National Core Indicators- Aging and Disabilities (NCI-AD)
Adult Consumer Survey State Results

Delaware

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Introduction

Established in 2015, National Core Indicators—Aging and Disabilities™ (NCI-AD™) is a voluntary effort by state aging and physical disability agencies to measure and track their performance using a standardized set of nationally validated measures. The effort is coordinated by Advancing States and Human Services Research Institute (HSRI). Learn more about our history [here](#).

In 2022-23 a total of 18 states participated in NCI-AD. Not all participating states do all surveys every year.

Adult Consumer Survey

The NCI-AD Adult Consumer Survey (ACS), is standardized survey conducted with a person receiving long term services and supports (LTSS) through state aging and physical disability systems. Surveys are conducted by trained surveyors through in-person, secure video meeting, or over-the-phone conversations with service participants. The main part of the survey contains subjective questions about how well services are supporting the person; these can only be answered by the person themselves. A subset of more objective questions may be answered by a proxy respondent if needed. In addition to the questions for service participants, the survey also collects background information on the person –demographic and service-related data – mainly from service agency records. In 2022-23, the survey included two state-optional modules:

Person-Centered Planning Module (state-optional). This is a state-optional series of questions that ask about the person-centered planning process, including the person's experience developing the service plan and the service planning meeting. The following states conducted the Person-Centered Planning Module: AL, CO, DE, GA, IN, KS, KY, MN, MO, ND, NE, NJ, OH, OK, TN, WA, and WI.

Self-direction Module (state-optional). This state-optional module was added to the 2022-23 ACS. Questions in this section are asked only of those who are using a self-directed supports option and assess experiences specific to self-direction. The following states conducted the Self-direction module: AL, CO, DE, GA, IN, KS, KY, MI, MN, MO, ND, NE, NJ, OH, OK, TN, WA, and WI.

Delaware Sample

There is considerable variation in how states' long-term services and supports (LTSS) programs serving older adults and adults with physical disabilities are organized, funded, and administered. The NCI-AD program allows states to include programs funded through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), state-only funds, and/or other state- and federal-blended funds. The NCI-AD project team works closely with each participating NCI-AD state to advise and track which LTSS program populations and sub-populations are included in the state's sampling strategy, how that sample is designed and how many surveys are targeted for completion. See detailed information on state sample frames [here](#).

Table A. Statewide Sample

Total Sample Frame	Total Surveys Completed	Overall Margin of Error
8,524	734	3.62%

Table B. Classification of 2022-23 State programs

Program	Funding Source	Description of Program	Total Population Eligible for NCI-AD	Total Usable Surveys Collected	MoE (95%Confidence, 0.5 Distribution)	MoE (95%Confidence, 0.7 Distribution)
Highmark-HCBS	Medicaid administrative funds and state Medicaid funds	Sample drawn from a population of Medicaid-enrolled HCBS recipients and stratified by two MCOs — AmeriHealth and Highmark.	3,618	280	5.9%	5.4%
Highmark-NF	Medicaid administrative funds and state Medicaid funds	Sample drawn from a population of Medicaid-enrolled skilled nursing facility recipients and stratified by two MCOs — AmeriHealth and Highmark.	1,494	100	9.8%	9.0%
AmeriHealth-HCBS	Medicaid administrative funds and state Medicaid funds	Sample drawn from a population of Medicaid-enrolled skilled nursing facility recipients and stratified by two MCOs — AmeriHealth and Highmark.	2,276	274	5.9%	5.4%
AmeriHealth-NF	Medicaid administrative funds and	Sample drawn from a population of Medicaid-enrolled skilled nursing	1,136	80	11.0%	10.0%

Program	Funding Source	Description of Program	Total Population Eligible for NCI-AD	Total Usable Surveys Collected	MoE (95%Confidence, 0.5 Distribution)	MoE (95%Confidence, 0.7 Distribution)
	state Medicaid funds	facility recipients and stratified by two MCOs — AmeriHealth and Highmark.				

What is included in this report?

This report presents Delaware's 2022-23 ACS demographics and outcomes results. Data are shown for the overall statewide average, broken out by program sampled, and include the weighted NCI-AD Average.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. *To protect people's privacy **we do not show the data when 20 or fewer people from a state or within a program responded** to a question, however their data are included in the overall state average.*

Presentation of Data

Data may be viewed as bar charts or in tables by clicking the appropriate tab for each outcome. Data presented in charts are "collapsed" meaning that data grouped by response options to what is considered to reflect a positive outcome and all other responses. Tables represent the un-collapsed data outcomes. All NCI-AD data are collapsed "yes" responses only, unless otherwise noted.

All state and NCI-AD averages throughout this report are "weighted" to account for any non-proportional sampling of programs and to "rebalance" the states' sample sizes according to their populations of survey-eligible service recipients. *See more details on weighting in Part II of this report.*

Accessibility Statement

National Core Indicators strives to develop accessible resources to support equitable access to information about quality of services. While all charts in this report have been marked as decorative, the data from the charts is all represented in the tables which have been reviewed for accessibility. Should you require other accommodations to make this report accessible for you, please reach out to us at nci@nationalcoreindicators.org.

Demographics

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

Program	Age	N
Highmark-HCBS	58.6	264
Highmark-NF	72.1	87
AmeriHealth-HCBS	59.6	262
AmeriHealth-NF	75.6	78
Overall DE Average	**63.4**	**691**
Weighted NCI-AD Average	**67.2**	**14,414**

Table 2. Age Category (including those 90 and older)

Program	18-44	45-65	66-89	90+	N
Highmark-HCBS	19%	41%	34%	6%	280
Highmark-NF	2%	17%	68%	13%	100
AmeriHealth-HCBS	19%	40%	37%	4%	274
AmeriHealth-NF	1%	15%	81%	3%	80
Overall DE Average	**14%**	**33%**	**47%**	**6%**	**734**
Weighted NCI-AD Average	**7%**	**30%**	**56%**	**6%**	**15,167**

Table 3. Gender

Program	Male	Female	Other	Don't know or unclear	N
Highmark-HCBS	53%	47%	0%	0%	280
Highmark-NF	48%	52%	0%	0%	100
AmeriHealth-HCBS	50%	50%	0%	0%	274
AmeriHealth-NF	51%	49%	0%	0%	80
Overall DE Average	**51%**	**49%**	**0%**	**0%**	**734**
Weighted NCI-AD Average	**34%**	**65%**	**0%**	**0%**	**15,349**

Table 4. Race and ethnicity

Categories are not mutually exclusive, therefore N is not shown.

Program	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Don't know or unclear
Highmark-HCBS	0%	1%	17%	0%	20%	2%	1%	0%
Highmark-NF	0%	0%	6%	0%	11%	1%	0%	0%
AmeriHealth-HCBS	1%	1%	12%	0%	11%	2%	1%	0%
AmeriHealth-NF	0%	0%	3%	0%	10%	0%	0%	0%
Overall DE Average	**1%**	**3%**	**38%**	**1%**	**52%**	**5%**	**2%**	**0%**
Weighted NCI-AD Average	**2%**	**4%**	**24%**	**0%**	**65%**	**4%**	**1%**	**2%**

Table 5. Marital status

Program	Single, never married	Married or in domestic partnership	Separated or divorced	Widowed	Don't know or unclear	N
Highmark-HCBS	48%	15%	20%	17%	0%	240
Highmark-NF	15%	14%	22%	44%	6%	96
AmeriHealth-HCBS	46%	17%	17%	21%	0%	232
AmeriHealth-NF	13%	18%	27%	39%	3%	77
Overall DE Average	**36%**	**16%**	**20%**	**26%**	**2%**	**645**
Weighted NCI-AD Average	**27%**	**17%**	**28%**	**25%**	**4%**	**14,363**

Table 6. Preferred language

Program	English	Spanish	Other	Don't know or unclear	N
Highmark-HCBS	99%	1%	0%	0%	280
Highmark-NF	98%	2%	0%	0%	100
AmeriHealth-HCBS	97%	3%	0%	0%	274
AmeriHealth-NF	100%	0%	0%	0%	80
Overall DE Average	**98%**	**2%**	**0%**	**0%**	**734**
Weighted NCI-AD Average	**90%**	**2%**	**5%**	**2%**	**15,005**

Table 7. Preferred means of communication

New Question in 2022-23

Program	Spoken	Gestures or body language	Sign language or finger spelling	Communication aid or device	Other	Don't Know	N
Highmark-HCBS	100%	0%	0%	0%	0%	0%	280
Highmark-NF	100%	0%	0%	0%	0%	0%	100
AmeriHealth-HCBS	100%	0%	0%	0%	0%	0%	274
AmeriHealth-NF	100%	0%	0%	0%	0%	0%	80
Overall DE Average	**100%**	**0%**	**0%**	**0%**	**0%**	**0%**	**734**
Weighted NCI-AD Average	**95%**	**2%**	**0%**	**0%**	**1%**	**2%**	**14,370**

Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes.

Program	Metropolitan	Micropolitan	Rural	Small town	Don't Know	N
Highmark-HCBS	80%	15%	0%	5%	0%	280
Highmark-NF	83%	9%	0%	8%	0%	100
AmeriHealth-HCBS	85%	13%	0%	2%	0%	274
AmeriHealth-NF	85%	14%	0%	1%	0%	80
Overall DE Average	**83%**	**13%**	**0%**	**4%**	**0%**	**734**
Weighted NCI-AD Average	**72%**	**14%**	**5%**	**9%**	**1%**	**14,726**

Table 9. Median area income (based on zip code)

Program	$0-$9,999	$10,000-$19,999	$20,000-$29,999	$30,000-$39,999	$40,000-$49,999	$50,000-$59,999	$60,000-$69,999	$70,000-$79,999	$80,000-$89,999	$90,000-$99,999	$100,000 and over	N
Highmark-HCBS	0%	0%	0%	4%	6%	28%	41%	2%	13%	5%	1%	280
Highmark-NF	0%	0%	0%	0%	0%	25%	33%	0%	20%	6%	16%	100
AmeriHealth-HCBS	0%	0%	0%	6%	9%	21%	36%	3%	18%	6%	1%	274
AmeriHealth-NF	0%	0%	0%	0%	0%	19%	33%	6%	15%	19%	9%	80
Overall DE Average	**0%**	**0%**	**0%**	**3%**	**5%**	**24%**	**37%**	**2%**	**16%**	**7%**	**5%**	**734**
Weighted NCI-AD Average	**1%**	**0%**	**1%**	**9%**	**25%**	**29%**	**15%**	**9%**	**6%**	**3%**	**3%**	**14,656**

Table 10. Type of Residence

Program	Own or family house or apartment	Senior living apartment or complex	Group home, adult family home, foster home, host home	Assisted living facility, residential care facility	Nursing facility, nursing home	Homeless or temporary shelter	Other	Don't know or unclear	N
Highmark-HCBS	78%	6%	4%	5%	5%	1%	1%	0%	241
Highmark-NF	0%	0%	0%	0%	100%	0%	0%	0%	100
AmeriHealth-HCBS	80%	9%	2%	4%	4%	0%	0%	0%	233
AmeriHealth-NF	0%	0%	0%	0%	100%	0%	0%	0%	80
Overall DE Average	**52%**	**5%**	**2%**	**3%**	**37%**	**0%**	**0%**	**0%**	**654**
Weighted NCI-AD Average	**73%**	**6%**	**2%**	**8%**	**10%**	**0%**	**1%**	**1%**	**14,995**

Programs with more than 25% missing or don't know are marked with *

Table 11. Who the person lives with

Categories are not mutually exclusive, therefore N is not shown.

Program	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know or unclear
Highmark-HCBS	13%	6%	18%	1%	1%	4%	0%
Highmark-NF	0%	0%	0%	0%	0%	19%	0%
AmeriHealth-HCBS	8%	4%	12%	0%	1%	2%	0%
AmeriHealth-NF	0%	0%	0%	0%	0%	15%	0%
Overall DE Average	**21%**	**10%**	**30%**	**1%**	**2%**	**40%**	**0%**
Weighted NCI-AD Average	**48%**	**14%**	**24%**	**1%**	**2%**	**10%**	**4%**

Table 12. Address changed in the past 6 months

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	3%	97%	0%	241
Highmark-NF	0%	100%	0%	100
AmeriHealth-HCBS	3%	97%	0%	234
AmeriHealth-NF	0%	100%	0%	80
Overall DE Average	**2%**	**98%**	**0%**	**655**
Weighted NCI-AD Average	**5%**	**91%**	**3%**	**13,850**

Table 13. Where people moved from (if moved in the last 6 months)

Program	Own or family house or apartment	Senior living apartment or complex	Group home, adult family home, foster home, host home	Assisted living facility, residential care facility	Nursing facility, nursing home	Homeless or temporary shelter	Other	Don't know or unclear	N
Weighted NCI-AD Average	58%	4%	3%	7%	10%	2%	10%	7%	701

Programs with more than 25% missing or don't know are marked with *

Table 14A. Diagnoses

Categories are not mutually exclusive; therefore, N is not shown.

Program	Physical Disability	Traumatic brain injury or other acquired brain injury	Intellectual or other developmental disability	Alzheimer's disease or other dementia	Heart Disease	Cancer
Highmark-HCBS	28%	6%	7%	6%	12%	3%
Highmark-NF	13%	1%	1%	6%	8%	2%
AmeriHealth-HCBS	17%	4%	4%	3%	8%	2%
AmeriHealth-NF	7%	1%	0%	5%	6%	2%
Overall DE Average	**65%**	**12%**	**11%**	**20%**	**34%**	**8%**
Weighted NCI-AD Average	**63%**	**11%**	**6%**	**14%**	**36%**	**13%**

Table 14B. Diagnoses (continued)

Categories are not mutually exclusive; therefore, N is not shown.

Limited or no vision and hearing loss were newly added in 2022-23.

Program	Chronic Obstructive pulmonary disease (COPD)	Stroke	Diabetes	Hypertension (or high blood pressure)	Limited or no vision- legally blind	Hearing loss- severe or profound
Highmark-HCBS	6%	7%	12%	25%	7%	6%
Highmark-NF	3%	7%	7%	15%	2%	3%
AmeriHealth-HCBS	3%	5%	10%	15%	3%	3%
AmeriHealth-NF	2%	4%	5%	11%	2%	4%
Overall DE Average	**14%**	**22%**	**34%**	**66%**	**14%**	**16%**
Weighted NCI-AD Average	**24%**	**18%**	**38%**	**60%**	**15%**	**11%**

Table 15. Person has chronic psychiatric or mental health diagnosis

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	31%	67%	2%	235
Highmark-NF	21%	77%	2%	96
AmeriHealth-HCBS	16%	82%	2%	230
AmeriHealth-NF	18%	81%	1%	78
Overall DE Average	**23%**	**75%**	**2%**	**639**
Weighted NCI-AD Average	**36%**	**62%**	**2%**	**13,515**

Table 16. Level of Mobility

Categories are not mutually exclusive (except 'Don't know or unclear').

Program	Non-Ambulatory	Moves self with wheelchair	Moves self with other aids	Moves self without aids	Don't Know or unclear
Highmark-HCBS	6%	8%	21%	12%	0%
Highmark-NF	7%	9%	6%	3%	0%
AmeriHealth-HCBS	4%	7%	12%	7%	0%
AmeriHealth-NF	4%	8%	3%	3%	0%
Overall DE Average	**20%**	**31%**	**43%**	**24%**	**0%**
Weighted NCI-AD Average	**8%**	**22%**	**58%**	**24%**	**4%**

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

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	28%	72%	0%	236
Highmark-NF	34%	65%	1%	95
AmeriHealth-HCBS	26%	74%	0%	230
AmeriHealth-NF	32%	68%	0%	78
Overall DE Average	**29%**	**71%**	**0%**	**639**
Weighted NCI-AD Average	**29%**	**66%**	**5%**	**13,727**

Table 18. Receives Medicare

information required to come from administrative records

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	76%	24%	0%	280
Highmark-NF	92%	8%	0%	100
AmeriHealth-HCBS	79%	21%	0%	274
AmeriHealth-NF	93%	8%	0%	80
Overall DE Average	**82%**	**18%**	**0%**	**734**
Weighted NCI-AD Average	**76%**	**17%**	**7%**	**13,432**

Table 19. Length of time receiving LTSS services in current program

information required to come from administrative records

Program	0 - 5 months	6 months – less than 1 year	1 year – less than 3 years	3 or more years	Don't know or unclear	N
Highmark-HCBS	0%	0%	0%	100%	0%	280
Highmark-NF	0%	0%	6%	94%	0%	100
AmeriHealth-HCBS	1%	9%	47%	42%	0%	274
AmeriHealth-NF	23%	34%	28%	16%	0%	80
Overall DE Average	**3%**	**7%**	**17%**	**72%**	**0%**	**734**
Weighted NCI-AD Average	**2%**	**6%**	**35%**	**37%**	**20%**	**13,937**

Table 20. Person has legal guardian

information required to come from administrative records

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	2%	98%	0%	280
Highmark-NF	3%	97%	0%	100
AmeriHealth-HCBS	3%	97%	0%	274
AmeriHealth-NF	3%	98%	0%	80
Overall DE Average	**2%**	**98%**	**0%**	**734**
Weighted NCI-AD Average	**6%**	**68%**	**26%**	**12,761**

Table 21. Amount of paid supports received

Newly added question in 2022-23. Information required to come from administrative records.

Program	24-hour support or supervision	Daily support (for a limited number of hours per day, not round-the-clock)	Scheduled, less frequent than daily support	As-needed visitation and phone contact	None of the above	Don't know	N
Highmark-HCBS	11%	2%	84%	3%	0%	0%	280
Highmark-NF	0%	0%	4%	96%	0%	0%	100
AmeriHealth-HCBS	4%	56%	0%	40%	0%	0%	274
AmeriHealth-NF	99%	0%	0%	1%	0%	0%	80
Overall DE Average	**19%**	**16%**	**36%**	**29%**	**0%**	**0%**	**734**
Weighted NCI-AD Average	**15%**	**15%**	**30%**	**2%**	**8%**	**30%**	**11,979**

Table 22. Person has remote supports

Newly added question in 2022-23. Information required to come from administrative records.

Program	Yes, 24-hour remote supports	Yes, less than 24-hour remote supports	No, none	Don't know	N
Highmark-HCBS	6%	0%	94%	0%	280
Highmark-NF	0%	0%	100%	0%	100
AmeriHealth-HCBS	83%	0%	17%	0%	274
AmeriHealth-NF	14%	0%	86%	0%	80
Overall DE Average	**26%**	**0%**	**74%**	**0%**	**734**
Weighted NCI-AD Average	**8%**	**1%**	**58%**	**33%**	**12,242**

Outcome Tables

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Community Participation

Gets to do things outside of their home as much as they want to

65%	**43%**	**67%**	**48%**	**60%**	**62%**

Highmark HCBS N = 201 | Highmark NF N = 60 | AmeriHealth HCBS N = 204 | AmeriHealth NF N = 48 | Overall DE Average N = 513 | Weighted NCI-AD Average N = 11081

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
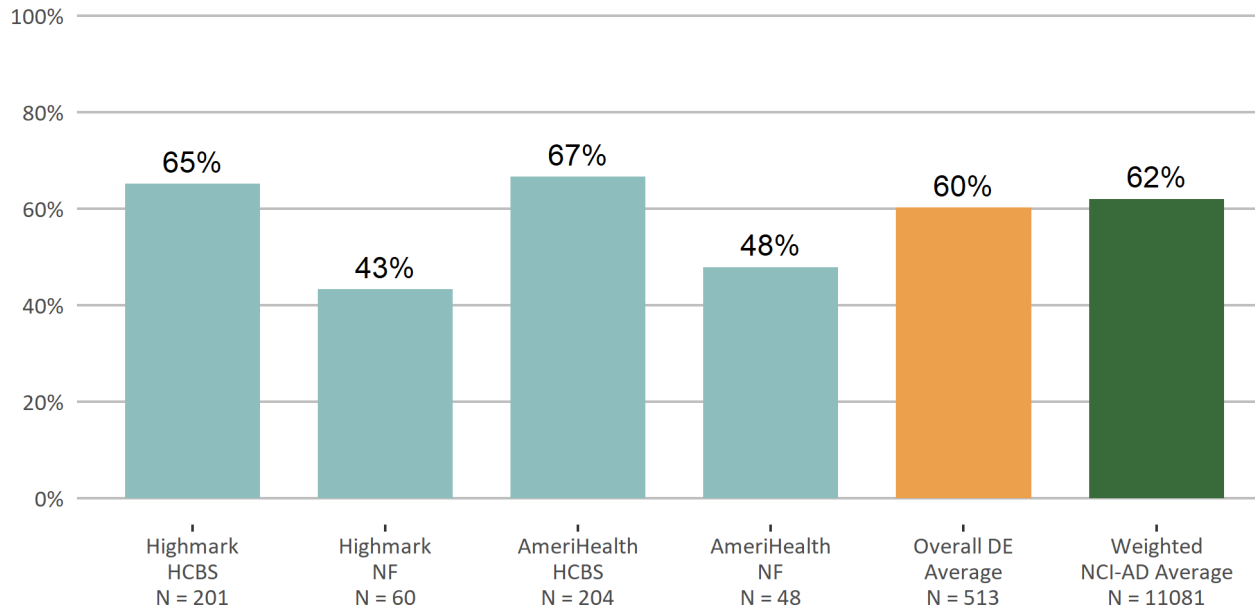
Table 23. Gets to do things outside of their home as much as they want to

Program	Yes	No	N
Highmark-HCBS	65%	35%	201
Highmark-NF	43%	57%	60
AmeriHealth-HCBS	67%	33%	204
AmeriHealth-NF	48%	52%	48
Overall DE Average	**60%**	**40%**	**513**
Weighted NCI-AD Average	**62%**	**38%**	**11,081**

Takes part in activities with others as much as they want to (in-person or virtually)
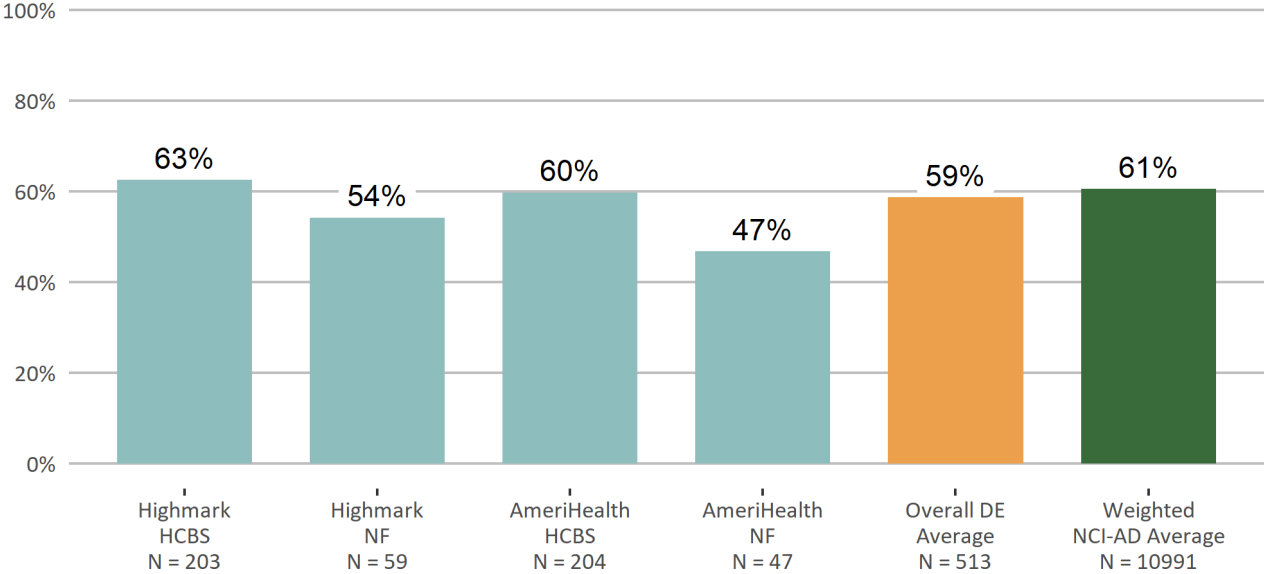
	Highmark HCBS N = 203	Highmark NF N = 59	AmeriHealth HCBS N = 204	AmeriHealth NF N = 47	Overall DE Average N = 513	Weighted NCI-AD Average N = 10991
	63%	54%	60%	47%	59%	61%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 24. Takes part in activities with others as much as they want to (in-person or virtually)

Program	Yes	Maybe	No	N
Highmark-HCBS	63%	18%	19%	203
Highmark-NF	54%	10%	36%	59
AmeriHealth-HCBS	60%	18%	22%	204
AmeriHealth-NF	47%	9%	45%	47
Overall DE Average	**59%**	**16%**	**25%**	**513**
Weighted NCI-AD Average	**61%**	**12%**	**27%**	**10,991**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Reasons cannot always take part in activities with others as much as they want to in-person or virtually

Reason	DE	Weighted NCI-AD Average
Cost or money	26%	13%
Transportation	33%	37%
Accessibility or lack of equipment	22%	10%
Health limitations	60%	55%
Not enough help, staffing, or personal assistance	21%	8%
Feeling unwelcome in the community	3%	1%

■ DE   ■ Weighted NCI-AD Average

Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually

Categories are not mutually exclusive, therefore N is not shown.

Program	Cost or money	Transportation	Accessibility or lack of equipment	Health limitations	Not enough help, staffing, or personal assistance	Feeling unwelcome in the community
Highmark-HCBS	15%	18%	12%	27%	11%	1%
Highmark-NF	1%	3%	2%	9%	3%	1%
AmeriHealth-HCBS	8%	9%	7%	16%	6%	1%
AmeriHealth-NF	2%	3%	1%	9%	1%	0%
Overall DE Average	**26%**	**33%**	**22%**	**60%**	**21%**	**3%**
Weighted NCI-AD Average	**13%**	**37%**	**10%**	**55%**	**8%**	**1%**

Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)

Reason	DE	Weighted NCI-AD Average
Feeling unsafe	5%	3%
No community activities outside of home available	7%	3%
Lack of information or doesn't know what type of community activities are available	17%	8%
Does not have technology or equipment	5%	7%
Other	10%	8%

Legend: ■ DE ■ Weighted NCI-AD Average
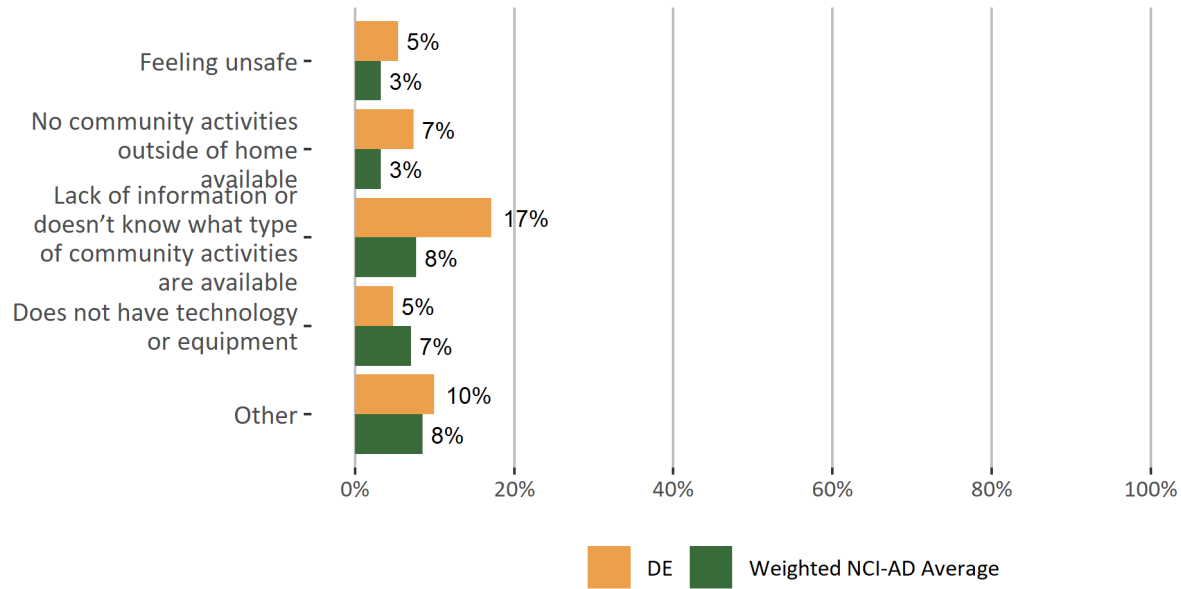
Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)

Categories are not mutually exclusive, therefore N is not shown.

Program	Feeling unsafe	No community activities outside of home available	Lack of information or doesn't know what type of community activities are available	Does not have technology or equipment	Other
Highmark-HCBS	3%	4%	10%	2%	3%
Highmark-NF	1%	1%	2%	1%	4%
AmeriHealth-HCBS	2%	2%	5%	1%	2%
AmeriHealth-NF	0%	0%	1%	1%	1%
Overall DE Average	**5%**	**7%**	**17%**	**5%**	**10%**
Weighted NCI-AD Average	**3%**	**3%**	**8%**	**7%**	**8%**

Access to the Community

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Has transportation to do the things
they want outside of home

69%	58%	73%	57%	67%	68%
Highmark HCBS N = 258	Highmark NF N = 73	AmeriHealth HCBS N = 251	AmeriHealth NF N = 53	Overall DE Average N = 635	Weighted NCI-AD Average N = 14095

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Table 26. Has transportation to do the things they want outside of home

Proxy respondents were allowed for this question

Program	Yes	Maybe	No	N
Highmark-HCBS	69%	21%	9%	258
Highmark-NF	58%	22%	21%	73
AmeriHealth-HCBS	73%	14%	13%	251
AmeriHealth-NF	57%	25%	19%	53
Overall DE Average	**67%**	**20%**	**13%**	**635**
Weighted NCI-AD Average	**68%**	**16%**	**16%**	**14,095**

Has transportation to get to
medical appointments
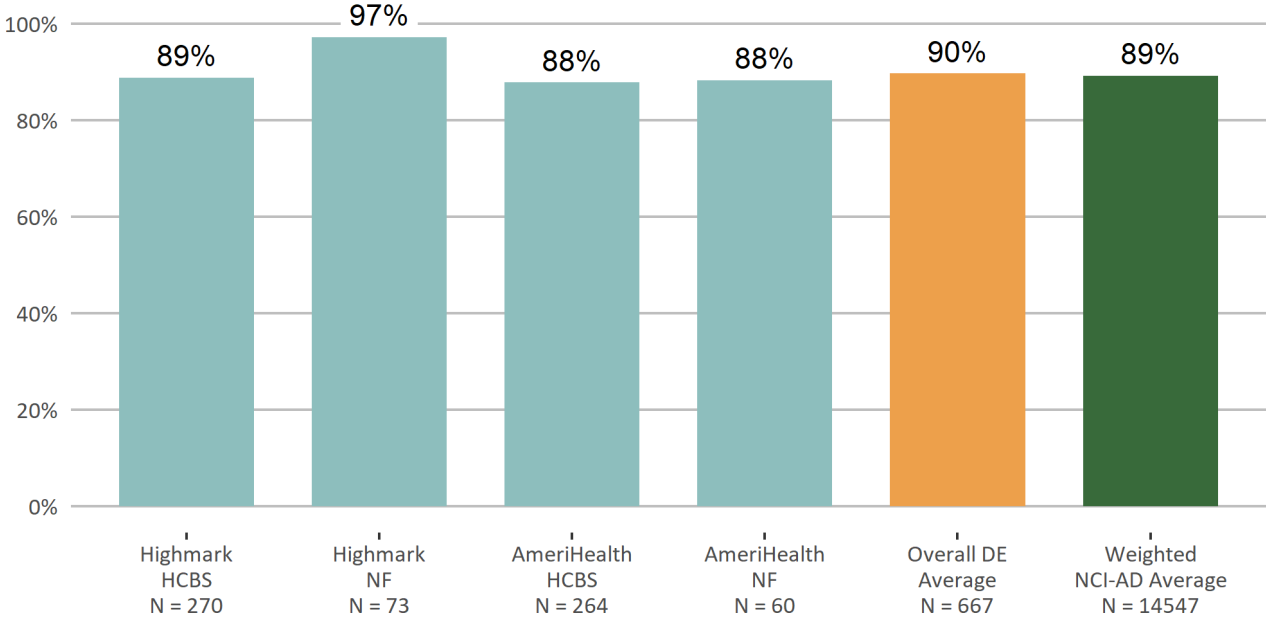
89%	97%	88%	88%	90%	89%
Highmark HCBS N = 270	Highmark NF N = 73	AmeriHealth HCBS N = 264	AmeriHealth NF N = 60	Overall DE Average N = 667	Weighted NCI-AD Average N = 14547

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 27. Has transportation to get to medical appointments

Proxy respondents were allowed for this question

Program	Yes	Maybe	No	N
Highmark-HCBS	89%	9%	2%	270
Highmark-NF	97%	3%	0%	73
AmeriHealth-HCBS	88%	8%	4%	264
AmeriHealth-NF	88%	8%	3%	60
Overall DE Average	**90%**	**8%**	**2%**	**667**
Weighted NCI-AD Average	**89%**	**8%**	**3%**	**14,547**

Everyday Living

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Needs at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

92%	99%	93%	96%	94%	91%
Highmark HCBS N = 277	Highmark NF N = 98	AmeriHealth HCBS N = 270	AmeriHealth NF N = 78	Overall DE Average N = 723	Weighted NCI-AD Average N = 15170
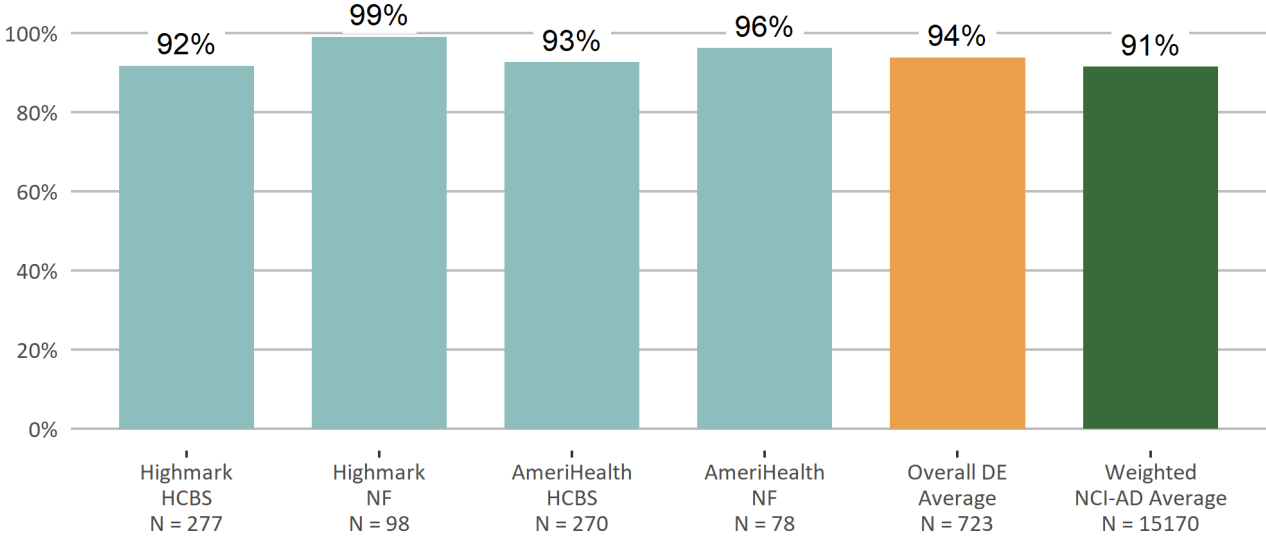
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 28. Needs assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

Proxy respondents were allowed for this question

Program	A Lot	Some	None	N
Highmark-HCBS	53%	38%	8%	277
Highmark-NF	68%	31%	1%	98
AmeriHealth-HCBS	55%	37%	7%	270
AmeriHealth-NF	69%	27%	4%	78
Overall DE Average	**59%**	**35%**	**6%**	**723**
Weighted NCI-AD Average	**53%**	**38%**	**9%**	**15,170**

Always gets enough support for everyday activities (if needs at least some assistance)

	Highmark HCBS N = 251	Highmark NF N = 96	AmeriHealth HCBS N = 248	AmeriHealth NF N = 73	Overall DE Average N = 668	Weighted NCI-AD Average N = 13902
	83%	79%	83%	85%	82%	79%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 29. Always gets enough support for everyday activities (if needs at least some assistance)

Proxy respondents were allowed for this question

Program	Yes	No	N
Highmark-HCBS	83%	17%	251
Highmark-NF	79%	21%	96
AmeriHealth-HCBS	83%	17%	248
AmeriHealth-NF	85%	15%	73
Overall DE Average	**82%**	**18%**	**668**
Weighted NCI-AD Average	**79%**	**21%**	**13,902**

Needs at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	Highmark HCBS N = 276	Highmark NF N = 98	AmeriHealth HCBS N = 272	AmeriHealth NF N = 77	Overall DE Average N = 723	Weighted NCI-AD Average N = 15127
	82%	92%	86%	86%	85%	73%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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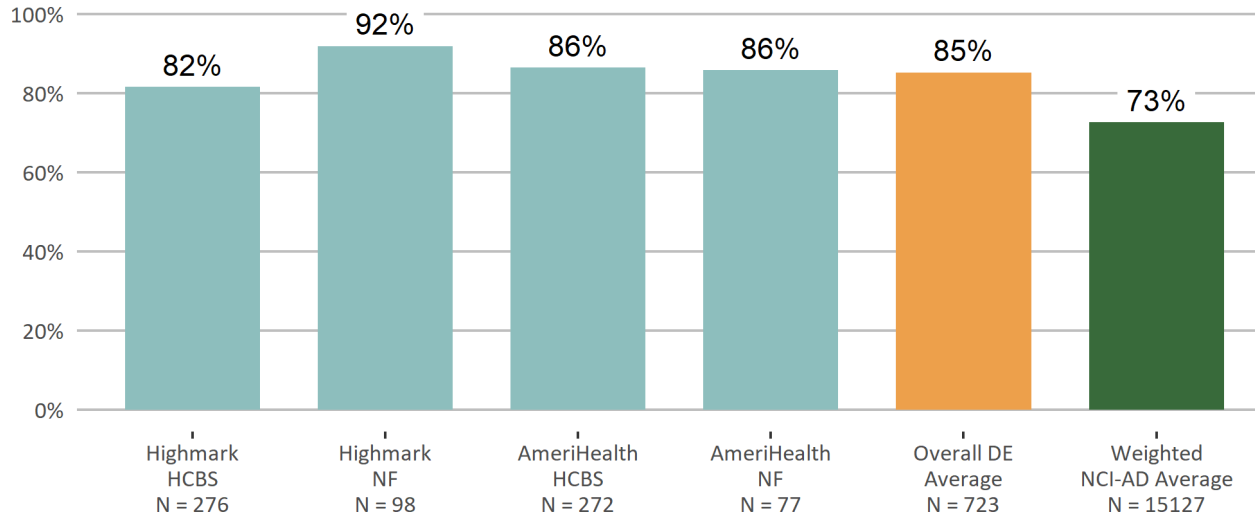
Table 30. Needs assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

Proxy respondents were allowed for this question

Program	A Lot	Some	None	N
Highmark-HCBS	41%	41%	18%	276
Highmark-NF	61%	31%	8%	98
AmeriHealth-HCBS	38%	49%	14%	272
AmeriHealth-NF	55%	31%	14%	77
Overall DE Average	**45%**	**40%**	**15%**	**723**
Weighted NCI-AD Average	**36%**	**36%**	**27%**	**15,127**

Always gets enough support for self-care (if needs at least some assistance)
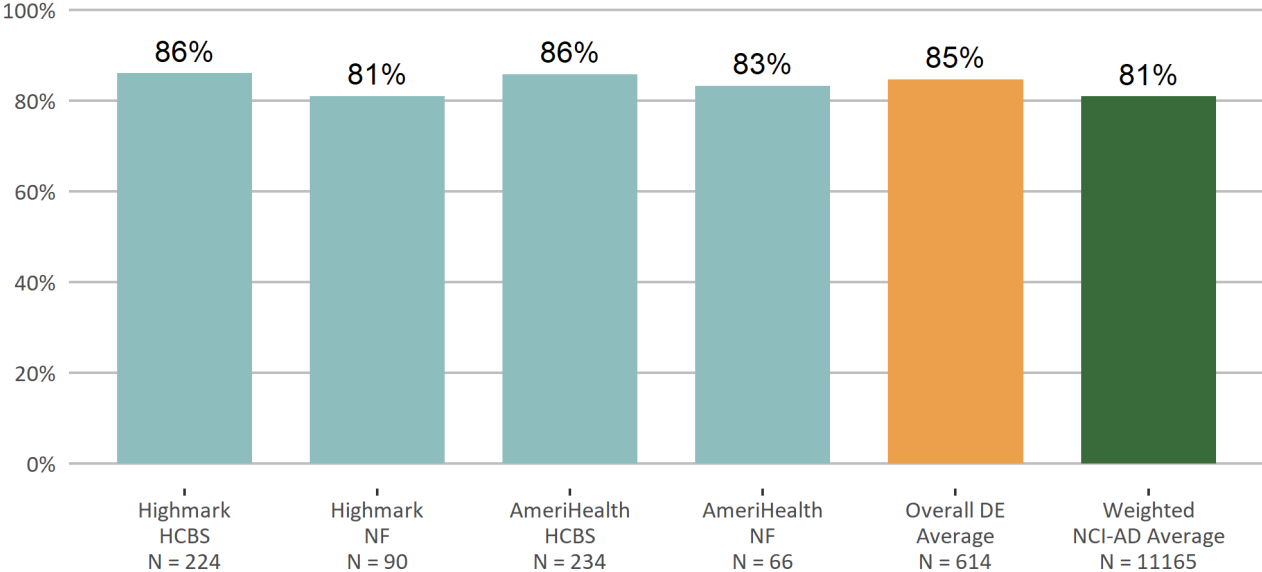
	Highmark HCBS N = 224	Highmark NF N = 90	AmeriHealth HCBS N = 234	AmeriHealth NF N = 66	Overall DE Average N = 614	Weighted NCI-AD Average N = 11165
Percentage	86%	81%	86%	83%	85%	81%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 31. Always gets enough support for self-care (if needs at least some assistance)

Proxy respondents were allowed for this question

Program	Yes	No	N
Highmark-HCBS	86%	14%	224
Highmark-NF	81%	19%	90
AmeriHealth-HCBS	86%	14%	234
AmeriHealth-NF	83%	17%	66
Overall DE Average	**85%**	**15%**	**614**
Weighted NCI-AD Average	**81%**	**19%**	**11,165**

Work

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Has a paid job

4%	6%	3%	3%
Highmark HCBS N = 268	AmeriHealth HCBS N = 267	Overall DE Average N = 710	Weighted NCI-AD Average N = 14451

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

2022-23 Adult Consumer Survey National Results | 62

Table 32. Has a paid job

Proxy respondents were allowed for this question

Program	Yes	No	N
Highmark-HCBS	4%	96%	268
Highmark-NF	0%	100%	98
AmeriHealth-HCBS	6%	94%	267
AmeriHealth-NF	0%	100%	77
Overall DE Average	**3%**	**97%**	**710**
Weighted NCI-AD Average	**3%**	**97%**	**14,451**

Wants a paid job (if they do not currently have one)
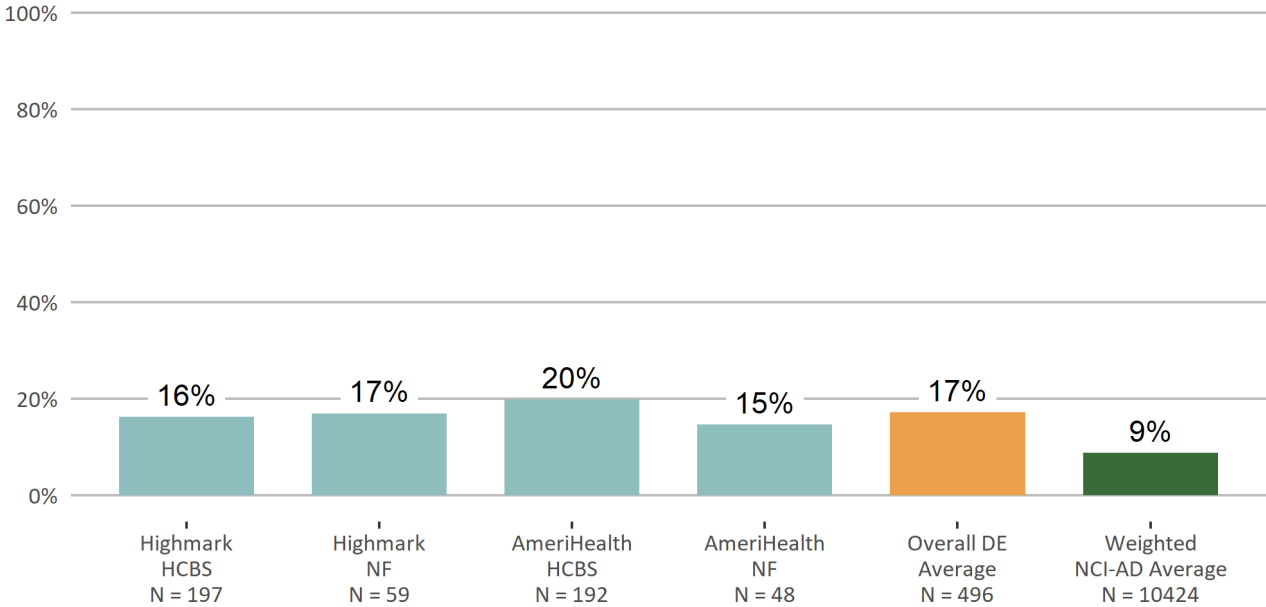
	Highmark HCBS N = 197	Highmark NF N = 59	AmeriHealth HCBS N = 192	AmeriHealth NF N = 48	Overall DE Average N = 496	Weighted NCI-AD Average N = 10424
%	16%	17%	20%	15%	17%	9%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 33. Wants a paid job (if they do not currently have one)

Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	16%	13%	71%	197
Highmark-NF	17%	10%	73%	59
AmeriHealth-HCBS	20%	7%	73%	192
AmeriHealth-NF	15%	2%	83%	48
Overall DE Average	**17%**	**10%**	**73%**	**496**
Weighted NCI-AD Average	**9%**	**5%**	**87%**	**10,424**

Someone talked with them about job
options (if they do not currently
have a job but want one)

100%

80%

60%

40%

20%

0%

22%
Highmark
HCBS
N = 32

32%
AmeriHealth
HCBS
N = 38

19%
Overall DE
Average
N = 87

34%
Weighted
NCI-AD Average
N = 887

Table 34. Someone talked with them about job options (if they do not currently have a job but want one)

Program	Yes	No	N
Highmark-HCBS	22%	78%	32
AmeriHealth-HCBS	32%	68%	38
Overall DE Average	**19%**	**81%**	**87**
Weighted NCI-AD Average	**34%**	**66%**	**887**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
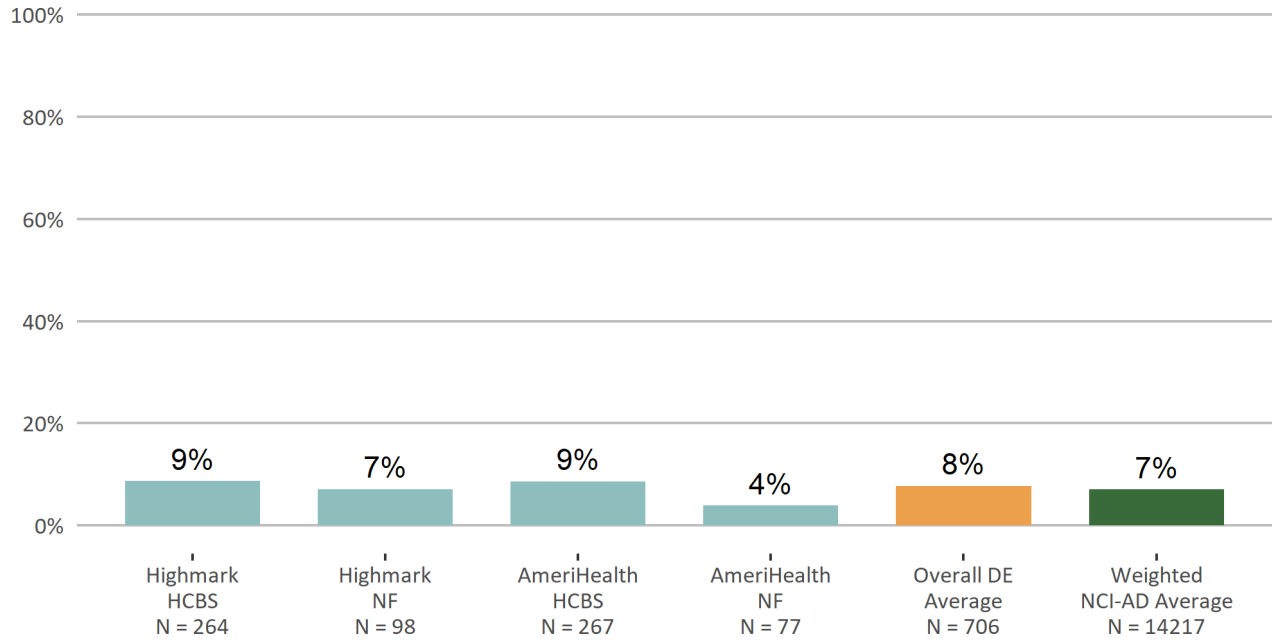
2022-23 Adult Consumer Survey National Results | 67

Person Volunteers

9%	7%	9%	4%	8%	7%
Highmark HCBS N = 264	Highmark NF N = 98	AmeriHealth HCBS N = 267	AmeriHealth NF N = 77	Overall DE Average N = 706	Weighted NCI-AD Average N = 14217

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 35. Person volunteers

Proxy respondents were allowed for this question

Program	Yes	No	N
Highmark-HCBS	9%	91%	264
Highmark-NF	7%	93%	98
AmeriHealth-HCBS	9%	91%	267
AmeriHealth-NF	4%	96%	77
Overall DE Average	**8%**	**92%**	**706**
Weighted NCI-AD Average	**7%**	**93%**	**14,217**

Wants to volunteer (if they do not currently)

9%	9%	11%	7%	9%	7%
Highmark HCBS N = 176	Highmark NF N = 53	AmeriHealth HCBS N = 183	AmeriHealth NF N = 44	Overall DE Average N = 456	Weighted NCI-AD Average N = 9606

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 36. Wants to volunteer (if they do not currently)

Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	9%	15%	76%	176
Highmark-NF	9%	17%	74%	53
AmeriHealth-HCBS	11%	10%	79%	183
AmeriHealth-NF	7%	16%	77%	44
Overall DE Average	**9%**	**14%**	**77%**	**456**
Weighted NCI-AD Average	**7%**	**9%**	**85%**	**9,606**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
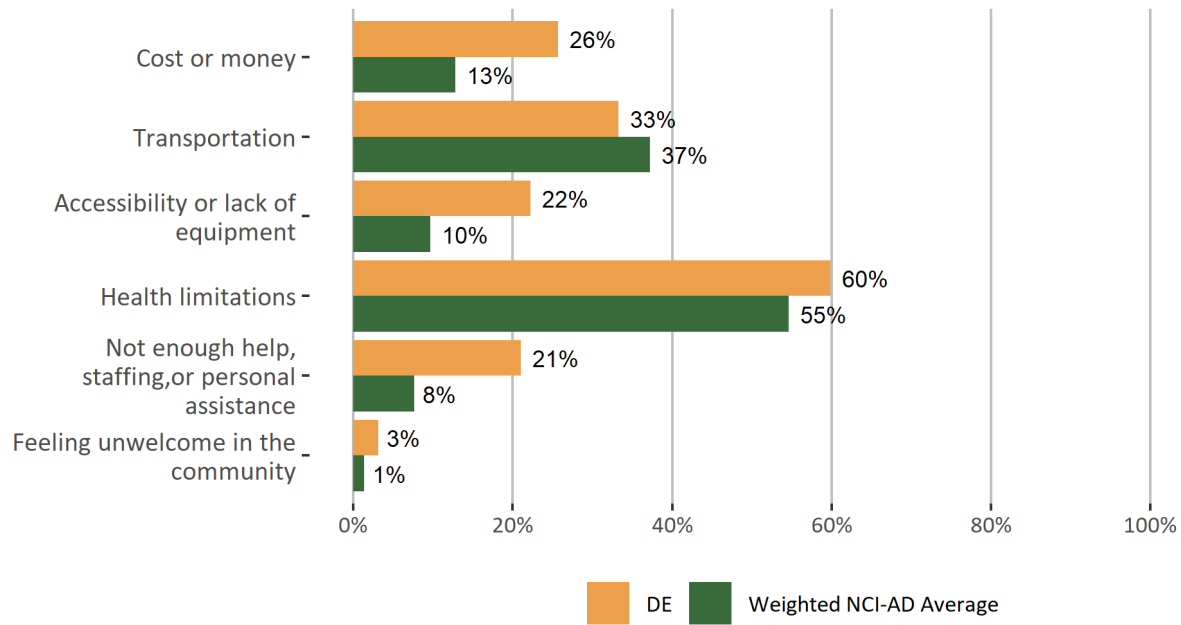
Relationships

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Has friends or family they do not live with who are a part of their life

	Highmark HCBS N = 212	Highmark NF N = 63	AmeriHealth HCBS N = 210	AmeriHealth NF N = 52	Overall DE Average N = 537	Weighted NCI-AD Average N = 11665
	95%	89%	93%	73%	91%	92%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 37. Has friends or family they do not live with who are a part of their life

Program	Yes	No	N
Highmark-HCBS	95%	5%	212
Highmark-NF	89%	11%	63
AmeriHealth-HCBS	93%	7%	210
AmeriHealth-NF	73%	27%	52
Overall DE Average	**91%**	**9%**	**537**
Weighted NCI-AD Average	**92%**	**8%**	**11,665**

Able to see or talk to their friends and family when they want (if has friends or family they do not live with who are a part of their life)

92%	91%	96%	95%	93%	94%
Highmark HCBS N = 201	Highmark NF N = 56	AmeriHealth HCBS N = 196	AmeriHealth NF N = 38	Overall DE Average N = 491	Weighted NCI-AD Average N = 10659
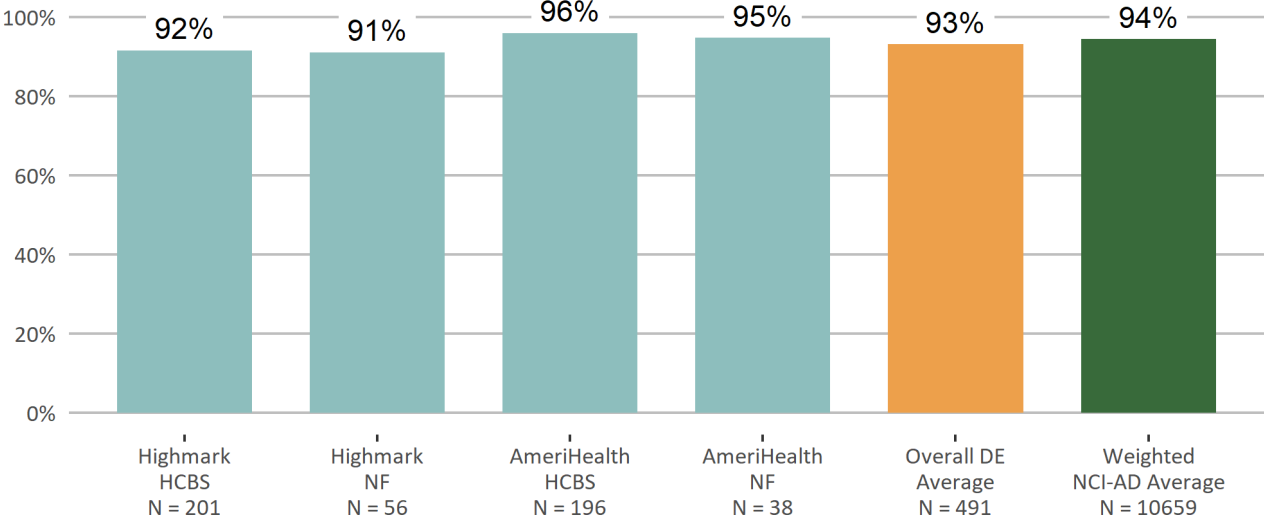
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 38. Able to see or talk to their friends and family when they want (if has friends or family they do not live with who are a part of their life)

Program	Yes	Maybe	No	N
Highmark-HCBS	77%	14%	8%	201
Highmark-NF	64%	27%	9%	56
AmeriHealth-HCBS	82%	14%	4%	196
AmeriHealth-NF	66%	29%	5%	38
Overall DE Average	**75%**	**18%**	**7%**	**491**
Weighted NCI-AD Average	**81%**	**13%**	**6%**	**10,659**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Reasons not always able to see or talk to their friends and family when they want

Reason	DE	Weighted NCI-AD Average
Availability of transportation	65%	57%
Accessibility	28%	14%
Staffing or personal assistance unavailable	28%	4%
Health limitations	60%	45%
Someone prevents from or rules against	8%	2%
No or limited access to a phone		3%
No or limited access to the internet		3%
Other		3%

Legend: DE, Weighted NCI-AD Average

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 39. Reasons not always able to see or talk to their friends and family when they want

Categories are not mutually exclusive, therefore N is not shown.

