



**National Core Indicators
Aging and Disability Adult Consumer Survey**

2016-2017 New Jersey Results



Preface

The State of New Jersey has a number of publicly funded long-term services and supports (LTSS) available to older adults and adults with physical disabilities who have significant health care needs. LTSS provide a wide array of health and social supports that enable these individuals to avoid placement in facilities and to live in a setting of their choice. Specifically, the New Jersey Division of Medical Assistance and Health Services (DMAHS) 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 New Jersey Division of Aging Services (DoAS) administers funding from the federal Older Americans Act, making additional supports and services available to help older adults remain in the community of their choice.

To date, states have been limited in their ability to measure the quality of these services and the outcomes of the people they serve. Systemic approaches to measuring quality in LTSS have been limited and usually are focused on specific program funding streams. This limits states in examining the outcomes for the various publicly-funded programs in their LTSS systems as well as those on a national level. 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.

To address this, the National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI), developed the National Core Indicators-Aging and Disabilities Adult Consumer Survey (NCI-AD). This survey collects valid and reliable person-reported data about the impact that states' publicly funded LTSS have on the quality of life and outcomes of the older adults and adults with physical disabilities states serve.

New Jersey chose to participate in the NCI-AD national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. New Jersey first partnered with NCI-AD in 2015-2016 and surveyed over seven hundred people receiving services and supports through one of the following programs: Medicaid fee-for-service nursing facility, Managed Long-Term Services and Supports (MLTSS) home and community-based services (HCBS), participants in the Program of All-inclusive Care for the Elderly (PACE), and those in the Older Americans Act (OAA). In 2016-2017, over nine hundred residents were surveyed that had received services for a minimum of six months from one of the following programs: MLTSS nursing facility, MLTSS/HCBS, PACE, and OAA. In addition, to the standard questions, New Jersey elected to include additional New Jersey specific questions to address specific concerns relevant to New Jersey and its residents.

This report highlights the results for New Jersey from the National Core Indicators Aging and Disabilities Adult Consumer Survey. This report aligns well with existing efforts and serves as a key resource on the quality of LTSS and outcomes for the people served. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

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List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ABHNJ – Aetna Better Health New Jersey

ADRC – Aging and Disability Resource Center

CM – case manager

CMS – Centers for Medicare & Medicaid Services

DHS – Department of Human Services

DMAHS - Division of Medical Assistance and Health Services

DoAS - Division of Aging Services

ER – emergency room

HCBS – Home and Community Based Services

HNJH – Horizon New Jersey Health

HSRI – Human Services Research Institute

IDT – Interdisciplinary Team

LTC – long-term care

LTSS – Long-term Services and Supports

MAAC – Medical Assistance Advisory Council

MCO – Managed Care Organization

MLTSS – Managed Long-term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators – Aging and Disabilities

OAA – Older Americans Act

PACE – Programs of All-Inclusive Care for the Elderly

TBI/ABI – Traumatic/Acquired Brain Injury

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), skilled nursing facilities/nursing homes, and/or state-funded programs. The effort is coordinated by the National Association of States United for Aging and Disabilities¹ (NASUAD) and Human Services Research Institute (HSRI). Data for the project are gathered through a yearly in-person Adult Consumer Survey administered by state Aging, Disability, and Medicaid Agencies (or a state 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 help state agencies with quality improvement initiatives, strategic planning, and legislative and funding prioritization. The project officially launched in mid-2015 with 13 participating states². Currently, the project is in its third year of data collection. The data presented in this report were collected during the project's second year of implementation (2016-2017). 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 Survey

Survey Overview

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

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

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

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

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

Figure 1. NCI-AD Domains and indicators

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

Domain	NCI-AD Indicator
	Proportion of people who use a relative as their support person
	Proportion of people who have a backup plan if their support person doesn't show up
Care Coordination	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up
	Proportion of people who know how to manage their chronic conditions
Access	Proportion of people who have adequate transportation
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
	Proportion of people who have access to information about services in their preferred language
Safety	Proportion of people who feel safe at home
	Proportion of people who feel safe around their staff/ caregiver
	Proportion of people who feel that their belongings are safe
	Proportion of people whose fear of falling is managed
	Proportion of people who are able to get to safety quickly in case of an emergency
Health Care	Proportion of people who have been to the ER in the past 12 months
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
	Proportion of people who can get an appointment their doctor when they need to
	Proportion of people who have access to mental health services when they need them
Wellness	Proportion of people in poor health
	Proportion of people with unaddressed memory concerns
	Proportion of people with poor hearing
	Proportion of people with poor vision
	Proportion of people who have a chronic psychiatric or mental health diagnosis
	Proportion of people who often feel sad or depressed

Domain	NCI-AD Indicator
	Proportion of people who have a chronic condition
Medications	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others
	Proportion of people whose staff/worker/caregiver treat them with respect
Self-Direction of Care	Proportion of people self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	Proportion of people who have a paid job
	Proportion of people who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and instrumental activities of daily living (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who have ever had to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
Control	Proportion of people who feel in control of their lives

Survey Organization

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

Pre-Survey Information: This form has questions that help the interviewer prepare for the meeting. Pre-Survey data are not received by the NCI-AD project team, are not analyzed, and thus are not included in this report. The Pre-Survey form is for interviewer use only.

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

In-person Consumer Survey: This section includes all questions comprising the full in-person interview. The survey is organized into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). The in-person section is completed one-on-one with the person receiving services, whenever possible. The respondent may ask for assistance answering certain questions through the help of a proxy respondent (e.g. family member or close friend) if needed. While the full in-person survey includes both subjective and objective questions, the proxy may only assist with answering a pre-determined subset of more objective items.

Proxy Version: This version of the survey is used when the person receiving services is unable to complete *any* of the survey or has asked a proxy to complete the survey on their behalf. This version includes only the pre-determined subset of more objective survey questions that may be answered by a proxy respondent. Questions in the proxy version are rephrased to reflect that they about the individual receiving services and not the proxy respondent.

Interviewer Feedback form: This form is completed by the surveyor after the interview is finished to record information such as length and place of the meeting, respondent's ability to answer the questions, if others were present during the interview, any problematic questions encountered, and general feedback for the NCI-AD project team.

NCI-AD in New Jersey

New Jersey launched its Managed Long-Term Service and Supports (MLTSS) Program within the Comprehensive Medicaid 1115 Waiver in 2014 and decided to participate in the expedited survey year one (2015-2016) so that they would have early results that would serve as baseline data for the newly implemented MLTSS Program. The New Jersey Department of Human Services' (DHS) Division of Medical Assistance and Health Services (DMAHS) and Division of Aging Services (DoAS), along with the local Area Agencies on Aging (AAA) and the Aging and Disability Resource Connection (ADRC) offices again partnered with NASUAD and HSRI in implementing the 2016-2017 NCI-AD Adult Consumer Survey in New Jersey. The project lead was within the DMAHS' Office of MLTSS Quality Monitoring. New Jersey participated in this initiative to examine their publicly funded long-term services and supports (LTSS) programs regardless of funding source; NJ FamilyCare/Medicaid; PACE; or Older Americans Act. Administrators of these programs are anticipating the use of the data from the NCI-AD project as one of the tools to assess the performance of NJ's publicly funded LTSS programs and how they impact the quality of life and outcomes of service recipients; as well as a tool to ensure choice, person-centered planning and other components of the Home and Community-Based Settings (HCBS) rule; and potential use of the data to evaluate Managed Care Organizations (MCO) and quality of services in managed LTSS as well as cross agency comparison.

In July 2014, New Jersey implemented MLTSS, a program within their 1115 Comprehensive Medicaid Waiver that provides LTSS to financially eligible individuals who meet the nursing home level of care clinical eligibility criteria either in home and community-based settings or nursing facilities. Individuals, who were residing in nursing facilities prior to July 2014, remained in fee-for-service unless they met one of the triggers for enrollment into MLTSS. Individuals newly entering custodial care in a nursing facility beginning July 1, 2014 were enrolled in MLTSS. As the percentage of nursing facility population shifted to MLTSS, New Jersey decided to include this population in this year's survey and to discontinue surveying the reducing fee-for-service nursing facility population.

For the 2016-2017 NCI-AD Survey, New Jersey created eleven questions unique to the State that addressed specific concerns relevant to New Jersey and its residents for inclusion in this year's survey. The questions fall into the categories of: housing, home

delivered meals, individualized/person-centered plans of care, and access to financial resources. New Jersey's state-specific report will be used to examine the results for the identified Medicaid MCOs participating in MLTSS, the PACE programs, and individuals receiving services through the Older American's Act (non-Medicaid dollars).

The NCI-AD Adult Survey project was funded through a combination of Medicaid Administrative Funds and Older Americans Act Administrative Funds. State and County staff conducted the interviews and other administrative tasks. Data from the annual project will be used to support New Jersey's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers regardless of funding source.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in New Jersey and included for analysis in 2016-2017 was 921 (Total N=921). Eight program populations were included in the survey sample. New Jersey used the criteria of six months (January 2016 through June 2016) of continuous eligibility in a specific program and still enrollment in July 2016.

Managed Long Term Services and Supports (MLTSS)/ Home and Community Based Services (HCBS): This program is funded through an 1115 Medicaid Waiver. It serves members of the five MCOs³ in New Jersey who reside in the community and are using MLTSS HCBS. MLTSS Home and Community-Based services include: adult family care, assisted living residence, assisted living programs, community residential services; comprehensive personal care home, personal care assistant (State Plan benefit), home-based supportive care, chore services, home health aide services and skilled home health services (State Plan benefit), adult medical day (State Plan benefit), pediatric medical day (State Plan benefit), social day services, supported day program services, structured day program services, personal emergency response system, home modifications, vehicle modifications, assistive technology, specialized medical equipment (considered durable medical equipment, a State Plan benefit), non-medical transportation, care management, respite, home delivered meals, TBI behavioral management, caregiver/participant training, community transition

³ Aetna Better Health New Jersey, Amerigroup New Jersey, Horizon NJ Health (HNJH), United Healthcare Community Plan and WellCare Health Plans of NJ

services, cognitive rehabilitative therapy, medication dispensing device (set-up), occupational therapy, physical therapy, private duty nursing, speech therapy, language therapy, and hearing therapy. A total of five hundred sixty-seven people (N=567) from this program were included in the sample, comprising 5 MCOs:

Aetna Better Health New Jersey (ABH NJ MLTSS/HCBS): N=112

Amerigroup New Jersey (Amerigroup MLTSS/HCBS): N=114

Horizon NJ Health (HNJH MLTSS/HCBS): N=131

United Healthcare Community Plan (UHC MLTSS/HCBS): N=115

WellCare Health Plans of NJ (WellCare MLTSS/HCBS): N=95

Nursing Facility (Nursing Facility MLTSS): Includes individuals enrolled in MLTSS and residing as custodial stay in a nursing facility and special care nursing facility. Members from all five MCOs are included in this sample. One hundred two people (N=102) from this program were included in the sample.

Older Americans Act (OAA): Serves individuals aged 60 and older, focusing on the most vulnerable and hard-to-reach populations. Individuals must be receiving at least one “Cluster 1 Service,” including adult day care/adult day health, chore, homemaker, personal care services, and/or home-delivered meals 3 or more times per week to be eligible for the NCI-AD survey. OAA Services include: visiting nurse, personal care, housekeeping, residential maintenance, certified home health aide, friendly visiting, adult medical day (State Plan benefit), adult day services-social, physical health, assistive technology, transportation/assisted transportation, care management, benefits screening, extended assessment, caregiver services, home delivered meals, information & assistance, outreach, language translation & interpretation, public awareness/information, telephone reassurance, hospice care, emergency home-sharing/matching, housing assistance, adult protective services, legal assistance, oral health, mental health, counseling, physical activity, socialization/recreation, money management, nutrition education, counseling. One hundred forty-nine people (N=149) from this program were included in the sample.

Program of All-Inclusive Care for the Elderly (PACE): This program is funded through Medicare and Medicaid. It serves individuals who are 55 years of age and older who require nursing home level of care. Each PACE participant receives customized care that is planned and delivered by a coordinated, interdisciplinary team (IDT) of professionals working at the center. The team meets regularly with each participant and his or her representative in order to assess the participant's needs. A participant's care plan usually integrates some home care services from the team with several visits each week to the PACE center, which serves as the hub for medical care, rehabilitation, social activities and dining. PACE services include: round-the-clock services, home care, homemaker services, chore services, home health aide services, adult day health care services, personal emergency response system, home modification, durable medical equipment, transportation, IDT, social services, respite, home delivered meals, and an assisted living program. Individuals in this sample had six months of continuous PACE enrollment and were still enrolled in July 2016. Ninety-nine people (N=99) from this program were included in the sample.

Figure 2 below summarizes the programs included in New Jersey's analysis sample, the number of surveys completed per program and included for analysis, and the number of participants eligible to be included in the survey by program. Also included are calculations of margin of error for each program's estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating less conservative margins of error. Based on distributions observed in data collected so far, it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual programs. Both scenarios use all completed surveys included for analysis as sample program N in the calculations. Readers should be aware that for some survey items, the actual number of valid responses may be smaller than the total number of completed surveys. This is explained in more detail in "Organization of Results" section below.

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

Setting	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Aetna Better Health New Jersey (ABHNJ MLTSS/HCBS)	112	299	95% Confidence Level, 7.3% Margin of Error	95% Confidence Level, 6.7% Margin of Error
Amerigroup New Jersey (Amerigroup MLTSS/HCBS)	114	1,770	95% Confidence Level, 8.9% Margin of Error	95% Confidence Level, 8.1% Margin of Error
Horizon NJ Health (HNJH MLTSS/HCBS)	131	6,471	95% Confidence Level, 8.5% Margin of Error	95% Confidence Level, 7.8% Margin of Error
United Healthcare Community Plan (UHC MLTSS/HCBS)	115	2,523	95% Confidence Level, 8.9% Margin of Error	95% Confidence Level, 8.2% Margin of Error
WellCare Health Plans of NJ (WellCare MLTSS/HCBS)	95	1,643	95% Confidence Level, 9.8% Margin of Error	95% Confidence Level, 9.0% Margin of Error
Nursing Facility (Nursing Facility MLTSS)	102	3,311	95% Confidence Level, 9.6% Margin of Error	95% Confidence Level, 8.8% Margin of Error
OAA	149	133,738	95% Confidence Level, 8.0% Margin of Error	95% Confidence Level, 7.4% Margin of Error
PACE	99	770	95% Confidence Level, 9.2% Margin of Error	95% Confidence Level, 8.4% Margin of Error
Total	921	150,525	95% Confidence Level, 3.2% Margin of Error	95% Confidence Level, 3.0% Margin of Error

Survey Process in New Jersey

The State of New Jersey utilized staff from the Department of Human Services' DMAHS and DoAS and the county AAA/ADRC to conduct the NCI-AD in-person survey. DHS, NASUAD, and HSRI staff conducted a one-day training with 54 interviewers on September 30, 2017, and another half day refresher training for previously trained interviewers on September 27, 2017. The training for new interviewers consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. The refresher training consisted of a condensed review of the survey tool to addressing any updates as well as the addition of the New Jersey state specific questions along with an overview of the NCI-AD project and points of contact for reporting unmet needs and mandatory reporting requirements. The in-person interviews began in October 2016 and all data from the 921 completed interviews was entered into the database and submitted to HSRI in May 2017.

An oversampling of participants was selected for each target population and an introductory letter was sent informing them the NCI-AD Survey Project was a voluntary, confidential project and that someone from either the State or County Agency may be in contact to schedule an interview. Once staff secured an appointment to conduct the survey, upon arrival, individuals were reminded participation was voluntary and confidential, and a consent form to be signed was provided prior to beginning the survey. If the participant identified any unmet needs in response to survey questions, the interviewer followed up at the conclusion of the interview and if the participant consented, the unmet needs were reported to the appropriate agency for follow-up. At the conclusion of the interview, the participant was given a form thanking him/her for their participation and contact information should they have any questions. Based on other state agency experiences, it was determined that Wi-Fi access to internet was not reliable especially in high-rise buildings and facilities. Therefore, all surveys were completed on paper. Paper copies of the interview packet (pre-survey, consent form, consumer survey, and proxy survey) were returned to a central location for log-in and tracking of progress as well as data entry into ODESA, HSRI's database.

New Jersey elected to add 11 state-specific questions to the main NCI-AD in-person survey.

Stakeholders

DHS provided an overview of the NCI-AD Adult Survey Project to their MLTSS Steering Committee; Medical Assistance Advisory Council (MAAC); AAA/ADRC leadership, MCOs, and the PACE Organizations. DHS staff provided updates on the project to all of these groups. These groups were supplied with the location to access New Jersey's state report as well as the annual report on NCI-AD's website. The MLTSS Steering Committee is comprised of representation from advocates and providers of LTSS services. The MAAC meets quarterly and the meetings are open to the public.

The DMAHS has increased access to NCI-AD Survey Project outcomes by linking the New Jersey state-specific information and survey findings on the DMAHS website (News, Publications, Reports & Resources).

Organization of Results

The following section of the report presents findings from New Jersey's 2016-17 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the programs, as well as the New Jersey state average. The numbers of people in each program that responded to the item, as well as the number for the state as a whole are also shown. For rules on collapsing response options, please refer to Appendix A.

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

- Certain questions in the survey could only be asked of the service recipient – i.e. no proxy respondents were allowed for those questions. As the number of completed surveys includes both the full in-person surveys and the proxy surveys, these questions were only asked in the full in-person survey and thus have a smaller number of respondents.
- Only valid responses were included in both denominator and numerator. The Ns also represent the number of valid responses only. Unclear, refused and, unless otherwise stated, “don't know” responses were excluded.

- The survey contains 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 a question is skipped due to skip logic, that survey case does not contribute to the calculations for the item and does not contribute to the N.

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

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

New Jersey’s state-specific questions the state chose to add to the main NCI-AD in-person survey are show in Appendix C.

Limitations of Data

This report contains survey results related to the quality and impact of LTSS in New Jersey. However, the report does not include benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall. Rather, it is up to stakeholders to assess the information contained in this report and draw conclusions. This report is intended to be one mechanism for state leaders and community stakeholders to assess the current state of New Jersey’s LTSS system and identify areas that are working well and areas that could use improvement. The results charts throughout this report display program scores relative to one

another and to New Jersey state average. It is up to public managers, policy-makers, and other stakeholders to decide whether a program's result relative to the state average suggests that intervention or further investigation are necessary. Furthermore, by aligning NCI-AD measures with specific state and federal initiatives, New Jersey can more accurately demonstrate the areas in which transformation is evident and continue to promote quality efforts, while also recognizing limitations and ongoing challenges.

Extreme caution should be exercised when interpreting results where the item sample size is small. Valid item Ns for each program are shown in every chart and table. Anytime the sample size is smaller than 20, the N in the charts is also asterisked. It is advised that in these cases the data are treated as suggestive and informational only, and not used for drawing firm conclusions.

In addition, discretion should be used when comparing a program's result relative to another program due to potential similarities and differences amongst program participants.

Community Participation

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

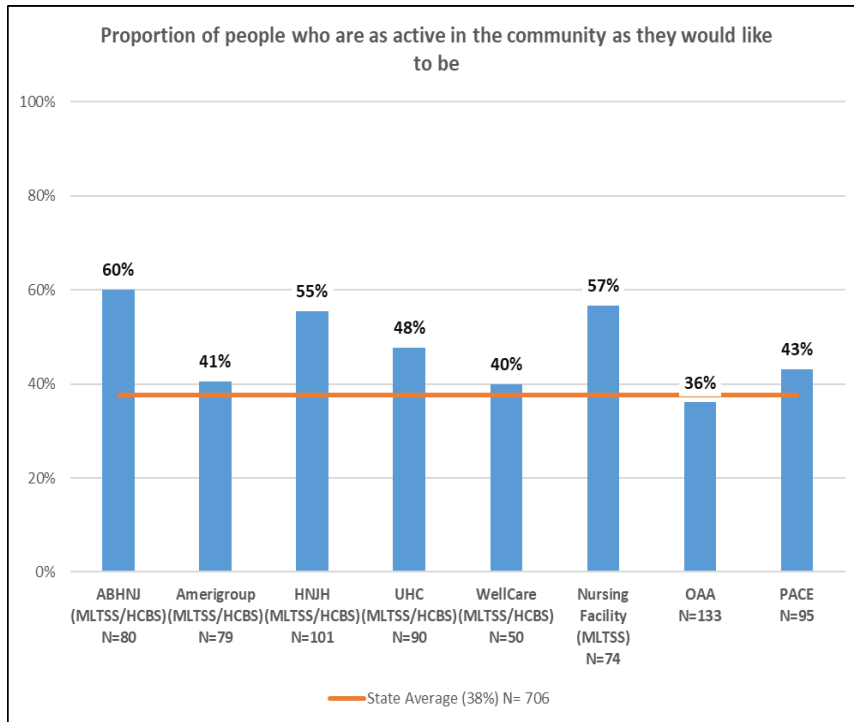
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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

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

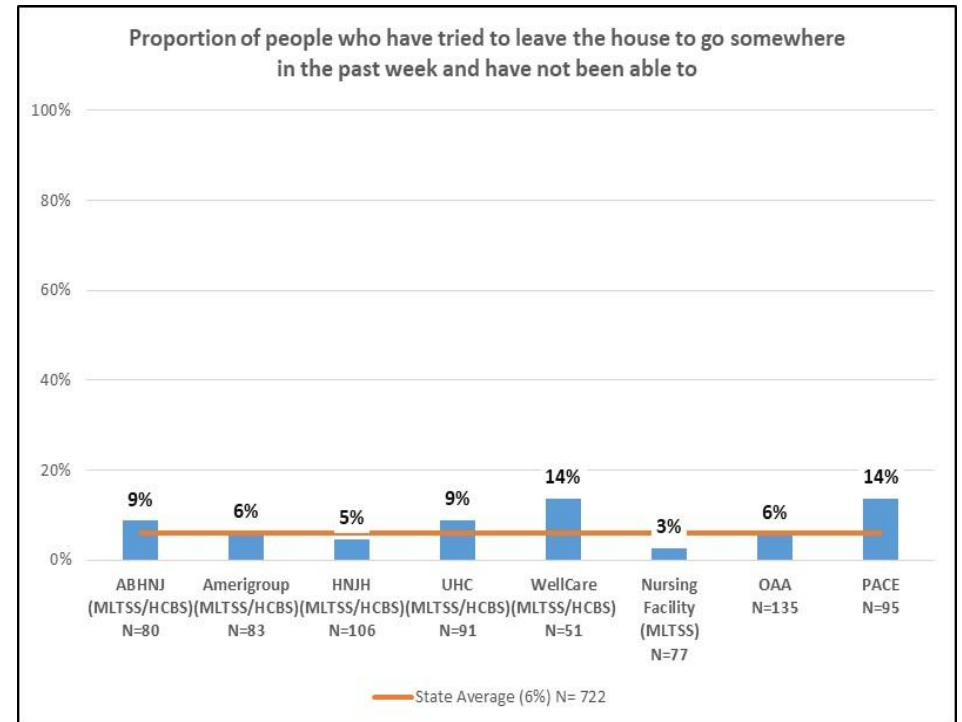
Un-collapsed data for state and settings are shown in Appendix B.

Graph 1. Proportion of people who are as active in the community as they would like to be⁴.



⁴ New variable

Graph 2. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to⁵.



⁵ New variable

Choice and Decision Making

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

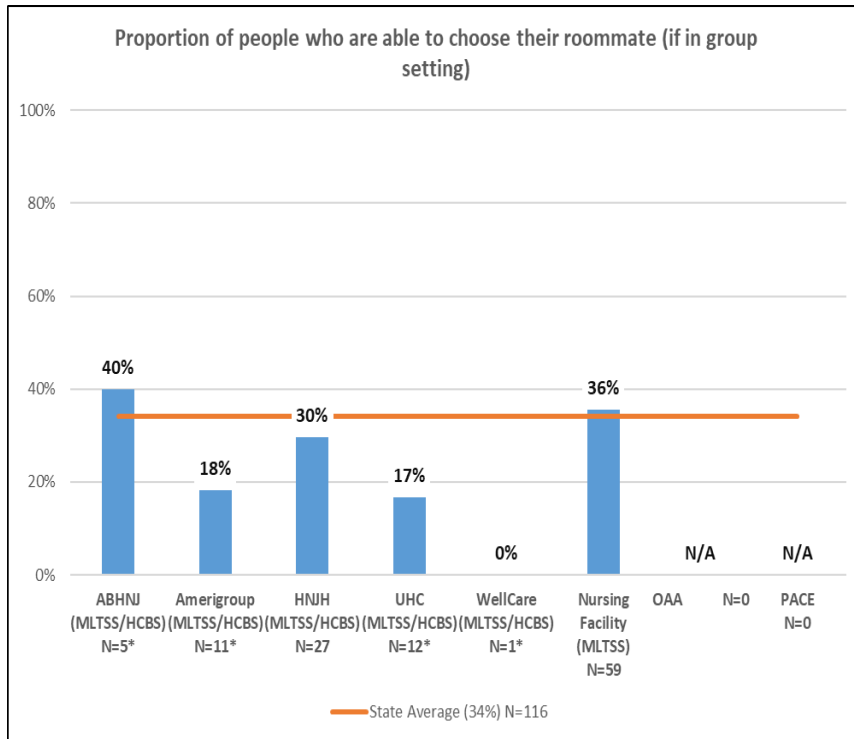
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

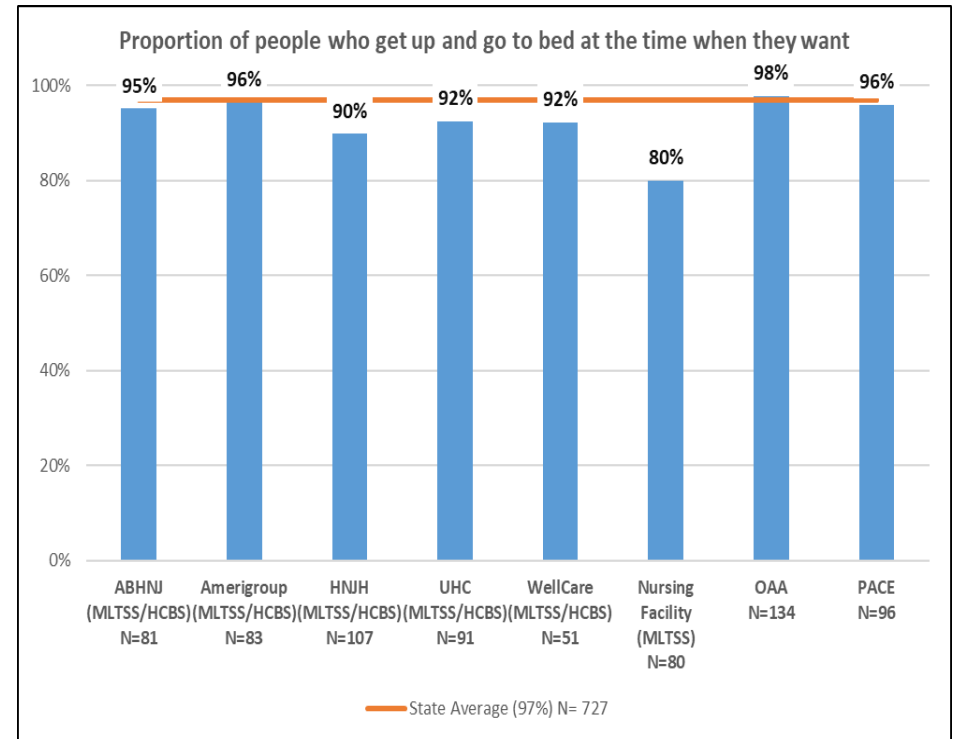
Un-collapsed data for state and settings are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting)

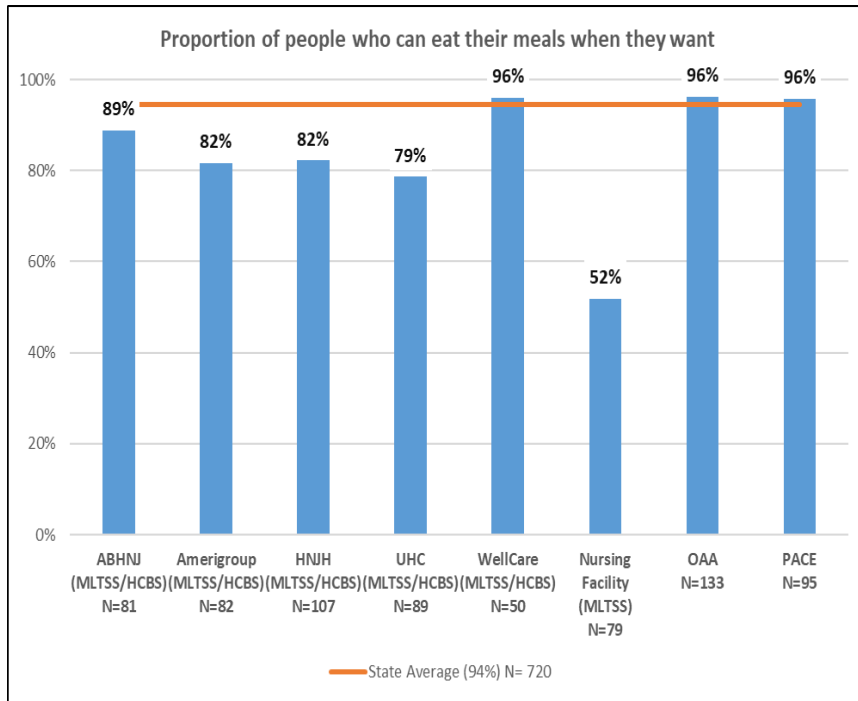


* Very small number of responses

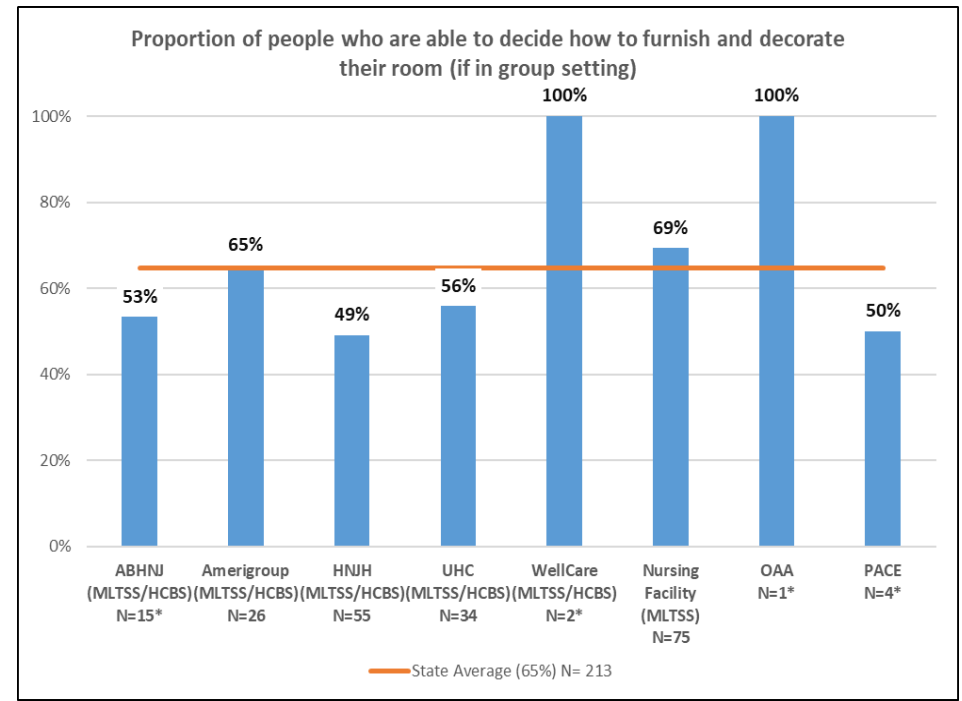
Graph 4. Proportion of people who get up and go to bed at the time when they want



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



Graph 6. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)



* Very small number of responses

Relationships

People have friends and relationships and do not feel lonely.

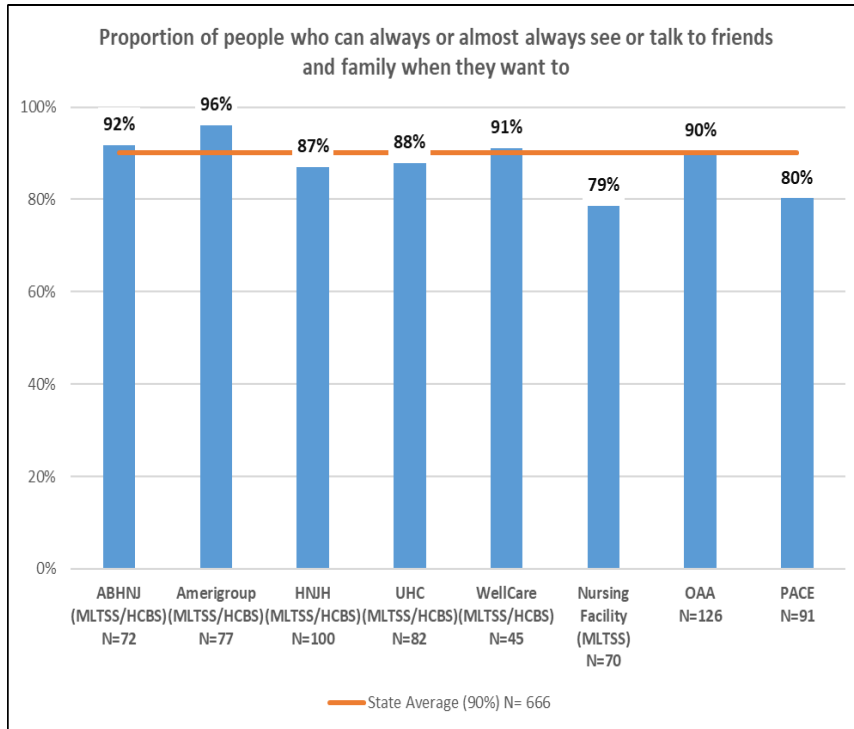
There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 7. Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Satisfaction

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

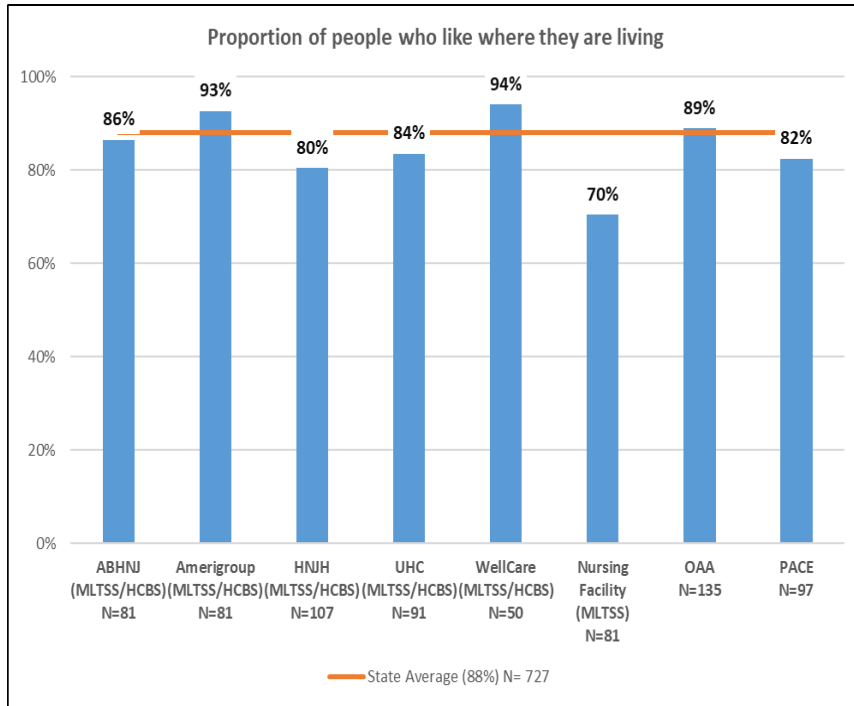
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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

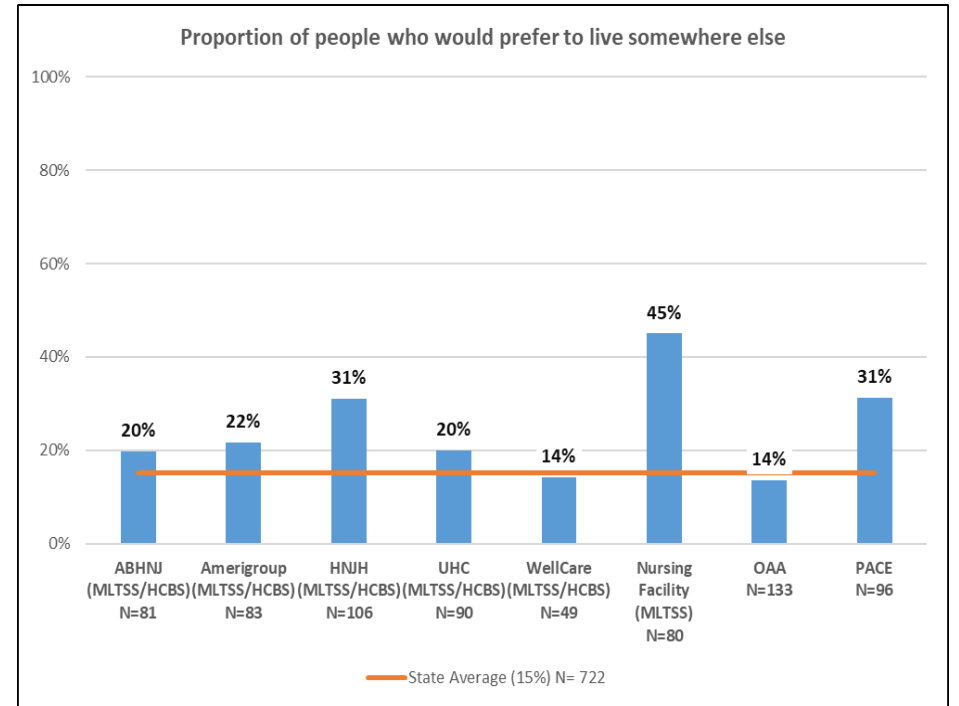
There are seven survey items that correspond to the Satisfaction domain.

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

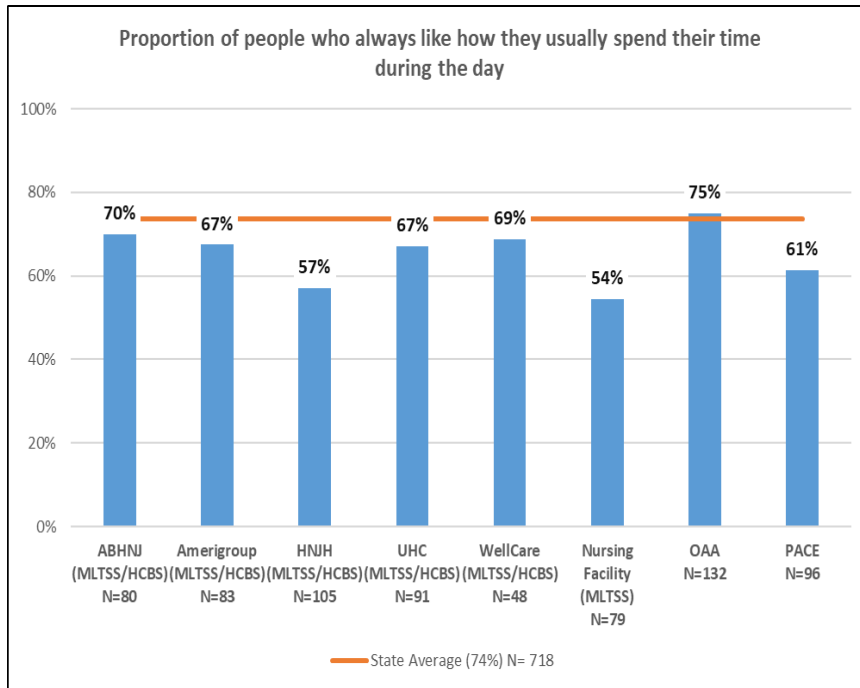
Graph 8. Proportion of people who like where they are living



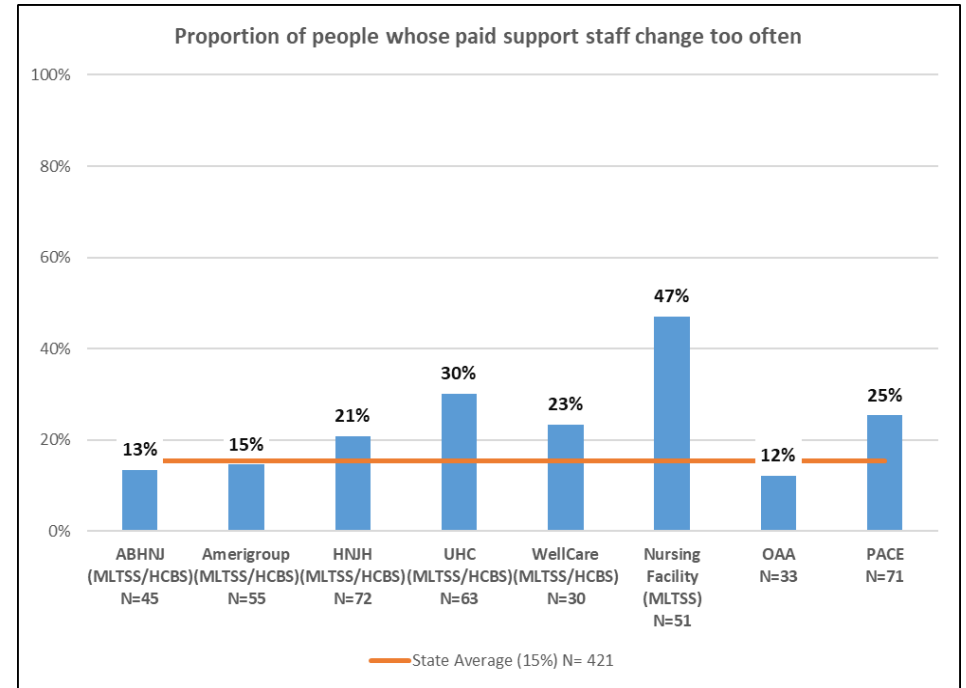
Graph 9. Proportion of people who would prefer to live somewhere else



Graph 10. Proportion of people who always like how they usually spend their time during the day⁶



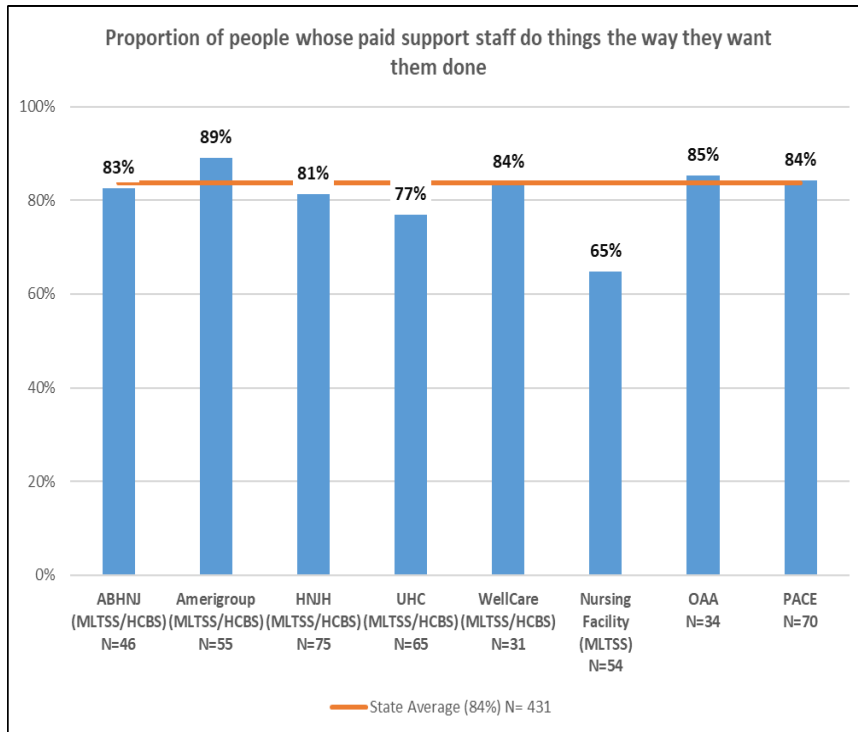
Graph 11. Proportion of people whose paid support staff change too often⁷



⁶ In 2015-2016 reporting cycle, "sometimes" was combined with "always"

⁷ In 2015-2016 survey cycle, proxies were allowed for this question

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



Service Coordination

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

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

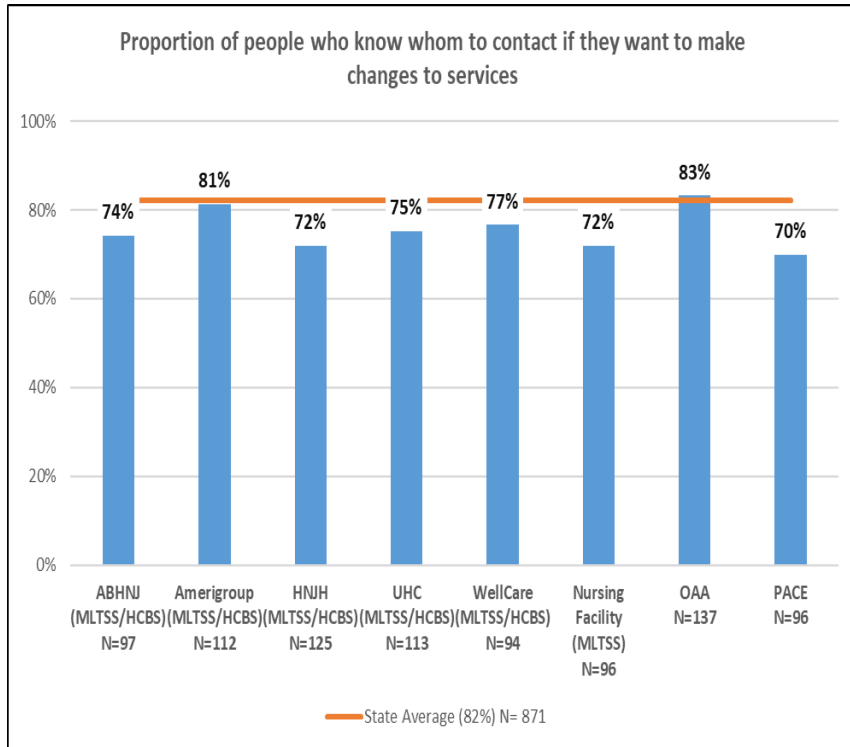
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies⁸
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person
10. Proportion of people who have a backup plan if their support person doesn't show up

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

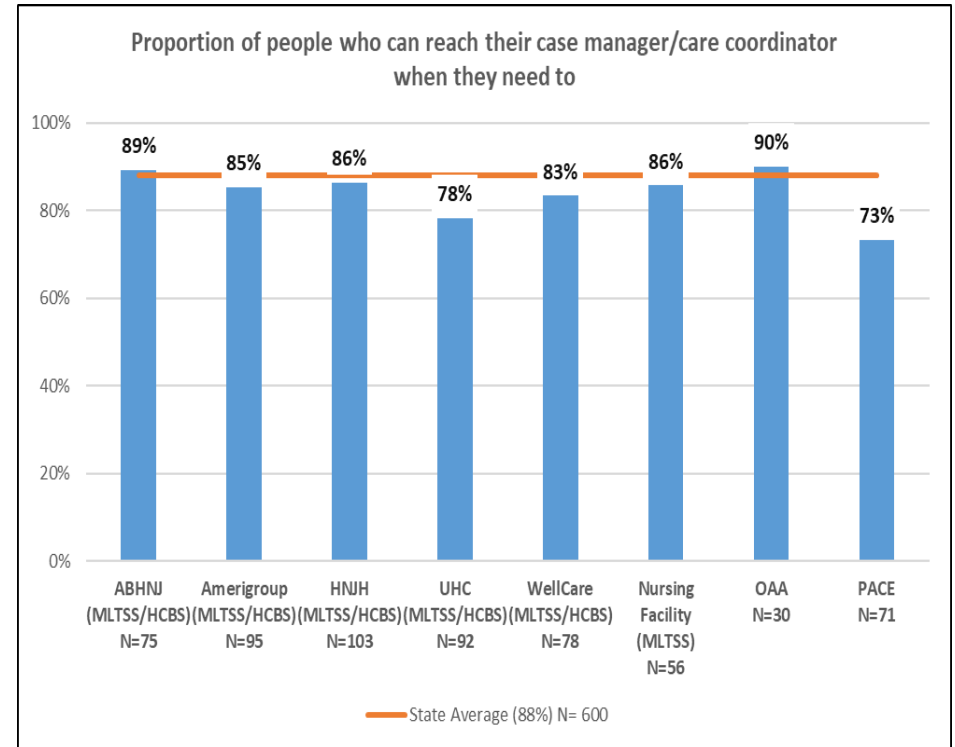
Un-collapsed data for state and settings are shown in Appendix B.

