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

Delaware

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Introduction

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

In 2023-24 a total of 20 states participated in NCI-AD. Not all participating states do all surveys every year.

Adult Consumer Survey

The NCI-AD Adult Consumer Survey (ACS), is standardized survey conducted with a person receiving long term services and supports (LTSS) through state aging and physical disability systems. Surveys are conducted by trained surveyors through in-person, secure video meeting, or over-the-phone conversations with service participants. The main part of the survey contains subjective questions about how well services are supporting the person; these can only be answered by the person themselves. A subset of more objective questions may be answered by a proxy respondent if needed. In addition to the questions for service participants, the survey also collects background information on the person –demographic and service-related data – mainly from service agency records. In 2023-24, 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, AZ, DE, IN, KS, KY, MN, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Self-direction Module (state-optional). This state-optional module was added to the 2023-24 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, DE, IN, KS, KY, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Deleware Specific 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.

Figure 1. Statewide Sample

Total Sample Frame	Total surveys completed	Overall Margin of Error (MoE)
11724	997	3.1%

Figure 2. Classification of 2023-24 State programs

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
Highmark-HCBS	Medicaid administrative funds and State Medicaid funds	Sample drawn from a population of Medicaid-enrolled HCBS recipients and stratified by two managed care organizations (MCOs) — AmeriHealth and Highmark.	255	4,623	6.1%	5.6%
Highmark-NF	Medicaid administrative funds and State Medicaid funds	Sample drawn from a population of Medicaid-enrolled skilled nursing facility recipients and stratified by two MCOs — AmeriHealth and Highmark.	101	1,906	9.8%	8.9%
AmeriHealth-HCBS	Medicaid administrative funds and State Medicaid funds	Sample drawn from a population of Medicaid-enrolled HCBS recipients and stratified by two managed care organizations (MCOs) — AmeriHealth and Highmark.	303	2,687	5.6%	5.2%

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
AmeriHealth-NF	Medicaid administrative funds and State Medicaid funds	Sample drawn from a population of Medicaid-enrolled skilled nursing facility recipients and stratified by two MCOs — AmeriHealth and Highmark.	42	1,107	15.1%	13.9%
DSAAPD-HCBS	OAA, State, Social Services Block Grant (SSBG)	Non-Medicaid enrolled who are low income and either over 60 (OAA) or under 60 (SSBG and State).	296	1,401	5.7%	5.2%

What is included in this report?

This report presents Deleware 2023-24 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 tables by clicking the appropriate tab for each outcome. Tables represent the un-collapsed data outcomes. This may differ from the national report that represents the data in collapsed outcomes. For more information on recoding and collapsing, refer to Appendix B- How to Recode and Collapse Data.

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 the national report.

Accessibility Statement

National Core Indicators strives to develop accessible resources to support equitable access to information about quality of services. Should you require other accommodations to make this report accessible for you, please reach out to us at nci@nationalcoreindicators.org.

Demographics

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

Program	Age	N
Highmark-HCBS	59.2	249
Highmark-NF	73.1	82
AmeriHealth-HCBS	60.1	297
AmeriHealth-NF	70.4	39
DSAAPD-HCBS	72.3	271
DE Overall Average	**63.9**	**938**
Weighted NCI-AD Average	**62.5**	**19857**

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

Program	18-44	45-64	65-89	90+	N
Highmark-HCBS	19%	40%	39%	2%	255
Highmark-NF	3%	12%	66%	19%	101
AmeriHealth-HCBS	17%	39%	41%	2%	303
AmeriHealth-NF	2%	21%	69%	7%	42
DSAAPD-HCBS	1%	19%	72%	8%	296
DE Overall Average	**12%**	**31%**	**51%**	**6%**	**997**
Weighted NCI-AD Average	**14%**	**33%**	**48%**	**5%**	**20956**

Table 3. Gender

Program	Male	Female	Other	Don't Know or Unclear	N
Highmark-HCBS	53%	47%	0%	0%	255
Highmark-NF	45%	55%	0%	0%	101
AmeriHealth-HCBS	45%	55%	0%	0%	303
AmeriHealth-NF	81%	19%	0%	0%	42
DSAAPD-HCBS	28%	72%	0%	0%	296
DE Overall Average	**49%**	**51%**	**0%**	**0%**	**997**
Weighted NCI-AD Average	**37%**	**63%**	**0%**	**0%**	**20299**

Table 4. Race and ethnicity

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

Program	American Indian or Alaska Native	Asian	Black or African American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know or Unclear
Highmark-HCBS	0%	1%	36%	0%	62%	0%	0%	0%
Highmark-NF	0%	0%	29%	10%	61%	0%	0%	0%
AmeriHealth-HCBS	0%	3%	51%	1%	44%	0%	0%	0%
AmeriHealth-NF	0%	0%	24%	2%	74%	0%	0%	0%
DSAAPD-HCBS	2%	0%	38%	0%	57%	2%	1%	0%
DE Overall Average	**0%**	**1%**	**38%**	**2%**	**58%**	**0%**	**0%**	**0%**
Weighted NCI-AD Average	**3%**	**4%**	**26%**	**0%**	**57%**	**7%**	**3%**	**2%**

Table 5. Marital status

Program	Single, Never Married	Married or in Domestic Partnership	Separated or Divorced	Widowed	Don't Know or Unclear	N
Highmark-HCBS	42%	10%	22%	26%	0%	183
Highmark-NF	30%	13%	25%	32%	0%	84
AmeriHealth-HCBS	34%	17%	32%	18%	0%	193
AmeriHealth-NF	52%	3%	29%	10%	6%	31
DSAAPD-HCBS	17%	24%	24%	34%	0%	294
DE Overall Average	**35%**	**13%**	**25%**	**25%**	**1%**	**785**
Weighted NCI-AD Average	**34%**	**15%**	**24%**	**18%**	**9%**	**19613**

Table 6. Preferred language

Program	English	Spanish	Other	Don't Know or Unclear	N
Highmark-HCBS	98%	2%	0%	0%	255
Highmark-NF	99%	1%	0%	0%	101
AmeriHealth-HCBS	99%	1%	0%	0%	303
AmeriHealth-NF	98%	2%	0%	0%	42
DSAAPD-HCBS	97%	1%	0%	2%	296
DE Overall Average	**99%**	**1%**	**0%**	**0%**	**997**
Weighted NCI-AD Average	**91%**	**4%**	**4%**	**1%**	**20581**

Table 7. Preferred means of communication

Program	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
Highmark-HCBS	100%	0%	0%	0%	0%	0%	255
Highmark-NF	100%	0%	0%	0%	0%	0%	101
AmeriHealth-HCBS	100%	0%	0%	0%	0%	0%	303
AmeriHealth-NF	100%	0%	0%	0%	0%	0%	42
DSAAPD-HCBS	94%	1%	0%	0%	0%	5%	296
DE Overall Average	**99%**	**0%**	**0%**	**0%**	**0%**	**1%**	**997**
Weighted NCI-AD Average	**95%**	**2%**	**0%**	**0%**	**1%**	**2%**	**19920**

Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes.

Program	Metropolitan	Micropolitan	Rural	Small Town	Don't Know	N
Highmark-HCBS	74%	21%	0%	5%	0%	255
Highmark-NF	77%	20%	2%	1%	0%	101
AmeriHealth-HCBS	83%	13%	0%	4%	0%	303
AmeriHealth-NF	76%	21%	0%	2%	0%	42
DSAAPD-HCBS	67%	26%	0%	7%	0%	296
DE Overall Average	**76%**	**19%**	**0%**	**4%**	**0%**	**997**
Weighted NCI-AD Average	**74%**	**12%**	**5%**	**8%**	**1%**	**20743**

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

Program	$0 - $9,999	$10,000 - $19,999	$20,000 - $29,999	$30,000 - $39,999	$40,000 - $49,999	$50,000 - $59,999	$60,000 - $69,999	$70,000 - $79,999	$80,000 - $89,999	$90,000 - $99,999	$100,000 and Over	N
Highmark-HCBS	0%	0%	0%	0%	9%	31%	40%	2%	15%	2%	0%	255
Highmark-NF	1%	0%	0%	1%	3%	19%	40%	1%	20%	6%	10%	101
AmeriHealth-HCBS	0%	0%	0%	5%	11%	30%	33%	2%	14%	4%	1%	303
AmeriHealth-NF	2%	0%	0%	0%	0%	26%	21%	0%	21%	2%	26%	42
DSAAPD-HCBS	0%	0%	0%	0%	0%	40%	47%	2%	7%	1%	1%	296
DE Overall Average	**0%**	**0%**	**0%**	**2%**	**6%**	**29%**	**38%**	**2%**	**15%**	**3%**	**5%**	**997**
Weighted NCI-AD Average	**1%**	**0%**	**1%**	**7%**	**25%**	**27%**	**15%**	**9%**	**6%**	**3%**	**5%**	**20671**

Table 10. Type of Residence

Program	Own or Family House or Apartment	Senior Living Apartment or Complex	Group Home, Adult Family Home, Foster Home, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless or Temporary Shelter	Other	Don't Know or Unclear	N
Highmark-HCBS	91%	2%	1%	5%	1%	0%	0%	0%	234
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	89%	4%	1%	3%	1%	1%	0%	0%	269
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	88%	6%	0%	0%	0%	0%	2%	4%	296
DE Overall Average	**90%**	**4%**	**1%**	**3%**	**1%**	**0%**	**0%**	**1%**	**799**
Weighted NCI-AD Average	**72%**	**3%**	**4%**	**7%**	**9%**	**0%**	**3%**	**2%**	**20306**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 11. Who the person lives with

