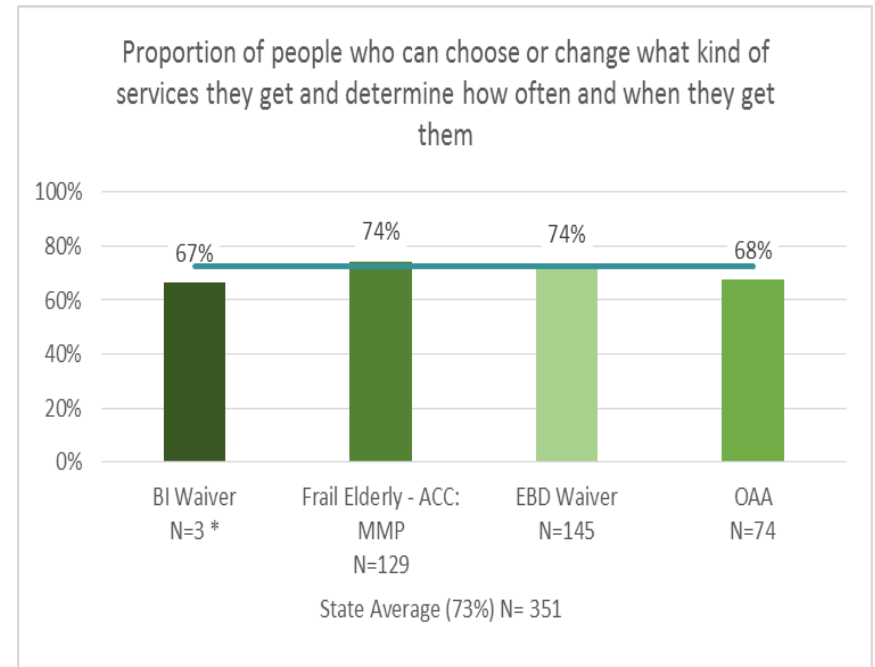
Un-collapsed data for state and programs are shown in Appendix B.

Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



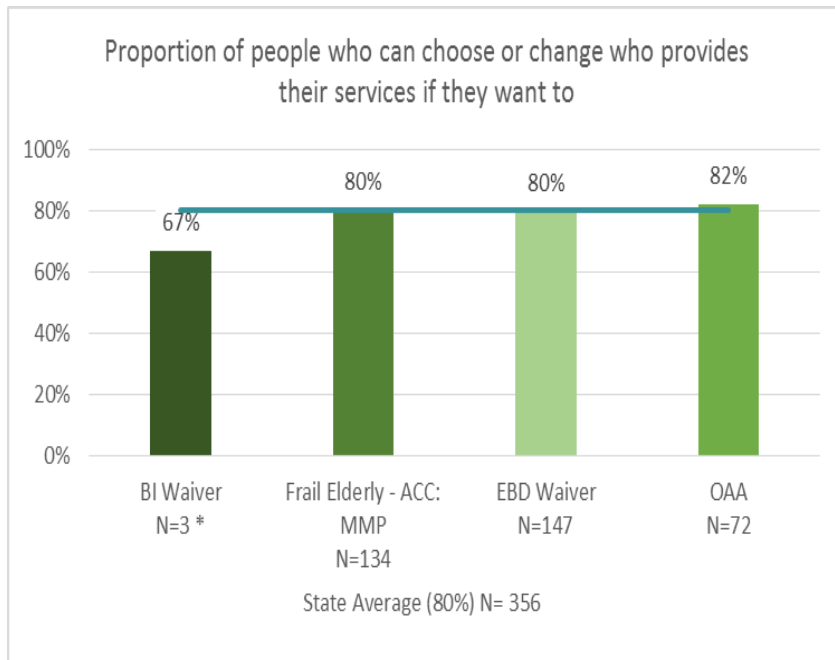
* Very small number of responses

Graph 99. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them



* Very small number of responses

Graph 100. Proportion of people who can choose or change who provides their services if they want to



* Very small number of responses

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:

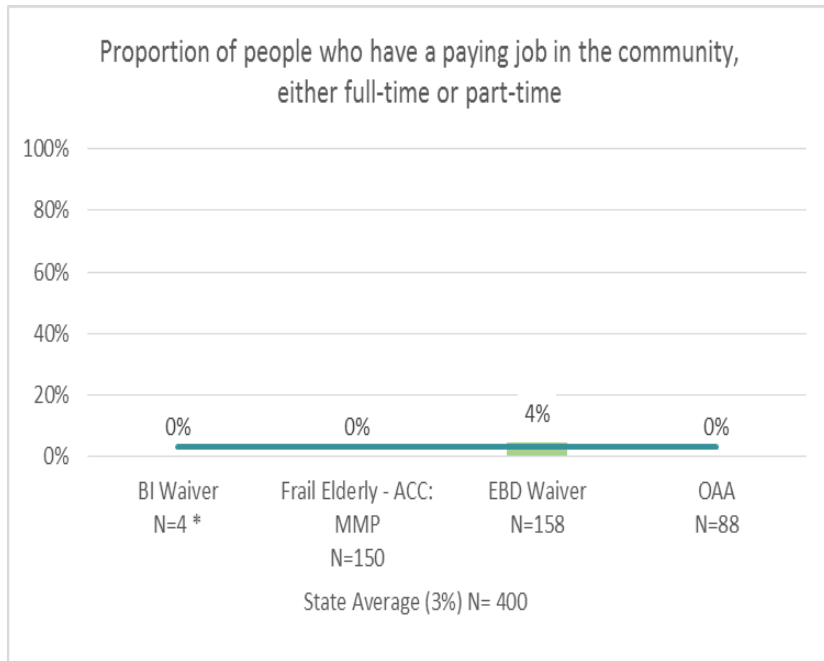
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage⁴.
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

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

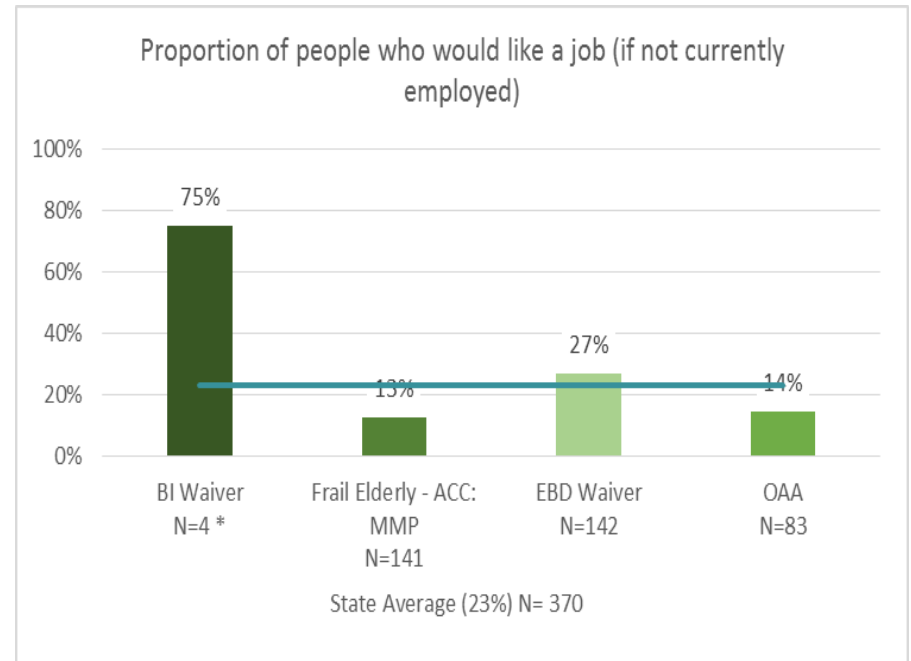
⁴ Data are not shown due to very small numbers

Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



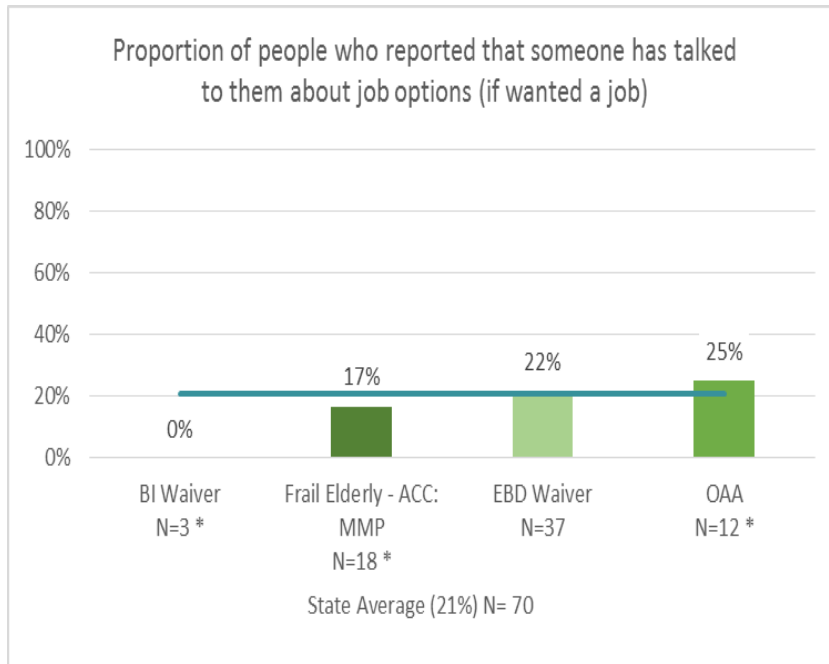
* Very small number of responses

Graph 102. Proportion of people who would like a job (if not currently employed)



