



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

North Carolina

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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.

North Carolina 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)
84353	376	5.05%

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)
Programs of All-Inclusive Care for the Elderly (PACE)			1	72	98%	89.8%
Nursing Facilities (NF)			9	16,263	32.7%	29.9%
Personal Care Services (PCS)			177	35,908	7.4%	6.8%
Private Duty Nursing (PDN)			5	538	43.8%	40.2%

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE (95% Confidence, 0.5 Distribution)	MoE (95% Confidence, 0.7 Distribution)
CAP/C	1915(c) Waiver	Medically fragile and medically complex children age 18 through 20 years of age. Is determined to require a level of institutional care under the North Carolina Medicaid State Plan. Need at least one or more CAP/C home- and community-based services based on a reasonable indication of need assessment that must be coordinated by a CAP/C case manager.	3	346	56.6%	51.9%
CAP/DA	1915(c) Waiver	Disabled adults 18 years old and older An individual who is determined to require a level of institutional care under the State Medicaid Plan An individual who needs at least one or more CAP/DA home- and community-based service based on a reasonable indication of need assessment that must be coordinated by a CAP/DA case manager.	32	6,994	17.3%	15.9%
CAP/CD			5	2,955	43.8%	40.2%
OAA	Administration for Community Living	Older adults 60+ ADH programs offer supervised care and social activities during the day to support older adults with cognitive or functional	144	21,277	8.2%	7.5%

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)
		impairments while providing respite for family caregivers.				

Programs of All-Inclusive Care for the Elderly (PACE) , CAP/C , Private Duty Nursing (PDN) , CAP/CD and Nursing Facilities (NF) are not included in the following tables due to the low number of respondents (less than 20) for data privacy. They are included in the Weighted NC Average and Weighted-NCI AD Average.

What is included in this report?

This report presents North Carolina 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
Personal Care Services (PCS)	58.4	176
CAP/DA	56.8	31
OAA	75.1	131
Weighted NC Average	62.8	361
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
Personal Care Services (PCS)	15%	53%	32%	1%	177
CAP/DA	16%	56%	25%	3%	32
OAA	1%	9%	83%	7%	141
Weighted NC Average	11%	40%	47%	2%	373
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
Personal Care Services (PCS)	35%	65%	0%	0%	177
CAP/DA	34%	66%	0%	0%	32
OAA	30%	70%	0%	0%	144
Weighted NC Average	30%	70%	0%	0%	376
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
Personal Care Services (PCS)	1%	0%	68%	0%	29%	1%	1%	1%
CAP/DA	0%	0%	56%	0%	41%	0%	0%	0%
OAA	0%	1%	53%	0%	42%	1%	1%	0%
Weighted NC Average	1%	0%	51%	0%	45%	0%	1%	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
Personal Care Services (PCS)	52%	8%	26%	11%	3%	176
CAP/DA	71%	0%	10%	19%	0%	31
OAA	21%	29%	38%	9%	4%	141
Weighted NC Average	50%	11%	26%	11%	3%	371
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
Personal Care Services (PCS)	99%	0%	1%	0%	177
CAP/DA	97%	0%	3%	0%	32
OAA	99%	1%	1%	0%	144
Weighted NC Average	99%	0%	1%	0%	376
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
Personal Care Services (PCS)	90%	0%	1%	0%	5%	5%	176
CAP/DA	84%	0%	0%	0%	13%	3%	32
OAA **	46%	0%	0%	0%	0%	54%	141
Weighted NC Average	79%	0%	0%	0%	4%	16%	372
Weighted NCI-AD Average	91%	2%	0%	0%	2%	5%	17186

