



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Indiana Results

Preface

Hoosiers ages 65 and older made up nearly 14 percent of Indiana's population in 2015, and that number is projected to grow to 20 percent by the year 2030. Indiana's urban areas will see increases of more than 80 percent in over-65 populations, and one of the fastest-growing metropolitan areas in the state will see the number of its older adults nearly double during that same time. Most people wish to stay in their homes and communities as long as possible as they age, and Home and Community-Based Services (HCBS) are generally more cost-effective than institutional settings. These are critical issues as Indiana works to meet the growth in demand as the Baby Boomer generation continues to age.

Indiana has created and implemented a brand for its Aging and Disability Resource Centers (ADRCs) designed to increase Hoosiers' awareness and access to information and resources on HCBS and additional supports. Other initiatives currently in place include 1) enhancing options counseling for use as a critical tool in the ADRCs, i.e., integrating person-centered thinking into case management and provider services, 2) improving provider capacity, quality services and program coordination, 3) diverting individuals from institutional care, and 4) transitioning individuals from facilities back into the community.

Indiana is committed to continually improving the quality of care its citizens receive through publicly-funded services. As the state undergoes the aforementioned changes, the Division of Aging (DA) recognized the growing need for independent assessments and ongoing evaluation of its HCBS programs and secured the funding to participate in NCI-AD in 2018-2019. The DA plans to measure and evaluate the performance of services through the collection and analysis of data from the NCI-AD survey and other programmatic survey tools. Such quality improvement strategies will allow the DA to adjust and find ways to improve existing services or design new services when necessary.



Human Services Research Institute (HSRI)
2336 Massachusetts Avenue
Cambridge, MA 02140



ADvancing States
241 18th Street S., Ste. 403
Arlington, VA 22202



Indiana Family and Social Services Administration
Division of Aging
MS 21, 402 W. Washington Street, P.O. Box 7083

October 14, 2020

List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

BI Section – Background Information Section of NCI-AD Adult Consumer Survey

CIL – Center for Independent Living

CPAP – continuous positive airway pressure

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

Table of Contents

Preface	2
List of Abbreviations Used in This Report.....	4
Table of Contents.....	5
What is NCI-AD?	21
NCI-AD Adult Consumer Survey.....	21
Survey Overview	21
Figure 1. 2018-2019 NCI-AD Domains and Indicators	22
Survey Organization.....	25
NCI-AD in Indiana	26
Sample.....	27
Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.....	29
Survey Process in Indiana	30
Stakeholders	30
Organization of Results	31
Limitations of the Report.....	33
Results	34
Community Participation	34
Graph 1. Proportion of people who are as active in their community as they would like to be	35
Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to	35
Choice and Decision Making.....	36

Graph 3. Proportion of people who are able to choose their roommate (if in group setting and have roommates).....	37
Graph 4. Proportion of people who get up and go to bed when they want to	37
Graph 5. Proportion of people who can eat their meals when they want to	38
Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	38
Relationships.....	39
Graph 7. Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	40
Satisfaction.....	41
Graph 8. Proportion of people who like where they are living	42
Graph 9. Proportion of people who would prefer to live somewhere else	42
Graph 10. Proportion of people who like how they spend their time during the day	43
Graph 11. Proportion of people whose paid support staff change too often.....	43
Graph 12. Proportion of people whose paid support staff do things the way they want them done.....	44
Service Coordination.....	45
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services.....	46
Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint	46
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to	47
Graph 16. Proportion of people who have an emergency plan in place.....	47
Graph 17. Proportion of people who want help planning for future changes in their needs.....	48
Graph 18. Proportion of people whose long-term care services meet all their current needs and goals.....	48
Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)	49

Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)	49
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)	50
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up	50
Graph 23. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	51
Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English)	51
Care Coordination	52
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)	53
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	53
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year.....	54
Graph 28. Proportion of people who know how to manage their chronic condition(s).....	54
Graph 29. Proportion of people with concerns about falling or being unstable	55
Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk	55
Access to Community.....	56
Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ...	57
Graph 32. Proportion of people who have transportation to get to medical appointments when they need to.....	57
Access to Needed Equipment	58
Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them.....	59

Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement.....	59
Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them	60
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	60
Graph 37. Proportion of people who need a specialized bed but do not have it	61
Graph 38. Proportion of people who have a specialized bed but need a replacement.....	61
Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it.....	62
Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement	62
Graph 41. Proportion of people who need some other home modification but do not have it	63
Graph 42. Proportion of people who have some other home modification but need a replacement.....	63
Graph 43. Proportion of people who need a walker but do not have it	64
Graph 44. Proportion of people who have a walker but need a replacement	64
Graph 45. Proportion of people who need a scooter but do not have it.....	65
Graph 46. Proportion of people who have a scooter but need a replacement	65
Graph 47. Proportion of people who need a wheelchair but do not have it	66
Graph 48. Proportion of people who have a wheelchair but need a replacement	66
Graph 49. Proportion of people who need hearing aids but do not have them.....	67
Graph 50. Proportion of people who have hearing aids but need a replacement	67
Graph 51. Proportion of people who need glasses but do not have them	68
Graph 52. Proportion of people who have glasses but need a replacement.....	68
Graph 53. Proportion of people who need a CPAP machine but do not have it.....	69
Graph 54. Proportion of people who have a CPAP machine but need a replacement	69
Graph 55. Proportion of people who need a personal emergency response system but do not have it.....	70

Graph 56. Proportion of people who have a personal emergency response system but need a replacement	70
Graph 57. Proportion of people who need an oxygen machine but do not have it	71
Graph 58. Proportion of people who have an oxygen machine but need a replacement.....	71
Graph 59. Proportion of people who need some other assistive device but do not have it	72
Graph 60. Proportion of people who have some other assistive device but need a replacement.....	72
Safety	73
Graph 61. Proportion of people who feel safe at home.....	74
Graph 62. Proportion of people who feel safe around their paid support staff	74
Graph 63. Proportion of people who are ever worried for the security of their personal belongings.....	75
Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months	75
Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	76
Health Care	77
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year	78
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	78
Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	79
Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to	79
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to.....	80
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months	80
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year.....	81
Graph 73. Proportion of people who have had a hearing exam in the past year	81
Graph 74. Proportion of people who have had a vision exam in the past year	82

Graph 75. Proportion of people who have had a flu shot in the past year	82
Graph 76. Proportion of people who have had a dental visit in the past year	83
Wellness	84
Graph 77. Proportion of people whose health was described as poor	85
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago	85
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months	86
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse...	86
Graph 81. Proportion of people who often feel sad or depressed	87
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	87
Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	88
Graph 84. Proportion of people who have access to healthy foods if they want them	88
Medications	89
Graph 85. Proportion of people who take medications that help them feel less sad or depressed	90
Graph 86. Proportion of people who understand what they take their prescription medications for	90
Rights and Respect.....	91
Graph 87. Proportion of people whose paid support staff treat them with respect.....	92
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	92
Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	93
Graph 90. Proportion of people who have enough privacy where they live (if in group setting)	93
Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)	94
Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)	94
Self-Direction	95

Graph 93. Proportion of people who can choose or change what kind of services they get	96
Graph 94. Proportion of people who can choose or change when and how often they get their services	96
Graph 95. Proportion of people who can choose or change their paid support staff if they want to.....	97
Work.....	98
Graph 96. Proportion of people who have a paying job	99
Graph 97. Proportion of people who would like a job (if not currently employed).....	99
Graph 98. Proportion of people wanting a job who had someone talk to them about job options	100
Graph 99. Proportion of people who do volunteer work.....	100
Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering).....	101
Everyday Living.....	102
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....	103
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	103
Graph 103. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home).....	104
Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it	104
Affordability	105
Graph 105. Proportion of people who ever have to skip a meal due to financial worries	106
Control	107
Graph 106. Proportion of people who never feel in control of their lives	108
Appendix A: Rules for Recoding and Collapsing Responses	109

Table A1. Outcome Variables – Collapsing Rules	109
Appendix B: Un-Collapsed and Unweighted Data by Program	114
Demographic Characteristics	115
Table 1. Average age (reported for those under 90 years of age)	115
Table 2. Age: 90 years and over	115
Table 3. Gender	116
Table 4. Race and ethnicity	116
Table 5. Marital status	116
Table 6. Primary language	117
Table 7. Type of residential area.....	117
Table 8. Type of residence	118
Table 9. Who else lives with the person	118
Table 10. Address changed in the past 6 months.....	118
Table 11. Where the person moved from (if address changed in the past 6 months)	119
Table 12. Formal diagnosis: physical disability	119
Table 13. Formal diagnosis: Alzheimer’s disease or other dementia	119
Table 14. Formal diagnosis: traumatic or acquired brain injury.....	120
Table 15. Formal diagnosis: intellectual or other developmental disability	120
Table 16. Level of mobility	120
Table 17. History of frequent falls (more than two in a six-month period)	121
Table 18. Receives Medicare	121
Table 19. Length of receiving LTSS in current program	121

Table 20. Has legal guardian	122
Table 21. Proportion of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records).....	122
Community Participation	123
Table 22. Proportion of people who are as active in their community as they would like to be	123
Table 23a. Reasons that people are not as active in the community as they would like to be	123
Table 23b. Reasons that people are not as active in the community as they would like to be (continued)	124
Table 24. Proportion of people who get to do the things they enjoy outside of their home as much as they want to.....	124
Choice and Decision Making	125
Table 25. Proportion of people who are able to choose their roommate (if in group setting and have roommates)	125
Table 26. Proportion of people who get up and go to bed when they want to.....	125
Table 27. Proportion of people who can eat their meals when they want to	126
Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)...	126
Relationships	127
Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them).....	127
Table 30. Reasons people aren't always able to see friends/family	127
Satisfaction.....	128
Table 31. Proportion of people who like where they are living	128
Table 32a. Reasons for not liking where people are living.....	128
Table 32b. Reasons for not liking where people are living (continued)	129
Table 32c. Reasons for not liking where people live (continued)	129

Table 33. Proportion of people who would prefer to live somewhere else	129
Table 34a. Where people would prefer to live (if would prefer to live somewhere else)	130
Table 34b. Where people would prefer to live (if would prefer to live somewhere else) (continued)	130
Table 35. Proportion of people who like how they spend their time during the day	130
Table 36. Proportion of people whose paid support staff change too often.....	131
Table 37. Proportion of people whose paid support staff do things the way they want them done.....	131
Service Coordination.....	132
Table 38. Proportion of people who know whom to contact if they want to make changes to their services	132
Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint	132
Table 40. Proportion of people who reported having a case manager/care coordinator	133
Table 41. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	133
Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English).....	133
Table 43. Proportion of people whose paid support staff show up and leave when they are supposed to	134
Table 44. Proportion of people who have an emergency plan in place	134
Table 45. Proportion of people who want help planning for future changes in their needs.....	134
Table 46. Proportion of people whose long-term care services meet their current needs and goals.....	135
Table 47a. Additional services might help meet people's needs and goals (if have unmet needs and goals)	135
Table 47b. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)	135
Table 47c. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)	136
Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)	136

Table 49a. How people first find out about the services available to them	136
Table 49b. How people first find out about the services available to them (continued).....	137
Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week)	137
Table 51. Who helps people most often (if anybody provides support on a regular basis)	137
Table 52. Who else helps (if anybody provides support on a regular basis).....	138
Table 53. Proportion of people who have a backup plan if their paid support staff don't show up	138
Care Coordination	139
Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)	139
Table 55. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	139
Table 56. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year.....	140
Table 57. Proportion of people who know how to manage their chronic condition(s)	140
Table 58. Proportion of people with concerns about falling or being unstable.....	140
Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk	141
Access to Community.....	142
Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ..	142
Table 61. Proportion of people who have transportation to get to medical appointments when they need to.....	142
Access to Needed Equipment	143
Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home	143

Table 63. Proportion of people who need bathroom modifications (other than grab bars).....	143
Table 64. Proportion of people who need a specialized bed	144
Table 65. Proportion of people who need a ramp or stair lift in or outside the home.....	144
Table 66. Proportion of people who need some other home modification(s)	145
Table 67. Proportion of people who need a walker	145
Table 68. Proportion of people who need a scooter	146
Table 69. Proportion of people who need a wheelchair	146
Table 70. Proportion of people who need hearing aids	147
Table 71. Proportion of people who need glasses	147
Table 72. Proportion of people who need a CPAP machine.....	148
Table 73. Proportion of people who need a personal emergency response system	148
Table 74. Proportion of people who need an oxygen machine	149
Table 75. Proportion of people who need some other assistive device(s)	149
Safety	150
Table 76. Proportion of people who feel safe at home.....	150
Table 77. Proportion of people who feel safe around their paid support staff	150
Table 78. Proportion of people who are ever worried for the security of their personal belongings.....	151
Table 79. Proportion of people whose money was taken or used without their permission in the last 12 months	151
Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire	151
Health Care	152
Table 81. Proportion of people who have gone to the emergency room for any reason in the past year	152
Table 82. Proportion of people whose emergency room visit in the past year was due to falling or losing balance	152

Table 83. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain	153
Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to	153
Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to	153
Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months	154
Table 87. Proportion of people who have had a physical exam or wellness visit in the past year	154
Table 88. Proportion of people who have had a hearing exam in the past year	154
Table 89. Proportion of people who have had a vision exam in the past year	155
Table 90. Proportion of people who have had a flu shot in the past year	155
Table 91. Proportion of people who have had a dental visit in the past year	155
Wellness	156
Table 92. Proportion of people whose health was described as poor, fair, good, very good, and excellent.....	156
Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago.....	156
Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months	157
Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse	157
Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often.....	157
Table 97. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)	158
Table 98. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)	158
Table 99. Proportion of people who have access to healthy foods if they want them	158
Medications	159
Table 100. Proportion of people who take medications that help them feel less sad or depressed	159

Table 101. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)	159
Rights and Respect.....	160
Table 102. Proportion of people whose paid support staff treat them with respect	160
Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting).....	160
Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)	161
Table 105. Proportion of people who have enough privacy where they live (if in group setting)	161
Table 106. Proportion of people whose visitors are able to come at any time (if in group setting)	162
Table 107. Proportion of people who have access to food at all times of the day (if in group setting)	162
Self-Direction	163
Table 108. Proportion of people who can choose or change what kind of services they get	163
Table 109. Proportion of people who can choose or change when and how often they get services	163
Table 110. Proportion of people who can choose or change their paid support staff if they want to.....	164
Work.....	165
Table 111. Proportion of people who have a paying job.....	165
Table 112. Proportion of people who would like a job (if not currently employed).....	165
Table 113. Proportion of people wanting a job who had someone talk to them about job options	166
Table 114. Proportion of people who do volunteer work.....	166
Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering)	166
Everyday Living.....	167
Table 116. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications).....	167

Table 117. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it.....	167
Table 118. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home).....	168
Table 119. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it	168
Affordability	169
Table 120. Proportion of people who ever have to skip a meal due to financial worries	169
Control	170
Table 121. Proportion of people who feel in control of their lives	170
Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends).....	170
Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends).....	171
Table 124. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends).....	171
Table 125. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)	172
Appendix C: Indiana’s State-Specific Questions.....	173
Table 126. Proportion of people getting home-delivered meals who are interested in receiving fresh ingredients to make their own meals instead of frozen meal delivery (IN-1).....	174
Table 127. Reasons that people getting home-delivered meals are not interested in receiving fresh ingredients to make their own meals instead of frozen meal delivery (IN-2).....	174
Appendix D: Indiana’s NCI-AD Person-Centered Planning Module	175

Table 128. People’s level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives.....	176
Table 129. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)	176
Table 130. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	176
Table 131. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	177
Table 132. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	177
Table 133. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	178
Table 134. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	178
Table 135. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)	179
Table 136. Proportion of people whose preferences and choices are reflected in their service plan/plan of care.....	179
Table 137. Proportion of people who feel that the care supports and services they receive help them live a better life	179

What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States¹ (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states². The 2019-2020 project cycle marks its fifth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 55 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

¹ ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. www.ADvancingStates.org

² Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator “Proportion of people who get needed home modifications, equipment, and assistive devices” in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person’s need for various types of home modifications and assistive devices. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2018-2019 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred community activities
Choice and Decision-Making	Proportion of people who are involved in making decisions about their everyday lives
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to
Satisfaction	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with their paid support staff
	Proportion of people who are satisfied with what they do during the day
Service Coordination	Proportion of people finding out about services from service agencies
	Proportion of people who have access to information about services in their preferred language ³
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who know whom to contact with a complaint or question about their services
	Proportion of people who use a relative as their support person
	Proportion of people whose support staff come when they are supposed to
	Proportion of people who have a backup plan if their paid support staff don’t show up
	Proportion of people who have an emergency plan in place

³ Indicator previously reported in the “Access” domain.

Domain	NCI-AD Indicator
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
	Proportion of people who want help planning for their future service needs
Care Coordination	Proportion of people who had someone work with them to reduce risk of falls ⁴
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
Access to Community⁵	Proportion of people who have adequate transportation ⁶
Access to Needed Equipment⁷	Proportion of people who get needed home modifications, equipment, and assistive devices ⁸
Safety	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
Health Care	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
Wellness	Proportion of people who have access to healthy foods ⁹

⁴ Indicator previously reported in the “Safety” domain.

⁵ New domain in 2018-2019.

⁶ Indicator previously reported in the “Access” domain.

⁷ New domain in 2018-2019.

⁸ Indicator previously reported in the “Access” domain.

⁹ Indicator previously reported in the “Everyday Living” domain.

Domain	NCI-AD Indicator
	Proportion of people in poor health
	Proportion of people with uncorrected poor hearing
	Proportion of people with uncorrected poor vision
	Proportion of people with unaddressed memory concerns
	Proportion of people who often feel sad or depressed
Medications	Proportion of people who take medications to help them feel less sad or depressed
	Proportion of people who know what their prescription medications are for
Rights and Respect	Proportion of people whose paid support staff treat them with respect
	Proportion of people whose basic rights are respected by others
Self-Direction	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	Proportion of people who have a paid job
	Proportion of people who would like a job
	Proportion of people who receive job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living
Affordability	Proportion of people who have to cut back on food because of money
Control	Proportion of people who feel in control of their life
Person-Centered Planning (OPTIONAL MODULE)	Proportion of people who are involved in making decisions about their service plan
	Proportion of people whose service planning meetings take place when, where and with whom they want
	Proportion of people whose preferences and needs are discussed in their service planning meetings
	Proportion of people who receive a copy of their service plan after their service planning meetings

Domain	NCI-AD Indicator
	Proportion of people whose service plan reflects what is discussed during their service plan meetings
	Proportion of people whose service plan includes their preferences and choices
	Proportion of people whose supports and services help them live a better life

Survey Organization

The NCI-AD Adult Consumer Survey tool consists of the Pre-Survey form, the Background Information Section, the Full In-Person Survey, and the Interviewer Feedback Form. An alternative Proxy Version of the In-Person Survey is available for those interviews that need to be conducted with proxies of service recipients instead of the service recipient themselves. Each part of the tool is described below.

Pre-Survey form: The Pre-Survey section is an optional form intended to collect information that may be helpful for surveyors to prepare for and schedule the survey meetings. The Pre-Survey form is for surveyor use only; Pre-Survey information is not submitted or used for any data analysis or reporting.

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions

comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

Proxy Version: The Proxy Version is an alternative version of the In-Person Survey. It is used in place of the Full In-Person Survey when the person receiving services is unable or unwilling to provide valid responses or has asked their proxy to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions from the Full Survey that allow for proxy assistance. Questions in the Proxy Version are rephrased to be in third person, making it clear their subject is the person receiving services and not the proxy respondent. Surveyors must meet with the service recipient face-to-face and attempt to interview them; only after the in-person attempt has been made can the proxy be surveyed instead of the service recipient.

Interviewer Feedback Form: The Interviewer Feedback Form is completed by surveyors after the survey meeting is concluded. It collects information about the survey meeting itself, such as when/where the meeting took place, who was present, the respondent's level of comprehension, etc. Surveyors are also asked to provide any feedback they may have about the survey tool itself or the survey process overall.

NCI-AD in Indiana

Indiana's Division of Aging (DA), in partnership with ADvancing States and HSRI, implemented the National Core Indicators for Aging and Disabilities© (NCI-AD) Adult Consumer Survey for the fourth time in 2018-2019. This report focuses on the results from Indiana's 2018-2019 NCI-AD data cycle. The data will be used to support Indiana's efforts to strengthen its LTSS program policies, inform quality assurance activities, and improve the quality of life of LTSS consumers.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Indiana in 2018-2019 and included for analysis was one thousand six hundred eighty-six (Total N=1,686). Five program populations were included in the survey sample and are detailed below.

Medicaid Waiver: Two Medicaid Waivers were included in Indiana's sample – the Aged and Disabled Waiver (A&D) and the Traumatic Brain Injury (TBI) Waiver. A total of three hundred seventy-six people (N=376) across these two waivers were included for analysis.

Aged and Disabled (A&D) Waiver: The A&D Waiver provides an alternative to nursing facility admission for older adults and persons of all ages with a disability. The waiver is designed to provide services to supplement informal supports for people who would require care in a nursing facility if waiver or other supports were not available. Waiver services can be used to help people remain in their own homes, as well as assist people living in nursing facilities to return to community settings.

Traumatic Brain Injury (TBI) Waiver: The TBI Waiver provides HCBS to individuals who, but for the provision of such services, would require institutional care. Through the use of the TBI Waiver, the Indiana Office of Medicaid Policy and Planning and the Indiana DA seek to increase availability and access to cost-effective TBI services. Indiana defines TBI as a trauma that has occurred as a closed or open head injury by an external event that resulted in damage to brain tissue, with or without injury to other body organs. External agents can be mechanical; external events are those that result in interference with vital functions. TBI means a sudden insult or damage to brain function, not of a degenerative or congenital nature. The insult of damage may produce an altered state of consciousness and may result in a decrease in cognitive, behavioral, emotional, or physical functioning resulting in partial or total disability not including birth trauma related injury.

NOTE: People enrolled in the A&D Waiver and TBI Waiver were sampled for NCI-AD participation together.

Community and Home Options to Institutional Care for the Elderly and Disabled (CHOICE) Program: Community and Home Options to Institutional Care for the Elderly and Disabled (CHOICE) is a state- funded program administered through Indiana's 16 Area Agencies on Aging (AAAs) to assist individuals in maintaining their independence in their own homes and communities for as long as is safely possible. Services include, but are not limited to, attendant care, case management, environmental modification, homemaker, home delivered meals, personal emergency response systems, and respite. CHOICE participants must be at least 60 years of age or be any age and have a disability due to a mental or physical impairment. Participants must also be found to be at risk of losing their independence, usually indicated by difficulties with activities of daily living, such as bathing, dressing, or mobility. CHOICE funds may not be used if other funding, such as Medicare or Medicaid, is available to meet the individual's needs. Three hundred thirty-five people (N=335) from this program were included for analysis.

Title III, Older Americans Act (OAA): The federal Older Americans Act of 1965, as amended, supports a range of home and community-based services, such as case management, meals, senior centers, health promotion and disease prevention, transportation, legal services, elder abuse prevention, and caregiver support. These services are available to individuals aged 60 and older and their caregivers through Indiana's network of Area Agencies on Aging and local services providers. Three hundred fifty-four people (N=354) from this program were included for analysis.

Medicaid Nursing Facilities (NF): This program consists of Nursing Facilities that utilize Medicaid funding. Four hundred forty-one people (N=441) from this program were included for analysis.

Residential Care Assistance Program (RCAP): The Residential Care Assistance Program (RCAP) provides residential financial assistance to eligible individuals residing in Indiana State Department of Health licensed residential care facilities and county homes that have an approved RCAP contract with the Indiana Family Social Services Administration, Division of Aging. RCAP provides assistance for residents who cannot live in their homes because of age, mental illness or physical disability, but who do not need the level of care provided in a licensed nursing facility. Services include room, board and laundry with minimal

administrative direction as well as care coordination provided on behalf of eligible individuals at an approved per diem rate established by the Division of Aging. One hundred eighty people (N=180) from this program were included for analysis.

Figure 2 below summarizes programs included in Indiana’s NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
Medicaid Waiver¹⁰	376	20,728	4.6% MoE, 95% CL	5.0% MoE, 95% CL
CHOICE	335	12,909	4.8% MoE, 95% CL	5.3% MoE, 95% CL
Title III	354	14,844	4.7% MoE, 95% CL	5.2% MoE, 95% CL
Medicaid NF	441	32,575	4.3% MoE, 95% CL	4.6% MoE, 95% CL

¹⁰ A&D and TBI Waivers were powered and sampled together

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
RCAP	180	624	5.7% MoE, 95% CL	6.2% MoE, 95% CL
Total	1,686	81,680	2.2% MoE, 95% CL	2.4% MoE, 95% CL

Survey Process in Indiana

The Indiana Division of Aging contracted with Knowledge Services, a survey group, to hire and manage local interviewers to conduct the NCI-AD in-person survey. Knowledge Services conducted training with the interviewers. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in cases of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures.

Indiana used NCI-AD's optional module on person-centered planning (PCP) in one of its program populations – Medicaid Waiver. In addition, Indiana chose to add 2 state-specific questions to the standard NCI-AD Survey.

Stakeholders

The DA is also working to engage stakeholders of all our targeted populations including consumers, providers, and advocacy groups. We look for these groups to provide significant insight and invaluable input on Indiana's LTSS system by helping to identify weaknesses and barriers to accessing services. Our long-term stakeholder engagement plan is designed not only to support the major programs currently being implemented, but to inform other program review, development, and operational processes. The DA also provides regular updates to the Indiana Commission on Aging and the Community Home Options to Institutional Care for the Elderly & Disabled (CHOICE) Board. These are statutory advisory boards, consisting of citizens and legislators.

NCI-AD data will be an important component for these groups in their advisory capacities to the DA. All stakeholder groups will be provided with regular updates about information gleaned through the NCI-AD survey process and how that information will be used in the design, implementation and oversight of DA's policies and programs.

Organization of Results

The following pages of the report presents findings from Indiana's 2018-2019 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating proportions. Unclear, refused and, for most items, "don't know" responses are excluded.
- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains Indiana’s weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state’s programs; its calculation effectively “re-balances” the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. Indiana’s sampling design did include oversampling of some of its programs – i.e. some programs constituted a larger proportion of the survey sample than they did as proportion of total population of survey-eligible service recipients. To account for these programs being proportionally over-represented in the state’s survey data, statistical weights were developed and applied to calculate Indiana’s weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an “always” response combined with a “most of the time” response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A. Unless otherwise stated, “don’t know” and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. These tables contain all response options, including “don’t know” and unclear/refused/no response categories. Tables also contain Indiana’s unweighted overall sample averages for all response options. Please note that the “sample averages” in tables in Appendix B are simple (unweighted) averages that didn’t employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

Data from state-specific questions that Indiana chose to add to the standard NCI-AD Survey are shown in Appendix C. Indiana’s data from NCI-AD’s optional PCP module are shown in Appendix D.

Limitations of the Report

This report contains survey results related to the quality and outcomes of LTSS in Indiana. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Indiana's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Indiana's programs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Results

Community Participation

People are able to participate in preferred activities outside of home when and with whom they want.

There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

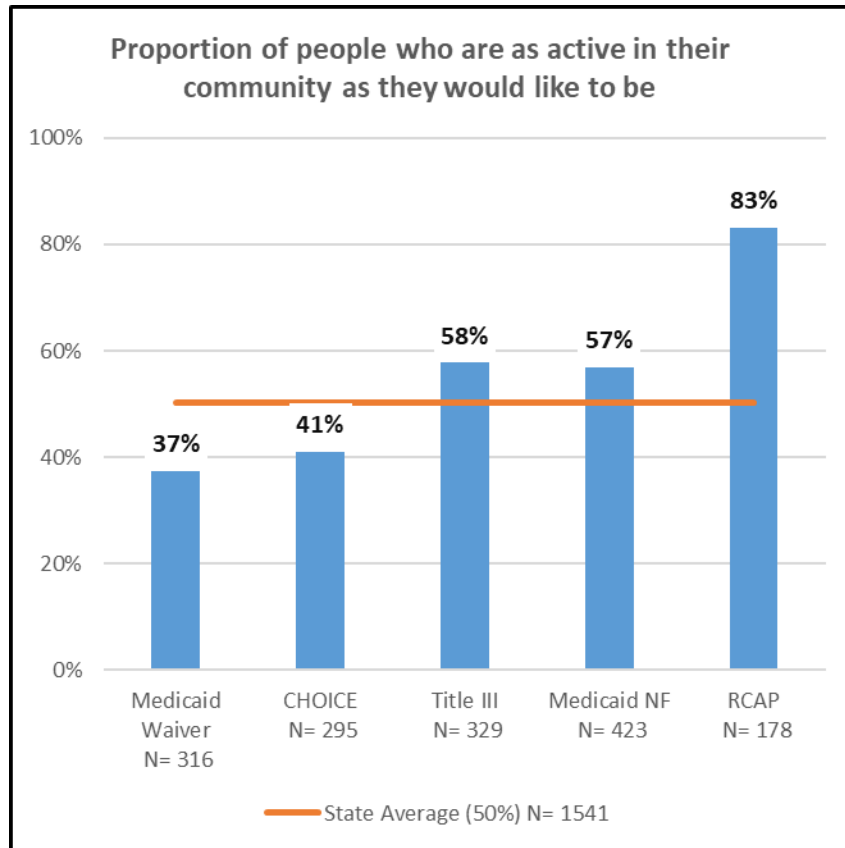
1. Proportion of people who are able to participate in preferred community activities.

There are three¹¹ survey items that correspond to the Community Participation domain.

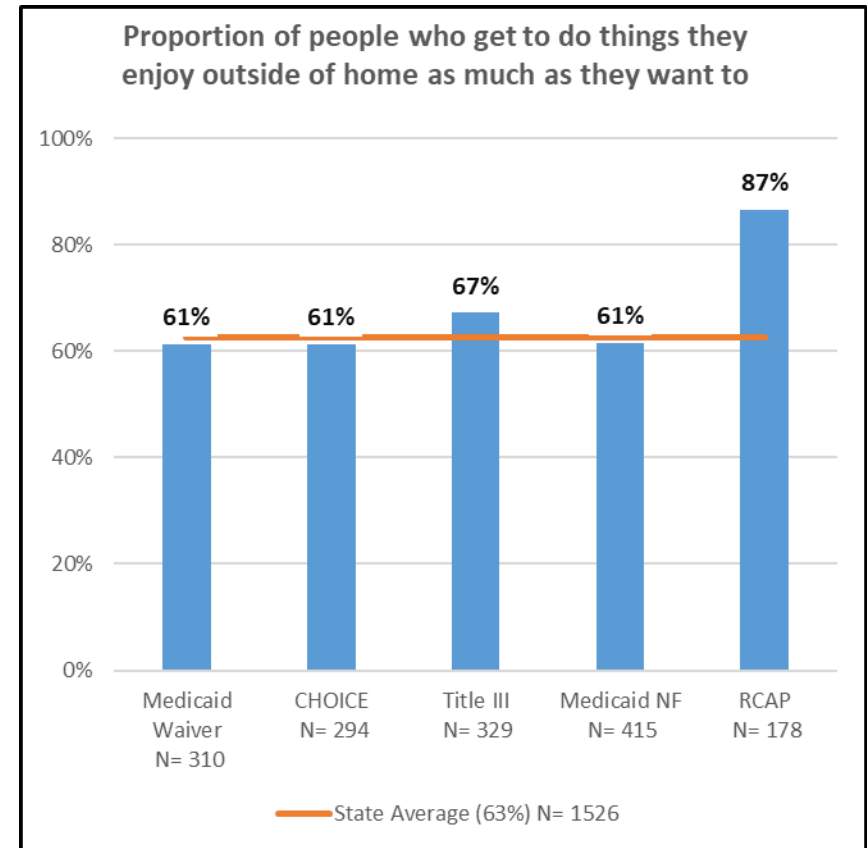
Un-collapsed data are shown in Appendix B.

¹¹ Data for one item are presented in Appendix B only.

Graph 1. Proportion of people who are as active in their community as they would like to be



Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to



Choice and Decision Making

People are involved in making decisions about their everyday lives and with whom they spend their time.

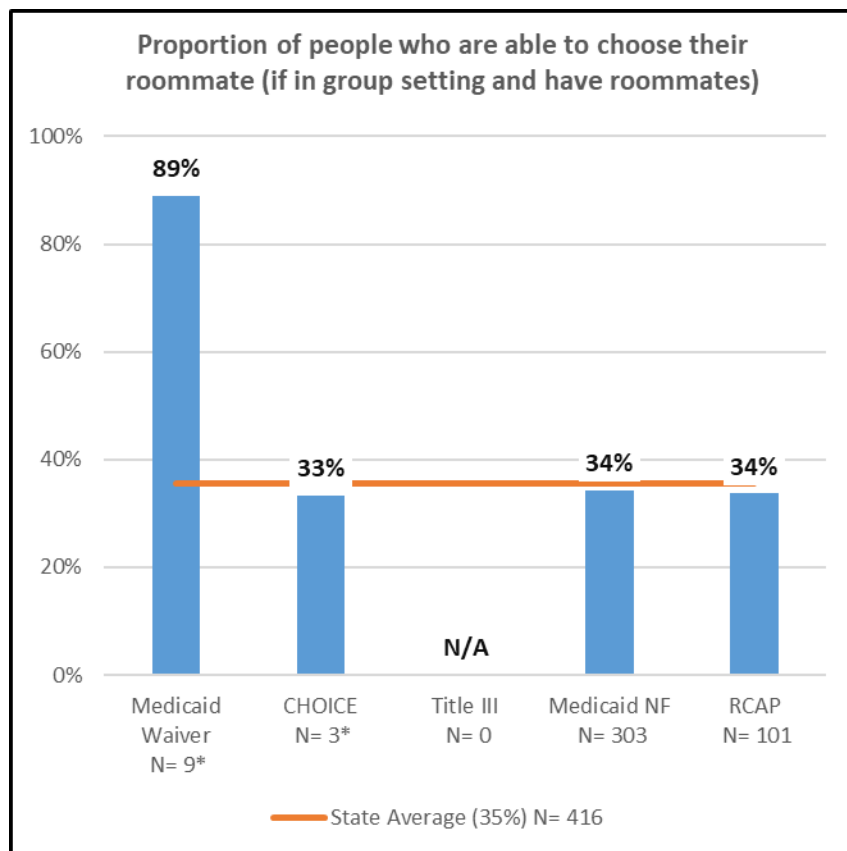
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives.

There are four survey items that correspond to the Choice and Decision-Making domain.

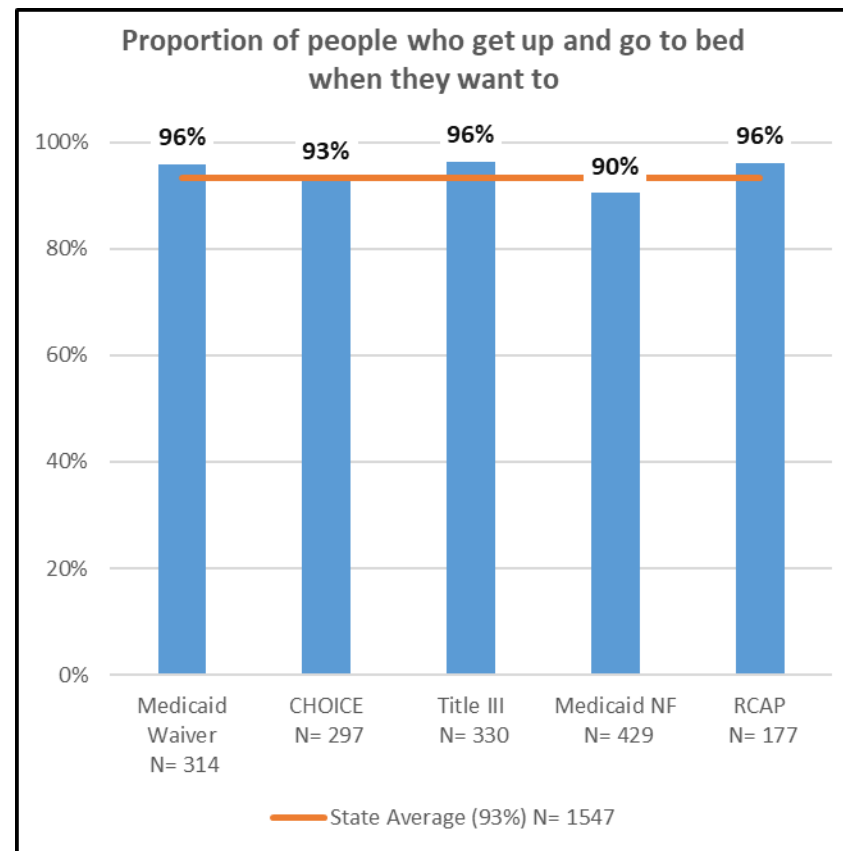
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting¹² and have roommates)



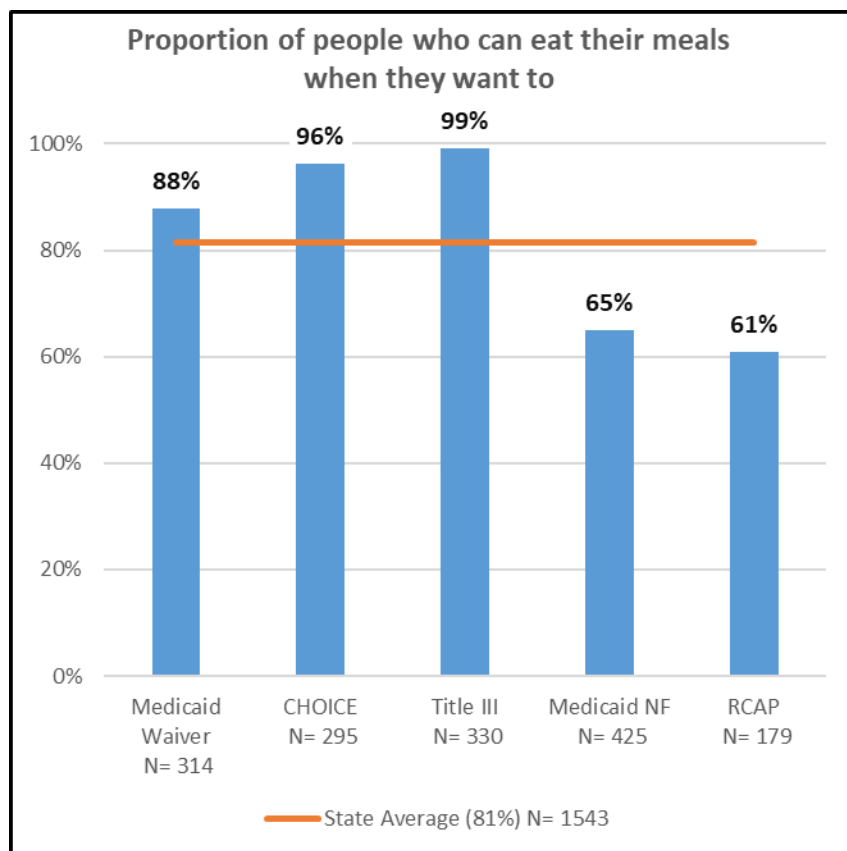
* Very small number of responses

Graph 4. Proportion of people who get up and go to bed when they want to

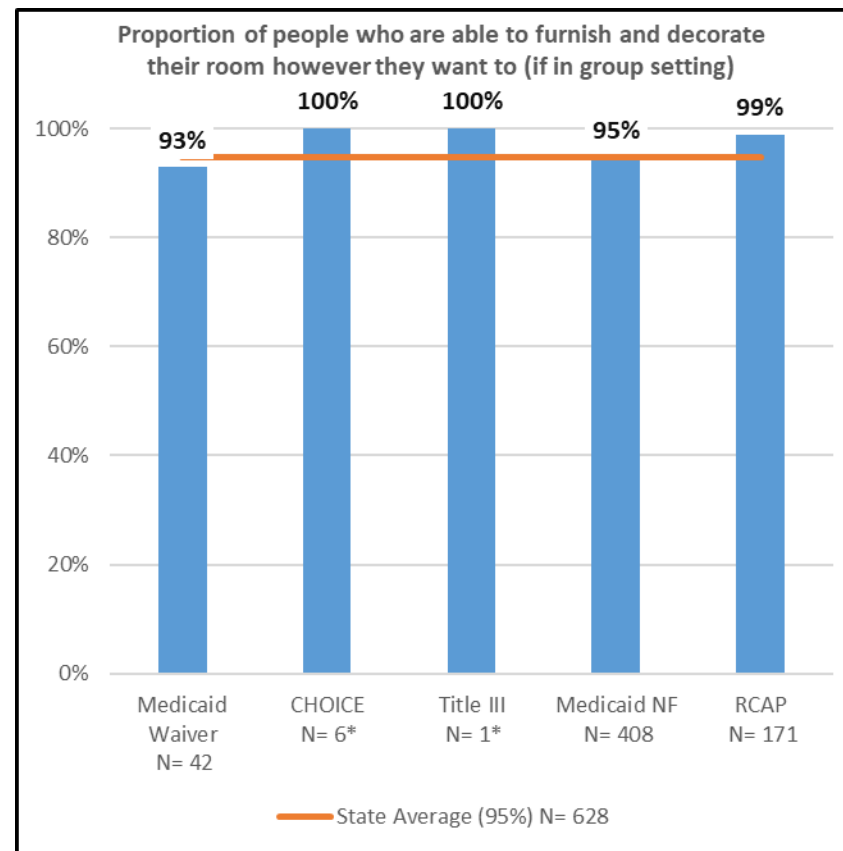


¹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 5. Proportion of people who can eat their meals when they want to



Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)¹³¹⁴



* Very small number of responses

¹³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

¹⁴ Analysis changed in 2018-2019 – “in all ways” is now combined with “in most ways”

Relationships

People have friends and relationships and do not feel lonely.