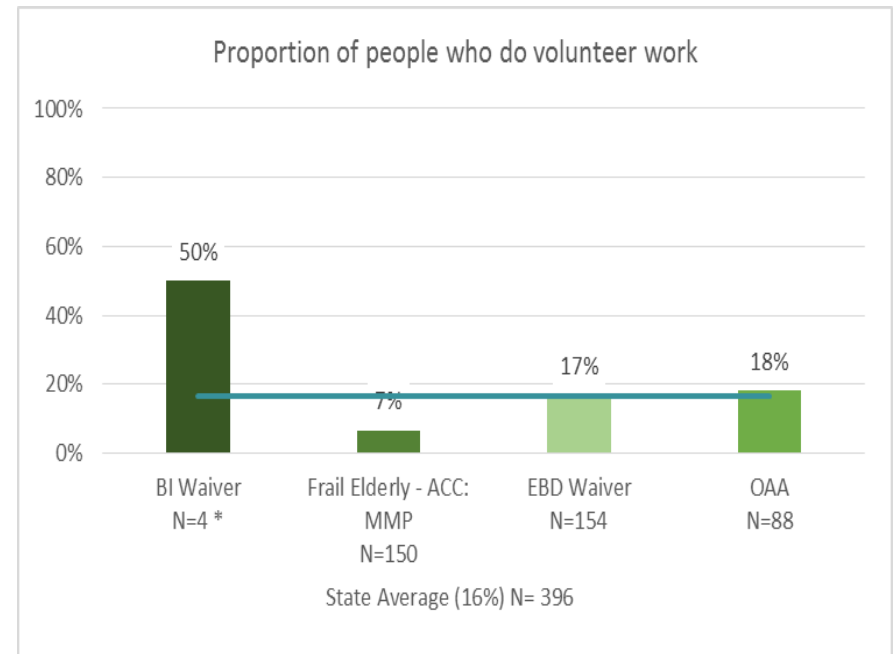
* Very small number of responses

Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



* Very small number of responses

Graph 104. Proportion of people who do volunteer work



* Very small number of responses

Everyday Living

People have enough supports for everyday living.

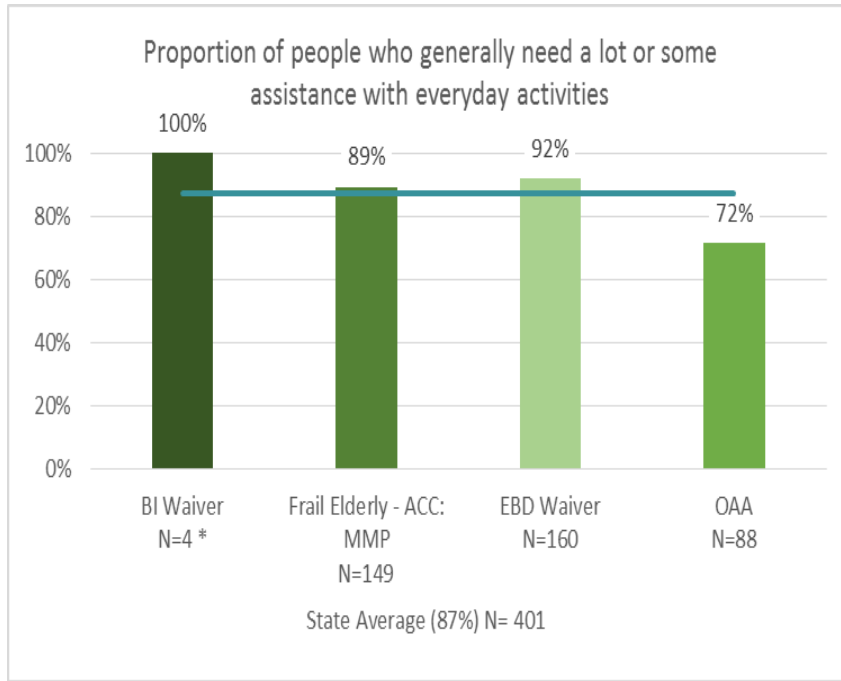
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

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

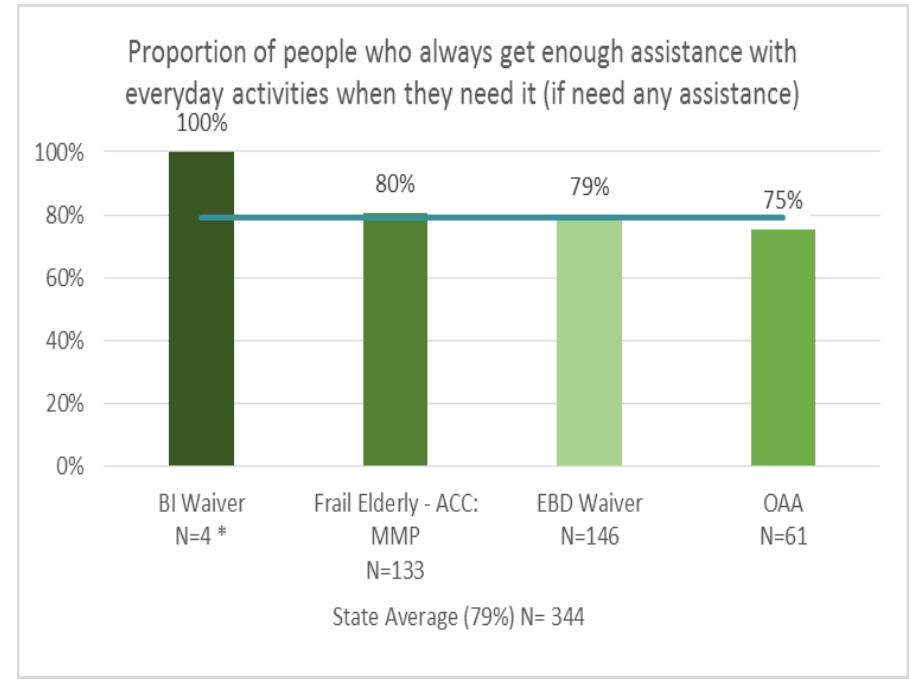
Un-collapsed data for state and programs are shown in Appendix B.

Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



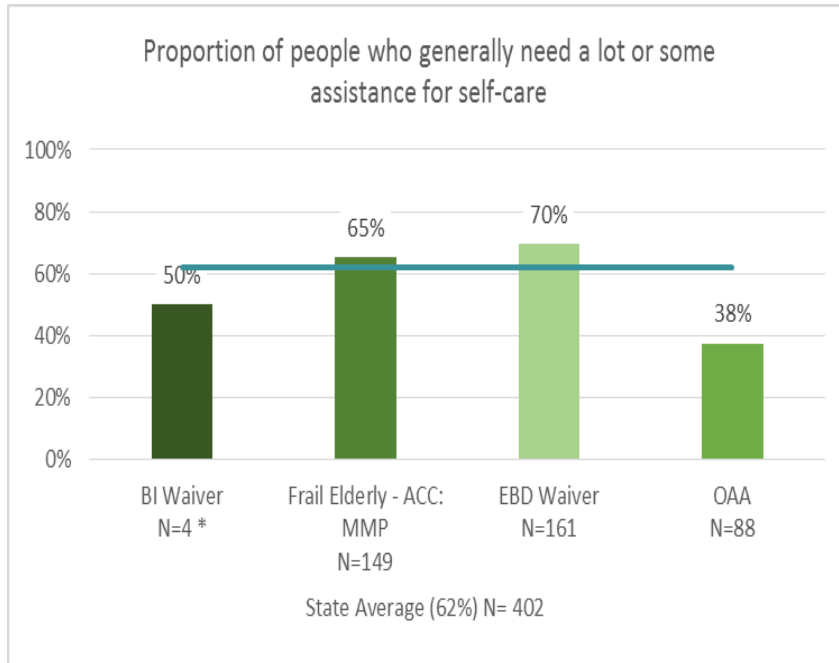
* Very small number of responses

Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



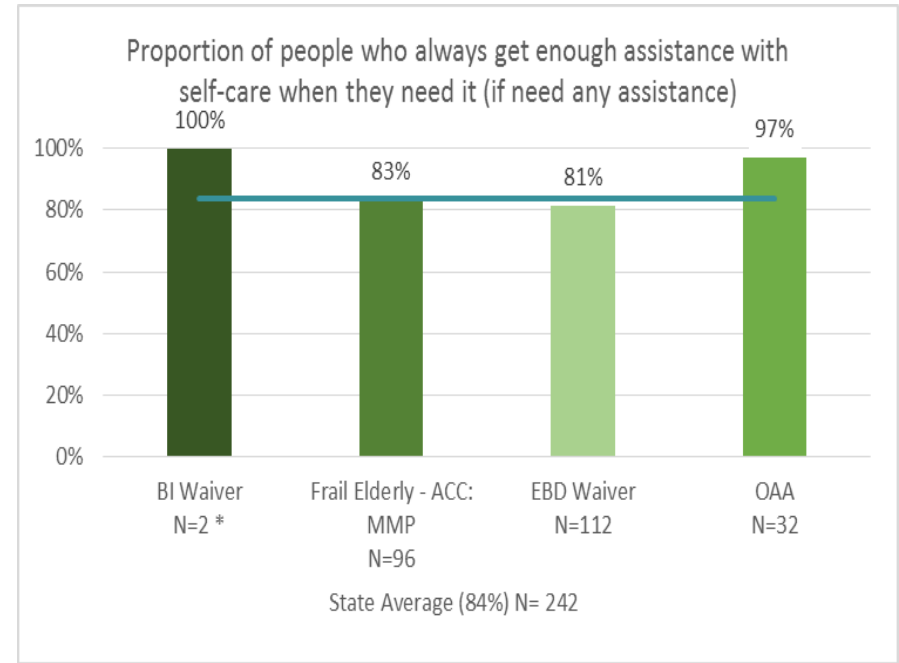
* Very small number of responses

Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



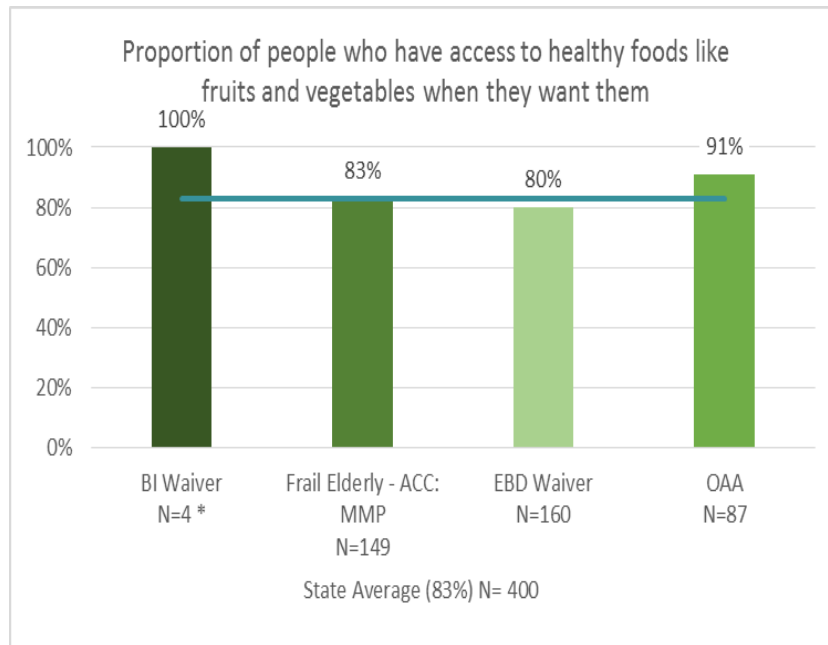
* Very small number of responses

Graph 108. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



* Very small number of responses

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



* Very small number of responses

Affordability

People have enough available resources.

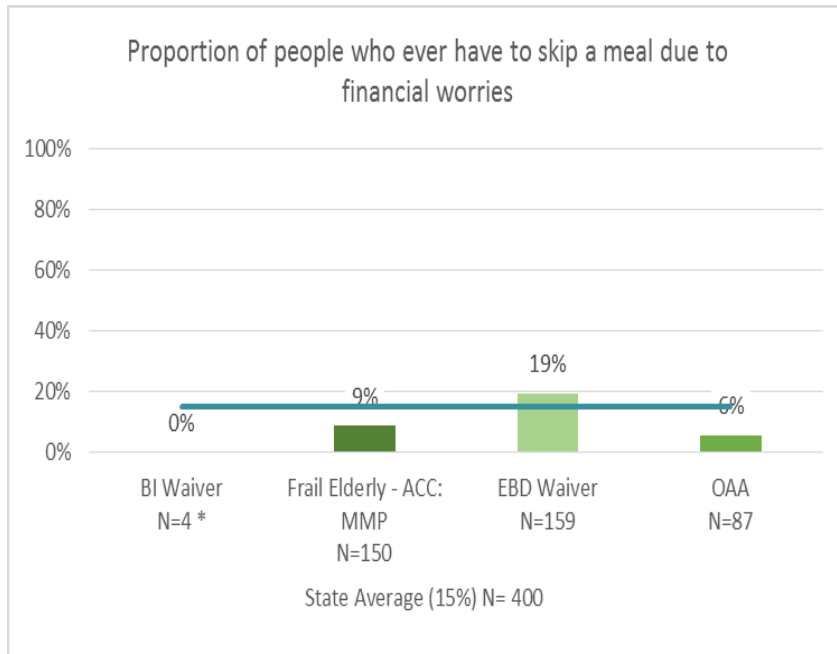
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

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



* Very small number of responses

Planning for future

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

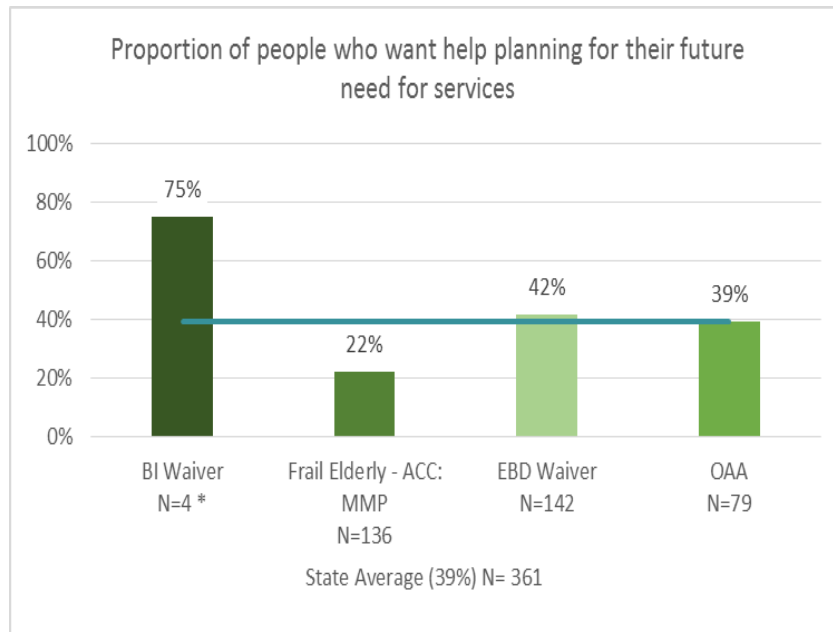
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services.
2. Proportion of people who have decision-making assistance.

There are two survey items that correspond to the Planning for Future domain.

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

Graph 111. Proportion of people who want help planning for their future need for services



* Very small number of responses

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.

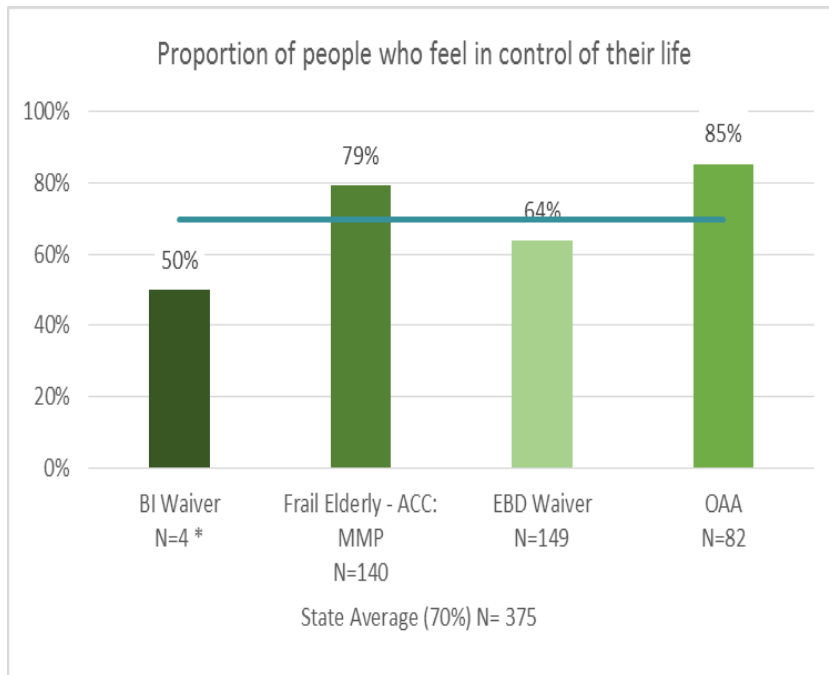
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed⁵.