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

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
Personal Care Services (PCS)	69%	19%	3%	7%	2%	175
CAP/DA	75%	19%	3%	3%	0%	32
OAA	62%	23%	5%	10%	0%	141
Weighted NC Average	54%	32%	4%	10%	1%	371
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
Personal Care Services (PCS)	1%	0%	0%	15%	34%	31%	10%	7%	2%	1%	0%	172
CAP/DA	3%	0%	0%	6%	44%	28%	16%	0%	3%	0%	0%	32
OAA	1%	2%	0%	14%	28%	40%	11%	1%	0%	2%	0%	141
Weighted NC Average	1%	1%	0%	10%	43%	31%	9%	4%	1%	1%	0%	368
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
Personal Care Services (PCS)	75%	11%	8%	3%	1%	1%	2%	0%	177
CAP/DA	75%	3%	19%	0%	0%	3%	0%	0%	32
OAA	94%	3%	1%	0%	0%	0%	1%	0%	143
Weighted NC Average	66%	6%	6%	18%	2%	1%	1%	0%	375
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
Personal Care Services (PCS)	55%	6%	27%	2%	1%	10%	0%	1%
CAP/DA	13%	3%	63%	6%	19%	19%	0%	0%
OAA	48%	21%	34%	1%	1%	4%	0%	0%
Weighted NC Average	38%	8%	28%	4%	2%	24%	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
Personal Care Services (PCS)	15%	85%	0%	176
CAP/DA	9%	91%	0%	32
OAA	1%	99%	0%	144
Weighted NC Average	10%	90%	0%	375
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
Personal Care Services (PCS)	52%	4%	4%	4%	4%	12%	20%	0%	25
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NC Average	41%	3%	4%	3%	3%	11%	36%	0%	31
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
Personal Care Services (PCS)	68%	0%	14%	4%	0%	0%
CAP/DA	70%	0%	0%	0%	0%	0%
OAA	2%	0%	0%	0%	0%	0%
Weighted NC Average	49%	0%	6%	5%	0%	0%
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
Personal Care Services (PCS)	0%	0%	14%	19%	0%	0%
CAP/DA	0%	0%	0%	0%	0%	0%
OAA	0%	1%	0%	0%	0%	0%
Weighted NC Average	0%	1%	2%	3%	0%	0%
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
Personal Care Services (PCS) **	67%	8%	25%	24
CAP/DA **	n/a	n/a	n/a	n/a
OAA **	0%	0%	100%	131
Weighted NC Average **	13%	2%	85%	158
Weighted NCI-AD Average	27%	64%	9%	18462

*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 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
Personal Care Services (PCS)	7%	15%	52%	43%	0%
CAP/DA	13%	25%	47%	50%	0%
OAA	7%	13%	54%	37%	1%
Weighted NC Average	7%	19%	55%	36%	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
Personal Care Services (PCS)	39%	58%	3%	175
CAP/DA	29%	71%	0%	31
OAA	32%	67%	1%	144
Weighted NC Average	30%	68%	2%	373
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
Personal Care Services (PCS)	76%	24%	0%	177
CAP/DA	84%	16%	0%	32
OAA	93%	7%	0%	142
Weighted NC Average	82%	18%	0%	374
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
Personal Care Services (PCS) **	1%	1%	10%	27%	62%	156
CAP/DA **	0%	0%	10%	55%	34%	29
OAA **	0%	0%	0%	1%	99%	138
Weighted NC Average **	0%	0%	10%	28%	61%	346
Weighted NCI-AD Average	3%	8%	14%	26%	49%	19441

***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
Personal Care Services (PCS)	10%	90%	0%	172
CAP/DA	35%	65%	0%	31
OAA	20%	80%	0%	119
Weighted NC Average	14%	86%	0%	345
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
Personal Care Services (PCS) **	6%	27%	12%	2%	2%	52%	158
CAP/DA **	3%	55%	10%	3%	0%	28%	29
OAA **	3%	9%	4%	0%	35%	50%	138
Weighted NC Average **	24%	20%	7%	1%	10%	38%	348
Weighted NCI- AD Average	12%	14%	8%	1%	2%	64%	16382

***State has 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
Personal Care Services (PCS) **	34%	1%	1%	65%	158
CAP/DA **	55%	0%	0%	45%	29
OAA **	41%	3%	10%	46%	138
Weighted NC Average **	43%	6%	3%	48%	348
Weighted NCI-AD Average	29%	5%	1%	65%	16310