⁸ Data shown in Appendix B only

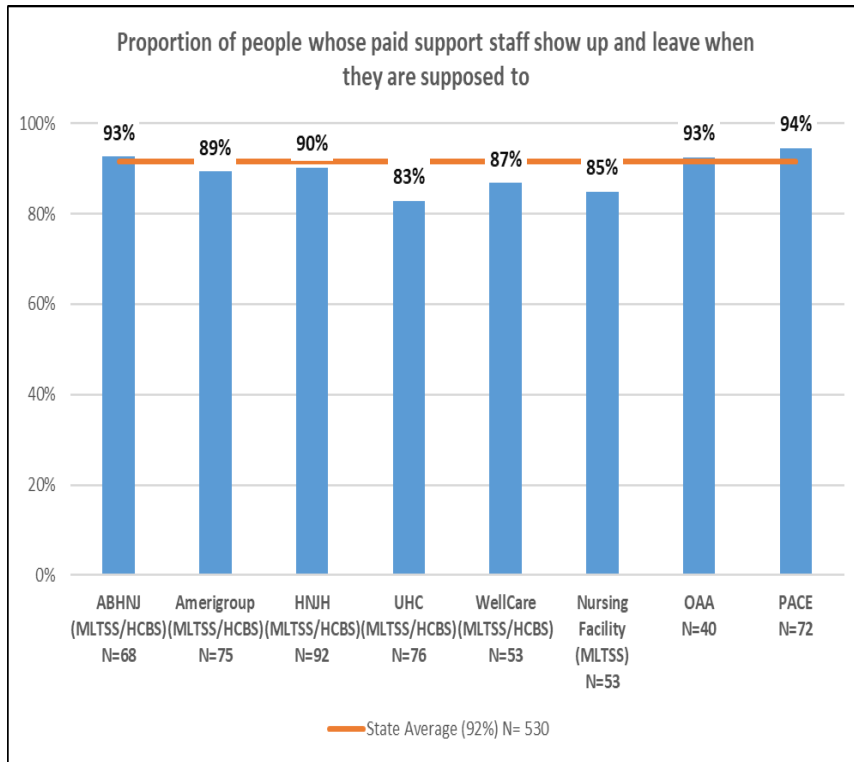
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services



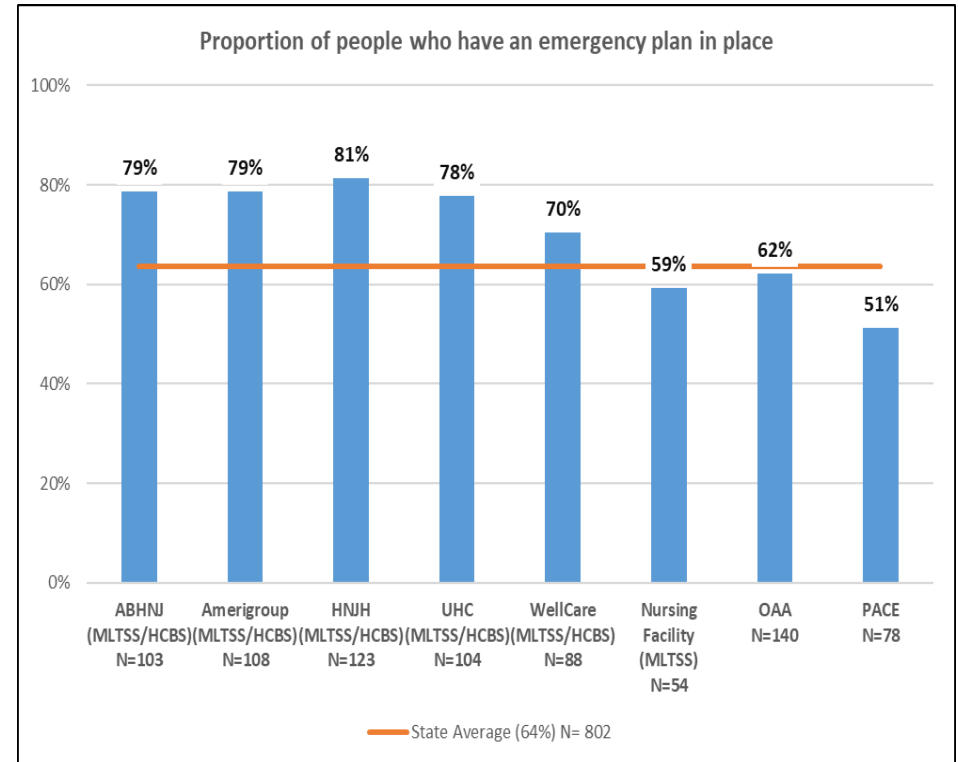
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



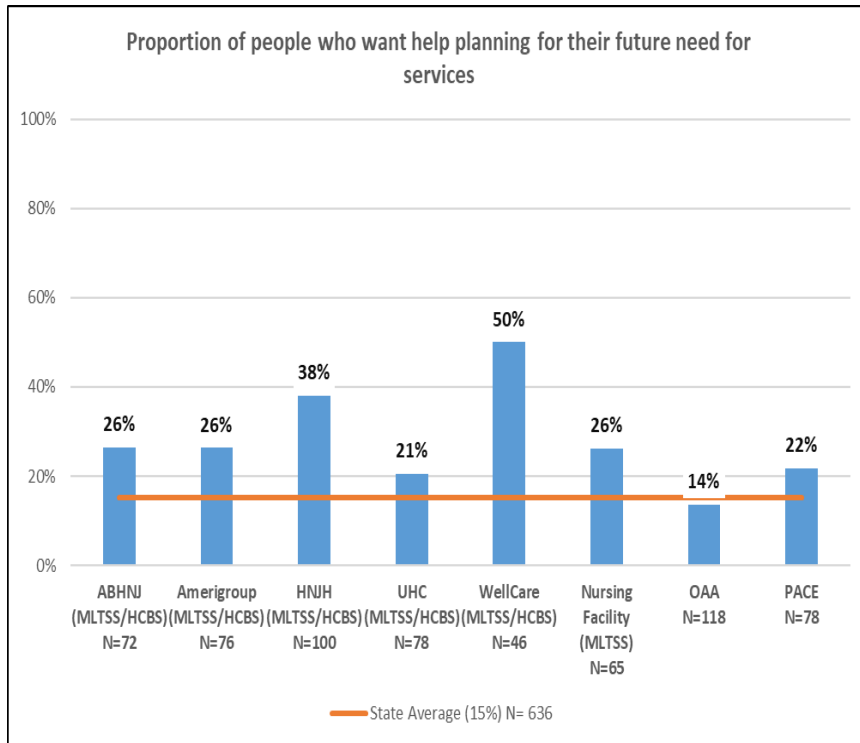
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



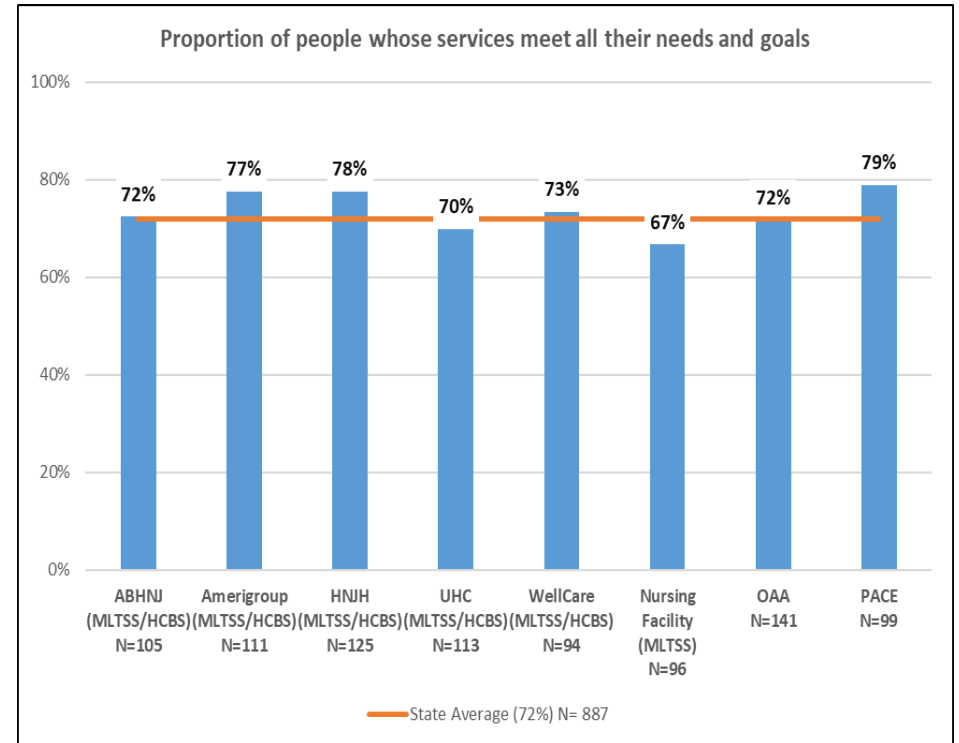
Graph 16. Proportion of people who have an emergency plan in place



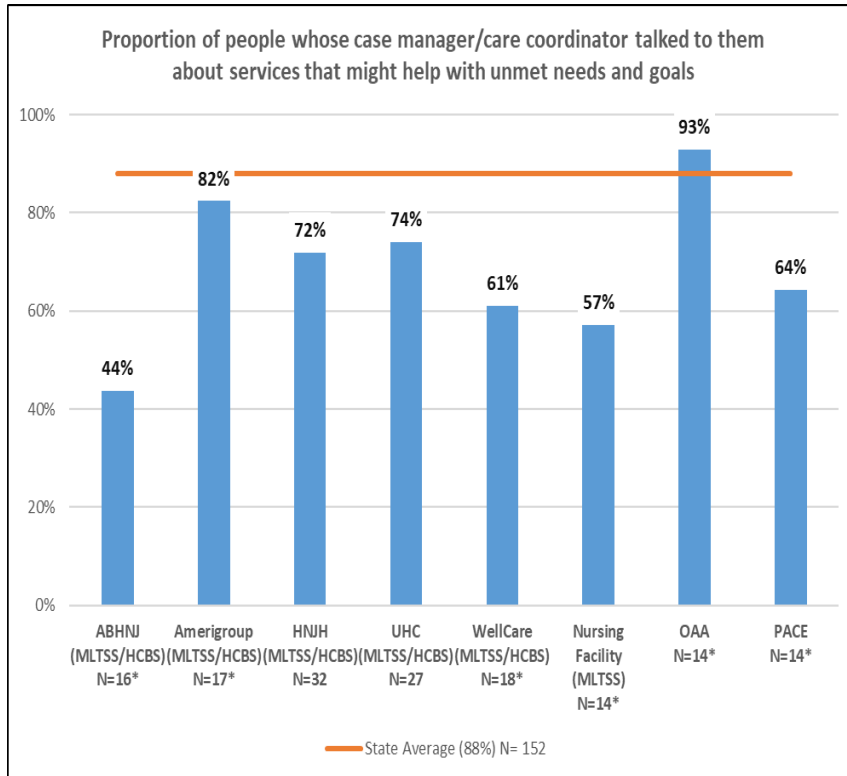
Graph 17. Proportion of people who want help planning for their future need for services



Graph 18. Proportion of people whose services meet all their needs and goals

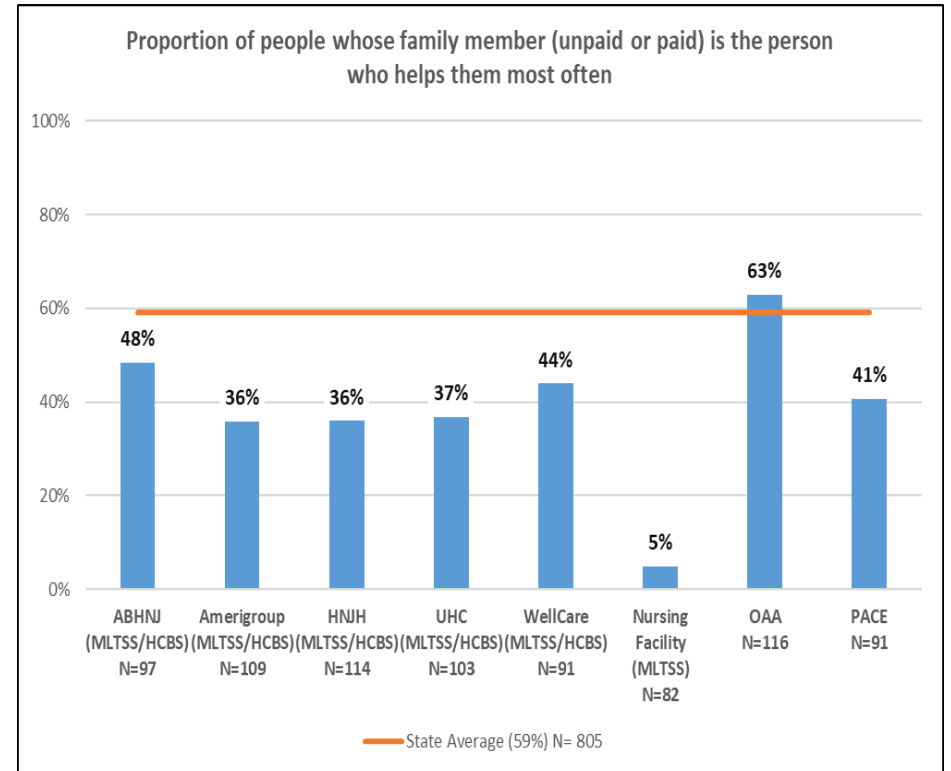


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

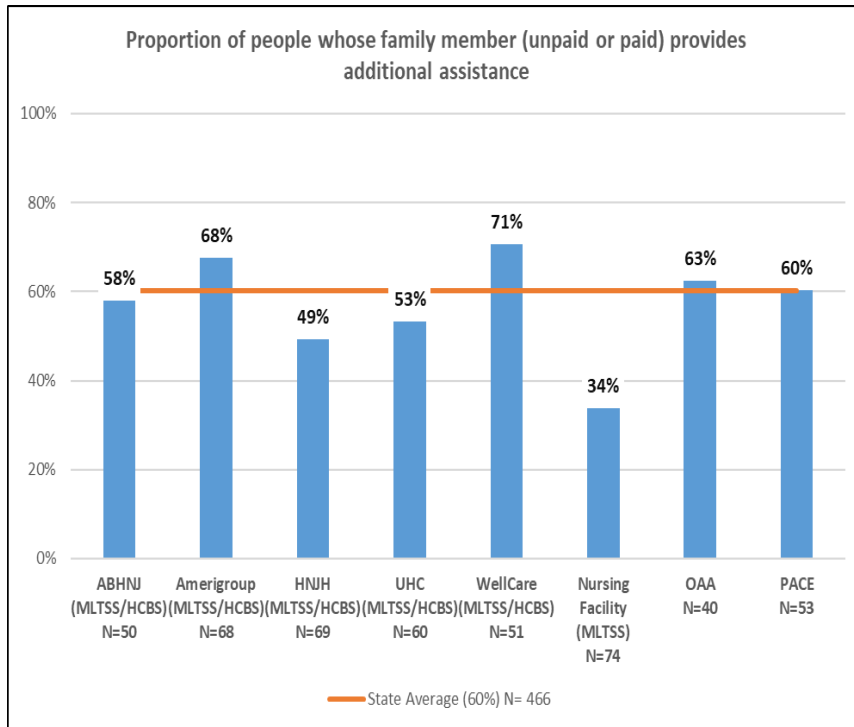


* Very small number of responses

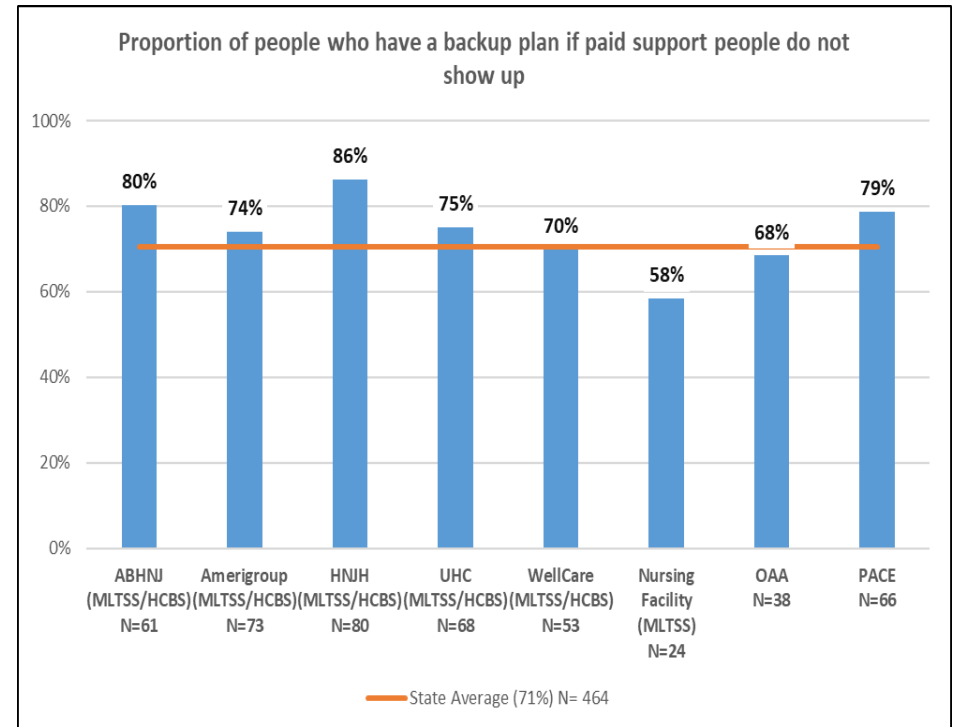
Graph 20. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



Graph 21. Proportion of people whose family member (unpaid or paid) provides additional assistance



Graph 22. Proportion of people who have a backup plan if their paid support people do not show up⁹



⁹ New variable

Care Coordination

Individuals are provided appropriate coordination of care.

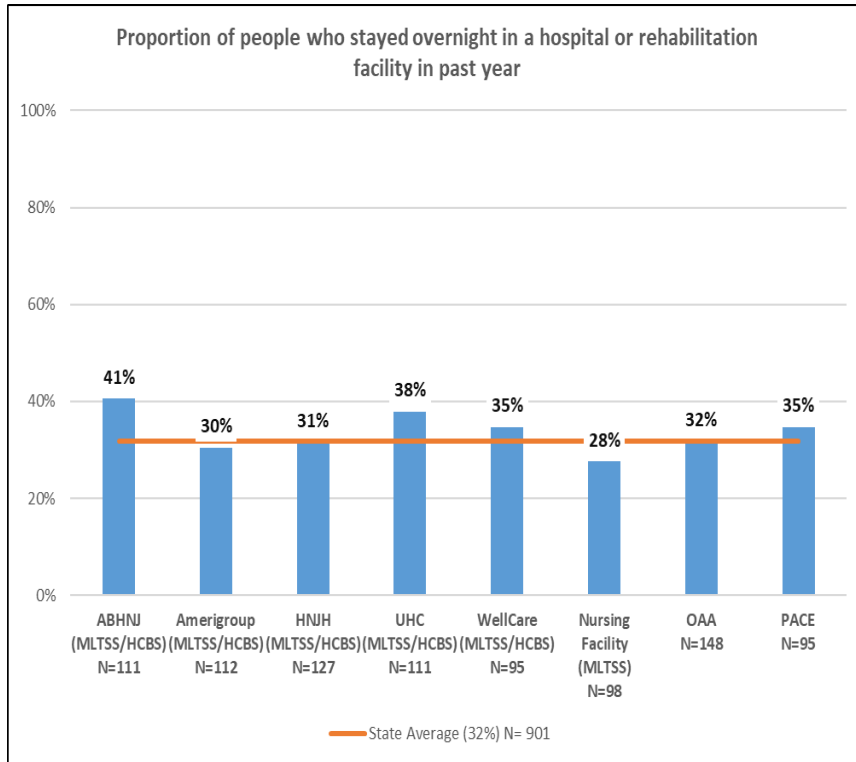
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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

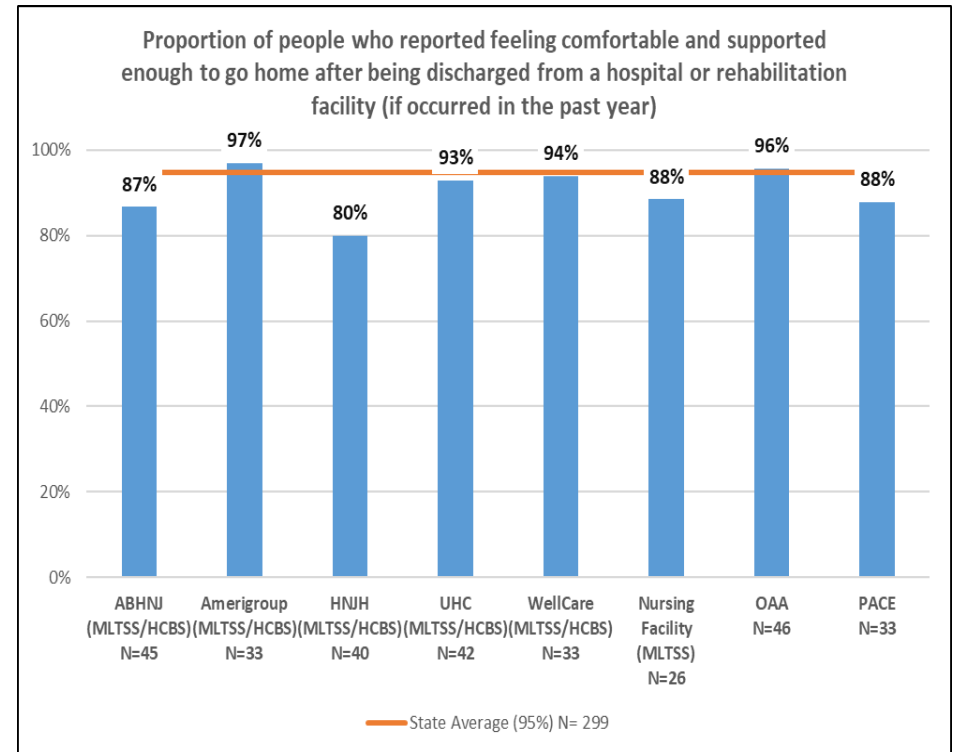
There are five survey items that correspond to the Care Coordination domain.

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

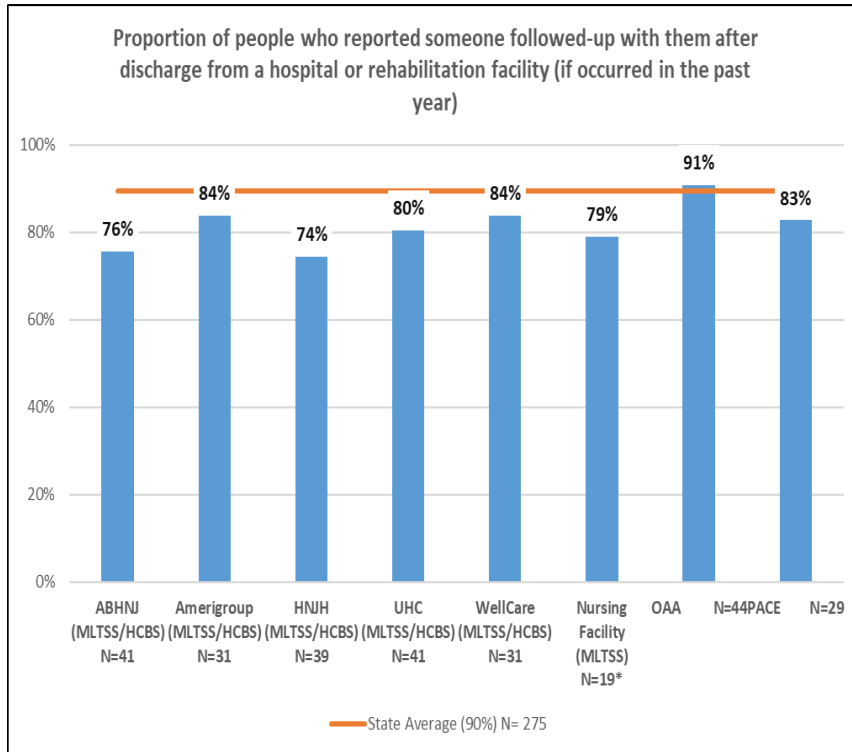
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



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

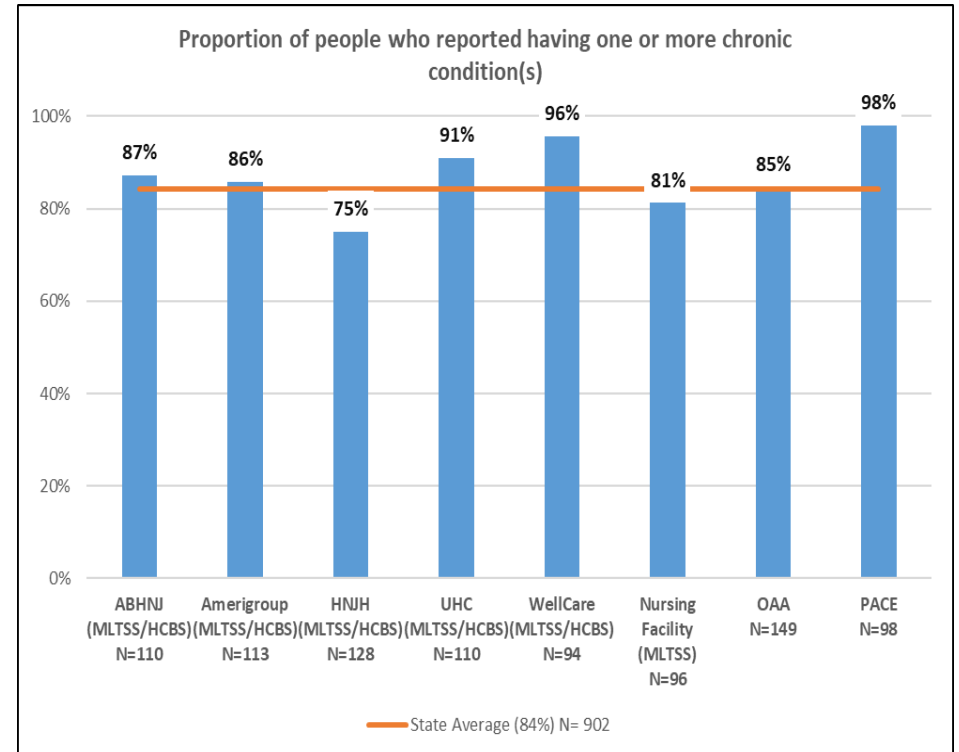


Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

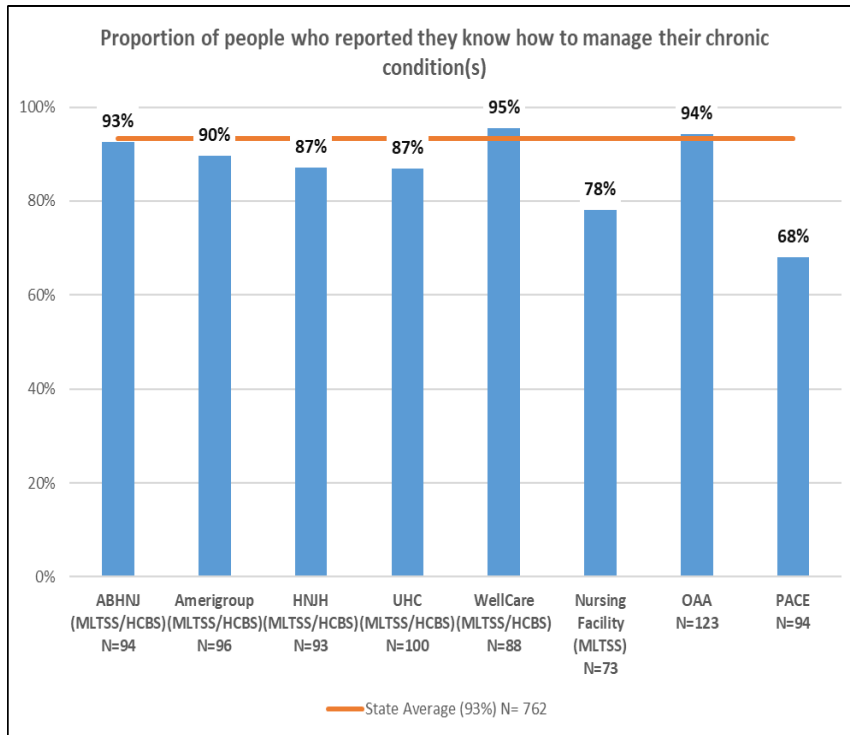


* Very small number of responses

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



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



Access

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

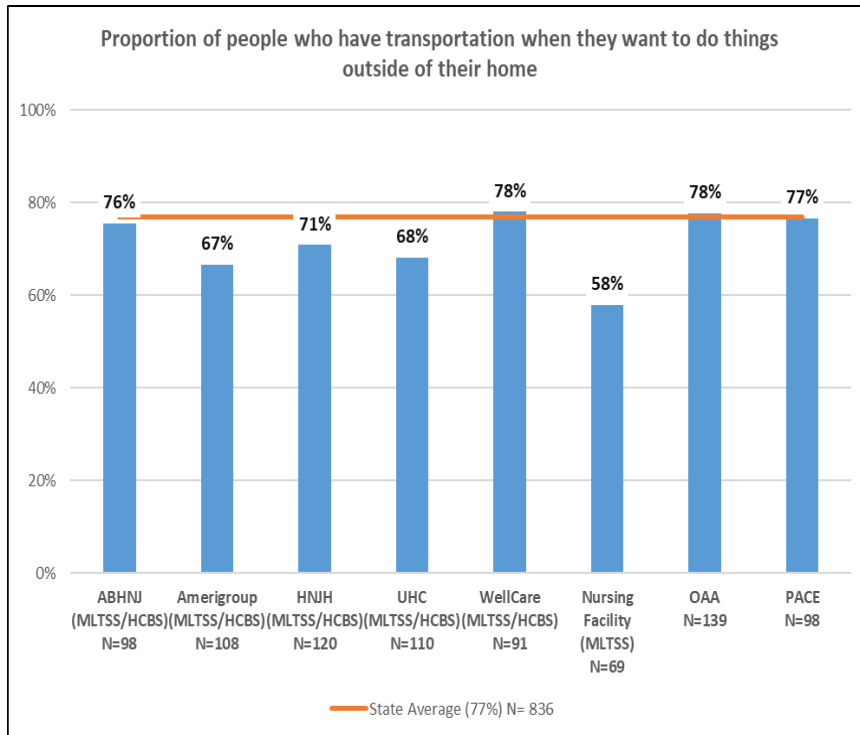
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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

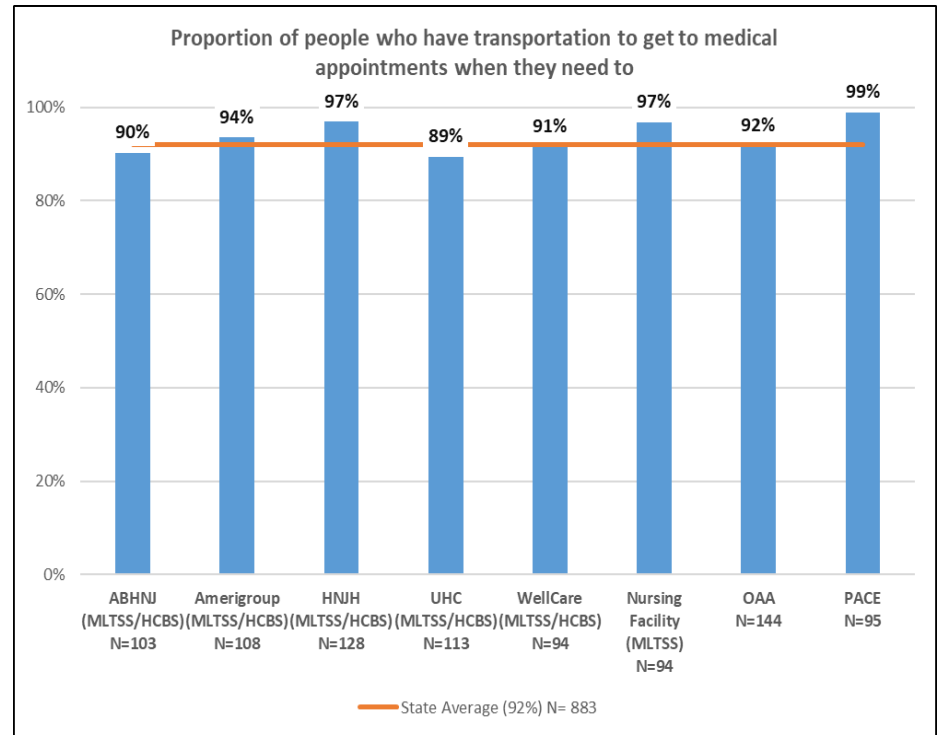
There are five survey items that correspond to the Access domain.

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

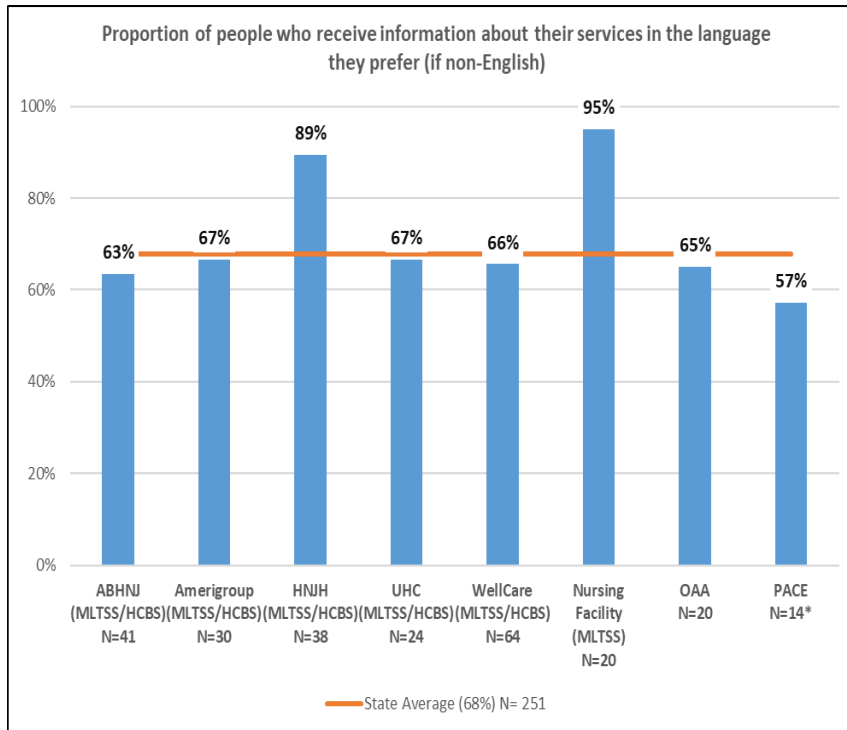
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

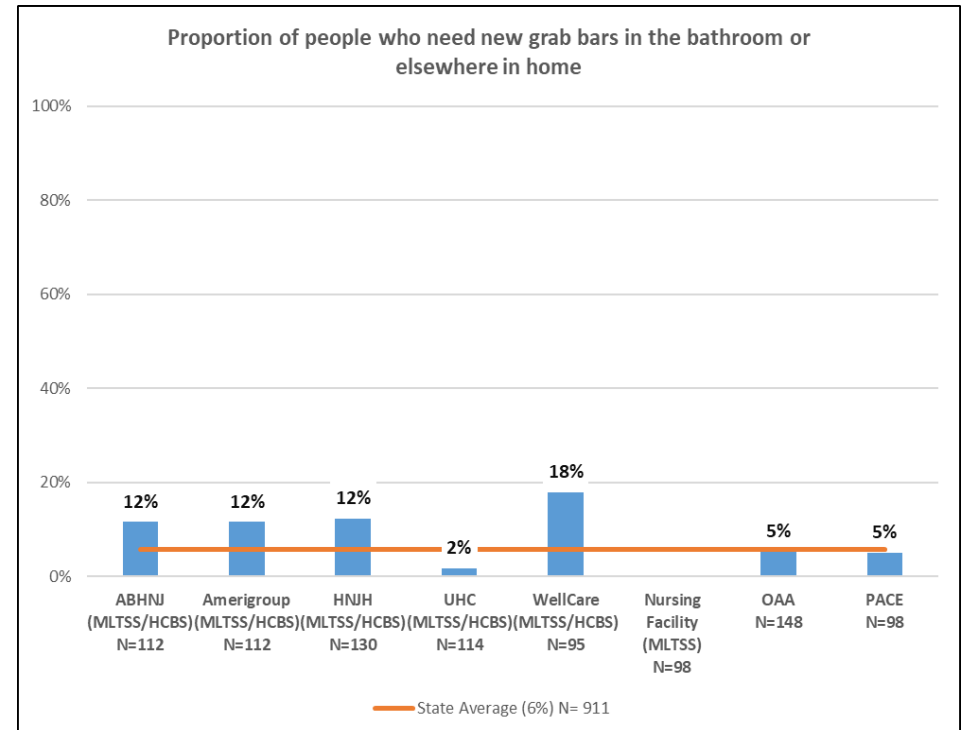


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

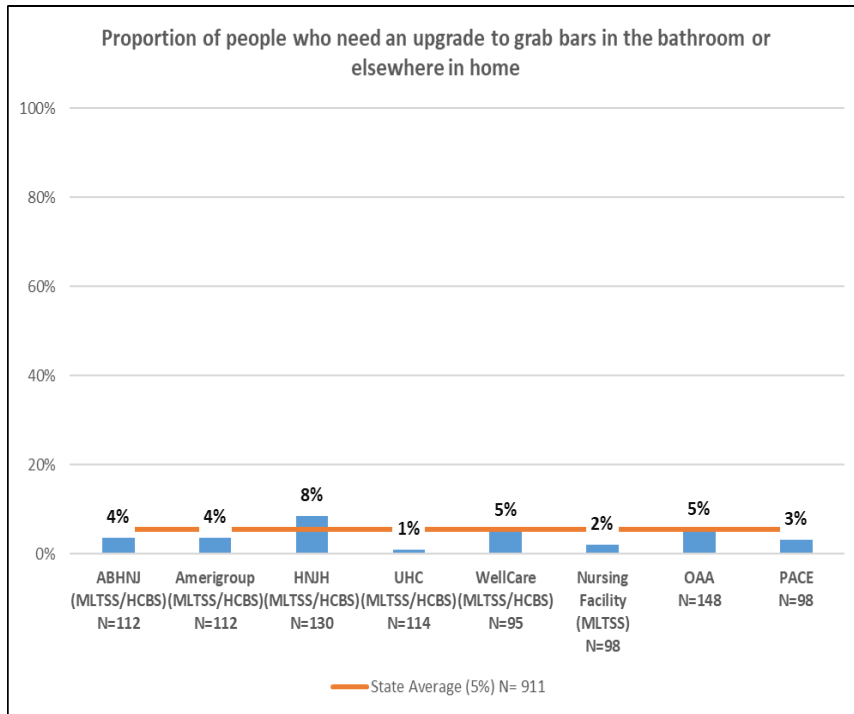


* Very small number of responses

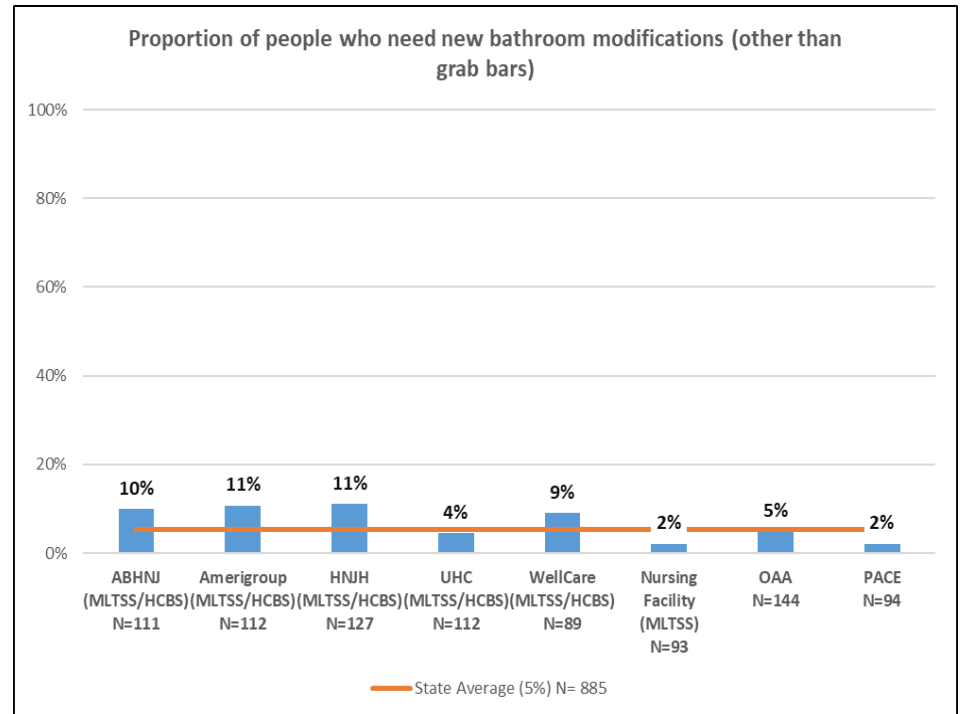
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



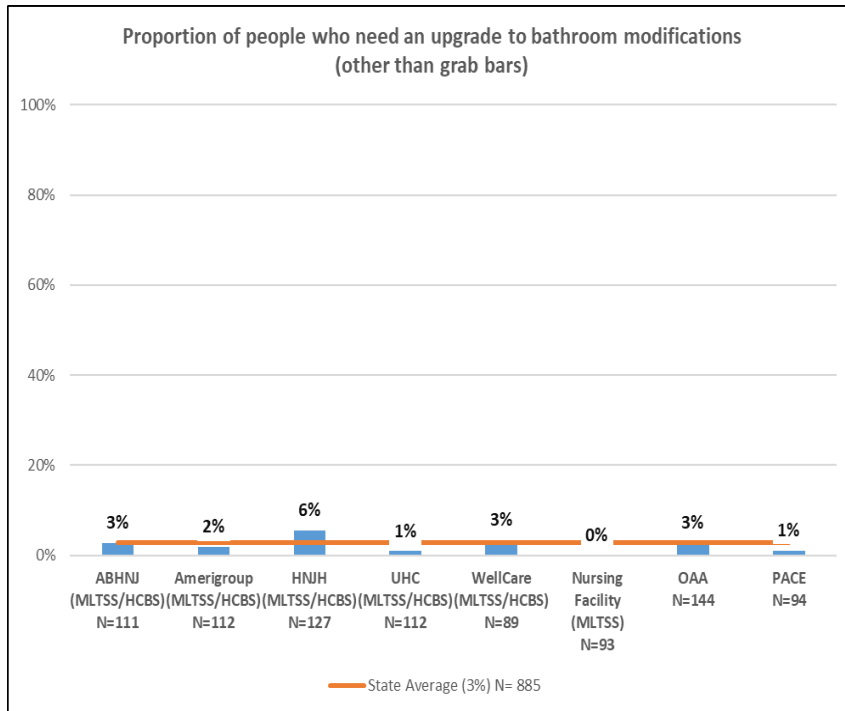
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



