NCI-AD

NATIONAL CORE INDICATORS

Aging and Disabilities™

MISSISSIPPI DIVISION OF MEDICAID

National Core Indicators

Aging and Disability Adult Consumer Survey

2015–2016 Mississippi Results

NASUAD

National Association of States United for Aging and Disabilities

HSRI Human Services Research Institute

Preface

The State of Mississippi has developed a system of long term services and supports (LTSS) to serve older adults, people with physical disabilities and people with intellectual and developmental disabilities. LTSS provide an array of health and social supports to allow these people to live in the community, have meaningful lives and avoid facility placements. In Mississippi, the Division of Medicaid administers five home and community based (HCBS) waiver programs, a HCBS state plan option and a money follows the person demonstration. Sister agencies operate three of the five waiver programs and the HCBS state plan option.

Mississippi for some time has had a desire to better understand the quality and effectiveness of the services provided in order to ensure positive outcomes for people receiving services and to be a good steward of the funds provided by the state to support these programs. Due to many constraints, the state had difficulty measuring the quality and impact of the services provided in these programs. To address this need by many states, the National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI), developed the National Core Indicators-Aging and Disabilities Adult Consumer Survey (NCI-AD). This survey collects valid and reliable person-reported data about the impact that states' publicly-funded LTSS have on the quality of life and outcomes of the older adults and adults with physical disabilities states serve.

Mississippi was selected as one of 13 states to participate in the first year of this national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. At the same time, Mississippi received funding to support the data collection efforts through the federal Balancing Incentive Program. This report highlights the results for Mississippi from the first National Core Indicators Aging and Disabilities Adult Consumer Survey.

The opportunity to participate in this effort came at the perfect time for Mississippi, associating well with efforts to improve the LTSS system, both in process and in data systems. The state has in place a stakeholder group, Mississippi Access to Care (MAC) 2.0, which serves as the communication structure for aligning efforts and sharing data related to the states movement toward quality. State agencies, advocacy groups and legislators can use this information to make informed decisions about what needs to be addressed to continue to move the LTSS system forward in Mississippi.

Human Services Research Institute (HSRI)

2336 Massachusetts Avenue
Cambridge, MA 02140

National Association of States United for Aging and Disabilities (NASUAD)
1201 15th St. NW, Ste. 350, Washington, DC 20005

Mississippi Division of Medicaid
550 High Street, Suite 1000
Jackson, MS 39201

Released June, 2016

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

Table of Contents

Preface 2

Table of Contents 5

What is NCI-AD? 19

NCI-AD Survey 19

Survey Overview 19

Figure 1. NCI-AD Domains and indicators 20

Organization of the Survey 22

NCI-AD in Mississippi 23

Sample 24

Figure 2. Programs included, number of surveys, and margins of error 25

Survey Process 26

Stakeholders 27

State Specific Questions 28

Organization of Results 30

Limitations of Data 31

Community Participation 32

Graph 1. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to. 33

Choice and Decision Making 34

Graph 2. Proportion of people who are able to choose their roommate (if in group setting) 35

Graph 3. Proportion of people who get up and go to bed at the time when they want 35

Graph 4. Proportion of people who can eat their meals when they want....36

Graph 5. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting) 36

Relationships.... 37

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) 38

Graph 7. Proportion of people who sometimes or often feel lonely, sad or depressed....38

Satisfaction.... 39

Graph 8. Proportion of people who like where they are living....40

Graph 9. Proportion of people who would prefer to live somewhere else 40

Graph 10. Proportion of people who like how they usually spend their time during the day....41

Graph 11. Proportion of people whose paid support staff change too often....41

Graph 12. Proportion of people whose paid support staff do things the way they want them done 42

Service Coordination.... 43

Graph 13. Proportion of people who know whom to call if they have a complaint about their services 44

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 44

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) 45

Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to ..45

Graph 17. Proportion of people who have an emergency plan in place....46

Graph 18. Proportion of people who want help planning for their future need for services....46

Graph 19. Proportion of people whose services meet all their needs and goals....47

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) 47

Graph 21. Proportion of people whose family member (unpaid or paid) is the person who helps them most often 48

Graph 22. Proportion of people whose family member (unpaid or paid) provides additional assistance 48

Care Coordination 49

Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year 50

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) 50

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) 51

Graph 26. Proportion of people who reported having one or more chronic condition(s) 51

Graph 27. Proportion of people who reported know how to manage their chronic condition(s) 52

Access 53

Graph 28. Proportion of people who have transportation when they want to do things outside of their home 54

Graph 29. Proportion of people who have transportation to get to medical appointments when they need to 54

Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English) 55

Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home 55

Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home 56

Graph 33. Proportion of people who need new bathroom modifications (other than grab bars) 56

Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars) ..57

Graph 35. Proportion of people who need a new specialized bed 57

Graph 36. Proportion of people who need an upgrade to specialized bed 58

Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home 58

Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home 59

Graph 39. Proportion of people who need a new remote monitoring system 59

Graph 40. Proportion of people who need an upgrade to remote monitoring system 60

Graph 41. Proportion of people who need a new emergency response system 60

Graph 42. Proportion of people who need an upgrade to emergency response system 61

Graph 43. Proportion of people who need new other home modifications 61

Graph 44. Proportion of people who need an upgrade to other home modifications 62

Graph 45. Proportion of people who need a new walker 62
Graph 46. Proportion of people who need an upgrade to a walker 63
Graph 47. Proportion of people who need a new scooter 63
Graph 48. Proportion of people who need an upgrade to a scooter 64
Graph 49. Proportion of people who need a new cane 64
Graph 50. Proportion of people who need an upgrade to a cane 65
Graph 51. Proportion of people who need a new wheelchair 65
Graph 52. Proportion of people who need an upgrade to a wheelchair 66
Graph 53. Proportion of people who need new hearing aids 66
Graph 54. Proportion of people who need an upgrade to hearing aids 67
Graph 55. Proportion of people who need new glasses 67
Graph 56. Proportion of people who need an upgrade to glasses 68
Graph 57. Proportion of people who need a new communication device 68
Graph 58. Proportion of people who need an upgrade to a communication device 69
Graph 59. Proportion of people who need new portable oxygen 69
Graph 60. Proportion of people who need an upgrade to portable oxygen 70
Graph 61. Proportion of people who need new other assistive device 70
Graph 62. Proportion of people who need an upgrade to other assistive device 71
Safety 72
Graph 63. Proportion of people who feel safe at home 73
Graph 64. Proportion of people who feel safe around their paid support staff 73
Graph 65. Proportion of people who are ever worried for the security of their personal belongings 74
Graph 66. Proportion of people whose money was taken or used without their permission 74
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns) 75
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) 75

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 76

Health Care 77

Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year78

Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year 78

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) 79

Graph 73. Proportion of people who have a primary care doctor 79

Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to 80

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) 80

Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year 81

Graph 77. Proportion of people who have had a hearing exam in the past year 81

Graph 78. Proportion of people who have had a vision exam in the past year 82

Graph 79. Proportion of people who have had a flu shot in the past year 82

Graph 80. Proportion of people who have had a routine dental visit in the past year 83

Graph 81. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years 83

Wellness 84

Graph 82. Proportion of people who describe their overall health as poor 85

Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago 85

Graph 84. Proportion of people who reported they forget things more often than before during the past 12 months 86

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) 86

Medications 87

Graph 86. Proportion of people who take medications that help them feel less sad or depressed 88

Graph 87. Proportion of people who take or are supposed to take any prescription medications 88

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) 89

Rights and Respect..... 90

Graph 89. Proportion of people who feel that their paid support staff treat them with respect 91

Graph 90. Proportion of people who report that others ask permission before entering their home/room .91

Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting) 92

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

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

Graph 94. Proportion of people who have privacy with visitors at home if they want it (if in group setting) 93

Graph 95. Proportion of people who can use the phone privately whenever they want to (if in group setting) 94

Graph 96. Proportion of people who have access to food at all times of the day (if in group setting) 94

Graph 97. Proportion of people whose mail or email is read without asking them first (if in group setting) .95

Self-Direction of Care..... 96

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) 97

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 97

Graph 100. Proportion of people who can choose or change who provides their services if they want to 98

Work..... 99

Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time ..100

Graph 102. Proportion of people who would like a job (if not currently employed).....100

Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job) 101

Graph 104. Proportion of people who do volunteer work.....101

Everyday Living..... 102

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) 103

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) 103

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).....104

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) 104

Graph 109. Proportion of people who have access to healthy foods like fruits and vegetables when they want them 105

Affordability 106

Graph 110. Proportion of people who ever have to skip a meal due to financial worries 107

Planning for future 108

Graph 111. Proportion of people who want help planning for their future need for services.....109

Control 110

Graph 112. Proportion of people who feel in control of their life 111

Appendix A 112

Table A1. Outcome Variables – Collapsing Rules 113

Appendix B..... 119

Demographic Tables 120

Table 1. Average age (reported for those under 90).....120

Table 2. Proportion of individuals 90 years of age and over 120

Table 3. Gender: proportion female 121

Table 4. Race and ethnicity 121

Table 5. Marital status.....122

Table 6. Primary language.....122

Table 7. Preferred means of communication.....123

Table 8. Type of residential area 123

Table 9. Type of residence 124
Table 10. Who the person lives with 124
Table 11. Proportion of people whose address changed in the past 6 months 125
Table 12. Proportion of people with diagnosis of Physical Disability 125
Table 13. Proportion of people with diagnosis of Alzheimer's or other dementia 126
Table 14. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury 126
Table 15. Proportion of people with diagnosis of Intellectual or Developmental Disability 127
Table 16. Proportion of people with diagnosis of Mental Health 127
Table 17. Level of hearing impairment 128
Table 18. Level of visual impairment 128
Table 19. Level of mobility 129
Table 20. History of frequent falls 129
Table 21. Receives Medicare 130
Community Participation- un-collapsed tables 131
Table 22. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to 131
Table 23a. Reasons person cannot got out 131
Table 23b. Reasons person cannot got out (continued) 132
Choice and Decision Making— un-collapsed 133
Table 24. Proportion of people who are able to choose their roommate (if in group setting) 133
Table 25. Proportion of people who get up and go to bed at the time when they want 133
Table 26. Proportion of people who can eat their meals when they want 134
Table 27. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting) 134
Relationships- un-collapsed 135
Table 28. Proportion of people who can always or almost always see or talk to friends and family when they want to 135
Table 29. Reasons people cannot always see friends/family 135

Table 30. Proportion of people who sometimes or often feel lonely, sad or depressed 136

Satisfaction- un-collapsed 137

Table 31. Proportion of people who like where they are living 137

Table 32a. Reasons for not liking where people live 137

Table 32b. Reasons for not liking where people live (continued) 138

Table 32c. Reasons for not liking where people live (continued) 138

Table 33. Proportion of people who would prefer to live somewhere else 139

Table 34a. Where people would prefer to live (if would prefer to live somewhere else) 139

Table 34b. Where people would prefer to live (if would prefer to live somewhere else, continued) 140

Table 35. Proportion of people who like how they usually spend their time during the day 140

Table 36. Proportion of people whose paid support staff change too often 141

Table 37. Proportion of people whose paid support staff do things the way they want them done 141

Service Coordination- un-collapsed 142

Table 38. Proportion of people who know whom to call if they have a complaint about their services 142

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 142

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) 143

Table 41. Proportion of people whose paid support staff show up and leave when they are supposed to .143

Table 42. Proportion of people who have an emergency plan in place 144

Table 43. Proportion of people who want help planning for their future need for services 144

Table 44. Proportion of people whose services meet all their needs and goals 145

Table 45a. Additional services that may help if not all needs and goals are met 145

Table 45b. Additional services that may help if not all needs and goals are met (continued) 146

Table 45c. Additional services that may help if not all needs and goals are met (continued) 146

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) 147

Table 48a. How people first find out about the services available to them 147

Table 48b. How people first find out about the services available to them (continued).....148

Table 49a. Who helps them most often.....148

Table 49b. Who helps them most often (continued) 149

Table 50. Who else helps 149

Care Coordination- un-collapsed 150

Table 51. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year 150

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).....150

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).....151

Table 54. Proportion of people who reported having one or more chronic condition(s).....151

Table 55. Proportion of people who reported know how to manage their chronic condition(s).....152

Access—un-collapsed 153

Table 56. Proportion of people who have transportation when they want to do things outside of their home153

Table 57. Proportion of people who have transportation to get to medical appointments when they need to153

Table 58. Proportion of people who receive information about their services in the language they prefer (if non-English) 154

Table 59. Proportion of people who need grab bars in the bathroom or elsewhere in home 154

Table 60. Proportion of people who need bathroom modifications (other than grab bars) 155

Table 61. Proportion of people who need a specialized bed 155

Table 62. Proportion of people who need a ramp or stair lift in or outside the home.....156

Table 63. Proportion of people who need a remote monitoring system.....156

Table 64. Proportion of people who need an emergency response system.....157

Table 65. Proportion of people who need other home modifications 157

Table 66. Proportion of people who need a walker 158
Table 67. Proportion of people who need a scooter 158
Table 68. Proportion of people who need a cane 159
Table 69. Proportion of people who need a wheelchair 159
Table 70. Proportion of people who need hearing aids 160
Table 71. Proportion of people who need glasses 160
Table 72. Proportion of people who need a communication device 161
Table 73. Proportion of people who need portable oxygen 161
Table 74. Proportion of people who need other assistive device 162
Safety—un-collapsed 163
Table 75. Proportion of people who feel safe at home 163
Table 76. Proportion of people who feel safe around their paid support staff 163
Table 77. Proportion of people who are ever worried for the security of their personal belongings 164
Table 78. Proportion of people whose money was taken or used without their permission 164
Table 79. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns) 165
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) 165
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 166
Health Care—un-collapsed 167
Table 82. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year 167
Table 83. Proportion of people who have gone to the emergency room for falling or losing balance in past year 167
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) 168
Table 85. Proportion of people who have a primary care doctor 168
Table 86. Proportion of people who can get an appointment to see their primary care doctor when they need to 169

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) 169

Table 88. Proportion of people who have had a physical exam or wellness visit in the past year 170

Table 89. Proportion of people who have had a hearing exam in the past year 170

Table 90. Proportion of people who have had a vision exam in the past year 171

Table 91. Proportion of people who have had a flu shot in the past year 171

Table 92. Proportion of people who have had a routine dental visit in the past year.....172

Table 93. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years 172

Wellness—un-collapsed..... 173

Table 94. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent173

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 173

Table 96. Proportion of people who reported they forget things more often than before during the past 12 months 174

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) 174

Medications—un-collapsed 175

Table 98. Proportion of people who take medications that help them feel less sad or depressed.....175

Table 99. Proportion of people who take or are supposed to take any prescription medications.....175

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) 176

Rights and Respect—un-collapsed 177

Table 101. Proportion of people who feel that their paid support staff treat them with respect 177

Table 102. Proportion of people who report that others ask permission before entering their home/room177

Table 103. Proportion of people who are able to lock the doors to their room if they want to (if in group setting) 178

Table 104. Proportion of people who have enough privacy in their home (if in group setting).....178

Table 105. Proportion of people who are able to have visitors come at any time (if in group setting) 179

Table 106. Proportion of people who have privacy with visitors at home if they want it (if in group setting)179

Table 107. Proportion of people who can use the phone privately whenever they want to (if in group setting) 180

Table 108. Proportion of people who have access to food at all times of the day (if in group setting) 180

Table 109. Proportion of people whose mail or email is read without asking them first (if in group setting)181

Self-Direction of Care—un-collapsed 182

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) 182

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 182

Table 112. Proportion of people who can choose or change who provides their services if they want to ...183

Work—un-collapsed 184

Table 113. Proportion of people who have a paying job in the community, either full-time or part-time ...184

Table 114. Proportion of people who would like a job (if not currently employed).....184

Table 115. Proportion of people who reported that someone has talked to them about job options (if wanted a job) 185

Table 116. Proportion of people who do volunteer work.....185

Everyday Living—un-collapsed 186

Table 117. Proportion of people who generally need a lot or some assistance with everyday activities 186

Table 118. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) 186

Table 119. Proportion of people who generally need a lot or some assistance for self-care.....187

Table 120. Proportion of people who always get enough assistance with self-care when they need it 187

Table 121. Proportion of people who have access to healthy foods like fruits and vegetables when they want them 188

Affordability—un-collapsed..... 189

Table 122. Proportion of people who ever have to skip a meal due to financial worries 189

Planning for the Future— un-collapsed..... 190

Table 123. Proportion of people who want help planning for their future need for services 190

Control—un-collapsed 191

Table 124. Proportion of people who feel in control of their life 191

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) 191

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) 192

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) 192

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) 193

Appendix C 194

Graph 113. Proportion of people who trust the information they get about their services ("yes" responses)195

Table 129. Proportion of people who trust the information they get about their services (un-collapsed)...195

Graph 114. Proportion of people who need more assistance with self-care compared to 12 months ago ..196

Table 130. Proportion of people who need more, less, and about the same amount of assistance with self-care compared to 12 months ago (un-collapsed) 196

Graph 115. Proportion of people who are able to get around most spaces here (where they live) (if in group setting) 197

Table 131. Proportion of people who can get around most spaces, some spaces, no spaces (if in group setting) (un-collapsed) 197

Graph 116. Proportion of people who are somewhat or very satisfied with religious or spiritual services available where they live (if in group setting) 198

Table 132. Proportion of people who are satisfied and not satisfied with religious or spiritual services available where they live (if in group setting) (un-collapsed) 198

Graph 117. Proportion of people who feel lonely, sad, or depressed more often compared to 12 months ago199

Table 133. Proportion of people feel lonely, sad, or depressed more often, less often, and about the same amount compared to 12 months ago (un-collapsed) 199

Graph 118. Proportion of people who feel more in control of their lives compared to 12 months ago 200

Table 134. Proportion of people who feel less in control of their lives, more in control, and about the same compared to 12 months ago (un-collapsed) 200

What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD), are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury (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 Disabilities[1] (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 states[2]. For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey Mid-Year Results 2015-2016: Shortened Data Collection Cycle*.

NCI-AD Survey

Survey Overview

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

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

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

choice, and health and safety. An example of an indicator around Service Coordination is: "Proportion of people who receive the services that they need."

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the Access indicator that measures "Proportion of people who get needed equipment, assistive devices" is measured by several survey questions that ask about the person's need for various equipment and devices. The following Figure 1 details NCI-AD domains and corresponding indicators.

Figure 1. NCI-AD Domains and indicators

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

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

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

Mississippi also elected to include six additional state-specific questions into the Survey. These questions provide additional information in the areas of Service Satisfaction, Everyday Living, Rights and Respect, Wellness, and Control. Data for these questions are presented in Appendix C.

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 Mississippi

The Mississippi Division of Medicaid (DOM), in partnership with FEi Systems, IMPAQ International, Vital Research, the Parham Group, NASUAD, and HSRI, implemented the 2015-2016 NCI-AD Adult Consumer Survey in Mississippi. The survey was implemented to collect experience and satisfaction data directly from individuals receiving services and supports through four DOM 1915(c) Medicaid Home and Community-Based Services (HCBS) waivers: Assisted Living (AL), Elderly and Disabled

(ED), Independent Living (IL), and Traumatic Brain Injury (TBI). The project is part of a larger DOM continuous quality improvement (CQI) effort, funded through the Centers for Medicare & Medicaid Services (CMS) Balancing Incentive Program (BIP). NCI-AD data may be used to inform the evolving CQI framework, and complement reporting on BIP and new CMS HCBS requirements. DOM and partners will field the 2016 - 2017 NCI-AD Consumer Survey in June, 2016.

Sample

The total number of NCI-AD Adult Consumer Surveys completed in Mississippi in 2015-2016 was nine hundred thirty-five (Total N=935). Four program populations were included in the survey sample.

Assisted Living (AL): This program is funded through a 1915(c) Medicaid Waiver. It provides assisted living services to individuals age 21 and older and to individuals with functional, cognitive, and/or medical support needs. Five hundred and fifteen persons were randomly selected into the AL sample. Two hundred and six persons (N=206) completed interviews.

Elderly and Disabled (ED): This program is funded through a 1915(c) Medicaid Waiver. It provides adult day care, case management, in-home respite, personal care, extended home health, home delivered meals, and institutional respite care for individuals age 65 and older and to individuals with physical disabilities ages 21-64. One thousand one hundred persons were randomly selected into the ED sample. Three hundred twenty-three people (N=323) completed interviews.

Independent Living (IL): This program is funded through a 1915(c) Medicaid Waiver. It provides case management, personal care attendant, financial management services, environmental accessibility adaptation, specialized medical equipment and supplies, transition assistance for individuals age 16 or older who have severe orthopedic and/or neurological impairments. Eight hundred and sixty individuals were randomly selected into the IL sample. Two hundred ninety-three people (N=293) completed interviews.

Traumatic Brain Injury/Spinal Cord Injury (TBI): This program is funded through a 1915(c) Medicaid Waiver. It provides case management, personal care attendant, respite, environmental accessibility adaptations, specialized medical equipment and supplies, transition assistance services for individuals of all ages with a traumatic brain injury or a spinal cord injury. Five

hundred and eighteen were selected into the TBI random sample. One hundred thirteen people (N=113) individuals completed the survey.

NOTE: Persons enrolled in the Independent Living and Traumatic Brain Injury were sampled together due to the similar nature of waiver program operations and characteristics.

Figure 2 below summarizes the programs included in Mississippi'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)
Assisted Living	206	515	95% Confidence Level, 5.3% Margin of Error	95% Confidence Level, 4.9% Margin of Error

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Elderly and Disabled	323	12,658	95% Confidence Level, 5.4% Margin of Error	95% Confidence Level, 4.9% Margin of Error
Independent Living *	293	2,074	95% Confidence Level, 5.3% Margin of Error	95% Confidence Level, 4.9% Margin of Error
Traumatic Brain Injury *	113	788	95% Confidence Level, 8.5% Margin of Error	95% Confidence Level, 7.8% Margin of Error
Total	**935**	**16,035**		

* IL and TBI were powered and sampled together, resulting in combined 95% Confidence Level, 4.5% Margin of Error

Survey Process

As part of a larger contract between DOM and FEi Systems, IMPAQ International was subcontracted to oversee implementation of the NCI-AD in-person survey. IMPAQ partnered with Vital Research to hire and manage local interviewers to conduct the NCI-AD in person interviews. IMPAQ also partnered with The Parham Group, a Mississippi-based consulting firm, to assist with gathering pre-survey and background information data. DOM, FEi Systems, IMPAQ, Vital Research, The Parham Group, NASUAD, and HSRI staff conducted a two-day training with 18 interviewers on May 14 and 15, 2015. The team trained on the following broad array of areas:

- Interviewer policies and procedures
- Overview of MS NCI-AD efforts
- General survey skills
- Disability etiquette
- Abuse, neglect, and exploitation
- Confidentiality and HIPAA compliance
- Technical skills, e.g., interviewing with a tablet

- An in-depth review of each NCI-AD question
- Mock interviews

IMPAQ developed Pre-Notification letters in conjunction with DOM that were sent to sample members, and, when appropriate, their legal guardians. Pre-notification letters identified the purpose of the current study and provided an overview of what participation would entail, if the individual agreed to participate. If the prospective interviewee had a legal guardian, a pre-notification letter was sent to the legal guardian along with a guardian consent form with a postage pre-paid business reply envelope (BRE). Each guardian was asked to return the signed consent form, which would enable their dependent to participate in the NCI-AD interview. The interviewer team strived to obtain written consent from either the respondent or the guardian (as appropriate) in all cases. In cases in which an interviewer could not obtain written consent, the interviewer obtained a verbal consent for the participant or guardian to participate in the NCI-AD consumer survey. All individuals and/or guardians provided verbal consent prior to being interviewed.

Interviewers began to schedule and conduct NCI-AD in-person interviews immediately after they completed training in May. Interviewers scheduled and completed 935 interviews across the state of Mississippi over a seven-week period, completing fielding in July, 2015. The interviewers conducted all of the face-to-face interviews using electronic tablets supplied by Vital Research. Interviewers regularly uploaded interview data into a secure database maintained by Vital Research. Final survey data files were transmitted to HSRI in October, 2015.

Stakeholders

DOM regularly convenes the Mississippi Access to Care (MAC) 2.0, a stakeholder group continuing state long-term services and supports (LTSS) reform efforts. This group is composed of state and local leaders from the aging and disability network in Mississippi. The main purpose of the MAC 2.0 is to bring together projects that have a focus on LTSS for older adults and persons with disabilities. MAC 2.0 has a number of smaller work groups, including the Quality Assurance Data Collaborative, which is researching and identifying core quality measures needed to ensure quality and positive outcomes of LTSS. DOM and its NCI-AD implementation partners leveraged the MAC 2.0 to increase awareness of the NCI-AD Consumer Survey project, and encourage information-sharing in the pre-survey and background information data collection phases. NCI-AD data are

available to the MAC 2.0 and Quality Assurance Data Collaborative to support the selection of performance measures, inform a CQI framework, and provide empirical evidence on individuals' experiences and satisfaction with Medicaid 1915(c) waivers throughout the state.

State Specific Questions

IMPAQ recommended supplementing the NCI-AD Consumer Survey tool with additional survey items to fully meet BIP and HCBS residential settings reporting requirements. IMPAQ developed 12 additional questions to add to Mississippi's NCI-AD Consumer Survey, and presented them to DOM leadership, FEi, HSRI, and NASUAD for review. HRSI and NASUAD elected to incorporate six of the IMPAQ-developed questions into the national NCI-AD Consumer Survey instrument, and DOM approved the inclusion of the remaining six questions in Mississippi's NCI-AD instrument.

The six questions that were added to Mississippi's instrument are as follows:

Health Stability: BIP Reporting Requirement

(1) **Compared to 6/12 months ago, would you say you feel lonely, sad, or depressed:** *More often now? Less often now? About the same now as before?*

Associated NCI-AD Item: How often do you feel lonely, sad, or depressed?

Rationale: Captures individual's perception of emotional health stability over time.

Prevention of Loss in Function: BIP Reporting Requirement

(2) **Compared to 6/12 months ago, would you say you need:** *More; Less; About the same amount of; assistance with self-care?*

Associated NCI-AD Item: How much assistance with self-care do you generally need?

Rationale: Captures individual's perception of how self-care aspect of function has changed over time.

(3) **Compared to 6/12 months ago, do you feel:** *More in control of your life now? Less in control of your life now? About as much in control of your life now as before?*

Associated NCI-AD Item: Do you feel in control of your own life?

Rationale: Captures changes in sense of control over one's life, which is related to functional trends.

Many NCI-AD items align with the CMS HCBS rule reporting requirements. However, the NCI-AD survey does not address some aspects of the rule, particularly those assurances required for provider-owned/operated settings such as Assisted Living (AL). IMPAQ developed the following set of candidate items to address these gaps, to be administered to respondents from the AL waiver.

(4) **Either with assistance or by yourself, are you able to get around in most of the spaces here?** *Yes, I'm able to get around most everywhere here; I am able to get around some places here, but not others; No, I'm not able to get around most places here.*

Associated NCI-AD Items: Physical accessibility aids, level of mobility

Rationale: Assesses HCBS rule requiring the setting is physically accessible to the individual.

(5) **How satisfied are you with the religious or spiritual services available to you here?** *Very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, very dissatisfied*

Associated NCI-AD Item: Are you able to do things you enjoy outside of your home whenever you want to and with whoever you want?

Rationale: Captures ability to have spiritual/religious needs met in AL, which are often provided on-site

(6) Do you trust the information you get about your services here? *Yes; sometimes; no*

Associated NCI-AD Item: Do the services you receive meet your needs and goals?

Rationale: Captures whether AL residents trust the information they receive

Organization of Results

The following section of the report presents findings from Mississippi's 2015-16 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the four programs included in the sample, as well as the Mississippi state average. The number of respondents for each program and the state as a whole is also shown. For rules on collapsing response options, please refer to Appendix A.

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

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

Mississippi state average is a weighted state estimate. A weighted estimate is needed because Mississippi 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).

Data on the six additional Mississippi-specific questions can be found in Appendix C.

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 Mississippi 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.

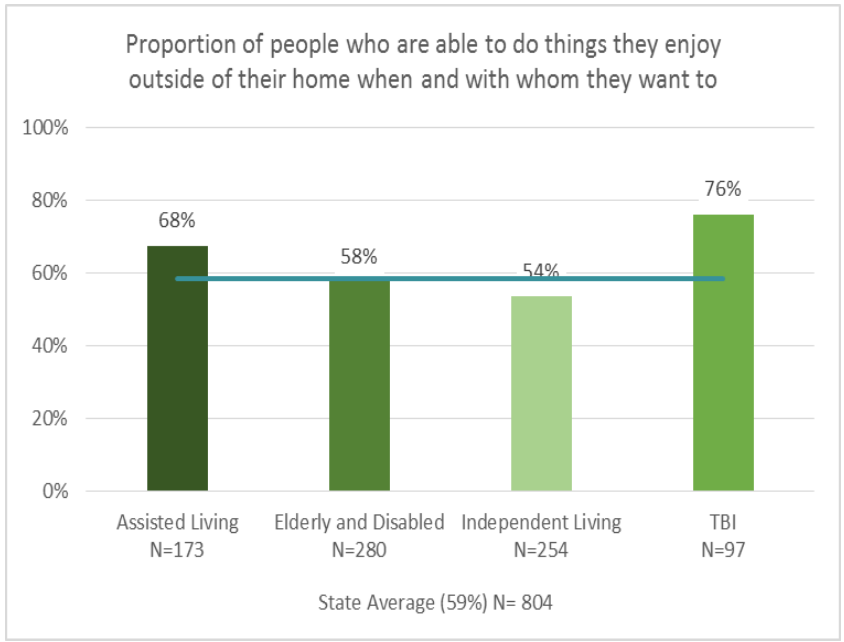
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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.



Choice and Decision Making

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

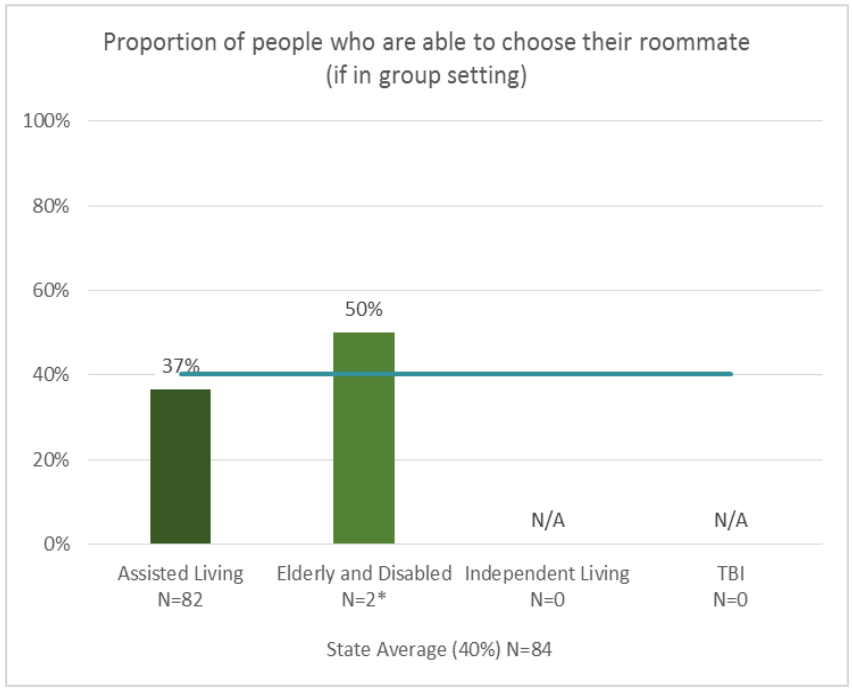
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

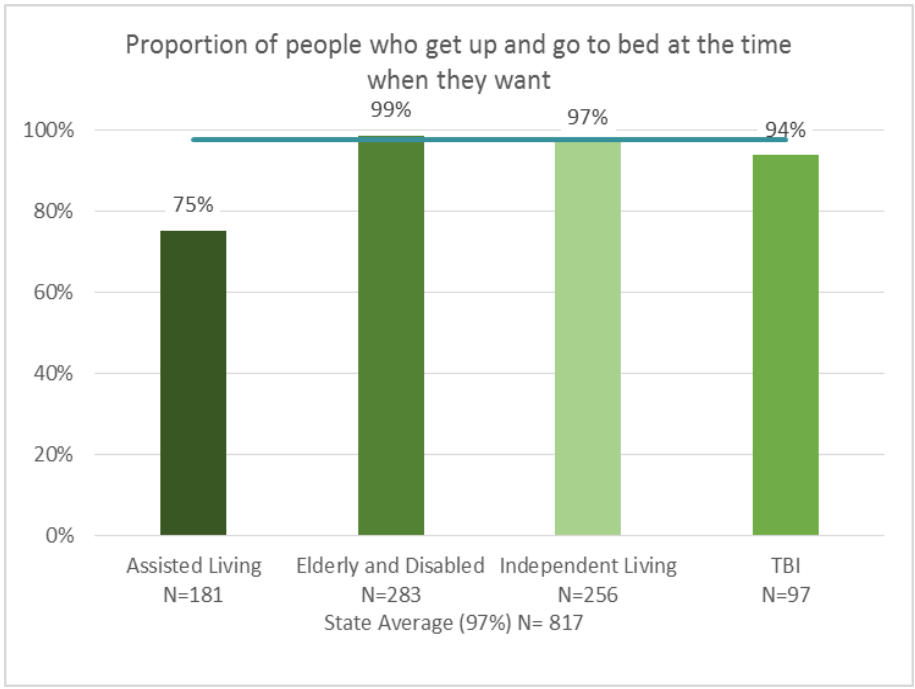
Un-collapsed data for state and programs are shown in Appendix B.

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

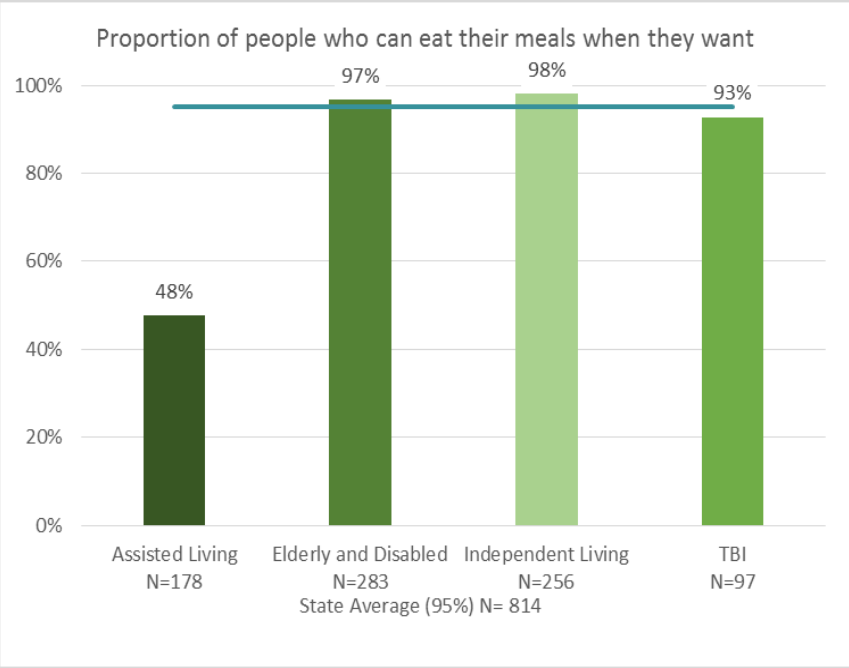


* Very small number of responses

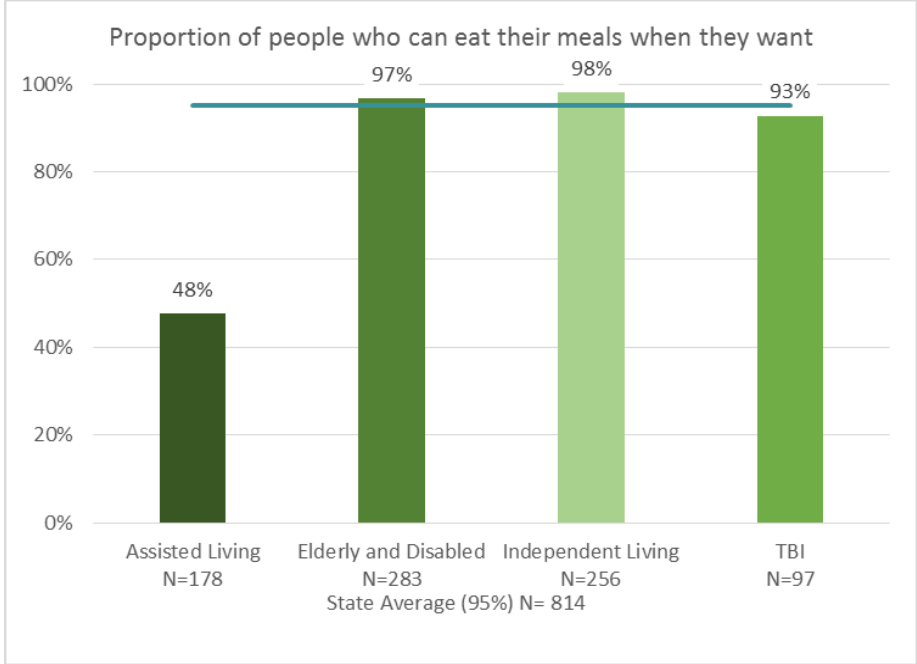
Graph 3. Proportion of people who get up and go to bed at the time when they want



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



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



Relationships

People have friends and relationships and do not feel lonely.