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

Program	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know or Unclear
Highmark-HCBS	31%	9%	48%	1%	2%	8%	0%
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	28%	12%	52%	2%	2%	4%	0%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	50%	19%	23%	1%	0%	4%	3%
DE Overall Average	**34%**	**12%**	**45%**	**1%**	**2%**	**6%**	**1%**
Weighted NCI-AD Average	**38%**	**13%**	**32%**	**3%**	**2%**	**13%**	**3%**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 12. Address changed in the past 6 months

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	4%	96%	0%	234
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	10%	90%	0%	269
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	4%	96%	0%	280
DE Overall Average	**6%**	**94%**	**0%**	**783**
Weighted NCI-AD Average	**7%**	**91%**	**2%**	**19846**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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
Highmark-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	88%	0%	0%	0%	0%	8%	4%	0%	26
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DE Overall Average	**92%**	**0%**	**0%**	**0%**	**1%**	**5%**	**2%**	**0%**	**47**
Weighted NCI-AD Average	**61%**	**5%**	**4%**	**5%**	**4%**	**6%**	**11%**	**4%**	**1186**

Table note: Highmark-HCBS, DSAAPD-HCBS, Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 14A. Diagnoses

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

Program	Physical Disability	Traumatic Brain Injury or Other Acquired Brain Injury	Intellectual or Other Developmental Disability	Alzheimer's Disease or Other Dementia	Heart Disease	Cancer
Highmark-HCBS	64%	20%	18%	9%	35%	12%
Highmark-NF	56%	5%	1%	20%	34%	3%
AmeriHealth-HCBS	66%	12%	10%	9%	31%	12%
AmeriHealth-NF	43%	5%	3%	15%	43%	13%
DSAAPD-HCBS	61%	7%	2%	9%	41%	17%
DE Overall Average	**60%**	**13%**	**10%**	**11%**	**35%**	**11%**
Weighted NCI-AD Average	**44%**	**10%**	**9%**	**12%**	**35%**	**12%**

Table 14B. Diagnoses (continued)

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

Program	Chronic Obstructive Pulmonary Disease (COPD)	Stroke	Diabetes	Hypertension (or High Blood Pressure)	Limited or No Vision - Legally Blind	Hearing Loss - Severe or Profound
Highmark-HCBS	26%	27%	43%	59%	11%	12%
Highmark-NF	17%	22%	43%	67%	6%	11%
AmeriHealth-HCBS	19%	24%	46%	65%	7%	9%
AmeriHealth-NF	5%	18%	58%	65%	8%	10%
DSAAPD-HCBS	22%	24%	41%	76%	12%	16%
DE Overall Average	**21%**	**24%**	**45%**	**64%**	**9%**	**12%**
Weighted NCI-AD Average	**22%**	**17%**	**29%**	**65%**	**12%**	**10%**

Table 15. Person has chronic psychiatric or mental health diagnosis

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	27%	71%	1%	234
Highmark-NF	16%	81%	3%	95
AmeriHealth-HCBS	24%	75%	2%	268
AmeriHealth-NF	13%	88%	0%	40
DSAAPD-HCBS	13%	86%	1%	280
DE Overall Average	**21%**	**77%**	**2%**	**917**
Weighted NCI-AD Average	**28%**	**70%**	**2%**	**19343**

Table 16. Level of Mobility

Categories are not mutually exclusive (except 'Don't Know or Unclear or Missing'); therefore, N is not shown.

Program	Non-Ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't Know or Unclear
Highmark-HCBS	14%	23%	53%	29%	0%
Highmark-NF	24%	47%	37%	7%	0%
AmeriHealth-HCBS	8%	33%	55%	32%	0%
AmeriHealth-NF	29%	45%	12%	21%	0%
DSAAPD-HCBS	7%	23%	61%	34%	0%
DE Overall Average	**15%**	**31%**	**48%**	**26%**	**0%**
Weighted NCI-AD Average	**8%**	**19%**	**46%**	**38%**	**7%**

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

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	22%	78%	0%	232
Highmark-NF	26%	74%	0%	96
AmeriHealth-HCBS	32%	67%	1%	268
AmeriHealth-NF	20%	80%	0%	40
DSAAPD-HCBS	32%	68%	0%	280
DE Overall Average	**26%**	**74%**	**0%**	**916**
Weighted NCI-AD Average	**25%**	**73%**	**2%**	**19261**

Table 18. Receives Medicare

Information required to come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	93%	6%	1%	280
DE Overall Average **	**93%**	**6%**	**1%**	**280**
Weighted NCI-AD Average	**70%**	**24%**	**6%**	**18141**

Table note: Highmark-HCBS, Highmark-NF, AmeriHealth-HCBS, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average. Programs with more than 25% missing or don't know are marked with **.

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

Information required to come from administrative records.

Program	0 - 5 Months	6 Months – Less Than 1 Year	1 Year – Less Than 3 Years	3 or More Years	Don't Know or Unclear	N
Highmark-HCBS	0%	0%	0%	100%	0%	255
Highmark-NF	0%	0%	0%	100%	0%	101
AmeriHealth-HCBS	14%	21%	28%	37%	0%	303
AmeriHealth-NF	17%	40%	24%	19%	0%	42
DSAAPD-HCBS	2%	14%	47%	36%	0%	296
DE Overall Average	**5%**	**10%**	**14%**	**70%**	**0%**	**997**
Weighted NCI-AD Average	**3%**	**7%**	**24%**	**35%**	**30%**	**19647**

Table 20. Person has legal guardian

Information required to come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Highmark-HCBS	2%	98%	0%	255
Highmark-NF	3%	97%	0%	101
AmeriHealth-HCBS	0%	100%	0%	303
AmeriHealth-NF	0%	100%	0%	42
DSAAPD-HCBS	1%	90%	9%	296
DE Overall Average	**1%**	**97%**	**1%**	**997**
Weighted NCI-AD Average	**7%**	**47%**	**46%**	**20383**

Table 21. Amount of paid supports received

Information required to come from administrative records.

Program	24-hour Support or Supervision	Daily Support (for a Limited Number of Hours per Day, not Round-the-Clock)	Scheduled, Less Frequent than Daily Support	As-needed Visitation and Phone Contact	None of the Above	Don't Know	N
Highmark-HCBS	11%	2%	73%	14%	0%	0%	255
Highmark-NF	1%	0%	5%	94%	0%	0%	101
AmeriHealth-HCBS	1%	0%	0%	99%	0%	0%	303
AmeriHealth-NF	98%	0%	0%	2%	0%	0%	42
DSAAPD-HCBS	91%	0%	9%	0%	0%	0%	296
DE Overall Average	**25%**	**1%**	**30%**	**44%**	**0%**	**0%**	**997**
Weighted NCI-AD Average	**14%**	**11%**	**8%**	**1%**	**5%**	**60%**	**19531**

Table 22. Person has remote supports

Information required to come from administrative records.

Program	Yes, 24-Hour Remote Supports	Yes, Less than 24-Hour Remote Supports	No, None	Don't Know	N
Highmark-HCBS	7%	0%	93%	0%	255
Highmark-NF	0%	0%	100%	0%	101
AmeriHealth-HCBS	83%	0%	17%	0%	303
AmeriHealth-NF	19%	0%	81%	0%	42
DSAAPD-HCBS	94%	0%	6%	0%	296
DE Overall Average	**35%**	**0%**	**65%**	**0%**	**997**
Weighted NCI-AD Average	**3%**	**0%**	**32%**	**65%**	**19527**

Outcome Tables

Community Participation

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

Program	Yes	No	N
Highmark-HCBS	62%	38%	187
Highmark-NF	61%	39%	69
AmeriHealth-HCBS	66%	34%	218
AmeriHealth-NF	46%	54%	26
DSAAPD-HCBS	57%	43%	258
DE Overall Average	**61%**	**39%**	**758**
Weighted NCI-AD Average	**66%**	**34%**	**15580**

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

Program	Yes	Maybe	No	N
Highmark-HCBS	53%	12%	35%	184
Highmark-NF	50%	18%	32%	68
AmeriHealth-HCBS	69%	12%	19%	218
AmeriHealth-NF	48%	8%	44%	25
DSAAPD-HCBS	55%	12%	33%	259
DE Overall Average	**56%**	**13%**	**31%**	**754**
Weighted NCI-AD Average	**66%**	**10%**	**24%**	**15521**

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

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

Program	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Help, Staffing, or Personal Assistance	Feeling Unwelcome in the Community
Highmark-HCBS	16%	32%	7%	63%	7%	3%
Highmark-NF	3%	12%	9%	47%	9%	3%
AmeriHealth-HCBS	21%	38%	7%	65%	4%	3%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	15%	34%	6%	74%	11%	2%
DE Overall Average	**14%**	**28%**	**7%**	**65%**	**7%**	**3%**
Weighted NCI-AD Average	**12%**	**32%**	**9%**	**50%**	**6%**	**2%**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

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

Program	Feeling Unsafe	No Community Activities Outside of Home Available	Lack of Information or Doesn't Know What Type of Community Activities are Available	Does Not Have Technology or Equipment	Other
Highmark-HCBS	2%	1%	3%	1%	8%
Highmark-NF	3%	0%	12%	12%	9%
AmeriHealth-HCBS	1%	0%	1%	0%	10%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	3%	3%	1%	6%	9%
DE Overall Average	**2%**	**1%**	**4%**	**3%**	**9%**
Weighted NCI-AD Average	**3%**	**4%**	**6%**	**4%**	**17%**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Access to the Community

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

Proxy respondents were allowed for this question.

