



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

Missouri

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Introduction

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

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

Adult Consumer Survey

The NCI-AD Adult Consumer Survey (ACS), is a 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.

Missouri 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
64,563	2,173	2.10%

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)
Consumer Directed Services	Medicaid (Title XIX of the Social Security Act) through MO HealthNet Division (MHD); and General Revenue (GR) through the DHSS/DSDS	State Plan Personal Care, which includes but is not limited to: personal Care, toileting, health, housekeeping, meals, and transportation	30,430	379	5.0%	4.6%
Agency Model Personal Care	State general revenue and/or Medicaid 1915 (c) Waiver	Personal Care - (Agency Model) (PC) services are generally medically oriented tasks provided as an alternative to nursing facility care, and designed to meet the maintenance needs of individuals with	10,879	376	5.1%	4.6%

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)
		chronic health conditions. PC services must be reasonable according to the condition and functional capacity of the participant.				
Aged & Disabled Waiver	Medicaid 1915 (c) Waiver	Older adults above age 65, and individuals with physical disabilities ages 63-64.	15,718	373	5.1%	4.7%
Adult Daycare Waiver	Medicaid 1915 (c) Waiver	Individuals with physical and other disabilities ages 18-63 years.	1,556	309	5.1%	4.7%
Residential Care Facility/Assisted Living Facility PC	State general revenue and/or Medicaid 1915 (c) Waiver	Personal Care (PC) services are maintenance services provided to residents of Residential Care Facilities (RCF) or Assisted Living Facilities (ALF) to assist with activities of daily living (ADL).	4,909	356	5.2%	4.8%

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)
		Services are authorized to eligible residents when the needs of the resident exceed the minimum obligations of the facility as established in the licensure requirements.				

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)
Independent Living Waiver	Medicaid 1915 (c) Waiver	Independent Living Waiver (ILW) – this program offers additional services beyond the limitations of the Consumer Directed State Plan Personal Care program to a limited number of eligible consumers. ILW services include case management, personal care, environmental accessibility adaptations and specialized medical equipment and supplies.	735	252	6.2%	5.7%
Structured Family Caregiver Waiver	State general revenue and/or Medicaid 1915 (c) Waiver	Provides assistance for physically or cognitively impaired adults with Alzheimer’s Disease or related	61	24	20.0%	18.3%

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)
		dementias who are at risk of institutionalization (nursing home care) but can live at home with long-term care services.				
Brain Injury Waiver	Medicaid 1915 (c) Waiver	Provides service coordination and home and community-based services to MO HealthNet recipients ages 21 to 65 who are living with a traumatic brain injury (TBI). Individuals must require medical care equivalent to the level of care received in a nursing home, not be enrolled in another waiver	23	12	28.3%	25.9%
Medically Fragile Adult Waiver	State general revenue and/or Medicaid	Offers services to individuals who have serious and complex medical	175	68	11.9%	10.9%

What is included in this report?

This report presents Missouri'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
Consumer Directed Services (State Plan)	58.1	376
Agency Model Personal Care (State Plan)	55.7	376
Aged & Disabled Waiver	73.7	361
Adult Daycare Wavier	40.7	309
Residential Care Facility/Assisted Living Facility PC (State Plan)	50.5	346
Independent Living Waiver	49.6	251
Structured Family Caregiver Waiver	76.3	21
Medically Fragile Adult Waiver	31.5	68
AIDS Waiver	59.2	22
Overall MO Average	60.3	2,142
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
Consumer Directed Services (State Plan)	12%	67%	20%	1%	379
Agency Model Personal Care (State Plan)	17%	65%	18%	0%	376
Aged & Disabled Waiver	0%	10%	87%	3%	373
Adult Daycare Wavier	63%	37%	0%	0%	309
Residential Care Facility/Assisted Living Facility PC (State Plan)	38%	36%	24%	2%	352
Independent Living Waiver	35%	62%	4%	0%	252
Structured Family Caregiver Waiver	0%	21%	67%	13%	24
Medically Fragile Adult Waiver	96%	4%	0%	0%	68
AIDS Waiver	9%	59%	32%	0%	22
Overall MO Average	14%	49%	36%	1%	2,167
Weighted NCI-AD Average	7%	30%	56%	6%	15,167

Table 3. Gender

Program	Male	Female	Other	Don't know or unclear	N
Consumer Directed Services (State Plan)	34%	66%	0%	0%	379
Agency Model Personal Care (State Plan)	40%	60%	0%	0%	376
Aged & Disabled Waiver	34%	66%	0%	0%	373
Adult Daycare Wavier	52%	48%	0%	0%	309
Residential Care Facility/Assisted Living Facility PC (State Plan)	51%	48%	0%	0%	353
Independent Living Waiver	48%	52%	0%	0%	252
Structured Family Caregiver Waiver	25%	75%	0%	0%	24
Medically Fragile Adult Waiver	53%	47%	0%	0%	68
AIDS Waiver	61%	35%	4%	0%	23
Overall MO Average	37%	63%	0%	0%	2,169
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
Consumer Directed Services (State Plan)	0%	0%	21%	0%	23%	0%	0%	3%
Agency Model Personal Care (State Plan)	0%	0%	4%	0%	12%	0%	0%	0%
Aged & Disabled Waiver	0%	0%	6%	0%	17%	0%	0%	1%
Adult Daycare Wavier	0%	0%	1%	0%	1%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	0%	2%	0%	5%	0%	0%	0%
Independent Living Waiver	0%	0%	1%	0%	1%	0%	0%	0%
Structured Family Caregiver Waiver	0%	0%	0%	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%	0%	0%	0%
AIDS Waiver	0%	0%	0%	0%	0%	0%	0%	0%
Overall MO Average	1%	1%	36%	0%	58%	1%	0%	4%
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
Consumer Directed Services (State Plan)	40%	18%	30%	12%	1%	377
Agency Model Personal Care (State Plan)	44%	18%	30%	7%	1%	374
Aged & Disabled Waiver	20%	14%	32%	34%	0%	365
Adult Daycare Wavier	88%	4%	7%	1%	0%	308
Residential Care Facility/Assisted Living Facility PC (State Plan)	65%	4%	23%	8%	1%	257
Independent Living Waiver	62%	7%	25%	5%	2%	252
Structured Family Caregiver Waiver	13%	17%	17%	54%	0%	24
Medically Fragile Adult Waiver	100%	0%	0%	0%	0%	68
AIDS Waiver	70%	0%	26%	0%	4%	23
Overall MO Average	38%	16%	29%	16%	0%	2,060
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
Consumer Directed Services (State Plan)	97%	1%	2%	0%	377
Agency Model Personal Care (State Plan)	98%	0%	2%	0%	376
Aged & Disabled Waiver	96%	1%	3%	0%	366
Adult Daycare Wavier	97%	1%	1%	0%	309
Residential Care Facility/Assisted Living Facility PC (State Plan)	98%	1%	1%	0%	265
Independent Living Waiver	98%	0%	1%	1%	252
Structured Family Caregiver Waiver	96%	0%	4%	0%	24
Medically Fragile Adult Waiver	97%	0%	3%	0%	68
AIDS Waiver	100%	0%	0%	0%	22
Overall MO Average	97%	1%	2%	0%	2,071
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
Consumer Directed Services (State Plan)	98%	1%	0%	0%	0%	1%	298
Agency Model Personal Care (State Plan)	85%	2%	0%	1%	1%	10%	279
Aged & Disabled Waiver	99%	1%	0%	0%	0%	0%	363
Adult Daycare Wavier	77%	9%	1%	1%	12%	2%	189
Residential Care Facility/Assisted Living Facility PC (State Plan)	84%	3%	0%	0%	11%	0%	244
Independent Living Waiver	80%	1%	0%	1%	1%	17%	252
Medically Fragile Adult Waiver	24%	13%	1%	4%	57%	0%	67
AIDS Waiver	100%	0%	0%	0%	0%	0%	22
Overall MO Average	94%	1%	0%	0%	1%	3%	1,746
Weighted NCI-AD Average	95%	2%	0%	0%	1%	2%	14,370

Programs with more than 25% missing or don't know are marked with *
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Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes.

Program	Metropolitan	Micropolitan	Rural	Small town	Don't Know	N
Consumer Directed Services (State Plan)	73%	10%	6%	10%	1%	376
Agency Model Personal Care (State Plan)	57%	19%	8%	16%	1%	374
Aged & Disabled Waiver	52%	21%	11%	14%	0%	366
Adult Daycare Wavier	93%	3%	1%	3%	0%	308
Residential Care Facility/Assisted Living Facility PC (State Plan)	66%	16%	8%	9%	0%	203
Independent Living Waiver	73%	10%	6%	11%	0%	252
Structured Family Caregiver Waiver	75%	13%	4%	8%	0%	24
Medically Fragile Adult Waiver	75%	3%	9%	12%	1%	68
AIDS Waiver	95%	0%	0%	0%	5%	21
Overall MO Average	66%	14%	8%	12%	0%	2,004
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
Consumer Directed Services (State Plan)	0%	0%	2%	15%	46%	20%	12%	4%	1%	1%	0%	374
Agency Model Personal Care (State Plan)	1%	0%	1%	11%	44%	24%	12%	4%	2%	1%	0%	372
Aged & Disabled Waiver	0%	0%	2%	15%	44%	20%	12%	4%	2%	0%	0%	365
Adult Daycare Wavier	0%	0%	1%	11%	41%	13%	21%	6%	4%	2%	2%	307
Residential Care Facility/Assisted Living Facility PC (State Plan)	2%	0%	0%	10%	44%	22%	11%	5%	3%	1%	0%	202
Independent Living Waiver	0%	0%	3%	12%	45%	18%	12%	6%	3%	2%	0%	251
Structured Family Caregiver Waiver	0%	0%	0%	8%	33%	33%	8%	8%	0%	4%	4%	24
Medically Fragile Adult Waiver	1%	0%	0%	1%	36%	22%	15%	13%	4%	4%	1%	67
Overall MO Average	0%	0%	1%	14%	45%	20%	12%	4%	1%	1%	0%	1,994
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
Consumer Directed Services (State Plan)	99%	0%	0%	0%	0%	0%	0%	0%	379
Agency Model Personal Care (State Plan)	97%	1%	0%	0%	0%	0%	0%	1%	376
Aged & Disabled Waiver	92%	6%	0%	0%	0%	0%	1%	0%	373
Adult Daycare Wavier	99%	0%	0%	0%	0%	0%	0%	0%	309
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	0%	0%	96%	3%	0%	0%	0%	356
Independent Living Waiver	97%	3%	0%	0%	0%	0%	0%	0%	252
Structured Family Caregiver Waiver	96%	0%	0%	4%	0%	0%	0%	0%	24
Medically Fragile Adult Waiver	100%	0%	0%	0%	0%	0%	0%	0%	68
AIDS Waiver	71%	0%	24%	5%	0%	0%	0%	0%	21
Overall MO Average	90%	2%	0%	8%	0%	0%	0%	0%	2,170
Weighted NCI-AD Average	73%	6%	2%	8%	10%	0%	1%	1%	14,995

Programs with more than 25% missing or don't know are marked with *
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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
Consumer Directed Services (State Plan)	22%	6%	16%	1%	1%	0%	3%
Agency Model Personal Care (State Plan)	10%	2%	3%	0%	0%	0%	2%
Aged & Disabled Waiver	16%	2%	3%	0%	0%	0%	2%
Adult Daycare Wavier	0%	0%	2%	0%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	4%	0%	0%	0%	0%	2%	0%
Independent Living Waiver	0%	0%	1%	0%	0%	0%	0%
Structured Family Caregiver Waiver	0%	0%	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%	0%	0%
AIDS Waiver	0%	0%	0%	0%	0%	0%	0%
Overall MO Average	53%	10%	25%	2%	1%	3%	8%
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
Consumer Directed Services (State Plan)	6%	93%	1%	300
Agency Model Personal Care (State Plan)	4%	86%	10%	279
Aged & Disabled Waiver	2%	80%	18%	324
Adult Daycare Wavier	3%	97%	0%	185
Residential Care Facility/Assisted Living Facility PC (State Plan)	2%	92%	6%	250
Independent Living Waiver	2%	79%	19%	252
Medically Fragile Adult Waiver	4%	91%	4%	68
AIDS Waiver	0%	100%	0%	23
Overall MO Average	4%	88%	7%	1,712
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
Overall MO Average	79%	1%	0%	0%	2%	4%	10%	4%	49
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
Consumer Directed Services (State Plan)	38%	6%	5%	2%	16%	8%
Agency Model Personal Care (State Plan)	11%	3%	4%	0%	5%	2%
Aged & Disabled Waiver	17%	2%	1%	3%	10%	4%
Adult Daycare Wavier	1%	1%	2%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	4%	1%	2%	0%	1%	1%
Independent Living Waiver	1%	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%	0%
AIDS Waiver	0%	0%	0%	0%	0%	0%
Overall MO Average	72%	14%	14%	5%	33%	15%
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
Consumer Directed Services (State Plan)	17%	10%	23%	34%	17%	6%
Agency Model Personal Care (State Plan)	5%	2%	6%	9%	5%	2%
Aged & Disabled Waiver	9%	6%	9%	16%	7%	5%
Adult Daycare Wavier	0%	0%	1%	1%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	1%	2%	3%	2%	1%
Independent Living Waiver	0%	0%	0%	1%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%	0%
AIDS Waiver	0%	0%	0%	0%	0%	0%
Overall MO Average	33%	21%	41%	63%	31%	15%
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
Consumer Directed Services (State Plan)	43%	56%	1%	272
Agency Model Personal Care (State Plan)	54%	46%	0%	235
Aged & Disabled Waiver	23%	67%	11%	261
Adult Daycare Wavier	50%	50%	0%	175
Residential Care Facility/Assisted Living Facility PC (State Plan)	48%	49%	3%	234
Independent Living Waiver	23%	77%	0%	198
Medically Fragile Adult Waiver	5%	95%	0%	66
AIDS Waiver	27%	73%	0%	22
Overall MO Average	40%	57%	3%	1,494
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
Consumer Directed Services (State Plan)	0%	7%	32%	11%	0%
Agency Model Personal Care (State Plan)	0%	3%	10%	7%	0%
Aged & Disabled Waiver	1%	5%	18%	5%	0%
Adult Daycare Wavier	0%	0%	1%	2%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	1%	2%	4%	0%
Independent Living Waiver	0%	1%	0%	0%	0%
Structured Family Caregiver Waiver	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%
AIDS Waiver	0%	0%	0%	0%	0%
Overall MO Average	3%	16%	64%	28%	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
Consumer Directed Services (State Plan)	30%	68%	2%	287
Agency Model Personal Care (State Plan)	34%	54%	12%	273
Aged & Disabled Waiver	31%	50%	19%	307
Adult Daycare Wavier	19%	80%	1%	176
Residential Care Facility/Assisted Living Facility PC (State Plan)	17%	82%	1%	235
Independent Living Waiver	20%	61%	19%	252
Medically Fragile Adult Waiver	8%	92%	0%	66
AIDS Waiver	38%	62%	0%	21
Overall MO Average	30%	62%	8%	1,648
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
Consumer Directed Services (State Plan)	65%	24%	11%	196
Agency Model Personal Care (State Plan) *	54%	17%	30%	220
Aged & Disabled Waiver *	47%	5%	49%	350
Adult Daycare Wavier *	10%	8%	82%	260
Residential Care Facility/Assisted Living Facility PC (State Plan)	44%	31%	25%	153
Independent Living Waiver *	33%	16%	50%	248
Structured Family Caregiver Waiver	83%	0%	17%	24
Medically Fragile Adult Waiver	52%	48%	0%	66
Overall MO Average *	53%	16%	31%	1,535
Weighted NCI-AD Average	76%	17%	7%	13,432

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

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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
Consumer Directed Services (State Plan) *	0%	0%	0%	2%	98%	343
Agency Model Personal Care (State Plan) *	0%	0%	0%	0%	100%	358
Aged & Disabled Waiver *	0%	0%	0%	0%	100%	266
Adult Daycare Wavier *	0%	0%	1%	1%	99%	198
Residential Care Facility/Assisted Living Facility PC (State Plan) *	0%	0%	5%	33%	62%	58
Independent Living Waiver *	0%	0%	0%	8%	92%	248
Structured Family Caregiver Waiver *	0%	0%	0%	0%	100%	24
Medically Fragile Adult Waiver	2%	2%	3%	93%	0%	59
AIDS Waiver	8%	8%	17%	67%	0%	24
Overall MO Average *	0%	0%	0%	2%	98%	1,587
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
Consumer Directed Services (State Plan)	1%	98%	1%	360
Agency Model Personal Care (State Plan)	9%	89%	2%	367
Aged & Disabled Waiver	1%	98%	0%	333
Adult Daycare Wavier	28%	72%	0%	261
Residential Care Facility/Assisted Living Facility PC (State Plan)	18%	78%	4%	68
Independent Living Waiver	2%	96%	2%	250
Structured Family Caregiver Waiver	8%	88%	4%	24
Medically Fragile Adult Waiver *	56%	11%	33%	61
AIDS Waiver	17%	83%	0%	24
Overall MO Average	4%	95%	1%	1,757
Weighted NCI-AD Average	6%	68%	26%	12,761

Programs with more than 25% missing or don't know are marked with *
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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
Consumer Directed Services (State Plan) *	2%	3%	0%	0%	1%	95%	347
Agency Model Personal Care (State Plan) *	0%	1%	0%	0%	0%	99%	361
Aged & Disabled Waiver *	0%	0%	0%	0%	1%	99%	311
Adult Daycare Wavier *	0%	0%	0%	0%	1%	99%	153
Residential Care Facility/Assisted Living Facility PC (State Plan) *	18%	3%	1%	0%	0%	78%	72
Independent Living Waiver *	29%	5%	2%	6%	1%	57%	249
Structured Family Caregiver Waiver *	0%	0%	0%	0%	0%	100%	24
Medically Fragile Adult Waiver	88%	12%	0%	0%	0%	0%	59
AIDS Waiver	29%	21%	42%	4%	4%	0%	24
Overall MO Average *	2%	2%	0%	0%	1%	95%	1,610
Weighted NCI-AD Average	15%	15%	30%	2%	8%	30%	11,979

Programs with more than 25% missing or don't know are marked with *
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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
Consumer Directed Services (State Plan) *	2%	1%	3%	94%	343
Agency Model Personal Care (State Plan) *	0%	0%	1%	99%	360
Aged & Disabled Waiver *	0%	0%	0%	100%	312
Adult Daycare Wavier *	0%	0%	1%	99%	152
Residential Care Facility/Assisted Living Facility PC (State Plan) *	11%	0%	1%	87%	70
Independent Living Waiver *	27%	4%	10%	59%	249
Structured Family Caregiver Waiver *	0%	0%	0%	100%	24
Medically Fragile Adult Waiver	88%	10%	0%	2%	59
AIDS Waiver *	0%	0%	0%	100%	24
Overall MO Average *	2%	1%	2%	95%	1,603
Weighted NCI-AD Average	8%	1%	58%	33%	12,242

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

Community Participation

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

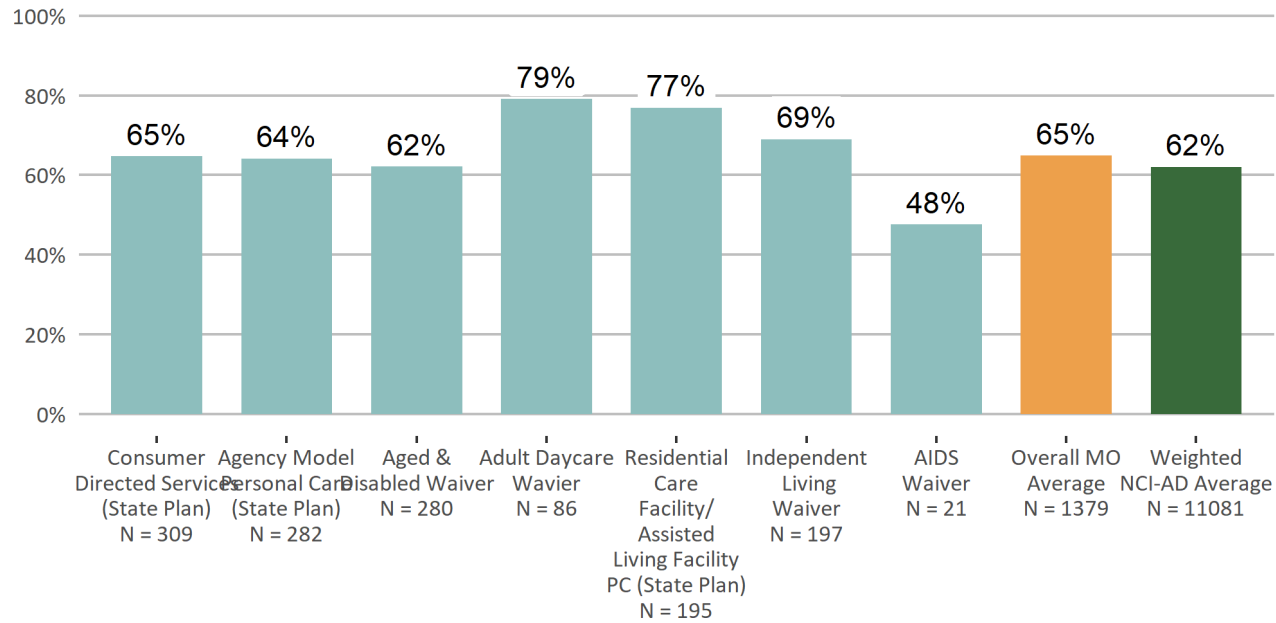


Table 23. Gets to do things outside of their home as much as they want to

Program	Yes	No	N
Consumer Directed Services (State Plan)	65%	35%	309
Agency Model Personal Care (State Plan)	64%	36%	282
Aged & Disabled Waiver	62%	38%	280
Adult Daycare Wavier	79%	21%	86
Residential Care Facility/Assisted Living Facility PC (State Plan)	77%	23%	195
Independent Living Waiver	69%	31%	197
AIDS Waiver	48%	52%	21
Overall MO Average	65%	35%	1,379
Weighted NCI-AD Average	62%	38%	11,081

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

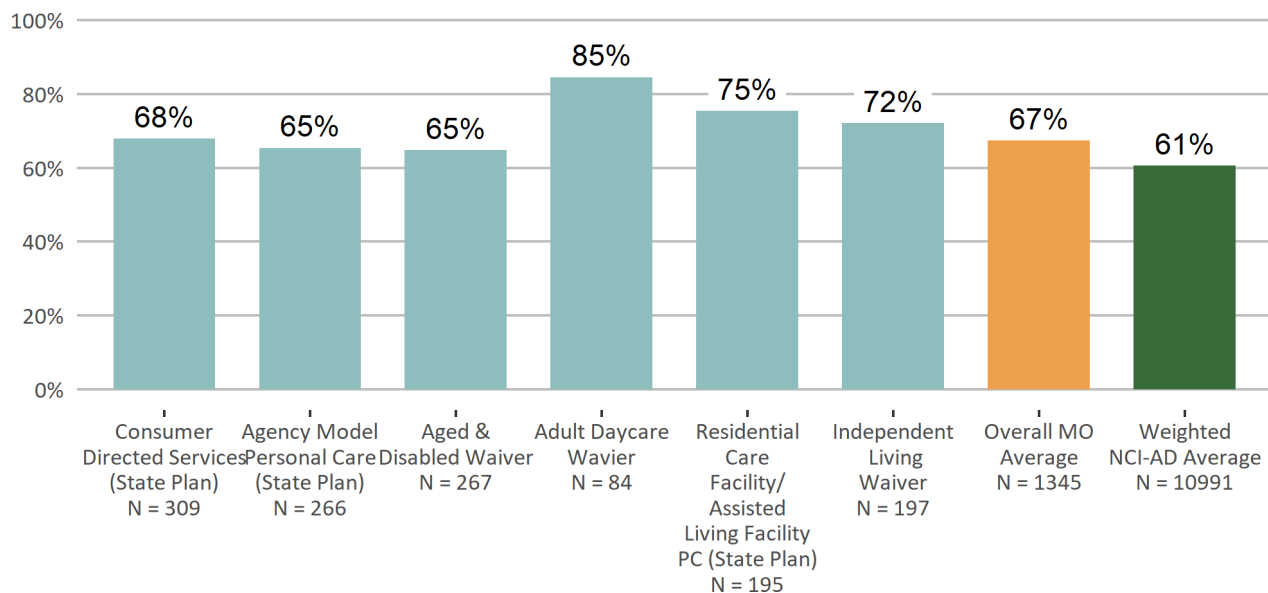


Table 24. Takes part in activities with others as much as they want to (in-person or virtually)

Program	Yes	Maybe	No	N
Consumer Directed Services (State Plan)	68%	6%	26%	309
Agency Model Personal Care (State Plan)	65%	8%	26%	266
Aged & Disabled Waiver	65%	7%	28%	267
Adult Daycare Wavier	85%	4%	12%	84
Residential Care Facility/Assisted Living Facility PC (State Plan)	75%	4%	21%	195
Independent Living Waiver	72%	7%	21%	197
Overall MO Average	67%	7%	26%	1,345
Weighted NCI-AD Average	61%	12%	27%	10,991

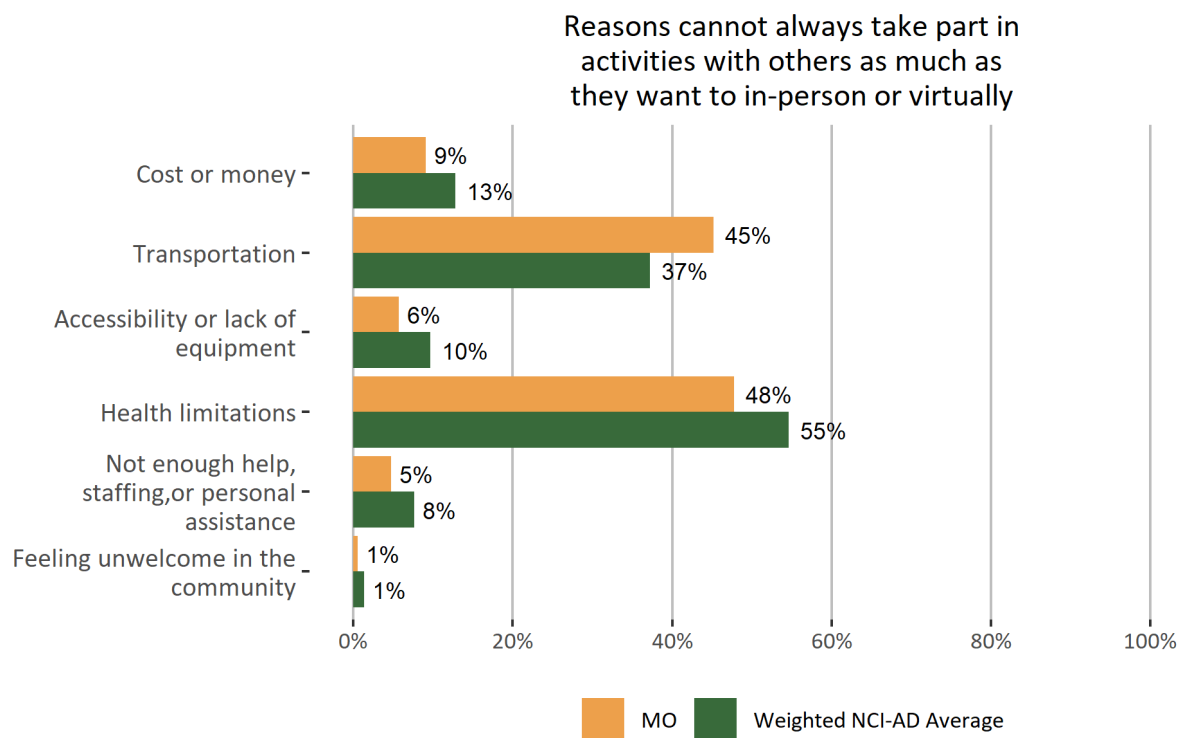


Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually

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
Consumer Directed Services (State Plan)	4%	24%	3%	26%	3%	0%
Agency Model Personal Care (State Plan)	2%	8%	0%	7%	1%	0%
Aged & Disabled Waiver	2%	10%	2%	12%	1%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	2%	0%	2%	0%	0%
Independent Living Waiver	0%	1%	0%	1%	0%	0%
Overall MO Average	9%	45%	6%	48%	5%	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)

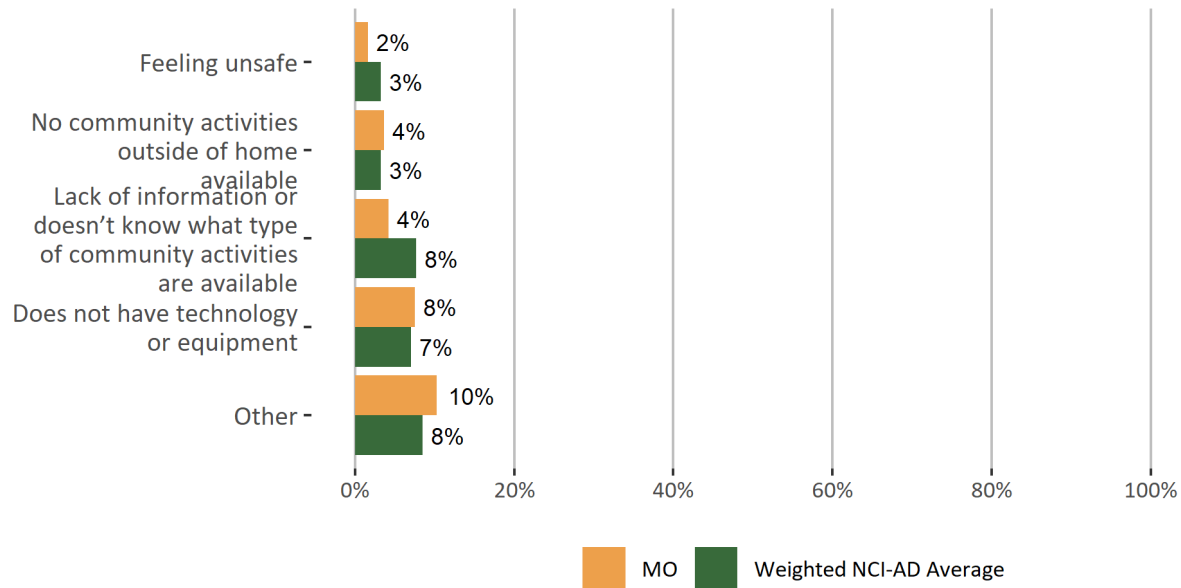


Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)

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
Consumer Directed Services (State Plan)	1%	1%	1%	3%	7%
Agency Model Personal Care (State Plan)	0%	1%	1%	2%	1%
Aged & Disabled Waiver	0%	2%	1%	2%	2%
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	0%	0%	0%	0%
Independent Living Waiver	0%	0%	0%	0%	0%
Overall MO Average	2%	4%	4%	8%	10%
Weighted NCI-AD Average	3%	3%	8%	7%	8%

Access to the Community

Has transportation to do the things they want outside of home

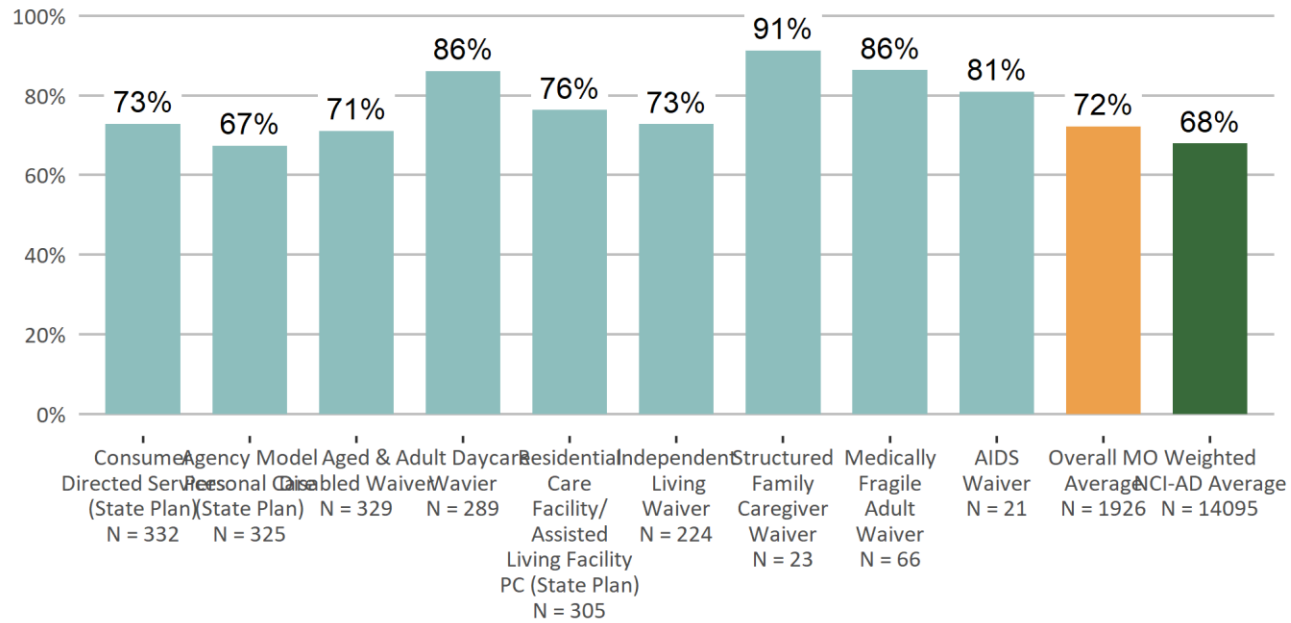


Table 26. Has transportation to do the things they want outside of home

Proxy respondents were allowed for this question

Program	Yes	Maybe	No	N
Consumer Directed Services (State Plan)	73%	14%	13%	332
Agency Model Personal Care (State Plan)	67%	14%	19%	325
Aged & Disabled Waiver	71%	14%	15%	329
Adult Daycare Wavier	86%	9%	5%	289
Residential Care Facility/Assisted Living Facility PC (State Plan)	76%	11%	13%	305
Independent Living Waiver	73%	9%	18%	224
Structured Family Caregiver Waiver	91%	9%	0%	23
Medically Fragile Adult Waiver	86%	8%	6%	66
AIDS Waiver	81%	10%	10%	21
Overall MO Average	72%	13%	14%	1,926
Weighted NCI-AD Average	68%	16%	16%	14,095

Has transportation to get to medical appointments

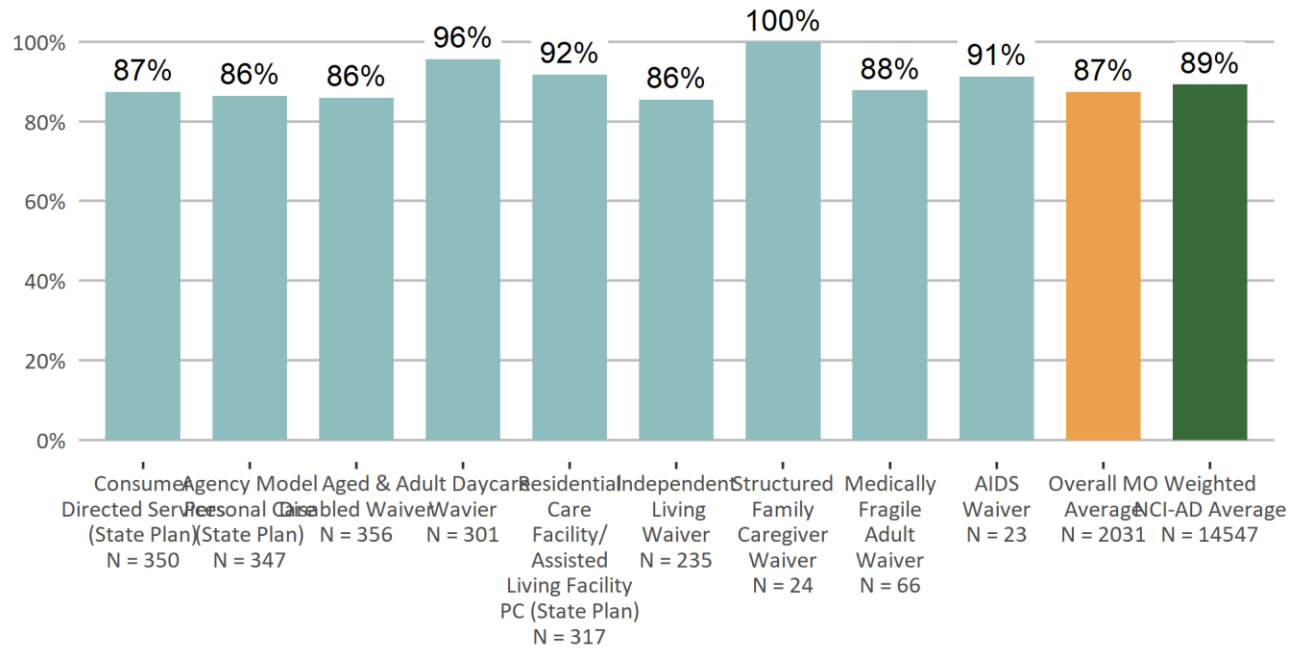


Table 27. Has transportation to get to medical appointments

Proxy respondents were allowed for this question

Program	Yes	Maybe	No	N
Consumer Directed Services (State Plan)	87%	9%	3%	350
Agency Model Personal Care (State Plan)	86%	9%	5%	347
Aged & Disabled Waiver	86%	10%	4%	356
Adult Daycare Wavier	96%	3%	1%	301
Residential Care Facility/Assisted Living Facility PC (State Plan)	92%	6%	3%	317
Independent Living Waiver	86%	10%	5%	235
Structured Family Caregiver Waiver	100%	0%	0%	24
Medically Fragile Adult Waiver	88%	9%	3%	66
AIDS Waiver	91%	9%	0%	23
Overall MO Average	87%	9%	4%	2,031
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)

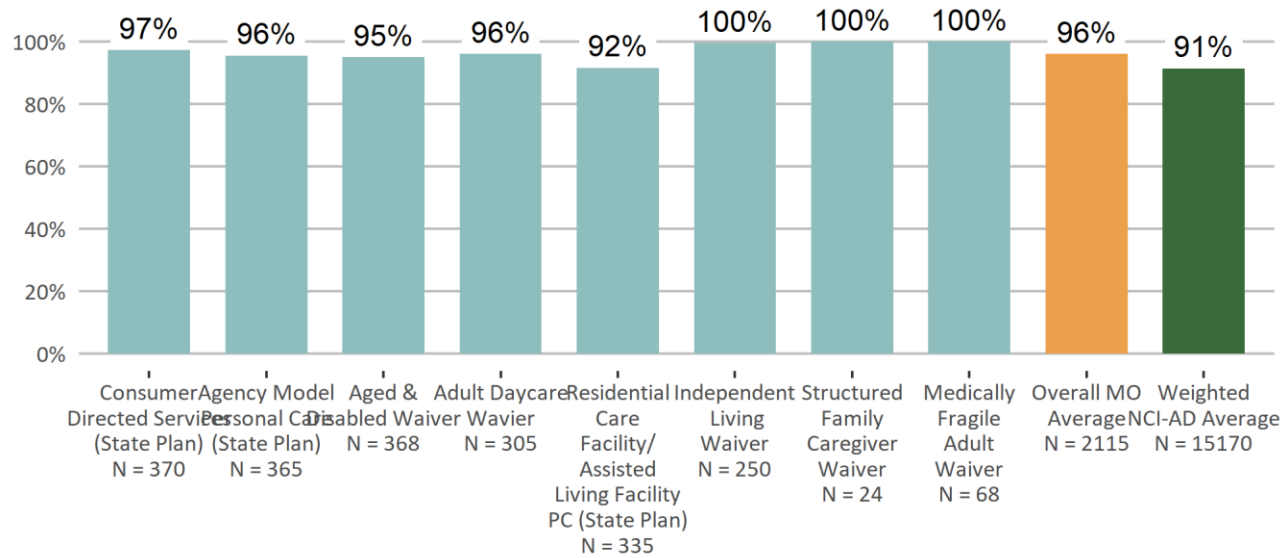


Table 28. Needs assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

Proxy respondents were allowed for this question

Program	A Lot	Some	None	N
Consumer Directed Services (State Plan)	59%	39%	3%	370
Agency Model Personal Care (State Plan)	54%	41%	4%	365
Aged & Disabled Waiver	51%	44%	5%	368
Adult Daycare Wavier	70%	26%	4%	305
Residential Care Facility/Assisted Living Facility PC (State Plan)	62%	30%	8%	335
Independent Living Waiver	90%	9%	0%	250
Structured Family Caregiver Waiver	92%	8%	0%	24
Medically Fragile Adult Waiver	100%	0%	0%	68
Overall MO Average	57%	39%	4%	2,115
Weighted NCI-AD Average	53%	38%	9%	15,170

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

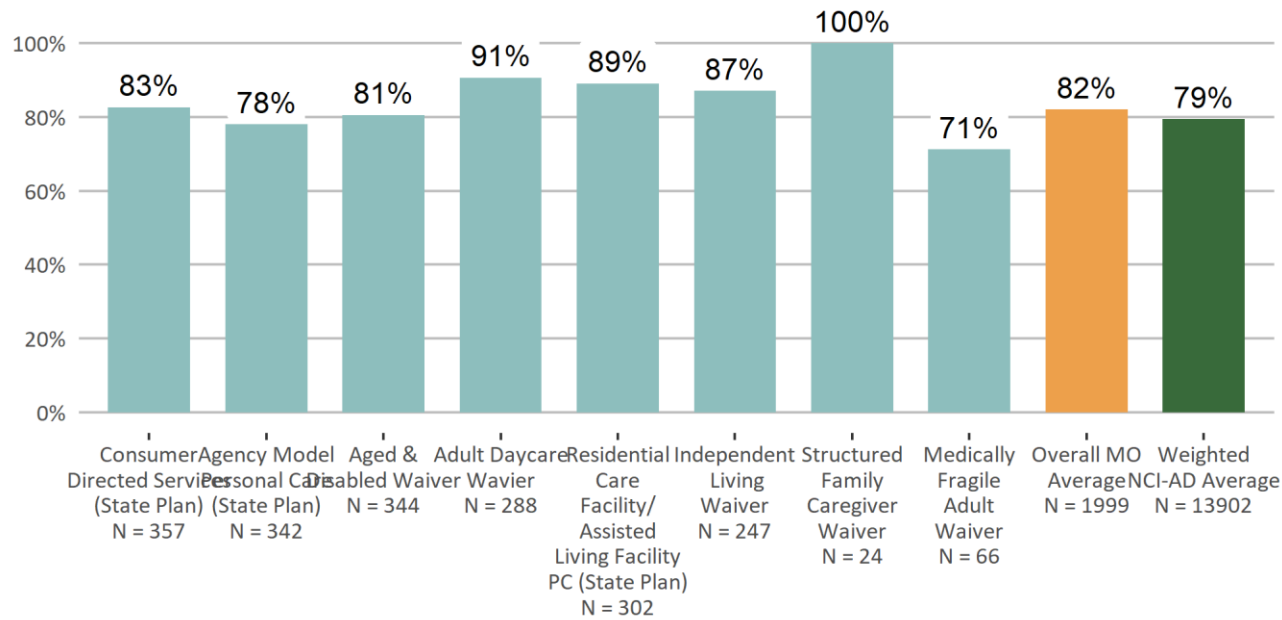


Table 29. Always gets enough support for everyday activities (if needs at least some assistance)

Proxy respondents were allowed for this question

Program	Yes	No	N
Consumer Directed Services (State Plan)	83%	17%	357
Agency Model Personal Care (State Plan)	78%	22%	342
Aged & Disabled Waiver	81%	19%	344
Adult Daycare Wavier	91%	9%	288
Residential Care Facility/Assisted Living Facility PC (State Plan)	89%	11%	302
Independent Living Waiver	87%	13%	247
Structured Family Caregiver Waiver	100%	0%	24
Medically Fragile Adult Waiver	71%	29%	66
Overall MO Average	82%	18%	1,999
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)

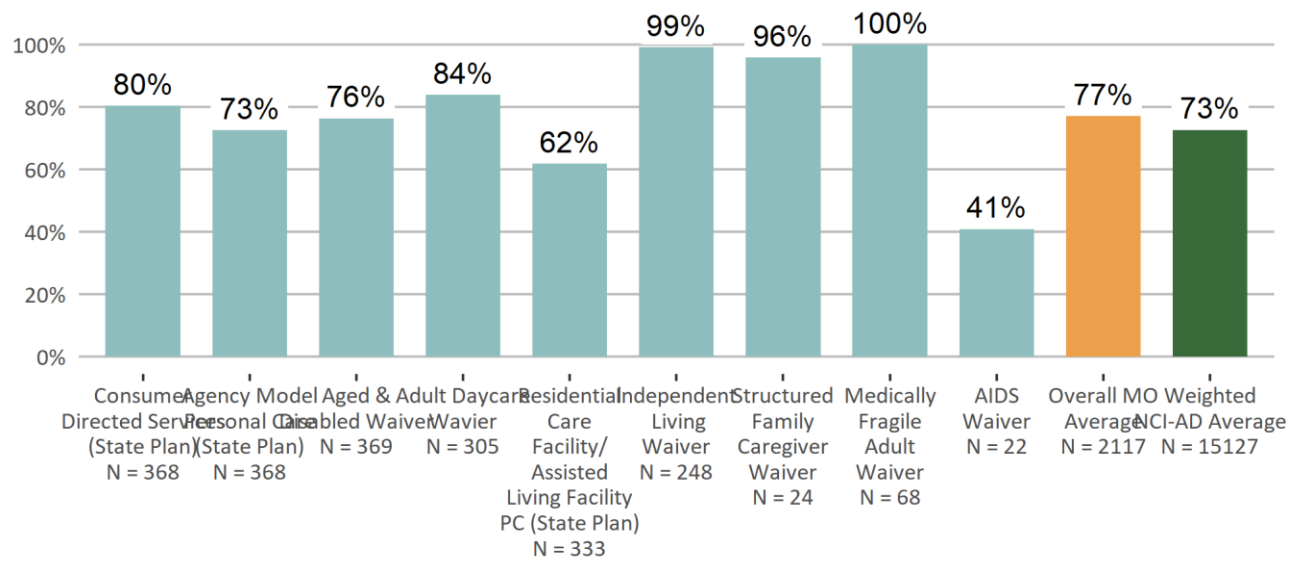


Table 30. Needs assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

Proxy respondents were allowed for this question

Program	A Lot	Some	None	N
Consumer Directed Services (State Plan)	36%	44%	20%	368
Agency Model Personal Care (State Plan)	32%	40%	27%	368
Aged & Disabled Waiver	33%	44%	24%	369
Adult Daycare Wavier	42%	42%	16%	305
Residential Care Facility/Assisted Living Facility PC (State Plan)	37%	25%	38%	333
Independent Living Waiver	83%	16%	1%	248
Structured Family Caregiver Waiver	71%	25%	4%	24
Medically Fragile Adult Waiver	100%	0%	0%	68
AIDS Waiver	18%	23%	59%	22
Overall MO Average	36%	41%	23%	2,117
Weighted NCI-AD Average	36%	36%	27%	15,127

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

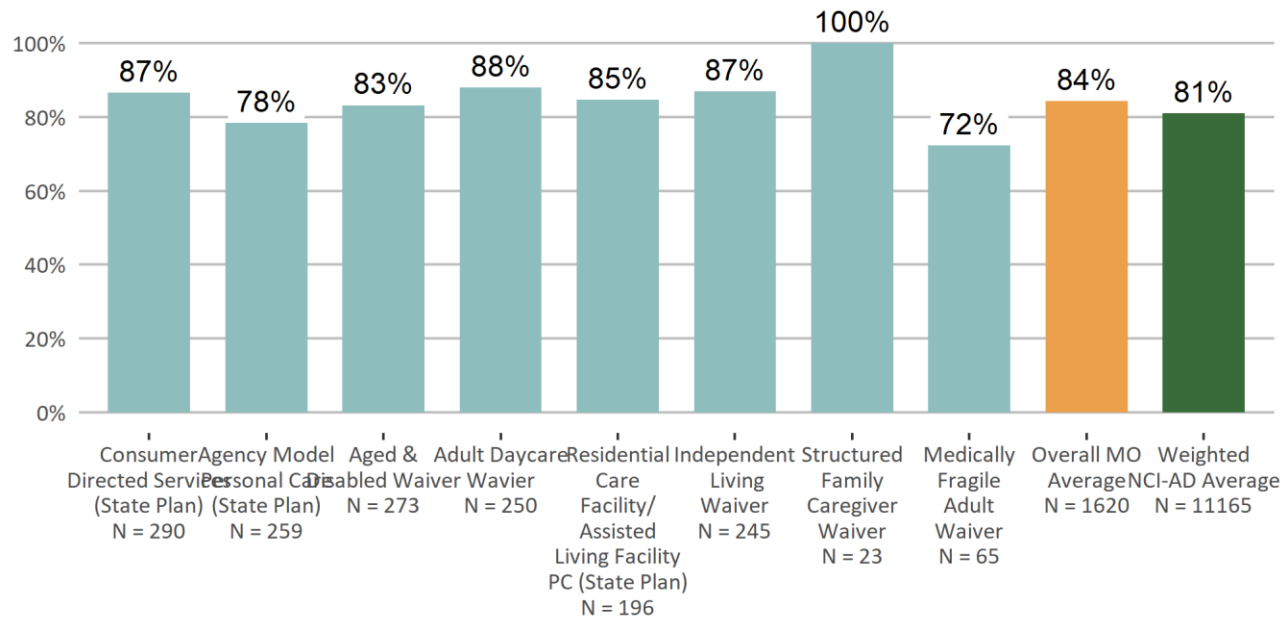


Table 31. Always gets enough support for self-care (if needs at least some assistance)

Proxy respondents were allowed for this question

Program	Yes	No	N
Consumer Directed Services (State Plan)	87%	13%	290
Agency Model Personal Care (State Plan)	78%	22%	259
Aged & Disabled Waiver	83%	17%	273
Adult Daycare Wavier	88%	12%	250
Residential Care Facility/Assisted Living Facility PC (State Plan)	85%	15%	196
Independent Living Waiver	87%	13%	245
Structured Family Caregiver Waiver	100%	0%	23
Medically Fragile Adult Waiver	72%	28%	65
Overall MO Average	84%	16%	1,620
Weighted NCI-AD Average	81%	19%	11,165

Work

Has a paid job

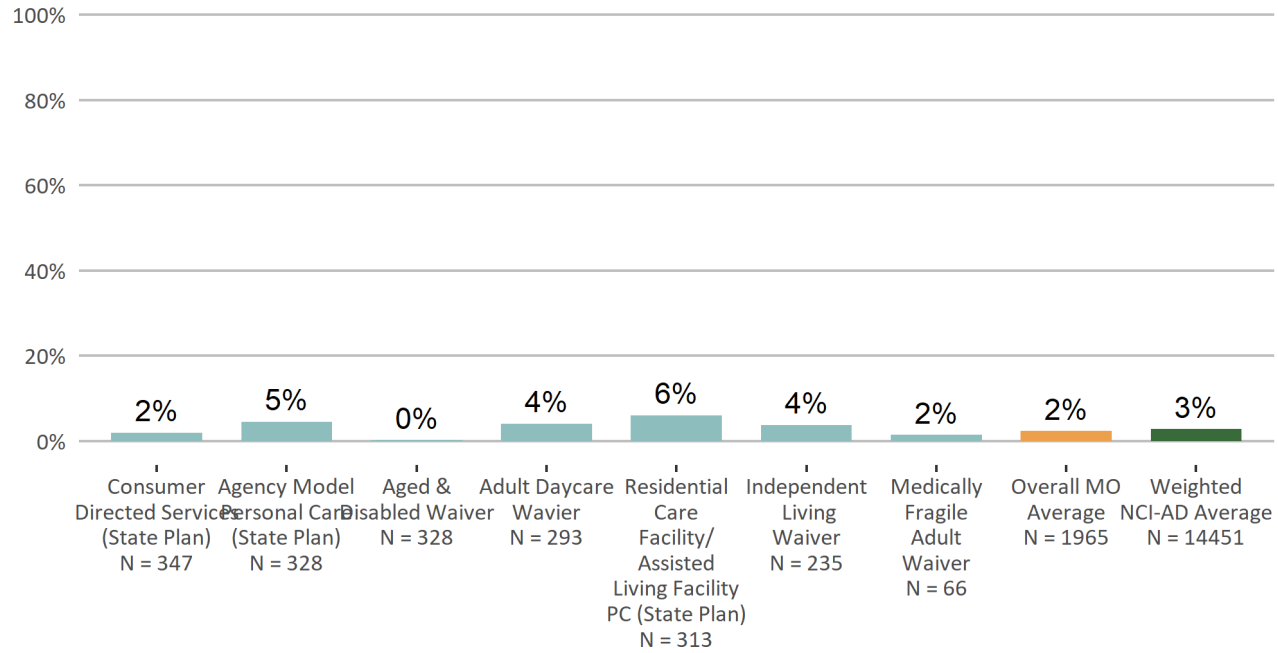


Table 32. Has a paid job*Proxy respondents were allowed for this question*

Program	Yes	No	N
Consumer Directed Services (State Plan)	2%	98%	347
Agency Model Personal Care (State Plan)	5%	95%	328
Aged & Disabled Waiver	0%	100%	328
Adult Daycare Wavier	4%	96%	293
Residential Care Facility/Assisted Living Facility PC (State Plan)	6%	94%	313
Independent Living Waiver	4%	96%	235
Structured Family Caregiver Waiver	0%	100%	21
Medically Fragile Adult Waiver	2%	98%	66
AIDS Waiver	0%	100%	22
Overall MO Average	2%	98%	1,965
Weighted NCI-AD Average	3%	97%	14,451

