



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

Michigan

Table of Contents

Introduction.....	10
Adult Consumer Survey.....	10
Michigan Sample.....	10
Table A. Statewide Sample.....	11
Table B. Classification of 2022-23 State programs.....	11
What is included in this report?	11
Presentation of Data	11
Accessibility Statement	12
Demographics.....	13
Table 1. Average age (reported for those under 90 years old).....	14
Table 2. Age Category (including those 90 and older)	15
Table 3. Gender	16
Table 4. Race and ethnicity	17
Table 5. Marital status.....	18
Table 6. Preferred language.....	19
Table 7. Preferred means of communication	20
Table 8. Residential designation.....	21
Table 9. Median area income (based on zip code)	22
Table 10. Type of Residence.....	23
Table 11. Who the person lives with.....	24
Table 12. Address changed in the past 6 months	25
Table 13. Where people moved from (if moved in the last 6 months)	26
Table 14A. Diagnoses	27

Table 14B. Diagnoses (continued).....	28
Table 15. Person has chronic psychiatric or mental health diagnosis.....	29
Table 16. Level of Mobility.....	30
Table 17. Has history of frequent falls (more than two falls in a six-month period).....	31
Table 18. Receives Medicare	32
Table 19. Length of time receiving LTSS services in current program.....	33
Table 20. Person has legal guardian.....	34
Table 21. Amount of paid supports received.....	35
Table 22. Person has remote supports	36
Outcome Tables	37
Community Participation.....	38
Table 23. Gets to do things outside of their home as much as they want to	40
Table 24. Takes part in activities with others as much as they want to (in-person or virtually).....	42
Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually.....	44
Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued).....	46
Access to the Community.....	47
Table 26. Has transportation to do the things they want outside of home.....	49
Table 27. Has transportation to get to medical appointments	51
Everyday Living	52
Table 28. Needs assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)....	54
Table 29. Always gets enough support for everyday activities (if needs at least some assistance).....	56
Table 30. Needs assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)..	58
Table 31. Always gets enough support for self-care (if needs at least some assistance).....	60
Work.....	61
Table 32. Has a paid job.....	63

Table 33. Wants a paid job (if they do not currently have one)	65
Table 34. Someone talked with them about job options (if they do not currently have a job but want one)	67
Table 35. Person volunteers.....	69
Table 36. Wants to volunteer (if they do not currently).....	71
Relationships.....	72
Table 37. Has friends or family they do not live with who are a part of their life.....	74
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).....	76
Table 39. Reasons not always able to see or talk to their friends and family when they want.....	78
Service Coordination.....	79
Table 40A. How first found out about services they can get.....	81
Table 40B. How first found out about services they can get (continued)	83
Table 41. Can contact their case manager or care coordinator when needs to	85
Table 42. Who helps person most often (if anyone helps on a regular basis).....	87
Table 43. Additional people who help person on a regular basis	89
Table 44. People who are paid to help them come and leave when they are supposed to	91
Table 45. Has a backup plan if their people who are paid to help them do not show up	93
Table 46. Has an emergency plan in place in case of widescale emergency	95
Table 47. Knows whom to contact if they have a complaint about their services	97
Table 48. Knows whom to contact if they want to make changes to services	99
Table 49. Services meet all current needs	101
Table 50A. Additional services and supports needed (if all current needs and goals are not being met).....	103
Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)	105
Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued).....	107

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).....	109
Table 52. Service providers work together to provide support.....	111
Care Coordination	112
Table 53. Knows how to manage chronic conditions (if has at least one)	114
Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home.....	116
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).....	118
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)	120
Choice and Control.....	121
Table 57. Feels in control of their life	123
Table 58. Able to furnish and decorate their room however they want to (if living in a group setting).....	125
Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)	127
Table 60. Can get up and go to bed when they want to.....	129
Table 61. Can eat their meals when they want to.....	131
Table 62. Can choose or change their services	133
Table 63. Can choose or change when and how often they receive services.....	135
Table 64. Can choose or change the people who provide paid supports if wants	137
Satisfaction.....	138
Table 65. Services help them live the life they want	140
Table 66. Case manager/care coordinator changes too often.....	142
Table 67. People who are paid to help them change too often	144
Table 68. Likes where they live.....	146
Table 69A. Reasons does not like where they live (if does not always like where they live)	148

Table 69B. Reasons does not like where they live (if does not always like where they live) (continued).....	150
Table 69C. Reasons does not like where they live (if does not always like where they live) (continued).....	152
Table 70. Wants to live somewhere else.....	154
Table 71. Where person would prefer to live (if wants to live somewhere else).....	156
Table 72. People who are paid to help them do things the way they want them done.....	158
Table 73. Usually likes how they spend their time during the day.....	160
Technology.....	161
Table 74. Has access to the internet.....	163
Table 75. Frequency with which people use the internet.....	165
Table 76. Always has a stable internet connection.....	167
Table 77. Has talked to health professionals using video conference/telehealth.....	169
Table 78. Liked talking to health care providers using telehealth.....	171
Access to Needed Equipment.....	172
Table 79. Needs grab bars in the bathroom or elsewhere in their home but does not have them.....	174
Table 80. Needs other bathroom modifications but does not have them.....	176
Table 81. Needs a shower chair but does not have one.....	178
Table 82. Needs a specialized bed but does not have one.....	180
Table 83. Need for a ramp (either inside or outside of their residence) but does not have one.....	182
Table 84. Needs other home modifications that does not have.....	184
Table 85. Needs a wheelchair but does not have one.....	186
Table 86. Needs a scooter but does not have one.....	188
Table 87. Needs a walker but does not have one.....	190
Table 88. Needs hearing aids but does not have them.....	192
Table 89. Needs glasses but does not have them.....	194
Table 90. Needs personal emergency response system (PERS) but does not have one.....	196

Table 91. Needs an oxygen machine but does not have one.....	198
Table 92. Needs other assistive technology equipment but does not have.....	200
Table 93. Needs other equipment but does not have	202
Medications.....	203
Table 94. Knows what prescription medications are for	205
Table 95. Takes medication to help feel less sad or depressed	207
Health care.....	208
Table 96. Has access to mental health services if they want them.....	210
Table 97. Can get an appointment to see or talk to their primary care doctor when they need to.....	212
Table 98. Went to the emergency room for any reason in the past 12 months.....	214
Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance	216
Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain.....	218
Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician	220
Table 102. Had a physical exam or wellness visit in the past 12 months.....	222
Table 103. Had a hearing exam in the past 4 years	224
Table 104. Had a vision exam in the past year.....	226
Table 105. Had a dental visit in the past 12 months	228
Table 106. Had a flu shot in the past 12 months.....	230
Table 107. Received the COVID-19 Vaccine.....	232
Wellness.....	233
Table 108. Has access to healthy foods when they want them.....	235
Table 109. Overall Health.....	237
Table 110. Health compared to 12 months ago.....	239
Table 111. In the past 12 months, forgets things more often than before.....	241

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).....	243
Table 113. Amount of physical activity per week.....	245
Table 114. Often feels lonely	247
Affordability	248
Table 115. Ever has to skip meals due to financial worries	250
Safety	251
Table 116. They or someone else has concerns about falling or being unstable	253
Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)	255
Table 118. Able to get to safety quickly in case of an emergency	257
Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others	259
Table 120. Are ever worried for the security of their personal belongings	261
Table 121. Someone used or took their money without their permission in the past 12 months.....	263
Table 122. Feels safe around people who are paid to help them.....	265
Rights and Respect.....	266
Table 123. Gets information about services in their preferred language (if preferred language is not English)	268
Table 124. Services and supports are delivered in a way that is respectful of their culture.....	270
Table 125. People who are paid to help them treat them with respect	272
Table 126. Others ask before coming into their home/room (if living in a group setting).....	274
Table 127. Able to lock doors to room (if living in a group setting)	276
Table 128. Has enough privacy where lives (if living in a group setting)	278
Table 129. Can have visitors at any time (if living in a group setting)	280
Table 130. Can get something to eat or grab a snack anytime they (if living in a group setting).....	282
Person-Centered Planning.....	283
Table 131. Involvement in making decisions about what is in the service plan	285

Table 132. Remembers their last service planning meeting.....	287
Table 133. Service planning meeting took place at a time that was good for them.....	289
Table 134. Service planning meeting took place in a place that was good for them	291
Table 135. Service planning meeting included the people they wanted to be there.....	293
Table 136. People at the service planning meeting listened to needs and preferences.....	295
Table 137. Received a copy of the service plan after the service planning meeting.....	297
Table 138. Current service plan reflects what was talked about at the service plan meeting.....	299
Table 139. Choices and preferences are reflected in current service plan	301
Self-Direction	302
Table 140. Uses self-directed supports option	304
Table 141. Makes decisions about services that are self-directed	306
Table 142. Has enough help deciding how to direct services, like making decisions about how and when services are received	308
Table 143. Can make changes to the services and supports you self-direct if needed	310
Table 144. Has the amount of control wanted with the services that are self-directed.....	312
Table 145. Services and supports wanted to self-direct are always available	314
Table 146. Gets information about budget and services from the financial management service (FMS)	316
Table 147. Information received from the FMS is easy to understand.....	318
Table 148. Frequency of receiving information about budget and services from FMS	320
Table 149. Parts of self-direction need help with.....	322

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.

Michigan 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
84,897	848	3.37%

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)
Long-term support services	Older Americans Act & State general fund	Individuals receiving in-home support services such as home delivered meals, chore services, case management, etc.	84,897	848	3.37%	3.1%

What is included in this report?

This report presents Michigan’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
Older Americans Act	75.7	736
Overall MI Average	75.7	736
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
Older Americans Act	0%	8%	78%	13%	841
Overall MI Average	0%	8%	78%	13%	841
Weighted NCI-AD Average	7%	30%	56%	6%	15,167

Table 3. Gender

Program	Male	Female	Other	Don't know or unclear	N
Older Americans Act	36%	64%	0%	0%	848
Overall MI Average	36%	64%	0%	0%	848
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
Older Americans Act	1%	1%	14%	0%	87%	2%	0%	0%
Overall MI Average	1%	1%	14%	0%	87%	2%	0%	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
Older Americans Act	13%	27%	17%	39%	5%	722
Overall MI Average	13%	27%	17%	39%	5%	722
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
Older Americans Act	99%	1%	0%	0%	803
Overall MI Average	99%	1%	0%	0%	803
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
Older Americans Act	97%	2%	0%	0%	0%	1%	799
Overall MI Average	97%	2%	0%	0%	0%	1%	799
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
Older Americans Act	62%	16%	6%	10%	6%	622
Overall MI Average	62%	16%	6%	10%	6%	622
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
Older Americans Act	3%	1%	3%	7%	21%	35%	9%	4%	17%	0%	1%	584
Overall MI Average	3%	1%	3%	7%	21%	35%	9%	4%	17%	0%	1%	584
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
Older Americans Act	84%	10%	0%	3%	3%	0%	0%	0%	795
Overall MI Average	84%	10%	0%	3%	3%	0%	0%	0%	795
Weighted NCI-AD Average	73%	6%	2%	8%	10%	0%	1%	1%	14,995

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 | 23

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
Older Americans Act	57%	22%	19%	1%	1%	3%	1%
Overall MI Average	57%	22%	19%	1%	1%	3%	1%
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
Older Americans Act	5%	94%	1%	792
Overall MI Average	5%	94%	1%	792
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
Older Americans Act	76%	6%	3%	3%	6%	0%	6%	0%	34
Overall MI Average	76%	6%	3%	3%	6%	0%	6%	0%	34
Weighted NCI-AD Average	58%	4%	3%	7%	10%	2%	10%	7%	701

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
Older Americans Act	52%	7%	4%	11%	36%	17%
Overall MI Average	52%	7%	4%	11%	36%	17%
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
Older Americans Act	21%	22%	37%	59%	19%	16%
Overall MI Average	21%	22%	37%	59%	19%	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
Older Americans Act	14%	85%	1%	676
Overall MI Average	14%	85%	1%	676
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
Older Americans Act	5%	18%	64%	38%	0%
Overall MI Average	5%	18%	64%	38%	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
Older Americans Act	28%	69%	3%	770
Overall MI Average	28%	69%	3%	770
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
Older Americans Act	87%	7%	7%	667
Overall MI Average	87%	7%	7%	667
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
Older Americans Act	0%	2%	58%	40%	0%	845
Overall MI Average	0%	2%	58%	40%	0%	845
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
Older Americans Act *	0%	0%	100%	846
Overall MI Average *	0%	0%	100%	846
Weighted NCI-AD Average	6%	68%	26%	12,761

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

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
Older Americans Act	0%	0%	100%	0%	0%	0%	846
Overall MI Average	0%	0%	100%	0%	0%	0%	846
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
Older Americans Act	0%	0%	100%	0%	845
Overall MI Average	0%	0%	100%	0%	845
Weighted NCI-AD Average	8%	1%	58%	33%	12,242

Outcome Tables

Community Participation

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

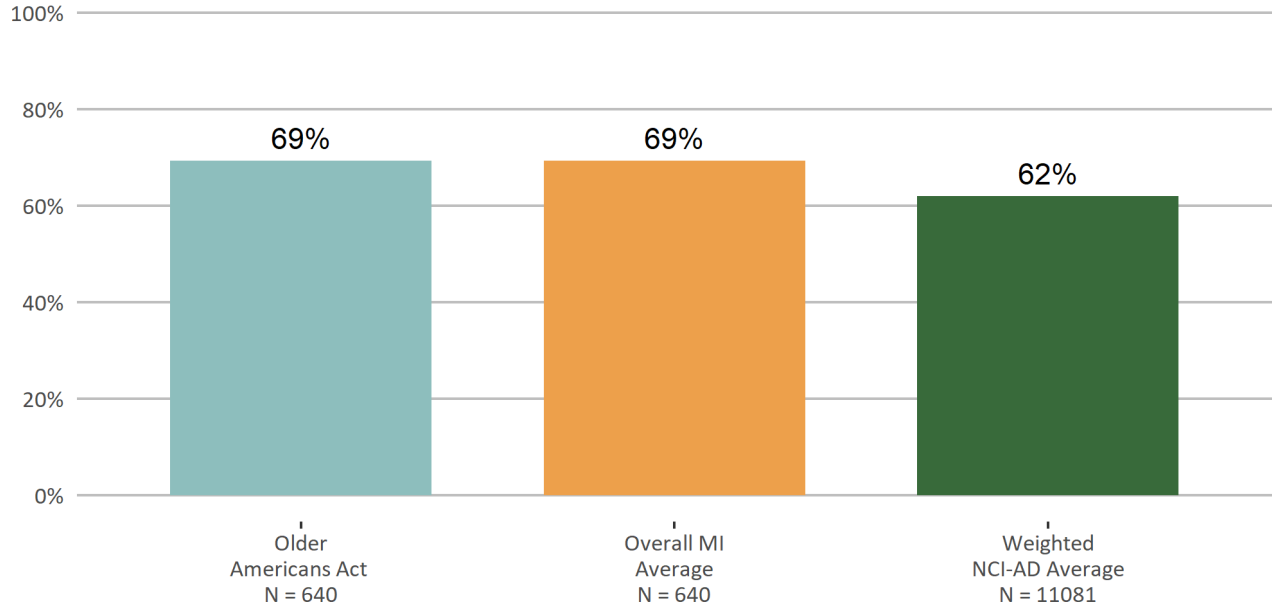
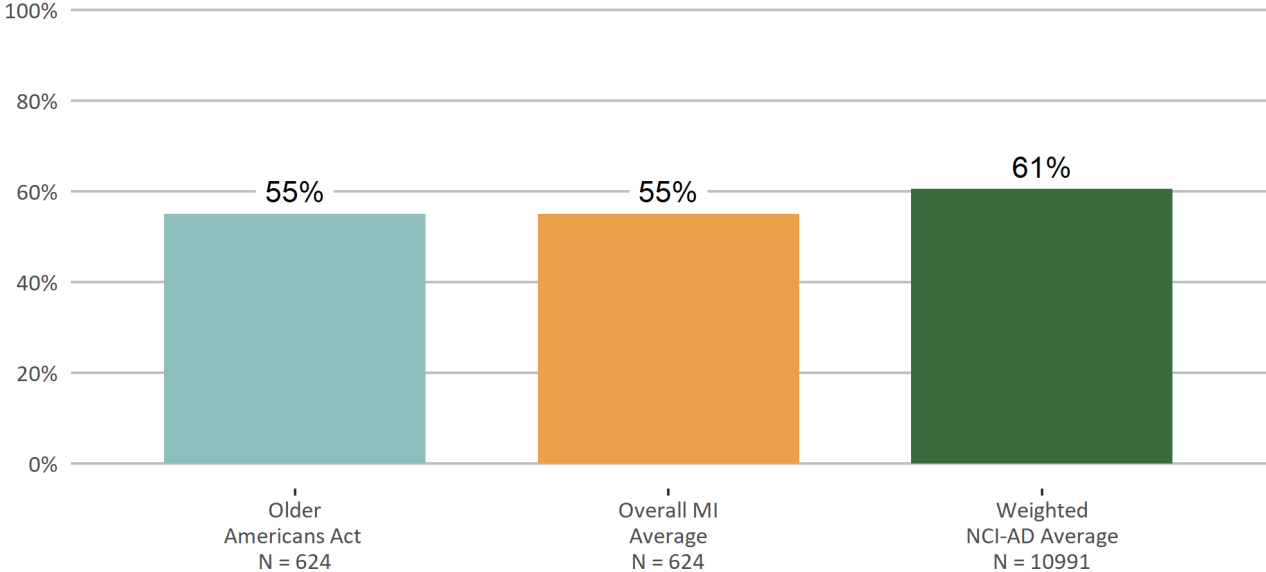


Table 23. Gets to do things outside of their home as much as they want to

Program	Yes	No	N
Older Americans Act	69%	31%	640
Overall MI Average	69%	31%	640
Weighted NCI-AD Average	62%	38%	11,081

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



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 | 41

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

Program	Yes	Maybe	No	N
Older Americans Act	55%	15%	29%	624
Overall MI Average	55%	15%	29%	624
Weighted NCI-AD Average	61%	12%	27%	10,991

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

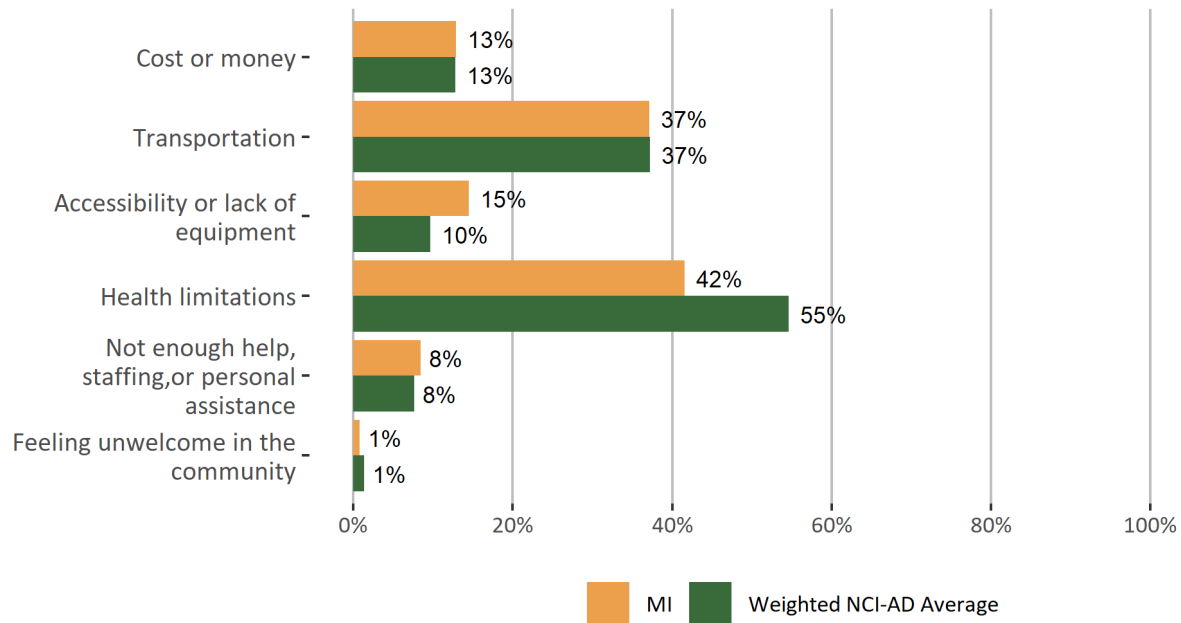


Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually

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
Older Americans Act	13%	37%	15%	42%	8%	1%
Overall MI Average	13%	37%	15%	42%	8%	1%
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)

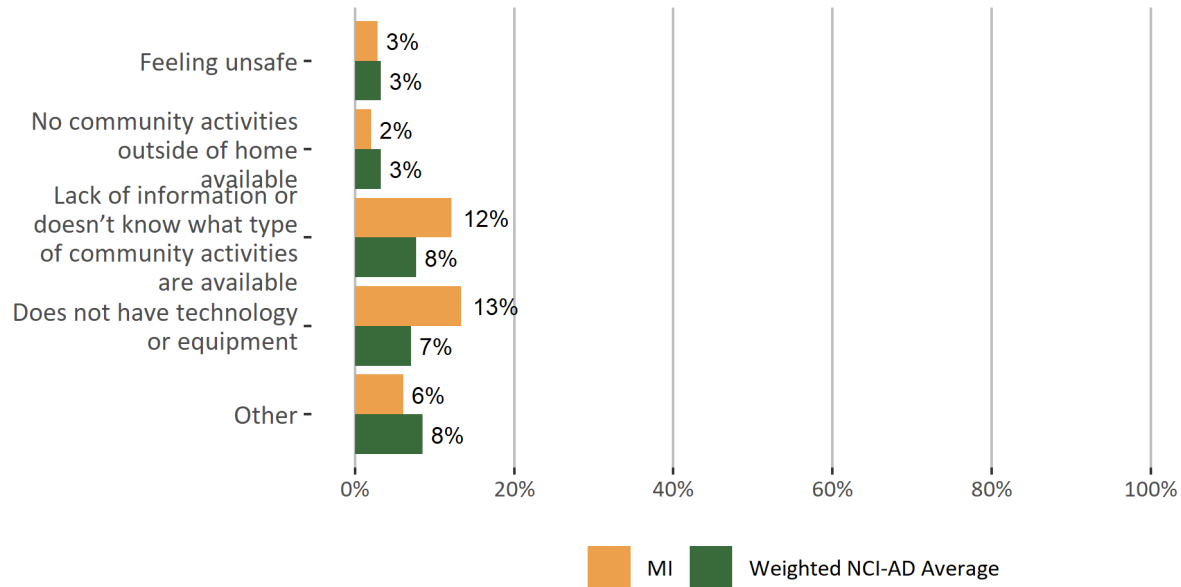


Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)

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
Older Americans Act	3%	2%	12%	13%	6%
Overall MI Average	3%	2%	12%	13%	6%
Weighted NCI-AD Average	3%	3%	8%	7%	8%

Access to the Community

Has transportation to do the things
they want outside of home

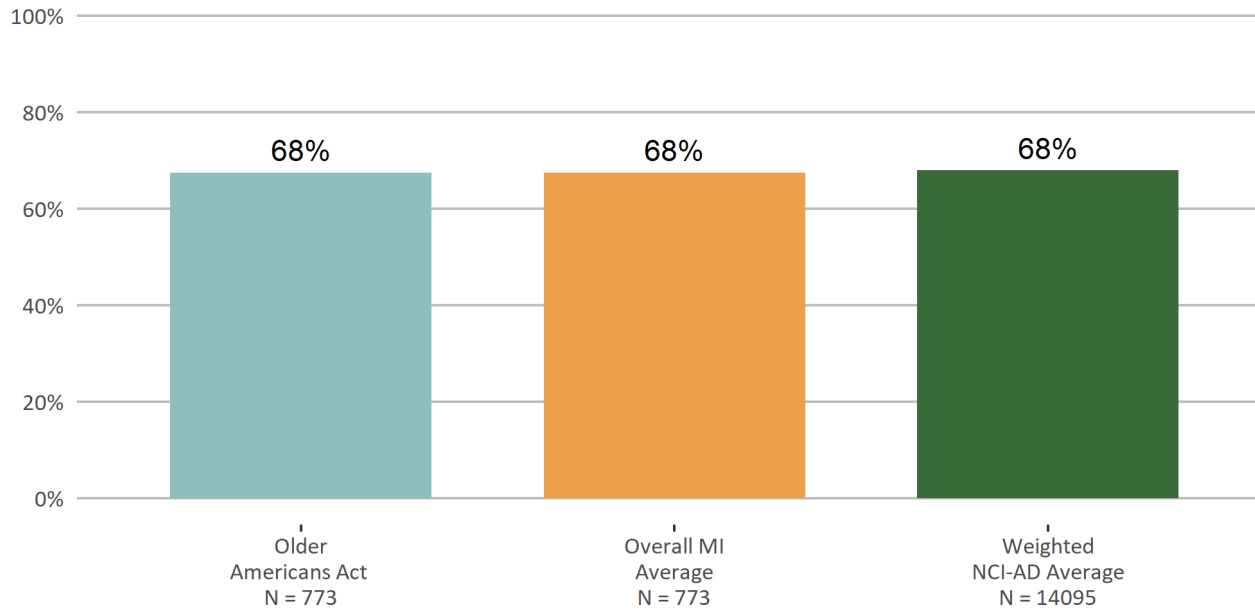
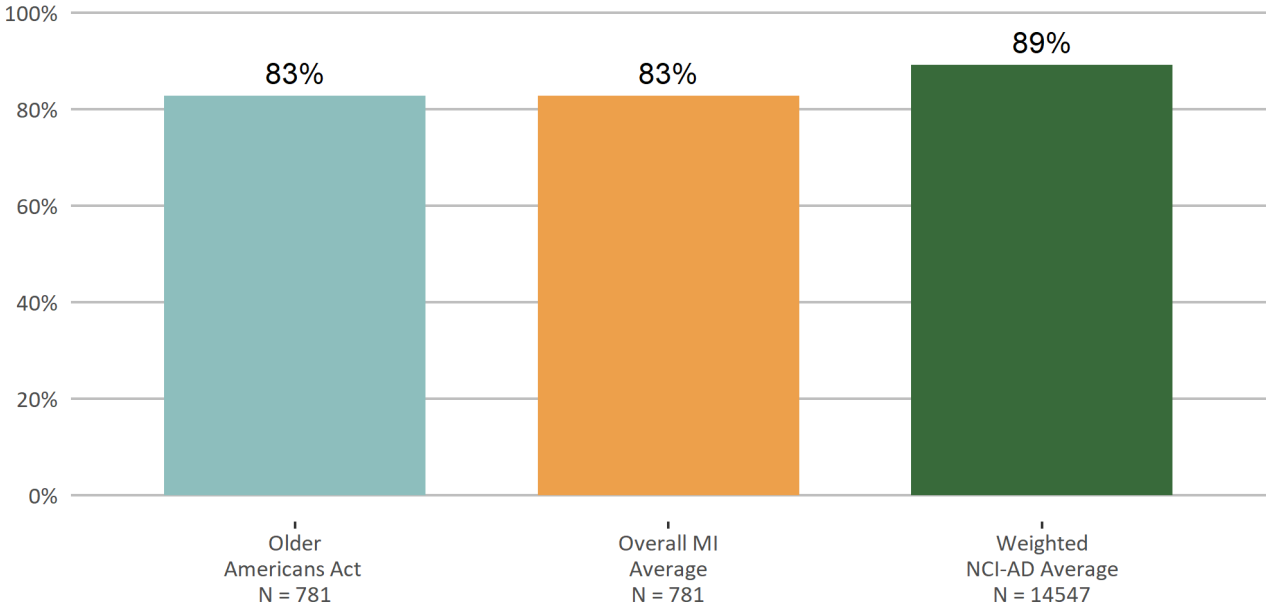


Table 26. Has transportation to do the things they want outside of home

Proxy respondents were allowed for this question

Program	Yes	Maybe	No	N
Older Americans Act	68%	20%	12%	773
Overall MI Average	68%	20%	12%	773
Weighted NCI-AD Average	68%	16%	16%	14,095

Has transportation to get to medical appointments



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 | 50

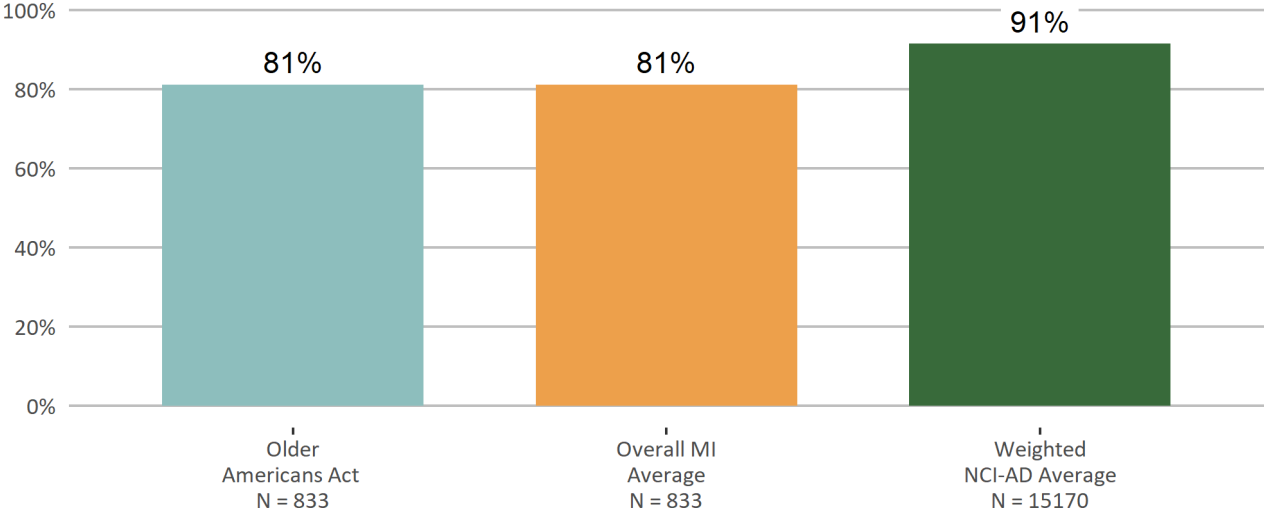
Table 27. Has transportation to get to medical appointments

Proxy respondents were allowed for this question

Program	Yes	Maybe	No	N
Older Americans Act	83%	14%	3%	781
Overall MI Average	83%	14%	3%	781
Weighted NCI-AD Average	89%	8%	3%	14,547

Everyday Living

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



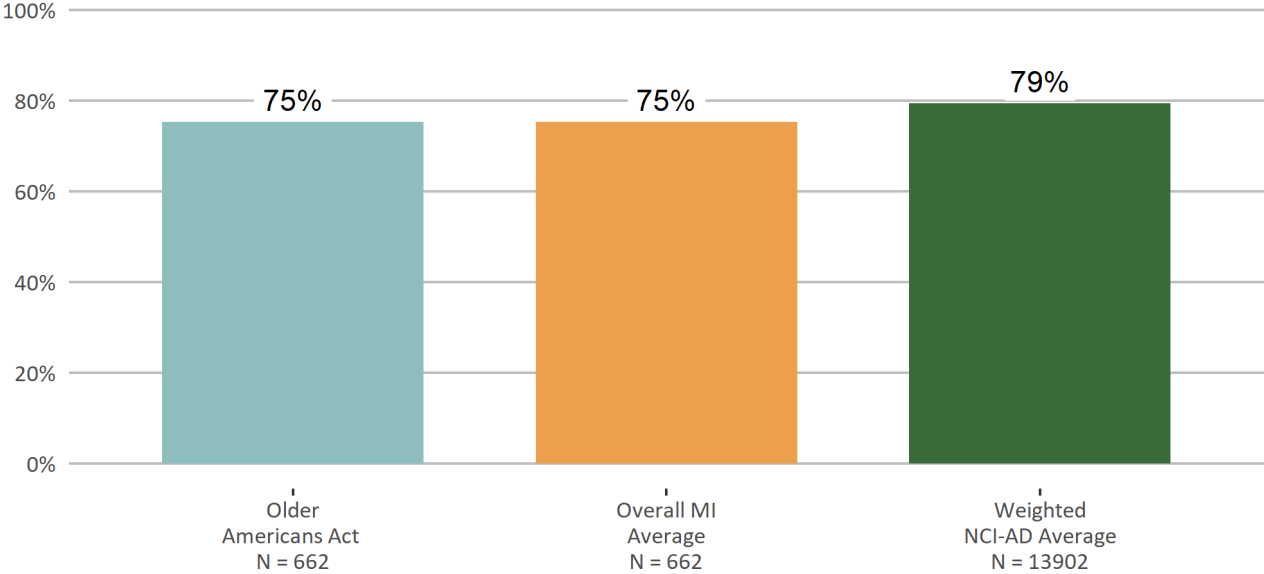
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 53

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
Older Americans Act	33%	48%	19%	833
Overall MI Average	33%	48%	19%	833
Weighted NCI-AD Average	53%	38%	9%	15,170

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



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 | 55

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
Older Americans Act	75%	25%	662
Overall MI Average	75%	25%	662
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)

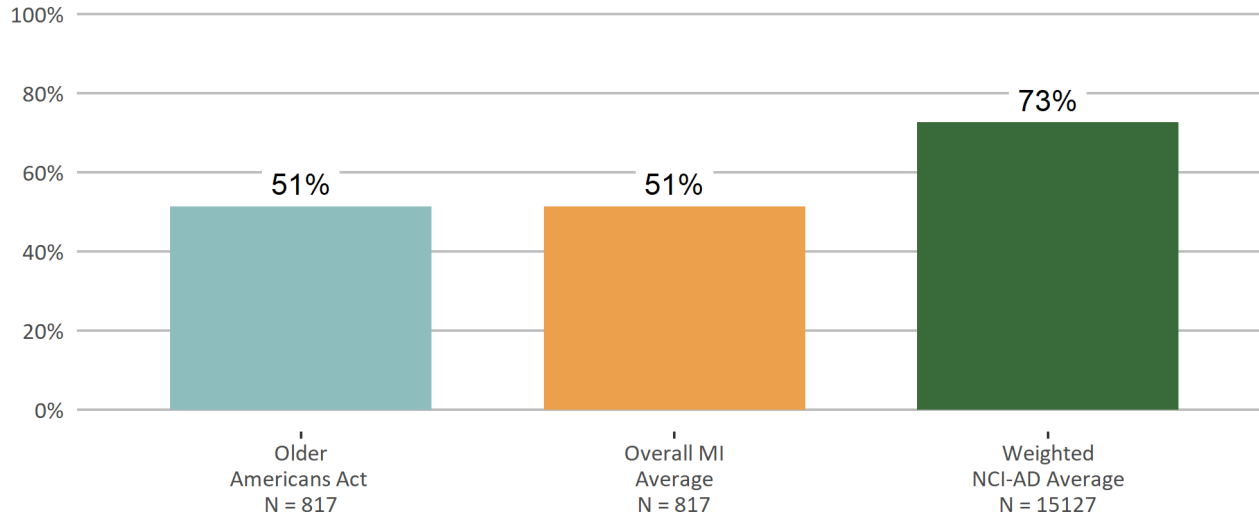
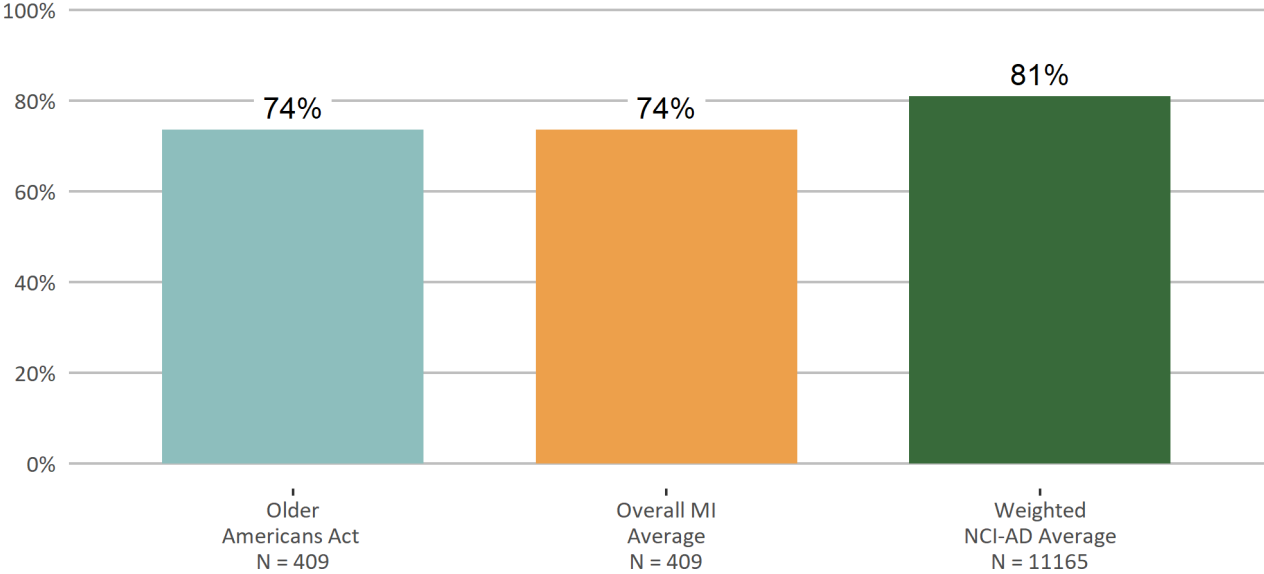


Table 30. Needs assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

Proxy respondents were allowed for this question

Program	A Lot	Some	None	N
Older Americans Act	23%	29%	49%	817
Overall MI Average	23%	29%	49%	817
Weighted NCI-AD Average	36%	36%	27%	15,127

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



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 | 59

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
Older Americans Act	74%	26%	409
Overall MI Average	74%	26%	409
Weighted NCI-AD Average	81%	19%	11,165

Work

Has a paid job

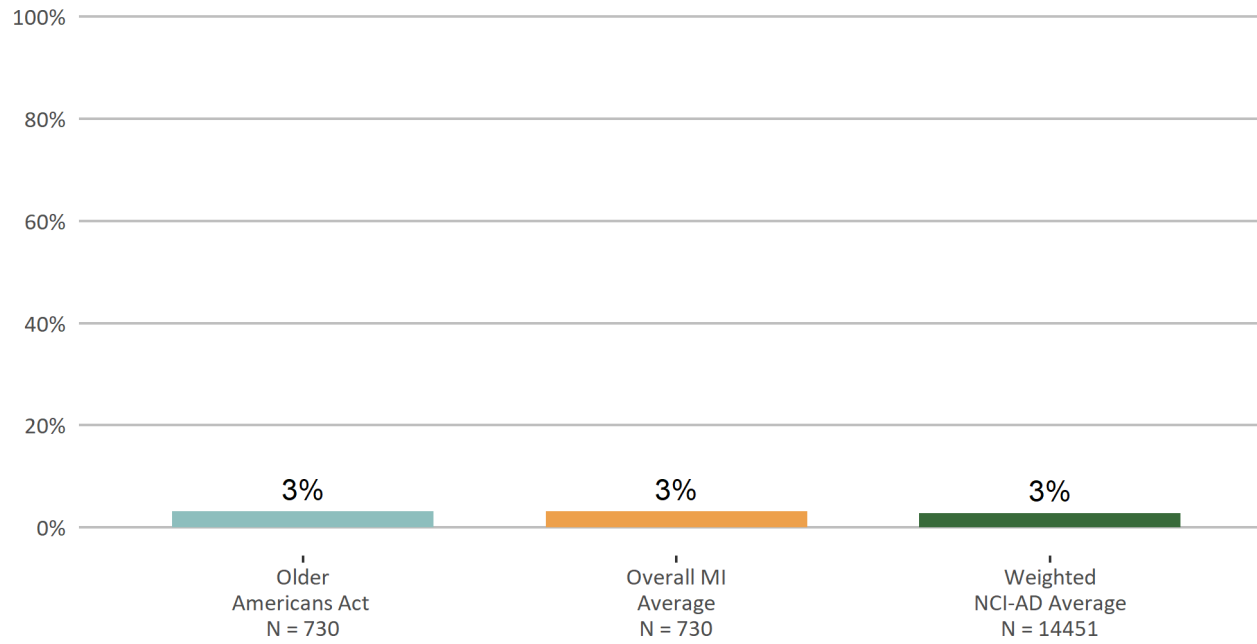
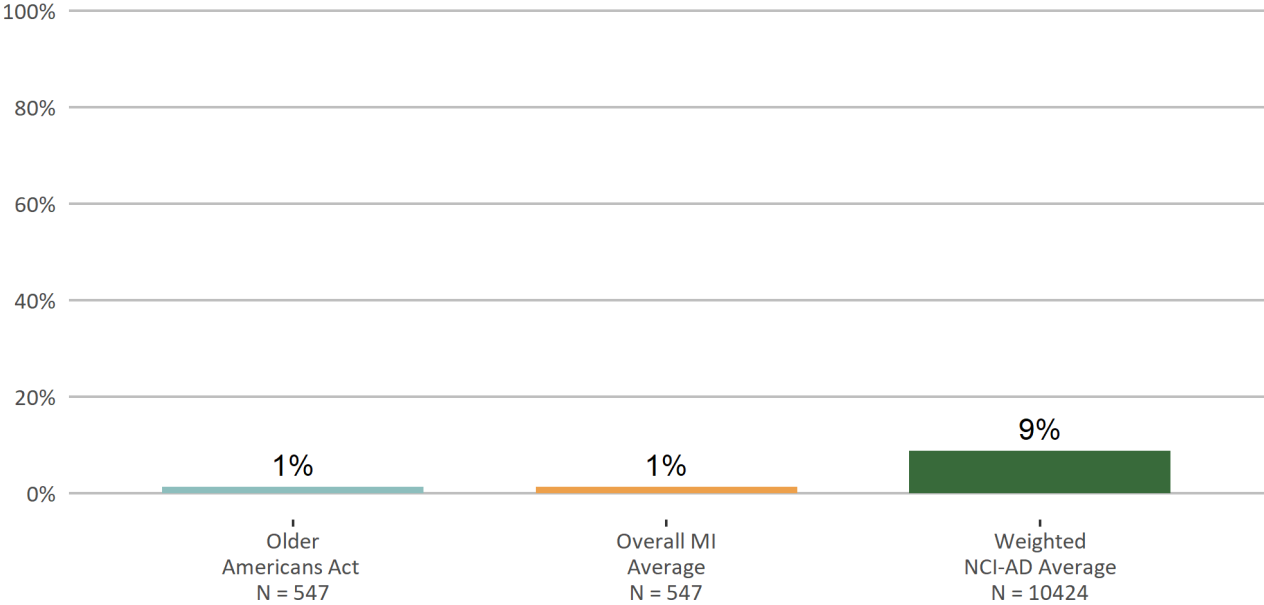


Table 32. Has a paid job

Proxy respondents were allowed for this question

Program	Yes	No	N
Older Americans Act	3%	97%	730
Overall MI Average	3%	97%	730
Weighted NCI-AD Average	3%	97%	14,451

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



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 | 64

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

Program	Yes	Maybe, Not sure	No	N
Older Americans Act	1%	3%	95%	547
Overall MI Average	1%	3%	95%	547
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)

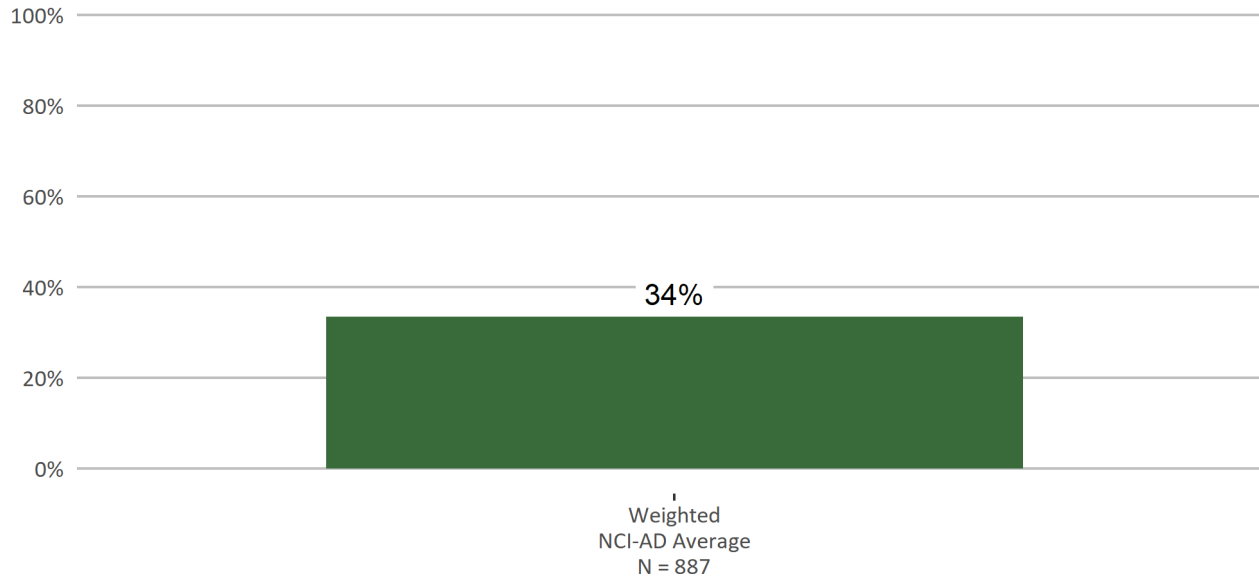


Table 34. Someone talked with them about job options (if they do not currently have a job but want one)

