



*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 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.

Delaware 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)
4937	862	3.34%

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)
Highmark-HCBS	Funded by Medicaid administrative funds and State Medicaid funds.	Sample drawn from a population of Medicaid-enrolled HCBS recipients stratified by three MCOs.	273	1,289	5.9%	5.4%
Highmark - NF	Medicaid administrative funds and State Medicaid funds	Sample drawn from a population of Medicaid-enrolled skilled nursing facility recipients and stratified by three MCOs	97	1,656	10%	9.1%
Amerihealth - HCBS	Funded by Medicaid administrative funds and State Medicaid funds.	Sample drawn from a population of Medicaid-enrolled HCBS recipients stratified by three MCOs.	226	680	6.5%	6%

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 three MCOs	102	923	9.7%	8.9%
Delaware First Health - HCBS	Funded by Medicaid administrative funds and State Medicaid funds.	Sample drawn from a population of Medicaid-enrolled HCBS recipients stratified by three MCOs.	53	131	13.5%	12.3%
Delaware First Health - NF	Medicaid administrative funds and State Medicaid funds	Sample drawn from a population of Medicaid-enrolled skilled nursing facility recipients and stratified by three MCOs	111	258	9.3%	8.5%

What is included in this report?

This report presents Delaware 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
Highmark- HCBS	54.4	271
Highmark - NF	74.9	82
Amerihealth - HCBS	59.5	225
Amerihealth- NF	74.4	90
Delaware First Health - HCBS	55.3	52
Delaware First Health - NF	72.8	99
Weighted DE Average	66.1	819
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
Highmark- HCBS	29%	41%	30%	1%	273
Highmark - NF	1%	9%	74%	15%	97
Amerihealth - HCBS	15%	48%	37%	0%	226
Amerihealth- NF	3%	13%	73%	12%	102
Delaware First Health - HCBS	28%	36%	34%	2%	53
Delaware First Health - NF	2%	13%	75%	11%	111
Weighted DE Average	11%	24%	56%	8%	862
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
Highmark- HCBS	51%	49%	0%	0%	273
Highmark - NF	39%	61%	0%	0%	97
Amerihealth - HCBS	46%	54%	0%	0%	226
Amerihealth- NF	35%	65%	0%	0%	102
Delaware First Health - HCBS	66%	34%	0%	0%	53
Delaware First Health - NF	38%	62%	0%	0%	111
Weighted DE Average	43%	57%	0%	0%	862
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
Highmark- HCBS	1%	1%	32%	1%	63%	6%	0%	0%
Highmark - NF	2%	0%	23%	5%	70%	2%	0%	0%
Amerihealth - HCBS	0%	1%	43%	1%	52%	4%	0%	0%
Amerihealth- NF	0%	0%	30%	3%	65%	3%	0%	0%
Delaware First Health - HCBS	0%	2%	43%	0%	49%	6%	0%	0%
Delaware First Health - NF	1%	3%	31%	1%	67%	2%	0%	0%
Weighted DE Average	1%	1%	30%	3%	64%	4%	0%	0%
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
Highmark- HCBS	57%	12%	24%	6%	2%	260
Highmark - NF	15%	18%	24%	38%	4%	91
Amerihealth - HCBS	44%	10%	29%	16%	1%	205
Amerihealth- NF	31%	11%	24%	24%	9%	96
Delaware First Health - HCBS	58%	6%	29%	4%	2%	48
Delaware First Health - NF	25%	18%	25%	25%	6%	102
Weighted DE Average	35%	14%	25%	23%	4%	802
Weighted NCI-AD Average	24%	11%	15%	12%	37%	19315

Table 6. Preferred language

This information may come from administrative records.

Program	English	Spanish	Other	Don't Know or Unclear	N
Highmark- HCBS	99%	1%	0%	0%	273
Highmark - NF	100%	0%	0%	0%	97
Amerihealth - HCBS	98%	2%	0%	0%	226
Amerihealth- NF	99%	1%	0%	0%	102
Delaware First Health - HCBS	98%	2%	0%	0%	53
Delaware First Health - NF	99%	1%	0%	0%	111
Weighted DE Average	99%	1%	0%	0%	862
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
Highmark- HCBS	100%	0%	0%	0%	0%	0%	273
Highmark - NF	100%	0%	0%	0%	0%	0%	97
Amerihealth - HCBS	100%	0%	0%	0%	0%	0%	226
Amerihealth- NF	100%	0%	0%	0%	0%	0%	102
Delaware First Health - HCBS	100%	0%	0%	0%	0%	0%	53
Delaware First Health - NF	93%	0%	0%	0%	0%	7%	111
Weighted DE Average	100%	0%	0%	0%	0%	0%	862
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
Highmark- HCBS	69%	26%	0%	5%	0%	273
Highmark - NF	74%	21%	0%	5%	0%	97
Amerihealth - HCBS	83%	15%	0%	2%	0%	226
Amerihealth- NF	72%	25%	0%	4%	0%	102
Delaware First Health - HCBS	81%	19%	0%	0%	0%	53
Delaware First Health - NF	79%	20%	0%	1%	0%	111
Weighted DE Average	74%	22%	0%	4%	0%	862
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
Highmark-HCBS	0%	0%	0%	4%	5%	24%	45%	3%	15%	2%	2%	273
Highmark - NF	0%	0%	0%	0%	0%	29%	35%	0%	22%	4%	10%	97
Amerihealth - HCBS	0%	0%	0%	5%	6%	27%	38%	2%	13%	8%	1%	226
Amerihealth-NF	0%	0%	0%	0%	0%	29%	35%	1%	25%	0%	9%	102
Delaware First Health - HCBS	0%	0%	0%	2%	6%	23%	45%	2%	15%	8%	0%	53
Delaware First Health - NF	0%	0%	0%	0%	0%	20%	35%	2%	22%	1%	21%	111
Weighted DE Average	0%	0%	0%	2%	2%	27%	38%	1%	19%	3%	7%	862
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
Highmark-HCBS	79%	2%	4%	12%	0%	1%	1%	1%	258
Highmark - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Amerihealth - HCBS	85%	3%	4%	5%	0%	1%	0%	1%	204
Amerihealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	67%	4%	10%	15%	0%	0%	2%	2%	48
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted DE Average **	80%	3%	5%	10%	0%	1%	1%	1%	510
Weighted NCI-AD Average	77%	4%	2%	6%	4%	0%	2%	4%	18504

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

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
Highmark- HCBS	28%	10%	44%	3%	1%	17%	0%	1%
Highmark - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Amerihealth - HCBS	32%	12%	40%	5%	2%	11%	0%	1%
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	23%	8%	38%	2%	2%	29%	0%	2%
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	29%	11%	42%	4%	1%	16%	0%	1%
Weighted NCI-AD Average	30%	14%	42%	2%	3%	9%	1%	6%

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

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
Highmark- HCBS	8%	91%	1%	258
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	9%	90%	1%	204
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	8%	92%	0%	48
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	8%	91%	1%	510
Weighted NCI-AD Average	5%	90%	5%	18332

