



National Core Indicators
Aging and Disability Adult Consumer Survey
2015-2016 Maine Results



Preface

The National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI) are proud to present the first *National Core Indicators Aging and Disabilities Adult Consumer Survey Results*. This report highlights states' commitments to measuring and improving the quality of their long term services and supports (LTSS) systems that serve seniors and adults with physical disabilities.

Long term services and supports are crucial for seniors 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 institutionalization and to live in a setting of their choice. The majority of LTSS in the U.S. are publicly-funded and managed by states. Although Medicaid accounts for over half of all LTSS expenditures, providing for a variety of program options in both institutional and home and community based services (HCBS) settings, other funding sources like the Older Americans Act or state general funds are also employed by states to cover costs.

While states are the primary stewards of publicly-funded LTSS, they have been limited in their ability to measure the quality of these services and the outcomes of the people they serve. Systemic approaches to measuring quality in LTSS, especially HCBS, have been limited. Those that do exist are focused on specific program funding streams (i.e., 1915(c) waivers, Medicaid-funded skilled nursing facilities), leaving states to piece together quality measures for the various publicly-funded programs in their LTSS systems.

To address this need, NASUAD and HSRI worked with state Medicaid, Aging, and Disability Agencies to develop the National Core Indicators-Aging and Disabilities (NCI-AD), a consumer experience survey that 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 seniors and adults with physical disabilities states serve. States participating in NCI-AD will now be able to compare their data nationally and set benchmarks for quality in their LTSS systems giving state leaders and decisions makers the information they need to improve LTSS for the people they serve.

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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, choice,

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.

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 Maine

The Maine Department of Health and Human Services, Office of Aging and Disability Services, in partnership with NASUAD, and HSRI, implemented the 2015-2016 NCI-AD Adult Consumer Survey in Maine. DHHS and OADS recognized the need for an independent assessment of Maine’s publicly-funded home and community based services (HCBS) and Older Americans Act (OAA) programs, so in 2014, following previous experience in a similar project involving National Core Indicators for the intellectual disability population, they decided to participate in NCI-AD. OADS contracted with the Muskie School of Public Service at the University of Southern Maine to oversee the survey process. Data from the project will be used to Support Maine’s efforts to strengthen Aging Services and LTSS policy, inform quality assurance activities, and improve the quality of life of Aging and LTSS consumers. 2015 /16 results will serve as a baseline which Maine will use to contrast with future survey results to gauge ongoing progress in quality assurance/improvement strategies and activities.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Maine in 2015-2016 was five hundred fifty-two (total N=552). Eight program populations were included in the survey sample.

Meals on Wheels: This program is funded through the Older Americans Act. It provides home delivered meals to homebound persons 60 and older living in the community. Individuals included in the sample received home-delivered meals at least three times per week. Ninety people (N=90) from this program were included in the sample.

Consumer-Directed Personal Care Services: This program is funded through a 1915(c) Medicaid Waiver. It provides in-home personal support services to assist adults who do not meet nursing facility level of care to remain in their homes. Services include personal attendant, supports brokerage, FMS, skills training, and emergency response system. Participants hire their workers, and direct and manage their personal support services. Seventy-three people (N=73) from this program were included in the sample.

Day Health: This program is funded through MaineCare, the state's Medicaid state plan. It provides health services under an individual plan of care at a licensed adult day program. These services include monitoring of health care, supervision, assistance with activities of daily living, nursing, rehabilitation, health promotion activities, exercise groups, and counseling. Twenty-seven people (N=27) from this program were included in the sample.

Adult Private Duty Nursing/Personal Care: This program is funded through MaineCare, the state's Medicaid state plan. In-home skilled nursing and personal support services to assist adults who do not meet nursing facility level of care to remain in their homes. Services include care coordination, nursing, and personal care. Eighty people (N=80) from this program were included in the sample.

Elder and Adults with Disabilities Waiver: This program is funded through a 1915(c) Medicaid Waiver. It provides in-home care and other services designed to assist older adults and adults with physical disabilities, who meet nursing facility level of care requirements, to remain at home. Services include care coordination, nursing, personal care, therapies, adult day, respite, home

modifications, transportation, and emergency response system. Eighty-one people (N=81) from this program were included in the sample.

PNMI Residential Care, Appendix C: Provides services in Private Non-Medical Institutions, which are licensed residential care facilities, for individuals in need of assistance but who are not yet nursing facility eligible. Services, which are funded by MaineCare, include, assistance with ADL's and IADL's, and other services as approved. One hundred six people (N=106) from this program were included in the sample.

Adult Family Care Home: Each home provides housing and supportive services for up to eight frail elders, who have not met nursing facility level of care, in a home environment. Residents typically have their own room and share common space, including kitchen and dining facilities, with fellow elders. Services, which are funded by MaineCare, include 24-hour supervision and assistance with ADLs and IADLS. Seventy people (N=70) from this program were included in the sample.

Independent Housing with Services: Provides supportive services for adults who live in private dwelling units in public housing settings (through Maine's Independent Housing with Services Program). Services, which are State funded (general fund), include help with meals, housekeeping, chore assistance, personal care services, emergency response, and other services delivered on site. Twenty-five people (N=25) from this program were included in the sample.

Figure 2 below summarizes the programs included in Maine'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)
Meals on Wheels	90	5,500	95% Confidence Level, 10.2% Margin of Error	95% Confidence Level, 9.4% Margin of Error
Consumer-Directed Personal Care Services	73	517	95% Confidence Level, 10.6% Margin of Error	95% Confidence Level, 9.7% Margin of Error
Day Health	27	70	95% Confidence Level, 14.9% Margin of Error	95% Confidence Level, 13.6% Margin of Error
Adult Private Duty Nursing/Personal Care	80	1,965	95% Confidence Level, 10.7% Margin of Error	95% Confidence Level, 9.8% Margin of Error
Elder and Adults with Disabilities Waiver	81	1,202	95% Confidence Level, 10.5% Margin of Error	95% Confidence Level, 9.6% Margin of Error
PNMI Residential Care, Appendix C	106	3,006	95% Confidence Level, 9.3% Margin of Error	95% Confidence Level, 8.6% Margin of Error
Adult Family Care Home	70	260	95% Confidence Level, 10% Margin of Error	95% Confidence Level, 9.2% Margin of Error
Independent Housing with Services	25	56	95% Confidence Level, 14.7% Margin of Error	95% Confidence Level, 13.5% Margin of Error
Total	552	12,576		

Survey Process

OADS contracted with the Muskie School of Public Service, to provide and manage local interviewers to conduct the NCI-AD in-person survey. OADS, the Muskie School, NASUAD, and HSRI staff conducted a two-day training with 9 interviewers on May 8-9, 2015. An additional training session was held on June 23rd with 6 more interviewers. 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 May 28, 2015 and the final data from interviews was sent to HSRI on October 27th, 2015.

Stakeholders

Maine DHHS and OADS are committed to providing ongoing NCI-AD stakeholder engagement activities through the Area Agencies on Aging Community Service Directors Group as well as other Quality-led committees. OADS staff will continue to provide updates on the project at the bi-monthly Aging Services Unit meetings as well as the various Area Agency on Aging (AAA) groups and other key stakeholder groups.

Organization of Results

The following section of the report presents findings from Maine'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 eight programs included in the sample, as well as the Maine state average. The number of respondents (N) 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.

Maine state average is a weighted state estimate. A weighted estimate is needed because Maine 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 does not provide benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall. Rather, it is up to the state to decide whether its score or percentage is an acceptable performance level. The results charts throughout this report display program scores relative to one another and to Maine 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. In addition, caution should be used comparing a program's result relative to another program due to similarities and differences between program participants.

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.

Community Participation

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

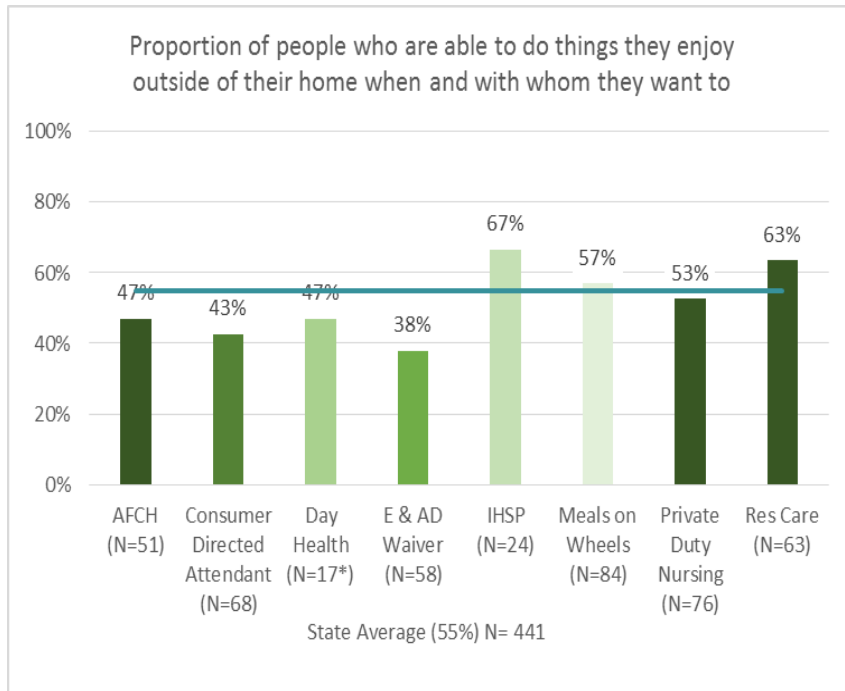
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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.

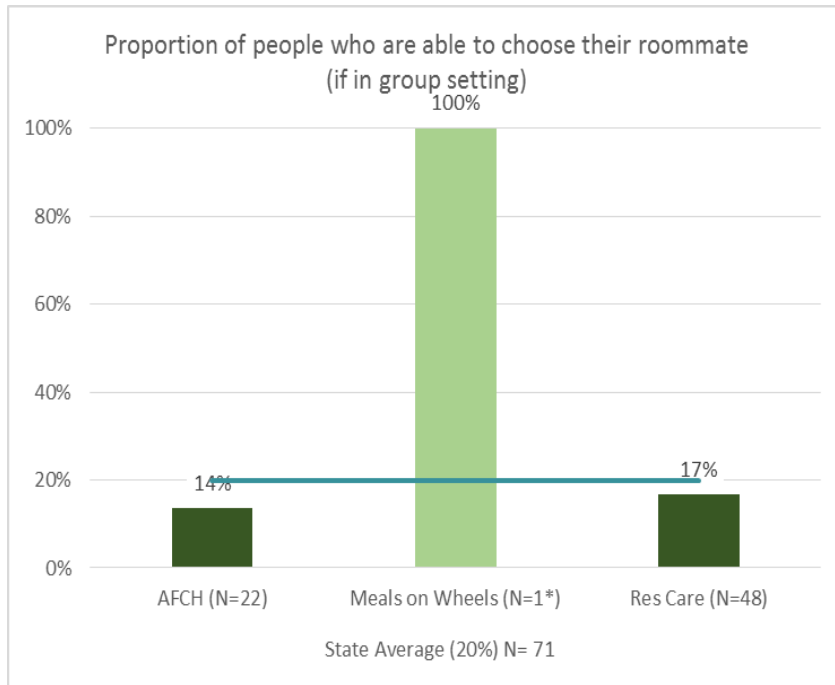
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

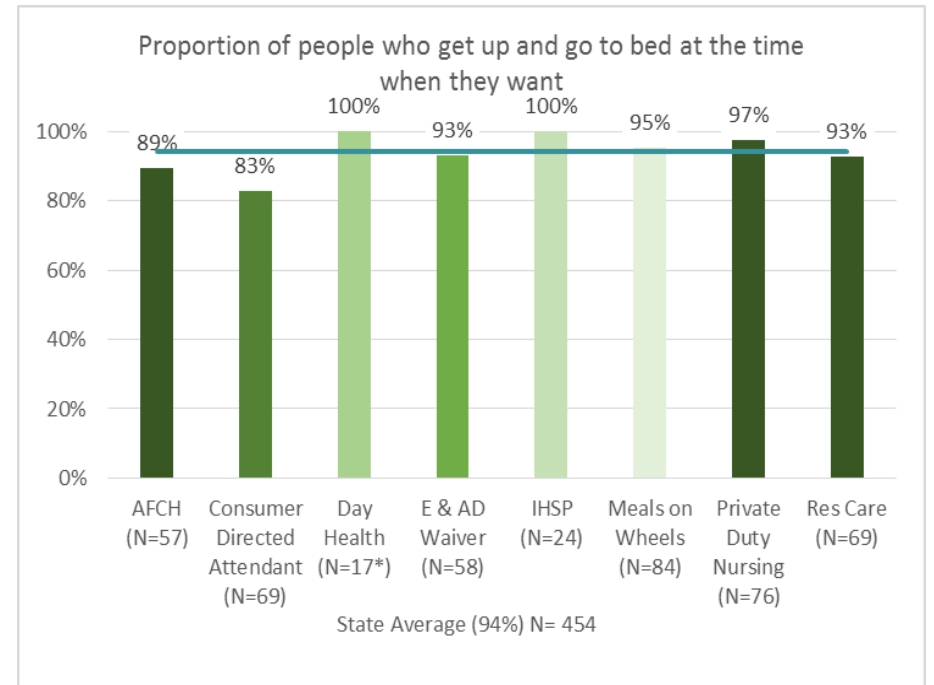
Un-collapsed data for state and programs are shown in Appendix B.

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



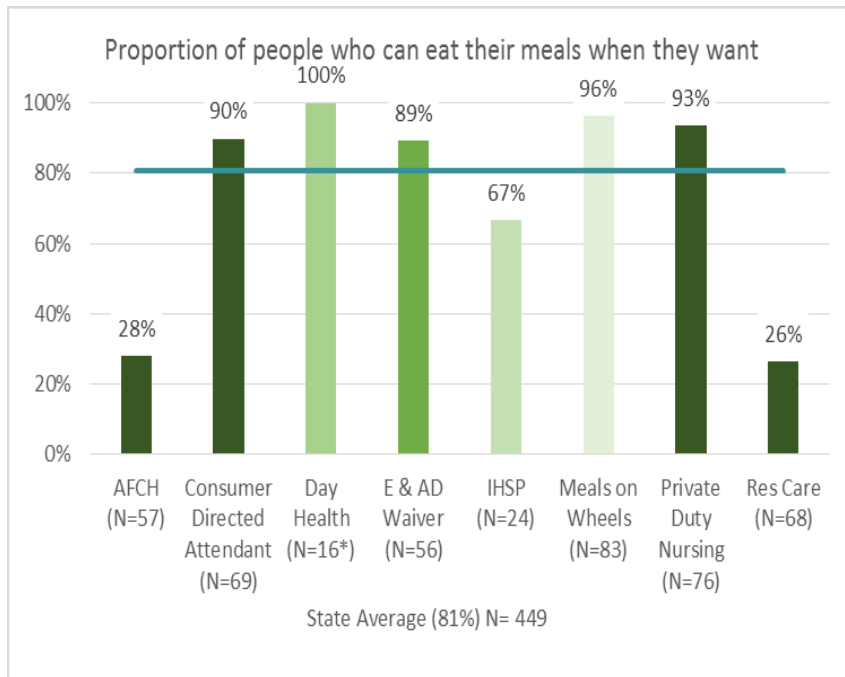
* Very small number of responses

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



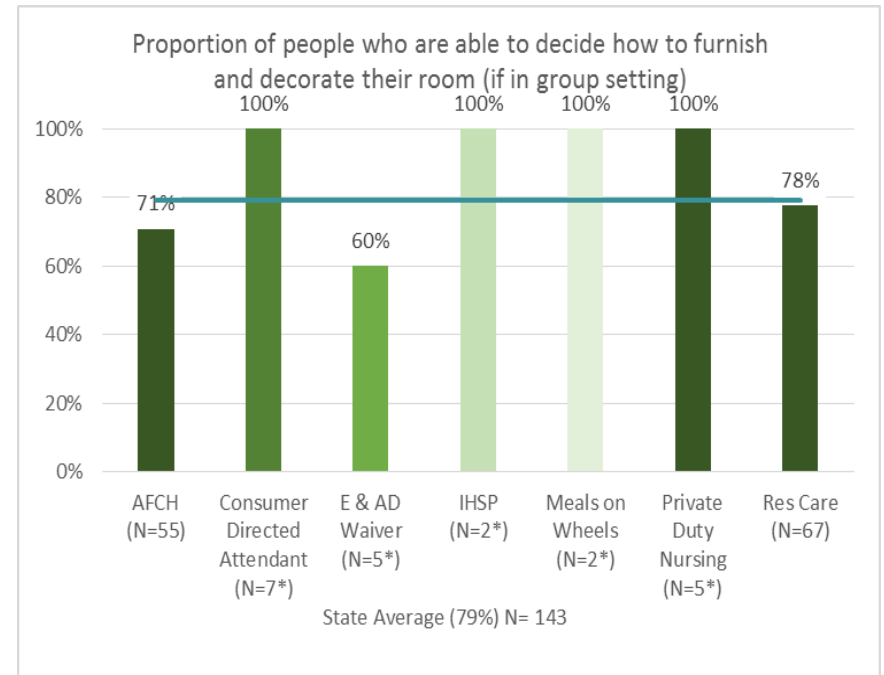
* Very small number of responses

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.

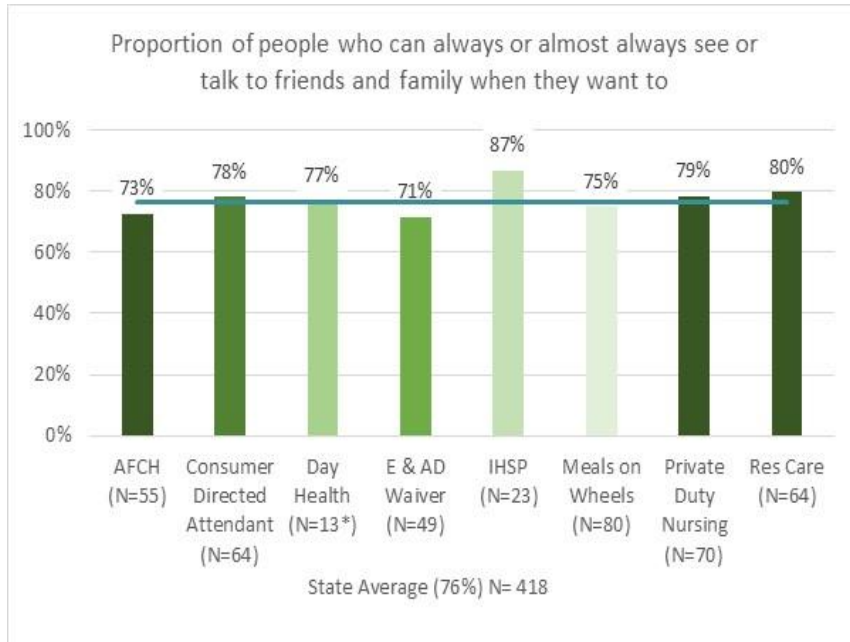
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

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.

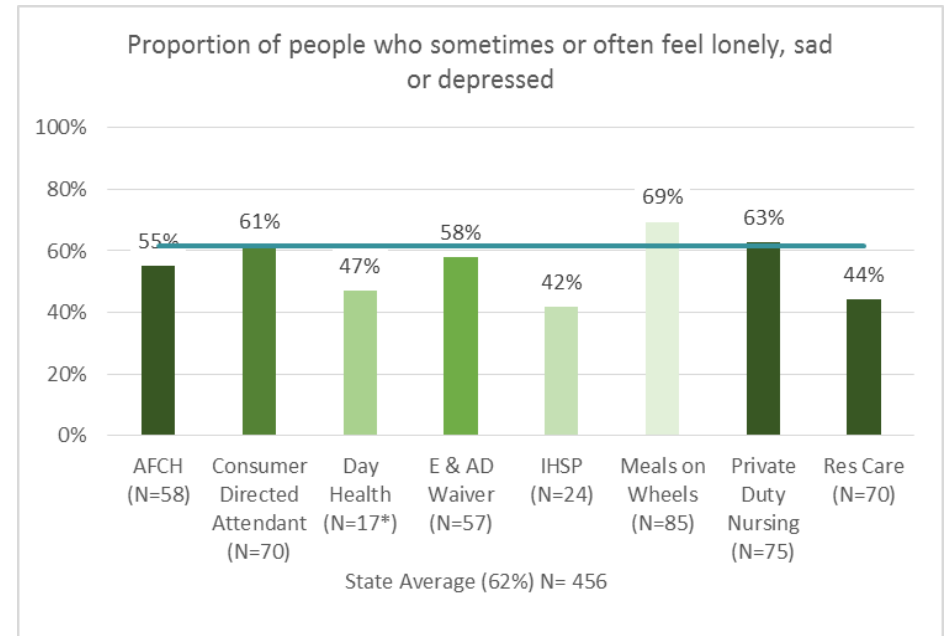
Un-collapsed data for state and programs are shown in Appendix B.

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.

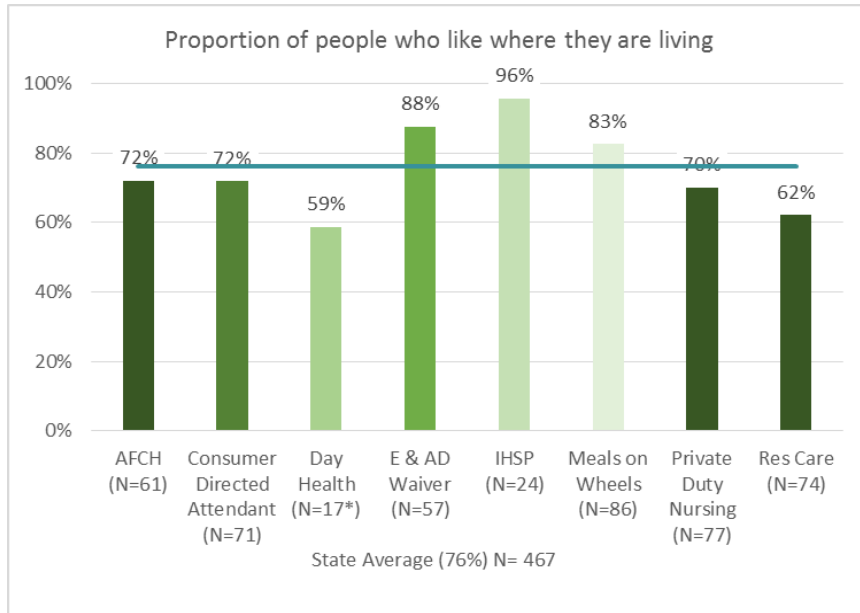
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

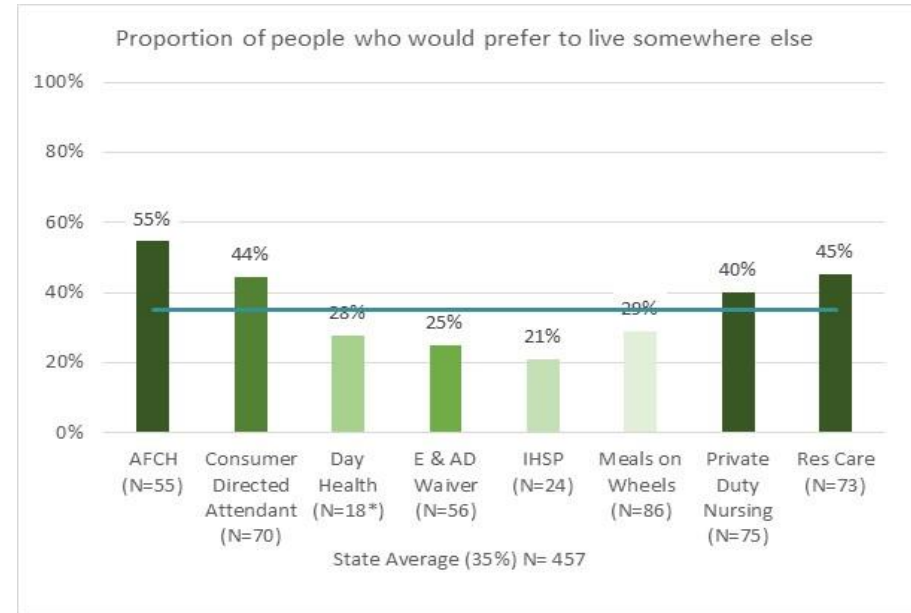
Un-collapsed data for state and programs are shown in Appendix B.

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



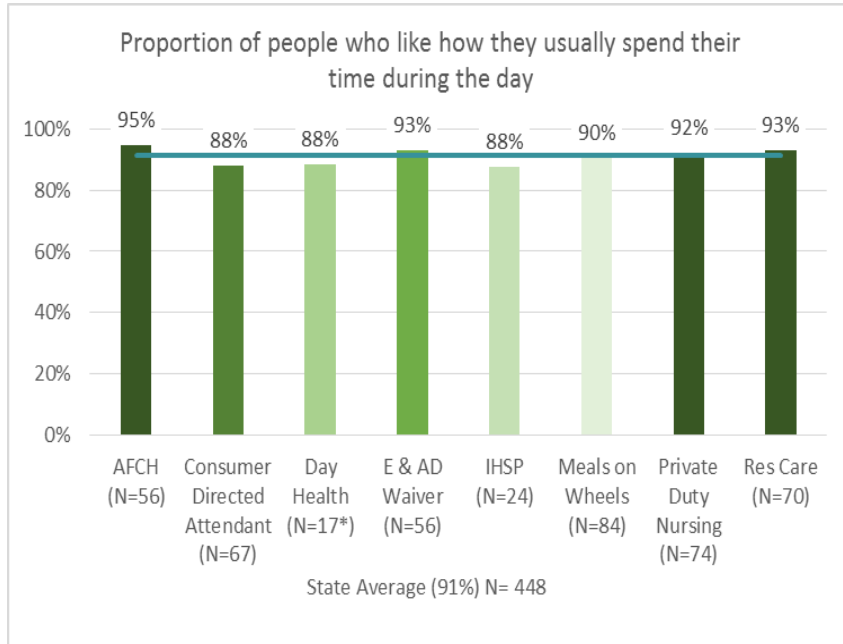
* Very small number of responses

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



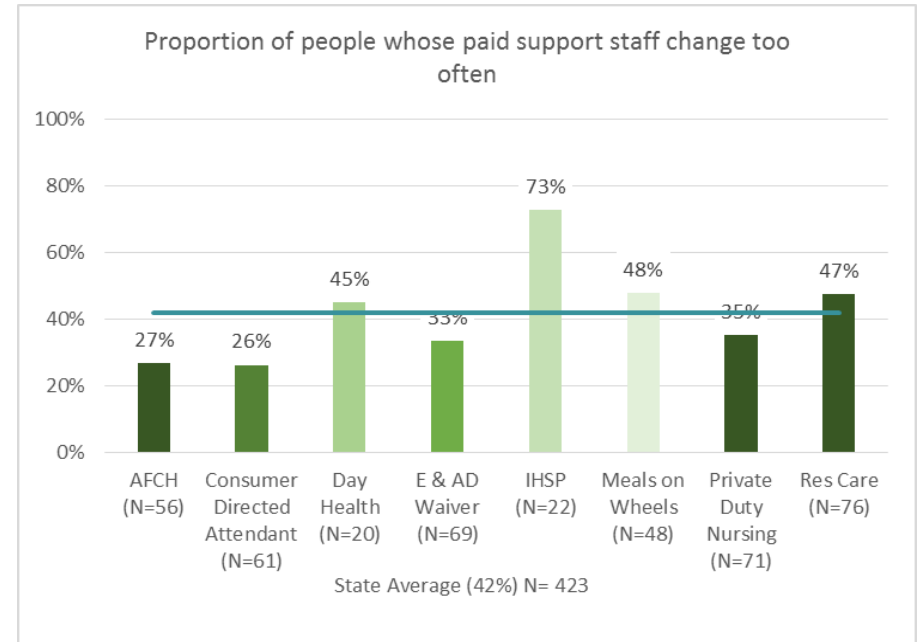
* Very small number of responses

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

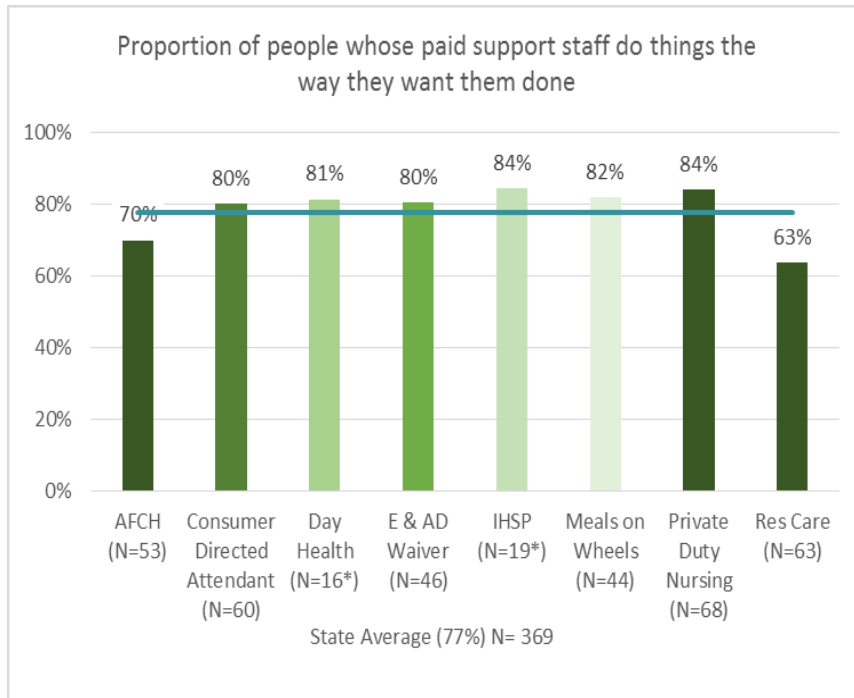


* Very small number of responses

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



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:

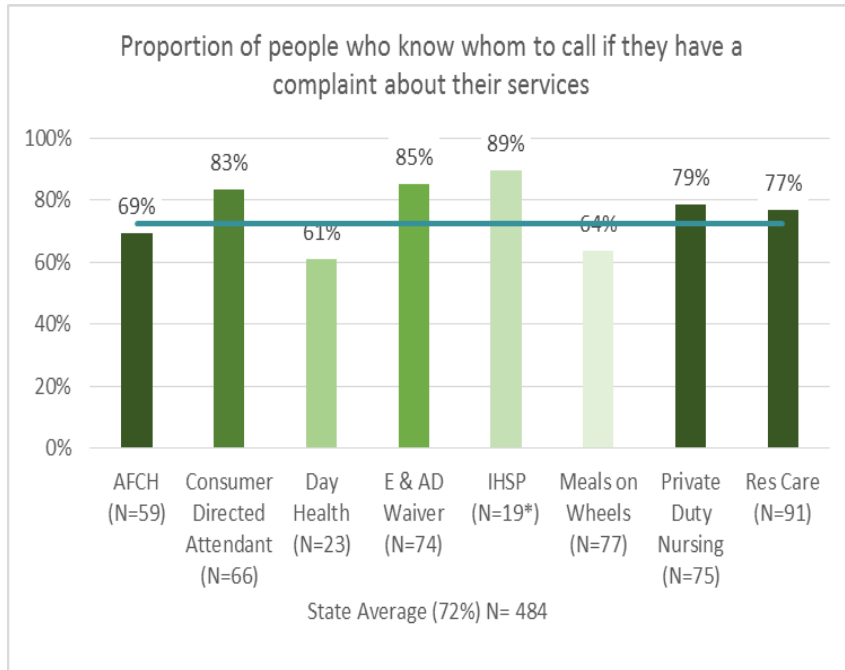
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive 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.