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

⁵ Data shown in Appendix B only

Graph 112. Proportion of people who feel in control of their life



* Very small number of responses

Appendix A

Rules for Recoding and Collapsing Responses

Below is a table that details collapsing and recoding logic for indicators that were measured using anything other than a “Yes/No” binary response. The number in the third column refers to the table number in the report where the indicator can be found. Unless otherwise stated, “don’ know” and “unclear/refused” responses are excluded from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Community Participation	Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed at the time they want	3	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)	5	Collapse “In-between, able to decide some ways” and “No”
Relationships	Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)	6	Collapse “Most of the time, usually, or some family and/or friends” and “No, or only sometimes”
	Proportion of people who sometimes or often feel lonely, sad or depressed	7	Collapse “Often” and “Sometimes”; Collapse “Not often” and “Never or almost never”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Yes, always, or almost always” and “Some days, sometimes”
	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 “No, never or rarely” and “Some, or usually”
	Proportion of people who know whom to call if they have a complaint about their services	13	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports	14	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
Service Coordination	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	15	Collapse “No, or only sometimes” and “Most of the time, usually”
	Proportion of people whose paid support staff show up and leave when they are supposed to	16	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose services meet all their needs and goals	19	Collapse “No, not at all, needs or goals are not met”, “Somewhat, some needs and goals” and “Mostly, most needs and goals”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people whose family member (unpaid or paid) provides additional assistance	22	Add percentages for “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who stayed overnight in a hospital or rehab facility (and were discharged to go home) in past year	23	Collapse “Yes, hospital” and “Yes, rehab/nursing facility”
	Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehab facility (if occurred in the past year)	24	Collapse “No” and “In-between”
	Proportion of people who reported they know how to manage their chronic conditions	27	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who receive information about their services in the language they prefer (if non-English)	30	Collapse “No” and “Some information”
Safety	Proportion of people who feel safe at home	63	Collapse “Rarely or never” and “Most of the time”
	Proportion of people who feel safe around their paid support staff	64	Collapse “No, never or rarely” and “Some, or usually but not always”
	Proportion of people who are ever worried for the security of their personal belongings	65	Collapse “Yes, often” and “Sometimes”
	Proportion of people whose money was taken or used without their permission	66	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)	67	Collapse “Yes, often” and “Sometimes”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	74	Collapse “Sometimes or rarely” and “Usually”
	Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)	75	Collapse “Yes, friend”, “Yes, family member” and “Yes, doctor or nurse”
Wellness	Proportion of people who describe their overall health as poor	82	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people whose who reported their health has gotten much better or somewhat better compared to 12 months ago	83	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
Medications	Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)	88	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people who feel that their paid support staff treat them with respect	89	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people who get asked permission before people enter their home/room	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	92	Collapse “No, never or rarely” and “Usually”
	Proportion of people who have privacy with visitors at home if they want it (if in group setting)	94	Collapse “No, never or rarely” and “Usually”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	95	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get and determine how often and when they get them	99	Collapse “No” and “Sometimes, or some services”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who can choose or change who provides their services if they want to	100	Collapse “No” and “Sometimes, or some services”
Work	Proportion of people who have a paying job in the community, either full-time or part-time	101	Collapse “Yes, full time” and “Yes, part time”
	Proportion of people who would like a job (if not currently employed)	102	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need a lot or some assistance with everyday activities (Things like preparing meals, housework, shopping or taking their medications)	105	Collapse “A lot” and “Some”
	Proportion of people who generally need a lot or some assistance with self-care (Things like bathing, dressing, going to the bathroom, eating, or moving around their home)	107	Collapse “A lot” and “Some”
	Proportion of people who have access to healthy foods like fruits and vegetables when they want them	109	Collapse “No, never” and “Sometimes”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	110	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who feel in control of their life	112	Collapse “No” and “In-between”

Appendix B

Un-collapsed and un-weighted data by program

Demographic Tables

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

	Average Age	N
BI Waiver	32.3	4
Frail Elderly - ACC: MMP	75.2	136
EBD Waiver	61.0	144
OAA	75.3	78
Sample Average	69.1	362

Table 2. Proportion of individuals 90 years of age and over

	Under 90	90 and Over	N
BI Waiver	100%	0%	4
Frail Elderly - ACC: MMP	96%	4%	142
EBD Waiver	97%	3%	149
OAA	89%	11%	88
Sample Average	95%	5%	383

Table 3. Gender: proportion female

	Male	Female	Don't Know	N
BI Waiver	50%	50%	0%	4
Frail Elderly - ACC: MMP	26%	74%	0%	151
EBD Waiver	29%	71%	0%	161
OAA	32%	68%	0%	88
Sample Average	29%	71%	0%	404

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	N
BI Waiver	0%	0%	0%	0%	50%	0%	50%	0%	4
Frail Elderly - ACC: MMP	1%	1%	3%	0%	45%	0%	39%	11%	150
EBD Waiver	1%	3%	7%	1%	47%	0%	32%	9%	161
OAA	2%	1%	15%	0%	63%	22%	0%	1%	88
Sample Average	1%	2%	7%	0%	50%	5%	28%	8%	403

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
BI Waiver	100%	0%	0%	0%	0%	2
Frail Elderly - ACC: MMP	22%	23%	22%	32%	0%	130
EBD Waiver	38%	26%	24%	12%	0%	149
OAA	10%	17%	35%	38%	0%	88
Sample Average	26%	23%	26%	25%	0%	369

Table 6. Primary language

	English	Spanish	Other	Don't know	N
BI Waiver	100%	0%	0%	0%	4
Frail Elderly - ACC: MMP	99%	1%	0%	0%	151
EBD Waiver	95%	1%	4%	0%	161
OAA	94%	6%	0%	0%	88
Sample Average	97%	2%	2%	0%	404

Table 7. Preferred means of communication

	Spoken	Gestures or Body language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	99%	0%	0%	0%	1%	0%	150
EBD Waiver	96%	1%	1%	1%	1%	0%	160
OAA	99%	1%	0%	0%	0%	0%	88
Sample Average	98%	1%	0%	0%	1%	0%	402

Table 8. Type of residential area⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
BI Waiver	100%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	61%	10%	3%	25%	1%	151
EBD Waiver	73%	5%	2%	17%	2%	161
OAA	84%	3%	0%	11%	1%	88
Sample Average	71%	6%	2%	19%	2%	404

⁶ 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. Type of residence

	Own or Family Home	Group Home	Adult Family Home, Foster or Host Home	Assisted Living Facility	Nursing Facility	Homeless	Other	Don't Know	N
BI Waiver	50%	0%	0%	0%	0%	0%	0%	50%	4
Frail Elderly - ACC: MMP	89%	0%	0%	6%	1%	0%	2%	3%	151
EBD Waiver	83%	0%	0%	7%	1%	0%	2%	6%	161
OAA	80%	1%	3%	9%	1%	0%	5%	0%	87
Sample Average	84%	0%	1%	7%	1%	0%	2%	4%	403

Table 10. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	PCA's	Others (not family, friend, or PCA)	Other	Don't know	N
BI Waiver	0%	0%	50%	0%	0%	0%	0%	50%	4
Frail Elderly - ACC: MMP	49%	20%	39%	0%	0%	1%	0%	11%	150
EBD Waiver	43%	21%	39%	0%	0%	2%	0%	16%	160
OAA	60%	17%	24%	1%	2%	2%	1%	0%	88
Sample Average	49%	20%	36%	0%	0%	1%	0%	11%	402

Table 11. Proportion of people whose address changed in the past 6 months

	No	Yes	N
BI Waiver	100%	0%	4
Frail Elderly - ACC: MMP	95%	5%	149
EBD Waiver	91%	9%	160
OAA	95%	5%	88
Sample Average	94%	6%	401

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	N
BI Waiver	25%	75%	4
Frail Elderly - ACC: MMP	25%	75%	148
EBD Waiver	21%	79%	157
OAA	31%	69%	87
Sample Average	25%	75%	396

Table 13. Proportion of people with diagnosis of Alzheimer’s or other dementia

	No	Yes	N
BI Waiver	100%	0%	4
Frail Elderly - ACC: MMP	87%	13%	150
EBD Waiver	92%	8%	158
OAA	86%	14%	87
Sample Average	89%	11%	399

Table 14. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	N
BI Waiver	25%	75%	4
Frail Elderly - ACC: MMP	95%	5%	148
EBD Waiver	84%	16%	152
OAA	95%	5%	88
Sample Average	90%	10%	392

Table 15. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	N
BI Waiver	75%	25%	4
Frail Elderly - ACC: MMP	98%	2%	146
EBD Waiver	92%	8%	156
OAA	97%	3%	86
Sample Average	95%	5%	392

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	N
BI Waiver	0%	100%	4
Frail Elderly - ACC: MMP	74%	26%	143
EBD Waiver	50%	50%	153
OAA	64%	36%	86
Sample Average	62%	38%	386

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
BI Waiver	100%	0%	0%	4
Frail Elderly - ACC: MMP	56%	39%	5%	147
EBD Waiver	65%	34%	1%	158
OAA	49%	43%	8%	88
Sample Average	58%	38%	4%	397

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
BI Waiver	25%	75%	0%	4
Frail Elderly - ACC: MMP	56%	37%	7%	148
EBD Waiver	52%	46%	3%	158
OAA	65%	28%	7%	88
Sample Average	56%	39%	5%	398

Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
BI Waiver	0%	0%	25%	75%	0%	4
Frail Elderly - ACC: MMP	1%	0%	97%	14%	0%	151
EBD Waiver	2%	0%	91%	19%	0%	161
OAA	n/a	n/a	n/a	n/a	n/a	n/a
Sample Average	2%	0%	93%	17%	0%	316

Table 20. History of frequent falls

	No	Yes	N
BI Waiver	50%	50%	4
Frail Elderly - ACC: MMP	71%	29%	149
EBD Waiver	63%	37%	160
OAA	71%	29%	87
Sample Average	68%	32%	400

Table 21. Receives Medicare

	No	Yes	N
BI Waiver	25%	75%	4
Frail Elderly - ACC: MMP	0%	100%	151
EBD Waiver	19%	81%	161
OAA	6%	94%	87
Sample Average	9%	91%	403

Community Participation- un-collapsed tables

Table 22. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	75%	25%	0%	0%	0%	4
Frail Elderly - ACC: MMP	20%	21%	56%	3%	0%	0%	143
EBD Waiver	20%	23%	54%	3%	1%	0%	152
OAA	19%	25%	50%	5%	0%	1%	84
Sample Average	19%	23%	54%	3%	0%	0%	383

Table 23a. Reasons person cannot go out

	Can Do Things Outside Home When Wants to	Does Not Want to	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
BI Waiver	0%	0%	33%	33%	33%	33%	33%	3
Frail Elderly - ACC: MMP	0%	2%	14%	45%	22%	81%	10%	58
EBD Waiver	0%	2%	17%	46%	26%	74%	8%	65
OAA	0%	0%	5%	46%	8%	68%	8%	37
Sample Average	0%	1%	13%	45%	21%	74%	9%	163