Program	Availability of transportation	Accessibility	Staffing or personal assistance unavailable	Health limitations	Someone prevents from or rules against	No or limited access to a phone	No or limited access to the internet	Other
Overall DE Average	65%	28%	28%	60%	8%	0%	0%	0%
Weighted NCI-AD Average	57%	14%	4%	45%	2%	3%	3%	3%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Service Coordination

How first found out about services they can get

Category	DE	Weighted NCI-AD Average
Friend	11%	11%
Family	29%	21%
Aging and disability resource center; area agency on aging; center for independent living	10%	14%
State or county agency	22%	17%
Case manager or care coordinator	33%	17%

Legend: ■ DE ■ Weighted NCI-AD Average
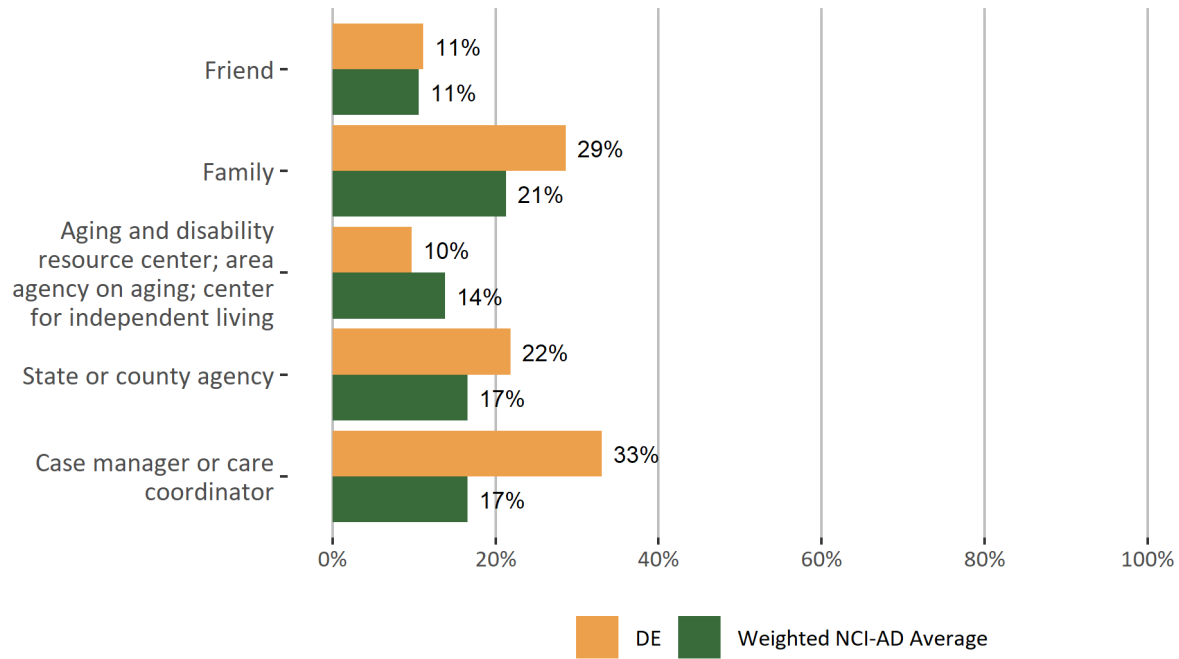
Table 40A. How first found out about services they can get

Proxy respondents were allowed for this question. Categories are not mutually exclusive, therefore N is not shown.

Program	Friend	Family	Aging and disability resource center; area agency on aging; center for independent living	State or county agency	Case manager or care coordinator
Highmark-HCBS	5%	10%	4%	9%	16%
Highmark-NF	1%	6%	1%	2%	4%
AmeriHealth-HCBS	5%	7%	4%	9%	10%
AmeriHealth-NF	1%	5%	1%	2%	3%
Overall DE Average	**11%**	**29%**	**10%**	**22%**	**33%**
Weighted NCI-AD Average	**11%**	**21%**	**14%**	**17%**	**17%**

How first found out about services they can get (continued)

	DE	Weighted NCI-AD Average
Doctor, hospital, clinic	28%	21%
Other provider or provider agency	16%	11%
Media, newspaper, TV, radio, billboard, brochure, flyer, advertisement	0%	1%
Internet or website	1%	1%
Other	4%	5%

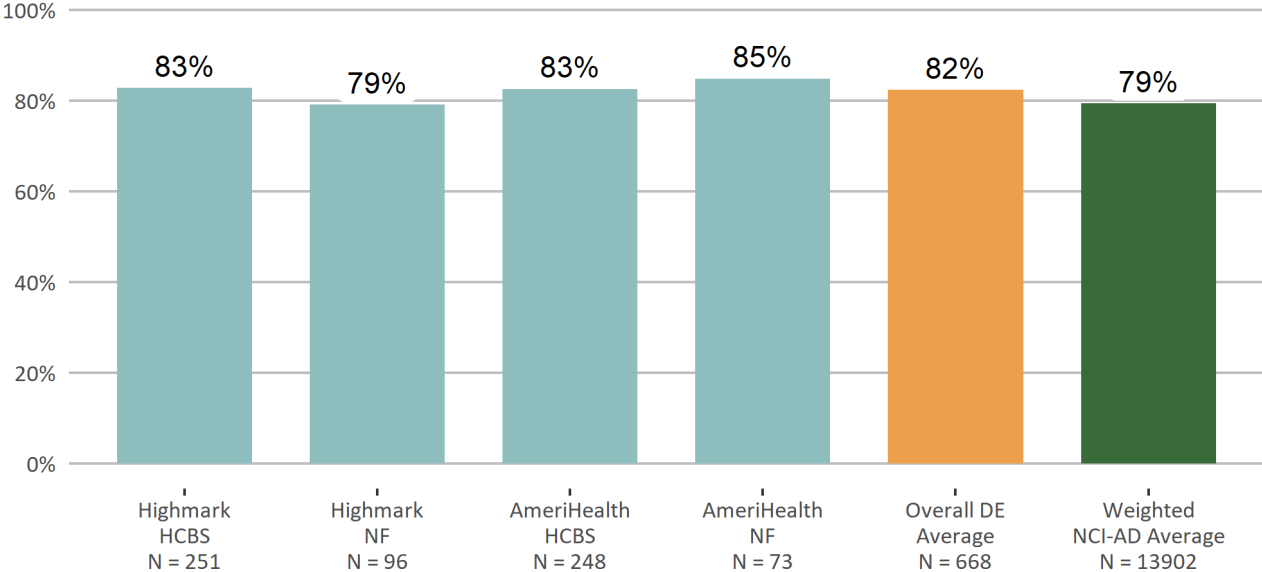Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
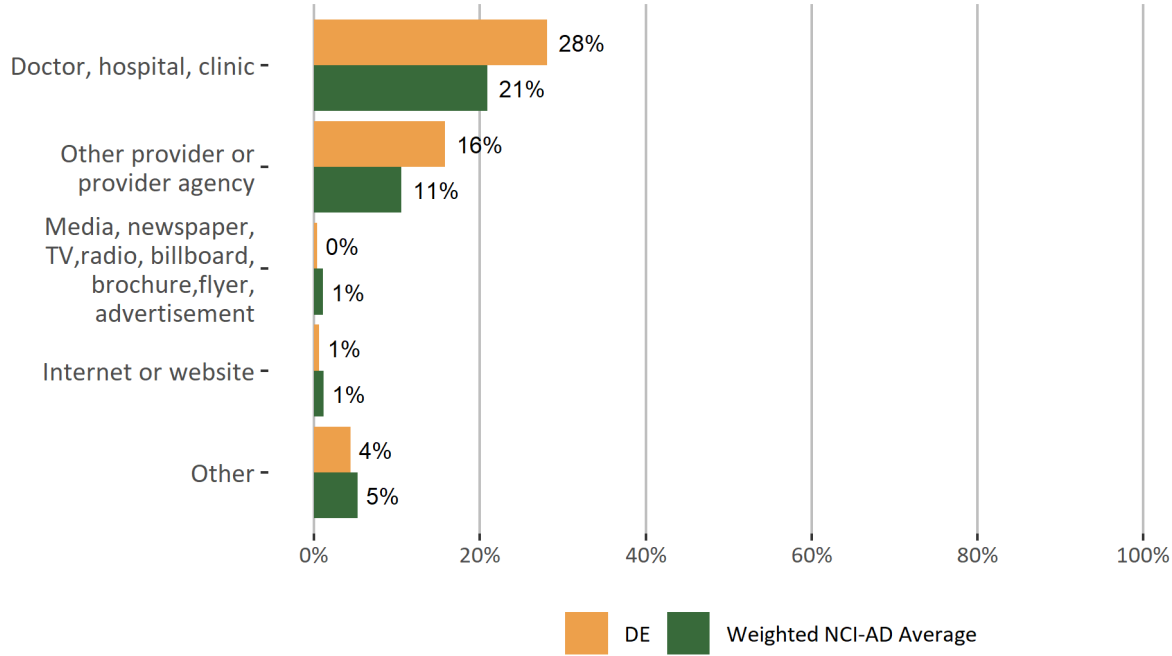
Table 40B. How first found out about services they can get (continued)

Proxy respondents were allowed for this question.

Program	Doctor, hospital, clinic	Other provider or provider agency	Media, newspaper, TV, radio, billboard, brochure, flyer, advertisement	Internet or website	Other
Highmark-HCBS	10%	7%	0%	0%	2%
Highmark-NF	7%	3%	0%	0%	1%
AmeriHealth-HCBS	6%	3%	0%	0%	1%
AmeriHealth-NF	5%	3%	0%	0%	0%
Overall DE Average	**28%**	**16%**	**0%**	**1%**	**4%**
Weighted NCI-AD Average	**21%**	**11%**	**1%**	**1%**	**5%**

Can contact their case manager or care coordinator when needs to
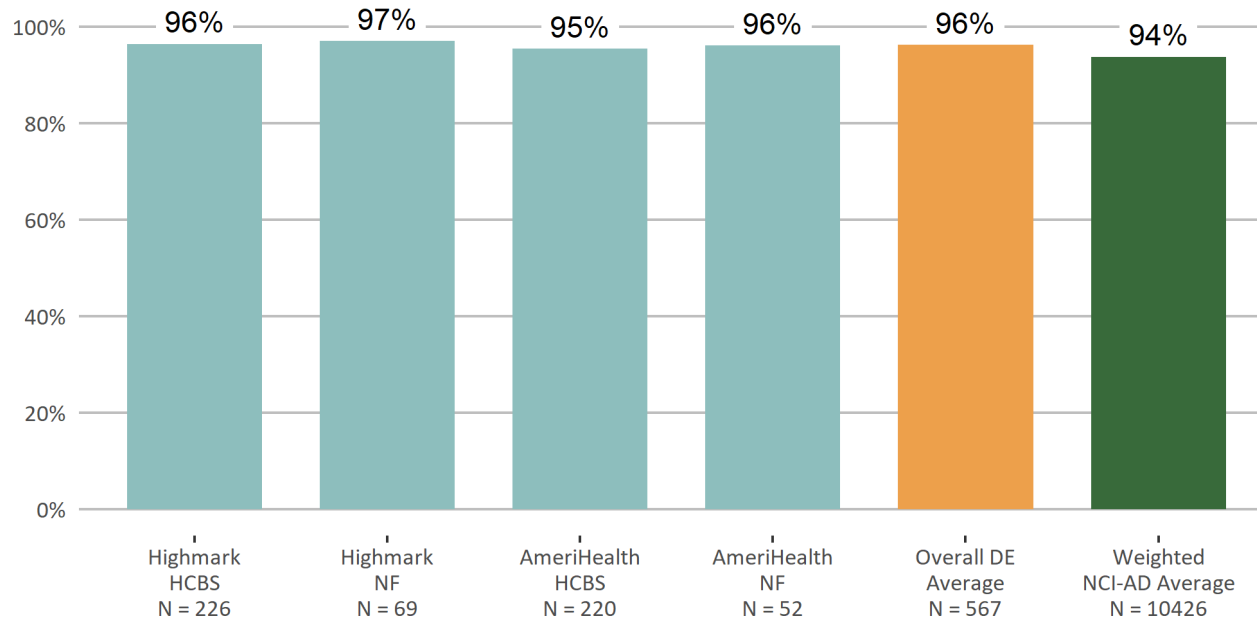
96%	97%	95%	96%	96%	94%
Highmark HCBS N = 226	Highmark NF N = 69	AmeriHealth HCBS N = 220	AmeriHealth NF N = 52	Overall DE Average N = 567	Weighted NCI-AD Average N = 10426

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 41. Can contact their case manager or care coordinator when needs to

Proxy respondents were allowed for this question.

Program	Yes, always	Most of the time, usually	No	N
Highmark-HCBS	79%	18%	4%	226
Highmark-NF	80%	17%	3%	69
AmeriHealth-HCBS	77%	19%	5%	220
AmeriHealth-NF	79%	17%	4%	52
Overall DE Average	**78%**	**18%**	**4%**	**567**
Weighted NCI-AD Average	**80%**	**13%**	**6%**	**10,426**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Who helps person most often (if anyone helps on a regular basis)

Category	DE N = 669 Weighted	NCI-AD Average N = 13048
Paid support worker who is not a friend or relative	57%	54%
Paid family member or spouse or partner	23%	17%
Paid friend	1%	2%
Unpaid family member or spouse or partner	15%	23%
Unpaid friend or volunteer	2%	3%
Other	1%	2%

Table 42. Who helps person most often (if anyone helps on a regular basis)

Proxy respondents were allowed for this question.

Program	Paid support worker who is not a friend or relative	Paid family member or spouse or partner	Paid friend	Unpaid family member or spouse or partner	Unpaid friend or volunteer	Other	N
Highmark-HCBS	45%	32%	2%	18%	2%	1%	256
Highmark-NF	94%	0%	0%	3%	2%	0%	88
AmeriHealth-HCBS	37%	35%	2%	24%	2%	1%	248
AmeriHealth-NF	91%	0%	0%	5%	3%	1%	77
Overall DE Average	**57%**	**23%**	**1%**	**15%**	**2%**	**1%**	**669**
Weighted NCI-AD Average	**54%**	**17%**	**2%**	**23%**	**3%**	**2%**	**13,048**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Additional people who help person on a regular basis

Category	DE	Weighted NCI-AD Average
Paid support worker who is not a friend or relative	27%	17%
Paid family member or spouse or partner	9%	4%
Paid friend	0%	1%
Unpaid family member or spouse or partner	44%	42%
Unpaid friend or volunteer	8%	10%
Other	1%	2%
No one else provides additional support	28%	32%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 43. Additional people who help person on a regular basis

Proxy respondents were allowed for this question. Categories are not mutually exclusive, therefore N is not shown.

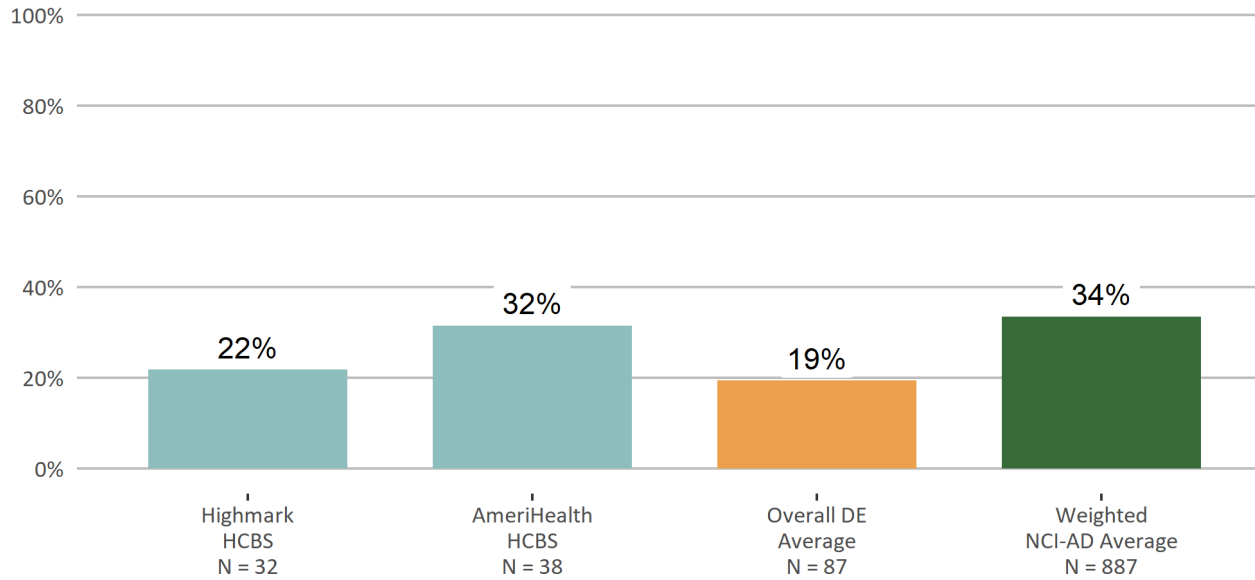| Program	Paid support worker who is not a friend or relative	Paid family member or spouse or partner	Paid friend	Unpaid family member or spouse or partner	Unpaid friend or volunteer	Other	No one else provides additional support
Highmark-HCBS	13%	4%	0%	23%	4%	0%	8%
Highmark-NF	5%	0%	0%	6%	1%	0%	6%
AmeriHealth-HCBS	6%	4%	0%	11%	2%	0%	8%
Overall DE Average	**27%**	**9%**	**0%**	**44%**	**8%**	**1%**	**28%**
Weighted NCI-AD Average	**17%**	**4%**	**1%**	**42%**	**10%**	**2%**	**32%**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

People who are paid to help them come and leave when they are supposed to

87%	**71%**	**86%**	**71%**	**81%**	**88%**
Highmark HCBS N = 113	Highmark NF N = 42	AmeriHealth HCBS N = 88	AmeriHealth NF N = 42	Overall DE Average N = 285	Weighted NCI-AD Average N = 6758

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
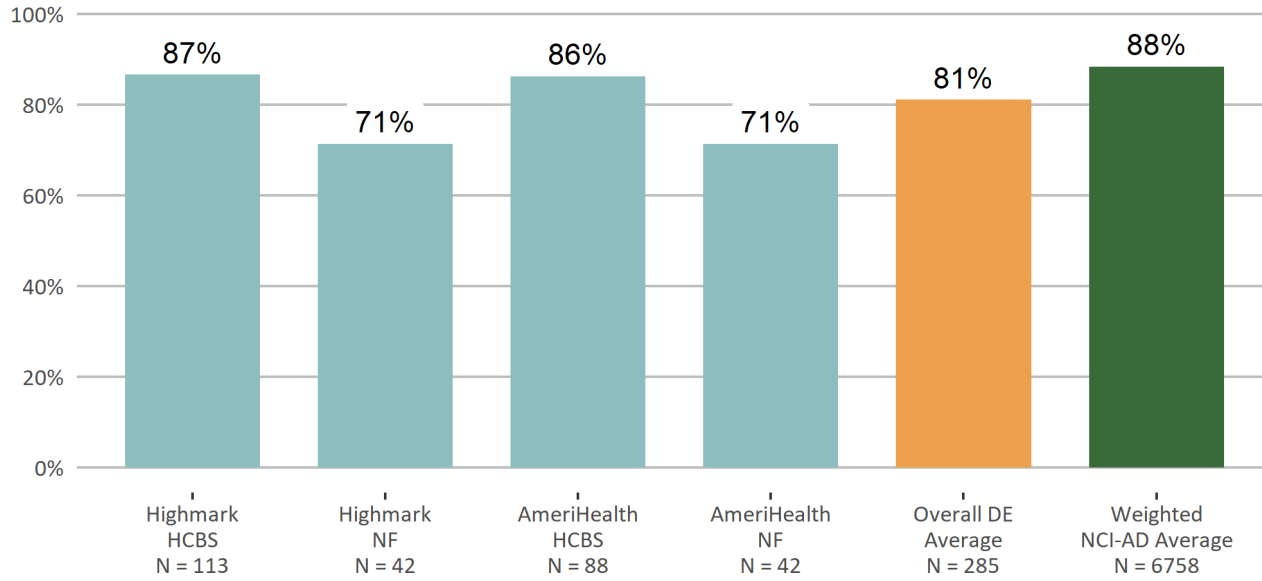
Table 44. People who are paid to help them come and leave when they are supposed to

Proxy respondents were allowed for this question.

Program	Yes, all paid support workers, always or almost always	Some, or usually	No, never or rarely	N
Highmark-HCBS	87%	13%	0%	113
Highmark-NF	71%	21%	7%	42
AmeriHealth-HCBS	86%	13%	1%	88
AmeriHealth-NF	71%	26%	2%	42
Overall DE Average	**81%**	**17%**	**2%**	**285**
Weighted NCI-AD Average	**88%**	**9%**	**2%**	**6,758**

Has a backup plan if the people who are paid to help them do not show up

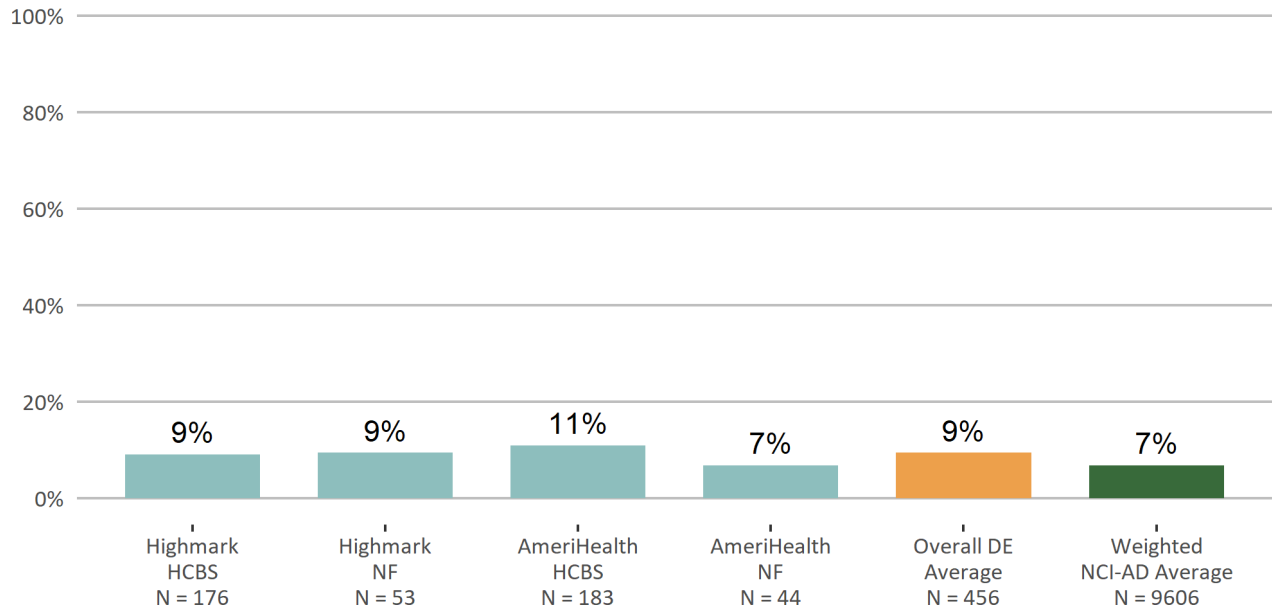|					
81%	78%	84%	76%	80%	67%
Highmark HCBS N = 110	Highmark NF N = 36	AmeriHealth HCBS N = 93	AmeriHealth NF N = 37	Overall DE Average N = 276	Weighted NCI-AD Average N = 6627

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
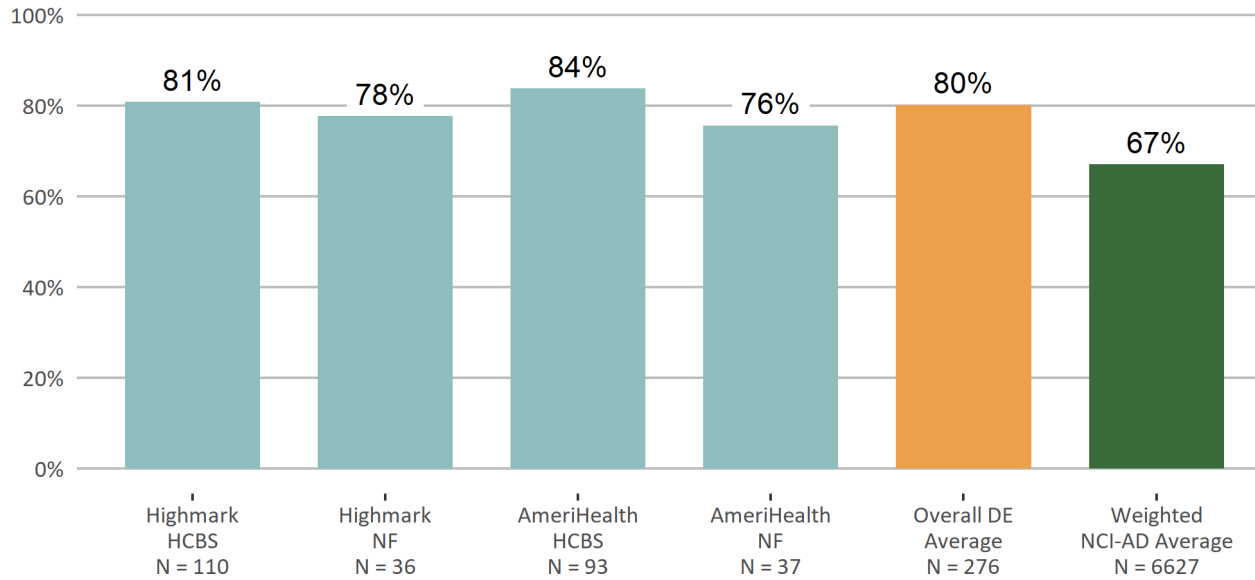
Table 45. Has a backup plan if their people who are paid to help them do not show up

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	81%	19%	110
Highmark-NF	78%	22%	36
AmeriHealth-HCBS	84%	16%	93
AmeriHealth-NF	76%	24%	37
Overall DE Average	**80%**	**20%**	**276**
Weighted NCI-AD Average	**67%**	**33%**	**6,627**

Has an emergency plan in place in case of widescale emergency
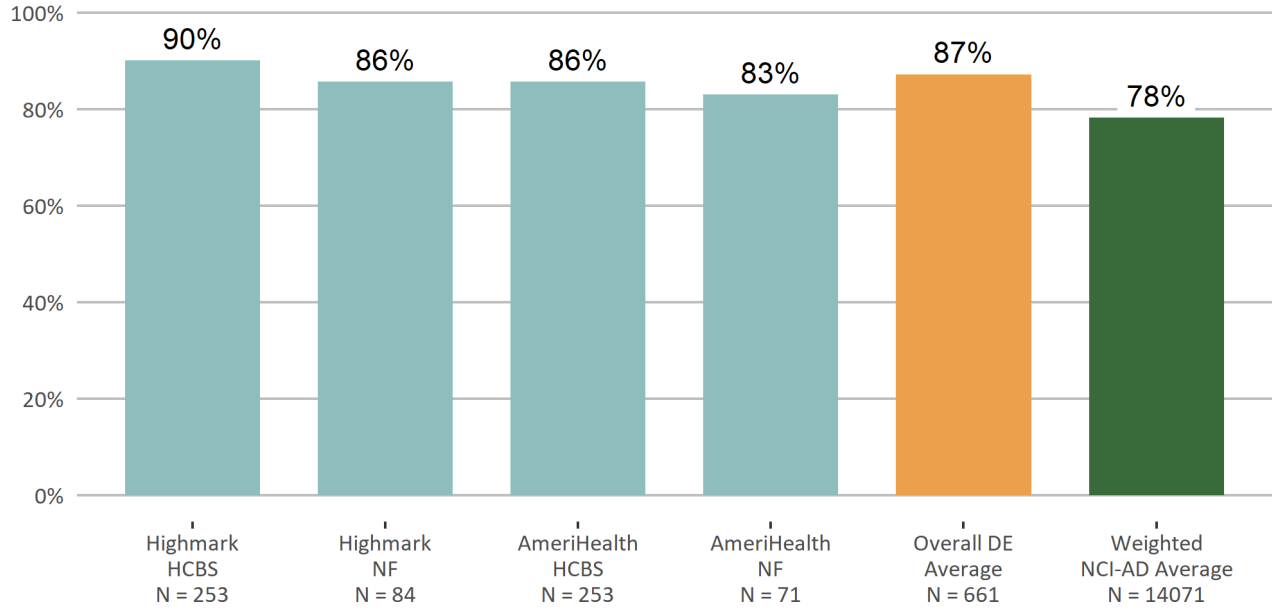
90%	86%	86%	83%	87%	78%
Highmark HCBS N = 253	Highmark NF N = 84	AmeriHealth HCBS N = 253	AmeriHealth NF N = 71	Overall DE Average N = 661	Weighted NCI-AD Average N = 14071

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 46. Has an emergency plan in place in case of widescale emergency

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	90%	10%	253
Highmark-NF	86%	14%	84
AmeriHealth-HCBS	86%	14%	253
AmeriHealth-NF	83%	17%	71
Overall DE Average	**87%**	**13%**	**661**
Weighted NCI-AD Average	**78%**	**22%**	**14,071**

Knows whom to contact if they have a complaint about their services

	Highmark HCBS N = 186	Highmark NF N = 51	AmeriHealth HCBS N = 182	AmeriHealth NF N = 43	Overall DE Average N = 462	Weighted NCI-AD Average N = 9582
	90%	88%	90%	74%	88%	88%

Table 47. Knows whom to contact if they have a complaint about their services

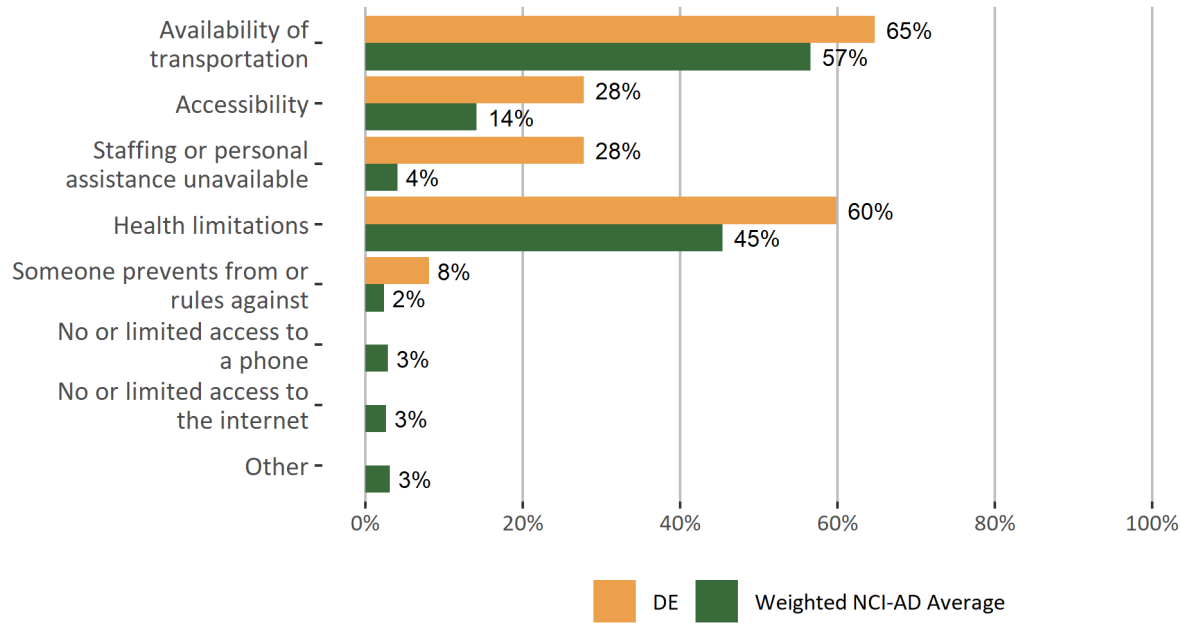| Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	82%	8%	10%	186
Highmark-NF	71%	18%	12%	51
AmeriHealth-HCBS	84%	7%	10%	182
AmeriHealth-NF	63%	12%	26%	43
Overall DE Average	**78%**	**9%**	**12%**	**462**
Weighted NCI-AD Average	**81%**	**7%**	**12%**	**9,582**
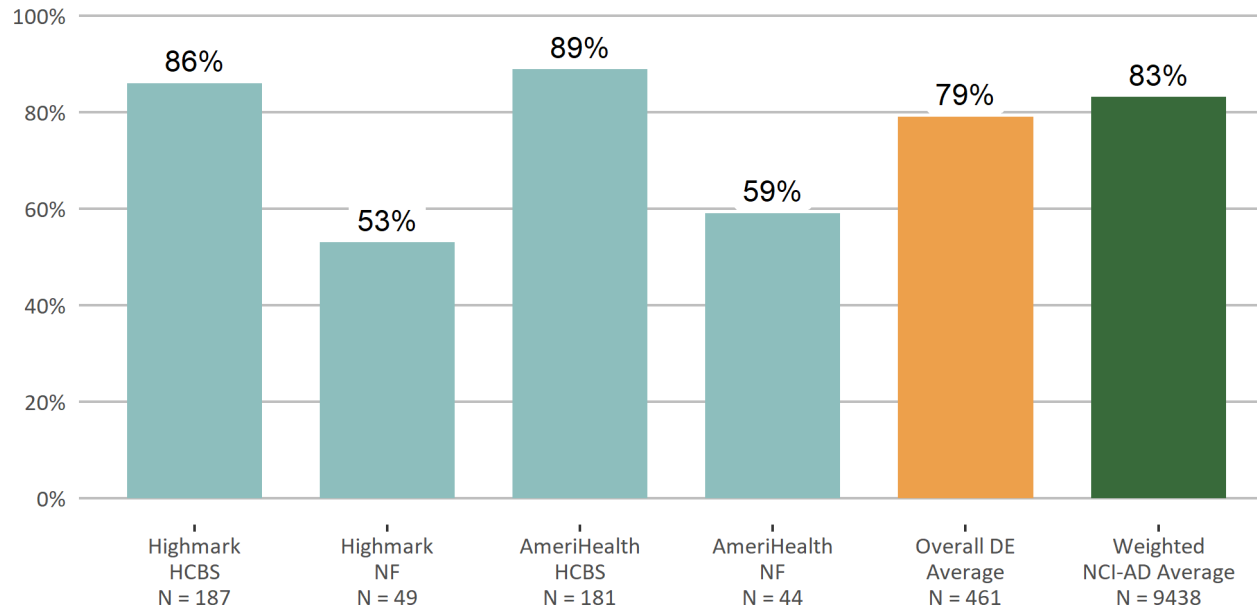
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Knows whom to contact if they want to make changes to services

	Highmark HCBS N = 187	Highmark NF N = 49	AmeriHealth HCBS N = 181	AmeriHealth NF N = 44	Overall DE Average N = 461	Weighted NCI-AD Average N = 9438
	86%	53%	89%	59%	79%	83%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 48. Knows whom to contact if they want to make changes to services

Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	86%	8%	6%	187
Highmark-NF	53%	18%	29%	49
AmeriHealth-HCBS	89%	7%	4%	181
AmeriHealth-NF	59%	25%	16%	44
Overall DE Average	**79%**	**11%**	**10%**	**461**
Weighted NCI-AD Average	**83%**	**8%**	**8%**	**9,438**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Services meet all needs and current goals

Highmark HCBS N = 233	Highmark NF N = 88	AmeriHealth HCBS N = 233	AmeriHealth NF N = 70	Overall DE Average N = 624	Weighted NCI-AD Average N = 12225
61%	58%	72%	64%	64%	71%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 49. Services meet all current needs

Proxy respondents were allowed for this question.

Program	Yes, completely, all needs and goals	Some needs and goals	No, not at all, needs and goals are not met	N
Highmark-HCBS	61%	35%	4%	233
Highmark-NF	58%	27%	15%	88
AmeriHealth-HCBS	72%	22%	6%	233
AmeriHealth-NF	64%	30%	6%	70
Overall DE Average	**64%**	**29%**	**7%**	**624**
Weighted NCI-AD Average	**71%**	**24%**	**6%**	**12,225**
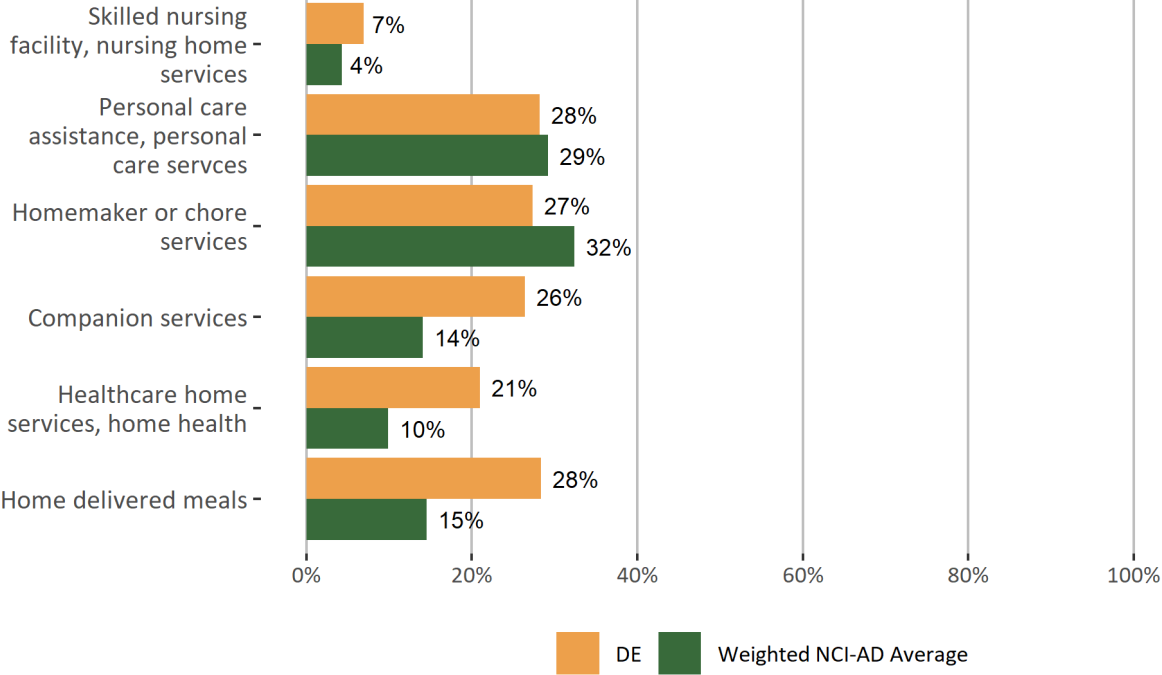
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Additional Services Needed

Service	DE	Weighted NCI-AD Average
Skilled nursing facility, nursing home services	7%	4%
Personal care assistance, personal care servces	28%	29%
Homemaker or chore services	27%	32%
Companion services	26%	14%
Healthcare home services, home health	21%	10%
Home delivered meals	28%	15%

Legend: ■ DE ■ Weighted NCI-AD Average

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 50A. Additional services and supports needed (if all current needs and goals are not being met)

Proxy respondents were allowed for this question; categories are not mutually exclusive, therefore N is not shown.

Program	Skilled nursing facility, nursing home services	Personal care assistance, personal care services	Homemaker or chore services	Companion services	Healthcare home services, home health	Home delivered meals
Highmark-HCBS	2%	18%	19%	18%	12%	20%
Highmark-NF	2%	2%	1%	2%	2%	2%
AmeriHealth-HCBS	1%	7%	6%	4%	6%	5%
AmeriHealth-NF	2%	2%	2%	2%	1%	1%
Overall DE Average	**7%**	**28%**	**27%**	**26%**	**21%**	**28%**
Weighted NCI-AD Average	**4%**	**29%**	**32%**	**14%**	**10%**	**15%**

Additional Services Needed
(continued)

Service	DE	Weighted NCI-AD Average
Adult day services	28%	9%
Transportation	33%	28%
Respite or family caregiver support	9%	6%
Health care	18%	7%
Mental health care	17%	9%
Dental care	30%	14%

Legend: DE (orange), Weighted NCI-AD Average (green)

Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive, therefore N is not shown.

Program	Adult day services	Transportation	Respite or family caregiver support	Health care	Mental health care	Dental care
Highmark-HCBS	20%	23%	6%	11%	13%	19%
Highmark-NF	1%	2%	1%	1%	1%	4%
AmeriHealth-HCBS	7%	7%	3%	3%	3%	6%
AmeriHealth-NF	1%	1%	0%	2%	0%	2%
Overall DE Average	**28%**	**33%**	**9%**	**18%**	**17%**	**30%**
Weighted NCI-AD Average	**9%**	**28%**	**6%**	**7%**	**9%**	**14%**
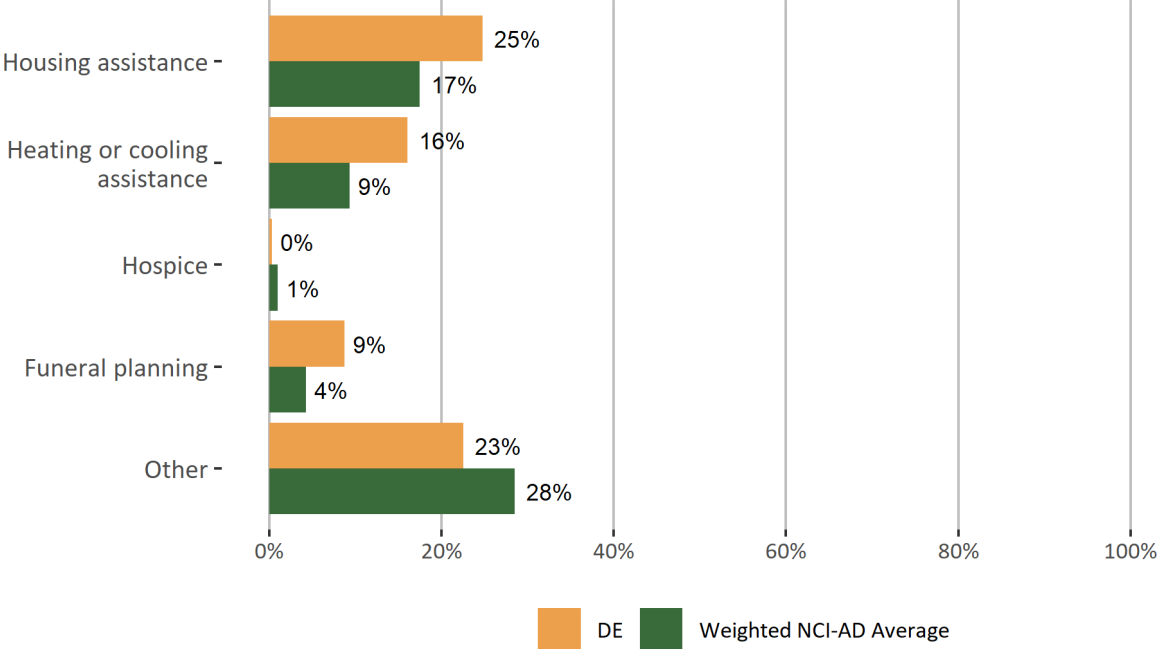
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Additional Services Needed
(continued)

Category	DE	Weighted NCI-AD Average
Housing assistance	25%	17%
Heating or cooling assistance	16%	9%
Hospice	0%	1%
Funeral planning	9%	4%
Other	23%	28%

Legend: ■ DE ■ Weighted NCI-AD Average

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive, therefore N is not shown.

Program	Housing assistance	Heating or cooling assistance	Hospice	Funeral planning	Other
Highmark-HCBS	16%	13%	0%	1%	10%
Highmark-NF	1%	0%	0%	3%	5%
AmeriHealth-HCBS	6%	3%	0%	1%	6%
AmeriHealth-NF	2%	0%	0%	3%	1%
Overall DE Average	**25%**	**16%**	**0%**	**9%**	**23%**
Weighted NCI-AD Average	**17%**	**9%**	**1%**	**4%**	**28%**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Case manager talked to them about
services that might help with their
unmet needs (if all current needs
and goals are not being met and has
a case manager)

59%

42%

61%

54%

56%

| Highmark HCBS N = 75 | Highmark NF N = 24 | AmeriHealth HCBS N = 54 | Overall DE Average N = 164 | Weighted NCI-AD Average N = 2536 |

Table 51. Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	59%	41%	75
Highmark-NF	42%	58%	24
AmeriHealth-HCBS	61%	39%	54
Overall DE Average	**54%**	**46%**	**164**
Weighted NCI-AD Average	**56%**	**44%**	**2,536**
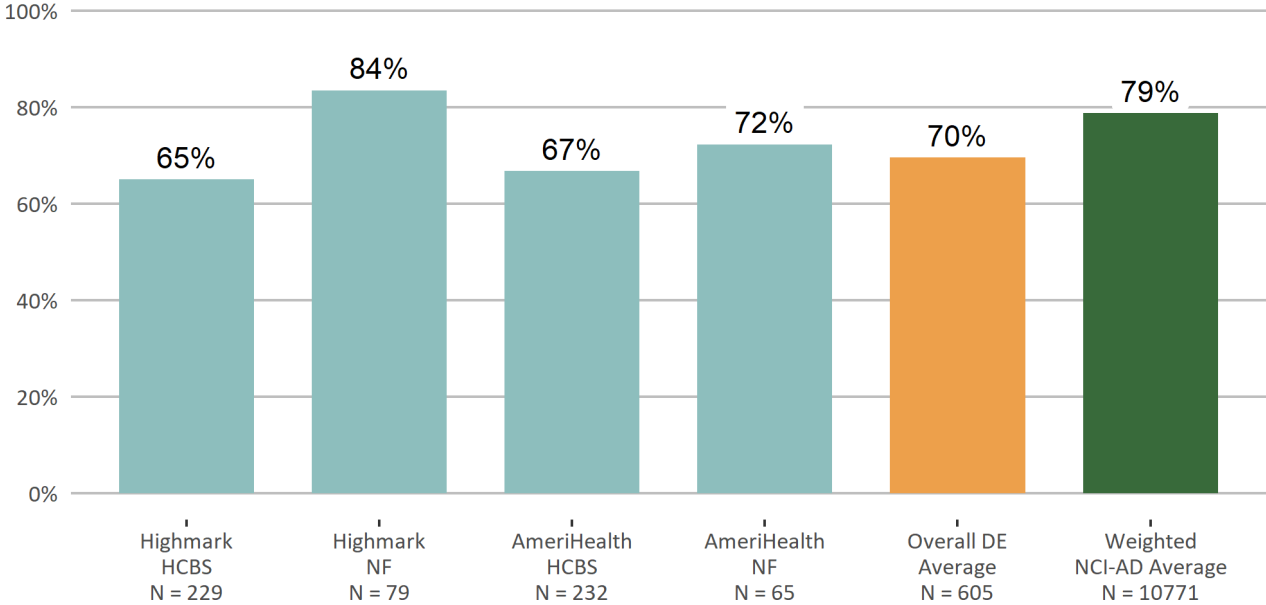
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Service providers work together to provide support

	Highmark HCBS N = 229	Highmark NF N = 79	AmeriHealth HCBS N = 232	AmeriHealth NF N = 65	Overall DE Average N = 605	Weighted NCI-AD Average N = 10771
%	65%	84%	67%	72%	70%	79%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 52. Service providers work together to provide support

New question in 2022-2023.