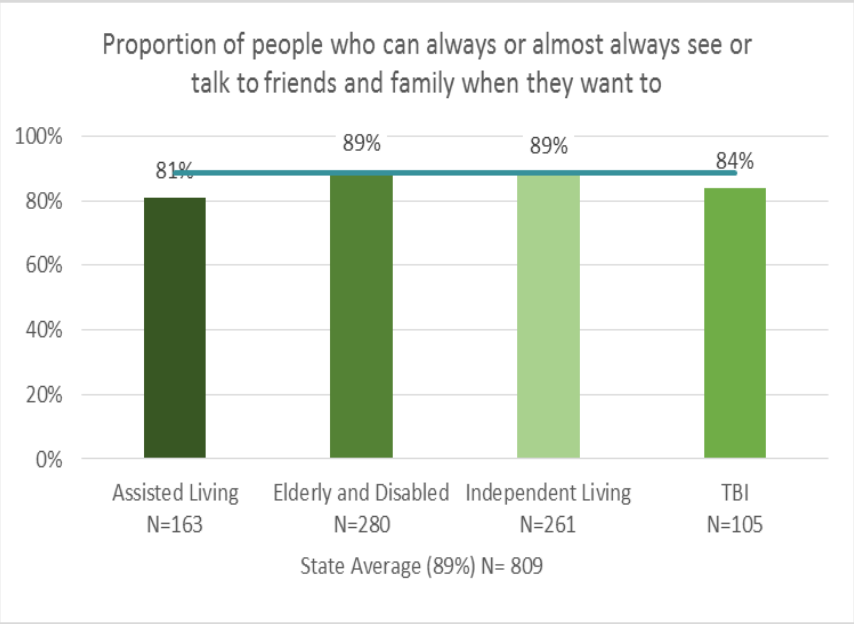
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

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.

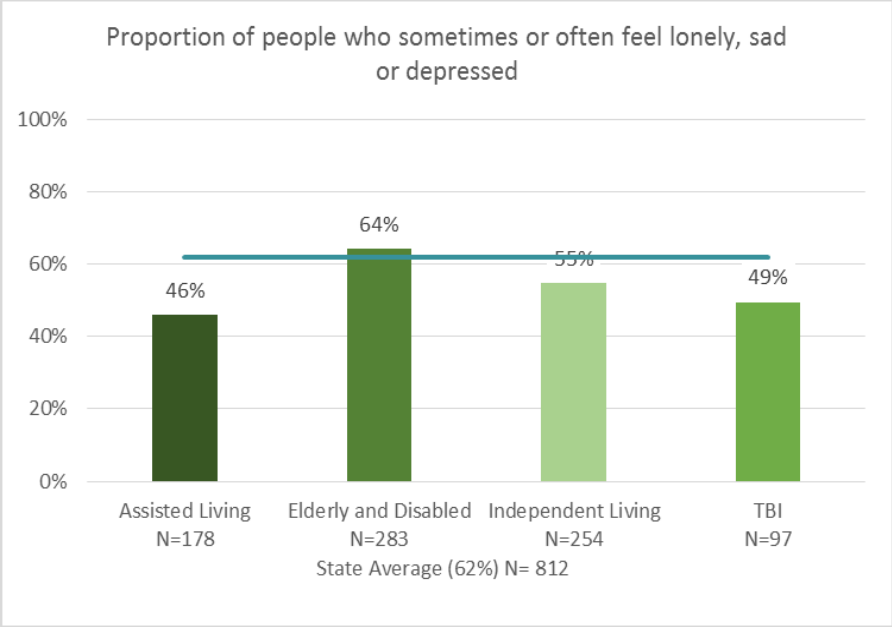
There are three survey items that correspond to the Relationship domain.

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)



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



Satisfaction

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

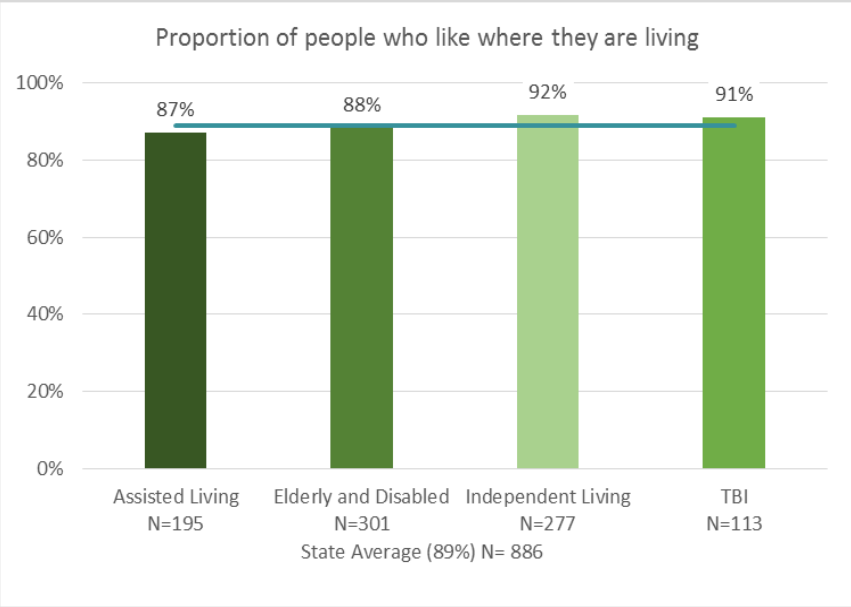
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

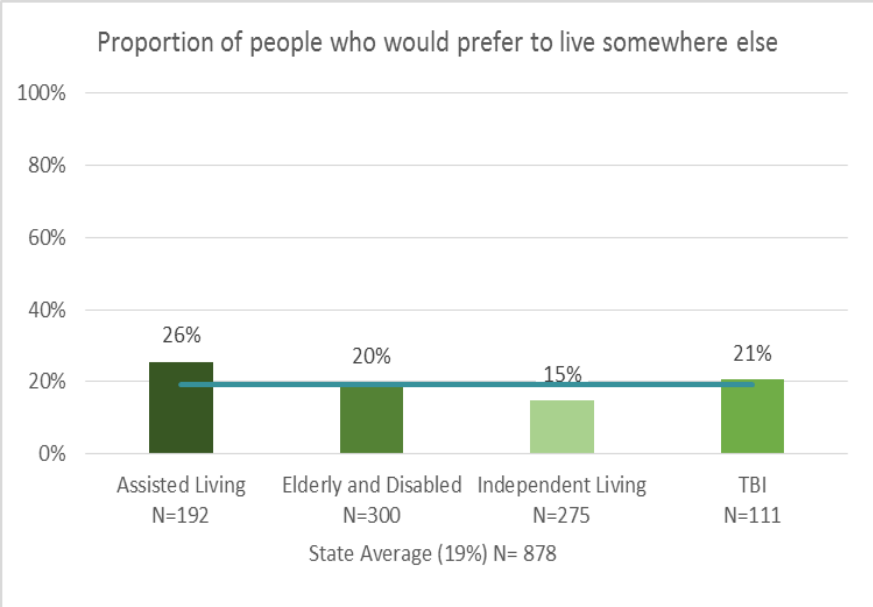
There are seven survey items that correspond to the Satisfaction domain.

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

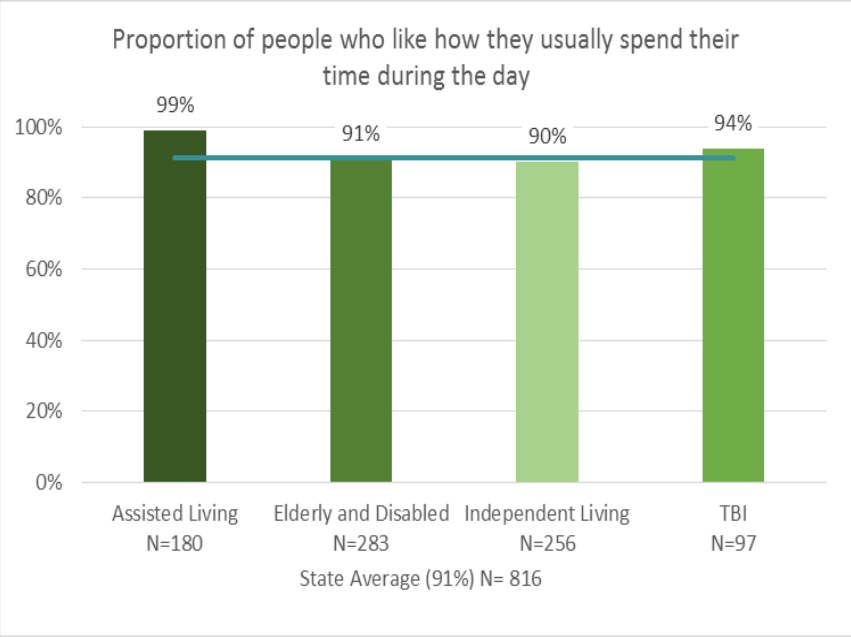
Graph 8. Proportion of people who like where they are living



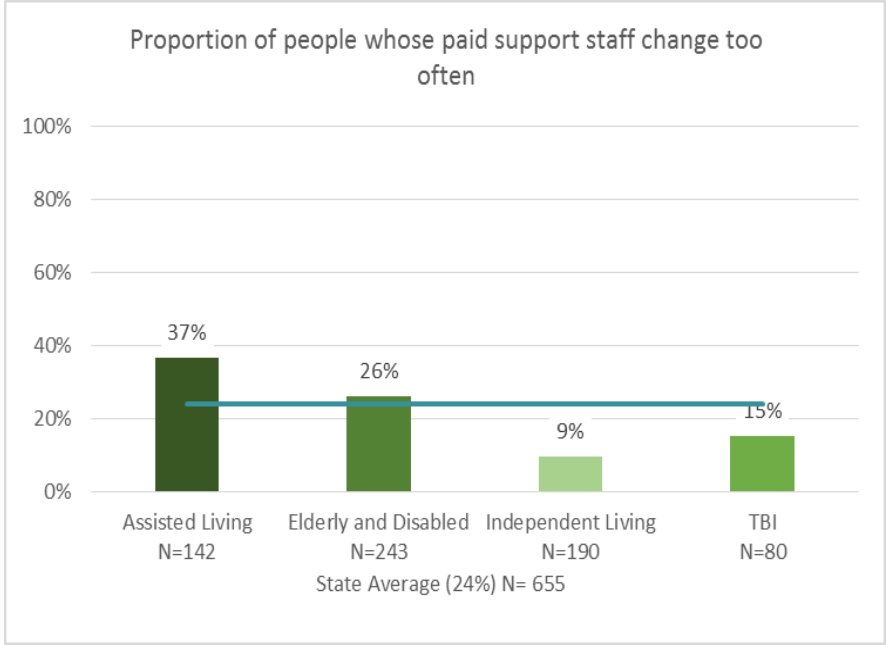
Graph 9. Proportion of people who would prefer to live somewhere else



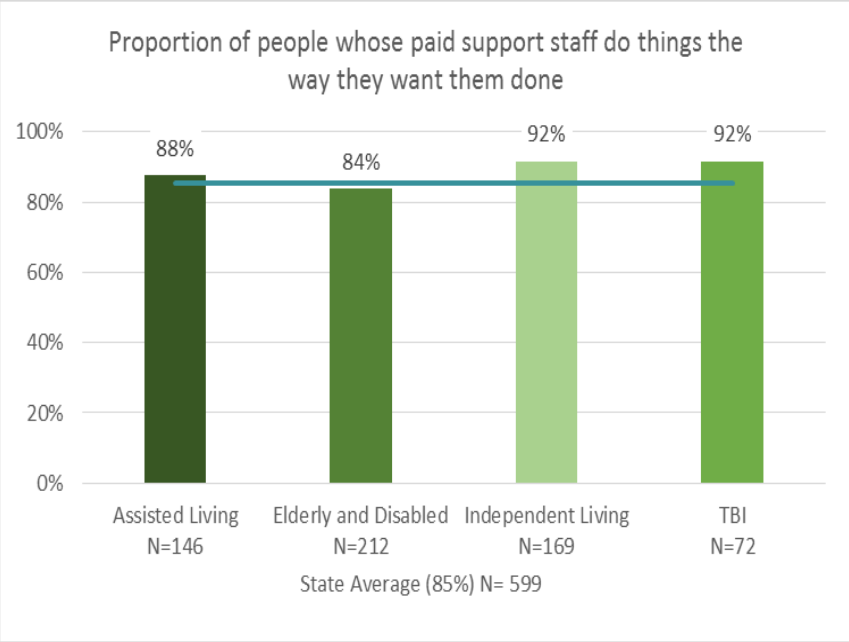
Graph 10. Proportion of people who like how they usually spend their time during the day



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



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



Service Coordination

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

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

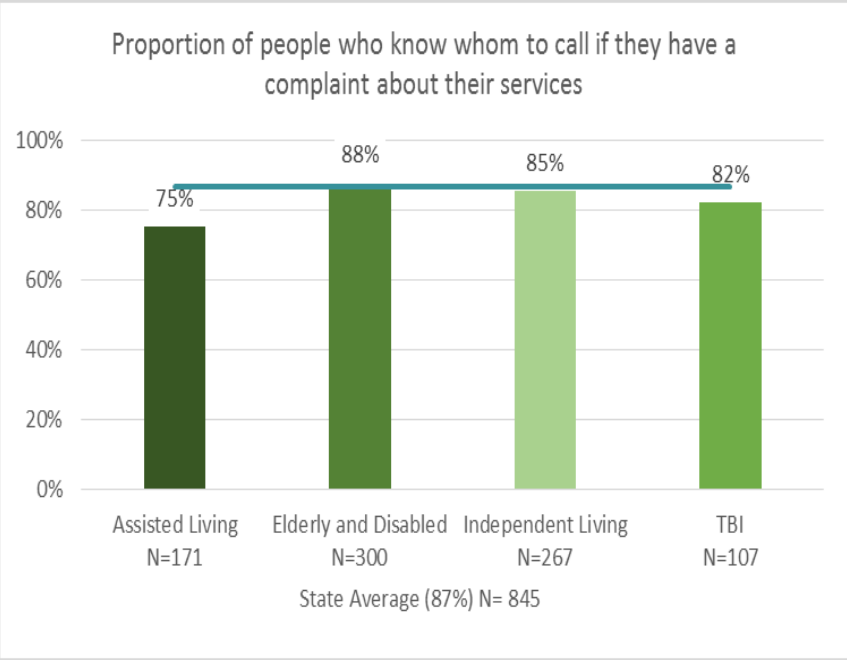
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive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

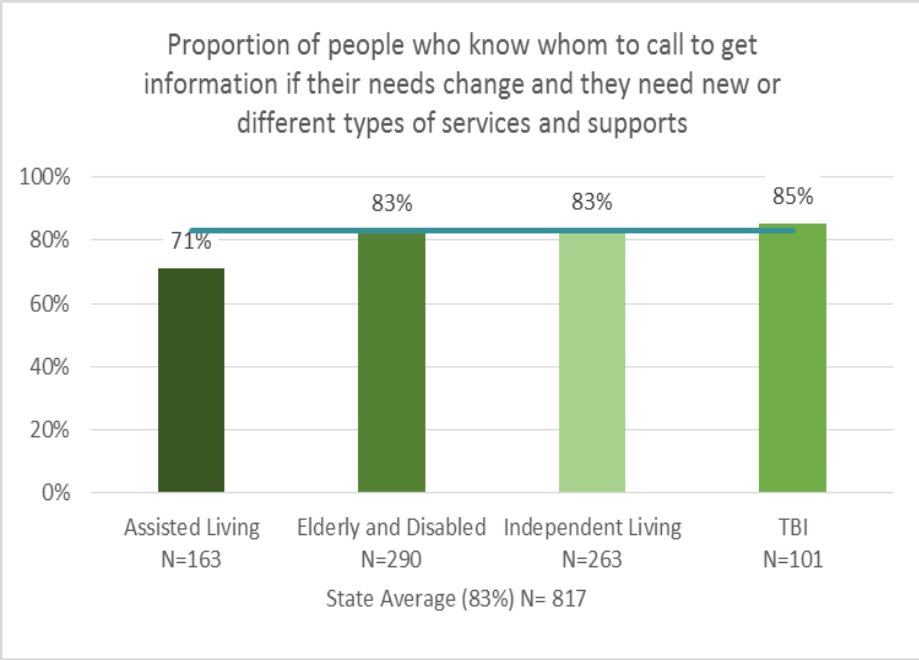
Un-collapsed data for state and programs are shown in Appendix B.

[3] Data shown in Appendix B only

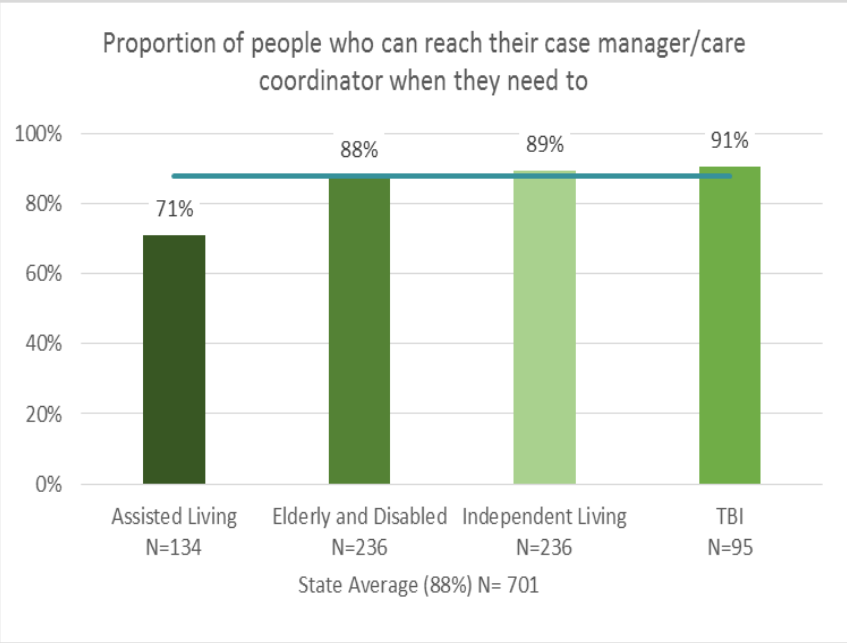
Graph 13. Proportion of people who know whom to call if they have a complaint about their services



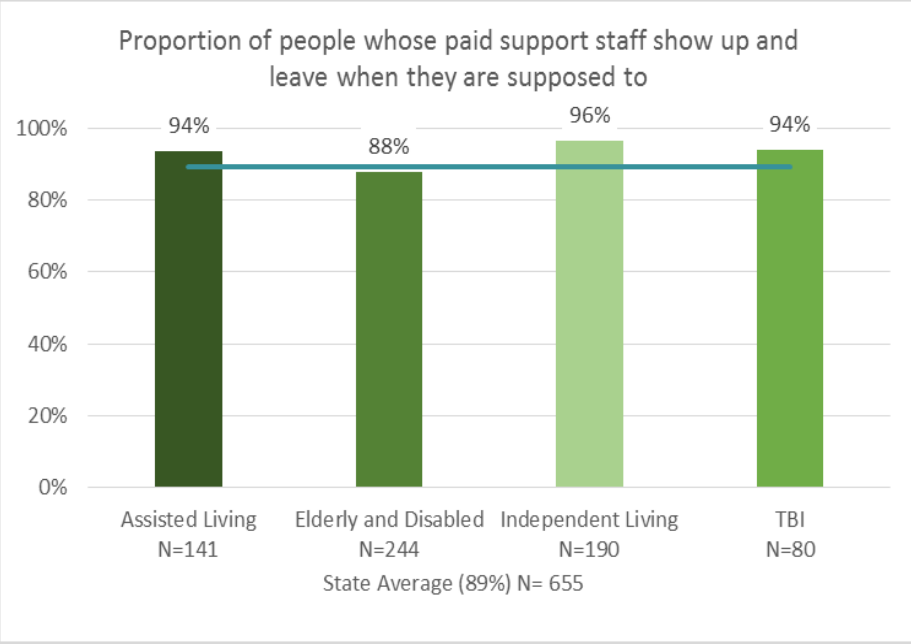
Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



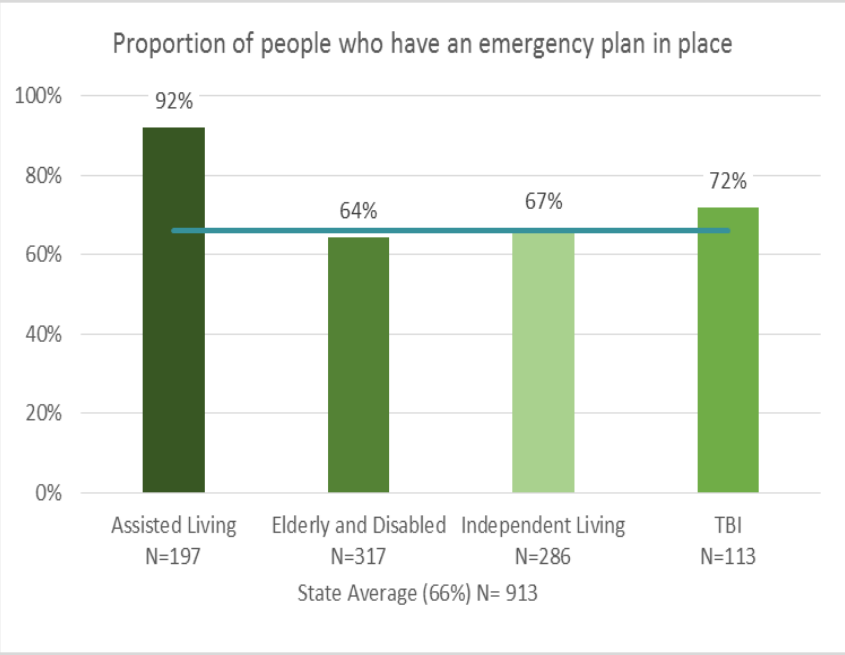
Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



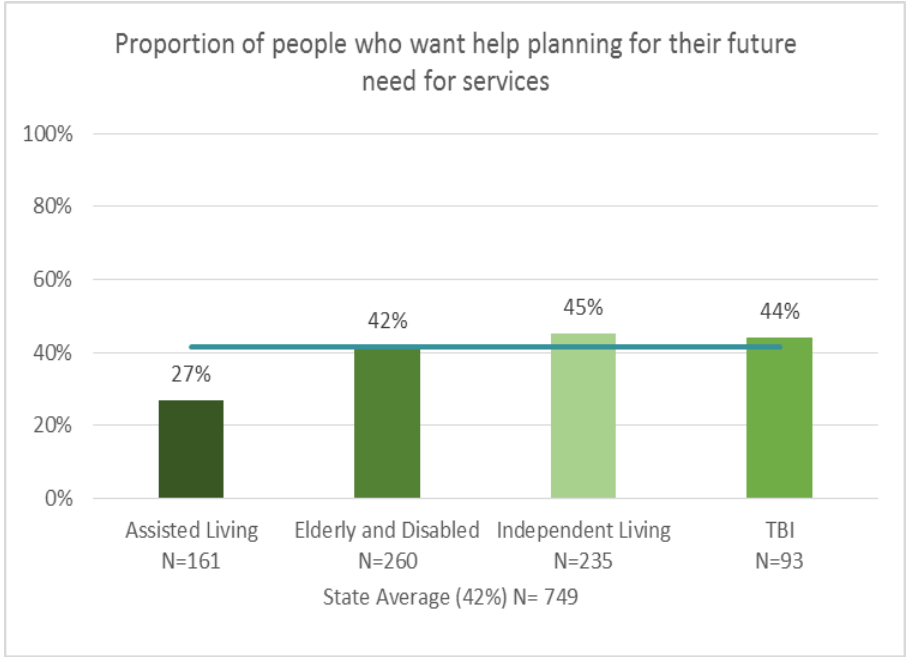
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



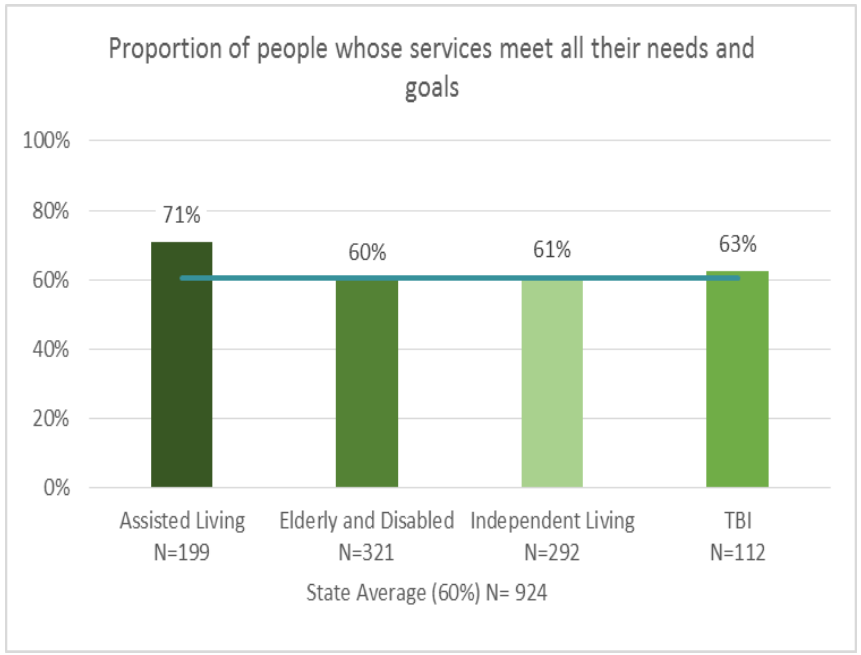
Graph 17. Proportion of people who have an emergency plan in place



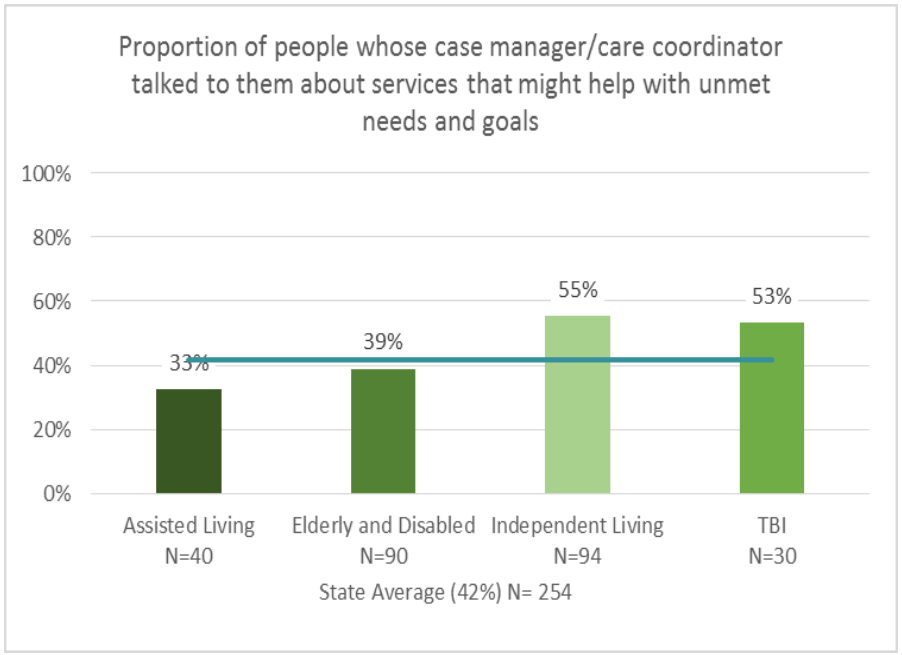
Graph 18. Proportion of people who want help planning for their future need for services



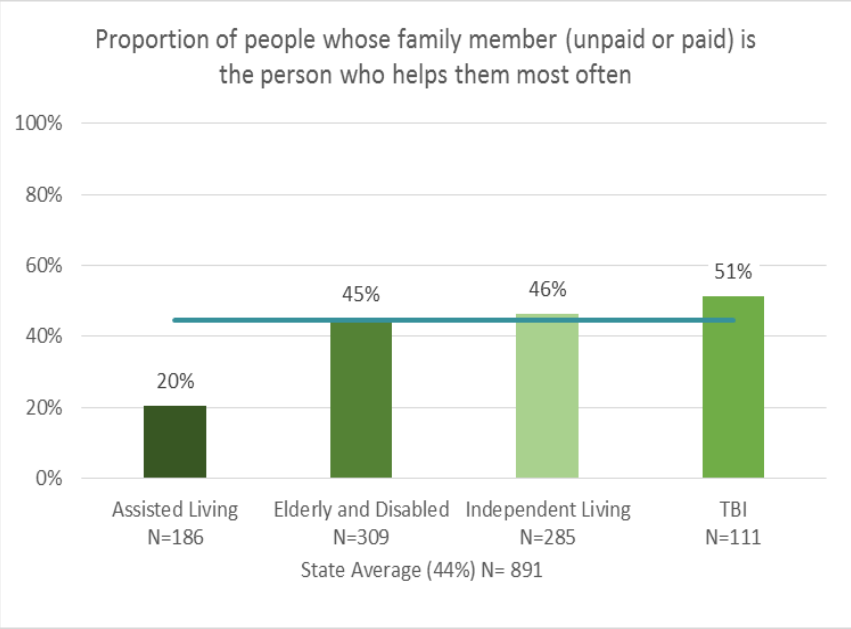
Graph 19. Proportion of people whose services meet all their needs and goals



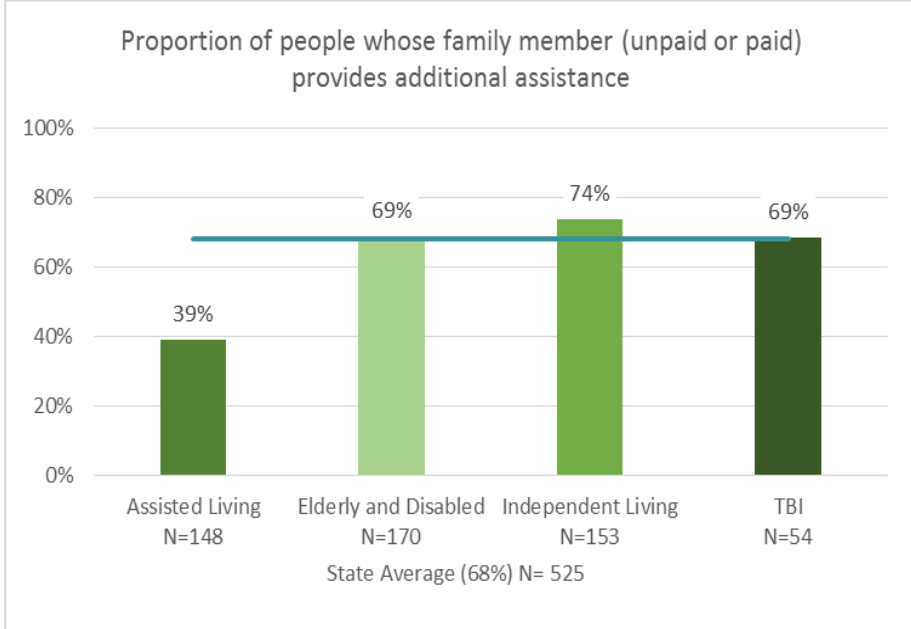
Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)



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



Care Coordination

Individuals are provided appropriate coordination of care.

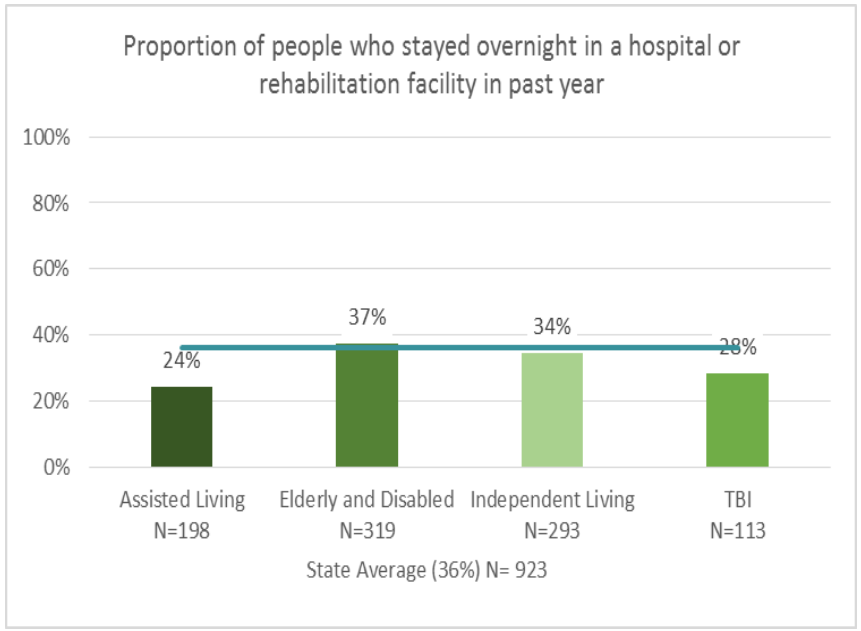
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

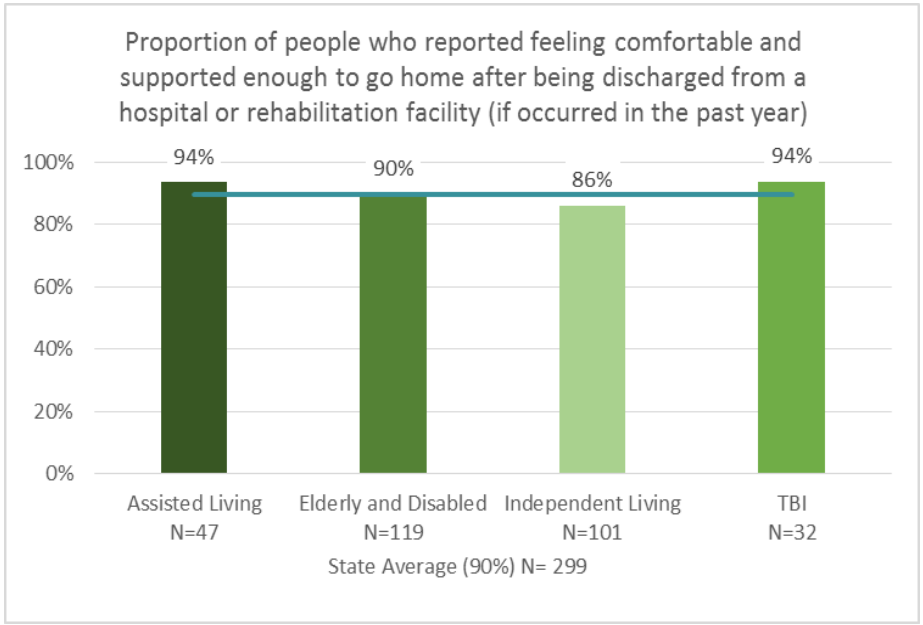
There are five survey items that correspond to the Care Coordination domain.