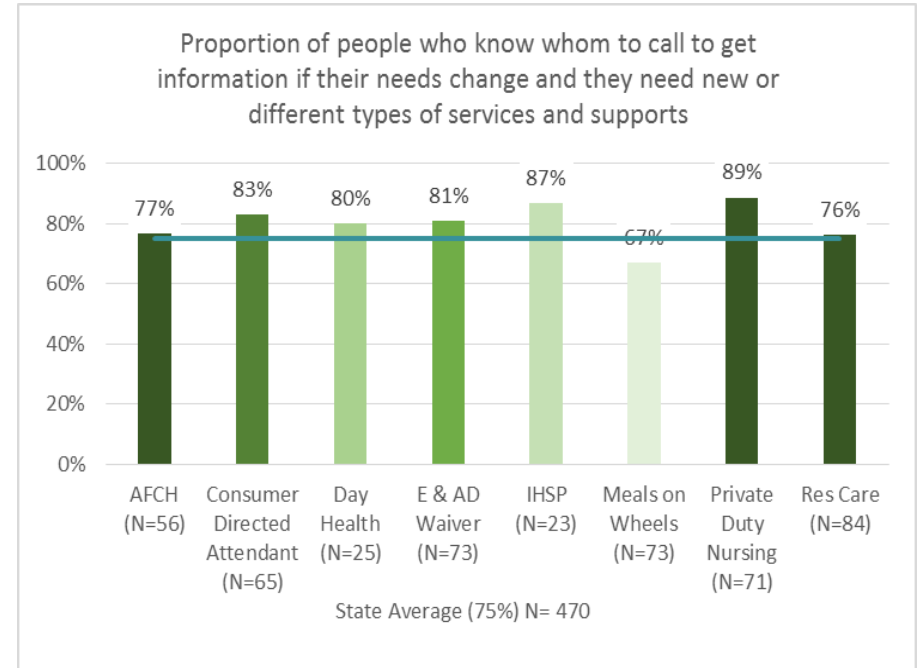
³ Data shown in Appendix B only

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

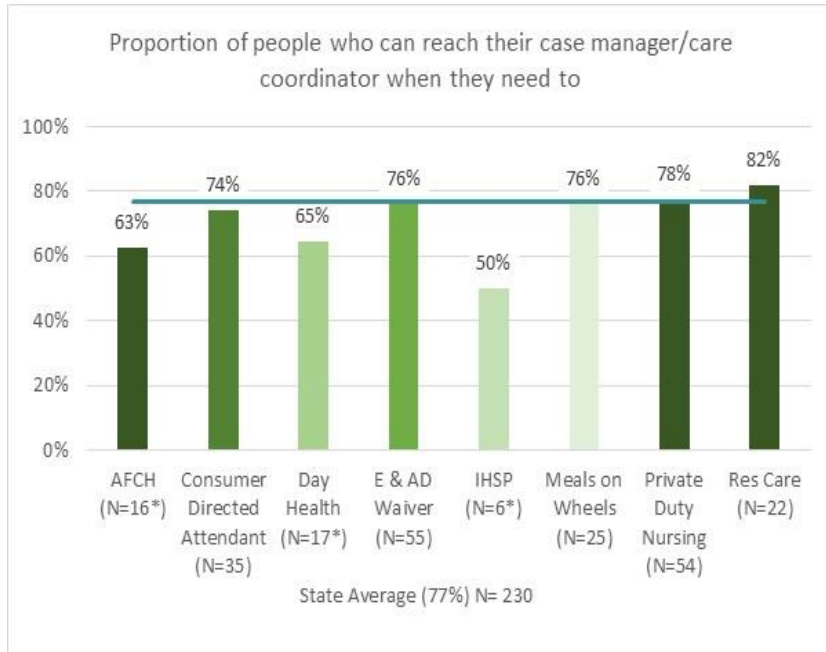


* Very small number of responses

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

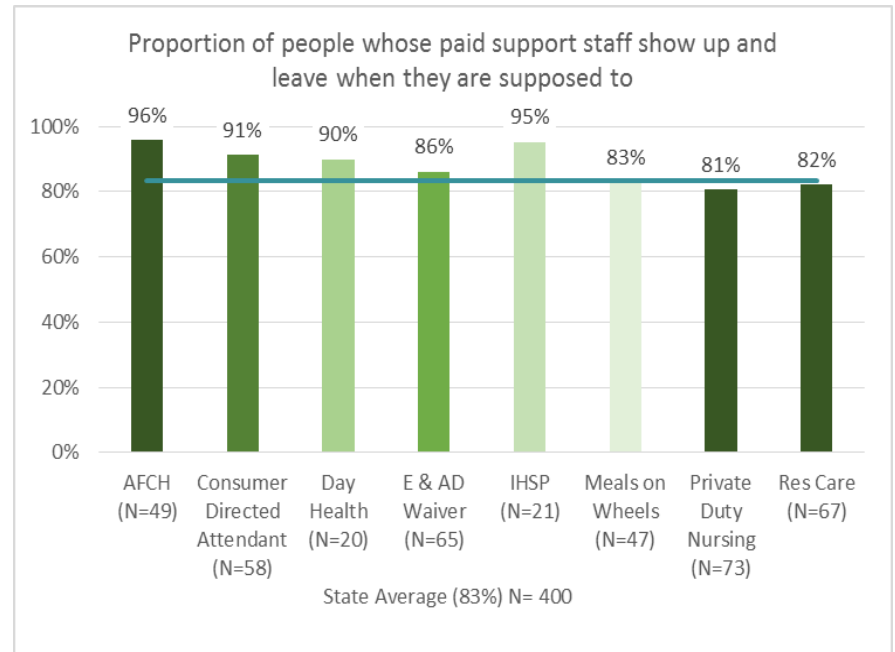


Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

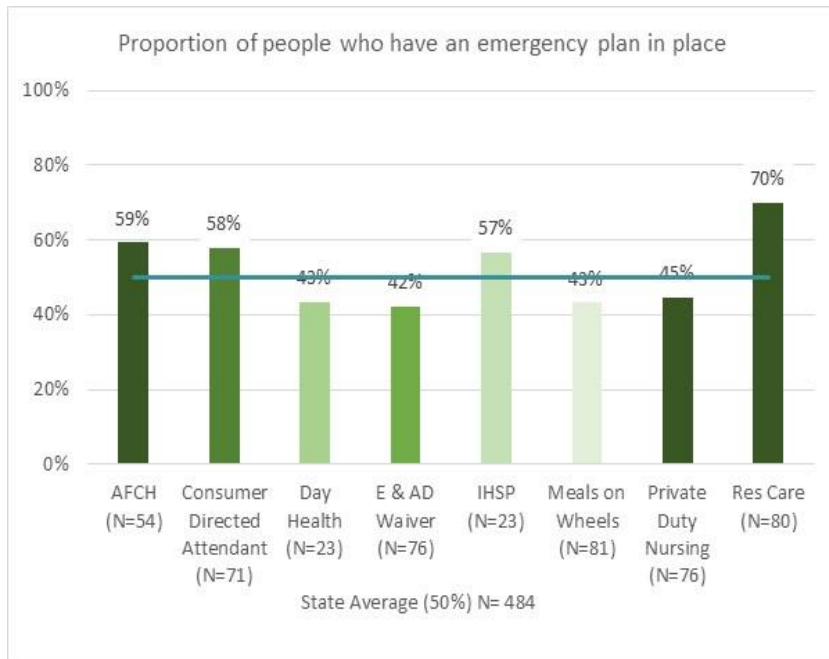


* Very small number of responses

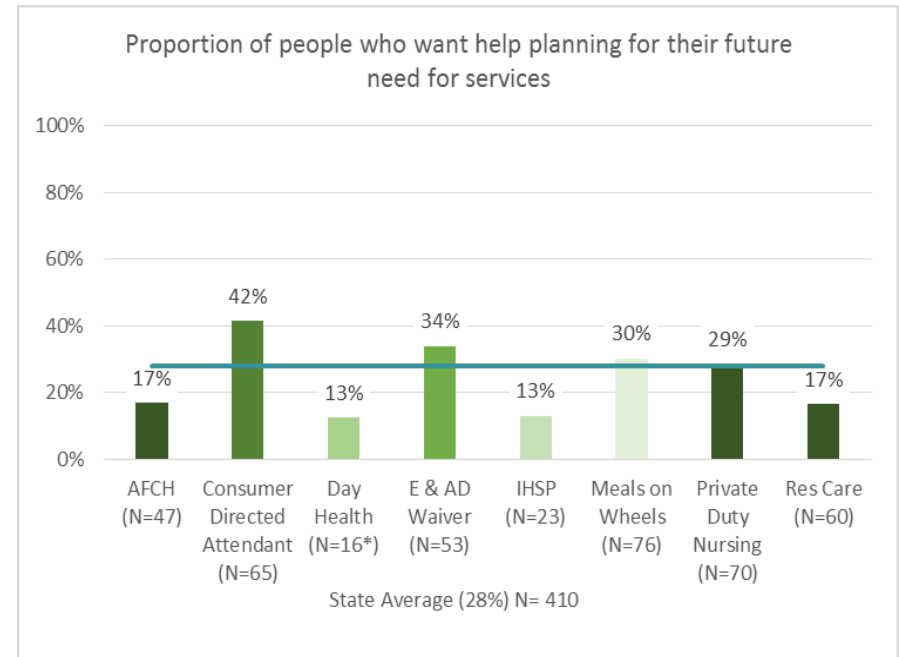
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



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

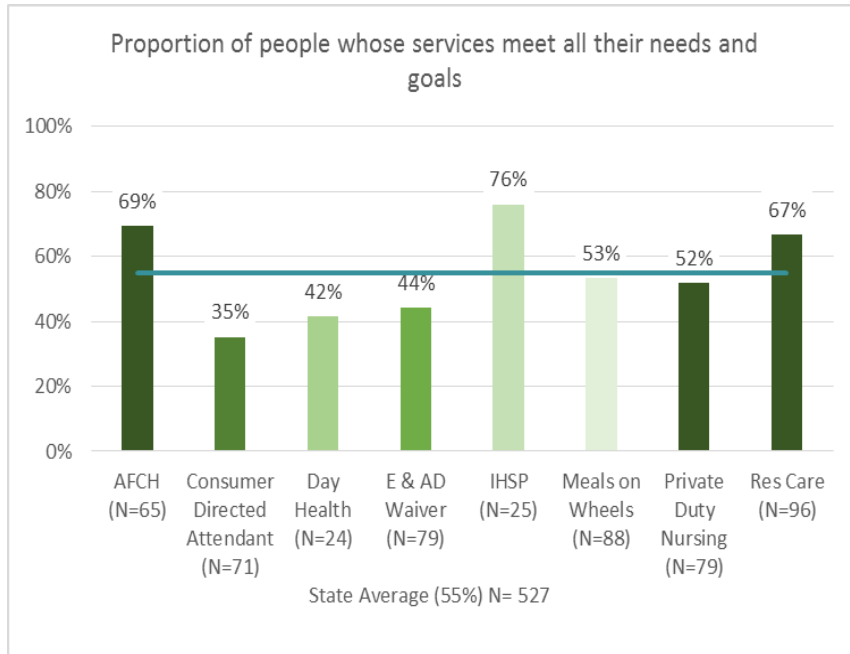


Graph 18. Proportion of people who want help planning for their future need for services

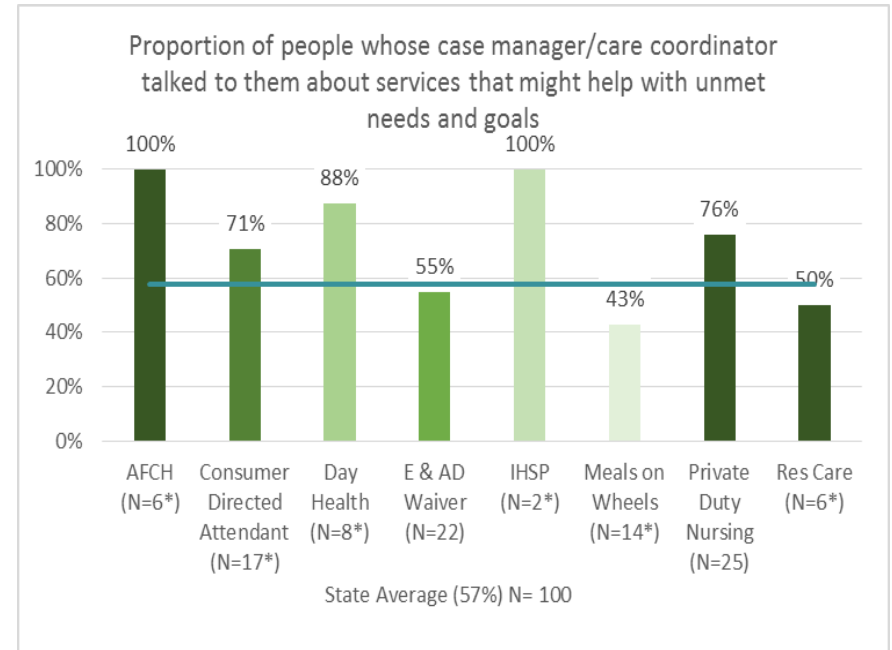


* Very small number of responses

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

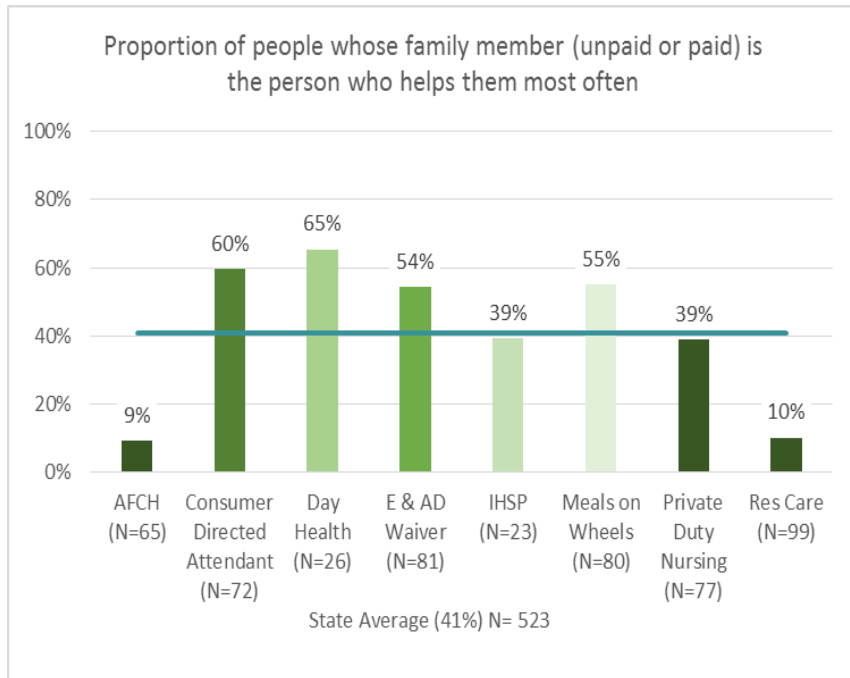


Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

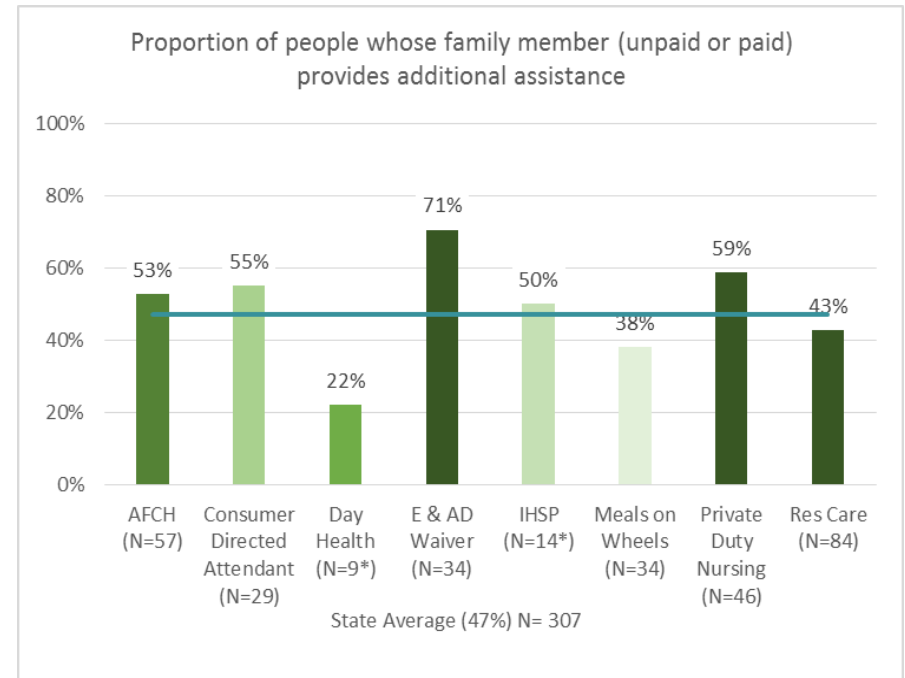


* Very small number of responses

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



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.

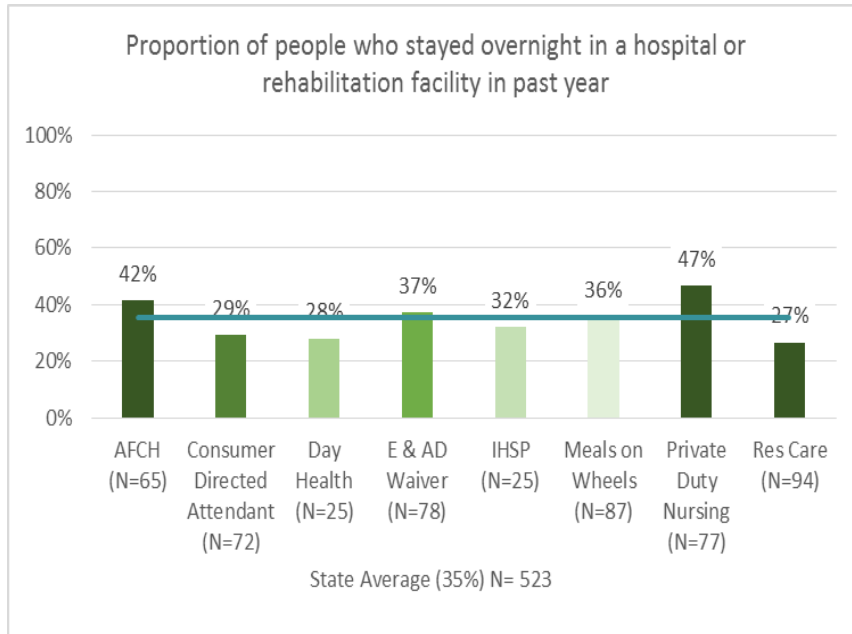
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

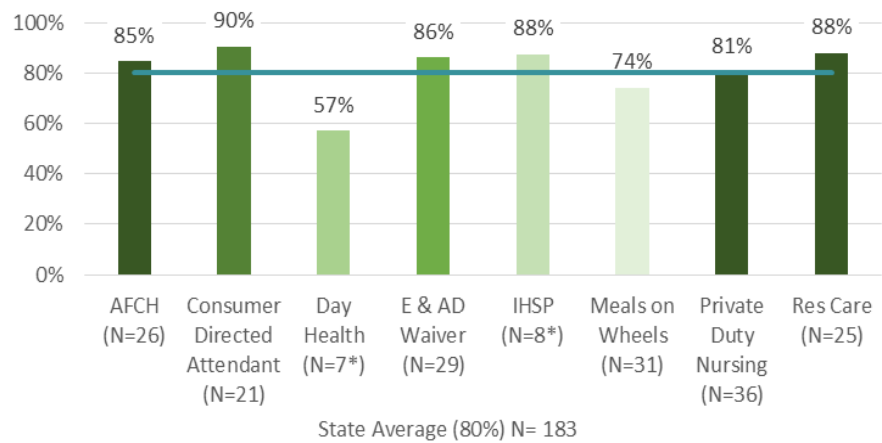
Un-collapsed data for state and programs are shown in Appendix B.

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



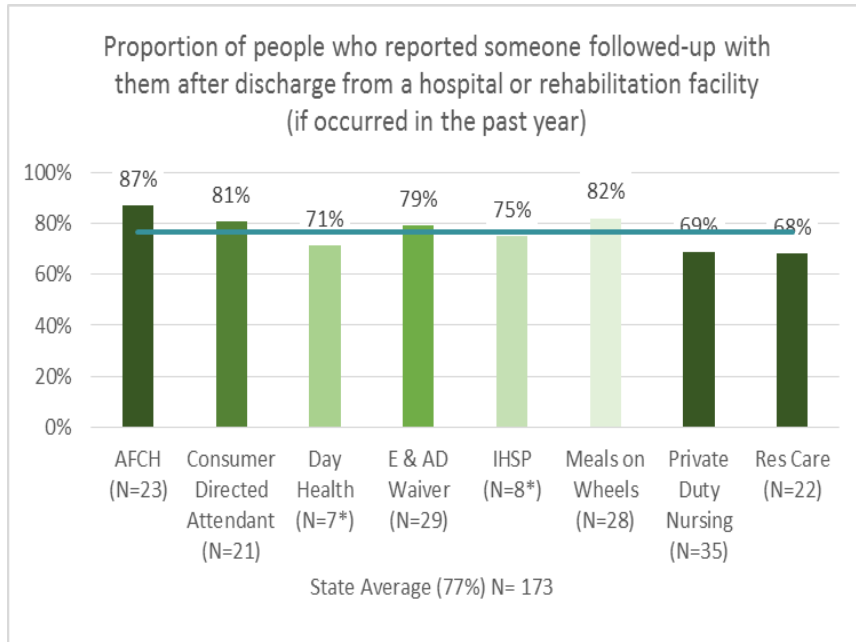
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

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)



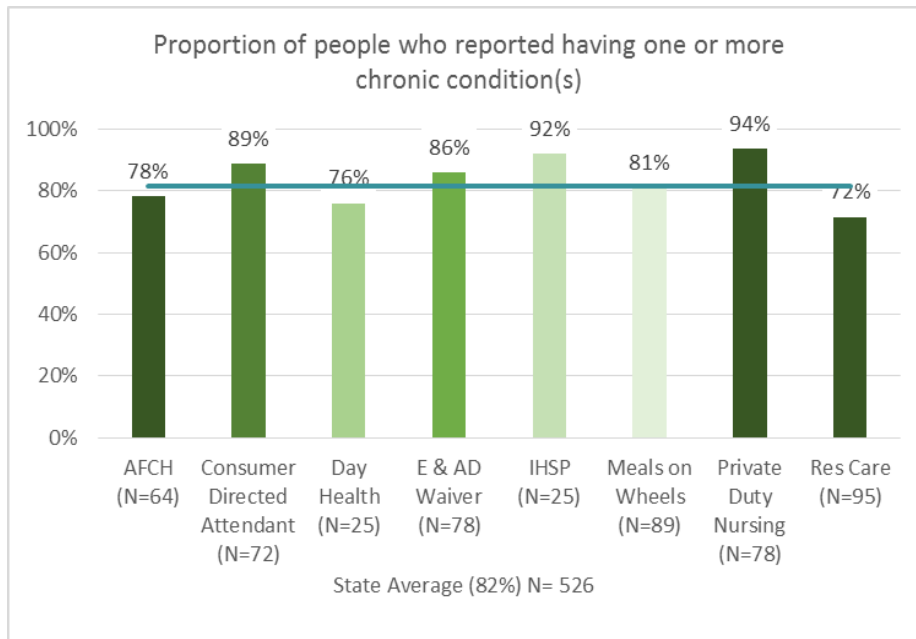
* Very small number of responses

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)

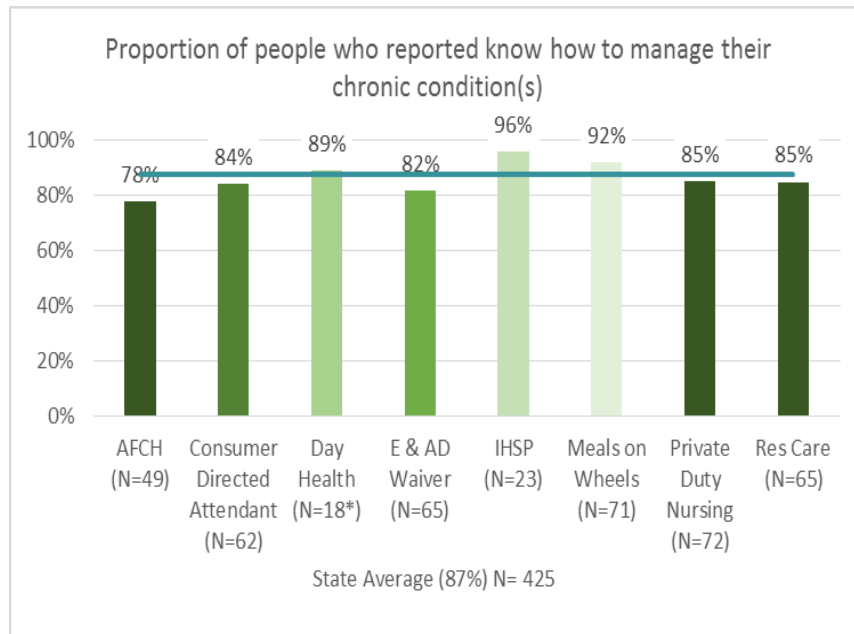


* Very small number of responses

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



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.

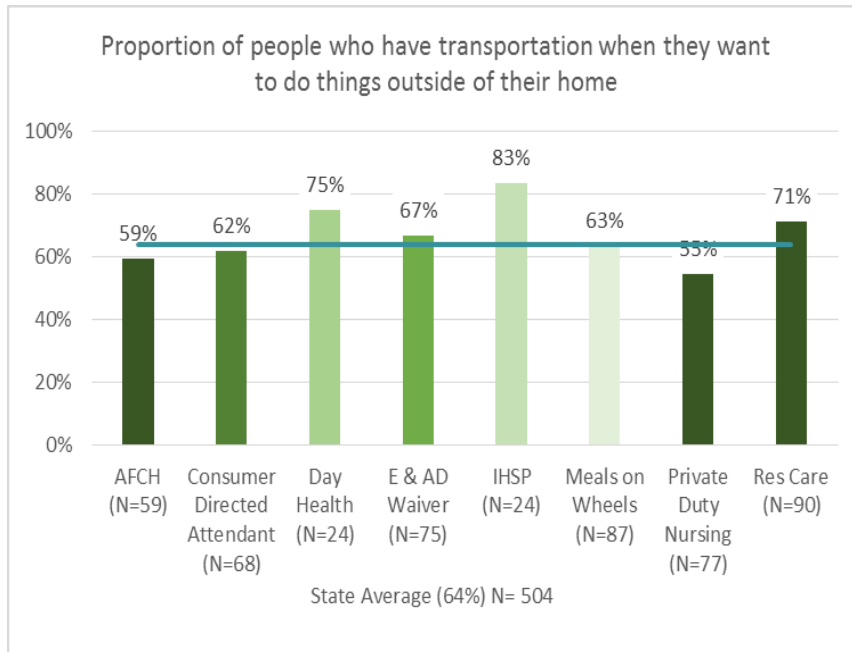
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

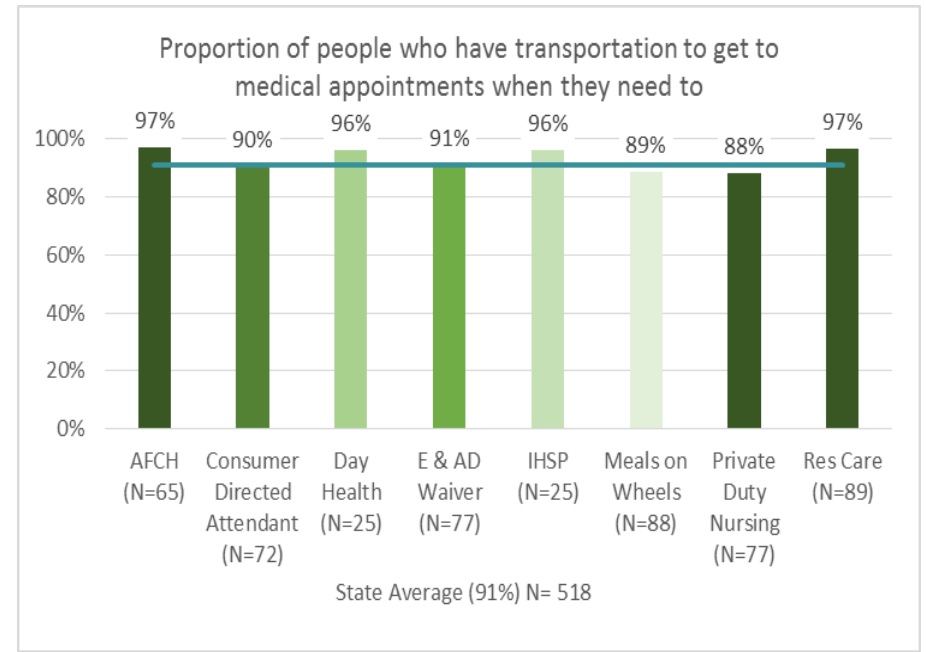
There are five survey items that correspond to the Access domain.

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

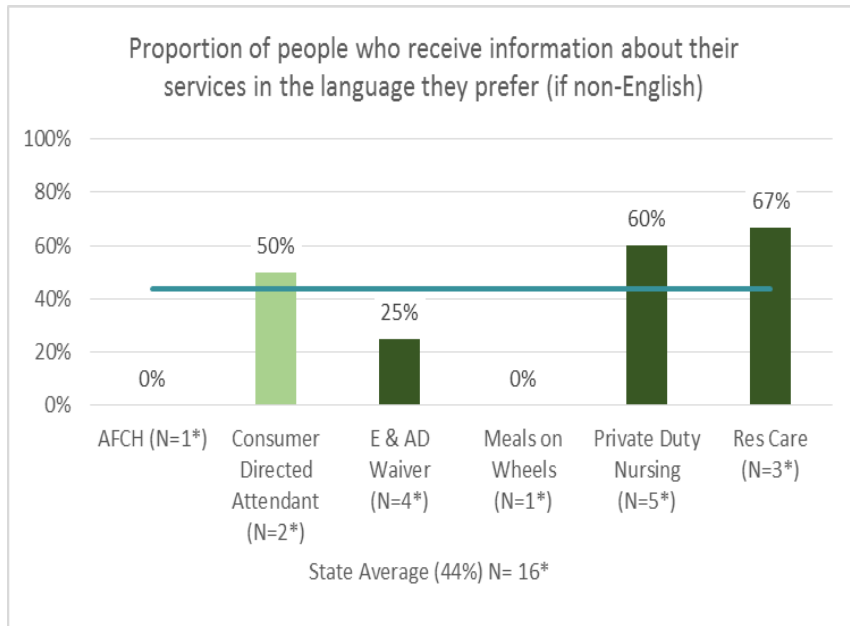
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

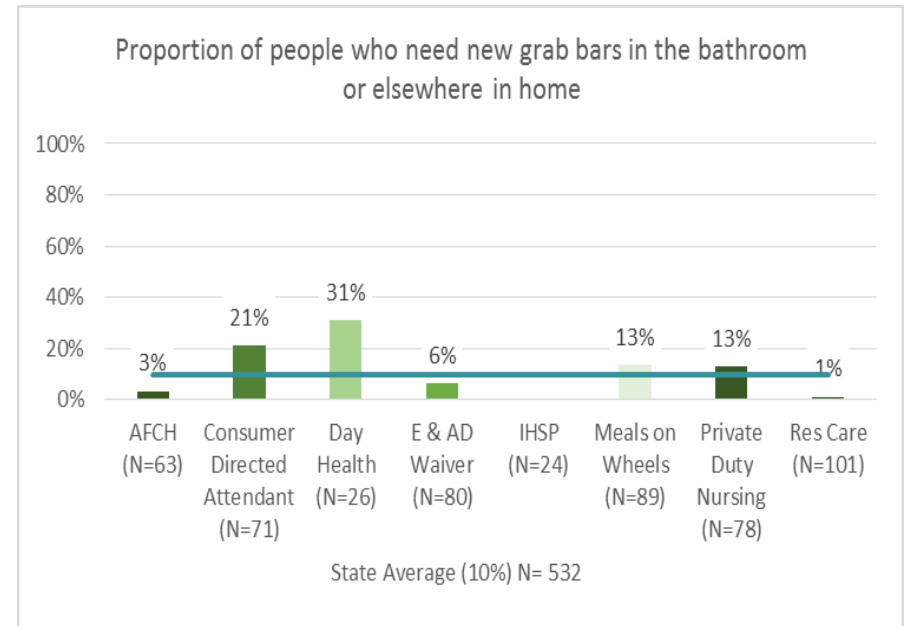


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

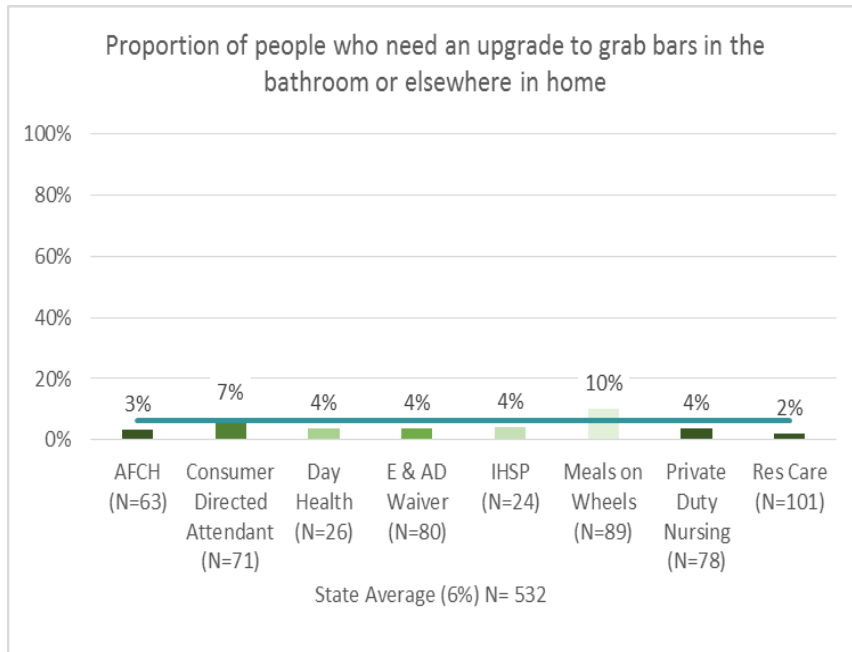


* Very small number of responses

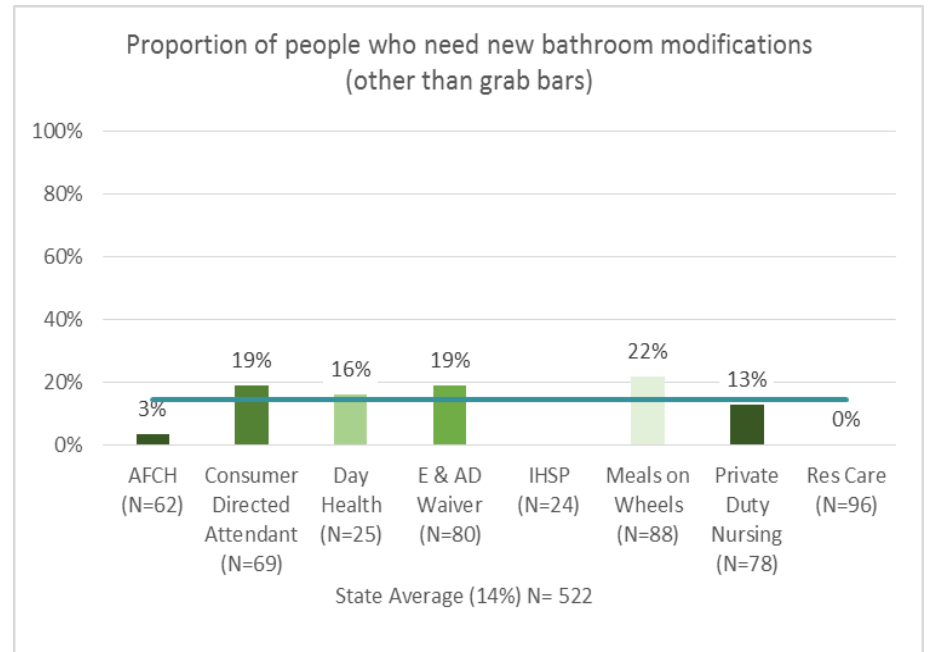
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



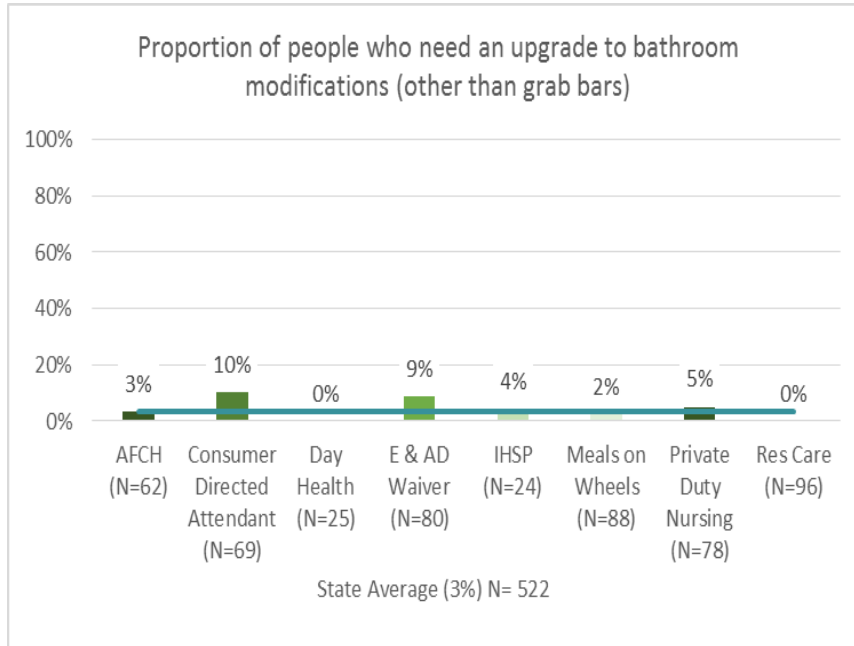
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



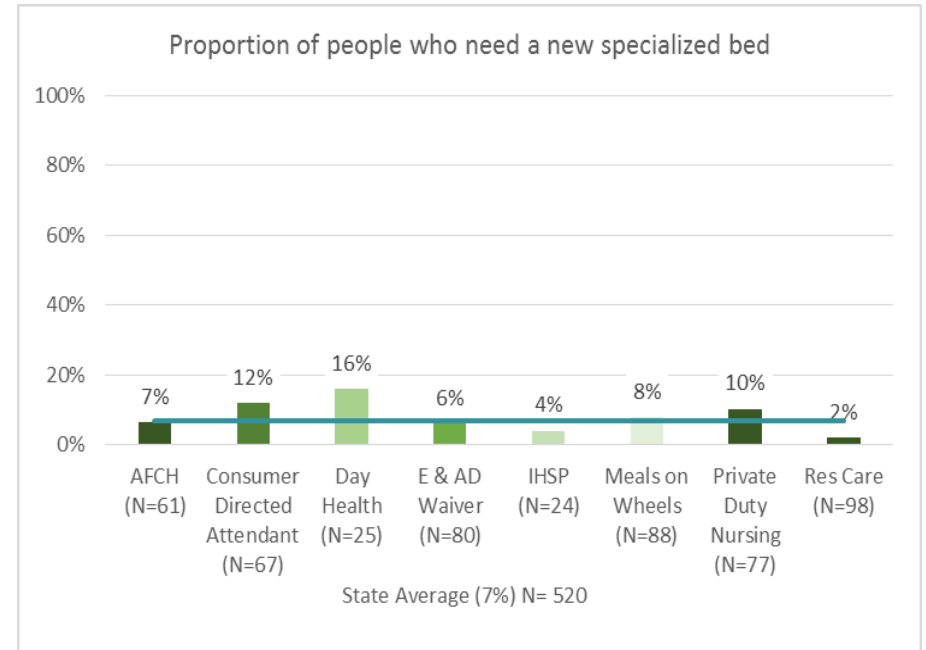
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