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

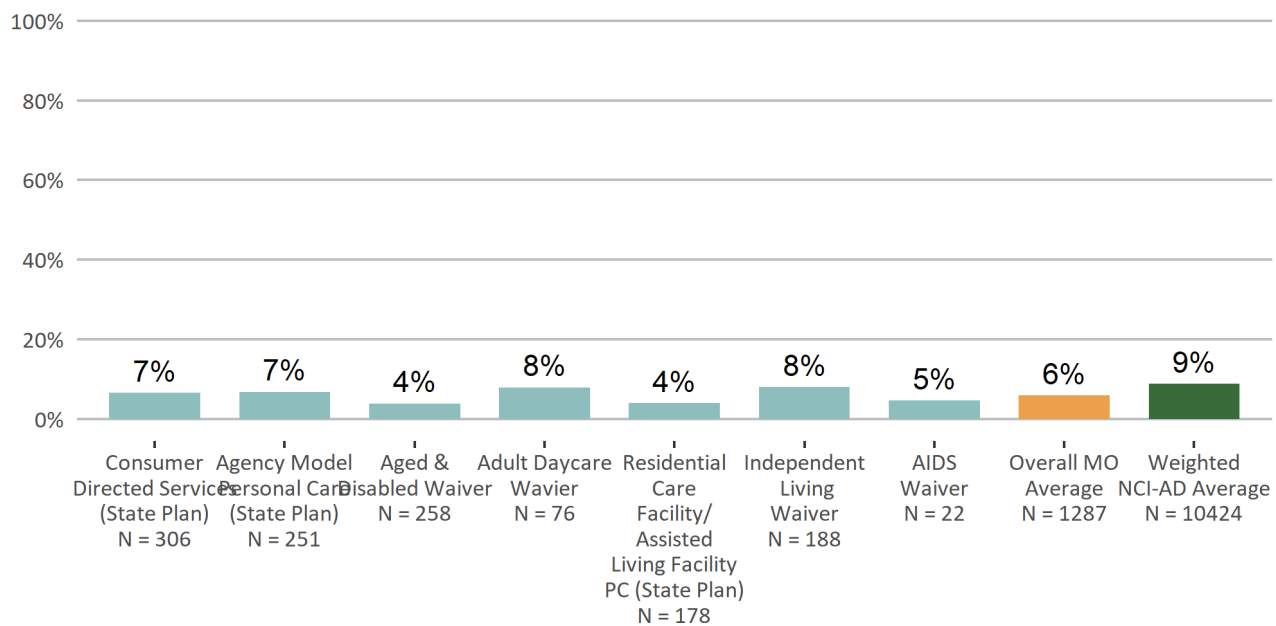


Table 33. Wants a paid job (if they do not currently have one)

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	7%	4%	90%	306
Agency Model Personal Care (State Plan)	7%	2%	91%	251
Aged & Disabled Waiver	4%	0%	96%	258
Adult Daycare Wavier	8%	1%	91%	76
Residential Care Facility/Assisted Living Facility PC (State Plan)	4%	1%	95%	178
Independent Living Waiver	8%	3%	89%	188
AIDS Waiver	5%	5%	91%	22
Overall MO Average	6%	3%	92%	1,287
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)

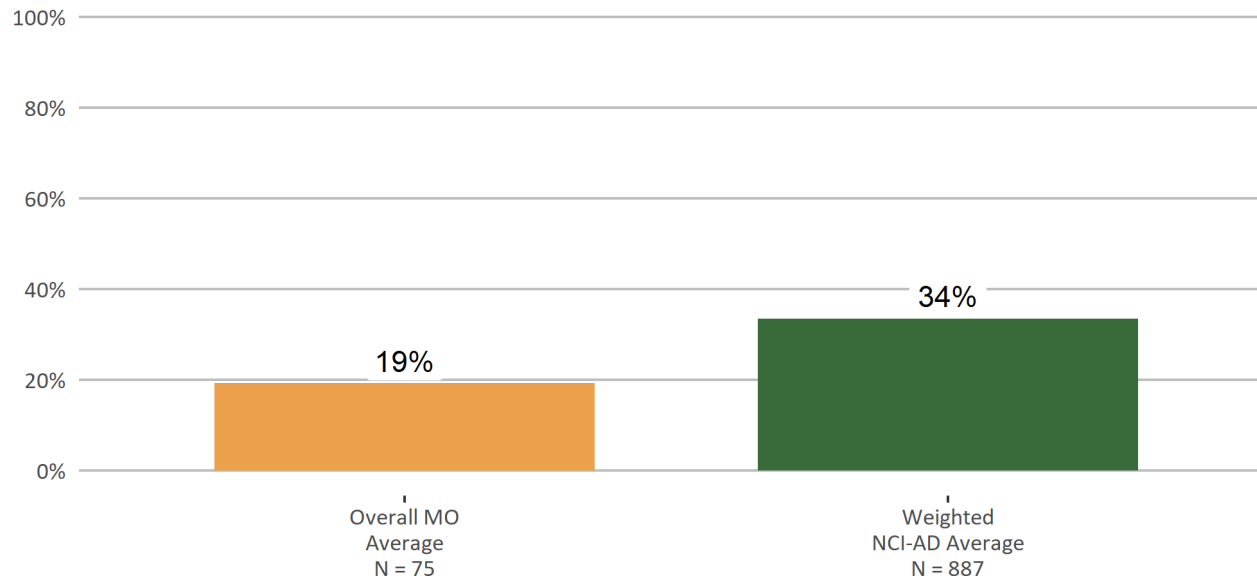


Table 34. Someone talked with them about job options (if they do not currently have a job but want one)

Program	Yes	No	N
Overall MO Average	19%	81%	75
Weighted NCI-AD Average	34%	66%	887

Person Volunteers

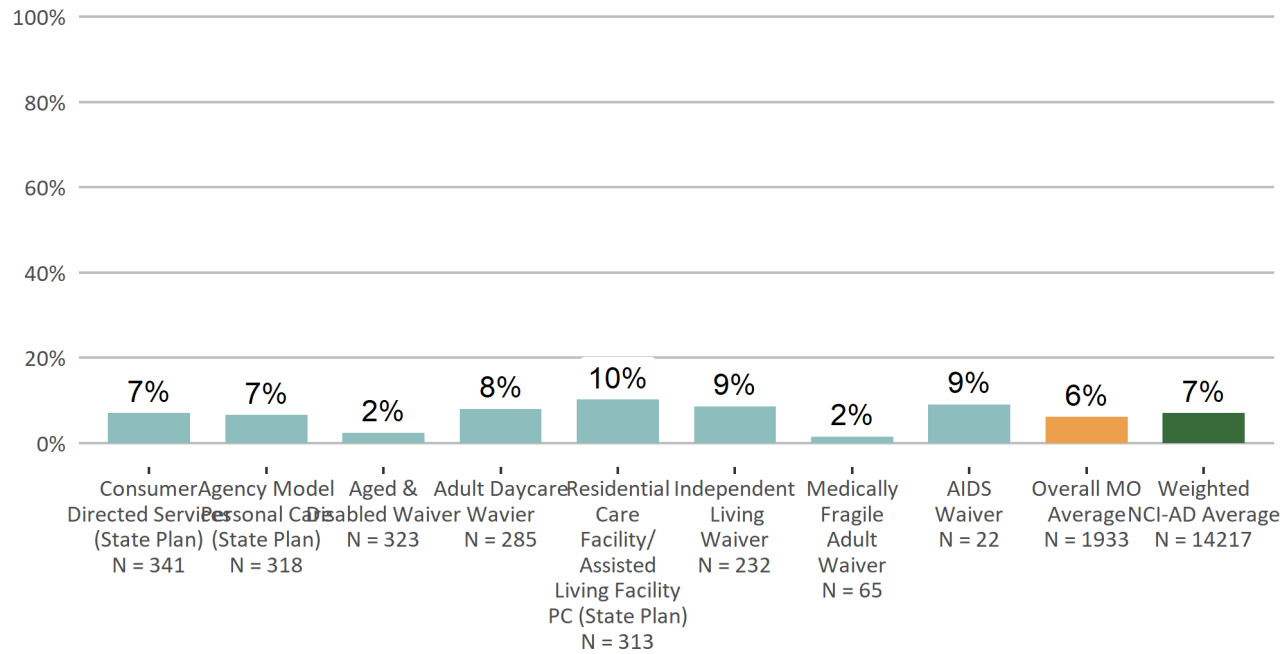


Table 35. Person volunteers

Proxy respondents were allowed for this question

Program	Yes	No	N
Consumer Directed Services (State Plan)	7%	93%	341
Agency Model Personal Care (State Plan)	7%	93%	318
Aged & Disabled Waiver	2%	98%	323
Adult Daycare Wavier	8%	92%	285
Residential Care Facility/Assisted Living Facility PC (State Plan)	10%	90%	313
Independent Living Waiver	9%	91%	232
Structured Family Caregiver Waiver	0%	100%	22
Medically Fragile Adult Waiver	2%	98%	65
AIDS Waiver	9%	91%	22
Overall MO Average	6%	94%	1,933
Weighted NCI-AD Average	7%	93%	14,217

Wants to volunteer (if they do not currently)

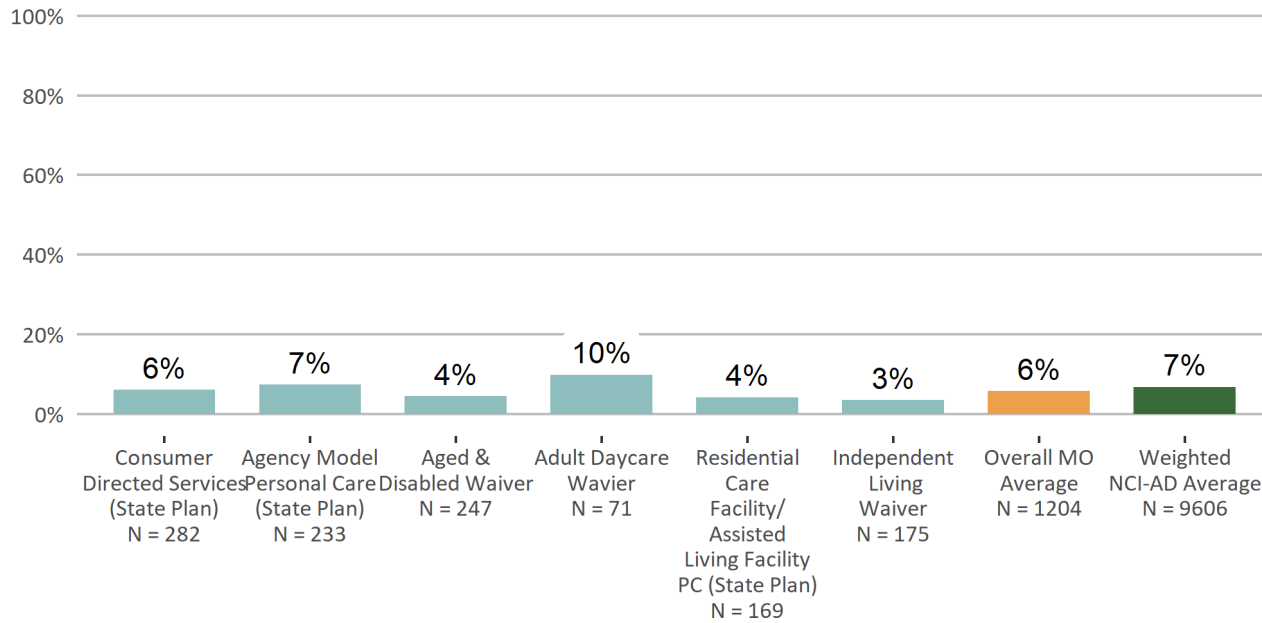


Table 36. Wants to volunteer (if they do not currently)

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	6%	5%	89%	282
Agency Model Personal Care (State Plan)	7%	6%	87%	233
Aged & Disabled Waiver	4%	3%	93%	247
Adult Daycare Wavier	10%	4%	86%	71
Residential Care Facility/Assisted Living Facility PC (State Plan)	4%	3%	93%	169
Independent Living Waiver	3%	7%	90%	175
Overall MO Average	6%	4%	90%	1,204
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

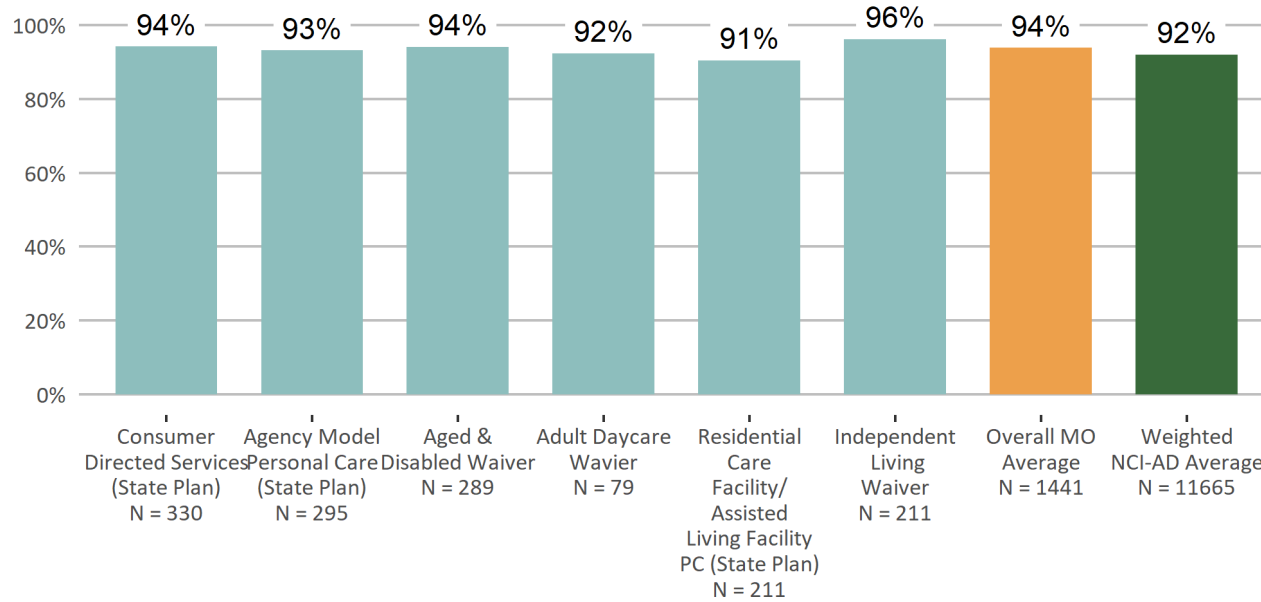


Table 37. Has friends or family they do not live with who are a part of their life

Program	Yes	No	N
Consumer Directed Services (State Plan)	94%	6%	330
Agency Model Personal Care (State Plan)	93%	7%	295
Aged & Disabled Waiver	94%	6%	289
Adult Daycare Wavier	92%	8%	79
Residential Care Facility/Assisted Living Facility PC (State Plan)	91%	9%	211
Independent Living Waiver	96%	4%	211
Overall MO Average	94%	6%	1,441
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)

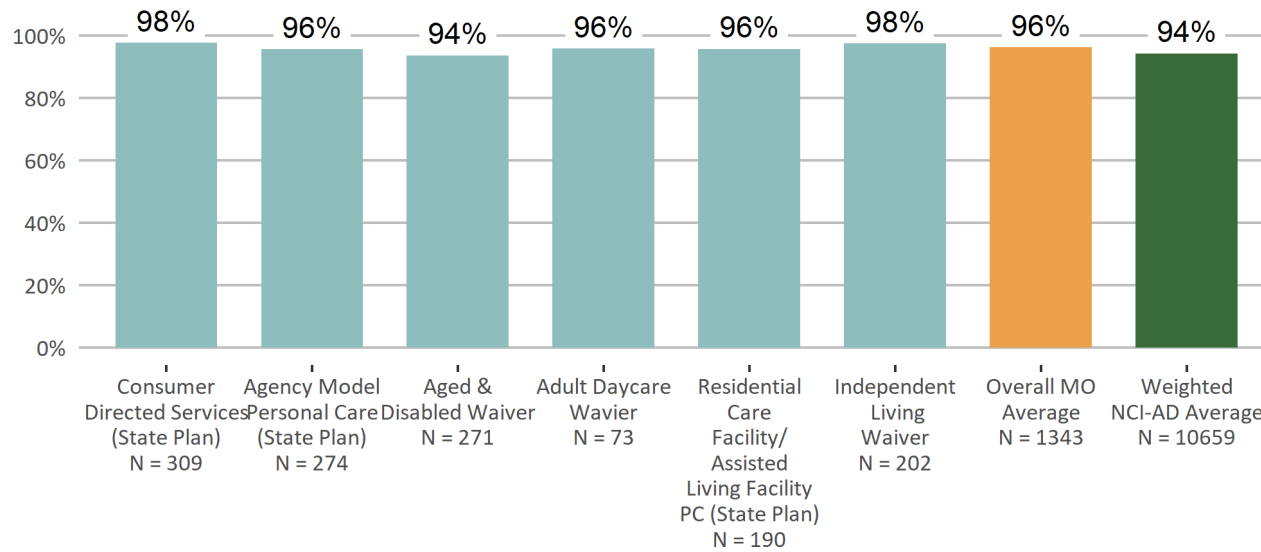


Table 38. Able to see or talk to their friends and family when they want (if has friends or family they do not live with who are a part of their life)

Program	Yes	Maybe	No	N
Consumer Directed Services (State Plan)	88%	9%	2%	309
Agency Model Personal Care (State Plan)	91%	4%	4%	274
Aged & Disabled Waiver	88%	6%	6%	271
Adult Daycare Wavier	88%	8%	4%	73
Residential Care Facility/Assisted Living Facility PC (State Plan)	92%	4%	4%	190
Independent Living Waiver	93%	5%	2%	202
Overall MO Average	89%	7%	4%	1,343
Weighted NCI-AD Average	81%	13%	6%	10,659

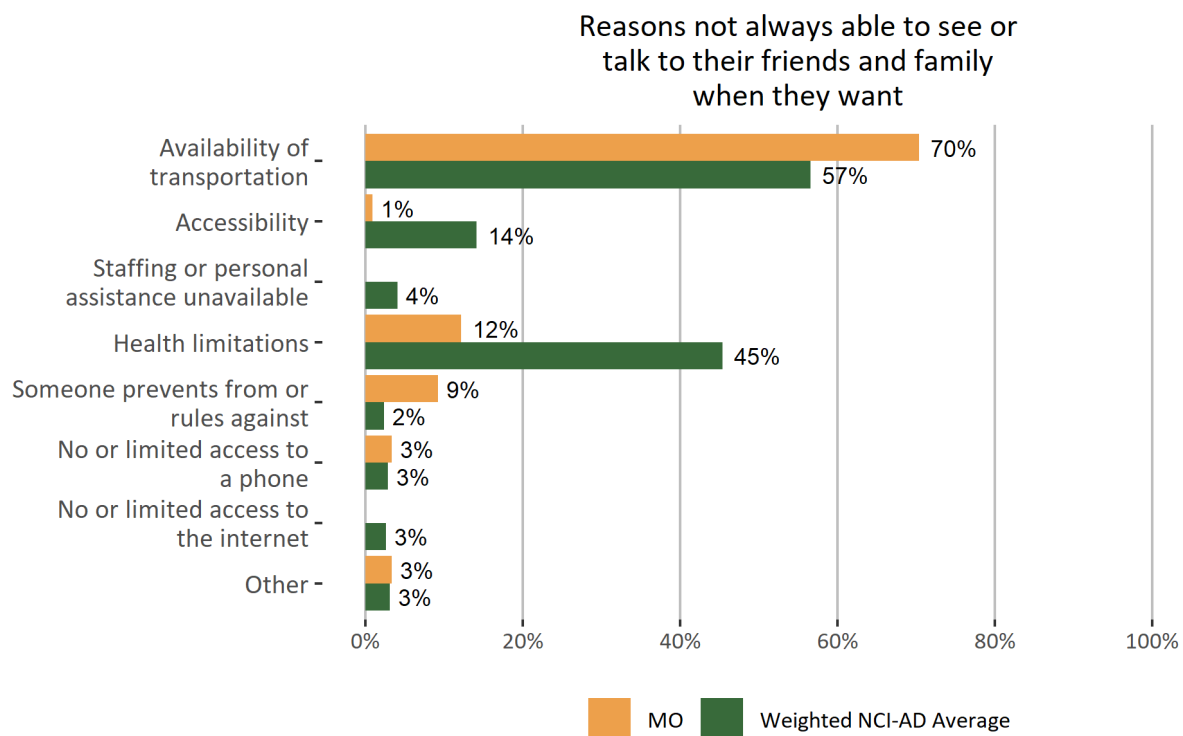


Table 39. Reasons not always able to see or talk to their friends and family when they want

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

Program	Availability of transportation	Accessibility	Staffing or personal assistance unavailable	Health limitations	Someone prevents from or rules against	No or limited access to a phone	No or limited access to the internet	Other
Overall MO Average	70%	1%	0%	12%	9%	3%	0%	3%
Weighted NCI-AD Average	57%	14%	4%	45%	2%	3%	3%	3%

Service Coordination

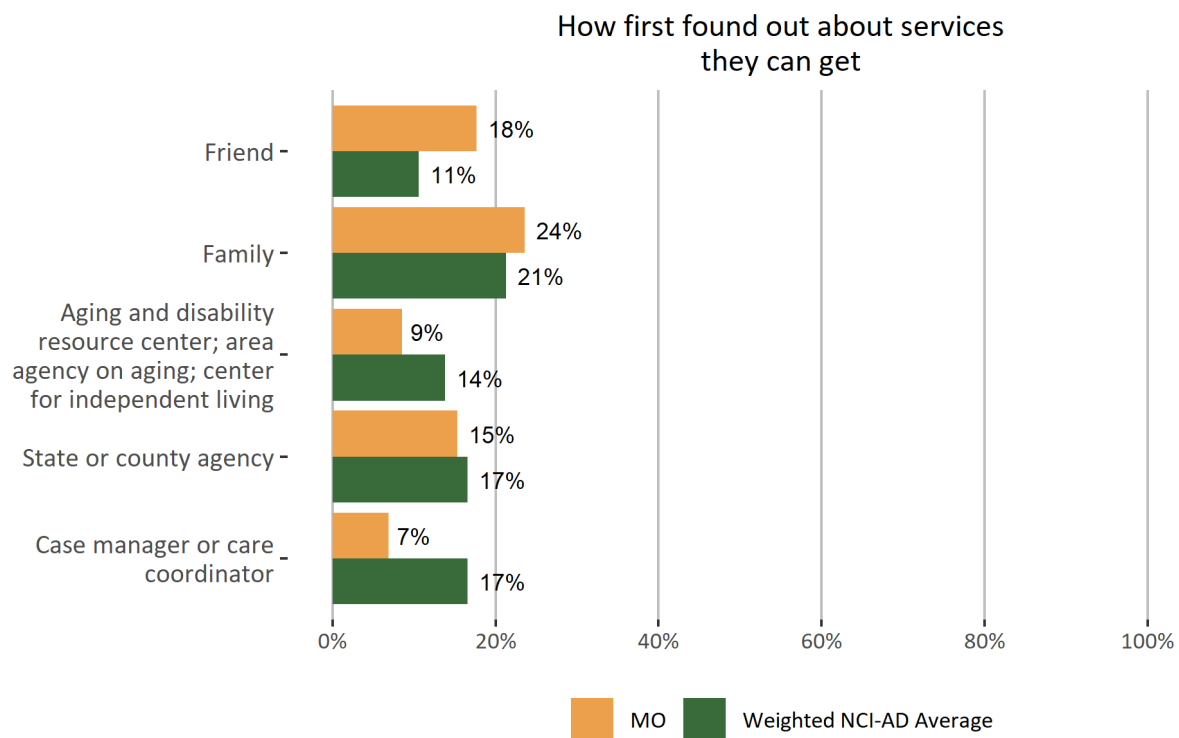


Table 40A. How first found out about services they can get

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
Consumer Directed Services (State Plan)	9%	11%	4%	7%	3%
Agency Model Personal Care (State Plan)	3%	4%	1%	2%	1%
Aged & Disabled Waiver	4%	6%	3%	3%	1%
Adult Daycare Wavier	0%	0%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	2%	1%	2%	1%
Independent Living Waiver	0%	0%	0%	0%	0%
Structured Family Caregiver Waiver	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%
Overall MO Average	18%	24%	9%	15%	7%
Weighted NCI-AD Average	11%	21%	14%	17%	17%

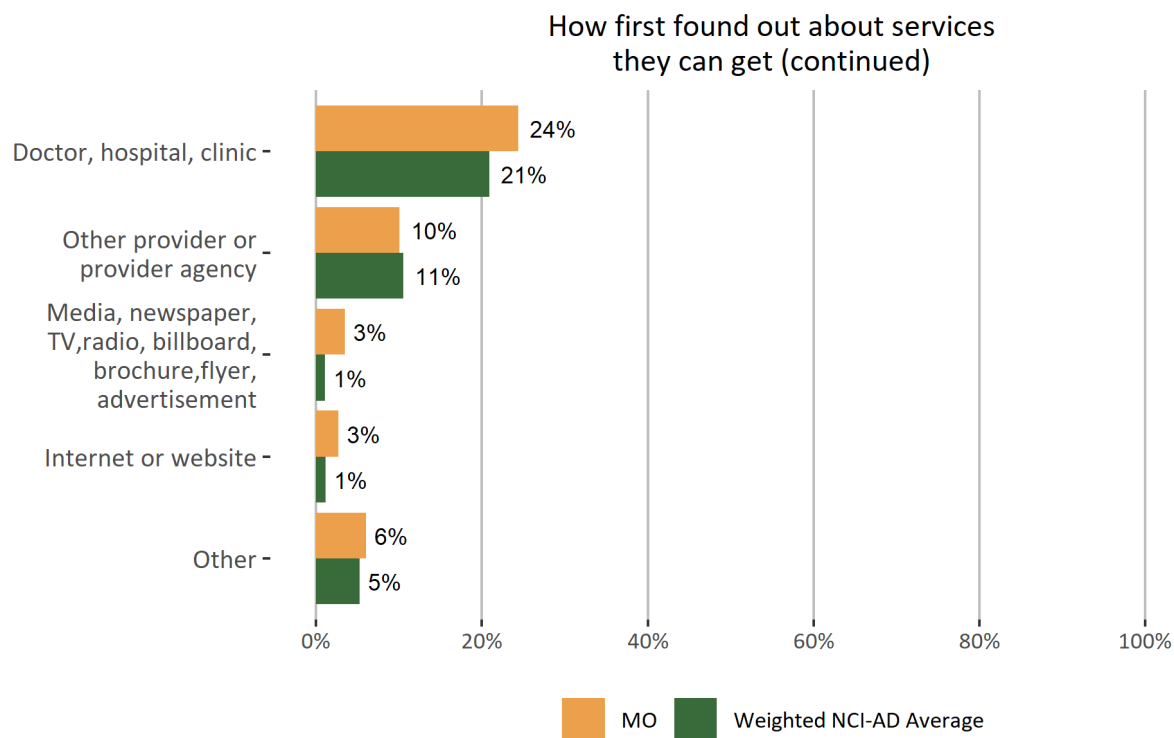


Table 40B. How first found out about services they can get (continued)

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
Consumer Directed Services (State Plan)	11%	5%	2%	2%	3%
Agency Model Personal Care (State Plan)	5%	2%	0%	0%	1%
Aged & Disabled Waiver	6%	3%	1%	0%	1%
Adult Daycare Wavier	0%	0%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	2%	1%	0%	0%	1%
Independent Living Waiver	0%	0%	0%	0%	0%
Structured Family Caregiver Waiver	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%
Overall MO Average	24%	10%	3%	3%	6%
Weighted NCI-AD Average	21%	11%	1%	1%	5%

Can contact their case manager or
care coordinator when needs to

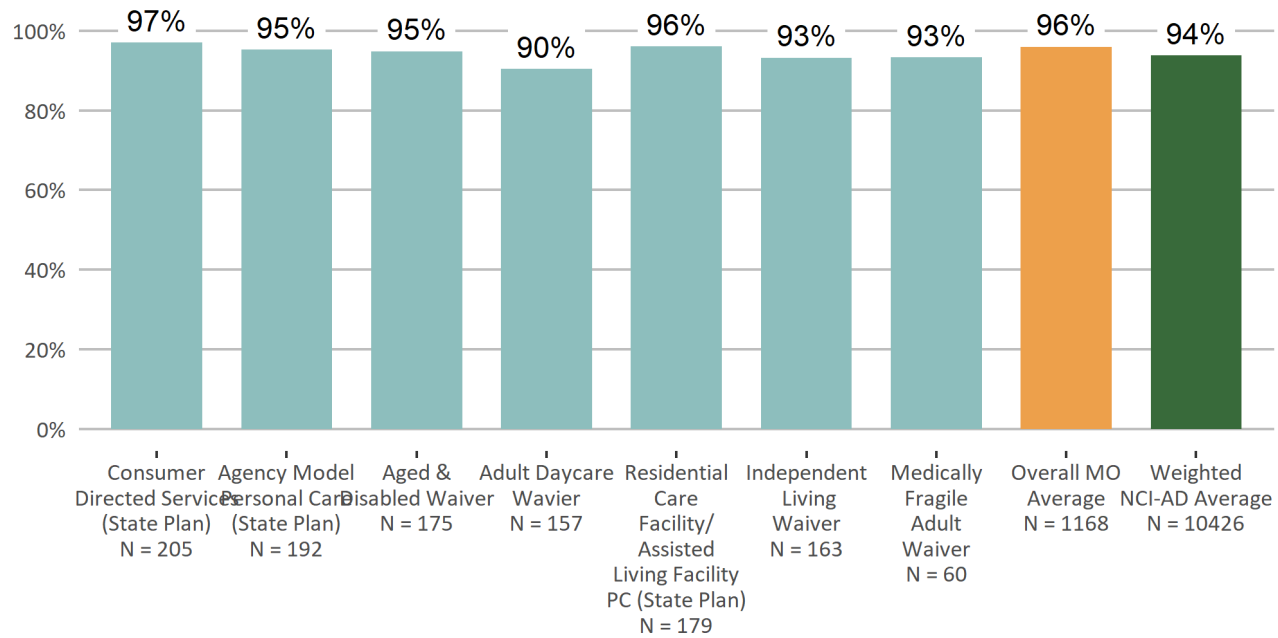


Table 41. Can contact their case manager or care coordinator when needs to

Proxy respondents were allowed for this question.

Program	Yes, always	Most of the time, usually	No	N
Consumer Directed Services (State Plan)	90%	7%	3%	205
Agency Model Personal Care (State Plan)	90%	6%	5%	192
Aged & Disabled Waiver	90%	5%	5%	175
Adult Daycare Wavier	85%	6%	10%	157
Residential Care Facility/Assisted Living Facility PC (State Plan)	93%	3%	4%	179
Independent Living Waiver	85%	8%	7%	163
Medically Fragile Adult Waiver	88%	5%	7%	60
Overall MO Average	90%	6%	4%	1,168
Weighted NCI-AD Average	80%	13%	6%	10,426

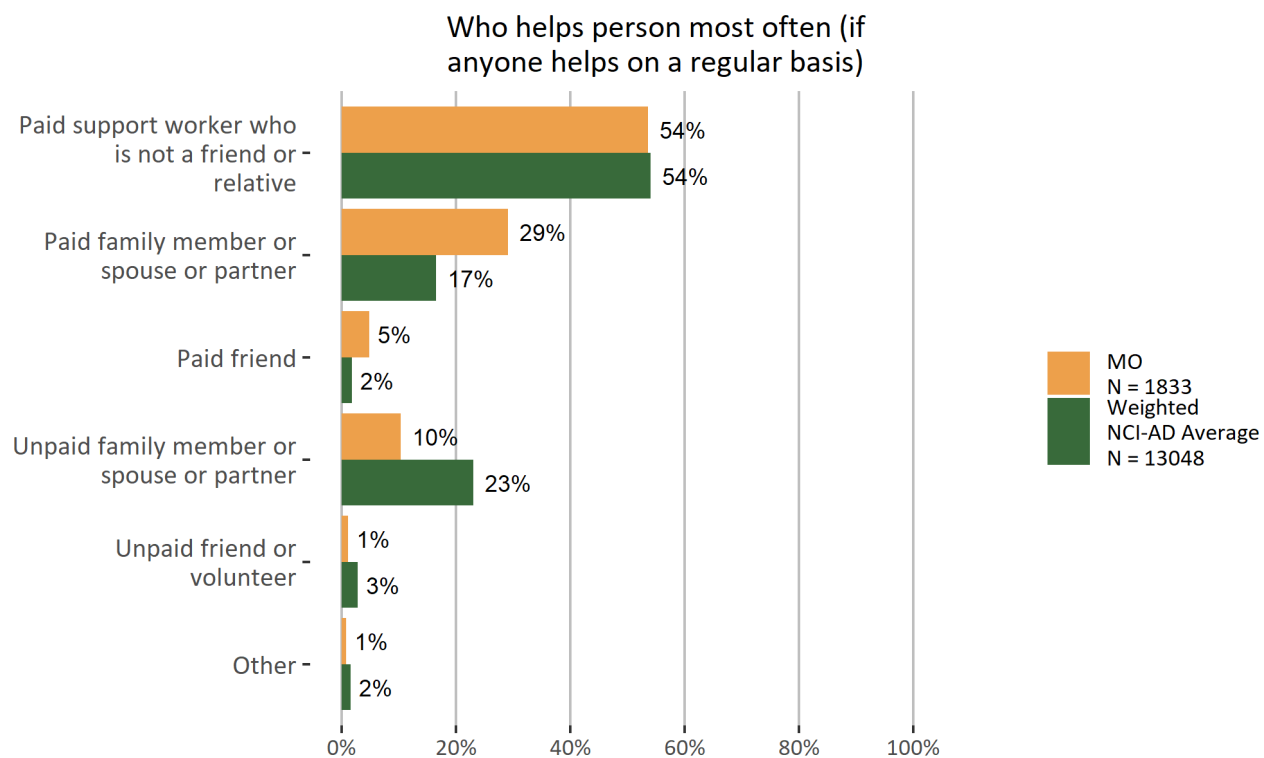


Table 42. Who helps person most often (if anyone helps on a regular basis)

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
Consumer Directed Services (State Plan)	30%	52%	8%	9%	1%	0%	328
Agency Model Personal Care (State Plan)	79%	7%	2%	10%	1%	0%	327
Aged & Disabled Waiver	78%	8%	1%	11%	1%	1%	318
Adult Daycare Wavier	44%	6%	2%	46%	1%	1%	229
Residential Care Facility/Assisted Living Facility PC (State Plan)	75%	7%	1%	8%	0%	8%	286
Independent Living Waiver	27%	54%	10%	8%	2%	0%	219
Structured Family Caregiver Waiver	4%	92%	0%	0%	0%	4%	24
Medically Fragile Adult Waiver	96%	0%	0%	4%	0%	0%	68
AIDS Waiver	77%	9%	9%	5%	0%	0%	22
Overall MO Average	54%	29%	5%	10%	1%	1%	1,833
Weighted NCI-AD Average	54%	17%	2%	23%	3%	2%	13,048

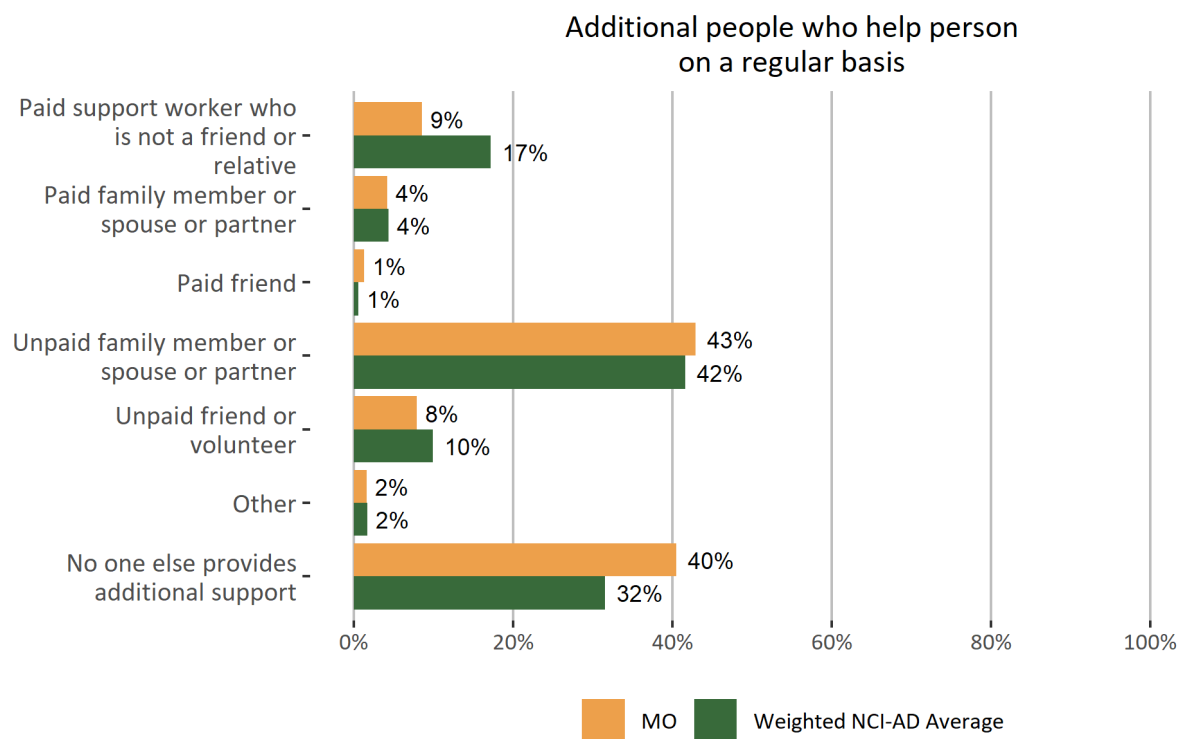


Table 43. Additional people who help person on a regular basis

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
Consumer Directed Services (State Plan)	3%	3%	1%	22%	4%	0%	18%
Agency Model Personal Care (State Plan)	2%	0%	0%	6%	2%	0%	8%
Aged & Disabled Waiver	3%	1%	0%	9%	2%	0%	10%
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	0%	0%	3%	0%	1%	4%
Overall MO Average	9%	4%	1%	43%	8%	2%	40%
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

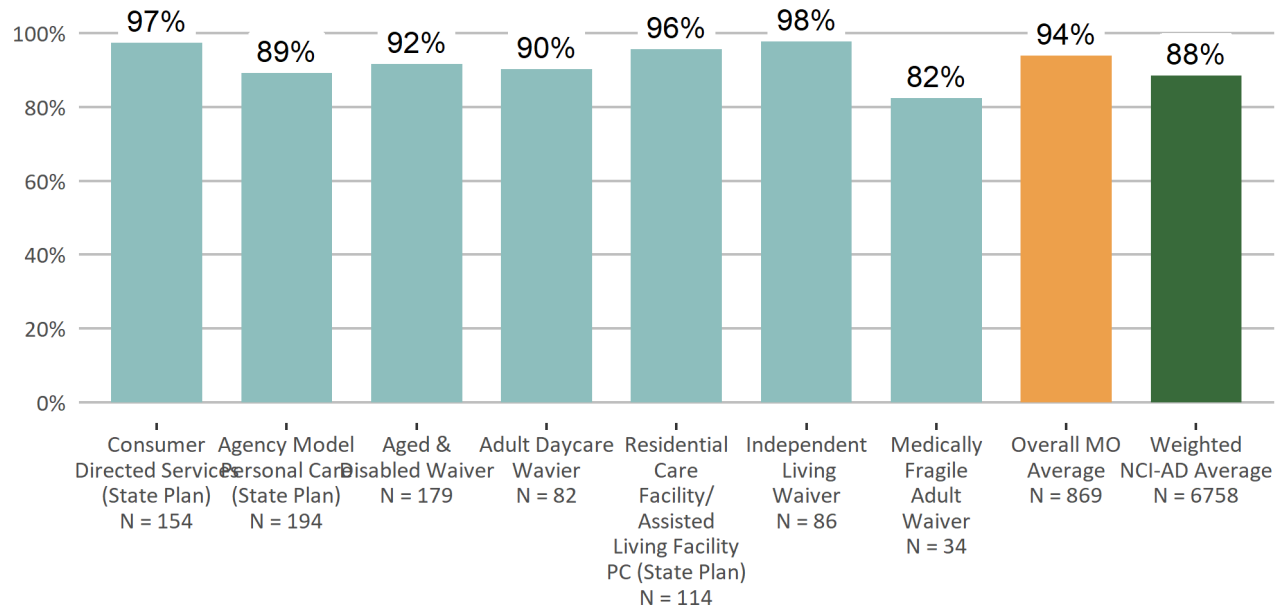


Table 44. People who are paid to help them come and leave when they are supposed to

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
Consumer Directed Services (State Plan)	97%	3%	0%	154
Agency Model Personal Care (State Plan)	89%	8%	3%	194
Aged & Disabled Waiver	92%	5%	3%	179
Adult Daycare Wavier	90%	6%	4%	82
Residential Care Facility/Assisted Living Facility PC (State Plan)	96%	3%	2%	114
Independent Living Waiver	98%	2%	0%	86
Medically Fragile Adult Waiver	82%	18%	0%	34
Overall MO Average	94%	4%	2%	869
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

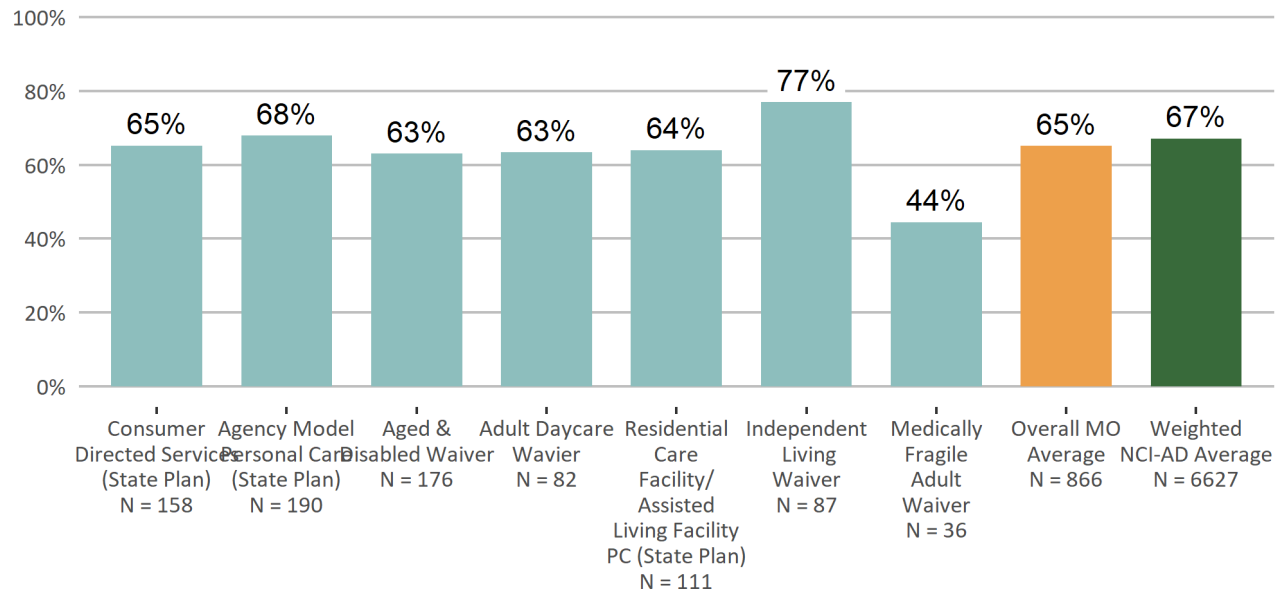


Table 45. Has a backup plan if their people who are paid to help them do not show up

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	65%	35%	158
Agency Model Personal Care (State Plan)	68%	32%	190
Aged & Disabled Waiver	63%	37%	176
Adult Daycare Wavier	63%	37%	82
Residential Care Facility/Assisted Living Facility PC (State Plan)	64%	36%	111
Independent Living Waiver	77%	23%	87
Medically Fragile Adult Waiver	44%	56%	36
Overall MO Average	65%	35%	866
Weighted NCI-AD Average	67%	33%	6,627

Has an emergency plan in place in case of widescale emergency

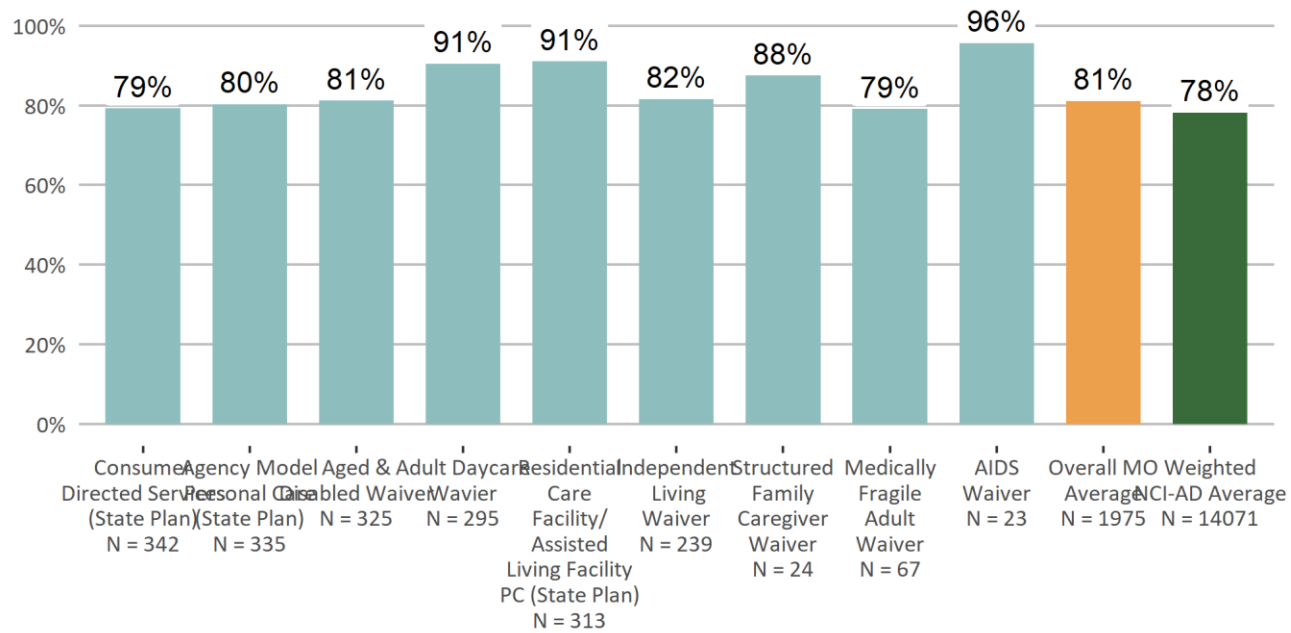


Table 46. Has an emergency plan in place in case of widescale emergency

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	79%	21%	342
Agency Model Personal Care (State Plan)	80%	20%	335
Aged & Disabled Waiver	81%	19%	325
Adult Daycare Wavier	91%	9%	295
Residential Care Facility/Assisted Living Facility PC (State Plan)	91%	9%	313
Independent Living Waiver	82%	18%	239
Structured Family Caregiver Waiver	88%	13%	24
Medically Fragile Adult Waiver	79%	21%	67
AIDS Waiver	96%	4%	23
Overall MO Average	81%	19%	1,975
Weighted NCI-AD Average	78%	22%	14,071

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

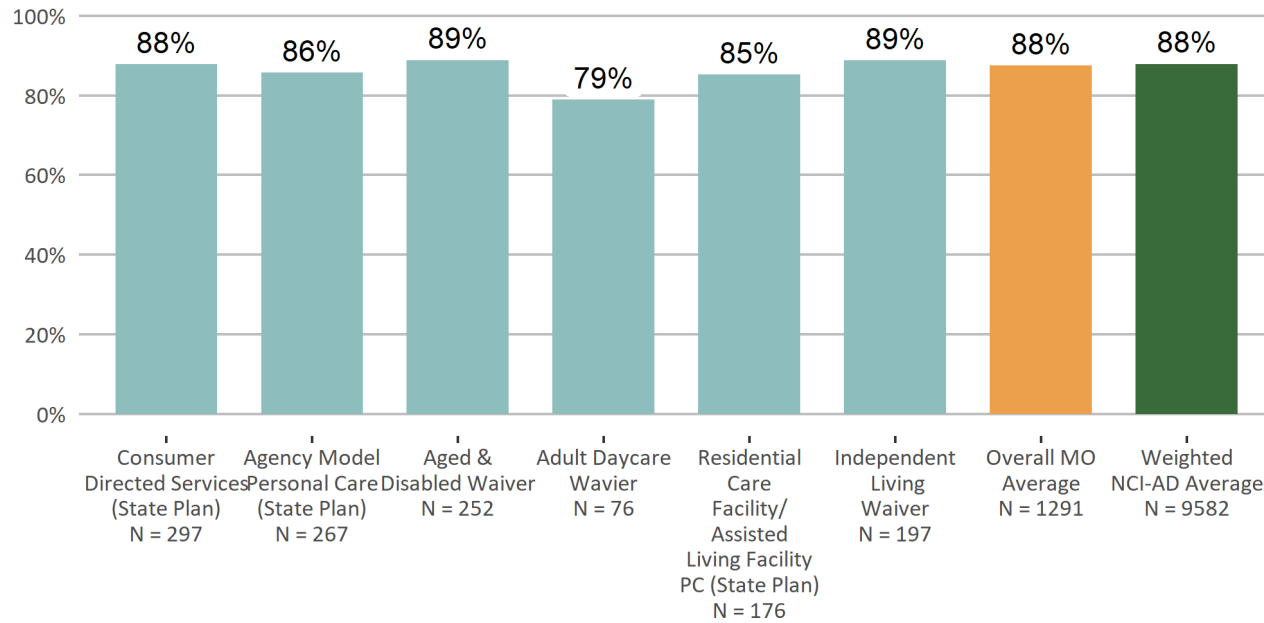


Table 47. Knows whom to contact if they have a complaint about their services

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	85%	3%	12%	297
Agency Model Personal Care (State Plan)	80%	6%	14%	267
Aged & Disabled Waiver	82%	7%	11%	252
Adult Daycare Wavier	76%	3%	21%	76
Residential Care Facility/Assisted Living Facility PC (State Plan)	81%	5%	15%	176
Independent Living Waiver	87%	2%	11%	197
Overall MO Average	83%	5%	12%	1,291
Weighted NCI-AD Average	81%	7%	12%	9,582

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

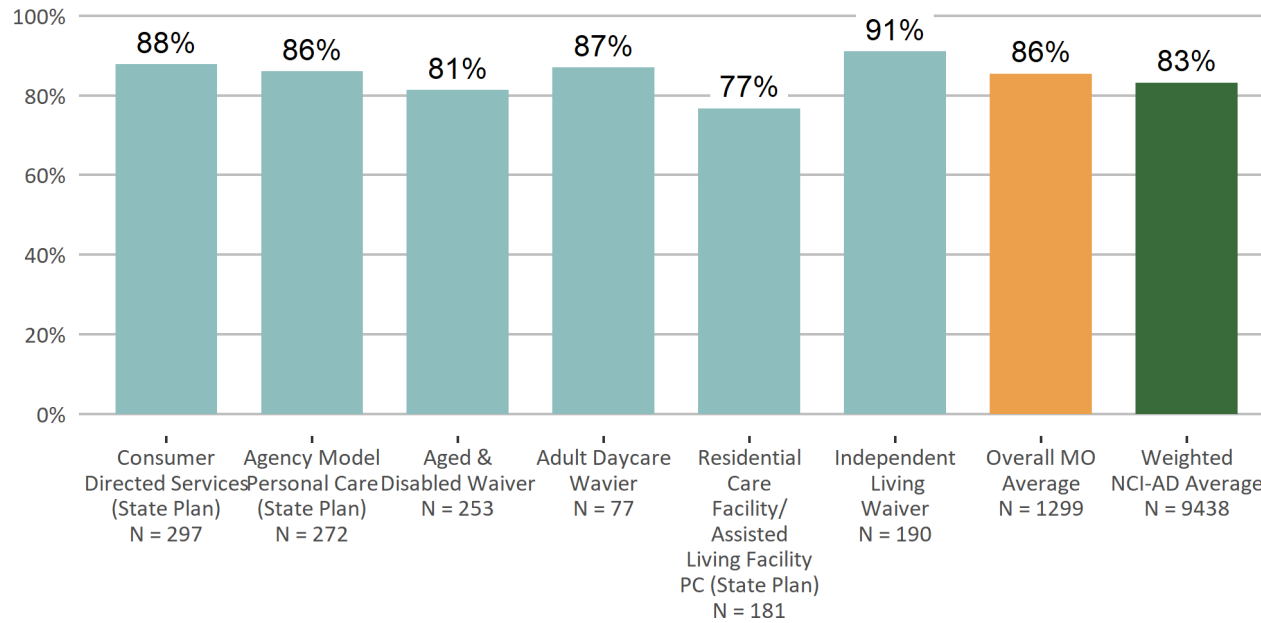


Table 48. Knows whom to contact if they want to make changes to services

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	88%	5%	7%	297
Agency Model Personal Care (State Plan)	86%	6%	8%	272
Aged & Disabled Waiver	81%	9%	10%	253
Adult Daycare Wavier	87%	1%	12%	77
Residential Care Facility/Assisted Living Facility PC (State Plan)	77%	14%	9%	181
Independent Living Waiver	91%	1%	8%	190
Overall MO Average	86%	6%	8%	1,299
Weighted NCI-AD Average	83%	8%	8%	9,438