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

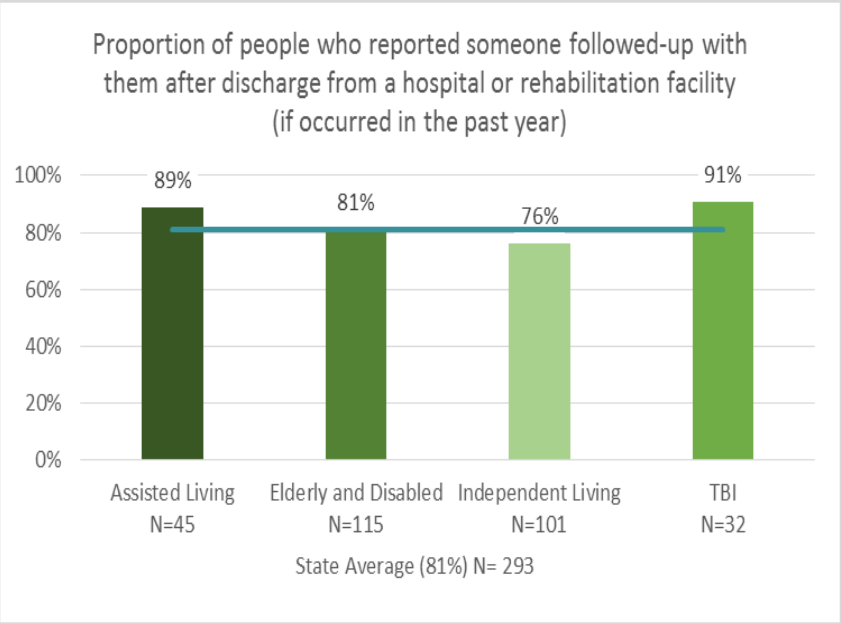
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



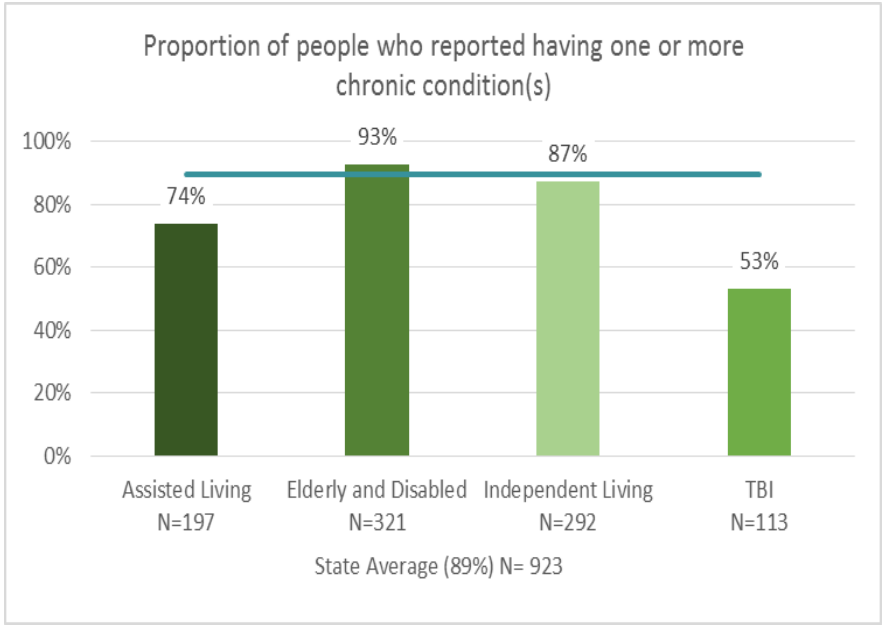
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



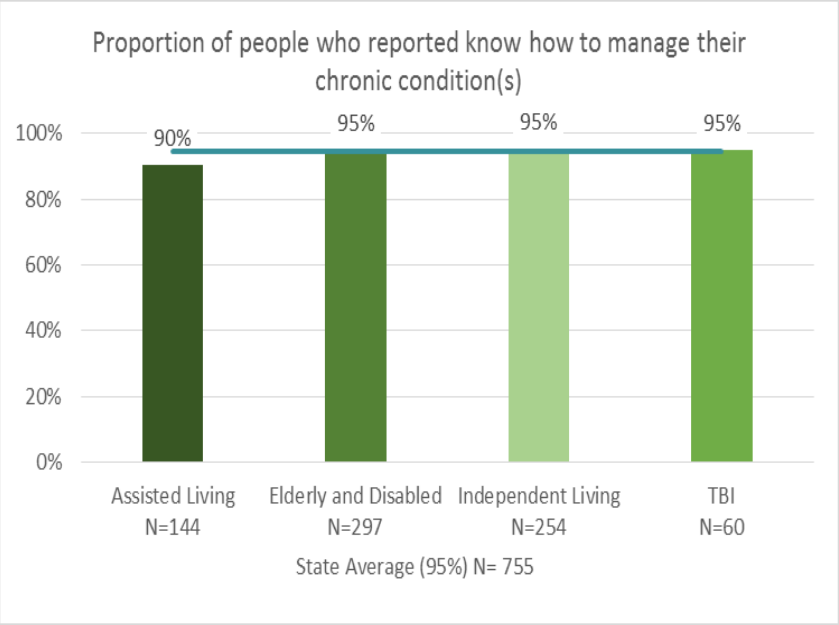
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



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)



Access

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

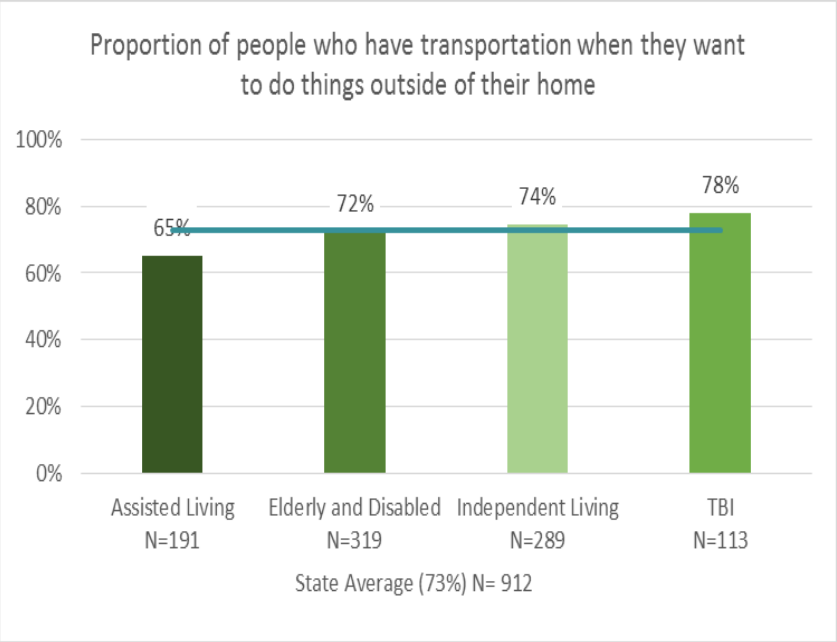
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

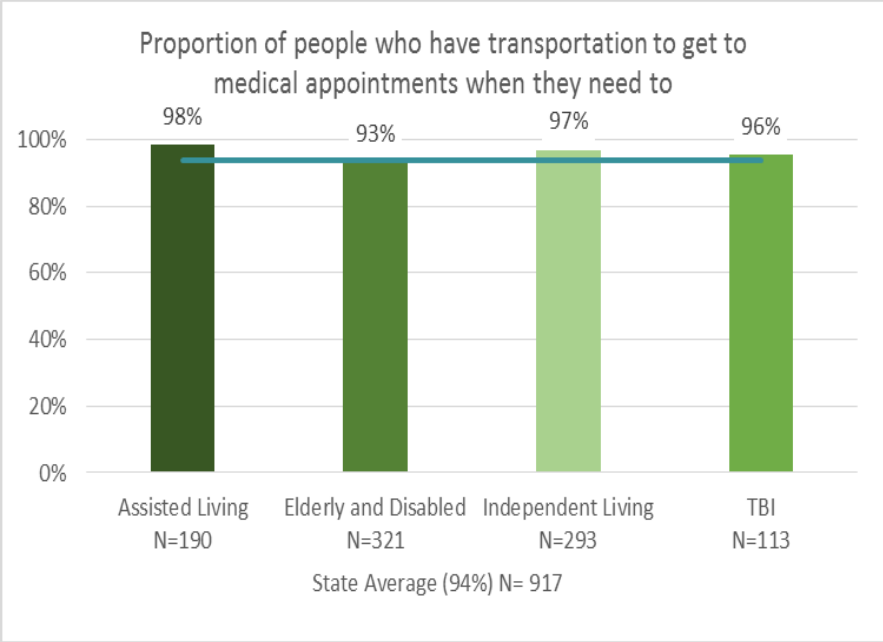
There are five survey items that correspond to the Access domain.

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

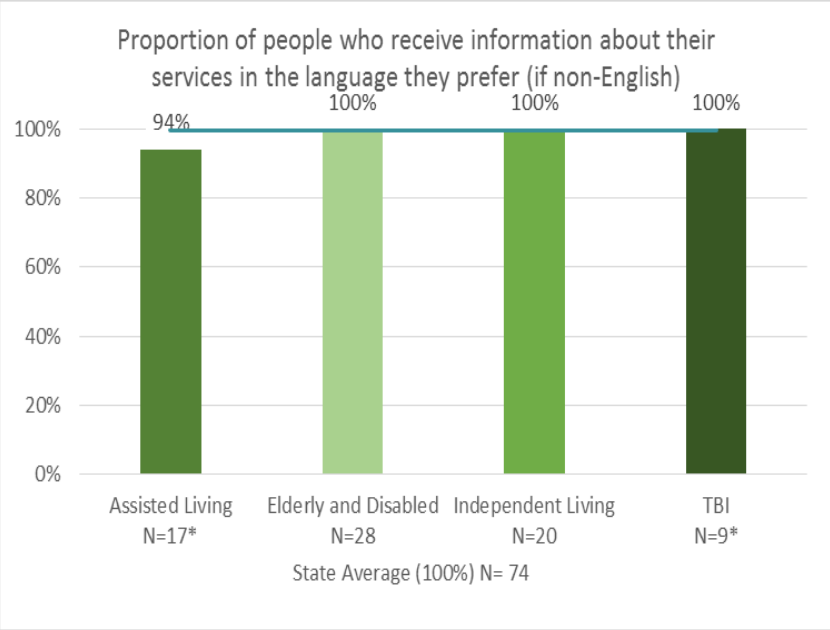
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

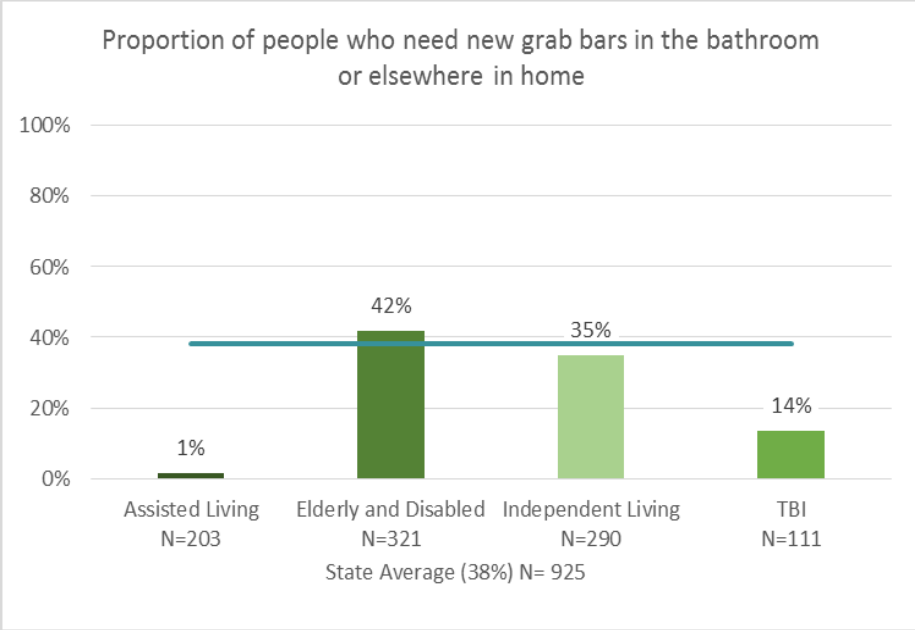


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

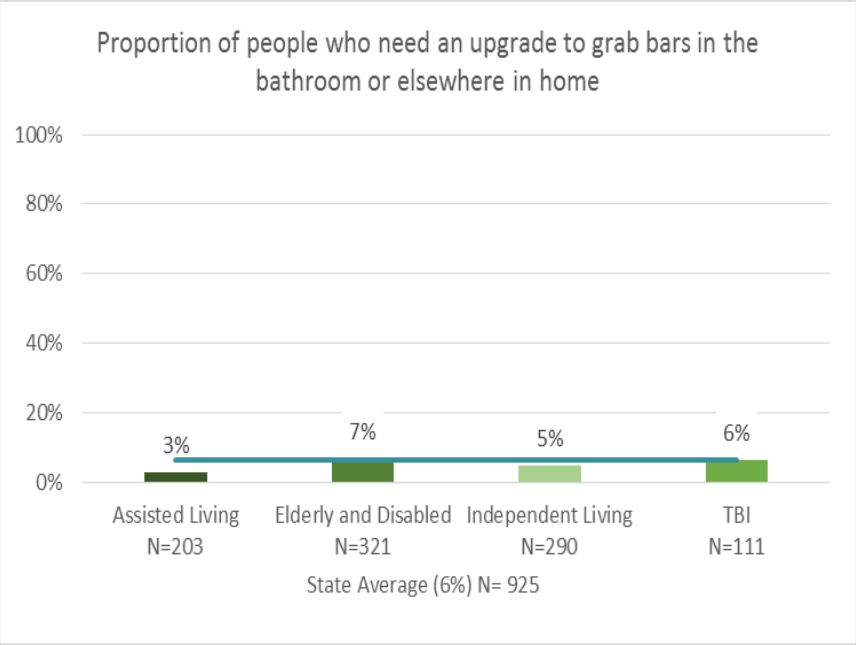


* Very small number of responses

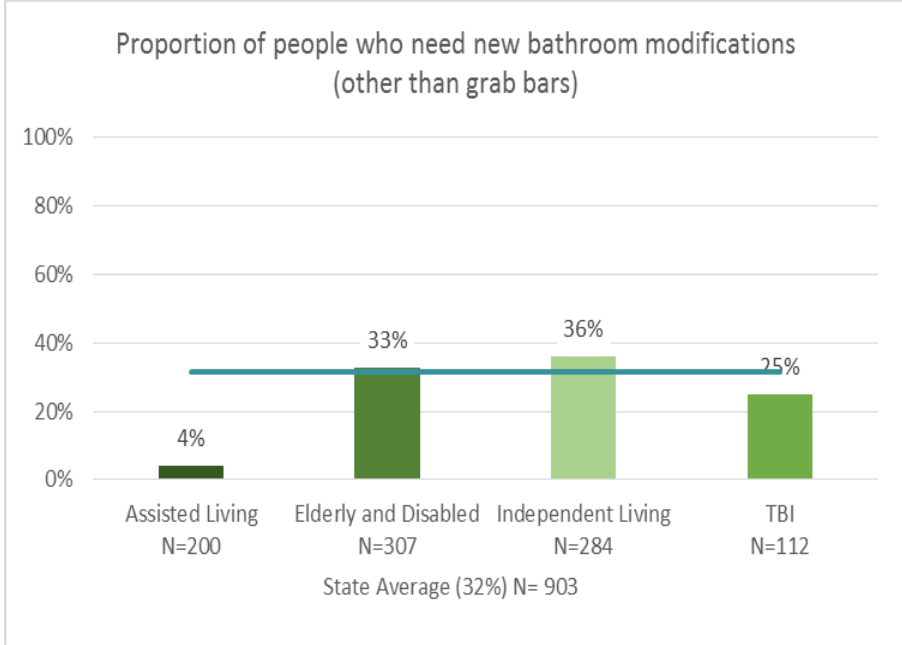
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



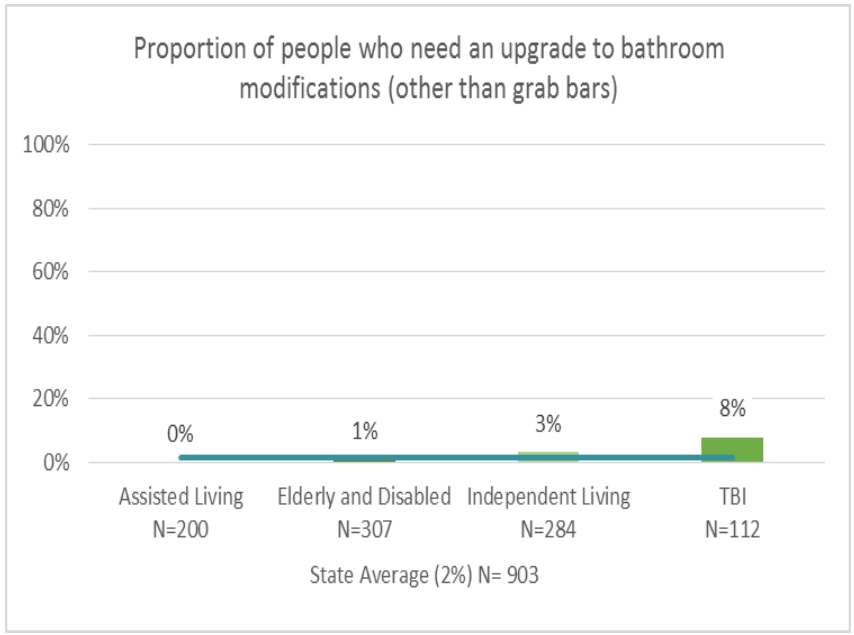
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



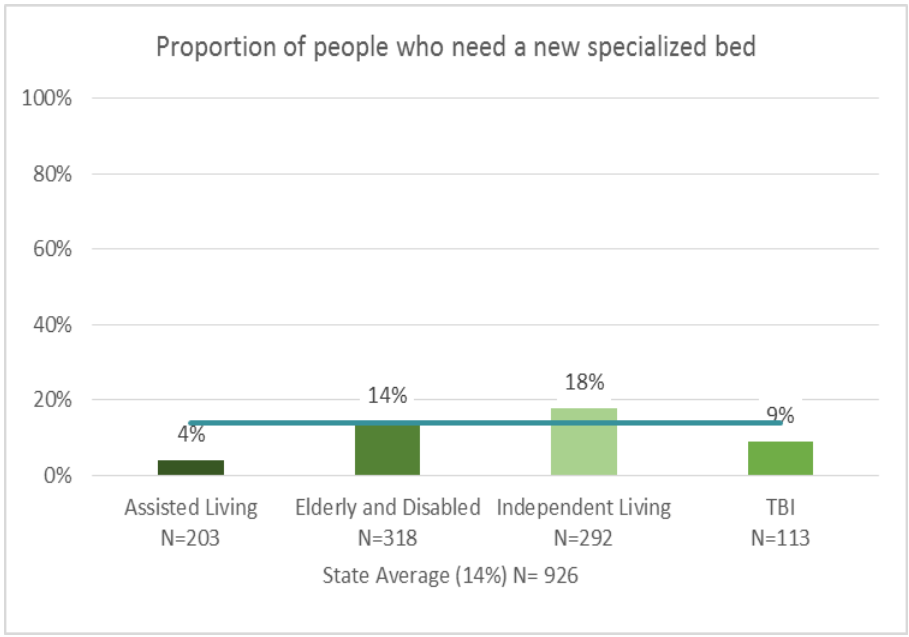
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



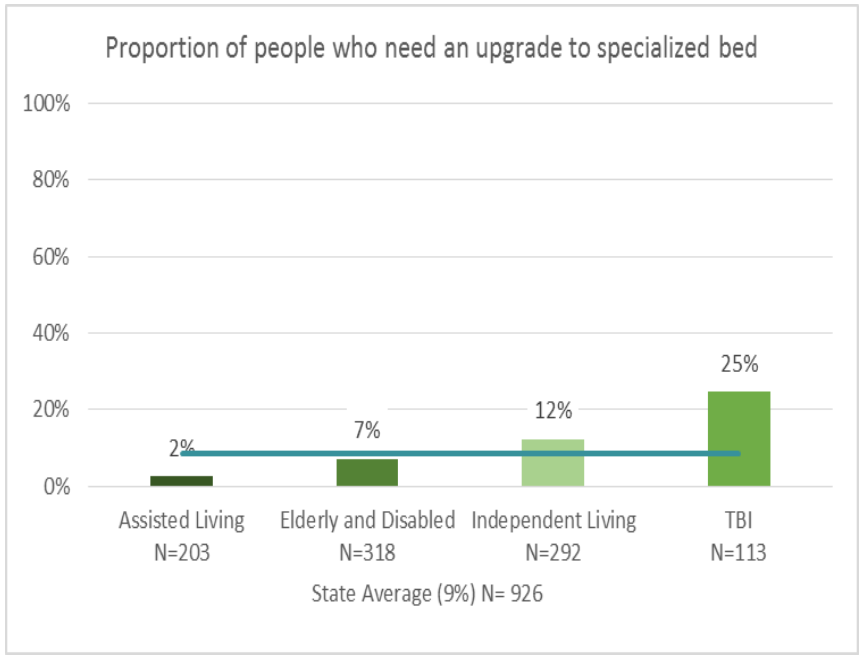
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



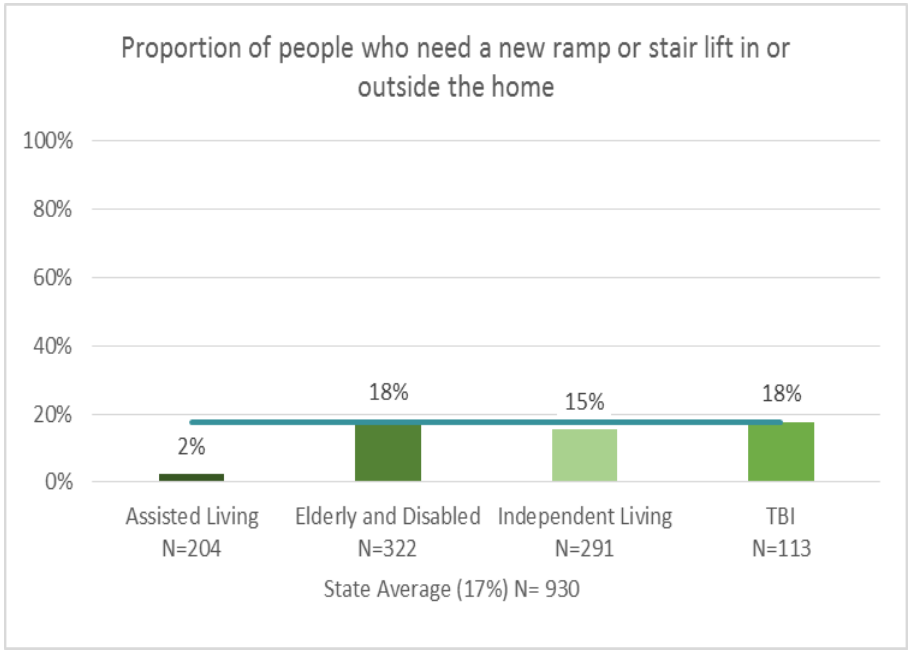
Graph 35. Proportion of people who need a new specialized bed



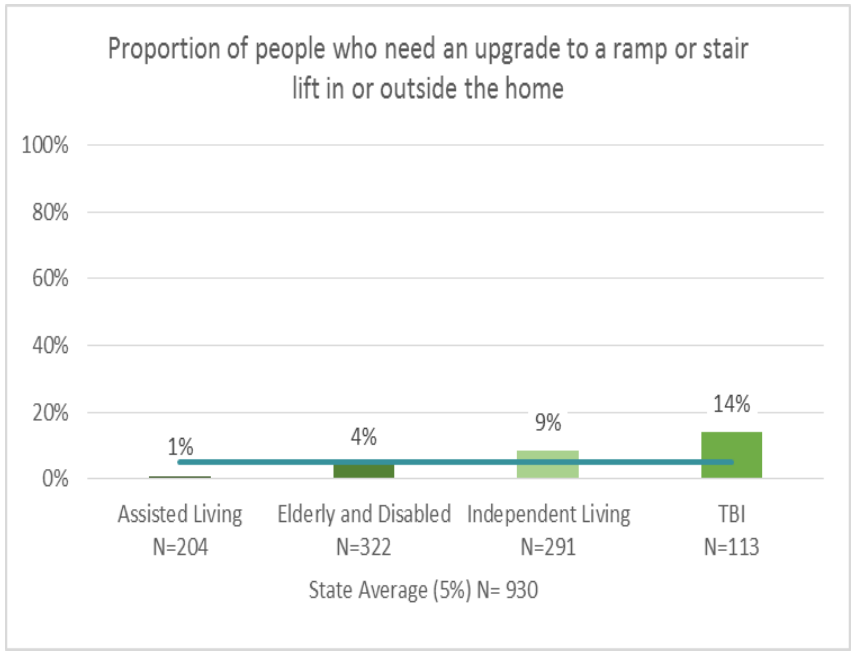
Graph 36. Proportion of people who need an upgrade to specialized bed



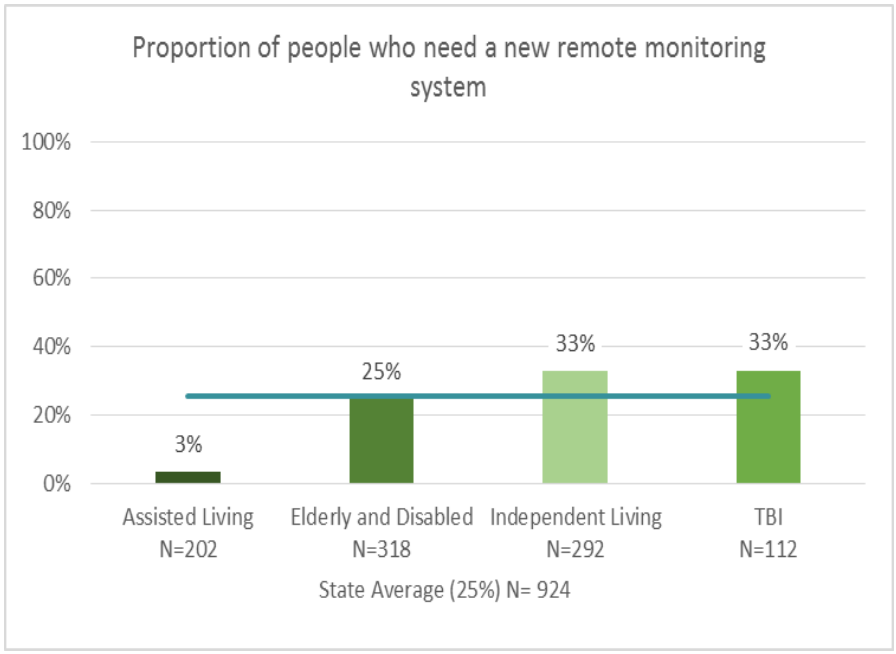
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



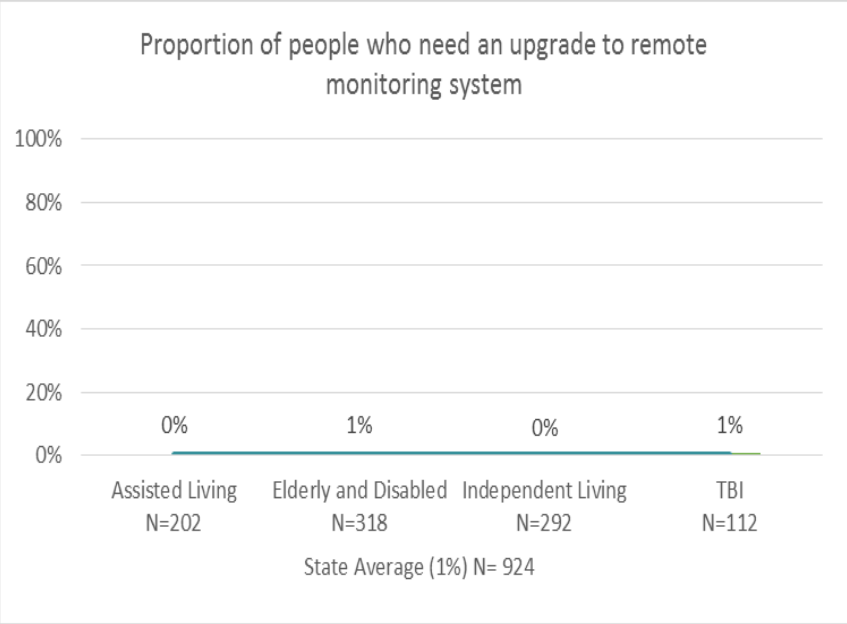
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



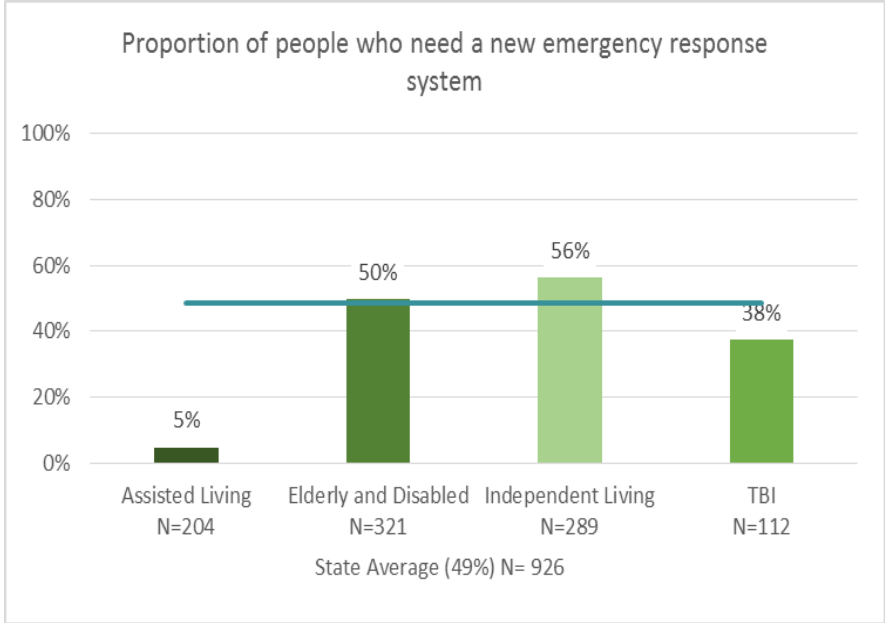
Graph 39. Proportion of people who need a new remote monitoring system



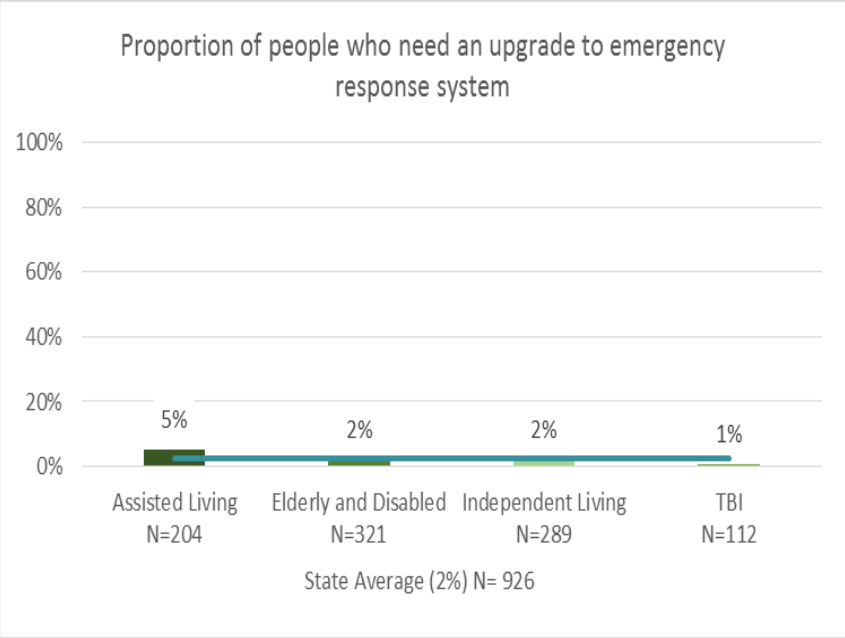
Graph 40. Proportion of people who need an upgrade to remote monitoring system



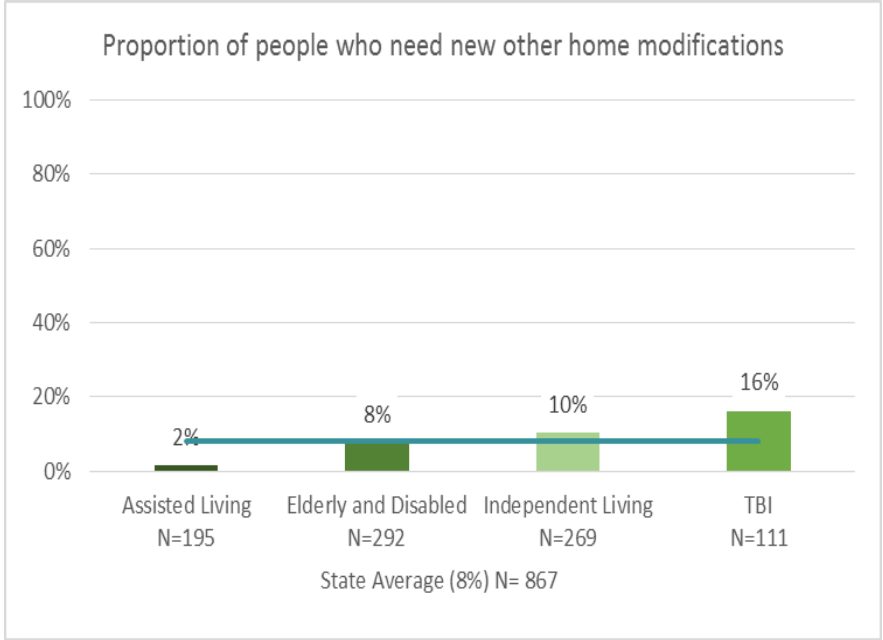
Graph 41. Proportion of people who need a new emergency response system



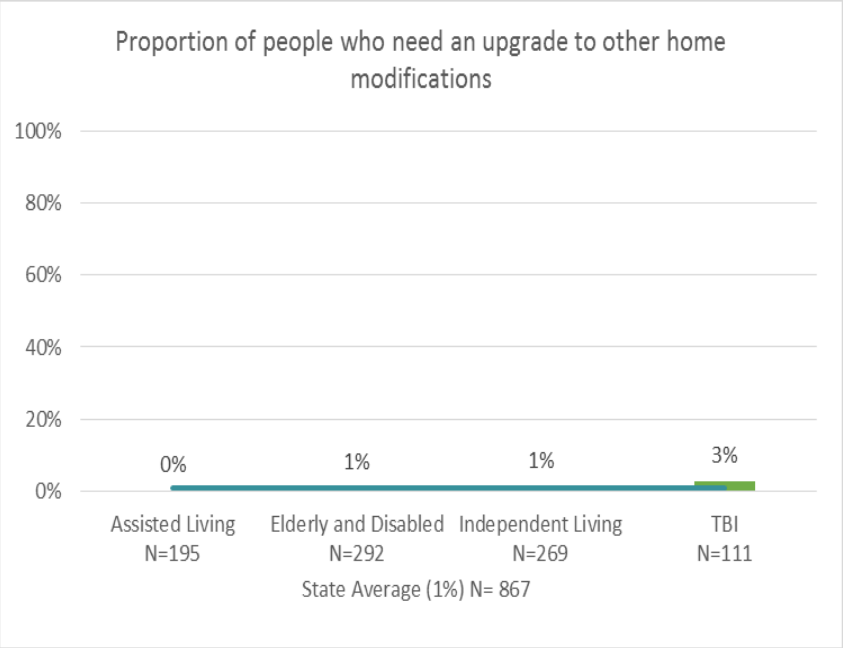
Graph 42. Proportion of people who need an upgrade to emergency response system