Program	Yes, all service providers	Sometimes, or some service providers	No	N
Highmark-HCBS	65%	25%	10%	229
Highmark-NF	84%	3%	14%	79
AmeriHealth-HCBS	67%	20%	13%	232
AmeriHealth-NF	72%	22%	6%	65
Overall DE Average	**70%**	**19%**	**11%**	**605**
Weighted NCI-AD Average	**79%**	**12%**	**9%**	**10,771**

Care Coordination

Knows how to manage chronic conditions (if has at least one)

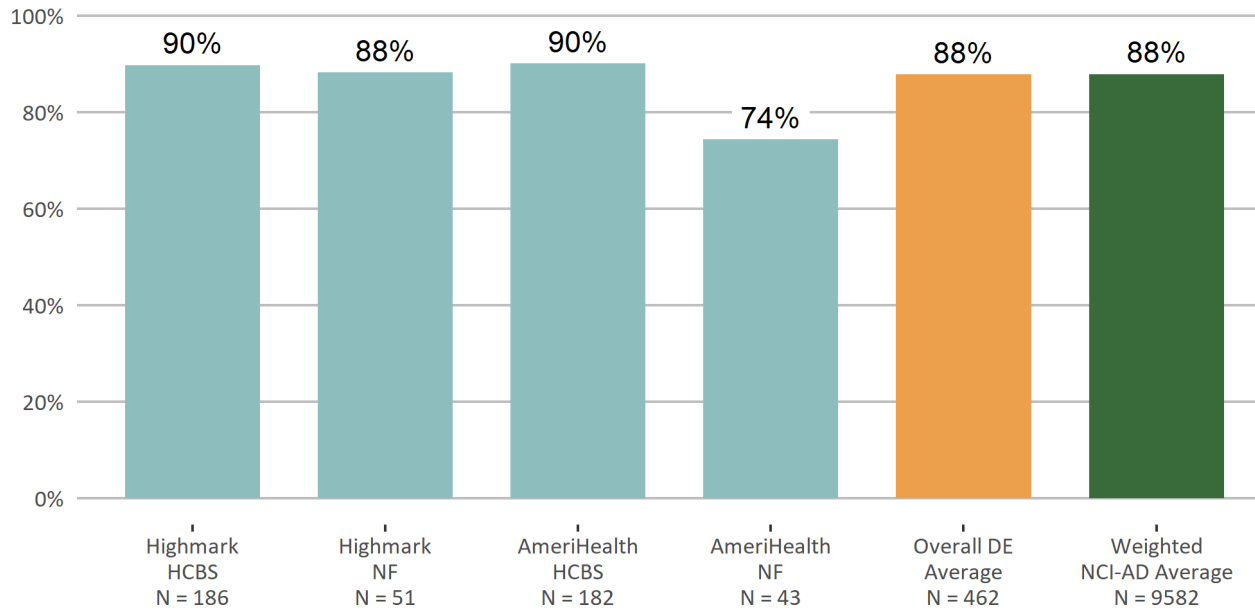|					
86%	76%	84%	84%	84%	85%
Highmark HCBS N = 189	Highmark NF N = 55	AmeriHealth HCBS N = 190	AmeriHealth NF N = 38	Overall DE Average N = 472	Weighted NCI-AD Average N = 10269

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
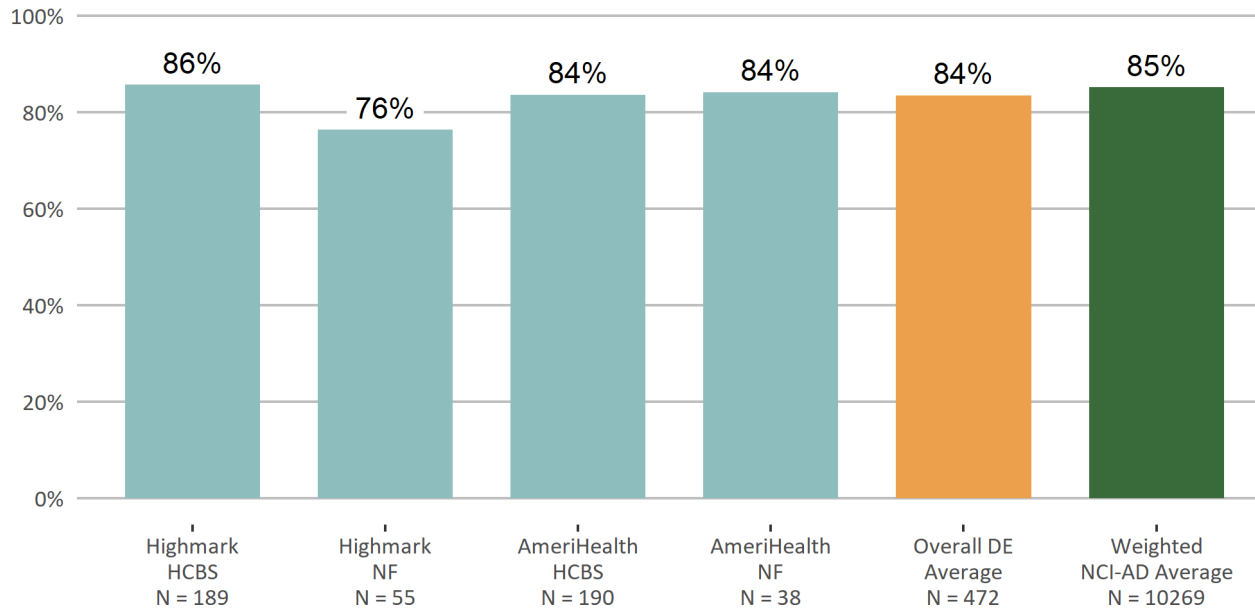
Table 53. Knows how to manage chronic conditions (if has at least one)

Program	Yes	In-between, or some conditions	No	N
Highmark-HCBS	86%	6%	8%	189
Highmark-NF	76%	7%	16%	55
AmeriHealth-HCBS	84%	9%	7%	190
AmeriHealth-NF	84%	8%	8%	38
Overall DE Average	**84%**	**8%**	**9%**	**472**
Weighted NCI-AD Average	**85%**	**10%**	**5%**	**10,269**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home

|	
Highmark HCBS N = 265	27%
Highmark NF N = 94	33%
AmeriHealth HCBS N = 262	24%
AmeriHealth NF N = 76	30%
Overall DE Average N = 697	28%
Weighted NCI-AD Average N = 14099	29%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
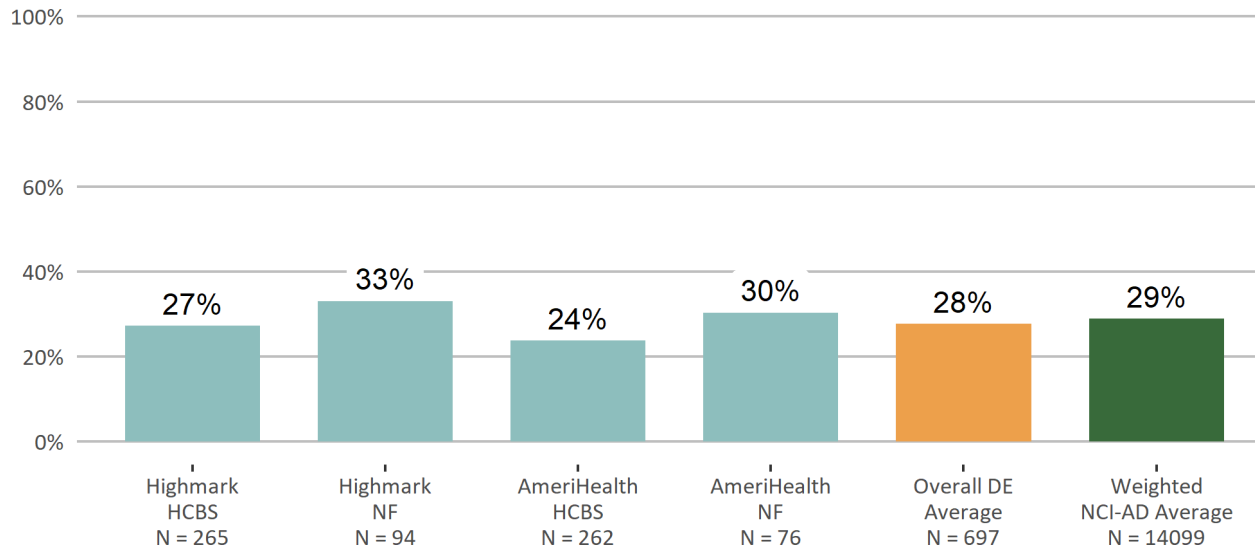
Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	27%	73%	265
Highmark-NF	33%	67%	94
AmeriHealth-HCBS	24%	76%	262
AmeriHealth-NF	30%	70%	76
Overall DE Average	**28%**	**72%**	**697**
Weighted NCI-AD Average	**29%**	**71%**	**14,099**

Felt comfortable and supported
enough to go home after stay in a
hospital or rehab/nursing facility
(if had an overnight stay in the
past 12 months and was discharged
to go home)

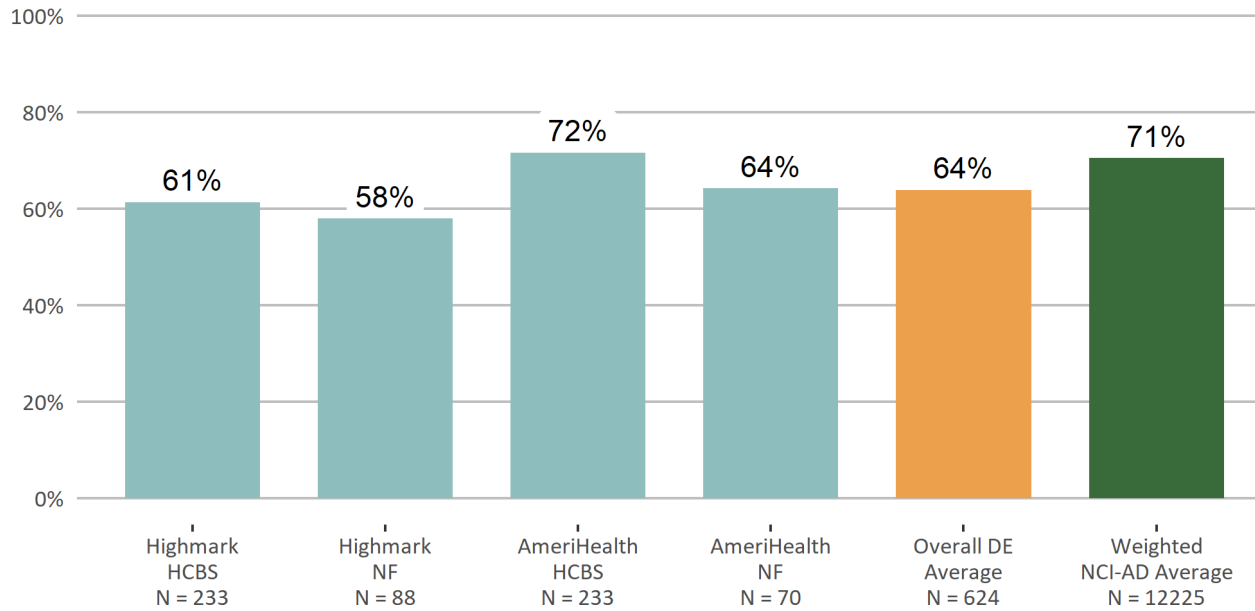|			
89%	90%	84%	86%
Highmark HCBS N = 54	AmeriHealth HCBS N = 52	Overall DE Average N = 136	Weighted NCI-AD Average N = 3056

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
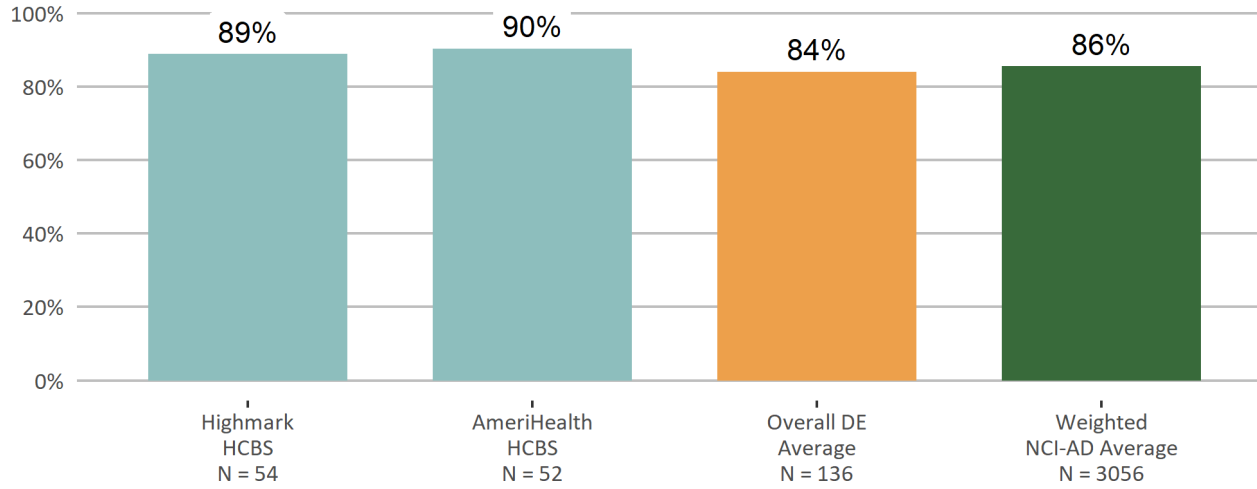
Table 55. Felt comfortable and supported enough to go home after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Program	Yes	In-between	No	N
Highmark-HCBS	89%	2%	9%	54
AmeriHealth-HCBS	90%	4%	6%	52
Overall DE Average	**84%**	**7%**	**9%**	**136**
Weighted NCI-AD Average	**86%**	**7%**	**8%**	**3,056**

Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

|				
86%	77%	92%	85%	85%
Highmark HCBS N = 69	Highmark NF N = 30	AmeriHealth HCBS N = 59	Overall DE Average N = 178	Weighted NCI-AD Average N = 3735

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
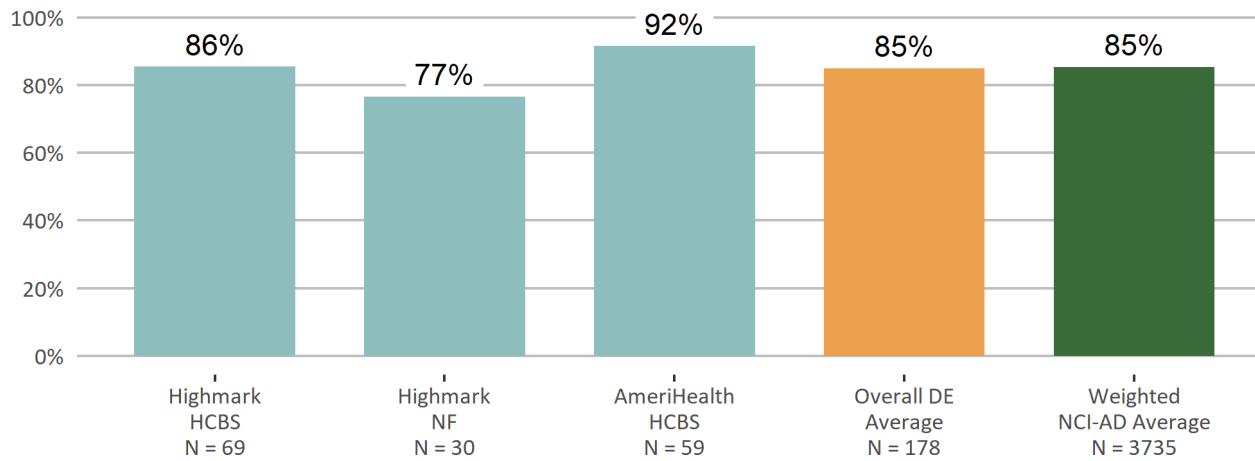
Table 56. Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	86%	14%	69
Highmark-NF	77%	23%	30
AmeriHealth-HCBS	92%	8%	59
Overall DE Average	**85%**	**15%**	**178**
Weighted NCI-AD Average	**85%**	**15%**	**3,735**

Choice and Control

Always feels in control of their life
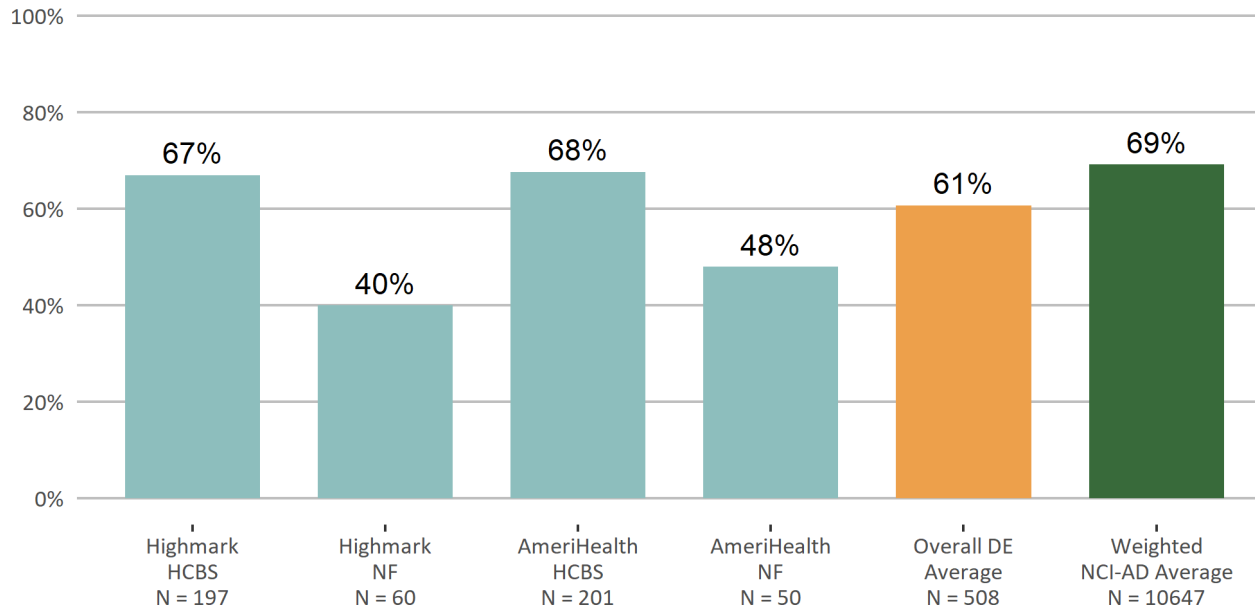
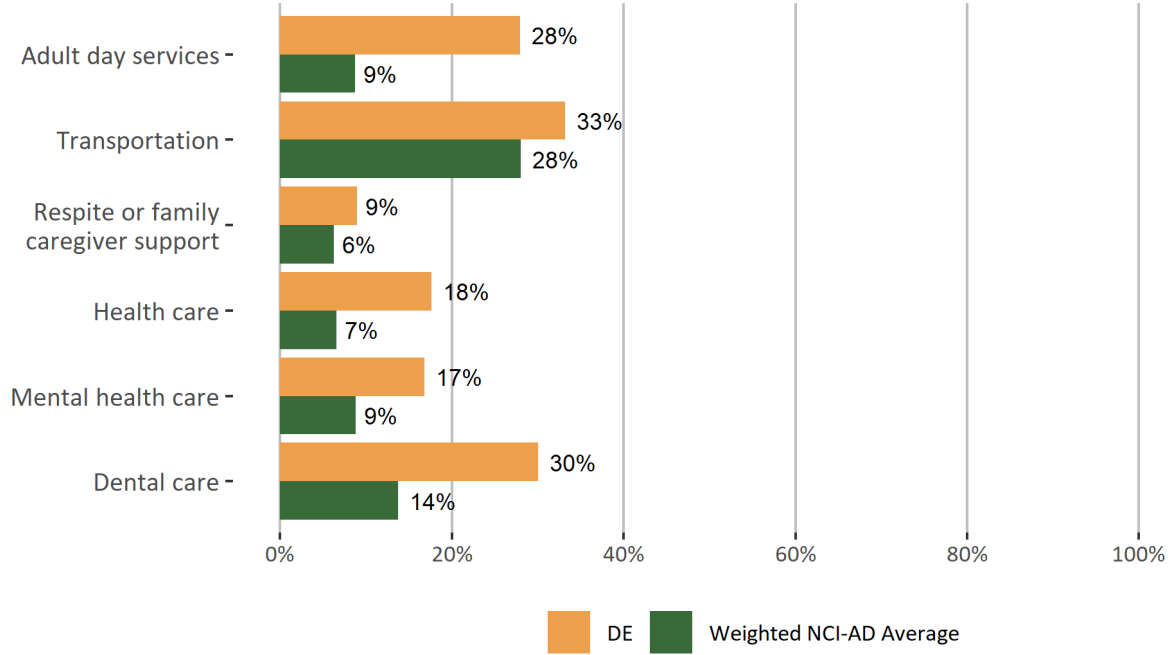|					
67%	40%	68%	48%	61%	69%
Highmark HCBS N = 197	Highmark NF N = 60	AmeriHealth HCBS N = 201	AmeriHealth NF N = 50	Overall DE Average N = 508	Weighted NCI-AD Average N = 10647

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 57. Feels in control of their life

Program	Yes, almost always, always	In-between, sometimes	No, rarely, never	N
Highmark-HCBS	67%	22%	11%	197
Highmark-NF	40%	30%	30%	60
AmeriHealth-HCBS	68%	24%	8%	201
AmeriHealth-NF	48%	28%	24%	50
Overall DE Average	**61%**	**24%**	**15%**	**508**
Weighted NCI-AD Average	**69%**	**24%**	**7%**	**10,647**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Able to furnish and decorate their room however they want to (if living in a group setting)

Chart showing percentages:
- Highmark NF (N = 55): 73%
- AmeriHealth NF (N = 45): 71%
- Overall DE Average (N = 137): 77%
- Weighted NCI-AD Average (N = 1263): 82%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 58. Able to furnish and decorate their room however they want to (if living in a group setting)

Program	In all ways	In most ways	Only in some ways, or not at all	N
Highmark-NF	40%	33%	27%	55
AmeriHealth-NF	38%	33%	29%	45
Overall DE Average	**48%**	**29%**	**23%**	**137**
Weighted NCI-AD Average	**53%**	**29%**	**18%**	**1,263**

Can choose or change their roommate
(if living in a group setting and has a roommate)

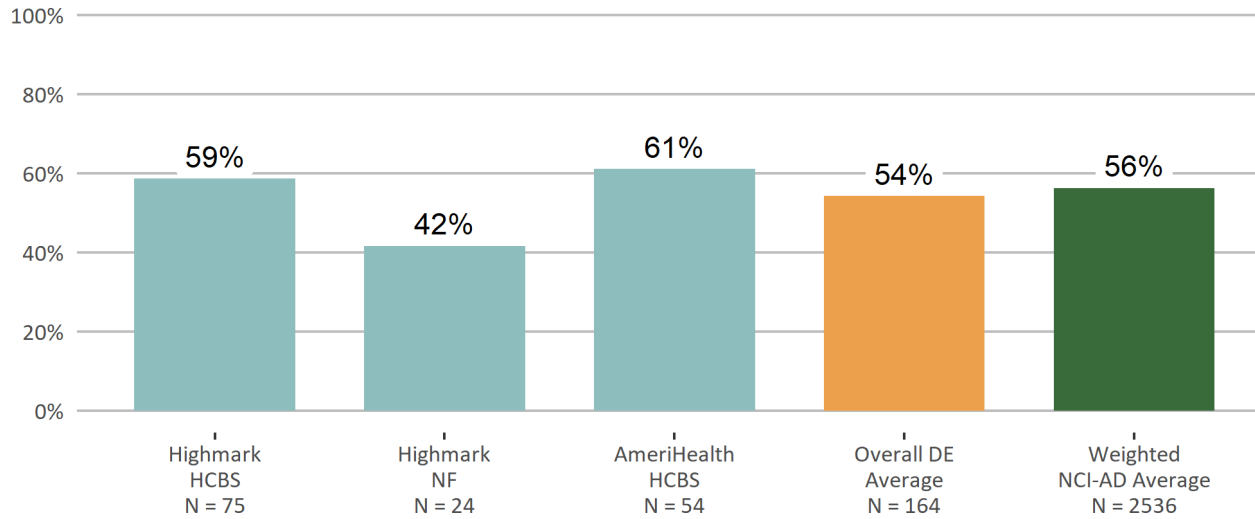|	Highmark NF N = 50	AmeriHealth NF N = 41	Overall DE Average N = 107	Weighted NCI-AD Average N = 601
	20%	12%	16%	31%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
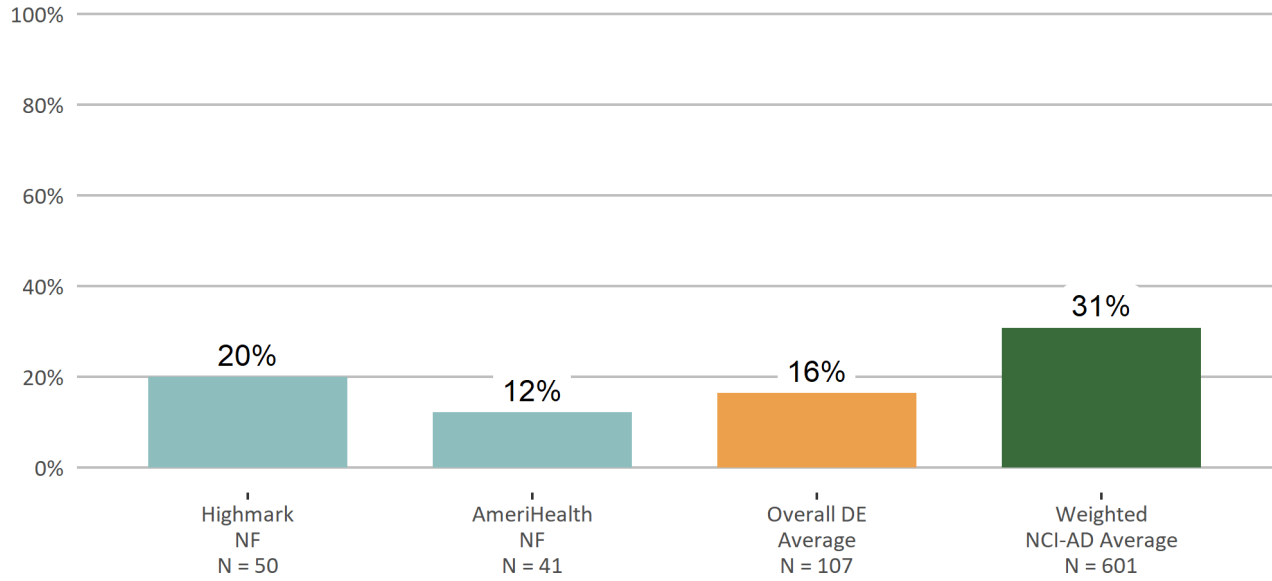
Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)

Program	Yes	No	N
Highmark-NF	20%	80%	50
AmeriHealth-NF	12%	88%	41
Overall DE Average	**16%**	**84%**	**107**
Weighted NCI-AD Average	**31%**	**69%**	**601**

Can always get up and go to bed when they want to

92%	77%	94%	75%	82%	89%
Highmark HCBS N = 37	Highmark NF N = 61	AmeriHealth HCBS N = 36	AmeriHealth NF N = 48	Overall DE Average N = 182	Weighted NCI-AD Average N = 2339

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
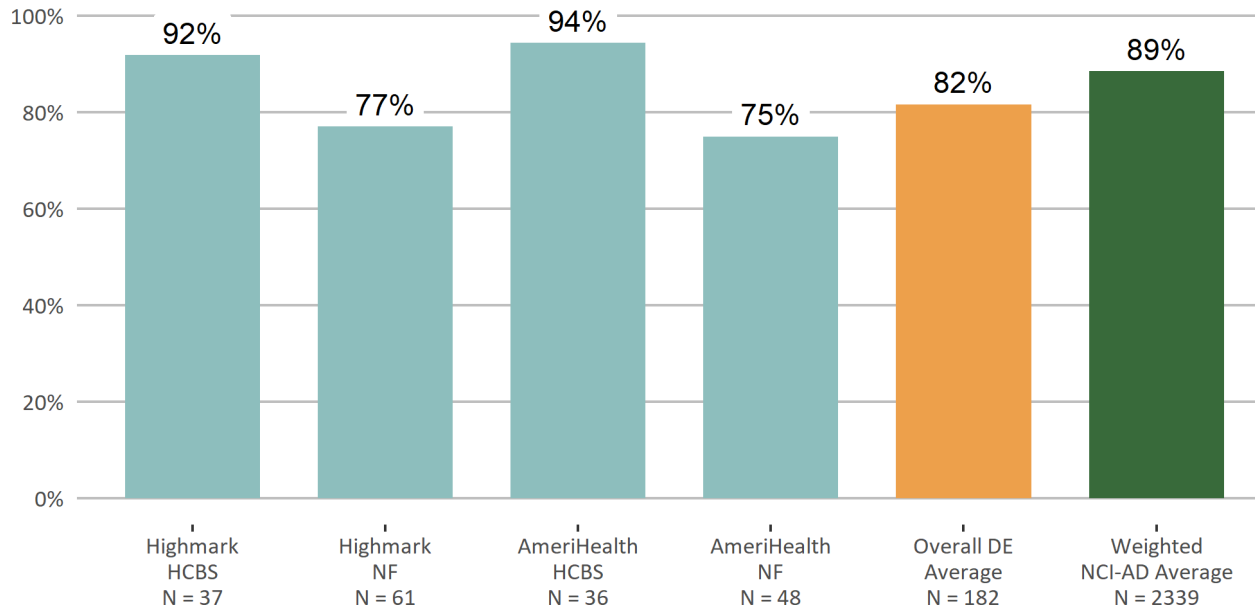
Table 60. Can get up and go to bed when they want to

Program	Yes, always, or almost always	Some days, sometimes	No, never	N
Highmark-HCBS	92%	5%	3%	37
Highmark-NF	77%	10%	13%	61
AmeriHealth-HCBS	94%	3%	3%	36
AmeriHealth-NF	75%	15%	10%	48
Overall DE Average	**82%**	**9%**	**9%**	**182**
Weighted NCI-AD Average	**89%**	**9%**	**3%**	**2,339**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Can always eat their meals when they want to

|					
49%	23%	71%	43%	40%	74%
Highmark HCBS N = 37	Highmark NF N = 61	AmeriHealth HCBS N = 35	AmeriHealth NF N = 49	Overall DE Average N = 182	Weighted NCI-AD Average N = 2326

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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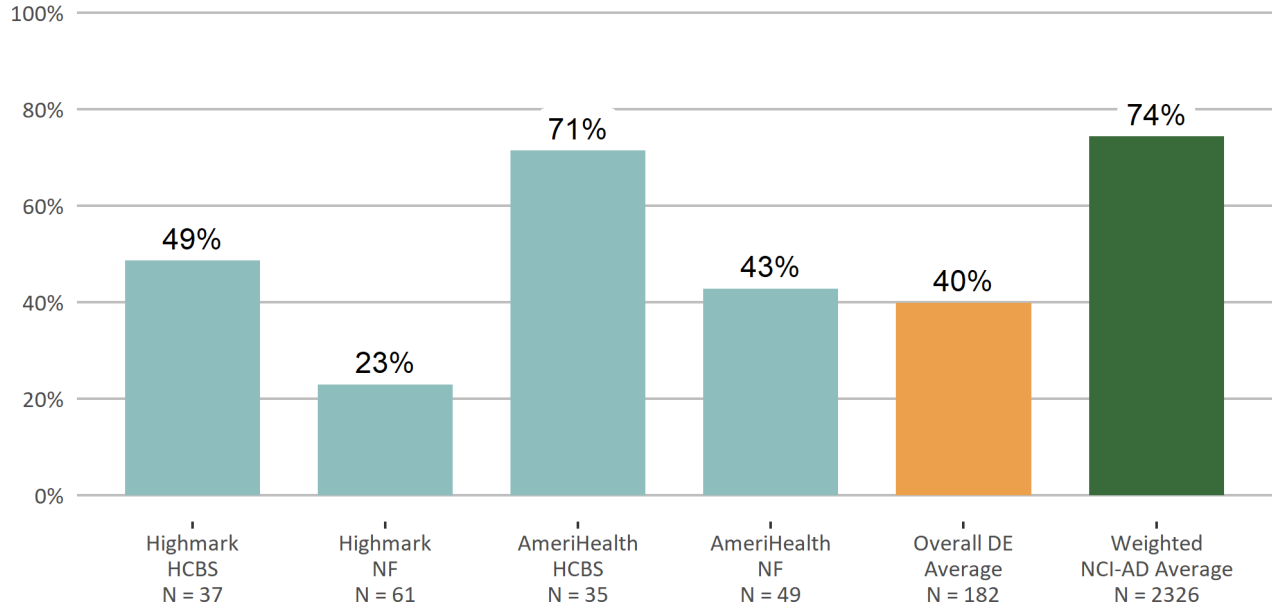
Table 61. Can eat their meals when they want to

Program	Yes, always, or almost always	Some days, sometimes	No, never	N
Highmark-HCBS	49%	5%	46%	37
Highmark-NF	23%	16%	61%	61
AmeriHealth-HCBS	71%	11%	17%	35
AmeriHealth-NF	43%	14%	43%	49
Overall DE Average	**40%**	**13%**	**47%**	**182**
Weighted NCI-AD Average	**74%**	**11%**	**15%**	**2,326**
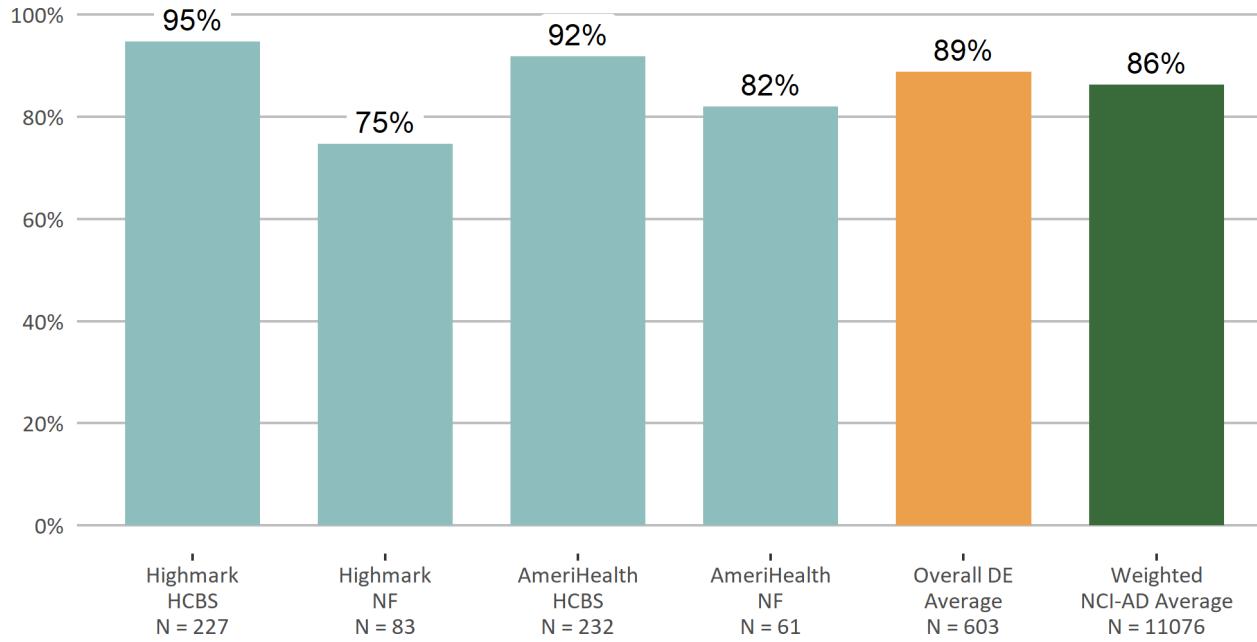
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Can choose or change their services

Highmark HCBS N = 227	95%
Highmark NF N = 83	75%
AmeriHealth HCBS N = 232	92%
AmeriHealth NF N = 61	82%
Overall DE Average N = 603	89%
Weighted NCI-AD Average N = 11076	86%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 62. Can choose or change their services

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Highmark-HCBS	71%	23%	5%	227
Highmark-NF	55%	19%	25%	83
AmeriHealth-HCBS	73%	19%	8%	232
AmeriHealth-NF	56%	26%	18%	61
Overall DE Average	**67%**	**22%**	**11%**	**603**
Weighted NCI-AD Average	**72%**	**14%**	**14%**	**11,076**
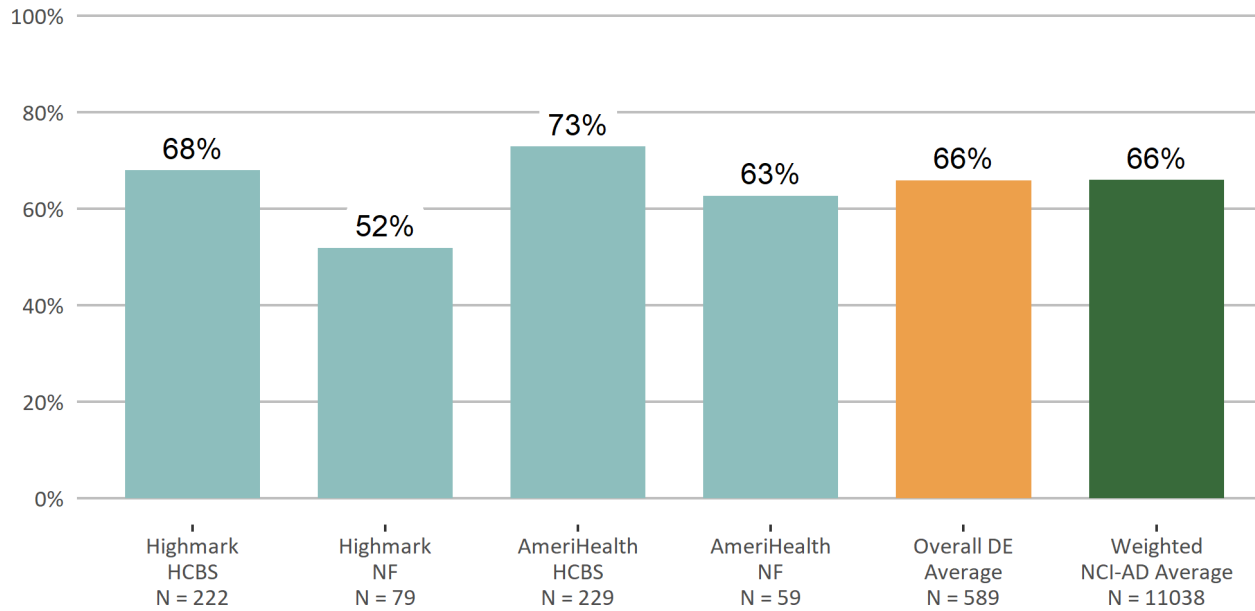
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Can choose or change when and how often they receive services

Highmark HCBS N = 222	Highmark NF N = 79	AmeriHealth HCBS N = 229	AmeriHealth NF N = 59	Overall DE Average N = 589	Weighted NCI-AD Average N = 11038
68%	52%	73%	63%	66%	66%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 63. Can choose or change when and how often they receive services

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Highmark-HCBS	68%	25%	7%	222
Highmark-NF	52%	15%	33%	79
AmeriHealth-HCBS	73%	20%	7%	229
AmeriHealth-NF	63%	24%	14%	59
Overall DE Average	**66%**	**22%**	**13%**	**589**
Weighted NCI-AD Average	**66%**	**15%**	**19%**	**11,038**

Can choose or change the people who provide paid supports if wants

76%	33%	79%	28%	62%	77%
Highmark HCBS N = 118	Highmark NF N = 42	AmeriHealth HCBS N = 95	AmeriHealth NF N = 39	Overall DE Average N = 294	Weighted NCI-AD Average N = 6837

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 64. Can choose or change the people who provide paid supports if wants

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Highmark-HCBS	76%	10%	14%	118
Highmark-NF	33%	7%	60%	42
AmeriHealth-HCBS	79%	6%	15%	95
AmeriHealth-NF	28%	5%	67%	39
Overall DE Average	**62%**	**8%**	**30%**	**294**
Weighted NCI-AD Average	**77%**	**7%**	**16%**	**6,837**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Satisfaction

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Services help them live the life they want

	Highmark HCBS N = 176	Highmark NF N = 47	AmeriHealth HCBS N = 173	AmeriHealth NF N = 40	Overall DE Average N = 436	Weighted NCI-AD Average N = 9108
	88%	49%	84%	73%	80%	87%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 65. Services help them live the life they want

Program	Yes	No	N
Highmark-HCBS	88%	12%	176
Highmark-NF	49%	51%	47
AmeriHealth-HCBS	84%	16%	173
AmeriHealth-NF	73%	28%	40
Overall DE Average	**80%**	**20%**	**436**
Weighted NCI-AD Average	**87%**	**13%**	**9,108**

Case manager/care coordinator
changes too often

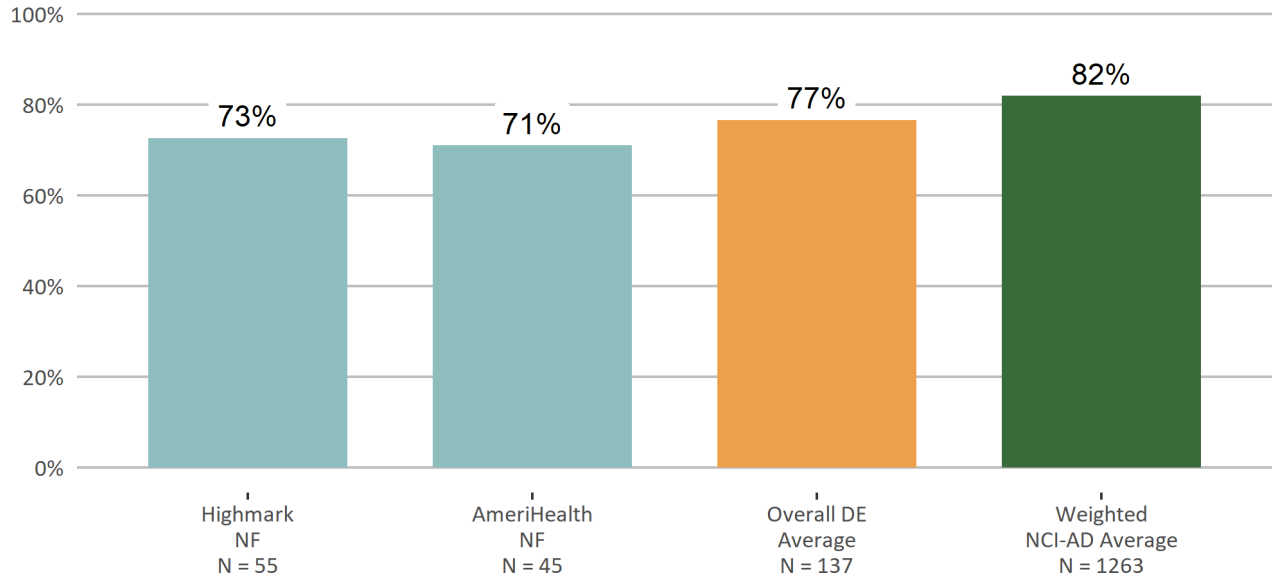|					
41%	21%	39%	30%	37%	32%
Highmark HCBS N = 169	Highmark NF N = 33	AmeriHealth HCBS N = 163	AmeriHealth NF N = 27	Overall DE Average N = 392	Weighted NCI-AD Average N = 7781

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 66. Case manager/care coordinator changes too often

Program	Yes	No	N
Highmark-HCBS	41%	59%	169
Highmark-NF	21%	79%	33
AmeriHealth-HCBS	39%	61%	163
AmeriHealth-NF	30%	70%	27
Overall DE Average	**37%**	**63%**	**392**
Weighted NCI-AD Average	**32%**	**68%**	**7,781**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

People who are paid to help them change too often

Highmark HCBS N = 113: 31%
Highmark NF N = 43: 67%
AmeriHealth HCBS N = 95: 27%
AmeriHealth NF N = 42: 55%
Overall DE Average N = 293: 41%
Weighted NCI-AD Average N = 6863: 32%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 67. People who are paid to help them change too often

Program	Yes, all paid support workers, always or almost always	Some or usually	No, never or rarely	N
Highmark-HCBS	16%	15%	69%	113
Highmark-NF	44%	23%	33%	43
AmeriHealth-HCBS	17%	11%	73%	95
AmeriHealth-NF	38%	17%	45%	42
Overall DE Average	**25%**	**16%**	**59%**	**293**
Weighted NCI-AD Average	**18%**	**15%**	**68%**	**6,863**
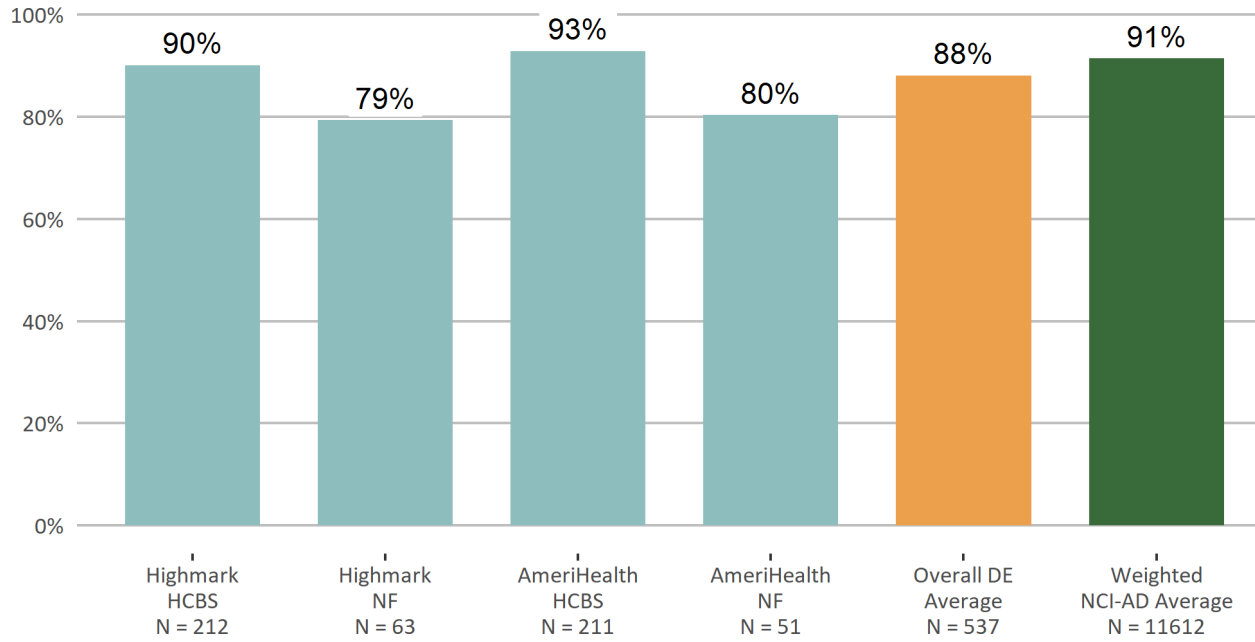
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Likes where they live

90%	79%	93%	80%	88%	91%
Highmark HCBS N = 212	Highmark NF N = 63	AmeriHealth HCBS N = 211	AmeriHealth NF N = 51	Overall DE Average N = 537	Weighted NCI-AD Average N = 11612

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 68. Likes where they live

Program	Yes	In between, most of the time	No	N
Highmark-HCBS	82%	8%	10%	212
Highmark-NF	49%	30%	21%	63
AmeriHealth-HCBS	82%	11%	7%	211
AmeriHealth-NF	69%	12%	20%	51
Overall DE Average	**75%**	**13%**	**12%**	**537**
Weighted NCI-AD Average	**83%**	**9%**	**9%**	**11,612**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Reasons does not like where they live (if does not always like where they live)

Accessibility of house or building
- DE: 6%
- Weighted NCI-AD Average: 10%

Feels unsafe in or dislikes neighborhood
- DE: 13%
- Weighted NCI-AD Average: 15%

Feels unsafe in residence
- DE: 4%
- Weighted NCI-AD Average: 9%

Residence or building needs repair or upkeep
- DE: 9%
- Weighted NCI-AD Average: 16%

Doesn't feel like home
- DE: 28%
- Weighted NCI-AD Average: 14%

Legend: DE | Weighted NCI-AD Average

Table 69A. Reasons does not like where they live (if does not always like where they live)

Categories are not mutually exclusive, therefore N is not shown.

Program	Accessibility of house or building	Feels unsafe in or dislikes neighborhood	Feels unsafe in residence	Residence or building needs repair or upkeep	Doesn't feel like home
Highmark-HCBS	4%	9%	1%	6%	8%
Highmark-NF	1%	1%	2%	1%	12%
AmeriHealth-HCBS	2%	3%	1%	2%	4%
Overall DE Average	**6%**	**13%**	**4%**	**9%**	**28%**
Weighted NCI-AD Average	**10%**	**15%**	**9%**	**16%**	**14%**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Reasons does not like where they live (if does not always like where they live) (continued)

Reason	DE	Weighted NCI-AD Average
Layout or size of residence or building	9%	11%
Problems with neighbors or housemates/other residents	17%	12%
Problems with staff	19%	8%
Insufficient amount or type of staff	11%	4%
Wants more independence or control	15%	10%

Legend: DE ■ Weighted NCI-AD Average ■

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 69B. Reasons does not like where they live (if does not always like where they live) (continued)

Categories are not mutually exclusive, therefore N is not shown.