Services meet all needs and current goals

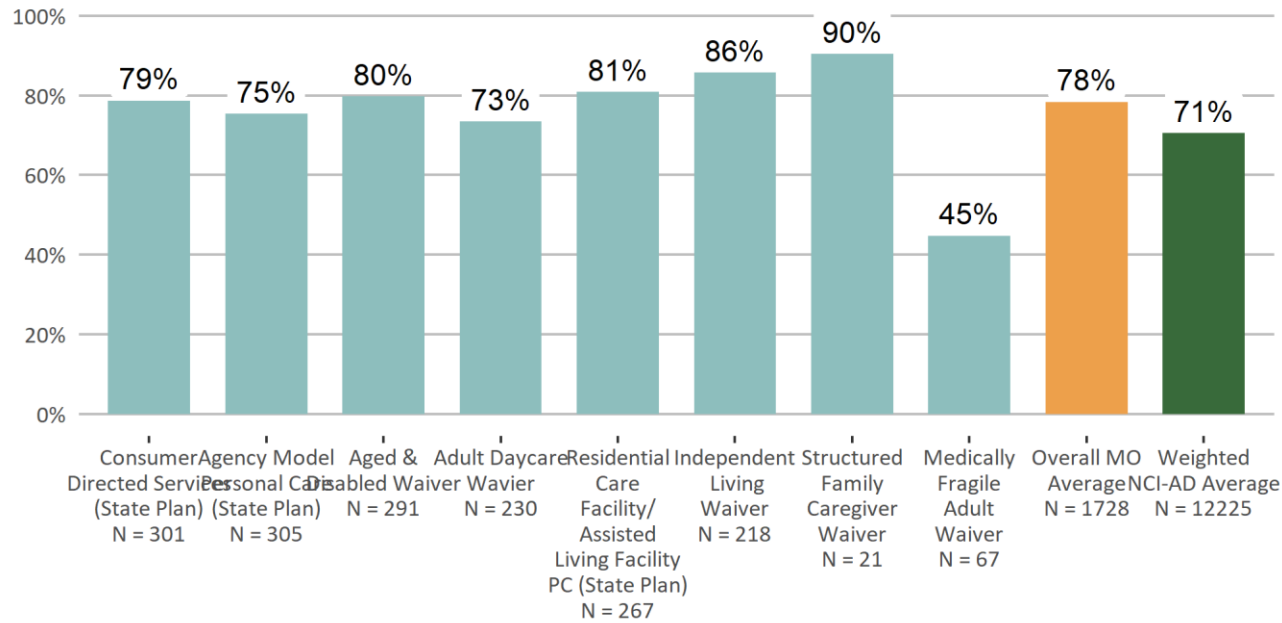


Table 49. Services meet all current needs

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
Consumer Directed Services (State Plan)	79%	18%	3%	301
Agency Model Personal Care (State Plan)	75%	19%	6%	305
Aged & Disabled Waiver	80%	18%	3%	291
Adult Daycare Wavier	73%	21%	5%	230
Residential Care Facility/Assisted Living Facility PC (State Plan)	81%	15%	4%	267
Independent Living Waiver	86%	11%	3%	218
Structured Family Caregiver Waiver	90%	10%	0%	21
Medically Fragile Adult Waiver	45%	49%	6%	67
Overall MO Average	78%	18%	4%	1,728
Weighted NCI-AD Average	71%	24%	6%	12,225

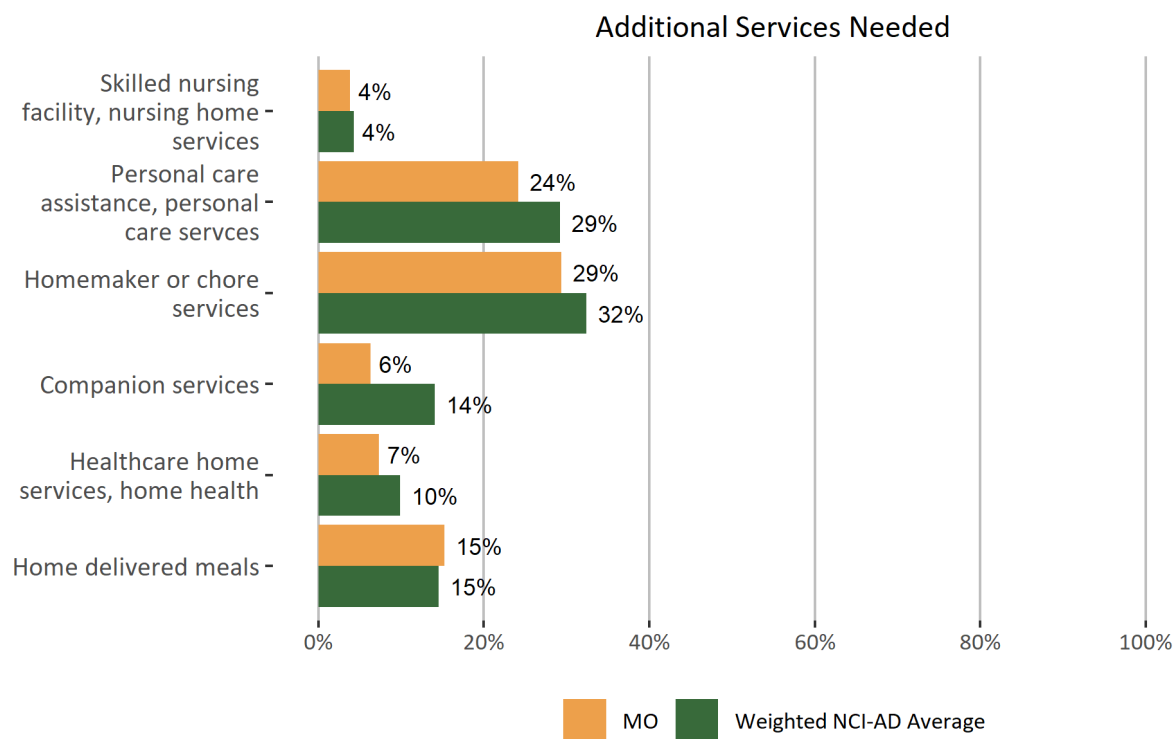


Table 50A. Additional services and supports needed (if all current needs and goals are not being met)

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
Consumer Directed Services (State Plan)	0%	10%	12%	3%	4%	9%
Agency Model Personal Care (State Plan)	0%	6%	7%	1%	2%	3%
Aged & Disabled Waiver	1%	5%	8%	1%	1%	2%
Adult Daycare Wavier	0%	1%	1%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	2%	1%	1%	1%	0%	0%
Independent Living Waiver	0%	0%	1%	0%	0%	0%
Medically Fragile Adult Waiver	1%	0%	0%	0%	0%	0%
Overall MO Average	4%	24%	29%	6%	7%	15%
Weighted NCI-AD Average	4%	29%	32%	14%	10%	15%

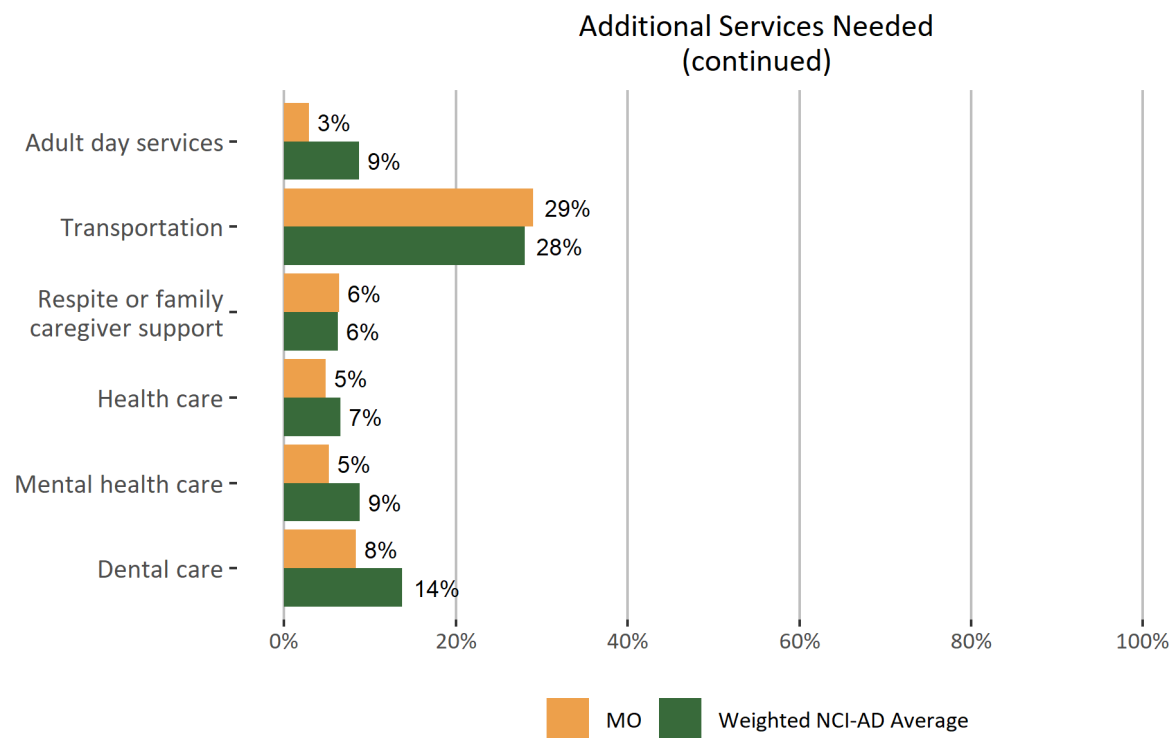


Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)

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
Consumer Directed Services (State Plan)	1%	15%	1%	2%	3%	5%
Agency Model Personal Care (State Plan)	0%	5%	1%	2%	2%	2%
Aged & Disabled Waiver	0%	7%	0%	1%	0%	1%
Adult Daycare Wavier	0%	0%	0%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	2%	2%	0%	0%	1%
Independent Living Waiver	0%	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	1%	0%	0%	0%
Overall MO Average	3%	29%	6%	5%	5%	8%
Weighted NCI-AD Average	9%	28%	6%	7%	9%	14%

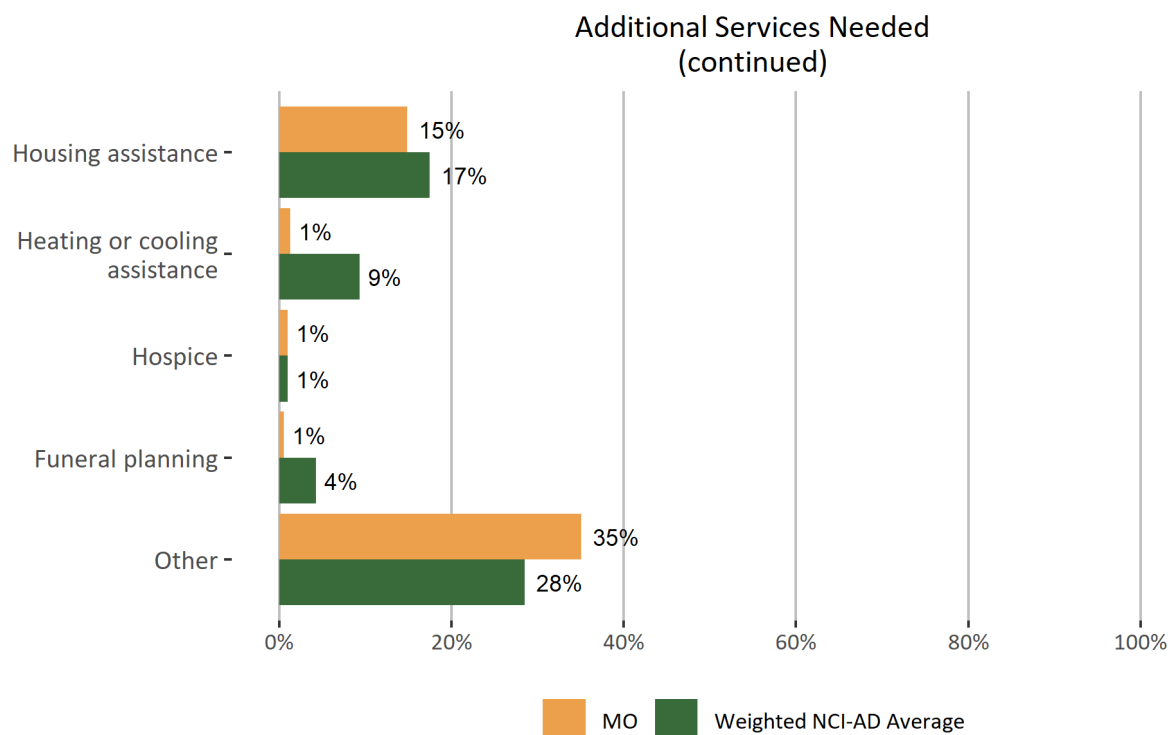


Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued)

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
Consumer Directed Services (State Plan)	7%	1%	1%	0%	18%
Agency Model Personal Care (State Plan)	2%	0%	0%	1%	6%
Aged & Disabled Waiver	5%	0%	0%	0%	5%
Adult Daycare Wavier	0%	0%	0%	0%	1%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	0%	0%	0%	3%
Independent Living Waiver	0%	0%	0%	0%	0%
Medically Fragile Adult Waiver	0%	0%	0%	0%	0%
Overall MO Average	15%	1%	1%	1%	35%
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)

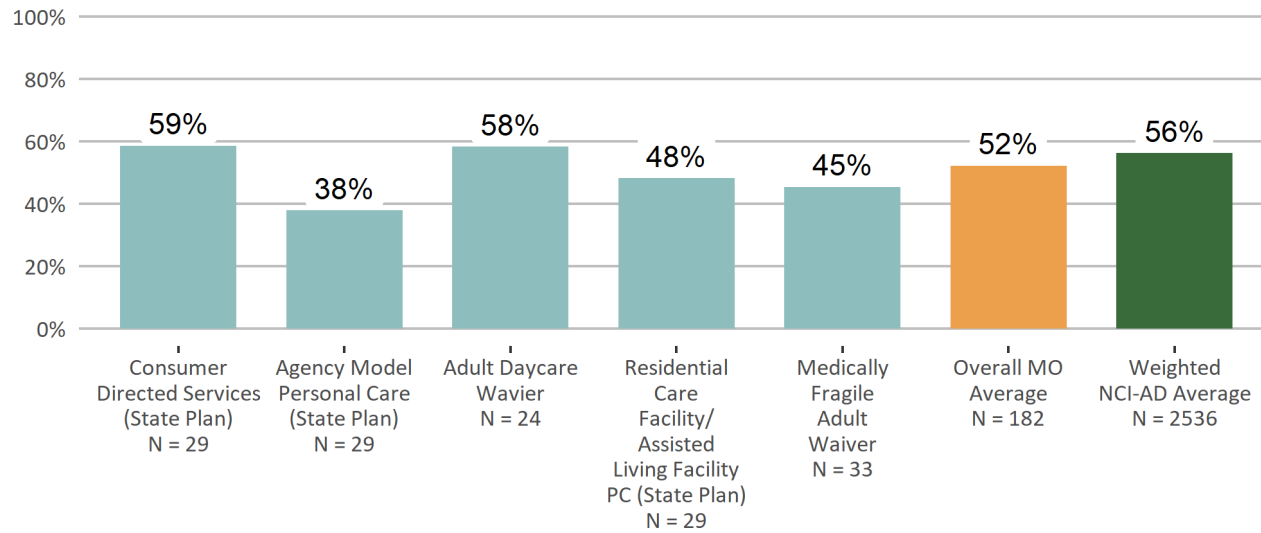


Table 51. Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	59%	41%	29
Agency Model Personal Care (State Plan)	38%	62%	29
Adult Daycare Wavier	58%	42%	24
Residential Care Facility/Assisted Living Facility PC (State Plan)	48%	52%	29
Medically Fragile Adult Waiver	45%	55%	33
Overall MO Average	52%	48%	182
Weighted NCI-AD Average	56%	44%	2,536

Service providers work together to provide support

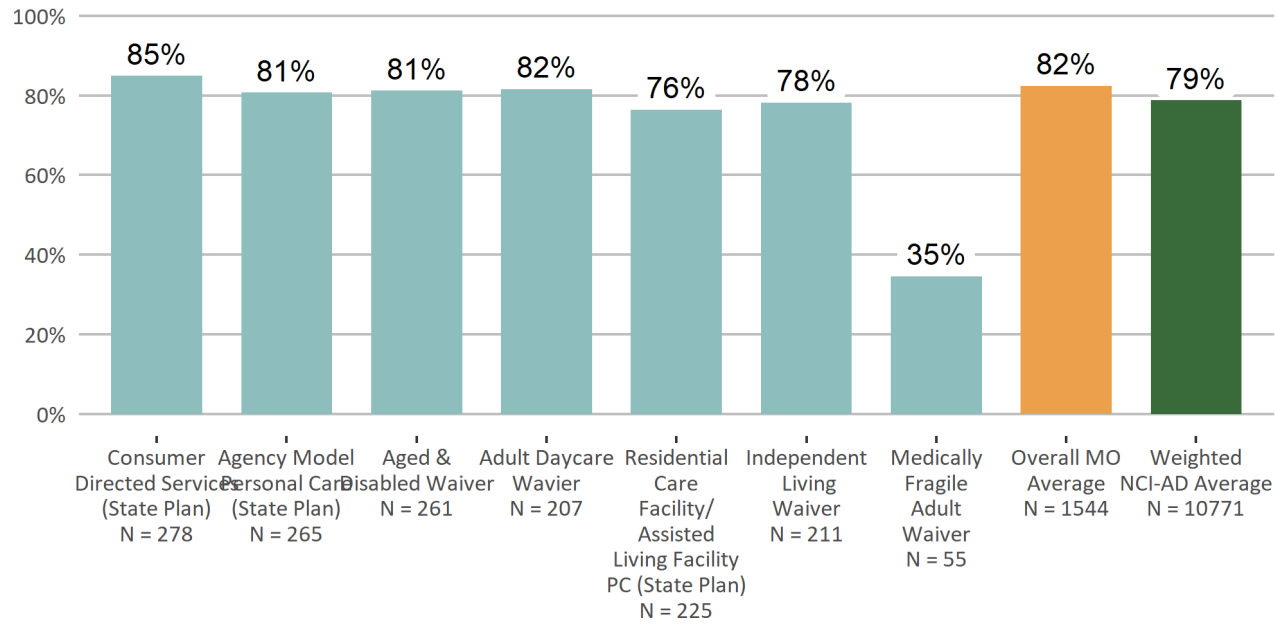


Table 52. Service providers work together to provide support

New question in 2022-2023.

Program	Yes, all service providers	Sometimes, or some service providers	No	N
Consumer Directed Services (State Plan)	85%	6%	9%	278
Agency Model Personal Care (State Plan)	81%	9%	10%	265
Aged & Disabled Waiver	81%	5%	14%	261
Adult Daycare Wavier	82%	4%	14%	207
Residential Care Facility/Assisted Living Facility PC (State Plan)	76%	3%	20%	225
Independent Living Waiver	78%	8%	14%	211
Medically Fragile Adult Waiver	35%	4%	62%	55
Overall MO Average	82%	6%	11%	1,544
Weighted NCI-AD Average	79%	12%	9%	10,771

Care Coordination

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

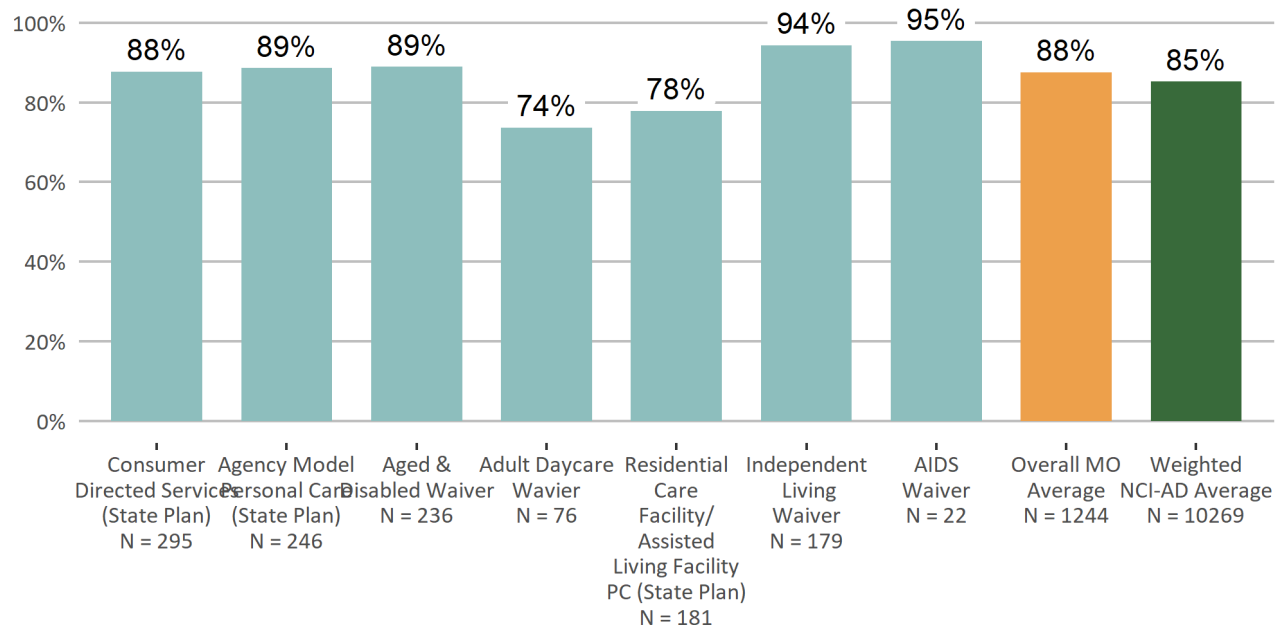


Table 53. Knows how to manage chronic conditions (if has at least one)

Program	Yes	In-between, or some conditions	No	N
Consumer Directed Services (State Plan)	88%	9%	3%	295
Agency Model Personal Care (State Plan)	89%	6%	6%	246
Aged & Disabled Waiver	89%	6%	5%	236
Adult Daycare Wavier	74%	13%	13%	76
Residential Care Facility/Assisted Living Facility PC (State Plan)	78%	13%	9%	181
Independent Living Waiver	94%	3%	2%	179
AIDS Waiver	95%	0%	5%	22
Overall MO Average	88%	8%	5%	1,244
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

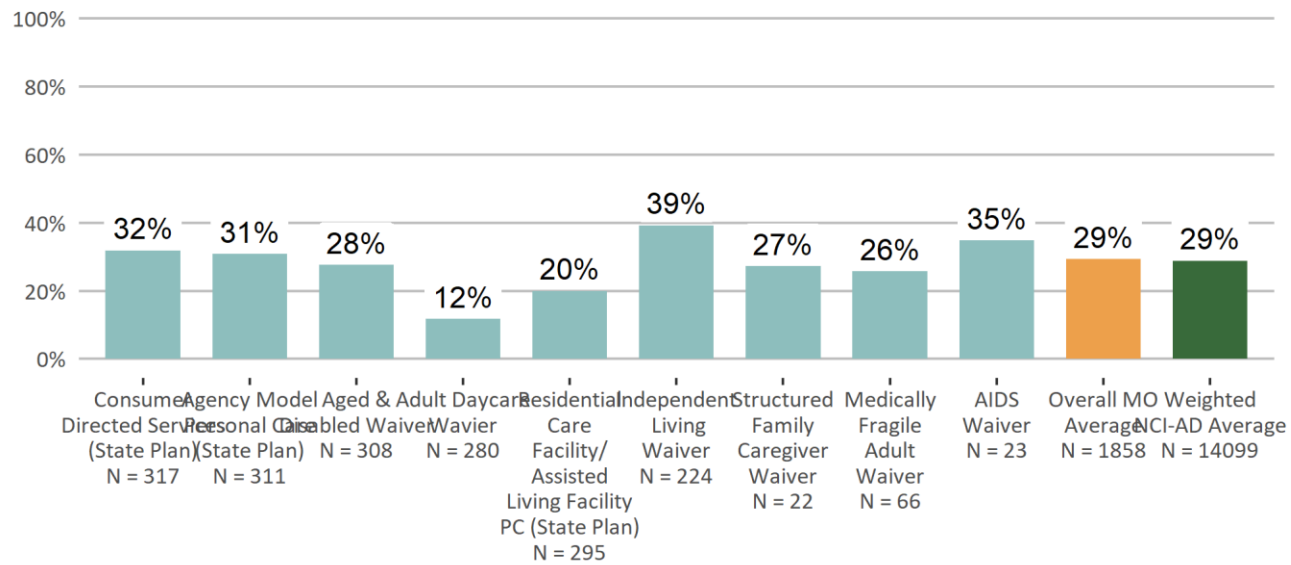


Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	32%	68%	317
Agency Model Personal Care (State Plan)	31%	69%	311
Aged & Disabled Waiver	28%	72%	308
Adult Daycare Wavier	12%	88%	280
Residential Care Facility/Assisted Living Facility PC (State Plan)	20%	80%	295
Independent Living Waiver	39%	61%	224
Structured Family Caregiver Waiver	27%	73%	22
Medically Fragile Adult Waiver	26%	74%	66
AIDS Waiver	35%	65%	23
Overall MO Average	29%	71%	1,858
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)

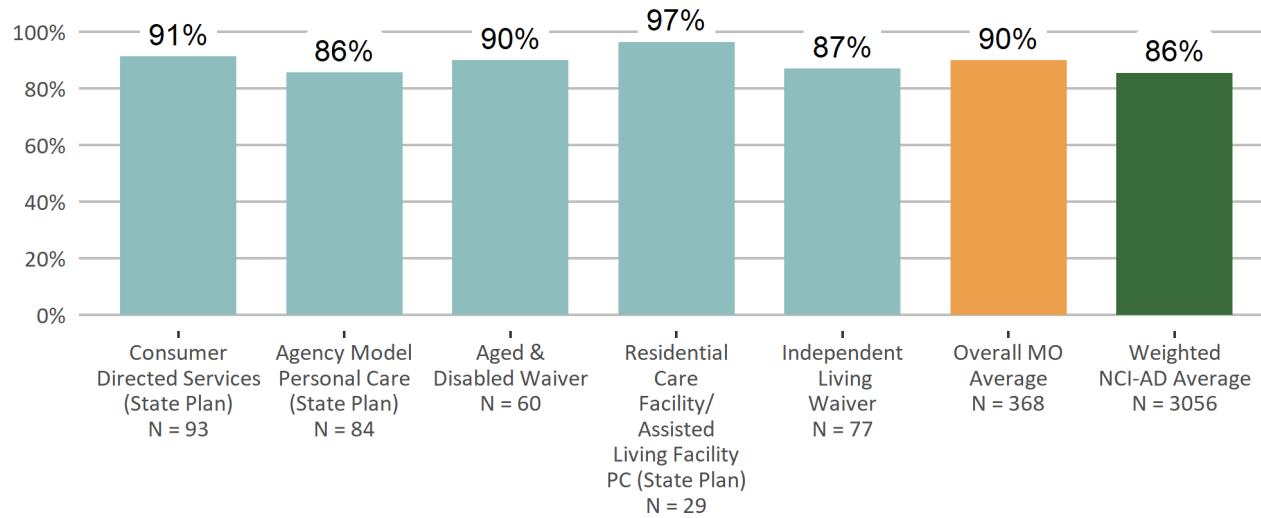


Table 55. Felt comfortable and supported enough to go home after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Program	Yes	In-between	No	N
Consumer Directed Services (State Plan)	91%	1%	8%	93
Agency Model Personal Care (State Plan)	86%	5%	10%	84
Aged & Disabled Waiver	90%	7%	3%	60
Residential Care Facility/Assisted Living Facility PC (State Plan)	97%	3%	0%	29
Independent Living Waiver	87%	5%	8%	77
Overall MO Average	90%	3%	7%	368
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)

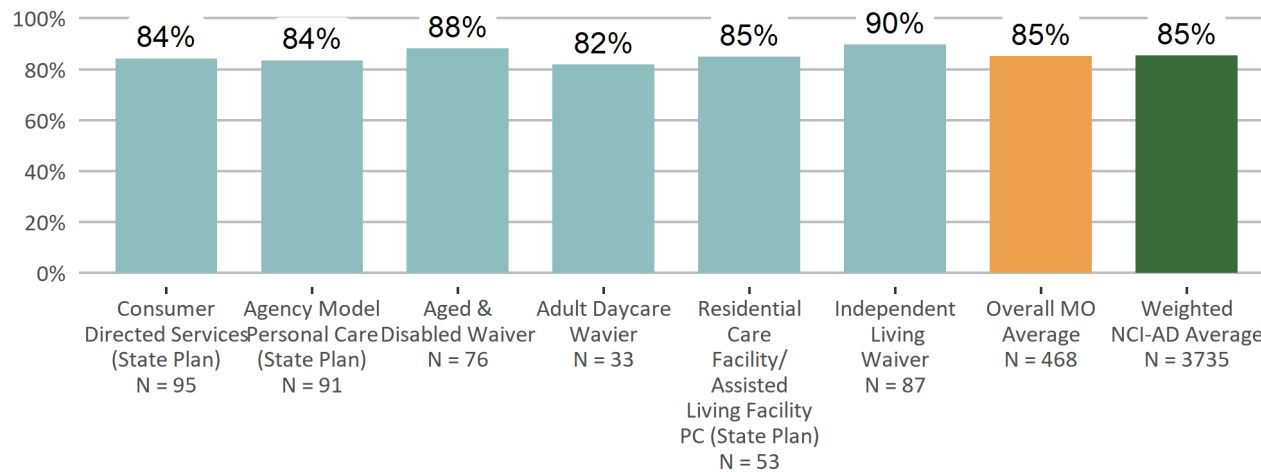


Table 56. Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	84%	16%	95
Agency Model Personal Care (State Plan)	84%	16%	91
Aged & Disabled Waiver	88%	12%	76
Adult Daycare Wavier	82%	18%	33
Residential Care Facility/Assisted Living Facility PC (State Plan)	85%	15%	53
Independent Living Waiver	90%	10%	87
Overall MO Average	85%	15%	468
Weighted NCI-AD Average	85%	15%	3,735

Choice and Control

Always feels in control of their life

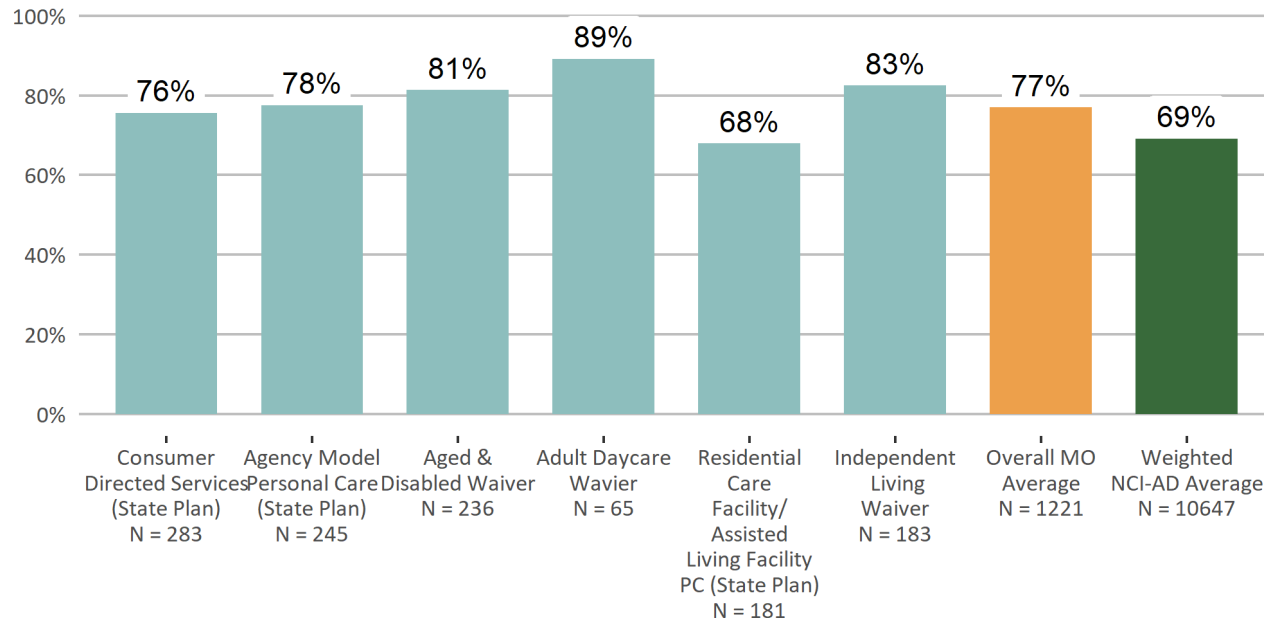


Table 57. Feels in control of their life

Program	Yes, almost always, always	In-between, sometimes	No, rarely, never	N
Consumer Directed Services (State Plan)	76%	20%	4%	283
Agency Model Personal Care (State Plan)	78%	17%	6%	245
Aged & Disabled Waiver	81%	16%	3%	236
Adult Daycare Wavier	89%	6%	5%	65
Residential Care Facility/Assisted Living Facility PC (State Plan)	68%	19%	13%	181
Independent Living Waiver	83%	13%	4%	183
Overall MO Average	77%	19%	4%	1,221
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)

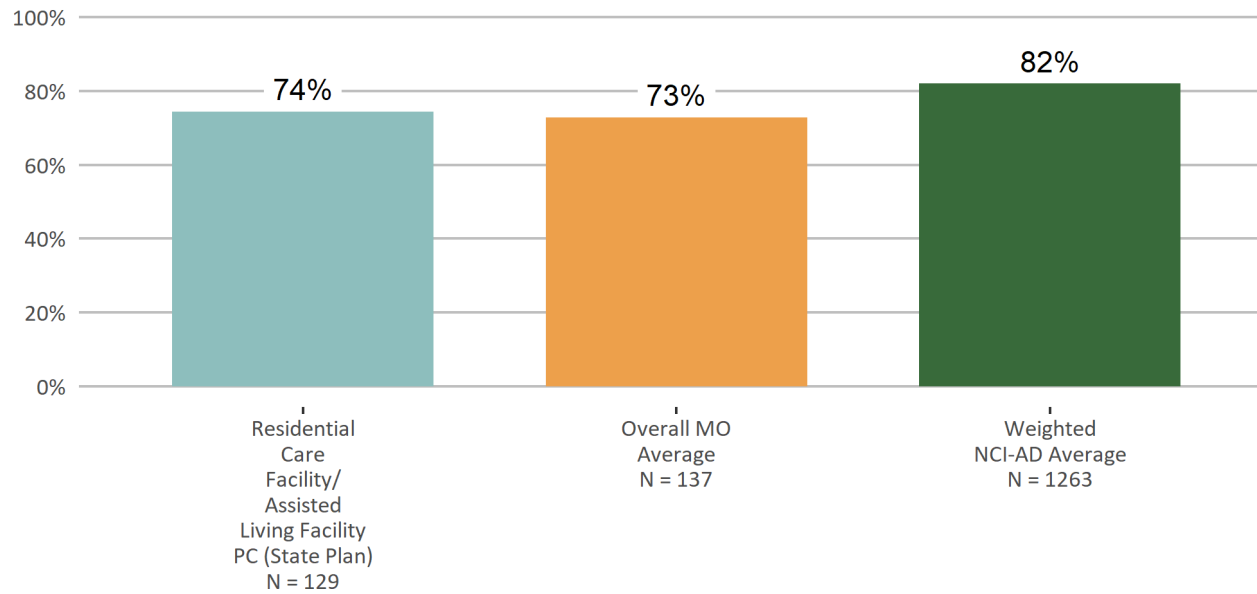


Table 58. Able to furnish and decorate their room however they want to (if living in a group setting)

Program	In all ways	In most ways	Only in some ways, or not at all	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	39%	36%	26%	129
Overall MO Average	38%	35%	27%	137
Weighted NCI-AD Average	53%	29%	18%	1,263

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

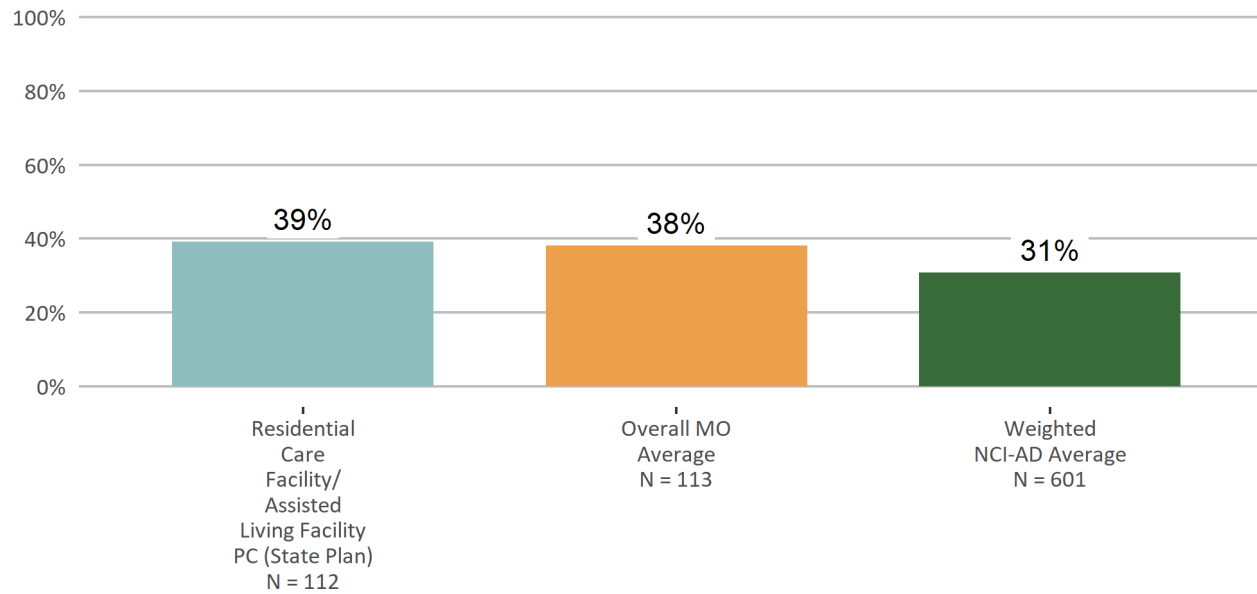


Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)

Program	Yes	No	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	39%	61%	112
Overall MO Average	38%	62%	113
Weighted NCI-AD Average	31%	69%	601

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

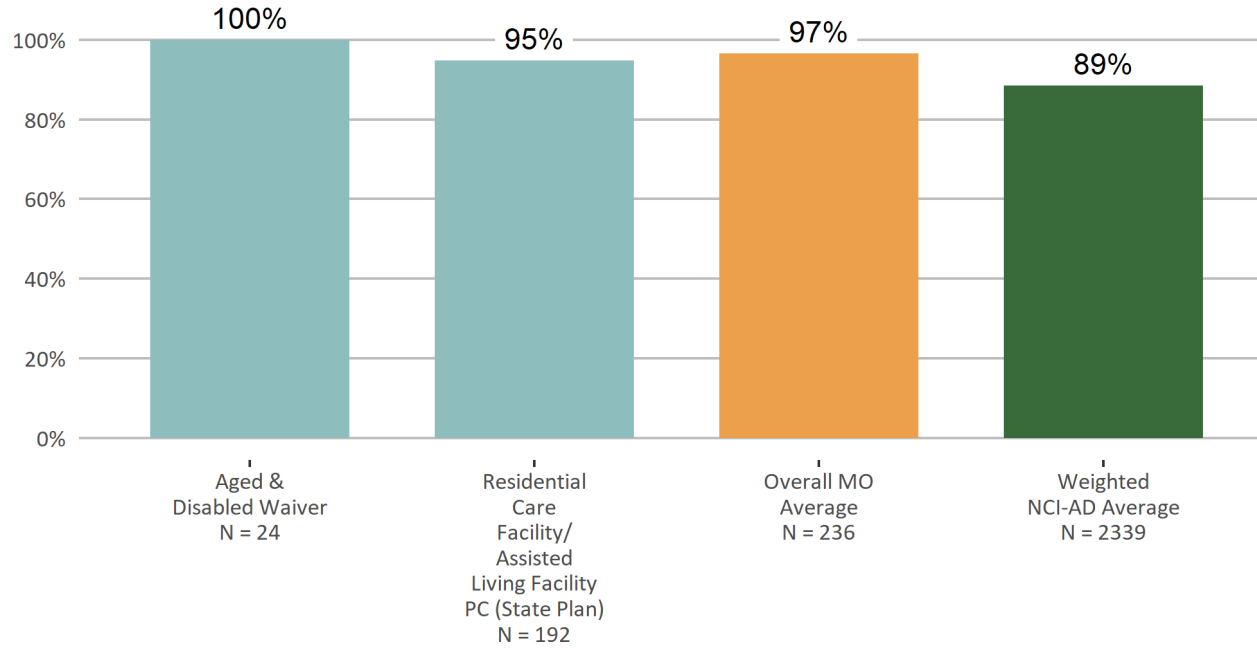


Table 60. Can get up and go to bed when they want to

Program	Yes, always, or almost always	Some days, sometimes	No, never	N
Aged & Disabled Waiver	100%	0%	0%	24
Residential Care Facility/Assisted Living Facility PC (State Plan)	95%	4%	2%	192
Overall MO Average	97%	2%	1%	236
Weighted NCI-AD Average	89%	9%	3%	2,339

Can always eat their meals when
they want to

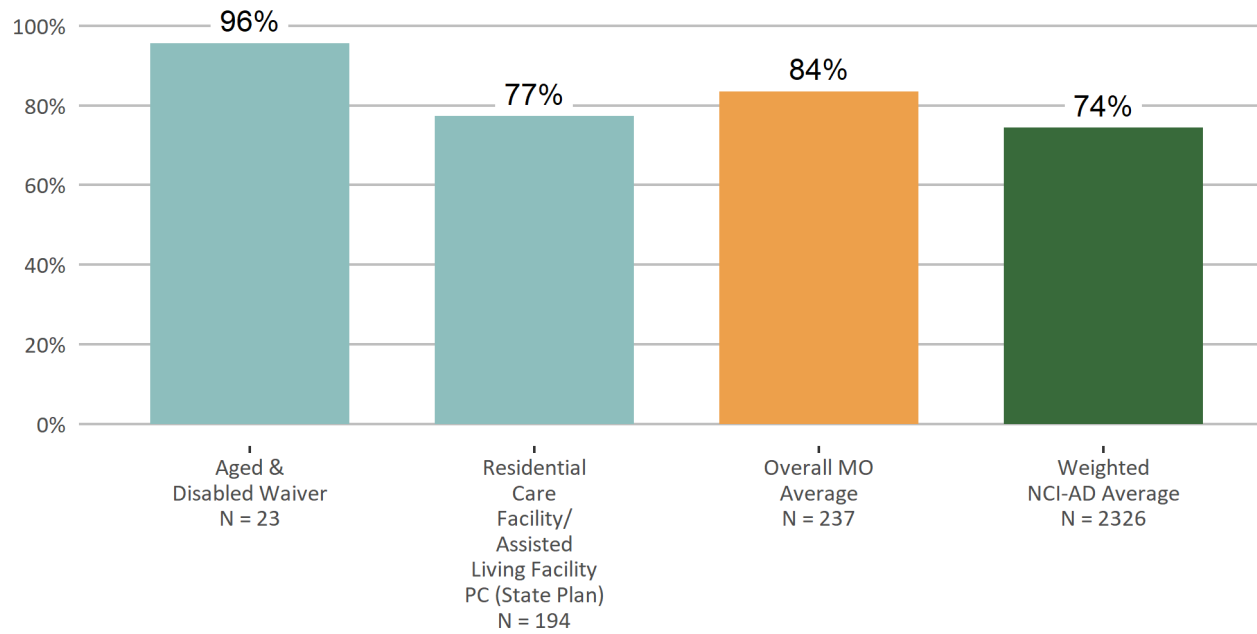


Table 61. Can eat their meals when they want to

Program	Yes, always, or almost always	Some days, sometimes	No, never	N
Aged & Disabled Waiver	96%	4%	0%	23
Residential Care Facility/Assisted Living Facility PC (State Plan)	77%	6%	17%	194
Overall MO Average	84%	5%	12%	237
Weighted NCI-AD Average	74%	11%	15%	2,326

Can choose or change their services

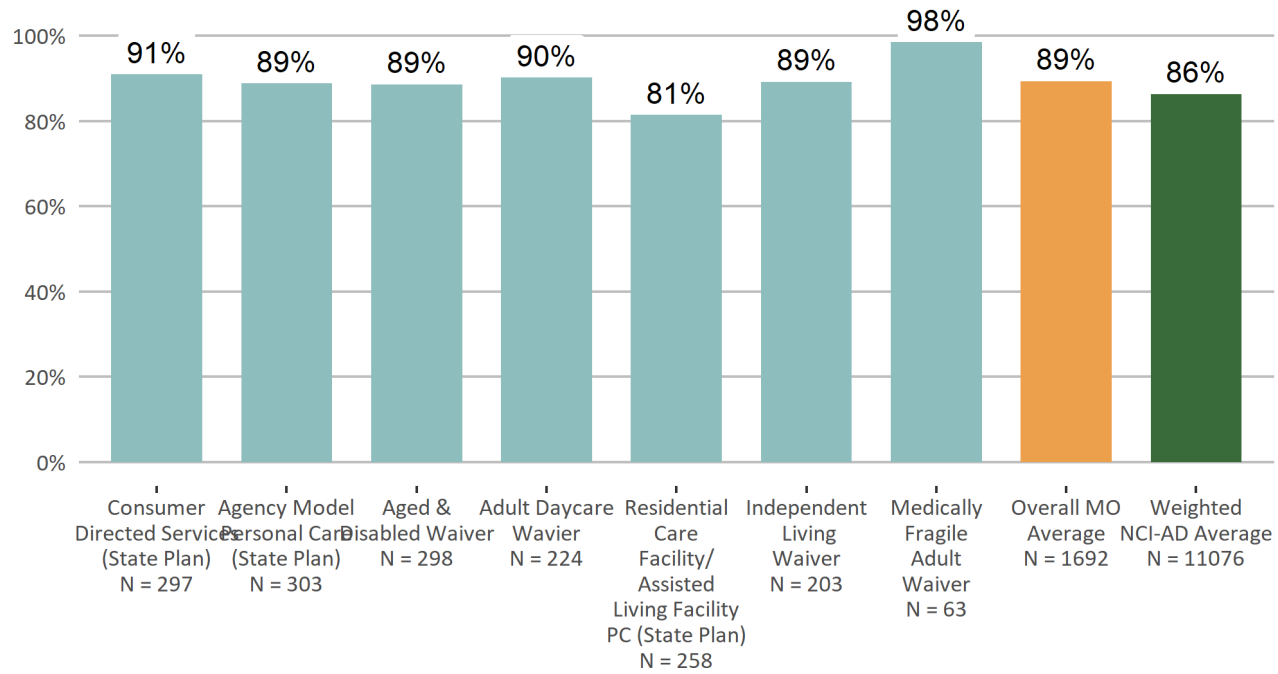


Table 62. Can choose or change their services

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Consumer Directed Services (State Plan)	86%	5%	9%	297
Agency Model Personal Care (State Plan)	83%	6%	11%	303
Aged & Disabled Waiver	76%	12%	11%	298
Adult Daycare Wavier	86%	4%	10%	224
Residential Care Facility/Assisted Living Facility PC (State Plan)	78%	4%	19%	258
Independent Living Waiver	85%	4%	11%	203
Medically Fragile Adult Waiver	98%	0%	2%	63
Overall MO Average	82%	7%	11%	1,692
Weighted NCI-AD Average	72%	14%	14%	11,076

Can choose or change when and how
often they receive services

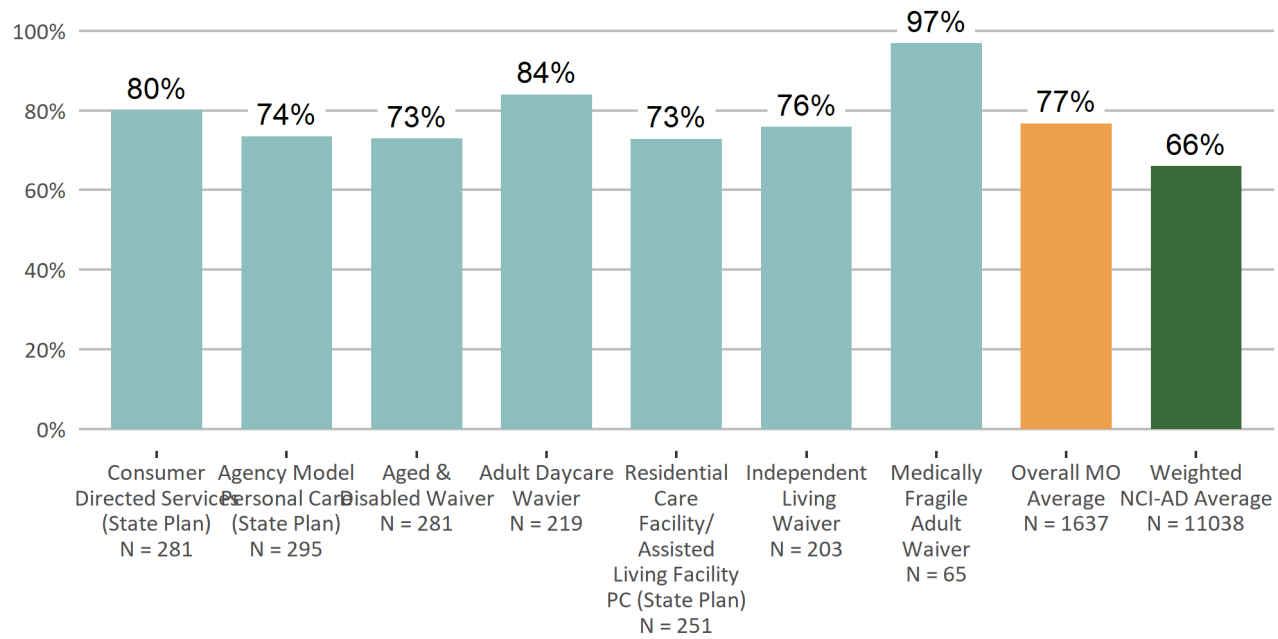


Table 63. Can choose or change when and how often they receive services

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Consumer Directed Services (State Plan)	80%	7%	13%	281
Agency Model Personal Care (State Plan)	74%	9%	17%	295
Aged & Disabled Waiver	73%	14%	13%	281
Adult Daycare Wavier	84%	6%	10%	219
Residential Care Facility/Assisted Living Facility PC (State Plan)	73%	5%	22%	251
Independent Living Waiver	76%	11%	13%	203
Medically Fragile Adult Waiver	97%	0%	3%	65
Overall MO Average	77%	9%	14%	1,637
Weighted NCI-AD Average	66%	15%	19%	11,038

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

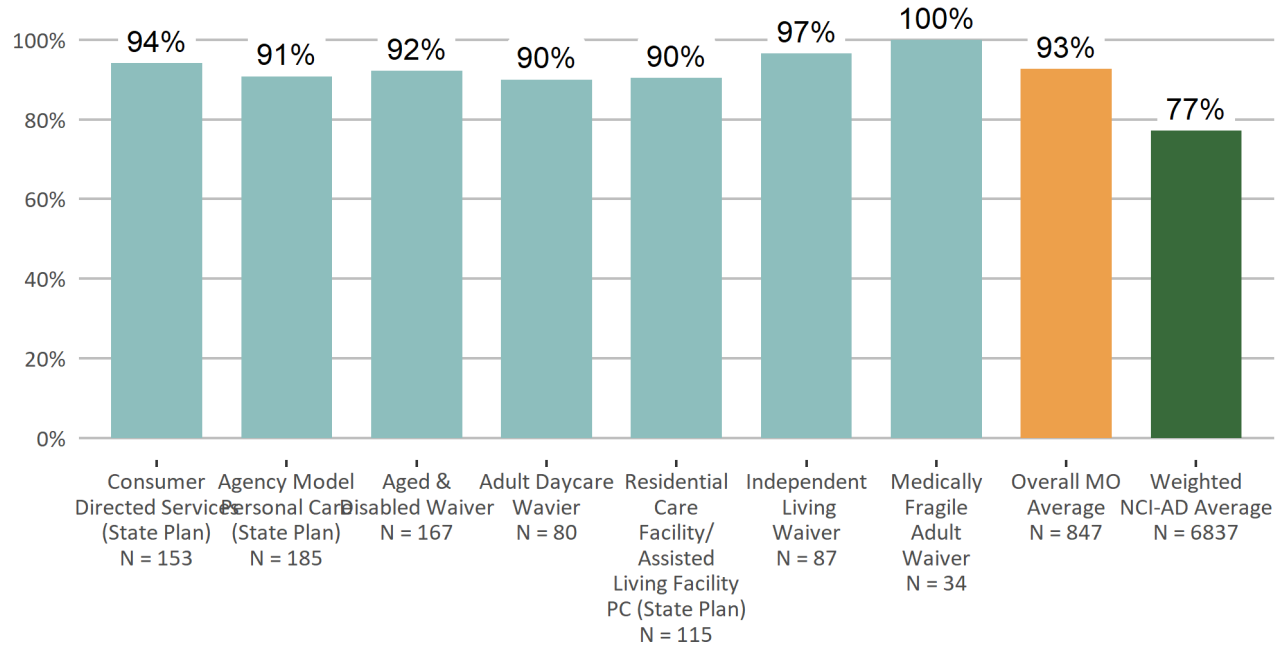


Table 64. Can choose or change the people who provide paid supports if wants

Proxy respondents were allowed for this question

Program	Yes, all services	Sometimes, or some services	No	N
Consumer Directed Services (State Plan)	94%	1%	5%	153
Agency Model Personal Care (State Plan)	91%	2%	8%	185
Aged & Disabled Waiver	92%	1%	7%	167
Adult Daycare Wavier	90%	0%	10%	80
Residential Care Facility/Assisted Living Facility PC (State Plan)	90%	2%	8%	115
Independent Living Waiver	97%	1%	2%	87
Medically Fragile Adult Waiver	100%	0%	0%	34
Overall MO Average	93%	1%	6%	847
Weighted NCI-AD Average	77%	7%	16%	6,837

Satisfaction

Services help them live the life they want

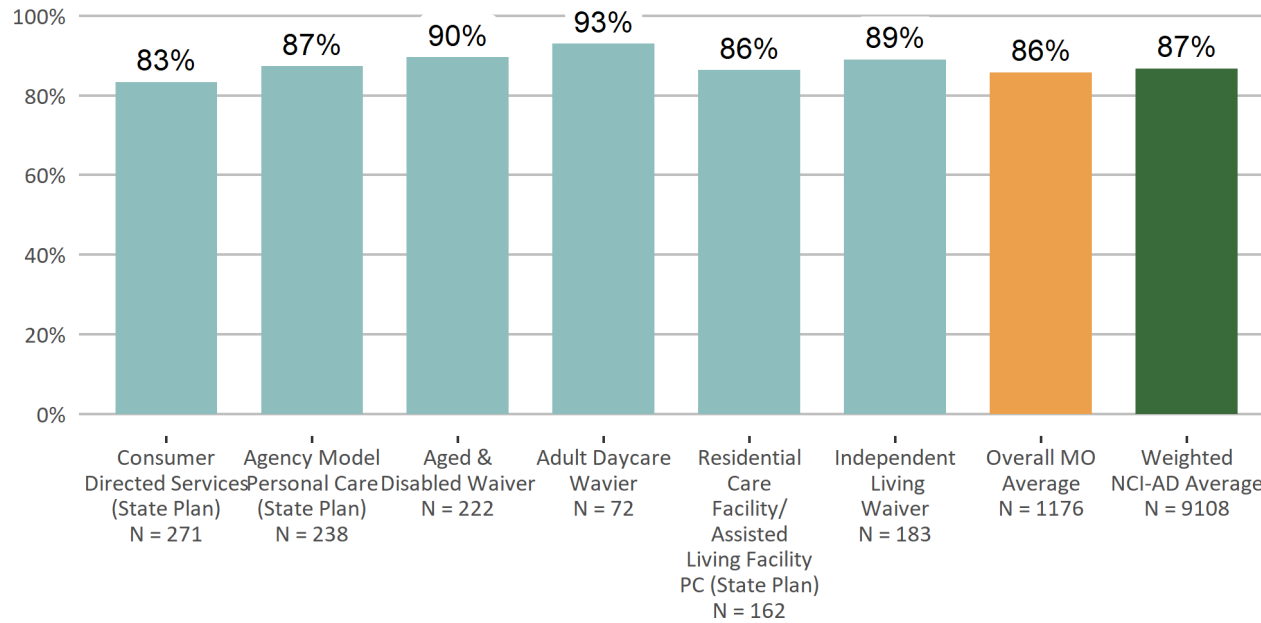


Table 65. Services help them live the life they want

Program	Yes	No	N
Consumer Directed Services (State Plan)	83%	17%	271
Agency Model Personal Care (State Plan)	87%	13%	238
Aged & Disabled Waiver	90%	10%	222
Adult Daycare Wavier	93%	7%	72
Residential Care Facility/Assisted Living Facility PC (State Plan)	86%	14%	162
Independent Living Waiver	89%	11%	183
Overall MO Average	86%	14%	1,176
Weighted NCI-AD Average	87%	13%	9,108