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

Outcome Tables

Community Participation

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

Program	Yes	No	N
Personal Care Services (PCS)	66%	34%	154
CAP/DA	48%	52%	23
OAA	67%	33%	123
Weighted NC Average	64%	36%	316
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
Personal Care Services (PCS)	56%	20%	24%	158
CAP/DA	42%	38%	21%	24
OAA	61%	11%	28%	123
Weighted NC Average	59%	15%	26%	319
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
Personal Care Services (PCS)	32%	56%	18%	46%	25%	3%
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a
OAA	22%	52%	24%	43%	17%	4%
Weighted NC Average	27%	56%	18%	41%	20%	4%
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
Personal Care Services (PCS)	4%	10%	18%	3%	18%
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	2%	2%	2%	0%	24%
Weighted NC Average	3%	6%	12%	2%	19%
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
Personal Care Services (PCS)	57%	23%	20%	169
CAP/DA	55%	29%	16%	31
OAA	64%	15%	21%	137
Weighted NC Average	62%	20%	18%	360
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
Personal Care Services (PCS)	85%	12%	2%	172
CAP/DA	84%	10%	6%	31
OAA	85%	13%	2%	141
Weighted NC Average	89%	9%	2%	367
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
Personal Care Services (PCS)	51%	45%	4%	175
CAP/DA	84%	16%	0%	32
OAA	44%	34%	22%	143
Weighted NC Average	45%	46%	9%	373
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
Personal Care Services (PCS)	65%	35%	168
CAP/DA	84%	16%	32
OAA	50%	50%	111
Weighted NC Average	70%	30%	333
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
Personal Care Services (PCS)	47%	38%	15%	176
CAP/DA	56%	31%	13%	32
OAA	33%	26%	41%	143
Weighted NC Average	36%	38%	27%	374
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
Personal Care Services (PCS)	59%	41%	147
CAP/DA	89%	11%	28
OAA	46%	54%	83
Weighted NC Average	65%	35%	276
Weighted NCI-AD Average	86%	14%	14532

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

Program	Yes	No	N
Personal Care Services (PCS)	4%	96%	176
CAP/DA	10%	90%	31
OAA	3%	97%	144
Weighted NC Average	6%	94%	374
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
Personal Care Services (PCS)	18%	13%	69%	155
CAP/DA	n/a	n/a	n/a	n/a
OAA	6%	3%	91%	117
Weighted NC Average	11%	10%	79%	306
Weighted NCI-AD Average	12%	5%	83%	13346

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

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

Program	Yes	No	N
Personal Care Services (PCS)	39%	61%	28
CAP/DA	n/a	n/a	n/a
OAA	n/a	n/a	n/a
Weighted NC Average	40%	60%	38
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
Personal Care Services (PCS)	11%	89%	174
CAP/DA	17%	83%	30
OAA	6%	94%	143
Weighted NC Average	10%	90%	370
Weighted NCI-AD Average	8%	92%	18663

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

Program	Yes	Maybe, Not Sure	No	N
Personal Care Services (PCS)	10%	20%	70%	138
CAP/DA	n/a	n/a	n/a	n/a
OAA	6%	4%	90%	111
Weighted NC Average	10%	14%	76%	283
Weighted NCI-AD Average	10%	7%	83%	12251