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

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
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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	65%	8%	11%	3%	2%	2%	10%	0%	42
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
Highmark- HCBS	58%	18%	21%	2%	24%	7%
Highmark - NF	48%	11%	1%	24%	42%	12%
Amerihealth - HCBS	57%	15%	13%	10%	29%	6%
Amerihealth- NF	42%	4%	0%	16%	27%	9%
Delaware First Health - HCBS	45%	17%	23%	8%	15%	6%
Delaware First Health - NF	47%	5%	7%	13%	26%	11%
Weighted DE Average	51%	12%	9%	14%	31%	9%
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
Highmark- HCBS	14%	17%	31%	45%	9%	7%
Highmark - NF	12%	27%	34%	67%	5%	15%
Amerihealth - HCBS	21%	29%	40%	59%	9%	8%
Amerihealth- NF	12%	24%	28%	50%	2%	14%
Delaware First Health - HCBS	13%	21%	35%	42%	10%	4%
Delaware First Health - NF	13%	27%	42%	68%	5%	7%
Weighted DE Average	14%	24%	33%	56%	6%	11%
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
Highmark- HCBS	44%	53%	3%	258
Highmark - NF	24%	73%	3%	91
Amerihealth - HCBS	38%	58%	3%	203
Amerihealth- NF	23%	69%	7%	95
Delaware First Health - HCBS	38%	58%	4%	48
Delaware First Health - NF	15%	82%	3%	102
Weighted DE Average	31%	65%	4%	797
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
Highmark- HCBS	7%	19%	50%	48%	0%
Highmark - NF	27%	48%	33%	13%	0%
Amerihealth - HCBS	9%	24%	55%	43%	0%
Amerihealth- NF	24%	55%	33%	18%	0%
Delaware First Health - HCBS	4%	19%	44%	65%	0%
Delaware First Health - NF	35%	49%	27%	9%	0%
Weighted DE Average	19%	38%	40%	28%	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
Highmark- HCBS	24%	74%	2%	258
Highmark - NF	19%	80%	1%	91
Amerihealth - HCBS	29%	70%	1%	202
Amerihealth- NF	12%	88%	0%	95
Delaware First Health - HCBS	15%	85%	0%	48
Delaware First Health - NF	16%	84%	0%	102
Weighted DE Average	20%	79%	1%	796
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
Highmark- HCBS	63%	37%	0%	273
Highmark - NF	93%	7%	0%	97
Amerihealth - HCBS	64%	36%	0%	226
Amerihealth- NF	94%	6%	0%	102
Delaware First Health - HCBS	55%	45%	0%	53
Delaware First Health - NF	88%	12%	0%	111
Weighted DE Average	80%	20%	0%	862
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
Highmark- HCBS	0%	0%	0%	100%	0%	273
Highmark - NF	0%	0%	0%	100%	0%	97
Amerihealth - HCBS	10%	8%	33%	49%	0%	226
Amerihealth- NF	2%	8%	26%	64%	0%	102
Delaware First Health - HCBS	30%	38%	32%	0%	0%	53
Delaware First Health - NF	97%	1%	2%	0%	0%	111
Weighted DE Average	8%	4%	11%	78%	0%	862
Weighted NCI-AD Average	3%	8%	14%	26%	49%	19441

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

Program	Yes	No	Don't Know or Unclear	N
Highmark- HCBS	3%	97%	0%	273
Highmark - NF	6%	94%	0%	97
Amerihealth - HCBS	2%	98%	0%	226
Amerihealth- NF	1%	99%	0%	102
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	4%	96%	0%	698
Weighted NCI-AD Average	6%	41%	53%	19674

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

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
Highmark- HCBS	16%	1%	56%	27%	0%	0%	273
Highmark - NF	0%	0%	2%	98%	0%	0%	97
Amerihealth - HCBS	0%	80%	0%	20%	0%	0%	226
Amerihealth- NF	100%	0%	0%	0%	0%	0%	102
Delaware First Health - HCBS **	0%	0%	0%	0%	0%	100%	53
Delaware First Health - NF **	0%	0%	0%	0%	0%	100%	111
Weighted DE Average	23%	11%	15%	43%	0%	8%	862
Weighted NCI-AD Average	12%	14%	8%	1%	2%	64%	16382

***Programs have more than 25% missing or don't know.*

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
Highmark- HCBS	95%	5%	0%	0%	273
Highmark - NF	100%	0%	0%	0%	97
Amerihealth - HCBS	69%	31%	0%	0%	226
Amerihealth- NF	100%	0%	0%	0%	102
Delaware First Health - HCBS	74%	26%	0%	0%	53
Delaware First Health - NF	96%	4%	0%	0%	111
Weighted DE Average	93%	7%	0%	0%	862
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
Highmark- HCBS	67%	33%	202
Highmark - NF	43%	57%	67
Amerihealth - HCBS	67%	33%	180
Amerihealth- NF	45%	55%	73
Delaware First Health - HCBS	58%	42%	33
Delaware First Health - NF	52%	48%	82
Weighted DE Average	54%	46%	637
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
Highmark- HCBS	51%	14%	35%	206
Highmark - NF	38%	14%	48%	71
Amerihealth - HCBS	60%	9%	31%	179
Amerihealth- NF	46%	9%	45%	74
Delaware First Health - HCBS	48%	21%	30%	33
Delaware First Health - NF	41%	18%	41%	83
Weighted DE Average	46%	13%	41%	646
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
Highmark- HCBS	16%	34%	6%	45%	4%	1%
Highmark - NF	0%	20%	7%	61%	7%	0%
Amerihealth - HCBS	18%	47%	4%	56%	0%	0%
Amerihealth- NF	3%	20%	0%	50%	0%	0%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	2%	35%	10%	61%	8%	0%
Weighted DE Average	7%	28%	5%	54%	4%	0%
Weighted NCI-AD Average	11%	31%	8%	54%	4%	1%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	1%	0%	8%	2%	24%
Highmark - NF	0%	2%	16%	2%	20%
Amerihealth - HCBS	3%	1%	4%	0%	15%
Amerihealth- NF	3%	5%	15%	0%	23%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	0%	6%	18%	10%	12%
Weighted DE Average	1%	2%	13%	2%	20%
Weighted NCI-AD Average	1%	3%	5%	5%	20%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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, Always	Sometimes	No, Seldom or Never	N
Highmark- HCBS	72%	15%	13%	253
Highmark - NF	44%	17%	38%	63
Amerihealth - HCBS	71%	13%	17%	204
Amerihealth- NF	45%	15%	39%	66
Delaware First Health - HCBS	67%	14%	19%	42
Delaware First Health - NF	47%	21%	31%	70
Weighted DE Average	58%	16%	26%	698
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
Highmark- HCBS	92%	5%	3%	268
Highmark - NF	89%	4%	7%	56
Amerihealth - HCBS	90%	4%	6%	217
Amerihealth- NF	93%	1%	6%	67
Delaware First Health - HCBS	94%	2%	4%	48
Delaware First Health - NF	94%	4%	1%	67
Weighted DE Average	91%	4%	5%	723
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
Highmark- HCBS	48%	42%	11%	271
Highmark - NF	69%	24%	7%	97
Amerihealth - HCBS	52%	39%	9%	223
Amerihealth- NF	62%	25%	13%	100
Delaware First Health - HCBS	44%	42%	13%	52
Delaware First Health - NF	67%	27%	6%	111
Weighted DE Average	59%	31%	10%	854
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
Highmark- HCBS	86%	14%	240
Highmark - NF	91%	9%	90
Amerihealth - HCBS	88%	12%	201
Amerihealth- NF	92%	8%	87
Delaware First Health - HCBS	80%	20%	44
Delaware First Health - NF	90%	10%	104
Weighted DE Average	89%	11%	766
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
Highmark- HCBS	32%	40%	28%	273
Highmark - NF	64%	29%	7%	97
Amerihealth - HCBS	31%	43%	26%	222
Amerihealth- NF	57%	31%	12%	100
Delaware First Health - HCBS	23%	37%	40%	52
Delaware First Health - NF	67%	20%	14%	111
Weighted DE Average	49%	34%	17%	855
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
Highmark- HCBS	89%	11%	195
Highmark - NF	90%	10%	90
Amerihealth - HCBS	89%	11%	164
Amerihealth- NF	93%	7%	88
Delaware First Health - HCBS	81%	19%	31
Delaware First Health - NF	92%	8%	96
Weighted DE Average	90%	10%	664
Weighted NCI-AD Average	86%	14%	14532