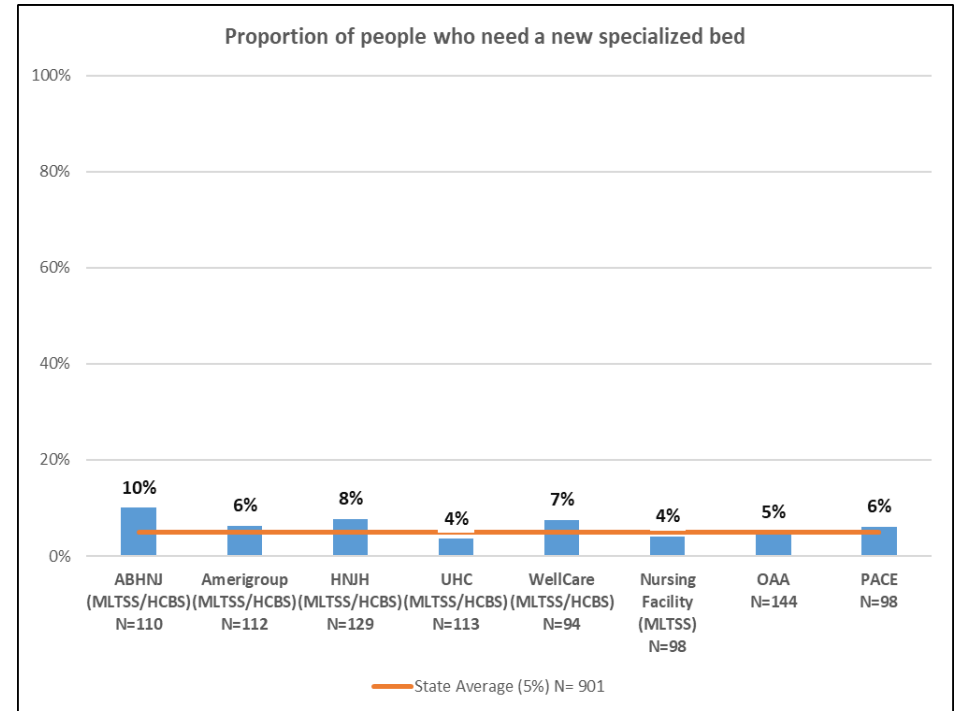
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



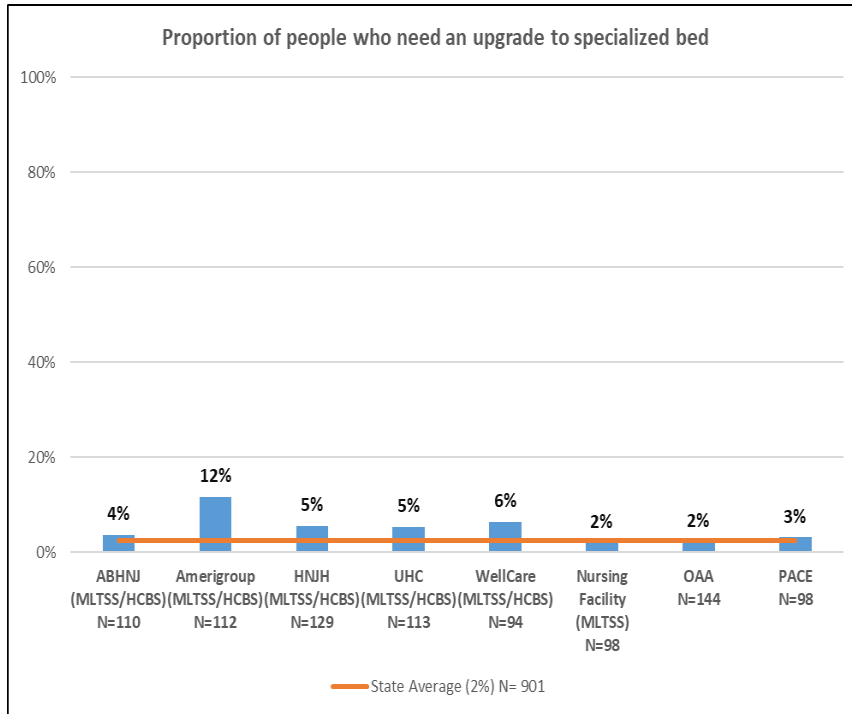
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



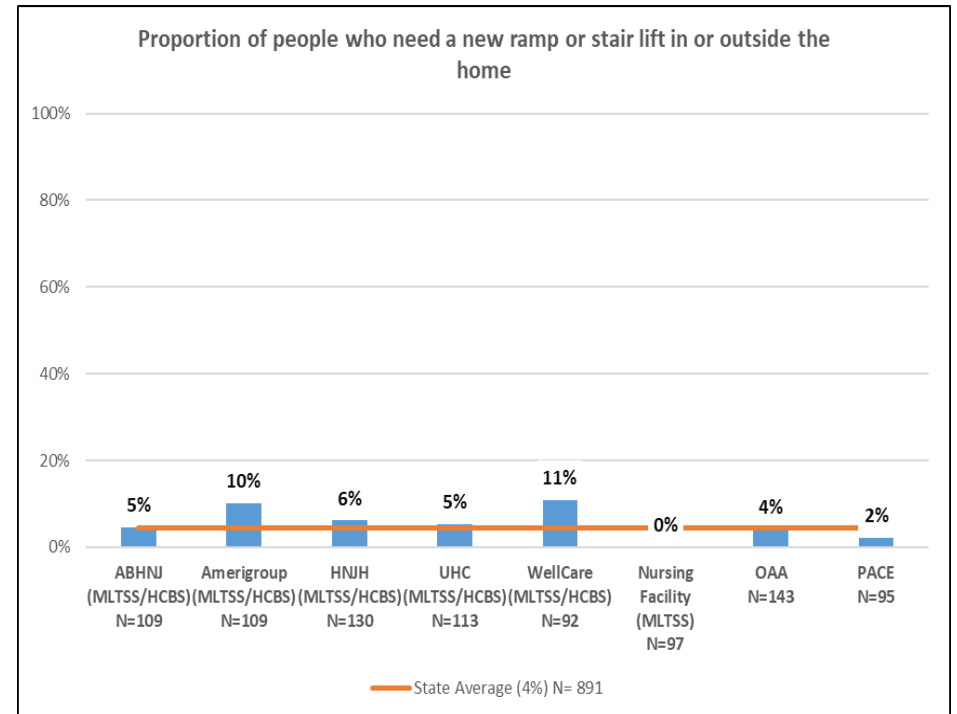
Graph 35. Proportion of people who need a new specialized bed



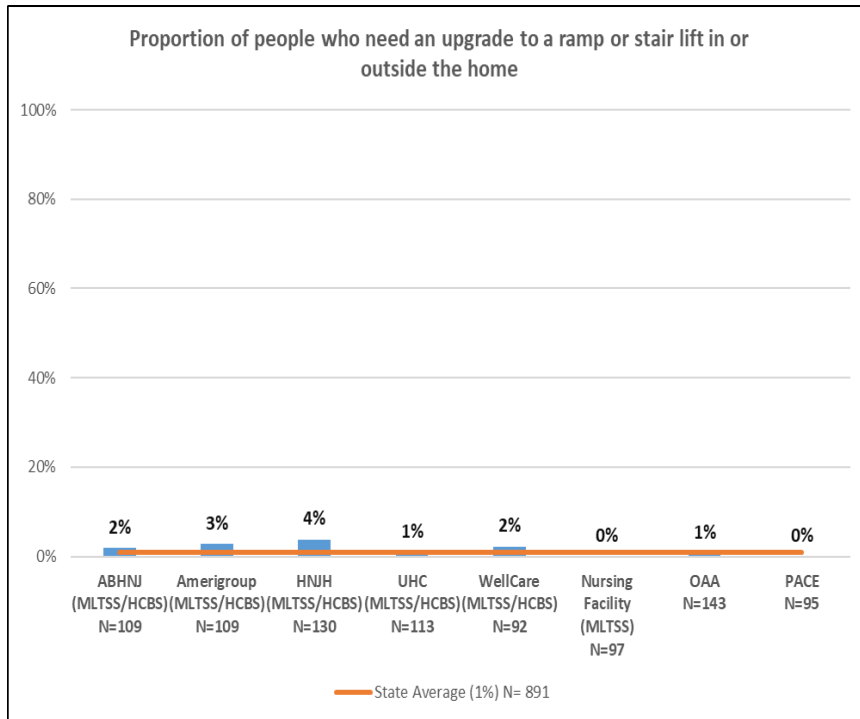
Graph 36. Proportion of people who need an upgrade to specialized bed



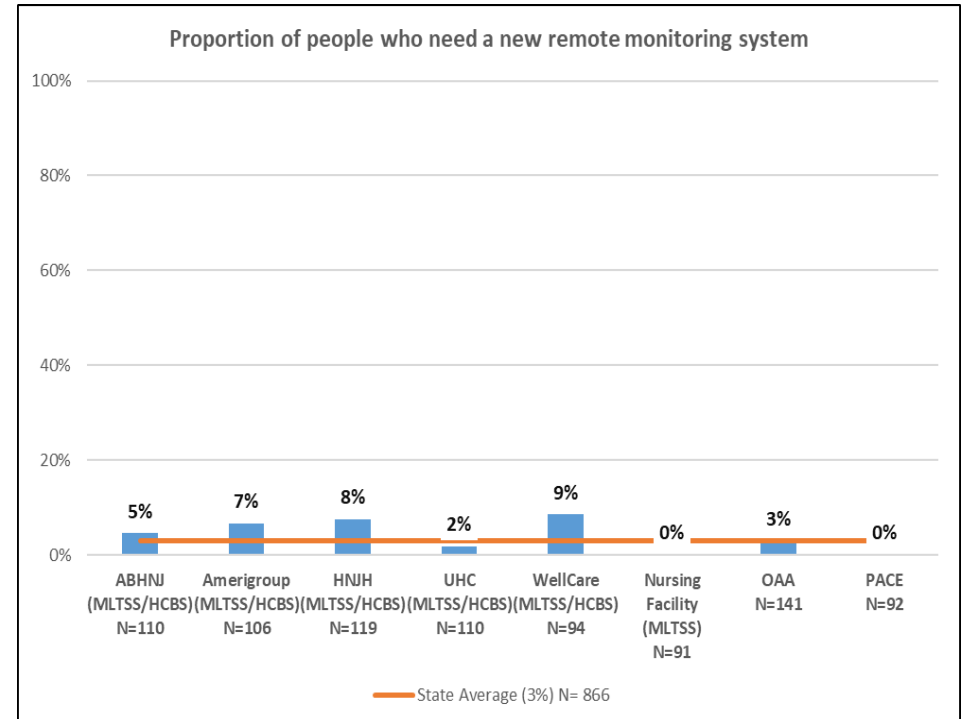
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



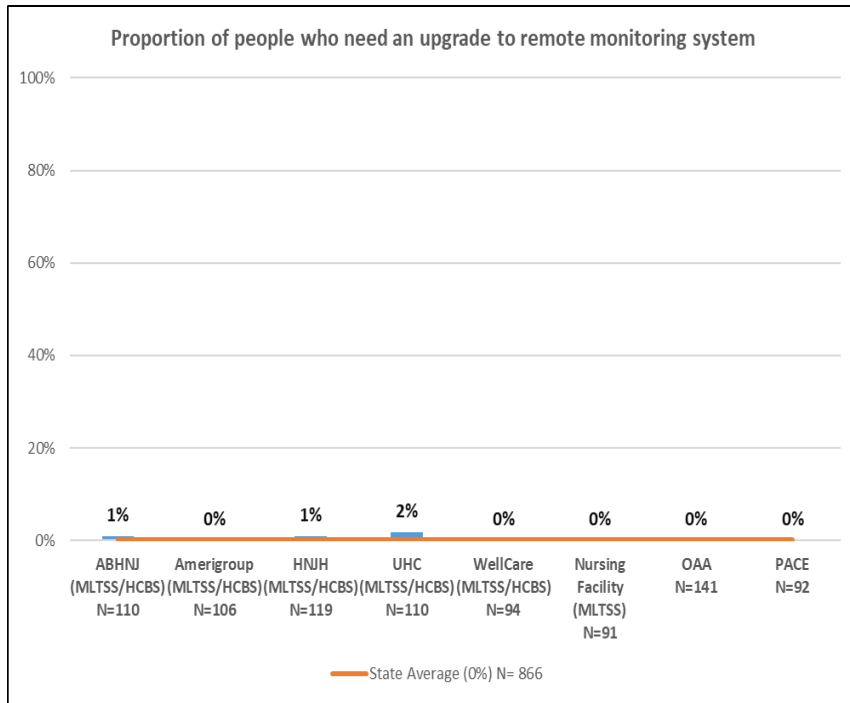
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



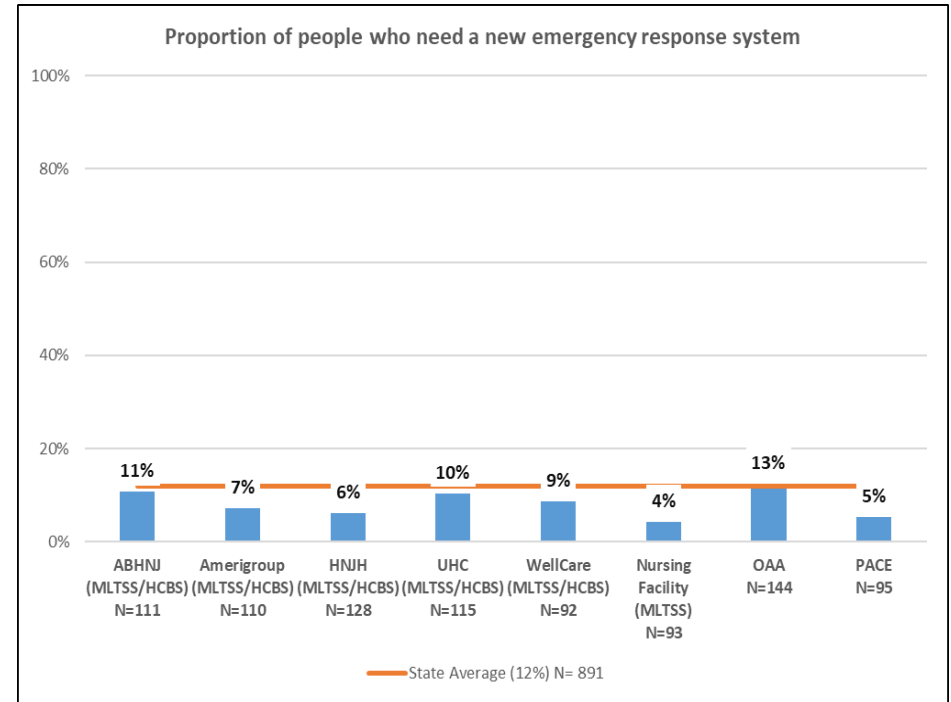
Graph 39. Proportion of people who need a new remote monitoring system



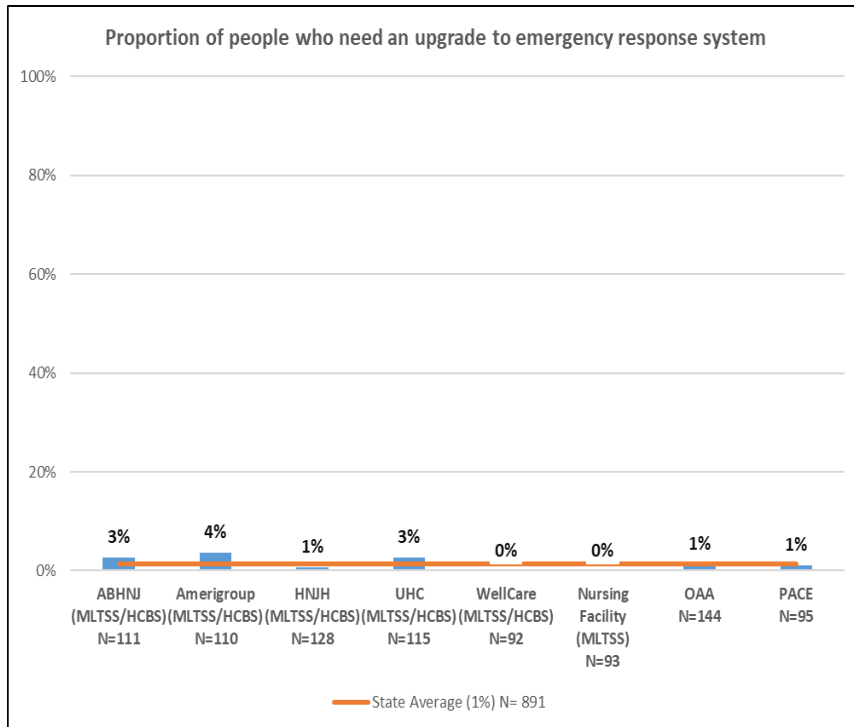
Graph 40. Proportion of people who need an upgrade to remote monitoring system



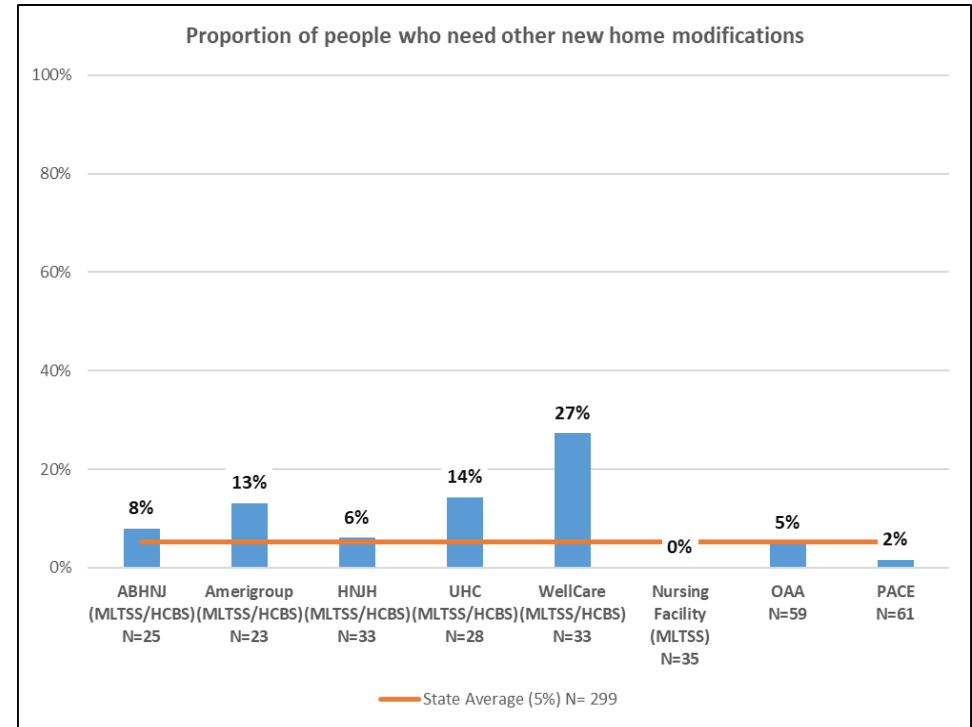
Graph 41. Proportion of people who need a new emergency response system



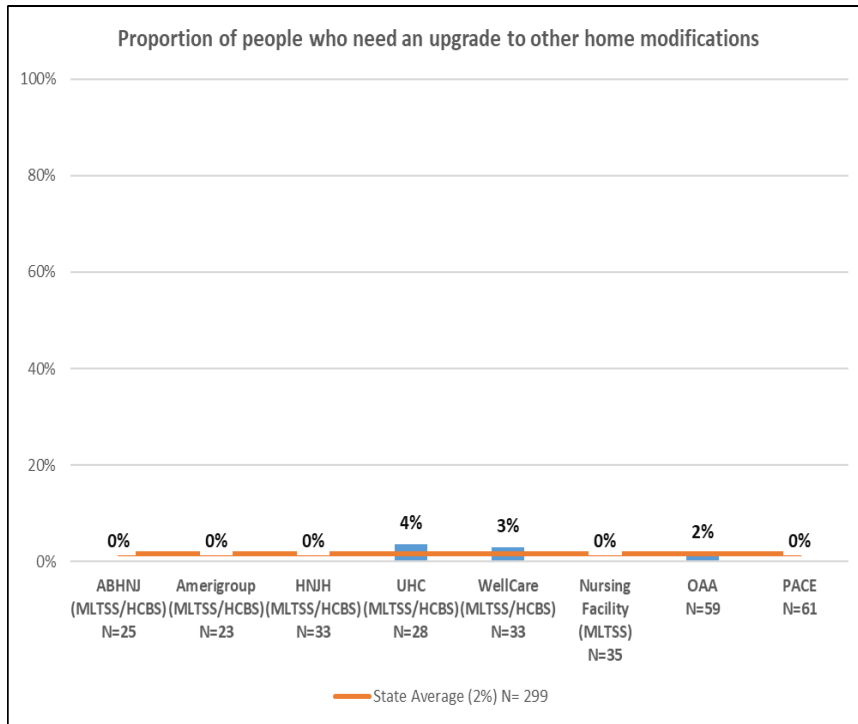
Graph 42. Proportion of people who need an upgrade to emergency response system



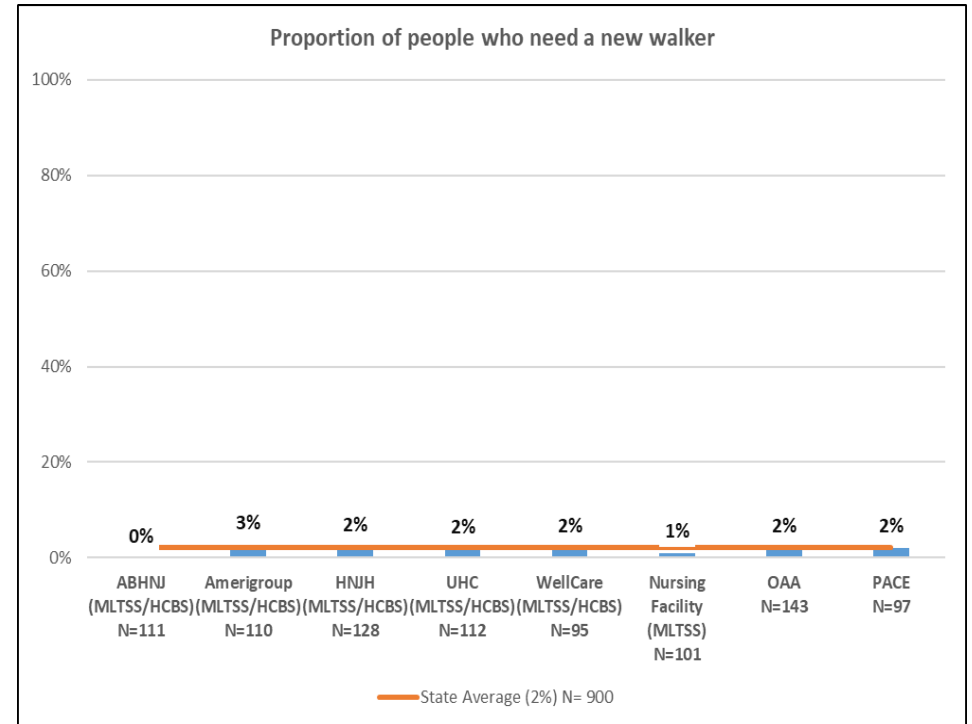
Graph 43. Proportion of people who need other new home modifications



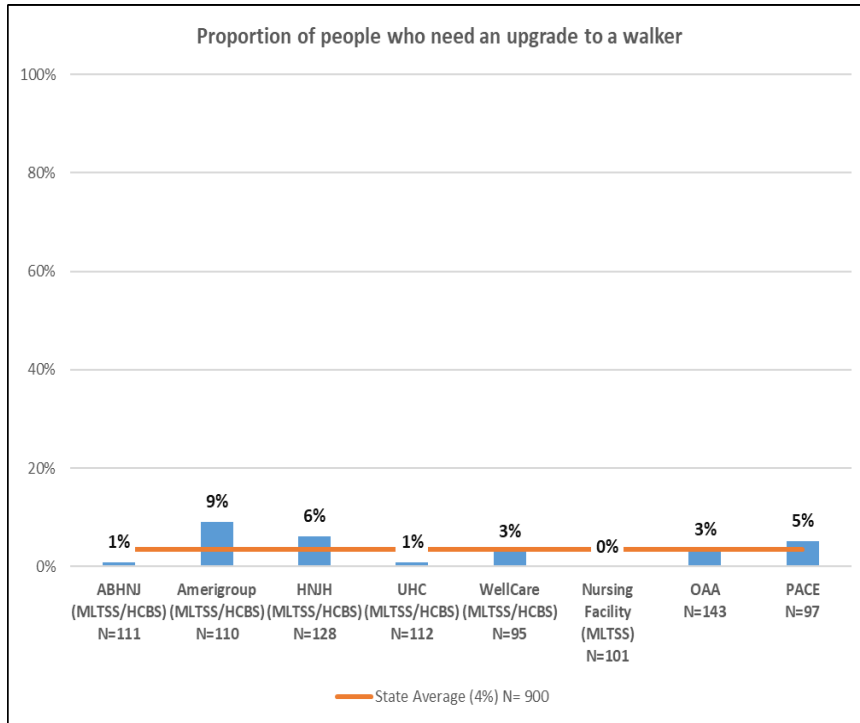
Graph 44. Proportion of people who need an upgrade to other home modifications



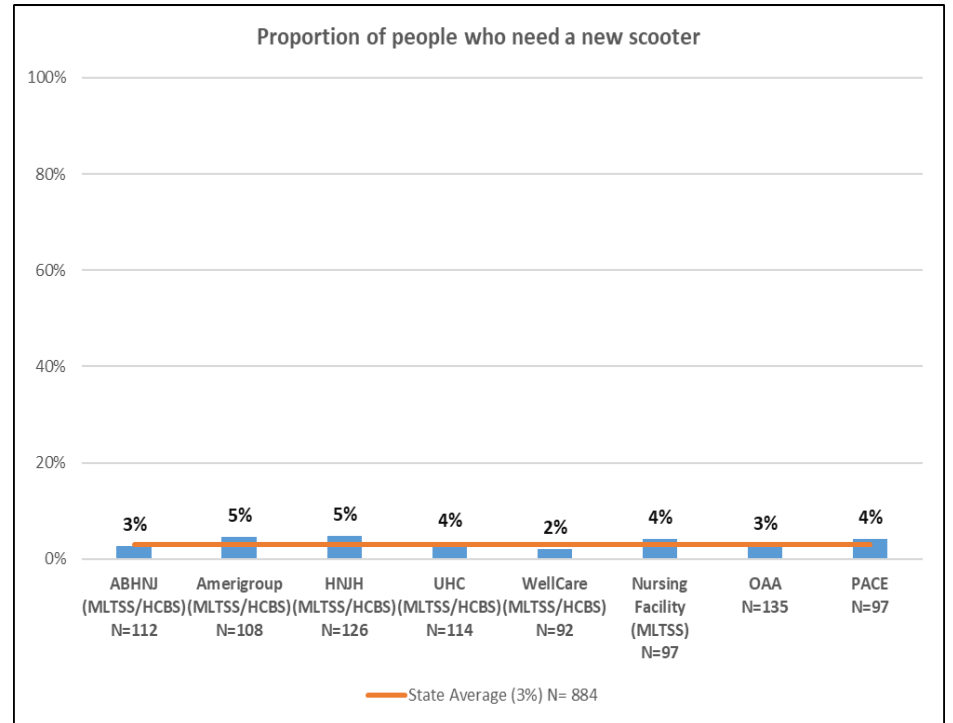
Graph 45. Proportion of people who need a new walker



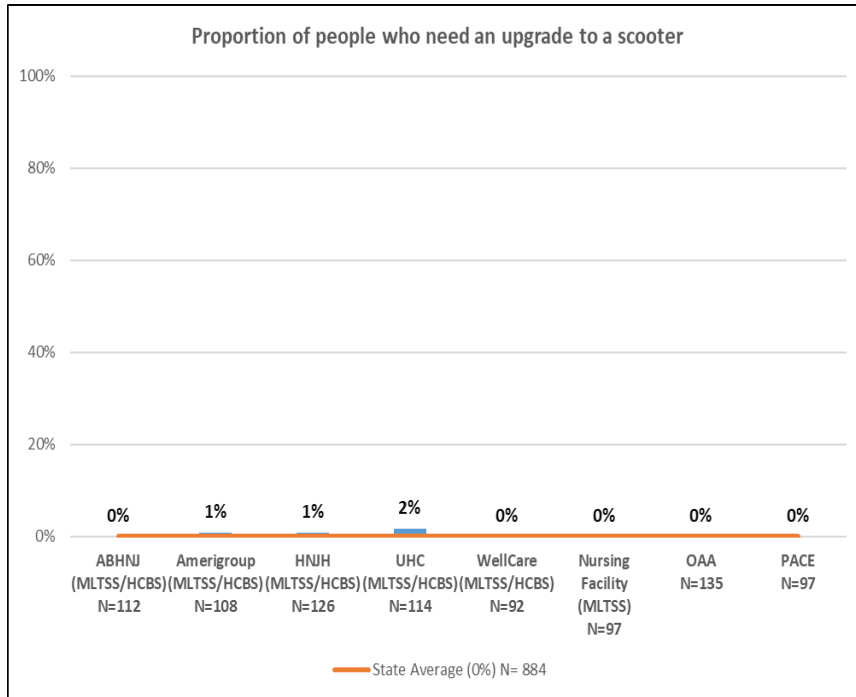
Graph 46. Proportion of people who need an upgrade to a walker



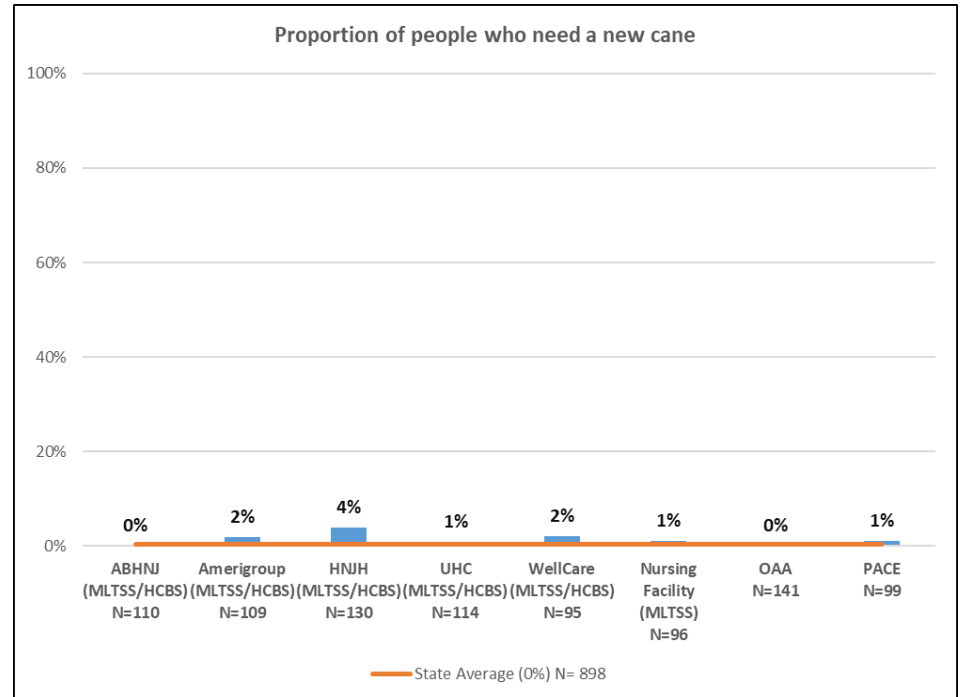
Graph 47. Proportion of people who need a new scooter



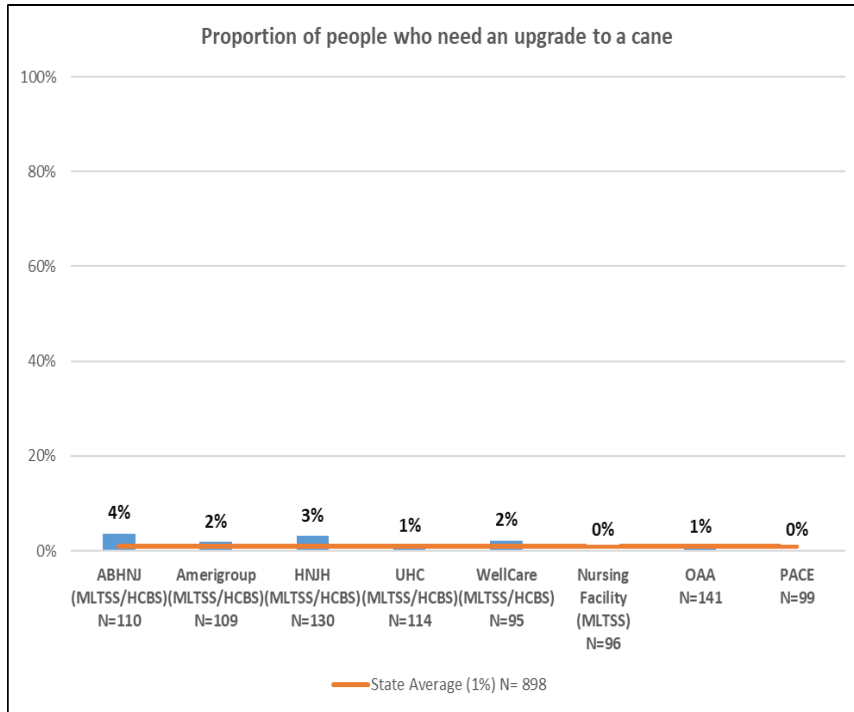
Graph 48. Proportion of people who need an upgrade to a scooter



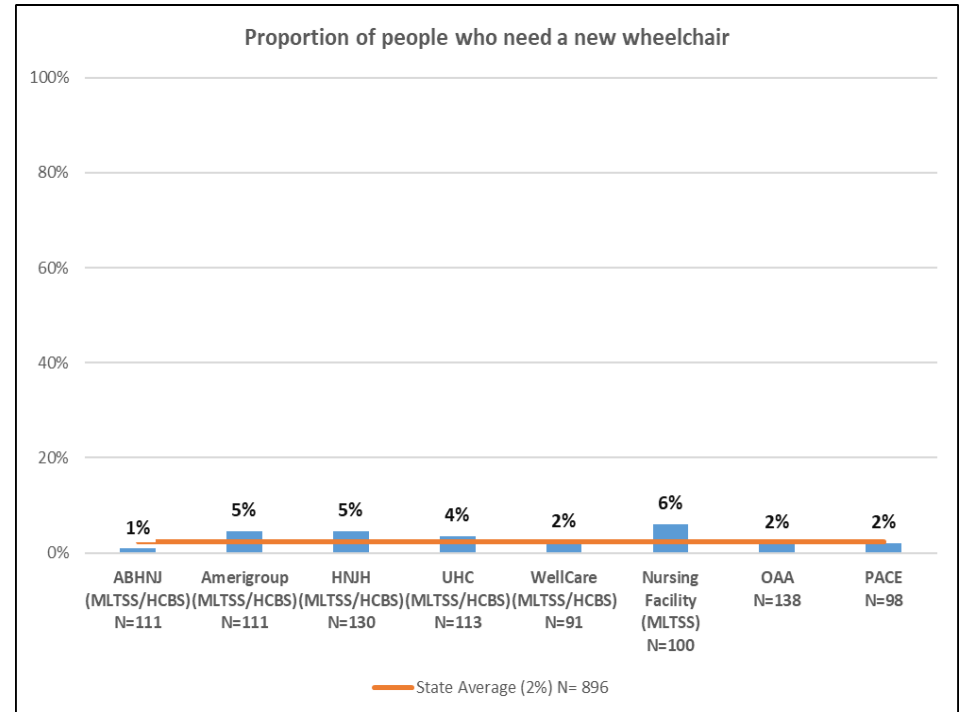
Graph 49. Proportion of people who need a new cane



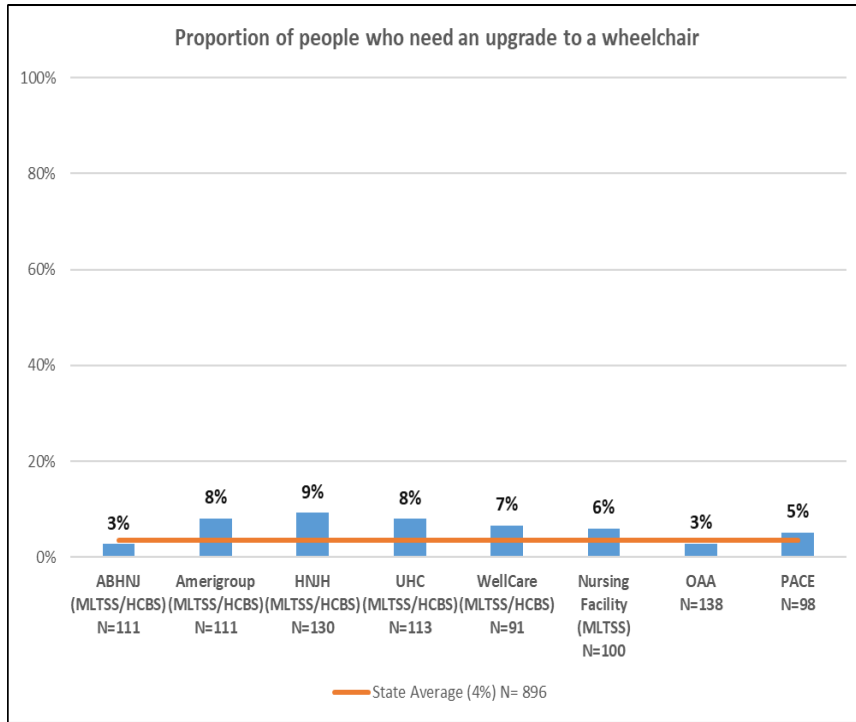
Graph 50. Proportion of people who need an upgrade to a cane



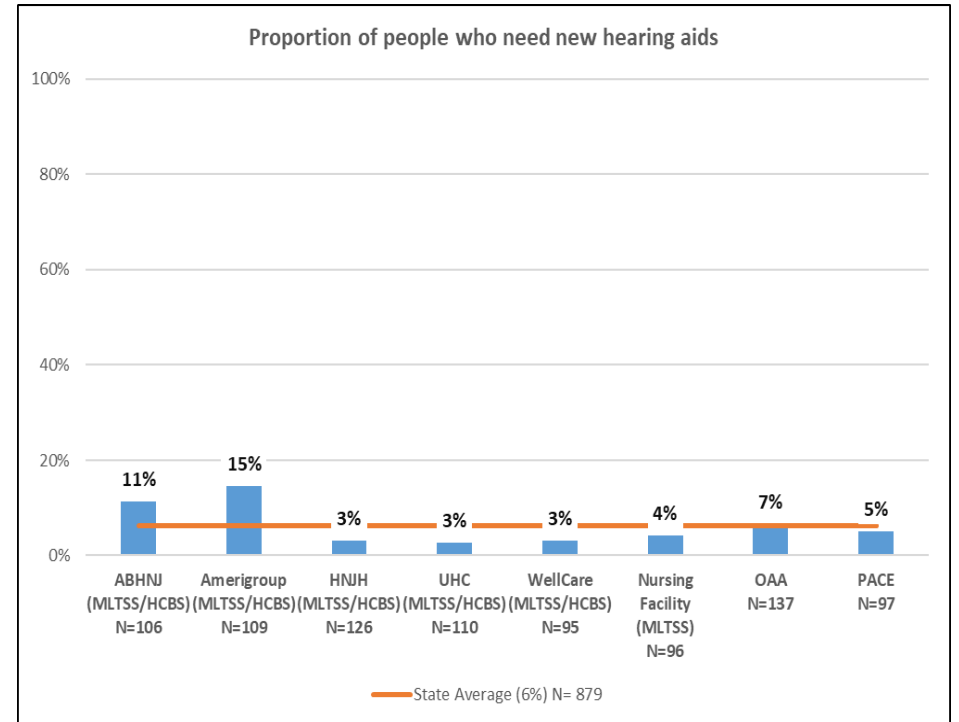
Graph 51. Proportion of people who need a new wheelchair



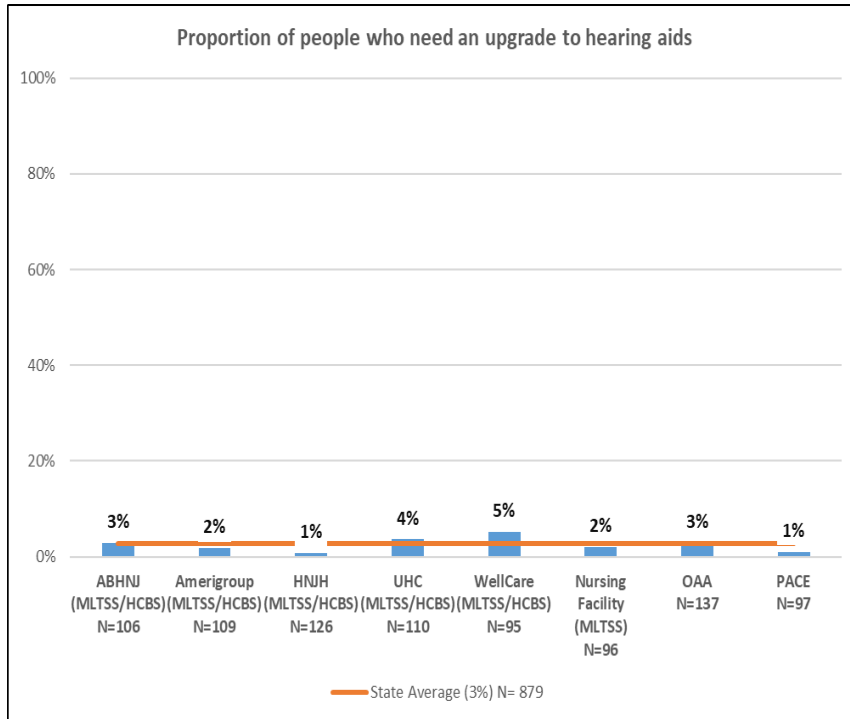
Graph 52. Proportion of people who need an upgrade to a wheelchair



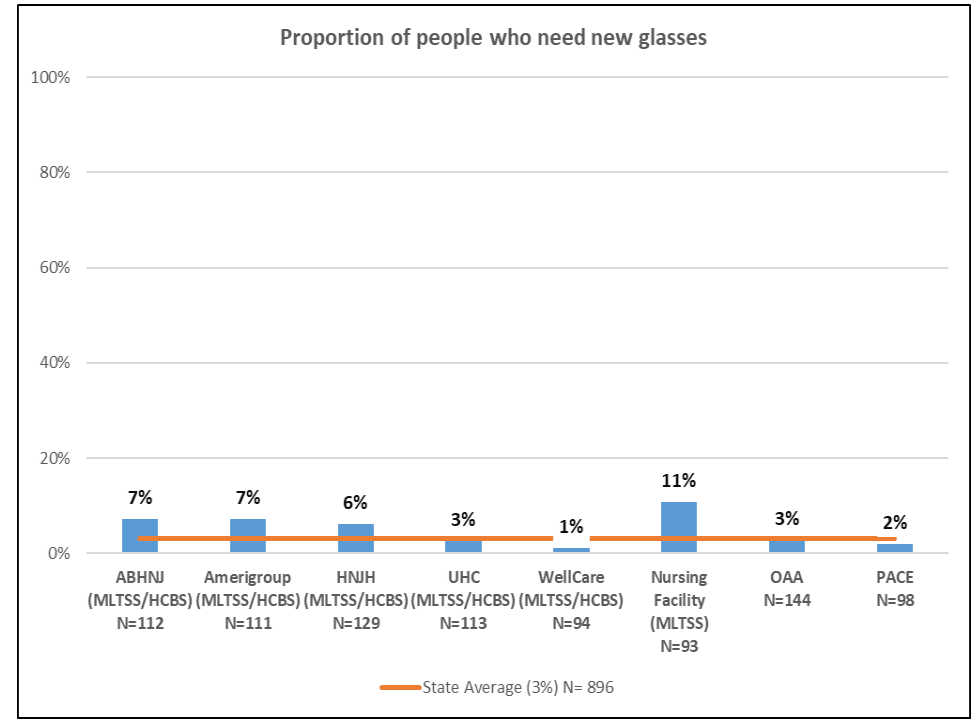
Graph 53. Proportion of people who need new hearing aids



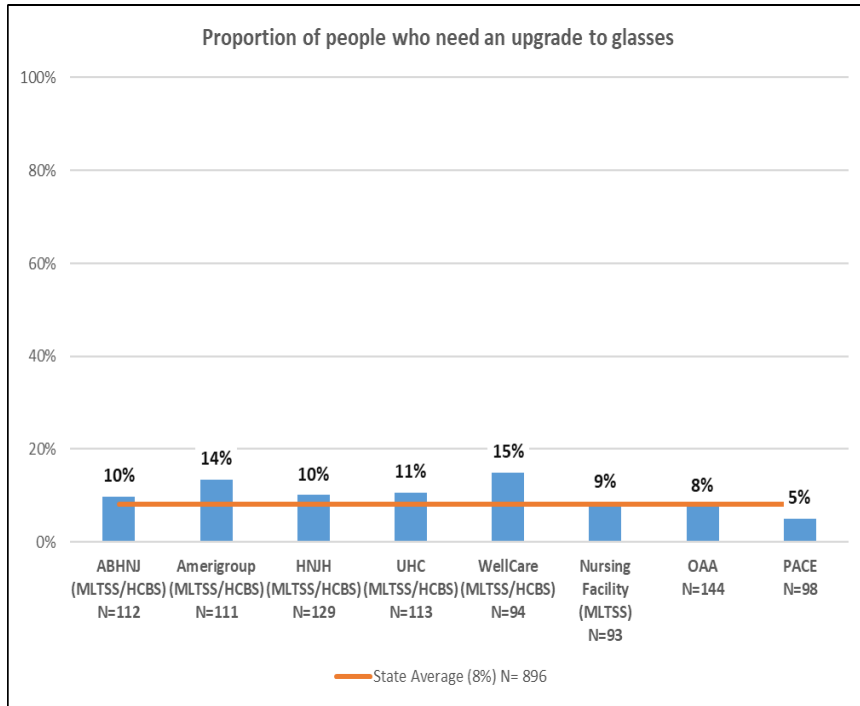
Graph 54. Proportion of people who need an upgrade to hearing aids



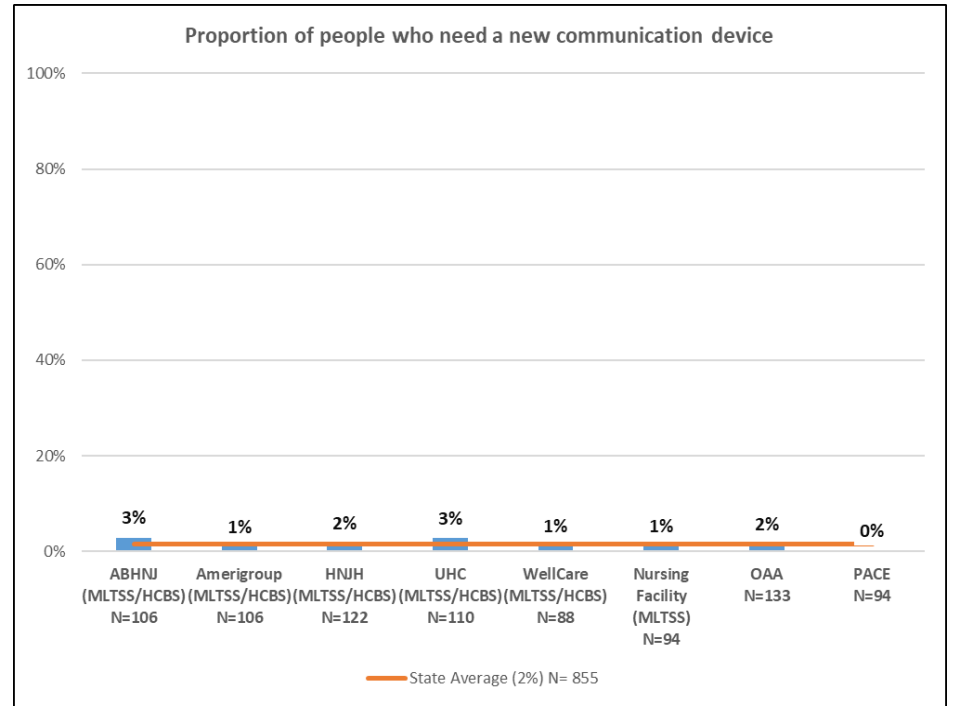
Graph 55. Proportion of people who need new glasses