Program	Yes	No	N
Weighted NCI-AD Average	34%	66%	887

Person Volunteers

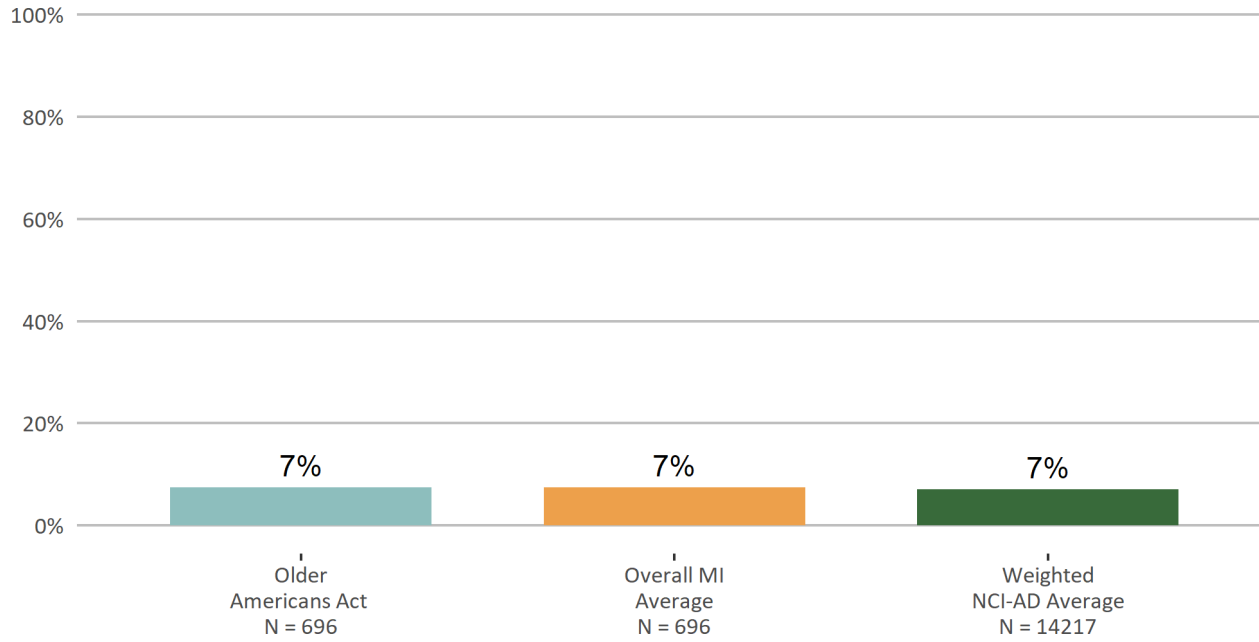


Table 35. Person volunteers

Proxy respondents were allowed for this question

Program	Yes	No	N
Older Americans Act	7%	93%	696
Overall MI Average	7%	93%	696
Weighted NCI-AD Average	7%	93%	14,217

Wants to volunteer (if they do not currently)

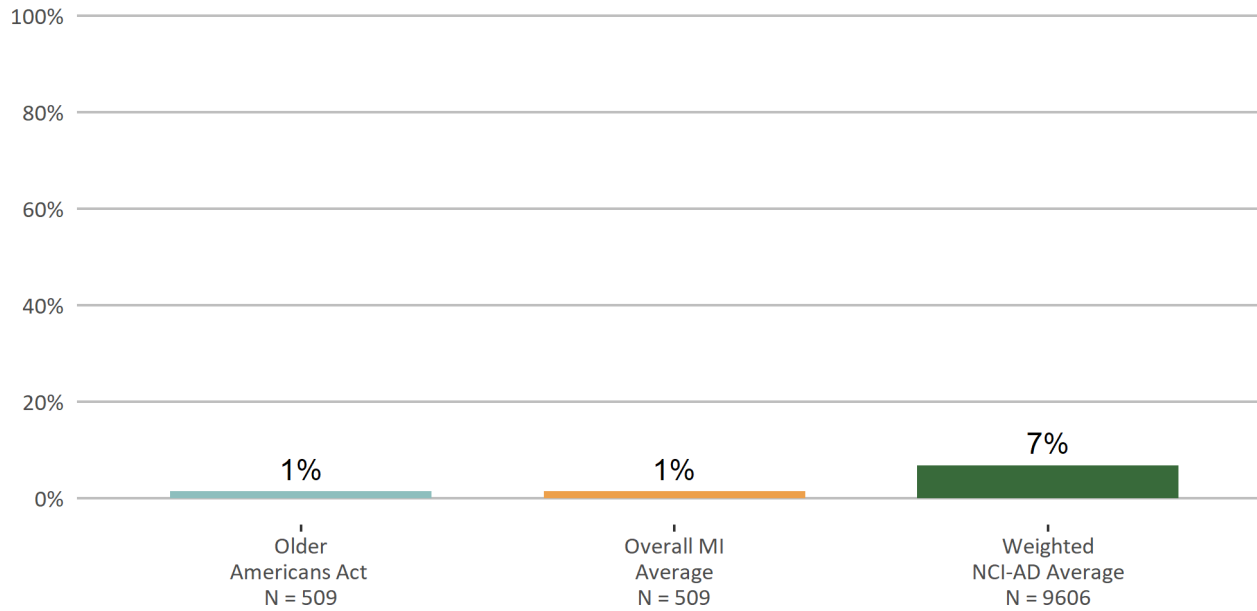


Table 36. Wants to volunteer (if they do not currently)

Program	Yes	Maybe, Not sure	No	N
Older Americans Act	1%	6%	92%	509
Overall MI Average	1%	6%	92%	509
Weighted NCI-AD Average	7%	9%	85%	9,606

Relationships

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

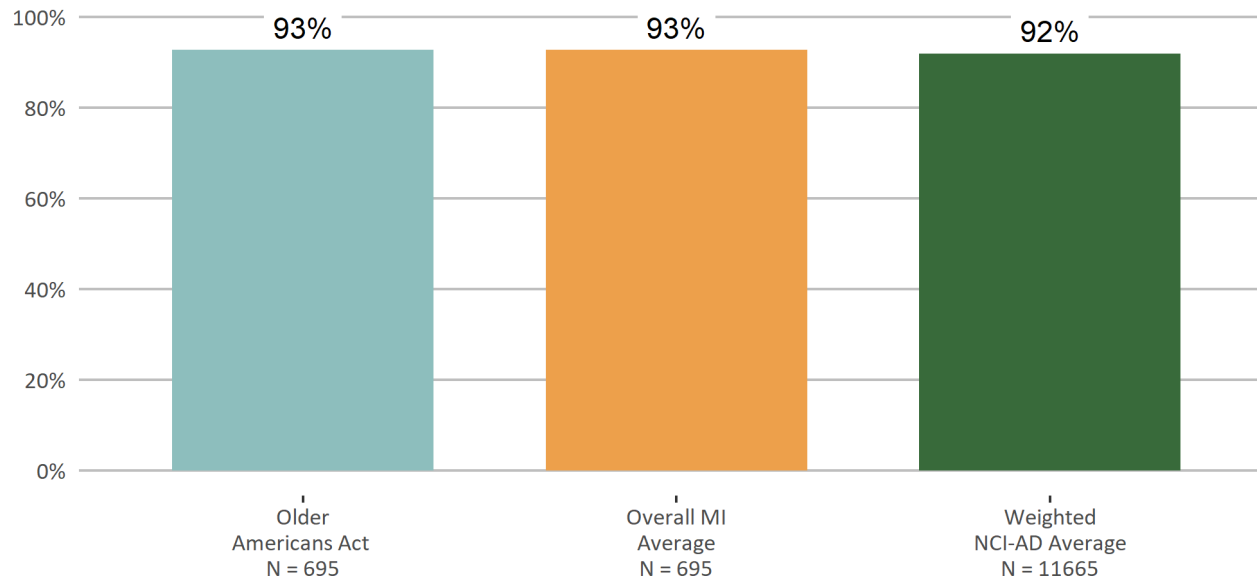
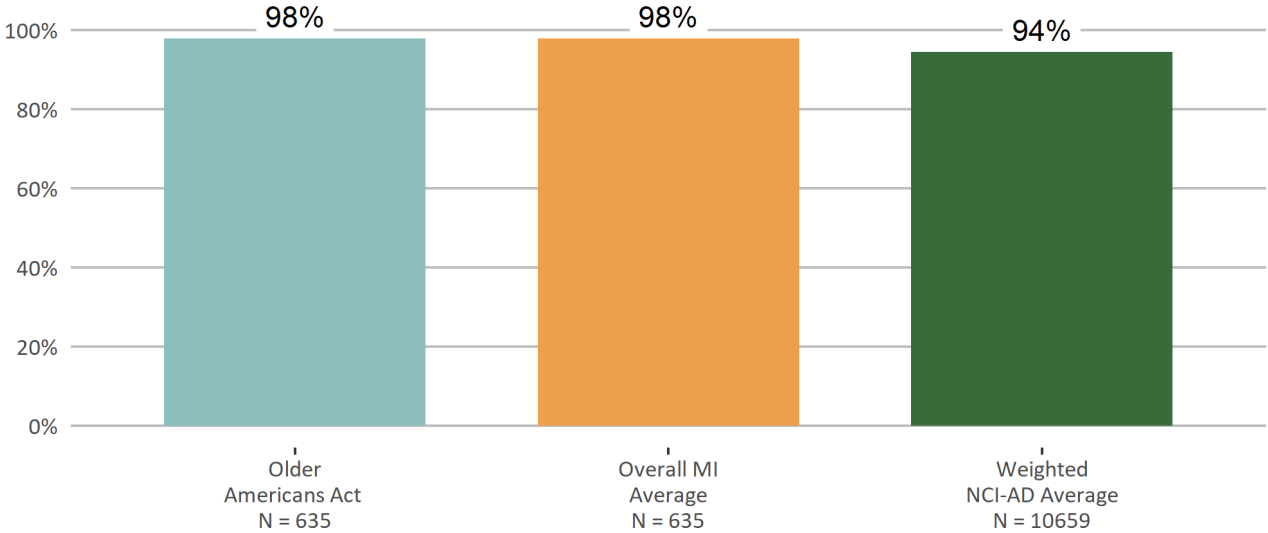


Table 37. Has friends or family they do not live with who are a part of their life

Program	Yes	No	N
Older Americans Act	93%	7%	695
Overall MI Average	93%	7%	695
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)



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 | 75

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
Older Americans Act	84%	14%	2%	635
Overall MI Average	84%	14%	2%	635
Weighted NCI-AD Average	81%	13%	6%	10,659

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

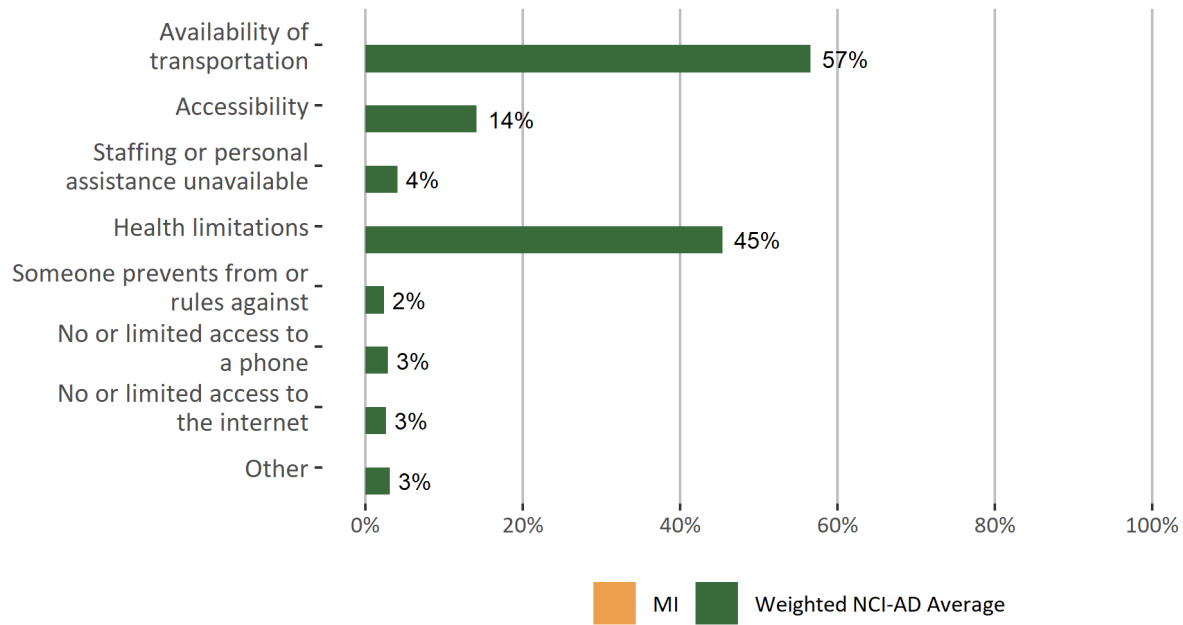


Table 39. Reasons not always able to see or talk to their friends and family when they want

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
Weighted NCI-AD Average	57%	14%	4%	45%	2%	3%	3%	3%

Service Coordination

How first found out about services they can get

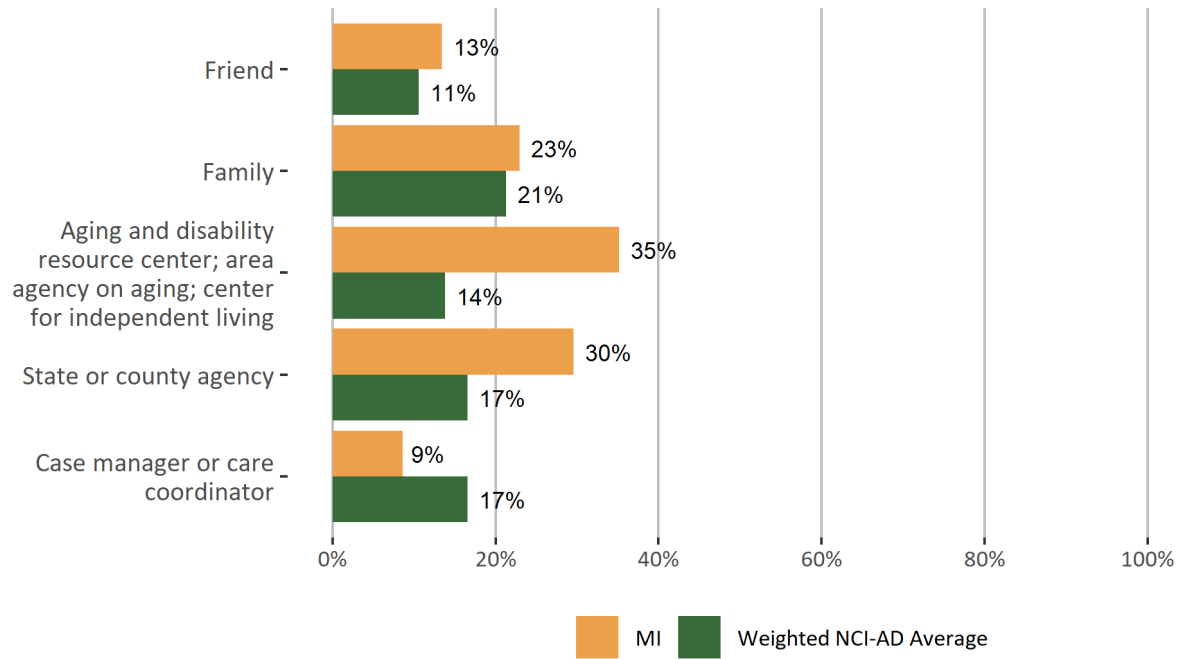


Table 40A. How first found out about services they can get

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
Older Americans Act	13%	23%	35%	30%	9%
Overall MI Average	13%	23%	35%	30%	9%
Weighted NCI-AD Average	11%	21%	14%	17%	17%

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

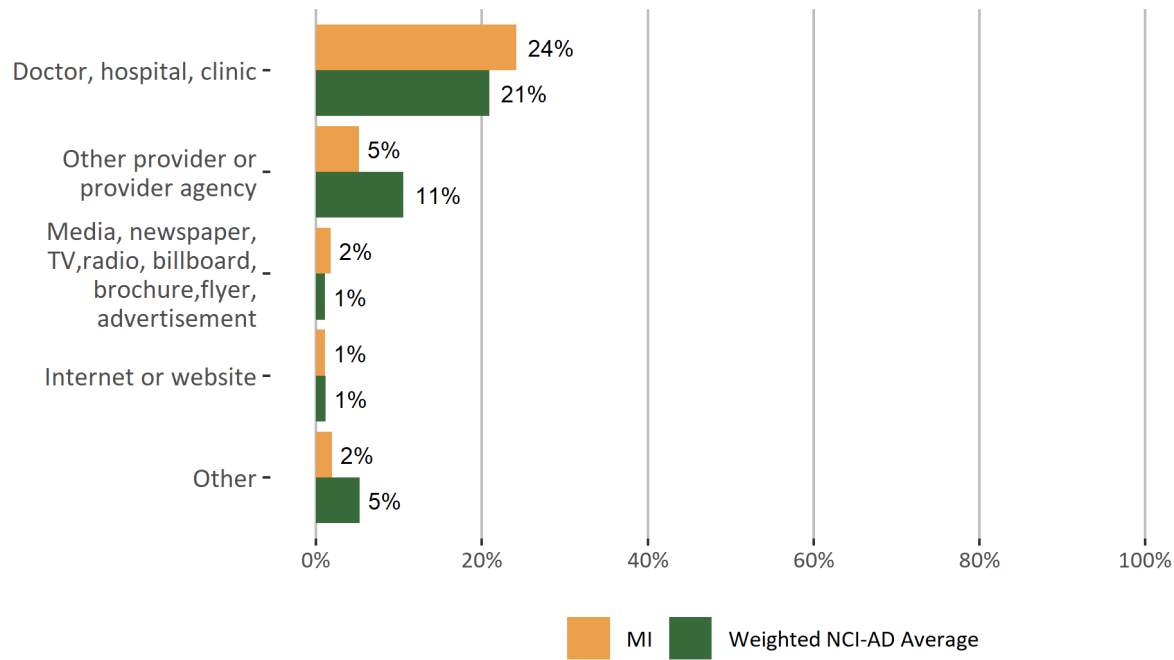


Table 40B. How first found out about services they can get (continued)

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
Older Americans Act	24%	5%	2%	1%	2%
Overall MI Average	24%	5%	2%	1%	2%
Weighted NCI-AD Average	21%	11%	1%	1%	5%

Can contact their case manager or care coordinator when needs to

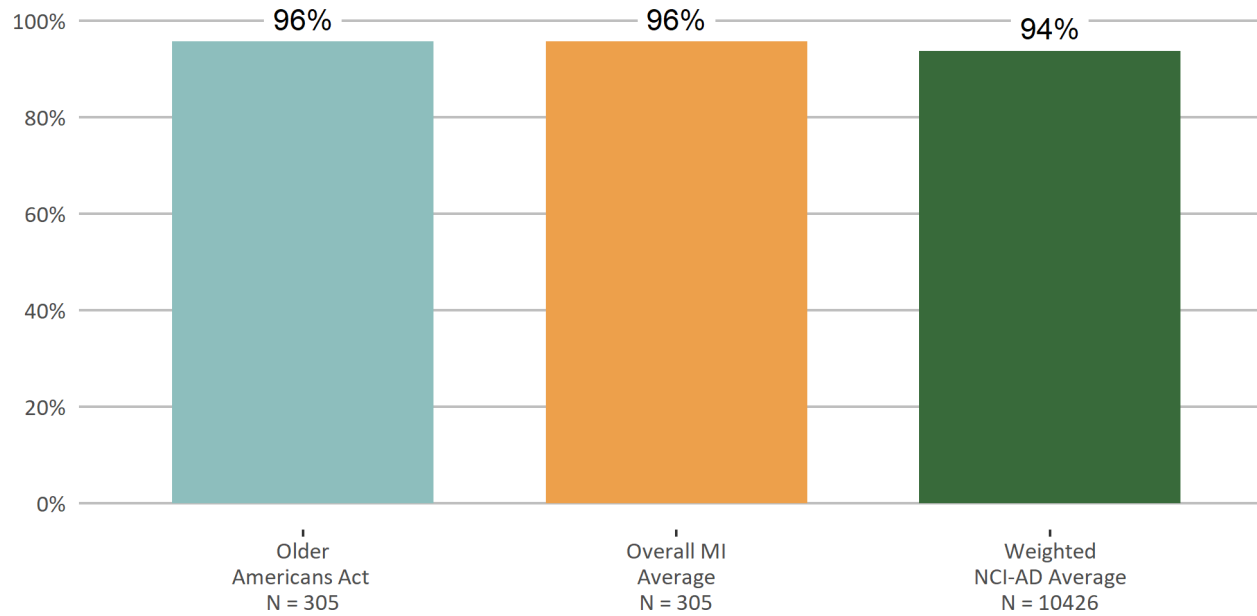


Table 41. Can contact their case manager or care coordinator when needs to

Proxy respondents were allowed for this question.

Program	Yes, always	Most of the time, usually	No	N
Older Americans Act	80%	16%	4%	305
Overall MI Average	80%	16%	4%	305
Weighted NCI-AD Average	80%	13%	6%	10,426

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

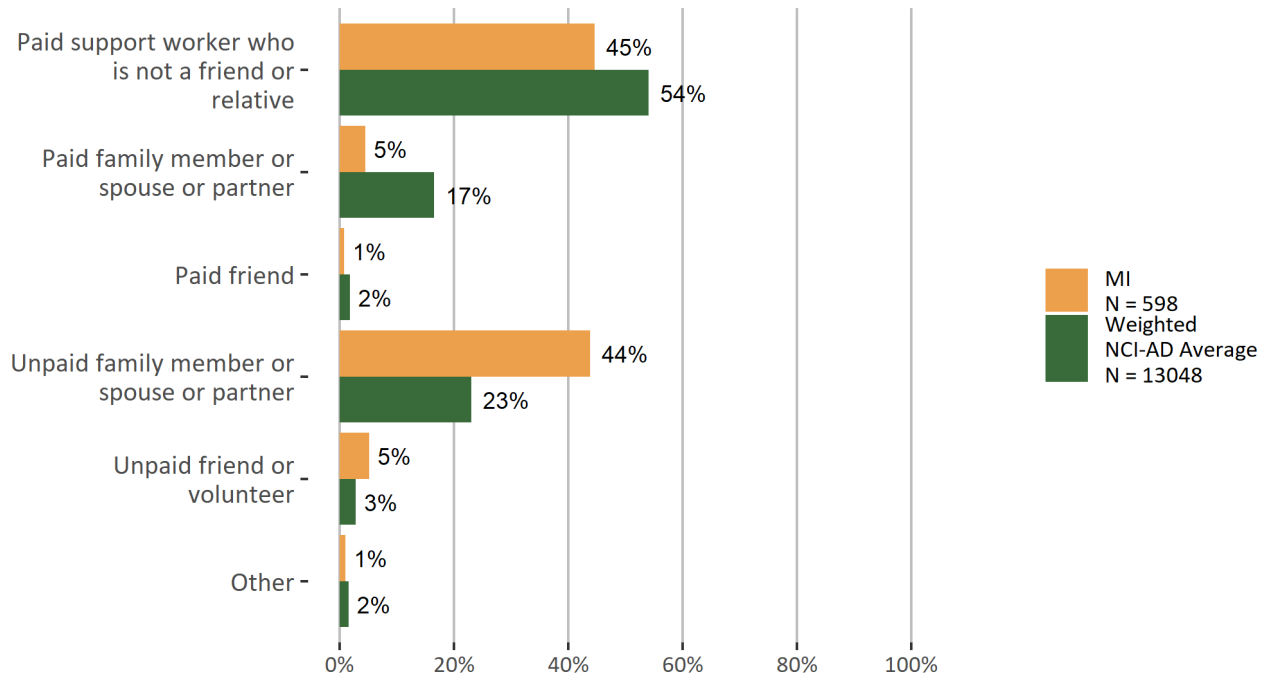


Table 42. Who helps person most often (if anyone helps on a regular basis)

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
Older Americans Act	45%	5%	1%	44%	5%	1%	598
Overall MI Average	45%	5%	1%	44%	5%	1%	598
Weighted NCI-AD Average	54%	17%	2%	23%	3%	2%	13,048

Additional people who help person on a regular basis

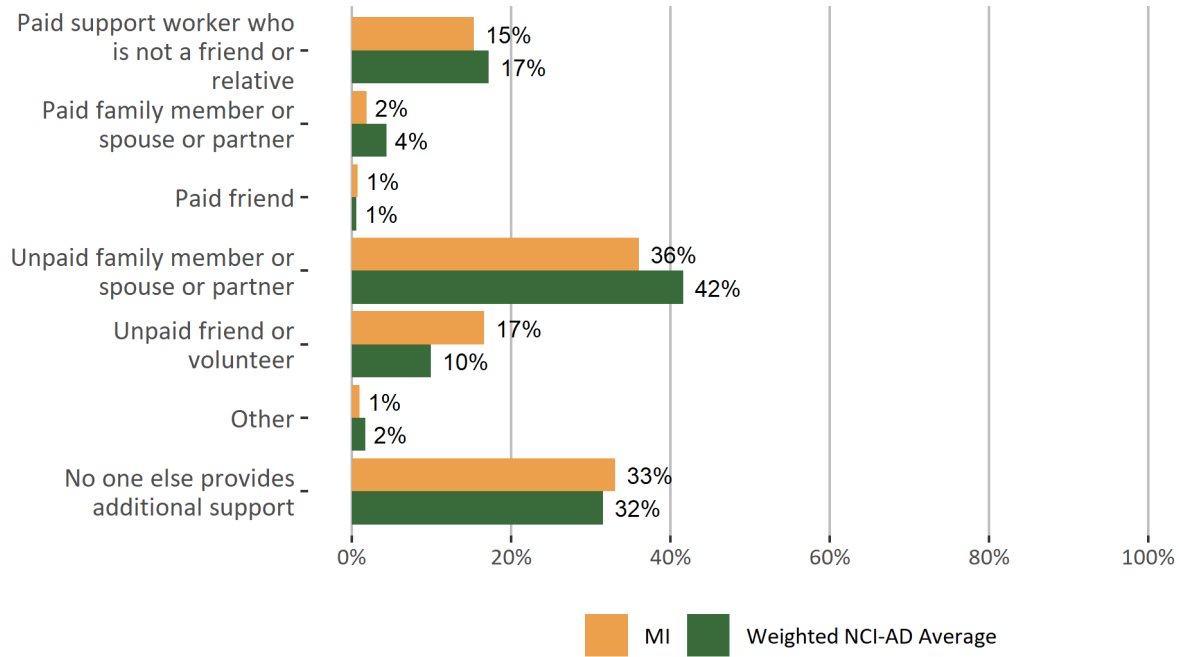


Table 43. Additional people who help person on a regular basis

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
Older Americans Act	15%	2%	1%	36%	17%	1%	33%
Overall MI Average	15%	2%	1%	36%	17%	1%	33%
Weighted NCI-AD Average	17%	4%	1%	42%	10%	2%	32%

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

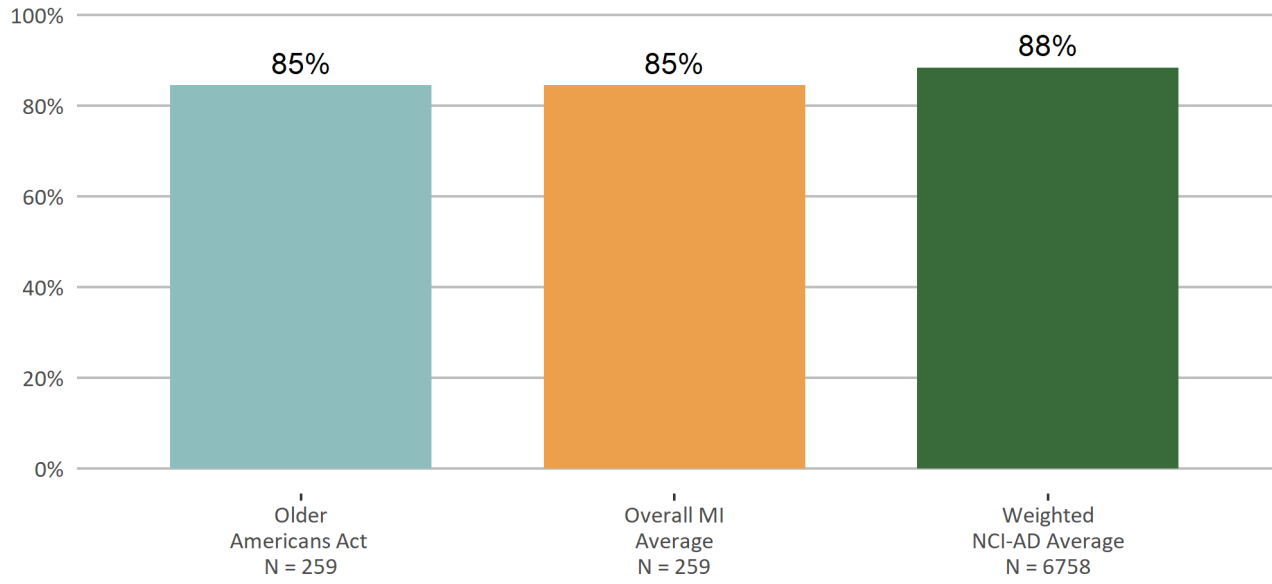


Table 44. People who are paid to help them come and leave when they are supposed to

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
Older Americans Act	85%	12%	3%	259
Overall MI Average	85%	12%	3%	259
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

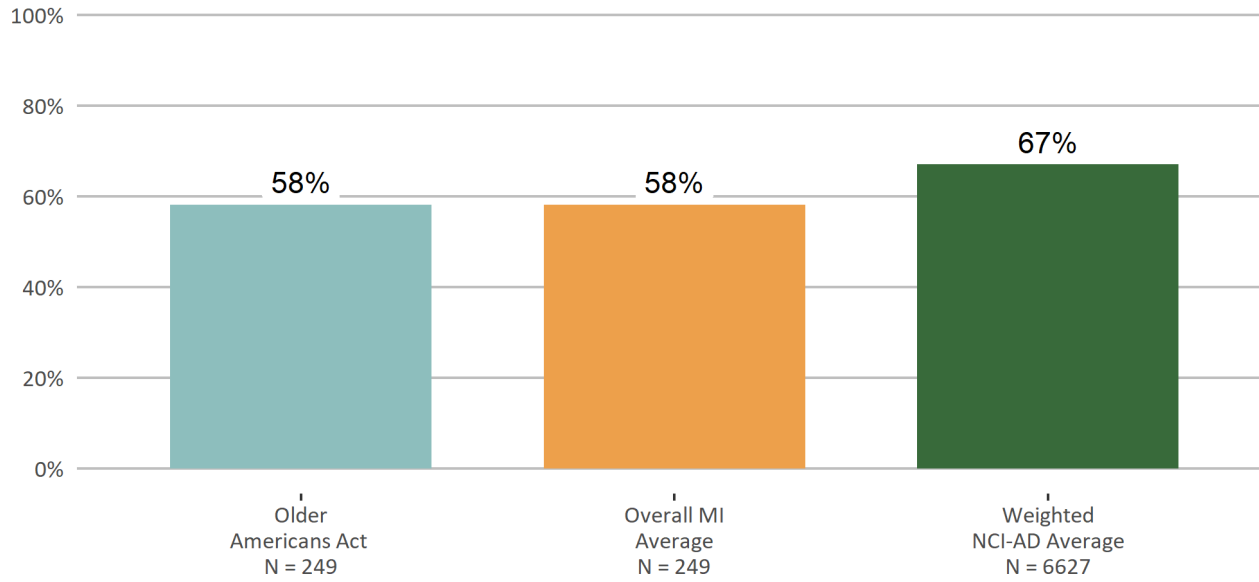


Table 45. Has a backup plan if their people who are paid to help them do not show up

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	58%	42%	249
Overall MI Average	58%	42%	249
Weighted NCI-AD Average	67%	33%	6,627

Has an emergency plan in place in case of widescale emergency

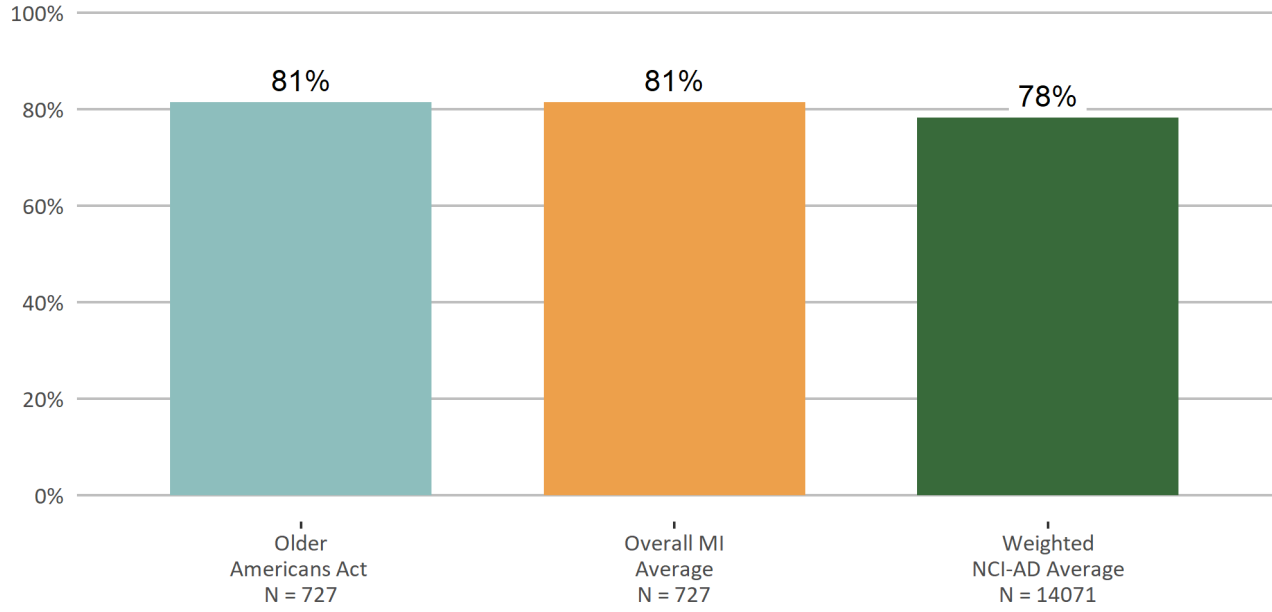


Table 46. Has an emergency plan in place in case of widescale emergency

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	81%	19%	727
Overall MI Average	81%	19%	727
Weighted NCI-AD Average	78%	22%	14,071

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

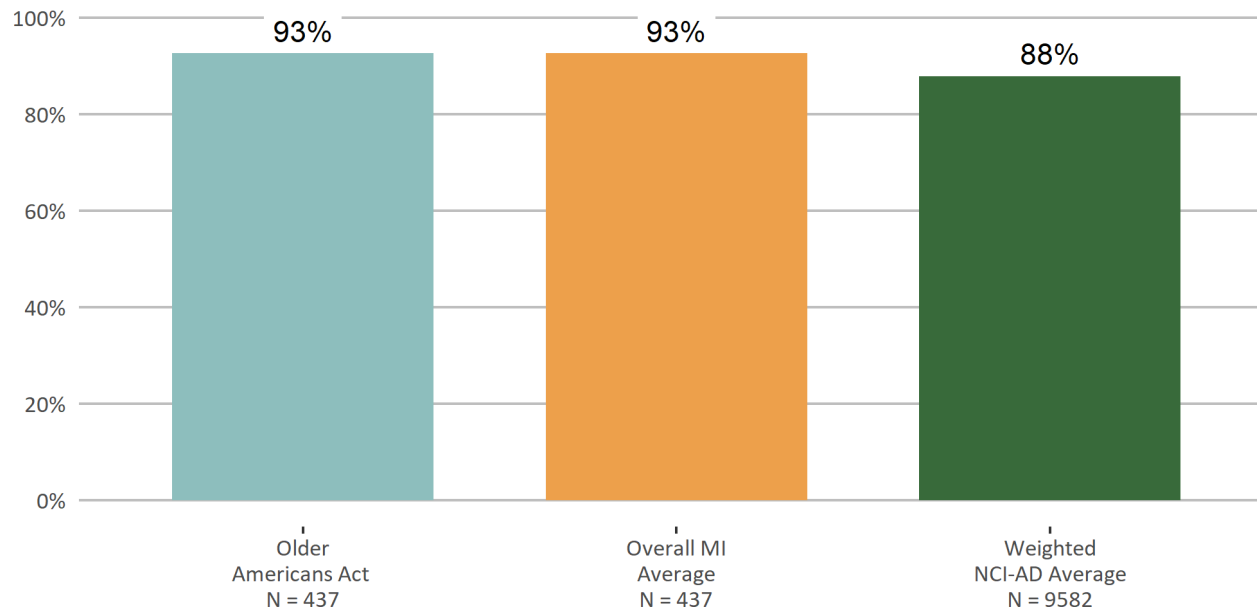


Table 47. Knows whom to contact if they have a complaint about their services

Program	Yes	Maybe, Not sure	No	N
Older Americans Act	82%	11%	7%	437
Overall MI Average	82%	11%	7%	437
Weighted NCI-AD Average	81%	7%	12%	9,582

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

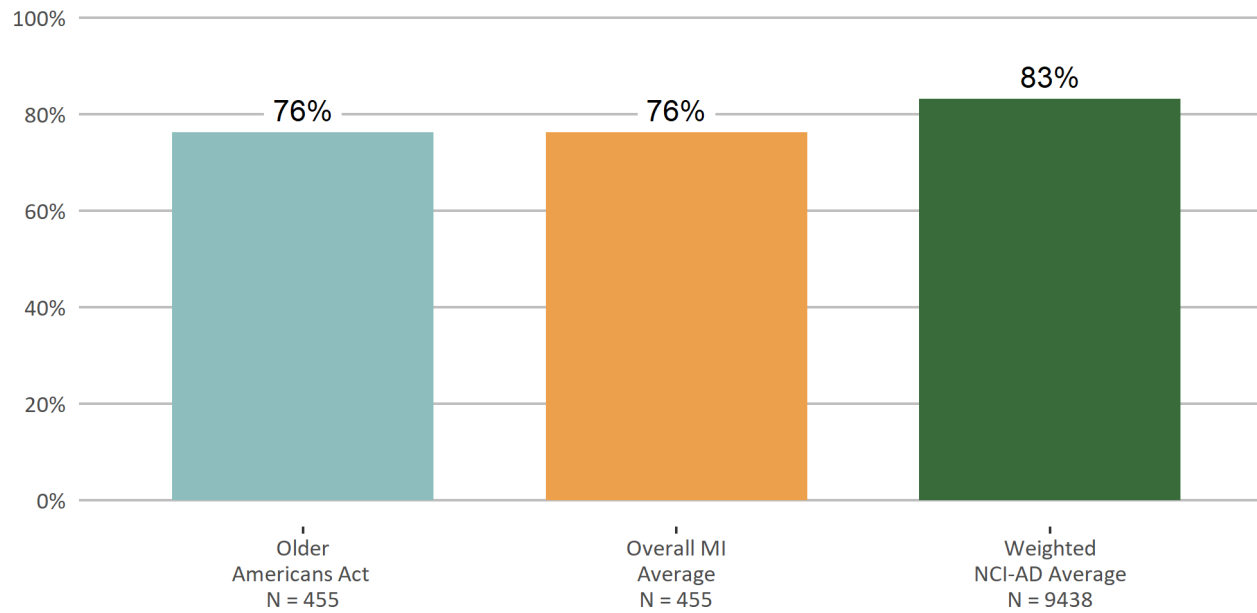


Table 48. Knows whom to contact if they want to make changes to services

Program	Yes	Maybe, Not sure	No	N
Older Americans Act	76%	14%	9%	455
Overall MI Average	76%	14%	9%	455
Weighted NCI-AD Average	83%	8%	8%	9,438

Services meet all needs and current goals

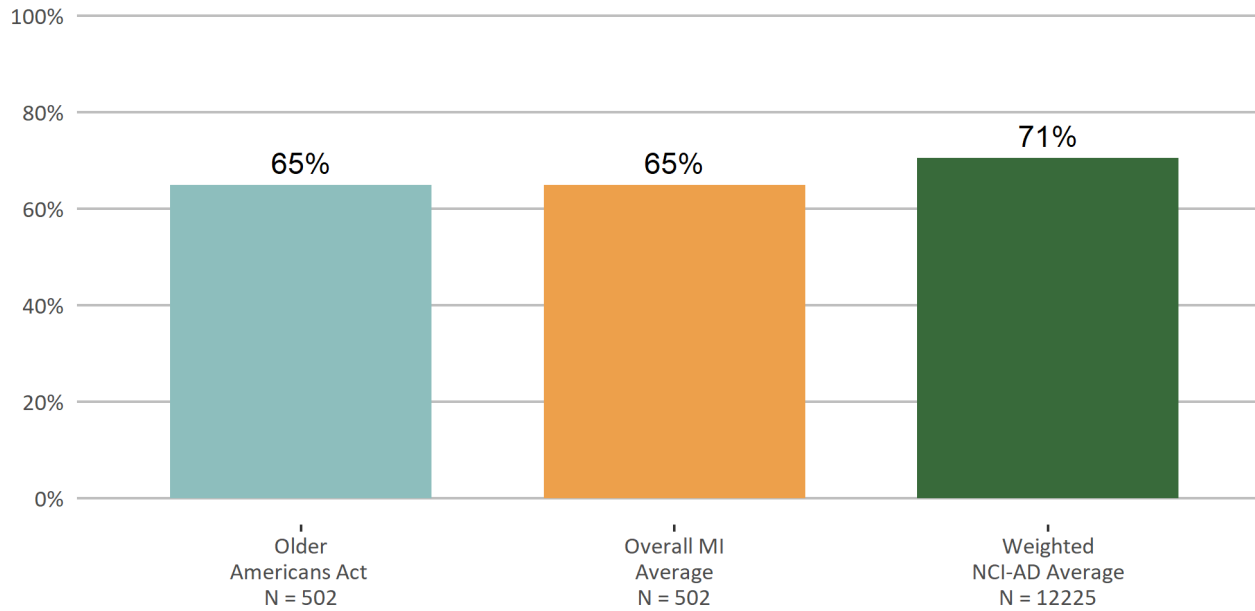
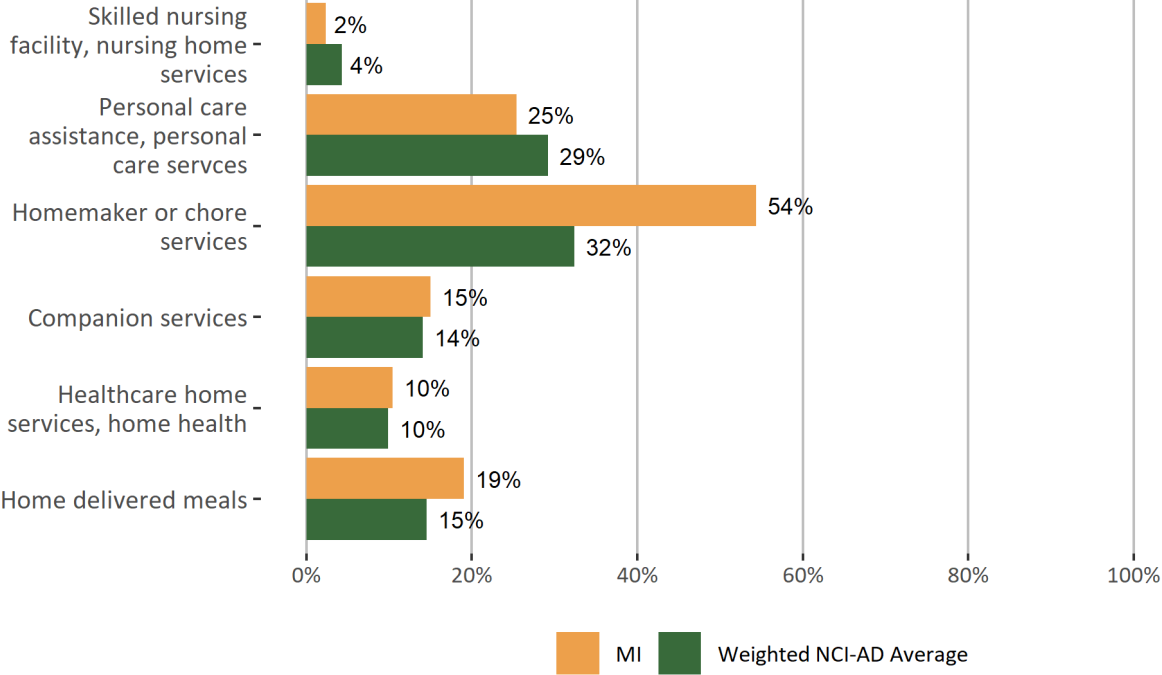