Table 23b. Reasons person cannot go out (continued)

	Feeling Unwelcome In Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What is Available	Other	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	67%	67%	67%	33%	0%	0%	67%	3
Frail Elderly - ACC: MMP	3%	10%	2%	3%	5%	0%	3%	58
EBD Waiver	2%	11%	5%	5%	2%	0%	2%	65
OAA	5%	5%	3%	5%	3%	0%	5%	37
Sample Average	4%	10%	4%	5%	3%	0%	4%	163

Choice and Decision Making— un-collapsed

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	1
Frail Elderly - ACC: MMP	57%	29%	14%	0%	7
EBD Waiver	43%	43%	14%	0%	7
OAA	n/a	n/a	n/a	n/a	n/a
Sample Average	47%	33%	20%	0%	15

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	1%	1%	97%	0%	1%	143
EBD Waiver	3%	4%	92%	0%	1%	152
OAA	0%	2%	98%	0%	0%	84
Sample Average	1%	3%	95%	0%	1%	383

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	1%	6%	92%	0%	1%	143
EBD Waiver	5%	8%	86%	0%	1%	152
OAA	0%	6%	94%	0%	0%	84
Sample Average	3%	7%	90%	0%	1%	383

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

	No	In-between, Able to Decide Some Ways	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	50%	50%	0%	0%	2
Frail Elderly - ACC: MMP	4%	13%	83%	0%	0%	24
EBD Waiver	4%	4%	84%	0%	8%	25
OAA	0%	21%	79%	0%	0%	14
Sample Average	3%	12%	82%	0%	3%	65

Relationships- un-collapsed

Table 28. Proportion of people who can always or almost always see or talk to friends and family when they want to

	No, or Only Sometimes	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	3%	5%	91%	0%	1%	130
EBD Waiver	4%	11%	85%	0%	0%	146
OAA	1%	9%	89%	0%	1%	80
Sample Average	3%	9%	88%	0%	1%	360

Table 29. Reasons people cannot always see friends/family

	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	0%	0%	0%	1
Frail Elderly - ACC: MMP	36%	45%	0%	9%	9%	27%	0%	11
EBD Waiver	27%	41%	5%	50%	0%	27%	0%	22
OAA	13%	0%	0%	38%	0%	63%	0%	8
Sample Average	26%	36%	2%	36%	2%	33%	0%	42

Table 30. Proportion of people who sometimes or often feel lonely, sad or depressed

	Never Or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	25%	25%	50%	0%	0%	4
Frail Elderly - ACC: MMP	34%	25%	28%	13%	0%	1%	143
EBD Waiver	26%	16%	34%	22%	1%	1%	152
OAA	25%	24%	38%	13%	0%	0%	84
Sample Average	28%	21%	33%	17%	0%	1%	383

Satisfaction- un-collapsed

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
BI Waiver	25%	0%	75%	0%	0%	4
Frail Elderly - ACC: MMP	6%	9%	81%	1%	2%	151
EBD Waiver	9%	7%	81%	1%	2%	161
OAA	2%	5%	92%	0%	1%	88
Sample Average	6%	7%	83%	1%	2%	404

Table 32a. Reasons for not liking where people live

	Accessibility	Neighborhood	Feels Unsafe in Home	Home or Building Needs Repairs or Upkeep	Does Not Feel Like Home	N
BI Waiver	100%	100%	100%	100%	100%	1
Frail Elderly - ACC: MMP	30%	26%	4%	26%	17%	23
EBD Waiver	12%	12%	12%	23%	27%	26
OAA	33%	33%	0%	17%	17%	6
Sample Average	23%	21%	9%	25%	23%	56

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

	Layout or Size of Home or Building	Problems With Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence and Control	N
BI Waiver	100%	100%	100%	0%	0%	1
Frail Elderly - ACC: MMP	9%	43%	4%	0%	17%	23
EBD Waiver	19%	19%	15%	8%	0%	26
OAA	0%	33%	0%	0%	0%	6
Sample Average	14%	32%	11%	4%	7%	56

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

	Wants More Privacy	Wants to Be Closer to Family or Friends	Feels Isolated From Community or Feels Lonely	Other	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	0%	0%	0%	0%	1
Frail Elderly - ACC: MMP	26%	4%	4%	0%	0%	0%	23
EBD Waiver	15%	8%	8%	27%	8%	0%	26
OAA	0%	0%	0%	0%	0%	0%	6
Sample Average	18%	5%	5%	13%	4%	0%	56

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

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
BI Waiver	25%	0%	75%	0%	4
Frail Elderly - ACC: MMP	79%	8%	11%	2%	151
EBD Waiver	71%	8%	19%	2%	161
OAA	80%	10%	8%	2%	88
Sample Average	75%	8%	14%	2%	404

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

	Different Own Home	Family Member's Home	Assisted Living	Group Home	Adult Family Home or Shared Living	N
BI Waiver	67%	0%	0%	0%	0%	3
Frail Elderly - ACC: MMP	79%	7%	7%	0%	0%	29
EBD Waiver	65%	2%	9%	0%	2%	43
OAA	69%	6%	6%	0%	0%	16
Sample Average	70%	4%	8%	0%	1%	91

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

	Nursing Facility	Other	Doesn't Want to Live Elsewhere	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	33%	0%	0%	0%	3
Frail Elderly - ACC: MMP	0%	3%	0%	3%	0%	29
EBD Waiver	0%	19%	0%	2%	0%	43
OAA	0%	19%	0%	0%	0%	16
Sample Average	0%	14%	0%	2%	0%	91

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	50%	25%	0%	0%	4
Frail Elderly - ACC: MMP	6%	27%	66%	1%	0%	143
EBD Waiver	11%	35%	52%	1%	1%	152
OAA	7%	27%	65%	0%	0%	84
Sample Average	9%	30%	60%	1%	1%	383

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

	No	Some or Sometimes	Yes	Paid Support Person(s) are Live-in	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	67%	33%	0%	0%	0%	0%	3
Frail Elderly - ACC: MMP	69%	18%	11%	1%	1%	0%	101
EBD Waiver	68%	18%	15%	0%	0%	0%	108
OAA	58%	25%	18%	0%	0%	0%	40
Sample Average	67%	19%	13%	0%	0%	0%	252

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 Workers, Always or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	3
Frail Elderly - ACC: MMP	0%	14%	85%	0%	1%	97
EBD Waiver	5%	18%	77%	0%	0%	106
OAA	5%	14%	78%	0%	3%	37
Sample Average	3%	16%	81%	0%	1%	243

Service Coordination- un-collapsed

Table 38. Proportion of people who know whom to call if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
BI Waiver	0%	67%	33%	0%	3
Frail Elderly - ACC: MMP	13%	11%	77%	0%	141
EBD Waiver	18%	5%	77%	0%	158
OAA	13%	8%	77%	1%	83
Sample Average	15%	8%	76%	0%	385

Table 39. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	3
Frail Elderly - ACC: MMP	11%	10%	78%	1%	141
EBD Waiver	8%	9%	83%	0%	158
OAA	13%	14%	72%	0%	83
Sample Average	10%	10%	79%	1%	385

Table 40. 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
BI Waiver	0%	67%	33%	0%	0%	3
Frail Elderly - ACC: MMP	7%	11%	81%	1%	0%	123
EBD Waiver	6%	10%	83%	1%	0%	146
OAA	2%	20%	68%	7%	2%	41
Sample Average	6%	12%	80%	2%	0%	313

Table 41. 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 Workers, Always, Or Almost Always	Paid Support Person/S Are Live-In	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	0%	3
Frail Elderly - ACC: MMP	0%	7%	91%	2%	0%	0%	101
EBD Waiver	4%	9%	86%	1%	0%	0%	108
OAA	0%	20%	80%	0%	0%	0%	40
Sample Average	2%	10%	87%	1%	0%	0%	252

Table 42. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	37%	57%	6%	0%	150
EBD Waiver	33%	55%	12%	0%	161
OAA	28%	61%	7%	3%	88
Sample Average	33%	58%	8%	1%	403

Table 43. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	74%	21%	3%	2%	143
EBD Waiver	55%	39%	5%	2%	152
OAA	57%	37%	6%	0%	84
Sample Average	62%	32%	4%	2%	383

Table 44. Proportion of people whose services meet all their needs and goals

	No, Not At All, Needs Or Goals Are Not Met	Somewhat, Some Needs And Goals	Mostly, Most Needs And Goals	Yes, Completely, All Needs And Goals	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	0%	25%	50%	0%	0%	4
Frail Elderly - ACC: MMP	2%	12%	20%	65%	0%	1%	149
EBD Waiver	3%	11%	26%	59%	1%	0%	160
OAA	2%	17%	31%	49%	0%	0%	87
Sample Average	3%	13%	25%	59%	1%	0%	400

Table 45a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
BI Waiver	50%	50%	50%	50%	0%	2
Frail Elderly - ACC: MMP	23%	23%	15%	13%	15%	52
EBD Waiver	31%	33%	16%	20%	16%	64
OAA	18%	56%	16%	31%	36%	45
Sample Average	25%	36%	16%	21%	21%	163

Table 45b. Additional services that may help if not all needs and goals are met (continued)