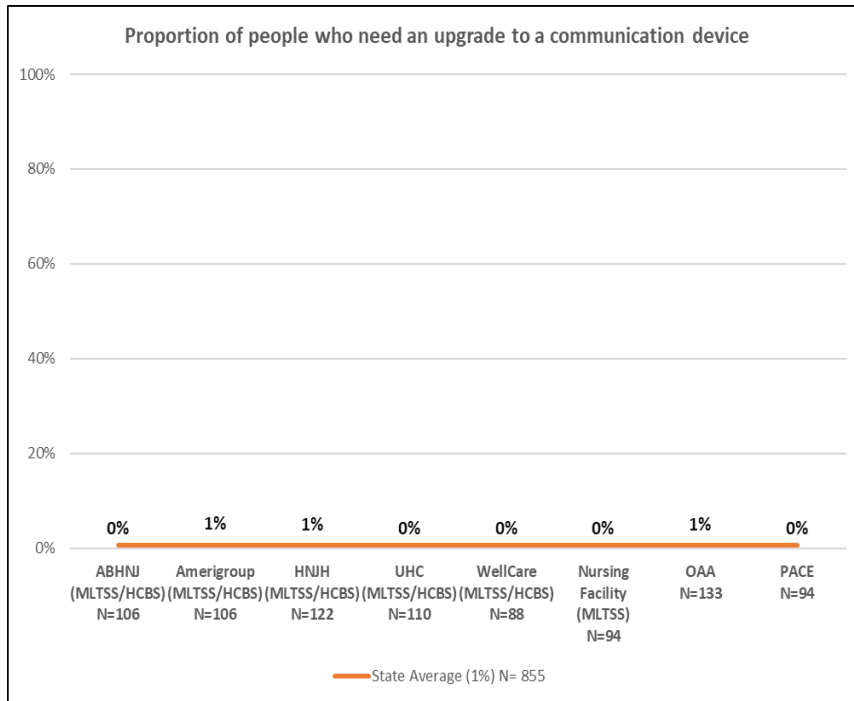
Graph 56. Proportion of people who need an upgrade to glasses



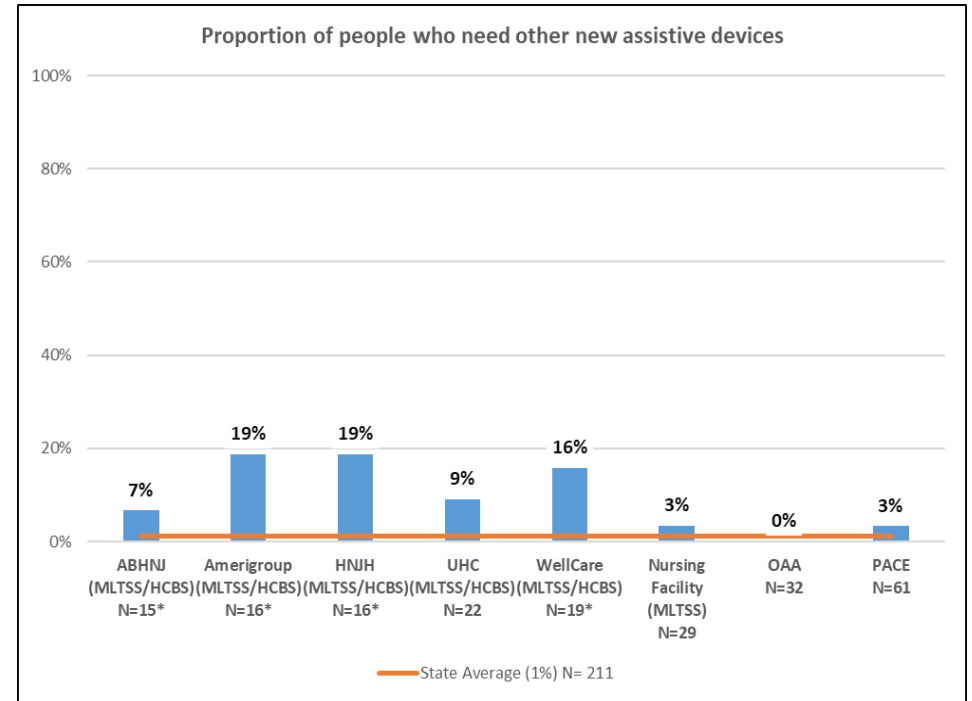
Graph 57. Proportion of people who need a new communication device



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

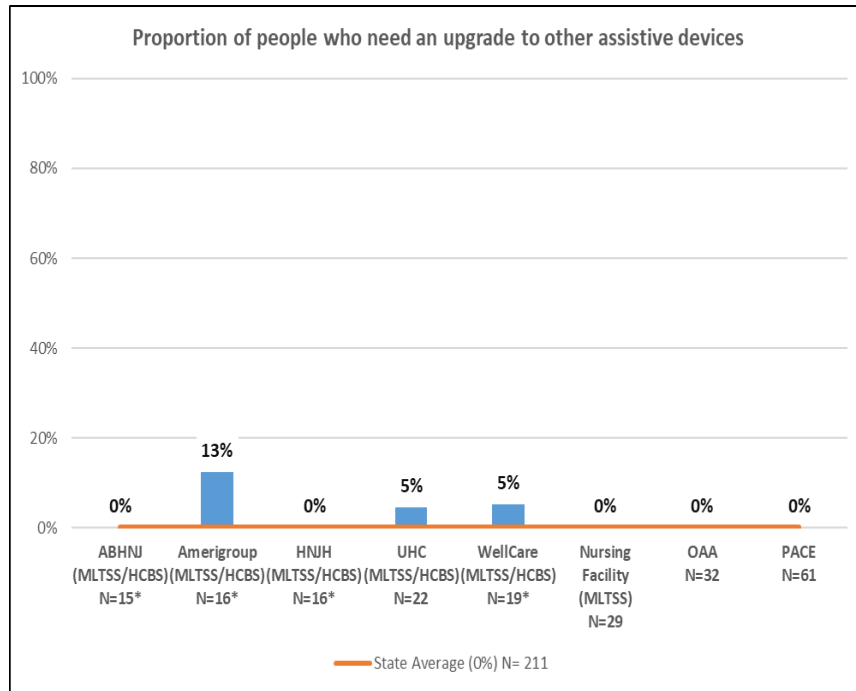


Graph 59. Proportion of people who need other new assistive devices



* Very small number of responses

Graph 60. Proportion of people who need an upgrade to other assistive devices



* Very small number of responses

Safety

People feel safe from abuse, neglect, and injury.

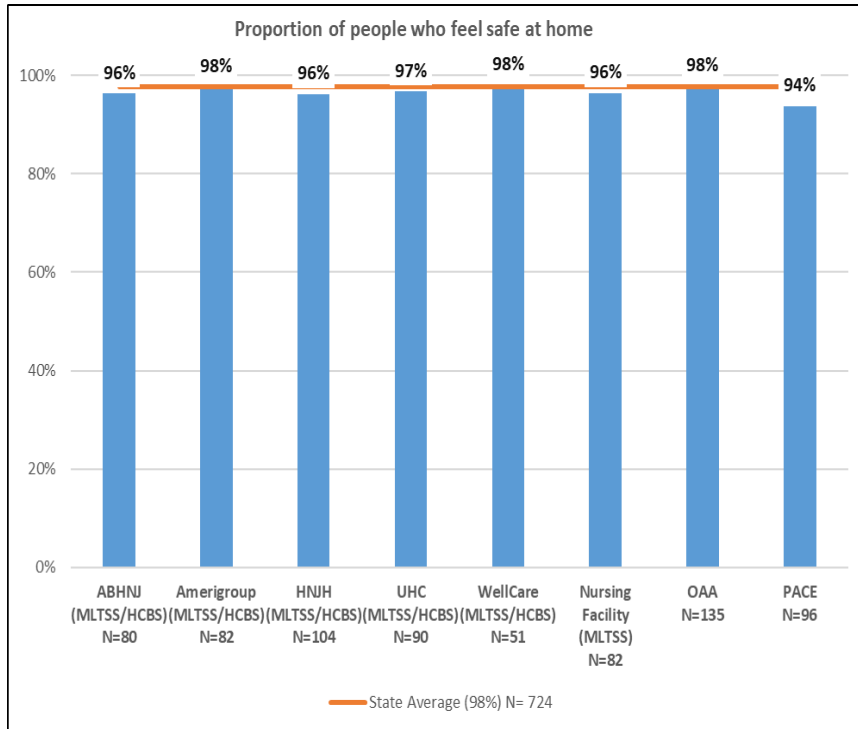
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

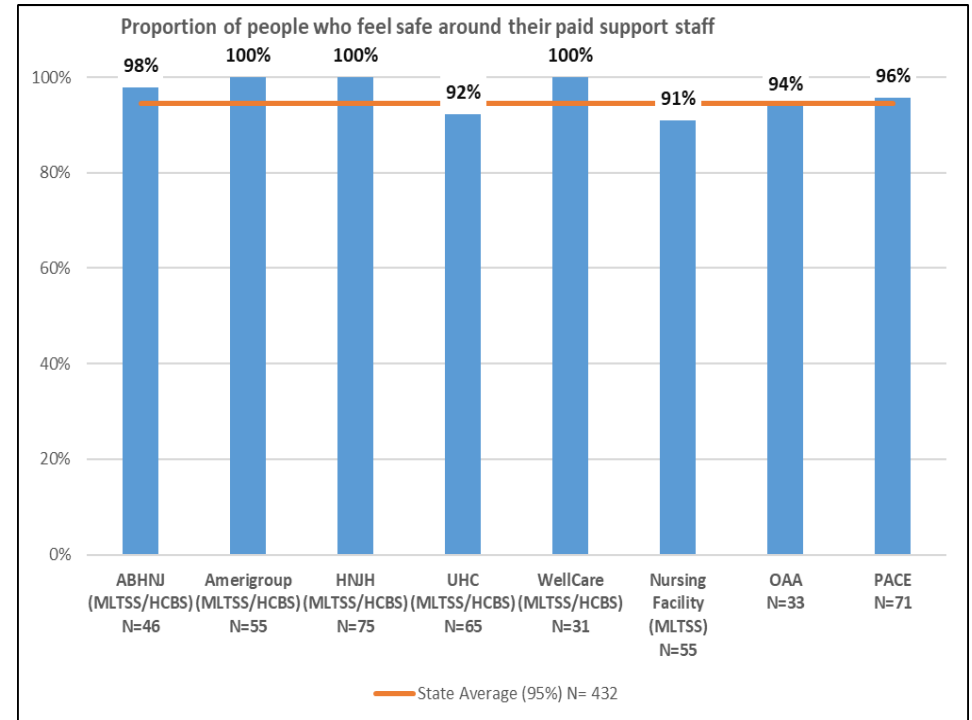
There are seven survey items that correspond to the Safety domain.

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

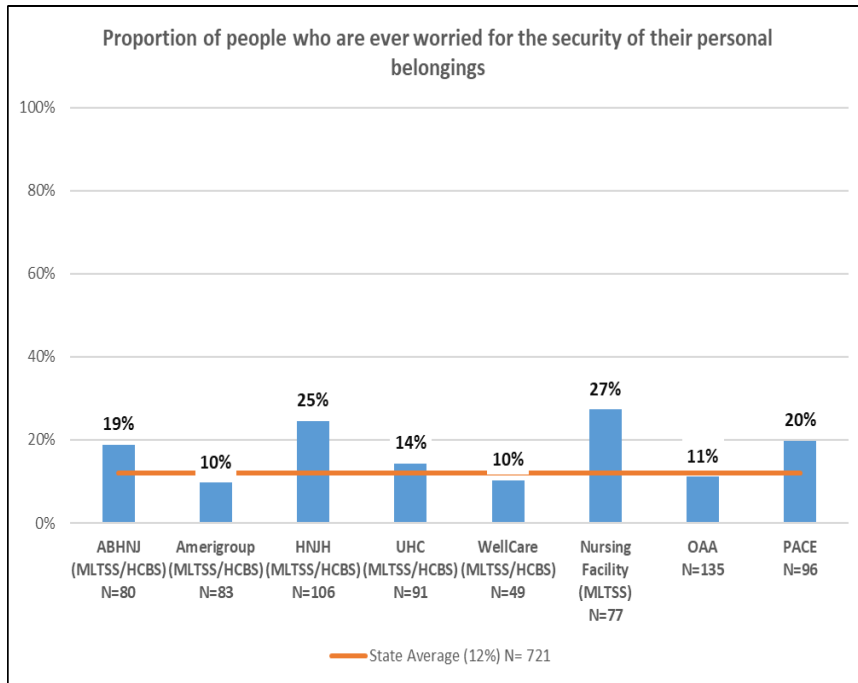
Graph 61. Proportion of people who feel safe at home



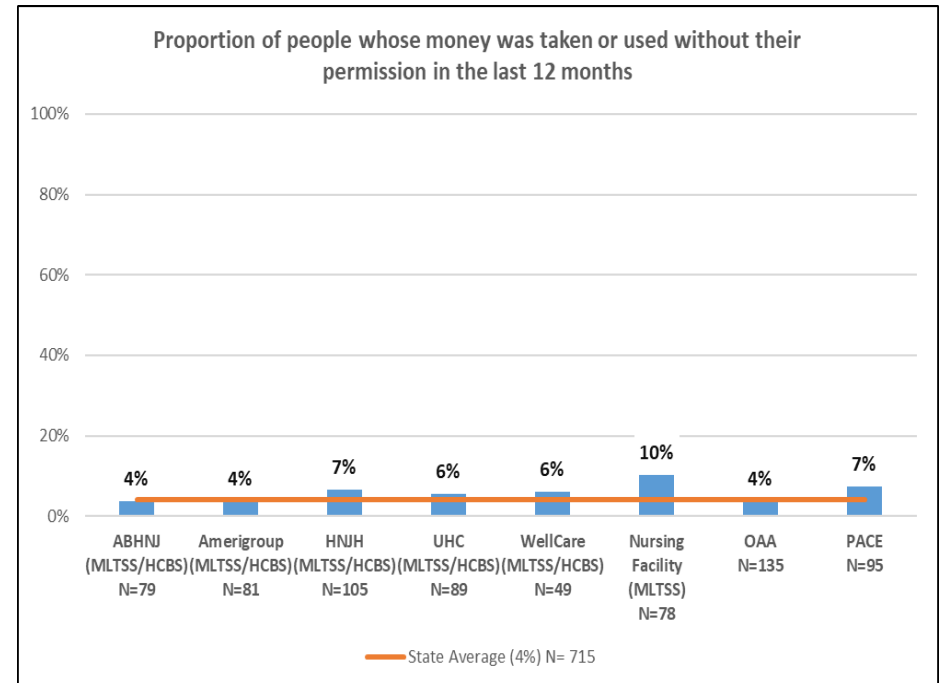
Graph 62. Proportion of people who feel safe around their paid support staff



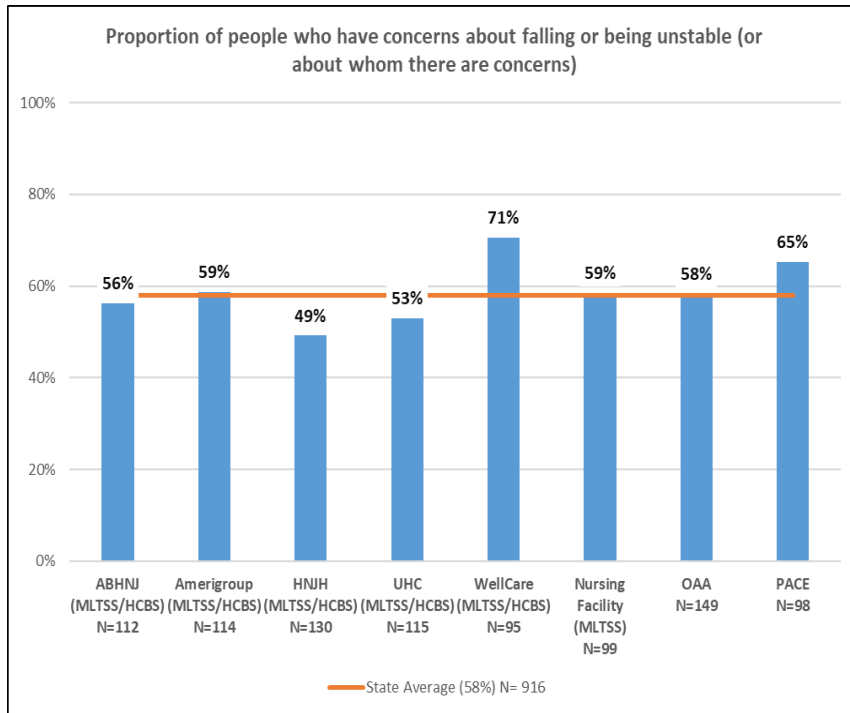
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



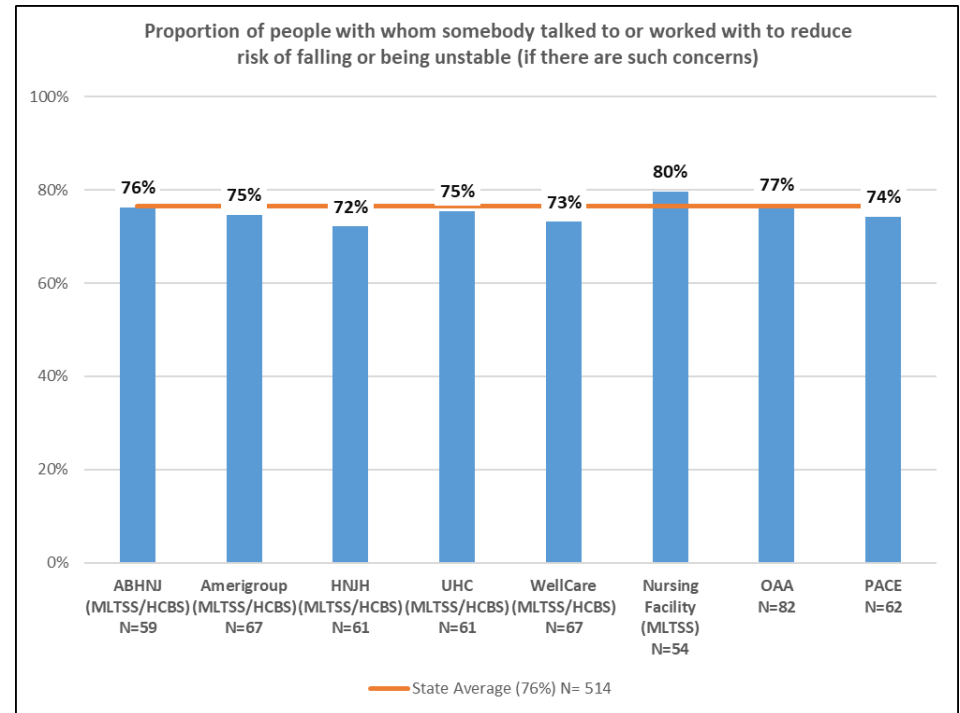
Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



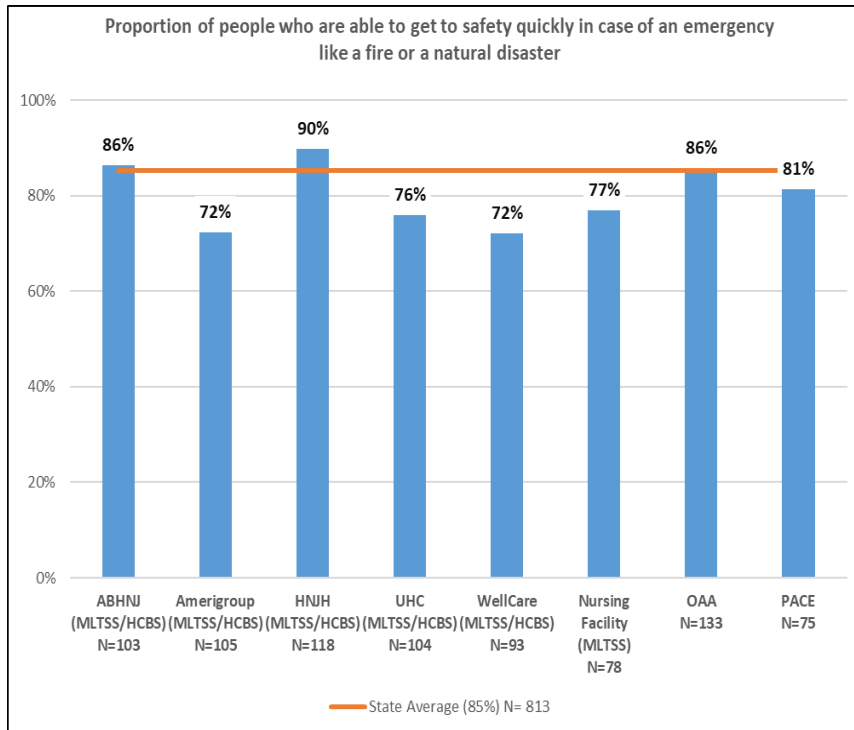
Graph 65. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



Graph 66. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



Graph 67. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster



Health Care

People secure needed health services.

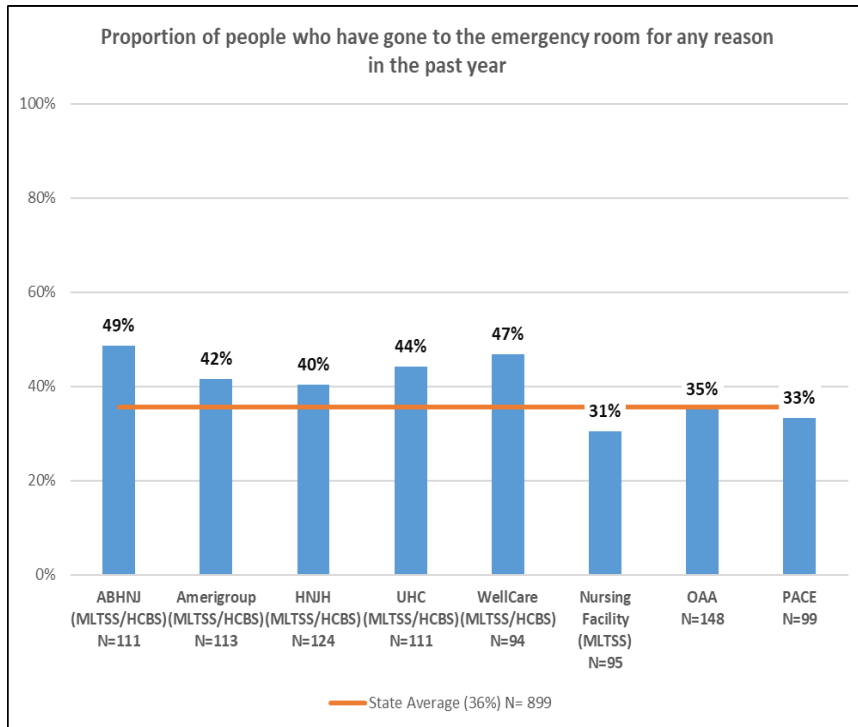
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

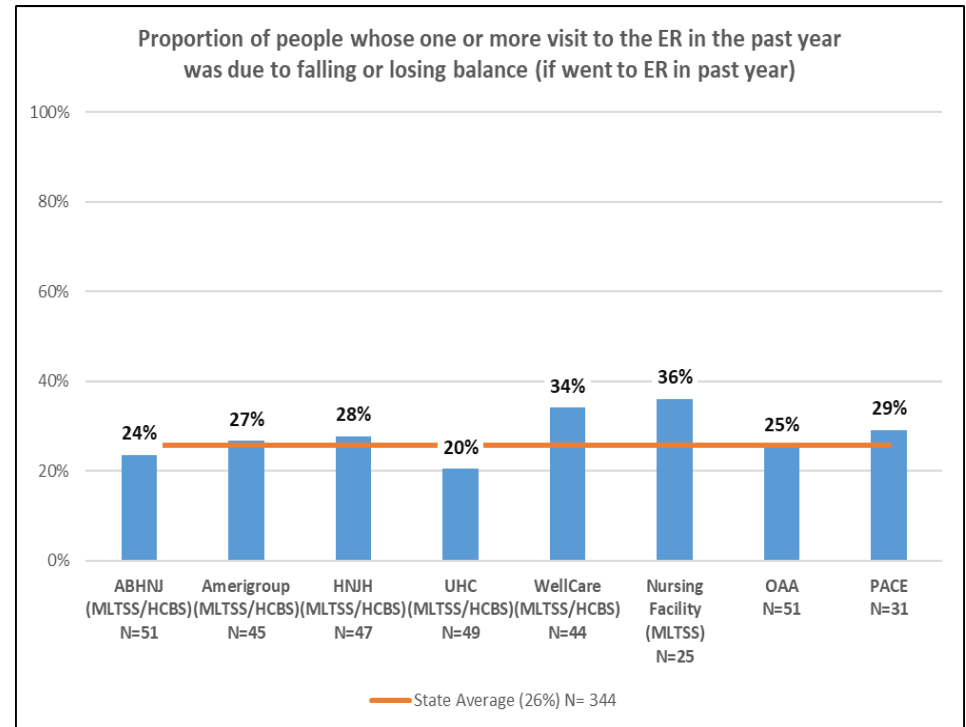
There are four survey items that correspond to the Health Care domain.

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

Graph 68. Proportion of people who have gone to the emergency room for any reason in the past year¹⁰



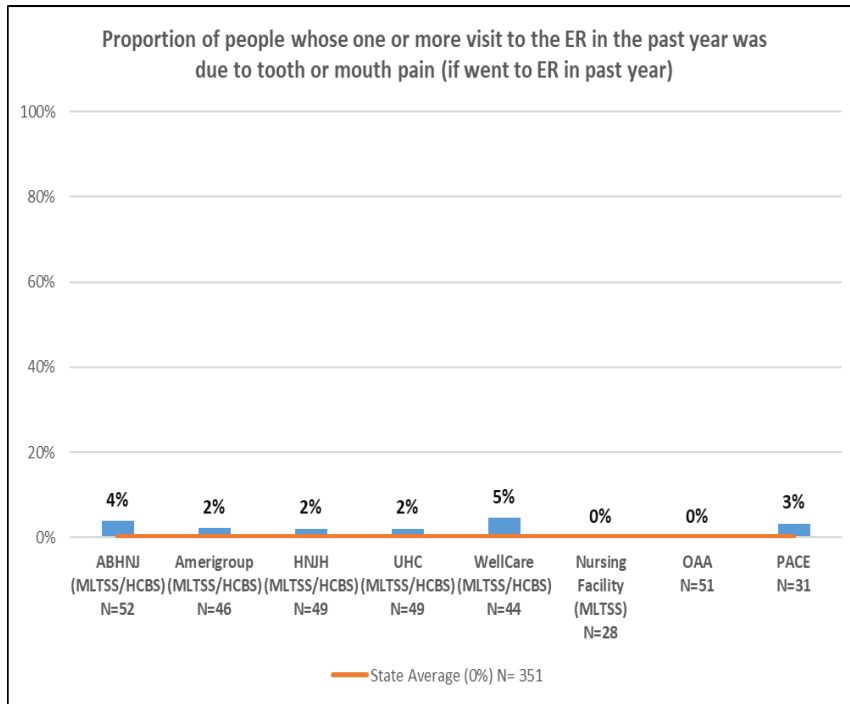
Graph 69. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)¹¹



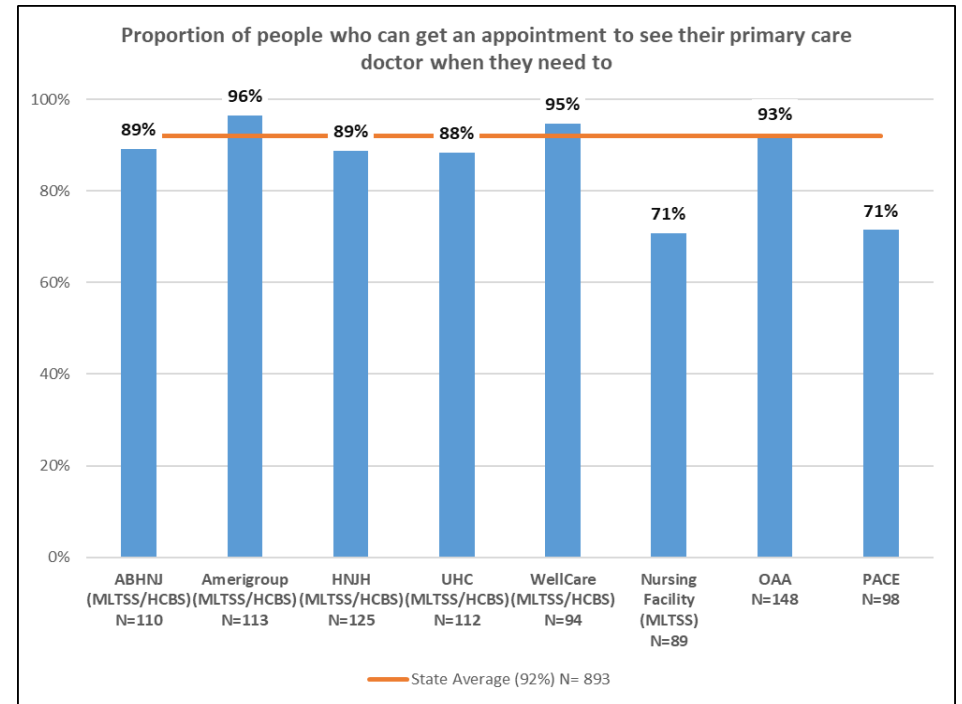
¹⁰ Question restructured

¹¹ Question restructured

Graph 70. Proportion of people whose one or more visit to the ER in the past year was due to tooth or mouth pain (if went to ER in the past year) ¹²

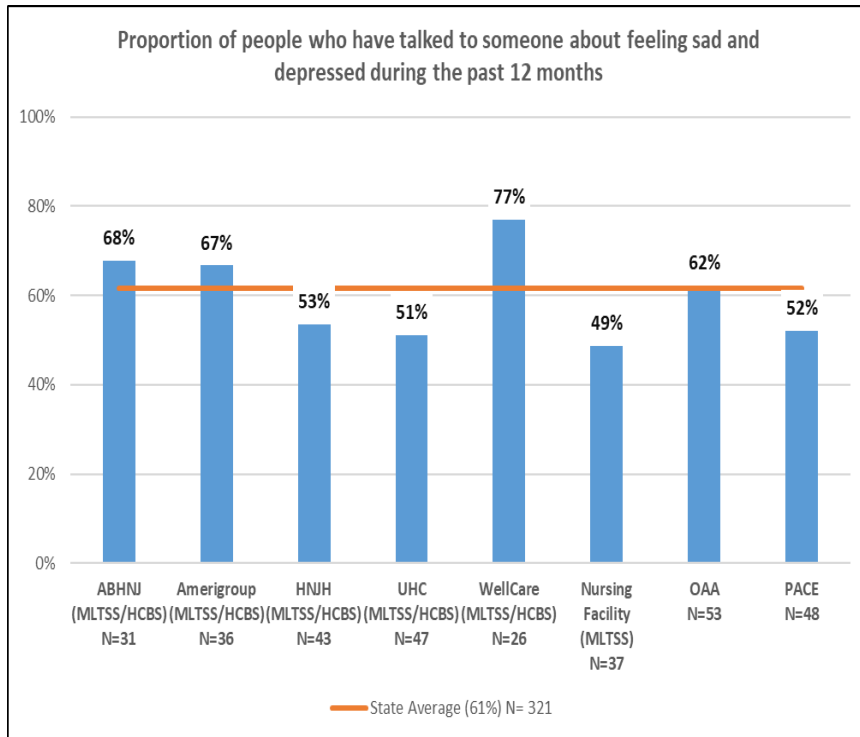


Graph 71. Proportion of people who can get an appointment to see their primary care doctor when they need to

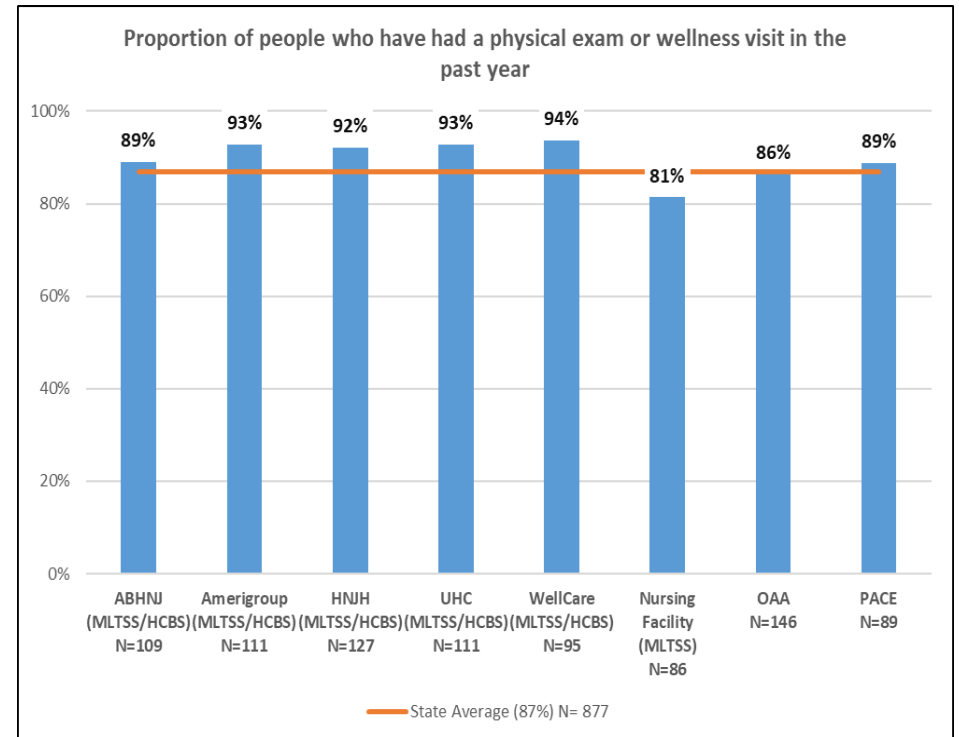


¹² Question restructured

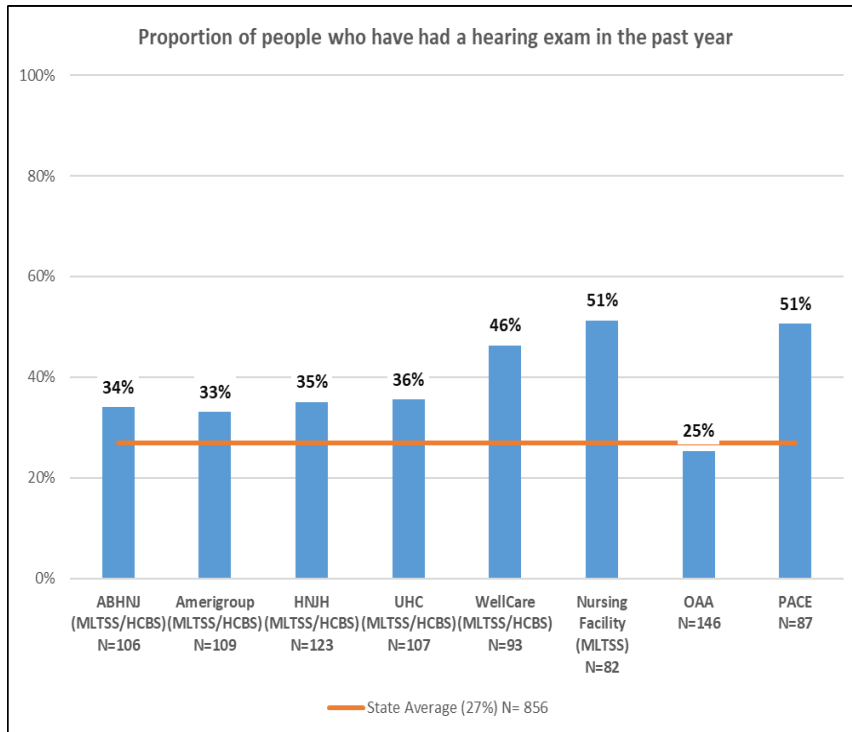
Graph 72. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



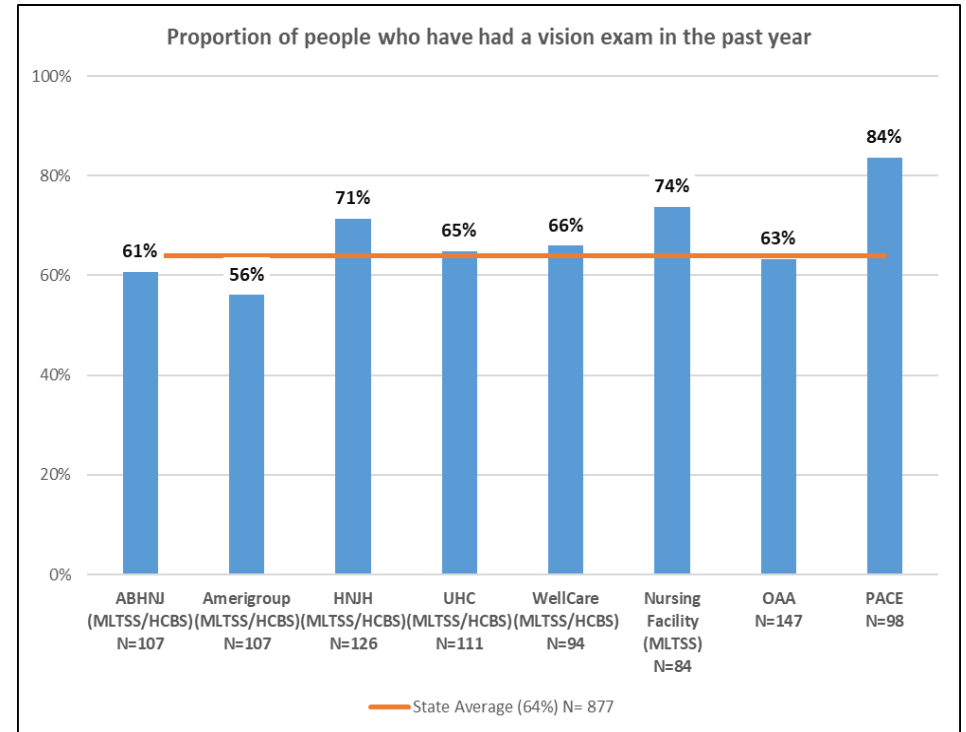
Graph 73. Proportion of people who have had a physical exam or wellness visit in the past year



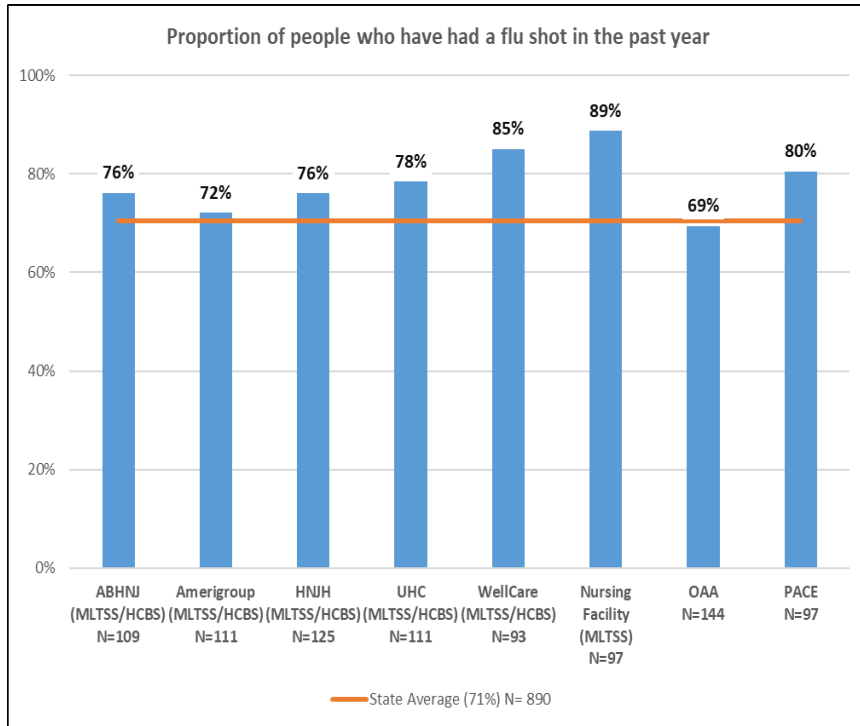
Graph 74. Proportion of people who have had a hearing exam in the past year



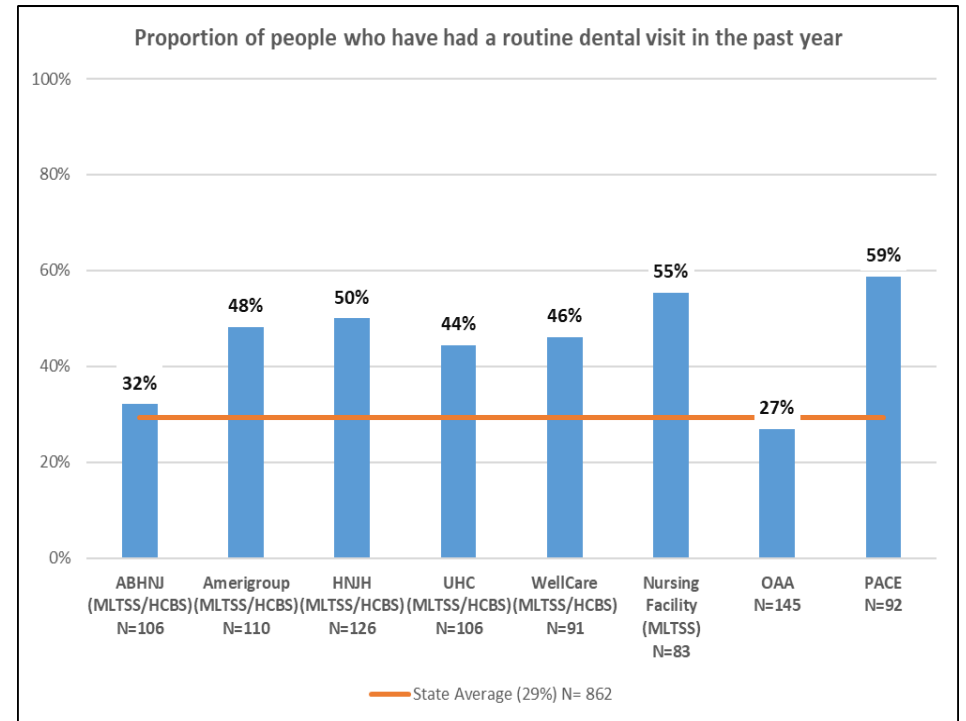
Graph 75. Proportion of people who have had a vision exam in the past year



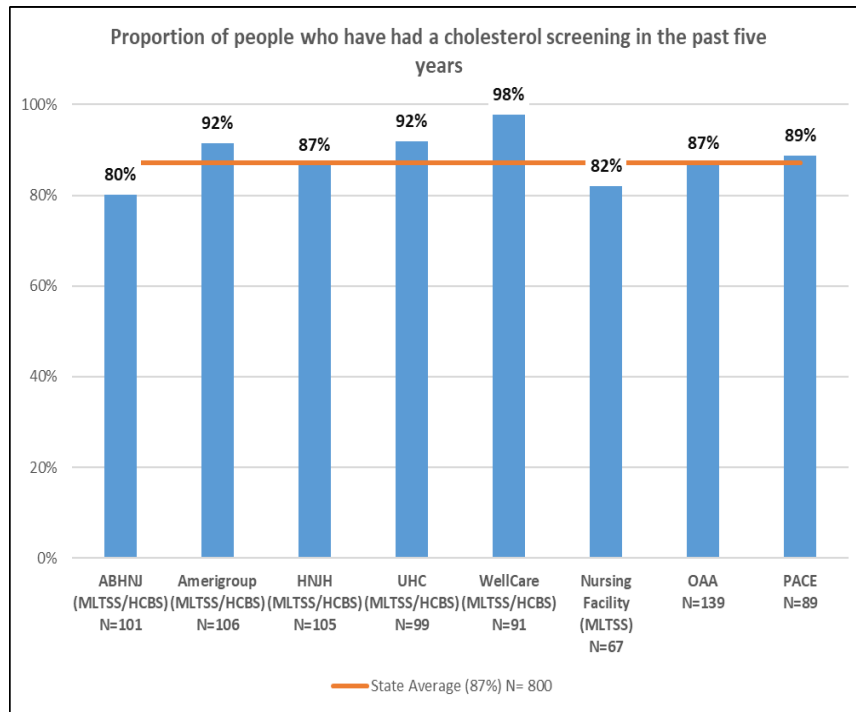
Graph 76. Proportion of people who have had a flu shot in the past year



Graph 77. Proportion of people who have had a routine dental visit in the past year



Graph 78. Proportion of people who have had a cholesterol screening in the past five years



Wellness

People are supported to maintain health.