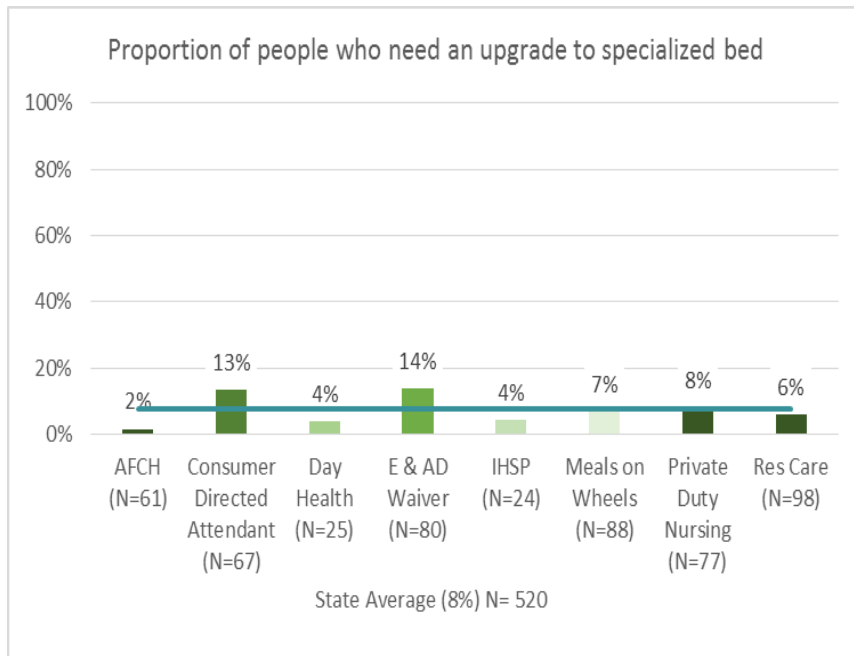
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



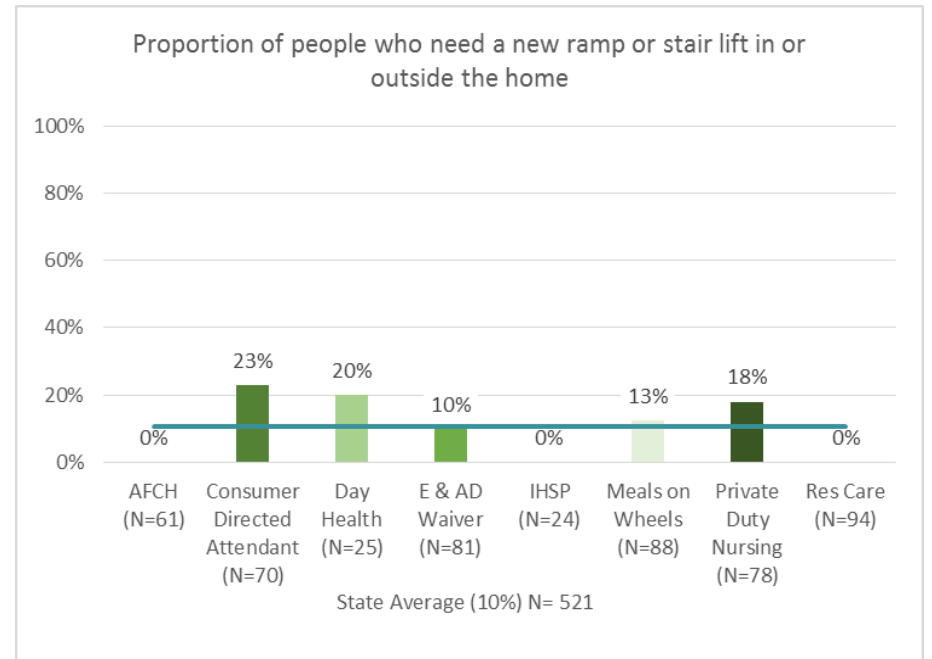
Graph 35. Proportion of people who need a new specialized bed



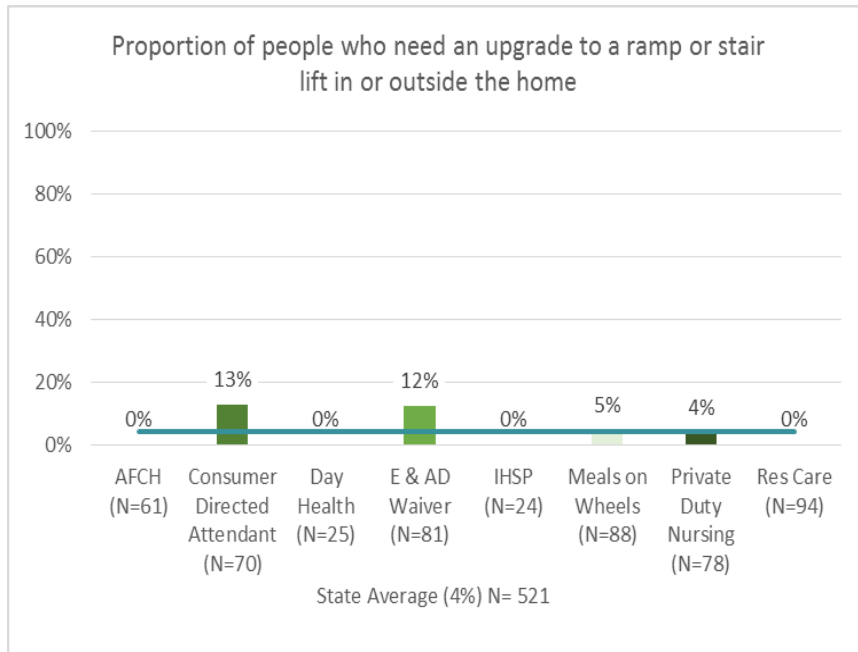
Graph 36. Proportion of people who need an upgrade to specialized bed



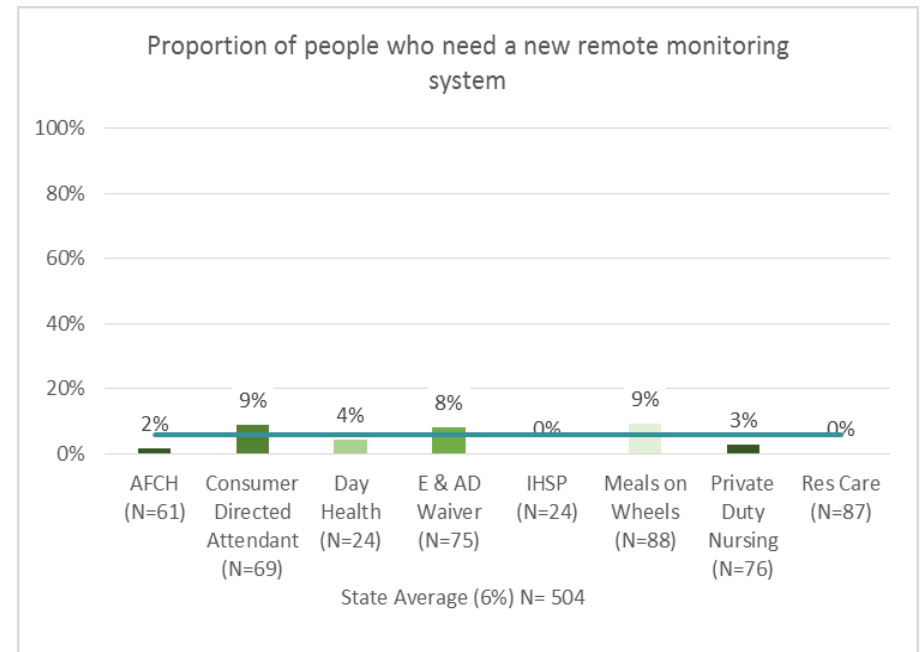
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



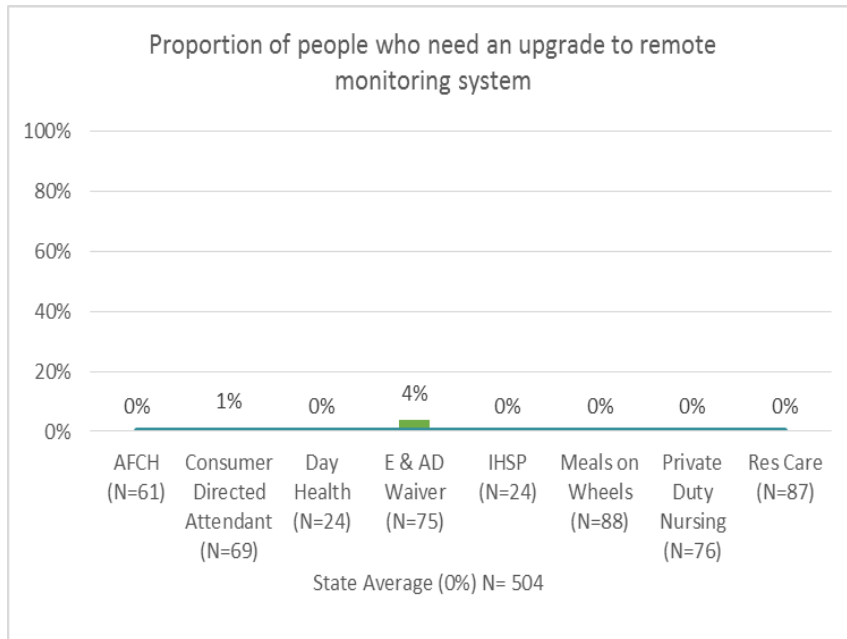
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



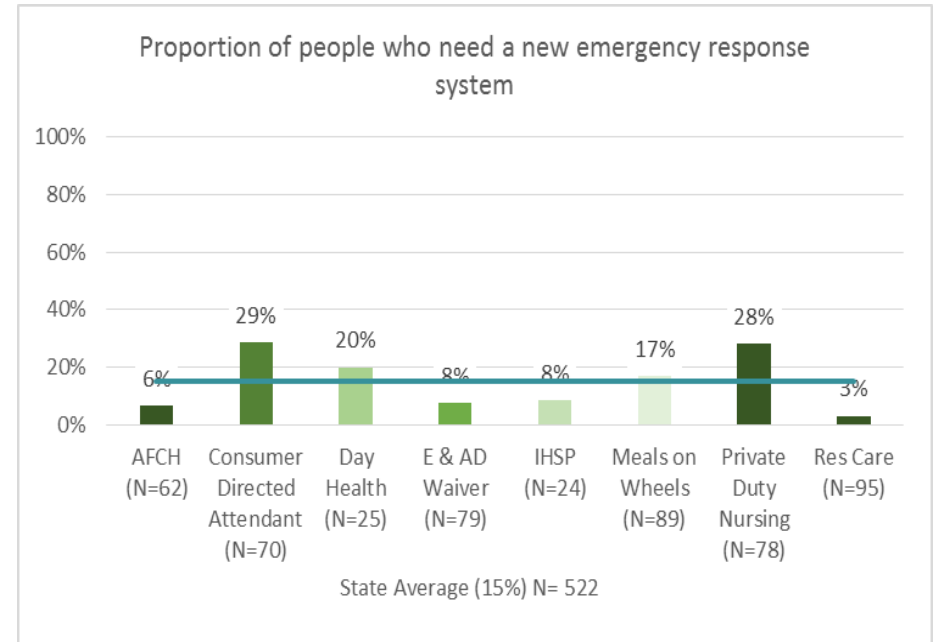
Graph 39. Proportion of people who need a new remote monitoring system



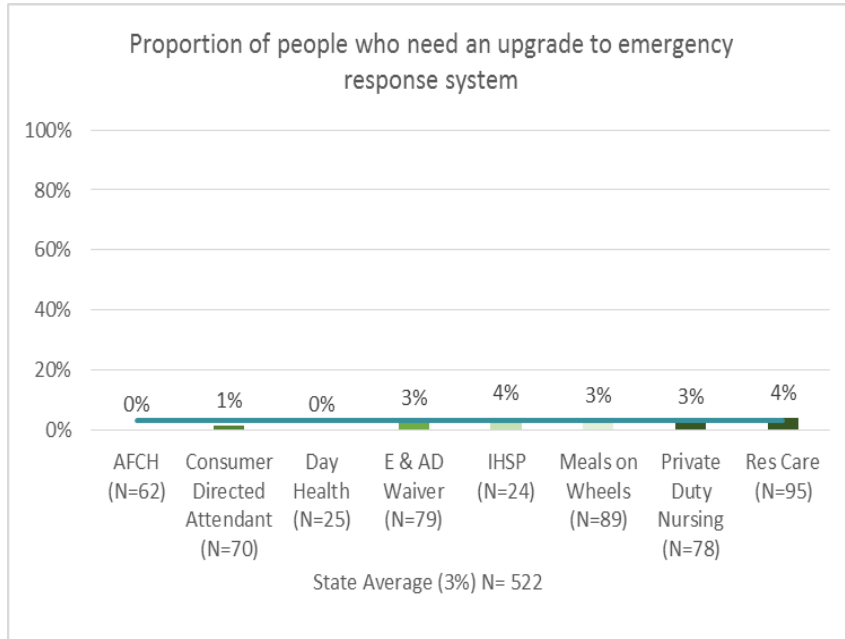
Graph 40. Proportion of people who need an upgrade to remote monitoring system



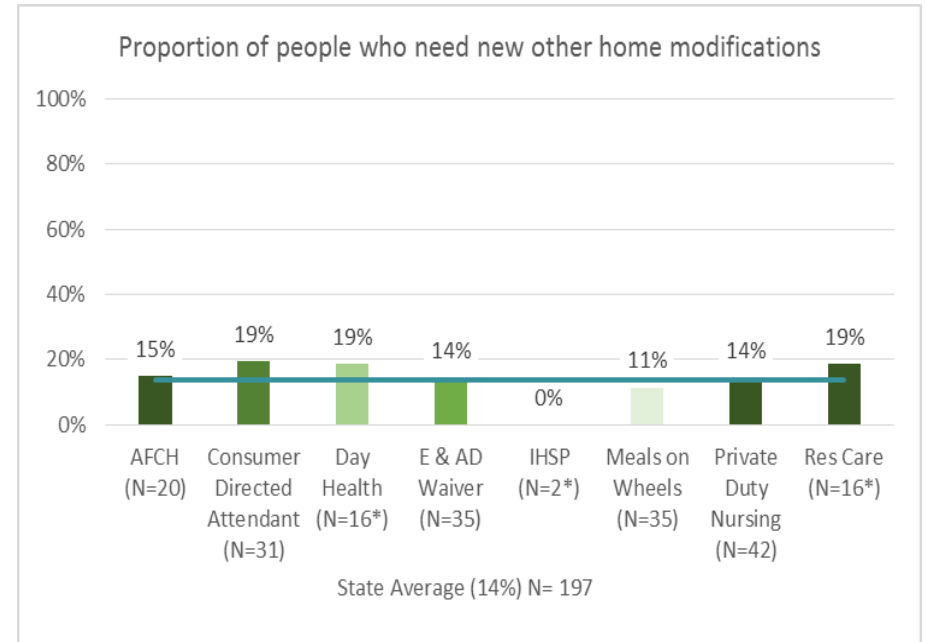
Graph 41. Proportion of people who need a new emergency response system



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

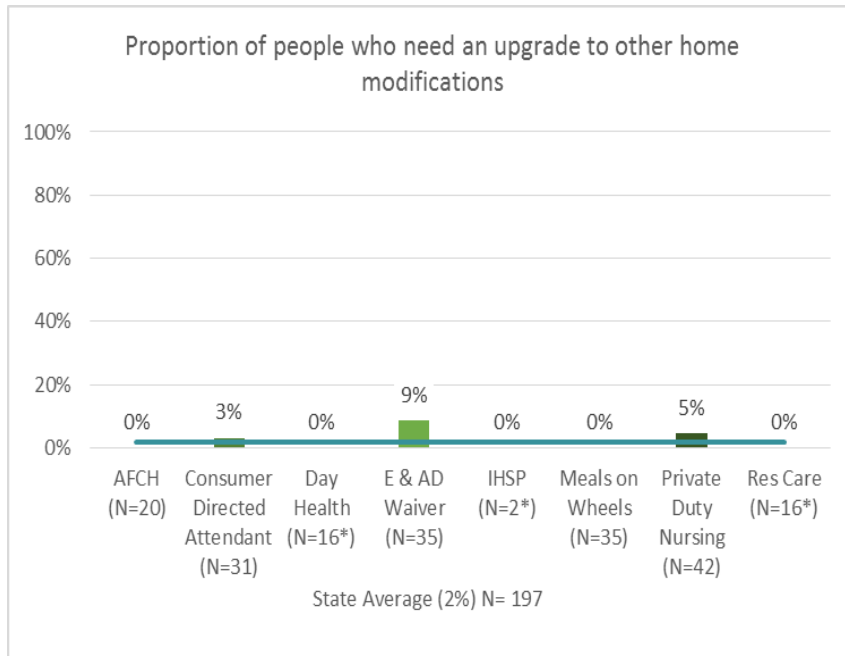


Graph 43. Proportion of people who need new other home modifications



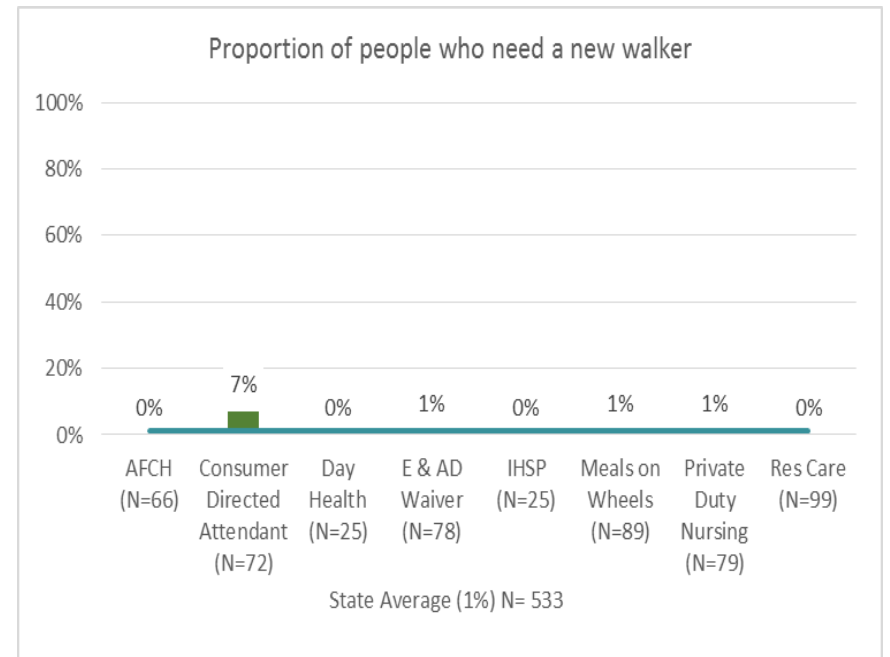
* Very small number of responses

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

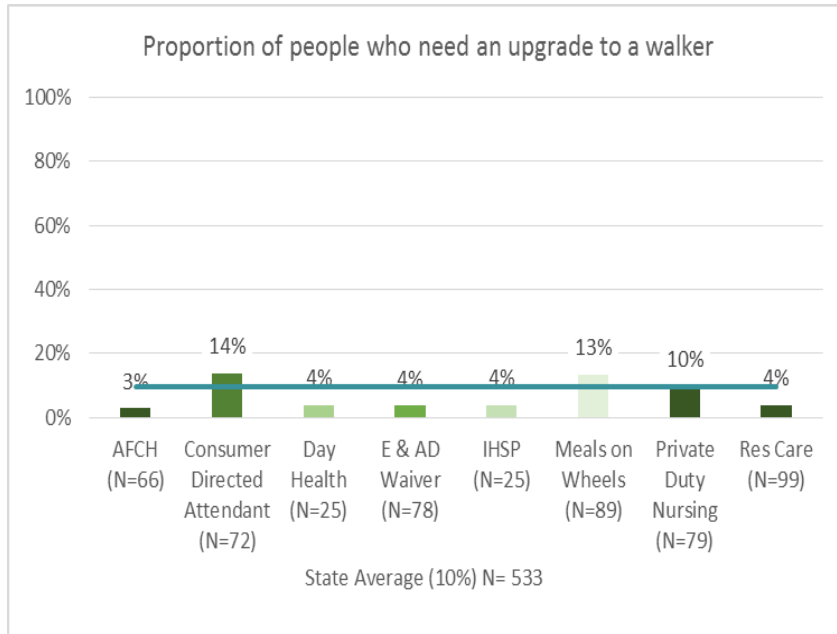


* Very small number of responses

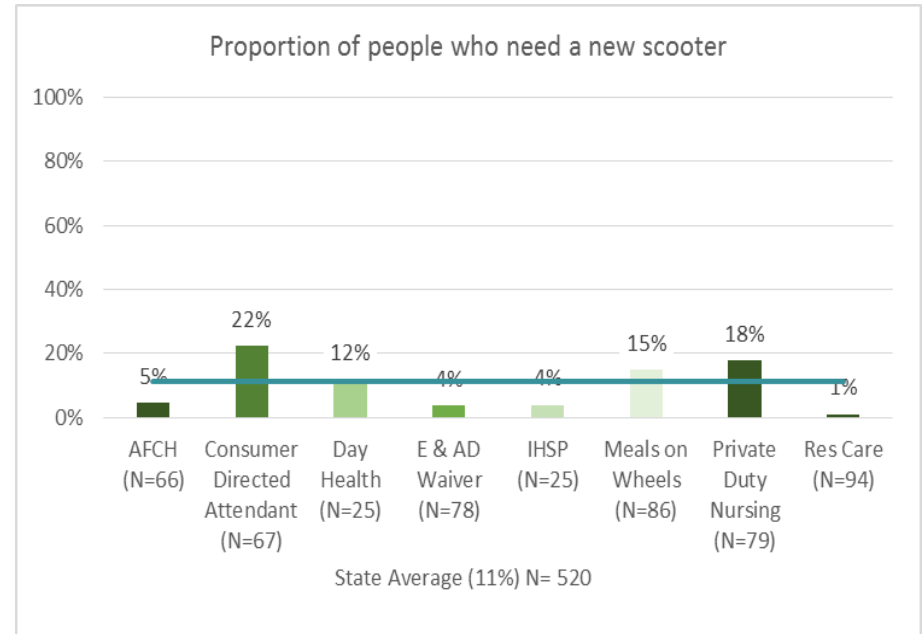
Graph 45. Proportion of people who need a new walker



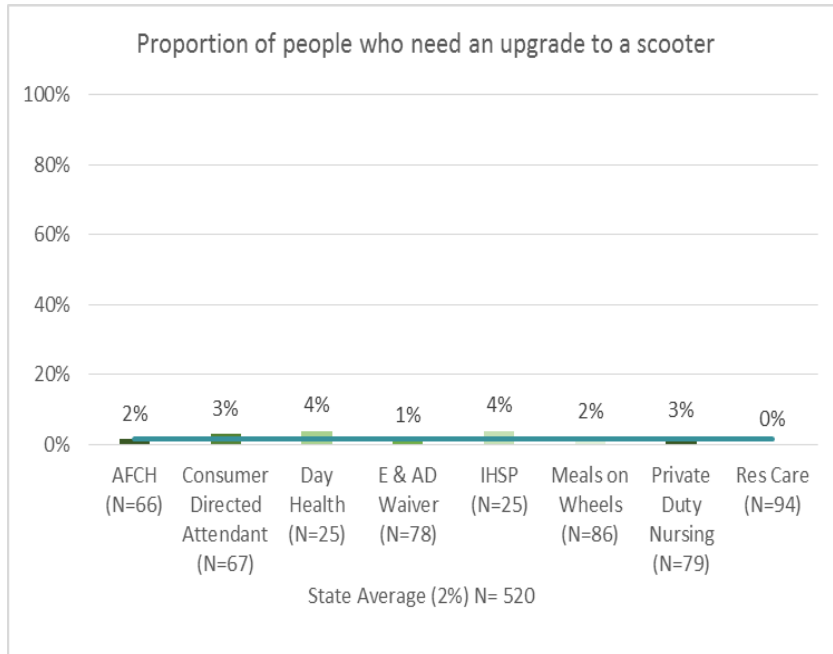
Graph 46. Proportion of people who need an upgrade to a walker



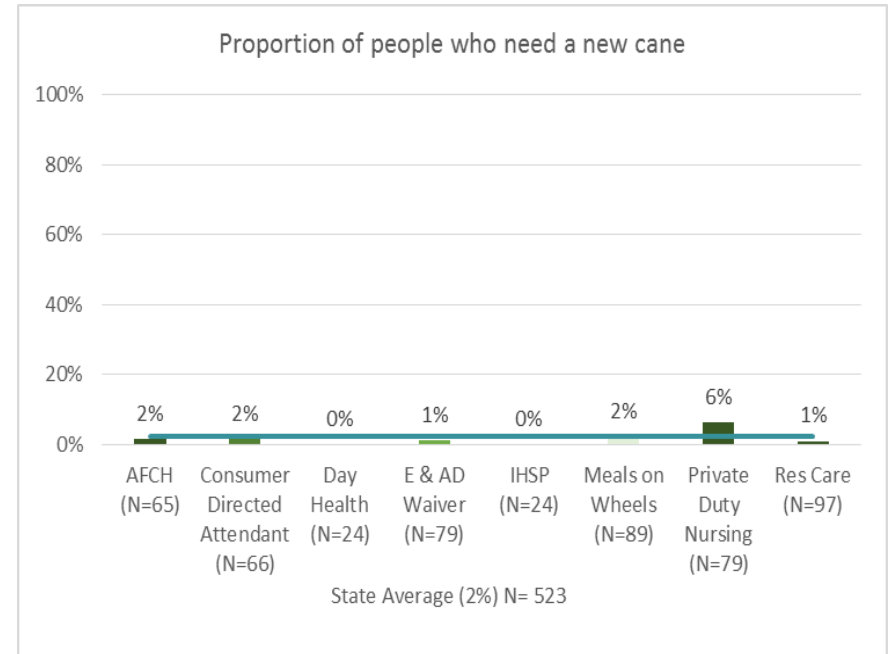
Graph 47. Proportion of people who need a new scooter



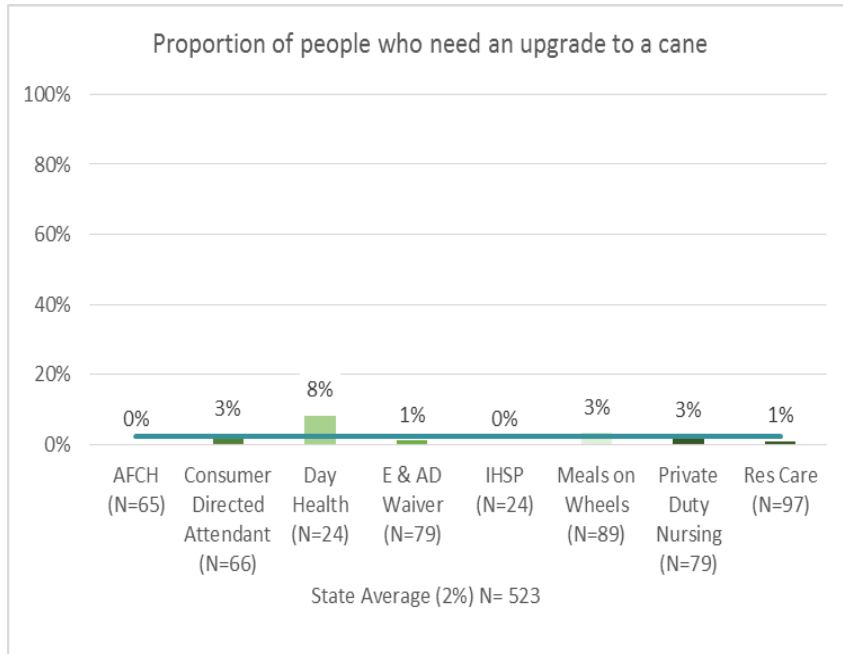
Graph 48. Proportion of people who need an upgrade to a scooter



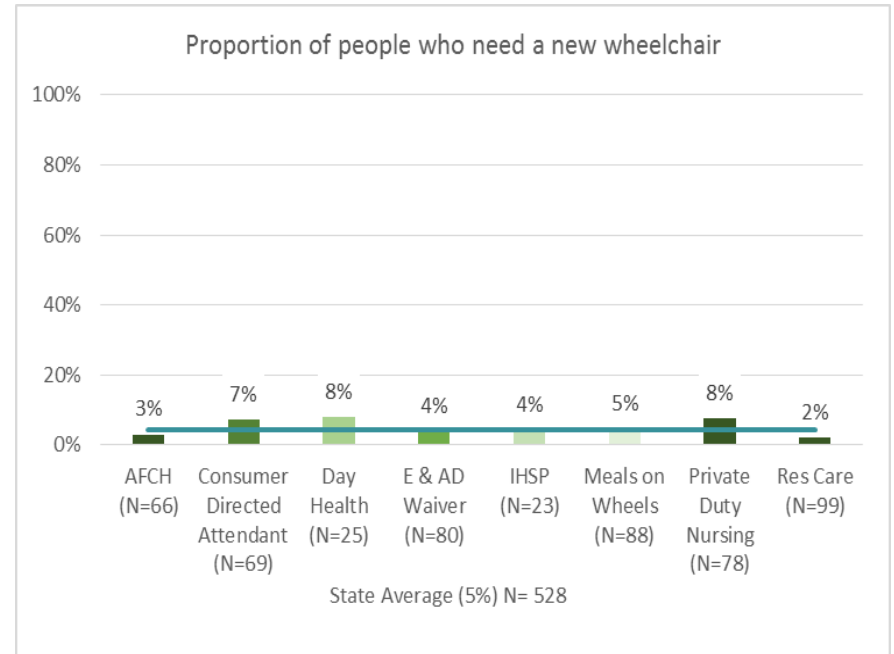
Graph 49. Proportion of people who need a new cane



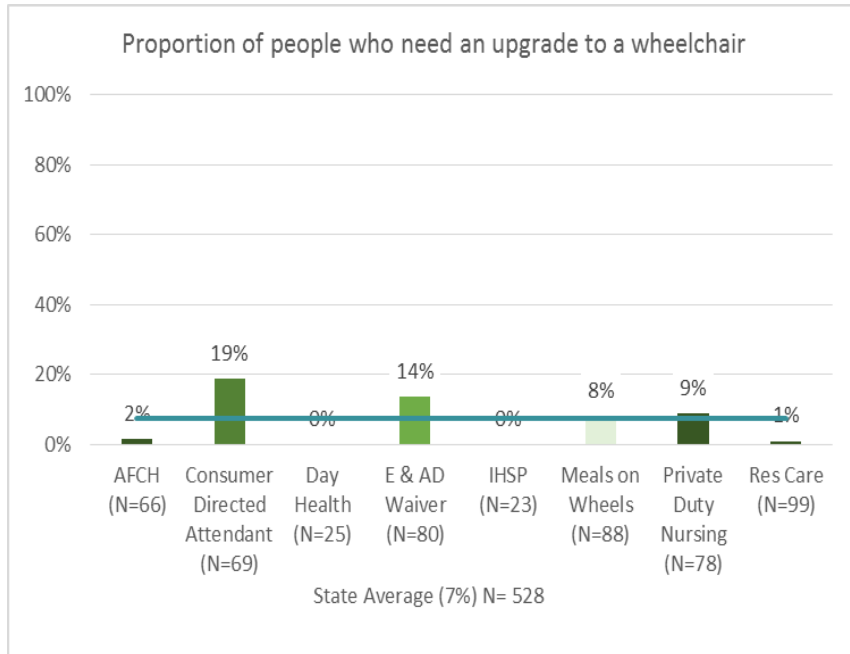
Graph 50. Proportion of people who need an upgrade to a cane



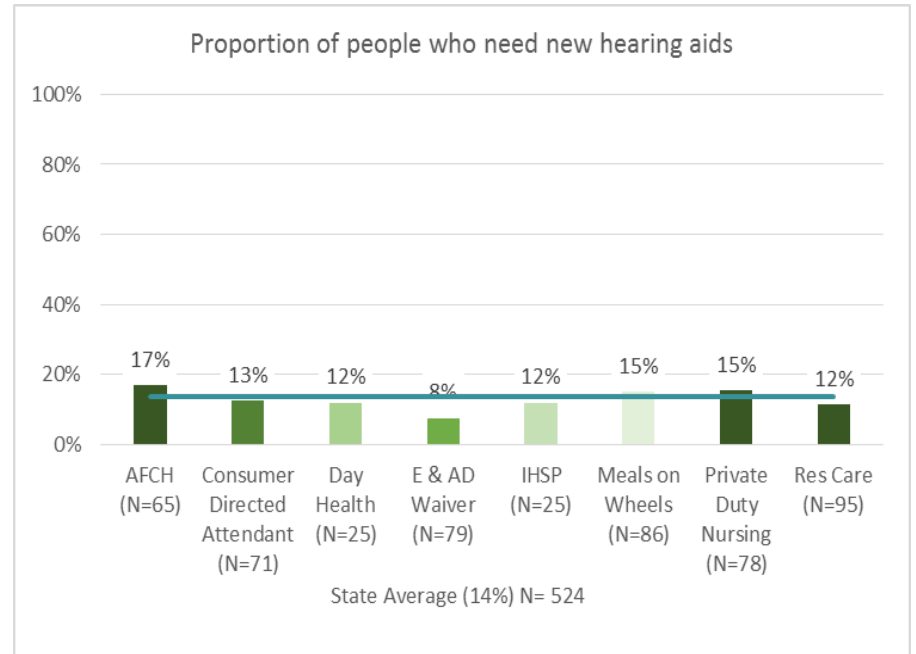
Graph 51. Proportion of people who need a new wheelchair



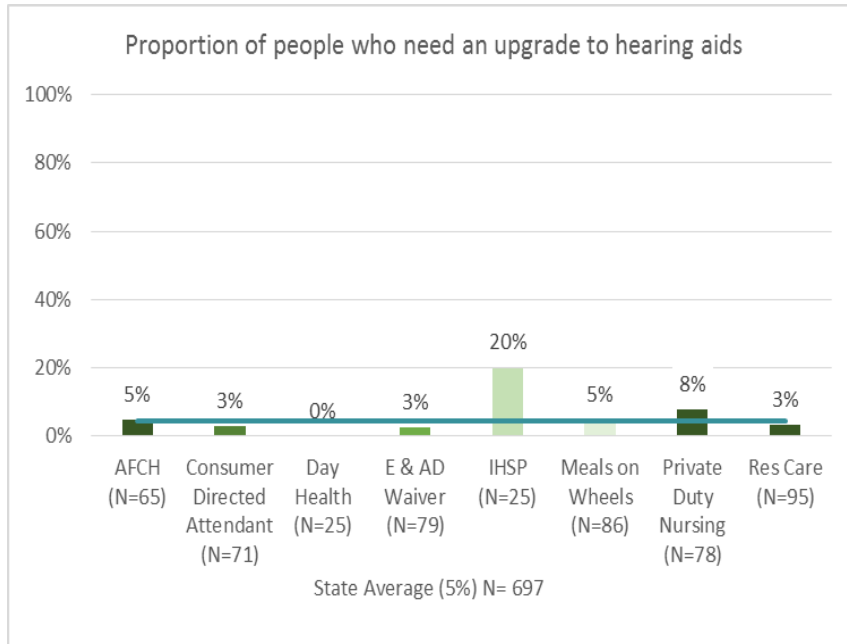
Graph 52. Proportion of people who need an upgrade to a wheelchair



