



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

Arizona

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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 2024-25 a total of 24 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. 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, CO, DE, IN, KS, KY, MN, MO, NC, ND, NH, NJ, OH, OK, TN, WA, and WI.

Self-direction Module (state-optional). 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, KY, MN, MO, NC, NE, NH, NJ, NY, OH, OK, TN, and WI.

Arizona 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)
25768	396	4.92%

Figure 2. Classification of 2024-25 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)
Mercy Care LTC	1115	Members who are elderly and/or have a physical disability/physical disabilities, served by the State's managed care organizations (MCOs).	162	10,037	7.7%	7.1%
Banner LTC	1115	Members who are elderly and/or have a physical disability/physical disabilities, served by the State's managed care organizations (MCOs).	103	6,901	9.7%	8.9%
UHCCP LTC	1115	Members who are elderly and/or have a physical disability/physical disabilities, served by the State's managed care organizations (MCOs).	131	8,830	8.6%	7.8%

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What is included in this report?

This report presents Arizona 2024-25 ACS demographics and outcomes results. Data are shown for the weighted 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 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 weighted state average.*

Presentation of Data

Data may be viewed as tables representing 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 Data Analysis section of 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)

This information may come from administrative records.

Program	Age	N
Mercy Care LTC	64.4	147
Banner LTC	67.9	93
UHCCP LTC	67.9	125
Weighted AZ Average	66.6	365
Weighted NCI-AD Average	62.2	19040

Table 2. Age category (including those 90 and older)*This information may come from administrative records.*

Program	18-44	45-64	65-89	90+	N
Mercy Care LTC	14%	27%	50%	9%	162
Banner LTC	11%	17%	63%	10%	103
UHCCP LTC	6%	31%	59%	5%	131
Weighted AZ Average	10%	25%	57%	8%	396
Weighted NCI-AD Average	16%	29%	50%	5%	19979

Table 3. Gender

This information may come from administrative records.

Program	Male	Female	Other	Don't Know or Unclear	N
Mercy Care LTC	42%	58%	0%	0%	162
Banner LTC	47%	53%	0%	0%	103
UHCCP LTC	45%	55%	0%	0%	131
Weighted AZ Average	44%	56%	0%	0%	396
Weighted NCI-AD Average	36%	64%	0%	0%	18737

Table 4. Race and ethnicity

This information may come from administrative records. 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
Mercy Care LTC	1%	3%	9%	0%	57%	22%	7%	4%
Banner LTC	2%	1%	7%	0%	62%	27%	1%	2%
UHCCP LTC	2%	1%	9%	0%	72%	13%	3%	4%
Weighted AZ Average	2%	2%	8%	0%	64%	20%	4%	3%
Weighted NCI-AD Average	2%	11%	24%	1%	44%	15%	4%	2%

Table 5. Marital status

This information may come from administrative records.

Program	Single, Never Married	Married or in Domestic Partnership	Separated or Divorced	Widowed	Don't Know or Unclear	N
Mercy Care LTC **	35%	12%	0%	1%	52%	162
Banner LTC **	35%	10%	0%	5%	50%	103
UHCCP LTC **	31%	15%	0%	4%	51%	131
Weighted AZ Average **	34%	12%	0%	3%	51%	396
Weighted NCI-AD Average	24%	11%	15%	12%	37%	19315

***State has more than 25% missing or don't know.*

Table 6. Preferred language

This information may come from administrative records.

Program	English	Spanish	Other	Don't Know or Unclear	N
Mercy Care LTC	86%	9%	6%	0%	162
Banner LTC	90%	9%	1%	0%	103
UHCCP LTC	93%	7%	0%	0%	131
Weighted AZ Average	90%	8%	2%	0%	396
Weighted NCI-AD Average	78%	9%	12%	0%	19351

Table 7. Preferred means of communication*This information may come from administrative records.*

Program	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know or Unclear	N
Mercy Care LTC	94%	2%	0%	2%	2%	0%	162
Banner LTC	99%	0%	0%	0%	1%	0%	103
UHCCP LTC	97%	1%	1%	0%	2%	0%	131
Weighted AZ Average	96%	1%	0%	1%	2%	0%	396
Weighted NCI-AD Average	91%	2%	0%	0%	2%	5%	17186

Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes. This information may come from administrative records.

Program	Metropolitan	Micropolitan	Rural	Small Town	Don't Know or Unclear	N
Mercy Care LTC	99%	1%	0%	0%	0%	162
Banner LTC	93%	7%	0%	0%	0%	103
UHCCP LTC	86%	9%	3%	2%	0%	131
Weighted AZ Average	93%	5%	1%	1%	0%	396
Weighted NCI-AD Average	85%	8%	3%	4%	0%	19586

Table 9. Median income (based on zip code)*This information may come from administrative records.*

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
Mercy Care LTC	0%	0%	0%	5%	15%	31%	24%	9%	10%	3%	3%	162
Banner LTC	0%	0%	1%	19%	17%	28%	27%	2%	3%	1%	2%	103
UHCCP LTC	1%	0%	1%	3%	18%	31%	27%	8%	3%	5%	4%	131
Weighted AZ Average	0%	0%	1%	8%	16%	30%	26%	7%	6%	3%	3%	396
Weighted NCI-AD Average	1%	0%	1%	7%	20%	24%	18%	10%	8%	5%	6%	19523

Table 10. Type of residence*This information may come from administrative records.*

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
Mercy Care LTC	53%	2%	2%	19%	24%	0%	0%	0%	162
Banner LTC	46%	0%	33%	0%	21%	0%	0%	0%	103
UHCCP LTC	54%	1%	2%	28%	15%	0%	0%	0%	131
Weighted AZ Average	51%	1%	10%	17%	20%	0%	0%	0%	396
Weighted NCI-AD Average	77%	4%	2%	6%	4%	0%	2%	4%	18504