Case manager/care coordinator changes too often

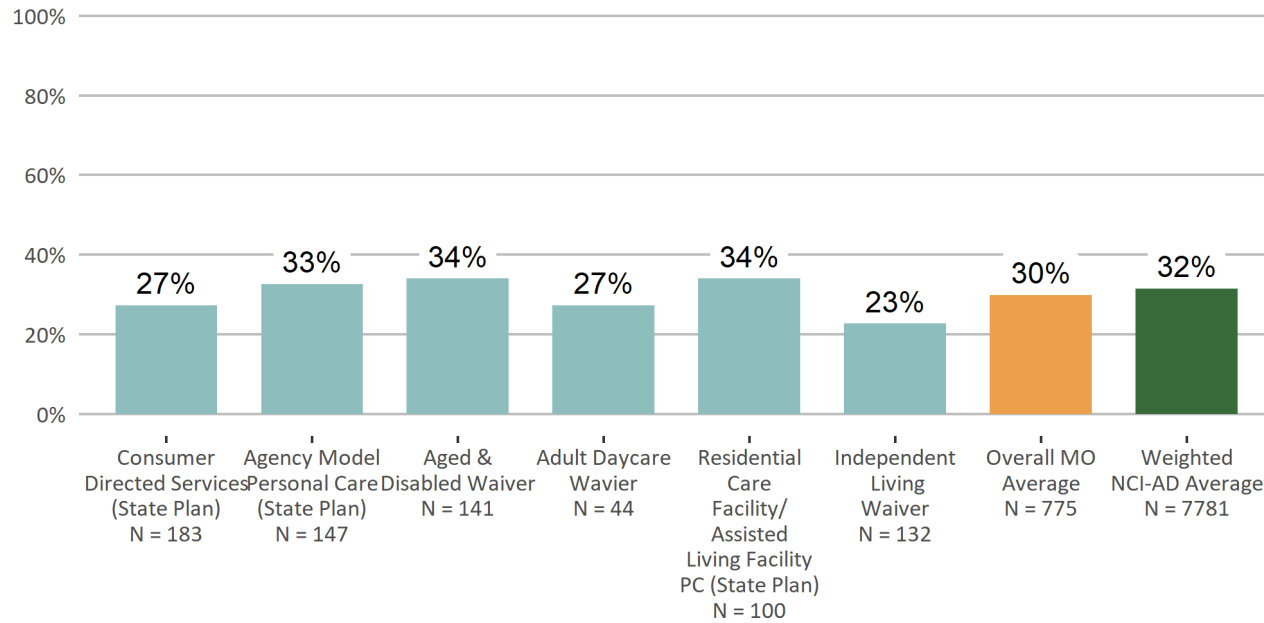


Table 66. Case manager/care coordinator changes too often

Program	Yes	No	N
Consumer Directed Services (State Plan)	27%	73%	183
Agency Model Personal Care (State Plan)	33%	67%	147
Aged & Disabled Waiver	34%	66%	141
Adult Daycare Wavier	27%	73%	44
Residential Care Facility/Assisted Living Facility PC (State Plan)	34%	66%	100
Independent Living Waiver	23%	77%	132
Overall MO Average	30%	70%	775
Weighted NCI-AD Average	32%	68%	7,781

People who are paid to help them change too often

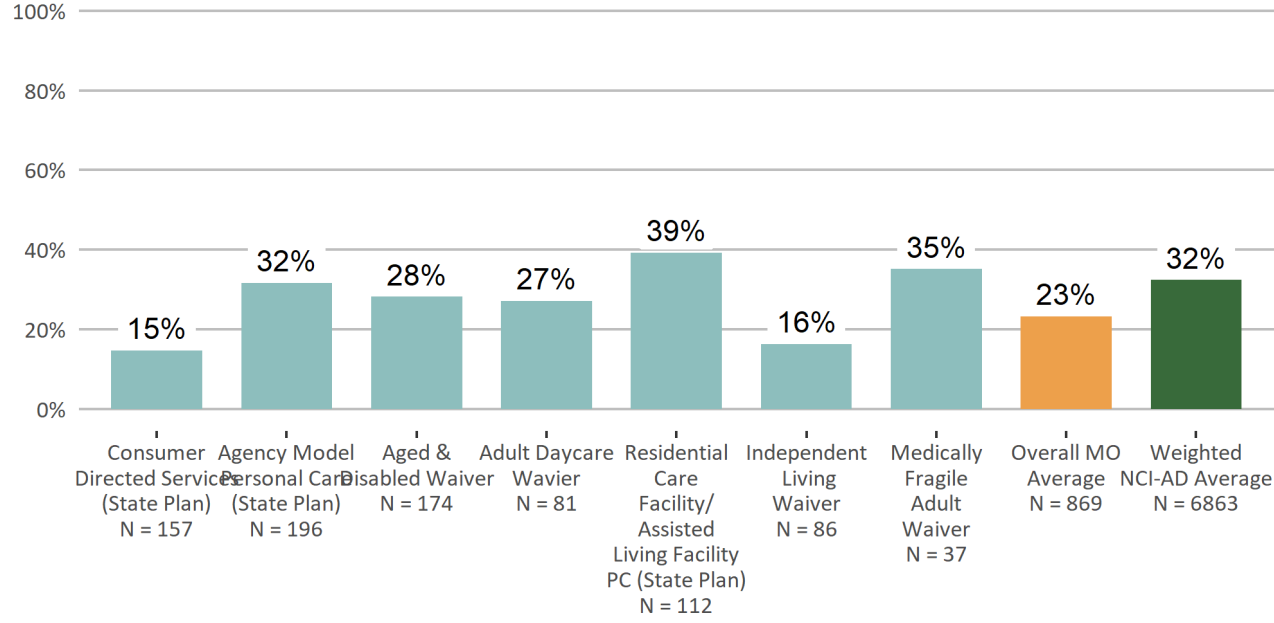


Table 67. People who are paid to help them change too often

Program	Yes, all paid support workers, always or almost always	Some or usually	No, never or rarely	N
Consumer Directed Services (State Plan)	9%	6%	85%	157
Agency Model Personal Care (State Plan)	21%	10%	68%	196
Aged & Disabled Waiver	19%	9%	72%	174
Adult Daycare Wavier	20%	7%	73%	81
Residential Care Facility/Assisted Living Facility PC (State Plan)	31%	8%	61%	112
Independent Living Waiver	12%	5%	84%	86
Medically Fragile Adult Waiver	27%	8%	65%	37
Overall MO Average	16%	8%	77%	869
Weighted NCI-AD Average	18%	15%	68%	6,863

Likes where they live

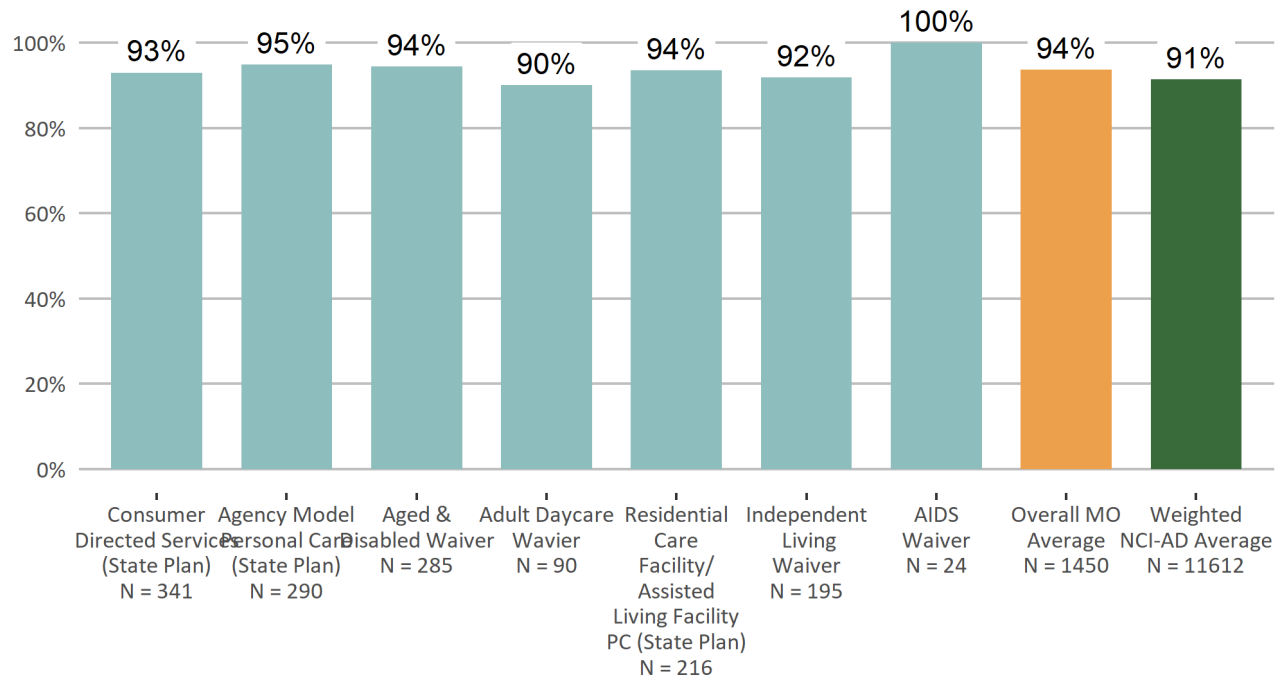


Table 68. Likes where they live

Program	Yes	In between, most of the time	No	N
Consumer Directed Services (State Plan)	88%	5%	7%	341
Agency Model Personal Care (State Plan)	89%	6%	5%	290
Aged & Disabled Waiver	88%	6%	6%	285
Adult Daycare Wavier	80%	10%	10%	90
Residential Care Facility/Assisted Living Facility PC (State Plan)	86%	8%	6%	216
Independent Living Waiver	87%	5%	8%	195
AIDS Waiver	96%	4%	0%	24
Overall MO Average	88%	5%	6%	1,450
Weighted NCI-AD Average	83%	9%	9%	11,612

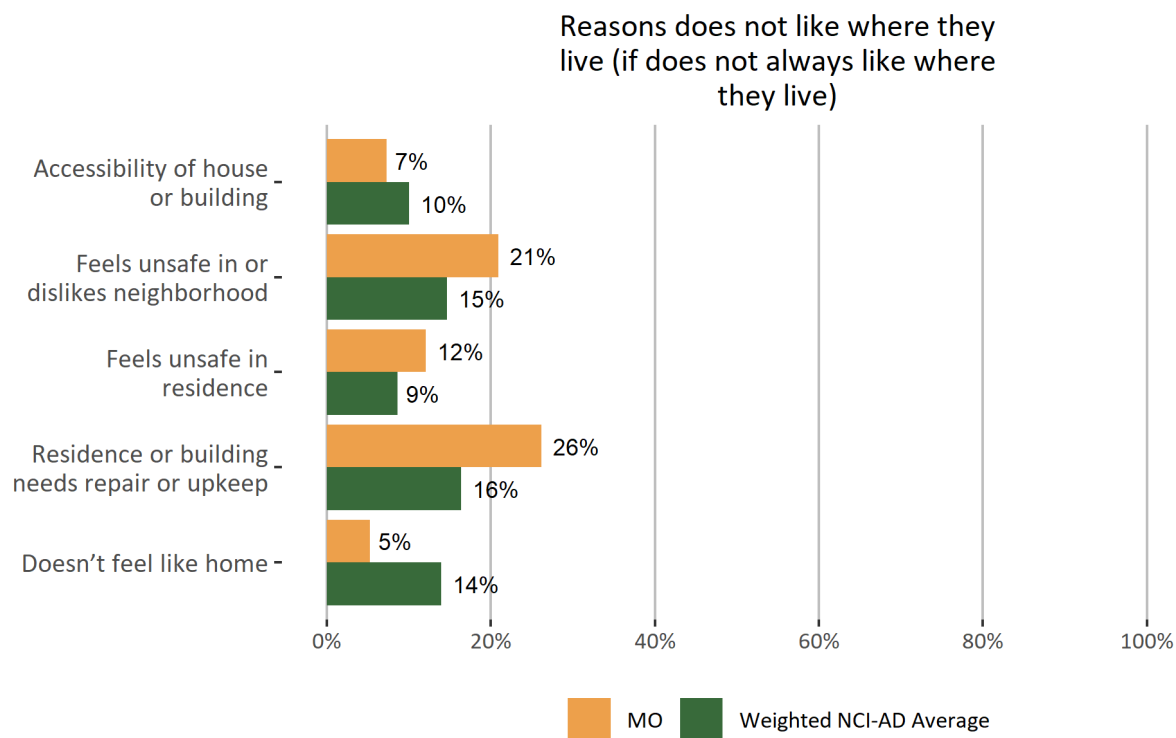


Table 69A. Reasons does not like where they live (if does not always like where they live)

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
Consumer Directed Services (State Plan)	5%	14%	9%	20%	3%
Agency Model Personal Care (State Plan)	1%	2%	1%	2%	1%
Aged & Disabled Waiver	2%	4%	2%	4%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	1%	1%	0%	1%
Overall MO Average	7%	21%	12%	26%	5%
Weighted NCI-AD Average	10%	15%	9%	16%	14%

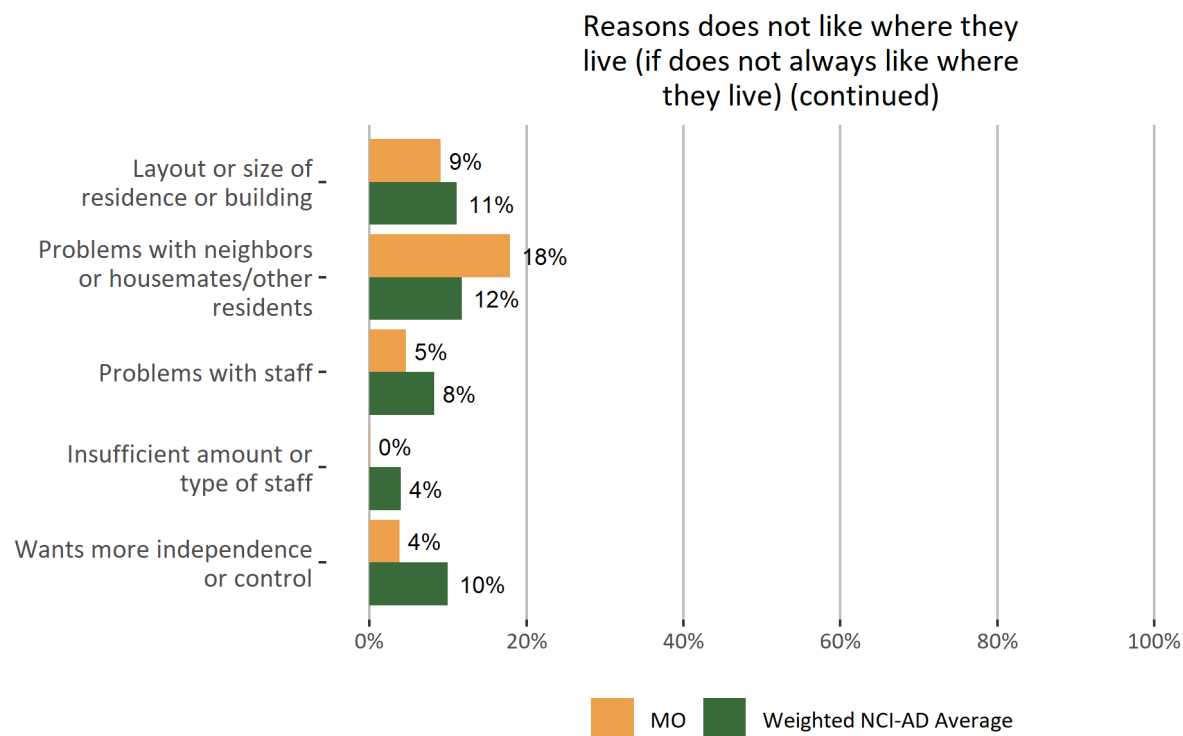


Table 69B. Reasons does not like where they live (if does not always like where they live) (continued)

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
Consumer Directed Services (State Plan)	6%	12%	2%	0%	0%
Agency Model Personal Care (State Plan)	1%	1%	0%	0%	1%
Aged & Disabled Waiver	2%	3%	2%	0%	2%
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	1%	1%	0%	1%
Overall MO Average	9%	18%	5%	0%	4%
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)

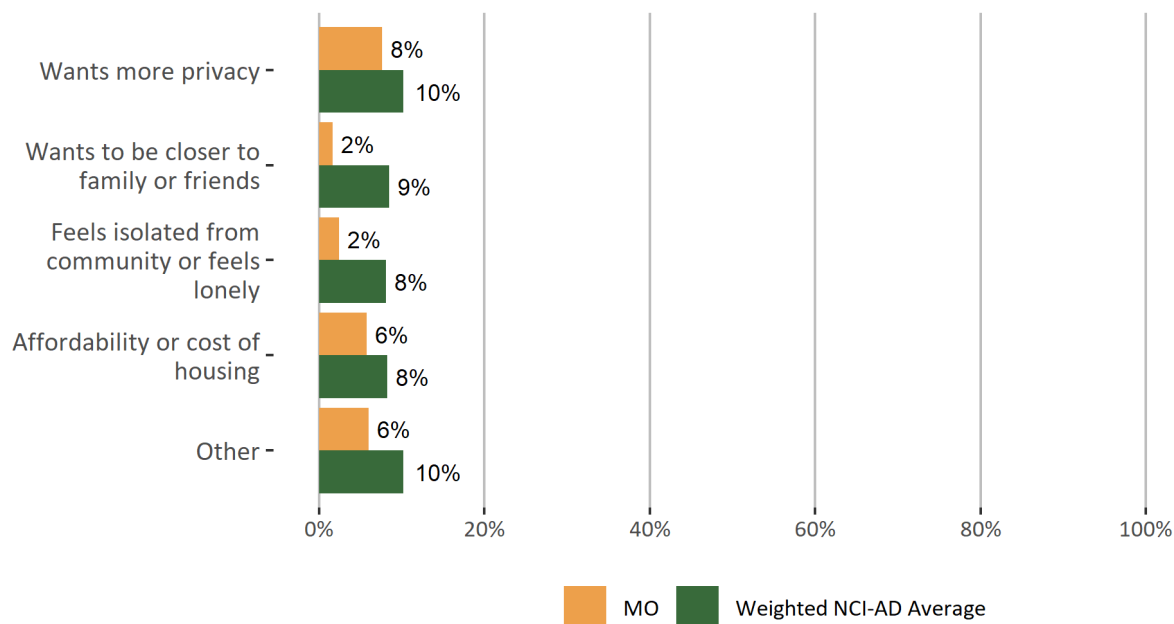


Table 69C. Reasons does not like where they live (if does not always like where they live) (continued)

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
Consumer Directed Services (State Plan)	2%	0%	2%	5%	2%
Agency Model Personal Care (State Plan)	2%	1%	1%	1%	1%
Aged & Disabled Waiver	2%	0%	0%	0%	2%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	1%	0%	0%	1%
Overall MO Average	8%	2%	2%	6%	6%
Weighted NCI-AD Average	10%	9%	8%	8%	10%

Wants to live somewhere else

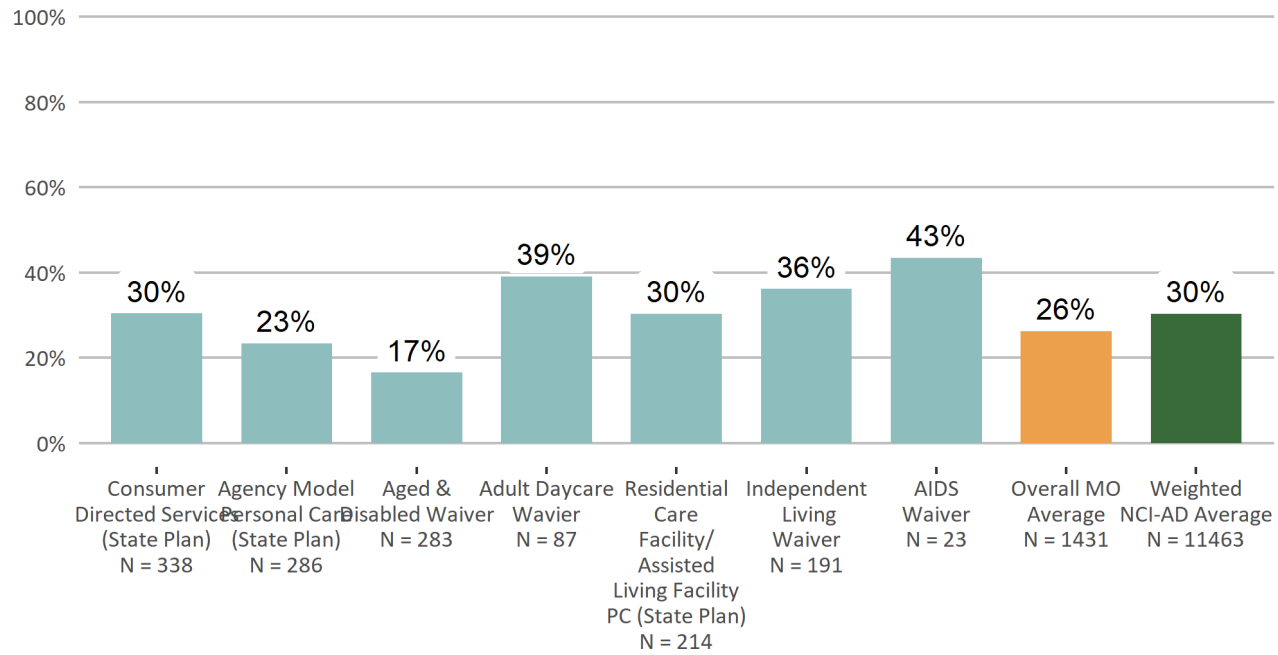


Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Consumer Directed Services (State Plan)	21%	10%	70%	338
Agency Model Personal Care (State Plan)	16%	7%	77%	286
Aged & Disabled Waiver	11%	5%	83%	283
Adult Daycare Wavier	31%	8%	61%	87
Residential Care Facility/Assisted Living Facility PC (State Plan)	19%	11%	70%	214
Independent Living Waiver	27%	9%	64%	191
AIDS Waiver	35%	9%	57%	23
Overall MO Average	18%	8%	74%	1,431
Weighted NCI-AD Average	22%	9%	70%	11,463

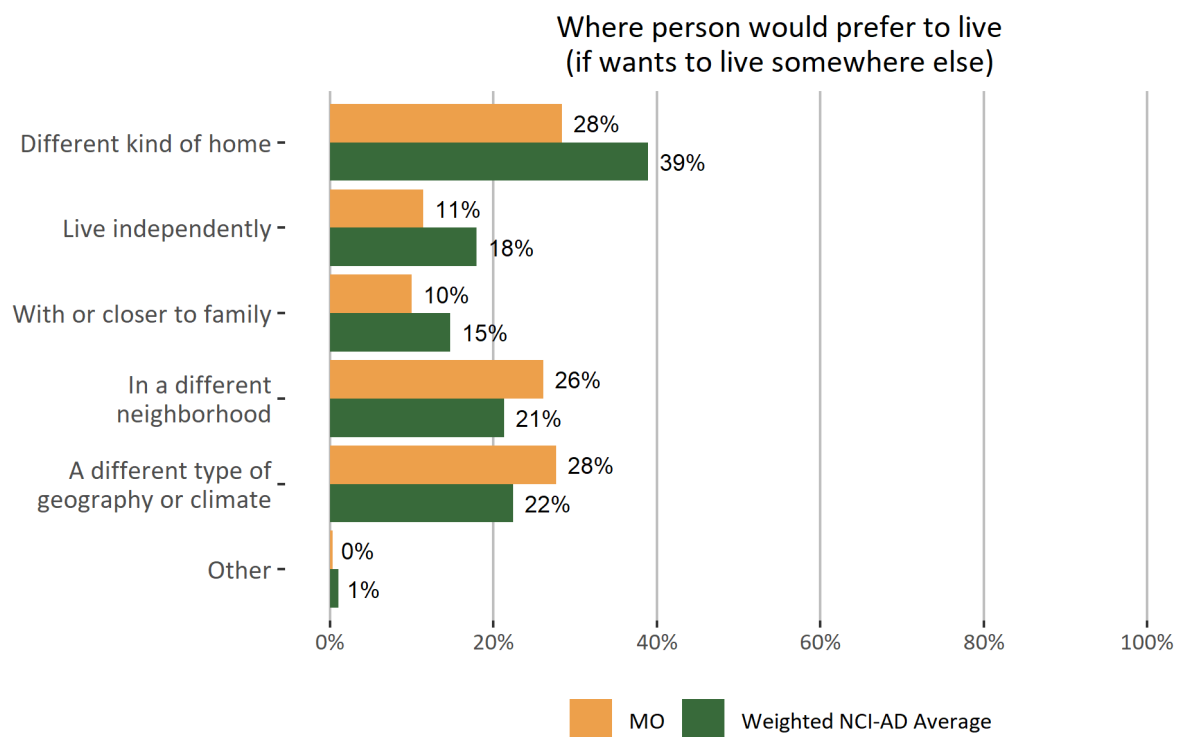


Table 71. Where person would prefer to live (if wants to live somewhere else)

Program	Different kind of home	Live independently	With or closer to family	In a different neighborhood	A different type of geography or climate	Other
Consumer Directed Services (State Plan)	19%	5%	7%	18%	19%	0%
Agency Model Personal Care (State Plan)	4%	1%	1%	3%	4%	0%
Aged & Disabled Waiver	3%	1%	1%	4%	4%	0%
Adult Daycare Wavier	0%	0%	0%	0%	0%	0%
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	4%	1%	1%	0%	0%
Independent Living Waiver	1%	0%	0%	0%	0%	0%
Overall MO Average	28%	11%	10%	26%	28%	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

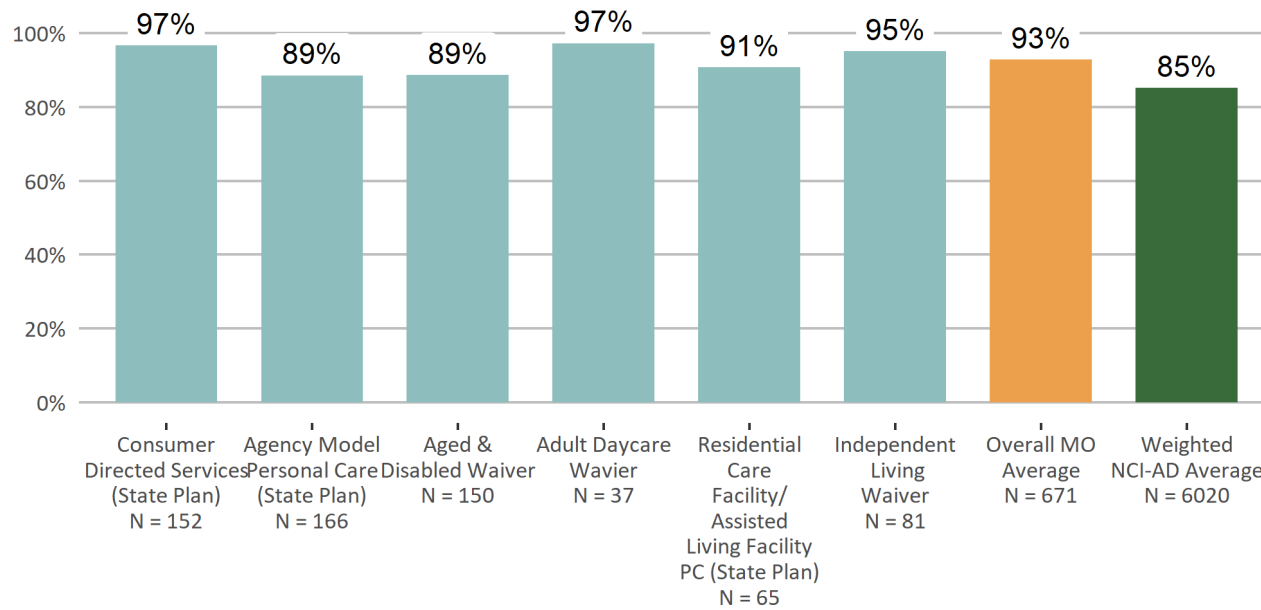


Table 72. People who are paid to help them do things the way they want them done

Program	Yes, all paid support workers, always or almost always	Some or usually	No, never or rarely	N
Consumer Directed Services (State Plan)	97%	2%	1%	152
Agency Model Personal Care (State Plan)	89%	8%	4%	166
Aged & Disabled Waiver	89%	6%	5%	150
Adult Daycare Wavier	97%	3%	0%	37
Residential Care Facility/Assisted Living Facility PC (State Plan)	91%	8%	2%	65
Independent Living Waiver	95%	5%	0%	81
Overall MO Average	93%	4%	3%	671
Weighted NCI-AD Average	85%	12%	3%	6,020

Usually likes how they spend their
time during the day

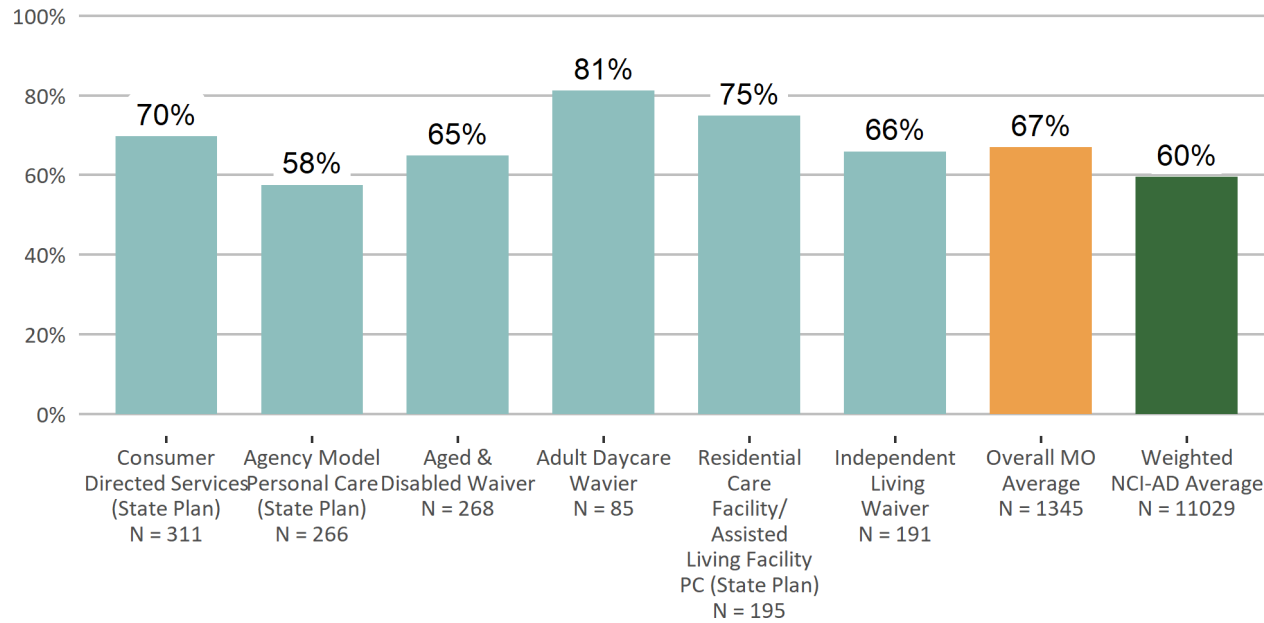


Table 73. Usually likes how they spend their time during the day

Program	Yes, always, or almost always	Sometimes	No, never or rarely	N
Consumer Directed Services (State Plan)	70%	23%	7%	311
Agency Model Personal Care (State Plan)	58%	30%	13%	266
Aged & Disabled Waiver	65%	28%	7%	268
Adult Daycare Wavier	81%	14%	5%	85
Residential Care Facility/Assisted Living Facility PC (State Plan)	75%	17%	8%	195
Independent Living Waiver	66%	24%	10%	191
Overall MO Average	67%	25%	8%	1,345
Weighted NCI-AD Average	60%	31%	9%	11,029

Technology

Has access to the internet

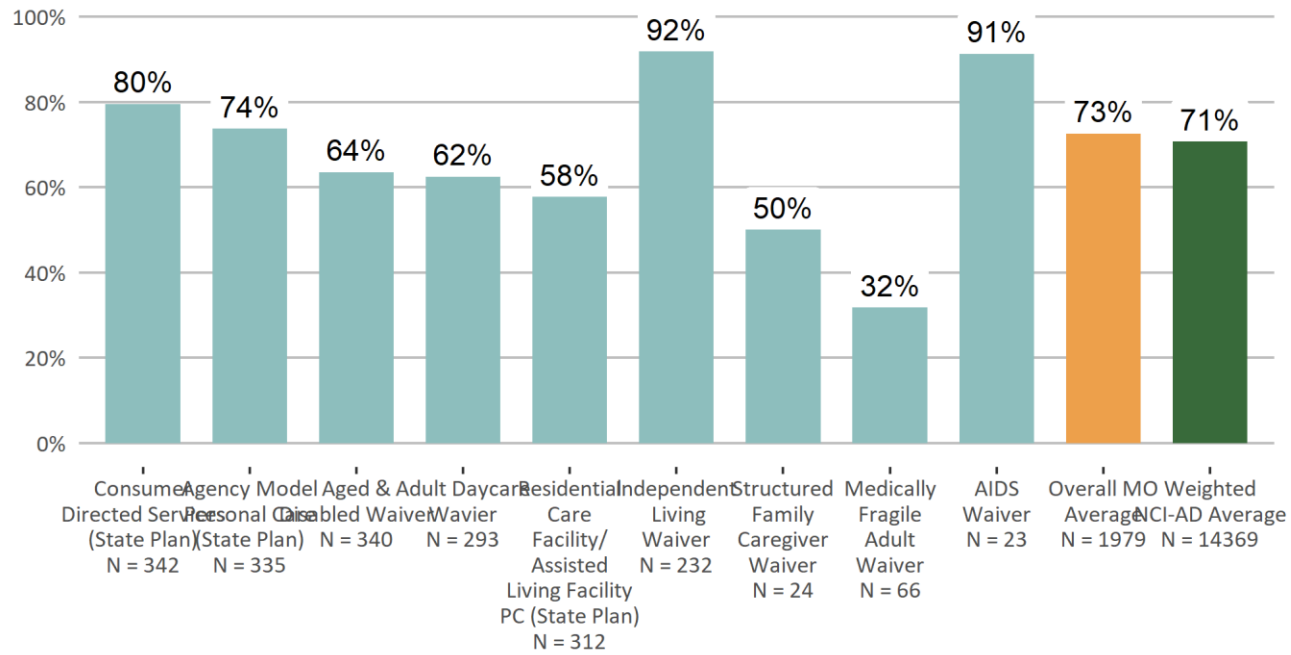


Table 74. Has access to the internet*Proxy respondents were allowed for this question*

Program	Yes	Sometimes	No	N
Consumer Directed Services (State Plan)	76%	4%	20%	342
Agency Model Personal Care (State Plan)	71%	2%	26%	335
Aged & Disabled Waiver	61%	2%	36%	340
Adult Daycare Wavier	62%	1%	38%	293
Residential Care Facility/Assisted Living Facility PC (State Plan)	56%	2%	42%	312
Independent Living Waiver	91%	1%	8%	232
Structured Family Caregiver Waiver	46%	4%	50%	24
Medically Fragile Adult Waiver	30%	2%	68%	66
AIDS Waiver	91%	0%	9%	23
Overall MO Average	70%	3%	27%	1,979
Weighted NCI-AD Average	69%	2%	29%	14,369

Frequency of internet use

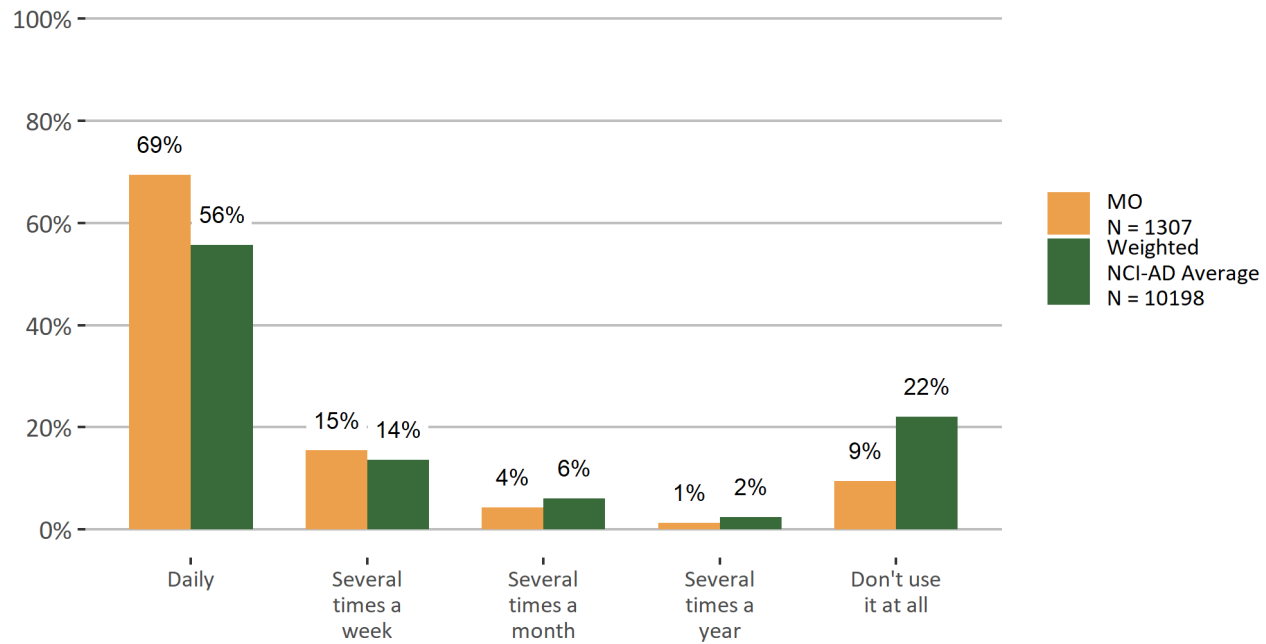


Table 75. Frequency with which people use the internet

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
Consumer Directed Services (State Plan)	69%	17%	6%	1%	8%	259
Agency Model Personal Care (State Plan)	73%	13%	3%	2%	8%	231
Aged & Disabled Waiver	69%	16%	2%	2%	11%	197
Adult Daycare Wavier	57%	14%	5%	1%	23%	168
Residential Care Facility/Assisted Living Facility PC (State Plan)	69%	7%	3%	1%	20%	177
Independent Living Waiver	82%	11%	3%	1%	3%	213
Medically Fragile Adult Waiver	86%	10%	0%	0%	5%	21
Overall MO Average	69%	15%	4%	1%	9%	1,307
Weighted NCI-AD Average	56%	14%	6%	2%	22%	10,198

Always has a stable internet connection

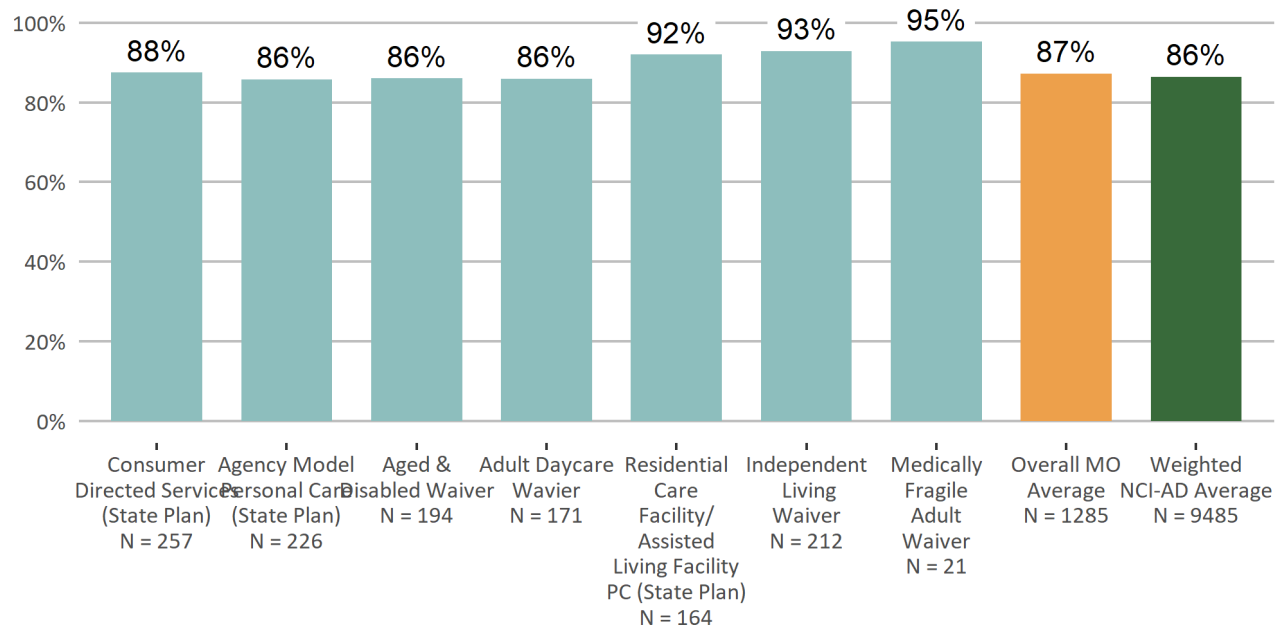


Table 76. Always has a stable internet connection

Proxy respondents were allowed for this question

Program	Always works	Sometimes works	Rarely or never works	N
Consumer Directed Services (State Plan)	88%	12%	0%	257
Agency Model Personal Care (State Plan)	86%	13%	1%	226
Aged & Disabled Waiver	86%	13%	1%	194
Adult Daycare Wavier	86%	13%	1%	171
Residential Care Facility/Assisted Living Facility PC (State Plan)	92%	7%	1%	164
Independent Living Waiver	93%	7%	0%	212
Medically Fragile Adult Waiver	95%	0%	5%	21
Overall MO Average	87%	12%	0%	1,285
Weighted NCI-AD Average	86%	13%	1%	9,485

Has talked to health professionals
using video conference/telehealth

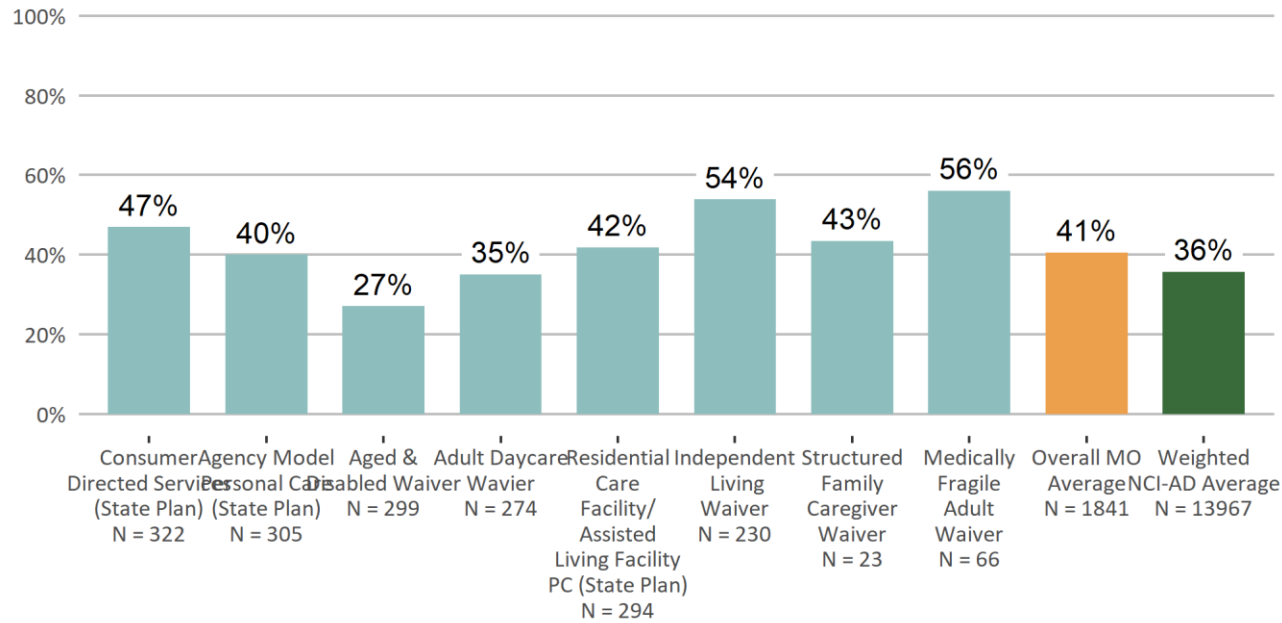


Table 77. Has talked to health professionals using video conference/telehealth

Proxy respondents were allowed for this question

Program	Yes	No	N
Consumer Directed Services (State Plan)	47%	53%	322
Agency Model Personal Care (State Plan)	40%	60%	305
Aged & Disabled Waiver	27%	73%	299
Adult Daycare Wavier	35%	65%	274
Residential Care Facility/Assisted Living Facility PC (State Plan)	42%	58%	294
Independent Living Waiver	54%	46%	230
Structured Family Caregiver Waiver	43%	57%	23
Medically Fragile Adult Waiver	56%	44%	66
Overall MO Average	41%	59%	1,841
Weighted NCI-AD Average	36%	64%	13,967

Liked talking to health care providers using telehealth

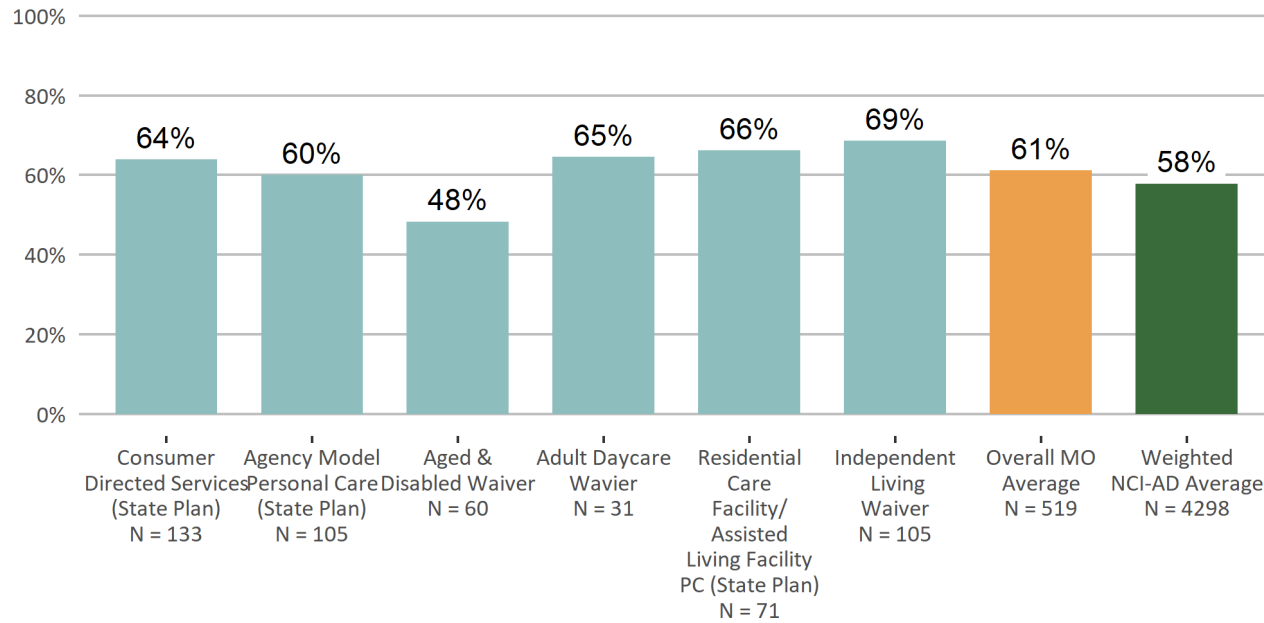


Table 78. Liked talking to health care providers using telehealth

New question in 2022-2023.

