



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 Utah Results

Preface

The Utah Department of Health (UDOH) works throughout the State of Utah to accomplish its mission: to protect the public's health through preventing avoidable illness, injury, disability, and premature death; assuring access to affordable, quality health care; and promoting healthy lifestyles.

The UDOH is dedicated to ensuring Utah is a place where all people can enjoy the best health possible, where all can live and thrive in healthy and safe communities. Our values inform our work: Respect - we show respect to all individuals with whom we interact. Integrity - Our actions reflect an absolute commitment to ethical and honest behavior. Collaboration - We engage each other, our partners, and the people of Utah in decision making, planning, and integrated effort. Evidence-based - We provide health programs that benefit the people of Utah. We make innovative, insightful, and effective decisions based on good science and current, accurate data.

The National Core Indicators for Aging and Disabilities (NCI-AD) Adult Consumer Survey is conducted to assure those being served through our programs are enjoying the best health and are able to thrive in the least restrictive setting possible.

The State of Utah delivers services and supports to older adults and persons with disabilities in a partnership that involves three Departments: The Department of Health (UDOH), Department of Human Services (UDHS) and the Department of Workforce Services UDWS.

The Department of Health, Division of Medicaid and Health Financing administers the New Choices Waiver. The Department of Human Services, Division of Services for People with Disabilities is the operating agency for the Physical Disabilities Waiver. The Department of Human Services, Division of Aging and Adult Services is the operating agency for the Aging Waiver. The Department of Workforce Services determines financial eligibility for Medicaid programs.

In addition, UDOH manages a variety of additional programs designed to meet the various needs of older adults and persons with disabilities across the state. Programs include, but are not limited to, Acquired Brain Injury Waiver, Medically Complex Children's

Waiver, Waiver for Technology Dependent Children, Medicaid Autism Waiver, and the EPAS Program. EPAS is a Medicaid service for people with disabilities who work and need personal assistance in order to remain employed.

UDOH and UDHS routinely engage in quality assurance activities required by the Medicaid Waivers. Each waiver program has a Quality Improvement Strategy with systems in place to measure and improve performance. The designated Operating Agency is responsible to ensure all regulatory requirements are met, including freedom of choice procedures and that individuals may appeal negative actions on their case through the fair hearing process.

The National Core Indicators for Aging and Disabilities (NCI-AD) Adult Consumer Survey project results will allow us to better assess waiver recipient experiences regarding family relationships, health and wellness, health care, living situations, personal choice, future planning and other topics addressed in the survey.

The most recent census data, 2010, Utah's total population was 2,763,885. In the last estimate from the US Census Bureau, figures expected the population to surpass 3,205,958 by July of 2019. Utah's older adult population growth, persons over age 60, is estimated to increase by 11.1% by 2019. Those residents under 65 with a disability is expected to total 6.8% of the population. The services provided through Medicaid Waivers will be instrumental in the well-being of our growing targeted populations.

Outcome data from the 2018-2019 NCI-AD survey project will inform decisions as Utah continues efforts to plan and adapt Waiver Programs to allow participants to thrive in their lives and maintain the best health possible.

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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
EPAS – Employment-related Personal Assistance Services
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
NF – Nursing Facility
OAA – Older Americans Act
PACE – Program of All-Inclusive Care for the Elderly
PCA – Personal Care Assistant
PCP – Person-Centered Planning
PD – Physical Disabilities
UDHS – Utah Department of Human Services
UDOH – Utah Department of Health
UDWS – Utah Department of Workforce

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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 Utah

The Utah Department of Health: Division of Medicaid and Health Financing partnered with the Utah Department of Human Services: Division of Services for People with Disabilities to participate in the 2018-2019 National Core Indicators–Aging and Disabilities (NCI-AD) Adult Consumer Survey sponsored by ADvancing States and HSRI. Data from this substantial undertaking will be used in the ongoing efforts of the UDOH and UDHS to positively impact the lives of Utahans who rely on Waiver Programs to remain in their homes or in the least restrictive community setting possible.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Utah in 2018-2019 and included for analysis was three hundred eighty-five (Total N=385). Four program populations were included in the survey sample and are detailed below.

Aging Waiver: This waiver is designed to provide services statewide to help older adults, age 65 years or older who meet nursing facility level of care, remain in their homes or other community-based settings. Individuals, who meet financial eligibility requirements for Medicaid, are able to live as independently as possible with supportive services provided through this waiver program. Individuals who are assessed as needing waiver services may receive: Adult Companion Services, Adult Day Health Services, Case Management, Chore Services, Community Transition Services, Emergency Response Systems, Personal Attendant Services, Personal Budget Assistance, and Specialized Medical Equipment.

Physical Disabilities (PD) Waiver: This waiver is designed to provide services statewide to help people with physical disabilities, age 18 or older, remain in their homes or other community-based settings. Individuals, who meet financial and physical eligibility requirements for Medicaid, are able to live as independently as possible with supportive services provided through this waiver program. It is designed to be consistent with a service delivery system that promotes and supports participant self-determination. Individuals who are assessed as needing waiver services may receive: Financial Management Services, Personal Assistance Services, Personal Emergency Response System, Specialized Medical Equipment and Supplies.

New Choices Waiver: The New Choices Waiver program is designed to serve individuals who are residing long term in a nursing facility, licensed assisted living facility, licensed small health care (Type N) facility or another type of Utah licensed medical institution (except institutions for mental disease). The program offers an option for these individuals to move into integrated community-based settings if they wish to do so and if their needs can be safely met in the setting that they have chosen. When an individual is enrolled in the New Choices Waiver program, they may receive an expanded package of supportive services through Medicaid which are intended to help with community-based living. Eligibility criteria includes medical and length of stay criteria, applicants approved for participation in the waiver receive services based on assessed need. Available services include: Adult Day Care, Adult Residential Services, Assistive Technology Devices, Attendant Care,

Case Management, Chore Services, Emergency Response Systems, Environmental Accessibility Adaptations, Financial Management Services, Habilitation Services, Home Delivered Meals, Homemaker Services, Community Transition Services, and Medication Assistance Services.

Nursing Facilities (NF): Nursing Home Medicaid will pay for nursing home and other ancillary medical expenses. An individual must meet medical criteria for nursing home level of care to be eligible for Medicaid in a nursing facility.

Figure 2 below summarizes programs included in Utah’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
Aging Waiver	51	805	12.2% MoE, 95% CL	13.3% MoE, 95% CL
PD Waiver	32	111	13.5% MoE, 95% CL	14.7% MoE, 95% CL

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
New Choices Waiver	158	2,477	6.9% MoE, 95% CL	7.6% MoE, 95% CL
NF	84	6,102	9.7% MoE, 95% CL	10.6% MoE, 95% CL
Total	385¹⁰	9,495	4.5% MoE, 95% CL	4.9% MoE, 95% CL

Survey Process in Utah

Utah utilized UDOH and UDHS Quality Assurance staff to conduct approximately 400 face-to-face NCI-AD interviews with recipients enrolled in the Nursing Facilities and the Aging, New Choices, and Physical Disabilities Waivers. Prior to launching the project, staff members were trained to conduct NCI-AD surveys by the NCI-AD project team. Participants were randomly selected through a database set up specifically for the survey team. Team members selected survey participants based on location across the State of Utah. Each potential participant was given an overview of the survey process, time commitment and goals for the information gathered, with a focus on the voluntary nature of the project.

Utah used NCI-AD's optional module on person-centered planning (PCP) in all four programs surveyed.

Stakeholders

UDOH and UDHS consistently work with stakeholders to ensure a high level of community involvement in planning, decision-making and quality improvement. Community partners meet regularly with key staff members and constituents, in formal councils, such as: Medical Care Advisory Committee, Utah Developmental Disabilities Council, Utah Indian Health Advisory Board, and others.

¹⁰ Program was missing for 60 cases

Meetings addressing food security, energy assistance, youth safety, stable housing, trauma and effective data collection with partners across the state also take place frequently and include local governments and first responders.

Both Departments take additional steps to seek out consumers, providers and advocacy groups for special input and insights into goals regarding healthy lifestyle necessities.

UDOH works to develop strategic plans that include: increased awareness of health disparities, strengthening leadership and collaboration, improvement of health care and health care outcomes, improve cultural and linguistic competency and diversity of the healthcare workforce and the improvement of data availability, implementation and evaluation of evidence-based practices.

Organization of Results

The following pages of the report presents findings from Utah'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 Utah'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. Utah'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 Utah'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 Utah'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.

Utah's data from NCI-AD's optional PCP module are shown in Appendix C.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Utah. 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 Utah'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 Utah'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:

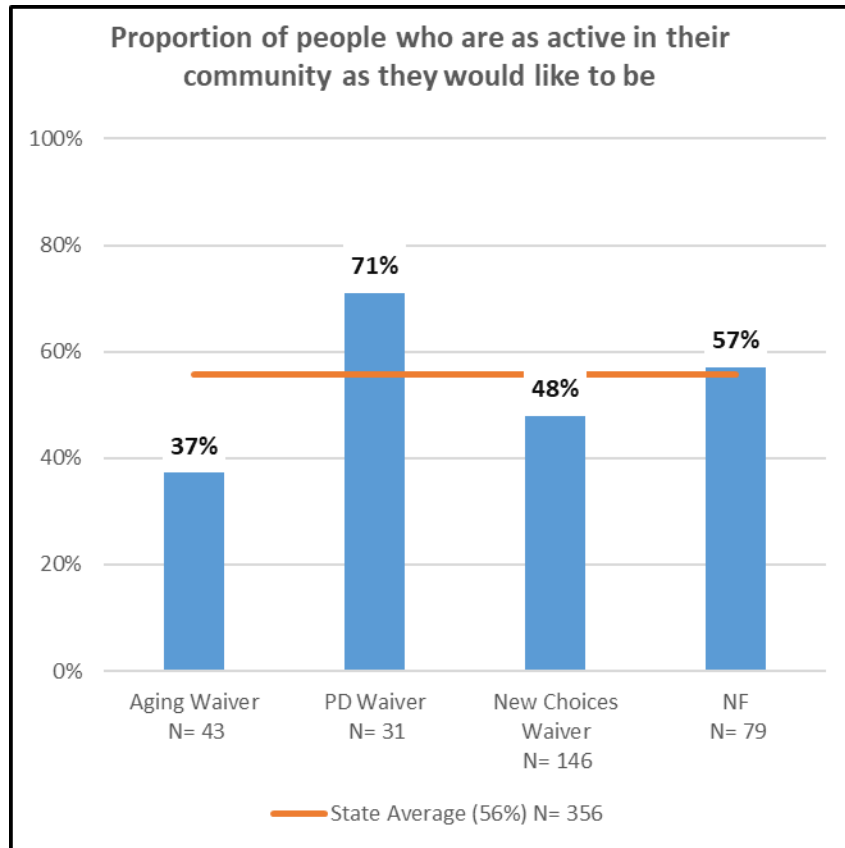
1. Proportion of people who are able to participate in preferred community activities.

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

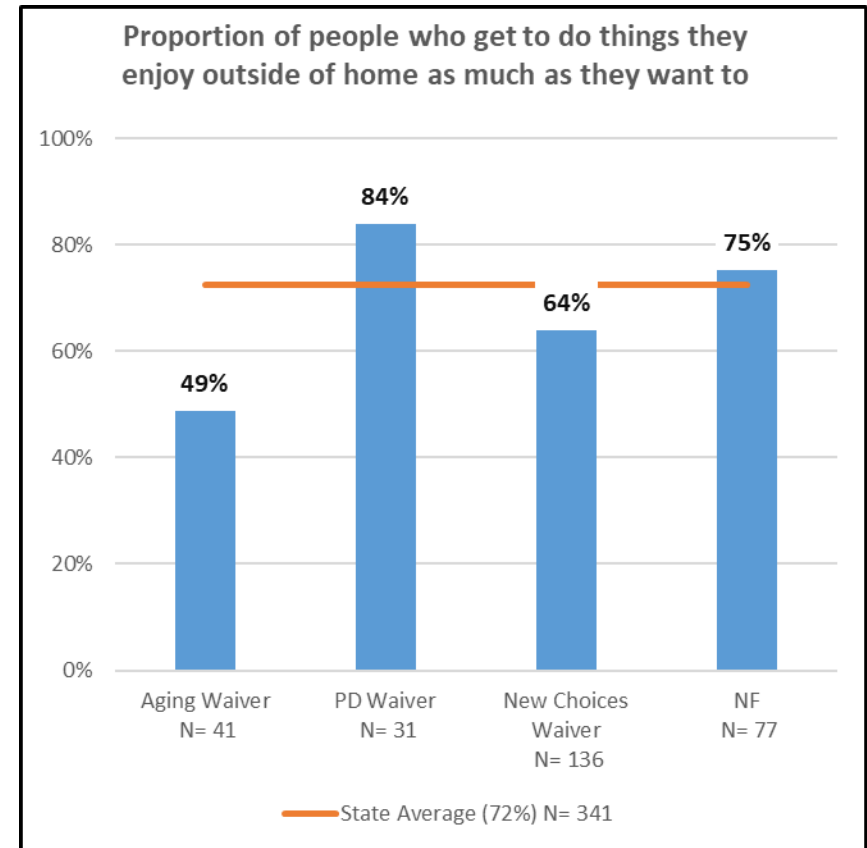
Un-collapsed data are shown in Appendix B.

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.

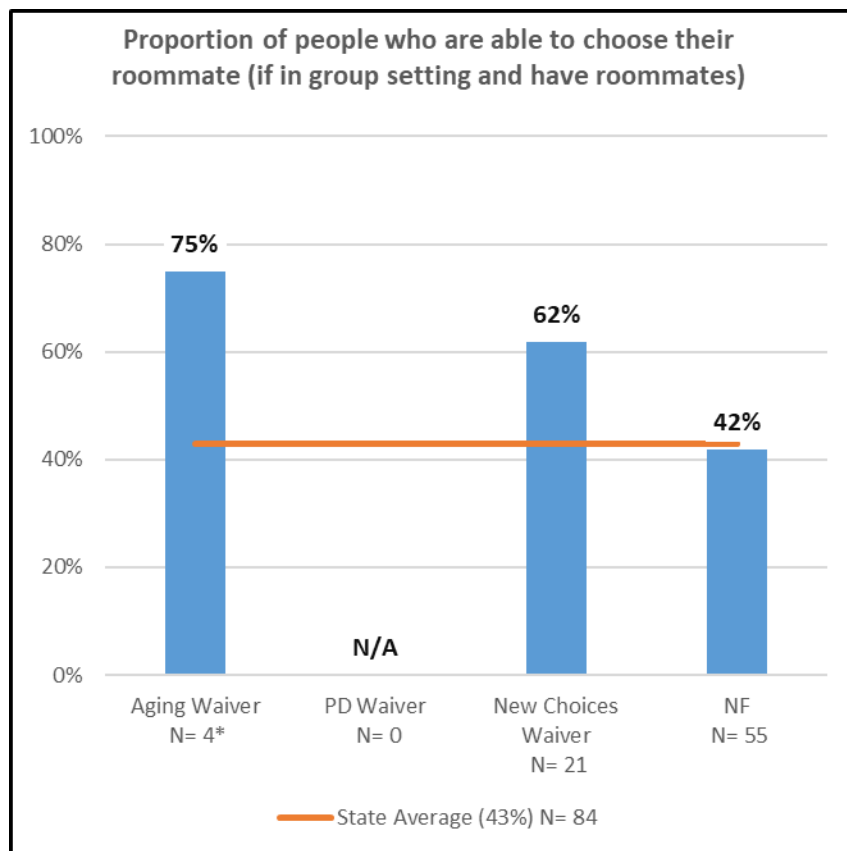
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

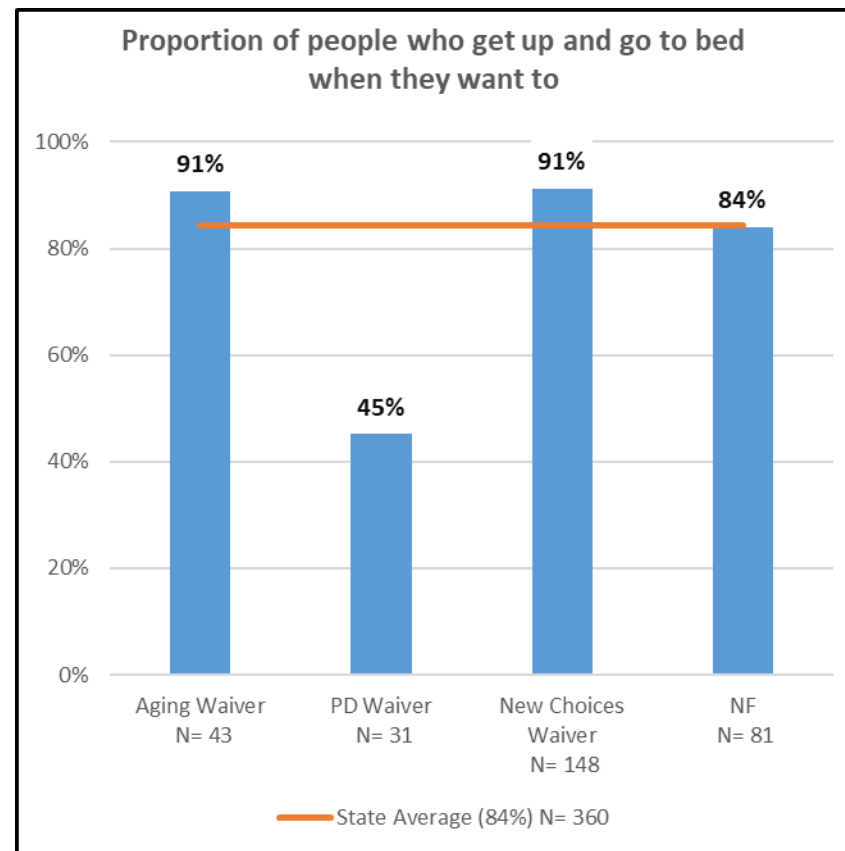
Un-collapsed data are shown in Appendix B.

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



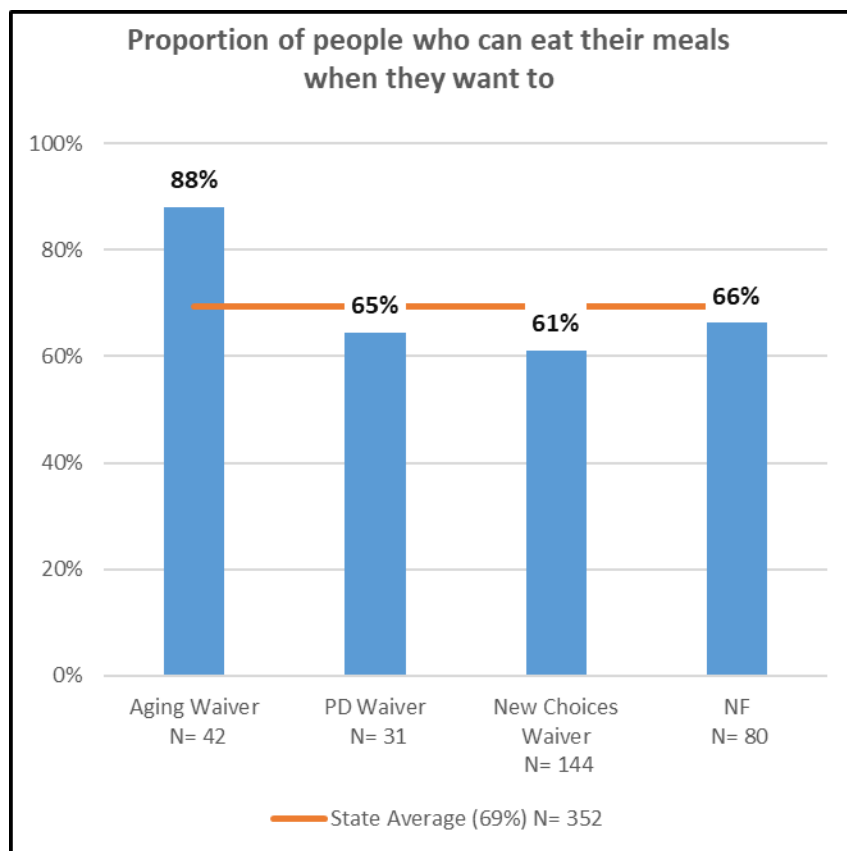
* Very small number of responses

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

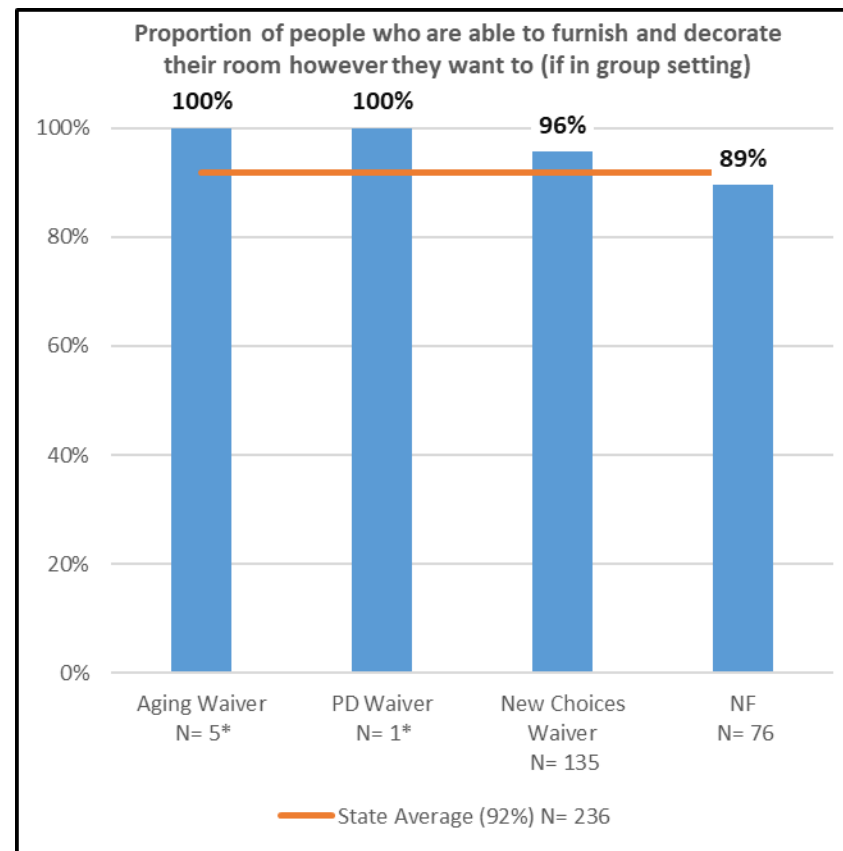


¹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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:

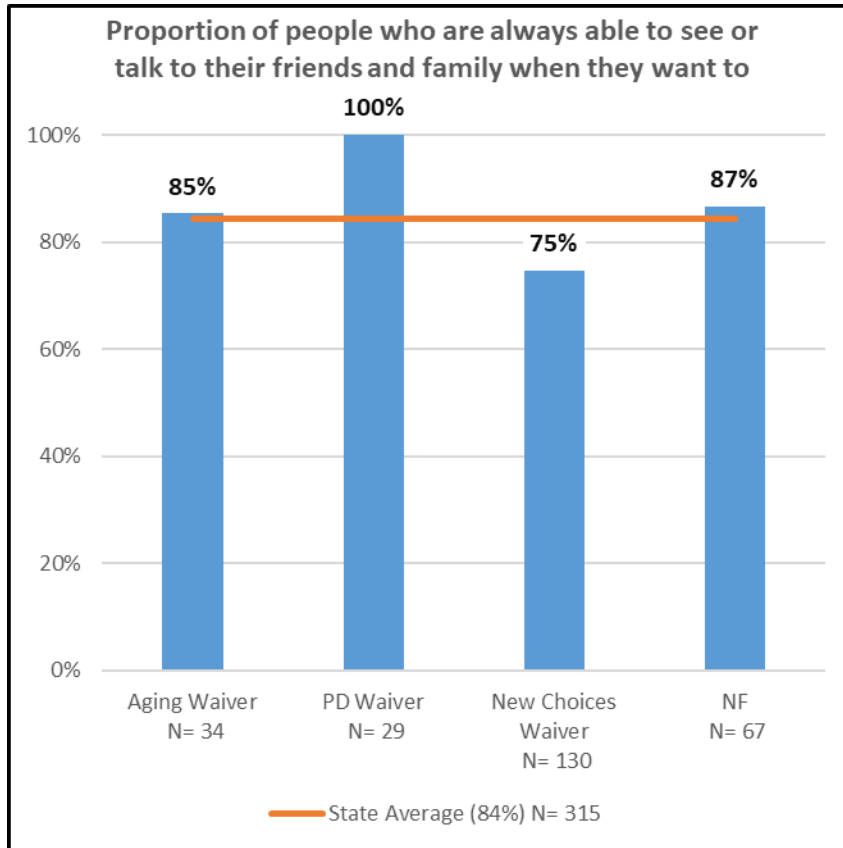
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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:

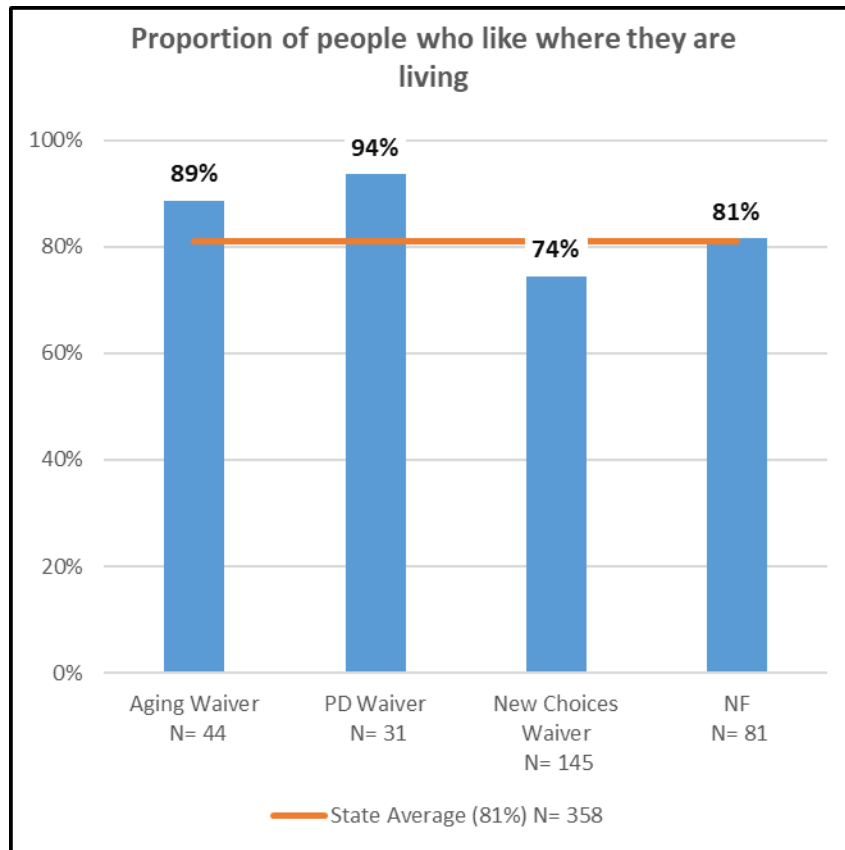
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

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

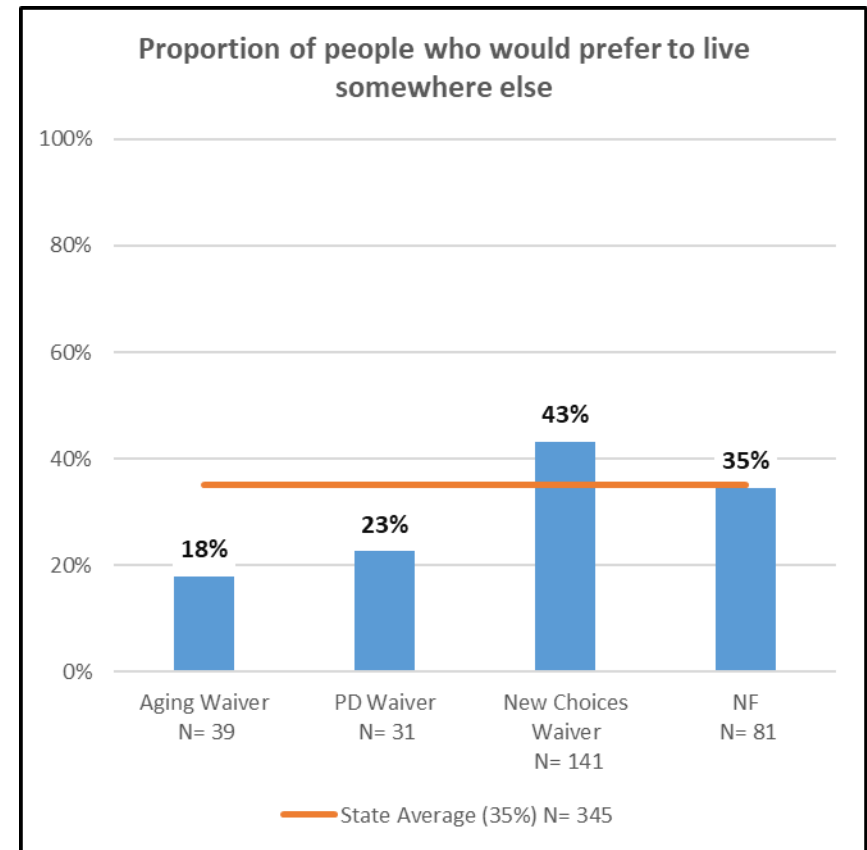
Un-collapsed data are shown in Appendix B.

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

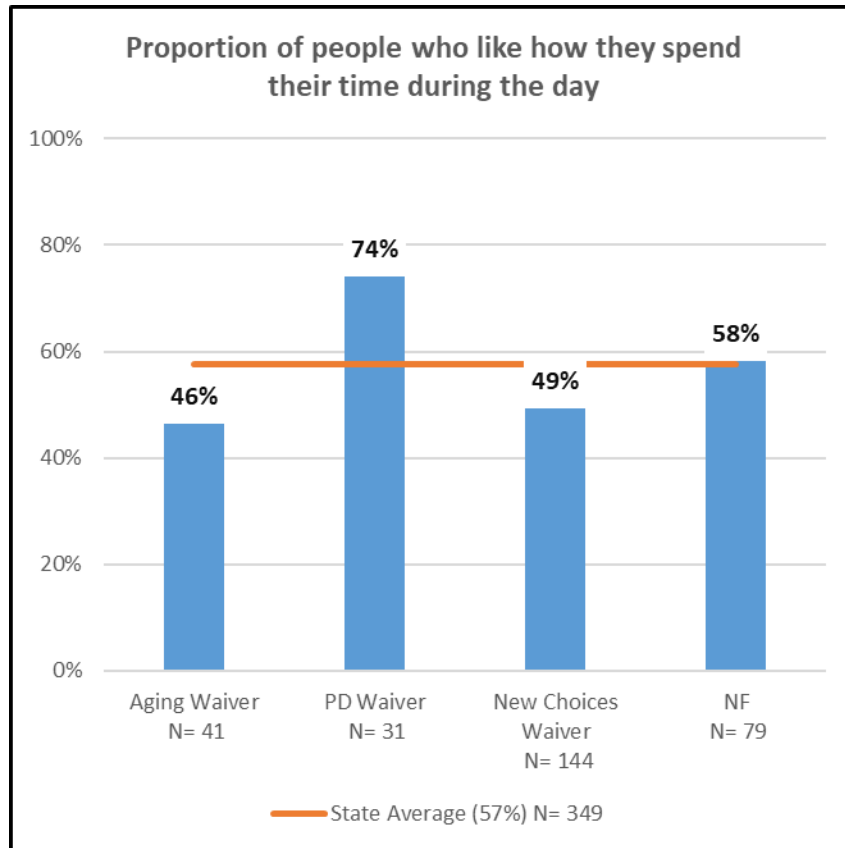
Graph 8. Proportion of people who like where they are living



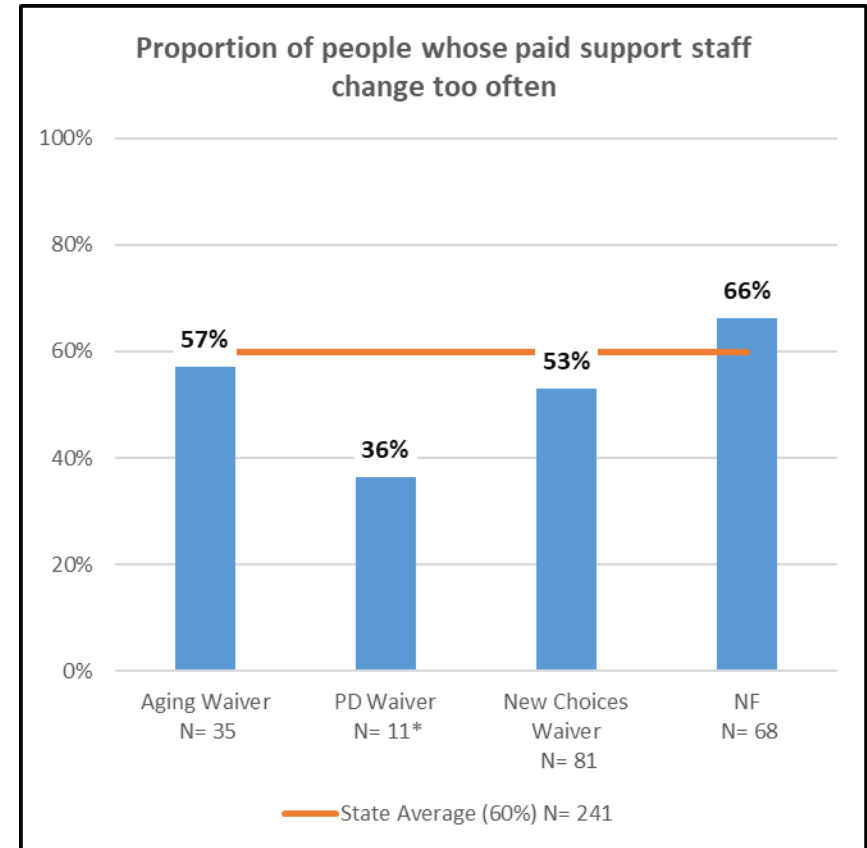
Graph 9. Proportion of people who would prefer to live somewhere else



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

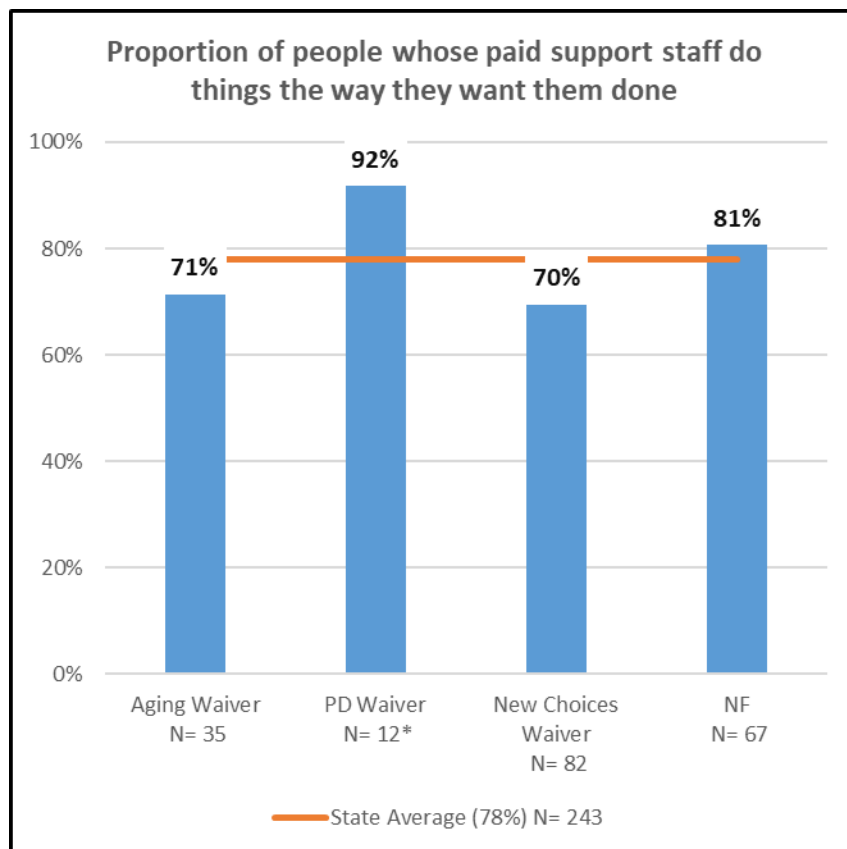


Graph 11. Proportion of people whose paid support staff change too often



* Very small number of responses

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



* Very small number of responses

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.