There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

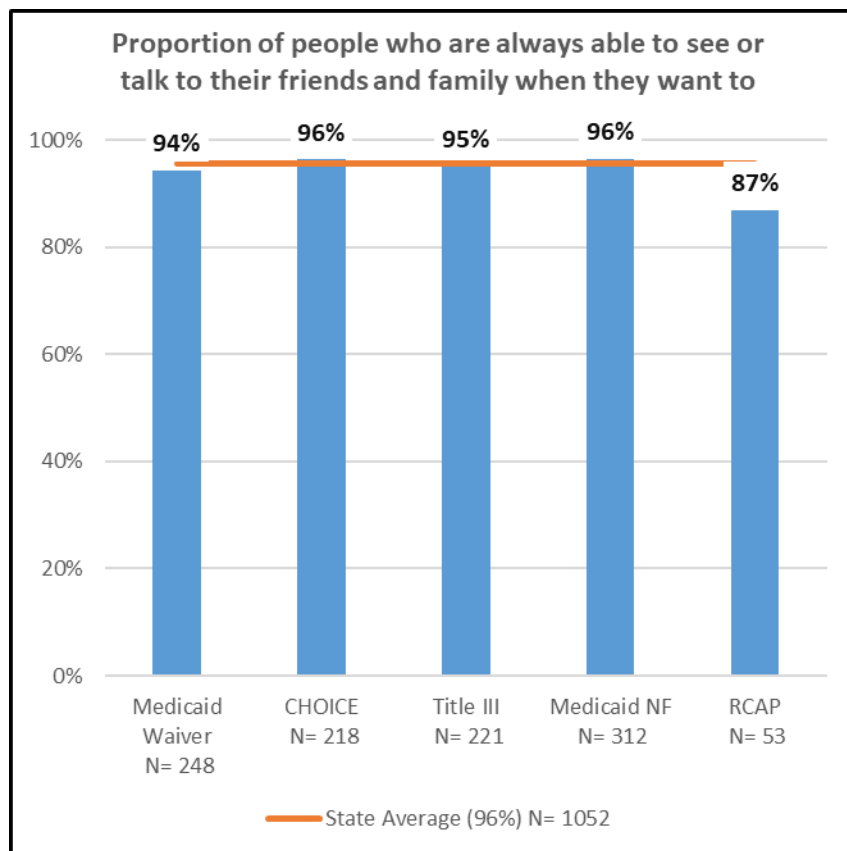
1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two¹⁵ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

¹⁵ Data for one item are presented in Appendix B only.

Graph 7. Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Satisfaction

People are satisfied with their everyday lives – where they live, who works with them, and what they do during the day.

There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

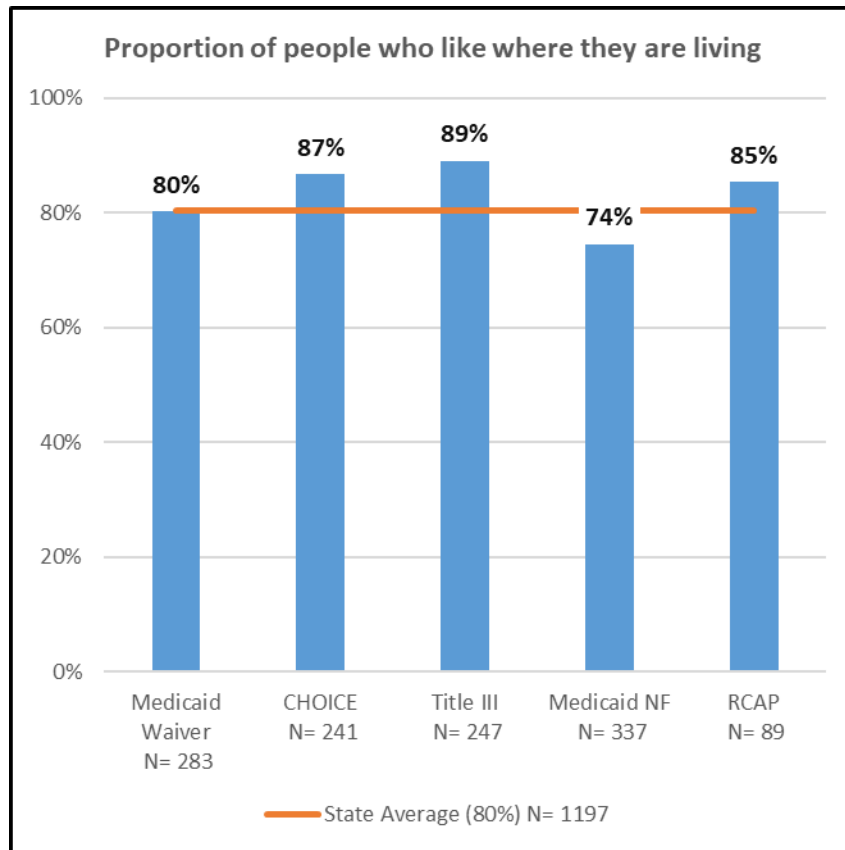
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

There are seven¹⁶ survey items that correspond to the Satisfaction domain.

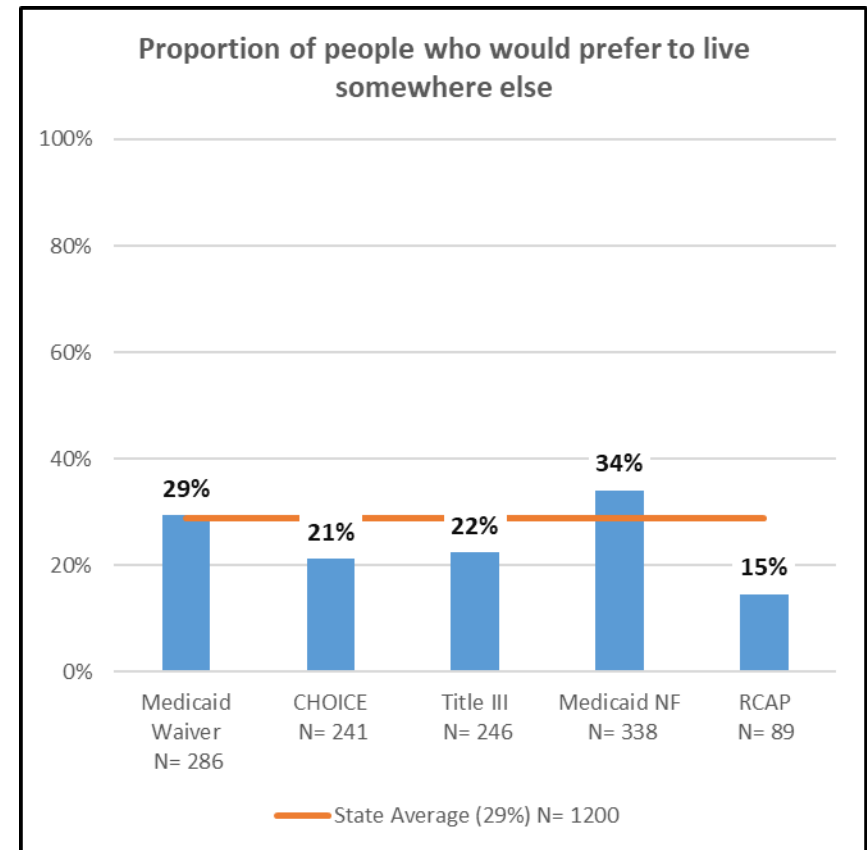
Un-collapsed data are shown in Appendix B.

¹⁶ Data for two items are presented in Appendix B only.

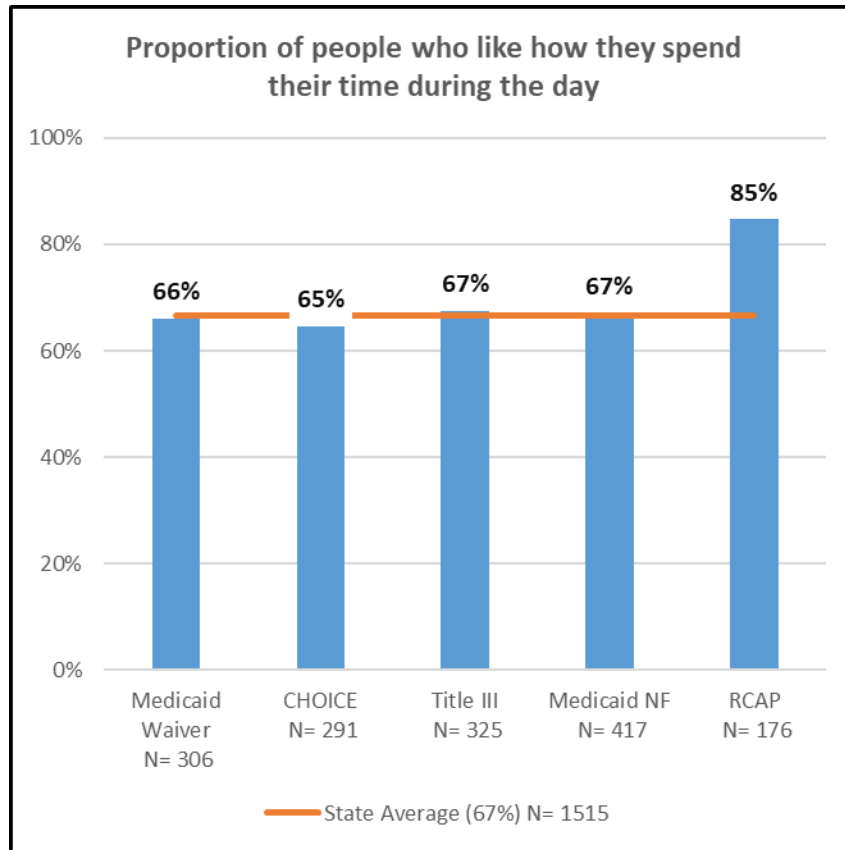
Graph 8. Proportion of people who like where they are living



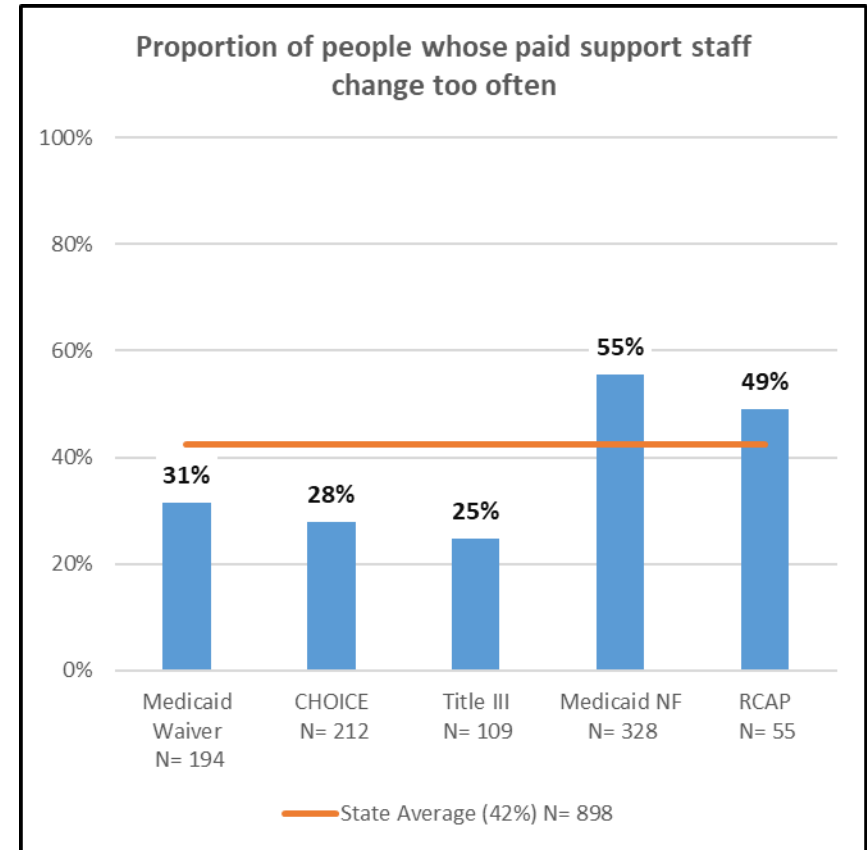
Graph 9. Proportion of people who would prefer to live somewhere else



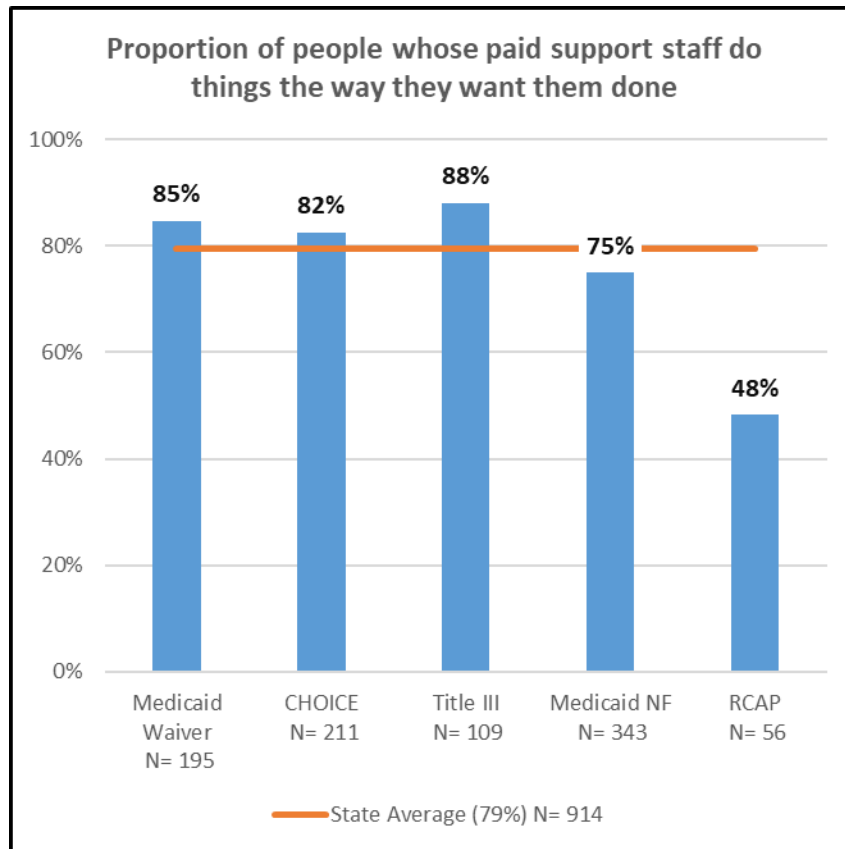
Graph 10. Proportion of people who like how they spend their time during the day



Graph 11. Proportion of people whose paid support staff change too often



Graph 12. Proportion of people whose paid support staff do things the way they want them done



Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning and the person receives needed services.

There are eleven Service Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who know whom to contact with a complaint or question about their services.
2. Proportion of people whose case manager talks to them about their unmet needs.
3. Proportion of people who can get in contact with their case manager when they need to.
4. Proportion of people who receive the services that they need.
5. Proportion of people finding out about services from service agencies.
6. Proportion of people who want help planning for their future service needs.
7. Proportion of people who have an emergency plan in place.
8. Proportion of people whose support staff come when they are supposed to.
9. Proportion of people who use a relative as their support person.
10. Proportion of people who have a backup plan if their paid support staff don't show up.
11. Proportion of people who have access to information about services in their preferred language¹⁷.

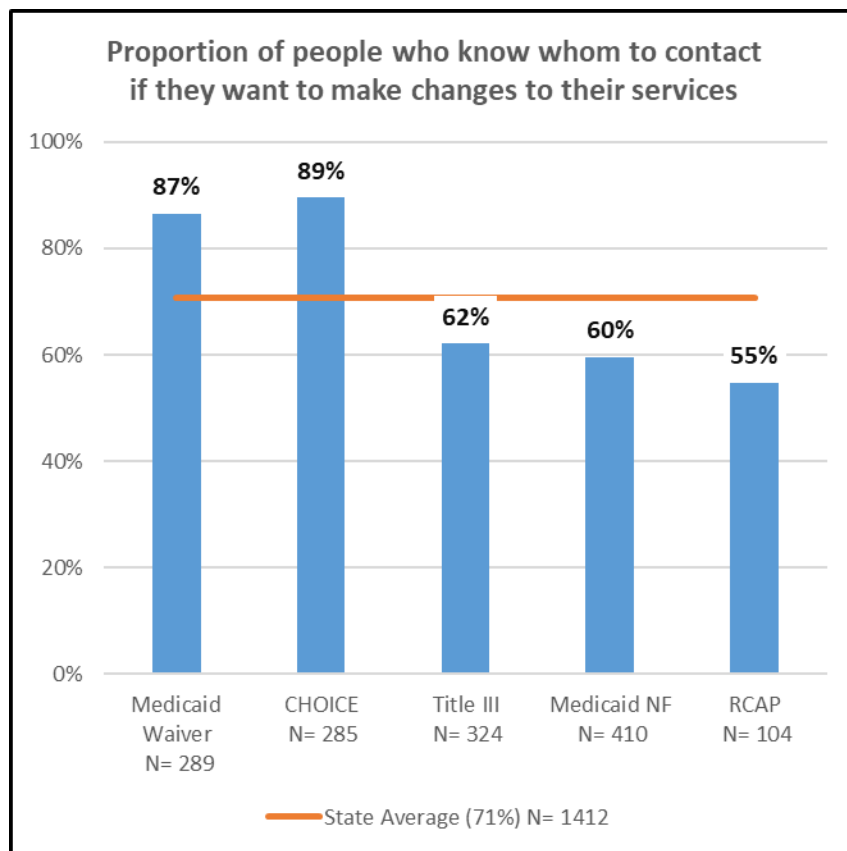
There are sixteen¹⁸ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

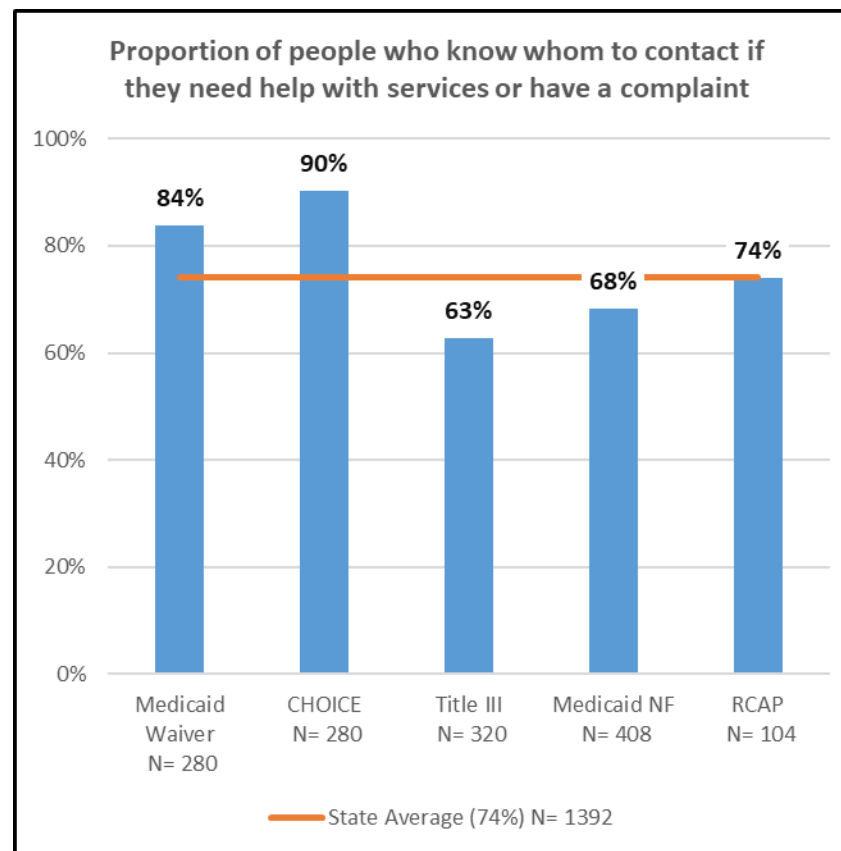
¹⁷ Indicator previously reported in the "Access" domain.

¹⁸ Data for four items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services

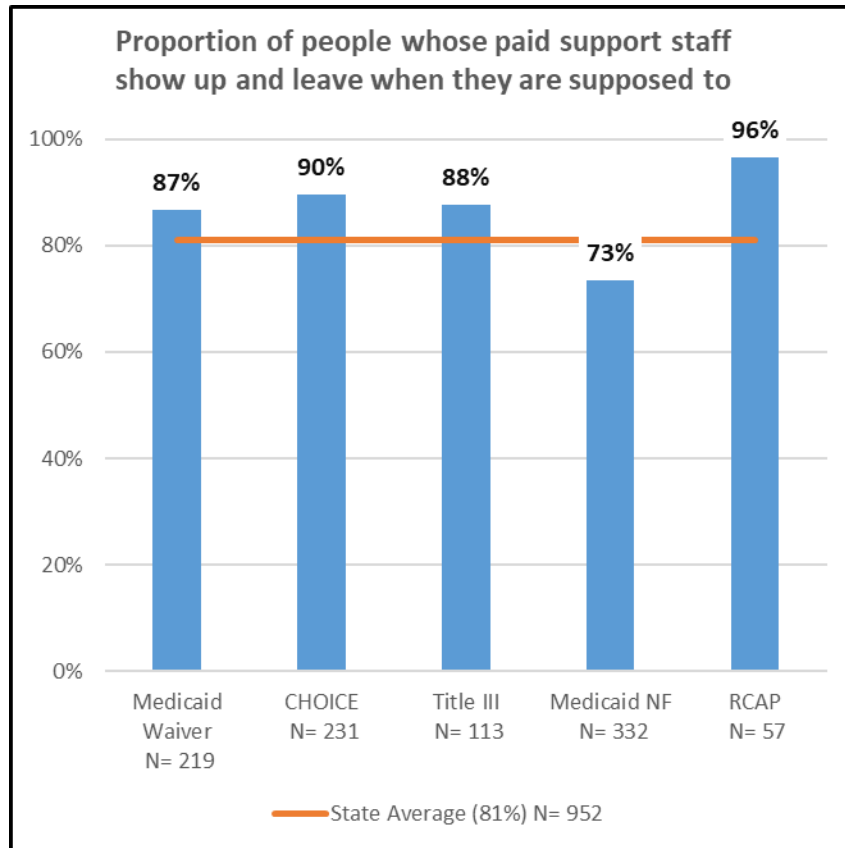


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁹

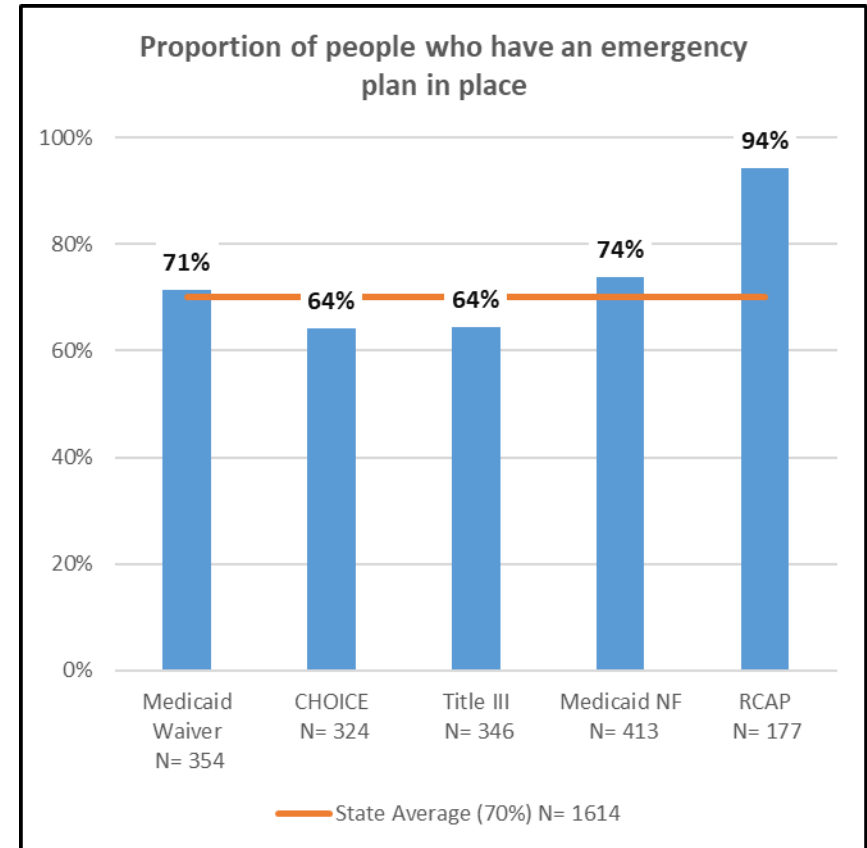


¹⁹ New item added in 2018-2019.

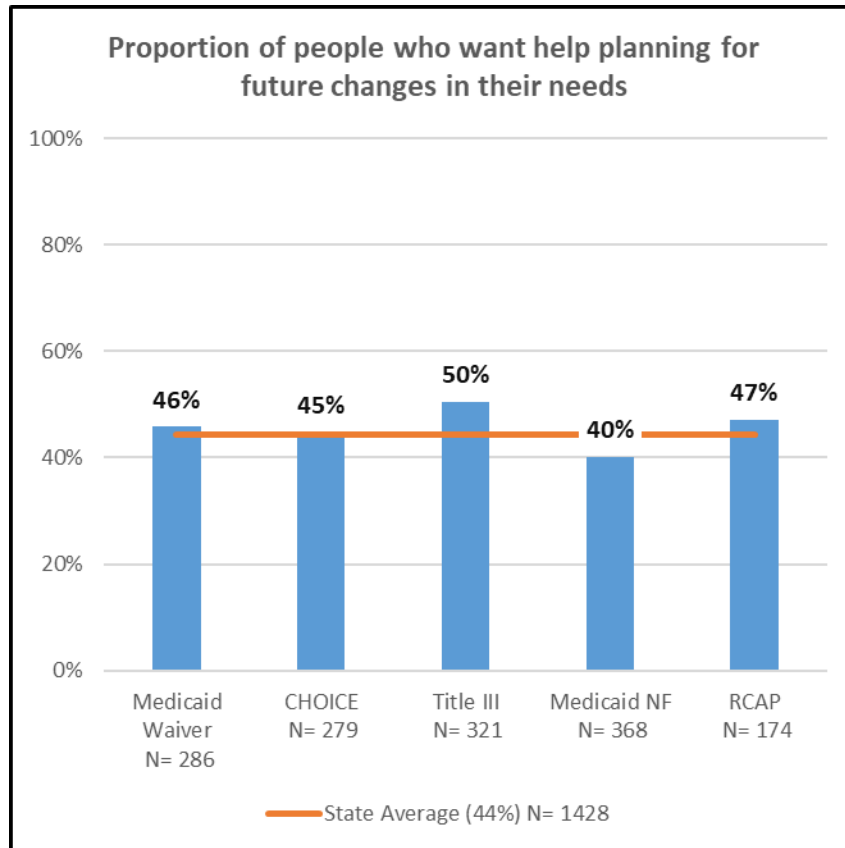
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



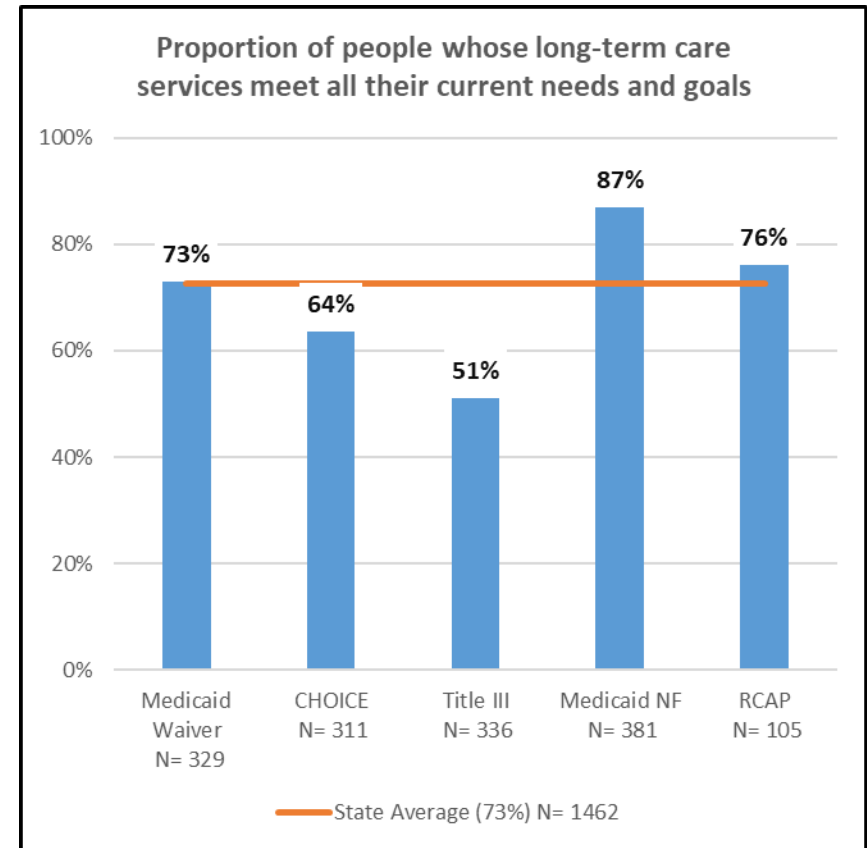
Graph 16. Proportion of people who have an emergency plan in place



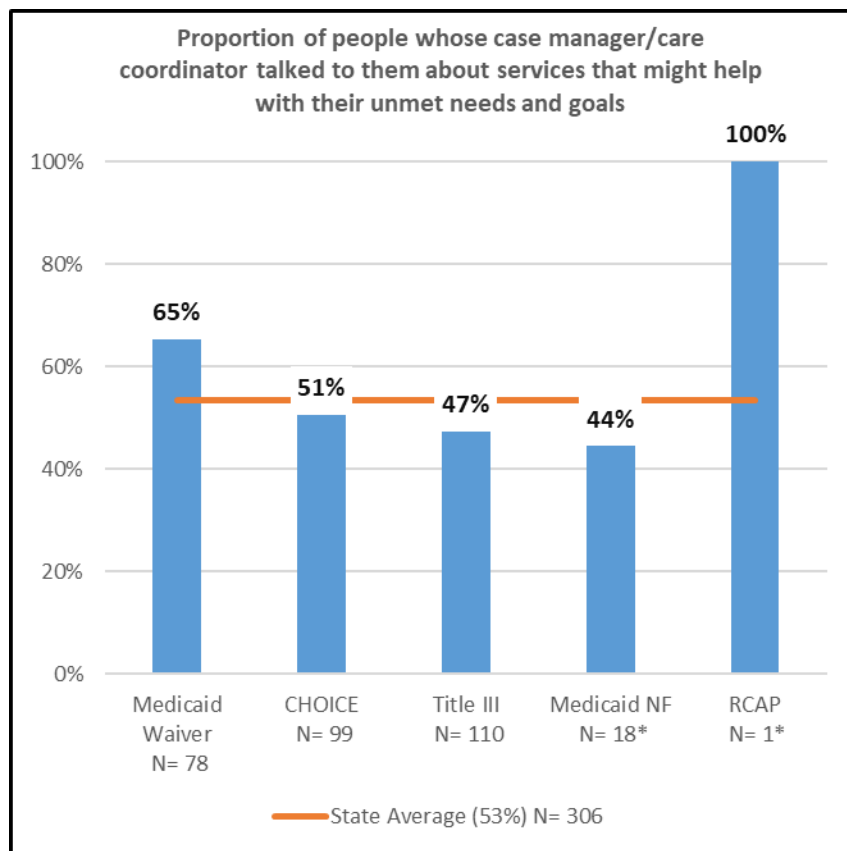
Graph 17. Proportion of people who want help planning for future changes in their needs



Graph 18. Proportion of people whose long-term care services meet all their current needs and goals

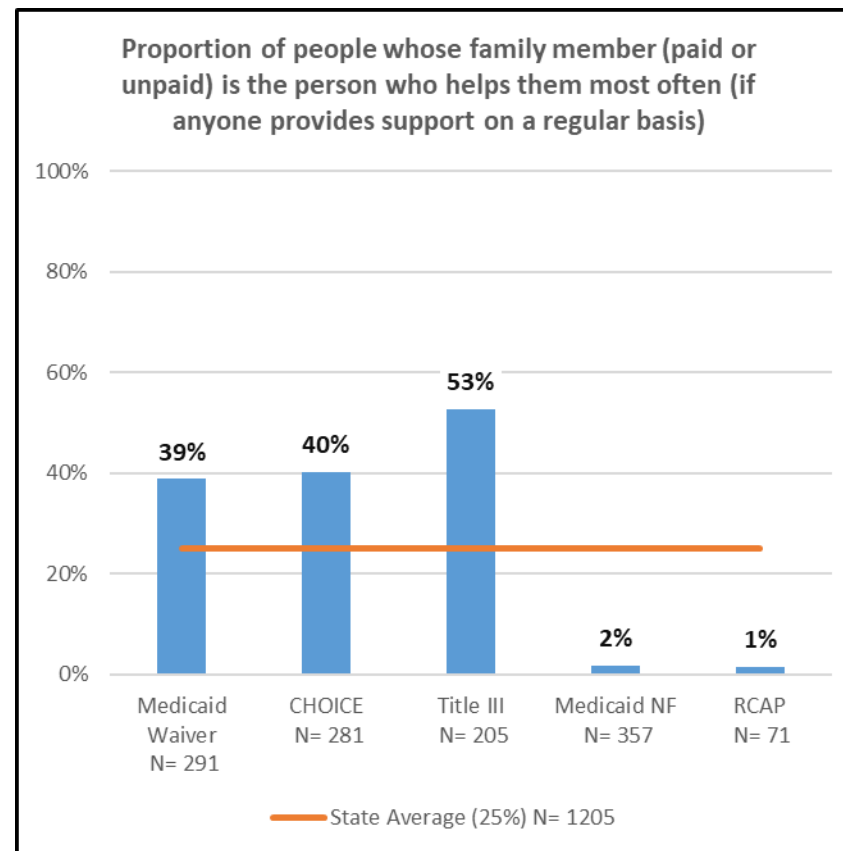


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

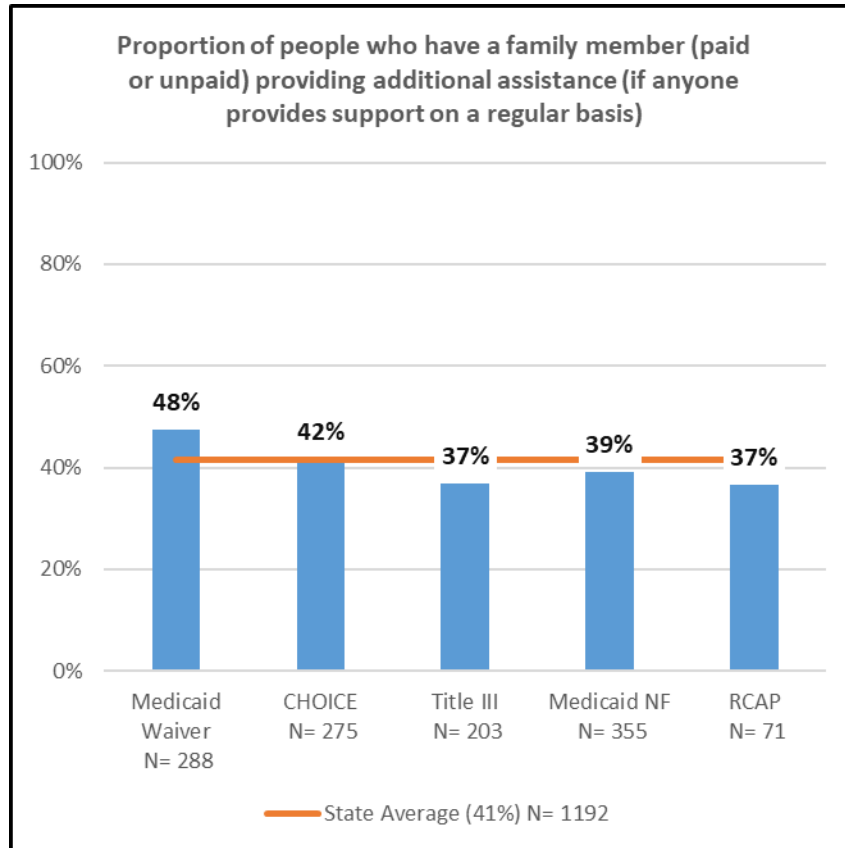


* Very small number of responses

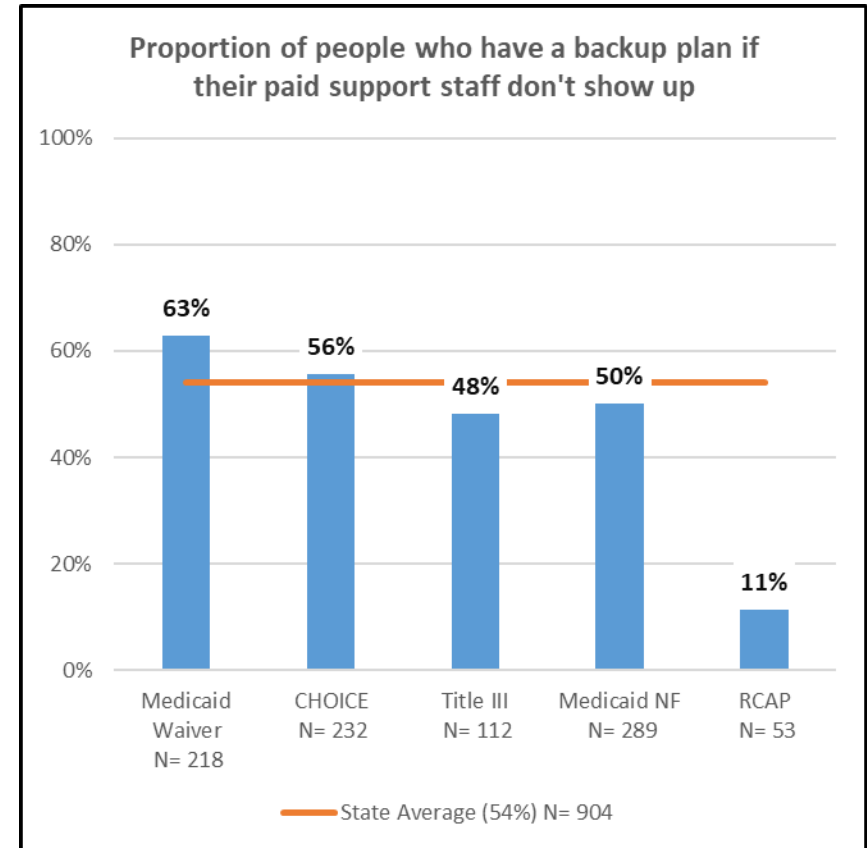
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



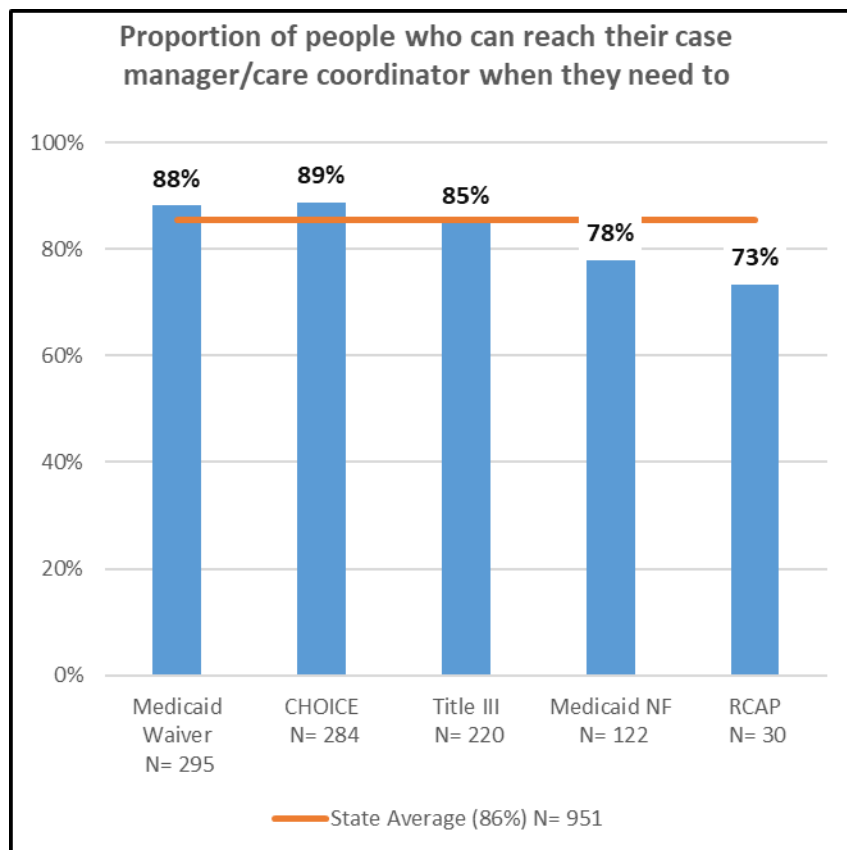
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



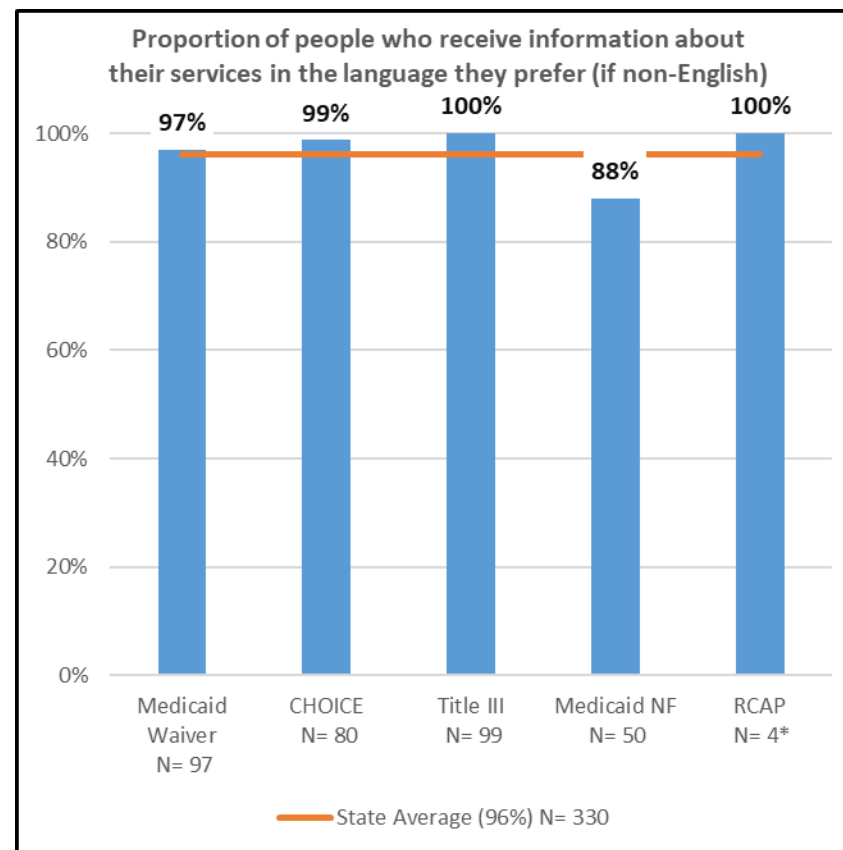
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



Graph 23. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English) ²⁰



* Very small number of responses

²⁰ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

There are four Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

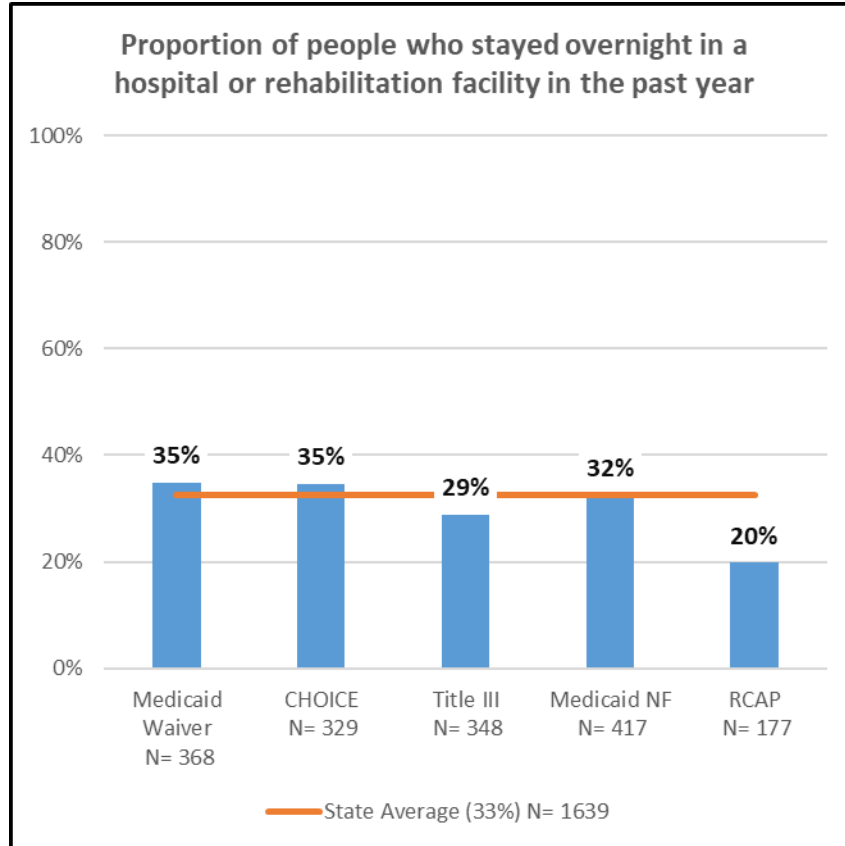
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
4. Proportion of people who had someone work with them to reduce risk of falls²¹.