Program	Yes	Maybe	No	N
Highmark-HCBS	74%	10%	16%	235
Highmark-NF	65%	12%	23%	69
AmeriHealth-HCBS	76%	11%	13%	271
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	73%	14%	13%	267
DE Overall Average	**71%**	**11%**	**18%**	**862**
Weighted NCI-AD Average	**72%**	**12%**	**16%**	**19326**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 27. Has transportation to get to medical appointments

Proxy respondents were allowed for this question.

Program	Yes	Maybe	No	N
Highmark-HCBS	93%	4%	2%	243
Highmark-NF	95%	2%	3%	63
AmeriHealth-HCBS	93%	5%	2%	282
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	85%	9%	6%	281
DE Overall Average	**92%**	**5%**	**3%**	**886**
Weighted NCI-AD Average	**91%**	**6%**	**3%**	**19721**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Everyday Living

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

Proxy respondents were allowed for this question.

Program	A Lot	Some	None	N
Highmark-HCBS	53%	37%	11%	254
Highmark-NF	69%	23%	8%	101
AmeriHealth-HCBS	56%	37%	8%	297
AmeriHealth-NF	71%	19%	10%	42
DSAAPD-HCBS	38%	47%	15%	291
DE Overall Average	**56%**	**34%**	**10%**	**985**
Weighted NCI-AD Average	**50%**	**34%**	**16%**	**20745**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	86%	14%	226
Highmark-NF	90%	10%	91
AmeriHealth-HCBS	92%	8%	273
AmeriHealth-NF	95%	5%	38
DSAAPD-HCBS	69%	31%	245
DE Overall Average	**87%**	**13%**	**873**
Weighted NCI-AD Average	**82%**	**18%**	**18728**

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

Proxy respondents were allowed for this question.

Program	A Lot	Some	None	N
Highmark-HCBS	39%	38%	23%	253
Highmark-NF	51%	35%	14%	101
AmeriHealth-HCBS	39%	43%	17%	298
AmeriHealth-NF	64%	24%	12%	42
DSAAPD-HCBS	22%	38%	40%	293
DE Overall Average	**42%**	**37%**	**21%**	**987**
Weighted NCI-AD Average	**34%**	**30%**	**35%**	**20699**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	90%	10%	194
Highmark-NF	84%	16%	87
AmeriHealth-HCBS	90%	10%	244
AmeriHealth-NF	95%	5%	37
DSAAPD-HCBS	70%	30%	172
DE Overall Average	**87%**	**13%**	**734**
Weighted NCI-AD Average	**84%**	**16%**	**14885**

Work

Table 32. Has a paid job

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	3%	97%	247
Highmark-NF	1%	99%	98
AmeriHealth-HCBS	3%	97%	287
AmeriHealth-NF	2%	98%	41
DSAAPD-HCBS	1%	99%	287
DE Overall Average	**3%**	**97%**	**960**
Weighted NCI-AD Average	**5%**	**95%**	**20005**

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

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	12%	10%	79%	177
Highmark-NF	7%	0%	93%	67
AmeriHealth-HCBS	9%	8%	83%	210
AmeriHealth-NF	12%	0%	88%	25
DSAAPD-HCBS	11%	9%	80%	254
DE Overall Average	**10%**	**7%**	**83%**	**733**
Weighted NCI-AD Average	**12%**	**6%**	**82%**	**14703**

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

Program	Yes	No	N
Highmark-HCBS	24%	76%	21
Highmark-NF	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	22%	78%	27
DE Overall Average	**28%**	**72%**	**74**
Weighted NCI-AD Average	**33%**	**67%**	**1248**

Table note: Highmark-NF, AmeriHealth-HCBS, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 35. Person volunteers

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	4%	96%	246
Highmark-NF	3%	97%	98
AmeriHealth-HCBS	8%	92%	287
AmeriHealth-NF	3%	98%	40
DSAAPD-HCBS	8%	92%	287
DE Overall Average	**5%**	**95%**	**958**
Weighted NCI-AD Average	**10%**	**90%**	**19881**

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

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	7%	13%	80%	179
Highmark-NF	3%	5%	92%	64
AmeriHealth-HCBS	6%	13%	81%	196
AmeriHealth-NF	4%	8%	88%	25
DSAAPD-HCBS	11%	14%	75%	232
DE Overall Average	**6%**	**12%**	**82%**	**696**
Weighted NCI-AD Average	**9%**	**9%**	**82%**	**13634**

Relationships

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

Program	Yes	No	N
Highmark-HCBS	92%	8%	194
Highmark-NF	85%	15%	71
AmeriHealth-HCBS	94%	6%	231
AmeriHealth-NF	81%	19%	27
DSAAPD-HCBS	94%	6%	267
DE Overall Average	**91%**	**9%**	**790**
Weighted NCI-AD Average	**93%**	**7%**	**16256**

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

Program	Yes	Maybe	No	N
Highmark-HCBS	76%	12%	12%	179
Highmark-NF	68%	15%	17%	60
AmeriHealth-HCBS	85%	13%	2%	216
AmeriHealth-NF	68%	23%	9%	22
DSAAPD-HCBS	83%	12%	5%	251
DE Overall Average	**78%**	**13%**	**9%**	**728**
Weighted NCI-AD Average	**82%**	**12%**	**6%**	**14959**

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
Highmark-HCBS	45%	9%	9%	27%	5%	5%	0%	27%
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DE Overall Average	**30%**	**7%**	**6%**	**21%**	**3%**	**6%**	**0%**	**44%**
Weighted NCI-AD Average	**34%**	**4%**	**2%**	**24%**	**2%**	**3%**	**1%**	**57%**

Table note: Highmark-NF, AmeriHealth-HCBS, AmeriHealth-NF, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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
Highmark-HCBS	11%	26%	5%	21%	22%
Highmark-NF	0%	49%	2%	8%	12%
AmeriHealth-HCBS	16%	29%	9%	19%	30%
AmeriHealth-NF	3%	21%	5%	8%	5%
DSAAPD-HCBS	12%	22%	13%	22%	16%
DE Overall Average	**10%**	**29%**	**7%**	**18%**	**20%**
Weighted NCI-AD Average	**10%**	**21%**	**9%**	**13%**	**21%**

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

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

Program	Doctor, Hospital, Clinic	Other Provider or Provider Agency	Media, Newspaper, TV, Radio, Billboard, Brochure, Flyer, Advertisement	Internet or Website	Other
Highmark-HCBS	23%	8%	0%	2%	4%
Highmark-NF	34%	2%	1%	0%	4%
AmeriHealth-HCBS	22%	8%	0%	1%	3%
AmeriHealth-NF	55%	8%	0%	0%	0%
DSAAPD-HCBS	23%	9%	1%	2%	8%
DE Overall Average	**28%**	**7%**	**0%**	**1%**	**4%**
Weighted NCI-AD Average	**19%**	**10%**	**1%**	**2%**	**10%**

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

Proxy respondents were allowed for this question.

Program	Yes, Always	Most of the Time, Usually	No	N
Highmark-HCBS	88%	12%	1%	216
Highmark-NF	83%	15%	2%	66
AmeriHealth-HCBS	87%	10%	3%	271
AmeriHealth-NF	77%	23%	0%	30
DSAAPD-HCBS	76%	19%	6%	197
DE Overall Average	**85%**	**13%**	**2%**	**780**
Weighted NCI-AD Average	**79%**	**14%**	**7%**	**14666**

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

Proxy respondents were allowed for this question.

Program	Paid Support Worker Who is Not a Friend or Relative	Paid Family Member or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	N
Highmark-HCBS	38%	39%	3%	16%	3%	0%	228
Highmark-NF	96%	0%	0%	4%	0%	0%	93
AmeriHealth-HCBS	40%	43%	2%	12%	2%	0%	276
AmeriHealth-NF	92%	0%	0%	8%	0%	0%	38
DSAAPD-HCBS	32%	23%	1%	38%	6%	1%	230
DE Overall Average	**53%**	**28%**	**2%**	**15%**	**2%**	**0%**	**865**
Weighted NCI-AD Average	**50%**	**19%**	**2%**	**25%**	**3%**	**1%**	**18111**

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

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

Program	Paid Support Worker Who is Not a Friend or Relative	Paid Family Member or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Additional Support
Highmark-HCBS	13%	8%	1%	41%	10%	1%	32%
Highmark-NF	22%	0%	0%	29%	4%	0%	52%
AmeriHealth-HCBS	14%	10%	0%	43%	7%	1%	29%
AmeriHealth-NF	24%	0%	0%	13%	8%	3%	63%
DSAAPD-HCBS	20%	4%	0%	46%	17%	2%	27%
DE Overall Average	**16%**	**6%**	**0%**	**37%**	**9%**	**1%**	**37%**
Weighted NCI-AD Average	**17%**	**5%**	**1%**	**45%**	**9%**	**2%**	**28%**

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

Proxy respondents were allowed for this question.