Table 11. Who the person lives with

This information may come from administrative records. 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	Other	Don't Know	Unclear/Refused/No response
Mercy Care LTC	30%	16%	30%	1%	20%	30%	0%	0%
Banner LTC	10%	15%	22%	0%	12%	55%	0%	0%
UHCCP LTC	24%	15%	35%	2%	15%	27%	0%	0%
Weighted AZ Average	22%	15%	30%	1%	16%	36%	0%	0%
Weighted NCI-AD Average	30%	14%	42%	2%	3%	9%	1%	6%

Table 12. Address changed in the past 6 months*This information may come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	6%	94%	0%	162
Banner LTC	9%	91%	0%	103
UHCCP LTC	8%	92%	0%	131
Weighted AZ Average	7%	93%	0%	396
Weighted NCI-AD Average	5%	90%	5%	18332

Table 13. Where people moved from (if moved in the last 6 months)*This information may come from administrative records.*

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
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	45%	0%	0%	39%	17%	0%	0%	0%	29
Weighted NCI-AD Average	60%	3%	2%	6%	8%	4%	14%	5%	1187

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 14A. Diagnoses

This information may come from administrative records. 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
Mercy Care LTC	6%	5%	2%	28%	86%	20%
Banner LTC	1%	4%	3%	23%	76%	18%
UHCCP LTC	3%	2%	2%	25%	87%	23%
Weighted AZ Average	3%	4%	2%	26%	84%	20%
Weighted NCI-AD Average	52%	10%	12%	12%	29%	13%

Table 14B. Diagnoses (continued)

This information may come from administrative records. 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
Mercy Care LTC	17%	20%	39%	68%	5%	7%
Banner LTC	17%	13%	41%	59%	3%	4%
UHCCP LTC	18%	27%	43%	67%	9%	8%
Weighted AZ Average	17%	20%	41%	65%	6%	7%
Weighted NCI- AD Average	19%	18%	32%	60%	14%	11%

Table 15. Person has chronic psychiatric or mental health diagnosis*This information may come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	73%	27%	0%	162
Banner LTC	61%	39%	0%	103
UHCCP LTC	69%	31%	0%	131
Weighted AZ Average	68%	32%	0%	396
Weighted NCI-AD Average	27%	64%	9%	18462

Table 16. Level of mobility

This information may come from administrative records. 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
Mercy Care LTC	0%	9%	2%	89%	0%
Banner LTC	0%	4%	0%	96%	0%
UHCCP LTC	0%	9%	2%	89%	0%
Weighted AZ Average	0%	8%	2%	91%	0%
Weighted NCI-AD Average	7%	18%	48%	36%	0%

Table 17. Has history of frequent falls (more than two falls in a six-month period)*This information may come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	6%	94%	0%	162
Banner LTC	2%	98%	0%	103
UHCCP LTC	5%	95%	0%	131
Weighted AZ Average	5%	95%	0%	396
Weighted NCI-AD Average	25%	70%	5%	18568

Table 18. Receives Medicare

This information may come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	55%	45%	0%	162
Banner LTC	87%	13%	0%	103
UHCCP LTC	87%	13%	0%	131
Weighted AZ Average	75%	25%	0%	396
Weighted NCI-AD Average	69%	24%	7%	19928

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
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average **	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	3%	8%	14%	26%	49%	19441

*State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average. **State has more than 25% missing or don't know.*

Table 20. Person has legal guardian*Information required to come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Mercy Care LTC	14%	86%	0%	162
Banner LTC	7%	93%	0%	103
UHCCP LTC	8%	92%	0%	131
Weighted AZ Average	10%	90%	0%	396
Weighted NCI-AD Average	6%	41%	53%	19674

Table 21. Amount of paid supports receives*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 or Unclear	N
Mercy Care LTC	43%	48%	4%	1%	3%	1%	162
Banner LTC	54%	33%	12%	0%	1%	0%	103
UHCCP LTC	46%	43%	8%	1%	3%	0%	131
Weighted AZ Average	47%	42%	7%	1%	3%	0%	396
Weighted NCI-AD Average	12%	14%	8%	1%	2%	64%	16382

Table 22. Person has remote supports*Information required to come from administrative records.*

Program	No, None	Yes, 24-Hour Remote Supports	Yes, Less than 24-Hour Remote Supports	Don't Know or Unclear	N
Mercy Care LTC	81%	19%	0%	0%	162
Banner LTC	69%	31%	0%	0%	103
UHCCP LTC	82%	12%	5%	0%	131
Weighted AZ Average	78%	20%	2%	0%	396
Weighted NCI-AD Average	29%	5%	1%	65%	16310

Outcome Tables

Community Participation

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

Program	Yes	No	N
Mercy Care LTC	62%	38%	81
Banner LTC	59%	41%	56
UHCCP LTC	61%	39%	69
Weighted AZ Average	61%	39%	206
Weighted NCI-AD Average	68%	32%	14383

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

Program	Yes	Sometimes	No	N
Mercy Care LTC	60%	9%	32%	82
Banner LTC	42%	8%	49%	59
UHCCP LTC	61%	12%	28%	69
Weighted AZ Average	55%	10%	35%	210
Weighted NCI-AD Average	67%	9%	24%	14418

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
Mercy Care LTC	18%	30%	18%	36%	15%	9%
Banner LTC	9%	26%	9%	35%	3%	6%
UHCCP LTC	15%	59%	19%	37%	7%	4%
Weighted AZ Average	14%	37%	15%	36%	8%	6%
Weighted NCI-AD Average	11%	31%	8%	54%	4%	1%

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
Mercy Care LTC	12%	6%	21%	0%	33%
Banner LTC	0%	0%	18%	0%	56%
UHCCP LTC	4%	0%	19%	4%	26%
Weighted AZ Average	5%	2%	19%	1%	40%
Weighted NCI-AD Average	1%	3%	5%	5%	20%