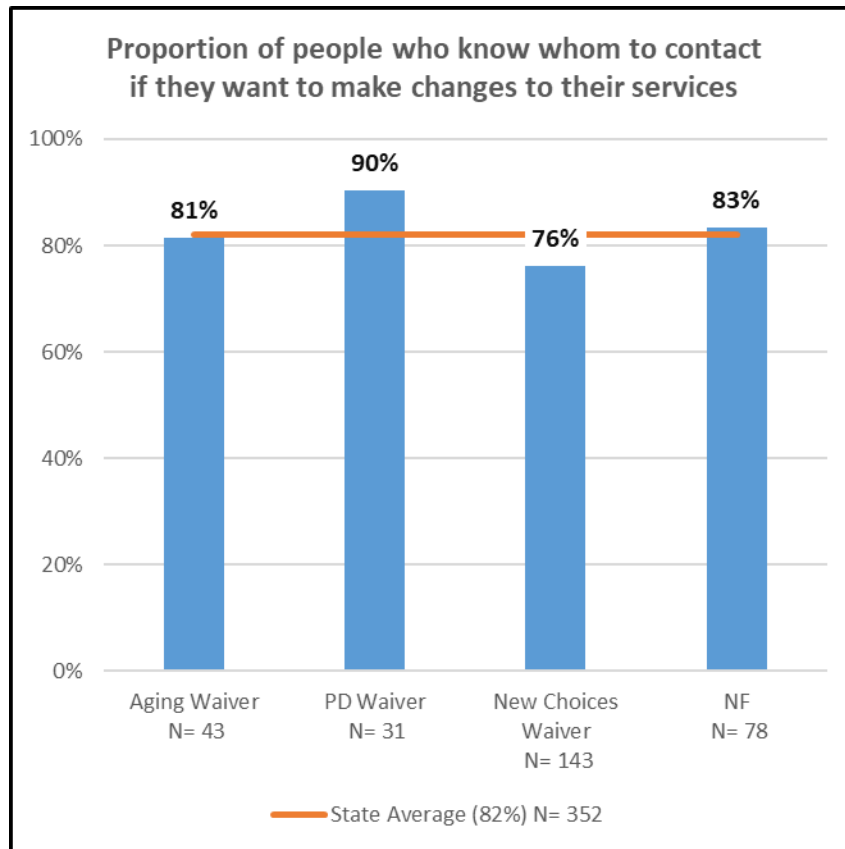
There are sixteen¹⁸ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

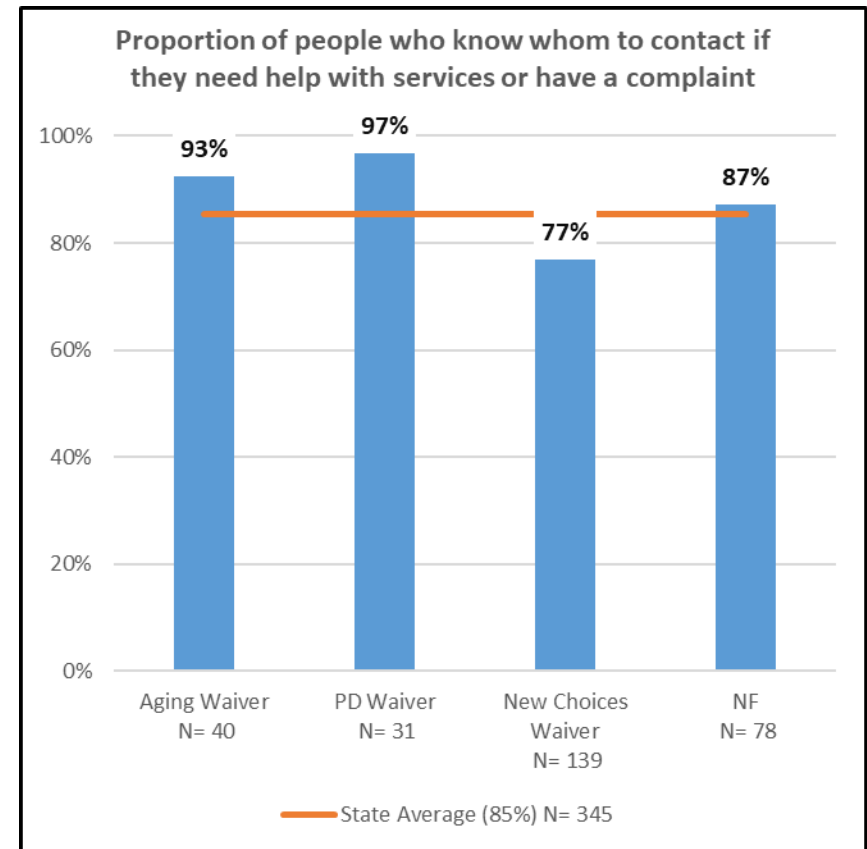
¹⁷ Indicator previously reported in the "Access" domain.

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

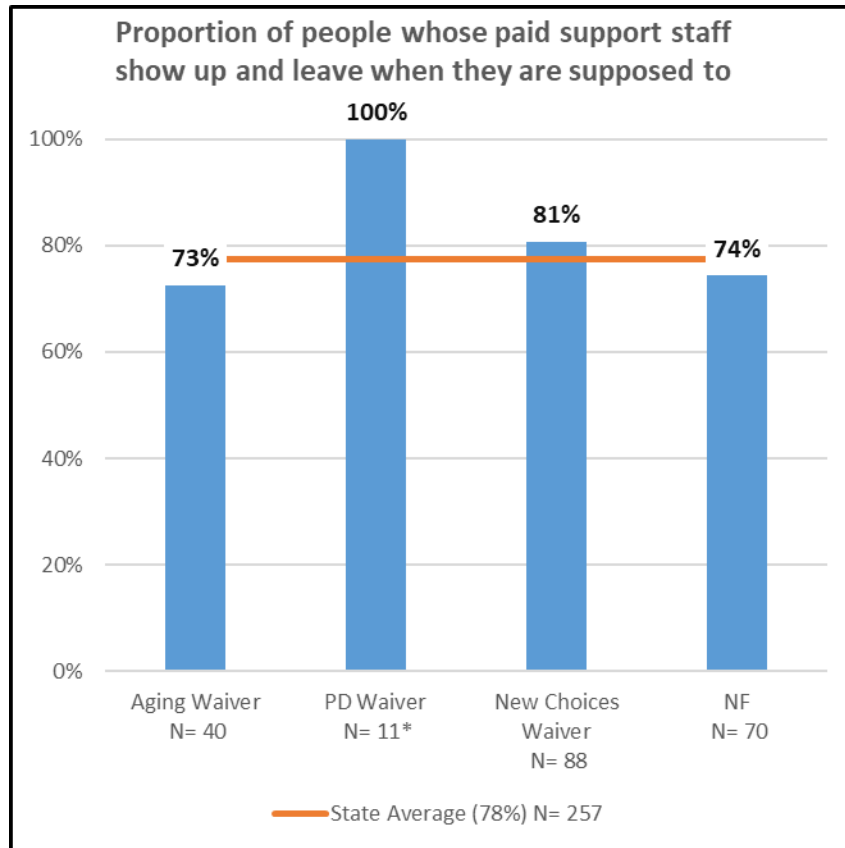


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁹



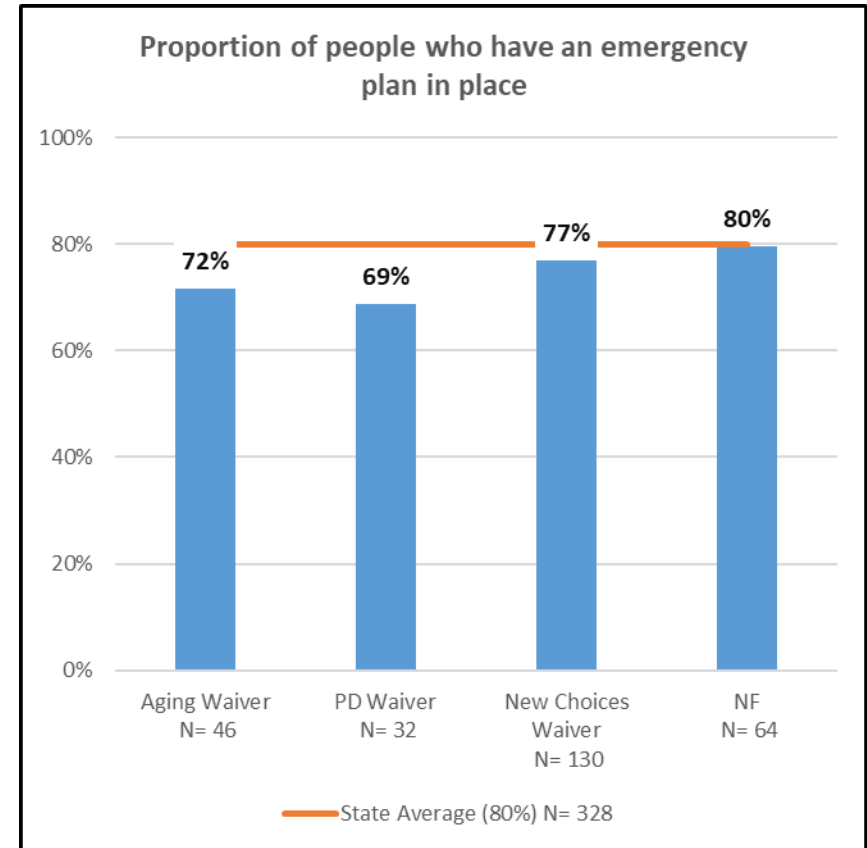
¹⁹ New item added in 2018-2019.

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

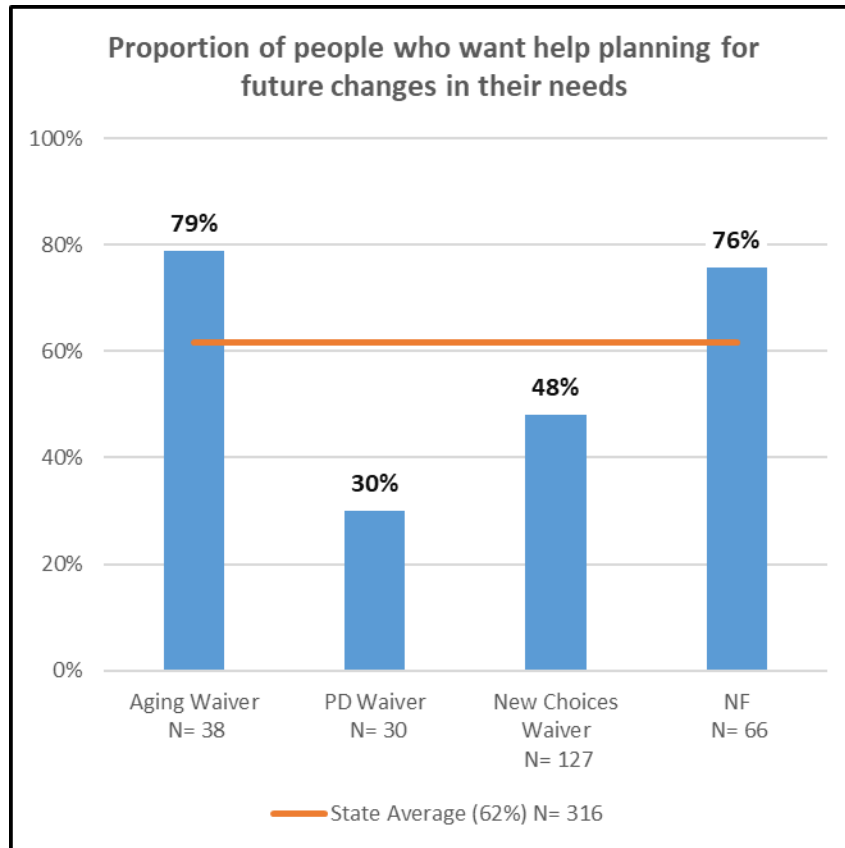


* Very small number of responses

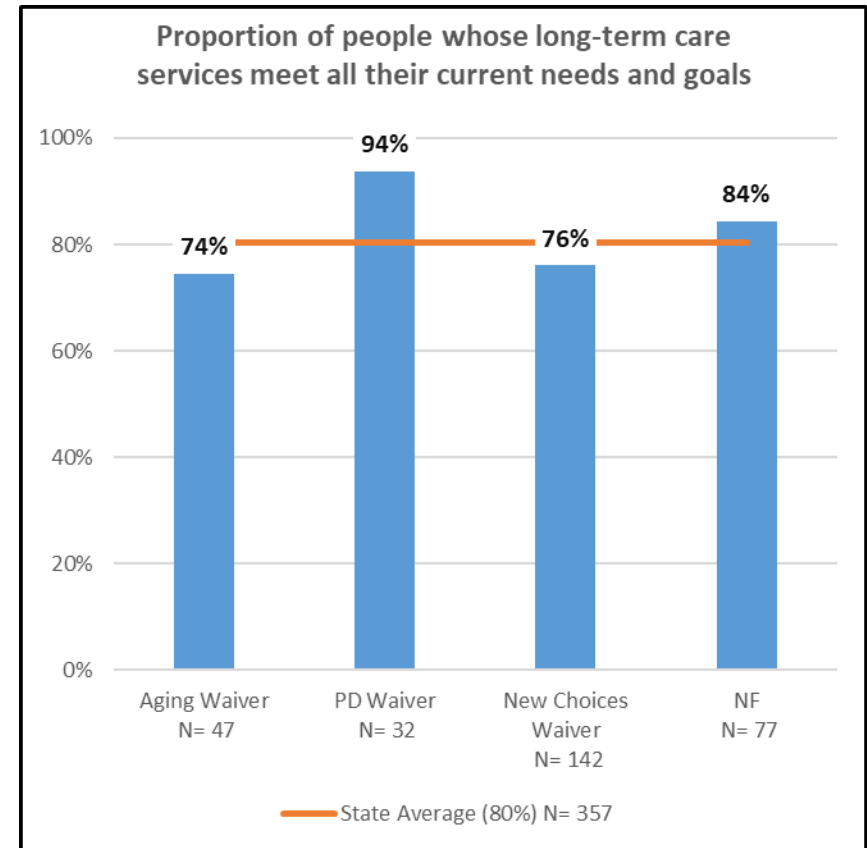
Graph 16. Proportion of people who have an emergency plan in place



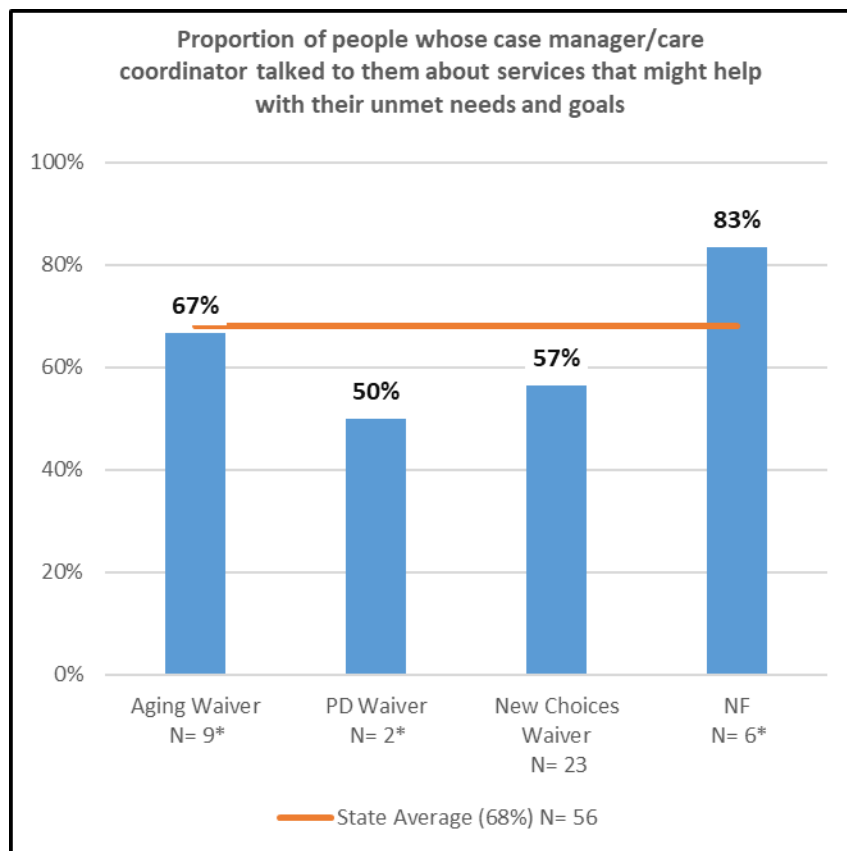
Graph 17. Proportion of people who want help planning for future changes in their needs



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

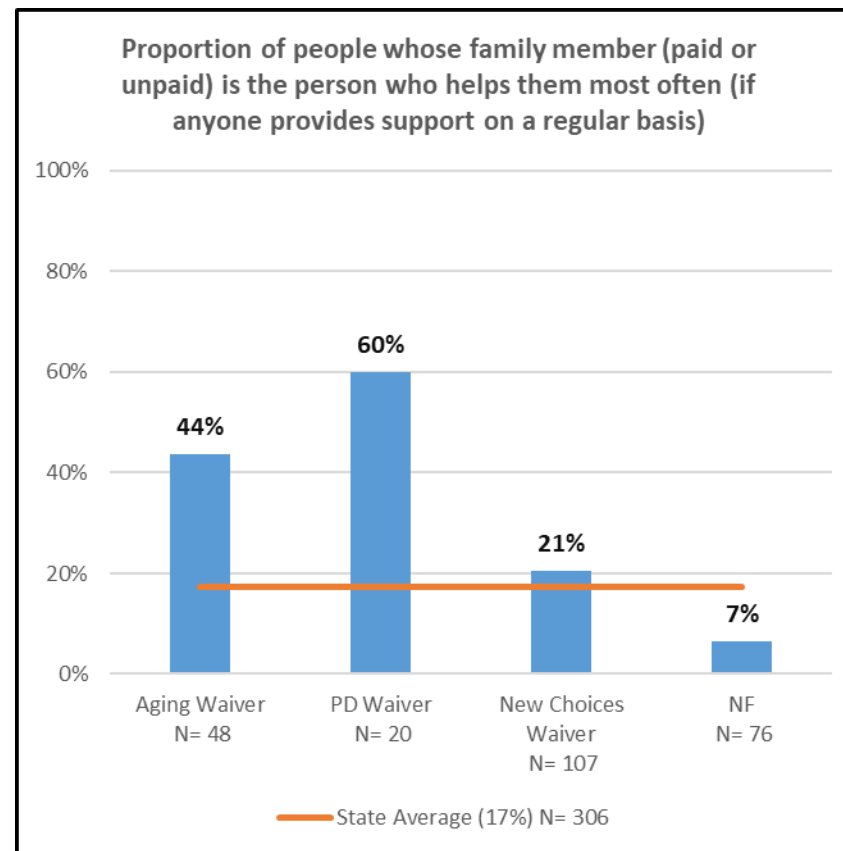


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

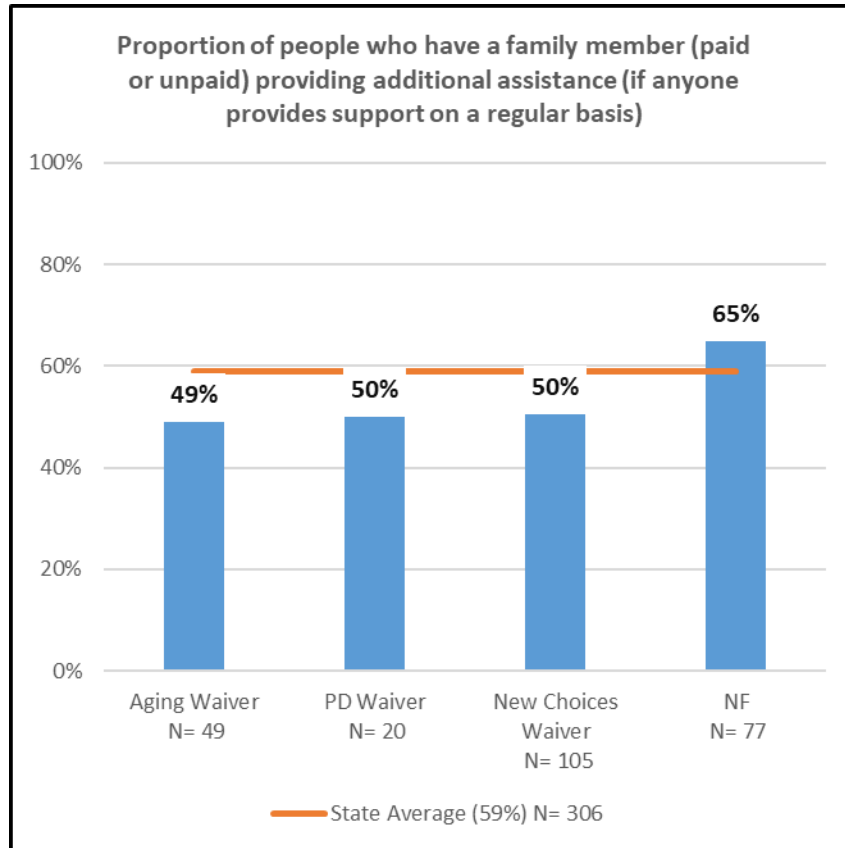


* Very small number of responses

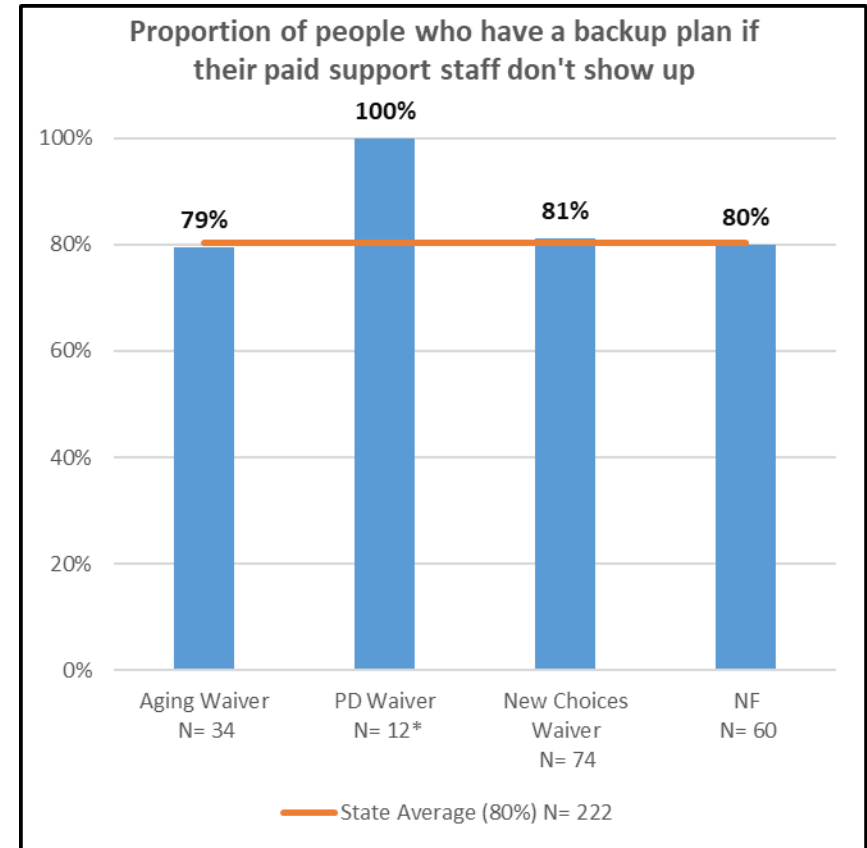
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



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

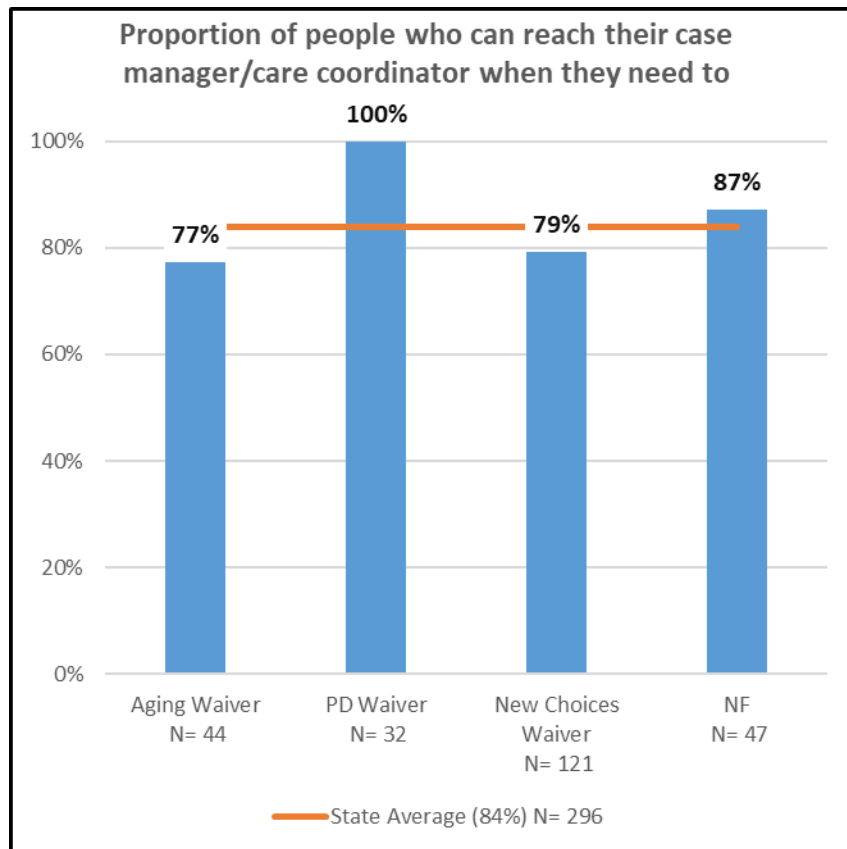


Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up

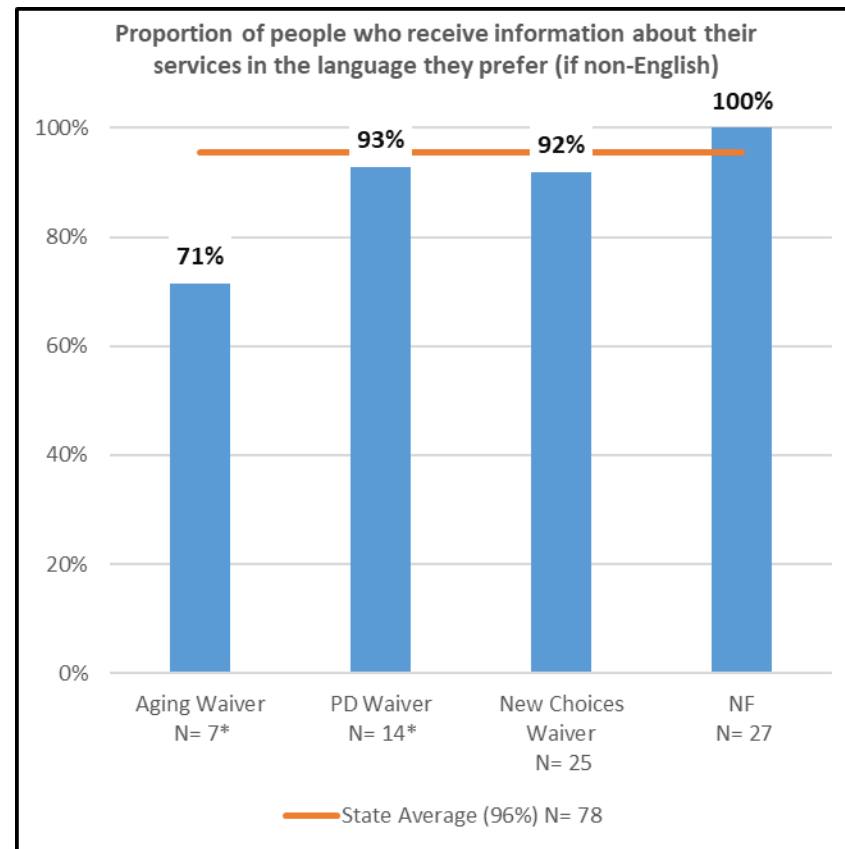


* Very small number of responses

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:

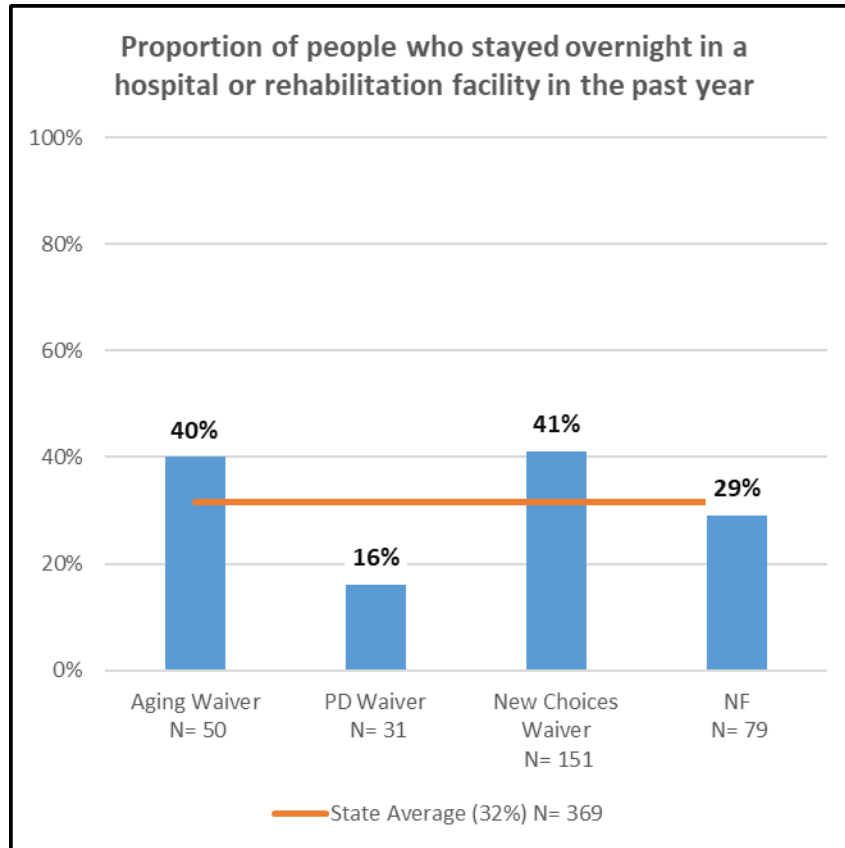
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
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.

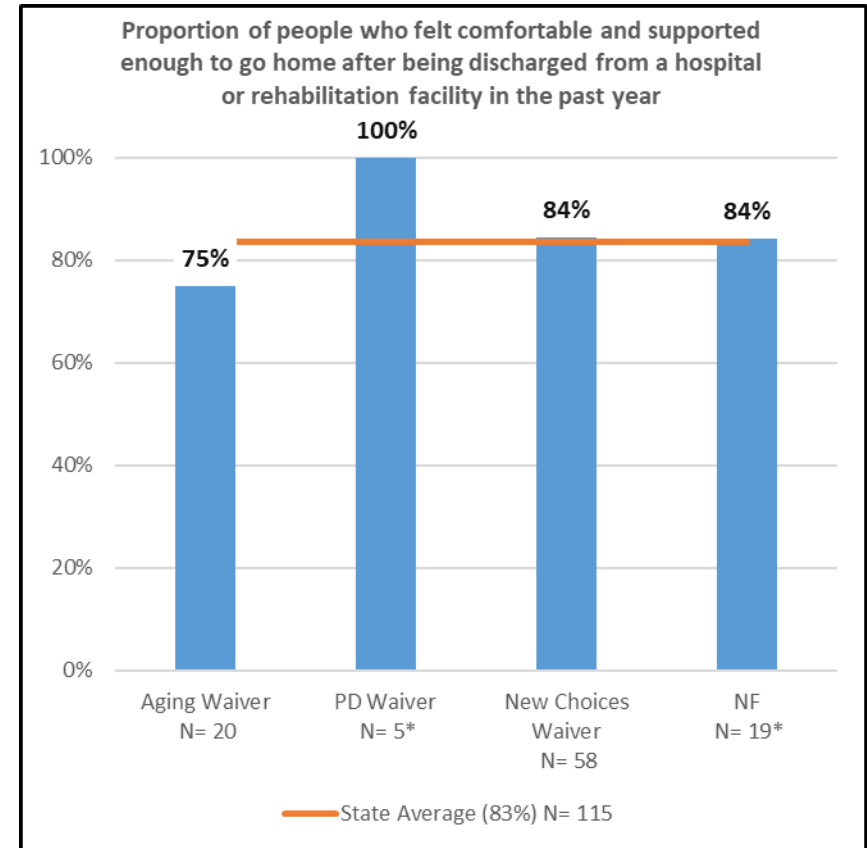
Un-collapsed data are shown in Appendix B.