Program	Yes, All Paid Support Workers, Always or Almost always	Some, or Usually	No, Never or Rarely	N
Highmark-HCBS	89%	11%	0%	94
Highmark-NF	86%	12%	2%	42
AmeriHealth-HCBS	92%	6%	2%	112
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	82%	14%	5%	103
DE Overall Average	**88%**	**10%**	**2%**	**370**
Weighted NCI-AD Average	**88%**	**10%**	**2%**	**10348**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	78%	22%	93
Highmark-NF	84%	16%	37
AmeriHealth-HCBS	78%	22%	118
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	58%	42%	105
DE Overall Average	**75%**	**25%**	**372**
Weighted NCI-AD Average	**73%**	**27%**	**10164**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	83%	17%	239
Highmark-NF	83%	17%	87
AmeriHealth-HCBS	84%	16%	284
AmeriHealth-NF	86%	14%	37
DSAAPD-HCBS	72%	28%	278
DE Overall Average	**82%**	**18%**	**925**
Weighted NCI-AD Average	**79%**	**21%**	**19432**

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

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	79%	7%	14%	178
Highmark-NF	75%	12%	13%	60
AmeriHealth-HCBS	85%	6%	9%	213
AmeriHealth-NF	79%	13%	8%	24
DSAAPD-HCBS	63%	11%	26%	218
DE Overall Average	**78%**	**8%**	**14%**	**693**
Weighted NCI-AD Average	**77%**	**6%**	**17%**	**13615**

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

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	88%	7%	5%	175
Highmark-NF	70%	16%	14%	56
AmeriHealth-HCBS	88%	8%	4%	211
AmeriHealth-NF	71%	17%	13%	24
DSAAPD-HCBS	78%	6%	16%	218
DE Overall Average	**83%**	**9%**	**8%**	**684**
Weighted NCI-AD Average	**84%**	**6%**	**10%**	**13538**

Table 49. Services meet all current needs

Proxy respondents were allowed for this question.

Program	Yes, Completely, All Needs and Goals	Some Needs and Goals	No, Not at All, Needs and Goals Are Not Met	N
Highmark-HCBS	71%	23%	5%	221
Highmark-NF	77%	18%	5%	82
AmeriHealth-HCBS	78%	17%	5%	264
AmeriHealth-NF	84%	11%	5%	37
DSAAPD-HCBS	65%	26%	9%	242
DE Overall Average	**74%**	**20%**	**6%**	**846**
Weighted NCI-AD Average	**71%**	**22%**	**7%**	**17228**

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

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

Program	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Homemaker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals
Highmark-HCBS	6%	17%	14%	10%	10%	14%
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	3%	21%	12%	5%	12%	7%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	4%	27%	39%	15%	8%	17%
DE Overall Average	**9%**	**18%**	**16%**	**9%**	**9%**	**11%**
Weighted NCI-AD Average	**4%**	**22%**	**22%**	**13%**	**10%**	**12%**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

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

Program	Adult Day Services	Transportation	Respite or Family Caregiver Support	Health Care	Mental Health Care	Dental Care
Highmark-HCBS	13%	14%	8%	8%	11%	16%
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	14%	21%	5%	12%	5%	14%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	13%	33%	2%	6%	10%	19%
DE Overall Average	**11%**	**17%**	**5%**	**8%**	**9%**	**16%**
Weighted NCI-AD Average	**8%**	**26%**	**5%**	**11%**	**9%**	**14%**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

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

Program	Housing Assistance	Heating or Cooling Assistance	Hospice	Funeral Planning	Other
Highmark-HCBS	13%	6%	0%	5%	29%
Highmark-NF	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	16%	5%	0%	2%	40%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	18%	11%	1%	6%	25%
DE Overall Average	**15%**	**6%**	**0%**	**8%**	**29%**
Weighted NCI-AD Average	**17%**	**7%**	**1%**	**2%**	**34%**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	56%	44%	50
Highmark-NF	n/a	n/a	n/a
AmeriHealth-HCBS	75%	25%	52
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	44%	56%	62
DE Overall Average	**57%**	**43%**	**173**
Weighted NCI-AD Average	**51%**	**49%**	**3335**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 52. Service providers work together to provide support

Program	Yes, All Service Providers	Sometimes, or Some Service Providers	No	N
Highmark-HCBS	51%	28%	21%	68
Highmark-NF	71%	21%	8%	24
AmeriHealth-HCBS	54%	24%	22%	78
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	26%	20%	54%	50
DE Overall Average	**56%**	**24%**	**20%**	**232**
Weighted NCI-AD Average	**80%**	**11%**	**9%**	**13861**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Care Coordination

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

Program	Yes	In-Between, or Some Conditions	No	N
Highmark-HCBS	87%	6%	8%	173
Highmark-NF	88%	5%	8%	64
AmeriHealth-HCBS	90%	4%	6%	205
AmeriHealth-NF	96%	0%	4%	23
DSAAPD-HCBS	90%	8%	2%	248
DE Overall Average	**89%**	**5%**	**6%**	**713**
Weighted NCI-AD Average	**85%**	**9%**	**6%**	**14517**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	27%	73%	241
Highmark-NF	23%	77%	96
AmeriHealth-HCBS	28%	72%	278
AmeriHealth-NF	23%	77%	39
DSAAPD-HCBS	30%	70%	283
DE Overall Average	**26%**	**74%**	**937**
Weighted NCI-AD Average	**27%**	**73%**	**19616**

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

Program	Yes	In-Between	No	N
Highmark-HCBS	78%	12%	10%	50
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	98%	2%	0%	60
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	83%	5%	12%	75
DE Overall Average	**84%**	**8%**	**8%**	**205**
Weighted NCI-AD Average	**86%**	**5%**	**9%**	**4432**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	80%	20%	59
Highmark-NF	n/a	n/a	n/a
AmeriHealth-HCBS	94%	6%	77
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	75%	25%	83
DE Overall Average	**86%**	**14%**	**242**
Weighted NCI-AD Average	**83%**	**17%**	**5379**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Choice and Control

Table 57. Feels in control of their life

Program	Yes, Almost Always, Always	In-Between, Sometimes	No, Rarely, Never	N
Highmark-HCBS	66%	24%	10%	181
Highmark-NF	41%	28%	31%	68
AmeriHealth-HCBS	58%	29%	13%	209
AmeriHealth-NF	56%	28%	16%	25
DSAAPD-HCBS	71%	22%	7%	251
DE Overall Average	**60%**	**26%**	**14%**	**734**
Weighted NCI-AD Average	**72%**	**20%**	**8%**	**14903**

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

Program	In All Ways	In Most Ways	Only in Some Ways, or Not at All	N
Highmark-HCBS	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a
DE Overall Average	**74%**	**26%**	**0%**	**23**
Weighted NCI-AD Average	**57%**	**28%**	**15%**	**2500**

Table note: Highmark-HCBS, AmeriHealth-HCBS, Highmark-NF, AmeriHealth-NF, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a
DE Overall Average	**n/a**	**n/a**	**n/a**
Weighted NCI-AD Average	**36%**	**64%**	**1106**

Table note: Highmark-HCBS, AmeriHealth-HCBS, DE Overall Average, Highmark-NF, AmeriHealth-NF, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
Highmark-HCBS	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a
DE Overall Average	**99%**	**0%**	**1%**	**55**
Weighted NCI-AD Average	**89%**	**8%**	**4%**	**3415**

Table note: Highmark-HCBS, AmeriHealth-HCBS, DSAAPD-HCBS, Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 61. Can eat their meals when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
Highmark-HCBS	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a
DE Overall Average	**79%**	**7%**	**13%**	**55**
Weighted NCI-AD Average	**68%**	**13%**	**19%**	**3410**

Table note: Highmark-HCBS, AmeriHealth-HCBS, DSAAPD-HCBS, Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 62. Can choose or change their services

Proxy respondents were allowed for this question.

Program	Yes, All Services	Sometimes, or Some Services	No	N
Highmark-HCBS	76%	16%	8%	212
Highmark-NF	60%	21%	19%	78
AmeriHealth-HCBS	82%	14%	4%	248
AmeriHealth-NF	58%	33%	8%	36
DSAAPD-HCBS	66%	16%	18%	198
DE Overall Average	**72%**	**18%**	**10%**	**772**
Weighted NCI-AD Average	**75%**	**13%**	**12%**	**15690**

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

Proxy respondents were allowed for this question.

Program	Yes, All Services	Sometimes, or Some Services	No	N
Highmark-HCBS	53%	30%	18%	125
Highmark-NF	47%	30%	23%	60
AmeriHealth-HCBS	45%	33%	22%	129
AmeriHealth-NF	56%	38%	6%	32
DSAAPD-HCBS	42%	23%	35%	137
DE Overall Average	**50%**	**31%**	**20%**	**483**
Weighted NCI-AD Average	**70%**	**15%**	**16%**	**15260**

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

Proxy respondents were allowed for this question.