There are six survey items that correspond to the Care Coordination domain.

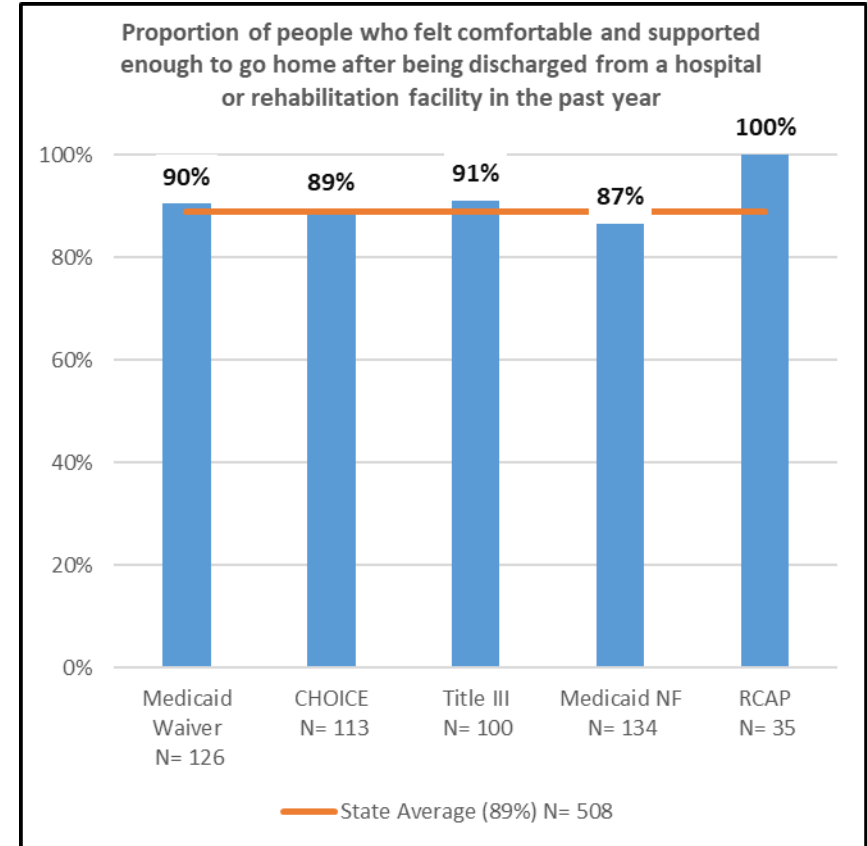
Un-collapsed data are shown in Appendix B.

²¹ Indicator previously reported in the “Safety” domain.

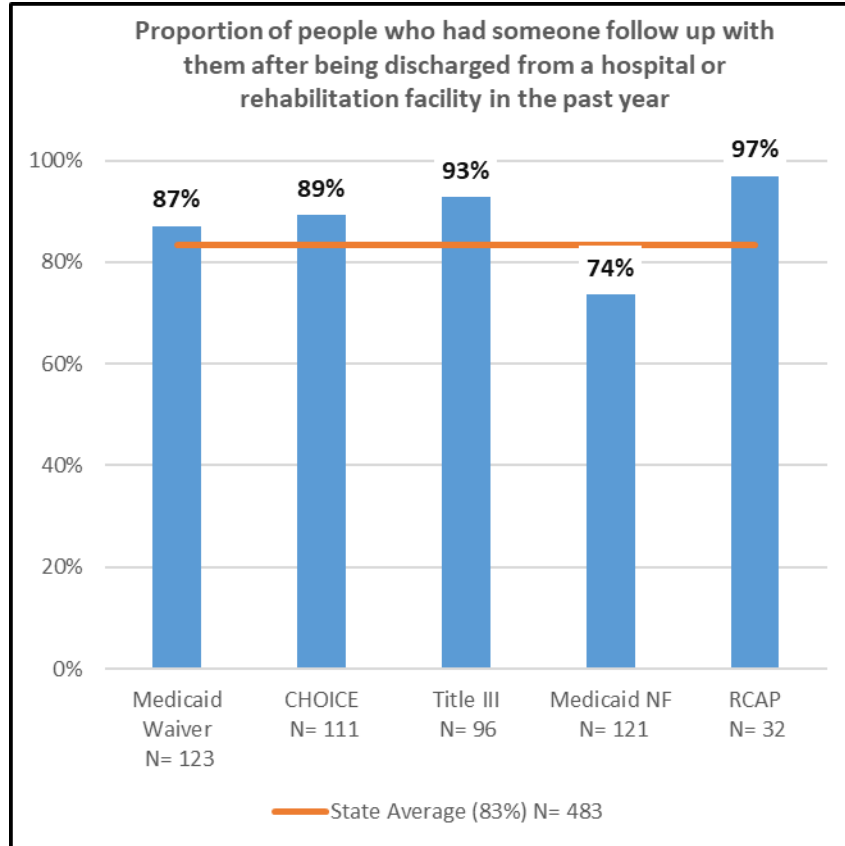
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



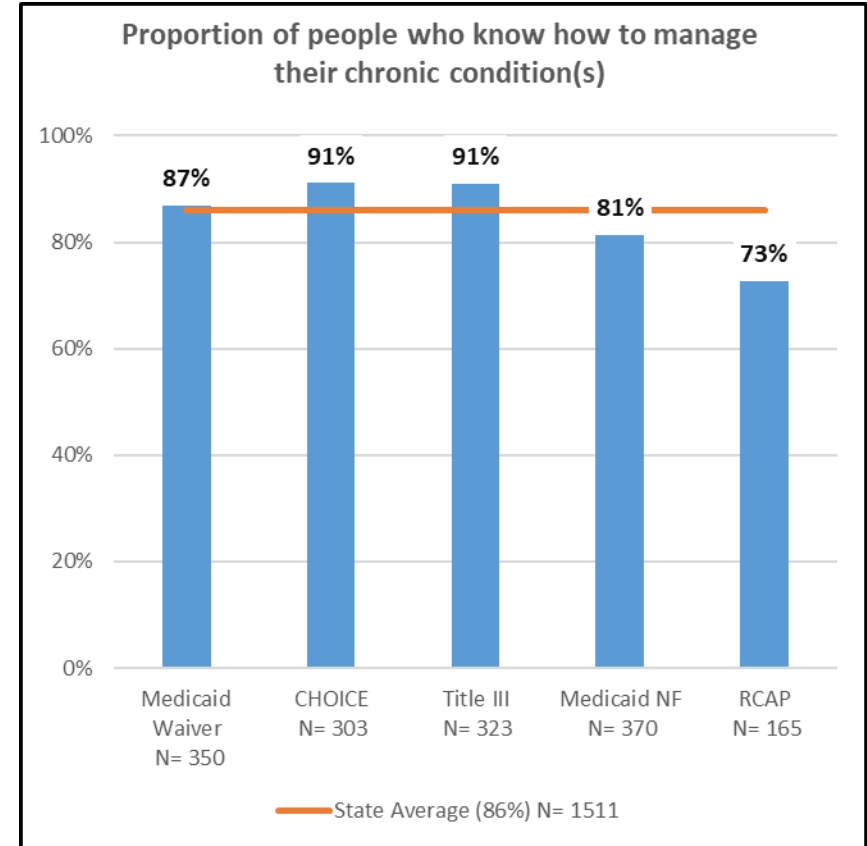
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



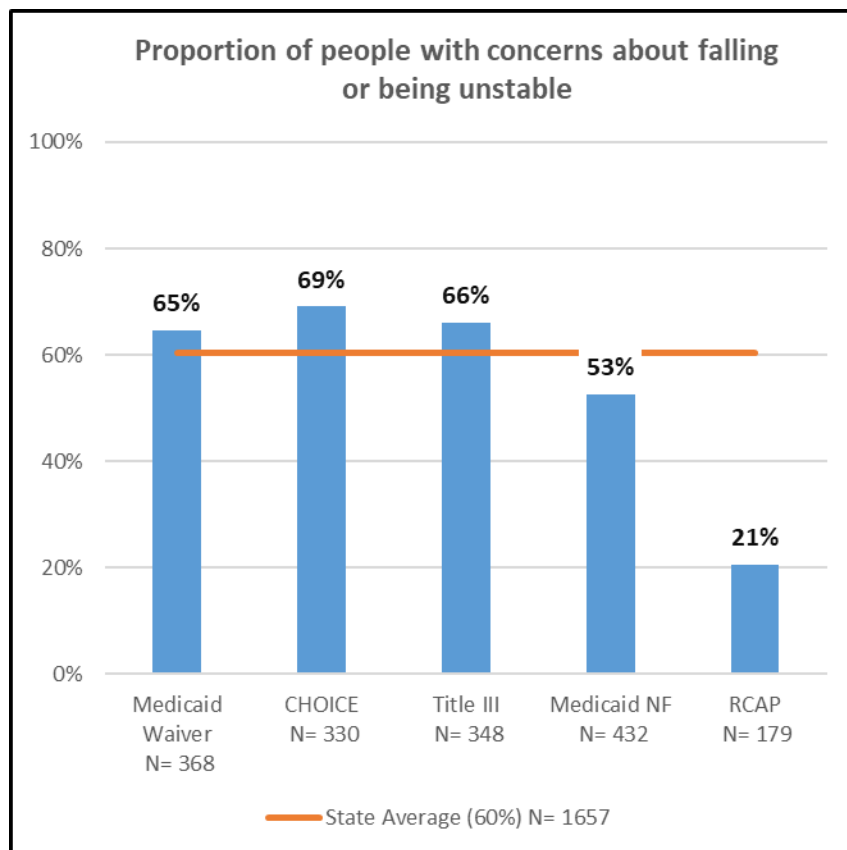
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



Graph 28. Proportion of people who know how to manage their chronic condition(s)

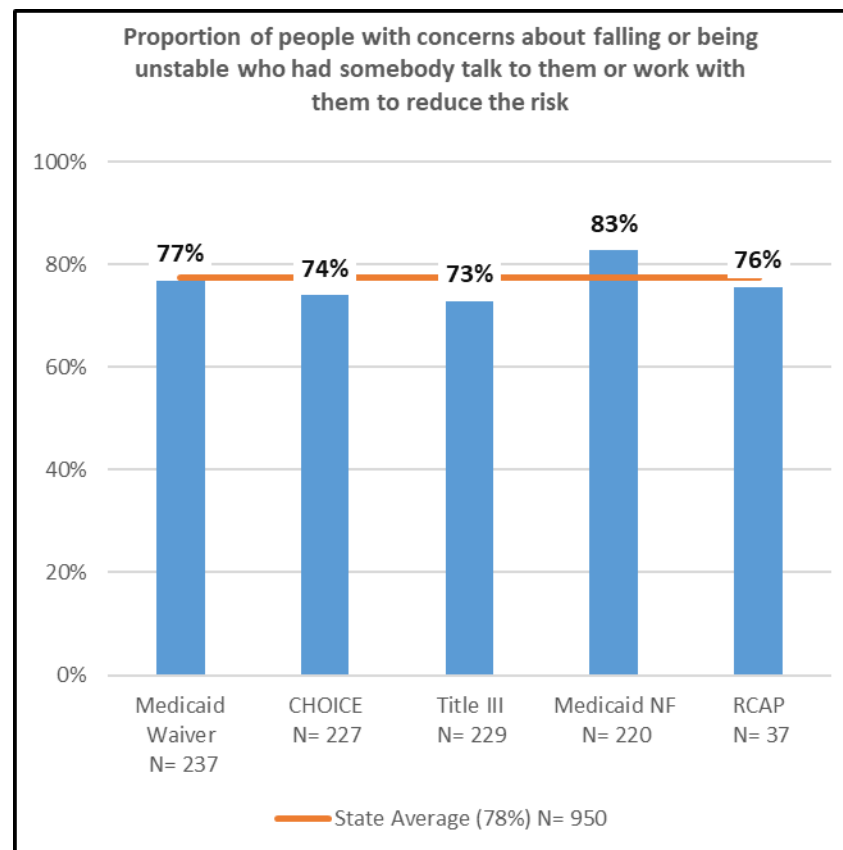


Graph 29. Proportion of people with concerns about falling or being unstable²²



²² Item previously reported in the “Safety” domain.

Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk²³



²³ Item previously reported in the “Safety” domain.

Access to Community²⁴

Publicly funded services facilitate individuals' access to community.

There is one Access to Community indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation²⁵.

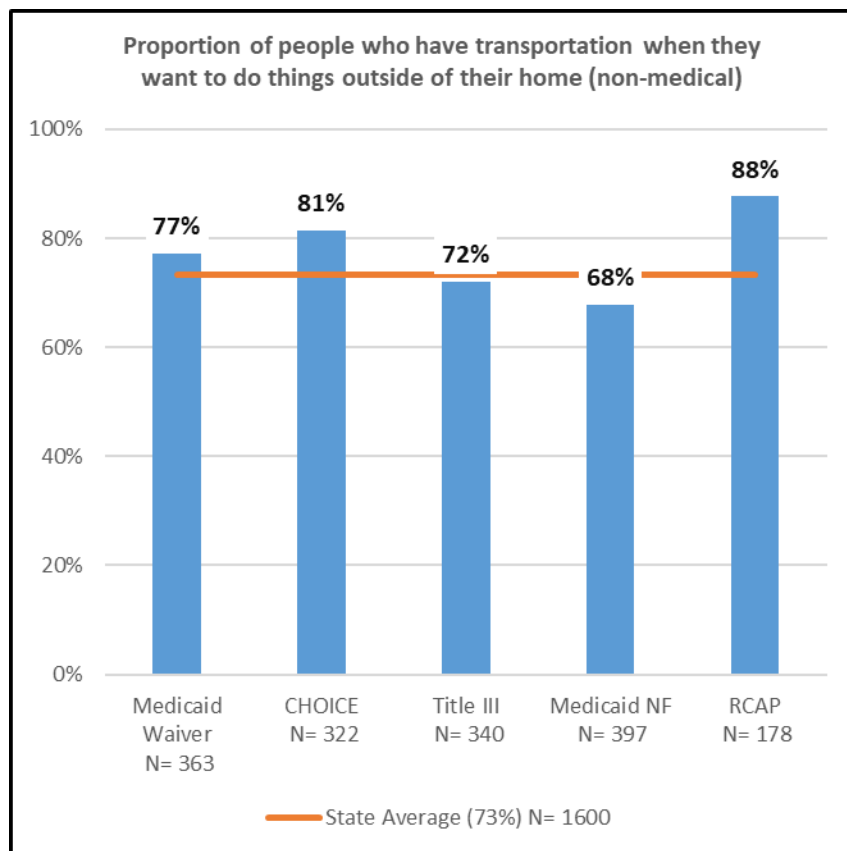
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²⁴ New domain in 2018-2019.

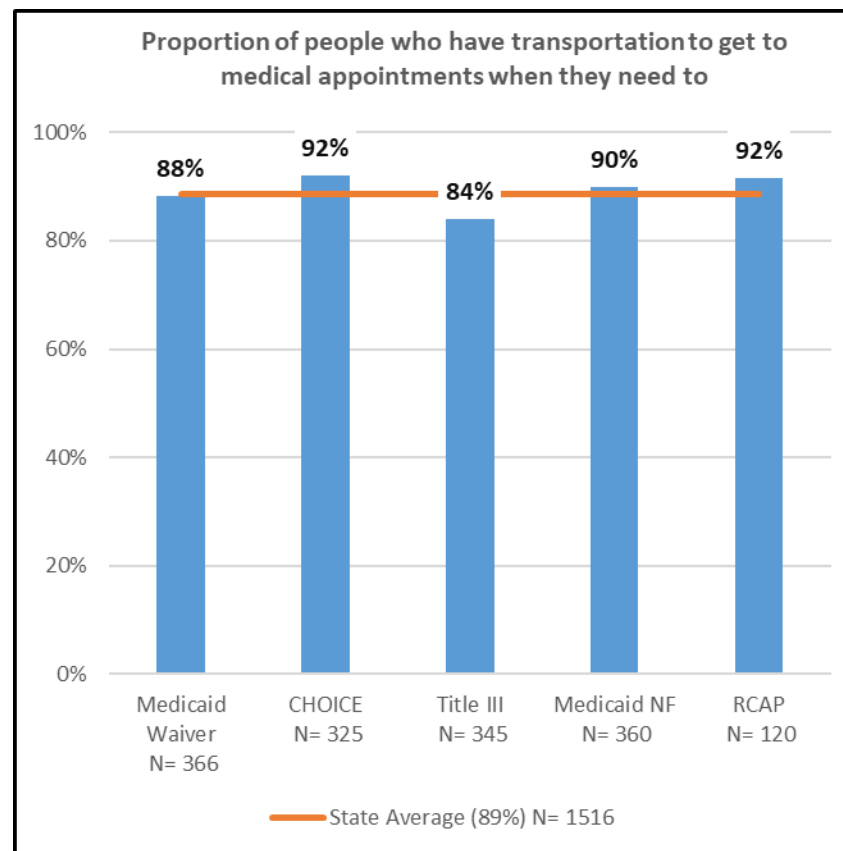
²⁵ Indicator previously reported in the "Access" domain.

Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ²⁶



²⁶ Item previously reported in the “Access” domain.

Graph 32. Proportion of people who have transportation to get to medical appointments when they need to ²⁷



²⁷ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁸

People have access to needed home modifications and assistive equipment.

There is one Access to Needed Equipment indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who get needed home modifications, equipment, and assistive devices²⁹.

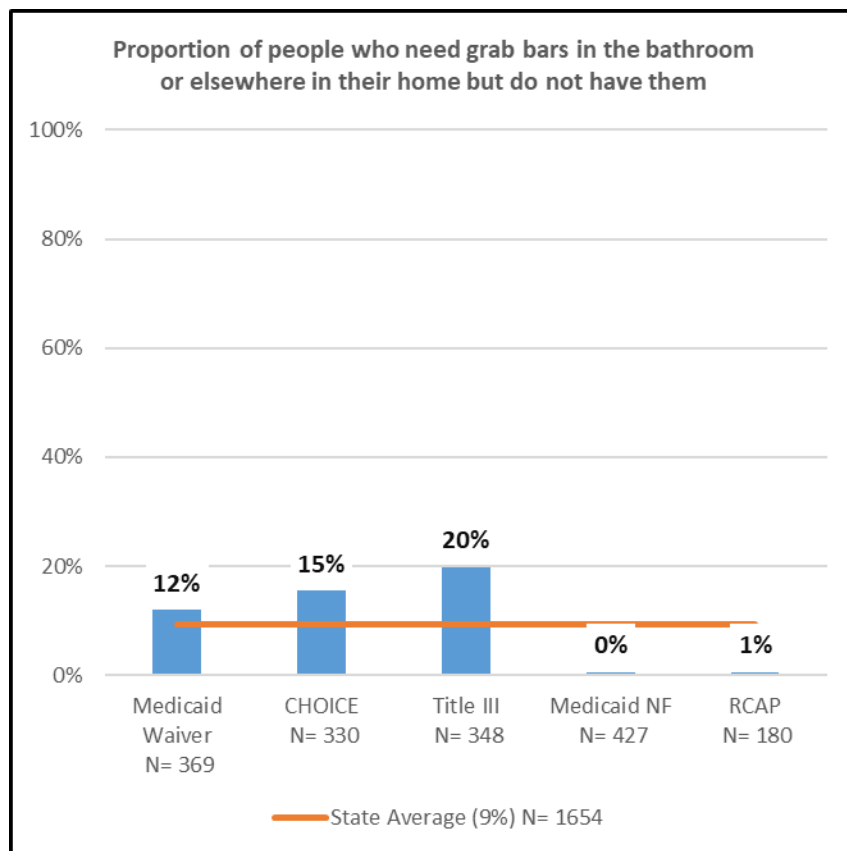
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

²⁸ New domain in 2018-2019.

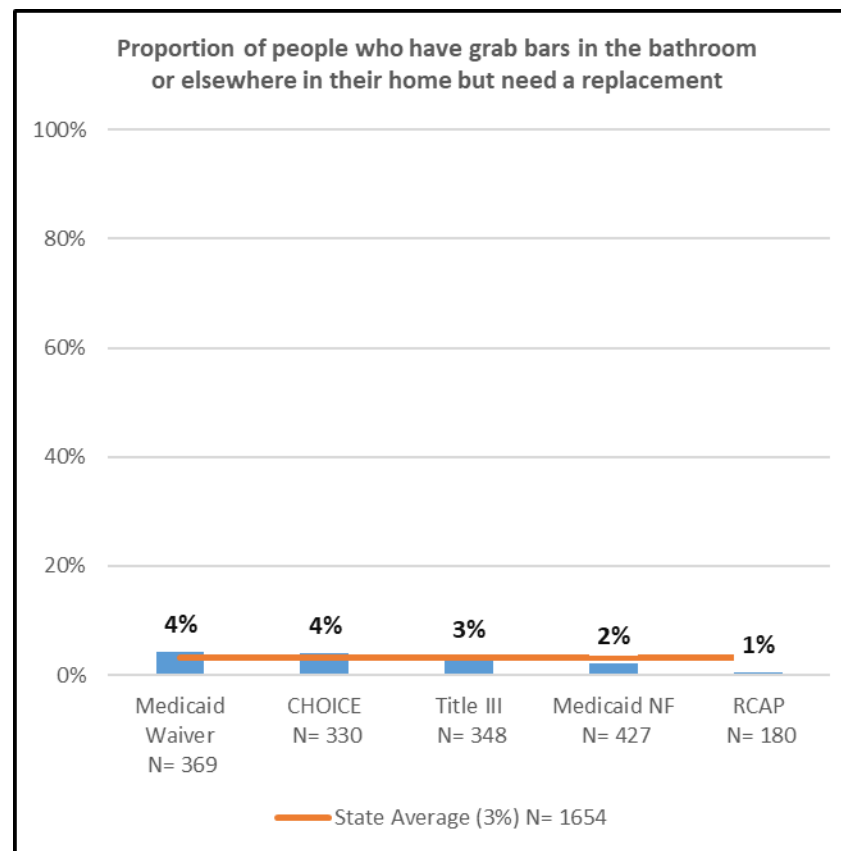
²⁹ Indicator previously reported in the “Access” domain.

Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them³⁰



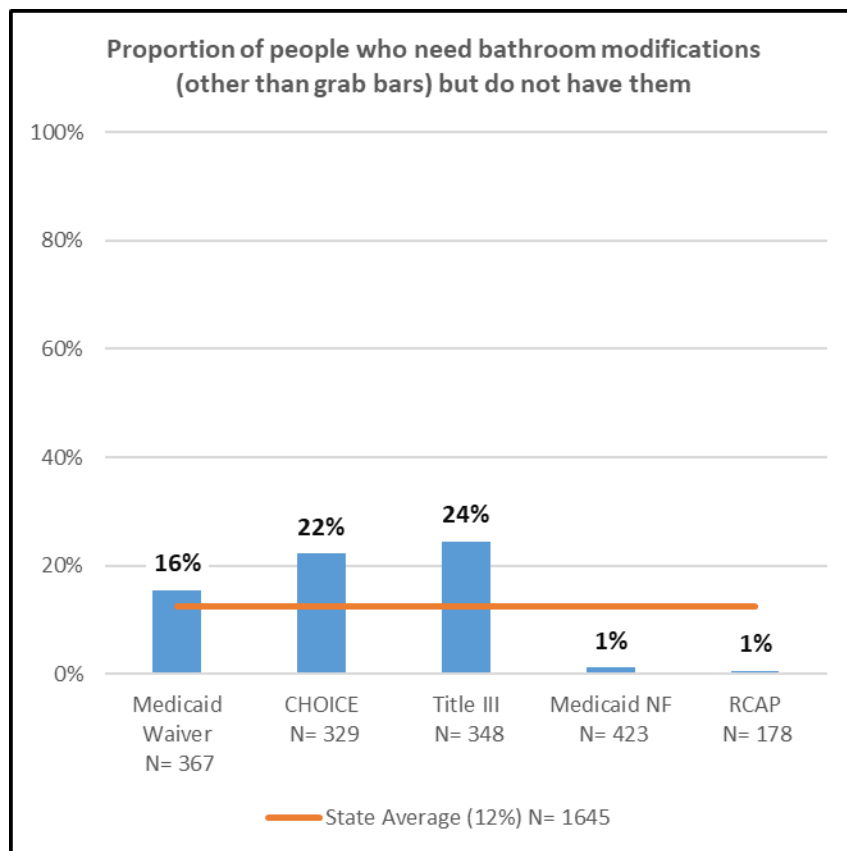
³⁰ Item previously reported in the “Access” domain.

Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement³¹



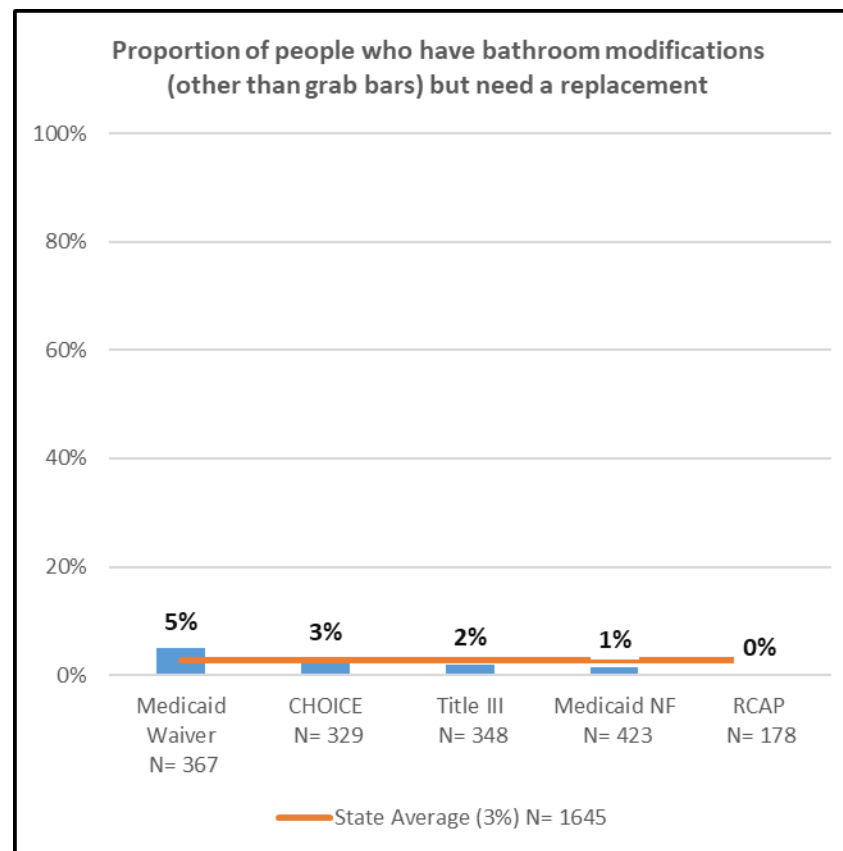
³¹ Item previously reported in the “Access” domain.

Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them³²



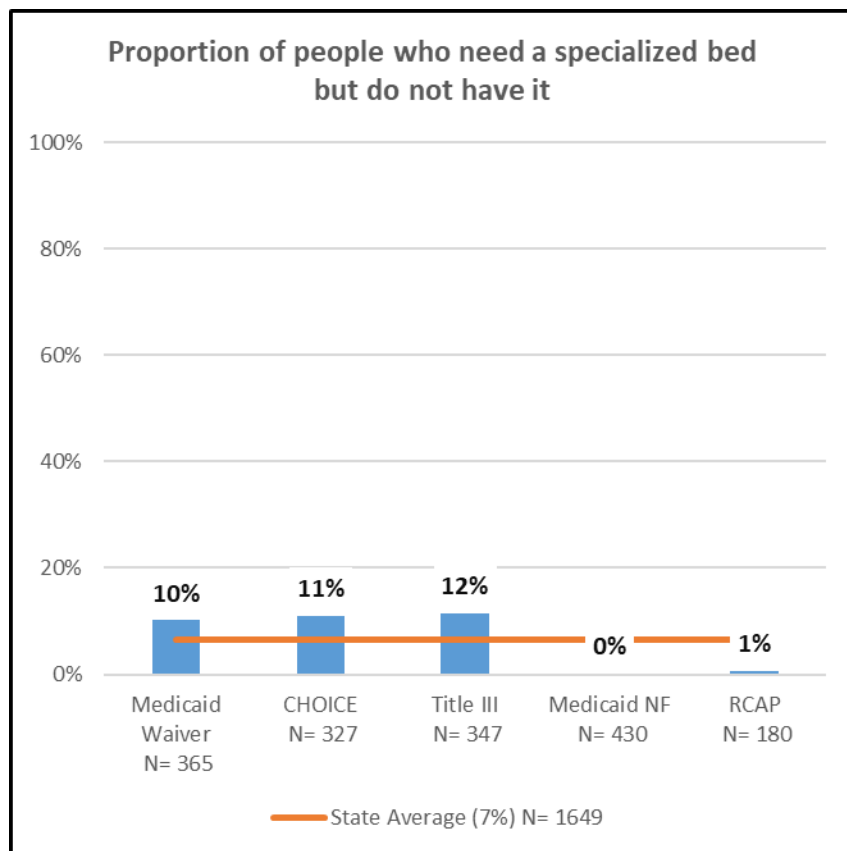
³² Item previously reported in the “Access” domain.

Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³³



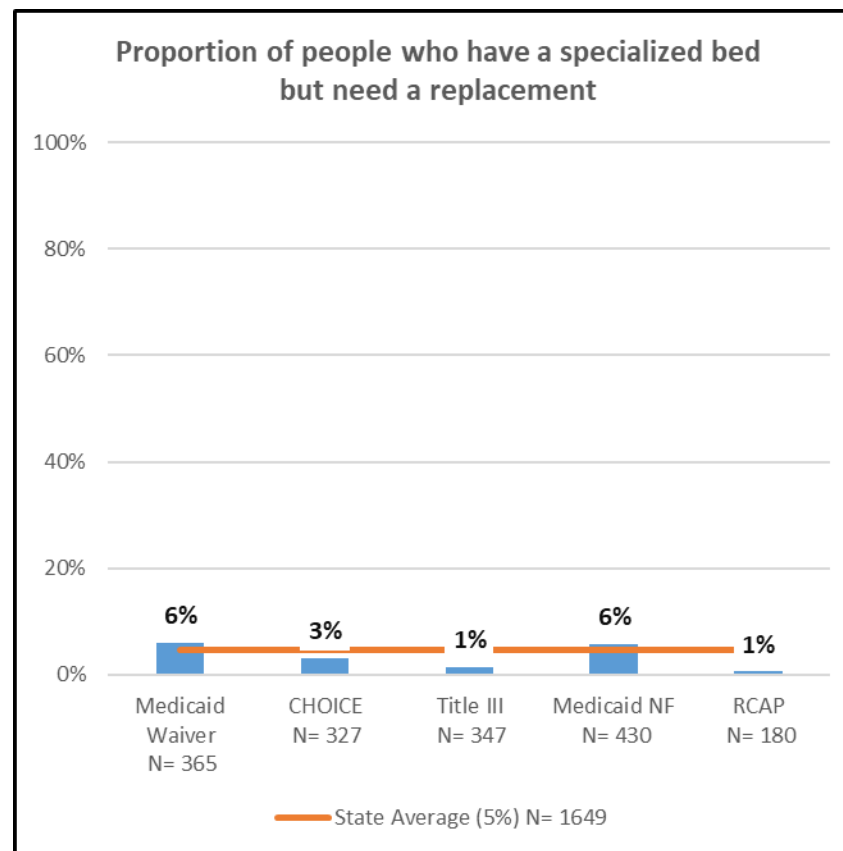
³³ Item previously reported in the “Access” domain.

Graph 37. Proportion of people who need a specialized bed but do not have it³⁴



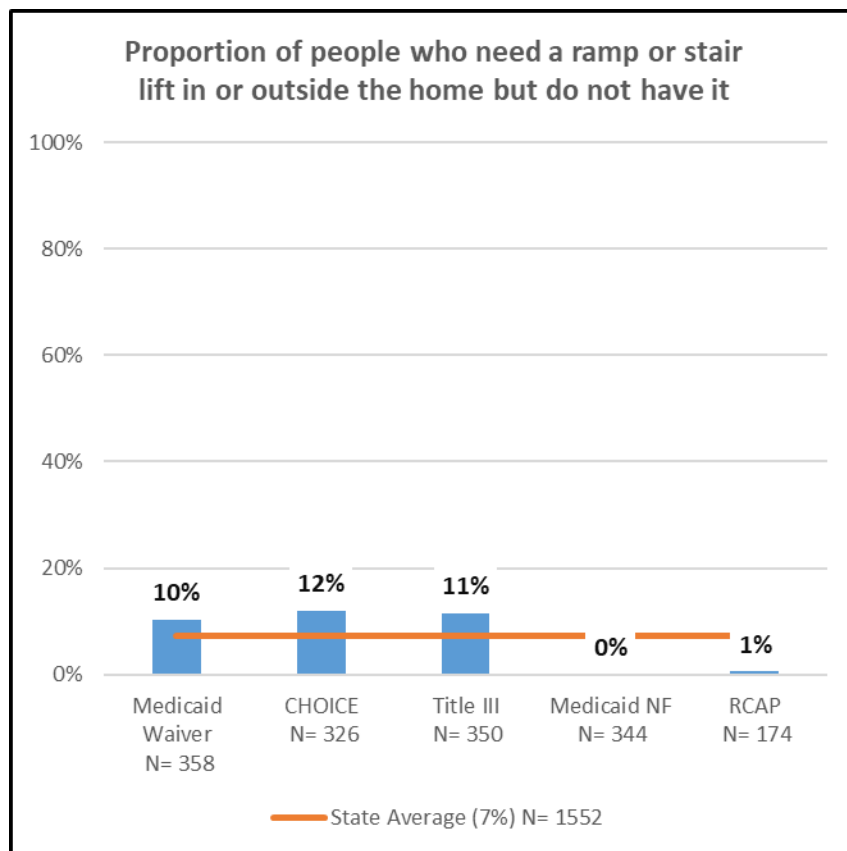
³⁴ Item previously reported in the “Access” domain.

Graph 38. Proportion of people who have a specialized bed but need a replacement³⁵



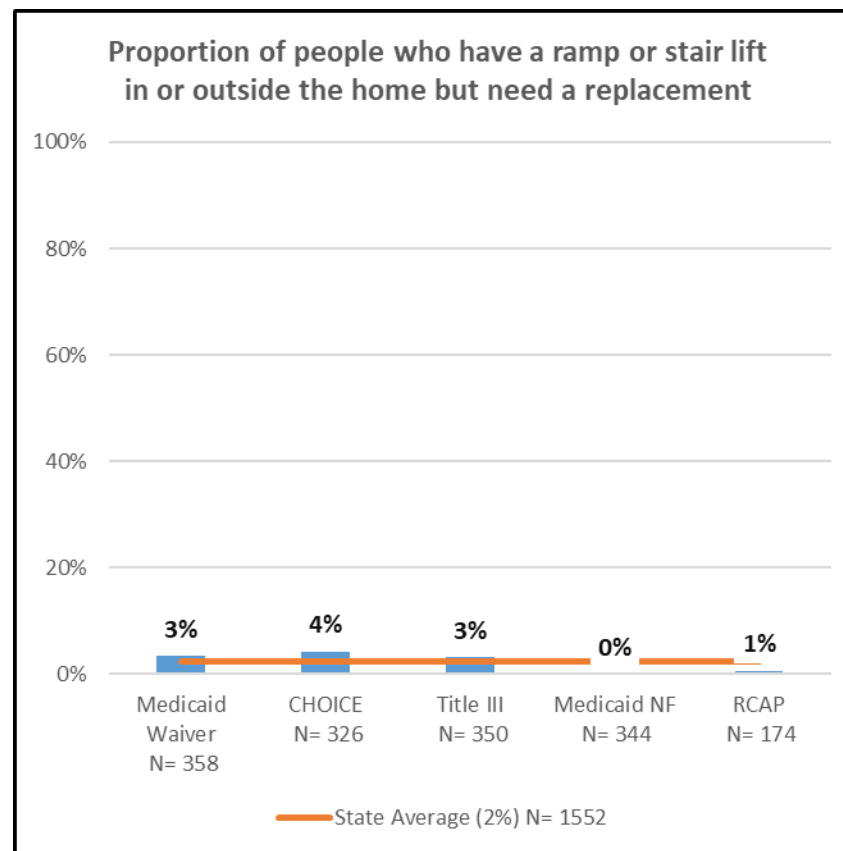
³⁵ Item previously reported in the “Access” domain.

Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it³⁶



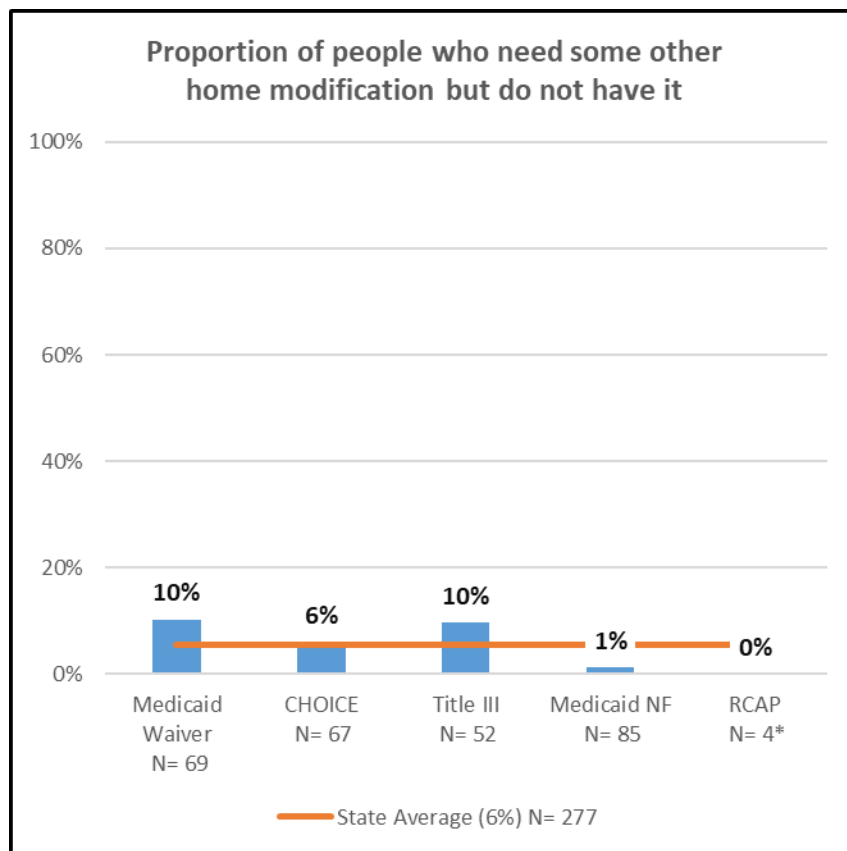
³⁶ Item previously reported in the “Access” domain.

Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁷



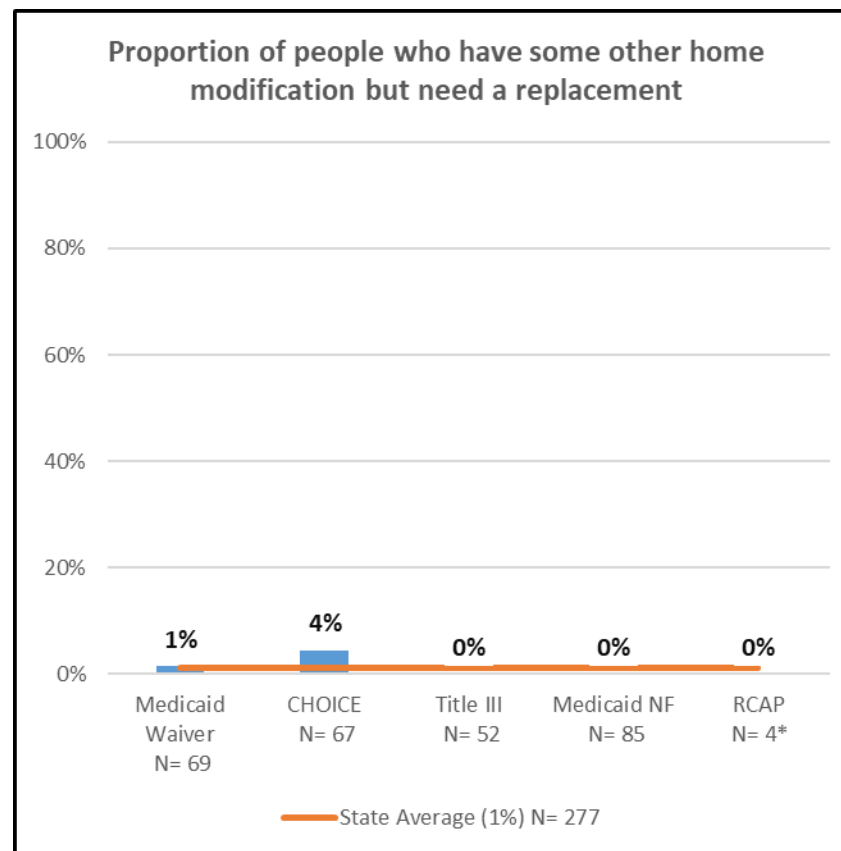
³⁷ Item previously reported in the “Access” domain.

Graph 41. Proportion of people who need some other home modification but do not have it³⁸



* Very small number of responses

Graph 42. Proportion of people who have some other home modification but need a replacement³⁹

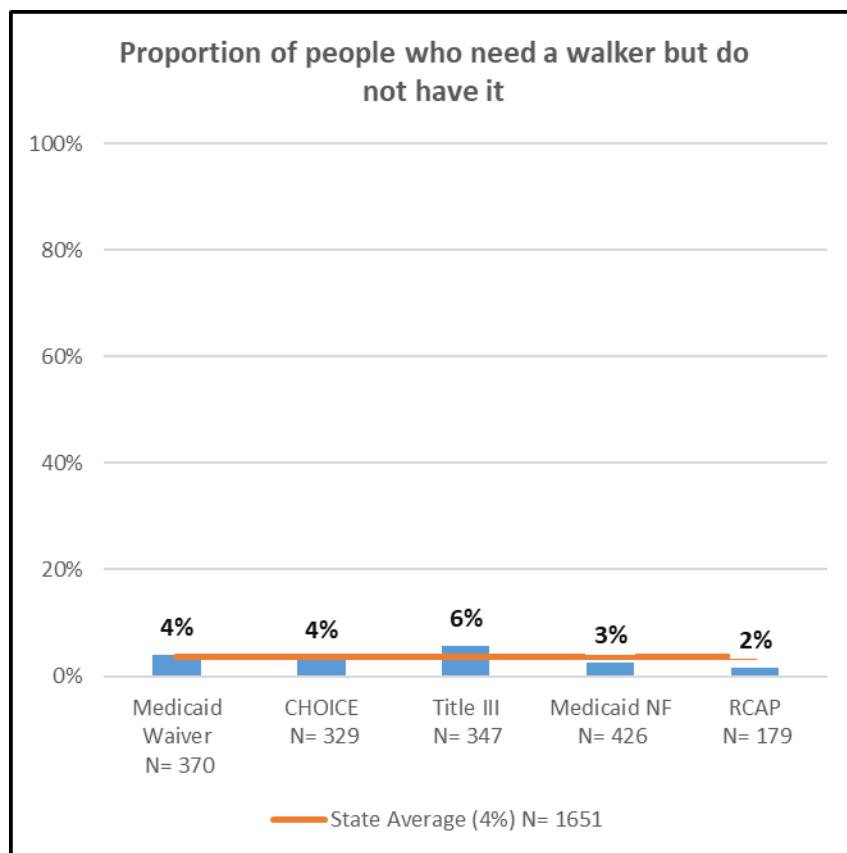


* Very small number of responses

³⁸ Item previously reported in the "Access" domain.

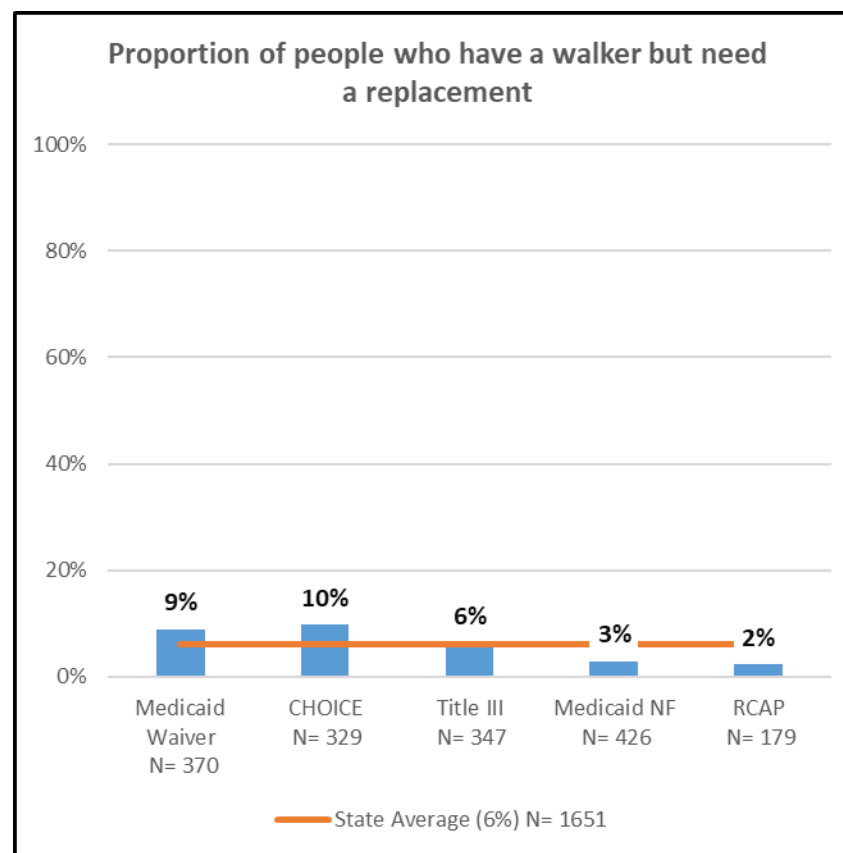
³⁹ Item previously reported in the "Access" domain.

Graph 43. Proportion of people who need a walker but do not have it⁴⁰



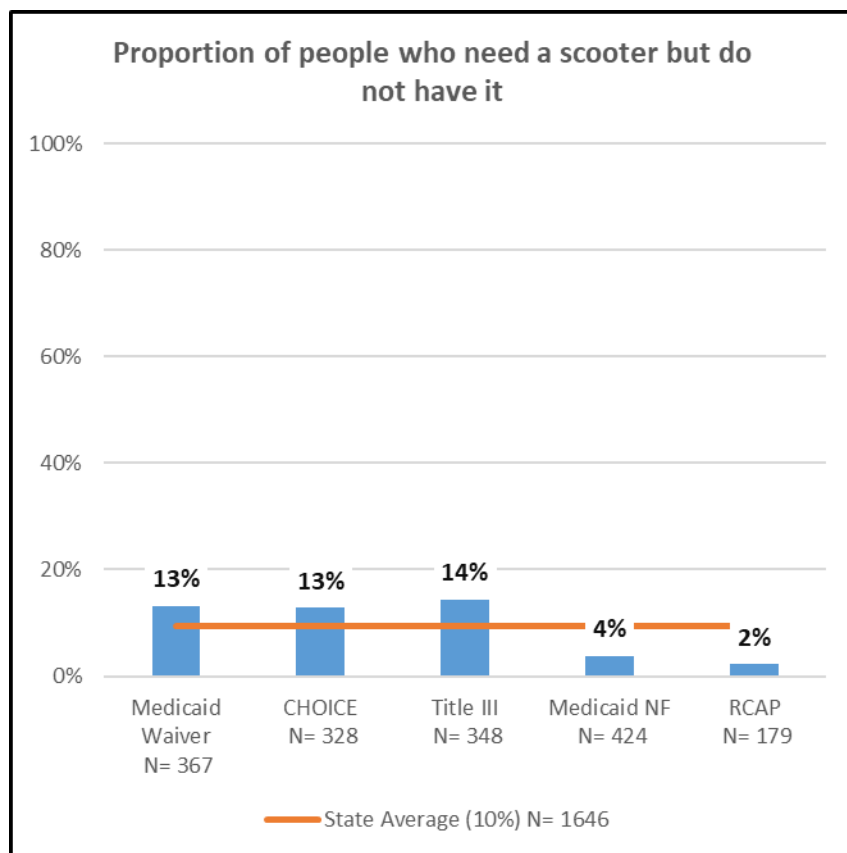
⁴⁰ Item previously reported in the “Access” domain.

Graph 44. Proportion of people who have a walker but need a replacement⁴¹



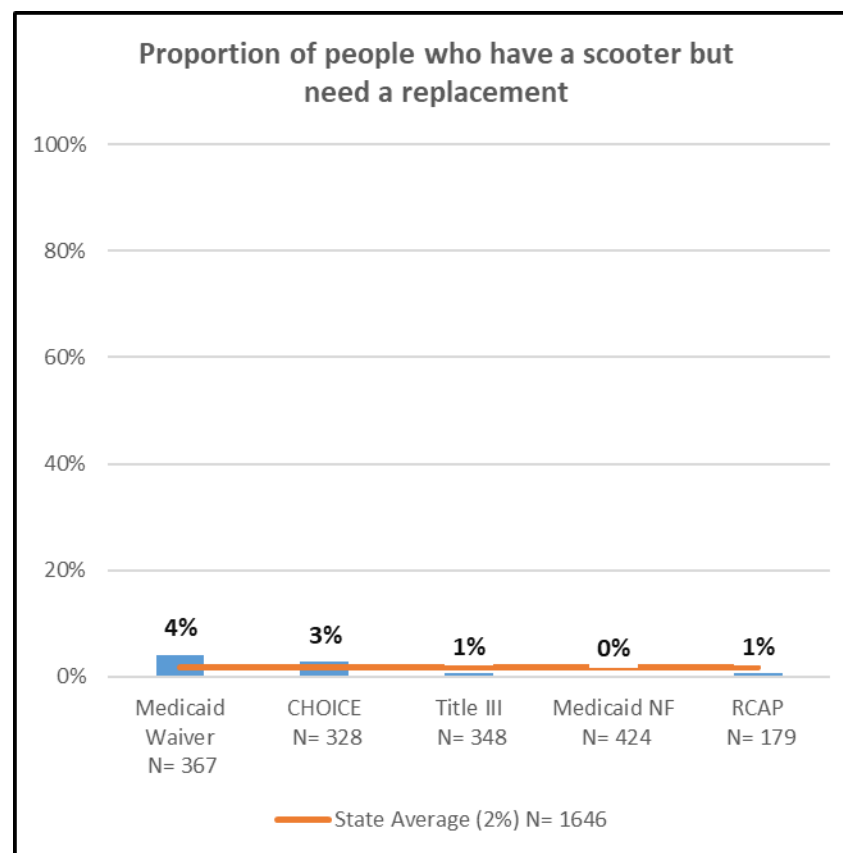
⁴¹ Item previously reported in the “Access” domain.

Graph 45. Proportion of people who need a scooter but do not have it⁴²



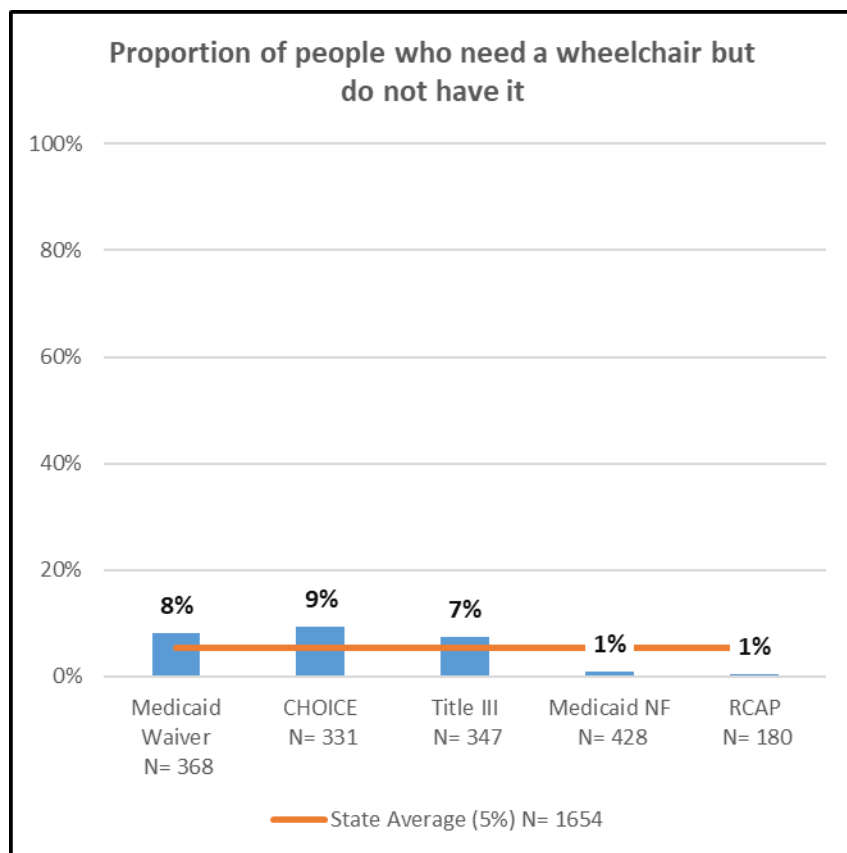
⁴² Item previously reported in the “Access” domain.

Graph 46. Proportion of people who have a scooter but need a replacement⁴³



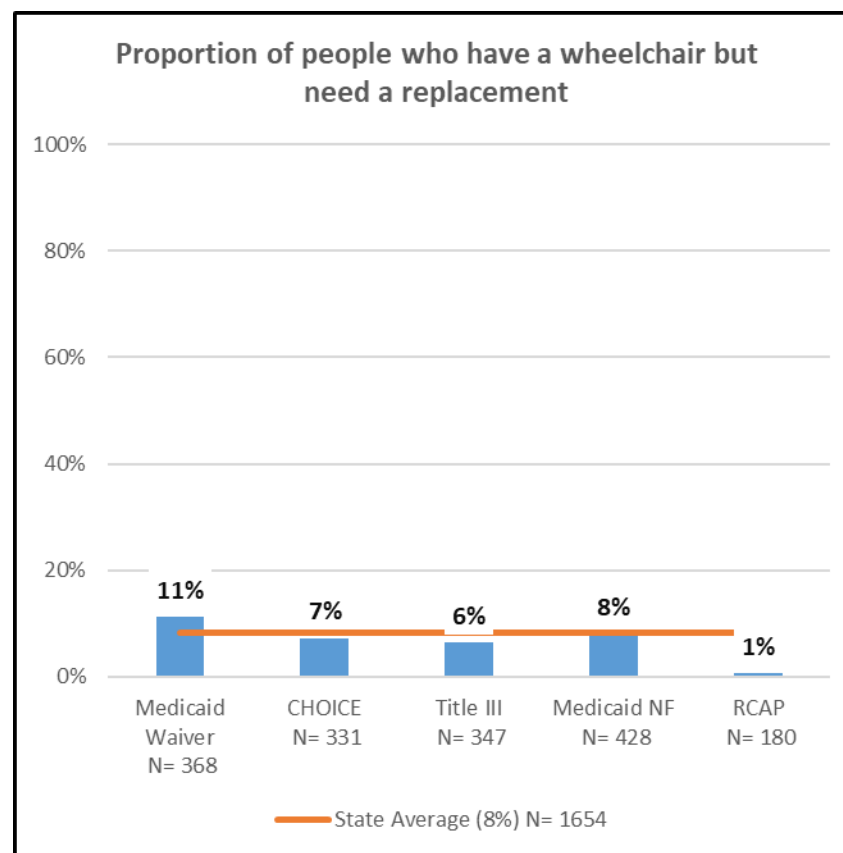
⁴³ Item previously reported in the “Access” domain.

Graph 47. Proportion of people who need a wheelchair but do not have it⁴⁴



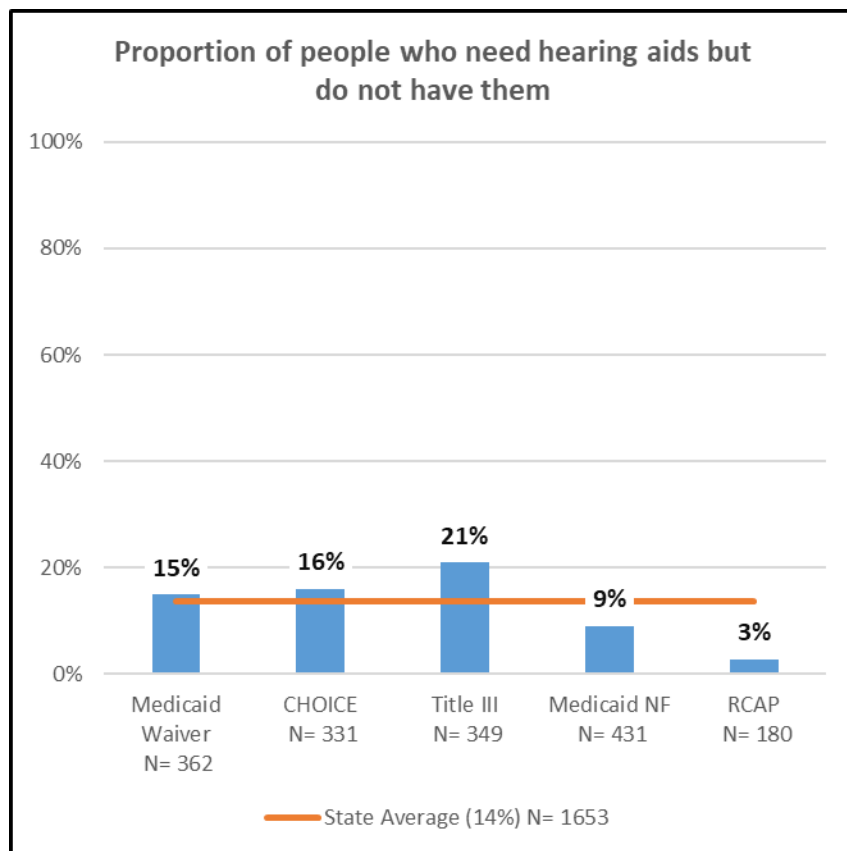
⁴⁴ Item previously reported in the “Access” domain.

Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁵



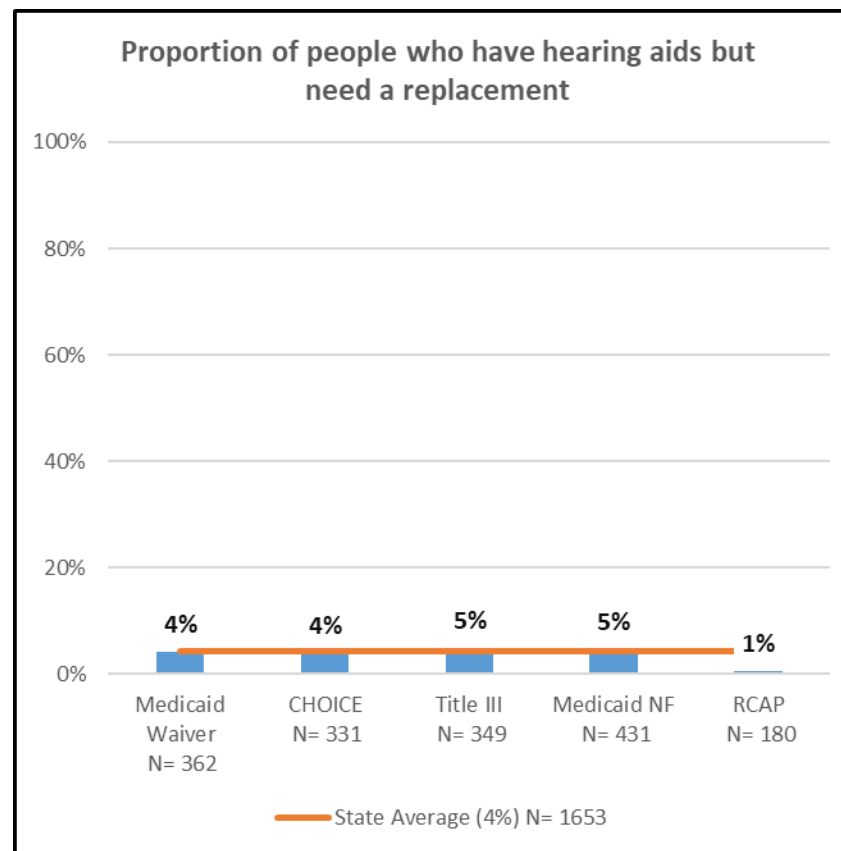
⁴⁵ Item previously reported in the “Access” domain.

Graph 49. Proportion of people who need hearing aids but do not have them⁴⁶



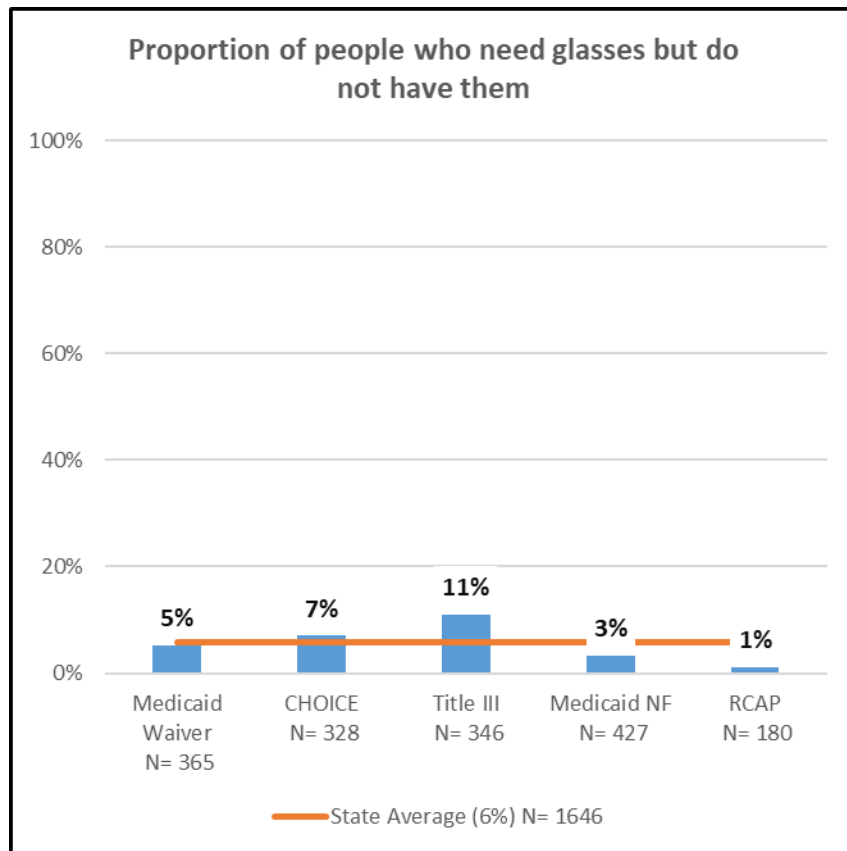
⁴⁶ Item previously reported in the “Access” domain.

Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁷



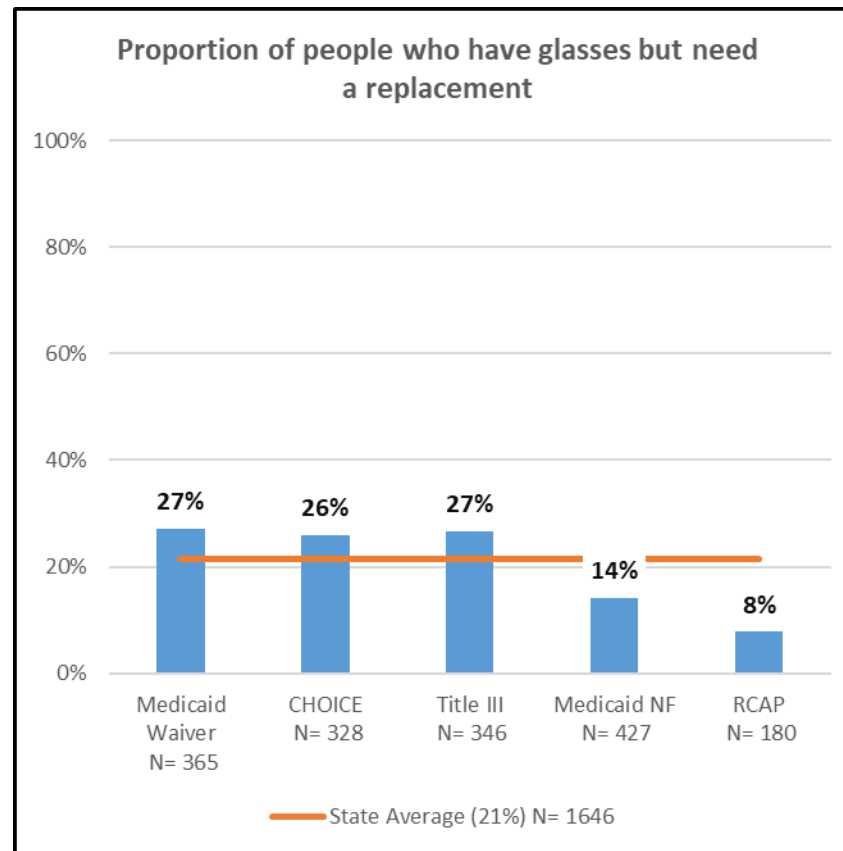
⁴⁷ Item previously reported in the “Access” domain.

Graph 51. Proportion of people who need glasses but do not have them⁴⁸



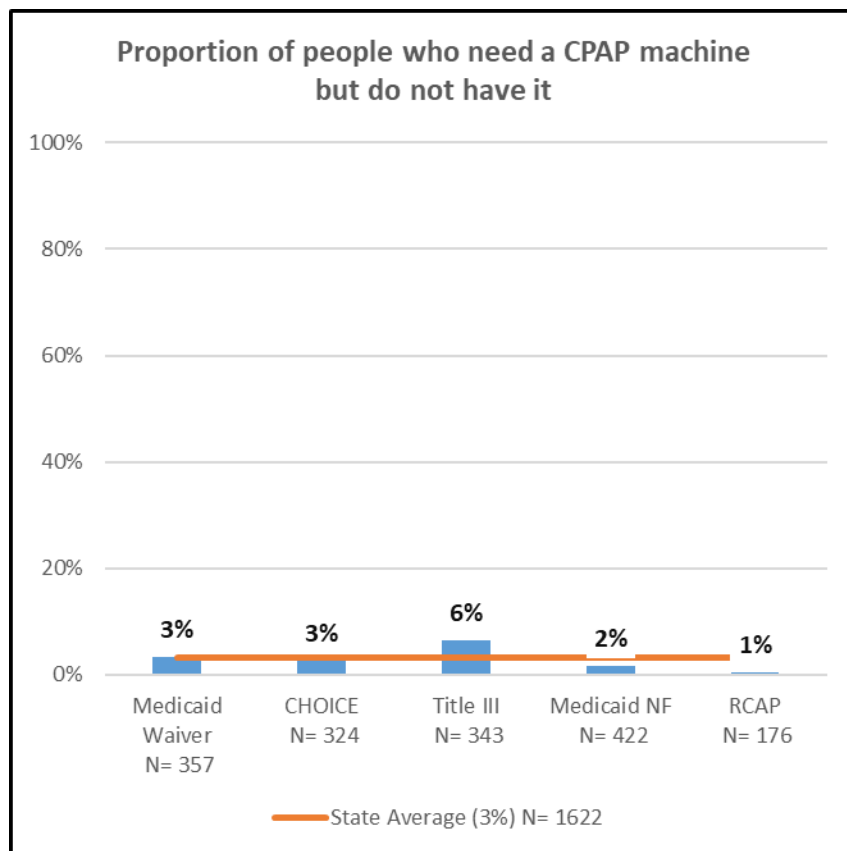
⁴⁸ Item previously reported in the "Access" domain.

Graph 52. Proportion of people who have glasses but need a replacement⁴⁹



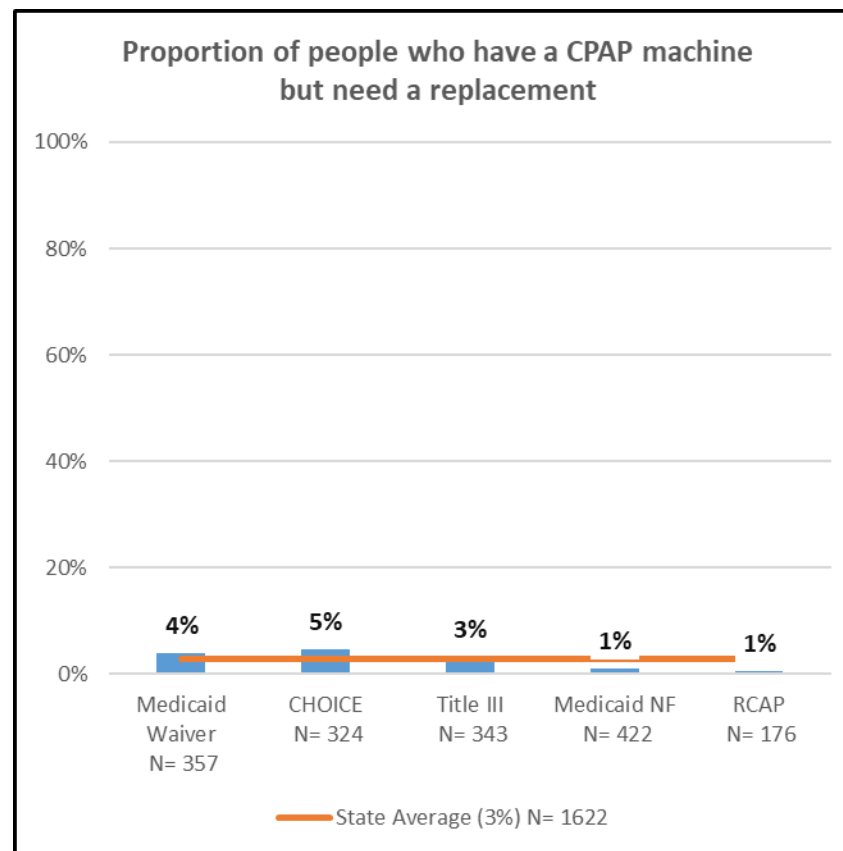
⁴⁹ Item previously reported in the "Access" domain.

Graph 53. Proportion of people who need a CPAP machine but do not have it⁵⁰



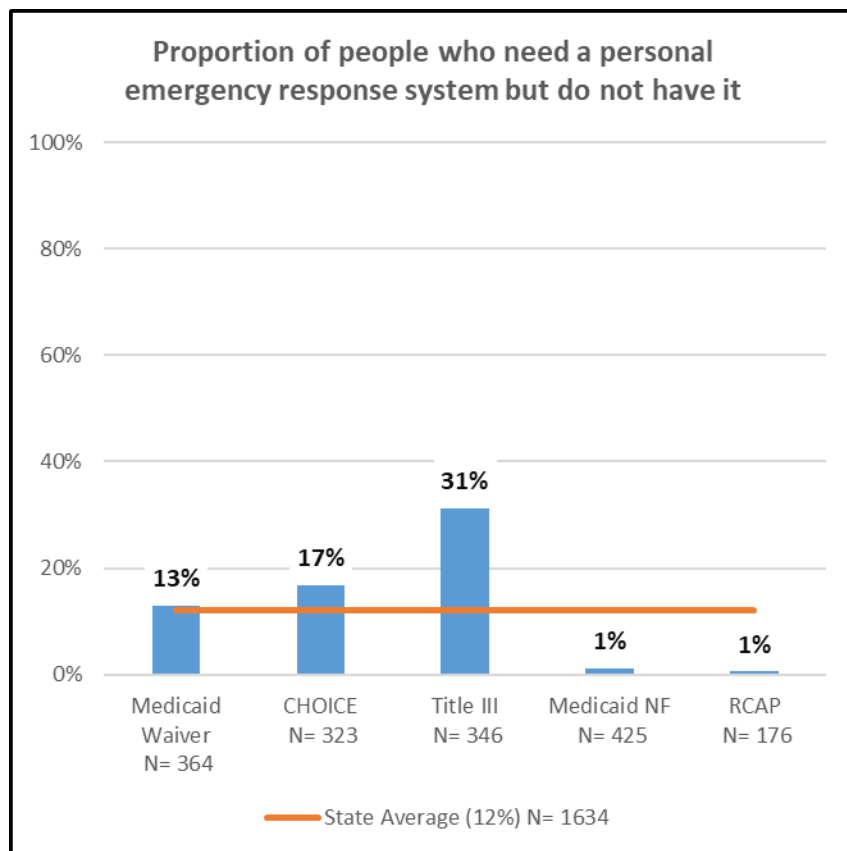
⁵⁰ Item previously reported in the “Access” domain.

Graph 54. Proportion of people who have a CPAP machine but need a replacement⁵¹



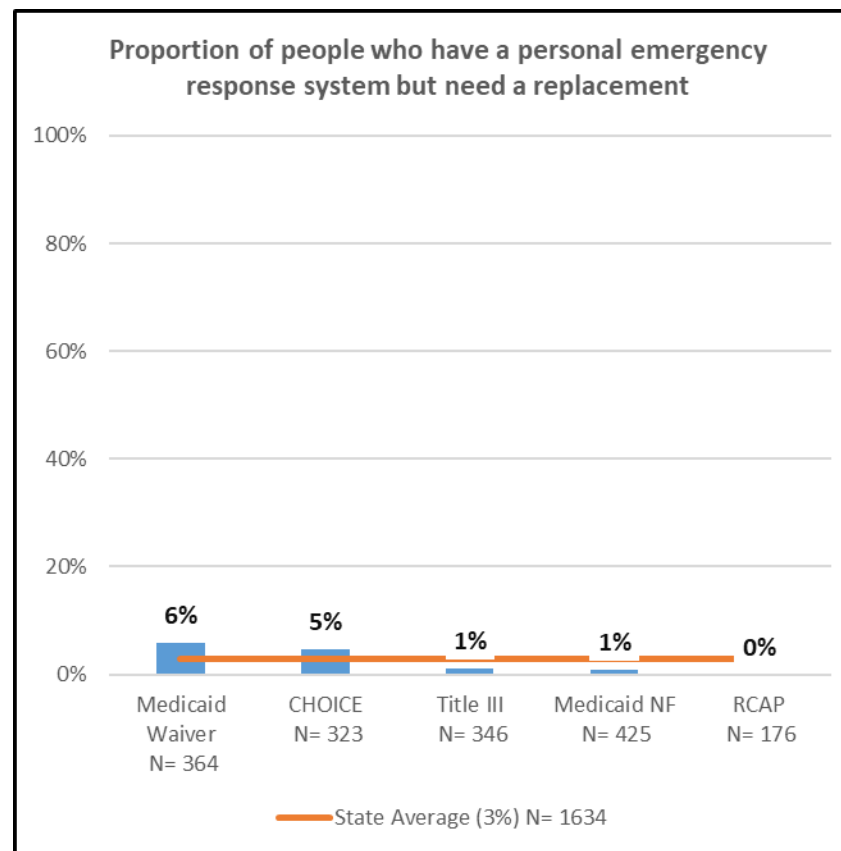
⁵¹ Item previously reported in the “Access” domain.

Graph 55. Proportion of people who need a personal emergency response system but do not have it⁵²



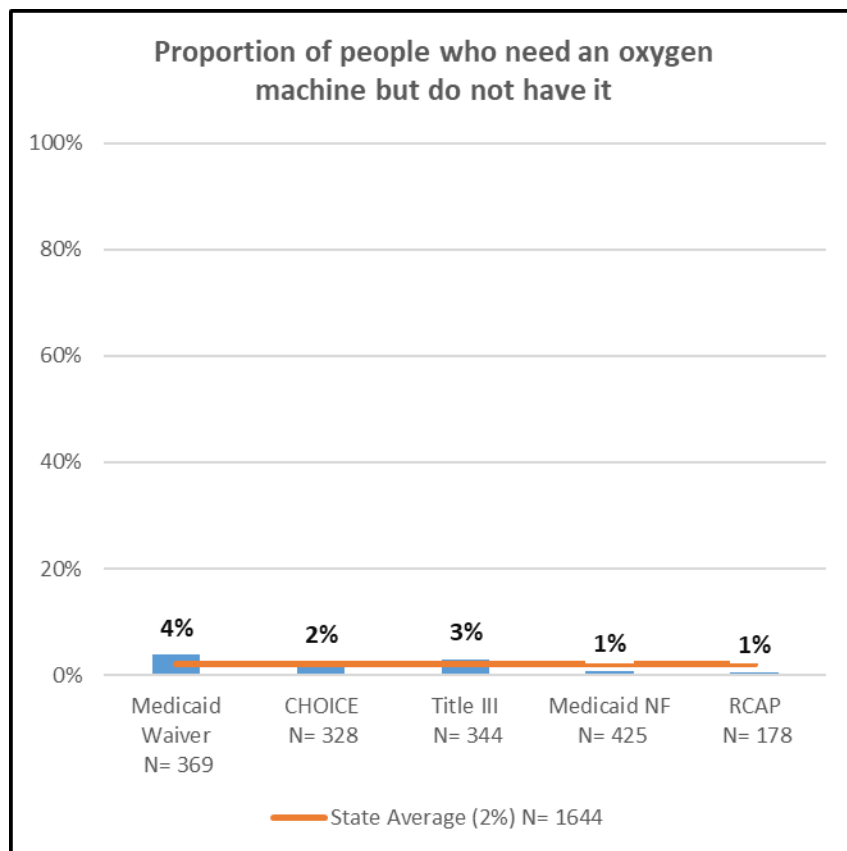
⁵² Item previously reported in the “Access” domain.

Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵³



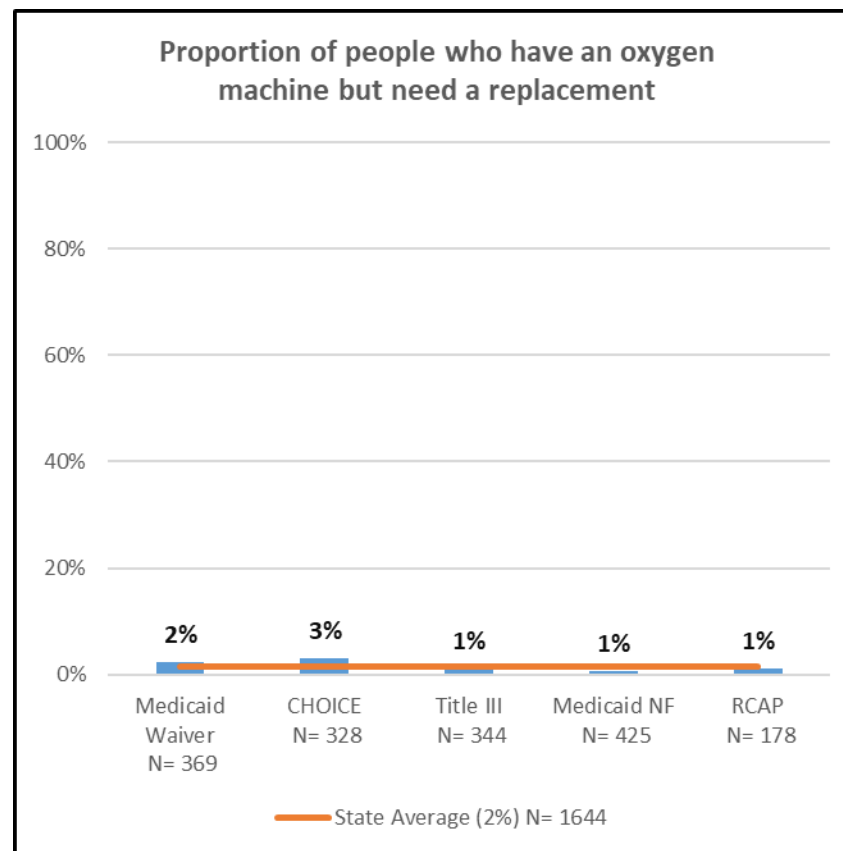
⁵³ Item previously reported in the “Access” domain.