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

Relationships

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

Program	Yes	No	N
Personal Care Services (PCS)	90%	10%	163
CAP/DA	96%	4%	25
OAA	91%	9%	123
Weighted NC Average	83%	17%	328
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
Personal Care Services (PCS)	76%	15%	10%	147
CAP/DA	79%	17%	4%	24
OAA	86%	12%	3%	111
Weighted NC Average	77%	12%	12%	295
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NC 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
Personal Care Services (PCS)	21%	12%	5%	13%	11%
CAP/DA	10%	16%	6%	23%	23%
OAA	25%	14%	8%	10%	6%
Weighted NC Average	21%	11%	5%	13%	14%
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
Personal Care Services (PCS)	29%	15%	1%	1%	8%
CAP/DA	19%	10%	0%	0%	3%
OAA	16%	8%	0%	0%	11%
Weighted NC Average	21%	22%	1%	0%	7%
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
Personal Care Services (PCS)	85%	11%	4%	92
CAP/DA	72%	8%	20%	25
OAA	83%	14%	2%	42
Weighted NC Average	85%	9%	6%	172
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
Personal Care Services (PCS)	68%	1%	1%	24%	5%	1%	153
CAP/DA	69%	17%	0%	7%	3%	3%	29
OAA	28%	2%	0%	60%	9%	1%	102
Weighted NC Average	62%	4%	0%	25%	4%	4%	305
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
Personal Care Services (PCS)	29%	3%	1%	41%	14%	3%	25%
CAP/DA	38%	7%	0%	62%	7%	7%	7%
OAA	17%	3%	1%	53%	15%	5%	20%
Weighted NC Average	36%	3%	1%	41%	14%	3%	19%
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
Personal Care Services (PCS)	91%	6%	3%	113
CAP/DA	100%	0%	0%	21
OAA	95%	5%	0%	39
Weighted NC Average	95%	4%	1%	192
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
Personal Care Services (PCS)	71%	29%	109
CAP/DA	76%	24%	21
OAA	65%	35%	40
Weighted NC Average	81%	19%	189
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
Personal Care Services (PCS)	71%	29%	174
CAP/DA	69%	31%	29
OAA	69%	31%	140
Weighted NC Average	72%	28%	365
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
Personal Care Services (PCS)	78%	10%	12%	150
CAP/DA	88%	8%	4%	24
OAA	70%	15%	15%	80
Weighted NC Average	82%	9%	9%	268
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
Personal Care Services (PCS)	78%	12%	10%	147
CAP/DA	79%	17%	4%	24
OAA	75%	13%	13%	79
Weighted NC Average	68%	18%	14%	266
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
Personal Care Services (PCS)	49%	40%	11%	166
CAP/DA	53%	47%	0%	30
OAA	42%	43%	15%	100
Weighted NC Average	56%	36%	8%	318
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
Personal Care Services (PCS)	3%	47%	54%	34%	22%	56%
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a
OAA	9%	54%	59%	43%	14%	32%
Weighted NC Average	5%	42%	48%	36%	19%	46%
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
Personal Care Services (PCS)	37%	47%	6%	10%	22%	28%
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a
OAA	20%	38%	29%	4%	5%	32%
Weighted NC Average	25%	43%	12%	7%	22%	31%
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
Personal Care Services (PCS)	33%	29%	1%	8%	5%
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	11%	23%	4%	14%	7%
Weighted NC Average	24%	25%	2%	8%	13%
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
Personal Care Services (PCS)	67%	33%	39
CAP/DA	n/a	n/a	n/a
OAA	71%	29%	24
Weighted NC Average	62%	38%	74
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
Personal Care Services (PCS)	78%	10%	13%	125
CAP/DA	75%	21%	4%	24
OAA	74%	6%	20%	54
Weighted NC Average	76%	12%	11%	217
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
Personal Care Services (PCS)	80%	15%	5%	157
CAP/DA	82%	14%	5%	22
OAA	85%	8%	7%	119
Weighted NC Average	74%	21%	5%	311
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
Personal Care Services (PCS)	35%	65%	172
CAP/DA	35%	65%	31
OAA	36%	64%	143
Weighted NC Average	36%	64%	368
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
Personal Care Services (PCS)	79%	17%	4%	53
CAP/DA	n/a	n/a	n/a	n/a
OAA	86%	7%	7%	42
Weighted NC Average	87%	9%	4%	108
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
Personal Care Services (PCS)	87%	13%	55
CAP/DA	n/a	n/a	n/a
OAA	73%	27%	49
Weighted NC Average	87%	13%	120
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
Personal Care Services (PCS)	70%	24%	6%	160
CAP/DA	79%	21%	0%	24
OAA	75%	19%	7%	122
Weighted NC Average	68%	27%	5%	323
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	93%	3%	3%	27
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
Personal Care Services (PCS)	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a
OAA	n/a	n/a	n/a
Weighted NC 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
Personal Care Services (PCS)	92%	7%	1%	162
CAP/DA	71%	21%	8%	24
OAA	92%	4%	4%	122
Weighted NC Average	82%	8%	10%	325
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