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, Always	Sometimes	No, Seldom or Never	N
Mercy Care LTC	72%	9%	18%	130
Banner LTC	63%	15%	22%	79
UHCCP LTC	59%	15%	26%	105
Weighted AZ Average	65%	13%	22%	314
Weighted NCI-AD Average	73%	14%	14%	18351

Table 27. Has transportation to get to medical appointments*Proxy respondents were allowed for this question.*

Program	Yes, Always	Sometimes	No, Seldom or Never	N
Mercy Care LTC	93%	4%	3%	138
Banner LTC	87%	8%	5%	75
UHCCP LTC	86%	11%	4%	112
Weighted AZ Average	89%	7%	4%	325
Weighted NCI-AD Average	92%	5%	3%	18790

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
Mercy Care LTC	72%	23%	5%	162
Banner LTC	65%	27%	8%	102
UHCCP LTC	65%	29%	6%	129
Weighted AZ Average	68%	26%	6%	393
Weighted NCI-AD Average	63%	29%	7%	19778

Table 29. Gets enough support for everyday activities (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes, Always	No, Not Always	N
Mercy Care LTC	84%	16%	153
Banner LTC	84%	16%	93
UHCCP LTC	85%	15%	121
Weighted AZ Average	84%	16%	367
Weighted NCI-AD Average	85%	15%	18257

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
Mercy Care LTC	66%	21%	13%	162
Banner LTC	63%	25%	13%	102
UHCCP LTC	57%	32%	12%	129
Weighted AZ Average	62%	26%	12%	393
Weighted NCI-AD Average	46%	31%	23%	19738

Table 31. Gets enough support for self-care (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes, Always	No, Not Always	N
Mercy Care LTC	82%	18%	140
Banner LTC	84%	16%	89
UHCCP LTC	83%	17%	113
Weighted AZ Average	83%	17%	342
Weighted NCI-AD Average	86%	14%	14532

Work

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

Program	Yes	No	N
Mercy Care LTC	1%	99%	162
Banner LTC	2%	98%	99
UHCCP LTC	2%	98%	124
Weighted AZ Average	2%	98%	385
Weighted NCI-AD Average	5%	95%	18751

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

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	16%	13%	71%	80
Banner LTC	14%	16%	70%	56
UHCCP LTC	17%	9%	74%	66
Weighted AZ Average	16%	12%	72%	202
Weighted NCI-AD Average	12%	5%	83%	13346

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

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a
Weighted AZ Average	25%	75%	32
Weighted NCI-AD Average	32%	68%	1324

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 35. Volunteers*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	10%	90%	162
Banner LTC	5%	95%	99
UHCCP LTC	11%	89%	124
Weighted AZ Average	9%	91%	385
Weighted NCI-AD Average	8%	92%	18663

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

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	10%	12%	78%	69
Banner LTC	9%	20%	70%	54
UHCCP LTC	9%	14%	77%	56
Weighted AZ Average	9%	15%	75%	179
Weighted NCI-AD Average	10%	7%	83%	12251

Relationships

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

Program	Yes	No	N
Mercy Care LTC	92%	8%	84
Banner LTC	92%	8%	62
UHCCP LTC	88%	12%	75
Weighted AZ Average	90%	10%	221
Weighted NCI-AD Average	92%	8%	14987

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, Always, or Chooses Not To	Most of the Time, Usually	No, Only Sometimes or Rarely, or Only Some Family and/or Friends	N
Mercy Care LTC	72%	17%	11%	76
Banner LTC	70%	23%	7%	57
UHCCP LTC	80%	12%	8%	66
Weighted AZ Average	74%	17%	8%	199
Weighted NCI-AD Average	86%	9%	5%	13693

Table 39. Reasons not always able to see or talk to their friends and family*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Availability of Transportation	Physical 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
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	24%	6%	2%	21%	2%	5%	1%	62%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	11%	34%	1%	6%	22%
Banner LTC	11%	35%	4%	11%	24%
UHCCP LTC	8%	34%	3%	11%	26%
Weighted AZ Average	10%	34%	2%	9%	24%
Weighted NCI-AD Average	14%	20%	5%	10%	13%

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
Mercy Care LTC	24%	9%	1%	0%	11%
Banner LTC	24%	10%	1%	1%	19%
UHCCP LTC	19%	11%	1%	1%	17%
Weighted AZ Average	22%	10%	1%	1%	15%
Weighted NCI-AD Average	29%	9%	2%	2%	12%

Table 41. Can contact their case manager or care coordinator when they need to*Proxy respondents were allowed for this question.*

Program	Yes, Always	Most of the Time, Usually	No	N
Mercy Care LTC	82%	9%	9%	125
Banner LTC	88%	11%	1%	74
UHCCP LTC	79%	16%	5%	96
Weighted AZ Average	83%	12%	6%	295
Weighted NCI-AD Average	82%	11%	7%	15024

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
Mercy Care LTC	59%	28%	1%	11%	0%	2%	156
Banner LTC	74%	18%	0%	7%	1%	0%	97
UHCCP LTC	57%	31%	0%	8%	3%	1%	122
Weighted AZ Average	62%	26%	0%	9%	1%	1%	375
Weighted NCI- AD Average	44%	37%	3%	14%	2%	1%	17988

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
Mercy Care LTC	22%	6%	1%	49%	10%	4%	24%
Banner LTC	31%	1%	0%	39%	7%	3%	27%
UHCCP LTC	20%	5%	0%	37%	6%	2%	34%
Weighted AZ Average	24%	4%	0%	42%	8%	3%	28%
Weighted NCI- AD Average	17%	8%	1%	46%	8%	1%	27%

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
Mercy Care LTC	79%	11%	10%	63
Banner LTC	92%	8%	0%	52
UHCCP LTC	84%	11%	5%	62
Weighted AZ Average	85%	10%	5%	177
Weighted NCI-AD Average	93%	5%	1%	11106