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

Program	Yes	No	N
Highmark- HCBS	6%	94%	271
Highmark - NF	1%	99%	93
Amerihealth - HCBS	2%	98%	215
Amerihealth- NF	1%	99%	97
Delaware First Health - HCBS	2%	98%	48
Delaware First Health - NF	0%	100%	109
Weighted DE Average	3%	97%	833
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
Highmark- HCBS	16%	10%	74%	195
Highmark - NF	6%	3%	91%	68
Amerihealth - HCBS	13%	8%	79%	172
Amerihealth- NF	10%	1%	89%	73
Delaware First Health - HCBS	33%	3%	64%	33
Delaware First Health - NF	11%	0%	89%	83
Weighted DE Average	11%	5%	84%	624
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
Highmark- HCBS	17%	83%	29
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	18%	82%	22
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a
Weighted DE Average	13%	87%	82
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
Highmark- HCBS	14%	86%	271
Highmark - NF	7%	93%	92
Amerihealth - HCBS	14%	86%	214
Amerihealth- NF	6%	94%	97
Delaware First Health - HCBS	10%	90%	48
Delaware First Health - NF	3%	97%	109
Weighted DE Average	9%	91%	831
Weighted NCI-AD Average	8%	92%	18663

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

Program	Yes	Maybe, Not Sure	No	N
Highmark- HCBS	14%	10%	76%	178
Highmark - NF	3%	5%	92%	64
Amerihealth - HCBS	9%	12%	79%	150
Amerihealth- NF	3%	4%	93%	67
Delaware First Health - HCBS	24%	10%	66%	29
Delaware First Health - NF	8%	0%	92%	79
Weighted DE Average	7%	7%	86%	567
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
Highmark- HCBS	92%	8%	209
Highmark - NF	84%	16%	74
Amerihealth - HCBS	88%	12%	188
Amerihealth- NF	78%	23%	80
Delaware First Health - HCBS	82%	18%	39
Delaware First Health - NF	85%	15%	87
Weighted DE Average	85%	15%	677
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
Highmark- HCBS	78%	15%	6%	190
Highmark - NF	66%	24%	10%	62
Amerihealth - HCBS	84%	13%	3%	165
Amerihealth- NF	68%	21%	11%	62
Delaware First Health - HCBS	81%	13%	6%	31
Delaware First Health - NF	73%	22%	5%	74
Weighted DE Average	73%	19%	8%	584
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
Highmark-HCBS	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
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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	13%	7%	0%	39%	7%	3%	2%	48%
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
Highmark- HCBS	7%	19%	2%	6%	38%
Highmark - NF	2%	37%	5%	7%	12%
Amerihealth - HCBS	7%	19%	0%	12%	38%
Amerihealth- NF	4%	35%	1%	5%	12%
Delaware First Health - HCBS	4%	21%	6%	15%	40%
Delaware First Health - NF	6%	38%	1%	8%	22%
Weighted DE Average	5%	29%	3%	7%	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
Highmark- HCBS	23%	8%	1%	0%	4%
Highmark - NF	33%	2%	0%	0%	1%
Amerihealth - HCBS	24%	10%	0%	0%	3%
Amerihealth- NF	29%	5%	1%	0%	1%
Delaware First Health - HCBS	13%	6%	2%	2%	2%
Delaware First Health - NF	43%	1%	0%	1%	0%
Weighted DE Average	28%	5%	1%	0%	2%
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
Highmark- HCBS	82%	14%	4%	207
Highmark - NF	59%	28%	13%	32
Amerihealth - HCBS	87%	8%	5%	181
Amerihealth- NF	67%	22%	11%	27
Delaware First Health - HCBS	76%	16%	8%	37
Delaware First Health - NF	69%	31%	0%	52
Weighted DE Average	76%	18%	7%	536
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
Highmark- HCBS	47%	31%	2%	13%	5%	2%	236
Highmark - NF	96%	0%	0%	3%	0%	1%	89
Amerihealth - HCBS	45%	34%	3%	15%	3%	1%	196
Amerihealth- NF	99%	0%	0%	1%	0%	0%	83
Delaware First Health - HCBS	53%	36%	2%	7%	2%	0%	45
Delaware First Health - NF	97%	1%	0%	1%	1%	0%	106
Weighted DE Average	76%	14%	1%	7%	2%	1%	755
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
Highmark- HCBS	14%	5%	0%	37%	13%	1%	37%
Highmark - NF	30%	0%	0%	26%	2%	1%	45%
Amerihealth - HCBS	13%	7%	1%	36%	11%	2%	36%
Amerihealth- NF	34%	0%	0%	25%	2%	0%	39%
Delaware First Health - HCBS	20%	7%	2%	32%	11%	2%	27%
Delaware First Health - NF	42%	1%	0%	24%	6%	1%	30%
Weighted DE Average	25%	2%	0%	30%	7%	1%	39%
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
Highmark- HCBS	85%	13%	2%	103
Highmark - NF	81%	14%	5%	43
Amerihealth - HCBS	86%	10%	4%	70
Amerihealth- NF	83%	13%	5%	40
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	83%	10%	7%	58
Weighted DE Average	83%	13%	4%	332
Weighted NCI-AD Average	93%	5%	1%	11106

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

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
Highmark- HCBS	65%	35%	95
Highmark - NF	92%	8%	49
Amerihealth - HCBS	74%	26%	68
Amerihealth- NF	89%	11%	37
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	85%	15%	59
Weighted DE Average	82%	18%	322
Weighted NCI-AD Average	73%	27%	10887