Personal Care Services (PCS)	87%	10%	3%	161
CAP/DA	83%	13%	4%	24
OAA	87%	11%	2%	122
Weighted NC Average	74%	8%	18%	323
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
Personal Care Services (PCS)	75%	12%	13%	147
CAP/DA	78%	15%	7%	27
OAA	63%	11%	26%	82
Weighted NC Average	61%	14%	25%	277
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
Personal Care Services (PCS)	59%	18%	23%	152
CAP/DA	70%	17%	13%	30
OAA	56%	13%	31%	87
Weighted NC Average	53%	12%	34%	290
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
Personal Care Services (PCS)	75%	13%	11%	105
CAP/DA	86%	5%	9%	22
OAA	81%	8%	11%	37
Weighted NC Average	63%	19%	18%	183
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
Personal Care Services (PCS)	88%	12%	149
CAP/DA	91%	9%	22
OAA	94%	6%	82
Weighted NC Average	90%	10%	269
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
Personal Care Services (PCS)	34%	66%	82
CAP/DA	n/a	n/a	n/a
OAA	27%	73%	37
Weighted NC Average	29%	71%	146
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
Personal Care Services (PCS)	11%	12%	76%	105
CAP/DA	n/a	n/a	n/a	n/a
OAA	0%	16%	84%	31
Weighted NC Average	11%	24%	66%	169
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
Personal Care Services (PCS)	73%	11%	16%	161
CAP/DA	75%	13%	13%	24
OAA	89%	6%	5%	123
Weighted NC Average	80%	11%	9%	325
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
Personal Care Services (PCS)	13%	18%	11%	26%	18%
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a
Weighted NC Average	10%	15%	7%	19%	16%
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
Personal Care Services (PCS)	13%	18%	11%	5%	18%
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a
Weighted NC Average	13%	17%	8%	3%	31%
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
Personal Care Services (PCS)	21%	11%	11%	11%	42%
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a
Weighted NC Average	32%	8%	21%	7%	43%
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
Personal Care Services (PCS)	38%	9%	53%	161
CAP/DA	36%	12%	52%	25
OAA	16%	7%	77%	123
Weighted NC Average	24%	16%	59%	326
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
Personal Care Services (PCS)	42%	23%	14%	19%	15%	26%
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a
OAA	29%	7%	18%	18%	21%	32%
Weighted NC Average	44%	22%	11%	14%	14%	25%
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
Personal Care Services (PCS)	93%	6%	1%	105
CAP/DA	90%	5%	5%	21
OAA	88%	6%	6%	32
Weighted NC Average	83%	15%	2%	172
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
Personal Care Services (PCS)	55%	37%	8%	161
CAP/DA	74%	26%	0%	23
OAA	60%	34%	6%	121
Weighted NC Average	66%	29%	5%	322
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
Personal Care Services (PCS)	70%	3%	26%	172
CAP/DA	81%	0%	19%	31
OAA	72%	1%	27%	144
Weighted NC Average	63%	2%	35%	370
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
Personal Care Services (PCS)	71%	10%	6%	2%	10%	126
CAP/DA	92%	0%	0%	0%	8%	25
OAA	58%	13%	5%	3%	21%	104
Weighted NC Average	67%	9%	4%	2%	18%	271
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
Personal Care Services (PCS)	93%	7%	0%	121
CAP/DA	100%	0%	0%	22
OAA	89%	8%	3%	99
Weighted NC Average	93%	6%	1%	257
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
Personal Care Services (PCS)	53%	47%	173
CAP/DA	67%	33%	30
OAA	31%	69%	144
Weighted NC Average	40%	60%	369
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
Personal Care Services (PCS)	48%	34%	17%	87
CAP/DA	n/a	n/a	n/a	n/a
OAA	56%	10%	33%	39
Weighted NC Average	56%	28%	17%	151
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
Personal Care Services (PCS)	24%	10%	40%	26%	174
CAP/DA	13%	10%	45%	32%	31
OAA	27%	10%	30%	34%	143
Weighted NC Average	19%	10%	44%	28%	371
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
Personal Care Services (PCS)	21%	7%	24%	48%	173
CAP/DA	17%	7%	33%	43%	30
OAA	24%	8%	8%	59%	144
Weighted NC Average	17%	8%	25%	50%	370
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
Personal Care Services (PCS)	18%	12%	40%	31%	173
CAP/DA	6%	6%	58%	29%	31
OAA	15%	3%	33%	48%	143
Weighted NC Average	12%	6%	49%	33%	370
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
Personal Care Services (PCS)	14%	3%	19%	64%	173
CAP/DA	10%	7%	31%	52%	29
OAA	13%	5%	13%	69%	143
Weighted NC Average	10%	6%	24%	61%	368
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
Personal Care Services (PCS)	11%	5%	23%	61%	173
CAP/DA	27%	3%	37%	33%	30
OAA	13%	8%	20%	60%	144
Weighted NC Average	10%	5%	30%	54%	370
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
Personal Care Services (PCS)	11%	1%	6%	82%	142
CAP/DA	11%	7%	0%	82%	28
OAA	10%	2%	4%	84%	120
Weighted NC Average	8%	3%	4%	85%	311
Weighted NCI-AD Average	5%	2%	7%	87%	12474