Table 45. Has a backup plan if the people who are paid to help them do not show up*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	77%	23%	56
Banner LTC	82%	18%	45
UHCCP LTC	77%	23%	66
Weighted AZ Average	78%	22%	167
Weighted NCI-AD Average	73%	27%	10887

Table 46. Has an emergency plan in place in case of widescale emergency*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	77%	23%	140
Banner LTC	71%	29%	77
UHCCP LTC	80%	20%	115
Weighted AZ Average	77%	23%	332
Weighted NCI-AD Average	79%	21%	18499

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

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	78%	8%	14%	72
Banner LTC	82%	4%	14%	50
UHCCP LTC	66%	11%	23%	65
Weighted AZ Average	75%	8%	17%	187
Weighted NCI-AD Average	78%	6%	16%	13459

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

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	92%	4%	4%	71
Banner LTC	90%	4%	6%	48
UHCCP LTC	81%	10%	10%	62
Weighted AZ Average	87%	6%	7%	181
Weighted NCI-AD Average	84%	6%	10%	13324

Table 49. Services meet all current needs and goals*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
Mercy Care LTC	78%	17%	5%	140
Banner LTC	78%	15%	7%	81
UHCCP LTC	64%	29%	7%	102
Weighted AZ Average	73%	21%	6%	323
Weighted NCI-AD Average	72%	23%	5%	17444

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
Mercy Care LTC	6%	29%	19%	16%	13%	16%
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	5%	24%	32%	27%	8%	3%
Weighted AZ Average	8%	23%	23%	19%	10%	7%
Weighted NCI-AD Average	5%	29%	28%	12%	15%	19%

Banner LTC had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	16%	23%	19%	6%	3%	29%
Banner LTC	n/a	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	27%	46%	19%	11%	5%	32%
Weighted AZ Average	18%	29%	16%	8%	5%	28%
Weighted NCI-AD Average	8%	28%	9%	5%	8%	17%

Banner LTC had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	26%	13%	3%	3%	19%
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	16%	5%	5%	5%	22%
Weighted AZ Average	18%	8%	5%	4%	21%
Weighted NCI-AD Average	19%	11%	0%	4%	28%

Banner LTC had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 51. Case manager talked to them about services that might help meet their current needs and goals (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
Mercy Care LTC	50%	50%	26
Banner LTC	n/a	n/a	n/a
UHCCP LTC	52%	48%	33
Weighted AZ Average	50%	50%	74
Weighted NCI-AD Average	55%	45%	3330

Banner LTC had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 52. Service providers work together to provide support*Proxy respondents were allowed for this question.*

Program	Yes, All Service Providers	Sometimes, or Some Service Providers	No	N
Mercy Care LTC	78%	12%	11%	104
Banner LTC	76%	17%	7%	71
UHCCP LTC	73%	11%	16%	96
Weighted AZ Average	76%	13%	11%	271
Weighted NCI-AD Average	82%	7%	10%	13742

Care Coordination

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

Program	Yes	In-Between, or Some Conditions	No	N
Mercy Care LTC	84%	9%	7%	76
Banner LTC	81%	13%	6%	52
UHCCP LTC	82%	12%	7%	60
Weighted AZ Average	82%	11%	6%	188
Weighted NCI-AD Average	84%	10%	6%	13359

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
Mercy Care LTC	33%	67%	160
Banner LTC	24%	76%	97
UHCCP LTC	33%	67%	123
Weighted AZ Average	31%	69%	380
Weighted NCI-AD Average	26%	74%	18590

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
Mercy Care LTC	79%	7%	14%	29
Banner LTC	n/a	n/a	n/a	n/a
UHCCP LTC	92%	8%	0%	24
Weighted AZ Average	84%	9%	7%	68
Weighted NCI-AD Average	88%	6%	6%	4148

Banner LTC had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	80%	20%	51
Banner LTC	95%	5%	22
UHCCP LTC	87%	13%	39
Weighted AZ Average	86%	14%	112
Weighted NCI-AD Average	85%	15%	5206

Choice and Control

Table 57. Feels in control of their life

Program	Yes, Almost Always, Always	In-Between, Sometimes	No, Rarely, Never	N
Mercy Care LTC	76%	11%	13%	83
Banner LTC	77%	11%	13%	56
UHCCP LTC	69%	19%	12%	67
Weighted AZ Average	74%	14%	13%	206
Weighted NCI-AD Average	75%	17%	7%	13881

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
Mercy Care LTC	68%	19%	13%	31
Banner LTC	76%	16%	8%	25
UHCCP LTC	81%	15%	4%	27
Weighted AZ Average	75%	17%	8%	83
Weighted NCI-AD Average	67%	22%	12%	2342

Table 59. Able to choose their roommate (if living in a group setting and has a roommate)

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a
Weighted AZ Average	27%	73%	37
Weighted NCI-AD Average	27%	73%	946

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	77%	10%	13%	84
Banner LTC	83%	14%	3%	58
UHCCP LTC	88%	10%	1%	68
Weighted AZ Average	83%	11%	6%	210
Weighted NCI-AD Average	91%	5%	3%	14369

Table 61. Can eat their meals when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
Mercy Care LTC	76%	11%	13%	82
Banner LTC	78%	14%	8%	59
UHCCP LTC	78%	12%	10%	68
Weighted AZ Average	77%	12%	11%	209
Weighted NCI-AD Average	91%	4%	5%	14359

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
Mercy Care LTC	76%	10%	15%	131
Banner LTC	72%	18%	9%	76
UHCCP LTC	69%	17%	14%	93
Weighted AZ Average	73%	14%	13%	300
Weighted NCI-AD Average	81%	8%	12%	15732

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
Mercy Care LTC	68%	13%	19%	127
Banner LTC	69%	16%	15%	75
UHCCP LTC	60%	19%	21%	89
Weighted AZ Average	66%	16%	19%	291
Weighted NCI-AD Average	73%	11%	16%	15630