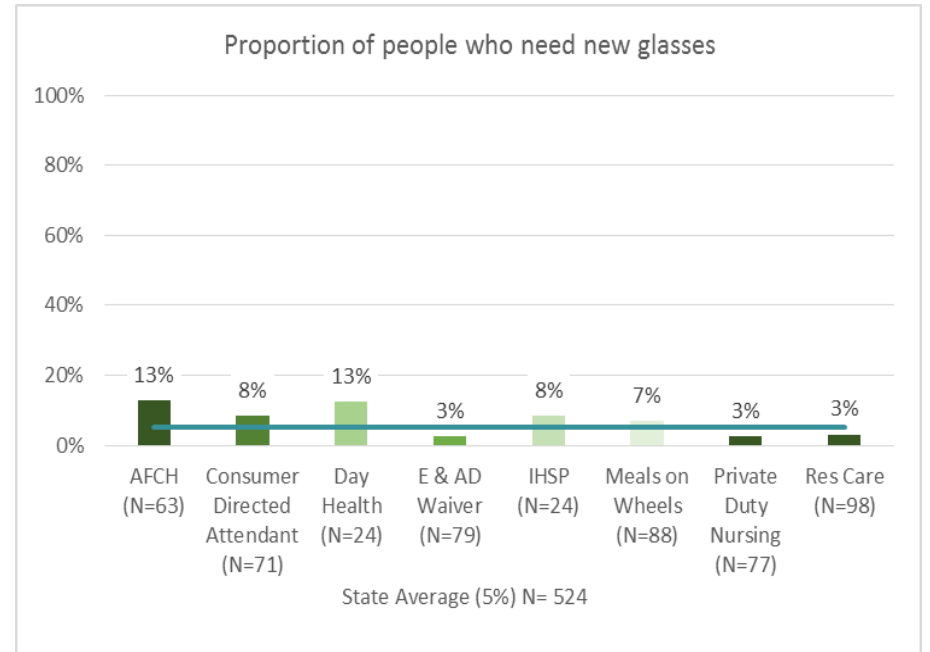
Graph 53. Proportion of people who need new hearing aids



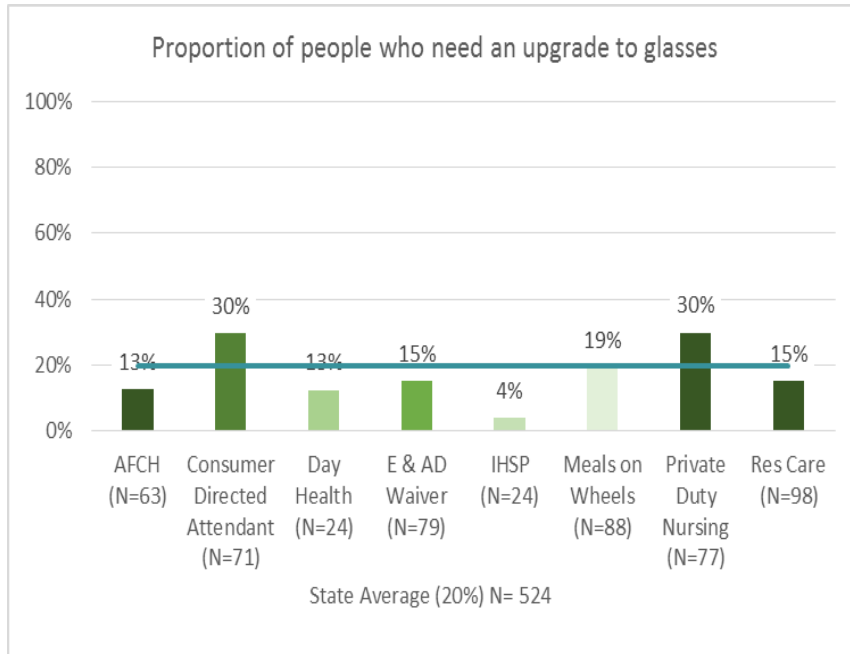
Graph 54. Proportion of people who need an upgrade to hearing aids



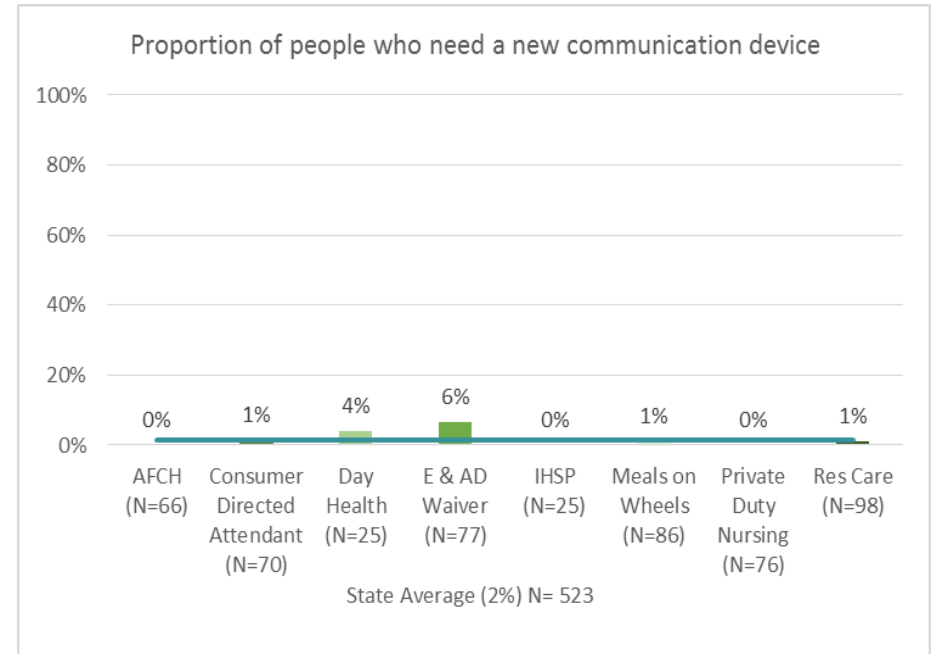
Graph 55. Proportion of people who need new glasses



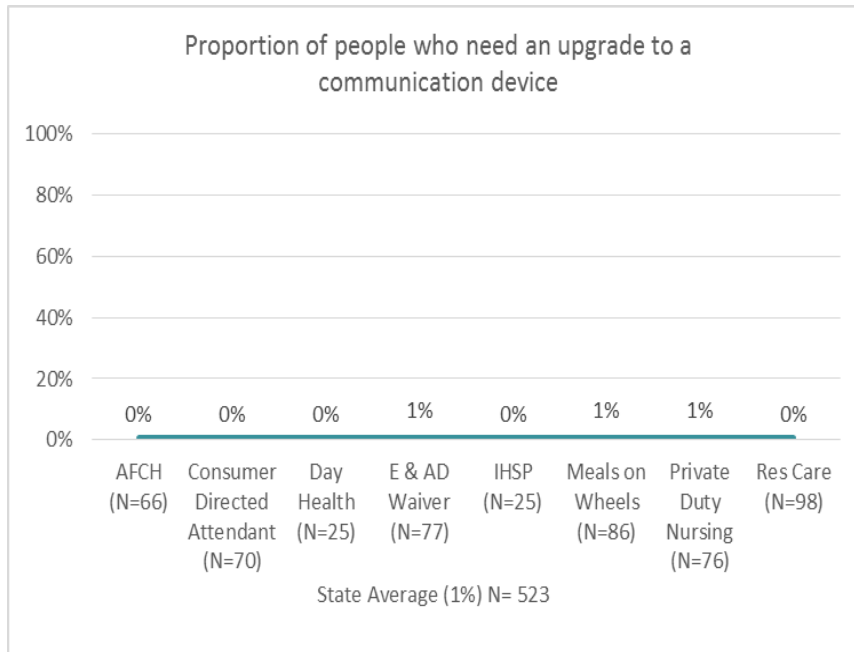
Graph 56. Proportion of people who need an upgrade to glasses



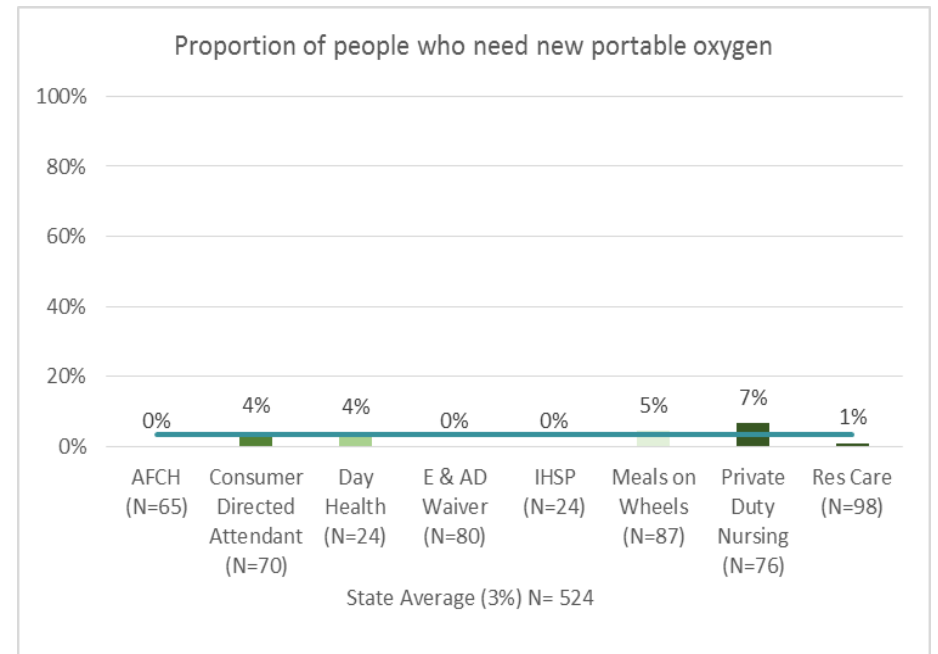
Graph 57. Proportion of people who need a new communication device



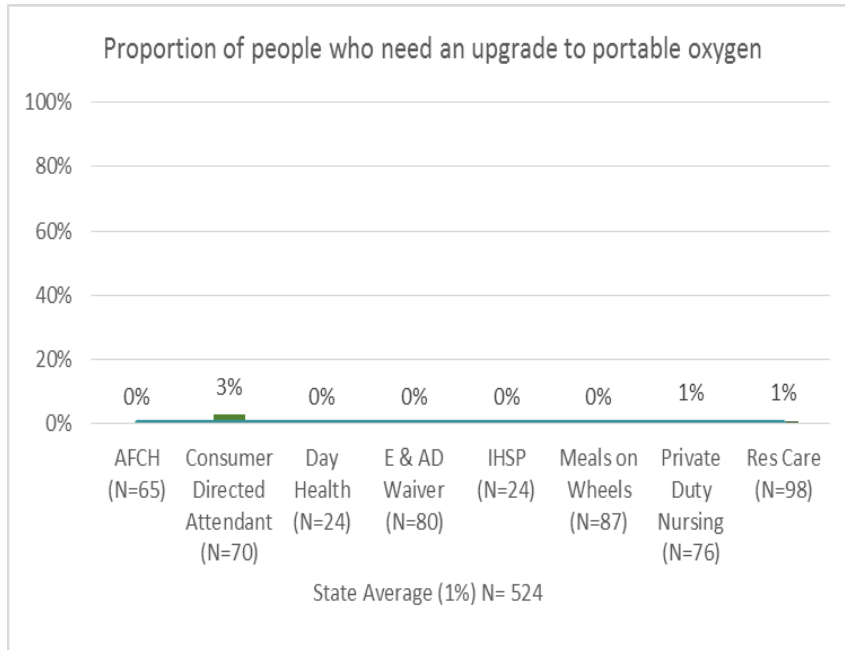
Graph 58. Proportion of people who need an upgrade to a communication device



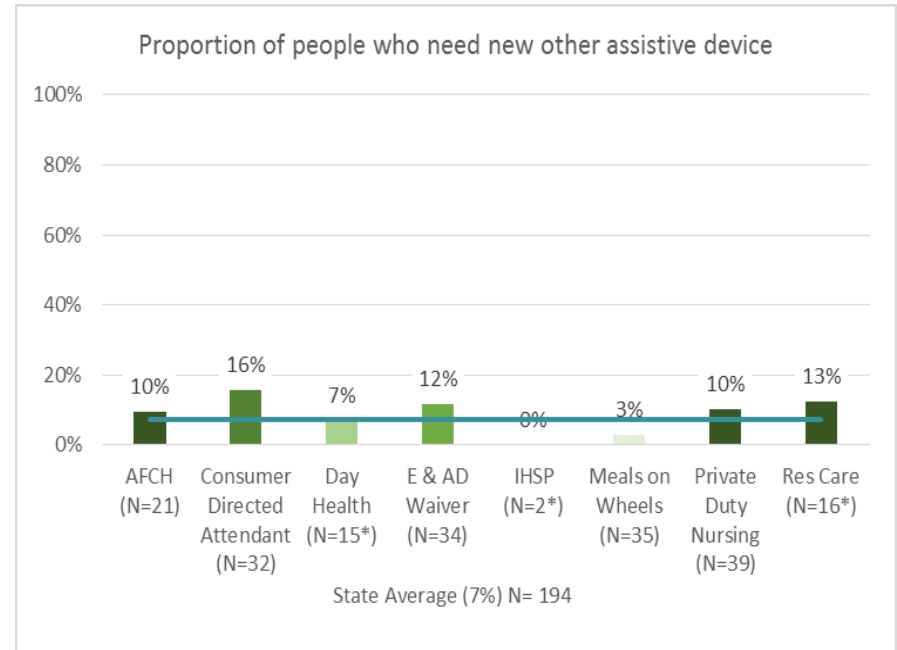
Graph 59. Proportion of people who need new portable oxygen



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

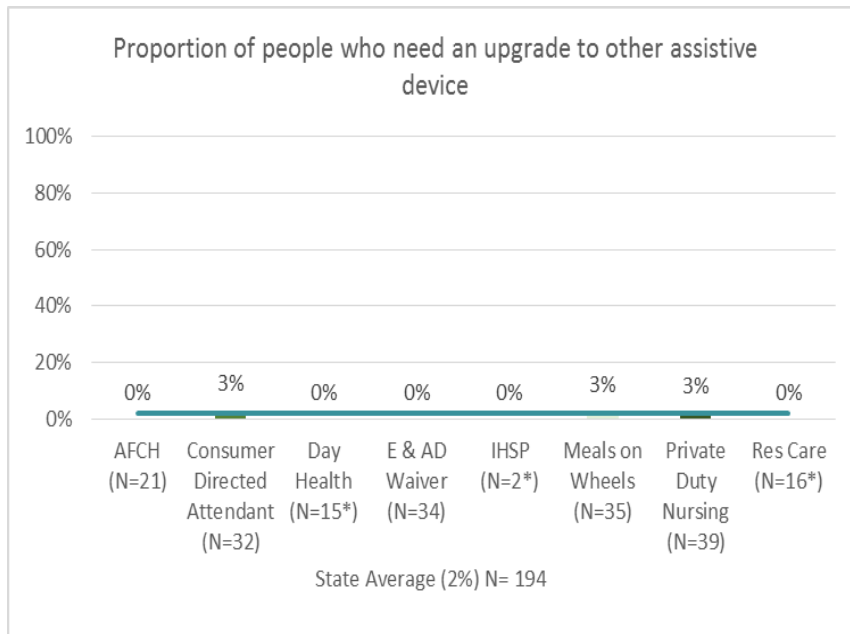


Graph 61. Proportion of people who need new other assistive device



* 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.

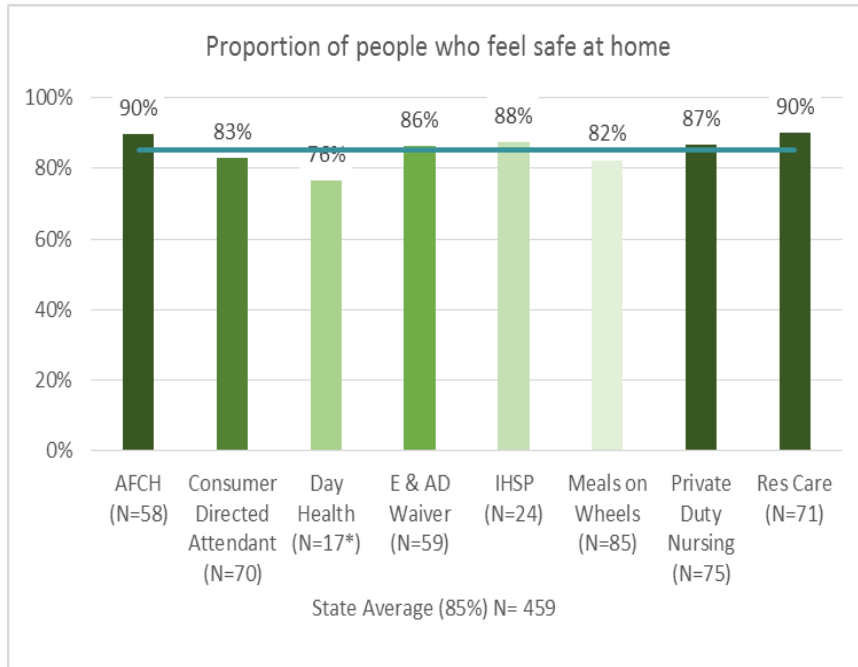
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

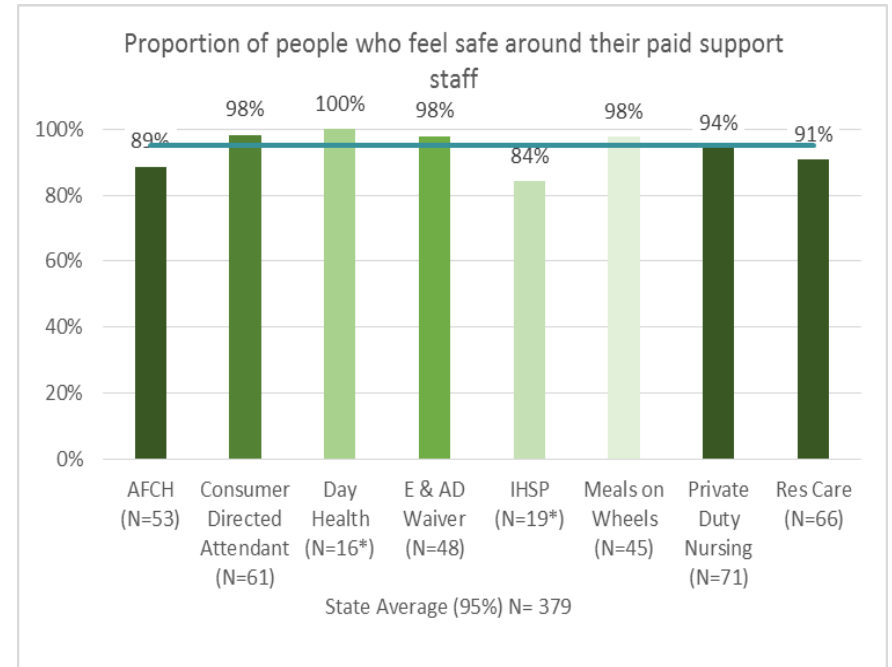
Un-collapsed data for state and programs are shown in Appendix B.

Graph 63. Proportion of people who feel safe at home



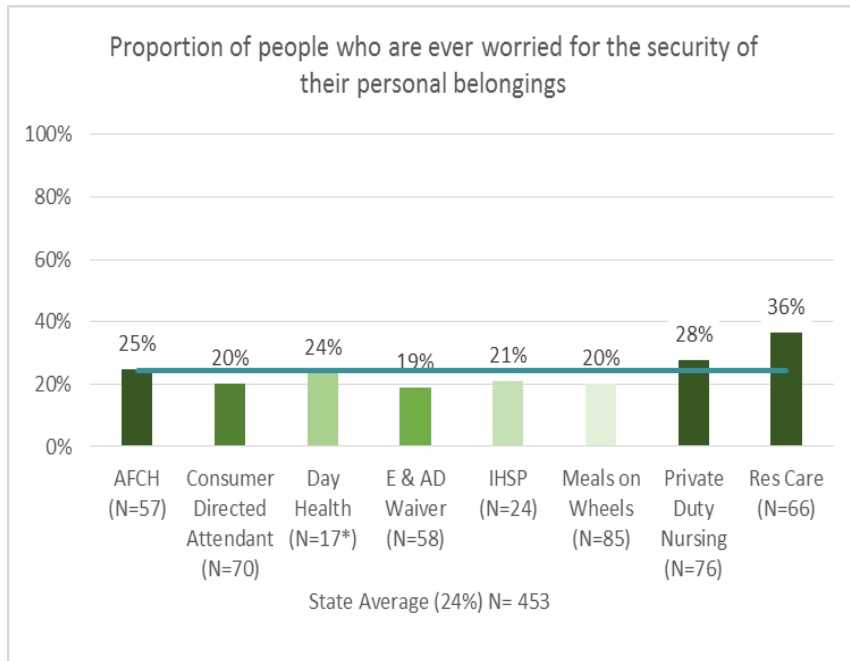
* Very small number of responses

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



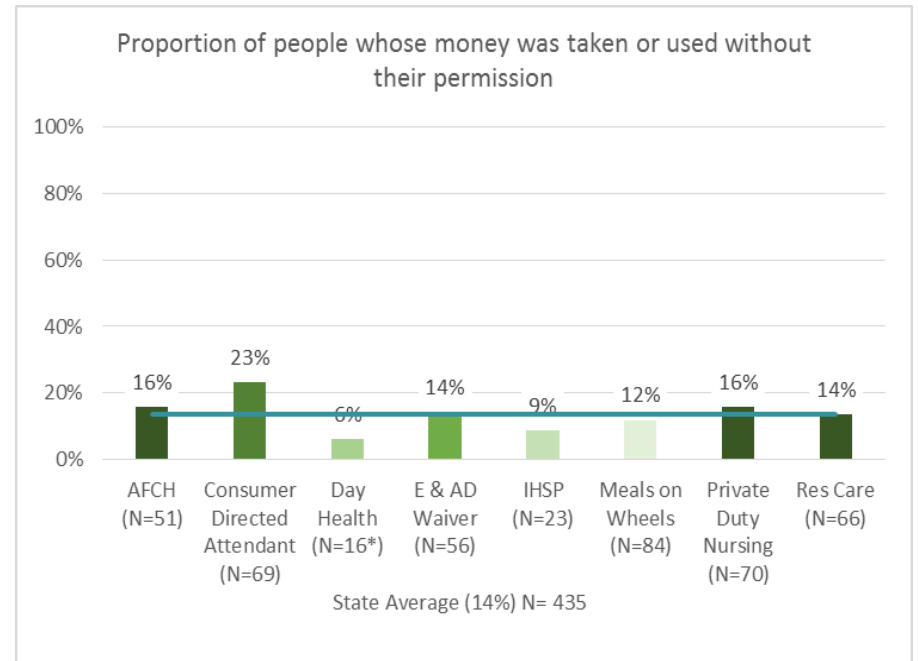
* Very small number of responses

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



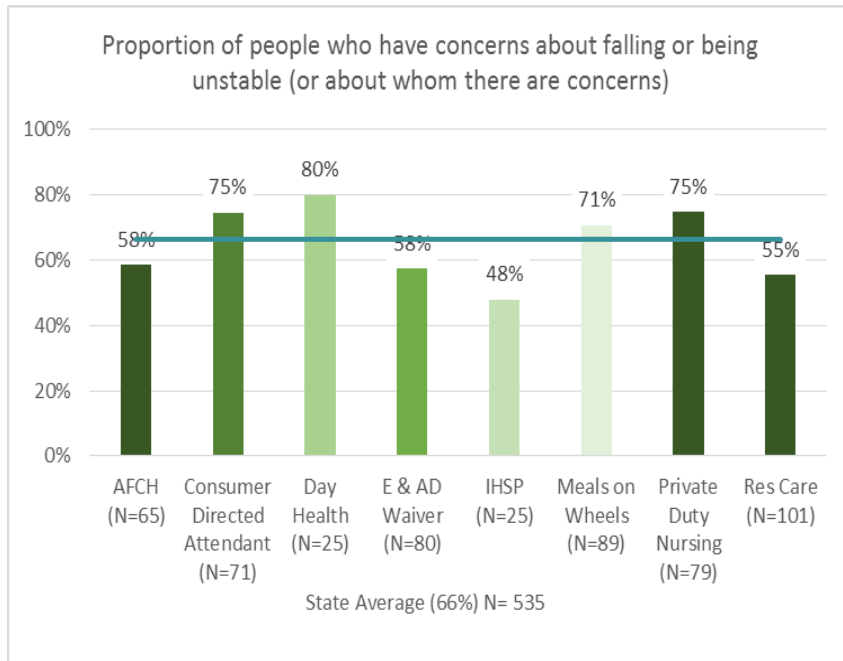
* Very small number of responses

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

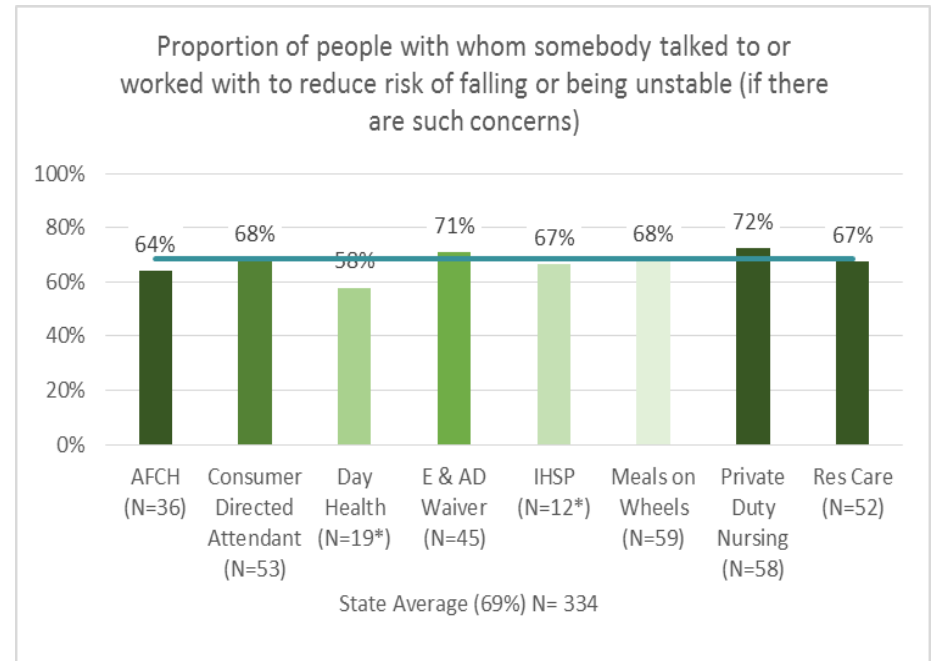


* Very small number of responses

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

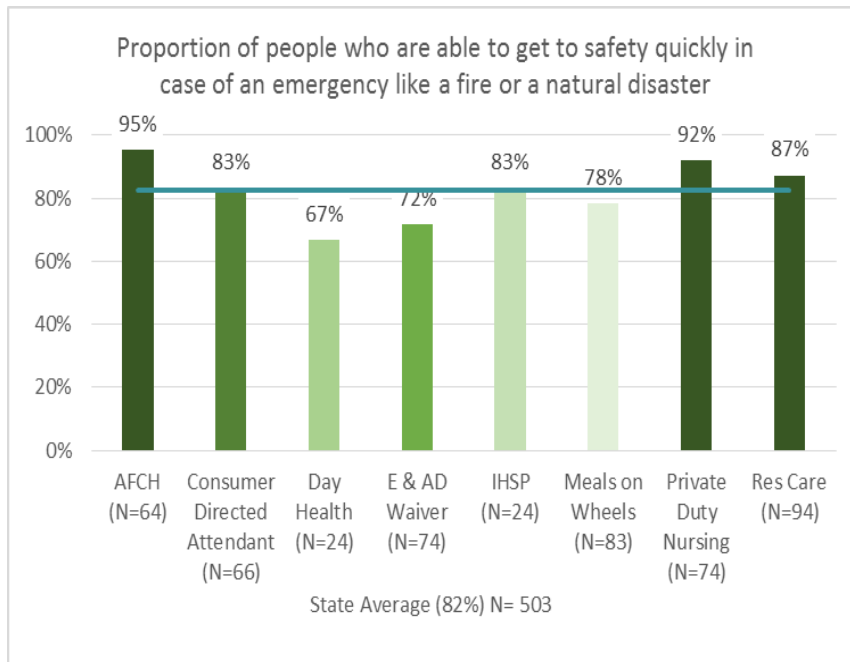


Graph 68. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



* 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



Health Care

People secure needed health services.

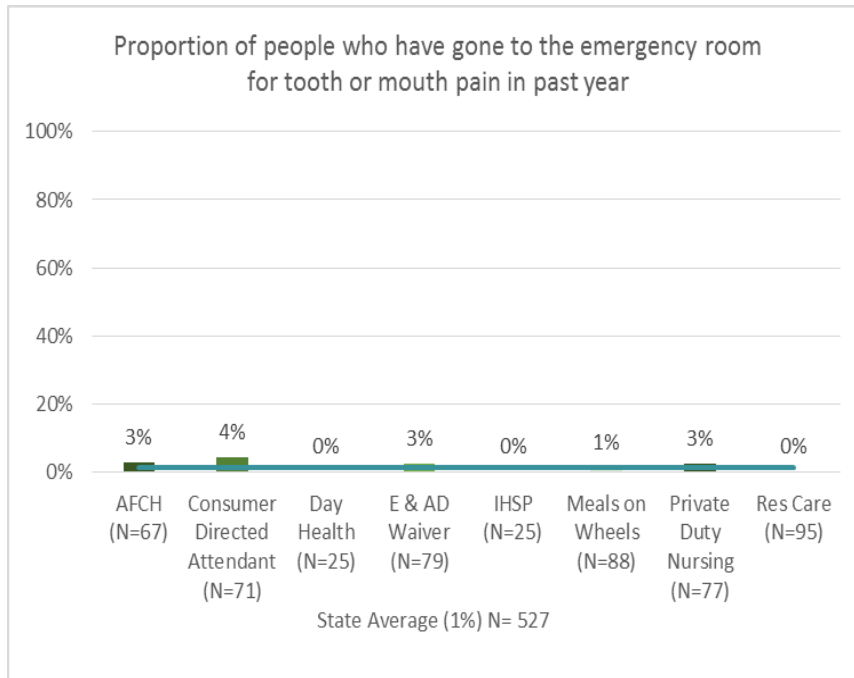
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

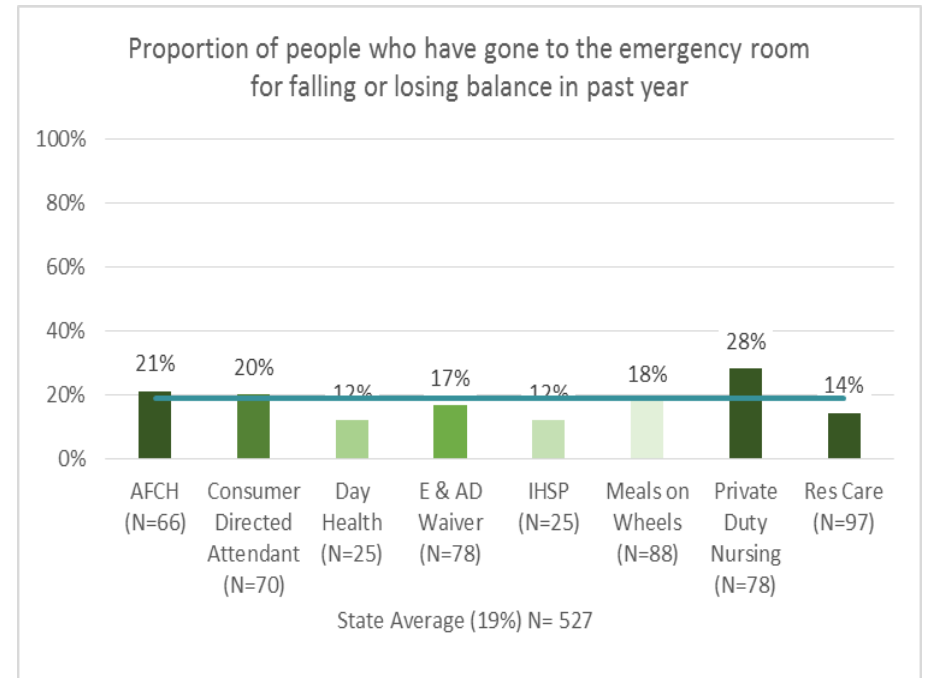
There are twelve survey items that correspond to the Health Care domain.