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
Personal Care Services (PCS)	12%	10%	15%	62%	175
CAP/DA	3%	16%	35%	45%	31
OAA	17%	11%	15%	58%	144
Weighted NC Average	10%	11%	19%	61%	372
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
Personal Care Services (PCS)	29%	5%	6%	59%	174
CAP/DA	10%	3%	6%	81%	31
OAA	19%	3%	3%	74%	144
Weighted NC Average	21%	3%	4%	72%	372
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
Personal Care Services (PCS)	10%	11%	35%	44%	174
CAP/DA	0%	10%	40%	50%	30
OAA	8%	13%	30%	49%	143
Weighted NC Average	6%	13%	34%	47%	370
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
Personal Care Services (PCS)	9%	4%	5%	82%	166
CAP/DA	3%	7%	13%	77%	30
OAA	13%	8%	9%	71%	141
Weighted NC Average	12%	6%	8%	74%	360
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
Personal Care Services (PCS)	14%	21%	40%	25%	174
CAP/DA	13%	23%	23%	40%	30
OAA	13%	27%	34%	26%	142
Weighted NC Average	15%	18%	44%	22%	369
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
Personal Care Services (PCS)	39%	5%	20%	36%	172
CAP/DA	14%	0%	38%	48%	29
OAA	36%	8%	20%	36%	143
Weighted NC Average	27%	4%	23%	47%	367
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
Personal Care Services (PCS)	2%	2%	11%	85%	173
CAP/DA	0%	3%	23%	73%	30
OAA	5%	1%	8%	85%	144
Weighted NC Average	2%	4%	13%	81%	370
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
Personal Care Services (PCS)	6%	1%	8%	85%	167
CAP/DA	0%	0%	11%	89%	28
OAA	4%	1%	5%	90%	137
Weighted NC Average	3%	1%	8%	88%	354
Weighted NCI-AD Average	2%	1%	16%	81%	12832

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
Personal Care Services (PCS)	13%	1%	8%	78%	129
CAP/DA	8%	0%	12%	80%	25
OAA	10%	2%	6%	82%	105
Weighted NC Average	12%	1%	7%	80%	281
Weighted NCI-AD Average	8%	2%	20%	70%	12547

Medications

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

Program	Yes	In-Between, or Some Medications	No	N
Personal Care Services (PCS)	85%	10%	5%	158
CAP/DA	87%	13%	0%	23
OAA	92%	4%	3%	118
Weighted NC Average	78%	14%	8%	316
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
Personal Care Services (PCS)	53%	47%	163
CAP/DA	63%	37%	30
OAA	27%	73%	137
Weighted NC Average	47%	53%	351
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
Personal Care Services (PCS)	88%	5%	8%	153
CAP/DA	n/a	n/a	n/a	n/a
OAA	76%	4%	21%	111
Weighted NC Average	79%	9%	12%	300
Weighted NCI-AD Average	89%	1%	9%	13077