Program	Yes, All Services	Sometimes, or Some Services	No		N
Highmark-HCBS	71%	15%	13%		97
Highmark-NF	26%	16%	58%		38
AmeriHealth-HCBS	79%	7%	14%		126
AmeriHealth-NF	n/a	n/a	n/a		n/a
DSAAPD-HCBS	77%	6%	17%		94
DE Overall Average	**61%**	**12%**	**27%**		**374**
Weighted NCI-AD Average	**76%**	**6%**	**18%**		**10664**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Satisfaction

Table 65. Services and supports help them live the life they want

Program	Yes	No	N
Highmark-HCBS	86%	14%	160
Highmark-NF	77%	23%	53
AmeriHealth-HCBS	91%	9%	201
AmeriHealth-NF	82%	18%	22
DSAAPD-HCBS	88%	12%	203
DE Overall Average	**86%**	**14%**	**639**
Weighted NCI-AD Average	**88%**	**12%**	**13011**

Table 66. Case manager/care coordinator changes more often than they would like

Program	Yes	No	N
Highmark-HCBS	29%	71%	158
Highmark-NF	25%	75%	40
AmeriHealth-HCBS	28%	72%	199
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	31%	69%	178
DE Overall Average	**29%**	**71%**	**591**
Weighted NCI-AD Average	**30%**	**70%**	**11144**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
Highmark-HCBS	10%	20%	70%	79
Highmark-NF	14%	43%	43%	35
AmeriHealth-HCBS	11%	6%	83%	103
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	9%	9%	81%	97
DE Overall Average	**11%**	**23%**	**66%**	**332**
Weighted NCI-AD Average	**15%**	**13%**	**72%**	**8569**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
Highmark-HCBS	77%	13%	10%	193
Highmark-NF	65%	15%	19%	72
AmeriHealth-HCBS	81%	9%	9%	232
AmeriHealth-NF	85%	11%	4%	27
DSAAPD-HCBS	85%	10%	5%	267
DE Overall Average	**78%**	**12%**	**10%**	**791**
Weighted NCI-AD Average	**80%**	**9%**	**10%**	**16205**

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

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

Program	Accessibility of House or Building	Feels Unsafe in or Dislikes Neighborhood	Feels Unsafe in Residence	Residence or Building Needs Repair or Upkeep	Doesn't Feel Like Home
Highmark-HCBS	11%	9%	18%	23%	9%
Highmark-NF	0%	0%	0%	0%	48%
AmeriHealth-HCBS	19%	26%	7%	9%	14%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	3%	20%	13%	23%	18%
DE Overall Average	**9%**	**11%**	**10%**	**13%**	**21%**
Weighted NCI-AD Average	**8%**	**15%**	**9%**	**15%**	**14%**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

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

Program	Layout or Size of Residence or Building	Problems With Neighbors or Housemates/Other Residents	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence or Control
Highmark-HCBS	14%	7%	2%	0%	7%
Highmark-NF	0%	8%	20%	12%	28%
AmeriHealth-HCBS	5%	2%	0%	0%	5%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	13%	13%	5%	3%	8%
DE Overall Average	**8%**	**6%**	**9%**	**5%**	**13%**
Weighted NCI-AD Average	**12%**	**12%**	**8%**	**4%**	**10%**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

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

Program	Wants More Privacy	Wants to be Closer to Family or Friends	Feels Isolated from Community or Feels Lonely	Affordability or Cost of Housing	Other
Highmark-HCBS	7%	7%	5%	7%	23%
Highmark-NF	12%	12%	0%	4%	36%
AmeriHealth-HCBS	7%	12%	2%	9%	37%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	3%	5%	3%	8%	33%
DE Overall Average	**7%**	**8%**	**4%**	**6%**	**31%**
Weighted NCI-AD Average	**10%**	**7%**	**6%**	**6%**	**29%**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Highmark-HCBS	38%	9%	53%	192
Highmark-NF	38%	7%	55%	71
AmeriHealth-HCBS	31%	8%	61%	222
AmeriHealth-NF	33%	0%	67%	27
DSAAPD-HCBS	25%	8%	67%	265
DE Overall Average	**34%**	**8%**	**58%**	**777**
Weighted NCI-AD Average	**30%**	**9%**	**62%**	**15997**

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

Proxy respondents were allowed for this question.

Program	Different Kind of Home	Live Independently	With or Closer to Family	In a Different Neighborhood	A Different Type of Geography or Climate	Other
Highmark-HCBS	36%	10%	15%	25%	14%	23%
Highmark-NF	16%	44%	34%	0%	6%	13%
AmeriHealth-HCBS	29%	15%	7%	27%	21%	25%
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	31%	6%	10%	21%	23%	28%
DE Overall Average	**31%**	**20%**	**17%**	**20%**	**14%**	**23%**
Weighted NCI-AD Average	**36%**	**18%**	**13%**	**24%**	**25%**	**17%**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
Highmark-HCBS	77%	22%	1%	92
Highmark-NF	66%	32%	3%	38
AmeriHealth-HCBS	87%	12%	1%	115
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	79%	15%	6%	104
DE Overall Average	**79%**	**19%**	**2%**	**366**
Weighted NCI-AD Average	**86%**	**12%**	**2%**	**9285**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, Always, or Almost Always	Sometimes	No, Never or Rarely	N
Highmark-HCBS	62%	26%	11%	189
Highmark-NF	40%	44%	16%	70
AmeriHealth-HCBS	59%	33%	8%	219
AmeriHealth-NF	46%	46%	8%	26
DSAAPD-HCBS	52%	35%	13%	258
DE Overall Average	**55%**	**34%**	**11%**	**762**
Weighted NCI-AD Average	**63%**	**27%**	**10%**	**15507**

Technology

Table 74. Has access to the internet

Proxy respondents were allowed for this question

Program	Yes	Sometimes	No	N
Highmark-HCBS	82%	1%	17%	245
Highmark-NF	65%	4%	31%	94
AmeriHealth-HCBS	80%	1%	19%	288
AmeriHealth-NF	50%	5%	45%	40
DSAAPD-HCBS	77%	2%	21%	284
DE Overall Average	**75%**	**2%**	**23%**	**951**
Weighted NCI-AD Average	**75%**	**2%**	**23%**	**19930**

Table 75. Frequency with which people use the internet

Proxy respondents were allowed for this question.

Program	Daily	Several Times a Week	Several Times a Month	Several Times a Year	Don't Use It at All	N
Highmark-HCBS	56%	13%	6%	2%	23%	203
Highmark-NF	11%	14%	5%	0%	71%	65
AmeriHealth-HCBS	65%	9%	4%	2%	20%	233
AmeriHealth-NF	41%	5%	9%	5%	41%	22
DSAAPD-HCBS	61%	13%	8%	1%	17%	224
DE Overall Average	**51%**	**12%**	**6%**	**2%**	**30%**	**747**
Weighted NCI-AD Average	**65%**	**11%**	**5%**	**2%**	**17%**	**14951**

Table 76. Always has a stable internet connection

Proxy respondents were allowed for this question.

Program	Always Works	Sometimes Works	Rarely or Never Works	N
Highmark-HCBS	86%	14%	0%	189
Highmark-NF	97%	3%	0%	36
AmeriHealth-HCBS	92%	7%	0%	214
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	87%	12%	0%	212
DE Overall Average	**90%**	**10%**	**0%**	**667**
Weighted NCI-AD Average	**85%**	**13%**	**2%**	**13661**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	57%	43%	241
Highmark-NF	15%	85%	93
AmeriHealth-HCBS	50%	50%	281
AmeriHealth-NF	10%	90%	40
DSAAPD-HCBS	48%	52%	286
DE Overall Average	**43%**	**57%**	**941**
Weighted NCI-AD Average	**43%**	**57%**	**19520**

Table 78. Liked talking to health care providers using telehealth

Program	Yes, Completely	Yes, In Part	No	N
Highmark-HCBS	52%	32%	16%	109
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	59%	29%	12%	115
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	51%	28%	21%	125
DE Overall Average	**52%**	**33%**	**16%**	**365**
Weighted NCI-AD Average	**61%**	**22%**	**17%**	**6560**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Access to Needed Equipment

Table 79. Needs grab bars in the bathroom or elsewhere in their home

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	11%	5%	62%	22%	250
Highmark-NF	4%	3%	76%	17%	100
AmeriHealth-HCBS	8%	6%	67%	19%	292
AmeriHealth-NF	0%	0%	83%	18%	40
DSAAPD-HCBS	18%	9%	62%	12%	286
DE Overall Average	**9%**	**5%**	**67%**	**19%**	**968**
Weighted NCI-AD Average	**11%**	**4%**	**59%**	**25%**	**20407**

Table 80. Needs other bathroom modifications

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	14%	2%	27%	57%	244
Highmark-NF	2%	0%	58%	40%	99
AmeriHealth-HCBS	9%	3%	35%	53%	290
AmeriHealth-NF	0%	0%	71%	29%	42
DSAAPD-HCBS	18%	5%	27%	51%	285
DE Overall Average	**10%**	**2%**	**38%**	**50%**	**960**
Weighted NCI-AD Average	**11%**	**3%**	**27%**	**59%**	**19790**

Table 81. Needs a shower chair

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	8%	6%	60%	26%	248
Highmark-NF	3%	2%	79%	16%	100
AmeriHealth-HCBS	7%	5%	70%	18%	291
AmeriHealth-NF	0%	2%	81%	17%	42
DSAAPD-HCBS	11%	4%	67%	18%	286
DE Overall Average	**6%**	**5%**	**68%**	**21%**	**967**
Weighted NCI-AD Average	**7%**	**5%**	**59%**	**28%**	**20332**

Table 82. Needs a specialized bed

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	8%	4%	22%	65%	251
Highmark-NF	2%	3%	85%	10%	99
AmeriHealth-HCBS	5%	6%	32%	57%	292
AmeriHealth-NF	0%	0%	98%	2%	42
DSAAPD-HCBS	11%	6%	25%	58%	287
DE Overall Average	**6%**	**4%**	**42%**	**48%**	**971**
Weighted NCI-AD Average	**8%**	**4%**	**24%**	**64%**	**20302**

Table 83. Need for a ramp (either inside or outside of their residence)

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	9%	4%	34%	54%	251
Highmark-NF	1%	1%	46%	52%	101
AmeriHealth-HCBS	6%	3%	31%	60%	291
AmeriHealth-NF	0%	0%	33%	67%	42
DSAAPD-HCBS	13%	5%	27%	55%	288
DE Overall Average	**7%**	**3%**	**34%**	**56%**	**973**
Weighted NCI-AD Average	**6%**	**3%**	**27%**	**63%**	**20290**