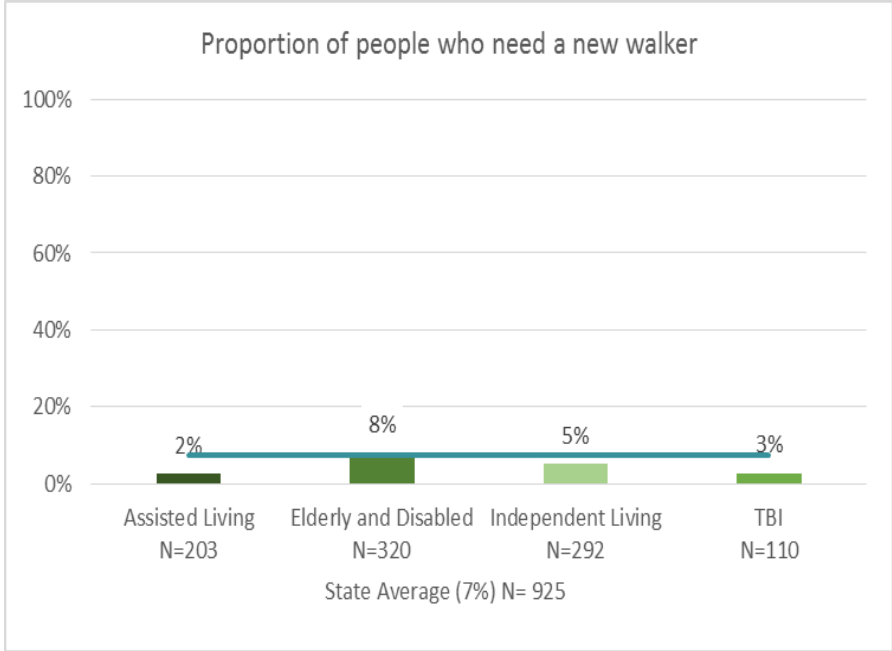
Graph 43. Proportion of people who need new other home modifications



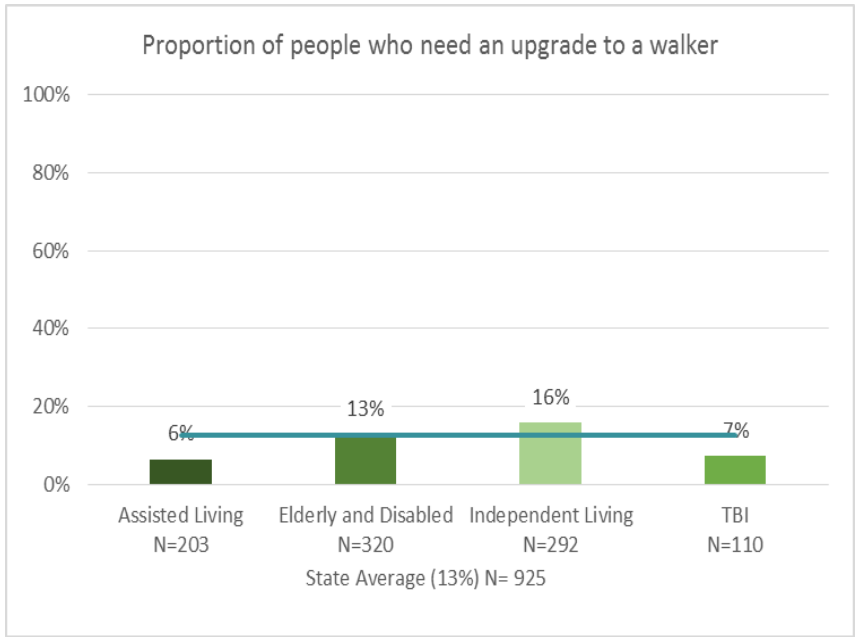
Graph 44. Proportion of people who need an upgrade to other home modifications



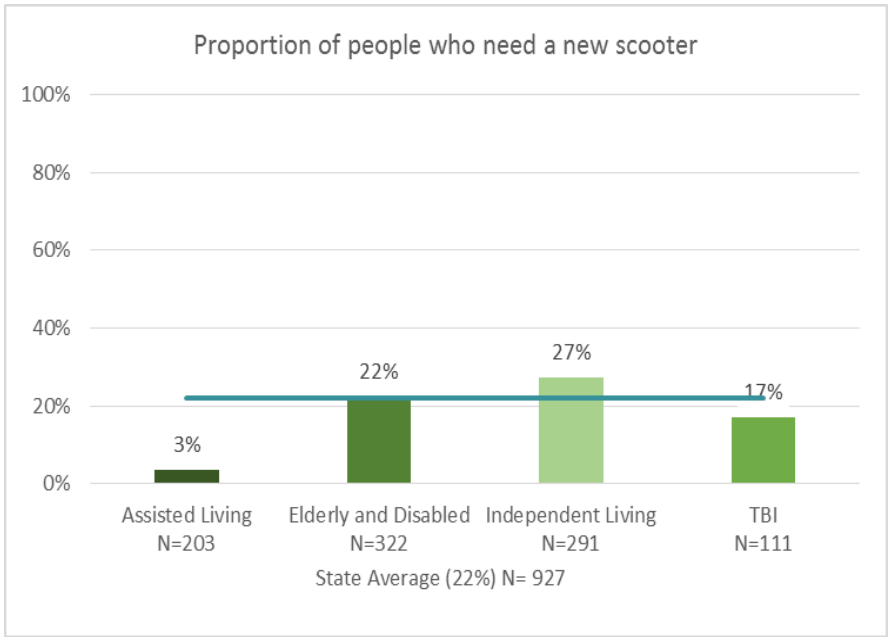
Graph 45. Proportion of people who need a new walker



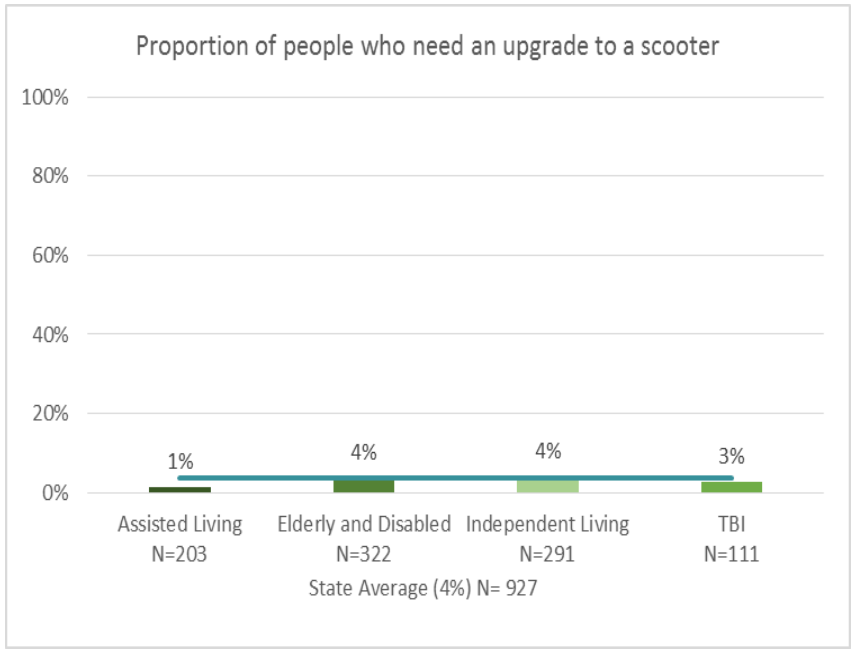
Graph 46. Proportion of people who need an upgrade to a walker



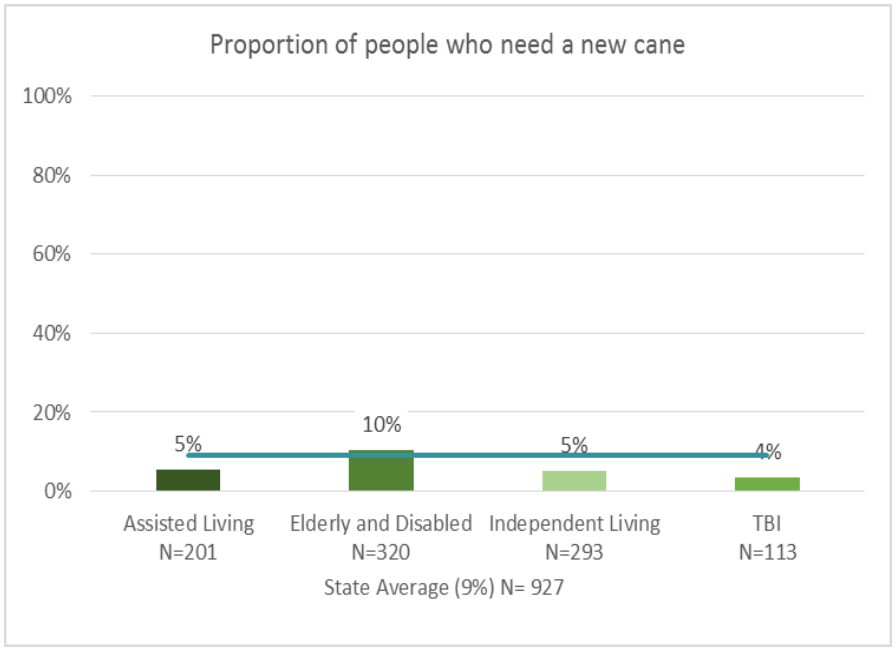
Graph 47. Proportion of people who need a new scooter



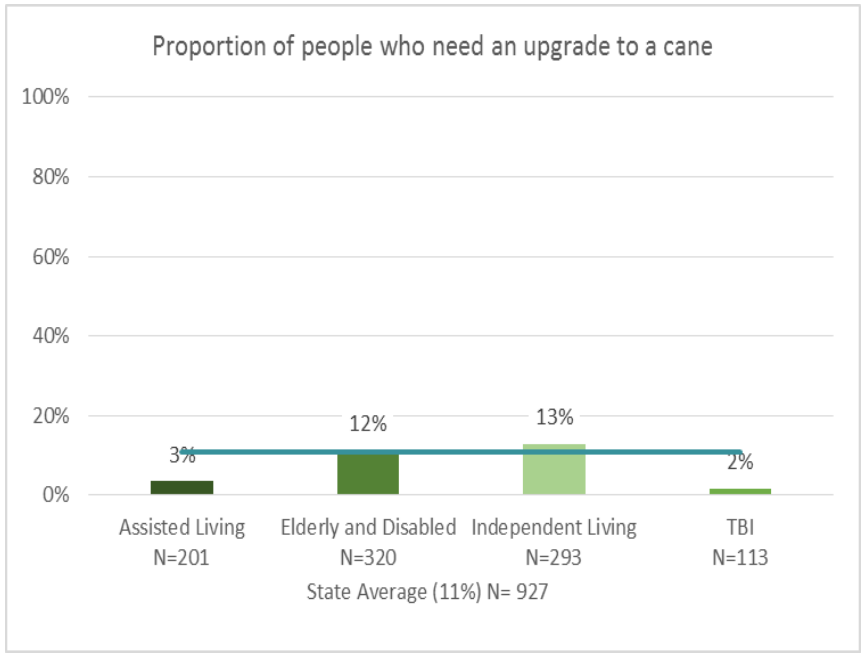
Graph 48. Proportion of people who need an upgrade to a scooter



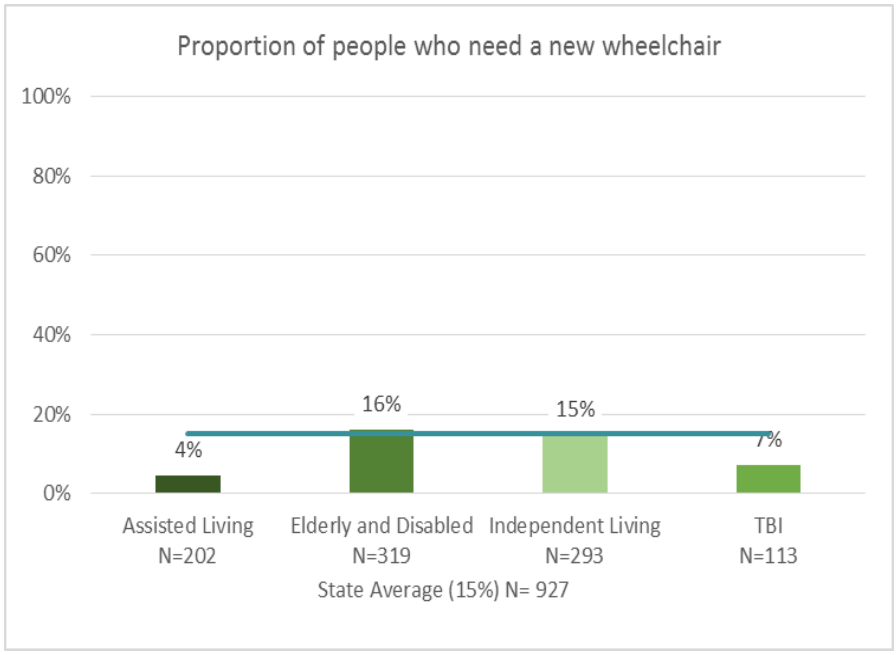
Graph 49. Proportion of people who need a new cane



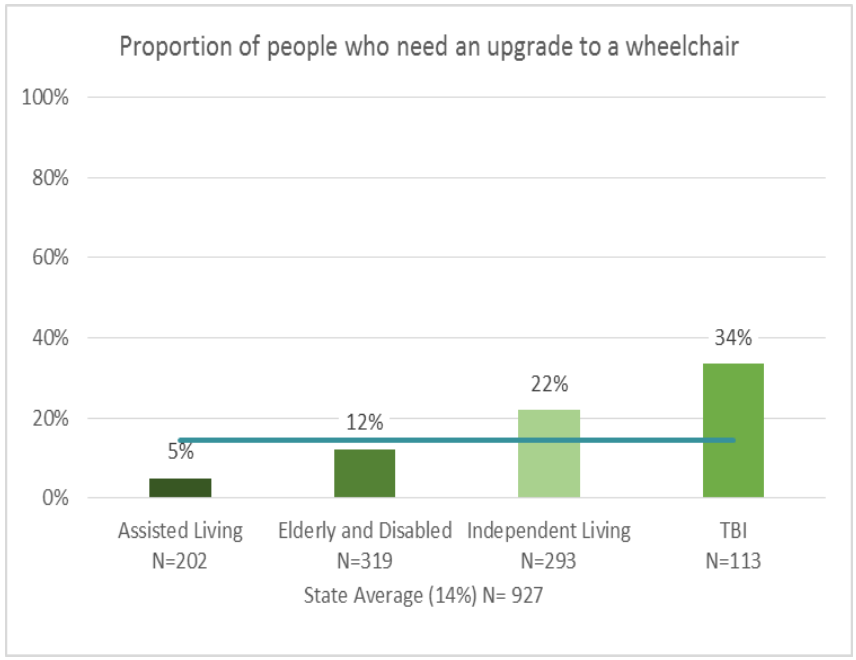
Graph 50. Proportion of people who need an upgrade to a cane



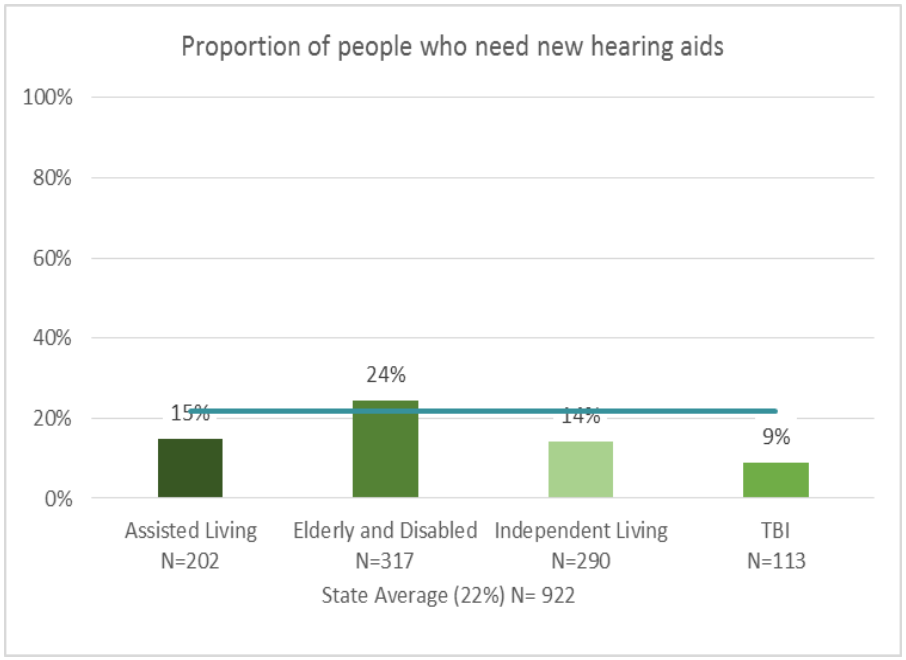
Graph 51. Proportion of people who need a new wheelchair



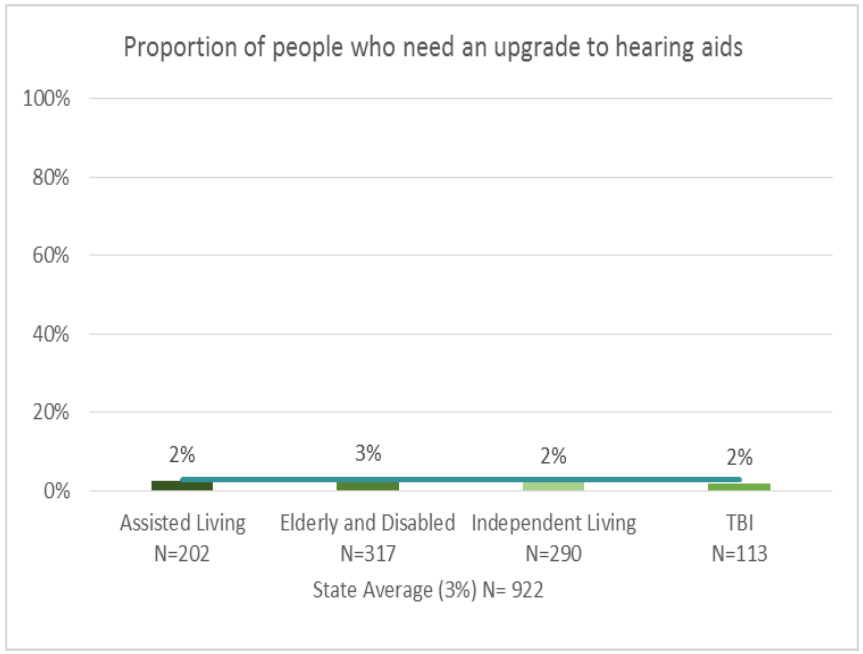
Graph 52. Proportion of people who need an upgrade to a wheelchair



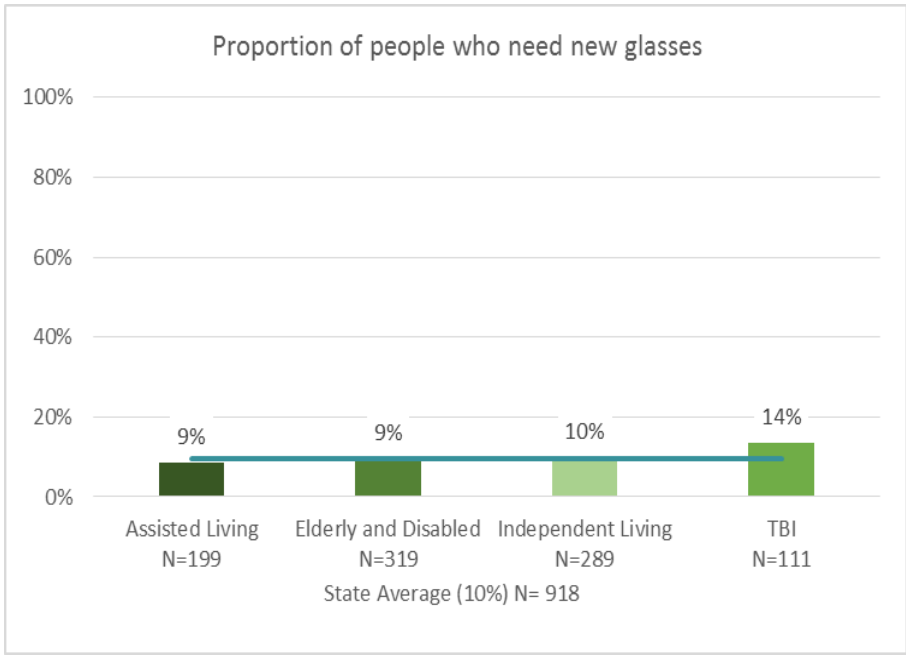
Graph 53. Proportion of people who need new hearing aids



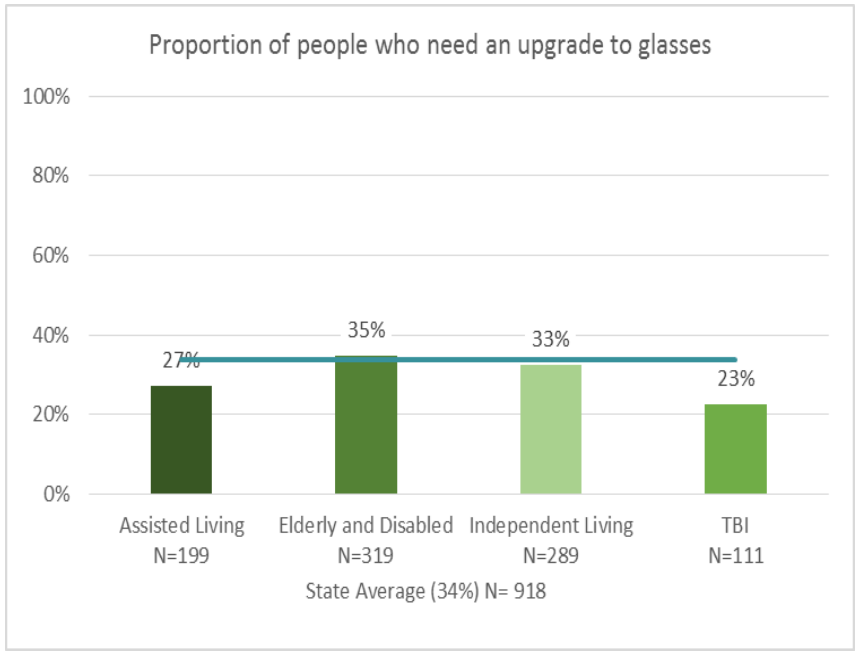
Graph 54. Proportion of people who need an upgrade to hearing aids



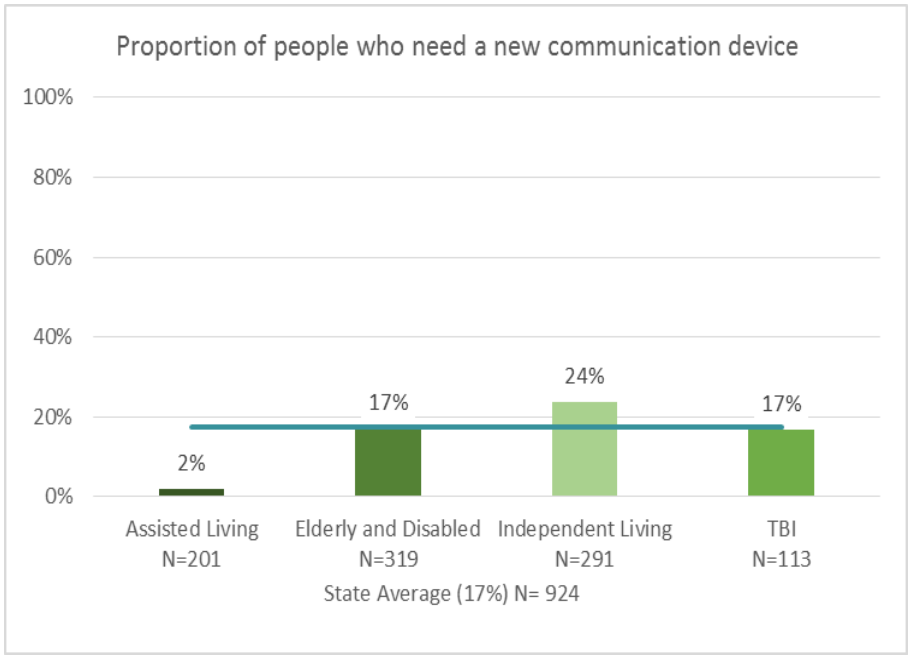
Graph 55. Proportion of people who need new glasses



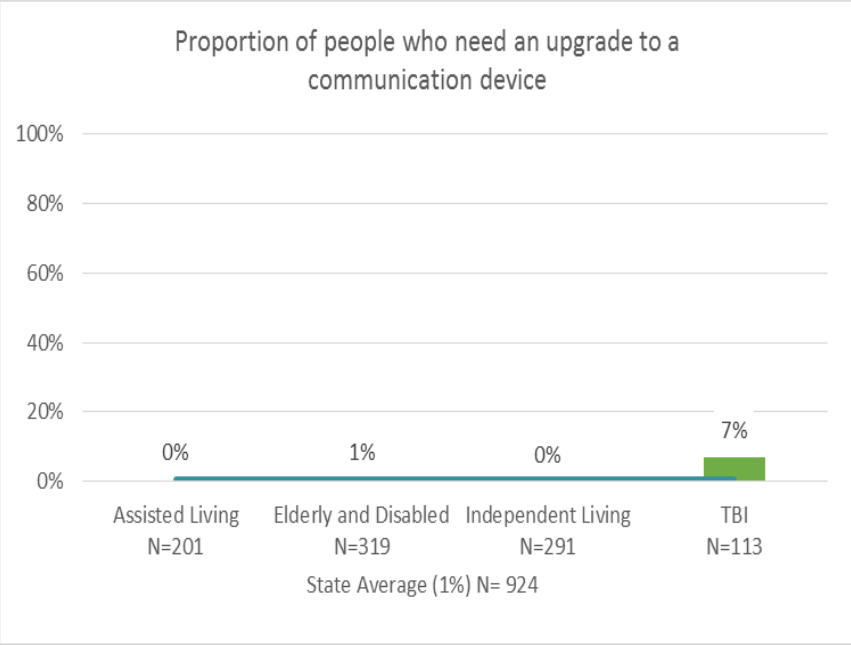
Graph 56. Proportion of people who need an upgrade to glasses



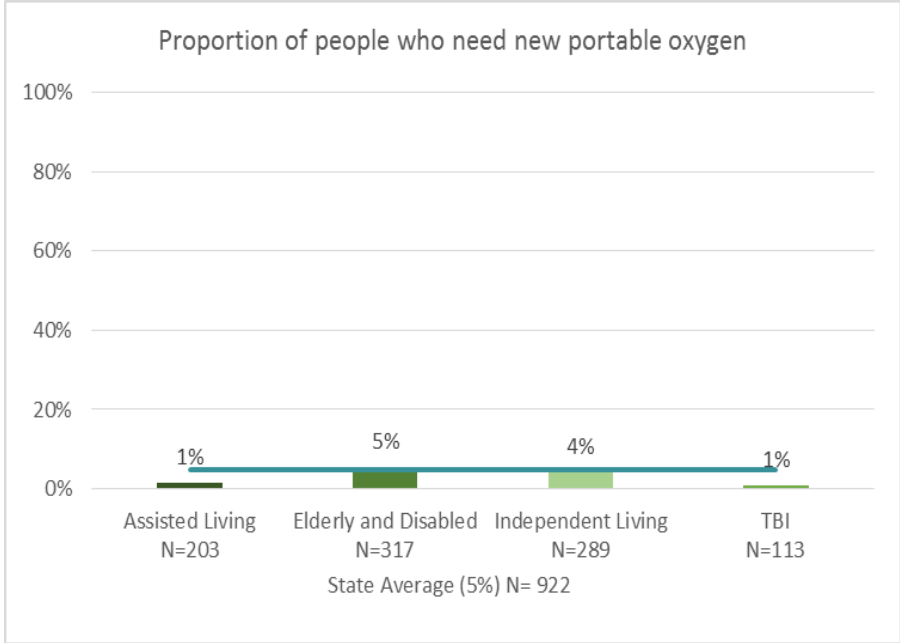
Graph 57. Proportion of people who need a new communication device



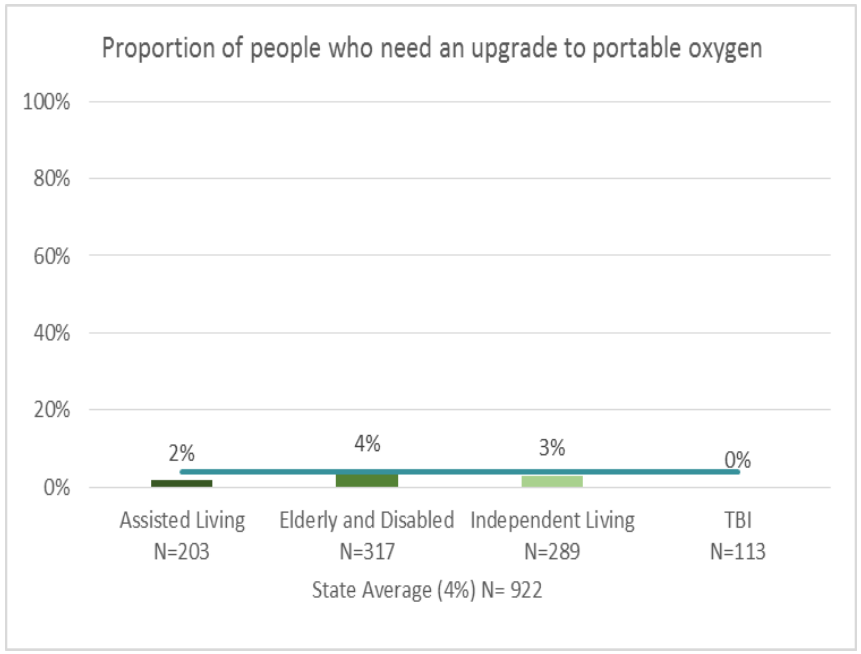
Graph 58. Proportion of people who need an upgrade to a communication device



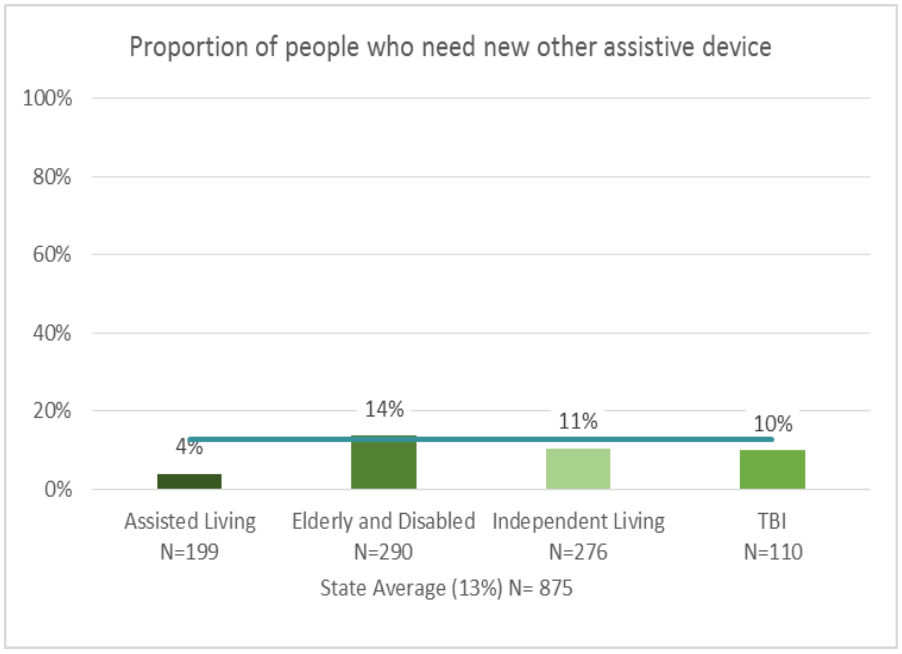
Graph 59. Proportion of people who need new portable oxygen



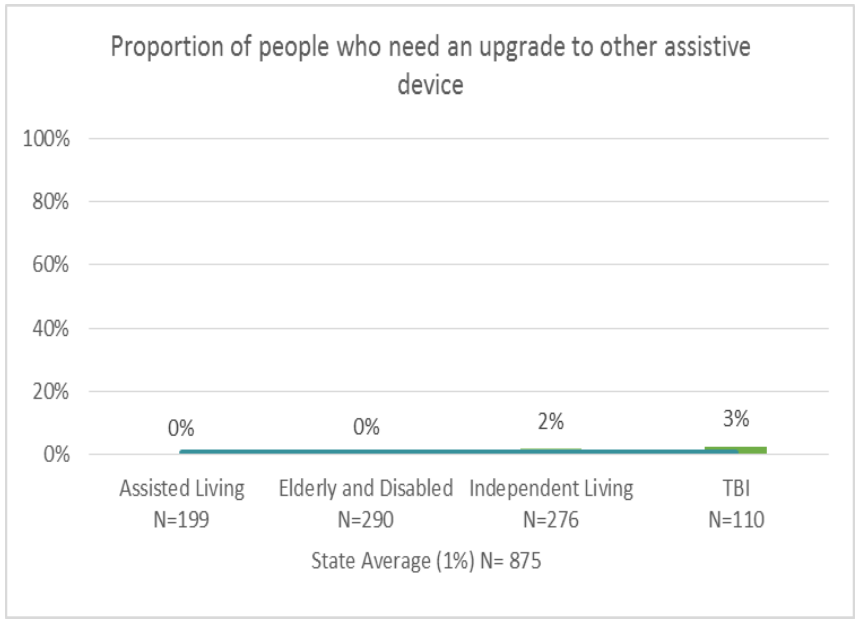
Graph 60. Proportion of people who need an upgrade to portable oxygen



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



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



Safety

People feel safe from abuse, neglect, and injury.