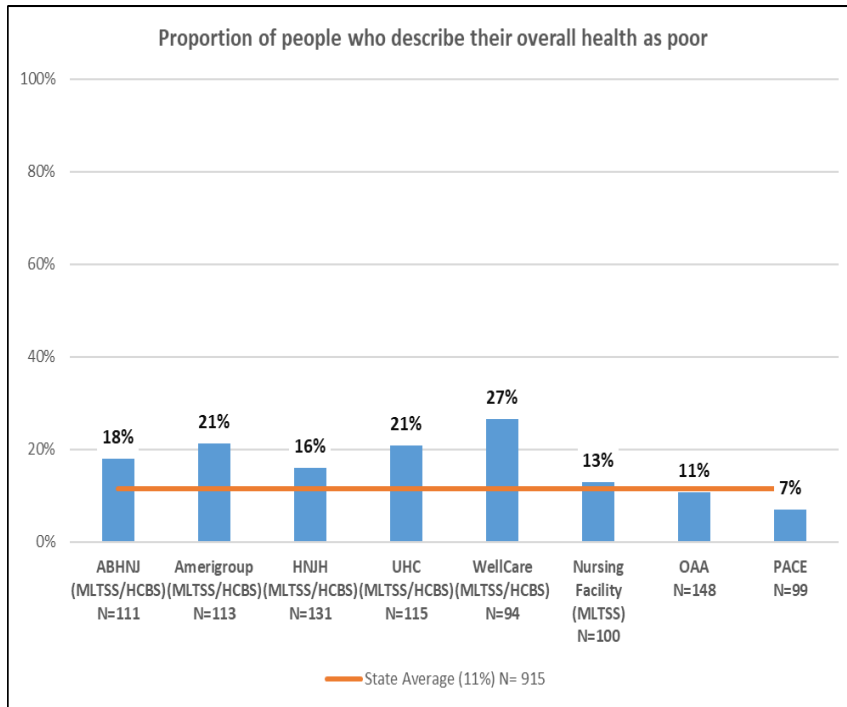
There are seven Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with poor hearing.
4. Proportion of people with poor vision.
5. Proportion of people who have a chronic psychiatric or mental health diagnosis.
6. Proportion of people who often feel sad or depressed.
7. Proportion of people who have a chronic condition.

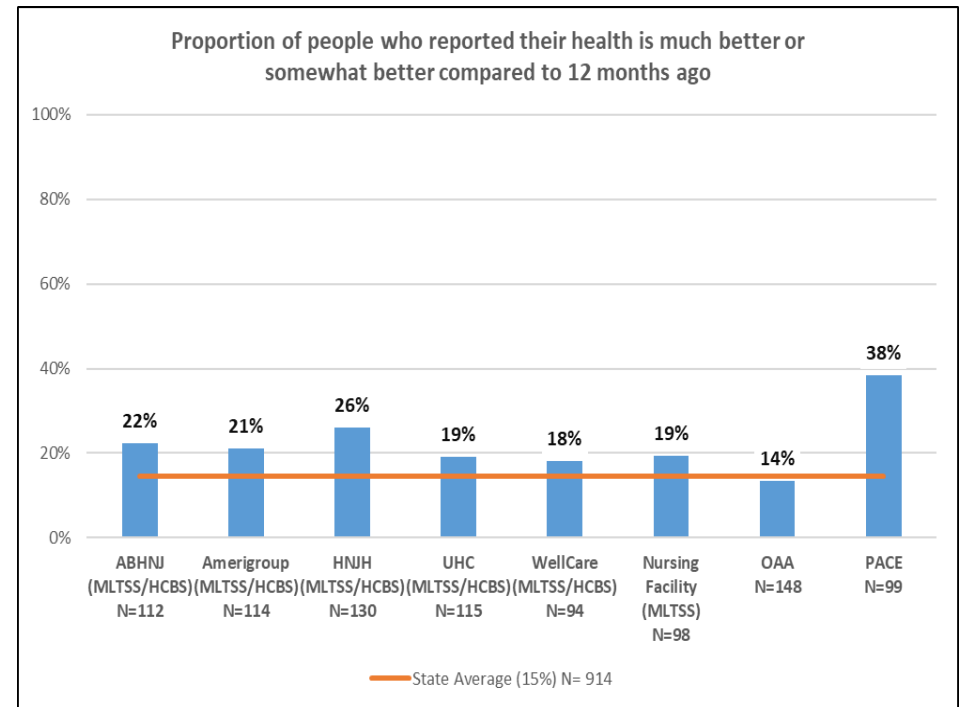
There are ten survey items that correspond to the Wellness domain.

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

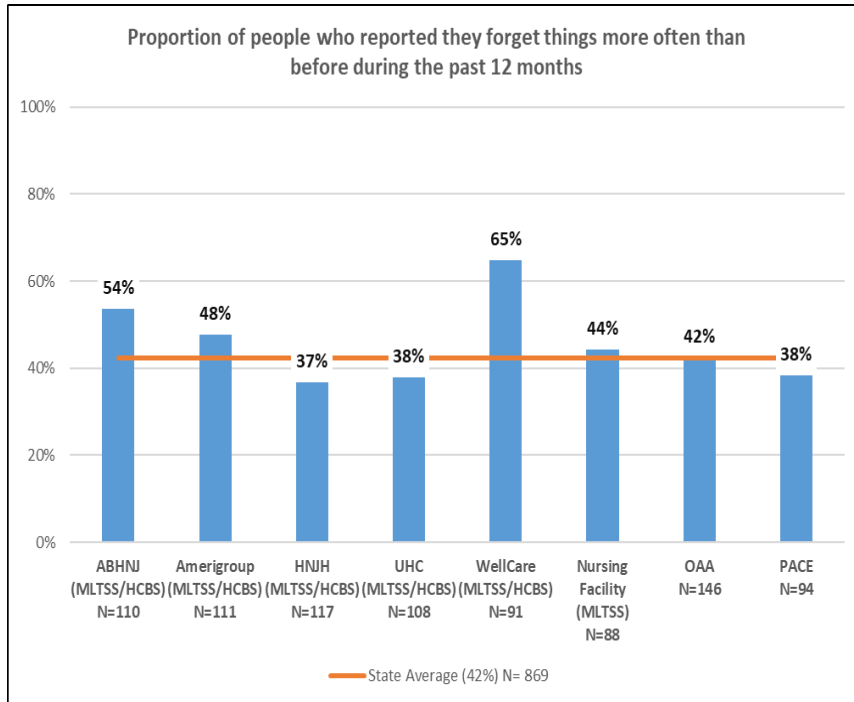
Graph 79. Proportion of people who describe their overall health as poor



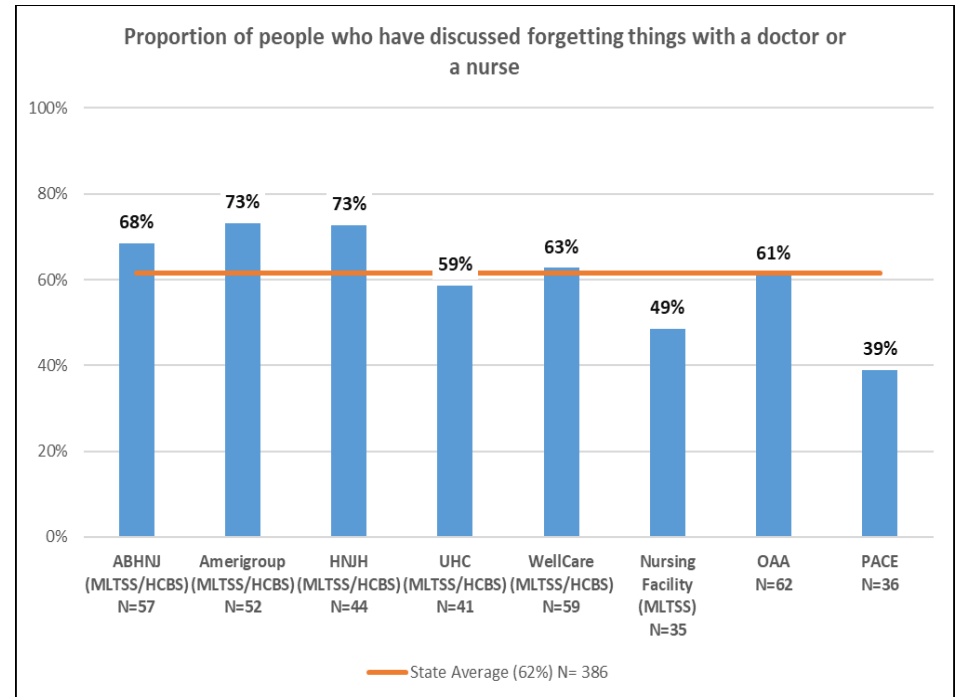
Graph 80. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



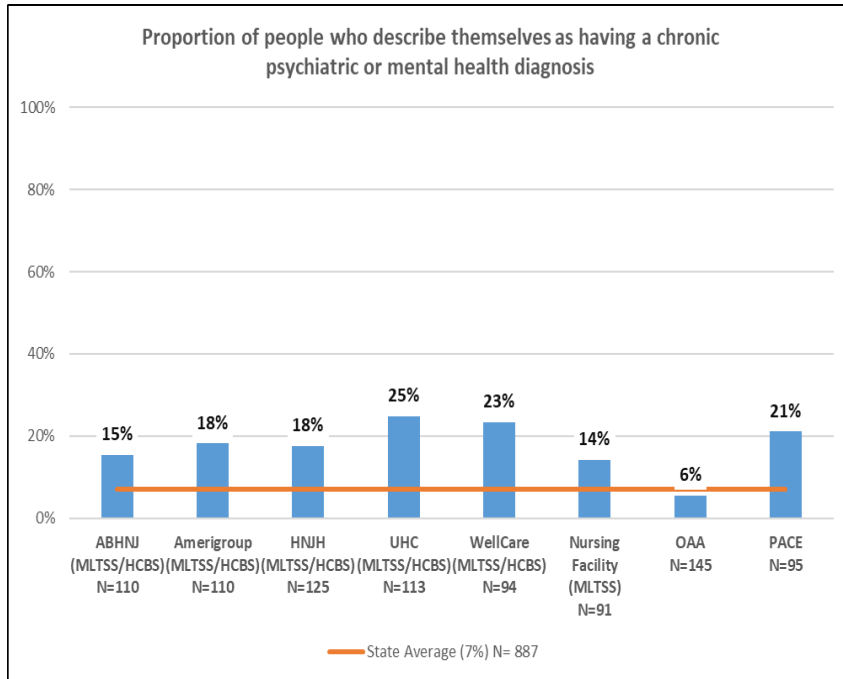
Graph 81. Proportion of people who reported they forget things more often than before during the past 12 months



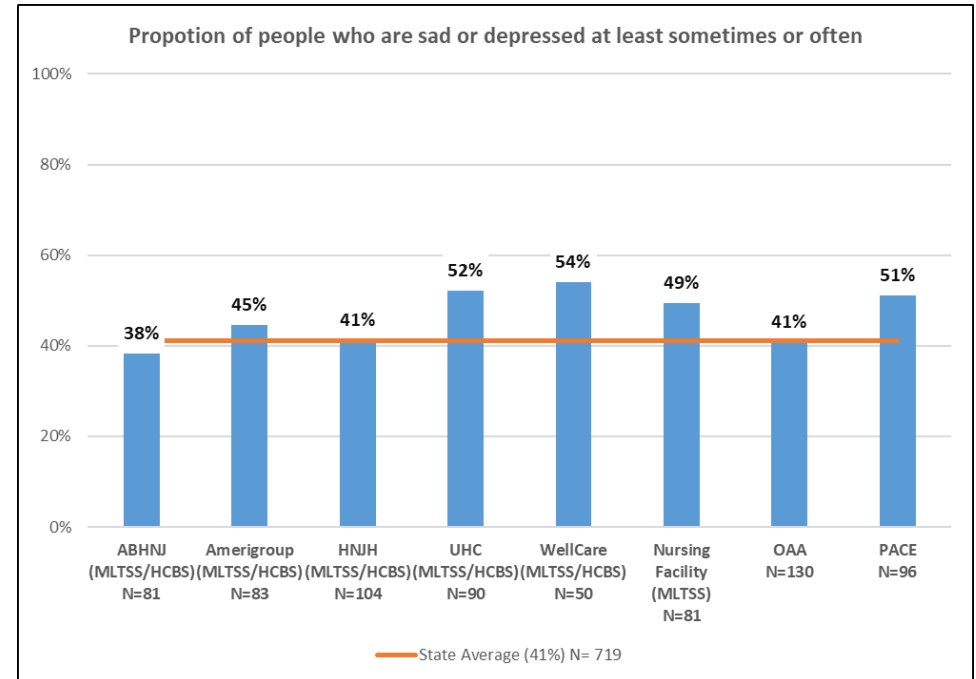
Graph 82. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



Graph 83. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis¹³

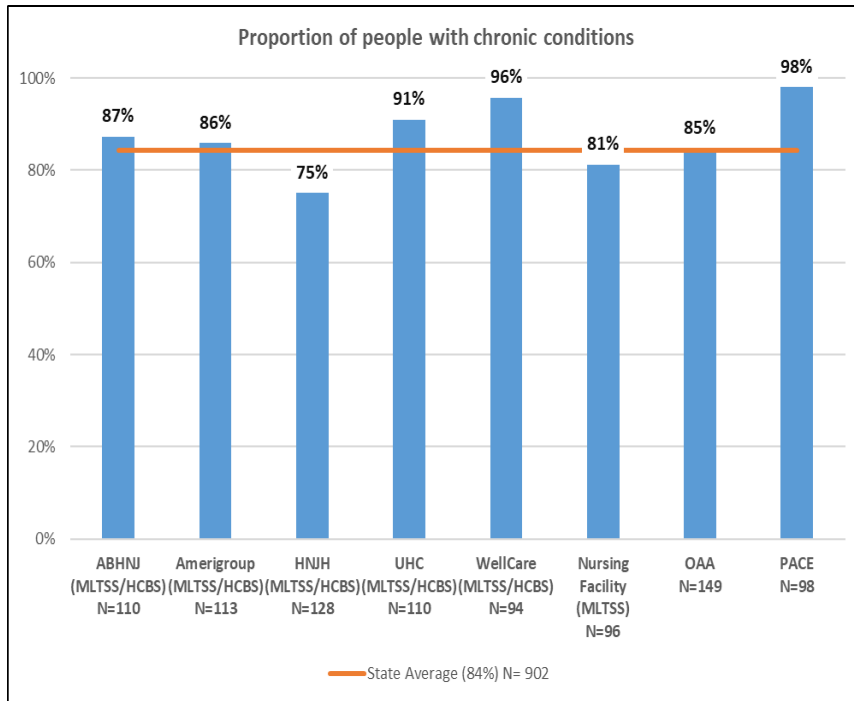


Graph 84. Proportion of people who feel sad or depressed at least sometimes or often

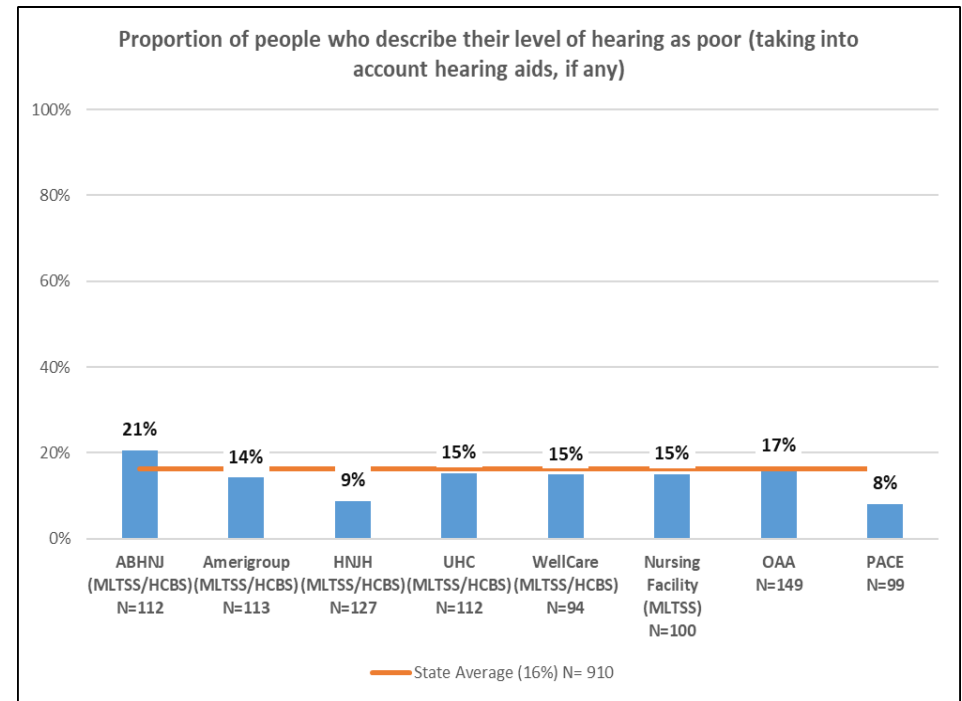


¹³ New variable

Graph 85. Proportion of people with chronic conditions

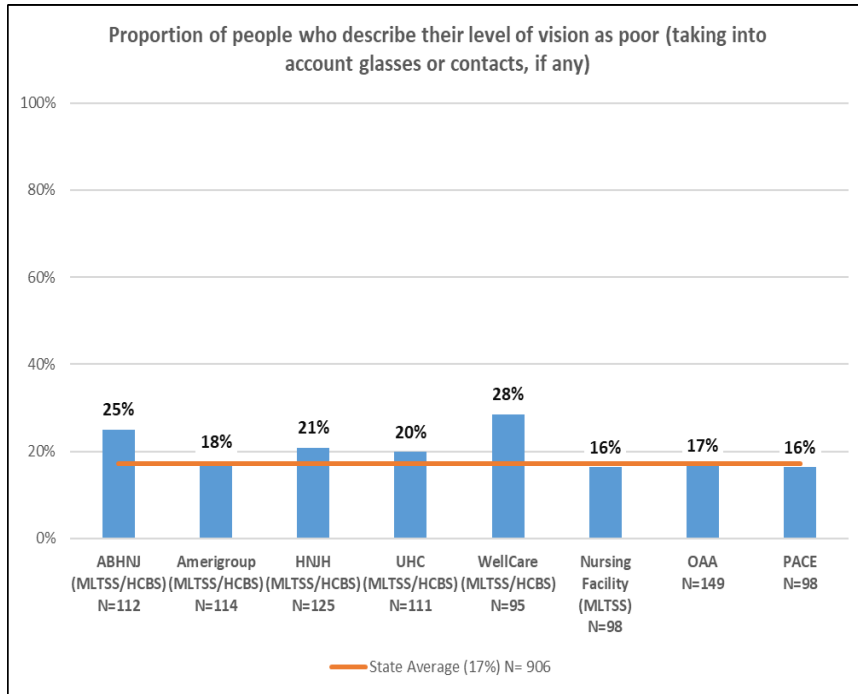


Graph 86. Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)¹⁴



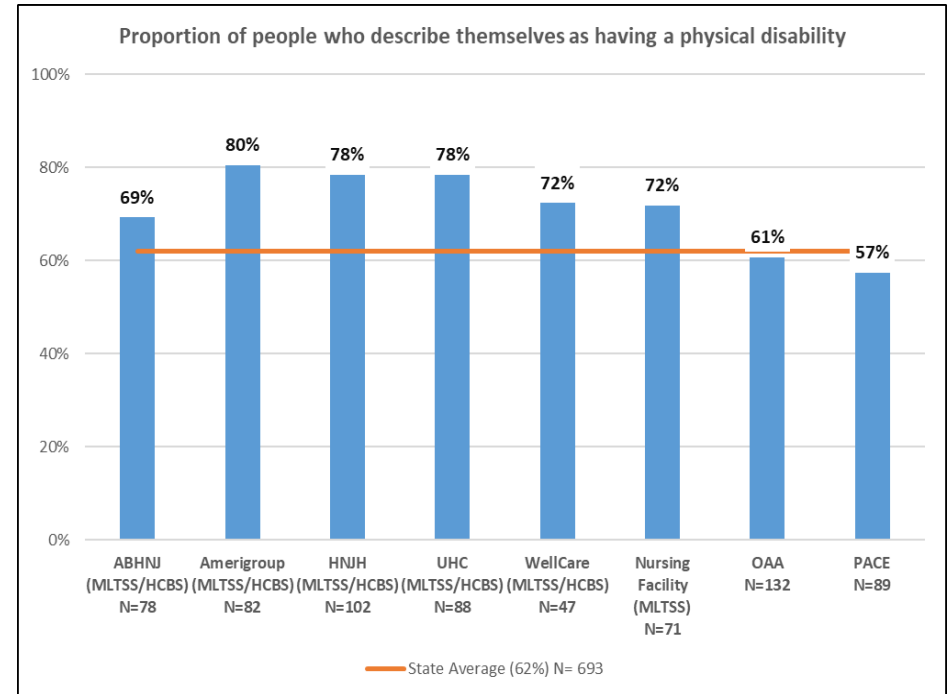
¹⁴ New variable

Graph 87. Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)¹⁵



¹⁵ New variable

Graph 88. Proportion of people who describe themselves as having a physical disability¹⁶



¹⁶ New variable

Medications

Medications are managed effectively and appropriately.

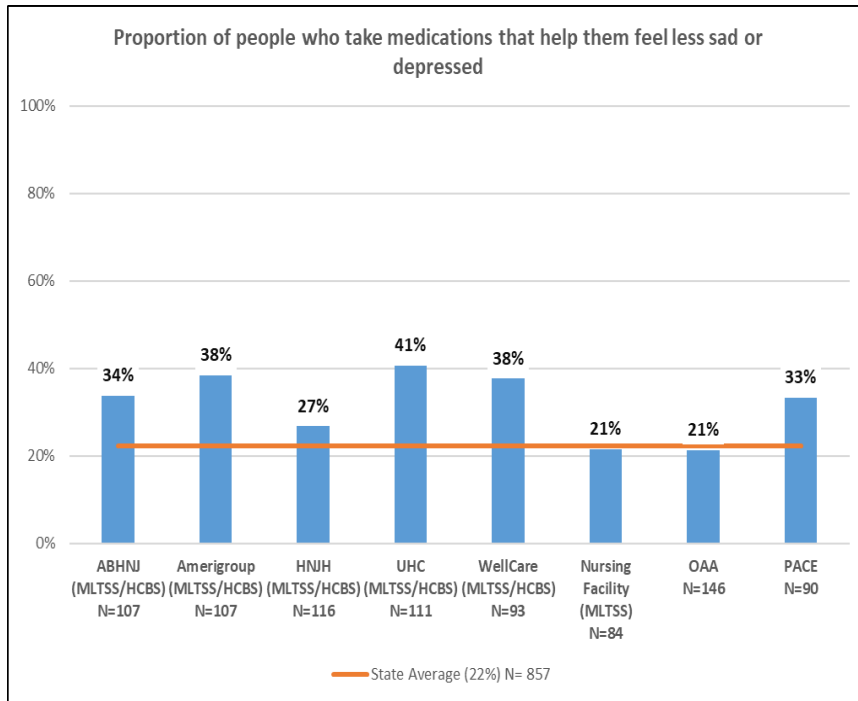
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

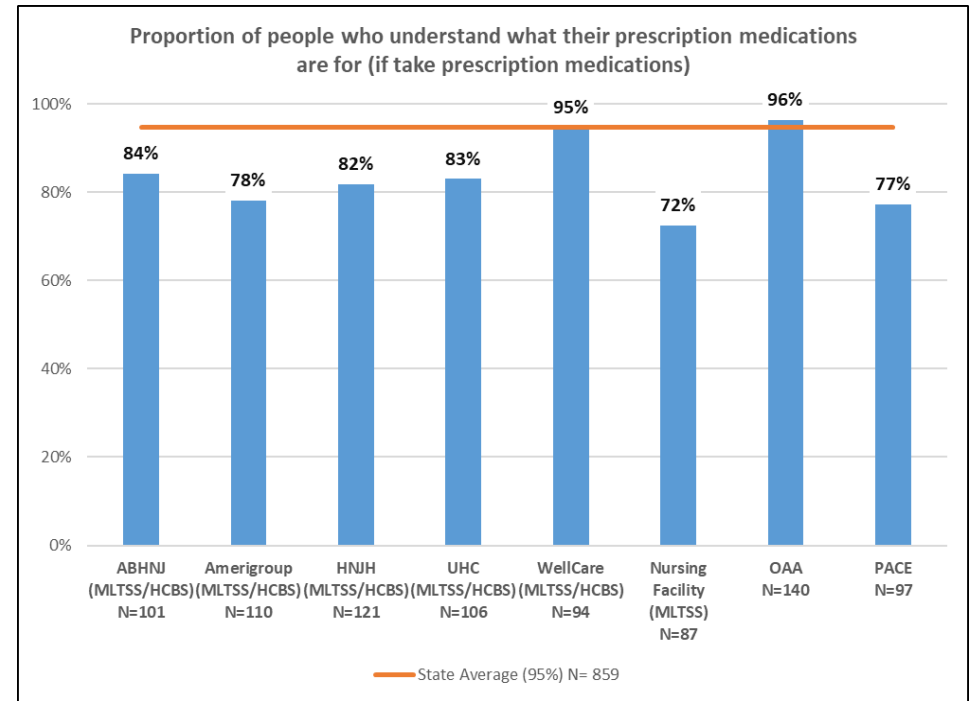
There are two survey items that correspond to the Medication domain.

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

Graph 89. Proportion of people who take medications that help them feel less sad or depressed



Graph 90. Proportion of people who understand what their prescription medications are for (if take prescription medications)



Rights and Respect

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

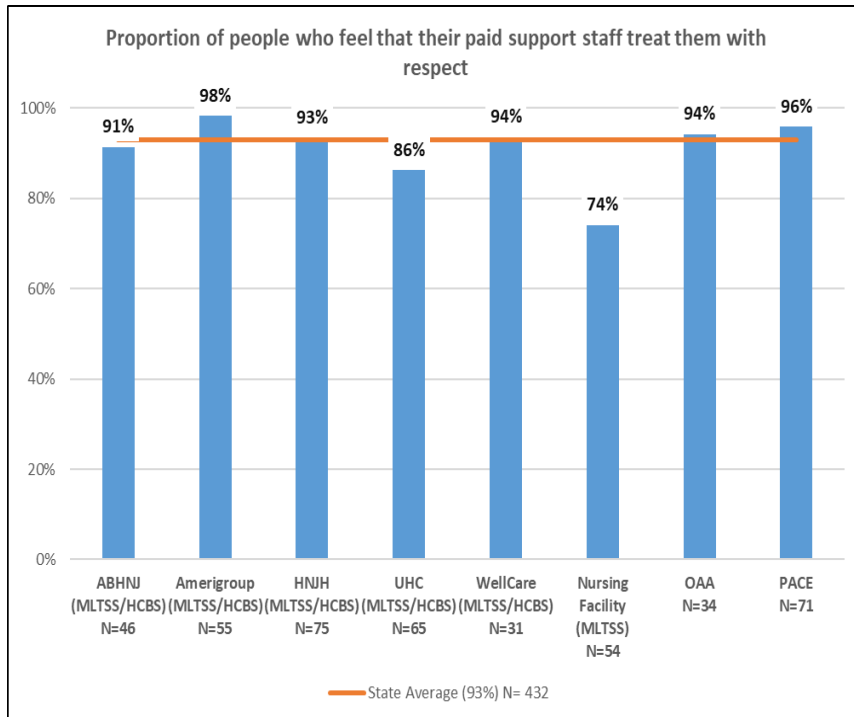
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

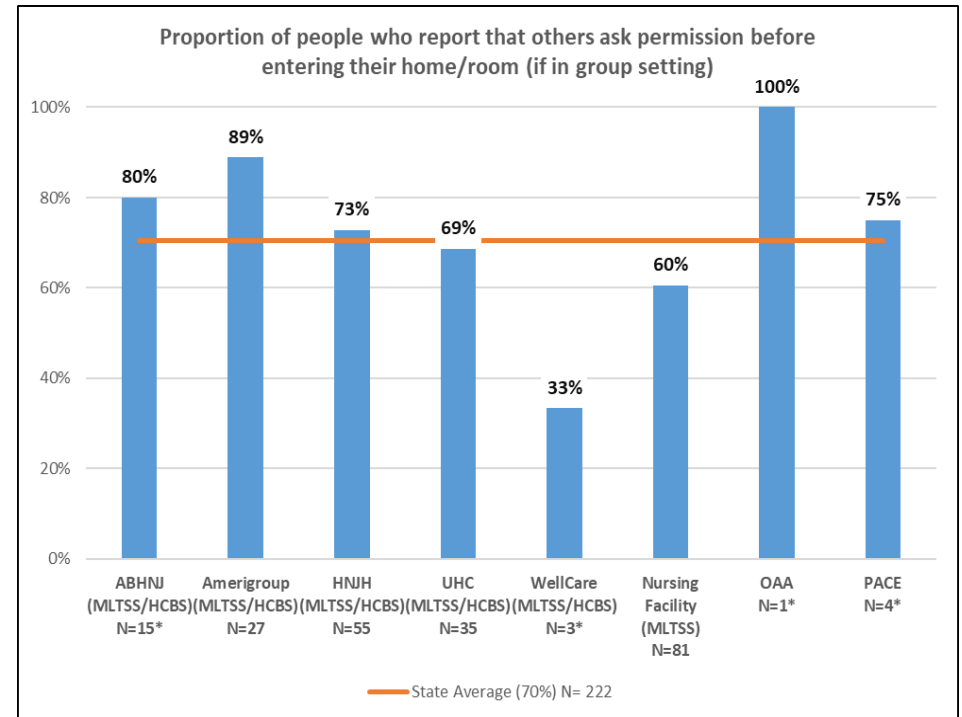
There are eight survey items that correspond to the Rights and Respect domain.

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

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



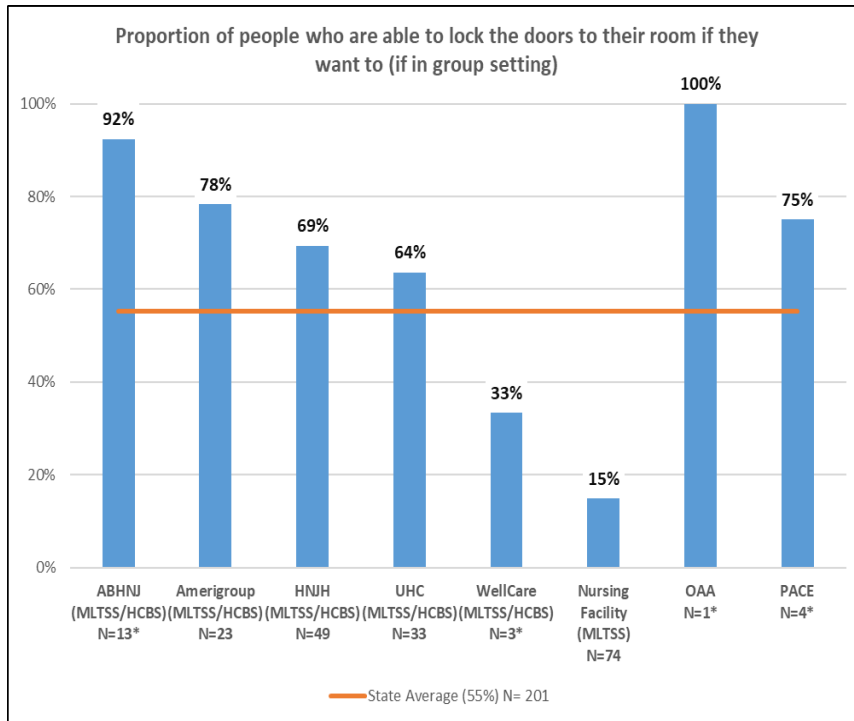
Graph 92. Proportion of people who report that others ask permission before entering their home/room (if in group setting)¹⁷



* Very small number of responses

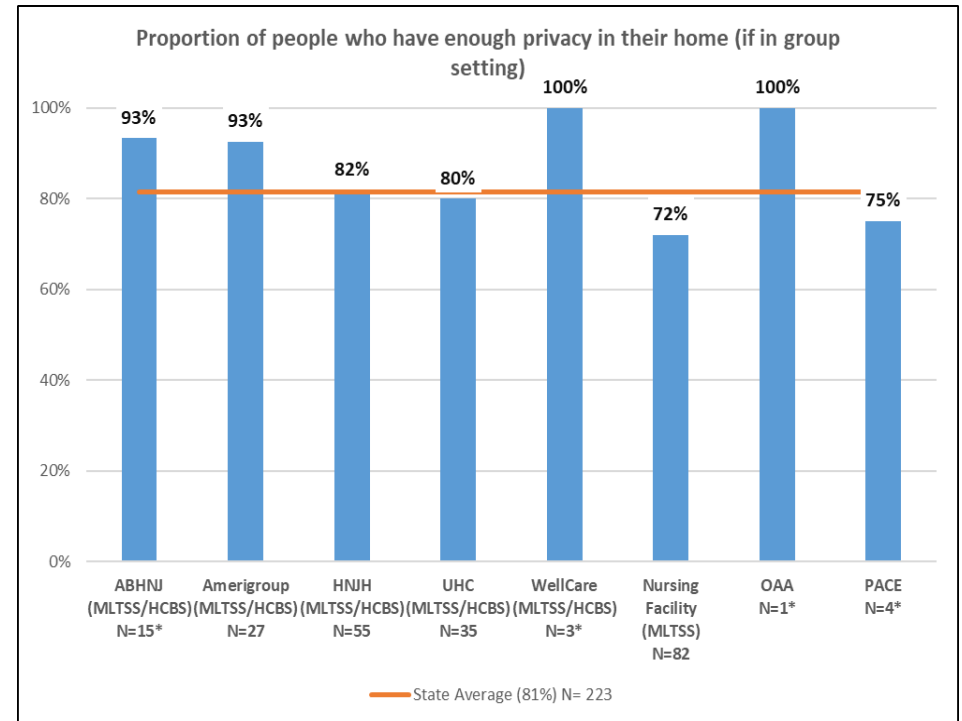
¹⁷ In 2015-2016, this question was asked of everyone; now in group setting only

Graph 93. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



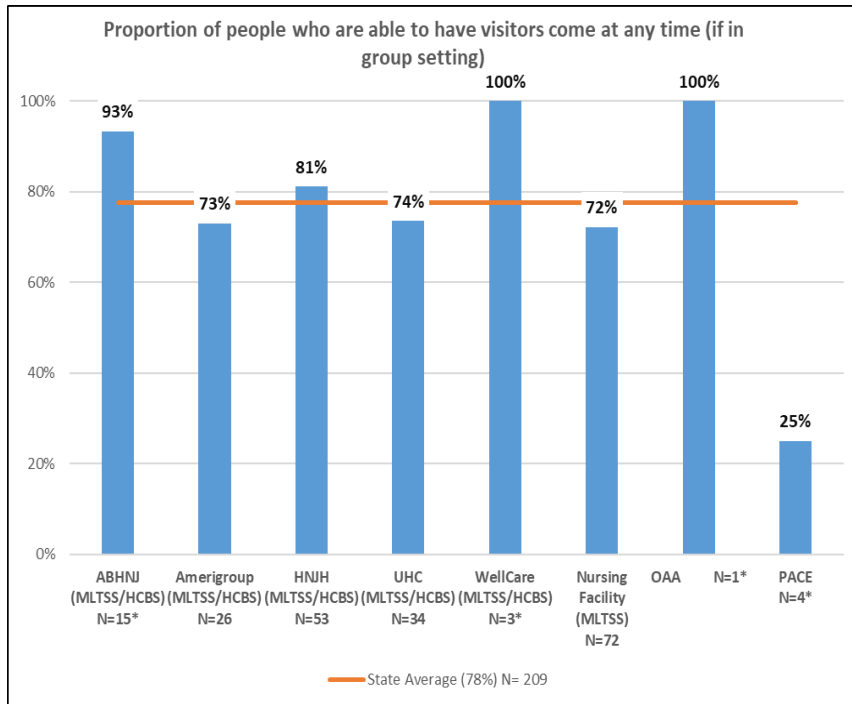
* Very small number of responses

Graph 94. Proportion of people who have enough privacy in their home (if in group setting)



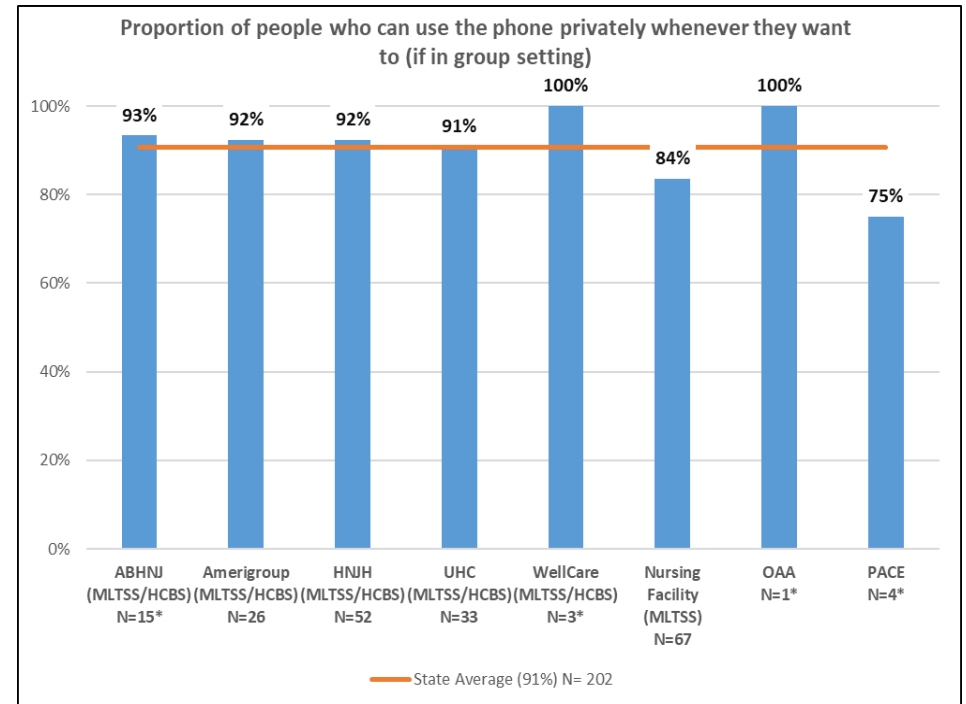
* Very small number of responses

Graph 95. Proportion of people who are able to have visitors come at any time (if in group setting)



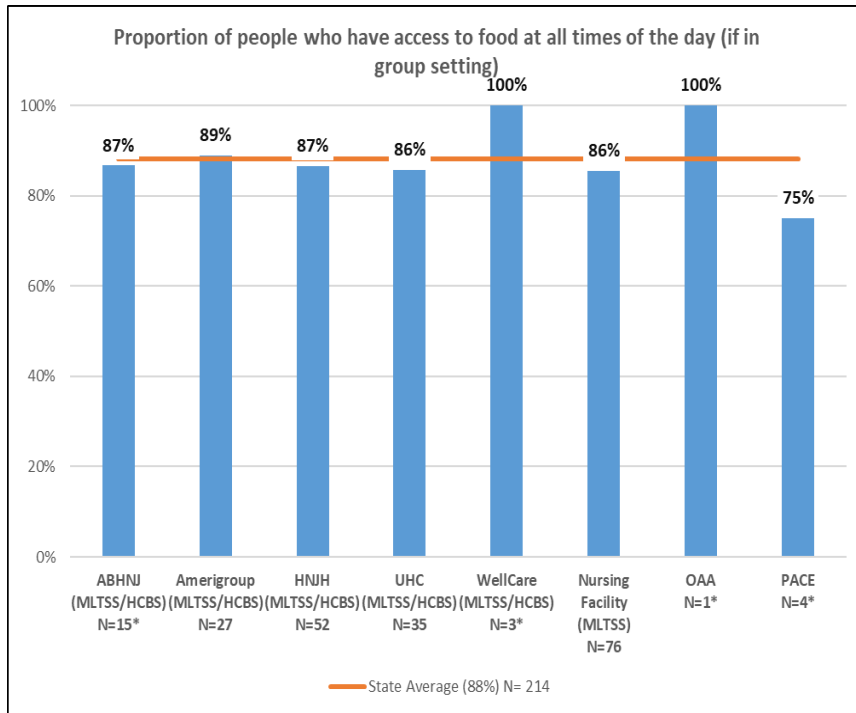
* Very small number of responses

Graph 96. Proportion of people who can use the phone privately whenever they want to (if in group setting)



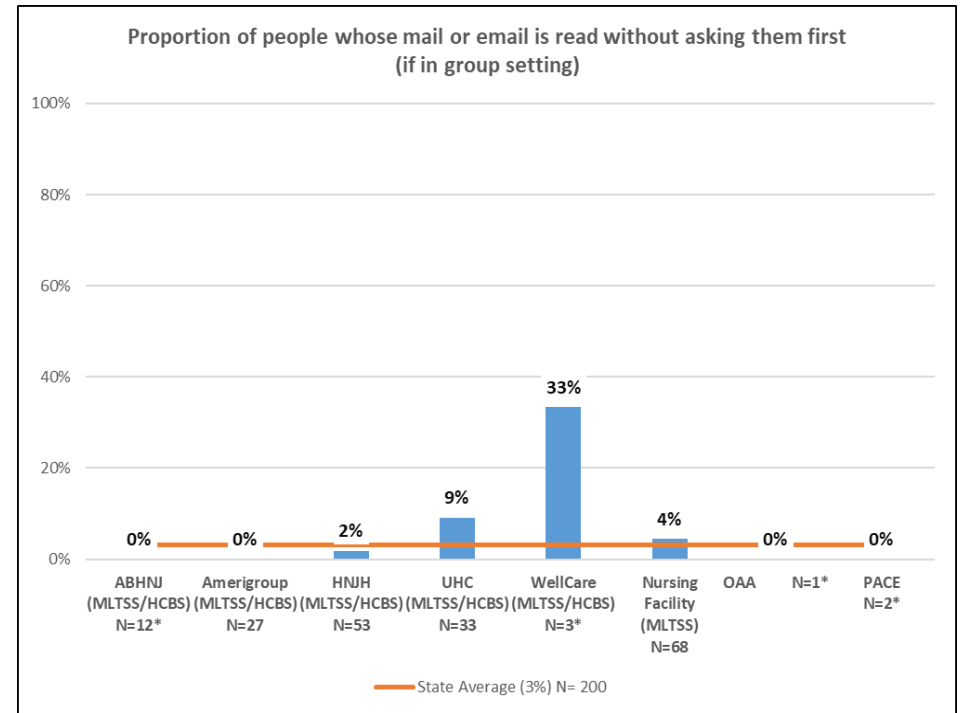
* Very small number of responses

Graph 97. Proportion of people who have access to food at all times of day (if in group setting)



* Very small number of responses

Graph 98. Proportion of people whose mail or email is read without asking them first (if in group setting)



* Very small number of responses

Self-Direction of Care

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

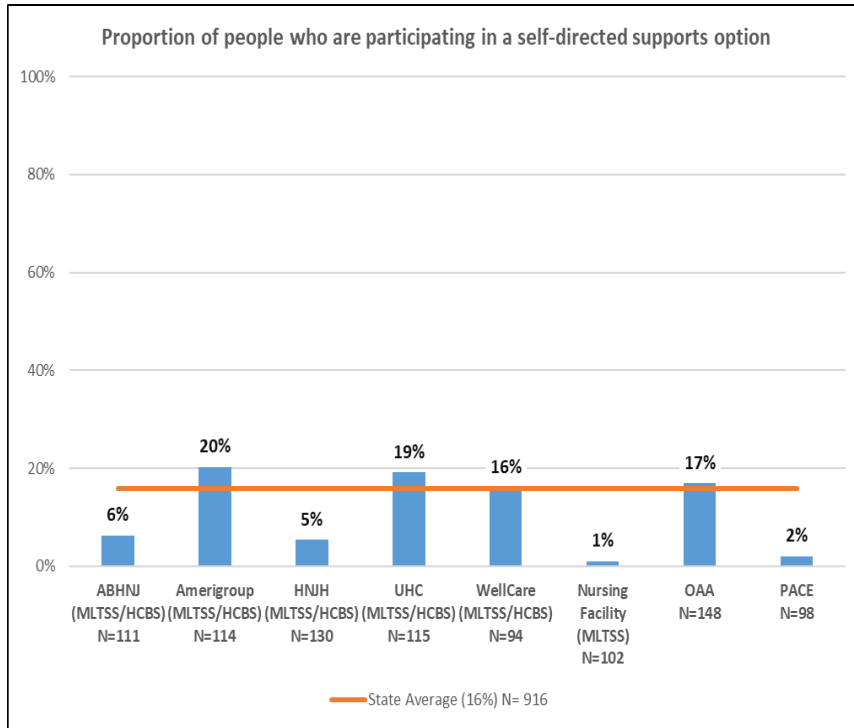
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

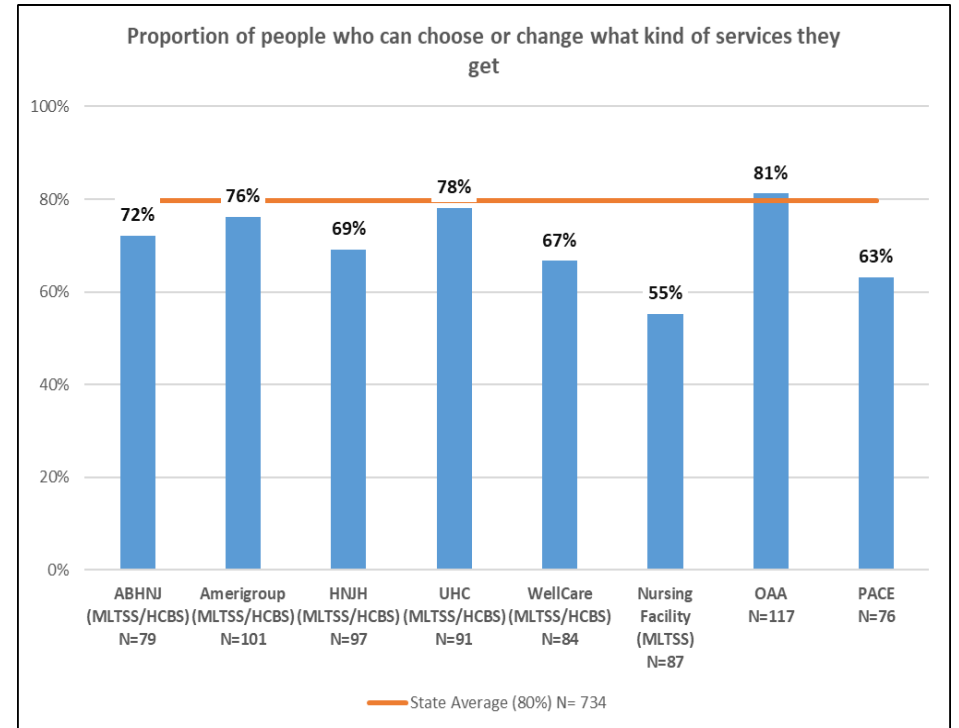
There are four survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

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

Graph 99. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

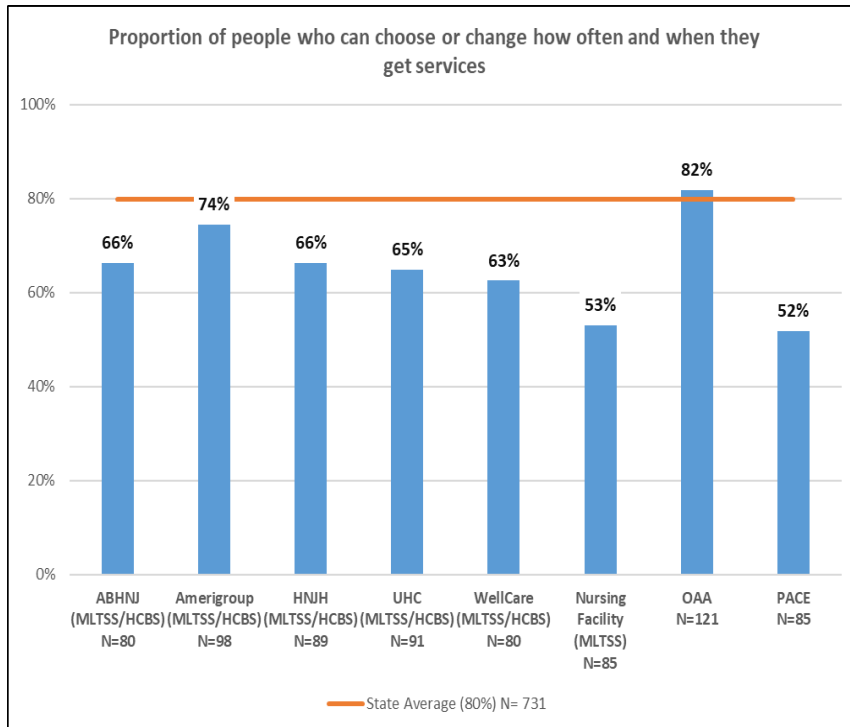


Graph 100. Proportion of people who can choose or change what kind of services they get¹⁸



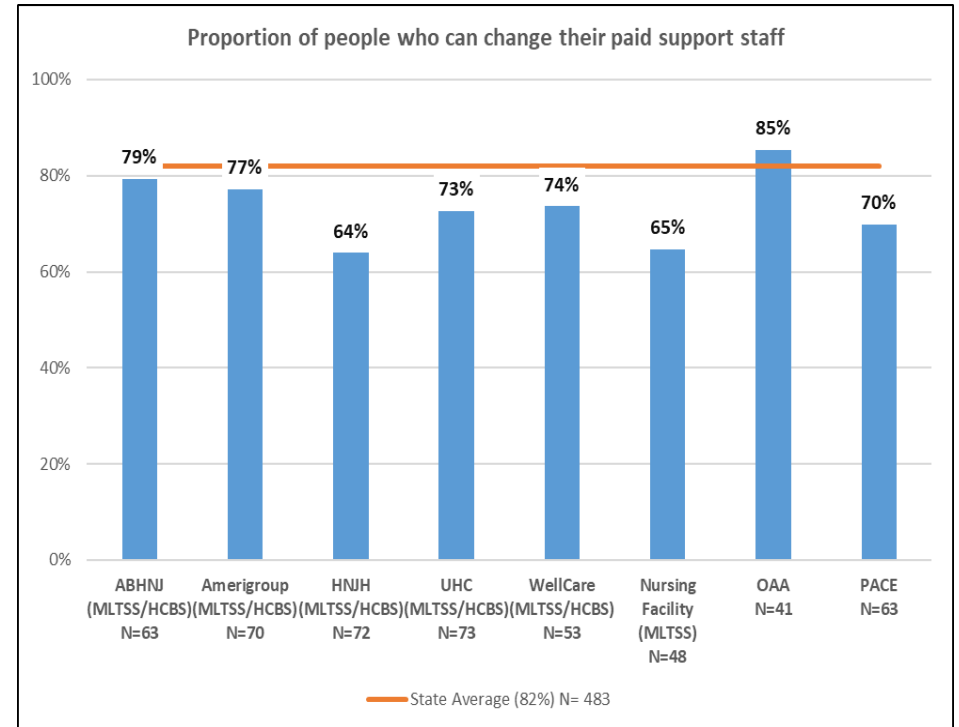
¹⁸ New variable

Graph 101. Proportion of people who can choose or change how often and when they get services¹⁹



¹⁹ New variable

Graph 102. Proportion of people who can change their paid support staff²⁰



²⁰ New variable

Work

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

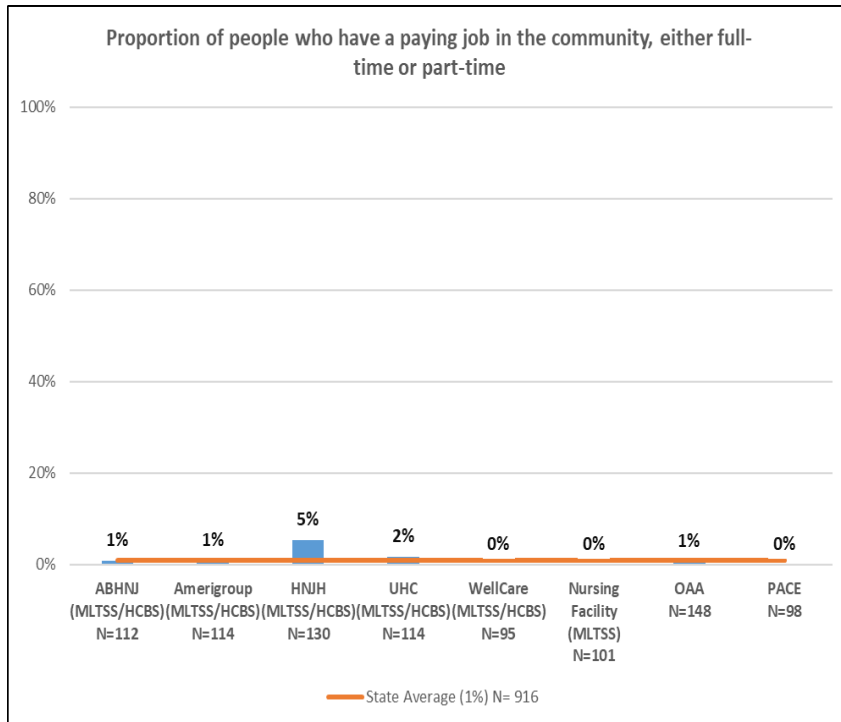
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have a paid job.
2. Proportion of people who would like a job.
3. Proportion of people who have had job search assistance.
4. Proportion of people who volunteer.
5. Proportion of people who would like to volunteer.

