



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

2016-2017 Pennsylvania Results



Preface

The State of Pennsylvania has a number of publicly funded long-term services and supports (LTSS) available to older adults. LTSS provide a wide selection of health and social supports that enable these individuals to avoid placement in facilities and to live in a setting of their choice. In addition to overseeing an array of benefits, services, and programs that are made available through its network of 52 local Area Agencies on Aging (AAA), the Department of Aging is responsible for representing the state's interests in the design, implementation, and continuous improvement of all LTSS.

This is a particularly critical time for Pennsylvania to assess the quality and impact of its existing LTSS since Pennsylvania's older population, which presently includes nearly 2.8 million people age 60 and older, is rapidly becoming older and more diverse. By 2020, more than one in four Pennsylvanians will be age 60 and older. 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. Pennsylvania partnered with the National Association of States United for Aging and Disabilities (NASUAD) and Human Services Research Institute (HSRI), in an initiative designed to support states' interests in assessing the performance of their programs and improving services for older adults, individuals with physical disabilities and caregivers. The National Core Indicators for Aging and Disabilities (NCI-AD) Adult Consumer 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.

Pennsylvania chose to participate in the FY16-17 NCI-AD Consumer Survey, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults. Pennsylvania Department of Aging (PDA) gathered information regarding how consumers experience services and how services impact their quality of life through face-to-face interviews from randomly-selected OPTIONS consumers. This report highlights the results for Pennsylvania from its first NCI-AD Adult Consumer Survey. PDA and the AAA network can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults.

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List of Abbreviations Used in This Report

AAA – Area Agencies on Aging

ADL – Activities of Daily Living

CM – case manager

ER – emergency room

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

LTC – Long Term Care

LTSS – Long-Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

ODESA – Online Data Entry System Application

PACE – Programs of All-Inclusive Care for the Elderly

PDA – Pennsylvania Department of Aging

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 IADLs (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who have ever had to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
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 are 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 Pennsylvania

The Pennsylvania Department of Aging (PDA), in partnership with NASUAD and HSRI, implemented the 2016-2017 NCI-AD Adult Consumer Survey in Pennsylvania. PDA recognized the need for an independent assessment of Pennsylvania's Older Americans Act (OAA) programs, and included funding in their state operating budgets to participate in NCI-AD. The primary aim was to collect and maintain valid and reliable data that gives PDA a broad view of how publicly funded services impact the quality of life and outcomes of services to recipients. Data from the project will be used to support Pennsylvania's efforts to strengthen LTSS policy and improve the quality of life of LTSS participants.

Sample

The total number of NCI-AD Adult Consumer Surveys completed in Pennsylvania and included for analysis in 2016-2017 was 403 (Total N=403). One program population was included in the survey sample; it is described below.

OPTIONS (Older Americans Act): This program provides a broad range of service and support to people ages 60 and older who require LTSS in order to remain in a community setting. For this project, consumers received adult daycare/adult day health, homemaker/home support, home-delivered meal, home health services, or personal care/assistance (or a combination thereof) at least 3 or more times per week.

Using all completed surveys, the margin of error for the program is approximately 5% (at 95% Confidence Level). 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 the "Organization of Results" section below.

Survey Process in Pennsylvania

At least 20 PDA staff (Quality Compliance Specialists, Aging Services Specialists, and Aging and Disability Resources staff) were trained to be interviewers to conduct the NCI-AD in-person surveys. PDA, NASUAD, and HSRI staff conducted a one-day onsite

training with these interviewers on May 10, 2016 and a webinar on May 13, 2016. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. An oversampling of participants was selected for our target population and two additional rounds were needed in order to get enough consenting individuals to be interviewed. PDA staff and Area Agency on Aging (AAA) staff called the participant to inform them of the NCI-AD Survey Project and explain that it was a voluntary, confidential project, and services would not be affected by their participation or answers. It was explained that someone from PDA would be contacting the participant to schedule an interview and ask for verbal consent. As part of the interview process, a written consent form to be signed was also provided prior to beginning the survey. Interviews were conducted between May 2016 and April 2017. Survey results were entered into the Online Data Entry System Application (ODESA), the project data entry portal, and paper copies (if applicable) of the interview packet (pre-survey, consent form, consumer survey, and proxy survey) were returned and filed at PDA.

