Preface

The State of Delaware has a number of long-term services and supports (LTSS) available to older adults and adults with physical disabilities who have significant health care needs. LTSS provide a wide array of health and social supports that enable these individuals to avoid placement in facilities and to live in a setting of their choice. Specifically, the Delaware Division of Medicaid and Medical Assistance (DMMA) administers Medicaid funding for LTSS that provides a variety of program options in both facility-based and home and community-based services (HCBS) settings. In addition, the Delaware Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) administers funding from the federal Older Americans Act, Social Services Block Grant and State Funding for Senior Services, making additional supports and services available to help older adults remain in the community of their choice.

In order to best meet the needs of those served by these programs, it is critical to understand the quality and effectiveness of those services and be sure they result in positive outcomes for those receiving LTSS. Unfortunately, Delaware has had a limited ability to measure the quality and impact of these services. To address this, ADvancing States 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 older adults and adults with physical disabilities served by the states.

Delaware chose to participate in the NCI-AD Survey again this year, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. This report highlights the results for Delaware from the 2019-2020 National Core Indicators-Aging and Disabilities Adult Consumer Survey.

Because our population is rapidly becoming older and more diverse, this is a particularly critical time for Delaware to assess the quality and impact of its existing long-term services and supports. Delaware has seen a population boom of those 65 and older, especially in its most southern county, Sussex. Delaware is determined to make the state and its LTSS better equipped to handle this influx. This report aligns well with Delaware's existing efforts and serves as a key resource on the quality of LTSS and outcomes for

the people served. DMMA and DSAAPD can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

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November 30, 2020

List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

BI Section – Background Information Section of NCI-AD Adult Consumer Survey

CIL – Center for Independent Living

CPAP – continuous positive airway pressure

DMMA – Delaware Division of Medicaid and Medical Assistance

DSAAPD – Delaware Division of Services for Aging and Adults with Physical Disabilities

DSHPPlus – Diamond State Health Plan Plus

HCBS – Home and Community-Based Services

HD –Home Delivered Meals Only

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PERS – Personal Emergency Response System

Table of Contents

What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States[1] (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states[2]. The 2019-2020 project cycle marked its fifth year of implementation, with more than twenty states having participated. For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results* report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 75 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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[1] ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. www.ADvancingStates.org

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

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: "Percentage of people whose services meet their needs and goals".

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator "Percentage of people who have needed home modifications" in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person's need for various types of home modifications. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2019-2020 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Percentage of people who are able to do things they enjoy outside of home as much as they want to
	Percentage of people who are as active in their community as they would like to be
Choice and Control	Percentage of people in group settings who are able to furnish and decorate their room however they want to
	Percentage of people in group settings who are able to choose their roommate
	Percentage of people who feel in control of their life
	Percentage of people who are able to get up and go to bed when they want to
	Percentage of people who are able to eat their meals when they want to
Relationships	Percentage of people who are able to see or talk to their friends and family when they want
Satisfaction	Percentage of people who like where they live
	Percentage of people who want to live somewhere else
	Percentage of people whose case manager changes too often
	Percentage of people whose paid support staff change too often
	Percentage of people whose paid support staff do things the way they want them done
	Percentage of people who like how they spend their time during the day
	Percentage of people whose services help them live a better life
	Percentage of people who can reach their case manager when they need to

Domain	NCI-AD Indicator
Service Coordination	Percentage of people who know whom to contact if they have a complaint about their services
	Percentage of people who know whom to contact if they want to make changes to their services
	Percentage of people whose paid support staff come and leave when they are supposed to
	Percentage of people who have a backup plan if their paid support staff don't show up
	Percentage of people who have an emergency plan in place
	Percentage of people whose services meet their needs and goals
	Percentage of people whose case manager talked to them about services that might help with their unmet needs
Care Coordination	Percentage of people with concerns about falling who had someone work with them to reduce risk of falls
	Percentage of people who felt comfortable going home after being discharged from a hospital or rehab/nursing facility
	Percentage of people who had adequate follow-up after being discharged from a hospital or rehab/nursing facility
	Percentage of people who know how to manage their chronic conditions
Access to Community	Percentage of people who have adequate transportation to get to medical appointments
	Percentage of people who have adequate transportation to do the things they want outside of home
Access to Needed	Percentage of people who have needed home modifications
	Percentage of people who have needed assistive equipment and devices
Safety	Percentage of people with concerns about falling
	Percentage of people who feel safe around their support staff
	Percentage of people who are able to get to safety quickly in case of an emergency
	Percentage of people who know whom to talk to if they are mistreated or neglected
	Percentage of people who are worried for the security of their personal belongings
	Percentage of people whose money has been taken without their permission
Health Care	Percentage of people who have talked to someone about feeling sad or depressed
	Percentage of people who can get an appointment to see their primary care doctor when they need to
	Percentage of people who experience potentially preventable emergency room visits
	Percentage of people who have preventive health screenings and exams in a timely manner

Domain	NCI-AD Indicator
Wellness	Percentage of people who have access to healthy foods
	Percentage of people whose health is better than 12 months ago
	Percentage of people with uncorrected poor hearing
	Percentage of people with uncorrected poor vision
	Percentage of people who have discussed forgetting things with a health care professional
	Percentage of people who often feel lonely
	Percentage of people who often feel sad or depressed
Medications	Percentage of people who know what their prescription medications are for
	Percentage of people who take medications to help them feel less sad or depressed
Rights and Respect	Percentage of people who have access to information about services in their preferred language
	Percentage of people whose paid support staff treat them with respect
	Percentage of people in group settings whose permission is asked before others enter their room
	Percentage of people in group settings who are able to lock the door to their room
	Percentage of people in group settings who have enough privacy
	Percentage of people in group settings whose visitors are able to come at any time
	Percentage of people in group settings who always have access to food
Self-Direction	Percentage of people who can choose what services they receive
	Percentage of people who can choose when they receive services
	Percentage of people who can choose their paid support staff
Work	Percentage of people who have a paid job
	Percentage of people who would like a job
	Percentage of people wanting a job who receive job search assistance
	Percentage of people who volunteer
	Percentage of people who would like to volunteer

Domain	NCI-AD Indicator
Everyday Living	Percentage of people who have adequate support for everyday activities
	Percentage of people who have adequate support for self-care
Affordability	Percentage of people who have to cut back on food due to finances
Person-Centered Planning (OPTIONAL MODULE)	Percentage of people who remember their last service planning meeting
	Percentage of people who are involved in making decisions about their service plan
	Percentage of people whose service planning meeting took place at a convenient time
	Percentage of people whose service planning meeting took place in a convenient location
	Percentage of people whose service planning meeting included the people they wanted to be there
	Percentage of people who discussed their preferences and needs in the service planning meeting
	Percentage of people who received a copy of their service plan after the service planning meeting
	Percentage of people whose service plan reflects what was discussed in the service plan meeting
	Percentage of people whose service plan includes their preferences and choices

Survey Organization

The NCI-AD Adult Consumer Survey tool consists of the Pre-Survey form, the Background Information Section, the Full In-Person Survey, and the Interviewer Feedback Form. An alternative Proxy Version of the In-Person Survey is available for those interviews that need to be conducted with proxies of service recipients instead of the service recipient themselves. Each part of the tool is described below.

Pre-Survey form: The Pre-Survey section is an optional form intended to collect information that may be helpful for surveyors to prepare for and schedule the survey meetings. The Pre-Survey form is for surveyor use only; Pre-Survey information is not submitted or used for any data analysis or reporting.

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not

available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

> **Proxy Version:** The Proxy Version is an alternative version of the In-Person Survey. It is used in place of the Full In-Person Survey when the person receiving services is unable or unwilling to provide valid responses or has asked their proxy to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions from the Full Survey that allow for proxy assistance. Questions in the Proxy Version are rephrased to be in third person, making it clear their subject is the person receiving services and not the proxy respondent. Surveyors must meet with the service recipient face-to-face and attempt to interview them; only after the in-person attempt has been made can the proxy be surveyed instead of the service recipient.

Interviewer Feedback Form: The Interviewer Feedback Form is completed by surveyors after the survey meeting is concluded. It collects information about the survey meeting itself, such as when/where the meeting took place, who was present, the respondent's level of comprehension, etc. Surveyors are also asked to provide any feedback they may have about the survey tool itself or the survey process overall.

Impact of COVID-19 on 2019-20 Data Collection and Reporting

Due to the COVID-19 Pandemic the 2019-20 Adult Consumer Survey (ACS) data collection period was unexpectedly abbreviated with all data collection being stopped in March. Delaware ended data collection on March 16, 2020. At the time surveying ended, states were in many different stages of survey administration. Very few states had completed data collection. NCI-AD made the decision to offer to provide state reports to all states that collected data during the 2019-20 survey year. As states were in various stages of completion, some demographics – including program populations – may not be fully represented. Therefore, data presented in this report are for internal state use only and ***data should not*** be used as a true comparison between states this year or in previous years.

NCI-AD in Delaware

The Delaware Division of Medicaid and Medical Assistance (DMMA), and the Delaware Division of Services for Aging and Adults with Physical Disabilities (DSAAPD), in partnership with ADvancing States and HSRI, implemented the 2019-2020 NCI-AD Adult Consumer Survey in Delaware. DMMA and DSAAPD recognized the need for an independent assessment of home and community-based services (HCBS) as well as all services provided under Managed Long-Term Services and Supports (MLTSS) and the Older Americans Act (OAA). DMMA and DSAAPD included funding for continued participation in NCI-AD in their state operating budget. Data from the project will be used to support Delaware's efforts to strengthen LTSS policy, managed LTSS policy, inform quality assurance activities, improve the quality of life of LTSS and MLTSS participants, and evaluate Managed Care performance and compliance. To allow for year-to-year comparison of the data, Delaware will continue funding support in order to implement NCI-AD in future years.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Delaware in 2019-2020 and included for analysis was four hundred fifty-one (Total N=451). Three program populations were included in the survey sample and are detailed below.

Diamond State Health Plan Plus (DSHPPlus): Delaware's Medicaid managed care program, comprised of DSHP and DSHP Plus, is authorized under the authority of a Section 1115 demonstration waiver. DSHP was implemented in 1996 and requires most Medicaid participants to receive acute physical and behavioral health care services through an MCO. In 2012, Delaware implemented the DSHP Plus program, which expanded the populations required to enroll in managed care to include dual eligible participants (recipients who qualify for both Medicare and Medicaid benefits) and individuals receiving nursing facility services or, as an alternative to nursing facility services, home and community-based services (HCBS). This program provides improved access to community-based long-term care services and increased flexibility to more effectively address individual needs, and to better control rising long-term care costs significantly impacting Medicaid. Two types of service settings were included in the sample strategy: facility-based (nursing facilities, i.e. NF) and home and community-based services (HCBS). All service recipients were enrolled in one of two MCOs: Highmark Health Options and AmeriHealth Caritas. In this report, the two MCOs are referred to as MCO "A" and MCO "B" only; the report does not identify which designation ("A" or "B") stands for which MCO. A total of 361 people from this program were interviewed and included for analysis.

Home Delivered (HD) Meals Only (DSAAPD): This program, funded through the Older American Act for those ages 60 and older, provides nutritionally balanced, hot meals during the day to homebound persons. Some people also receive cold, bagged meals so that they will have food available in the evening as well. A total of fifty-eight people (N=58) from this program were interviewed and included for analysis.

Home and Community Based Services (HCBS) (DSAAPD): This program provides a broad range of service and support to people ages 60 and older and to people ages 18-64 who are have physical disabilities and require LTSS in order to remain in a community setting. Services include Adult Day Services, Assistive Devices, Attendant Services, Community Living, Personal Care Services, and Personal Emergency Response System. A total of thirty-two people (N=32) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Delaware's NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error

for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the "Organization of Results" section below.

Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
HCBS, MCO A	108	3,554	8.5% MoE, 95% CL	9.3% MoE, 95% CL
NF, MCO A	85	1,528	9.5% MoE, 95% CL	10.3% MoE, 95% CL
HCBS, MCO B	108	1,578	8.3% MoE, 95% CL	9.1% MoE, 95% CL
NF, MCO B	60	992	11.2% MoE, 95% CL	12.3% MoE, 95% CL
HD Meals Only (DSAAPD)	32	4,511	15.8% MoE, 95% CL	17.3% MoE, 95% CL
HCBS (DSAAPD)	58	1,688	11.6% MoE, 95% CL	12.7% MoE, 95% CL
Total	451	13,851	4.2% MoE, 95% CL	4.5% MoE, 95% CL

Survey Process in Delaware

DMMA and DSAAPD contracted with Vital Research, a national survey group, to hire and manage local interviewers to conduct the NCI-AD Adult Consumer Survey. Along with Vital Research, Delaware worked with its External Quality Review Organization (EQRO), Mercer, to identify individuals to be NCI-AD interviewers and have them appropriately trained. DMMA, DSAAPD, Mercer, Vital Research, and ADvancing States conducted a mandatory two-day in-person training with these interviewers onJanuary 28-29, 2020. The training consisted of a detailed review of the NCI-AD Survey tool, an overview of the NCI-AD project, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, guidance for follow-up in cases of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Interviews began on February 9, 2020 and final data from the interviews were sent to HSRI on June 25, 2020.

Delaware used NCI-AD's optional module on person-centered planning (PCP) and chose to add 3 additional state-specific questions to the standard NCI-AD Survey.

Stakeholders

DMMA and DSAAPD are committed to providing ongoing NCI-AD stakeholder engagement activities, including with Case Managers and Managed Care Organizations (MCO's). In addition, engagement has taken place with key partners in the community, including the Delaware Aging Network and the Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities.

DMMA and DSAAPD will work to provide updates on the project and develop plans to improve consistency and quality of services statewide. Through ongoing communications with key LTSS-specific stakeholders, the engagement process will continue to grow as alignment among other state initiatives begins to emerge.

Organization of Results

The following pages of the report presents findings from Delaware's 2019-2020 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating percentages. Unclear, refused and, for most items, "don't know" responses are excluded.
- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate.   When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains Delaware's weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state's programs; its calculation effectively "re-balances" the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. Delaware's sampling design did include oversampling of some of its programs – i.e. some programs constituted a larger proportion of the survey sample than they did as proportion of total

population of survey-eligible service recipients. To account for these programs being proportionally over-represented in the state's survey data, statistical weights were developed and applied to calculate Delaware's weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an "always" response combined with a "most of the time" response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A. Unless otherwise stated, "don't know" and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. These tables contain all response options, including "don't know" and unclear/refused/no response categories. Tables also contain Delaware's unweighted overall sample averages for all response options. Please note that the "sample averages" in tables in Appendix B are simple (unweighted) averages that didn't employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

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

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Delaware. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Delaware's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Delaware's programs and the state overall. State leaders,

public managers, policymakers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Please also see '**Impact of COVID-19 on 2019-20 Data Collection and Reporting**' on page 27 for more information on 2019-20 Adult Consumer Survey reporting limitations.

Results

Community Participation

People are able to participate in preferred activities outside of home.

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

1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

There are three[3] survey items that correspond to the Community Participation domain.

Un-collapsed data are shown in Appendix B.

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[3] Data for one item are presented in Appendix B only.

Graph 1. Percentage of people who are as active in their community as they would like to be
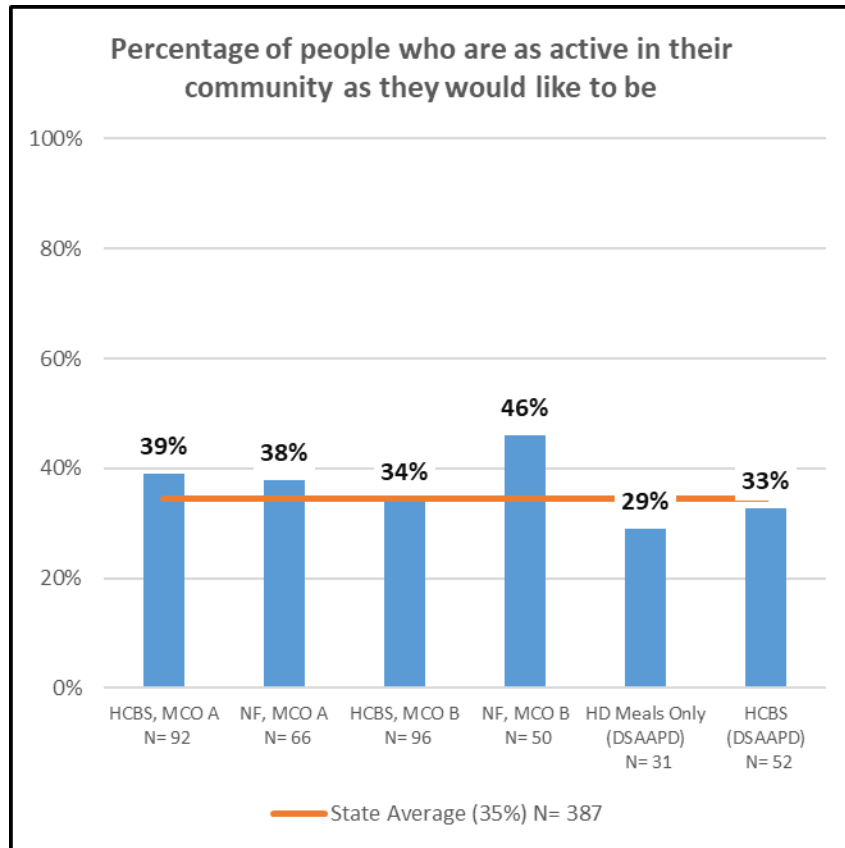
Graph 2. Percentage of people who are able to do things they enjoy outside of home as much as they want to

Percentage of people who are as active in their community as they would like to be

	HCBS, MCO A N= 92	NF, MCO A N= 66	HCBS, MCO B N= 96	NF, MCO B N= 50	HD Meals Only (DSAAPD) N= 31	HCBS (DSAAPD) N= 52
	39%	38%	34%	46%	29%	33%

State Average (35%) N= 387

Percentage of people who get to do things they enjoy outside of home as much as they want to

	HCBS, MCO A N= 92	NF, MCO A N= 66	HCBS, MCO B N= 98	NF, MCO B N= 50	HD Meals Only (DSAAPD) N= 31	HCBS (DSAAPD) N= 54
	78%	42%	60%	60%	48%	50%

State Average (57%) N= 391
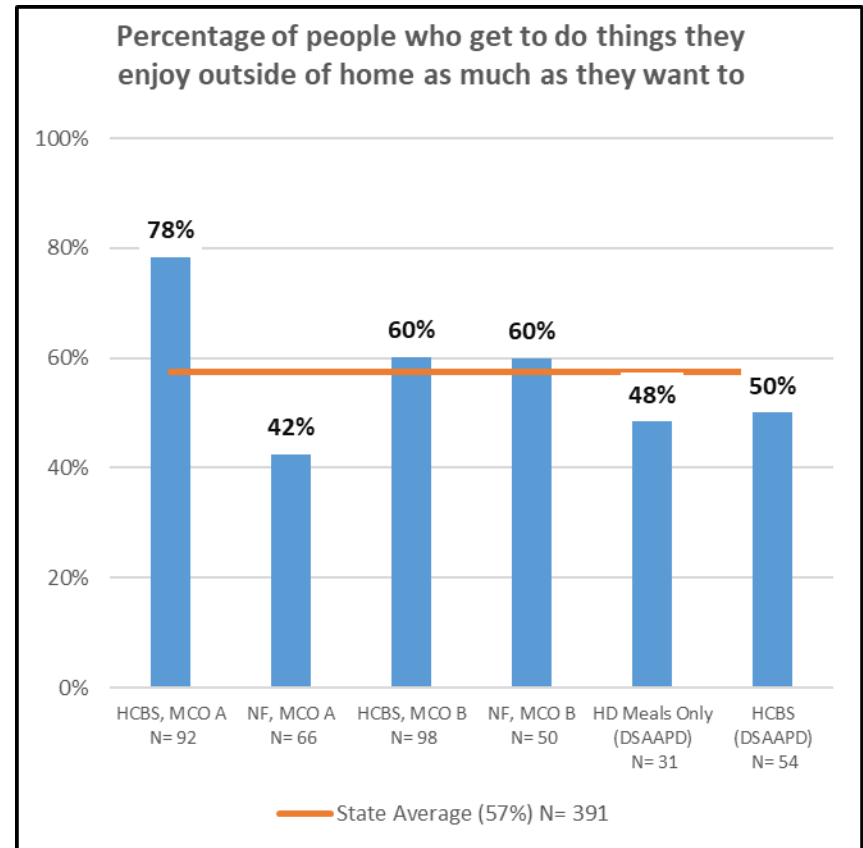
Choice and Control

People are involved in making decisions about their everyday lives.

There are five Choice and Decision-Making indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life[4]
4. Percentage of people who are able to get up and go to bed when they want to
5. Percentage of people who are able to eat their meals when they want to

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

Un-collapsed data are shown in Appendix B.

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[4] Indicator previously reported in the "Control" domain.

Graph 3. Percentage of people who are able to choose their roommate (if in group setting[5] and have roommates)

Percentage of people who are able to choose their roommate (if in group setting and have roommates)

State Average (18%) N= 97
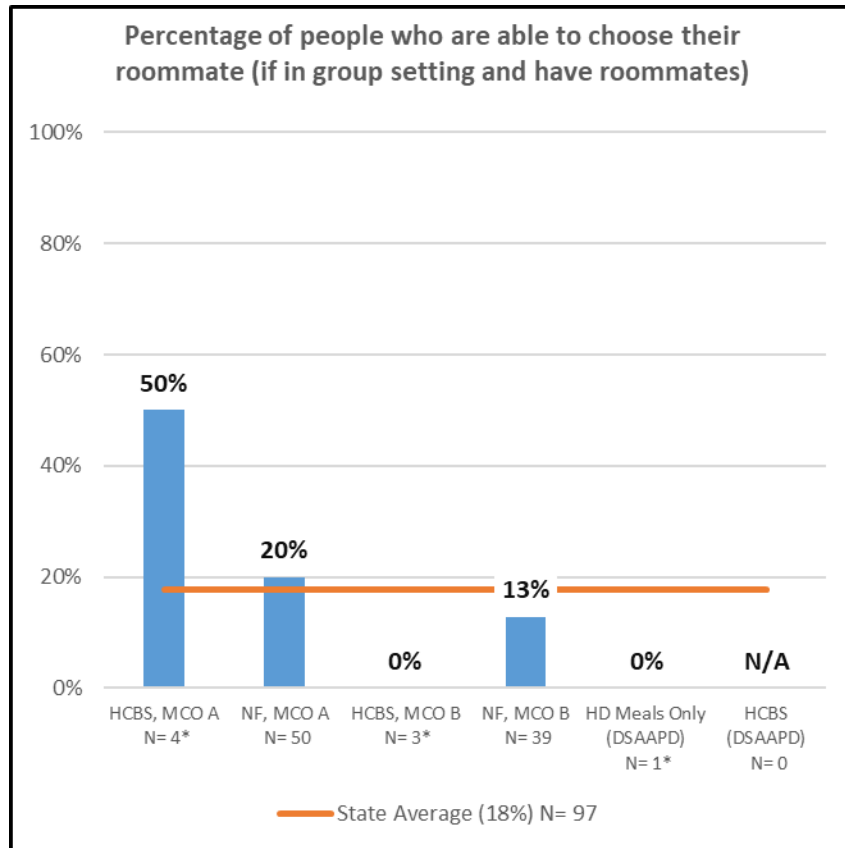
* Very small number of responses

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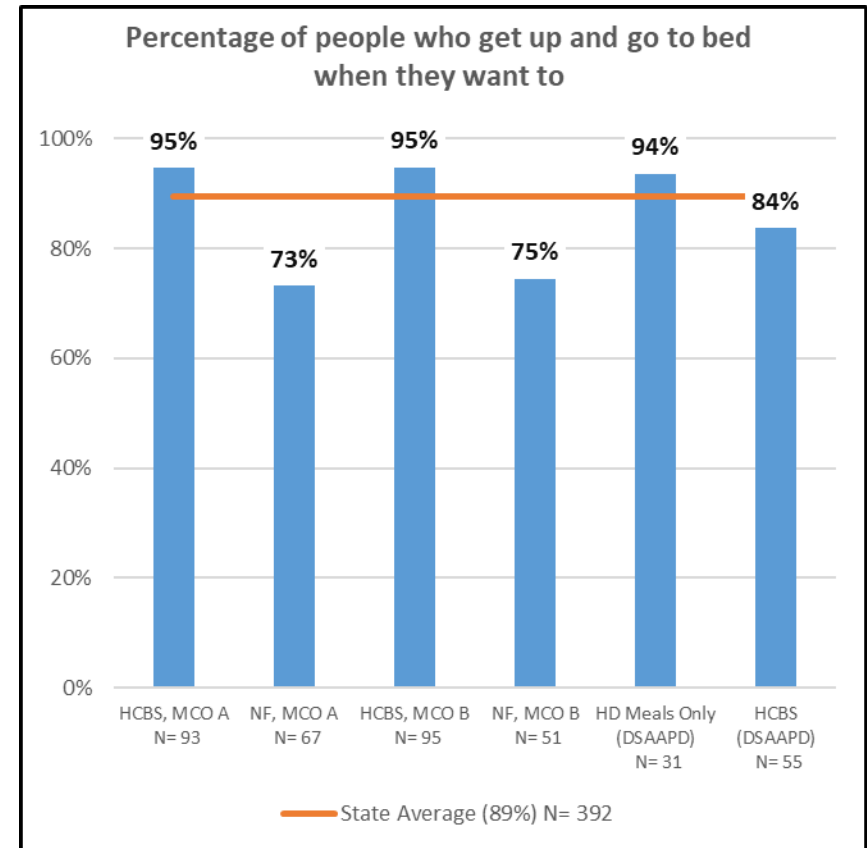
Percentage of people who get up and go to bed when they want to

State Average (89%) N= 392

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[5] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 5. Percentage of people who can eat their meals when they want to
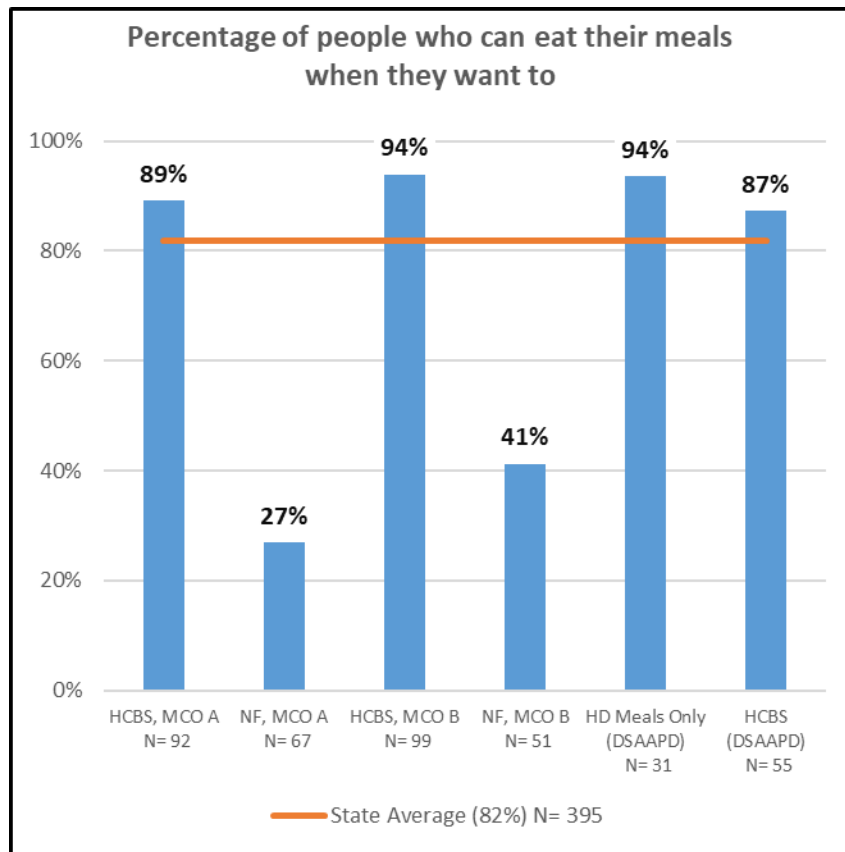
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting[6])

Percentage of people who can eat their meals when they want to

Category	Percentage
HCBS, MCO A N= 92	89%
NF, MCO A N= 67	27%
HCBS, MCO B N= 99	94%
NF, MCO B N= 51	41%
HD Meals Only (DSAAPD) N= 31	94%
HCBS (DSAAPD) N= 55	87%

State Average (82%) N= 395

Percentage of people who are able to furnish and decorate their room however they want to (if in group setting)

Category	Percentage
HCBS, MCO A N= 11*	91%
NF, MCO A N= 64	86%
HCBS, MCO B N= 5*	80%
NF, MCO B N= 48	85%
HD Meals Only (DSAAPD) N= 1*	0%
HCBS (DSAAPD) N= 3*	67%

State Average (81%) N= 132
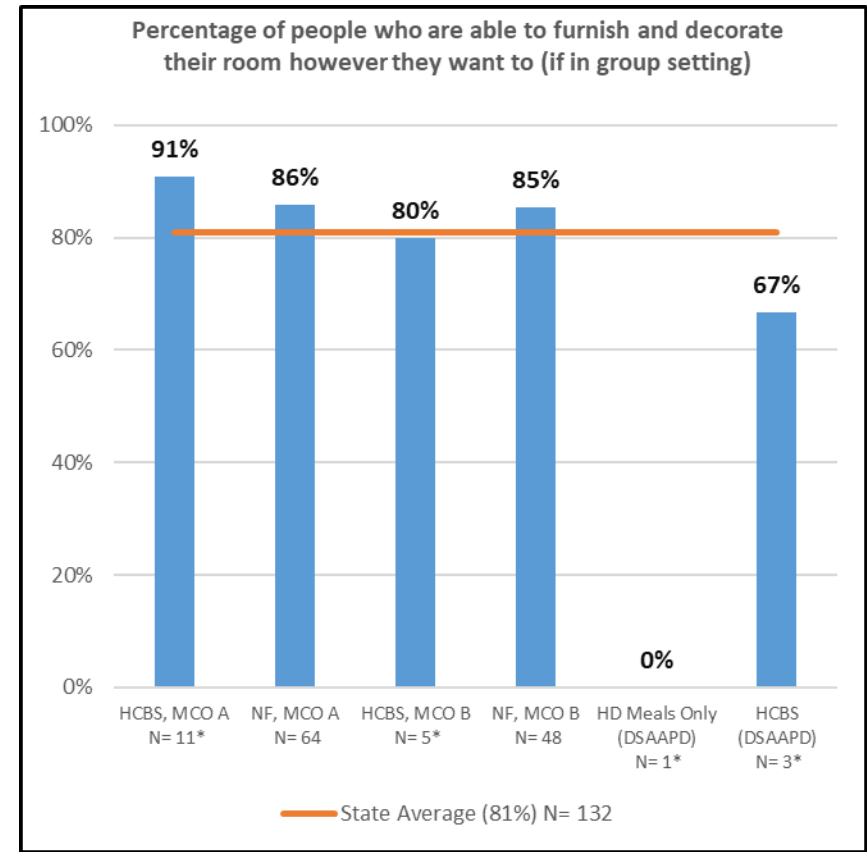
* Very small number of responses

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[6] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

38

Graph 7. Percentage of people who never feel in control of their lives[7]

Percentage of people who never feel in control of their lives

Category	Value
HCBS, MCO A N= 90	2%
NF, MCO A N= 68	35%
HCBS, MCO B N= 96	7%
NF, MCO B N= 48	17%
HD Meals Only (DSAAPD) N= 31	6%
HCBS (DSAAPD) N= 53	17%

State Average (10%) N= 386

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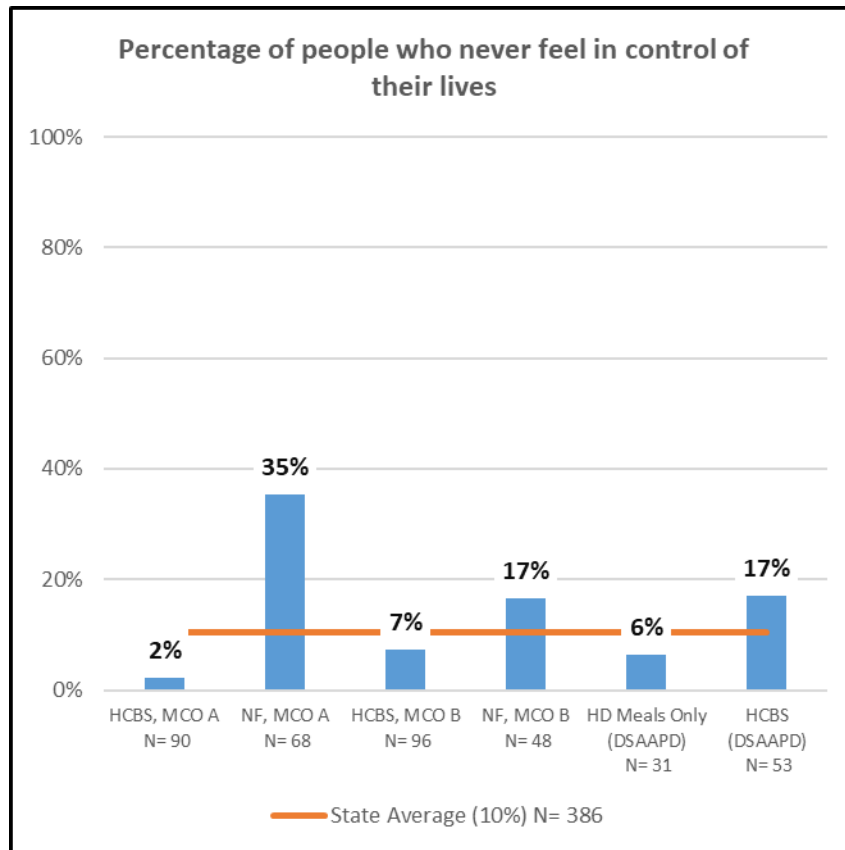
[7] Item previously reported in the "Control" domain.

Relationships

People have friends and relationships.

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

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

There are two[8] survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

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[8] Data for one item are presented in Appendix B only.

Graph 8. Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)

Percentage of people who are always able to see or talk to their friends and family when they want to

- HCBS, MCO A N= 87: 82%
- NF, MCO A N= 59: 71%
- HCBS, MCO B N= 88: 78%
- NF, MCO B N= 50: 76%
- HD Meals Only (DSAAPD) N= 30: 73%
- HCBS (DSAAPD) N= 50: 84%

State Average (77%) N= 364
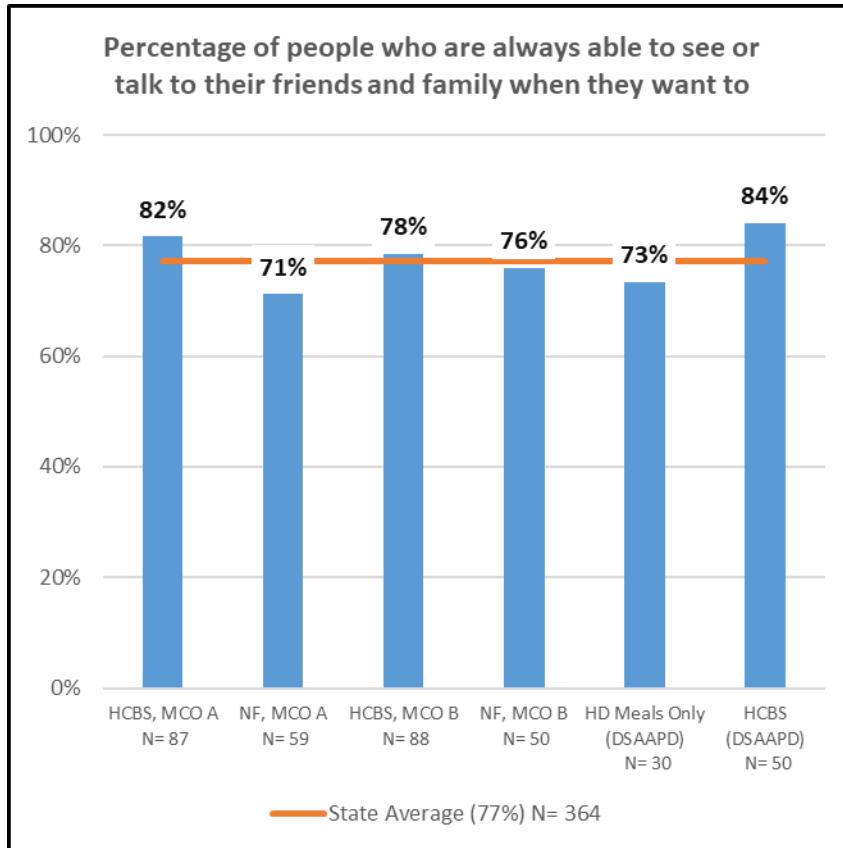
Satisfaction

People are satisfied with their everyday lives.

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

1. Percentage of people who like where they live
2. Percentage of people who want to live somewhere else
3. Percentage of people whose case manager changes too often[9]
4. Percentage of people whose paid support staff change too often
5. Percentage of people whose paid support staff do things the way they want them done
6. Percentage of people who like how they spend their time during the day
7. Percentage of people whose services help them live a better life[10]

There are nine[11] survey items that correspond to the Satisfaction domain.

Un-collapsed data are shown in Appendix B.

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[9] New indicator in 2019-2020.

[10] New indicator in 2019-2020.

[11] Data for two items are presented in Appendix B only.