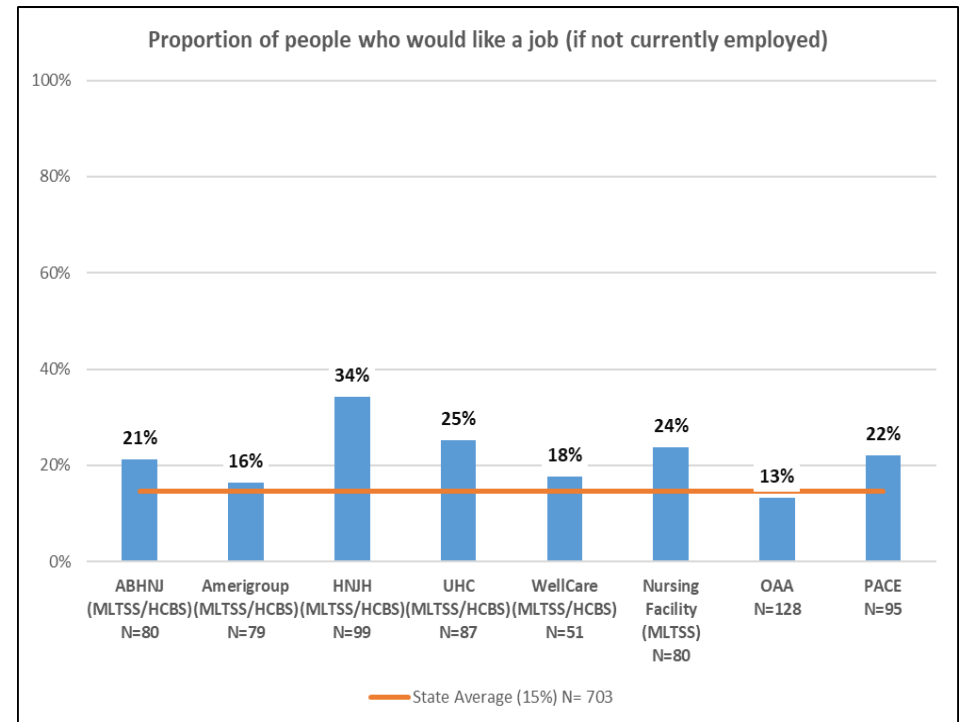
There are five survey items that correspond to the Work domain.

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

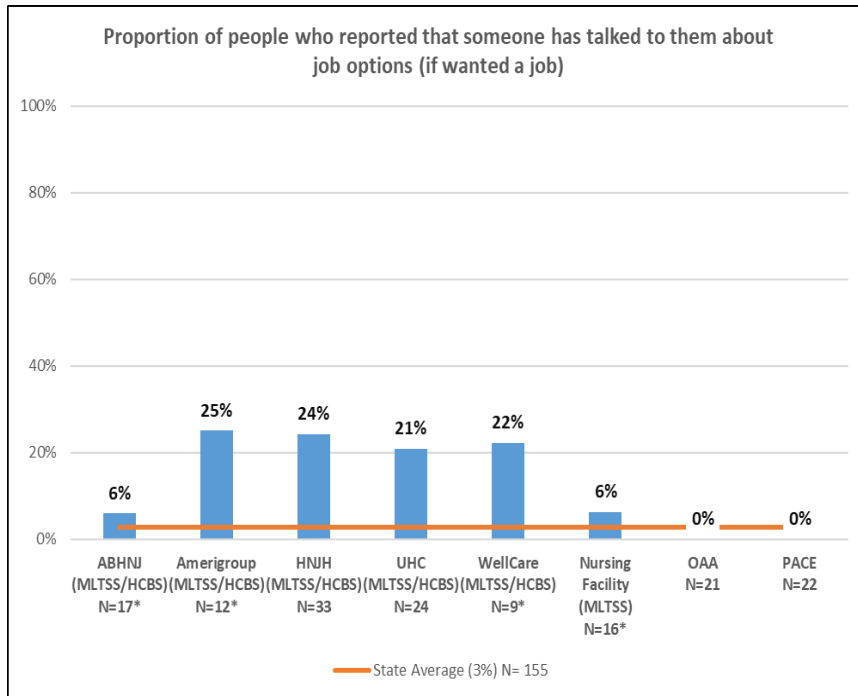
Graph 103. Proportion of people who have a paying job in the community



Graph 104. Proportion of people who would like a job (if not currently employed)

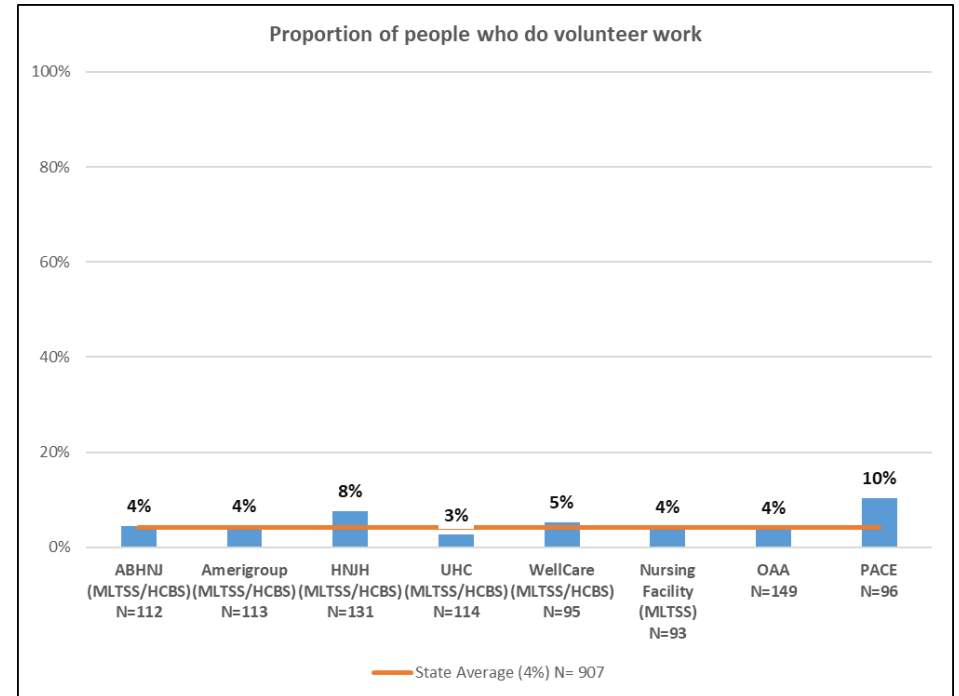


Graph 105. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

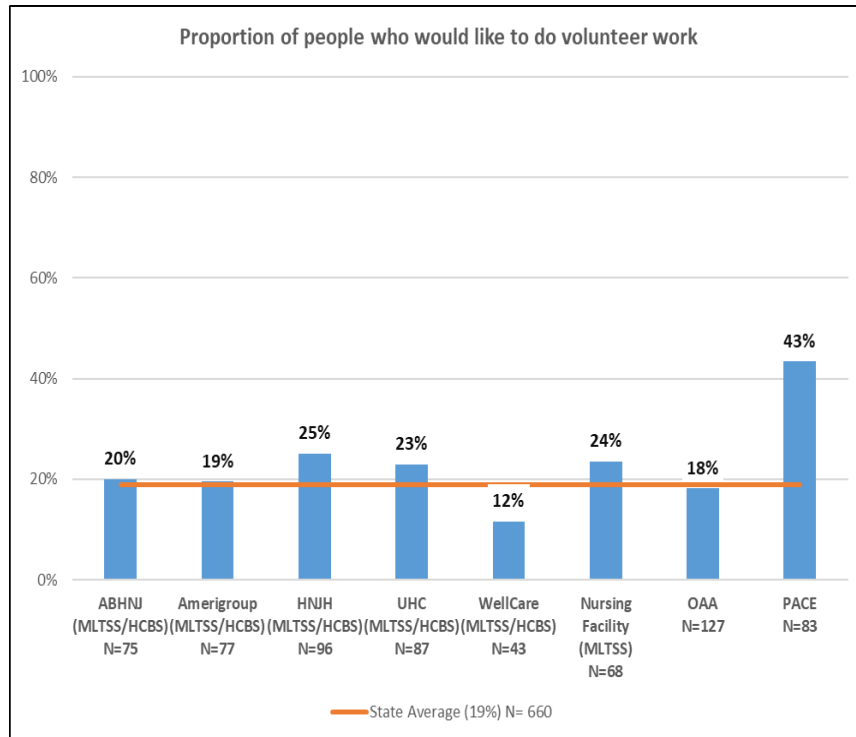


* Very small number of responses

Graph 106. Proportion of people who do volunteer work



Graph 107. Proportion of people who would like to do volunteer work (if not currently volunteering)²¹



²¹ New variable

Everyday Living

People have enough supports for everyday living.

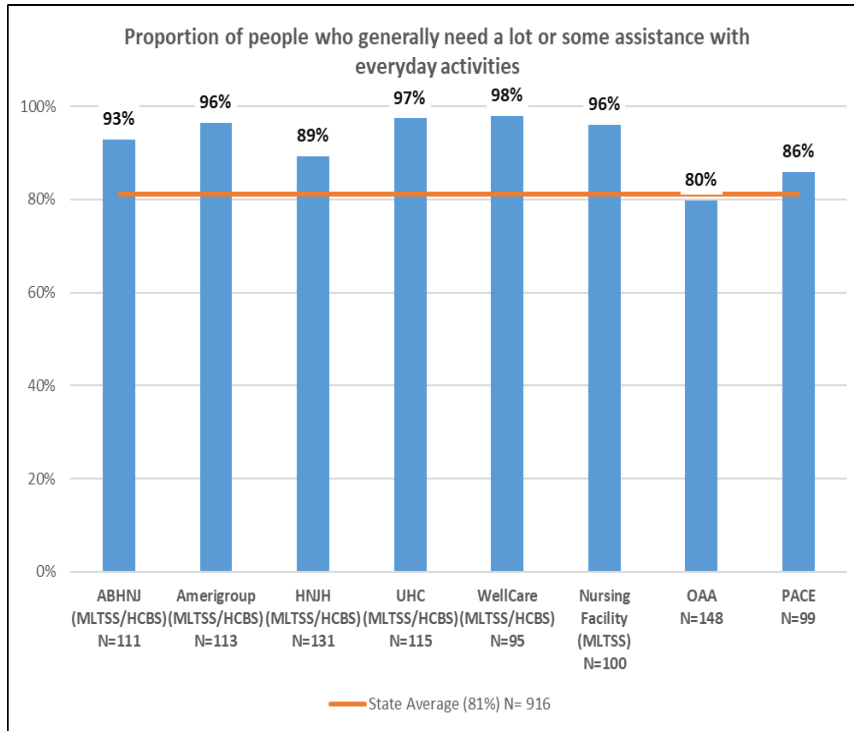
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

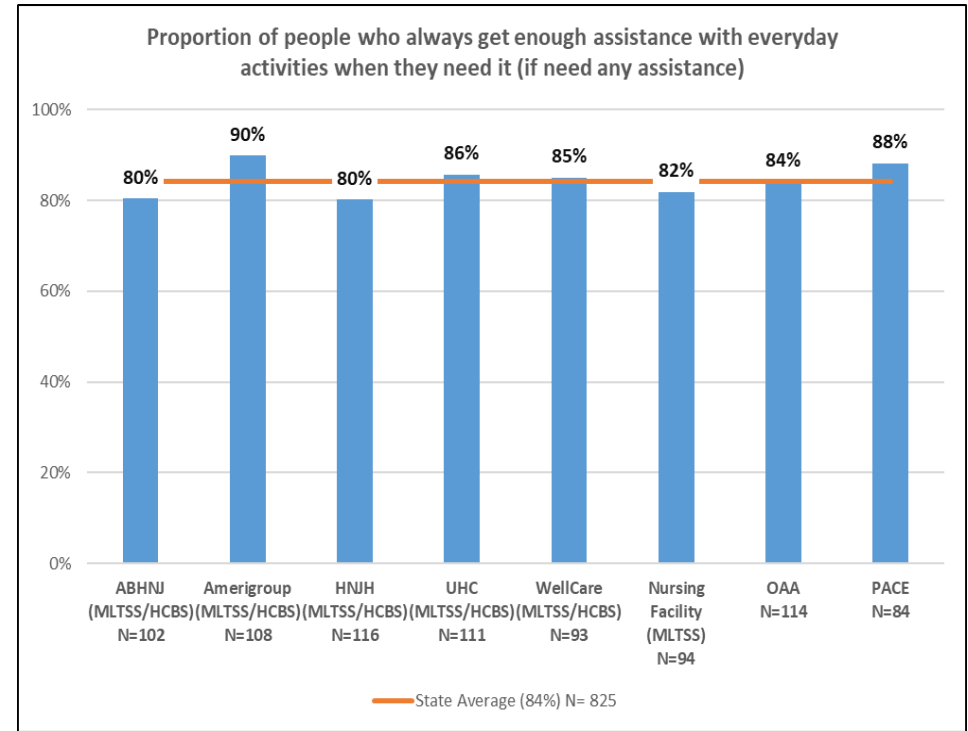
There are five survey items that correspond to the Everyday Living domain.

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

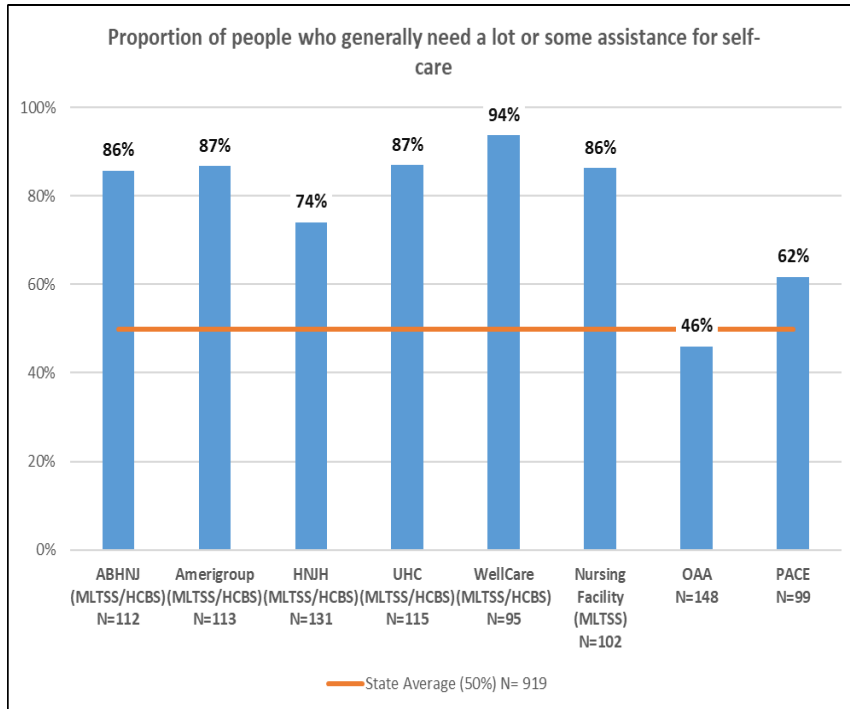
Graph 108. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



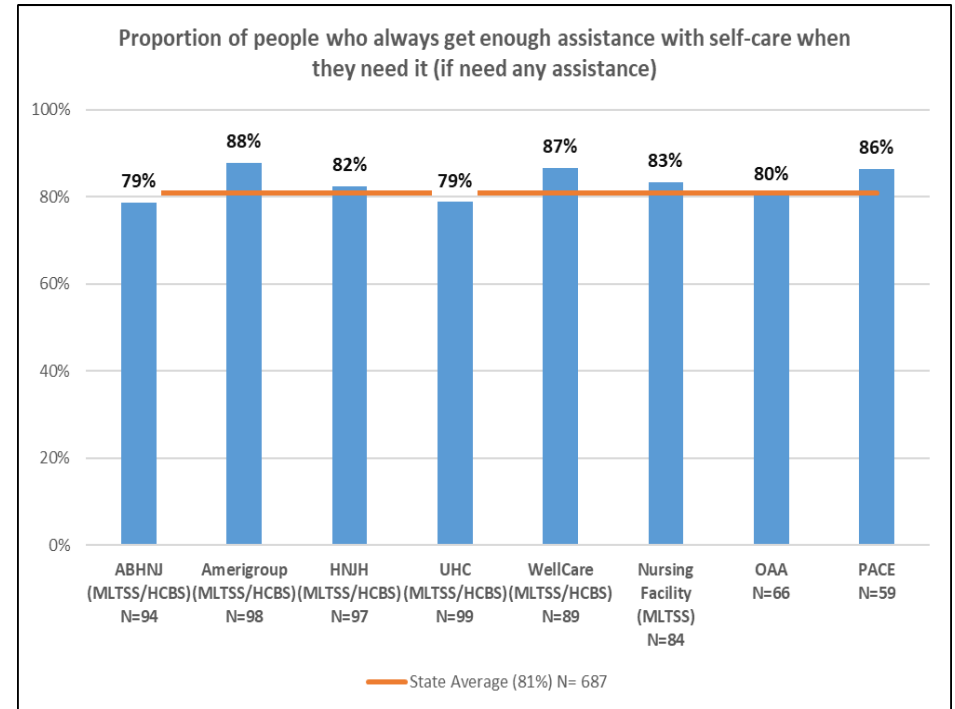
Graph 109. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



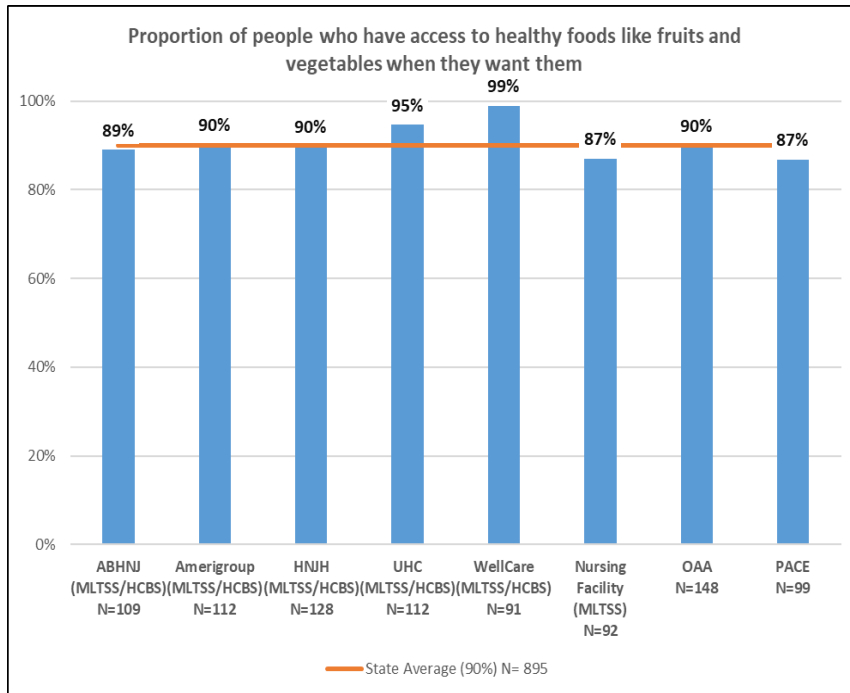
Graph 110. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 111. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 112. Proportion of people who have access to healthy foods like fruits and vegetables when they want them



Affordability

People have enough available resources.

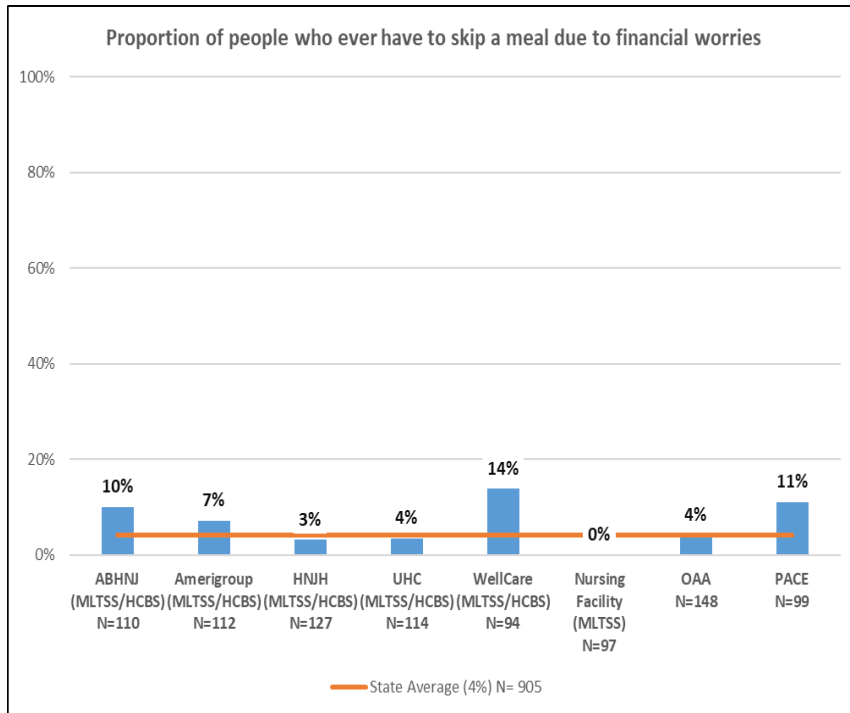
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

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

Graph 113. Proportion of people who ever have to skip a meal due to financial worries



Planning for future

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

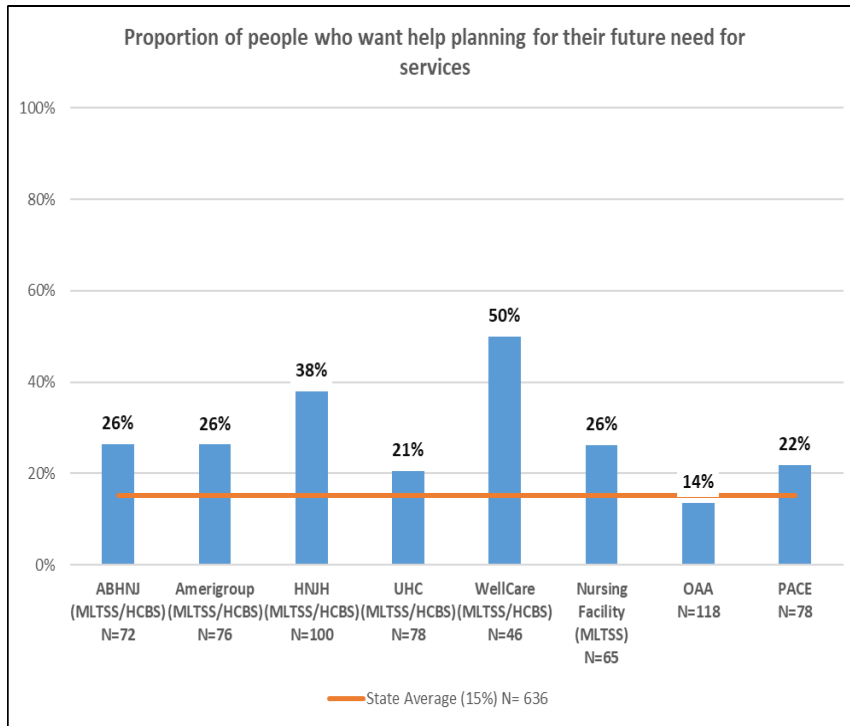
There is one Planning for Future indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services.

There is one survey item that corresponds to the Planning for Future domain.

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

Graph 114. Proportion of people who want help planning for their future need for services



Control

People feel in control of their lives

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

1. Proportion of people who feel in control of their lives.

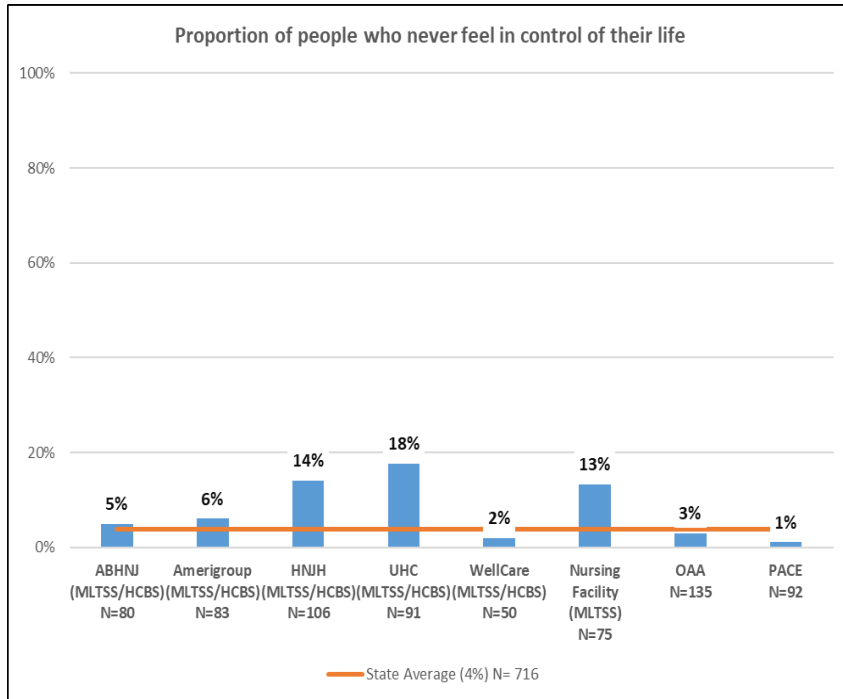
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed²².

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

²² Data shown in Appendix B only

Graph 115. Proportion of people who never feel in control of their life



Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing and recoding logic for items that were measured using anything other than a “Yes/No” binary response. The number in the third column refers to the graph number in the report where the item can be found. Unless otherwise stated, “don’ know” and “unclear/refused” responses are excluded from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Recoding/Collapsing Logic
Community Participation	Proportion of people who are as active in the community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed at the time they want	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want	5	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)	6	Collapse “In most ways” and “Only in some ways, or not at all”
Relationships	Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)	7	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Some days, sometimes” and “No, never”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Proportion of people who know whom to contact if they want to make changes to their services	13	Collapse “Not sure, maybe” and “No”
	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	14	Collapse “Most of the time, usually” and “No, or only sometimes”

Domain	Item	Graph #	Recoding/Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all, needs or goals are not met” and “Some needs and goals”
	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people whose family member (unpaid or paid) provides additional assistance	21	Add percentages for “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehab facility (if occurred in the past year)	24	Collapse “No” and “In-between”
	Proportion of people who reported they know how to manage their chronic conditions	27	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	30	Collapse “No” and “Some information”
Safety	Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)	65	Collapse “Yes, often” and “Sometimes”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	71	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people who describe their overall health as poor	79	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Item	Graph #	Recoding/Collapsing Logic
	Proportion of people who reported their health has gotten much better or somewhat better compared to 12 months ago	80	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who feel sad or depressed at least sometimes or often	84	Collapse “Often” and “Sometimes”; Collapse “Not often” and “Never, or almost never”
	Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)	86	Collapse “Very good” and “Fair”
	Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)	87	Collapse “Very good” and “Fair”
Medications	Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)	90	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people who feel that their paid support staff treat them with respect	91	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people who get asked permission before people enter their home/room (if in group setting)	92	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	94	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	96	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	100	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change how often and when they get services	101	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can change their paid support staff	102	Collapse “No” and “Sometimes, or some services”
Work	Proportion of people who would like a job (if not currently employed)	104	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if does not currently volunteer)	107	Collapse “Yes” and “Maybe, not sure”

Domain	Item	Graph #	Recoding/Collapsing Logic
Everyday Living	Proportion of people who generally need a lot or some assistance with everyday activities (Things like preparing meals, housework, shopping or taking their medications)	108	Collapse "A lot" and "Some"
	Proportion of people who generally need a lot or some assistance with self-care (Things like bathing, dressing, going to the bathroom, eating, or moving around their home)	110	Collapse "A lot" and "Some"
	Proportion of people who have access to healthy foods like fruits and vegetables when they want them	112	Collapse "No, never" and "Sometimes"
Affordability	Proportion of people who ever have to skip a meal due to financial worries	113	Collapse "Yes, often" and "Sometimes"
Control	Proportion of people who never feel in control of their life	115	Collapse "Yes, almost always, always" and "In-between, sometimes"

Appendix B: Un-Collapsed and Un-Weighted Data by Program

Demographic Tables

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

	Average Age	N
ABHNJ (MLTSS/HCBS)	73.4	94
Amerigroup (MLTSS/HCBS)	67.2	101
HNJH (MLTSS/HCBS)	60.0	114
UHC (MLTSS/HCBS)	65.5	101
WellCare (MLTSS/HCBS)	74.2	84
Nursing Facility (MLTSS)	72.5	85
OAA	77.9	110
PACE	71.4	93
Unknown	76.3	3
Sample Average	70.0	785

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

	Under 90	90 and Over	N
ABHNJ (MLTSS/HCBS)	84%	16%	112
Amerigroup (MLTSS/HCBS)	89%	11%	113
HNJH (MLTSS/HCBS)	88%	12%	129
UHC (MLTSS/HCBS)	88%	12%	115
WellCare (MLTSS/HCBS)	88%	12%	95
Nursing Facility (MLTSS)	83%	17%	102
OAA	75%	25%	147
PACE	94%	6%	99
Unknown	100%	0%	3
Sample Average	86%	14%	915

Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
ABHNJ (MLTSS/HCBS)	29%	71%	0%	0%	112
Amerigroup (MLTSS/HCBS)	37%	63%	0%	0%	114
HNJH (MLTSS/HCBS)	45%	55%	0%	0%	130
UHC (MLTSS/HCBS)	34%	66%	0%	0%	115
WellCare (MLTSS/HCBS)	35%	65%	0%	0%	95
Nursing Facility (MLTSS)	41%	59%	0%	0%	102
OAA	32%	68%	0%	0%	149
PACE	36%	64%	0%	0%	99
Unknown	67%	33%	0%	0%	3
Sample Average	36%	64%	0%	0%	919

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't know	N
ABHNJ (MLTSS/HCBS)	0%	4%	27%	1%	44%	18%	6%	0%	112
Amerigroup (MLTSS/HCBS)	0%	2%	17%	0%	60%	19%	4%	0%	113
HNJH (MLTSS/HCBS)	2%	2%	19%	0%	64%	11%	2%	0%	130
UHC (MLTSS/HCBS)	0%	2%	27%	0%	57%	13%	2%	0%	115
WellCare (MLTSS/HCBS)	0%	22%	13%	0%	27%	31%	7%	0%	95
Nursing Facility (MLTSS)	0%	6%	19%	0%	70%	6%	0%	0%	102
OAA	0%	2%	18%	0%	73%	5%	1%	0%	147
PACE	1%	1%	51%	0%	34%	13%	0%	0%	99
Unknown	0%	0%	67%	0%	33%	0%	0%	0%	3
Sample Average	0%	5%	23%	0%	55%	14%	3%	0%	916

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
ABHNJ (MLTSS/HCBS)	13%	21%	21%	44%	0%	112
Amerigroup (MLTSS/HCBS)	30%	19%	16%	35%	0%	114
HNJH (MLTSS/HCBS)	39%	8%	24%	27%	2%	130
UHC (MLTSS/HCBS)	30%	15%	23%	25%	8%	115
WellCare (MLTSS/HCBS)	18%	25%	21%	36%	0%	95
Nursing Facility (MLTSS)	26%	12%	16%	33%	14%	101
OAA	16%	18%	10%	55%	1%	147
PACE	30%	11%	22%	37%	0%	98
Unknown	50%	0%	25%	25%	0%	4
Sample Average	25%	16%	19%	37%	3%	916

Table 6. Primary language

	English	Spanish	Other	Don't know	N
ABHNJ (MLTSS/HCBS)	71%	17%	12%	0%	112
Amerigroup (MLTSS/HCBS)	81%	12%	6%	2%	113
HNJH (MLTSS/HCBS)	91%	8%	1%	1%	130
UHC (MLTSS/HCBS)	84%	11%	3%	2%	114
WellCare (MLTSS/HCBS)	38%	31%	32%	0%	95
Nursing Facility (MLTSS)	89%	5%	6%	0%	102
OAA	89%	3%	7%	0%	149
PACE	91%	8%	1%	0%	99
Unknown	100%	0%	0%	0%	4
Sample Average	81%	11%	8%	1%	918

Table 7. Preferred means of communication

	Spoken	Gestures/Body Language, Sign Language, or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
ABH NJ (MLTSS/HCBS)	94%	0%	0%	5%	1%	112
Amerigroup (MLTSS/HCBS)	96%	1%	0%	1%	3%	113
HNJH (MLTSS/HCBS)	92%	1%	0%	7%	1%	131
UHC (MLTSS/HCBS)	94%	1%	1%	3%	1%	115
WellCare (MLTSS/HCBS)	88%	1%	0%	11%	0%	93
Nursing Facility (MLTSS)	93%	0%	0%	1%	6%	101
OAA	99%	1%	0%	1%	0%	147
PACE	99%	0%	1%	0%	0%	99
Unknown	100%	0%	0%	0%	0%	4
Sample Average	94%	1%	0%	3%	1%	915

Table 8. Type of residential area²³

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
ABH NJ (MLTSS/HCBS)	99%	0%	0%	0%	1%	112
Amerigroup (MLTSS/HCBS)	97%	3%	0%	0%	0%	114
HNJH (MLTSS/HCBS)	95%	3%	0%	0%	2%	131
UHC (MLTSS/HCBS)	97%	2%	0%	0%	1%	115
WellCare (MLTSS/HCBS)	99%	0%	0%	0%	1%	95
Nursing Facility (MLTSS)	98%	2%	0%	0%	0%	102
OAA	94%	5%	0%	0%	1%	149
PACE	88%	12%	0%	0%	0%	99
Unknown	100%	0%	0%	0%	0%	4
Sample Average	96%	3%	0%	0%	1%	921

²³ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Type of residence

	Own or Family Home	Group Home, Adult Family Home, Foster, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless, Temporary Shelter	Other	Don't Know	N
ABHNJ (MLTSS/HCBS)	81%	0%	18%	0%	0%	0%	1%	112
Amerigroup (MLTSS/HCBS)	68%	8%	22%	1%	0%	2%	0%	114
HNJH (MLTSS/HCBS)	51%	28%	19%	1%	0%	1%	0%	130
UHC (MLTSS/HCBS)	62%	12%	24%	1%	0%	1%	0%	115
WellCare (MLTSS/HCBS)	92%	2%	4%	1%	0%	1%	0%	95
Nursing Facility (MLTSS)	0%	0%	0%	100%	0%	0%	0%	102
OAA	99%	0%	1%	0%	0%	0%	0%	149
PACE	89%	1%	3%	1%	0%	6%	0%	96
Unknown	75%	0%	25%	0%	0%	0%	0%	4
Sample Average	68%	7%	12%	12%	0%	1%	0%	917

Table 10. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others (not family, friend, or PCA)	N
ABHNJ (MLTSS/HCBS)	38%	19%	29%	1%	0%	15%	112
Amerigroup (MLTSS/HCBS)	35%	18%	26%	1%	1%	23%	114
HNJH (MLTSS/HCBS)	29%	10%	21%	2%	8%	34%	131
UHC (MLTSS/HCBS)	39%	13%	24%	1%	3%	22%	115
WellCare (MLTSS/HCBS)	39%	22%	38%	0%	1%	5%	95
Nursing Facility (MLTSS)	0%	0%	0%	0%	0%	100%	102
OAA	65%	18%	19%	1%	2%	1%	148
PACE	59%	13%	24%	0%	0%	4%	96
Unknown	75%	0%	0%	0%	0%	25%	4
Sample Average	39%	14%	22%	1%	2%	25%	917

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

	No	Yes	Don't Know	N
ABH NJ (MLTSS/HCBS)	94%	4%	3%	112
Amerigroup (MLTSS/HCBS)	95%	5%	0%	114
HNJH (MLTSS/HCBS)	91%	8%	1%	131
UHC (MLTSS/HCBS)	97%	3%	1%	115
WellCare (MLTSS/HCBS)	97%	3%	0%	94
Nursing Facility (MLTSS)	87%	7%	6%	102
OAA	99%	1%	0%	148
PACE	96%	4%	0%	98
Unknown	100%	0%	0%	4
Sample Average	94%	4%	1%	918

Table 12. Where the person moved from (if address changed in the past 6 months)

	Own or Family Home	Group Home, Adult Family Home, Foster, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless, Temporary Shelter	Other	Don't Know	N
ABH NJ (MLTSS/HCBS)	29%	0%	0%	14%	0%	0%	57%	7
Amerigroup (MLTSS/HCBS)	40%	40%	20%	0%	0%	0%	0%	5
HNJH (MLTSS/HCBS)	55%	27%	0%	0%	0%	9%	9%	11
UHC (MLTSS/HCBS)	0%	0%	33%	0%	0%	33%	33%	3
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	0%	0%	0%	3
Nursing Facility (MLTSS)	9%	0%	0%	36%	0%	0%	55%	11
OAA	100%	0%	0%	0%	0%	0%	0%	2
PACE	100%	0%	0%	0%	0%	0%	0%	4
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	43%	11%	4%	11%	0%	4%	26%	46

Table 13. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
ABH NJ (MLTSS/HCBS)	33%	65%	2%	111
Amerigroup (MLTSS/HCBS)	30%	68%	2%	111
HNJH (MLTSS/HCBS)	40%	58%	2%	129
UHC (MLTSS/HCBS)	26%	74%	0%	115
WellCare (MLTSS/HCBS)	32%	67%	1%	94
Nursing Facility (MLTSS)	31%	65%	4%	102
OAA	50%	47%	3%	147
PACE	41%	57%	2%	97
Unknown	100%	0%	0%	4
Sample Average	36%	62%	2%	910

Table 14. Proportion of people with diagnosis of Alzheimer's or other dementia

	No	Yes	Don't Know	N
ABH NJ (MLTSS/HCBS)	67%	23%	10%	111
Amerigroup (MLTSS/HCBS)	74%	21%	5%	108
HNJH (MLTSS/HCBS)	89%	11%	0%	131
UHC (MLTSS/HCBS)	81%	19%	0%	115
WellCare (MLTSS/HCBS)	71%	28%	1%	95
Nursing Facility (MLTSS)	66%	27%	7%	99
OAA	85%	12%	3%	146
PACE	90%	9%	1%	97
Unknown	100%	0%	0%	4
Sample Average	78%	18%	3%	906

Table 15. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	Don't Know	N
ABHNJ (MLTSS/HCBS)	93%	5%	2%	110
Amerigroup (MLTSS/HCBS)	80%	19%	1%	113
HNJH (MLTSS/HCBS)	60%	38%	2%	130
UHC (MLTSS/HCBS)	78%	22%	0%	114
WellCare (MLTSS/HCBS)	94%	6%	0%	95
Nursing Facility (MLTSS)	91%	4%	5%	99
OAA	96%	2%	2%	146
PACE	96%	2%	2%	97
Unknown	100%	0%	0%	4
Sample Average	85%	13%	2%	908

Table 16. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	Don't Know	N
ABHNJ (MLTSS/HCBS)	92%	8%	0%	108
Amerigroup (MLTSS/HCBS)	93%	4%	4%	110
HNJH (MLTSS/HCBS)	95%	4%	1%	128
UHC (MLTSS/HCBS)	96%	4%	0%	112
WellCare (MLTSS/HCBS)	96%	3%	1%	95
Nursing Facility (MLTSS)	94%	2%	4%	98
OAA	96%	1%	3%	146
PACE	95%	5%	0%	98
Unknown	75%	25%	0%	4
Sample Average	95%	4%	2%	899

Table 17. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know	N
ABHNJ (MLTSS/HCBS)	13%	19%	55%	21%	0%	112
Amerigroup (MLTSS/HCBS)	18%	28%	43%	19%	0%	113
HNJH (MLTSS/HCBS)	16%	19%	48%	21%	1%	131
UHC (MLTSS/HCBS)	10%	30%	49%	18%	0%	115
WellCare (MLTSS/HCBS)	12%	18%	62%	16%	0%	95
Nursing Facility (MLTSS)	22%	45%	28%	8%	0%	102
OAA	3%	11%	64%	26%	0%	148
PACE	1%	20%	61%	19%	0%	98
Unknown	0%	0%	25%	75%	0%	4
Sample Average	12%	23%	52%	19%	0%	918

Table 18. History of frequent falls

	No	Yes	Don't Know	N
ABHNJ (MLTSS/HCBS)	74%	23%	3%	112
Amerigroup (MLTSS/HCBS)	75%	24%	1%	114
HNJH (MLTSS/HCBS)	80%	18%	2%	131
UHC (MLTSS/HCBS)	82%	17%	1%	115
WellCare (MLTSS/HCBS)	68%	29%	2%	95
Nursing Facility (MLTSS)	74%	19%	8%	102
OAA	78%	18%	3%	148
PACE	84%	15%	1%	99
Unknown	100%	0%	0%	4
Sample Average	77%	20%	3%	920