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
Mercy Care LTC	65%	8%	26%	84
Banner LTC	53%	16%	31%	64
UHCCP LTC	51%	8%	41%	74
Weighted AZ Average	57%	10%	33%	222
Weighted NCI-AD Average	84%	4%	12%	11637

Satisfaction

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

Program	Yes	No	N
Mercy Care LTC	83%	17%	70
Banner LTC	94%	6%	47
UHCCP LTC	81%	19%	53
Weighted AZ Average	85%	15%	170
Weighted NCI-AD Average	89%	11%	12820

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

Program	Yes	No	N
Mercy Care LTC	32%	68%	66
Banner LTC	30%	70%	46
UHCCP LTC	25%	75%	55
Weighted AZ Average	29%	71%	167
Weighted NCI-AD Average	29%	71%	11189

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

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Sometimes	No, Never or Rarely	N
Mercy Care LTC	13%	26%	62%	39
Banner LTC	14%	10%	76%	29
UHCCP LTC	13%	13%	74%	38
Weighted AZ Average	13%	17%	70%	106
Weighted NCI-AD Average	12%	9%	78%	9216

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
Mercy Care LTC	79%	7%	14%	84
Banner LTC	75%	17%	8%	63
UHCCP LTC	83%	7%	11%	75
Weighted AZ Average	79%	10%	11%	222
Weighted NCI-AD Average	82%	9%	9%	14962

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
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	2%	6%	8%	10%	38%
Weighted NCI-AD Average	7%	15%	6%	13%	10%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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

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

Program	Layout or Size of Residence or Building	Problems With Neighbors or Housemates/Other Residents	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence or Control
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	11%	4%	21%	13%	19%
Weighted NCI-AD Average	10%	10%	4%	2%	8%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Mercy Care LTC	n/a	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	17%	19%	9%	15%	51%
Weighted NCI-AD Average	11%	6%	5%	5%	38%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Mercy Care LTC	36%	10%	54%	83
Banner LTC	19%	14%	67%	63
UHCCP LTC	28%	4%	68%	74
Weighted AZ Average	28%	9%	63%	220
Weighted NCI-AD Average	28%	8%	65%	14658

Table 71. Where person would prefer to live (if wants to live somewhere else)*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Different Kind of Home	Live Independently	With or Closer to Family	In a Different Neighborhood	A Different Type of Geography or Climate	Other
Mercy Care LTC	32%	29%	32%	8%	16%	58%
Banner LTC	10%	14%	33%	5%	14%	52%
UHCCP LTC	17%	13%	25%	21%	25%	42%
Weighted AZ Average	21%	20%	30%	11%	18%	52%
Weighted NCI-AD Average	34%	15%	11%	23%	22%	21%

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 Sometimes	No, Never or Rarely	N
Mercy Care LTC	78%	13%	9%	46
Banner LTC	78%	17%	6%	36
UHCCP LTC	85%	13%	2%	46
Weighted AZ Average	81%	14%	5%	128
Weighted NCI-AD Average	90%	9%	1%	10038

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

Program	Yes, Always, or Almost Always	Sometimes	No, Never or Rarely	N
Mercy Care LTC	68%	20%	12%	84
Banner LTC	75%	19%	7%	59
UHCCP LTC	72%	25%	3%	68
Weighted AZ Average	71%	21%	7%	211
Weighted NCI-AD Average	65%	27%	8%	14250

Technology

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

Program	Yes	Sometimes	No	N
Mercy Care LTC	81%	0%	19%	159
Banner LTC	78%	0%	22%	98
UHCCP LTC	81%	2%	17%	123
Weighted AZ Average	80%	1%	19%	380
Weighted NCI-AD Average	74%	1%	25%	19012

Table 75. How often they use the internet (if has access to 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
Mercy Care LTC	49%	13%	2%	2%	34%	128
Banner LTC	42%	11%	7%	1%	39%	76
UHCCP LTC	53%	10%	6%	0%	31%	102
Weighted AZ Average	49%	11%	5%	1%	35%	306
Weighted NCI-AD Average	67%	12%	3%	1%	17%	14606

Table 76. Internet always works at home*Proxy respondents were allowed for this question.*

Program	Always Works	Sometimes Works	Rarely or Never Works	N
Mercy Care LTC	87%	9%	3%	95
Banner LTC	85%	13%	2%	47
UHCCP LTC	83%	15%	2%	82
Weighted AZ Average	85%	12%	3%	224
Weighted NCI-AD Average	89%	10%	0%	13300

Table 77. Has talked to health professionals using video conference/telehealth*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	49%	51%	158
Banner LTC	43%	57%	95
UHCCP LTC	52%	48%	120
Weighted AZ Average	48%	52%	373
Weighted NCI-AD Average	45%	55%	18542

Table 78. Liked talking to health care providers using telehealth

Program	Yes	Sometimes, or In-Between	No	N
Mercy Care LTC	64%	25%	11%	53
Banner LTC	52%	34%	14%	29
UHCCP LTC	57%	17%	26%	42
Weighted AZ Average	59%	24%	17%	124
Weighted NCI-AD Average	60%	22%	17%	6251

Access to Needed Equipment

Table 79. Need for 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
Mercy Care LTC	6%	7%	69%	18%	160
Banner LTC	8%	2%	79%	11%	98
UHCCP LTC	10%	9%	65%	16%	127
Weighted AZ Average	8%	6%	70%	16%	385
Weighted NCI-AD Average	11%	5%	60%	24%	19422

Table 80. Need for 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
Mercy Care LTC	9%	4%	46%	41%	160
Banner LTC	9%	2%	58%	31%	97
UHCCP LTC	12%	2%	39%	47%	124
Weighted AZ Average	10%	3%	46%	40%	381
Weighted NCI-AD Average	10%	2%	24%	64%	18731

Table 81. Need for 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
Mercy Care LTC	4%	8%	71%	17%	159
Banner LTC	0%	3%	76%	21%	96
UHCCP LTC	6%	12%	74%	9%	126
Weighted AZ Average	4%	8%	73%	15%	381
Weighted NCI-AD Average	7%	5%	63%	24%	19368