Graph 57. Proportion of people who need an oxygen machine but do not have it⁵⁴



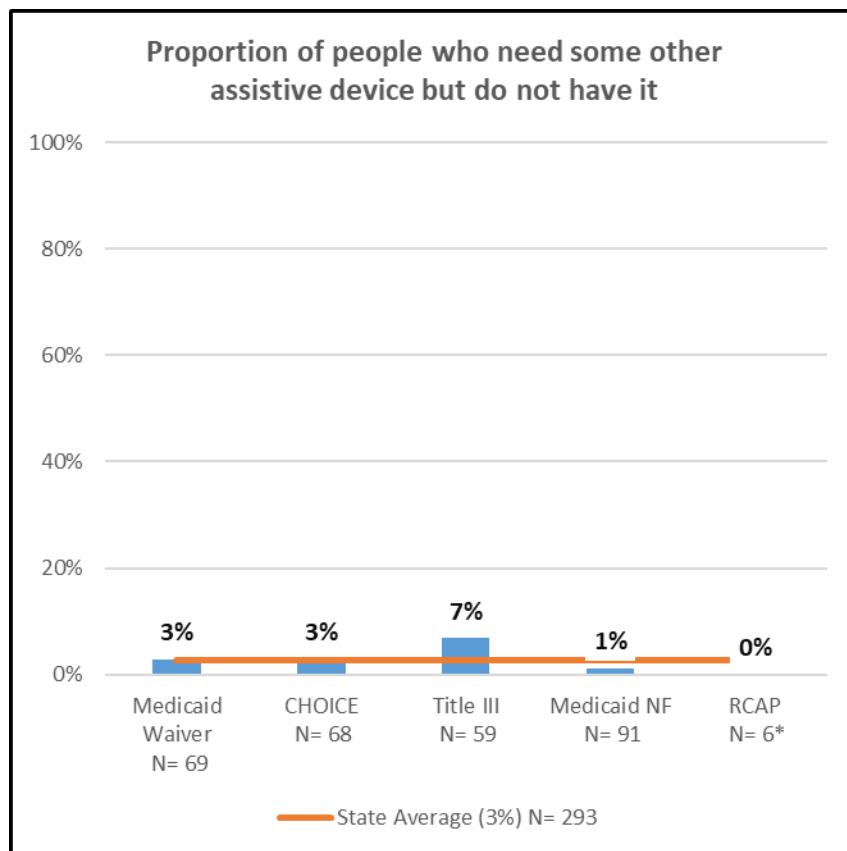
⁵⁴ New item added in 2018-2019.

Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁵



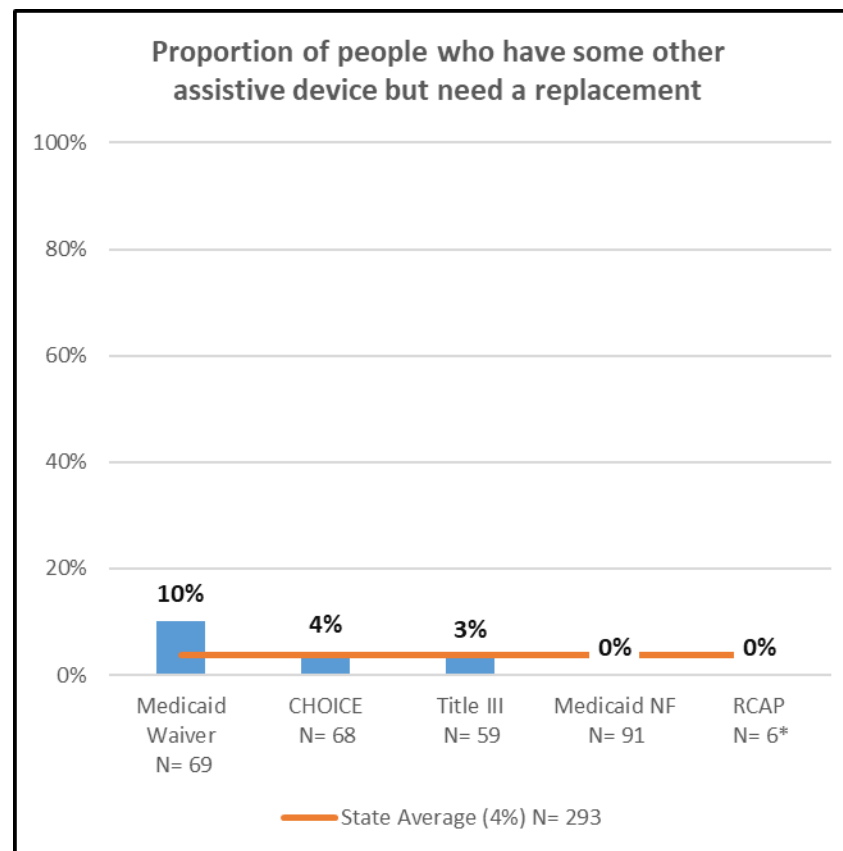
⁵⁵ New item added in 2018-2019.

Graph 59. Proportion of people who need some other assistive device but do not have it⁵⁶



* Very small number of responses

Graph 60. Proportion of people who have some other assistive device but need a replacement⁵⁷



* Very small number of responses

⁵⁶ Item previously reported in the "Access" domain.

⁵⁷ Item previously reported in the "Access" domain.

Safety

People feel safe from abuse, neglect, and injury.

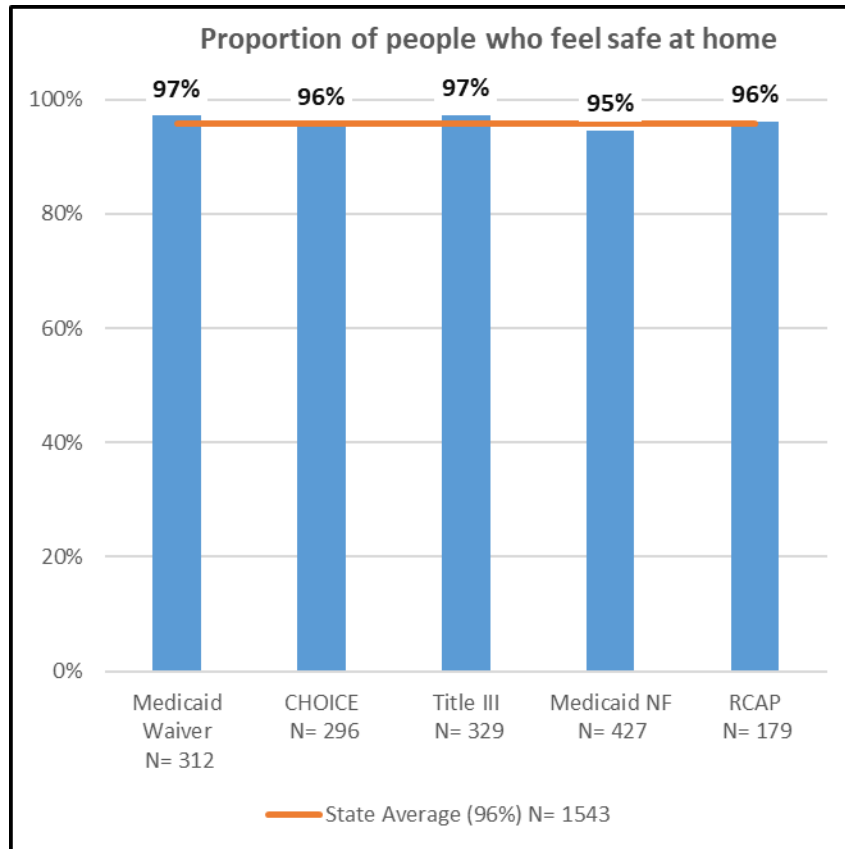
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their paid support staff.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people who are able to get to safety quickly in case of an emergency.

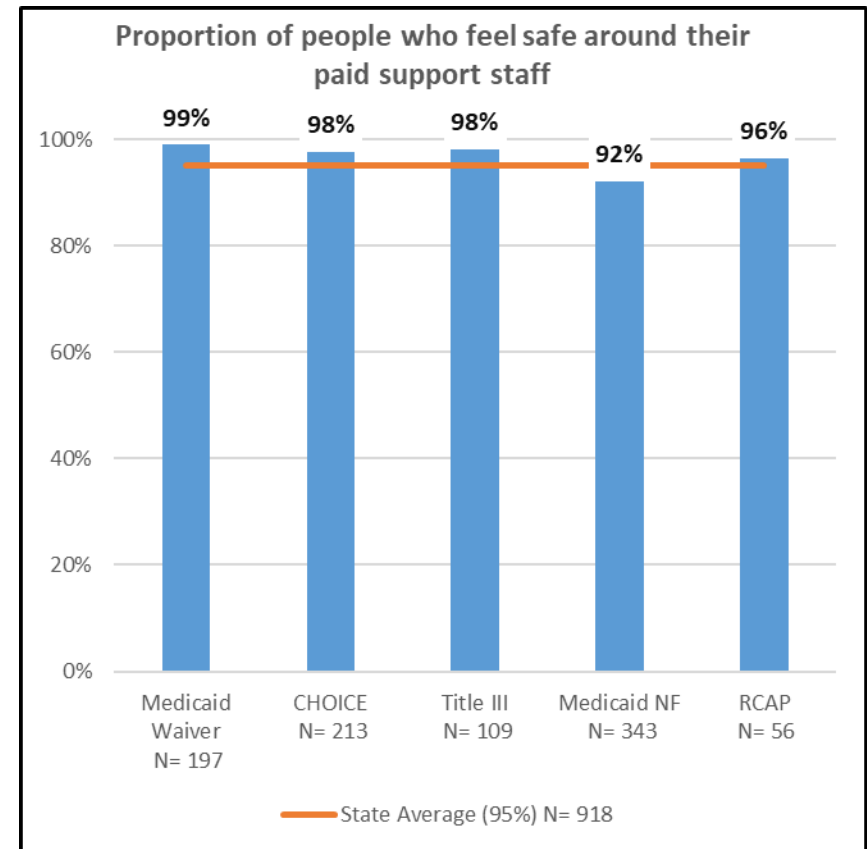
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

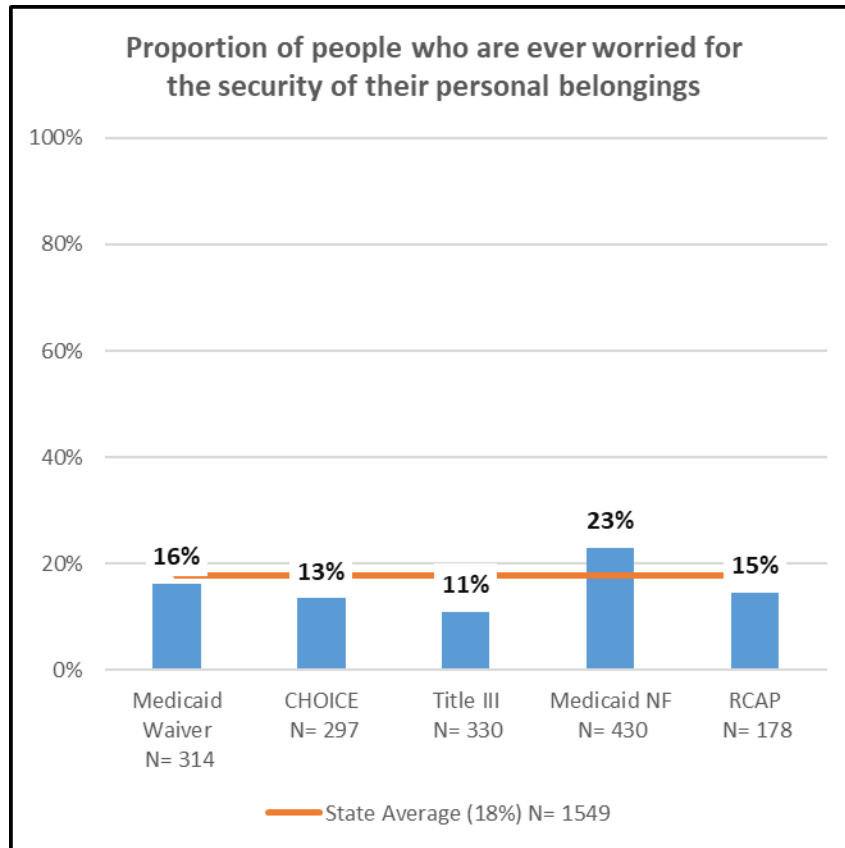
Graph 61. Proportion of people who feel safe at home



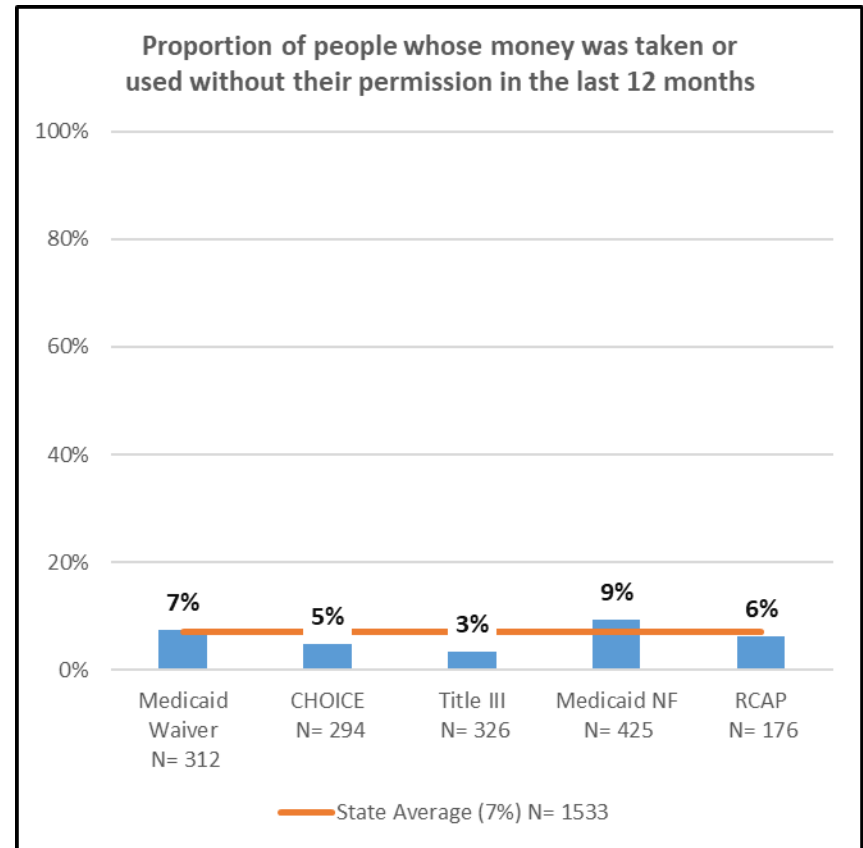
Graph 62. Proportion of people who feel safe around their paid support staff



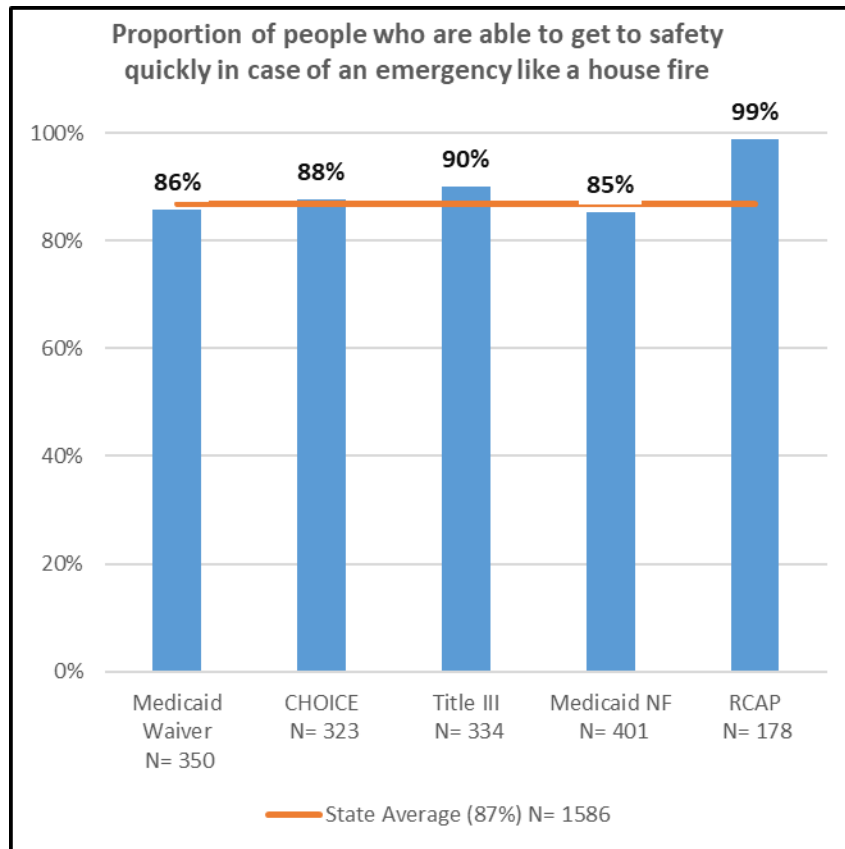
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

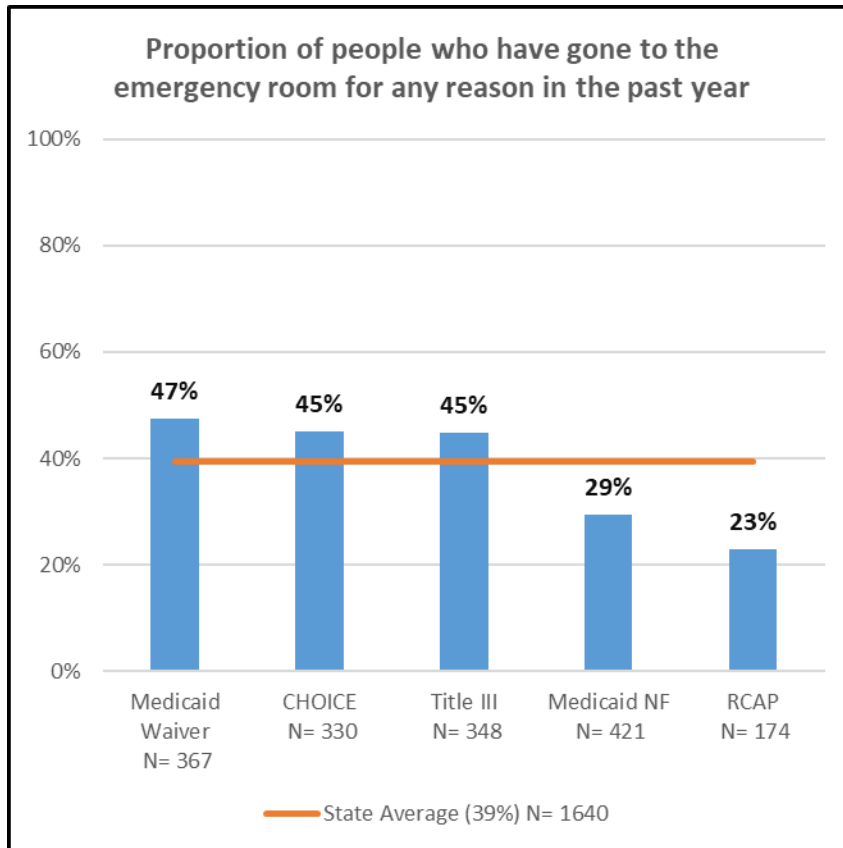
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who experience potentially preventable emergency room visits.
2. Proportion of people who have needed health screenings and vaccinations in a timely manner.
3. Proportion of people who can get an appointment with their doctor when they need to.
4. Proportion of people who have access to mental health services.

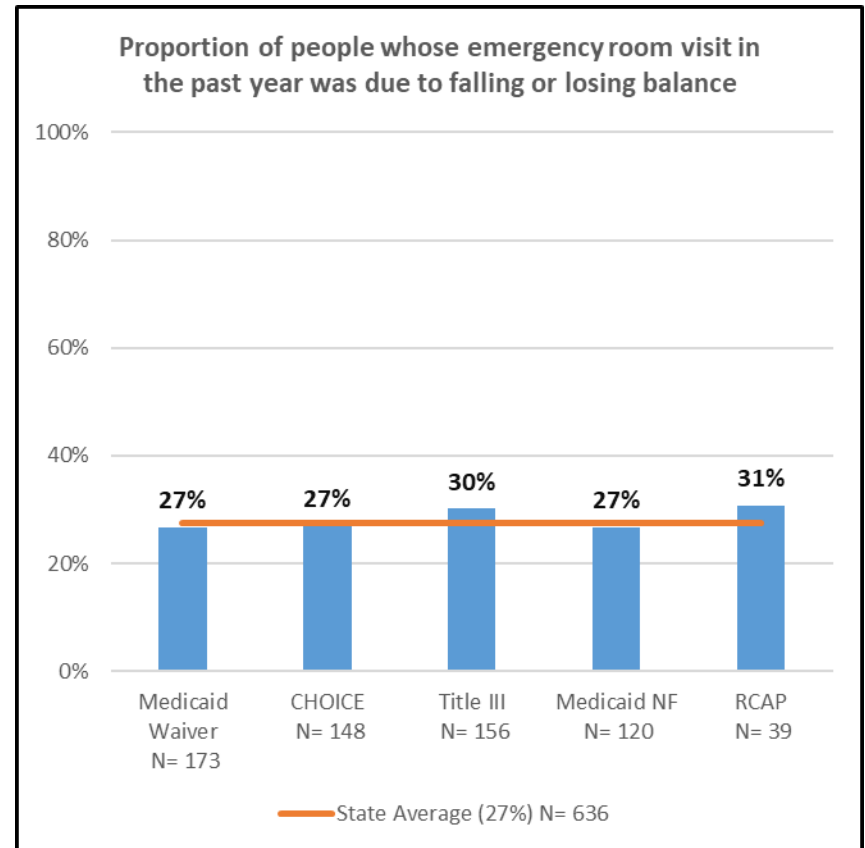
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

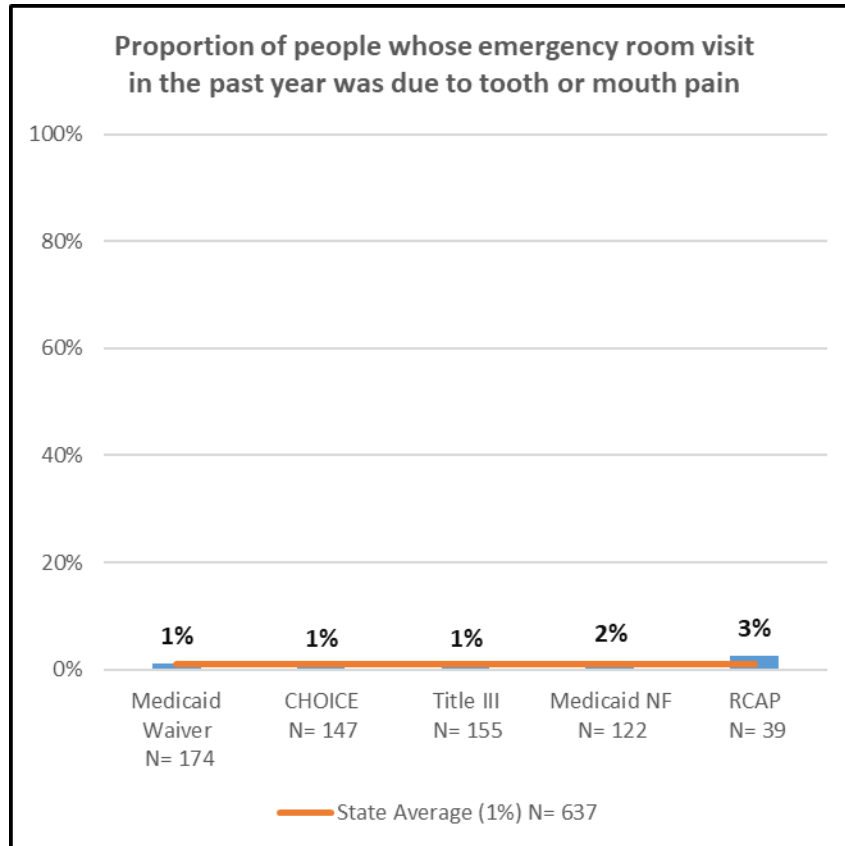
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



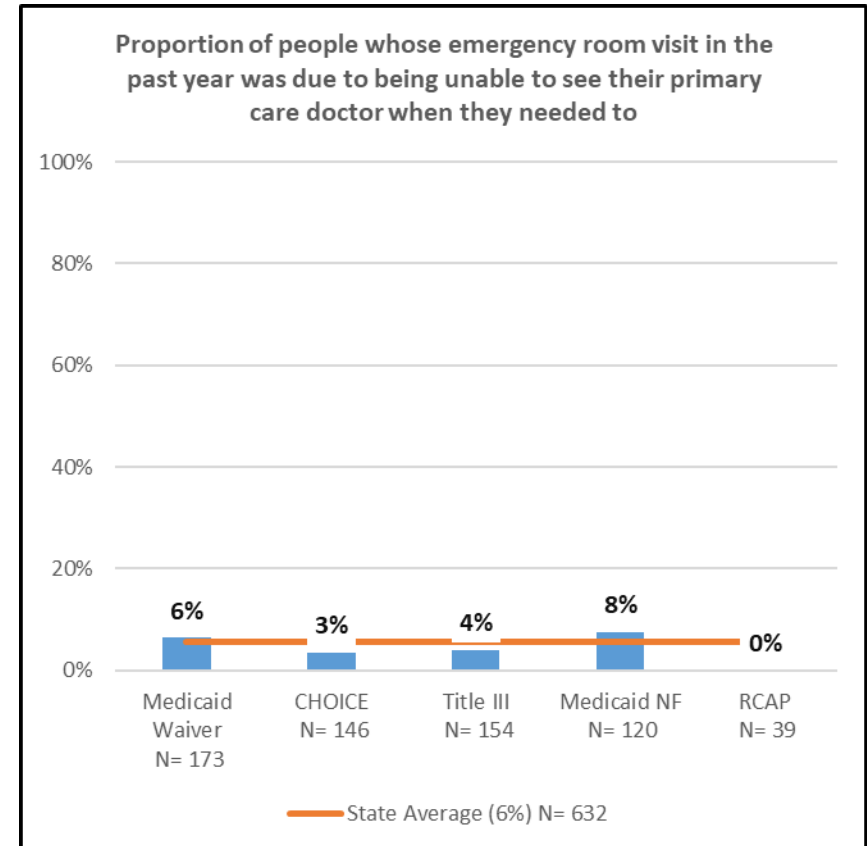
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

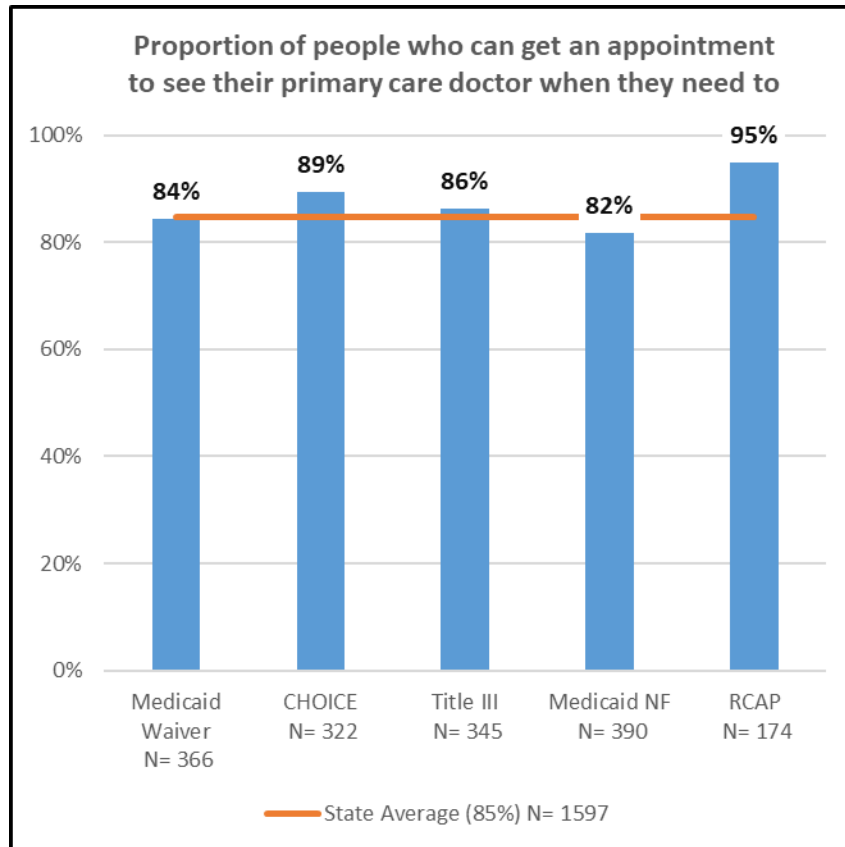


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁸

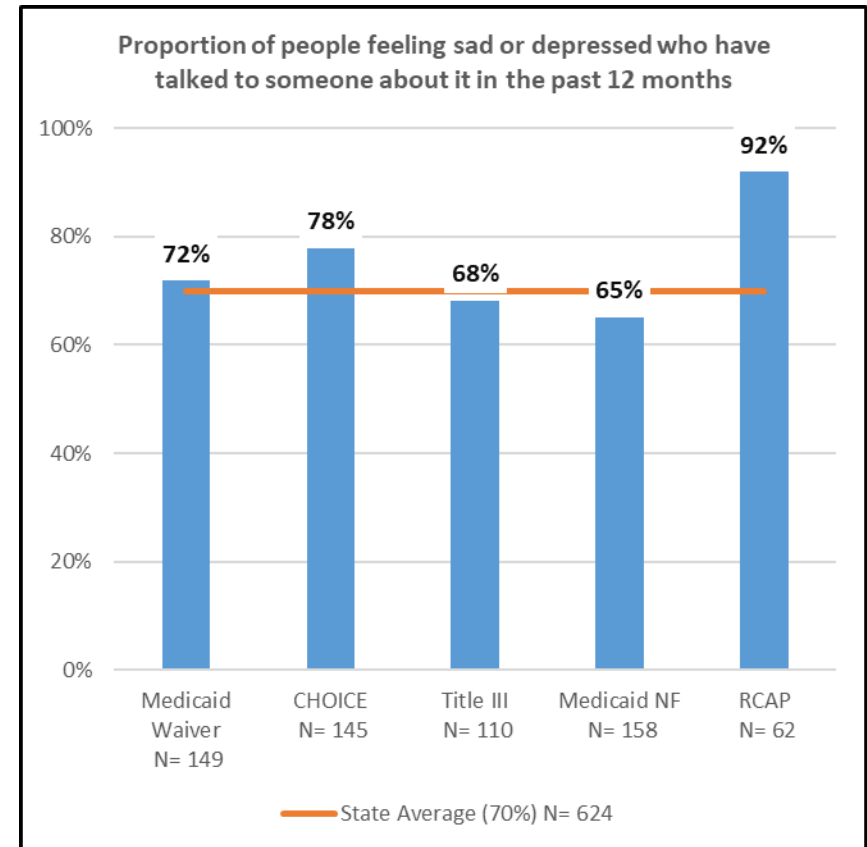


⁵⁸ New item added in 2018-2019.

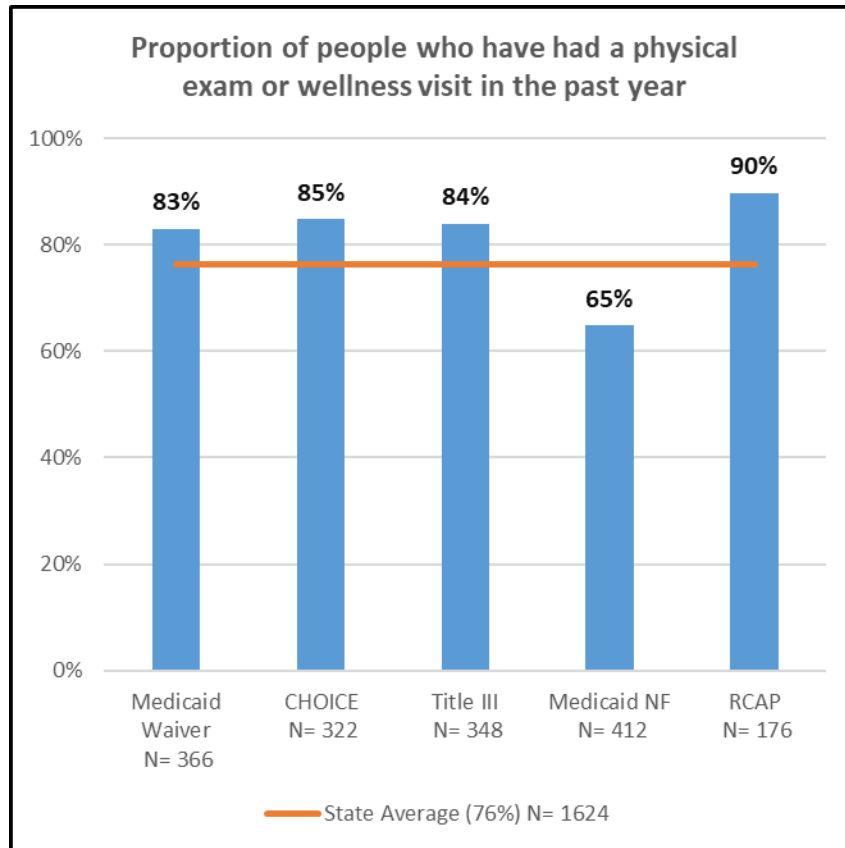
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



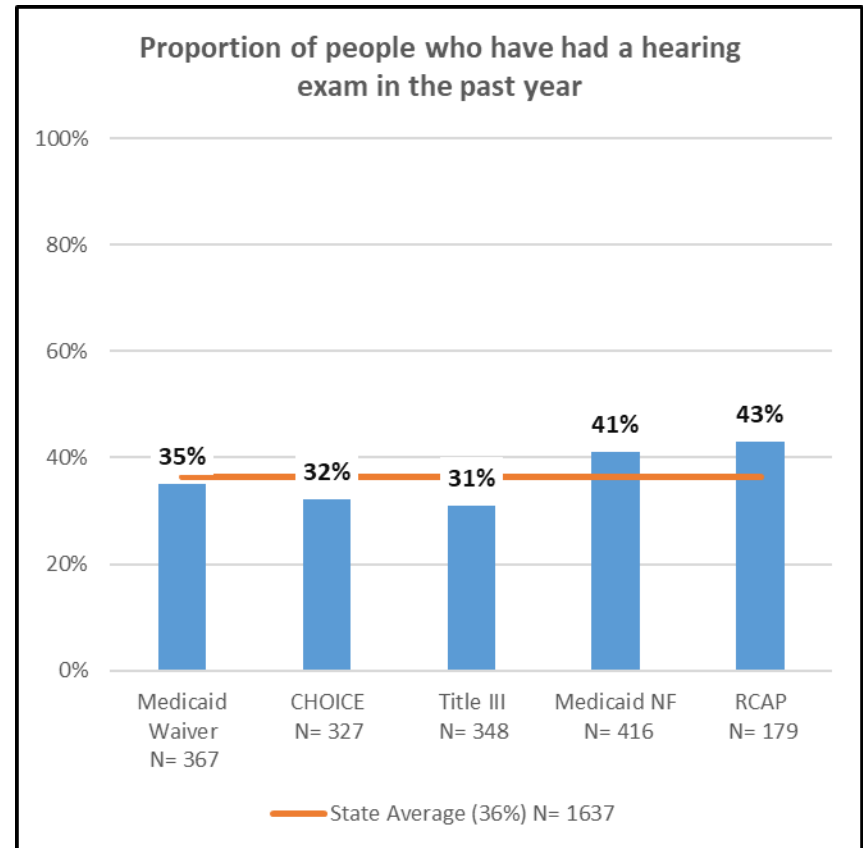
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



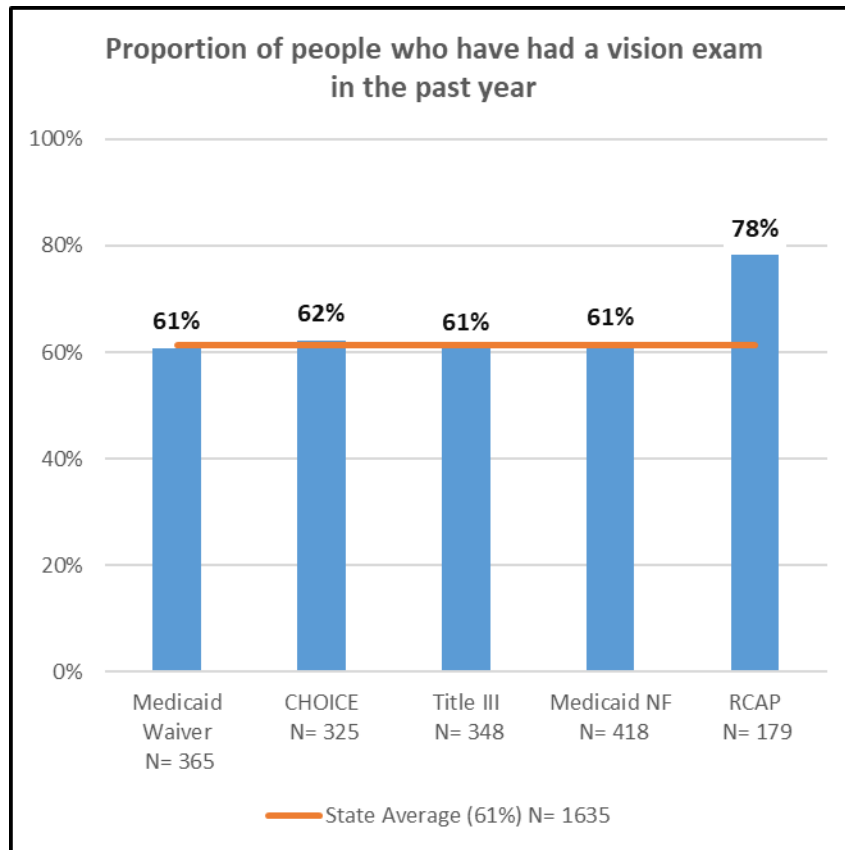
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



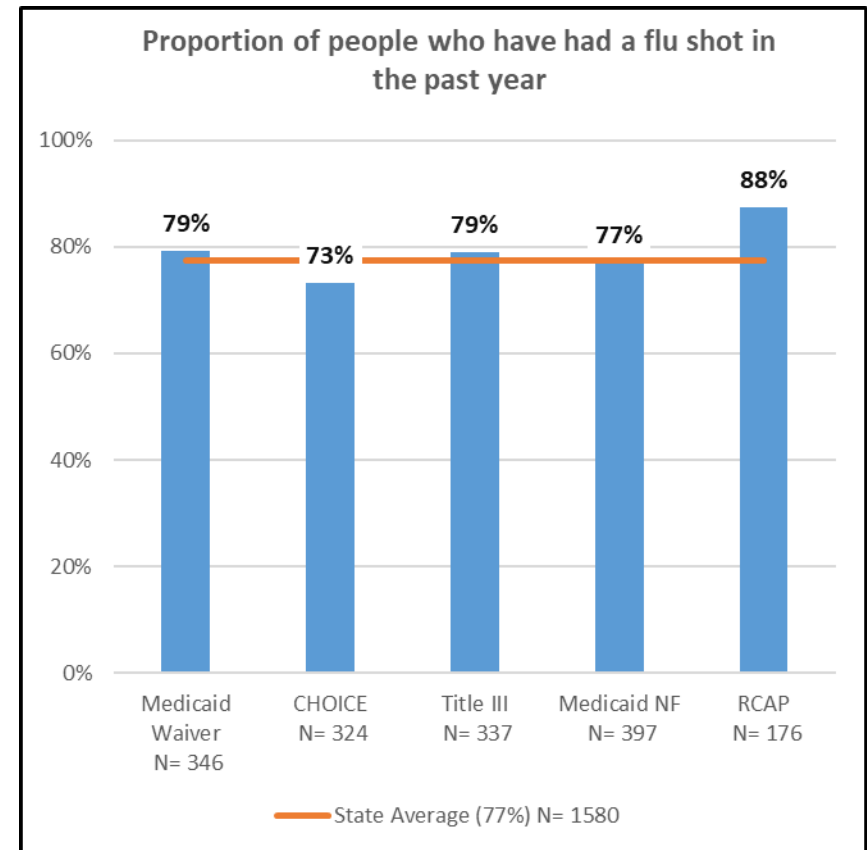
Graph 73. Proportion of people who have had a hearing exam in the past year



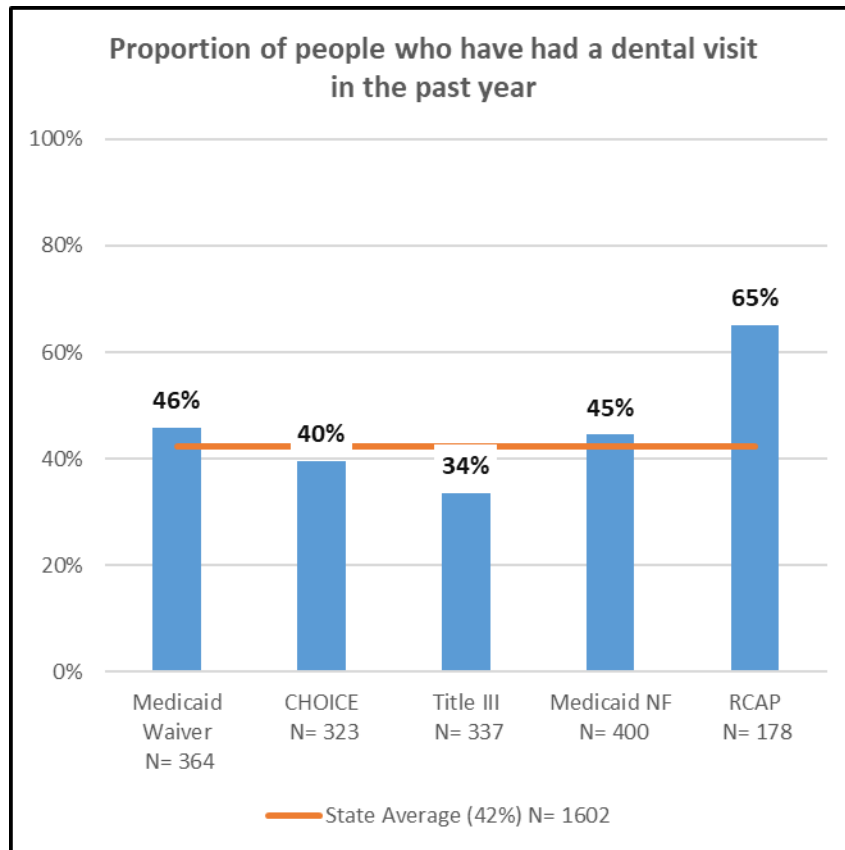
Graph 74. Proportion of people who have had a vision exam in the past year



Graph 75. Proportion of people who have had a flu shot in the past year



Graph 76. Proportion of people who have had a dental visit in the past year



Wellness

People are supported to maintain health.