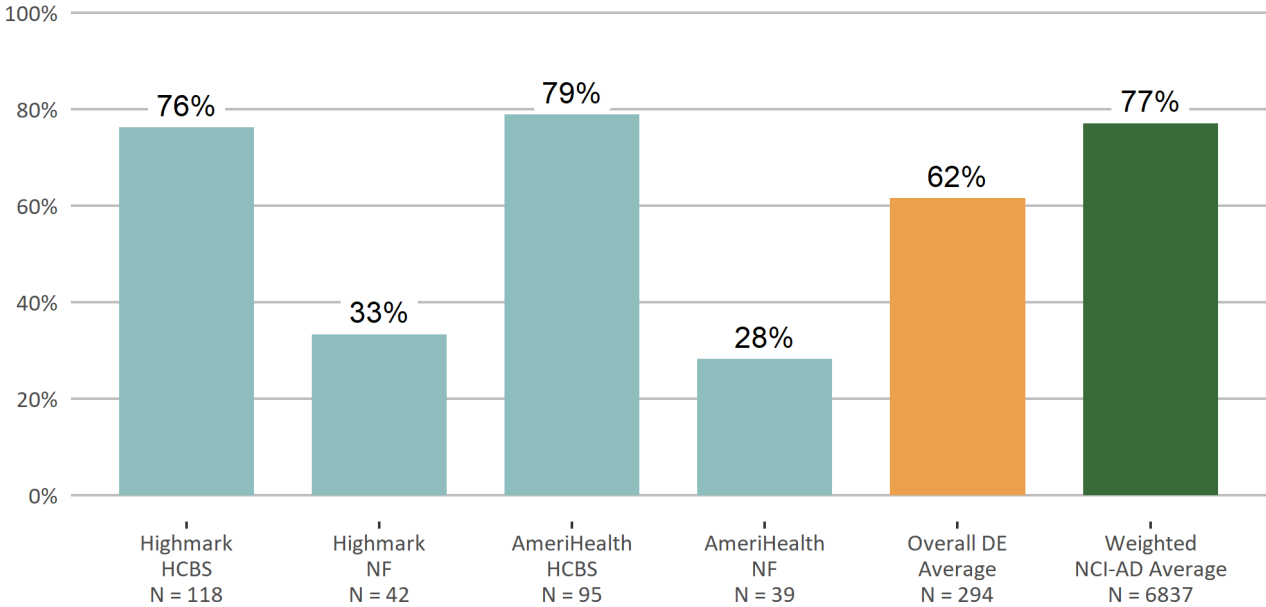| Program	Layout or size of residence or building	Problems with neighbors or housemates/other residents	Problems with staff	Insufficient amount or type of staff	Wants more independence or control
Highmark-HCBS	4%	7%	2%	1%	4%
Highmark-NF	2%	5%	10%	9%	6%
AmeriHealth-HCBS	3%	3%	2%	1%	2%
Overall DE Average	**9%**	**17%**	**19%**	**11%**	**15%**
Weighted NCI-AD Average	**11%**	**12%**	**8%**	**4%**	**10%**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Reasons does not like where they live (if does not always like where they live) (continued)

	DE	Weighted NCI-AD Average
Wants more privacy	7%	10%
Wants to be closer to family or friends	19%	9%
Feels isolated from community or feels lonely	7%	8%
Affordability or cost of housing	7%	8%
Other	17%	10%
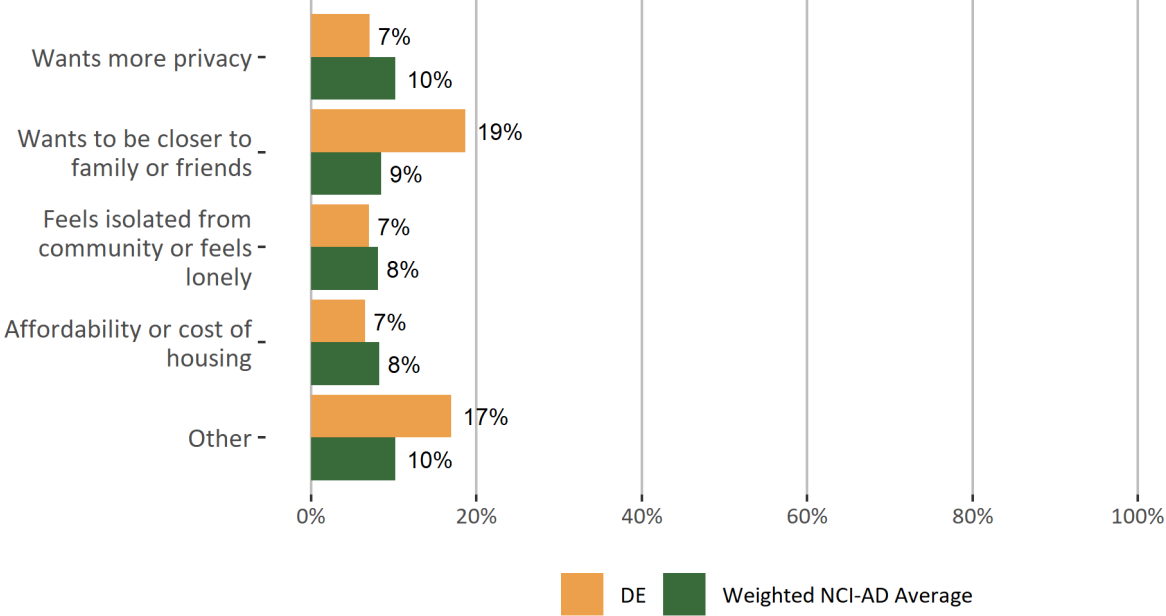
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
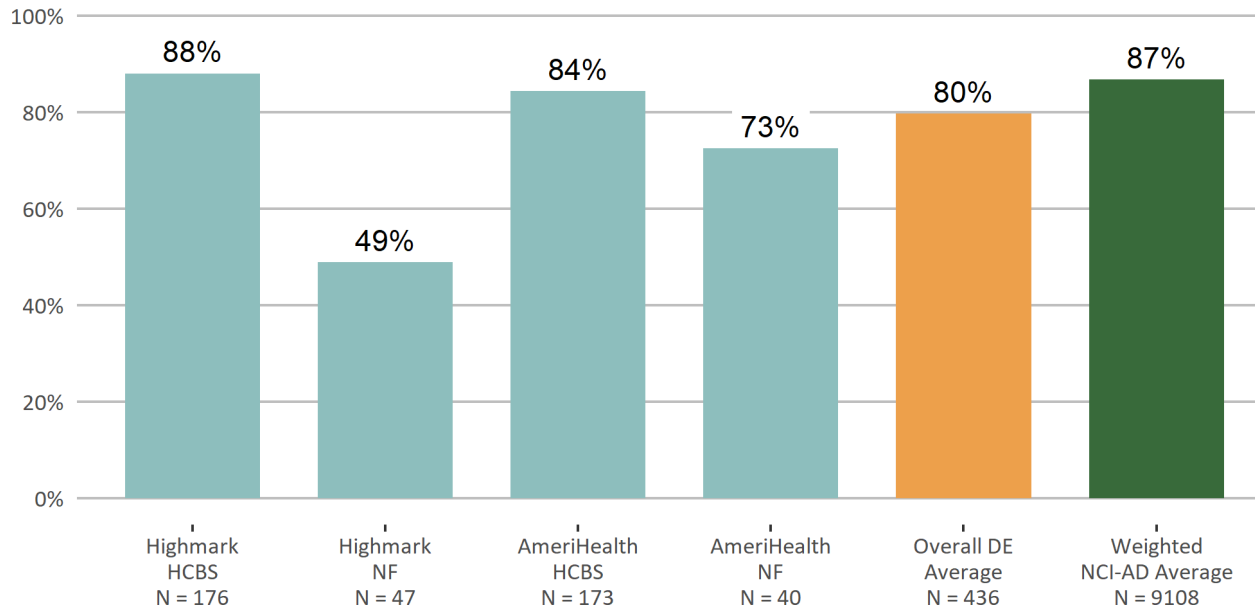
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Table 69C. Reasons does not like where they live (if does not always like where they live) (continued)

Categories are not mutually exclusive, therefore N is not shown.

Program	Wants more privacy	Wants to be closer to family or friends	Feels isolated from community or feels lonely	Affordability or cost of housing	Other
Highmark-HCBS	4%	4%	2%	4%	4%
Highmark-NF	1%	7%	2%	0%	8%
AmeriHealth-HCBS	1%	2%	2%	1%	3%
Overall DE Average	**7%**	**19%**	**7%**	**7%**	**17%**
Weighted NCI-AD Average	**10%**	**9%**	**8%**	**8%**	**10%**
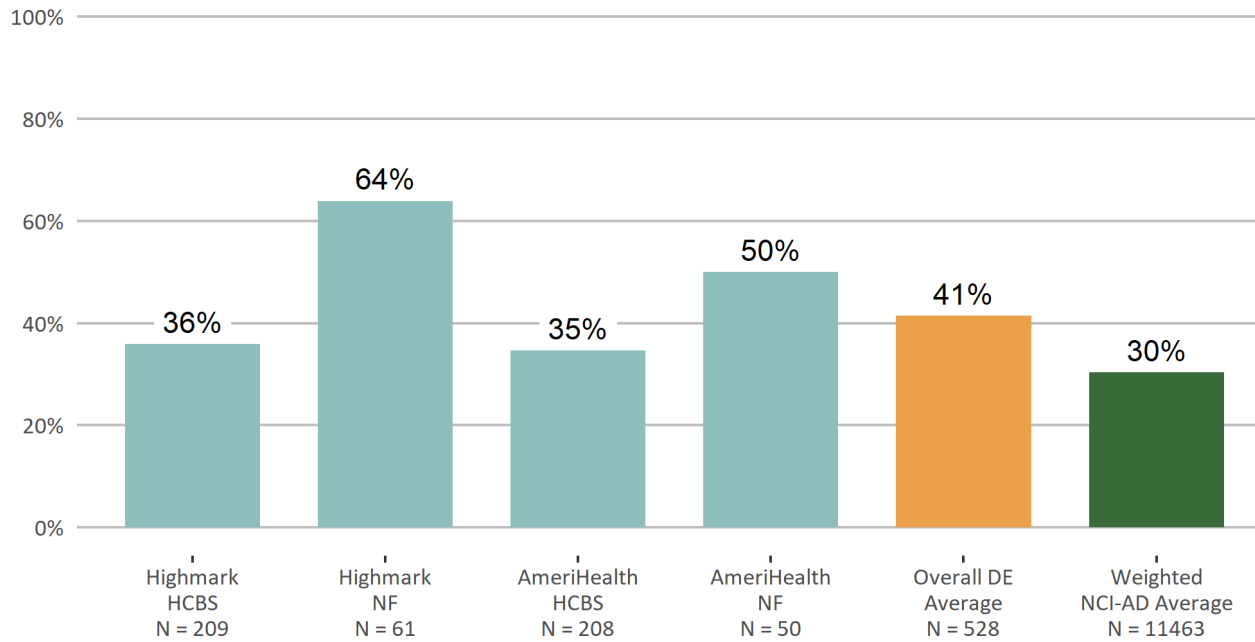
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Wants to live somewhere else

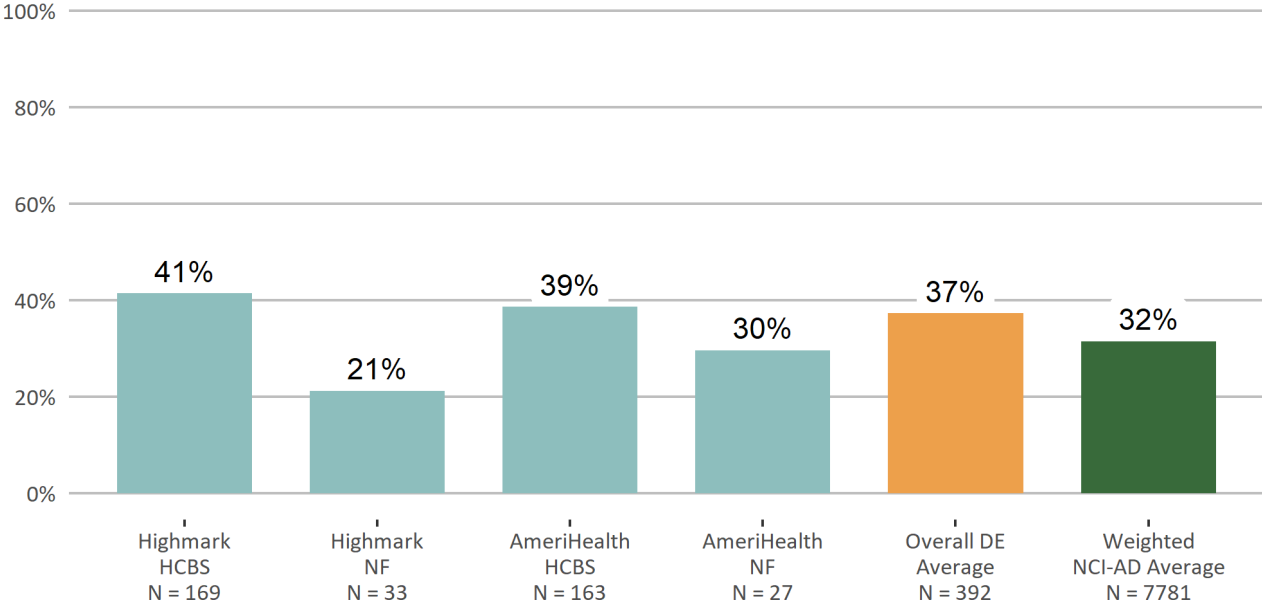|					
36%	64%	35%	50%	41%	30%
Highmark HCBS N = 209	Highmark NF N = 61	AmeriHealth HCBS N = 208	AmeriHealth NF N = 50	Overall DE Average N = 528	Weighted NCI-AD Average N = 11463

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Highmark-HCBS	29%	7%	64%	209
Highmark-NF	56%	8%	36%	61
AmeriHealth-HCBS	27%	7%	65%	208
AmeriHealth-NF	38%	12%	50%	50
Overall DE Average	**33%**	**8%**	**59%**	**528**
Weighted NCI-AD Average	**22%**	**9%**	**70%**	**11,463**

Where person would prefer to live
(if wants to live somewhere else)

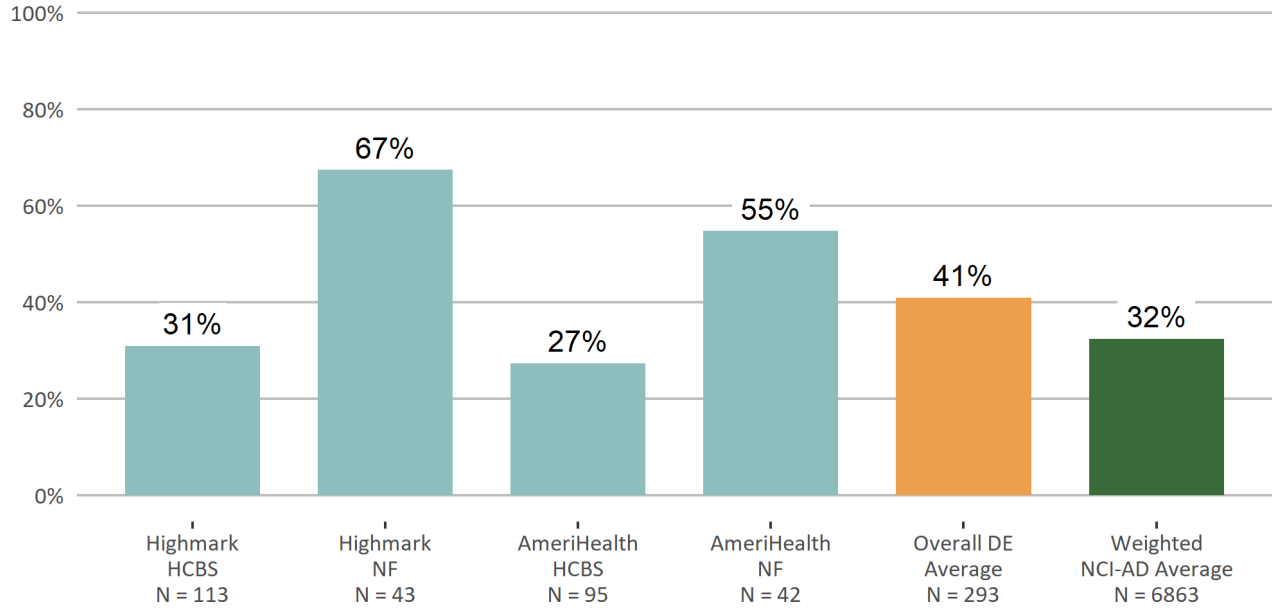|	DE	Weighted NCI-AD Average
Different kind of home	28%	39%
Live independently	30%	18%
With or closer to family	27%	15%
In a different neighborhood	17%	21%
A different type of geography or climate	16%	22%
Other	2%	1%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Table 71. Where person would prefer to live (if wants to live somewhere else)

Program	Different kind of home	Live independently	With or closer to family	In a different neighborhood	A different type of geography or climate	Other
Highmark-HCBS	14%	8%	7%	11%	9%	2%
Highmark-NF	5%	11%	8%	0%	2%	1%
AmeriHealth-HCBS	7%	5%	3%	6%	4%	0%
AmeriHealth-NF	1%	6%	9%	0%	1%	0%
Overall DE Average	**28%**	**30%**	**27%**	**17%**	**16%**	**2%**
Weighted NCI-AD Average	**39%**	**18%**	**15%**	**21%**	**22%**	**1%**

People who are paid to help them always do things the way they want them done

Highmark HCBS N = 97: 77%
Highmark NF N = 38: 47%
AmeriHealth HCBS N = 90: 77%
AmeriHealth NF N = 33: 52%
Overall DE Average N = 258: 68%
Weighted NCI-AD Average N = 6020: 85%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
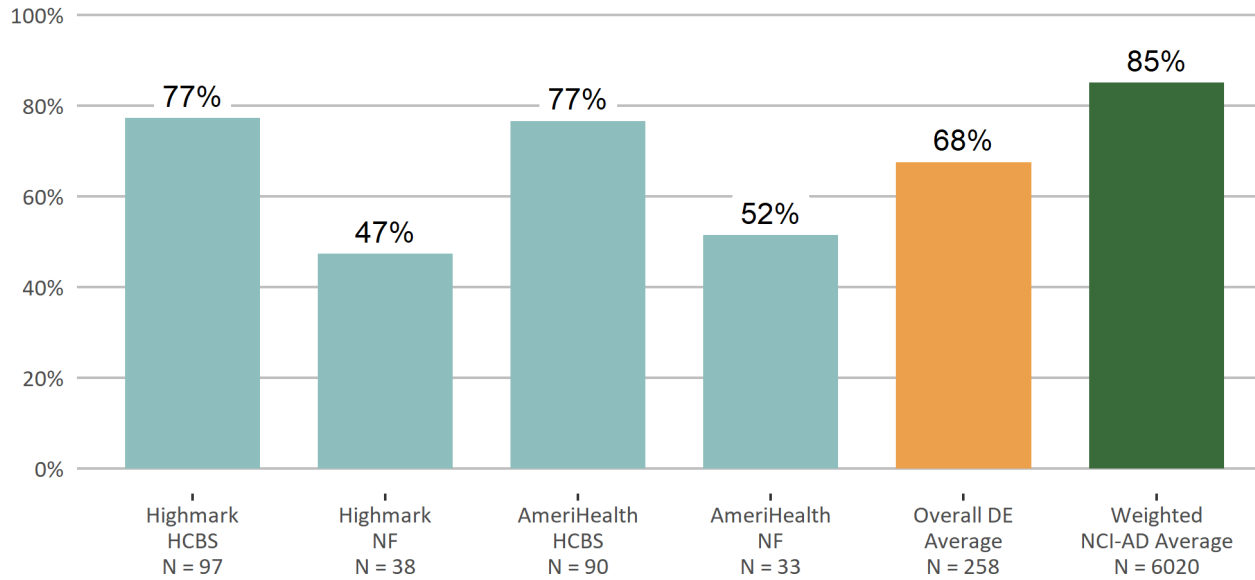
Table 72. People who are paid to help them do things the way they want them done

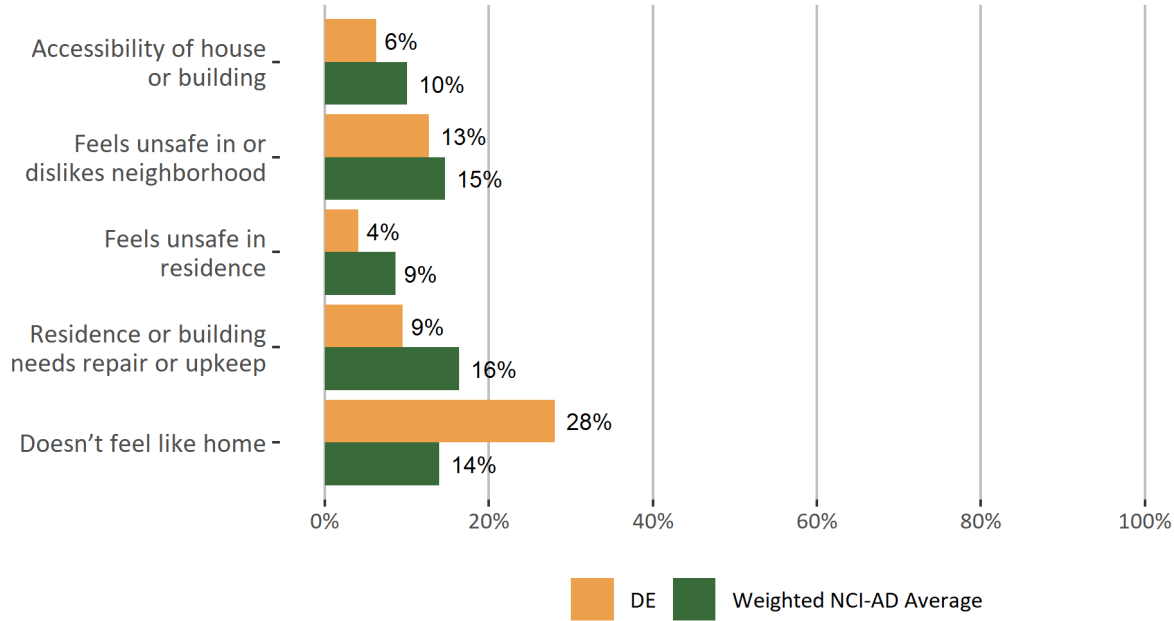| Program	Yes, all paid support workers, always or almost always	Some or usually	No, never or rarely	N
Highmark-HCBS	77%	23%	0%	97
Highmark-NF	47%	39%	13%	38
AmeriHealth-HCBS	77%	21%	2%	90
AmeriHealth-NF	52%	45%	3%	33
Overall DE Average	**68%**	**29%**	**3%**	**258**
Weighted NCI-AD Average	**85%**	**12%**	**3%**	**6,020**
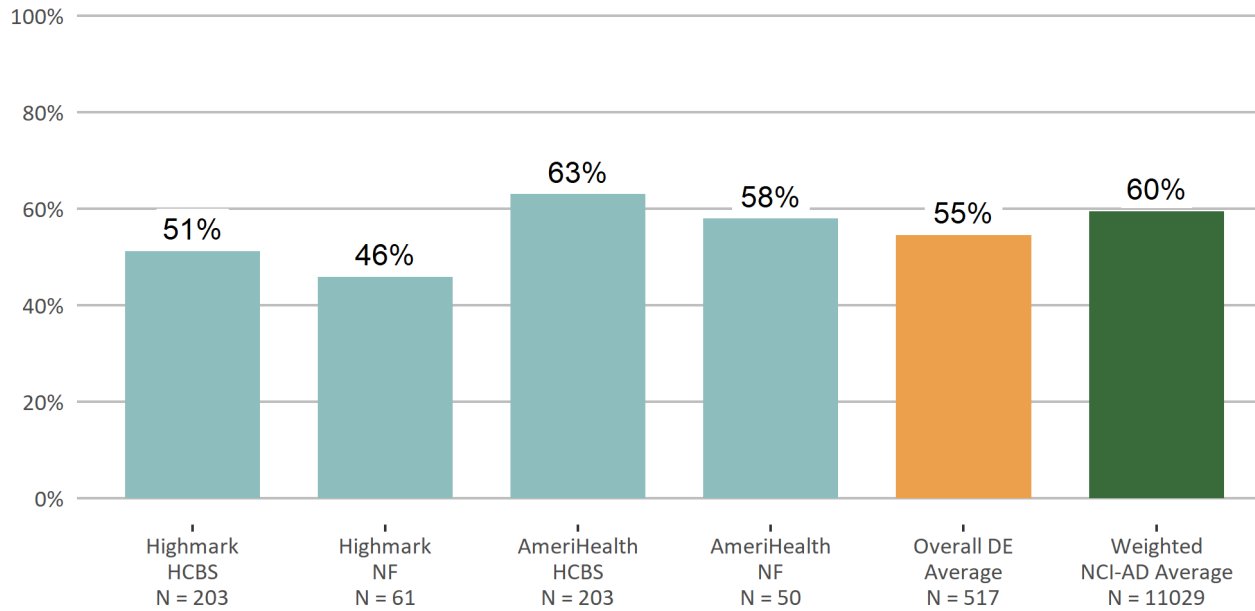
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Usually likes how they spend their time during the day

Highmark HCBS N = 203	51%	
Highmark NF N = 61	46%	
AmeriHealth HCBS N = 203	63%	
AmeriHealth NF N = 50	58%	
Overall DE Average N = 517	55%	
Weighted NCI-AD Average N = 11029	60%	

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 73. Usually likes how they spend their time during the day

Program	Yes, always, or almost always	Sometimes	No, never or rarely	N
Highmark-HCBS	51%	41%	8%	203
Highmark-NF	46%	39%	15%	61
AmeriHealth-HCBS	63%	33%	4%	203
AmeriHealth-NF	58%	28%	14%	50
Overall DE Average	**55%**	**37%**	**9%**	**517**
Weighted NCI-AD Average	**60%**	**31%**	**9%**	**11,029**

Technology

Has access to the internet
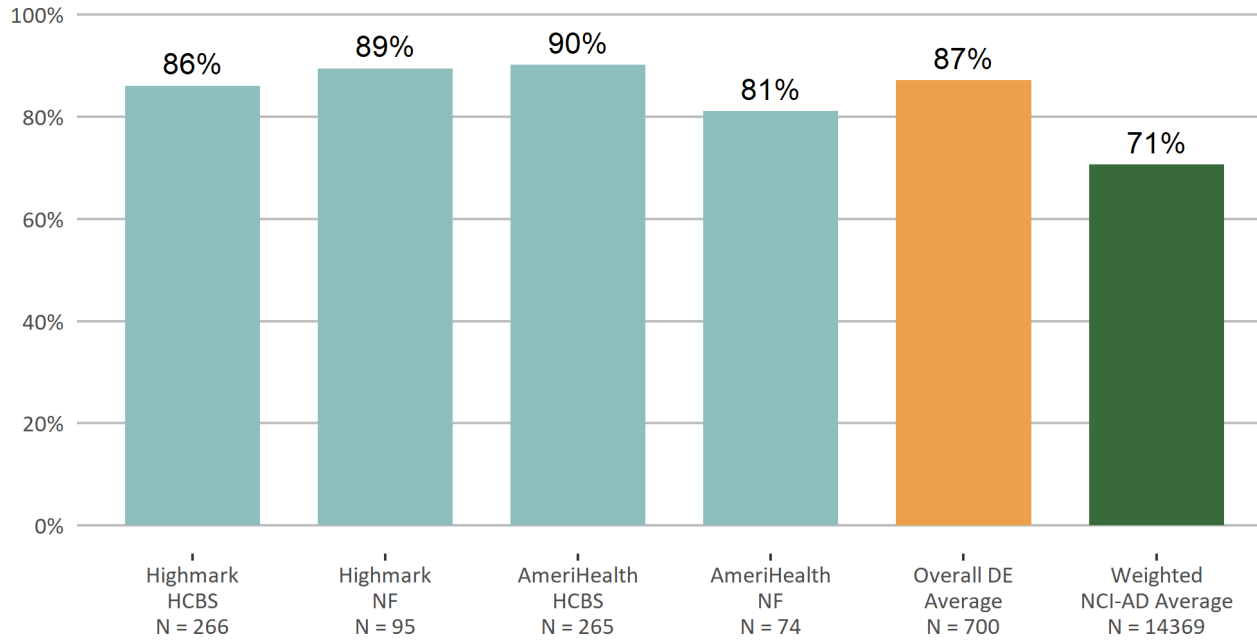
Highmark HCBS N = 266	Highmark NF N = 95	AmeriHealth HCBS N = 265	AmeriHealth NF N = 74	Overall DE Average N = 700	Weighted NCI-AD Average N = 14369
86%	89%	90%	81%	87%	71%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 74. Has access to the internet

Proxy respondents were allowed for this question

Program	Yes	Sometimes	No	N
Highmark-HCBS	84%	2%	14%	266
Highmark-NF	88%	1%	11%	95
AmeriHealth-HCBS	87%	3%	10%	265
AmeriHealth-NF	81%	0%	19%	74
Overall DE Average	**85%**	**2%**	**13%**	**700**
Weighted NCI-AD Average	**69%**	**2%**	**29%**	**14,369**

Frequency of internet use

Legend:
- DE N = 607 Weighted
- NCI-AD Average N = 10198

Category	DE	NCI-AD Average
Daily	46%	56%
Several times a week	11%	14%
Several times a month	6%	6%
Several times a year	2%	2%
Don't use it at all	34%	22%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 75. Frequency with which people use the internet

Proxy respondents were allowed for this question

Program	Daily	Several times a week	Several times a month	Several times a year	Don't use it at all	N
Highmark-HCBS	53%	14%	7%	2%	24%	227
Highmark-NF	36%	1%	4%	1%	58%	84
AmeriHealth-HCBS	55%	15%	8%	1%	21%	236
AmeriHealth-NF	17%	10%	3%	3%	67%	60
Overall DE Average	**46%**	**11%**	**6%**	**2%**	**34%**	**607**
Weighted NCI-AD Average	**56%**	**14%**	**6%**	**2%**	**22%**	**10,198**

Always has a stable internet connection
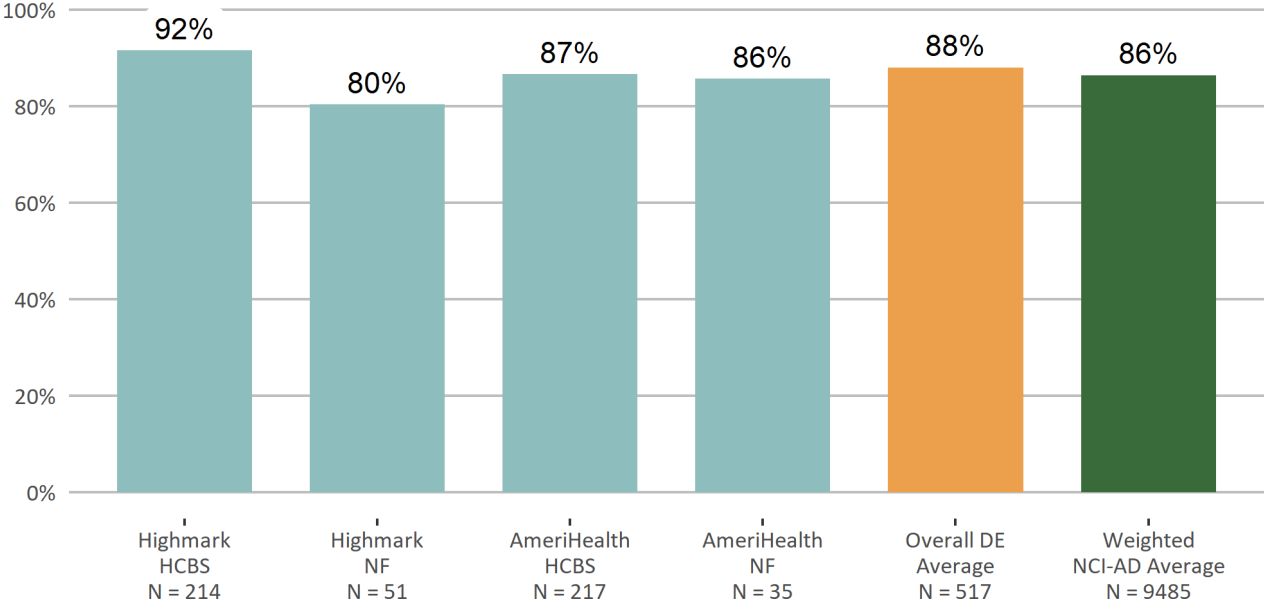
	Highmark HCBS N = 214	Highmark NF N = 51	AmeriHealth HCBS N = 217	AmeriHealth NF N = 35	Overall DE Average N = 517	Weighted NCI-AD Average N = 9485
	92%	80%	87%	86%	88%	86%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 76. Always has a stable internet connection

Proxy respondents were allowed for this question

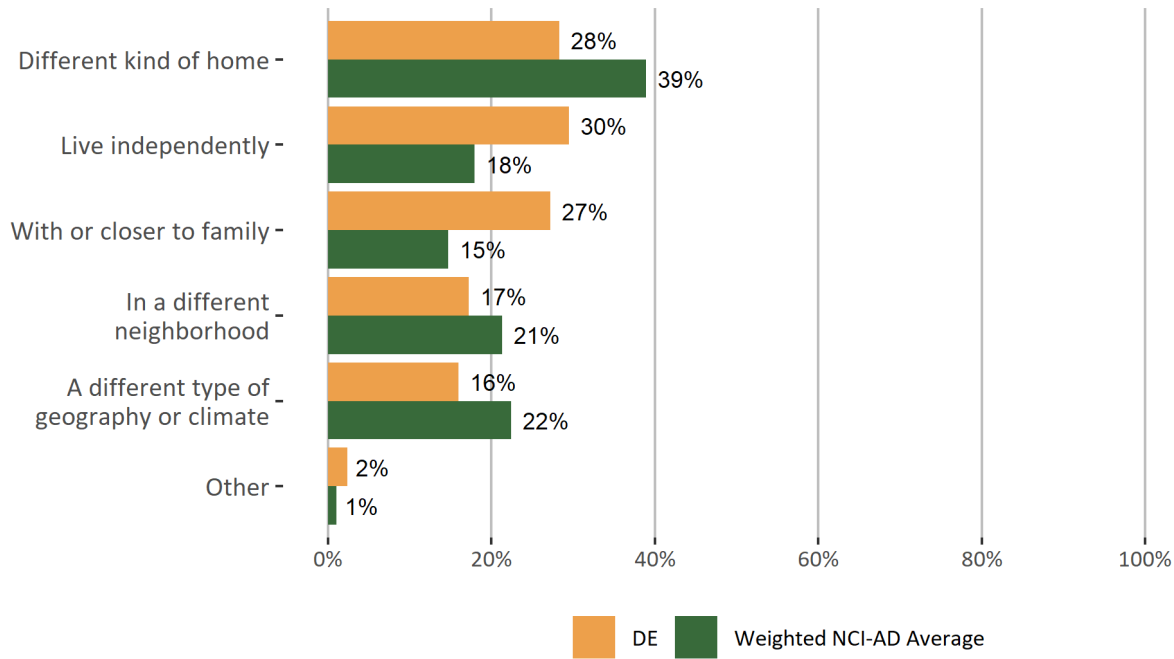| Program	Always works	Sometimes works	Rarely or never works	N
Highmark-HCBS	92%	8%	0%	214
Highmark-NF	80%	20%	0%	51
AmeriHealth-HCBS	87%	13%	0%	217
AmeriHealth-NF	86%	14%	0%	35
Overall DE Average	**88%**	**12%**	**0%**	**517**
Weighted NCI-AD Average	**86%**	**13%**	**1%**	**9,485**
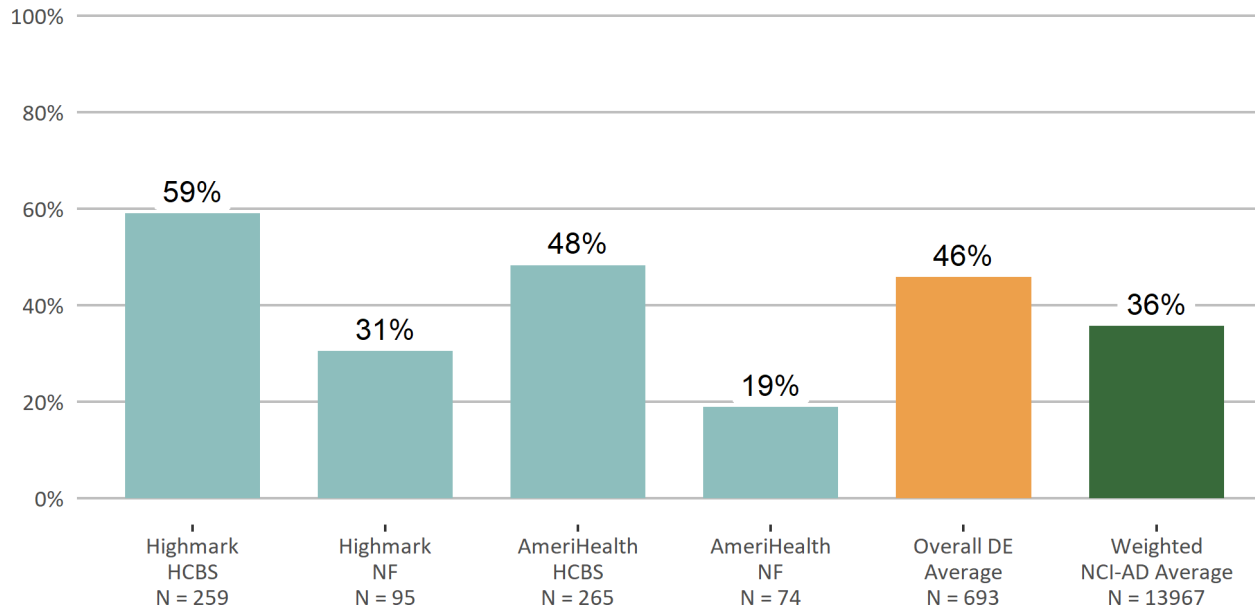
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Has talked to health professionals using video conference/telehealth

	Highmark HCBS N = 259	Highmark NF N = 95	AmeriHealth HCBS N = 265	AmeriHealth NF N = 74	Overall DE Average N = 693	Weighted NCI-AD Average N = 13967
	59%	31%	48%	19%	46%	36%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 77. Has talked to health professionals using video conference/telehealth

Proxy respondents were allowed for this question

Program	Yes	No	N
Highmark-HCBS	59%	41%	259
Highmark-NF	31%	69%	95
AmeriHealth-HCBS	48%	52%	265
AmeriHealth-NF	19%	81%	74
Overall DE Average	**46%**	**54%**	**693**
Weighted NCI-AD Average	**36%**	**64%**	**13,967**
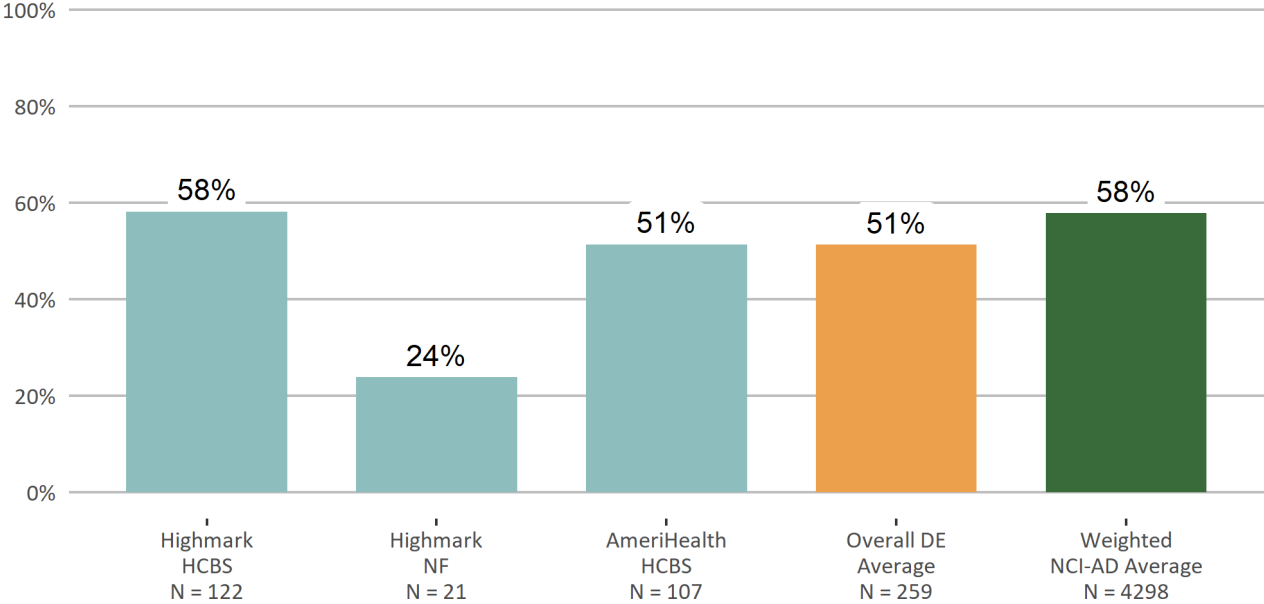
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Liked talking to health care providers using telehealth

58%	24%	51%	51%	58%
Highmark HCBS N = 122	Highmark NF N = 21	AmeriHealth HCBS N = 107	Overall DE Average N = 259	Weighted NCI-AD Average N = 4298

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 78. Liked talking to health care providers using telehealth

New question in 2022-2023.

Program	Yes, completely	Yes, in part	No	N
Highmark-HCBS	58%	28%	14%	122
Highmark-NF	24%	24%	52%	21
AmeriHealth-HCBS	51%	31%	18%	107
Overall DE Average	**51%**	**28%**	**21%**	**259**
Weighted NCI-AD Average	**58%**	**24%**	**18%**	**4,298**

Access to Needed Equipment

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Needs grab bars in the bathroom or elsewhere in their home but do not have them
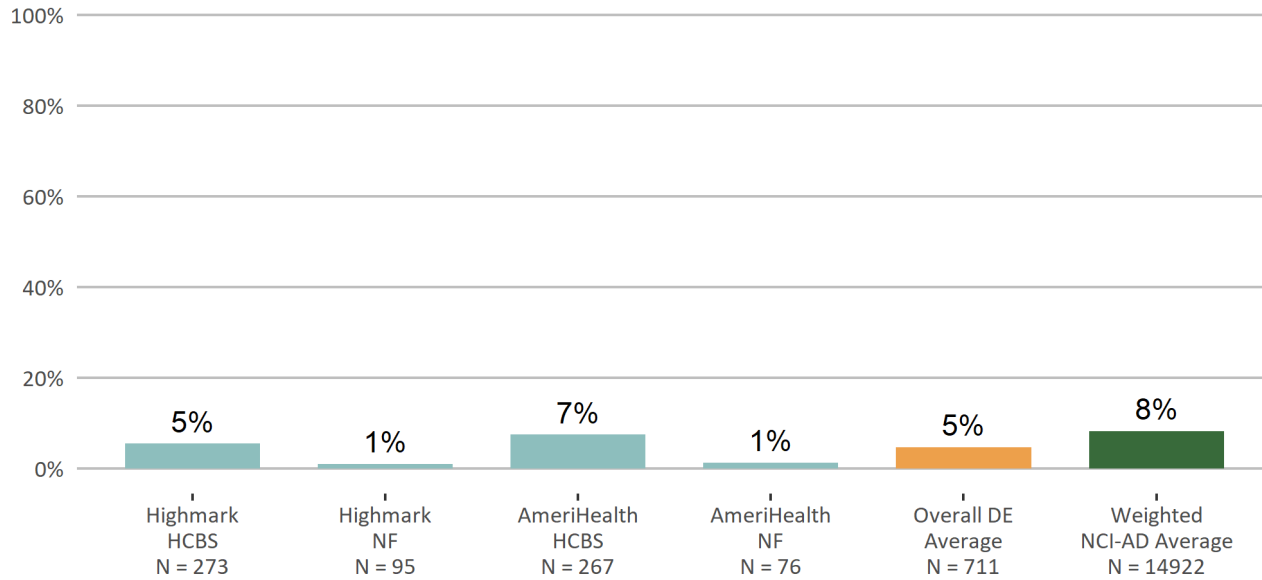
5%	1%	7%	1%	5%	8%
Highmark HCBS N = 273	Highmark NF N = 95	AmeriHealth HCBS N = 267	AmeriHealth NF N = 76	Overall DE Average N = 711	Weighted NCI-AD Average N = 14922

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 79. Needs grab bars in the bathroom or elsewhere in their home but does not have them

Proxy respondents were allowed for this question.