	Congregate Dining	Adult Day Services	Transportation	Assistive Technology, Specialized Medical Equipment	Home and/or Vehicle Modifications	Respite or Family Caregiver Support	N
BI Waiver	0%	50%	50%	50%	50%	50%	2
Frail Elderly - ACC: MMP	2%	8%	37%	8%	19%	4%	52
EBD Waiver	2%	14%	47%	9%	17%	2%	64
OAA	9%	18%	56%	16%	20%	7%	45
Sample Average	4%	13%	46%	11%	19%	4%	163

Table 45c46. Additional services that may help if not all needs and goals are met (continued)

	Health Care	Mental Health Care	Dental Care	Housing Assistance	Heating or Cooling Assistance	Other	N
BI Waiver	100%	100%	50%	50%	50%	50%	2
Frail Elderly - ACC: MMP	13%	0%	17%	13%	13%	10%	52
EBD Waiver	13%	14%	14%	23%	8%	13%	64
OAA	9%	13%	20%	16%	9%	9%	45
Sample Average	13%	10%	17%	18%	10%	11%	163

Table 47. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	1
Frail Elderly - ACC: MMP	62%	38%	0%	0%	39
EBD Waiver	55%	42%	4%	0%	55
OAA	43%	52%	5%	0%	21
Sample Average	54%	43%	3%	0%	116

Table 48a. How people first find out about the services available to them

	Friend	Family	Area Agency On Aging	Aging And Disability Resource Center	Center for Independent Living	Newspaper, Advertisement, Or Billboard	N
BI Waiver	0%	0%	0%	0%	0%	0%	3
Frail Elderly - ACC: MMP	11%	40%	6%	3%	1%	1%	141
EBD Waiver	16%	27%	7%	4%	4%	0%	158
OAA	14%	27%	2%	5%	0%	1%	83
Sample Average	14%	31%	5%	4%	2%	1%	385

Table 48b. How people first find out about the services available to them (continued)

	Provider	State Or County Agency	Doctor	Managed Care Organization	Case Manager Or Care Coordinator	Other	N
BI Waiver	0%	0%	33%	0%	67%	0%	3
Frail Elderly - ACC: MMP	15%	16%	27%	3%	26%	4%	141
EBD Waiver	8%	22%	23%	1%	20%	9%	158
OAA	16%	11%	20%	1%	12%	13%	83
Sample Average	12%	17%	24%	2%	21%	8%	385

Table 49a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
BI Waiver	0%	0%	0%	100%	4
Frail Elderly - ACC: MMP	50%	16%	2%	27%	139
EBD Waiver	42%	16%	1%	33%	146
OAA	45%	1%	0%	46%	67
Sample Average	46%	13%	1%	34%	356

Table 49b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	4%	0%	0%	0%	0%	139
EBD Waiver	6%	1%	0%	0%	1%	146
OAA	7%	0%	0%	0%	0%	67
Sample Average	6%	0%	0%	0%	0%	356

Table 50. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	N
BI Waiver	75%	0%	0%	25%	25%	0%	0%	4
Frail Elderly - ACC: MMP	25%	9%	1%	46%	17%	1%	0%	139
EBD Waiver	32%	4%	1%	50%	16%	2%	0%	145
OAA	31%	3%	0%	33%	25%	0%	0%	67
Sample Average	30%	6%	1%	45%	18%	1%	0%	355

Care Coordination- un-collapsed

Table 51. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Hospital	Rehab or Nursing Facility	No	N
BI Waiver	25%	0%	75%	4
Frail Elderly - ACC: MMP	34%	11%	62%	150
EBD Waiver	33%	7%	64%	160
OAA	33%	14%	61%	88
Sample Average	33%	10%	63%	402

Table 52. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	1
Frail Elderly - ACC: MMP	9%	7%	84%	0%	0%	57
EBD Waiver	9%	5%	82%	4%	0%	55
OAA	9%	9%	82%	0%	0%	33
Sample Average	10%	7%	82%	1%	0%	146

Table 53. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	1
Frail Elderly - ACC: MMP	18%	79%	2%	0%	2%	57
EBD Waiver	24%	71%	2%	4%	0%	55
OAA	21%	70%	3%	6%	0%	33
Sample Average	21%	73%	2%	3%	1%	146

Table 54. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	9%	91%	1%	0%	150
EBD Waiver	10%	89%	1%	0%	160
OAA	9%	90%	1%	0%	88
Sample Average	9%	90%	1%	0%	402

Table 55. Proportion of people who reported know how to manage their chronic condition(s)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	50%	50%	0%	0%	4
Frail Elderly - ACC: MMP	3%	13%	83%	0%	1%	136
EBD Waiver	3%	8%	86%	1%	1%	143
OAA	4%	11%	85%	0%	0%	79
Sample Average	3%	11%	84%	1%	1%	362

Access—un-collapsed

Table 56. Proportion of people who have transportation when they want to do things outside of their home

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	50%	50%	0%	0%	0%	4
Frail Elderly - ACC: MMP	6%	19%	71%	3%	1%	0%	150
EBD Waiver	12%	22%	63%	2%	0%	2%	160
OAA	11%	26%	63%	0%	0%	0%	88
Sample Average	9%	22%	65%	2%	0%	1%	402

Table 57. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Does Not Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	25%	75%	0%	0%	0%	4
Frail Elderly - ACC: MMP	2%	4%	93%	1%	0%	0%	150
EBD Waiver	3%	9%	88%	1%	0%	0%	160
OAA	1%	11%	88%	0%	0%	0%	88
Sample Average	2%	8%	89%	1%	0%	0%	402

Table 58. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	n/a	n/a	n/a	n/a	n/a	n/a
Frail Elderly - ACC: MMP	4%	17%	79%	0%	0%	24
EBD Waiver	8%	25%	63%	0%	4%	24
OAA	20%	60%	20%	0%	0%	5
Sample Average	8%	25%	66%	0%	2%	53

Table 59. Proportion of people who need grab bars in the bathroom or elsewhere in home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	50%	0%	25%	0%	0%	4
Frail Elderly - ACC: MMP	10%	67%	9%	13%	1%	0%	150
EBD Waiver	12%	63%	9%	16%	0%	0%	161
OAA	18%	66%	5%	11%	0%	0%	88
Sample Average	13%	65%	8%	14%	0%	0%	403

Table 60. Proportion of people who need bathroom modifications (other than grab bars)

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	50%	0%	25%	0%	0%	4
Frail Elderly - ACC: MMP	25%	53%	3%	18%	1%	0%	150
EBD Waiver	34%	42%	7%	16%	1%	0%	161
OAA	44%	34%	3%	17%	1%	0%	88
Sample Average	33%	44%	5%	17%	1%	0%	403

Table 61. Proportion of people who need a specialized bed

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	55%	23%	3%	16%	2%	0%	150
EBD Waiver	62%	16%	7%	15%	1%	0%	161
OAA	72%	10%	3%	15%	0%	0%	88
Sample Average	62%	17%	5%	15%	1%	0%	403

Table 62. Proportion of people who need a ramp or stair lift in or outside the home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	50%	0%	25%	0%	0%	4
Frail Elderly - ACC: MMP	55%	25%	7%	12%	0%	1%	150
EBD Waiver	55%	26%	3%	16%	1%	0%	161
OAA	61%	27%	1%	10%	0%	0%	88
Sample Average	56%	26%	4%	13%	0%	0%	403

Table 63. Proportion of people who need a remote monitoring system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	88%	5%	0%	6%	1%	0%	150
EBD Waiver	86%	6%	1%	7%	1%	0%	161
OAA	91%	3%	0%	6%	0%	0%	88
Sample Average	88%	5%	0%	6%	1%	0%	403

Table 64. Proportion of people who need a emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused No Response	N
BI Waiver	25%	50%	0%	25%	0%	0%	4
Frail Elderly - ACC: MMP	16%	69%	3%	11%	1%	0%	150
EBD Waiver	25%	57%	5%	12%	1%	0%	161
OAA	25%	45%	1%	28%	0%	0%	88
Sample Average	22%	59%	3%	16%	1%	0%	403

Table 65. Proportion of people who need other home modifications

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	75%	0%	0%	0%	25%	0%	4
Frail Elderly - ACC: MMP	91%	3%	0%	5%	2%	0%	150
EBD Waiver	83%	5%	1%	6%	4%	1%	161
OAA	89%	2%	0%	2%	6%	1%	88
Sample Average	87%	3%	0%	4%	4%	1%	403

Table 66. Proportion of people who need a walker

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	50%	0%	25%	0%	0%	4
Frail Elderly - ACC: MMP	25%	67%	5%	3%	1%	0%	150
EBD Waiver	34%	51%	9%	5%	1%	0%	160
OAA	34%	52%	11%	2%	0%	0%	88
Sample Average	31%	57%	8%	4%	0%	0%	402

Table 67. Proportion of people who need a scooter

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	69%	7%	4%	19%	1%	0%	150
EBD Waiver	71%	8%	4%	17%	1%	0%	160
OAA	80%	8%	1%	9%	1%	1%	88
Sample Average	73%	7%	3%	16%	1%	0%	402

Table 68. Proportion of people who need a cane

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	50%	25%	0%	25%	0%	0%	4
Frail Elderly - ACC: MMP	34%	60%	4%	2%	0%	0%	150
EBD Waiver	42%	51%	6%	1%	0%	0%	160
OAA	32%	61%	2%	3%	1%	0%	88
Sample Average	37%	56%	4%	2%	0%	0%	402

Table 69. Proportion of people who need a wheelchair

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	75%	0%	25%	0%	0%	0%	4
Frail Elderly - ACC: MMP	47%	33%	10%	10%	1%	0%	150
EBD Waiver	48%	33%	11%	8%	1%	0%	160
OAA	70%	19%	6%	5%	0%	0%	88
Sample Average	52%	30%	10%	8%	0%	0%	402