Program	Yes, completely	Yes, in part	No	N
Consumer Directed Services (State Plan)	64%	23%	14%	133
Agency Model Personal Care (State Plan)	60%	29%	11%	105
Aged & Disabled Waiver	48%	35%	17%	60
Adult Daycare Wavier	65%	13%	23%	31
Residential Care Facility/Assisted Living Facility PC (State Plan)	66%	25%	8%	71
Independent Living Waiver	69%	22%	10%	105
Overall MO Average	61%	25%	13%	519
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

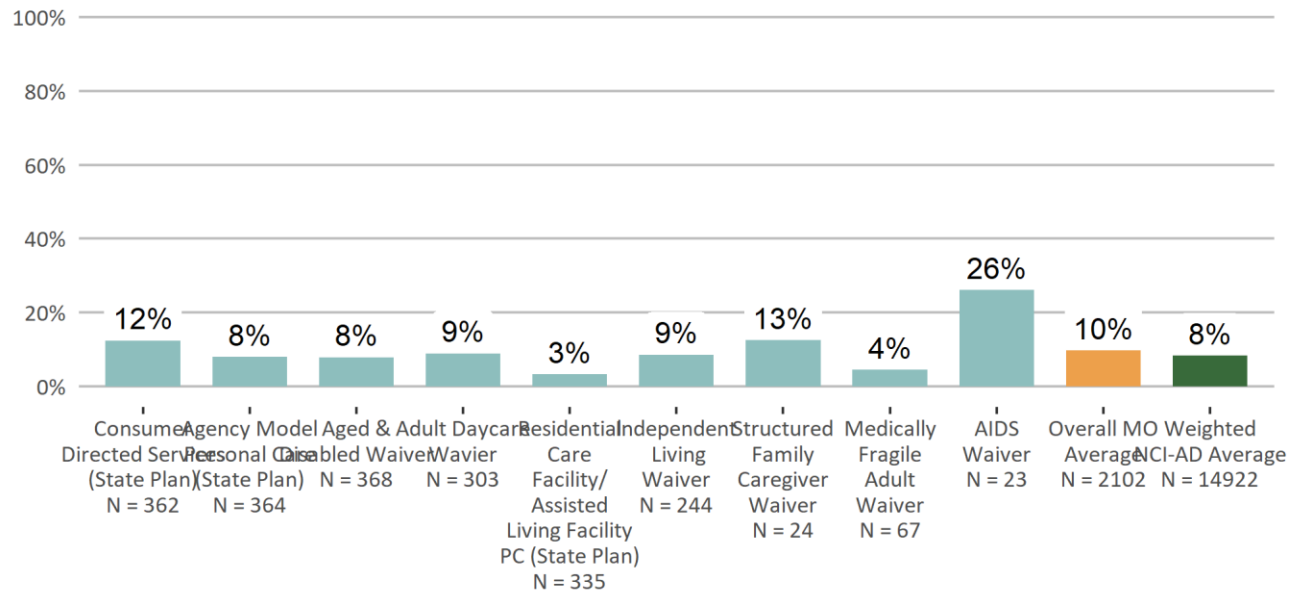


Table 79. Needs grab bars in the bathroom or elsewhere in their home but does not have them

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
Consumer Directed Services (State Plan)	12%	6%	54%	28%	362
Agency Model Personal Care (State Plan)	8%	6%	57%	29%	364
Aged & Disabled Waiver	8%	6%	74%	12%	368
Adult Daycare Wavier	9%	1%	42%	48%	303
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	2%	65%	30%	335
Independent Living Waiver	9%	5%	51%	36%	244
Structured Family Caregiver Waiver	13%	0%	46%	42%	24
Medically Fragile Adult Waiver	4%	0%	7%	88%	67
AIDS Waiver	26%	9%	48%	17%	23
Overall MO Average	10%	5%	60%	25%	2,102
Weighted NCI-AD Average	8%	6%	69%	17%	14,922

Needs other bathroom modifications but does not have them

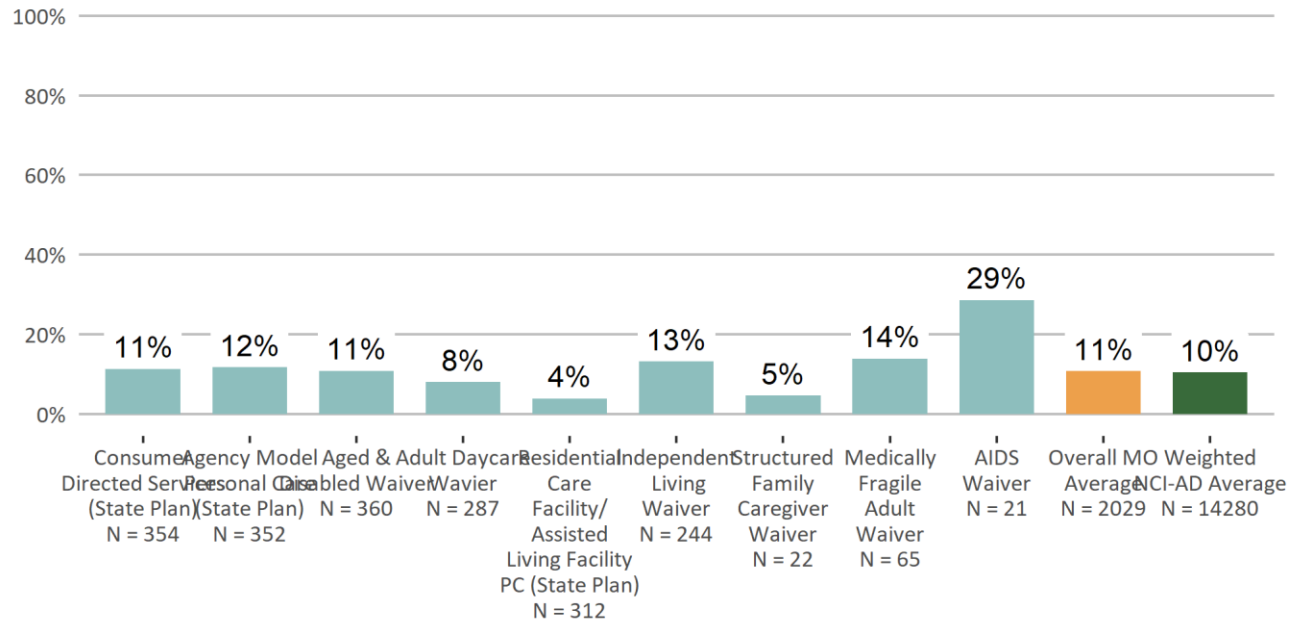


Table 80. Needs other bathroom modifications but does not have them

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
Consumer Directed Services (State Plan)	11%	3%	18%	68%	354
Agency Model Personal Care (State Plan)	12%	1%	22%	65%	352
Aged & Disabled Waiver	11%	2%	24%	63%	360
Adult Daycare Wavier	8%	1%	10%	81%	287
Residential Care Facility/Assisted Living Facility PC (State Plan)	4%	2%	20%	74%	312
Independent Living Waiver	13%	5%	34%	48%	244
Structured Family Caregiver Waiver	5%	5%	23%	68%	22
Medically Fragile Adult Waiver	14%	3%	9%	74%	65
AIDS Waiver	29%	0%	19%	52%	21
Overall MO Average	11%	2%	20%	67%	2,029
Weighted NCI-AD Average	10%	3%	32%	55%	14,280

Needs a shower chair but does not have one

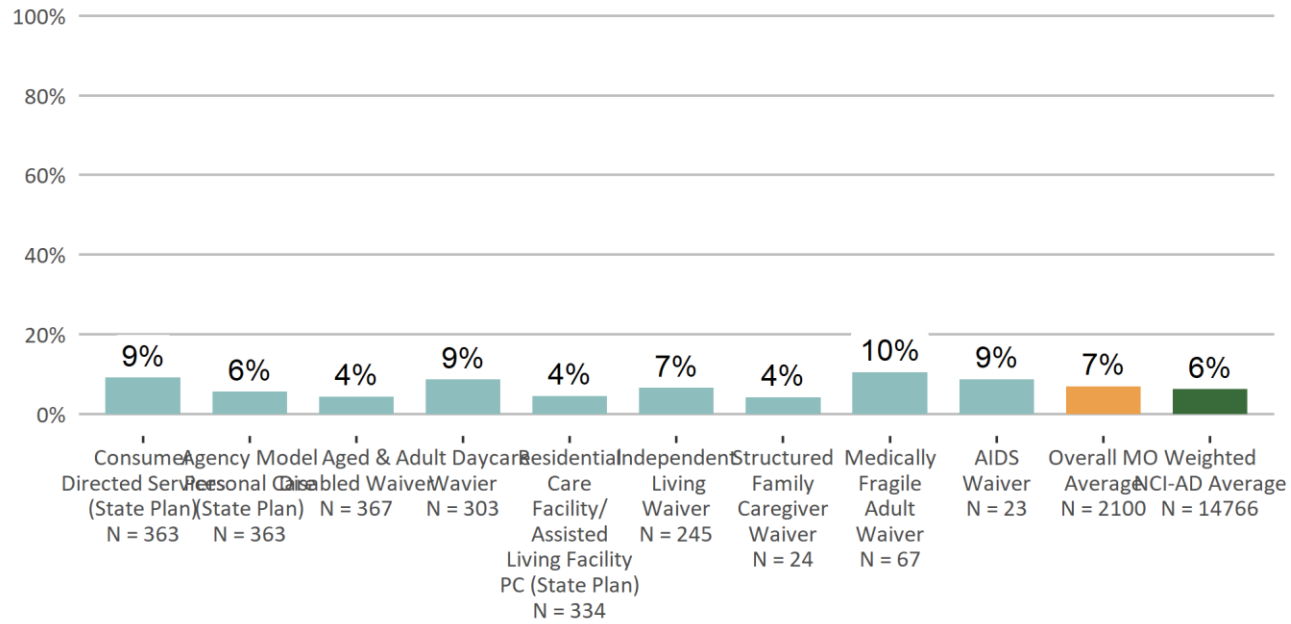


Table 81. Needs a shower chair but does not have one

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
Consumer Directed Services (State Plan)	9%	4%	60%	27%	363
Agency Model Personal Care (State Plan)	6%	4%	60%	30%	363
Aged & Disabled Waiver	4%	3%	71%	22%	367
Adult Daycare Wavier	9%	1%	38%	53%	303
Residential Care Facility/Assisted Living Facility PC (State Plan)	4%	4%	65%	27%	334
Independent Living Waiver	7%	8%	61%	24%	245
Structured Family Caregiver Waiver	4%	8%	54%	33%	24
Medically Fragile Adult Waiver	10%	27%	30%	33%	67
AIDS Waiver	9%	4%	65%	22%	23
Overall MO Average	7%	4%	62%	27%	2,100
Weighted NCI-AD Average	6%	5%	69%	19%	14,766

Needs a specialized bed but does not have one

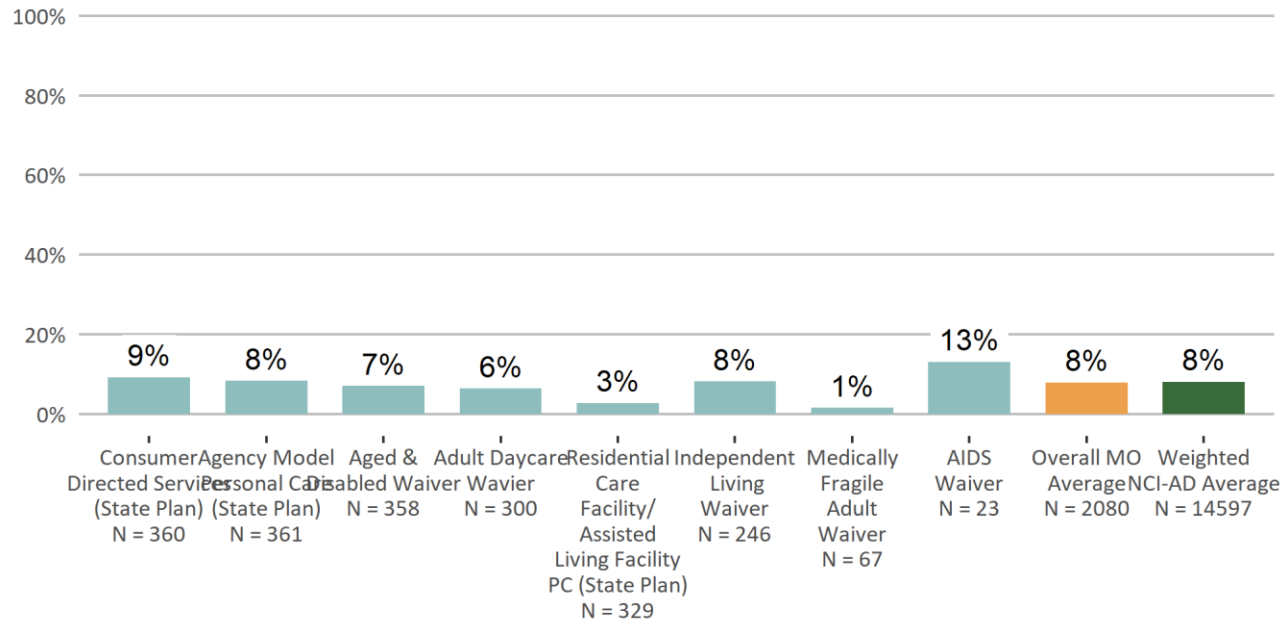


Table 82. Needs a specialized bed but does not have one

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
Consumer Directed Services (State Plan)	9%	1%	15%	75%	360
Agency Model Personal Care (State Plan)	8%	2%	20%	70%	361
Aged & Disabled Waiver	7%	2%	19%	72%	358
Adult Daycare Wavier	6%	0%	9%	84%	300
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	5%	22%	70%	329
Independent Living Waiver	8%	10%	50%	32%	246
Structured Family Caregiver Waiver	0%	0%	29%	71%	24
Medically Fragile Adult Waiver	1%	37%	48%	13%	67
AIDS Waiver	13%	0%	30%	57%	23
Overall MO Average	8%	2%	18%	72%	2,080
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

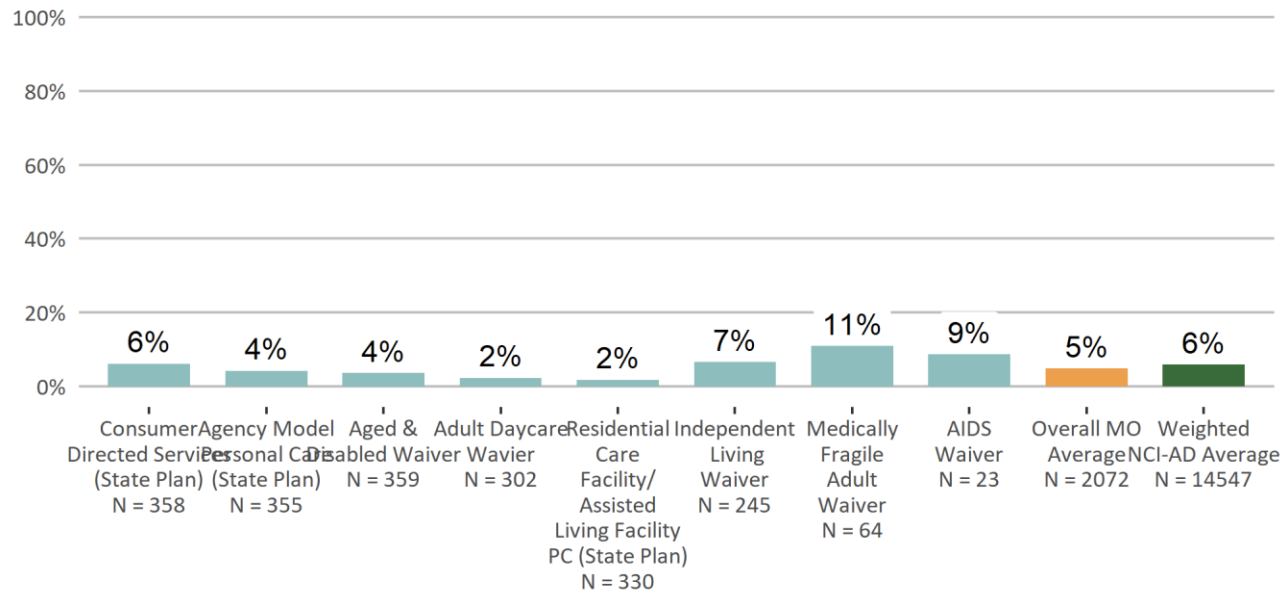


Table 83. Need for a ramp (either inside or outside of their residence) but does not have one

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
Consumer Directed Services (State Plan)	6%	3%	26%	65%	358
Agency Model Personal Care (State Plan)	4%	2%	35%	59%	355
Aged & Disabled Waiver	4%	3%	37%	56%	359
Adult Daycare Wavier	2%	0%	20%	78%	302
Residential Care Facility/Assisted Living Facility PC (State Plan)	2%	4%	39%	55%	330
Independent Living Waiver	7%	6%	54%	34%	245
Structured Family Caregiver Waiver	0%	0%	13%	88%	24
Medically Fragile Adult Waiver	11%	20%	47%	22%	64
AIDS Waiver	9%	4%	35%	52%	23
Overall MO Average	5%	3%	31%	61%	2,072
Weighted NCI-AD Average	6%	3%	35%	56%	14,547

Needs other home modifications that does not have

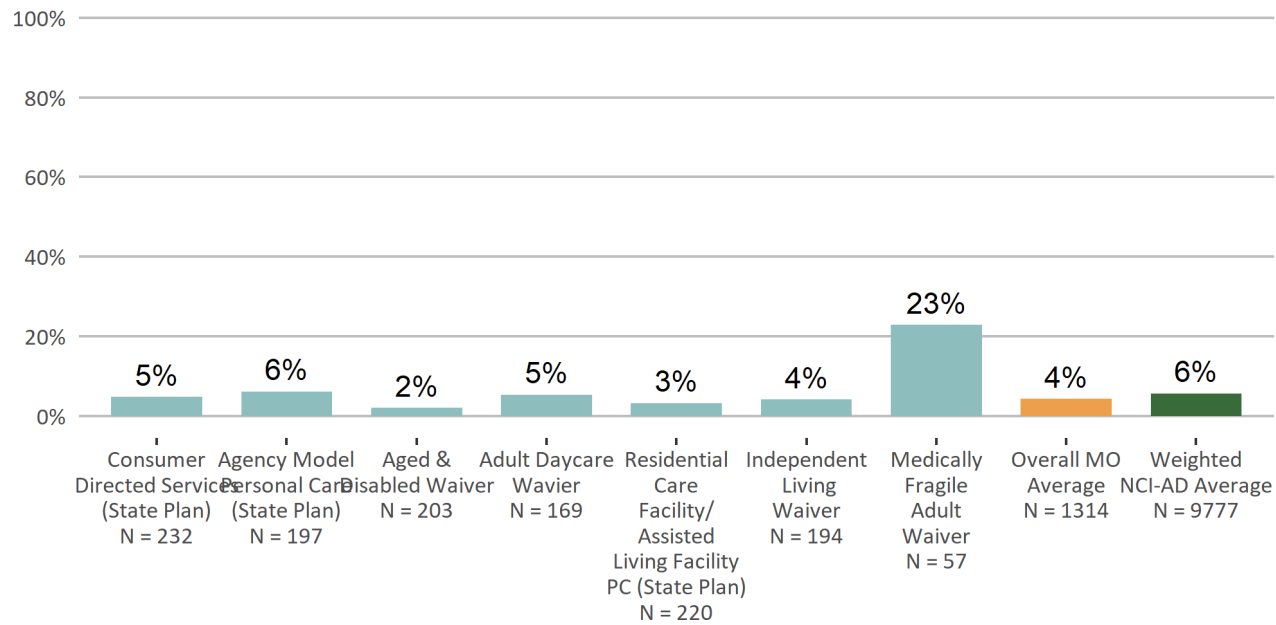


Table 84. Needs other home modifications that does not have

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
Consumer Directed Services (State Plan)	5%	3%	5%	88%	232
Agency Model Personal Care (State Plan)	6%	2%	3%	89%	197
Aged & Disabled Waiver	2%	1%	5%	92%	203
Adult Daycare Wavier	5%	1%	2%	92%	169
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	4%	12%	80%	220
Independent Living Waiver	4%	3%	20%	74%	194
Medically Fragile Adult Waiver	23%	25%	39%	14%	57
Overall MO Average	4%	2%	5%	88%	1,314
Weighted NCI-AD Average	6%	2%	12%	80%	9,777

Needs a wheelchair but does not have one

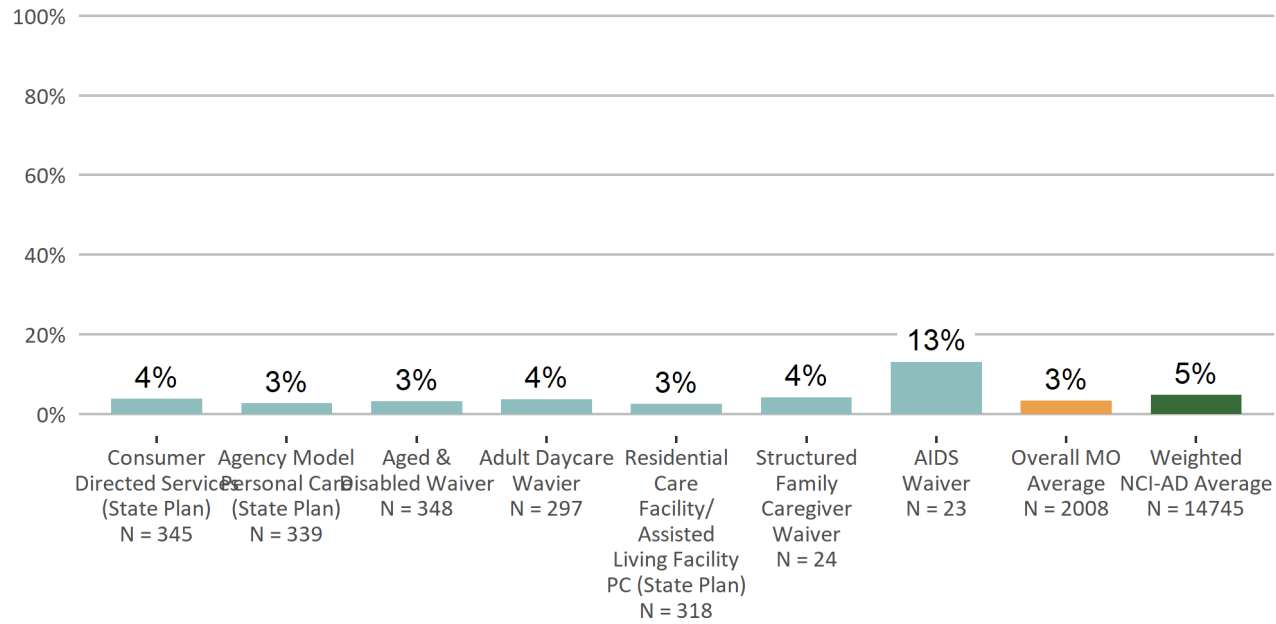


Table 85. Needs a wheelchair but does not have one

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
Consumer Directed Services (State Plan)	4%	4%	23%	69%	345
Agency Model Personal Care (State Plan)	3%	4%	32%	62%	339
Aged & Disabled Waiver	3%	2%	36%	59%	348
Adult Daycare Wavier	4%	2%	21%	74%	297
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	5%	23%	69%	318
Independent Living Waiver	0%	13%	72%	15%	234
Structured Family Caregiver Waiver	4%	0%	46%	50%	24
Medically Fragile Adult Waiver	0%	38%	54%	7%	68
AIDS Waiver	13%	4%	26%	57%	23
Overall MO Average	3%	4%	28%	65%	2,008
Weighted NCI-AD Average	5%	6%	39%	50%	14,745

Needs a scooter but does not have one

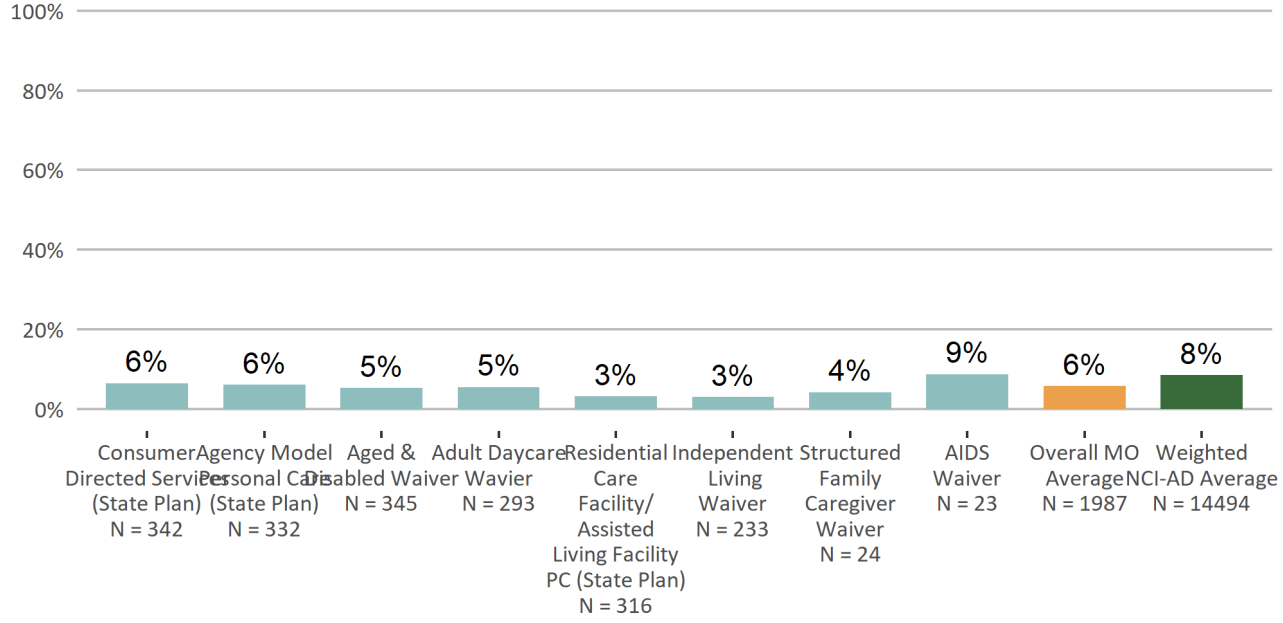


Table 86. Needs a scooter but does not have one

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
Consumer Directed Services (State Plan)	6%	2%	4%	87%	342
Agency Model Personal Care (State Plan)	6%	0%	4%	90%	332
Aged & Disabled Waiver	5%	0%	4%	90%	345
Adult Daycare Wavier	5%	0%	2%	92%	293
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	0%	1%	96%	316
Independent Living Waiver	3%	2%	6%	89%	233
Structured Family Caregiver Waiver	4%	0%	4%	92%	24
Medically Fragile Adult Waiver	0%	0%	0%	100%	67
AIDS Waiver	9%	0%	22%	70%	23
Overall MO Average	6%	1%	4%	89%	1,987
Weighted NCI-AD Average	8%	2%	9%	81%	14,494

Needs a walker but does not have one

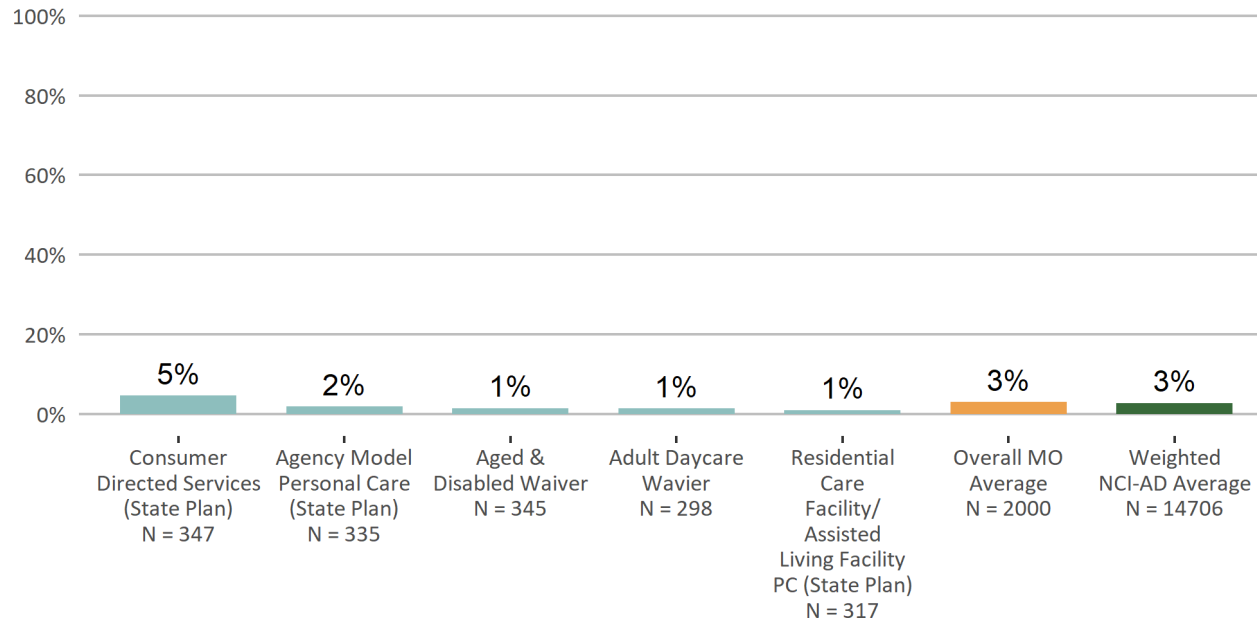


Table 87. Needs a walker but does not have one

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
Consumer Directed Services (State Plan)	5%	4%	45%	46%	347
Agency Model Personal Care (State Plan)	2%	2%	44%	52%	335
Aged & Disabled Waiver	1%	3%	60%	35%	345
Adult Daycare Wavier	1%	1%	14%	84%	298
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	1%	22%	76%	317
Independent Living Waiver	0%	3%	33%	64%	233
Structured Family Caregiver Waiver	0%	4%	58%	38%	24
Medically Fragile Adult Waiver	0%	2%	0%	98%	66
AIDS Waiver	0%	4%	70%	26%	23
Overall MO Average	3%	3%	46%	48%	2,000
Weighted NCI-AD Average	3%	6%	55%	37%	14,706

Needs hearing aids but does not have them

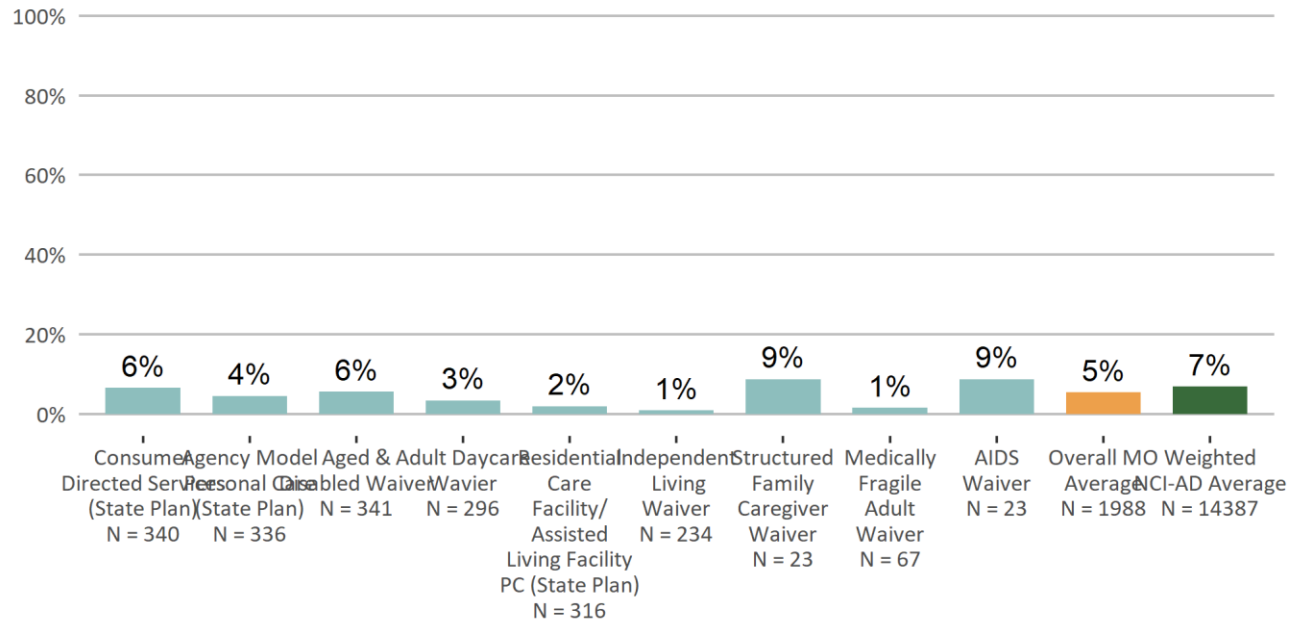


Table 88. Needs hearing aids but does not have them

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
Consumer Directed Services (State Plan)	6%	1%	6%	87%	340
Agency Model Personal Care (State Plan)	4%	2%	7%	86%	336
Aged & Disabled Waiver	6%	3%	14%	77%	341
Adult Daycare Wavier	3%	0%	5%	92%	296
Residential Care Facility/Assisted Living Facility PC (State Plan)	2%	0%	7%	91%	316
Independent Living Waiver	1%	1%	3%	96%	234
Structured Family Caregiver Waiver	9%	9%	9%	74%	23
Medically Fragile Adult Waiver	1%	0%	0%	99%	67
AIDS Waiver	9%	0%	9%	83%	23
Overall MO Average	5%	1%	8%	85%	1,988
Weighted NCI-AD Average	7%	4%	13%	77%	14,387

Needs glasses but does not have them

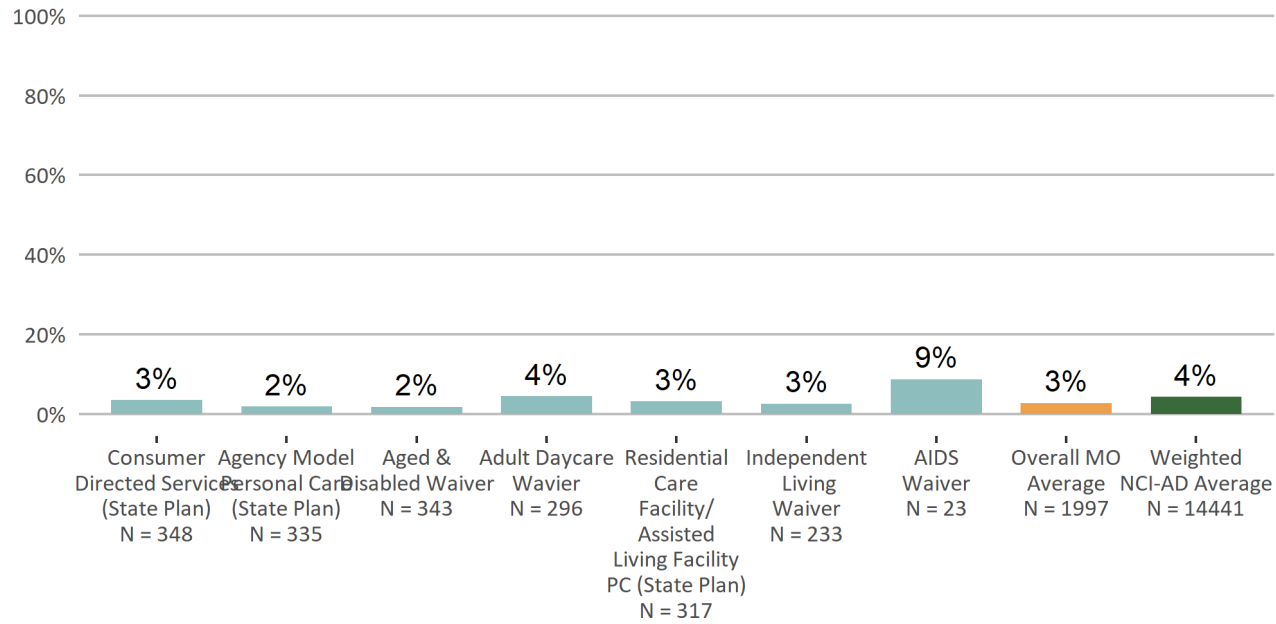


Table 89. Needs glasses but does not have them

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
Consumer Directed Services (State Plan)	3%	11%	66%	19%	348
Agency Model Personal Care (State Plan)	2%	10%	62%	27%	335
Aged & Disabled Waiver	2%	11%	75%	13%	343
Adult Daycare Wavier	4%	3%	45%	47%	296
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	3%	53%	40%	317
Independent Living Waiver	3%	10%	44%	43%	233
Structured Family Caregiver Waiver	0%	13%	54%	33%	24
Medically Fragile Adult Waiver	0%	9%	17%	74%	66
AIDS Waiver	9%	22%	61%	9%	23
Overall MO Average	3%	10%	66%	21%	1,997
Weighted NCI-AD Average	4%	14%	62%	19%	14,441

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

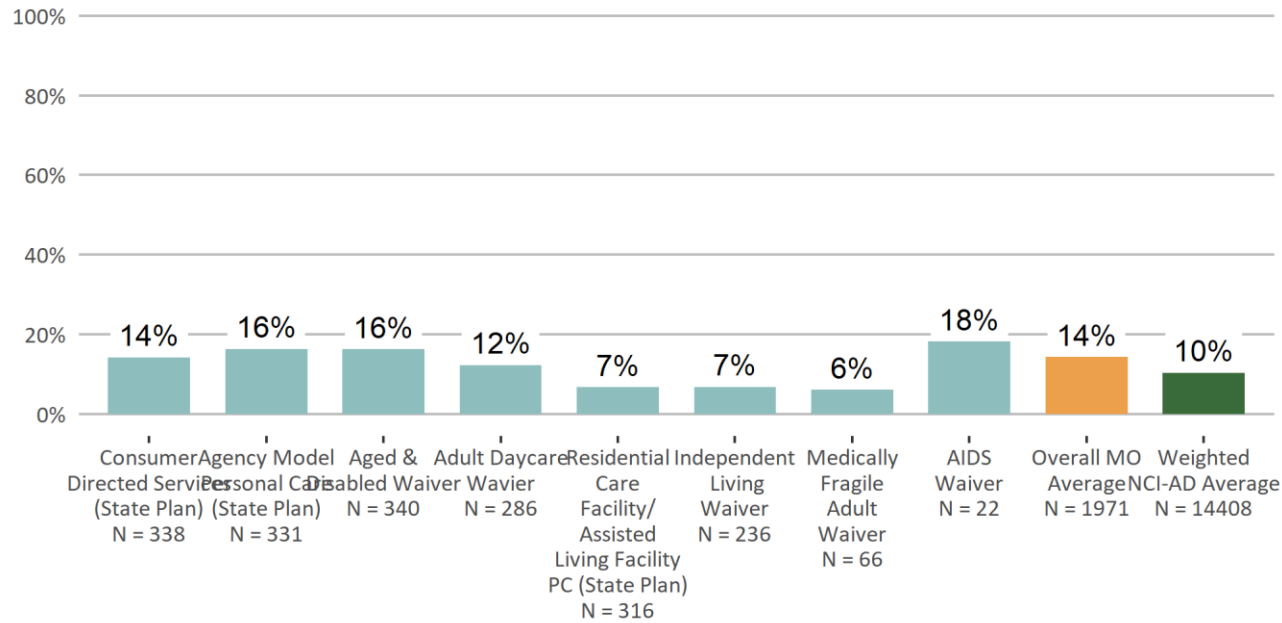


Table 90. Needs personal emergency response system (PERS) but does not have one

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
Consumer Directed Services (State Plan)	14%	2%	16%	68%	338
Agency Model Personal Care (State Plan)	16%	2%	15%	66%	331
Aged & Disabled Waiver	16%	3%	24%	57%	340
Adult Daycare Wavier	12%	0%	7%	80%	286
Residential Care Facility/Assisted Living Facility PC (State Plan)	7%	1%	30%	62%	316
Independent Living Waiver	7%	2%	14%	77%	236
Structured Family Caregiver Waiver	0%	0%	13%	88%	24
Medically Fragile Adult Waiver	6%	0%	2%	92%	66
AIDS Waiver	18%	0%	50%	32%	22
Overall MO Average	14%	2%	19%	65%	1,971
Weighted NCI-AD Average	10%	3%	51%	36%	14,408

Needs an oxygen machine but does not have one

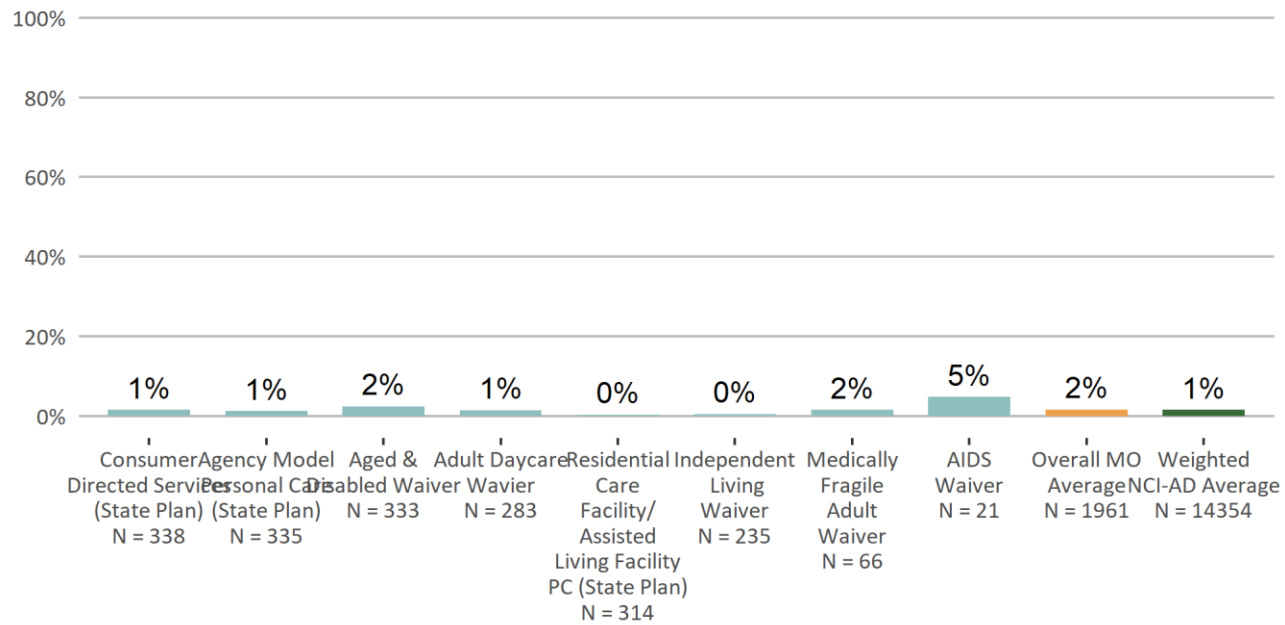


Table 91. Needs an oxygen machine but does not have one

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
Consumer Directed Services (State Plan)	1%	1%	16%	82%	338
Agency Model Personal Care (State Plan)	1%	0%	17%	82%	335
Aged & Disabled Waiver	2%	1%	23%	74%	333
Adult Daycare Wavier	1%	0%	2%	96%	283
Residential Care Facility/Assisted Living Facility PC (State Plan)	0%	2%	13%	85%	314
Independent Living Waiver	0%	2%	12%	85%	235
Structured Family Caregiver Waiver	0%	0%	0%	100%	24
Medically Fragile Adult Waiver	2%	6%	33%	59%	66
AIDS Waiver	5%	5%	14%	76%	21
Overall MO Average	2%	1%	17%	80%	1,961
Weighted NCI-AD Average	1%	1%	18%	79%	14,354

Needs other assistive technology equipment but does not have

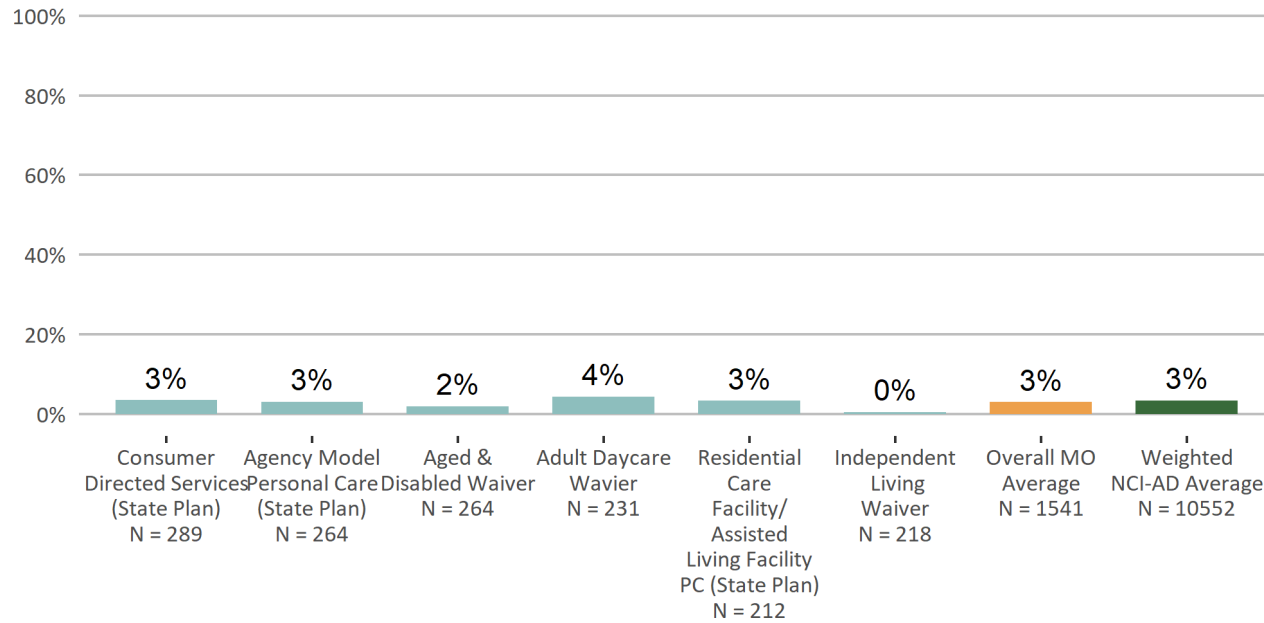


Table 92. Needs other assistive technology equipment but does not have

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
Consumer Directed Services (State Plan)	3%	1%	15%	81%	289
Agency Model Personal Care (State Plan)	3%	1%	16%	80%	264
Aged & Disabled Waiver	2%	0%	12%	86%	264
Adult Daycare Wavier	4%	1%	5%	90%	231
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	0%	4%	93%	212
Independent Living Waiver	0%	2%	22%	76%	218
Structured Family Caregiver Waiver	0%	0%	18%	82%	22
Medically Fragile Adult Waiver	0%	0%	0%	100%	22
Overall MO Average	3%	1%	13%	83%	1,541
Weighted NCI-AD Average	3%	1%	16%	79%	10,552

Needs other equipment but does not have

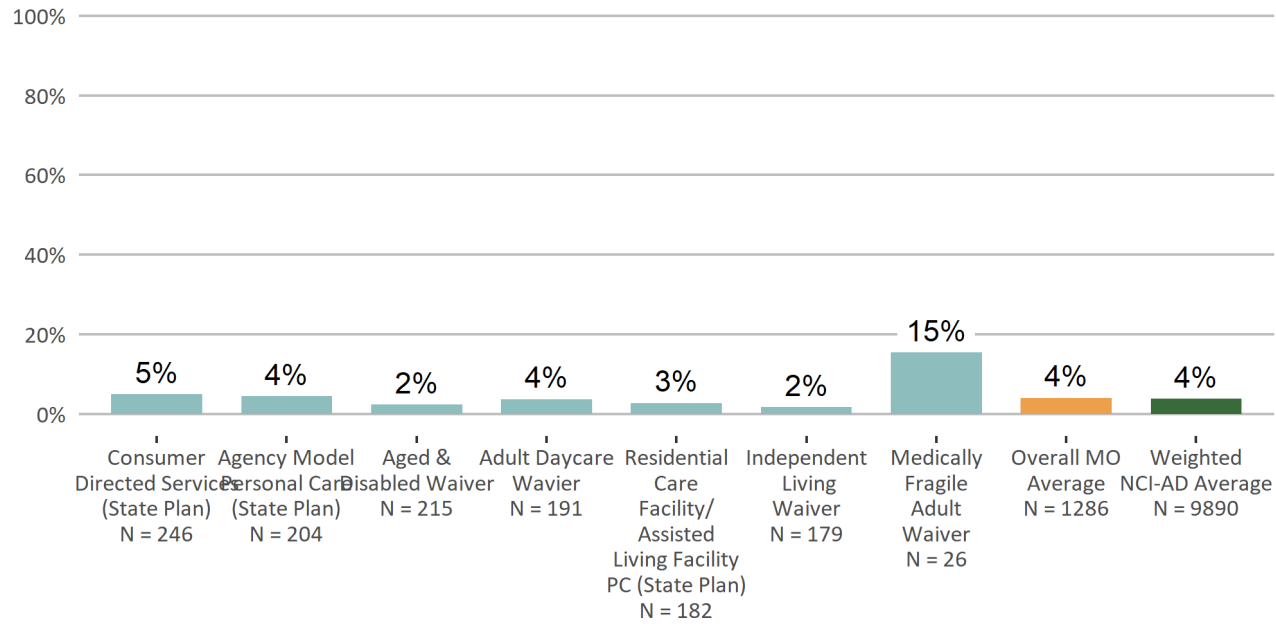


Table 93. Needs other equipment but does not have

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
Consumer Directed Services (State Plan)	5%	2%	21%	72%	246
Agency Model Personal Care (State Plan)	4%	1%	23%	71%	204
Aged & Disabled Waiver	2%	1%	23%	74%	215
Adult Daycare Wavier	4%	1%	8%	87%	191
Residential Care Facility/Assisted Living Facility PC (State Plan)	3%	1%	7%	90%	182
Independent Living Waiver	2%	3%	29%	66%	179
Medically Fragile Adult Waiver	15%	4%	0%	81%	26
Overall MO Average	4%	2%	21%	74%	1,286
Weighted NCI-AD Average	4%	2%	19%	75%	9,890

Medications

Knows what prescription medications are for

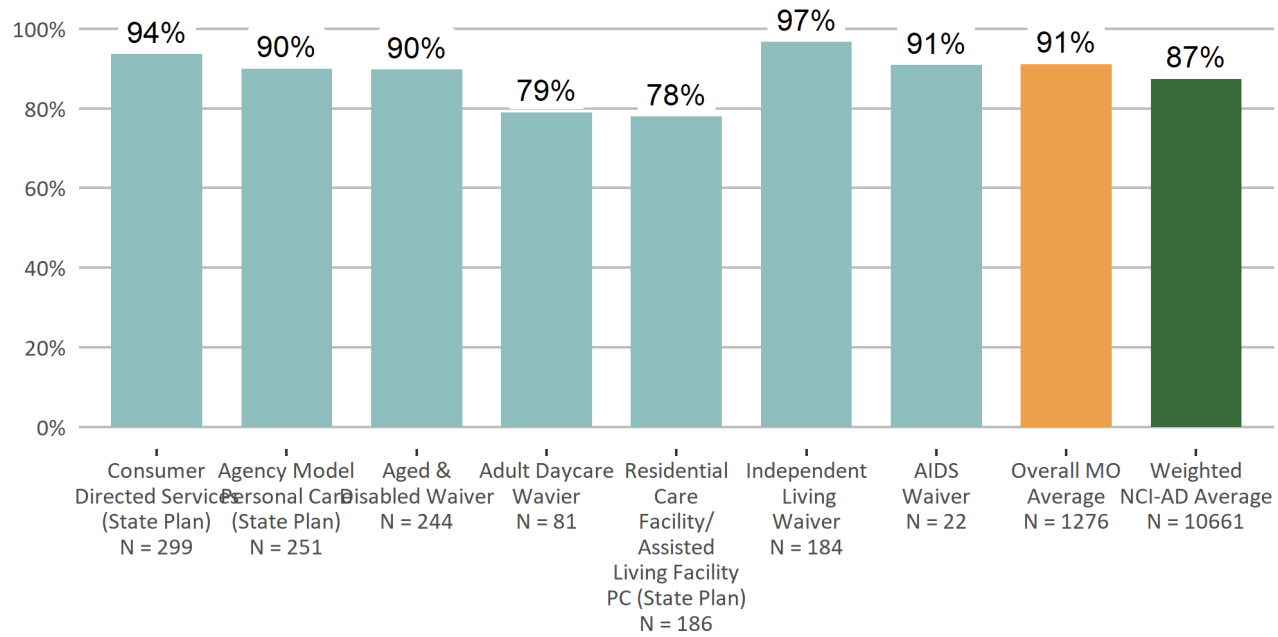


Table 94. Knows what prescription medications are for

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	94%	5%	1%	299
Agency Model Personal Care (State Plan)	90%	6%	4%	251
Aged & Disabled Waiver	90%	6%	4%	244
Adult Daycare Wavier	79%	9%	12%	81
Residential Care Facility/Assisted Living Facility PC (State Plan)	78%	13%	9%	186
Independent Living Waiver	97%	2%	1%	184
AIDS Waiver	91%	0%	9%	22
Overall MO Average	91%	6%	3%	1,276
Weighted NCI-AD Average	87%	9%	4%	10,661

Takes medication to help feel less sad or depressed

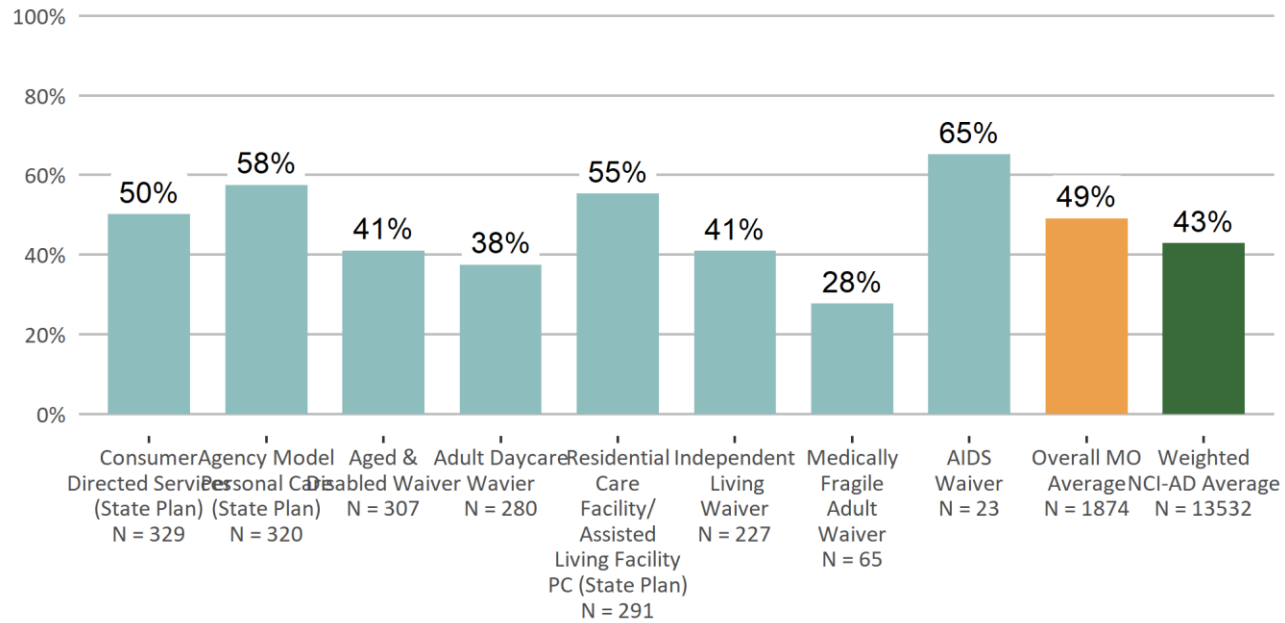


Table 95. Takes medication to help feel less sad or depressed

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	50%	50%	329
Agency Model Personal Care (State Plan)	58%	43%	320
Aged & Disabled Waiver	41%	59%	307
Adult Daycare Wavier	38%	63%	280
Residential Care Facility/Assisted Living Facility PC (State Plan)	55%	45%	291
Independent Living Waiver	41%	59%	227
Medically Fragile Adult Waiver	28%	72%	65
AIDS Waiver	65%	35%	23
Overall MO Average	49%	51%	1,874
Weighted NCI-AD Average	43%	57%	13,532

Health care

Has access to mental health services if they want them

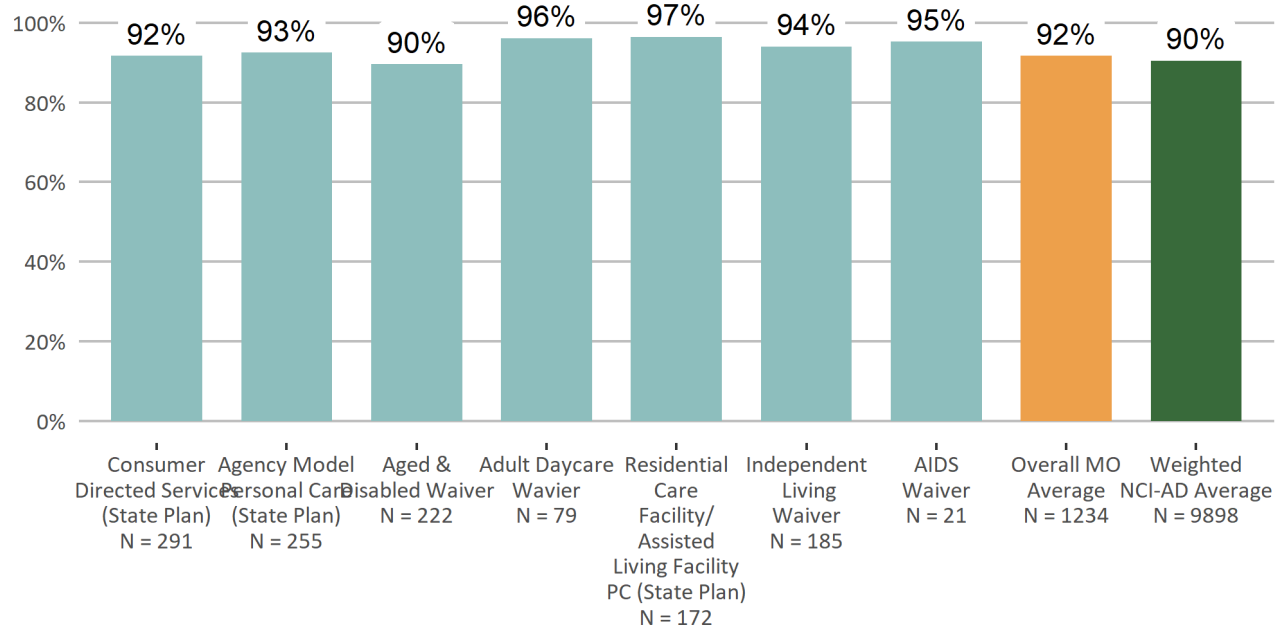


Table 96. Has access to mental health services if they want them

Program	Yes, always	Usually	No, only sometimes or rarely	N
Consumer Directed Services (State Plan)	92%	2%	6%	291
Agency Model Personal Care (State Plan)	93%	2%	6%	255
Aged & Disabled Waiver	90%	3%	7%	222
Adult Daycare Wavier	96%	0%	4%	79
Residential Care Facility/Assisted Living Facility PC (State Plan)	97%	1%	3%	172
Independent Living Waiver	94%	1%	5%	185
AIDS Waiver	95%	0%	5%	21
Overall MO Average	92%	2%	6%	1,234
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

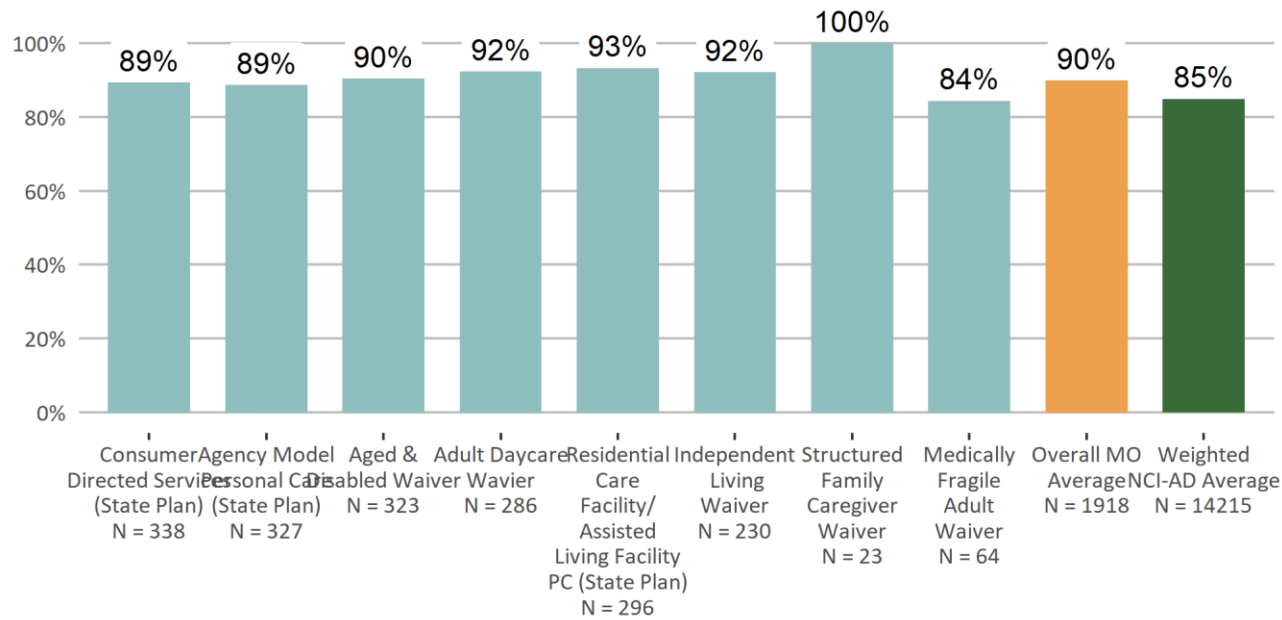


Table 97. Can get an appointment to see or talk to their primary care doctor when they need to

Proxy respondents were allowed for this question.