Table 49. Services meet all current needs

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
Older Americans Act	65%	27%	8%	502
Overall MI Average	65%	27%	8%	502
Weighted NCI-AD Average	71%	24%	6%	12,225

Additional Services Needed



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 | 102

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
Older Americans Act	2%	25%	54%	15%	10%	19%
Overall MI Average	2%	25%	54%	15%	10%	19%
Weighted NCI-AD Average	4%	29%	32%	14%	10%	15%

Additional Services Needed (continued)

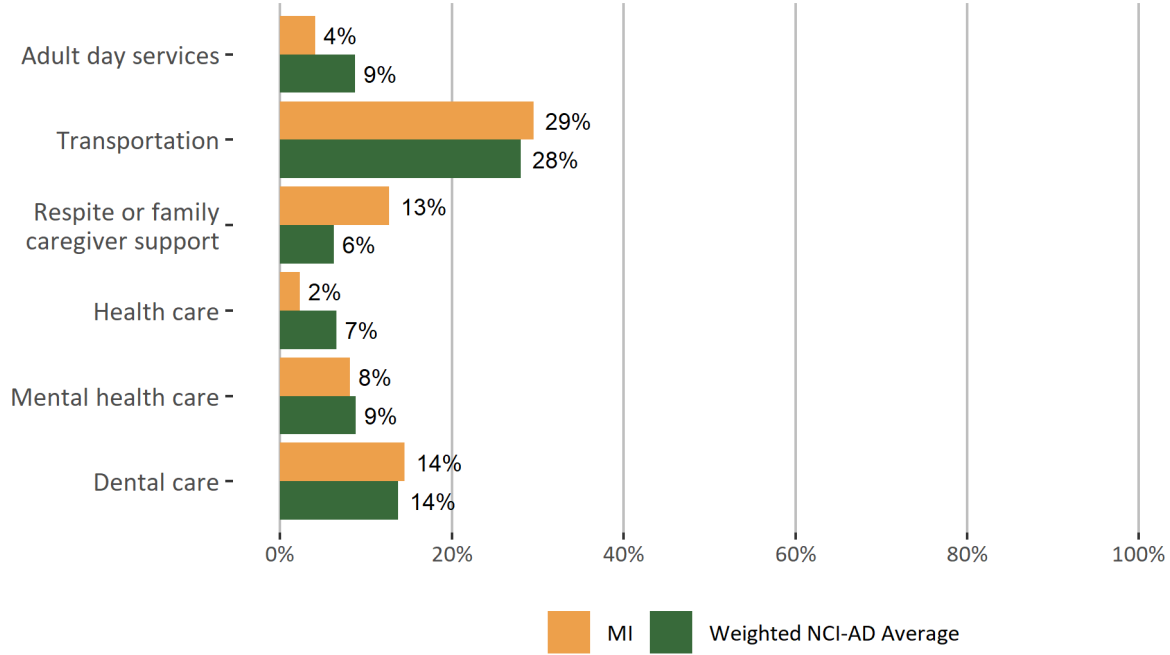


Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)

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
Older Americans Act	4%	29%	13%	2%	8%	14%
Overall MI Average	4%	29%	13%	2%	8%	14%
Weighted NCI-AD Average	9%	28%	6%	7%	9%	14%

Additional Services Needed (continued)

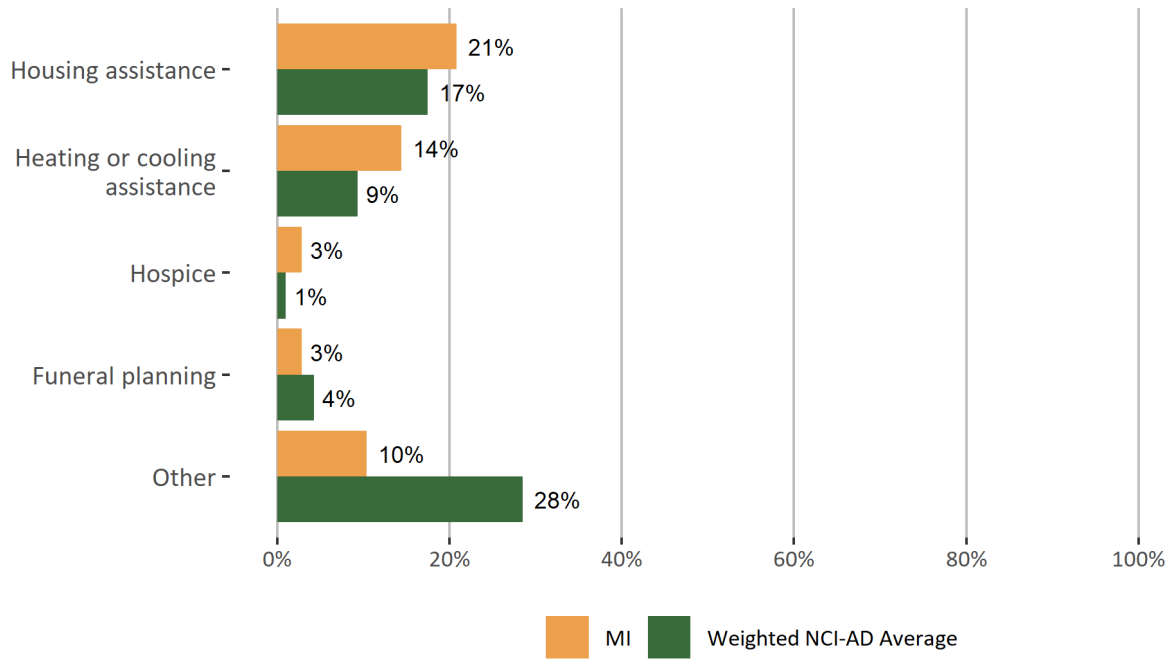


Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued)

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
Older Americans Act	21%	14%	3%	3%	10%
Overall MI Average	21%	14%	3%	3%	10%
Weighted NCI-AD Average	17%	9%	1%	4%	28%

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)

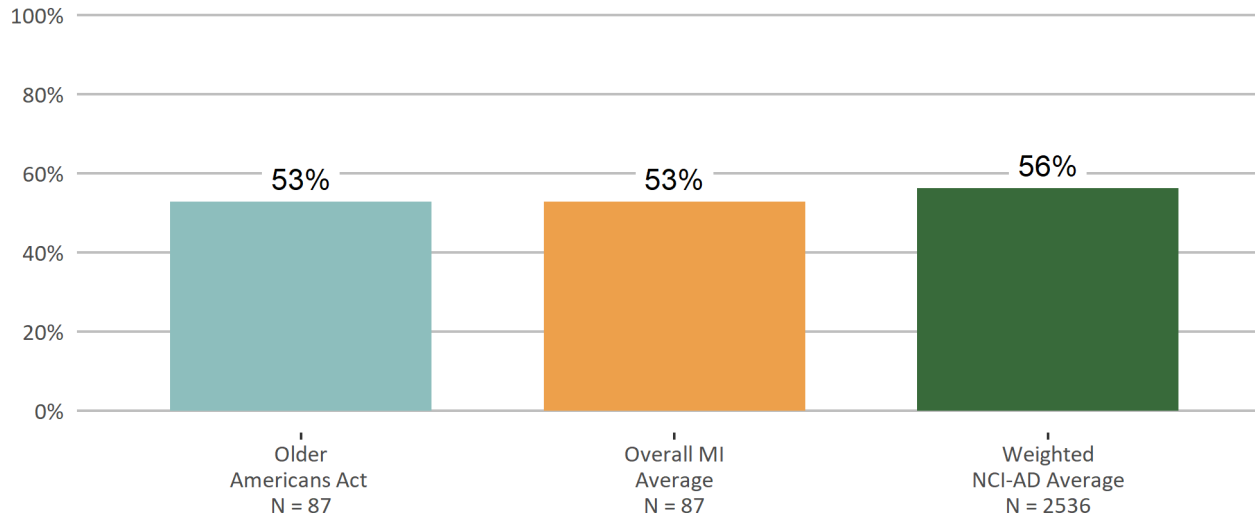
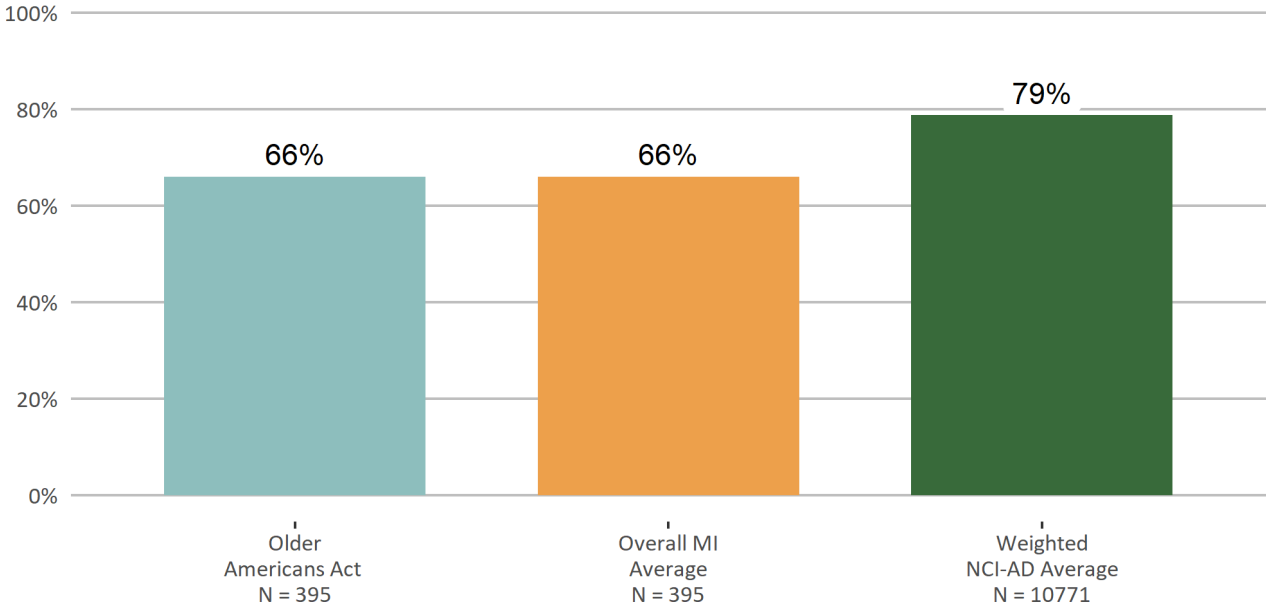


Table 51. Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	53%	47%	87
Overall MI Average	53%	47%	87
Weighted NCI-AD Average	56%	44%	2,536

Service providers work together to provide support



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 | 110

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
Older Americans Act	66%	17%	17%	395
Overall MI Average	66%	17%	17%	395
Weighted NCI-AD Average	79%	12%	9%	10,771

Care Coordination

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

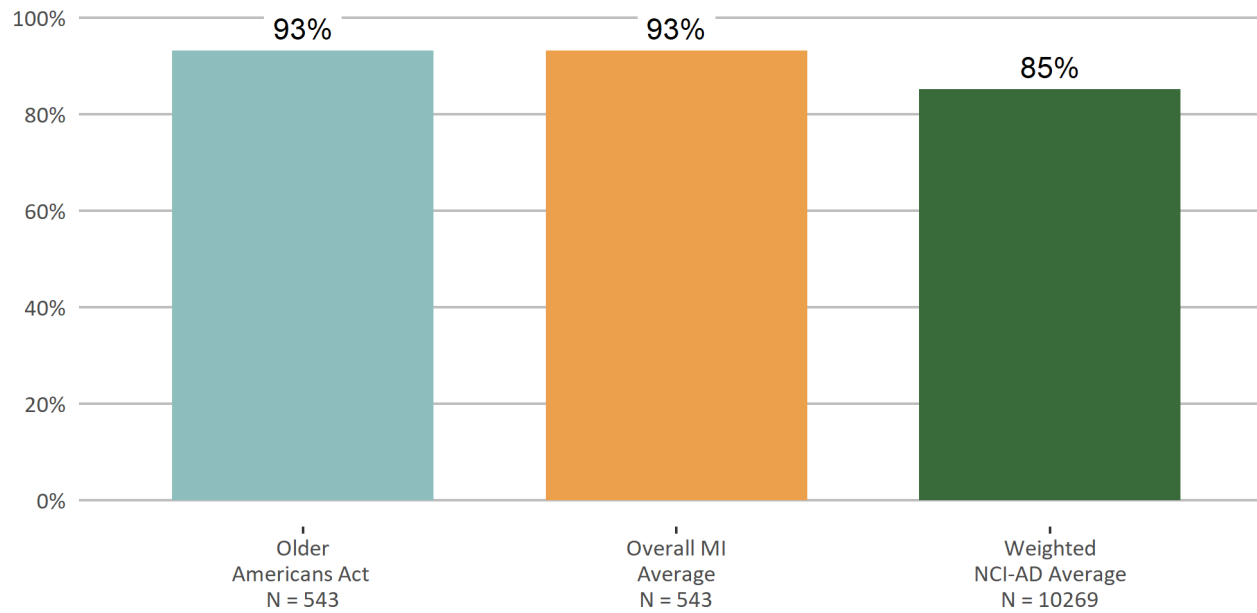


Table 53. Knows how to manage chronic conditions (if has at least one)

Program	Yes	In-between, or some conditions	No	N
Older Americans Act	93%	5%	2%	543
Overall MI Average	93%	5%	2%	543
Weighted NCI-AD Average	85%	10%	5%	10,269

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

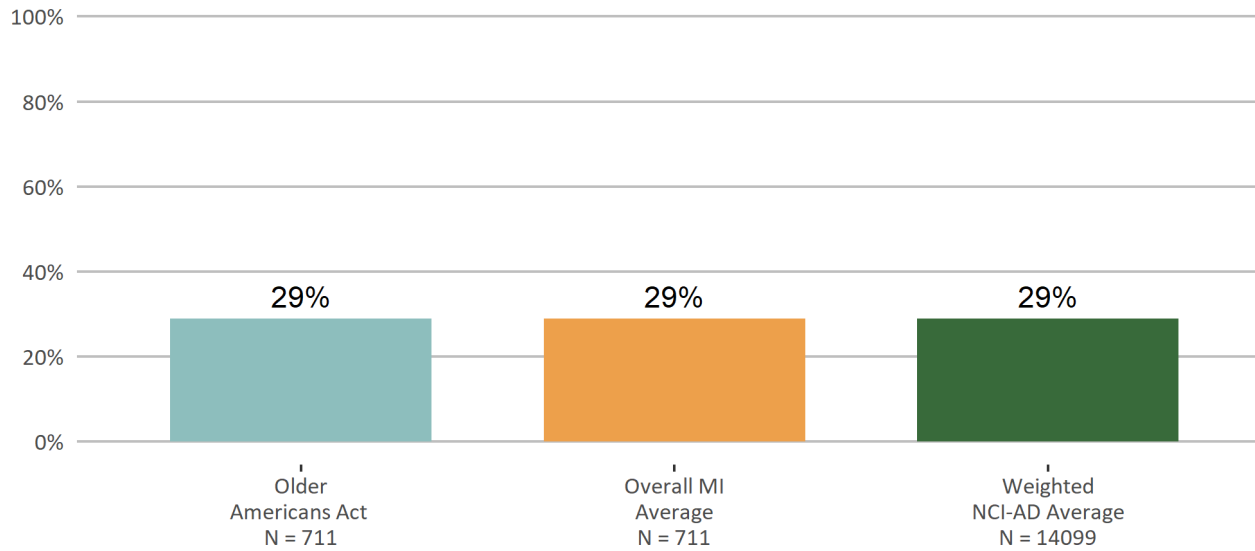


Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	29%	71%	711
Overall MI Average	29%	71%	711
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)

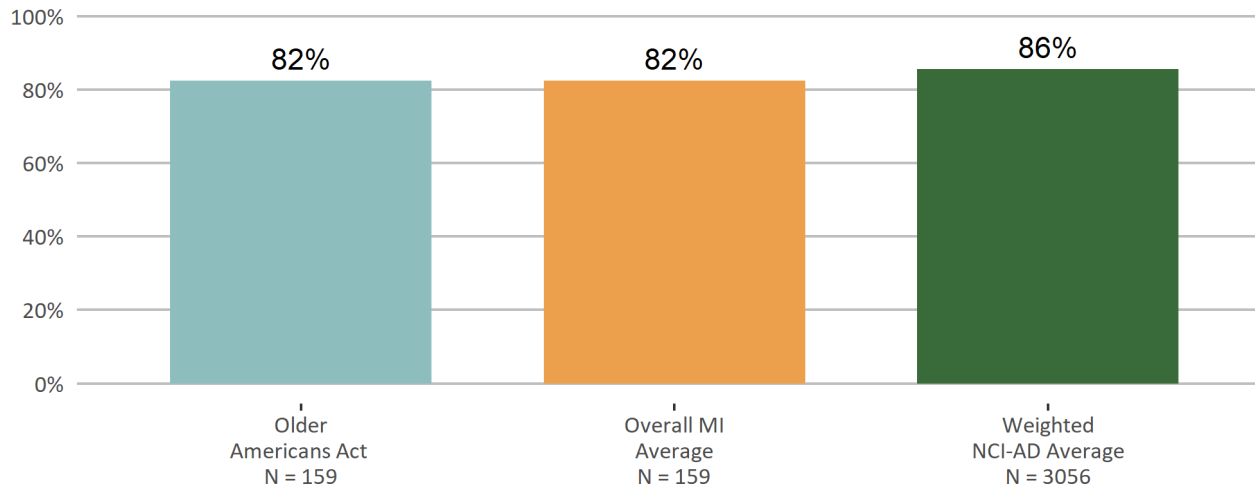


Table 55. Felt comfortable and supported enough to go home after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Program	Yes	In-between	No	N
Older Americans Act	82%	8%	9%	159
Overall MI Average	82%	8%	9%	159
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)

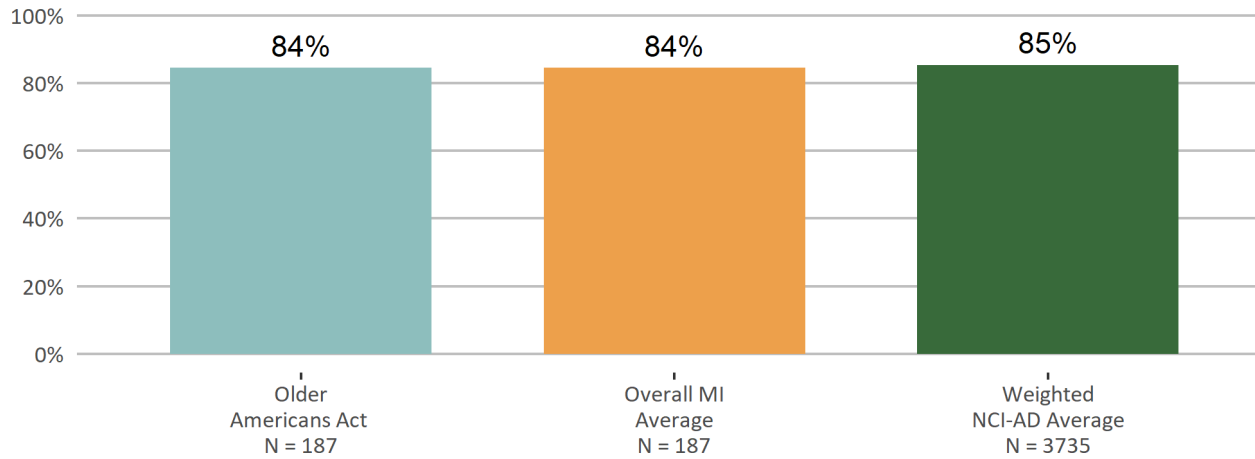


Table 56. Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	84%	16%	187
Overall MI Average	84%	16%	187
Weighted NCI-AD Average	85%	15%	3,735

Choice and Control

Always feels in control of their life

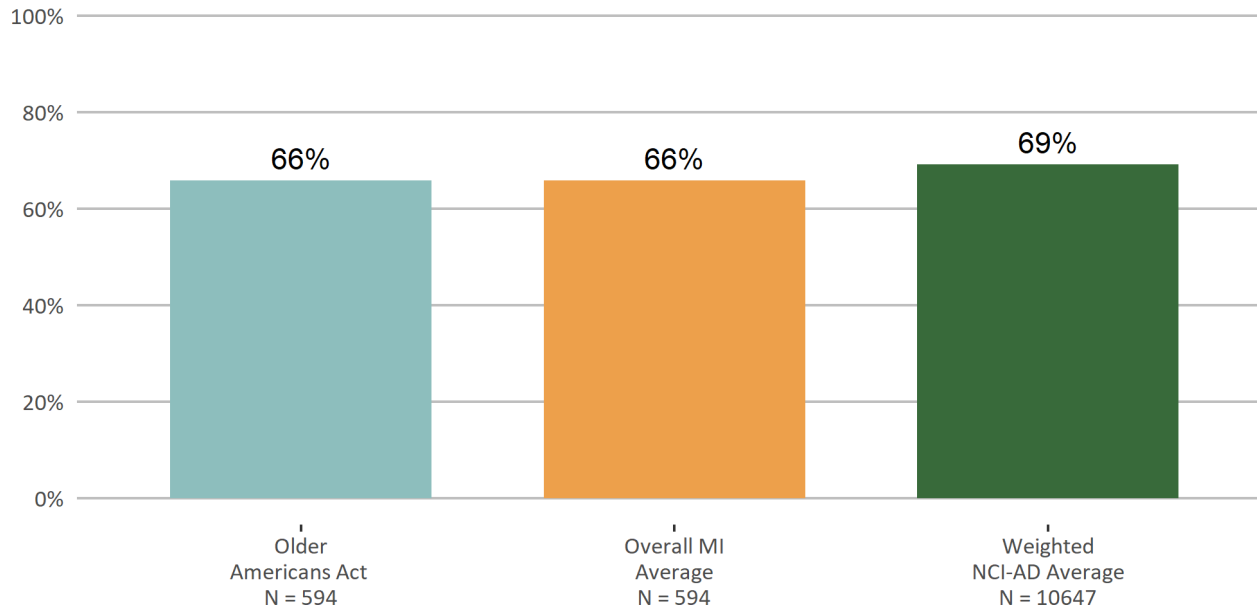


Table 57. Feels in control of their life

Program	Yes, almost always, always	In-between, sometimes	No, rarely, never	N
Older Americans Act	66%	30%	4%	594
Overall MI Average	66%	30%	4%	594
Weighted NCI-AD Average	69%	24%	7%	10,647

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

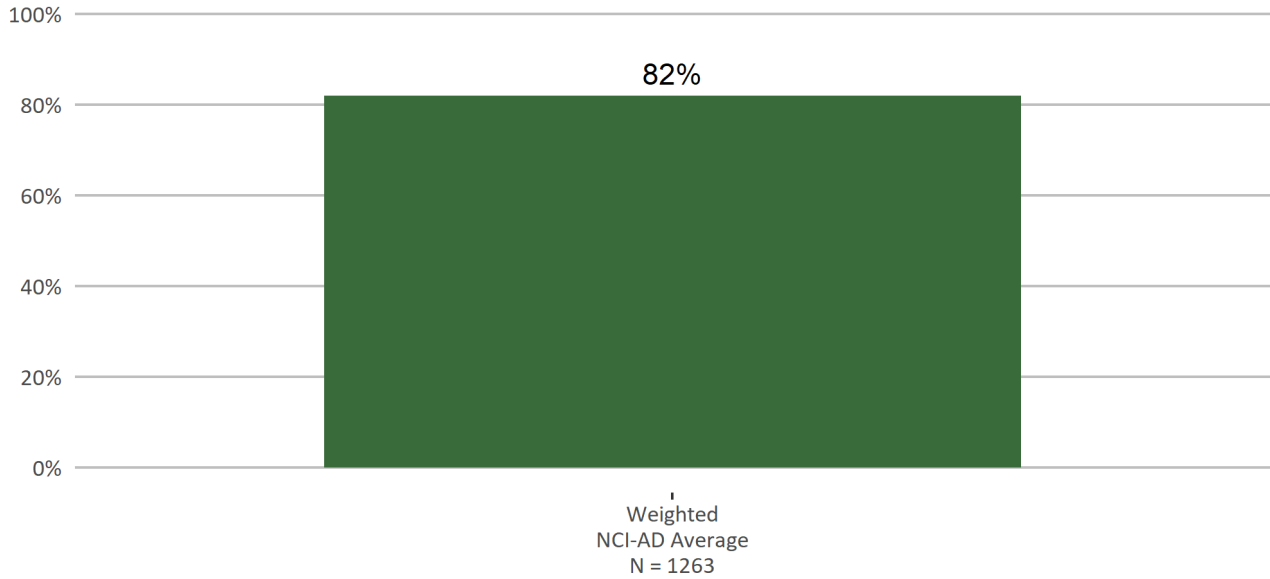


Table 58. Able to furnish and decorate their room however they want to (if living in a group setting)

Program	In all ways	In most ways	Only in some ways, or not at all	N
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)

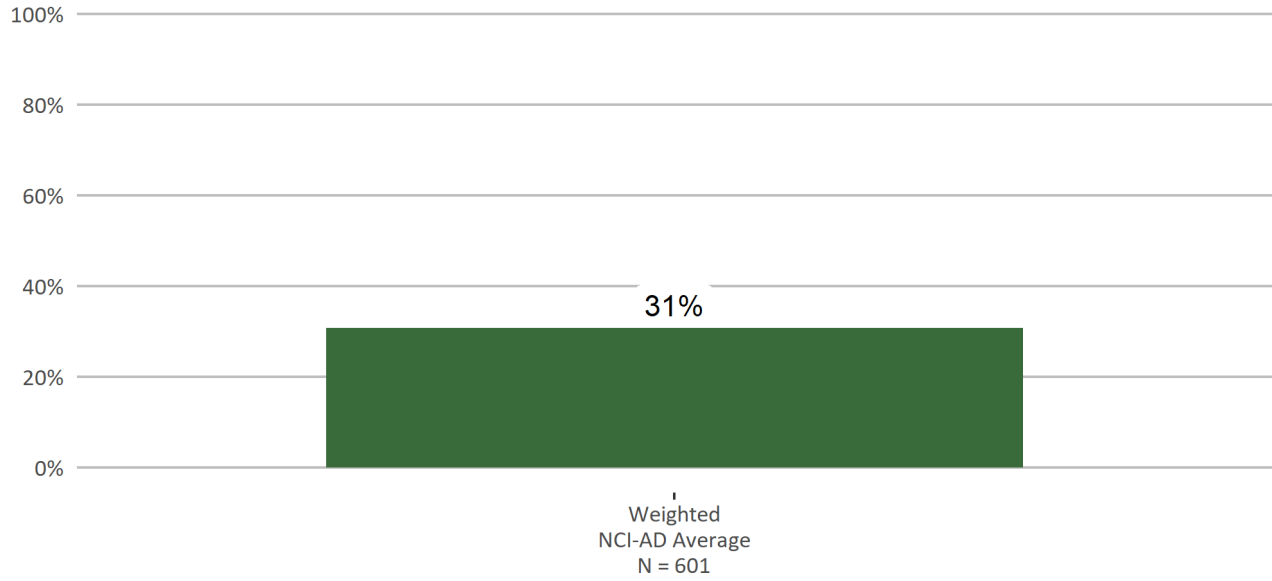


Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)

Program	Yes	No	N
Weighted NCI-AD Average	31%	69%	601

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

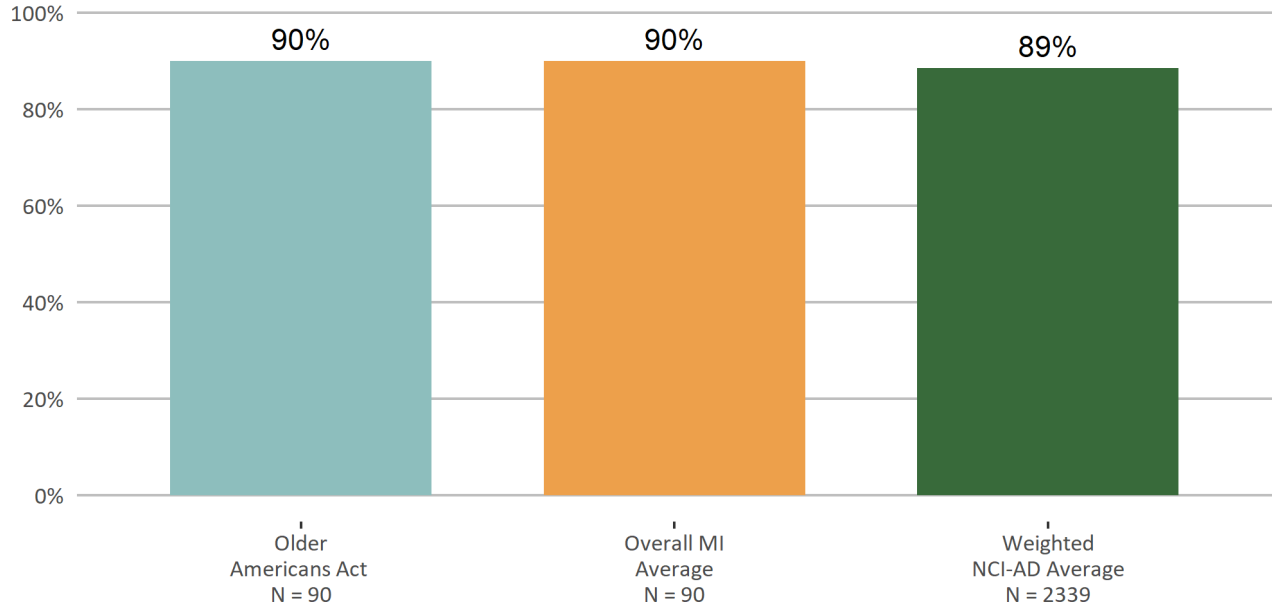


Table 60. Can get up and go to bed when they want to

Program	Yes, always, or almost always	Some days, sometimes	No, never	N
Older Americans Act	90%	7%	3%	90
Overall MI Average	90%	7%	3%	90
Weighted NCI-AD Average	89%	9%	3%	2,339

Can always eat their meals when they want to

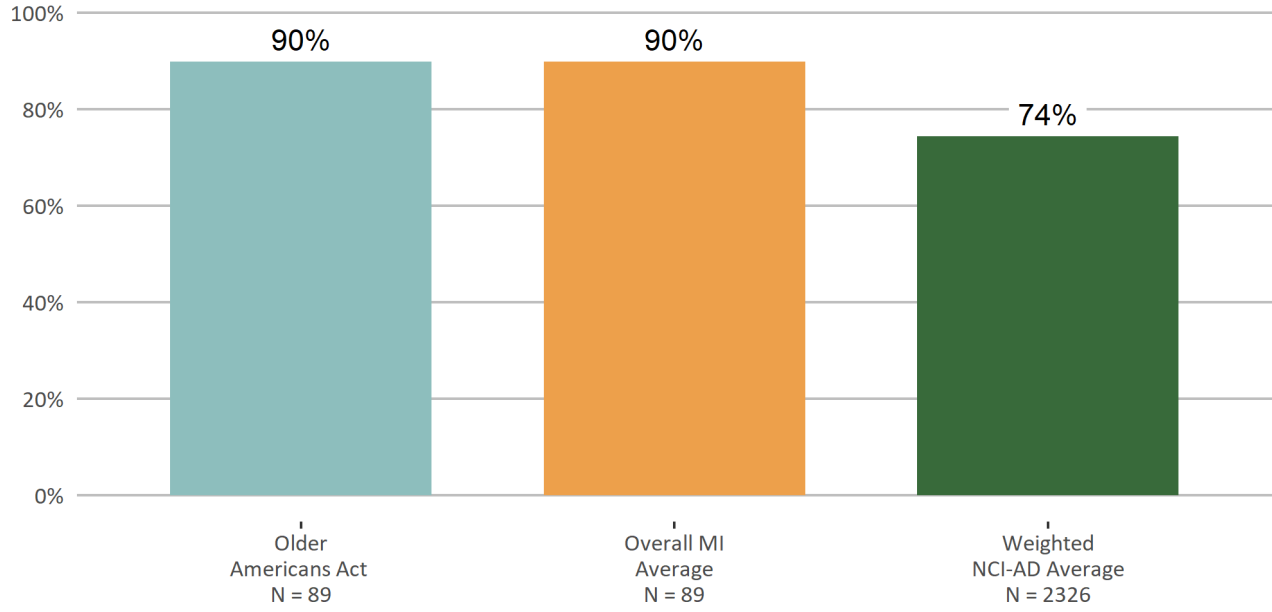


Table 61. Can eat their meals when they want to

Program	Yes, always, or almost always	Some days, sometimes	No, never	N
Older Americans Act	90%	7%	3%	89
Overall MI Average	90%	7%	3%	89
Weighted NCI-AD Average	74%	11%	15%	2,326

Can choose or change their services

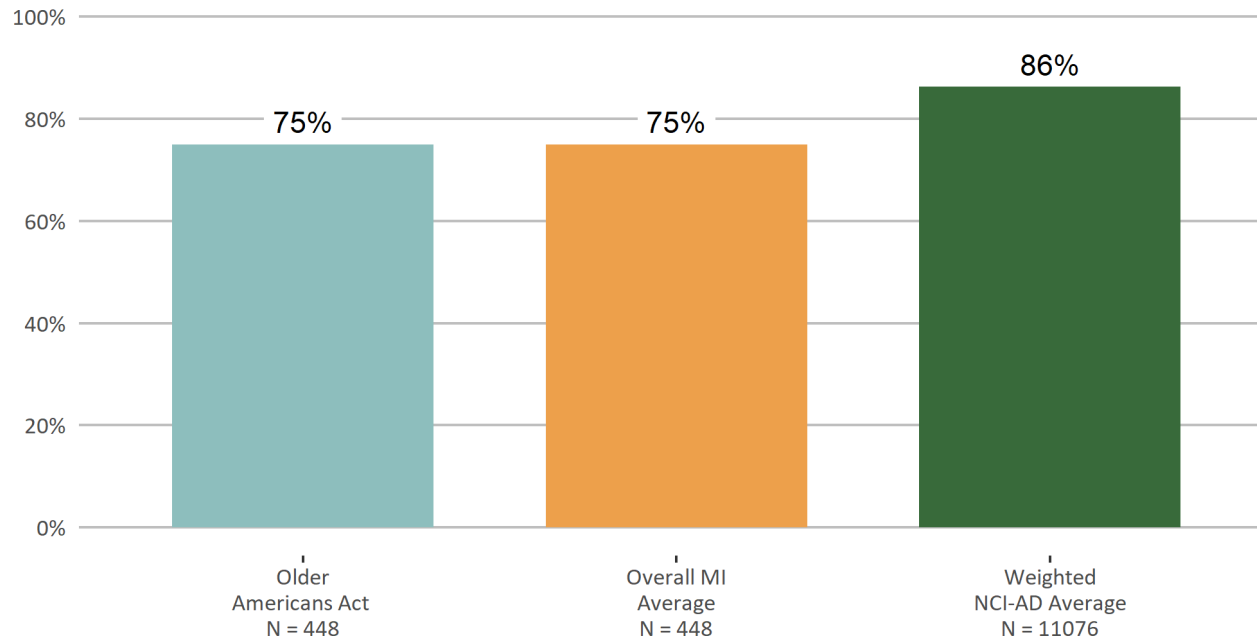


Table 62. Can choose or change their services

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Older Americans Act	58%	17%	25%	448
Overall MI Average	58%	17%	25%	448
Weighted NCI-AD Average	72%	14%	14%	11,076

Can choose or change when and how often they receive services

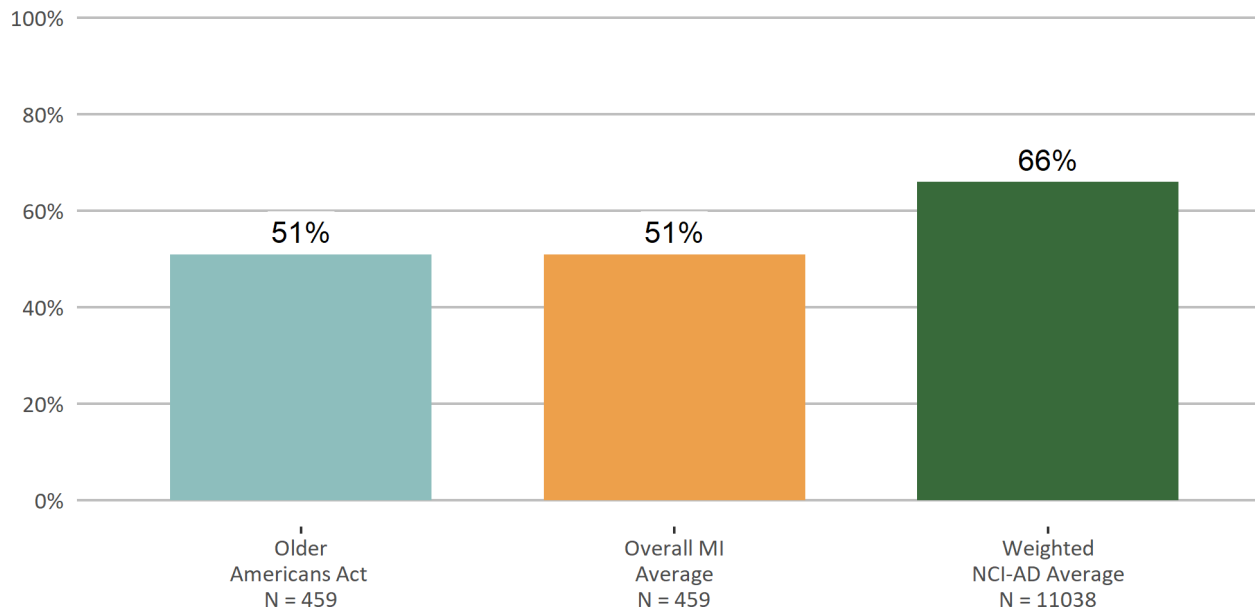


Table 63. Can choose or change when and how often they receive services

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Older Americans Act	51%	14%	35%	459
Overall MI Average	51%	14%	35%	459
Weighted NCI-AD Average	66%	15%	19%	11,038

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

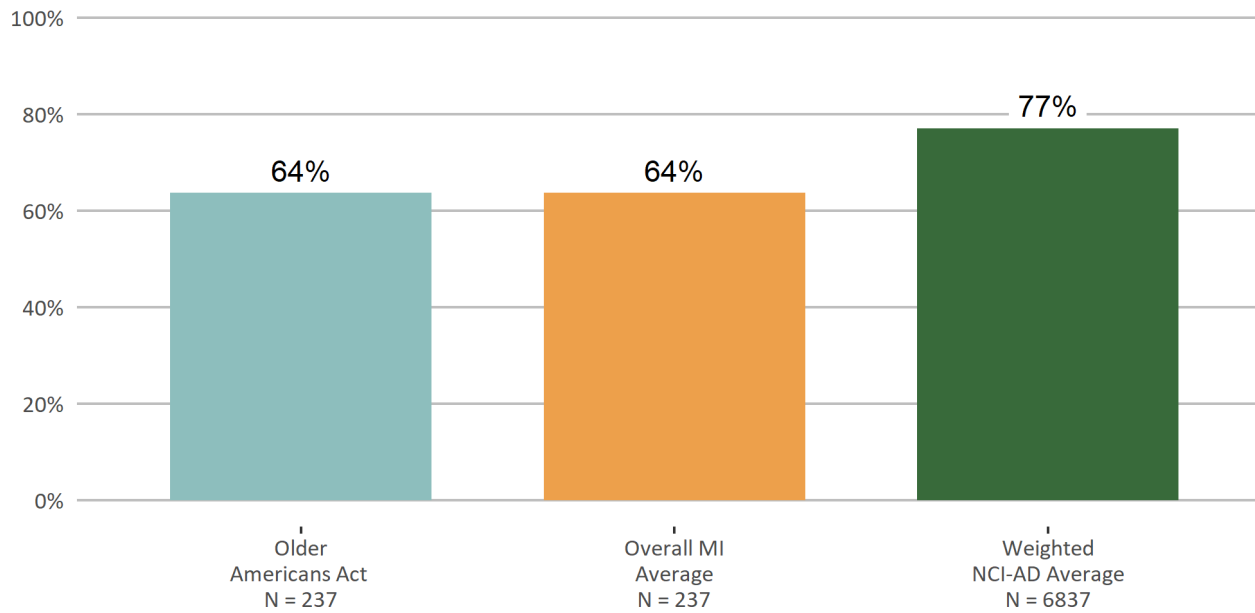


Table 64. Can choose or change the people who provide paid supports if wants

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Older Americans Act	64%	7%	30%	237
Overall MI Average	64%	7%	30%	237
Weighted NCI-AD Average	77%	7%	16%	6,837

Satisfaction

Services help them live the life they want

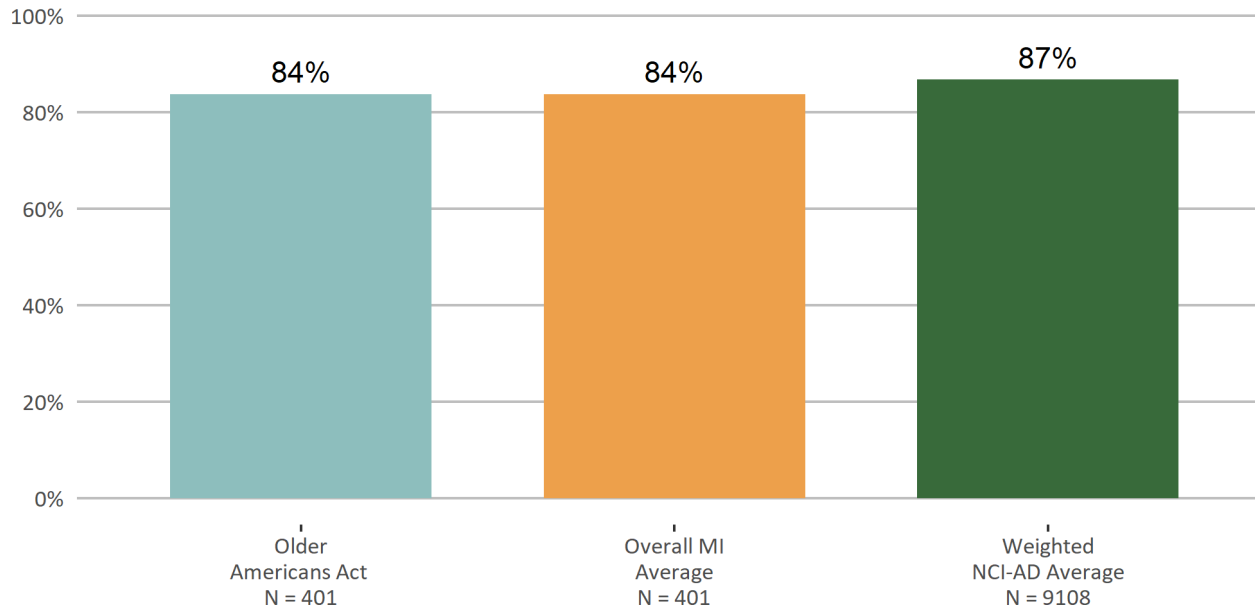
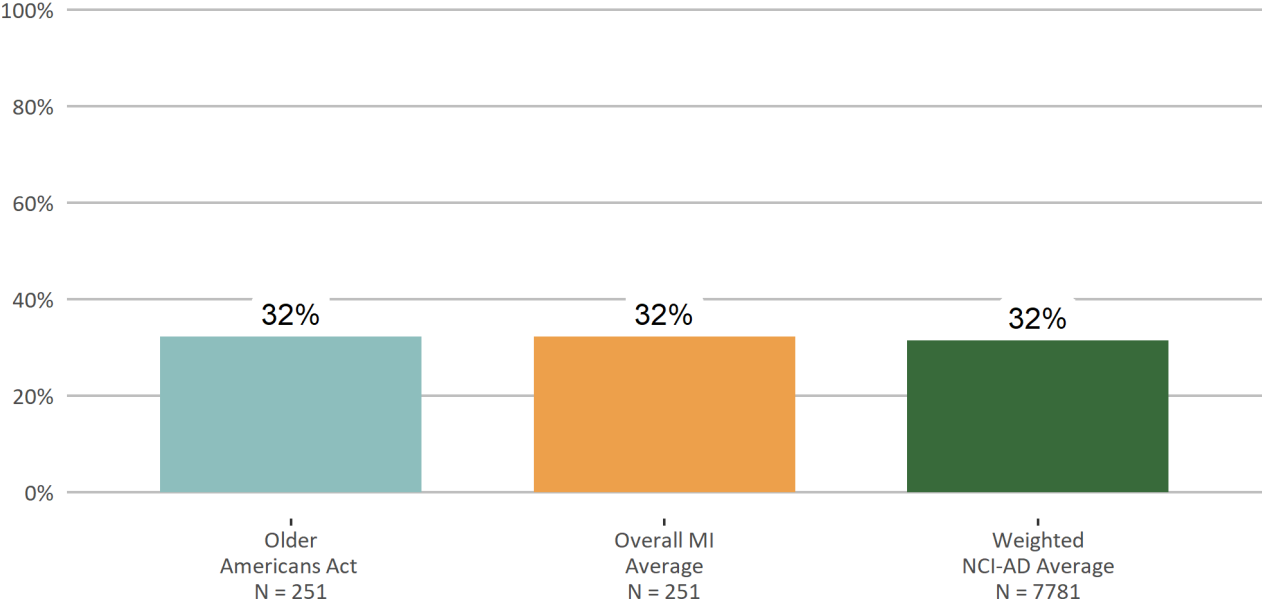