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

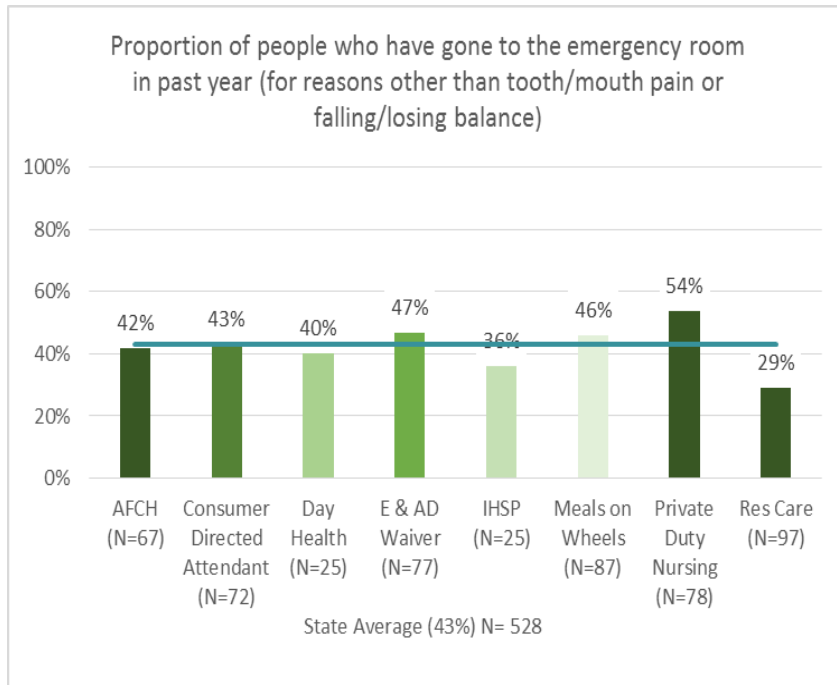
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



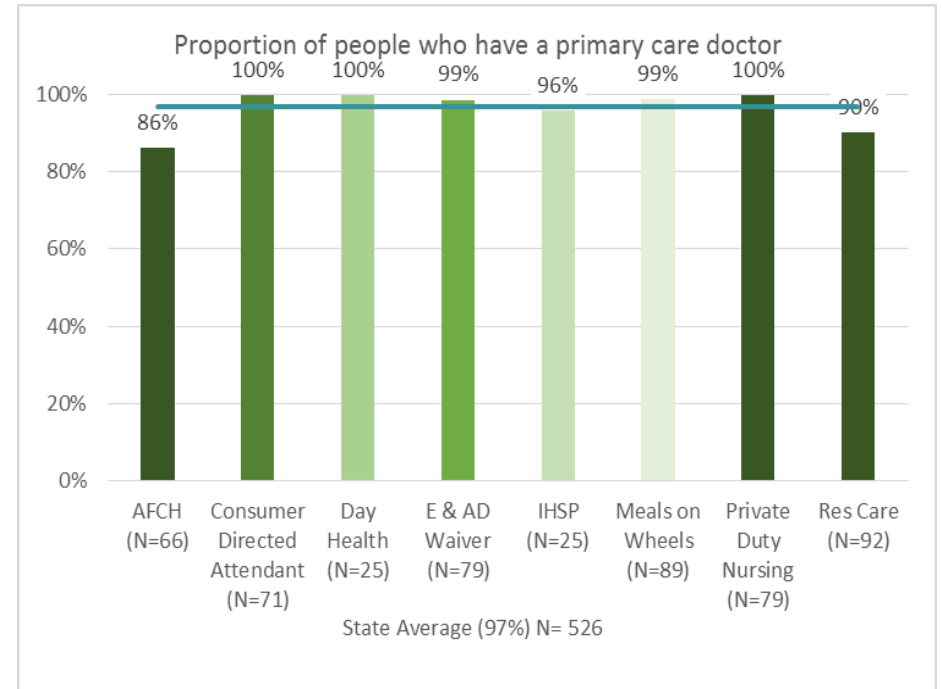
Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year



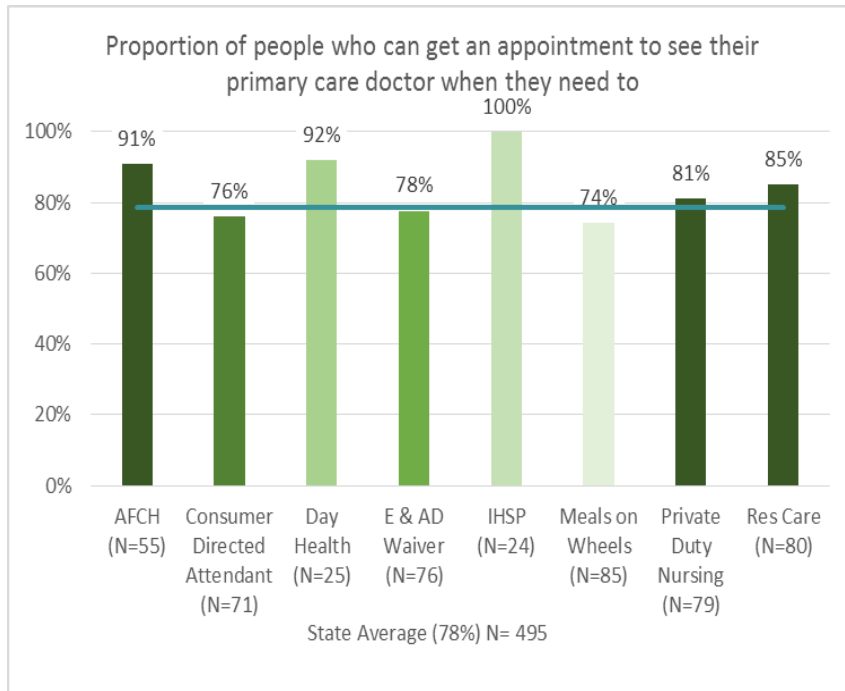
Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)



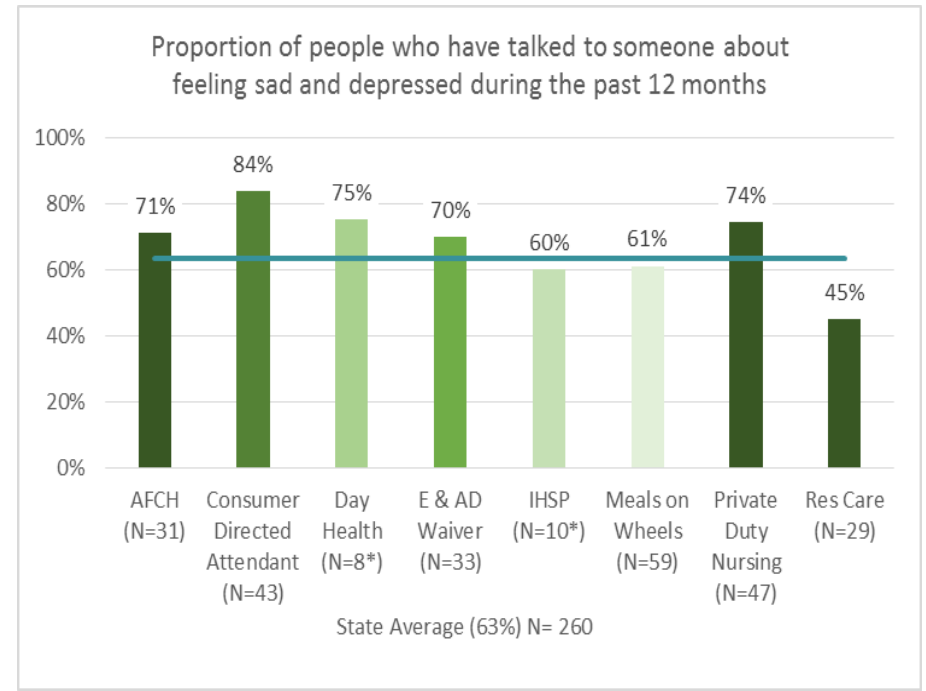
Graph 73. Proportion of people who have a primary care doctor



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

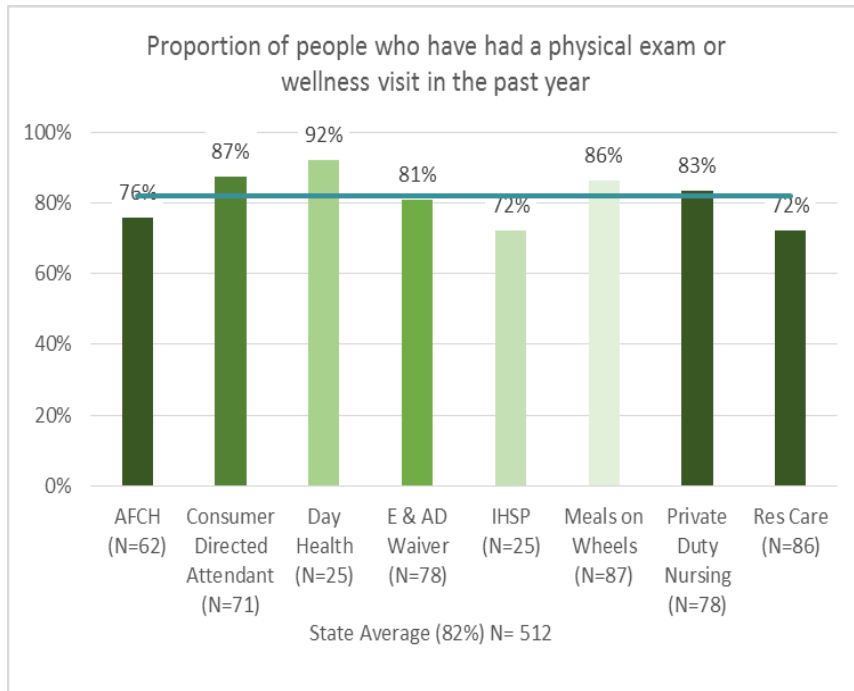


Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

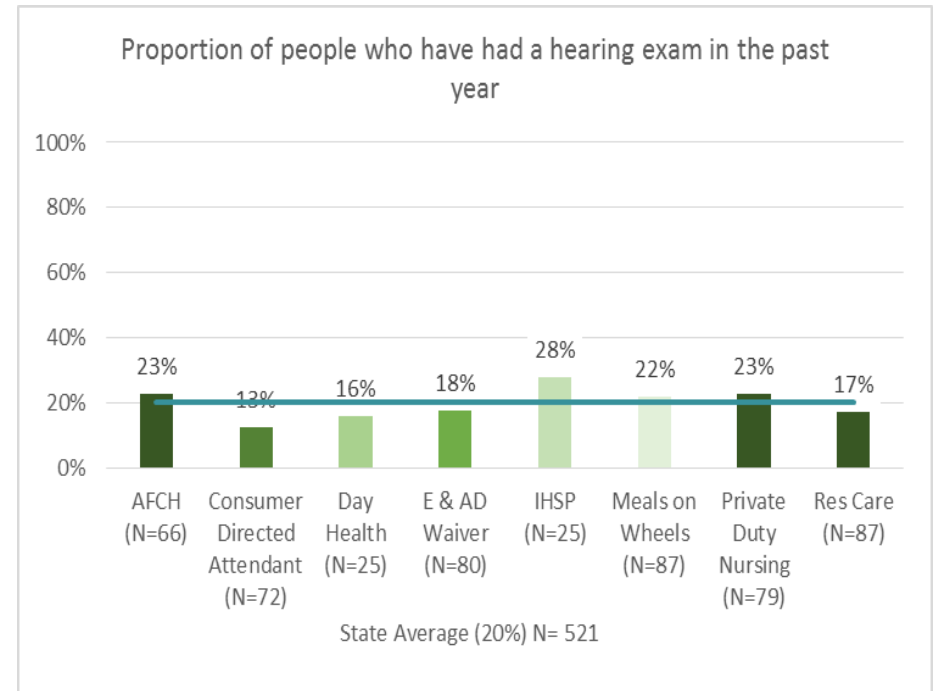


* Very small number of responses

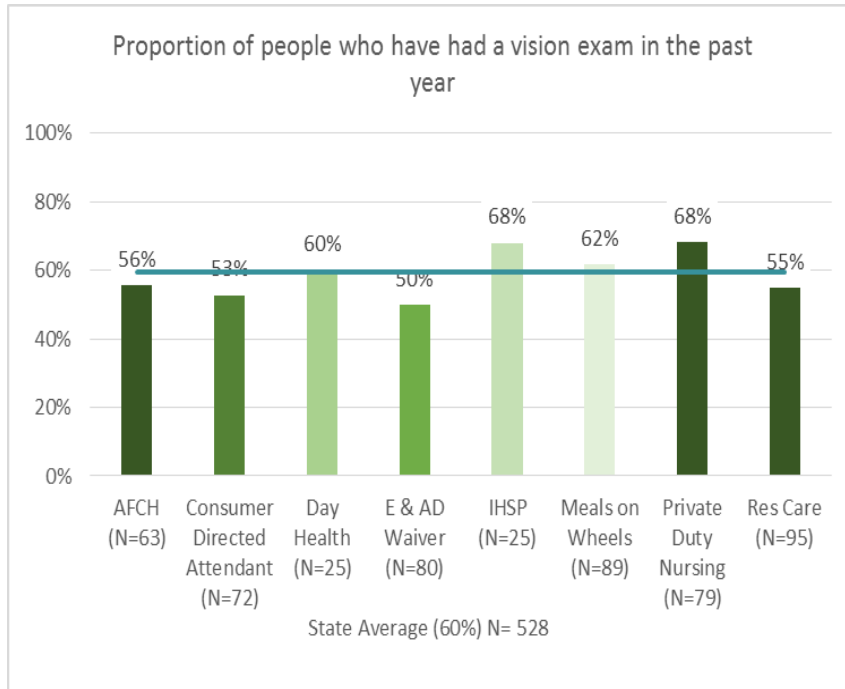
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



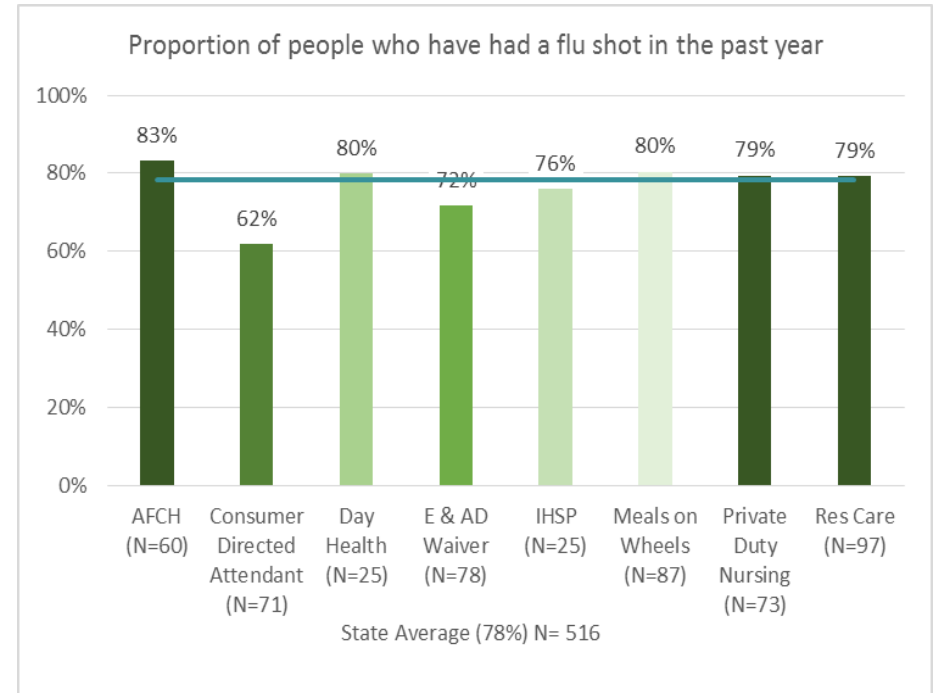
Graph 77. Proportion of people who have had a hearing exam in the past year



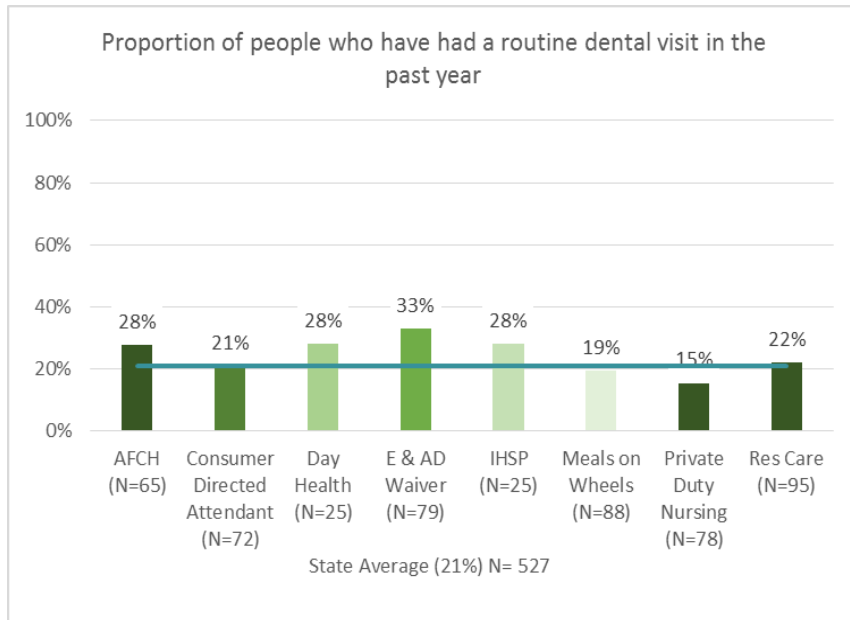
Graph 78. Proportion of people who have had a vision exam in the past year



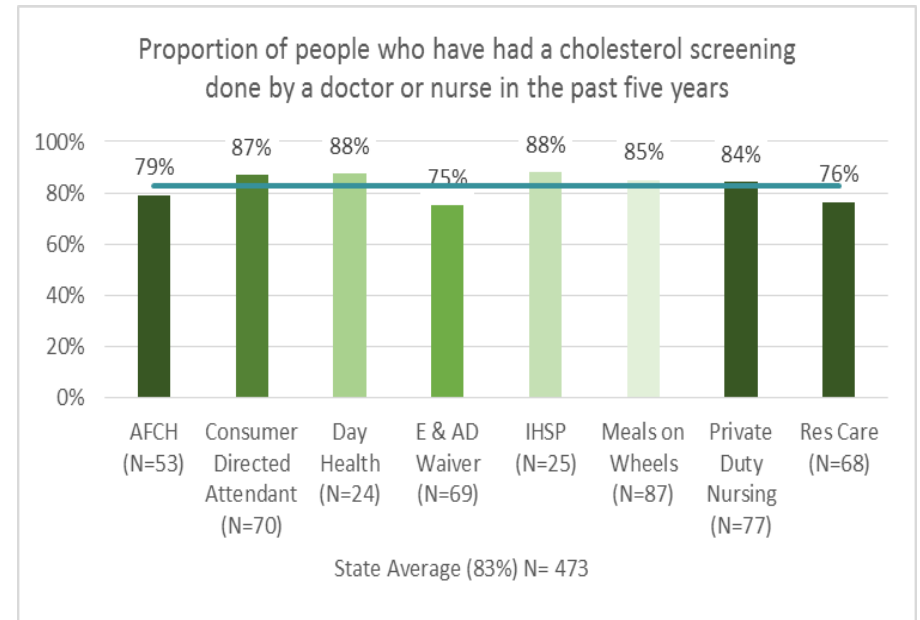
Graph 79. Proportion of people who have had a flu shot in the past year



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



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



Wellness

People are supported to maintain health.

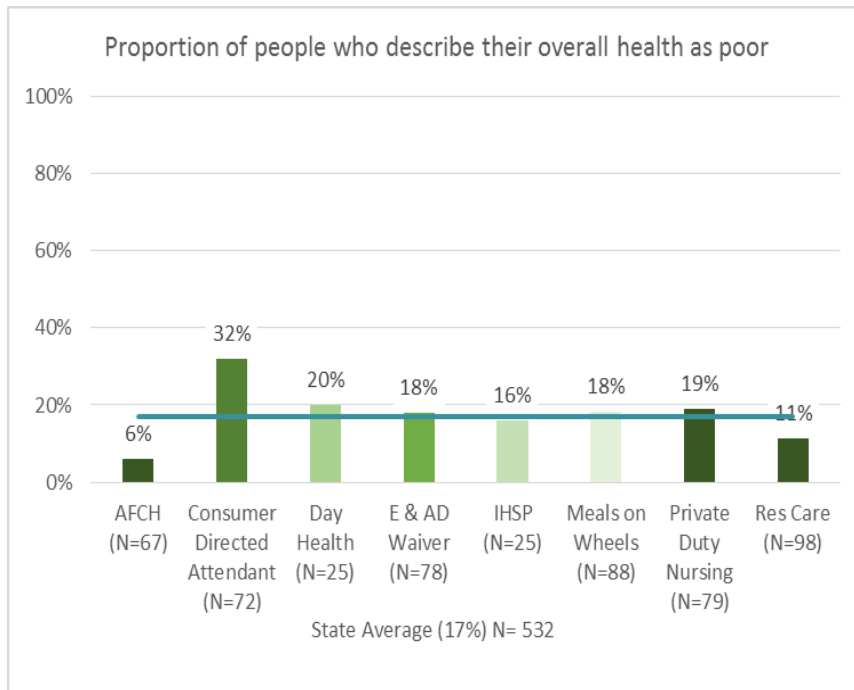
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

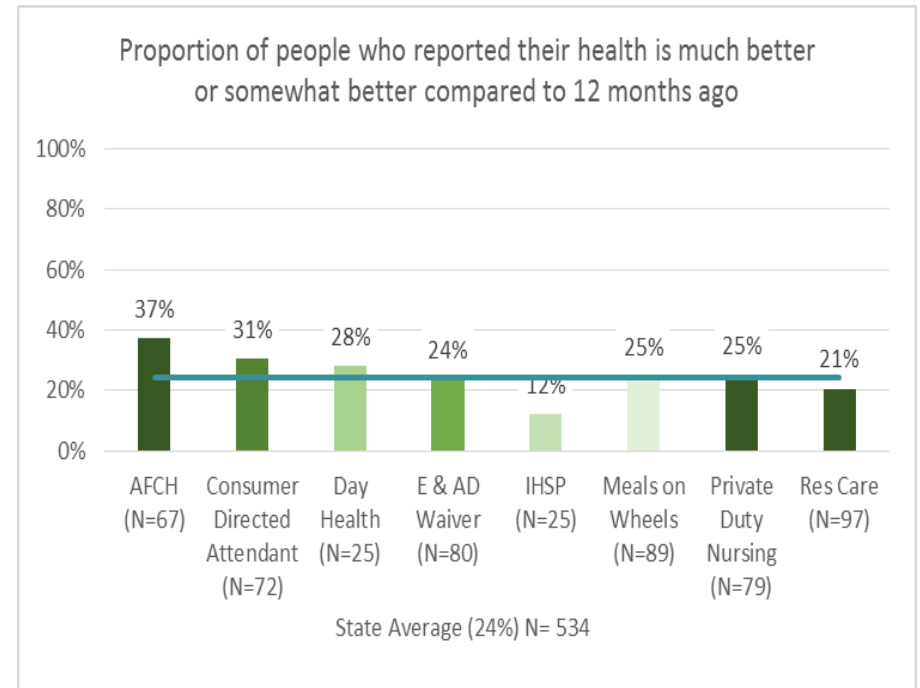
There are four survey items that correspond to the Wellness domain.

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

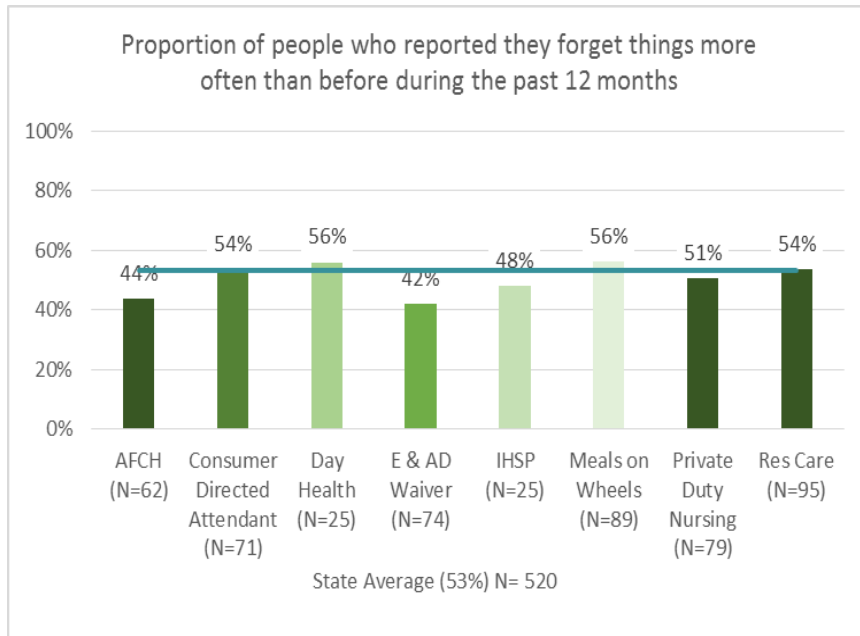
Graph 82. Proportion of people who describe their overall health as poor



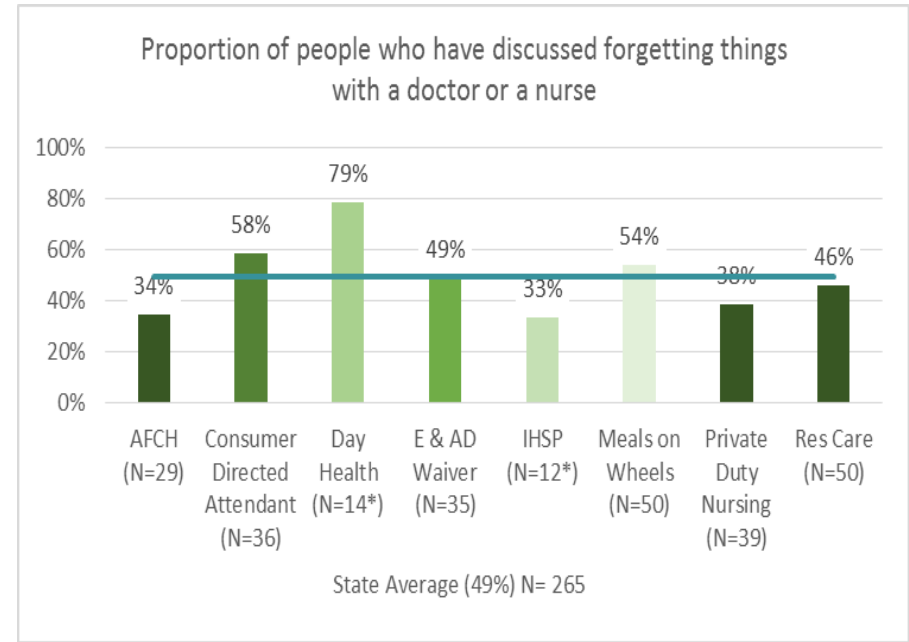
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



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



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.

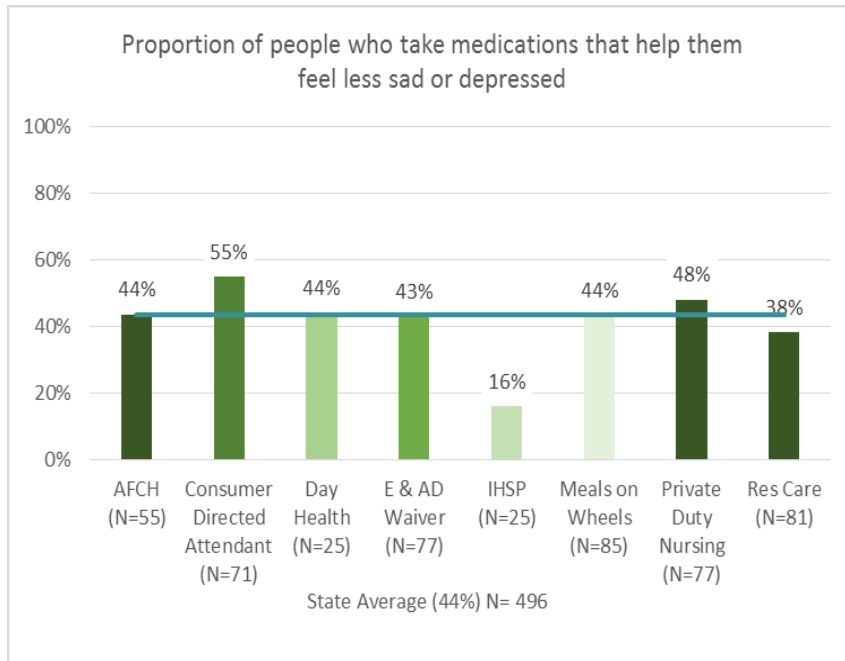
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

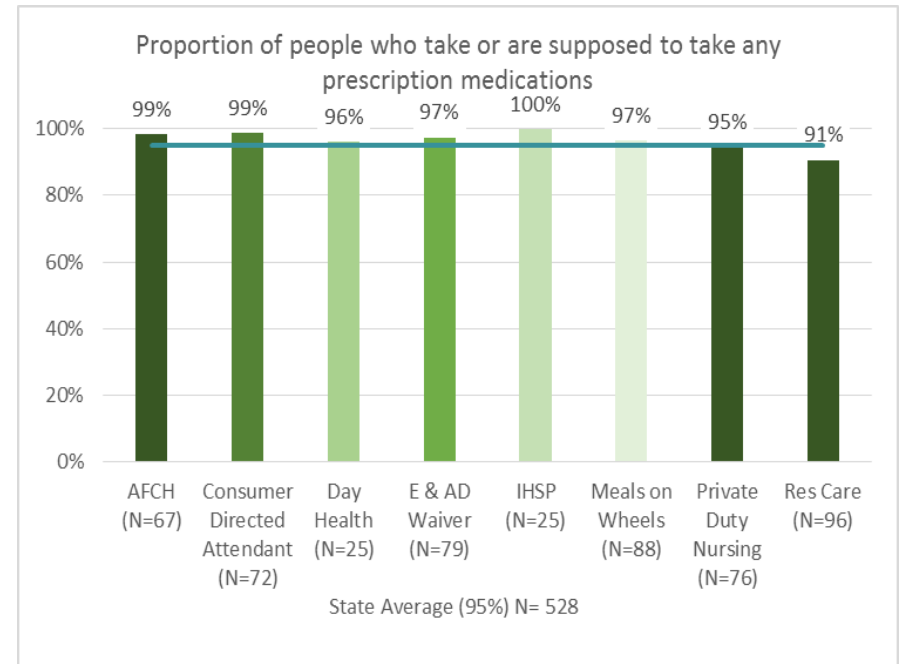
There are three survey items that correspond to the Medication domain.

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

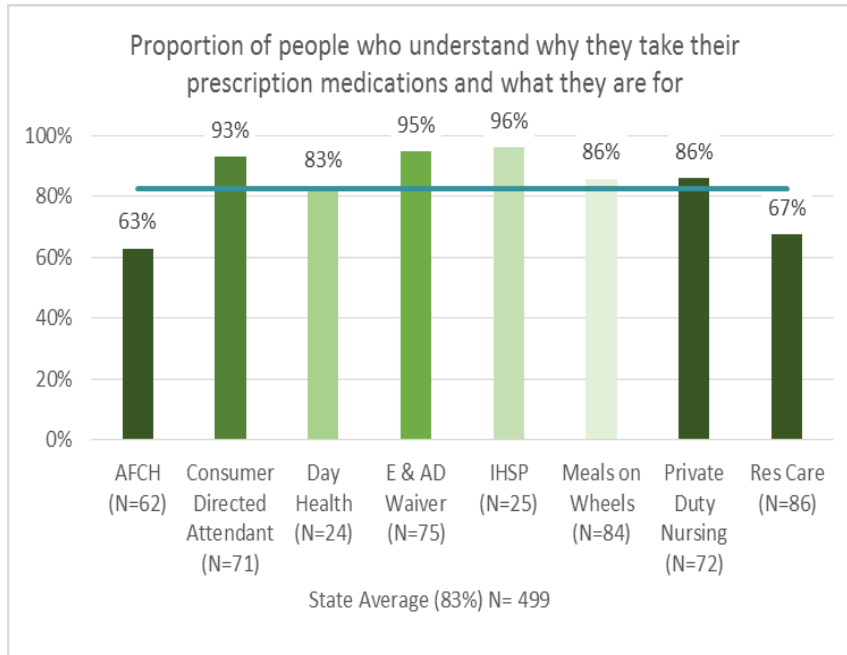
Graph 86. Proportion of people who take medications that help them feel less sad or depressed



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



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)



Rights and Respect

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

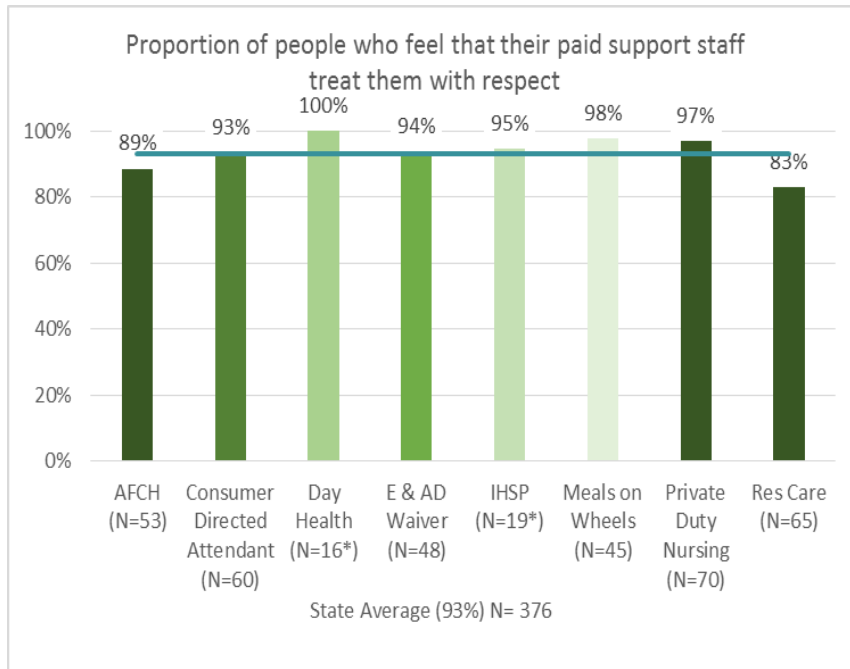
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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.

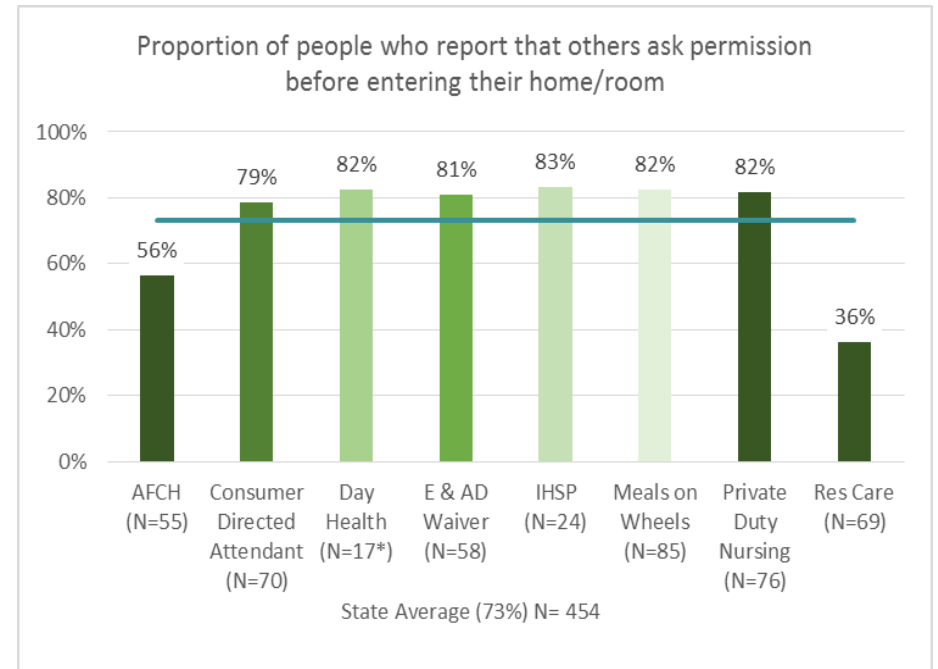
Un-collapsed data for state and programs are shown in Appendix B.