Table 82. Need for 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
Mercy Care LTC	8%	12%	49%	31%	160
Banner LTC	6%	11%	46%	37%	100
UHCCP LTC	9%	6%	41%	44%	126
Weighted AZ Average	8%	10%	46%	37%	386
Weighted NCI-AD Average	8%	3%	21%	68%	19315

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
Mercy Care LTC	5%	3%	49%	43%	159
Banner LTC	2%	5%	47%	45%	97
UHCCP LTC	6%	5%	53%	37%	126
Weighted AZ Average	4%	4%	50%	42%	382
Weighted NCI-AD Average	6%	2%	24%	67%	19287

Table 84. Need for other home 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
Mercy Care LTC	50%	10%	40%	0%	30
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	35%	30%	35%	0%	23
Weighted AZ Average	41%	16%	43%	0%	68
Weighted NCI-AD Average	5%	2%	7%	87%	12474

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 85. Need for 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
Mercy Care LTC	4%	23%	51%	22%	162
Banner LTC	6%	11%	60%	23%	99
UHCCP LTC	10%	18%	49%	24%	125
Weighted AZ Average	6%	18%	53%	23%	386
Weighted NCI-AD Average	5%	6%	28%	61%	19324

Table 86. Need for 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
Mercy Care LTC	9%	2%	10%	79%	162
Banner LTC	8%	3%	4%	85%	99
UHCCP LTC	15%	3%	12%	70%	123
Weighted AZ Average	11%	3%	9%	78%	384
Weighted NCI-AD Average	8%	1%	5%	86%	19116

Table 87. Need for 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
Mercy Care LTC	2%	9%	44%	46%	162
Banner LTC	3%	4%	52%	41%	98
UHCCP LTC	5%	10%	50%	35%	123
Weighted AZ Average	3%	8%	48%	41%	383
Weighted NCI-AD Average	3%	6%	45%	47%	19256

Table 88. Need for 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
Mercy Care LTC	8%	4%	11%	78%	159
Banner LTC	9%	2%	9%	79%	97
UHCCP LTC	8%	4%	10%	77%	119
Weighted AZ Average	8%	3%	10%	78%	375
Weighted NCI-AD Average	7%	3%	10%	81%	19100

Table 89. Need for 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
Mercy Care LTC	3%	14%	56%	27%	158
Banner LTC	3%	13%	55%	29%	98
UHCCP LTC	12%	17%	40%	31%	121
Weighted AZ Average	6%	15%	51%	28%	377
Weighted NCI-AD Average	5%	15%	58%	23%	19172

Table 90. Need for 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
Mercy Care LTC	7%	3%	57%	33%	155
Banner LTC	10%	1%	59%	30%	97
UHCCP LTC	15%	2%	40%	44%	123
Weighted AZ Average	11%	2%	52%	36%	375
Weighted NCI-AD Average	12%	2%	31%	55%	18978

Table 91. Need for 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
Mercy Care LTC	1%	1%	16%	83%	161
Banner LTC	1%	0%	17%	82%	98
UHCCP LTC	2%	2%	18%	78%	122
Weighted AZ Average	1%	1%	17%	81%	381
Weighted NCI-AD Average	2%	1%	11%	86%	19042

Table 92. Need for other assistive technology equipment*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
Mercy Care LTC	35%	9%	57%	0%	23
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	33%	7%	60%	0%	55
Weighted NCI-AD Average	2%	1%	16%	81%	12832

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 93. Need for other equipment*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
Mercy Care LTC	50%	15%	35%	0%	26
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a	n/a
Weighted AZ Average	42%	13%	43%	2%	54
Weighted NCI-AD Average	8%	2%	20%	70%	12547

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Medications

Table 94. Knows what prescription medications are for (if taking prescription medication)

Program	Yes	In-Between, or Some Medications	No	N
Mercy Care LTC	79%	11%	10%	80
Banner LTC	82%	9%	9%	56
UHCCP LTC	89%	6%	5%	66
Weighted AZ Average	83%	9%	8%	202
Weighted NCI-AD Average	88%	7%	5%	13779

Table 95. Takes medication to help feel less sad or depressed*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	47%	53%	150
Banner LTC	33%	67%	94
UHCCP LTC	39%	61%	114
Weighted AZ Average	41%	59%	358
Weighted NCI-AD Average	38%	62%	18103

Health care

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

Program	Yes	Sometimes	No	N
Mercy Care LTC	93%	3%	4%	74
Banner LTC	85%	0%	15%	46
UHCCP LTC	89%	2%	9%	65
Weighted AZ Average	90%	2%	9%	185
Weighted NCI-AD Average	89%	1%	9%	13077

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
Mercy Care LTC	86%	7%	7%	156
Banner LTC	82%	9%	10%	94
UHCCP LTC	82%	11%	7%	123
Weighted AZ Average	84%	9%	8%	373
Weighted NCI-AD Average	84%	10%	6%	18551

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
Mercy Care LTC	43%	58%	160
Banner LTC	39%	61%	97
UHCCP LTC	43%	57%	122
Weighted AZ Average	42%	58%	379
Weighted NCI-AD Average	42%	58%	18674

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
Mercy Care LTC	31%	69%	67
Banner LTC	29%	71%	38
UHCCP LTC	35%	65%	52
Weighted AZ Average	32%	68%	157
Weighted NCI-AD Average	27%	73%	8152

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
Mercy Care LTC	1%	99%	67
Banner LTC	0%	100%	38
UHCCP LTC	4%	96%	52
Weighted AZ Average	2%	98%	157
Weighted NCI-AD Average	3%	97%	8127

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
Mercy Care LTC	7%	93%	67
Banner LTC	3%	97%	38
UHCCP LTC	2%	98%	51
Weighted AZ Average	4%	96%	156
Weighted NCI-AD Average	10%	90%	8067