Table 65. Services help them live the life they want

Program	Yes	No	N
Older Americans Act	84%	16%	401
Overall MI Average	84%	16%	401
Weighted NCI-AD Average	87%	13%	9,108

Case manager/care coordinator changes too often



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 | 141

Table 66. Case manager/care coordinator changes too often

Program	Yes	No	N
Older Americans Act	32%	68%	251
Overall MI Average	32%	68%	251
Weighted NCI-AD Average	32%	68%	7,781

People who are paid to help them change too often

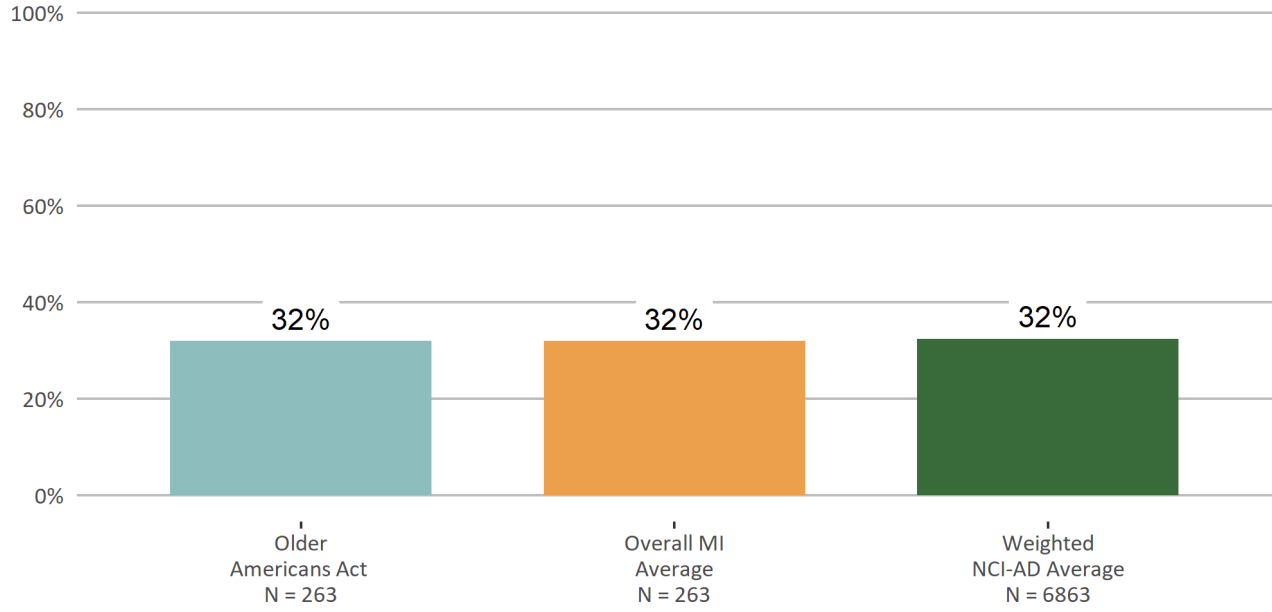


Table 67. People who are paid to help them change too often

Program	Yes, all paid support workers, always or almost always	Some or usually	No, never or rarely	N
Older Americans Act	16%	16%	68%	263
Overall MI Average	16%	16%	68%	263
Weighted NCI-AD Average	18%	15%	68%	6,863

Likes where they live

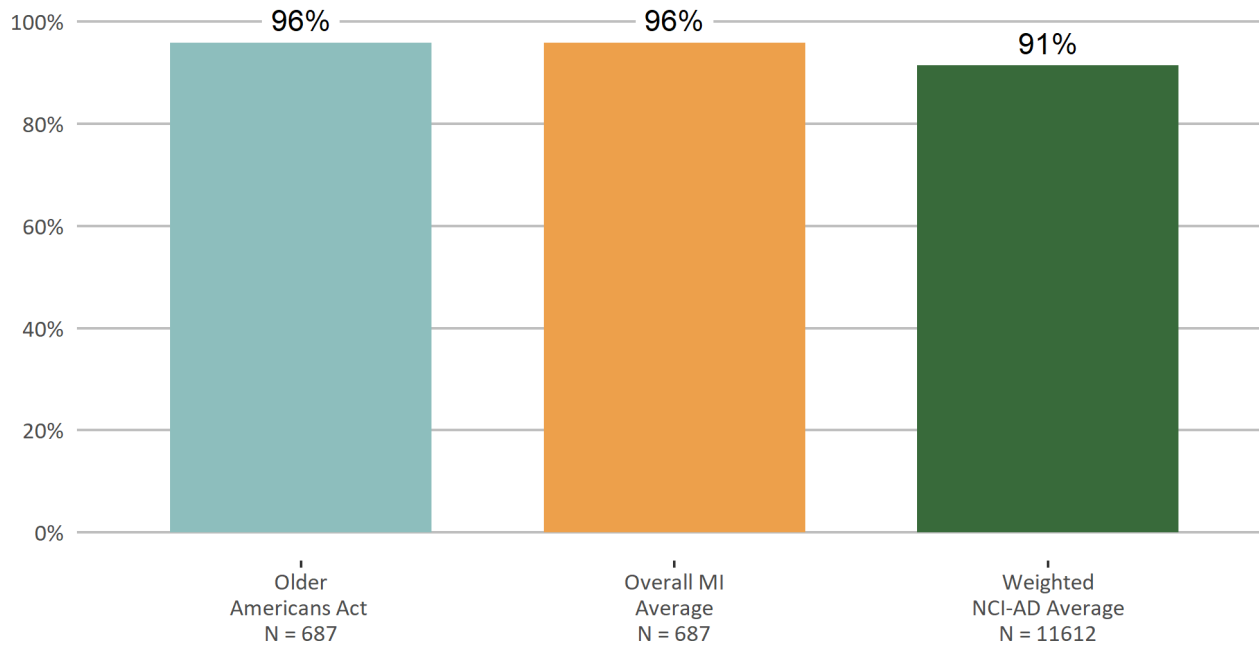


Table 68. Likes where they live

Program	Yes	In between, most of the time	No	N
Older Americans Act	90%	6%	4%	687
Overall MI Average	90%	6%	4%	687
Weighted NCI-AD Average	83%	9%	9%	11,612

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

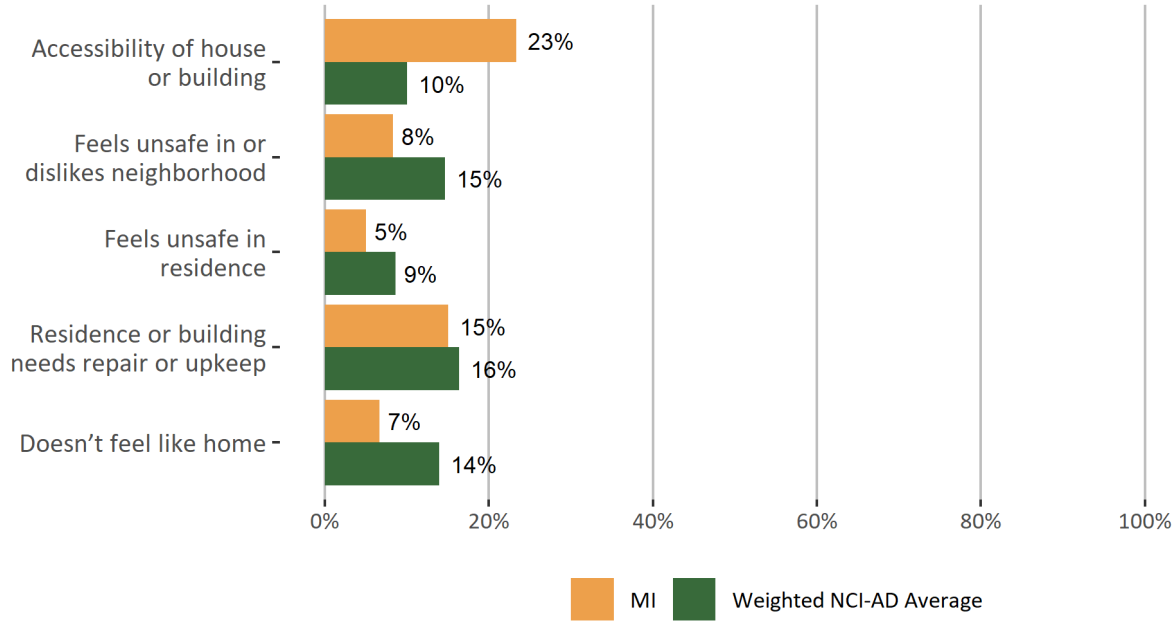


Table 69A. Reasons does not like where they live (if does not always like where they live)

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
Older Americans Act	23%	8%	5%	15%	7%
Overall MI Average	23%	8%	5%	15%	7%
Weighted NCI-AD Average	10%	15%	9%	16%	14%

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

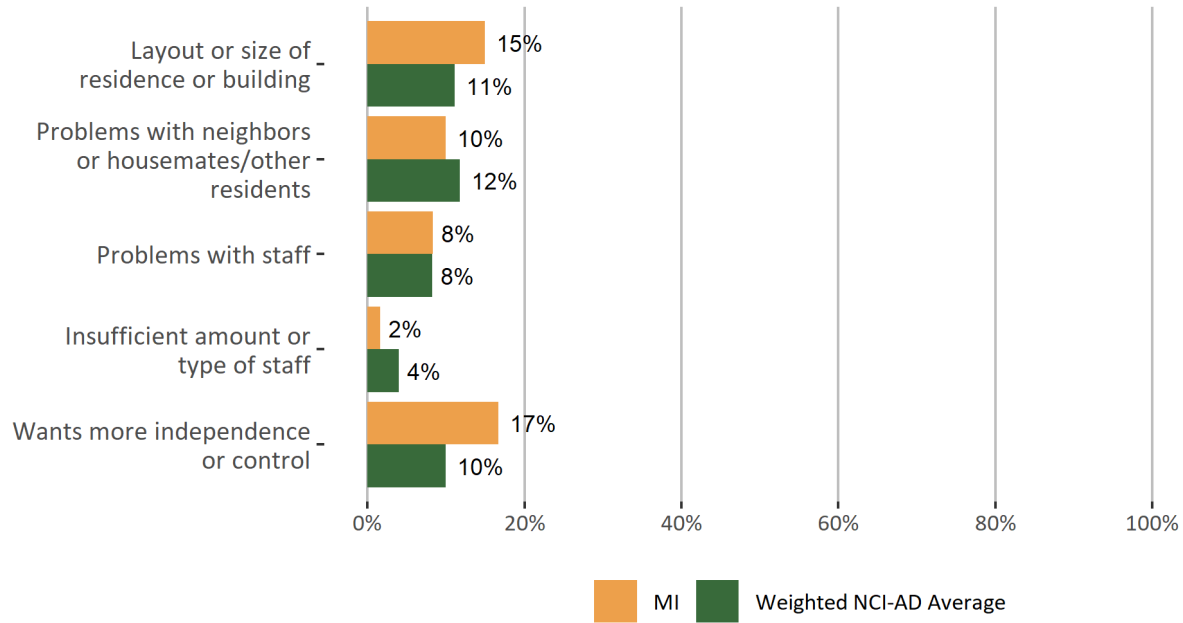
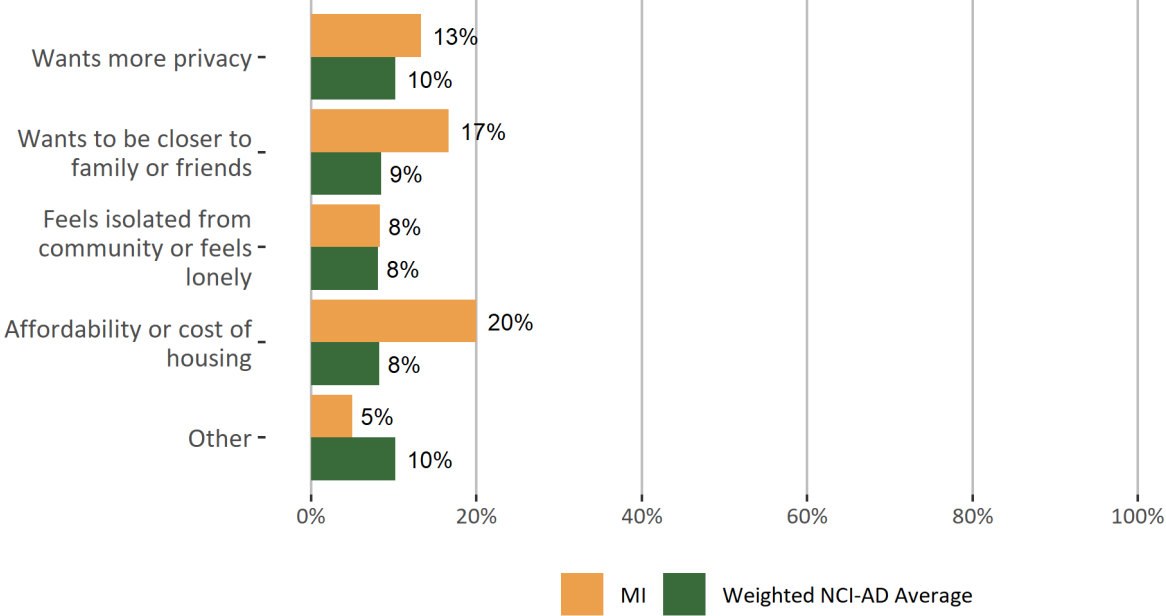


Table 69B. Reasons does not like where they live (if does not always like where they live) (continued)

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
Older Americans Act	15%	10%	8%	2%	17%
Overall MI Average	15%	10%	8%	2%	17%
Weighted NCI-AD Average	11%	12%	8%	4%	10%

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



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 | 151

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
Older Americans Act	13%	17%	8%	20%	5%
Overall MI Average	13%	17%	8%	20%	5%
Weighted NCI-AD Average	10%	9%	8%	8%	10%

Wants to live somewhere else

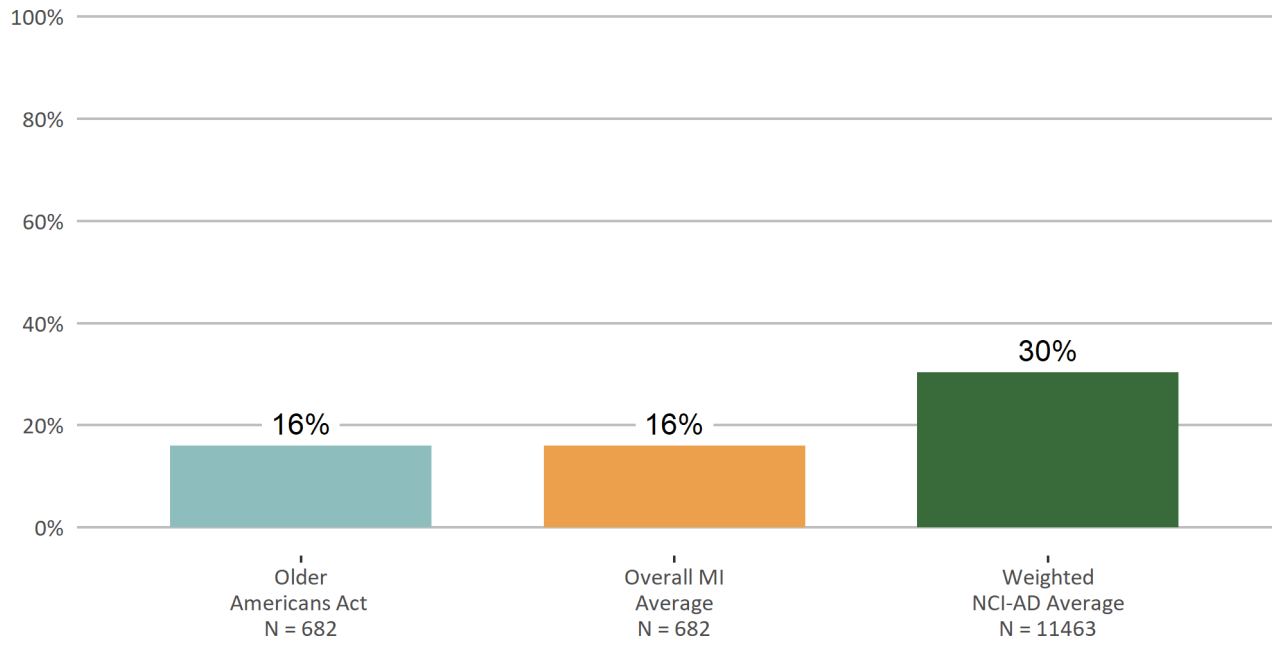


Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Older Americans Act	8%	8%	84%	682
Overall MI Average	8%	8%	84%	682
Weighted NCI-AD Average	22%	9%	70%	11,463

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

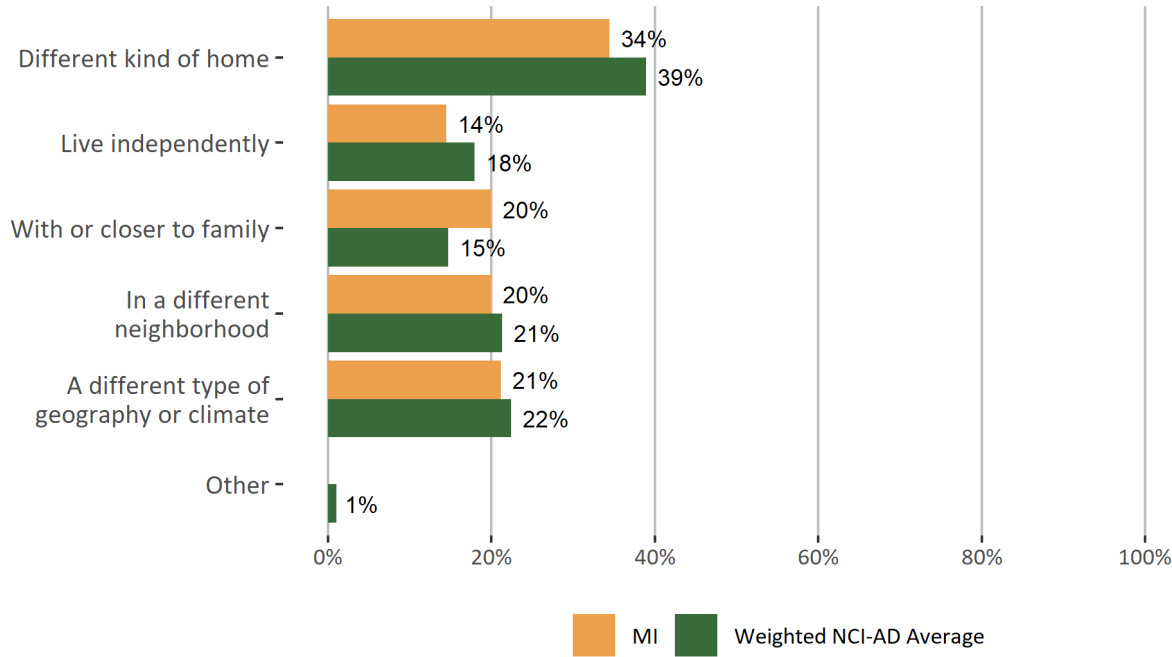


Table 71. Where person would prefer to live (if wants to live somewhere else)

Program	Different kind of home	Live independently	With or closer to family	In a different neighborhood	A different type of geography or climate	Other
Older Americans Act	34%	14%	20%	20%	21%	0%
Overall MI Average	34%	14%	20%	20%	21%	0%
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

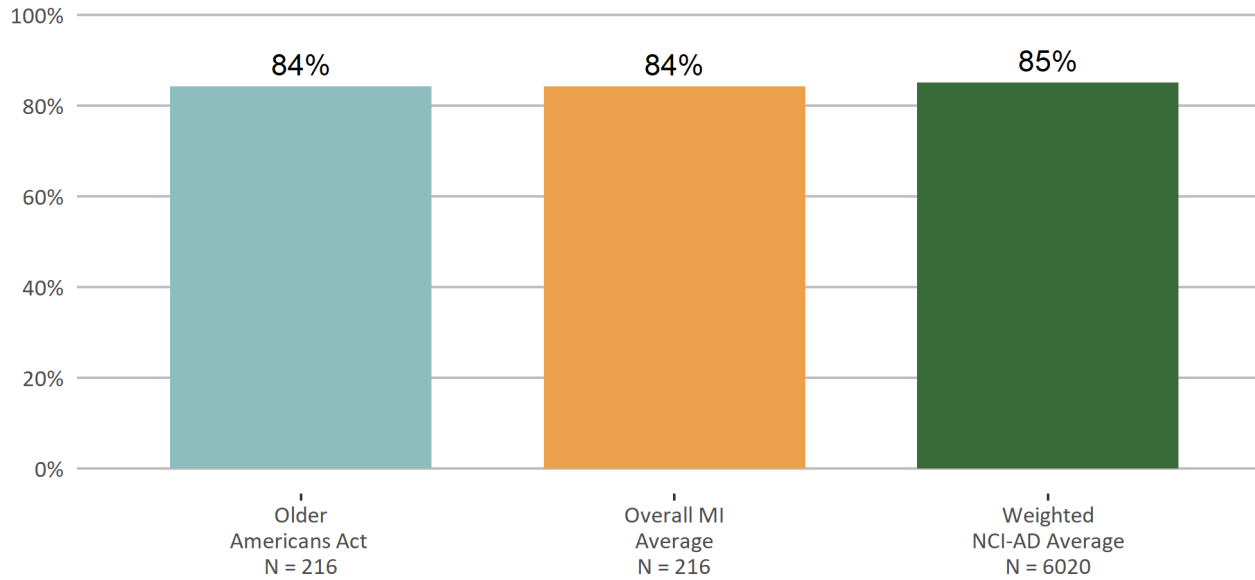


Table 72. People who are paid to help them do things the way they want them done

Program	Yes, all paid support workers, always or almost always	Some or usually	No, never or rarely	N
Older Americans Act	84%	13%	3%	216
Overall MI Average	84%	13%	3%	216
Weighted NCI-AD Average	85%	12%	3%	6,020

Usually likes how they spend their time during the day

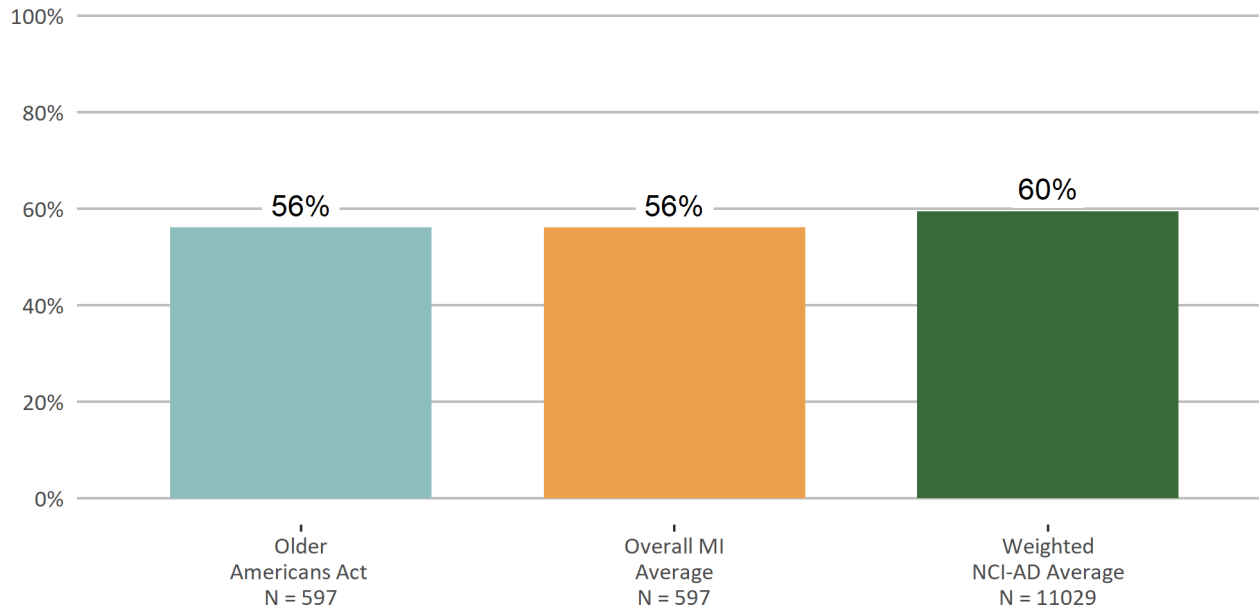


Table 73. Usually likes how they spend their time during the day

Program	Yes, always, or almost always	Sometimes	No, never or rarely	N
Older Americans Act	56%	36%	8%	597
Overall MI Average	56%	36%	8%	597
Weighted NCI-AD Average	60%	31%	9%	11,029

Technology

Has access to the internet

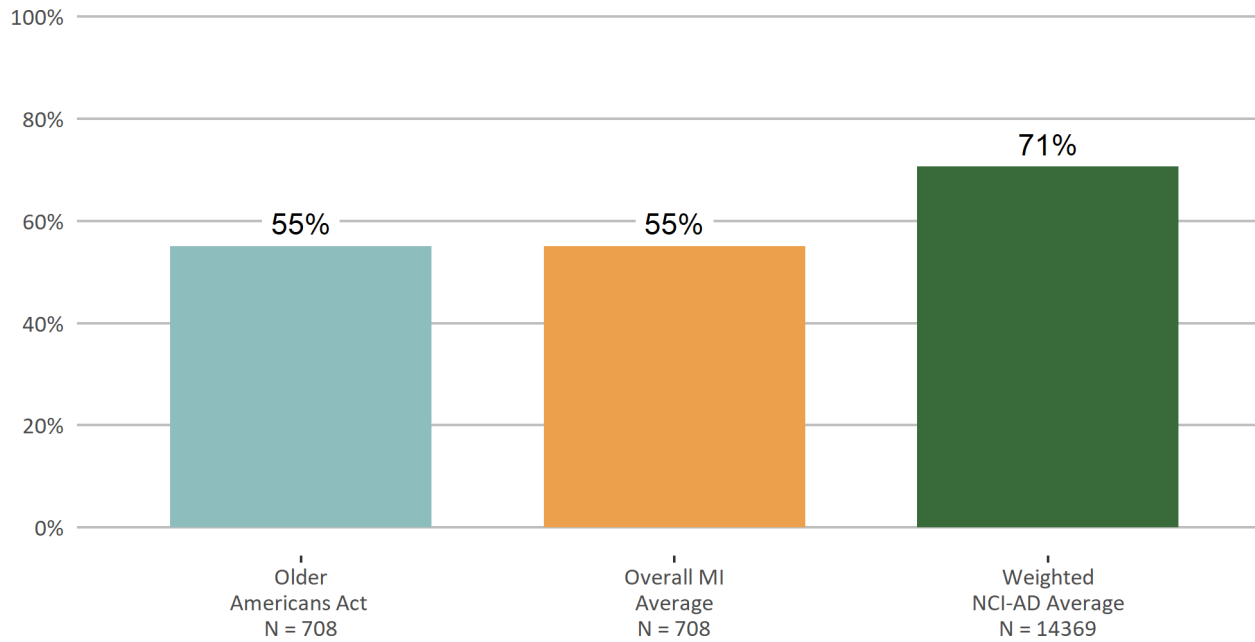


Table 74. Has access to the internet

Proxy respondents were allowed for this question

Program	Yes	Sometimes	No	N
Older Americans Act	52%	4%	45%	708
Overall MI Average	52%	4%	45%	708
Weighted NCI-AD Average	69%	2%	29%	14,369

Frequency of internet use

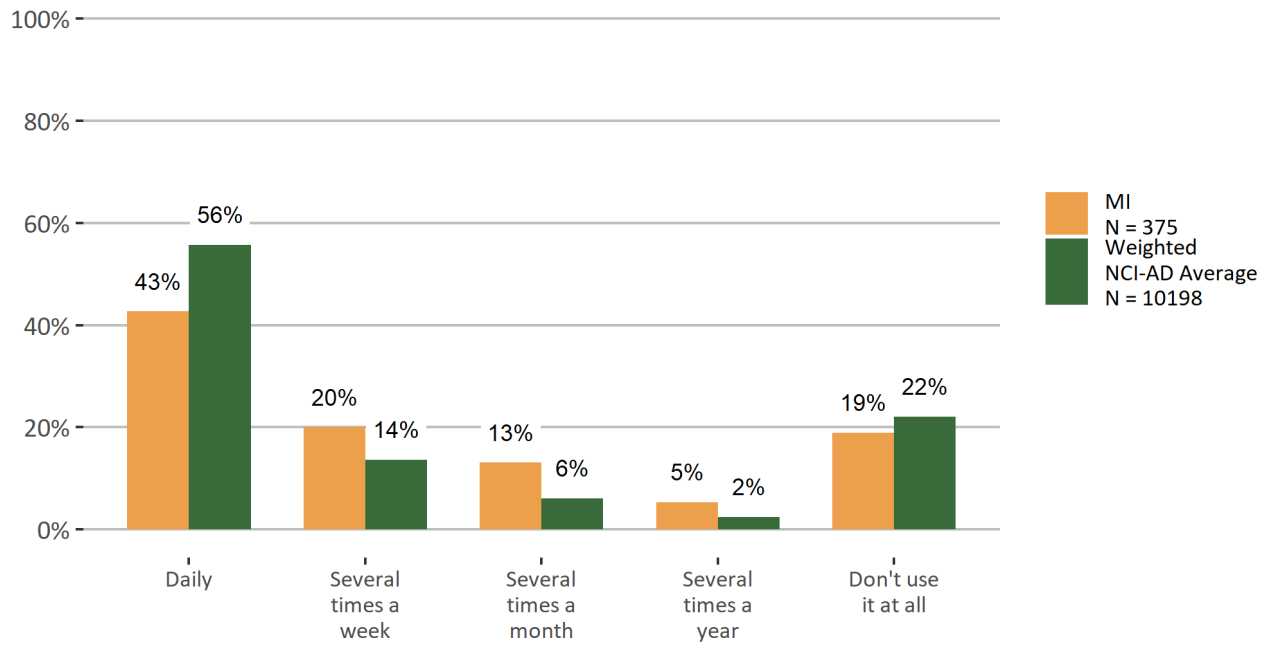
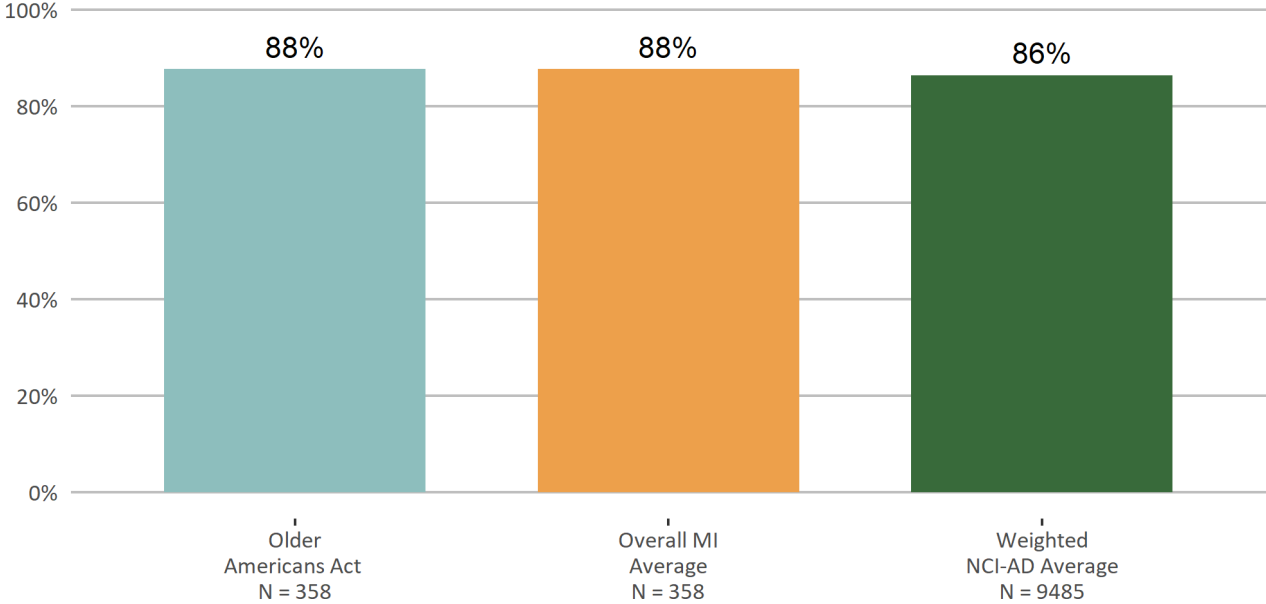


Table 75. Frequency with which people use the internet

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
Older Americans Act	43%	20%	13%	5%	19%	375
Overall MI Average	43%	20%	13%	5%	19%	375
Weighted NCI-AD Average	56%	14%	6%	2%	22%	10,198

Always has a stable internet connection



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 | 166

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
Older Americans Act	88%	10%	2%	358
Overall MI Average	88%	10%	2%	358
Weighted NCI-AD Average	86%	13%	1%	9,485

Has talked to health professionals using video conference/telehealth

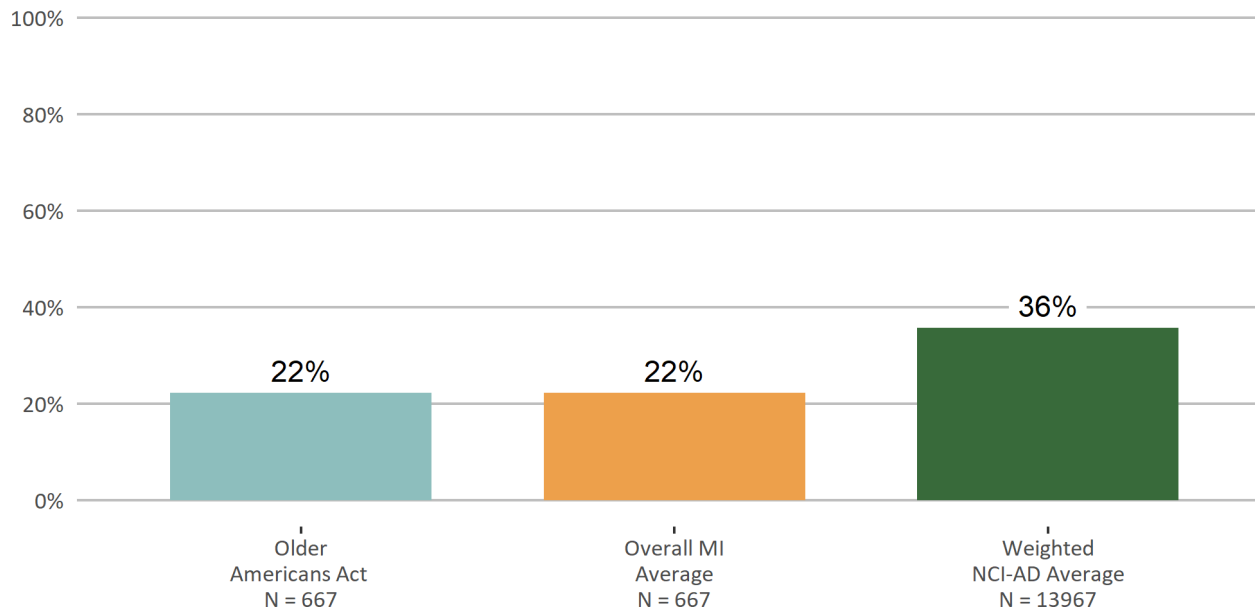


Table 77. Has talked to health professionals using video conference/telehealth

Proxy respondents were allowed for this question

Program	Yes	No	N
Older Americans Act	22%	78%	667
Overall MI Average	22%	78%	667
Weighted NCI-AD Average	36%	64%	13,967

Liked talking to health care providers using telehealth

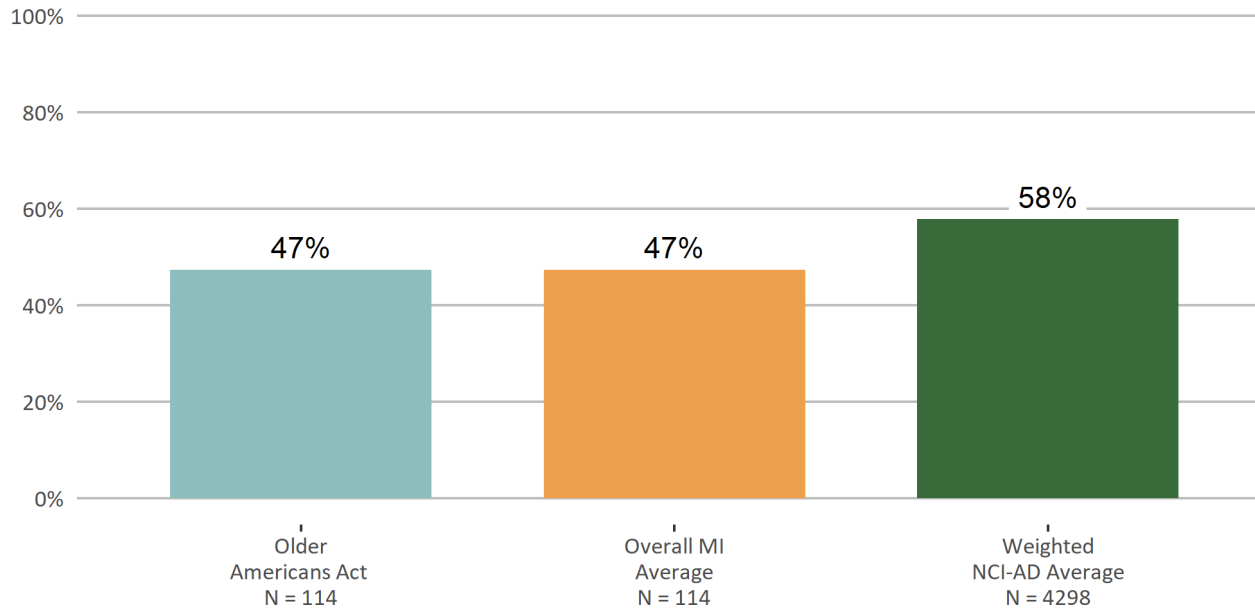


Table 78. Liked talking to health care providers using telehealth

New question in 2022-2023.