Table 84. Needs other home modifications that does not have

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	56%	11%	33%	0%	27
Highmark-NF	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	58%	15%	24%	3%	33
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	61%	11%	27%	0%	44
DE Overall Average	**57%**	**12%**	**29%**	**1%**	**104**
Weighted NCI-AD Average	**7%**	**2%**	**8%**	**83%**	**13206**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 85. Needs a wheelchair

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	6%	9%	33%	52%	248
Highmark-NF	2%	11%	73%	13%	98
AmeriHealth-HCBS	2%	8%	38%	51%	286
AmeriHealth-NF	3%	0%	83%	15%	40
DSAAPD-HCBS	5%	5%	36%	53%	288
DE Overall Average	**4%**	**8%**	**46%**	**42%**	**960**
Weighted NCI-AD Average	**5%**	**6%**	**30%**	**59%**	**20297**

Table 86. Needs a scooter

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	13%	0%	6%	81%	248
Highmark-NF	1%	0%	3%	96%	98
AmeriHealth-HCBS	14%	2%	10%	73%	283
AmeriHealth-NF	0%	0%	0%	100%	39
DSAAPD-HCBS	15%	2%	11%	72%	282
DE Overall Average	**10%**	**1%**	**7%**	**82%**	**950**
Weighted NCI-AD Average	**9%**	**2%**	**6%**	**83%**	**20129**

Table 87. Needs a walker

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	2%	8%	48%	42%	248
Highmark-NF	3%	3%	47%	47%	98
AmeriHealth-HCBS	3%	4%	53%	40%	285
AmeriHealth-NF	0%	0%	48%	53%	40
DSAAPD-HCBS	3%	7%	63%	27%	288
DE Overall Average	**2%**	**6%**	**51%**	**41%**	**959**
Weighted NCI-AD Average	**3%**	**5%**	**45%**	**47%**	**20266**

Table 88. Needs hearing aids

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	6%	2%	8%	84%	246
Highmark-NF	11%	1%	15%	72%	98
AmeriHealth-HCBS	6%	2%	9%	82%	285
AmeriHealth-NF	10%	0%	2%	88%	41
DSAAPD-HCBS	10%	4%	13%	72%	283
DE Overall Average	**8%**	**2%**	**10%**	**81%**	**953**
Weighted NCI-AD Average	**7%**	**3%**	**10%**	**80%**	**20096**

Table 89. Needs glasses

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	4%	20%	52%	24%	245
Highmark-NF	4%	7%	62%	27%	98
AmeriHealth-HCBS	2%	16%	63%	19%	286
AmeriHealth-NF	0%	7%	68%	24%	41
DSAAPD-HCBS	3%	20%	61%	16%	286
DE Overall Average	**3%**	**16%**	**59%**	**22%**	**956**
Weighted NCI-AD Average	**4%**	**18%**	**55%**	**23%**	**20154**

Table 90. Needs personal emergency response system (PERS)

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	6%	6%	60%	28%	246
Highmark-NF	3%	3%	59%	35%	97
AmeriHealth-HCBS	5%	5%	62%	28%	285
AmeriHealth-NF	0%	2%	76%	22%	41
DSAAPD-HCBS	4%	3%	81%	11%	287
DE Overall Average	**4%**	**5%**	**64%**	**26%**	**956**
Weighted NCI-AD Average	**11%**	**3%**	**40%**	**46%**	**20058**

Table 91. Needs an oxygen machine

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	0%	2%	11%	87%	247
Highmark-NF	1%	1%	19%	79%	98
AmeriHealth-HCBS	1%	2%	11%	87%	285
AmeriHealth-NF	0%	0%	10%	90%	41
DSAAPD-HCBS	2%	2%	11%	84%	287
DE Overall Average	**1%**	**1%**	**12%**	**86%**	**958**
Weighted NCI-AD Average	**1%**	**1%**	**13%**	**85%**	**20122**

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

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	29%	3%	65%	3%	34
Highmark-NF	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	22%	11%	68%	0%	37
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	16%	20%	63%	0%	49
DE Overall Average	**25%**	**8%**	**65%**	**1%**	**125**
Weighted NCI-AD Average	**3%**	**2%**	**14%**	**81%**	**13670**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 93. Needs other equipment but does not have

Proxy respondents were allowed for this question.

Program	Needs	Has But Needs Change or Update	Has and Does Not Need Change or Update	Does Not Need	N
Highmark-HCBS	n/a	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	30%	13%	52%	4%	23
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a	n/a
DE Overall Average	**30%**	**15%**	**54%**	**1%**	**62**
Weighted NCI-AD Average	**5%**	**3%**	**22%**	**70%**	**13714**

Table note: Highmark-HCBS, Highmark-NF, AmeriHealth-NF, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Medications

Table 94. Knows what prescription medications are for

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	91%	5%	3%	184
Highmark-NF	73%	22%	4%	67
AmeriHealth-HCBS	91%	6%	3%	206
AmeriHealth-NF	56%	36%	8%	25
DSAAPD-HCBS	87%	9%	4%	254
DE Overall Average	**85%**	**11%**	**4%**	**736**
Weighted NCI-AD Average	**87%**	**8%**	**5%**	**14971**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	43%	57%	243
Highmark-NF	47%	53%	90
AmeriHealth-HCBS	40%	60%	281
AmeriHealth-NF	53%	47%	38
DSAAPD-HCBS	31%	69%	282
DE Overall Average	**42%**	**58%**	**934**
Weighted NCI-AD Average	**44%**	**56%**	**19144**

Health care

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

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
Highmark-HCBS	93%	1%	6%	179
Highmark-NF	88%	0%	13%	56
AmeriHealth-HCBS	95%	1%	4%	207
AmeriHealth-NF	96%	0%	4%	23
DSAAPD-HCBS	87%	1%	11%	222
DE Overall Average	**92%**	**1%**	**7%**	**687**
Weighted NCI-AD Average	**89%**	**2%**	**10%**	**14131**

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

Proxy respondents were allowed for this question.

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
Highmark-HCBS	84%	11%	5%	241
Highmark-NF	87%	5%	8%	85
AmeriHealth-HCBS	86%	11%	3%	278
AmeriHealth-NF	83%	15%	3%	40
DSAAPD-HCBS	77%	17%	6%	283
DE Overall Average	**84%**	**11%**	**5%**	**927**
Weighted NCI-AD Average	**83%**	**11%**	**7%**	**19497**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	35%	65%	243
Highmark-NF	24%	76%	96
AmeriHealth-HCBS	36%	64%	279
AmeriHealth-NF	30%	70%	40
DSAAPD-HCBS	44%	56%	281
DE Overall Average	**34%**	**66%**	**939**
Weighted NCI-AD Average	**43%**	**57%**	**19717**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	35%	65%	82
Highmark-NF	48%	52%	23
AmeriHealth-HCBS	25%	75%	100
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	27%	73%	124
DE Overall Average	**33%**	**67%**	**341**
Weighted NCI-AD Average	**26%**	**74%**	**8702**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	1%	99%	83
Highmark-NF	0%	100%	23
AmeriHealth-HCBS	2%	98%	100
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	3%	97%	125
DE Overall Average	**1%**	**99%**	**343**
Weighted NCI-AD Average	**3%**	**97%**	**8675**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	2%	98%	83
Highmark-NF	5%	95%	22
AmeriHealth-HCBS	11%	89%	100
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	6%	94%	124
DE Overall Average	**7%**	**93%**	**341**
Weighted NCI-AD Average	**11%**	**89%**	**8647**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	90%	10%	242
Highmark-NF	75%	25%	93
AmeriHealth-HCBS	86%	14%	277
AmeriHealth-NF	80%	20%	41
DSAAPD-HCBS	84%	16%	285
DE Overall Average	**85%**	**15%**	**938**
Weighted NCI-AD Average	**83%**	**17%**	**19364**

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

Proxy respondents were allowed for this question.

Program	5 Years Ago or More	3-4 Years Ago	1-2 Years Ago	Past Year	Has Not Had One	N
Highmark-HCBS	33%	12%	14%	18%	23%	216
Highmark-NF	20%	5%	23%	26%	26%	65
AmeriHealth-HCBS	42%	6%	12%	16%	24%	239
AmeriHealth-NF	69%	3%	13%	9%	6%	32
DSAAPD-HCBS	42%	8%	13%	21%	16%	250
DE Overall Average	**38%**	**8%**	**15%**	**18%**	**21%**	**802**
Weighted NCI-AD Average	**25%**	**9%**	**17%**	**19%**	**30%**	**14960**

Table 104. Had a vision exam in the past year

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	64%	36%	233
Highmark-NF	70%	30%	94
AmeriHealth-HCBS	69%	31%	276
AmeriHealth-NF	68%	32%	38
DSAAPD-HCBS	67%	33%	284
DE Overall Average	**67%**	**33%**	**925**
Weighted NCI-AD Average	**58%**	**42%**	**19308**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	49%	51%	236
Highmark-NF	38%	62%	93
AmeriHealth-HCBS	47%	53%	274
AmeriHealth-NF	33%	68%	40
DSAAPD-HCBS	39%	61%	282
DE Overall Average	**44%**	**56%**	**925**
Weighted NCI-AD Average	**46%**	**54%**	**18881**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	64%	36%	237
Highmark-NF	88%	12%	95
AmeriHealth-HCBS	63%	37%	276
AmeriHealth-NF	95%	5%	39
DSAAPD-HCBS	69%	31%	279
DE Overall Average	**71%**	**29%**	**926**
Weighted NCI-AD Average	**65%**	**35%**	**19237**

Table 107. Received the COVID-19 Vaccine

Proxy respondents were allowed for this question.