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

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
Personal Care Services (PCS)	77%	16%	7%	176
CAP/DA	90%	10%	0%	31
OAA	77%	18%	5%	141
Weighted NC Average	77%	19%	4%	370
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
Personal Care Services (PCS)	55%	45%	173
CAP/DA	50%	50%	30
OAA	45%	55%	142
Weighted NC Average	53%	47%	366
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
Personal Care Services (PCS)	35%	65%	94
CAP/DA	n/a	n/a	n/a
OAA	32%	68%	62
Weighted NC Average	41%	59%	182
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
Personal Care Services (PCS)	2%	98%	93
CAP/DA	n/a	n/a	n/a
OAA	0%	100%	63
Weighted NC Average	1%	99%	182
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
Personal Care Services (PCS)	19%	81%	94
CAP/DA	n/a	n/a	n/a
OAA	8%	92%	62
Weighted NC Average	11%	89%	182
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
Personal Care Services (PCS)	85%	15%	172
CAP/DA	94%	6%	31
OAA	78%	22%	142
Weighted NC Average	83%	17%	368
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
Personal Care Services (PCS)	15%	20%	19%	21%	24%	140
CAP/DA	26%	9%	17%	17%	30%	23
OAA	21%	23%	9%	20%	27%	124
Weighted NC Average	19%	17%	14%	22%	27%	309
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
Personal Care Services (PCS)	64%	36%	169
CAP/DA	72%	28%	29
OAA	63%	37%	142
Weighted NC Average	66%	34%	362
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
Personal Care Services (PCS)	55%	45%	165
CAP/DA	52%	48%	27
OAA	40%	60%	137
Weighted NC Average	47%	53%	352
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
Personal Care Services (PCS)	63%	37%	174
CAP/DA	80%	20%	30
OAA	66%	34%	139
Weighted NC Average	66%	34%	364
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
Personal Care Services (PCS)	54%	17%	9%	21%	169
CAP/DA	47%	27%	10%	17%	30
OAA	69%	11%	9%	11%	140
Weighted NC Average	49%	20%	13%	18%	360
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
Personal Care Services (PCS)	74%	21%	5%	174
CAP/DA	80%	17%	3%	30
OAA	76%	18%	6%	141
Weighted NC Average	77%	17%	6%	366
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
Personal Care Services (PCS)	3%	11%	29%	36%	21%	175
CAP/DA	3%	10%	32%	39%	16%	31
OAA	2%	9%	31%	42%	15%	143
Weighted NC Average	5%	10%	36%	34%	14%	372
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
Personal Care Services (PCS)	7%	16%	50%	19%	8%	171
CAP/DA	10%	13%	61%	13%	3%	31
OAA	4%	13%	51%	21%	10%	142
Weighted NC Average	5%	19%	48%	21%	7%	367
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
Personal Care Services (PCS)	46%	54%	167
CAP/DA	52%	48%	29
OAA	48%	52%	140
Weighted NC Average	48%	52%	358
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
Personal Care Services (PCS)	60%	40%	73
CAP/DA	n/a	n/a	n/a
OAA	45%	55%	66
Weighted NC Average	52%	48%	160
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
Personal Care Services (PCS)	34%	27%	21%	18%	173
CAP/DA	30%	20%	43%	7%	30
OAA	34%	31%	18%	17%	143
Weighted NC Average	30%	28%	26%	16%	369
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
Personal Care Services (PCS)	23%	41%	36%	159
CAP/DA	4%	50%	46%	24
OAA	10%	47%	43%	122
Weighted NC Average	13%	39%	48%	322
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
Personal Care Services (PCS)	4%	21%	75%	173
CAP/DA	0%	10%	90%	30
OAA	3%	8%	88%	143
Weighted NC Average	3%	12%	85%	367
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
Personal Care Services (PCS)	35%	26%	39%	176
CAP/DA	26%	26%	48%	31
OAA	37%	24%	38%	143
Weighted NC Average	31%	24%	45%	373
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
Personal Care Services (PCS)	76%	24%	103
CAP/DA	n/a	n/a	n/a
OAA	75%	25%	88
Weighted NC Average	78%	22%	213
Weighted NCI-AD Average	83%	17%	10543