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	79%	21%	250
Highmark - NF	81%	19%	72
Amerihealth - HCBS	74%	26%	211
Amerihealth- NF	78%	22%	79
Delaware First Health - HCBS	59%	41%	46
Delaware First Health - NF	81%	19%	84
Weighted DE Average	78%	22%	742
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
Highmark- HCBS	77%	7%	17%	181
Highmark - NF	67%	16%	16%	61
Amerihealth - HCBS	78%	8%	14%	167
Amerihealth- NF	66%	13%	21%	53
Delaware First Health - HCBS	56%	21%	24%	34
Delaware First Health - NF	65%	13%	23%	80
Weighted DE Average	71%	12%	17%	576
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
Highmark- HCBS	82%	8%	10%	182
Highmark - NF	43%	26%	31%	61
Amerihealth - HCBS	85%	7%	8%	168
Amerihealth- NF	62%	15%	23%	52
Delaware First Health - HCBS	67%	7%	27%	30
Delaware First Health - NF	59%	16%	25%	76
Weighted DE Average	65%	15%	20%	569
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
Highmark- HCBS	65%	27%	8%	239
Highmark - NF	72%	23%	5%	79
Amerihealth - HCBS	76%	19%	5%	196
Amerihealth- NF	70%	24%	6%	70
Delaware First Health - HCBS	63%	35%	2%	43
Delaware First Health - NF	66%	31%	3%	95
Weighted DE Average	70%	25%	6%	722
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
Highmark- HCBS	5%	14%	10%	12%	7%	5%
Highmark - NF	18%	18%	0%	5%	0%	0%
Amerihealth - HCBS	7%	17%	15%	9%	7%	17%
Amerihealth- NF	10%	5%	5%	0%	0%	0%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	19%	22%	3%	0%	3%	3%
Weighted DE Average	11%	15%	6%	7%	4%	4%
Weighted NCI-AD Average	5%	29%	28%	12%	15%	19%

State/Program 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
Highmark- HCBS	17%	30%	6%	7%	11%	17%
Highmark - NF	0%	0%	0%	9%	5%	9%
Amerihealth - HCBS	9%	30%	4%	15%	7%	28%
Amerihealth- NF	0%	5%	0%	0%	0%	0%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	3%	6%	0%	13%	6%	9%
Weighted DE Average	8%	15%	3%	8%	6%	12%
Weighted NCI-AD Average	8%	28%	9%	5%	8%	17%

State/Program 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
Highmark- HCBS	24%	10%	0%	1%	24%
Highmark - NF	0%	0%	0%	5%	32%
Amerihealth - HCBS	33%	11%	0%	4%	17%
Amerihealth- NF	10%	0%	0%	0%	29%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	0%	0%	0%	3%	44%
Weighted DE Average	13%	4%	0%	3%	28%
Weighted NCI-AD Average	19%	11%	0%	4%	28%

State/Program 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
Highmark- HCBS	56%	44%	66
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	59%	41%	37
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a
Weighted DE Average	65%	35%	146
Weighted NCI-AD Average	55%	45%	3330

State/Program 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
Highmark- HCBS	75%	10%	15%	194
Highmark - NF	75%	17%	8%	48
Amerihealth - HCBS	84%	8%	8%	142
Amerihealth- NF	83%	13%	4%	46
Delaware First Health - HCBS	70%	18%	12%	33
Delaware First Health - NF	74%	22%	4%	46
Weighted DE Average	77%	13%	10%	509
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
Highmark- HCBS	85%	6%	9%	183
Highmark - NF	64%	19%	17%	59
Amerihealth - HCBS	78%	12%	9%	161
Amerihealth- NF	68%	15%	17%	66
Delaware First Health - HCBS	71%	19%	10%	31
Delaware First Health - NF	65%	23%	12%	66
Weighted DE Average	73%	14%	13%	566
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
Highmark- HCBS	24%	76%	262
Highmark - NF	26%	74%	90
Amerihealth - HCBS	31%	69%	212
Amerihealth- NF	19%	81%	93
Delaware First Health - HCBS	38%	63%	48
Delaware First Health - NF	28%	72%	103
Weighted DE Average	25%	75%	808
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
Highmark- HCBS	88%	4%	8%	48
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	90%	4%	6%	51
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	74%	17%	9%	23
Weighted DE Average	90%	3%	6%	164
Weighted NCI-AD Average	88%	6%	6%	4148

State/Program 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
Highmark- HCBS	89%	11%	54
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	85%	15%	62
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	89%	11%	27
Weighted DE Average	85%	15%	190
Weighted NCI-AD Average	85%	15%	5206

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	65%	24%	12%	200
Highmark - NF	47%	35%	18%	68
Amerihealth - HCBS	68%	23%	8%	177
Amerihealth- NF	51%	31%	18%	74
Delaware First Health - HCBS	55%	27%	18%	33
Delaware First Health - NF	41%	46%	13%	76
Weighted DE Average	56%	30%	14%	628
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
Highmark- HCBS	83%	15%	3%	40
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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	75%	16%	9%	67
Weighted NCI-AD Average	67%	22%	12%	2342

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

Table 59. Able to choose 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
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a
Weighted DE Average	n/a	n/a	n/a
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
Highmark- HCBS	94%	5%	1%	207
Highmark - NF	87%	6%	7%	68
Amerihealth - HCBS	91%	5%	4%	179
Amerihealth- NF	83%	5%	12%	75
Delaware First Health - HCBS	85%	3%	12%	33
Delaware First Health - NF	81%	13%	6%	83
Weighted DE Average	88%	6%	6%	645
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
Highmark- HCBS	84%	6%	10%	207
Highmark - NF	51%	6%	43%	69
Amerihealth - HCBS	87%	7%	6%	178
Amerihealth- NF	43%	13%	44%	75
Delaware First Health - HCBS	76%	9%	15%	34
Delaware First Health - NF	57%	12%	30%	82
Weighted DE Average	64%	8%	28%	645
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
Highmark- HCBS	75%	15%	10%	209
Highmark - NF	41%	20%	39%	74
Amerihealth - HCBS	82%	9%	9%	181
Amerihealth- NF	43%	19%	38%	58
Delaware First Health - HCBS	52%	21%	26%	42
Delaware First Health - NF	46%	27%	27%	81
Weighted DE Average	57%	17%	25%	645
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
Highmark- HCBS	69%	16%	16%	210
Highmark - NF	38%	18%	44%	71
Amerihealth - HCBS	76%	12%	12%	180
Amerihealth- NF	41%	25%	34%	59
Delaware First Health - HCBS	55%	28%	18%	40
Delaware First Health - NF	45%	25%	30%	83
Weighted DE Average	53%	18%	28%	643
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
Highmark- HCBS	75%	11%	13%	106
Highmark - NF	36%	21%	43%	53
Amerihealth - HCBS	88%	2%	10%	81
Amerihealth- NF	33%	17%	50%	42
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	31%	17%	53%	59
Weighted DE Average	50%	15%	35%	358
Weighted NCI-AD Average	84%	4%	12%	11637