Graph 9. Percentage of people who like where they live

Graph 10. Percentage of people who want to live somewhere else

Percentage of people who like where they live

- HCBS, MCO A N= 94: 81%
- NF, MCO A N= 69: 59%
- HCBS, MCO B N= 99: 79%
- NF, MCO B N= 52: 63%
- HD Meals Only (DSAAPD) N= 31: 81%
- HCBS (DSAAPD) N= 54: 80%

State Average (77%) N= 399

Percentage of people who want to live somewhere else

- HCBS, MCO A N= 93: 40%
- NF, MCO A N= 68: 56%
- HCBS, MCO B N= 98: 43%
- NF, MCO B N= 52: 54%
- HD Meals Only (DSAAPD) N= 31: 32%
- HCBS (DSAAPD) N= 54: 35%

State Average (39%) N= 396
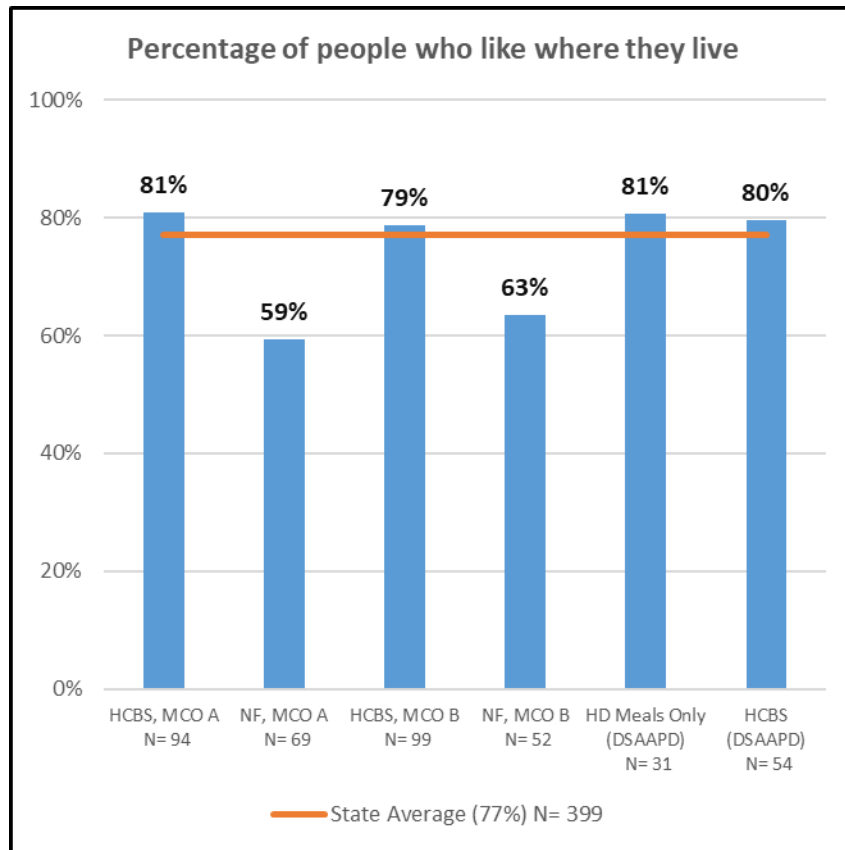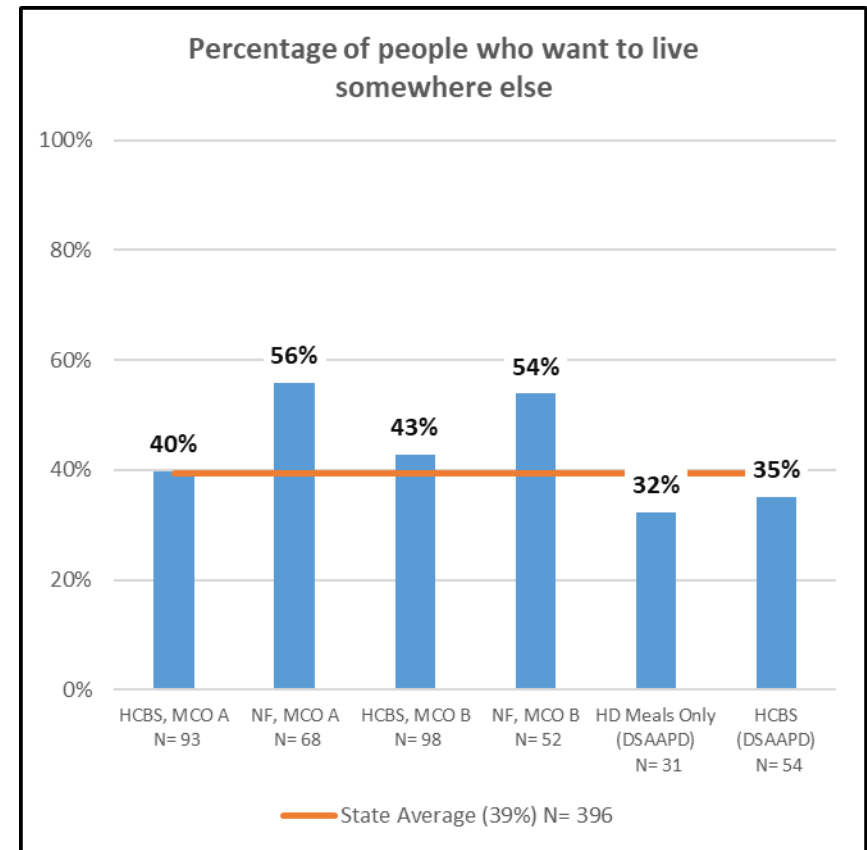
Graph 11. Percentage of people who like how they spend their time during the day

Graph 12. Percentage of people whose paid support staff change too often
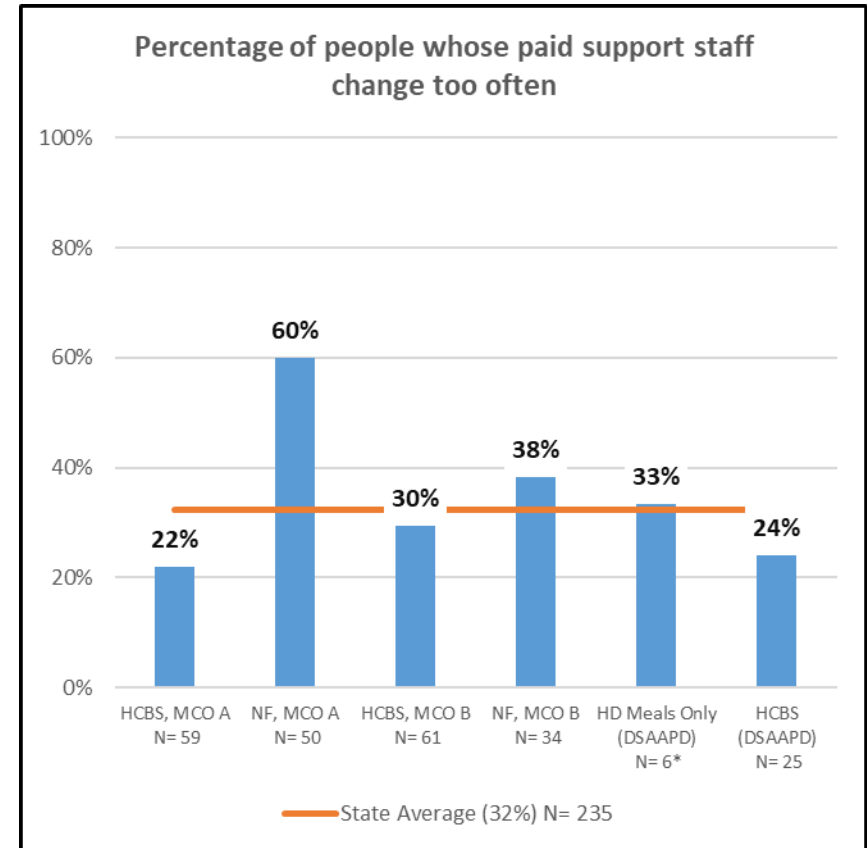
Percentage of people who like how they spend their time during the day

- HCBS, MCO A N= 93: 65%
- NF, MCO A N= 68: 49%
- HCBS, MCO B N= 97: 57%
- NF, MCO B N= 51: 57%
- HD Meals Only (DSAAPD) N= 31: 45%
- HCBS (DSAAPD) N= 53: 49%

State Average (53%) N= 393

Percentage of people whose paid support staff change too often

- HCBS, MCO A N= 59: 22%
- NF, MCO A N= 50: 60%
- HCBS, MCO B N= 61: 30%
- NF, MCO B N= 34: 38%
- HD Meals Only (DSAAPD) N= 6*: 33%
- HCBS (DSAAPD) N= 25: 24%

State Average (32%) N= 235

* Very small number of responses

44

Graph 13. Percentage of people whose paid support staff do things the way they want them done
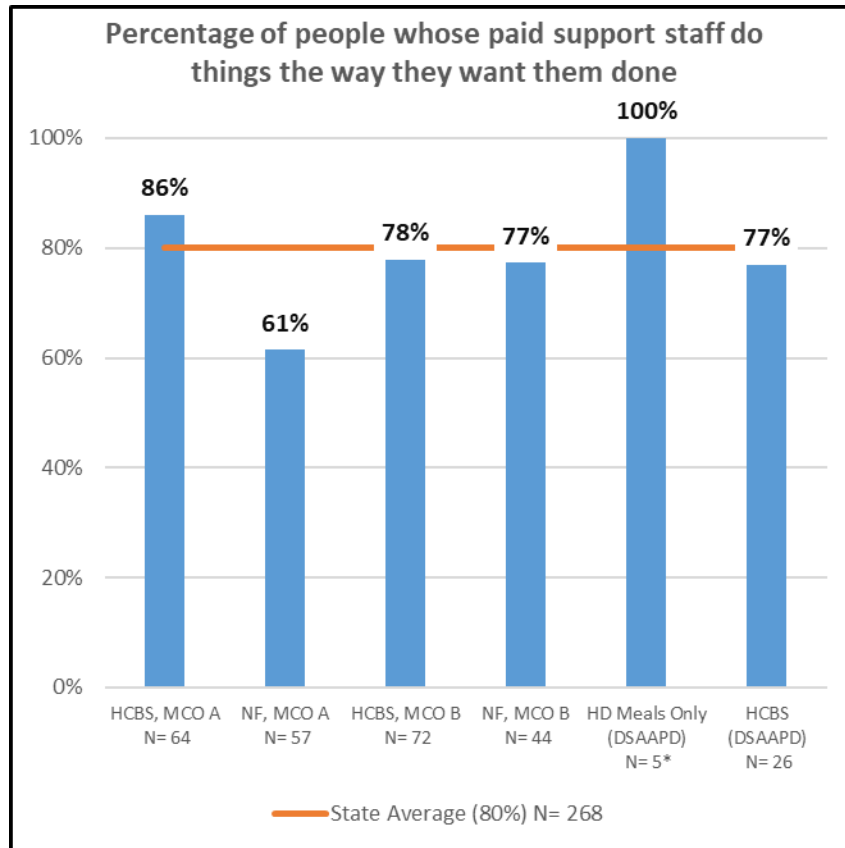
Graph 14. Percentage of people whose case manager changes too often[12]

Percentage of people whose paid support staff do things the way they want them done

- HCBS, MCO A N= 64: 86%
- NF, MCO A N= 57: 61%
- HCBS, MCO B N= 72: 78%
- NF, MCO B N= 44: 77%
- HD Meals Only (DSAAPD) N= 5*: 100%
- HCBS (DSAAPD) N= 26: 77%

State Average (80%) N= 268

* Very small number of responses

Percentage of people whose case manager changes too often

- HCBS, MCO A N= 76: 29%
- NF, MCO A N= 30: 37%
- HCBS, MCO B N= 79: 39%
- NF, MCO B N= 17*: 12%
- HD Meals Only (DSAAPD) N= 8*: 0%
- HCBS (DSAAPD) N= 26: 38%

State Average (27%) N= 236

* Very small number of responses

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[12] New item in 2019-2020.

Graph 15. Percentage of people whose services help them live a better life[13]

Percentage of people whose services help them live a better life

Category	Percentage
HCBS, MCO A N= 89	98%
NF, MCO A N= 64	80%
HCBS, MCO B N= 89	94%
NF, MCO B N= 47	91%
HD Meals Only (DSAAPD) N= 23	96%
HCBS (DSAAPD) N= 41	90%

State Average (93%) N= 353

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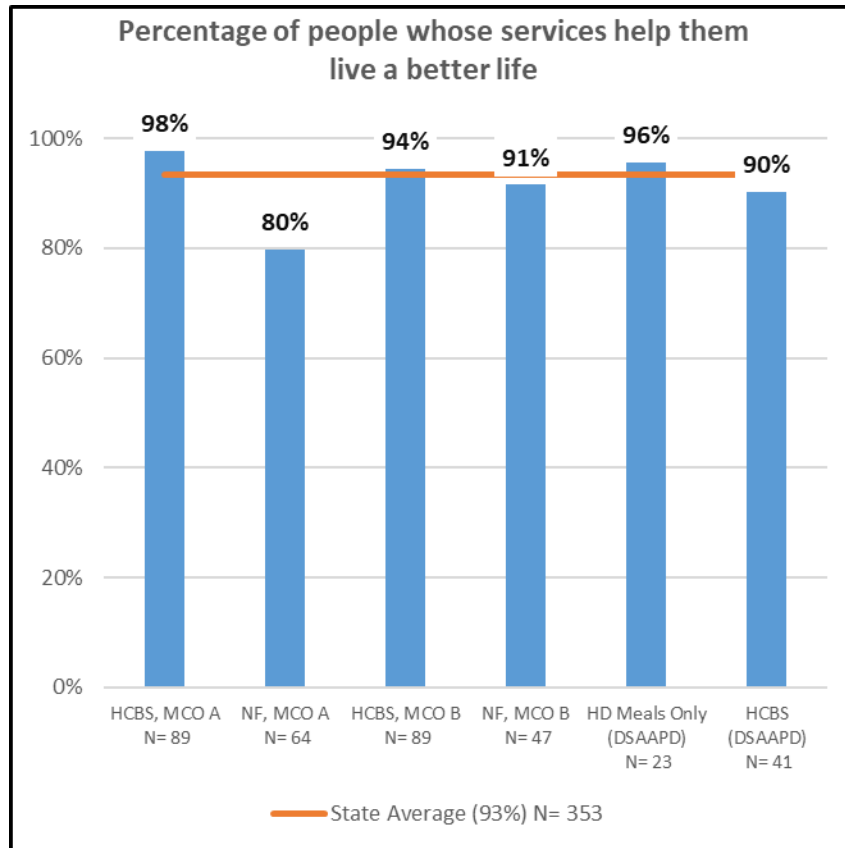
[13] New item in 2019-2020.

Service Coordination

Service coordinators are accessible and responsive, and the person receives needed services.

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

1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support staff come and leave when they are supposed to
5. Percentage of people who have a backup plan if their paid support staff don't show up
6. Percentage of people who have an emergency plan in place
7. Percentage of people whose services meet their needs and goals
8. Percentage of people whose case manager talked to them about services that might help with their unmet needs

There are fourteen[14] survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

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[14] Data for six items are presented in Appendix B only.

Graph 16. Percentage of people who know whom to contact if they want to make changes to their services

Percentage of people who know whom to contact if they want to make changes to their services

- 87% — HCBS, MCO A N= 92
- 59% — NF, MCO A N= 68
- 86% — HCBS, MCO B N= 96
- 74% — NF, MCO B N= 53
- 75% — HD Meals Only (DSAAPD) N= 24
- 73% — HCBS (DSAAPD) N= 45

State Average (78%) N= 378

Graph 17. Percentage of people who know whom to contact if they have a complaint about their services

Percentage of people who know whom to contact if they have a complaint about their services

- 80% — HCBS, MCO A N= 92
- 65% — NF, MCO A N= 68
- 76% — HCBS, MCO B N= 96
- 72% — NF, MCO B N= 53
- 75% — HD Meals Only (DSAAPD) N= 24
- 82% — HCBS (DSAAPD) N= 44

State Average (76%) N= 377

Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to
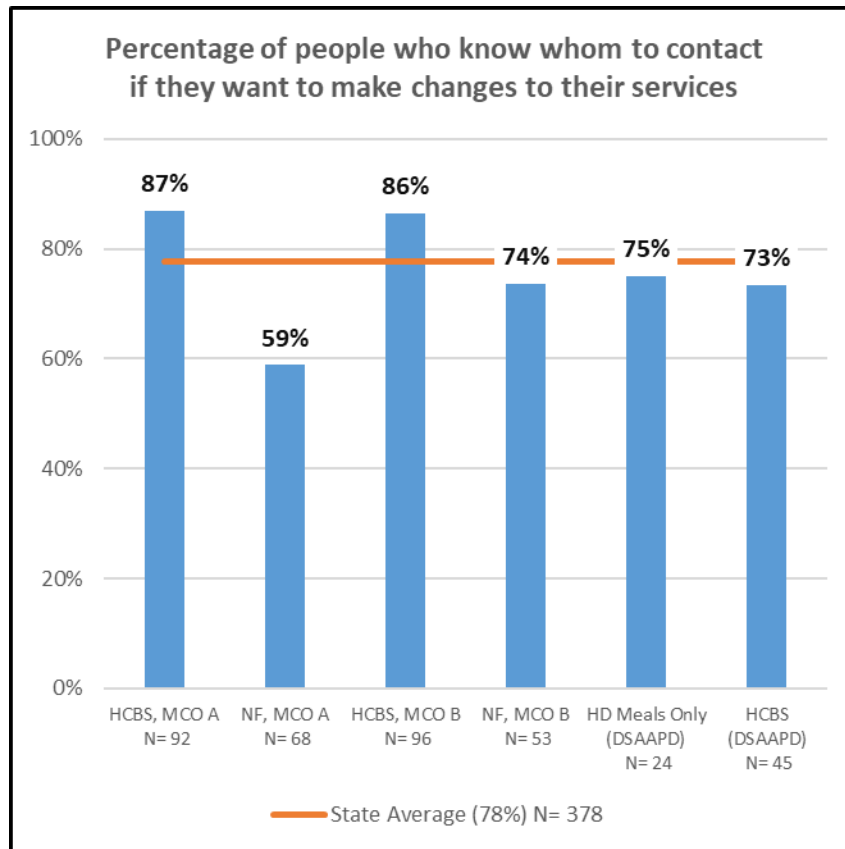
Graph 19. Percentage of people who have an emergency plan in place
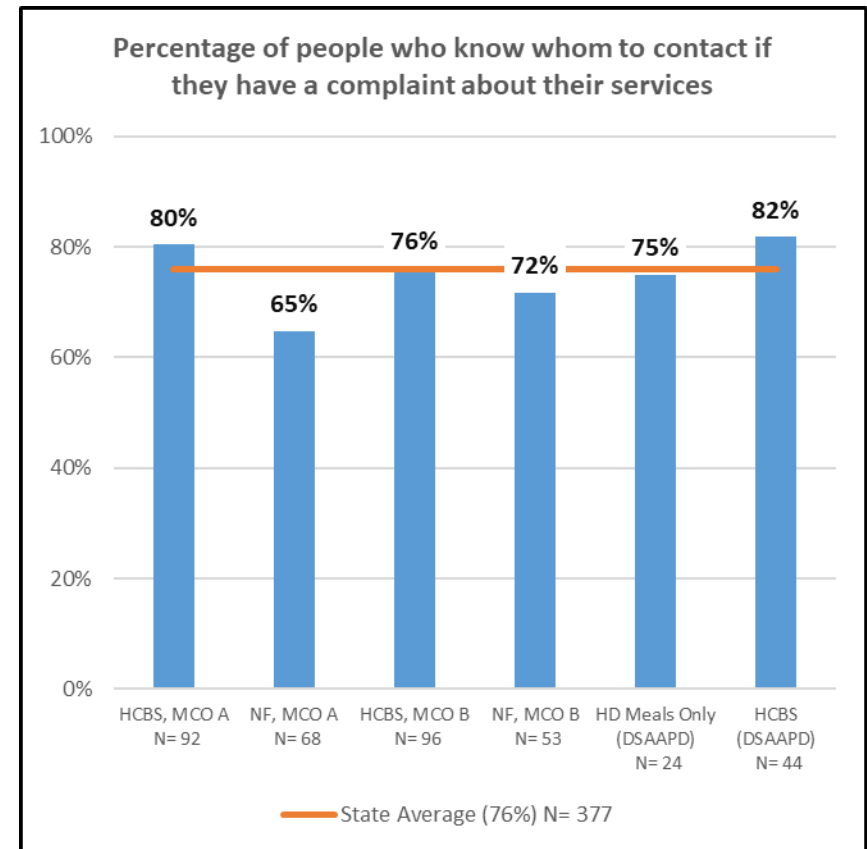
Percentage of people whose paid support staff show up and leave when they are supposed to
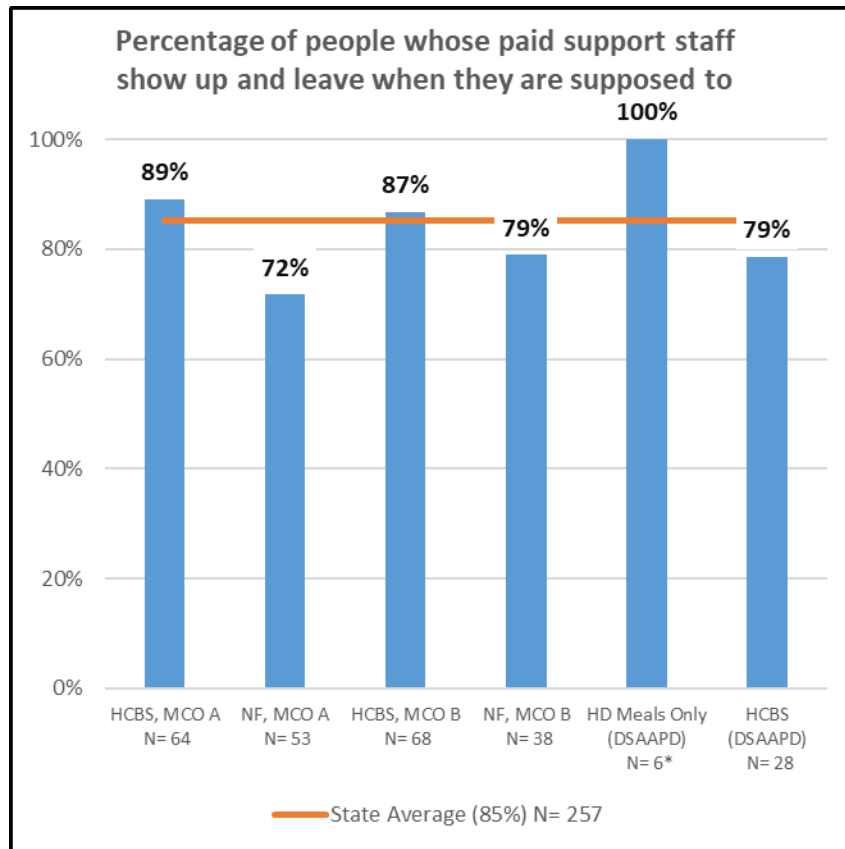
* Very small number of responses

Percentage of people who have an emergency plan in place
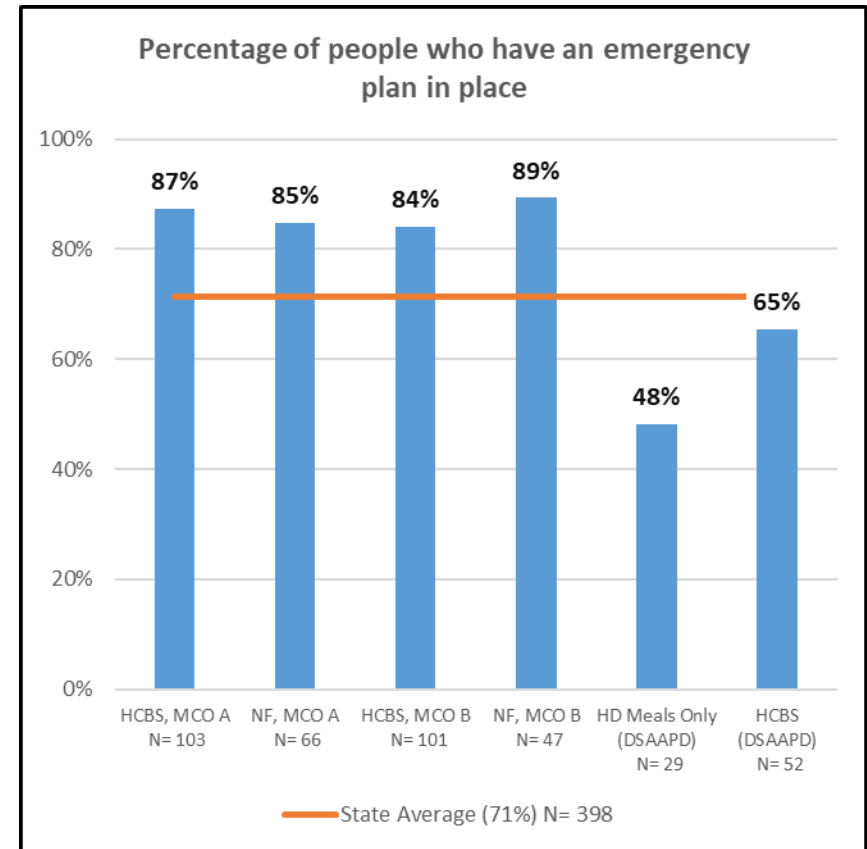
Graph 20. Percentage of people whose long-term services meet all their current needs and goals
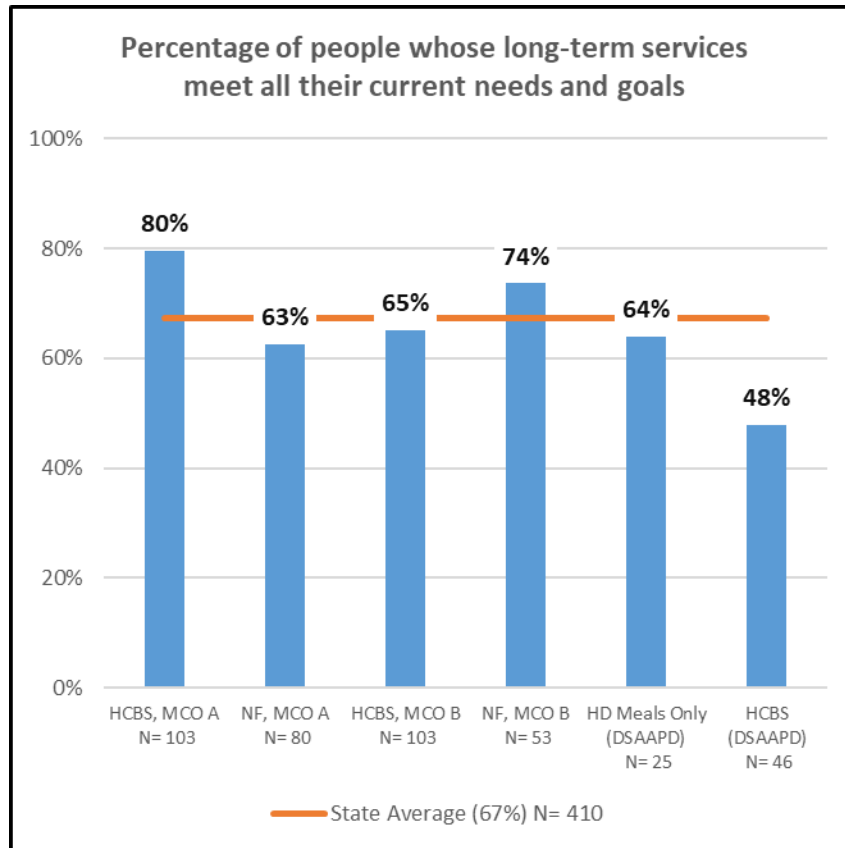
Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

Percentage of people whose long-term services meet all their current needs and goals

- HCBS, MCO A N= 103: 80%
- NF, MCO A N= 80: 63%
- HCBS, MCO B N= 103: 65%
- NF, MCO B N= 53: 74%
- HD Meals Only (DSAAPD) N= 25: 64%
- HCBS (DSAAPD) N= 46: 48%

State Average (67%) N= 410

Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals

- HCBS, MCO A N= 20: 75%
- NF, MCO A N= 15*: 40%
- HCBS, MCO B N= 30: 60%
- NF, MCO B N= 7*: 43%
- HD Meals Only (DSAAPD) N= 1*: 0%
- HCBS (DSAAPD) N= 15*: 27%

State Average (50%) N= 88

* Very small number of responses

50
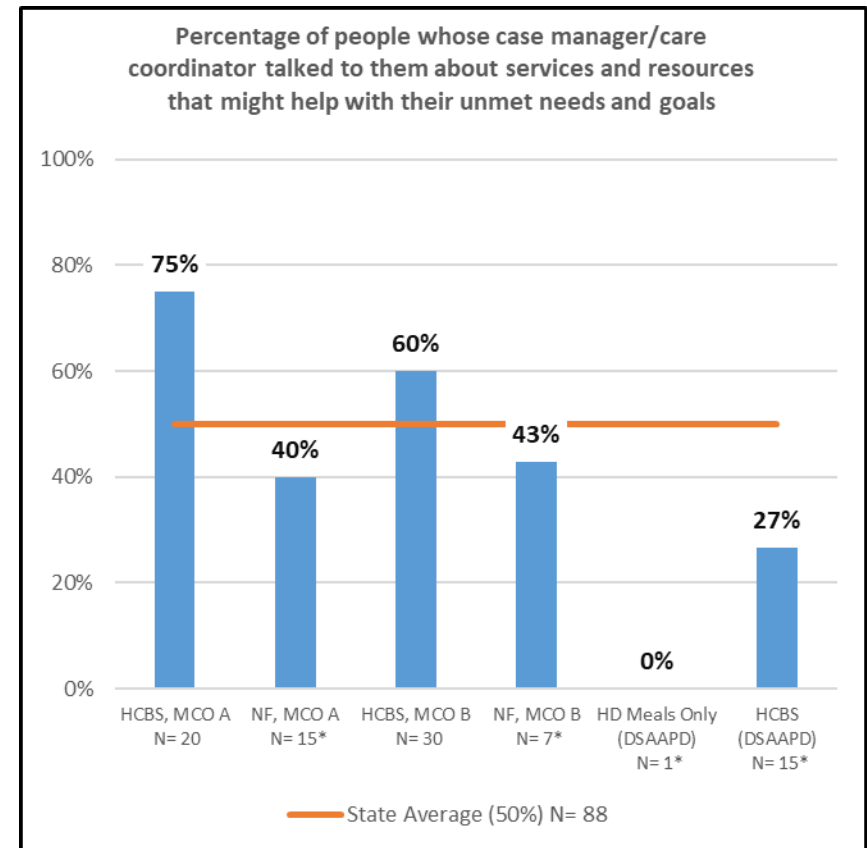
Graph 22. Percentage of people who have a backup plan if their paid support staff do not show up

Percentage of people who have a backup plan if their paid support staff don't show up

State Average (79%) N= 234
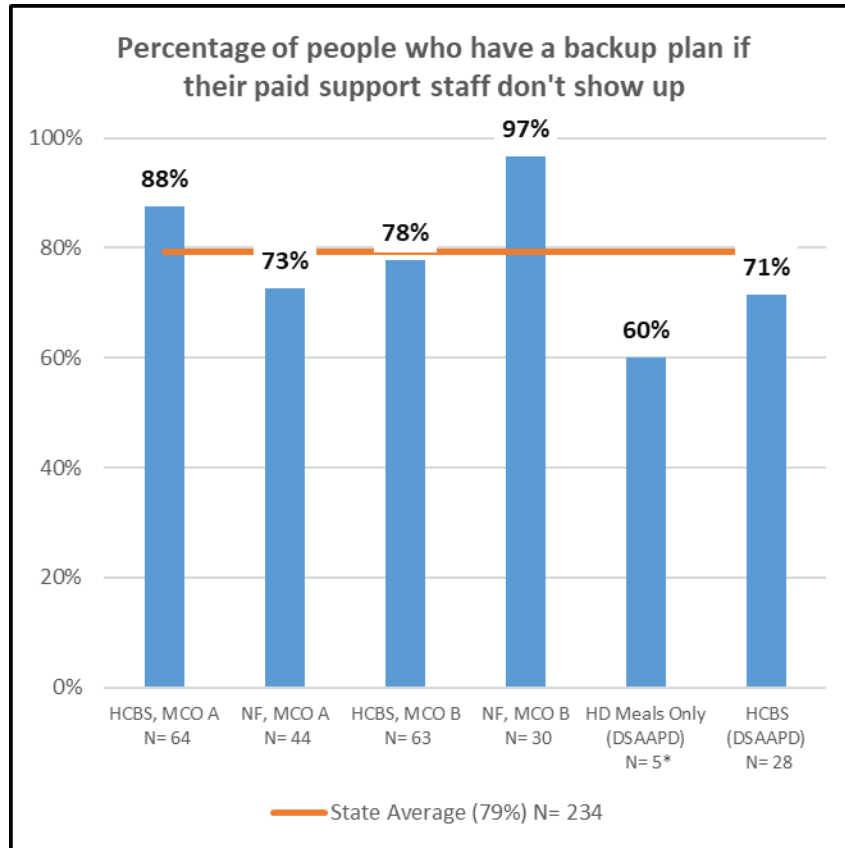
* Very small number of responses

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

Percentage of people who can reach their case manager/care coordinator when they need to

State Average (74%) N= 318
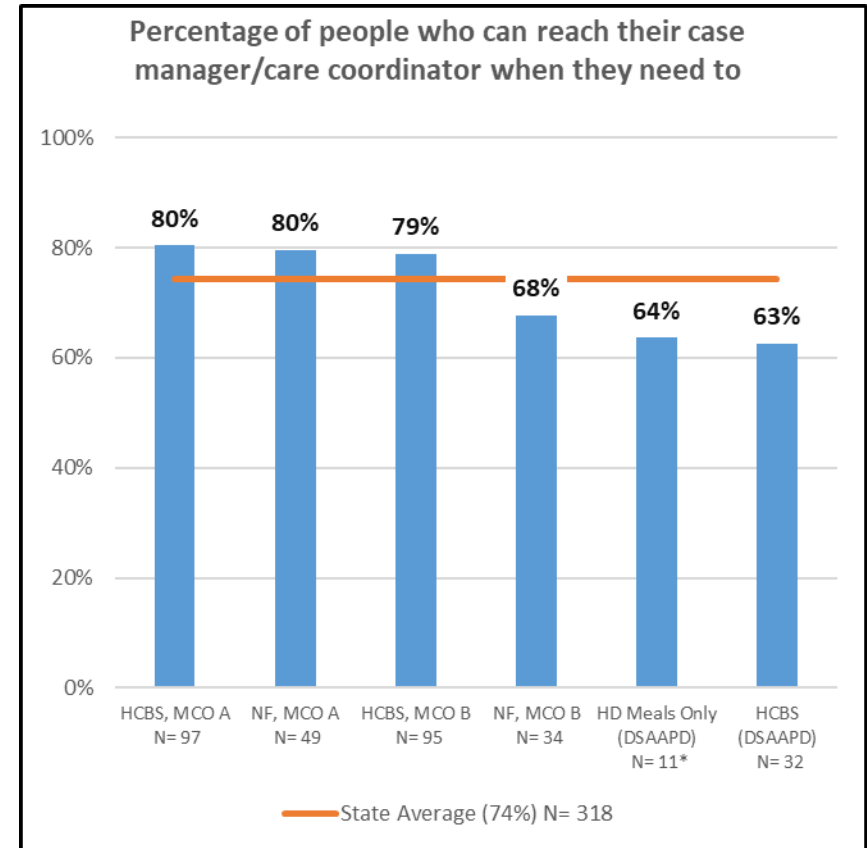
* Very small number of responses

Care Coordination

Individuals are provided appropriate coordination of care.

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

1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4. Percentage of people with concerns about falling who had someone work with them to reduce risk of falls

There are five[15] survey items that correspond to the Care Coordination domain.

Un-collapsed data are shown in Appendix B.

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[15] Data for one item are presented in Appendix B only.

Graph 24. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

Percentage of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year

State Average (89%) N= 144

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

State Average (73%) N= 129
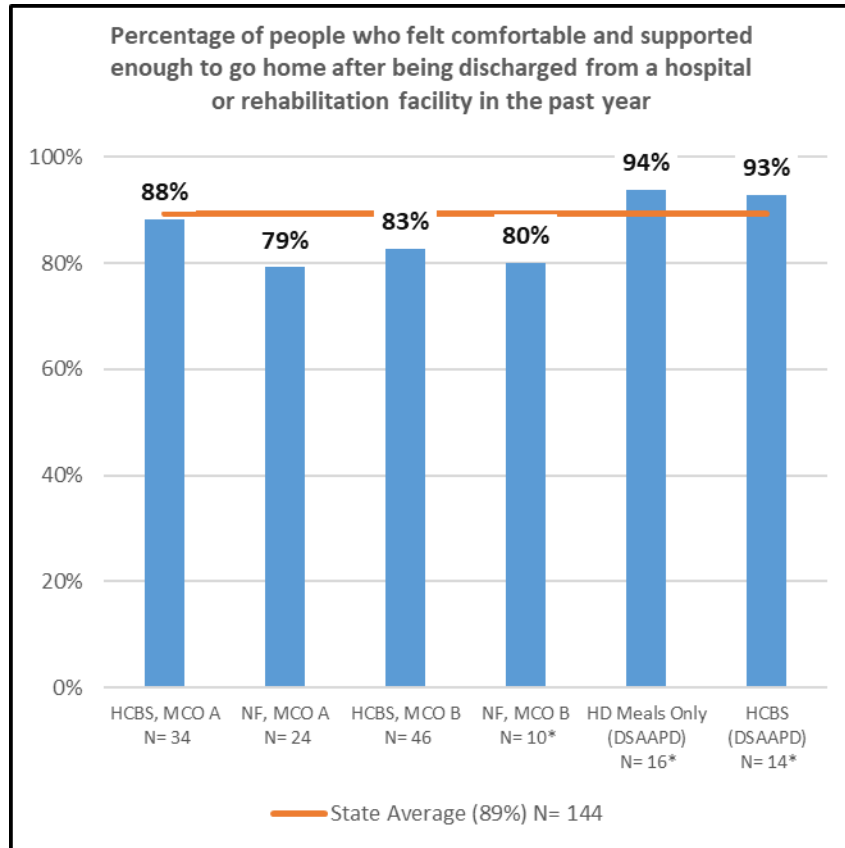
* Very small number of responses
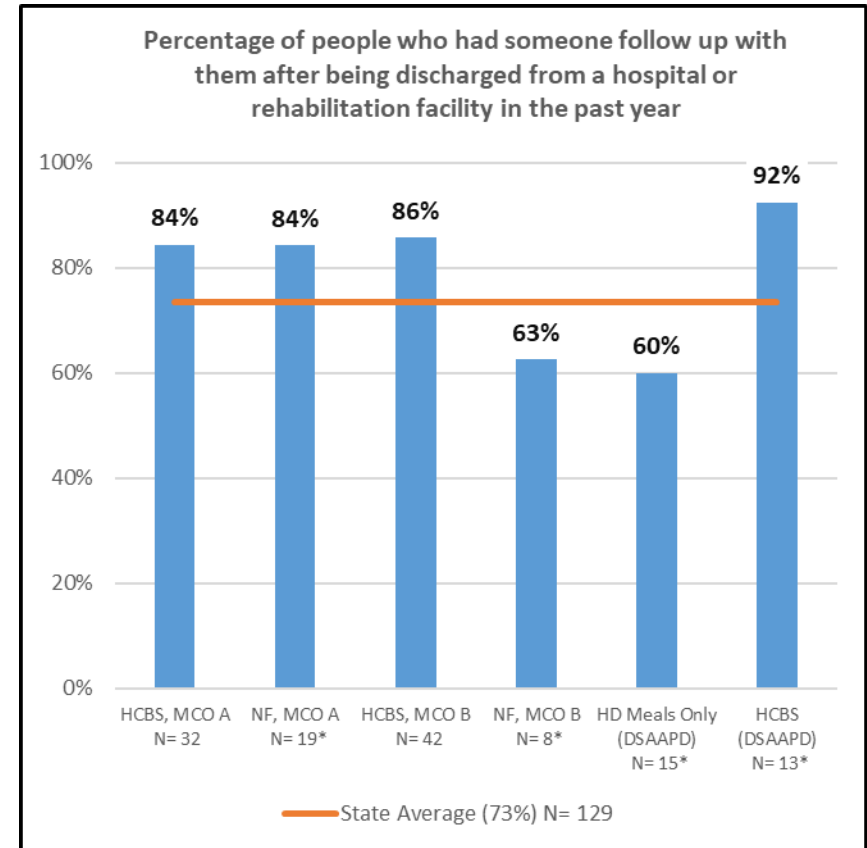
* Very small number of responses

Graph 26. Percentage of people who know how to manage their chronic condition(s)
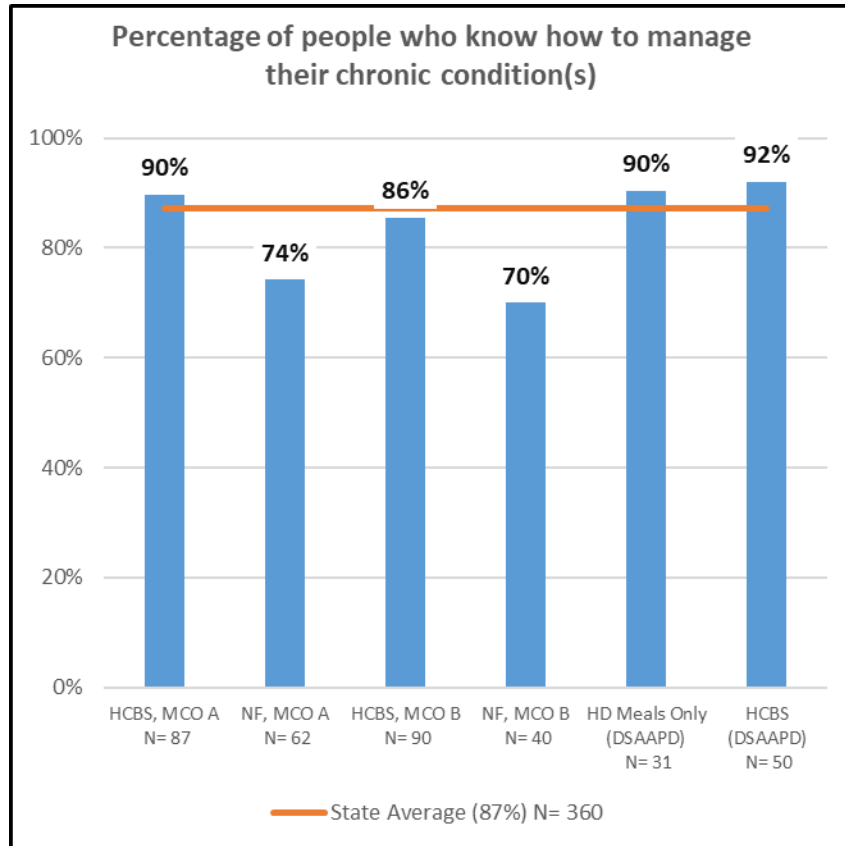
Graph 27. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk
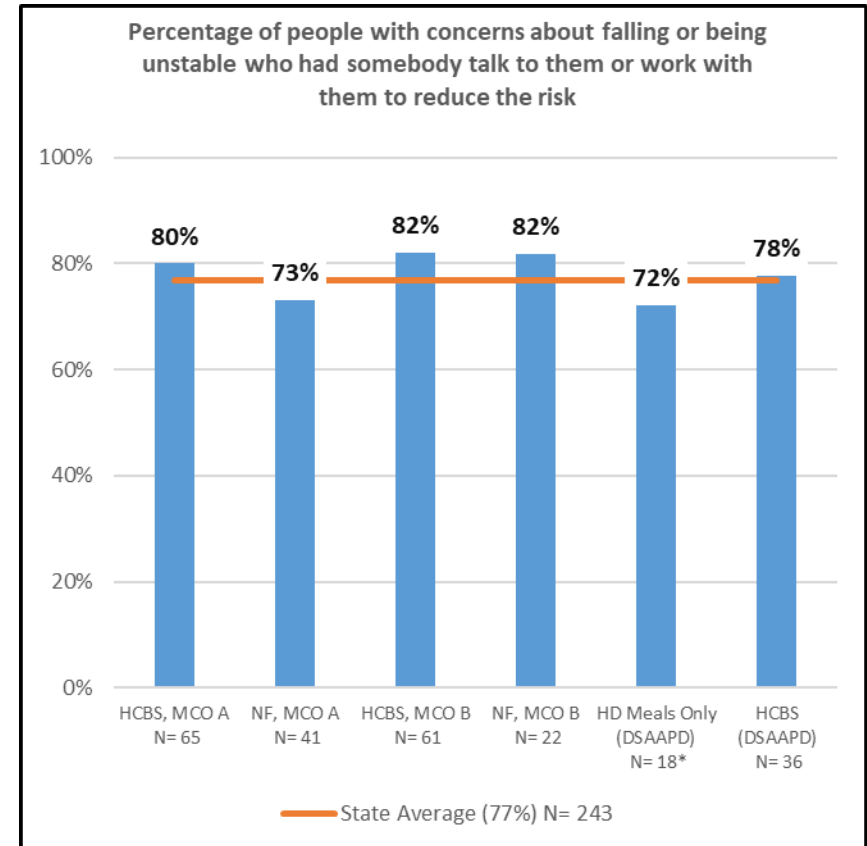
* Very small number of responses

Access to Community

Services facilitate individuals' access to community.