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
Mercy Care LTC	80%	20%	152
Banner LTC	80%	20%	96
UHCCP LTC	79%	21%	111
Weighted AZ Average	80%	20%	359
Weighted NCI-AD Average	87%	13%	18456

Table 103. Had a hearing exam*Proxy respondents were allowed for this question.*

Program	Past Year	1-2 Years Ago	3-4 Years Ago	5 Years Ago or More	Has Not Had One	N
Mercy Care LTC	18%	16%	13%	23%	32%	120
Banner LTC	13%	16%	14%	30%	27%	83
UHCCP LTC	19%	18%	12%	18%	34%	95
Weighted AZ Average	17%	16%	13%	23%	31%	298
Weighted NCI-AD Average	24%	16%	9%	23%	28%	14254

Table 104. Had a vision exam in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	65%	35%	153
Banner LTC	62%	38%	99
UHCCP LTC	61%	39%	117
Weighted AZ Average	63%	37%	369
Weighted NCI-AD Average	65%	35%	18299

Table 105. Had a dental visit in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	55%	45%	148
Banner LTC	45%	55%	87
UHCCP LTC	50%	50%	111
Weighted AZ Average	50%	50%	346
Weighted NCI-AD Average	54%	46%	17937

Table 106. Had a flu shot in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	73%	27%	154
Banner LTC	68%	32%	93
UHCCP LTC	59%	41%	116
Weighted AZ Average	67%	33%	363
Weighted NCI-AD Average	64%	36%	18161

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
Mercy Care LTC	64%	9%	9%	18%	148
Banner LTC	70%	9%	4%	17%	96
UHCCP LTC	52%	14%	4%	30%	114
Weighted AZ Average	62%	11%	6%	21%	358
Weighted NCI-AD Average	60%	14%	7%	19%	18121

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
Mercy Care LTC	86%	8%	7%	159
Banner LTC	74%	13%	12%	98
UHCCP LTC	90%	3%	7%	124
Weighted AZ Average	84%	8%	8%	381
Weighted NCI-AD Average	89%	7%	4%	18890

Table 109. Overall health*Proxy respondents were allowed for this question.*

Program	Excellent	Very Good	Good	Fair	Poor	N
Mercy Care LTC	4%	14%	32%	32%	19%	161
Banner LTC	3%	13%	37%	31%	15%	99
UHCCP LTC	3%	15%	21%	41%	20%	121
Weighted AZ Average	3%	14%	30%	35%	18%	381
Weighted NCI-AD Average	4%	10%	32%	37%	17%	18947

Table 110. Overall 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
Mercy Care LTC	5%	16%	46%	23%	11%	160
Banner LTC	9%	17%	43%	21%	9%	98
UHCCP LTC	10%	13%	39%	27%	11%	124
Weighted AZ Average	8%	15%	43%	24%	11%	382
Weighted NCI-AD Average	7%	14%	47%	26%	6%	18885

Table 111. In the past 12 months, forgets things more often than before*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	57%	43%	157
Banner LTC	51%	49%	97
UHCCP LTC	57%	43%	121
Weighted AZ Average	55%	45%	375
Weighted NCI-AD Average	49%	51%	18293

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
Mercy Care LTC	72%	28%	86
Banner LTC	54%	46%	46
UHCCP LTC	71%	29%	68
Weighted AZ Average	67%	33%	200
Weighted NCI-AD Average	71%	29%	8060

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
Mercy Care LTC	35%	20%	23%	22%	162
Banner LTC	39%	24%	15%	23%	96
UHCCP LTC	32%	20%	16%	31%	124
Weighted AZ Average	35%	21%	18%	25%	382
Weighted NCI-AD Average	30%	21%	22%	27%	18668

Table 114. Often feels lonely

Program	Yes, Often	Sometimes	Not Often, Never or Almost Never	N
Mercy Care LTC	23%	25%	52%	84
Banner LTC	24%	34%	42%	59
UHCCP LTC	13%	26%	60%	68
Weighted AZ Average	20%	28%	52%	211
Weighted NCI-AD Average	17%	31%	52%	14081

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
Mercy Care LTC	2%	4%	94%	161
Banner LTC	6%	5%	89%	99
UHCCP LTC	1%	1%	98%	124
Weighted AZ Average	3%	3%	94%	384
Weighted NCI-AD Average	5%	8%	87%	18922

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
Mercy Care LTC	37%	16%	47%	161
Banner LTC	33%	17%	49%	99
UHCCP LTC	35%	16%	49%	126
Weighted AZ Average	35%	16%	48%	386
Weighted NCI-AD Average	38%	18%	44%	19522

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
Mercy Care LTC	88%	12%	83
Banner LTC	92%	8%	50
UHCCP LTC	81%	19%	64
Weighted AZ Average	87%	13%	197
Weighted NCI-AD Average	83%	17%	10543

Table 118. Able to get to safety quickly in case of an emergency*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Mercy Care LTC	67%	33%	152
Banner LTC	74%	26%	95
UHCCP LTC	76%	24%	123
Weighted AZ Average	72%	28%	370
Weighted NCI-AD Average	87%	13%	18518

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

Program	Yes	Maybe, Not Sure	No	N
Mercy Care LTC	82%	6%	12%	83
Banner LTC	80%	5%	15%	59
UHCCP LTC	87%	4%	8%	71
Weighted AZ Average	83%	5%	12%	213
Weighted NCI-AD Average	82%	6%	12%	14462

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

Program	Yes at Least Sometimes	No, Never	N
Mercy Care LTC	19%	81%	84
Banner LTC	17%	83%	59
UHCCP LTC	20%	80%	70
Weighted AZ Average	19%	81%	213
Weighted NCI-AD Average	12%	88%	14653

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

Program	Yes	No	N
Mercy Care LTC	4%	96%	81
Banner LTC	5%	95%	59
UHCCP LTC	4%	96%	70
Weighted AZ Average	4%	96%	210
Weighted NCI-AD Average	5%	95%	14623