Table 70. Proportion of people who need hearing aids

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	67%	9%	5%	17%	2%	0%	150
EBD Waiver	74%	9%	3%	13%	1%	0%	160
OAA	66%	9%	6%	18%	1%	0%	88
Sample Average	70%	9%	4%	16%	1%	0%	402

Table 71. Proportion of people who need glasses

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	15%	54%	23%	7%	1%	0%	150
EBD Waiver	16%	55%	25%	4%	0%	0%	160
OAA	13%	56%	24%	8%	0%	0%	88
Sample Average	14%	55%	24%	6%	0%	0%	402

Table 72. Proportion of people who need a communication device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	91%	3%	1%	4%	0%	0%	150
EBD Waiver	91%	3%	3%	3%	1%	0%	160
OAA	94%	2%	0%	2%	1%	0%	88
Sample Average	92%	3%	1%	3%	0%	0%	402

Table 73. Proportion of people who need portable oxygen

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	55%	39%	2%	4%	0%	0%	150
EBD Waiver	61%	31%	4%	4%	0%	0%	160
OAA	70%	24%	2%	3%	0%	0%	88
Sample Average	61%	32%	3%	4%	0%	0%	402

Table 74. Proportion of people who need other assistive device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	83%	12%	2%	3%	0%	0%	150
EBD Waiver	78%	12%	3%	5%	3%	0%	160
OAA	83%	13%	3%	1%	0%	0%	88
Sample Average	81%	12%	2%	3%	1%	0%	402

Safety—un-collapsed

Table 75. Proportion of people who feel safe at home

	Rarely Or Never	Most of the Time	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	0%	75%	0%	0%	4
Frail Elderly - ACC: MMP	0%	8%	92%	0%	0%	143
EBD Waiver	1%	12%	86%	0%	1%	153
OAA	2%	5%	92%	0%	1%	84
Sample Average	1%	9%	90%	0%	1%	384

Table 76. Proportion of people who feel safe around their paid support staff

	No, Never Or Rarely	Some, Or Usually But Not Always	Yes, All Paid Support Workers, Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	3
Frail Elderly - ACC: MMP	0%	1%	98%	0%	1%	97
EBD Waiver	0%	2%	98%	0%	0%	106
OAA	0%	0%	100%	0%	0%	37
Sample Average	0%	1%	98%	0%	0%	243

Table 77. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	80%	10%	7%	1%	1%	143
EBD Waiver	76%	13%	10%	0%	1%	152
OAA	83%	10%	6%	0%	1%	84
Sample Average	80%	11%	8%	0%	1%	383

Table 78. Proportion of people whose money was taken or used without their permission

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	4
Frail Elderly - ACC: MMP	87%	1%	10%	2%	143
EBD Waiver	88%	1%	9%	2%	152
OAA	89%	2%	7%	1%	84
Sample Average	88%	1%	9%	2%	383

Table 79. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	0%	75%	0%	0%	4
Frail Elderly - ACC: MMP	34%	29%	37%	0%	0%	150
EBD Waiver	27%	25%	48%	0%	1%	161
OAA	28%	31%	40%	1%	0%	88
Sample Average	30%	28%	42%	0%	0%	403

Table 80. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	33%	67%	0%	0%	3
Frail Elderly - ACC: MMP	20%	78%	2%	0%	99
EBD Waiver	24%	75%	0%	1%	118
OAA	25%	70%	3%	2%	63
Sample Average	23%	75%	1%	1%	283

Table 81. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	20%	80%	0%	0%	143
EBD Waiver	25%	75%	0%	0%	155
OAA	15%	85%	0%	0%	81
Sample Average	21%	79%	0%	0%	383

Health Care—un-collapsed

Table 82. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	4
Frail Elderly - ACC: MMP	99%	1%	1%	0%	150
EBD Waiver	95%	4%	1%	0%	160
OAA	100%	0%	0%	0%	88
Sample Average	98%	2%	1%	0%	402

Table 83. Proportion of people who have gone to the emergency room for falling or losing balance in past year

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	75%	25%	0%	0%	4
Frail Elderly - ACC: MMP	83%	15%	1%	0%	150
EBD Waiver	76%	23%	2%	0%	160
OAA	78%	22%	0%	0%	88
Sample Average	79%	20%	1%	0%	402

Table 84. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	50%	50%	0%	0%	4
Frail Elderly - ACC: MMP	62%	37%	1%	0%	150
EBD Waiver	49%	48%	3%	0%	160
OAA	58%	41%	1%	0%	88
Sample Average	56%	42%	2%	0%	402

Table 85. Proportion of people who have a primary care doctor

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	3%	97%	0%	0%	150
EBD Waiver	2%	98%	0%	1%	160
OAA	2%	95%	2%	0%	88
Sample Average	2%	97%	0%	0%	402

Table 86. Proportion of people who can get an appointment to see their primary care doctor when they need to

	Sometimes Or Rarely	Usually	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	33%	0%	67%	0%	0%	3
Frail Elderly - ACC: MMP	8%	12%	79%	1%	1%	146
EBD Waiver	13%	10%	76%	0%	0%	156
OAA	8%	31%	58%	1%	1%	84
Sample Average	10%	15%	73%	1%	1%	389

Table 87. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	Yes, Friend	Yes, Family Member	Yes, Doctor Or Nurse	No	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	67%	67%	33%	0%	0%	3
Frail Elderly - ACC: MMP	16%	45%	53%	22%	0%	0%	58
EBD Waiver	18%	29%	55%	28%	0%	1%	85
OAA	7%	33%	40%	37%	0%	0%	43
Sample Average	14%	35%	51%	29%	0%	1%	189

Table 88. 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
BI Waiver	25%	75%	0%	0%	0%	4
Frail Elderly - ACC: MMP	14%	83%	2%	1%	0%	150
EBD Waiver	18%	80%	1%	1%	0%	160
OAA	20%	76%	1%	1%	1%	88
Sample Average	17%	80%	1%	1%	0%	402

Table 89. 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
BI Waiver	50%	50%	0%	0%	0%	4
Frail Elderly - ACC: MMP	62%	31%	5%	2%	0%	150
EBD Waiver	69%	24%	5%	1%	1%	160
OAA	66%	28%	1%	5%	0%	88
Sample Average	66%	28%	4%	2%	0%	402

Table 90. 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
BI Waiver	0%	100%	0%	0%	0%	4
Frail Elderly - ACC: MMP	37%	62%	1%	0%	0%	150
EBD Waiver	37%	58%	5%	1%	0%	160
OAA	40%	59%	1%	0%	0%	88
Sample Average	37%	60%	3%	0%	0%	402

Table 91. 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
BI Waiver	25%	75%	0%	0%	0%	4
Frail Elderly - ACC: MMP	15%	79%	5%	1%	0%	150
EBD Waiver	21%	74%	4%	1%	0%	160
OAA	20%	72%	1%	7%	0%	88
Sample Average	19%	75%	3%	2%	0%	402

Table 92. Proportion of people who have had a routine dental visit in the past year

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	75%	25%	0%	0%	0%	4
Frail Elderly - ACC: MMP	59%	34%	7%	0%	0%	150
EBD Waiver	52%	43%	5%	0%	0%	160
OAA	57%	36%	5%	1%	1%	88
Sample Average	56%	38%	5%	0%	0%	402

Table 93. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	0%	4
Frail Elderly - ACC: MMP	11%	82%	3%	4%	0%	150
EBD Waiver	9%	78%	6%	7%	0%	160
OAA	14%	78%	0%	8%	0%	88
Sample Average	11%	79%	4%	6%	0%	402

Wellness—un-collapsed

Table 94. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	25%	25%	50%	0%	0%	0%	4
Frail Elderly - ACC: MMP	17%	35%	35%	11%	3%	1%	0%	150
EBD Waiver	19%	41%	23%	11%	4%	1%	0%	160
OAA	16%	28%	35%	17%	3%	0%	0%	88
Sample Average	17%	36%	30%	13%	3%	1%	0%	402

Table 95. Proportion of people who reported their health has gotten much better, somewhat better, stayed about the same, got somewhat worse, or got much 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
BI Waiver	0%	0%	25%	25%	50%	0%	0%	4
Frail Elderly - ACC: MMP	6%	24%	41%	20%	9%	0%	0%	150
EBD Waiver	9%	26%	30%	23%	12%	0%	1%	160
OAA	8%	23%	47%	17%	5%	0%	1%	88
Sample Average	8%	24%	38%	20%	10%	0%	0%	402

Table 96. Proportion of people who reported they forget things more often than before during the past 12 months

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	75%	25%	0%	0%	4
Frail Elderly - ACC: MMP	47%	49%	3%	1%	150
EBD Waiver	46%	51%	3%	1%	160
OAA	39%	61%	0%	0%	88
Sample Average	45%	52%	2%	1%	402

Table 97. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	1
Frail Elderly - ACC: MMP	35%	62%	3%	0%	77
EBD Waiver	30%	63%	7%	0%	86
OAA	54%	41%	6%	0%	54
Sample Average	38%	57%	5%	0%	218

Medications—un-collapsed

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	70%	26%	3%	1%	150
EBD Waiver	58%	40%	2%	0%	160
OAA	64%	36%	0%	0%	88
Sample Average	63%	34%	2%	0%	402

Table 99. Proportion of people who take or are supposed to take any prescription medications