There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have adequate transportation to get to medical appointments
2. Percentage of people who have adequate transportation to do the things they want outside of home

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

Un-collapsed data are shown in Appendix B.

Graph 28. Percentage of people who have transportation when they want to do things outside of their home (non-medical)

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

Percentage of people who have transportation when they want to do things outside of their home (non-medical)

81% 64% 71% 77% 66% 67%

HCBS, MCO A
N= 103

NF, MCO A
N= 76

HCBS, MCO B
N= 102

NF, MCO B
N= 52

HD Meals Only
(DSAAPD)
N= 32

HCBS
(DSAAPD)
N= 57

State Average (71%) N= 422

Percentage of people who have transportation to get to medical appointments when they need to

98% 92% 91% 94% 84% 89%

HCBS, MCO A
N= 105

NF, MCO A
N= 72

HCBS, MCO B
N= 108

NF, MCO B
N= 52

HD Meals Only
(DSAAPD)
N= 32

HCBS
(DSAAPD)
N= 56

State Average (91%) N= 425

56
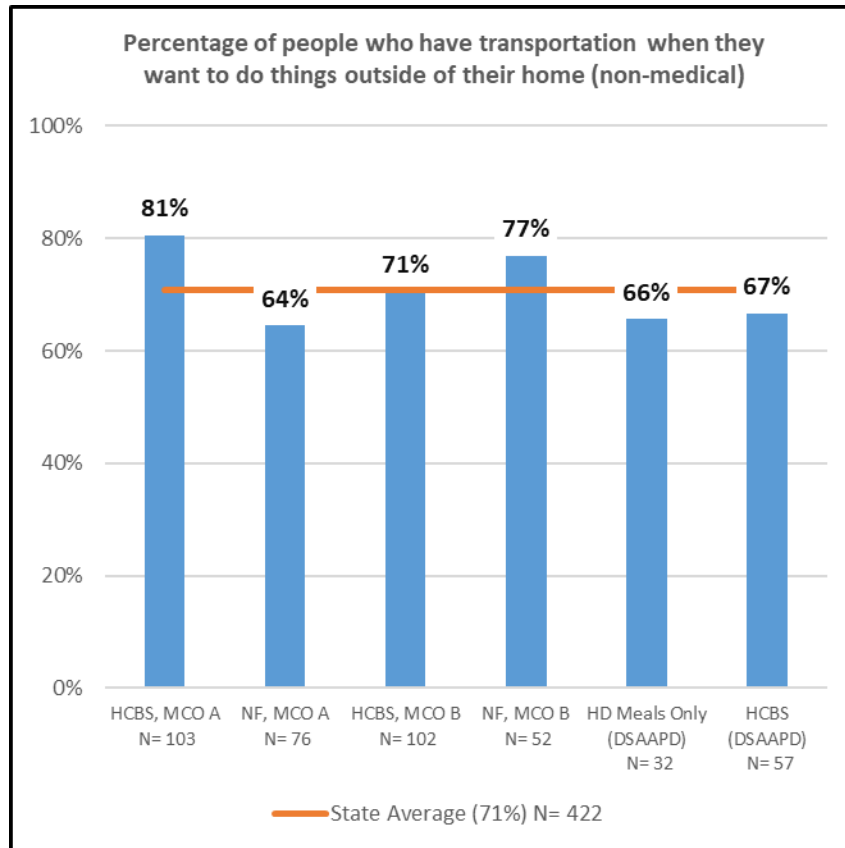
Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have needed home modifications
2. Percentage of people who have needed assistive equipment and devices

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

Un-collapsed data are shown in Appendix B.

Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them

Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement

Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them

HCBS, MCO A N= 106	4%
NF, MCO A N= 81	0%
HCBS, MCO B N= 107	16%
NF, MCO B N= 58	2%
HD Meals Only (DSAAPD) N= 32	25%
HCBS (DSAAPD) N= 58	14%

State Average (13%) N= 442

Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement

HCBS, MCO A N= 106	8%
NF, MCO A N= 81	0%
HCBS, MCO B N= 107	4%
NF, MCO B N= 58	0%
HD Meals Only (DSAAPD) N= 32	9%
HCBS (DSAAPD) N= 58	7%

State Average (6%) N= 442

58
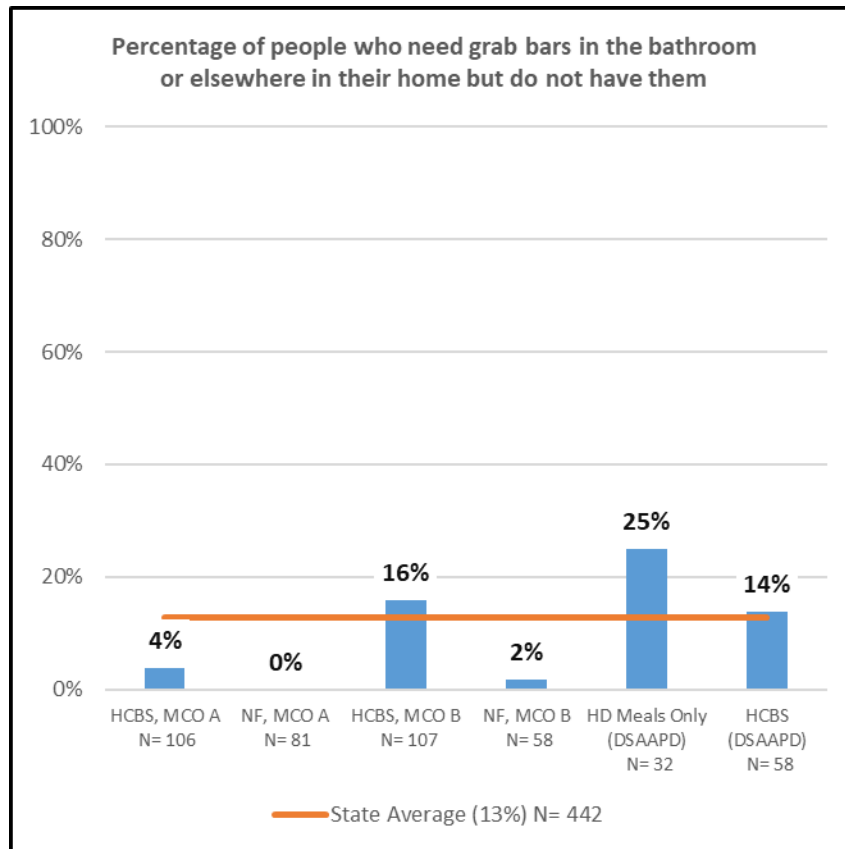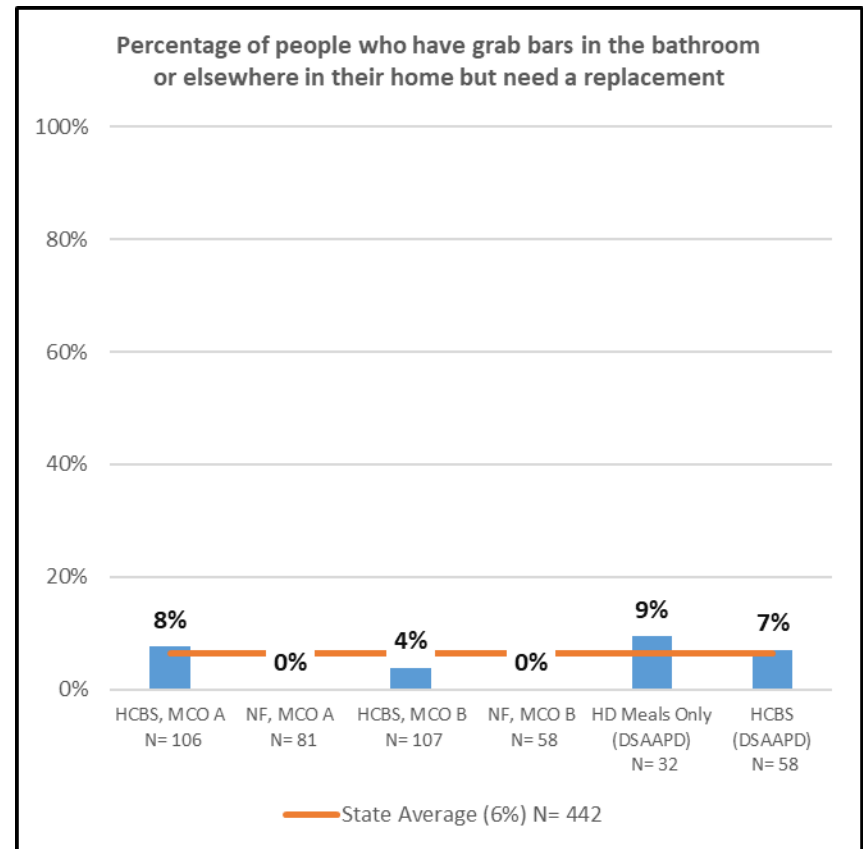
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them

Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement

Percentage of people who need bathroom modifications (other than grab bars) but do not have them

	HCBS, MCO A N= 105	NF, MCO A N= 82	HCBS, MCO B N= 104	NF, MCO B N= 56	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 55
	12%	2%	12%	2%	13%	11%

State Average (10%) N= 434

Percentage of people who have bathroom modifications (other than grab bars) but need a replacement

	HCBS, MCO A N= 105	NF, MCO A N= 82	HCBS, MCO B N= 104	NF, MCO B N= 56	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 55
	2%	2%	3%	0%	0%	9%

State Average (2%) N= 434

59
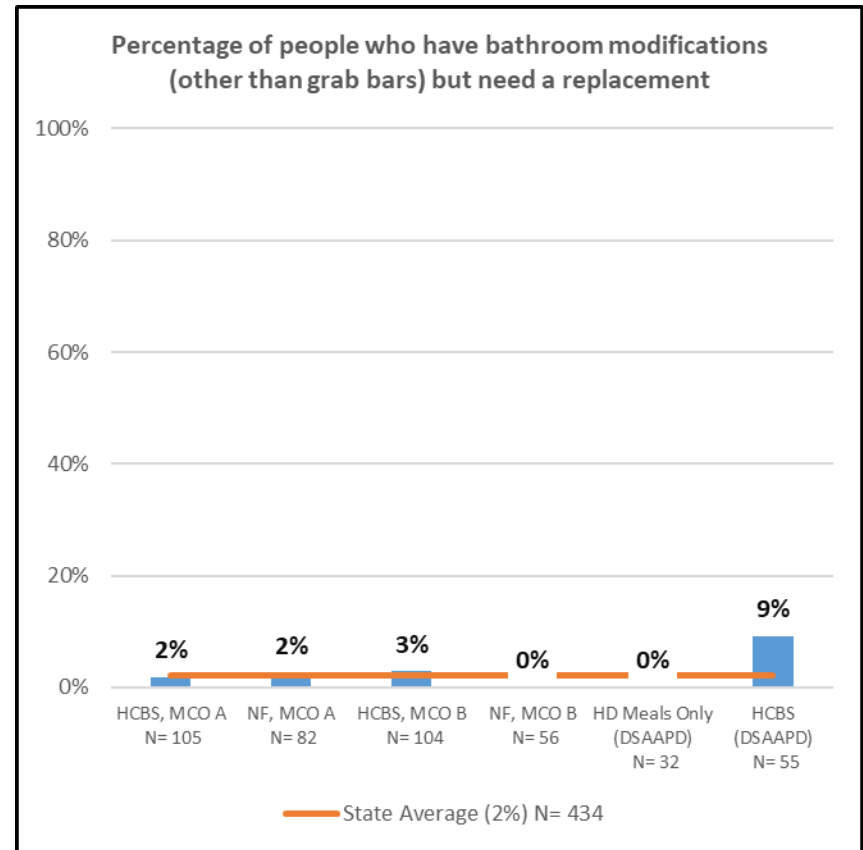
Graph 34. Percentage of people who need a specialized bed but do not have it

Graph 35. Percentage of people who have a specialized bed but need a replacement

Percentage of people who need a specialized bed but do not have it

- HCBS, MCO A N= 106: 5%
- NF, MCO A N= 83: 0%
- HCBS, MCO B N= 104: 13%
- NF, MCO B N= 60: 0%
- HD Meals Only (DSAAPD) N= 32: 3%
- HCBS (DSAAPD) N= 58: 9%

State Average (5%) N= 443

Percentage of people who have a specialized bed but need a replacement

- HCBS, MCO A N= 106: 6%
- NF, MCO A N= 83: 14%
- HCBS, MCO B N= 104: 10%
- NF, MCO B N= 60: 2%
- HD Meals Only (DSAAPD) N= 32: 16%
- HCBS (DSAAPD) N= 58: 7%

State Average (10%) N= 443
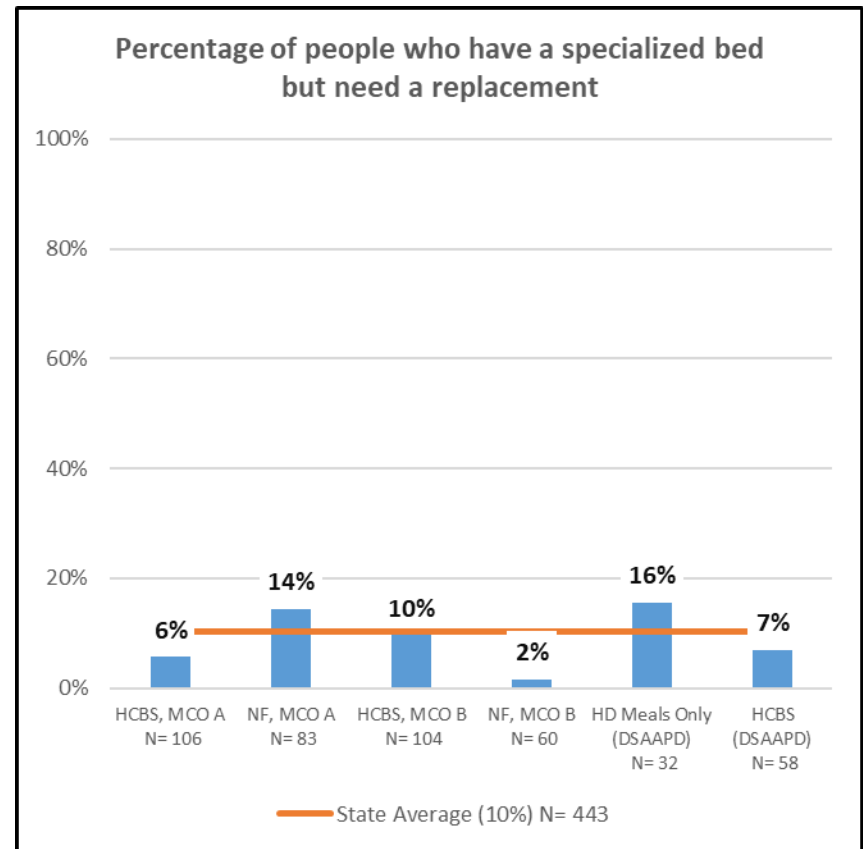
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it

Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement

Percentage of people who need a ramp or stair lift in or outside the home but do not have it

HCBS, MCO A N= 103: 10%
NF, MCO A N= 80: 0%
HCBS, MCO B N= 105: 7%
NF, MCO B N= 60: 0%
HD Meals Only (DSAAPD) N= 32: 3%
HCBS (DSAAPD) N= 58: 5%

State Average (5%) N= 438

Percentage of people who have a ramp or stair lift in or outside the home but need a replacement

HCBS, MCO A N= 103: 2%
NF, MCO A N= 80: 1%
HCBS, MCO B N= 105: 5%
NF, MCO B N= 60: 0%
HD Meals Only (DSAAPD) N= 32: 0%
HCBS (DSAAPD) N= 58: 3%

State Average (2%) N= 438
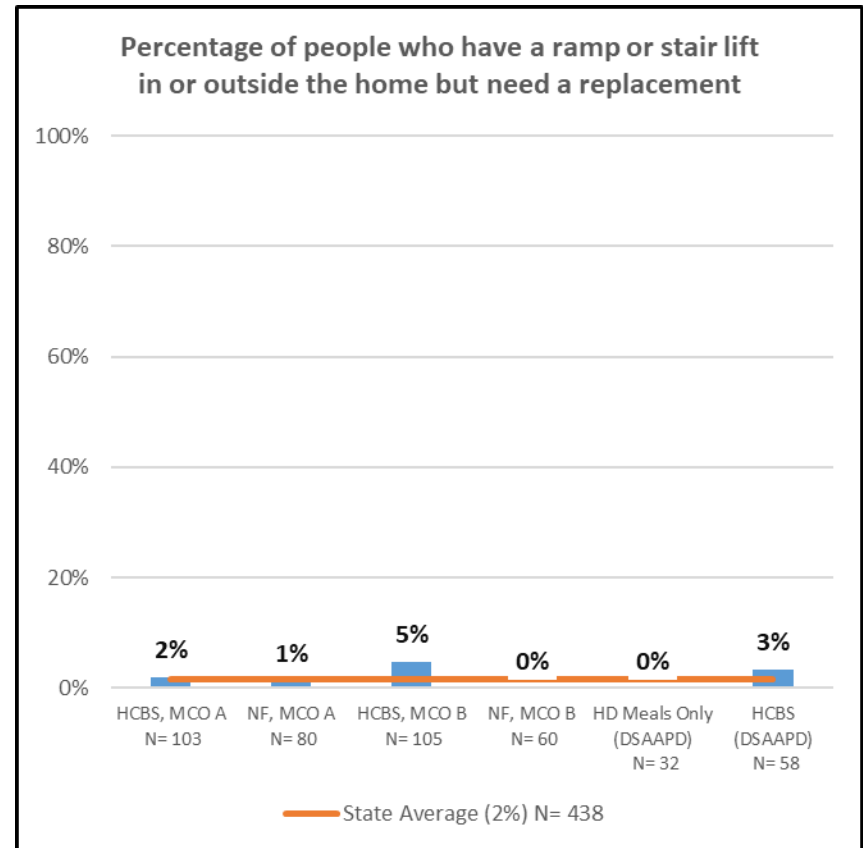
Graph 38. Percentage of people who need some other home modification but do not have it

Graph 39. Percentage of people who have some other home modification but need a replacement

Percentage of people who need some other home modification but do not have it

- HCBS, MCO A N= 98: 6%
- NF, MCO A N= 78: 1%
- HCBS, MCO B N= 96: 14%
- NF, MCO B N= 56: 0%
- HD Meals Only (DSAAPD) N= 30: 7%
- HCBS (DSAAPD) N= 55: 20%

State Average (8%) N= 413

Percentage of people who have some other home modification but need a replacement

- HCBS, MCO A N= 98: 0%
- NF, MCO A N= 78: 1%
- HCBS, MCO B N= 96: 0%
- NF, MCO B N= 56: 0%
- HD Meals Only (DSAAPD) N= 30: 3%
- HCBS (DSAAPD) N= 55: 2%

State Average (1%) N= 413
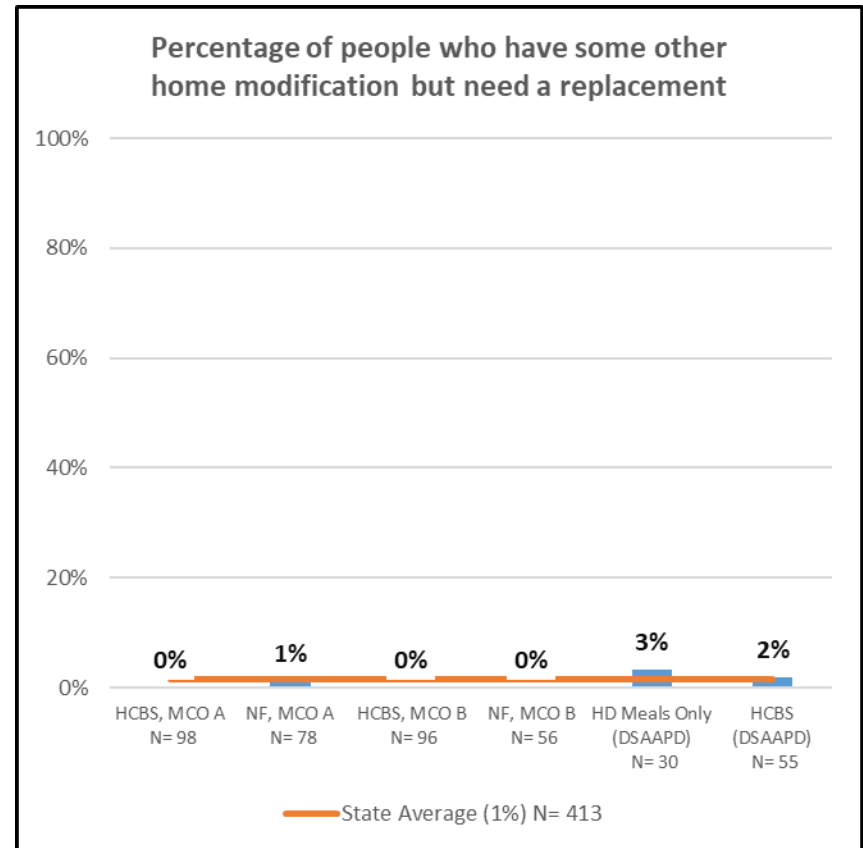
Graph 40. Percentage of people who need a walker but do not have it

Graph 41. Percentage of people who have a walker but need a replacement

Percentage of people who need a walker but do not have it

6%	4%	3%	5%	0%	0%

HCBS, MCO A N= 107 | NF, MCO A N= 84 | HCBS, MCO B N= 108 | NF, MCO B N= 60 | HD Meals Only (DSAAPD) N= 32 | HCBS (DSAAPD) N= 58

—— State Average (2%) N= 449

Percentage of people who have a walker but need a replacement

6%	1%	18%	0%	6%	7%

HCBS, MCO A N= 107 | NF, MCO A N= 84 | HCBS, MCO B N= 108 | NF, MCO B N= 60 | HD Meals Only (DSAAPD) N= 32 | HCBS (DSAAPD) N= 58

—— State Average (6%) N= 449
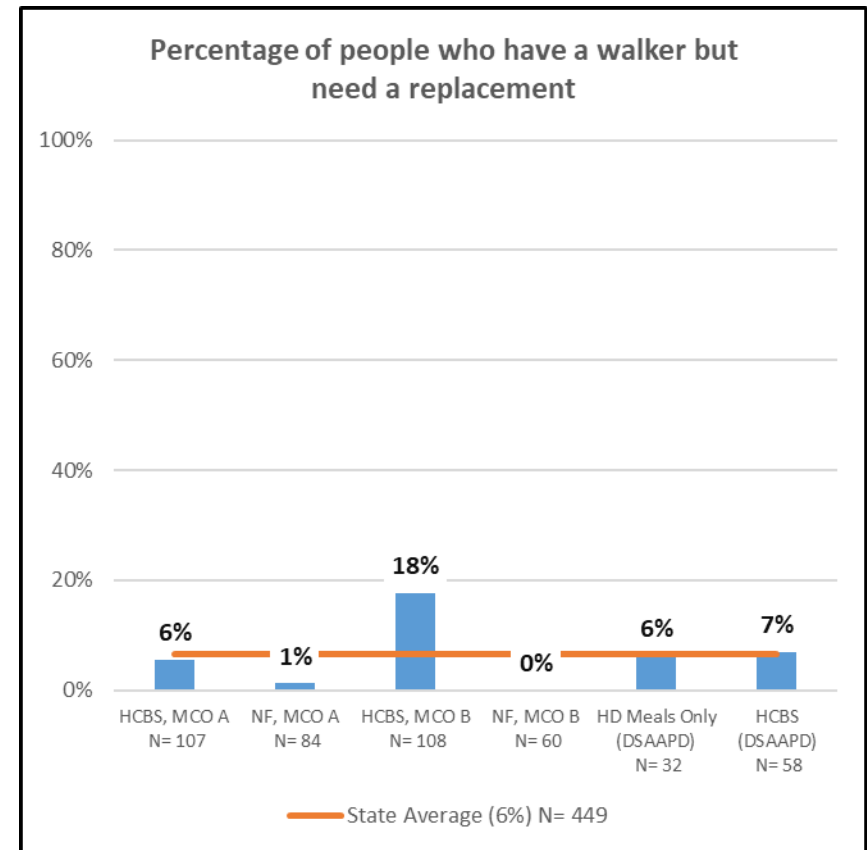
Graph 42. Percentage of people who need a scooter but do not have it

Graph 43. Percentage of people who have a scooter but need a replacement

Percentage of people who need a scooter but do not have it

HCBS, MCO A N= 107	12%
NF, MCO A N= 84	6%
HCBS, MCO B N= 106	12%
NF, MCO B N= 60	5%
HD Meals Only (DSAAPD) N= 32	3%
HCBS (DSAAPD) N= 58	10%

State Average (8%) N= 447

Percentage of people who have a scooter but need a replacement

HCBS, MCO A N= 107	2%
NF, MCO A N= 84	0%
HCBS, MCO B N= 106	1%
NF, MCO B N= 60	0%
HD Meals Only (DSAAPD) N= 32	0%
HCBS (DSAAPD) N= 58	2%

State Average (1%) N= 447
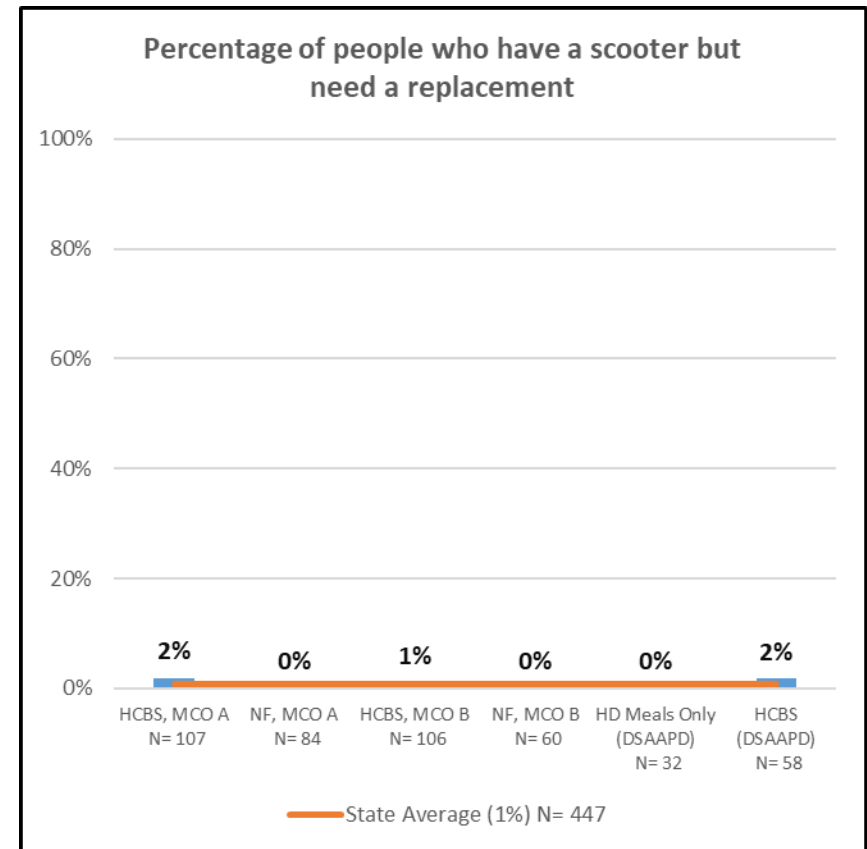
Graph 44. Percentage of people who need a wheelchair but do not have it

Graph 45. Percentage of people who have a wheelchair but need a replacement

Percentage of people who need a wheelchair but do not have it

HCBS, MCO A N= 107: 8%
NF, MCO A N= 84: 2%
HCBS, MCO B N= 107: 8%
NF, MCO B N= 60: 0%
HD Meals Only (DSAAPD) N= 32: 9%
HCBS (DSAAPD) N= 56: 7%
State Average (7%) N= 446

Percentage of people who have a wheelchair but need a replacement

HCBS, MCO A N= 107: 7%
NF, MCO A N= 84: 17%
HCBS, MCO B N= 107: 18%
NF, MCO B N= 60: 8%
HD Meals Only (DSAAPD) N= 32: 6%
HCBS (DSAAPD) N= 56: 9%
State Average (9%) N= 446
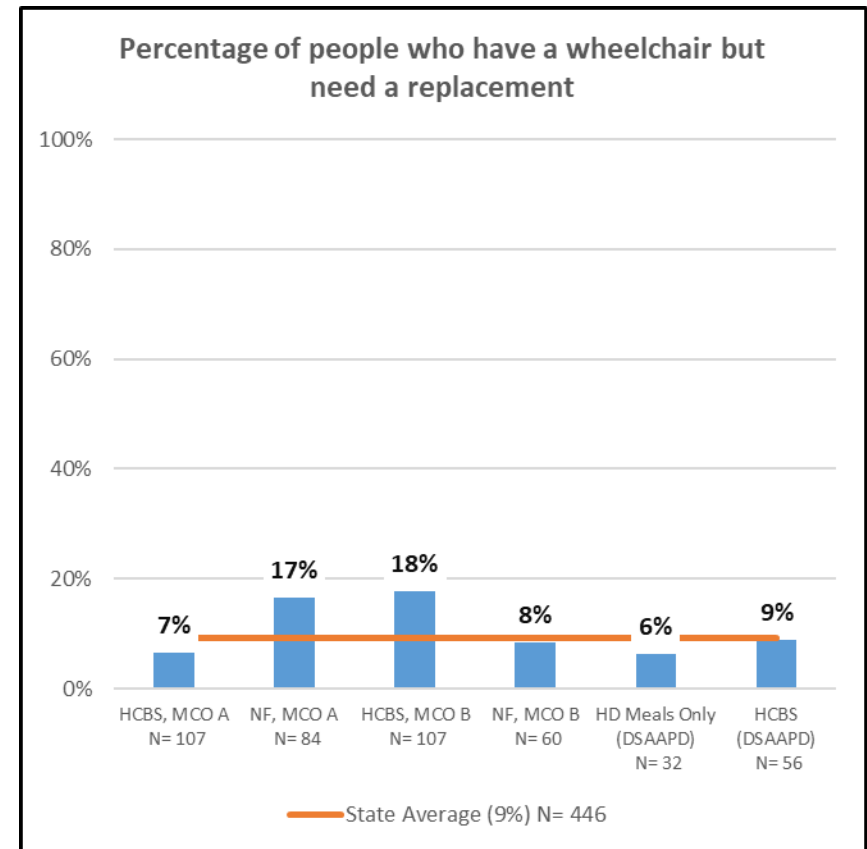
Graph 46. Percentage of people who need hearing aids but do not have them
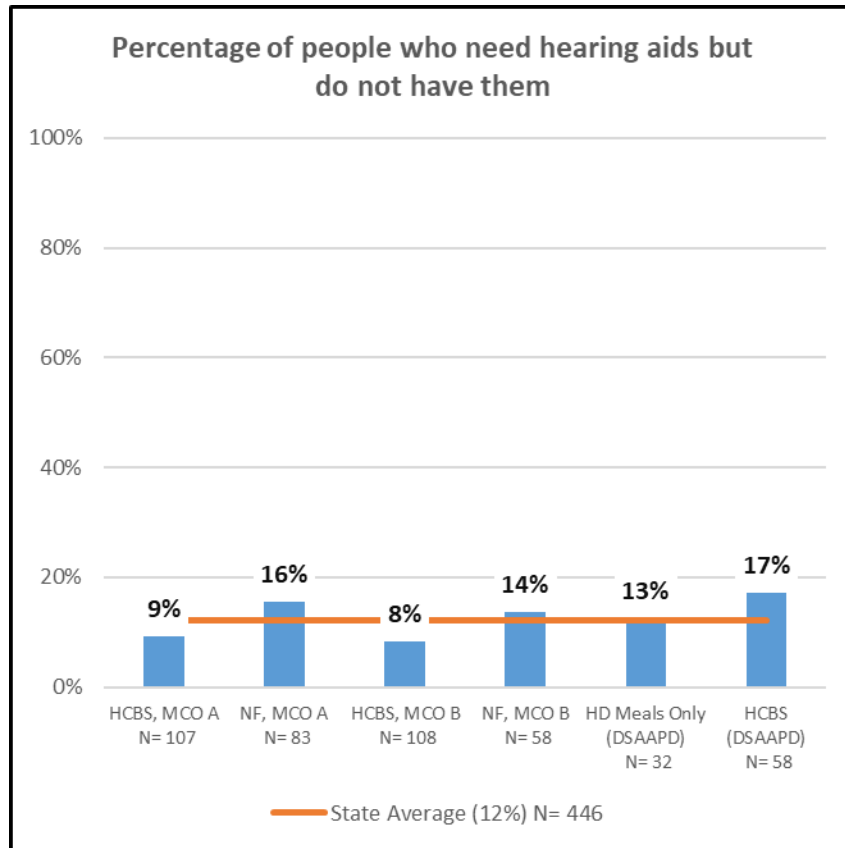
Graph 47. Percentage of people who have hearing aids but need a replacement
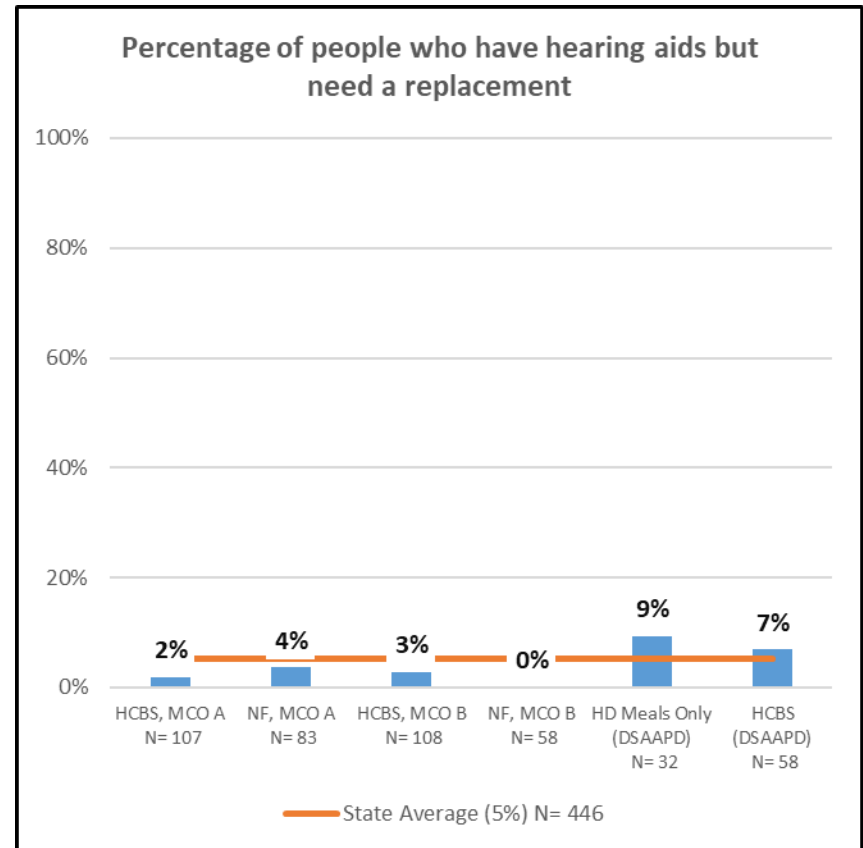
Graph 48. Percentage of people who need glasses but do not have them