Program	Yes, completely	Yes, in part	No	N
Older Americans Act	47%	29%	24%	114
Overall MI Average	47%	29%	24%	114
Weighted NCI-AD Average	58%	24%	18%	4,298

Access to Needed Equipment

Needs grab bars in the bathroom or elsewhere in their home but do not have them

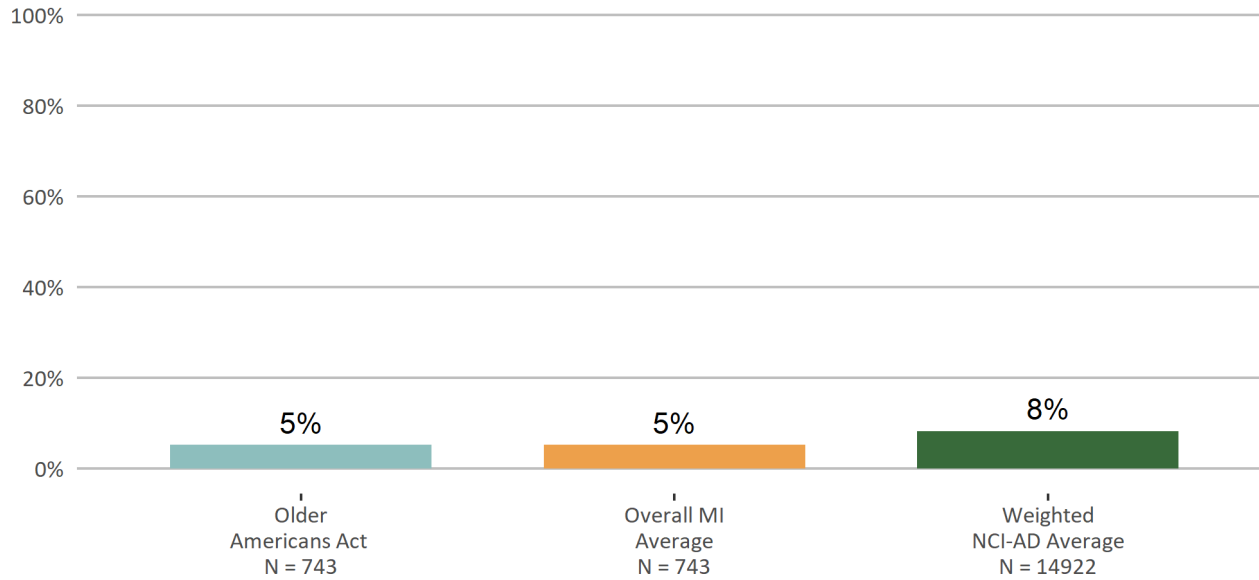


Table 79. Needs grab bars in the bathroom or elsewhere in their home but does not have them

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
Older Americans Act	5%	6%	79%	10%	743
Overall MI Average	5%	6%	79%	10%	743
Weighted NCI-AD Average	8%	6%	69%	17%	14,922

Needs other bathroom modifications
but does not have them

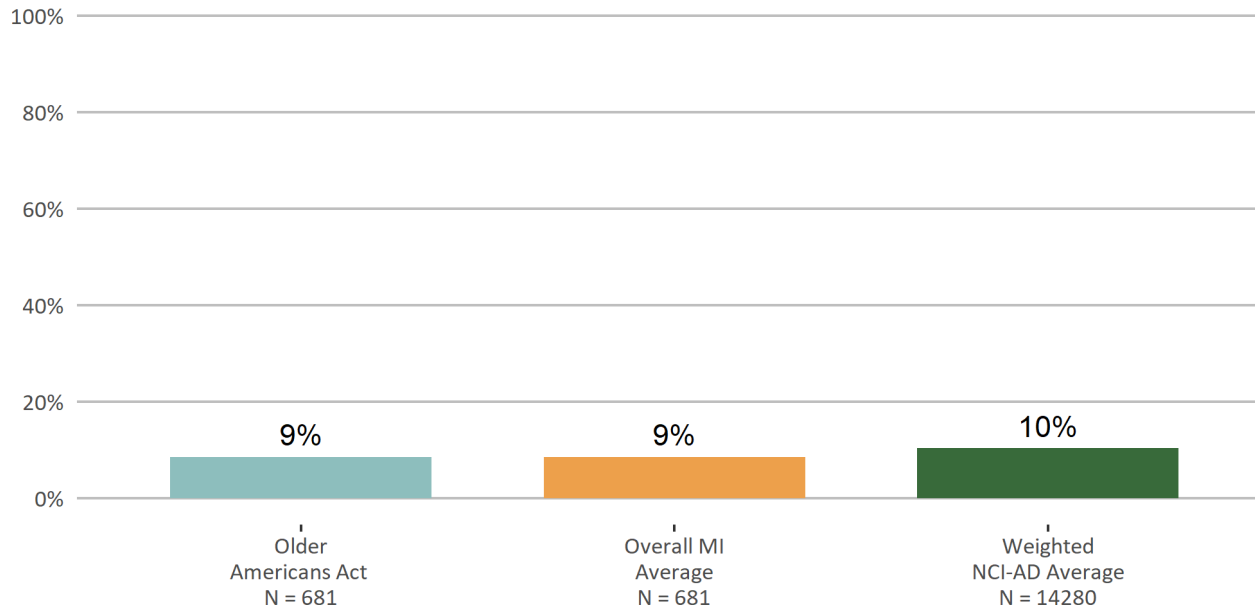
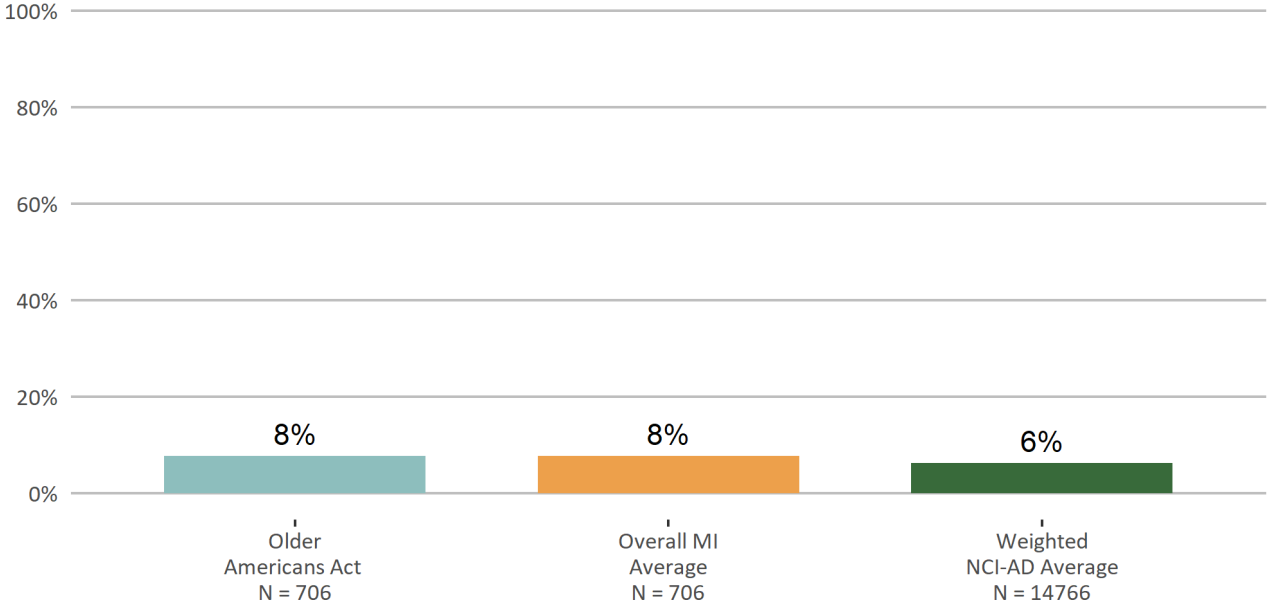


Table 80. Needs other bathroom modifications but does not have them

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
Older Americans Act	9%	3%	35%	53%	681
Overall MI Average	9%	3%	35%	53%	681
Weighted NCI-AD Average	10%	3%	32%	55%	14,280

Needs a shower chair but does not have one



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 | 177

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
Older Americans Act	8%	4%	70%	18%	706
Overall MI Average	8%	4%	70%	18%	706
Weighted NCI-AD Average	6%	5%	69%	19%	14,766

Needs a specialized bed but does not have one

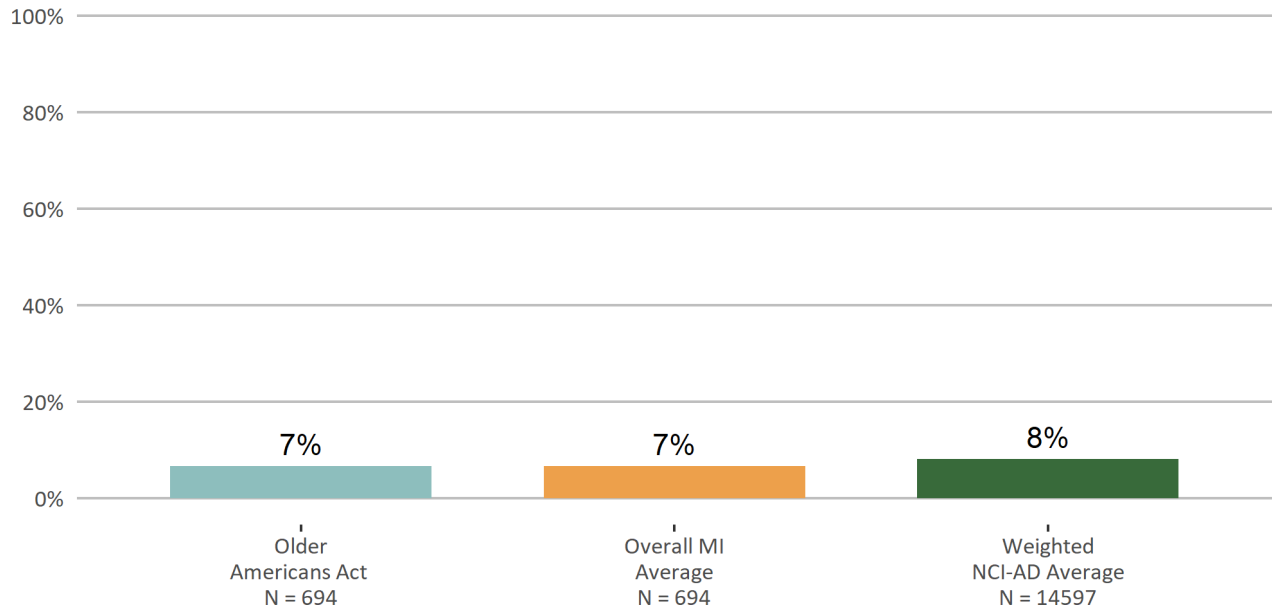


Table 82. Needs a specialized bed but does not have one

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
Older Americans Act	7%	3%	36%	54%	694
Overall MI Average	7%	3%	36%	54%	694
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

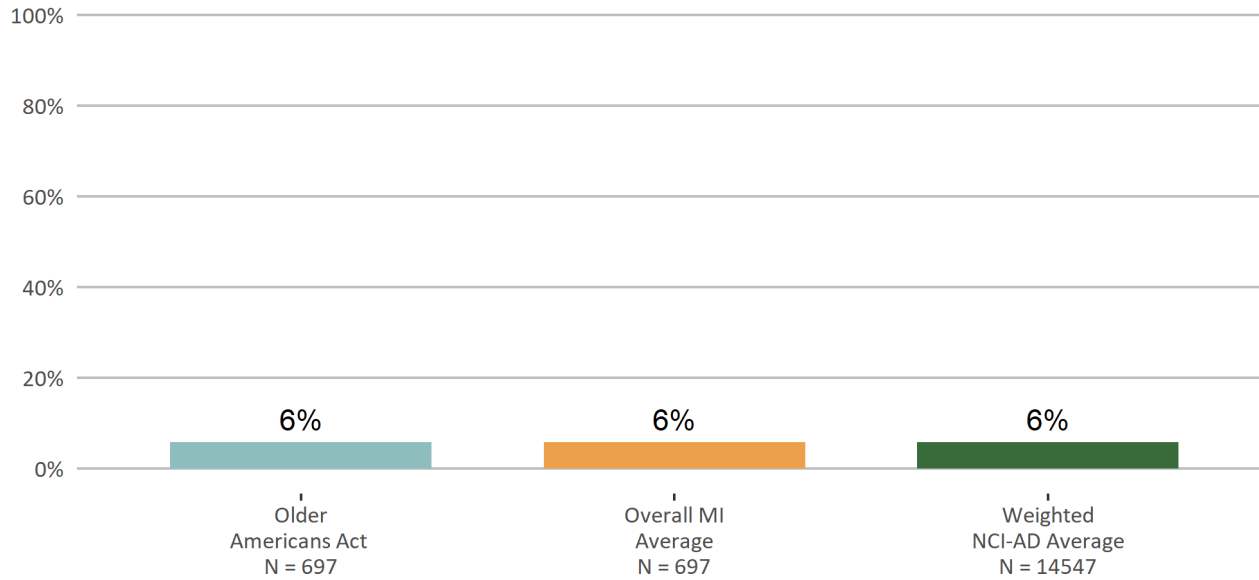


Table 83. Need for a ramp (either inside or outside of their residence) but does not have one

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
Older Americans Act	6%	3%	34%	57%	697
Overall MI Average	6%	3%	34%	57%	697
Weighted NCI-AD Average	6%	3%	35%	56%	14,547

Needs other home modifications that does not have

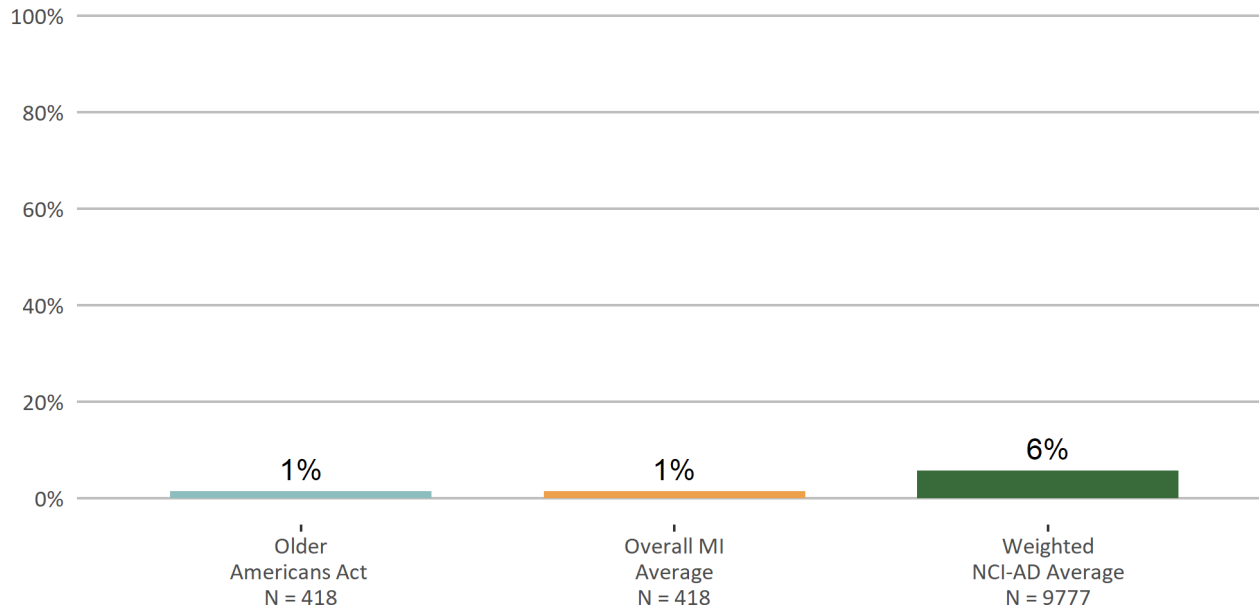


Table 84. Needs other home modifications that does not have

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
Older Americans Act	1%	3%	24%	72%	418
Overall MI Average	1%	3%	24%	72%	418
Weighted NCI-AD Average	6%	2%	12%	80%	9,777

Needs a wheelchair but does not have one

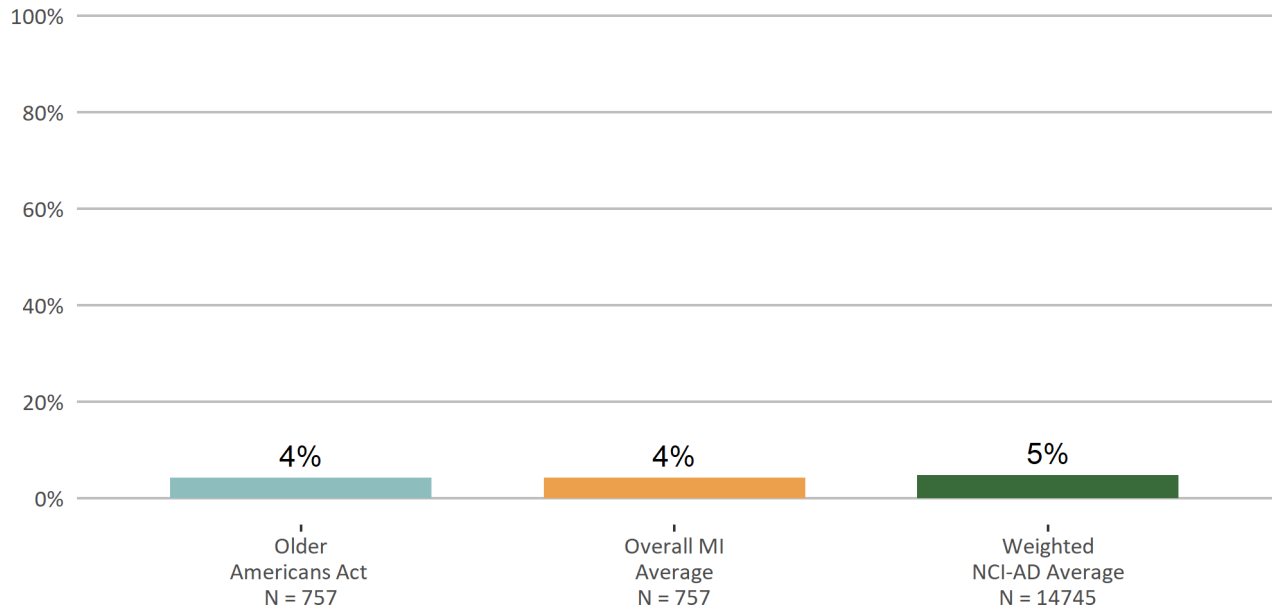
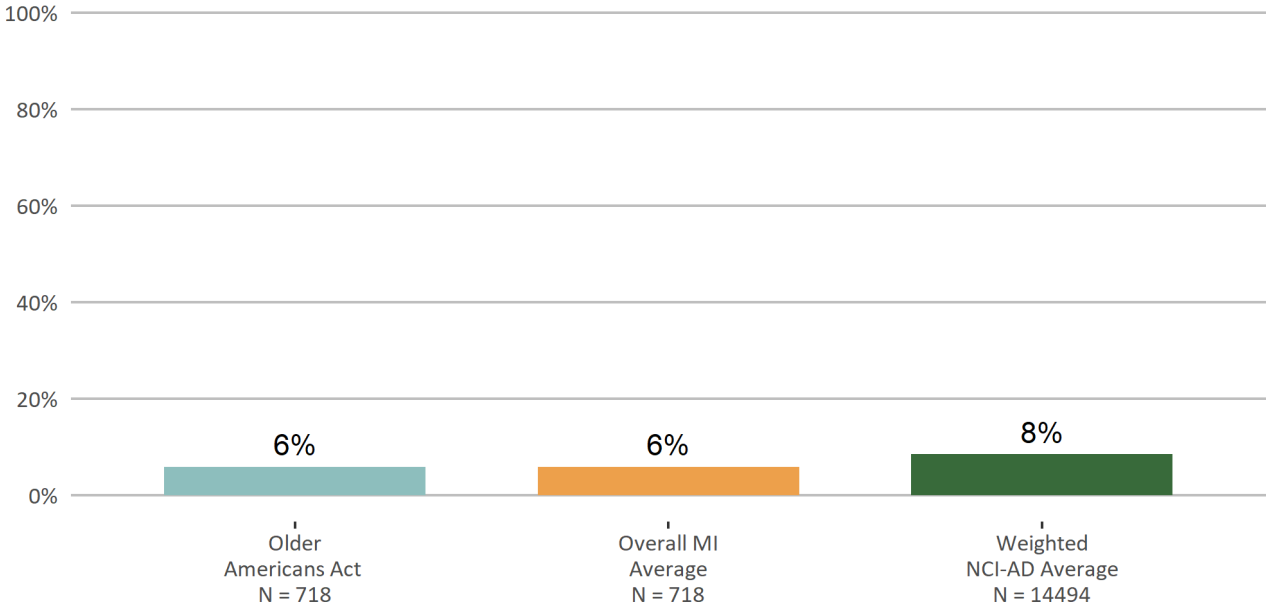


Table 85. Needs a wheelchair but does not have one

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
Older Americans Act	4%	4%	41%	51%	757
Overall MI Average	4%	4%	41%	51%	757
Weighted NCI-AD Average	5%	6%	39%	50%	14,745

Needs a scooter but does not have one



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 | 187

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
Older Americans Act	6%	1%	19%	75%	718
Overall MI Average	6%	1%	19%	75%	718
Weighted NCI-AD Average	8%	2%	9%	81%	14,494

Needs a walker but does not have one

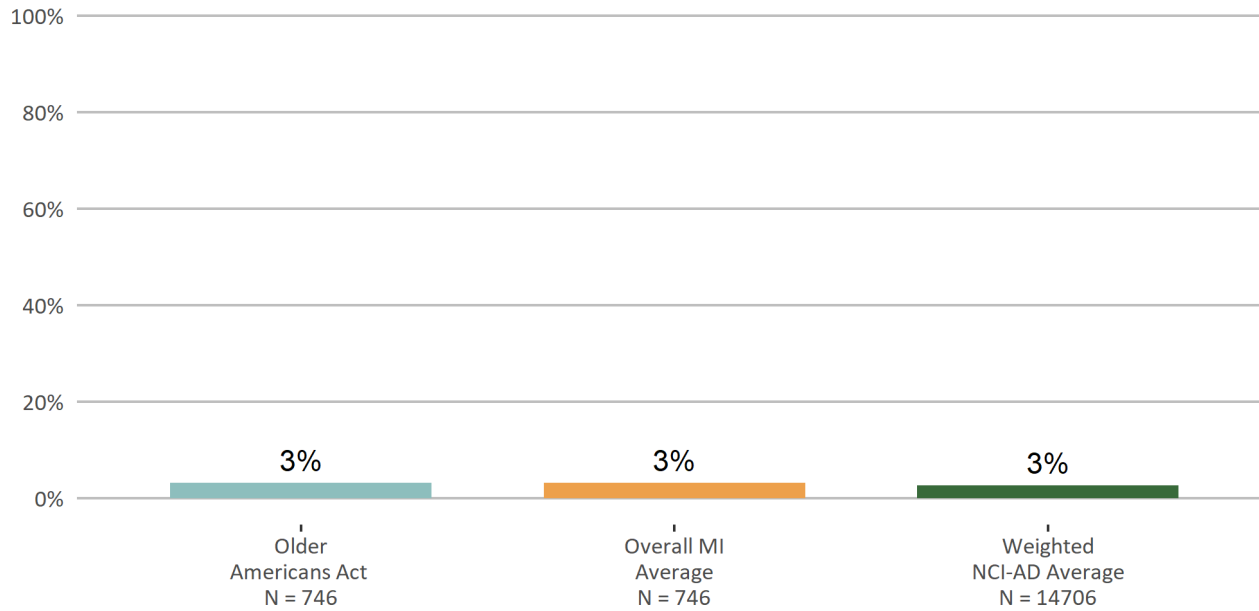


Table 87. Needs a walker but does not have one

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
Older Americans Act	3%	6%	64%	27%	746
Overall MI Average	3%	6%	64%	27%	746
Weighted NCI-AD Average	3%	6%	55%	37%	14,706

Needs hearing aids but does not have them

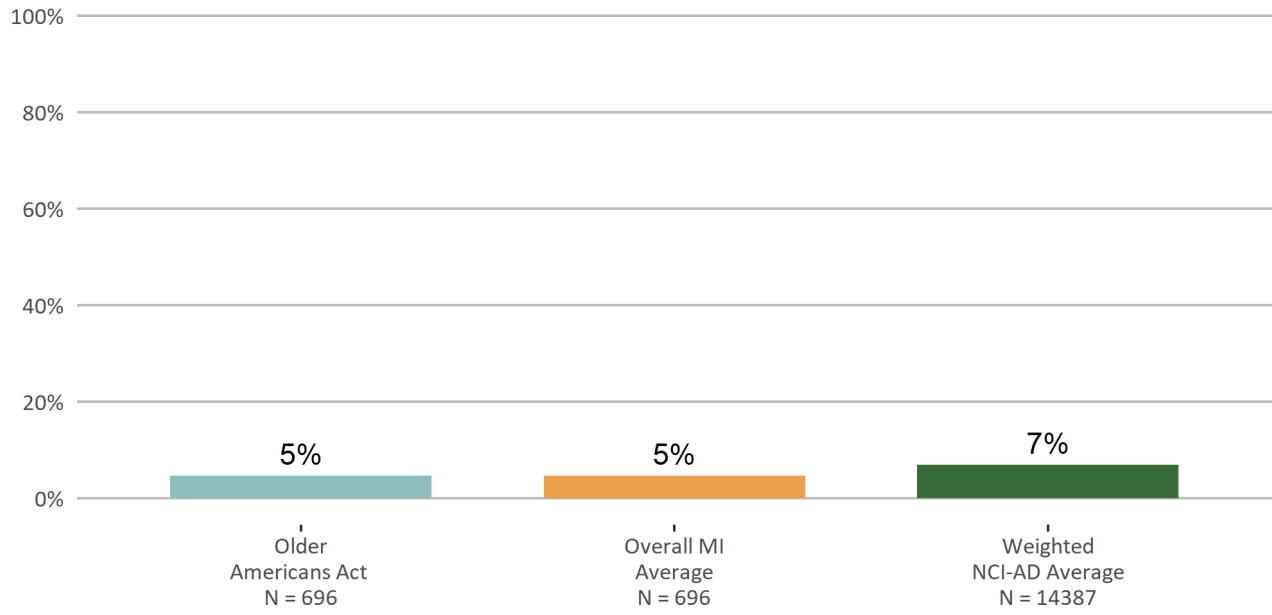


Table 88. Needs hearing aids but does not have them

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
Older Americans Act	5%	5%	31%	60%	696
Overall MI Average	5%	5%	31%	60%	696
Weighted NCI-AD Average	7%	4%	13%	77%	14,387

Needs glasses but does not have them

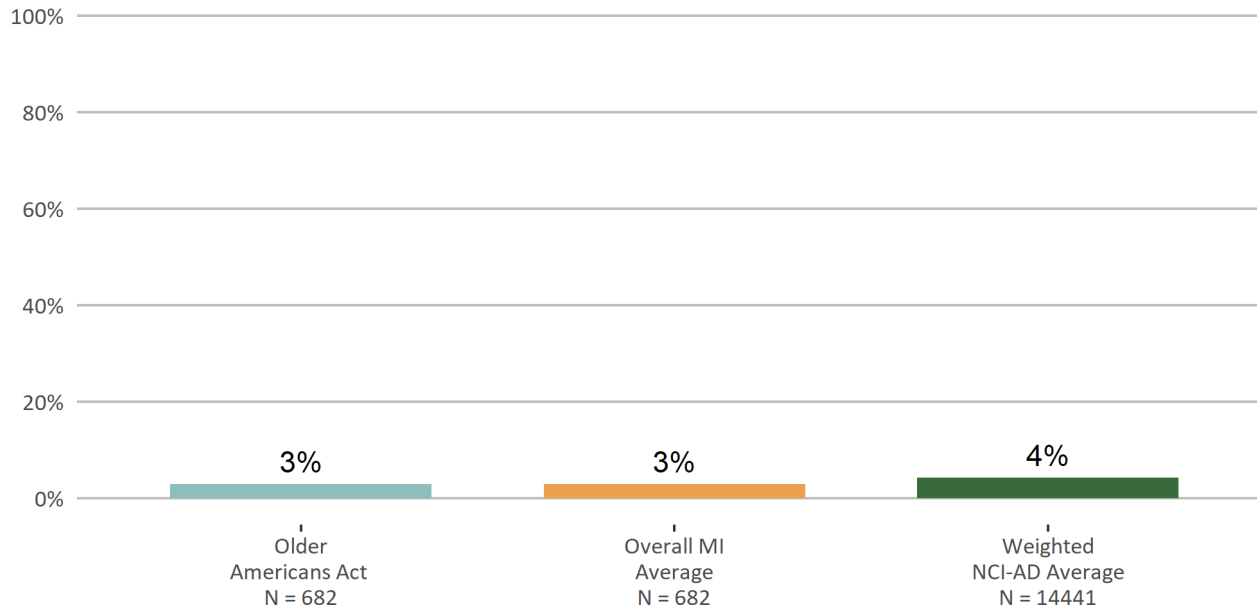


Table 89. Needs glasses but does not have them

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
Older Americans Act	3%	10%	72%	15%	682
Overall MI Average	3%	10%	72%	15%	682
Weighted NCI-AD Average	4%	14%	62%	19%	14,441

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

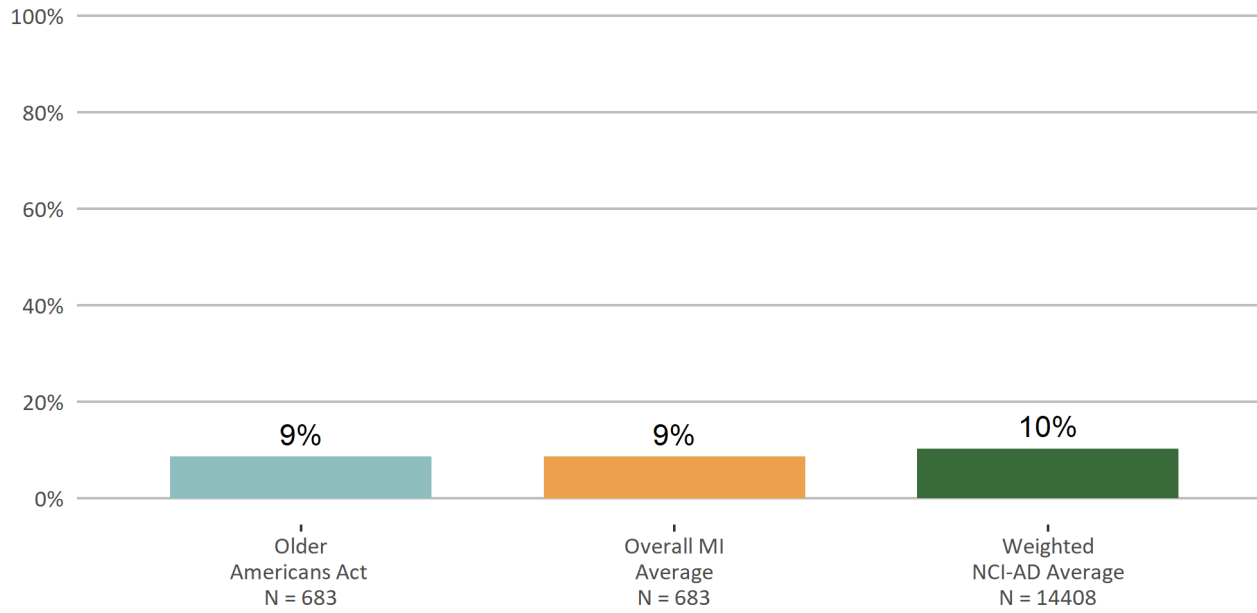


Table 90. Needs personal emergency response system (PERS) but does not have one

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
Older Americans Act	9%	3%	54%	34%	683
Overall MI Average	9%	3%	54%	34%	683
Weighted NCI-AD Average	10%	3%	51%	36%	14,408

Needs an oxygen machine but does not have one

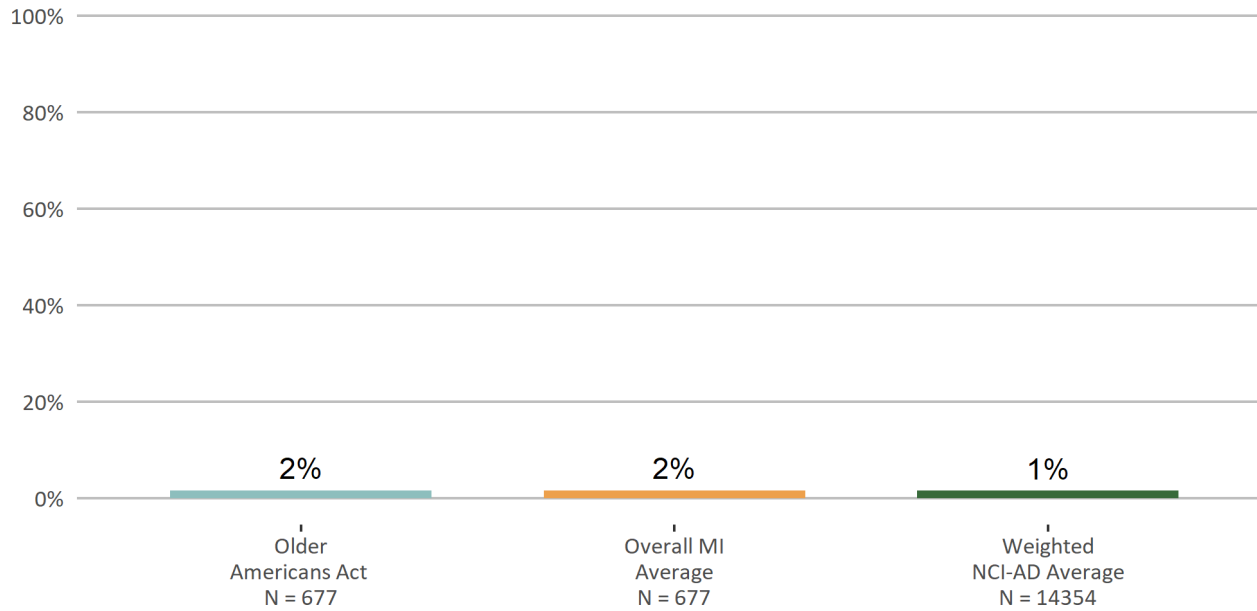


Table 91. Needs an oxygen machine but does not have one

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
Older Americans Act	2%	1%	29%	69%	677
Overall MI Average	2%	1%	29%	69%	677
Weighted NCI-AD Average	1%	1%	18%	79%	14,354

Needs other assistive technology equipment but does not have

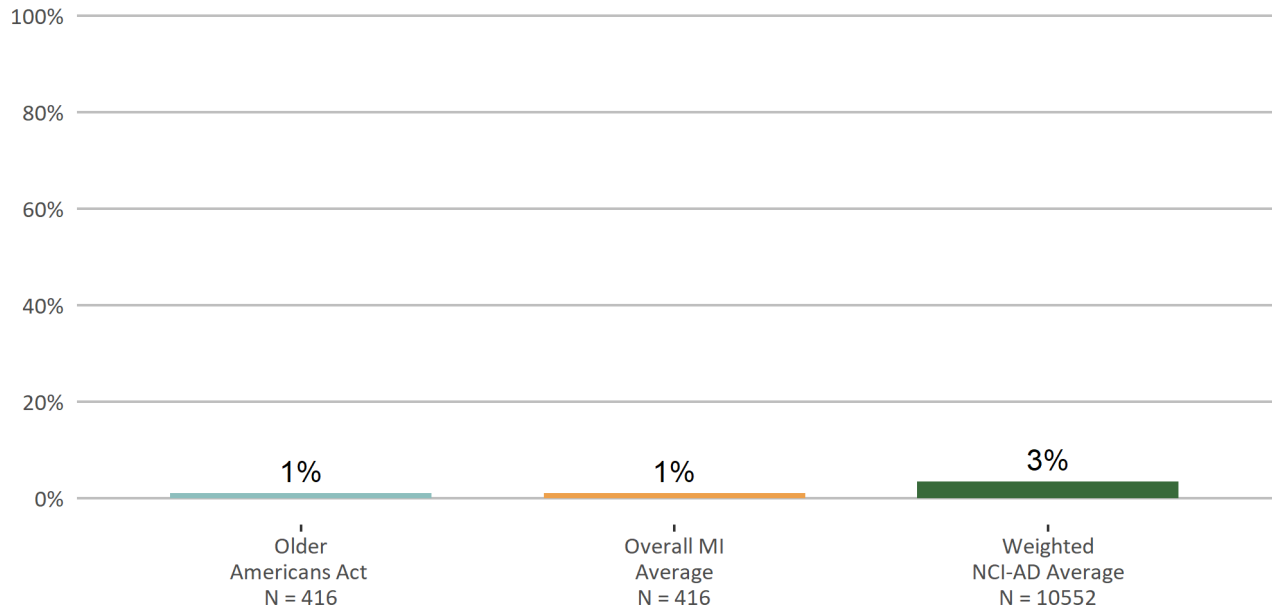


Table 92. Needs other assistive technology equipment but does not have

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
Older Americans Act	1%	1%	24%	74%	416
Overall MI Average	1%	1%	24%	74%	416
Weighted NCI-AD Average	3%	1%	16%	79%	10,552

Needs other equipment but does not have

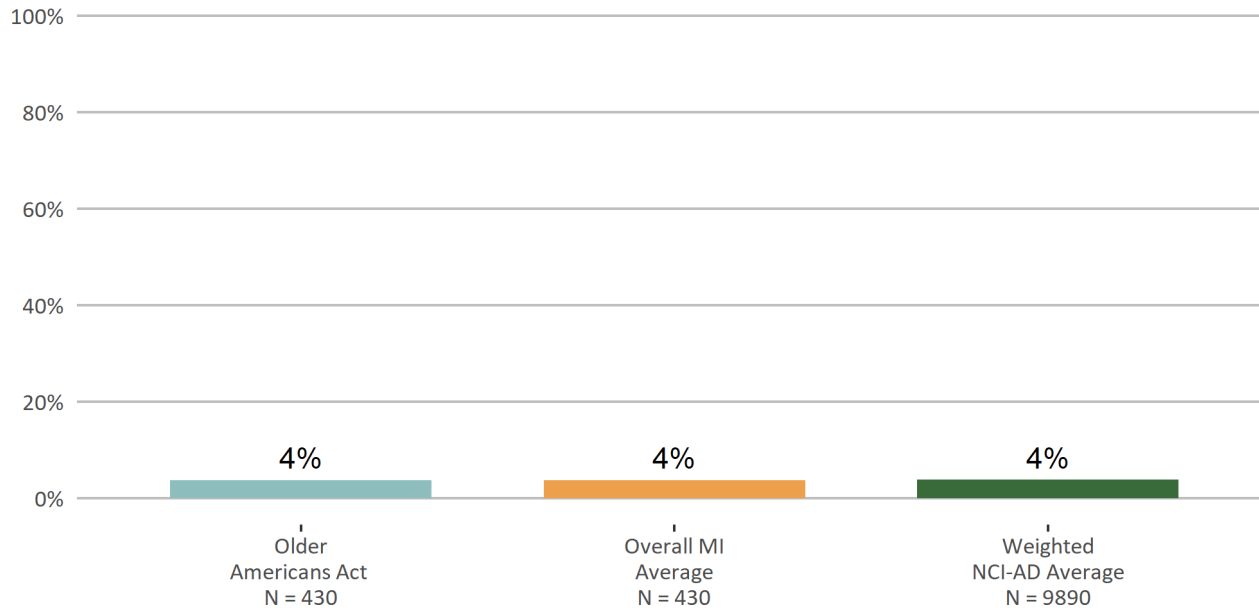


Table 93. Needs other equipment but does not have

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
Older Americans Act	4%	1%	27%	68%	430
Overall MI Average	4%	1%	27%	68%	430
Weighted NCI-AD Average	4%	2%	19%	75%	9,890

Medications

Knows what prescription medications are for

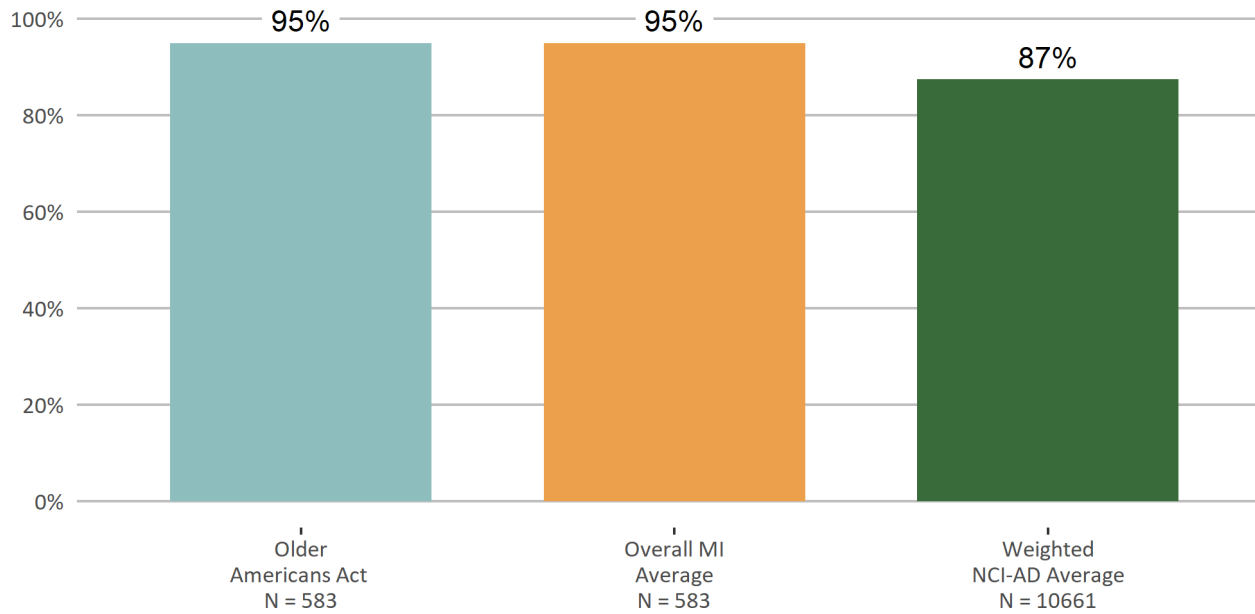


Table 94. Knows what prescription medications are for

Program	Yes	Maybe, Not sure	No	N
Older Americans Act	95%	4%	1%	583
Overall MI Average	95%	4%	1%	583
Weighted NCI-AD Average	87%	9%	4%	10,661

Takes medication to help feel less sad or depressed

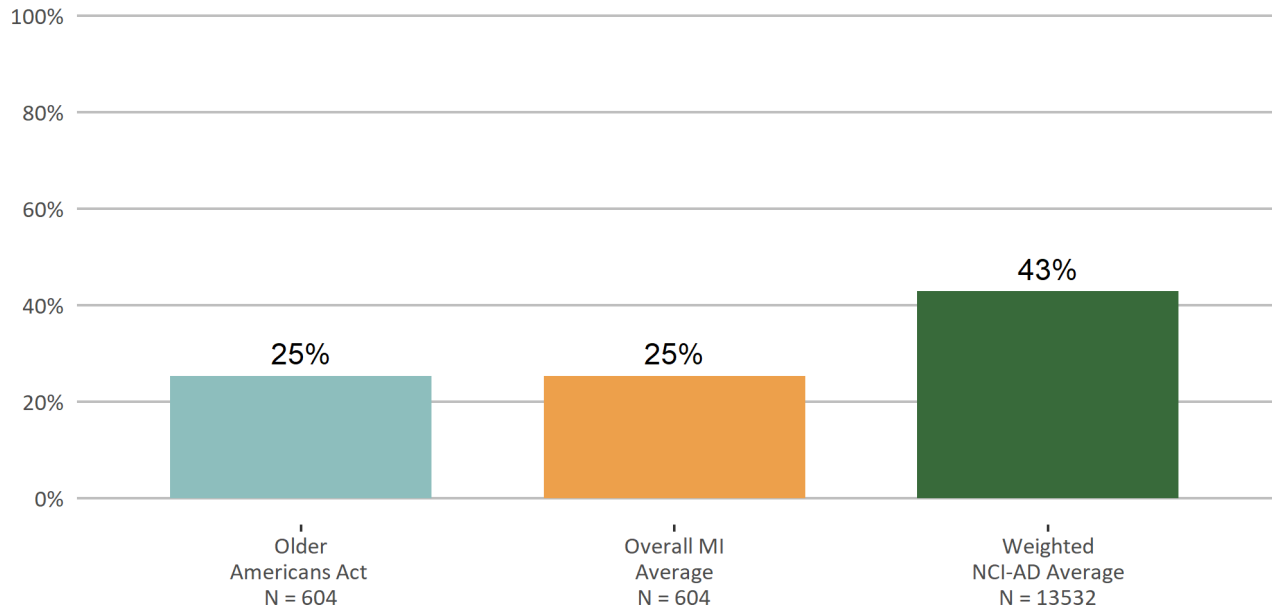


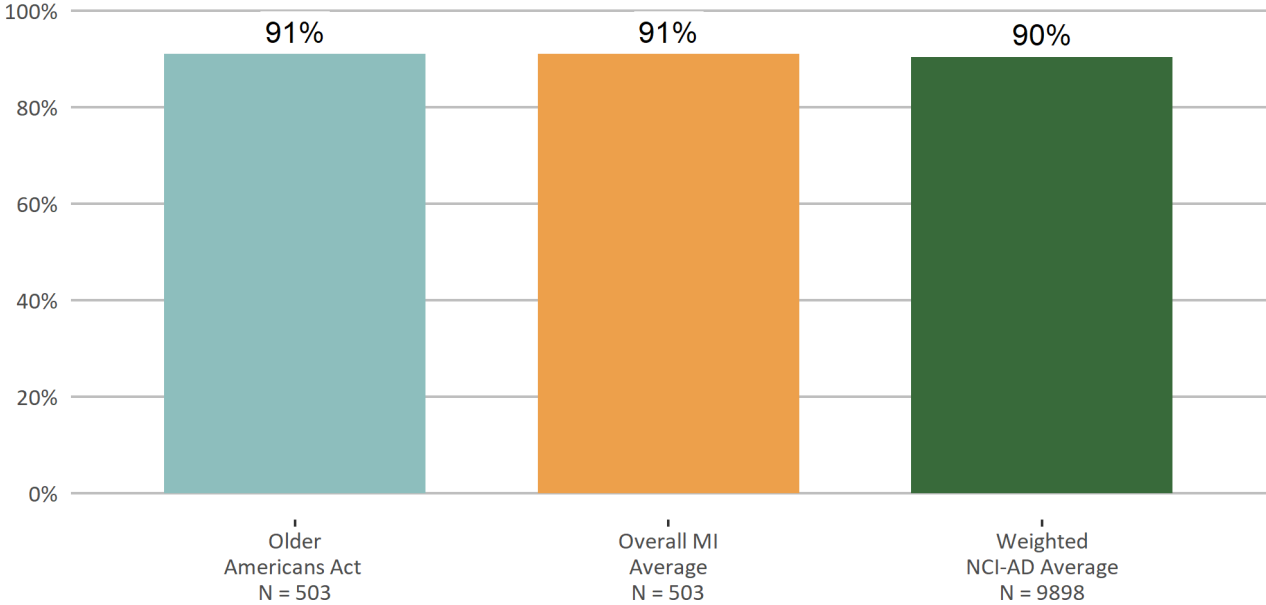
Table 95. Takes medication to help feel less sad or depressed

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	25%	75%	604
Overall MI Average	25%	75%	604
Weighted NCI-AD Average	43%	57%	13,532

Health care

Has access to mental health services if they want them



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 | 209

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

Program	Yes, always	Usually	No, only sometimes or rarely	N
Older Americans Act	91%	3%	6%	503
Overall MI Average	91%	3%	6%	503
Weighted NCI-AD Average	90%	2%	7%	9,898

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

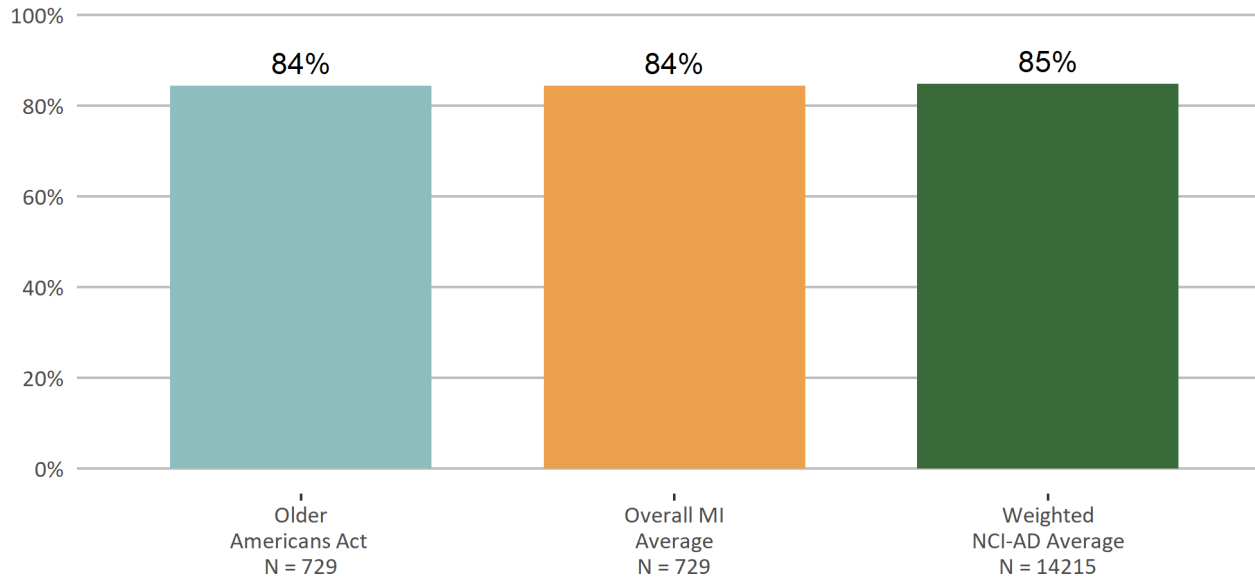


Table 97. Can get an appointment to see or talk to their primary care doctor when they need to

Proxy respondents were allowed for this question.