Program	Fully Vaccinated and Received at Least One Booster	Fully Vaccinated, but Not Received a Booster	Partially Vaccinated	Not Vaccinated at All	N
Highmark-HCBS	67%	14%	2%	17%	241
Highmark-NF	89%	4%	2%	4%	91
AmeriHealth-HCBS	63%	12%	5%	20%	276
AmeriHealth-NF	86%	3%	5%	5%	37
DSAAPD-HCBS	66%	13%	7%	14%	286
DE Overall Average	**71%**	**11%**	**4%**	**14%**	**931**
Weighted NCI-AD Average	**62%**	**13%**	**4%**	**21%**	**19331**

Wellness

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

Proxy respondents were allowed for this question.

Program	Yes, Often	Sometimes	No	N
Highmark-HCBS	86%	13%	1%	244
Highmark-NF	90%	8%	2%	98
AmeriHealth-HCBS	86%	11%	3%	283
AmeriHealth-NF	95%	5%	0%	40
DSAAPD-HCBS	81%	16%	3%	287
DE Overall Average	**87%**	**11%**	**2%**	**952**
Weighted NCI-AD Average	**86%**	**9%**	**5%**	**19981**

Table 109. Overall Health

Proxy respondents were allowed for this question.

Program	Excellent	Very Good	Good	Fair	Poor	N
Highmark-HCBS	5%	13%	33%	35%	15%	242
Highmark-NF	3%	14%	33%	43%	6%	97
AmeriHealth-HCBS	4%	9%	33%	39%	15%	285
AmeriHealth-NF	5%	3%	29%	50%	13%	38
DSAAPD-HCBS	1%	10%	33%	41%	15%	286
DE Overall Average	**4%**	**11%**	**32%**	**39%**	**13%**	**948**
Weighted NCI-AD Average	**3%**	**11%**	**31%**	**39%**	**17%**	**20003**

Table 110. Health compared to 12 months ago

Proxy respondents were allowed for this question.

Program	Much Better	Somewhat Better	About the Same	Somewhat Worse	Much Worse	N
Highmark-HCBS	7%	16%	50%	20%	7%	244
Highmark-NF	3%	15%	61%	18%	3%	97
AmeriHealth-HCBS	7%	13%	59%	15%	6%	282
AmeriHealth-NF	3%	10%	67%	15%	5%	39
DSAAPD-HCBS	6%	17%	45%	27%	5%	286
DE Overall Average	**6%**	**15%**	**55%**	**19%**	**6%**	**948**
Weighted NCI-AD Average	**7%**	**15%**	**48%**	**23%**	**7%**	**19996**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	41%	59%	232
Highmark-NF	42%	58%	98
AmeriHealth-HCBS	43%	57%	280
AmeriHealth-NF	33%	67%	39
DSAAPD-HCBS	50%	50%	284
DE Overall Average	**42%**	**58%**	**933**
Weighted NCI-AD Average	**48%**	**52%**	**19463**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	71%	29%	94
Highmark-NF	78%	23%	40
AmeriHealth-HCBS	73%	27%	120
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	59%	41%	140
DE Overall Average	**71%**	**29%**	**407**
Weighted NCI-AD Average	**67%**	**33%**	**8996**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 113. Amount of physical activity per week

Proxy respondents were allowed for this question.

Program	Does Not Exercise	Less Than One hour	One to Two Hours	More Than Two Hours	N
Highmark-HCBS	33%	19%	26%	23%	243
Highmark-NF	55%	20%	12%	12%	98
AmeriHealth-HCBS	29%	20%	28%	23%	281
AmeriHealth-NF	57%	27%	8%	8%	37
DSAAPD-HCBS	30%	19%	32%	19%	286
DE Overall Average	**37%**	**20%**	**23%**	**19%**	**945**
Weighted NCI-AD Average	**30%**	**21%**	**21%**	**27%**	**19701**

Table 114. Often feels lonely

Program	Yes, Often	Sometimes	Not Often, Never or Almost Never	N
Highmark-HCBS	21%	29%	49%	187
Highmark-NF	27%	34%	39%	70
AmeriHealth-HCBS	16%	38%	45%	216
AmeriHealth-NF	27%	50%	23%	26
DSAAPD-HCBS	21%	36%	43%	258
DE Overall Average	**21%**	**35%**	**44%**	**757**
Weighted NCI-AD Average	**21%**	**31%**	**48%**	**15084**

Affordability

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

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Highmark-HCBS	2%	8%	90%	245
Highmark-NF	1%	1%	98%	98
AmeriHealth-HCBS	2%	6%	92%	284
AmeriHealth-NF	0%	0%	100%	41
DSAAPD-HCBS	3%	10%	87%	288
DE Overall Average	**2%**	**6%**	**92%**	**956**
Weighted NCI-AD Average	**5%**	**8%**	**87%**	**19965**

Safety

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

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Highmark-HCBS	34%	24%	42%	250
Highmark-NF	37%	16%	47%	98
AmeriHealth-HCBS	36%	23%	41%	291
AmeriHealth-NF	29%	10%	62%	42
DSAAPD-HCBS	46%	22%	31%	285
DE Overall Average	**36%**	**21%**	**43%**	**966**
Weighted NCI-AD Average	**37%**	**16%**	**47%**	**20478**

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	86%	14%	145
Highmark-NF	92%	8%	52
AmeriHealth-HCBS	89%	11%	170
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	79%	21%	194
DE Overall Average	**87%**	**13%**	**577**
Weighted NCI-AD Average	**81%**	**19%**	**11285**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Highmark-HCBS	91%	9%	235
Highmark-NF	90%	10%	93
AmeriHealth-HCBS	89%	11%	283
AmeriHealth-NF	90%	10%	39
DSAAPD-HCBS	87%	13%	264
DE Overall Average	**90%**	**10%**	**914**
Weighted NCI-AD Average	**88%**	**12%**	**19346**

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

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	84%	7%	10%	183
Highmark-NF	80%	7%	13%	70
AmeriHealth-HCBS	87%	5%	8%	221
AmeriHealth-NF	70%	15%	15%	27
DSAAPD-HCBS	81%	5%	14%	258
DE Overall Average	**82%**	**7%**	**11%**	**759**
Weighted NCI-AD Average	**81%**	**4%**	**15%**	**15605**

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

Program	Yes at Least Sometimes	No, Never	N
Highmark-HCBS	12%	88%	186
Highmark-NF	20%	80%	71
AmeriHealth-HCBS	6%	94%	222
AmeriHealth-NF	15%	85%	27
DSAAPD-HCBS	10%	90%	256
DE Overall Average	**12%**	**88%**	**762**
Weighted NCI-AD Average	**14%**	**86%**	**15812**

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

Program	Yes	No	N
Highmark-HCBS	9%	91%	185
Highmark-NF	4%	96%	70
AmeriHealth-HCBS	4%	96%	221
AmeriHealth-NF	4%	96%	27
DSAAPD-HCBS	5%	95%	257
DE Overall Average	**6%**	**94%**	**760**
Weighted NCI-AD Average	**6%**	**94%**	**15768**

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

Program	Yes, All Paid Support Workers, Always	No, Not All Workers, or Not Always	N
Highmark-HCBS	99%	1%	92
Highmark-NF	95%	5%	38
AmeriHealth-HCBS	100%	0%	114
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	100%	0%	104
DE Overall Average	**98%**	**2%**	**366**
Weighted NCI-AD Average	**98%**	**2%**	**9305**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Rights and Respect

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
Highmark-HCBS	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a
DE Overall Average	**n/a**	**n/a**	**n/a**	**n/a**
Weighted NCI-AD Average	**49%**	**36%**	**15%**	**1413**

Table note: Highmark-HCBS, AmeriHealth-NF, DSAAPD-HCBS, DE Overall Average, Highmark-NF, AmeriHealth-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	Sometimes, or Some Services	No	N
Highmark-HCBS	94%	4%	2%	172
Highmark-NF	80%	20%	0%	61
AmeriHealth-HCBS	96%	3%	0%	214
AmeriHealth-NF	87%	4%	9%	23
DSAAPD-HCBS	95%	3%	3%	223
DE Overall Average	**92%**	**6%**	**2%**	**693**
Weighted NCI-AD Average	**95%**	**3%**	**2%**	**13874**

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

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Usually	No, Never or Rarely	N
Highmark-HCBS	93%	7%	0%	91
Highmark-NF	84%	16%	0%	38
AmeriHealth-HCBS	94%	6%	0%	115
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	95%	3%	2%	104
DE Overall Average	**92%**	**8%**	**0%**	**366**
Weighted NCI-AD Average	**93%**	**6%**	**1%**	**9300**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, Always	Usually, but Not Always	Sometimes, Rarely, or Never	N
Highmark-HCBS	71%	24%	5%	21
Highmark-NF	53%	40%	7%	70
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	68%	20%	12%	25
DSAAPD-HCBS	n/a	n/a	n/a	n/a
DE Overall Average	**61%**	**31%**	**8%**	**128**
Weighted NCI-AD Average	**75%**	**16%**	**9%**	**2947**