Graph 49. Percentage of people who have glasses but need a replacement

Percentage of people who need glasses but do not have them

HCBS, MCO A N= 106	3%
NF, MCO A N= 82	6%
HCBS, MCO B N= 106	10%
NF, MCO B N= 57	7%
HD Meals Only (DSAAPD) N= 32	13%
HCBS (DSAAPD) N= 58	5%

State Average (8%) N= 441

Percentage of people who have glasses but need a replacement

HCBS, MCO A N= 106	31%
NF, MCO A N= 82	12%
HCBS, MCO B N= 106	22%
NF, MCO B N= 57	2%
HD Meals Only (DSAAPD) N= 32	16%
HCBS (DSAAPD) N= 58	24%

State Average (20%) N= 441
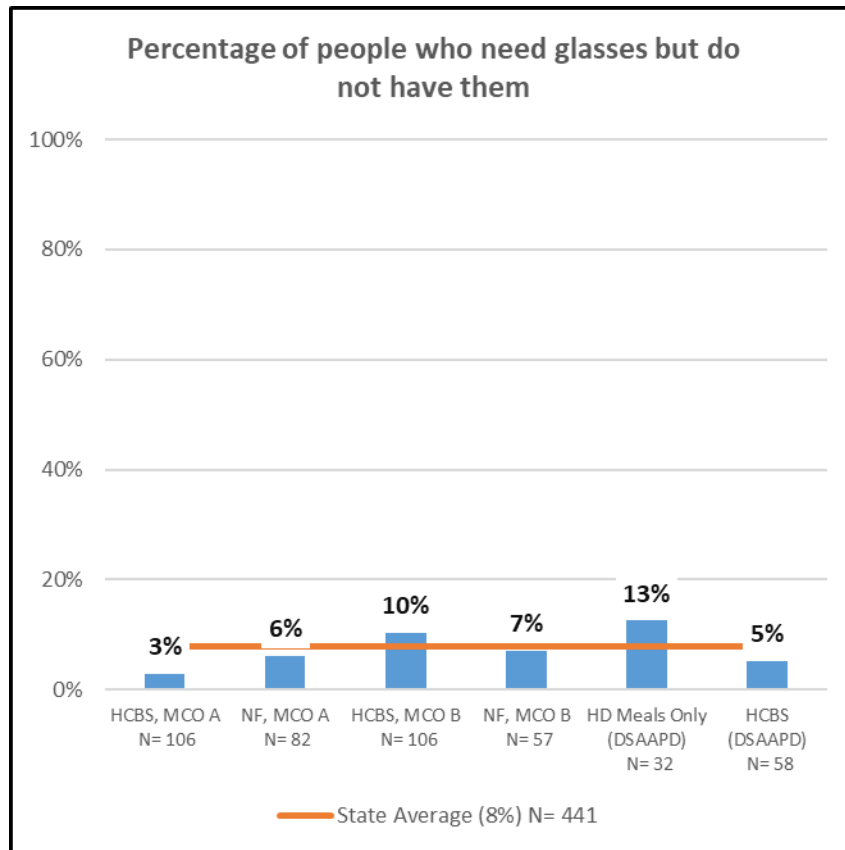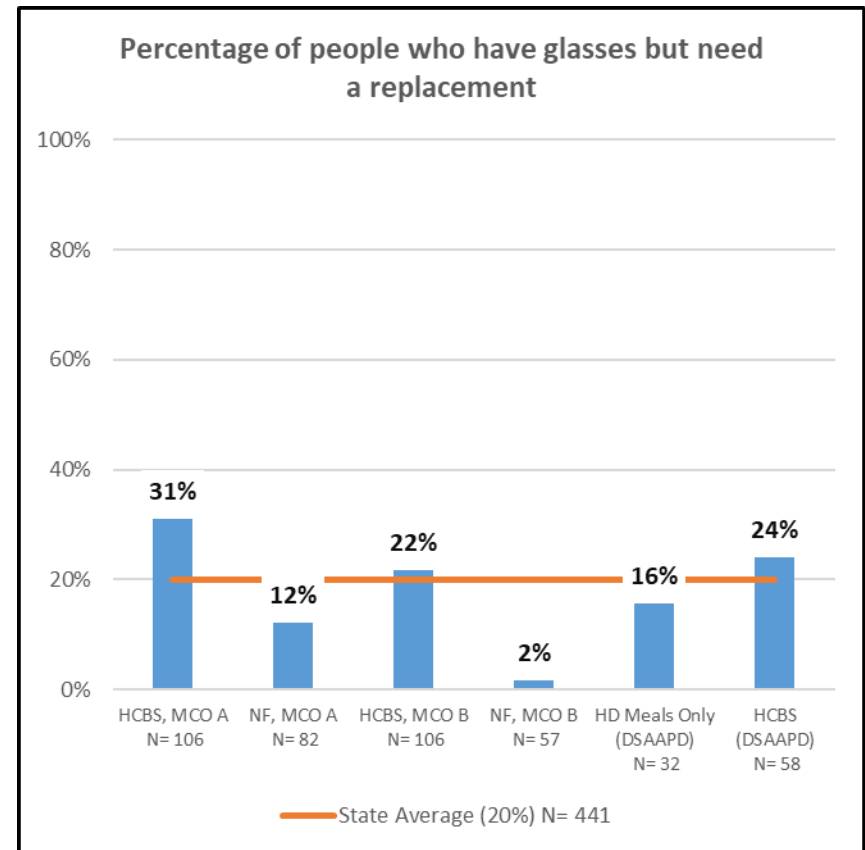
Graph 50. Percentage of people who need a shower chair but do not have it[16]
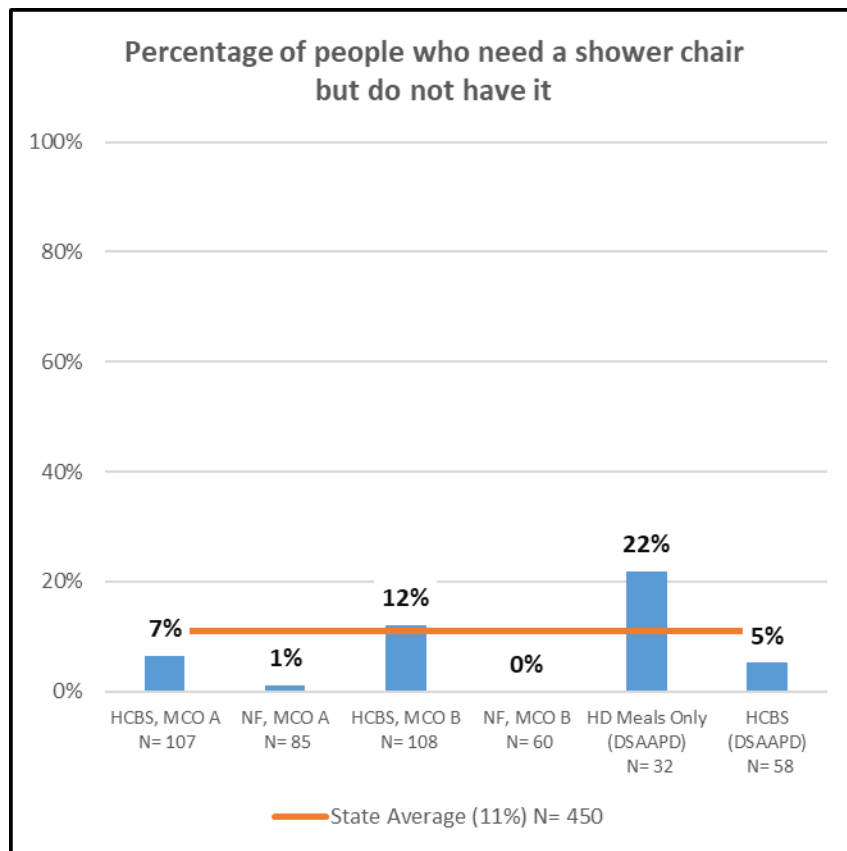
Graph 51. Percentage of people who have a shower chair but need a replacement[17]

Percentage of people who need a shower chair but do not have it

	HCBS, MCO A N= 107	NF, MCO A N= 85	HCBS, MCO B N= 108	NF, MCO B N= 60	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 58
	7%	1%	12%	0%	22%	5%

State Average (11%) N= 450

Percentage of people who have a shower chair but need a replacement

	HCBS, MCO A N= 107	NF, MCO A N= 85	HCBS, MCO B N= 108	NF, MCO B N= 60	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 58
	7%	4%	8%	2%	0%	10%

State Average (4%) N= 450

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[16] New item in 2019-2020

[17] New item in 2019-2020

Graph 52. Percentage of people who need a personal emergency response system but do not have it
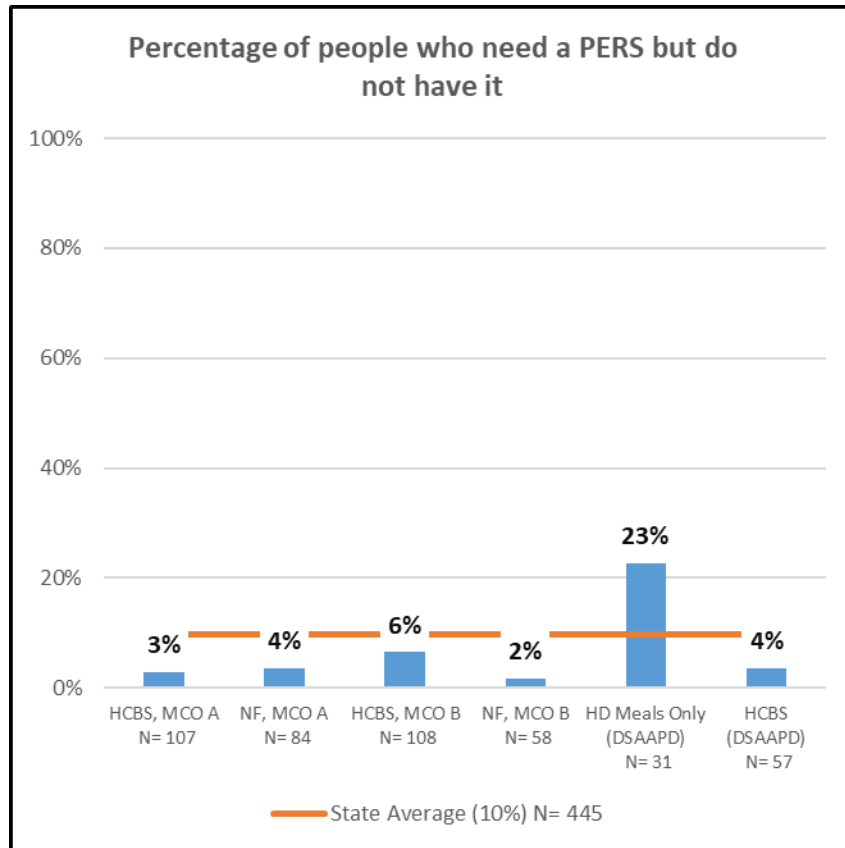
Graph 53. Percentage of people who have a personal emergency response system but need a replacement

Percentage of people who need a PERS but do not have it

Percentage of people who have a PERS but need a replacement

Graph 54. Percentage of people who need an oxygen machine but do not have it
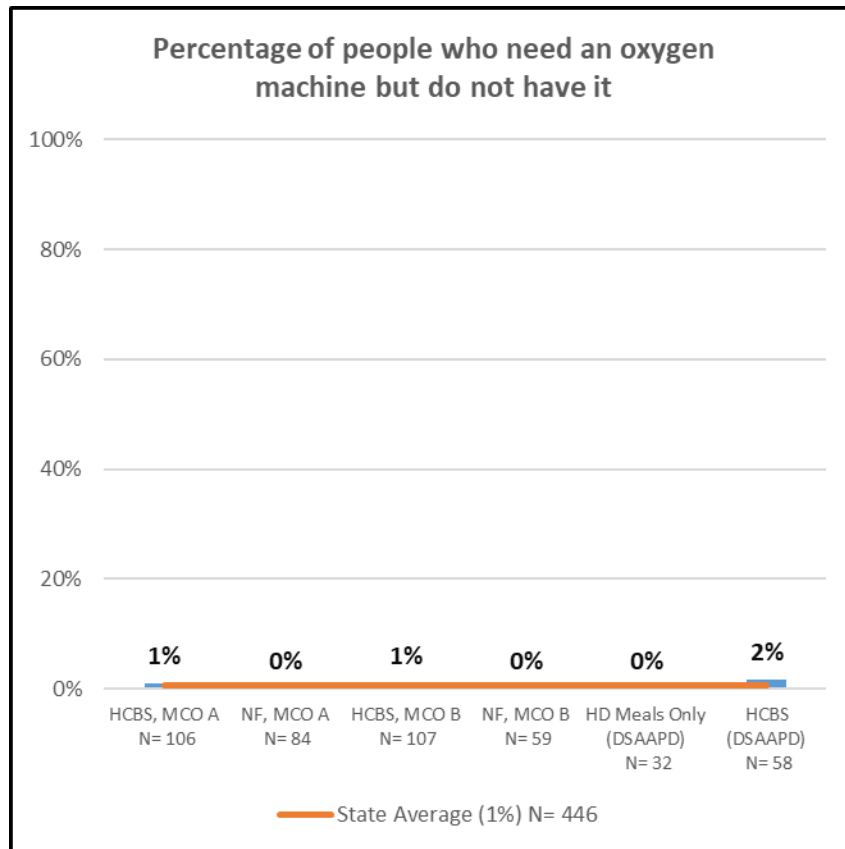
Percentage of people who need an oxygen machine but do not have it

	1%	0%	1%	0%	0%	2%
	HCBS, MCO A N= 106	NF, MCO A N= 84	HCBS, MCO B N= 107	NF, MCO B N= 59	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 58

— State Average (1%) N= 446

Graph 55. Percentage of people who have an oxygen machine but need a replacement

Percentage of people who have an oxygen machine but need a replacement

	1%	2%	0%	2%	3%	3%
	HCBS, MCO A N= 106	NF, MCO A N= 84	HCBS, MCO B N= 107	NF, MCO B N= 59	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 58

— State Average (2%) N= 446
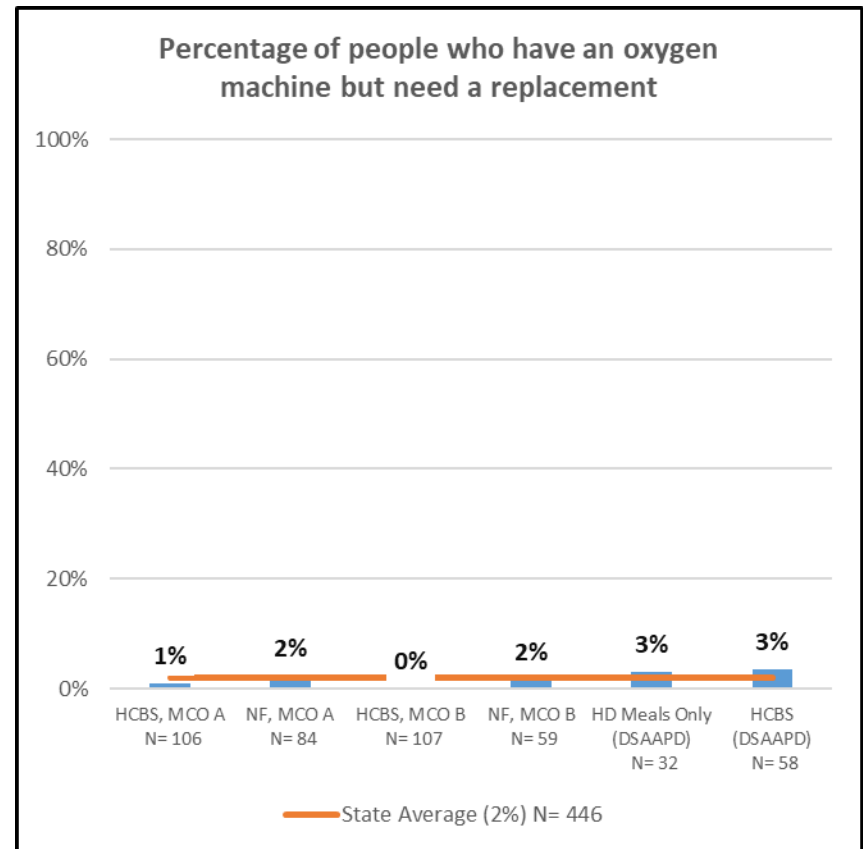
Graph 56. Percentage of people who need some other assistive device but do not have it

Graph 57. Percentage of people who have some other assistive device but need a replacement

Percentage of people who need some other assistive device but do not have it

Category	Percentage
HCBS, MCO A N= 101	5%
NF, MCO A N= 82	4%
HCBS, MCO B N= 95	5%
NF, MCO B N= 55	2%
HD Meals Only (DSAAPD) N= 29	3%
HCBS (DSAAPD) N= 55	15%

State Average (5%) N= 417

Percentage of people who have some other assistive device but need a replacement

Category	Percentage
HCBS, MCO A N= 101	2%
NF, MCO A N= 82	5%
HCBS, MCO B N= 95	1%
NF, MCO B N= 55	0%
HD Meals Only (DSAAPD) N= 29	0%
HCBS (DSAAPD) N= 55	5%

State Average (2%) N= 417

Safety

People feel safe from abuse, neglect, and injury.

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

1. Percentage of people with concerns about falling[18]
2. Percentage of people who feel safe around their paid support staff
3. Percentage of people who are worried for the security of their personal belongings
4. Percentage of people who are able to get to safety quickly in case of an emergency
5. Percentage of people whose money has been taken without their permission
6. Percentage of people who know whom to talk to if they are mistreated or neglected[19]

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

Un-collapsed data are shown in Appendix B.

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[18] Indicator previously reported in the "Care Coordination" domain.
[19] New indicator in 2019-2020.

Graph 58. Percentage of people who feel safe around their paid support staff
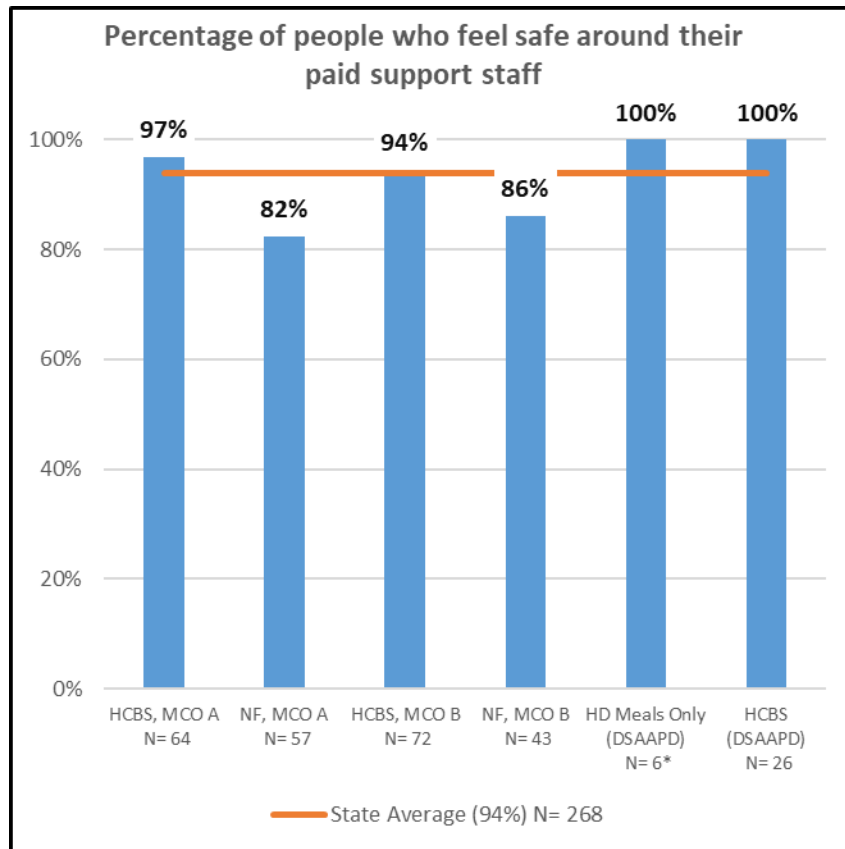
Graph 59. Percentage of people who are ever worried for the security of their personal belongings

Percentage of people who feel safe around their paid support staff

- HCBS, MCO A N= 64: 97%
- NF, MCO A N= 57: 82%
- HCBS, MCO B N= 72: 94%
- NF, MCO B N= 43: 86%
- HD Meals Only (DSAAPD) N= 6*: 100%
- HCBS (DSAAPD) N= 26: 100%

State Average (94%) N= 268

* Very small number of responses

Percentage of people who are ever worried for the security of their personal belongings

- HCBS, MCO A N= 92: 20%
- NF, MCO A N= 68: 35%
- HCBS, MCO B N= 97: 18%
- NF, MCO B N= 50: 34%
- HD Meals Only (DSAAPD) N= 31: 23%
- HCBS (DSAAPD) N= 52: 19%

State Average (23%) N= 390

73

Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months

Percentage of people whose money was taken or used without their permission in the last 12 months

State Average (13%) N= 385

Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

State Average (87%) N= 417
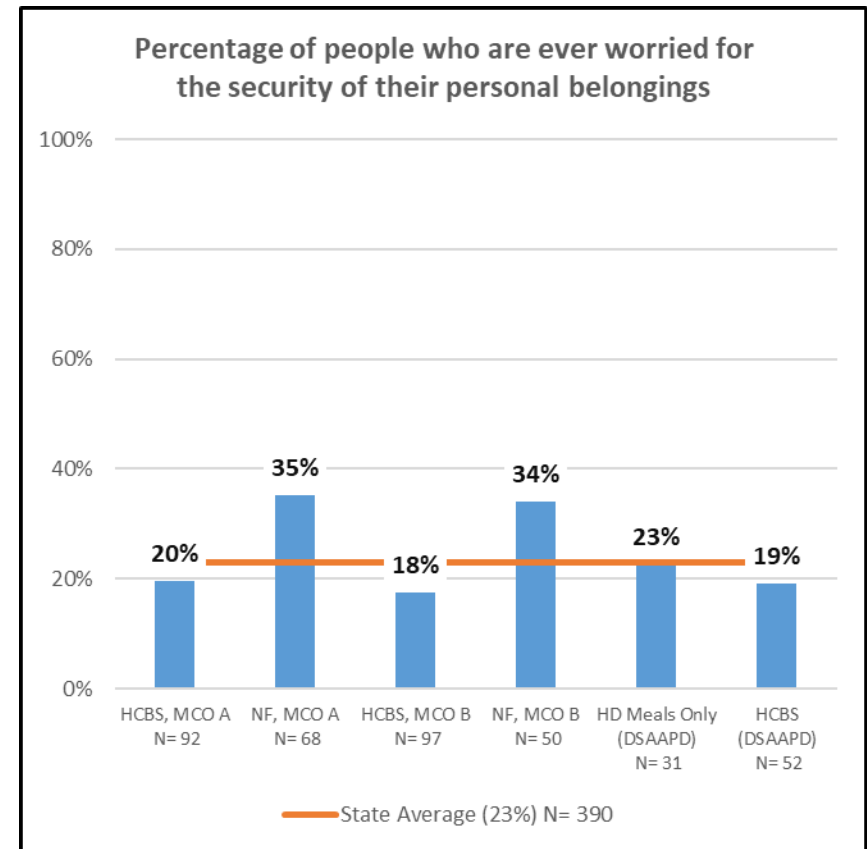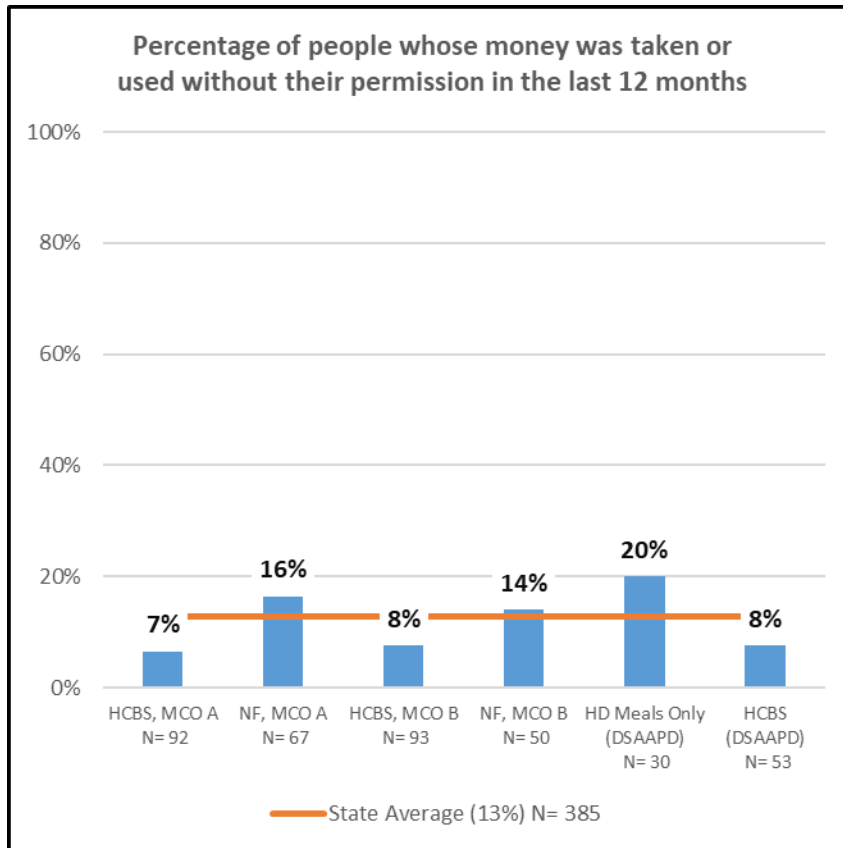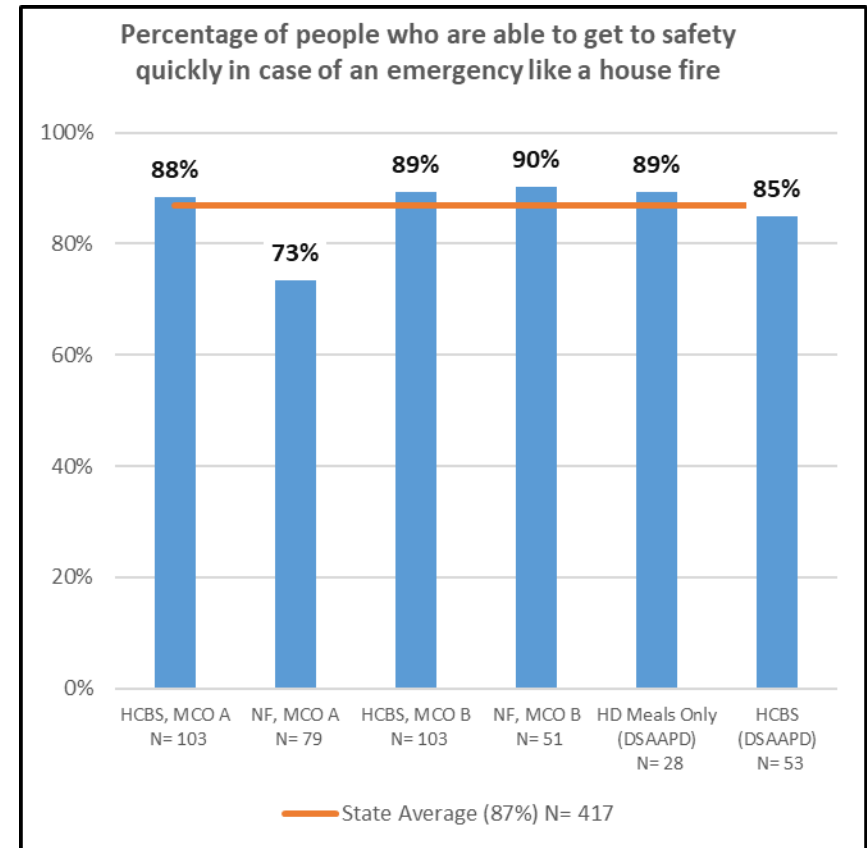
Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected[20]

Percentage of people who know whom to talk to if they are mistreated or neglected

	HCBS, MCO A N= 90	NF, MCO A N= 69	HCBS, MCO B N= 98	NF, MCO B N= 51	HD Meals Only (DSAAPD) N= 30	HCBS (DSAAPD) N= 54
	77%	80%	74%	78%	73%	72%

State Average (75%) N= 392
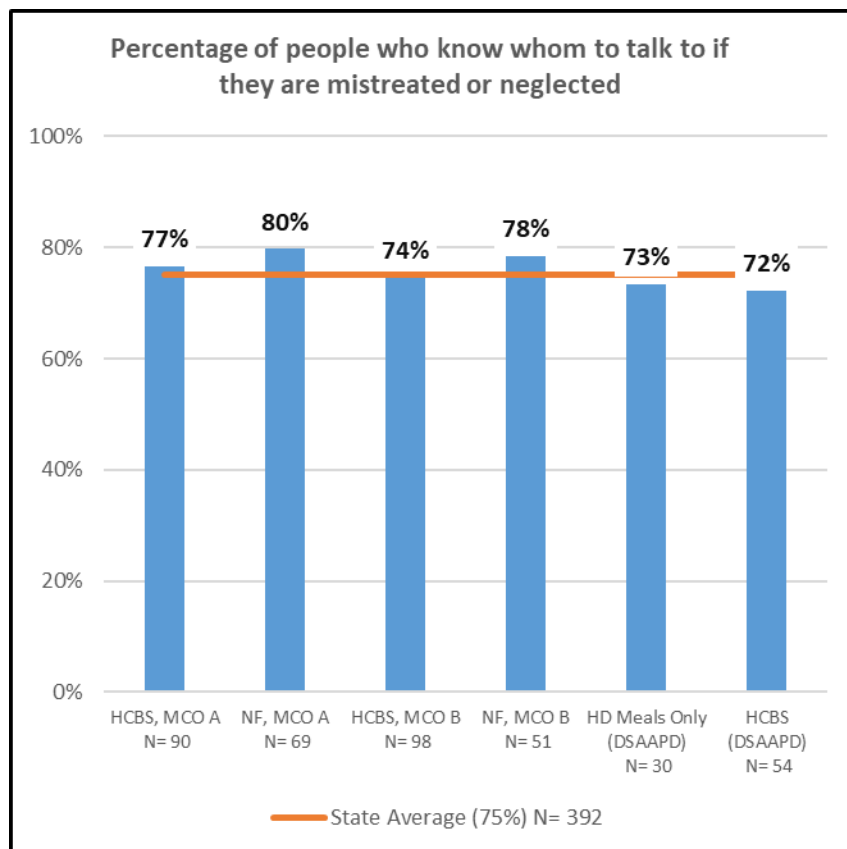
Graph 63. Percentage of people with concerns about falling or being unstable[21]

Percentage of people with concerns about falling or being unstable

	HCBS, MCO A N= 105	NF, MCO A N= 85	HCBS, MCO B N= 106	NF, MCO B N= 60	HD Meals Only (DSAAPD) N= 32	HCBS (DSAAPD) N= 57
	62%	49%	58%	37%	59%	63%

State Average (58%) N= 445

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[20] New item in 2019-2020.
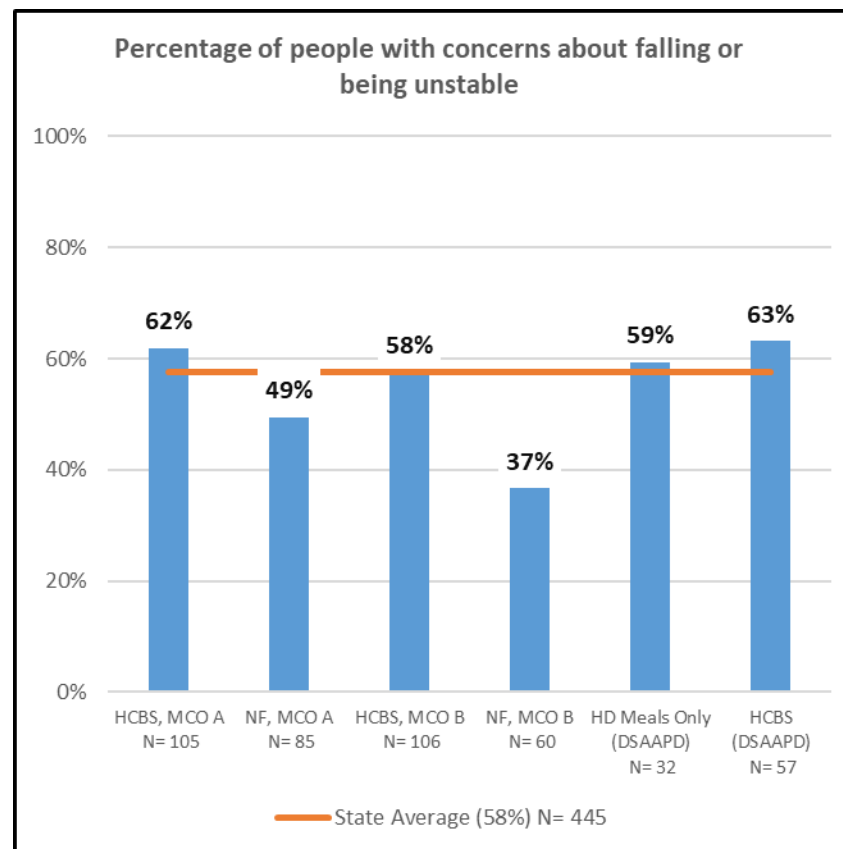
[21] Item previously reported in the "Care Coordination" domain.

Health Care

People secure needed health services.

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

1. Percentage of people who experience potentially preventable emergency room visits
2. Percentage of people who have needed health screenings and exams in a timely manner
3. Percentage of people who can get an appointment with their doctor when they need to
4. Percentage of people who have talked to someone about feeling sad or depressed

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

Un-collapsed data are shown in Appendix B.

Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year
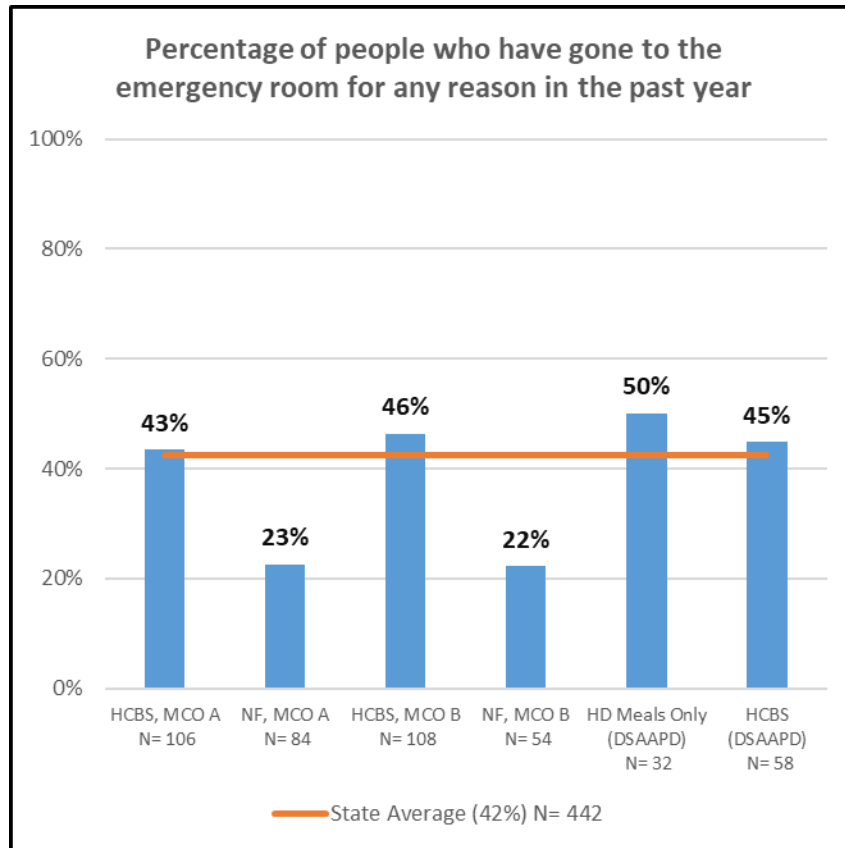
Percentage of people who have gone to the emergency room for any reason in the past year

- HCBS, MCO A N= 106: 43%
- NF, MCO A N= 84: 23%
- HCBS, MCO B N= 108: 46%
- NF, MCO B N= 54: 22%
- HD Meals Only (DSAAPD) N= 32: 50%
- HCBS (DSAAPD) N= 58: 45%

State Average (42%) N= 442

Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance

Percentage of people whose emergency room visit in the past year was due to falling or losing balance

- HCBS, MCO A N= 46: 33%
- NF, MCO A N= 19*: 11%
- HCBS, MCO B N= 50: 28%
- NF, MCO B N= 12*: 25%
- HD Meals Only (DSAAPD) N= 16*: 31%
- HCBS (DSAAPD) N= 26: 42%

State Average (31%) N= 169
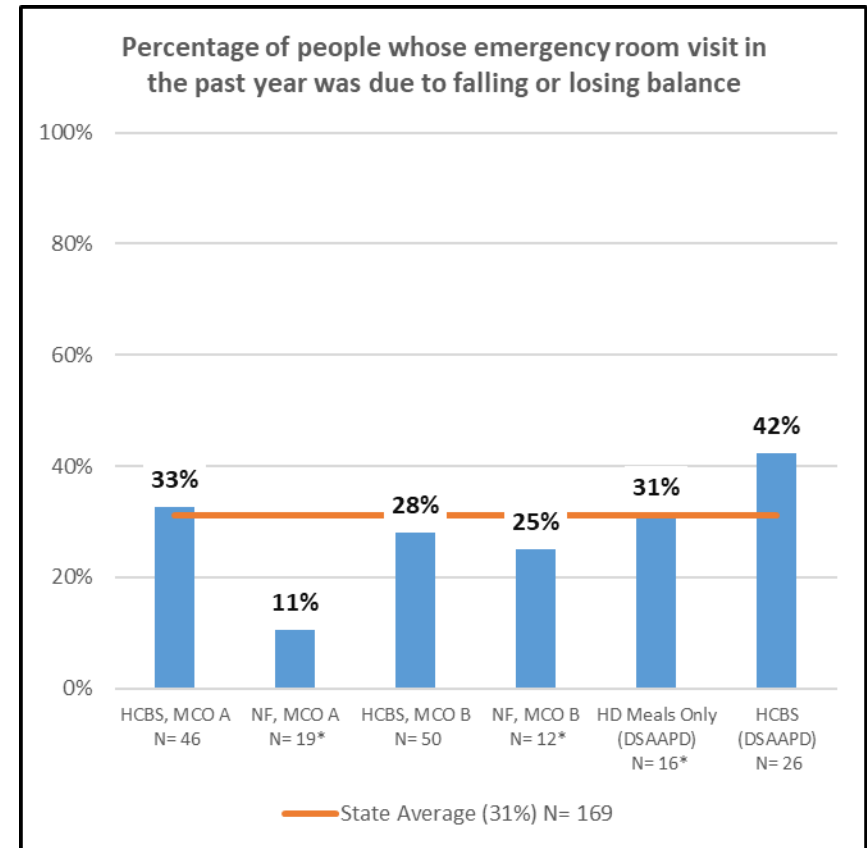
* Very small number of responses

Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain
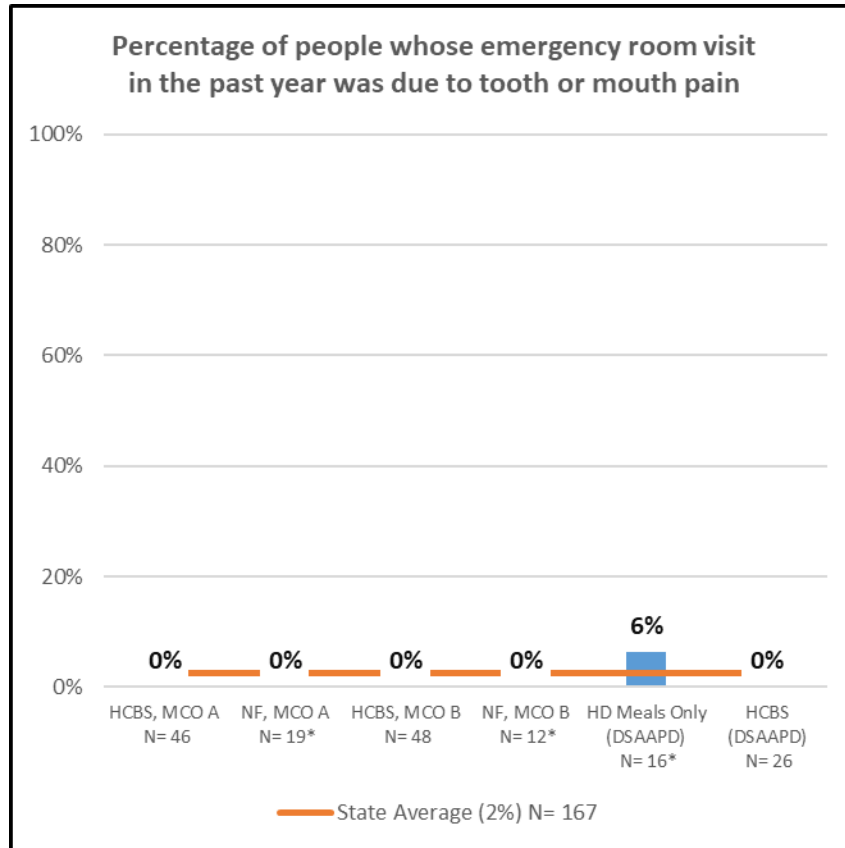
Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

* Very small number of responses
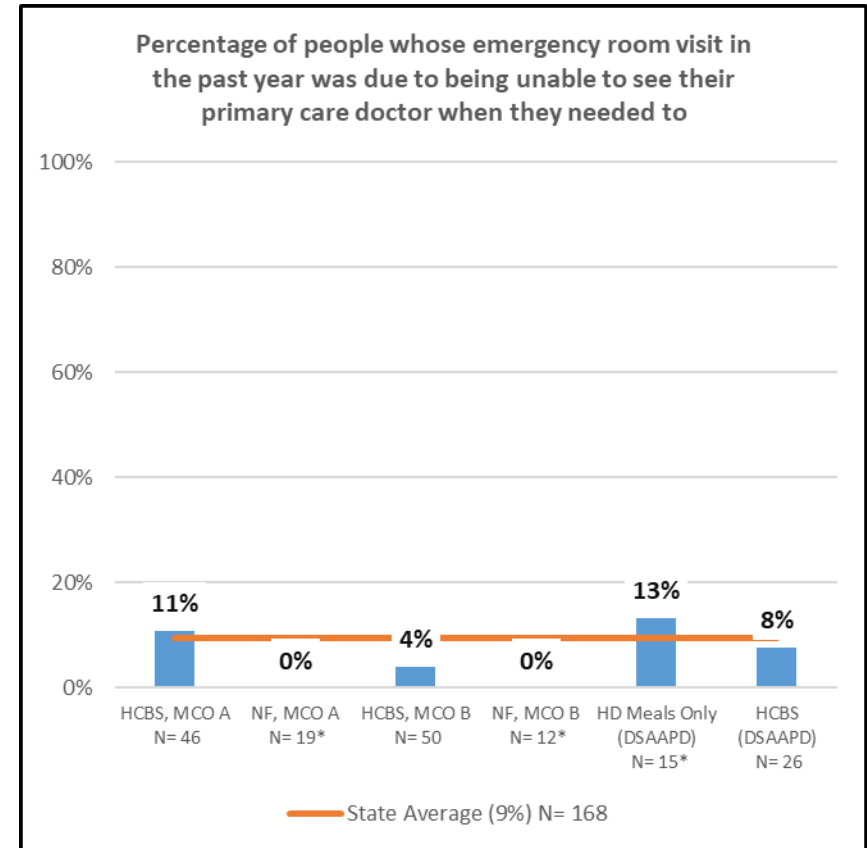
* Very small number of responses

Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to
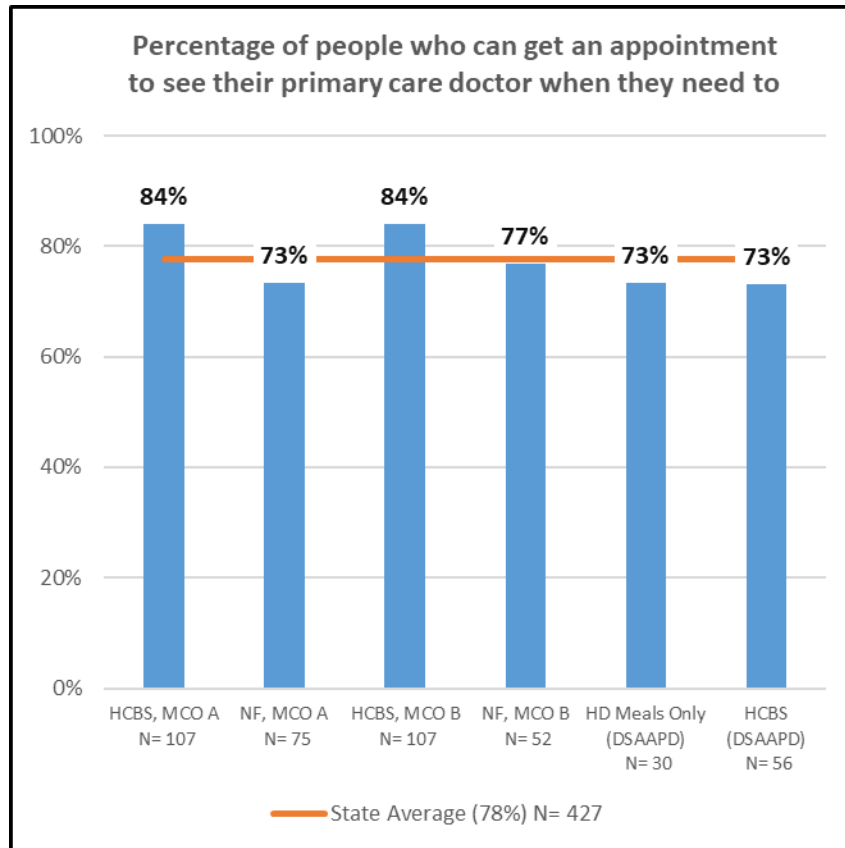
Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months
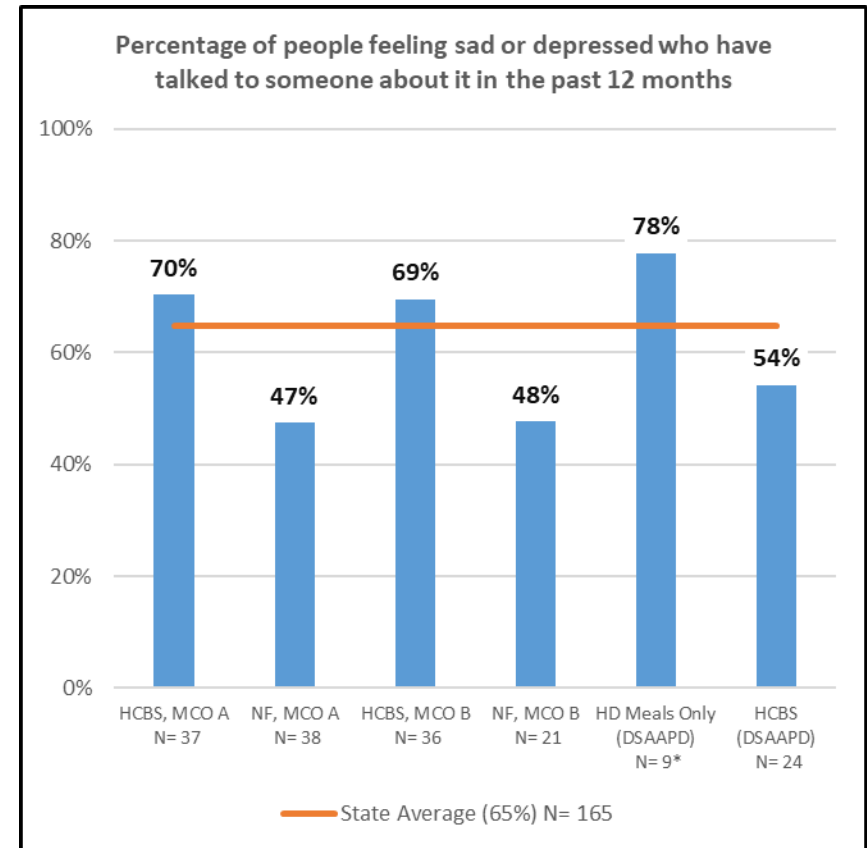
* Very small number of responses

Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year

Percentage of people who have had a physical exam or wellness visit in the past year

- HCBS, MCO A N= 104: 90%
- NF, MCO A N= 76: 72%
- HCBS, MCO B N= 107: 80%
- NF, MCO B N= 54: 70%
- HD Meals Only (DSAAPD) N= 32: 84%
- HCBS (DSAAPD) N= 56: 80%

State Average (83%) N= 429

Graph 71. Percentage of people who have had a hearing exam in the past year

Percentage of people who have had a hearing exam in the past year

- HCBS, MCO A N= 104: 36%
- NF, MCO A N= 75: 41%
- HCBS, MCO B N= 106: 18%
- NF, MCO B N= 51: 29%
- HD Meals Only (DSAAPD) N= 32: 25%
- HCBS (DSAAPD) N= 57: 28%

State Average (29%) N= 425
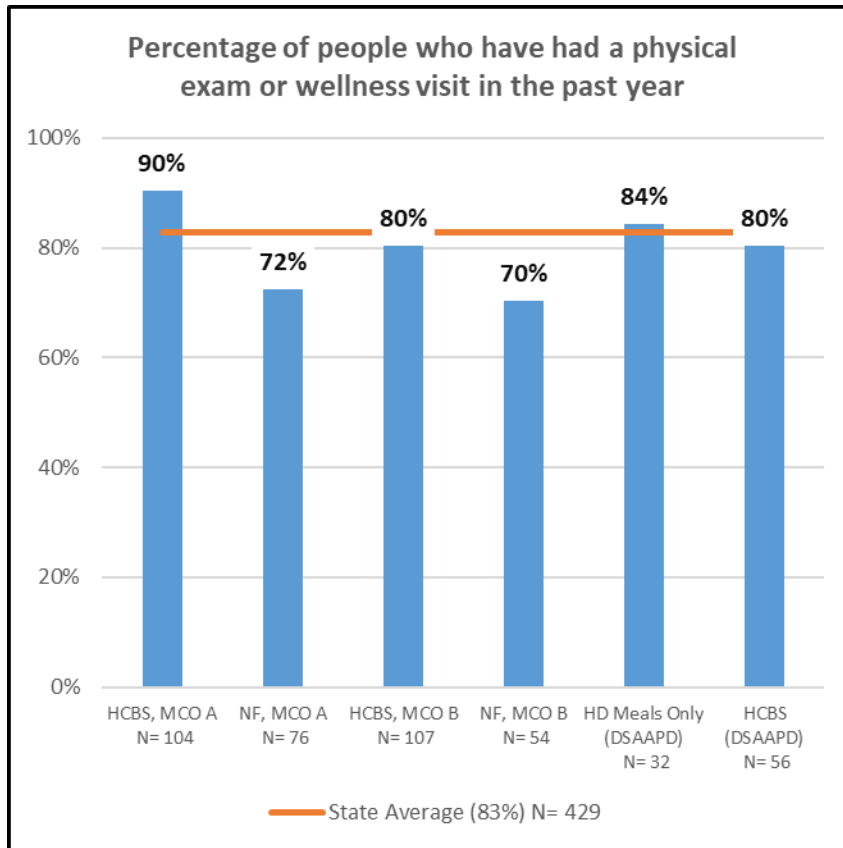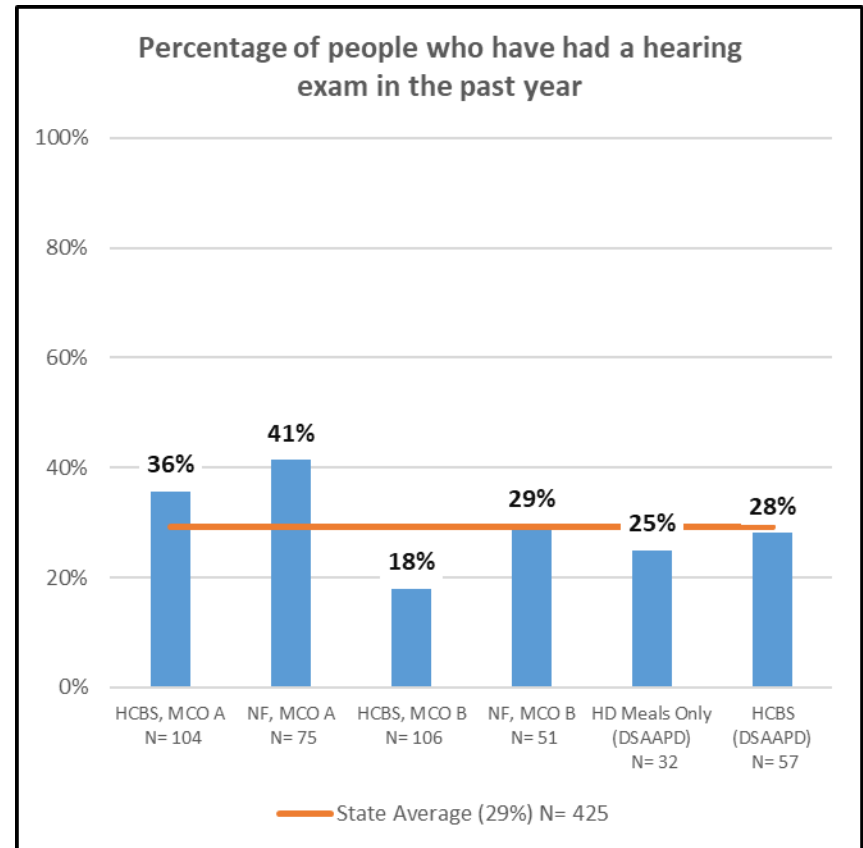
Graph 72. Percentage of people who have had a vision exam in the past year

Graph 73. Percentage of people who have had a flu shot in the past year

Percentage of people who have had a vision exam in the past year

- HCBS, MCO A N= 107: 64%
- NF, MCO A N= 75: 59%
- HCBS, MCO B N= 108: 50%
- NF, MCO B N= 49: 61%
- HD Meals Only (DSAAPD) N= 32: 53%
- HCBS (DSAAPD) N= 57: 74%

State Average (59%) N= 428

Percentage of people who have had a flu shot in the past year

- HCBS, MCO A N= 105: 69%
- NF, MCO A N= 81: 86%
- HCBS, MCO B N= 107: 69%
- NF, MCO B N= 56: 88%
- HD Meals Only (DSAAPD) N= 32: 84%
- HCBS (DSAAPD) N= 58: 76%

State Average (78%) N= 439

Graph 74. Percentage of people who have had a dental visit in the past year

Percentage of people who have had a dental visit in the past year

- HCBS, MCO A N= 107: 36%
- NF, MCO A N= 76: 46%
- HCBS, MCO B N= 108: 35%
- NF, MCO B N= 53: 49%
- HD Meals Only (DSAAPD) N= 32: 34%
- HCBS (DSAAPD) N= 56: 39%

State Average (38%) N= 432

Wellness

People are supported to maintain wellness.

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

1. Percentage of people whose health is better than 12 months ago
2. Percentage of people who have discussed forgetting things with a health care professional
3. Percentage of people with uncorrected poor hearing
4. Percentage of people with uncorrected poor vision
5. Percentage of people who often feel sad or depressed
6. Percentage of people who have access to healthy foods
7. Percentage of people who often feel lonely[22]

There are nine[23] survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

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[22] New indicator in 2019-2020.
[23] Data for two items are presented in Appendix B only.

Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago

Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse

Percentage of people whose health was described as having gotten better compared to 12 months ago

- HCBS, MCO A N= 107: 21%
- NF, MCO A N= 83: 20%
- HCBS, MCO B N= 106: 25%
- NF, MCO B N= 53: 30%
- HD Meals Only (DSAAPD) N= 32: 22%
- HCBS (DSAAPD) N= 58: 26%

State Average (23%) N= 439

Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse

- HCBS, MCO A N= 47: 64%
- NF, MCO A N= 35: 37%
- HCBS, MCO B N= 50: 58%
- NF, MCO B N= 14*: 57%
- HD Meals Only (DSAAPD) N= 19*: 79%
- HCBS (DSAAPD) N= 33: 39%

State Average (63%) N= 198

* Very small number of responses

84
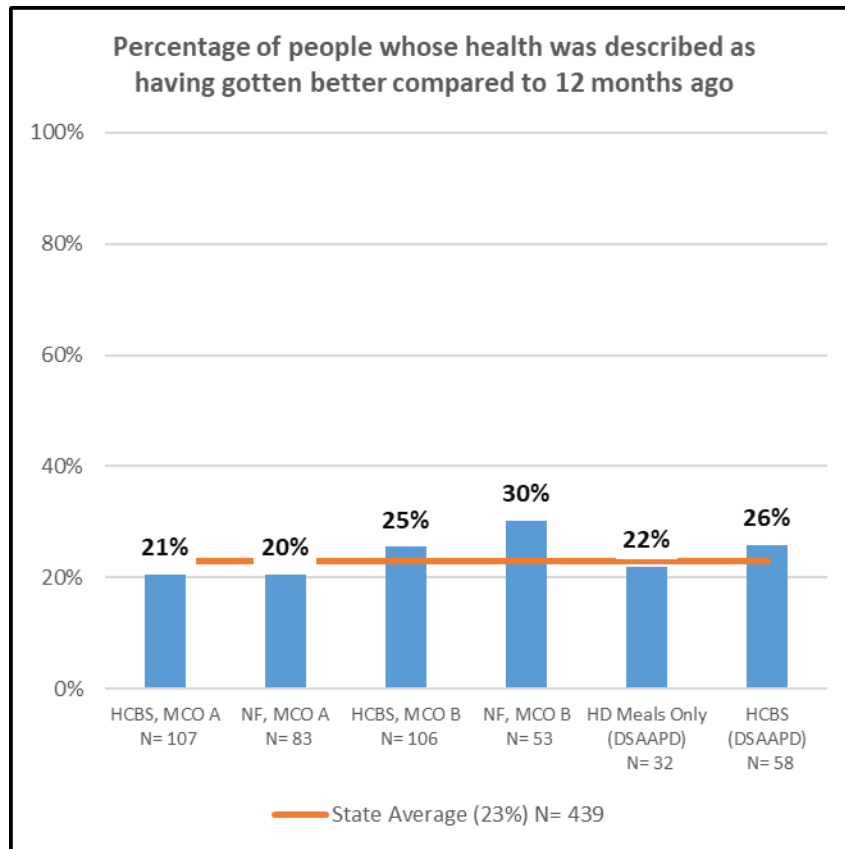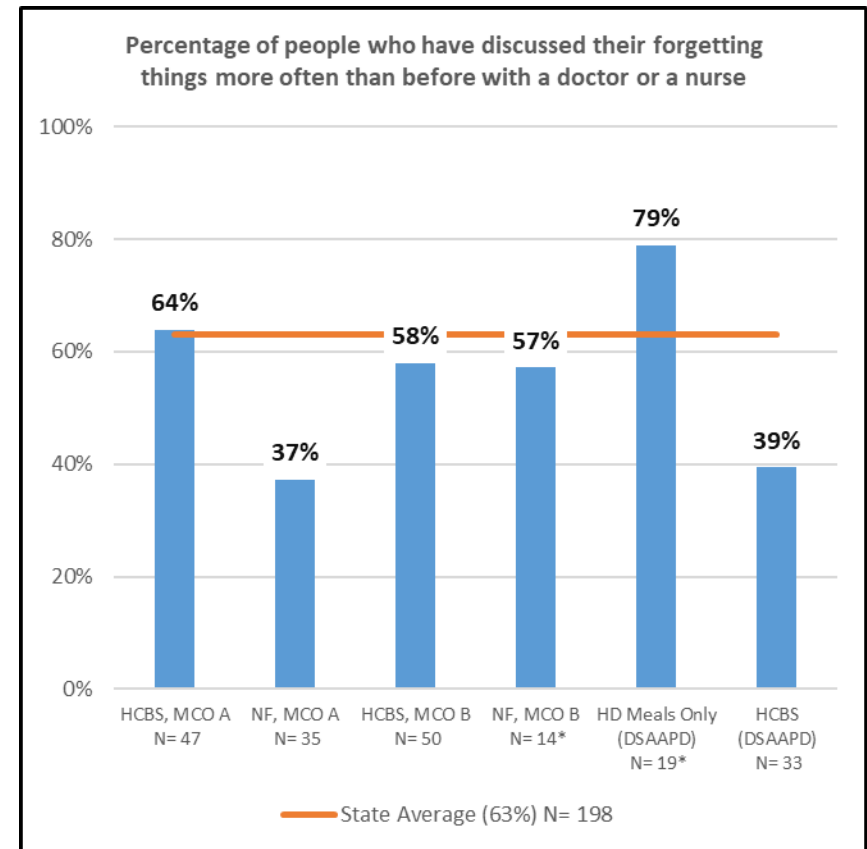
Graph 77. Percentage of people who often feel sad or depressed
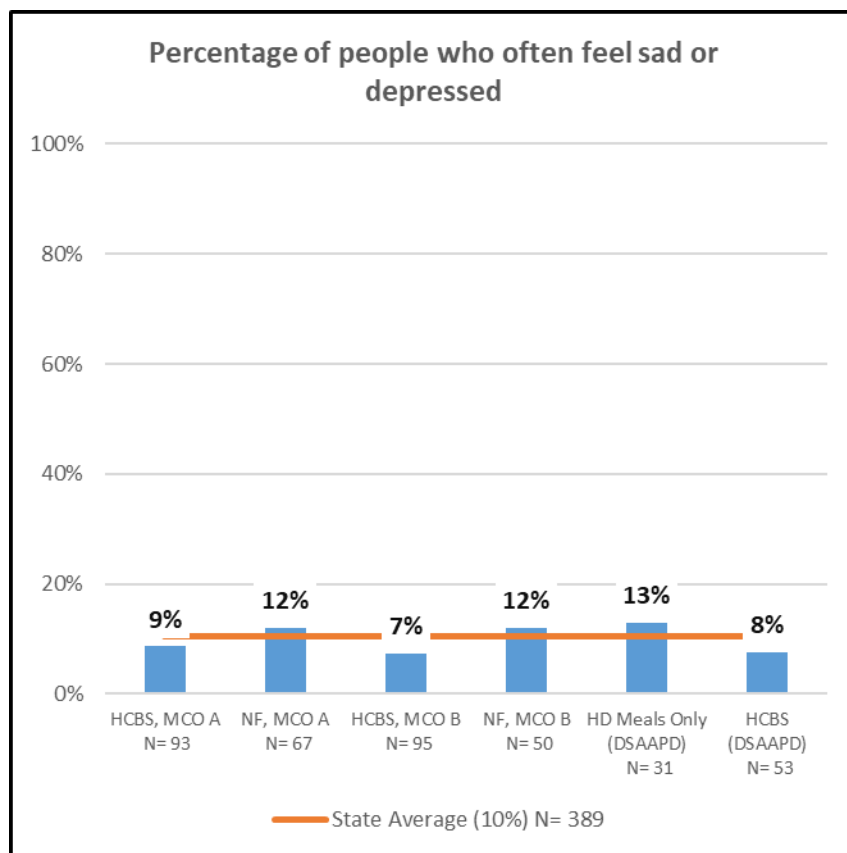
Graph 78. Percentage of people who often feel lonely[24]

Percentage of people who often feel sad or depressed

- HCBS, MCO A N= 93: 9%
- NF, MCO A N= 67: 12%
- HCBS, MCO B N= 95: 7%
- NF, MCO B N= 50: 12%
- HD Meals Only (DSAAPD) N= 31: 13%
- HCBS (DSAAPD) N= 53: 8%
- State Average (10%) N= 389

Percentage of people who often feel lonely

- HCBS, MCO A N= 92: 9%
- NF, MCO A N= 67: 25%
- HCBS, MCO B N= 97: 11%
- NF, MCO B N= 50: 10%
- HD Meals Only (DSAAPD) N= 30: 13%
- HCBS (DSAAPD) N= 53: 13%
- State Average (13%) N= 389
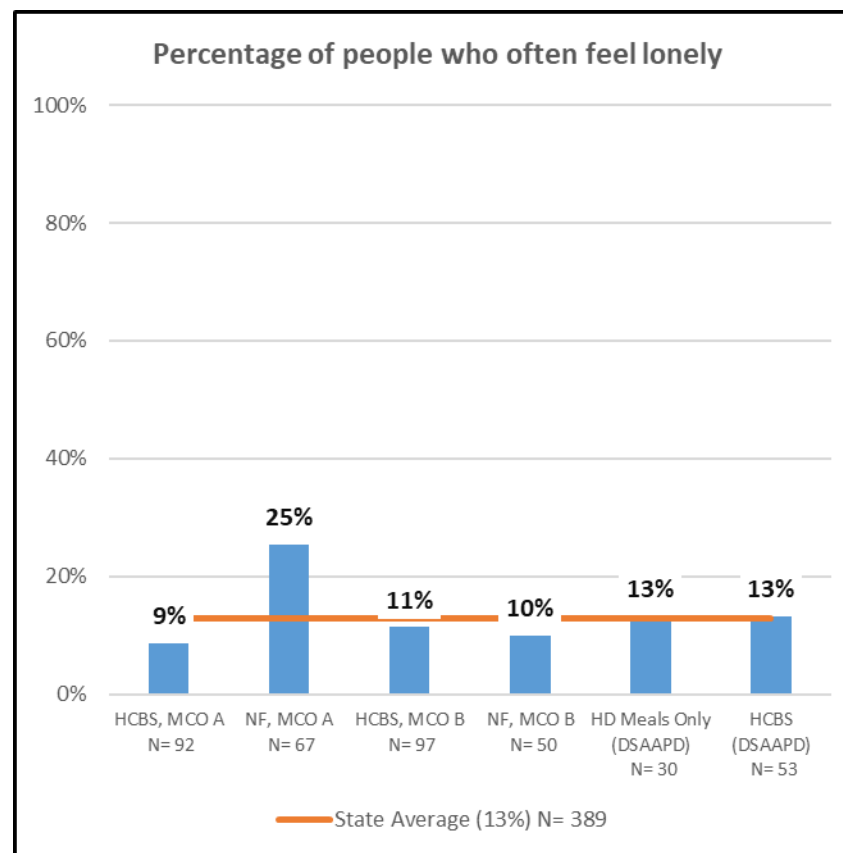
[24] New item in 2019-2020.

Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)
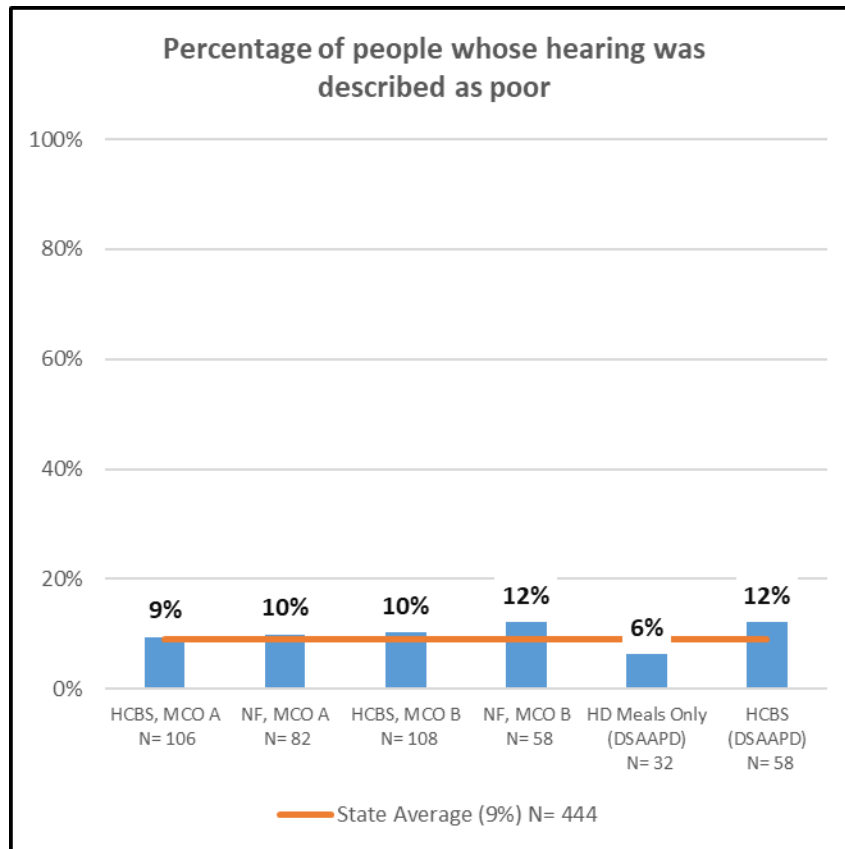
Graph 80. Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)

Percentage of people whose hearing was described as poor

- HCBS, MCO A N= 106: 9%
- NF, MCO A N= 82: 10%
- HCBS, MCO B N= 108: 10%
- NF, MCO B N= 58: 12%
- HD Meals Only (DSAAPD) N= 32: 6%
- HCBS (DSAAPD) N= 58: 12%

State Average (9%) N= 444

Percentage of people whose vision was described as poor

- HCBS, MCO A N= 107: 7%
- NF, MCO A N= 81: 10%
- HCBS, MCO B N= 107: 15%
- NF, MCO B N= 57: 9%
- HD Meals Only (DSAAPD) N= 32: 19%
- HCBS (DSAAPD) N= 58: 16%

State Average (13%) N= 442

Graph 81. Percentage of people who have access to healthy foods if they want them

Percentage of people who have access to healthy foods if they want them

- HCBS, MCO A N= 106: 83%
- NF, MCO A N= 81: 64%
- HCBS, MCO B N= 108: 87%
- NF, MCO B N= 58: 79%
- HD Meals Only (DSAAPD) N= 32: 88%
- HCBS (DSAAPD) N= 58: 86%

State Average (83%) N= 443

Medications

Medications are managed effectively and appropriately.

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

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

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

Un-collapsed data are shown in Appendix B.

Graph 82. Percentage of people who take medications that help them feel less sad or depressed
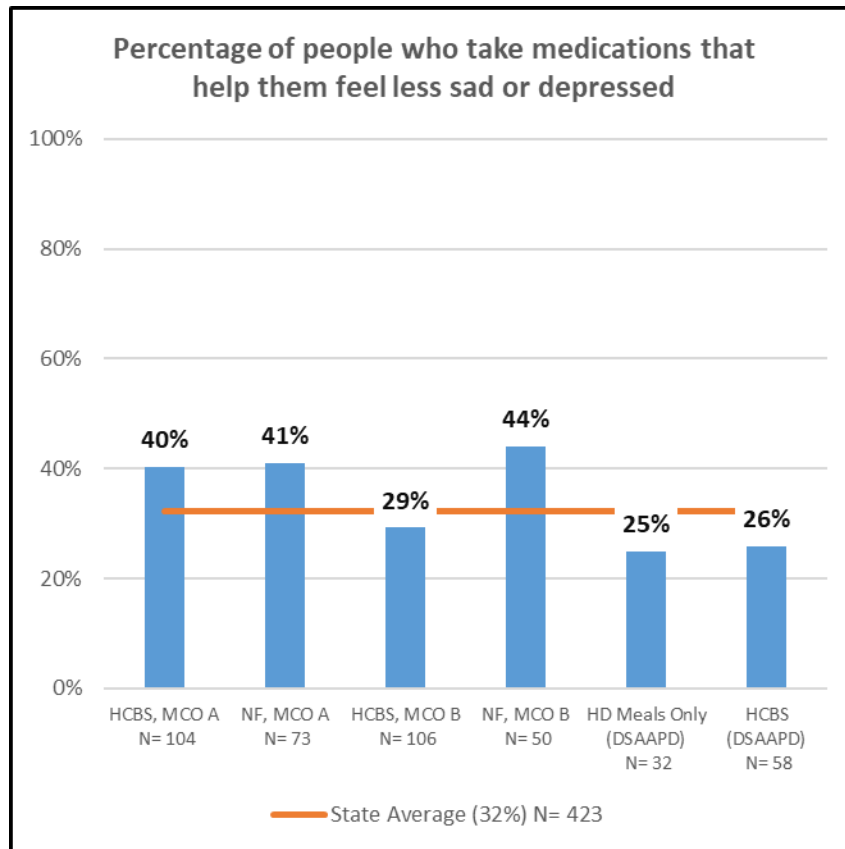
Graph 83. Percentage of people who understand what they take their prescription medications for

Percentage of people who take medications that help them feel less sad or depressed

- HCBS, MCO A N= 104: 40%
- NF, MCO A N= 73: 41%
- HCBS, MCO B N= 106: 29%
- NF, MCO B N= 50: 44%
- HD Meals Only (DSAAPD) N= 32: 25%
- HCBS (DSAAPD) N= 58: 26%
- State Average (32%) N= 423

Percentage of people who know what they take their prescription medications for

- HCBS, MCO A N= 91: 85%
- NF, MCO A N= 66: 58%
- HCBS, MCO B N= 96: 83%
- NF, MCO B N= 46: 57%
- HD Meals Only (DSAAPD) N= 30: 83%
- HCBS (DSAAPD) N= 52: 87%
- State Average (80%) N= 381

89
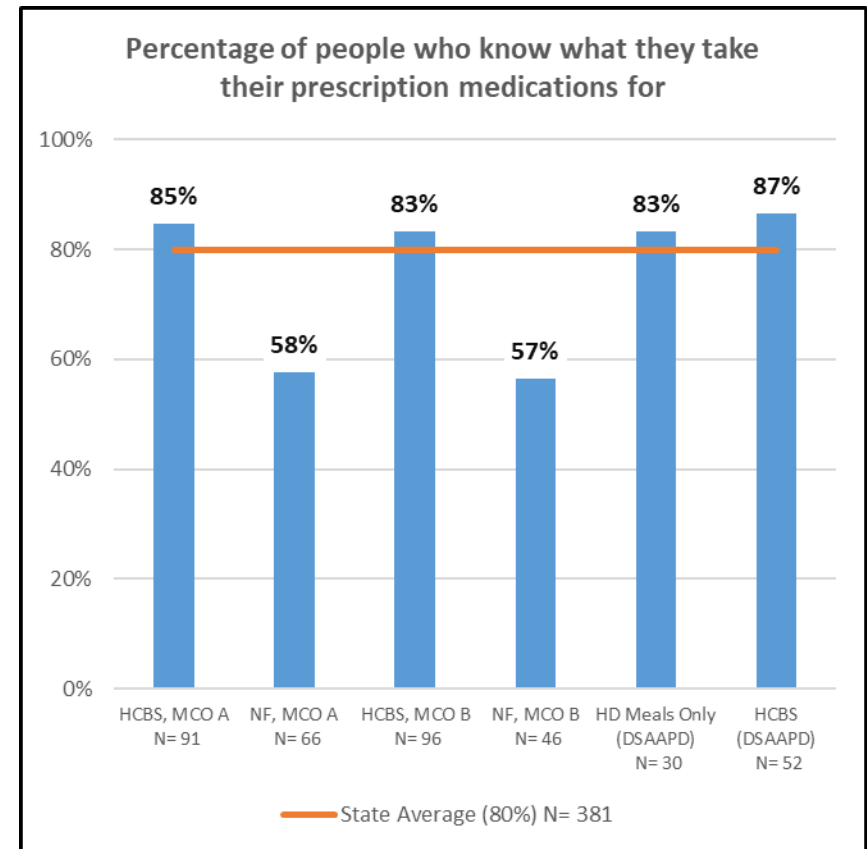
Rights and Respect

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

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

1. Percentage of people who have access to information about services in their preferred language[25]
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group settings who are able to lock the door to their room
5. Percentage of people in group settings who have enough privacy
6. Percentage of people in group settings whose visitors are able to come at any time
7. Percentage of people in group settings who always have access to food

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

Un-collapsed data are shown in Appendix B.

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[25] Indicator previously reported in the "Service Coordination" domain.