Table 19. Receives Medicare

	No	Yes	Don't Know	N
ABHNJ (MLTSS/HCBS)	10%	85%	5%	110
Amerigroup (MLTSS/HCBS)	12%	79%	9%	112
HNJH (MLTSS/HCBS)	12%	74%	13%	129
UHC (MLTSS/HCBS)	10%	82%	8%	115
WellCare (MLTSS/HCBS)	5%	90%	4%	92
Nursing Facility (MLTSS)	11%	70%	20%	102
OAA	4%	91%	5%	141
PACE	11%	80%	9%	99
Unknown	0%	100%	0%	4
Sample Average	9%	82%	9%	904

Community Participation- un-collapsed tables

Table 20. Proportion of people who are as active in the community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	28%	11%	59%	1%	0%	81
Amerigroup (MLTSS/HCBS)	48%	8%	39%	5%	0%	83
HNJH (MLTSS/HCBS)	34%	9%	53%	2%	2%	105
UHC (MLTSS/HCBS)	43%	9%	47%	1%	0%	91
WellCare (MLTSS/HCBS)	46%	14%	40%	0%	0%	50
Nursing Facility (MLTSS)	38%	1%	52%	6%	2%	81
OAA	59%	4%	36%	1%	1%	135
PACE	38%	19%	43%	1%	0%	96
Unknown	50%	0%	50%	0%	0%	4
Sample Average	43%	9%	46%	2%	1%	726

Table 21a. Reasons that people are not as active in the community as they would like to be

	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
ABHNJ (MLTSS/HCBS)	9%	34%	13%	66%	9%	32
Amerigroup (MLTSS/HCBS)	21%	40%	4%	64%	13%	47
HNJH (MLTSS/HCBS)	25%	30%	25%	57%	16%	44
UHC (MLTSS/HCBS)	19%	30%	17%	66%	15%	47
WellCare (MLTSS/HCBS)	14%	24%	7%	69%	7%	29
Nursing Facility (MLTSS)	25%	28%	9%	41%	22%	32
OAA	10%	20%	5%	60%	4%	84
PACE	13%	22%	2%	56%	2%	54
Unknown	100%	100%	0%	0%	0%	1
Sample Average	16%	28%	9%	59%	10%	370

Table 21b. Reasons that people are not as active in the community as they would like to be (continued)

	Feeling Unwelcomed in Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	0%	3%	9%	13%	13%	3%	0%	32
Amerigroup (MLTSS/HCBS)	2%	2%	0%	9%	15%	4%	0%	47
HNJH (MLTSS/HCBS)	0%	2%	5%	14%	5%	11%	0%	44
UHC (MLTSS/HCBS)	0%	2%	0%	0%	11%	4%	0%	47
WellCare (MLTSS/HCBS)	0%	3%	3%	3%	17%	7%	3%	29
Nursing Facility (MLTSS)	0%	3%	3%	6%	13%	13%	0%	32
OAA	5%	4%	5%	6%	17%	2%	4%	84
PACE	4%	6%	7%	0%	15%	2%	2%	54
Unknown	0%	0%	100%	100%	0%	0%	0%	1
Sample Average	2%	3%	4%	6%	13%	5%	1%	370

Table 22. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	90%	9%	1%	0%	81
Amerigroup (MLTSS/HCBS)	94%	6%	0%	0%	83
HNJH (MLTSS/HCBS)	95%	5%	0%	0%	106
UHC (MLTSS/HCBS)	91%	9%	0%	0%	91
WellCare (MLTSS/HCBS)	86%	14%	0%	0%	51
Nursing Facility (MLTSS)	93%	2%	2%	2%	81
OAA	94%	6%	0%	0%	135
PACE	85%	13%	0%	2%	97
Unknown	100%	0%	0%	0%	4
Sample Average	91%	8%	0%	1%	729

Choice and Decision Making— un-collapsed

Table 23. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	43%	29%	29%	0%	7
Amerigroup (MLTSS/HCBS)	69%	15%	15%	0%	13
HNJH (MLTSS/HCBS)	63%	27%	10%	0%	30
UHC (MLTSS/HCBS)	63%	13%	19%	6%	16
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	1
Nursing Facility (MLTSS)	51%	28%	20%	1%	75
OAA	n/a	n/a	n/a	n/a	0
PACE	0%	0%	100%	0%	1
Unknown	0%	100%	0%	0%	1
Sample Average	56%	25%	18%	1%	144

Table 24. Proportion of people who get up and go to bed at the time when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	1%	4%	95%	0%	0%	81
Amerigroup (MLTSS/HCBS)	0%	4%	96%	0%	0%	83
HNJH (MLTSS/HCBS)	3%	7%	90%	0%	0%	107
UHC (MLTSS/HCBS)	2%	5%	92%	0%	0%	91
WellCare (MLTSS/HCBS)	2%	6%	92%	0%	0%	51
Nursing Facility (MLTSS)	7%	12%	78%	2%	0%	82
OAA	1%	1%	98%	0%	0%	134
PACE	1%	3%	96%	0%	0%	96
Unknown	0%	0%	100%	0%	0%	4
Sample Average	2%	5%	93%	0%	0%	729

Table 25. Proportion of people who can eat their meals when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	6%	5%	89%	0%	0%	0%	81
Amerigroup (MLTSS/HCBS)	9%	10%	82%	0%	0%	0%	82
HNJH (MLTSS/HCBS)	9%	8%	82%	0%	0%	0%	107
UHC (MLTSS/HCBS)	11%	10%	79%	0%	0%	0%	89
WellCare (MLTSS/HCBS)	2%	2%	94%	2%	0%	0%	51
Nursing Facility (MLTSS)	37%	10%	50%	4%	0%	0%	82
OAA	1%	3%	96%	1%	0%	0%	134
PACE	1%	3%	94%	0%	1%	1%	97
Unknown	0%	0%	100%	0%	0%	0%	4
Sample Average	9%	6%	84%	1%	0%	0%	727

Table 26. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)

	No	In-between, Able to Decide Some Ways	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	7%	40%	53%	0%	0%	15
Amerigroup (MLTSS/HCBS)	4%	30%	63%	4%	0%	27
HNJH (MLTSS/HCBS)	16%	35%	49%	0%	0%	55
UHC (MLTSS/HCBS)	14%	29%	54%	0%	3%	35
WellCare (MLTSS/HCBS)	0%	0%	67%	33%	0%	3
Nursing Facility (MLTSS)	5%	23%	63%	6%	2%	82
OAA	0%	0%	100%	0%	0%	1
PACE	25%	25%	50%	0%	0%	4
Unknown	0%	0%	100%	0%	0%	1
Sample Average	9%	28%	58%	3%	1%	223

Relationships- un-collapsed

Table 27. Proportion of people who can always or almost always see or talk to friends and family when they want to

	No, or Only Sometimes	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	5%	4%	91%	0%	0%	76
Amerigroup (MLTSS/HCBS)	1%	2%	92%	1%	3%	88
HNJH (MLTSS/HCBS)	4%	10%	85%	1%	1%	105
UHC (MLTSS/HCBS)	4%	7%	85%	0%	4%	92
WellCare (MLTSS/HCBS)	2%	9%	87%	0%	2%	54
Nursing Facility (MLTSS)	7%	16%	75%	1%	0%	73
OAA	1%	8%	90%	0%	1%	137
PACE	4%	15%	80%	0%	0%	92
Unknown	0%	0%	100%	0%	0%	3
Sample Average	3%	9%	86%	0%	1%	720

Table 28. Reasons people cannot always see friends/family

	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	17%	0%	0%	17%	0%	33%	33%	6
Amerigroup (MLTSS/HCBS)	0%	33%	0%	33%	0%	33%	33%	3
HNJH (MLTSS/HCBS)	14%	36%	0%	36%	14%	36%	7%	14
UHC (MLTSS/HCBS)	20%	30%	0%	30%	0%	30%	0%	10
WellCare (MLTSS/HCBS)	17%	0%	0%	50%	0%	17%	33%	6
Nursing Facility (MLTSS)	17%	50%	33%	17%	0%	50%	0%	6
OAA	20%	40%	0%	40%	0%	20%	0%	10
PACE	27%	7%	0%	13%	0%	53%	7%	15
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	19%	24%	3%	29%	3%	36%	10%	70

Satisfaction- un-collapsed

Table 29. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	5%	4%	69%	2%	20%	112
Amerigroup (MLTSS/HCBS)	5%	2%	78%	3%	13%	111
HNJH (MLTSS/HCBS)	8%	8%	72%	2%	10%	130
UHC (MLTSS/HCBS)	7%	7%	75%	2%	9%	114
WellCare (MLTSS/HCBS)	1%	2%	69%	0%	28%	93
Nursing Facility (MLTSS)	11%	13%	63%	1%	12%	100
OAA	7%	3%	89%	0%	1%	149
PACE	11%	6%	83%	0%	0%	99
Unknown	25%	0%	75%	0%	0%	4
Sample Average	7%	6%	75%	1%	11%	912

Table 30a. Reasons for not liking where people live

	Accessibility	Neighborhood	Feels Unsafe in Home	Home or Building Needs Repairs or Upkeep	Does Not Feel Like Home	N
ABHNJ (MLTSS/HCBS)	9%	9%	9%	0%	45%	11
Amerigroup (MLTSS/HCBS)	0%	14%	0%	29%	29%	7
HNJH (MLTSS/HCBS)	10%	10%	19%	10%	29%	21
UHC (MLTSS/HCBS)	0%	19%	0%	0%	13%	16
WellCare (MLTSS/HCBS)	0%	0%	0%	33%	0%	3
Nursing Facility (MLTSS)	0%	5%	5%	9%	45%	22
OAA	13%	7%	0%	20%	13%	15
PACE	6%	18%	6%	35%	24%	17
Unknown	0%	0%	0%	0%	0%	1
Sample Average	5%	11%	6%	14%	27%	113

Table 30b. Reasons for not liking where people live (continued)

	Layout or Size of Home or Building	Problems With Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence and Control	N
ABHNJ (MLTSS/HCBS)	18%	0%	0%	0%	18%	11
Amerigroup (MLTSS/HCBS)	0%	0%	29%	14%	14%	7
HNJH (MLTSS/HCBS)	10%	29%	10%	10%	38%	21
UHC (MLTSS/HCBS)	0%	38%	13%	0%	19%	16
WellCare (MLTSS/HCBS)	33%	0%	0%	0%	0%	3
Nursing Facility (MLTSS)	5%	0%	23%	9%	36%	22
OAA	7%	33%	13%	0%	7%	15
PACE	24%	0%	0%	6%	0%	17
Unknown	0%	0%	0%	0%	0%	1
Sample Average	10%	15%	12%	5%	20%	113

Table 30c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family or Friends	Feels Isolated From Community or Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	9%	9%	0%	36%	0%	0%	11
Amerigroup (MLTSS/HCBS)	14%	0%	14%	29%	0%	0%	7
HNJH (MLTSS/HCBS)	19%	19%	24%	33%	5%	0%	21
UHC (MLTSS/HCBS)	19%	13%	19%	25%	0%	0%	16
WellCare (MLTSS/HCBS)	0%	0%	0%	100%	0%	0%	3
Nursing Facility (MLTSS)	14%	23%	9%	36%	5%	0%	22
OAA	0%	7%	7%	40%	0%	7%	15
PACE	6%	6%	0%	35%	0%	0%	17
Unknown	0%	0%	0%	100%	0%	0%	1
Sample Average	12%	12%	11%	36%	2%	1%	113

Table 31. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	64%	1%	14%	22%	110
Amerigroup (MLTSS/HCBS)	67%	0%	16%	17%	112
HNJH (MLTSS/HCBS)	61%	4%	22%	14%	130
UHC (MLTSS/HCBS)	69%	3%	15%	13%	114
WellCare (MLTSS/HCBS)	58%	4%	7%	32%	92
Nursing Facility (MLTSS)	49%	2%	33%	16%	102
OAA	86%	1%	12%	1%	147
PACE	68%	10%	20%	1%	98
Unknown	75%	0%	25%	0%	4
Sample Average	66%	3%	17%	14%	909

Table 32a. Where people would prefer to live (if would prefer to live somewhere else)

	Different Own Home	Family Member's Home	Assisted Living	Group Home, Adult Family Home, Shared Living	N
ABH NJ (MLTSS/HCBS)	69%	13%	13%	0%	16
Amerigroup (MLTSS/HCBS)	56%	0%	13%	0%	16
HNJH (MLTSS/HCBS)	45%	16%	6%	3%	31
UHC (MLTSS/HCBS)	58%	11%	0%	5%	19
WellCare (MLTSS/HCBS)	50%	0%	0%	10%	10
Nursing Facility (MLTSS)	37%	20%	6%	3%	35
OAA	53%	0%	11%	0%	19
PACE	48%	7%	7%	0%	29
Unknown	0%	0%	0%	0%	1
Sample Average	49%	10%	7%	2%	176

Table 32b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	0%	6%	0%	0%	16
Amerigroup (MLTSS/HCBS)	0%	25%	6%	0%	16
HNJH (MLTSS/HCBS)	3%	23%	3%	0%	31
UHC (MLTSS/HCBS)	0%	16%	5%	5%	19
WellCare (MLTSS/HCBS)	0%	20%	10%	10%	10
Nursing Facility (MLTSS)	3%	26%	6%	0%	35
OAA	0%	26%	11%	0%	19
PACE	0%	21%	10%	7%	29
Unknown	0%	100%	0%	0%	1
Sample Average	1%	22%	6%	2%	176

Table 33. Proportion of people who like how they usually spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	6%	23%	69%	0%	1%	81
Amerigroup (MLTSS/HCBS)	5%	28%	67%	0%	0%	83
HNJH (MLTSS/HCBS)	8%	35%	57%	0%	0%	105
UHC (MLTSS/HCBS)	8%	25%	67%	0%	0%	91
WellCare (MLTSS/HCBS)	6%	24%	67%	2%	0%	49
Nursing Facility (MLTSS)	14%	31%	53%	0%	2%	81
OAA	7%	18%	74%	1%	0%	134
PACE	2%	36%	61%	0%	1%	97
Unknown	0%	25%	75%	0%	0%	4
Sample Average	7%	27%	65%	0%	1%	725

Table 34. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	Paid Support Person(s) are Live-in	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	85%	2%	11%	0%	2%	0%	46
Amerigroup (MLTSS/HCBS)	85%	5%	9%	0%	0%	0%	55
HNJH (MLTSS/HCBS)	76%	8%	12%	4%	0%	0%	75
UHC (MLTSS/HCBS)	67%	15%	14%	0%	5%	0%	66
WellCare (MLTSS/HCBS)	74%	6%	16%	0%	3%	0%	31
Nursing Facility (MLTSS)	49%	22%	22%	0%	7%	0%	55
OAA	85%	9%	3%	0%	3%	0%	34
PACE	75%	14%	11%	0%	0%	0%	71
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	74%	11%	12%	1%	2%	0%	434

Table 35. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	4%	13%	83%	0%	0%	46
Amerigroup (MLTSS/HCBS)	0%	11%	89%	0%	0%	55
HNJH (MLTSS/HCBS)	1%	17%	81%	0%	0%	75
UHC (MLTSS/HCBS)	2%	21%	76%	0%	2%	66
WellCare (MLTSS/HCBS)	0%	16%	84%	0%	0%	31
Nursing Facility (MLTSS)	13%	22%	64%	0%	2%	55
OAA	0%	15%	85%	0%	0%	34
PACE	0%	15%	83%	1%	0%	71
Unknown	0%	0%	100%	0%	0%	1
Sample Average	3%	17%	80%	0%	0%	434

Service Coordination- un-collapsed

Table 36. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	14%	11%	73%	1%	98
Amerigroup (MLTSS/HCBS)	11%	8%	81%	1%	113
HNJH (MLTSS/HCBS)	11%	17%	71%	1%	126
UHC (MLTSS/HCBS)	12%	13%	75%	0%	113
WellCare (MLTSS/HCBS)	14%	10%	77%	0%	94
Nursing Facility (MLTSS)	8%	19%	70%	3%	99
OAA	11%	6%	83%	0%	137
PACE	13%	18%	70%	0%	96
Unknown	0%	0%	100%	0%	1
Sample Average	12%	12%	75%	1%	877

Table 37. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	8%	3%	86%	4%	0%	78
Amerigroup (MLTSS/HCBS)	4%	10%	81%	5%	0%	100
HNJH (MLTSS/HCBS)	3%	10%	81%	6%	0%	110
UHC (MLTSS/HCBS)	7%	14%	77%	1%	1%	94
WellCare (MLTSS/HCBS)	3%	12%	76%	8%	1%	86
Nursing Facility (MLTSS)	5%	8%	80%	7%	0%	60
OAA	0%	10%	87%	3%	0%	31
PACE	6%	21%	72%	1%	0%	72
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	5%	11%	79%	5%	0%	631

Table 38. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always, Or Almost Always	Paid Support Person/S Are Live-In	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	6%	1%	90%	1%	1%	0%	70
Amerigroup (MLTSS/HCBS)	3%	8%	89%	0%	0%	0%	75
HNJH (MLTSS/HCBS)	1%	8%	87%	1%	1%	1%	95
UHC (MLTSS/HCBS)	2%	14%	78%	1%	4%	1%	81
WellCare (MLTSS/HCBS)	4%	9%	85%	0%	2%	0%	54
Nursing Facility (MLTSS)	3%	10%	73%	10%	5%	0%	62
OAA	0%	8%	93%	0%	0%	0%	40
PACE	1%	4%	94%	0%	0%	0%	72
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	3%	8%	86%	2%	2%	0%	550

Table 39. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	20%	73%	7%	0%	111
Amerigroup (MLTSS/HCBS)	20%	75%	5%	0%	114
HNJH (MLTSS/HCBS)	18%	76%	5%	2%	131
UHC (MLTSS/HCBS)	20%	70%	9%	1%	115
WellCare (MLTSS/HCBS)	28%	67%	5%	0%	93
Nursing Facility (MLTSS)	22%	31%	42%	5%	102
OAA	36%	59%	5%	0%	148
PACE	38%	40%	20%	1%	99
Unknown	25%	75%	0%	0%	4
Sample Average	25%	62%	12%	1%	917

Table 40. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	65%	23%	11%	0%	81
Amerigroup (MLTSS/HCBS)	67%	24%	8%	0%	83
HNJH (MLTSS/HCBS)	59%	36%	5%	0%	105
UHC (MLTSS/HCBS)	70%	18%	12%	0%	89
WellCare (MLTSS/HCBS)	46%	46%	8%	0%	50
Nursing Facility (MLTSS)	61%	22%	15%	3%	79
OAA	82%	13%	5%	0%	124
PACE	63%	18%	19%	1%	97
Unknown	75%	0%	25%	0%	4
Sample Average	66%	23%	10%	0%	712

Table 41. Proportion of people whose services meet all their 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
ABH NJ (MLTSS/HCBS)	9%	18%	72%	1%	0%	106
Amerigroup (MLTSS/HCBS)	4%	19%	77%	0%	1%	112
HNJH (MLTSS/HCBS)	9%	13%	76%	1%	1%	127
UHC (MLTSS/HCBS)	3%	27%	70%	0%	0%	113
WellCare (MLTSS/HCBS)	2%	24%	73%	1%	0%	95
Nursing Facility (MLTSS)	9%	23%	63%	6%	0%	102
OAA	4%	25%	72%	0%	0%	141
PACE	1%	20%	79%	0%	0%	99
Unknown	0%	33%	67%	0%	0%	3
Sample Average	5%	21%	73%	1%	0%	898

Table 42a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
ABH NJ (MLTSS/HCBS)	28%	28%	7%	7%	29
Amerigroup (MLTSS/HCBS)	17%	0%	13%	25%	24
HNJH (MLTSS/HCBS)	36%	21%	18%	25%	28
UHC (MLTSS/HCBS)	21%	12%	3%	15%	33
WellCare (MLTSS/HCBS)	17%	9%	0%	13%	23
Nursing Facility (MLTSS)	3%	3%	3%	0%	31
OAA	11%	47%	8%	11%	38
PACE	5%	15%	0%	5%	20
Unknown	0%	0%	0%	0%	1
Sample Average	17%	19%	7%	12%	227

Table 42b. Additional services that may help if not all needs and goals are met (continued)

	Adult Day Services	Transportation	Respite or Family Caregiver Support	Health Care	Mental Health Care	N
ABH NJ (MLTSS/HCBS)	7%	17%	7%	3%	0%	29
Amerigroup (MLTSS/HCBS)	8%	8%	0%	13%	0%	24
HNJH (MLTSS/HCBS)	14%	29%	14%	7%	7%	28
UHC (MLTSS/HCBS)	3%	18%	3%	3%	0%	33
WellCare (MLTSS/HCBS)	4%	30%	0%	9%	0%	23
Nursing Facility (MLTSS)	0%	0%	0%	10%	0%	31
OAA	18%	34%	16%	3%	5%	38
PACE	0%	10%	0%	15%	5%	20
Unknown	0%	0%	0%	0%	0%	1
Sample Average	7%	19%	6%	7%	2%	227

Table 42c. Additional services that may help if not all needs and goals are met (continued)

	Dental Care	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	N
ABH NJ (MLTSS/HCBS)	7%	21%	3%	0%	0%	41%	29
Amerigroup (MLTSS/HCBS)	17%	29%	8%	4%	0%	46%	24
HNJH (MLTSS/HCBS)	32%	32%	11%	0%	4%	25%	28
UHC (MLTSS/HCBS)	6%	12%	12%	3%	3%	45%	33
WellCare (MLTSS/HCBS)	17%	4%	9%	0%	0%	30%	23
Nursing Facility (MLTSS)	6%	16%	0%	0%	0%	39%	31
OAA	24%	13%	16%	0%	0%	16%	38
PACE	10%	10%	0%	0%	0%	45%	20
Unknown	0%	100%	100%	0%	0%	0%	1
Sample Average	15%	18%	8%	1%	1%	35%	227

Table 43. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	47%	37%	11%	5%	19
Amerigroup (MLTSS/HCBS)	14%	67%	19%	0%	21
HNJH (MLTSS/HCBS)	26%	66%	3%	6%	35
UHC (MLTSS/HCBS)	23%	67%	0%	10%	30
WellCare (MLTSS/HCBS)	30%	48%	13%	9%	23
Nursing Facility (MLTSS)	35%	47%	12%	6%	17
OAA	7%	93%	0%	0%	14
PACE	36%	64%	0%	0%	14
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	27%	61%	7%	5%	173

Table 44a. How people first find out about the services available to them

	Friend	Family	Area Agency on Aging, Aging and Disability Resource Center	Center for Independent Living	State, County Agency	Case Manager, Care Coordinator	N
ABHNJ (MLTSS/HCBS)	9%	26%	6%	0%	6%	18%	88
Amerigroup (MLTSS/HCBS)	10%	21%	4%	0%	8%	21%	106
HNJH (MLTSS/HCBS)	8%	31%	4%	0%	6%	19%	108
UHC (MLTSS/HCBS)	9%	32%	4%	0%	7%	11%	99
WellCare (MLTSS/HCBS)	19%	22%	3%	0%	7%	20%	89
Nursing Facility (MLTSS)	6%	47%	0%	0%	2%	2%	87
OAA	20%	36%	10%	0%	6%	6%	132
PACE	33%	34%	1%	1%	2%	6%	95
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	15%	31%	4%	0%	6%	13%	806

Table 44b. How people first find out about the services available to them (continued)

	Doctor	Other Provider	Other	N
ABHNJ (MLTSS/HCBS)	22%	16%	11%	88
Amerigroup (MLTSS/HCBS)	13%	22%	6%	106
HNJH (MLTSS/HCBS)	14%	20%	7%	108
UHC (MLTSS/HCBS)	15%	20%	6%	99
WellCare (MLTSS/HCBS)	21%	10%	13%	89
Nursing Facility (MLTSS)	11%	30%	10%	87
OAA	7%	20%	2%	132
PACE	16%	9%	14%	95
Unknown	0%	0%	0%	2
Sample Average	14%	18%	8%	806

Table 45a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
ABHNJ (MLTSS/HCBS)	48%	4%	0%	44%	97
Amerigroup (MLTSS/HCBS)	61%	9%	1%	27%	109
HNJH (MLTSS/HCBS)	58%	7%	0%	29%	114
UHC (MLTSS/HCBS)	57%	6%	2%	31%	103
WellCare (MLTSS/HCBS)	53%	14%	0%	29%	92
Nursing Facility (MLTSS)	82%	0%	0%	5%	83
OAA	28%	0%	0%	63%	116
PACE	51%	0%	0%	41%	91
Unknown	50%	0%	0%	50%	2
Sample Average	54%	5%	0%	35%	807

Table 45b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	1%	2%	0%	0%	97
Amerigroup (MLTSS/HCBS)	3%	0%	0%	0%	109
HNJH (MLTSS/HCBS)	3%	4%	0%	0%	114
UHC (MLTSS/HCBS)	2%	2%	0%	0%	103
WellCare (MLTSS/HCBS)	2%	0%	0%	1%	92
Nursing Facility (MLTSS)	0%	12%	0%	1%	83
OAA	9%	0%	0%	0%	116
PACE	8%	1%	0%	0%	91
Unknown	0%	0%	0%	0%	2
Sample Average	4%	2%	0%	0%	807

Table 46. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member, Spouse or Partner	Paid Friend	Unpaid Family Member, Spouse or Partner	Unpaid Friend Or Volunteer	Other	No One Else Provides Support	N
ABHNJ (MLTSS/HCBS)	43%	0%	0%	52%	8%	3%	13%	95
Amerigroup (MLTSS/HCBS)	26%	1%	0%	59%	5%	4%	11%	106
HNJH (MLTSS/HCBS)	26%	4%	1%	48%	15%	3%	13%	109
UHC (MLTSS/HCBS)	39%	1%	1%	47%	7%	4%	16%	94
WellCare (MLTSS/HCBS)	19%	7%	0%	61%	10%	8%	6%	90
Nursing Facility (MLTSS)	45%	1%	0%	32%	8%	1%	18%	78
OAA	18%	3%	0%	54%	14%	5%	18%	111
PACE	24%	2%	0%	41%	13%	7%	19%	90
Unknown	0%	0%	0%	100%	0%	0%	0%	2
Sample Average	29%	2%	0%	50%	10%	4%	14%	775

Care Coordination- un-collapsed

Table 47. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Yes	No	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	59%	40%	1%	0%	112
Amerigroup (MLTSS/HCBS)	69%	30%	0%	1%	113
HNJH (MLTSS/HCBS)	67%	31%	2%	0%	130
UHC (MLTSS/HCBS)	61%	37%	3%	0%	114
WellCare (MLTSS/HCBS)	65%	35%	0%	0%	95
Nursing Facility (MLTSS)	70%	27%	3%	0%	101
OAA	68%	32%	1%	0%	149
PACE	63%	34%	3%	0%	98
Unknown	75%	25%	0%	0%	4
Sample Average	65%	33%	2%	0%	916

Table 48. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	11%	2%	87%	0%	0%	45
Amerigroup (MLTSS/HCBS)	0%	3%	94%	0%	3%	34
HNJH (MLTSS/HCBS)	13%	8%	80%	0%	0%	40
UHC (MLTSS/HCBS)	2%	5%	93%	0%	0%	42
WellCare (MLTSS/HCBS)	6%	0%	94%	0%	0%	33
Nursing Facility (MLTSS)	7%	4%	85%	4%	0%	27
OAA	4%	0%	96%	0%	0%	46
PACE	6%	6%	88%	0%	0%	33
Unknown	0%	0%	100%	0%	0%	1
Sample Average	6%	3%	90%	0%	0%	301

Table 49. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	22%	69%	0%	9%	0%	45
Amerigroup (MLTSS/HCBS)	15%	76%	0%	6%	3%	34
HNJH (MLTSS/HCBS)	25%	73%	0%	3%	0%	40
UHC (MLTSS/HCBS)	19%	79%	0%	2%	0%	42
WellCare (MLTSS/HCBS)	15%	79%	0%	6%	0%	33
Nursing Facility (MLTSS)	15%	56%	4%	26%	0%	27
OAA	9%	85%	6%	0%	0%	47
PACE	15%	73%	0%	12%	0%	33
Unknown	0%	0%	100%	0%	0%	1
Sample Average	17%	74%	2%	7%	0%	302

Table 50. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	13%	86%	2%	0%	112
Amerigroup (MLTSS/HCBS)	14%	86%	0%	0%	113
HNJH (MLTSS/HCBS)	24%	73%	2%	0%	131
UHC (MLTSS/HCBS)	9%	89%	1%	1%	112
WellCare (MLTSS/HCBS)	4%	95%	1%	0%	95
Nursing Facility (MLTSS)	18%	76%	5%	1%	102
OAA	15%	85%	0%	0%	149
PACE	2%	97%	1%	0%	99
Unknown	50%	50%	0%	0%	4
Sample Average	13%	85%	1%	0%	917

Table 51. Proportion of people who reported know how to manage their chronic condition(s)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	4%	3%	91%	2%	0%	96
Amerigroup (MLTSS/HCBS)	3%	7%	89%	1%	0%	97
HNJH (MLTSS/HCBS)	2%	11%	86%	1%	0%	94
UHC (MLTSS/HCBS)	3%	10%	87%	0%	0%	100
WellCare (MLTSS/HCBS)	1%	3%	94%	1%	0%	89
Nursing Facility (MLTSS)	10%	10%	73%	5%	1%	78
OAA	3%	2%	94%	1%	0%	124
PACE	6%	25%	67%	2%	0%	96
Unknown	0%	0%	100%	0%	0%	1
Sample Average	4%	9%	86%	2%	0%	775

Access—un-collapsed

Table 52. Proportion of people who have transportation when they want to do things outside of their home

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/No Response	N
ABHNJ (MLTSS/HCBS)	16%	5%	66%	13%	0%	0%	112
Amerigroup (MLTSS/HCBS)	21%	11%	63%	4%	2%	0%	114
HNJH (MLTSS/HCBS)	16%	11%	65%	5%	3%	0%	130
UHC (MLTSS/HCBS)	17%	13%	65%	4%	0%	0%	115
WellCare (MLTSS/HCBS)	13%	8%	75%	3%	0%	1%	95
Nursing Facility (MLTSS)	18%	11%	39%	13%	18%	2%	102
OAA	13%	8%	73%	5%	1%	0%	148
PACE	11%	12%	76%	1%	0%	0%	99
Unknown	0%	0%	100%	0%	0%	0%	3
Sample Average	16%	10%	66%	6%	3%	0%	918

Table 53. Proportion 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
ABHNJ (MLTSS/HCBS)	6%	3%	83%	8%	0%	0%	112
Amerigroup (MLTSS/HCBS)	4%	3%	89%	3%	3%	0%	114
HNJH (MLTSS/HCBS)	3%	0%	95%	2%	0%	0%	131
UHC (MLTSS/HCBS)	6%	4%	88%	2%	0%	0%	115
WellCare (MLTSS/HCBS)	7%	1%	91%	1%	0%	0%	95
Nursing Facility (MLTSS)	1%	2%	89%	6%	2%	0%	102
OAA	3%	5%	89%	3%	0%	0%	149
PACE	1%	0%	95%	2%	2%	0%	99
Unknown	0%	25%	75%	0%	0%	0%	4
Sample Average	4%	2%	90%	3%	1%	0%	921

Table 54. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	24%	12%	62%	2%	0%	42
Amerigroup (MLTSS/HCBS)	13%	19%	65%	0%	3%	31
HNJH (MLTSS/HCBS)	5%	5%	83%	2%	5%	41
UHC (MLTSS/HCBS)	6%	19%	52%	6%	16%	31
WellCare (MLTSS/HCBS)	20%	14%	65%	0%	2%	65
Nursing Facility (MLTSS)	5%	0%	90%	5%	0%	21
OAA	30%	5%	65%	0%	0%	20
PACE	7%	36%	57%	0%	0%	14
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	15%	13%	67%	2%	3%	265

Table 55. Proportion of people who need grab bars in the bathroom or elsewhere in home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	19%	66%	4%	12%	0%	0%	112
Amerigroup (MLTSS/HCBS)	22%	62%	4%	12%	0%	1%	113
HNJH (MLTSS/HCBS)	17%	62%	8%	12%	0%	1%	131
UHC (MLTSS/HCBS)	16%	81%	1%	2%	1%	0%	115
WellCare (MLTSS/HCBS)	15%	62%	5%	18%	0%	0%	95
Nursing Facility (MLTSS)	28%	68%	2%	0%	2%	0%	100
OAA	22%	67%	5%	5%	0%	0%	148
PACE	9%	82%	3%	5%	1%	0%	99
Unknown	25%	50%	0%	25%	0%	0%	4
Sample Average	19%	68%	4%	8%	0%	0%	917

Table 56. Proportion of people who need bathroom modifications (other than grab bars)

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	52%	35%	3%	10%	1%	0%	112
Amerigroup (MLTSS/HCBS)	57%	30%	2%	11%	0%	1%	113
HNJH (MLTSS/HCBS)	47%	34%	5%	11%	2%	1%	131
UHC (MLTSS/HCBS)	58%	34%	1%	4%	3%	0%	115
WellCare (MLTSS/HCBS)	47%	38%	3%	9%	3%	0%	92
Nursing Facility (MLTSS)	34%	59%	0%	2%	5%	0%	98
OAA	62%	31%	3%	5%	0%	0%	144
PACE	52%	41%	1%	2%	3%	1%	98
Unknown	0%	67%	0%	33%	0%	0%	3
Sample Average	51%	37%	2%	7%	2%	0%	906

Table 57. Proportion of people who need a specialized bed

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	64%	23%	4%	10%	0%	0%	110
Amerigroup (MLTSS/HCBS)	47%	35%	12%	6%	0%	0%	112
HNJH (MLTSS/HCBS)	58%	28%	5%	8%	1%	0%	130
UHC (MLTSS/HCBS)	68%	22%	5%	4%	1%	0%	114
WellCare (MLTSS/HCBS)	63%	22%	6%	7%	1%	0%	95
Nursing Facility (MLTSS)	29%	63%	2%	4%	2%	0%	100
OAA	84%	8%	2%	5%	0%	1%	145
PACE	62%	28%	3%	6%	1%	0%	99
Unknown	67%	33%	0%	0%	0%	0%	3
Sample Average	61%	28%	5%	6%	1%	0%	908

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

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	70%	22%	2%	5%	1%	1%	111
Amerigroup (MLTSS/HCBS)	52%	35%	3%	10%	1%	0%	110
HNJH (MLTSS/HCBS)	48%	41%	4%	6%	0%	1%	131
UHC (MLTSS/HCBS)	60%	32%	1%	5%	2%	0%	115
WellCare (MLTSS/HCBS)	67%	20%	2%	11%	0%	0%	92
Nursing Facility (MLTSS)	70%	27%	0%	0%	2%	1%	100
OAA	79%	15%	1%	4%	1%	0%	144
PACE	76%	19%	0%	2%	3%	0%	98
Unknown	67%	33%	0%	0%	0%	0%	3
Sample Average	65%	27%	2%	5%	1%	0%	904

Table 59. Proportion of people who need a remote monitoring system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	84%	9%	1%	4%	2%	0%	112
Amerigroup (MLTSS/HCBS)	83%	6%	0%	6%	5%	0%	111
HNJH (MLTSS/HCBS)	81%	4%	1%	7%	7%	1%	129
UHC (MLTSS/HCBS)	86%	7%	2%	2%	3%	1%	114
WellCare (MLTSS/HCBS)	76%	15%	0%	8%	1%	0%	95
Nursing Facility (MLTSS)	76%	17%	0%	0%	6%	1%	98
OAA	89%	6%	0%	3%	2%	1%	145
PACE	93%	0%	0%	0%	6%	1%	99
Unknown	67%	33%	0%	0%	0%	0%	3
Sample Average	84%	8%	0%	4%	4%	1%	906

Table 60. Proportion of people who need an emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	31%	56%	3%	11%	0%	0%	111
Amerigroup (MLTSS/HCBS)	38%	50%	4%	7%	1%	1%	112
HNJH (MLTSS/HCBS)	53%	38%	1%	6%	2%	0%	131
UHC (MLTSS/HCBS)	44%	43%	3%	10%	0%	0%	115
WellCare (MLTSS/HCBS)	35%	55%	0%	9%	1%	0%	93
Nursing Facility (MLTSS)	46%	45%	0%	4%	3%	2%	98
OAA	51%	33%	1%	12%	2%	1%	148
PACE	23%	69%	1%	5%	2%	0%	97
Unknown	33%	67%	0%	0%	0%	0%	3
Sample Average	41%	47%	2%	8%	1%	0%	908

Table 61. Proportion of people who need other home modifications

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	71%	3%	0%	6%	3%	16%	31
Amerigroup (MLTSS/HCBS)	57%	14%	0%	11%	7%	11%	28
HNJH (MLTSS/HCBS)	76%	8%	0%	5%	0%	11%	37
UHC (MLTSS/HCBS)	43%	15%	3%	10%	3%	28%	40
WellCare (MLTSS/HCBS)	64%	6%	3%	27%	0%	0%	33
Nursing Facility (MLTSS)	82%	11%	0%	0%	3%	5%	38
OAA	80%	12%	2%	5%	2%	0%	60
PACE	83%	3%	0%	1%	3%	10%	70
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	72%	9%	1%	7%	2%	9%	339

Table 62. Proportion of people who need a walker

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	35%	63%	1%	0%	1%	0%	112
Amerigroup (MLTSS/HCBS)	47%	41%	9%	3%	0%	0%	110
HNJH (MLTSS/HCBS)	45%	47%	6%	2%	0%	0%	128
UHC (MLTSS/HCBS)	57%	40%	1%	2%	1%	0%	113
WellCare (MLTSS/HCBS)	42%	53%	3%	2%	0%	0%	95
Nursing Facility (MLTSS)	56%	43%	0%	1%	0%	0%	101
OAA	41%	53%	3%	2%	0%	1%	144
PACE	29%	64%	5%	2%	0%	0%	97
Unknown	67%	33%	0%	0%	0%	0%	3
Sample Average	44%	50%	4%	2%	0%	0%	903

Table 63. Proportion of people who need a scooter

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	94%	4%	0%	3%	0%	0%	112
Amerigroup (MLTSS/HCBS)	89%	6%	1%	5%	0%	0%	108
HNJH (MLTSS/HCBS)	89%	5%	1%	5%	1%	0%	127
UHC (MLTSS/HCBS)	90%	4%	2%	3%	1%	0%	115
WellCare (MLTSS/HCBS)	96%	2%	0%	2%	0%	0%	92
Nursing Facility (MLTSS)	93%	0%	0%	4%	1%	2%	100
OAA	88%	7%	0%	3%	1%	1%	138
PACE	90%	5%	0%	4%	1%	0%	98
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	91%	4%	0%	4%	1%	0%	893

Table 64. Proportion of people who need a cane

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	49%	46%	4%	0%	1%	1%	112
Amerigroup (MLTSS/HCBS)	65%	31%	2%	2%	0%	0%	109
HNJH (MLTSS/HCBS)	54%	39%	3%	4%	0%	0%	130
UHC (MLTSS/HCBS)	63%	35%	1%	1%	0%	0%	114
WellCare (MLTSS/HCBS)	38%	58%	2%	2%	0%	0%	95
Nursing Facility (MLTSS)	90%	8%	0%	1%	0%	1%	97
OAA	48%	51%	1%	0%	0%	1%	142
PACE	42%	57%	0%	1%	0%	0%	99
Unknown	50%	0%	50%	0%	0%	0%	4
Sample Average	56%	41%	2%	1%	0%	0%	902

Table 65. Proportion of people who need a wheelchair

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	54%	42%	3%	1%	0%	0%	111
Amerigroup (MLTSS/HCBS)	42%	45%	8%	5%	0%	0%	111
HNJH (MLTSS/HCBS)	43%	43%	9%	5%	0%	0%	130
UHC (MLTSS/HCBS)	49%	38%	8%	3%	1%	1%	115
WellCare (MLTSS/HCBS)	52%	40%	7%	2%	0%	0%	91
Nursing Facility (MLTSS)	20%	67%	6%	6%	0%	1%	101
OAA	70%	24%	3%	2%	0%	1%	139
PACE	56%	36%	5%	2%	1%	0%	99
Unknown	75%	0%	25%	0%	0%	0%	4
Sample Average	49%	41%	6%	3%	0%	0%	901

Table 66. Proportion of people who need hearing aids

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	73%	11%	3%	11%	1%	1%	108
Amerigroup (MLTSS/HCBS)	75%	7%	2%	15%	0%	1%	110
HNJH (MLTSS/HCBS)	85%	8%	1%	3%	2%	2%	130
UHC (MLTSS/HCBS)	85%	7%	4%	3%	2%	0%	112
WellCare (MLTSS/HCBS)	81%	11%	5%	3%	0%	0%	95
Nursing Facility (MLTSS)	80%	10%	2%	4%	3%	1%	100
OAA	78%	12%	3%	7%	0%	1%	138
PACE	84%	9%	1%	5%	1%	0%	98
Unknown	100%	0%	0%	0%	0%	0%	3
Sample Average	80%	10%	2%	6%	1%	1%	894

Table 67. Proportion of people who need glasses

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	15%	68%	10%	7%	0%	0%	112
Amerigroup (MLTSS/HCBS)	21%	59%	14%	7%	0%	0%	111
HNJH (MLTSS/HCBS)	22%	60%	10%	6%	2%	0%	131
UHC (MLTSS/HCBS)	19%	67%	11%	3%	0%	0%	113
WellCare (MLTSS/HCBS)	22%	62%	15%	1%	0%	0%	94
Nursing Facility (MLTSS)	29%	46%	8%	10%	5%	2%	100
OAA	16%	72%	8%	3%	1%	1%	146
PACE	19%	73%	5%	2%	1%	0%	99
Unknown	0%	50%	50%	0%	0%	0%	2
Sample Average	20%	64%	10%	5%	1%	0%	908

Table 68. Proportion of people who need a communication device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	94%	1%	0%	3%	1%	1%	108
Amerigroup (MLTSS/HCBS)	93%	5%	1%	1%	1%	0%	107
HNJH (MLTSS/HCBS)	88%	7%	1%	2%	1%	2%	125
UHC (MLTSS/HCBS)	90%	4%	0%	3%	2%	2%	114
WellCare (MLTSS/HCBS)	92%	7%	0%	1%	0%	0%	88
Nursing Facility (MLTSS)	95%	2%	0%	1%	1%	1%	96
OAA	92%	5%	1%	1%	1%	0%	134
PACE	95%	2%	0%	0%	1%	2%	97
Unknown	50%	50%	0%	0%	0%	0%	2
Sample Average	92%	4%	0%	1%	1%	1%	871

Table 69. Proportion of people who need other assistive devices

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	48%	19%	0%	5%	5%	24%	21
Amerigroup (MLTSS/HCBS)	33%	19%	10%	14%	10%	14%	21
HNJH (MLTSS/HCBS)	63%	5%	0%	16%	5%	11%	19
UHC (MLTSS/HCBS)	20%	34%	3%	6%	0%	37%	35
WellCare (MLTSS/HCBS)	63%	16%	5%	16%	0%	0%	19
Nursing Facility (MLTSS)	82%	3%	0%	3%	3%	9%	33
OAA	85%	9%	0%	0%	3%	3%	34
PACE	86%	0%	0%	3%	6%	6%	69
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	65%	11%	2%	6%	4%	12%	252

Safety—un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	4%	95%	1%	0%	81
Amerigroup (MLTSS/HCBS)	2%	96%	1%	0%	83
HNJH (MLTSS/HCBS)	4%	95%	1%	0%	105
UHC (MLTSS/HCBS)	3%	96%	0%	1%	91
WellCare (MLTSS/HCBS)	2%	98%	0%	0%	51
Nursing Facility (MLTSS)	4%	96%	0%	0%	82
OAA	2%	98%	0%	0%	135
PACE	6%	94%	0%	0%	96
Unknown	0%	100%	0%	0%	4
Sample Average	3%	96%	0%	0%	728

Table 71. Proportion of people who feel safe around their paid support staff

	No, Not Always or Not All Paid Support Workers	Yes, All Paid Support Workers, Always	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	2%	98%	0%	0%	46
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	55
HNJH (MLTSS/HCBS)	0%	100%	0%	0%	75
UHC (MLTSS/HCBS)	8%	91%	0%	2%	66
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	31
Nursing Facility (MLTSS)	9%	91%	0%	0%	55
OAA	6%	94%	0%	0%	33
PACE	4%	96%	0%	0%	71
Unknown	0%	100%	0%	0%	1
Sample Average	4%	96%	0%	0%	433

Table 72. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	80%	19%	1%	0%	81
Amerigroup (MLTSS/HCBS)	90%	10%	0%	0%	83
HNJH (MLTSS/HCBS)	75%	25%	0%	0%	106
UHC (MLTSS/HCBS)	86%	14%	0%	0%	91
WellCare (MLTSS/HCBS)	86%	10%	4%	0%	51
Nursing Facility (MLTSS)	68%	26%	5%	1%	82
OAA	89%	11%	0%	0%	135
PACE	79%	20%	1%	0%	97
Unknown	100%	0%	0%	0%	4
Sample Average	82%	17%	1%	0%	730

Table 73. Proportion of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	94%	4%	1%	1%	81
Amerigroup (MLTSS/HCBS)	95%	4%	0%	1%	82
HNJH (MLTSS/HCBS)	92%	7%	2%	0%	107
UHC (MLTSS/HCBS)	92%	5%	2%	0%	91
WellCare (MLTSS/HCBS)	92%	6%	0%	2%	50
Nursing Facility (MLTSS)	85%	10%	2%	2%	82
OAA	96%	4%	0%	0%	135
PACE	91%	7%	2%	0%	97
Unknown	100%	0%	0%	0%	4
Sample Average	92%	6%	1%	1%	729

Table 74. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	44%	21%	35%	0%	0%	112
Amerigroup (MLTSS/HCBS)	41%	18%	40%	0%	0%	114
HNJH (MLTSS/HCBS)	50%	18%	31%	1%	0%	131
UHC (MLTSS/HCBS)	47%	21%	32%	0%	0%	115
WellCare (MLTSS/HCBS)	29%	24%	46%	0%	0%	95
Nursing Facility (MLTSS)	40%	15%	42%	3%	0%	102
OAA	42%	29%	30%	0%	0%	149
PACE	34%	19%	45%	1%	0%	99
Unknown	75%	25%	0%	0%	0%	4
Sample Average	42%	21%	37%	1%	0%	921