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)

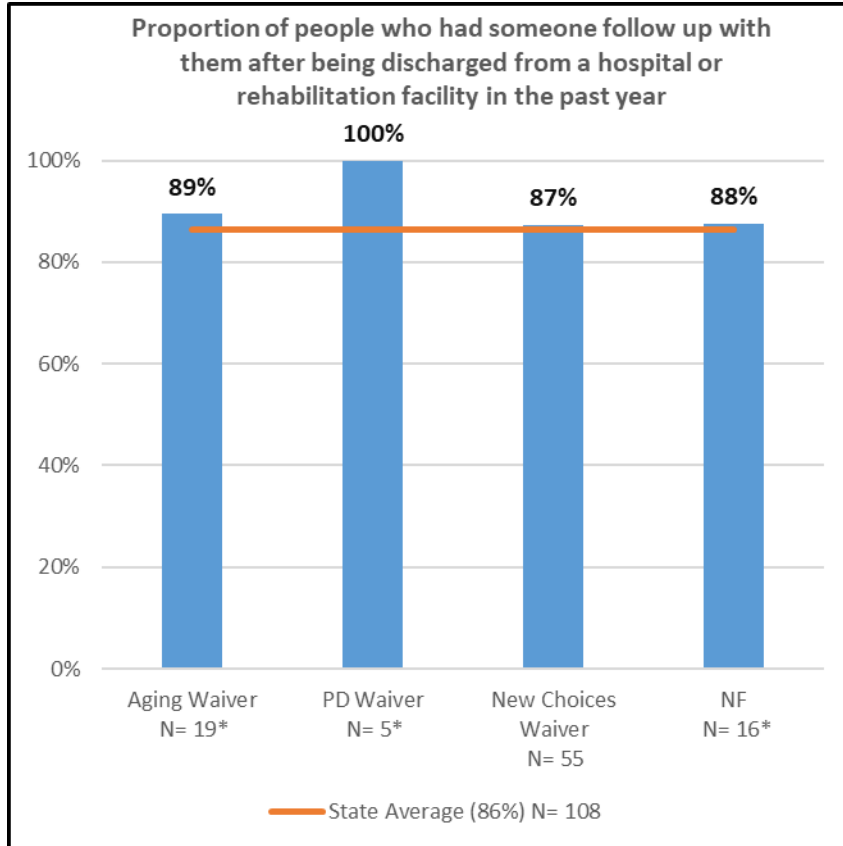


Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

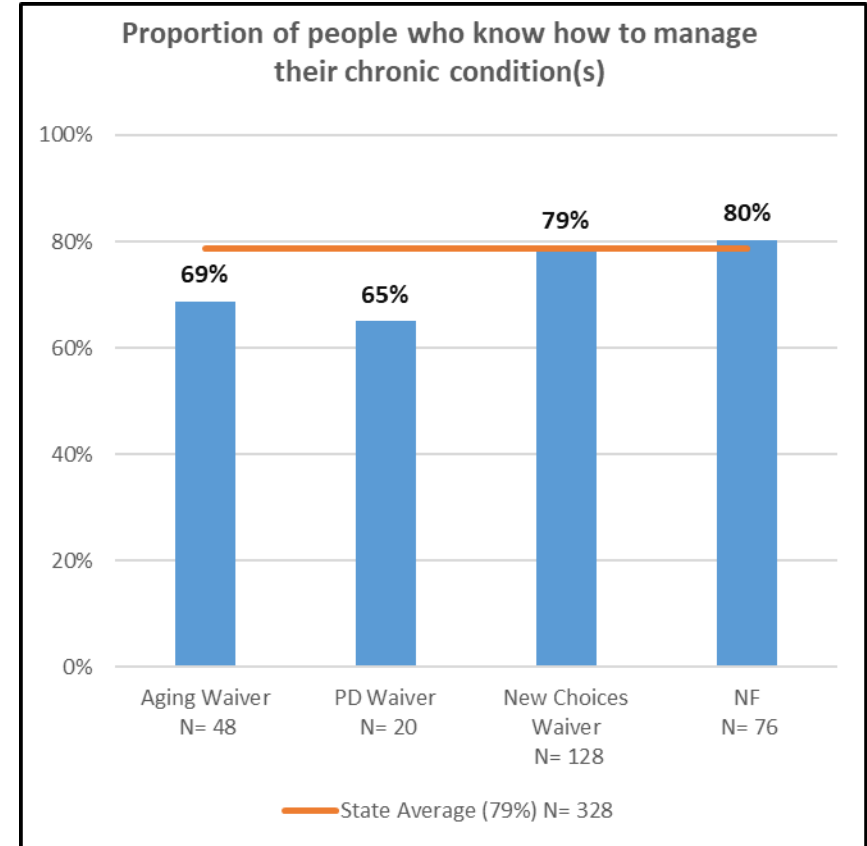


* Very small number of responses

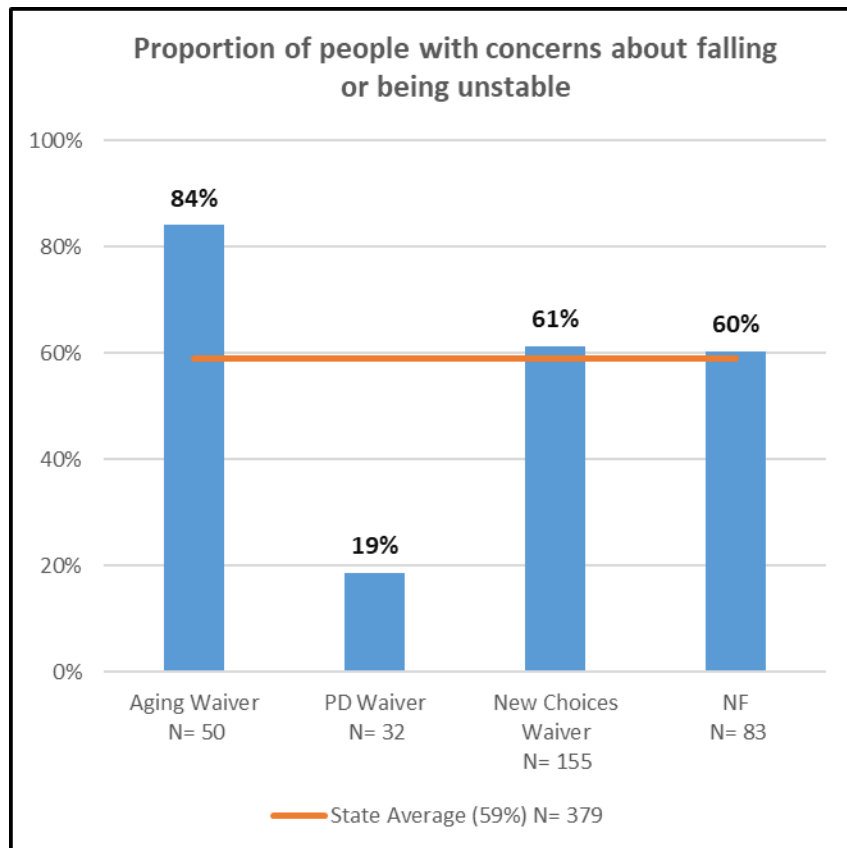
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



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

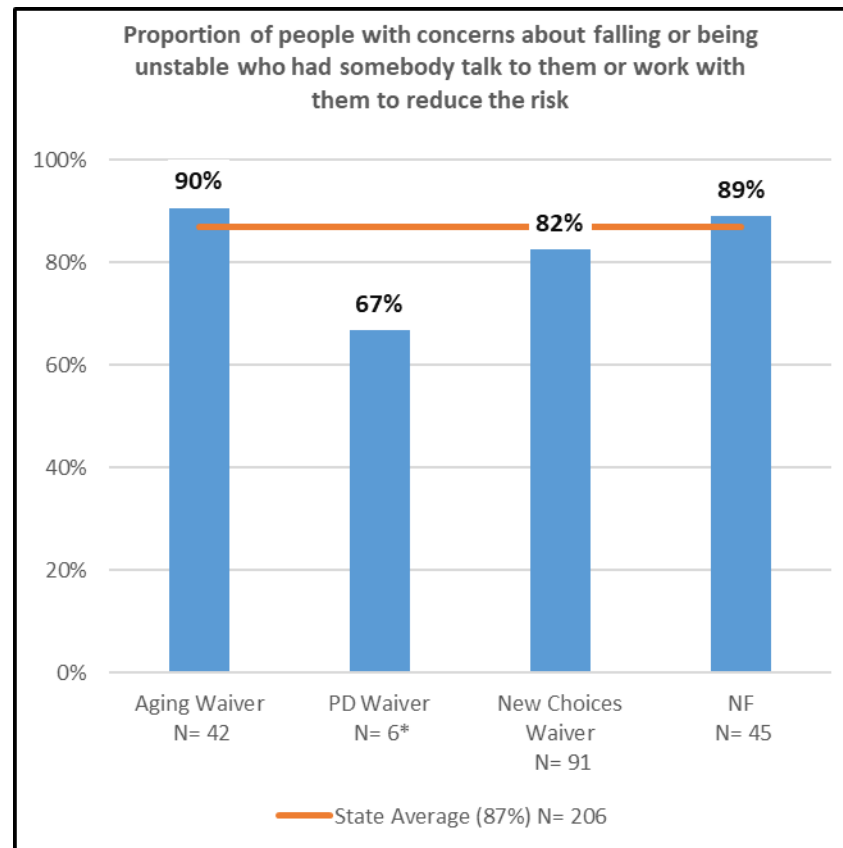


Graph 29. Proportion of people with concerns about falling or being unstable²²



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



* Very small number of responses

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.

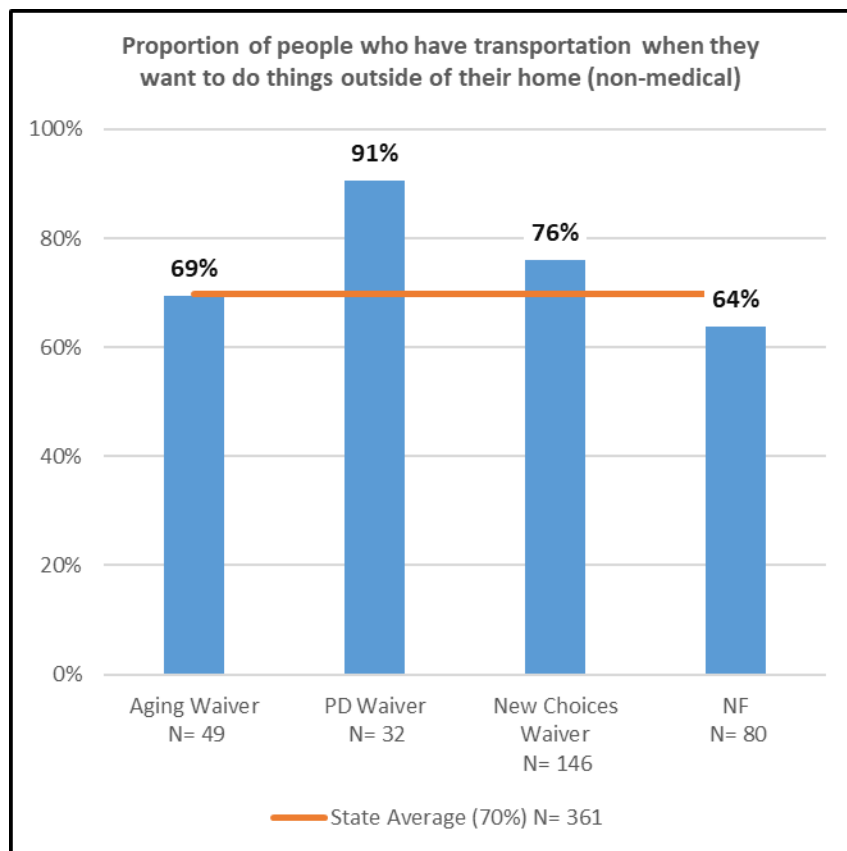
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²⁴ New domain in 2018-2019.

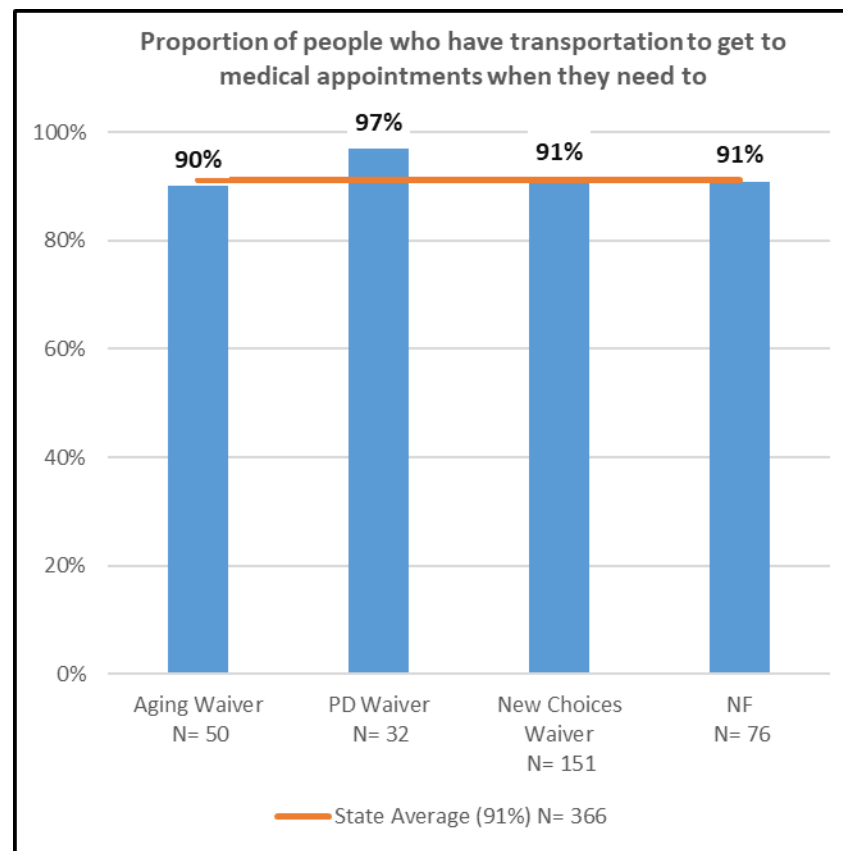
²⁵ Indicator previously reported in the "Access" domain.

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 to²⁷



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.

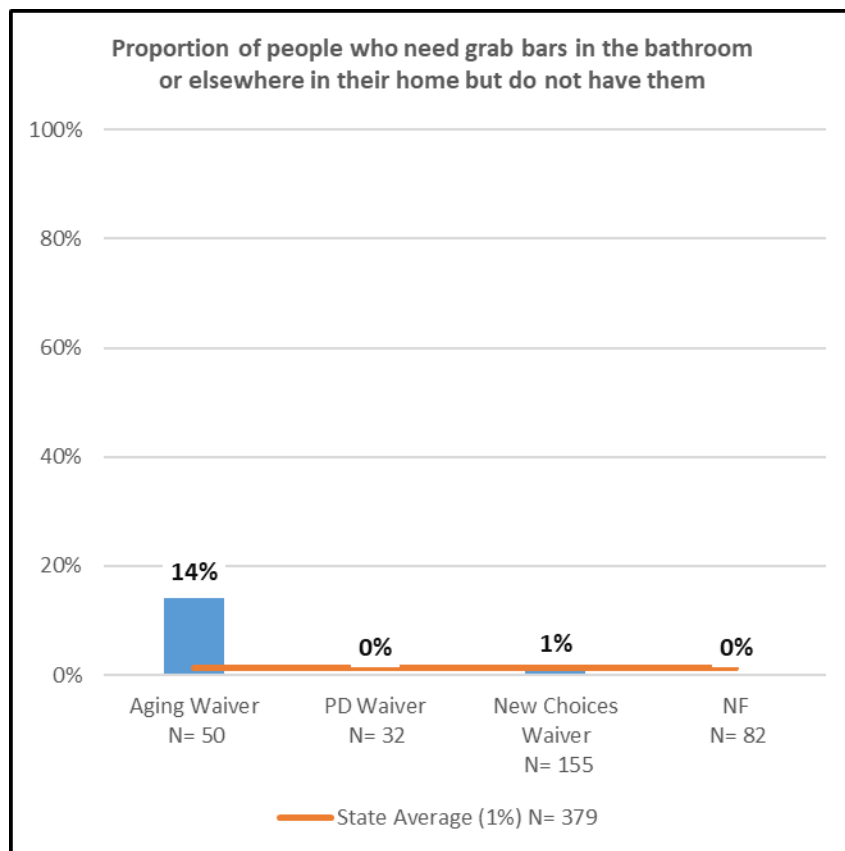
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

²⁸ New domain in 2018-2019.

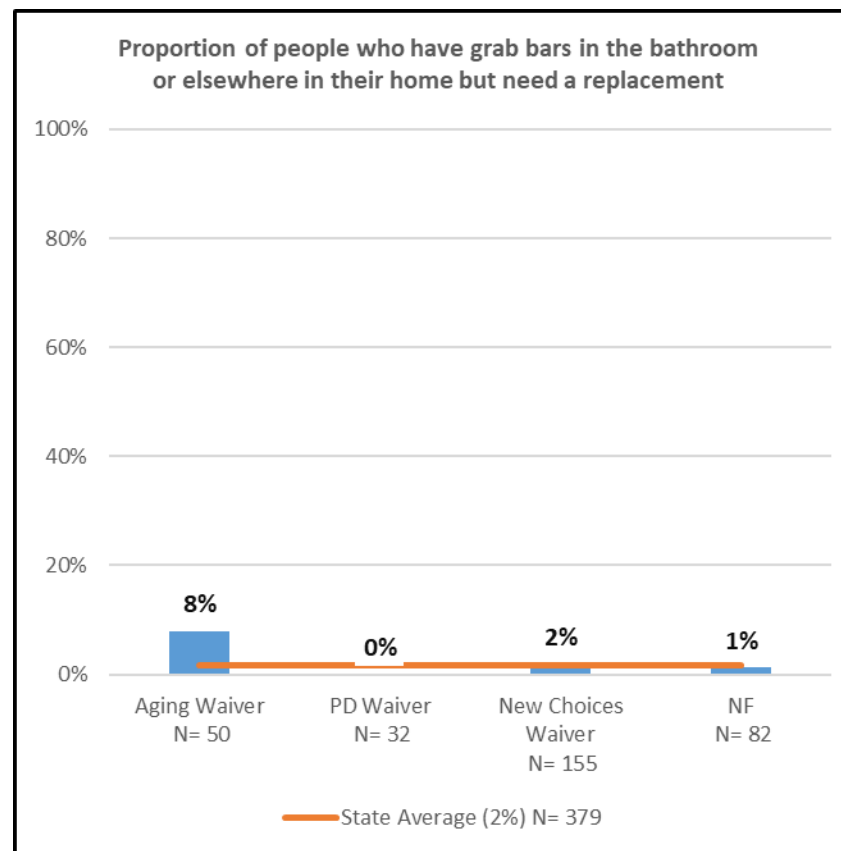
²⁹ Indicator previously reported in the “Access” domain.

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



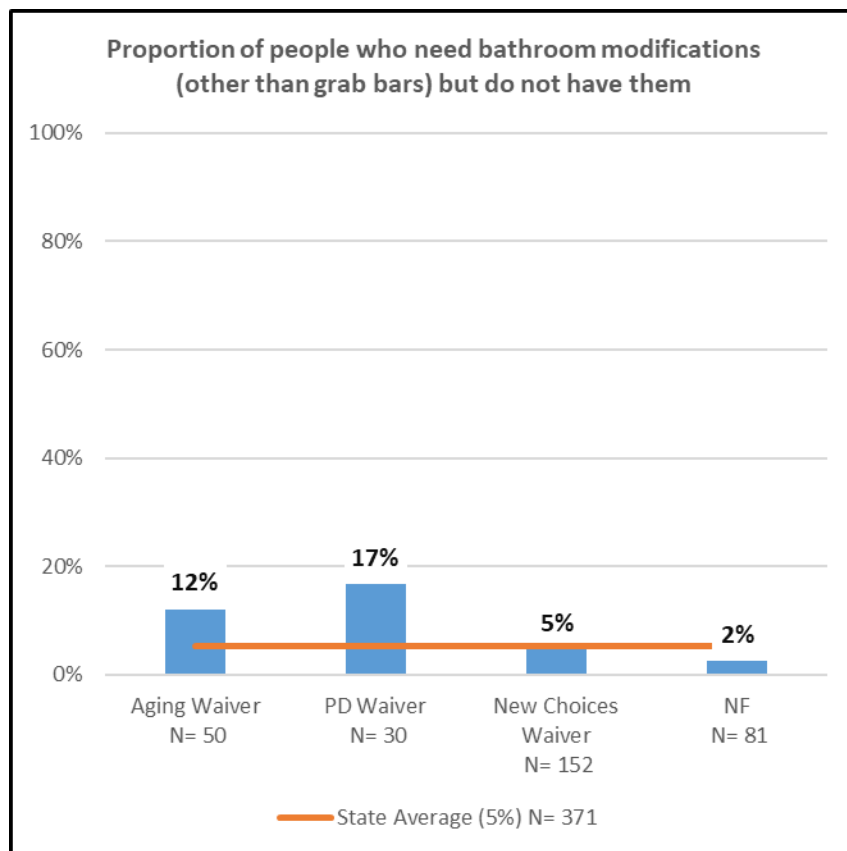
³⁰ Item previously reported in the “Access” domain.

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



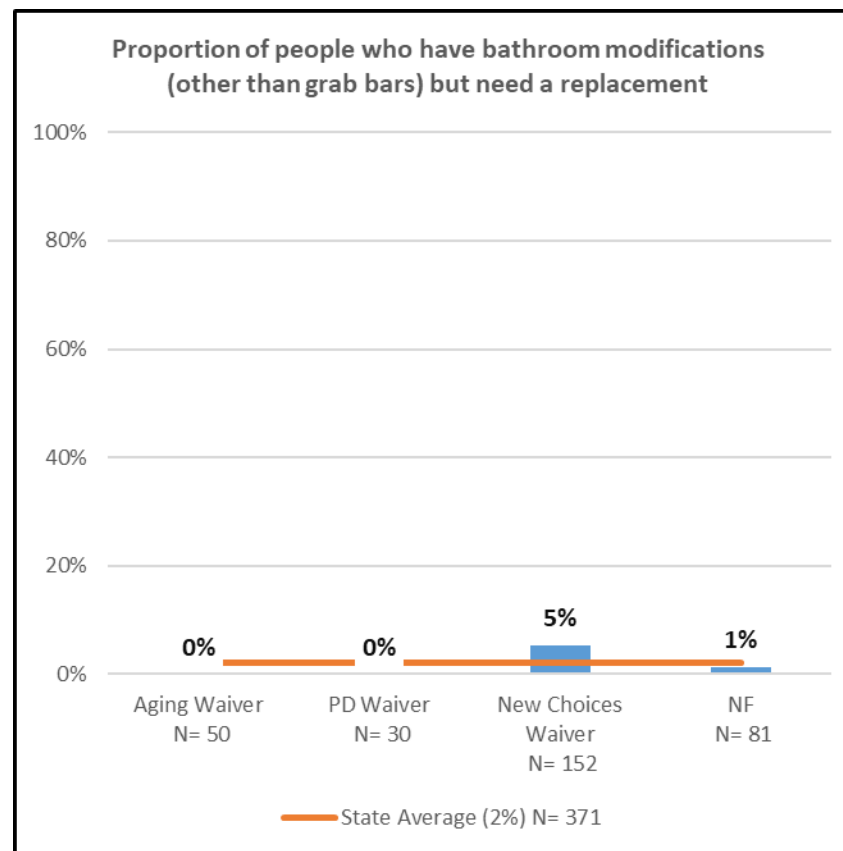
³¹ Item previously reported in the “Access” domain.

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



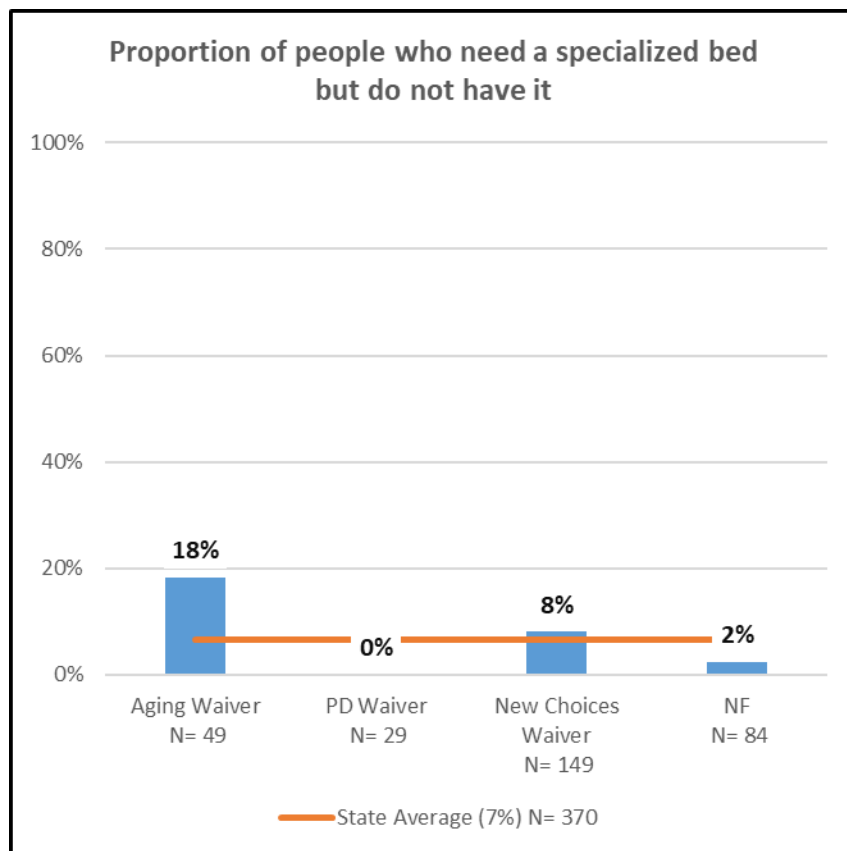
³² Item previously reported in the “Access” domain.

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

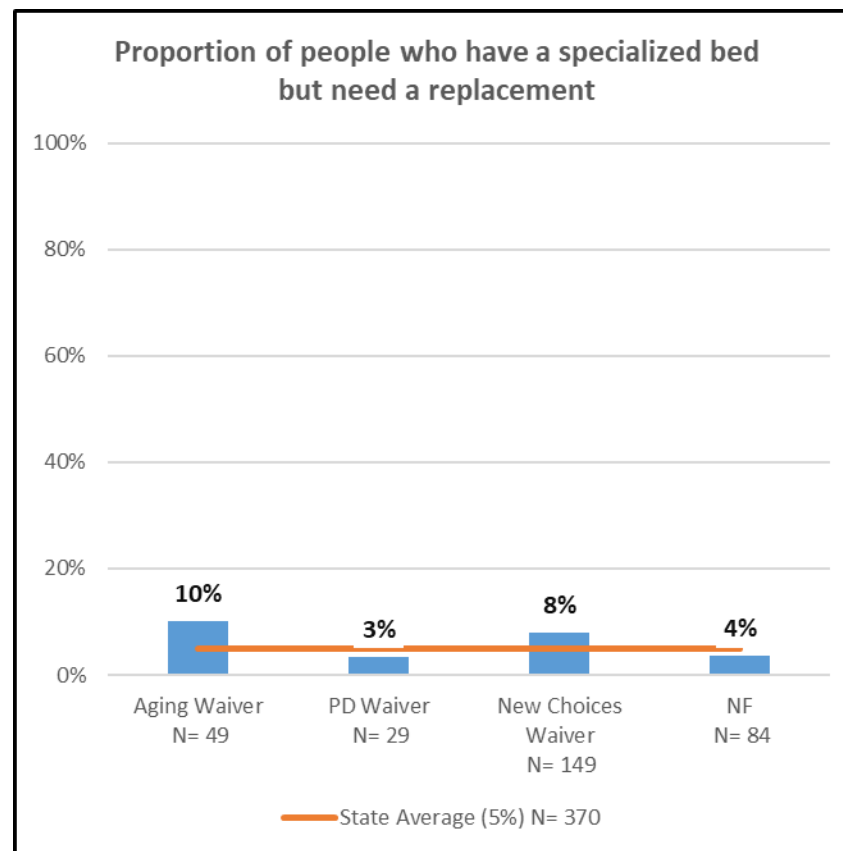


³³ Item previously reported in the “Access” domain.

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



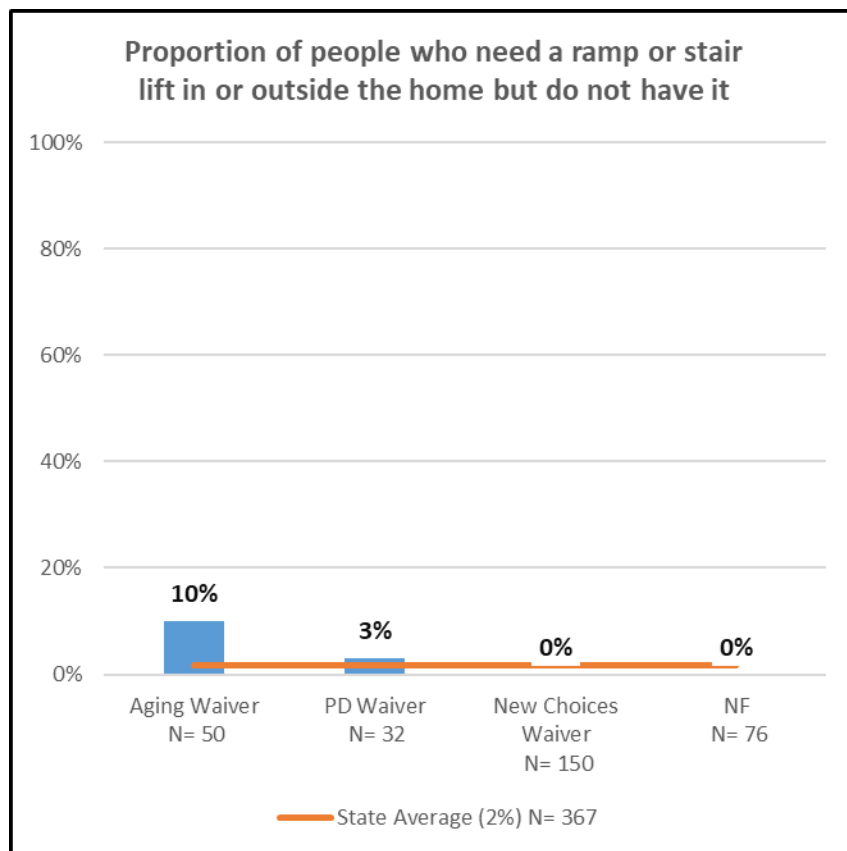
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁵



³⁴ Item previously reported in the “Access” domain.

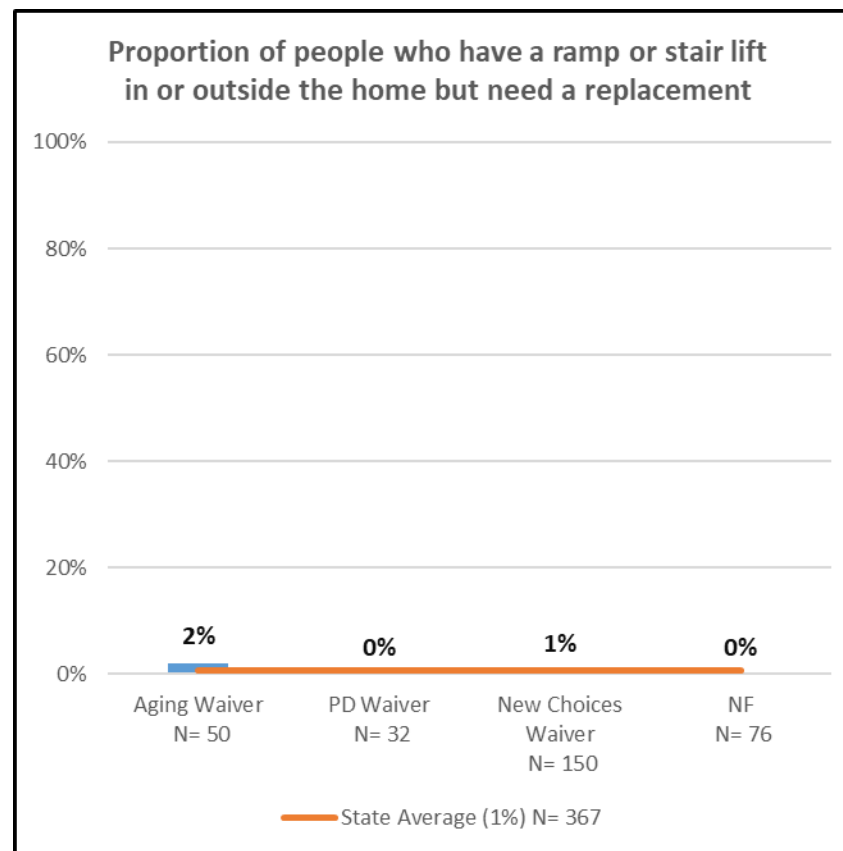
³⁵ Item previously reported in the “Access” domain.

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



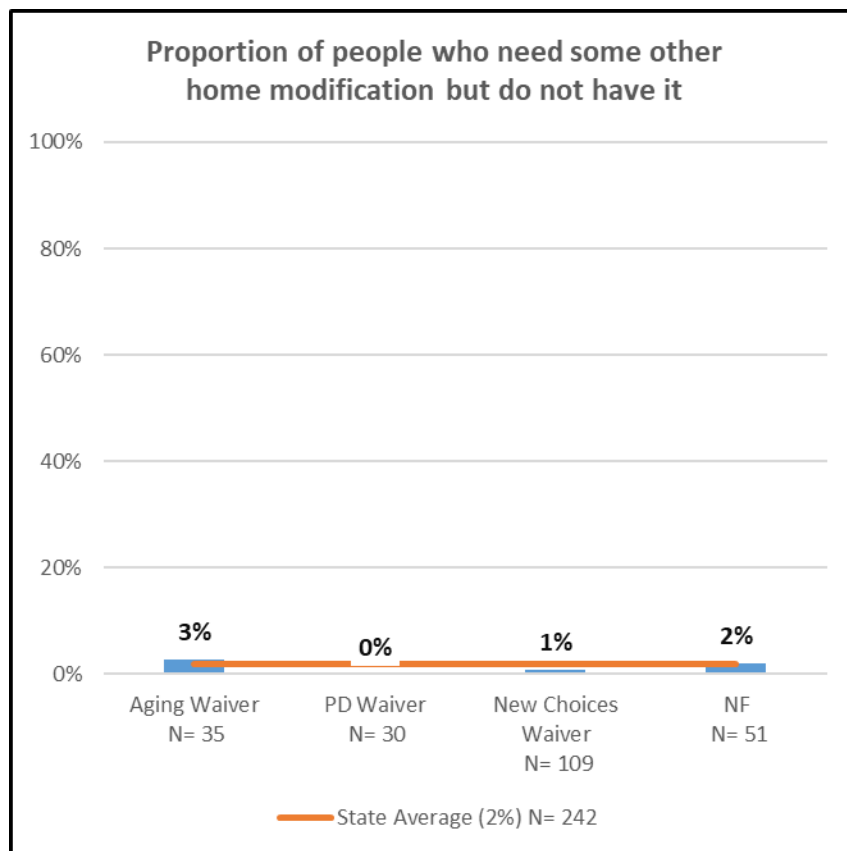
³⁶ Item previously reported in the “Access” domain.

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



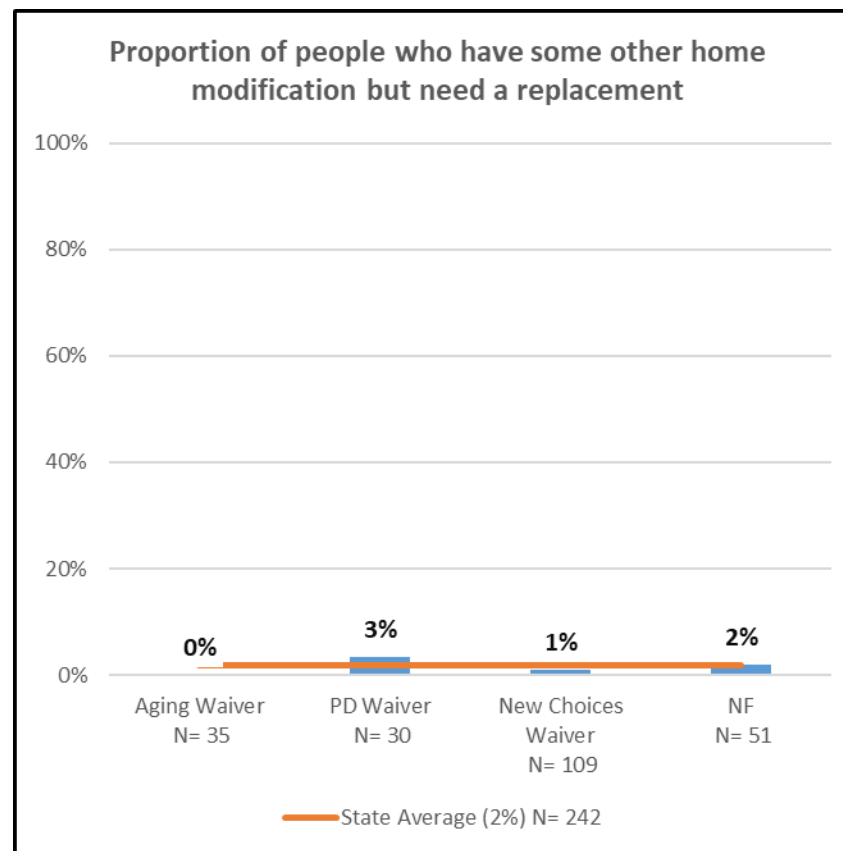
³⁷ Item previously reported in the “Access” domain.