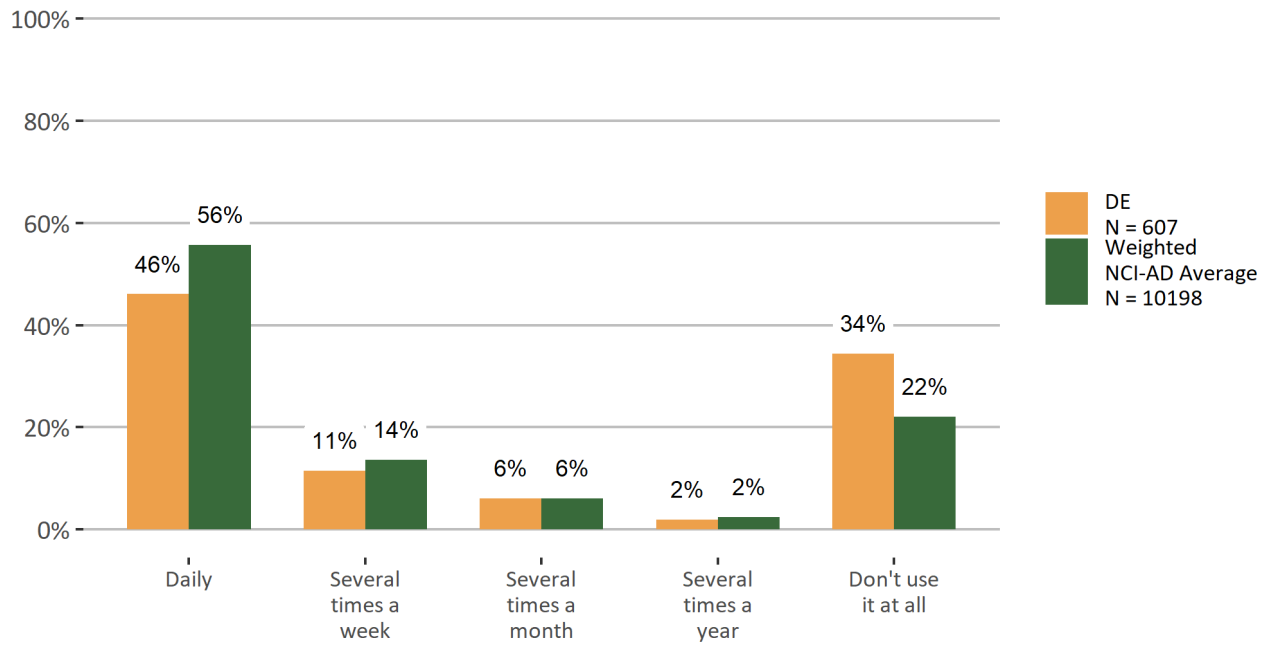| Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	5%	9%	70%	15%	273
Highmark-NF	1%	5%	85%	8%	95
AmeriHealth-HCBS	7%	9%	64%	20%	267
AmeriHealth-NF	1%	1%	87%	11%	76
Overall DE Average	**5%**	**7%**	**73%**	**15%**	**711**
Weighted NCI-AD Average	**8%**	**6%**	**69%**	**17%**	**14,922**
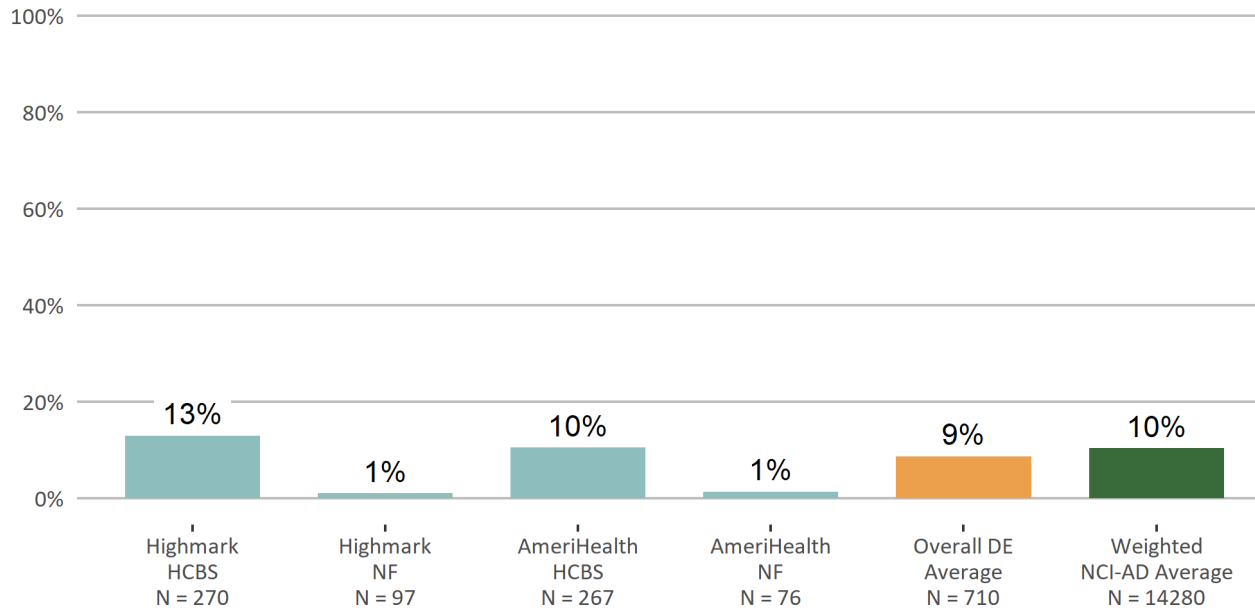
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs other bathroom modifications
but does not have them

13%	1%	10%	1%	9%	10%
Highmark HCBS N = 270	Highmark NF N = 97	AmeriHealth HCBS N = 267	AmeriHealth NF N = 76	Overall DE Average N = 710	Weighted NCI-AD Average N = 14280

Table 80. Needs other bathroom modifications but does not have them

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	13%	5%	35%	47%	270
Highmark-NF	1%	3%	75%	21%	97
AmeriHealth-HCBS	10%	7%	34%	48%	267
AmeriHealth-NF	1%	1%	74%	24%	76
Overall DE Average	**9%**	**5%**	**47%**	**40%**	**710**
Weighted NCI-AD Average	**10%**	**3%**	**32%**	**55%**	**14,280**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs a shower chair but does not have one

6%	1%	6%	1%	4%	6%
Highmark HCBS N = 272	Highmark NF N = 96	AmeriHealth HCBS N = 268	AmeriHealth NF N = 75	Overall DE Average N = 711	Weighted NCI-AD Average N = 14766

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 81. Needs a shower chair but does not have one

Proxy respondents were allowed for this question.

| Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	6%	7%	68%	18%	272
Highmark-NF	1%	4%	78%	17%	96
AmeriHealth-HCBS	6%	10%	65%	20%	268
AmeriHealth-NF	1%	1%	83%	15%	75
Overall DE Average	**4%**	**7%**	**71%**	**18%**	**711**
Weighted NCI-AD Average	**6%**	**5%**	**69%**	**19%**	**14,766**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs a specialized bed but does not have one

7%	9%	5%	8%
Highmark HCBS N = 272	AmeriHealth HCBS N = 267	Overall DE Average N = 715	Weighted NCI-AD Average N = 14597

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 82. Needs a specialized bed but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	7%	6%	28%	60%	272
Highmark-NF	0%	12%	85%	3%	98
AmeriHealth-HCBS	9%	6%	34%	52%	267
AmeriHealth-NF	0%	8%	83%	9%	78
Overall DE Average	**5%**	**7%**	**47%**	**41%**	**715**
Weighted NCI-AD Average	**8%**	**4%**	**29%**	**60%**	**14,597**

Need for a ramp (either inside or outside of their residence) but does not have one

6%	7%	5%	6%
Highmark HCBS N = 272	AmeriHealth HCBS N = 268	Overall DE Average N = 710	Weighted NCI-AD Average N = 14547

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 83. Need for a ramp (either inside or outside of their residence) but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	6%	4%	38%	51%	272
Highmark-NF	0%	1%	56%	43%	93
AmeriHealth-HCBS	7%	6%	41%	47%	268
AmeriHealth-NF	0%	1%	49%	49%	77
Overall DE Average	**5%**	**4%**	**43%**	**48%**	**710**
Weighted NCI-AD Average	**6%**	**3%**	**35%**	**56%**	**14,547**
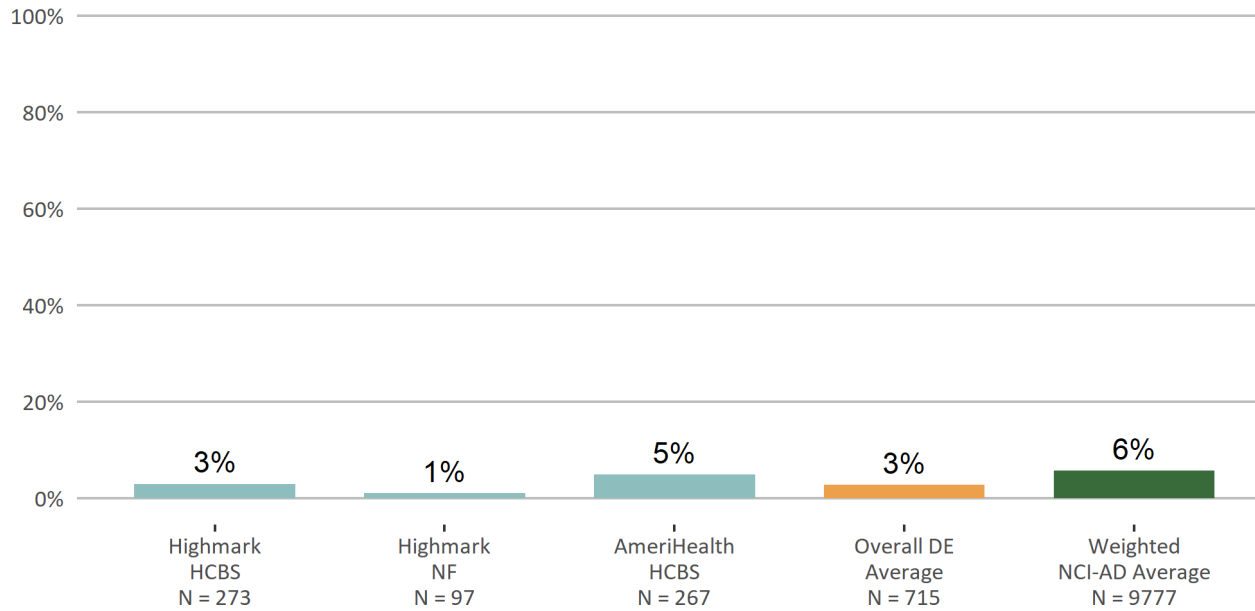
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs other home modifications that does not have

|				
3%	1%	5%	3%	6%
Highmark HCBS N = 273	Highmark NF N = 97	AmeriHealth HCBS N = 267	Overall DE Average N = 715	Weighted NCI-AD Average N = 9777

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 84. Needs other home modifications that does not have

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	3%	1%	3%	93%	273
Highmark-NF	1%	1%	2%	96%	97
AmeriHealth-HCBS	5%	4%	6%	85%	267
AmeriHealth-NF	0%	1%	1%	97%	78
Overall DE Average	**3%**	**2%**	**3%**	**92%**	**715**
Weighted NCI-AD Average	**6%**	**2%**	**12%**	**80%**	**9,777**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs a wheelchair but does not have one

3%	2%	6%	3%	5%
Highmark HCBS N = 268	Highmark NF N = 97	AmeriHealth HCBS N = 268	Overall DE Average N = 711	Weighted NCI-AD Average N = 14745

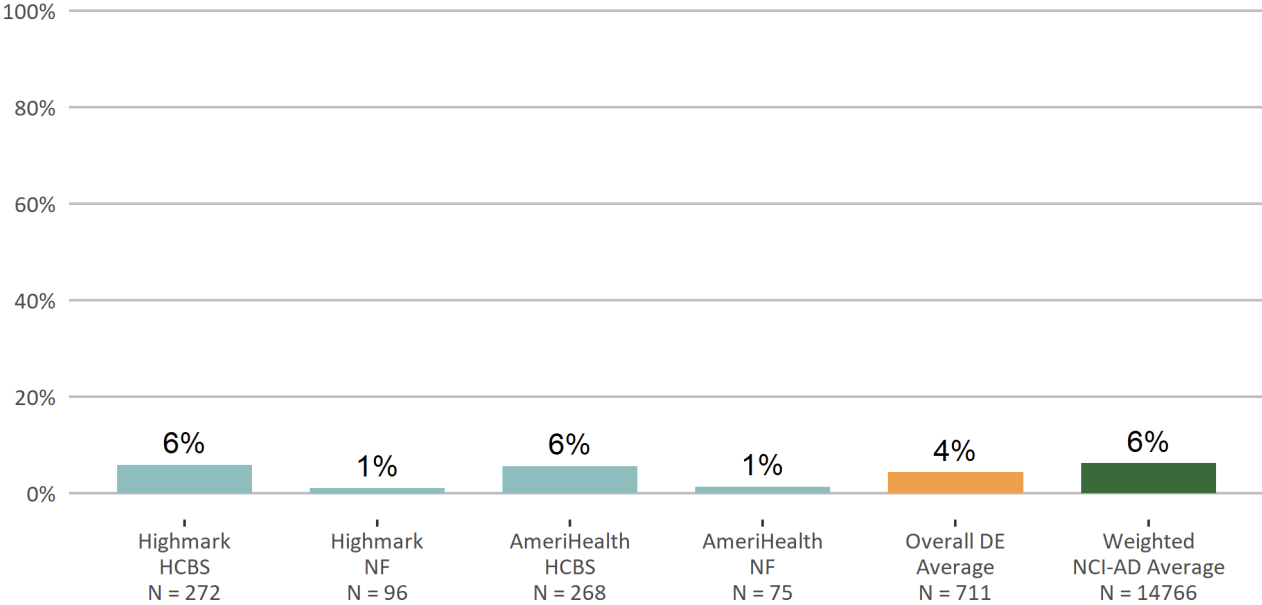Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
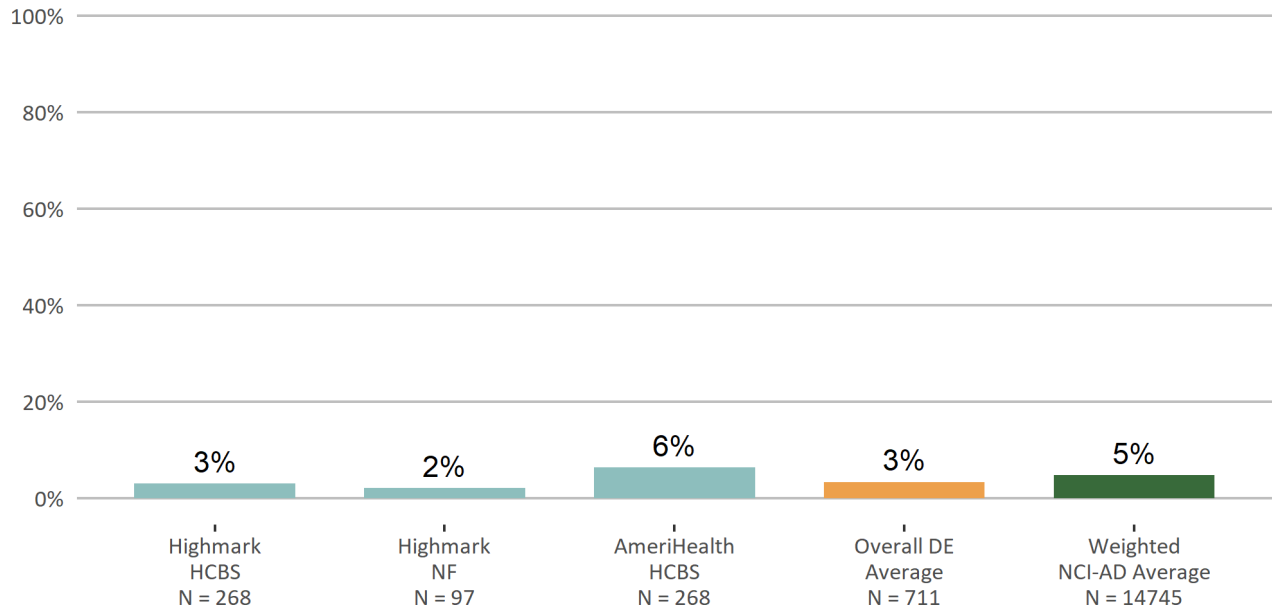
Table 85. Needs a wheelchair but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	3%	9%	41%	47%	268
Highmark-NF	2%	9%	75%	13%	97
AmeriHealth-HCBS	6%	12%	38%	44%	268
AmeriHealth-NF	0%	9%	78%	13%	78
Overall DE Average	**3%**	**10%**	**51%**	**35%**	**711**
Weighted NCI-AD Average	**5%**	**6%**	**39%**	**50%**	**14,745**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs a scooter but does not have one

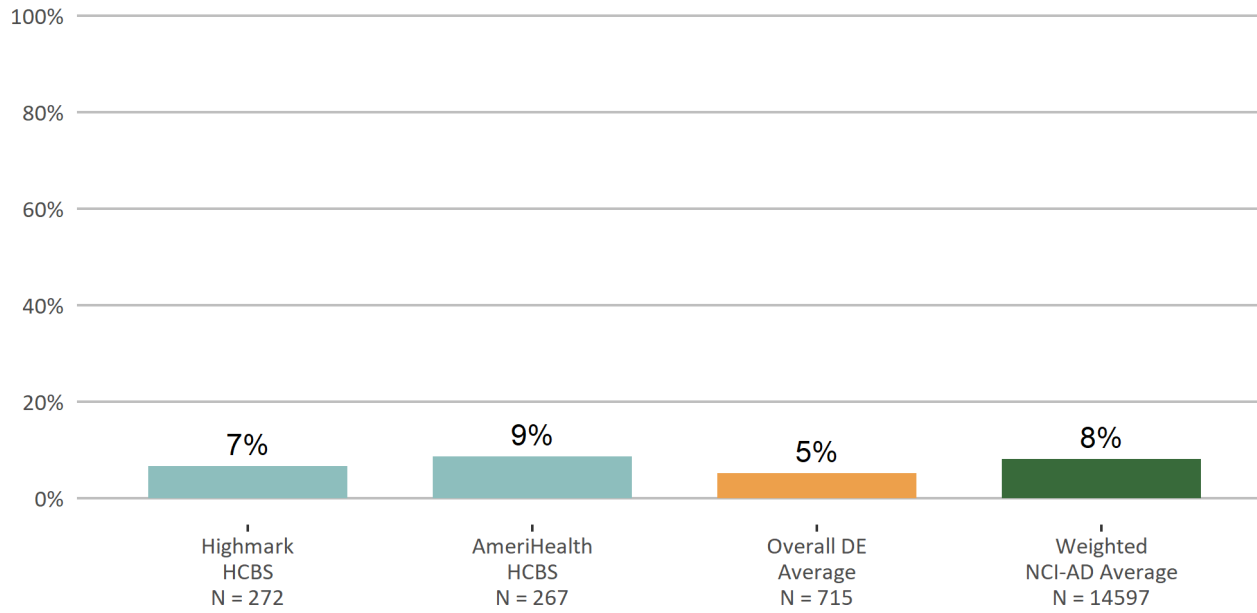|				
12%	2%	15%	9%	8%
Highmark HCBS N = 264	Highmark NF N = 95	AmeriHealth HCBS N = 268	Overall DE Average N = 704	Weighted NCI-AD Average N = 14494

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 86. Needs a scooter but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	12%	3%	7%	79%	264
Highmark-NF	2%	1%	4%	93%	95
AmeriHealth-HCBS	15%	1%	12%	72%	268
AmeriHealth-NF	0%	0%	3%	97%	77
Overall DE Average	**9%**	**2%**	**7%**	**82%**	**704**
Weighted NCI-AD Average	**8%**	**2%**	**9%**	**81%**	**14,494**

Needs a walker but does not have one

3%	3%	3%	2%	3%
Highmark HCBS N = 268	Highmark NF N = 98	AmeriHealth HCBS N = 268	Overall DE Average N = 712	Weighted NCI-AD Average N = 14706

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
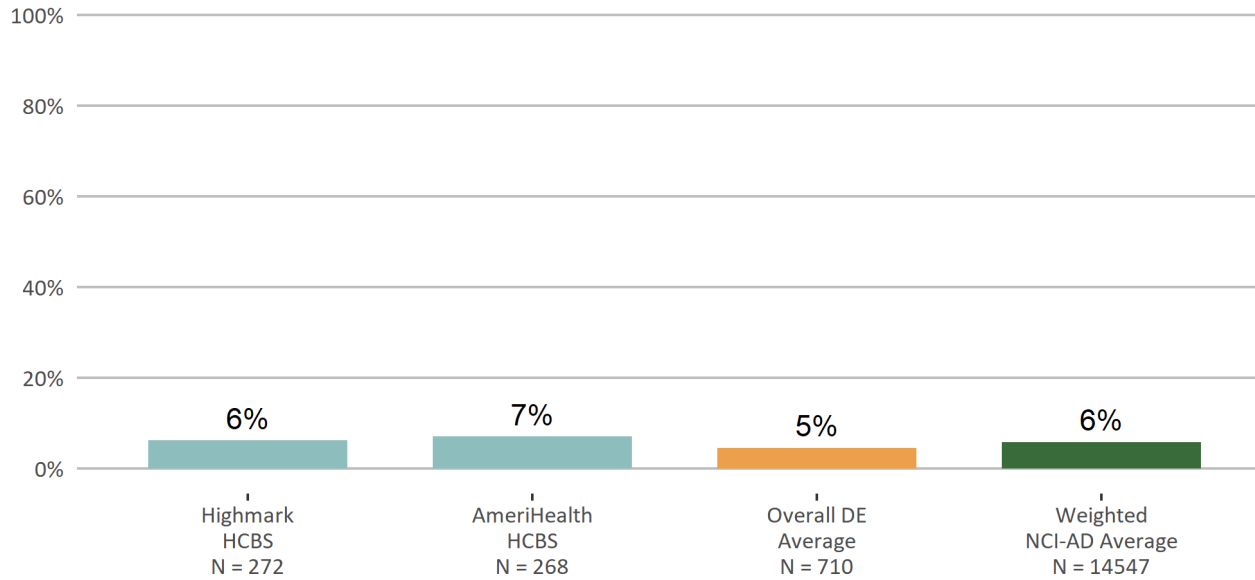
Table 87. Needs a walker but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	3%	8%	46%	44%	268
Highmark-NF	3%	1%	52%	44%	98
AmeriHealth-HCBS	3%	5%	57%	34%	268
AmeriHealth-NF	0%	3%	55%	42%	78
Overall DE Average	**2%**	**5%**	**51%**	**41%**	**712**
Weighted NCI-AD Average	**3%**	**6%**	**55%**	**37%**	**14,706**
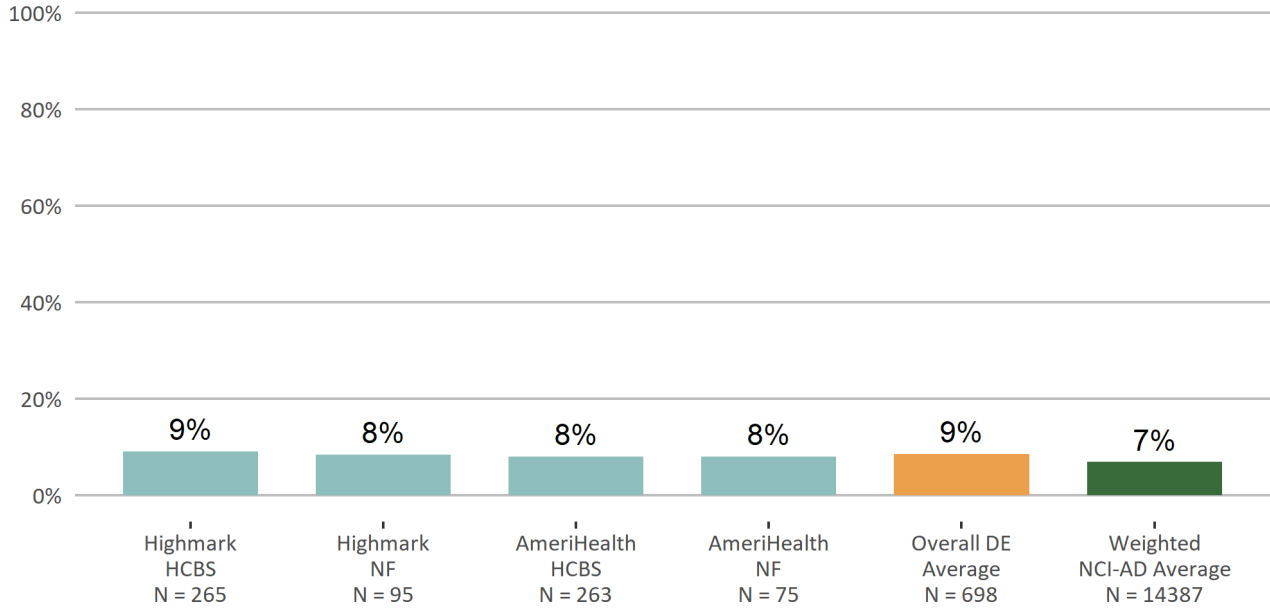
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs hearing aids but does not have them

9%	8%	8%	8%	9%	7%
Highmark HCBS N = 265	Highmark NF N = 95	AmeriHealth HCBS N = 263	AmeriHealth NF N = 75	Overall DE Average N = 698	Weighted NCI-AD Average N = 14387

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 88. Needs hearing aids but does not have them

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	9%	4%	9%	77%	265
Highmark-NF	8%	4%	7%	80%	95
AmeriHealth-HCBS	8%	4%	10%	78%	263
AmeriHealth-NF	8%	8%	15%	69%	75
Overall DE Average	**9%**	**5%**	**10%**	**77%**	**698**
Weighted NCI-AD Average	**7%**	**4%**	**13%**	**77%**	**14,387**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs glasses but does not have them

5%	5%	3%	5%	5%	4%
Highmark HCBS N = 266	Highmark NF N = 96	AmeriHealth HCBS N = 265	AmeriHealth NF N = 78	Overall DE Average N = 705	Weighted NCI-AD Average N = 14441

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
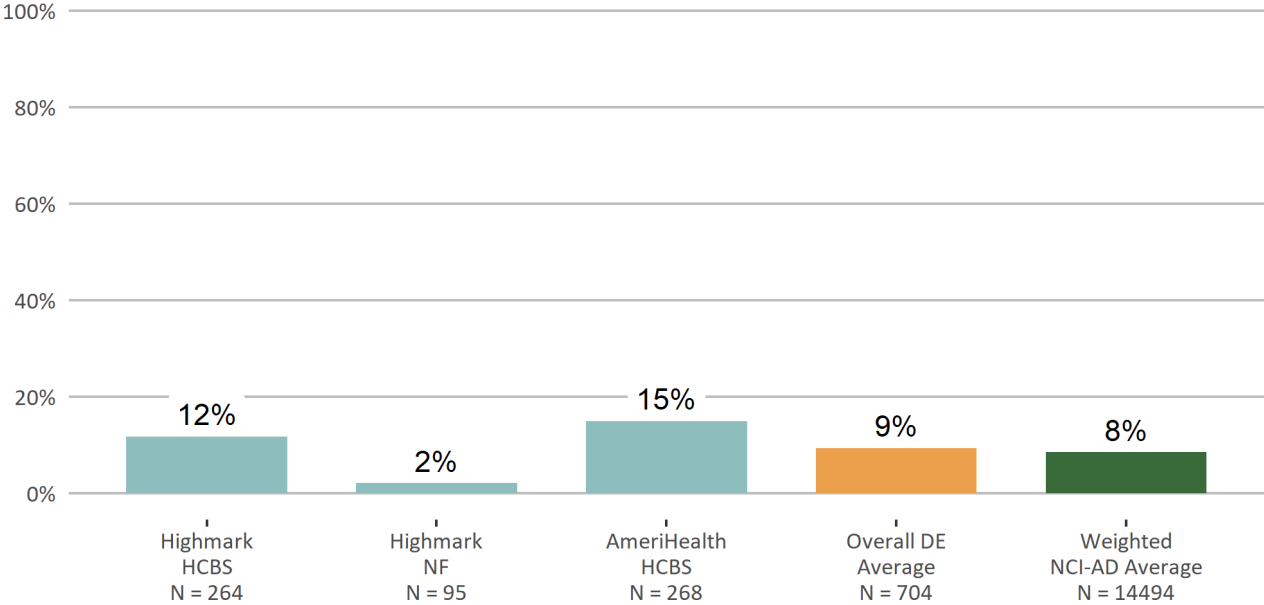
Table 89. Needs glasses but does not have them

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	5%	14%	59%	21%	266
Highmark-NF	5%	10%	70%	15%	96
AmeriHealth-HCBS	3%	18%	56%	23%	265
AmeriHealth-NF	5%	8%	73%	14%	78
Overall DE Average	**5%**	**14%**	**62%**	**20%**	**705**
Weighted NCI-AD Average	**4%**	**14%**	**62%**	**19%**	**14,441**
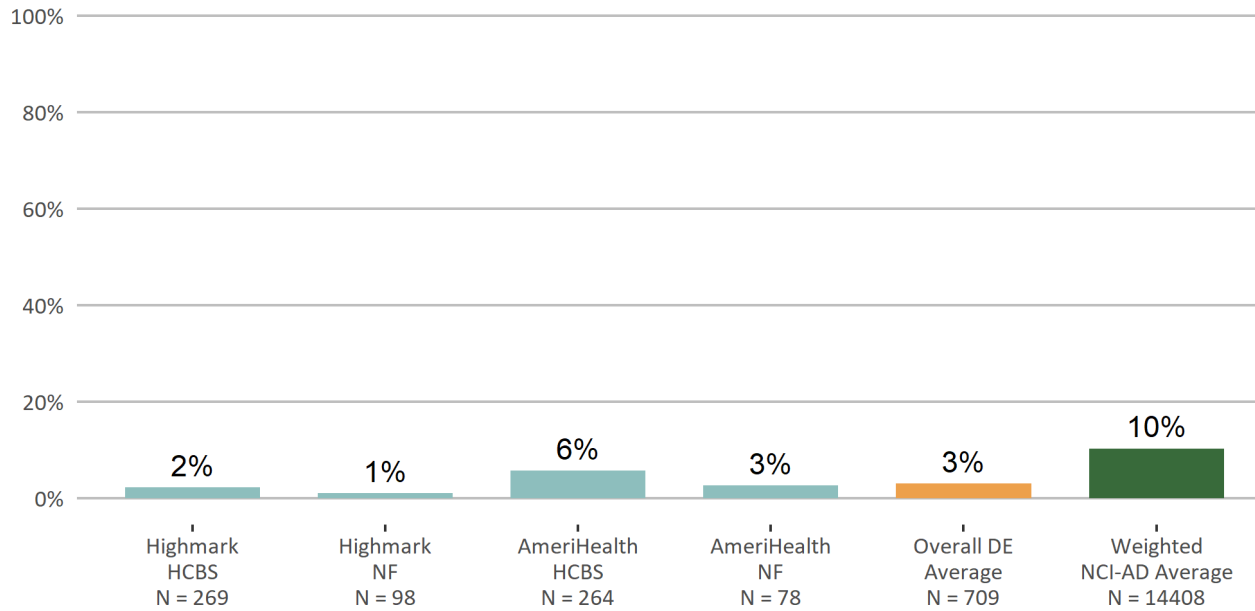
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Needs personal emergency response system (PERS) but does not have one

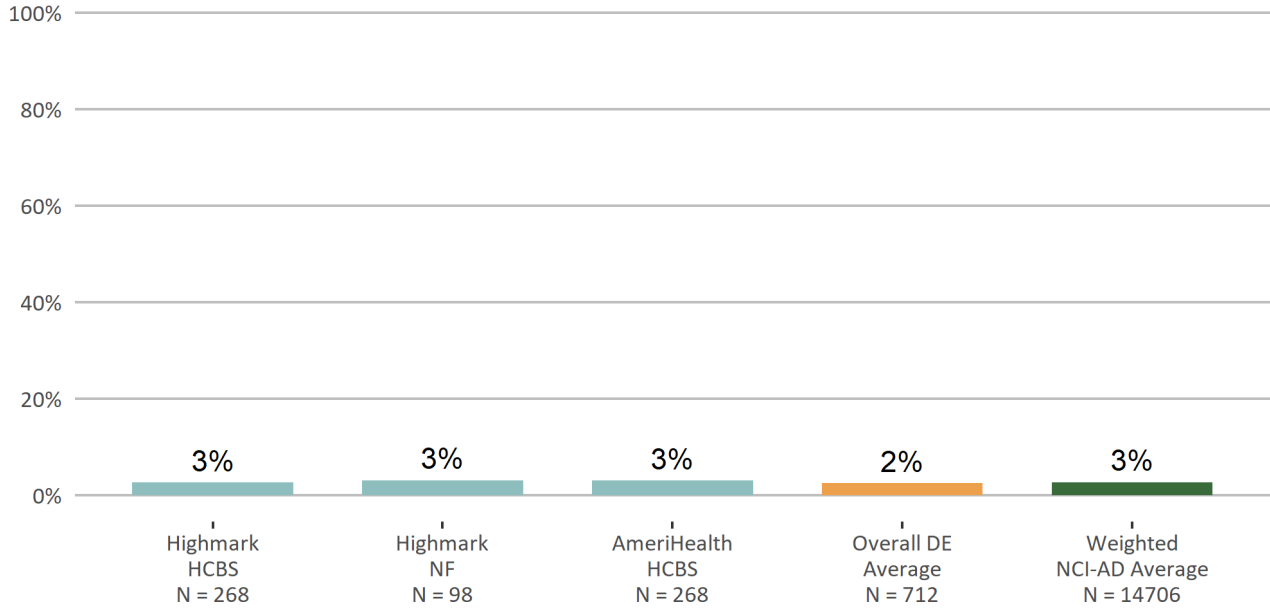|					
2%	1%	6%	3%	3%	10%
Highmark HCBS N = 269	Highmark NF N = 98	AmeriHealth HCBS N = 264	AmeriHealth NF N = 78	Overall DE Average N = 709	Weighted NCI-AD Average N = 14408

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 90. Needs personal emergency response system (PERS) but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	2%	4%	67%	26%	269
Highmark-NF	1%	5%	77%	17%	98
AmeriHealth-HCBS	6%	3%	61%	30%	264
AmeriHealth-NF	3%	3%	72%	23%	78
Overall DE Average	**3%**	**4%**	**68%**	**25%**	**709**
Weighted NCI-AD Average	**10%**	**3%**	**51%**	**36%**	**14,408**

Needs an oxygen machine but does not have one

|				
1%	1%	1%	1%	1%
Highmark HCBS N = 270	AmeriHealth HCBS N = 266	AmeriHealth NF N = 78	Overall DE Average N = 712	Weighted NCI-AD Average N = 14354

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 91. Needs an oxygen machine but does not have one

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	1%	1%	9%	88%	270
Highmark-NF	0%	2%	19%	79%	98
AmeriHealth-HCBS	1%	2%	9%	89%	266
AmeriHealth-NF	1%	1%	18%	79%	78
Overall DE Average	**1%**	**2%**	**12%**	**85%**	**712**
Weighted NCI-AD Average	**1%**	**1%**	**18%**	**79%**	**14,354**

Needs other assistive technology equipment but does not have

	Highmark HCBS N = 270	Highmark NF N = 98	AmeriHealth HCBS N = 266	Overall DE Average N = 712	Weighted NCI-AD Average N = 10552
	1%	1%	3%	1%	3%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
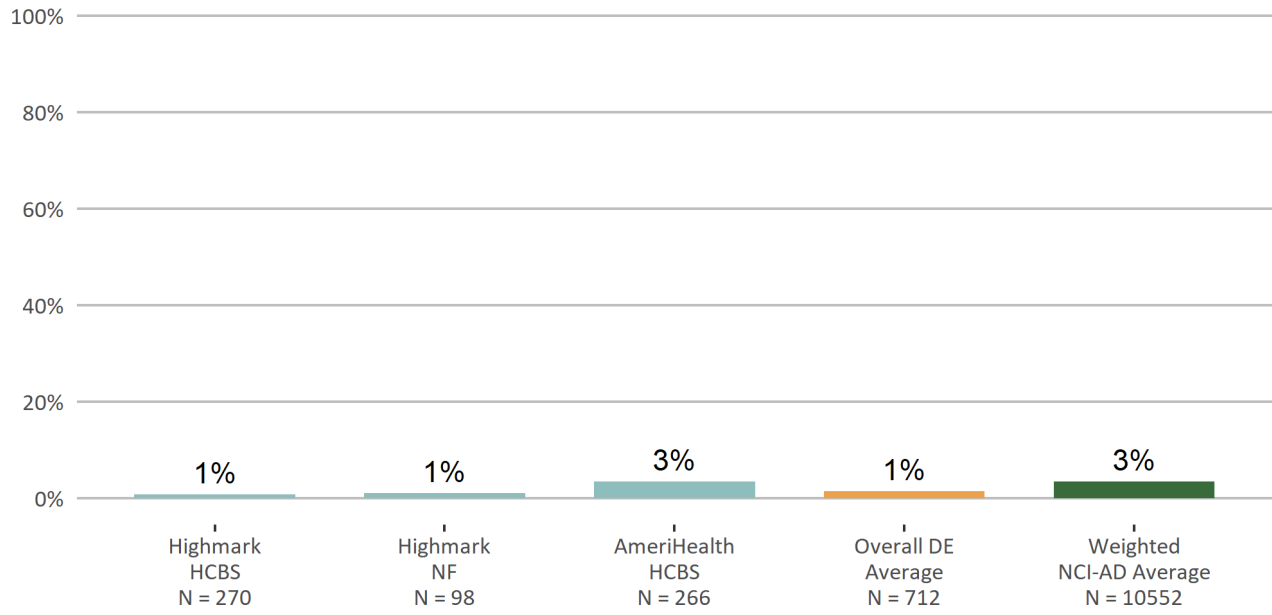
Table 92. Needs other assistive technology equipment but does not have

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	1%	3%	9%	88%	270
Highmark-NF	1%	0%	8%	91%	98
AmeriHealth-HCBS	3%	1%	11%	85%	266
AmeriHealth-NF	0%	0%	5%	95%	78
Overall DE Average	**1%**	**1%**	**9%**	**89%**	**712**
Weighted NCI-AD Average	**3%**	**1%**	**16%**	**79%**	**10,552**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
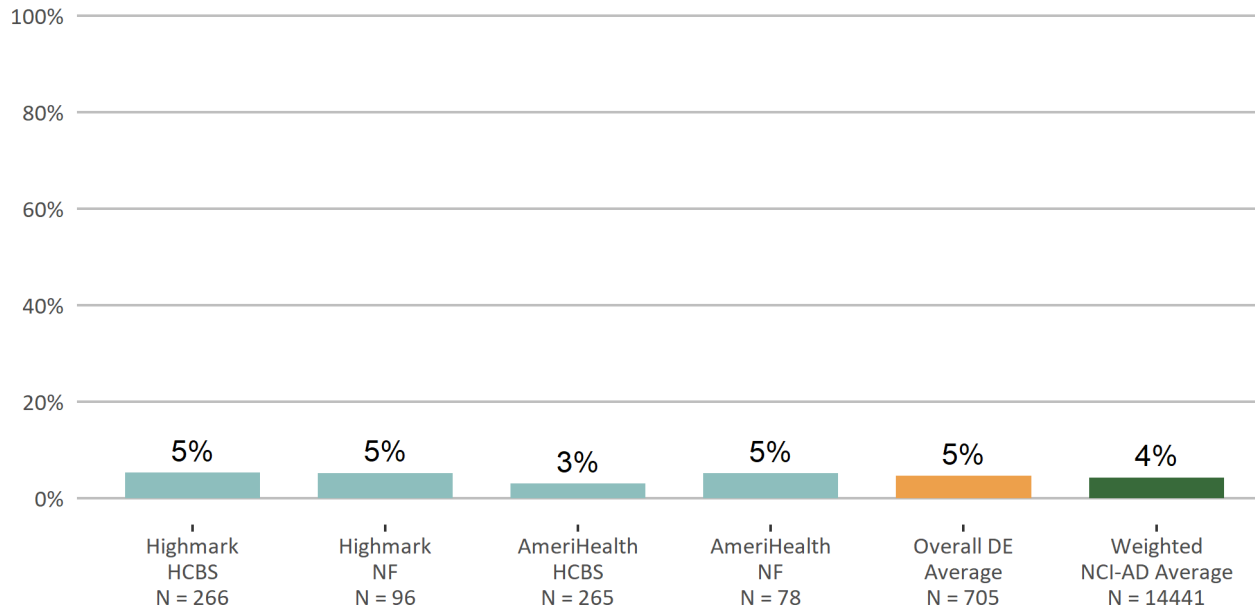
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Needs other equipment but does not have

|			
0%	1%	1%	4%
Highmark HCBS N = 270	AmeriHealth HCBS N = 267	Overall DE Average N = 713	Weighted NCI-AD Average N = 9890

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Table 93. Needs other equipment but does not have

Proxy respondents were allowed for this question.

Program	Needs	Has but needs change or update	Has and does not need change or update	Does not need	N
Highmark-HCBS	0%	1%	4%	94%	270
Highmark-NF	0%	0%	2%	98%	98
AmeriHealth-HCBS	1%	1%	4%	93%	267
AmeriHealth-NF	0%	0%	5%	95%	78
Overall DE Average	**1%**	**1%**	**4%**	**94%**	**713**
Weighted NCI-AD Average	**4%**	**2%**	**19%**	**75%**	**9,890**
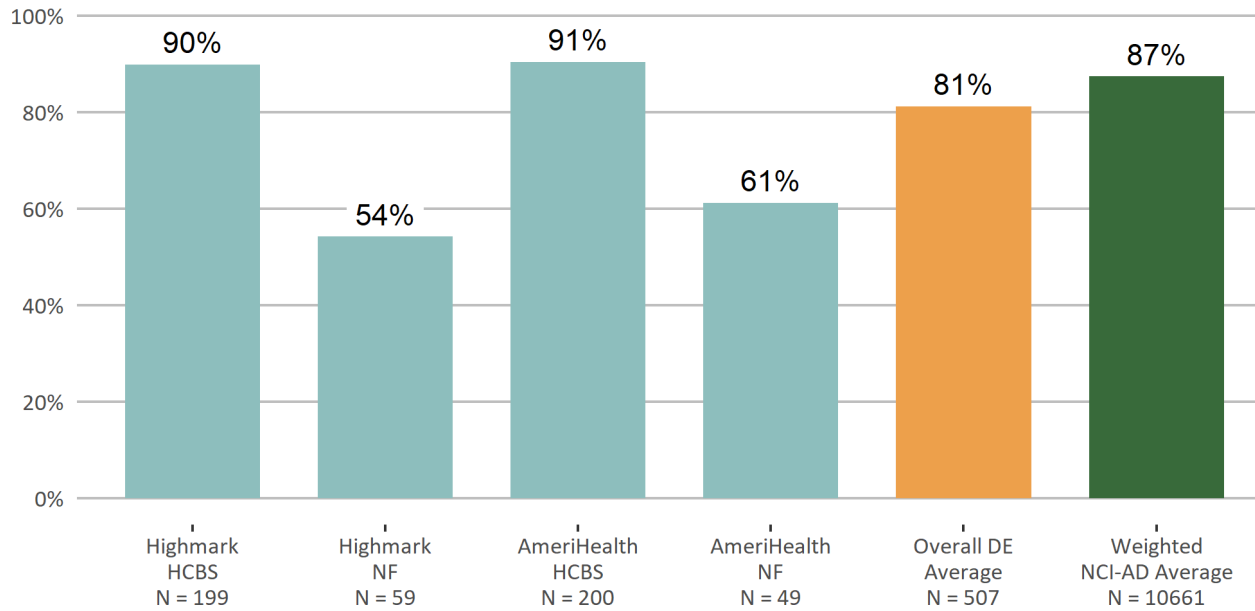
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
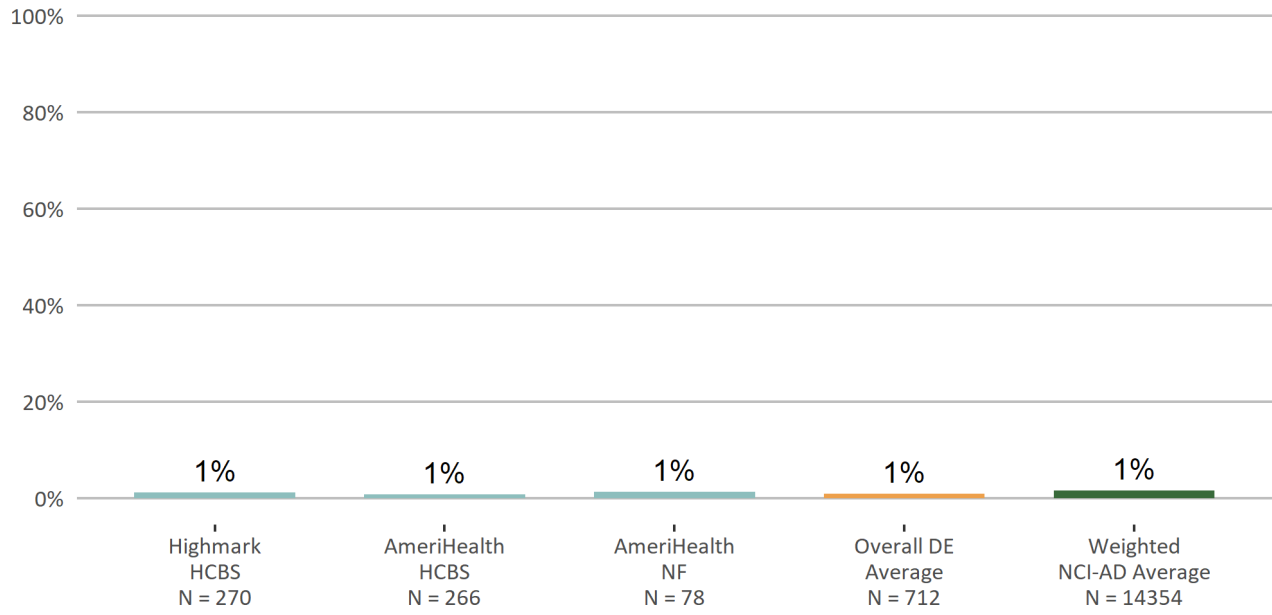
Medications

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Knows what prescription medications are for

Highmark HCBS N = 199	90%
Highmark NF N = 59	54%
AmeriHealth HCBS N = 200	91%
AmeriHealth NF N = 49	61%
Overall DE Average N = 507	81%
Weighted NCI-AD Average N = 10661	87%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 94. Knows what prescription medications are for

Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	90%	5%	5%	199
Highmark-NF	54%	25%	20%	59
AmeriHealth-HCBS	91%	7%	3%	200
AmeriHealth-NF	61%	29%	10%	49
Overall DE Average	**81%**	**11%**	**7%**	**507**
Weighted NCI-AD Average	**87%**	**9%**	**4%**	**10,661**

Takes medication to help feel less sad or depressed

	Highmark HCBS N = 258	Highmark NF N = 86	AmeriHealth HCBS N = 263	AmeriHealth NF N = 70	Overall DE Average N = 677	Weighted NCI-AD Average N = 13532
	45%	49%	37%	44%	43%	43%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 95. Takes medication to help feel less sad or depressed

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	45%	55%	258
Highmark-NF	49%	51%	86
AmeriHealth-HCBS	37%	63%	263
AmeriHealth-NF	44%	56%	70
Overall DE Average	**43%**	**57%**	**677**
Weighted NCI-AD Average	**43%**	**57%**	**13,532**

Health care

Has access to mental health services if they want them
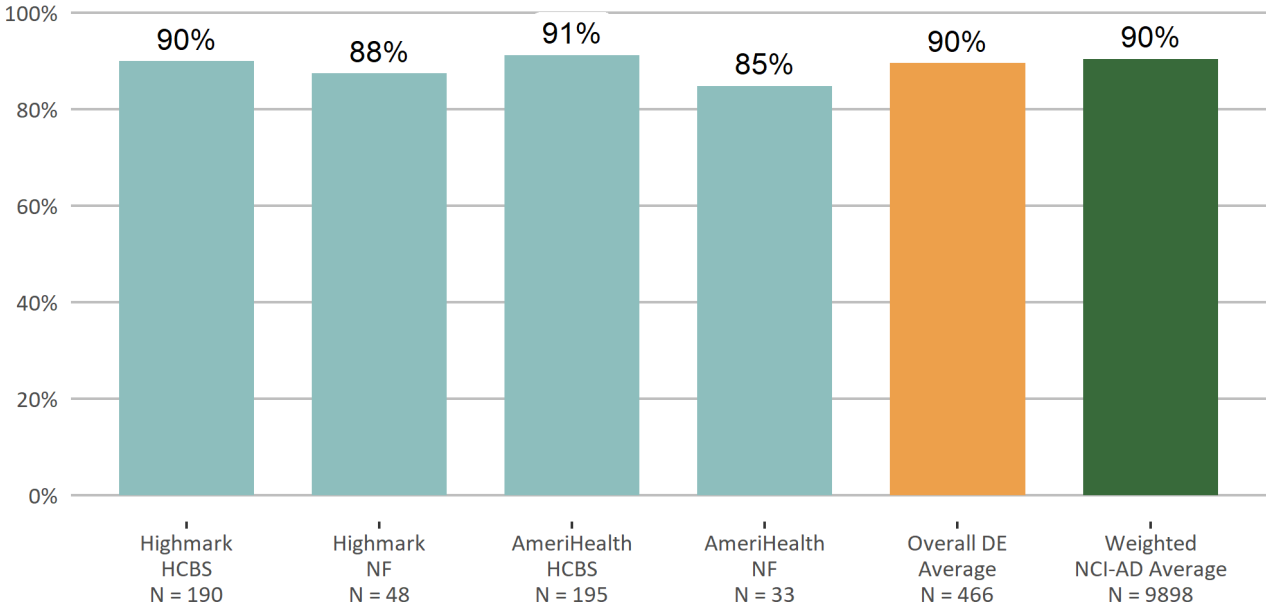
90%	88%	91%	85%	90%	90%
Highmark HCBS N = 190	Highmark NF N = 48	AmeriHealth HCBS N = 195	AmeriHealth NF N = 33	Overall DE Average N = 466	Weighted NCI-AD Average N = 9898

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 96. Has access to mental health services if they want them

Program	Yes, always	Usually	No, only sometimes or rarely	N
Highmark-HCBS	90%	1%	9%	190
Highmark-NF	88%	2%	10%	48
AmeriHealth-HCBS	91%	1%	8%	195
AmeriHealth-NF	85%	0%	15%	33
Overall DE Average	**90%**	**1%**	**9%**	**466**
Weighted NCI-AD Average	**90%**	**2%**	**7%**	**9,898**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Can get an appointment to see or talk to their primary care doctor when they need to

85%	76%	79%	75%	81%	85%
Highmark HCBS N = 264	Highmark NF N = 90	AmeriHealth HCBS N = 262	AmeriHealth NF N = 69	Overall DE Average N = 685	Weighted NCI-AD Average N = 14215

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 97. Can get an appointment to see or talk to their primary care doctor when they need to

Proxy respondents were allowed for this question.