Program	Yes, always	Usually	No, only sometimes or rarely	N
Older Americans Act	84%	13%	2%	729
Overall MI Average	84%	13%	2%	729
Weighted NCI-AD Average	85%	10%	5%	14,215

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

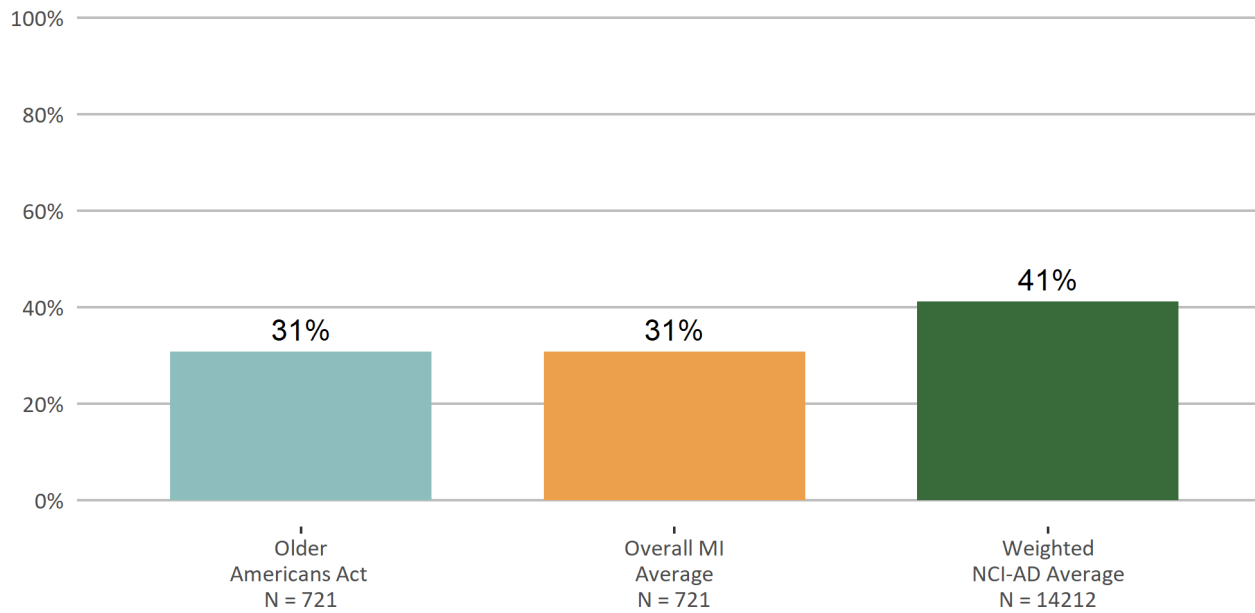


Table 98. Went to the emergency room for any reason in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	31%	69%	721
Overall MI Average	31%	69%	721
Weighted NCI-AD Average	41%	59%	14,212

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

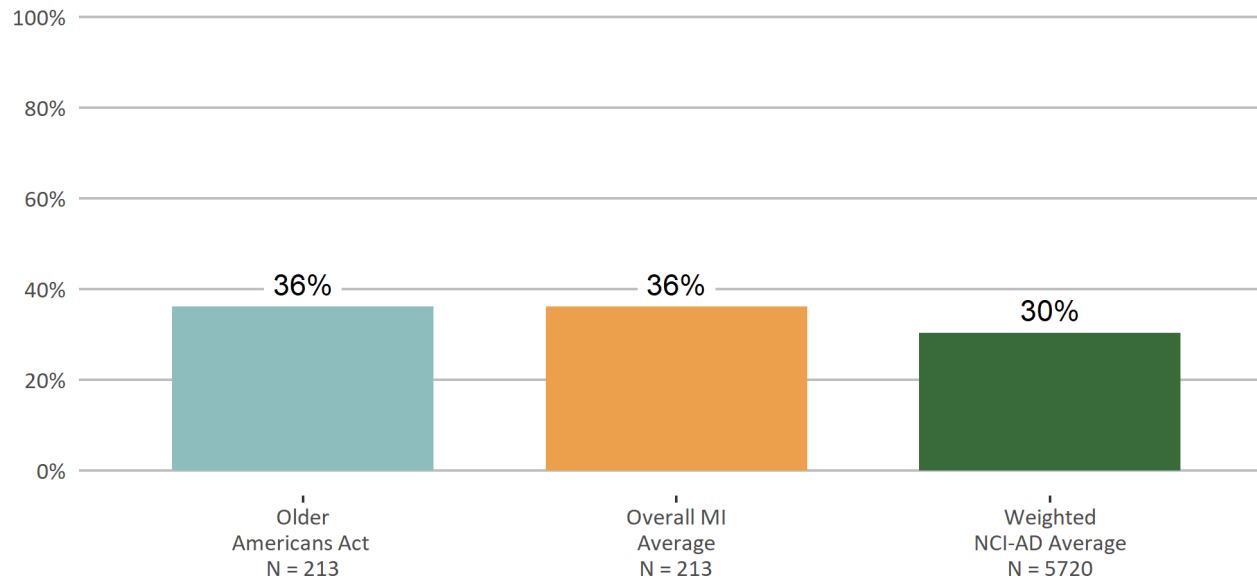


Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	36%	64%	213
Overall MI Average	36%	64%	213
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

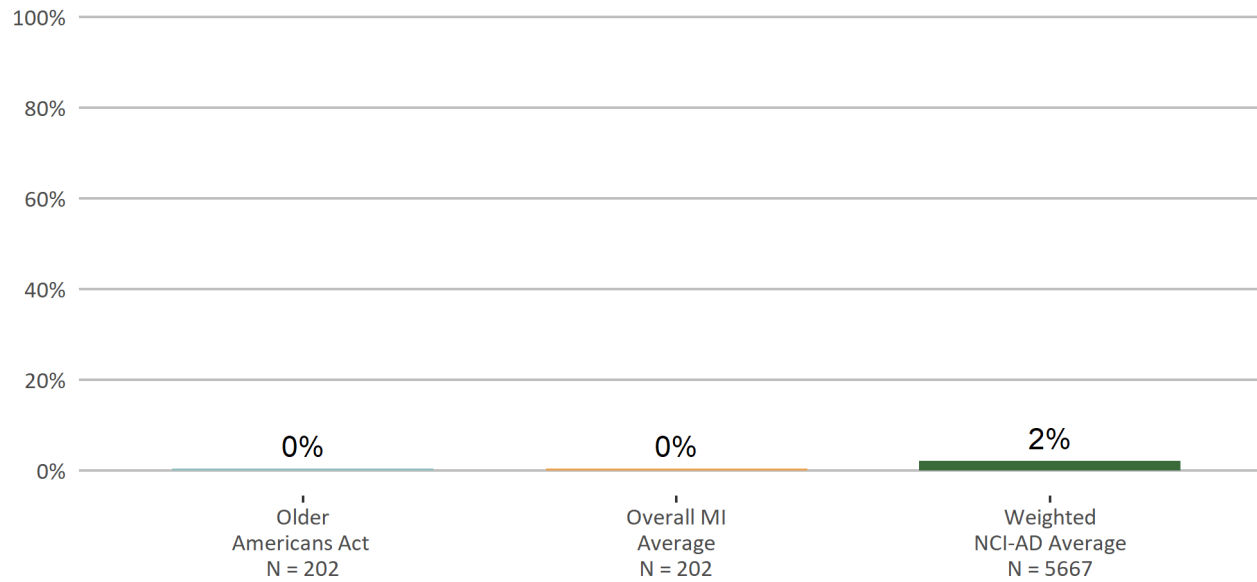


Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	0%	100%	202
Overall MI Average	0%	100%	202
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

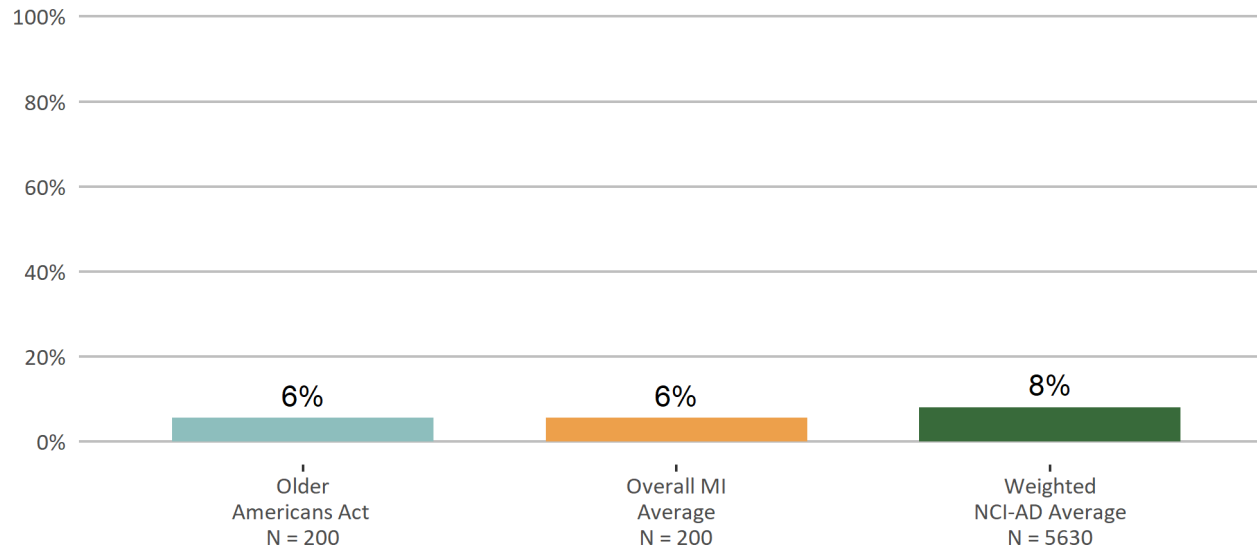


Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	6%	95%	200
Overall MI Average	6%	95%	200
Weighted NCI-AD Average	8%	92%	5,630

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

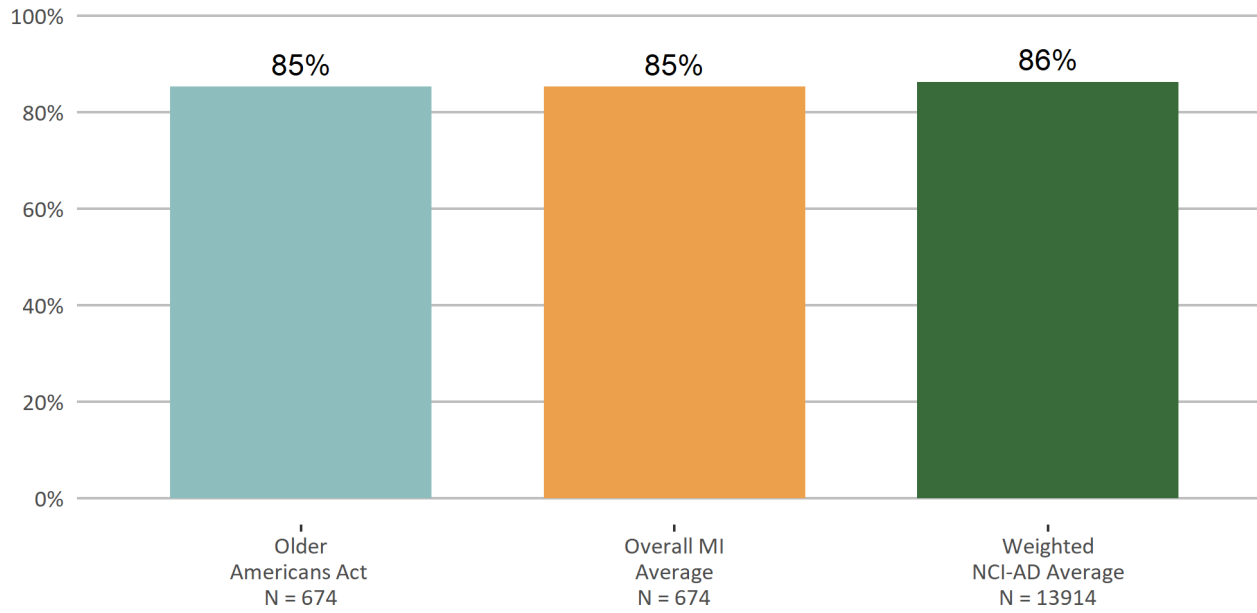


Table 102. Had a physical exam or wellness visit in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	85%	15%	674
Overall MI Average	85%	15%	674
Weighted NCI-AD Average	86%	14%	13,914

Had a hearing exam in the past 4 years

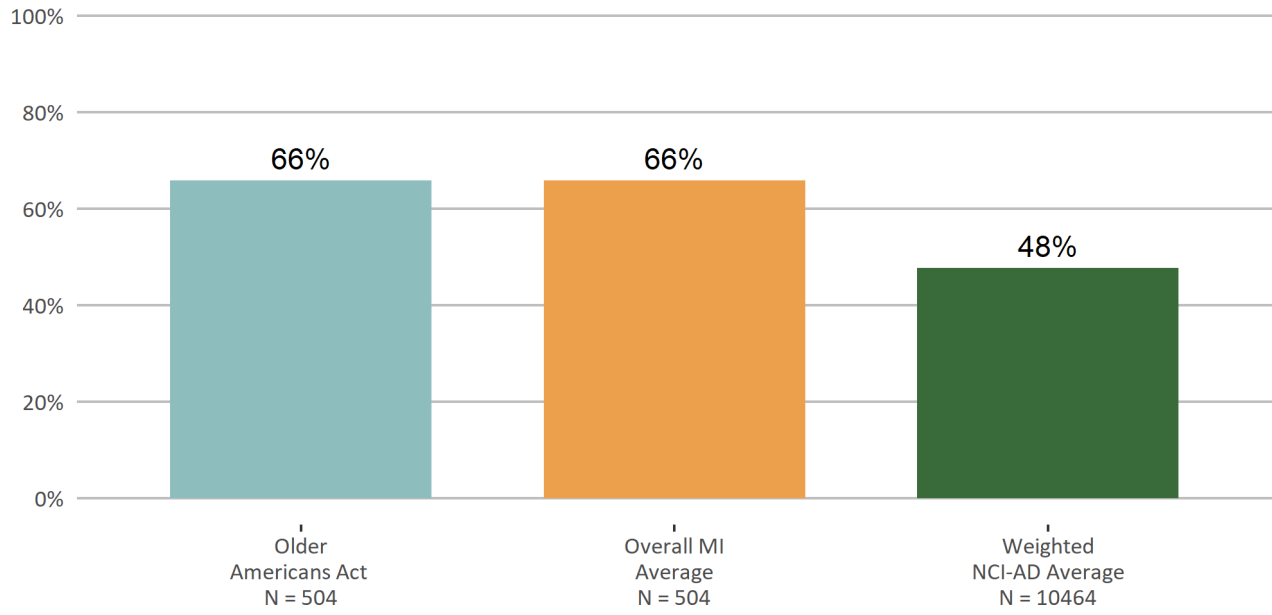


Table 103. Had a hearing exam in the past 4 years

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
Older Americans Act	16%	13%	26%	27%	18%	504
Overall MI Average	16%	13%	26%	27%	18%	504
Weighted NCI-AD Average	21%	10%	18%	20%	32%	10,464

Had a vision exam in the past year

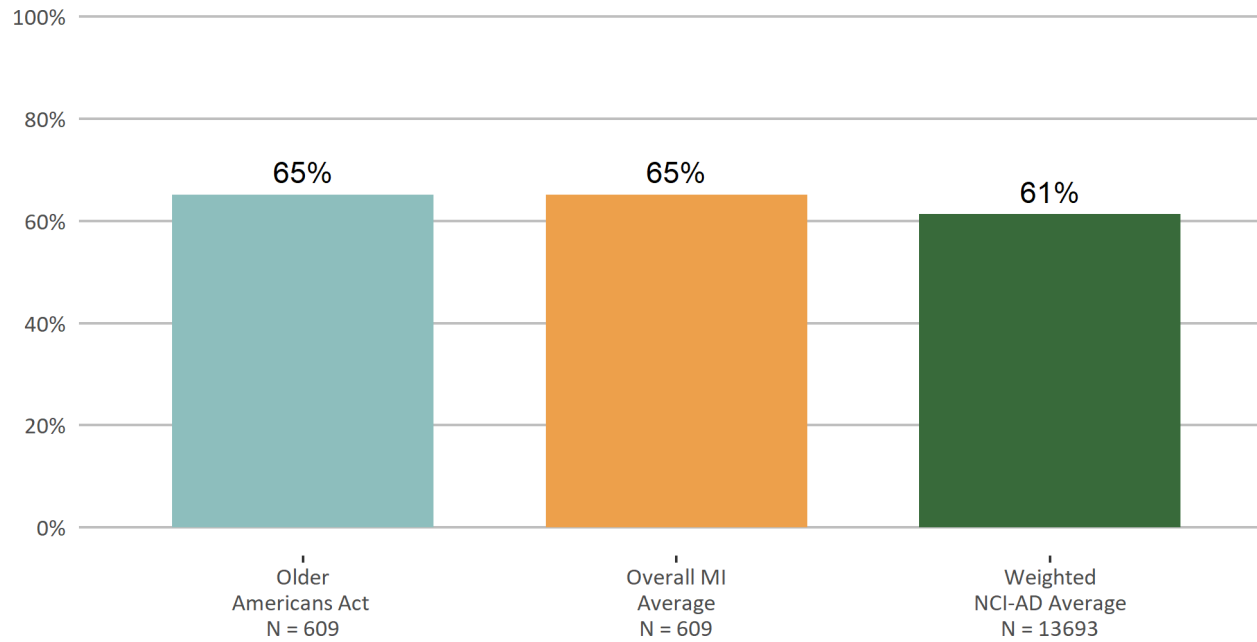
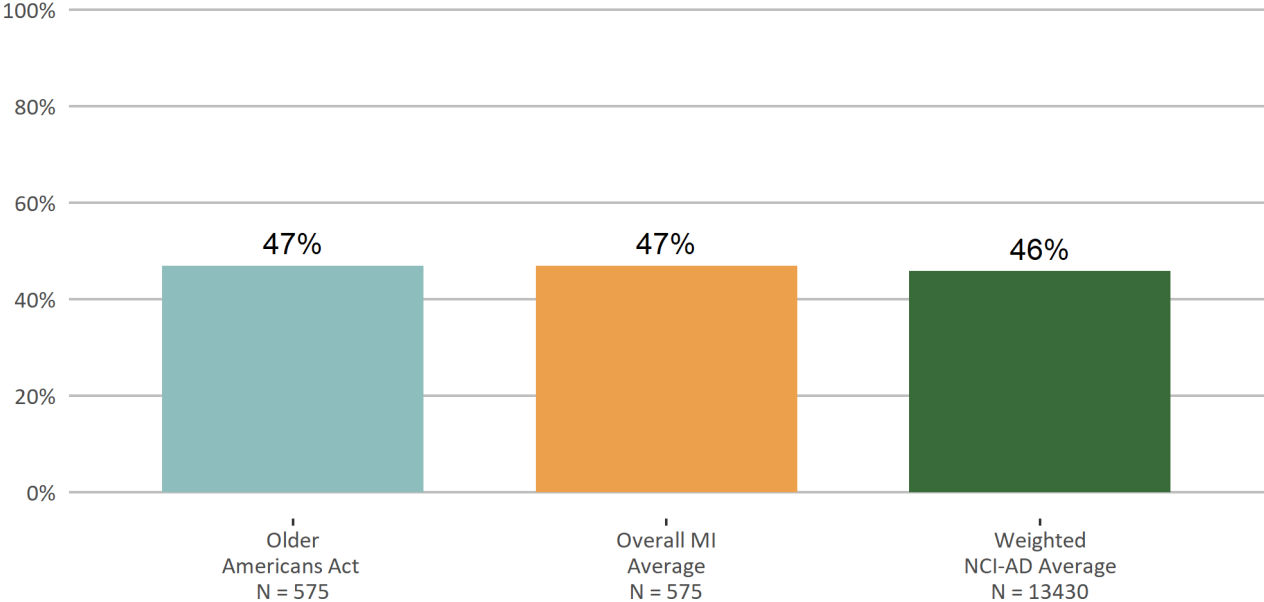


Table 104. Had a vision exam in the past year

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	65%	35%	609
Overall MI Average	65%	35%	609
Weighted NCI-AD Average	61%	39%	13,693

Had a dental visit in the past 12 months



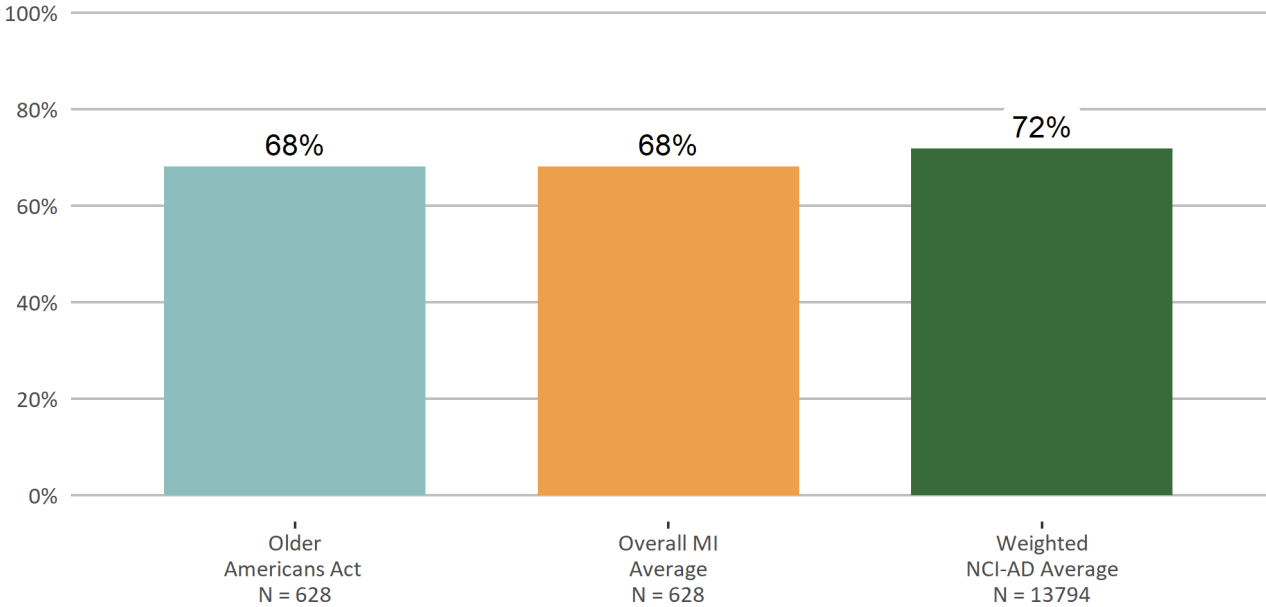
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 227

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	47%	53%	575
Overall MI Average	47%	53%	575
Weighted NCI-AD Average	46%	54%	13,430

Had a flu shot in the past 12 months



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 | 229

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	68%	32%	628
Overall MI Average	68%	32%	628
Weighted NCI-AD Average	72%	28%	13,794

Received the COVID-19 Vaccine

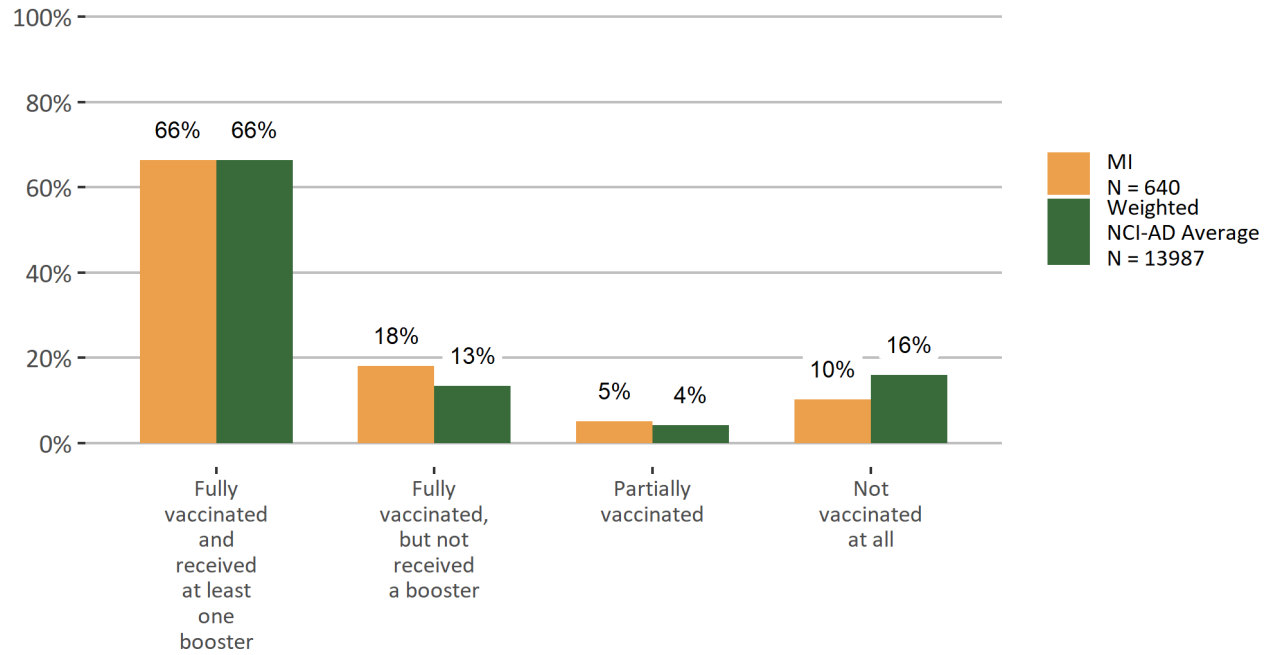


Table 107. Received the COVID-19 Vaccine

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
Older Americans Act	66%	18%	5%	10%	640
Overall MI Average	66%	18%	5%	10%	640
Weighted NCI-AD Average	66%	13%	4%	16%	13,987

Wellness

Has access to healthy foods when they want them

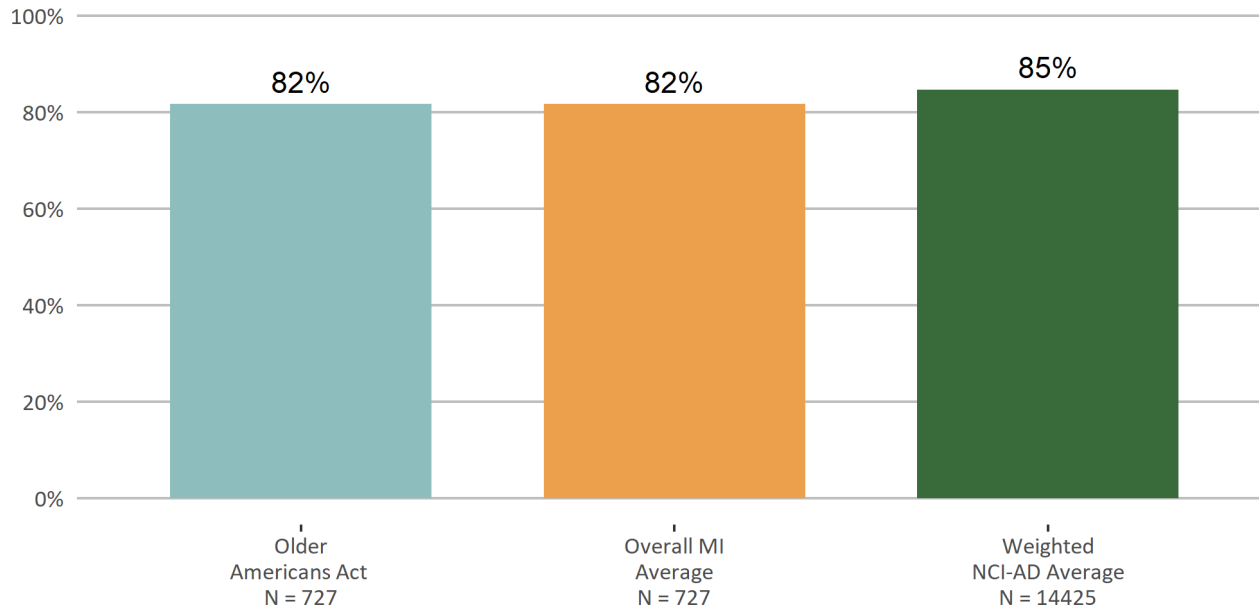
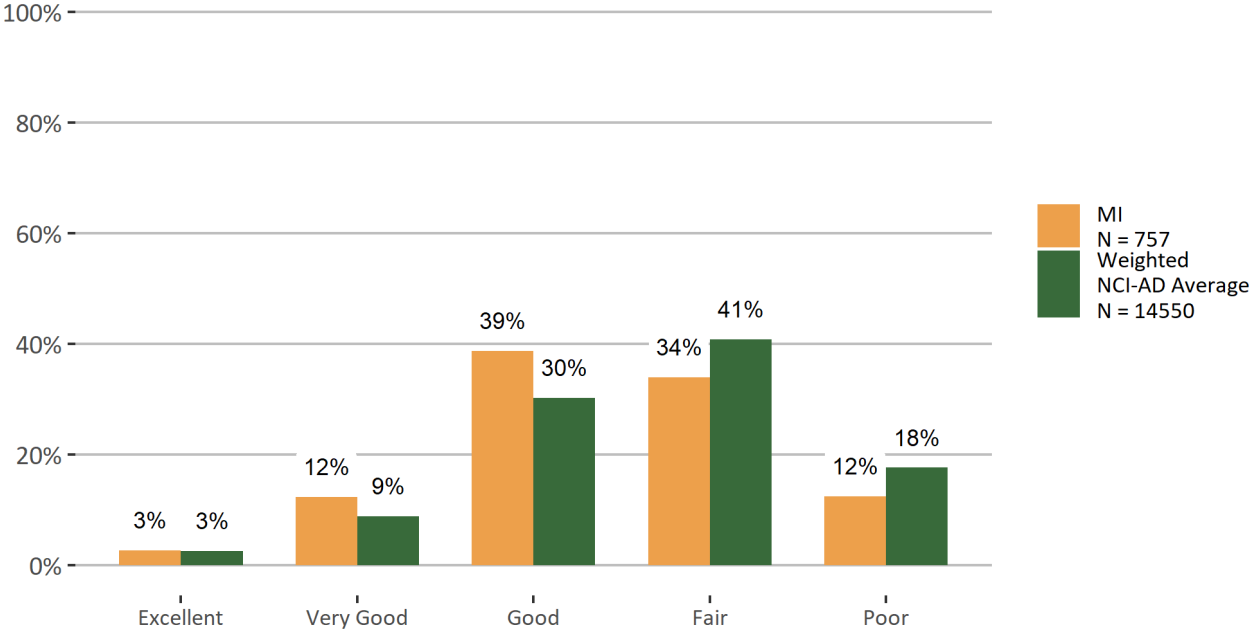


Table 108. Has access to healthy foods when they want them

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Older Americans Act	82%	15%	4%	727
Overall MI Average	82%	15%	4%	727
Weighted NCI-AD Average	85%	11%	5%	14,425

Overall Health



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 | 236

Table 109. Overall Health

Proxy respondents were allowed for this question.

Program	Excellent	Very Good	Good	Fair	Poor	N
Older Americans Act	3%	12%	39%	34%	12%	757
Overall MI Average	3%	12%	39%	34%	12%	757
Weighted NCI-AD Average	3%	9%	30%	41%	18%	14,550

Health compared to 12 months ago

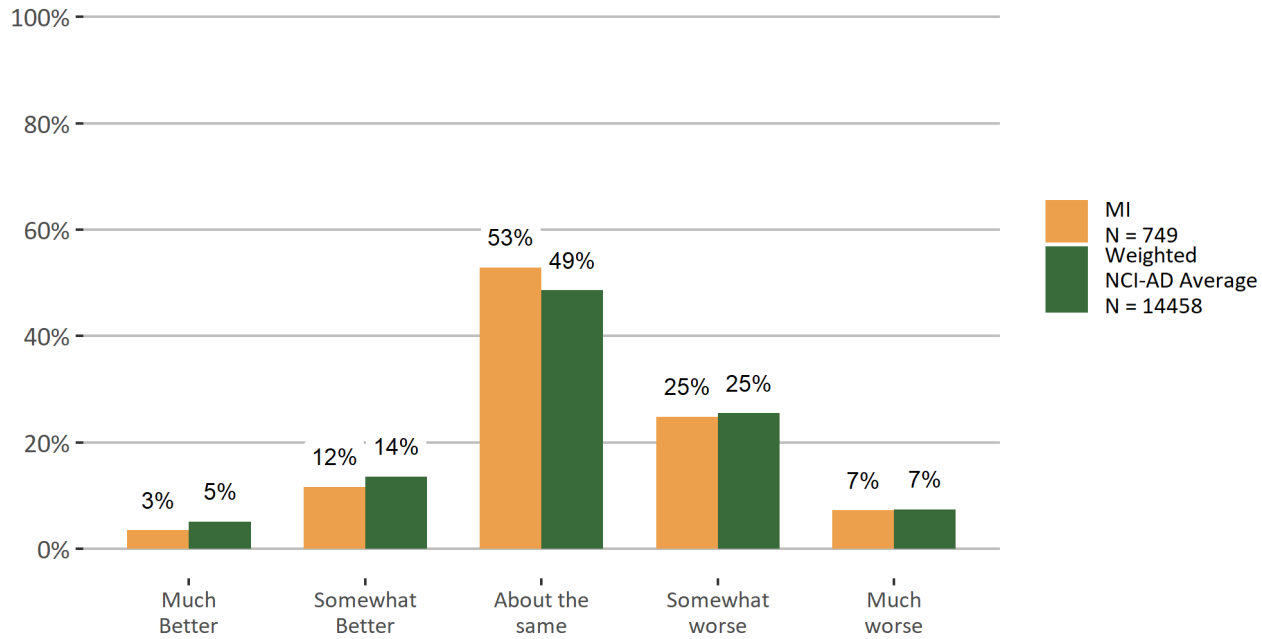


Table 110. Health compared to 12 months ago

Proxy respondents were allowed for this question.

Program	Much Better	Somewhat Better	About the same	Somewhat worse	Much worse	N
Older Americans Act	3%	12%	53%	25%	7%	749
Overall MI Average	3%	12%	53%	25%	7%	749
Weighted NCI-AD Average	5%	14%	49%	25%	7%	14,458

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

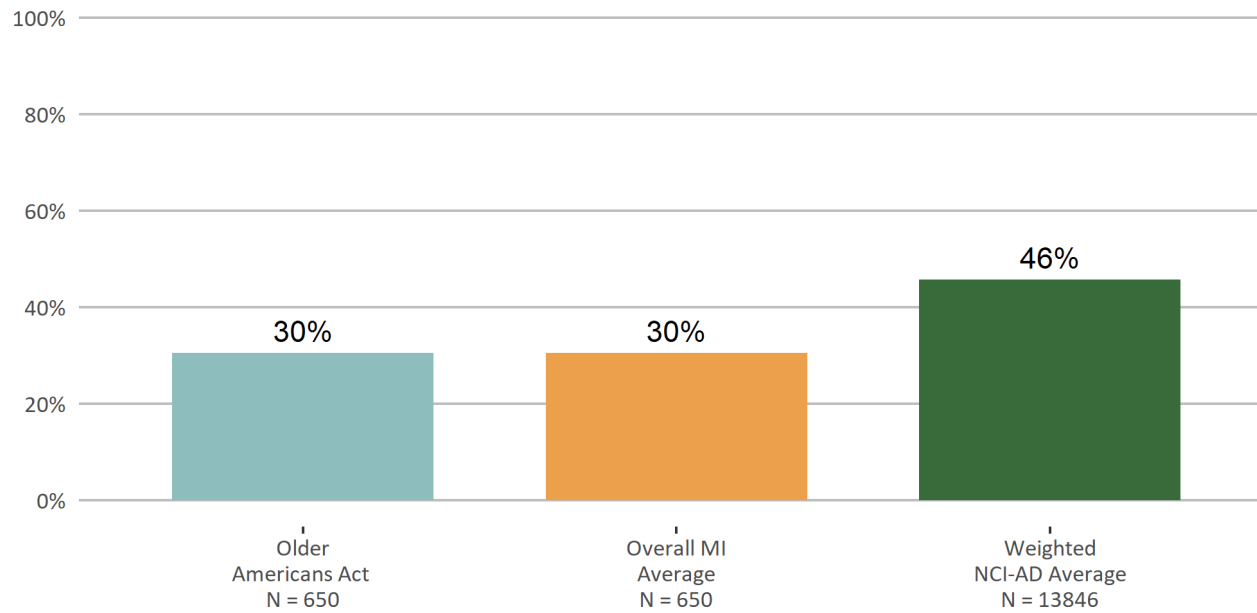


Table 111. In the past 12 months, forgets things more often than before

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	30%	70%	650
Overall MI Average	30%	70%	650
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)

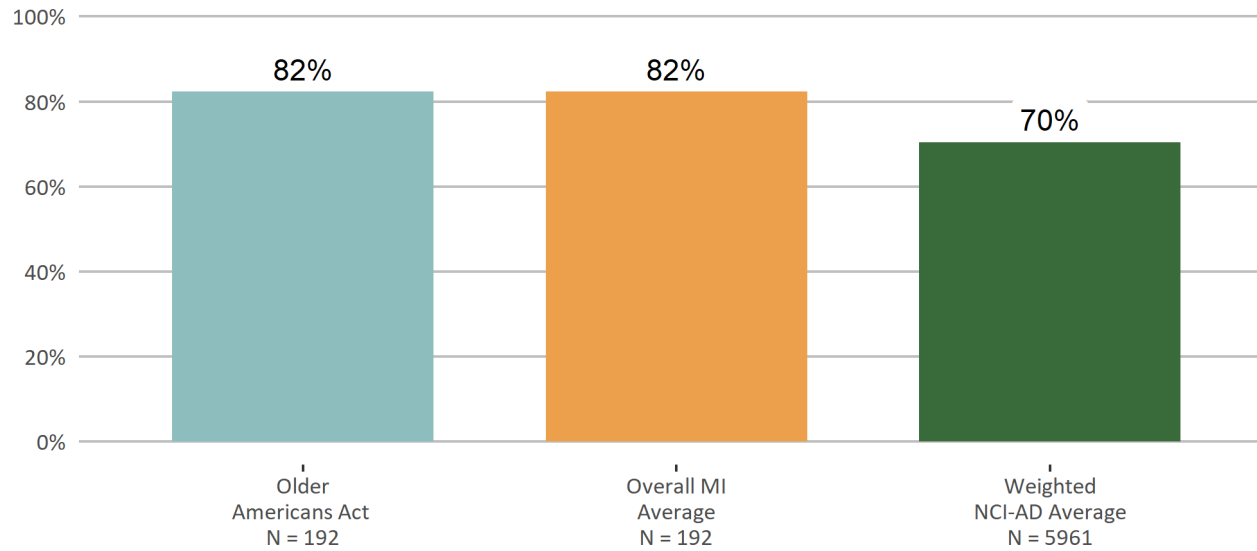
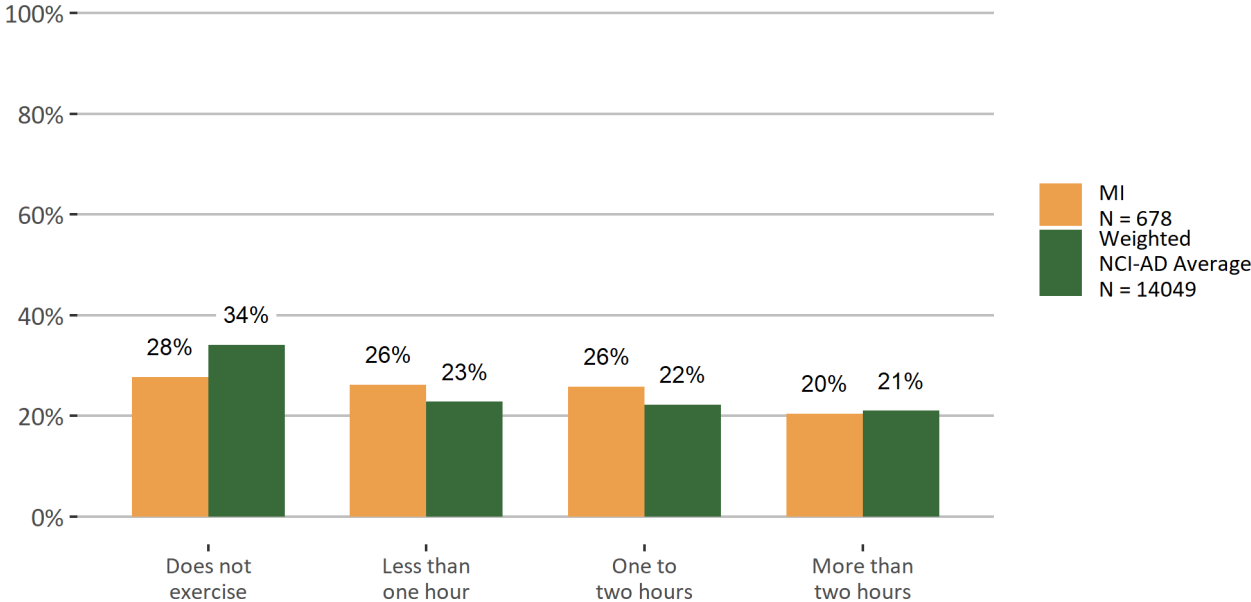


Table 112. Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	82%	18%	192
Overall MI Average	82%	18%	192
Weighted NCI-AD Average	70%	30%	5,961

Amount of physical activity per week



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 | 244

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
Older Americans Act	28%	26%	26%	20%	678
Overall MI Average	28%	26%	26%	20%	678
Weighted NCI-AD Average	34%	23%	22%	21%	14,049

Often feels lonely

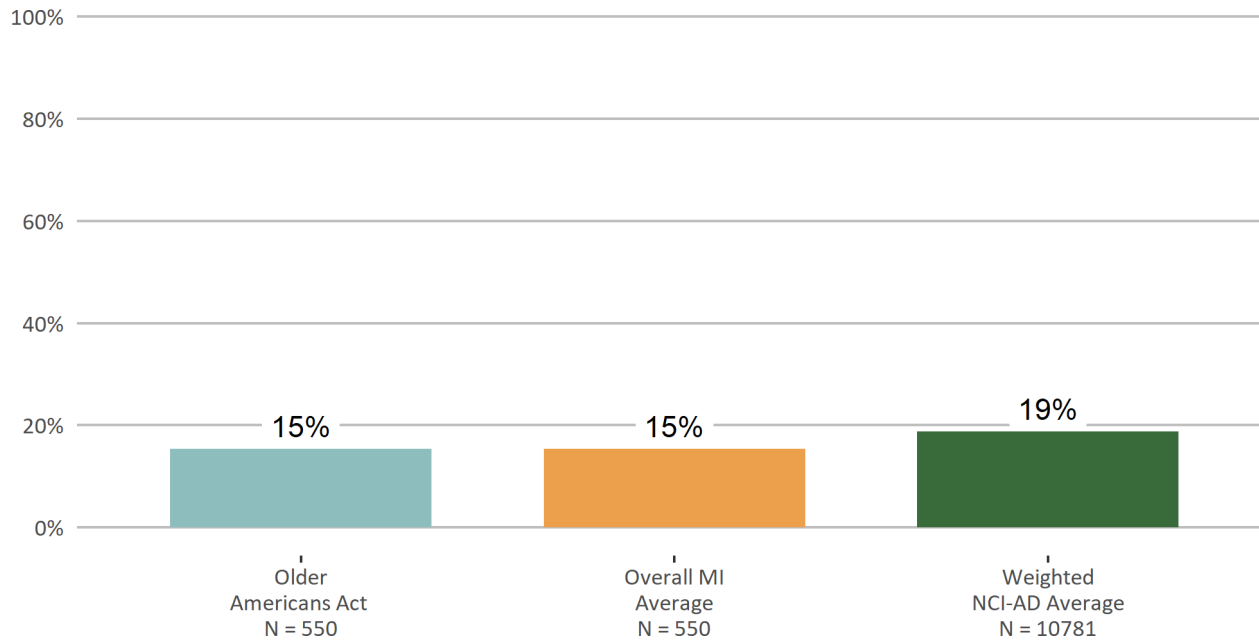


Table 114. Often feels lonely

Program	Yes, often	Sometimes	Not often, never or almost never	N
Older Americans Act	15%	37%	48%	550
Overall MI Average	15%	37%	48%	550
Weighted NCI-AD Average	19%	36%	45%	10,781

Affordability

Ever has to skip meals due to financial worries

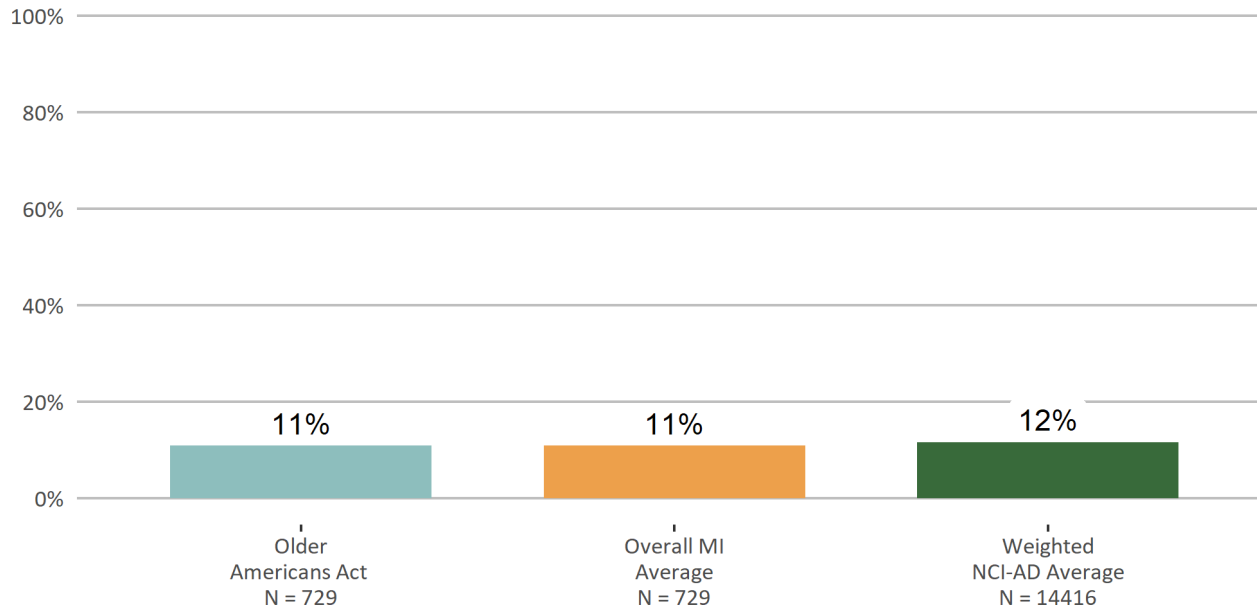


Table 115. Ever has to skip meals due to financial worries

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Older Americans Act	5%	5%	89%	729
Overall MI Average	5%	5%	89%	729
Weighted NCI-AD Average	6%	6%	88%	14,416