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



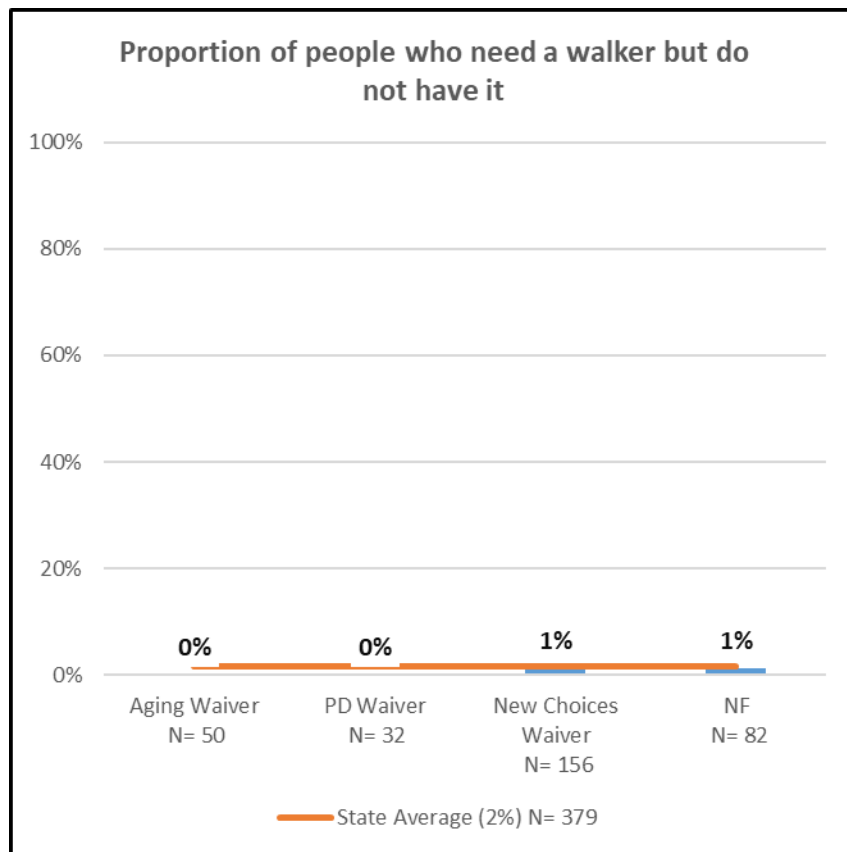
³⁸ Item previously reported in the “Access” domain.

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



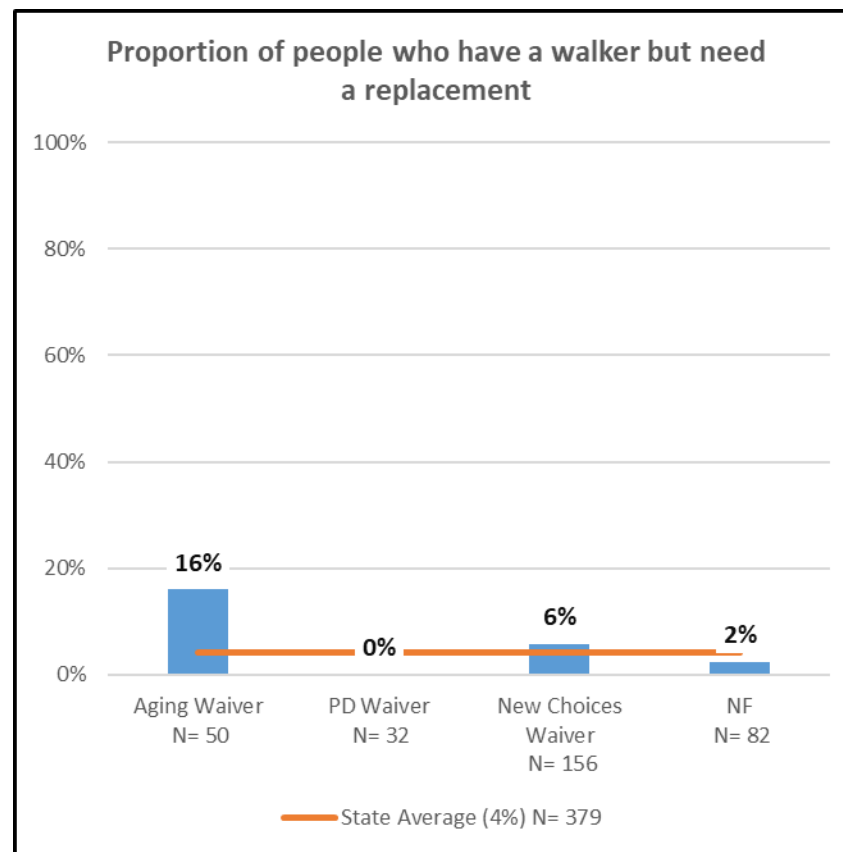
³⁹ Item previously reported in the “Access” domain.

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



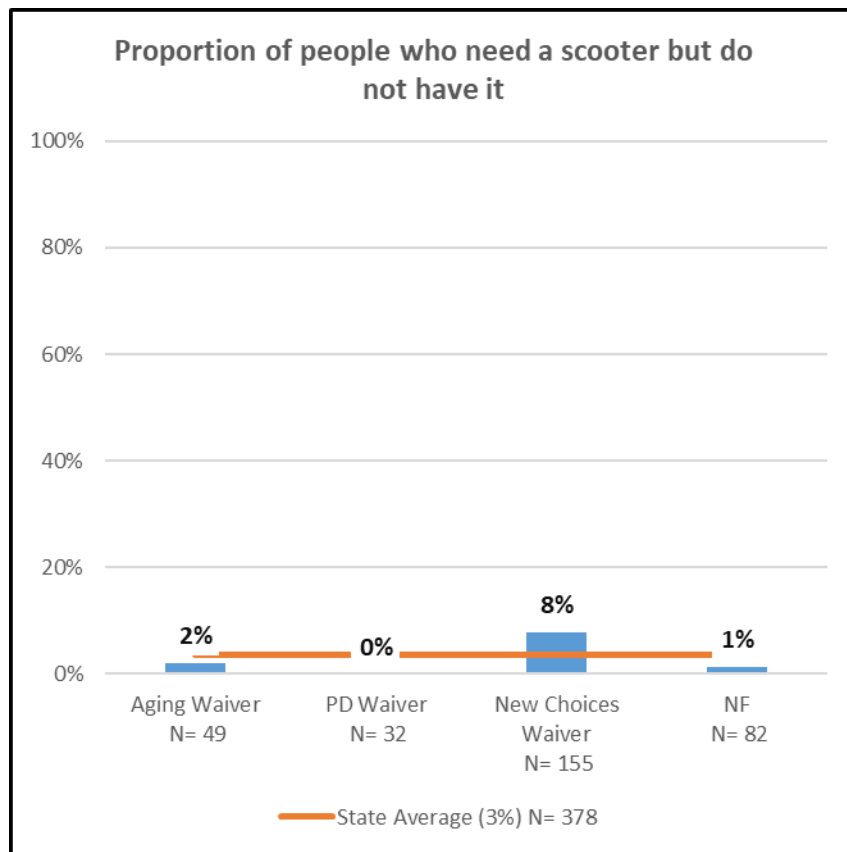
⁴⁰ Item previously reported in the "Access" domain.

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



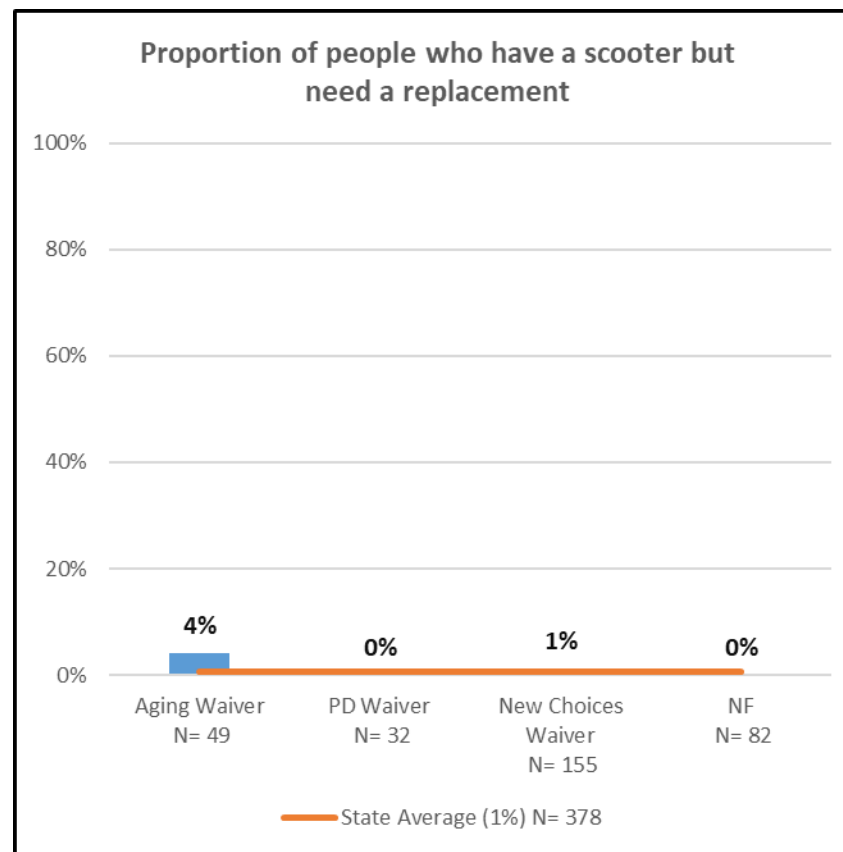
⁴¹ Item previously reported in the "Access" domain.

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



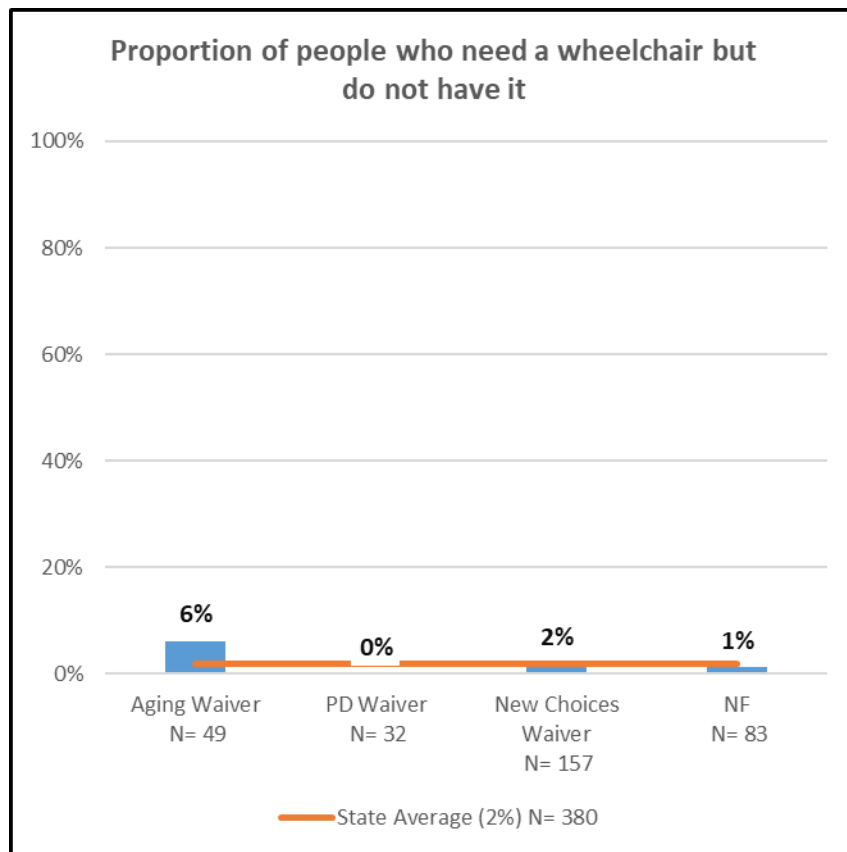
⁴² Item previously reported in the “Access” domain.

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



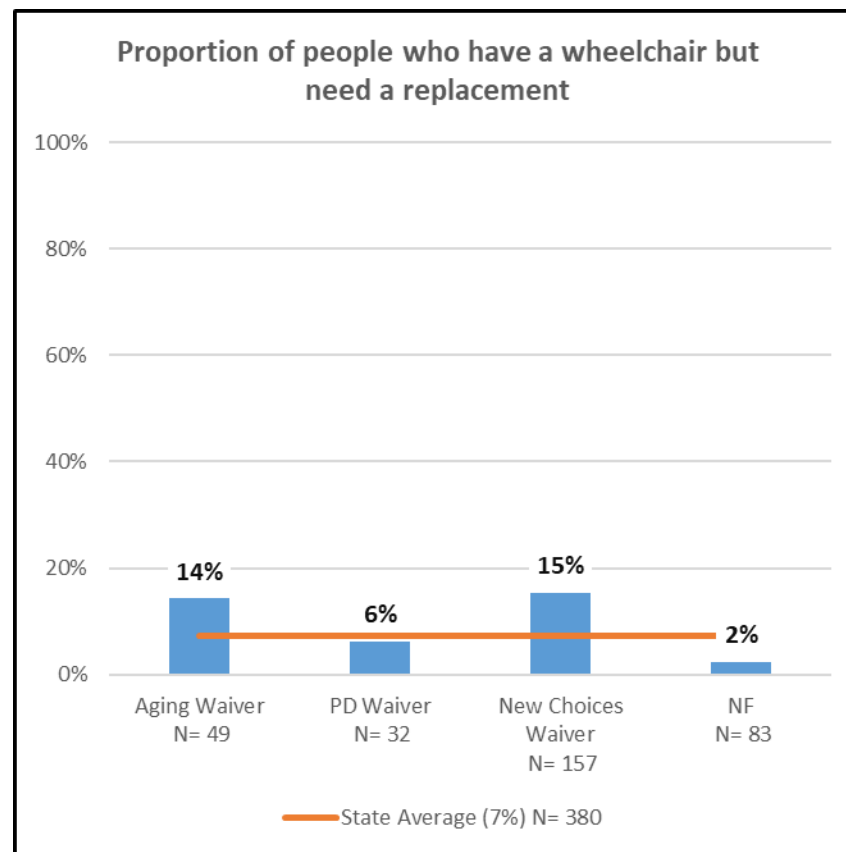
⁴³ Item previously reported in the “Access” domain.

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



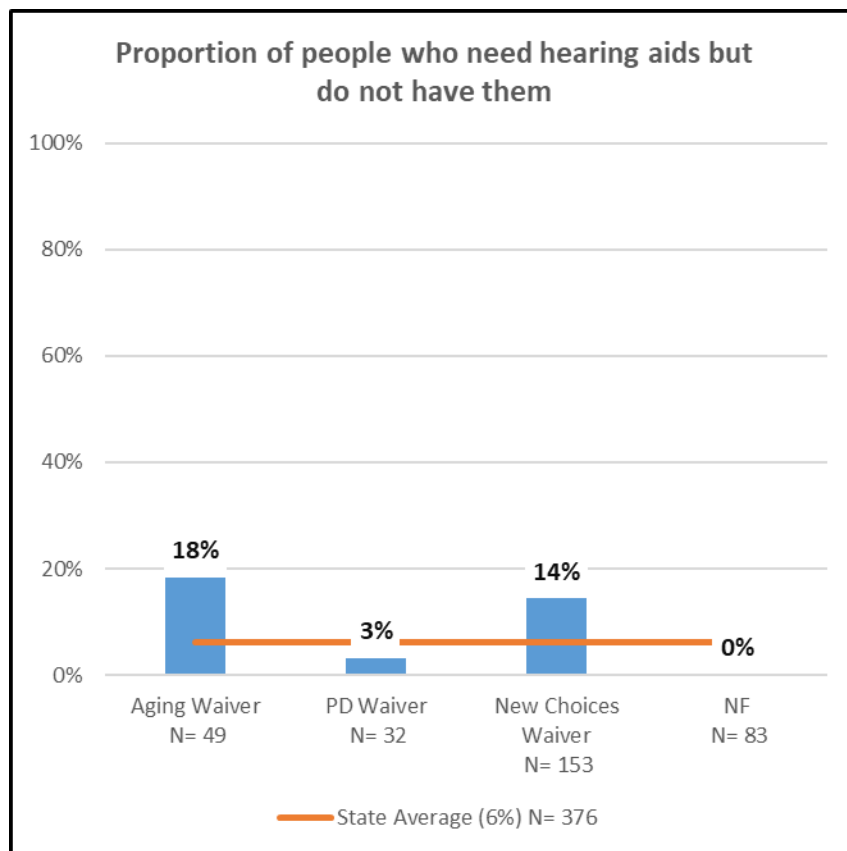
⁴⁴ Item previously reported in the “Access” domain.

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



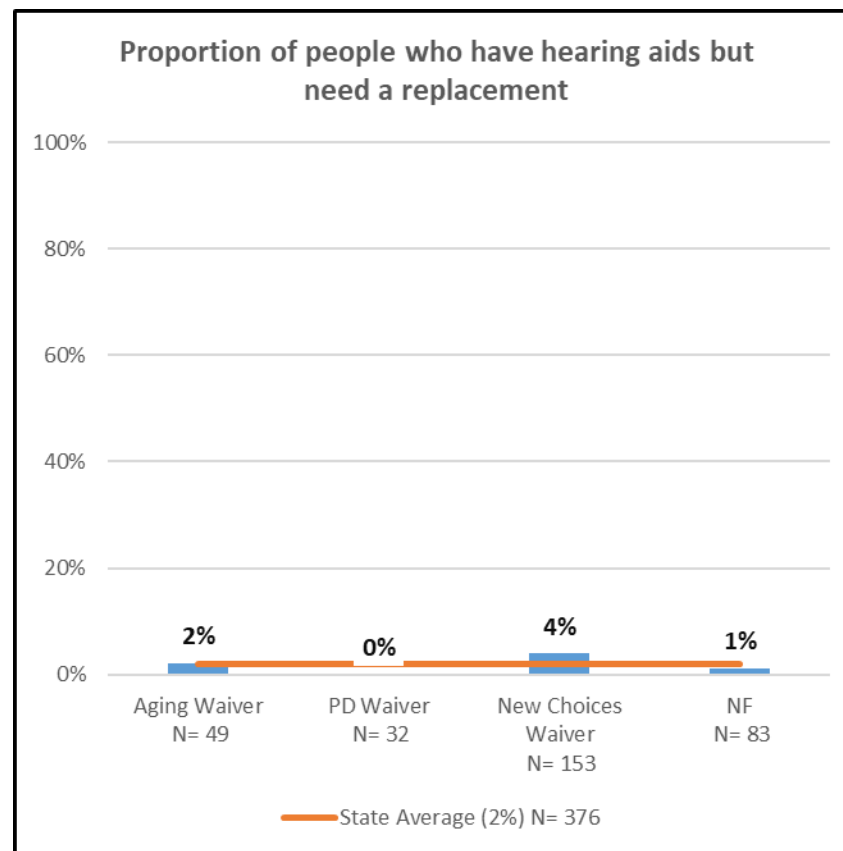
⁴⁵ Item previously reported in the “Access” domain.

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



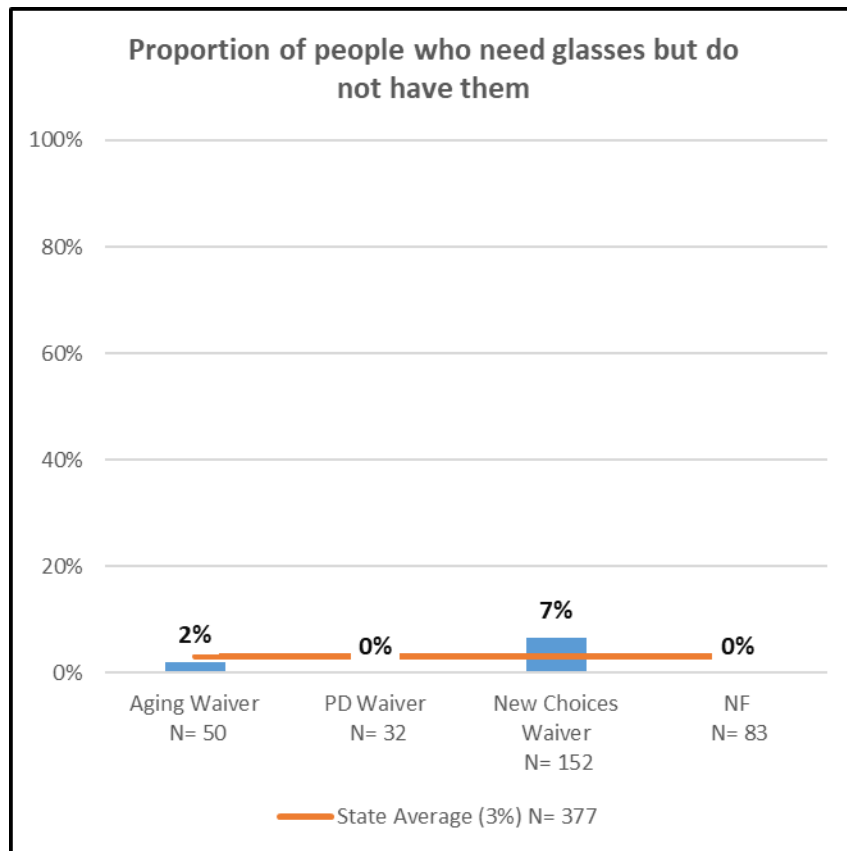
⁴⁶ Item previously reported in the “Access” domain.

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



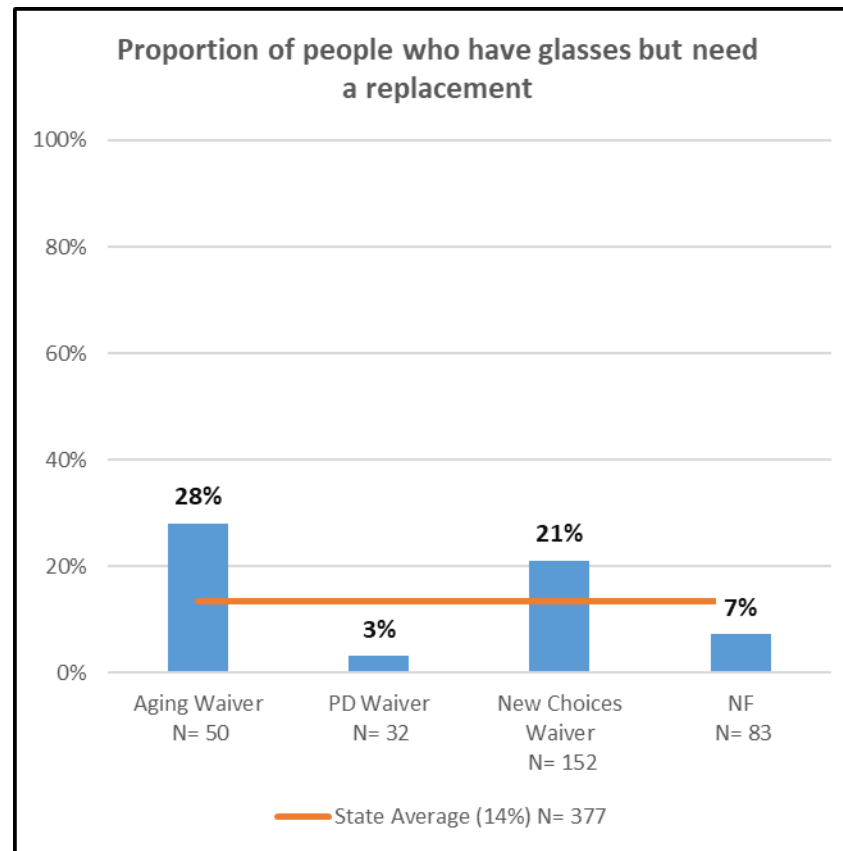
⁴⁷ Item previously reported in the “Access” domain.

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



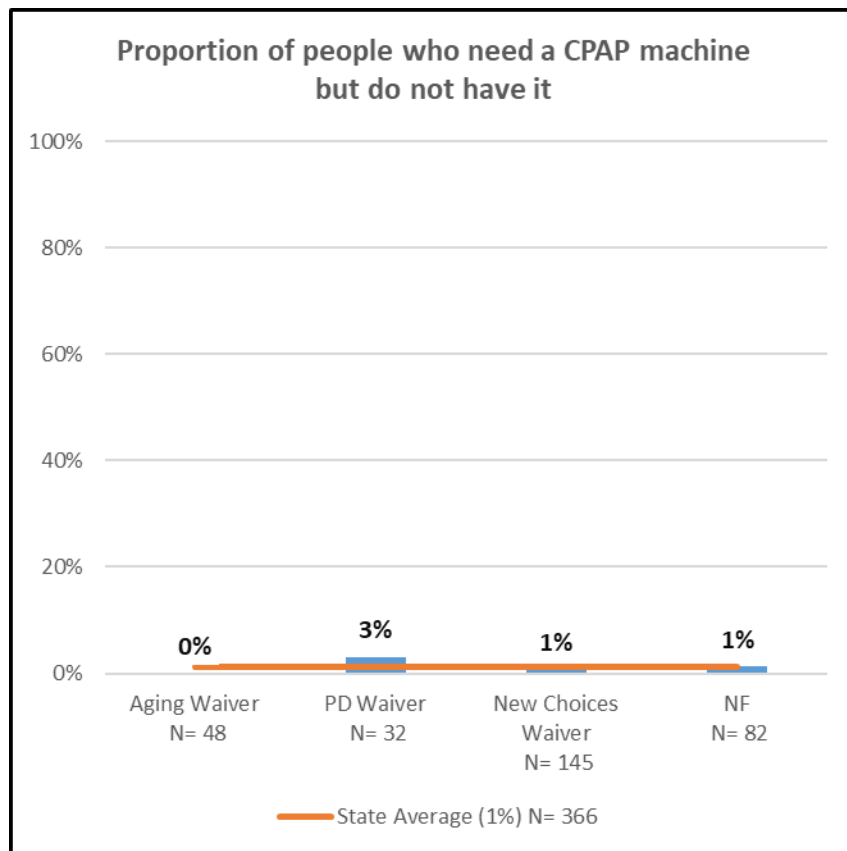
⁴⁸ Item previously reported in the "Access" domain.

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



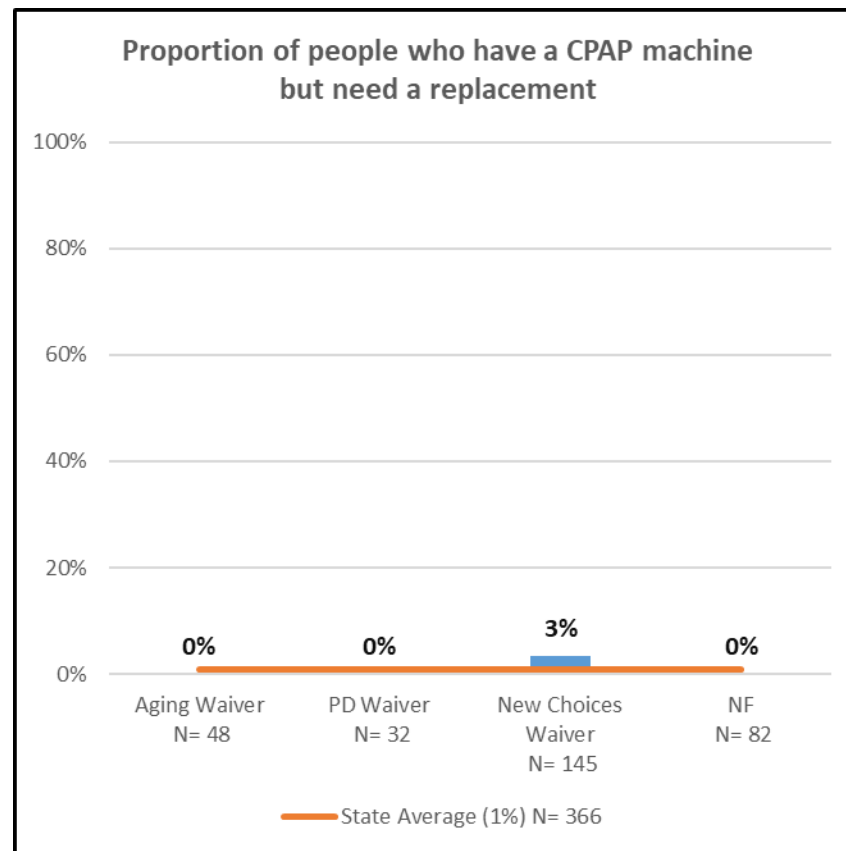
⁴⁹ Item previously reported in the "Access" domain.

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



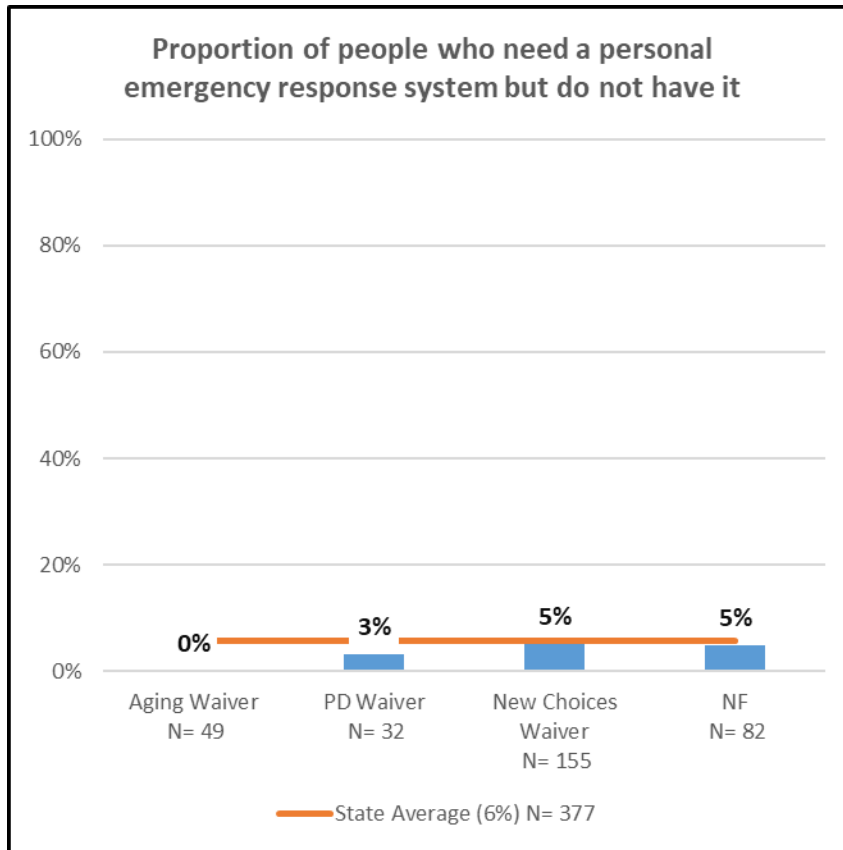
⁵⁰ Item previously reported in the “Access” domain.

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



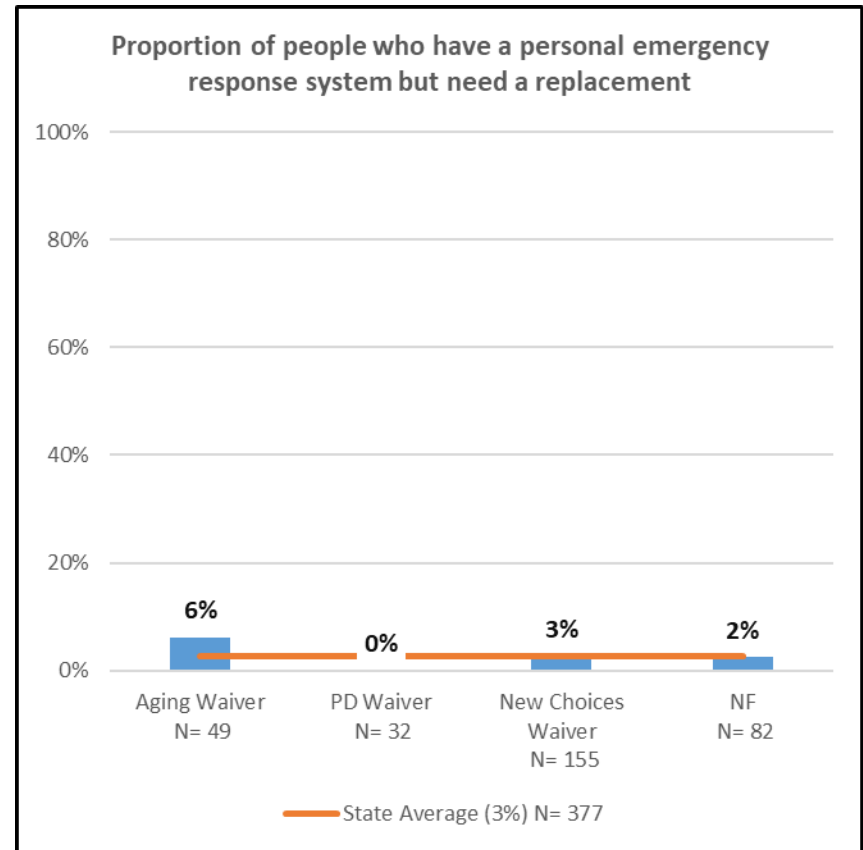
⁵¹ Item previously reported in the “Access” domain.

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



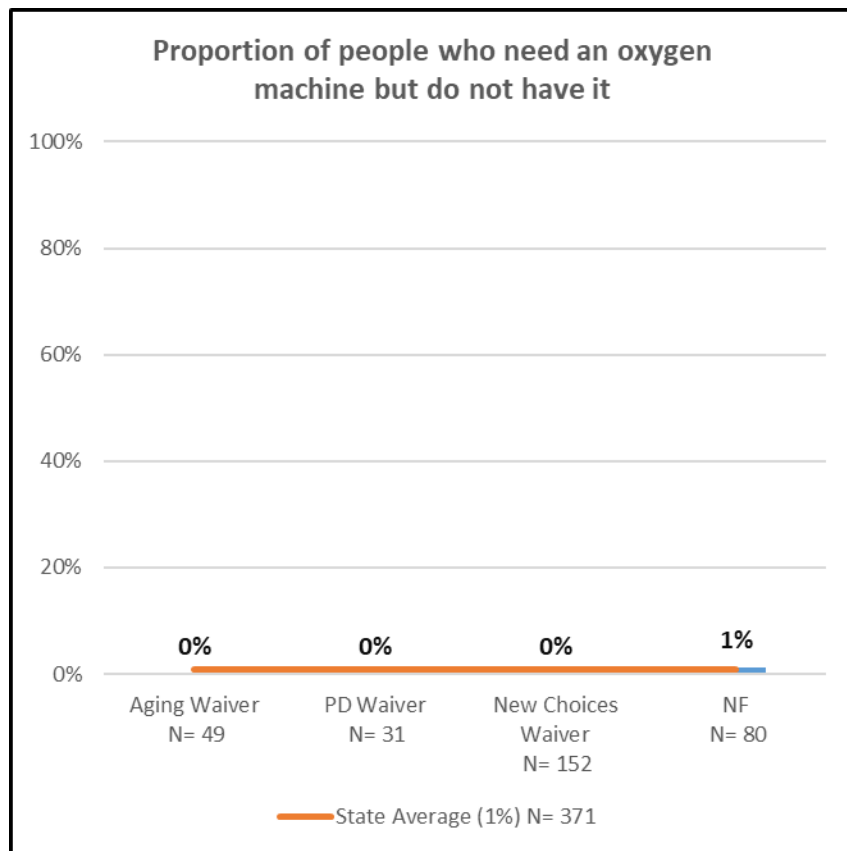
⁵² Item previously reported in the “Access” domain.

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



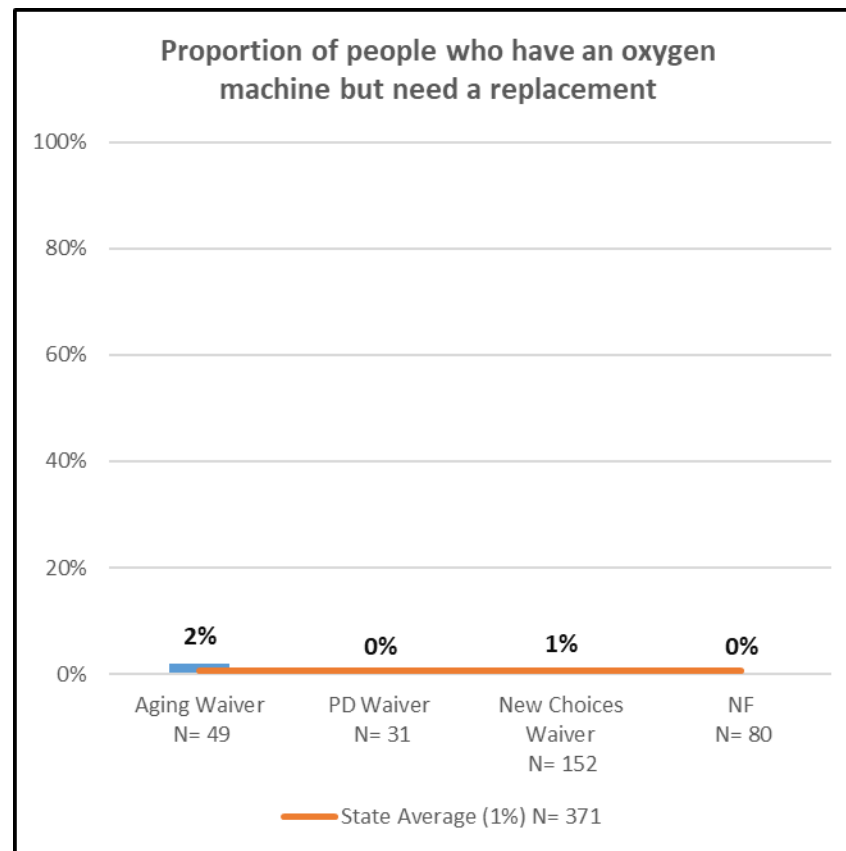
⁵³ Item previously reported in the “Access” domain.