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

Satisfaction

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

Program	Yes	No	N
Highmark- HCBS	77%	23%	179
Highmark - NF	70%	30%	54
Amerihealth - HCBS	85%	15%	155
Amerihealth- NF	73%	27%	52
Delaware First Health - HCBS	79%	21%	29
Delaware First Health - NF	79%	21%	72
Weighted DE Average	76%	24%	541
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
Highmark- HCBS	40%	60%	150
Highmark - NF	24%	76%	21
Amerihealth - HCBS	37%	63%	147
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	18%	82%	39
Weighted DE Average	34%	66%	396
Weighted NCI-AD Average	29%	71%	11189

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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 Sometimes	No, Never or Rarely	N
Highmark- HCBS	19%	19%	62%	89
Highmark - NF	32%	36%	32%	47
Amerihealth - HCBS	14%	14%	72%	65
Amerihealth- NF	43%	24%	33%	42
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	36%	34%	30%	56
Weighted DE Average	29%	28%	43%	314
Weighted NCI-AD Average	12%	9%	78%	9216

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

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
Highmark- HCBS	75%	11%	14%	210
Highmark - NF	61%	16%	23%	74
Amerihealth - HCBS	75%	12%	13%	188
Amerihealth- NF	53%	24%	23%	79
Delaware First Health - HCBS	77%	13%	10%	39
Delaware First Health - NF	63%	23%	14%	87
Weighted DE Average	66%	16%	18%	677
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
Highmark- HCBS	12%	13%	6%	10%	19%
Highmark - NF	0%	0%	0%	0%	52%
Amerihealth - HCBS	9%	13%	11%	4%	26%
Amerihealth- NF	3%	0%	5%	3%	32%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	0%	0%	3%	3%	53%
Weighted DE Average	4%	4%	4%	3%	37%
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
Highmark- HCBS	8%	8%	8%	2%	21%
Highmark - NF	0%	3%	7%	17%	24%
Amerihealth - HCBS	6%	9%	4%	2%	9%
Amerihealth- NF	3%	3%	19%	8%	5%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	0%	0%	28%	19%	25%
Weighted DE Average	3%	4%	11%	10%	17%
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
Highmark- HCBS	10%	6%	6%	6%	37%
Highmark - NF	17%	7%	3%	0%	24%
Amerihealth - HCBS	13%	2%	2%	4%	26%
Amerihealth- NF	16%	5%	11%	0%	19%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	6%	13%	3%	0%	25%
Weighted DE Average	15%	6%	6%	2%	26%
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
Highmark- HCBS	40%	7%	53%	208
Highmark - NF	49%	11%	40%	72
Amerihealth - HCBS	39%	5%	56%	183
Amerihealth- NF	40%	8%	52%	77
Delaware First Health - HCBS	35%	14%	51%	37
Delaware First Health - NF	34%	8%	57%	87
Weighted DE Average	42%	8%	49%	664
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
Highmark- HCBS	24%	22%	15%	20%	16%	26%
Highmark - NF	30%	40%	21%	7%	9%	9%
Amerihealth - HCBS	33%	26%	7%	21%	15%	15%
Amerihealth- NF	19%	41%	27%	5%	0%	14%
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	41%	51%	35%	8%	5%	14%
Weighted DE Average	27%	33%	19%	12%	10%	15%
Weighted NCI-AD Average	34%	15%	11%	23%	22%	21%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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 Sometimes	No, Never or Rarely	N
Highmark- HCBS	74%	22%	4%	101
Highmark - NF	51%	40%	9%	55
Amerihealth - HCBS	84%	15%	1%	81
Amerihealth- NF	59%	37%	4%	46
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	47%	47%	5%	59
Weighted DE Average	61%	33%	6%	358
Weighted NCI-AD Average	90%	9%	1%	10038

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	55%	31%	14%	208
Highmark - NF	51%	34%	14%	70
Amerihealth - HCBS	63%	27%	10%	178
Amerihealth- NF	49%	39%	12%	75
Delaware First Health - HCBS	47%	32%	21%	34
Delaware First Health - NF	34%	53%	13%	83
Weighted DE Average	53%	34%	13%	648
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
Highmark- HCBS	78%	2%	20%	268
Highmark - NF	66%	3%	31%	90
Amerihealth - HCBS	82%	4%	15%	213
Amerihealth- NF	64%	2%	34%	89
Delaware First Health - HCBS	77%	2%	21%	48
Delaware First Health - NF	71%	2%	27%	105
Weighted DE Average	72%	3%	26%	813
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
Highmark- HCBS	65%	13%	5%	1%	16%	214
Highmark - NF	26%	11%	2%	3%	58%	62
Amerihealth - HCBS	51%	16%	7%	1%	24%	182
Amerihealth- NF	34%	7%	3%	2%	53%	58
Delaware First Health - HCBS	59%	11%	3%	5%	22%	37
Delaware First Health - NF	38%	9%	4%	3%	47%	77
Weighted DE Average	44%	12%	4%	2%	38%	630
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
Highmark- HCBS	91%	9%	0%	192
Highmark - NF	91%	9%	0%	33
Amerihealth - HCBS	86%	13%	1%	157
Amerihealth- NF	97%	0%	3%	37
Delaware First Health - HCBS	89%	11%	0%	28
Delaware First Health - NF	88%	12%	0%	49
Weighted DE Average	91%	9%	0%	496
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
Highmark- HCBS	56%	44%	263
Highmark - NF	11%	89%	89
Amerihealth - HCBS	52%	48%	212
Amerihealth- NF	11%	89%	91
Delaware First Health - HCBS	50%	50%	48
Delaware First Health - NF	16%	84%	102
Weighted DE Average	30%	70%	805
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
Highmark- HCBS	66%	25%	8%	110
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	59%	25%	16%	97
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	58%	26%	16%	257
Weighted NCI-AD Average	60%	22%	17%	6251