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	7%	93%	0%	0%	150
EBD Waiver	5%	95%	0%	0%	160
OAA	7%	93%	0%	0%	88
Sample Average	6%	94%	0%	0%	402

Table 100. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)

	No	In-between, Or Some Medications	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	3%	4%	94%	0%	0%	140
EBD Waiver	2%	5%	93%	0%	0%	152
OAA	6%	2%	91%	0%	0%	82
Sample Average	3%	4%	93%	0%	0%	378

Rights and Respect—un-collapsed

Table 101. Proportion of people who feel that their paid support staff treat them with respect

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	3
Frail Elderly - ACC: MMP	0%	7%	93%	0%	0%	97
EBD Waiver	1%	7%	92%	0%	0%	106
OAA	0%	8%	92%	0%	0%	37
Sample Average	0%	7%	93%	0%	0%	243

Table 102. Proportion of people who report that others ask permission before entering their home/room

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	1%	14%	83%	0%	1%	143
EBD Waiver	6%	4%	86%	0%	4%	152
OAA	1%	13%	86%	0%	0%	84
Sample Average	3%	10%	85%	0%	2%	383

Table 103. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	50%	50%	0%	0%	2
Frail Elderly - ACC: MMP	25%	75%	0%	0%	24
EBD Waiver	12%	80%	4%	4%	25
OAA	0%	100%	0%	0%	14
Sample Average	15%	82%	2%	2%	65

Table 104. Proportion of people who have enough privacy in their home (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	2
Frail Elderly - ACC: MMP	4%	4%	92%	0%	0%	24
EBD Waiver	8%	4%	88%	0%	0%	25
OAA	0%	7%	93%	0%	0%	14
Sample Average	5%	5%	91%	0%	0%	65

Table 105. Proportion of people who are able to have visitors come at any time (if in group setting)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	2
Frail Elderly - ACC: MMP	4%	88%	8%	0%	24
EBD Waiver	17%	83%	0%	0%	24
OAA	15%	85%	0%	0%	13
Sample Average	11%	86%	3%	0%	63

Table 106. Proportion of people who have privacy with visitors at home if they want it (if in group setting)

	No, Never Or Rarely Has Privacy Or There Are Rules Against	Usually Has Privacy	Yes, Always Has Privacy	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	2
Frail Elderly - ACC: MMP	0%	4%	96%	0%	0%	24
EBD Waiver	0%	0%	92%	4%	4%	24
OAA	0%	0%	100%	0%	0%	13
Sample Average	0%	2%	95%	2%	2%	63

Table 107. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never Or Rarely Can Use Privately Or There Are	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	2
Frail Elderly - ACC: MMP	4%	0%	96%	0%	0%	24
EBD Waiver	8%	0%	92%	0%	0%	25
OAA	0%	0%	100%	0%	0%	14
Sample Average	5%	0%	95%	0%	0%	65

Table 108. Proportion of people who have access to food at all times of the day (if in group setting)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	2
Frail Elderly - ACC: MMP	8%	92%	0%	0%	24
EBD Waiver	8%	88%	4%	0%	25
OAA	0%	100%	0%	0%	14
Sample Average	6%	92%	2%	0%	65

Table 109. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, People Never Read Mail Or Email Without Permission	Yes, People Read Mail Or Email Without Permission	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	2
Frail Elderly - ACC: MMP	96%	4%	0%	0%	23
EBD Waiver	83%	8%	4%	4%	24
OAA	100%	0%	0%	0%	14
Sample Average	92%	5%	2%	2%	63

Self-Direction of Care—un-collapsed

Table 110. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

	No	Yes	N
BI Waiver	100%	0%	4
Frail Elderly - ACC: MMP	58%	42%	151
EBD Waiver	48%	52%	161
OAA	n/a	n/a	n/a
Sample Average	53%	47%	316

Table 111. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	33%	0%	67%	0%	0%	3
Frail Elderly - ACC: MMP	11%	12%	68%	9%	0%	141
EBD Waiver	9%	15%	68%	6%	3%	158
OAA	12%	17%	60%	10%	1%	83
Sample Average	11%	14%	66%	8%	1%	385

Table 112. Proportion of people who can choose or change who provides their services if they want to

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	33%	0%	67%	0%	0%	3
Frail Elderly - ACC: MMP	9%	11%	76%	5%	0%	141
EBD Waiver	9%	9%	74%	7%	0%	158
OAA	10%	6%	71%	12%	1%	83
Sample Average	9%	9%	74%	7%	0%	385

Work—un-collapsed

Table 113. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes, Part-Time	Yes, Full-Time	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	100%	0%	0%	0%	0%	150
EBD Waiver	94%	4%	1%	0%	1%	160
OAA	100%	0%	0%	0%	0%	88
Sample Average	98%	1%	0%	0%	0%	402

Table 114. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
BI Waiver	25%	0%	75%	0%	4
Frail Elderly - ACC: MMP	86%	6%	7%	1%	143
EBD Waiver	72%	8%	19%	2%	145
OAA	85%	7%	7%	1%	84
Sample Average	80%	7%	12%	2%	376

Table 115. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	3
Frail Elderly - ACC: MMP	83%	17%	0%	0%	18
EBD Waiver	76%	21%	0%	3%	38
OAA	75%	25%	0%	0%	12
Sample Average	79%	20%	0%	1%	71

Table 116. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	50%	50%	0%	0%	4
Frail Elderly - ACC: MMP	93%	7%	0%	0%	150
EBD Waiver	80%	16%	2%	2%	160
OAA	82%	18%	0%	0%	88
Sample Average	85%	13%	1%	1%	402

Everyday Living—un-collapsed

Table 117. Proportion of people who generally need A Lot or some assistance with everyday activities

	None	Some	A Lot	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	75%	25%	0%	0%	4
Frail Elderly - ACC: MMP	11%	53%	35%	0%	1%	150
EBD Waiver	8%	48%	43%	0%	1%	161
OAA	28%	42%	30%	0%	0%	88
Sample Average	13%	49%	37%	0%	0%	403

Table 118. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	20%	80%	0%	0%	133
EBD Waiver	20%	79%	1%	0%	147
OAA	24%	73%	2%	2%	63
Sample Average	20%	79%	1%	0%	347

Table 119. Proportion of people who generally need A Lot or some assistance for self-care

	None	Some	A Lot	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	50%	25%	25%	0%	0%	4
Frail Elderly - ACC: MMP	35%	46%	19%	0%	1%	150
EBD Waiver	30%	43%	26%	0%	0%	161
OAA	63%	18%	19%	0%	0%	88
Sample Average	39%	39%	22%	0%	0%	403

Table 120. Proportion of people who always get enough assistance with self-care when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	100%	0%	0%	2
Frail Elderly - ACC: MMP	16%	82%	1%	0%	97
EBD Waiver	19%	81%	0%	0%	112
OAA	3%	94%	3%	0%	33
Sample Average	16%	84%	1%	0%	244

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	0%	0%	100%	0%	0%	4
Frail Elderly - ACC: MMP	3%	15%	82%	1%	0%	150
EBD Waiver	6%	14%	80%	0%	0%	160
OAA	5%	5%	90%	0%	1%	88
Sample Average	4%	12%	83%	0%	0%	402

Affordability—un-collapsed

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	100%	0%	0%	0%	0%	4
Frail Elderly - ACC: MMP	91%	7%	1%	0%	0%	150
EBD Waiver	80%	13%	6%	0%	1%	160
OAA	93%	2%	3%	0%	1%	88
Sample Average	87%	8%	4%	0%	0%	402

Planning for the Future— un-collapsed

Table 123. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	75%	0%	0%	4
Frail Elderly - ACC: MMP	74%	21%	3%	2%	143
EBD Waiver	55%	39%	5%	2%	152
OAA	57%	37%	6%	0%	84
Sample Average	62%	32%	4%	2%	383

Control—un-collapsed

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

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
BI Waiver	25%	25%	50%	0%	0%	4
Frail Elderly - ACC: MMP	5%	15%	78%	0%	2%	143
EBD Waiver	14%	22%	63%	1%	1%	152
OAA	8%	6%	83%	0%	2%	84
Sample Average	9%	16%	73%	0%	2%	383

Table 125. Ranking of how important people reported health was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
BI Waiver	25%	25%	50%	0%	4
Frail Elderly - ACC: MMP	56%	25%	14%	5%	138
EBD Waiver	62%	26%	9%	3%	145
OAA	47%	32%	17%	4%	78
Sample Average	56%	27%	13%	4%	365

Table 126. Ranking of how important people reported safety was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
BI Waiver	25%	50%	0%	25%	4
Frail Elderly - ACC: MMP	7%	25%	41%	28%	138
EBD Waiver	6%	32%	30%	33%	145
OAA	4%	28%	44%	24%	78
Sample Average	6%	28%	37%	29%	365

Table 127. Ranking of how important people reported being independent was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
BI Waiver	50%	0%	50%	0%	4
Frail Elderly - ACC: MMP	25%	40%	26%	9%	138
EBD Waiver	20%	31%	36%	13%	145
OAA	37%	26%	24%	13%	78
Sample Average	26%	33%	30%	12%	365

Table 128. Ranking of how important people reported being engaged with community and friends was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Engaged with Community Most Important	2	3	4 - Engaged with Community Least Important	N
BI Waiver	0%	25%	0%	75%	4
Frail Elderly - ACC: MMP	13%	11%	18%	58%	138
EBD Waiver	12%	12%	26%	50%	145
OAA	12%	14%	15%	59%	78
Sample Average	12%	12%	20%	55%	365