Stakeholders

PDA is committed to providing ongoing stakeholder engagement activities, including AAAs. Pennsylvania's 52 AAAs, which cover all 67 counties, implement the various programs and services offered to older Pennsylvanians. PDA will provide updates to the AAAs on the project and develop plans to improve consistency and quality of services statewide, identify issues that require deeper analysis, and communicate with service recipients, families and advocates.

Organization of Results

The following section of the report presents findings from Pennsylvania's 2016-17 NCI-AD data collection cycle. Results are grouped by domain. For each item, collapsed data are shown, as well as the number of people that responded to that item. For rules on collapsing response options, please refer to Appendix A.

The Ns (number of respondents for the item) 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.

Un-collapsed data showing all categories of responses for each item are shown in Appendix B.

Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Pennsylvania. However, the report does not include benchmarks for acceptable or unacceptable levels of performance for the state. 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 Pennsylvania’s LTSS system and identify areas that are working well and areas that could use improvement. It is up to public managers, policy-makers, and other stakeholders to decide whether a particular finding suggests that intervention or further investigation are necessary. Furthermore, by aligning NCI-AD measures with specific state and federal initiatives, Pennsylvania 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 item are shown throughout. Anytime the sample size is smaller than 20, the N 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.

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 are shown in Appendix B.

OPTIONS collapsed result 1. Proportion of people who are as active in the community as they would like to be³.

33%

N = 366

OPTIONS collapsed result 2. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to⁴.

10%

N = 365

³ New variable

⁴ 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 are shown in Appendix B.

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

0%* N = 1

** Very small number of responses*

OPTIONS collapsed result 5. Proportion of people who can eat their meals when they want

97% N = 372

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

96% N = 372

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

100%* N = 1

** 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 are shown in Appendix B.

OPTIONS collapsed result 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)

89%

N = 333

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 are shown in Appendix B.

OPTIONS collapsed result 8. Proportion of people who like where they are living

88%

N = 371

OPTIONS collapsed result 10. Proportion of people who always like how they usually spend their time during the day⁵

60%

N = 367

OPTIONS collapsed result 9. Proportion of people who would prefer to live somewhere else

21%

N = 369

OPTIONS collapsed result 11. Proportion of people whose paid support staff change too often⁶

25%

N = 314

⁵ In 2015-2016 reporting cycle, "sometimes" was combined with "always"

⁶ In 2015-2016 survey cycle, proxies were allowed for this question

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

78%

N = 316

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 agencies⁷
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 are shown in Appendix B.

⁷ Data shown in Appendix B only

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

79%

N = 390

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

87%

N = 333

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

85%

N = 324

OPTIONS collapsed result 16. Proportion of people who have an emergency plan in place

61%

N = 353

OPTIONS collapsed result 17. Proportion of people who want help planning for their future need for services

30%

N = 327

OPTIONS collapsed result 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)

55%

N = 100

OPTIONS collapsed result 18. Proportion of people whose services meet all their needs and goals

70%

N = 397

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

46%

N = 375

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

53%

N = 202

OPTIONS collapsed result 22. Proportion of people who have a backup plan if their paid support people do not show up⁸

61%

N = 315

⁸ 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 are shown in Appendix B.

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

35%

N = 396

OPTIONS collapsed result 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)

86%

N = 135

OPTIONS collapsed result 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)

90%

N = 137

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

93%

N = 399

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

90%

N = 368

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 are shown in Appendix B.