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



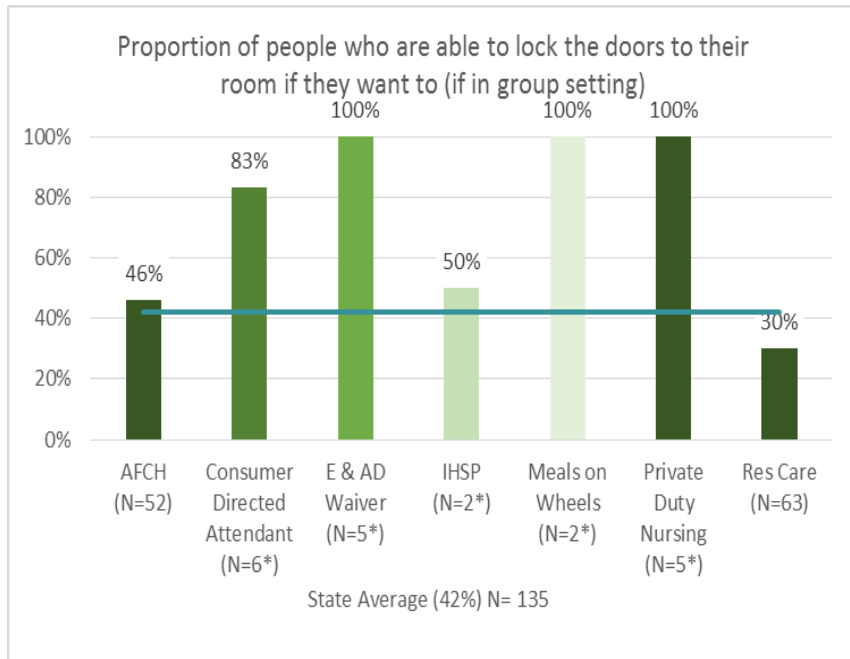
* Very small number of responses

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



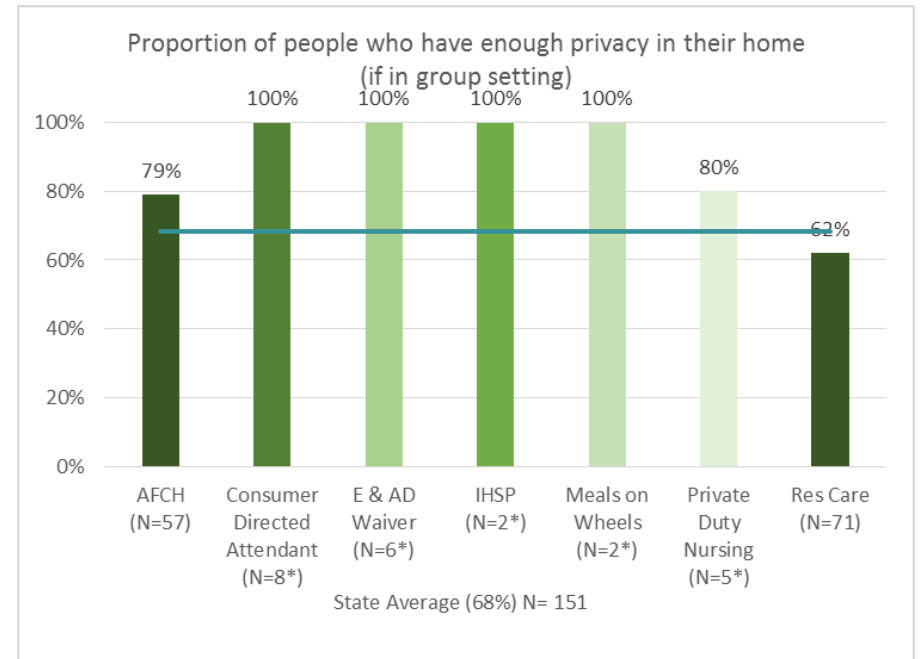
* Very small number of responses

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



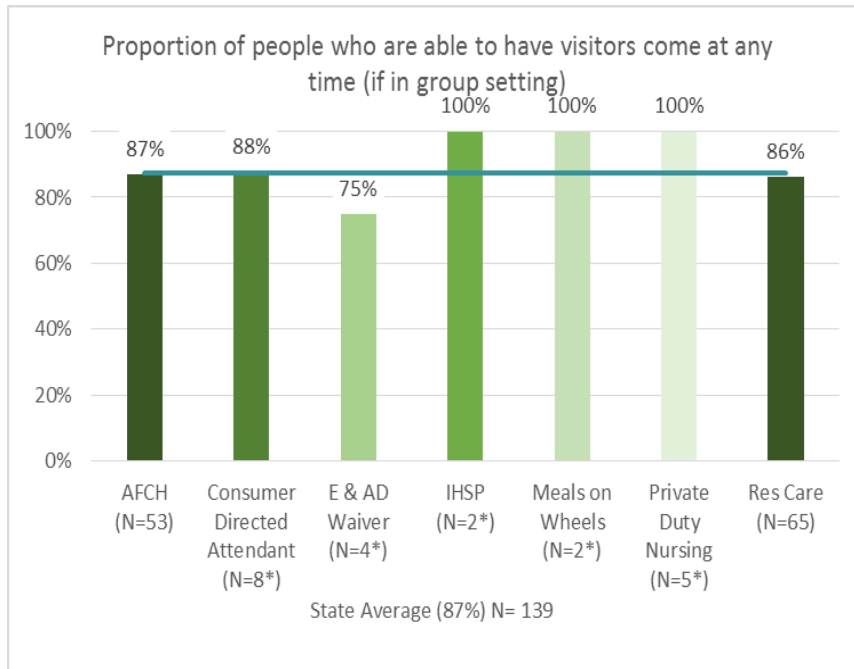
* Very small number of responses

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



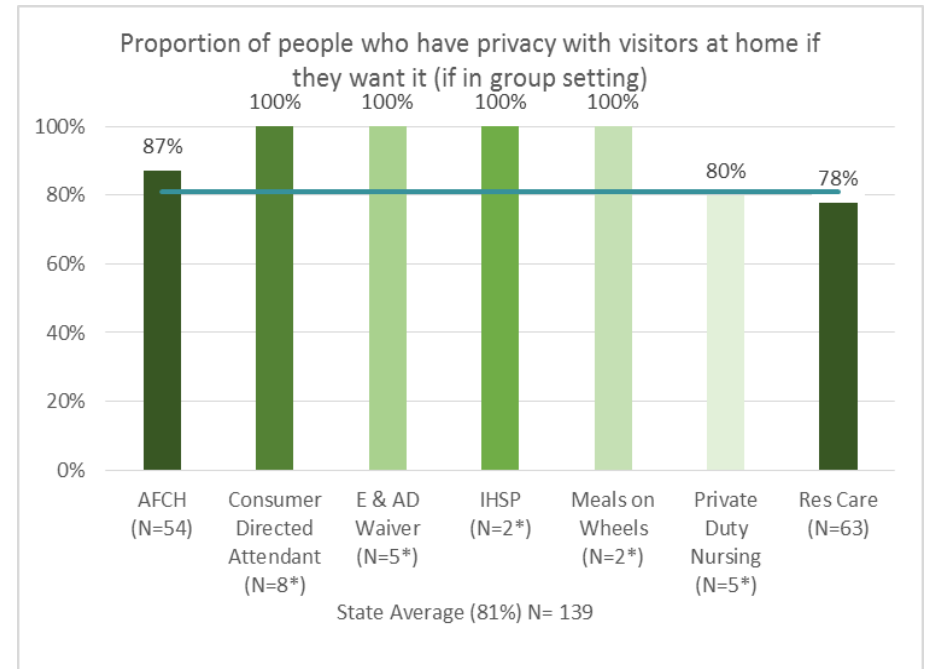
* Very small number of responses

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



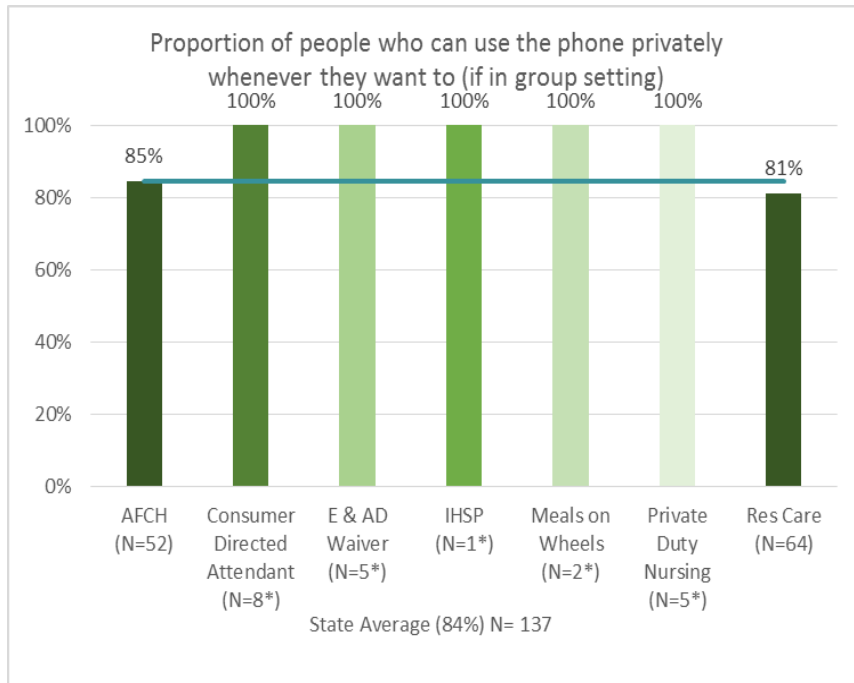
* Very small number of responses

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



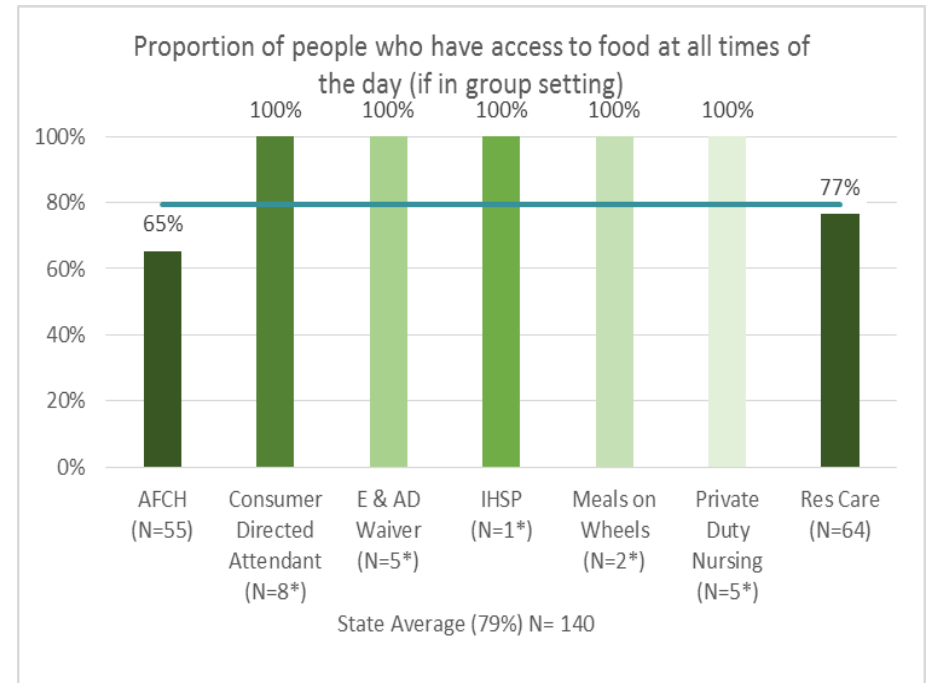
* Very small number of responses

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



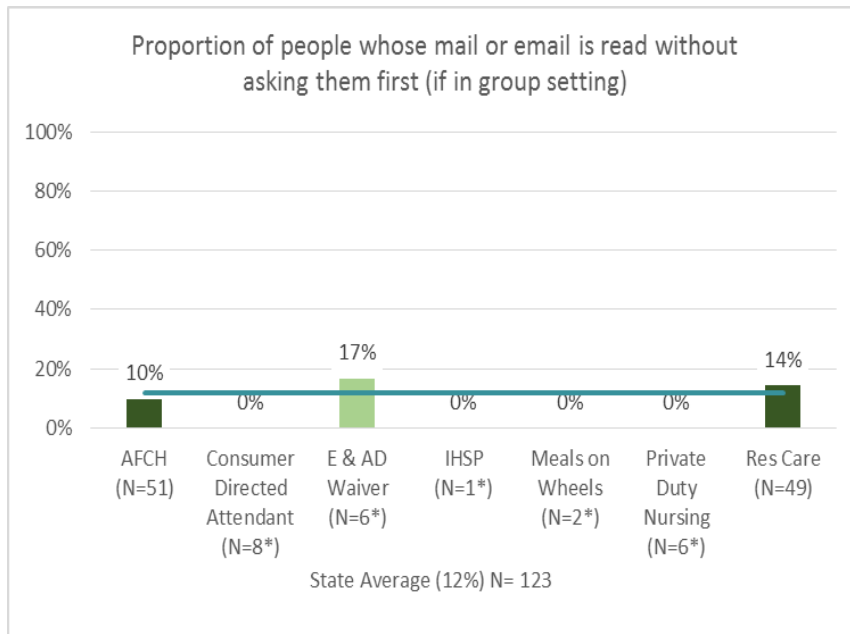
* Very small number of responses

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.

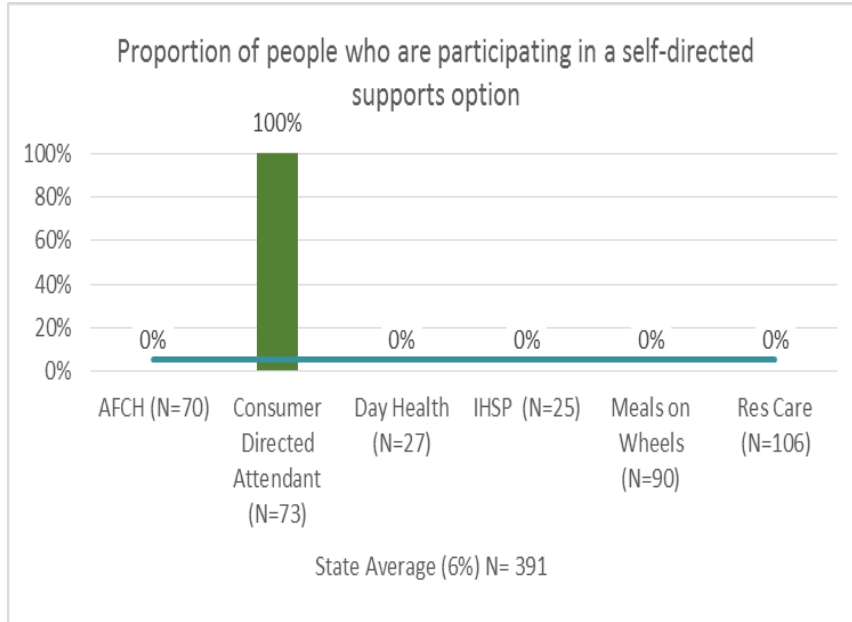
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

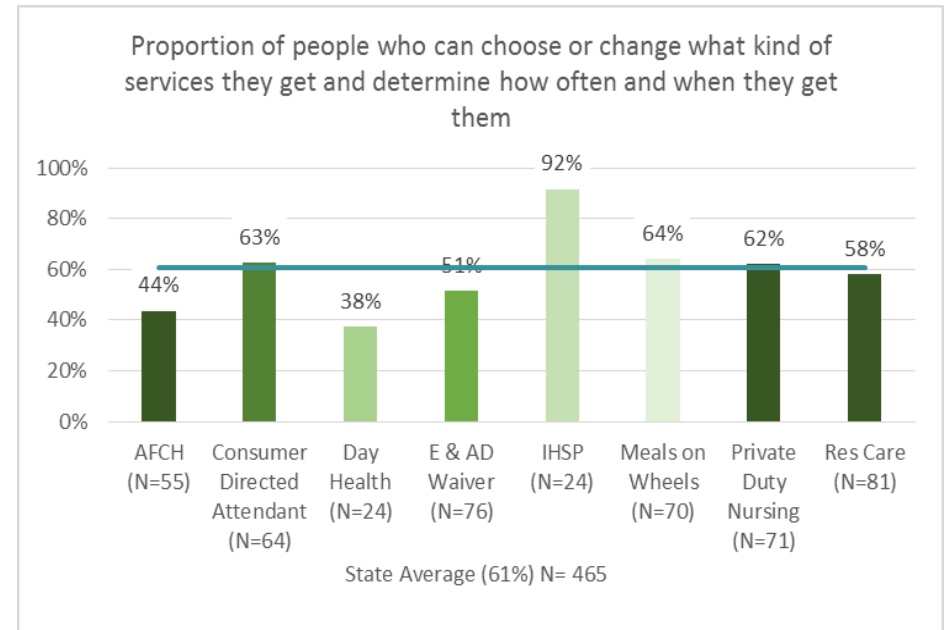
There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

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

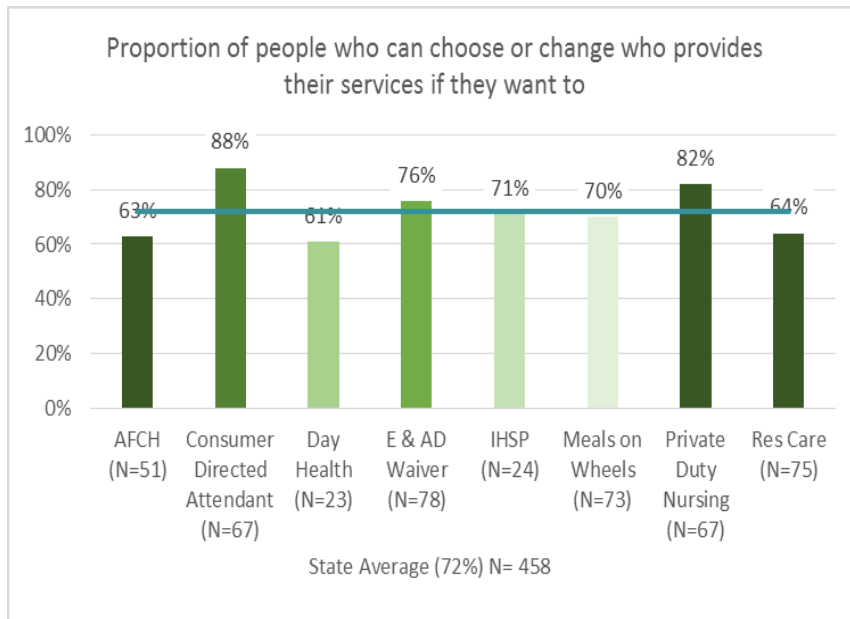
Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



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



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



Work

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

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

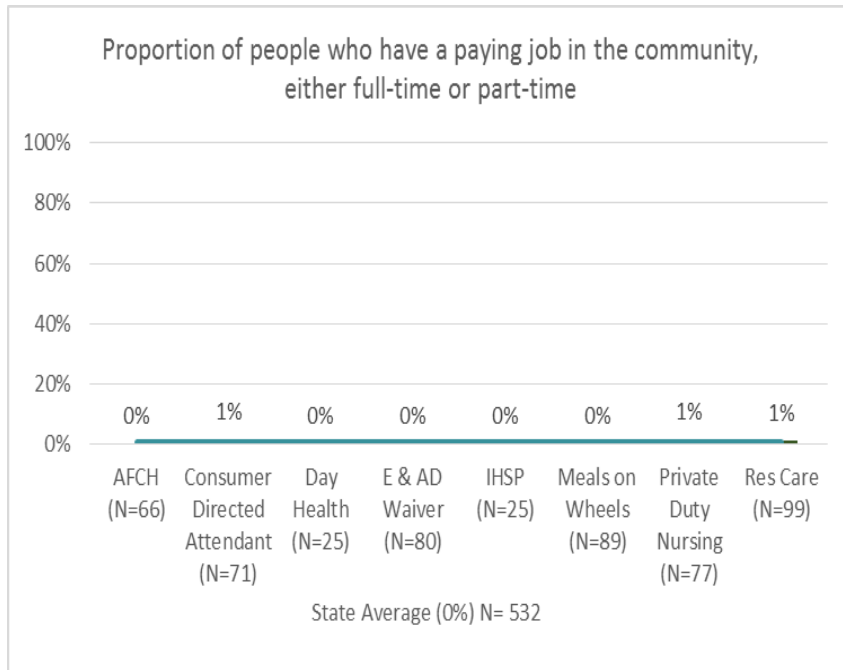
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage⁴.
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

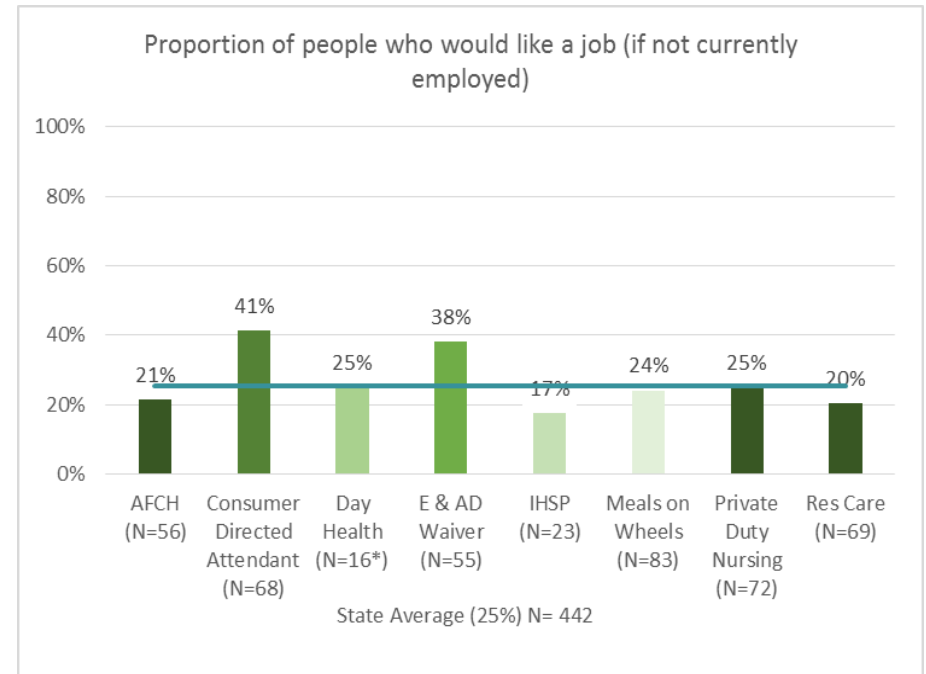
Un-collapsed for state and programs are shown in Appendix B.

⁴ Data are not shown due to extremely small numbers

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

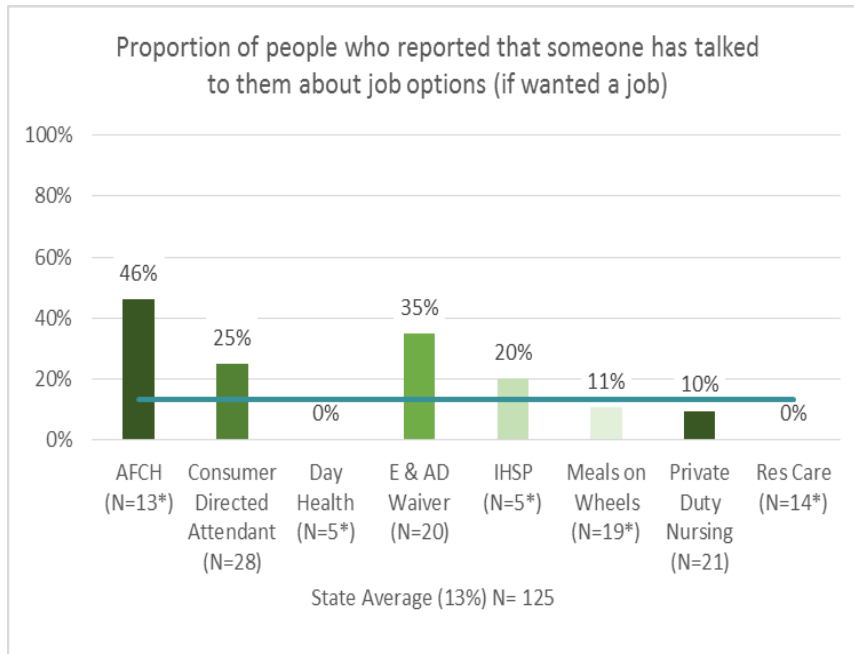


Graph 102. Proportion of people who would like a job (if not currently employed)



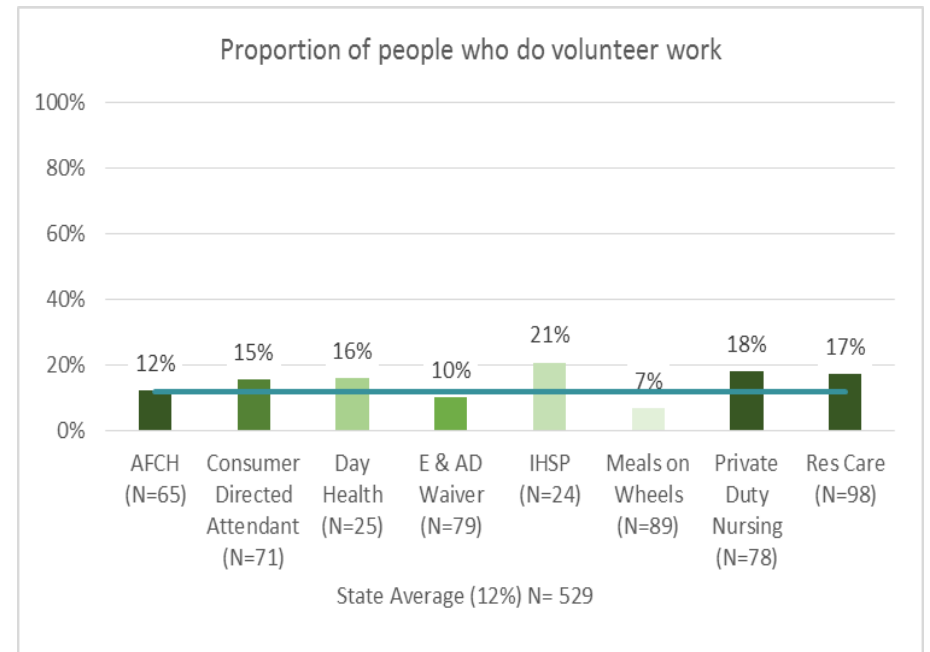
* Very small number of responses

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



Everyday Living

People have enough supports for everyday living.

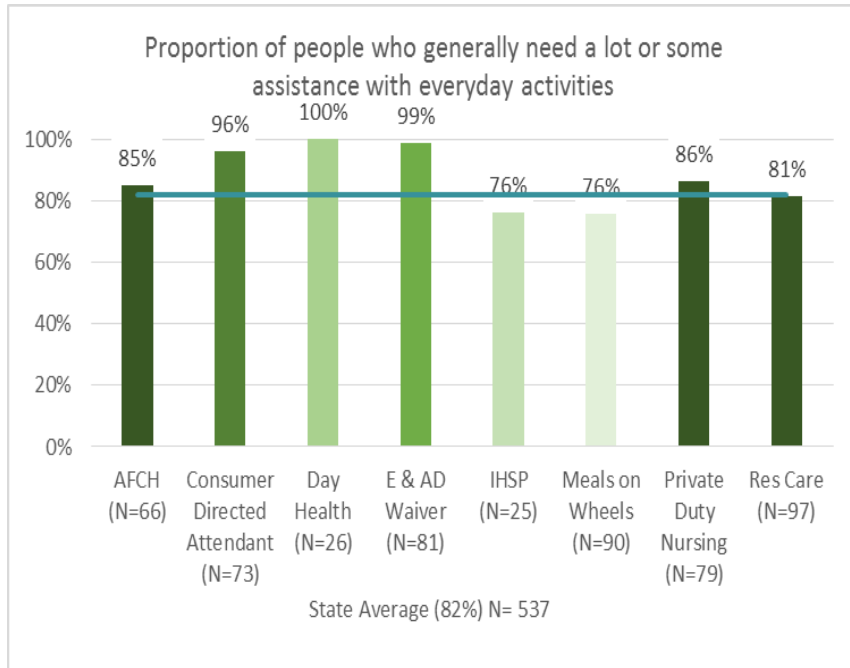
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

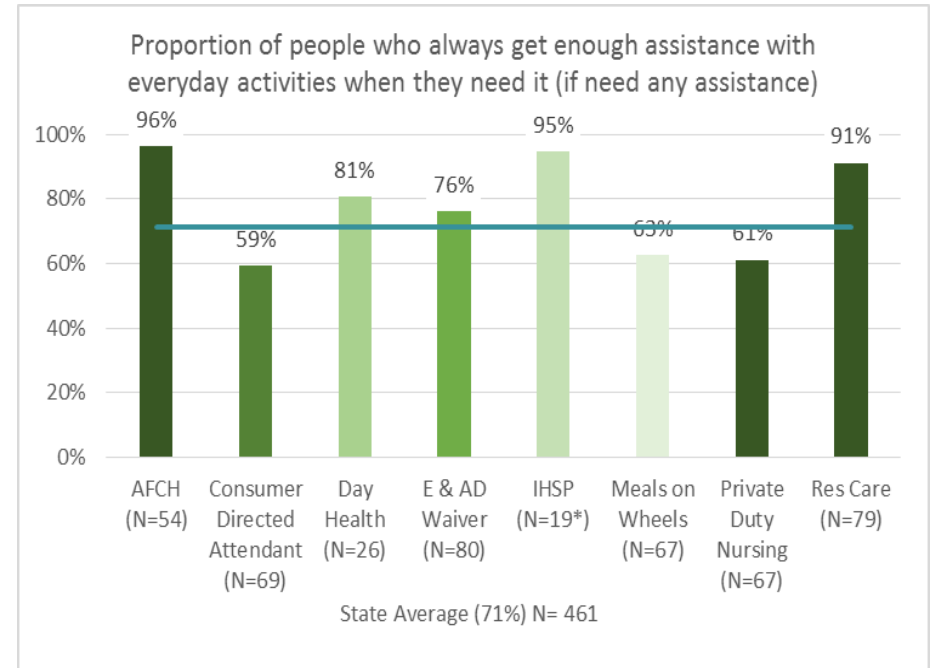
There are five survey items that correspond to the Everyday Living domain.

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)

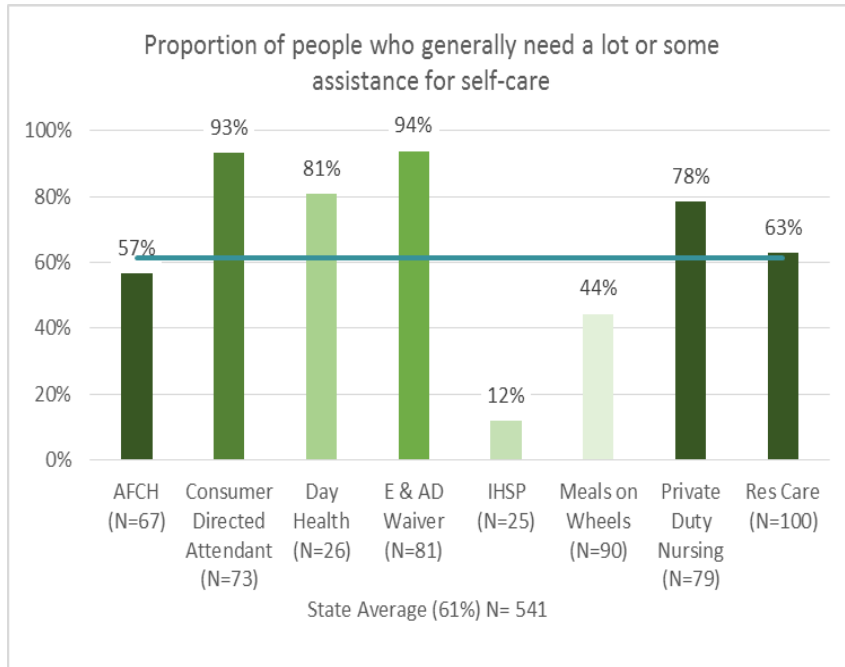


Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)

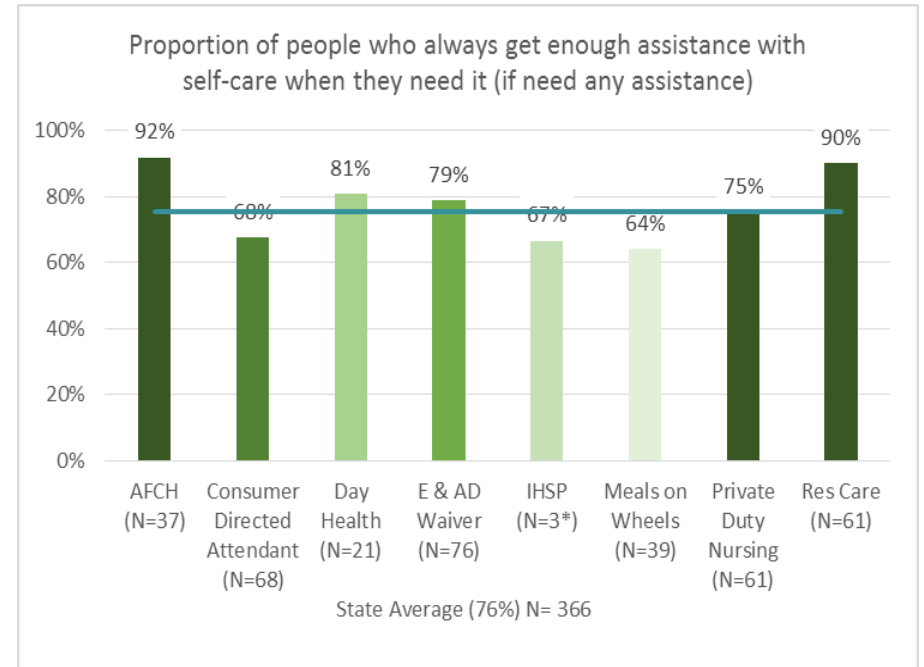


* Very small number of responses

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)

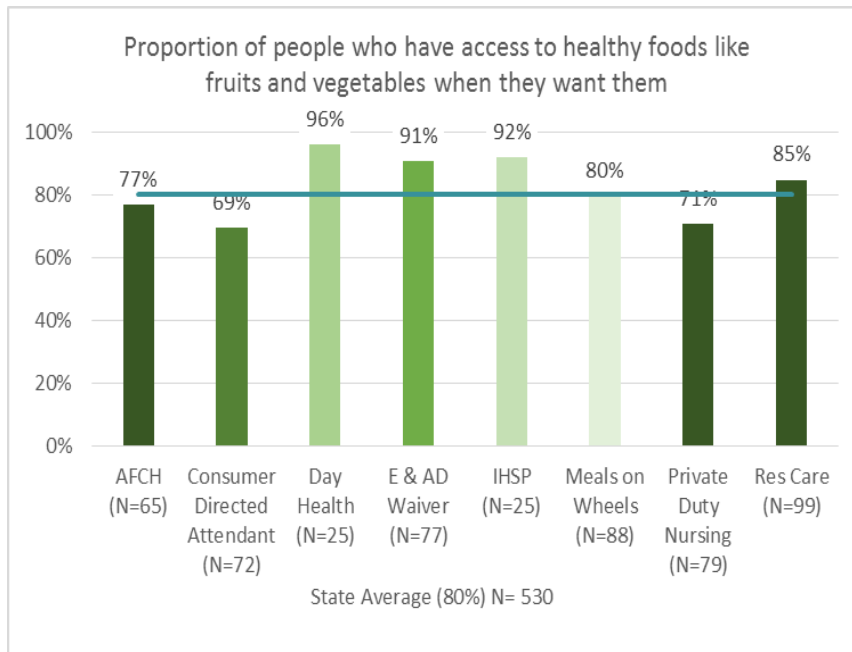


Graph 108. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



* Very small number of responses

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



Affordability

People have enough available resources.

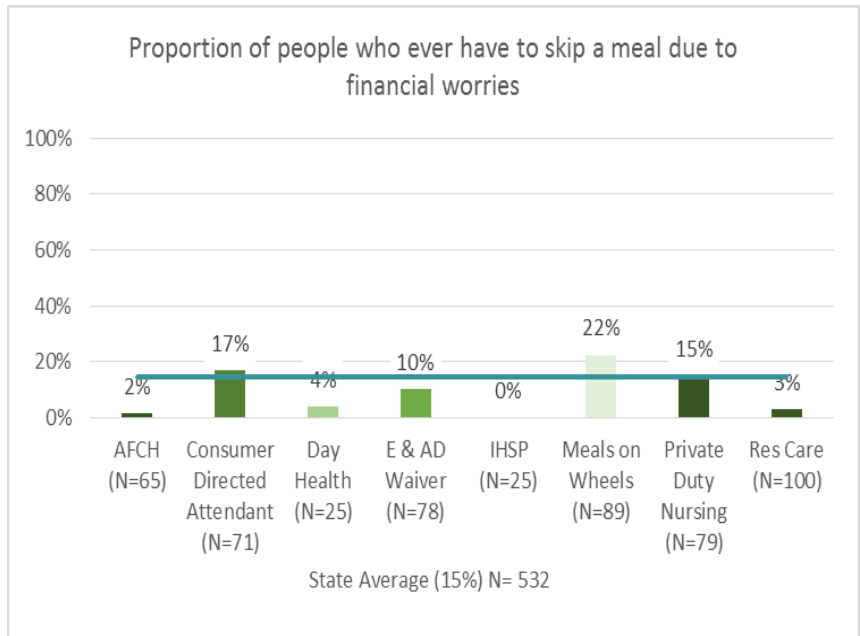
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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



Planning for future

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

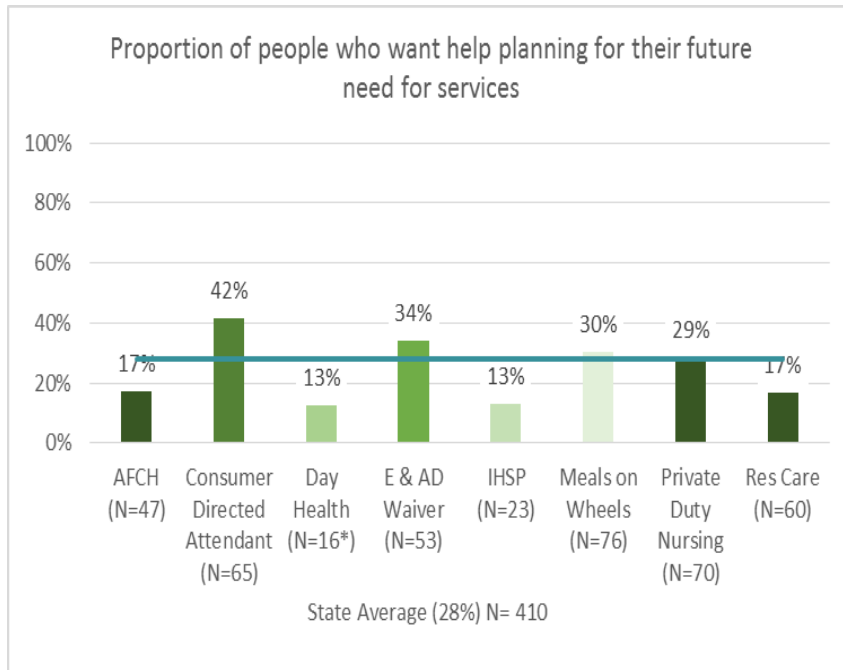
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

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.