Table 75. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	22%	71%	3%	3%	63
Amerigroup (MLTSS/HCBS)	25%	75%	0%	0%	67
HNJH (MLTSS/HCBS)	26%	68%	5%	2%	65
UHC (MLTSS/HCBS)	25%	75%	0%	0%	61
WellCare (MLTSS/HCBS)	27%	73%	0%	0%	67
Nursing Facility (MLTSS)	18%	72%	8%	2%	60
OAA	22%	73%	5%	0%	86
PACE	25%	71%	3%	2%	65
Unknown	100%	0%	0%	0%	1
Sample Average	24%	72%	3%	1%	535

Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	13%	79%	8%	0%	112
Amerigroup (MLTSS/HCBS)	26%	68%	6%	0%	112
HNJH (MLTSS/HCBS)	9%	82%	9%	0%	130
UHC (MLTSS/HCBS)	22%	69%	9%	0%	114
WellCare (MLTSS/HCBS)	27%	71%	2%	0%	95
Nursing Facility (MLTSS)	18%	59%	23%	1%	102
OAA	13%	77%	10%	1%	149
PACE	14%	62%	24%	0%	99
Unknown	0%	100%	0%	0%	4
Sample Average	17%	72%	11%	0%	917

Health Care—un-collapsed

Table 77. Proportion of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	51%	48%	1%	51%	112
Amerigroup (MLTSS/HCBS)	58%	41%	1%	58%	114
HNJH (MLTSS/HCBS)	56%	38%	5%	56%	131
UHC (MLTSS/HCBS)	55%	43%	2%	55%	113
WellCare (MLTSS/HCBS)	53%	46%	1%	53%	95
Nursing Facility (MLTSS)	65%	28%	7%	65%	102
OAA	64%	35%	1%	64%	149
PACE	67%	33%	0%	67%	99
Unknown	75%	25%	0%	75%	4
Sample Average	59%	39%	2%	59%	919

Table 78. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	72%	22%	6%	0%	54
Amerigroup (MLTSS/HCBS)	73%	27%	0%	0%	45
HNJH (MLTSS/HCBS)	68%	26%	4%	2%	50
UHC (MLTSS/HCBS)	80%	20%	0%	0%	49
WellCare (MLTSS/HCBS)	66%	34%	0%	0%	44
Nursing Facility (MLTSS)	59%	33%	7%	0%	27
OAA	73%	25%	2%	0%	52
PACE	69%	28%	0%	3%	32
Unknown	100%	0%	0%	0%	1
Sample Average	71%	26%	2%	1%	354

Table 79. Proportion of people whose one or more visit to the ER in the past year was due to tooth or mouth pain (if went to ER in the past year)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	93%	4%	4%	0%	54
Amerigroup (MLTSS/HCBS)	98%	2%	0%	0%	46
HNJH (MLTSS/HCBS)	96%	2%	2%	0%	50
UHC (MLTSS/HCBS)	98%	2%	0%	0%	49
WellCare (MLTSS/HCBS)	95%	5%	0%	0%	44
Nursing Facility (MLTSS)	100%	0%	0%	0%	28
OAA	100%	0%	0%	0%	51
PACE	94%	3%	0%	3%	32
Unknown	100%	0%	0%	0%	1
Sample Average	97%	2%	1%	0%	355

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

	No, Rarely	Usually	Yes, Always	Does Not Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	5%	5%	88%	0%	2%	0%	112
Amerigroup (MLTSS/HCBS)	1%	3%	96%	1%	0%	0%	114
HNJH (MLTSS/HCBS)	2%	9%	87%	1%	2%	0%	128
UHC (MLTSS/HCBS)	3%	9%	86%	1%	1%	1%	115
WellCare (MLTSS/HCBS)	2%	3%	94%	0%	1%	0%	95
Nursing Facility (MLTSS)	11%	15%	62%	6%	7%	0%	102
OAA	2%	5%	92%	1%	0%	0%	149
PACE	4%	24%	71%	0%	1%	0%	99
Unknown	0%	0%	100%	0%	0%	0%	4
Sample Average	3%	9%	85%	1%	2%	0%	918

Table 81. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	32%	68%	0%	0%	31
Amerigroup (MLTSS/HCBS)	32%	65%	3%	0%	37
HNJH (MLTSS/HCBS)	47%	53%	0%	0%	43
UHC (MLTSS/HCBS)	49%	51%	0%	0%	47
WellCare (MLTSS/HCBS)	23%	77%	0%	0%	26
Nursing Facility (MLTSS)	48%	45%	5%	3%	40
OAA	38%	62%	0%	0%	53
PACE	47%	51%	2%	0%	49
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	41%	58%	1%	0%	326

Table 82. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	11%	87%	0%	3%	0%	112
Amerigroup (MLTSS/HCBS)	7%	90%	1%	2%	0%	114
HNJH (MLTSS/HCBS)	8%	89%	0%	3%	0%	131
UHC (MLTSS/HCBS)	7%	90%	2%	1%	0%	114
WellCare (MLTSS/HCBS)	6%	94%	0%	0%	0%	95
Nursing Facility (MLTSS)	16%	69%	0%	16%	0%	102
OAA	13%	85%	0%	2%	0%	149
PACE	10%	80%	1%	9%	0%	99
Unknown	0%	100%	0%	0%	0%	3
Sample Average	10%	86%	0%	4%	0%	919

Table 83. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	63%	32%	0%	5%	0%	112
Amerigroup (MLTSS/HCBS)	64%	32%	0%	4%	0%	114
HNJH (MLTSS/HCBS)	61%	33%	1%	5%	0%	131
UHC (MLTSS/HCBS)	61%	33%	1%	5%	0%	114
WellCare (MLTSS/HCBS)	53%	45%	0%	2%	0%	95
Nursing Facility (MLTSS)	39%	41%	0%	20%	0%	102
OAA	74%	25%	0%	1%	0%	147
PACE	44%	45%	8%	3%	0%	98
Unknown	67%	33%	0%	0%	0%	3
Sample Average	59%	35%	1%	5%	0%	916

Table 84. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	38%	59%	0%	4%	0%	111
Amerigroup (MLTSS/HCBS)	41%	53%	0%	6%	0%	114
HNJH (MLTSS/HCBS)	27%	69%	0%	4%	0%	131
UHC (MLTSS/HCBS)	34%	63%	0%	3%	0%	114
WellCare (MLTSS/HCBS)	34%	65%	0%	1%	0%	95
Nursing Facility (MLTSS)	22%	61%	0%	18%	0%	102
OAA	36%	63%	0%	1%	0%	148
PACE	16%	83%	0%	1%	0%	99
Unknown	0%	100%	0%	0%	0%	3
Sample Average	31%	64%	0%	4%	0%	917

Table 85. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	24%	75%	0%	1%	0%	110
Amerigroup (MLTSS/HCBS)	27%	70%	0%	3%	0%	114
HNJH (MLTSS/HCBS)	23%	73%	1%	4%	0%	131
UHC (MLTSS/HCBS)	21%	78%	0%	1%	0%	112
WellCare (MLTSS/HCBS)	15%	84%	0%	1%	0%	94
Nursing Facility (MLTSS)	11%	84%	0%	4%	1%	102
OAA	30%	67%	0%	3%	1%	149
PACE	19%	79%	1%	1%	0%	99
Unknown	33%	67%	0%	0%	0%	3
Sample Average	22%	75%	0%	2%	0%	914

Table 86. Proportion of people who have had a routine dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	64%	30%	0%	5%	0%	112
Amerigroup (MLTSS/HCBS)	51%	47%	0%	2%	0%	112
HNJH (MLTSS/HCBS)	48%	48%	0%	3%	0%	130
UHC (MLTSS/HCBS)	53%	42%	0%	5%	0%	112
WellCare (MLTSS/HCBS)	52%	45%	0%	3%	0%	94
Nursing Facility (MLTSS)	37%	46%	1%	15%	2%	101
OAA	72%	27%	0%	1%	0%	147
PACE	38%	55%	4%	3%	0%	99
Unknown	67%	33%	0%	0%	0%	3
Sample Average	53%	42%	1%	5%	0%	910

Table 87. Proportion of people who have had a cholesterol screening in the past five years

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	18%	73%	0%	9%	0%	111
Amerigroup (MLTSS/HCBS)	8%	86%	0%	6%	0%	113
HNJH (MLTSS/HCBS)	11%	70%	0%	19%	0%	130
UHC (MLTSS/HCBS)	7%	80%	0%	12%	1%	114
WellCare (MLTSS/HCBS)	2%	96%	0%	1%	1%	93
Nursing Facility (MLTSS)	12%	54%	1%	33%	0%	102
OAA	12%	82%	0%	5%	0%	147
PACE	10%	80%	0%	10%	0%	99
Unknown	0%	100%	0%	0%	0%	3
Sample Average	10%	78%	0%	12%	0%	912

Wellness—un-collapsed

Table 88. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	18%	45%	21%	13%	3%	1%	0%	112
Amerigroup (MLTSS/HCBS)	21%	32%	29%	14%	4%	1%	0%	114
HNJH (MLTSS/HCBS)	16%	34%	27%	18%	5%	0%	0%	131
UHC (MLTSS/HCBS)	21%	34%	21%	20%	4%	0%	0%	115
WellCare (MLTSS/HCBS)	26%	53%	15%	3%	2%	1%	0%	95
Nursing Facility (MLTSS)	13%	39%	32%	11%	3%	1%	1%	102
OAA	11%	40%	34%	13%	2%	1%	0%	149
PACE	7%	44%	30%	13%	5%	0%	0%	99
Unknown	0%	25%	25%	0%	50%	0%	0%	4
Sample Average	16%	39%	27%	13%	4%	1%	0%	921

Table 89. Proportion of people who reported their health has gotten much better, somewhat better, stayed about the same, got somewhat worse, or got much worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	6%	33%	38%	15%	7%	0%	0%	112
Amerigroup (MLTSS/HCBS)	7%	18%	54%	13%	8%	0%	0%	114
HNJH (MLTSS/HCBS)	5%	18%	50%	15%	11%	1%	0%	131
UHC (MLTSS/HCBS)	7%	19%	55%	10%	10%	0%	0%	115
WellCare (MLTSS/HCBS)	5%	34%	42%	15%	3%	1%	0%	95
Nursing Facility (MLTSS)	6%	16%	56%	12%	7%	3%	1%	102
OAA	4%	21%	60%	11%	3%	1%	0%	149
PACE	4%	9%	48%	25%	13%	0%	0%	99
Unknown	0%	25%	50%	25%	0%	0%	0%	4
Sample Average	6%	21%	51%	14%	7%	1%	0%	921

Table 90. Proportion of people who reported they forget things more often than before during the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	46%	53%	2%	0%	112
Amerigroup (MLTSS/HCBS)	51%	46%	3%	0%	114
HNJH (MLTSS/HCBS)	58%	34%	7%	2%	128
UHC (MLTSS/HCBS)	58%	36%	5%	1%	115
WellCare (MLTSS/HCBS)	34%	62%	4%	0%	95
Nursing Facility (MLTSS)	48%	38%	11%	3%	102
OAA	57%	42%	1%	0%	148
PACE	59%	36%	4%	1%	99
Unknown	100%	0%	0%	0%	4
Sample Average	52%	43%	4%	1%	917

Table 91. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	31%	66%	2%	2%	59
Amerigroup (MLTSS/HCBS)	26%	72%	2%	0%	53
HNJH (MLTSS/HCBS)	27%	73%	0%	0%	44
UHC (MLTSS/HCBS)	41%	59%	0%	0%	41
WellCare (MLTSS/HCBS)	37%	62%	2%	0%	60
Nursing Facility (MLTSS)	46%	44%	10%	0%	39
OAA	39%	61%	0%	0%	62
PACE	61%	39%	0%	0%	36
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	37%	61%	2%	0%	394

Table 92. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	84%	15%	0%	1%	111
Amerigroup (MLTSS/HCBS)	79%	18%	4%	0%	114
HNJH (MLTSS/HCBS)	80%	17%	2%	0%	128
UHC (MLTSS/HCBS)	74%	24%	2%	0%	115
WellCare (MLTSS/HCBS)	76%	23%	0%	1%	95
Nursing Facility (MLTSS)	76%	13%	8%	3%	102
OAA	93%	5%	2%	0%	148
PACE	76%	20%	4%	0%	99
Unknown	75%	25%	0%	0%	4
Sample Average	80%	16%	3%	1%	916

Table 93. Frequency with which people feel sad or depressed

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	32%	30%	31%	7%	0%	0%	81
Amerigroup (MLTSS/HCBS)	31%	24%	37%	7%	0%	0%	83
HNJH (MLTSS/HCBS)	32%	27%	27%	14%	0%	0%	104
UHC (MLTSS/HCBS)	24%	23%	42%	10%	1%	0%	91
WellCare (MLTSS/HCBS)	24%	22%	45%	8%	0%	2%	51
Nursing Facility (MLTSS)	32%	18%	33%	16%	0%	1%	82
OAA	28%	30%	29%	10%	3%	0%	134
PACE	25%	24%	44%	6%	1%	0%	97
Unknown	50%	50%	0%	0%	0%	0%	4
Sample Average	29%	25%	35%	10%	1%	0%	727

Table 94. Proportion of people with chronic conditions

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	13%	86%	2%	0%	112
Amerigroup (MLTSS/HCBS)	14%	86%	0%	0%	113
HNJH (MLTSS/HCBS)	24%	73%	2%	0%	131
UHC (MLTSS/HCBS)	9%	89%	1%	1%	112
WellCare (MLTSS/HCBS)	4%	95%	1%	0%	95
Nursing Facility (MLTSS)	18%	76%	5%	1%	102
OAA	15%	85%	0%	0%	149
PACE	2%	97%	1%	0%	99
Unknown	50%	50%	0%	0%	4
Sample Average	13%	85%	1%	0%	917

Table 95. Proportion of people who describe their hearing as poor, fair and very good (taking into account hearing aids, if any)

	Poor	Fair	Very Good	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	21%	39%	40%	0%	0%	112
Amerigroup (MLTSS/HCBS)	14%	32%	53%	1%	0%	114
HNJH (MLTSS/HCBS)	8%	24%	64%	2%	1%	131
UHC (MLTSS/HCBS)	15%	31%	53%	2%	0%	114
WellCare (MLTSS/HCBS)	15%	47%	37%	1%	0%	95
Nursing Facility (MLTSS)	15%	35%	48%	2%	0%	102
OAA	17%	40%	43%	0%	0%	149
PACE	8%	39%	53%	0%	0%	99
Unknown	0%	0%	100%	0%	0%	4
Sample Average	14%	36%	49%	1%	0%	920

Table 96. Proportion of people who describe their vision as poor, fair and very good (taking into account glasses or contacts, if any)

	Poor	Fair	Very Good	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	25%	52%	23%	0%	0%	112
Amerigroup (MLTSS/HCBS)	18%	46%	36%	0%	0%	114
HNJH (MLTSS/HCBS)	20%	45%	33%	2%	0%	128
UHC (MLTSS/HCBS)	19%	44%	33%	3%	0%	115
WellCare (MLTSS/HCBS)	28%	43%	28%	0%	0%	95
Nursing Facility (MLTSS)	16%	56%	25%	4%	0%	102
OAA	17%	51%	32%	0%	0%	149
PACE	16%	55%	29%	0%	0%	98
Unknown	25%	50%	25%	0%	0%	4
Sample Average	20%	49%	30%	1%	0%	917

Table 97. Proportion of people who describe themselves as having a physical disability

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	30%	68%	1%	0%	79
Amerigroup (MLTSS/HCBS)	19%	80%	1%	0%	83
HNJH (MLTSS/HCBS)	21%	75%	3%	2%	107
UHC (MLTSS/HCBS)	21%	76%	2%	1%	91
WellCare (MLTSS/HCBS)	25%	67%	6%	2%	51
Nursing Facility (MLTSS)	24%	62%	10%	4%	82
OAA	39%	60%	1%	0%	134
PACE	40%	53%	7%	0%	96
Unknown	25%	75%	0%	0%	4
Sample Average	28%	67%	4%	1%	727

Medications—un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	64%	32%	4%	0%	111
Amerigroup (MLTSS/HCBS)	58%	36%	5%	1%	114
HNJH (MLTSS/HCBS)	66%	24%	9%	0%	128
UHC (MLTSS/HCBS)	57%	39%	3%	0%	115
WellCare (MLTSS/HCBS)	61%	37%	2%	0%	95
Nursing Facility (MLTSS)	65%	18%	16%	1%	101
OAA	78%	21%	1%	0%	147
PACE	61%	30%	9%	0%	99
Unknown	100%	0%	0%	0%	3
Sample Average	65%	29%	6%	0%	913

Table 99. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)

	No	In-between, Or Some Medications	Yes	Does Not Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	7%	7%	79%	4%	2%	0%	107
Amerigroup (MLTSS/HCBS)	11%	11%	76%	0%	3%	0%	113
HNJH (MLTSS/HCBS)	7%	10%	76%	3%	4%	0%	130
UHC (MLTSS/HCBS)	6%	10%	81%	1%	1%	0%	108
WellCare (MLTSS/HCBS)	1%	4%	94%	1%	0%	0%	95
Nursing Facility (MLTSS)	9%	15%	62%	2%	13%	0%	102
OAA	3%	1%	91%	4%	1%	0%	148
PACE	6%	16%	76%	2%	0%	0%	99
Unknown	0%	0%	100%	0%	0%	0%	3
Sample Average	6%	9%	80%	2%	3%	0%	905

Rights and Respect—un-collapsed

Table 100. Proportion of people who feel that their paid support staff treat them with respect

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always Or Almost Always	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	4%	4%	91%	0%	0%	46
Amerigroup (MLTSS/HCBS)	0%	2%	98%	0%	0%	55
HNJH (MLTSS/HCBS)	0%	7%	93%	0%	0%	75
UHC (MLTSS/HCBS)	3%	11%	85%	0%	2%	66
WellCare (MLTSS/HCBS)	0%	6%	94%	0%	0%	31
Nursing Facility (MLTSS)	5%	20%	73%	2%	0%	55
OAA	0%	6%	94%	0%	0%	34
PACE	0%	4%	96%	0%	0%	71
Unknown	0%	0%	100%	0%	0%	1
Sample Average	2%	8%	90%	0%	0%	434

Table 101. Proportion of people who report that others ask permission before entering their home/room (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	7%	13%	80%	0%	0%	15
Amerigroup (MLTSS/HCBS)	4%	7%	89%	0%	0%	27
HNJH (MLTSS/HCBS)	15%	13%	73%	0%	0%	55
UHC (MLTSS/HCBS)	9%	23%	69%	0%	0%	35
WellCare (MLTSS/HCBS)	0%	67%	33%	0%	0%	3
Nursing Facility (MLTSS)	18%	21%	60%	0%	1%	82
OAA	0%	0%	100%	0%	0%	1
PACE	25%	0%	75%	0%	0%	4
Unknown	0%	100%	0%	0%	0%	1
Sample Average	13%	17%	69%	0%	0%	223

Table 102. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	7%	80%	13%	0%	15
Amerigroup (MLTSS/HCBS)	19%	67%	15%	0%	27
HNJH (MLTSS/HCBS)	28%	63%	9%	0%	54
UHC (MLTSS/HCBS)	34%	60%	6%	0%	35
WellCare (MLTSS/HCBS)	67%	33%	0%	0%	3
Nursing Facility (MLTSS)	77%	13%	10%	0%	82
OAA	0%	100%	0%	0%	1
PACE	25%	75%	0%	0%	4
Unknown	0%	100%	0%	0%	1
Sample Average	45%	46%	9%	0%	222

Table 103. Proportion of people who have enough privacy in their home (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	0%	7%	93%	0%	0%	15
Amerigroup (MLTSS/HCBS)	4%	4%	93%	0%	0%	27
HNJH (MLTSS/HCBS)	7%	11%	82%	0%	0%	55
UHC (MLTSS/HCBS)	9%	11%	80%	0%	0%	35
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	3
Nursing Facility (MLTSS)	7%	21%	72%	0%	0%	82
OAA	0%	0%	100%	0%	0%	1
PACE	25%	0%	75%	0%	0%	4
Unknown	0%	0%	100%	0%	0%	1
Sample Average	7%	13%	80%	0%	0%	223

Table 104. Proportion of people who are able to have visitors come at any time (if in group setting)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	7%	93%	0%	0%	15
Amerigroup (MLTSS/HCBS)	27%	73%	0%	0%	26
HNJH (MLTSS/HCBS)	19%	80%	2%	0%	54
UHC (MLTSS/HCBS)	26%	71%	3%	0%	35
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	3
Nursing Facility (MLTSS)	26%	68%	5%	0%	76
OAA	0%	100%	0%	0%	1
PACE	75%	25%	0%	0%	4
Unknown	100%	0%	0%	0%	1
Sample Average	24%	73%	3%	0%	215

Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never Or Rarely Can Use Privately Or There Are Restrictions	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With Assistance	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	7%	0%	93%	0%	0%	15
Amerigroup (MLTSS/HCBS)	0%	8%	92%	0%	0%	26
HNJH (MLTSS/HCBS)	4%	4%	91%	2%	0%	53
UHC (MLTSS/HCBS)	3%	6%	91%	0%	0%	33
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	3
Nursing Facility (MLTSS)	4%	12%	82%	1%	0%	68
OAA	0%	0%	100%	0%	0%	1
PACE	25%	0%	75%	0%	0%	4
Unknown	0%	0%	100%	0%	0%	1
Sample Average	4%	7%	88%	1%	0%	204

Table 106. Proportion of people who have access to food at all times of the day (if in group setting)

	No	Yes	Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	13%	87%	0%	0%	0%	15
Amerigroup (MLTSS/HCBS)	11%	89%	0%	0%	0%	27
HNJH (MLTSS/HCBS)	13%	82%	0%	5%	0%	55
UHC (MLTSS/HCBS)	14%	86%	0%	0%	0%	35
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	0%	3
Nursing Facility (MLTSS)	13%	79%	2%	5%	0%	82
OAA	0%	100%	0%	0%	0%	1
PACE	25%	75%	0%	0%	0%	4
Unknown	0%	100%	0%	0%	0%	1
Sample Average	13%	83%	1%	3%	0%	223

Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, People Never Read Mail Or Email Without Permission	Yes, People Read Mail Or Email Without Permission	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	100%	0%	0%	0%	12
Amerigroup (MLTSS/HCBS)	100%	0%	0%	0%	27
HNJH (MLTSS/HCBS)	96%	2%	2%	0%	54
UHC (MLTSS/HCBS)	88%	9%	3%	0%	34
WellCare (MLTSS/HCBS)	67%	33%	0%	0%	3
Nursing Facility (MLTSS)	92%	4%	4%	0%	71
OAA	100%	0%	0%	0%	1
PACE	67%	0%	0%	33%	3
Unknown	100%	0%	0%	0%	1
Sample Average	93%	4%	2%	0%	206

Self-Direction of Care—un-collapsed

Table 108. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

	No	Yes	Don't Know	N
ABHNJ (MLTSS/HCBS)	90%	6%	4%	111
Amerigroup (MLTSS/HCBS)	66%	20%	14%	114
HNJH (MLTSS/HCBS)	86%	5%	8%	130
UHC (MLTSS/HCBS)	75%	19%	6%	115
WellCare (MLTSS/HCBS)	80%	16%	4%	94
Nursing Facility (MLTSS)	98%	1%	1%	102
OAA	74%	17%	9%	148
PACE	97%	2%	1%	98
Unknown	50%	0%	50%	4
Sample Average	82%	11%	6%	916

Table 109. Proportion of people who can choose or change what kind of services they get

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	8%	14%	58%	18%	1%	98
Amerigroup (MLTSS/HCBS)	5%	16%	68%	11%	0%	113
HNJH (MLTSS/HCBS)	10%	14%	54%	22%	1%	125
UHC (MLTSS/HCBS)	5%	12%	62%	18%	2%	114
WellCare (MLTSS/HCBS)	7%	22%	59%	12%	0%	95
Nursing Facility (MLTSS)	17%	22%	48%	12%	1%	100
OAA	10%	7%	71%	13%	0%	134
PACE	8%	21%	50%	19%	2%	96
Unknown	0%	0%	100%	0%	0%	2
Sample Average	9%	16%	59%	16%	1%	877

Table 110. Proportion of people who can choose or change how often and when they get services

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	15%	12%	54%	17%	1%	98
Amerigroup (MLTSS/HCBS)	12%	10%	65%	13%	0%	113
HNJH (MLTSS/HCBS)	10%	14%	47%	28%	1%	125
UHC (MLTSS/HCBS)	12%	17%	53%	19%	0%	112
WellCare (MLTSS/HCBS)	12%	20%	53%	15%	0%	94
Nursing Facility (MLTSS)	17%	23%	45%	14%	1%	100
OAA	7%	10%	74%	10%	0%	134
PACE	12%	30%	45%	12%	0%	97
Unknown	0%	0%	100%	0%	0%	2
Sample Average	12%	16%	55%	16%	0%	875

Table 111. Proportion of people who can change their paid support staff

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	10%	8%	69%	13%	0%	72
Amerigroup (MLTSS/HCBS)	8%	13%	72%	7%	0%	75
HNJH (MLTSS/HCBS)	14%	14%	48%	24%	0%	95
UHC (MLTSS/HCBS)	11%	14%	65%	9%	1%	81
WellCare (MLTSS/HCBS)	7%	19%	72%	2%	0%	54
Nursing Facility (MLTSS)	13%	15%	51%	21%	0%	61
OAA	0%	15%	85%	0%	0%	41
PACE	4%	23%	62%	8%	3%	71
Unknown	0%	0%	0%	100%	0%	1
Sample Average	9%	15%	64%	12%	1%	551

Work—un-collapsed

Table 112. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	99%	1%	0%	0%	112
Amerigroup (MLTSS/HCBS)	99%	1%	0%	0%	114
HNJH (MLTSS/HCBS)	94%	5%	1%	0%	131
UHC (MLTSS/HCBS)	98%	2%	0%	0%	114
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	95
Nursing Facility (MLTSS)	99%	0%	0%	1%	102
OAA	99%	1%	0%	0%	148
PACE	100%	0%	0%	0%	98
Unknown	100%	0%	0%	0%	4
Sample Average	98%	1%	0%	0%	918

Table 113. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	79%	5%	16%	0%	80
Amerigroup (MLTSS/HCBS)	83%	4%	13%	1%	80
HNJH (MLTSS/HCBS)	65%	10%	24%	1%	100
UHC (MLTSS/HCBS)	74%	6%	19%	1%	88
WellCare (MLTSS/HCBS)	82%	6%	12%	0%	51
Nursing Facility (MLTSS)	76%	8%	16%	0%	80
OAA	87%	6%	7%	0%	128
PACE	78%	6%	16%	0%	95
Unknown	75%	25%	0%	0%	4
Sample Average	78%	7%	15%	0%	706

Table 114. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	94%	6%	0%	0%	17
Amerigroup (MLTSS/HCBS)	64%	21%	14%	0%	14
HNJH (MLTSS/HCBS)	74%	24%	3%	0%	34
UHC (MLTSS/HCBS)	79%	21%	0%	0%	24
WellCare (MLTSS/HCBS)	78%	22%	0%	0%	9
Nursing Facility (MLTSS)	79%	5%	16%	0%	19
OAA	100%	0%	0%	0%	21
PACE	96%	0%	0%	4%	23
Unknown	100%	0%	0%	0%	1
Sample Average	83%	12%	4%	1%	162

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	96%	4%	0%	0%	112
Amerigroup (MLTSS/HCBS)	95%	4%	0%	1%	114
HNJH (MLTSS/HCBS)	92%	8%	0%	0%	131
UHC (MLTSS/HCBS)	97%	3%	1%	0%	115
WellCare (MLTSS/HCBS)	95%	5%	0%	0%	95
Nursing Facility (MLTSS)	88%	4%	6%	2%	101
OAA	96%	4%	0%	0%	149
PACE	89%	10%	1%	0%	97
Unknown	100%	0%	0%	0%	4
Sample Average	94%	5%	1%	0%	918

Table 116. Proportion of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	80%	7%	13%	0%	75
Amerigroup (MLTSS/HCBS)	81%	6%	13%	0%	77
HNJH (MLTSS/HCBS)	74%	12%	12%	1%	97
UHC (MLTSS/HCBS)	77%	14%	9%	0%	87
WellCare (MLTSS/HCBS)	88%	7%	5%	0%	43
Nursing Facility (MLTSS)	76%	12%	12%	0%	68
OAA	82%	6%	12%	0%	127
PACE	57%	17%	27%	0%	83
Unknown	25%	25%	50%	0%	4
Sample Average	76%	10%	13%	0%	661

Everyday Living—un-collapsed

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

	None	Some	A Lot	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	7%	33%	59%	1%	0%	112
Amerigroup (MLTSS/HCBS)	4%	34%	63%	0%	0%	113
HNJH (MLTSS/HCBS)	11%	45%	44%	0%	0%	131
UHC (MLTSS/HCBS)	3%	34%	63%	0%	0%	115
WellCare (MLTSS/HCBS)	2%	27%	71%	0%	0%	95
Nursing Facility (MLTSS)	4%	32%	62%	2%	0%	102
OAA	20%	50%	30%	0%	0%	148
PACE	14%	57%	29%	0%	0%	99
Unknown	25%	50%	25%	0%	0%	4
Sample Average	9%	40%	51%	0%	0%	919

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	20%	80%	0%	0%	102
Amerigroup (MLTSS/HCBS)	10%	90%	0%	0%	108
HNJH (MLTSS/HCBS)	20%	79%	1%	0%	117
UHC (MLTSS/HCBS)	14%	85%	1%	0%	112
WellCare (MLTSS/HCBS)	15%	85%	0%	0%	93
Nursing Facility (MLTSS)	18%	80%	0%	2%	96
OAA	16%	84%	0%	0%	114
PACE	12%	87%	1%	0%	85
Unknown	0%	100%	0%	0%	3
Sample Average	16%	84%	0%	0%	830

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

	None	Some	A Lot	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	14%	37%	49%	0%	0%	112
Amerigroup (MLTSS/HCBS)	13%	31%	56%	0%	0%	113
HNJH (MLTSS/HCBS)	26%	38%	36%	0%	0%	131
UHC (MLTSS/HCBS)	13%	33%	54%	0%	0%	115
WellCare (MLTSS/HCBS)	6%	28%	65%	0%	0%	95
Nursing Facility (MLTSS)	14%	26%	60%	0%	0%	102
OAA	54%	29%	17%	0%	0%	148
PACE	38%	36%	25%	0%	0%	99
Unknown	75%	25%	0%	0%	0%	4
Sample Average	24%	32%	44%	0%	0%	919

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	21%	78%	1%	0%	95
Amerigroup (MLTSS/HCBS)	12%	87%	1%	0%	99
HNJH (MLTSS/HCBS)	18%	82%	0%	0%	97
UHC (MLTSS/HCBS)	21%	79%	0%	0%	99
WellCare (MLTSS/HCBS)	13%	87%	0%	0%	89
Nursing Facility (MLTSS)	16%	81%	1%	1%	86
OAA	20%	80%	0%	0%	66
PACE	13%	85%	2%	0%	60
Unknown	0%	100%	0%	0%	1
Sample Average	17%	82%	1%	0%	692

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	3%	8%	89%	0%	0%	109
Amerigroup (MLTSS/HCBS)	1%	9%	90%	0%	0%	112
HNJH (MLTSS/HCBS)	5%	5%	89%	1%	0%	129
UHC (MLTSS/HCBS)	2%	4%	95%	0%	0%	112
WellCare (MLTSS/HCBS)	1%	0%	99%	0%	0%	91
Nursing Facility (MLTSS)	4%	8%	82%	4%	2%	98
OAA	2%	8%	90%	0%	0%	148
PACE	3%	10%	87%	0%	0%	99
Unknown	0%	0%	100%	0%	0%	4
Sample Average	3%	7%	90%	1%	0%	902

Affordability—un-collapsed

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

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
ABH NJ (MLTSS/HCBS)	90%	6%	4%	0%	0%	110
Amerigroup (MLTSS/HCBS)	93%	4%	4%	0%	0%	112
HNJH (MLTSS/HCBS)	95%	3%	0%	2%	0%	129
UHC (MLTSS/HCBS)	96%	2%	2%	0%	0%	114
WellCare (MLTSS/HCBS)	86%	2%	12%	0%	0%	94
Nursing Facility (MLTSS)	98%	0%	0%	1%	1%	99
OAA	96%	3%	1%	0%	0%	148
PACE	89%	5%	6%	0%	0%	99
Unknown	100%	0%	0%	0%	0%	4
Sample Average	93%	3%	3%	0%	0%	909

Planning for the Future— un-collapsed

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
ABHNJ (MLTSS/HCBS)	65%	23%	11%	0%	81
Amerigroup (MLTSS/HCBS)	67%	24%	8%	0%	83
HNJH (MLTSS/HCBS)	59%	36%	5%	0%	105
UHC (MLTSS/HCBS)	70%	18%	12%	0%	89
WellCare (MLTSS/HCBS)	46%	46%	8%	0%	50
Nursing Facility (MLTSS)	61%	22%	15%	3%	79
OAA	82%	13%	5%	0%	124
PACE	63%	18%	19%	1%	97
Unknown	75%	0%	25%	0%	4
Sample Average	66%	23%	10%	0%	712

Control—un-collapsed

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

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	5%	17%	77%	1%	0%	81
Amerigroup (MLTSS/HCBS)	6%	23%	71%	0%	0%	83
HNJH (MLTSS/HCBS)	14%	24%	61%	1%	0%	107
UHC (MLTSS/HCBS)	18%	24%	58%	0%	0%	91
WellCare (MLTSS/HCBS)	2%	22%	76%	0%	0%	50
Nursing Facility (MLTSS)	12%	23%	56%	6%	2%	82
OAA	3%	13%	84%	0%	0%	135
PACE	1%	23%	71%	5%	0%	97
Unknown	0%	0%	100%	0%	0%	4
Sample Average	8%	21%	70%	2%	0%	730

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

	1 - Health Most Important	2	3	4	5 - Health Least Important	N
ABHNJ (MLTSS/HCBS)	75%	17%	7%	1%	0%	71
Amerigroup (MLTSS/HCBS)	73%	15%	9%	3%	0%	78
HNJH (MLTSS/HCBS)	70%	16%	8%	5%	1%	93
UHC (MLTSS/HCBS)	75%	18%	1%	5%	1%	85
WellCare (MLTSS/HCBS)	84%	12%	2%	0%	2%	49
Nursing Facility (MLTSS)	56%	27%	14%	1%	1%	71
OAA	78%	14%	5%	2%	1%	130
PACE	69%	22%	4%	4%	0%	91
Unknown	75%	25%	0%	0%	0%	4
Sample Average	73%	18%	6%	3%	1%	672

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

	1 - Safety Most Important	2	3	4	5 - Safety Least Important	N
ABHNJ (MLTSS/HCBS)	6%	40%	43%	7%	4%	71
Amerigroup (MLTSS/HCBS)	6%	37%	35%	17%	5%	78
HNJH (MLTSS/HCBS)	1%	38%	29%	22%	9%	93
UHC (MLTSS/HCBS)	8%	36%	29%	16%	9%	85
WellCare (MLTSS/HCBS)	4%	57%	22%	6%	10%	49
Nursing Facility (MLTSS)	3%	31%	30%	24%	13%	71
OAA	3%	34%	44%	14%	5%	130
PACE	12%	41%	24%	15%	8%	91
Unknown	0%	33%	33%	0%	33%	4
Sample Average	5%	38%	33%	16%	8%	672

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

	1 – Being Independent Most Important	2	3	4	5 - Being Independent Least Important	N
ABHNJ (MLTSS/HCBS)	16%	29%	37%	17%	1%	71
Amerigroup (MLTSS/HCBS)	15%	40%	29%	14%	1%	78
HNJH (MLTSS/HCBS)	18%	34%	25%	11%	12%	93
UHC (MLTSS/HCBS)	8%	33%	36%	15%	7%	85
WellCare (MLTSS/HCBS)	8%	12%	45%	27%	8%	49
Nursing Facility (MLTSS)	25%	25%	25%	25%	1%	71
OAA	15%	34%	34%	14%	3%	130
PACE	14%	22%	31%	26%	7%	91
Unknown	50%	25%	0%	25%	0%	4
Sample Average	15%	30%	32%	18%	5%	672

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

	1 – Engaged with Community Most Important	2	3	4	5- Engaged with Community Least Important	N
ABH NJ (MLTSS/HCBS)	3%	7%	4%	34%	51%	71
Amerigroup (MLTSS/HCBS)	5%	7%	11%	25%	53%	78
HNJH (MLTSS/HCBS)	7%	8%	15%	28%	43%	93
UHC (MLTSS/HCBS)	6%	5%	17%	36%	37%	85
WellCare (MLTSS/HCBS)	2%	10%	19%	27%	42%	49
Nursing Facility (MLTSS)	16%	13%	19%	36%	16%	71
OAA	2%	5%	9%	21%	64%	130
PACE	10%	8%	23%	26%	33%	91
Unknown	0%	0%	67%	0%	33%	4
Sample Average	6%	7%	14%	28%	44%	672

Table 129. Ranking of how important people reported maintaining assets/avoiding poverty was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 – Maintaining Assets/Avoiding Poverty Most Important	2	3	4	5 - Maintaining Assets/Avoiding Poverty Least Important	N
ABH NJ (MLTSS/HCBS)	1%	7%	9%	40%	43%	71
Amerigroup (MLTSS/HCBS)	0%	1%	17%	42%	40%	78
HNJH (MLTSS/HCBS)	4%	4%	22%	33%	36%	93
UHC (MLTSS/HCBS)	2%	8%	16%	28%	45%	85
WellCare (MLTSS/HCBS)	2%	6%	14%	41%	37%	49
Nursing Facility (MLTSS)	3%	7%	10%	12%	68%	71
OAA	5%	13%	8%	49%	25%	130
PACE	3%	9%	14%	24%	49%	91
Unknown	0%	0%	0%	67%	33%	4
Sample Average	3%	7%	14%	35%	42%	672

Appendix C: New Jersey's State-Specific Questions

Table 130. Proportion of people who said they need assistance to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-1)

	No	Yes	Unclear/Refused/No Response	N
ABHNJ (MLTSS/HCBS)	65%	14%	22%	110
Amerigroup (MLTSS/HCBS)	58%	27%	15%	110
HNJH (MLTSS/HCBS)	67%	22%	11%	129
UHC (MLTSS/HCBS)	65%	20%	15%	113
WellCare (MLTSS/HCBS)	48%	18%	34%	90
Nursing Facility (MLTSS)	53%	27%	20%	99
OAA	74%	24%	2%	147
PACE	78%	19%	3%	99
Unknown	75%	25%	0%	4
Sample Average	64%	22%	14%	901

Table 131. Type of assistance people need to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-2)

	Help w/ paying first month's rent, utilities, or other one-time costs	Financial help w/ rent	Rental housing info	Weather-proofing house	Housing repairs	Property tax relief	Legal assistance	Help with balancing checkbook	Other	N
ABHNJ (MLTSS/HCBS)	7%	53%	0%	0%	0%	0%	0%	0%	20%	15
Amerigroup (MLTSS/HCBS)	21%	34%	14%	0%	3%	3%	7%	3%	21%	29
HNJH (MLTSS/HCBS)	29%	33%	17%	4%	0%	4%	13%	4%	29%	24
UHC (MLTSS/HCBS)	9%	41%	5%	0%	0%	0%	9%	5%	36%	22
WellCare (MLTSS/HCBS)	56%	44%	19%	0%	13%	25%	6%	0%	19%	16
Nursing Facility (MLTSS)	15%	12%	8%	0%	0%	0%	0%	4%	23%	26
OAA	11%	20%	3%	6%	9%	11%	0%	14%	40%	35
PACE	11%	17%	39%	11%	33%	0%	0%	0%	44%	18
Unknown	0%	0%	0%	0%	0%	0%	0%	0%	100%	1
Sample Average	19%	30%	12%	3%	6%	5%	4%	5%	30%	186

Table 132. Proportion of people who were provided a choice between receiving their home delivered meals prepared daily or frozen in bulk twice a month (if receive home delivered meals) (NJ-3)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	31%	54%	12%	4%	26
Amerigroup (MLTSS/HCBS)	56%	39%	6%	0%	18
HNJH (MLTSS/HCBS)	30%	57%	13%	0%	23
UHC (MLTSS/HCBS)	24%	65%	12%	0%	17
WellCare (MLTSS/HCBS)	42%	58%	0%	0%	12
Nursing Facility (MLTSS)	n/a	n/a	n/a	n/a	0
OAA	66%	21%	11%	2%	131
PACE	83%	0%	17%	0%	6
Unknown	100%	0%	0%	0%	3
Sample Average	54%	34%	11%	1%	236

Table 133. Proportion of people who are satisfied with their home delivered meals (if receive home delivered meals) (NJ-4)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	8%	92%	0%	0%	26
Amerigroup (MLTSS/HCBS)	11%	89%	0%	0%	18
HNJH (MLTSS/HCBS)	13%	87%	0%	0%	23
UHC (MLTSS/HCBS)	0%	100%	0%	0%	17
WellCare (MLTSS/HCBS)	8%	92%	0%	0%	12
Nursing Facility (MLTSS)	n/a	n/a	n/a	n/a	0
OAA	11%	87%	2%	0%	131
PACE	17%	83%	0%	0%	6
Unknown	33%	67%	0%	0%	3
Sample Average	10%	89%	1%	0%	236

Table 134. Reasons why people are not satisfied with their home delivered meals (if receive home delivered meals and are not satisfied) (NJ-5)

	Doesn't meet dietary requirements	Lack of variety	Poor quality	Lack of ethnic food options	Other	N
ABH NJ (MLTSS/HCBS)	0%	0%	0%	0%	100%	2
Amerigroup (MLTSS/HCBS)	50%	50%	50%	0%	50%	2
HNJH (MLTSS/HCBS)	33%	33%	67%	33%	33%	3
UHC (MLTSS/HCBS)	n/a	n/a	n/a	n/a	n/a	0
WellCare (MLTSS/HCBS)	100%	0%	100%	0%	0%	1
Nursing Facility (MLTSS)	n/a	n/a	n/a	n/a	n/a	0
OAA	14%	7%	21%	7%	71%	14
PACE	0%	0%	100%	100%	0%	1
Unknown	0%	0%	100%	0%	0%	1
Sample Average	21%	13%	38%	13%	58%	24

Table 135. Proportion of people who would know whom to contact if they had questions about their home delivered meals (if receive home delivered meals) (NJ-6)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	12%	8%	73%	8%	26
Amerigroup (MLTSS/HCBS)	0%	0%	100%	0%	18
HNJH (MLTSS/HCBS)	9%	4%	87%	0%	23
UHC (MLTSS/HCBS)	6%	6%	88%	0%	17
WellCare (MLTSS/HCBS)	8%	0%	92%	0%	12
Nursing Facility (MLTSS)	n/a	n/a	n/a	n/a	0
OAA	8%	5%	86%	0%	130
PACE	17%	17%	67%	0%	6
Unknown	0%	33%	67%	0%	3
Sample Average	8%	6%	86%	1%	235

Table 136. Proportion of people who take part in making and/or updating their Plan of Care or plan for services (NJ-7)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	21%	70%	5%	4%	73
Amerigroup (MLTSS/HCBS)	13%	67%	14%	5%	83
HNJH (MLTSS/HCBS)	17%	69%	14%	0%	103
UHC (MLTSS/HCBS)	14%	71%	13%	2%	92
WellCare (MLTSS/HCBS)	18%	76%	6%	0%	49
Nursing Facility (MLTSS)	26%	49%	21%	4%	80
OAA	35%	42%	17%	6%	113
PACE	26%	57%	14%	3%	96
Unknown	100%	0%	0%	0%	3
Sample Average	22%	61%	14%	3%	692

Table 137. Proportion of people who can choose when and where to have their Plan of Care meetings (NJ-8)

	No	Maybe, Sometimes	Yes	Person said they have not had a Plan of Care meeting	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	5%	3%	62%	23%	8%	0%	66
Amerigroup (MLTSS/HCBS)	0%	3%	74%	17%	5%	2%	66
HNJH (MLTSS/HCBS)	9%	2%	58%	20%	10%	0%	88
UHC (MLTSS/HCBS)	10%	4%	62%	17%	8%	0%	78
WellCare (MLTSS/HCBS)	4%	4%	58%	20%	13%	0%	45
Nursing Facility (MLTSS)	10%	7%	42%	35%	7%	0%	60
OAA	1%	0%	34%	55%	6%	3%	87
PACE	8%	18%	38%	31%	6%	0%	80
Unknown	0%	0%	0%	100%	0%	0%	3
Sample Average	6%	5%	52%	28%	8%	1%	573

Table 138. Proportion of people who said they can choose to have an advocate or other representative attend their Plan of Care meetings with them if they want (NJ-9)

	No	Maybe	Yes	Person said they have not had a Plan of Care meeting	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	3%	2%	65%	24%	6%	0%	66
Amerigroup (MLTSS/HCBS)	0%	1%	79%	16%	3%	0%	67
HNJH (MLTSS/HCBS)	3%	5%	63%	20%	9%	0%	88
UHC (MLTSS/HCBS)	3%	5%	72%	17%	4%	0%	78
WellCare (MLTSS/HCBS)	4%	2%	67%	20%	7%	0%	45
Nursing Facility (MLTSS)	0%	2%	58%	35%	3%	2%	60
OAA	0%	1%	33%	58%	5%	2%	84
PACE	0%	11%	51%	31%	5%	1%	80
Unknown	0%	0%	0%	100%	0%	0%	3
Sample Average	2%	4%	60%	29%	5%	1%	571

Table 139. Proportion of people who can access their bank accounts, checking accounts, and financial resources when they want (NJ-10)

	No	Yes	N/A – Doesn't have bank/checking accounts or financial resources	Don't Know	Unclear/Refused/No Response	N
ABH NJ (MLTSS/HCBS)	4%	91%	1%	3%	1%	80
Amerigroup (MLTSS/HCBS)	8%	82%	4%	2%	4%	83
HNJH (MLTSS/HCBS)	9%	82%	3%	4%	2%	106
UHC (MLTSS/HCBS)	19%	71%	5%	3%	1%	91
WellCare (MLTSS/HCBS)	4%	86%	8%	2%	0%	51
Nursing Facility (MLTSS)	11%	60%	18%	9%	3%	80
OAA	4%	93%	1%	1%	0%	134
PACE	14%	63%	23%	0%	0%	97
Unknown	0%	75%	25%	0%	0%	4
Sample Average	9%	79%	8%	3%	1%	726

Table 140. Proportion of people gave permission to combine their NCI-AD Survey responses with services and needs data (NJ-11)

	No	Yes
ABHNJ (MLTSS/HCBS)	3%	97%
Amerigroup (MLTSS/HCBS)	1%	99%
HNJH (MLTSS/HCBS)	2%	98%
UHC (MLTSS/HCBS)	1%	99%
WellCare (MLTSS/HCBS)	2%	98%
Nursing Facility (MLTSS)	3%	98%
OAA	3%	97%
PACE	12%	88%
Unknown	33%	67%
Sample Average	4%	96%