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

67%

N = 375

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

95%

N = 62

OPTIONS collapsed result 29. Proportion of people who have transportation to get to medical appointments when they need to

92%

N = 393

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

11%

N = 402

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

7%

N = 402

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

3%

N = 397

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

9%

N = 397

OPTIONS collapsed result 35. Proportion of people who need a new specialized bed

7%

N = 393

OPTIONS collapsed result 36. Proportion of people who need an upgrade to specialized bed

2%

N = 393

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

1%

N = 397

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

9%

N = 397

OPTIONS collapsed result 39. Proportion of people who need a new remote monitoring system

3%

N = 390

OPTIONS collapsed result 40. Proportion of people who need an upgrade to remote monitoring system

1%

N = 390

OPTIONS collapsed result 42. Proportion of people who need an upgrade to emergency response system

3%

N = 394

OPTIONS collapsed result 41. Proportion of people who need a new emergency response system

12%

N = 394

OPTIONS collapsed result 43. Proportion of people who need other new home modifications

6%

N = 251

OPTIONS collapsed result 44. Proportion of people who need an upgrade to other home modifications

1%

N = 251

OPTIONS collapsed result 46. Proportion of people who need an upgrade to a walker

8%

N = 396

OPTIONS collapsed result 45. Proportion of people who need a new walker

3%

N = 396

OPTIONS collapsed result 47. Proportion of people who need a new scooter

10%

N = 396

OPTIONS collapsed result 48. Proportion of people who need an upgrade to a scooter

2%

N = 396

OPTIONS collapsed result 50. Proportion of people who need an upgrade to a cane

3%

N = 395

OPTIONS collapsed result 49. Proportion of people who need a new cane

2%

N = 395

OPTIONS collapsed result 51. Proportion of people who need a new wheelchair

6%

N = 398

OPTIONS collapsed result 52. Proportion of people who need an upgrade to a wheelchair

6%

N = 398

OPTIONS collapsed result 54. Proportion of people who need an upgrade to hearing aids

5%

N = 393

OPTIONS collapsed result 53. Proportion of people who need new hearing aids

14%

N = 393

OPTIONS collapsed result 55. Proportion of people who need new glasses

4%

N = 397

OPTIONS collapsed result 56. Proportion of people who need an upgrade to glasses

22%

N = 397

OPTIONS collapsed result 58. Proportion of people who need an upgrade to a communication device

0%

N = 386

OPTIONS collapsed result 57. Proportion of people who need a new communication device

1%

N = 386

OPTIONS collapsed result 59. Proportion of people who need other new assistive devices

5%

N = 252

OPTIONS collapsed result 60. Proportion of people who need an upgrade to other assistive devices

2%

N = 252

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 are shown in Appendix B.

OPTIONS collapsed result 61. Proportion of people who feel safe at home

99%

N = 374

OPTIONS collapsed result 63. Proportion of people who are ever worried for the security of their personal belongings in the last 12 months

16%

N = 370

OPTIONS collapsed result 62. Proportion of people who feel safe around their paid support staff

98%

N = 317

OPTIONS collapsed result 64. Proportion of people whose money was taken or used without their permission

6%

N = 367

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

75%

N = 393

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

82%

N = 358

OPTIONS collapsed result 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)

68%

N = 288

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 are shown in Appendix B.

OPTIONS collapsed result 68. Proportion of people who have gone to the emergency room for any reason in the past year⁹

47%

N = 396

OPTIONS collapsed result 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)¹¹

2%

N = 186

OPTIONS collapsed result 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)¹⁰

28%

N = 185

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

83%

N = 393

⁹ Question restructured

¹⁰ Question restructured

¹¹ Question restructured

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

54%

N = 200

OPTIONS collapsed result 74. Proportion of people who have had a hearing exam in the past year

24%

N = 373

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

92%

N = 381

OPTIONS collapsed result 75. Proportion of people who have had a vision exam in the past year

61%

N = 391

OPTIONS collapsed result 76. Proportion of people who have had a flu shot in the past year

75%

N = 380

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

86%

N = 367

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

31%

N = 379

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 are shown in Appendix B.

OPTIONS collapsed result 79. Proportion of people who describe their overall health as poor

17%

N = 398

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

55%

N = 384

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

20%

N = 395

OPTIONS collapsed result 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)

41%

N = 207

OPTIONS collapsed result 83. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis¹²

18%

N = 389

OPTIONS collapsed result 85. Proportion of people with chronic conditions

93%

N = 399

OPTIONS collapsed result 84. Proportion of people who feel sad or depressed at least sometimes or often

54%

N = 372

OPTIONS collapsed result 86. Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)¹³

20%

N = 395

¹² New variable

¹³ New variable

OPTIONS collapsed result 87. Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)¹⁴

21%

N = 395

OPTIONS collapsed result 88. Proportion of people who describe themselves as having a physical disability¹⁵

76%

N = 356

¹⁴ New variable

¹⁵ 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 are shown in Appendix B.