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

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
Highmark- HCBS	8%	7%	61%	24%	268
Highmark - NF	2%	1%	94%	3%	94
Amerihealth - HCBS	10%	6%	63%	20%	221
Amerihealth- NF	0%	1%	92%	7%	95
Delaware First Health - HCBS	6%	6%	64%	24%	50
Delaware First Health - NF	1%	3%	93%	4%	108
Weighted DE Average	5%	4%	80%	12%	836
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
Highmark- HCBS	11%	2%	28%	59%	266
Highmark - NF	0%	2%	69%	28%	95
Amerihealth - HCBS	8%	6%	36%	50%	216
Amerihealth- NF	0%	1%	65%	34%	98
Delaware First Health - HCBS	8%	0%	25%	67%	51
Delaware First Health - NF	0%	1%	77%	22%	107
Weighted DE Average	4%	2%	53%	41%	833
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
Highmark- HCBS	4%	5%	62%	29%	271
Highmark - NF	2%	2%	80%	16%	94
Amerihealth - HCBS	8%	6%	67%	18%	220
Amerihealth- NF	2%	0%	81%	17%	96
Delaware First Health - HCBS	8%	6%	55%	31%	51
Delaware First Health - NF	1%	0%	86%	13%	110
Weighted DE Average	4%	3%	73%	20%	842
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
Highmark- HCBS	9%	5%	25%	61%	272
Highmark - NF	0%	3%	96%	1%	96
Amerihealth - HCBS	6%	4%	29%	60%	219
Amerihealth- NF	0%	2%	94%	4%	100
Delaware First Health - HCBS	8%	6%	18%	69%	51
Delaware First Health - NF	0%	4%	95%	2%	110
Weighted DE Average	3%	4%	66%	27%	848
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
Highmark- HCBS	4%	3%	36%	57%	272
Highmark - NF	0%	0%	58%	42%	96
Amerihealth - HCBS	7%	5%	27%	61%	219
Amerihealth- NF	0%	0%	58%	42%	99
Delaware First Health - HCBS	4%	4%	22%	71%	51
Delaware First Health - NF	0%	0%	59%	41%	108
Weighted DE Average	2%	1%	47%	49%	845
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
Highmark- HCBS	39%	9%	48%	4%	23
Highmark - NF	n/a	n/a	n/a	n/a	n/a
Amerihealth - HCBS	n/a	n/a	n/a	n/a	n/a
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	38%	5%	54%	2%	49
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
Highmark- HCBS	5%	8%	35%	52%	272
Highmark - NF	0%	4%	81%	15%	93
Amerihealth - HCBS	4%	9%	35%	51%	217
Amerihealth- NF	1%	3%	77%	19%	97
Delaware First Health - HCBS	0%	10%	23%	67%	48
Delaware First Health - NF	1%	6%	75%	17%	109
Weighted DE Average	2%	6%	60%	32%	836
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
Highmark- HCBS	13%	1%	7%	79%	270
Highmark - NF	1%	0%	1%	98%	91
Amerihealth - HCBS	11%	0%	7%	81%	216
Amerihealth- NF	3%	0%	2%	95%	96
Delaware First Health - HCBS	13%	4%	2%	81%	48
Delaware First Health - NF	2%	0%	2%	96%	109
Weighted DE Average	6%	0%	4%	89%	830
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
Highmark- HCBS	2%	6%	46%	45%	271
Highmark - NF	1%	2%	38%	59%	93
Amerihealth - HCBS	2%	3%	53%	42%	217
Amerihealth- NF	2%	3%	40%	55%	97
Delaware First Health - HCBS	4%	6%	35%	54%	48
Delaware First Health - NF	3%	0%	31%	66%	108
Weighted DE Average	2%	4%	42%	52%	834
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
Highmark- HCBS	6%	1%	10%	83%	271
Highmark - NF	6%	6%	10%	77%	93
Amerihealth - HCBS	8%	4%	8%	80%	217
Amerihealth- NF	4%	4%	7%	84%	95
Delaware First Health - HCBS	2%	2%	8%	88%	48
Delaware First Health - NF	6%	0%	3%	91%	109
Weighted DE Average	6%	4%	9%	81%	833
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
Highmark- HCBS	6%	17%	50%	27%	269
Highmark - NF	2%	11%	56%	31%	91
Amerihealth - HCBS	6%	13%	56%	25%	216
Amerihealth- NF	2%	10%	57%	31%	94
Delaware First Health - HCBS	4%	13%	47%	36%	47
Delaware First Health - NF	4%	8%	62%	26%	109
Weighted DE Average	4%	12%	55%	29%	826
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
Highmark- HCBS	5%	3%	65%	27%	268
Highmark - NF	3%	2%	86%	9%	91
Amerihealth - HCBS	6%	4%	61%	29%	216
Amerihealth- NF	1%	0%	95%	4%	95
Delaware First Health - HCBS	10%	8%	42%	40%	48
Delaware First Health - NF	2%	1%	89%	8%	108
Weighted DE Average	4%	2%	77%	16%	826
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
Highmark- HCBS	1%	0%	14%	85%	270
Highmark - NF	0%	1%	15%	84%	93
Amerihealth - HCBS	1%	0%	13%	86%	216
Amerihealth- NF	1%	0%	15%	84%	97
Delaware First Health - HCBS	4%	2%	13%	81%	48
Delaware First Health - NF	0%	0%	7%	93%	109
Weighted DE Average	1%	1%	14%	85%	833
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
Highmark- HCBS	19%	11%	69%	0%	36
Highmark - NF	n/a	n/a	n/a	n/a	n/a
Amerihealth - HCBS	6%	6%	89%	0%	36
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	13%	7%	80%	0%	85
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
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	n/a	n/a	n/a	n/a	n/a
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	21%	8%	71%	0%	43
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
Highmark- HCBS	84%	9%	8%	199
Highmark - NF	54%	20%	26%	65
Amerihealth - HCBS	89%	7%	4%	174
Amerihealth- NF	63%	16%	21%	70
Delaware First Health - HCBS	79%	12%	9%	34
Delaware First Health - NF	58%	23%	19%	74
Weighted DE Average	70%	14%	16%	616
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
Highmark- HCBS	52%	48%	255
Highmark - NF	38%	62%	76
Amerihealth - HCBS	57%	43%	206
Amerihealth- NF	49%	51%	78
Delaware First Health - HCBS	36%	64%	45
Delaware First Health - NF	39%	61%	95
Weighted DE Average	47%	53%	755
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
Highmark- HCBS	93%	0%	7%	188
Highmark - NF	90%	3%	7%	58
Amerihealth - HCBS	95%	0%	5%	172
Amerihealth- NF	79%	2%	19%	62
Delaware First Health - HCBS	84%	0%	16%	31
Delaware First Health - NF	93%	3%	4%	69
Weighted DE Average	89%	1%	9%	580
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
Highmark- HCBS	88%	8%	4%	261
Highmark - NF	80%	8%	12%	76
Amerihealth - HCBS	88%	6%	7%	210
Amerihealth- NF	83%	10%	8%	80
Delaware First Health - HCBS	82%	13%	4%	45
Delaware First Health - NF	85%	8%	7%	84
Weighted DE Average	84%	8%	8%	756
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
Highmark- HCBS	33%	67%	262
Highmark - NF	24%	76%	88
Amerihealth - HCBS	43%	57%	214
Amerihealth- NF	19%	81%	94
Delaware First Health - HCBS	42%	58%	48
Delaware First Health - NF	25%	75%	104
Weighted DE Average	29%	71%	810
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
Highmark- HCBS	34%	66%	86
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	31%	69%	91
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	20%	80%	25
Weighted DE Average	23%	77%	259
Weighted NCI-AD Average	27%	73%	8152

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	7%	93%	85
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	3%	97%	91
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	0%	100%	26
Weighted DE Average	5%	95%	260
Weighted NCI-AD Average	3%	97%	8127

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	14%	86%	84
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	9%	91%	91
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	4%	96%	25
Weighted DE Average	8%	92%	257
Weighted NCI-AD Average	10%	90%	8067