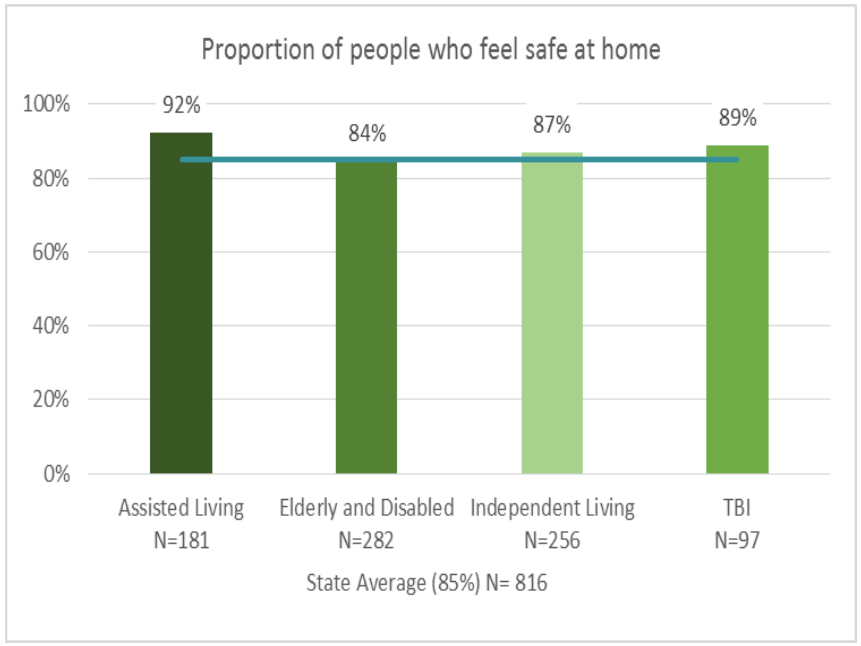
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

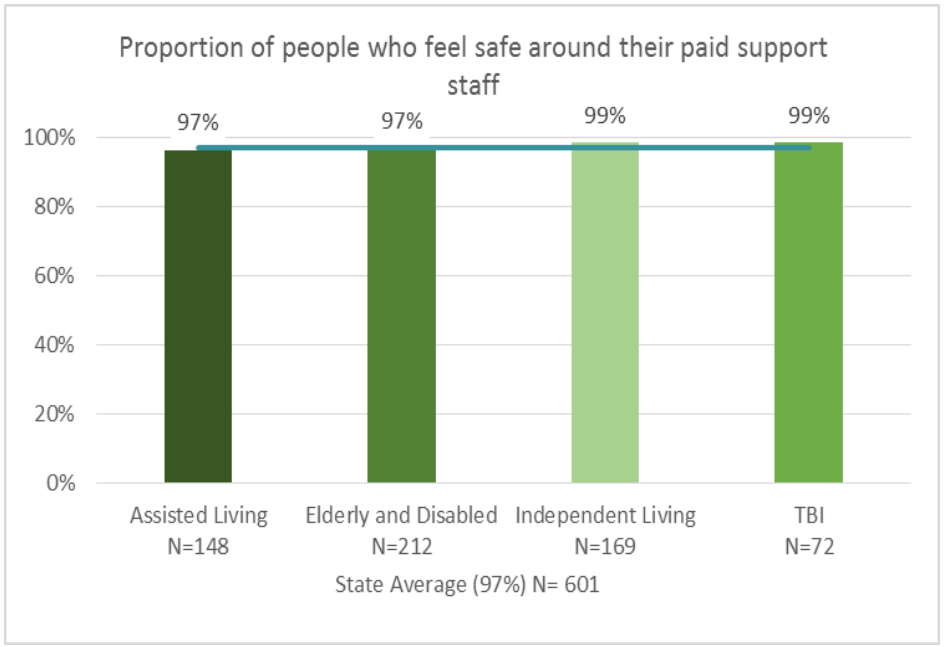
There are seven survey items that correspond to the Safety domain.

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

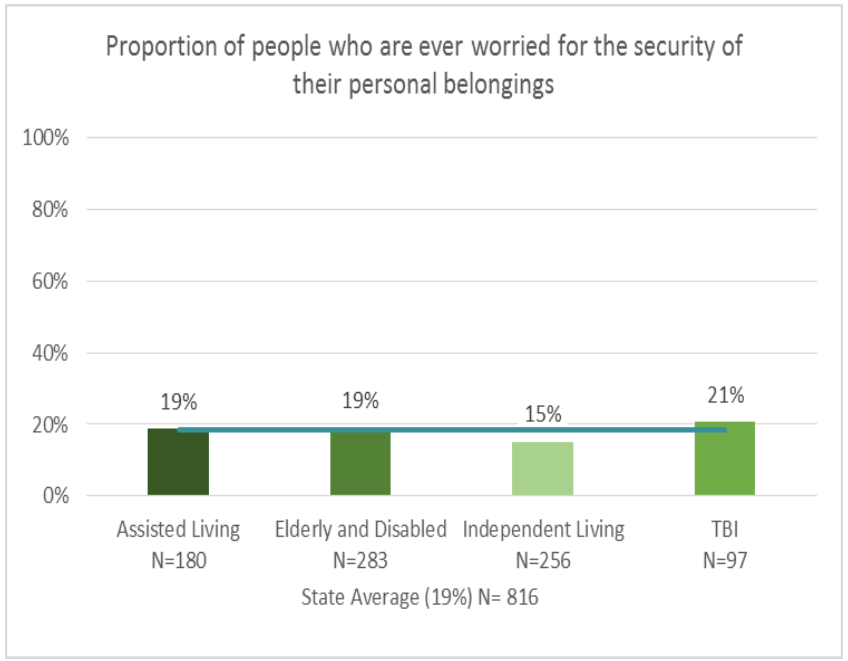
Graph 63. Proportion of people who feel safe at home



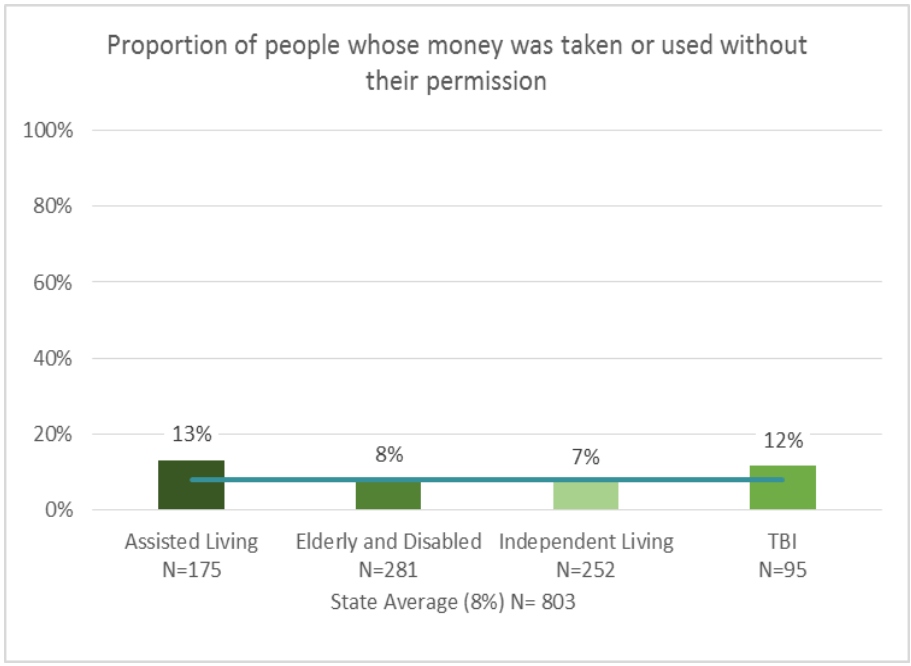
Graph 64. Proportion of people who feel safe around their paid support staff



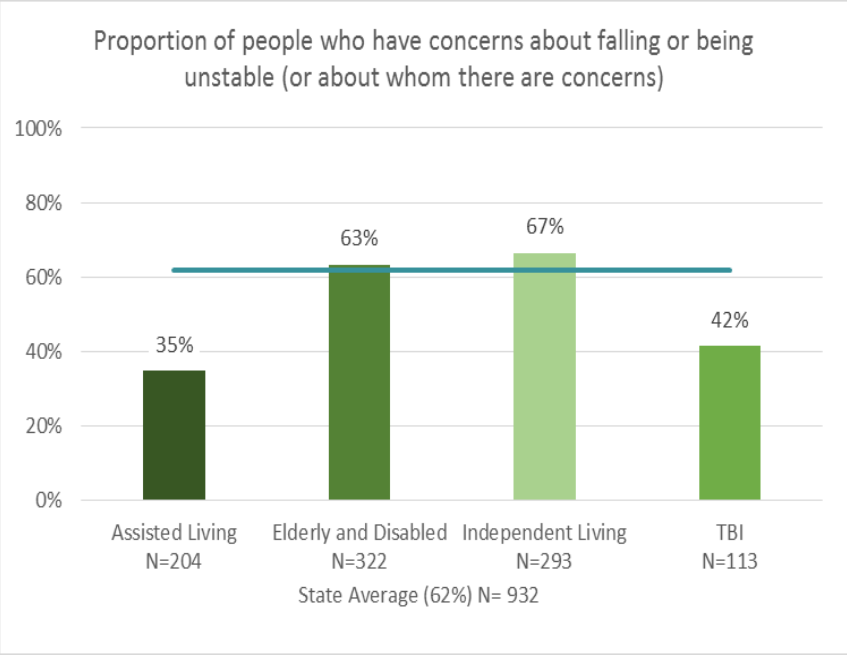
Graph 65. Proportion of people who are ever worried for the security of their personal belongings



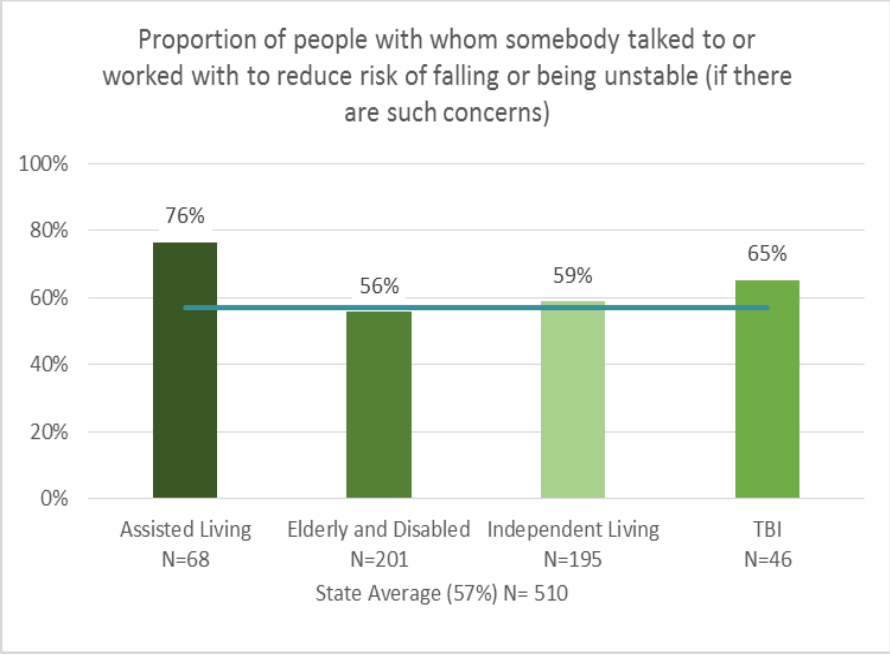
Graph 66. Proportion of people whose money was taken or used without their permission



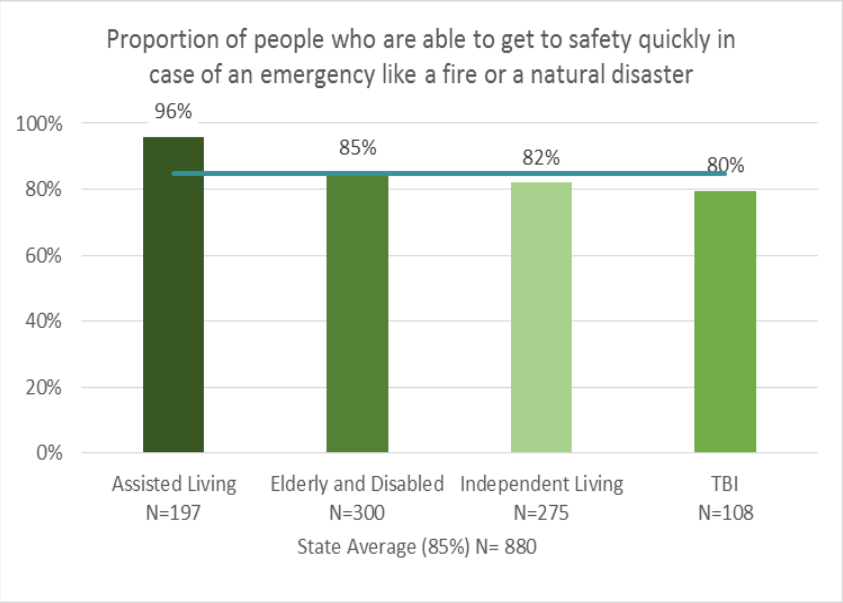
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



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)



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.

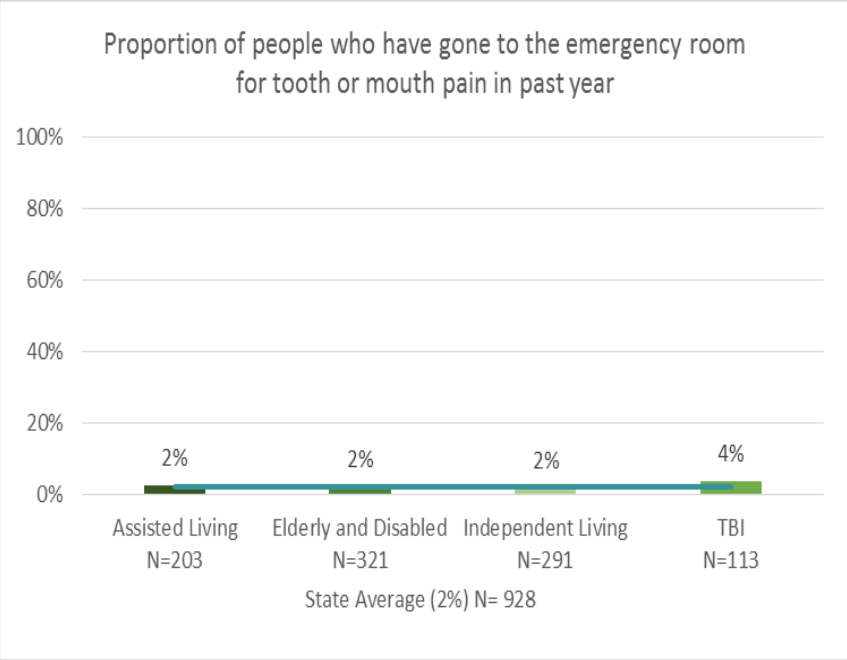
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

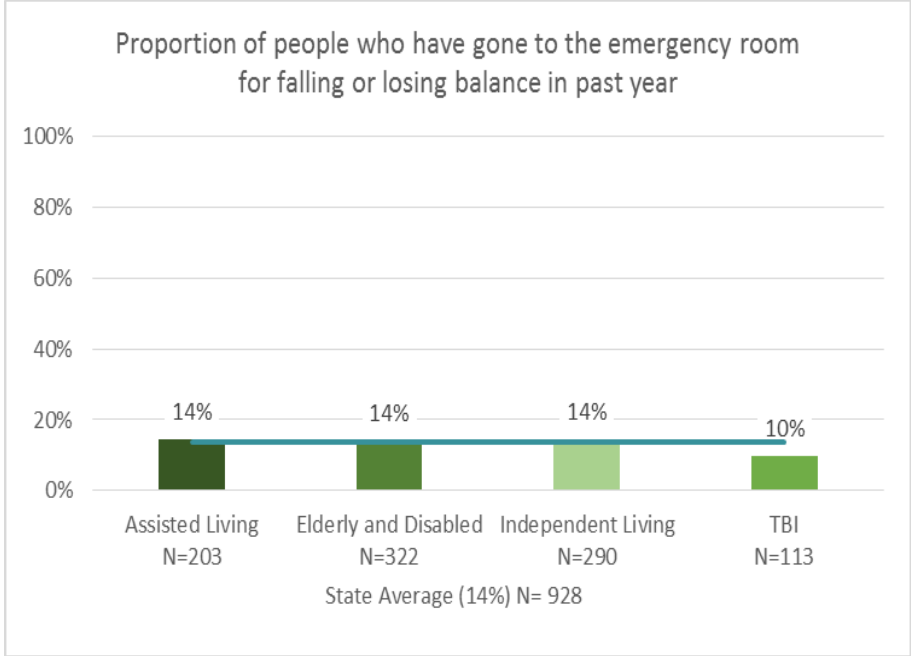
There are twelve survey items that correspond to the Health Care domain.

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

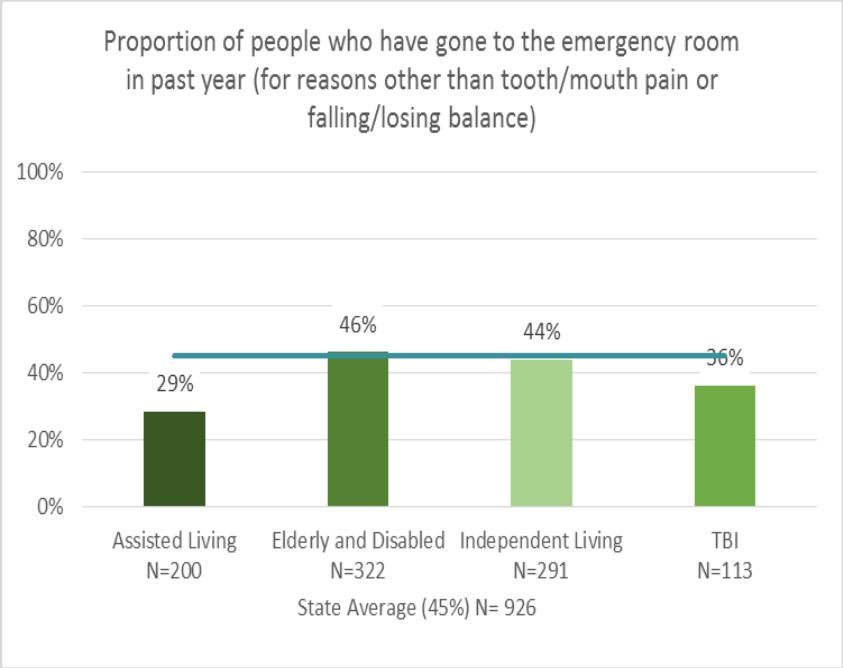
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year

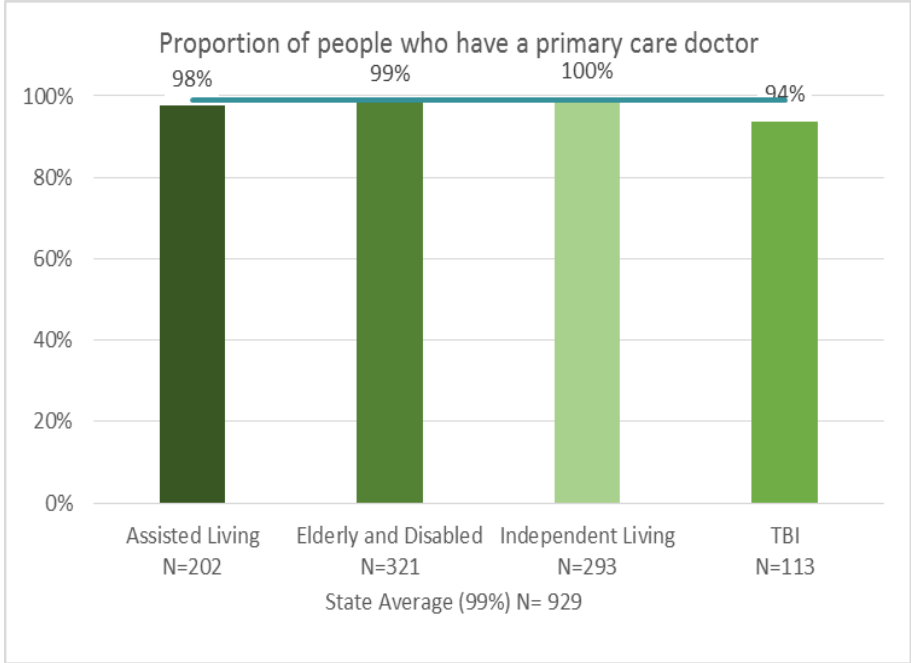


Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year



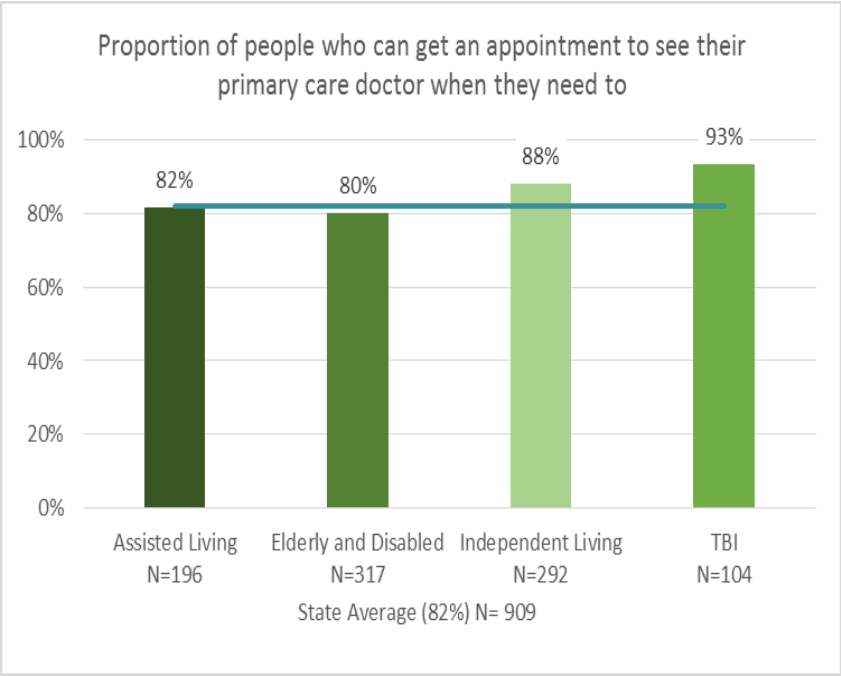
Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)



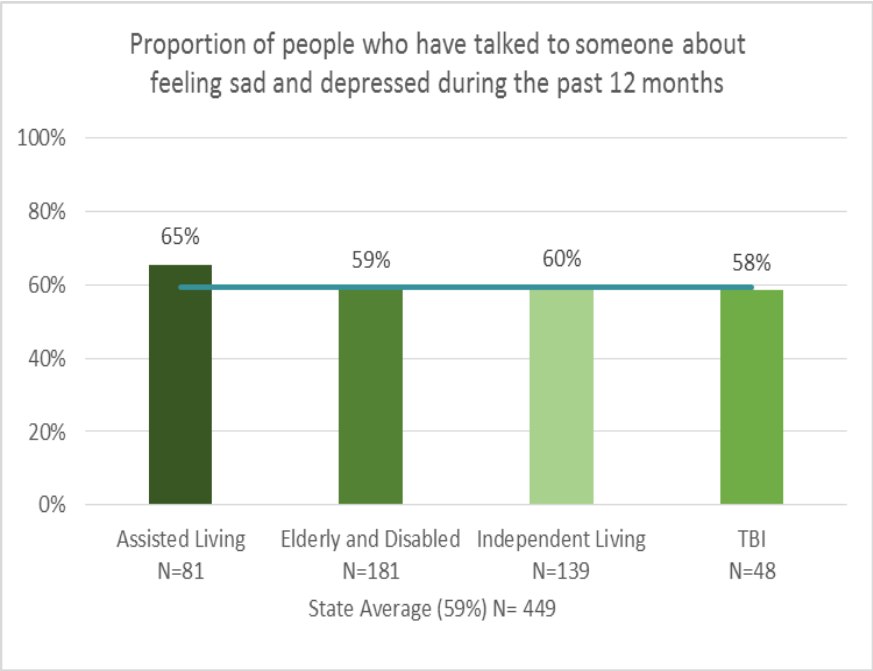


Graph 73. Proportion of people who have a primary care doctor

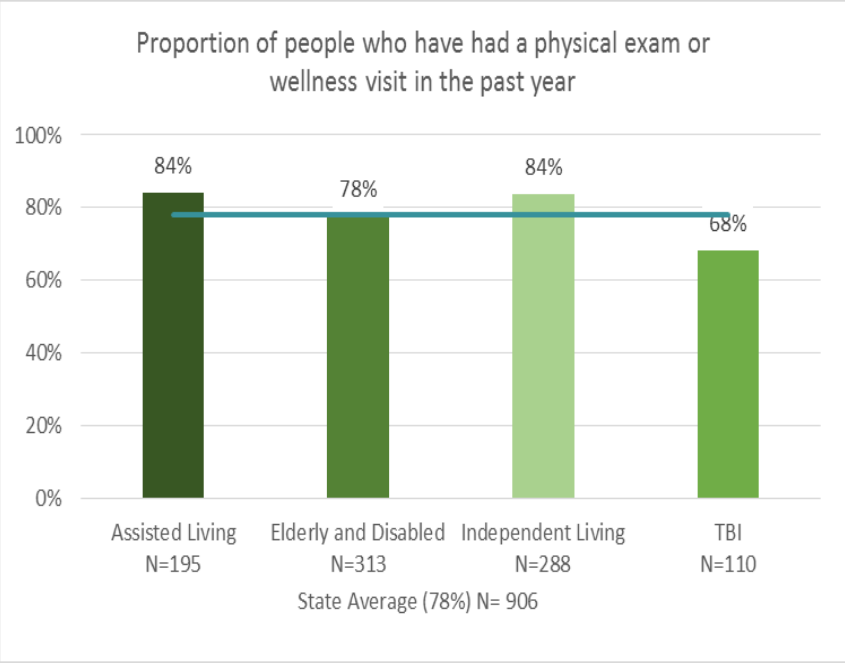
Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to



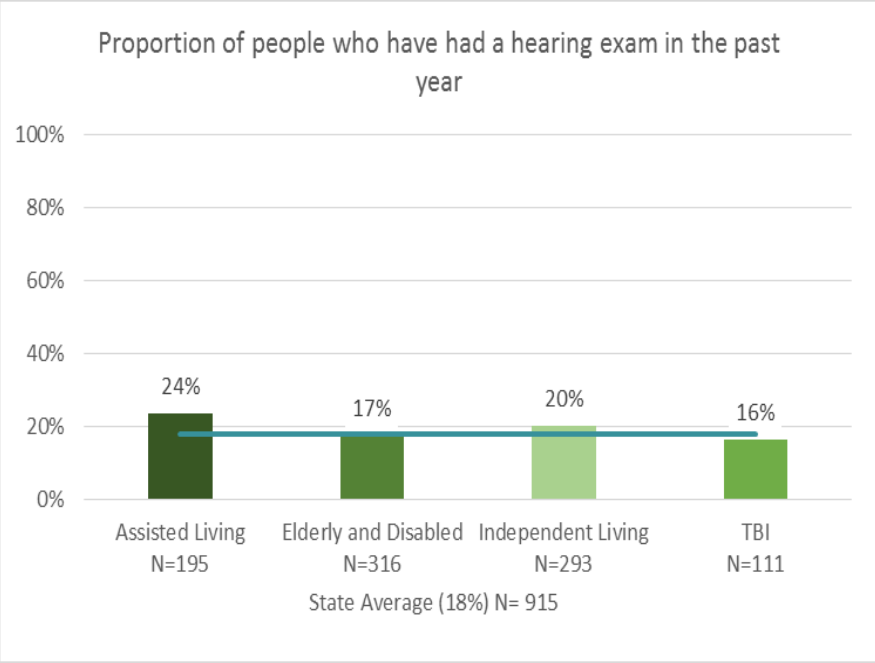
Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



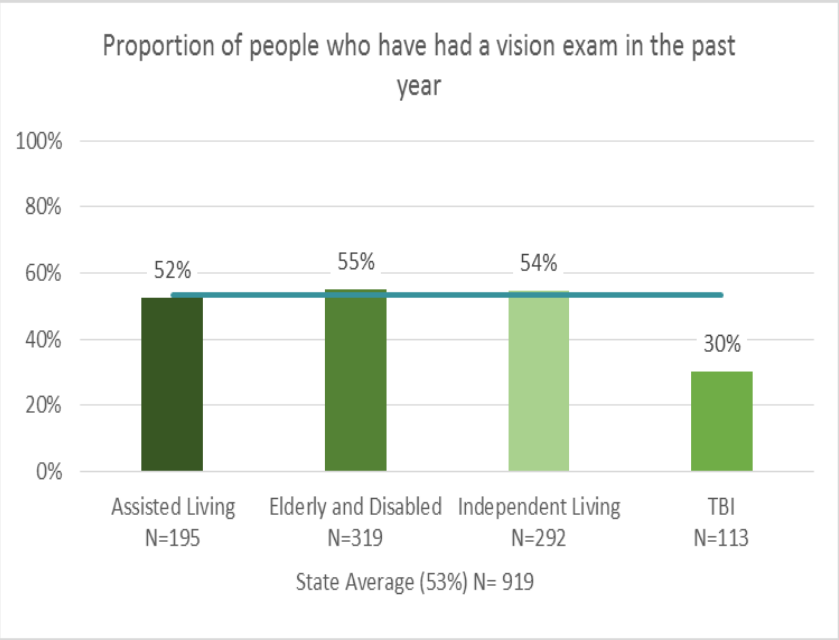
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



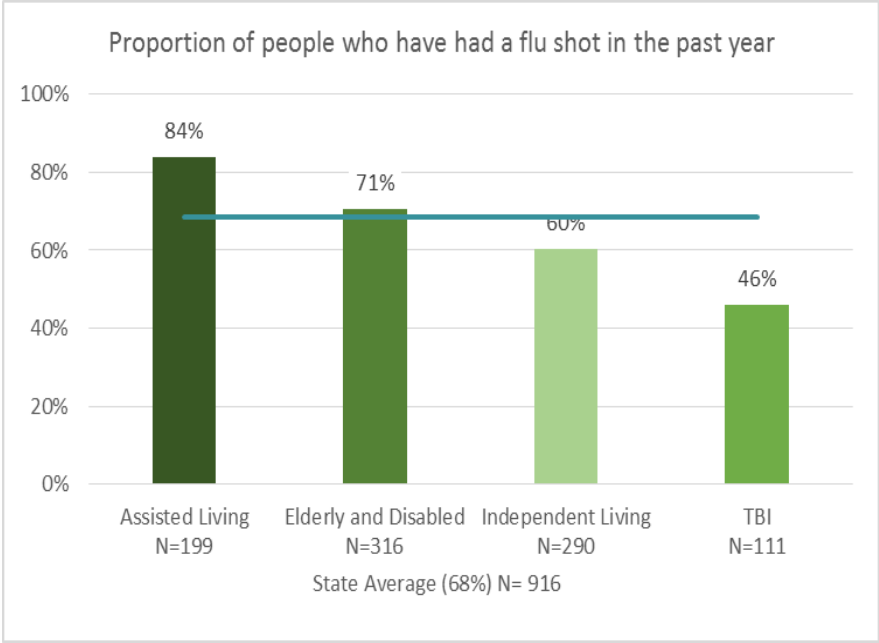
Graph 77. Proportion of people who have had a hearing exam in the past year



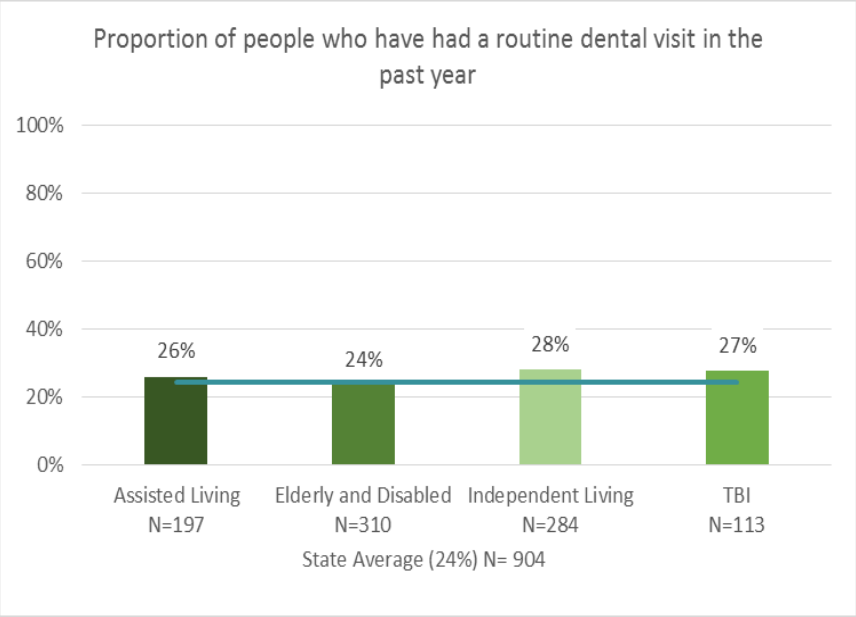
Graph 78. Proportion of people who have had a vision exam in the past year



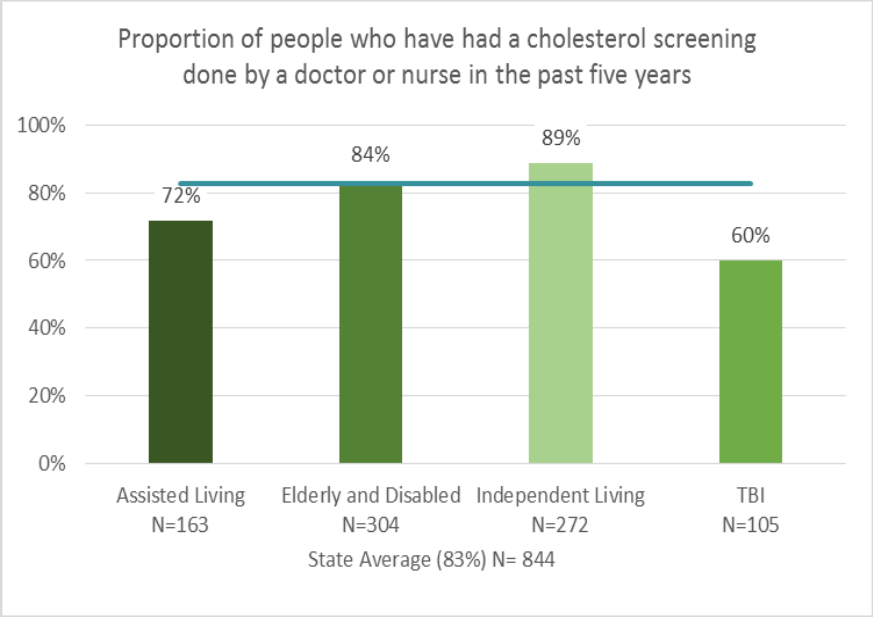
Graph 79. Proportion of people who have had a flu shot in the past year



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.