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



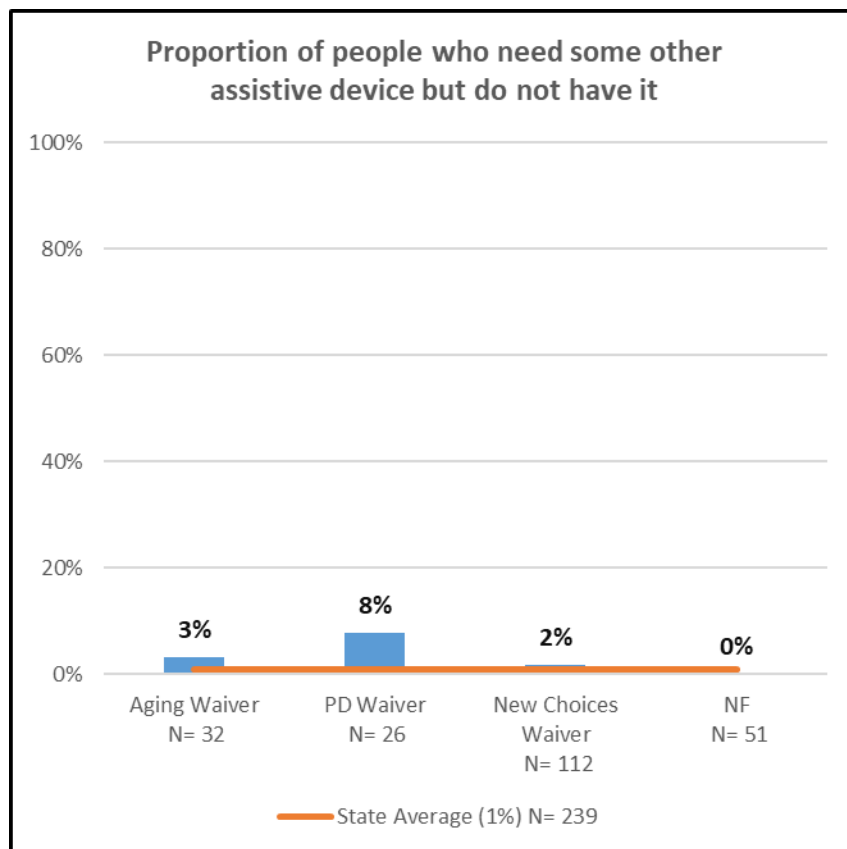
⁵⁴ New item added in 2018-2019.

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



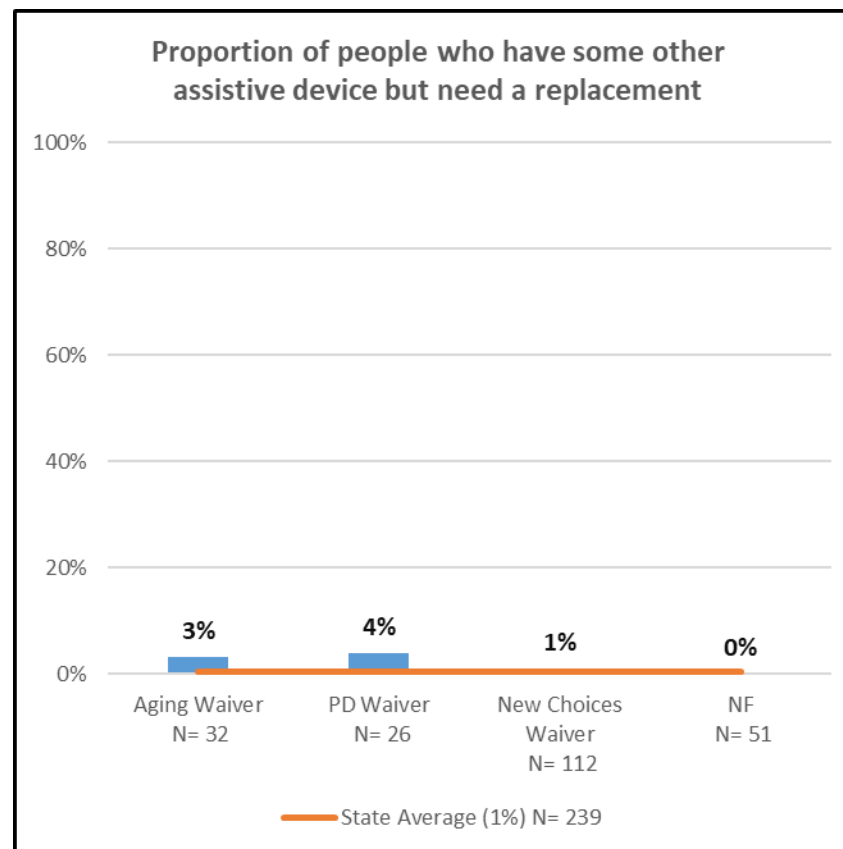
⁵⁵ New item added in 2018-2019.

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



⁵⁶ Item previously reported in the “Access” domain.

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



⁵⁷ Item previously reported in the “Access” domain.

Safety

People feel safe from abuse, neglect, and injury.

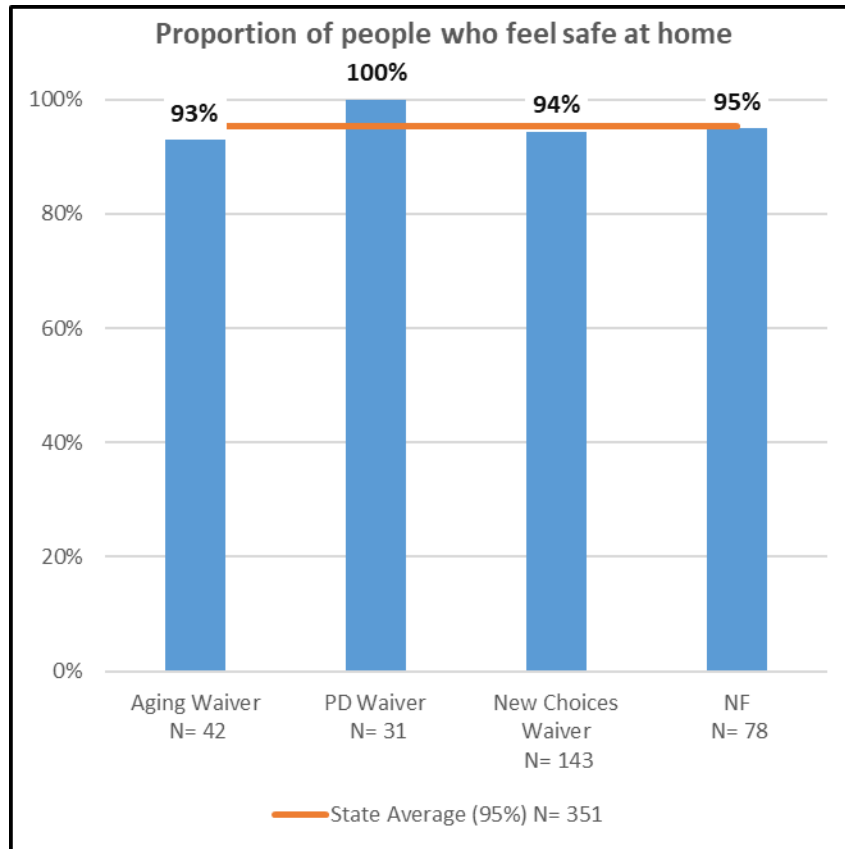
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

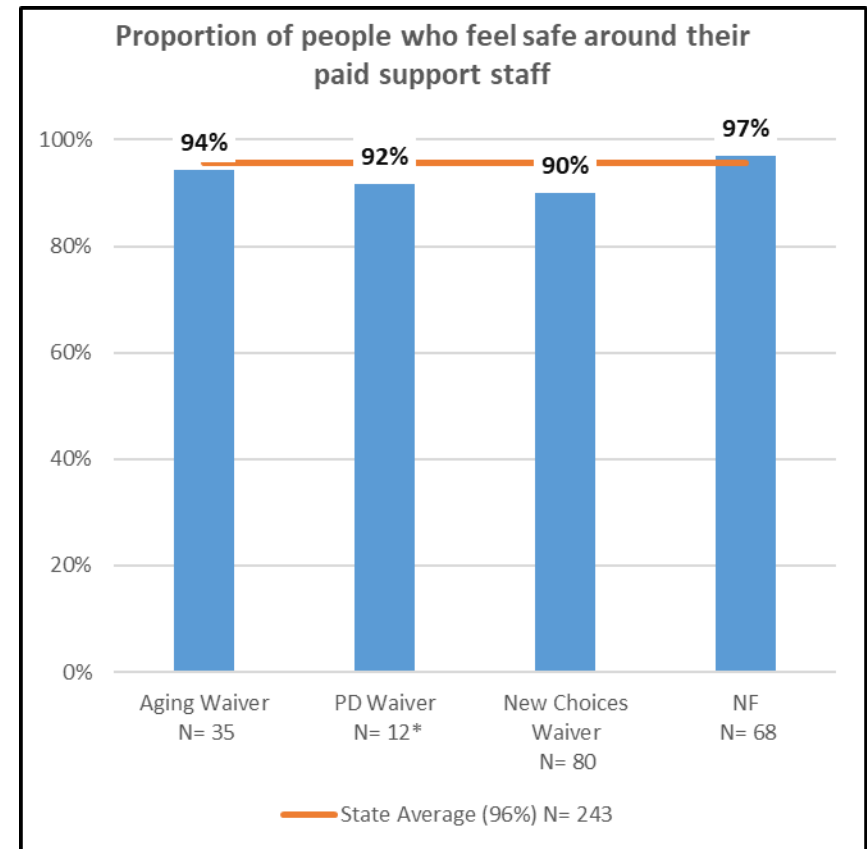
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

Graph 61. Proportion of people who feel safe at home

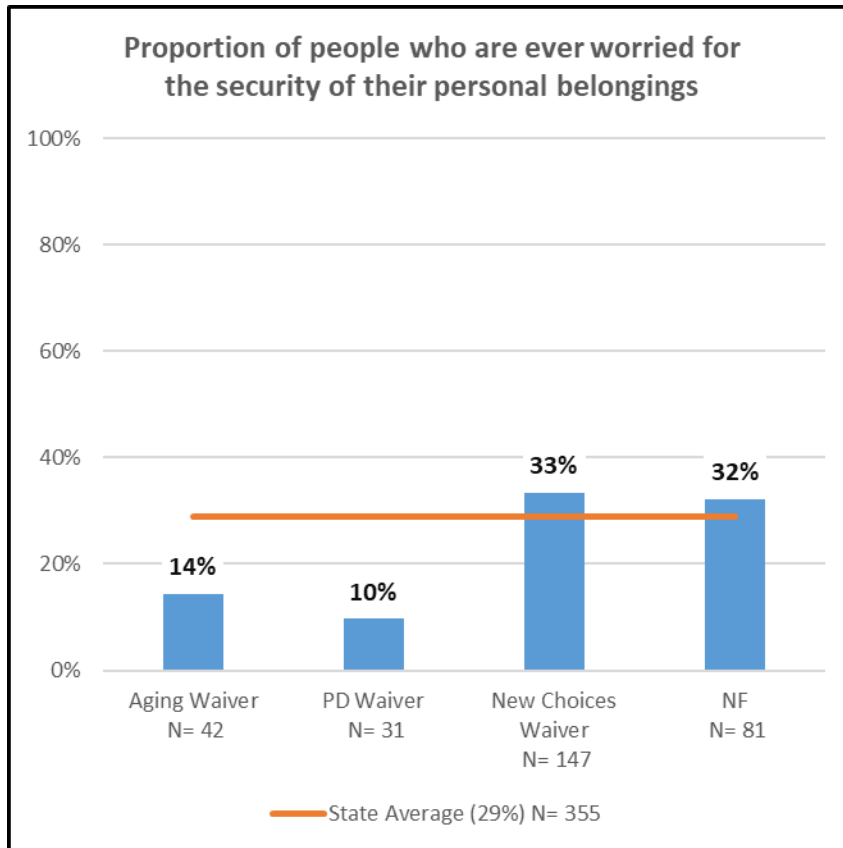


Graph 62. Proportion of people who feel safe around their paid support staff

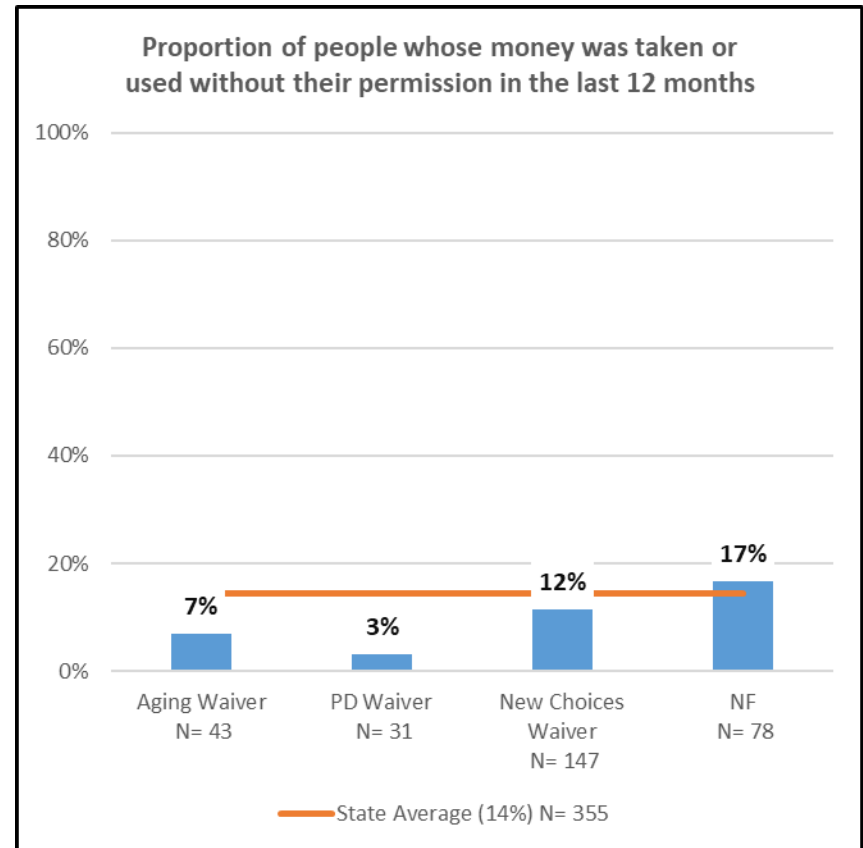


* Very small number of responses

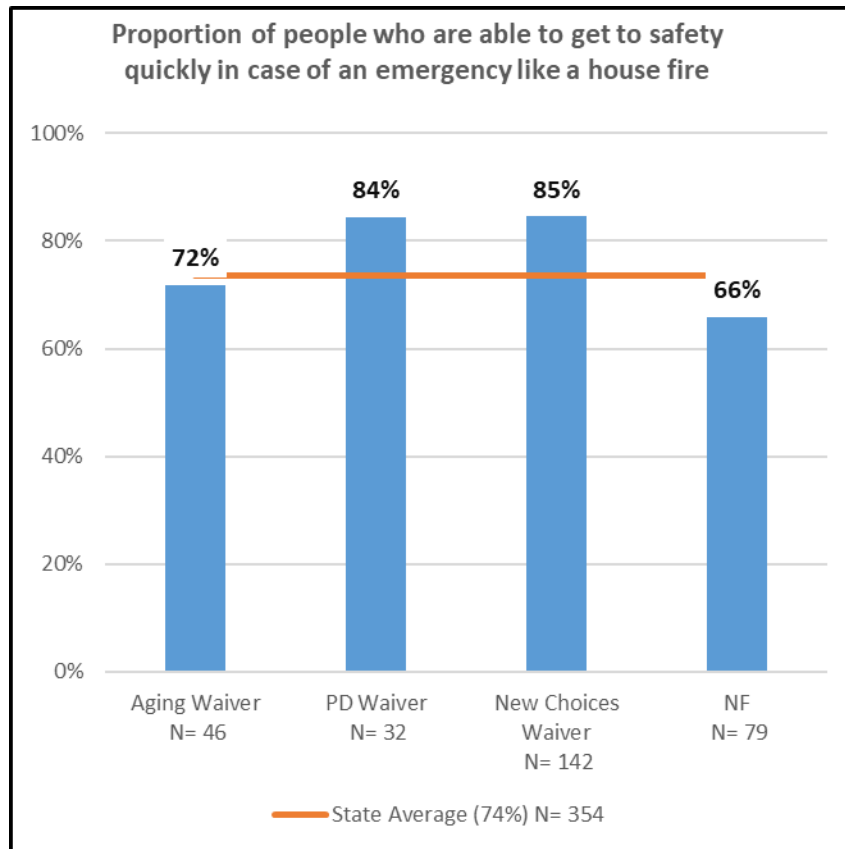
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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.

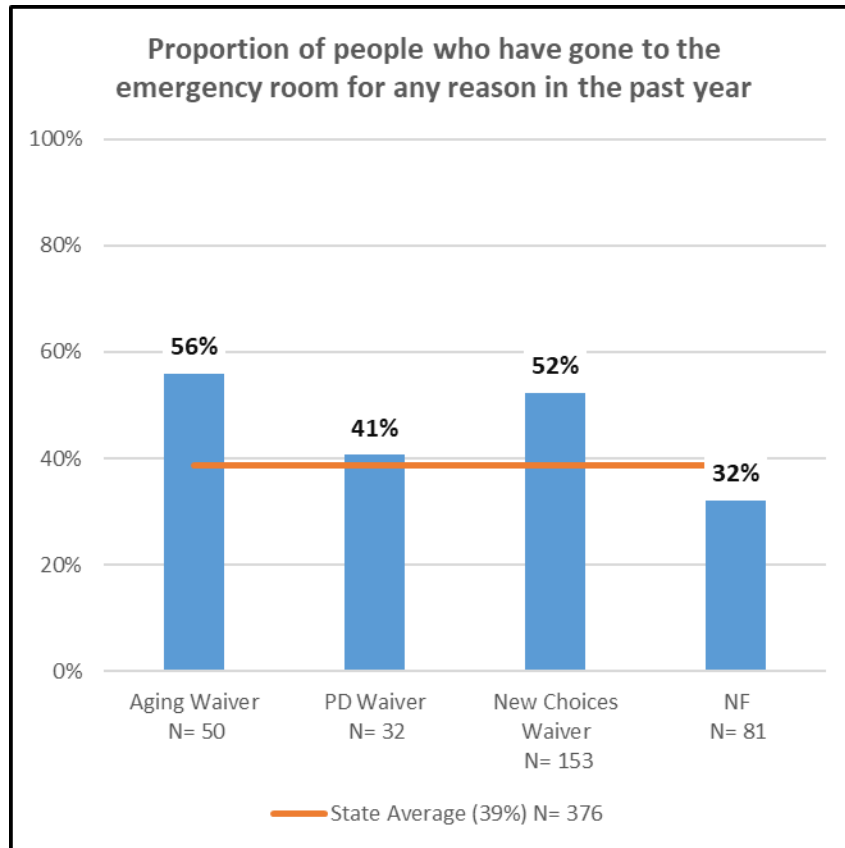
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

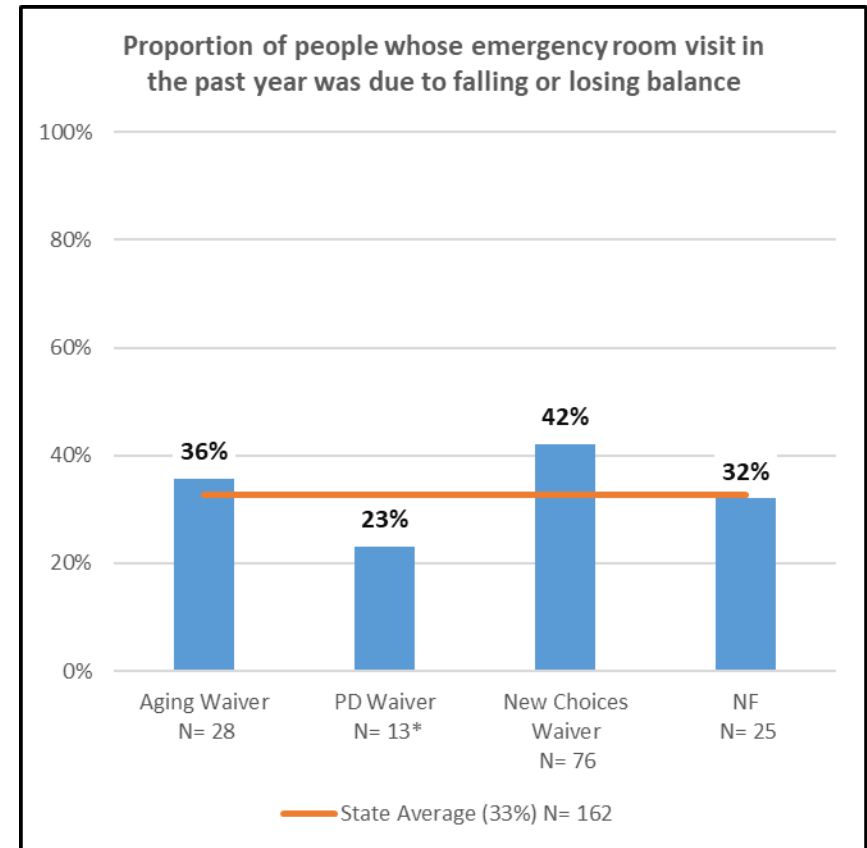
There are five survey items that correspond to the Health Care domain.

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

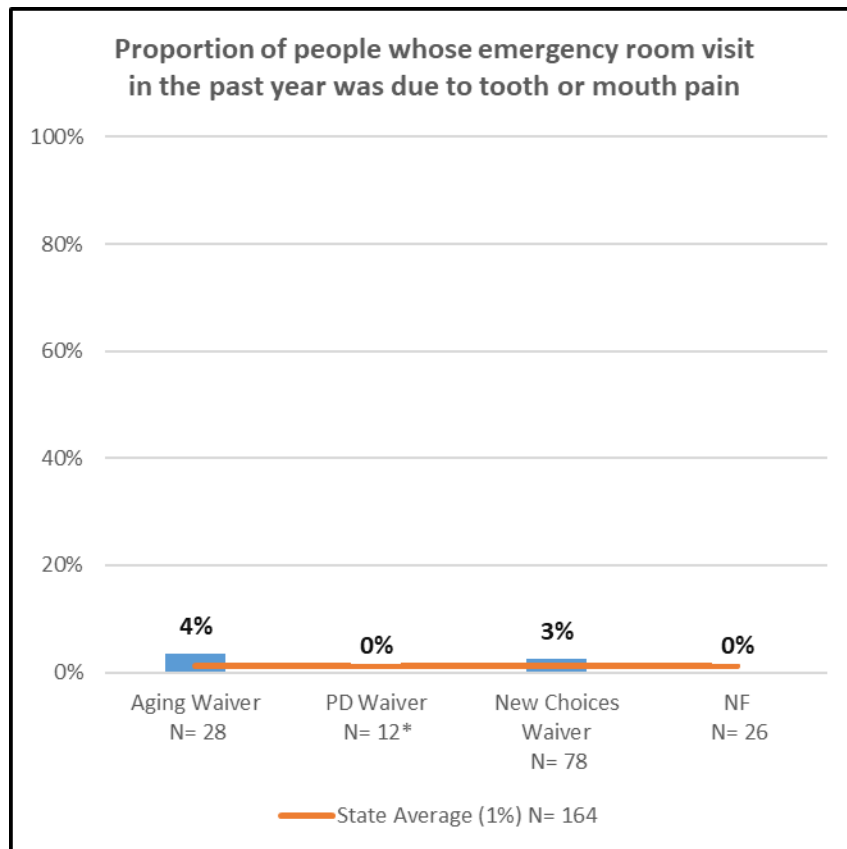


Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



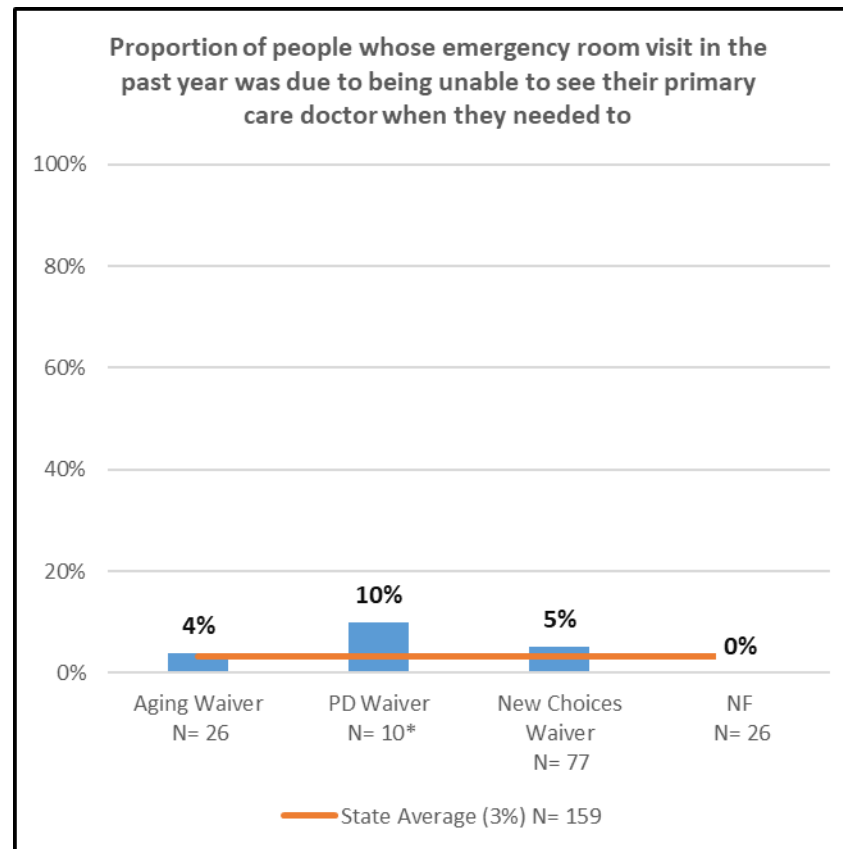
* Very small number of responses

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



* Very small number of responses

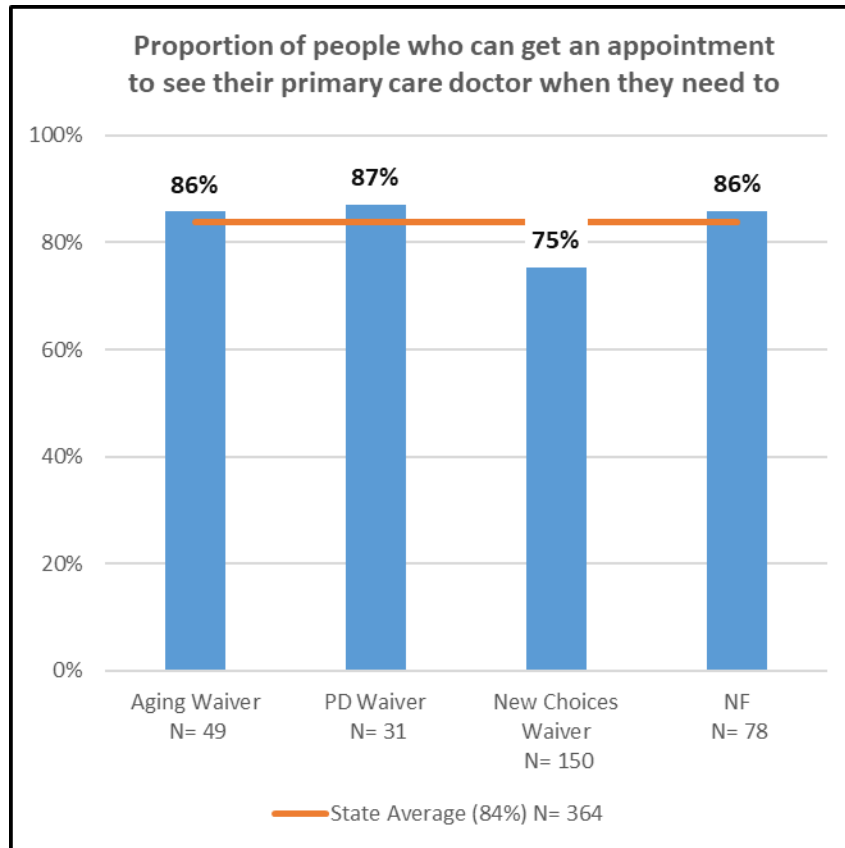
Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁸



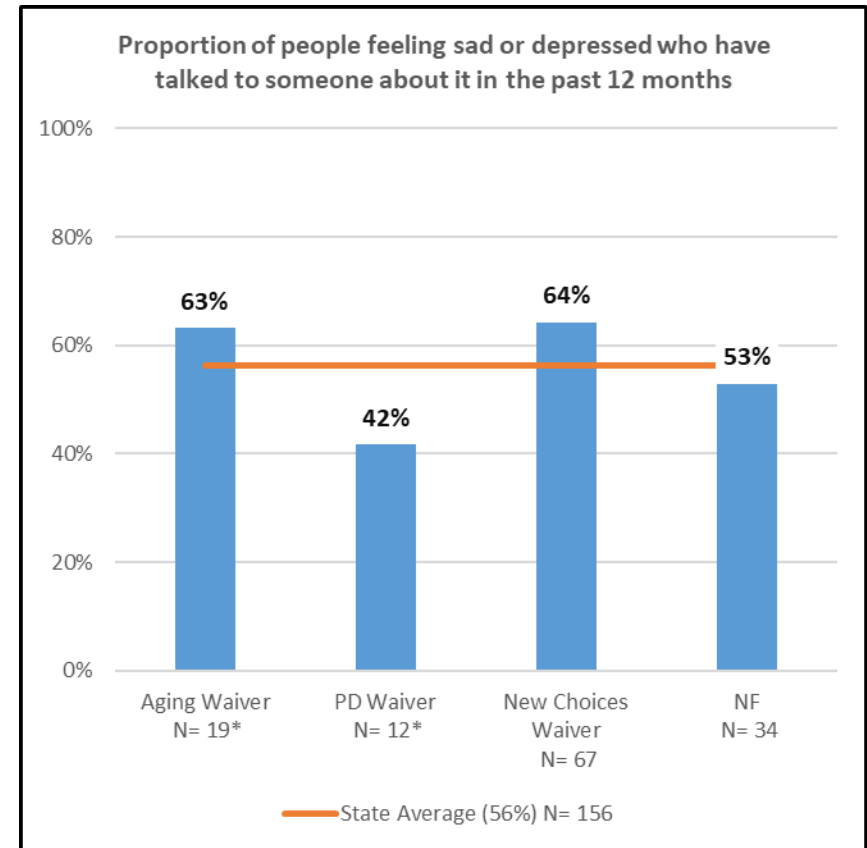
* Very small number of responses

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

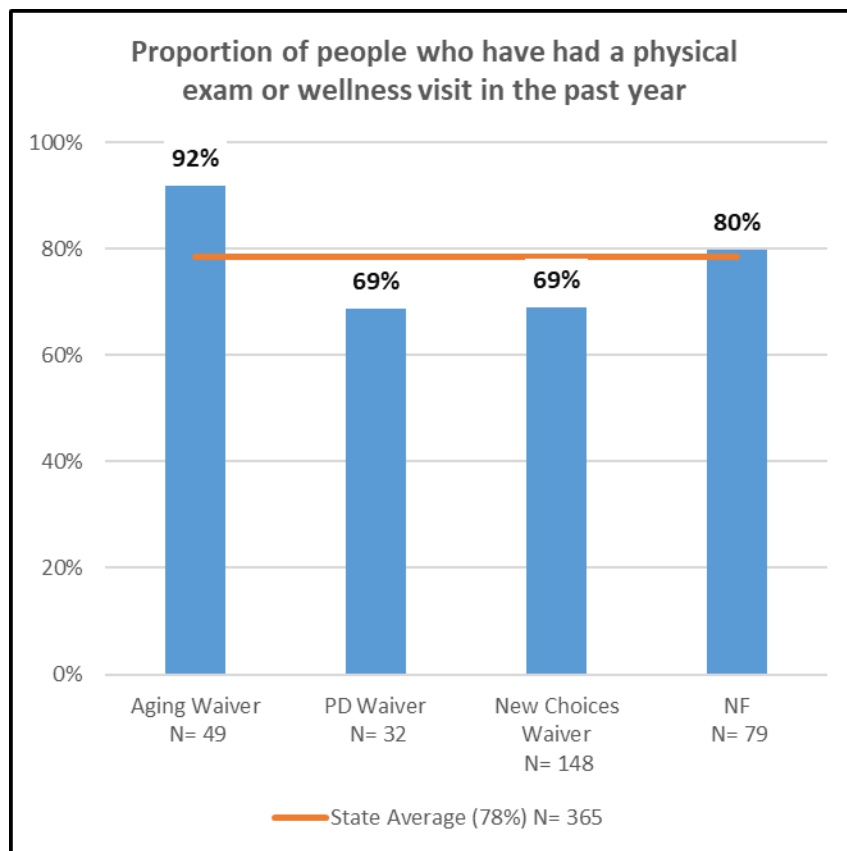


Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

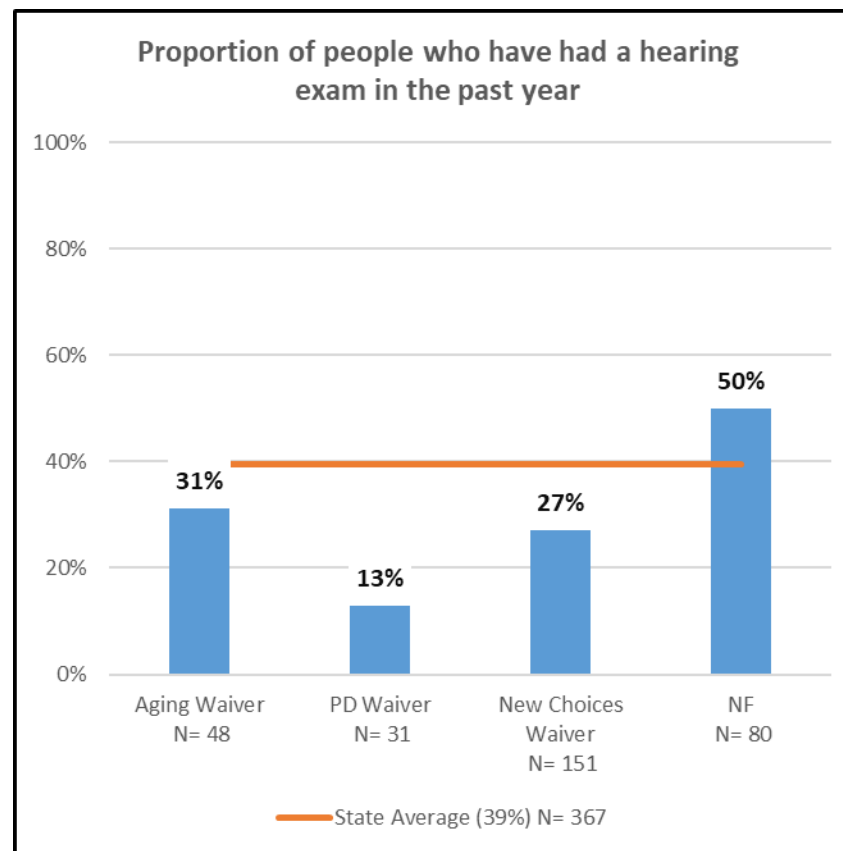


* Very small number of responses

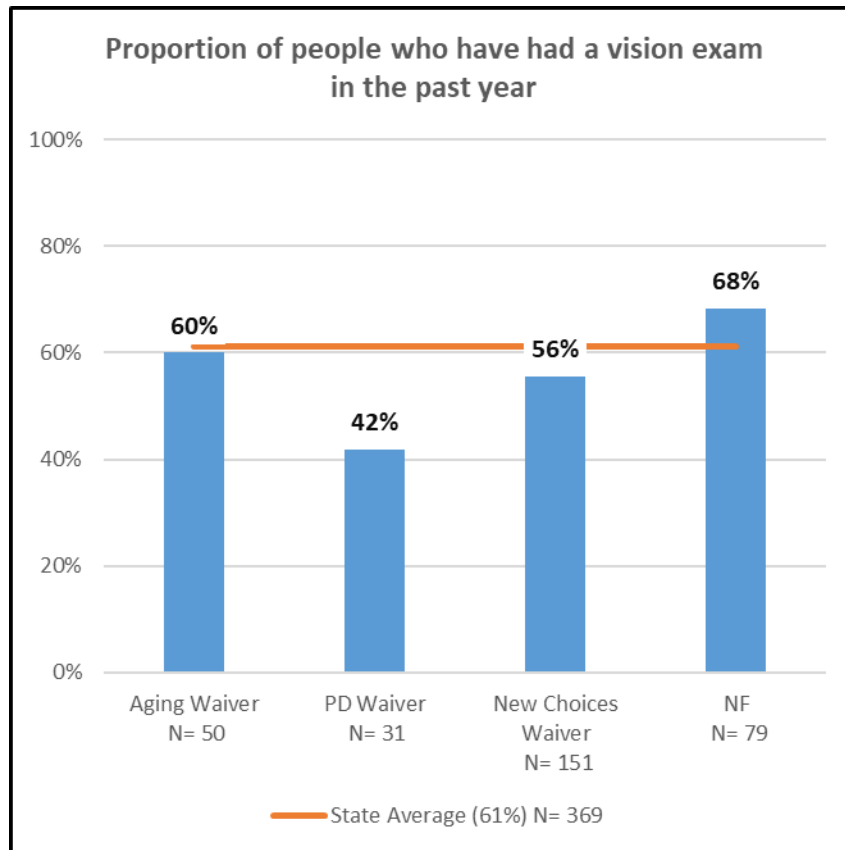
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