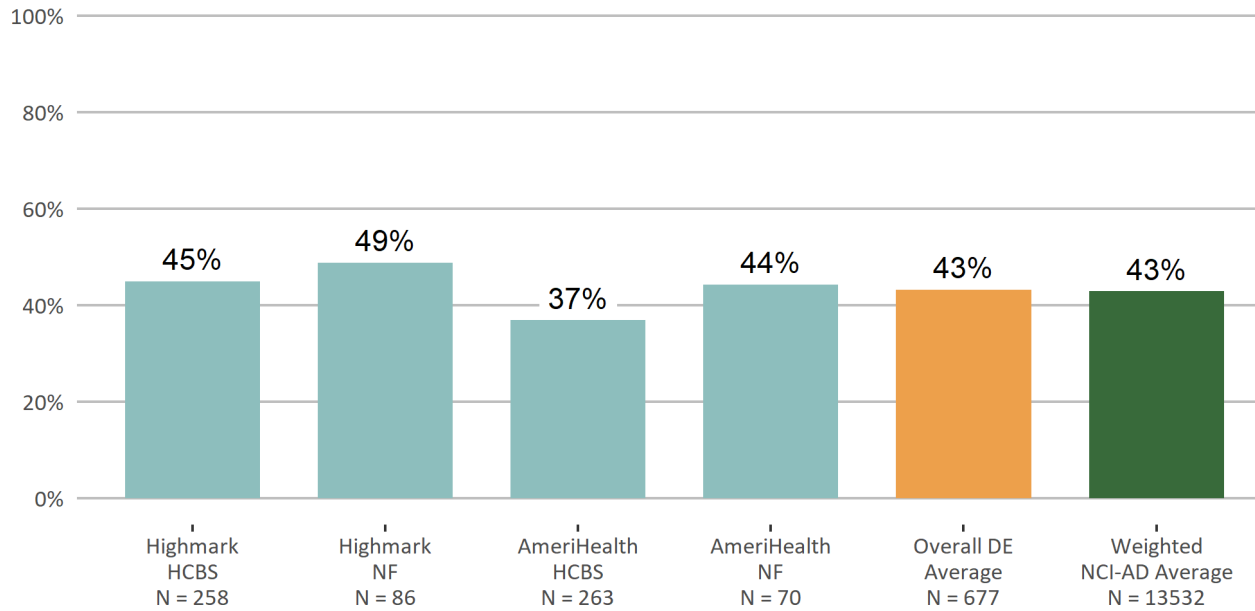| Program	Yes, always	Usually	No, only sometimes or rarely	N
Highmark-HCBS	85%	12%	3%	264
Highmark-NF	76%	14%	10%	90
AmeriHealth-HCBS	79%	18%	3%	262
AmeriHealth-NF	75%	13%	12%	69
Overall DE Average	**81%**	**14%**	**5%**	**685**
Weighted NCI-AD Average	**85%**	**10%**	**5%**	**14,215**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Went to the emergency room for any reason in the past 12 months

Highmark HCBS N = 263	35%
Highmark NF N = 93	30%
AmeriHealth HCBS N = 264	31%
AmeriHealth NF N = 78	26%
Overall DE Average N = 698	32%
Weighted NCI-AD Average N = 14212	41%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 98. Went to the emergency room for any reason in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	35%	65%	263
Highmark-NF	30%	70%	93
AmeriHealth-HCBS	31%	69%	264
AmeriHealth-NF	26%	74%	78
Overall DE Average	**32%**	**68%**	**698**
Weighted NCI-AD Average	**41%**	**59%**	**14,212**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Has gone to the emergency room in the past 12 months due to falling or losing balance

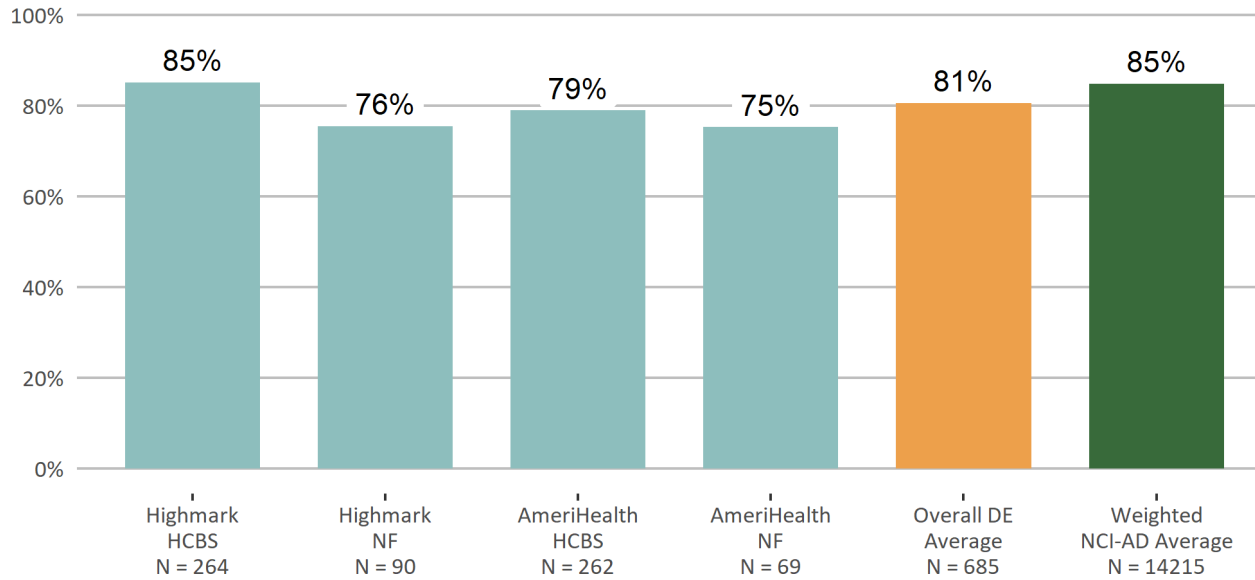|				
33%	18%	30%	30%	30%
Highmark HCBS N = 92	Highmark NF N = 28	AmeriHealth HCBS N = 82	Overall DE Average N = 221	Weighted NCI-AD Average N = 5720

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
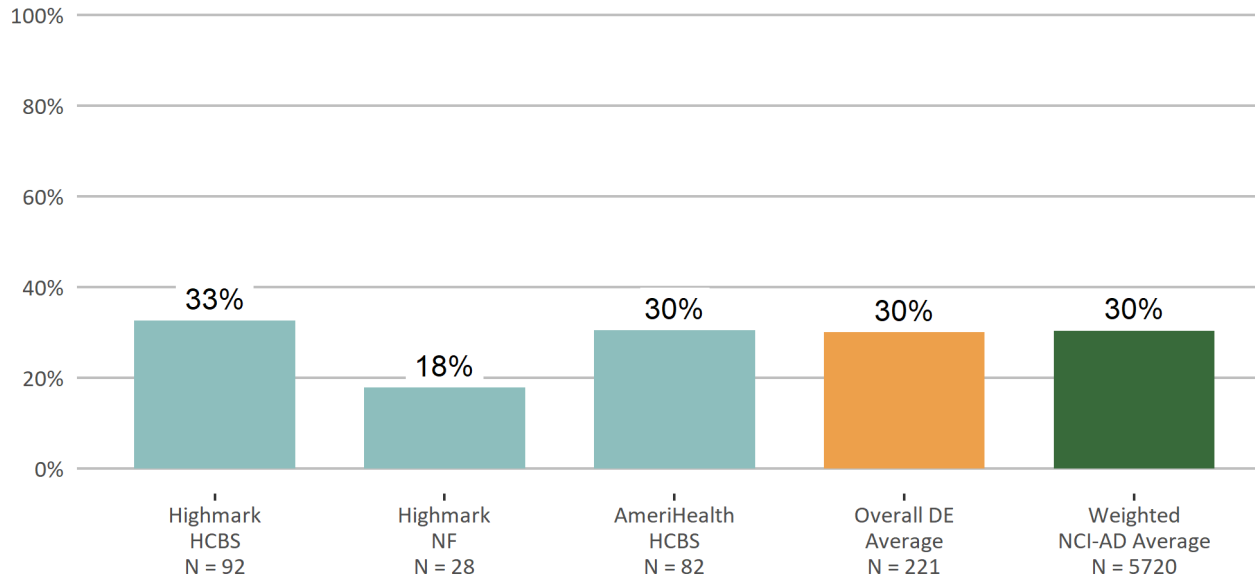
Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	33%	67%	92
Highmark-NF	18%	82%	28
AmeriHealth-HCBS	30%	70%	82
Overall DE Average	**30%**	**70%**	**221**
Weighted NCI-AD Average	**30%**	**70%**	**5,720**

Has gone to the emergency room in the past 12 months due to tooth or mouth pain

1%	7%	5%	4%	2%
Highmark HCBS N = 92	Highmark NF N = 28	AmeriHealth HCBS N = 82	Overall DE Average N = 222	Weighted NCI-AD Average N = 5667

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
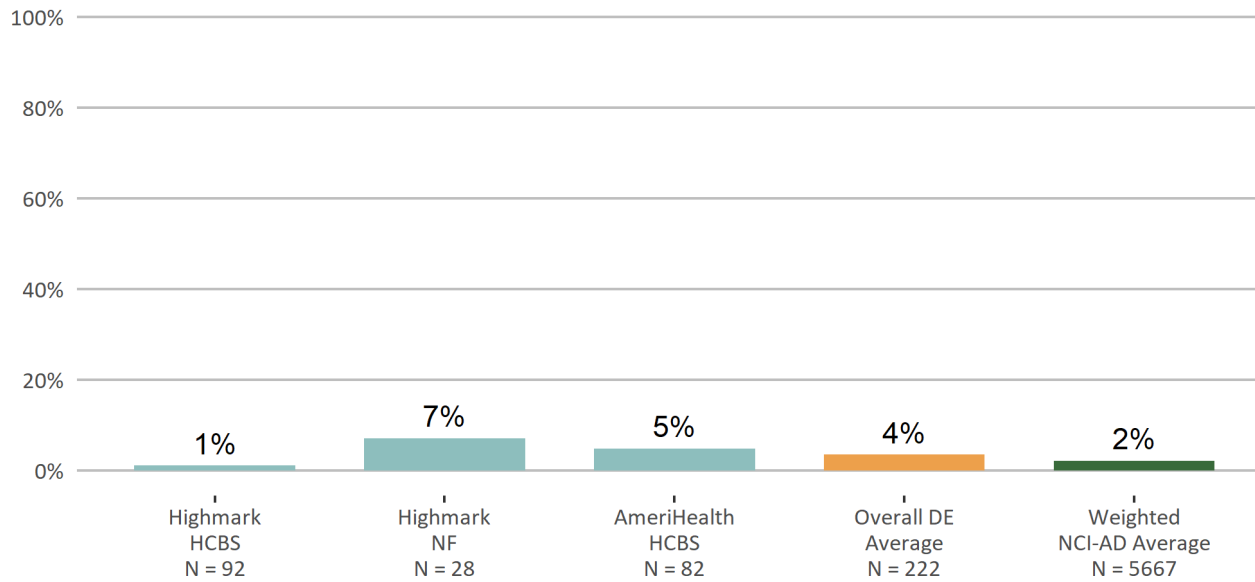
Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	1%	99%	92
Highmark-NF	7%	93%	28
AmeriHealth-HCBS	5%	95%	82
Overall DE Average	**4%**	**96%**	**222**
Weighted NCI-AD Average	**2%**	**98%**	**5,667**

Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician

9%	14%	11%	9%	8%
Highmark HCBS N = 92	Highmark NF N = 28	AmeriHealth HCBS N = 82	Overall DE Average N = 222	Weighted NCI-AD Average N = 5630

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
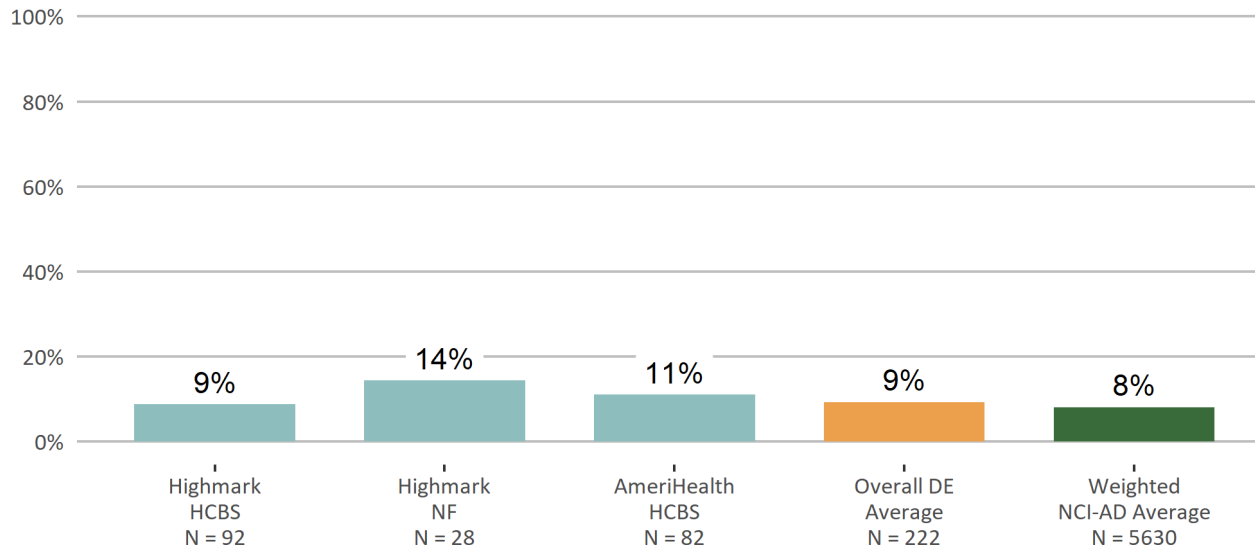
Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	9%	91%	92
Highmark-NF	14%	86%	28
AmeriHealth-HCBS	11%	89%	82
Overall DE Average	**9%**	**91%**	**222**
Weighted NCI-AD Average	**8%**	**92%**	**5,630**

Had a physical exam or wellness visit in the past 12 months
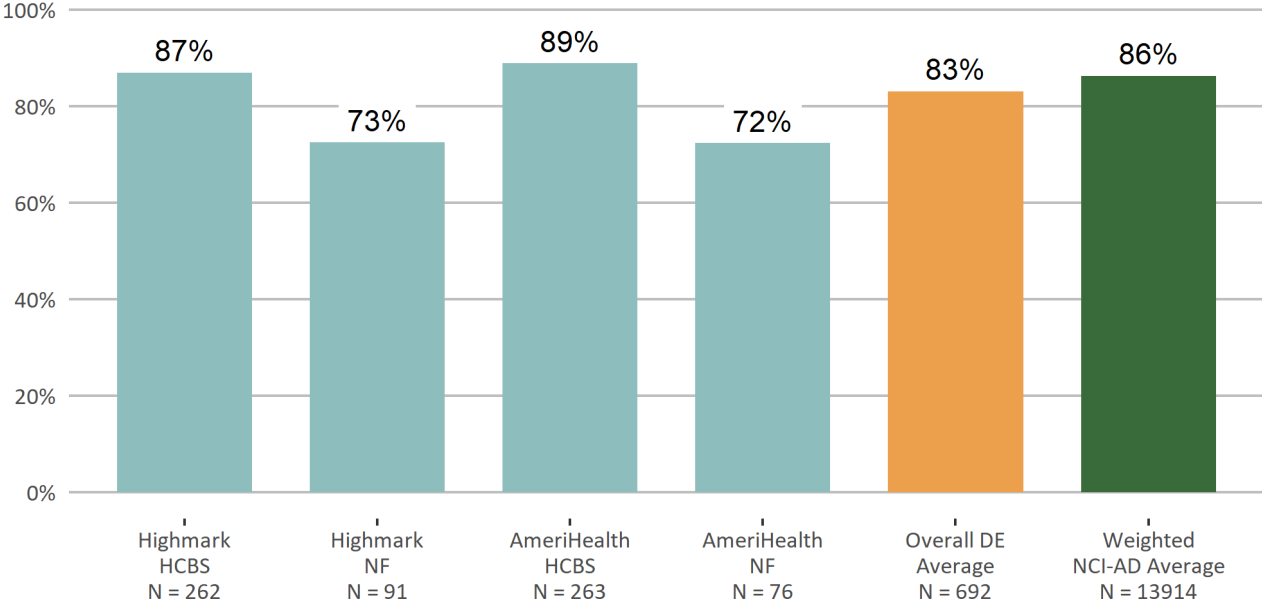
Highmark HCBS N = 262	87%
Highmark NF N = 91	73%
AmeriHealth HCBS N = 263	89%
AmeriHealth NF N = 76	72%
Overall DE Average N = 692	83%
Weighted NCI-AD Average N = 13914	86%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 102. Had a physical exam or wellness visit in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	87%	13%	262
Highmark-NF	73%	27%	91
AmeriHealth-HCBS	89%	11%	263
AmeriHealth-NF	72%	28%	76
Overall DE Average	**83%**	**17%**	**692**
Weighted NCI-AD Average	**86%**	**14%**	**13,914**

Had a hearing exam in the past 4 years

52%	67%	55%	62%	56%	48%
Highmark HCBS N = 195	Highmark NF N = 61	AmeriHealth HCBS N = 201	AmeriHealth NF N = 50	Overall DE Average N = 507	Weighted NCI-AD Average N = 10464

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 103. Had a hearing exam in the past 4 years

Proxy respondents were allowed for this question.

Program	5 years ago or more	3-4 years ago	1-2 years ago	Past Year	Has not had one	N
Highmark-HCBS	27%	7%	13%	32%	21%	195
Highmark-NF	20%	2%	21%	44%	13%	61
AmeriHealth-HCBS	21%	8%	19%	28%	23%	201
AmeriHealth-NF	20%	4%	10%	48%	18%	50
Overall DE Average	**23%**	**6%**	**16%**	**35%**	**20%**	**507**
Weighted NCI-AD Average	**21%**	**10%**	**18%**	**20%**	**32%**	**10,464**
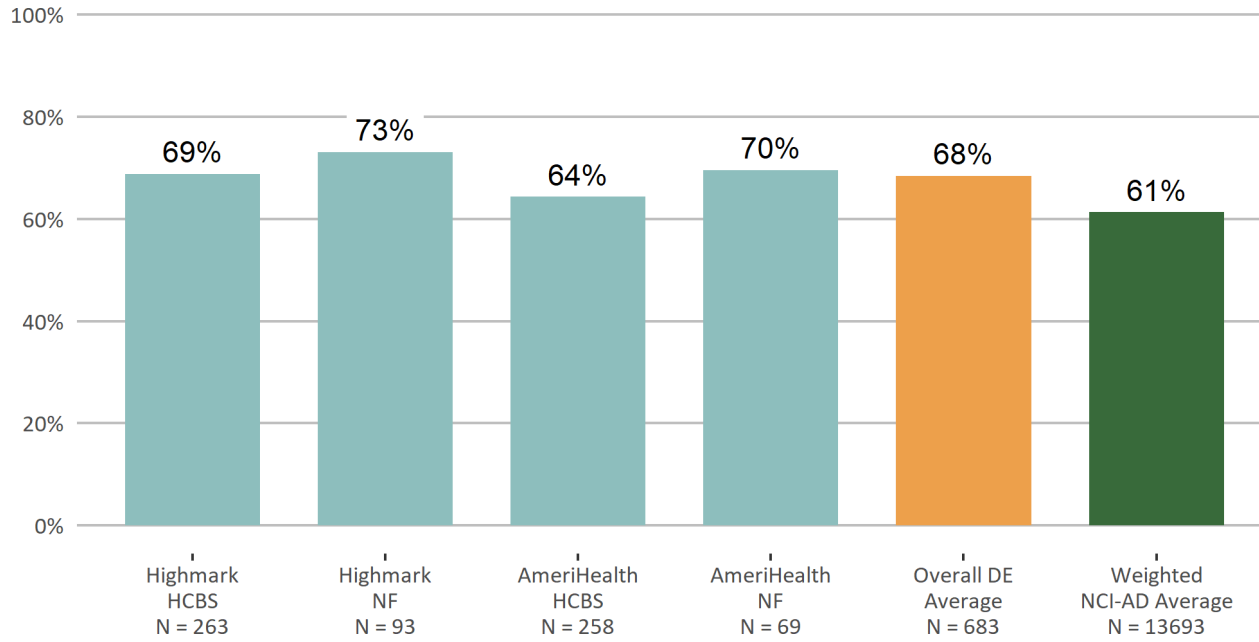
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Had a vision exam in the past year

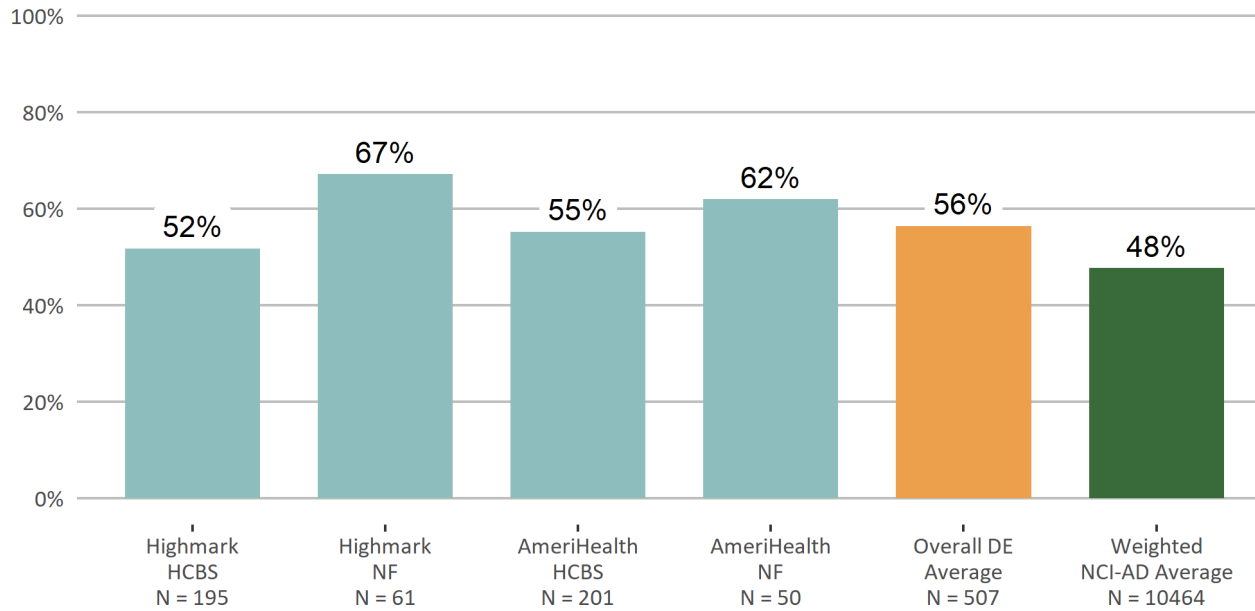|					
69%	73%	64%	70%	68%	61%
Highmark HCBS N = 263	Highmark NF N = 93	AmeriHealth HCBS N = 258	AmeriHealth NF N = 69	Overall DE Average N = 683	Weighted NCI-AD Average N = 13693

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 104. Had a vision exam in the past year

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	69%	31%	263
Highmark-NF	73%	27%	93
AmeriHealth-HCBS	64%	36%	258
AmeriHealth-NF	70%	30%	69
Overall DE Average	**68%**	**32%**	**683**
Weighted NCI-AD Average	**61%**	**39%**	**13,693**

Had a dental visit in the past 12 months

	Highmark HCBS N = 262	Highmark NF N = 92	AmeriHealth HCBS N = 260	AmeriHealth NF N = 74	Overall DE Average N = 688	Weighted NCI-AD Average N = 13430
%	60%	57%	54%	45%	56%	46%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 105. Had a dental visit in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	60%	40%	262
Highmark-NF	57%	43%	92
AmeriHealth-HCBS	54%	46%	260
AmeriHealth-NF	45%	55%	74
Overall DE Average	**56%**	**44%**	**688**
Weighted NCI-AD Average	**46%**	**54%**	**13,430**

Had a flu shot in the past 12 months

Chart showing percentage who had a flu shot in the past 12 months:
- Highmark HCBS (N = 258): 79%
- Highmark NF (N = 95): 86%
- AmeriHealth HCBS (N = 257): 78%
- AmeriHealth NF (N = 76): 95%
- Overall DE Average (N = 686): 82%
- Weighted NCI-AD Average (N = 13794): 72%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 106. Had a flu shot in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	79%	21%	258
Highmark-NF	86%	14%	95
AmeriHealth-HCBS	78%	22%	257
AmeriHealth-NF	95%	5%	76
Overall DE Average	**82%**	**18%**	**686**
Weighted NCI-AD Average	**72%**	**28%**	**13,794**

Received the COVID-19 Vaccine

Legend:
- DE N = 699
- Weighted NCI-AD Average N = 13987

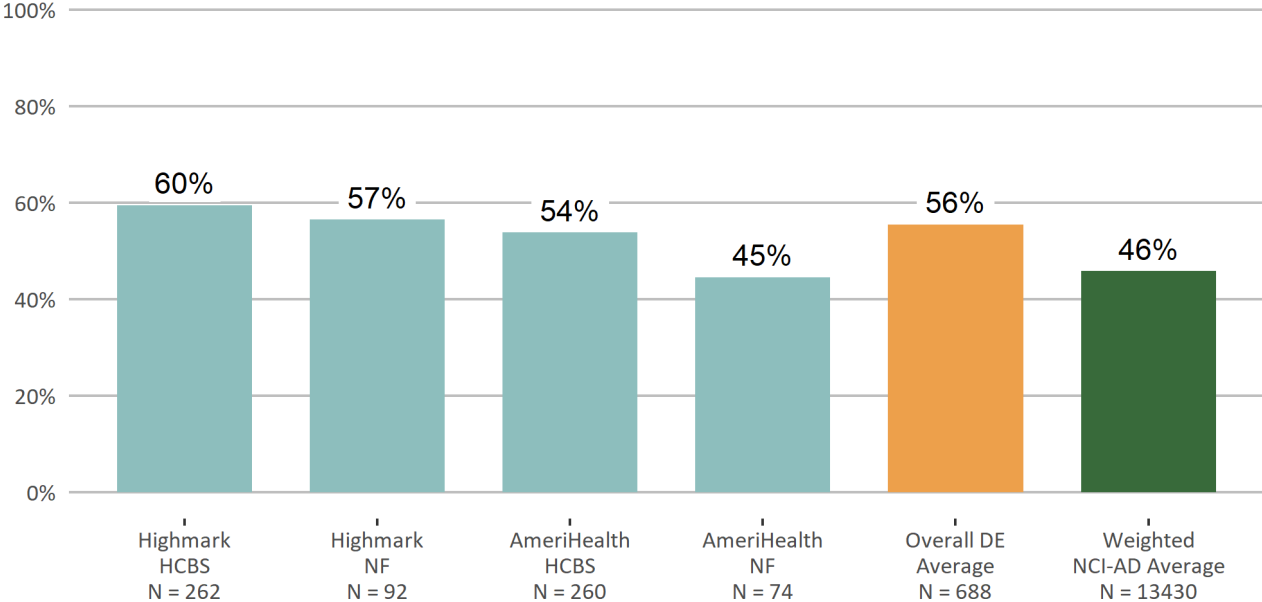| Category	DE	Weighted NCI-AD Average
Fully vaccinated and received at least one booster	80%	66%
Fully vaccinated, but not received a booster	8%	13%
Partially vaccinated	2%	4%
Not vaccinated at all	10%	16%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 107. Received the COVID-19 Vaccine

Proxy respondents were allowed for this question

Program	Fully vaccinated and received at least one booster	Fully vaccinated, but not received a booster	Partially vaccinated	Not vaccinated at all	N
Highmark-HCBS	76%	9%	2%	13%	262
Highmark-NF	93%	2%	2%	3%	97
AmeriHealth-HCBS	74%	10%	2%	14%	265
AmeriHealth-NF	87%	7%	1%	5%	75
Overall DE Average	**80%**	**8%**	**2%**	**10%**	**699**
Weighted NCI-AD Average	**66%**	**13%**	**4%**	**16%**	**13,987**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
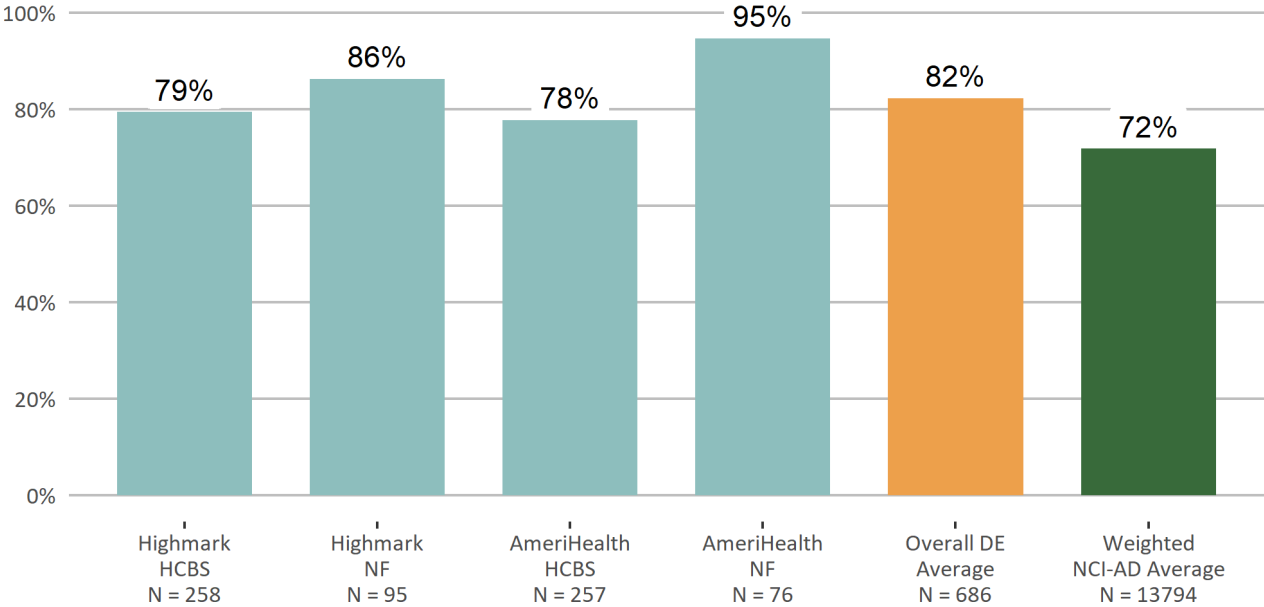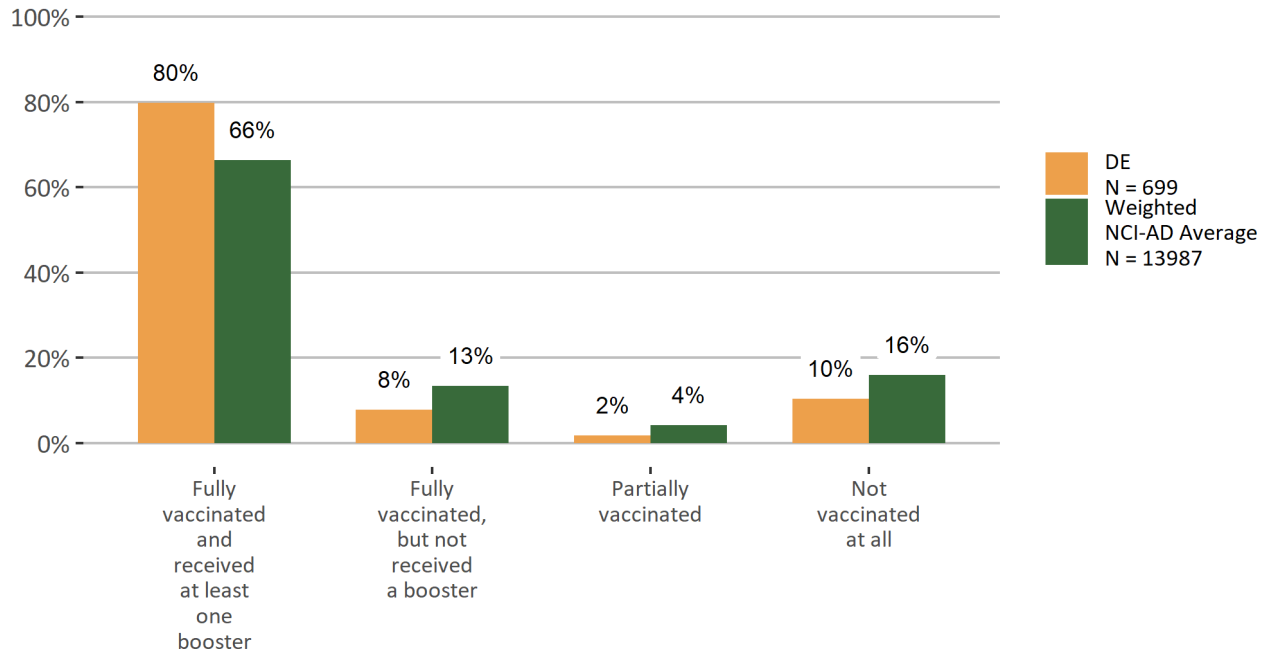
Wellness

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Has access to healthy foods when they want them

	Highmark HCBS N = 266	Highmark NF N = 94	AmeriHealth HCBS N = 266	AmeriHealth NF N = 77	Overall DE Average N = 703	Weighted NCI-AD Average N = 14425
	77%	70%	82%	77%	77%	85%
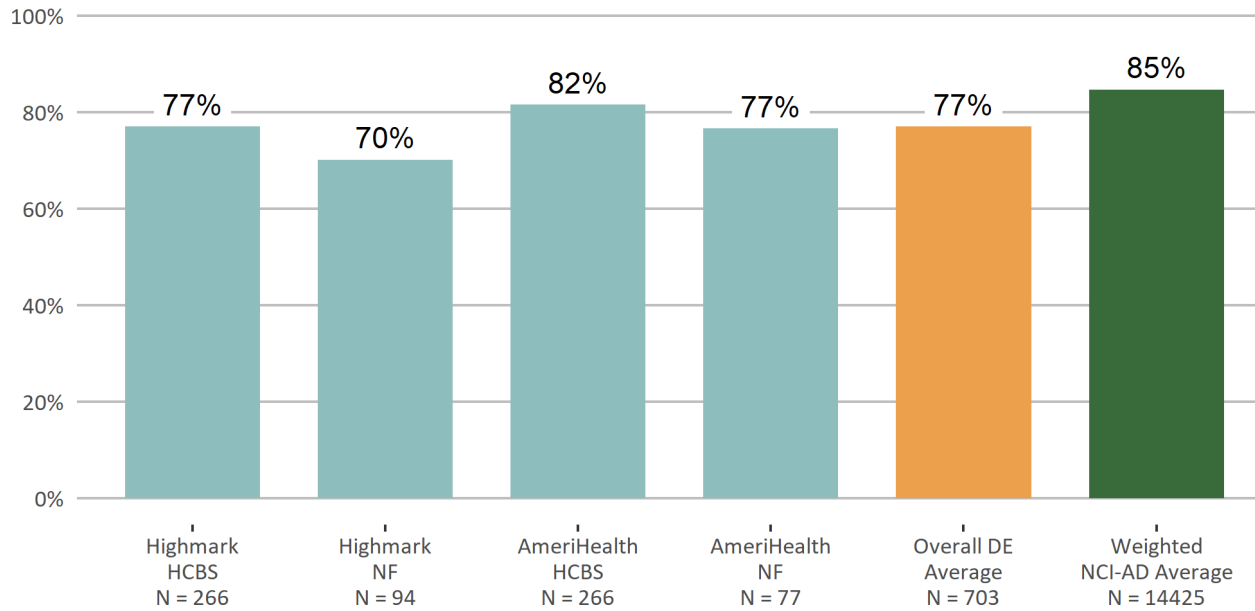
Table 108. Has access to healthy foods when they want them

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Highmark-HCBS	77%	18%	5%	266
Highmark-NF	70%	17%	13%	94
AmeriHealth-HCBS	82%	15%	4%	266
AmeriHealth-NF	77%	19%	4%	77
Overall DE Average	**77%**	**17%**	**6%**	**703**
Weighted NCI-AD Average	**85%**	**11%**	**5%**	**14,425**

Overall Health
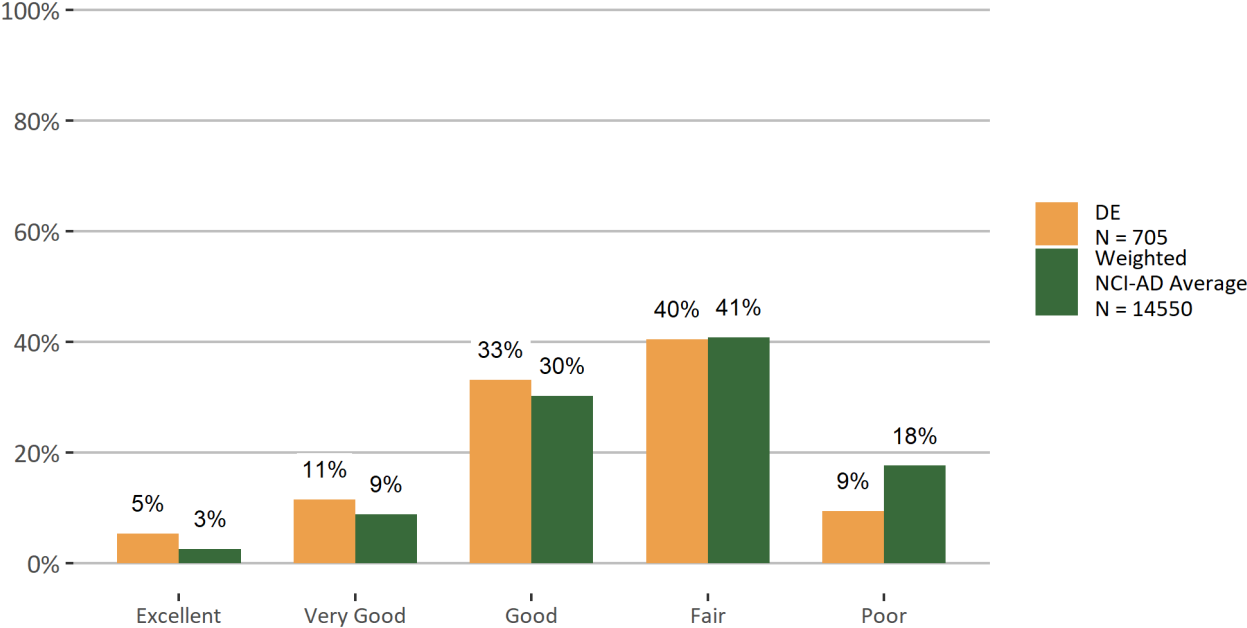
	Excellent	Very Good	Good	Fair	Poor
DE N = 705	5%	11%	33%	40%	9%
Weighted NCI-AD Average N = 14550	3%	9%	30%	41%	18%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Table 109. Overall Health

Proxy respondents were allowed for this question.

Program	Excellent	Very Good	Good	Fair	Poor	N
Highmark-HCBS	8%	13%	30%	40%	10%	264
Highmark-NF	4%	7%	37%	44%	7%	97
AmeriHealth-HCBS	2%	10%	35%	39%	13%	266
AmeriHealth-NF	6%	15%	35%	40%	4%	78
Overall DE Average	**5%**	**11%**	**33%**	**40%**	**9%**	**705**
Weighted NCI-AD Average	**3%**	**9%**	**30%**	**41%**	**18%**	**14,550**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Health compared to 12 months ago

Legend:
- DE N = 709 Weighted
- NCI-AD Average N = 14458

Category	DE	NCI-AD Average
Much Better	8%	5%
Somewhat Better	19%	14%
About the same	54%	49%
Somewhat worse	15%	25%
Much worse	4%	7%

Table 110. Health compared to 12 months ago

Proxy respondents were allowed for this question.

Program	Much Better	Somewhat Better	About the same	Somewhat worse	Much worse	N
Highmark-HCBS	9%	19%	54%	15%	3%	267
Highmark-NF	6%	21%	47%	16%	9%	97
AmeriHealth-HCBS	9%	17%	55%	15%	3%	267
AmeriHealth-NF	6%	18%	58%	14%	4%	78
Overall DE Average	**8%**	**19%**	**54%**	**15%**	**4%**	**709**
Weighted NCI-AD Average	**5%**	**14%**	**49%**	**25%**	**7%**	**14,458**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

In the past 12 months, forgets
things more often than before

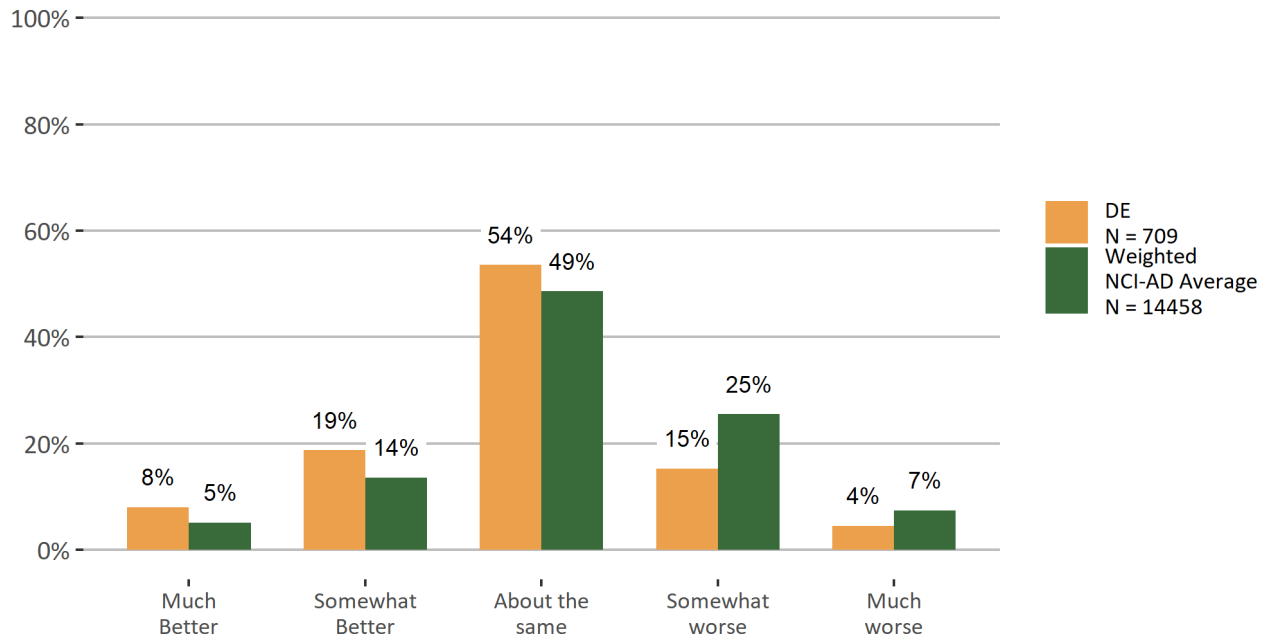|					
43%	57%	42%	55%	47%	46%
Highmark HCBS N = 258	Highmark NF N = 94	AmeriHealth HCBS N = 257	AmeriHealth NF N = 74	Overall DE Average N = 683	Weighted NCI-AD Average N = 13846

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Table 111. In the past 12 months, forgets things more often than before

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	43%	57%	258
Highmark-NF	57%	43%	94
AmeriHealth-HCBS	42%	58%	257
AmeriHealth-NF	55%	45%	74
Overall DE Average	**47%**	**53%**	**683**
Weighted NCI-AD Average	**46%**	**54%**	**13,846**

Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)

Highmark HCBS N = 109	Highmark NF N = 53	AmeriHealth HCBS N = 105	AmeriHealth NF N = 40	Overall DE Average N = 307	Weighted NCI-AD Average N = 5961
76%	64%	72%	68%	71%	70%
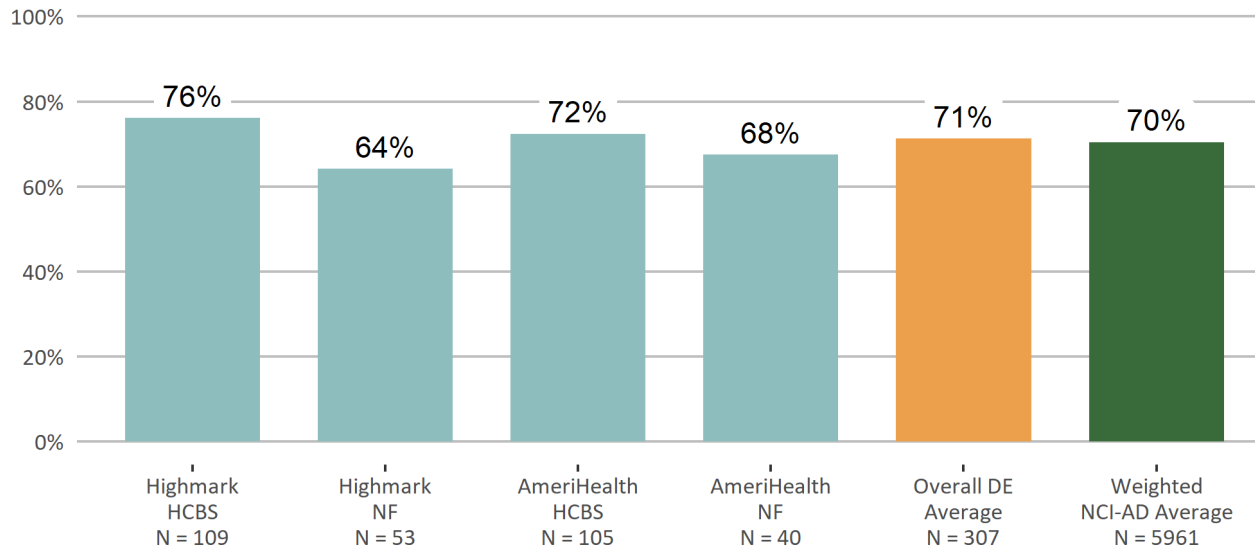
Table 112. Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	76%	24%	109
Highmark-NF	64%	36%	53
AmeriHealth-HCBS	72%	28%	105
AmeriHealth-NF	68%	33%	40
Overall DE Average	**71%**	**29%**	**307**
Weighted NCI-AD Average	**70%**	**30%**	**5,961**

Amount of physical activity per week

Legend:
- DE N = 704
- Weighted NCI-AD Average N = 14049

Category	DE	Weighted NCI-AD Average
Does not exercise	35%	34%
Less than one hour	27%	23%
One to two hours	20%	22%
More than two hours	18%	21%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 113. Amount of physical activity per week

New Question in 2022-2023. Proxy respondents were allowed for this question.

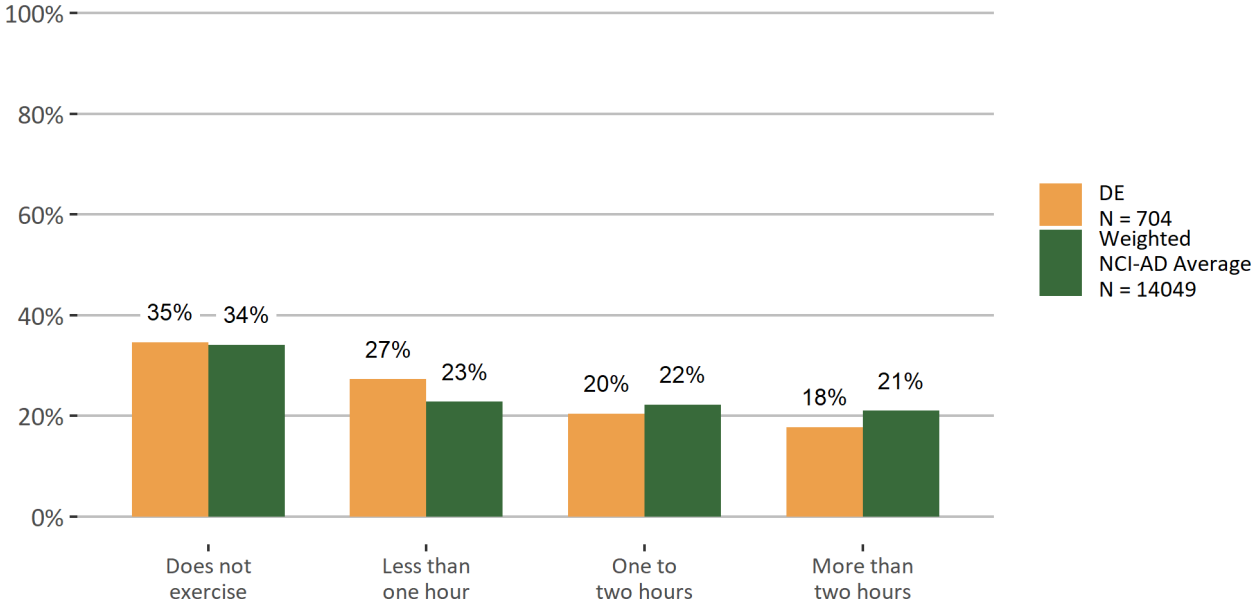| Program	Does not exercise	Less than one hour	One to two hours	More than two hours	N
Highmark-HCBS	29%	25%	22%	25%	265
Highmark-NF	39%	35%	15%	10%	97
AmeriHealth-HCBS	36%	24%	22%	18%	265
AmeriHealth-NF	43%	32%	18%	6%	77
Overall DE Average	**35%**	**27%**	**20%**	**18%**	**704**
Weighted NCI-AD Average	**34%**	**23%**	**22%**	**21%**	**14,049**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Often feels lonely

	Highmark HCBS N = 200	Highmark NF N = 61	AmeriHealth HCBS N = 203	AmeriHealth NF N = 48	Overall DE Average N = 512	Weighted NCI-AD Average N = 10781
	18%	26%	17%	21%	19%	19%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 114. Often feels lonely

Program	Yes, often	Sometimes	Not often, never or almost never	N
Highmark-HCBS	18%	38%	45%	200
Highmark-NF	26%	34%	39%	61
AmeriHealth-HCBS	17%	29%	54%	203
AmeriHealth-NF	21%	44%	35%	48
Overall DE Average	**19%**	**35%**	**46%**	**512**
Weighted NCI-AD Average	**19%**	**36%**	**45%**	**10,781**
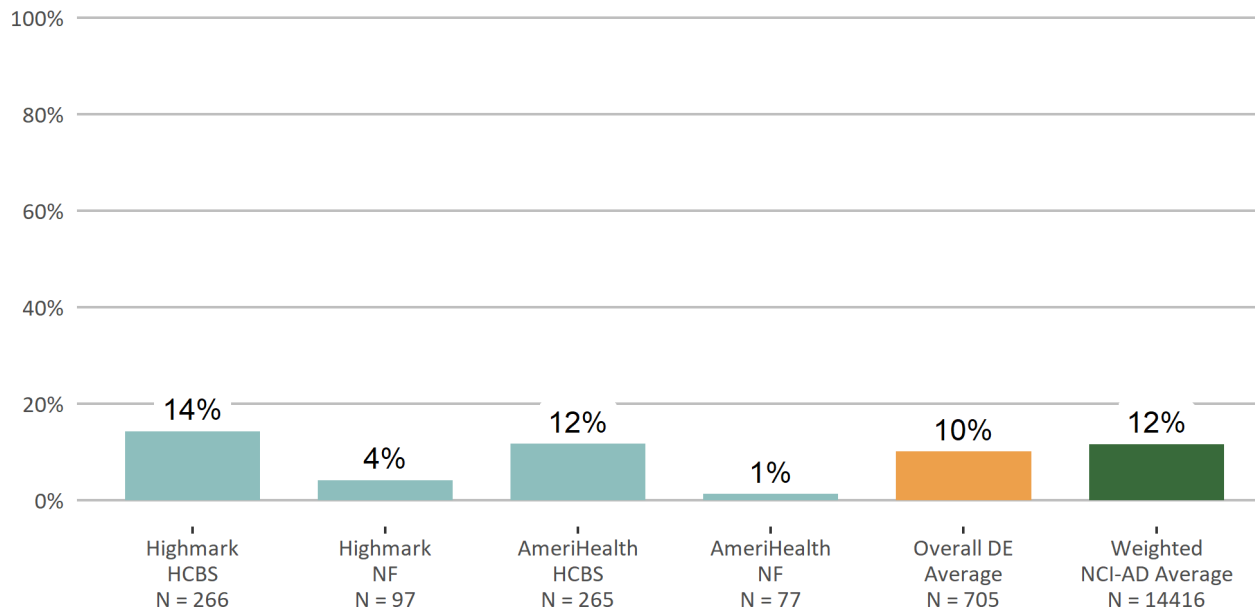
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
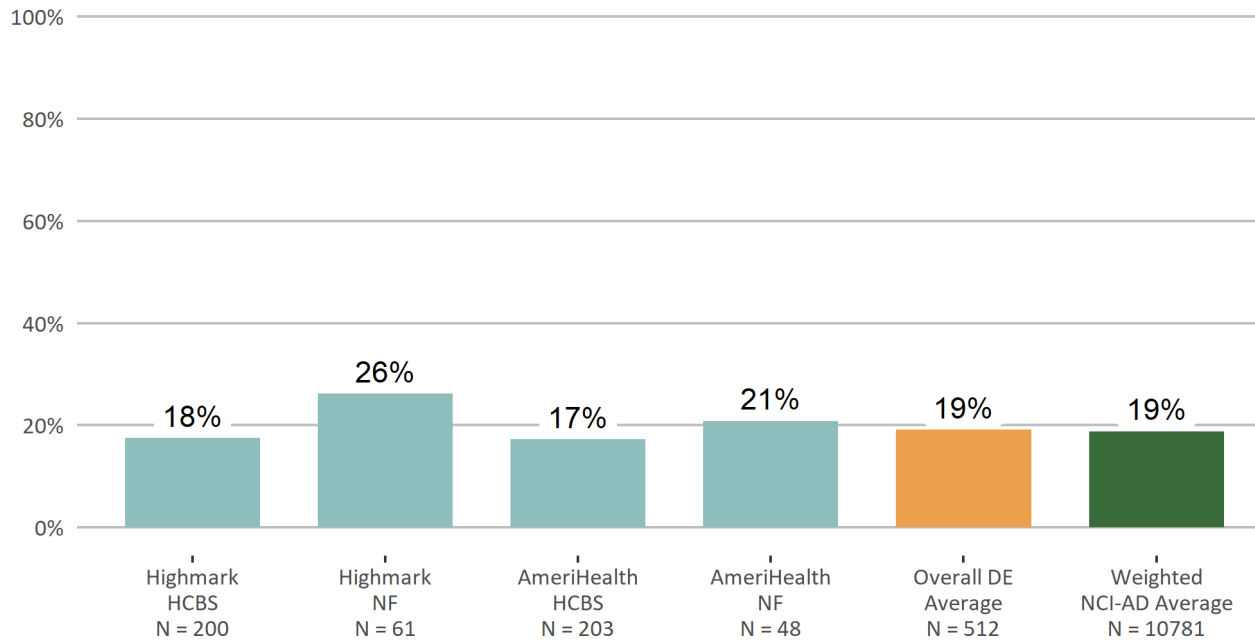
Affordability

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Ever has to skip meals due to financial worries

	Highmark HCBS N = 266	Highmark NF N = 97	AmeriHealth HCBS N = 265	AmeriHealth NF N = 77	Overall DE Average N = 705	Weighted NCI-AD Average N = 14416
	14%	4%	12%	1%	10%	12%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 115. Ever has to skip meals due to financial worries

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Highmark-HCBS	3%	11%	86%	266
Highmark-NF	4%	0%	96%	97
AmeriHealth-HCBS	4%	8%	88%	265
AmeriHealth-NF	0%	1%	99%	77
Overall DE Average	**3%**	**7%**	**90%**	**705**
Weighted NCI-AD Average	**6%**	**6%**	**88%**	**14,416**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Safety

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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They or someone else has concerns about falling or being unstable

Highmark HCBS N = 271	Highmark NF N = 96	AmeriHealth HCBS N = 268	AmeriHealth NF N = 76	Overall DE Average N = 711	Weighted NCI-AD Average N = 14825
56%	68%	56%	63%	59%	56%
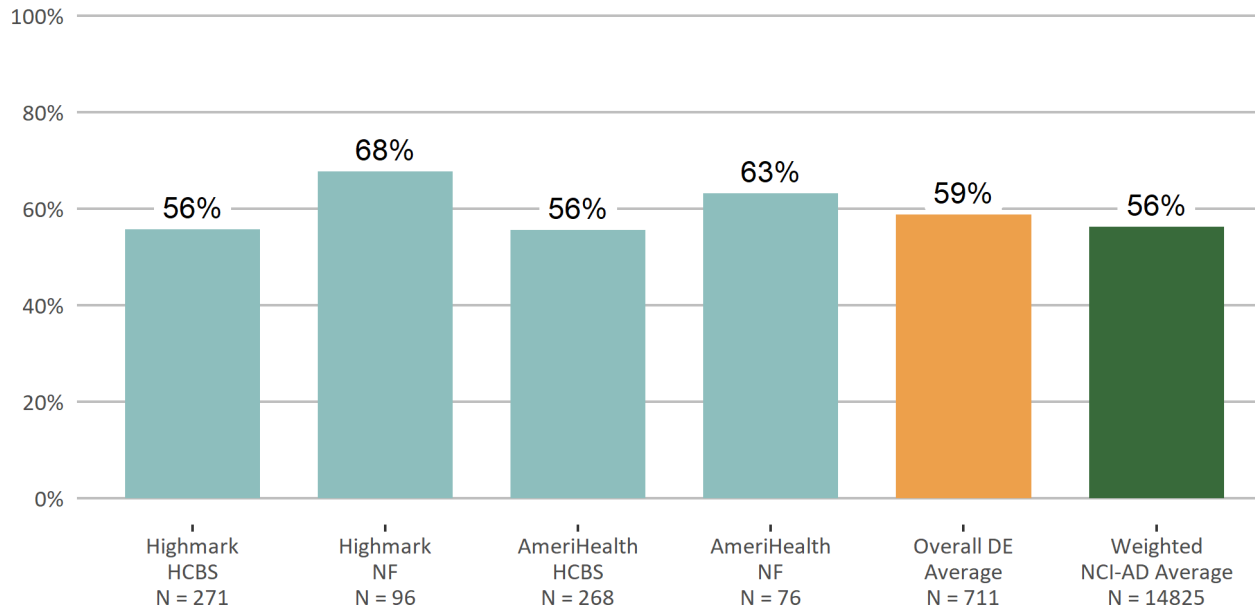
Table 116. They or someone else has concerns about falling or being unstable