There are six Wellness indicators measured by the NCI-AD Adult Consumer Survey:

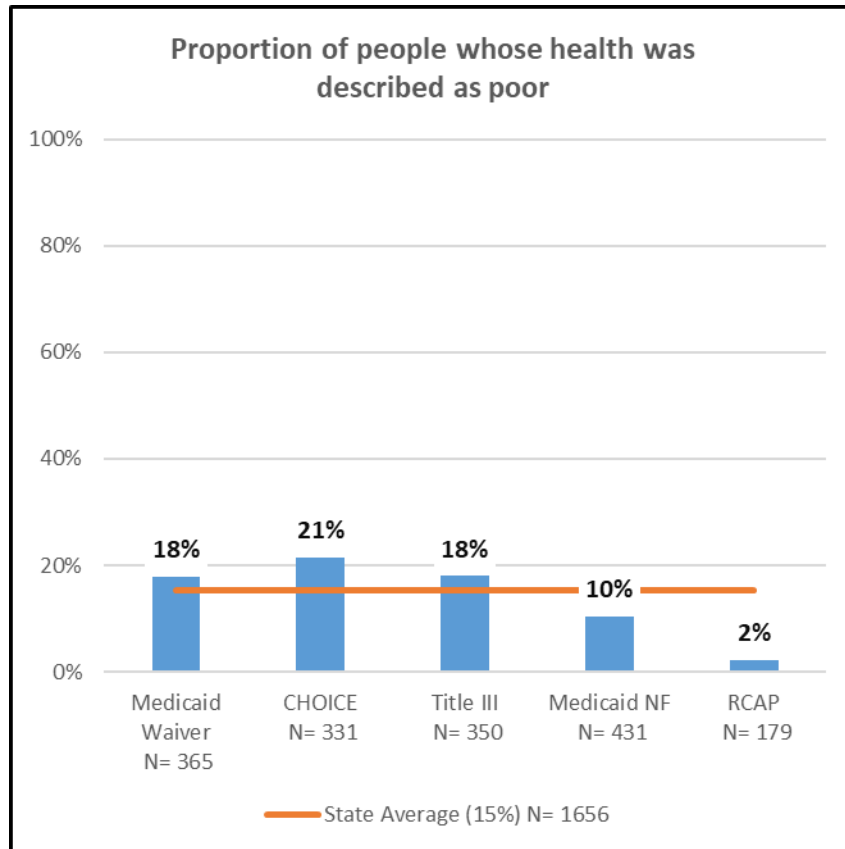
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access to healthy foods⁵⁹.

There are eight survey items that correspond to the Wellness domain.

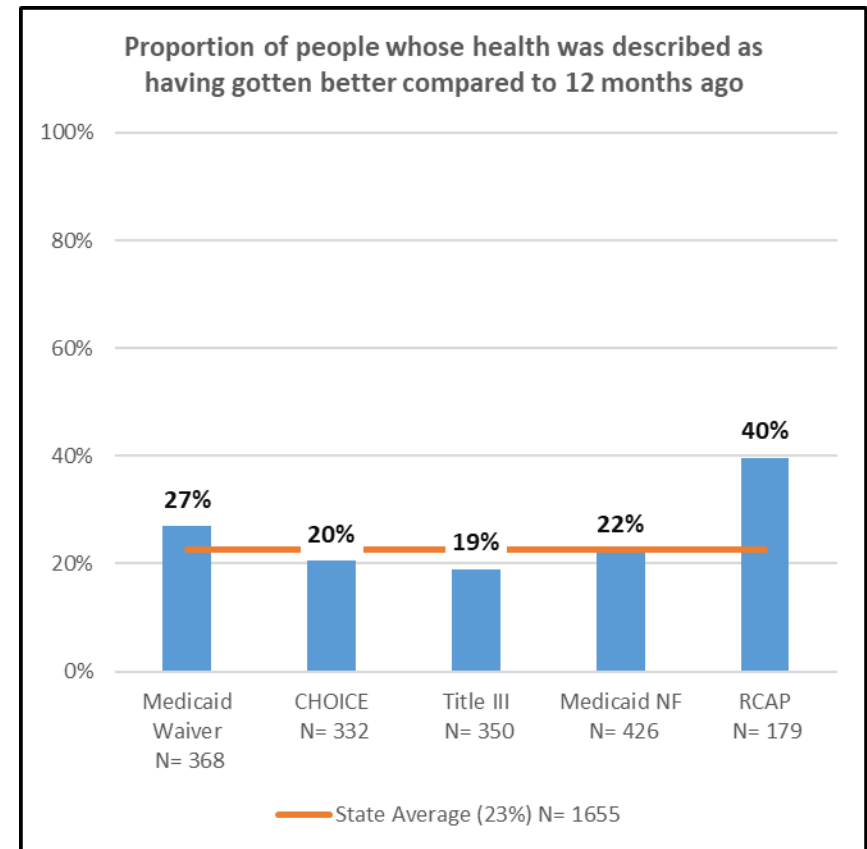
Un-collapsed data are shown in Appendix B.

⁵⁹ Indicator previously reported in the “Everyday Living” domain.

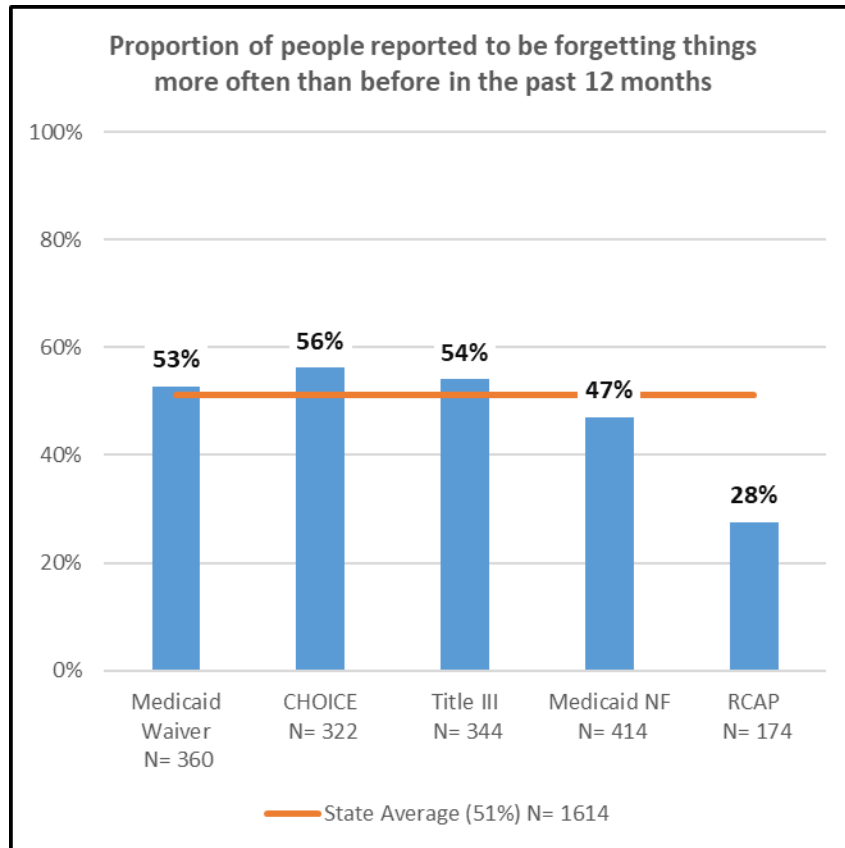
Graph 77. Proportion of people whose health was described as poor



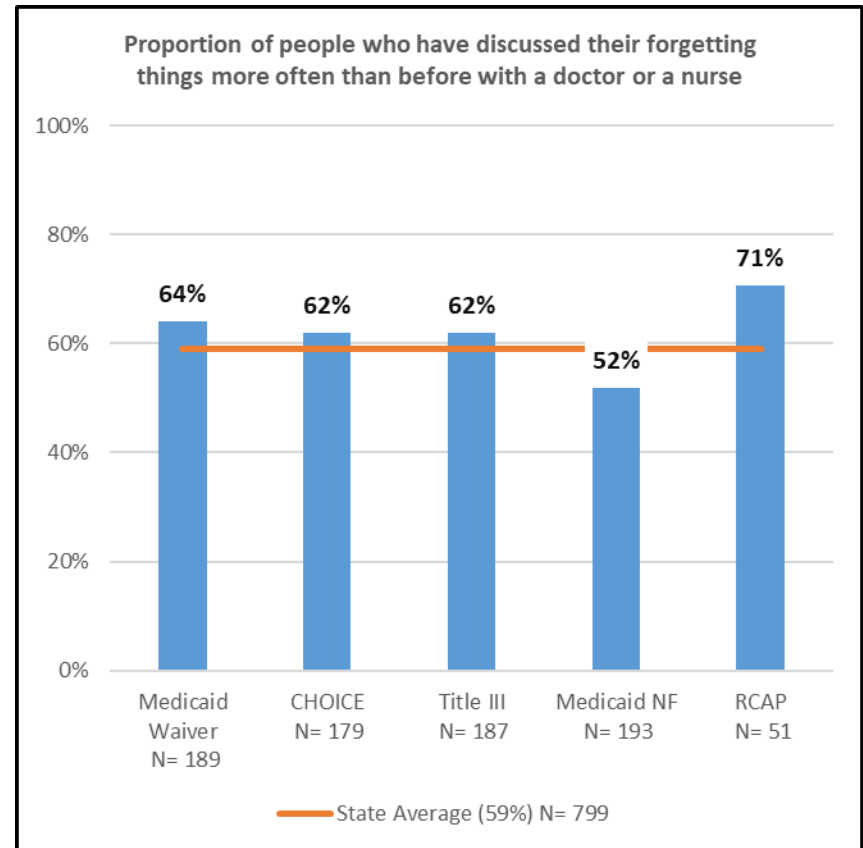
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



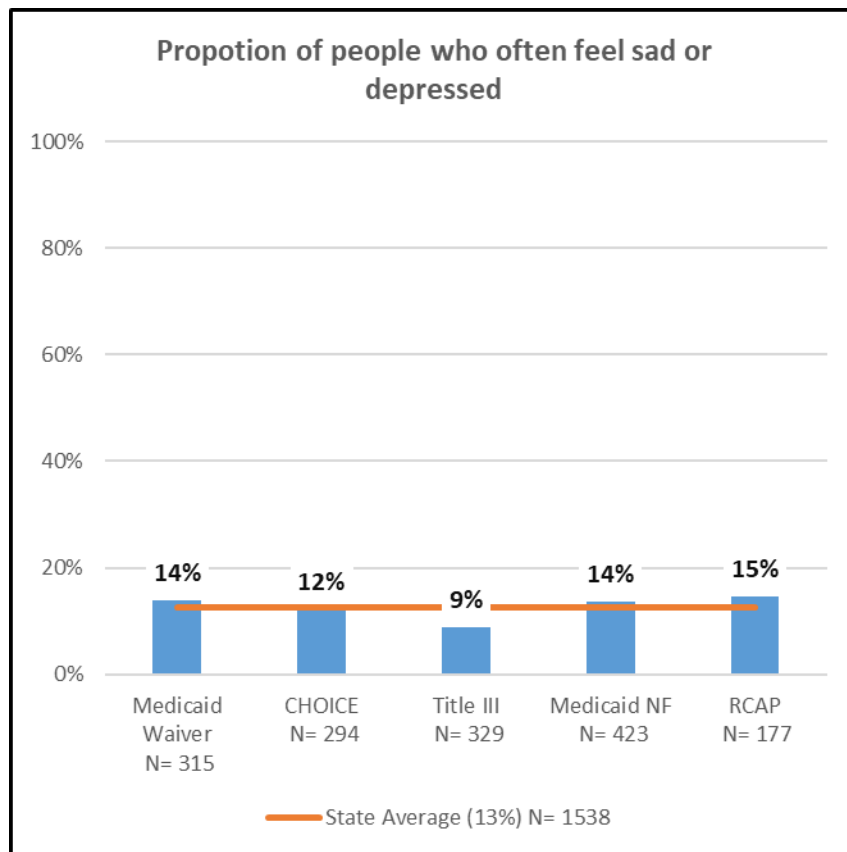
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



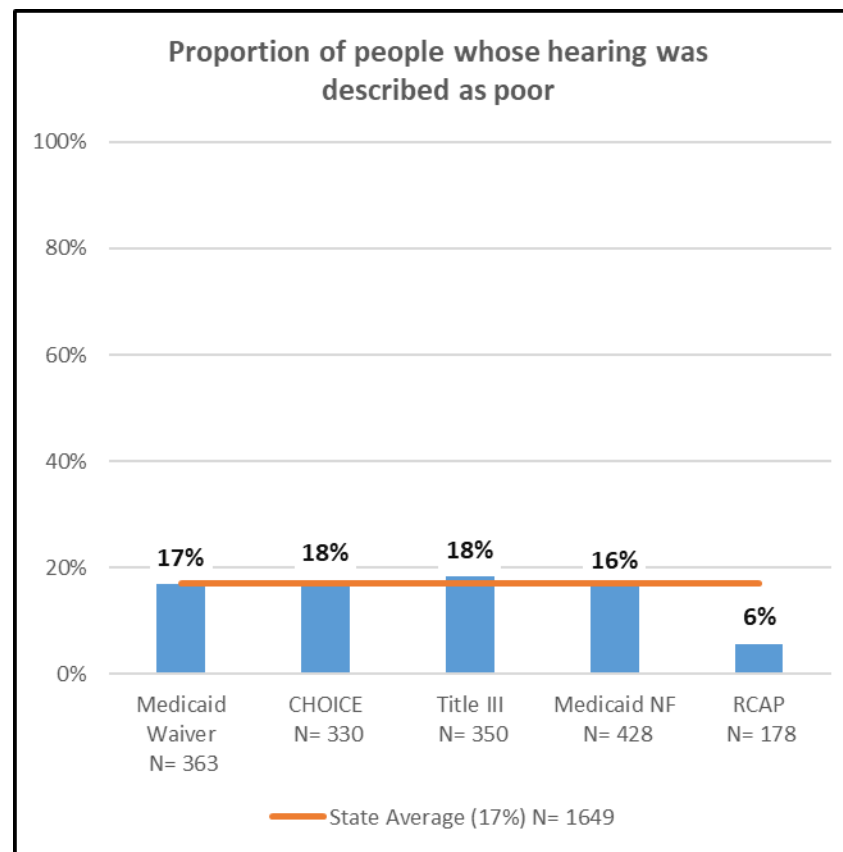
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



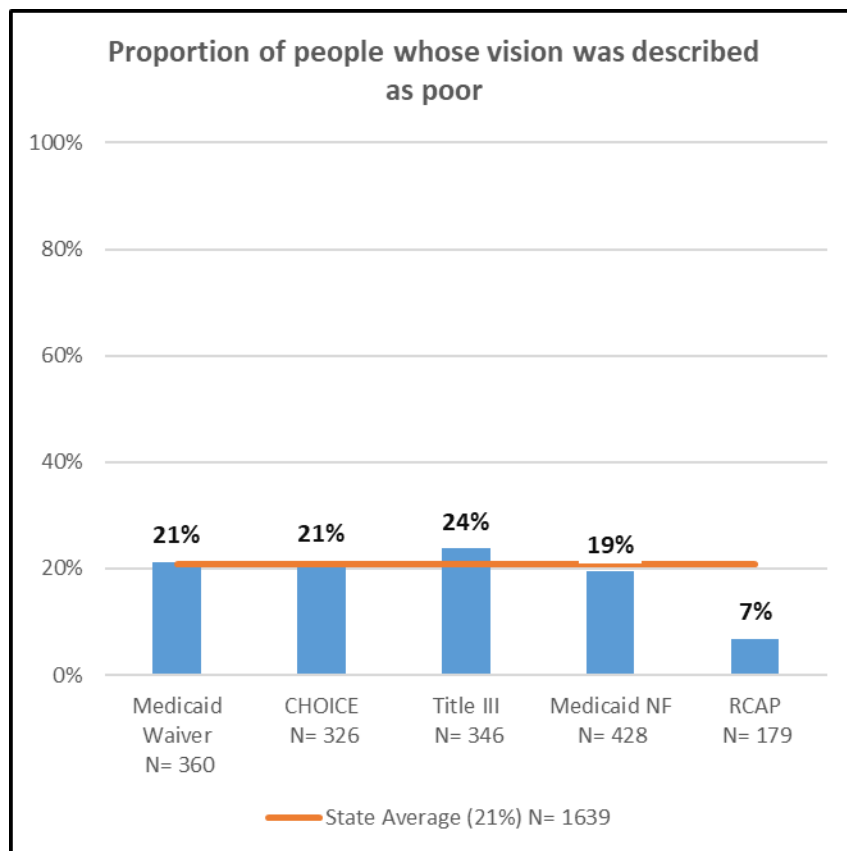
Graph 81. Proportion of people who often feel sad or depressed



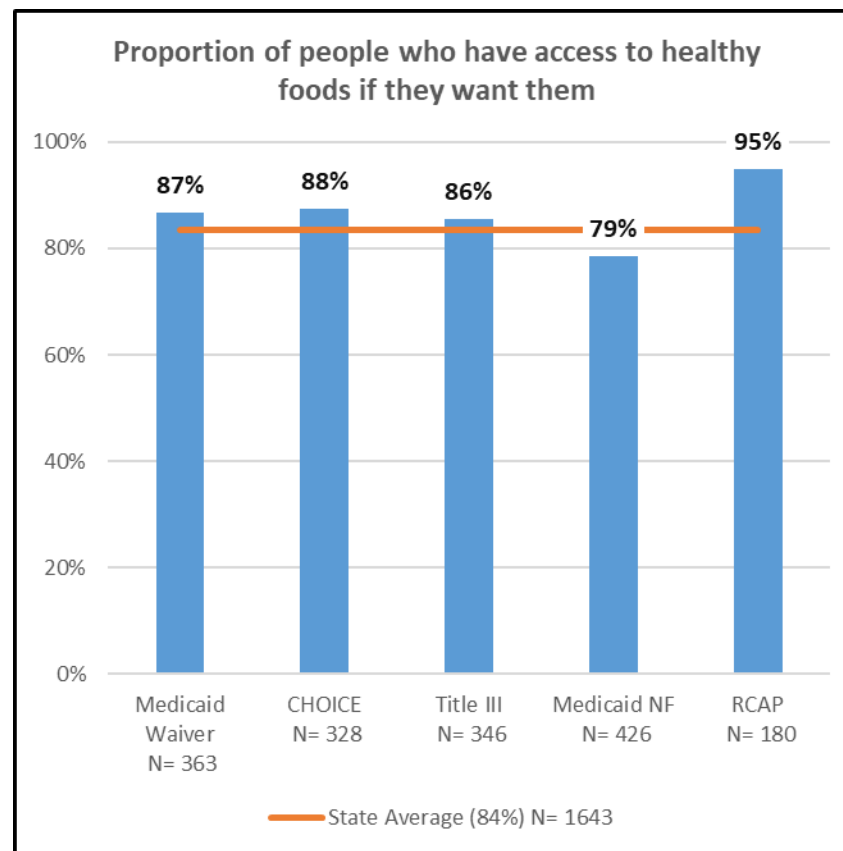
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 84. Proportion of people who have access to healthy foods if they want them⁶⁰



⁶⁰ Item previously reported in the “Everyday Living” domain.

Medications

Medications are managed effectively and appropriately.

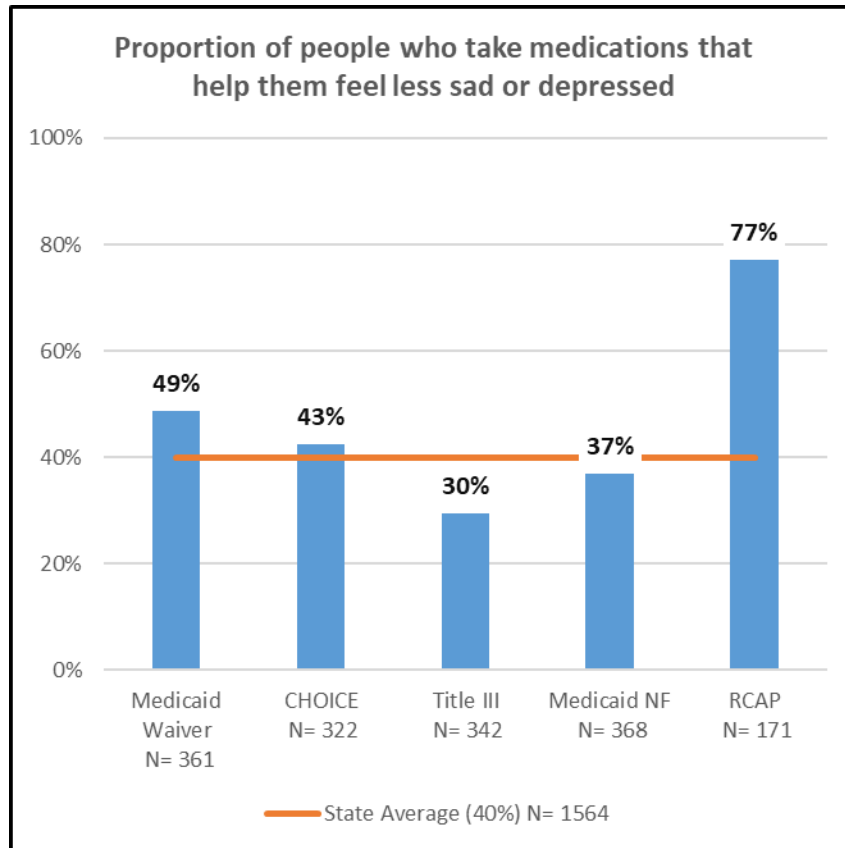
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who take medications to help them feel less sad or depressed.
2. Proportion of people who know what their prescription medications are for.

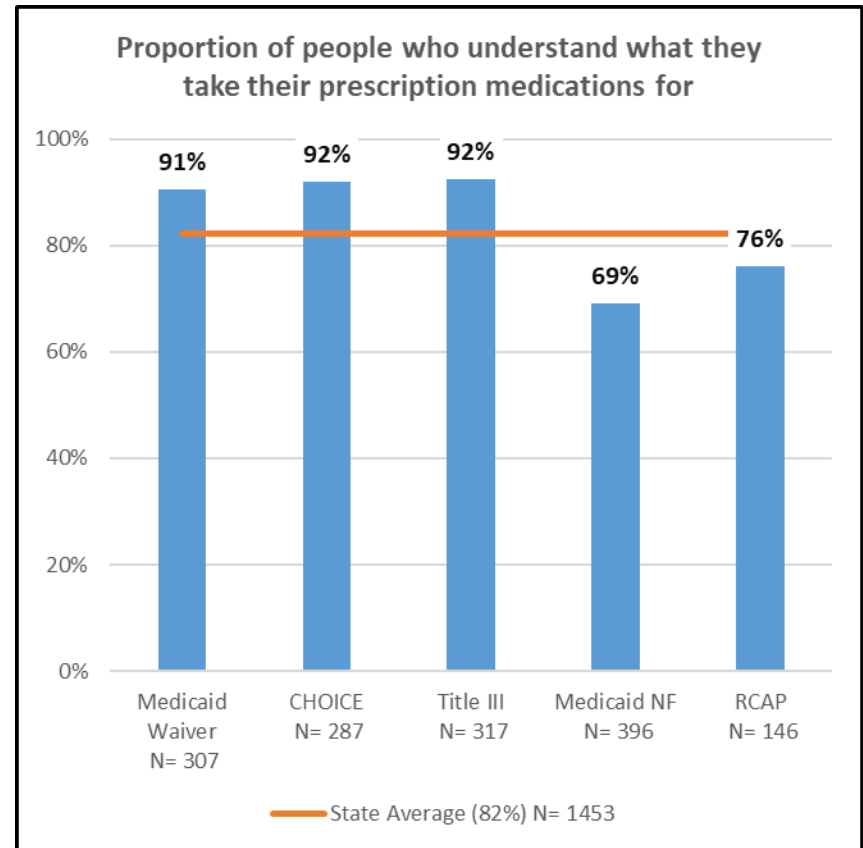
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 85. Proportion of people who take medications that help them feel less sad or depressed



Graph 86. Proportion of people who understand what they take their prescription medications for



Rights and Respect

People receive the same respect and protections as others in the community.

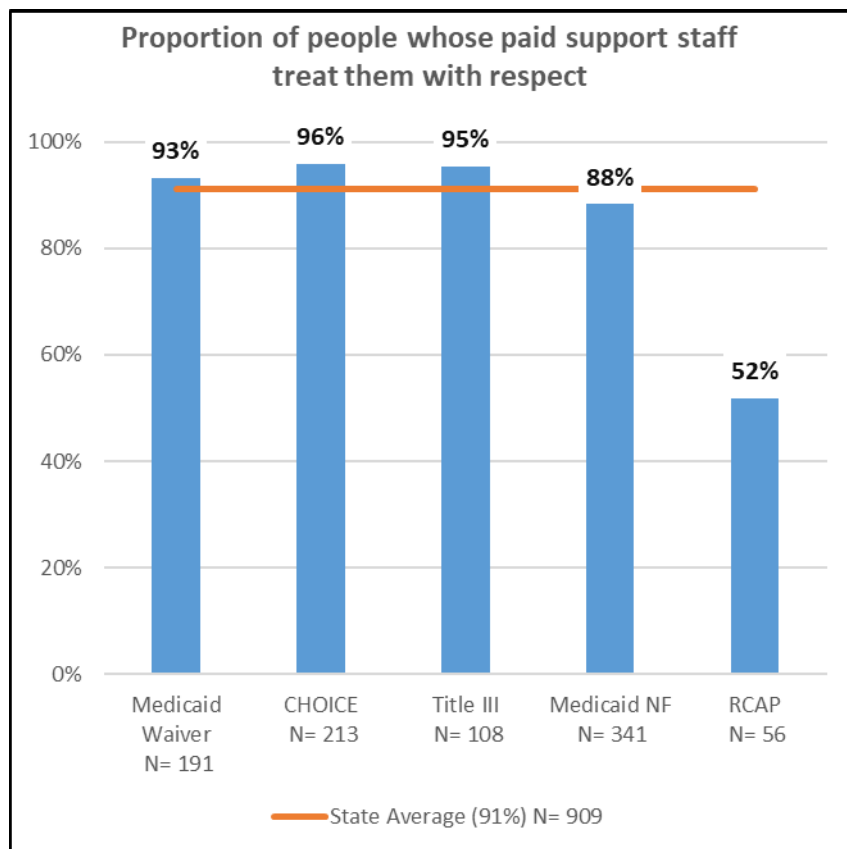
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose paid support staff treat them with respect.

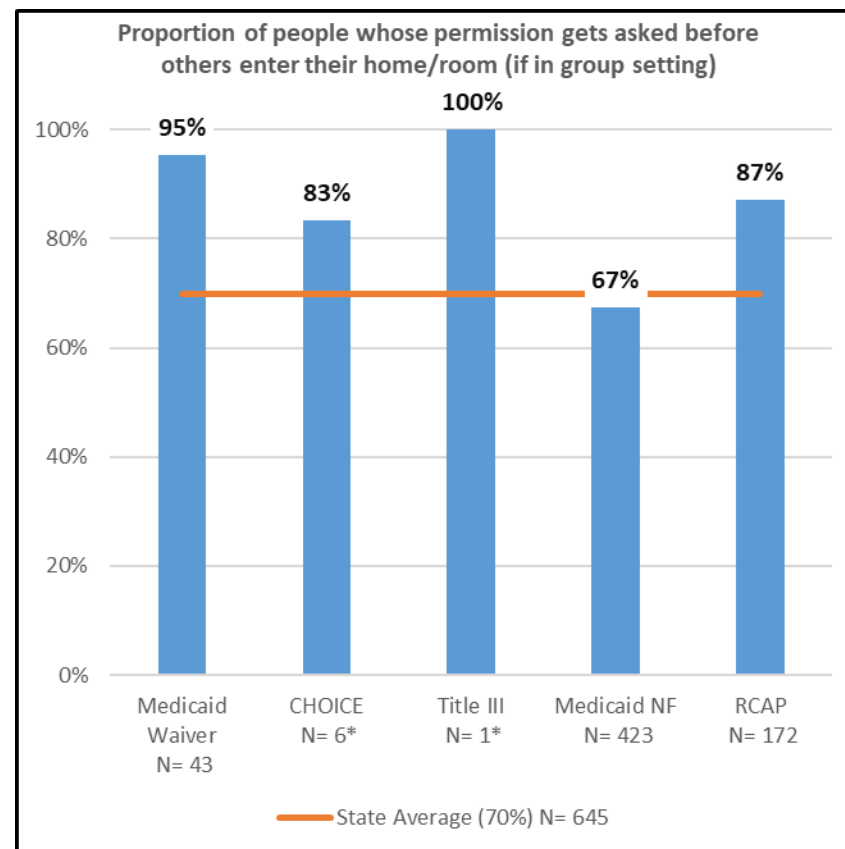
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

Graph 87. Proportion of people whose paid support staff treat them with respect



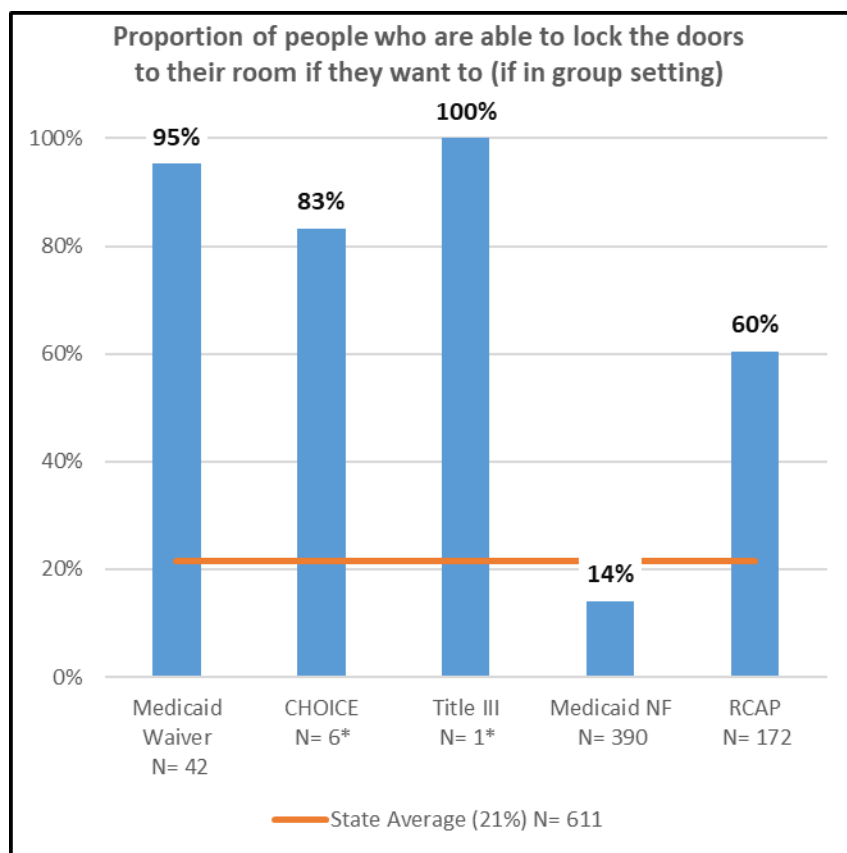
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶¹



* Very small number of responses

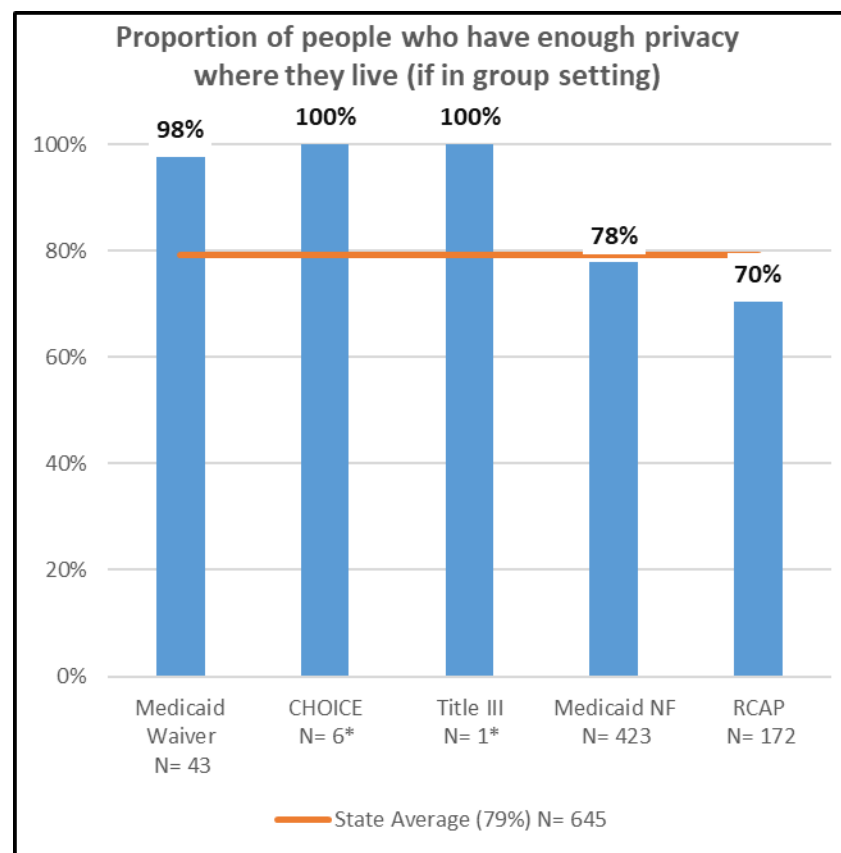
⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting⁶²)



* Very small number of responses

Graph 90. Proportion of people who have enough privacy where they live (if in group setting⁶³)

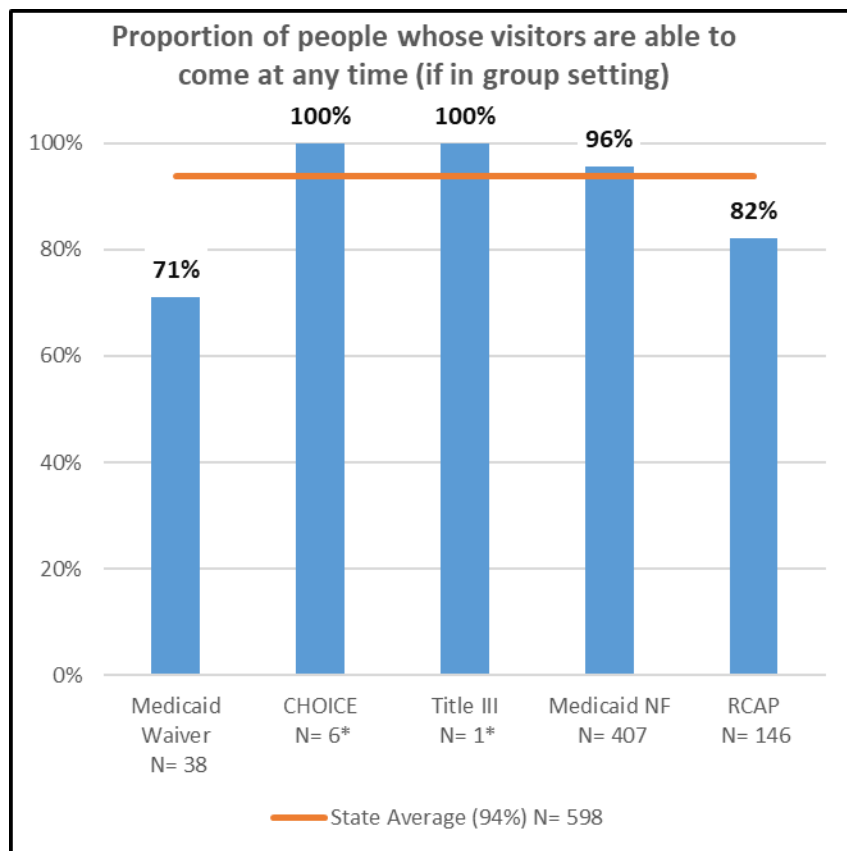


* Very small number of responses

⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

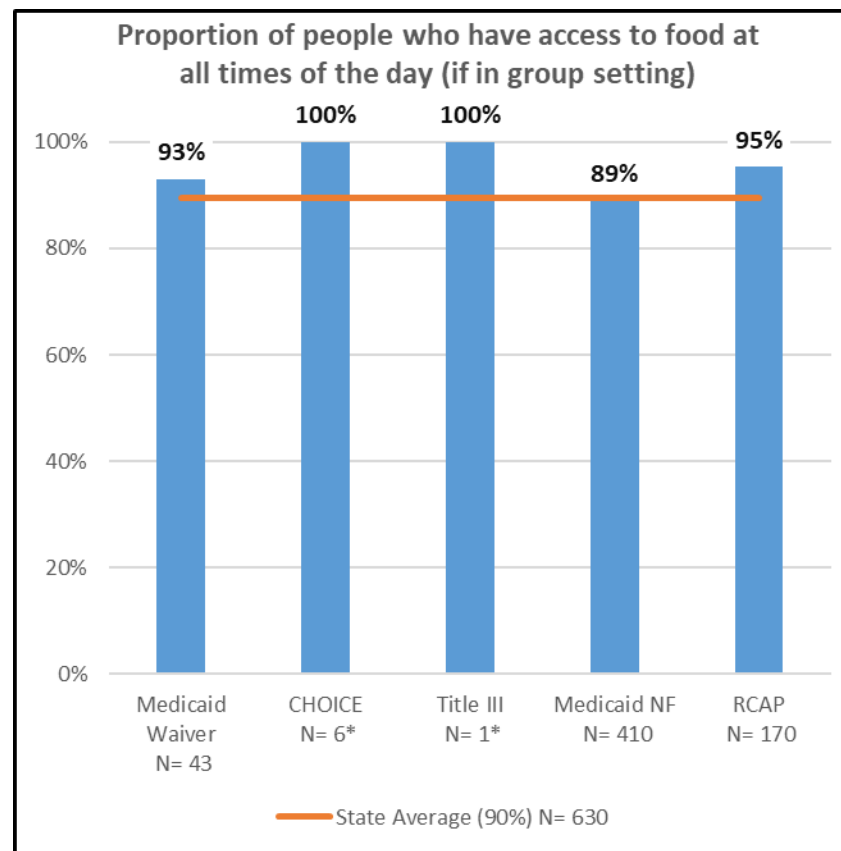
⁶³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)⁶⁴



* Very small number of responses

Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)⁶⁵



* Very small number of responses

⁶⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁶⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

People have authority and are supported to direct and manage their own services.

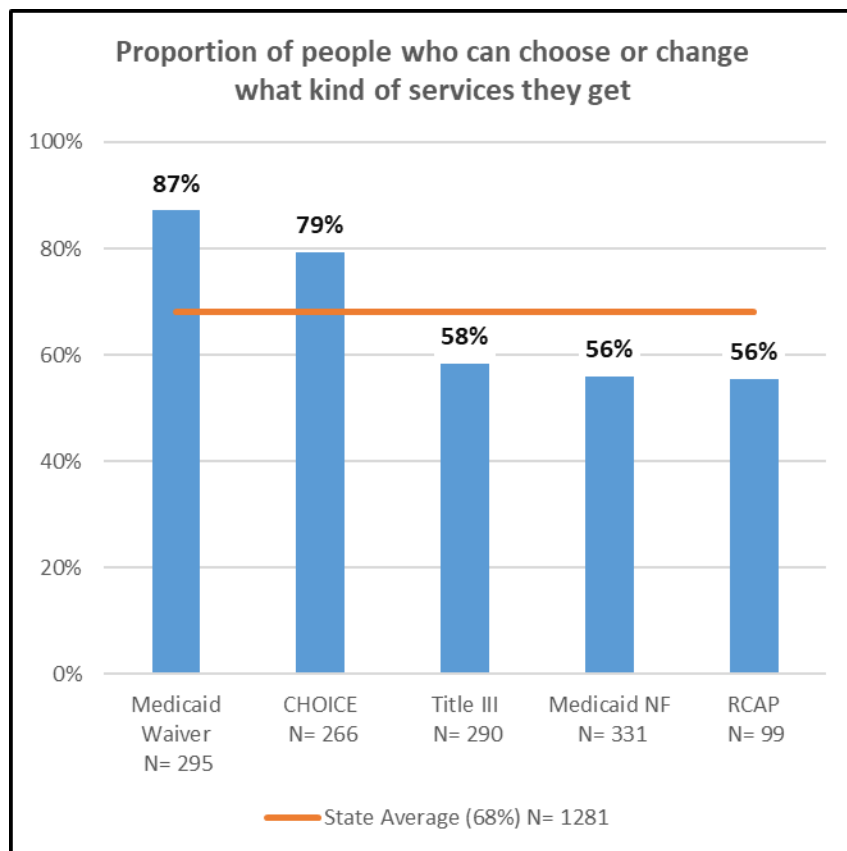
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who can choose or change the kind of services they receive and who provides them.