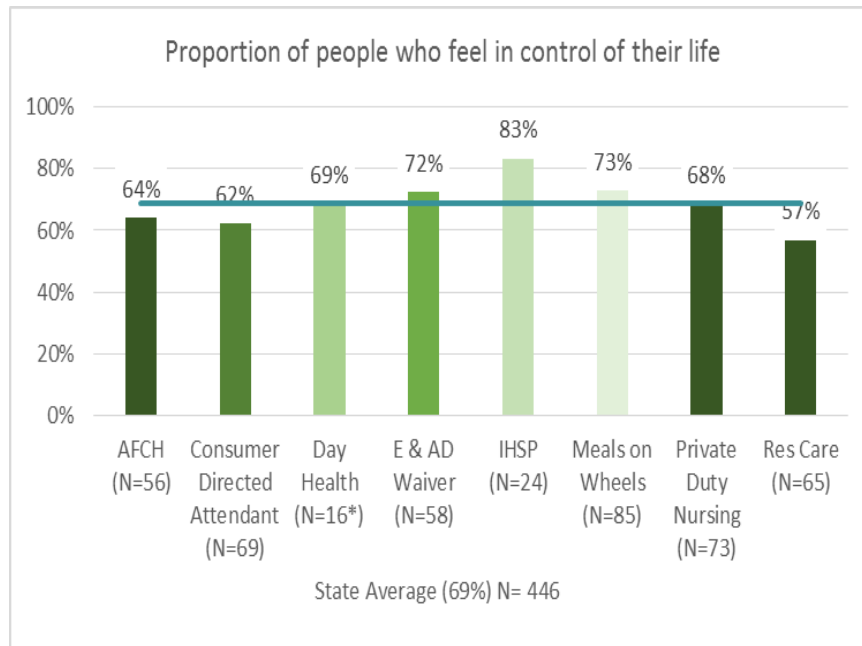
There is one survey item that corresponds to the Control domain.

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
AFCH	71.4	58
Consumer Directed Attendant	57.3	70
Day Health	65.5	23
E & AD Waiver	60.4	76
IHSP	77.4	21
Meals on Wheels	71.5	77
Private Duty Nursing	64.0	73
Res Care	76.8	82
Sample Average	67.4	480

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

	Under 90	90 and Over	N
AFCH	85%	15%	68
Consumer Directed Attendant	97%	3%	72
Day Health	92%	8%	25
E & AD Waiver	96%	4%	79
IHSP	84%	16%	25
Meals on Wheels	87%	13%	89
Private Duty Nursing	94%	6%	78
Res Care	78%	22%	105
Sample Average	89%	11%	541

Table 3. Gender

	Male	Female	Don't Know	N
AFCH	41%	56%	3%	70
Consumer Directed Attendant	33%	67%	0%	72
Day Health	27%	73%	0%	26
E & AD Waiver	37%	63%	0%	79
IHSP	40%	60%	0%	25
Meals on Wheels	42%	58%	0%	88
Private Duty Nursing	19%	81%	0%	78
Res Care	31%	69%	0%	105
Sample Average	34%	66%	0%	543

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
AFCH	3%	0%	0%	0%	94%	0%	0%	3%	69
Consumer Directed Attendant	6%	0%	1%	0%	94%	0%	0%	0%	72
Day Health	0%	0%	0%	0%	100%	0%	0%	0%	26
E & AD Waiver	0%	0%	4%	0%	95%	0%	1%	0%	75
IHSP	0%	0%	0%	0%	100%	0%	0%	0%	25
Meals on Wheels	0%	0%	0%	0%	100%	0%	0%	0%	89
Private Duty Nursing	3%	0%	3%	0%	95%	0%	3%	0%	76
Res Care	2%	0%	0%	0%	97%	0%	0%	1%	103
Sample Average	2%	0%	1%	0%	96%	0%	1%	1%	535

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
AFCH	13%	1%	12%	20%	54%	69
Consumer Directed Attendant	19%	23%	42%	15%	0%	73
Day Health	42%	12%	15%	31%	0%	26
E & AD Waiver	33%	30%	16%	20%	1%	76
IHSP	24%	0%	24%	52%	0%	25
Meals on Wheels	12%	27%	26%	35%	0%	89
Private Duty Nursing	14%	20%	37%	28%	1%	76
Res Care	12%	3%	9%	26%	50%	103
Sample Average	18%	16%	23%	26%	17%	537

Table 6. Primary language

	English	Spanish	Other	Don't know	N
AFCH	94%	0%	3%	3%	70
Consumer Directed Attendant	100%	0%	0%	0%	72
Day Health	100%	0%	0%	0%	25
E & AD Waiver	92%	0%	8%	0%	76
IHSP	92%	0%	8%	0%	25
Meals on Wheels	99%	0%	1%	0%	90
Private Duty Nursing	95%	0%	5%	0%	78
Res Care	94%	0%	4%	2%	106
Sample Average	96%	0%	4%	1%	542

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
AFCH	97%	0%	0%	0%	3%	0%	60
Consumer Directed Attendant	99%	1%	0%	0%	0%	0%	70
Day Health	96%	4%	0%	0%	0%	0%	25
E & AD Waiver	87%	3%	0%	0%	10%	0%	77
IHSP	100%	0%	0%	0%	0%	0%	25
Meals on Wheels	98%	0%	1%	1%	0%	0%	88
Private Duty Nursing	99%	0%	0%	1%	0%	0%	77
Res Care	97%	1%	0%	0%	2%	0%	93
Sample Average	96%	1%	0%	0%	2%	0%	515

Table 8. Type of residential area⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
AFCH	39%	9%	17%	34%	1%	70
Consumer Directed Attendant	32%	14%	40%	14%	1%	73
Day Health	37%	48%	0%	11%	4%	27
E & AD Waiver	37%	20%	26%	15%	2%	81
IHSP	88%	0%	4%	8%	0%	25
Meals on Wheels	37%	36%	12%	10%	6%	90
Private Duty Nursing	33%	21%	20%	25%	1%	80
Res Care	42%	14%	28%	16%	0%	106
Sample Average	39%	20%	22%	18%	2%	552

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
AFCH	0%	0%	3%	97%	0%	0%	0%	0%	70
Consumer Directed Attendant	93%	0%	0%	1%	0%	0%	5%	0%	73
Day Health	92%	0%	0%	0%	4%	0%	4%	0%	26
E & AD Waiver	95%	0%	0%	0%	1%	0%	4%	0%	81
IHSP	96%	0%	0%	4%	0%	0%	0%	0%	25
Meals on Wheels	98%	0%	0%	1%	0%	0%	1%	0%	90
Private Duty Nursing	95%	0%	0%	3%	0%	0%	3%	0%	78
Res Care	1%	0%	0%	98%	1%	0%	0%	0%	106
Sample Average	65%	0%	0%	32%	1%	0%	2%	0%	549

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
AFCH	0%	3%	0%	6%	0%	99%	0%	0%	70
Consumer Directed Attendant	42%	29%	38%	0%	3%	0%	1%	0%	72
Day Health	31%	8%	50%	4%	0%	4%	4%	0%	26
E & AD Waiver	30%	29%	43%	5%	3%	3%	1%	0%	80
IHSP	100%	0%	0%	0%	0%	0%	0%	0%	25
Meals on Wheels	55%	25%	20%	2%	1%	1%	2%	0%	89
Private Duty Nursing	58%	22%	23%	1%	1%	0%	0%	0%	79
Res Care	1%	2%	0%	2%	0%	99%	0%	0%	106
Sample Average	33%	16%	20%	3%	1%	33%	1%	0%	547

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

	No	Yes	N
AFCH	96%	4%	57
Consumer Directed Attendant	86%	14%	73
Day Health	96%	4%	26
E & AD Waiver	91%	9%	80
IHSP	95%	5%	20
Meals on Wheels	95%	5%	88
Private Duty Nursing	97%	3%	76
Res Care	91%	9%	94
Sample Average	93%	7%	514

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	N
AFCH	64%	36%	14
Consumer Directed Attendant	29%	71%	21
Day Health	0%	0%	0
E & AD Waiver	13%	88%	16
IHSP	67%	33%	15
Meals on Wheels	0%	100%	4
Private Duty Nursing	38%	62%	13
Res Care	42%	58%	12
Sample Average	39%	61%	95

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

	No	Yes	N
AFCH	74%	26%	69
Consumer Directed Attendant	95%	5%	73
Day Health	73%	27%	26
E & AD Waiver	85%	15%	80
IHSP	100%	0%	15
Meals on Wheels	100%	0%	4
Private Duty Nursing	95%	5%	79
Res Care	65%	35%	105
Sample Average	82%	18%	451

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

	No	Yes	N
AFCH	99%	1%	70
Consumer Directed Attendant	97%	3%	73
Day Health	100%	0%	26
E & AD Waiver	96%	4%	80
IHSP	100%	0%	14
Meals on Wheels	100%	0%	4
Private Duty Nursing	96%	4%	79
Res Care	98%	2%	105
Sample Average	98%	2%	451

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

	No	Yes	N
AFCH	99%	1%	68
Consumer Directed Attendant	100%	0%	73
Day Health	62%	38%	26
E & AD Waiver	95%	5%	80
IHSP	100%	0%	13
Meals on Wheels	100%	0%	3
Private Duty Nursing	95%	5%	79
Res Care	94%	6%	105
Sample Average	94%	6%	447

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	N
AFCH	41%	59%	68
Consumer Directed Attendant	86%	14%	73
Day Health	88%	12%	26
E & AD Waiver	95%	5%	80
IHSP	100%	0%	1
Meals on Wheels	25%	75%	4
Private Duty Nursing	85%	15%	79
Res Care	45%	55%	104
Sample Average	70%	30%	435

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
AFCH	58%	34%	8%	59
Consumer Directed Attendant	68%	31%	1%	72
Day Health	65%	35%	0%	26
E & AD Waiver	76%	24%	0%	74
IHSP	48%	52%	0%	25
Meals on Wheels	58%	40%	1%	89
Private Duty Nursing	64%	33%	3%	76
Res Care	63%	31%	6%	97
Sample Average	64%	33%	3%	518

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
AFCH	73%	25%	2%	56
Consumer Directed Attendant	61%	35%	4%	72
Day Health	65%	27%	8%	26
E & AD Waiver	64%	33%	3%	75
IHSP	80%	12%	8%	25
Meals on Wheels	63%	30%	8%	88
Private Duty Nursing	65%	32%	3%	74
Res Care	69%	23%	7%	95
Sample Average	66%	29%	5%	511

Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
AFCH	8%	10%	52%	52%	2%	62
Consumer Directed Attendant	3%	24%	61%	38%	0%	71
Day Health	0%	15%	73%	62%	0%	26
E & AD Waiver	17%	52%	37%	24%	0%	71
IHSP	0%	4%	60%	40%	0%	25
Meals on Wheels	0%	10%	54%	57%	0%	89
Private Duty Nursing	1%	25%	71%	49%	0%	77
Res Care	4%	10%	59%	41%	0%	96
Sample Average	5%	20%	57%	44%	0%	517

Table 20. History of frequent falls

	No	Yes	N
AFCH	79%	21%	68
Consumer Directed Attendant	60%	40%	70
Day Health	83%	17%	24
E & AD Waiver	70%	30%	67
IHSP	88%	13%	24
Meals on Wheels	68%	32%	87
Private Duty Nursing	66%	34%	74
Res Care	73%	27%	102
Sample Average	71%	29%	516

Table 21. Receives Medicare

	No	Yes	N
AFCH	4%	96%	46
Consumer Directed Attendant	22%	78%	69
Day Health	12%	88%	26
E & AD Waiver	10%	90%	67
IHSP	0%	100%	24
Meals on Wheels	16%	84%	86
Private Duty Nursing	17%	83%	69
Res Care	6%	94%	77
Sample Average	13%	88%	464

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
AFCH	19%	28%	42%	7%	2%	2%	57
Consumer Directed Attendant	21%	34%	41%	1%	1%	0%	70
Day Health	35%	18%	47%	0%	0%	0%	17
E & AD Waiver	26%	36%	38%	0%	0%	0%	58
IHSP	17%	17%	67%	0%	0%	0%	24
Meals on Wheels	15%	27%	56%	0%	1%	0%	85
Private Duty Nursing	26%	21%	53%	0%	0%	0%	76
Res Care	14%	19%	57%	7%	1%	1%	70
Sample Average	21%	26%	50%	2%	1%	0%	457

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
AFCH	44%	7%	4%	20%	2%	9%	7%	54
Consumer Directed Attendant	42%	1%	12%	25%	14%	45%	10%	69
Day Health	47%	0%	6%	18%	0%	24%	6%	17
E & AD Waiver	38%	0%	12%	28%	29%	43%	19%	58
IHSP	67%	0%	0%	13%	0%	21%	0%	24
Meals on Wheels	58%	0%	16%	27%	12%	23%	8%	83
Private Duty Nursing	54%	0%	8%	22%	4%	32%	8%	74
Res Care	62%	8%	5%	20%	5%	9%	0%	65

Sample Average	51%	2%	9%	23%	10%	27%	8%	444
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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
AFCH	0%	0%	0%	2%	20%	0%	0%	54
Consumer Directed Attendant	1%	10%		4%	6%	0%	0%	69
Day Health	0%	0%	0%	6%	12%	0%	0%	17
E & AD Waiver	3%	9%	3%	5%	12%	0%	0%	58
IHSP	0%	0%	0%	0%	4%	0%	0%	24
Meals on Wheels	4%	1%	2%	6%	8%	0%	0%	83
Private Duty Nursing	3%	1%	4%	3%	5%	0%	0%	74
Res Care	0%	0%	5%	2%	8%	0%	0%	65
Sample Average	2%	3%	2%	4%	9%	0%	0%	444

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
AFCH	79%	13%	8%	0%	24
Consumer Directed Attendant	n/a	n/a	n/a	n/a	n/a
Day Health	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	n/a	n/a	n/a	n/a	n/a
IHSP	n/a	n/a	n/a	n/a	n/a
Meals on Wheels	0%	100%	0%	0%	1
Private Duty Nursing	n/a	n/a	n/a	n/a	n/a
Res Care	70%	14%	14%	2%	57
Sample Average	72%	15%	12%	1%	82

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
AFCH	3%	7%	88%	2%	0%	58
Consumer Directed Attendant	7%	10%	83%	0%	0%	69
Day Health	0%	0%	100%	0%	0%	17
E & AD Waiver	3%	3%	93%	0%	0%	58
IHSP	0%	0%	100%	0%	0%	24
Meals on Wheels	0%	5%	95%	0%	0%	84
Private Duty Nursing	0%	3%	97%	0%	0%	76
Res Care	1%	6%	91%	0%	1%	70

Sample Average	2%	5%	92%	0%	0%	456
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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
AFCH	62%	9%	28%	2%	0%	58
Consumer Directed Attendant	3%	7%	90%	0%	0%	69
Day Health	0%	0%	100%	0%	0%	16
E & AD Waiver	2%	9%	88%	0%	2%	57
IHSP	0%	33%	67%	0%	0%	24
Meals on Wheels	2%	1%	96%	0%	0%	83
Private Duty Nursing	4%	3%	93%	0%	0%	76
Res Care	63%	7%	25%	1%	3%	71
Sample Average	20%	7%	72%	0%	1%	454

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
AFCH	9%	19%	68%	4%	0%	57
Consumer Directed Attendant	0%	0%	100%	0%	0%	7
Day Health	n/a	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	0%	40%	60%	0%	0%	5
IHSP	0%	0%	100%	0%	0%	2
Meals on Wheels	0%	0%	100%	0%	0%	2
Private Duty Nursing	0%	0%	100%	0%	0%	5
Res Care	7%	14%	73%	6%	0%	71

Sample Average	7%	15%	74%	4%	0%	149
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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
AFCH	5%	22%	73%	0%	0%	55
Consumer Directed Attendant	11%	11%	78%	0%	0%	64
Day Health	0%	23%	77%	0%	0%	13
E & AD Waiver	6%	22%	71%	0%	0%	49
IHSP	9%	4%	87%	0%	0%	23
Meals on Wheels	9%	16%	75%	0%	0%	80
Private Duty Nursing	7%	14%	79%	0%	0%	70
Res Care	8%	13%	80%	0%	0%	64
Sample Average	8%	16%	77%	0%	0%	418

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
AFCH	0%	9%	0%	2%	4%	12%	2%	57
Consumer Directed Attendant	10%	4%	0%	9%	1%	10%	0%	70
Day Health	0%	0%	0%	0%	0%	13%	0%	16
E & AD Waiver	10%	19%	2%	10%	0%	5%	0%	58
IHSP	0%	0%	0%	0%	0%	4%	4%	23
Meals on Wheels	10%	6%	1%	7%	0%	7%	0%	83
Private Duty Nursing	7%	5%	0%	4%	0%	11%	0%	74

Res Care	4%	0%	0%	3%	1%	12%	0%	75
Sample Average	6%	6%	0%	5%	1%	9%	0%	456

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
AFCH	22%	22%	41%	14%	0%	0%	58
Consumer Directed Attendant	20%	19%	27%	34%	0%	0%	70
Day Health	29%	24%	18%	29%	0%	0%	17
E & AD Waiver	24%	17%	43%	14%	0%	2%	58
IHSP	54%	4%	33%	8%	0%	0%	24
Meals on Wheels	15%	15%	45%	25%	0%	0%	85
Private Duty Nursing	18%	18%	26%	36%	0%	1%	76
Res Care	36%	20%	29%	16%	0%	0%	70
Sample Average	24%	18%	34%	23%	0%	0%	458

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
AFCH	8%	19%	70%	0%	3%	63
Consumer Directed Attendant	10%	18%	72%	0%	0%	71
Day Health	18%	24%	59%	0%	0%	17
E & AD Waiver	5%	7%	82%	0%	7%	61
IHSP	4%	0%	96%	0%	0%	24
Meals on Wheels	9%	8%	82%	0%	1%	87
Private Duty Nursing	13%	17%	70%	0%	0%	77
Res Care	9%	27%	59%	1%	4%	78
Sample Average	9%	15%	73%	0%	2%	478

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
AFCH	0%	2%	0%	0%	3%	61
Consumer Directed Attendant	3%	3%	3%	7%	6%	71
Day Health	6%	6%	0%	0%	0%	17
E & AD Waiver	5%	5%	0%	2%	2%	57
IHSP	0%	0%	0%	0%	0%	24
Meals on Wheels	2%	0%	0%	3%	3%	86
Private Duty Nursing	8%	4%	0%	5%	1%	76
Res Care	0%	0%	1%	1%	7%	73
Sample Average	3%	2%	1%	3%	3%	465

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
AFCH	0%	3%	3%	0%	3%	
Consumer Directed Attendant	4%	4%	0%	0%	3%	61
Day Health	0%	0%	0%	0%	0%	71
E & AD Waiver	2%	4%	2%	2%	0%	17
IHSP	0%	0%	0%	0%	0%	57
Meals on Wheels	7%	7%	1%	1%	1%	24
Private Duty Nursing	0%	9%	0%	0%	1%	86
Res Care	0%	4%	3%	4%	11%	76
Sample Average	2%	5%	1%	1%	3%	73

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
AFCH	3%	0%	3%	11%	5%	0%	61
Consumer Directed Attendant	1%	1%	4%	17%	0%	0%	71
Day Health	0%	0%	24%	6%	0%	6%	17
E & AD Waiver	2%	0%	0%	5%	0%	0%	57
IHSP	4%	0%	0%	4%	0%	0%	24
Meals on Wheels	0%	1%	3%	9%	0%	0%	86
Private Duty Nursing	0%	0%	5%	11%	0%	1%	76
Res Care	0%	3%	3%	22%	1%	1%	73
Sample Average	1%	1%	4%	12%	1%	1%	465

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

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
AFCH	43%	7%	45%	5%	58
Consumer Directed Attendant	56%	7%	37%	0%	70
Day Health	72%	0%	28%	0%	18
E & AD Waiver	69%	5%	18%	8%	61
IHSP	79%	4%	17%	0%	24
Meals on Wheels	70%	7%	22%	1%	87
Private Duty Nursing	60%	7%	33%	0%	75
Res Care	51%	12%	31%	6%	78
Sample Average	60%	7%	30%	3%	471

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
AFCH	34%	0%	6%	0%	0%	53
Consumer Directed Attendant	26%	0%	1%	0%	0%	69
Day Health	17%	0%	6%	0%	0%	18
E & AD Waiver	15%	0%	0%	0%	0%	55
IHSP	4%	4%	0%	0%	0%	23
Meals on Wheels	24%	0%	1%	0%	0%	83
Private Duty Nursing	24%	0%	4%	0%	0%	72
Res Care	23%	4%	1%	0%	0%	69
Sample Average	23%	1%	2%	0%	0%	442

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
AFCH	0%	8%	47%	4%	2%	53
Consumer Directed Attendant	0%	13%	57%	1%	1%	69
Day Health	0%	6%	72%	0%	0%	18
E & AD Waiver	0%	5%	76%	2%	2%	55
IHSP	0%	9%	83%	0%	0%	23
Meals on Wheels	0%	1%	73%	0%	0%	83
Private Duty Nursing	0%	6%	63%	3%	1%	72
Res Care	0%	7%	58%	4%	1%	69
Sample Average	0%	7%	64%	2%	1%	442

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
AFCH	5%	33%	60%	0%	2%	57
Consumer Directed Attendant	12%	43%	45%	0%	0%	67
Day Health	12%	18%	71%	0%	0%	17
E & AD Waiver	7%	37%	54%	0%	2%	57
IHSP	13%	21%	67%	0%	0%	24
Meals on Wheels	10%	36%	55%	0%	0%	84
Private Duty Nursing	8%	31%	61%	0%	0%	74
Res Care	7%	37%	56%	0%	0%	70
Sample Average	9%	35%	56%	0%	0%	450

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
AFCH	68%	12%	13%	0%	5%	2%	60
Consumer Directed Attendant	70%	8%	17%	5%	0%	0%	64
Day Health	52%	14%	29%	0%	5%	0%	21
E & AD Waiver	66%	9%	24%	0%	1%	0%	70
IHSP	27%	50%	23%	0%	0%	0%	22
Meals on Wheels	52%	25%	23%	0%	0%	0%	48
Private Duty Nursing	63%	12%	22%	0%	1%	1%	73
Res Care	49%	22%	22%	1%	2%	2%	81
Sample Average	59%	16%	21%	1%	2%	1%	439

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
AFCH	2%	28%	70%	0%	0%	53
Consumer Directed Attendant	0%	20%	79%	0%	2%	61
Day Health	0%	19%	81%	0%	0%	16
E & AD Waiver	2%	17%	80%	0%	0%	46
IHSP	5%	10%	80%	0%	5%	20
Meals on Wheels	4%	13%	80%	0%	2%	45
Private Duty Nursing	1%	14%	83%	1%	0%	69
Res Care	5%	30%	61%	0%	5%	66
Sample Average	2%	20%	76%	0%	2%	376

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
AFCH	28%	5%	64%	3%	64
Consumer Directed Attendant	15%	4%	76%	4%	72
Day Health	36%	8%	56%	0%	25
E & AD Waiver	14%	6%	80%	0%	79
IHSP	9%	17%	74%	0%	23
Meals on Wheels	35%	5%	60%	0%	81
Private Duty Nursing	21%	3%	77%	0%	77
Res Care	21%	7%	69%	3%	101
Sample Average	22%	6%	70%	2%	522

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
AFCH	20%	11%	66%	3%	65
Consumer Directed Attendant	15%	10%	75%	0%	72
Day Health	19%	4%	77%	0%	26
E & AD Waiver	18%	9%	74%	0%	80
IHSP	13%	4%	83%	0%	24
Meals on Wheels	29%	11%	59%	1%	83
Private Duty Nursing	10%	8%	82%	0%	77
Res Care	20%	13%	64%	3%	100
Sample Average	19%	10%	71%	1%	527

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
AFCH	13%	25%	63%	0%	0%	16
Consumer Directed Attendant	6%	20%	74%	0%	0%	35
Day Health	18%	18%	65%	0%	0%	17
E & AD Waiver	9%	15%	76%	0%	0%	55
IHSP	17%	33%	50%	0%	0%	6
Meals on Wheels	0%	23%	73%	4%	0%	26
Private Duty Nursing	2%	20%	78%	0%	0%	54
Res Care	4%	13%	75%	4%	4%	24
Sample Average	6%	19%	73%	1%	0%	233

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
AFCH	0%	4%	85%	9%	2%	0%	55
Consumer Directed Attendant	0%	8%	84%	6%	0%	2%	63
Day Health	5%	5%	86%	0%	5%	0%	21
E & AD Waiver	3%	10%	84%	1%	0%	1%	67
IHSP	5%	0%	91%	0%	0%	5%	22
Meals on Wheels	2%	15%	81%	2%	0%	0%	48
Private Duty Nursing	1%	18%	80%	1%	0%	0%	74
Res Care	1%	14%	69%	8%	5%	4%	80
Sample Average	2%	11%	81%	4%	1%	1%	430

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
AFCH	33%	48%	17%	2%	66
Consumer Directed Attendant	42%	57%	1%	0%	72
Day Health	50%	38%	8%	4%	26
E & AD Waiver	55%	40%	3%	3%	80
IHSP	40%	52%	8%	0%	25
Meals on Wheels	52%	40%	7%	1%	88
Private Duty Nursing	53%	43%	4%	0%	79
Res Care	24%	56%	19%	1%	100
Sample Average	43%	47%	9%	1%	536

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
AFCH	72%	15%	7%	6%	54
Consumer Directed Attendant	54%	39%	3%	4%	70
Day Health	82%	12%	6%	0%	17
E & AD Waiver	65%	33%	2%	0%	54
IHSP	83%	13%	4%	0%	24
Meals on Wheels	65%	28%	6%	1%	82
Private Duty Nursing	68%	27%	5%	0%	74
Res Care	75%	15%	9%	1%	67
Sample Average	68%	25%	5%	2%	442

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
AFCH	3%	5%	23%	68%	0%	2%	66
Consumer Directed Attendant	4%	28%	32%	35%	0%	0%	71
Day Health	0%	20%	36%	40%	4%	0%	25
E & AD Waiver	8%	20%	28%	44%	0%	0%	79
IHSP	4%	0%	20%	76%	0%	0%	25
Meals on Wheels	6%	16%	25%	53%	0%	0%	88
Private Duty Nursing	5%	11%	32%	52%	0%	0%	79
Res Care	2%	6%	24%	65%	0%	2%	98
Sample Average	4%	14%	27%	54%	0%	1%	531

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
AFCH	0%	0%	5%	0%	0%	60
Consumer Directed Attendant	10%	17%	7%	7%	3%	69
Day Health	14%	0%	14%	0%	0%	22
E & AD Waiver	11%	11%	8%	5%	4%	80
IHSP	0%	0%	0%	4%	0%	25
Meals on Wheels	9%	20%	8%	6%	6%	87
Private Duty Nursing	17%	13%	9%	8%	3%	76
Res Care	1%	0%	1%	0%	0%	91
Sample Average	8%	9%	6%	4%	2%	510

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
AFCH	0%	3%	7%	0%	0%	0%	60
Consumer Directed Attendant	1%	10%	17%	9%	13%	4%	69
Day Health	0%	18%	9%	0%	0%	27%	22
E & AD Waiver	0%	8%	20%	10%	8%	4%	80
IHSP	0%	0%	12%	0%	0%	0%	25
Meals on Wheels	0%	6%	15%	5%	6%	5%	87
Private Duty Nursing	1%	4%	17%	5%	9%	1%	76
Res Care	0%	1%	2%	2%	0%	0%	91
Sample Average	0%	5%	13%	5%	5%	3%	510

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
AFCH	0%	0%	7%	2%	0%	10%	60
Consumer Directed Attendant	3%	1%	16%	17%	7%	23%	69
Day Health	0%	0%	5%	5%	0%	27%	22
E & AD Waiver	4%	1%	8%	6%	5%	21%	80
IHSP	0%	0%	0%	0%	0%	8%	25
Meals on Wheels	3%	1%	6%	2%	5%	9%	87
Private Duty Nursing	3%	1%	3%	7%	5%	14%	76
Res Care	0%	1%	3%	1%	0%	15%	91
Sample Average	3%	2%	1%	6%	5%	3%	16%

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
AFCH	0%	100%	0%	0%	6
Consumer Directed Attendant	26%	63%	11%	0%	19
Day Health	13%	88%	0%	0%	8
E & AD Waiver	40%	48%	12%	0%	25
IHSP	0%	100%	0%	0%	2
Meals on Wheels	47%	35%	6%	12%	17
Private Duty Nursing	24%	76%	0%	0%	25
Res Care	38%	38%	25%	0%	8
Sample Average	30%	61%	7%	2%	110

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
AFCH	8%	38%	0%	2%	0%	3%	65
Consumer Directed Attendant	27%	23%	3%	1%	0%	1%	73
Day Health	4%	32%	4%	12%	0%	0%	25
E & AD Waiver	10%	17%	5%	1%	0%	0%	81
IHSP	12%	52%	8%	0%	0%	0%	25
Meals on Wheels	16%	28%	0%	4%	0%	2%	90
Private Duty Nursing	6%	27%	5%	5%	0%	0%	79
Res Care	10%	49%	1%	0%	0%	0%	102
Sample Average	12%	32%	3%	3%	0%	1%	540

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
AFCH	11%	8%	6%	0%	9%	22%	65
Consumer Directed Attendant	15%	7%	7%	0%	5%	23%	73
Day Health	20%	24%	8%	0%	12%	16%	25
E & AD Waiver	10%	9%	7%	0%	9%	42%	81
IHSP	0%	0%	4%	0%	8%	20%	25
Meals on Wheels	9%	6%	8%	1%	3%	24%	90
Private Duty Nursing	15%	13%	14%	0%	9%	28%	79
Res Care	14%	2%	6%	0%	2%	22%	102
Sample Average	12%	7%	8%	0%	6%	26%	540

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
AFCH	84%	1%	0%	7%	
Consumer Directed Attendant	36%	44%	1%	15%	67
Day Health	23%	15%	0%	50%	72
E & AD Waiver	40%	25%	0%	30%	26
IHSP	44%	4%	0%	32%	81
Meals on Wheels	24%	4%	1%	45%	25
Private Duty Nursing	54%	6%	1%	32%	89
Res Care	87%	0%	0%	10%	78
Sample Average	52%	12%	1%	25%	101

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
AFCH	1%	3%	3%	0%	0%	67
Consumer Directed Attendant	1%	1%	0%	0%	0%	72
Day Health	8%	4%	0%	0%	0%	26
E & AD Waiver	5%	1%	0%	0%	0%	81
IHSP	12%	0%	8%	0%	0%	25
Meals on Wheels	15%	1%	9%	1%	0%	89
Private Duty Nursing	4%	1%	1%	0%	0%	78
Res Care	1%	0%	2%	0%	0%	101
Sample Average	5%	1%	3%	0%	0%	539

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
AFCH	21%	0%	0%	45%	2%	5%	24%	66
Consumer Directed Attendant	24%	4%	1%	54%	21%	1%	18%	72
Day Health	65%	4%	0%	38%	8%	8%	8%	26
E & AD Waiver	53%	10%	5%	44%	12%	4%	6%	77
IHSP	54%	0%	0%	38%	4%	0%	8%	24
Meals on Wheels	27%	2%	1%	33%	19%	2%	14%	86
Private Duty Nursing	44%	6%	0%	51%	17%	4%	9%	77
Res Care	47%	0%	0%	42%	6%	3%	15%	96
Sample Average	39%	4%	1%	44%	12%	3%	14%	524

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
AFCH	39%	6%	58%	66
Consumer Directed Attendant	29%	1%	71%	72
Day Health	28%	12%	72%	25
E & AD Waiver	35%	8%	61%	80
IHSP	32%	8%	68%	25
Meals on Wheels	35%	8%	64%	88
Private Duty Nursing	42%	12%	53%	78
Res Care	24%	6%	70%	98
Sample Average	33%	7%	64%	532

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
AFCH	8%	8%	85%	0%	0%	26
Consumer Directed Attendant	10%	0%	90%	0%	0%	21
Day Health	14%	29%	57%	0%	0%	7
E & AD Waiver	7%	7%	86%	0%	0%	29
IHSP	13%	0%	88%	0%	0%	8
Meals on Wheels	16%	10%	74%	0%	0%	31
Private Duty Nursing	11%	8%	81%	0%	0%	36
Res Care	4%	8%	88%	0%	0%	25
Sample Average	10%	8%	83%	0%	0%	183

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
AFCH	12%	77%	0%	12%	0%	26
Consumer Directed Attendant	19%	81%	0%	0%	0%	21
Day Health	29%	71%	0%	0%	0%	7
E & AD Waiver	21%	79%	0%	0%	0%	29
IHSP	25%	75%	0%	0%	0%	8
Meals on Wheels	17%	77%	3%	3%	0%	30
Private Duty Nursing	31%	69%	0%	0%	0%	35
Res Care	29%	63%	0%	8%	0%	24
Sample Average	22%	74%	1%	3%	0%	180

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
AFCH	21%	75%	3%	1%	67
Consumer Directed Attendant	11%	89%	0%	0%	72
Day Health	24%	76%	0%	0%	25
E & AD Waiver	14%	85%	0%	1%	79
IHSP	8%	92%	0%	0%	25
Meals on Wheels	19%	81%	0%	0%	89
Private Duty Nursing	6%	92%	1%	0%	79
Res Care	27%	69%	3%	1%	99
Sample Average	17%	81%	1%	1%	535

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
AFCH	8%	14%	76%	2%	0%	50
Consumer Directed Attendant	0%	16%	84%	0%	0%	62
Day Health	6%	6%	89%	0%	0%	18
E & AD Waiver	2%	17%	82%	0%	0%	65
IHSP	0%	4%	96%	0%	0%	23
Meals on Wheels	4%	4%	90%	1%	0%	72
Private Duty Nursing	4%	11%	85%	0%	0%	72
Res Care	4%	10%	82%	1%	1%	67
Sample Average	3%	11%	84%	1%	0%	429

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
AFCH	13%	25%	55%	2%	5%	2%	64
Consumer Directed Attendant	17%	20%	59%	1%	1%	1%	71
Day Health	12%	12%	72%	0%	4%	0%	25
E & AD Waiver	18%	14%	63%	5%	0%	0%	79
IHSP	4%	12%	80%	4%	0%	0%	25
Meals on Wheels	11%	25%	63%	1%	0%	0%	88
Private Duty Nursing	27%	18%	53%	3%	0%	0%	79
Res Care	7%	19%	65%	5%	3%	0%	98
Sample Average	14%	19%	62%	3%	2%	0%	529

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
AFCH	3%	0%	97%	0%	0%	0%	65
Consumer Directed Attendant	1%	8%	90%	0%	0%	0%	72
Day Health	0%	4%	92%	0%	4%	0%	26
E & AD Waiver	3%	6%	88%	4%	0%	0%	80
IHSP	0%	4%	96%	0%	0%	0%	25
Meals on Wheels	1%	10%	89%	0%	0%	0%	88
Private Duty Nursing	3%	9%	87%	0%	1%	0%	78
Res Care	1%	2%	88%	6%	3%	0%	98
Sample Average	2%	6%	90%	2%	1%	0%	532

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
AFCH	100%	0%	0%	0%	0%	1
Consumer Directed Attendant	50%	0%	50%	0%	0%	2
Day Health	n/a	n/a	n/a	0%	n/a	n/a
E & AD Waiver	25%	50%	25%	0%	0%	4
IHSP	n/a	n/a	n/a	0%	n/a	n/a
Meals on Wheels	0%	100%	0%	0%	0%	1
Private Duty Nursing	40%	0%	60%	0%	0%	5
Res Care	0%	25%	50%	0%	25%	4
Sample Average	29%	24%	41%	0%	6%	17

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
AFCH	9%	82%	3%	3%	3%	0%	65
Consumer Directed Attendant	15%	56%	7%	21%	0%	1%	72
Day Health	19%	46%	4%	31%	0%	0%	26
E & AD Waiver	23%	65%	4%	6%	1%	0%	81
IHSP	0%	92%	4%	0%	0%	4%	25
Meals on Wheels	27%	49%	10%	13%	0%	0%	89
Private Duty Nursing	15%	68%	4%	13%	0%	0%	78
Res Care	6%	91%	2%	1%	0%	0%	101
Sample Average	15%	69%	5%	10%	1%	0%	537