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

30%

N = 391

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

86%

N = 377

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 are shown in Appendix B.

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

97%

N = 316

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

N/A

N = 0

OPTIONS collapsed result 92. Proportion of people who report that others ask permission before entering their home/room (if in group setting)¹⁶

0%*

N = 1

** Very small number of responses*

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

100%*

N = 1

** Very small number of responses*

¹⁶ In 2015-2016, this question was asked of everyone; now in group setting only

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

100%* N = 1

** Very small number of responses*

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

0%* N = 1

** Very small number of responses*

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

100%* N = 1

** Very small number of responses*

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

0%* N = 1

** 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 are shown in Appendix B.

OPTIONS collapsed result 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)

3%

N = 388

OPTIONS collapsed result 101. Proportion of people who can choose or change how often and when they get services¹⁸

64%

N = 331

OPTIONS collapsed result 100. Proportion of people who can choose or change what kind of services they get¹⁷

73%

N = 318

OPTIONS collapsed result 102. Proportion of people who can change their paid support staff¹⁹

91%

N = 292

¹⁷ New variable

¹⁸ New variable

¹⁹ 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 data are shown in Appendix B.

OPTIONS collapsed result 103. Proportion of people who have a paying job in the community

1%

N = 398

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

6%

N = 69

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

20%

N = 370

OPTIONS collapsed result 106. Proportion of people who do volunteer work

10%

N = 394

OPTIONS collapsed result 107. Proportion of people who would like to do volunteer work (if not currently volunteering)²⁰

27%

N = 323

²⁰ 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 are shown in Appendix B.

OPTIONS collapsed result 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)

95%

N = 396

OPTIONS collapsed result 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)

79%

N = 401

OPTIONS collapsed result 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)

74%

N = 365

OPTIONS collapsed result 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)

78%

N = 310

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

87%

N = 395

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 are shown in Appendix B.

OPTIONS collapsed result 113. Proportion of people who ever have to skip a meal due to financial worries

8%

N = 393

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 are shown in Appendix B.

OPTIONS collapsed result 114. Proportion of people who want help planning for their future need for services

30%

N = 327

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 surveyed²¹.

Un-collapsed data are shown in Appendix B.

²¹ Data shown in Appendix B only

OPTIONS collapsed result 115. Proportion of people who never feel in control of their life

7%

N = 375

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 Collapsed Result 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	Collapsed Result #	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”

Domain	Item	Collapsed Result #	Recoding/Collapsing Logic
	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”
	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	Collapsed Result #	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	Collapsed Result #	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 Data

Demographic Tables

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

	Average Age	N
OPTIONS	76.5	339

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

	Under 90	90 and Over	N
OPTIONS	87%	13%	389

Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
OPTIONS	21%	79%	0%	0%	389

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
OPTIONS	0%	1%	9%	0%	88%	2%	1%	0%	387

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
OPTIONS	13%	13%	20%	53%	0%	389

Table 6. Primary language

	English	Spanish	Other	Don't know	N
OPTIONS	96%	2%	2%	0%	386

Table 7. Preferred means of communication

	Spoken	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
OPTIONS	97%	0%	0%	2%	0%	387

Table 8. Type of residential area²²

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
OPTIONS	61%	17%	6%	6%	10%	403

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
OPTIONS	98%	0%	0%	0%	0%	2%	0%	389

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
OPTIONS	74%	12%	13%	0%	0%	0%	387

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

	No	Yes	N
OPTIONS	98%	1%	385

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
OPTIONS	71%	0%	0%	0%	0%	0%	28%	7

Table 13. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
OPTIONS	39%	61%	0%	384

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

	No	Yes	Don't Know	N
OPTIONS	89%	10%	0%	384

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

	No	Yes	Don't Know	N
OPTIONS	99%	1%	0%	384

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

	No	Yes	Don't Know	N
OPTIONS	99%	1%	0%	386

Table 17. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know	N
OPTIONS	5%	16%	61%	25%	1%	385