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	82%	18%	259
Highmark - NF	76%	24%	84
Amerihealth - HCBS	81%	19%	209
Amerihealth- NF	72%	28%	88
Delaware First Health - HCBS	69%	31%	45
Delaware First Health - NF	82%	18%	103
Weighted DE Average	78%	22%	788
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
Highmark- HCBS	13%	12%	14%	43%	18%	212
Highmark - NF	33%	13%	5%	35%	13%	60
Amerihealth - HCBS	13%	17%	6%	43%	21%	166
Amerihealth- NF	45%	2%	8%	20%	25%	51
Delaware First Health - HCBS	8%	21%	3%	38%	31%	39
Delaware First Health - NF	36%	13%	4%	25%	22%	69
Weighted DE Average	25%	12%	8%	36%	19%	597
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
Highmark- HCBS	61%	39%	261
Highmark - NF	74%	26%	82
Amerihealth - HCBS	62%	38%	208
Amerihealth- NF	73%	27%	86
Delaware First Health - HCBS	57%	43%	47
Delaware First Health - NF	73%	27%	98
Weighted DE Average	68%	32%	782
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
Highmark- HCBS	51%	49%	261
Highmark - NF	55%	45%	82
Amerihealth - HCBS	44%	56%	206
Amerihealth- NF	55%	45%	87
Delaware First Health - HCBS	44%	56%	45
Delaware First Health - NF	44%	56%	96
Weighted DE Average	51%	49%	777
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
Highmark- HCBS	61%	39%	260
Highmark - NF	82%	18%	83
Amerihealth - HCBS	60%	40%	209
Amerihealth- NF	86%	14%	92
Delaware First Health - HCBS	61%	39%	46
Delaware First Health - NF	89%	11%	101
Weighted DE Average	74%	26%	791
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
Highmark- HCBS	63%	11%	6%	20%	255
Highmark - NF	88%	4%	2%	6%	83
Amerihealth - HCBS	63%	9%	7%	20%	210
Amerihealth- NF	91%	3%	0%	6%	89
Delaware First Health - HCBS	70%	7%	2%	20%	44
Delaware First Health - NF	88%	2%	3%	7%	96
Weighted DE Average	78%	6%	4%	12%	777
Weighted NCI-AD Average	60%	14%	7%	19%	18121

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	84%	12%	4%	266
Highmark - NF	78%	16%	7%	89
Amerihealth - HCBS	85%	10%	5%	213
Amerihealth- NF	79%	14%	7%	94
Delaware First Health - HCBS	74%	13%	13%	47
Delaware First Health - NF	71%	25%	4%	106
Weighted DE Average	80%	14%	6%	815
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
Highmark- HCBS	8%	19%	26%	32%	14%	267
Highmark - NF	7%	20%	38%	26%	9%	91
Amerihealth - HCBS	4%	12%	25%	44%	15%	213
Amerihealth- NF	6%	12%	27%	47%	8%	93
Delaware First Health - HCBS	2%	9%	47%	38%	4%	47
Delaware First Health - NF	2%	12%	44%	40%	2%	106
Weighted DE Average	6%	16%	32%	35%	10%	817
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
Highmark- HCBS	9%	17%	50%	20%	5%	265
Highmark - NF	4%	16%	64%	14%	1%	90
Amerihealth - HCBS	8%	17%	46%	22%	7%	215
Amerihealth- NF	7%	15%	65%	11%	2%	92
Delaware First Health - HCBS	9%	17%	49%	19%	6%	47
Delaware First Health - NF	7%	18%	52%	21%	1%	103
Weighted DE Average	7%	16%	57%	17%	3%	812
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
Highmark- HCBS	38%	62%	254
Highmark - NF	44%	56%	84
Amerihealth - HCBS	48%	52%	205
Amerihealth- NF	35%	65%	85
Delaware First Health - HCBS	38%	62%	47
Delaware First Health - NF	41%	59%	95
Weighted DE Average	41%	59%	770
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
Highmark- HCBS	62%	38%	93
Highmark - NF	59%	41%	37
Amerihealth - HCBS	67%	33%	96
Amerihealth- NF	64%	36%	28
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	71%	29%	38
Weighted DE Average	63%	37%	309
Weighted NCI-AD Average	71%	29%	8060

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	36%	20%	20%	24%	267
Highmark - NF	45%	25%	15%	15%	88
Amerihealth - HCBS	36%	20%	21%	22%	215
Amerihealth- NF	48%	32%	6%	14%	96
Delaware First Health - HCBS	28%	17%	30%	26%	47
Delaware First Health - NF	38%	22%	22%	17%	104
Weighted DE Average	41%	24%	16%	18%	817
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
Highmark- HCBS	18%	37%	45%	202
Highmark - NF	26%	41%	32%	68
Amerihealth - HCBS	21%	37%	42%	178
Amerihealth- NF	31%	32%	37%	75
Delaware First Health - HCBS	24%	45%	30%	33
Delaware First Health - NF	15%	43%	43%	80
Weighted DE Average	24%	38%	38%	636
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
Highmark- HCBS	5%	6%	90%	270
Highmark - NF	0%	0%	100%	91
Amerihealth - HCBS	4%	8%	88%	214
Amerihealth- NF	1%	0%	99%	96
Delaware First Health - HCBS	4%	2%	94%	47
Delaware First Health - NF	1%	1%	98%	106
Weighted DE Average	2%	3%	95%	824
Weighted NCI-AD Average	5%	8%	87%	18922

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	31%	23%	47%	271
Highmark - NF	26%	20%	54%	95
Amerihealth - HCBS	39%	20%	42%	218
Amerihealth- NF	31%	18%	51%	98
Delaware First Health - HCBS	26%	26%	48%	50
Delaware First Health - NF	31%	22%	47%	110
Weighted DE Average	30%	21%	49%	842
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
Highmark- HCBS	79%	21%	141
Highmark - NF	91%	9%	44
Amerihealth - HCBS	83%	17%	125
Amerihealth- NF	83%	17%	47
Delaware First Health - HCBS	76%	24%	25
Delaware First Health - NF	88%	12%	58
Weighted DE Average	85%	15%	440
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
Highmark- HCBS	88%	12%	253
Highmark - NF	85%	15%	79
Amerihealth - HCBS	92%	8%	210
Amerihealth- NF	88%	12%	84
Delaware First Health - HCBS	81%	19%	48
Delaware First Health - NF	84%	16%	95
Weighted DE Average	87%	13%	769
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
Highmark- HCBS	85%	3%	12%	204
Highmark - NF	72%	16%	12%	69
Amerihealth - HCBS	86%	5%	9%	175
Amerihealth- NF	68%	13%	19%	72
Delaware First Health - HCBS	69%	8%	22%	36
Delaware First Health - NF	83%	7%	10%	83
Weighted DE Average	77%	10%	13%	639
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
Highmark- HCBS	15%	85%	206
Highmark - NF	22%	78%	72
Amerihealth - HCBS	12%	88%	181
Amerihealth- NF	27%	73%	75
Delaware First Health - HCBS	29%	71%	35
Delaware First Health - NF	20%	80%	85
Weighted DE Average	20%	80%	654
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
Highmark- HCBS	7%	93%	206
Highmark - NF	8%	92%	72
Amerihealth - HCBS	7%	93%	180
Amerihealth- NF	15%	85%	74
Delaware First Health - HCBS	6%	94%	35
Delaware First Health - NF	8%	92%	84
Weighted DE Average	9%	91%	651
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
Highmark- HCBS	96%	4%	102
Highmark - NF	93%	7%	55
Amerihealth - HCBS	100%	0%	80
Amerihealth- NF	93%	7%	46
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	88%	12%	59
Weighted DE Average	94%	6%	358
Weighted NCI-AD Average	98%	2%	10070