Safety

They or someone else has concerns about falling or being unstable

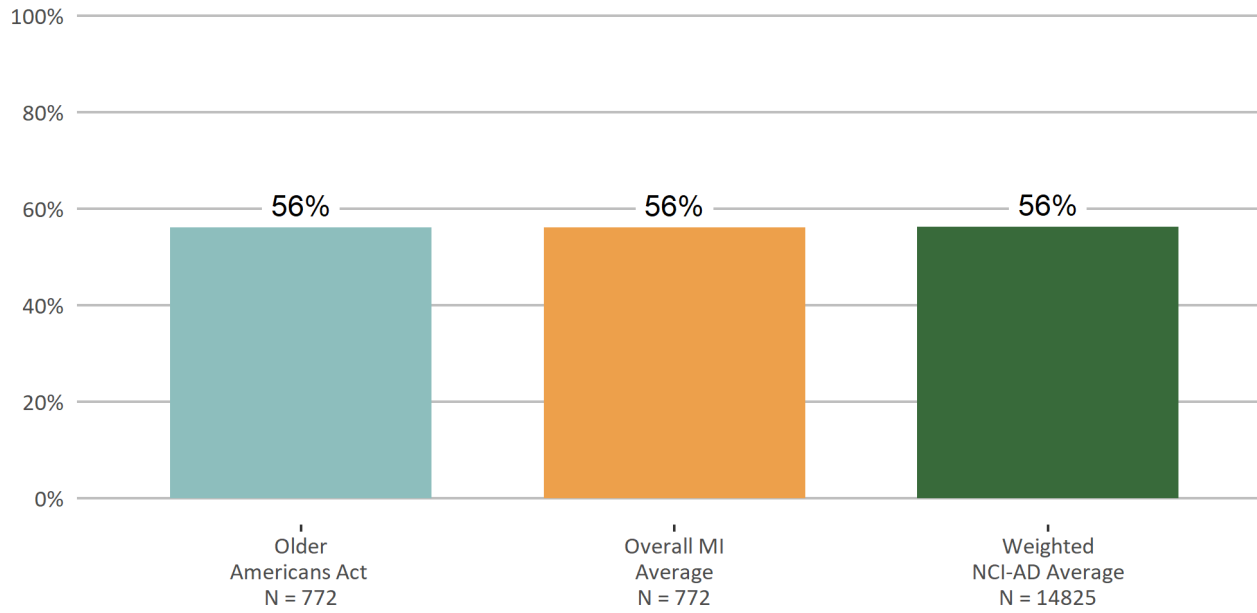


Table 116. They or someone else has concerns about falling or being unstable

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Older Americans Act	26%	30%	44%	772
Overall MI Average	26%	30%	44%	772
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)

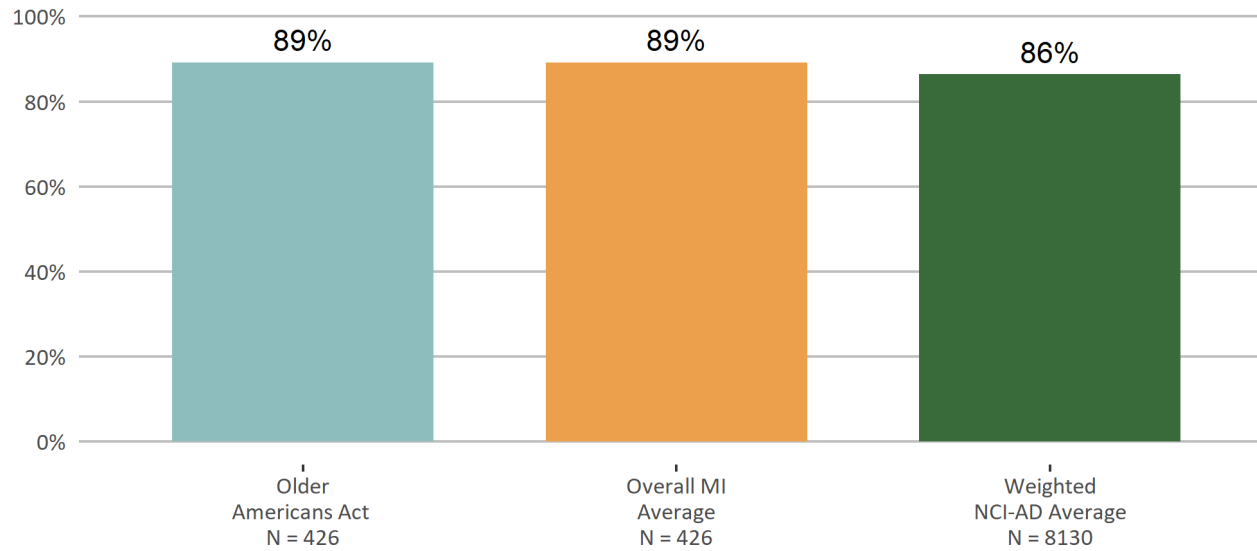


Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	89%	11%	426
Overall MI Average	89%	11%	426
Weighted NCI-AD Average	86%	14%	8,130

Able to get to safety quickly in case of an emergency

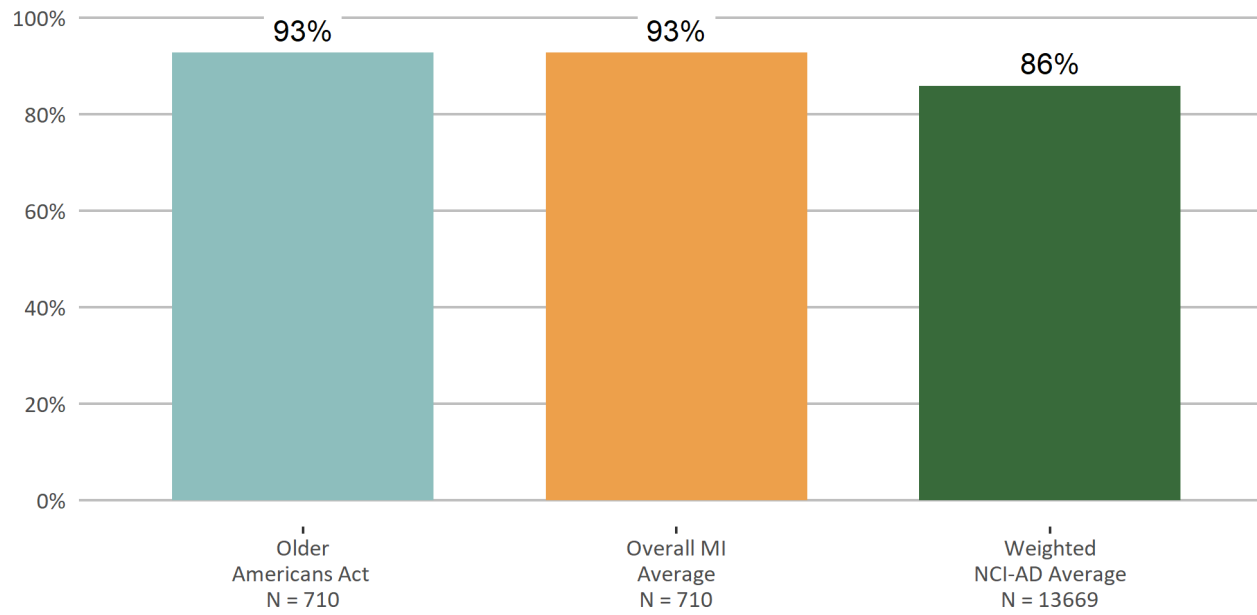


Table 118. Able to get to safety quickly in case of an emergency

Proxy respondents were allowed for this question.

Program	Yes	No	N
Older Americans Act	93%	7%	710
Overall MI Average	93%	7%	710
Weighted NCI-AD Average	86%	14%	13,669

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

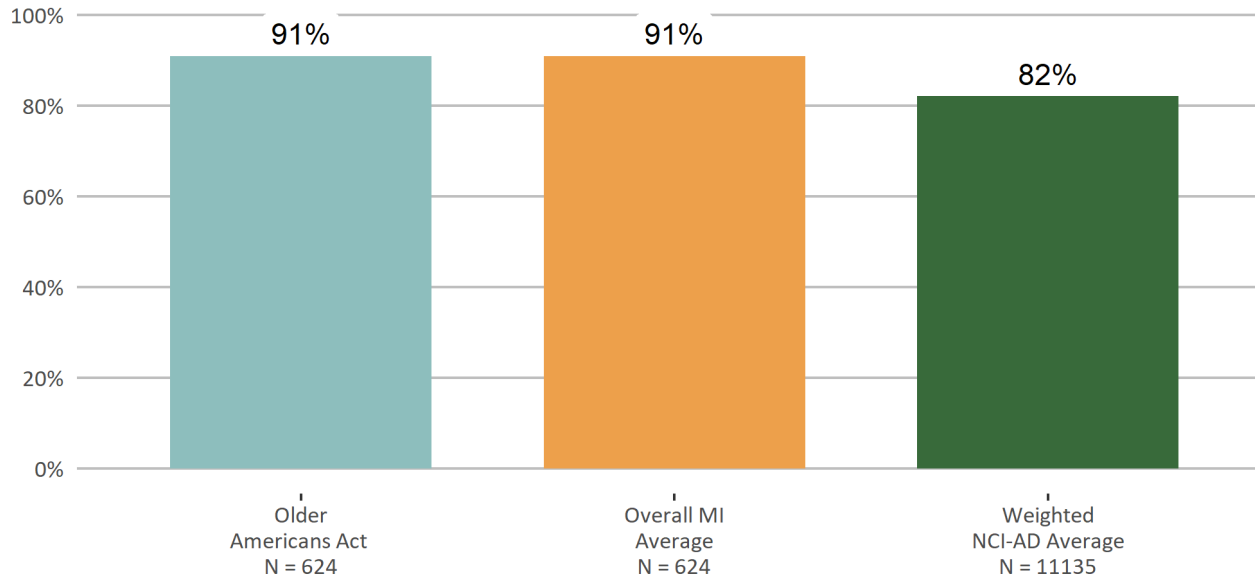


Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others

Program	Yes	Maybe, Not sure	No	N
Older Americans Act	91%	3%	6%	624
Overall MI Average	91%	3%	6%	624
Weighted NCI-AD Average	82%	5%	13%	11,135

Are ever worried for the security
of their personal belongings

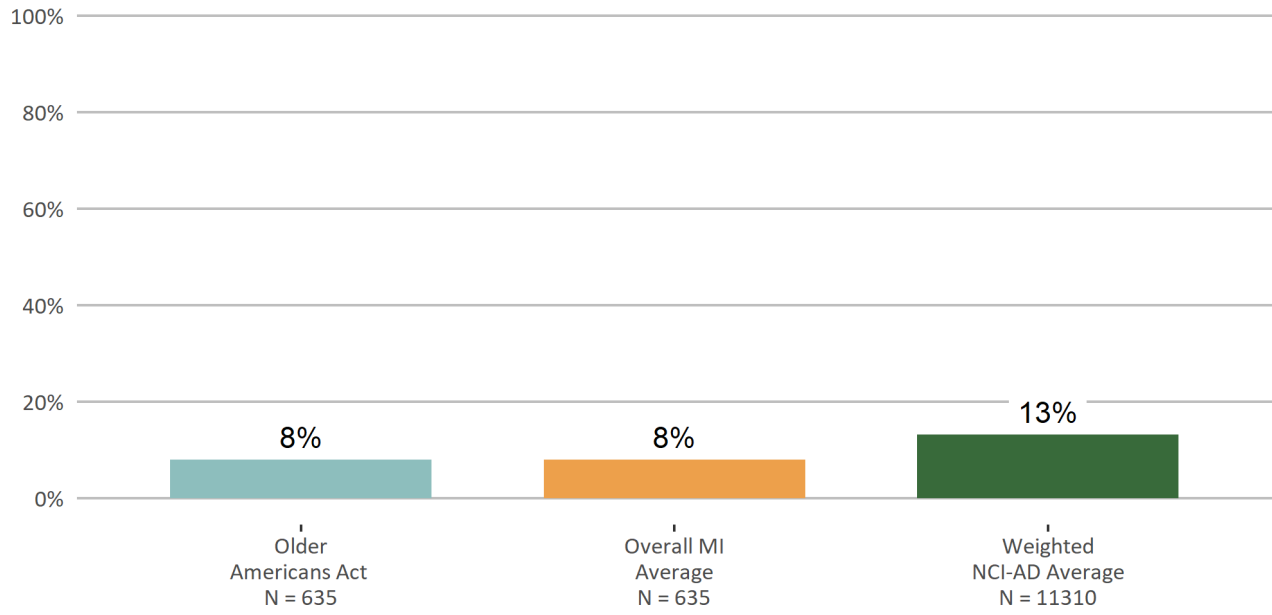


Table 120. Are ever worried for the security of their personal belongings

Program	Yes at least sometimes	No, never	N
Older Americans Act	8%	92%	635
Overall MI Average	8%	92%	635
Weighted NCI-AD Average	13%	87%	11,310

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

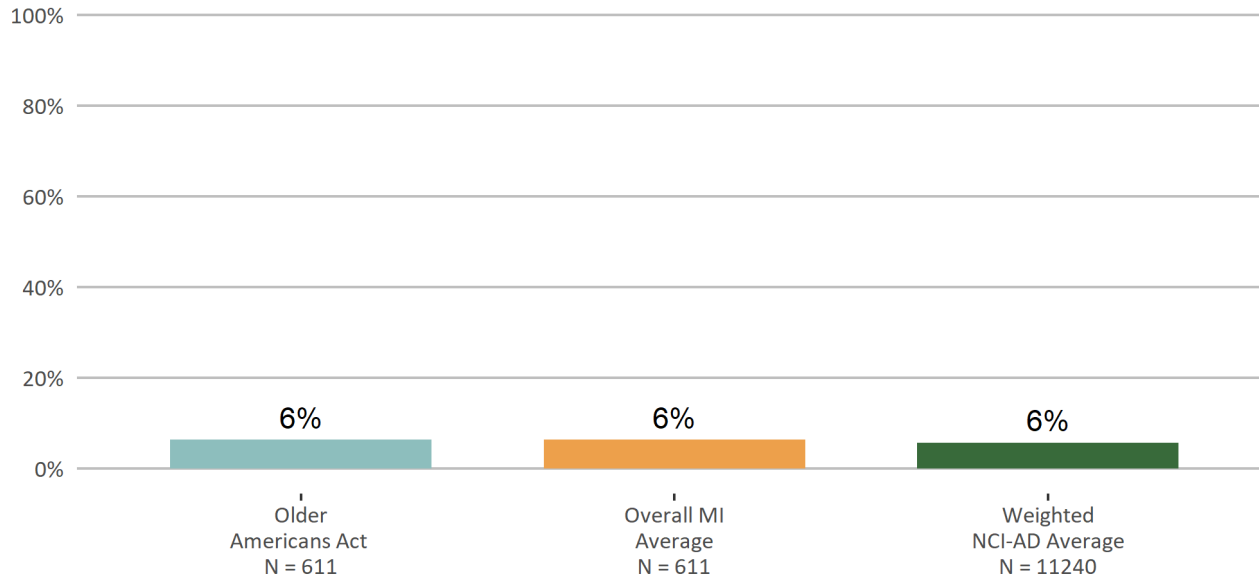


Table 121. Someone used or took their money without their permission in the past 12 months

Program	Yes	No	N
Older Americans Act	6%	94%	611
Overall MI Average	6%	94%	611
Weighted NCI-AD Average	6%	94%	11,240

Feels safe around people who are paid to help them

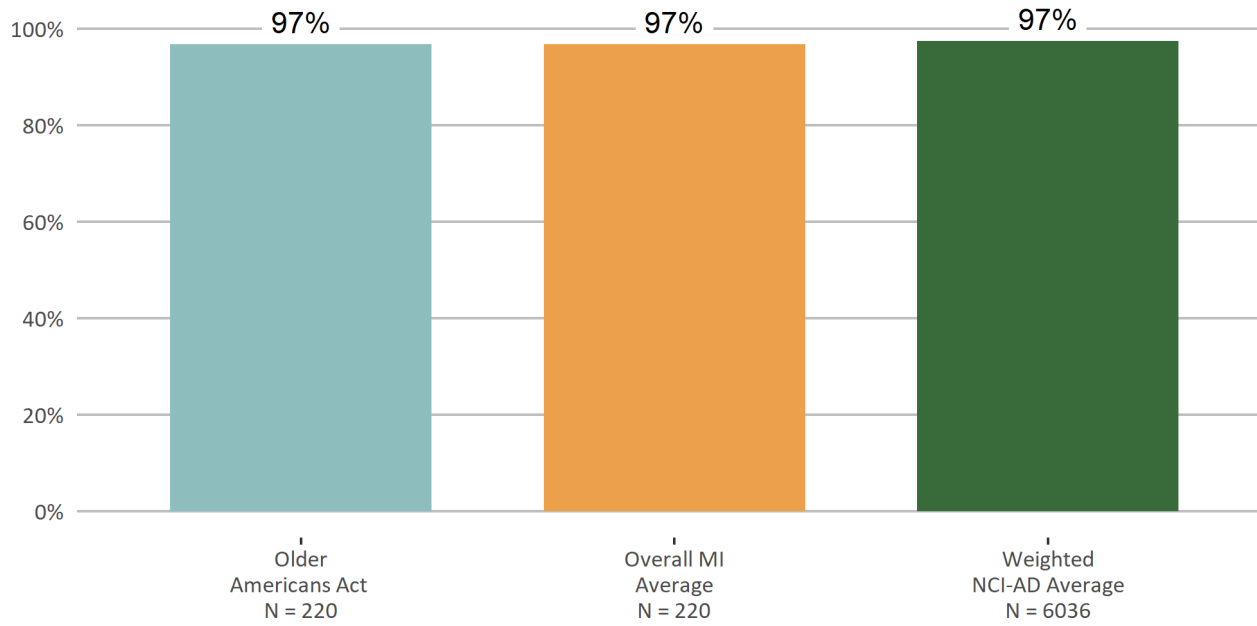


Table 122. Feels safe around people who are paid to help them

Program	Yes, all paid support workers, always	No, not all workers, or not always	N
Older Americans Act	97%	3%	220
Overall MI Average	97%	3%	220
Weighted NCI-AD Average	97%	3%	6,036

Rights and Respect

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

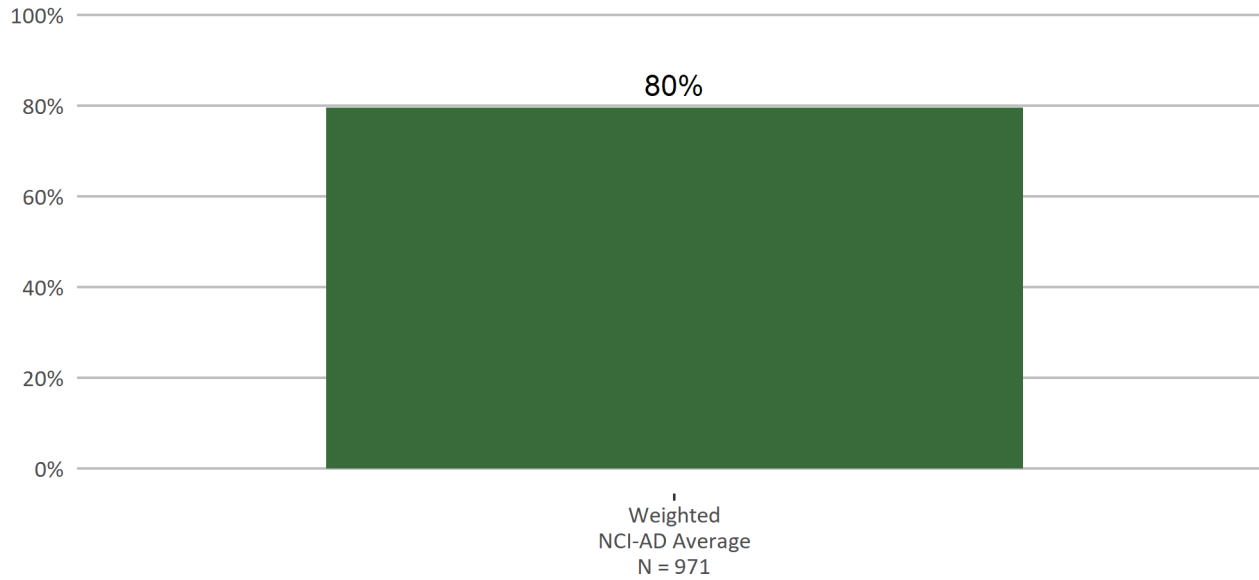


Table 123. Gets information about services in their preferred language (if preferred language is not English)

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

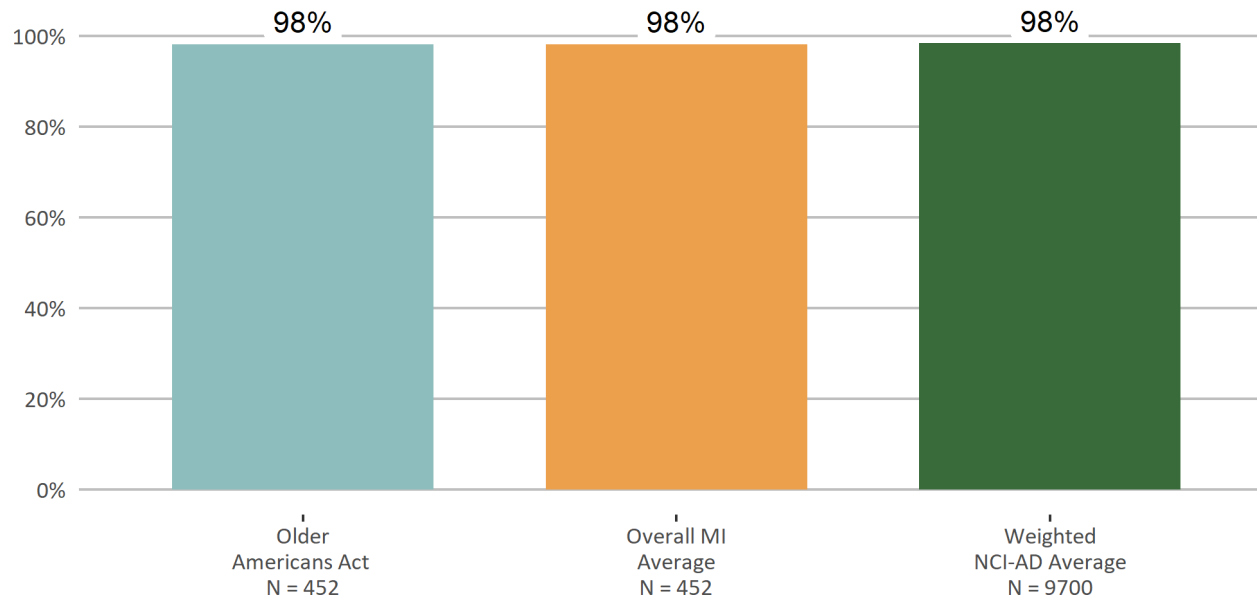


Table 124. Services and supports are delivered in a way that is respectful of their culture

Program	Yes	Sometimes, or some services	No	N
Older Americans Act	95%	4%	2%	452
Overall MI Average	95%	4%	2%	452
Weighted NCI-AD Average	96%	3%	2%	9,700

People who are paid to help them
treat them with respect

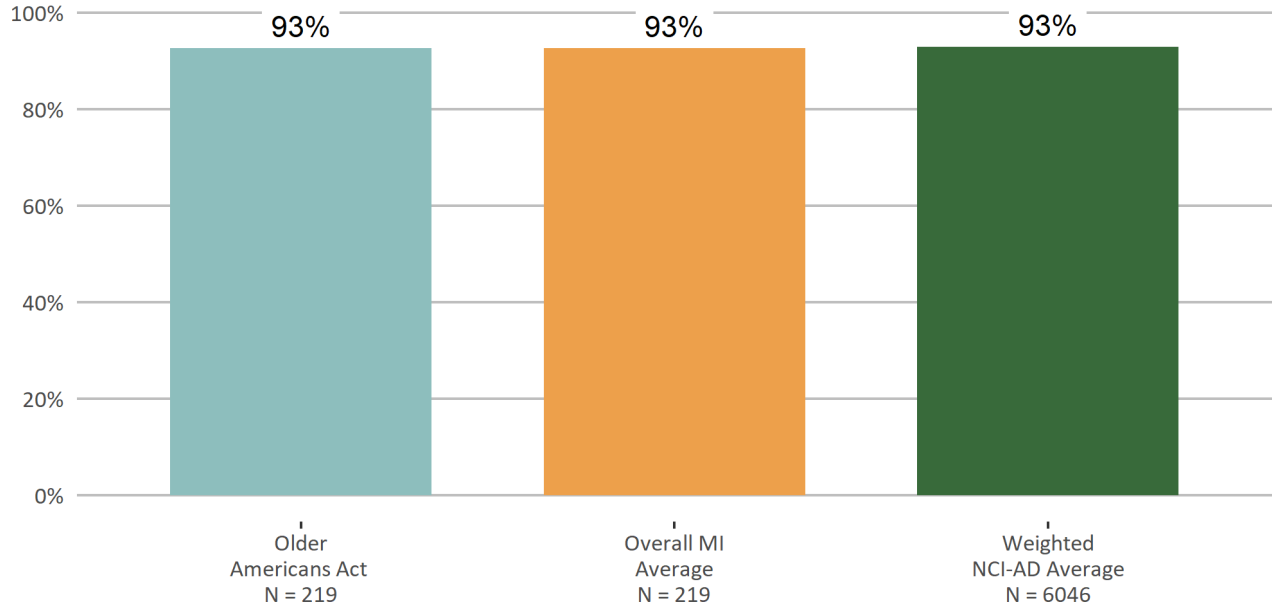


Table 125. People who are paid to help them treat them with respect

Program	Yes, all paid support workers, always or almost always	Some, or usually	No, never or rarely	N
Older Americans Act	93%	7%	0%	219
Overall MI Average	93%	7%	0%	219
Weighted NCI-AD Average	93%	6%	1%	6,046

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

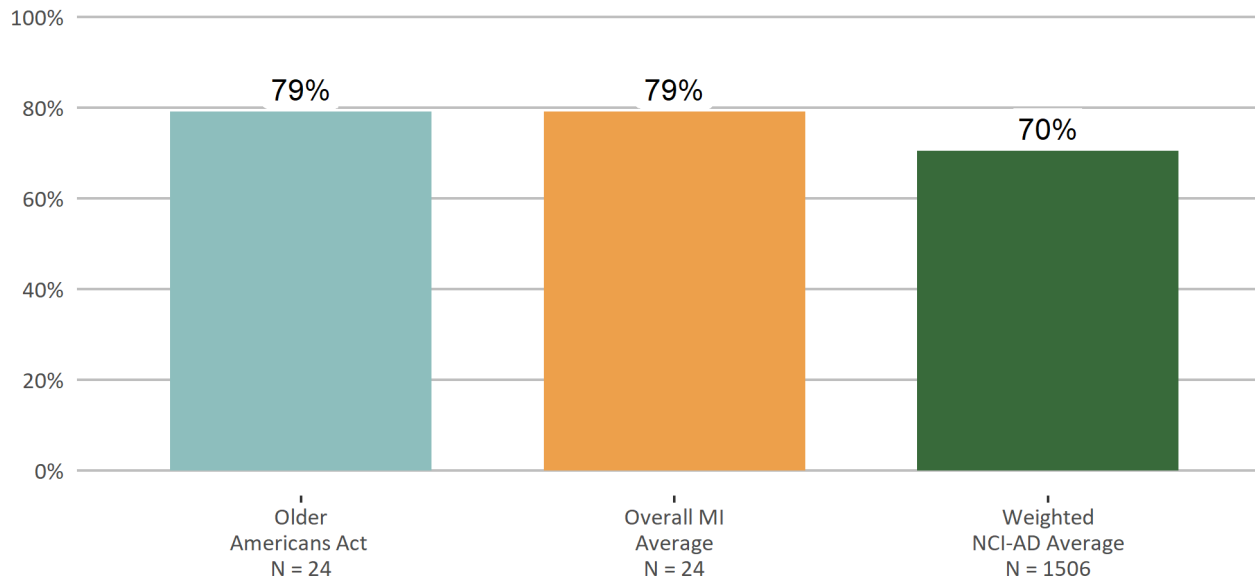


Table 126. Others ask before coming into their home/room (if living in a group setting)

Program	Yes, always	Usually, but not always	Sometimes, rarely, or never	N
Older Americans Act	79%	21%	0%	24
Overall MI Average	79%	21%	0%	24
Weighted NCI-AD Average	70%	20%	9%	1,506

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

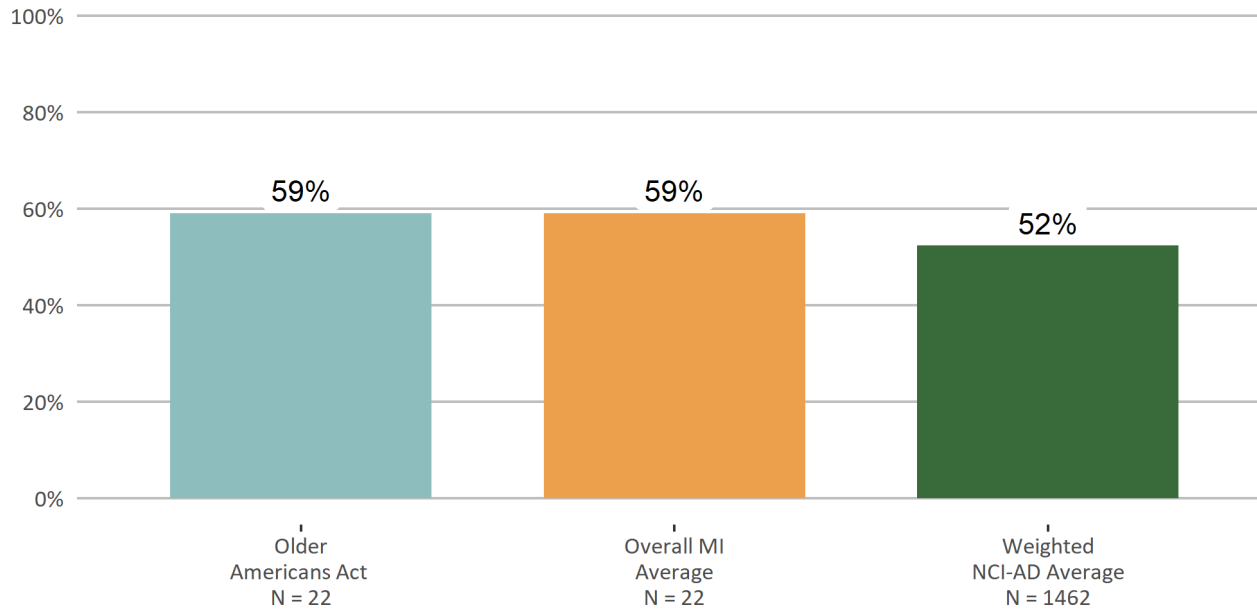


Table 127. Able to lock doors to room (if living in a group setting)

Program	Yes	No	N
Older Americans Act	59%	41%	22
Overall MI Average	59%	41%	22
Weighted NCI-AD Average	52%	48%	1,462

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

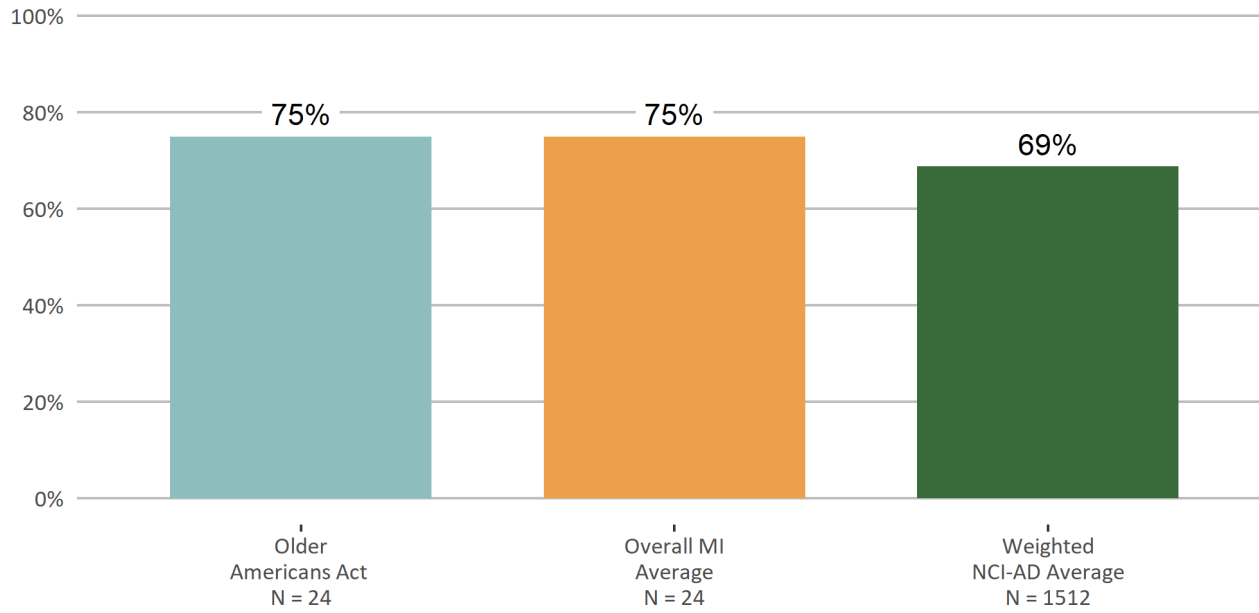
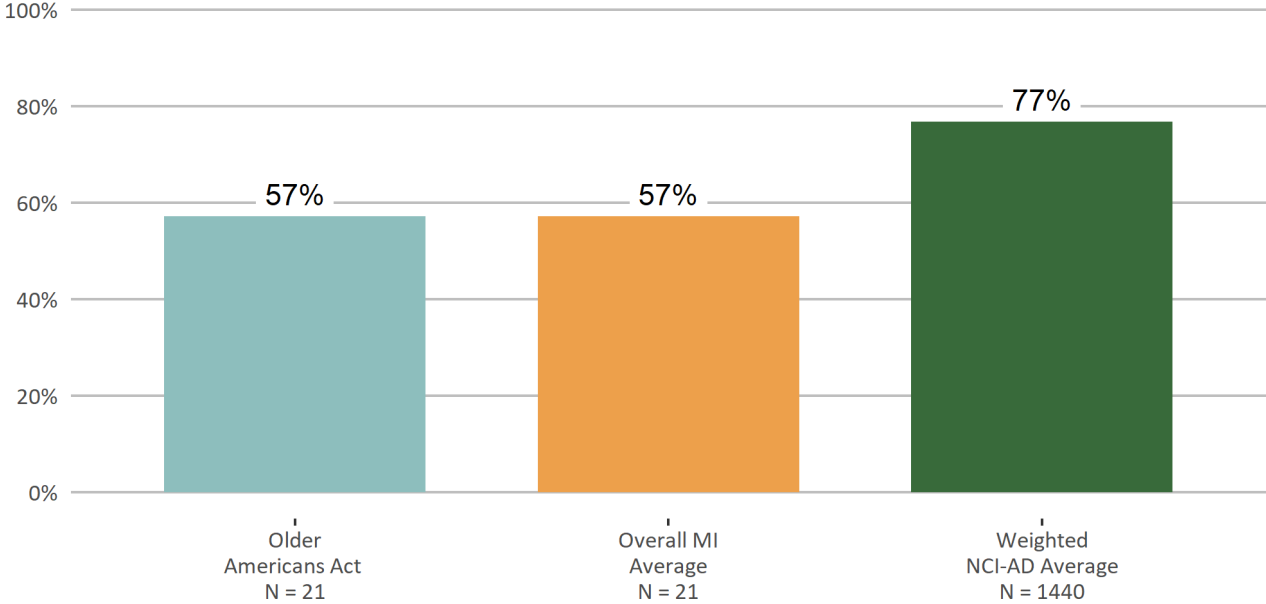


Table 128. Has enough privacy where lives (if living in a group setting)

Program	Yes, always	Usually, but not always	Sometimes, rarely, or never	N
Older Americans Act	75%	4%	21%	24
Overall MI Average	75%	4%	21%	24
Weighted NCI-AD Average	69%	19%	12%	1,512

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

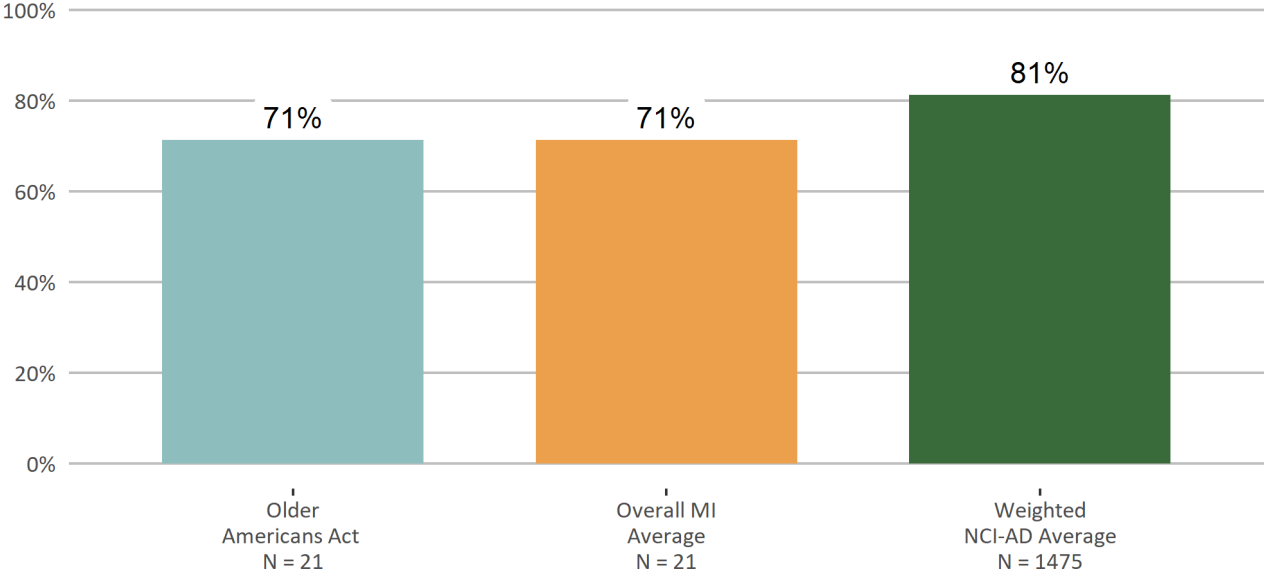


Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 279

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

Program	Yes	No	N
Older Americans Act	57%	43%	21
Overall MI Average	57%	43%	21
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)



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 | 281

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

Program	Yes	No	N
Older Americans Act	71%	29%	21
Overall MI Average	71%	29%	21
Weighted NCI-AD Average	81%	19%	1,475

Person-Centered Planning

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

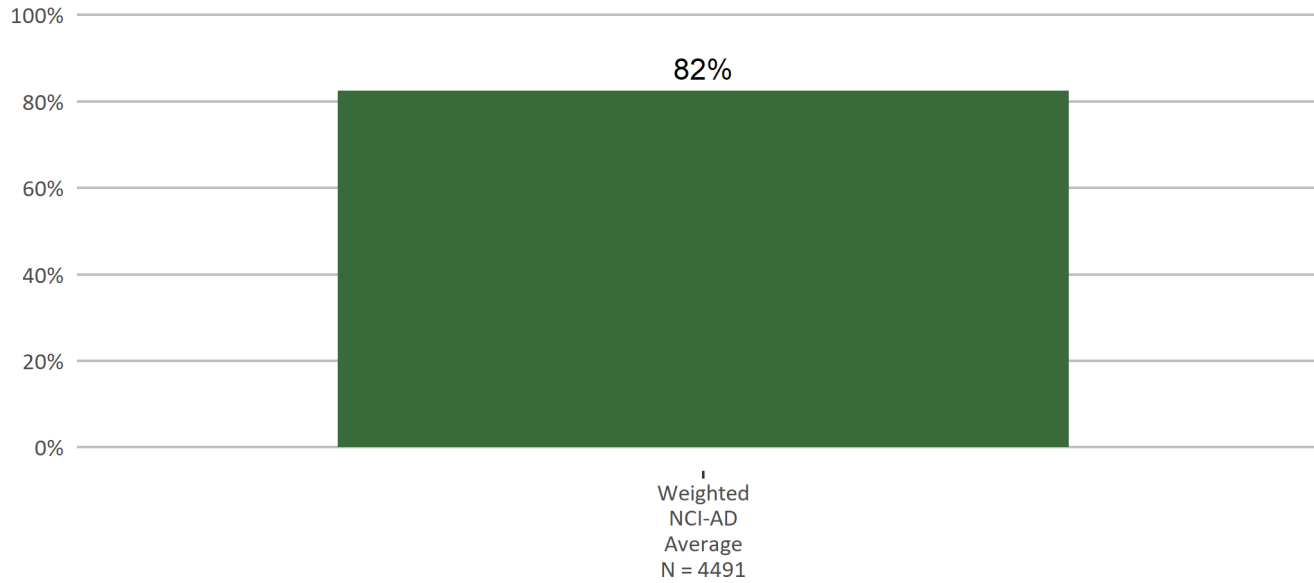


Table 131. Involvement in making decisions about what is in the service plan

Program	Very or fully involved	Somewhat	Very little	Not at all	N
Weighted NCI-AD Average	82%	14%	2%	2%	4,491