Table 18. History of frequent falls

	No	Yes	Don't Know	N
OPTIONS	92%	7%	1%	387

Table 19. Receives Medicare

	No	Yes	N
OPTIONS	6%	93%	381

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
OPTIONS	55%	10%	32%	1%	2%	376

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
OPTIONS	17%	37%	12%	80%	8%	245

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

	Feeling Unwelcome 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
OPTIONS	5%	4%	8%	8%	9%	2%	1%	245

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
OPTIONS	88%	10%	1%	2%	374

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
OPTIONS	100%	0%	0%	0%	1

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
OPTIONS	0%	2%	97%	0%	0%	373

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
OPTIONS	2%	1%	96%	1%	0%	1%	377

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
OPTIONS	0%	0%	100%	0%	0%	1

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
OPTIONS	3%	8%	89%	0%	0%	345

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
OPTIONS	22%	24%	0%	32%	3%	41%	0%	37

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
OPTIONS	5%	7%	86%	1%	2%	394

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
OPTIONS	22%	11%	11%	13%	13%	45

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
OPTIONS	11%	18%	4%	0%	9%	45

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
OPTIONS	7%	7%	11%	27%	2%	4%	45

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
OPTIONS	78%	3%	16%	3%	395

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
OPTIONS	62%	7%	4%	0%	74

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
OPTIONS	0%	19%	8%	0%	74

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
OPTIONS	13%	27%	59%	0%	1%	371

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
OPTIONS	74%	12%	13%	0%	0%	1%	317

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
OPTIONS	4%	17%	78%	0%	1%	319

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
OPTIONS	13%	8%	78%	1%	394

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
OPTIONS	4%	11%	82%	2%	1%	335

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
OPTIONS	2%	11%	87%	0%	0%	0%	333

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
OPTIONS	35%	54%	9%	3%	398

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
OPTIONS	61%	26%	11%	2%	374

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
OPTIONS	5%	25%	70%	0%	0%	398

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
OPTIONS	31%	44%	6%	14%	118

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
OPTIONS	8%	31%	11%	8%	2%	118

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
OPTIONS	25%	6%	16%	1%	6%	34%	118

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
OPTIONS	42%	51%	4%	4%	108

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
OPTIONS	17%	31%	18%	0%	4%	3%	359

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

	Doctor	Other Provider	Other	N
OPTIONS	10%	24%	14%	359

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
OPTIONS	45%	2%	1%	44%	376

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

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
OPTIONS	7%	1%	0%	0%	376

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
OPTIONS	40%	2%	2%	43%	17%	3%	14%	377

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
OPTIONS	64%	35%	1%	0%	398

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
OPTIONS	6%	4%	88%	1%	0%	139

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
OPTIONS	14%	83%	1%	3%	0%	140

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
OPTIONS	7%	93%	0%	0%	401

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
OPTIONS	4%	6%	90%	0%	0%	368

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
OPTIONS	19%	12%	64%	4%	1%	0%	393

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
OPTIONS	3%	5%	90%	1%	0%	1%	400

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
OPTIONS	2%	3%	92%	2%	2%	64

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
OPTIONS	10%	71%	7%	11%	0%	0%	403

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
OPTIONS	35%	52%	3%	9%	1%	0%	400

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
OPTIONS	72%	19%	2%	7%	1%	0%	397

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
OPTIONS	67%	22%	1%	9%	1%	0%	401

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
OPTIONS	92%	2%	0%	2%	1%	1%	401

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
OPTIONS	25%	59%	3%	12%	1%	1%	399

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
OPTIONS	68%	9%	1%	5%	3%	16%	307

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
OPTIONS	15%	74%	8%	3%	0%	0%	397

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
OPTIONS	78%	10%	2%	10%	1%	0%	400

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
OPTIONS	30%	65%	3%	2%	0%	0%	396

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
OPTIONS	53%	36%	6%	6%	0%	0%	400

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
OPTIONS	69%	10%	5%	14%	1%	1%	398

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
OPTIONS	10%	64%	22%	4%	0%	0%	398

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
OPTIONS	96%	2%	0%	1%	1%	1%	392