Program	Yes, always	Usually	No, only sometimes or rarely	N
Consumer Directed Services (State Plan)	89%	8%	3%	338
Agency Model Personal Care (State Plan)	89%	6%	5%	327
Aged & Disabled Waiver	90%	7%	2%	323
Adult Daycare Wavier	92%	6%	2%	286
Residential Care Facility/Assisted Living Facility PC (State Plan)	93%	5%	2%	296
Independent Living Waiver	92%	7%	1%	230
Structured Family Caregiver Waiver	100%	0%	0%	23
Medically Fragile Adult Waiver	84%	13%	3%	64
Overall MO Average	90%	7%	3%	1,918
Weighted NCI-AD Average	85%	10%	5%	14,215

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

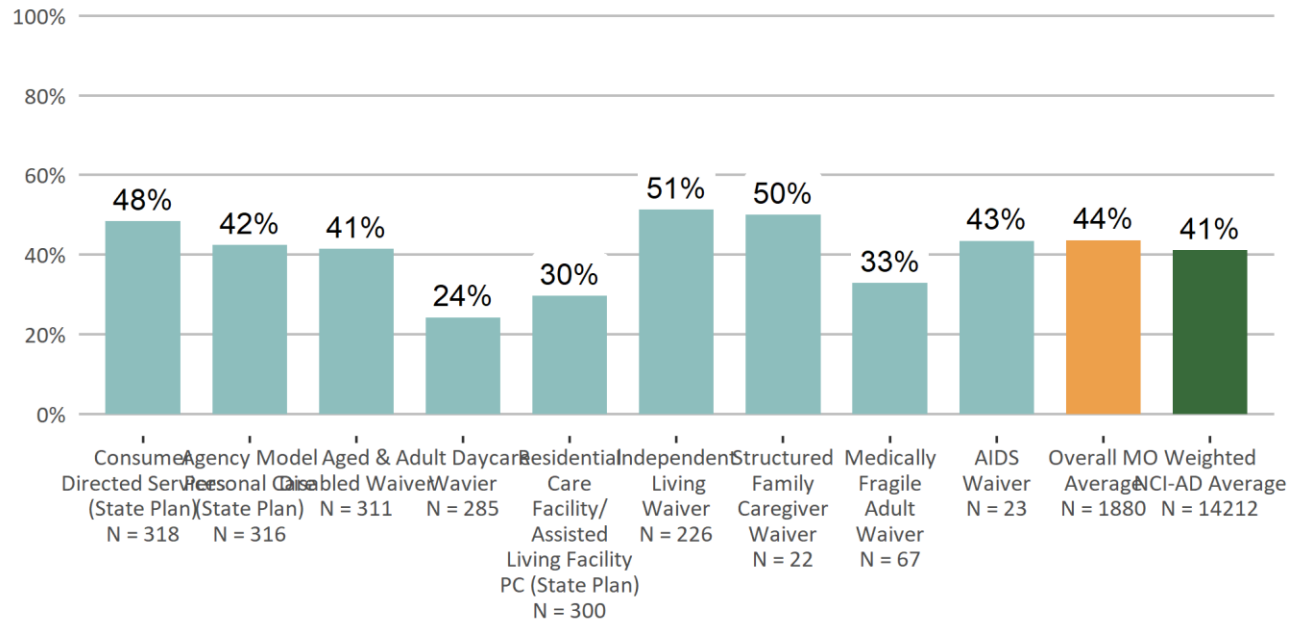


Table 98. Went to the emergency room for any reason in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	48%	52%	318
Agency Model Personal Care (State Plan)	42%	58%	316
Aged & Disabled Waiver	41%	59%	311
Adult Daycare Wavier	24%	76%	285
Residential Care Facility/Assisted Living Facility PC (State Plan)	30%	70%	300
Independent Living Waiver	51%	49%	226
Structured Family Caregiver Waiver	50%	50%	22
Medically Fragile Adult Waiver	33%	67%	67
AIDS Waiver	43%	57%	23
Overall MO Average	44%	56%	1,880
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

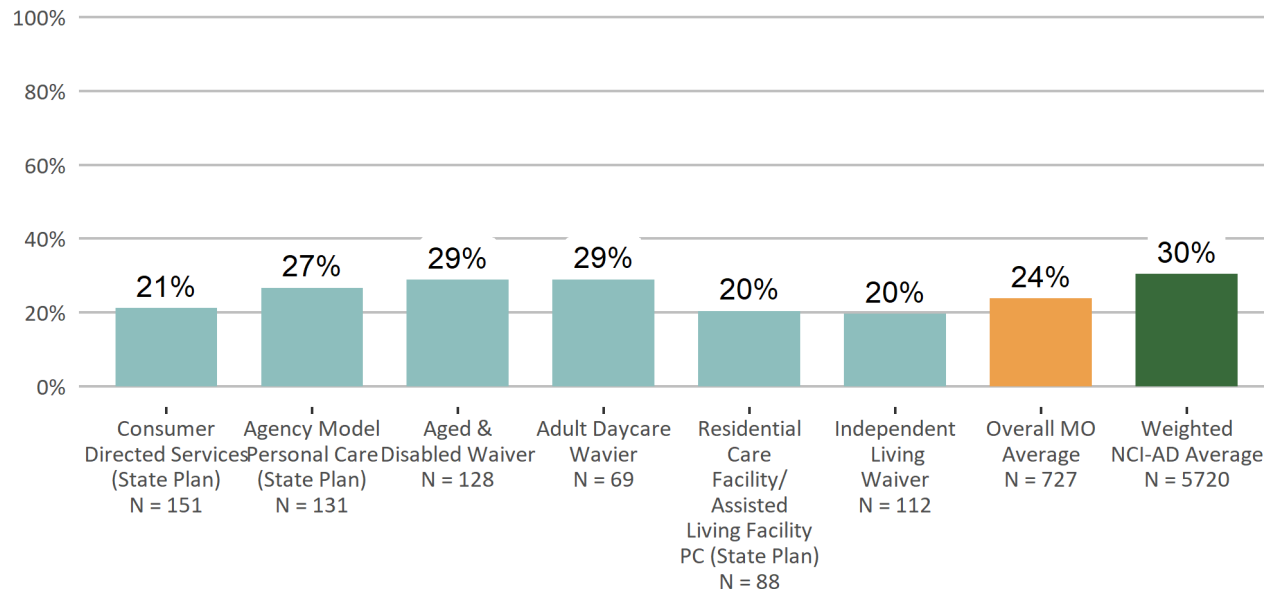


Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	21%	79%	151
Agency Model Personal Care (State Plan)	27%	73%	131
Aged & Disabled Waiver	29%	71%	128
Adult Daycare Wavier	29%	71%	69
Residential Care Facility/Assisted Living Facility PC (State Plan)	20%	80%	88
Independent Living Waiver	20%	80%	112
Medically Fragile Adult Waiver	0%	100%	22
Overall MO Average	24%	76%	727
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

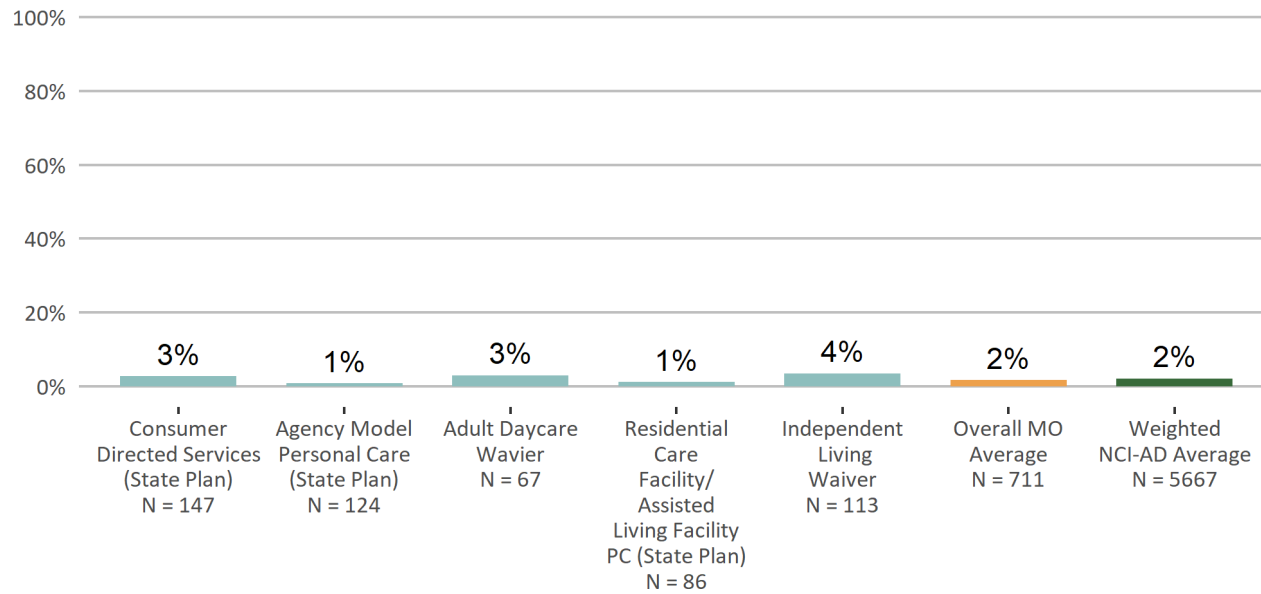


Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	3%	97%	147
Agency Model Personal Care (State Plan)	1%	99%	124
Aged & Disabled Waiver	0%	100%	126
Adult Daycare Wavier	3%	97%	67
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	99%	86
Independent Living Waiver	4%	96%	113
Medically Fragile Adult Waiver	0%	100%	22
Overall MO Average	2%	98%	711
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

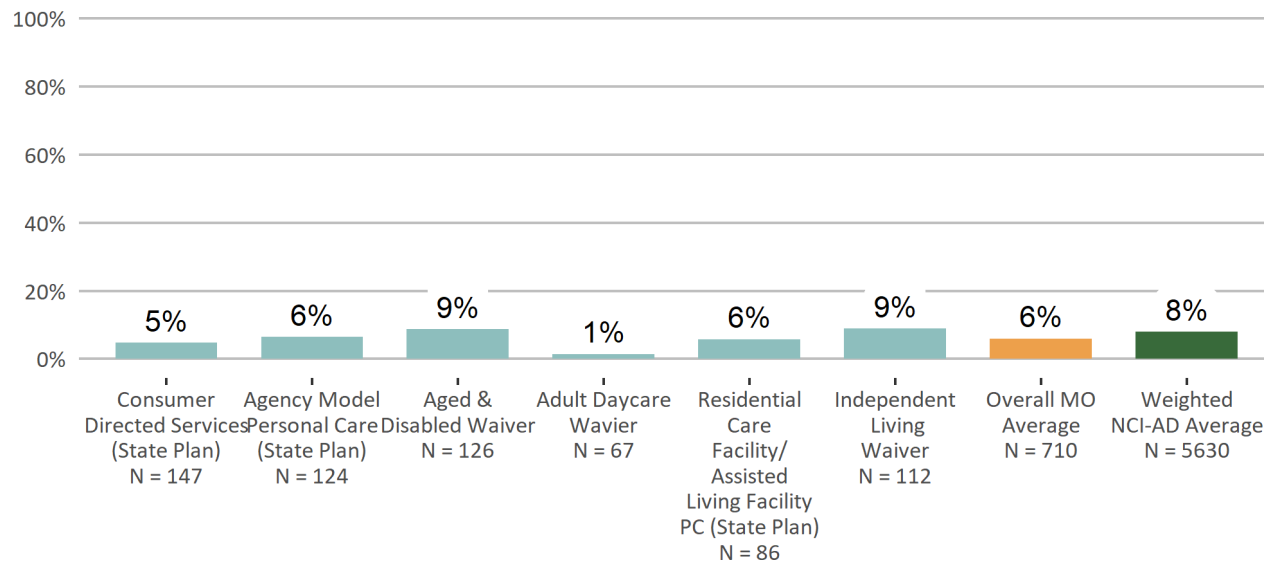


Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	5%	95%	147
Agency Model Personal Care (State Plan)	6%	94%	124
Aged & Disabled Waiver	9%	91%	126
Adult Daycare Wavier	1%	99%	67
Residential Care Facility/Assisted Living Facility PC (State Plan)	6%	94%	86
Independent Living Waiver	9%	91%	112
Medically Fragile Adult Waiver	0%	100%	22
Overall MO Average	6%	94%	710
Weighted NCI-AD Average	8%	92%	5,630

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

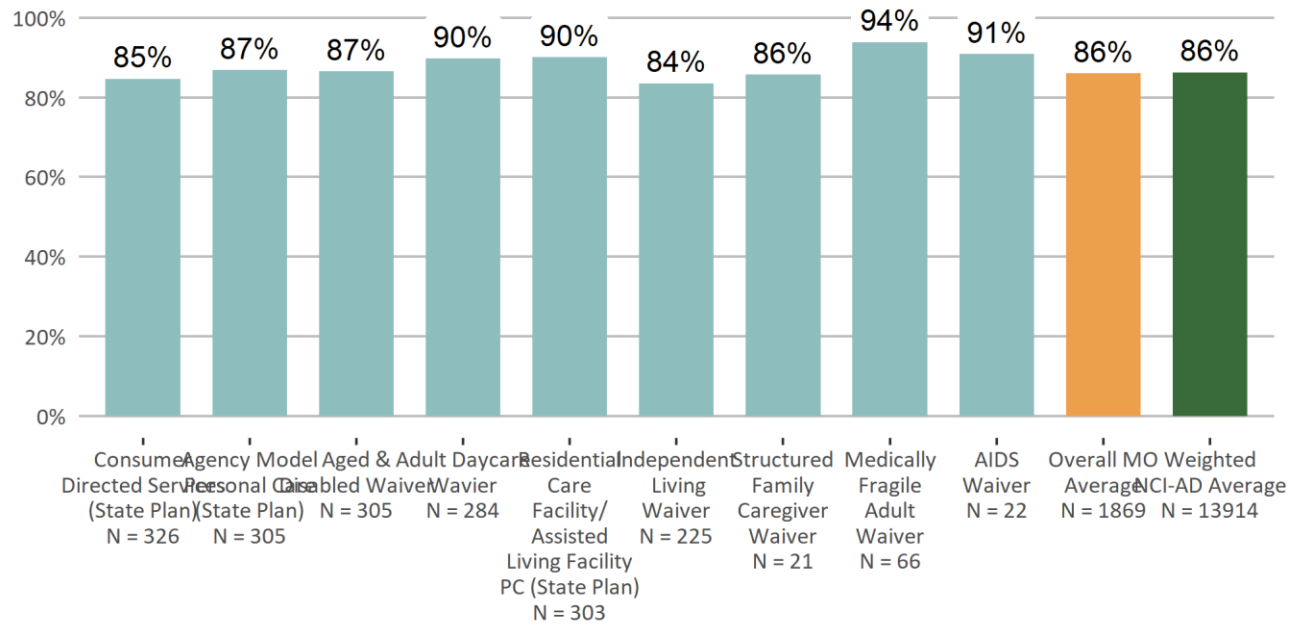


Table 102. Had a physical exam or wellness visit in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	85%	15%	326
Agency Model Personal Care (State Plan)	87%	13%	305
Aged & Disabled Waiver	87%	13%	305
Adult Daycare Wavier	90%	10%	284
Residential Care Facility/Assisted Living Facility PC (State Plan)	90%	10%	303
Independent Living Waiver	84%	16%	225
Structured Family Caregiver Waiver	86%	14%	21
Medically Fragile Adult Waiver	94%	6%	66
AIDS Waiver	91%	9%	22
Overall MO Average	86%	14%	1,869
Weighted NCI-AD Average	86%	14%	13,914

Had a hearing exam in the past 4 years

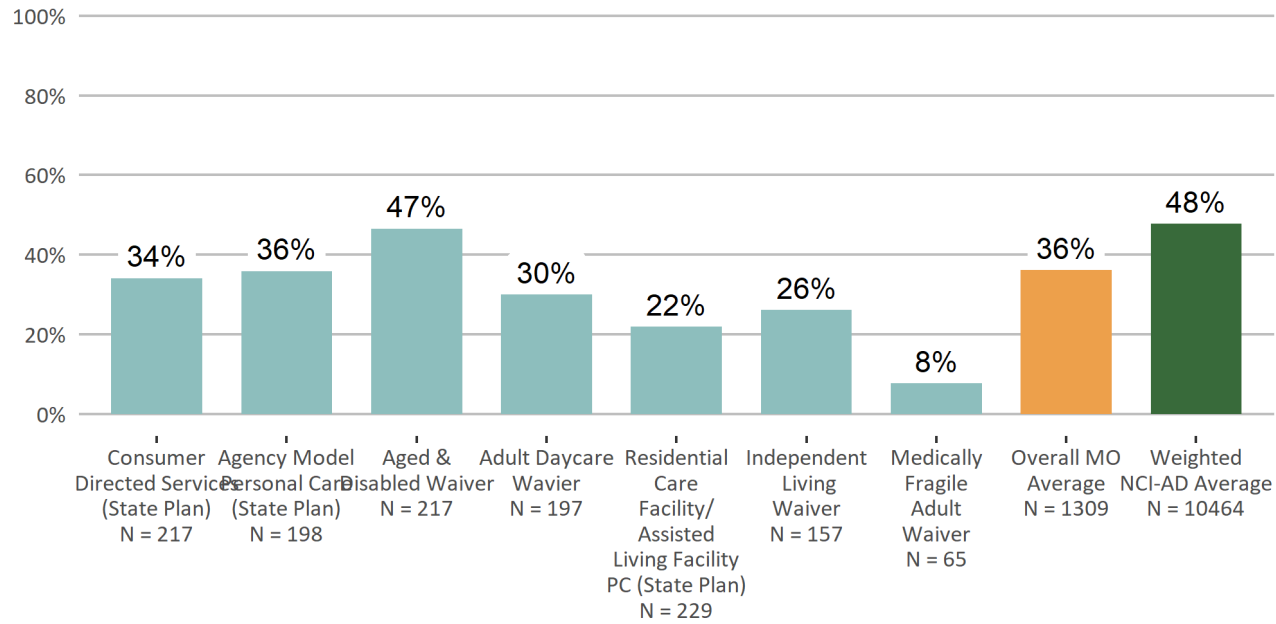


Table 103. Had a hearing exam in the past 4 years

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
Consumer Directed Services (State Plan)	23%	6%	11%	17%	43%	217
Agency Model Personal Care (State Plan)	16%	8%	18%	10%	48%	198
Aged & Disabled Waiver	16%	9%	20%	18%	38%	217
Adult Daycare Wavier	11%	5%	10%	15%	59%	197
Residential Care Facility/Assisted Living Facility PC (State Plan)	19%	3%	10%	9%	59%	229
Independent Living Waiver	24%	10%	10%	7%	50%	157
Medically Fragile Adult Waiver	51%	2%	2%	5%	42%	65
Overall MO Average	19%	7%	14%	15%	45%	1,309
Weighted NCI-AD Average	21%	10%	18%	20%	32%	10,464

Had a vision exam in the past year

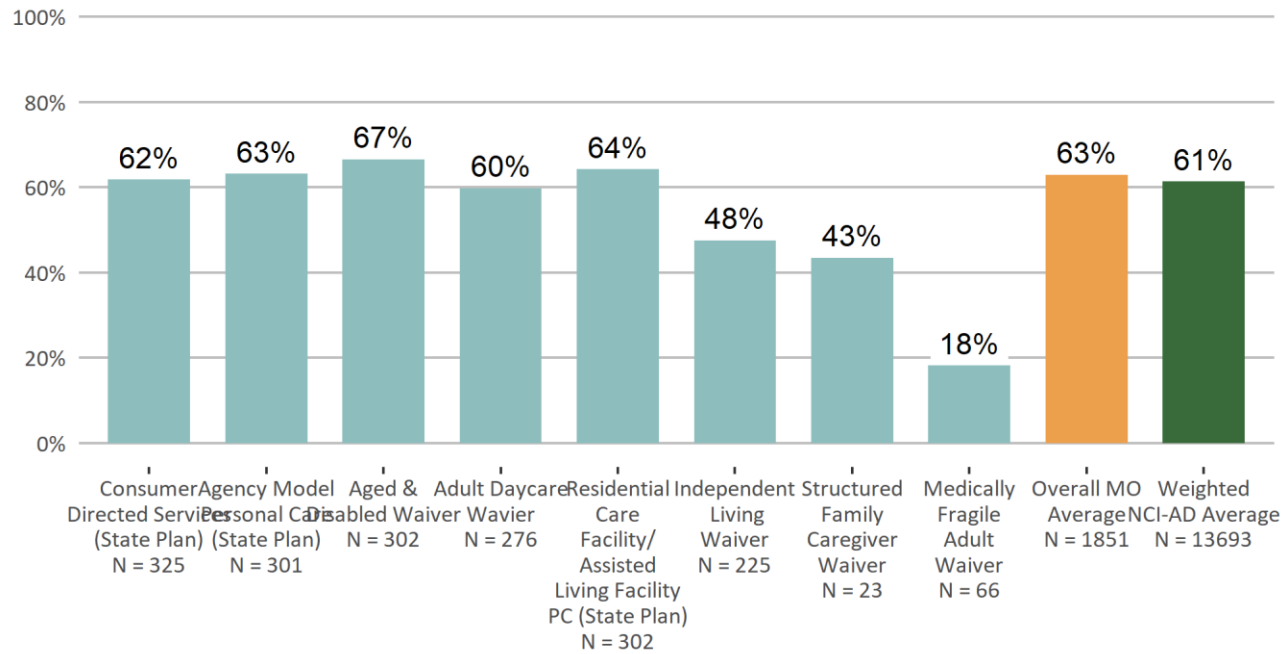


Table 104. Had a vision exam in the past year

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	62%	38%	325
Agency Model Personal Care (State Plan)	63%	37%	301
Aged & Disabled Waiver	67%	33%	302
Adult Daycare Wavier	60%	40%	276
Residential Care Facility/Assisted Living Facility PC (State Plan)	64%	36%	302
Independent Living Waiver	48%	52%	225
Structured Family Caregiver Waiver	43%	57%	23
Medically Fragile Adult Waiver	18%	82%	66
Overall MO Average	63%	37%	1,851
Weighted NCI-AD Average	61%	39%	13,693

Had a dental visit in the past 12 months

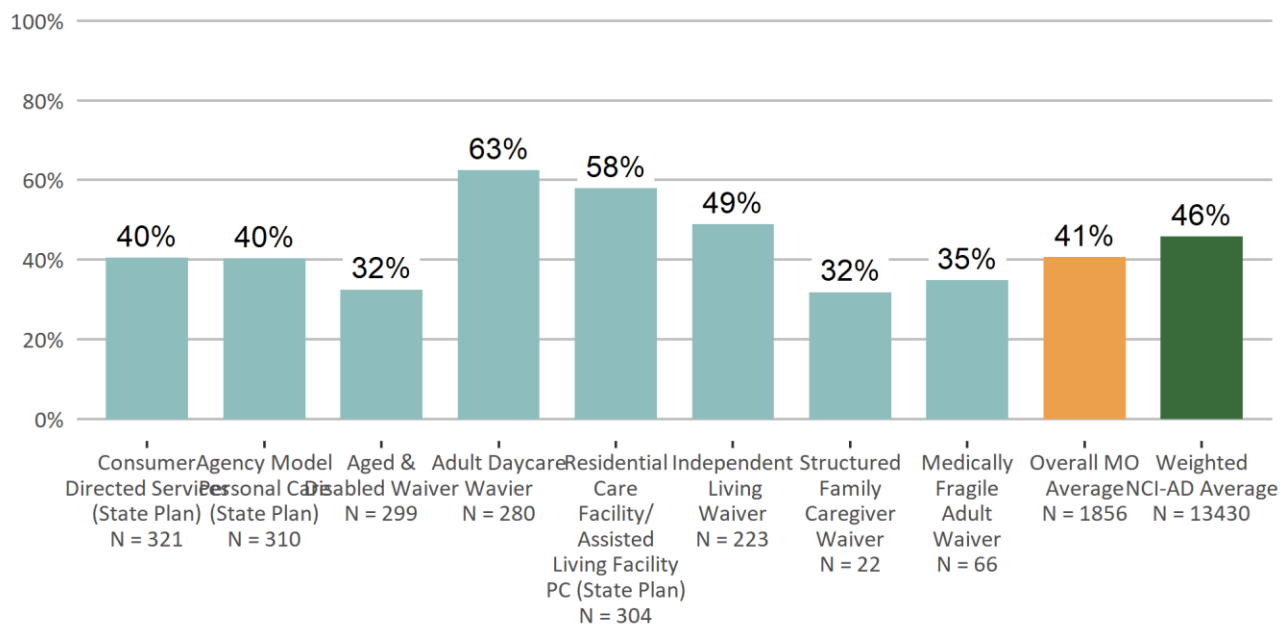


Table 105. Had a dental visit in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	40%	60%	321
Agency Model Personal Care (State Plan)	40%	60%	310
Aged & Disabled Waiver	32%	68%	299
Adult Daycare Wavier	63%	38%	280
Residential Care Facility/Assisted Living Facility PC (State Plan)	58%	42%	304
Independent Living Waiver	49%	51%	223
Structured Family Caregiver Waiver	32%	68%	22
Medically Fragile Adult Waiver	35%	65%	66
Overall MO Average	41%	59%	1,856
Weighted NCI-AD Average	46%	54%	13,430

Had a flu shot in the past 12 months

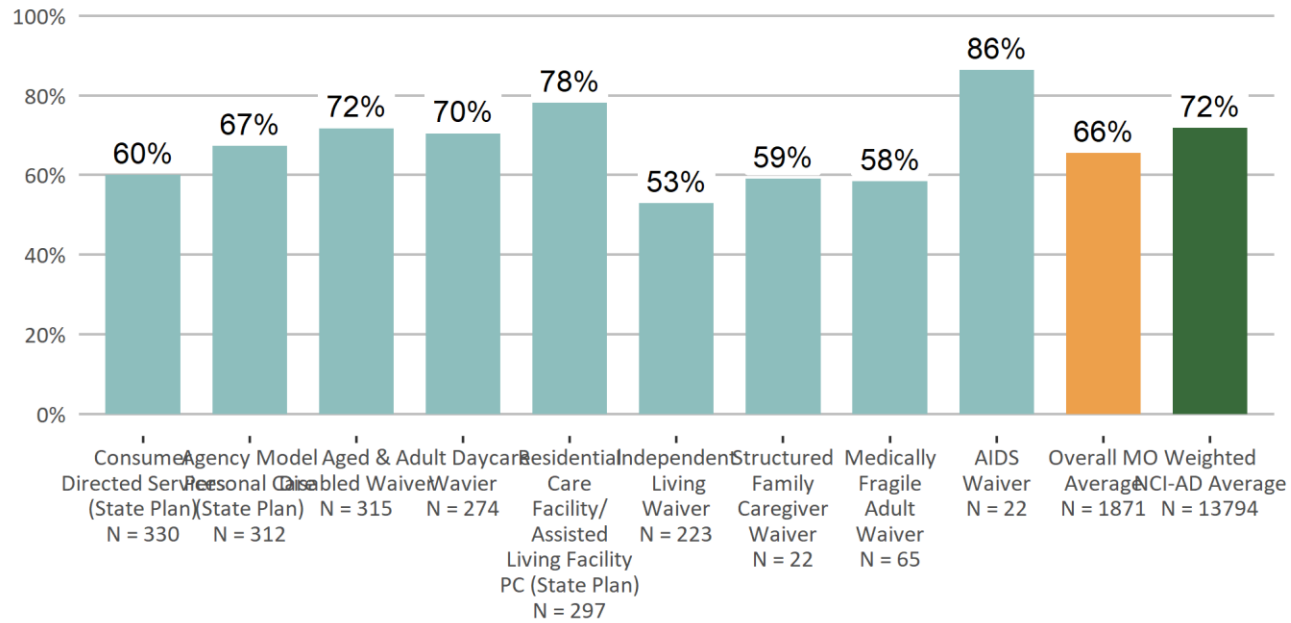


Table 106. Had a flu shot in the past 12 months

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	60%	40%	330
Agency Model Personal Care (State Plan)	67%	33%	312
Aged & Disabled Waiver	72%	28%	315
Adult Daycare Wavier	70%	30%	274
Residential Care Facility/Assisted Living Facility PC (State Plan)	78%	22%	297
Independent Living Waiver	53%	47%	223
Structured Family Caregiver Waiver	59%	41%	22
Medically Fragile Adult Waiver	58%	42%	65
AIDS Waiver	86%	14%	22
Overall MO Average	66%	34%	1,871
Weighted NCI-AD Average	72%	28%	13,794

Received the COVID-19 Vaccine

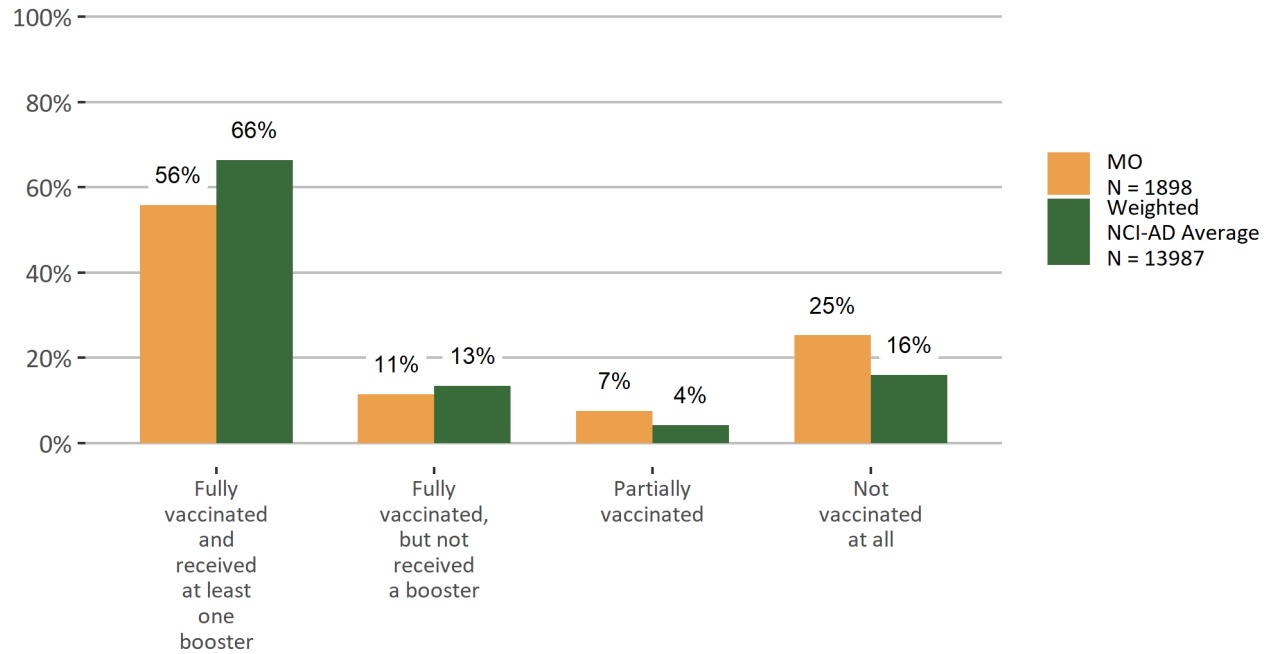


Table 107. Received the COVID-19 Vaccine

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
Consumer Directed Services (State Plan)	47%	11%	10%	31%	327
Agency Model Personal Care (State Plan)	61%	14%	7%	18%	320
Aged & Disabled Waiver	63%	11%	5%	21%	315
Adult Daycare Wavier	66%	14%	6%	14%	287
Residential Care Facility/Assisted Living Facility PC (State Plan)	71%	9%	3%	17%	304
Independent Living Waiver	50%	8%	7%	35%	224
Structured Family Caregiver Waiver	45%	14%	0%	41%	22
Medically Fragile Adult Waiver	42%	19%	2%	38%	64
AIDS Waiver	78%	4%	4%	13%	23
Overall MO Average	56%	11%	7%	25%	1,898
Weighted NCI-AD Average	66%	13%	4%	16%	13,987

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

Has access to healthy foods when they want them

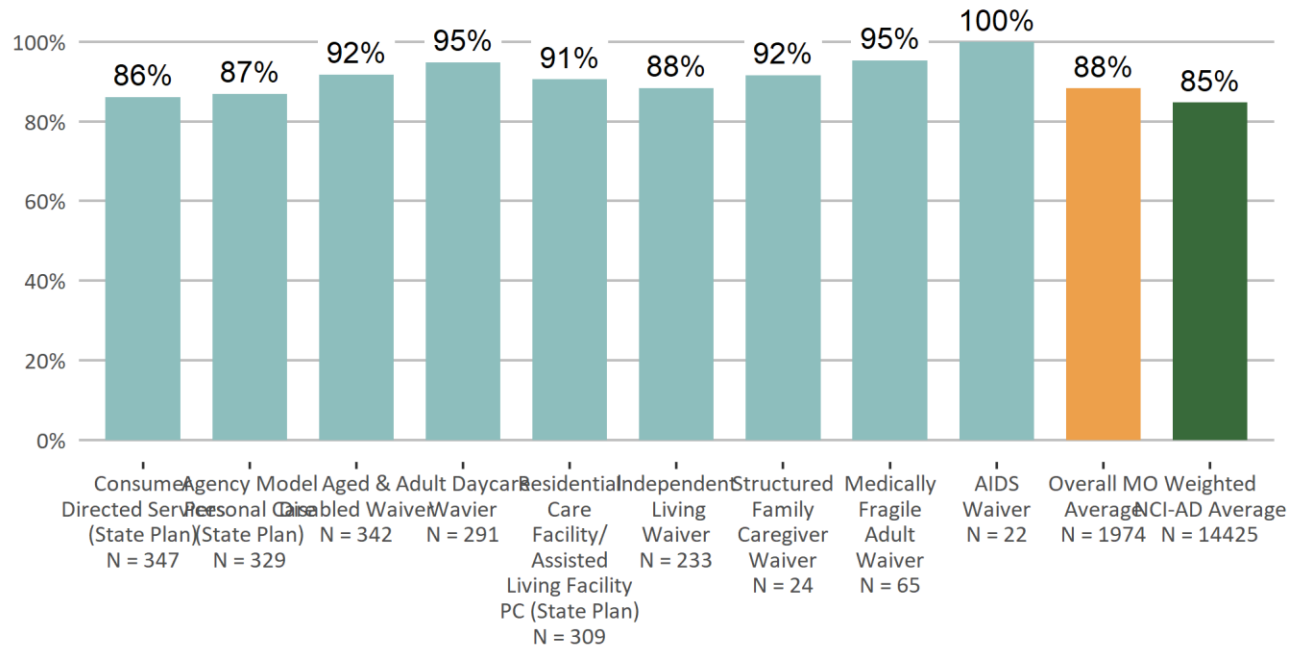


Table 108. Has access to healthy foods when they want them

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Consumer Directed Services (State Plan)	86%	10%	4%	347
Agency Model Personal Care (State Plan)	87%	8%	5%	329
Aged & Disabled Waiver	92%	5%	3%	342
Adult Daycare Wavier	95%	3%	2%	291
Residential Care Facility/Assisted Living Facility PC (State Plan)	91%	4%	6%	309
Independent Living Waiver	88%	9%	3%	233
Structured Family Caregiver Waiver	92%	0%	8%	24
Medically Fragile Adult Waiver	95%	0%	5%	65
AIDS Waiver	100%	0%	0%	22
Overall MO Average	88%	8%	4%	1,974
Weighted NCI-AD Average	85%	11%	5%	14,425

Overall Health

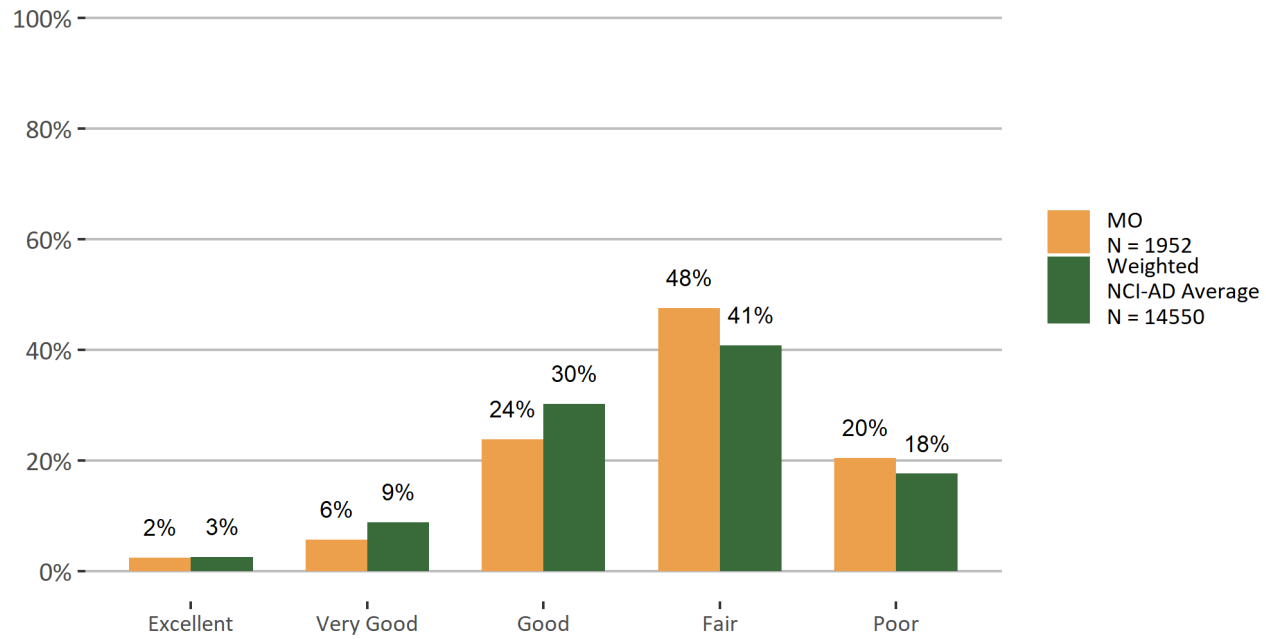


Table 109. Overall Health

Proxy respondents were allowed for this question.

Program	Excellent	Very Good	Good	Fair	Poor	N
Consumer Directed Services (State Plan)	2%	4%	23%	50%	22%	342
Agency Model Personal Care (State Plan)	3%	6%	23%	46%	22%	334
Aged & Disabled Waiver	1%	5%	21%	52%	22%	333
Adult Daycare Wavier	10%	15%	39%	27%	9%	282
Residential Care Facility/Assisted Living Facility PC (State Plan)	9%	18%	34%	30%	9%	308
Independent Living Waiver	3%	8%	23%	41%	25%	232
Structured Family Caregiver Waiver	0%	9%	18%	50%	23%	22
Medically Fragile Adult Waiver	8%	29%	35%	24%	5%	66
AIDS Waiver	0%	5%	38%	43%	14%	21
Overall MO Average	2%	6%	24%	48%	20%	1,952
Weighted NCI-AD Average	3%	9%	30%	41%	18%	14,550

Health compared to 12 months ago

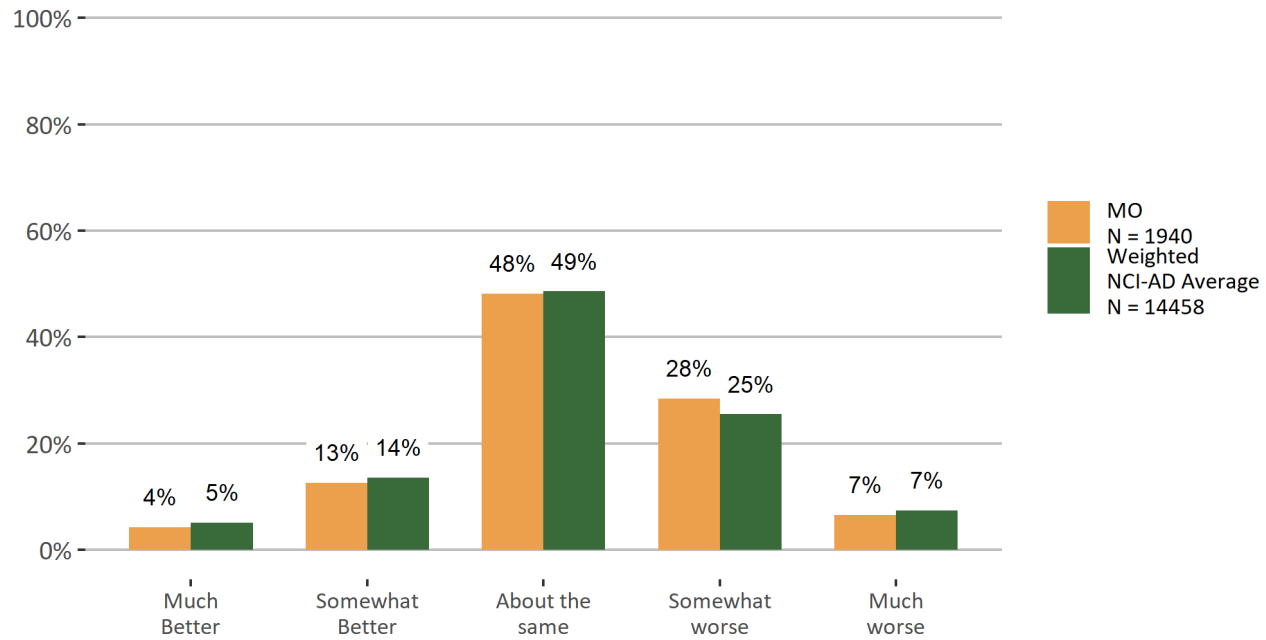


Table 110. Health compared to 12 months ago

Proxy respondents were allowed for this question.

Program	Much Better	Somewhat Better	About the same	Somewhat worse	Much worse	N
Consumer Directed Services (State Plan)	5%	14%	47%	28%	6%	337
Agency Model Personal Care (State Plan)	4%	10%	50%	29%	8%	333
Aged & Disabled Waiver	2%	10%	46%	34%	8%	334
Adult Daycare Wavier	5%	12%	67%	13%	3%	281
Residential Care Facility/Assisted Living Facility PC (State Plan)	5%	18%	57%	17%	3%	302
Independent Living Waiver	3%	13%	50%	27%	7%	234
Structured Family Caregiver Waiver	0%	9%	36%	45%	9%	22
Medically Fragile Adult Waiver	3%	6%	84%	6%	0%	64
AIDS Waiver	14%	14%	52%	19%	0%	21
Overall MO Average	4%	13%	48%	28%	7%	1,940
Weighted NCI-AD Average	5%	14%	49%	25%	7%	14,458

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

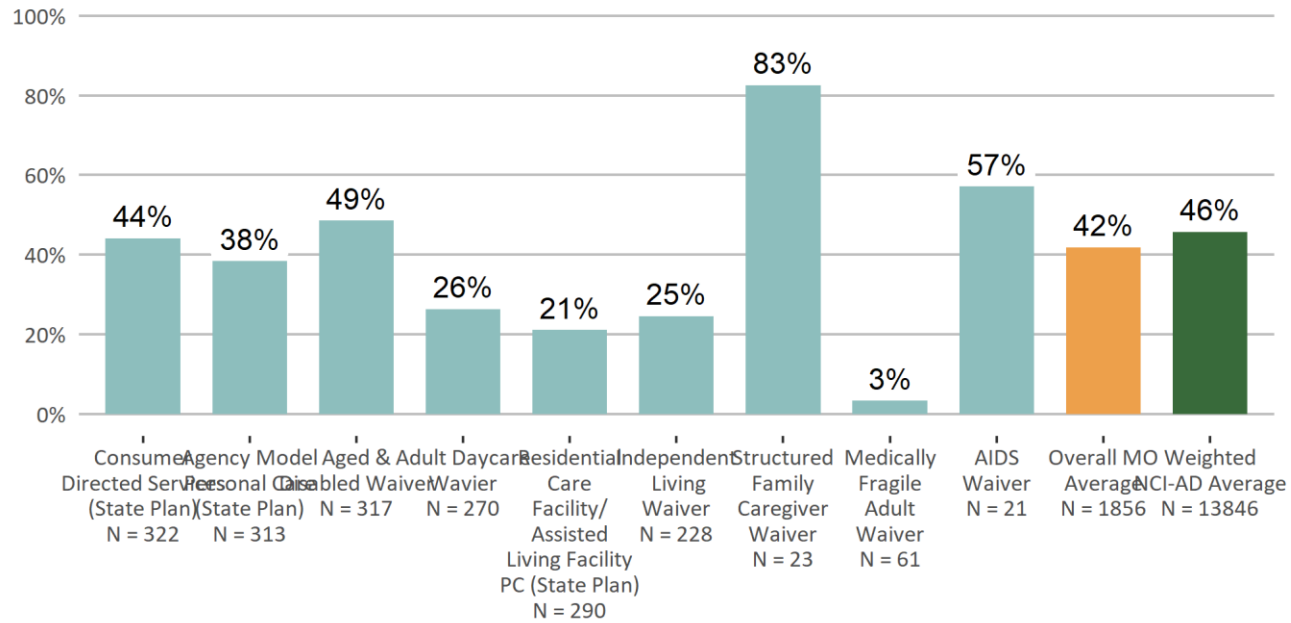


Table 111. In the past 12 months, forgets things more often than before

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	44%	56%	322
Agency Model Personal Care (State Plan)	38%	62%	313
Aged & Disabled Waiver	49%	51%	317
Adult Daycare Wavier	26%	74%	270
Residential Care Facility/Assisted Living Facility PC (State Plan)	21%	79%	290
Independent Living Waiver	25%	75%	228
Structured Family Caregiver Waiver	83%	17%	23
Medically Fragile Adult Waiver	3%	97%	61
AIDS Waiver	57%	43%	21
Overall MO Average	42%	58%	1,856
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)

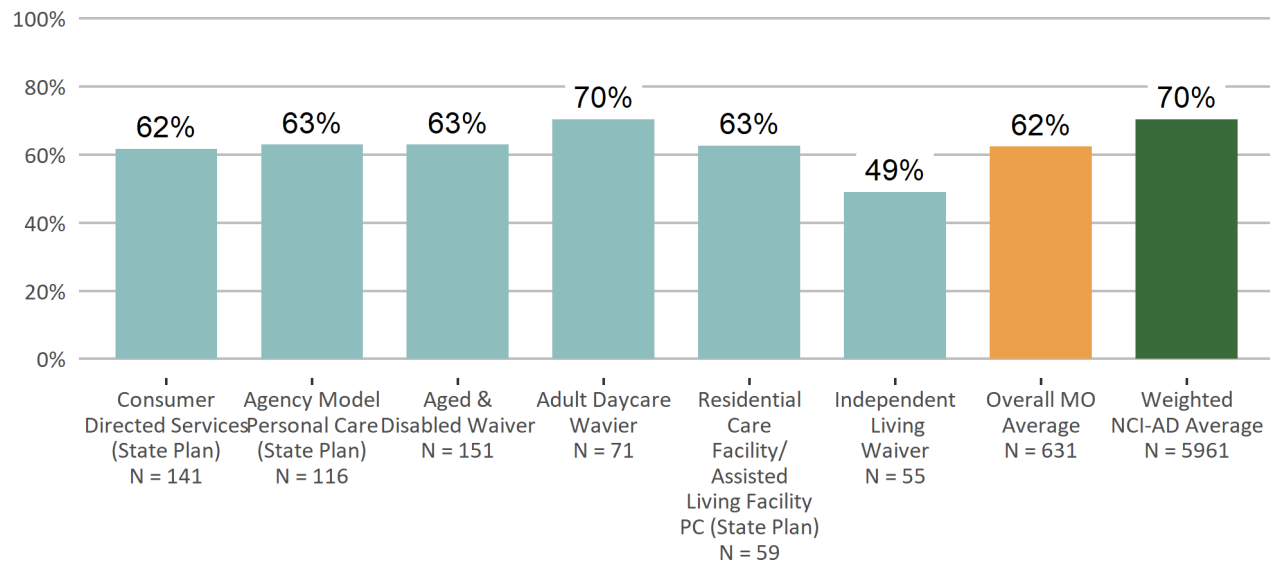


Table 112. Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	62%	38%	141
Agency Model Personal Care (State Plan)	63%	37%	116
Aged & Disabled Waiver	63%	37%	151
Adult Daycare Wavier	70%	30%	71
Residential Care Facility/Assisted Living Facility PC (State Plan)	63%	37%	59
Independent Living Waiver	49%	51%	55
Overall MO Average	62%	38%	631
Weighted NCI-AD Average	70%	30%	5,961

Amount of physical activity per week

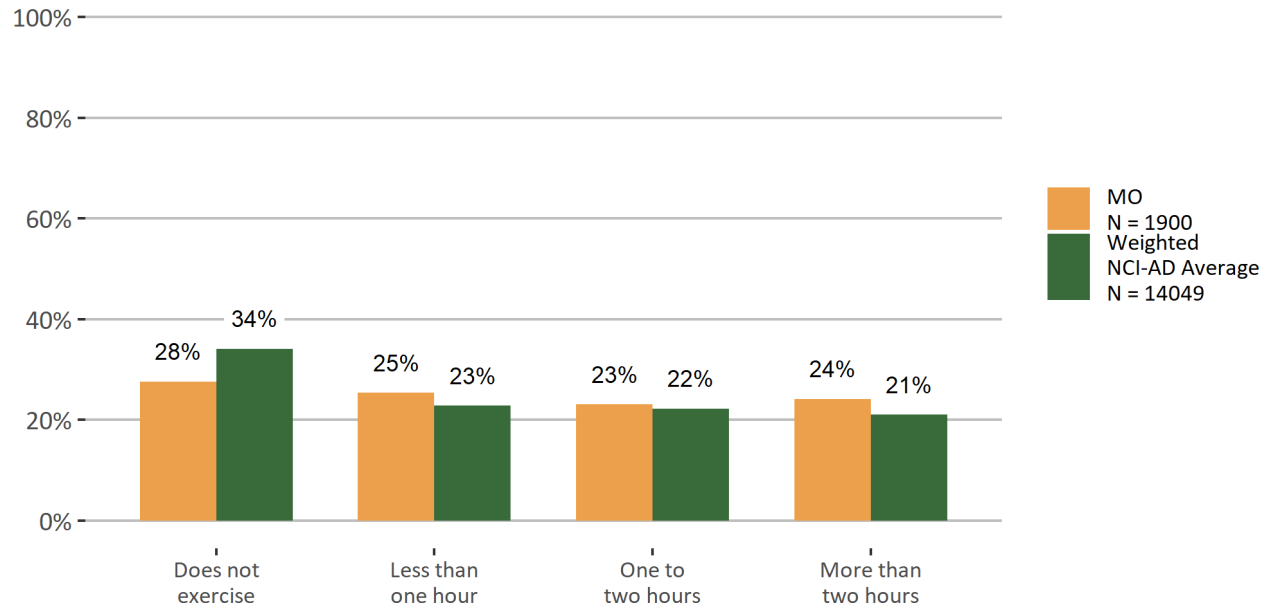


Table 113. Amount of physical activity per week

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
Consumer Directed Services (State Plan)	24%	26%	25%	26%	330
Agency Model Personal Care (State Plan)	33%	23%	21%	23%	316
Aged & Disabled Waiver	34%	28%	21%	17%	314
Adult Daycare Wavier	24%	17%	25%	33%	280
Residential Care Facility/Assisted Living Facility PC (State Plan)	20%	20%	26%	34%	302
Independent Living Waiver	36%	21%	16%	28%	232
Structured Family Caregiver Waiver	50%	17%	17%	17%	24
Medically Fragile Adult Waiver	10%	15%	22%	52%	67
AIDS Waiver	17%	13%	35%	35%	23
Overall MO Average	28%	25%	23%	24%	1,900
Weighted NCI-AD Average	34%	23%	22%	21%	14,049