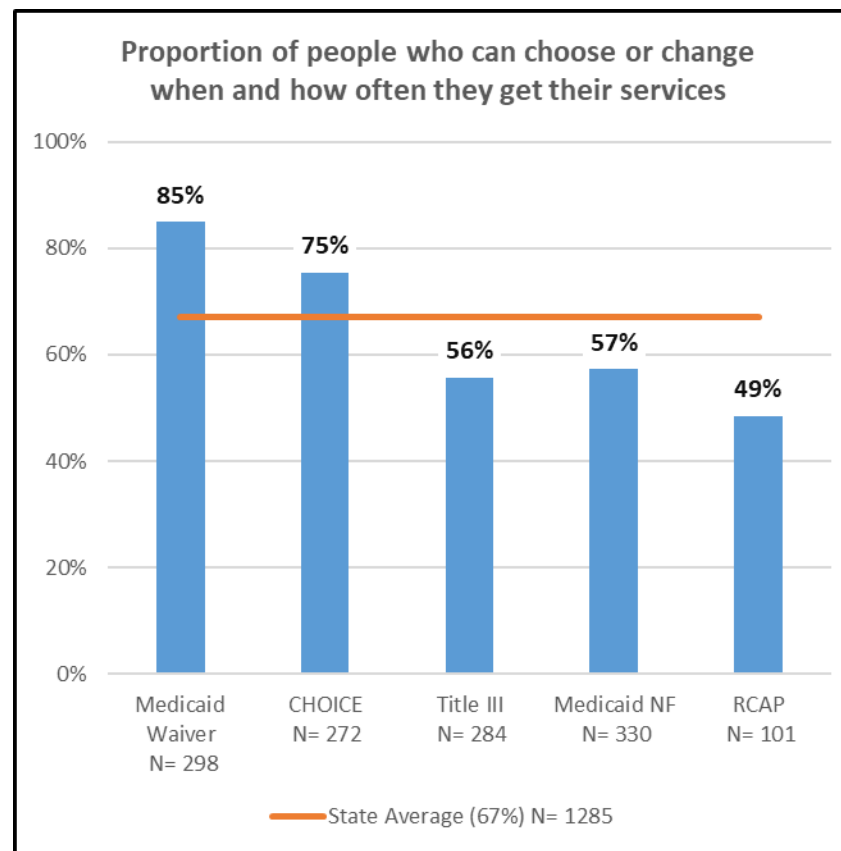
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

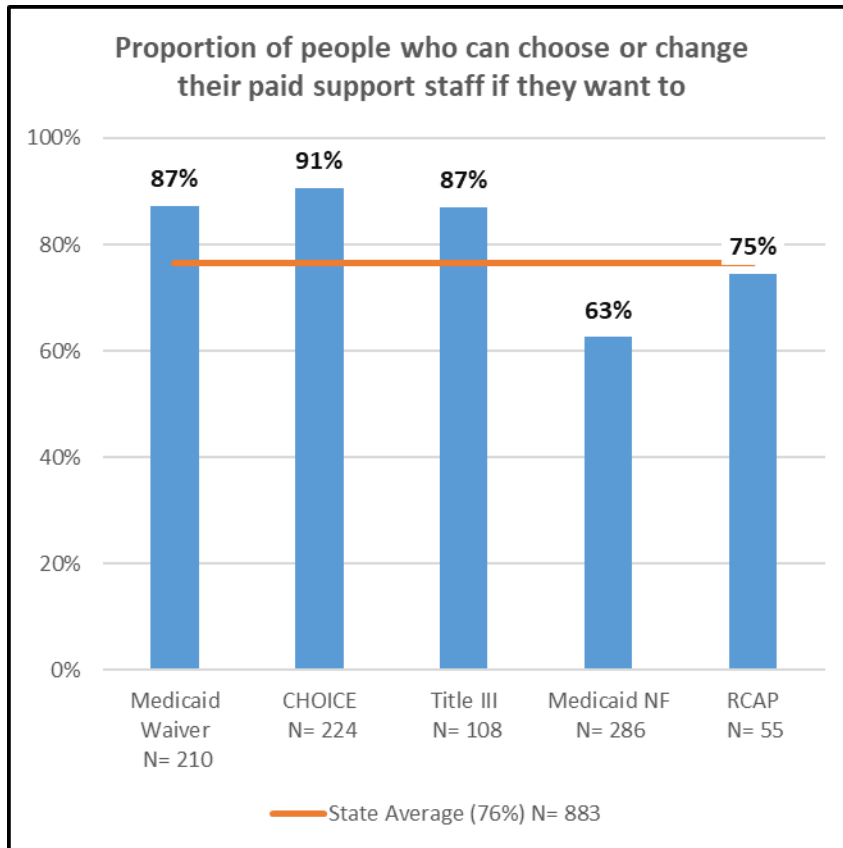
Graph 93. Proportion of people who can choose or change what kind of services they get



Graph 94. Proportion of people who can choose or change when and how often they get their services



Graph 95. Proportion of people who can choose or change their paid support staff if they want to



Work

People have support to find and maintain community integrated employment if they want it.

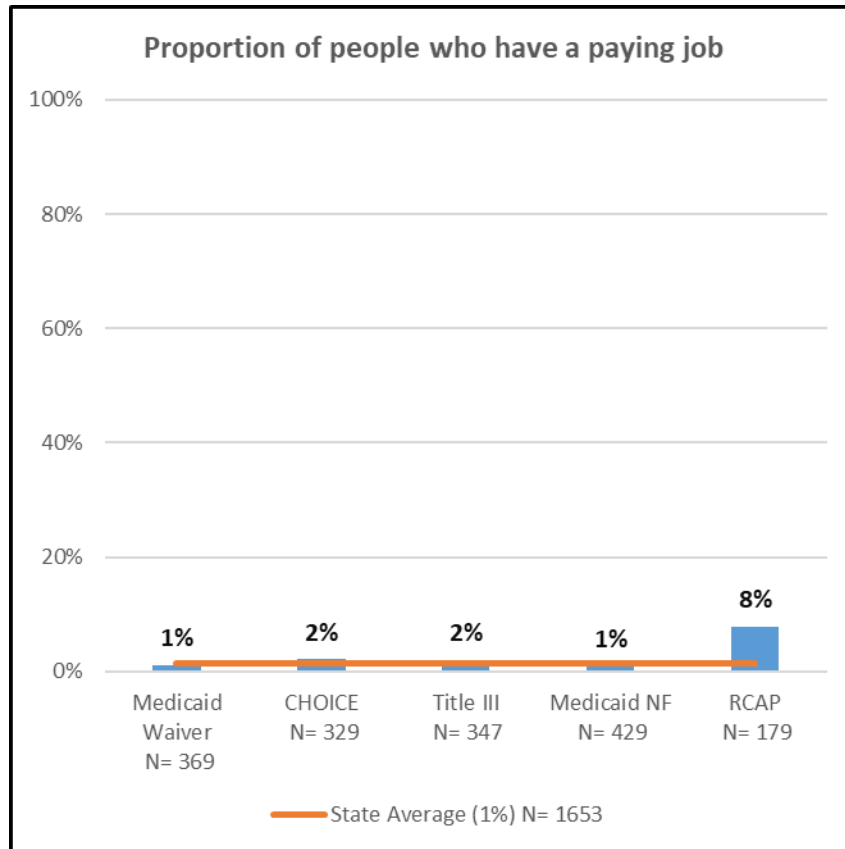
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have a paid job.
2. Proportion of people who would like a job.
3. Proportion of people who receive job search assistance.
4. Proportion of people who volunteer.
5. Proportion of people who would like to volunteer.

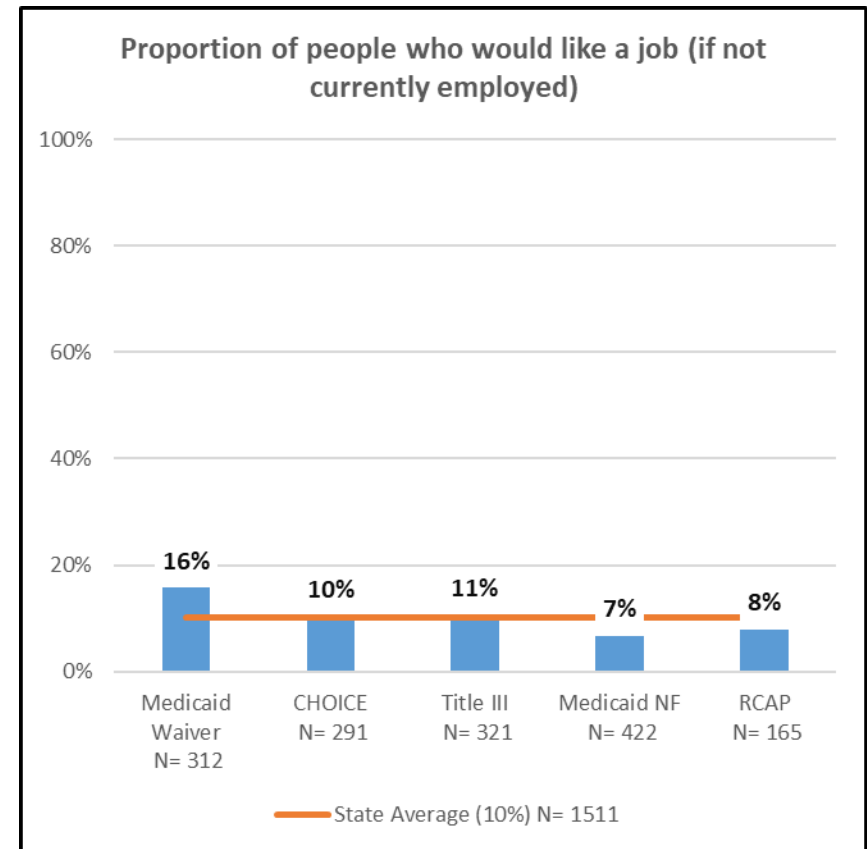
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

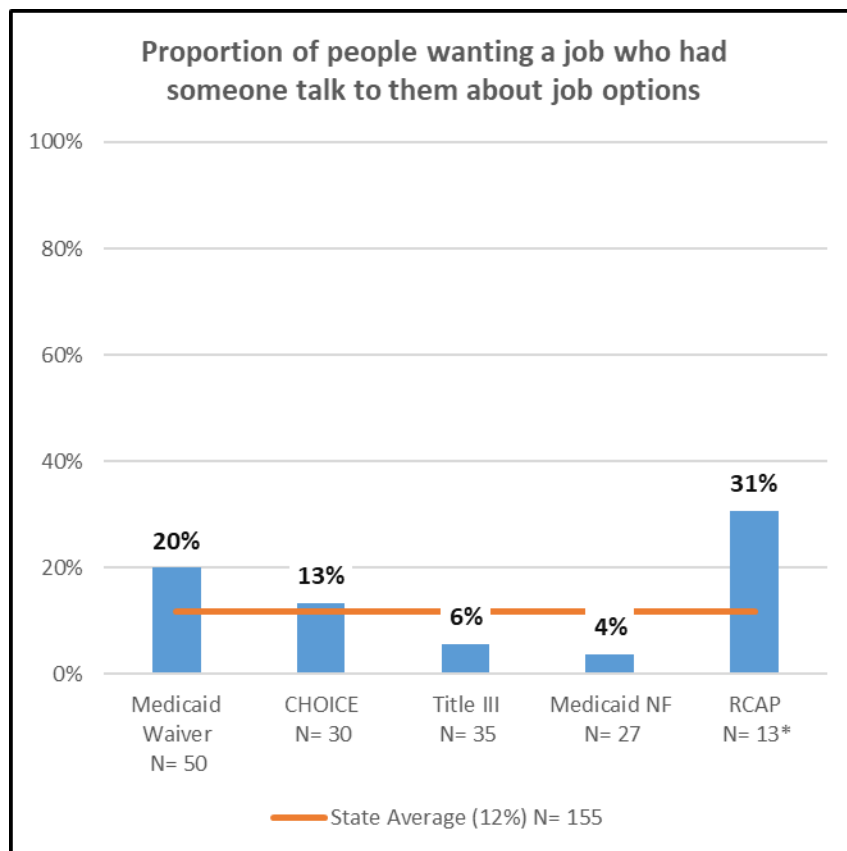
Graph 96. Proportion of people who have a paying job



Graph 97. Proportion of people who would like a job (if not currently employed)

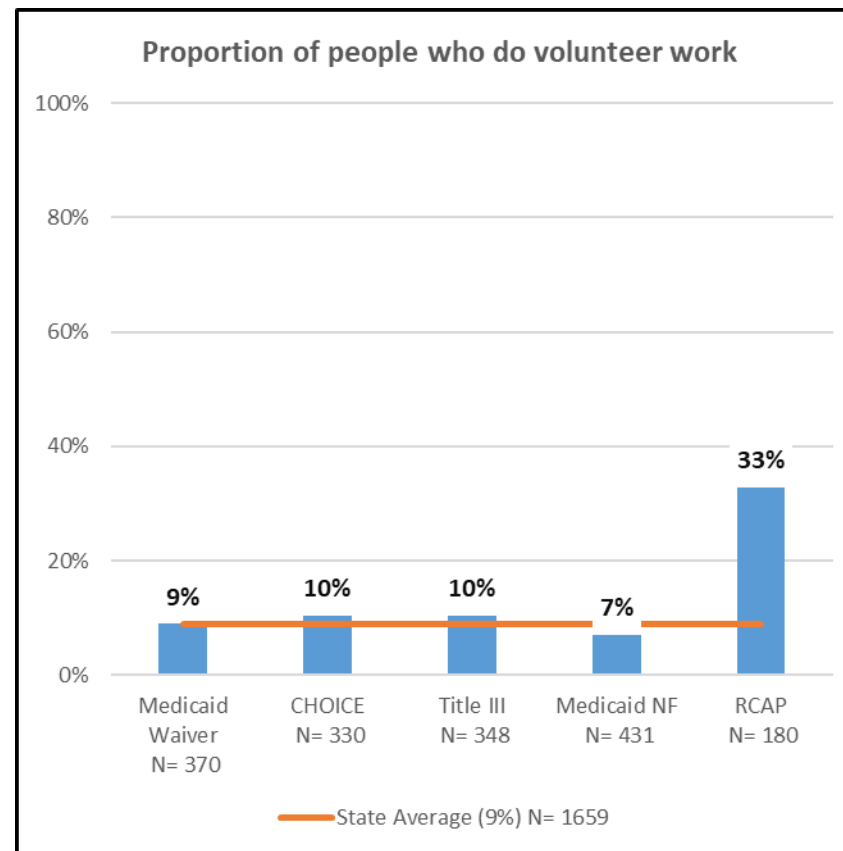


Graph 98. Proportion of people wanting a job who had someone talk to them about job options

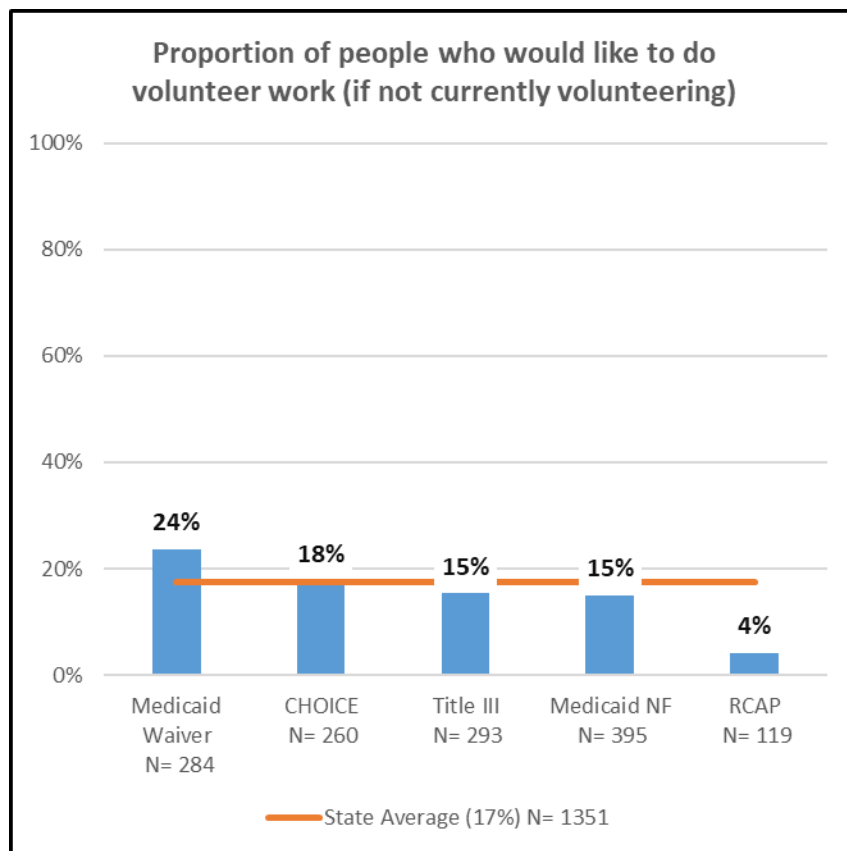


* Very small number of responses

Graph 99. Proportion of people who do volunteer work



Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

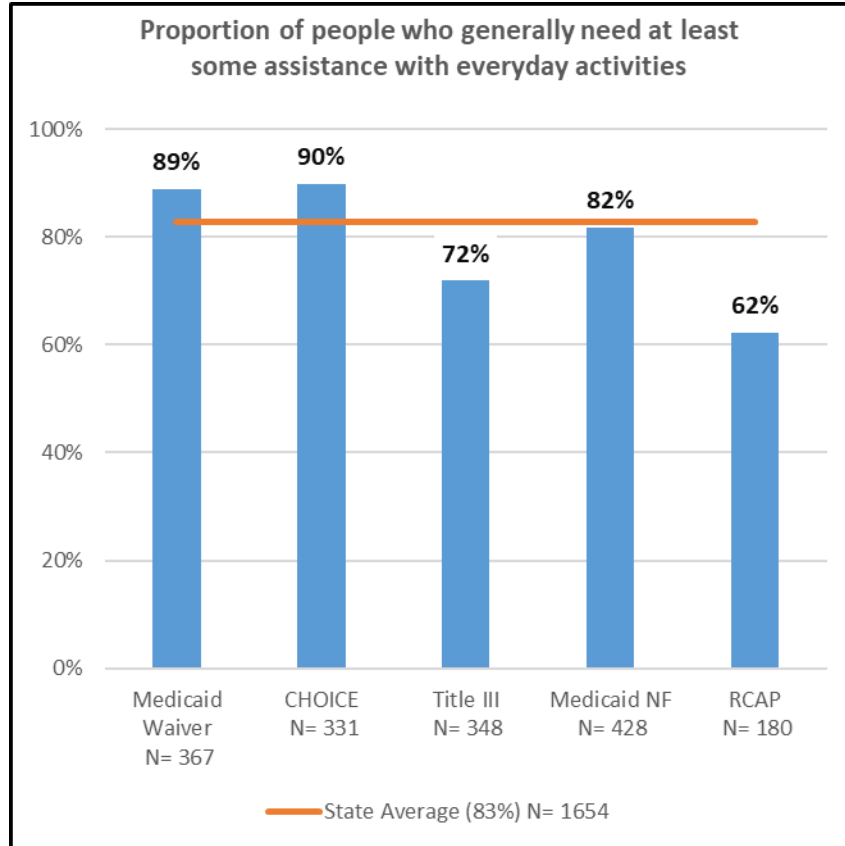
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living.

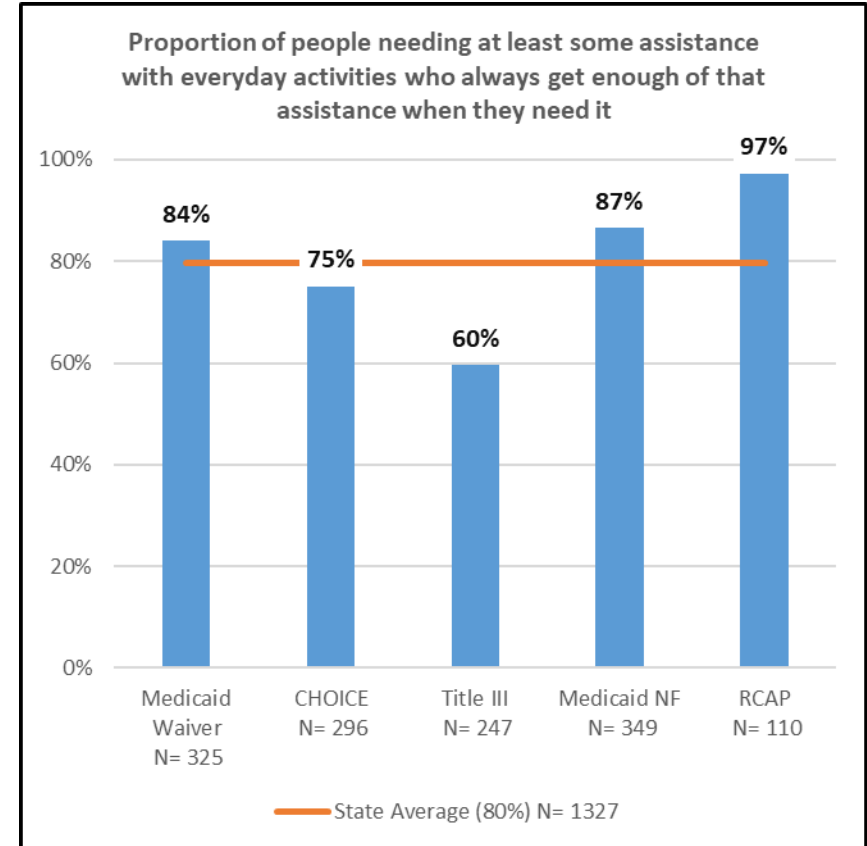
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

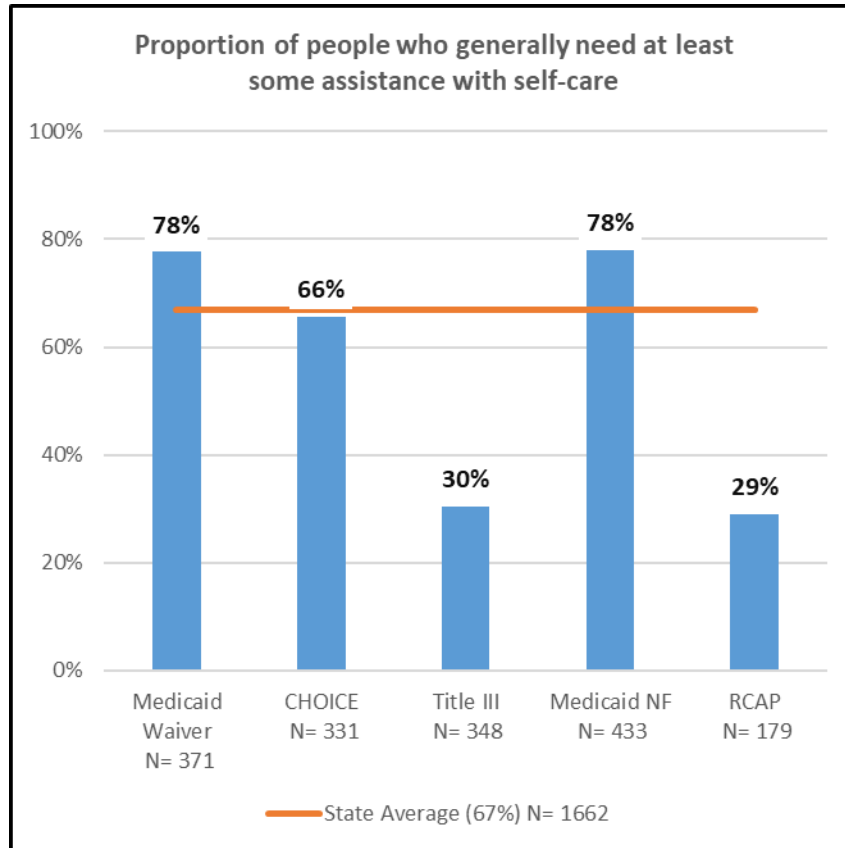
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



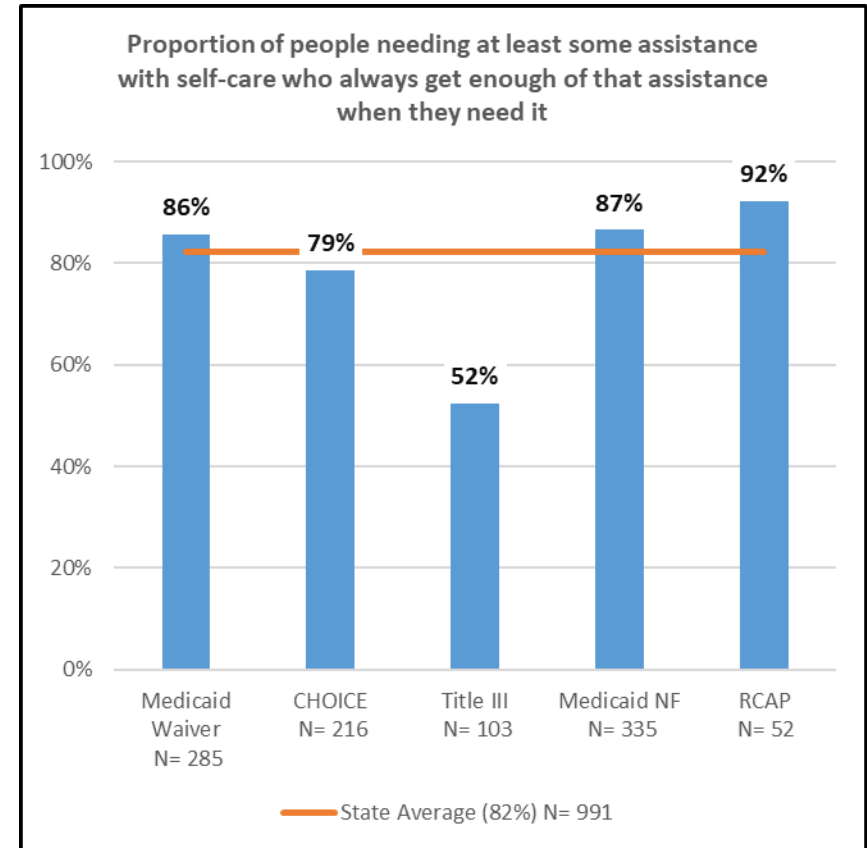
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 103. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Affordability

People have enough available resources.

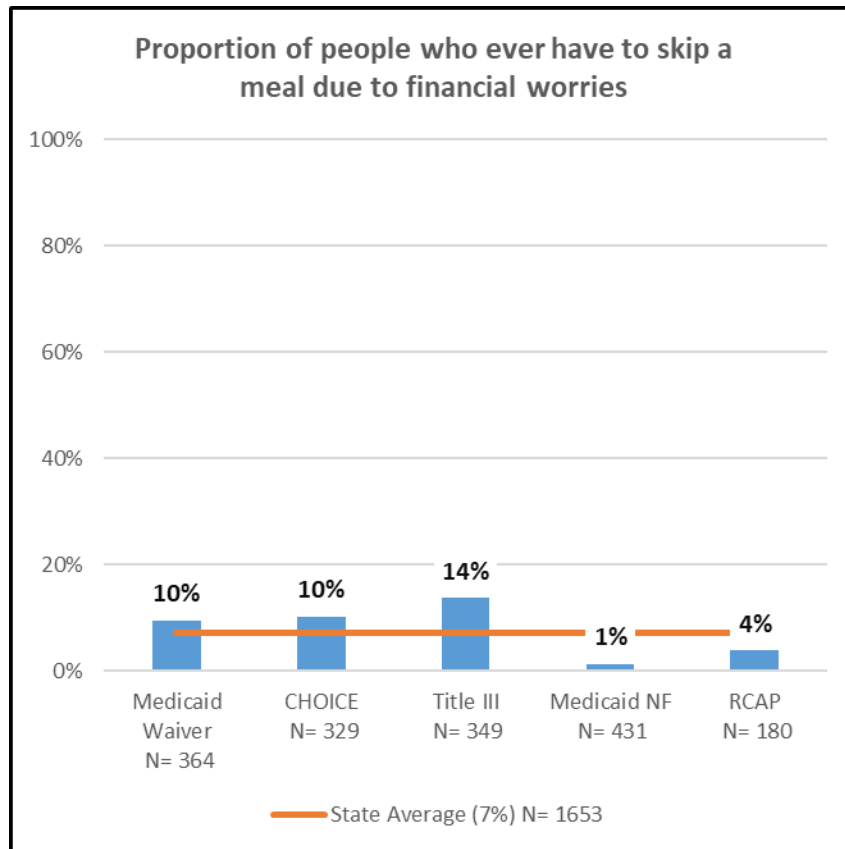
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have to cut back on food because of money.

There is one survey item that corresponds to the Affordability domain.

Un-collapsed data are shown in Appendix B.

Graph 105. Proportion of people who ever have to skip a meal due to financial worries



Control

People feel in control of their lives

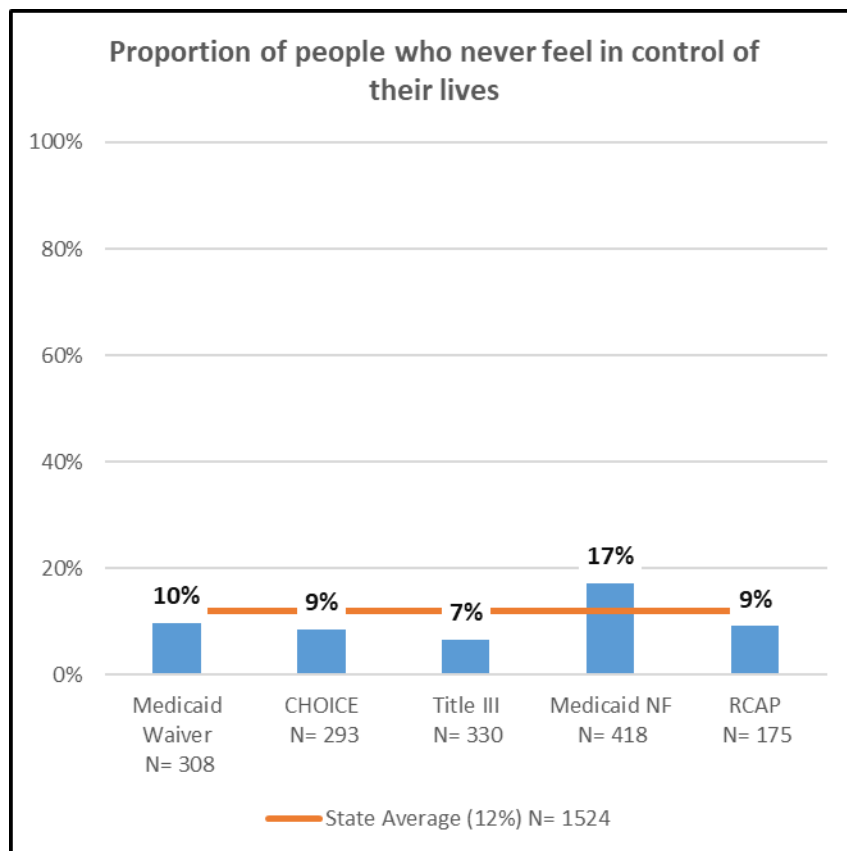
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel in control of their lives.

There is one survey item that corresponds to the Control domain.

Un-collapsed data are shown in Appendix B.

Graph 106. Proportion of people who never feel in control of their lives



Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing rules for recoding survey items with three or more response options into binary variables used for analysis. The table also specifies which graphs in this report contain recoded items, as well as their associated NCI-AD domains. Unless otherwise stated, “Don’t Know” and “Unclear/Refused” responses are excluded.

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Proportion of people who are as active in their community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed when they want to	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want to	5	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse “In all ways” and “In most ways”
Relationships	Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	7	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they spend their time during the day	10	Collapse “Some days, sometimes” and “No, never”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Proportion of people who know whom to contact if they want to make changes to their services	13	Collapse “Not sure, maybe” and “No”
	Proportion of people who know whom to contact if they need help with services or have a complaint	14	Collapse “Not sure, maybe” and “No”
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose long-term care services meet all their current needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	24	Collapse “No” and “Some information”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	26	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s)	28	Collapse “No” and “In-between, or some conditions”
	Proportion of people with concerns about falling or being unstable	29	Collapse “Yes, often” and “Sometimes”
Access to Community	Proportion of people who have transportation when they want to do things outside of their home (non-medical)	31	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	32	Collapse “No” and “Sometimes”
Access to Needed Equipment	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	33	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	34	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	35	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	36	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who need a specialized bed but do not have it	37	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need a replacement	38	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a ramp or stair lift in or outside the home but do not have it	39	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need a replacement	40	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	41	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other home modification but need a replacement	42	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a walker but do not have it	43	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a walker but need a replacement	44	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a scooter but do not have it	45	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a scooter but need a replacement	46	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a wheelchair but do not have it	47	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a wheelchair but need a replacement	48	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need hearing aids but do not have them	49	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have hearing aids but need a replacement	50	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need glasses but do not have them	51	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need a replacement	52	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but do not have it	53	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need a replacement	54	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a personal emergency response system but do not have it	55	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a personal emergency response system but need a replacement	56	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need an oxygen machine but do not have it	57	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have an oxygen machine but need a replacement	58	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	59	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need a replacement	60	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	70	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people whose health was described as poor	77	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health was described as having gotten better compared to 12 months ago	78	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	82	Collapse “Good” and “Fair”
	Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	83	Collapse “Good” and “Fair”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have access to healthy foods if they want them	84	Collapse “No, never” and “Sometimes”
Medications	Proportion of people who understand what they take their prescription medications for	86	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people whose paid support staff treat them with respect	87	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose permission is asked before others enter their home/room (if in group setting)	88	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy where they live (if in group setting)	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	93	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change when and how often they get their services	94	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change their paid support staff if they want to	95	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	97	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	100	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)	101	Collapse “A lot” and “Some”
	Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)	103	Collapse “A lot” and “Some”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	105	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their lives	106	Collapse “Yes, almost always, always” and “In-between, sometimes”

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
Medicaid Waiver	65	312
CHOICE	71	264
Title III	74	287
Medicaid NF	73	349
RCAP	66	7
Sample Average	71	1219

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Medicaid Waiver	95%	5%	0%	328
CHOICE	89%	11%	0%	298
Title III	91%	9%	0%	316
Medicaid NF	83%	17%	0%	420
RCAP	88%	13%	0%	8
Sample Average	89%	11%	0%	1370

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Medicaid Waiver	30%	70%	0%	0%	348
CHOICE	24%	76%	0%	0%	309
Title III	33%	67%	0%	0%	324
Medicaid NF	34%	66%	0%	0%	421
RCAP	44%	56%	0%	0%	9
Sample Average	31%	69%	0%	0%	1411

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/Unclear	N
Medicaid Waiver	1%	1%	18%	0%	78%	0%	2%	1%	326
CHOICE	1%	0%	13%	0%	84%	1%	1%	0%	287
Title III	0%	0%	21%	0%	78%	0%	2%	0%	260
Medicaid NF	0%	0%	5%	0%	94%	0%	0%	1%	421
RCAP	0%	0%	0%	0%	100%	0%	0%	0%	9
Sample Average	1%	0%	13%	0%	84%	0%	1%	0%	1303

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/Unclear	N
Medicaid Waiver	22%	20%	33%	23%	2%	336
CHOICE	19%	18%	27%	35%	1%	294
Title III	17%	22%	28%	32%	1%	305
Medicaid NF	18%	17%	25%	38%	2%	420
RCAP	0%	22%	44%	33%	0%	9
Sample Average	19%	19%	28%	32%	2%	1364

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Medicaid Waiver	99%	0%	1%	0%	348
CHOICE	99%	1%	0%	0%	311
Title III	100%	0%	0%	0%	316
Medicaid NF	100%	0%	0%	0%	421
RCAP	100%	0%	0%	0%	9
Sample Average	99%	0%	0%	0%	1405

Table 7. Type of residential area⁶⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Medicaid Waiver	68%	17%	1%	4%	10%	376
CHOICE	67%	16%	2%	4%	12%	335
Title III	65%	16%	2%	5%	12%	354
Medicaid NF	57%	22%	5%	11%	5%	441
RCAP	4%	0%	0%	1%	96%	180
Sample Average	57%	16%	2%	6%	19%	1686

⁶⁶ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/Foster/Host Home	Assisted Living/Residential Care Facility	Nursing Facility/Nursing Home	Homeless/Temporary Shelter	Other	Don't Know/Unclear	N
Medicaid Waiver	95%	1%	0%	2%	0%	0%	1%	0%	292
CHOICE	98%	1%	0%	0%	0%	0%	1%	0%	287
Title III	99%	0%	0%	0%	0%	0%	0%	0%	310
Medicaid NF	1%	0%	0%	0%	99%	0%	0%	0%	420
RCAP	3%	1%	0%	96%	0%	0%	0%	0%	180
Sample Average	59%	1%	0%	12%	28%	0%	0%	0%	1489

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
Medicaid Waiver	64%	18%	18%	0%	0%	0%	0%	289
CHOICE	78%	16%	6%	0%	0%	0%	0%	283
Title III	75%	19%	6%	0%	0%	0%	0%	306
Medicaid NF	76%	1%	1%	0%	0%	22%	0%	380
RCAP	98%	1%	1%	0%	0%	0%	0%	163
Sample Average	76%	11%	6%	0%	0%	6%	0%	1421

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	92%	7%	1%	124
CHOICE	93%	6%	1%	120
Title III	96%	3%	1%	99
Medicaid NF	76%	18%	5%	110
RCAP	89%	11%	0%	9
Sample Average	89%	9%	2%	462

Table 11. Where the person moved from (if address changed in the past 6 months)

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/Unclear	N
Medicaid Waiver	50%	0%	0%	17%	0%	0%	17%	17%	6
CHOICE	100%	0%	0%	0%	0%	0%	0%	0%	5
Title III	67%	0%	0%	0%	0%	0%	0%	33%	3
Medicaid NF	47%	7%	0%	0%	47%	0%	0%	0%	15
RCAP	0%	100%	0%	0%	0%	0%	0%	0%	1
Sample Average	57%	7%	0%	3%	23%	0%	3%	7%	30

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	20%	80%	0%	345
CHOICE	18%	82%	0%	303
Title III	15%	84%	0%	316
Medicaid NF	8%	92%	0%	416
RCAP	50%	50%	0%	8
Sample Average	15%	85%	0%	1388

Table 13. Formal diagnosis: Alzheimer's disease or other dementia

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	97%	2%	1%	346
CHOICE	97%	2%	0%	304
Title III	98%	2%	0%	315
Medicaid NF	92%	7%	0%	417
RCAP	43%	57%	0%	7
Sample Average	96%	4%	0%	1389

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	71%	29%	0%	346
CHOICE	62%	38%	0%	304
Title III	65%	35%	0%	315
Medicaid NF	99%	1%	0%	416
RCAP	100%	0%	0%	7
Sample Average	76%	23%	0%	1388

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	73%	27%	0%	346
CHOICE	63%	37%	0%	304
Title III	65%	35%	0%	315
Medicaid NF	97%	2%	0%	415
RCAP	86%	14%	0%	7
Sample Average	76%	24%	0%	1387

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/Unclear	N
Medicaid Waiver	38%	17%	46%	19%	1%	164
CHOICE	60%	10%	32%	16%	0%	220
Title III	69%	8%	23%	17%	0%	239
Medicaid NF	72%	16%	11%	6%	0%	362
RCAP	22%	22%	56%	11%	0%	9
Sample Average	62%	13%	25%	13%	0%	994

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

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	58%	41%	2%	120
CHOICE	64%	36%	0%	118
Title III	58%	39%	3%	98
Medicaid NF	60%	39%	1%	111
RCAP	56%	33%	11%	9
Sample Average	60%	38%	2%	456

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Medicaid Waiver	59%	41%	1%	337
CHOICE	58%	42%	0%	294
Title III	65%	35%	0%	258
Medicaid NF	11%	88%	0%	409
RCAP	0%	100%	0%	7
Sample Average	45%	55%	0%	1305

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
Medicaid Waiver	15%	19%	27%	38%	1%	336
CHOICE	15%	16%	34%	35%	0%	293
Title III	28%	14%	30%	28%	0%	248
Medicaid NF	13%	22%	36%	29%	0%	414
RCAP	0%	29%	43%	29%	0%	7
Sample Average	17%	18%	32%	33%	0%	1298

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Medicaid Waiver	94%	5%	1%	335
CHOICE	98%	1%	0%	294
Title III	99%	1%	0%	249
Medicaid NF	0%	100%	0%	5
RCAP	29%	71%	0%	7
Sample Average	96%	4%	0%	890

Table 21. Proportion of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)

	No	Yes	Don't Know	N
Medicaid Waiver	93%	7%	0%	335
CHOICE	99%	1%	0%	293
Title III	100%	0%	0%	306
Medicaid NF	100%	0%	0%	415
RCAP	86%	14%	0%	7
Sample Average	98%	2%	0%	1356

Community Participation

Table 22. Proportion of people who are as active in their community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	51%	11%	37%	1%	1%	320
CHOICE	53%	5%	40%	1%	0%	299
Title III	37%	5%	58%	0%	0%	330
Medicaid NF	40%	3%	56%	1%	0%	429
RCAP	11%	6%	83%	0%	1%	179
Sample Average	41%	6%	53%	1%	0%	1557

Table 23a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
Medicaid Waiver	10%	33%	17%	75%	11%	2%	198
CHOICE	13%	43%	9%	73%	14%	4%	173
Title III	12%	51%	16%	65%	12%	4%	139
Medicaid NF	7%	28%	17%	78%	13%	2%	180
RCAP	20%	60%	7%	27%	13%	0%	30
Sample Average	11%	39%	14%	71%	13%	3%	720

Table 23b. Reasons that people are not as active in the community as they would like to be (continued)

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	2%	7%	9%	4%	1%	1%	198
CHOICE	8%	5%	6%	5%	1%	0%	173
Title III	4%	7%	10%	1%	1%	0%	139
Medicaid NF	4%	4%	7%	2%	0%	0%	180
RCAP	0%	0%	7%	0%	7%	3%	30
Sample Average	4%	5%	8%	3%	1%	0%	720