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
Mercy Care LTC	96%	4%	46
Banner LTC	97%	3%	36
UHCCP LTC	93%	7%	46
Weighted AZ Average	95%	5%	128
Weighted NCI-AD Average	98%	2%	10070

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
Mercy Care LTC	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a
UHCCP LTC	n/a	n/a	n/a	n/a
Weighted AZ Average	70%	25%	5%	36
Weighted NCI-AD Average	77%	14%	10%	1484

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	93%	4%	3%	68
Banner LTC	94%	2%	4%	50
UHCCP LTC	89%	8%	3%	64
Weighted AZ Average	92%	5%	3%	182
Weighted NCI-AD Average	97%	2%	1%	13700

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 Sometimes	No, Never or Rarely	N
Mercy Care LTC	85%	9%	6%	47
Banner LTC	89%	11%	0%	36
UHCCP LTC	96%	2%	2%	46
Weighted AZ Average	90%	7%	3%	129
Weighted NCI-AD Average	96%	3%	1%	10077

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
Mercy Care LTC	56%	25%	19%	32
Banner LTC	80%	12%	8%	25
UHCCP LTC	70%	22%	7%	27
Weighted AZ Average	68%	20%	12%	84
Weighted NCI-AD Average	68%	19%	13%	2409

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

Program	Yes	No	N
Mercy Care LTC	33%	67%	30
Banner LTC	54%	46%	24
UHCCP LTC	72%	28%	25
Weighted AZ Average	52%	48%	79
Weighted NCI-AD Average	56%	44%	2351

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
Mercy Care LTC	69%	6%	25%	32
Banner LTC	88%	0%	12%	25
UHCCP LTC	81%	15%	4%	27
Weighted AZ Average	79%	7%	14%	84
Weighted NCI-AD Average	79%	12%	9%	2411

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

Program	Yes	No	N
Mercy Care LTC	60%	40%	30
Banner LTC	45%	55%	22
UHCCP LTC	67%	33%	27
Weighted AZ Average	58%	42%	79
Weighted NCI-AD Average	76%	24%	2308

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

Program	Yes	No	N
Mercy Care LTC	68%	32%	31
Banner LTC	61%	39%	23
UHCCP LTC	81%	19%	27
Weighted AZ Average	70%	30%	81
Weighted NCI-AD Average	78%	22%	2347

Person-Centered Planning (State Optional Module)

Items in this section come from an optional Person Centered Planning module. The following states implemented the Person Centered Planning Module: AL, AZ, CO, DE, IN, KS, KY, MN, MO, NC, ND, NH, NJ, OH, OK, TN, WA, and WI

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
Mercy Care LTC	77%	9%	14%	0%	22
Banner LTC	n/a	n/a	n/a	n/a	n/a
UHCCP LTC	78%	17%	0%	4%	23
Weighted AZ Average	80%	11%	7%	2%	55
Weighted NCI-AD Average	85%	13%	2%	1%	6396

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 132. Remembers their last service planning meeting

Program	Yes	No	N
Mercy Care LTC	75%	25%	65
Banner LTC	82%	18%	45
UHCCP LTC	80%	20%	55
Weighted AZ Average	79%	21%	165
Weighted NCI-AD Average	66%	34%	9853

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

Program	Yes	No	N
Mercy Care LTC	96%	4%	49
Banner LTC	97%	3%	37
UHCCP LTC	95%	5%	43
Weighted AZ Average	96%	4%	129
Weighted NCI-AD Average	99%	1%	6820

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

Program	Yes	No	N
Mercy Care LTC	100%	0%	49
Banner LTC	100%	0%	37
UHCCP LTC	95%	5%	44
Weighted AZ Average	98%	2%	130
Weighted NCI-AD Average	100%	0%	6815

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

Program	Yes	Some People	No	N
Mercy Care LTC	100%	0%	0%	47
Banner LTC	89%	3%	8%	36
UHCCP LTC	91%	0%	9%	44
Weighted AZ Average	94%	1%	6%	127
Weighted NCI-AD Average	96%	2%	2%	6752

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

Program	Completely	Mostly	Somewhat	Very Little	Not at All	N
Mercy Care LTC	82%	10%	6%	2%	0%	49
Banner LTC	86%	3%	8%	0%	3%	37
UHCCP LTC	50%	30%	11%	5%	5%	44
Weighted AZ Average	72%	15%	9%	2%	2%	130
Weighted NCI-AD Average	76%	18%	5%	1%	0%	6780

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

Program	Yes	No	N
Mercy Care LTC	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a
UHCCP LTC	74%	26%	23
Weighted AZ Average	88%	12%	50
Weighted NCI-AD Average	91%	9%	5268

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	n/a	n/a	n/a	n/a
Banner LTC	n/a	n/a	n/a	n/a
UHCCP LTC	77%	18%	5%	22
Weighted AZ Average	85%	11%	4%	48
Weighted NCI-AD Average	91%	8%	1%	5249

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Mercy Care LTC	81%	14%	5%	21
Banner LTC	n/a	n/a	n/a	n/a
UHCCP LTC	78%	22%	0%	23
Weighted AZ Average	83%	15%	2%	53
Weighted NCI-AD Average	88%	11%	2%	6089

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Self-Direction (State Optional Module)

Data from one item, “Uses Self-directed supports option” (table 140 below) comes from the Background Information section and are reported for all participating states. All other items in this section come from an optional Self-Direction module. The following states implemented the Self Direction module: AL, CO, DE, KY, MN, MO, NC, NE, NH, NJ, NY, OH, OK, TN, and WI.

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

Program	Yes	No	N
Mercy Care LTC	1%	99%	162
Banner LTC	2%	98%	103
UHCCP LTC	2%	98%	131
Weighted AZ Average	2%	98%	396
Weighted NCI-AD Average	35%	65%	16690