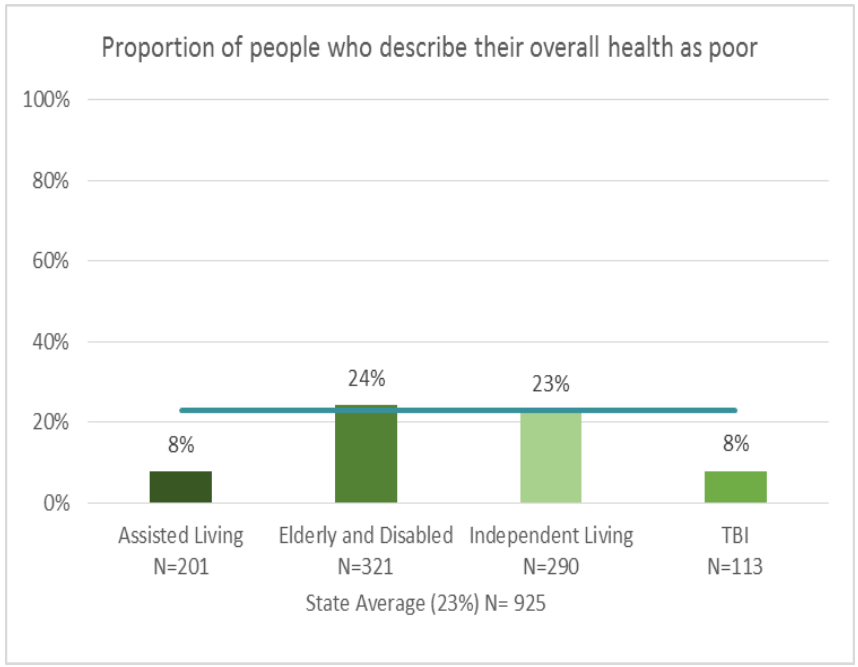
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

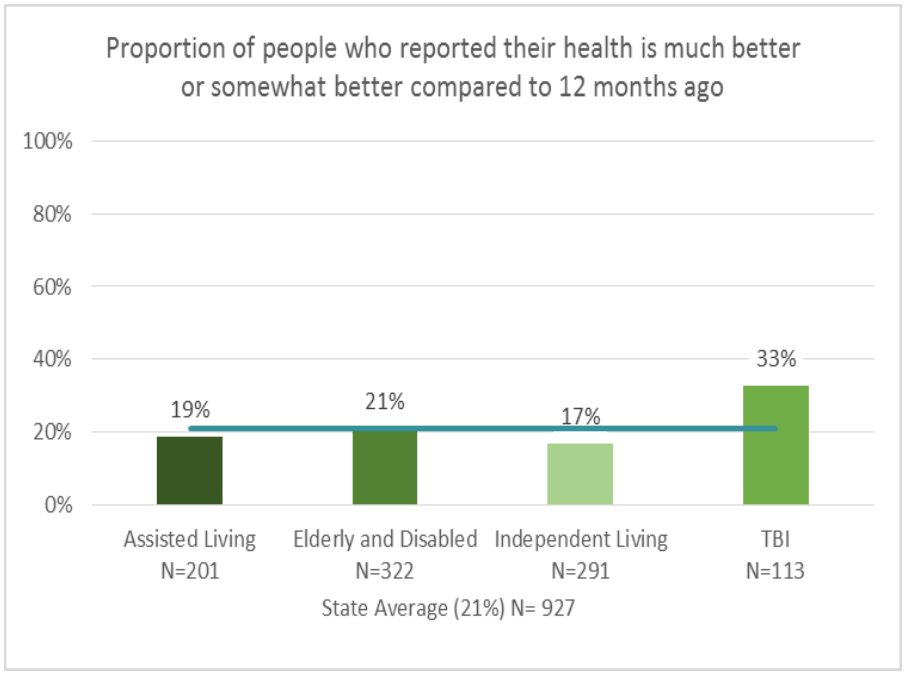
There are four survey items that correspond to the Wellness domain.

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

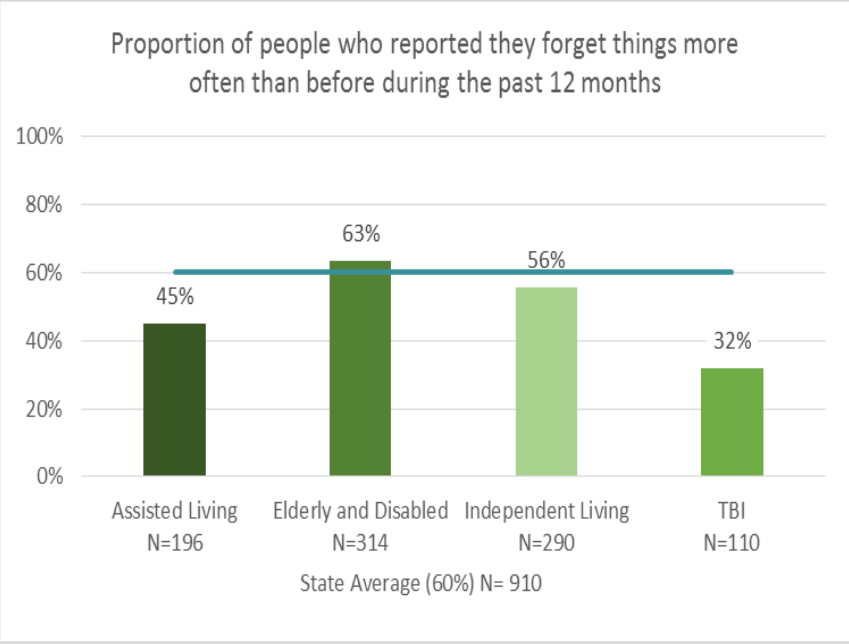
Graph 82. Proportion of people who describe their overall health as poor



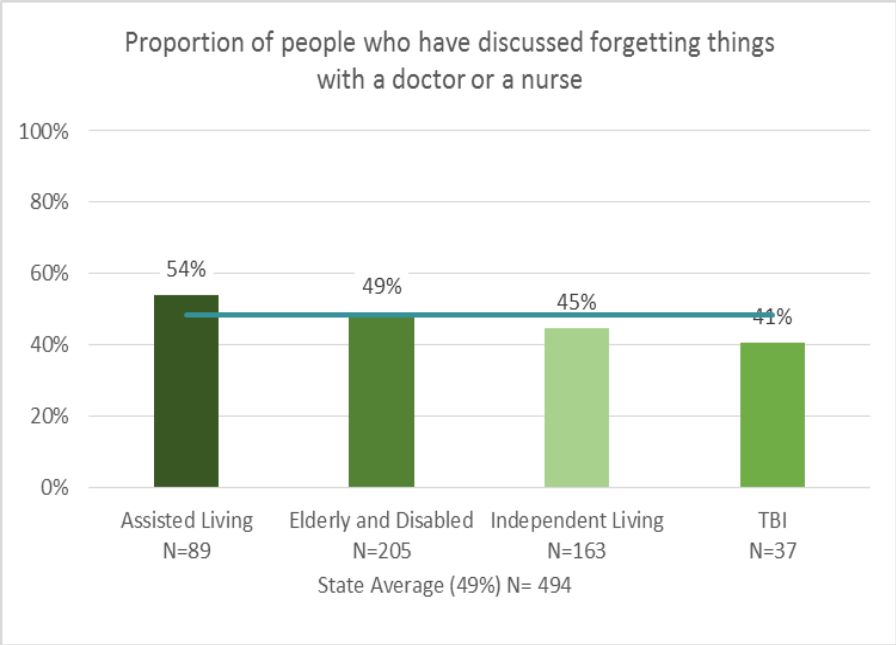
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



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)



Medications

Medications are managed effectively and appropriately.

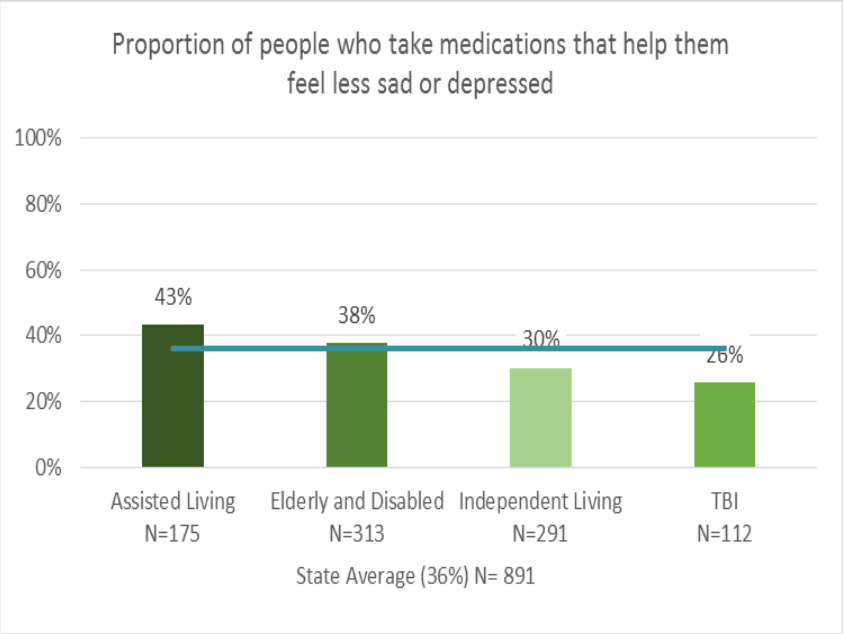
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

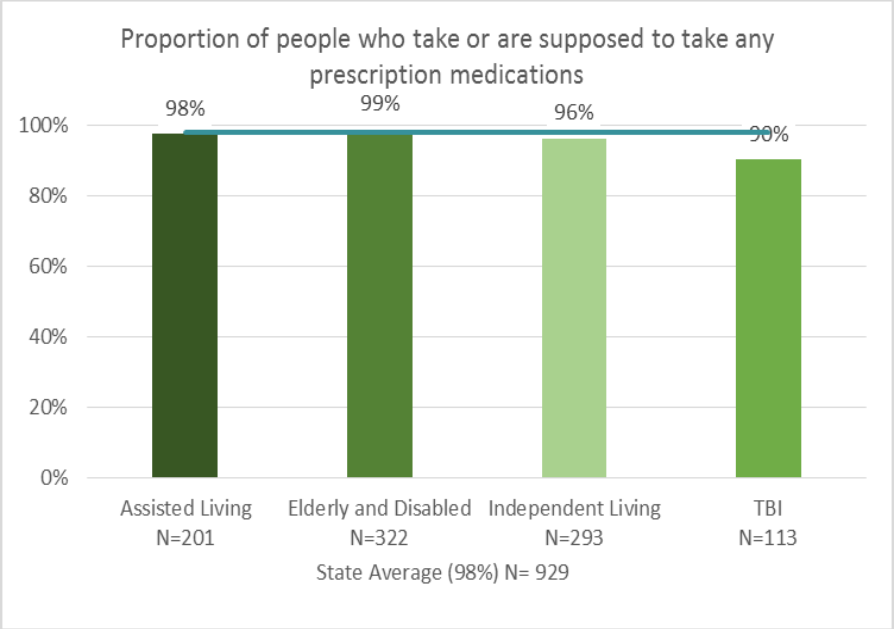
There are three survey items that correspond to the Medication domain.

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

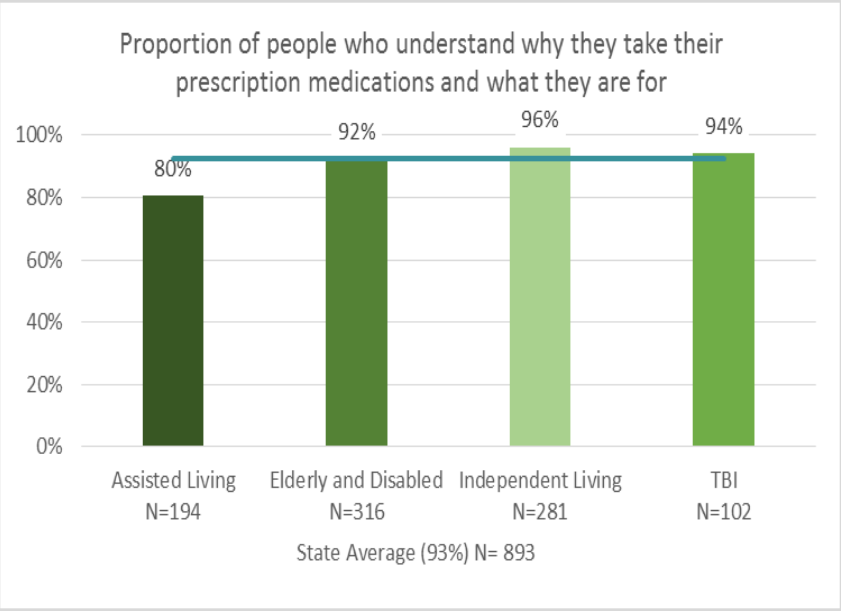
Graph 86. Proportion of people who take medications that help them feel less sad or depressed



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.

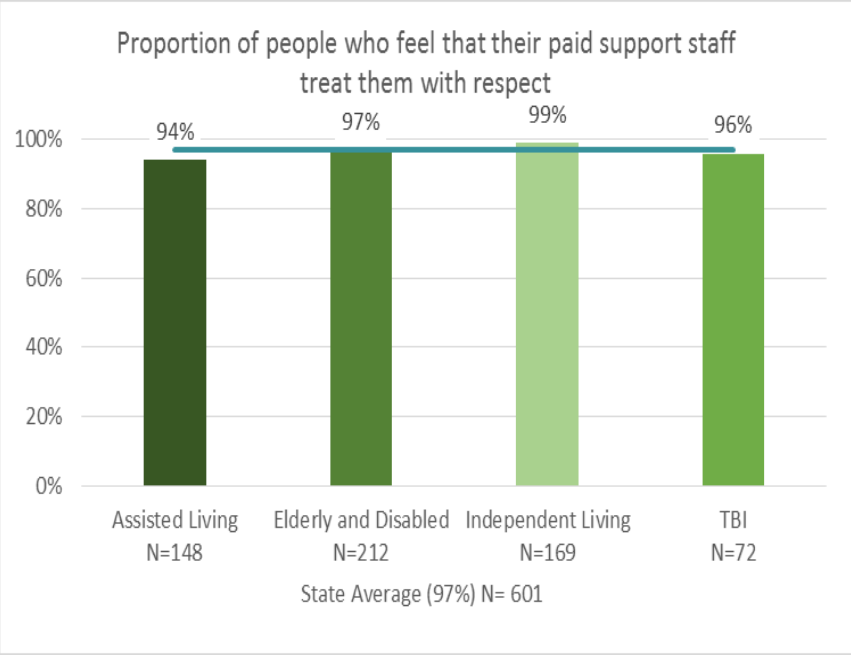
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

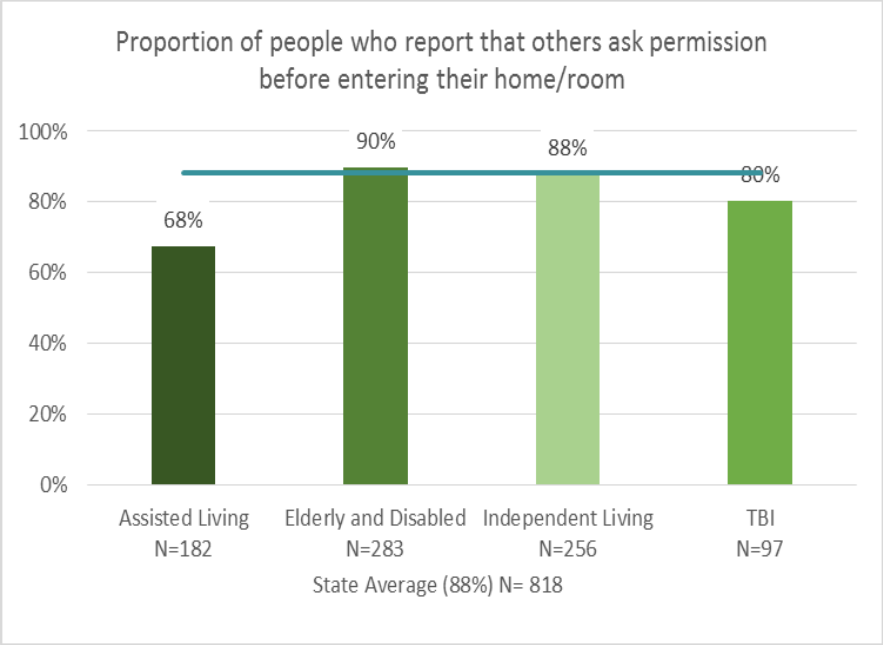
There are nine survey items that correspond to the Rights and Respect domain.

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

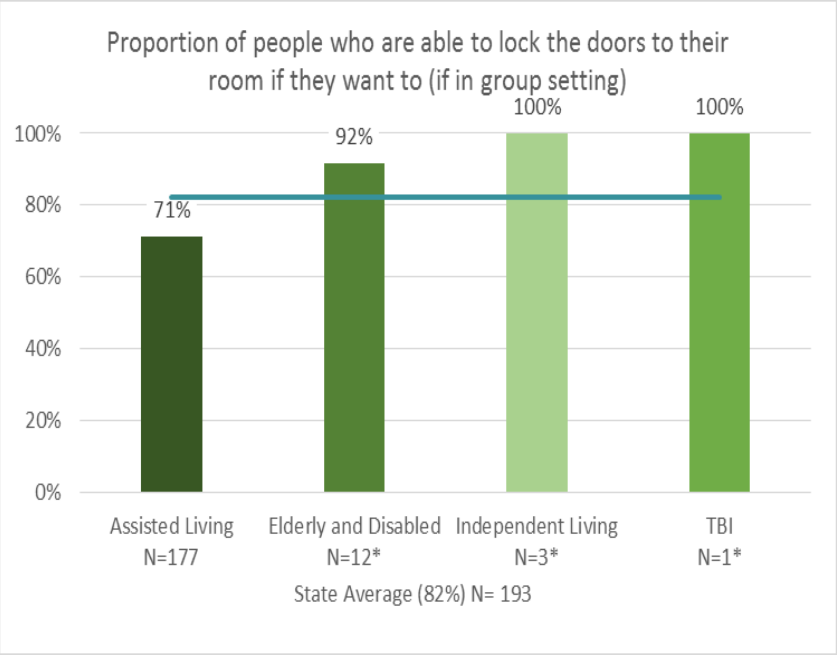
Graph 89. Proportion of people who feel that their paid support staff treat them with respect



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

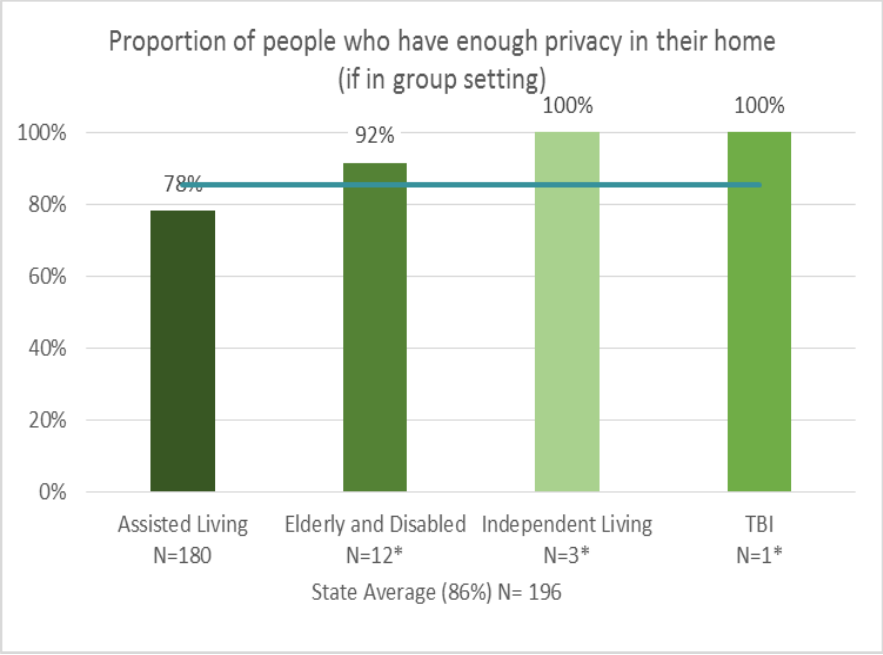


Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



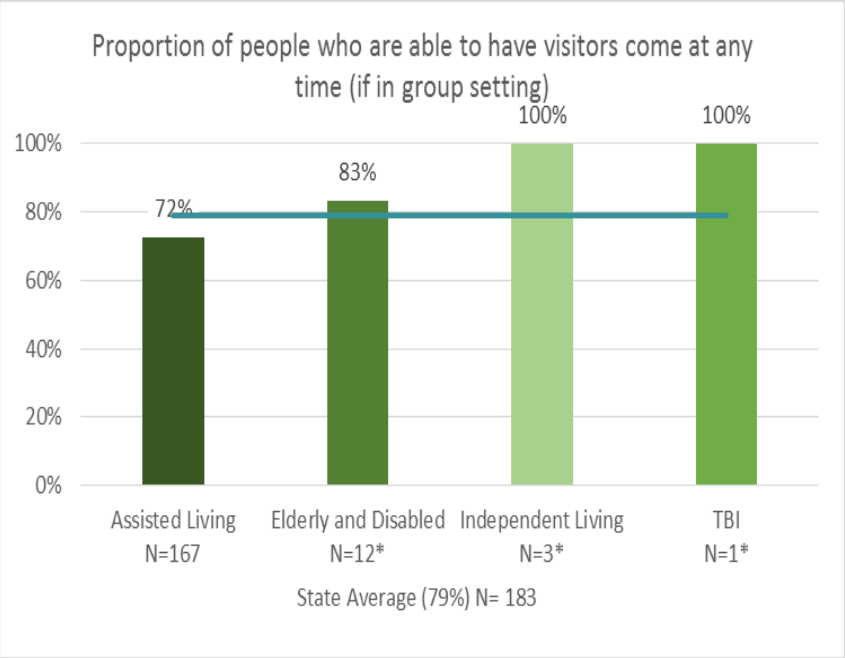
* Very small number of responses

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



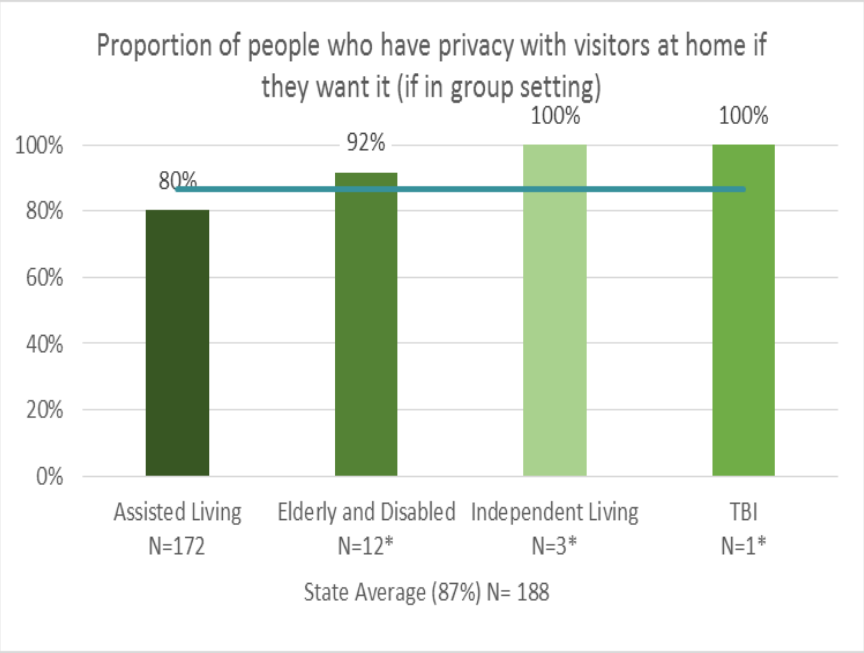
* Very small number of responses

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



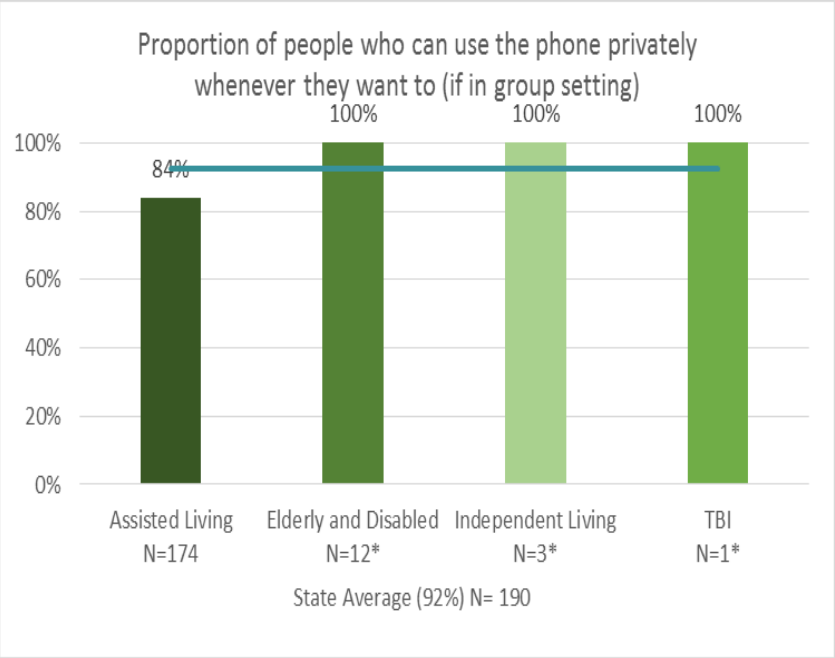
* Very small number of responses

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



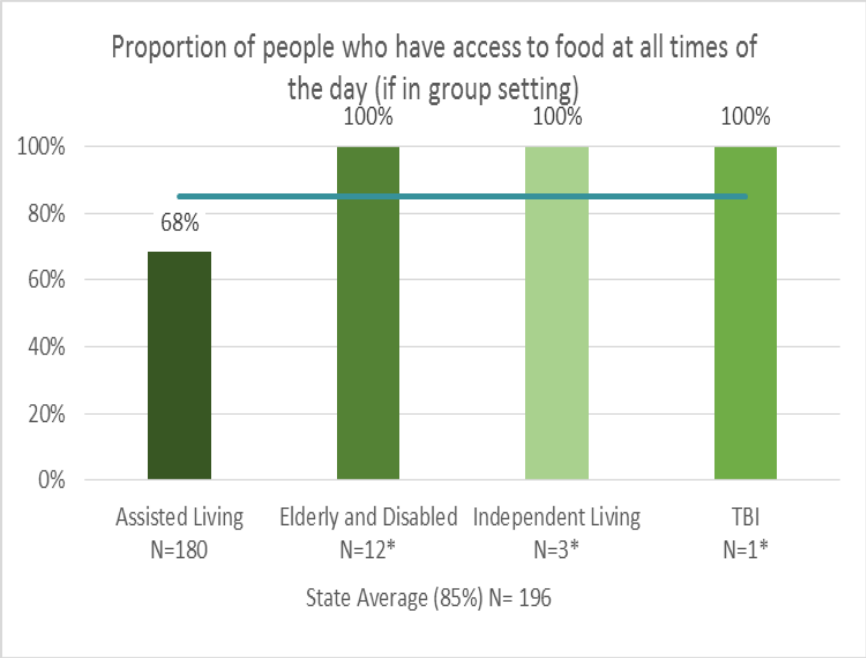
* Very small number of responses

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



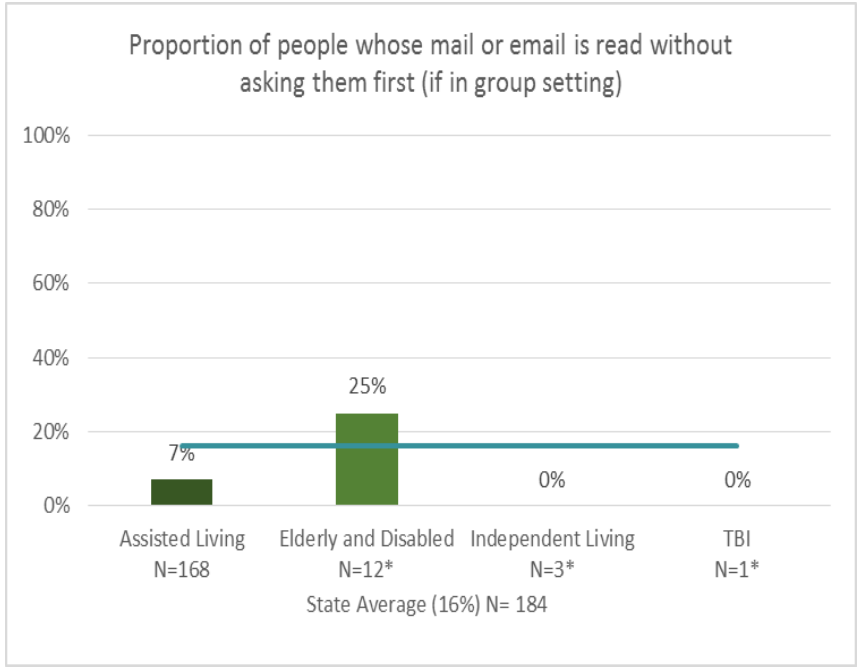
* Very small number of responses

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.

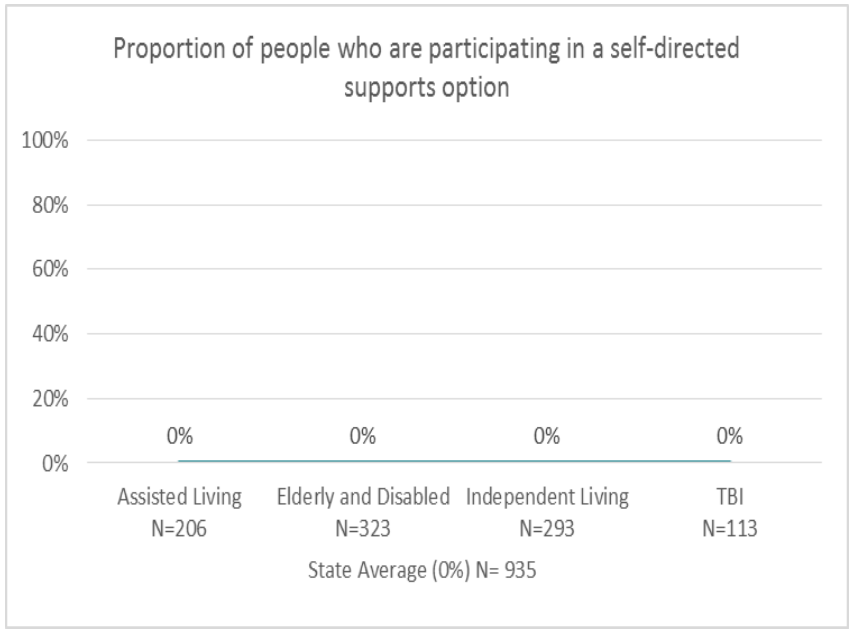
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

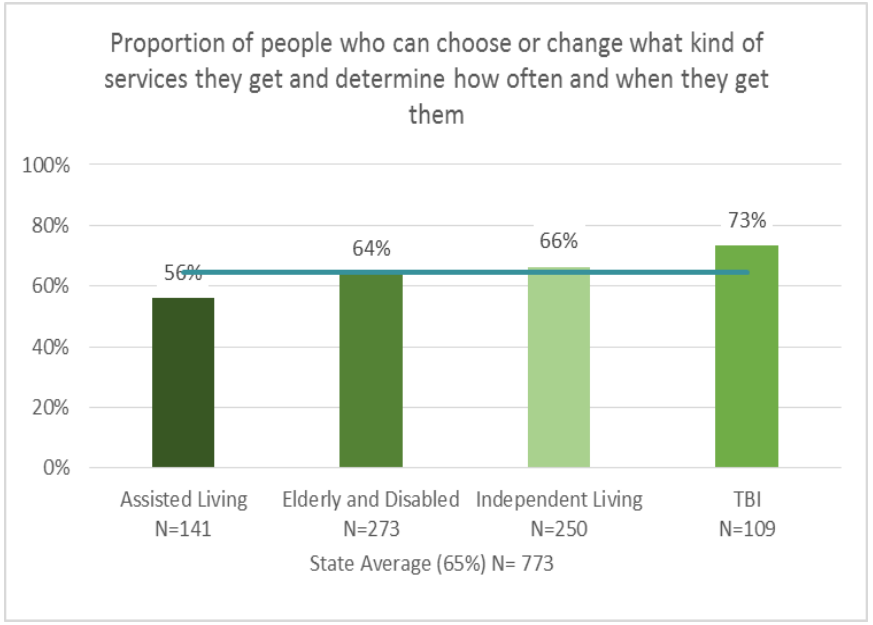
There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

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

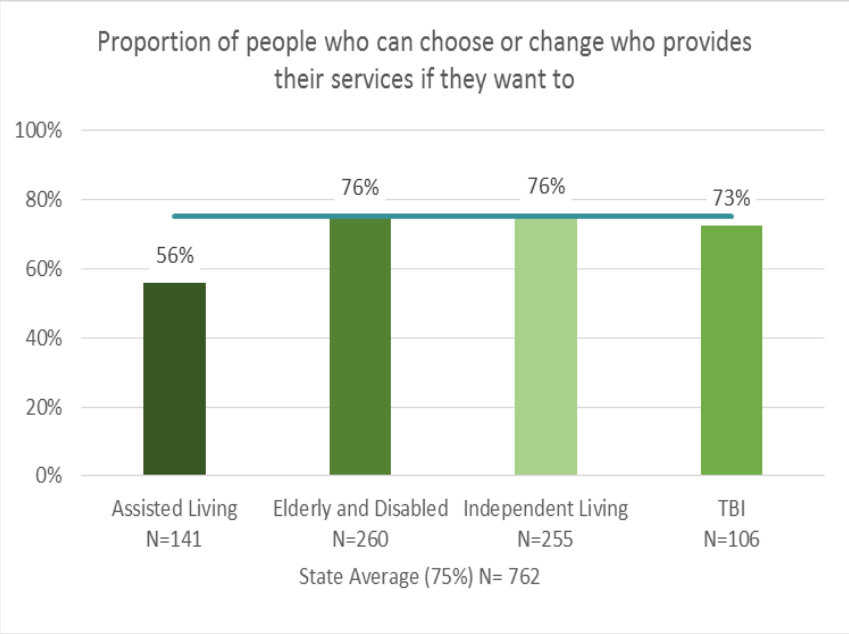
Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



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:

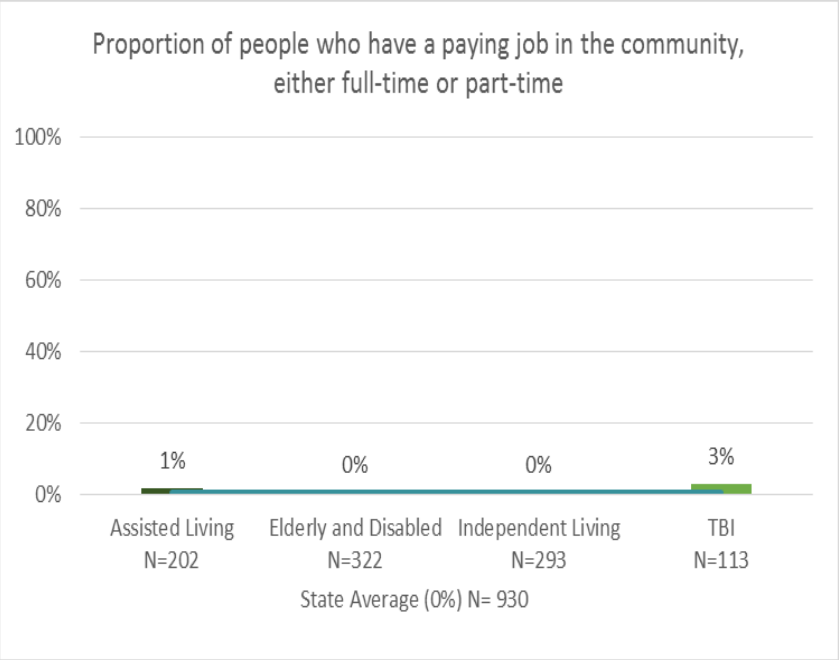
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage[4].
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

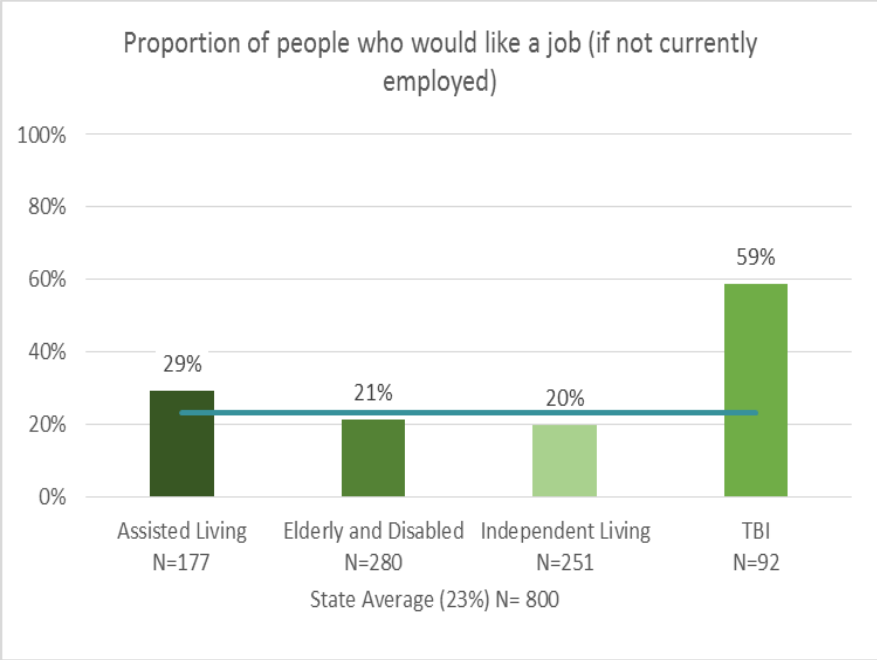
Un-collapsed for state and programs are shown in Appendix B.