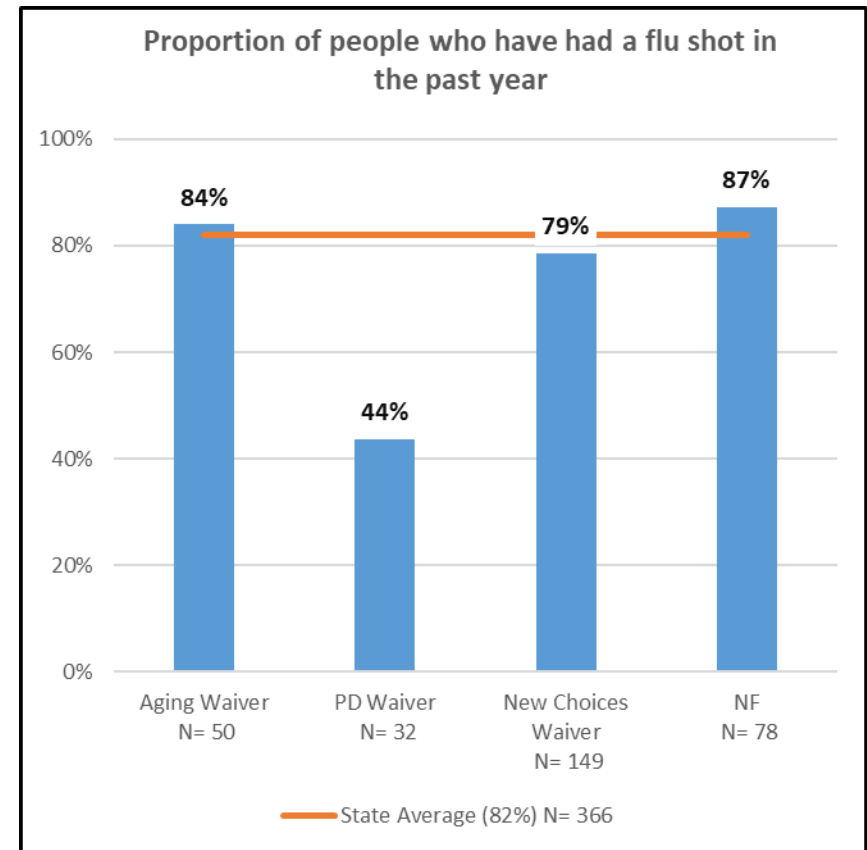
Graph 73. Proportion of people who have had a hearing exam in the past year



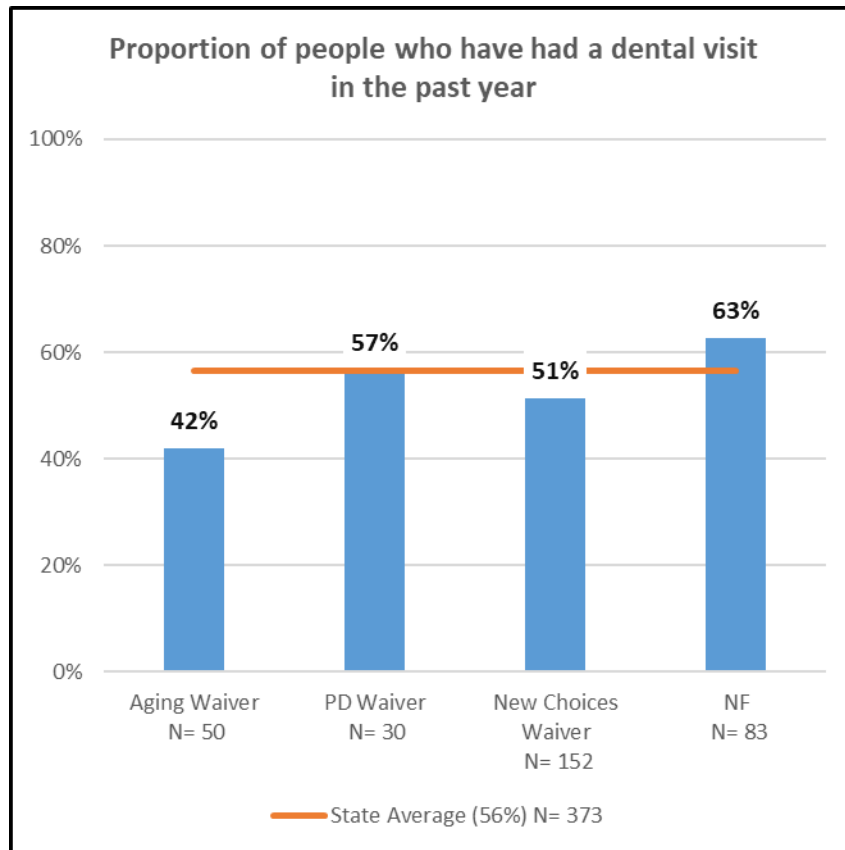
Graph 74. Proportion of people who have had a vision exam in the past year



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:

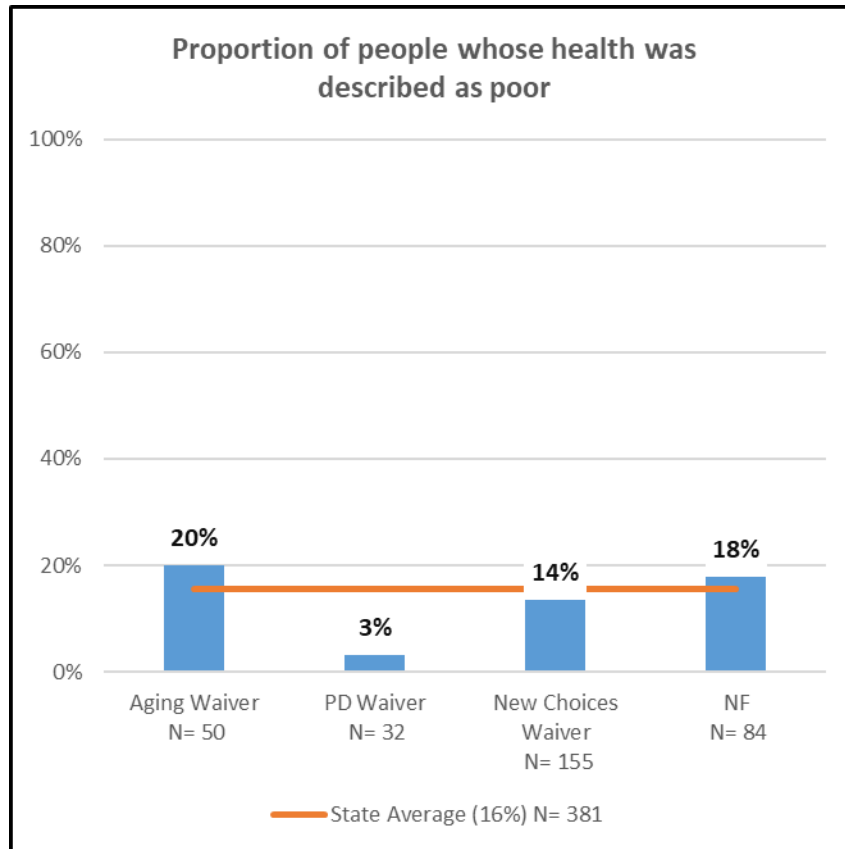
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access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

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

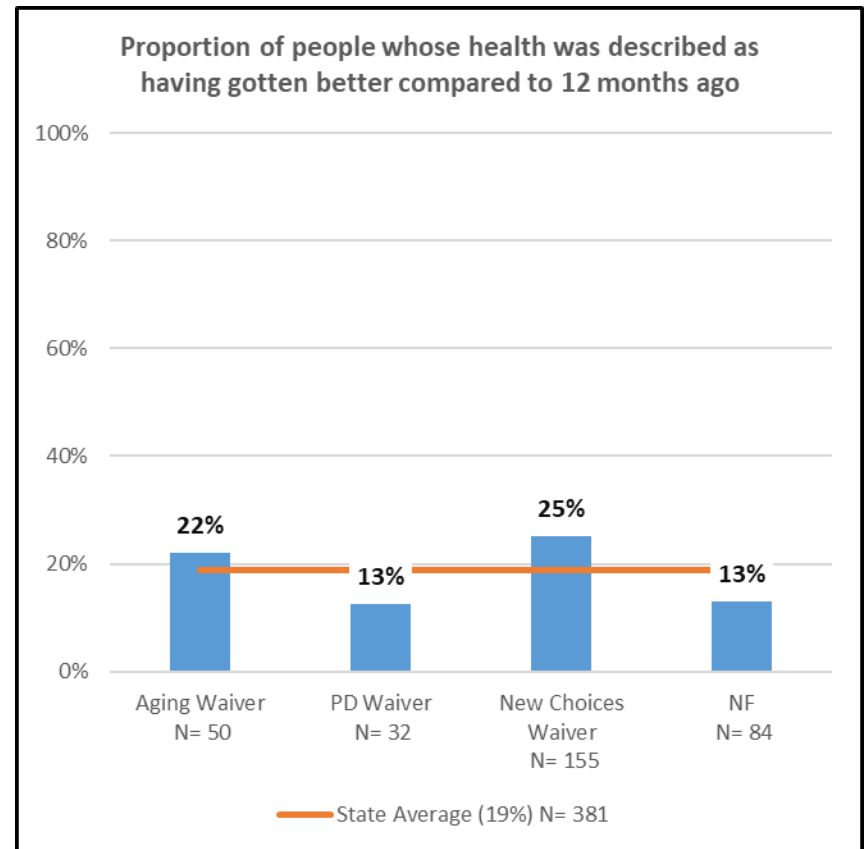
Un-collapsed data are shown in Appendix B.

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

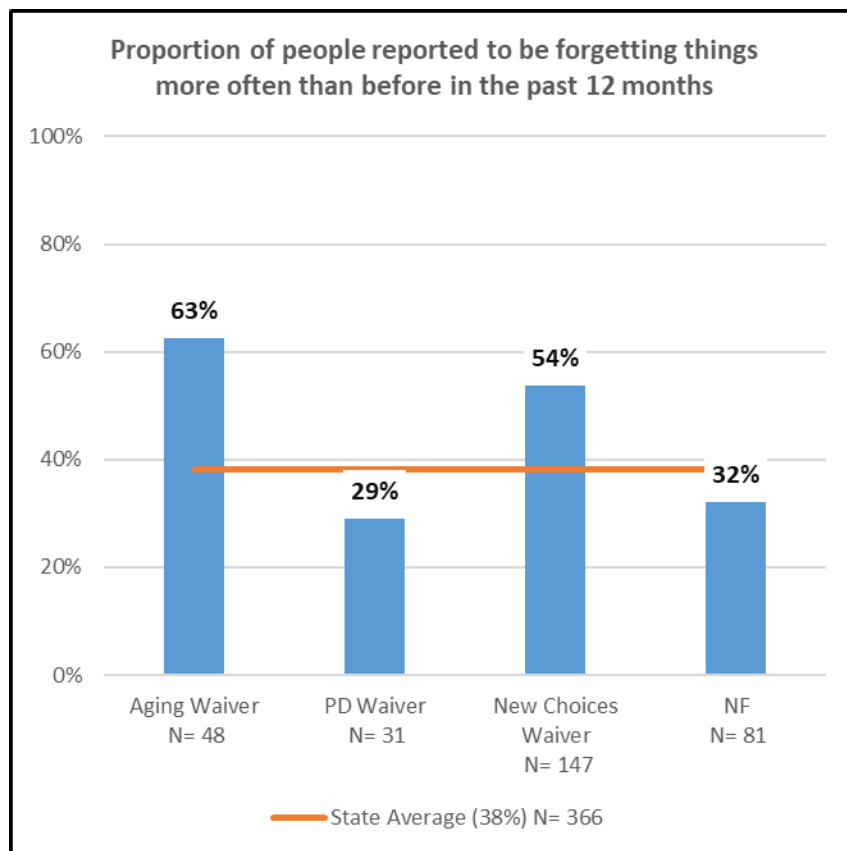
Graph 77. Proportion of people whose health was described as poor



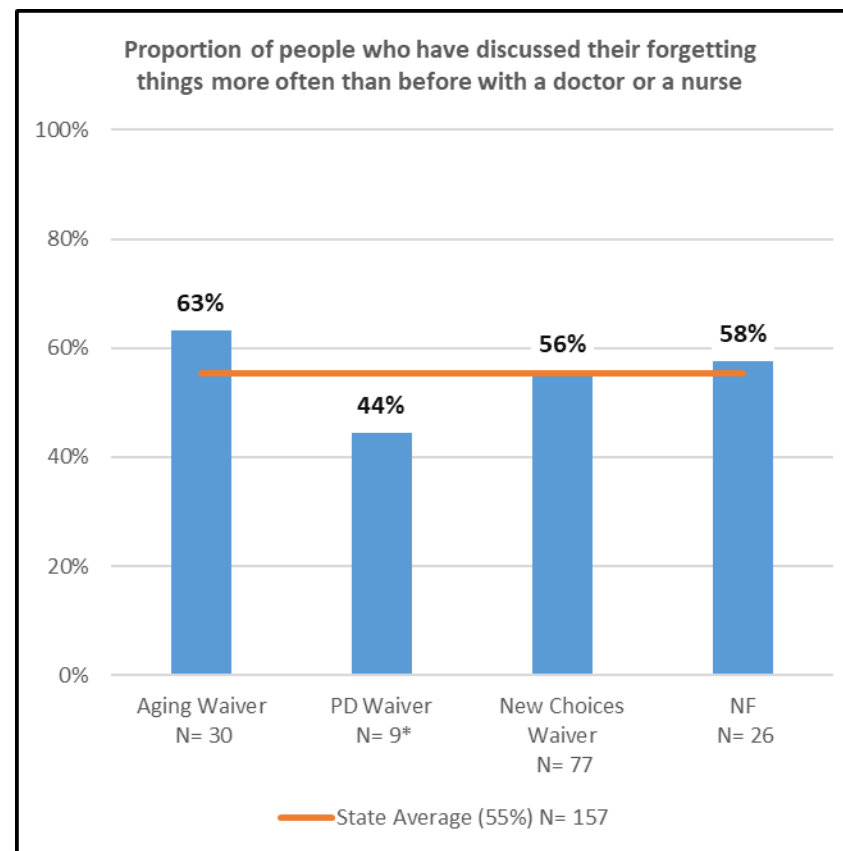
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



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

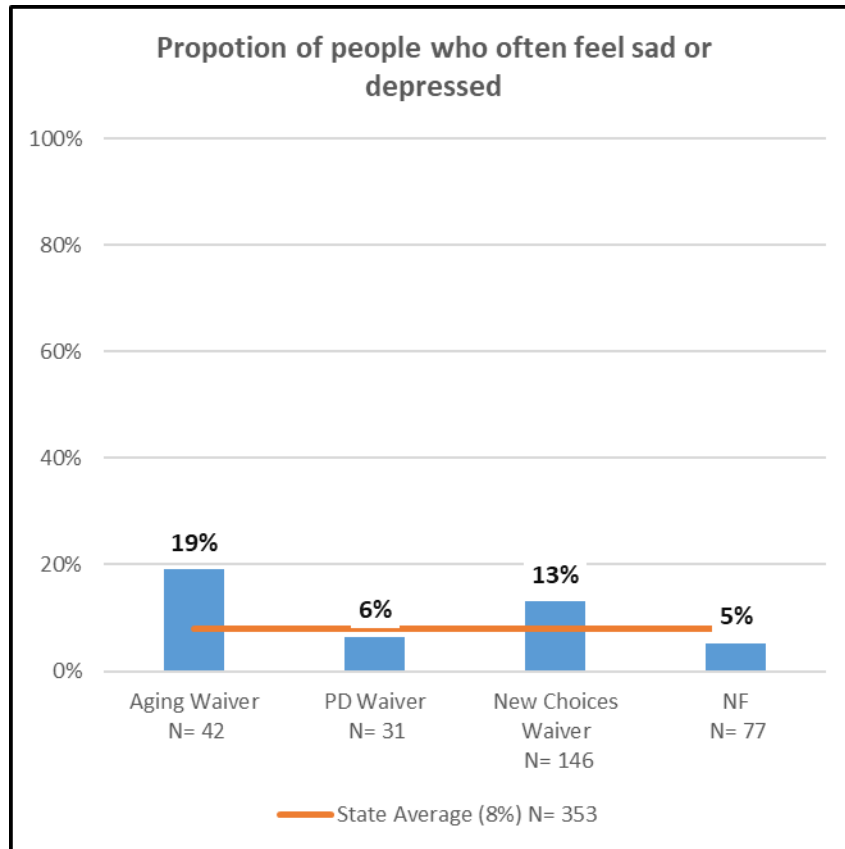


Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse

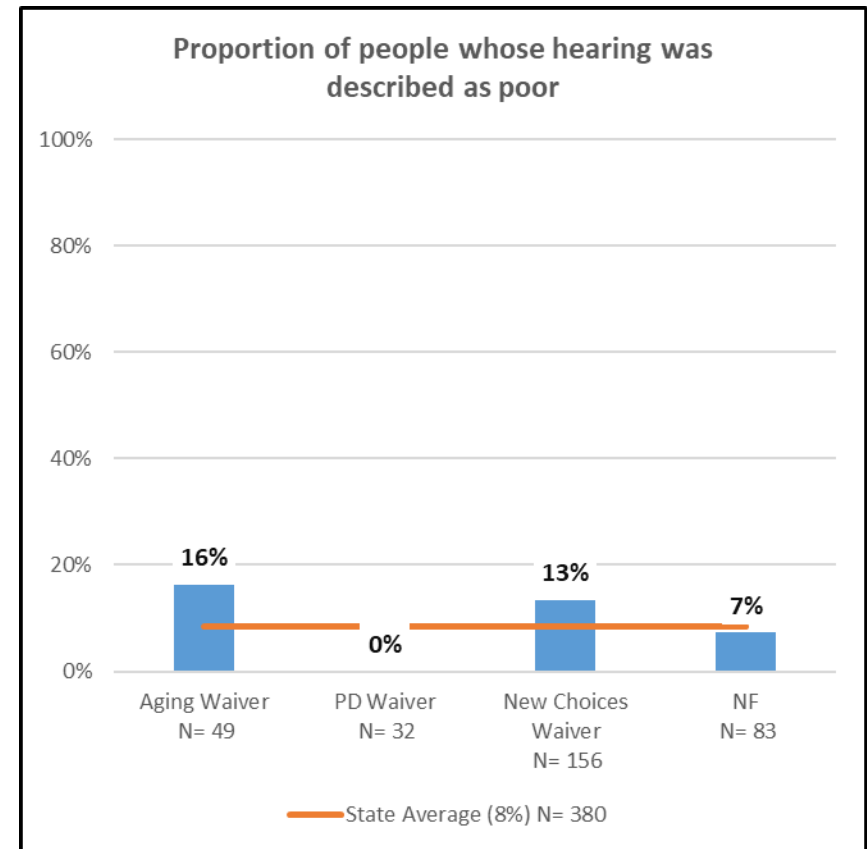


* Very small number of responses

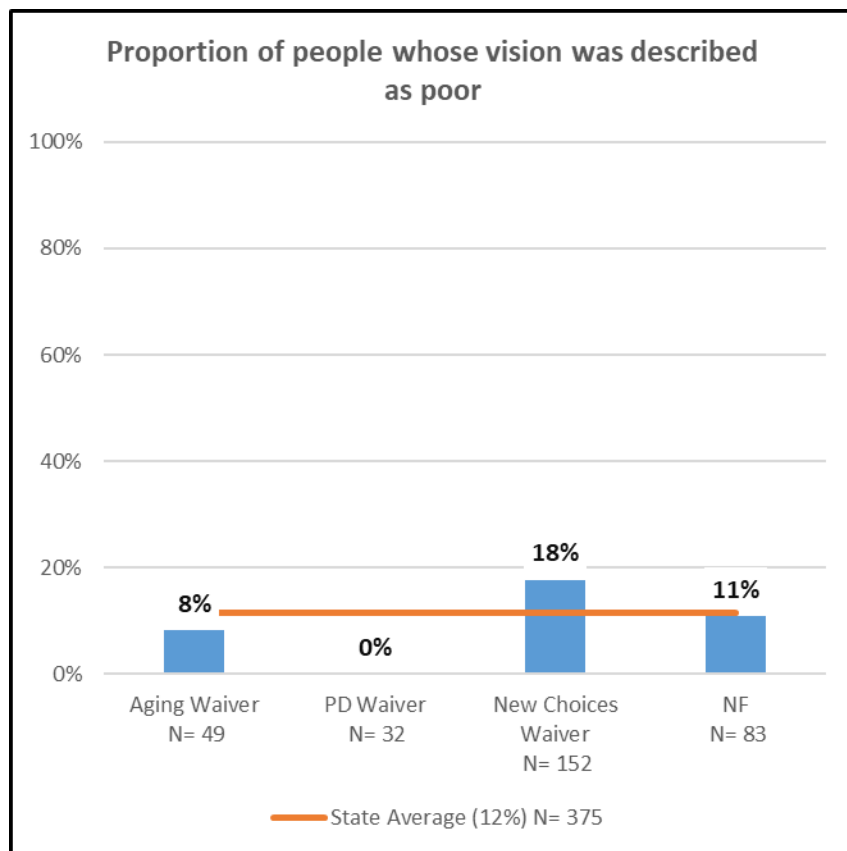
Graph 81. Proportion of people who often feel sad or depressed



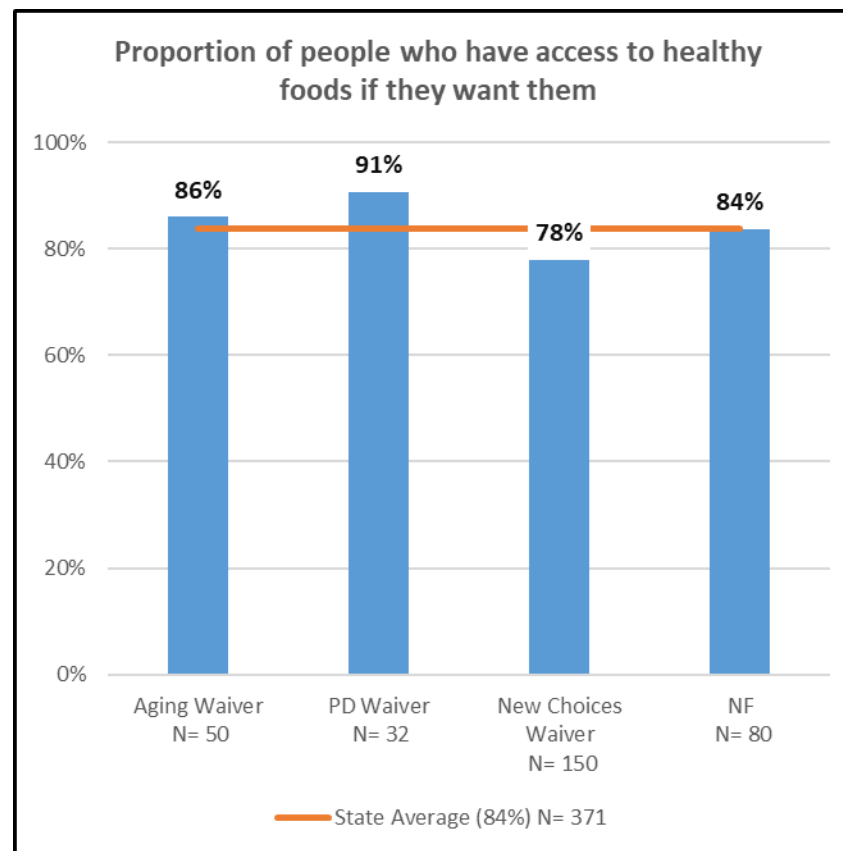
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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.

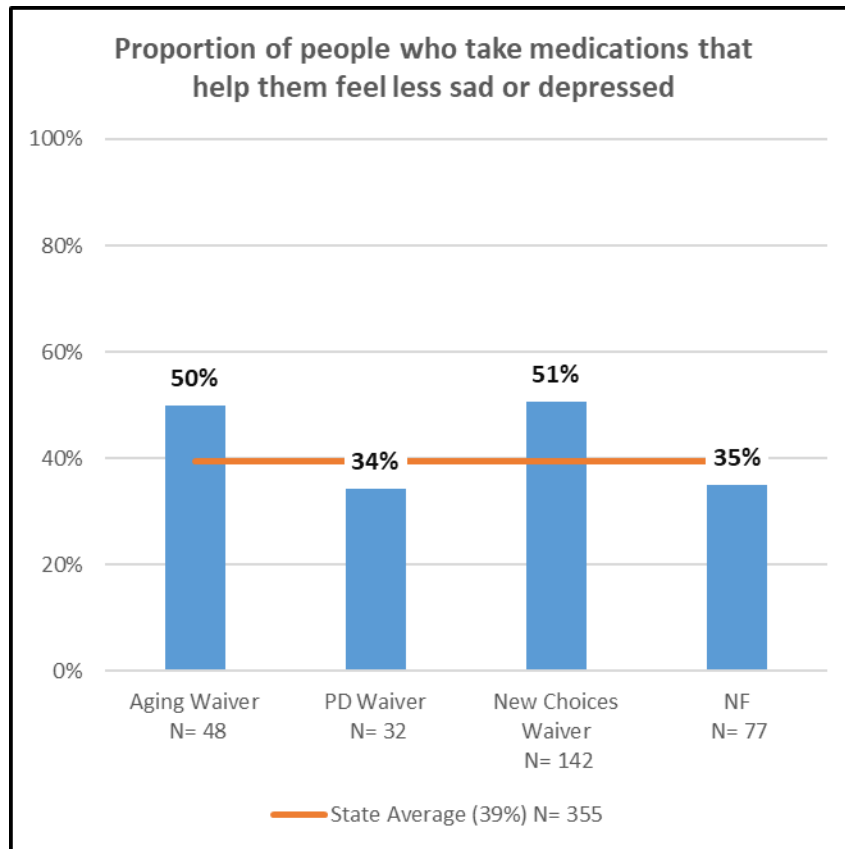
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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.

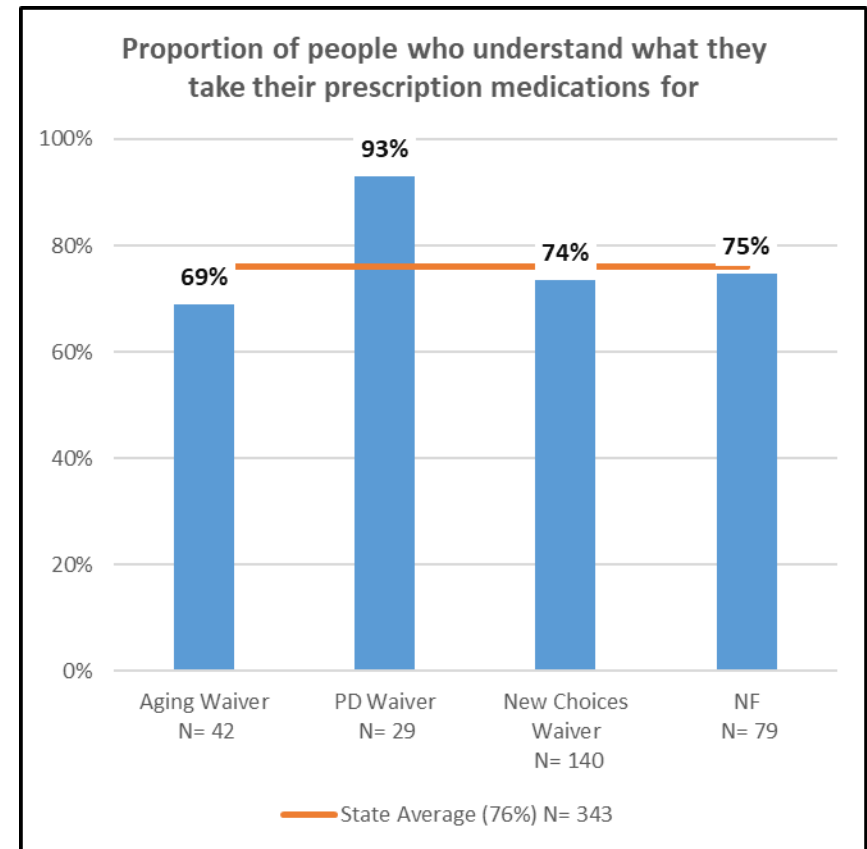
There are two survey items that correspond to the Medication domain.

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.