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
AFCH	39%	52%	3%	3%	3%	0%	64
Consumer Directed Attendant	27%	42%	10%	18%	1%	1%	71
Day Health	31%	50%	0%	15%	4%	0%	26
E & AD Waiver	30%	42%	9%	19%	1%	0%	81
IHSP	12%	80%	4%	0%	0%	4%	25
Meals on Wheels	41%	35%	2%	22%	0%	0%	88
Private Duty Nursing	38%	44%	5%	13%	0%	0%	78
Res Care	39%	59%	0%	0%	2%	0%	98
Sample Average	34%	48%	4%	12%	1%	0%	531

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
AFCH	64%	23%	2%	6%	5%	0%	64
Consumer Directed Attendant	48%	25%	13%	12%	1%	1%	69
Day Health	73%	4%	4%	15%	4%	0%	26
E & AD Waiver	45%	35%	14%	6%	0%	0%	80
IHSP	72%	16%	4%	4%	0%	4%	25
Meals on Wheels	73%	11%	7%	8%	1%	0%	89
Private Duty Nursing	65%	17%	8%	10%	0%	0%	77
Res Care	54%	35%	6%	2%	2%	1%	101
Sample Average	60%	23%	8%	7%	2%	1%	531

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
AFCH	34%	61%	0%	0%	3%	2%	64
Consumer Directed Attendant	37%	27%	13%	23%	0%	1%	71
Day Health	62%	15%	0%	19%	4%	0%	26
E & AD Waiver	31%	47%	12%	10%	0%	0%	81
IHSP	92%	4%	0%	0%	0%	4%	25
Meals on Wheels	61%	22%	5%	13%	0%	0%	88
Private Duty Nursing	46%	32%	4%	18%	0%	0%	78
Res Care	38%	55%	0%	0%	5%	2%	101
Sample Average	45%	38%	5%	10%	1%	1%	534

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
AFCH	83%	11%	0%	2%	3%	2%	64
Consumer Directed Attendant	84%	4%	1%	9%	0%	1%	70
Day Health	84%	8%	0%	4%	4%	0%	25
E & AD Waiver	75%	6%	4%	7%	7%	0%	81
IHSP	96%	0%	0%	0%	0%	4%	25
Meals on Wheels	83%	8%	0%	9%	0%	0%	88
Private Duty Nursing	96%	1%	0%	3%	0%	0%	76
Res Care	82%	5%	0%	0%	12%	1%	100
Sample Average	84%	6%	1%	5%	4%	1%	529

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
AFCH	55%	34%	0%	6%	3%	2%	65
Consumer Directed Attendant	52%	17%	1%	28%	0%	1%	71
Day Health	58%	19%	0%	19%	4%	0%	26
E & AD Waiver	33%	54%	2%	7%	2%	0%	81
IHSP	32%	52%	4%	8%	0%	4%	25
Meals on Wheels	44%	36%	3%	17%	0%	0%	89
Private Duty Nursing	38%	31%	3%	28%	0%	0%	78
Res Care	31%	56%	4%	3%	6%	0%	101
Sample Average	42%	39%	2%	14%	2%	1%	536

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
AFCH	76%	5%	0%	14%	5%	0%	21
Consumer Directed Attendant	70%	3%	3%	18%	3%	3%	33
Day Health	59%	18%	0%	18%	6%	0%	17
E & AD Waiver	71%	6%	9%	14%	0%	0%	35
IHSP	0%	67%	0%	0%	0%	33%	3
Meals on Wheels	77%	11%	0%	11%	0%	0%	35
Private Duty Nursing	69%	12%	5%	14%	0%	0%	42
Res Care	81%	0%	0%	19%	0%	0%	16
Sample Average	71%	9%	3%	15%	1%	1%	202

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
AFCH	42%	55%	3%	0%	0%	0%	66
Consumer Directed Attendant	40%	39%	14%	7%	0%	0%	72
Day Health	36%	60%	4%	0%	0%	0%	25
E & AD Waiver	51%	43%	4%	1%	1%	0%	79
IHSP	28%	68%	4%	0%	0%	0%	25
Meals on Wheels	40%	45%	13%	1%	0%	0%	89
Private Duty Nursing	25%	63%	10%	1%	0%	0%	79
Res Care	35%	61%	4%	0%	0%	0%	99
Sample Average	38%	52%	8%	1%	0%	0%	534

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
AFCH	92%	2%	2%	5%	0%	0%	66
Consumer Directed Attendant	64%	10%	3%	22%	0%	0%	67
Day Health	84%	0%	4%	12%	0%	0%	25
E & AD Waiver	84%	10%	1%	4%	1%	0%	79
IHSP	88%	4%	4%	4%	0%	0%	25
Meals on Wheels	72%	9%	2%	15%	0%	2%	88
Private Duty Nursing	78%	1%	3%	18%	0%	0%	79
Res Care	90%	3%	0%	1%	6%	0%	100
Sample Average	81%	5%	2%	10%	1%	0%	529

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
AFCH	54%	45%	0%	2%	0%	0%	65
Consumer Directed Attendant	34%	59%	3%	1%	0%	3%	68
Day Health	54%	38%	8%	0%	0%	0%	24
E & AD Waiver	66%	32%	1%	1%	0%	0%	79
IHSP	25%	75%	0%	0%	0%	0%	24
Meals on Wheels	36%	58%	3%	2%	0%	0%	89
Private Duty Nursing	35%	56%	3%	6%	0%	0%	79
Res Care	70%	26%	1%	1%	2%	0%	99
Sample Average	49%	46%	2%	2%	0%	0%	527

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
AFCH	74%	21%	2%	3%	0%	0%	66
Consumer Directed Attendant	49%	24%	19%	7%	1%	0%	70
Day Health	68%	24%	0%	8%	0%	0%	25
E & AD Waiver	23%	60%	14%	4%	0%	0%	80
IHSP	74%	22%	0%	4%	0%	0%	23
Meals on Wheels	72%	16%	8%	5%	0%	0%	88
Private Duty Nursing	55%	28%	9%	8%	0%	0%	78
Res Care	79%	17%	1%	2%	1%	0%	100
Sample Average	60%	27%	8%	5%	0%	0%	530

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
AFCH	67%	11%	5%	17%	2%	0%	66
Consumer Directed Attendant	79%	4%	3%	13%	1%	0%	72
Day Health	76%	12%	0%	12%	0%	0%	25
E & AD Waiver	85%	5%	3%	8%	0%	0%	79
IHSP	44%	24%	20%	12%	0%	0%	25
Meals on Wheels	62%	17%	5%	15%	1%	0%	87
Private Duty Nursing	73%	3%	8%	15%	1%	0%	79
Res Care	69%	13%	3%	11%	4%	0%	99
Sample Average	71%	10%	5%	13%	2%	0%	532

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
AFCH	17%	55%	12%	12%	3%	2%	66
Consumer Directed Attendant	17%	45%	30%	8%	0%	0%	71
Day Health	25%	50%	13%	13%	0%	0%	24
E & AD Waiver	34%	48%	15%	3%	0%	0%	79
IHSP	17%	71%	4%	8%	0%	0%	24
Meals on Wheels	17%	57%	19%	7%	0%	0%	88
Private Duty Nursing	12%	56%	30%	3%	0%	0%	77
Res Care	23%	57%	15%	3%	1%	1%	100
Sample Average	20%	54%	19%	6%	1%	0%	529

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
AFCH	100%	0%	0%	0%	0%	0%	66
Consumer Directed Attendant	94%	3%	0%	1%	1%	0%	71
Day Health	88%	8%	0%	4%	0%	0%	25
E & AD Waiver	85%	6%	1%	6%	0%	1%	78
IHSP	96%	4%	0%	0%	0%	0%	25
Meals on Wheels	86%	10%	1%	1%	0%	1%	87
Private Duty Nursing	92%	7%	1%	0%	0%	0%	76
Res Care	99%	0%	0%	1%	0%	0%	98
Sample Average	93%	5%	1%	2%	0%	0%	526

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
AFCH	85%	15%	0%	0%	0%	0%	65
Consumer Directed Attendant	81%	11%	3%	4%	0%	0%	70
Day Health	84%	8%	0%	4%	0%	4%	25
E & AD Waiver	83%	18%	0%	0%	0%	0%	80
IHSP	83%	17%	0%	0%	0%	0%	24
Meals on Wheels	83%	13%	0%	5%	0%	0%	87
Private Duty Nursing	73%	18%	1%	6%	1%	0%	77
Res Care	88%	9%	1%	1%	1%	0%	99
Sample Average	82%	14%	1%	3%	0%	0%	527

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
AFCH	81%	10%	0%	10%	0%	0%	21
Consumer Directed Attendant	53%	28%	3%	16%	0%	0%	32
Day Health	60%	33%	0%	7%	0%	0%	15
E & AD Waiver	71%	18%	0%	12%	0%	0%	34
IHSP	100%	0%	0%	0%	0%	0%	2
Meals on Wheels	74%	20%	3%	3%	0%	0%	35
Private Duty Nursing	54%	33%	3%	10%	0%	0%	39
Res Care	81%	6%	0%	13%	0%	0%	16
Sample Average	66%	22%	2%	10%	0%	0%	194

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
AFCH	5%	5%	90%	0%	0%	58
Consumer Directed Attendant	1%	16%	83%	0%	0%	70
Day Health	6%	18%	76%	0%	0%	17
E & AD Waiver	0%	14%	86%	0%	0%	59
IHSP	8%	4%	88%	0%	0%	24
Meals on Wheels	1%	16%	82%	0%	0%	85
Private Duty Nursing	5%	8%	87%	0%	0%	75
Res Care	3%	7%	90%	0%	0%	71
Sample Average	3%	11%	86%	0%	0%	459

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
AFCH	4%	8%	89%	0%	0%	53
Consumer Directed Attendant	0%	2%	97%	0%	2%	62
Day Health	0%	0%	100%	0%	0%	16
E & AD Waiver	0%	2%	98%	0%	0%	48
IHSP	5%	10%	76%	5%	5%	21
Meals on Wheels	0%	2%	98%	0%	0%	45
Private Duty Nursing	0%	6%	94%	0%	0%	71
Res Care	5%	5%	91%	0%	0%	66
Sample Average	2%	4%	93%	0%	1%	382

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
AFCH	75%	16%	9%	0%	0%	57
Consumer Directed Attendant	80%	11%	9%	0%	0%	70
Day Health	76%	24%	0%	0%	0%	17
E & AD Waiver	81%	12%	7%	0%	0%	58
IHSP	79%	13%	8%	0%	0%	24
Meals on Wheels	80%	14%	6%	0%	0%	85
Private Duty Nursing	72%	17%	11%	0%	0%	76
Res Care	61%	26%	9%	3%	1%	69
Sample Average	75%	16%	8%	0%	0%	456

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
AFCH	74%	5%	14%	7%	58
Consumer Directed Attendant	77%	0%	23%	0%	69
Day Health	88%	0%	6%	6%	17
E & AD Waiver	81%	5%	14%	0%	59
IHSP	91%	0%	9%	0%	23
Meals on Wheels	87%	1%	12%	0%	85
Private Duty Nursing	83%	1%	15%	0%	71
Res Care	81%	6%	13%	0%	70
Sample Average	82%	3%	14%	1%	452

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
AFCH	40%	21%	36%	3%	0%	67
Consumer Directed Attendant	25%	20%	55%	0%	0%	71
Day Health	19%	19%	58%	4%	0%	26
E & AD Waiver	43%	18%	40%	0%	0%	80
IHSP	52%	24%	24%	0%	0%	25
Meals on Wheels	29%	25%	46%	0%	0%	89
Private Duty Nursing	25%	14%	61%	0%	0%	79
Res Care	45%	20%	36%	0%	0%	101
Sample Average	35%	20%	45%	1%	0%	538

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
AFCH	34%	61%	3%	3%	38
Consumer Directed Attendant	31%	67%	2%	0%	54
Day Health	38%	52%	5%	5%	21
E & AD Waiver	28%	70%	2%	0%	46
IHSP	33%	67%	0%	0%	12
Meals on Wheels	31%	65%	3%	2%	62
Private Duty Nursing	28%	72%	0%	0%	58
Res Care	31%	64%	5%	0%	55
Sample Average	31%	66%	3%	1%	346

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
AFCH	5%	95%	0%	0%	64
Consumer Directed Attendant	17%	83%	0%	0%	66
Day Health	33%	67%	0%	0%	24
E & AD Waiver	28%	72%	0%	0%	74
IHSP	17%	83%	0%	0%	24
Meals on Wheels	22%	78%	0%	0%	83
Private Duty Nursing	8%	92%	0%	0%	74
Res Care	13%	87%	0%	0%	94
Sample Average	17%	83%	0%	0%	503

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
AFCH	97%	3%	0%	0%	67
Consumer Directed Attendant	96%	4%	0%	0%	71
Day Health	100%	0%	0%	0%	25
E & AD Waiver	97%	3%	0%	0%	79
IHSP	100%	0%	0%	0%	25
Meals on Wheels	99%	1%	0%	0%	88
Private Duty Nursing	97%	3%	0%	0%	77
Res Care	98%	0%	2%	0%	97
Sample Average	98%	2%	0%	0%	529

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
AFCH	78%	21%	1%	0%	67
Consumer Directed Attendant	80%	20%	0%	0%	70
Day Health	88%	12%	0%	0%	25
E & AD Waiver	83%	17%	0%	0%	78
IHSP	88%	12%	0%	0%	25
Meals on Wheels	82%	18%	0%	0%	88
Private Duty Nursing	71%	28%	1%	0%	79
Res Care	85%	14%	1%	0%	98
Sample Average	81%	19%	1%	0%	530

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
AFCH	58%	42%	0%	0%	67
Consumer Directed Attendant	57%	43%	0%	0%	72
Day Health	60%	40%	0%	0%	25
E & AD Waiver	53%	46%	0%	1%	78
IHSP	64%	36%	0%	0%	25
Meals on Wheels	53%	45%	2%	0%	89
Private Duty Nursing	46%	54%	0%	0%	78
Res Care	69%	28%	3%	0%	100
Sample Average	57%	42%	1%	0%	534

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
AFCH	13%	85%	1%	0%	67
Consumer Directed Attendant	0%	99%	1%	0%	72
Day Health	0%	100%	0%	0%	25
E & AD Waiver	1%	99%	0%	0%	79
IHSP	4%	96%	0%	0%	25
Meals on Wheels	1%	99%	0%	0%	89
Private Duty Nursing	0%	100%	0%	0%	79
Res Care	9%	84%	6%	1%	99
Sample Average	4%	94%	1%	0%	535

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
AFCH	4%	5%	88%	2%	2%	57
Consumer Directed Attendant	6%	18%	76%	0%	0%	71
Day Health	4%	4%	92%	0%	0%	25
E & AD Waiver	5%	17%	76%	3%	0%	78
IHSP	0%	0%	100%	0%	0%	24
Meals on Wheels	5%	21%	73%	1%	0%	86
Private Duty Nursing	9%	10%	81%	0%	0%	79
Res Care	5%	10%	82%	4%	0%	83
Sample Average	5%	13%	81%	1%	0%	503

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
AFCH	3%	12%	28%	16%	2%	0%	58
Consumer Directed Attendant	20%	21%	43%	10%	0%	0%	70
Day Health	12%	6%	35%	12%	0%	0%	17
E & AD Waiver	14%	18%	25%	18%	0%	0%	57
IHSP	8%	4%	13%	17%	0%	0%	24
Meals on Wheels	8%	6%	36%	27%	0%	0%	85
Private Duty Nursing	15%	15%	37%	16%	0%	0%	75
Res Care	4%	4%	13%	23%	1%	1%	70
Sample Average	11%	12%	30%	18%	0%	0%	456

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
AFCH	23%	71%	0%	6%	0%	66
Consumer Directed Attendant	13%	86%	0%	1%	0%	72
Day Health	8%	92%	0%	0%	0%	25
E & AD Waiver	19%	79%	1%	1%	0%	80
IHSP	28%	72%	0%	0%	0%	25
Meals on Wheels	13%	84%	0%	1%	1%	89
Private Duty Nursing	16%	82%	1%	0%	0%	79
Res Care	24%	63%	0%	12%	1%	99
Sample Average	18%	78%	0%	4%	0%	535

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
AFCH	76%	22%	0%	1%	0%	67
Consumer Directed Attendant	88%	13%	0%	0%	0%	72
Day Health	84%	16%	0%	0%	0%	25
E & AD Waiver	83%	18%	0%	0%	0%	80
IHSP	72%	28%	0%	0%	0%	25
Meals on Wheels	76%	21%	0%	2%	0%	89
Private Duty Nursing	77%	23%	0%	0%	0%	79
Res Care	72%	15%	0%	10%	3%	100
Sample Average	78%	19%	0%	2%	1%	537

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
AFCH	42%	52%	0%	6%	0%	67
Consumer Directed Attendant	47%	53%	0%	0%	0%	72
Day Health	40%	60%	0%	0%	0%	25
E & AD Waiver	50%	50%	0%	0%	0%	80
IHSP	32%	68%	0%	0%	0%	25
Meals on Wheels	38%	62%	0%	0%	0%	89
Private Duty Nursing	32%	68%	0%	0%	0%	79
Res Care	43%	52%	0%	3%	2%	100
Sample Average	41%	57%	0%	1%	0%	537

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
AFCH	15%	75%	1%	7%	1%	67
Consumer Directed Attendant	38%	61%	1%	0%	0%	72
Day Health	20%	80%	0%	0%	0%	25
E & AD Waiver	28%	70%	3%	0%	0%	80
IHSP	24%	76%	0%	0%	0%	25
Meals on Wheels	19%	79%	0%	2%	0%	89
Private Duty Nursing	19%	74%	4%	3%	0%	78
Res Care	20%	77%	0%	3%	0%	100
Sample Average	23%	74%	1%	2%	0%	536

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
AFCH	70%	27%	1%	1%	0%	67
Consumer Directed Attendant	79%	21%	0%	0%	0%	72
Day Health	72%	28%	0%	0%	0%	25
E & AD Waiver	67%	33%	0%	0%	0%	79
IHSP	72%	28%	0%	0%	0%	25
Meals on Wheels	81%	19%	0%	0%	0%	88
Private Duty Nursing	85%	15%	0%	0%	0%	78
Res Care	75%	21%	0%	2%	2%	99
Sample Average	76%	23%	0%	1%	0%	533

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
AFCH	17%	64%	0%	18%	2%	66
Consumer Directed Attendant	13%	85%	0%	3%	0%	72
Day Health	12%	84%	0%	4%	0%	25
E & AD Waiver	21%	65%	1%	11%	1%	80
IHSP	12%	88%	0%	0%	0%	25
Meals on Wheels	15%	83%	0%	2%	0%	89
Private Duty Nursing	15%	82%	0%	3%	0%	79
Res Care	16%	53%	1%	28%	2%	99
Sample Average	16%	73%	0%	10%	1%	535

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
AFCH	6%	25%	34%	25%	9%	0%	0%	67
Consumer Directed Attendant	32%	38%	15%	14%	1%	0%	0%	72
Day Health	20%	8%	36%	32%	4%	0%	0%	25
E & AD Waiver	18%	37%	24%	15%	5%	0%	1%	79
IHSP	16%	24%	36%	20%	4%	0%	0%	25
Meals on Wheels	18%	24%	33%	17%	8%	1%	0%	89
Private Duty Nursing	19%	35%	35%	8%	3%	0%	0%	79
Res Care	11%	22%	30%	24%	11%	1%	1%	100
Sample Average	17%	28%	29%	18%	6%	0%	0%	536

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
AFCH	3%	10%	49%	24%	13%	0%	0%	67
Consumer Directed Attendant	17%	24%	29%	24%	7%	0%	0%	72
Day Health	8%	16%	48%	20%	8%	0%	0%	25
E & AD Waiver	11%	28%	38%	14%	10%	0%	0%	80
IHSP	4%	24%	60%	4%	8%	0%	0%	25
Meals on Wheels	7%	24%	45%	13%	11%	0%	0%	89
Private Duty Nursing	9%	32%	34%	16%	9%	0%	0%	79
Res Care	5%	23%	49%	12%	8%	0%	2%	99
Sample Average	8%	23%	42%	16%	10%	0%	0%	536

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
AFCH	52%	40%	6%	1%	67
Consumer Directed Attendant	46%	53%	1%	0%	72
Day Health	44%	56%	0%	0%	25
E & AD Waiver	54%	39%	6%	0%	79
IHSP	52%	48%	0%	0%	25
Meals on Wheels	44%	56%	0%	0%	89
Private Duty Nursing	49%	51%	0%	0%	79
Res Care	44%	51%	4%	1%	100
Sample Average	48%	49%	3%	0%	536

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
AFCH	63%	33%	3%	0%	30
Consumer Directed Attendant	41%	57%	3%	0%	37
Day Health	21%	79%	0%	0%	14
E & AD Waiver	50%	47%	3%	0%	36
IHSP	67%	33%	0%	0%	12
Meals on Wheels	46%	54%	0%	0%	50
Private Duty Nursing	60%	38%	3%	0%	40
Res Care	50%	43%	6%	2%	54
Sample Average	50%	47%	3%	0%	273

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
AFCH	48%	37%	12%	3%	65
Consumer Directed Attendant	45%	55%	0%	0%	71
Day Health	56%	44%	0%	0%	25
E & AD Waiver	56%	42%	0%	3%	79
IHSP	84%	16%	0%	0%	25
Meals on Wheels	55%	42%	3%	0%	88
Private Duty Nursing	51%	47%	3%	0%	79
Res Care	52%	32%	14%	2%	97
Sample Average	53%	41%	5%	1%	529

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
AFCH	1%	99%	0%	0%	67
Consumer Directed Attendant	1%	99%	0%	0%	72
Day Health	4%	96%	0%	0%	25
E & AD Waiver	3%	96%	0%	1%	80
IHSP	0%	100%	0%	0%	25
Meals on Wheels	3%	97%	0%	0%	88
Private Duty Nursing	5%	94%	1%	0%	77
Res Care	9%	87%	4%	0%	100
Sample Average	4%	95%	1%	0%	534

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
AFCH	14%	22%	60%	5%	0%	65
Consumer Directed Attendant	0%	7%	93%	0%	0%	71
Day Health	8%	8%	83%	0%	0%	24
E & AD Waiver	1%	4%	95%	0%	0%	75
IHSP	0%	4%	96%	0%	0%	25
Meals on Wheels	1%	13%	86%	0%	0%	84
Private Duty Nursing	8%	6%	86%	0%	0%	72
Res Care	11%	21%	67%	1%	0%	87
Sample Average	6%	12%	82%	1%	0%	503

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
AFCH	2%	9%	89%	0%	0%	53
Consumer Directed Attendant	2%	5%	92%	0%	2%	61
Day Health	0%	0%	100%	0%	0%	16
E & AD Waiver	0%	6%	94%	0%	0%	48
IHSP	5%	0%	90%	0%	5%	20
Meals on Wheels	0%	2%	98%	0%	0%	45
Private Duty Nursing	0%	3%	96%	1%	0%	71
Res Care	3%	13%	81%	1%	1%	67
Sample Average	1%	6%	91%	1%	1%	381

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
AFCH	25%	18%	54%	4%	0%	57
Consumer Directed Attendant	4%	17%	79%	0%	0%	70
Day Health	6%	12%	82%	0%	0%	17
E & AD Waiver	0%	19%	81%	0%	0%	58
IHSP	8%	8%	83%	0%	0%	24
Meals on Wheels	4%	14%	82%	0%	0%	85
Private Duty Nursing	7%	12%	82%	0%	0%	76
Res Care	30%	32%	35%	3%	0%	71
Sample Average	11%	18%	71%	1%	0%	458

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
AFCH	49%	42%	9%	0%	57
Consumer Directed Attendant	17%	83%	0%	0%	6
Day Health	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	0%	100%	0%	0%	5
IHSP	50%	50%	0%	0%	2
Meals on Wheels	0%	100%	0%	0%	2
Private Duty Nursing	0%	100%	0%	0%	5
Res Care	62%	27%	11%	0%	71
Sample Average	50%	41%	9%	0%	148

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
AFCH	11%	11%	79%	0%	0%	57
Consumer Directed Attendant	0%	0%	100%	0%	0%	8
Day Health	n/a	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	0%	0%	100%	0%	0%	6
IHSP	0%	0%	100%	0%	0%	2
Meals on Wheels	0%	0%	100%	0%	0%	2
Private Duty Nursing	0%	20%	80%	0%	0%	5
Res Care	17%	21%	62%	0%	0%	71
Sample Average	12%	15%	74%	0%	0%	151

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
AFCH	13%	84%	4%	0%	55
Consumer Directed Attendant	13%	88%	0%	0%	8
Day Health	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	25%	75%	0%	0%	4
IHSP	0%	100%	0%	0%	2
Meals on Wheels	0%	100%	0%	0%	2
Private Duty Nursing	0%	100%	0%	0%	5
Res Care	13%	84%	1%	1%	67
Sample Average	13%	85%	2%	1%	143

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
AFCH	5%	7%	85%	2%	0%	55
Consumer Directed Attendant	0%	0%	100%	0%	0%	8
Day Health	n/a	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	0%	0%	100%	0%	0%	5
IHSP	0%	0%	100%	0%	0%	2
Meals on Wheels	0%	0%	100%	0%	0%	2
Private Duty Nursing	20%	0%	80%	0%	0%	5
Res Care	3%	18%	74%	3%	2%	66
Sample Average	4%	11%	82%	2%	1%	143

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
AFCH	8%	8%	85%	0%	0%	52
Consumer Directed Attendant	0%	0%	100%	0%	0%	8
Day Health	n/a	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	0%	0%	100%	0%	0%	5
IHSP	0%	0%	100%	0%	0%	1
Meals on Wheels	0%	0%	100%	0%	0%	2
Private Duty Nursing	0%	0%	100%	0%	0%	5
Res Care	7%	10%	75%	3%	4%	69
Sample Average	6%	8%	82%	1%	2%	142

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
AFCH	33%	63%	4%	0%	57
Consumer Directed Attendant	0%	100%	0%	0%	8
Day Health	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	0%	100%	0%	0%	5
IHSP	0%	100%	0%	0%	1
Meals on Wheels	0%	100%	0%	0%	2
Private Duty Nursing	0%	100%	0%	0%	5
Res Care	21%	69%	8%	1%	71
Sample Average	23%	71%	5%	1%	149

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
AFCH	84%	9%	4%	4%	55
Consumer Directed Attendant	100%	0%	0%	0%	8
Day Health	n/a	n/a	n/a	n/a	n/a
E & AD Waiver	83%	17%	0%	0%	6
IHSP	100%	0%	0%	0%	1
Meals on Wheels	100%	0%	0%	0%	2
Private Duty Nursing	100%	0%	0%	0%	6
Res Care	62%	10%	26%	1%	68
Sample Average	75%	9%	14%	2%	146

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
AFCH	100%	0%	70
Consumer Directed Attendant	0%	100%	73
Day Health	100%	0%	27
E & AD Waiver	n/a	n/a	n/a
IHSP	100%	0%	25
Meals on Wheels	100%	0%	90
Private Duty Nursing	n/a	n/a	n/a
Res Care	100%	0%	106
Sample Average	81%	19%	391

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
AFCH	35%	14%	38%	10%	3%	63
Consumer Directed Attendant	18%	15%	56%	7%	3%	71
Day Health	38%	19%	35%	8%	0%	26
E & AD Waiver	25%	21%	49%	5%	0%	80
IHSP	4%	4%	92%	0%	0%	24
Meals on Wheels	15%	14%	53%	18%	0%	85
Private Duty Nursing	22%	13%	56%	9%	0%	78
Res Care	22%	12%	47%	15%	3%	99
Sample Average	22%	15%	51%	10%	1%	526

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
AFCH	25%	5%	49%	15%	6%	65
Consumer Directed Attendant	7%	4%	82%	6%	1%	72
Day Health	19%	15%	54%	12%	0%	26
E & AD Waiver	15%	9%	74%	3%	0%	80
IHSP	29%	0%	71%	0%	0%	24
Meals on Wheels	21%	5%	61%	13%	0%	84
Private Duty Nursing	10%	5%	71%	9%	4%	77
Res Care	20%	8%	50%	19%	3%	96
Sample Average	17%	6%	64%	10%	2%	524

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
AFCH	100%	0%	0%	0%	0%	66
Consumer Directed Attendant	99%	0%	1%	0%	0%	71
Day Health	100%	0%	0%	0%	0%	25
E & AD Waiver	100%	0%	0%	0%	0%	80
IHSP	100%	0%	0%	0%	0%	25
Meals on Wheels	100%	0%	0%	0%	0%	89
Private Duty Nursing	99%	0%	1%	0%	0%	77
Res Care	99%	1%	0%	0%	0%	99
Sample Average	99%	0%	0%	0%	0%	532

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
AFCH	77%	9%	12%	2%	57
Consumer Directed Attendant	59%	18%	24%	0%	68
Day Health	75%	0%	25%	0%	16
E & AD Waiver	61%	14%	23%	2%	56
IHSP	83%	4%	13%	0%	23
Meals on Wheels	76%	10%	14%	0%	83
Private Duty Nursing	75%	10%	15%	0%	72
Res Care	80%	7%	13%	0%	69
Sample Average	72%	10%	17%	0%	444

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
AFCH	54%	46%	0%	0%	13
Consumer Directed Attendant	75%	25%	0%	0%	28
Day Health	100%	0%	0%	0%	5
E & AD Waiver	62%	33%	5%	0%	21
IHSP	80%	20%	0%	0%	5
Meals on Wheels	85%	10%	5%	0%	20
Private Duty Nursing	90%	10%	0%	0%	21
Res Care	93%	0%	7%	0%	15
Sample Average	78%	20%	2%	0%	128

Table 116. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
AFCH	85%	12%	0%	3%	67
Consumer Directed Attendant	85%	15%	0%	0%	71
Day Health	84%	16%	0%	0%	25
E & AD Waiver	90%	10%	0%	0%	79
IHSP	79%	21%	0%	0%	24
Meals on Wheels	93%	7%	0%	0%	89
Private Duty Nursing	82%	18%	0%	0%	78
Res Care	82%	17%	1%	0%	99
Sample Average	86%	14%	0%	0%	532

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
AFCH	15%	48%	36%	0%	1%	67
Consumer Directed Attendant	4%	34%	62%	0%	0%	73
Day Health	0%	31%	69%	0%	0%	26
E & AD Waiver	1%	20%	79%	0%	0%	81
IHSP	24%	72%	4%	0%	0%	25
Meals on Wheels	24%	52%	23%	0%	0%	90
Private Duty Nursing	14%	51%	35%	0%	0%	79
Res Care	18%	40%	39%	1%	3%	101
Sample Average	13%	42%	44%	0%	1%	542

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
AFCH	4%	93%	2%	2%	56
Consumer Directed Attendant	41%	59%	0%	0%	69
Day Health	19%	81%	0%	0%	26
E & AD Waiver	24%	76%	0%	0%	80
IHSP	5%	95%	0%	0%	19
Meals on Wheels	37%	63%	0%	0%	67
Private Duty Nursing	39%	61%	0%	0%	67
Res Care	9%	91%	0%	0%	79
Sample Average	24%	75%	0%	0%	463

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
AFCH	43%	36%	21%	0%	0%	67
Consumer Directed Attendant	7%	49%	44%	0%	0%	73
Day Health	19%	31%	50%	0%	0%	26
E & AD Waiver	6%	22%	72%	0%	0%	81
IHSP	88%	8%	4%	0%	0%	25
Meals on Wheels	56%	30%	14%	0%	0%	90
Private Duty Nursing	22%	51%	28%	0%	0%	79
Res Care	37%	39%	24%	1%	0%	101
Sample Average	31%	36%	33%	0%	0%	542

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
AFCH	8%	89%	0%	3%	38
Consumer Directed Attendant	32%	68%	0%	0%	68
Day Health	19%	81%	0%	0%	21
E & AD Waiver	21%	79%	0%	0%	76
IHSP	33%	67%	0%	0%	3
Meals on Wheels	36%	64%	0%	0%	39
Private Duty Nursing	25%	75%	0%	0%	61
Res Care	10%	90%	0%	0%	61
Sample Average	22%	78%	0%	0%	367

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
AFCH	4%	18%	75%	1%	1%	67
Consumer Directed Attendant	14%	17%	69%	0%	0%	72
Day Health	0%	4%	96%	0%	0%	25
E & AD Waiver	3%	6%	90%	0%	1%	78
IHSP	4%	4%	92%	0%	0%	25
Meals on Wheels	9%	11%	80%	0%	0%	88
Private Duty Nursing	6%	23%	71%	0%	0%	79
Res Care	6%	9%	84%	0%	1%	100
Sample Average	7%	13%	80%	0%	1%	534

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
AFCH	97%	0%	2%	2%	0%	66
Consumer Directed Attendant	82%	13%	4%	0%	1%	72
Day Health	96%	4%	0%	0%	0%	25
E & AD Waiver	89%	8%	3%	0%	1%	79
IHSP	100%	0%	0%	0%	0%	25
Meals on Wheels	78%	13%	9%	0%	0%	89
Private Duty Nursing	85%	10%	5%	0%	0%	79
Res Care	97%	2%	1%	0%	0%	100
Sample Average	89%	7%	4%	0%	0%	535

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
AFCH	72%	15%	7%	6%	54
Consumer Directed Attendant	54%	39%	3%	4%	70
Day Health	82%	12%	6%	0%	17
E & AD Waiver	65%	33%	2%	0%	54
IHSP	83%	13%	4%	0%	24
Meals on Wheels	65%	28%	6%	1%	82
Private Duty Nursing	68%	27%	5%	0%	74
Res Care	75%	15%	9%	1%	67
Sample Average	68%	25%	5%	2%	442

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
AFCH	16%	19%	62%	3%	0%	58
Consumer Directed Attendant	12%	26%	62%	0%	0%	69
Day Health	13%	19%	69%	0%	0%	16
E & AD Waiver	14%	14%	72%	0%	0%	58
IHSP	8%	8%	83%	0%	0%	24
Meals on Wheels	12%	15%	73%	0%	0%	85
Private Duty Nursing	4%	27%	68%	0%	0%	73
Res Care	13%	28%	54%	1%	4%	69
Sample Average	11%	21%	67%	1%	1%	452

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
AFCH	52%	27%	8%	13%	48
Consumer Directed Attendant	62%	23%	11%	5%	66
Day Health	53%	20%	27%	0%	15
E & AD Waiver	54%	25%	14%	7%	57
IHSP	65%	17%	17%	0%	23
Meals on Wheels	64%	25%	11%	0%	81
Private Duty Nursing	42%	33%	16%	8%	73
Res Care	69%	17%	12%	2%	59
Sample Average	58%	24%	13%	5%	422

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 - Health Most Important	2	3	4 - Health Least Important	N
AFCH	7%	24%	54%	15%	46
Consumer Directed Attendant	8%	33%	39%	20%	64
Day Health	13%	33%	20%	33%	15
E & AD Waiver	4%	30%	42%	25%	57
IHSP	0%	22%	43%	35%	23
Meals on Wheels	1%	26%	46%	26%	80
Private Duty Nursing	14%	27%	44%	15%	71
Res Care	4%	46%	29%	21%	56
Sample Average	6%	30%	42%	22%	412

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 - Health Most important	2	3	4 - Health Least important	N
AFCH	27%	33%	17%	23%	48
Consumer Directed Attendant	25%	34%	31%	11%	65
Day Health	27%	40%	27%	7%	15
E & AD Waiver	39%	30%	19%	12%	57
IHSP	18%	55%	18%	9%	22
Meals on Wheels	25%	40%	25%	10%	80
Private Duty Nursing	31%	28%	28%	13%	71
Res Care	16%	33%	36%	16%	58
Sample Average	26%	35%	26%	13%	416

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 - Health Most Important	2	3	4 - Health Least Important	N
AFCH	17%	17%	19%	47%	47
Consumer Directed Attendant	6%	11%	20%	64%	66
Day Health	7%	7%	33%	53%	15
E & AD Waiver	7%	16%	23%	54%	57
IHSP	18%	9%	18%	55%	22
Meals on Wheels	9%	10%	17%	64%	81
Private Duty Nursing	14%	14%	14%	59%	73
Res Care	14%	9%	22%	55%	58
Sample Average	11%	12%	19%	58%	419