[4] Data not shown due to very small numbers

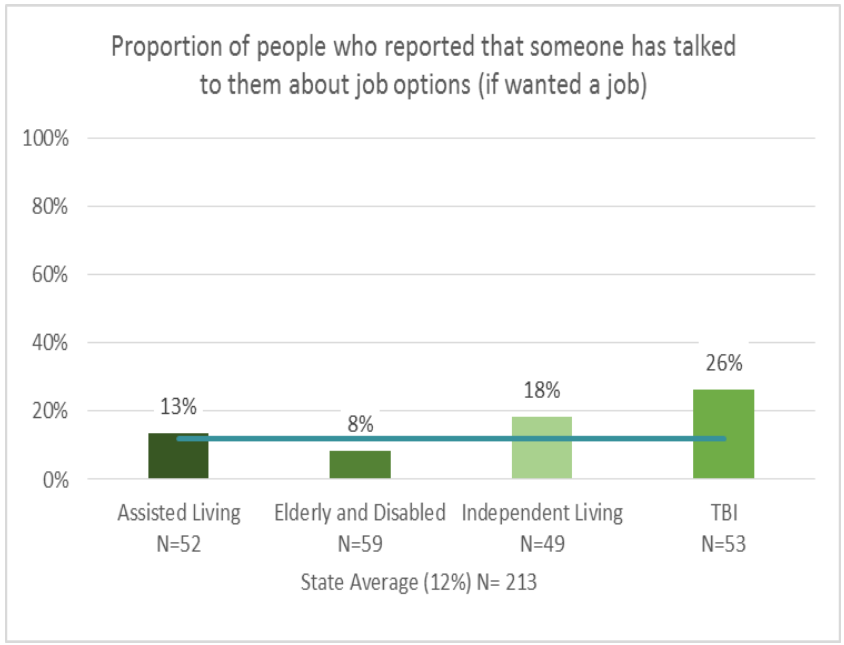
Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



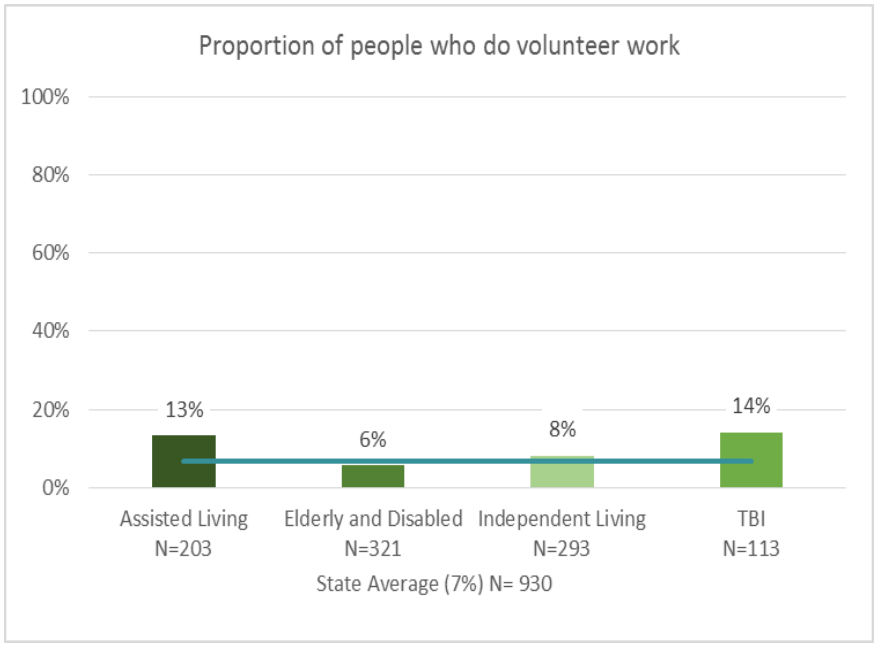
Graph 102. Proportion of people who would like a job (if not currently employed)



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



Graph 104. Proportion of people who do volunteer work



Everyday Living

People have enough supports for everyday living.

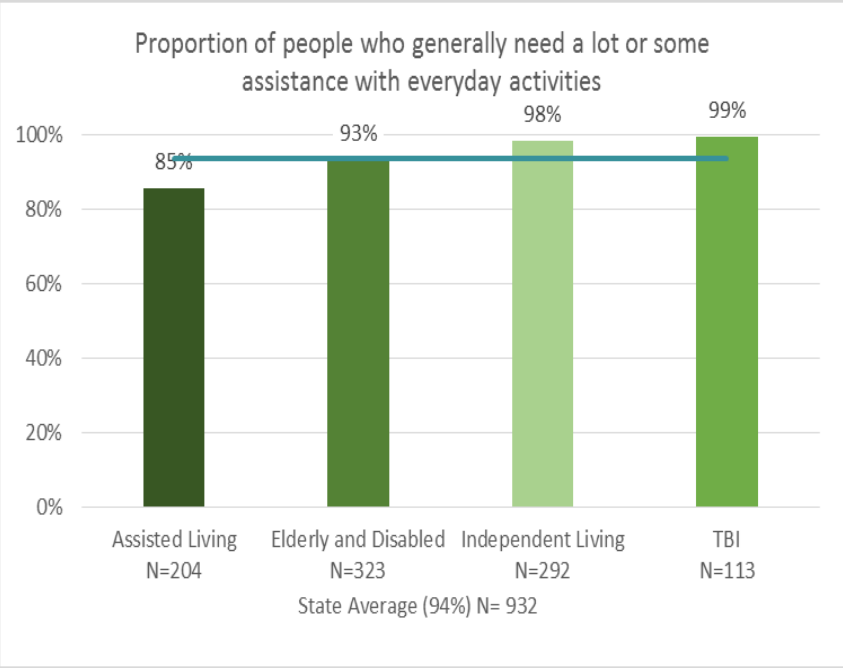
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

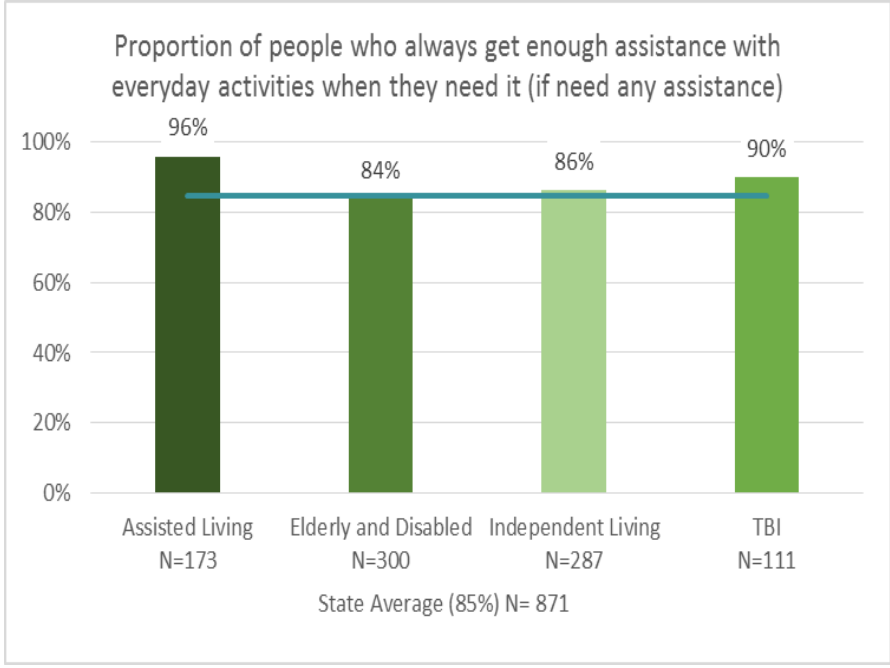
There are five survey items that correspond to the Everyday Living domain.

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

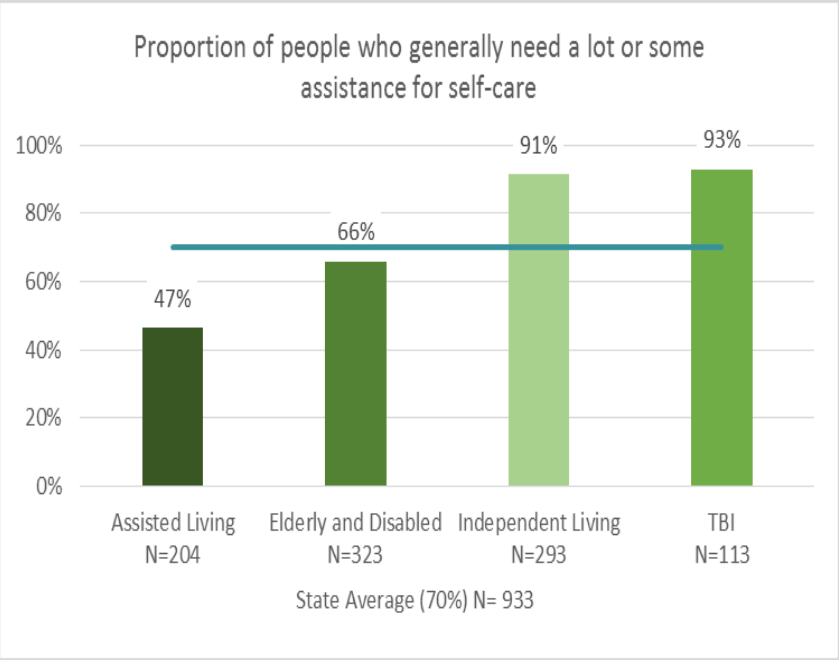
Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



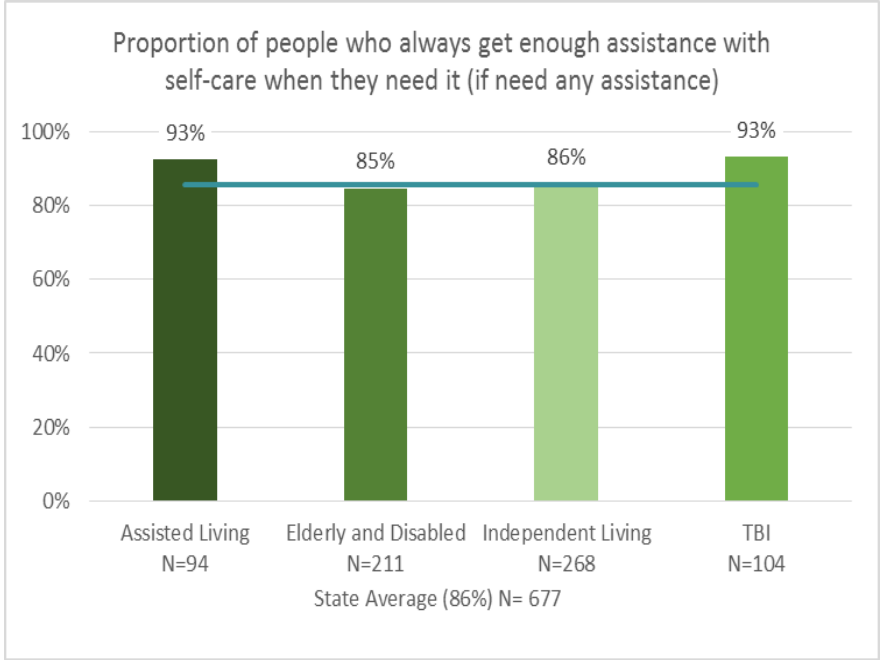
Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



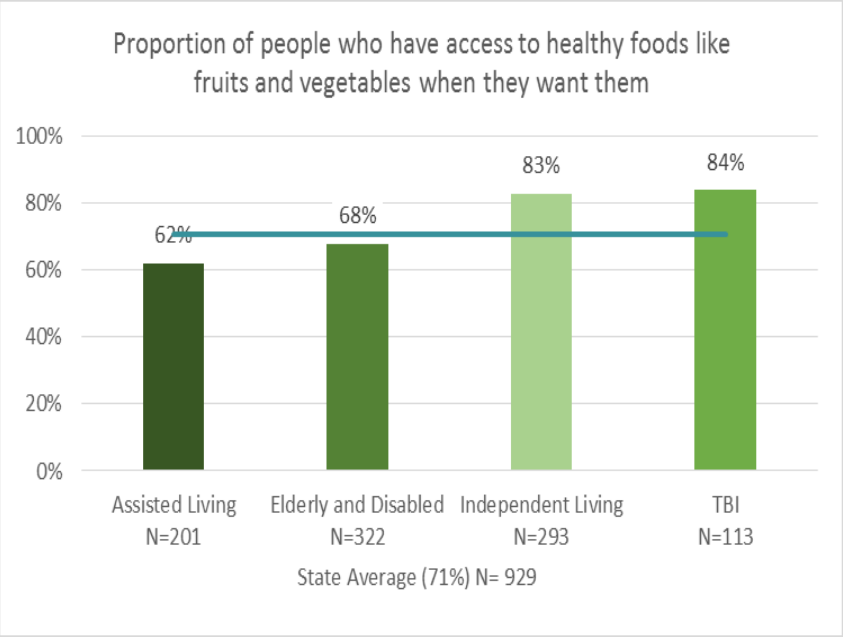
Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



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)



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.

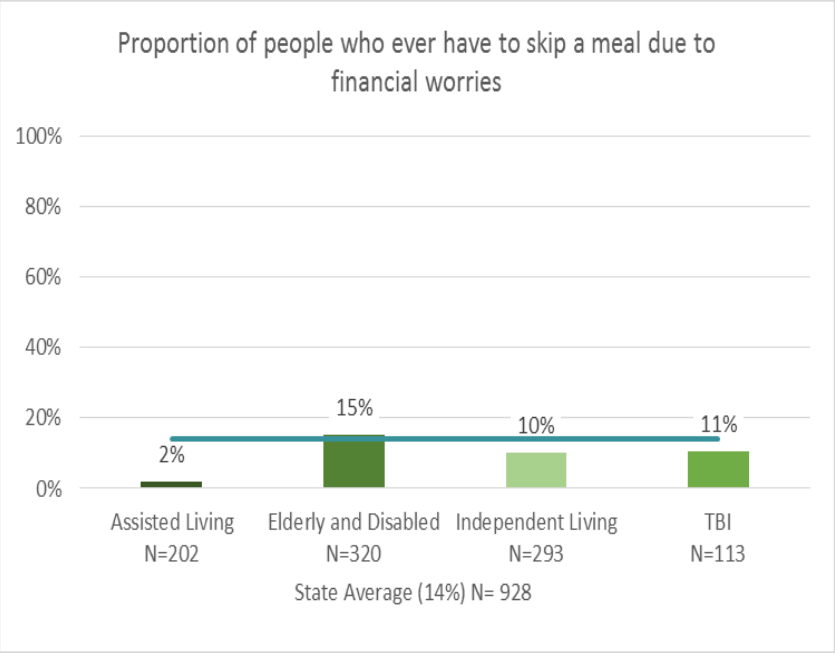
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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.

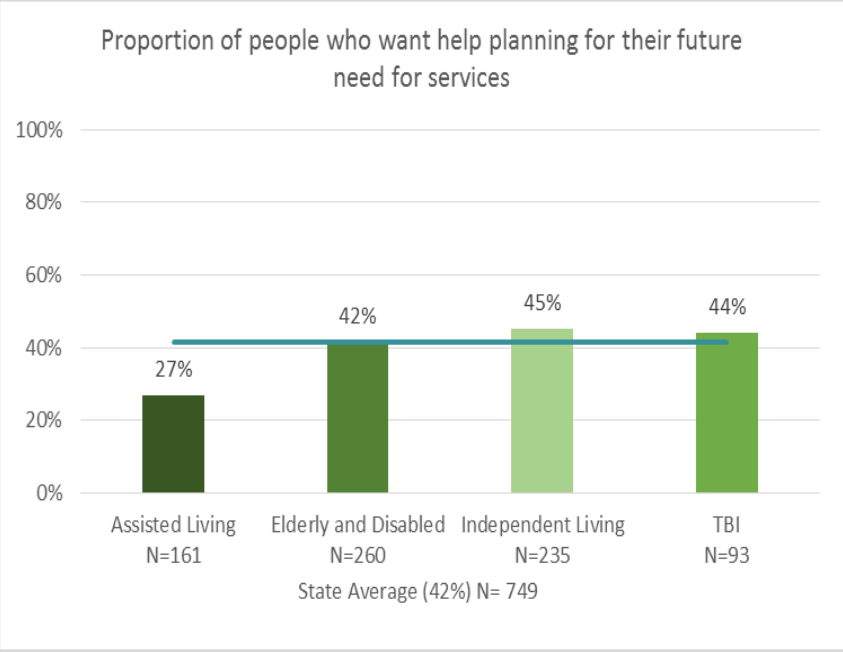
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

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



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.

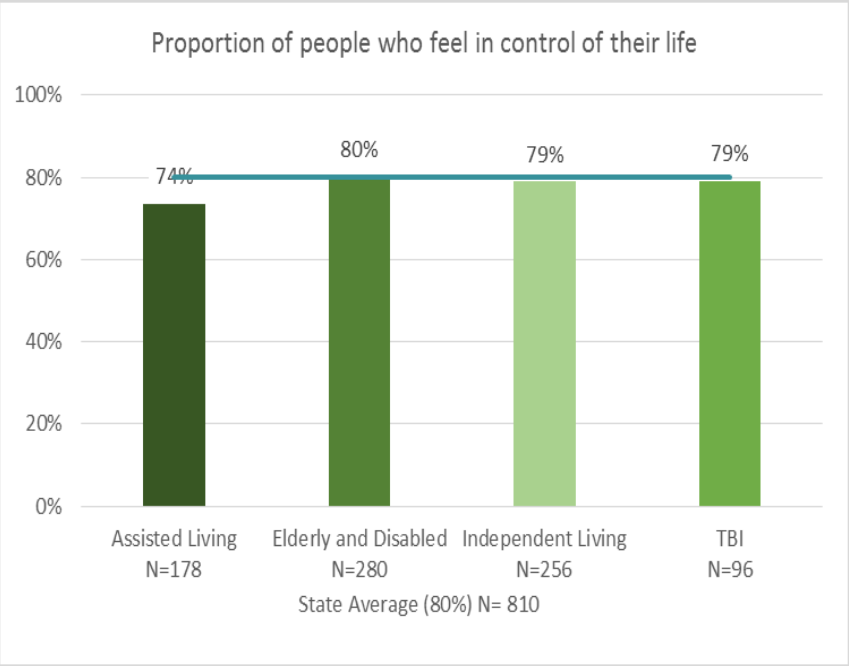
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed[5].

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



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
Assisted Living	62.8	192
Elderly and Disabled	68.5	306
Independent Living	60.5	273
TBI	44.5	113
Sample Average	61.7	884

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

	Under 90	90 and Over	N
Assisted Living	93%	7%	206
Elderly and Disabled	95%	5%	323
Independent Living	93%	7%	293
TBI	100%	0%	113
Sample Average	95%	5%	935

Table 3. Gender: proportion female

	Male	Female	Don't Know	N
Assisted Living	45%	55%	0%	206
Elderly and Disabled	29%	71%	0%	323
Independent Living	33%	67%	0%	293
TBI	76%	24%	0%	113
Sample Average	39%	61%	0%	935

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
Assisted Living	1%	1%	30%	0%	67%	0%	0%	1%	203
Elderly and Disabled	2%	0%	63%	0%	36%	0%	0%	0%	321
Independent Living	0%	0%	76%	0%	23%	0%	0%	0%	293
TBI	2%	0%	54%	0%	45%	1%	0%	0%	113
Sample Average	1%	0%	59%	0%	40%	0%	0%	0%	930

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
Assisted Living	38%	4%	27%	29%	2%	203
Elderly and Disabled	19%	19%	24%	38%	0%	321
Independent Living	34%	12%	24%	30%	0%	293
TBI	55%	17%	25%	4%	0%	113
Sample Average	32%	13%	25%	29%	1%	930

Table 6. Primary language

	English	Spanish	Other	Don't know	N
Assisted Living	100%	0%	0%	0%	203
Elderly and Disabled	100%	0%	0%	0%	321
Independent Living	100%	0%	0%	0%	293
TBI	100%	0%	0%	0%	113
Sample Average	100%	0%	0%	0%	930

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
Assisted Living	99%	1%	0%	0%	0%	0%	203
Elderly and Disabled	98%	2%	0%	0%	0%	0%	321
Independent Living	96%	2%	0%	0%	1%	0%	293
TBI	95%	3%	2%	1%	0%	0%	113
Sample Average	97%	2%	0%	0%	0%	0%	930

Table 8. Type of residential area[6]

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Assisted Living	37%	32%	5%	23%	3%	206
Elderly and Disabled	24%	41%	4%	29%	2%	323
Independent Living	26%	39%	6%	28%	1%	293
TBI	35%	37%	5%	22%	0%	113
Sample Average	29%	38%	5%	26%	2%	935

[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
Assisted Living	0%	10%	2%	86%	1%	0%	0%	0%	203
Elderly and Disabled	95%	0%	0%	3%	0%	0%	1%	0%	321
Independent Living	99%	0%	0%	1%	0%	0%	0%	0%	293
TBI	100%	0%	0%	0%	0%	0%	0%	0%	113
Sample Average	76%	2%	1%	20%	0%	0%	0%	0%	930

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
Assisted Living	33%	2%	0%	0%	10%	59%	0%	0%	203
Elderly and Disabled	48%	16%	38%	2%	0%	1%	0%	0%	321
Independent Living	34%	12%	55%	3%	2%	0%	1%	0%	293
TBI	26%	16%	64%	1%	3%	1%	0%	0%	113
Sample Average	38%	12%	38%	2%	3%	13%	0%	0%	930

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

	No	Yes	N
Assisted Living	97%	3%	203
Elderly and Disabled	95%	5%	321
Independent Living	97%	3%	293
TBI	95%	5%	113
Sample Average	96%	4%	930

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	N
Assisted Living	74%	26%	202
Elderly and Disabled	47%	53%	315
Independent Living	29%	71%	292
TBI	9%	91%	113
Sample Average	43%	57%	922

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

	No	Yes	N
Assisted Living	87%	13%	198
Elderly and Disabled	87%	13%	317
Independent Living	92%	8%	287
TBI	100%	0%	112
Sample Average	90%	10%	914

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

	No	Yes	N
Assisted Living	93%	8%	200
Elderly and Disabled	92%	8%	319
Independent Living	89%	11%	289
TBI	59%	41%	112
Sample Average	87%	13%	920

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

	No	Yes	N
Assisted Living	93%	7%	197
Elderly and Disabled	95%	5%	316
Independent Living	92%	8%	290
TBI	91%	9%	110
Sample Average	93%	7%	913

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	N
Assisted Living	52%	48%	199
Elderly and Disabled	68%	32%	313
Independent Living	76%	24%	291
TBI	77%	23%	109
Sample Average	68%	32%	912

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
Assisted Living	77%	19%	4%	198
Elderly and Disabled	74%	22%	3%	321
Independent Living	80%	19%	1%	291
TBI	91%	8%	1%	112
Sample Average	79%	19%	3%	922

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
Assisted Living	78%	19%	3%	199
Elderly and Disabled	72%	24%	4%	319
Independent Living	73%	23%	5%	292
TBI	79%	20%	1%	112
Sample Average	74%	22%	4%	922

Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
Assisted Living	13%	16%	35%	51%	0%	203
Elderly and Disabled	7%	23%	65%	49%	0%	321
Independent Living	12%	44%	67%	26%	0%	293
TBI	12%	77%	34%	8%	1%	113
Sample Average	10%	35%	55%	37%	0%	930

Table 20. History of frequent falls

	No	Yes	N
Assisted Living	92%	8%	202
Elderly and Disabled	81%	19%	318
Independent Living	79%	21%	292
TBI	81%	19%	113
Sample Average	83%	17%	925

Table 21. Receives Medicare

	No	Yes	N
Assisted Living	12%	88%	188
Elderly and Disabled	8%	92%	316
Independent Living	15%	85%	289
TBI	29%	71%	111
Sample Average	14%	86%	904

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
Assisted Living	11%	20%	65%	3%	1%	1%	181
Elderly and Disabled	20%	22%	57%	1%	0%	0%	283
Independent Living	22%	24%	53%	1%	0%	0%	256
TBI	15%	8%	76%	0%	0%	0%	97
Sample Average	18%	20%	60%	1%	0%	0%	817

Table 23a. Reasons person cannot got out

	Does Not Want to	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
Assisted Living	0%	39%	46%	5%	23%	20%	56
Elderly and Disabled	3%	24%	27%	16%	81%	11%	118
Independent Living	1%	22%	34%	30%	82%	18%	118
TBI	0%	30%	57%	57%	57%	17%	23
Sample Average	1%	26%	35%	22%	70%	16%	315

Table 23b. Reasons person cannot got 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
Assisted Living	4%	0%	2%	9%	7%	2%	2%	56
Elderly and Disabled	3%	8%	8%	8%	2%	1%	0%	118
Independent Living	2%	4%	6%	8%	4%	0%	0%	118
TBI	4%	13%	13%	22%	0%	0%	0%	23
Sample Average	3%	5%	7%	9%	3%	1%	0%	315

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
Assisted Living	57%	33%	8%	2%	91
Elderly and Disabled	50%	50%	0%	0%	2
Independent Living	n/a	n/a	n/a	n/a	n/a
TBI	n/a	n/a	n/a	n/a	n/a
Sample Average	57%	33%	8%	2%	93

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
Assisted Living	11%	14%	75%	0%	0%	181
Elderly and Disabled	1%	1%	99%	0%	0%	283
Independent Living	0%	3%	97%	0%	0%	256
TBI	0%	6%	94%	0%	0%	97
Sample Average	3%	5%	92%	0%	0%	817

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
Assisted Living	36%	15%	47%	1%	1%	181
Elderly and Disabled	0%	3%	97%	0%	0%	283
Independent Living	0%	2%	98%	0%	0%	256
TBI	3%	4%	93%	0%	0%	97
Sample Average	9%	5%	86%	0%	0%	817

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
Assisted Living	12%	12%	74%	2%	0%	180
Elderly and Disabled	8%	0%	92%	0%	0%	12
Independent Living	0%	0%	100%	0%	0%	3
TBI	0%	0%	100%	0%	0%	1
Sample Average	11%	11%	76%	2%	0%	196

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
Assisted Living	9%	10%	79%	0%	2%	167
Elderly and Disabled	0%	10%	89%	0%	0%	280
Independent Living	3%	8%	88%	0%	0%	262
TBI	4%	12%	82%	0%	2%	107
Sample Average	3%	10%	86%	0%	1%	816

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
Assisted Living	10%	19%	3%	6%	6%	65%	6%	31
Elderly and Disabled	13%	30%	0%	33%	0%	40%	0%	30
Independent Living	27%	23%	3%	47%	0%	37%	7%	30
TBI	13%	25%	6%	50%	0%	19%	6%	16
Sample Average	16%	24%	3%	32%	2%	43%	5%	107

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
Assisted Living	31%	22%	35%	10%	0%	2%	181
Elderly and Disabled	23%	13%	47%	17%	0%	0%	283
Independent Living	30%	14%	42%	13%	0%	0%	256
TBI	28%	23%	41%	8%	0%	0%	97
Sample Average	28%	17%	42%	13%	0%	0%	817

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
Assisted Living	5%	7%	83%	0%	5%	206
Elderly and Disabled	4%	7%	82%	1%	6%	323
Independent Living	4%	3%	87%	0%	5%	293
TBI	4%	4%	91%	0%	0%	113
Sample Average	4%	6%	85%	0%	5%	935

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
Assisted Living	4%	0%	0%	0%	40%	25
Elderly and Disabled	20%	23%	14%	23%	17%	35
Independent Living	22%	35%	13%	17%	13%	23
TBI	20%	10%	10%	40%	30%	10
Sample Average	16%	18%	10%	17%	24%	93

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
Assisted Living	0%	8%	8%	0%	36%	25
Elderly and Disabled	17%	17%	14%	6%	14%	35
Independent Living	22%	26%	0%	0%	0%	23
TBI	30%	20%	10%	10%	20%	10
Sample Average	15%	17%	9%	3%	17%	93

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
Assisted Living	4%	32%	8%	12%	4%	8%	25
Elderly and Disabled	14%	9%	14%	14%	3%	0%	35
Independent Living	13%	4%	4%	4%	4%	0%	23
TBI	20%	0%	0%	20%	0%	0%	10
Sample Average	12%	13%	9%	12%	3%	2%	93

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

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
Assisted Living	69%	4%	19%	7%	206
Elderly and Disabled	75%	6%	12%	7%	323
Independent Living	80%	4%	10%	6%	293
TBI	78%	5%	15%	2%	113
Sample Average	76%	5%	13%	6%	935

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
Assisted Living	65%	22%	2%	0%	2%	49
Elderly and Disabled	85%	3%	2%	0%	2%	59
Independent Living	71%	5%	7%	0%	0%	41
TBI	65%	0%	0%	0%	9%	23
Sample Average	73%	9%	3%	0%	2%	172

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
Assisted Living	0%	6%	0%	2%	0%	49
Elderly and Disabled	0%	7%	0%	0%	2%	59
Independent Living	0%	10%	0%	7%	0%	41
TBI	0%	13%	0%	13%	0%	23
Sample Average	0%	8%	0%	4%	1%	172

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
Assisted Living	1%	30%	68%	1%	0%	181
Elderly and Disabled	9%	37%	54%	0%	0%	283
Independent Living	10%	33%	57%	0%	0%	256
TBI	6%	35%	59%	0%	0%	97
Sample Average	7%	34%	59%	0%	0%	817

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
Assisted Living	59%	17%	17%	6%	1%	1%	153
Elderly and Disabled	74%	14%	12%	0%	0%	0%	244
Independent Living	90%	3%	6%	0%	1%	0%	191
TBI	84%	6%	9%	0%	1%	0%	81
Sample Average	76%	10%	11%	1%	1%	0%	669

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
Assisted Living	0%	12%	86%	1%	1%	148
Elderly and Disabled	3%	13%	84%	0%	0%	212
Independent Living	2%	7%	92%	0%	0%	169
TBI	0%	8%	92%	0%	0%	72
Sample Average	2%	10%	88%	0%	0%	601

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
Assisted Living	21%	15%	64%	0%	202
Elderly and Disabled	12%	6%	82%	0%	319
Independent Living	14%	7%	80%	0%	286
TBI	17%	5%	78%	0%	113
Sample Average	15%	8%	77%	0%	920

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
Assisted Living	23%	19%	57%	0%	202
Elderly and Disabled	15%	9%	76%	0%	319
Independent Living	15%	8%	77%	0%	286
TBI	13%	11%	76%	0%	113
Sample Average	17%	11%	72%	0%	920

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
Assisted Living	9%	19%	68%	4%	0%	139
Elderly and Disabled	3%	10%	87%	1%	0%	238
Independent Living	3%	8%	89%	0%	0%	236
TBI	2%	7%	89%	0%	2%	97
Sample Average	4%	11%	84%	1%	0%	710

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
Assisted Living	1%	5%	86%	7%	1%	0%	153
Elderly and Disabled	2%	10%	88%	0%	0%	0%	244
Independent Living	0%	4%	96%	0%	0%	1%	191
TBI	0%	6%	93%	0%	1%	0%	81
Sample Average	1%	7%	90%	2%	0%	0%	669

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	8%	89%	3%	0%	204
Elderly and Disabled	35%	63%	1%	1%	322
Independent Living	32%	65%	2%	0%	293
TBI	28%	72%	0%	0%	113
Sample Average	27%	70%	2%	0%	932

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
Assisted Living	65%	24%	10%	1%	181
Elderly and Disabled	54%	38%	8%	0%	283
Independent Living	50%	41%	7%	2%	256
TBI	54%	42%	4%	0%	97
Sample Average	55%	36%	7%	1%	817

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
Assisted Living	1%	6%	21%	69%	1%	0%	203
Elderly and Disabled	3%	9%	28%	60%	0%	0%	321
Independent Living	3%	8%	28%	61%	0%	0%	292
TBI	3%	6%	28%	62%	0%	1%	113
Sample Average	3%	8%	27%	62%	0%	0%	929

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
Assisted Living	0%	2%	9%	5%	0%	58
Elderly and Disabled	15%	19%	12%	8%	12%	130
Independent Living	16%	7%	6%	3%	28%	116
TBI	7%	10%	19%	10%	38%	42
Sample Average	12%	11%	10%	6%	18%	346

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
Assisted Living	0%	12%	14%	7%	3%	7%	58
Elderly and Disabled	3%	8%	20%	15%	24%	13%	130
Independent Living	0%	10%	16%	19%	30%	14%	116
TBI	7%	24%	24%	31%	43%	12%	42
Sample Average	2%	11%	18%	17%	25%	12%	346

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
Assisted Living	16%	21%	24%	1%	0%	9%	58
Elderly and Disabled	12%	6%	24%	6%	8%	6%	130
Independent Living	12%	3%	25%	5%	15%	3%	116
TBI	17%	10%	45%	10%	48%	2%	42
Sample Average	13%	8%	27%	5%	14%	5%	346

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
Assisted Living	66%	32%	2%	0%	41
Elderly and Disabled	59%	38%	3%	0%	93
Independent Living	44%	55%	1%	0%	95
TBI	42%	48%	9%	0%	33
Sample Average	53%	44%	3%	0%	262

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
Assisted Living	10%	42%	2%	0%	1%	0%	202
Elderly and Disabled	24%	29%	4%	2%	0%	1%	319
Independent Living	32%	31%	2%	2%	2%	1%	286
TBI	15%	17%	1%	4%	2%	0%	113
Sample Average	22%	31%	3%	2%	1%	0%	920

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
Assisted Living	19%	6%	13%	3%	4%	6%	202
Elderly and Disabled	15%	8%	24%	1%	5%	5%	319
Independent Living	9%	7%	17%	0%	7%	8%	286
TBI	26%	9%	19%	1%	13%	12%	113
Sample Average	15%	7%	19%	1%	7%	7%	920

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
Assisted Living	75%	0%	0%	20%	187
Elderly and Disabled	51%	2%	0%	43%	309
Independent Living	50%	20%	2%	26%	285
TBI	43%	18%	3%	33%	113
Sample Average	55%	9%	1%	31%	894

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
Assisted Living	3%	1%	0%	1%	0%	187
Elderly and Disabled	4%	0%	0%	0%	0%	309
Independent Living	2%	0%	0%	0%	0%	285
TBI	1%	1%	0%	0%	2%	113
Sample Average	3%	0%	0%	0%	0%	894

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
Assisted Living	39%	1%	1%	34%	6%	2%	28%	186
Elderly and Disabled	40%	1%	0%	52%	11%	0%	13%	309
Independent Living	29%	6%	1%	62%	14%	1%	12%	285
TBI	34%	5%	3%	53%	16%	1%	13%	111
Sample Average	36%	3%	1%	52%	12%	1%	15%	891

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
Assisted Living	24%	2%	74%	203
Elderly and Disabled	36%	3%	62%	322
Independent Living	32%	3%	66%	293
TBI	28%	3%	72%	113
Sample Average	31%	3%	67%	931

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
Assisted Living	2%	4%	92%	2%	0%	48
Elderly and Disabled	3%	8%	90%	0%	0%	119
Independent Living	5%	9%	86%	0%	0%	101
TBI	3%	3%	94%	0%	0%	32
Sample Average	3%	7%	89%	0%	0%	300