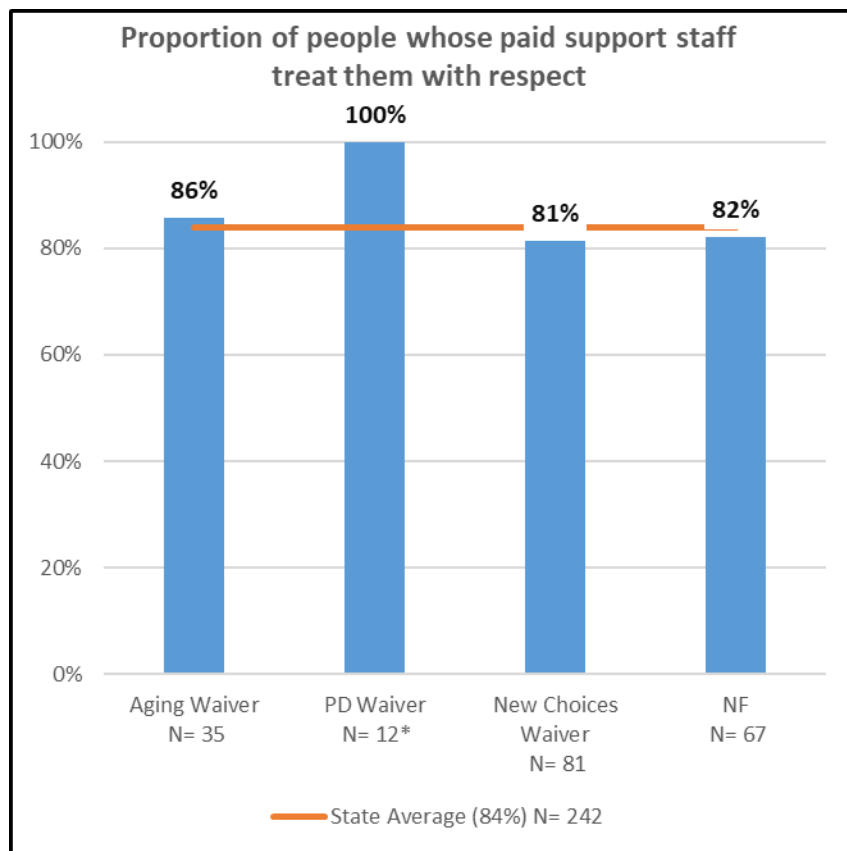
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

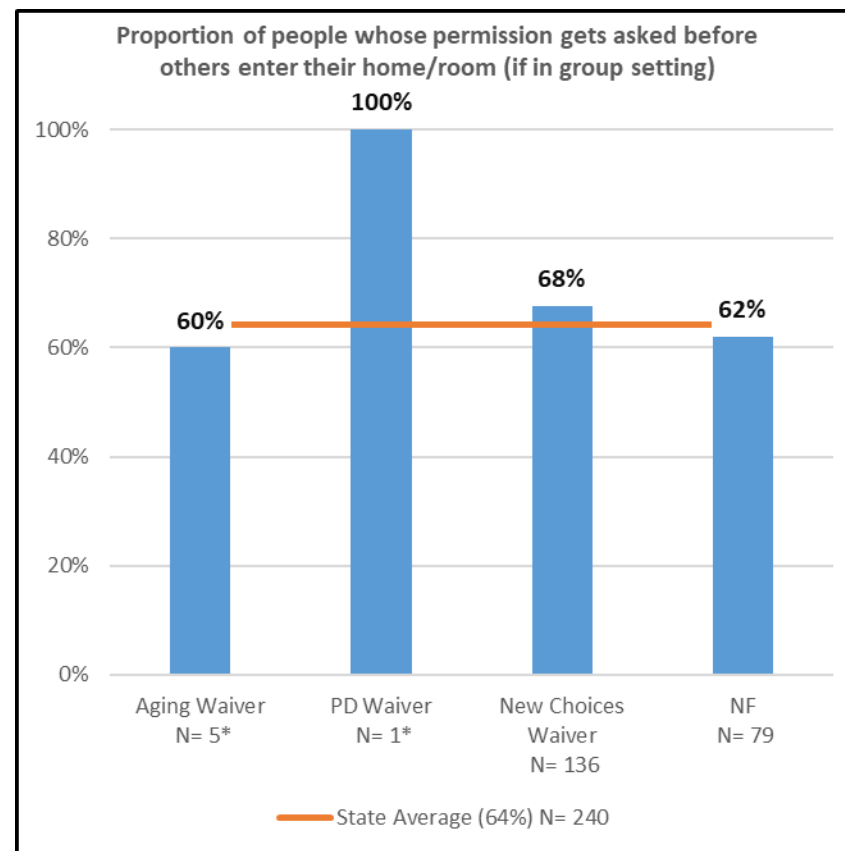
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

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

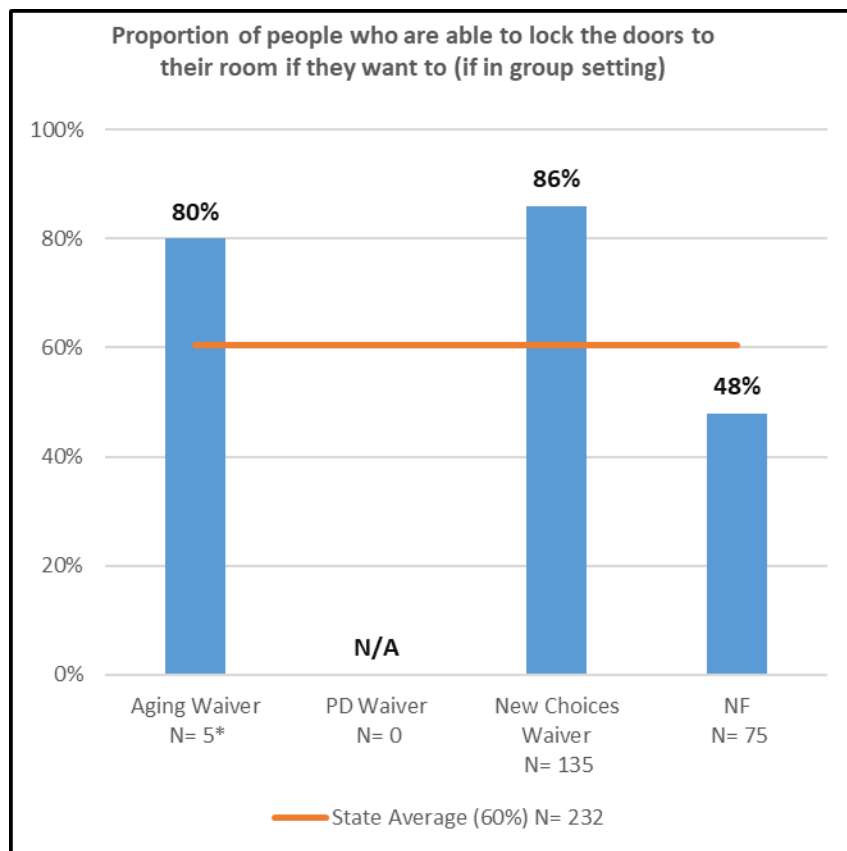


Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶¹



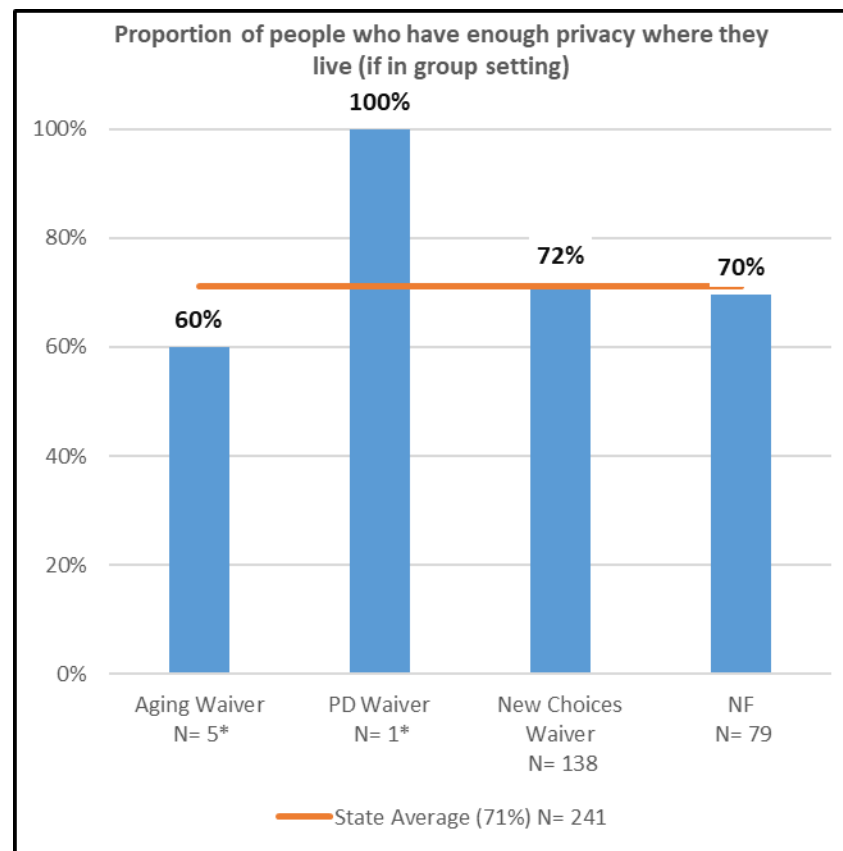
⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)⁶²



* Very small number of responses

Graph 90. Proportion of people who have enough privacy where they live (if in group setting)⁶³

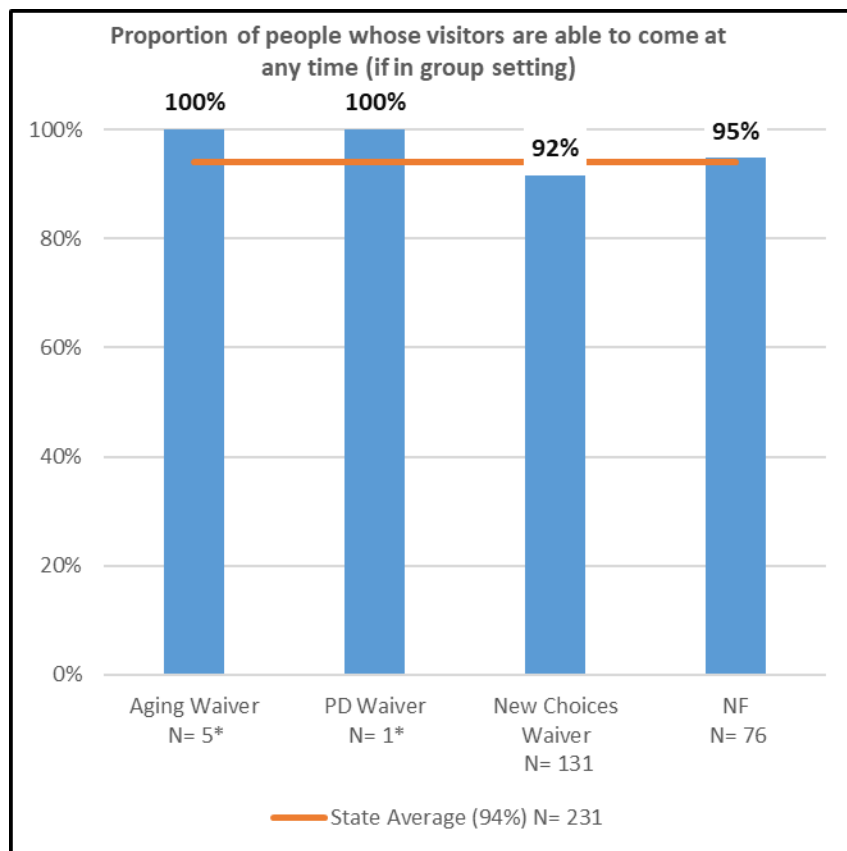


* Very small number of responses

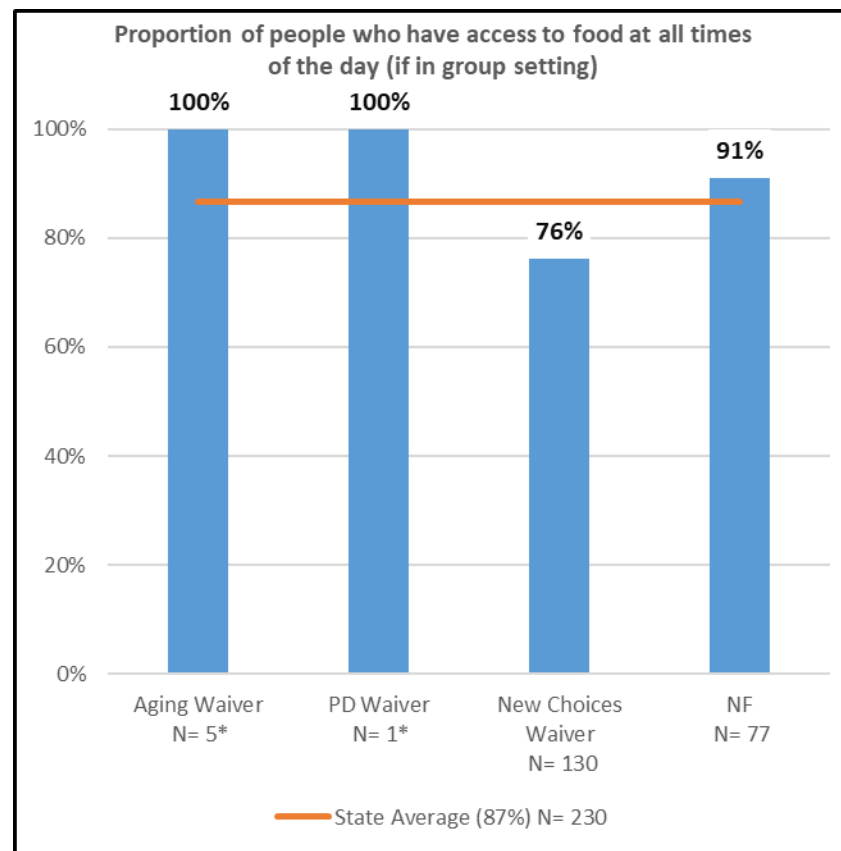
⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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 setting⁶⁴)



Graph 92. Proportion of people who have access to food at all times of the day (if in group setting⁶⁵)



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.

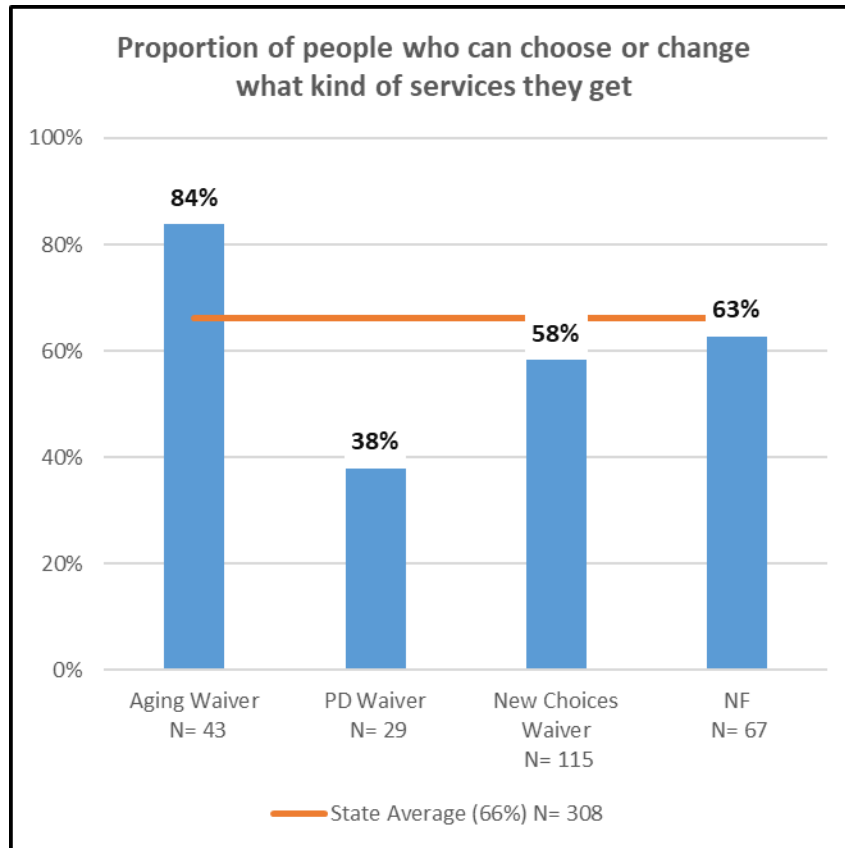
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

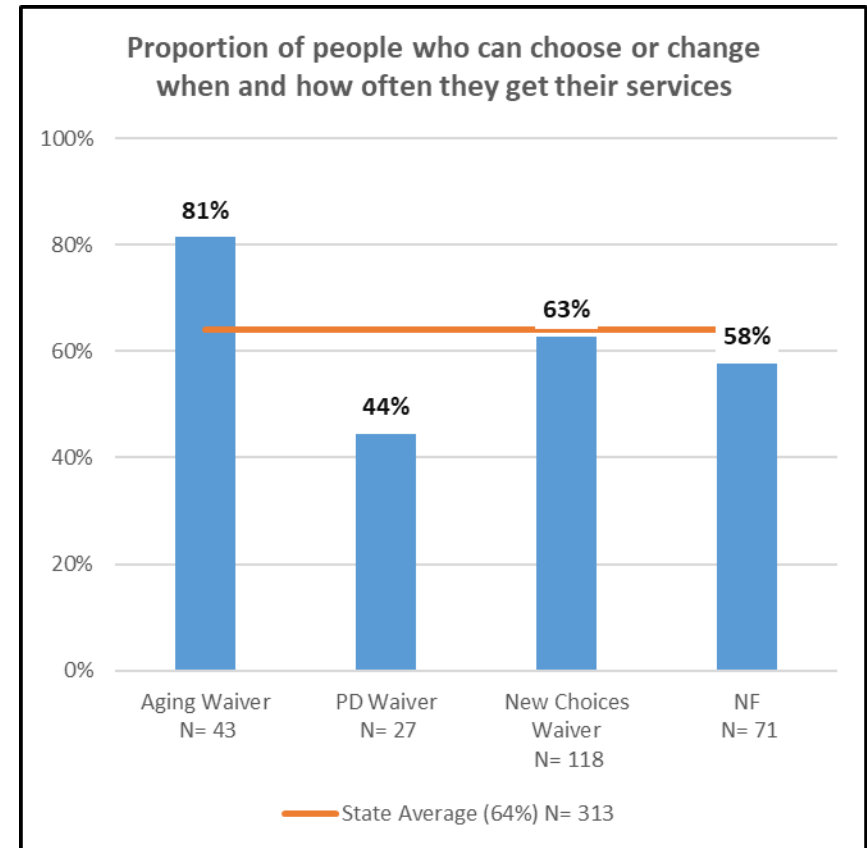
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

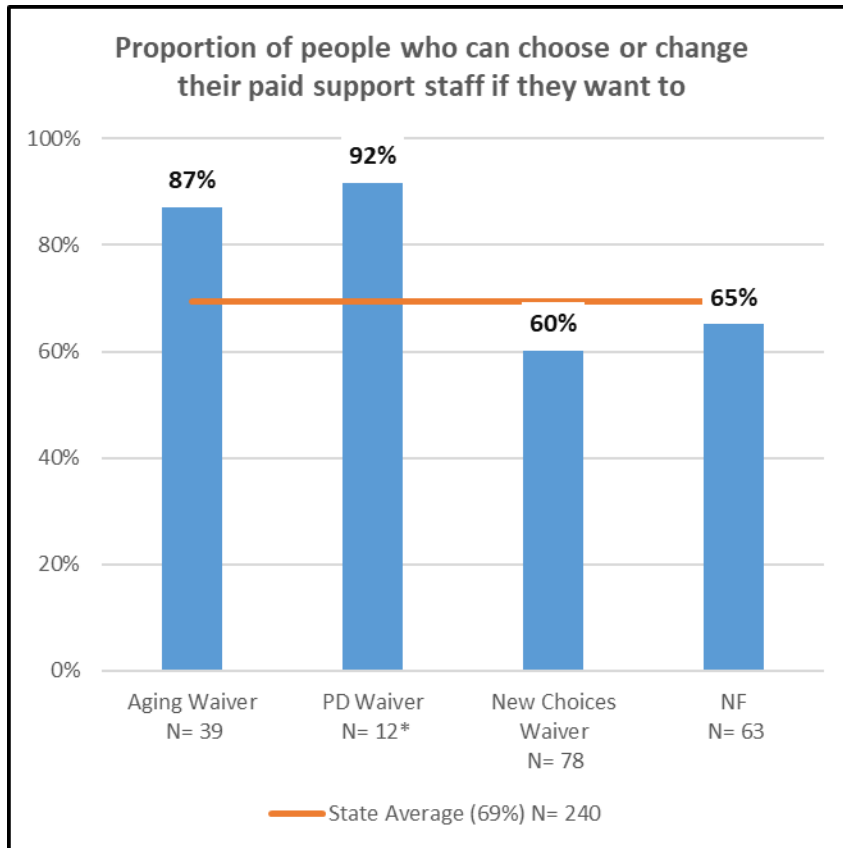
Graph 93. Proportion of people who can choose or change what kind of services they get



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



* Very small number of responses

Work

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

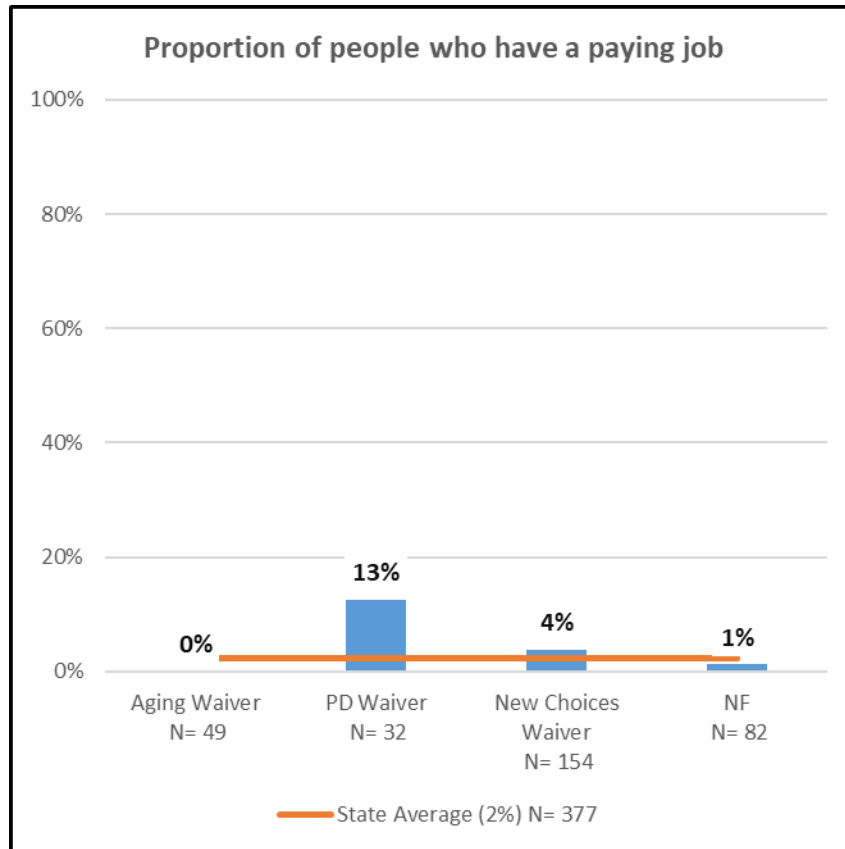
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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.

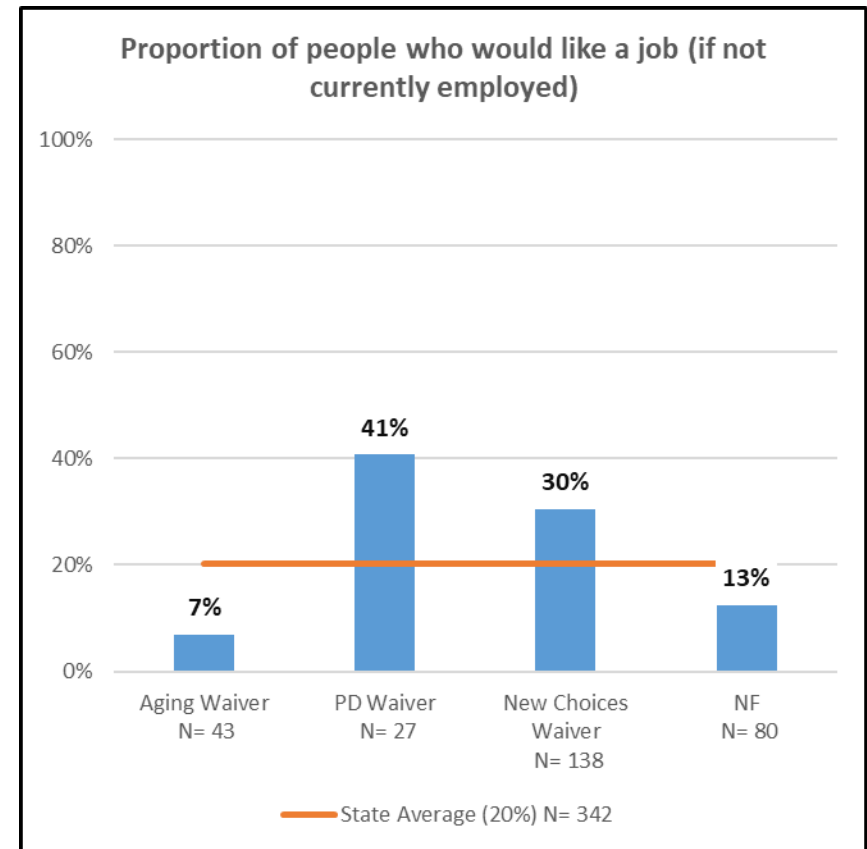
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

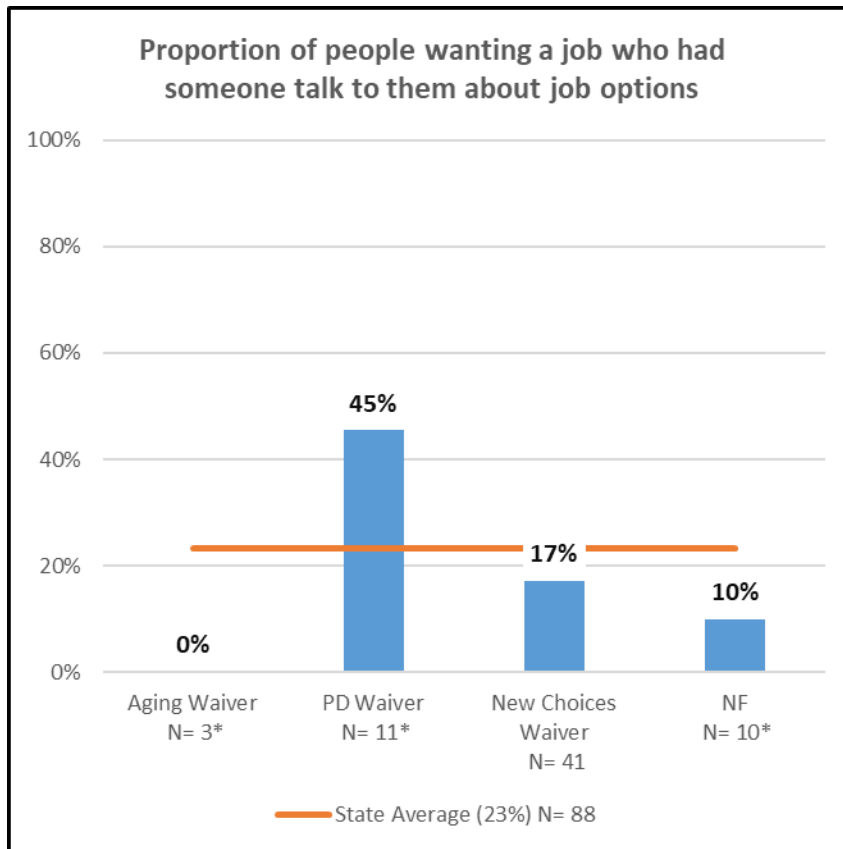
Graph 96. Proportion of people who have a paying job



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

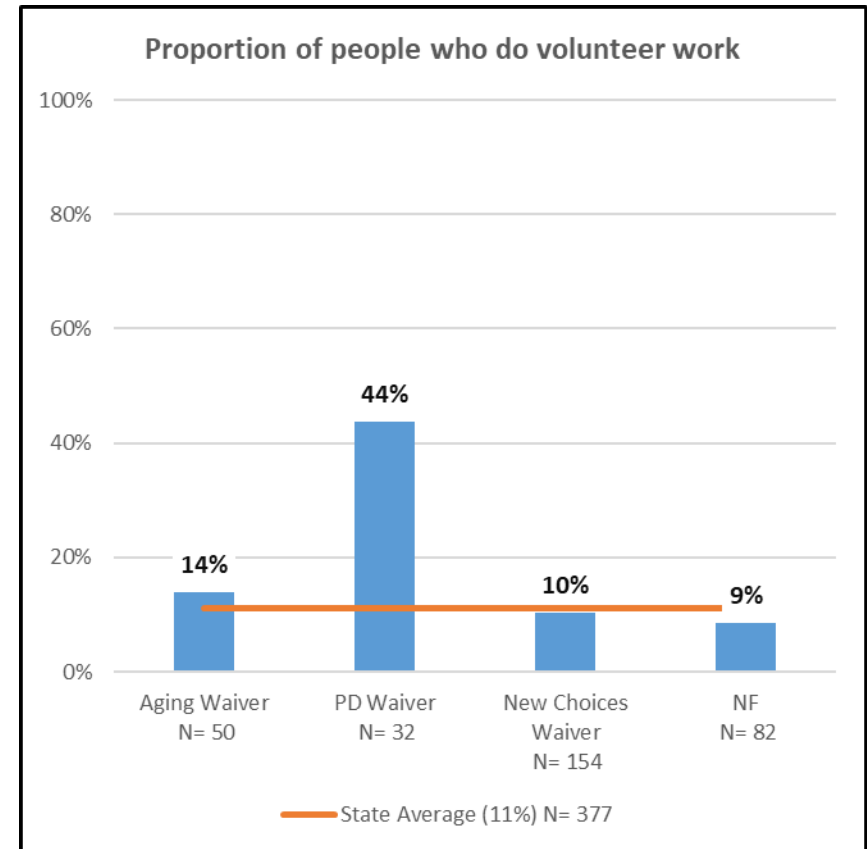


Graph 98. Proportion of people wanting a job who had someone talk to them about job options

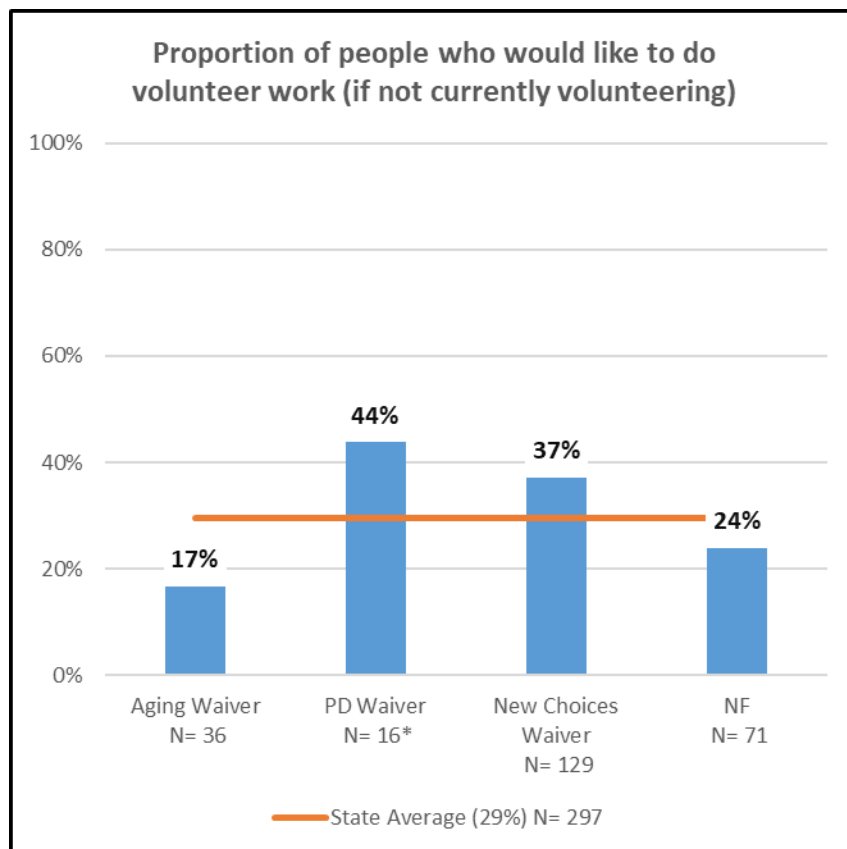


* Very small number of responses

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.

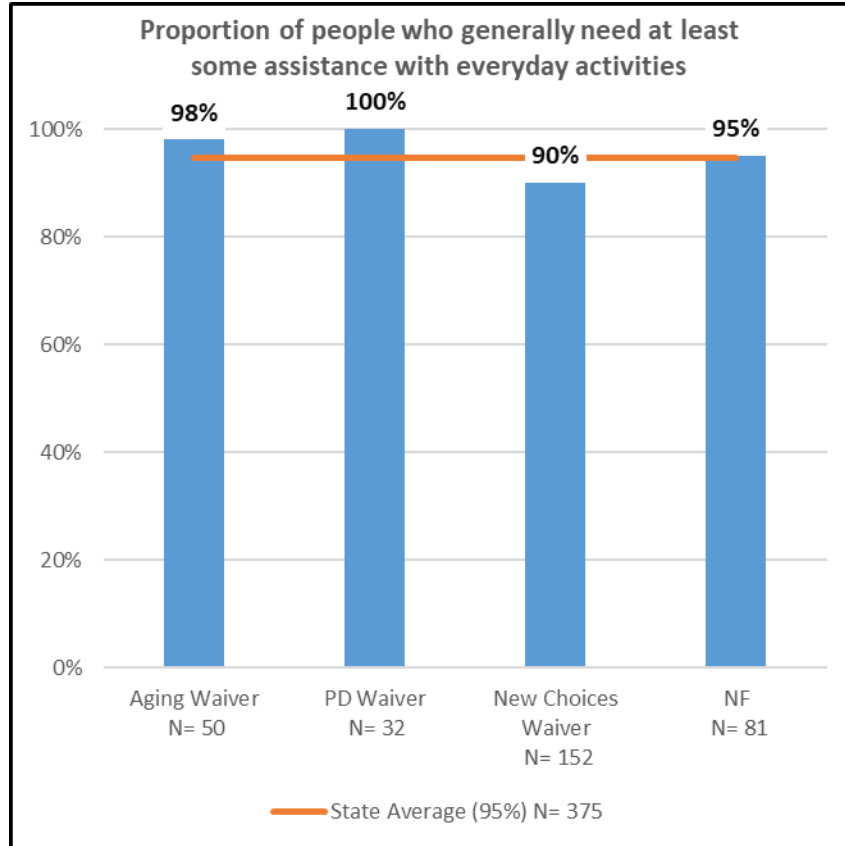
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

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

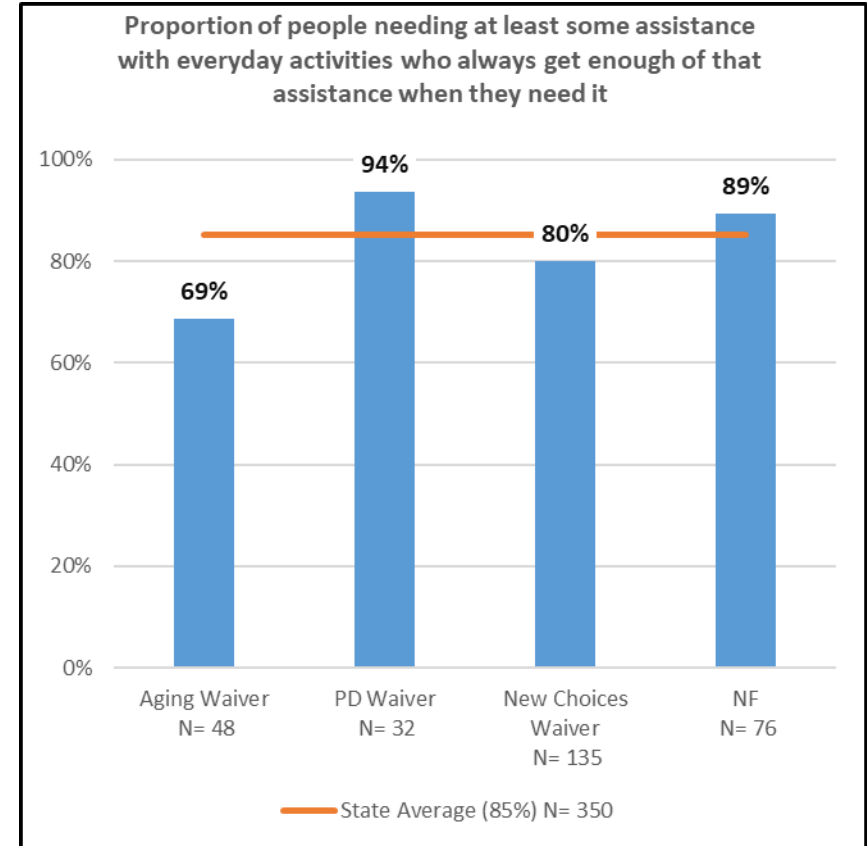
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

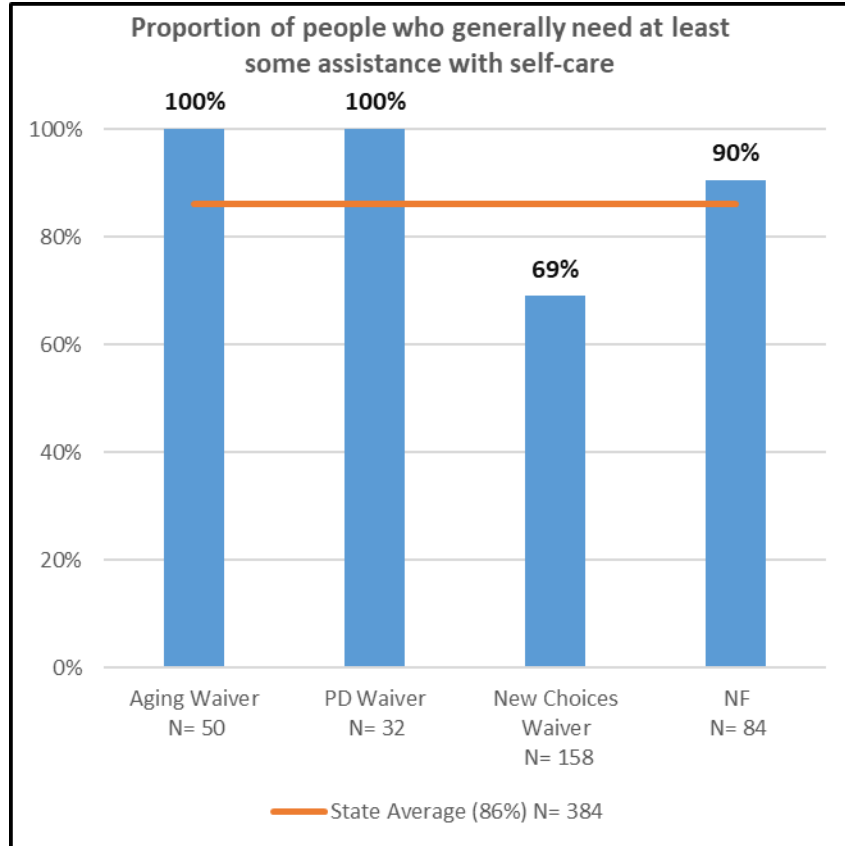
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



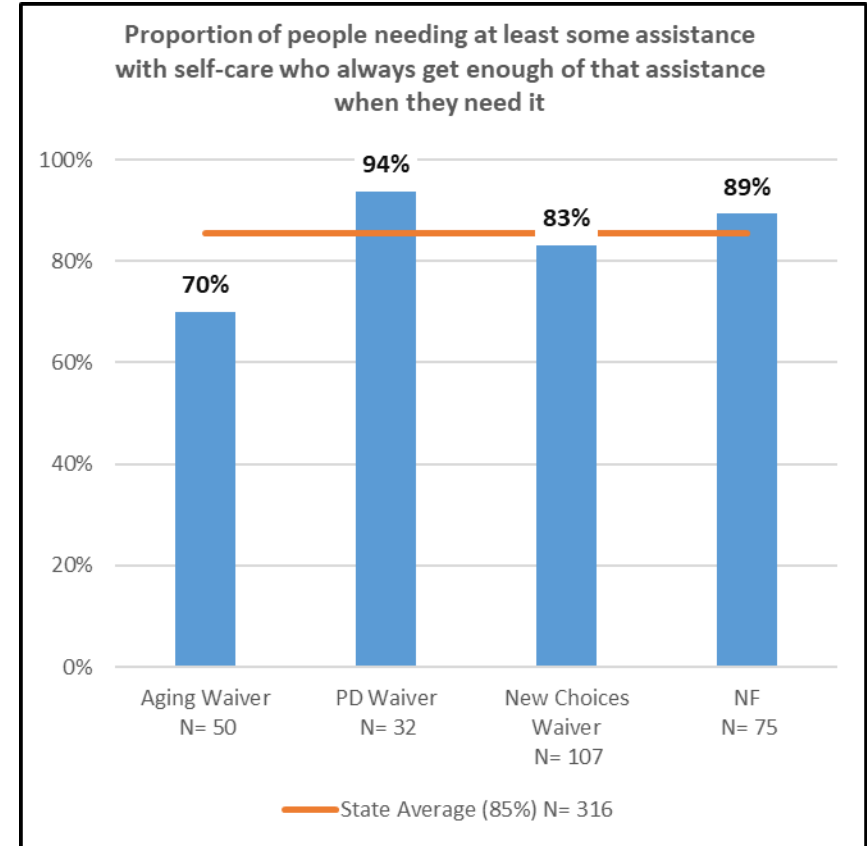
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



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.