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Highmark-HCBS	32%	23%	44%	271
Highmark-NF	48%	20%	32%	96
AmeriHealth-HCBS	29%	26%	44%	268
AmeriHealth-NF	47%	16%	37%	76
Overall DE Average	**36%**	**23%**	**41%**	**711**
Weighted NCI-AD Average	**35%**	**21%**	**44%**	**14,825**

Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)

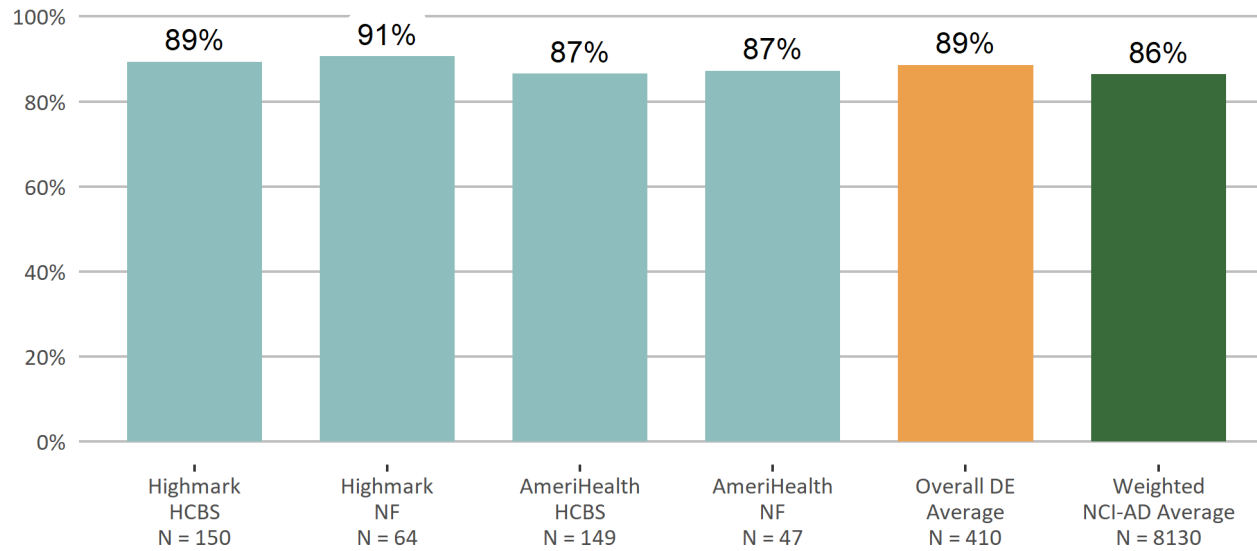|					
89%	91%	87%	87%	89%	86%
Highmark HCBS N = 150	Highmark NF N = 64	AmeriHealth HCBS N = 149	AmeriHealth NF N = 47	Overall DE Average N = 410	Weighted NCI-AD Average N = 8130

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	89%	11%	150
Highmark-NF	91%	9%	64
AmeriHealth-HCBS	87%	13%	149
AmeriHealth-NF	87%	13%	47
Overall DE Average	**89%**	**11%**	**410**
Weighted NCI-AD Average	**86%**	**14%**	**8,130**

Able to get to safety quickly in case of an emergency

91%	86%	89%	92%	90%	86%
Highmark HCBS N = 257	Highmark NF N = 87	AmeriHealth HCBS N = 255	AmeriHealth NF N = 73	Overall DE Average N = 672	Weighted NCI-AD Average N = 13669

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
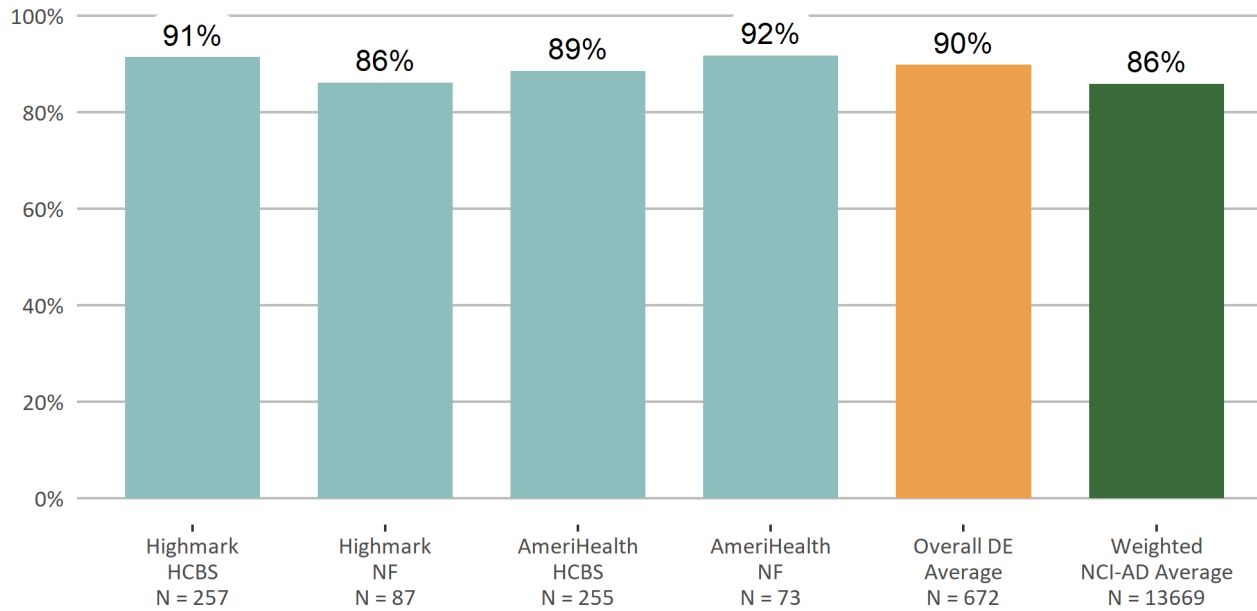
Table 118. Able to get to safety quickly in case of an emergency

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	91%	9%	257
Highmark-NF	86%	14%	87
AmeriHealth-HCBS	89%	11%	255
AmeriHealth-NF	92%	8%	73
Overall DE Average	**90%**	**10%**	**672**
Weighted NCI-AD Average	**86%**	**14%**	**13,669**

Knows who to talk to if they are mistreated, hurt, disrespected by others
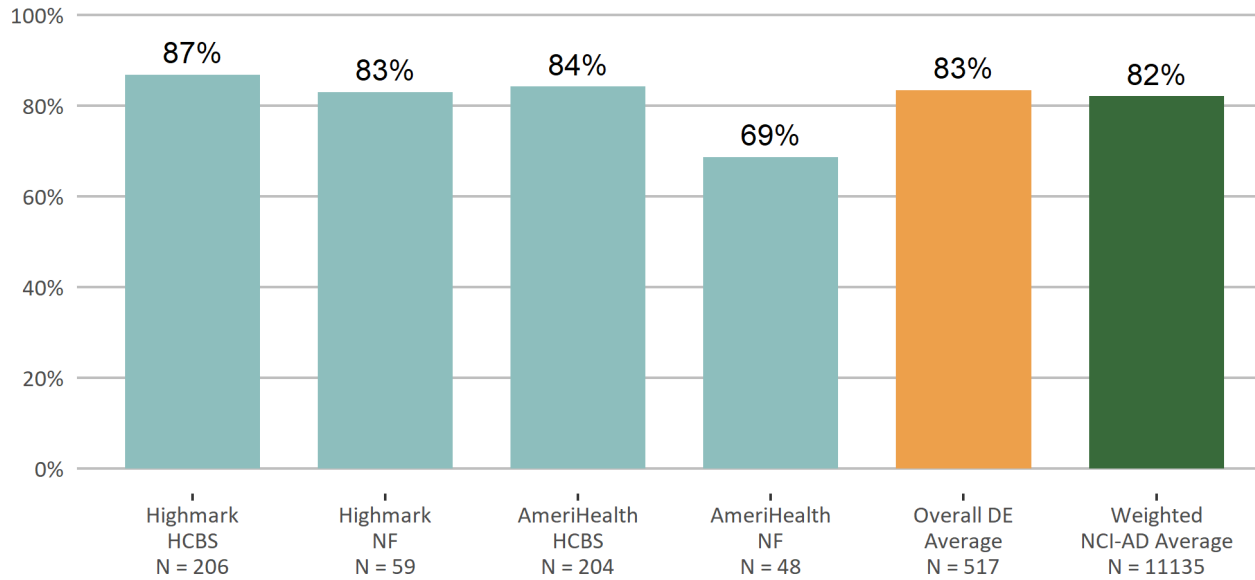
87%	83%	84%	69%	83%	82%
Highmark HCBS N = 206	Highmark NF N = 59	AmeriHealth HCBS N = 204	AmeriHealth NF N = 48	Overall DE Average N = 517	Weighted NCI-AD Average N = 11135

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others

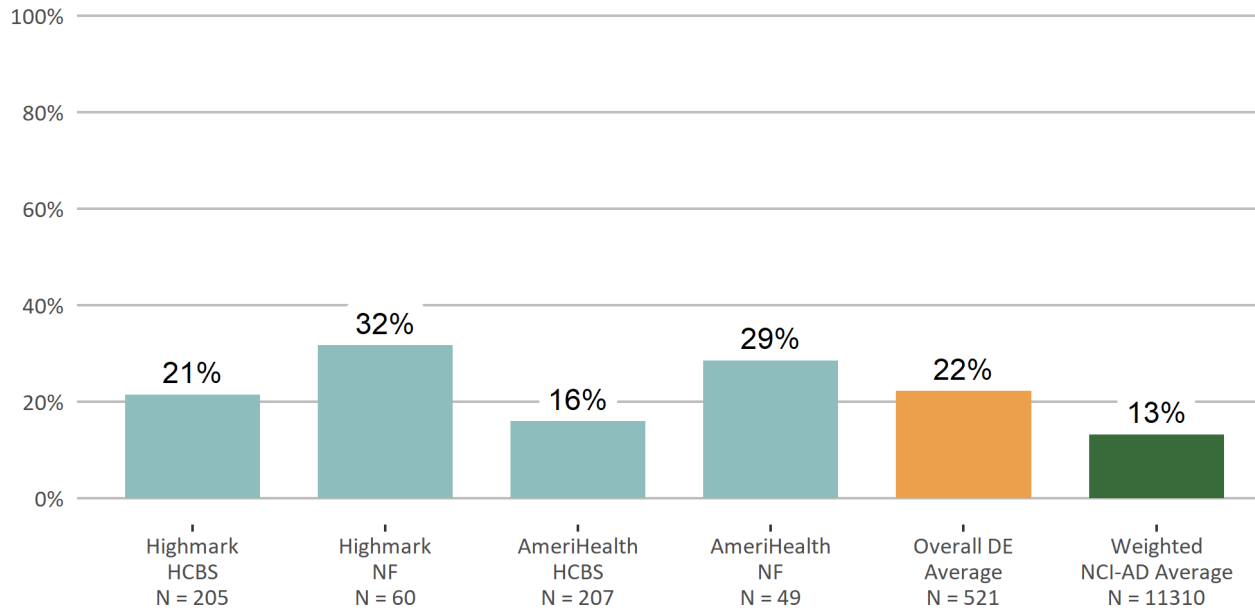| Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	87%	4%	9%	206
Highmark-NF	83%	10%	7%	59
AmeriHealth-HCBS	84%	2%	13%	204
AmeriHealth-NF	69%	15%	17%	48
Overall DE Average	**83%**	**6%**	**11%**	**517**
Weighted NCI-AD Average	**82%**	**5%**	**13%**	**11,135**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Are ever worried for the security
of their personal belongings

21%	32%	16%	29%	22%	13%
Highmark HCBS N = 205	Highmark NF N = 60	AmeriHealth HCBS N = 207	AmeriHealth NF N = 49	Overall DE Average N = 521	Weighted NCI-AD Average N = 11310

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 120. Are ever worried for the security of their personal belongings

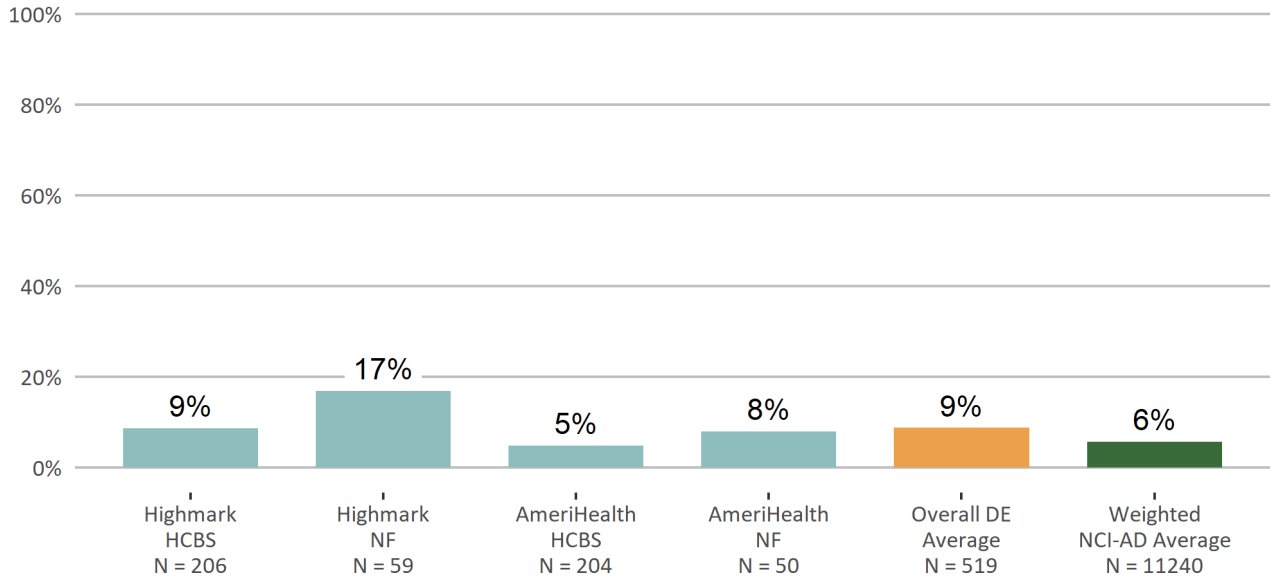| Program	Yes at least sometimes	No, never	N
Highmark-HCBS	21%	79%	205
Highmark-NF	32%	68%	60
AmeriHealth-HCBS	16%	84%	207
AmeriHealth-NF	29%	71%	49
Overall DE Average	**22%**	**78%**	**521**
Weighted NCI-AD Average	**13%**	**87%**	**11,310**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Someone used or took their money without their permission in the past 12 months

	Highmark HCBS N = 206	Highmark NF N = 59	AmeriHealth HCBS N = 204	AmeriHealth NF N = 50	Overall DE Average N = 519	Weighted NCI-AD Average N = 11240
	9%	17%	5%	8%	9%	6%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 121. Someone used or took their money without their permission in the past 12 months

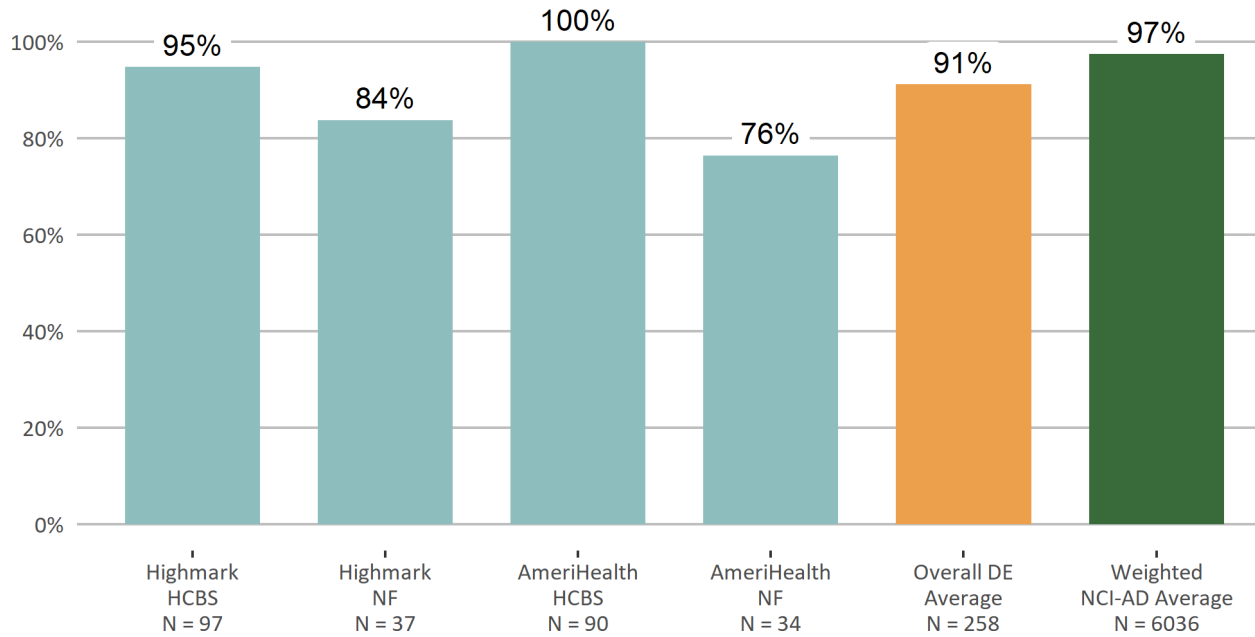| Program	Yes	No	N
Highmark-HCBS	9%	91%	206
Highmark-NF	17%	83%	59
AmeriHealth-HCBS	5%	95%	204
AmeriHealth-NF	8%	92%	50
Overall DE Average	**9%**	**91%**	**519**
Weighted NCI-AD Average	**6%**	**94%**	**11,240**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Feels safe around people who are paid to help them

Highmark HCBS N = 97	Highmark NF N = 37	AmeriHealth HCBS N = 90	AmeriHealth NF N = 34	Overall DE Average N = 258	Weighted NCI-AD Average N = 6036
95%	84%	100%	76%	91%	97%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 122. Feels safe around people who are paid to help them

Program	Yes, all paid support workers, always	No, not all workers, or not always	N
Highmark-HCBS	95%	5%	97
Highmark-NF	84%	16%	37
AmeriHealth-HCBS	100%	0%	90
AmeriHealth-NF	76%	24%	34
Overall DE Average	**91%**	**9%**	**258**
Weighted NCI-AD Average	**97%**	**3%**	**6,036**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Rights and Respect

Gets information about services in their preferred language (if preferred language is not English)

80%

Weighted
NCI-AD Average
N = 971

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
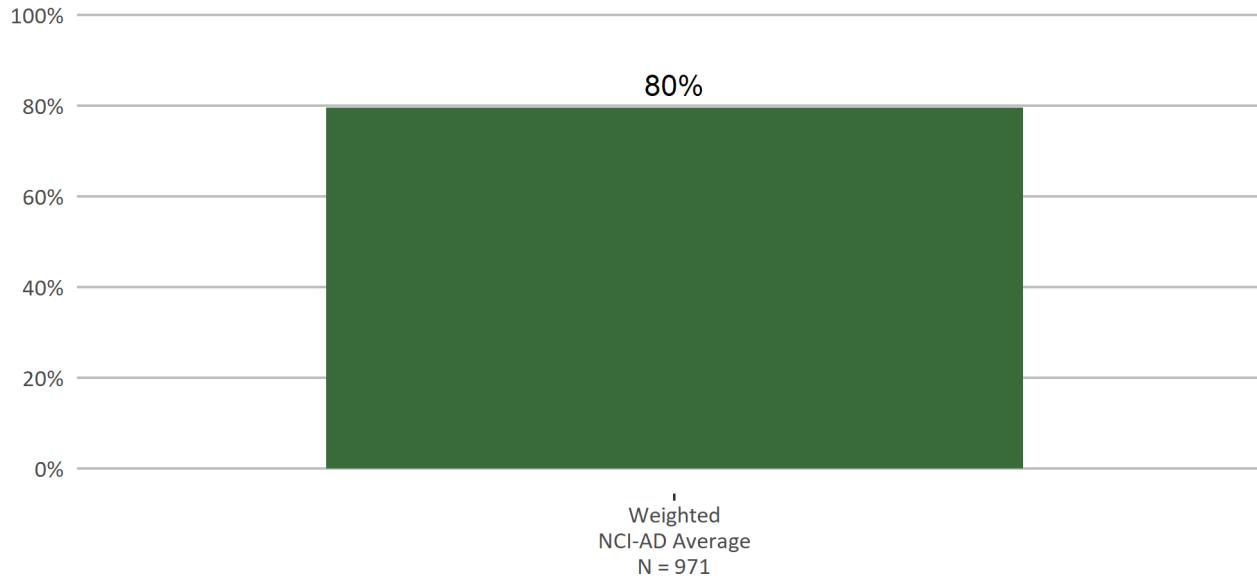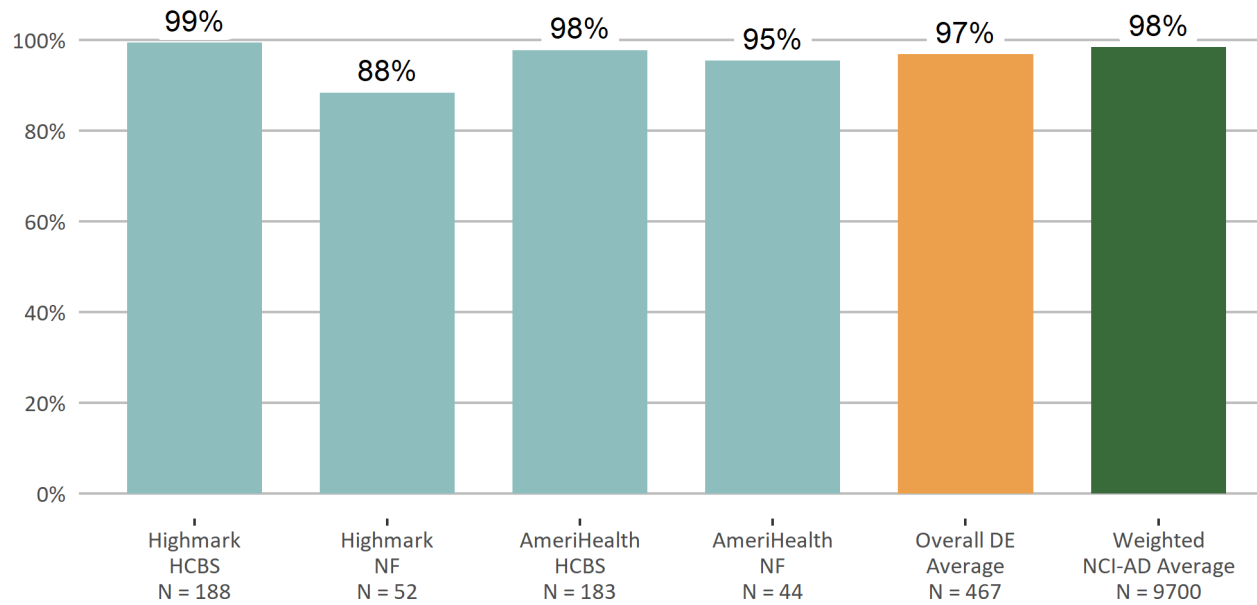
Table 123. Gets information about services in their preferred language (if preferred language is not English)

Proxy respondents were allowed for this question.

Program	Yes, all information	Some Information	No	N
Weighted NCI-AD Average	**51%**	**29%**	**20%**	**971**

Services and supports are delivered in a way that is respectful of their culture

	Highmark HCBS N = 188	Highmark NF N = 52	AmeriHealth HCBS N = 183	AmeriHealth NF N = 44	Overall DE Average N = 467	Weighted NCI-AD Average N = 9700
Percentage	99%	88%	98%	95%	97%	98%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 124. Services and supports are delivered in a way that is respectful of their culture

Program	Yes	Sometimes, or some services	No	N
Highmark-HCBS	96%	3%	1%	188
Highmark-NF	69%	19%	12%	52
AmeriHealth-HCBS	94%	4%	2%	183
AmeriHealth-NF	82%	14%	5%	44
Overall DE Average	**90%**	**7%**	**3%**	**467**
Weighted NCI-AD Average	**96%**	**3%**	**2%**	**9,700**

People who are paid to help them treat them with respect
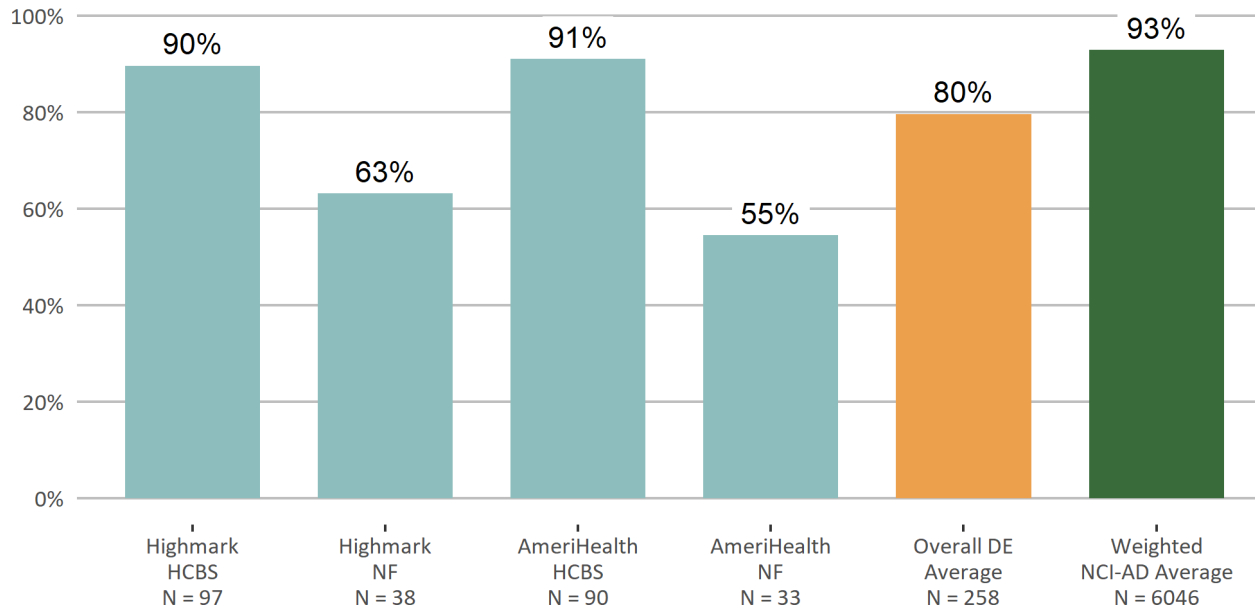
	Highmark HCBS N = 97	Highmark NF N = 38	AmeriHealth HCBS N = 90	AmeriHealth NF N = 33	Overall DE Average N = 258	Weighted NCI-AD Average N = 6046
	90%	63%	91%	55%	80%	93%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 125. People who are paid to help them treat them with respect

Program	Yes, all paid support workers, always or almost always	Some, or usually	No, never or rarely	N
Highmark-HCBS	90%	10%	0%	97
Highmark-NF	63%	32%	5%	38
AmeriHealth-HCBS	91%	8%	1%	90
AmeriHealth-NF	55%	42%	3%	33
Overall DE Average	**80%**	**19%**	**2%**	**258**
Weighted NCI-AD Average	**93%**	**6%**	**1%**	**6,046**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Others ask before coming into their home/room (if living in a group setting)

50%	42%	71%	35%	44%	70%
Highmark HCBS N = 24	Highmark NF N = 59	AmeriHealth HCBS N = 21	AmeriHealth NF N = 46	Overall DE Average N = 150	Weighted NCI-AD Average N = 1506

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
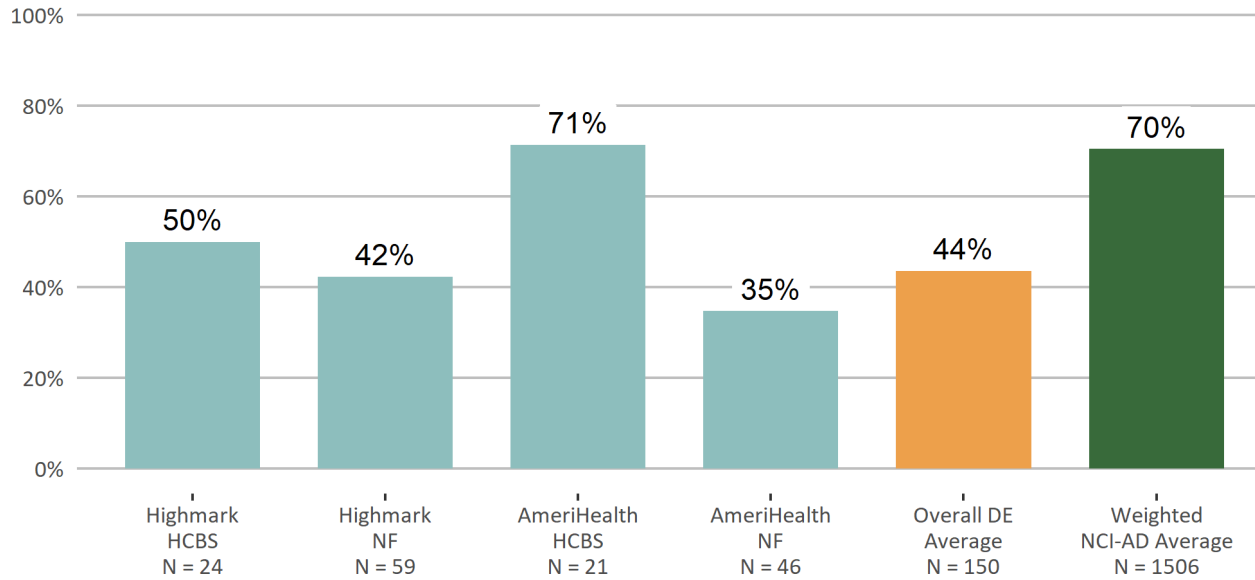
Table 126. Others ask before coming into their home/room (if living in a group setting)

Program	Yes, always	Usually, but not always	Sometimes, rarely, or never	N
Highmark-HCBS	50%	33%	17%	24
Highmark-NF	42%	37%	20%	59
AmeriHealth-HCBS	71%	19%	10%	21
AmeriHealth-NF	35%	41%	24%	46
Overall DE Average	**44%**	**36%**	**20%**	**150**
Weighted NCI-AD Average	**70%**	**20%**	**9%**	**1,506**

Able to lock doors to room (if living in a group setting)
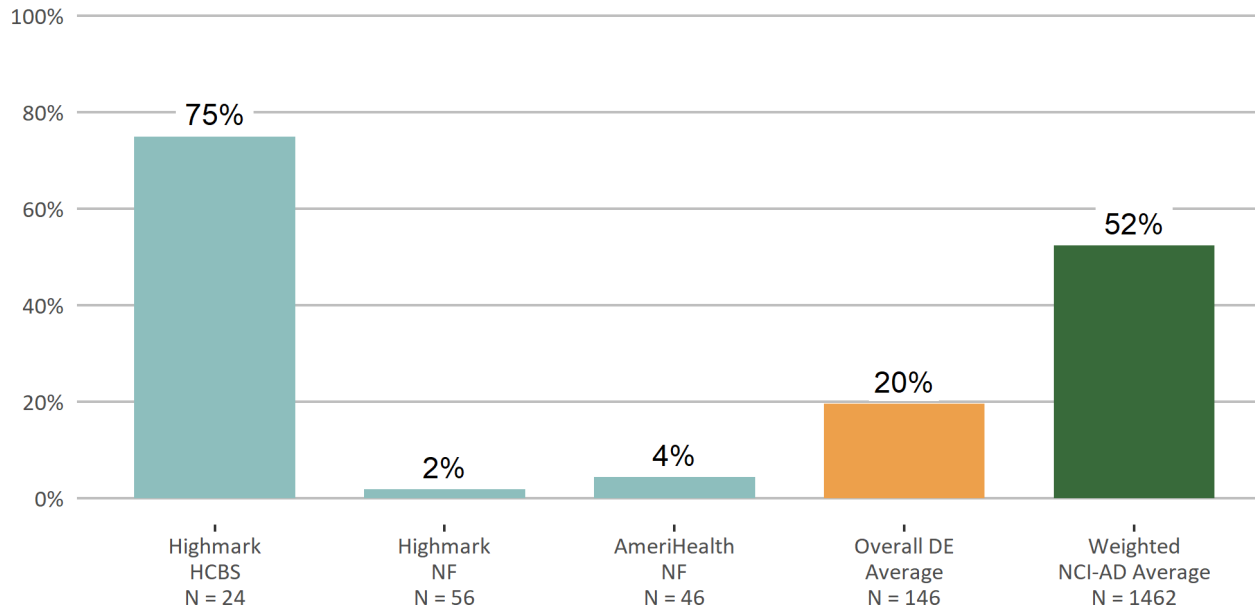
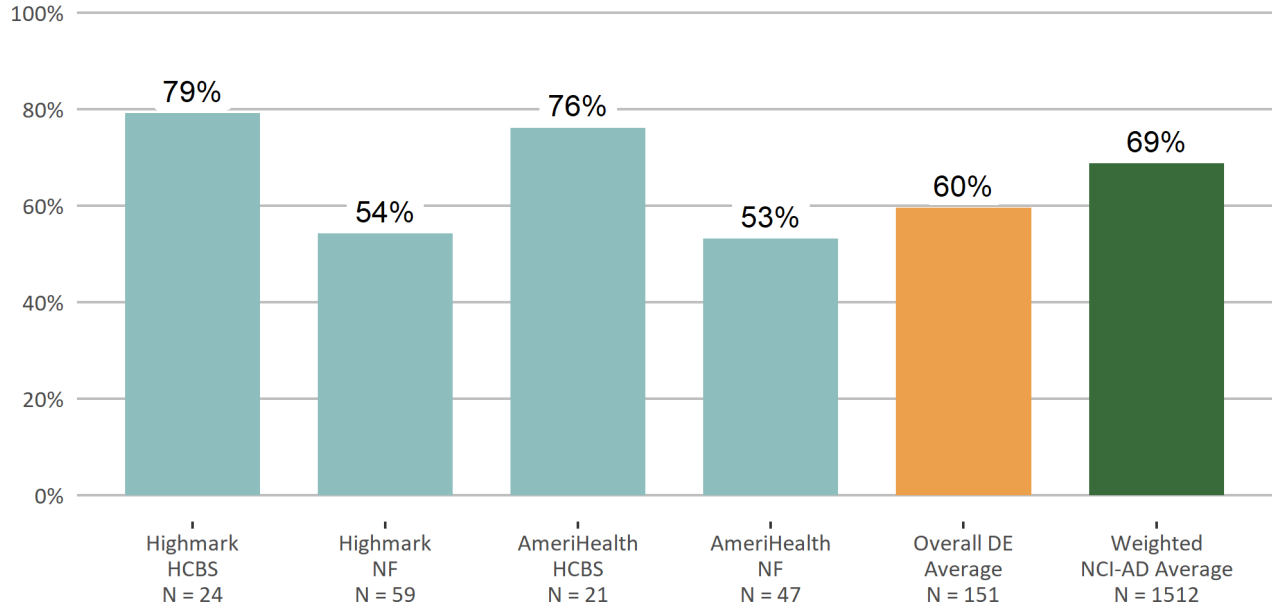|	Highmark HCBS N = 24	Highmark NF N = 56	AmeriHealth NF N = 46	Overall DE Average N = 146	Weighted NCI-AD Average N = 1462
%	75%	2%	4%	20%	52%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 127. Able to lock doors to room (if living in a group setting)

Program	Yes	No	N
Highmark-HCBS	75%	25%	24
Highmark-NF	2%	98%	56
AmeriHealth-NF	4%	96%	46
Overall DE Average	**20%**	**80%**	**146**
Weighted NCI-AD Average	**52%**	**48%**	**1,462**

Has enough privacy where lives (if living in a group setting)

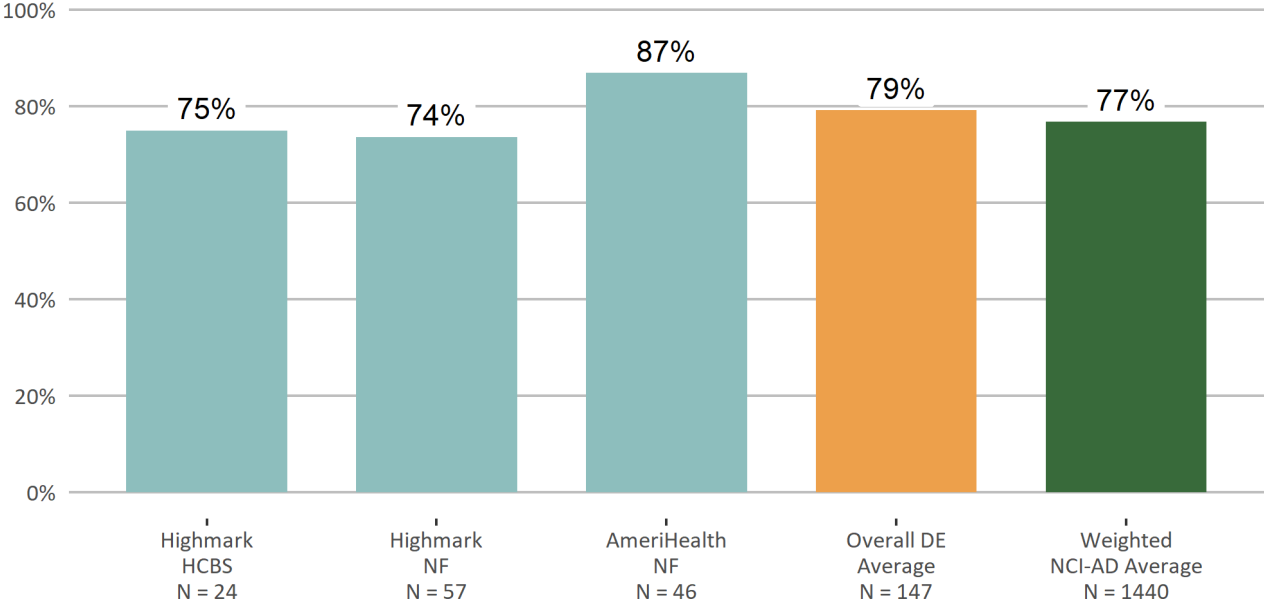|	Highmark HCBS N = 24	Highmark NF N = 59	AmeriHealth HCBS N = 21	AmeriHealth NF N = 47	Overall DE Average N = 151	Weighted NCI-AD Average N = 1512
%	79%	54%	76%	53%	60%	69%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 128. Has enough privacy where lives (if living in a group setting)

Program	Yes, always	Usually, but not always	Sometimes, rarely, or never	N
Highmark-HCBS	79%	13%	8%	24
Highmark-NF	54%	24%	22%	59
AmeriHealth-HCBS	76%	5%	19%	21
AmeriHealth-NF	53%	32%	15%	47
Overall DE Average	**60%**	**23%**	**17%**	**151**
Weighted NCI-AD Average	**69%**	**19%**	**12%**	**1,512**

Can have visitors at any time (if living in a group setting)

	Highmark HCBS N = 24	Highmark NF N = 57	AmeriHealth NF N = 46	Overall DE Average N = 147	Weighted NCI-AD Average N = 1440
	75%	74%	87%	79%	77%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 129. Can have visitors at any time (if living in a group setting)

Program	Yes	No	N
Highmark-HCBS	75%	25%	24
Highmark-NF	74%	26%	57
AmeriHealth-NF	87%	13%	46
Overall DE Average	**79%**	**21%**	**147**
Weighted NCI-AD Average	**77%**	**23%**	**1,440**

Can get something to eat or grab a snack anytime they (if living in a group setting)

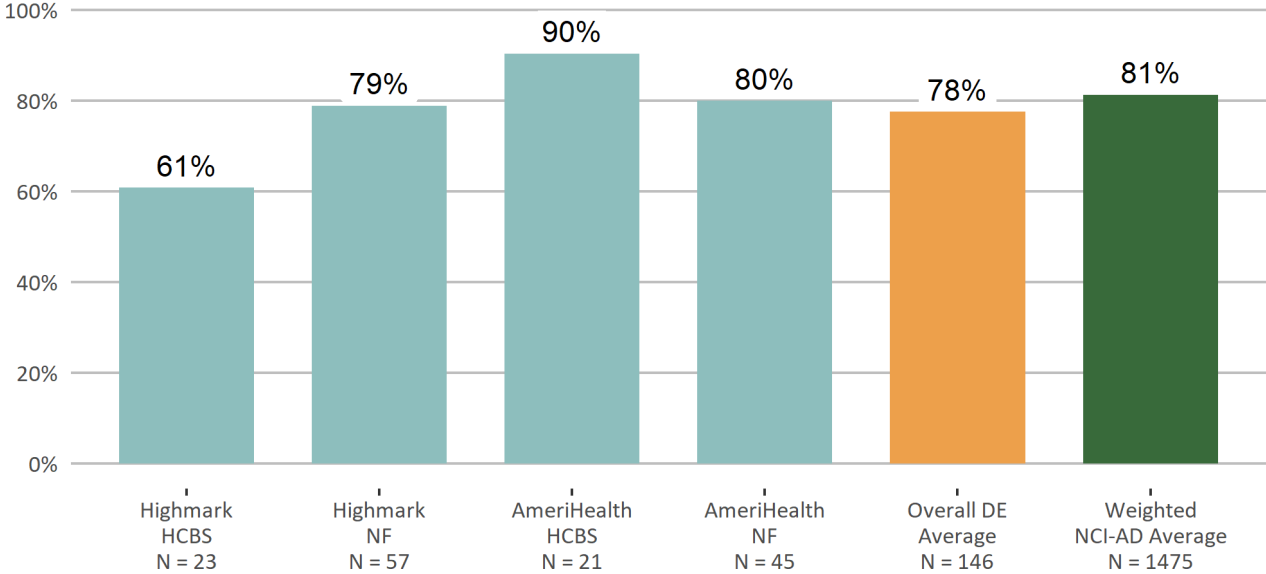|	
Highmark HCBS N = 23	61%
Highmark NF N = 57	79%
AmeriHealth HCBS N = 21	90%
AmeriHealth NF N = 45	80%
Overall DE Average N = 146	78%
Weighted NCI-AD Average N = 1475	81%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 130. Can get something to eat or grab a snack anytime they (if living in a group setting)

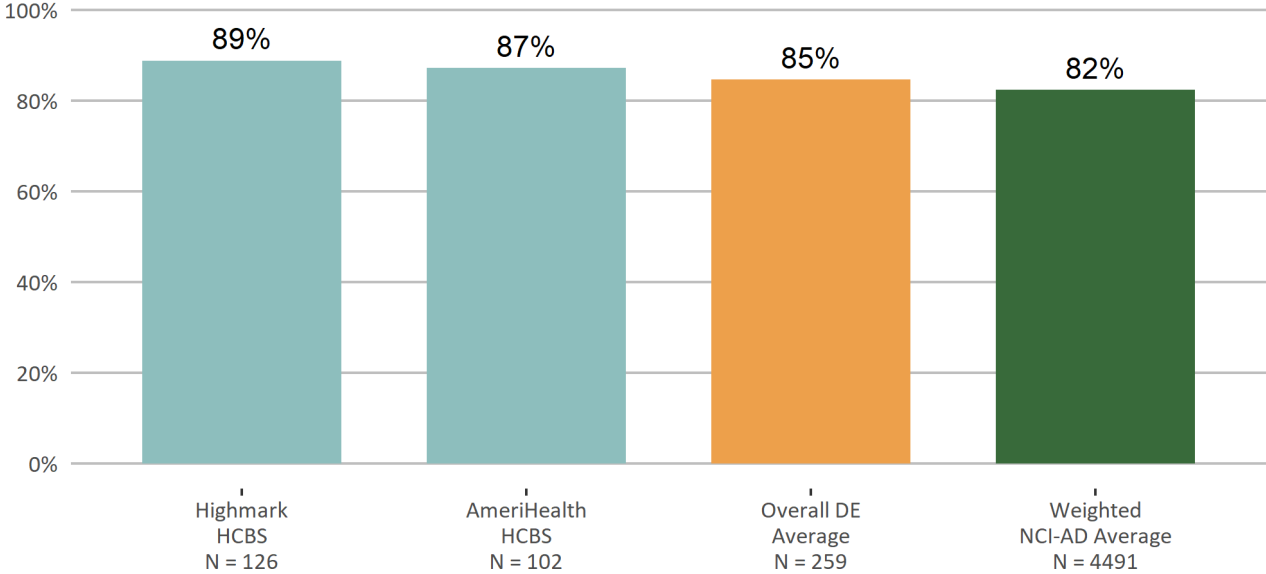| Program	Yes	No	N
Highmark-HCBS	61%	39%	23
Highmark-NF	79%	21%	57
AmeriHealth-HCBS	90%	10%	21
AmeriHealth-NF	80%	20%	45
Overall DE Average	**78%**	**22%**	**146**
Weighted NCI-AD Average	**81%**	**19%**	**1,475**

Person-Centered Planning

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Very or fully involved in making decisions about what is in the service plan?