Table 24. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	38%	60%	2%	1%	318
CHOICE	39%	61%	0%	0%	295
Title III	33%	67%	0%	0%	331
Medicaid NF	37%	59%	3%	1%	429
RCAP	13%	86%	0%	1%	179
Sample Average	34%	64%	1%	1%	1552

Choice and Decision Making

Table 25. Proportion of people who are able to choose their roommate (if in group setting⁶⁷ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	11%	89%	0%	0%	9
CHOICE	67%	33%	0%	0%	3
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	56%	29%	14%	0%	353
RCAP	66%	33%	1%	0%	102
Sample Average	58%	31%	11%	0%	467

Table 26. Proportion of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	1%	3%	95%	0%	1%	316
CHOICE	3%	4%	93%	0%	0%	298
Title III	1%	3%	96%	0%	0%	331
Medicaid NF	4%	5%	90%	0%	0%	429
RCAP	2%	2%	96%	0%	0%	177
Sample Average	2%	4%	94%	0%	0%	1551

⁶⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 27. Proportion of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	9%	3%	87%	0%	0%	1%	316
CHOICE	1%	3%	96%	0%	0%	0%	297
Title III	0%	1%	99%	0%	0%	0%	331
Medicaid NF	29%	6%	64%	0%	1%	0%	428
RCAP	37%	2%	61%	0%	0%	0%	179
Sample Average	14%	3%	82%	0%	0%	0%	1551

Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting⁶⁸)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	7%	7%	86%	0%	0%	42
CHOICE	0%	17%	83%	0%	0%	6
Title III	0%	0%	100%	0%	0%	1
Medicaid NF	5%	6%	84%	4%	0%	426
RCAP	1%	3%	95%	0%	1%	172
Sample Average	4%	5%	87%	3%	0%	647

⁶⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Relationships

Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	1%	5%	94%	0%	0%	248
CHOICE	0%	3%	96%	0%	0%	218
Title III	3%	2%	95%	0%	0%	221
Medicaid NF	3%	1%	96%	0%	0%	312
RCAP	4%	9%	87%	0%	0%	53
Sample Average	2%	3%	95%	0%	0%	1052

Table 30. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/ No Response	N
Medicaid Waiver	38%	31%	0%	15%	0%	31%	0%	13
CHOICE	75%	0%	0%	50%	0%	25%	0%	4
Title III	30%	30%	0%	40%	0%	20%	0%	10
Medicaid NF	18%	36%	18%	9%	0%	36%	0%	11
RCAP	14%	0%	0%	0%	14%	57%	14%	7
Sample Average	31%	24%	4%	20%	2%	33%	2%	45

Satisfaction

Table 31. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	8%	11%	79%	1%	1%	289
CHOICE	5%	8%	86%	0%	0%	242
Title III	4%	7%	89%	0%	0%	248
Medicaid NF	14%	12%	74%	0%	0%	338
RCAP	10%	4%	85%	0%	0%	89
Sample Average	8%	9%	82%	0%	1%	1206

Table 32a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Medicaid Waiver	20%	13%	4%	16%	11%	56
CHOICE	3%	19%	9%	19%	22%	32
Title III	0%	19%	0%	19%	22%	27
Medicaid NF	2%	0%	1%	2%	39%	85
RCAP	0%	0%	23%	0%	15%	13
Sample Average	7%	8%	4%	10%	25%	213

Table 32b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/Housemates/Roommates	Problems with Staff	Insufficient Amount/Type of Staff	Wants More Independence/Control	N
Medicaid Waiver	23%	16%	14%	0%	9%	56
CHOICE	9%	16%	0%	0%	0%	32
Title III	11%	26%	4%	0%	4%	27
Medicaid NF	5%	8%	13%	14%	19%	85
RCAP	0%	23%	8%	0%	8%	13
Sample Average	11%	15%	10%	6%	11%	213

Table 32c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	7%	4%	4%	16%	0%	0%	56
CHOICE	13%	13%	3%	16%	6%	0%	32
Title III	11%	4%	11%	15%	0%	0%	27
Medicaid NF	13%	8%	6%	21%	4%	0%	85
RCAP	8%	8%	0%	15%	0%	0%	13
Sample Average	11%	7%	5%	18%	2%	0%	213

Table 33. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
Medicaid Waiver	70%	7%	22%	1%	289
CHOICE	79%	6%	15%	0%	242
Title III	77%	4%	18%	0%	247
Medicaid NF	66%	2%	31%	1%	340
RCAP	85%	0%	15%	0%	89
Sample Average	73%	4%	22%	1%	1207

Table 34a. Where people would prefer to live (if would prefer to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
Medicaid Waiver	78%	5%	6%	1%	82
CHOICE	72%	6%	10%	2%	50
Title III	81%	4%	9%	0%	54
Medicaid NF	77%	7%	9%	2%	114
RCAP	46%	31%	15%	8%	13
Sample Average	76%	7%	9%	2%	313

Table 34b. Where people would prefer to live (if would prefer to live somewhere else) (continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	0%	5%	5%	0%	82
CHOICE	0%	4%	6%	0%	50
Title III	0%	4%	2%	0%	54
Medicaid NF	4%	1%	1%	0%	114
RCAP	0%	0%	0%	0%	13
Sample Average	1%	3%	3%	0%	313

Table 35. Proportion of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	13%	21%	65%	0%	1%	309
CHOICE	8%	27%	64%	0%	1%	294
Title III	10%	23%	67%	0%	0%	326
Medicaid NF	11%	22%	67%	0%	0%	418
RCAP	3%	12%	84%	0%	1%	177
Sample Average	10%	22%	68%	0%	0%	1524

Table 36. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	68%	11%	21%	0%	0%	1%	195
CHOICE	72%	10%	18%	0%	0%	0%	213
Title III	75%	12%	13%	0%	0%	0%	109
Medicaid NF	43%	14%	40%	0%	3%	1%	341
RCAP	49%	35%	12%	2%	2%	0%	57
Sample Average	59%	13%	26%	0%	1%	0%	915

Table 37. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	2%	13%	84%	1%	1%	197
CHOICE	2%	16%	82%	0%	0%	211
Title III	5%	7%	88%	0%	0%	109
Medicaid NF	6%	19%	75%	0%	0%	343
RCAP	2%	49%	47%	2%	0%	57
Sample Average	4%	17%	78%	0%	0%	917

Service Coordination

Table 38. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Medicaid Waiver	8%	6%	87%	0%	289
CHOICE	7%	4%	89%	0%	285
Title III	32%	6%	62%	0%	324
Medicaid NF	25%	15%	60%	0%	409
RCAP	38%	8%	55%	0%	104
Sample Average	20%	8%	71%	0%	1411

Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint⁶⁹

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Medicaid Waiver	10%	6%	84%	0%	280
CHOICE	6%	4%	90%	0%	280
Title III	31%	6%	63%	0%	321
Medicaid NF	21%	11%	68%	0%	407
RCAP	14%	12%	74%	0%	104
Sample Average	17%	8%	75%	0%	1392

⁶⁹ New item added in 2018-2019.

Table 40. Proportion of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	7%	89%	4%	0%	337
CHOICE	5%	93%	2%	0%	313
Title III	20%	69%	11%	0%	343
Medicaid NF	55%	32%	12%	1%	414
RCAP	65%	30%	6%	0%	105
Sample Average	27%	65%	7%	0%	1512

Table 41. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	3%	9%	87%	1%	0%	298
CHOICE	5%	6%	87%	2%	0%	290
Title III	6%	8%	80%	6%	0%	233
Medicaid NF	6%	15%	73%	7%	0%	131
RCAP	3%	23%	71%	3%	0%	31
Sample Average	5%	9%	83%	3%	0%	983

Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English) ⁷⁰

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	2%	1%	97%	0%	0%	97
CHOICE	0%	1%	99%	0%	0%	80
Title III	0%	0%	99%	1%	0%	100
Medicaid NF	8%	4%	85%	2%	2%	52
RCAP	0%	0%	100%	0%	0%	4
Sample Average	2%	1%	96%	1%	0%	333

⁷⁰ Item previously reported in the "Access" domain.

Table 43. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	3%	10%	85%	0%	1%	0%	223
CHOICE	4%	6%	89%	0%	0%	0%	232
Title III	4%	8%	88%	0%	0%	0%	113
Medicaid NF	8%	17%	71%	1%	3%	0%	345
RCAP	0%	4%	96%	0%	0%	0%	57
Sample Average	5%	11%	82%	0%	1%	0%	970

Table 44. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	27%	68%	2%	2%	370
CHOICE	35%	62%	2%	0%	333
Title III	35%	63%	1%	1%	352
Medicaid NF	25%	70%	5%	0%	436
RCAP	6%	94%	0%	1%	178
Sample Average	27%	69%	2%	1%	1669

Table 45. Proportion of people who want help planning for future changes in their needs

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	49%	41%	9%	1%	318
CHOICE	52%	42%	6%	0%	299
Title III	48%	49%	2%	0%	330
Medicaid NF	52%	35%	13%	0%	423
RCAP	52%	46%	2%	1%	178
Sample Average	50%	42%	7%	0%	1548

Table 46. Proportion of people whose long-term care services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	6%	20%	71%	2%	1%	339
CHOICE	8%	28%	62%	2%	0%	319
Title III	15%	33%	50%	1%	1%	341
Medicaid NF	5%	7%	81%	6%	0%	407
RCAP	5%	19%	76%	0%	0%	105
Sample Average	8%	21%	68%	3%	0%	1511

Table 47a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Medicaid Waiver	5%	24%	26%	22%	9%	102
CHOICE	6%	22%	37%	11%	22%	123
Title III	1%	23%	57%	13%	14%	173
Medicaid NF	6%	18%	16%	10%	2%	50
RCAP	0%	0%	0%	0%	0%	24
Sample Average	3%	21%	38%	14%	13%	472

Table 47b. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Medicaid Waiver	12%	29%	14%	7%	5%	13%	102
CHOICE	9%	31%	7%	14%	2%	10%	123
Title III	7%	39%	21%	17%	1%	14%	173
Medicaid NF	4%	14%	4%	10%	4%	6%	50
RCAP	0%	38%	0%	0%	0%	8%	24
Sample Average	8%	32%	13%	13%	2%	12%	472

Table 47c. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	19%	18%	8%	6%	21%	5%	0%	102
CHOICE	24%	10%	2%	2%	39%	5%	0%	123
Title III	28%	16%	1%	2%	32%	1%	1%	173
Medicaid NF	14%	2%	10%	10%	18%	34%	2%	50
RCAP	42%	0%	0%	0%	4%	17%	0%	24
Sample Average	24%	13%	4%	4%	28%	7%	0%	472

Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	33%	62%	5%	0%	82
CHOICE	49%	50%	2%	0%	101
Title III	50%	45%	5%	0%	116
Medicaid NF	56%	44%	0%	0%	18
RCAP	0%	100%	0%	0%	1
Sample Average	45%	51%	4%	0%	318

Table 49a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
Medicaid Waiver	15%	21%	15%	11%	11%	26%	331
CHOICE	16%	19%	22%	10%	8%	20%	306
Title III	17%	20%	18%	3%	4%	26%	337
Medicaid NF	7%	41%	5%	3%	1%	21%	409
RCAP	6%	17%	4%	11%	6%	35%	103
Sample Average	13%	25%	14%	7%	6%	24%	1486

Table 49b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	12%	2%	0%	1%	5%	0%	331
CHOICE	10%	2%	0%	1%	7%	0%	306
Title III	10%	5%	0%	0%	9%	1%	337
Medicaid NF	15%	1%	0%	0%	14%	1%	409
RCAP	32%	0%	0%	0%	5%	0%	103
Sample Average	14%	2%	0%	1%	9%	0%	1486

Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	21%	79%	0%	1%	371
CHOICE	14%	85%	0%	1%	333
Title III	41%	59%	0%	0%	351
Medicaid NF	17%	82%	1%	0%	434
RCAP	59%	39%	1%	1%	180
Sample Average	27%	72%	0%	0%	1669

Table 51. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
Medicaid Waiver	58%	9%	1%	30%	2%	1%	0%	0%	291
CHOICE	56%	4%	0%	36%	3%	0%	1%	0%	283
Title III	37%	1%	0%	52%	10%	0%	0%	0%	205
Medicaid NF	98%	0%	0%	2%	0%	0%	0%	0%	357
RCAP	99%	0%	0%	1%	0%	0%	0%	0%	71
Sample Average	68%	3%	0%	25%	3%	0%	0%	0%	1207

Table 52. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
Medicaid Waiver	30%	2%	0%	46%	8%	1%	22%	0%	0%	288
CHOICE	34%	2%	1%	40%	12%	1%	22%	0%	0%	275
Title III	25%	0%	0%	37%	8%	1%	33%	0%	0%	203
Medicaid NF	24%	0%	0%	39%	3%	0%	46%	0%	0%	356
RCAP	6%	0%	0%	37%	6%	0%	55%	0%	0%	71
Sample Average	27%	1%	0%	40%	7%	1%	33%	0%	0%	1193

Table 53. Proportion of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	36%	61%	0%	2%	0%	223
CHOICE	44%	55%	0%	0%	0%	234
Title III	52%	48%	0%	0%	0%	112
Medicaid NF	48%	49%	0%	3%	0%	298
RCAP	87%	11%	2%	0%	0%	54
Sample Average	47%	51%	0%	2%	0%	921

Care Coordination

Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	65%	34%	1%	1%	372
CHOICE	65%	35%	0%	0%	330
Title III	71%	28%	1%	0%	351
Medicaid NF	66%	31%	3%	0%	430
RCAP	79%	20%	1%	0%	179
Sample Average	68%	31%	1%	0%	1662

Table 55. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	5%	4%	89%	2%	0%	128
CHOICE	4%	6%	89%	0%	0%	113
Title III	5%	4%	91%	0%	0%	100
Medicaid NF	9%	4%	86%	1%	0%	135
RCAP	0%	0%	100%	0%	0%	35
Sample Average	6%	4%	89%	1%	0%	511

Table 56. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	13%	84%	1%	3%	0%	128
CHOICE	11%	87%	0%	3%	0%	114
Title III	7%	89%	0%	3%	1%	100
Medicaid NF	24%	66%	1%	9%	1%	135
RCAP	3%	89%	3%	3%	3%	35
Sample Average	13%	81%	1%	4%	1%	512

Table 57. Proportion of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	7%	6%	85%	1%	1%	357
CHOICE	5%	4%	89%	2%	0%	311
Title III	5%	4%	90%	0%	1%	326
Medicaid NF	8%	10%	79%	3%	1%	383
RCAP	22%	5%	72%	1%	0%	166
Sample Average	8%	6%	84%	1%	1%	1543

Table 58. Proportion of people with concerns about falling or being unstable⁷¹

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	35%	20%	44%	0%	1%	372
CHOICE	31%	19%	49%	0%	0%	332
Title III	34%	21%	45%	0%	0%	350
Medicaid NF	47%	13%	39%	1%	0%	436
RCAP	79%	6%	14%	1%	0%	180
Sample Average	42%	17%	41%	0%	0%	1670

⁷¹ Item previously reported in the "Safety" domain.

Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk⁷²

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	23%	76%	1%	0%	239
CHOICE	26%	74%	0%	0%	227
Title III	27%	72%	1%	0%	231
Medicaid NF	17%	80%	3%	0%	227
RCAP	24%	76%	0%	0%	37
Sample Average	23%	76%	1%	0%	961

⁷² Item previously reported in the "Safety" domain.

Access to Community⁷³

Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical) ⁷⁴

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	14%	8%	75%	1%	0%	1%	371
CHOICE	11%	7%	79%	3%	0%	0%	333
Title III	19%	8%	70%	2%	1%	0%	351
Medicaid NF	22%	7%	62%	5%	4%	0%	435
RCAP	7%	6%	87%	0%	1%	1%	180
Sample Average	16%	7%	73%	2%	1%	0%	1670

Table 61. Proportion of people who have transportation to get to medical appointments when they need to⁷⁵

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	6%	6%	87%	1%	0%	1%	370
CHOICE	3%	5%	91%	1%	0%	0%	330
Title III	9%	6%	82%	1%	0%	0%	352
Medicaid NF	4%	4%	74%	16%	2%	0%	435
RCAP	2%	3%	62%	32%	1%	0%	178
Sample Average	5%	5%	81%	8%	1%	0%	1665

⁷³ New domain in 2018-2019.

⁷⁴ Item previously reported in the "Access" domain.

⁷⁵ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁶

Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home⁷⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	9%	74%	4%	12%	0%	1%	371
CHOICE	11%	70%	4%	15%	0%	0%	332
Title III	14%	62%	3%	20%	0%	0%	350
Medicaid NF	3%	93%	2%	0%	0%	1%	433
RCAP	2%	97%	1%	1%	0%	0%	180
Sample Average	8%	78%	3%	10%	0%	0%	1666

Table 63. Proportion of people who need bathroom modifications (other than grab bars)⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	28%	51%	5%	15%	0%	1%	369
CHOICE	30%	44%	3%	22%	0%	0%	331
Title III	40%	33%	2%	24%	1%	0%	351
Medicaid NF	20%	76%	1%	1%	0%	1%	430
RCAP	3%	95%	0%	1%	1%	1%	180
Sample Average	26%	57%	2%	13%	0%	1%	1661

⁷⁶ New domain in 2018-2019.

⁷⁷ Item previously reported in the "Access" domain.

⁷⁸ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	51%	32%	6%	10%	0%	1%	367
CHOICE	66%	19%	3%	11%	1%	0%	330
Title III	76%	11%	1%	11%	1%	0%	350
Medicaid NF	5%	88%	6%	0%	0%	0%	432
RCAP	71%	28%	1%	1%	0%	0%	180
Sample Average	49%	39%	4%	7%	0%	0%	1659

Table 65. Proportion of people who need a ramp or stair lift in or outside the home⁸⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	53%	32%	3%	10%	1%	1%	363
CHOICE	53%	30%	4%	12%	0%	0%	327
Title III	68%	17%	3%	11%	0%	0%	352
Medicaid NF	62%	36%	0%	0%	1%	1%	352
RCAP	60%	38%	1%	1%	1%	0%	175
Sample Average	59%	30%	2%	7%	0%	1%	1569

⁷⁹ Item previously reported in the "Access" domain.

⁸⁰ Item previously reported in the "Access" domain.

Table 66. Proportion of people who need some other home modification(s) ⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	66%	18%	1%	10%	3%	3%	73
CHOICE	81%	6%	4%	6%	0%	3%	69
Title III	71%	13%	0%	9%	4%	4%	56
Medicaid NF	90%	8%	0%	1%	0%	1%	86
RCAP	57%	0%	0%	0%	43%	0%	7
Sample Average	77%	11%	1%	6%	2%	2%	291

Table 67. Proportion of people who need a walker⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	24%	62%	9%	4%	0%	1%	372
CHOICE	24%	62%	10%	4%	0%	0%	330
Title III	27%	60%	6%	6%	0%	0%	349
Medicaid NF	45%	49%	3%	3%	1%	0%	430
RCAP	78%	18%	2%	2%	0%	0%	179
Sample Average	36%	54%	6%	4%	0%	0%	1660

⁸¹ Item previously reported in the "Access" domain.

⁸² Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	68%	14%	4%	13%	0%	1%	370
CHOICE	73%	11%	3%	13%	0%	0%	330
Title III	79%	5%	1%	14%	1%	1%	352
Medicaid NF	92%	3%	0%	4%	1%	0%	429
RCAP	96%	2%	1%	2%	0%	0%	179
Sample Average	81%	7%	2%	10%	0%	0%	1660

Table 69. Proportion of people who need a wheelchair⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	38%	42%	11%	8%	0%	1%	371
CHOICE	50%	32%	7%	9%	0%	0%	333
Title III	65%	21%	6%	7%	1%	0%	350
Medicaid NF	22%	69%	8%	1%	0%	0%	430
RCAP	97%	2%	1%	1%	0%	0%	180
Sample Average	48%	38%	7%	6%	0%	0%	1664

⁸³ Item previously reported in the "Access" domain.

⁸⁴ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	70%	10%	4%	15%	1%	1%	367
CHOICE	66%	13%	4%	16%	0%	0%	333
Title III	64%	10%	5%	21%	0%	0%	351
Medicaid NF	69%	18%	5%	9%	0%	0%	432
RCAP	92%	4%	1%	3%	0%	0%	180
Sample Average	70%	12%	4%	13%	0%	0%	1663

Table 71. Proportion of people who need glasses⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	17%	50%	27%	5%	1%	1%	369
CHOICE	14%	52%	26%	7%	0%	1%	331
Title III	13%	49%	26%	11%	1%	0%	350
Medicaid NF	17%	65%	14%	3%	0%	0%	429
RCAP	34%	57%	8%	1%	0%	0%	180
Sample Average	18%	55%	21%	6%	0%	0%	1659

⁸⁵ Item previously reported in the "Access" domain.

⁸⁶ Item previously reported in the "Access" domain.

Table 72. Proportion of people who need a CPAP machine⁸⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	73%	16%	4%	3%	3%	1%	370
CHOICE	75%	17%	5%	3%	1%	0%	328
Title III	75%	14%	3%	6%	1%	1%	349
Medicaid NF	84%	12%	1%	2%	1%	0%	427
RCAP	87%	11%	1%	1%	1%	0%	178
Sample Average	78%	14%	3%	3%	1%	0%	1652

Table 73. Proportion of people who need a personal emergency response system⁸⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	18%	63%	6%	13%	0%	1%	367
CHOICE	21%	57%	5%	17%	1%	0%	326
Title III	33%	34%	1%	31%	1%	0%	349
Medicaid NF	22%	75%	1%	1%	1%	0%	429
RCAP	89%	10%	0%	1%	1%	0%	178
Sample Average	31%	53%	3%	13%	1%	0%	1649

⁸⁷ Item previously reported in the "Access" domain.

⁸⁸ Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine⁸⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	72%	22%	2%	4%	0%	1%	372
CHOICE	77%	17%	3%	2%	1%	0%	332
Title III	81%	13%	1%	3%	1%	1%	351
Medicaid NF	82%	15%	1%	1%	1%	0%	430
RCAP	96%	2%	1%	1%	1%	0%	180
Sample Average	80%	15%	2%	2%	1%	0%	1665

Table 75. Proportion of people who need some other assistive device(s)⁹⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	33%	49%	10%	3%	1%	4%	73
CHOICE	32%	56%	4%	3%	3%	1%	71
Title III	48%	39%	3%	7%	2%	2%	61
Medicaid NF	80%	17%	0%	1%	0%	2%	93
RCAP	86%	0%	0%	0%	14%	0%	7
Sample Average	51%	38%	4%	3%	2%	2%	305

⁸⁹ New item added in 2018-2019.

⁹⁰ Item previously reported in the "Access" domain.

Safety

Table 76. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	3%	96%	0%	1%	314
CHOICE	4%	95%	0%	0%	297
Title III	3%	97%	0%	0%	330
Medicaid NF	5%	94%	1%	0%	431
RCAP	4%	96%	0%	0%	179
Sample Average	4%	95%	0%	0%	1551

Table 77. Proportion of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	1%	99%	0%	0%	197
CHOICE	2%	98%	0%	0%	213
Title III	2%	98%	0%	0%	109
Medicaid NF	8%	92%	0%	0%	343
RCAP	4%	96%	0%	0%	56
Sample Average	4%	96%	0%	0%	918

Table 78. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	82%	16%	1%	1%	319
CHOICE	86%	13%	0%	0%	299
Title III	89%	11%	0%	0%	331
Medicaid NF	76%	23%	1%	0%	432
RCAP	85%	15%	1%	0%	179
Sample Average	83%	16%	1%	0%	1560

Table 79. Proportion of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	91%	7%	0%	1%	316
CHOICE	94%	5%	0%	1%	297
Title III	95%	3%	2%	0%	332
Medicaid NF	89%	9%	2%	0%	432
RCAP	92%	6%	2%	0%	179
Sample Average	92%	6%	1%	0%	1556

Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	13%	81%	5%	1%	372
CHOICE	12%	85%	3%	0%	333
Title III	9%	86%	4%	0%	349
Medicaid NF	14%	78%	8%	0%	436
RCAP	1%	98%	1%	0%	180
Sample Average	11%	84%	5%	0%	1670

Health Care

Table 81. Proportion of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	52%	47%	1%	1%	372
CHOICE	55%	45%	0%	0%	331
Title III	55%	44%	1%	1%	352
Medicaid NF	69%	29%	2%	0%	430
RCAP	75%	22%	2%	1%	179
Sample Average	60%	39%	1%	0%	1664

Table 82. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	73%	26%	1%	0%	174
CHOICE	73%	27%	0%	0%	148
Title III	70%	30%	0%	0%	156
Medicaid NF	72%	26%	2%	1%	123
RCAP	68%	30%	3%	0%	40
Sample Average	72%	28%	1%	0%	641

Table 83. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	99%	1%	0%	0%	174
CHOICE	99%	1%	1%	0%	148
Title III	99%	1%	0%	0%	155
Medicaid NF	97%	2%	1%	1%	124
RCAP	95%	3%	3%	0%	40
Sample Average	98%	1%	0%	0%	641

Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁹¹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	94%	6%	0%	0%	173
CHOICE	95%	3%	1%	1%	148
Title III	95%	4%	1%	0%	155
Medicaid NF	90%	7%	2%	1%	123
RCAP	98%	0%	3%	0%	40
Sample Average	94%	5%	1%	0%	639

Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	5%	10%	84%	0%	0%	1%	369
CHOICE	2%	9%	87%	1%	1%	1%	330
Title III	6%	7%	85%	1%	1%	0%	350
Medicaid NF	10%	6%	74%	4%	6%	0%	431
RCAP	2%	3%	92%	3%	0%	0%	179
Sample Average	6%	7%	83%	2%	2%	0%	1659

⁹¹ New item added in 2018-2019.

Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	28%	72%	0%	0%	149
CHOICE	22%	78%	0%	0%	145
Title III	32%	68%	0%	0%	110
Medicaid NF	34%	64%	1%	0%	160
RCAP	8%	92%	0%	0%	62
Sample Average	27%	73%	0%	0%	626

Table 87. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	17%	82%	0%	1%	1%	373
CHOICE	15%	82%	1%	1%	0%	331
Title III	16%	83%	0%	0%	1%	352
Medicaid NF	34%	62%	0%	4%	0%	431
RCAP	10%	88%	1%	1%	0%	179
Sample Average	20%	78%	1%	2%	0%	1666

Table 88. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	64%	35%	0%	1%	1%	373
CHOICE	67%	32%	0%	1%	0%	331
Title III	68%	31%	0%	1%	1%	352
Medicaid NF	57%	40%	0%	3%	0%	430
RCAP	57%	43%	0%	0%	0%	179
Sample Average	63%	35%	0%	1%	0%	1665

Table 89. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	38%	60%	1%	1%	1%	372
CHOICE	37%	61%	0%	1%	1%	330
Title III	39%	60%	0%	0%	1%	352
Medicaid NF	37%	60%	0%	3%	0%	430
RCAP	22%	78%	0%	0%	0%	179
Sample Average	36%	62%	0%	1%	0%	1663

Table 90. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	20%	74%	4%	2%	1%	369
CHOICE	26%	72%	2%	0%	0%	330
Title III	20%	76%	2%	1%	1%	350
Medicaid NF	21%	71%	2%	5%	0%	428
RCAP	12%	86%	1%	1%	1%	179
Sample Average	21%	75%	2%	2%	0%	1656

Table 91. Proportion of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	53%	45%	0%	1%	1%	371
CHOICE	59%	39%	1%	1%	0%	330
Title III	64%	32%	3%	0%	1%	352
Medicaid NF	52%	41%	3%	3%	0%	429
RCAP	35%	65%	1%	0%	0%	179
Sample Average	54%	42%	2%	1%	0%	1661

Wellness

Table 92. Proportion of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	18%	40%	30%	8%	4%	1%	1%	371
CHOICE	21%	38%	27%	11%	2%	0%	0%	333
Title III	18%	30%	33%	16%	2%	0%	1%	352
Medicaid NF	10%	31%	38%	17%	3%	0%	0%	433
RCAP	2%	12%	48%	32%	6%	0%	0%	179
Sample Average	15%	32%	34%	15%	3%	0%	0%	1668

Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	8%	21%	43%	18%	9%	0%	1%	371
CHOICE	9%	28%	43%	15%	6%	0%	0%	333
Title III	7%	25%	49%	14%	5%	0%	1%	352
Medicaid NF	6%	17%	54%	16%	6%	1%	0%	432
RCAP	0%	8%	53%	34%	6%	0%	0%	179
Sample Average	6%	21%	48%	18%	6%	0%	0%	1667

Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	46%	52%	1%	1%	367
CHOICE	42%	55%	2%	1%	332
Title III	45%	53%	1%	0%	348
Medicaid NF	51%	46%	3%	0%	426
RCAP	72%	27%	1%	0%	176
Sample Average	49%	49%	2%	0%	1649

Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	35%	63%	2%	0%	192
CHOICE	38%	61%	1%	0%	181
Title III	38%	61%	1%	0%	189
Medicaid NF	47%	51%	2%	0%	197
RCAP	29%	71%	0%	0%	51
Sample Average	39%	60%	1%	0%	810

Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	24%	28%	33%	14%	0%	1%	317
CHOICE	21%	29%	37%	12%	0%	1%	298
Title III	42%	24%	25%	9%	0%	0%	331
Medicaid NF	32%	30%	24%	14%	1%	0%	426
RCAP	33%	31%	20%	15%	1%	0%	178
Sample Average	31%	28%	28%	12%	0%	0%	1550

Table 97. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	17%	27%	56%	0%	1%	366
CHOICE	17%	27%	55%	0%	0%	332
Title III	18%	25%	56%	0%	0%	351
Medicaid NF	16%	25%	58%	0%	0%	430
RCAP	6%	8%	87%	0%	0%	178
Sample Average	16%	24%	60%	0%	0%	1657

Table 98. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	21%	32%	45%	1%	1%	369
CHOICE	21%	32%	46%	1%	1%	330
Title III	23%	25%	51%	1%	0%	350
Medicaid NF	19%	30%	51%	0%	0%	430
RCAP	7%	14%	79%	0%	0%	179
Sample Average	19%	28%	52%	1%	1%	1658

Table 99. Proportion of people who have access to healthy foods if they want them⁹²

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	3%	10%	85%	1%	0%	1%	370
CHOICE	5%	7%	86%	1%	0%	0%	333
Title III	6%	9%	85%	0%	0%	0%	349
Medicaid NF	9%	12%	77%	0%	2%	0%	434
RCAP	1%	4%	95%	0%	0%	0%	180
Sample Average	6%	9%	84%	1%	0%	0%	1666

⁹² Item previously reported in the “Everyday Living” domain.

Medications

Table 100. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	50%	48%	2%	1%	370
CHOICE	56%	41%	2%	1%	332
Title III	69%	29%	2%	0%	350
Medicaid NF	54%	32%	14%	0%	431
RCAP	22%	74%	4%	0%	179
Sample Average	53%	41%	5%	0%	1662

Table 101. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	3%	7%	88%	2%	1%	1%	317
CHOICE	3%	5%	89%	2%	0%	0%	295
Title III	3%	5%	89%	3%	0%	0%	329
Medicaid NF	14%	15%	64%	4%	3%	0%	426
RCAP	5%	15%	62%	17%	1%	1%	178
Sample Average	6%	9%	79%	4%	1%	0%	1545

Rights and Respect

Table 102. Proportion of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	2%	5%	93%	0%	1%	192
CHOICE	0%	4%	96%	0%	0%	213
Title III	3%	2%	94%	1%	0%	109
Medicaid NF	3%	9%	88%	0%	0%	341
RCAP	4%	44%	51%	2%	0%	57
Sample Average	2%	8%	89%	0%	0%	912

Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting⁹³)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	0%	5%	95%	0%	0%	43
CHOICE	0%	17%	83%	0%	0%	6
Title III	0%	0%	100%	0%	0%	1
Medicaid NF	17%	16%	67%	1%	0%	426
RCAP	3%	10%	87%	0%	0%	172
Sample Average	12%	13%	74%	1%	0%	648

⁹³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting⁹⁴)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	5%	93%	2%	0%	43
CHOICE	17%	83%	0%	0%	6
Title III	0%	100%	0%	0%	1
Medicaid NF	79%	13%	8%	0%	425
RCAP	40%	60%	0%	0%	172
Sample Average	63%	32%	6%	0%	647

Table 105. Proportion of people who have enough privacy where they live (if in group setting⁹⁵)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	2%	0%	98%	0%	0%	43
CHOICE	0%	0%	100%	0%	0%	6
Title III	0%	0%	100%	0%	0%	1
Medicaid NF	10%	12%	77%	0%	0%	424
RCAP	24%	6%	70%	0%	0%	172
Sample Average	13%	9%	77%	0%	0%	646

⁹⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 106. Proportion of people whose visitors are able to come at any time (if in group setting⁹⁶)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	26%	63%	9%	2%	0%	43
CHOICE	0%	100%	0%	0%	0%	6
Title III	0%	100%	0%	0%	0%	1
Medicaid NF	4%	91%	2%	2%	0%	425
RCAP	15%	70%	14%	1%	0%	172
Sample Average	9%	84%	6%	2%	0%	647

Table 107. Proportion of people who have access to food at all times of the day (if in group setting⁹⁷)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	7%	93%	0%	0%	0%	43
CHOICE	0%	100%	0%	0%	0%	6
Title III	0%	100%	0%	0%	0%	1
Medicaid NF	11%	85%	0%	4%	0%	426
RCAP	5%	95%	0%	0%	0%	170
Sample Average	9%	89%	0%	2%	0%	646

⁹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁹⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

Table 108. Proportion of people who can choose or change what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	6%	5%	77%	11%	0%	334
CHOICE	10%	8%	67%	16%	0%	317
Title III	30%	5%	49%	15%	0%	342
Medicaid NF	29%	7%	45%	19%	0%	413
RCAP	31%	10%	52%	6%	0%	105
Sample Average	20%	6%	58%	15%	0%	1511

Table 109. Proportion of people who can choose or change when and how often they get services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	7%	6%	74%	12%	1%	340
CHOICE	13%	8%	65%	14%	0%	316
Title III	32%	5%	46%	17%	0%	342
Medicaid NF	28%	6%	46%	20%	0%	414
RCAP	39%	10%	47%	4%	0%	105
Sample Average	22%	6%	56%	15%	0%	1517

Table 110. Proportion of people who can choose or change their paid support staff if they want to

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	8%	4%	82%	6%	0%	224
CHOICE	6%	3%	88%	3%	0%	231
Title III	9%	4%	85%	3%	0%	111
Medicaid NF	27%	5%	53%	15%	1%	338
RCAP	18%	7%	72%	4%	0%	57
Sample Average	15%	4%	73%	8%	0%	961

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	98%	1%	0%	1%	371
CHOICE	98%	2%	0%	0%	330
Title III	97%	2%	1%	0%	350
Medicaid NF	98%	1%	0%	0%	432
RCAP	92%	8%	0%	0%	179
Sample Average	97%	2%	0%	0%	1662

Table 112. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Medicaid Waiver	84%	5%	10%	0%	312
CHOICE	90%	4%	7%	0%	291
Title III	89%	2%	8%	0%	321
Medicaid NF	94%	2%	5%	0%	421
RCAP	92%	4%	4%	0%	165
Sample Average	90%	3%	7%	0%	1510

Table 113. Proportion of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	80%	20%	0%	0%	50
CHOICE	84%	13%	0%	3%	31
Title III	94%	6%	0%	0%	35
Medicaid NF	89%	4%	7%	0%	28
RCAP	69%	31%	0%	0%	13
Sample Average	85%	13%	1%	1%	157

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	91%	9%	0%	1%	372
CHOICE	89%	10%	1%	0%	333
Title III	89%	10%	0%	0%	350
Medicaid NF	93%	7%	0%	0%	433
RCAP	67%	33%	0%	0%	180
Sample Average	88%	12%	0%	0%	1668

Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Medicaid Waiver	76%	12%	12%	0%	285
CHOICE	82%	8%	10%	0%	260
Title III	85%	8%	8%	0%	293
Medicaid NF	85%	8%	7%	0%	394
RCAP	96%	1%	3%	0%	119
Sample Average	83%	8%	8%	0%	1351

Everyday Living

Table 116. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	11%	42%	46%	1%	1%	371
CHOICE	10%	55%	35%	0%	0%	332
Title III	28%	49%	22%	1%	0%	352
Medicaid NF	18%	45%	35%	1%	0%	434
RCAP	38%	57%	6%	0%	0%	180
Sample Average	19%	48%	32%	1%	0%	1669

Table 117. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	16%	83%	1%	0%	328
CHOICE	25%	74%	1%	0%	298
Title III	40%	59%	1%	0%	249
Medicaid NF	13%	86%	1%	0%	352
RCAP	3%	97%	0%	0%	110
Sample Average	21%	79%	1%	0%	1337

Table 118. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	22%	45%	33%	0%	1%	373
CHOICE	34%	44%	21%	0%	0%	332
Title III	69%	20%	10%	1%	1%	352
Medicaid NF	22%	46%	32%	1%	0%	436
RCAP	71%	23%	6%	0%	1%	180
Sample Average	40%	37%	23%	0%	0%	1673

Table 119. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	14%	85%	1%	0%	288
CHOICE	21%	78%	0%	0%	217
Title III	46%	51%	2%	1%	106
Medicaid NF	13%	86%	1%	0%	337
RCAP	8%	92%	0%	0%	52
Sample Average	19%	81%	1%	0%	1000

Affordability

Table 120. Proportion of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	89%	6%	4%	1%	1%	1%	371
CHOICE	89%	6%	4%	1%	0%	0%	333
Title III	86%	9%	5%	0%	0%	0%	351
Medicaid NF	98%	0%	1%	0%	0%	0%	433
RCAP	96%	2%	2%	0%	0%	0%	180
Sample Average	91%	5%	3%	0%	0%	0%	1668

Control

Table 121. Proportion of people who feel in control of their lives

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	10%	17%	72%	1%	1%	315
CHOICE	8%	15%	76%	0%	1%	296
Title III	7%	13%	80%	0%	0%	332
Medicaid NF	17%	17%	65%	1%	0%	424
RCAP	9%	16%	74%	1%	0%	176
Sample Average	11%	15%	73%	1%	0%	1543

Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
Medicaid Waiver	64%	25%	9%	3%	304
CHOICE	64%	25%	10%	1%	289
Title III	60%	28%	9%	2%	327
Medicaid NF	56%	25%	13%	6%	347
RCAP	47%	31%	14%	8%	118
Sample Average	59%	26%	11%	4%	1385

Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Medicaid Waiver	8%	32%	42%	18%	304
CHOICE	4%	33%	46%	17%	289
Title III	5%	29%	46%	20%	327
Medicaid NF	6%	27%	41%	26%	346
RCAP	8%	31%	39%	22%	118
Sample Average	6%	30%	43%	21%	1384

Table 124. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Medicaid Waiver	23%	35%	34%	8%	304
CHOICE	25%	35%	31%	9%	289
Title III	28%	32%	30%	9%	327
Medicaid NF	22%	30%	29%	19%	347
RCAP	26%	11%	30%	33%	118
Sample Average	25%	31%	31%	13%	1385

Table 125. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
Medicaid Waiver	5%	9%	15%	72%	303
CHOICE	7%	7%	13%	73%	288
Title III	7%	10%	15%	68%	327
Medicaid NF	16%	19%	17%	48%	347
RCAP	19%	27%	17%	36%	118
Sample Average	10%	13%	15%	62%	1383

Appendix C: Indiana's State-Specific Questions

Table 126. Proportion of people getting home-delivered meals who are interested in receiving fresh ingredients to make their own meals instead of frozen meal delivery (IN-1)

	No	Maybe	Yes	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	39%	3%	54%	3%	1%	120
CHOICE	48%	6%	45%	2%	0%	107
Title III	58%	11%	28%	1%	1%	223
Medicaid NF	0%	100%	0%	0%	0%	1
RCAP	29%	0%	57%	14%	0%	7
Sample Average	50%	8%	39%	2%	1%	458

Table 127. Reasons that people getting home-delivered meals are not interested in receiving fresh ingredients to make their own meals instead of frozen meal delivery (IN-2)

	Lack of necessary equipment to make own meals	Lack of necessary assistance to make own meals	Doesn't want to make own meals	Other	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	6%	18%	62%	28%	0%	0%	50
CHOICE	7%	18%	57%	29%	2%	0%	56
Title III	7%	15%	54%	37%	1%	0%	154
Medicaid NF	0%	0%	100%	0%	0%	0%	1
RCAP	100%	100%	50%	0%	0%	0%	2
Sample Average	8%	17%	56%	33%	1%	0%	263

Appendix D: Indiana's NCI-AD Person-Centered Planning Module

Table 128. People's level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	2%	4%	11%	77%	5%	1%	123
CHOICE	n/a	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	4%	11%	77%	5%	1%	123

Table 129. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	33%	64%	2%	1%	112
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	0
Sample Average	33%	64%	2%	1%	112

Table 130. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	1%	99%	0%	0%	72
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	0
Sample Average	1%	99%	0%	0%	72

Table 131. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	3%	97%	0%	0%	72
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	0
Sample Average	3%	97%	0%	0%	72

Table 132. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	99%	1%	0%	0%	72
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	0
Sample Average	99%	1%	0%	0%	72

Table 133. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waiver	1%	1%	0%	10%	88%	0%	0%	72
CHOICE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	1%	1%	0%	10%	88%	0%	0%	72

Table 134. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	8%	86%	4%	1%	71
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	0
Sample Average	8%	86%	4%	1%	71

Table 135. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	0%	7%	83%	10%	0%	72
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	n/a	0
Sample Average	0%	7%	83%	10%	0%	72

Table 136. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	3%	21%	64%	12%	0%	121
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	n/a	0
Sample Average	3%	21%	64%	12%	0%	121

Table 137. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waiver	3%	93%	4%	0%	121
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Medicaid NF	n/a	n/a	n/a	n/a	0
RCAP	n/a	n/a	n/a	n/a	0
Sample Average	3%	93%	4%	0%	121