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
Assisted Living	10%	83%	2%	4%	0%	48
Elderly and Disabled	18%	78%	1%	3%	0%	119
Independent Living	24%	76%	0%	0%	0%	101
TBI	9%	91%	0%	0%	0%	32
Sample Average	18%	80%	1%	2%	0%	300

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	26%	71%	3%	0%	203
Elderly and Disabled	7%	92%	0%	0%	322
Independent Living	13%	87%	0%	0%	293
TBI	47%	53%	0%	0%	113
Sample Average	18%	81%	1%	0%	931

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
Assisted Living	3%	6%	90%	1%	0%	145
Elderly and Disabled	2%	4%	95%	0%	0%	297
Independent Living	2%	3%	95%	0%	0%	254
TBI	0%	5%	95%	0%	0%	60
Sample Average	2%	4%	94%	0%	0%	756

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
Assisted Living	16%	17%	61%	5%	0%	0%	203
Elderly and Disabled	13%	14%	72%	1%	0%	0%	322
Independent Living	12%	13%	73%	1%	0%	0%	293
TBI	12%	10%	78%	0%	0%	0%	113
Sample Average	13%	14%	71%	2%	0%	0%	931

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
Assisted Living	0%	1%	92%	6%	0%	0%	203
Elderly and Disabled	1%	6%	93%	0%	0%	0%	322
Independent Living	1%	2%	97%	0%	0%	0%	293
TBI	3%	2%	96%	0%	0%	0%	113
Sample Average	1%	3%	94%	1%	0%	0%	931

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
Assisted Living	6%	0%	94%	0%	0%	17
Elderly and Disabled	0%	0%	100%	0%	0%	28
Independent Living	0%	0%	100%	0%	0%	20
TBI	0%	0%	100%	0%	0%	9
Sample Average	1%	0%	99%	0%	0%	74

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
Assisted Living	17%	78%	3%	1%	0%	0%	204
Elderly and Disabled	21%	30%	7%	42%	0%	0%	322
Independent Living	19%	41%	5%	34%	1%	0%	293
TBI	35%	43%	6%	13%	1%	1%	113
Sample Average	21%	46%	5%	27%	1%	0%	932

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
Assisted Living	79%	15%	0%	4%	1%	0%	204
Elderly and Disabled	55%	9%	1%	31%	2%	3%	322
Independent Living	50%	9%	3%	35%	1%	2%	293
TBI	48%	19%	8%	25%	1%	0%	113
Sample Average	58%	11%	2%	26%	1%	2%	932

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
Assisted Living	75%	18%	2%	4%	0%	0%	204
Elderly and Disabled	65%	13%	7%	14%	1%	0%	322
Independent Living	51%	19%	12%	18%	0%	0%	293
TBI	33%	34%	25%	9%	0%	0%	113
Sample Average	59%	18%	10%	12%	1%	0%	932

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
Assisted Living	67%	30%	1%	2%	0%	0%	204
Elderly and Disabled	64%	14%	4%	18%	0%	0%	322
Independent Living	40%	35%	9%	15%	0%	0%	293
TBI	24%	44%	14%	18%	0%	0%	113
Sample Average	52%	28%	6%	14%	0%	0%	932

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
Assisted Living	77%	18%	0%	3%	1%	0%	204
Elderly and Disabled	72%	2%	1%	24%	1%	0%	322
Independent Living	65%	2%	0%	33%	0%	0%	293
TBI	58%	7%	1%	33%	1%	0%	113
Sample Average	69%	6%	0%	23%	1%	0%	932

Table 64. Proportion of people who need an 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
Assisted Living	19%	71%	5%	5%	0%	0%	204
Elderly and Disabled	33%	14%	2%	50%	0%	0%	322
Independent Living	31%	9%	2%	56%	1%	0%	293
TBI	52%	9%	1%	37%	1%	0%	113
Sample Average	32%	24%	3%	40%	1%	0%	932

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
Assisted Living	94%	0%	0%	1%	4%	0%	204
Elderly and Disabled	83%	0%	1%	7%	6%	4%	322
Independent Living	81%	0%	1%	10%	6%	2%	293
TBI	80%	0%	3%	16%	2%	0%	113
Sample Average	84%	0%	1%	8%	5%	2%	932

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
Assisted Living	62%	29%	6%	2%	0%	0%	203
Elderly and Disabled	38%	41%	13%	8%	1%	0%	322
Independent Living	32%	46%	16%	5%	0%	0%	293
TBI	76%	12%	7%	3%	3%	0%	113
Sample Average	46%	36%	12%	5%	1%	0%	931

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
Assisted Living	92%	3%	1%	3%	0%	0%	203
Elderly and Disabled	67%	7%	4%	22%	0%	0%	322
Independent Living	59%	10%	4%	27%	1%	0%	293
TBI	73%	5%	3%	17%	1%	1%	113
Sample Average	71%	7%	3%	19%	0%	0%	931

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
Assisted Living	69%	21%	3%	5%	1%	0%	203
Elderly and Disabled	34%	43%	11%	10%	1%	0%	322
Independent Living	44%	38%	13%	5%	0%	0%	293
TBI	78%	17%	2%	4%	0%	0%	113
Sample Average	50%	34%	9%	7%	0%	0%	931

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
Assisted Living	74%	16%	5%	4%	0%	0%	203
Elderly and Disabled	50%	21%	12%	16%	1%	0%	322
Independent Living	27%	37%	22%	15%	0%	0%	293
TBI	12%	48%	34%	7%	0%	0%	113
Sample Average	43%	28%	16%	12%	0%	0%	931

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
Assisted Living	78%	4%	2%	15%	0%	0%	203
Elderly and Disabled	70%	2%	3%	24%	2%	0%	322
Independent Living	81%	2%	2%	14%	1%	0%	293
TBI	88%	1%	2%	9%	0%	0%	113
Sample Average	77%	2%	2%	17%	1%	0%	931

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
Assisted Living	22%	41%	27%	8%	1%	0%	203
Elderly and Disabled	12%	43%	34%	9%	1%	0%	322
Independent Living	18%	39%	32%	10%	1%	0%	293
TBI	48%	15%	22%	13%	2%	0%	113
Sample Average	20%	38%	31%	10%	1%	0%	931

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
Assisted Living	85%	12%	0%	2%	1%	0%	203
Elderly and Disabled	79%	3%	1%	17%	1%	0%	322
Independent Living	73%	3%	0%	24%	0%	0%	293
TBI	68%	8%	7%	17%	0%	0%	113
Sample Average	77%	6%	1%	16%	1%	0%	931

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
Assisted Living	88%	9%	2%	1%	0%	0%	203
Elderly and Disabled	76%	12%	4%	5%	2%	0%	322
Independent Living	83%	9%	3%	4%	1%	0%	293
TBI	96%	3%	0%	1%	0%	0%	113
Sample Average	83%	9%	3%	4%	1%	0%	931

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
Assisted Living	94%	0%	0%	4%	0%	1%	203
Elderly and Disabled	76%	1%	0%	12%	6%	4%	322
Independent Living	80%	2%	2%	10%	3%	3%	293
TBI	84%	1%	3%	10%	3%	0%	113
Sample Average	82%	1%	1%	9%	3%	3%	931

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
Assisted Living	1%	7%	92%	0%	1%	182
Elderly and Disabled	3%	13%	84%	0%	0%	283
Independent Living	1%	12%	87%	0%	0%	256
TBI	2%	9%	89%	0%	0%	97
Sample Average	2%	11%	87%	0%	0%	818

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
Assisted Living	0%	3%	97%	0%	0%	148
Elderly and Disabled	0%	2%	97%	0%	0%	212
Independent Living	0%	1%	99%	0%	0%	169
TBI	0%	1%	99%	0%	0%	72
Sample Average	0%	2%	98%	0%	0%	601

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
Assisted Living	80%	9%	9%	1%	1%	182
Elderly and Disabled	81%	12%	7%	0%	0%	283
Independent Living	85%	8%	7%	0%	0%	256
TBI	79%	11%	9%	0%	0%	97
Sample Average	82%	10%	8%	0%	0%	818

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
Assisted Living	84%	3%	13%	1%	182
Elderly and Disabled	92%	1%	8%	0%	283
Independent Living	91%	2%	7%	0%	256
TBI	87%	2%	11%	0%	97
Sample Average	89%	2%	9%	0%	818

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
Assisted Living	65%	19%	16%	0%	0%	204
Elderly and Disabled	37%	23%	40%	0%	0%	322
Independent Living	33%	28%	39%	0%	0%	293
TBI	58%	16%	26%	0%	0%	113
Sample Average	45%	23%	33%	0%	0%	932

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
Assisted Living	23%	73%	4%	0%	71
Elderly and Disabled	44%	55%	1%	0%	204
Independent Living	41%	59%	1%	0%	196
TBI	34%	64%	2%	0%	47
Sample Average	39%	60%	2%	0%	518

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
Assisted Living	4%	96%	0%	0%	197
Elderly and Disabled	15%	85%	0%	0%	300
Independent Living	18%	82%	0%	0%	275
TBI	20%	80%	0%	0%	108
Sample Average	14%	86%	0%	0%	880

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
Assisted Living	98%	2%	0%	0%	203
Elderly and Disabled	98%	2%	0%	0%	322
Independent Living	98%	2%	1%	0%	293
TBI	96%	4%	0%	0%	113
Sample Average	98%	2%	0%	0%	931

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
Assisted Living	86%	14%	0%	0%	203
Elderly and Disabled	86%	14%	0%	0%	322
Independent Living	85%	14%	1%	0%	293
TBI	90%	10%	0%	0%	113
Sample Average	86%	14%	0%	0%	931

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
Assisted Living	70%	28%	1%	0%	203
Elderly and Disabled	54%	46%	0%	0%	322
Independent Living	56%	44%	1%	0%	293
TBI	64%	36%	0%	0%	113
Sample Average	59%	40%	1%	0%	931

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	2%	97%	0%	0%	203
Elderly and Disabled	1%	99%	0%	0%	322
Independent Living	0%	100%	0%	0%	293
TBI	6%	94%	0%	0%	113
Sample Average	2%	98%	0%	0%	931

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
Assisted Living	4%	14%	81%	1%	0%	197
Elderly and Disabled	7%	13%	80%	0%	0%	318
Independent Living	4%	8%	88%	0%	0%	292
TBI	2%	5%	92%	1%	1%	106
Sample Average	5%	11%	84%	0%	0%	913

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
Assisted Living	15%	23%	44%	34%	1%	0%	82
Elderly and Disabled	14%	20%	37%	41%	0%	1%	182
Independent Living	22%	22%	31%	40%	0%	0%	139
TBI	23%	21%	23%	42%	0%	0%	48
Sample Average	18%	21%	35%	39%	0%	0%	451

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
Assisted Living	15%	81%	0%	4%	0%	203
Elderly and Disabled	22%	75%	0%	2%	0%	322
Independent Living	16%	82%	0%	2%	0%	293
TBI	31%	66%	1%	2%	0%	113
Sample Average	20%	78%	0%	2%	0%	931

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
Assisted Living	73%	23%	0%	3%	0%	203
Elderly and Disabled	81%	17%	0%	2%	0%	322
Independent Living	80%	20%	0%	0%	0%	293
TBI	82%	16%	0%	2%	0%	113
Sample Average	79%	19%	0%	2%	0%	931

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
Assisted Living	46%	50%	0%	4%	0%	203
Elderly and Disabled	45%	54%	0%	1%	0%	322
Independent Living	45%	54%	0%	0%	0%	293
TBI	70%	30%	0%	0%	0%	113
Sample Average	48%	50%	0%	1%	0%	931

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
Assisted Living	16%	82%	0%	2%	0%	203
Elderly and Disabled	29%	69%	1%	1%	0%	322
Independent Living	39%	60%	0%	1%	0%	293
TBI	53%	45%	1%	1%	0%	113
Sample Average	32%	66%	0%	1%	0%	931

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
Assisted Living	72%	25%	1%	1%	0%	203
Elderly and Disabled	74%	23%	2%	1%	0%	322
Independent Living	70%	27%	2%	1%	0%	293
TBI	73%	27%	0%	0%	0%	113
Sample Average	72%	25%	2%	1%	0%	931

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
Assisted Living	23%	58%	0%	19%	0%	203
Elderly and Disabled	16%	79%	1%	5%	0%	322
Independent Living	11%	82%	2%	5%	0%	293
TBI	37%	56%	3%	4%	0%	113
Sample Average	18%	73%	1%	8%	0%	931

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
Assisted Living	8%	26%	38%	20%	6%	0%	0%	203
Elderly and Disabled	24%	42%	23%	7%	3%	0%	0%	322
Independent Living	23%	38%	26%	9%	3%	1%	0%	293
TBI	8%	22%	41%	19%	11%	0%	0%	113
Sample Average	18%	35%	30%	12%	5%	0%	0%	931

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
Assisted Living	1%	13%	66%	9%	9%	0%	0%	203
Elderly and Disabled	7%	29%	43%	13%	8%	0%	0%	322
Independent Living	7%	24%	51%	11%	6%	1%	0%	293
TBI	4%	11%	53%	16%	17%	0%	0%	113
Sample Average	5%	22%	52%	12%	9%	0%	0%	931

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
Assisted Living	53%	43%	2%	1%	203
Elderly and Disabled	36%	62%	2%	0%	322
Independent Living	44%	55%	1%	0%	293
TBI	66%	31%	3%	0%	113
Sample Average	46%	52%	2%	0%	931

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
Assisted Living	44%	52%	4%	0%	93
Elderly and Disabled	50%	49%	1%	0%	207
Independent Living	55%	45%	1%	0%	164
TBI	58%	39%	0%	3%	38
Sample Average	51%	47%	1%	0%	502

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
Assisted Living	49%	37%	14%	0%	203
Elderly and Disabled	61%	37%	2%	0%	322
Independent Living	69%	30%	1%	0%	293
TBI	73%	26%	1%	0%	113
Sample Average	62%	33%	4%	0%	931

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
Assisted Living	2%	97%	1%	0%	203
Elderly and Disabled	1%	99%	0%	0%	322
Independent Living	4%	96%	0%	0%	293
TBI	10%	90%	0%	0%	113
Sample Average	3%	96%	0%	0%	931

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
Assisted Living	6%	14%	80%	0%	1%	196
Elderly and Disabled	2%	6%	92%	1%	0%	318
Independent Living	0%	4%	96%	0%	0%	282
TBI	3%	3%	94%	0%	0%	102
Sample Average	2%	7%	91%	0%	0%	898

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
Assisted Living	0%	6%	94%	0%	0%	148
Elderly and Disabled	1%	2%	97%	0%	0%	212
Independent Living	0%	1%	99%	0%	0%	169
TBI	0%	4%	96%	0%	0%	72
Sample Average	0%	3%	97%	0%	0%	601

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
Assisted Living	18%	14%	68%	0%	0%	182
Elderly and Disabled	4%	6%	90%	0%	0%	283
Independent Living	4%	8%	88%	0%	0%	256
TBI	7%	12%	80%	0%	0%	97
Sample Average	7%	9%	83%	0%	0%	818

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
Assisted Living	28%	70%	1%	1%	180
Elderly and Disabled	8%	92%	0%	0%	12
Independent Living	0%	100%	0%	0%	3
TBI	0%	100%	0%	0%	1
Sample Average	27%	72%	1%	1%	196

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
Assisted Living	5%	17%	78%	0%	0%	180
Elderly and Disabled	0%	8%	92%	0%	0%	12
Independent Living	0%	0%	100%	0%	0%	3
TBI	0%	0%	100%	0%	0%	1
Sample Average	5%	16%	80%	0%	0%	196

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
Assisted Living	27%	70%	3%	0%	172
Elderly and Disabled	17%	83%	0%	0%	12
Independent Living	0%	100%	0%	0%	3
TBI	0%	100%	0%	0%	1
Sample Average	26%	72%	3%	0%	188

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
Assisted Living	4%	16%	80%	0%	0%	172
Elderly and Disabled	8%	0%	92%	0%	0%	12
Independent Living	0%	0%	100%	0%	0%	3
TBI	0%	0%	100%	0%	0%	1
Sample Average	4%	14%	81%	0%	0%	188

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
Assisted Living	5%	11%	84%	0%	0%	174
Elderly and Disabled	0%	0%	100%	0%	0%	12
Independent Living	0%	0%	100%	0%	0%	3
TBI	0%	0%	100%	0%	0%	1
Sample Average	5%	10%	85%	0%	0%	190

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
Assisted Living	32%	68%	0%	0%	180
Elderly and Disabled	0%	100%	0%	0%	12
Independent Living	0%	100%	0%	0%	3
TBI	0%	100%	0%	0%	1
Sample Average	29%	71%	0%	0%	196

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
Assisted Living	90%	7%	3%	0%	173
Elderly and Disabled	75%	25%	0%	0%	12
Independent Living	100%	0%	0%	0%	3
TBI	100%	0%	0%	0%	1
Sample Average	89%	8%	3%	0%	189

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
Assisted Living	100%	0%	206
Elderly and Disabled	100%	0%	323
Independent Living	100%	0%	293
TBI	100%	0%	113
Sample Average	100%	0%	935

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
Assisted Living	15%	15%	39%	28%	2%	202
Elderly and Disabled	14%	17%	55%	14%	0%	319
Independent Living	12%	17%	58%	13%	0%	286
TBI	17%	9%	71%	3%	1%	113
Sample Average	14%	16%	54%	15%	1%	920

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
Assisted Living	14%	16%	39%	28%	2%	202
Elderly and Disabled	7%	13%	62%	18%	0%	319
Independent Living	7%	14%	68%	11%	0%	286
TBI	13%	12%	68%	5%	1%	113
Sample Average	10%	14%	59%	16%	1%	920

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
Assisted Living	98%	1%	0%	0%	0%	203
Elderly and Disabled	100%	0%	0%	0%	0%	322
Independent Living	100%	0%	0%	0%	0%	293
TBI	97%	2%	1%	0%	0%	113
Sample Average	99%	1%	0%	0%	0%	931

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
Assisted Living	70%	6%	23%	1%	178
Elderly and Disabled	78%	9%	13%	1%	282
Independent Living	79%	4%	16%	2%	255
TBI	40%	16%	41%	2%	94
Sample Average	72%	7%	19%	1%	809

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
Assisted Living	87%	13%	0%	0%	52
Elderly and Disabled	90%	8%	0%	2%	60
Independent Living	80%	18%	2%	0%	50
TBI	72%	26%	2%	0%	54
Sample Average	82%	16%	1%	0%	216

Table 116. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	87%	13%	0%	0%	203
Elderly and Disabled	94%	6%	0%	0%	322
Independent Living	92%	8%	0%	0%	293
TBI	86%	14%	0%	0%	113
Sample Average	91%	9%	0%	0%	931

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
Assisted Living	15%	66%	19%	0%	0%	204
Elderly and Disabled	7%	54%	39%	0%	0%	323
Independent Living	2%	36%	62%	0%	0%	293
TBI	1%	40%	59%	0%	0%	113
Sample Average	6%	49%	44%	0%	0%	933

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
Assisted Living	4%	95%	1%	0%	174
Elderly and Disabled	16%	84%	0%	0%	300
Independent Living	14%	86%	0%	0%	287
TBI	10%	89%	0%	1%	112
Sample Average	12%	88%	0%	0%	873

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
Assisted Living	53%	37%	10%	0%	0%	204
Elderly and Disabled	34%	40%	26%	0%	0%	323
Independent Living	9%	42%	50%	0%	0%	293
TBI	7%	38%	55%	0%	0%	113
Sample Average	27%	40%	33%	0%	0%	933

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
Assisted Living	7%	92%	1%	0%	95
Elderly and Disabled	15%	84%	0%	0%	213
Independent Living	14%	86%	0%	0%	268
TBI	7%	92%	1%	0%	105
Sample Average	12%	87%	0%	0%	681

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
Assisted Living	9%	29%	62%	1%	0%	203
Elderly and Disabled	8%	24%	68%	0%	0%	322
Independent Living	3%	14%	83%	0%	0%	293
TBI	5%	11%	84%	0%	0%	113
Sample Average	6%	20%	73%	0%	0%	931

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
Assisted Living	98%	1%	1%	0%	0%	203
Elderly and Disabled	84%	11%	4%	0%	1%	322
Independent Living	90%	8%	2%	0%	0%	293
TBI	89%	6%	4%	0%	0%	113
Sample Average	89%	7%	3%	0%	0%	931

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
Assisted Living	65%	24%	10%	1%	181
Elderly and Disabled	54%	38%	8%	0%	283
Independent Living	50%	41%	7%	2%	256
TBI	54%	42%	4%	0%	97
Sample Average	55%	36%	7%	1%	817

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
Assisted Living	7%	19%	72%	2%	0%	181
Elderly and Disabled	5%	14%	80%	1%	0%	283
Independent Living	4%	17%	79%	0%	0%	256
TBI	9%	11%	78%	1%	0%	97
Sample Average	6%	16%	78%	1%	0%	817

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
Assisted Living	65%	21%	12%	2%	178
Elderly and Disabled	68%	19%	9%	4%	279
Independent Living	72%	17%	9%	2%	254
TBI	56%	29%	11%	3%	96
Sample Average	67%	20%	10%	3%	807

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Assisted Living	6%	34%	35%	25%	178
Elderly and Disabled	4%	35%	43%	18%	279
Independent Living	3%	43%	38%	15%	252
TBI	3%	30%	41%	26%	96
Sample Average	4%	37%	40%	20%	805

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

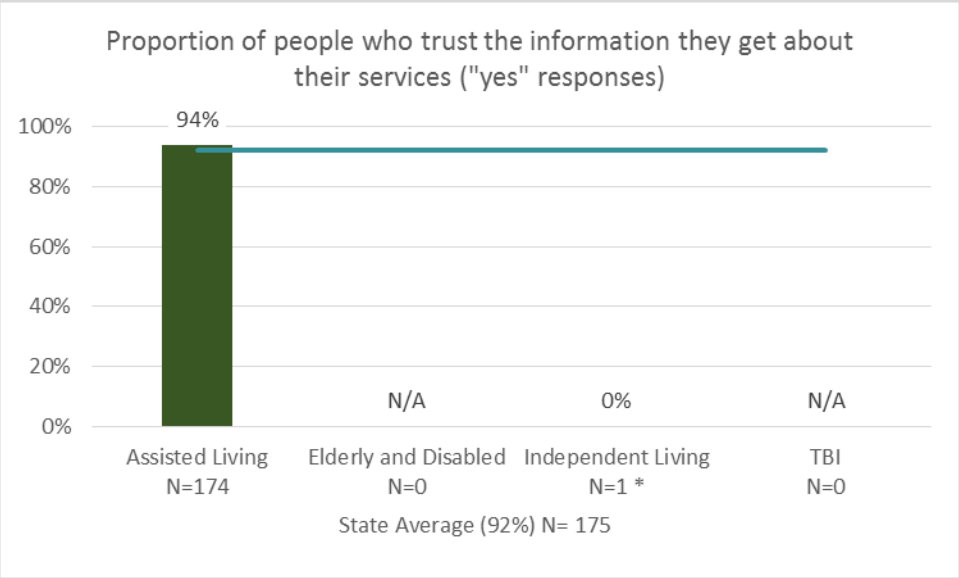
	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Assisted Living	20%	30%	28%	23%	178
Elderly and Disabled	19%	31%	35%	14%	279
Independent Living	20%	30%	34%	16%	253
TBI	30%	33%	25%	11%	96
Sample Average	21%	31%	32%	17%	806

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 – Being Engaged With Community Most Important	2	3	4 - Being Engaged With Community Least Important	N
Assisted Living	10%	15%	25%	50%	178
Elderly and Disabled	9%	14%	13%	64%	279
Independent Living	5%	10%	19%	66%	254
TBI	10%	7%	23%	59%	96
Sample Average	8%	12%	19%	61%	807

Appendix C
Mississippi-specific additional questions

Graph 113. Proportion of people who trust the information they get about their services ("yes" responses)



* Very small number of responses

Table 129. Proportion of people who trust the information they get about their services (un-collapsed)

	No	Sometimes	Yes	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	2%	4%	91%	3%	1%	180
Elderly and Disabled	N/A	N/A	N/A	N/A	N/A	0
Independent Living	100%	0%	0%	0%	0%	1
TBI	N/A	N/A	N/A	N/A	N/A	0
Sample Average	3%	4%	90%	3%	1%	181

Graph 114. Proportion of people who need more assistance with self-care compared to 12 months ago

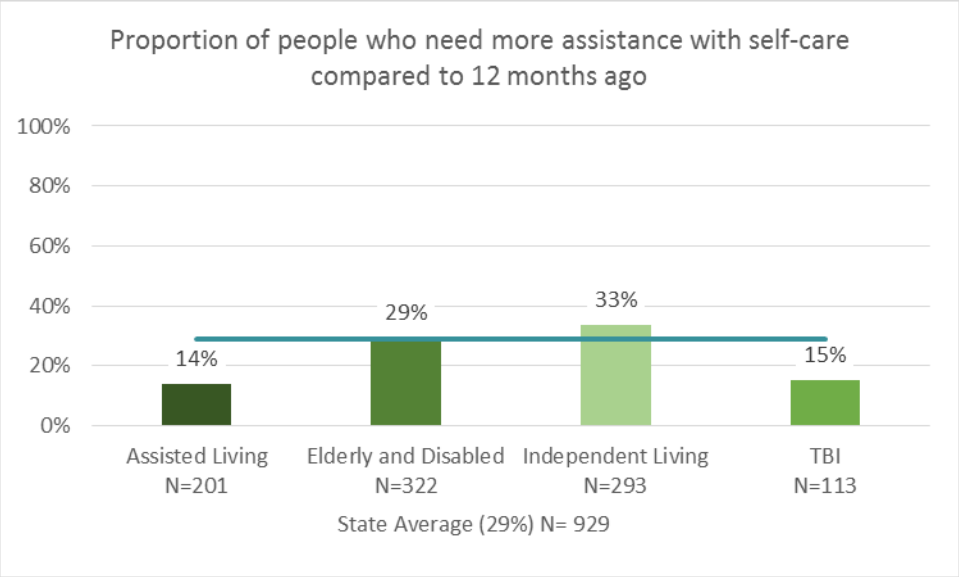
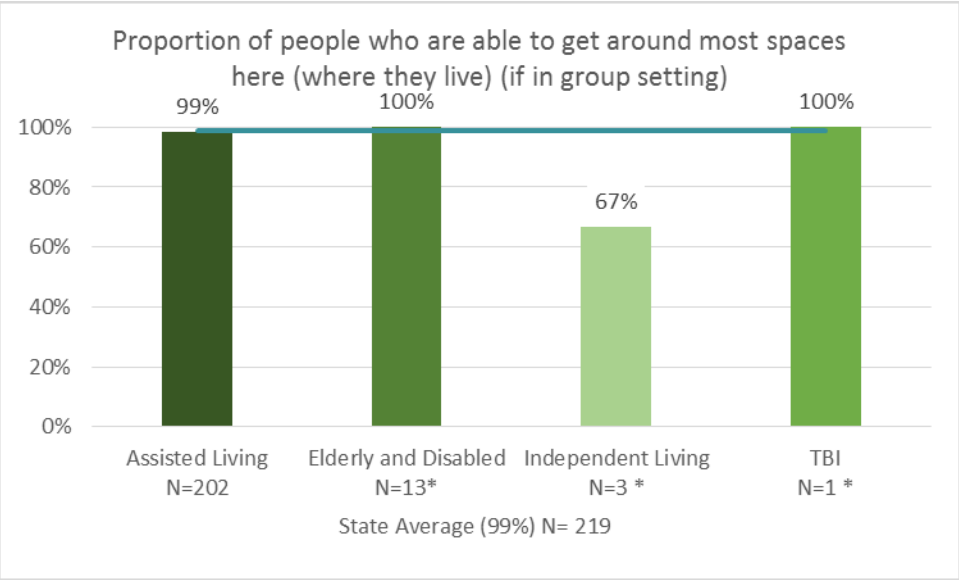


Table 130. Proportion of people who need more, less, and about the same amount of assistance with self-care compared to 12 months ago (un-collapsed)

	Less	About the same	More	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	9%	76%	14%	1%	0%	204
Elderly and Disabled	6%	65%	29%	0%	0%	323
Independent Living	3%	63%	33%	0%	0%	293
TBI	7%	78%	15%	0%	0%	113
Sample Average	6%	68%	25%	0%	0%	933

Graph 115. Proportion of people who are able to get around most spaces here (where they live) (if in group setting)

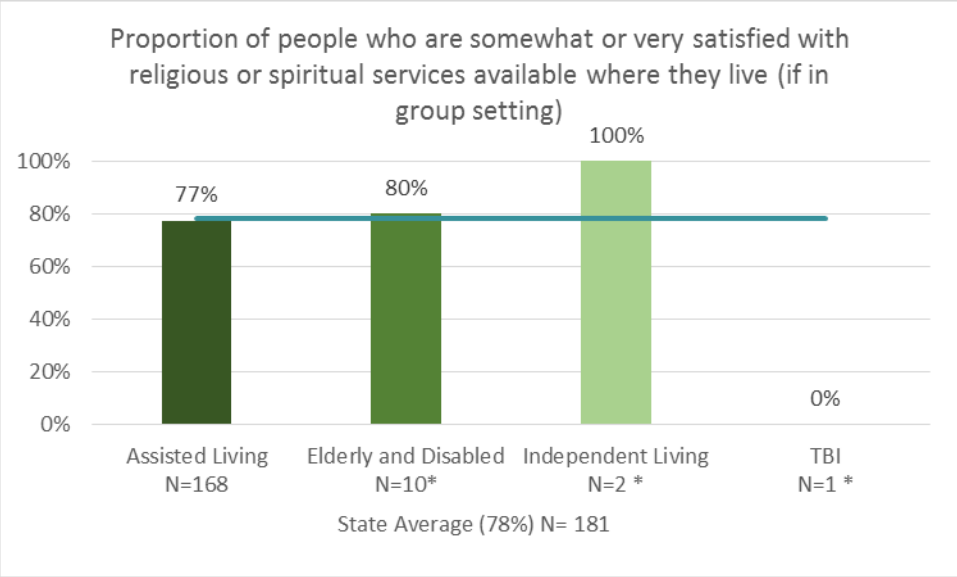


* Very small number of responses

Table 131. Proportion of people who can get around most spaces, some spaces, no spaces (if in group setting) (un-collapsed)

	Not able to get around spaces	Some spaces, but not others	Most of the spaces	Don't know	Unclear/ Refused/ No Response	N
Assisted Living	1%	0%	99%	0%	0%	202
Elderly and Disabled	0%	0%	100%	0%	0%	13
Independent Living	0%	33%	67%	0%	0%	3
TBI	0%	0%	100%	0%	0%	1
Sample Average	1%	1%	98%	0%	0%	219

Graph 116. Proportion of people who are somewhat or very satisfied with religious or spiritual services available where they live (if in group setting)



* Very small number of responses

Table 132. Proportion of people who are satisfied and not satisfied with religious or spiritual services available where they live (if in group setting) (un-collapsed)

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Don't know	Unclear/ Refused/ No Response	N
Assisted Living	1%	4%	16%	21%	51%	4%	2%	180
Elderly and Disabled	0%	0%	17%	25%	42%	0%	17%	12
Independent Living	0%	0%	0%	67%	0%	33%	0%	3
TBI	0%	0%	100%	0%	0%	0%	0%	1
Sample Average	1%	4%	16%	22%	49%	5%	3%	196

Graph 117. Proportion of people who feel lonely, sad, or depressed more often compared to 12 months ago

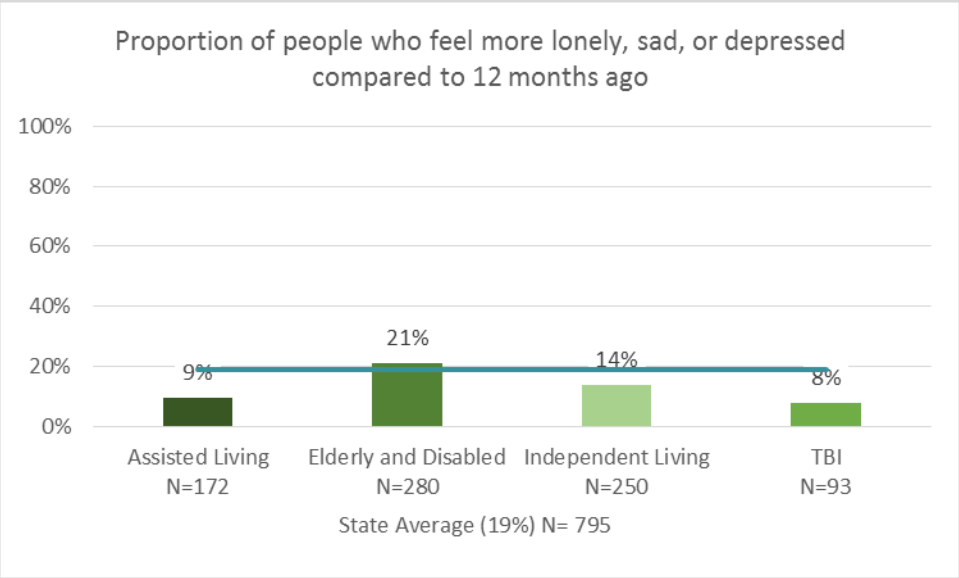


Table 133. Proportion of people feel lonely, sad, or depressed more often, less often, and about the same amount compared to 12 months ago (un-collapsed)

	Less often	About the same	More often	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	12%	74%	9%	3%	2%	181
Elderly and Disabled	14%	64%	21%	1%	0%	283
Independent Living	18%	66%	13%	2%	1%	256
TBI	29%	60%	7%	1%	3%	97
Sample Average	17%	66%	14%	2%	1%	817

Graph 118. Proportion of people who feel more in control of their lives compared to 12 months ago

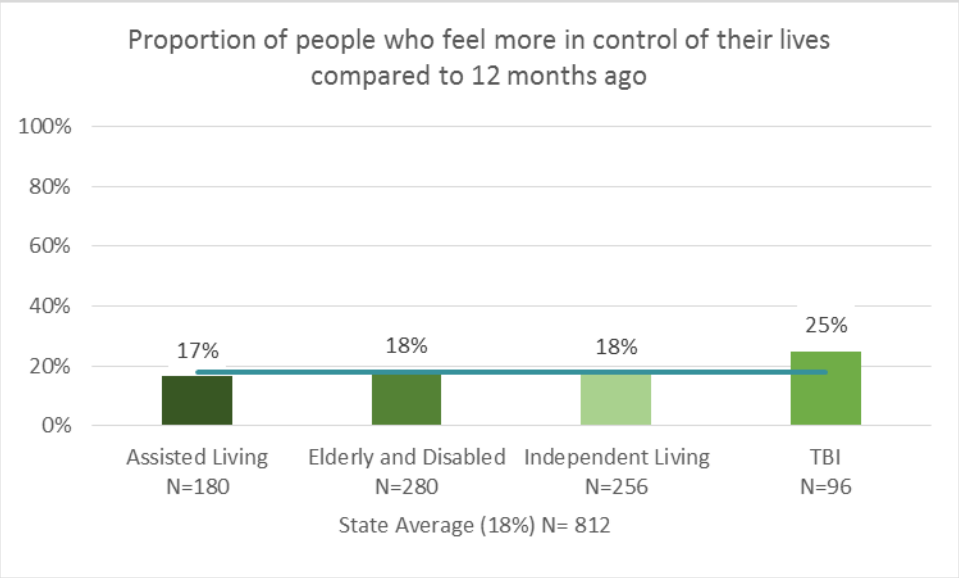


Table 134. Proportion of people who feel less in control of their lives, more in control, and about the same compared to 12 months ago (un-collapsed)

	Less	About the same	More	Don't Know	Unclear/ Refused/ No Response	N
Assisted Living	10%	72%	17%	1%	0%	181
Elderly and Disabled	13%	68%	18%	1%	0%	283
Independent Living	10%	72%	18%	0%	0%	256
TBI	4%	70%	25%	1%	0%	97
Sample Average	10%	71%	18%	0%	0%	817