	89%	87%	85%	82%
	Highmark HCBS N = 126	AmeriHealth HCBS N = 102	Overall DE Average N = 259	Weighted NCI-AD Average N = 4491

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 131. Involvement in making decisions about what is in the service plan

Program	Very or fully involved	Somewhat	Very little	Not at all	N
Highmark-HCBS	89%	9%	2%	1%	126
AmeriHealth-HCBS	87%	12%	0%	1%	102
Overall DE Average	**85%**	**12%**	**2%**	**1%**	**259**
Weighted NCI-AD Average	**82%**	**14%**	**2%**	**2%**	**4,491**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
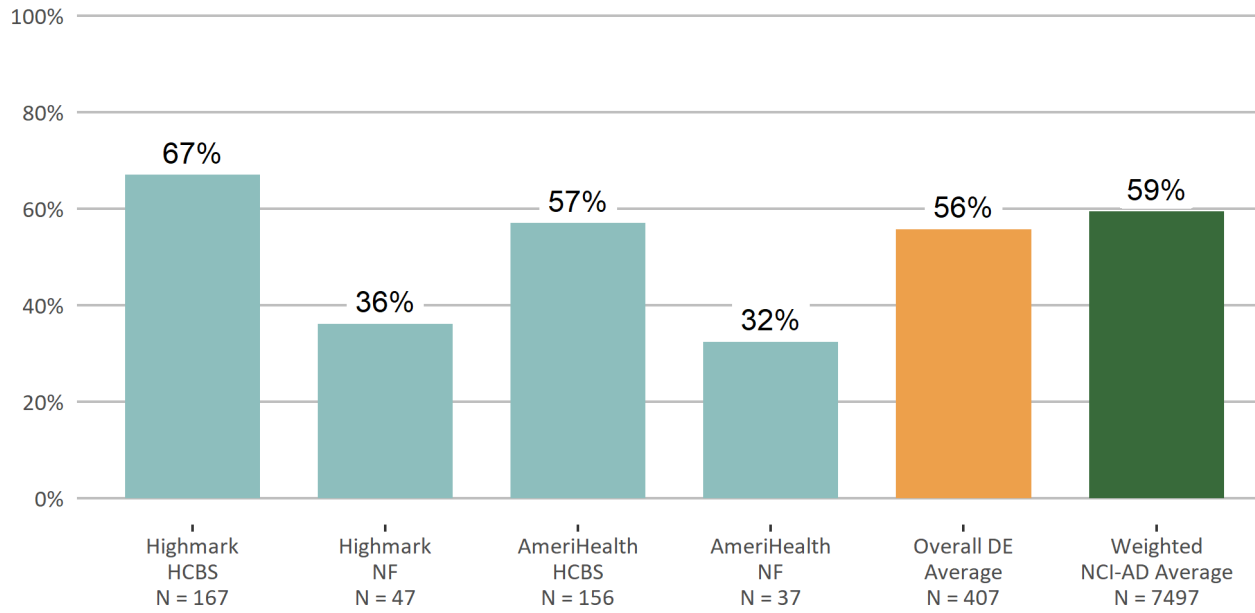
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Remembers their last service planning meeting

67%	36%	57%	32%	56%	59%
Highmark HCBS N = 167	Highmark NF N = 47	AmeriHealth HCBS N = 156	AmeriHealth NF N = 37	Overall DE Average N = 407	Weighted NCI-AD Average N = 7497

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 132. Remembers their last service planning meeting

Program	Yes	No	N
Highmark-HCBS	67%	33%	167
Highmark-NF	36%	64%	47
AmeriHealth-HCBS	57%	43%	156
AmeriHealth-NF	32%	68%	37
Overall DE Average	**56%**	**44%**	**407**
Weighted NCI-AD Average	**59%**	**41%**	**7,497**

Service planning meeting took place at a time that was good for them

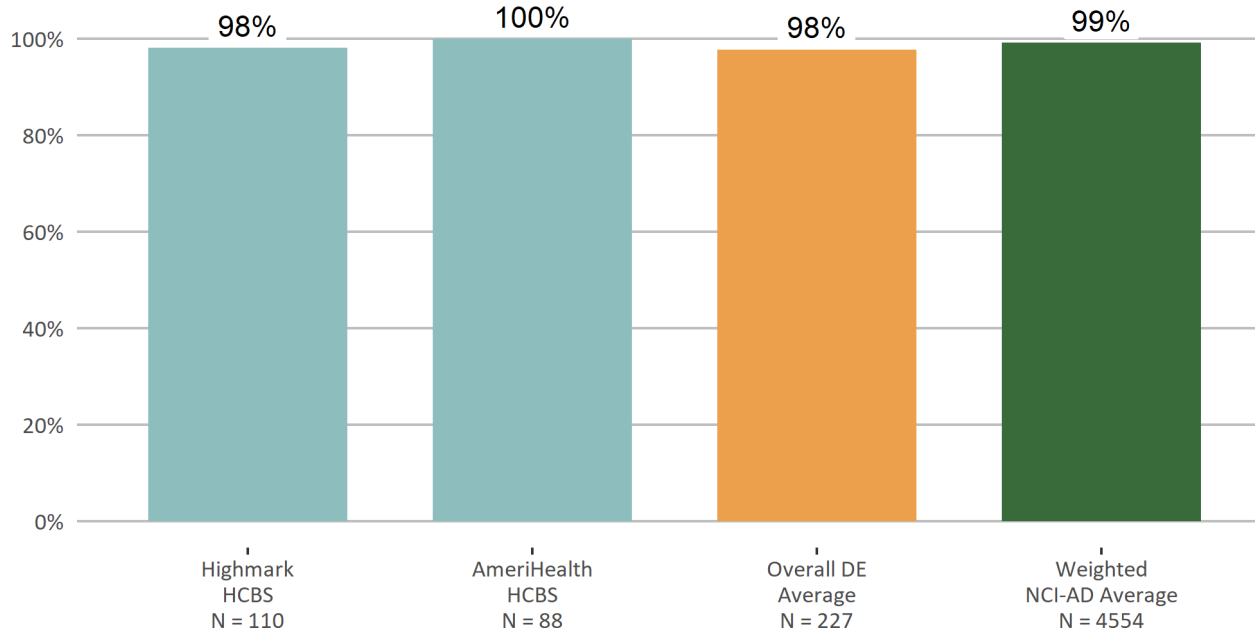|	Highmark HCBS N = 110	AmeriHealth HCBS N = 88	Overall DE Average N = 227	Weighted NCI-AD Average N = 4554
	98%	100%	98%	99%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 133. Service planning meeting took place at a time that was good for them

Program	Yes	No	N
Highmark-HCBS	98%	2%	110
AmeriHealth-HCBS	100%	0%	88
Overall DE Average	**98%**	**2%**	**227**
Weighted NCI-AD Average	**99%**	**1%**	**4,554**

Service planning meeting took place
in a place that was good for them

99%	99%	99%	100%
Highmark HCBS N = 111	AmeriHealth HCBS N = 89	Overall DE Average N = 229	Weighted NCI-AD Average N = 4553
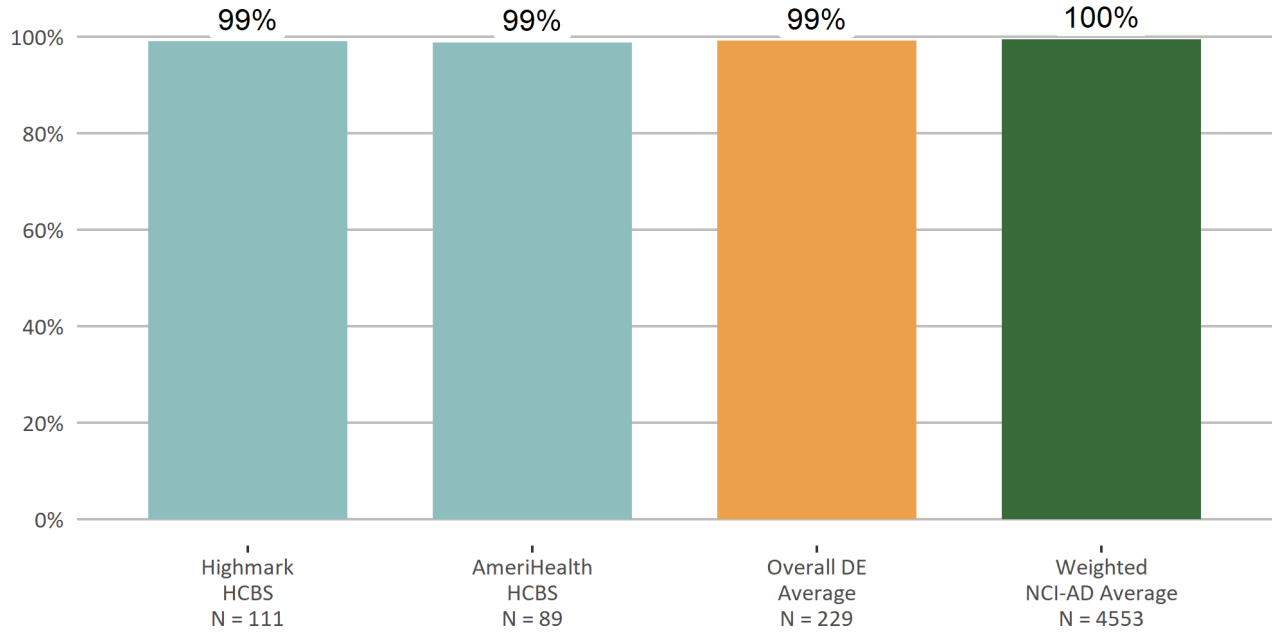
Table 134. Service planning meeting took place in a place that was good for them

Program	Yes	No	N
Highmark-HCBS	99%	1%	111
AmeriHealth-HCBS	99%	1%	89
Overall DE Average	**99%**	**1%**	**229**
Weighted NCI-AD Average	**100%**	**0%**	**4,553**

Service planning meeting included
the people they wanted to be there

98%	94%	96%	96%
Highmark HCBS N = 111	AmeriHealth HCBS N = 89	Overall DE Average N = 229	Weighted NCI-AD Average N = 4473

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
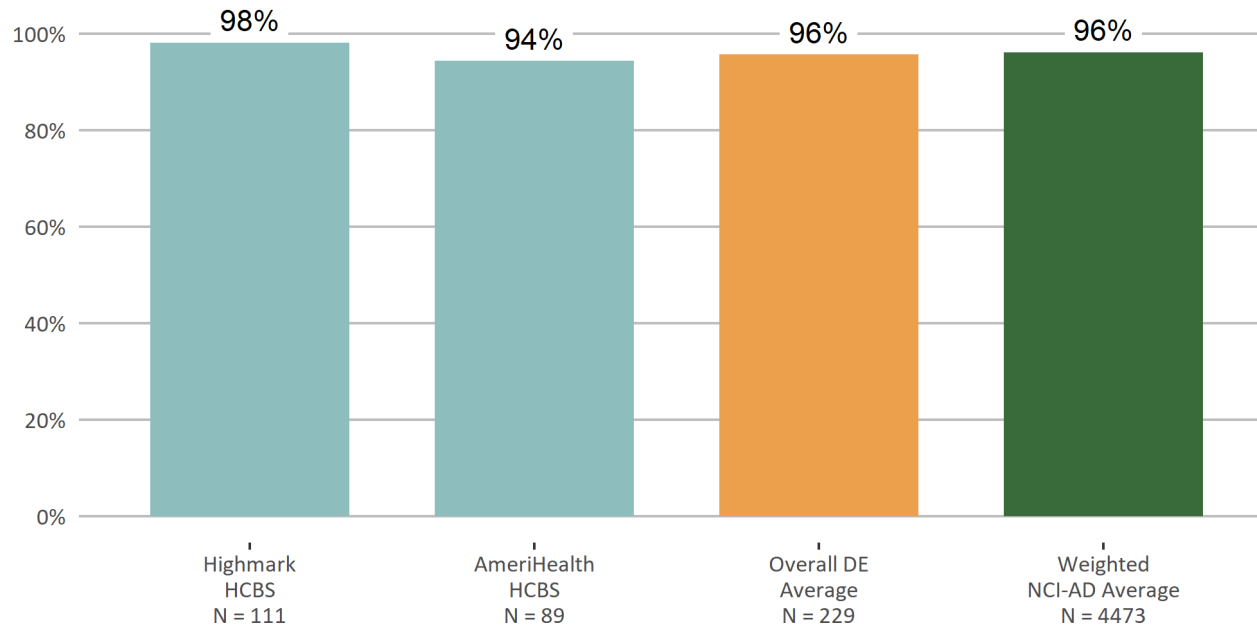
Table 135. Service planning meeting included the people they wanted to be there

Program	Yes	Some People	No	N
Highmark-HCBS	98%	0%	2%	111
AmeriHealth-HCBS	94%	3%	2%	89
Overall DE Average	**96%**	**2%**	**3%**	**229**
Weighted NCI-AD Average	**96%**	**2%**	**2%**	**4,473**

People at the service planning meeting listened to needs and preferences

78%	80%	75%	73%
Highmark HCBS N = 110	AmeriHealth HCBS N = 89	Overall DE Average N = 227	Weighted NCI-AD Average N = 4525

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
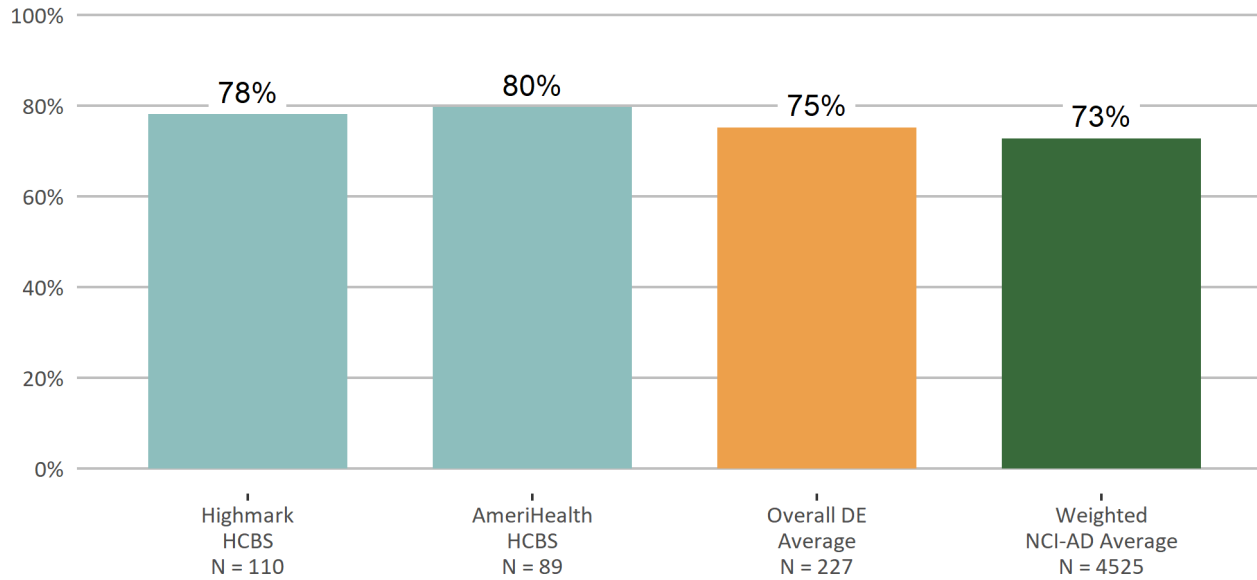
Table 136. People at the service planning meeting listened to needs and preferences

Program	Completely	Mostly	Somewhat	Very little	Not at all	N
Highmark-HCBS	78%	15%	4%	1%	2%	110
AmeriHealth-HCBS	80%	17%	1%	1%	1%	89
Overall DE Average	**75%**	**16%**	**6%**	**1%**	**1%**	**227**
Weighted NCI-AD Average	**73%**	**20%**	**5%**	**1%**	**1%**	**4,525**

Received a copy of the service plan
after the service planning meeting
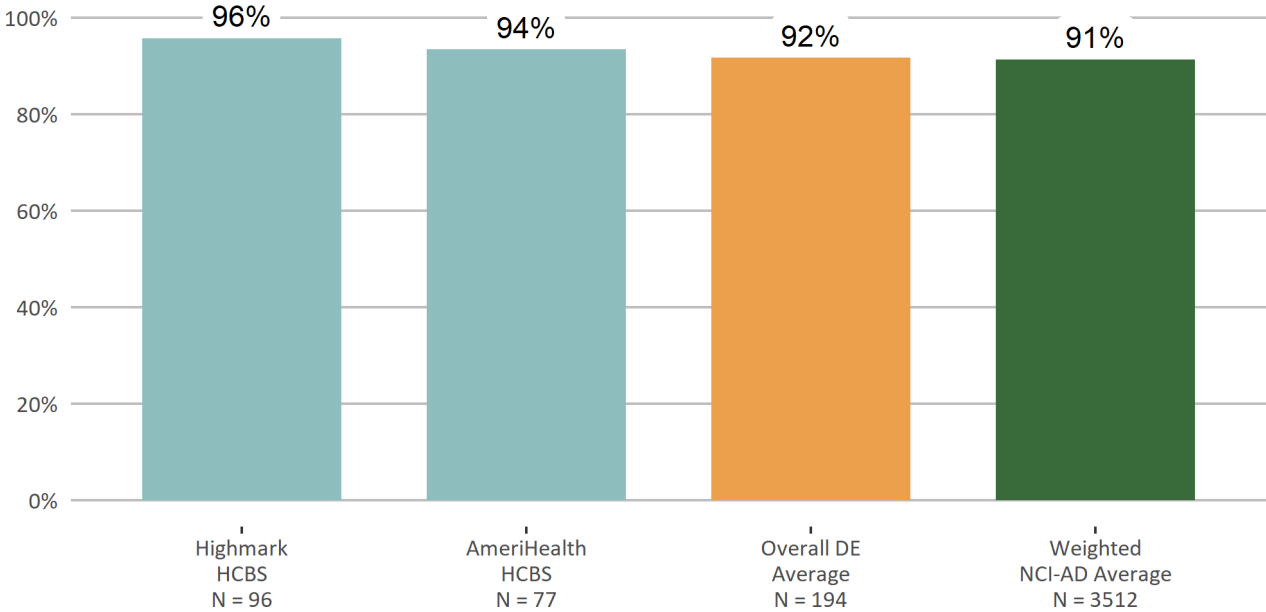
	Highmark HCBS N = 96	AmeriHealth HCBS N = 77	Overall DE Average N = 194	Weighted NCI-AD Average N = 3512
	96%	94%	92%	91%

Table 137. Received a copy of the service plan after the service planning meeting

Program	Yes	No	N
Highmark-HCBS	96%	4%	96
AmeriHealth-HCBS	94%	6%	77
Overall DE Average	**92%**	**8%**	**194**
Weighted NCI-AD Average	**91%**	**9%**	**3,512**

Current service plan reflects what was talked about at the service plan meeting

	97%	100%	98%	97%

- Highmark HCBS N = 104
- AmeriHealth HCBS N = 79
- Overall DE Average N = 204
- Weighted NCI-AD Average N = 3512
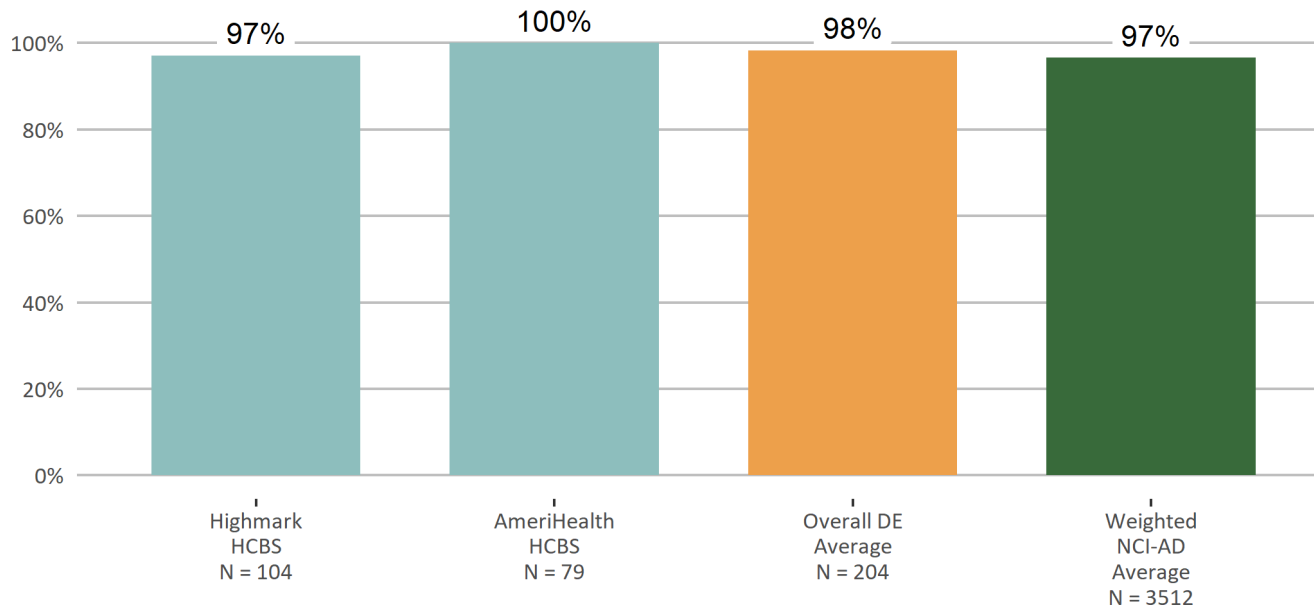
Table 138. Current service plan reflects what was talked about at the service plan meeting

Program	Yes, completely	Yes, in part	No	N
Highmark-HCBS	91%	6%	3%	104
AmeriHealth-HCBS	91%	9%	0%	79
Overall DE Average	**91%**	**7%**	**2%**	**204**
Weighted NCI-AD Average	**90%**	**6%**	**3%**	**3,512**

Choices and preferences are reflected in current service plan
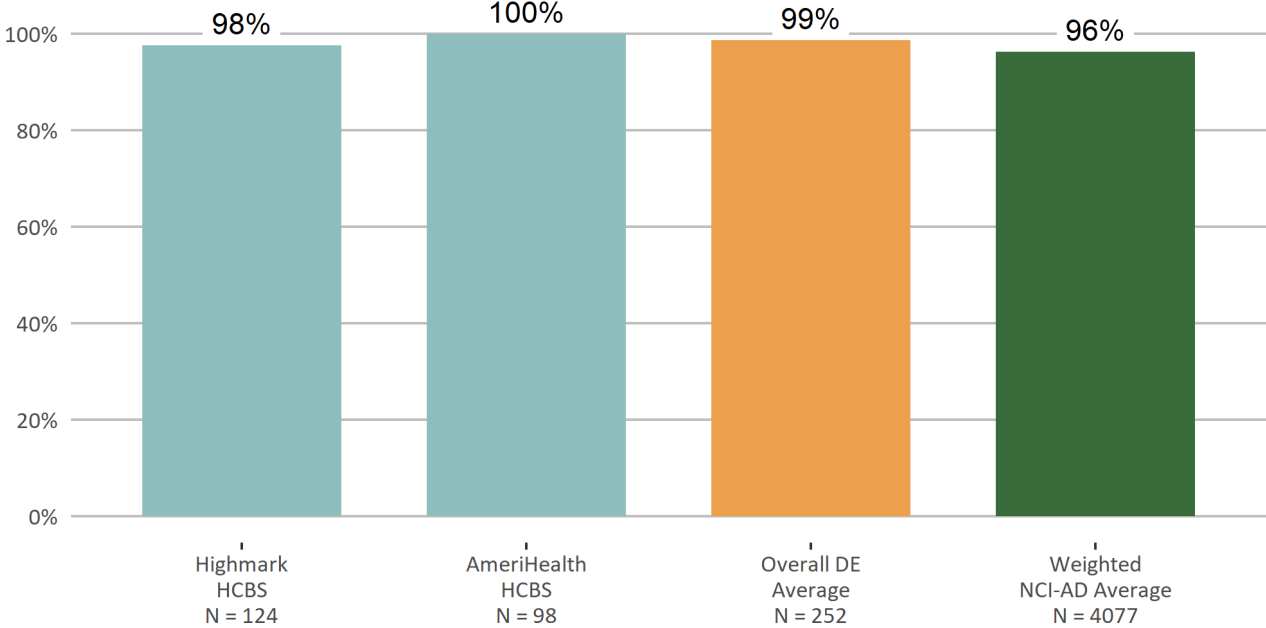
	Highmark HCBS N = 124	AmeriHealth HCBS N = 98	Overall DE Average N = 252	Weighted NCI-AD Average N = 4077
Percentage	98%	100%	99%	96%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 139. Choices and preferences are reflected in current service plan

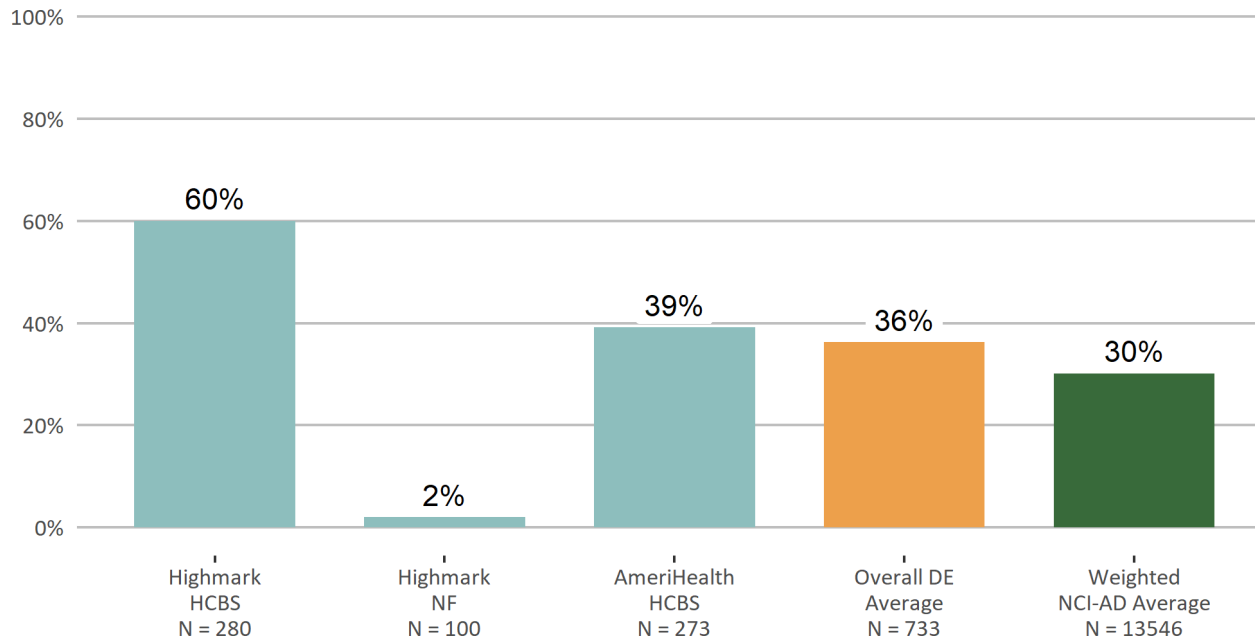| Program	Yes, all/completely	Yes, some/In Part	No	N
Highmark-HCBS	85%	12%	2%	124
AmeriHealth-HCBS	80%	20%	0%	98
Overall DE Average	**81%**	**18%**	**1%**	**252**
Weighted NCI-AD Average	**84%**	**12%**	**4%**	**4,077**

Self-Direction

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Uses self-directed supports option

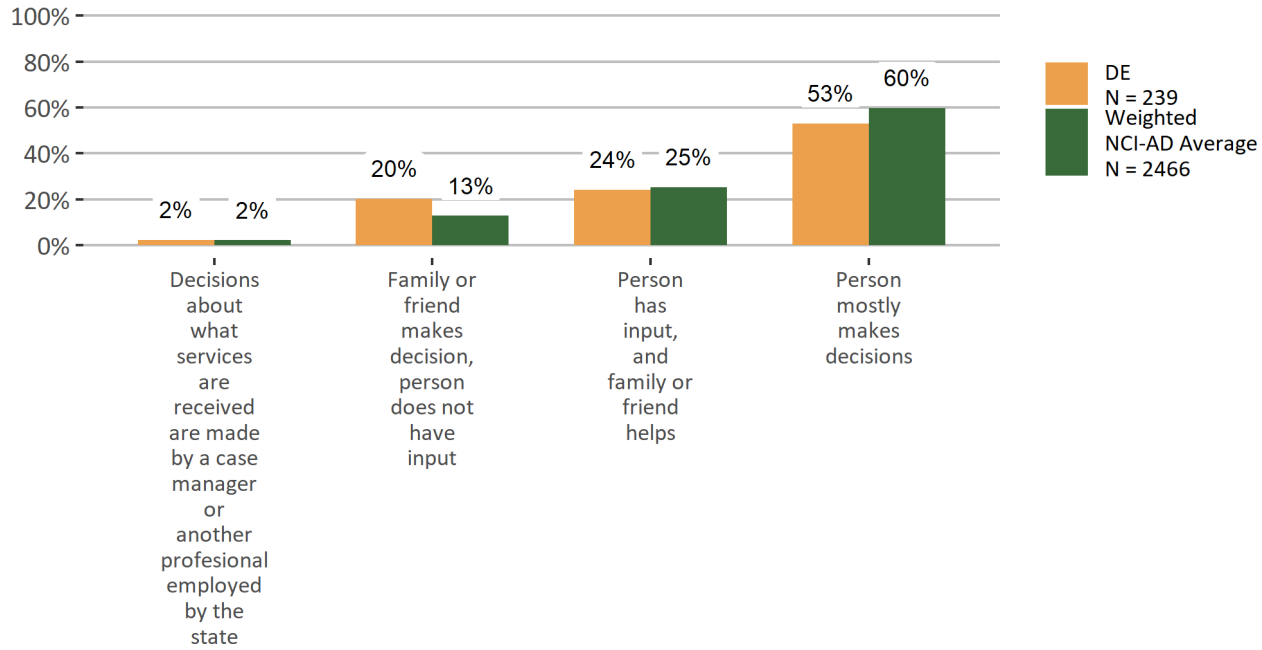|				
60%	2%	39%	36%	30%
Highmark HCBS N = 280	Highmark NF N = 100	AmeriHealth HCBS N = 273	Overall DE Average N = 733	Weighted NCI-AD Average N = 13546

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 140. Uses self-directed supports option

Information may only come from existing records.

Program	Yes	No	Don't Know	N
Highmark-HCBS	60%	40%	0%	280
Highmark-NF	2%	98%	0%	100
AmeriHealth-HCBS	39%	61%	0%	273
AmeriHealth-NF	0%	100%	0%	80
Overall DE Average	**36%**	**64%**	**0%**	**733**
Weighted NCI-AD Average	**30%**	**60%**	**10%**	**13,546**

Makes decisions about services that are self directed

Legend:
- DE N = 239 (orange)
- Weighted NCI-AD Average N = 2466 (green)

Category	DE	Weighted NCI-AD Average
Decisions about what services are received are made by a case manager or another profesional employed by the state	2%	2%
Family or friend makes decision, person does not have input	20%	13%
Person has input, and family or friend helps	24%	25%
Person mostly makes decisions	53%	60%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

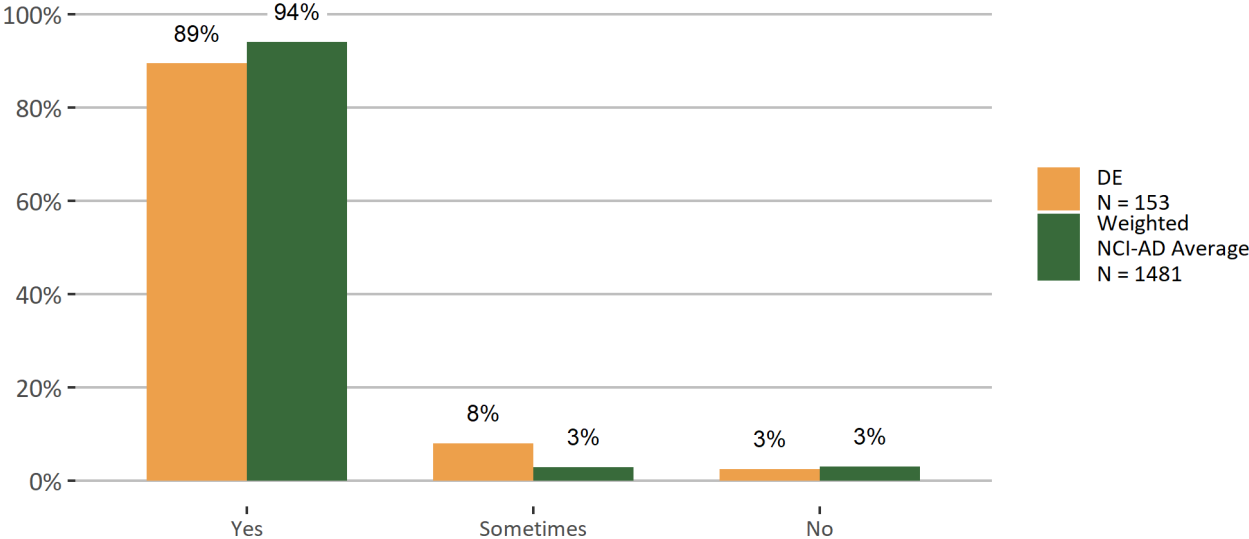2022-23 Adult Consumer Survey National Results | 304

Table 141. Makes decisions about services that are self directed

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program	Decisions about what services are received are made by a case manager or another professional employed by the state	Family or friend makes decision, person does not have input	Person has input, and family or friend helps	Person mostly makes decisions	N
Highmark-HCBS	3%	20%	25%	52%	143
AmeriHealth-HCBS	1%	21%	19%	59%	94
Overall DE Average	**2%**	**20%**	**24%**	**53%**	**239**
Weighted NCI-AD Average	**2%**	**13%**	**25%**	**60%**	**2,466**

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Has enough help deciding how
to direct services, like making
decisions about how and when
services are received

DE
N = 153
Weighted
NCI-AD Average
N = 1481

Table 142. Has enough help deciding how to direct services, like making decisions about how and when services are received

Proxy respondents were allowed for this question. Newly added question in 2022-23.

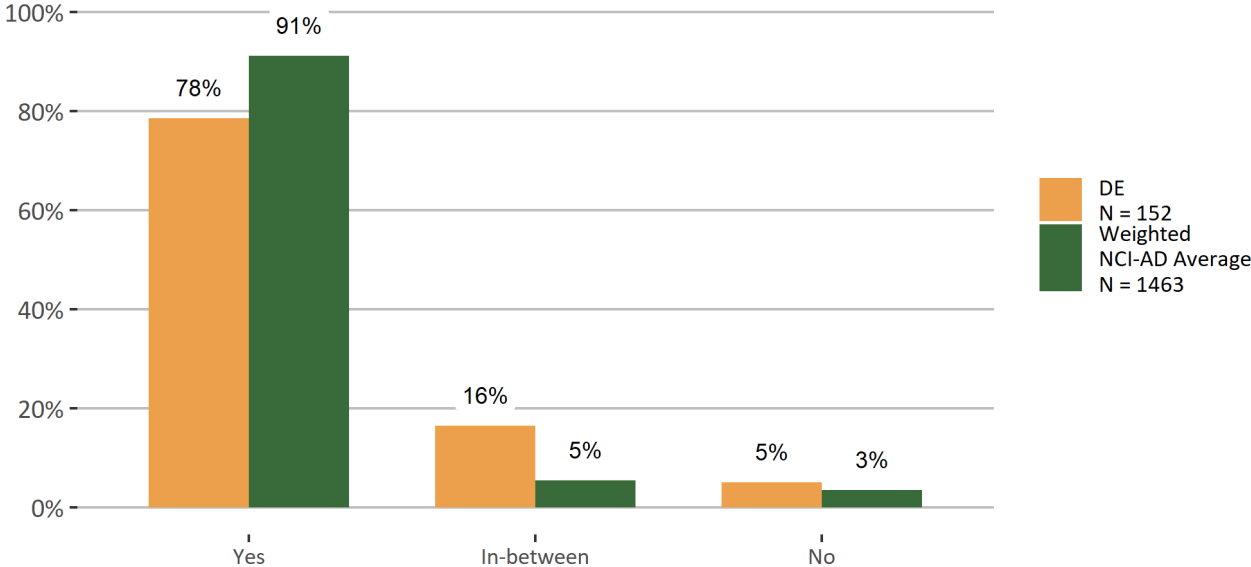| Program	Yes	Sometimes	No	N
Highmark-HCBS	89%	9%	2%	88
AmeriHealth-HCBS	90%	6%	3%	63
Overall DE Average	**89%**	**8%**	**3%**	**153**
Weighted NCI-AD Average	**94%**	**3%**	**3%**	**1,481**
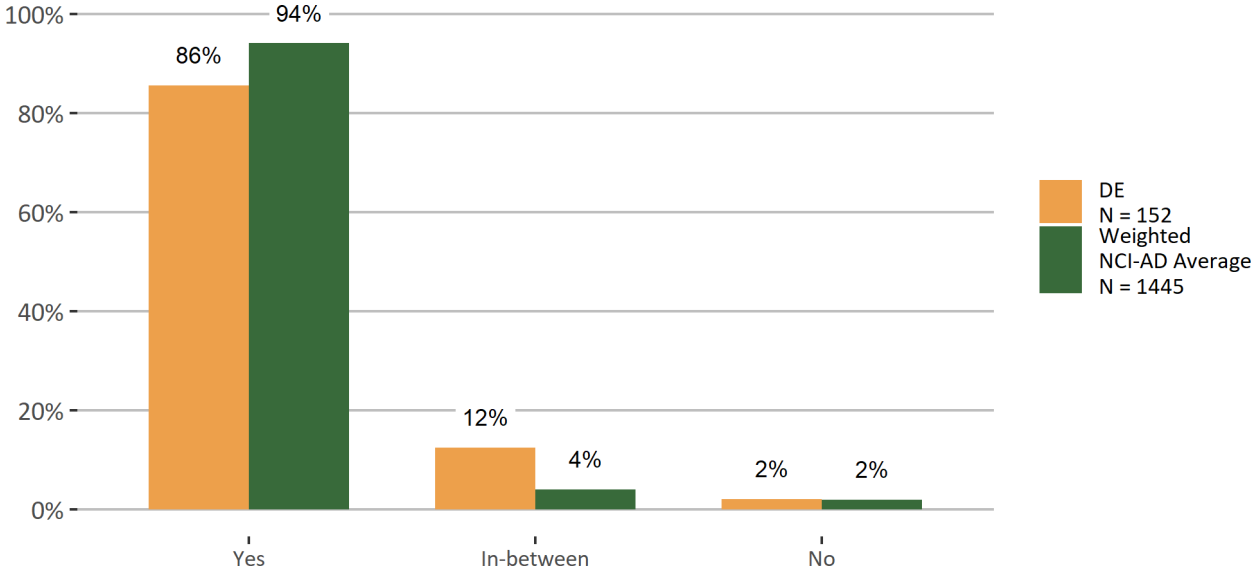
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Can make changes to the services and supports you self-direct if needed

Legend:
- DE N = 152
- Weighted NCI-AD Average N = 1445

	Yes	In-between	No
DE	86%	12%	2%
Weighted NCI-AD Average	94%	4%	2%

Table 143. Can make changes to the services and supports you self-direct if needed

Proxy respondents were allowed for this question. Newly added question in 2022-23.

Program	Yes	In-between	No	N
Highmark-HCBS	85%	13%	2%	87
AmeriHealth-HCBS	86%	13%	2%	63
Overall DE Average	**86%**	**12%**	**2%**	**152**
Weighted NCI-AD Average	**94%**	**4%**	**2%**	**1,445**

Has the amount of control wanted with the services that are self-directed

Legend:
- DE N = 152
- Weighted NCI-AD Average N = 1463

Yes: DE 78%, Weighted NCI-AD Average 91%
In-between: DE 16%, Weighted NCI-AD Average 5%
No: DE 5%, Weighted NCI-AD Average 3%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 144. Has the amount of control wanted with the services that are self-directed

Proxy respondents were allowed for this question. Newly added question in 2022-23.

Program	Yes	In-between	No	N
Highmark-HCBS	78%	17%	5%	88
AmeriHealth-HCBS	77%	16%	6%	62
Overall DE Average	**78%**	**16%**	**5%**	**152**
Weighted NCI-AD Average	**91%**	**5%**	**3%**	**1,463**

Services and supports wanted to self direct are always available

Legend:
- DE N = 151
- Weighted NCI-AD Average N = 1439

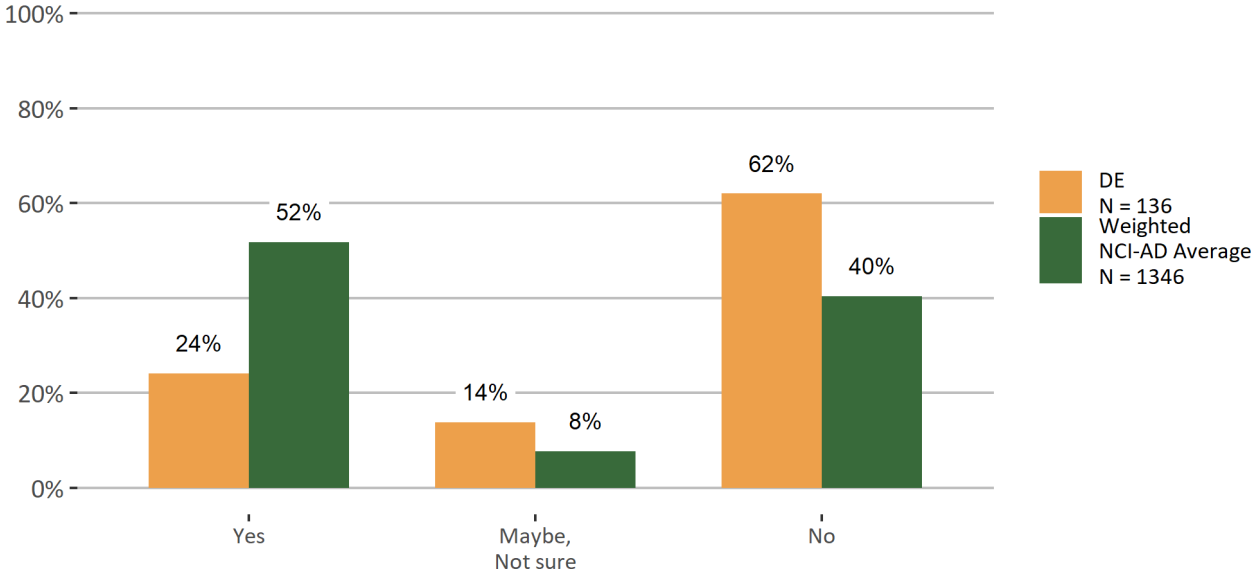|	Yes	Sometimes	No
DE	65%	21%	14%
Weighted NCI-AD Average	78%	11%	11%
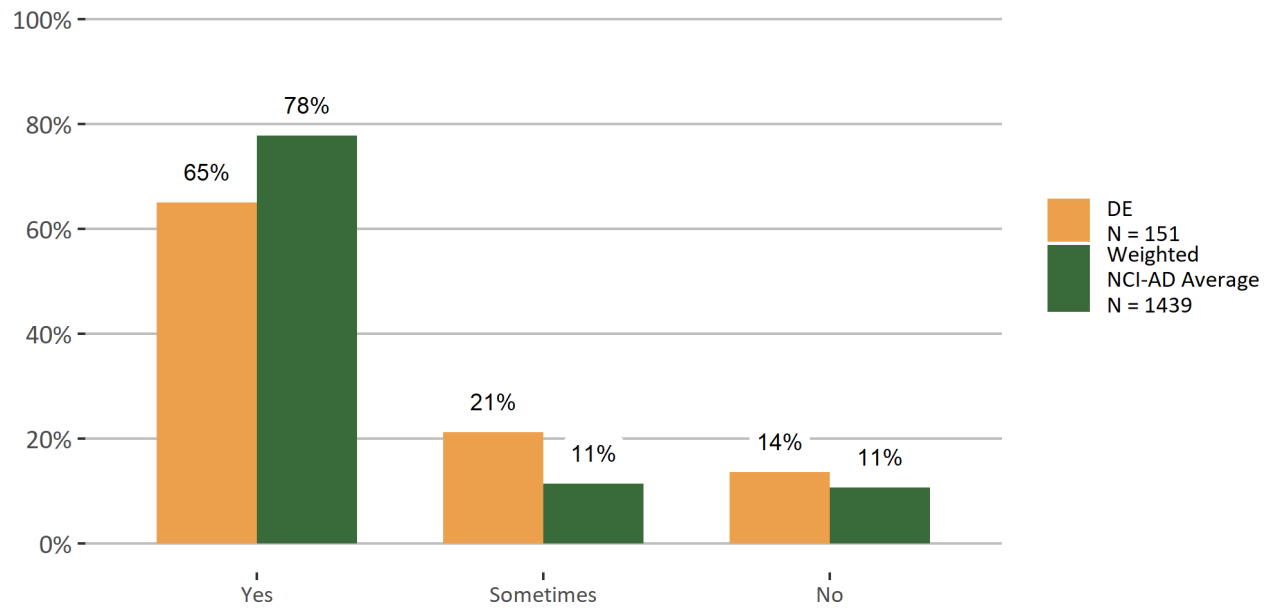
Table 145. Services and supports wanted to self direct are always available

Proxy respondents were allowed for this question. Newly added question in 2022-23.

Program	Yes	Sometimes	No	N
Highmark-HCBS	64%	22%	13%	89
AmeriHealth-HCBS	68%	17%	15%	60
Overall DE Average	**65%**	**21%**	**14%**	**151**
Weighted NCI-AD Average	**78%**	**11%**	**11%**	**1,439**

Gets information about budget and services from the financial management service (FMS)

Legend:
- DE N = 136 (orange)
- Weighted NCI-AD Average N = 1346 (green)

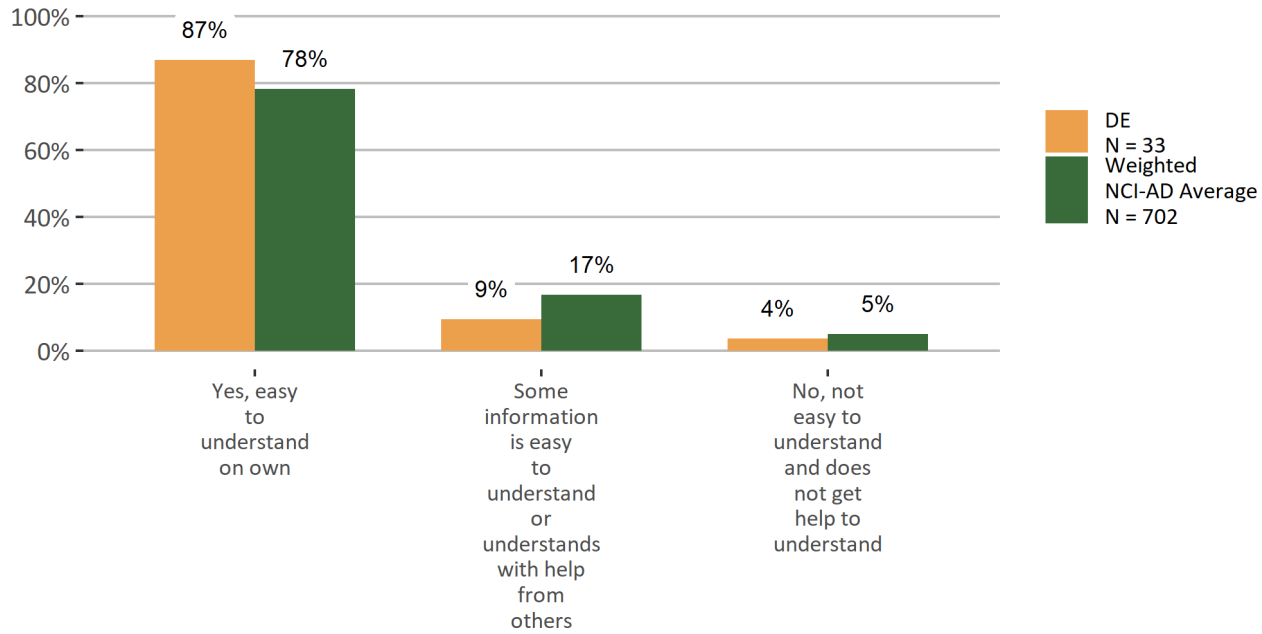|	Yes	Maybe, Not sure	No
DE	24%	14%	62%
Weighted NCI-AD Average	52%	8%	40%

Table 146. Gets information about budget and services from the financial management service (FMS)

Proxy respondents were allowed for this question. Newly added question in 2022-23.

Program	Yes	Maybe, not sure	No	N
Highmark-HCBS	23%	14%	64%	80
AmeriHealth-HCBS	30%	15%	56%	54
Overall DE Average	**24%**	**14%**	**62%**	**136**
Weighted NCI-AD Average	**52%**	**8%**	**40%**	**1,346**

Information received from the FMS
is easy to understand

Legend:
- DE N = 33
- Weighted NCI-AD Average N = 702

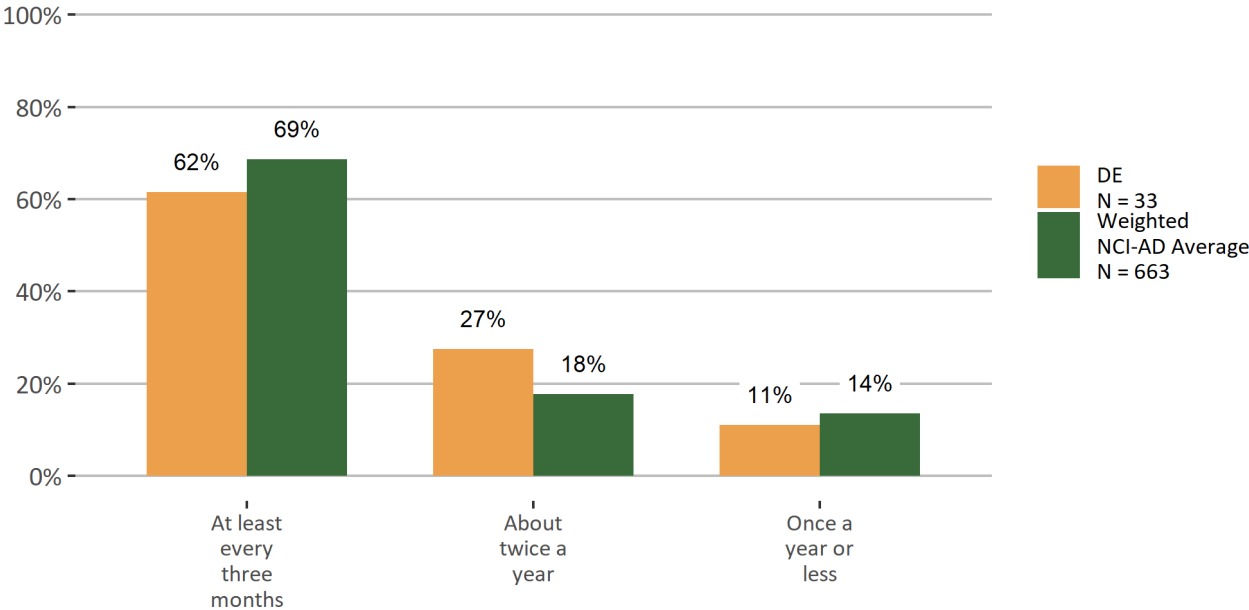|	Yes, easy to understand on own	Some information is easy to understand or understands with help from others	No, not easy to understand and does not get help to understand
DE	87%	9%	4%
Weighted NCI-AD Average	78%	17%	5%

Table 147. Information received from the FMS is easy to understand

Proxy respondents were allowed for this question. Newly added question in 2022-23.

Program	Yes, easy to understand on own	Some information is easy to understand or understands with help from others	No, not easy to understand and does not get help to understand	N
Overall DE Average	87%	9%	4%	33
Weighted NCI-AD Average	78%	17%	5%	702

Frequency of receiving information about budget and services from FMS

Legend:
- DE N = 33
- Weighted NCI-AD Average N = 663

	At least every three months	About twice a year	Once a year or less
DE	62%	27%	11%
Weighted NCI-AD Average	69%	18%	14%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 148. Frequency of receiving information about budget and services from FMS

Proxy respondents were allowed for this question. Newly added question in 2022-23.

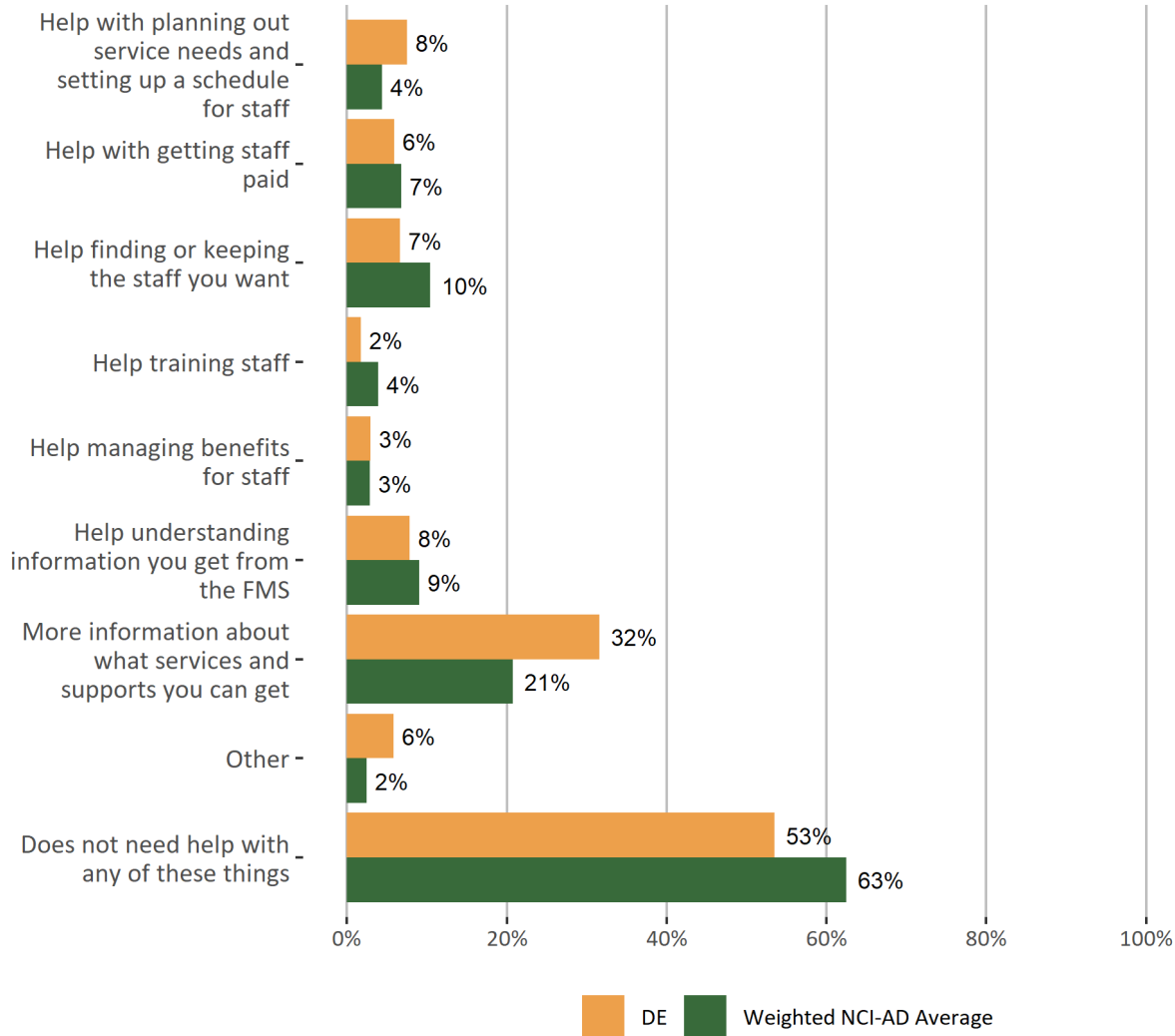| Program	At least every three months	About twice a year	Once a year or less	N
Overall DE Average	62%	27%	11%	33
Weighted NCI-AD Average	69%	18%	14%	663

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

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Parts of self-direction need help with

Category	DE	Weighted NCI-AD Average
Help with planning out service needs and setting up a schedule for staff	8%	4%
Help with getting staff paid	6%	7%
Help finding or keeping the staff you want	7%	10%
Help training staff	2%	4%
Help managing benefits for staff	3%	3%
Help understanding information you get from the FMS	8%	9%
More information about what services and supports you can get	32%	21%
Other	6%	2%
Does not need help with any of these things	53%	63%

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.

Table 149. Parts of self-direction need help with

Proxy respondents were allowed for this question. Newly added question in 2022-23.

Program	Help with planning out service needs and setting up a schedule for staff	Help with getting staff paid	Help finding or keeping the staff you want	Help training staff	Help managing benefits for staff	Help understanding information you get from the FMS	More information about what services and supports you can get	Other	Does not need help with any of these things
Weighted NCI-AD Average	4%	7%	10%	4%	3%	9%	21%	2%	63%