Table note: AmeriHealth-HCBS, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	76%	24%	21
Highmark-NF	14%	86%	66
AmeriHealth-HCBS	n/a	n/a	n/a
AmeriHealth-NF	12%	88%	25
DSAAPD-HCBS	n/a	n/a	n/a
DE Overall Average	**26%**	**74%**	**124**
Weighted NCI-AD Average	**53%**	**47%**	**2841**

Table note: AmeriHealth-HCBS, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, Always	Usually, but Not Always	Sometimes, Rarely, or Never	N
Highmark-HCBS	73%	18%	9%	22
Highmark-NF	63%	27%	10%	70
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	58%	38%	4%	26
DSAAPD-HCBS	n/a	n/a	n/a	n/a
DE Overall Average	**64%**	**28%**	**8%**	**130**
Weighted NCI-AD Average	**75%**	**16%**	**9%**	**2944**

Table note: AmeriHealth-HCBS, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	n/a	n/a	n/a
Highmark-NF	89%	11%	70
AmeriHealth-HCBS	n/a	n/a	n/a
AmeriHealth-NF	88%	13%	24
DSAAPD-HCBS	n/a	n/a	n/a
DE Overall Average	**89%**	**11%**	**126**
Weighted NCI-AD Average	**81%**	**19%**	**2838**

Table note: Highmark-HCBS, AmeriHealth-HCBS, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	86%	14%	21
Highmark-NF	85%	15%	68
AmeriHealth-HCBS	n/a	n/a	n/a
AmeriHealth-NF	96%	4%	25
DSAAPD-HCBS	n/a	n/a	n/a
DE Overall Average	**89%**	**11%**	**125**
Weighted NCI-AD Average	**87%**	**13%**	**2890**

Table note: AmeriHealth-HCBS, DSAAPD-HCBS had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Person-Centered Planning (State Optional Module)

Table 131. Very or fully involved in making decisions about what is in the service plan

Program	Very or Fully Involved	Somewhat	Very Little	Not at All	N
Highmark-HCBS	84%	13%	3%	0%	108
Highmark-NF	61%	26%	13%	0%	31
AmeriHealth-HCBS	86%	12%	2%	0%	142
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	87%	11%	1%	1%	94
DE Overall Average	**80%**	**16%**	**4%**	**0%**	**381**
Weighted NCI-AD Average	**84%**	**14%**	**2%**	**1%**	**5802**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 132. Remembers their last service planning meeting

Program	Yes	No	N
Highmark-HCBS	71%	29%	160
Highmark-NF	51%	49%	55
AmeriHealth-HCBS	74%	26%	195
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	53%	47%	205
DE Overall Average	**63%**	**37%**	**635**
Weighted NCI-AD Average	**62%**	**38%**	**9694**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	98%	2%	112
Highmark-NF	100%	0%	28
AmeriHealth-HCBS	99%	1%	144
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	100%	0%	107
DE Overall Average	**99%**	**1%**	**397**
Weighted NCI-AD Average	**99%**	**1%**	**6055**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	98%	2%	112
Highmark-NF	100%	0%	28
AmeriHealth-HCBS	100%	0%	145
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	100%	0%	108
DE Overall Average	**99%**	**1%**	**399**
Weighted NCI-AD Average	**99%**	**1%**	**6060**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	Some People	No	N
Highmark-HCBS	94%	2%	5%	108
Highmark-NF	89%	0%	11%	28
AmeriHealth-HCBS	97%	1%	2%	145
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	96%	2%	2%	106
DE Overall Average	**95%**	**1%**	**4%**	**393**
Weighted NCI-AD Average	**96%**	**1%**	**3%**	**6010**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Completely	Mostly	Somewhat	Very Little	Not at All	N
Highmark-HCBS	74%	19%	6%	1%	0%	109
Highmark-NF	64%	18%	11%	0%	7%	28
AmeriHealth-HCBS	77%	19%	3%	1%	0%	144
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	72%	22%	4%	0%	2%	109
DE Overall Average	**72%**	**21%**	**5%**	**1%**	**1%**	**396**
Weighted NCI-AD Average	**77%**	**16%**	**5%**	**2%**	**1%**	**6045**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes	No	N
Highmark-HCBS	87%	13%	92
Highmark-NF	n/a	n/a	n/a
AmeriHealth-HCBS	98%	2%	122
AmeriHealth-NF	n/a	n/a	n/a
DSAAPD-HCBS	88%	12%	78
DE Overall Average	**89%**	**11%**	**314**
Weighted NCI-AD Average	**91%**	**9%**	**4642**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, Completely	Yes, In Part	No	N
Highmark-HCBS	88%	11%	1%	92
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	92%	7%	1%	129
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	84%	12%	4%	81
DE Overall Average	**86%**	**13%**	**1%**	**326**
Weighted NCI-AD Average	**90%**	**8%**	**2%**	**4658**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Program	Yes, All/Completely	Yes, Some/In Part	No	N
Highmark-HCBS	87%	12%	1%	101
Highmark-NF	82%	18%	0%	22
AmeriHealth-HCBS	86%	11%	3%	139
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	81%	16%	2%	91
DE Overall Average	**84%**	**15%**	**2%**	**359**
Weighted NCI-AD Average	**87%**	**11%**	**2%**	**5594**

Table note: AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Self-Direction

Note: all but one item in this section- 'Uses self-directed supports option' (Table 140) is part of a state option module.

Table 140. Uses self-directed supports option

Information may only come from existing records; this differs from previous years as those indicated as "Don't Know" are not included in the reporting of the measure.

Program	Yes	No	N
Highmark-HCBS	52%	48%	255
Highmark-NF	0%	100%	101
AmeriHealth-HCBS	32%	68%	303
AmeriHealth-NF	0%	100%	42
DSAAPD-HCBS	38%	62%	296
DE Overall Average	**32%**	**68%**	**997**
Weighted NCI-AD Average	**30%**	**70%**	**16483**

Table 141. Makes decisions about services that are self directed

Proxy respondents were allowed for this question.

Program	Decisions About What Services Are Received Are Made by a Case Manager or Another Professional Employed by the State	Family or Friend Makes Decision, Person Does Not Have Input	Person Has Input, and Family or Friend Helps	Person Mostly Makes Decisions	N
Highmark-HCBS	2%	23%	29%	46%	119
Highmark-NF	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	5%	23%	37%	36%	87
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	3%	13%	34%	50%	98
DE Overall Average	**3%**	**21%**	**32%**	**44%**	**304**
Weighted NCI-AD Average	**2%**	**9%**	**25%**	**64%**	**1787**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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.

Program	Yes	Sometimes	No	N
Highmark-HCBS	91%	4%	4%	94
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	93%	7%	0%	71
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	94%	3%	4%	79
DE Overall Average	**92%**	**5%**	**3%**	**244**
Weighted NCI-AD Average	**93%**	**2%**	**5%**	**1354**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	In-Between	No	N
Highmark-HCBS	93%	5%	1%	91
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	92%	7%	1%	72
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	90%	6%	4%	77
DE Overall Average	**92%**	**6%**	**2%**	**240**
Weighted NCI-AD Average	**94%**	**4%**	**3%**	**1341**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	In-Between	No	N
Highmark-HCBS	88%	7%	4%	95
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	89%	10%	1%	72
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	90%	4%	6%	77
DE Overall Average	**89%**	**7%**	**4%**	**244**
Weighted NCI-AD Average	**91%**	**5%**	**4%**	**1359**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	Sometimes	No	N
Highmark-HCBS	88%	9%	3%	92
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	85%	11%	4%	72
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	79%	9%	12%	77
DE Overall Average	**86%**	**9%**	**5%**	**241**
Weighted NCI-AD Average	**84%**	**9%**	**7%**	**1335**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	Yes	Maybe, Not Sure	No	N
Highmark-HCBS	32%	11%	58%	85
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	28%	19%	54%	69
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	32%	6%	62%	71
DE Overall Average	**31%**	**12%**	**57%**	**225**
Weighted NCI-AD Average	**48%**	**13%**	**39%**	**1230**

Table note: Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

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
Highmark-HCBS	77%	23%	0%	26
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	82%	18%	0%	22
DE Overall Average	**80%**	**18%**	**1%**	**67**
Weighted NCI-AD Average	**80%**	**17%**	**2%**	**697**

Table note: AmeriHealth-HCBS, Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

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

Proxy respondents were allowed for this question.

Program	At Least Every Three Months	About Twice a Year	Once a Year or Less	N
Highmark-HCBS	43%	43%	13%	23
Highmark-NF	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a
DSAAPD-HCBS	38%	29%	33%	21
DE Overall Average	**45%**	**40%**	**15%**	**63**
Weighted NCI-AD Average	**67%**	**17%**	**16%**	**619**

Table note: AmeriHealth-HCBS, Highmark-NF, AmeriHealth-NF had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.

Table 149. Parts of self-direction need help with

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

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
Highmark-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Highmark-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
AmeriHealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DSAAPD-HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DE Overall Average	**n/a**	**n/a**	**n/a**	**n/a**	**n/a**	**n/a**	**n/a**	**n/a**	**n/a**
Weighted NCI-AD Average	**5%**	**5%**	**5%**	**2%**	**3%**	**8%**	**18%**	**2%**	**71%**

Table note: Highmark-HCBS, Highmark-NF, AmeriHealth-HCBS, AmeriHealth-NF, DSAAPD-HCBS, DE Overall Average had an N of less than 20, so their data is reported as n/a. They are included in the DE Overall Average and Weighted NCI-AD Average.