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

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Personal Care Services (PCS)	82%	18%	174
CAP/DA	86%	14%	28
OAA	84%	16%	140
Weighted NC Average	86%	14%	364
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
Personal Care Services (PCS)	84%	8%	9%	160
CAP/DA	79%	8%	13%	24
OAA	80%	8%	12%	121
Weighted NC Average	81%	8%	10%	322
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
Personal Care Services (PCS)	18%	82%	162
CAP/DA	21%	79%	24
OAA	11%	89%	122
Weighted NC Average	20%	80%	325
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
Personal Care Services (PCS)	11%	89%	159
CAP/DA	4%	96%	24
OAA	6%	94%	122
Weighted NC Average	9%	91%	322
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
Personal Care Services (PCS)	99%	1%	105
CAP/DA	95%	5%	21
OAA	94%	6%	32
Weighted NC Average	98%	2%	172
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC 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
Personal Care Services (PCS)	97%	1%	2%	154
CAP/DA	96%	4%	0%	24
OAA	97%	3%	0%	86
Weighted NC Average	95%	1%	4%	280
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
Personal Care Services (PCS)	96%	3%	1%	105
CAP/DA	100%	0%	0%	21
OAA	94%	6%	0%	32
Weighted NC Average	94%	6%	0%	172
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	32%	31%	36%	28
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
Personal Care Services (PCS)	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a
OAA	n/a	n/a	n/a
Weighted NC Average	35%	65%	27
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	72%	17%	12%	28
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
Personal Care Services (PCS)	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a
OAA	n/a	n/a	n/a
Weighted NC Average	88%	12%	26
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
Personal Care Services (PCS)	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a
OAA	n/a	n/a	n/a
Weighted NC Average	40%	60%	27
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
Personal Care Services (PCS)	80%	16%	3%	1%	74
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	88%	12%	0%	0%	26
Weighted NC Average	83%	14%	2%	1%	118
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
Personal Care Services (PCS)	56%	44%	131
CAP/DA	n/a	n/a	n/a
OAA	40%	60%	77
Weighted NC Average	41%	59%	243
Weighted NCI-AD Average	66%	34%	9853

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

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

Program	Yes	No	N
Personal Care Services (PCS)	100%	0%	74
CAP/DA	n/a	n/a	n/a
OAA	97%	3%	31
Weighted NC Average	99%	1%	121
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
Personal Care Services (PCS)	100%	0%	74
CAP/DA	n/a	n/a	n/a
OAA	100%	0%	31
Weighted NC Average	100%	0%	122
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
Personal Care Services (PCS)	96%	1%	3%	74
CAP/DA	n/a	n/a	n/a	n/a
OAA	100%	0%	0%	29
Weighted NC Average	97%	1%	2%	120
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
Personal Care Services (PCS)	73%	22%	4%	1%	0%	74
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a
OAA	57%	23%	17%	0%	3%	30
Weighted NC Average	72%	19%	7%	1%	1%	121
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
Personal Care Services (PCS)	93%	7%	61
CAP/DA	n/a	n/a	n/a
OAA	88%	13%	24
Weighted NC Average	92%	8%	99
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
Personal Care Services (PCS)	92%	8%	0%	60
CAP/DA	n/a	n/a	n/a	n/a
OAA	85%	15%	0%	26
Weighted NC Average	89%	11%	0%	101
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
Personal Care Services (PCS)	90%	10%	0%	70
CAP/DA	n/a	n/a	n/a	n/a
OAA	84%	16%	0%	25
Weighted NC Average	91%	9%	0%	112
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
Personal Care Services (PCS)	13%	87%	128
CAP/DA	7%	93%	27
OAA	0%	100%	121
Weighted NC Average	17%	83%	296
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a
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
Personal Care Services (PCS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
CAP/DA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
OAA	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NC Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
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.