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	n/a	n/a	n/a	n/a
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
Highmark- HCBS	94%	6%	0%	180
Highmark - NF	79%	19%	2%	63
Amerihealth - HCBS	97%	2%	1%	170
Amerihealth- NF	77%	19%	4%	57
Delaware First Health - HCBS	100%	0%	0%	32
Delaware First Health - NF	71%	22%	7%	82
Weighted DE Average	86%	13%	2%	584
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
Highmark- HCBS	91%	8%	1%	102
Highmark - NF	65%	31%	4%	55
Amerihealth - HCBS	98%	1%	1%	81
Amerihealth- NF	59%	39%	2%	46
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	59%	38%	3%	58
Weighted DE Average	73%	24%	2%	359
Weighted NCI-AD Average	96%	3%	1%	10077

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	75%	18%	8%	40
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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	75%	16%	10%	67
Weighted NCI-AD Average	68%	19%	13%	2409

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

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

Program	Yes	No	N
Highmark- HCBS	71%	29%	41
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	n/a	n/a	n/a
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a
Weighted DE Average	69%	31%	68
Weighted NCI-AD Average	56%	44%	2351

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	90%	5%	5%	39
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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	80%	13%	8%	66
Weighted NCI-AD Average	79%	12%	9%	2411

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

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

Program	Yes	No	N
Highmark- HCBS	80%	20%	35
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	n/a	n/a	n/a
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a
Weighted DE Average	78%	22%	60
Weighted NCI-AD Average	76%	24%	2308

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	61%	39%	38
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	n/a	n/a	n/a
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a
Weighted DE Average	60%	40%	64
Weighted NCI-AD Average	78%	22%	2347

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

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
Highmark- HCBS	88%	11%	1%	0%	108
Highmark - NF	57%	24%	10%	10%	21
Amerihealth - HCBS	87%	13%	0%	0%	117
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	72%	23%	3%	3%	39
Weighted DE Average	77%	17%	3%	3%	322
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
Highmark- HCBS	61%	39%	174
Highmark - NF	43%	57%	56
Amerihealth - HCBS	70%	30%	161
Amerihealth- NF	32%	68%	50
Delaware First Health - HCBS	54%	46%	28
Delaware First Health - NF	44%	56%	70
Weighted DE Average	51%	49%	539
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
Highmark- HCBS	100%	0%	105
Highmark - NF	96%	4%	24
Amerihealth - HCBS	100%	0%	112
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	100%	0%	31
Weighted DE Average	99%	1%	303
Weighted NCI-AD Average	99%	1%	6820

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

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

Program	Yes	No	N
Highmark- HCBS	100%	0%	105
Highmark - NF	96%	4%	24
Amerihealth - HCBS	100%	0%	113
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	100%	0%	31
Weighted DE Average	99%	1%	304
Weighted NCI-AD Average	100%	0%	6815

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	98%	2%	0%	104
Highmark - NF	88%	4%	8%	24
Amerihealth - HCBS	97%	3%	0%	112
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	81%	13%	6%	31
Weighted DE Average	93%	4%	3%	301
Weighted NCI-AD Average	96%	2%	2%	6752

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	73%	22%	4%	0%	1%	103
Highmark - NF	43%	39%	17%	0%	0%	23
Amerihealth - HCBS	87%	13%	1%	0%	0%	112
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	48%	29%	10%	10%	3%	31
Weighted DE Average	66%	25%	8%	1%	0%	299
Weighted NCI-AD Average	76%	18%	5%	1%	0%	6780

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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%	87
Highmark - NF	n/a	n/a	n/a
Amerihealth - HCBS	87%	13%	95
Amerihealth- NF	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a
Delaware First Health - NF	76%	24%	21
Weighted DE Average	84%	16%	240
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
Highmark- HCBS	97%	3%	0%	91
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	98%	2%	0%	95
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	73%	23%	4%	26
Weighted DE Average	90%	8%	2%	253
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
Highmark- HCBS	88%	11%	1%	104
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	93%	7%	0%	113
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	69%	28%	3%	36
Weighted DE Average	83%	14%	3%	308
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
Highmark- HCBS	34%	66%	273
Highmark - NF	0%	100%	97
Amerihealth - HCBS	26%	74%	226
Amerihealth- NF	0%	100%	102
Delaware First Health - HCBS	23%	77%	53
Delaware First Health - NF	2%	98%	111
Weighted DE Average	13%	87%	862
Weighted NCI-AD Average	35%	65%	16690

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	1%	20%	34%	45%	86
Highmark - NF	n/a	n/a	n/a	n/a	n/a
Amerihealth - HCBS	0%	17%	44%	39%	54
Amerihealth- NF	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	1%	21%	36%	42%	153
Weighted NCI-AD Average	2%	17%	33%	48%	2540

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	87%	8%	5%	75
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	91%	6%	2%	47
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	87%	8%	5%	135
Weighted NCI-AD Average	91%	4%	6%	1936

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	92%	8%	0%	72
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	98%	2%	0%	47
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	92%	8%	0%	132
Weighted NCI-AD Average	93%	5%	2%	1909

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	79%	15%	5%	73
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	93%	7%	0%	46
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	81%	14%	5%	131
Weighted NCI-AD Average	88%	6%	6%	1908

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	75%	18%	7%	72
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	84%	14%	2%	44
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	76%	17%	7%	129
Weighted NCI-AD Average	77%	15%	8%	1885

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	39%	3%	58%	69
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	50%	7%	43%	42
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	41%	4%	55%	123
Weighted NCI-AD Average	35%	12%	53%	1755

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	74%	26%	0%	27
Highmark - NF	n/a	n/a	n/a	n/a
Amerihealth - HCBS	86%	5%	10%	21
Amerihealth- NF	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	76%	21%	3%	51
Weighted NCI-AD Average	80%	18%	2%	923

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	44%	41%	15%	27
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
Delaware First Health - HCBS	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a
Weighted DE Average	46%	38%	16%	49
Weighted NCI-AD Average	66%	18%	16%	871

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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	0%	3%	3%	1%	0%	8%	24%	4%	64%
Highmark - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Amerihealth - HCBS	0%	0%	2%	0%	0%	7%	20%	4%	64%
Amerihealth-NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - HCBS	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Delaware First Health - NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted DE Average	0%	3%	3%	1%	0%	8%	25%	5%	62%
Weighted NCI-AD Average	4%	3%	4%	2%	2%	6%	29%	3%	61%

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