Often feels lonely

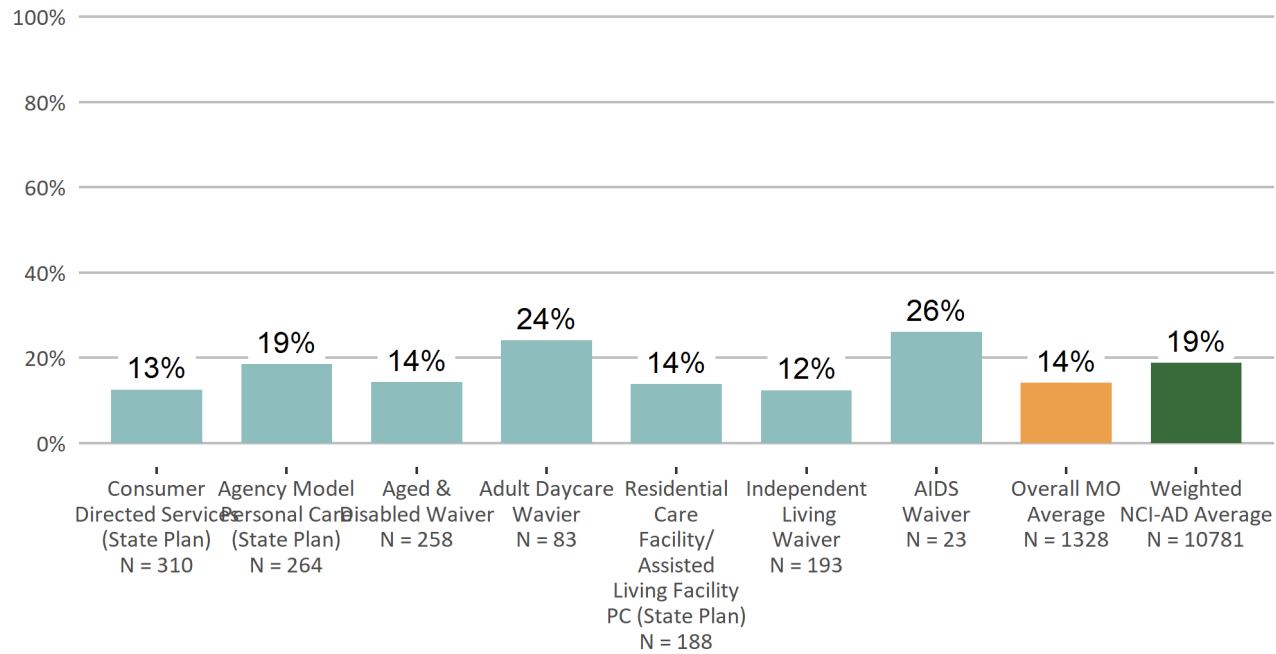


Table 114. Often feels lonely

Program	Yes, often	Sometimes	Not often, never or almost never	N
Consumer Directed Services (State Plan)	13%	39%	49%	310
Agency Model Personal Care (State Plan)	19%	39%	42%	264
Aged & Disabled Waiver	14%	41%	45%	258
Adult Daycare Wavier	24%	33%	43%	83
Residential Care Facility/Assisted Living Facility PC (State Plan)	14%	47%	39%	188
Independent Living Waiver	12%	43%	45%	193
AIDS Waiver	26%	26%	48%	23
Overall MO Average	14%	40%	46%	1,328
Weighted NCI-AD Average	19%	36%	45%	10,781

Affordability

Ever has to skip meals due to financial worries

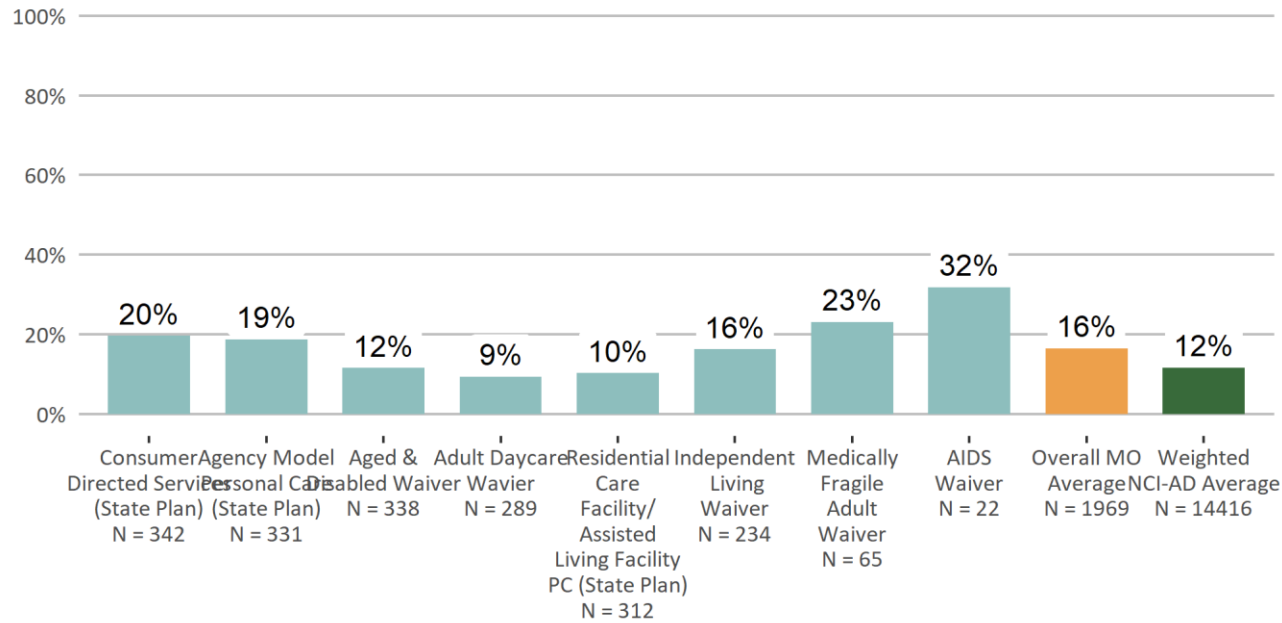


Table 115. Ever has to skip meals due to financial worries

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Consumer Directed Services (State Plan)	11%	9%	80%	342
Agency Model Personal Care (State Plan)	9%	10%	81%	331
Aged & Disabled Waiver	6%	6%	88%	338
Adult Daycare Wavier	3%	6%	91%	289
Residential Care Facility/Assisted Living Facility PC (State Plan)	6%	4%	90%	312
Independent Living Waiver	7%	9%	84%	234
Structured Family Caregiver Waiver	0%	0%	100%	24
Medically Fragile Adult Waiver	22%	2%	77%	65
AIDS Waiver	14%	18%	68%	22
Overall MO Average	9%	8%	84%	1,969
Weighted NCI-AD Average	6%	6%	88%	14,416

Safety

They or someone else has concerns
about falling or being unstable

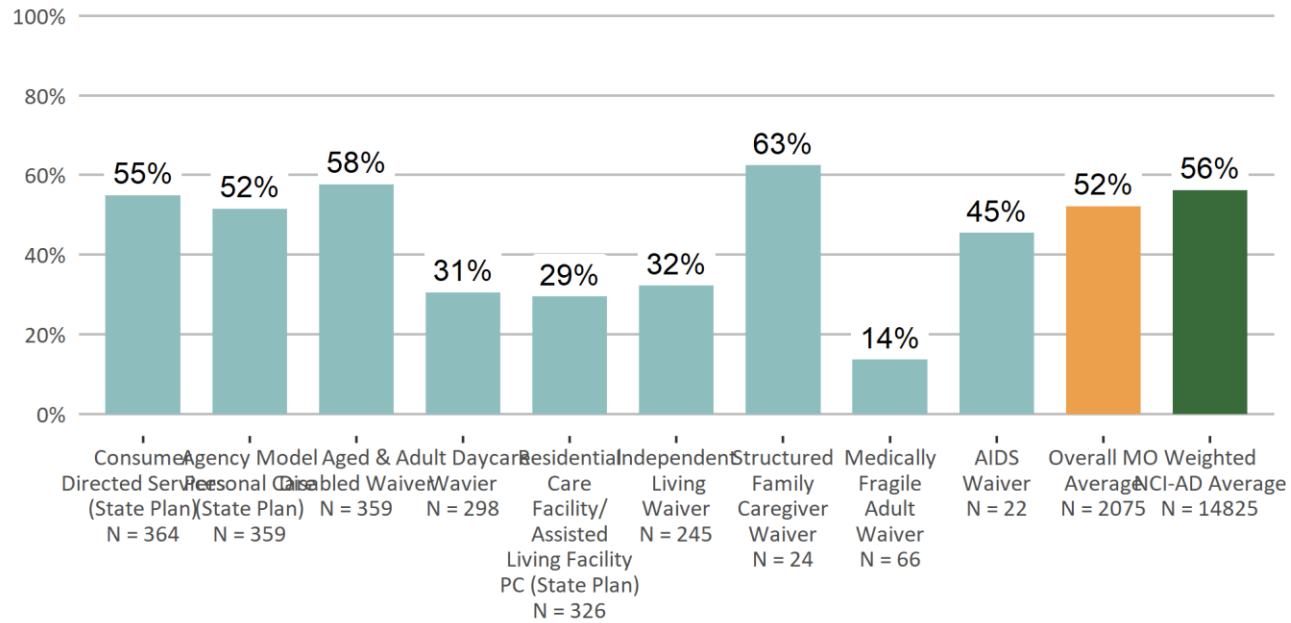


Table 116. They or someone else has concerns about falling or being unstable

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Consumer Directed Services (State Plan)	28%	27%	45%	364
Agency Model Personal Care (State Plan)	30%	22%	48%	359
Aged & Disabled Waiver	33%	25%	42%	359
Adult Daycare Wavier	20%	10%	69%	298
Residential Care Facility/Assisted Living Facility PC (State Plan)	17%	12%	71%	326
Independent Living Waiver	17%	15%	68%	245
Structured Family Caregiver Waiver	33%	29%	38%	24
Medically Fragile Adult Waiver	6%	8%	86%	66
AIDS Waiver	23%	23%	55%	22
Overall MO Average	28%	24%	48%	2,075
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)

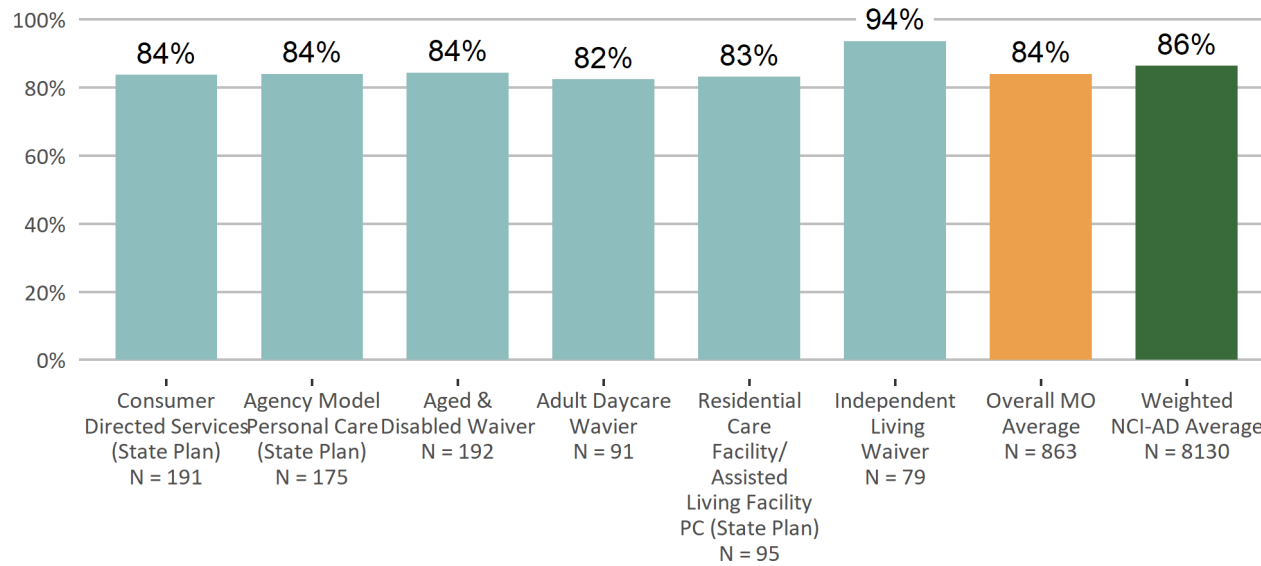


Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	84%	16%	191
Agency Model Personal Care (State Plan)	84%	16%	175
Aged & Disabled Waiver	84%	16%	192
Adult Daycare Wavier	82%	18%	91
Residential Care Facility/Assisted Living Facility PC (State Plan)	83%	17%	95
Independent Living Waiver	94%	6%	79
Overall MO Average	84%	16%	863
Weighted NCI-AD Average	86%	14%	8,130

Able to get to safety quickly in
case of an emergency

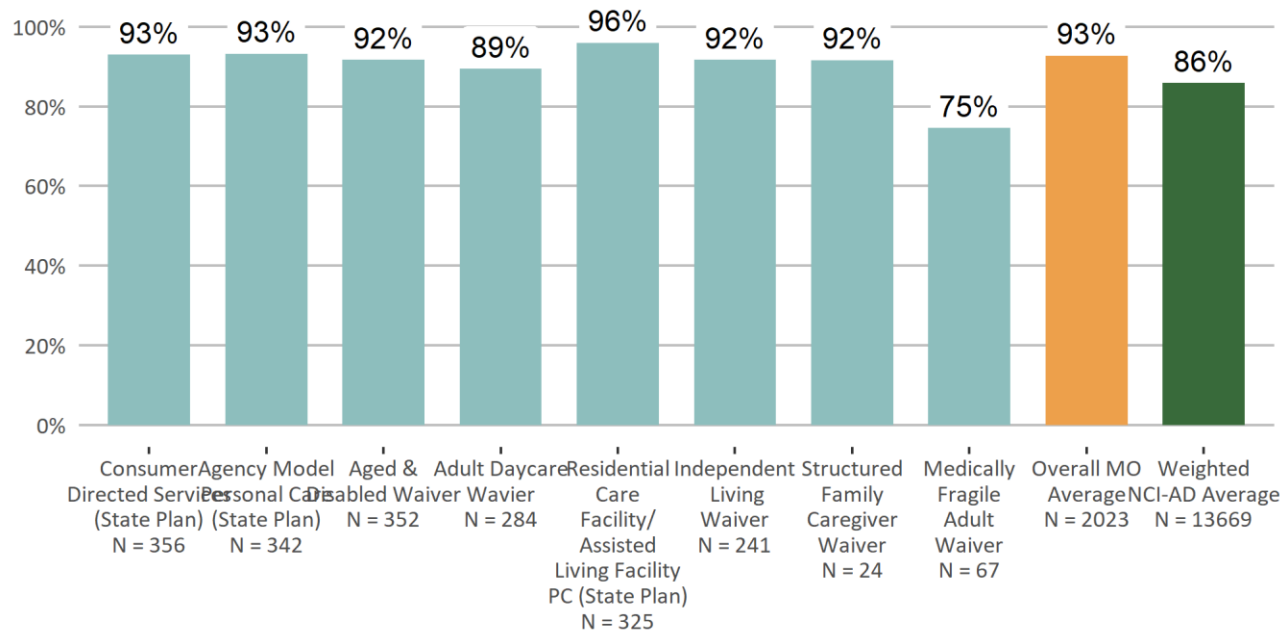


Table 118. Able to get to safety quickly in case of an emergency

Proxy respondents were allowed for this question.

Program	Yes	No	N
Consumer Directed Services (State Plan)	93%	7%	356
Agency Model Personal Care (State Plan)	93%	7%	342
Aged & Disabled Waiver	92%	8%	352
Adult Daycare Wavier	89%	11%	284
Residential Care Facility/Assisted Living Facility PC (State Plan)	96%	4%	325
Independent Living Waiver	92%	8%	241
Structured Family Caregiver Waiver	92%	8%	24
Medically Fragile Adult Waiver	75%	25%	67
Overall MO Average	93%	7%	2,023
Weighted NCI-AD Average	86%	14%	13,669

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

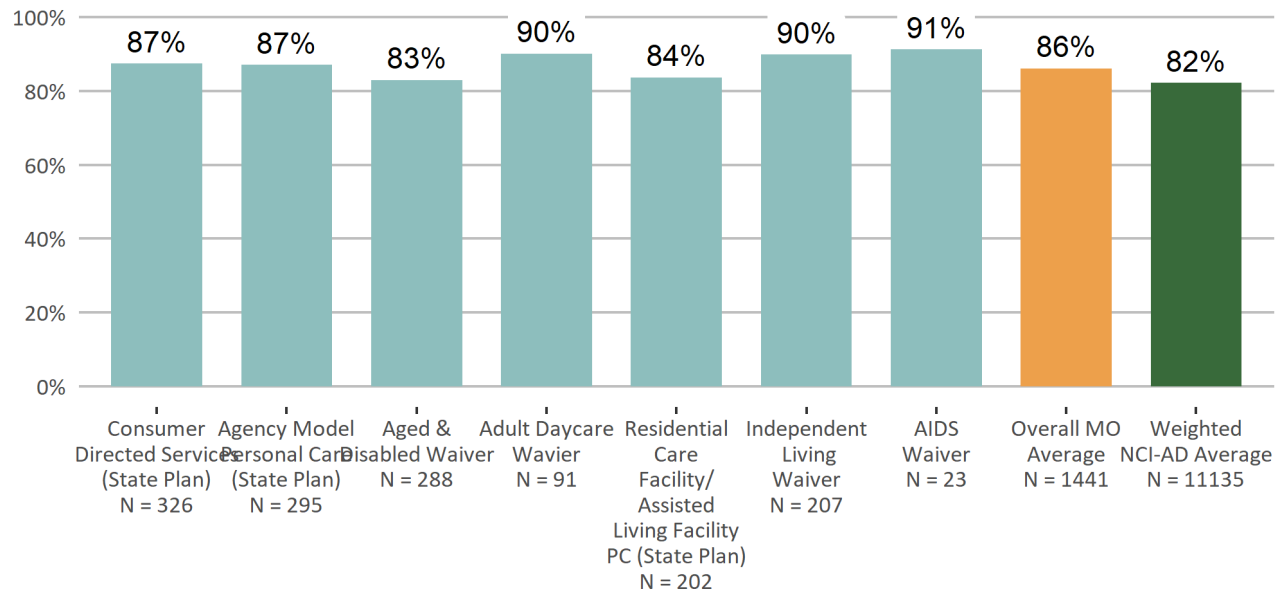


Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	87%	5%	7%	326
Agency Model Personal Care (State Plan)	87%	4%	8%	295
Aged & Disabled Waiver	83%	5%	12%	288
Adult Daycare Wavier	90%	1%	9%	91
Residential Care Facility/Assisted Living Facility PC (State Plan)	84%	6%	10%	202
Independent Living Waiver	90%	3%	7%	207
AIDS Waiver	91%	4%	4%	23
Overall MO Average	86%	5%	9%	1,441
Weighted NCI-AD Average	82%	5%	13%	11,135

Are ever worried for the security of their personal belongings

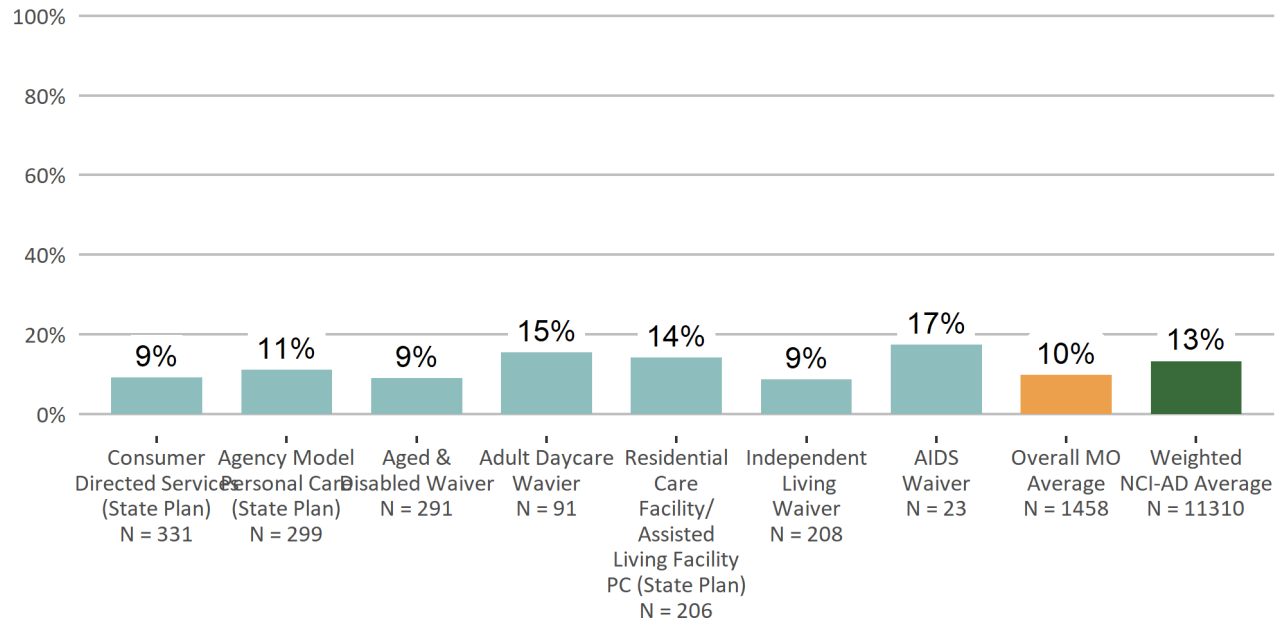


Table 120. Are ever worried for the security of their personal belongings

Program	Yes at least sometimes	No, never	N
Consumer Directed Services (State Plan)	9%	91%	331
Agency Model Personal Care (State Plan)	11%	89%	299
Aged & Disabled Waiver	9%	91%	291
Adult Daycare Wavier	15%	85%	91
Residential Care Facility/Assisted Living Facility PC (State Plan)	14%	86%	206
Independent Living Waiver	9%	91%	208
AIDS Waiver	17%	83%	23
Overall MO Average	10%	90%	1,458
Weighted NCI-AD Average	13%	87%	11,310

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

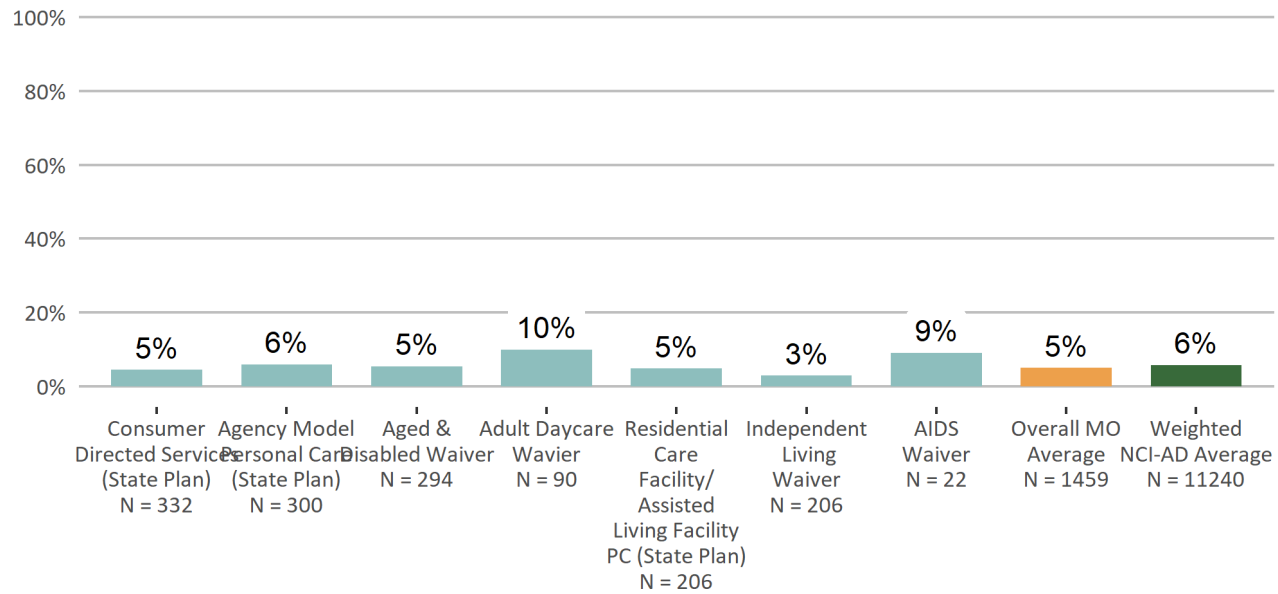


Table 121. Someone used or took their money without their permission in the past 12 months

Program	Yes	No	N
Consumer Directed Services (State Plan)	5%	95%	332
Agency Model Personal Care (State Plan)	6%	94%	300
Aged & Disabled Waiver	5%	95%	294
Adult Daycare Wavier	10%	90%	90
Residential Care Facility/Assisted Living Facility PC (State Plan)	5%	95%	206
Independent Living Waiver	3%	97%	206
AIDS Waiver	9%	91%	22
Overall MO Average	5%	95%	1,459
Weighted NCI-AD Average	6%	94%	11,240

Feels safe around people who are
paid to help them

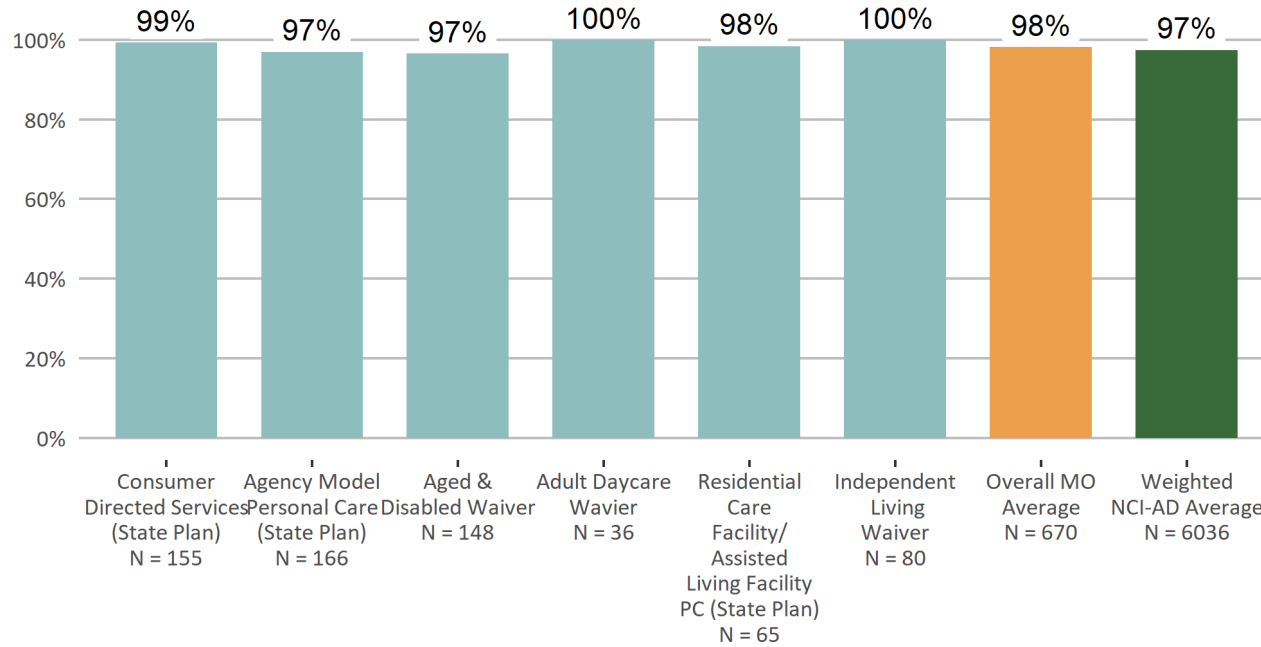


Table 122. Feels safe around people who are paid to help them

Program	Yes, all paid support workers, always	No, not all workers, or not always	N
Consumer Directed Services (State Plan)	99%	1%	155
Agency Model Personal Care (State Plan)	97%	3%	166
Aged & Disabled Waiver	97%	3%	148
Adult Daycare Wavier	100%	0%	36
Residential Care Facility/Assisted Living Facility PC (State Plan)	98%	2%	65
Independent Living Waiver	100%	0%	80
Overall MO Average	98%	2%	670
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)

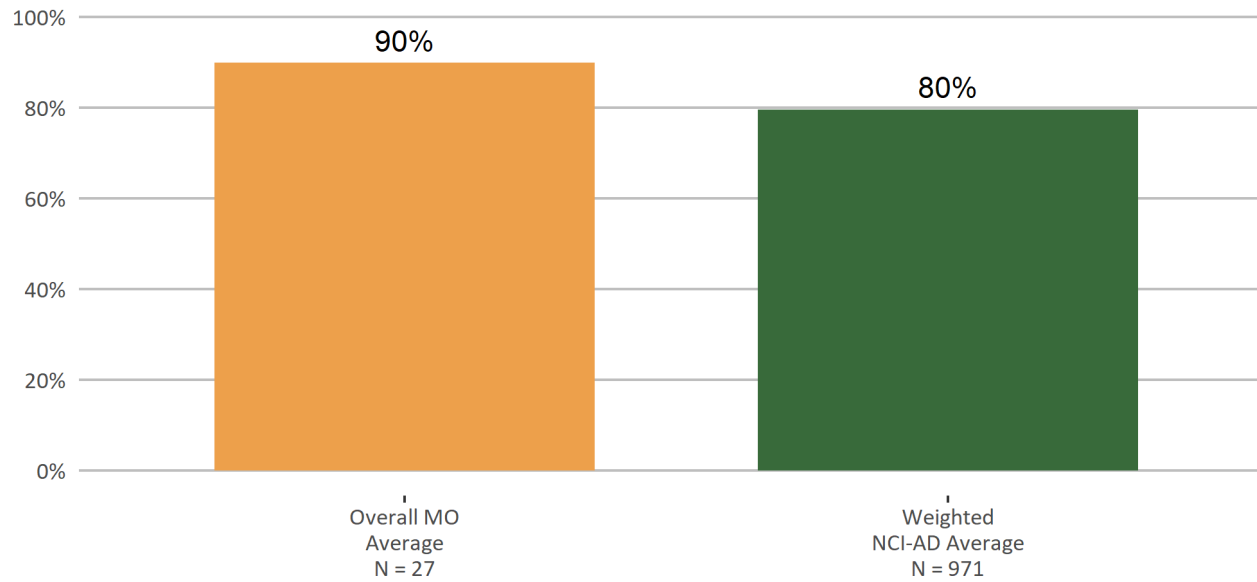


Table 123. Gets information about services in their preferred language (if preferred language is not English)

Proxy respondents were allowed for this question.

Program	Yes, all information	Some Information	No	N
Overall MO Average	76%	14%	10%	27
Weighted NCI-AD Average	51%	29%	20%	971

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

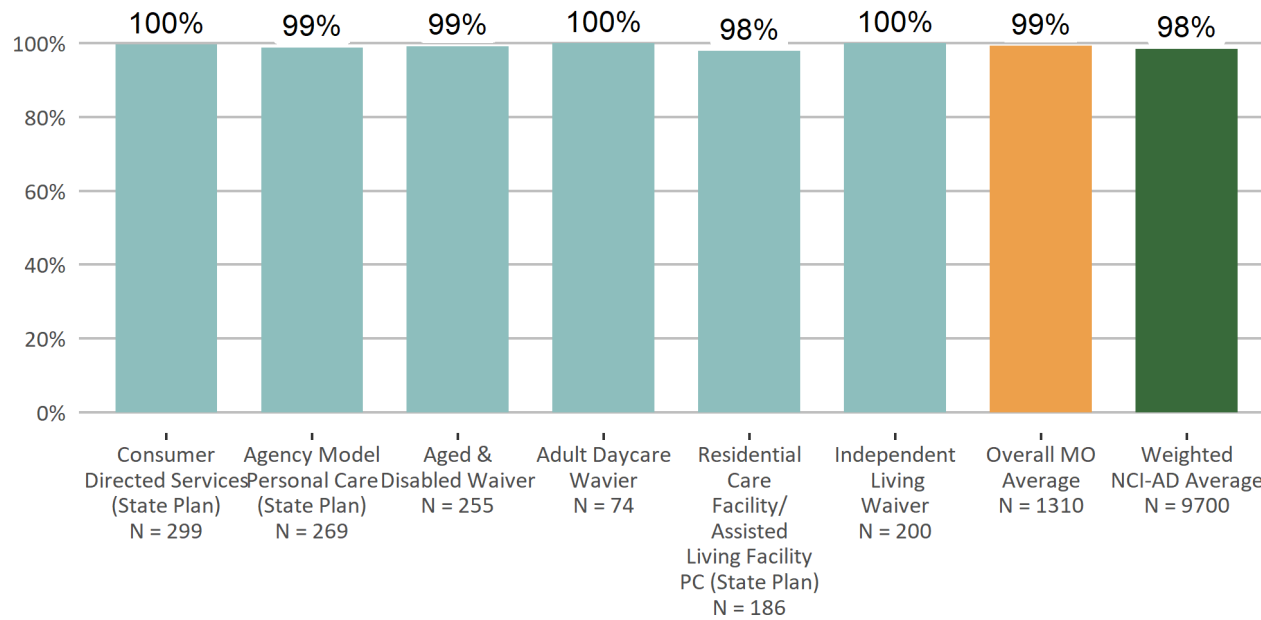


Table 124. Services and supports are delivered in a way that is respectful of their culture

Program	Yes	Sometimes, or some services	No	N
Consumer Directed Services (State Plan)	99%	1%	0%	299
Agency Model Personal Care (State Plan)	97%	1%	1%	269
Aged & Disabled Waiver	97%	2%	1%	255
Adult Daycare Wavier	99%	1%	0%	74
Residential Care Facility/Assisted Living Facility PC (State Plan)	95%	3%	2%	186
Independent Living Waiver	98%	2%	0%	200
Overall MO Average	98%	1%	1%	1,310
Weighted NCI-AD Average	96%	3%	2%	9,700

People who are paid to help them
treat them with respect

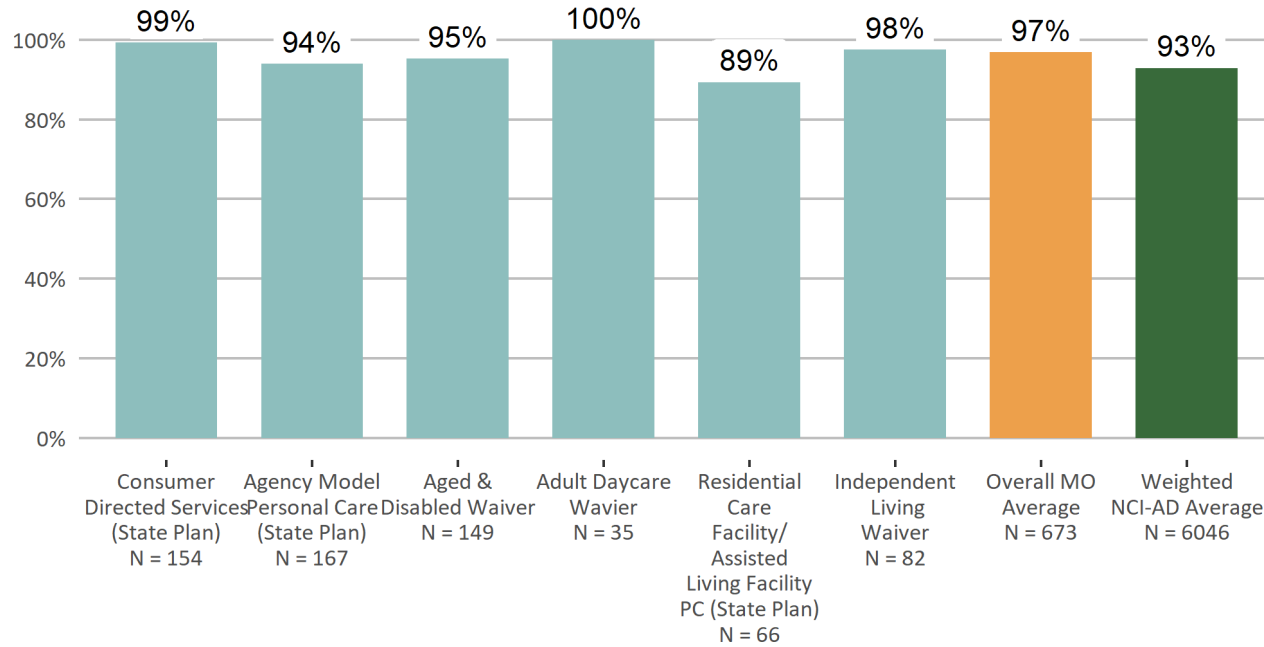


Table 125. People who are paid to help them treat them with respect

Program	Yes, all paid support workers, always or almost always	Some, or usually	No, never or rarely	N
Consumer Directed Services (State Plan)	99%	1%	0%	154
Agency Model Personal Care (State Plan)	94%	4%	2%	167
Aged & Disabled Waiver	95%	2%	3%	149
Adult Daycare Wavier	100%	0%	0%	35
Residential Care Facility/Assisted Living Facility PC (State Plan)	89%	11%	0%	66
Independent Living Waiver	98%	2%	0%	82
Overall MO Average	97%	2%	1%	673
Weighted NCI-AD Average	93%	6%	1%	6,046

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

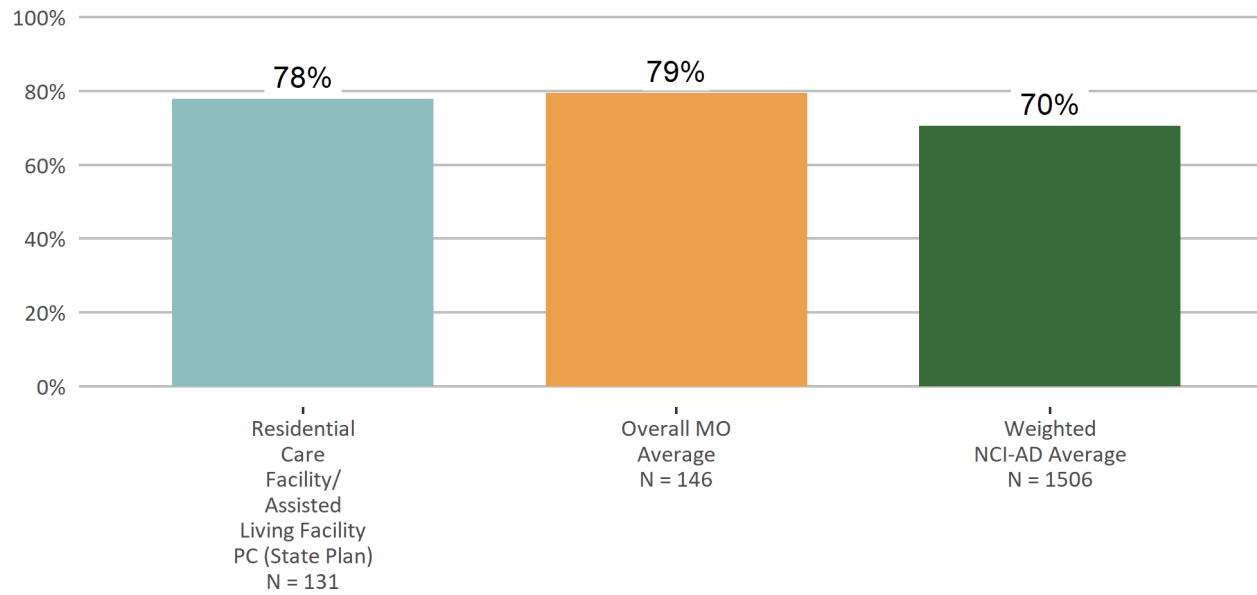


Table 126. Others ask before coming into their home/room (if living in a group setting)

Program	Yes, always	Usually, but not always	Sometimes, rarely, or never	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	78%	17%	5%	131
Overall MO Average	79%	16%	5%	146
Weighted NCI-AD Average	70%	20%	9%	1,506

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

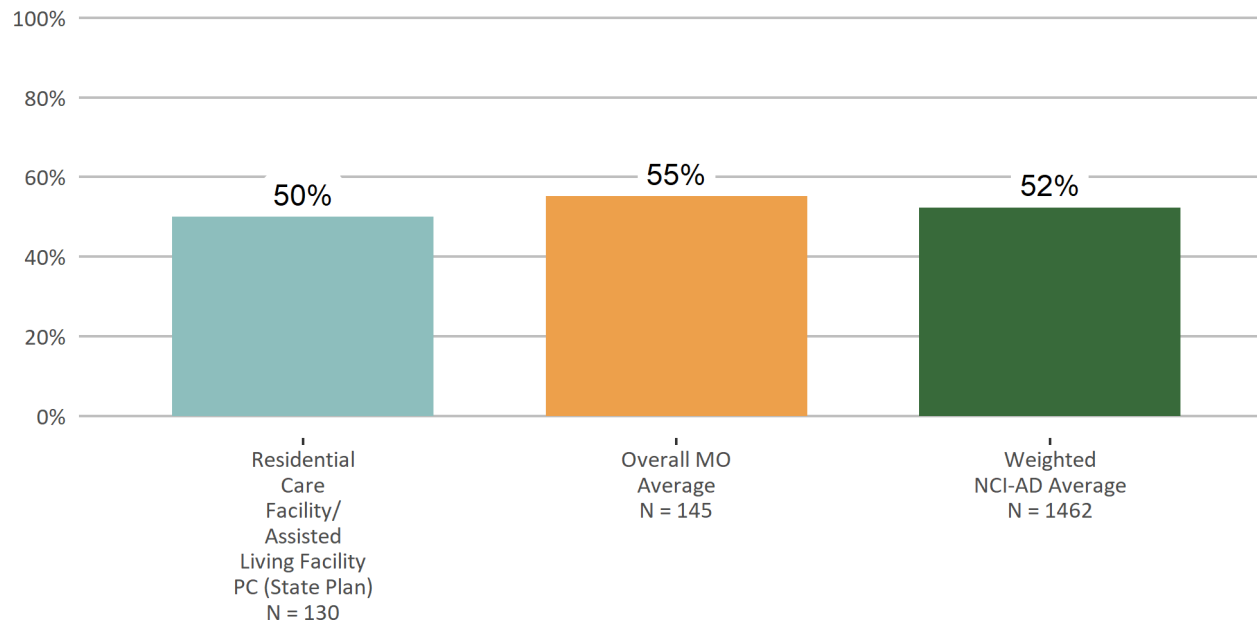


Table 127. Able to lock doors to room (if living in a group setting)

Program	Yes	No	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	50%	50%	130
Overall MO Average	55%	45%	145
Weighted NCI-AD Average	52%	48%	1,462

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

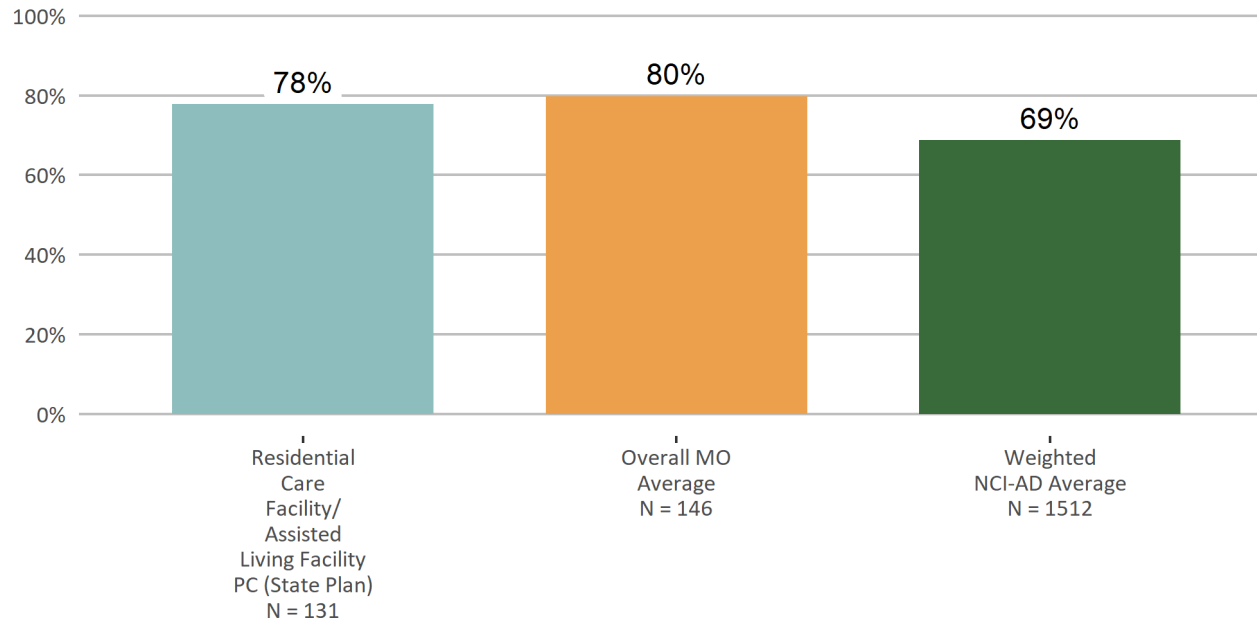


Table 128. Has enough privacy where lives (if living in a group setting)

Program	Yes, always	Usually, but not always	Sometimes, rarely, or never	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	78%	9%	13%	131
Overall MO Average	80%	9%	11%	146
Weighted NCI-AD Average	69%	19%	12%	1,512

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

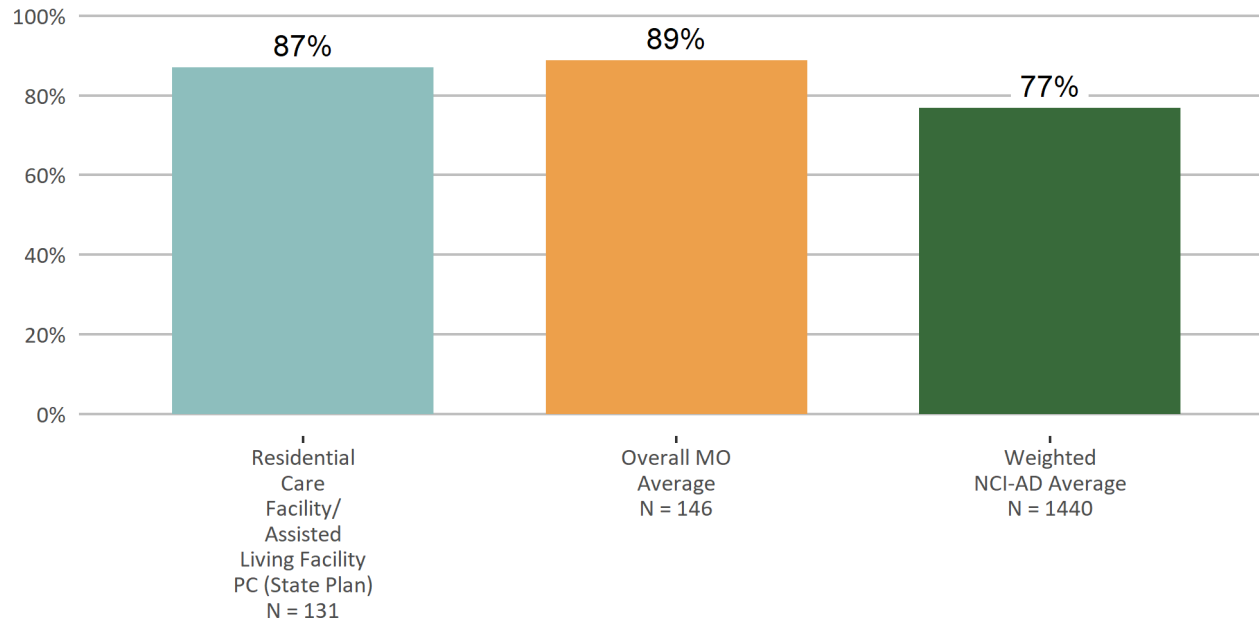


Table 129. Can have visitors at any time (if living in a group setting)

Program	Yes	No	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	87%	13%	131
Overall MO Average	89%	11%	146
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)

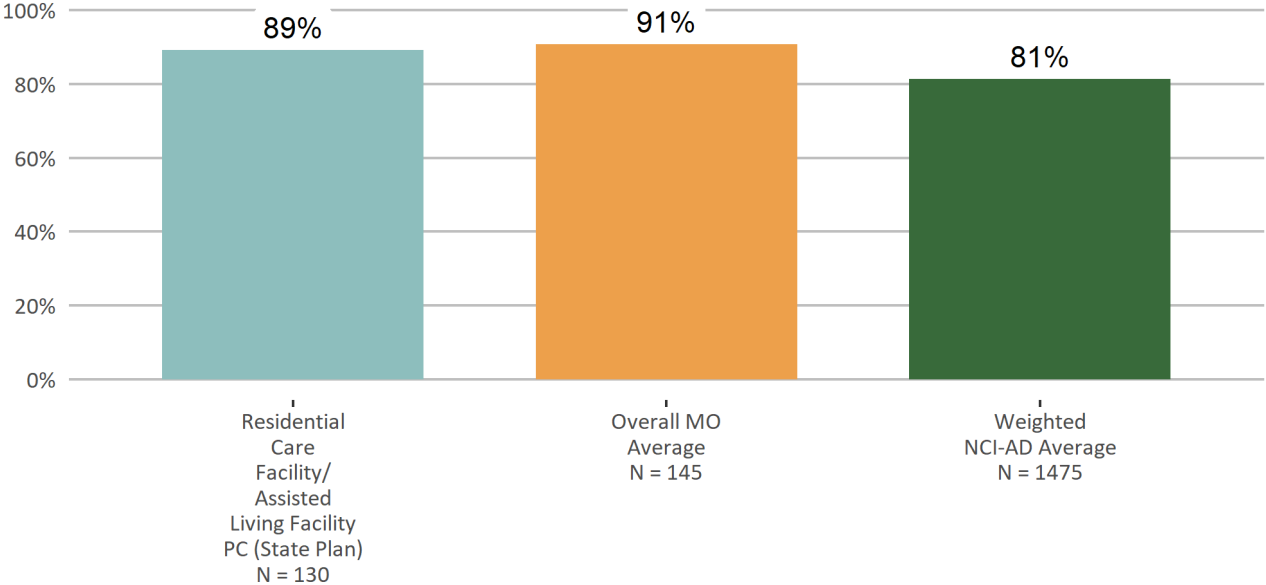


Table 130. Can get something to eat or grab a snack anytime they (if living in a group setting)

Program	Yes	No	N
Residential Care Facility/Assisted Living Facility PC (State Plan)	89%	11%	130
Overall MO Average	91%	9%	145
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

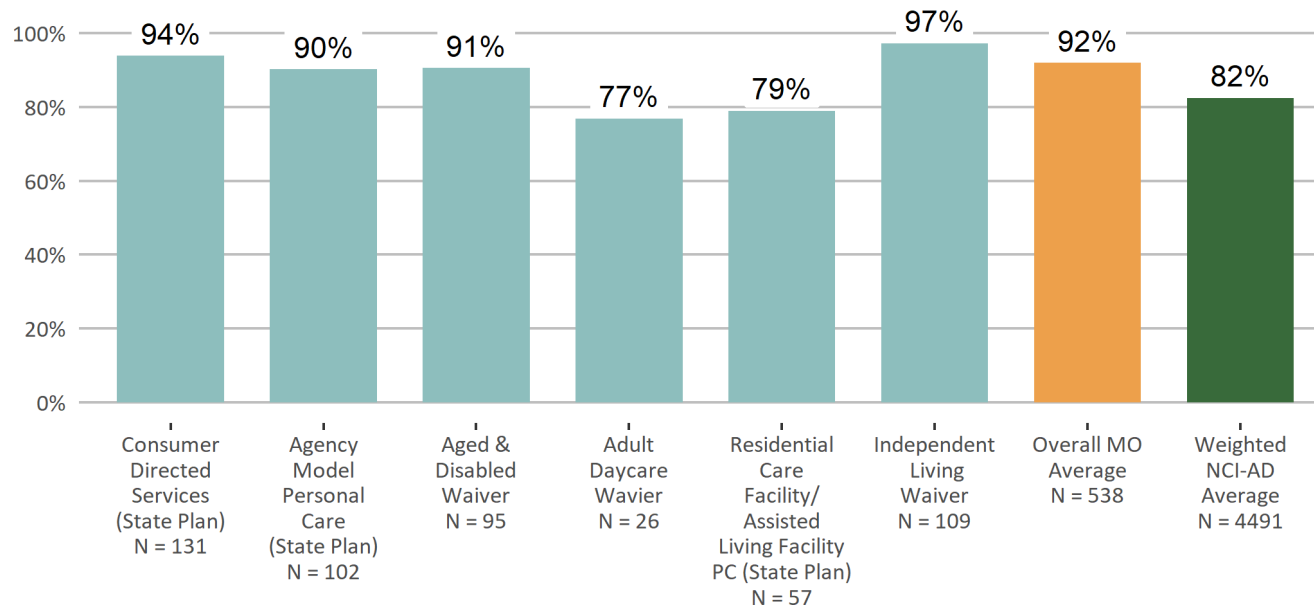


Table 131. Involvement in making decisions about what is in the service plan

Program	Very or fully involved	Somewhat	Very little	Not at all	N
Consumer Directed Services (State Plan)	94%	4%	1%	2%	131
Agency Model Personal Care (State Plan)	90%	8%	1%	1%	102
Aged & Disabled Waiver	91%	6%	2%	1%	95
Adult Daycare Wavier	77%	15%	4%	4%	26
Residential Care Facility/Assisted Living Facility PC (State Plan)	79%	18%	2%	2%	57
Independent Living Waiver	97%	2%	1%	0%	109
Overall MO Average	92%	6%	1%	1%	538
Weighted NCI-AD Average	82%	14%	2%	2%	4,491