Remembers their last service planning meeting

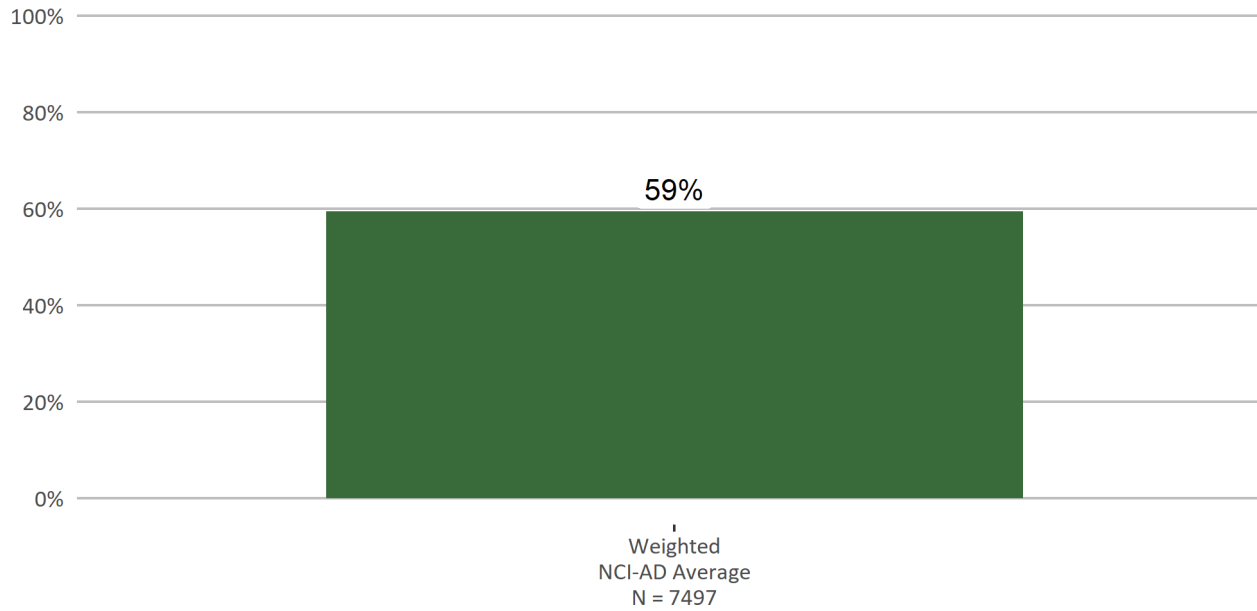


Table 132. Remembers their last service planning meeting

Program	Yes	No	N
Weighted NCI-AD Average	59%	41%	7,497

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

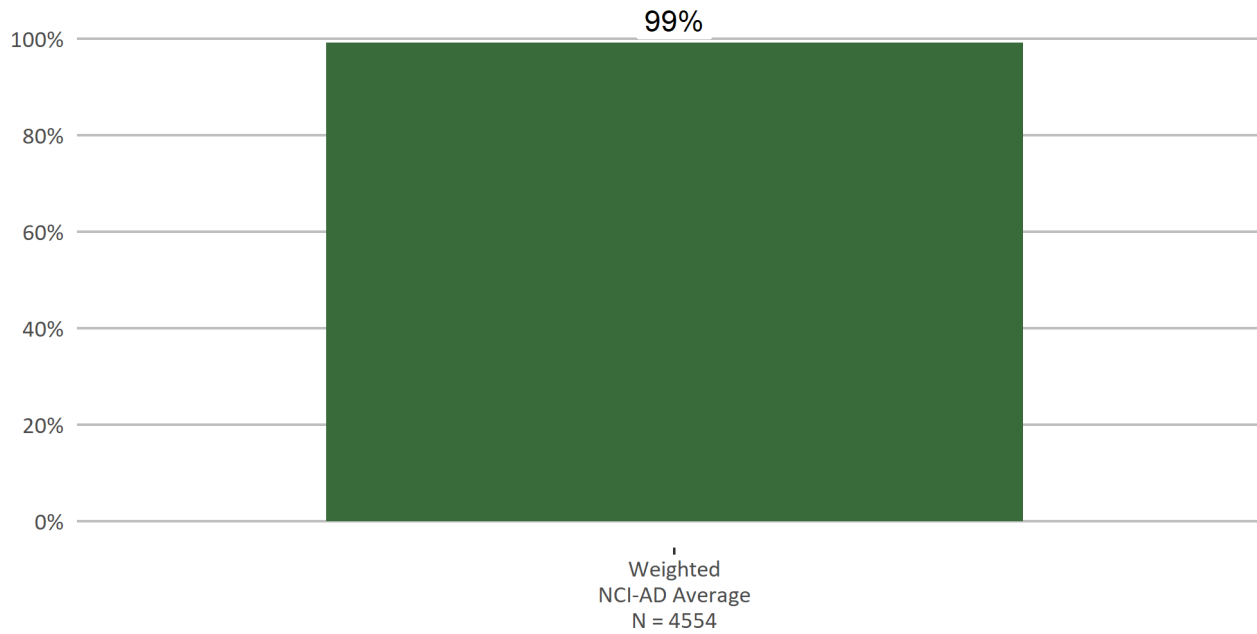


Table 133. Service planning meeting took place at a time that was good for them

Program	Yes	No	N
Weighted NCI-AD Average	99%	1%	4,554

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

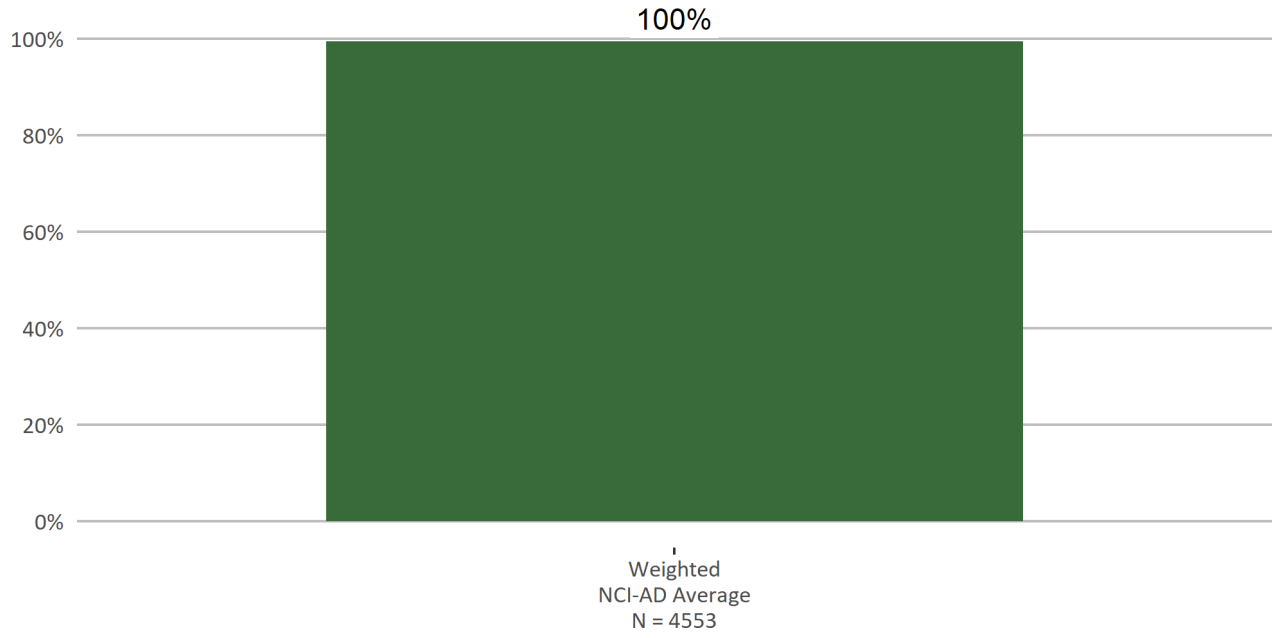


Table 134. Service planning meeting took place in a place that was good for them

Program	Yes	No	N
Weighted NCI-AD Average	100%	0%	4,553

Service planning meeting included
the people they wanted to be there

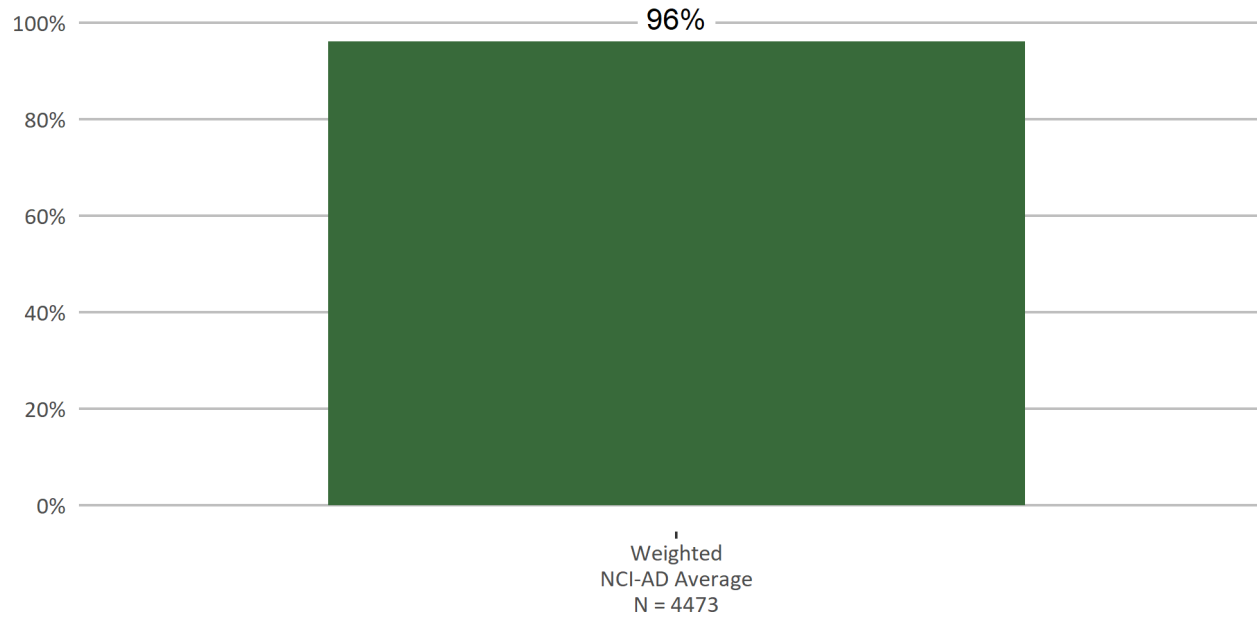


Table 135. Service planning meeting included the people they wanted to be there

Program	Yes	Some People	No	N
Weighted NCI-AD Average	96%	2%	2%	4,473

People at the service planning meeting listened to needs and preferences

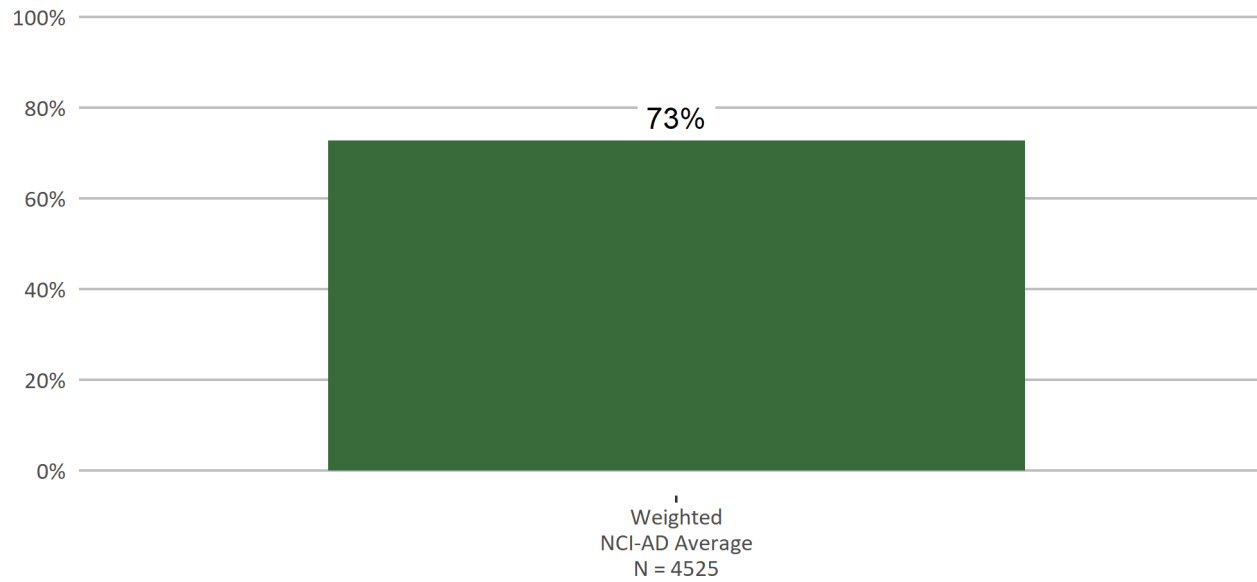


Table 136. People at the service planning meeting listened to needs and preferences

Program	Completely	Mostly	Somewhat	Very little	Not at all	N
Weighted NCI-AD Average	73%	20%	5%	1%	1%	4,525

Received a copy of the service plan
after the service planning meeting

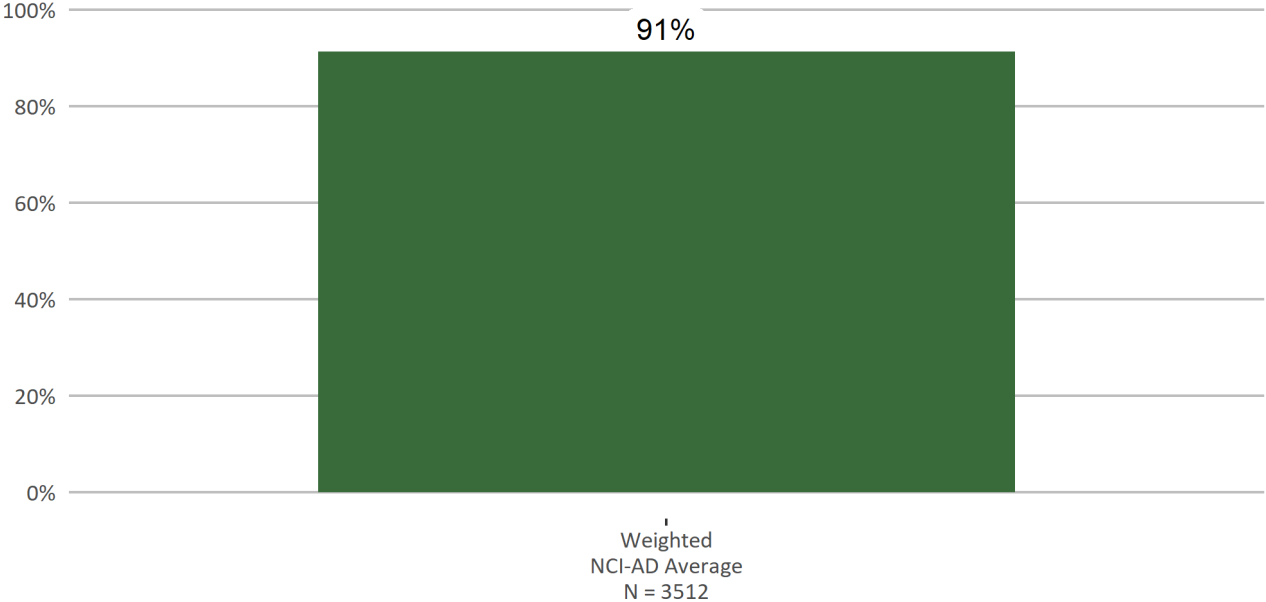


Table 137. Received a copy of the service plan after the service planning meeting

Program	Yes	No	N
Weighted NCI-AD Average	91%	9%	3,512

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

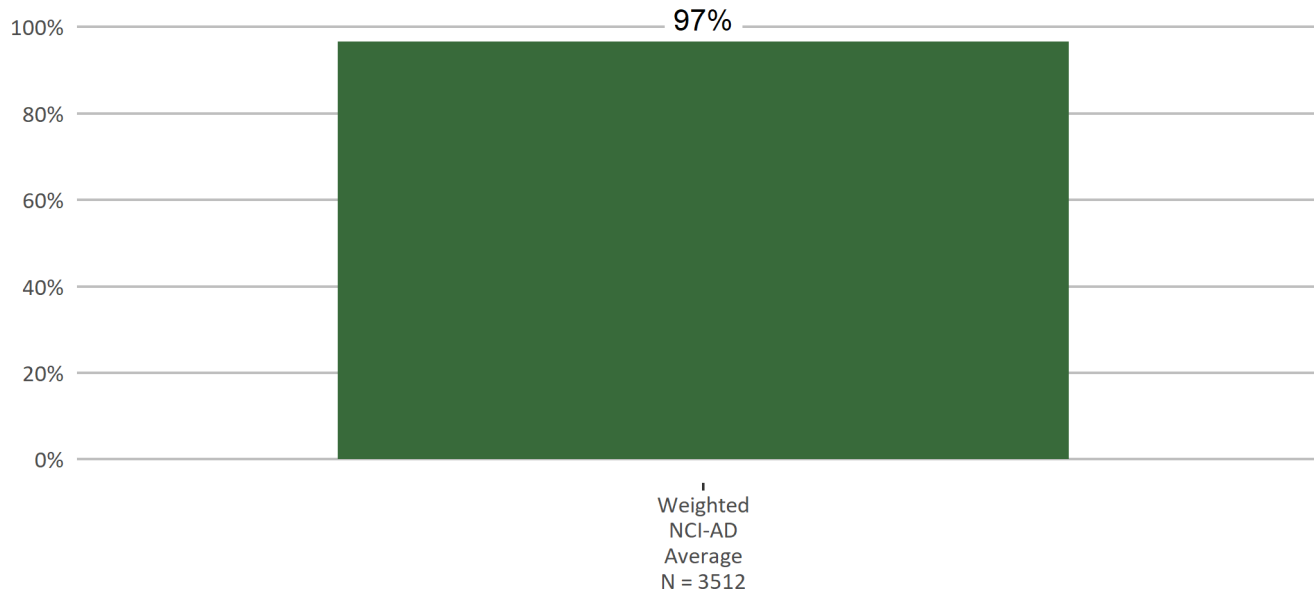
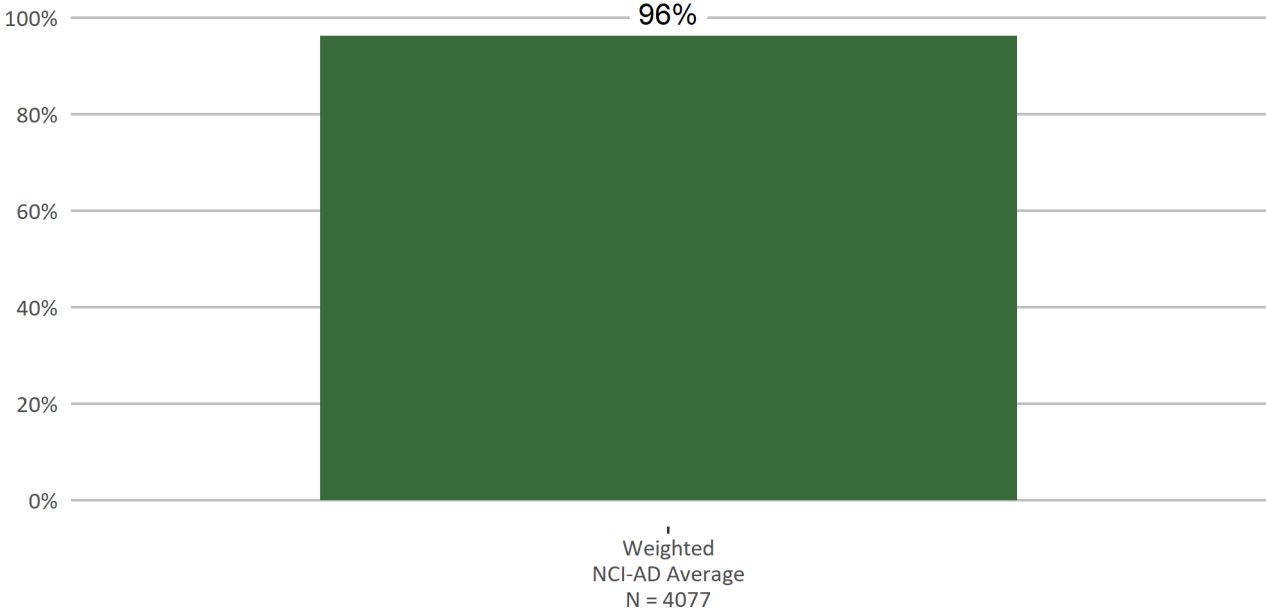


Table 138. Current service plan reflects what was talked about at the service plan meeting

Program	Yes, completely	Yes, in part	No	N
Weighted NCI-AD Average	90%	6%	3%	3,512

Choices and preferences are reflected in current service plan



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 | 300

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

Program	Yes, all/completely	Yes, some/In Part	No	N
Weighted NCI-AD Average	84%	12%	4%	4,077

Self-Direction

Uses self-directed supports option

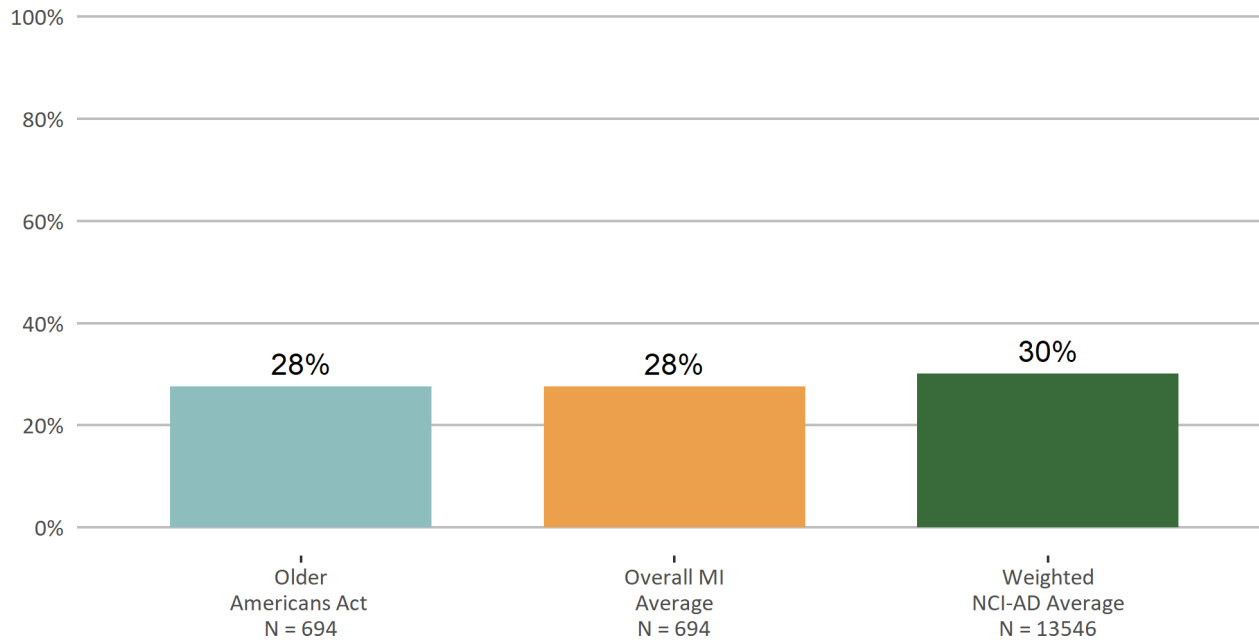


Table 140. Uses self-directed supports option

Information may only come from existing records.

Program	Yes	No	Don't Know	N
Older Americans Act	28%	19%	53%	694
Overall MI Average	28%	19%	53%	694
Weighted NCI-AD Average	30%	60%	10%	13,546

Makes decisions about services that are self directed

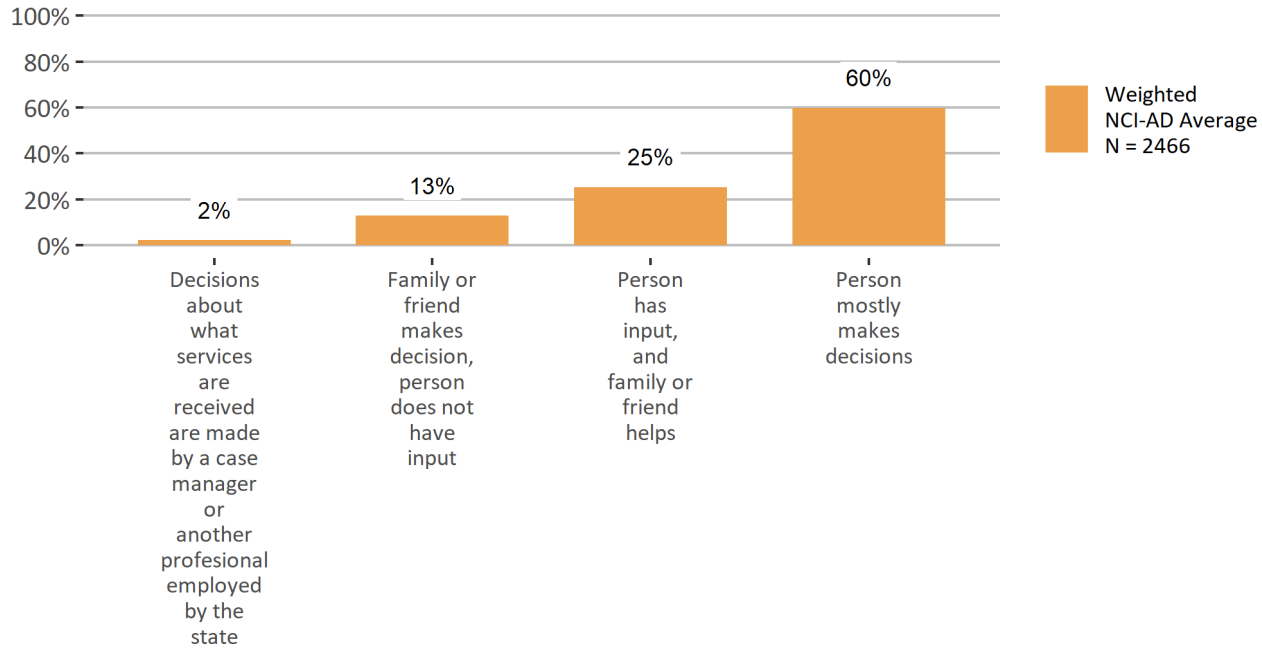
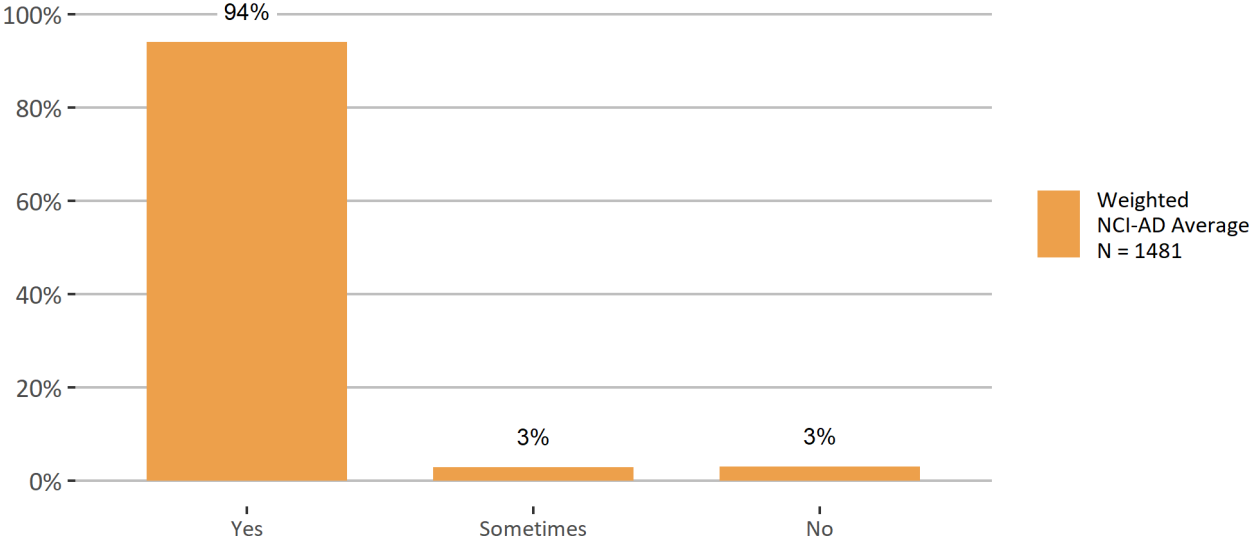


Table 141. Makes decisions about services that are self-directed

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
Weighted NCI-AD Average	2%	13%	25%	60%	2,466

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



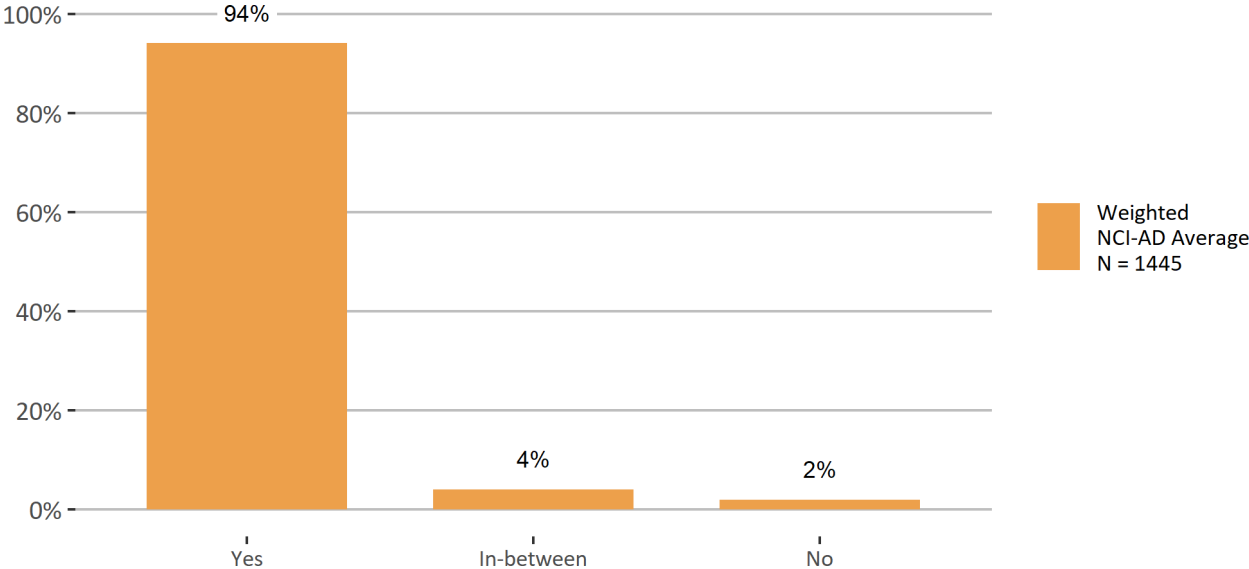
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 307

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
Weighted NCI-AD Average	94%	3%	3%	1,481

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



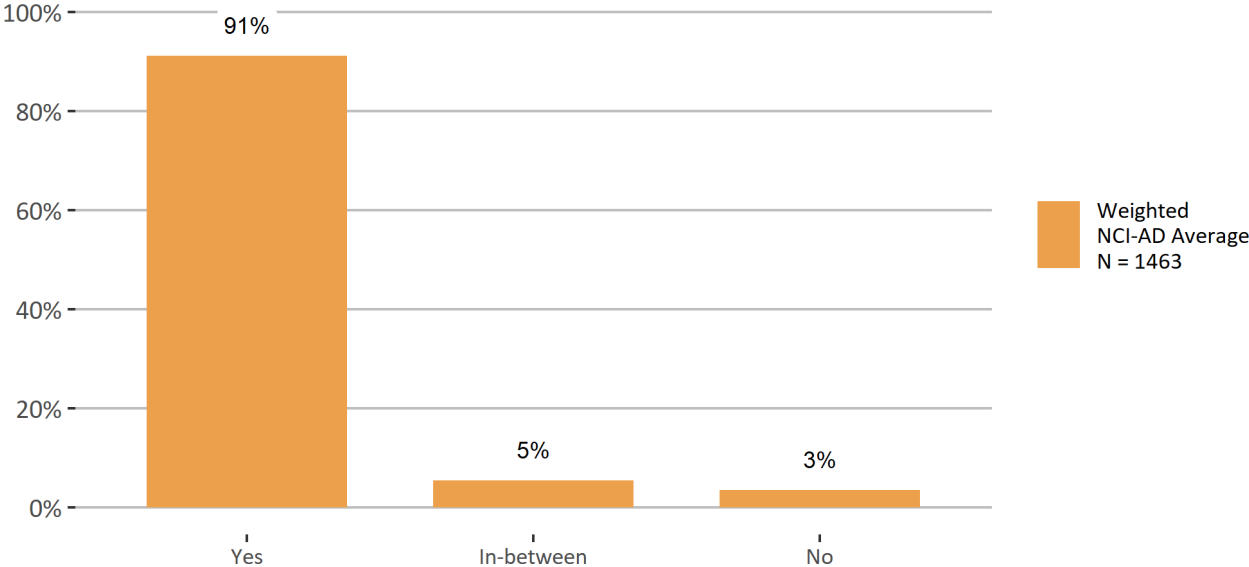
Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 309

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
Weighted NCI-AD Average	94%	4%	2%	1,445

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



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 | 311

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
Weighted NCI-AD Average	91%	5%	3%	1,463

Services and supports wanted to self direct are always available

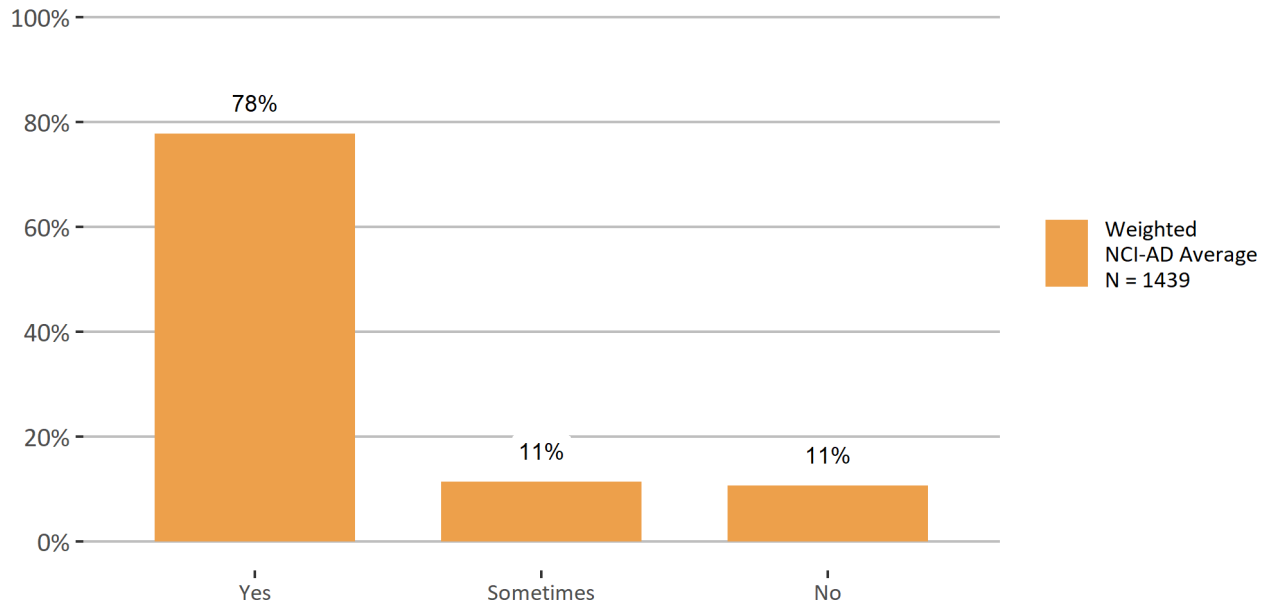


Table 145. Services and supports wanted to self-direct are always available

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

Program	Yes	Sometimes	No	N
Weighted NCI-AD Average	78%	11%	11%	1,439

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

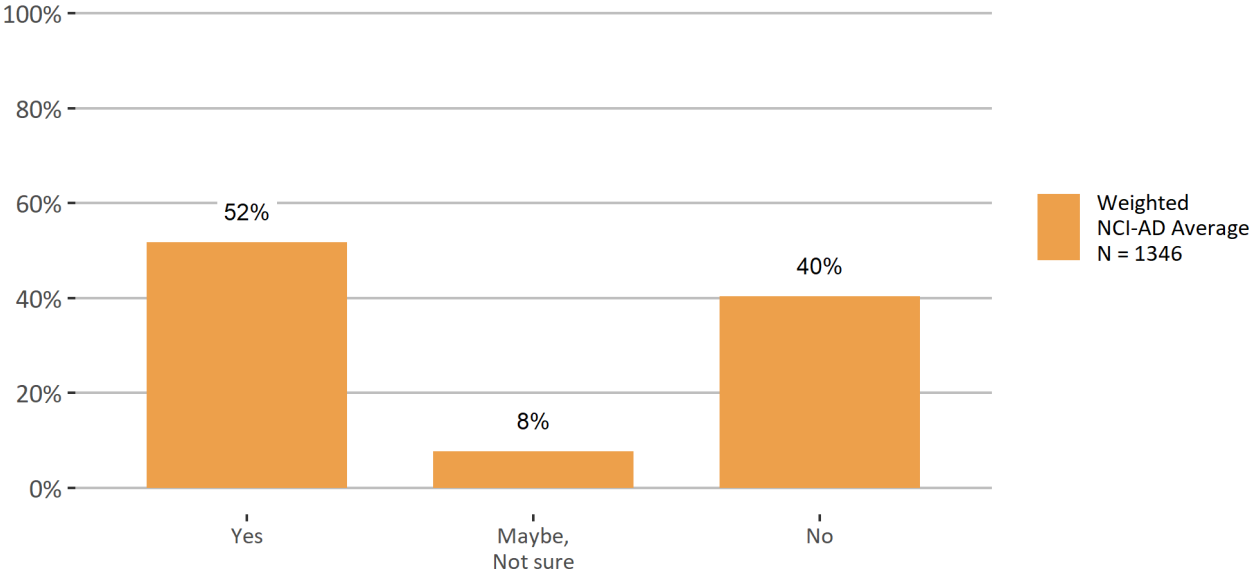


Table 146. Gets information about budget and services from the financial management service (FMS)

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

Program	Yes	Maybe, Not sure	No	N
Weighted NCI-AD Average	52%	8%	40%	1,346

Information received from the FMS is easy to understand

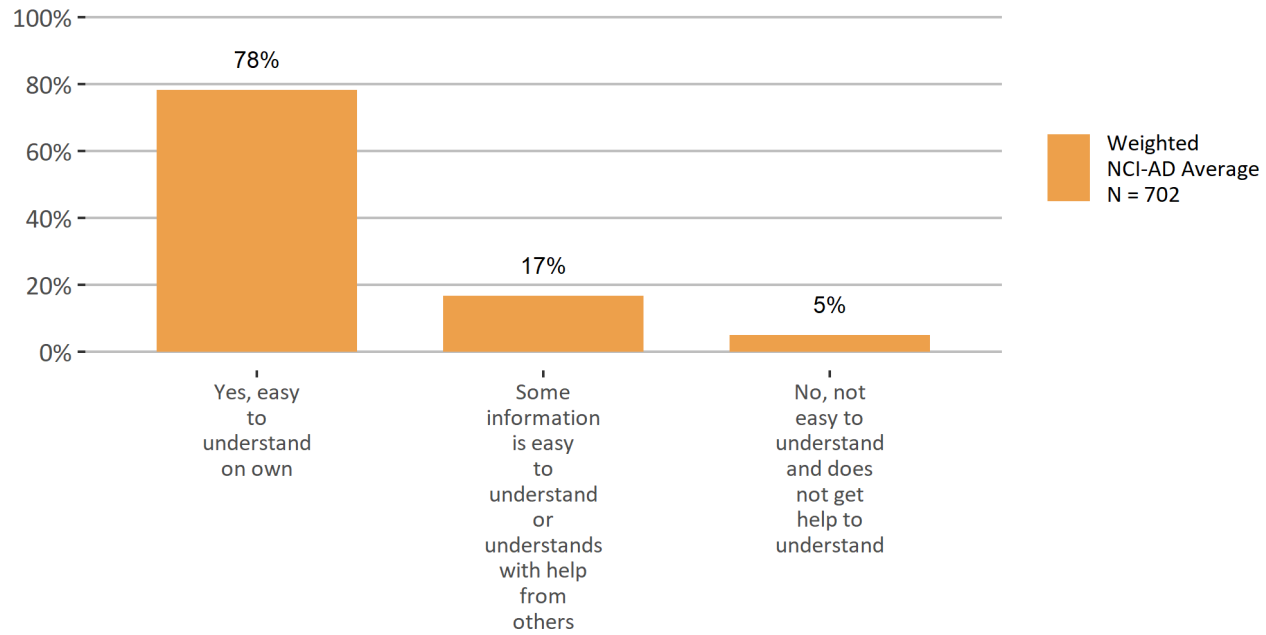
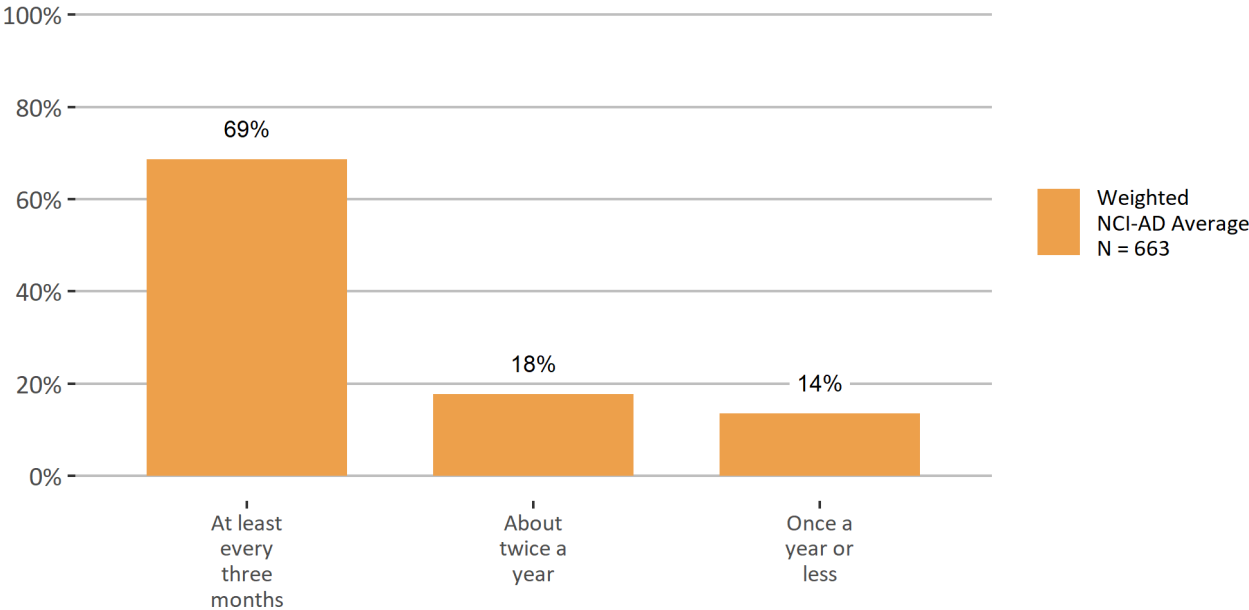


Table 147. Information received from the FMS is easy to understand

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
Weighted NCI-AD Average	78%	17%	5%	702

Frequency of receiving information about budget and services from FMS



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 | 319

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
Weighted NCI-AD Average	69%	18%	14%	663

Parts of self-direction need help with

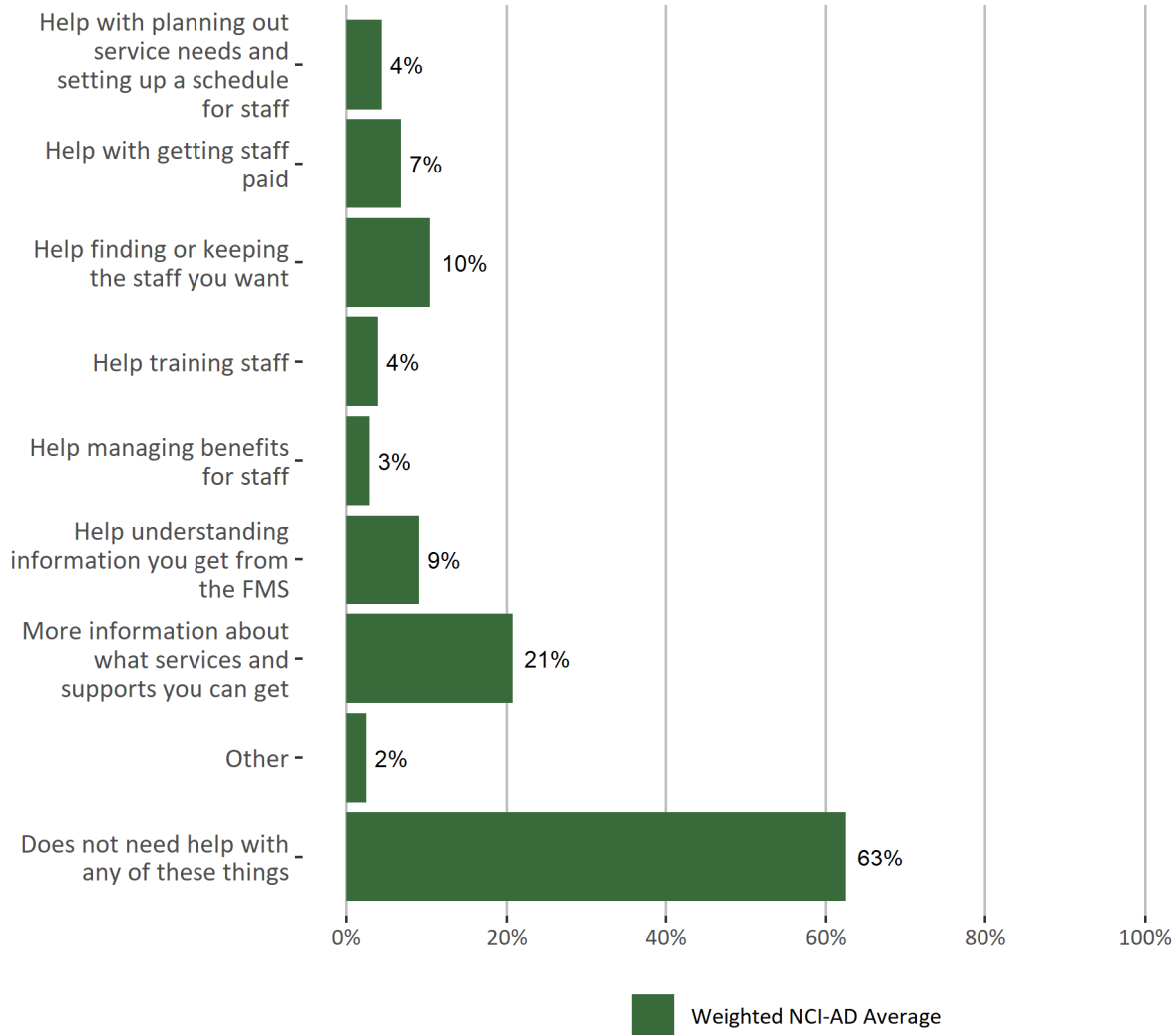


Table 149. Parts of self-direction need help with

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%