Graph 84. Percentage of people whose paid support staff treat them with respect

Percentage of people whose paid support staff treat them with respect

- HCBS, MCO A N= 64 — 92%
- NF, MCO A N= 58 — 67%
- HCBS, MCO B N= 72 — 94%
- NF, MCO B N= 44 — 77%
- HD Meals Only (DSAAPD) N= 6* — 100%
- HCBS (DSAAPD) N= 26 — 96%

State Average (88%) N= 270
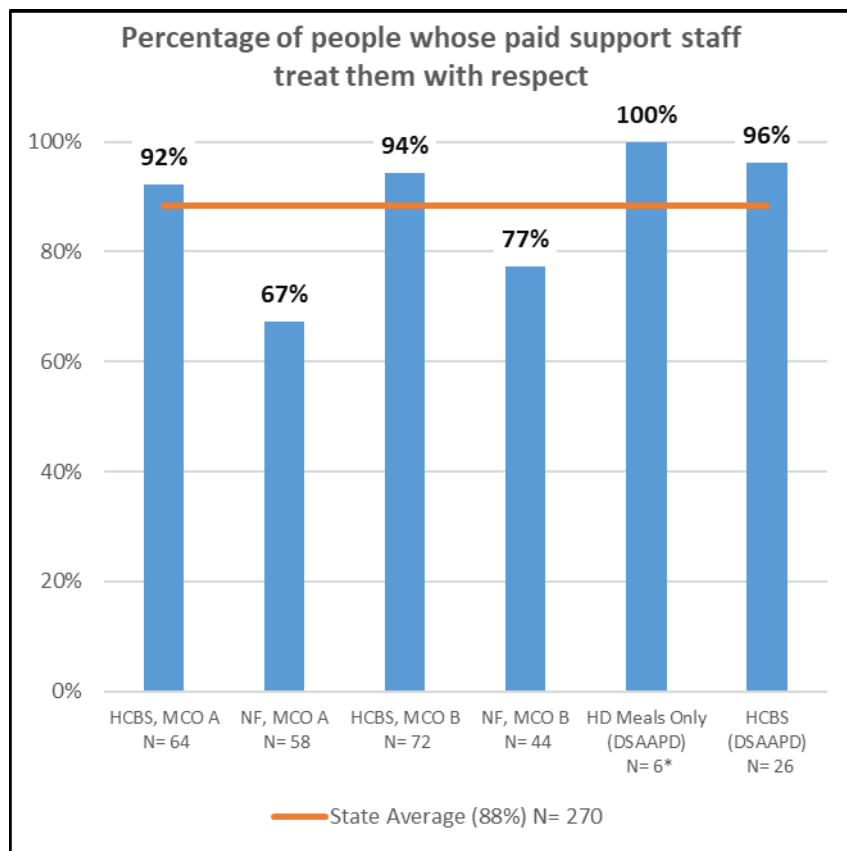
* Very small number of responses

Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting[26])

Percentage of people whose permission gets asked before others enter their home/room (if in group setting)

- HCBS, MCO A N= 11* — 73%
- NF, MCO A N= 65 — 42%
- HCBS, MCO B N= 6* — 17%
- NF, MCO B N= 49 — 49%
- HD Meals Only (DSAAPD) N= 1* — 100%
- HCBS (DSAAPD) N= 3* — 33%

State Average (50%) N= 135
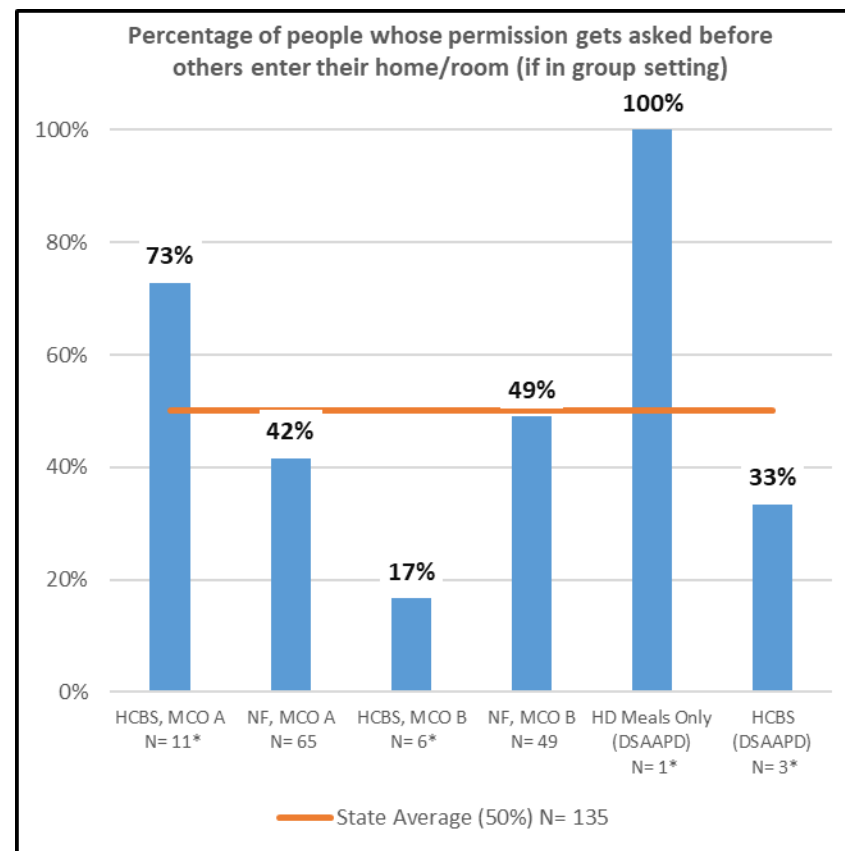
* Very small number of responses

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[26] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting[27])

Percentage of people who are able to lock the doors to their room if they want to (if in group setting)

- HCBS, MCO A N= 11*: 64%
- NF, MCO A N= 63: 3%
- HCBS, MCO B N= 6*: 17%
- NF, MCO B N= 44: 9%
- HD Meals Only (DSAAPD) N= 1*: 0%
- HCBS (DSAAPD) N= 3*: 67%

State Average (16%) N= 128
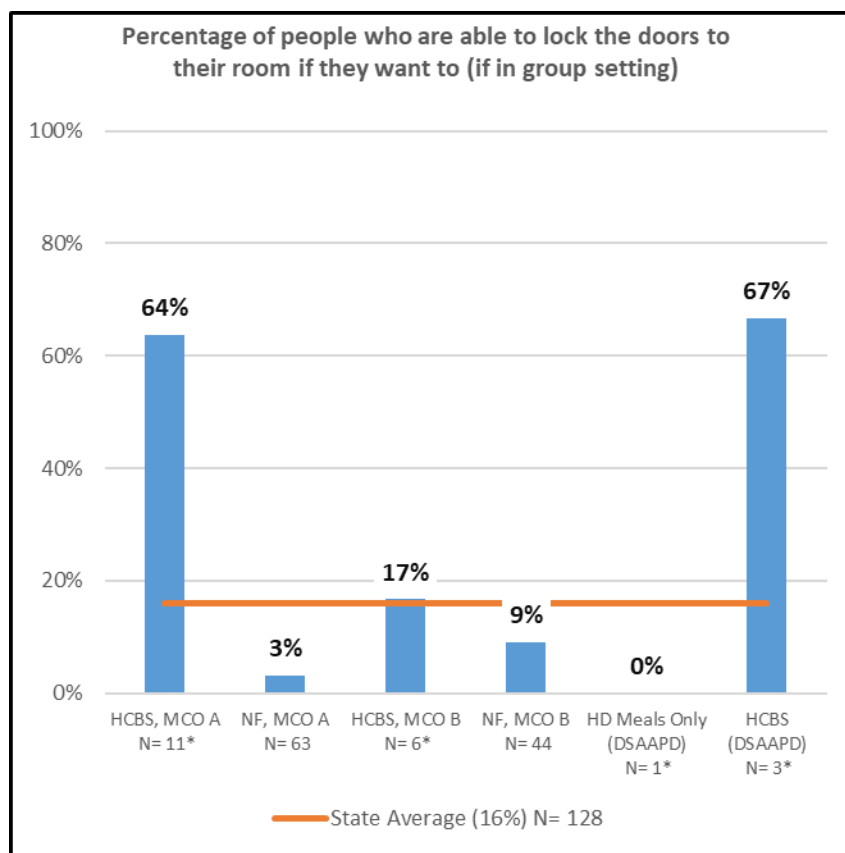
* Very small number of responses

Graph 87. Percentage of people who have enough privacy where they live (if in group setting[28])

Percentage of people who have enough privacy where they live (if in group setting)

- HCBS, MCO A N= 11*: 73%
- NF, MCO A N= 66: 61%
- HCBS, MCO B N= 6*: 50%
- NF, MCO B N= 51: 67%
- HD Meals Only (DSAAPD) N= 1*: 100%
- HCBS (DSAAPD) N= 3*: 100%

State Average (67%) N= 138
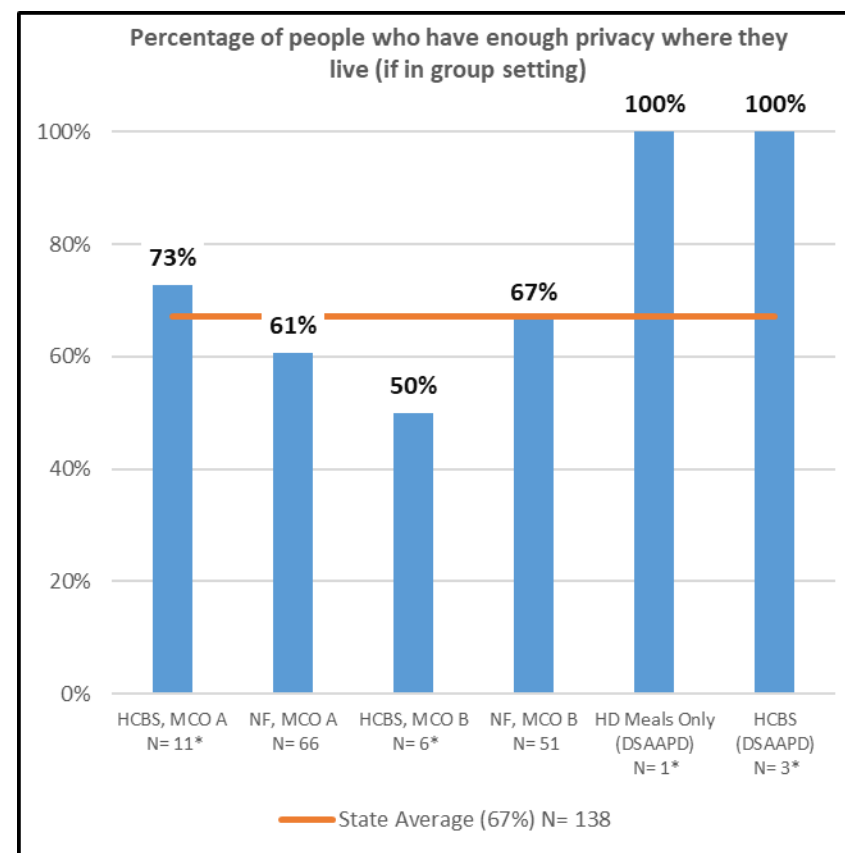
* Very small number of responses

[27] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

[28] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

92

Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting[29])
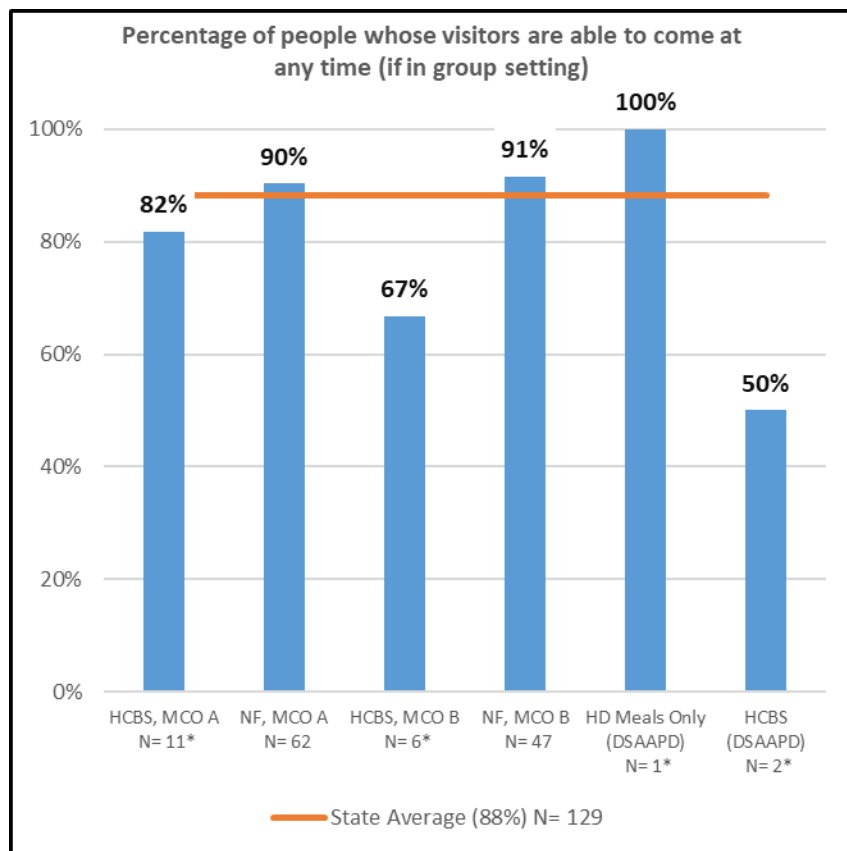
Graph 89. Percentage of people who have access to food at all times of the day (if in group setting[30])

Percentage of people whose visitors are able to come at any time (if in group setting)

- HCBS, MCO A N= 11*: 82%
- NF, MCO A N= 62: 90%
- HCBS, MCO B N= 6*: 67%
- NF, MCO B N= 47: 91%
- HD Meals Only (DSAAPD) N= 1*: 100%
- HCBS (DSAAPD) N= 2*: 50%

State Average (88%) N= 129

* Very small number of responses

Percentage of people who have access to food at all times of the day (if in group setting)

- HCBS, MCO A N= 10*: 80%
- NF, MCO A N= 62: 77%
- HCBS, MCO B N= 6*: 67%
- NF, MCO B N= 48: 79%
- HD Meals Only (DSAAPD) N= 1*: 100%
- HCBS (DSAAPD) N= 3*: 67%

State Average (79%) N= 130

* Very small number of responses

[29] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

[30] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

93

Graph 90. Percentage of people who have access to information about services in their preferred language (if non-English)[31]

Percentage of people who get information about services in their preferred language (if non-English)

State Average (96%) N= 50

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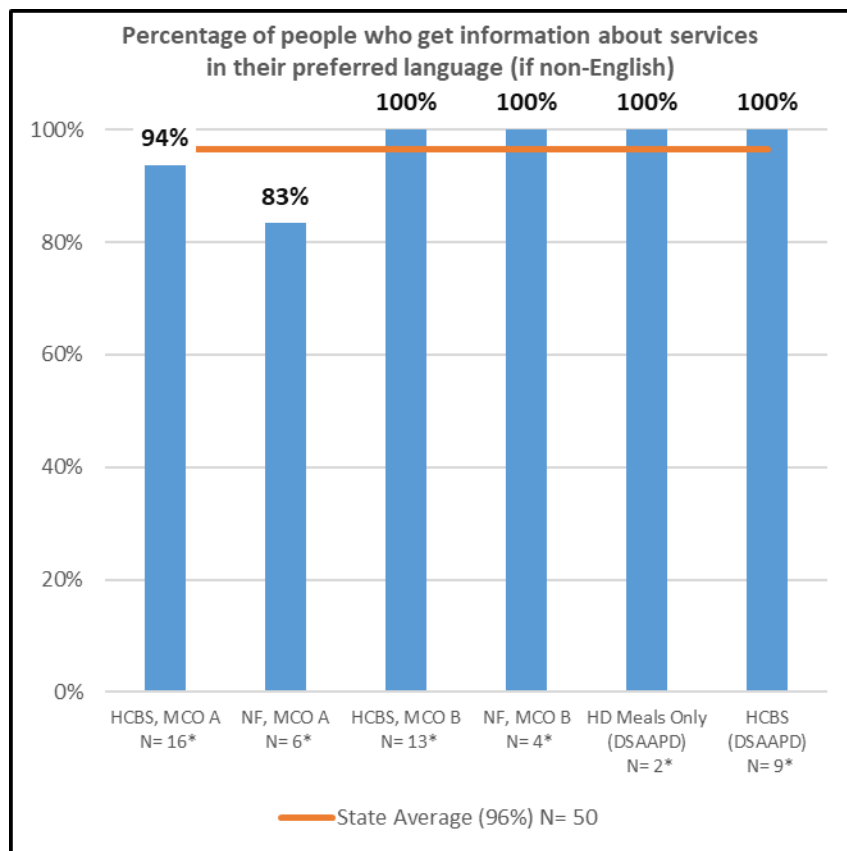
[31] Item previously reported in "Service Coordination" domain

Self-Direction

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

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

1. Percentage of people who can choose what services they receive
2. Percentage of people who can choose when they receive services
3. Percentage of people who can choose their paid support staff

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

Un-collapsed data are shown in Appendix B.

Graph 91. Percentage of people who can make decisions about what kind of services they get
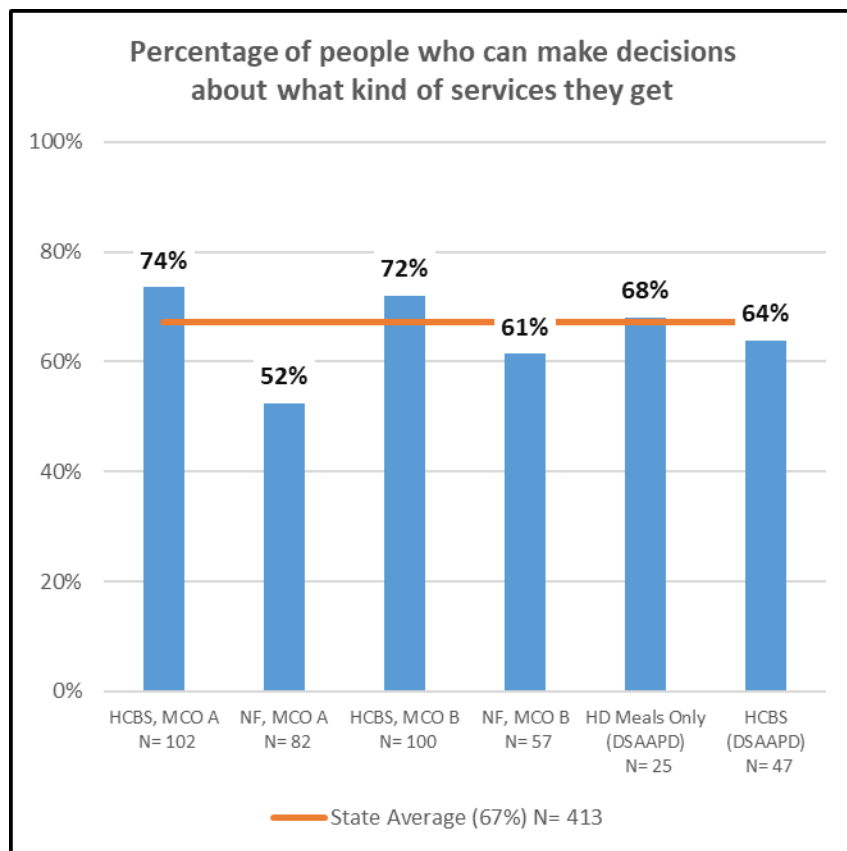
Graph 92. Percentage of people who can make decisions about when they get their services

Percentage of people who can make decisions about what kind of services they get

- HCBS, MCO A N= 102: 74%
- NF, MCO A N= 82: 52%
- HCBS, MCO B N= 100: 72%
- NF, MCO B N= 57: 61%
- HD Meals Only (DSAAPD) N= 25: 68%
- HCBS (DSAAPD) N= 47: 64%
- State Average (67%) N= 413

Percentage of people who can make decisions about when they get their services

- HCBS, MCO A N= 105: 69%
- NF, MCO A N= 80: 36%
- HCBS, MCO B N= 102: 68%
- NF, MCO B N= 49: 61%
- HD Meals Only (DSAAPD) N= 23: 48%
- HCBS (DSAAPD) N= 44: 64%
- State Average (58%) N= 403

Graph 93. Percentage of people who can make decisions about their paid support staff
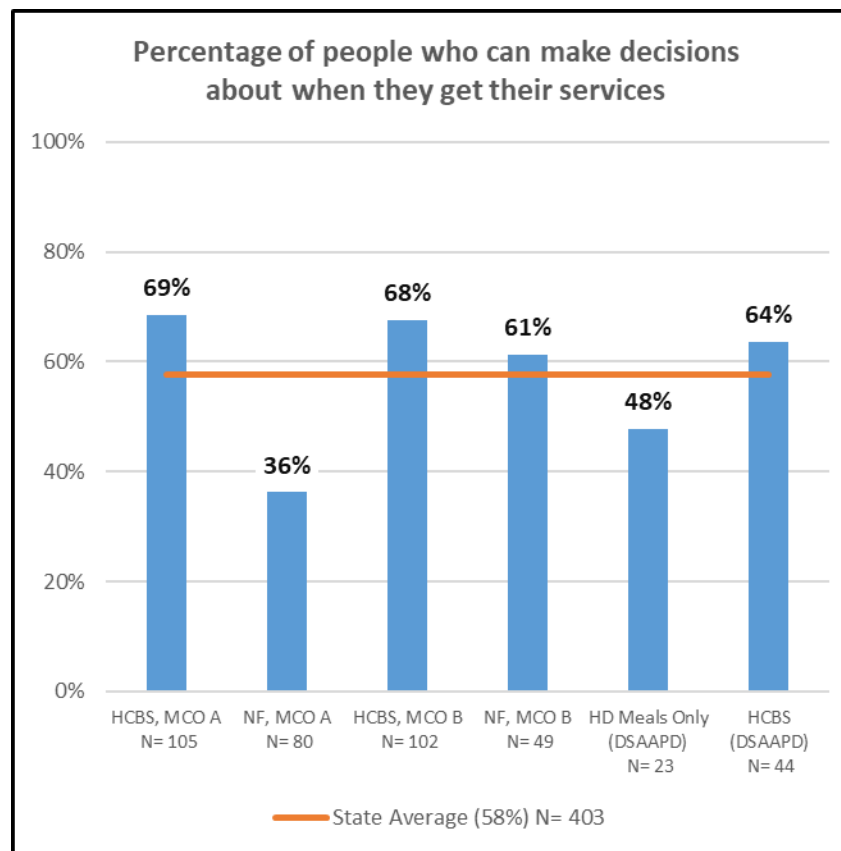
Percentage of people who can make decisions about their paid support staff
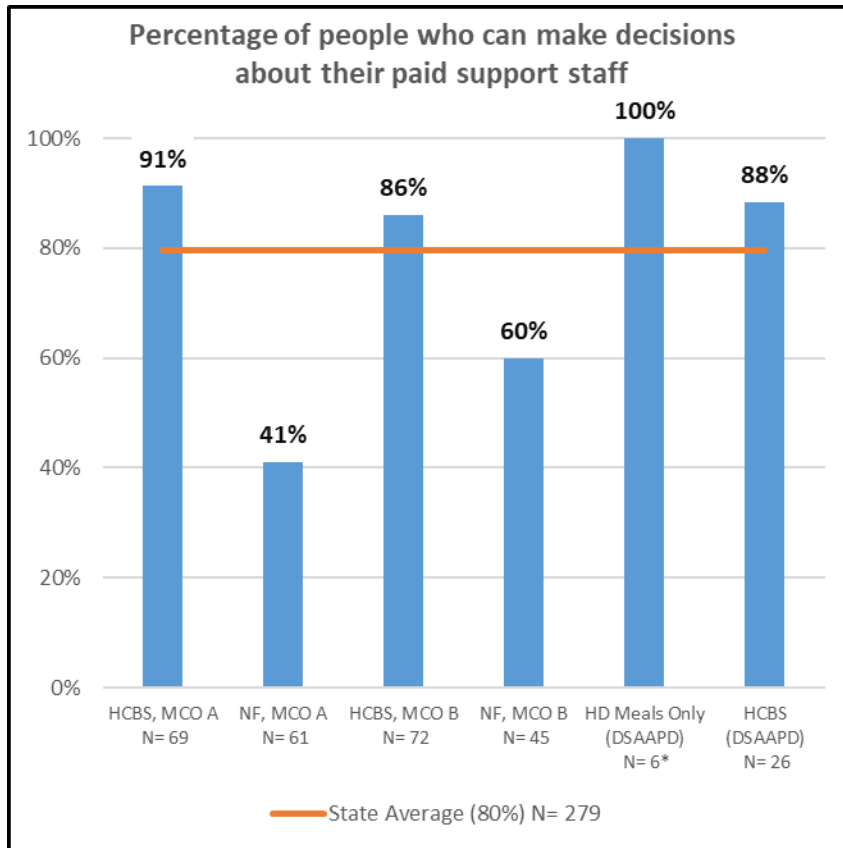
* Very small number of responses

Work

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

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

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

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

Un-collapsed data are shown in Appendix B.

Graph 94. Percentage of people who have a paying job
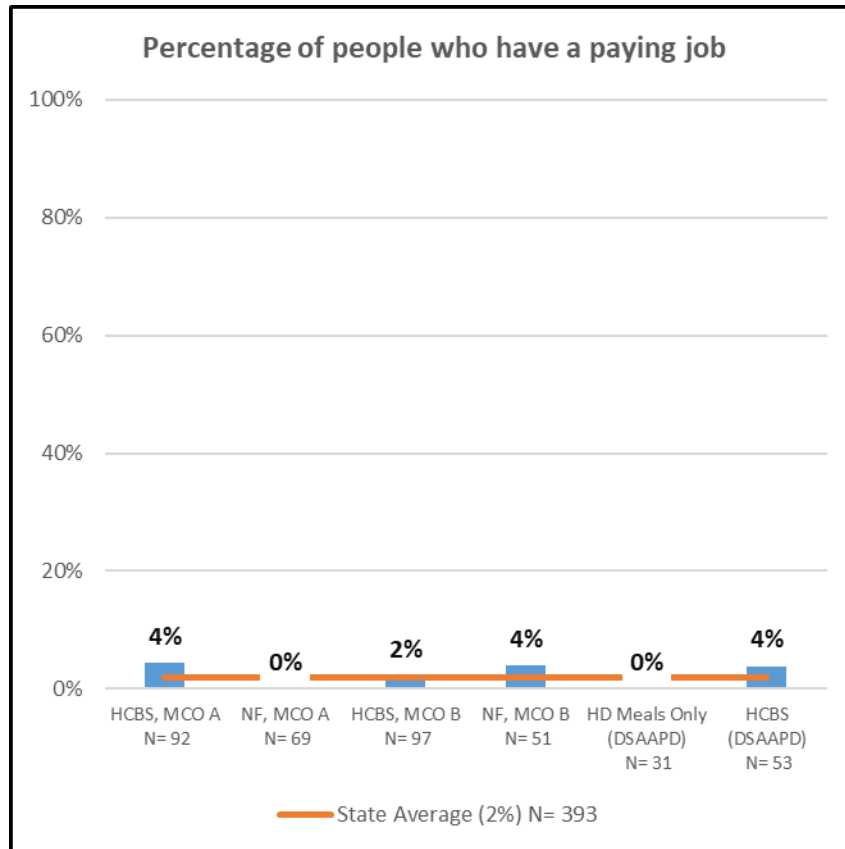
Graph 95. Percentage of people who would like a job (if not currently employed)
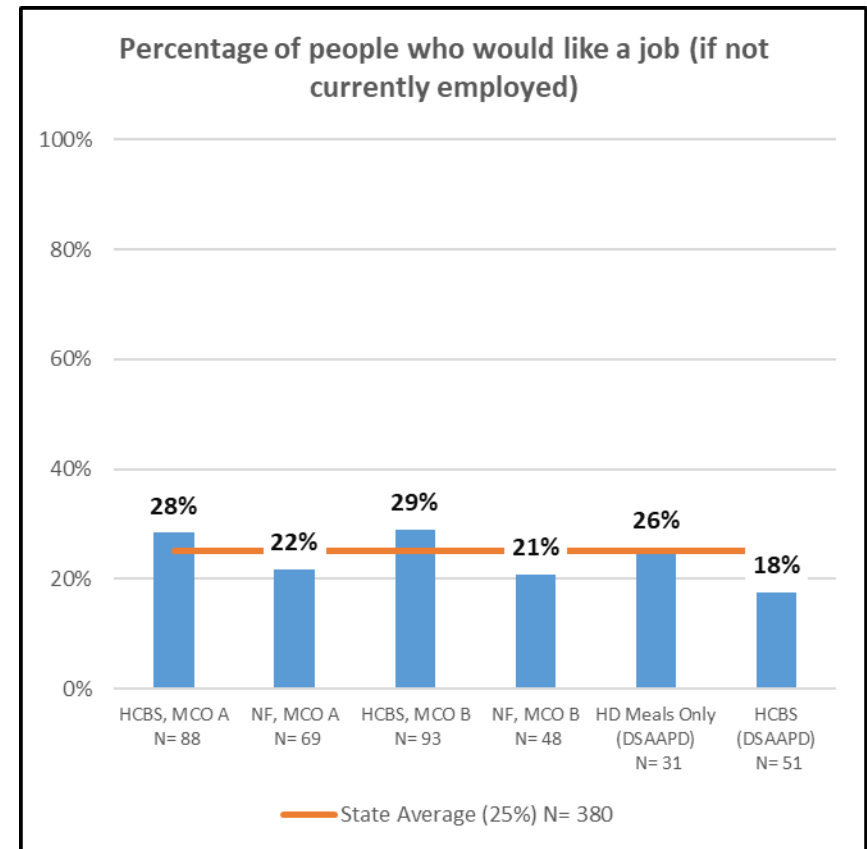
Percentage of people who have a paying job

- HCBS, MCO A N= 92: 4%
- NF, MCO A N= 69: 0%
- HCBS, MCO B N= 97: 2%
- NF, MCO B N= 51: 4%
- HD Meals Only (DSAAPD) N= 31: 0%
- HCBS (DSAAPD) N= 53: 4%

State Average (2%) N= 393

Percentage of people who would like a job (if not currently employed)

- HCBS, MCO A N= 88: 28%
- NF, MCO A N= 69: 22%
- HCBS, MCO B N= 93: 29%
- NF, MCO B N= 48: 21%
- HD Meals Only (DSAAPD) N= 31: 26%
- HCBS (DSAAPD) N= 51: 18%

State Average (25%) N= 380
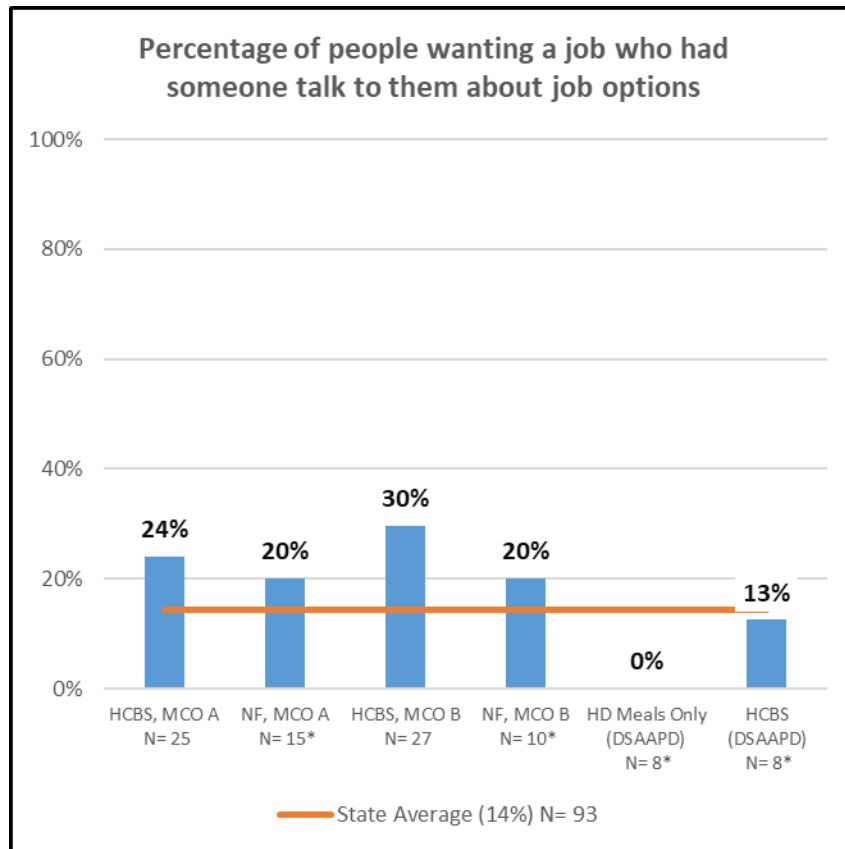
Graph 96. Percentage of people wanting a job who had someone talk to them about job options

Graph 97. Percentage of people who do volunteer work

Percentage of people wanting a job who had someone talk to them about job options

- HCBS, MCO A N= 25: 24%
- NF, MCO A N= 15*: 20%
- HCBS, MCO B N= 27: 30%
- NF, MCO B N= 10*: 20%
- HD Meals Only (DSAAPD) N= 8*: 0%
- HCBS (DSAAPD) N= 8*: 13%

State Average (14%) N= 93

Percentage of people who do volunteer work

- HCBS, MCO A N= 106: 14%
- NF, MCO A N= 83: 7%
- HCBS, MCO B N= 107: 10%
- NF, MCO B N= 59: 8%
- HD Meals Only (DSAAPD) N= 32: 9%
- HCBS (DSAAPD) N= 57: 5%

State Average (10%) N= 444

* Very small number of responses

Graph 98. Percentage of people who would like to do volunteer work (if not currently volunteering)

Percentage of people who would like to do volunteer work (if not currently volunteering)

	HCBS, MCO A N= 78	NF, MCO A N= 60	HCBS, MCO B N= 86	NF, MCO B N= 44	HD Meals Only (DSAAPD) N= 28	HCBS (DSAAPD) N= 49
	26%	30%	23%	25%	32%	31%

State Average (29%) N= 345

101

Everyday Living

People have enough supports for everyday living.

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

1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

There are four[32] survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

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[32] Data for two items are presented in Appendix B only.

Graph 99. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

Graph 100. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it

Percentage of people needing at least some help with everyday activities who always get enough of that help when they need it

- HCBS, MCO A N= 103: 94%
- NF, MCO A N= 74: 72%
- HCBS, MCO B N= 102: 82%
- NF, MCO B N= 53: 83%
- HD Meals Only (DSAAPD) N= 23: 74%
- HCBS (DSAAPD) N= 44: 52%

State Average (79%) N= 399

Percentage of people needing at least some help with self-care who always get enough of that help when they need it

- HCBS, MCO A N= 81: 93%
- NF, MCO A N= 72: 68%
- HCBS, MCO B N= 83: 93%
- NF, MCO B N= 50: 82%
- HD Meals Only (DSAAPD) N= 13*: 46%
- HCBS (DSAAPD) N= 30: 53%

State Average (74%) N= 329

* Very small number of responses

103
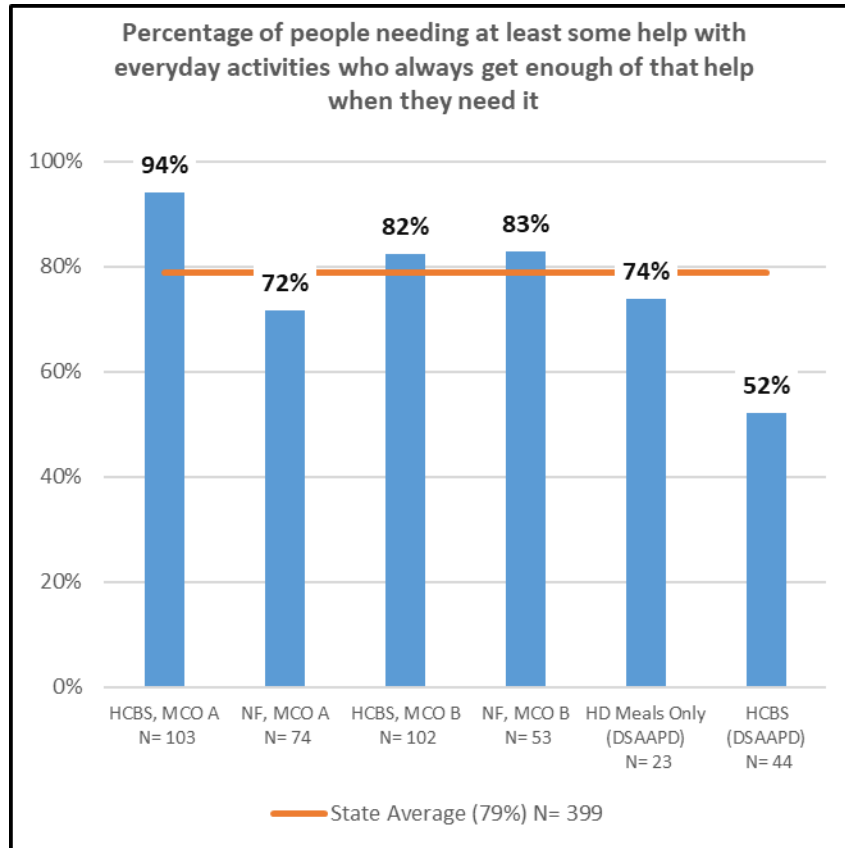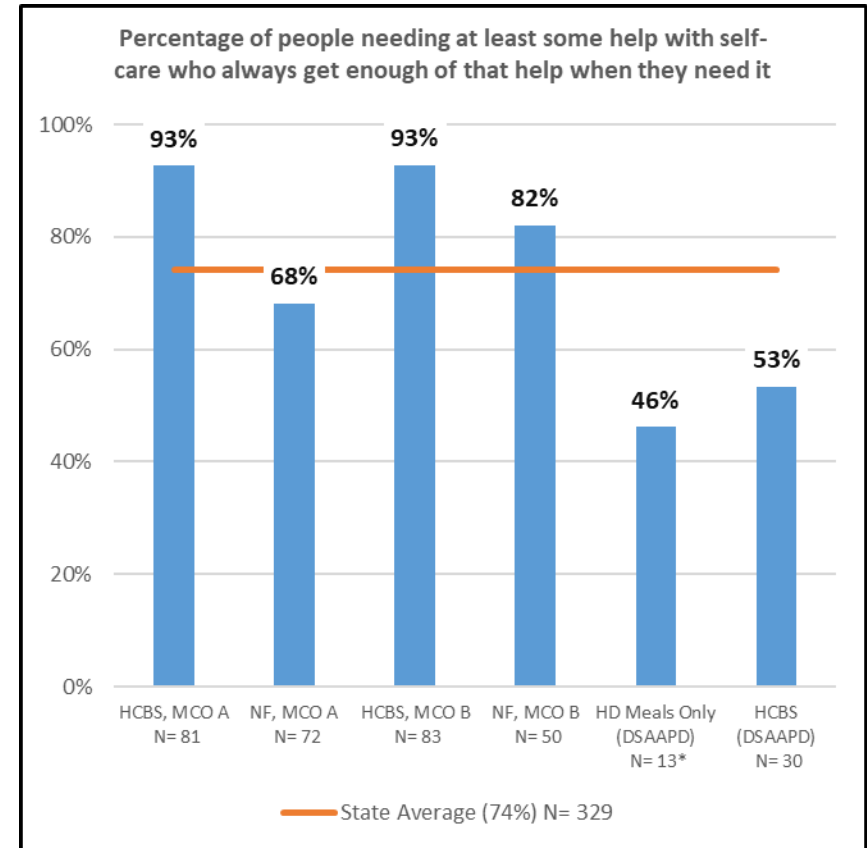
Affordability

People have enough available resources.

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

1. Percentage of people who have to cut back on food due to finances.

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

Un-collapsed data are shown in Appendix B.