Remembers their last service planning meeting

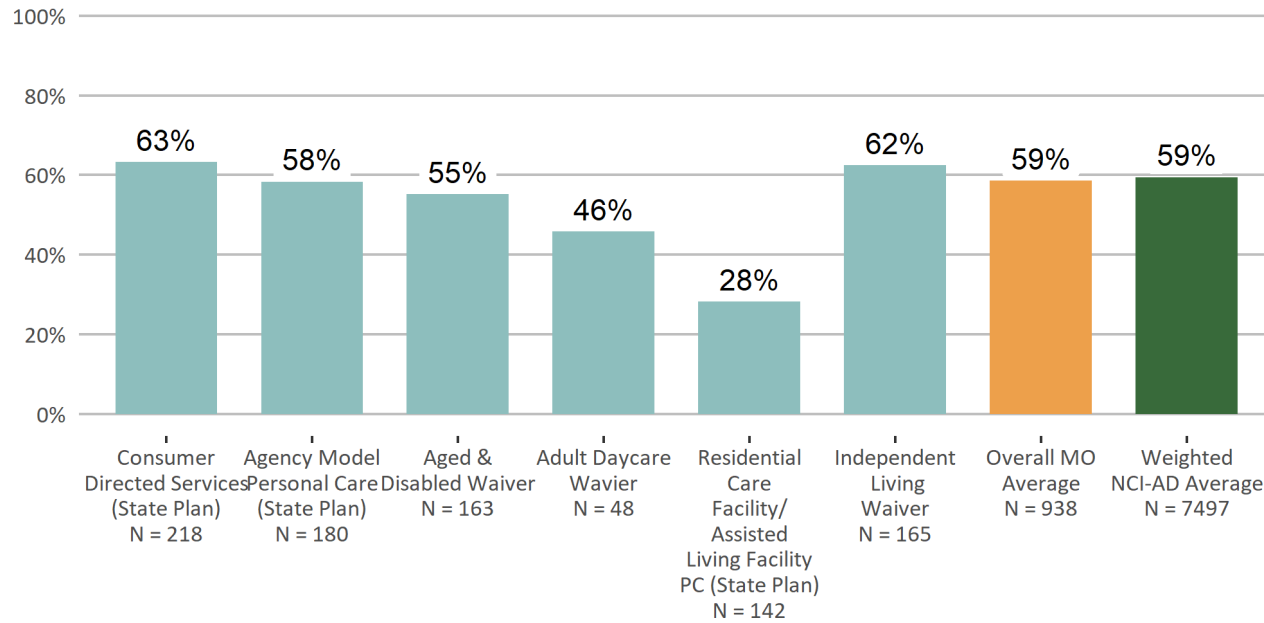


Table 132. Remembers their last service planning meeting

Program	Yes	No	N
Consumer Directed Services (State Plan)	63%	37%	218
Agency Model Personal Care (State Plan)	58%	42%	180
Aged & Disabled Waiver	55%	45%	163
Adult Daycare Wavier	46%	54%	48
Residential Care Facility/Assisted Living Facility PC (State Plan)	28%	72%	142
Independent Living Waiver	62%	38%	165
Overall MO Average	59%	41%	938
Weighted NCI-AD Average	59%	41%	7,497

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

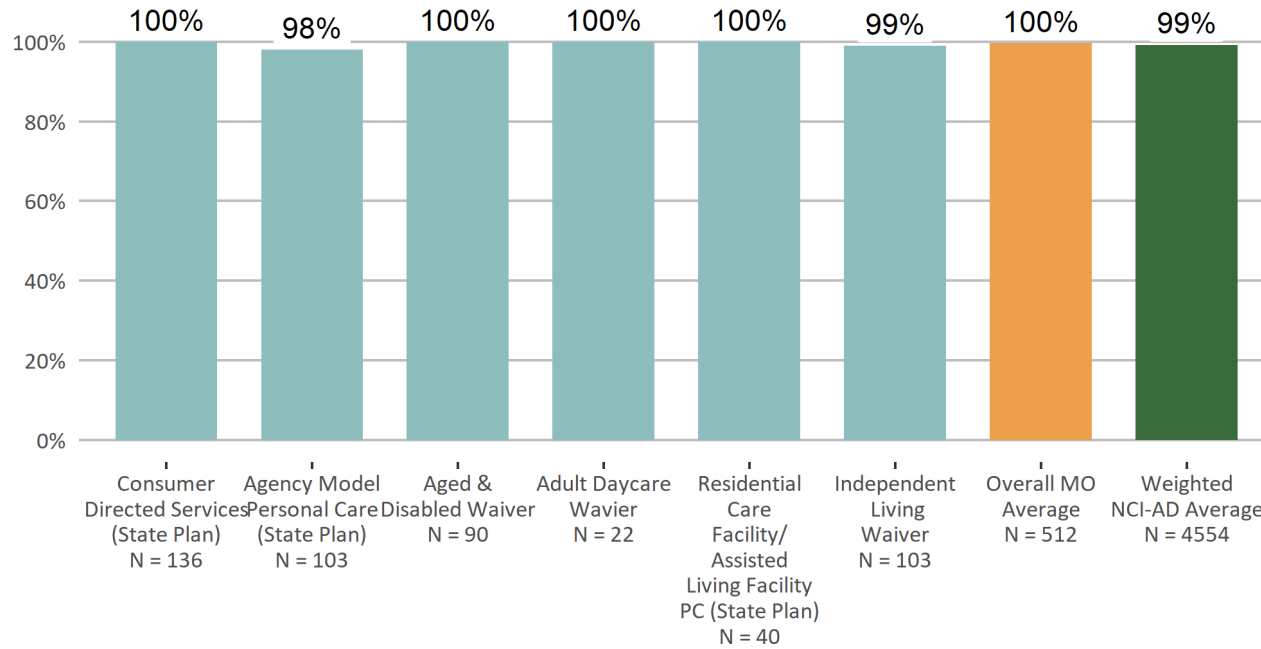


Table 133. Service planning meeting took place at a time that was good for them

Program	Yes	No	N
Consumer Directed Services (State Plan)	100%	0%	136
Agency Model Personal Care (State Plan)	98%	2%	103
Aged & Disabled Waiver	100%	0%	90
Adult Daycare Wavier	100%	0%	22
Residential Care Facility/Assisted Living Facility PC (State Plan)	100%	0%	40
Independent Living Waiver	99%	1%	103
Overall MO Average	100%	0%	512
Weighted NCI-AD Average	99%	1%	4,554

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

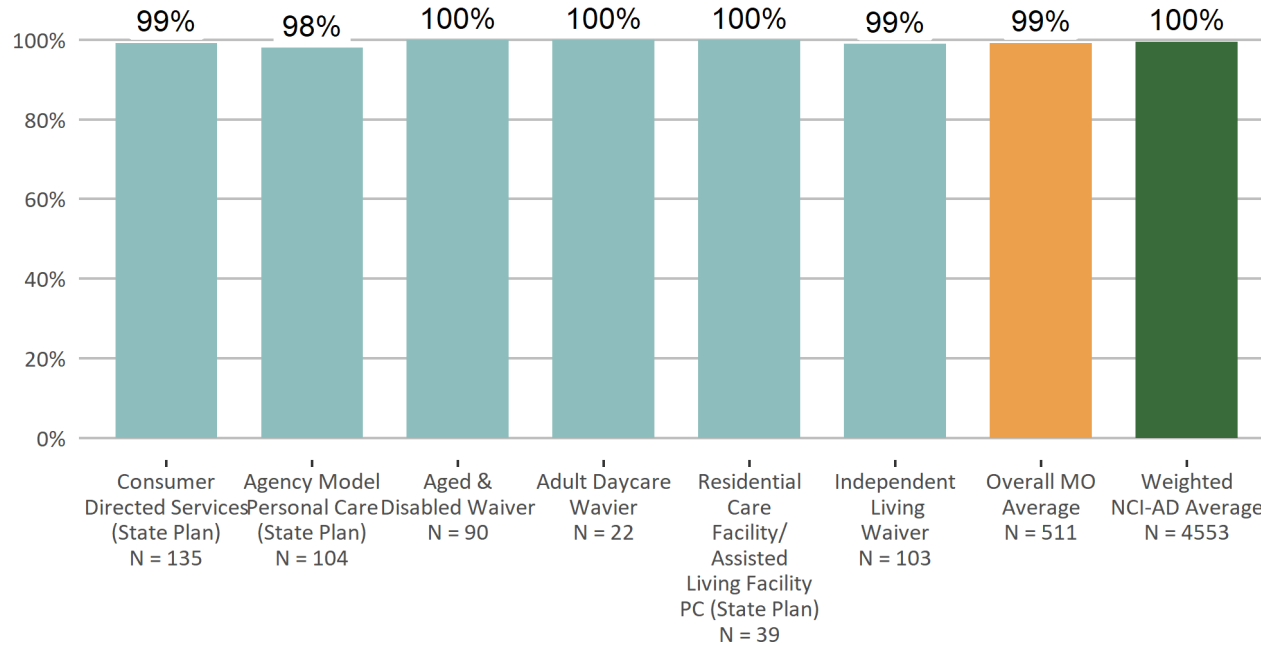


Table 134. Service planning meeting took place in a place that was good for them

Program	Yes	No	N
Consumer Directed Services (State Plan)	99%	1%	135
Agency Model Personal Care (State Plan)	98%	2%	104
Aged & Disabled Waiver	100%	0%	90
Adult Daycare Wavier	100%	0%	22
Residential Care Facility/Assisted Living Facility PC (State Plan)	100%	0%	39
Independent Living Waiver	99%	1%	103
Overall MO Average	99%	1%	511
Weighted NCI-AD Average	100%	0%	4,553

Service planning meeting included
the people they wanted to be there

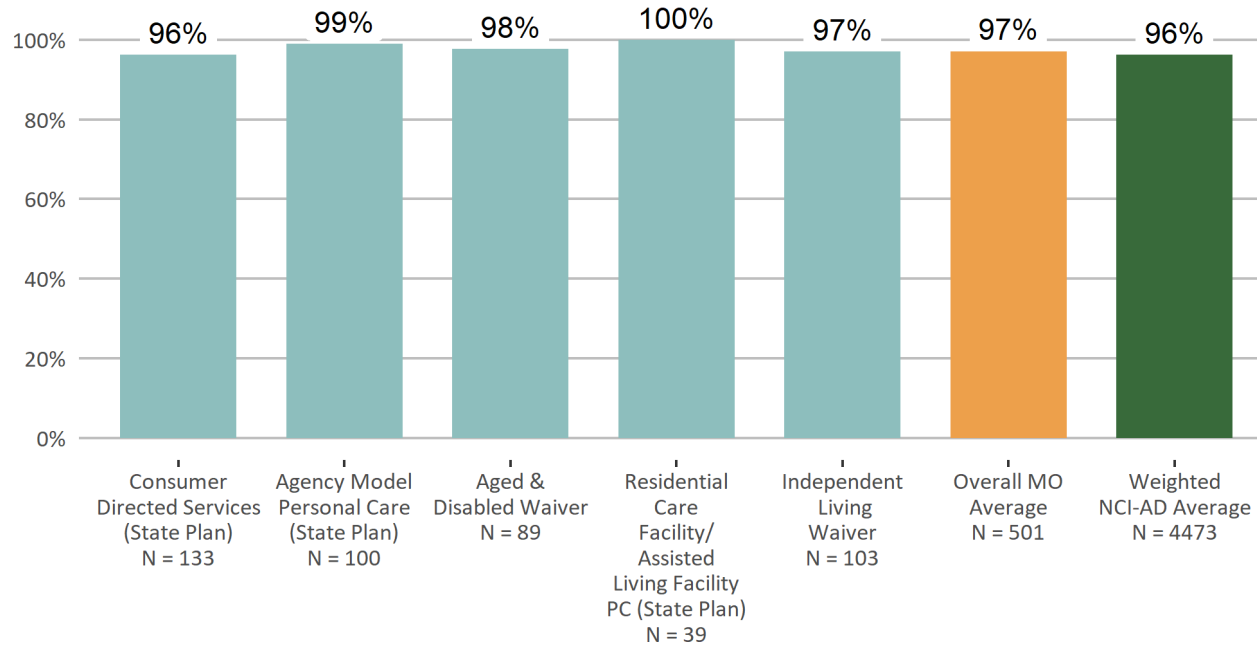


Table 135. Service planning meeting included the people they wanted to be there

Program	Yes	Some People	No	N
Consumer Directed Services (State Plan)	96%	2%	2%	133
Agency Model Personal Care (State Plan)	99%	0%	1%	100
Aged & Disabled Waiver	98%	2%	0%	89
Residential Care Facility/Assisted Living Facility PC (State Plan)	100%	0%	0%	39
Independent Living Waiver	97%	1%	2%	103
Overall MO Average	97%	2%	1%	501
Weighted NCI-AD Average	96%	2%	2%	4,473

People at the service planning meeting listened to needs and preferences

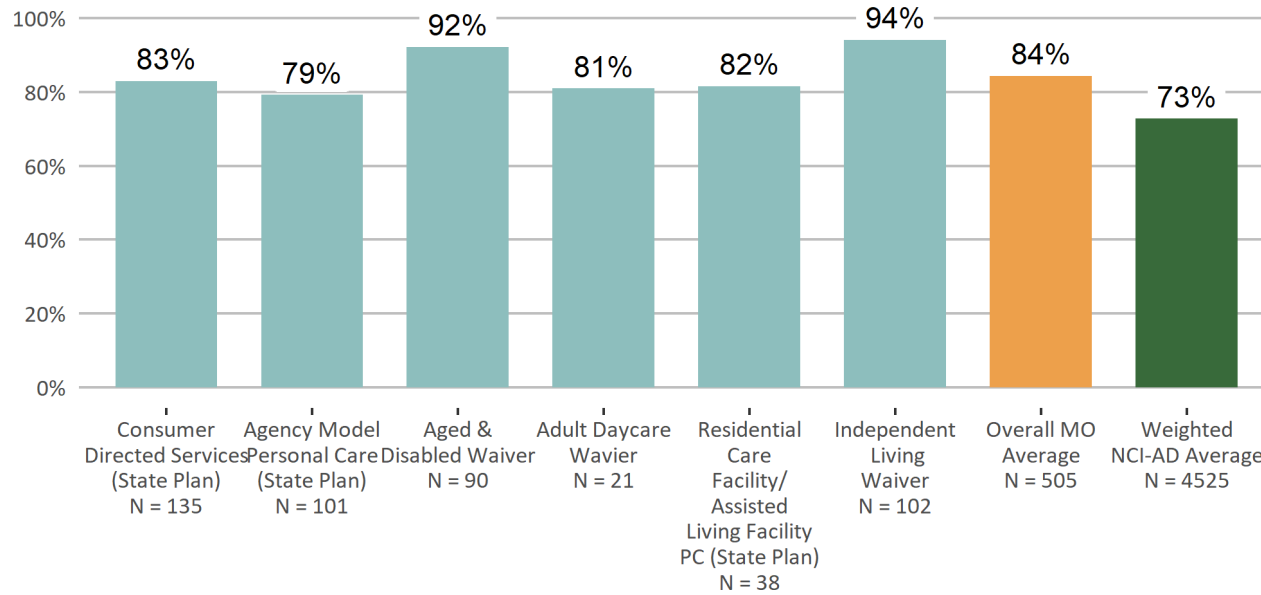


Table 136. People at the service planning meeting listened to needs and preferences

Program	Completely	Mostly	Somewhat	Very little	Not at all	N
Consumer Directed Services (State Plan)	83%	13%	3%	1%	0%	135
Agency Model Personal Care (State Plan)	79%	17%	3%	1%	0%	101
Aged & Disabled Waiver	92%	7%	1%	0%	0%	90
Adult Daycare Wavier	81%	14%	5%	0%	0%	21
Residential Care Facility/Assisted Living Facility PC (State Plan)	82%	13%	3%	3%	0%	38
Independent Living Waiver	94%	5%	0%	0%	1%	102
Overall MO Average	84%	12%	3%	1%	0%	505
Weighted NCI-AD Average	73%	20%	5%	1%	1%	4,525

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

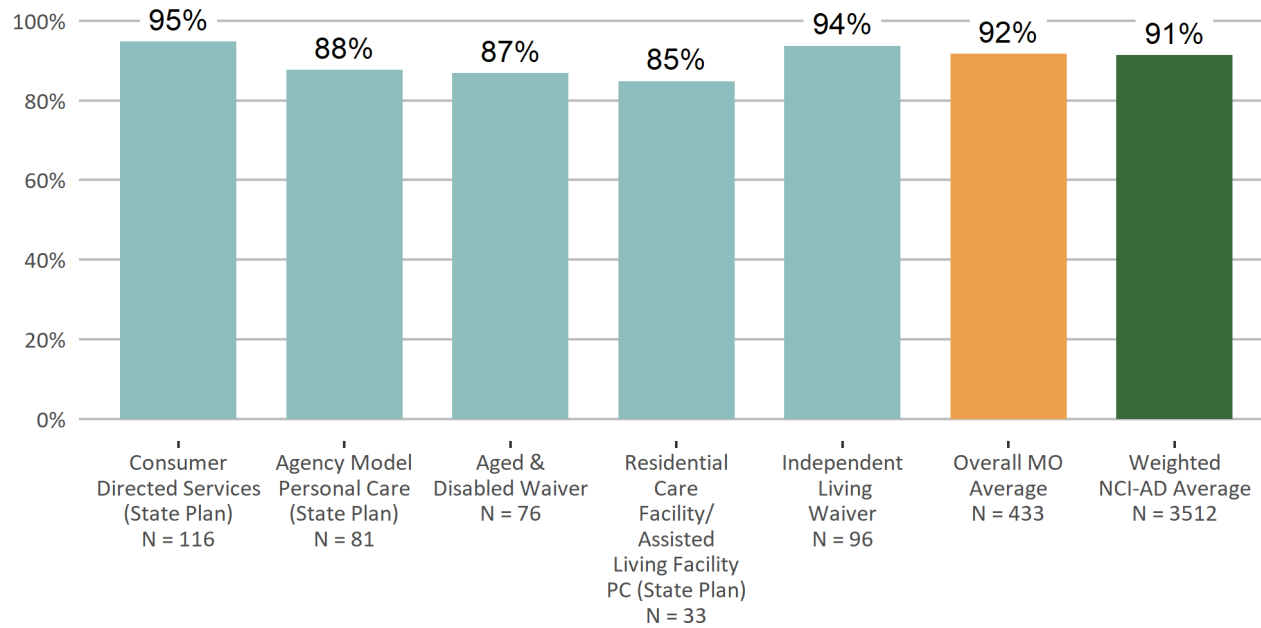


Table 137. Received a copy of the service plan after the service planning meeting

Program	Yes	No	N
Consumer Directed Services (State Plan)	95%	5%	116
Agency Model Personal Care (State Plan)	88%	12%	81
Aged & Disabled Waiver	87%	13%	76
Residential Care Facility/Assisted Living Facility PC (State Plan)	85%	15%	33
Independent Living Waiver	94%	6%	96
Overall MO Average	92%	8%	433
Weighted NCI-AD Average	91%	9%	3,512

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

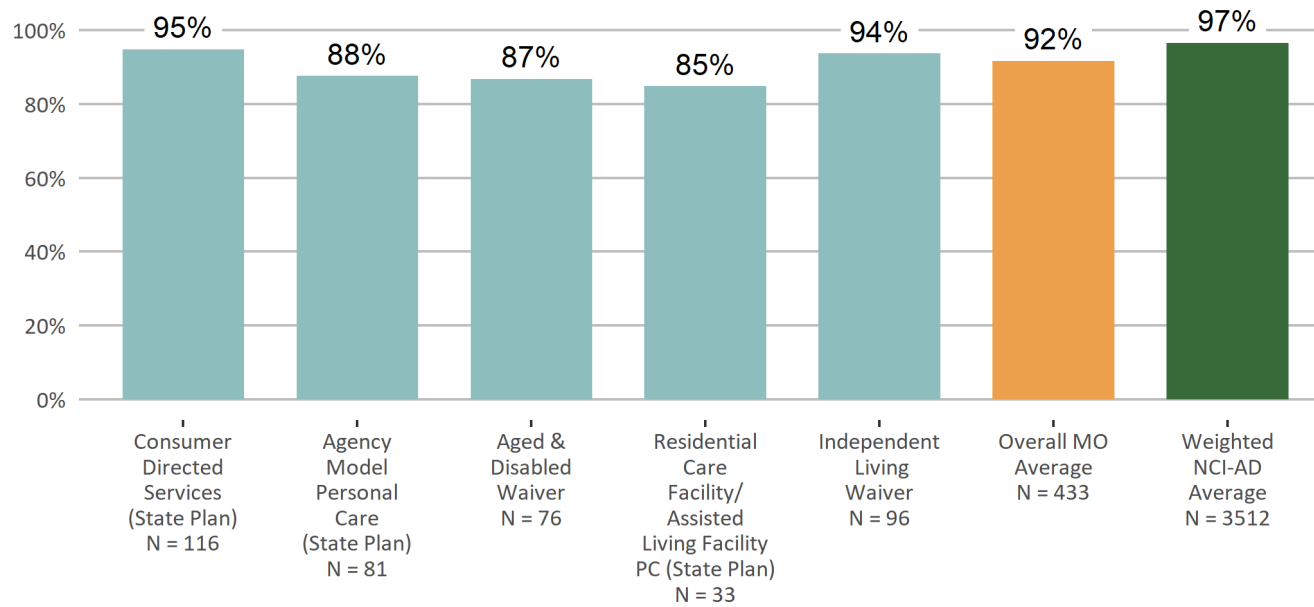


Table 138. Current service plan reflects what was talked about at the service plan meeting

Program	Yes, completely	Yes, in part	No	N
Consumer Directed Services (State Plan)	95%	0%	5%	116
Agency Model Personal Care (State Plan)	88%	0%	12%	81
Aged & Disabled Waiver	87%	0%	13%	76
Residential Care Facility/Assisted Living Facility PC (State Plan)	85%	0%	15%	33
Independent Living Waiver	94%	0%	6%	96
Overall MO Average	92%	0%	8%	433
Weighted NCI-AD Average	90%	6%	3%	3,512

Choices and preferences are reflected in current service plan

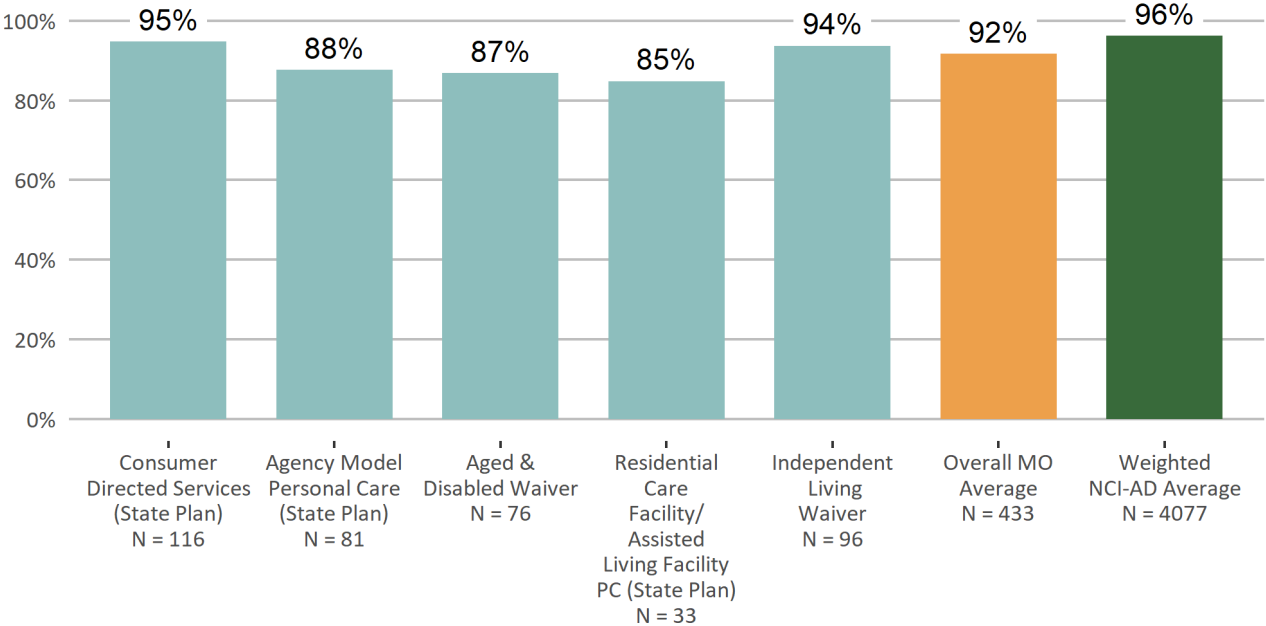


Table 139. Choices and preferences are reflected in current service plan

Program	Yes, all/completely	Yes, some/In Part	No	N
Consumer Directed Services (State Plan)	95%	0%	5%	116
Agency Model Personal Care (State Plan)	88%	0%	12%	81
Aged & Disabled Waiver	87%	0%	13%	76
Residential Care Facility/Assisted Living Facility PC (State Plan)	85%	0%	15%	33
Independent Living Waiver	94%	0%	6%	96
Overall MO Average	92%	0%	8%	433
Weighted NCI-AD Average	84%	12%	4%	4,077

Self-Direction

Uses self-directed supports option

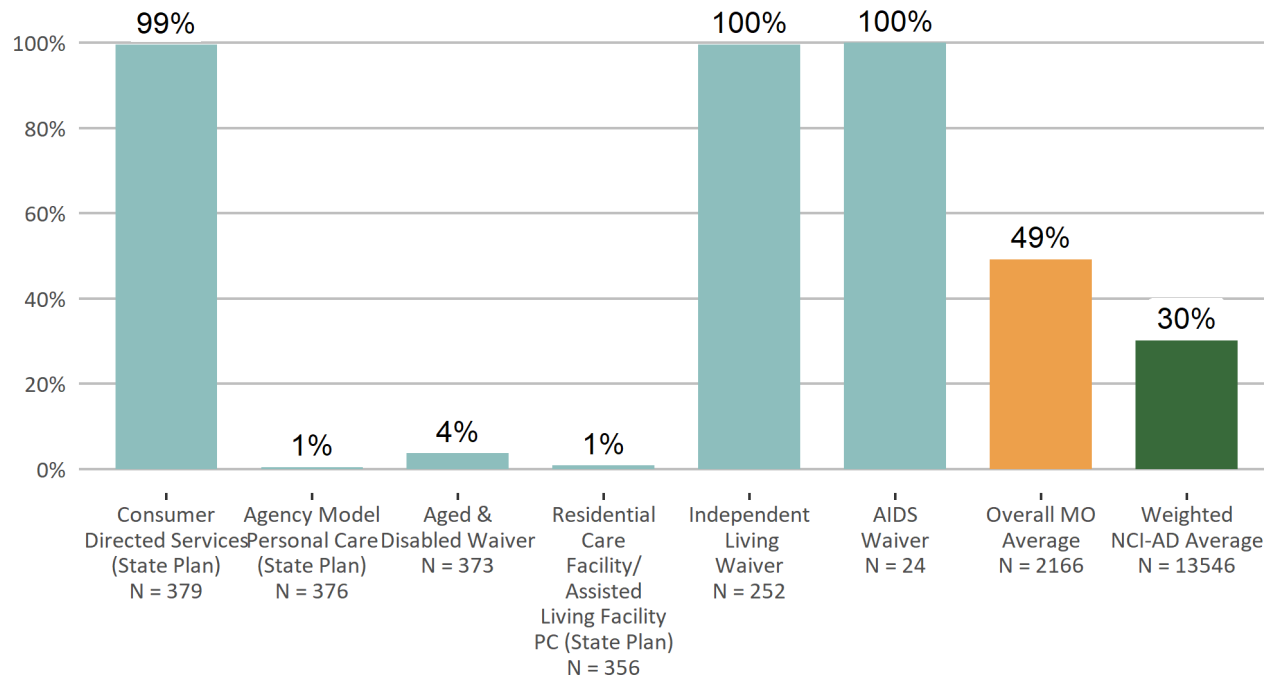


Table 140. Uses self-directed supports option*Information may only come from existing records.*

Program	Yes	No	Don't Know	N
Consumer Directed Services (State Plan)	99%	1%	0%	379
Agency Model Personal Care (State Plan)	1%	99%	1%	376
Aged & Disabled Waiver	4%	96%	0%	373
Adult Daycare Wavier	0%	100%	0%	309
Residential Care Facility/Assisted Living Facility PC (State Plan)	1%	99%	1%	356
Independent Living Waiver	100%	0%	0%	252
Structured Family Caregiver Waiver	0%	100%	0%	24
Medically Fragile Adult Waiver	0%	100%	0%	61
AIDS Waiver	100%	0%	0%	24
Overall MO Average	49%	51%	0%	2,166
Weighted NCI-AD Average	30%	60%	10%	13,546

Makes decisions about services that are self directed

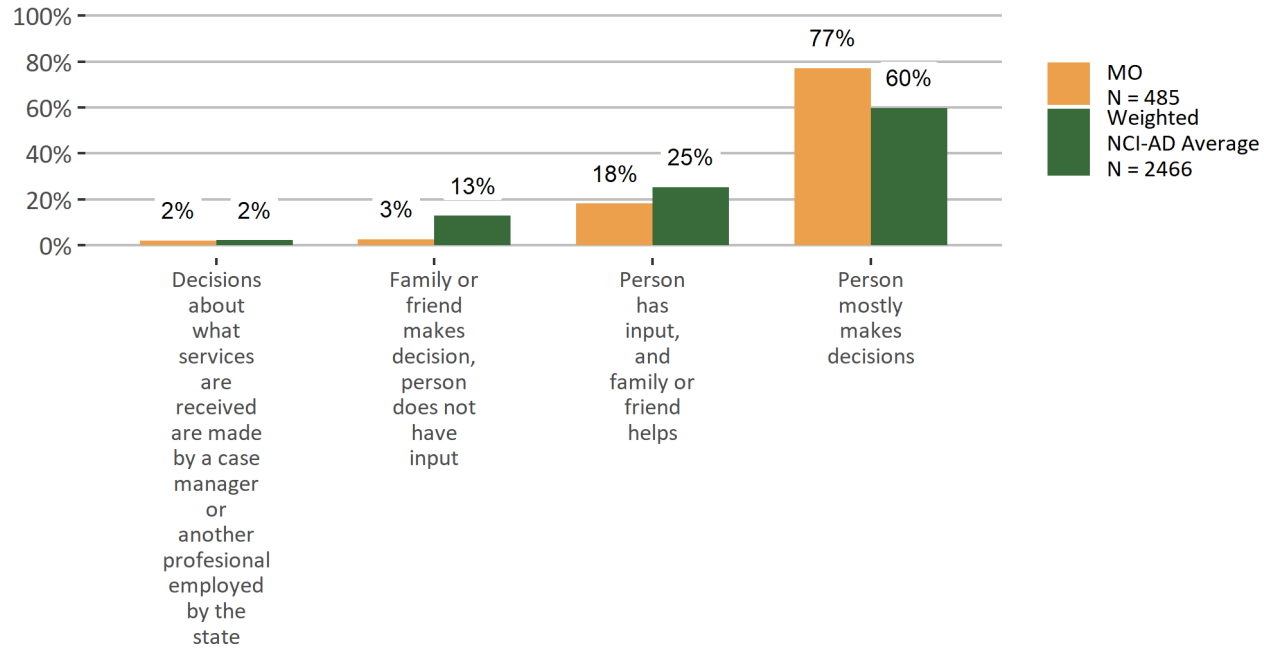


Table 141. Makes decisions about services that are self-directed

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
Consumer Directed Services (State Plan)	2%	3%	18%	77%	269
Independent Living Waiver	1%	5%	18%	77%	194
Overall MO Average	2%	3%	18%	77%	485
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

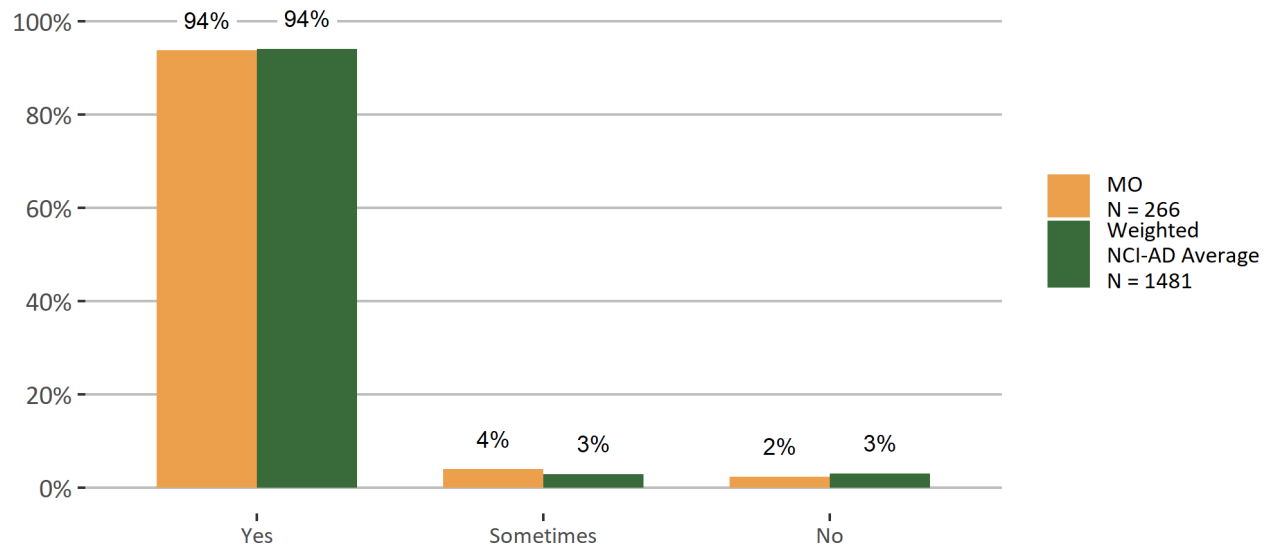


Table 142. Has enough help deciding how to direct services, like making decisions about how and when services are received

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

Program	Yes	Sometimes	No	N
Consumer Directed Services (State Plan)	94%	4%	2%	142
Independent Living Waiver	96%	2%	2%	107
Overall MO Average	94%	4%	2%	266
Weighted NCI-AD Average	94%	3%	3%	1,481

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

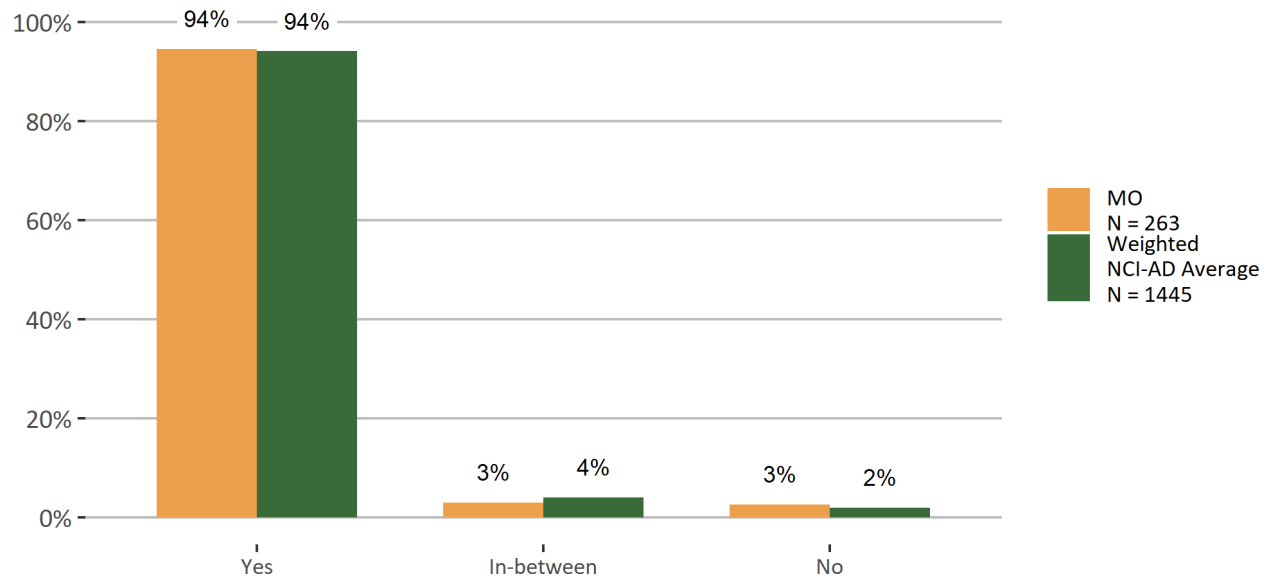


Table 143. Can make changes to the services and supports you self-direct if needed

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

Program	Yes	In-between	No	N
Consumer Directed Services (State Plan)	94%	3%	3%	144
Independent Living Waiver	98%	1%	1%	102
Overall MO Average	94%	3%	3%	263
Weighted NCI-AD Average	94%	4%	2%	1,445

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

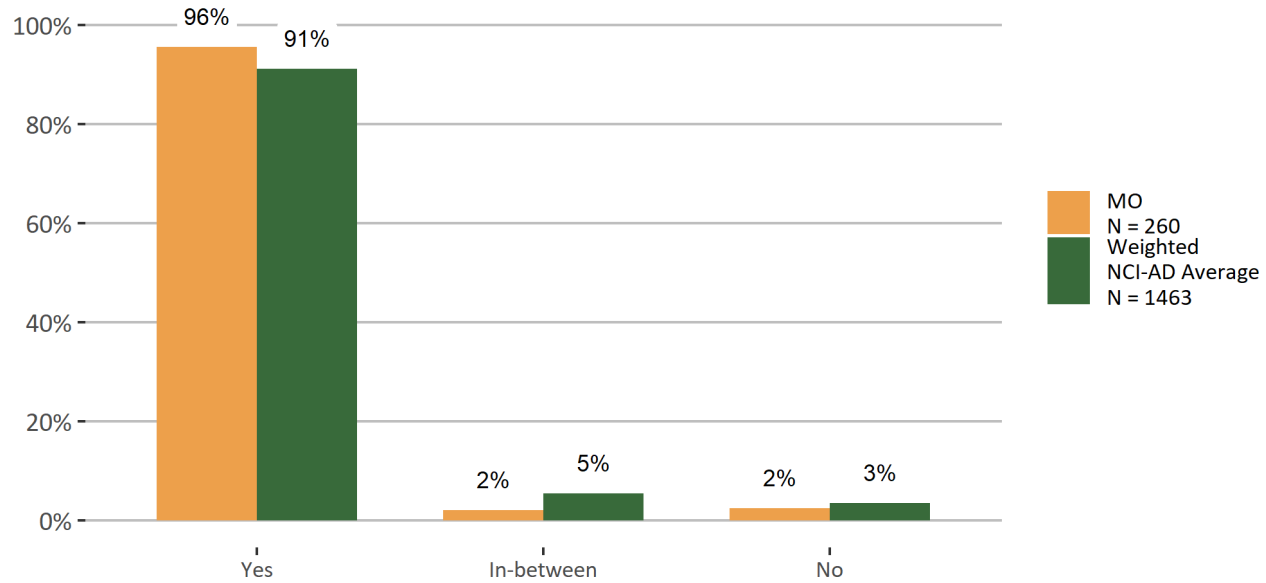


Table 144. Has the amount of control wanted with the services that are self-directed

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

Program	Yes	In-between	No	N
Consumer Directed Services (State Plan)	96%	1%	2%	140
Independent Living Waiver	96%	1%	3%	103
Overall MO Average	96%	2%	2%	260
Weighted NCI-AD Average	91%	5%	3%	1,463

Services and supports wanted to self direct are always available

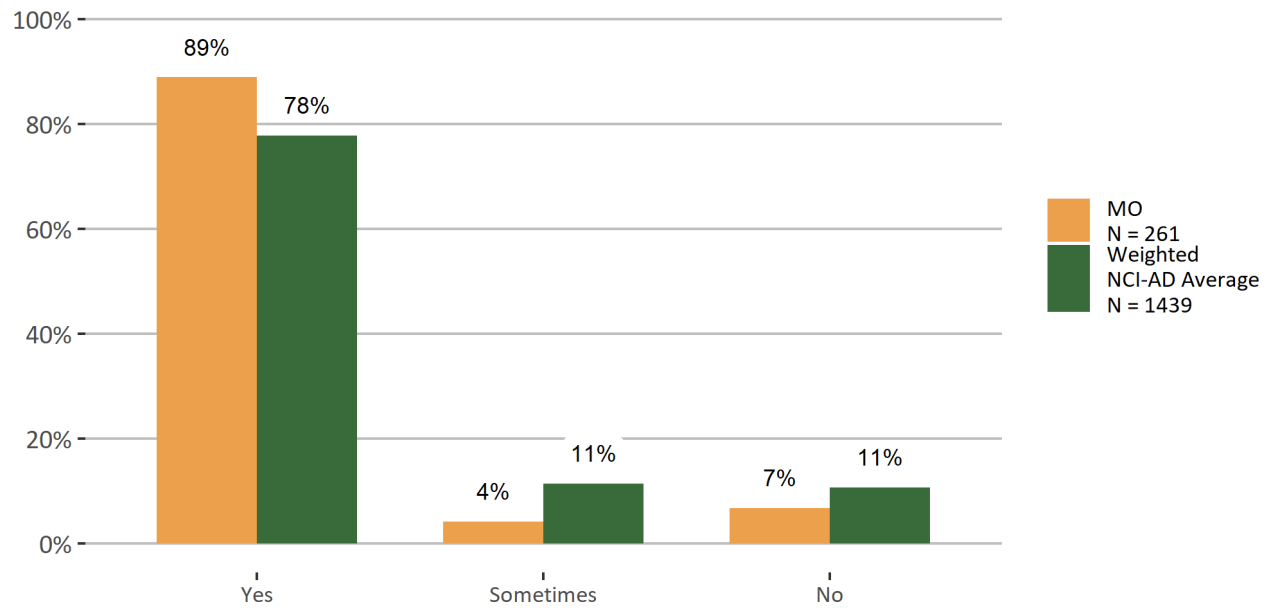


Table 145. Services and supports wanted to self-direct are always available

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

Program	Yes	Sometimes	No	N
Consumer Directed Services (State Plan)	90%	3%	7%	140
Independent Living Waiver	85%	10%	6%	105
Overall MO Average	89%	4%	7%	261
Weighted NCI-AD Average	78%	11%	11%	1,439

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

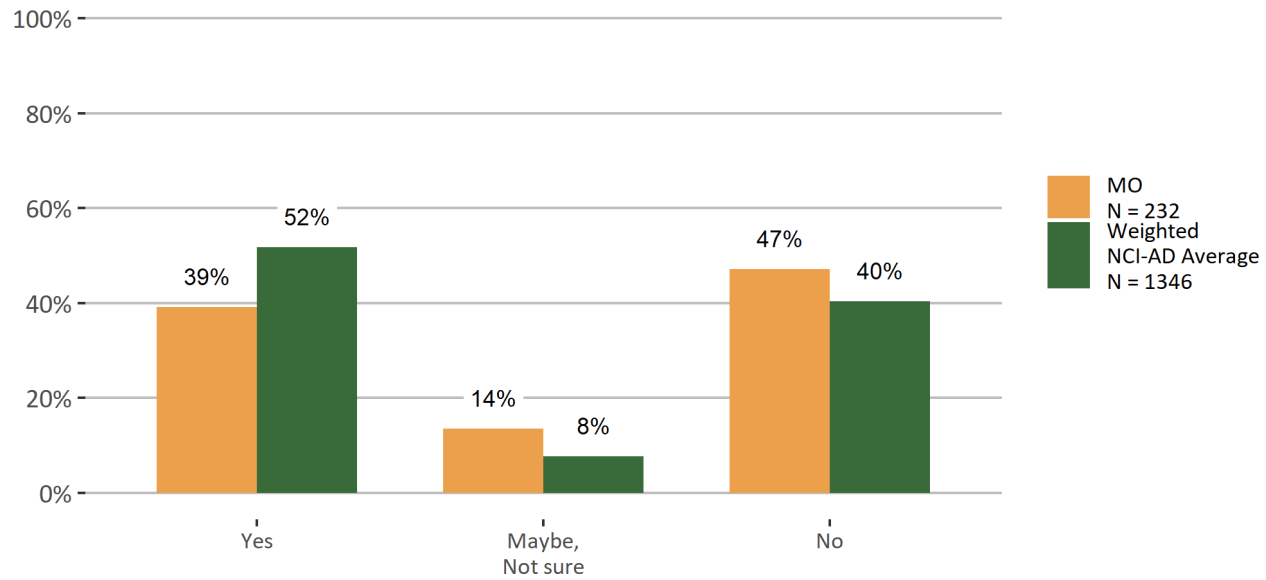


Table 146. Gets information about budget and services from the financial management service (FMS)

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

Program	Yes	Maybe, Not sure	No	N
Consumer Directed Services (State Plan)	39%	14%	47%	120
Independent Living Waiver	51%	7%	42%	96
Overall MO Average	39%	14%	47%	232
Weighted NCI-AD Average	52%	8%	40%	1,346

Information received from the FMS
is easy to understand

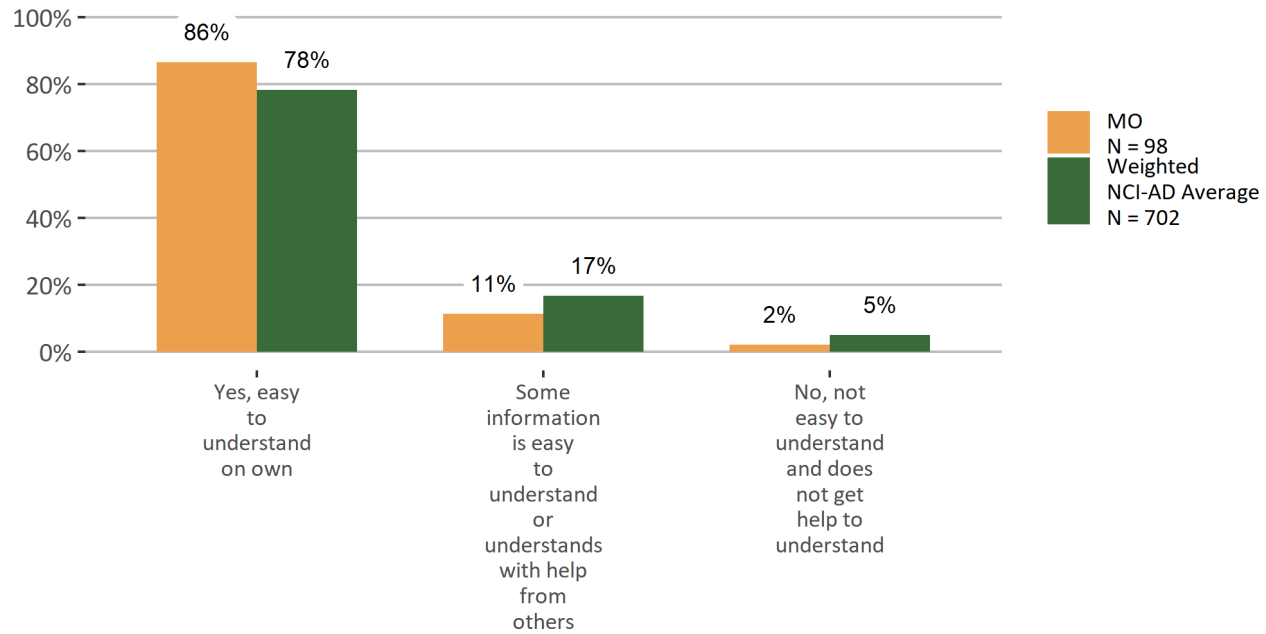


Table 147. Information received from the FMS is easy to understand

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
Consumer Directed Services (State Plan)	87%	11%	2%	45
Independent Living Waiver	92%	4%	4%	48
Overall MO Average	86%	11%	2%	98
Weighted NCI-AD Average	78%	17%	5%	702

Frequency of receiving information
about budget and services from FMS

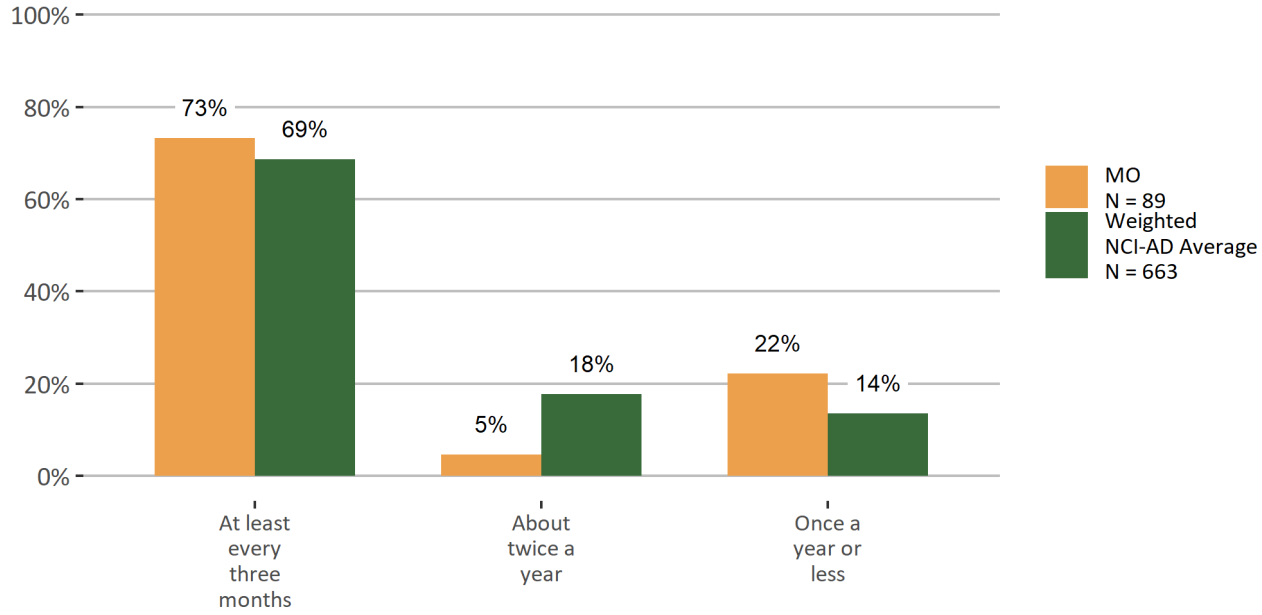


Table 148. Frequency of receiving information about budget and services from FMS

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
Consumer Directed Services (State Plan)	74%	5%	21%	43
Independent Living Waiver	81%	7%	12%	43
Overall MO Average	73%	5%	22%	89
Weighted NCI-AD Average	69%	18%	14%	663

Parts of self-direction need help with

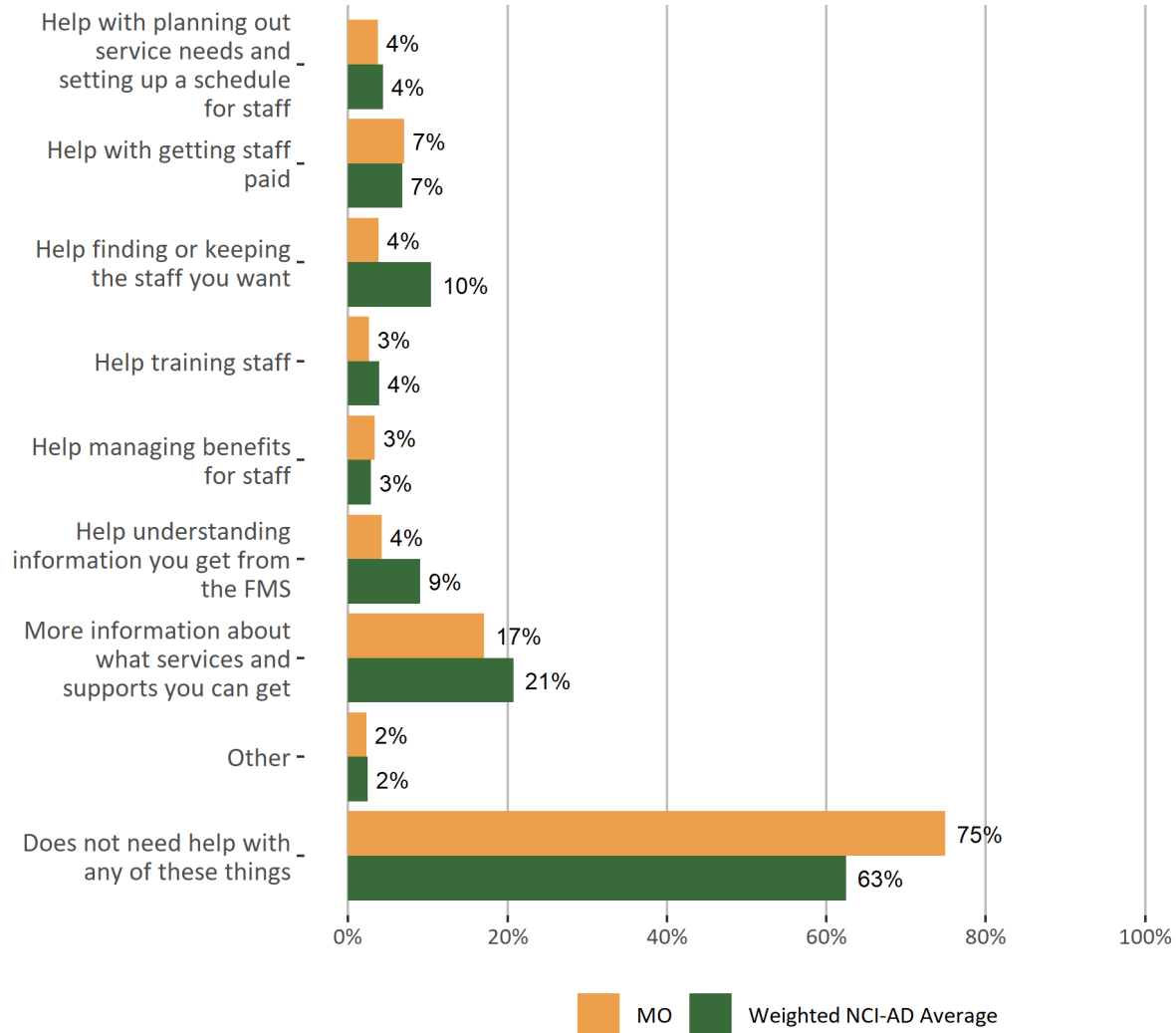


Table 149. Parts of self-direction need help with

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%