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
OPTIONS	64%	11%	2%	4%	4%	15%	309

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
OPTIONS	1%	98%	0%	0%	376

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
OPTIONS	2%	97%	0%	1%	319

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
OPTIONS	82%	16%	1%	1%	376

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
OPTIONS	91%	6%	2%	1%	377

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
OPTIONS	25%	21%	52%	1%	1%	397

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
OPTIONS	31%	66%	2%	1%	298

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
OPTIONS	16%	74%	10%	1%	399

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
OPTIONS	52%	46%	1%	0%	401

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
OPTIONS	72%	28%	0%	0%	185

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
OPTIONS	98%	2%	0%	0%	186

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
OPTIONS	4%	13%	82%	0%	1%	0%	399

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
OPTIONS	46%	53%	1%	0%	203

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
OPTIONS	7%	88%	1%	3%	0%	398

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
OPTIONS	71%	22%	5%	1%	0%	401

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
OPTIONS	38%	60%	1%	1%	0%	400

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
OPTIONS	23%	71%	2%	3%	0%	401

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
OPTIONS	66%	29%	5%	0%	0%	400

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
OPTIONS	13%	79%	1%	7%	0%	401

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
OPTIONS	16%	39%	31%	11%	2%	0%	0%	401

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
OPTIONS	6%	26%	47%	13%	7%	0%	1%	398

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
OPTIONS	43%	53%	4%	0%	401

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
OPTIONS	57%	39%	2%	1%	214

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
OPTIONS	80%	18%	2%	1%	398

Table 93. Frequency with which people who feel sad or depressed

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
OPTIONS	21%	25%	44%	10%	0%	1%	375

Table 94. Proportion of people with chronic conditions

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
OPTIONS	7%	93%	0%	0%	401

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
OPTIONS	20%	39%	40%	0%	1%	398

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
OPTIONS	20%	45%	33%	0%	1%	398

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
OPTIONS	22%	73%	3%	1%	374

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
OPTIONS	68%	30%	2%	1%	402

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
OPTIONS	5%	8%	85%	1%	1%	0%	382

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
OPTIONS	0%	3%	97%	0%	0%	317

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
OPTIONS	100%	0%	0%	0%	0%	1

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
OPTIONS	0%	0%	100%	0%	1

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
OPTIONS	0%	0%	100%	0%	0%	1

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
OPTIONS	0%	50%	0%	100%	2

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
OPTIONS	0%	0%	50%	50%	0%	2

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

	No	Yes	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
OPTIONS	100%	0%	0%	0%	0%	1

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
OPTIONS	100%	0%	0%	0%	1

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
OPTIONS	97%	3%	0%	388

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
OPTIONS	12%	10%	59%	18%	1%	396

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
OPTIONS	18%	11%	53%	16%	1%	399

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
OPTIONS	3%	4%	79%	10%	3%	337

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
OPTIONS	99%	1%	0%	0%	398

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
OPTIONS	79%	7%	13%	1%	374

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
OPTIONS	88%	5%	3%	4%	74

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
OPTIONS	89%	10%	0%	1%	398

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
OPTIONS	73%	10%	16%	1%	326

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
OPTIONS	5%	58%	36%	0%	1%	401

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
OPTIONS	25%	72%	2%	1%	376

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
OPTIONS	21%	53%	25%	0%	0%	402

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
OPTIONS	22%	77%	1%	0%	313

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

	No, Never	Sometimes	Yes, Often	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/ Refused/ No Response	N
OPTIONS	4%	8%	87%	0%	0%	0%	397

Affordability—un-collapsed

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

	No, Never	Sometimes	Yes, Often	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/ Refused/ No Response	N
OPTIONS	92%	6%	3%	0%	0%	0%	393

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
OPTIONS	61%	26%	11%	2%	374

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
OPTIONS	7%	17%	75%	1%	0%	378

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
OPTIONS	71%	19%	6%	3%	1%	356

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
OPTIONS	3%	27%	43%	19%	8%	356

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
OPTIONS	20%	38%	24%	15%	3%	356

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
OPTIONS	6%	6%	12%	30%	45%	356

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
OPTIONS	4%	10%	14%	31%	42%	356