Graph 101. Percentage of people who ever have to skip a meal due to financial worries

Percentage of people who ever have to skip a meal due to financial worries

Category	Percentage
HCBS, MCO A N= 107	6%
NF, MCO A N= 83	1%
HCBS, MCO B N= 107	7%
NF, MCO B N= 59	0%
HD Meals Only (DSAAPD) N= 32	19%
HCBS (DSAAPD) N= 58	12%

State Average (10%) N= 446
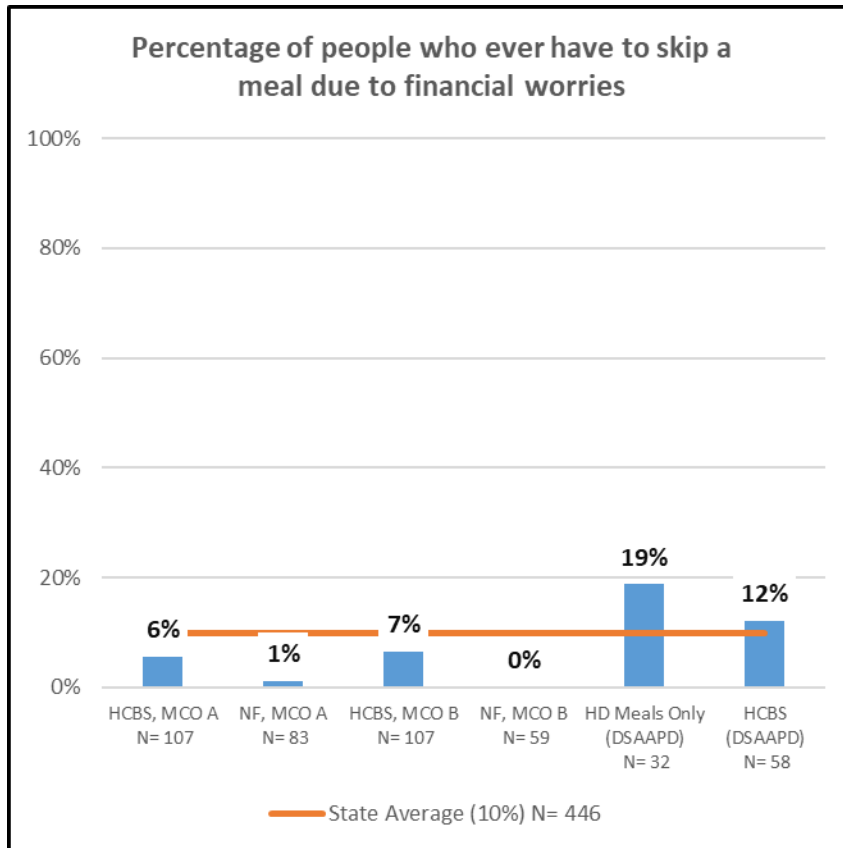
Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Percentage of people who are as active in their community as they would like to be	1	Collapse "No" and "Sometimes"
Choice and Control	Percentage of people who get up and go to bed when they want to	4	Collapse "Some days, sometimes" and "No, never"
	Percentage of people who can eat their meals when they want to	5	Collapse "Some days, sometimes" and "No, never"
	Percentage of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse "In all ways" and "In most ways"
	Percentage of people who never feel in control of their lives	7	Collapse "Yes, almost always, always" and "In-between, sometimes"
Relationships	Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	8	Collapse "Most of the time, usually, or some family and/or friends" and "No, or rarely"
Satisfaction	Percentage of people who like where they live	9	Collapse "In-between, most of the time" and "No"
	Percentage of people who want to live somewhere else	10	Collapse "Yes" and "Maybe"
	Percentage of people who like how they spend their time during the day	11	Collapse "Some days, sometimes" and "No, never"
	Percentage of people whose paid support staff change too often	12	Collapse "Yes" and "Some, or sometimes"
	Percentage of people whose paid support staff do things the way they want them done	13	Collapse "Some, or usually" and "No, never or rarely"
Service Coordination	Percentage of people who know whom to contact if they want to make changes to their services	16	Collapse "Not sure, maybe" and "No"
	Percentage of people who know whom to contact if they have a complaint about their services	17	Collapse "Not sure, maybe" and "No"

Domain	Item	Graph #	Collapsing Logic
	Percentage of people whose paid support staff show up and leave when they are supposed to	18	Collapse "Some, or usually" and "No, never or rarely"
	Percentage of people whose long-term services meet all their current needs and goals	20	Collapse "No, not at all" and "Some needs and goals"
	Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse "Most of the time, usually" and "No, or only sometimes"
Care Coordination	Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse "No" and "In-between"
	Percentage of people who know how to manage their chronic condition(s)	26	Collapse "No" and "In-between, or some conditions"
Access to Community	Percentage of people who have transportation when they want to do things outside of their home (non-medical)	28	Collapse "No" and "Sometimes"
	Percentage of people who have transportation to get to medical appointments when they need to	29	Collapse "No" and "Sometimes"
Access to Needed Equipment	Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	31	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have bathroom modifications (other than grab bars) but need a replacement	33	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a specialized bed but do not have it	34	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a specialized bed but need a replacement	35	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"

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

Domain	Item	Graph #	Collapsing Logic
	Percentage of people who need a personal emergency response system but do not have it	52	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a personal emergency response system but need a replacement	53	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need an oxygen machine but do not have it	54	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have an oxygen machine but need a replacement	55	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need some other assistive device but do not have it	56	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have some other assistive device but need a replacement	57	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
Safety	Percentage of people who know whom to talk to if they are mistreated or neglected	62	Collapse "Maybe, not sure" and "No"
	Percentage of people with concerns about falling or being unstable	63	Collapse "Yes, often" and "Sometimes"
Health Care	Percentage of people who can get an appointment to see their primary care doctor when they need to	68	Collapse "Usually" and "No, rarely"
Wellness	Percentage of people whose health was described as having gotten better compared to 12 months ago	75	Collapse "Much better" and "Somewhat better"; Collapse "Much worse", "Somewhat worse" and "About the same"
	Percentage of people who often feel sad or depressed	77	Collapse "Never, or almost never", "Not often", and "Sometimes"
	Percentage of people who often feel lonely	78	Collapse "Never, or almost never", "Not often", and "Sometimes"
	Percentage of people whose hearing was described as poor (with hearing aids, if wears any)	79	Collapse "Good" and "Fair"
	Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)	80	Collapse "Good" and "Fair"
	Percentage of people who have access to healthy foods if they want them	81	Collapse "No, never" and "Sometimes"

Domain	Item	Graph #	Collapsing Logic
Medications	Percentage of people who understand what they take their prescription medications for	83	Collapse "No" and "In-between, or some medications"
Rights and Respect	Percentage of people whose paid support staff treat them with respect	84	Collapse "No, never or rarely" and "Some, or usually"
	Percentage of people whose permission is asked before others enter their home/room (if in group setting)	85	Collapse "Sometimes, rarely or never" and "Usually, but not always"
	Percentage of people who have enough privacy where they live (if in group setting)	87	Collapse "Sometimes, rarely or never" and "Usually, but not always"
	Percentage of people who have access to information about services in their preferred language (if non-English)	90	Collapse "Some information" and "No"
Self-Direction	Percentage of people who can make decisions about what kind of services they get	91	Collapse "No" and "Sometimes, or some services"
	Percentage of people who can make decisions about when they get their services	92	Collapse "No" and "Sometimes, or some services"
	Percentage of people who can make decisions about their paid support staff	93	Collapse "No" and "Sometimes, or some"
Work	Percentage of people who would like a job (if not currently employed)	95	Collapse "Yes" and "Maybe, not sure"
	Percentage of people who would like to do volunteer work (if not currently volunteering)	98	Collapse "Yes" and "Maybe, not sure"
Affordability	Percentage of people who ever have to skip a meal due to financial worries	101	Collapse "Yes, often" and "Sometimes"

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
MCO A - HCBS	59	101
MCO A - NF	72	70
MCO B - HCBS	62	102
MCO B - NF	71	50
HD Meals Only (DSAAPD)	74	29
HCBS (DSAAPD)	73	54
Sample Average	**67**	**406**

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
MCO A - HCBS	94%	6%	0%	108
MCO A - NF	82%	18%	0%	85
MCO B - HCBS	94%	6%	0%	108
MCO B - NF	83%	17%	0%	60
HD Meals Only (DSAAPD)	91%	9%	0%	32
HCBS (DSAAPD)	93%	7%	0%	58
Sample Average	**90%**	**10%**	**0%**	**451**

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
MCO A - HCBS	38%	62%	0%	0%	108
MCO A - NF	33%	67%	0%	0%	85
MCO B - HCBS	43%	57%	0%	0%	108
MCO B - NF	35%	65%	0%	0%	60
HD Meals Only (DSAAPD)	47%	53%	0%	0%	32
HCBS (DSAAPD)	41%	59%	0%	0%	58
Sample Average	**39%**	**61%**	**0%**	**0%**	**451**

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/ Unclear	N
MCO A - HCBS	0%	1%	45%	1%	53%	4%	0%	0%	108
MCO A - NF	0%	0%	21%	1%	78%	4%	0%	0%	85
MCO B - HCBS	0%	2%	43%	2%	54%	5%	0%	0%	108
MCO B - NF	2%	0%	28%	0%	70%	5%	0%	0%	60
HD Meals Only (DSAAPD)	0%	0%	34%	0%	66%	0%	0%	0%	32
HCBS (DSAAPD)	0%	0%	33%	0%	67%	2%	0%	0%	58
Sample Average	**0%**	**1%**	**35%**	**1%**	**63%**	**4%**	**0%**	**0%**	**451**

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
MCO A - HCBS	38%	17%	24%	21%	1%	106
MCO A - NF	22%	12%	31%	34%	1%	83
MCO B - HCBS	40%	15%	22%	21%	2%	108
MCO B - NF	23%	17%	10%	43%	7%	60
HD Meals Only (DSAAPD)	4%	25%	29%	38%	4%	24
HCBS (DSAAPD)	18%	26%	26%	30%	0%	50
Sample Average	**29%**	**17%**	**23%**	**29%**	**2%**	**431**

Table 6. Preferred language

	English	Spanish	Other	Don't Know/ Unclear	N
MCO A - HCBS	100%	0%	0%	0%	108
MCO A - NF	100%	0%	0%	0%	85
MCO B - HCBS	100%	0%	0%	0%	108
MCO B - NF	100%	0%	0%	0%	60
HD Meals Only (DSAAPD)	100%	0%	0%	0%	24
HCBS (DSAAPD)	100%	0%	0%	0%	49
Sample Average	**100%**	**0%**	**0%**	**0%**	**434**

Table 7. Type of residential area[33]

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
MCO A - HCBS	81%	16%	0%	4%	0%	108
MCO A - NF	80%	11%	0%	9%	0%	85
MCO B - HCBS	85%	11%	0%	4%	0%	108
MCO B - NF	88%	3%	0%	8%	0%	60
HD Meals Only (DSAAPD)	53%	38%	0%	9%	0%	32
HCBS (DSAAPD)	72%	21%	0%	7%	0%	58
Sample Average	**80%**	**14%**	**0%**	**6%**	**0%**	**451**

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/ Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
MCO A - HCBS	77%	8%	2%	8%	2%	0%	3%	0%	108
MCO A - NF	0%	0%	0%	0%	100%	0%	0%	0%	85
MCO B - HCBS	81%	11%	3%	2%	2%	1%	1%	0%	108
MCO B - NF	0%	0%	0%	0%	100%	0%	0%	0%	60
HD Meals Only (DSAAPD)	79%	4%	0%	4%	4%	0%	0%	8%	24
HCBS (DSAAPD)	84%	8%	0%	4%	4%	0%	0%	0%	50
Sample Average	**53%**	**6%**	**1%**	**3%**	**35%**	**0%**	**1%**	**0%**	**435**

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[33] **Categories** created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
MCO A - HCBS	34%	19%	40%	2%	3%	8%	4%	106
MCO A - NF	0%	0%	0%	0%	0%	100%	0%	85
MCO B - HCBS	41%	15%	33%	5%	8%	6%	1%	108
MCO B - NF	0%	0%	0%	0%	0%	100%	0%	60
HD Meals Only (DSAAPD)	46%	25%	21%	4%	0%	8%	0%	24
HCBS (DSAAPD)	51%	24%	29%	2%	4%	2%	0%	49
Sample Average	**27%**	**13%**	**22%**	**2%**	**3%**	**38%**	**1%**	**432**

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	96%	4%	0%	105
MCO A - NF	100%	0%	0%	85
MCO B - HCBS	94%	6%	0%	108
MCO B - NF	100%	0%	0%	60
HD Meals Only (DSAAPD)	88%	13%	0%	24
HCBS (DSAAPD)	94%	6%	0%	49
Sample Average	**96%**	**4%**	**0%**	**431**

Table 11. Where the person moved from (if address changed in the past 6 months)

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
MCO A - HCBS	40%	0%	20%	0%	0%	0%	20%	20%	5
MCO A - NF	n/a	n/a	n/a	n/	n/a	n/a	n/a	n/a	0
MCO B - HCBS	83%	0%	17%	0%	0%	0%	0%	0%	6
MCO B - NF	n/a	n/a	n/a	n/	n/a	n/a	n/a	n/a	0
HD Meals Only (DSAAPD)	67%	0%	0%	0%	0%	33%	0%	0%	3
HCBS (DSAAPD)	100%	0%	0%	0%	0%	0%	0%	0%	3
Sample Average	**71%**	**0%**	**12%**	**0%**	**0%**	**6%**	**6%**	**6%**	**17**

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	30%	70%	0%	105
MCO A - NF	27%	66%	7%	83
MCO B - HCBS	33%	65%	2%	108
MCO B - NF	32%	62%	7%	60
HD Meals Only (DSAAPD)	38%	63%	0%	24
HCBS (DSAAPD)	33%	63%	4%	48
Sample Average	**31%**	**65%**	**3%**	**428**

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

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	92%	5%	3%	106
MCO A - NF	64%	30%	6%	83
MCO B - HCBS	84%	11%	5%	108
MCO B - NF	70%	23%	7%	60
HD Meals Only (DSAAPD)	88%	13%	0%	24
HCBS (DSAAPD)	90%	8%	2%	48
Sample Average	**81%**	**15%**	**4%**	**429**

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	79%	17%	4%	106
MCO A - NF	92%	2%	6%	83
MCO B - HCBS	87%	10%	3%	108
MCO B - NF	90%	2%	8%	60
HD Meals Only (DSAAPD)	92%	8%	0%	24
HCBS (DSAAPD)	94%	6%	0%	48
Sample Average	**87%**	**9%**	**4%**	**429**

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	87%	11%	2%	106
MCO A - NF	90%	2%	7%	83
MCO B - HCBS	85%	12%	3%	108
MCO B - NF	85%	5%	10%	60
HD Meals Only (DSAAPD)	100%	0%	0%	24
HCBS (DSAAPD)	92%	6%	2%	48
Sample Average	**88%**	**8%**	**4%**	**429**

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/ Unclear	N
MCO A - HCBS	9%	17%	58%	32%	5%	106
MCO A - NF	33%	48%	18%	14%	0%	83
MCO B - HCBS	12%	18%	61%	26%	1%	108
MCO B - NF	23%	57%	28%	5%	2%	60
HD Meals Only (DSAAPD)	17%	8%	58%	25%	0%	24
HCBS (DSAAPD)	4%	27%	57%	43%	0%	48
Sample Average	**16%**	**29%**	**47%**	**24%**	**2%**	**429**

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

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	72%	27%	1%	106
MCO A - NF	73%	23%	4%	83
MCO B - HCBS	79%	20%	1%	108
MCO B - NF	82%	15%	3%	60
HD Meals Only (DSAAPD)	71%	21%	8%	24
HCBS (DSAAPD)	71%	27%	2%	49
Sample Average	**75%**	**23%**	**2%**	**430**

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
MCO A - HCBS	23%	77%	0%	108
MCO A - NF	8%	92%	0%	85
MCO B - HCBS	16%	84%	0%	108
MCO B - NF	7%	93%	0%	60
HD Meals Only (DSAAPD)	4%	92%	4%	24
HCBS (DSAAPD)	8%	90%	2%	49
Sample Average	**13%**	**86%**	**0%**	**434**

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
MCO A - HCBS	0%	4%	56%	40%	0%	108
MCO A - NF	0%	4%	45%	52%	0%	85
MCO B - HCBS	0%	0%	58%	42%	0%	108
MCO B - NF	0%	3%	52%	45%	0%	60
HD Meals Only (DSAAPD)	13%	22%	31%	34%	0%	32
HCBS (DSAAPD)	10%	28%	36%	26%	0%	58
Sample Average	**2%**	**7%**	**50%**	**41%**	**0%**	**451**

Table 20. Has legal guardian

	No	Yes	Don't Know	N
MCO A - HCBS	99%	1%	0%	108
MCO A - NF	98%	2%	0%	85
MCO B - HCBS	94%	6%	0%	108
MCO B - NF	82%	18%	0%	60
HD Meals Only (DSAAPD)	100%	0%	0%	32
HCBS (DSAAPD)	97%	2%	2%	58
Sample Average	**95%**	**5%**	**0%**	**451**

Table 21. Percentage of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)

	No	Yes	Don't Know	N
MCO A - HCBS	43%	57%	0%	108
MCO A - NF	100%	0%	0%	85
MCO B - HCBS	51%	49%	0%	108
MCO B - NF	100%	0%	0%	60
HD Meals Only (DSAAPD)	100%	0%	0%	32
HCBS (DSAAPD)	5%	95%	0%	58
Sample Average	**62%**	**38%**	**0%**	**451**

Community Participation

Table 22. Percentage of people who are as active in their community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	39%	22%	39%	1%	0%	93
MCO A - NF	51%	9%	36%	4%	0%	69
MCO B - HCBS	53%	11%	33%	1%	2%	99
MCO B - NF	42%	9%	43%	2%	4%	53
HD Meals Only (DSAAPD)	58%	13%	29%	0%	0%	31
HCBS (DSAAPD)	55%	9%	31%	2%	4%	55
Sample Average	**48%**	**13%**	**36%**	**2%**	**2%**	**400**

Table 23a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
MCO A - HCBS	14%	18%	7%	64%	11%	0%	56
MCO A - NF	12%	32%	12%	54%	7%	2%	41
MCO B - HCBS	8%	24%	5%	68%	3%	5%	63
MCO B - NF	4%	15%	7%	56%	7%	0%	27
HD Meals Only (DSAAPD)	18%	36%	5%	82%	5%	5%	22
HCBS (DSAAPD)	6%	17%	9%	71%	20%	9%	35
Sample Average	**10%**	**23%**	**7%**	**65%**	**9%**	**3%**	**244**

Table 23b. Reasons that people are not as active in the community as they would like to be (continued)

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	9%	5%	5%	14%	2%	0%	56
MCO A - NF	0%	15%	2%	15%	2%	0%	41
MCO B - HCBS	8%	11%	5%	10%	0%	0%	63
MCO B - NF	0%	0%	4%	19%	4%	0%	27
HD Meals Only (DSAAPD)	9%	0%	9%	0%	0%	0%	22
HCBS (DSAAPD)	9%	0%	11%	11%	0%	3%	35
Sample Average	**6%**	**7%**	**6%**	**12%**	**1%**	**0%**	**244**

Table 24. Percentage of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	22%	77%	1%	0%	93
MCO A - NF	55%	41%	4%	0%	69
MCO B - HCBS	39%	60%	1%	0%	99
MCO B - NF	38%	57%	4%	2%	53
HD Meals Only (DSAAPD)	52%	48%	0%	0%	31
HCBS (DSAAPD)	49%	49%	0%	2%	55
Sample Average	**40%**	**58%**	**2%**	**1%**	**400**

Choice and Control

Table 25. Percentage of people who are able to choose their roommate (if in group setting[34] and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	40%	40%	20%	0%	5
MCO A - NF	77%	19%	4%	0%	52
MCO B - HCBS	100%	0%	0%	0%	3
MCO B - NF	81%	12%	5%	2%	42
HD Meals Only (DSAAPD)	100%	0%	0%	0%	1
HCBS (DSAAPD)	n/a	n/a	n/a	n/a	0
Sample Average	**78%**	**17%**	**5%**	**1%**	**103**

Table 26. Percentage of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	1%	4%	95%	0%	0%	93
MCO A - NF	16%	10%	71%	1%	1%	69
MCO B - HCBS	1%	4%	91%	1%	3%	99
MCO B - NF	12%	13%	73%	0%	2%	52
HD Meals Only (DSAAPD)	6%	0%	94%	0%	0%	31
HCBS (DSAAPD)	5%	11%	84%	0%	0%	55
Sample Average	**6%**	**7%**	**85%**	**1%**	**1%**	**399**

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[34] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 27. Percentage of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	5%	5%	88%	0%	0%	1%	93
MCO A - NF	63%	9%	26%	0%	0%	1%	68
MCO B - HCBS	3%	3%	94%	0%	0%	0%	99
MCO B - NF	46%	12%	40%	0%	0%	2%	52
HD Meals Only (DSAAPD)	6%	0%	94%	0%	0%	0%	31
HCBS (DSAAPD)	7%	5%	87%	0%	0%	0%	55
Sample Average	**20%**	**6%**	**73%**	**0%**	**0%**	**1%**	**398**

Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting[35])

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	9%	9%	82%	0%	0%	11
MCO A - NF	14%	44%	39%	3%	0%	66
MCO B - HCBS	17%	17%	50%	17%	0%	6
MCO B - NF	14%	20%	61%	6%	0%	51
HD Meals Only (DSAAPD)	100%	0%	0%	0%	0%	1
HCBS (DSAAPD)	33%	0%	67%	0%	0%	3
Sample Average	**14%**	**30%**	**51%**	**4%**	**0%**	**138**

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[35] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 29.. Percentage of people who feel in control of their lives[36]

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	2%	19%	75%	1%	2%	93
MCO A - NF	35%	30%	33%	0%	1%	69
MCO B - HCBS	7%	18%	72%	1%	2%	99
MCO B - NF	15%	17%	60%	2%	6%	52
HD Meals Only (DSAAPD)	6%	26%	68%	0%	0%	31
HCBS (DSAAPD)	16%	25%	55%	0%	4%	55
Sample Average	**13%**	**22%**	**62%**	**1%**	**3%**	**399**

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[36] Item previously reported in the "Control" domain.

Relationships

Table 30.. Percentage of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	3%	15%	81%	1%	0%	88
MCO A - NF	14%	15%	71%	0%	0%	59
MCO B - HCBS	7%	15%	78%	1%	0%	89
MCO B - NF	8%	16%	76%	0%	0%	50
HD Meals Only (DSAAPD)	10%	17%	73%	0%	0%	30
HCBS (DSAAPD)	4%	12%	84%	0%	0%	50
Sample Average	**7%**	**15%**	**78%**	**1%**	**0%**	**366**

Table 31. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
MCO A - HCBS	33%	33%	0%	0%	0%	33%	0%	3
MCO A - NF	0%	63%	0%	25%	0%	25%	0%	8
MCO B - HCBS	0%	33%	0%	17%	0%	67%	0%	6
MCO B - NF	0%	50%	0%	0%	0%	50%	0%	4
HD Meals Only (DSAAPD)	33%	33%	0%	100%	0%	0%	0%	3
HCBS (DSAAPD)	0%	50%	0%	50%	0%	50%	0%	2
Sample Average	**8%**	**46%**	**0%**	**27%**	**0%**	**38%**	**0%**	**26**

Satisfaction

Table 32. Percentage of people who like where they live

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	7%	12%	81%	0%	0%	94
MCO A - NF	22%	19%	59%	0%	0%	69
MCO B - HCBS	12%	9%	79%	0%	0%	99
MCO B - NF	11%	25%	62%	2%	0%	53
HD Meals Only (DSAAPD)	3%	16%	81%	0%	0%	31
HCBS (DSAAPD)	9%	11%	78%	2%	0%	55
Sample Average	**11%**	**14%**	**74%**	**0%**	**0%**	**401**

Table 33a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
MCO A - HCBS	11%	22%	11%	17%	6%	18
MCO A - NF	0%	4%	7%	7%	54%	28
MCO B - HCBS	5%	33%	19%	38%	29%	21
MCO B - NF	0%	0%	0%	0%	21%	19
HD Meals Only (DSAAPD)	0%	33%	17%	33%	17%	6
HCBS (DSAAPD)	36%	9%	18%	45%	9%	11
Sample Average	**7%**	**15%**	**11%**	**19%**	**27%**	**103**

Table 33b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
MCO A - HCBS	0%	28%	6%	0%	0%	18
MCO A - NF	4%	14%	21%	21%	14%	28
MCO B - HCBS	10%	24%	5%	0%	0%	21
MCO B - NF	11%	11%	21%	5%	0%	19
HD Meals Only (DSAAPD)	0%	17%	0%	0%	0%	6
HCBS (DSAAPD)	18%	9%	0%	9%	9%	11
Sample Average	**7%**	**17%**	**12%**	**8%**	**5%**	**103**

Table 33c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Cost	Other	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	6%	17%	6%	0%	28%	0%	0%	18
MCO A - NF	32%	14%	14%	4%	18%	4%	0%	28
MCO B - HCBS	5%	5%	14%	0%	14%	5%	0%	21
MCO B - NF	11%	11%	0%	0%	26%	0%	0%	19
HD Meals Only (DSAAPD)	0%	0%	0%	17%	50%	0%	0%	6
HCBS (DSAAPD)	9%	0%	0%	18%	36%	0%	0%	11
Sample Average	**14%**	**10%**	**8%**	**4%**	**24%**	**2%**	**0%**	**103**

Table 34. Percentage of people who want to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
MCO A - HCBS	60%	7%	32%	1%	94
MCO A - NF	43%	4%	51%	1%	69
MCO B - HCBS	57%	8%	34%	1%	99
MCO B - NF	45%	9%	43%	2%	53
HD Meals Only (DSAAPD)	68%	10%	23%	0%	31
HCBS (DSAAPD)	64%	7%	27%	2%	55
Sample Average	**55%**	**7%**	**36%**	**1%**	**401**

Table 35a. Where people want to live (if wants to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
MCO A - HCBS	73%	8%	3%	0%	37
MCO A - NF	63%	18%	5%	0%	38
MCO B - HCBS	55%	19%	2%	5%	42
MCO B - NF	61%	18%	4%	0%	28
HD Meals Only (DSAAPD)	70%	20%	0%	0%	10
HCBS (DSAAPD)	68%	5%	5%	0%	19
Sample Average	**64%**	**15%**	**3%**	**1%**	**174**

Table 35b. Where people want to live (if wants to live somewhere else) (continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	0%	11%	5%	0%	37
MCO A - NF	3%	8%	3%	0%	38
MCO B - HCBS	0%	12%	7%	0%	42
MCO B - NF	0%	7%	11%	0%	28
HD Meals Only (DSAAPD)	0%	10%	0%	0%	10
HCBS (DSAAPD)	0%	21%	0%	0%	19
Sample Average	**1%**	**11%**	**5%**	**0%**	**174**

Table 36. Percentage of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	3%	32%	65%	0%	0%	93
MCO A - NF	14%	36%	48%	0%	1%	69
MCO B - HCBS	9%	33%	56%	0%	2%	99
MCO B - NF	12%	31%	56%	0%	2%	52
HD Meals Only (DSAAPD)	10%	45%	45%	0%	0%	31
HCBS (DSAAPD)	11%	38%	47%	0%	4%	55
Sample Average	**9%**	**35%**	**54%**	**0%**	**2%**	**399**

Table 37. Percentage of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	72%	8%	13%	6%	0%	2%	64
MCO A - NF	34%	21%	31%	9%	3%	2%	58
MCO B - HCBS	59%	7%	18%	14%	1%	1%	73
MCO B - NF	48%	9%	20%	11%	11%	0%	44
HD Meals Only (DSAAPD)	67%	33%	0%	0%	0%	0%	6
HCBS (DSAAPD)	73%	12%	12%	0%	0%	4%	26
Sample Average	**56%**	**11%**	**19%**	**9%**	**3%**	**1%**	**271**

Table 38. Percentage of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	2%	13%	86%	0%	0%	64
MCO A - NF	7%	31%	60%	2%	0%	58
MCO B - HCBS	3%	19%	77%	0%	1%	73
MCO B - NF	5%	18%	77%	0%	0%	44
HD Meals Only (DSAAPD)	0%	0%	83%	17%	0%	6
HCBS (DSAAPD)	0%	23%	77%	0%	0%	26
Sample Average	**3%**	**20%**	**76%**	**1%**	**0%**	**271**

Table 39. Percentage of people whose case manager changes too often[37]

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	64%	26%	7%	4%	0%	85
MCO A - NF	51%	30%	5%	11%	3%	37
MCO B - HCBS	53%	34%	7%	6%	0%	90
MCO B - NF	47%	6%	19%	28%	0%	32
HD Meals Only (DSAAPD)	73%	0%	9%	18%	0%	11
HCBS (DSAAPD)	50%	31%	9%	9%	0%	32
Sample Average	**56%**	**26%**	**8%**	**9%**	**0%**	**287**

Table 40. Percentage of people whose services help them live a better life[38]

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	2%	96%	1%	1%	91
MCO A - NF	19%	74%	6%	1%	69
MCO B - HCBS	5%	87%	5%	3%	97
MCO B - NF	8%	83%	8%	2%	52
HD Meals Only (DSAAPD)	4%	85%	8%	4%	26
HCBS (DSAAPD)	9%	80%	4%	7%	46
Sample Average	**8%**	**85%**	**5%**	**3%**	**381**

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[37] New item in 2019-2020.
[38] New item in 2019-2020.

Service Coordination

Table 41. Percentage of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MCO A - HCBS	3%	10%	87%	0%	92
MCO A - NF	26%	15%	59%	0%	68
MCO B - HCBS	3%	10%	86%	0%	96
MCO B - NF	6%	21%	74%	0%	53
HD Meals Only (DSAAPD)	20%	4%	72%	4%	25
HCBS (DSAAPD)	20%	7%	72%	2%	46
Sample Average	**11%**	**12%**	**77%**	**1%**	**380**

Table 42. Percentage of people who know whom to contact if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MCO A - HCBS	10%	10%	80%	0%	92
MCO A - NF	16%	19%	65%	0%	68
MCO B - HCBS	15%	9%	76%	0%	96
MCO B - NF	8%	21%	72%	0%	53
HD Meals Only (DSAAPD)	12%	12%	72%	4%	25
HCBS (DSAAPD)	13%	4%	78%	4%	46
Sample Average	**12%**	**12%**	**74%**	**1%**	**380**

Table 43. Percentage of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	4%	92%	4%	0%	106
MCO A - NF	19%	61%	20%	0%	84
MCO B - HCBS	3%	93%	4%	0%	104
MCO B - NF	20%	63%	17%	0%	60
HD Meals Only (DSAAPD)	54%	46%	0%	0%	26
HCBS (DSAAPD)	27%	67%	6%	0%	49
Sample Average	**14%**	**77%**	**9%**	**0%**	**429**

Table 44. Percentage 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
MCO A - HCBS	6%	13%	80%	1%	0%	98
MCO A - NF	10%	10%	76%	2%	2%	51
MCO B - HCBS	3%	18%	77%	1%	1%	97
MCO B - NF	5%	24%	61%	8%	3%	38
HD Meals Only (DSAAPD)	17%	17%	58%	8%	0%	12
HCBS (DSAAPD)	12%	24%	61%	3%	0%	33
Sample Average	**7%**	**16%**	**74%**	**2%**	**1%**	**329**

Table 45. Percentage of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	3%	7%	81%	6%	1%	1%	70
MCO A - NF	8%	15%	58%	9%	9%	2%	66
MCO B - HCBS	3%	9%	78%	11%	0%	0%	76
MCO B - NF	2%	15%	64%	11%	6%	2%	47
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	0%	6
HCBS (DSAAPD)	0%	21%	79%	0%	0%	0%	28
Sample Average	3%	12%	72%	8%	3%	1%	293

Table 46. Percentage of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	12%	84%	4%	0%	107
MCO A - NF	12%	66%	22%	0%	85
MCO B - HCBS	15%	79%	6%	0%	108
MCO B - NF	8%	70%	18%	3%	60
HD Meals Only (DSAAPD)	47%	44%	9%	0%	32
HCBS (DSAAPD)	31%	59%	10%	0%	58
Sample Average	17%	71%	11%	0%	450

Table 47. Percentage of people whose long-term services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	2%	18%	78%	1%	1%	105
MCO A - NF	19%	16%	59%	4%	2%	85
MCO B - HCBS	10%	24%	64%	2%	0%	105
MCO B - NF	5%	19%	66%	7%	3%	59
HD Meals Only (DSAAPD)	7%	26%	59%	7%	0%	27
HCBS (DSAAPD)	20%	29%	45%	2%	4%	49
Sample Average	**10%**	**21%**	**64%**	**3%**	**2%**	**430**

Table 48a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Companion Services	Healthcare Home Services, Home Health	N
MCO A - HCBS	0%	18%	23%	18%	5%	22
MCO A - NF	31%	7%	0%	3%	3%	29
MCO B - HCBS	0%	24%	32%	24%	11%	38
MCO B - NF	7%	0%	7%	14%	0%	14
HD Meals Only (DSAAPD)	0%	29%	71%	57%	29%	14
HCBS (DSAAPD)	0%	39%	61%	24%	9%	33
Sample Average	**7%**	**21%**	**32%**	**21%**	**9%**	**150**

138

Table 48b. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Home Delivered Meals	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
MCO A - HCBS	32%	14%	27%	14%	0%	9%	18%	22
MCO A - NF	0%	3%	10%	0%	7%	3%	10%	29
MCO B - HCBS	18%	13%	29%	11%	8%	5%	26%	38
MCO B - NF	7%	7%	14%	0%	0%	14%	14%	14
HD Meals Only (DSAAPD)	50%	14%	43%	14%	7%	21%	29%	14
HCBS (DSAAPD)	15%	15%	24%	18%	6%	3%	27%	33
Sample Average	18%	11%	24%	10%	5%	7%	21%	150

Table 48c. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	23%	14%	0%	5%	18%	14%	0%	22
MCO A - NF	3%	0%	7%	3%	38%	10%	3%	29
MCO B - HCBS	18%	16%	0%	5%	32%	11%	0%	38
MCO B - NF	14%	7%	0%	0%	36%	29%	0%	14
HD Meals Only (DSAAPD)	21%	7%	14%	21%	29%	0%	0%	14
HCBS (DSAAPD)	18%	9%	0%	6%	18%	3%	0%	33
Sample Average	16%	9%	3%	6%	28%	10%	1%	150

Table 49. Percentage of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	25%	75%	0%	0%	20
MCO A - NF	56%	38%	6%	0%	16
MCO B - HCBS	34%	51%	14%	0%	35
MCO B - NF	50%	38%	13%	0%	8
HD Meals Only (DSAAPD)	50%	0%	50%	0%	2
HCBS (DSAAPD)	65%	24%	6%	6%	17
Sample Average	**43%**	**47%**	**9%**	**1%**	**98**

Table 50a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
MCO A - HCBS	16%	25%	6%	18%	25%	17%	100
MCO A - NF	5%	44%	8%	12%	9%	27%	78
MCO B - HCBS	7%	19%	9%	15%	35%	25%	102
MCO B - NF	7%	36%	3%	9%	7%	31%	58
HD Meals Only (DSAAPD)	25%	29%	8%	17%	4%	17%	24
HCBS (DSAAPD)	15%	23%	10%	13%	15%	19%	48
Sample Average	**11%**	**29%**	**7%**	**14%**	**20%**	**23%**	**410**

Table 50b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	10%	0%	2%	2%	2%	1%	100
MCO A - NF	5%	1%	0%	0%	4%	0%	78
MCO B - HCBS	7%	2%	1%	2%	5%	0%	102
MCO B - NF	0%	0%	0%	0%	12%	0%	58
HD Meals Only (DSAAPD)	17%	8%	0%	0%	8%	0%	24
HCBS (DSAAPD)	13%	0%	2%	0%	4%	0%	48
Sample Average	**8%**	**1%**	**1%**	**1%**	**5%**	**0%**	**410**

Table 51. Percentage of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	11%	89%	0%	0%	107
MCO A - NF	5%	94%	1%	0%	85
MCO B - HCBS	8%	91%	1%	0%	108
MCO B - NF	3%	93%	2%	2%	60
HD Meals Only (DSAAPD)	44%	56%	0%	0%	32
HCBS (DSAAPD)	24%	76%	0%	0%	58
Sample Average	**12%**	**87%**	**1%**	**0%**	**450**

Table 52. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
MCO A - HCBS	43%	32%	0%	22%	3%	0%	0%	0%	95
MCO A - NF	94%	0%	0%	4%	0%	3%	0%	0%	80
MCO B - HCBS	39%	22%	2%	33%	2%	1%	0%	1%	98
MCO B - NF	93%	0%	0%	4%	0%	4%	0%	0%	56
HD Meals Only (DSAAPD)	22%	11%	6%	44%	11%	0%	6%	0%	18
HCBS (DSAAPD)	39%	9%	0%	48%	2%	2%	0%	0%	44
Sample Average	**58%**	**15%**	**1%**	**22%**	**2%**	**2%**	**0%**	**0%**	**391**

Table 53. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
MCO A - HCBS	25%	11%	2%	47%	9%	3%	9%	1%	0%	95
MCO A - NF	46%	1%	0%	29%	6%	4%	21%	0%	0%	80
MCO B - HCBS	28%	7%	2%	34%	12%	3%	19%	0%	1%	97
MCO B - NF	54%	0%	0%	39%	5%	0%	20%	0%	0%	56
HD Meals Only (DSAAPD)	12%	6%	0%	41%	6%	18%	18%	0%	0%	17
HCBS (DSAAPD)	36%	7%	0%	43%	7%	2%	16%	0%	0%	44
Sample Average	**35%**	**6%**	**1%**	**38%**	**8%**	**3%**	**17%**	**0%**	**0%**	**389**

Table 54. Percentage of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	11%	80%	7%	1%	0%	70
MCO A - NF	18%	48%	12%	20%	2%	66
MCO B - HCBS	18%	64%	12%	5%	0%	76
MCO B - NF	2%	62%	13%	15%	9%	47
HD Meals Only (DSAAPD)	33%	50%	0%	17%	0%	6
HCBS (DSAAPD)	29%	71%	0%	0%	0%	28
Sample Average	**15%**	**65%**	**10%**	**9%**	**2%**	**293**

Care Coordination

Table 55. Percentage of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	66%	32%	2%	0%	107
MCO A - NF	68%	31%	1%	0%	85
MCO B - HCBS	56%	43%	1%	1%	108
MCO B - NF	75%	24%	2%	0%	59
HD Meals Only (DSAAPD)	50%	50%	0%	0%	32
HCBS (DSAAPD)	76%	24%	0%	0%	58
Sample Average	**65%**	**33%**	**1%**	**0%**	**449**

Table 56. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	12%	0%	88%	0%	0%	34
MCO A - NF	15%	4%	73%	4%	4%	26
MCO B - HCBS	11%	7%	83%	0%	0%	46
MCO B - NF	14%	0%	57%	0%	29%	14
HD Meals Only (DSAAPD)	6%	0%	94%	0%	0%	16
HCBS (DSAAPD)	7%	0%	93%	0%	0%	14
Sample Average	**11%**	**3%**	**82%**	**1%**	**3%**	**150**

Table 57. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	15%	79%	3%	3%	0%	34
MCO A - NF	12%	62%	0%	27%	0%	26
MCO B - HCBS	13%	78%	2%	7%	0%	46
MCO B - NF	21%	36%	14%	7%	21%	14
HD Meals Only (DSAAPD)	38%	56%	0%	6%	0%	16
HCBS (DSAAPD)	7%	86%	7%	0%	0%	14
Sample Average	**16%**	**70%**	**3%**	**9%**	**2%**	**150**

Table 58. Percentage of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	N/A – Doesn't Have Chronic Conditions	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	5%	4%	84%	4%	2%	0%	93
MCO A - NF	19%	4%	67%	6%	4%	0%	69
MCO B - HCBS	9%	4%	78%	6%	2%	1%	99
MCO B - NF	17%	6%	54%	10%	10%	4%	52
HD Meals Only (DSAAPD)	3%	6%	90%	0%	0%	0%	31
HCBS (DSAAPD)	2%	5%	84%	5%	0%	4%	55
Sample Average	**10%**	**5%**	**76%**	**6%**	**3%**	**1%**	**399**

Table 59. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	20%	80%	0%	0%	65
MCO A - NF	26%	71%	2%	0%	42
MCO B - HCBS	18%	82%	0%	0%	61
MCO B - NF	18%	82%	0%	0%	22
HD Meals Only (DSAAPD)	26%	68%	5%	0%	19
HCBS (DSAAPD)	22%	78%	0%	0%	36
Sample Average	**21%**	**78%**	**1%**	**0%**	**245**

Access to Community

Table 60. Percentage of people who have transportation when they want to do things outside of their home (non-medical)

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	8%	10%	78%	3%	1%	0%	107
MCO A - NF	20%	12%	58%	6%	4%	1%	85
MCO B - HCBS	16%	12%	67%	6%	0%	0%	108
MCO B - NF	10%	10%	67%	12%	2%	0%	60
HD Meals Only (DSAAPD)	19%	16%	66%	0%	0%	0%	32
HCBS (DSAAPD)	14%	19%	66%	2%	0%	0%	58
Sample Average	**14%**	**12%**	**67%**	**5%**	**1%**	**0%**	**450**

Table 61. Percentage of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	0%	2%	96%	1%	0%	1%	107
MCO A - NF	2%	5%	78%	13%	1%	1%	85
MCO B - HCBS	4%	6%	91%	0%	0%	0%	108
MCO B - NF	2%	3%	82%	13%	0%	0%	60
HD Meals Only (DSAAPD)	3%	13%	84%	0%	0%	0%	32
HCBS (DSAAPD)	3%	7%	86%	3%	0%	0%	58
Sample Average	**2%**	**5%**	**87%**	**5%**	**0%**	**0%**	**450**

Access to Needed Equipment

Table 62. Percentage of people who need grab bars in the bathroom or elsewhere in their home

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	16%	72%	7%	4%	0%	1%	107
MCO A - NF	14%	81%	0%	0%	5%	0%	85
MCO B - HCBS	22%	57%	4%	16%	0%	1%	108
MCO B - NF	10%	85%	0%	2%	3%	0%	60
HD Meals Only (DSAAPD)	13%	53%	9%	25%	0%	0%	32
HCBS (DSAAPD)	19%	60%	7%	14%	0%	0%	58
Sample Average	**16%**	**69%**	**4%**	**8%**	**1%**	**0%**	**450**

Table 63. Percentage of people who need bathroom modifications (other than grab bars)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	62%	22%	2%	12%	1%	1%	107
MCO A - NF	39%	53%	2%	2%	4%	0%	85
MCO B - HCBS	54%	29%	3%	11%	3%	1%	108
MCO B - NF	33%	58%	0%	2%	5%	2%	60
HD Meals Only (DSAAPD)	78%	9%	0%	13%	0%	0%	32
HCBS (DSAAPD)	55%	21%	9%	10%	3%	2%	58
Sample Average	**52%**	**33%**	**3%**	**8%**	**3%**	**1%**	**450**

Table 64. Percentage of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	68%	21%	6%	5%	1%	0%	107
MCO A - NF	6%	78%	14%	0%	2%	0%	85
MCO B - HCBS	56%	19%	9%	12%	2%	2%	108
MCO B - NF	5%	93%	2%	0%	0%	0%	60
HD Meals Only (DSAAPD)	59%	22%	16%	3%	0%	0%	32
HCBS (DSAAPD)	72%	12%	7%	9%	0%	0%	58
Sample Average	**45%**	**40%**	**8%**	**5%**	**1%**	**0%**	**450**

Table 65. Percentage of people who need a ramp or stair lift in or outside the home

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	61%	24%	2%	9%	2%	2%	107
MCO A - NF	59%	34%	1%	0%	4%	2%	85
MCO B - HCBS	65%	21%	5%	6%	1%	2%	108
MCO B - NF	50%	50%	0%	0%	0%	0%	60
HD Meals Only (DSAAPD)	69%	28%	0%	3%	0%	0%	32
HCBS (DSAAPD)	66%	26%	3%	5%	0%	0%	58
Sample Average	**61%**	**29%**	**2%**	**5%**	**1%**	**1%**	**450**

Table 66. Percentage of people who need some other home modification(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	78%	8%	0%	6%	7%	1%	107
MCO A - NF	85%	5%	1%	1%	7%	1%	85
MCO B - HCBS	72%	5%	0%	12%	10%	1%	108
MCO B - NF	90%	3%	0%	0%	5%	2%	60
HD Meals Only (DSAAPD)	72%	13%	3%	6%	6%	0%	32
HCBS (DSAAPD)	69%	5%	2%	19%	5%	0%	58
Sample Average	**78%**	**6%**	**1%**	**7%**	**7%**	**1%**	**450**

Table 67. Percentage of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	36%	53%	6%	6%	0%	0%	107
MCO A - NF	66%	28%	1%	4%	1%	0%	85
MCO B - HCBS	37%	43%	18%	3%	0%	0%	108
MCO B - NF	63%	32%	0%	5%	0%	0%	60
HD Meals Only (DSAAPD)	19%	75%	6%	0%	0%	0%	32
HCBS (DSAAPD)	40%	53%	7%	0%	0%	0%	58
Sample Average	**45%**	**45%**	**7%**	**3%**	**0%**	**0%**	**450**

Table 68. Percentage of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	82%	4%	2%	12%	0%	0%	107
MCO A - NF	89%	4%	0%	6%	1%	0%	85
MCO B - HCBS	80%	6%	1%	12%	2%	0%	108
MCO B - NF	93%	2%	0%	5%	0%	0%	60
HD Meals Only (DSAAPD)	94%	3%	0%	3%	0%	0%	32
HCBS (DSAAPD)	83%	5%	2%	10%	0%	0%	58
Sample Average	**85%**	**4%**	**1%**	**9%**	**1%**	**0%**	**450**

Table 69. Percentage of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	45%	40%	7%	8%	0%	0%	107
MCO A - NF	18%	62%	16%	2%	1%	0%	85
MCO B - HCBS	47%	26%	18%	8%	1%	0%	108
MCO B - NF	18%	73%	8%	0%	0%	0%	60
HD Meals Only (DSAAPD)	59%	25%	6%	9%	0%	0%	32
HCBS (DSAAPD)	52%	29%	9%	7%	2%	2%	58
Sample Average	**39%**	**43%**	**12%**	**6%**	**1%**	**0%**	**450**

Table 70. Percentage of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	83%	6%	2%	9%	0%	0%	107
MCO A - NF	74%	5%	4%	15%	2%	0%	85
MCO B - HCBS	82%	6%	3%	8%	0%	0%	108
MCO B - NF	78%	5%	0%	13%	2%	2%	60
HD Meals Only (DSAAPD)	72%	6%	9%	13%	0%	0%	32
HCBS (DSAAPD)	66%	10%	7%	17%	0%	0%	58
Sample Average	**78%**	**6%**	**3%**	**12%**	**1%**	**0%**	**450**

Table 71. Percentage of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	10%	55%	31%	3%	1%	0%	107
MCO A - NF	27%	52%	12%	6%	4%	0%	85
MCO B - HCBS	23%	44%	21%	10%	2%	0%	108
MCO B - NF	18%	68%	2%	7%	3%	2%	60
HD Meals Only (DSAAPD)	3%	69%	16%	13%	0%	0%	32
HCBS (DSAAPD)	10%	60%	24%	5%	0%	0%	58
Sample Average	**17%**	**55%**	**19%**	**7%**	**2%**	**0%**	**450**

Table 72. Percentage of people who need a shower chair[39]

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	18%	69%	7%	7%	0%	0%	107
MCO A - NF	34%	58%	4%	1%	4%	0%	85
MCO B - HCBS	24%	55%	8%	12%	1%	0%	108
MCO B - NF	25%	72%	2%	0%	0%	2%	60
HD Meals Only (DSAAPD)	25%	53%	0%	22%	0%	0%	32
HCBS (DSAAPD)	31%	53%	10%	5%	0%	0%	58
Sample Average	**26%**	**61%**	**6%**	**7%**	**1%**	**0%**	**450**

Table 73. Percentage of people who need a personal emergency response system

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	18%	71%	8%	3%	0%	0%	107
MCO A - NF	42%	52%	1%	4%	1%	0%	85
MCO B - HCBS	27%	62%	5%	6%	0%	0%	108
MCO B - NF	40%	52%	3%	2%	2%	2%	60
HD Meals Only (DSAAPD)	28%	47%	0%	22%	0%	3%	32
HCBS (DSAAPD)	21%	69%	5%	3%	2%	0%	58
Sample Average	**29%**	**61%**	**4%**	**5%**	**1%**	**0%**	**450**

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[39] New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	90%	7%	1%	1%	1%	0%	107
MCO A - NF	73%	24%	2%	0%	1%	0%	85
MCO B - HCBS	87%	11%	0%	1%	0%	1%	108
MCO B - NF	85%	12%	2%	0%	0%	2%	60
HD Meals Only (DSAAPD)	78%	19%	3%	0%	0%	0%	32
HCBS (DSAAPD)	86%	9%	3%	2%	0%	0%	58
Sample Average	**84%**	**13%**	**2%**	**1%**	**0%**	**0%**	**450**

Table 75. Percentage of people who need some other assistive device(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	76%	12%	2%	5%	5%	1%	107
MCO A - NF	81%	7%	5%	4%	4%	0%	85
MCO B - HCBS	74%	8%	1%	5%	12%	0%	108
MCO B - NF	80%	10%	0%	2%	7%	2%	60
HD Meals Only (DSAAPD)	78%	9%	0%	3%	9%	0%	32
HCBS (DSAAPD)	67%	9%	5%	14%	3%	2%	58
Sample Average	**76%**	**9%**	**2%**	**5%**	**7%**	**1%**	**450**

Safety

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

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	3%	97%	0%	0%	64
MCO A - NF	17%	81%	0%	2%	58
MCO B - HCBS	5%	93%	0%	1%	73
MCO B - NF	14%	84%	0%	2%	44
HD Meals Only (DSAAPD)	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	100%	0%	0%	26
Sample Average	**8%**	**91%**	**0%**	**1%**	**271**

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	80%	19%	0%	1%	93
MCO A - NF	64%	35%	1%	0%	69
MCO B - HCBS	81%	17%	0%	2%	99
MCO B - NF	62%	32%	2%	4%	53
HD Meals Only (DSAAPD)	77%	23%	0%	0%	31
HCBS (DSAAPD)	76%	18%	2%	4%	55
Sample Average	**74%**	**23%**	**1%**	**2%**	**400**

Table 78. Percentage of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	92%	6%	0%	1%	93
MCO A - NF	81%	16%	3%	0%	69
MCO B - HCBS	87%	7%	3%	3%	99
MCO B - NF	81%	13%	2%	4%	53
HD Meals Only (DSAAPD)	77%	19%	3%	0%	31
HCBS (DSAAPD)	89%	7%	0%	4%	55
Sample Average	**86%**	**10%**	**2%**	**2%**	**400**

Table 79. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	11%	85%	4%	0%	107
MCO A - NF	25%	68%	7%	0%	85
MCO B - HCBS	10%	85%	5%	0%	108
MCO B - NF	8%	77%	15%	0%	60
HD Meals Only (DSAAPD)	9%	78%	13%	0%	32
HCBS (DSAAPD)	14%	78%	9%	0%	58
Sample Average	**13%**	**79%**	**7%**	**0%**	**450**

Table 80. Percentage of people with concerns about falling or being unstable[40]

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	37%	34%	27%	2%	0%	107
MCO A - NF	51%	19%	31%	0%	0%	85
MCO B - HCBS	42%	25%	31%	2%	0%	108
MCO B - NF	63%	13%	23%	0%	0%	60
HD Meals Only (DSAAPD)	41%	34%	25%	0%	0%	32
HCBS (DSAAPD)	36%	29%	33%	0%	2%	58
Sample Average	**44%**	**26%**	**29%**	**1%**	**0%**	**450**

Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected[41]

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MCO A - HCBS	22%	1%	74%	3%	93
MCO A - NF	12%	9%	80%	0%	69
MCO B - HCBS	17%	8%	74%	1%	99
MCO B - NF	15%	6%	75%	4%	53
HD Meals Only (DSAAPD)	16%	10%	71%	3%	31
HCBS (DSAAPD)	24%	4%	71%	2%	55
Sample Average	**18%**	**6%**	**75%**	**2%**	**400**

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[40] Item previously reported in the "Care Coordination" domain.
[41] New item in 2019-2020.

Health Care

Table 82. Percentage of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	56%	43%	1%	0%	107
MCO A - NF	76%	22%	1%	0%	85
MCO B - HCBS	54%	46%	0%	0%	108
MCO B - NF	71%	20%	8%	0%	59
HD Meals Only (DSAAPD)	50%	50%	0%	0%	32
HCBS (DSAAPD)	55%	45%	0%	0%	58
Sample Average	**61%**	**38%**	**2%**	**0%**	**449**

Table 83. Percentage of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	67%	33%	0%	0%	46
MCO A - NF	89%	11%	0%	0%	19
MCO B - HCBS	72%	28%	0%	0%	50
MCO B - NF	75%	25%	0%	0%	12
HD Meals Only (DSAAPD)	69%	31%	0%	0%	16
HCBS (DSAAPD)	58%	42%	0%	0%	26
Sample Average	**70%**	**30%**	**0%**	**0%**	**169**

Table 84. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	100%	0%	0%	0%	46
MCO A - NF	100%	0%	0%	0%	19
MCO B - HCBS	96%	0%	4%	0%	50
MCO B - NF	100%	0%	0%	0%	12
HD Meals Only (DSAAPD)	94%	6%	0%	0%	16
HCBS (DSAAPD)	100%	0%	0%	0%	26
Sample Average	98%	1%	1%	0%	169

Table 85. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	89%	11%	0%	0%	46
MCO A - NF	100%	0%	0%	0%	19
MCO B - HCBS	96%	4%	0%	0%	50
MCO B - NF	100%	0%	0%	0%	12
HD Meals Only (DSAAPD)	81%	13%	0%	6%	16
HCBS (DSAAPD)	92%	8%	0%	0%	26
Sample Average	93%	7%	0%	1%	169

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

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	3%	13%	84%	0%	0%	0%	107
MCO A - NF	14%	9%	65%	7%	5%	0%	85
MCO B - HCBS	4%	12%	83%	1%	0%	0%	108
MCO B - NF	10%	10%	68%	10%	2%	0%	59
HD Meals Only (DSAAPD)	9%	16%	69%	0%	6%	0%	32
HCBS (DSAAPD)	9%	17%	71%	3%	0%	0%	58
Sample Average	**7%**	**12%**	**75%**	**3%**	**2%**	**0%**	**449**

Table 87. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	30%	70%	0%	0%	37
MCO A - NF	53%	47%	0%	0%	38
MCO B - HCBS	31%	69%	0%	0%	36
MCO B - NF	50%	45%	5%	0%	22
HD Meals Only (DSAAPD)	22%	78%	0%	0%	9
HCBS (DSAAPD)	46%	54%	0%	0%	24
Sample Average	**40%**	**60%**	**1%**	**0%**	**166**

Table 88. Percentage 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
MCO A - HCBS	9%	88%	0%	3%	0%	107
MCO A - NF	25%	65%	0%	9%	1%	85
MCO B - HCBS	19%	80%	0%	1%	0%	108
MCO B - NF	27%	64%	0%	8%	0%	59
HD Meals Only (DSAAPD)	16%	84%	0%	0%	0%	32
HCBS (DSAAPD)	19%	78%	0%	3%	0%	58
Sample Average	19%	77%	0%	4%	0%	449

Table 89. Percentage 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
MCO A - HCBS	63%	35%	0%	3%	0%	107
MCO A - NF	52%	36%	0%	11%	1%	85
MCO B - HCBS	81%	18%	0%	2%	0%	108
MCO B - NF	61%	25%	0%	14%	0%	59
HD Meals Only (DSAAPD)	75%	25%	0%	0%	0%	32
HCBS (DSAAPD)	71%	28%	0%	2%	0%	58
Sample Average	67%	28%	0%	5%	0%	449

Table 90. Percentage 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
MCO A - HCBS	36%	64%	0%	0%	0%	107
MCO A - NF	36%	52%	0%	11%	1%	85
MCO B - HCBS	50%	50%	0%	0%	0%	108
MCO B - NF	32%	51%	2%	14%	2%	59
HD Meals Only (DSAAPD)	47%	53%	0%	0%	0%	32
HCBS (DSAAPD)	26%	72%	2%	0%	0%	58
Sample Average	**38%**	**57%**	**0%**	**4%**	**0%**	**449**

Table 91. Percentage 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
MCO A - HCBS	31%	67%	1%	1%	0%	107
MCO A - NF	13%	82%	0%	4%	1%	85
MCO B - HCBS	31%	69%	1%	0%	0%	108
MCO B - NF	12%	83%	0%	3%	2%	59
HD Meals Only (DSAAPD)	16%	84%	0%	0%	0%	32
HCBS (DSAAPD)	24%	76%	0%	0%	0%	58
Sample Average	**23%**	**75%**	**0%**	**1%**	**0%**	**449**

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	64%	36%	0%	0%	0%	107
MCO A - NF	48%	41%	1%	8%	1%	85
MCO B - HCBS	65%	35%	0%	0%	0%	108
MCO B - NF	46%	44%	0%	10%	0%	59
HD Meals Only (DSAAPD)	66%	34%	0%	0%	0%	32
HCBS (DSAAPD)	59%	38%	0%	3%	0%	58
Sample Average	**58%**	**38%**	**0%**	**3%**	**0%**	**449**

Wellness

Table 93. Percentage of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	13%	42%	28%	13%	4%	0%	0%	107
MCO A - NF	16%	29%	34%	16%	2%	0%	1%	85
MCO B - HCBS	17%	35%	30%	12%	6%	1%	0%	108
MCO B - NF	5%	14%	42%	25%	8%	2%	3%	59
HD Meals Only (DSAAPD)	9%	47%	31%	6%	6%	0%	0%	32
HCBS (DSAAPD)	12%	34%	36%	10%	3%	3%	0%	58
Sample Average	**13%**	**34%**	**33%**	**14%**	**5%**	**1%**	**1%**	**449**

Table 94. Percentage of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	6%	28%	46%	13%	7%	0%	0%	107
MCO A - NF	7%	22%	48%	13%	7%	2%	0%	85
MCO B - HCBS	8%	23%	42%	17%	8%	1%	1%	108
MCO B - NF	2%	14%	47%	17%	10%	2%	8%	59
HD Meals Only (DSAAPD)	13%	38%	28%	19%	3%	0%	0%	32
HCBS (DSAAPD)	3%	21%	50%	14%	12%	0%	0%	58
Sample Average	**6%**	**24%**	**45%**	**15%**	**8%**	**1%**	**1%**	**449**

Table 95. Percentage of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	50%	44%	7%	0%	107
MCO A - NF	48%	42%	8%	1%	85
MCO B - HCBS	46%	47%	5%	2%	108
MCO B - NF	66%	27%	7%	0%	59
HD Meals Only (DSAAPD)	38%	63%	0%	0%	32
HCBS (DSAAPD)	41%	57%	2%	0%	58
Sample Average	**49%**	**45%**	**5%**	**1%**	**449**

Table 96. Percentage of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	36%	64%	0%	0%	47
MCO A - NF	61%	36%	0%	3%	36
MCO B - HCBS	41%	57%	2%	0%	51
MCO B - NF	38%	50%	13%	0%	16
HD Meals Only (DSAAPD)	20%	75%	5%	0%	20
HCBS (DSAAPD)	61%	39%	0%	0%	33
Sample Average	**44%**	**53%**	**2%**	**0%**	**203**

Table 97. Percentage of people who feel sad or depressed

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	31%	29%	31%	9%	0%	0%	93
MCO A - NF	14%	28%	43%	12%	3%	0%	69
MCO B - HCBS	29%	30%	29%	7%	1%	3%	99
MCO B - NF	21%	33%	31%	12%	2%	2%	52
HD Meals Only (DSAAPD)	29%	42%	16%	13%	0%	0%	31
HCBS (DSAAPD)	16%	36%	36%	7%	0%	4%	55
Sample Average	**24%**	**32%**	**32%**	**9%**	**1%**	**2%**	**399**

Table 98. Percentage of people who feel lonley[42]

	Never/Almost Never, Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	57%	33%	9%	1%	0%	93
MCO A - NF	32%	41%	25%	3%	0%	69
MCO B - HCBS	54%	33%	11%	0%	2%	99
MCO B - NF	40%	46%	10%	0%	4%	52
HD Meals Only (DSAAPD)	26%	58%	13%	0%	3%	31
HCBS (DSAAPD)	35%	49%	13%	0%	4%	55
Sample Average	**44%**	**40%**	**13%**	**1%**	**2%**	**399**

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[42] New item in 2019-2020.

Table 99. Percentage of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	9%	19%	71%	1%	0%	107
MCO A - NF	9%	31%	56%	4%	0%	85
MCO B - HCBS	10%	18%	72%	0%	0%	108
MCO B - NF	12%	24%	63%	2%	0%	59
HD Meals Only (DSAAPD)	6%	28%	66%	0%	0%	32
HCBS (DSAAPD)	12%	24%	64%	0%	0%	58
Sample Average	10%	23%	66%	1%	0%	449

Table 100. Percentage of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	7%	39%	53%	0%	0%	107
MCO A - NF	9%	31%	55%	4%	1%	85
MCO B - HCBS	15%	34%	50%	1%	0%	108
MCO B - NF	8%	17%	71%	3%	0%	59
HD Meals Only (DSAAPD)	19%	22%	59%	0%	0%	32
HCBS (DSAAPD)	16%	33%	52%	0%	0%	58
Sample Average	12%	31%	55%	1%	0%	449

Table 101. Percentage of people who have access to healthy foods if they want them

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	5%	12%	82%	0%	0%	1%	107
MCO A - NF	11%	24%	62%	0%	1%	2%	84
MCO B - HCBS	2%	11%	87%	0%	0%	0%	108
MCO B - NF	5%	15%	78%	0%	2%	0%	59
HD Meals Only (DSAAPD)	3%	9%	88%	0%	0%	0%	32
HCBS (DSAAPD)	3%	10%	86%	0%	0%	0%	58
Sample Average	**5%**	**14%**	**80%**	**0%**	**0%**	**1%**	**448**

Medications

Table 102. Percentage of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	58%	39%	3%	0%	107
MCO A - NF	51%	35%	12%	2%	85
MCO B - HCBS	69%	29%	2%	0%	108
MCO B - NF	47%	37%	15%	0%	59
HD Meals Only (DSAAPD)	75%	25%	0%	0%	32
HCBS (DSAAPD)	74%	26%	0%	0%	58
Sample Average	**61%**	**33%**	**5%**	**0%**	**449**

Table 103. Percentage of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	4%	11%	83%	1%	1%	0%	93
MCO A - NF	28%	13%	55%	0%	1%	3%	69
MCO B - HCBS	5%	11%	81%	2%	0%	1%	99
MCO B - NF	25%	13%	50%	6%	2%	4%	52
HD Meals Only (DSAAPD)	6%	10%	81%	3%	0%	0%	31
HCBS (DSAAPD)	7%	5%	82%	2%	0%	4%	55
Sample Average	**12%**	**11%**	**73%**	**2%**	**1%**	**2%**	**399**

Rights and Respect

Table 104. Percentage of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	0%	8%	92%	0%	0%	64
MCO A - NF	2%	31%	67%	0%	0%	58
MCO B - HCBS	0%	5%	93%	0%	1%	73
MCO B - NF	2%	20%	77%	0%	0%	44
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	4%	96%	0%	0%	26
Sample Average	**1%**	**14%**	**85%**	**0%**	**0%**	**271**

Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting[43])

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	0%	8%	92%	0%	0%	64
MCO A - NF	2%	31%	67%	0%	0%	58
MCO B - HCBS	0%	5%	93%	0%	1%	73
MCO B - NF	2%	20%	77%	0%	0%	44
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	4%	96%	0%	0%	26
Sample Average	**1%**	**14%**	**85%**	**0%**	**0%**	**271**

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[43] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 106. Percentage of people who are able to lock the doors to their room if they want to (if in group setting[44])

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	36%	64%	0%	0%	11
MCO A - NF	92%	3%	5%	0%	66
MCO B - HCBS	83%	17%	0%	0%	6
MCO B - NF	78%	8%	14%	0%	51
HD Meals Only (DSAAPD)	100%	0%	0%	0%	1
HCBS (DSAAPD)	33%	67%	0%	0%	3
Sample Average	**81%**	**12%**	**7%**	**0%**	**138**

Table 107. Percentage of people who have enough privacy where they live (if in group setting[45])

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	18%	9%	73%	0%	0%	11
MCO A - NF	18%	21%	61%	0%	0%	66
MCO B - HCBS	33%	17%	50%	0%	0%	6
MCO B - NF	16%	18%	67%	0%	0%	51
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	1
HCBS (DSAAPD)	0%	0%	100%	0%	0%	3
Sample Average	**17%**	**18%**	**64%**	**0%**	**0%**	**138**

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[44] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home
[45] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 108. Percentage of people whose visitors are able to come at any time (if in group setting[46])

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	18%	82%	0%	0%	0%	11
MCO A - NF	9%	85%	5%	2%	0%	66
MCO B - HCBS	33%	67%	0%	0%	0%	6
MCO B - NF	8%	84%	4%	4%	0%	51
HD Meals Only (DSAAPD)	0%	100%	0%	0%	0%	1
HCBS (DSAAPD)	33%	33%	0%	33%	0%	3
Sample Average	**11%**	**83%**	**4%**	**3%**	**0%**	**138**

Table 109. Percentage of people who have access to food at all times of the day (if in group setting[47])

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	18%	73%	0%	0%	9%	11
MCO A - NF	21%	73%	2%	3%	2%	66
MCO B - HCBS	33%	67%	0%	0%	0%	6
MCO B - NF	20%	75%	0%	4%	2%	51
HD Meals Only (DSAAPD)	0%	100%	0%	0%	0%	1
HCBS (DSAAPD)	33%	67%	0%	0%	0%	3
Sample Average	**21%**	**73%**	**1%**	**3%**	**2%**	**138**

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[46] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home
[47] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 110. Percentage of people who receive information about their services in the language they prefer (if non-English)[48]

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	6%	0%	94%	0%	0%	16
MCO A - NF	0%	17%	83%	0%	0%	6
MCO B - HCBS	0%	0%	93%	0%	7%	14
MCO B - NF	0%	0%	80%	20%	0%	5
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	2
HCBS (DSAAPD)	0%	0%	100%	0%	0%	9
Sample Average	**2%**	**2%**	**92%**	**2%**	**2%**	**52**

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[48] Item previously reported in "Service Coordination" domain

Self-Direction

Table 111. Percentage of people who can make decisions about what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	8%	17%	71%	4%	0%	106
MCO A - NF	21%	25%	51%	2%	0%	84
MCO B - HCBS	8%	19%	69%	2%	2%	104
MCO B - NF	13%	23%	58%	5%	0%	60
HD Meals Only (DSAAPD)	15%	15%	65%	0%	4%	26
HCBS (DSAAPD)	16%	18%	61%	4%	0%	49
Sample Average	**13%**	**20%**	**63%**	**3%**	**1%**	**429**

Table 112. Percentage of people who can make decisions about when they get their services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	13%	18%	68%	1%	0%	106
MCO A - NF	30%	31%	35%	5%	0%	84
MCO B - HCBS	13%	19%	66%	2%	0%	104
MCO B - NF	18%	13%	50%	17%	2%	60
HD Meals Only (DSAAPD)	23%	23%	42%	8%	4%	26
HCBS (DSAAPD)	18%	14%	57%	8%	2%	49
Sample Average	**18%**	**20%**	**56%**	**5%**	**1%**	**429**

Table 113. Percentage of people who can make decisions about their paid support staff

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	4%	4%	90%	1%	0%	70
MCO A - NF	42%	12%	38%	8%	0%	66
MCO B - HCBS	11%	3%	82%	3%	3%	76
MCO B - NF	30%	9%	57%	4%	0%	47
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	6
HCBS (DSAAPD)	4%	7%	82%	7%	0%	28
Sample Average	**18%**	**6%**	**70%**	**4%**	**1%**	**293**

Work

Table 114. Percentage of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	95%	4%	1%	0%	93
MCO A - NF	100%	0%	0%	0%	69
MCO B - HCBS	96%	2%	1%	1%	99
MCO B - NF	94%	4%	0%	2%	52
HD Meals Only (DSAAPD)	100%	0%	0%	0%	31
HCBS (DSAAPD)	93%	4%	0%	4%	55
Sample Average	**96%**	**3%**	**1%**	**1%**	**399**

Table 115. Percentage of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
MCO A - HCBS	72%	11%	17%	0%	88
MCO A - NF	78%	7%	14%	0%	69
MCO B - HCBS	69%	11%	18%	2%	95
MCO B - NF	78%	2%	18%	2%	49
HD Meals Only (DSAAPD)	74%	10%	16%	0%	31
HCBS (DSAAPD)	82%	4%	14%	0%	51
Sample Average	**75%**	**8%**	**16%**	**1%**	**383**

Table 116. Percentage of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	76%	24%	0%	0%	25
MCO A - NF	80%	20%	0%	0%	15
MCO B - HCBS	70%	30%	0%	0%	27
MCO B - NF	80%	20%	0%	0%	10
HD Meals Only (DSAAPD)	100%	0%	0%	0%	8
HCBS (DSAAPD)	78%	11%	0%	11%	9
Sample Average	**78%**	**21%**	**0%**	**1%**	**94**

Table 117. Percentage of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	85%	14%	1%	0%	107
MCO A - NF	91%	7%	1%	1%	85
MCO B - HCBS	89%	10%	1%	0%	108
MCO B - NF	92%	8%	0%	0%	59
HD Meals Only (DSAAPD)	91%	9%	0%	0%	32
HCBS (DSAAPD)	93%	5%	2%	0%	58
Sample Average	**89%**	**10%**	**1%**	**0%**	**449**

Table 118. Percentage of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
MCO A - HCBS	74%	13%	13%	0%	78
MCO A - NF	69%	13%	16%	2%	61
MCO B - HCBS	76%	10%	13%	1%	87
MCO B - NF	70%	6%	17%	6%	47
HD Meals Only (DSAAPD)	68%	21%	11%	0%	28
HCBS (DSAAPD)	67%	14%	16%	4%	51
Sample Average	**72%**	**12%**	**14%**	**2%**	**352**

Everyday Living

Table 119. Percentage of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	3%	47%	50%	0%	0%	108
MCO A - NF	11%	33%	54%	2%	0%	85
MCO B - HCBS	6%	37%	57%	0%	0%	108
MCO B - NF	12%	32%	57%	0%	0%	60
HD Meals Only (DSAAPD)	25%	66%	9%	0%	0%	32
HCBS (DSAAPD)	22%	52%	26%	0%	0%	58
Sample Average	**10%**	**42%**	**47%**	**0%**	**0%**	**451**

Table 120. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	6%	92%	2%	0%	105
MCO A - NF	28%	72%	0%	0%	74
MCO B - HCBS	18%	82%	0%	0%	102
MCO B - NF	17%	83%	0%	0%	53
HD Meals Only (DSAAPD)	25%	71%	4%	0%	24
HCBS (DSAAPD)	47%	51%	2%	0%	45
Sample Average	**20%**	**79%**	**1%**	**0%**	**403**

Table 121. Percentage of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	21%	42%	36%	0%	0%	107
MCO A - NF	14%	29%	55%	1%	0%	85
MCO B - HCBS	22%	36%	42%	0%	0%	108
MCO B - NF	15%	43%	42%	0%	0%	60
HD Meals Only (DSAAPD)	56%	41%	3%	0%	0%	32
HCBS (DSAAPD)	47%	33%	21%	0%	0%	58
Sample Average	**25%**	**37%**	**38%**	**0%**	**0%**	**450**

Table 122. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	7%	89%	4%	0%	84
MCO A - NF	32%	68%	0%	0%	72
MCO B - HCBS	7%	92%	1%	0%	84
MCO B - NF	18%	80%	2%	0%	51
HD Meals Only (DSAAPD)	50%	43%	7%	0%	14
HCBS (DSAAPD)	45%	52%	3%	0%	31
Sample Average	**19%**	**79%**	**2%**	**0%**	**336**

Affordability

Table 123. Percentage of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	94%	6%	0%	0%	0%	0%	107
MCO A - NF	98%	1%	0%	0%	0%	1%	84
MCO B - HCBS	93%	4%	3%	0%	0%	1%	108
MCO B - NF	100%	0%	0%	0%	0%	0%	59
HD Meals Only (DSAAPD)	81%	13%	6%	0%	0%	0%	32
HCBS (DSAAPD)	88%	7%	5%	0%	0%	0%	58
Sample Average	**94%**	**4%**	**2%**	**0%**	**0%**	**0%**	**448**

Ranking of Priorities

Table 124. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	63%	25%	10%	0%	0%	2%	93
MCO A - NF	54%	28%	10%	4%	0%	4%	69
MCO B - HCBS	71%	18%	5%	3%	0%	3%	99
MCO B - NF	48%	19%	17%	12%	0%	4%	52
HD Meals Only (DSAAPD)	61%	19%	10%	6%	3%	0%	31
HCBS (DSAAPD)	67%	19%	4%	6%	2%	4%	54
Sample Average	**62%**	**22%**	**9%**	**4%**	**1%**	**3%**	**398**

Table 125. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
MCO A - HCBS	12%	41%	34%	13%	91
MCO A - NF	14%	35%	33%	18%	66
MCO B - HCBS	7%	47%	35%	10%	96
MCO B - NF	6%	34%	42%	18%	50
HD Meals Only (DSAAPD)	7%	43%	43%	7%	30
HCBS (DSAAPD)	4%	39%	47%	10%	51
Sample Average	**9%**	**40%**	**38%**	**13%**	**384**

Table 126. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
MCO A - HCBS	12%	24%	51%	13%	91
MCO A - NF	21%	29%	38%	12%	66
MCO B - HCBS	14%	28%	50%	8%	96
MCO B - NF	26%	34%	22%	18%	50
HD Meals Only (DSAAPD)	30%	23%	40%	7%	30
HCBS (DSAAPD)	22%	27%	43%	8%	51
Sample Average	**18%**	**28%**	**43%**	**11%**	**384**

Table 127. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
MCO A - HCBS	11%	10%	5%	74%	91
MCO A - NF	9%	8%	18%	65%	66
MCO B - HCBS	6%	6%	9%	78%	96
MCO B - NF	18%	12%	18%	52%	50
HD Meals Only (DSAAPD)	0%	13%	7%	80%	30
HCBS (DSAAPD)	6%	13%	6%	75%	52
Sample Average	**9%**	**10%**	**10%**	**71%**	**385**

Appendix C: Delaware's State-Specific Questions

Table 128. Percentage of people who would recommend their paid support staff to someone else (DE-1)

	No	Some Staff Yes, Some Staff No	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	1%	10%	86%	1%	1%	69
MCO A - NF	17%	26%	55%	2%	0%	65
MCO B - HCBS	7%	8%	83%	1%	1%	76
MCO B - NF	11%	19%	62%	2%	6%	47
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	18%	82%	0%	0%	28
Sample Average	**8%**	**15%**	**74%**	**1%**	**2%**	**291**

Table 129. Percentage of people whose case manager/care coordinator helps them with other important needs (besides paid services) (DE-2)

	No	Yes, Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	26%	22%	47%	5%	0%	97
MCO A - NF	45%	12%	37%	6%	0%	51
MCO B - HCBS	31%	15%	51%	3%	0%	97
MCO B - NF	27%	16%	46%	11%	0%	37
HD Meals Only (DSAAPD)	33%	33%	33%	0%	0%	12
HCBS (DSAAPD)	45%	15%	33%	3%	3%	33
Sample Average	**33%**	**17%**	**45%**	**5%**	**0%**	**327**

Table 130. Percentage of people who feel they receive all of the services listed in their service plan (DE-3)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	5%	89%	6%	0%	64
MCO A - NF	11%	78%	11%	0%	37
MCO B - HCBS	6%	82%	12%	0%	67
MCO B - NF	0%	93%	4%	4%	27
HD Meals Only (DSAAPD)	0%	100%	0%	0%	6
HCBS (DSAAPD)	13%	75%	8%	4%	24
Sample Average	**6%**	**84%**	**8%**	**1%**	**225**

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

Table 131. Percentage of people who reported having a service plan/plan of care[49]

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	19%	70%	11%	0%	91
MCO A - NF	25%	54%	21%	0%	68
MCO B - HCBS	18%	70%	10%	2%	96
MCO B - NF	29%	52%	17%	2%	52
HD Meals Only (DSAAPD)	56%	24%	20%	0%	25
HCBS (DSAAPD)	33%	52%	13%	2%	46
Sample Average	**25%**	**60%**	**14%**	**1%**	**378**

Table 132. People's level of involvement in deciding what is in their service plan/plan of care

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	0%	0%	20%	80%	0%	0%	64
MCO A - NF	5%	5%	30%	51%	5%	3%	37
MCO B - HCBS	1%	1%	21%	75%	0%	1%	67
MCO B - NF	7%	19%	19%	56%	0%	0%	27
HD Meals Only (DSAAPD)	0%	33%	0%	67%	0%	0%	6
HCBS (DSAAPD)	8%	8%	17%	54%	8%	4%	24
Sample Average	**3%**	**5%**	**21%**	**68%**	**2%**	**1%**	**225**

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[49] New item in 2019-2020.

Table 133. Percentage of people who remember their most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	19%	78%	3%	0%	64
MCO A - NF	32%	62%	5%	0%	37
MCO B - HCBS	19%	73%	7%	0%	67
MCO B - NF	22%	74%	4%	0%	27
HD Meals Only (DSAAPD)	0%	100%	0%	0%	6
HCBS (DSAAPD)	29%	63%	8%	0%	24
Sample Average	**22%**	**72%**	**5%**	**0%**	**225**

Table 134. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	2%	98%	0%	0%	50
MCO A - NF	0%	91%	9%	0%	23
MCO B - HCBS	0%	100%	0%	0%	49
MCO B - NF	0%	95%	5%	0%	20
HD Meals Only (DSAAPD)	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	100%	0%	0%	15
Sample Average	**1%**	**98%**	**2%**	**0%**	**163**

Table 135. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	0%	100%	0%	0%	50
MCO A - NF	0%	100%	0%	0%	23
MCO B - HCBS	0%	100%	0%	0%	49
MCO B - NF	0%	95%	5%	0%	20
HD Meals Only (DSAAPD)	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	100%	0%	0%	15
Sample Average	**0%**	**99%**	**1%**	**0%**	**163**

Table 136. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there

	No	Some People	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	6%	2%	92%	0%	0%	50
MCO A - NF	9%	4%	87%	0%	0%	23
MCO B - HCBS	0%	4%	96%	0%	0%	49
MCO B - NF	10%	0%	90%	0%	0%	20
HD Meals Only (DSAAPD)	17%	0%	83%	0%	0%	6
HCBS (DSAAPD)	7%	0%	93%	0%	0%	15
Sample Average	**6%**	**2%**	**92%**	**0%**	**0%**	**163**

Table 137. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	0%	4%	2%	22%	72%	0%	0%	50
MCO A - NF	4%	0%	9%	35%	48%	4%	0%	23
MCO B - HCBS	0%	0%	6%	31%	63%	0%	0%	49
MCO B - NF	5%	0%	0%	35%	60%	0%	0%	20
HD Meals Only (DSAAPD)	0%	0%	0%	33%	67%	0%	0%	6
HCBS (DSAAPD)	0%	7%	7%	27%	60%	0%	0%	15
Sample Average	**1%**	**2%**	**4%**	**29%**	**63%**	**1%**	**0%**	**163**

Table 138. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
MCO A - HCBS	8%	84%	8%	0%	50
MCO A - NF	43%	39%	17%	0%	23
MCO B - HCBS	14%	76%	8%	2%	49
MCO B - NF	30%	55%	15%	0%	20
HD Meals Only (DSAAPD)	0%	67%	33%	0%	6
HCBS (DSAAPD)	20%	80%	0%	0%	15
Sample Average	**18%**	**71%**	**10%**	**1%**	**163**

Table 139. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	2%	6%	92%	0%	0%	50
MCO A - NF	9%	13%	39%	39%	0%	23
MCO B - HCBS	0%	18%	73%	8%	0%	49
MCO B - NF	5%	10%	60%	25%	0%	20
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	6
HCBS (DSAAPD)	0%	7%	80%	13%	0%	15
Sample Average	**2%**	**11%**	**74%**	**12%**	**0%**	**163**

Table 140. Percentage of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/ No Response	N
MCO A - HCBS	0%	17%	81%	2%	0%	64
MCO A - NF	8%	30%	35%	27%	0%	37
MCO B - HCBS	3%	31%	57%	9%	0%	67
MCO B - NF	4%	19%	56%	22%	0%	27
HD Meals Only (DSAAPD)	0%	0%	100%	0%	0%	6
HCBS (DSAAPD)	21%	29%	38%	13%	0%	24
Sample Average	**5%**	**24%**	**59%**	**12%**	**0%**	**225**