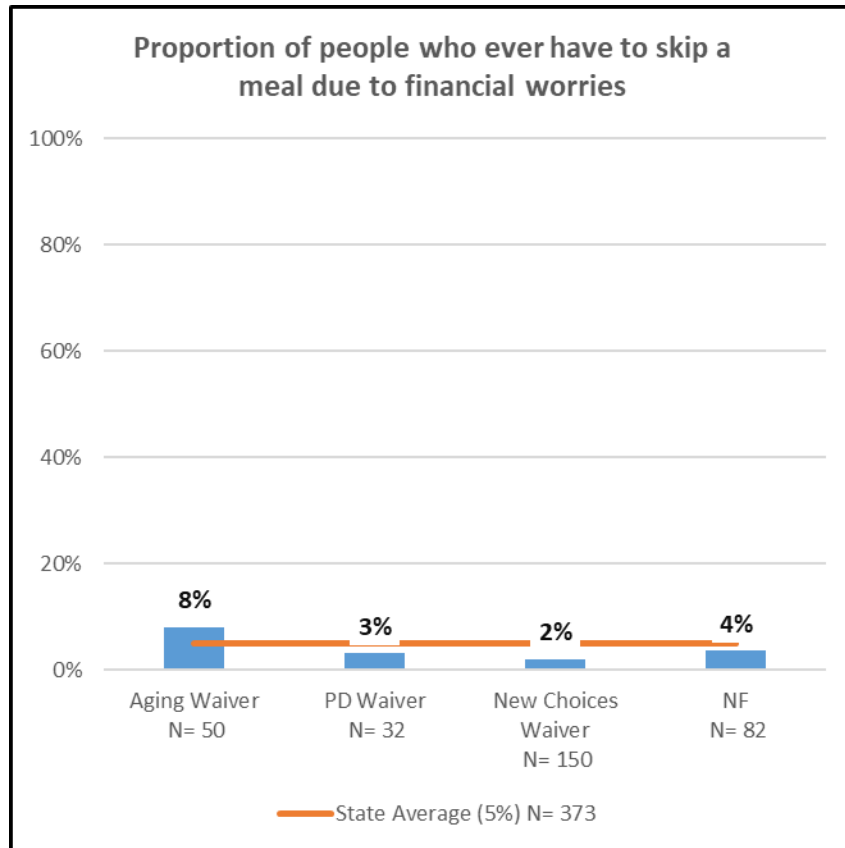
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

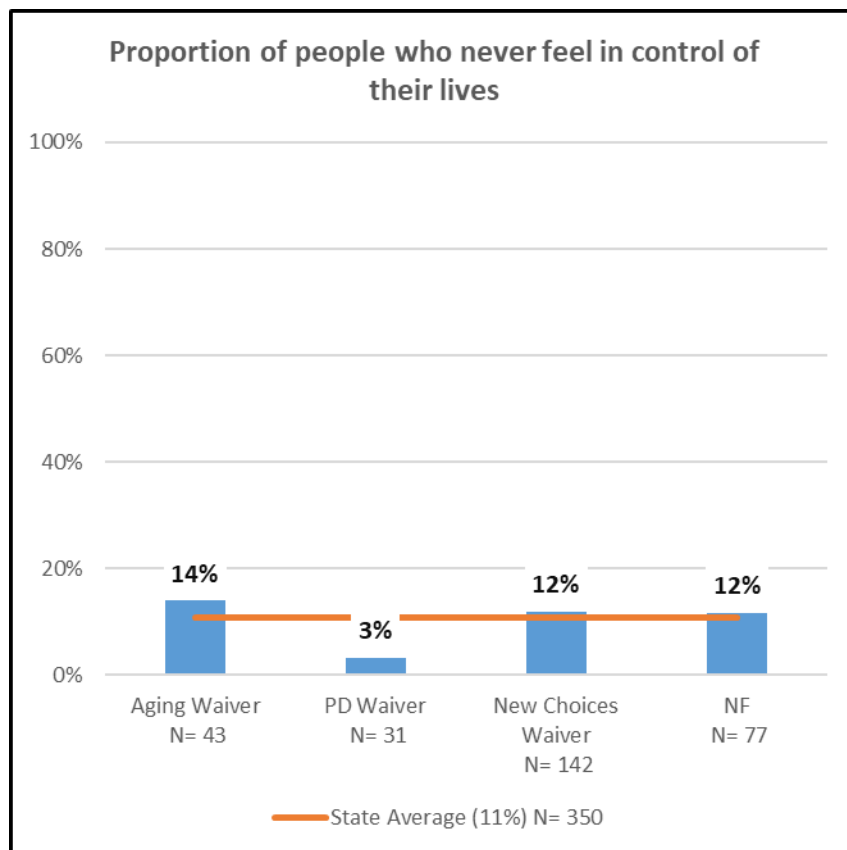
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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
Aging Waiver	78	49
PD Waiver	48	32
New Choices Waiver	70	157
NF	71	84
Unknown	68	1
Sample Average	69	323

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Aging Waiver	90%	10%	0%	50
PD Waiver	100%	0%	0%	32
New Choices Waiver	94%	6%	0%	157
NF	93%	7%	0%	84
Unknown	100%	0%	0%	1
Sample Average	94%	6%	0%	324

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Aging Waiver	12%	88%	0%	0%	51
PD Waiver	59%	41%	0%	0%	32
New Choices Waiver	37%	63%	0%	0%	158
NF	40%	56%	0%	4%	84
Unknown	0%	100%	0%	0%	1
Sample Average	36%	63%	0%	1%	326

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
Aging Waiver	2%	2%	2%	0%	67%	4%	0%	27%	51
PD Waiver	3%	0%	0%	3%	94%	0%	3%	0%	32
New Choices Waiver	0%	0%	1%	0%	58%	3%	1%	38%	158
NF	1%	0%	2%	0%	57%	8%	0%	36%	84
Unknown	0%	0%	0%	0%	100%	0%	0%	0%	1
Sample Average	1%	0%	1%	0%	63%	4%	1%	32%	326

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Aging Waiver	8%	29%	37%	22%	4%	51
PD Waiver	69%	22%	9%	0%	0%	32
New Choices Waiver	22%	7%	34%	35%	3%	158
NF	21%	17%	32%	18%	12%	84
Unknown	100%	0%	0%	0%	0%	1
Sample Average	25%	14%	31%	25%	5%	326

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Aging Waiver	90%	2%	2%	6%	51
PD Waiver	97%	0%	3%	0%	31
New Choices Waiver	96%	0%	3%	2%	158
NF	86%	4%	0%	11%	84
Unknown	100%	0%	0%	0%	1
Sample Average	92%	1%	2%	5%	325

Table 7. Type of residential area⁶⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Aging Waiver	92%	4%	0%	0%	4%	51
PD Waiver	84%	6%	9%	0%	0%	32
New Choices Waiver	78%	2%	0%	0%	20%	158
NF	95%	2%	0%	0%	2%	84
Unknown	2%	0%	0%	0%	98%	60
Sample Average	72%	2%	1%	0%	25%	385

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
Aging Waiver	100%	0%	0%	0%	0%	0%	0%	0%	3
PD Waiver	91%	3%	3%	0%	3%	0%	0%	0%	32
New Choices Waiver	19%	12%	0%	65%	0%	0%	4%	0%	26
NF	0%	0%	0%	10%	90%	0%	0%	0%	21
Unknown	100%	0%	0%	0%	0%	0%	0%	0%	1
Sample Average	46%	5%	1%	23%	24%	0%	1%	0%	83

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 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
Aging Waiver	0%	0%	6%	0%	0%	0%	94%	51
PD Waiver	19%	19%	47%	0%	6%	6%	3%	32
New Choices Waiver	10%	1%	2%	0%	2%	3%	84%	158
NF	18%	0%	0%	0%	0%	8%	74%	84
Unknown	100%	0%	0%	0%	0%	0%	0%	1
Sample Average	12%	2%	6%	0%	2%	4%	75%	326

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Aging Waiver	4%	2%	94%	51
PD Waiver	91%	6%	3%	32
New Choices Waiver	15%	1%	84%	158
NF	23%	1%	76%	84
Unknown	100%	0%	0%	1
Sample Average	23%	2%	75%	326

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
Aging Waiver	100%	0%	0%	0%	0%	0%	0%	0%	1
PD Waiver	50%	0%	0%	0%	50%	0%	0%	0%	2
New Choices Waiver	0%	0%	0%	100%	0%	0%	0%	0%	2
NF	100%	0%	0%	0%	0%	0%	0%	0%	1
Unknown	n/a	0%	0%	n/a	n/a	0%	0%	0%	0
Sample Average	50%	0%	0%	33%	17%	0%	0%	0%	6

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Aging Waiver	0%	2%	98%	51
PD Waiver	0%	100%	0%	32
New Choices Waiver	4%	12%	84%	158
NF	18%	5%	77%	84
Unknown	0%	100%	0%	1
Sample Average	7%	17%	76%	326

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

	No	Yes	Don't Know/Unclear	N
Aging Waiver	0%	2%	98%	51
PD Waiver	100%	0%	0%	1
New Choices Waiver	14%	2%	84%	158
NF	19%	1%	80%	84
Unknown	n/a	n/a	n/a	0
Sample Average	13%	2%	85%	294

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
Aging Waiver	2%	0%	98%	51
PD Waiver	0%	100%	0%	1
New Choices Waiver	12%	4%	84%	158
NF	20%	0%	80%	84
Unknown	n/a	n/a	n/a	0
Sample Average	13%	2%	85%	294

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
Aging Waiver	2%	0%	98%	51
PD Waiver	0%	100%	0%	1
New Choices Waiver	15%	1%	84%	158
NF	20%	0%	80%	84
Unknown	n/a	n/a	n/a	0
Sample Average	14%	1%	85%	294

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
Aging Waiver	33%	0%	33%	33%	0%	3
PD Waiver	0%	94%	3%	3%	0%	32
New Choices Waiver	0%	35%	42%	23%	0%	26
NF	0%	10%	62%	24%	5%	21
Unknown	0%	100%	0%	0%	0%	1
Sample Average	1%	51%	31%	16%	1%	83

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

	No	Yes	Don't Know/Unclear	N
Aging Waiver	4%	0%	96%	51
PD Waiver	91%	9%	0%	32
New Choices Waiver	11%	5%	84%	158
NF	20%	1%	79%	84
Unknown	100%	0%	0%	1
Sample Average	20%	4%	76%	326

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Aging Waiver	0%	6%	94%	51
PD Waiver	0%	33%	67%	3
New Choices Waiver	1%	13%	85%	158
NF	10%	10%	81%	84
Unknown	n/a	n/a	n/a	0
Sample Average	3%	11%	85%	296

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
Aging Waiver	4%	10%	16%	69%	2%	51
PD Waiver	0%	3%	3%	90%	3%	30
New Choices Waiver	9%	18%	29%	41%	3%	158
NF	76%	1%	5%	15%	2%	84
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	25%	11%	18%	43%	2%	323

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Aging Waiver	0%	2%	98%	51
PD Waiver	97%	3%	0%	32
New Choices Waiver	8%	6%	86%	158
NF	19%	2%	79%	84
Unknown	n/a	n/a	n/a	0%
Sample Average	18%	4%	78%	325

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
Aging Waiver	74%	26%	0%	50
PD Waiver	0%	100%	0%	32
New Choices Waiver	93%	7%	0%	157
NF	98%	2%	0%	84
Unknown	0%	100%	0%	1
Sample Average	82%	18%	0%	324

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
Aging Waiver	56%	7%	37%	0%	0%	43
PD Waiver	16%	13%	71%	0%	0%	31
New Choices Waiver	47%	5%	48%	0%	0%	146
NF	27%	15%	56%	2%	0%	81
Unknown	23%	7%	70%	0%	0%	57
Sample Average	37%	9%	54%	1%	0%	358

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
Aging Waiver	19%	37%	15%	74%	22%	0%	27
PD Waiver	0%	33%	56%	33%	11%	0%	9
New Choices Waiver	37%	52%	23%	64%	20%	5%	75
NF	21%	39%	15%	70%	15%	0%	33
Unknown	35%	41%	29%	47%	6%	0%	17
Sample Average	29%	45%	22%	63%	17%	2%	161

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
Aging Waiver	4%	4%	0%	19%	0%	0%	27
PD Waiver	0%	0%	0%	22%	0%	0%	9
New Choices Waiver	9%	7%	21%	17%	3%	0%	75
NF	0%	6%	15%	3%	0%	3%	33
Unknown	12%	6%	18%	24%	0%	0%	17
Sample Average	6%	6%	15%	16%	1%	1%	161

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
Aging Waiver	50%	48%	0%	2%	0%
PD Waiver	16%	84%	0%	0%	0%
New Choices Waiver	34%	60%	0%	5%	1%
NF	24%	73%	0%	1%	3%
Unknown	16%	82%	0%	2%	0%
Sample Average	29%	67%	0%	3%	1%

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
Aging Waiver	25%	75%	0%	0%	4
PD Waiver	n/a	n/a	n/a	0%	0
New Choices Waiver	33%	54%	13%	0%	24
NF	52%	38%	10%	0%	61
Unknown	80%	0%	20%	0%	5
Sample Average	48%	41%	11%	0%	94

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
Aging Waiver	0%	9%	91%	0%	0%	43
PD Waiver	23%	32%	45%	0%	0%	31
New Choices Waiver	2%	7%	91%	0%	0%	148
NF	2%	14%	84%	0%	0%	81
Unknown	21%	4%	75%	0%	0%	57
Sample Average	7%	10%	83%	0%	0%	360

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
Aging Waiver	2%	10%	88%	0%	0%	0%	42
PD Waiver	6%	29%	65%	0%	0%	0%	31
New Choices Waiver	25%	13%	59%	1%	1%	1%	148
NF	16%	18%	66%	0%	0%	0%	80
Unknown	7%	5%	86%	2%	0%	0%	56
Sample Average	16%	14%	69%	1%	0%	0%	357

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
Aging Waiver	0%	40%	60%	0%	0%	5
PD Waiver	0%	0%	100%	0%	0%	1
New Choices Waiver	4%	13%	80%	2%	0%	138
NF	10%	27%	59%	4%	0%	79
Unknown	0%	11%	89%	0%	0%	19
Sample Average	6%	18%	74%	2%	0%	242

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
Aging Waiver	3%	12%	85%	0%	0%	34
PD Waiver	0%	0%	100%	0%	0%	29
New Choices Waiver	7%	18%	75%	0%	0%	130
NF	6%	7%	87%	0%	0%	67
Unknown	9%	2%	88%	0%	2%	56
Sample Average	6%	11%	83%	0%	0%	316

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
Aging Waiver	0%	0%	0%	40%	0%	60%	0%	5
PD Waiver	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
New Choices Waiver	6%	18%	0%	6%	3%	61%	6%	33
NF	0%	22%	0%	0%	0%	78%	11%	9
Unknown	17%	17%	17%	0%	0%	67%	0%	6
Sample Average	6%	17%	2%	8%	2%	64%	6%	53

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
Aging Waiver	2%	9%	89%	0%	0%	44
PD Waiver	3%	3%	94%	0%	0%	31
New Choices Waiver	9%	16%	73%	0%	1%	147
NF	9%	10%	81%	0%	0%	81
Unknown	2%	14%	84%	0%	0%	57
Sample Average	6%	13%	81%	0%	1%	360

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
Aging Waiver	20%	20%	20%	20%	0%	5
PD Waiver	0%	0%	0%	50%	0%	2
New Choices Waiver	8%	3%	3%	19%	43%	37
NF	0%	0%	0%	0%	33%	15
Unknown	22%	11%	0%	0%	22%	9
Sample Average	9%	4%	3%	13%	34%	68

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
Aging Waiver	20%	20%	0%	0%	0%	5
PD Waiver	0%	0%	0%	0%	50%	2
New Choices Waiver	16%	14%	14%	27%	14%	37
NF	0%	7%	0%	13%	27%	15
Unknown	22%	0%	11%	11%	11%	9
Sample Average	13%	10%	9%	19%	16%	68

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
Aging Waiver	0%	20%	0%	40%	0%	0%	5
PD Waiver	0%	0%	0%	50%	0%	0%	2
New Choices Waiver	8%	27%	22%	32%	3%	0%	37
NF	0%	20%	13%	33%	0%	13%	15
Unknown	0%	11%	11%	44%	0%	0%	9
Sample Average	4%	22%	16%	35%	1%	3%	68

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Aging Waiver	82%	10%	8%	0%	39
PD Waiver	77%	10%	13%	0%	31
New Choices Waiver	56%	8%	35%	1%	142
NF	65%	10%	25%	0%	81
Unknown	68%	4%	28%	0%	53
Sample Average	65%	8%	26%	0%	346

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
Aging Waiver	43%	14%	14%	0%	7
PD Waiver	14%	0%	0%	14%	7
New Choices Waiver	61%	19%	10%	0%	59
NF	56%	26%	15%	0%	27
Unknown	82%	12%	0%	0%	17
Sample Average	59%	18%	9%	1%	117

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
Aging Waiver	0%	29%	0%	0%	7
PD Waiver	0%	71%	0%	0%	7
New Choices Waiver	0%	8%	2%	0%	59
NF	0%	4%	0%	0%	27
Unknown	0%	0%	0%	6%	17
Sample Average	0%	11%	1%	1%	117

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
Aging Waiver	10%	44%	46%	0%	0%	41
PD Waiver	3%	23%	74%	0%	0%	31
New Choices Waiver	10%	40%	49%	0%	1%	145
NF	9%	33%	58%	0%	0%	79
Unknown	2%	26%	72%	0%	0%	54
Sample Average	8%	35%	57%	0%	0%	350

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
Aging Waiver	43%	40%	17%	0%	0%	0%	35
PD Waiver	58%	25%	8%	8%	0%	0%	12
New Choices Waiver	45%	20%	31%	0%	4%	0%	84
NF	33%	38%	28%	0%	1%	0%	69
Unknown	56%	13%	27%	4%	0%	0%	48
Sample Average	44%	27%	26%	1%	2%	0%	248

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
Aging Waiver	6%	23%	71%	0%	0%	35
PD Waiver	0%	8%	92%	0%	0%	12
New Choices Waiver	1%	29%	70%	0%	0%	82
NF	3%	16%	81%	0%	0%	67
Unknown	0%	21%	79%	0%	0%	47
Sample Average	2%	22%	76%	0%	0%	243

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
Aging Waiver	2%	16%	81%	0%	43
PD Waiver	0%	10%	90%	0%	31
New Choices Waiver	6%	18%	76%	1%	144
NF	4%	13%	81%	3%	80
Unknown	4%	11%	86%	0%	57
Sample Average	4%	15%	81%	1%	355

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
Aging Waiver	0%	8%	93%	0%	40
PD Waiver	0%	3%	97%	0%	31
New Choices Waiver	11%	12%	76%	1%	140
NF	5%	8%	86%	1%	79
Unknown	5%	7%	88%	0%	57
Sample Average	6%	9%	84%	1%	347

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
Aging Waiver	6%	86%	8%	0%	51
PD Waiver	0%	100%	0%	0%	32
New Choices Waiver	3%	82%	14%	0%	152
NF	13%	60%	27%	0%	83
Unknown	12%	87%	0%	2%	60
Sample Average	7%	80%	13%	0%	378

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
Aging Waiver	7%	16%	77%	0%	0%	44
PD Waiver	0%	0%	100%	0%	0%	32
New Choices Waiver	9%	11%	77%	2%	0%	124
NF	0%	12%	82%	6%	0%	50
Unknown	8%	8%	85%	0%	0%	52
Sample Average	6%	10%	82%	2%	0%	302

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
Aging Waiver	14%	14%	71%	0%	0%	7
PD Waiver	7%	0%	93%	0%	0%	14
New Choices Waiver	8%	0%	88%	4%	0%	26
NF	0%	0%	100%	0%	0%	27
Unknown	0%	40%	60%	0%	0%	5
Sample Average	5%	4%	90%	1%	0%	79

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
Aging Waiver	0%	28%	73%	0%	0%	0%	40
PD Waiver	0%	0%	92%	8%	0%	0%	12
New Choices Waiver	1%	18%	79%	0%	1%	1%	90
NF	3%	23%	73%	1%	0%	0%	71
Unknown	2%	8%	88%	2%	0%	0%	49
Sample Average	2%	18%	79%	1%	0%	0%	262

⁷⁰ Item previously reported in the "Access" domain.

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aging Waiver	26%	66%	8%	0%	50
PD Waiver	31%	69%	0%	0%	32
New Choices Waiver	19%	64%	16%	1%	156
NF	16%	62%	22%	0%	82
Unknown	8%	85%	5%	2%	60
Sample Average	19%	68%	13%	1%	380

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
Aging Waiver	19%	70%	12%	0%	43
PD Waiver	68%	29%	3%	0%	31
New Choices Waiver	45%	41%	12%	1%	147
NF	20%	63%	16%	1%	80
Unknown	70%	26%	4%	0%	57
Sample Average	42%	46%	11%	1%	358

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
Aging Waiver	4%	20%	71%	4%	0%	49
PD Waiver	0%	6%	94%	0%	0%	32
New Choices Waiver	3%	20%	71%	4%	3%	153
NF	0%	15%	81%	4%	0%	80
Unknown	3%	24%	73%	0%	0%	59
Sample Average	2%	18%	75%	3%	1%	373

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
Aging Waiver	0%	8%	25%	0%	8%	12
PD Waiver	0%	0%	0%	50%	0%	2
New Choices Waiver	0%	11%	11%	17%	3%	36
NF	29%	14%	7%	0%	0%	14
Unknown	0%	35%	0%	12%	0%	17
Sample Average	5%	16%	10%	11%	2%	81

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
Aging Waiver	0%	25%	17%	0%	17%	50%	12
PD Waiver	0%	0%	0%	0%	0%	0%	2
New Choices Waiver	6%	44%	8%	19%	22%	53%	36
NF	0%	29%	0%	7%	21%	21%	14
Unknown	0%	12%	6%	24%	0%	18%	17
Sample Average	2%	31%	7%	15%	16%	38%	81

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
Aging Waiver	0%	8%	0%	8%	33%	0%	0%	12
PD Waiver	0%	0%	0%	0%	50%	0%	0%	2
New Choices Waiver	11%	3%	3%	8%	19%	11%	6%	36
NF	7%	0%	0%	0%	7%	21%	0%	14
Unknown	12%	12%	0%	0%	53%	0%	0%	17
Sample Average	9%	5%	1%	5%	27%	9%	2%	81

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
Aging Waiver	30%	60%	10%	0%	10
PD Waiver	50%	50%	0%	0%	2
New Choices Waiver	36%	46%	14%	4%	28
NF	14%	71%	14%	0%	7
Unknown	38%	63%	0%	0%	16
Sample Average	33%	56%	10%	2%	63

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
Aging Waiver	17%	29%	10%	17%	10%	17%	48
PD Waiver	10%	14%	10%	17%	0%	14%	29
New Choices Waiver	9%	28%	1%	4%	15%	9%	150
NF	3%	33%	0%	10%	13%	24%	80
Unknown	5%	16%	9%	11%	7%	21%	56
Sample Average	8%	26%	4%	9%	11%	15%	363

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
Aging Waiver	10%	0%	6%	2%	6%	0%	48
PD Waiver	14%	0%	3%	0%	21%	0%	29
New Choices Waiver	34%	0%	1%	1%	10%	1%	150
NF	6%	3%	1%	1%	24%	0%	80
Unknown	27%	2%	2%	0%	4%	0%	56
Sample Average	22%	1%	2%	1%	12%	0%	363

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
Aging Waiver	2%	98%	0%	0%	50
PD Waiver	38%	63%	0%	0%	32
New Choices Waiver	28%	69%	1%	1%	158
NF	7%	92%	1%	0%	84
Unknown	7%	93%	0%	0%	60
Sample Average	18%	81%	1%	1%	384

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
Aging Waiver	56%	6%	0%	38%	0%	0%	0%	0%	48
PD Waiver	25%	20%	0%	40%	10%	5%	0%	0%	20
New Choices Waiver	73%	2%	0%	19%	5%	1%	0%	1%	108
NF	93%	0%	0%	7%	0%	0%	0%	0%	76
Unknown	46%	20%	9%	20%	4%	0%	2%	0%	56
Sample Average	68%	6%	2%	20%	3%	1%	0%	0%	308

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
Aging Waiver	41%	0%	0%	49%	14%	2%	16%	0%	0%	49
PD Waiver	20%	10%	0%	40%	35%	0%	5%	0%	0%	20
New Choices Waiver	41%	3%	2%	47%	16%	3%	12%	3%	0%	108
NF	10%	0%	0%	65%	12%	3%	23%	0%	0%	77
Unknown	40%	4%	7%	51%	24%	0%	11%	0%	0%	55
Sample Average	32%	2%	2%	52%	17%	2%	15%	1%	0%	309

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
Aging Waiver	17%	66%	5%	12%	0%	41
PD Waiver	0%	100%	0%	0%	0%	12
New Choices Waiver	16%	68%	5%	9%	2%	88
NF	17%	69%	9%	6%	0%	70
Unknown	16%	69%	10%	4%	0%	49
Sample Average	16%	70%	7%	7%	1%	260

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
Aging Waiver	60%	40%	0%	0%	50
PD Waiver	81%	16%	3%	0%	32
New Choices Waiver	57%	40%	3%	1%	156
NF	69%	28%	2%	0%	81
Unknown	78%	22%	0%	0%	58
Sample Average	65%	33%	2%	0%	377

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
Aging Waiver	10%	15%	75%	0%	0%	20
PD Waiver	0%	0%	100%	0%	0%	5
New Choices Waiver	8%	7%	80%	3%	2%	61
NF	9%	4%	70%	17%	0%	23
Unknown	8%	8%	85%	0%	0%	13
Sample Average	8%	7%	79%	5%	1%	122

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
Aging Waiver	10%	85%	0%	5%	0%	20
PD Waiver	0%	100%	0%	0%	0%	5
New Choices Waiver	11%	77%	0%	11%	0%	62
NF	9%	61%	0%	30%	0%	23
Unknown	23%	77%	0%	0%	0%	13
Sample Average	11%	76%	0%	12%	0%	123

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
Aging Waiver	6%	25%	69%	0%	0%	48
PD Waiver	30%	5%	65%	0%	0%	20
New Choices Waiver	11%	9%	72%	8%	1%	141
NF	8%	11%	76%	5%	0%	80
Unknown	21%	0%	77%	0%	2%	57
Sample Average	12%	10%	73%	4%	1%	346

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Aging Waiver	16%	34%	50%	0%	0%	50
PD Waiver	81%	13%	6%	0%	0%	32
New Choices Waiver	38%	18%	43%	1%	0%	156
NF	40%	18%	42%	0%	0%	83
Unknown	60%	17%	22%	0%	2%	60
Sample Average	43%	19%	37%	0%	0%	381

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
Aging Waiver	10%	90%	0%	0%	42
PD Waiver	33%	67%	0%	0%	6
New Choices Waiver	17%	79%	4%	0%	95
NF	10%	78%	12%	0%	51
Unknown	17%	78%	0%	4%	23
Sample Average	14%	81%	5%	0%	217

⁷¹ Item previously reported in the "Safety" domain.

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
Aging Waiver	10%	20%	69%	0%	0%	0%	49
PD Waiver	0%	9%	91%	0%	0%	0%	32
New Choices Waiver	8%	14%	72%	2%	3%	1%	155
NF	10%	25%	61%	1%	4%	0%	84
Unknown	3%	12%	76%	3%	2%	3%	59
Sample Average	7%	17%	71%	2%	2%	1%	379

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
Aging Waiver	0%	10%	90%	0%	0%	0%	50
PD Waiver	0%	3%	97%	0%	0%	0%	32
New Choices Waiver	4%	4%	88%	1%	2%	0%	156
NF	2%	6%	85%	2%	2%	1%	81
Unknown	2%	5%	91%	0%	2%	0%	58
Sample Average	2%	6%	89%	1%	2%	0%	377

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
Aging Waiver	12%	66%	8%	14%	0%	0%	50
PD Waiver	41%	59%	0%	0%	0%	0%	32
New Choices Waiver	3%	93%	2%	1%	1%	0%	157
NF	2%	96%	1%	0%	0%	0%	82
Unknown	33%	65%	0%	2%	0%	0%	60
Sample Average	12%	83%	2%	2%	1%	0%	381

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
Aging Waiver	46%	42%	0%	12%	0%	0%	50
PD Waiver	23%	60%	0%	17%	0%	0%	30
New Choices Waiver	34%	54%	5%	4%	3%	1%	157
NF	15%	77%	1%	2%	4%	0%	84
Unknown	18%	63%	2%	13%	0%	3%	60
Sample Average	28%	59%	3%	7%	2%	1%	381

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
Aging Waiver	53%	18%	10%	18%	0%	0%	49
PD Waiver	38%	59%	3%	0%	0%	0%	29
New Choices Waiver	48%	32%	8%	8%	4%	1%	156
NF	12%	82%	4%	2%	0%	0%	84
Unknown	29%	51%	3%	17%	0%	0%	59
Sample Average	37%	46%	6%	9%	2%	0%	377

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
Aging Waiver	62%	26%	2%	10%	0%	0%	50
PD Waiver	41%	56%	0%	3%	0%	0%	32
New Choices Waiver	78%	18%	1%	0%	1%	3%	156
NF	30%	61%	0%	0%	8%	1%	84
Unknown	37%	52%	3%	7%	0%	2%	60
Sample Average	55%	37%	1%	3%	2%	2%	382

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
Aging Waiver	63%	26%	0%	3%	5%	3%	38
PD Waiver	57%	40%	3%	0%	0%	0%	30
New Choices Waiver	87%	6%	1%	1%	4%	1%	115
NF	64%	21%	2%	2%	12%	0%	58
Unknown	59%	29%	6%	6%	0%	0%	17
Sample Average	73%	18%	2%	2%	5%	1%	258

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
Aging Waiver	16%	68%	16%	0%	0%	0%	50
PD Waiver	81%	19%	0%	0%	0%	0%	32
New Choices Waiver	29%	64%	6%	1%	0%	0%	156
NF	49%	48%	2%	1%	0%	0%	82
Unknown	66%	27%	2%	5%	0%	0%	59
Sample Average	42%	51%	5%	2%	0%	0%	379

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
Aging Waiver	84%	10%	4%	2%	0%	0%	49
PD Waiver	94%	6%	0%	0%	0%	0%	32
New Choices Waiver	83%	8%	1%	8%	0%	0%	155
NF	99%	0%	0%	1%	0%	0%	82
Unknown	93%	0%	0%	7%	0%	0%	60
Sample Average	89%	5%	1%	5%	0%	0%	378

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
Aging Waiver	33%	47%	14%	6%	0%	0%	49
PD Waiver	3%	91%	6%	0%	0%	0%	32
New Choices Waiver	38%	45%	15%	2%	0%	0%	157
NF	31%	65%	2%	1%	0%	0%	83
Unknown	15%	71%	10%	3%	0%	0%	59
Sample Average	29%	57%	11%	2%	0%	0%	380

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
Aging Waiver	61%	18%	2%	18%	0%	0%	49
PD Waiver	94%	3%	0%	3%	0%	0%	32
New Choices Waiver	71%	11%	4%	14%	0%	0%	153
NF	82%	17%	1%	0%	0%	0%	83
Unknown	80%	7%	2%	12%	0%	0%	59
Sample Average	75%	12%	2%	10%	0%	0%	376

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
Aging Waiver	12%	58%	28%	2%	0%	0%	50
PD Waiver	28%	69%	3%	0%	0%	0%	32
New Choices Waiver	20%	51%	21%	6%	1%	1%	155
NF	41%	52%	7%	0%	0%	0%	83
Unknown	20%	48%	20%	12%	0%	0%	60
Sample Average	24%	53%	17%	5%	1%	0%	380

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
Aging Waiver	78%	20%	0%	0%	2%	0%	49
PD Waiver	69%	28%	0%	3%	0%	0%	32
New Choices Waiver	80%	13%	3%	1%	3%	0%	149
NF	80%	18%	0%	1%	0%	0%	82
Unknown	78%	18%	0%	2%	2%	0%	60
Sample Average	78%	17%	1%	1%	2%	0%	372

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
Aging Waiver	22%	71%	6%	0%	0%	0%	49
PD Waiver	56%	41%	0%	3%	0%	0%	32
New Choices Waiver	26%	66%	3%	5%	0%	0%	155
NF	50%	43%	2%	5%	0%	0%	82
Unknown	38%	45%	2%	13%	2%	0%	60
Sample Average	35%	56%	3%	6%	0%	0%	378

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
Aging Waiver	66%	30%	2%	0%	2%	0%	50
PD Waiver	78%	19%	0%	0%	3%	0%	32
New Choices Waiver	70%	28%	1%	0%	1%	0%	154
NF	75%	24%	0%	1%	0%	0%	80
Unknown	75%	22%	2%	2%	0%	0%	59
Sample Average	72%	26%	1%	1%	1%	0%	375

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
Aging Waiver	59%	18%	3%	3%	15%	3%	39
PD Waiver	62%	27%	4%	8%	0%	0%	26
New Choices Waiver	82%	13%	1%	2%	2%	0%	114
NF	96%	2%	0%	0%	2%	0%	52
Unknown	44%	56%	0%	0%	0%	0%	18
Sample Average	77%	16%	1%	2%	4%	0%	249

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
Aging Waiver	7%	93%	0%	0%	42
PD Waiver	0%	100%	0%	0%	31
New Choices Waiver	6%	94%	0%	1%	144
NF	5%	95%	0%	0%	78
Unknown	0%	100%	0%	0%	57
Sample Average	4%	95%	0%	0%	352

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
Aging Waiver	6%	94%	0%	0%	35
PD Waiver	8%	92%	0%	0%	12
New Choices Waiver	10%	87%	4%	0%	83
NF	3%	97%	0%	0%	68
Unknown	4%	96%	0%	0%	48
Sample Average	6%	93%	1%	0%	246

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
Aging Waiver	86%	14%	0%	0%	42
PD Waiver	90%	10%	0%	0%	31
New Choices Waiver	67%	33%	0%	0%	147
NF	68%	32%	0%	0%	81
Unknown	80%	16%	4%	0%	56
Sample Average	73%	26%	1%	0%	357

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
Aging Waiver	93%	7%	0%	0%	43
PD Waiver	97%	3%	0%	0%	31
New Choices Waiver	88%	11%	1%	0%	148
NF	80%	16%	4%	0%	81
Unknown	84%	14%	2%	0%	57
Sample Average	87%	12%	1%	0%	360

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
Aging Waiver	26%	66%	8%	0%	50
PD Waiver	16%	84%	0%	0%	32
New Choices Waiver	14%	77%	8%	1%	156
NF	32%	62%	6%	0%	84
Unknown	10%	82%	7%	2%	60
Sample Average	19%	74%	7%	1%	382

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
Aging Waiver	44%	56%	0%	0%	50
PD Waiver	59%	41%	0%	0%	32
New Choices Waiver	47%	51%	1%	1%	156
NF	66%	31%	2%	0%	83
Unknown	67%	33%	0%	0%	60
Sample Average	55%	44%	1%	0%	381

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
Aging Waiver	64%	36%	0%	0%	28
PD Waiver	77%	23%	0%	0%	13
New Choices Waiver	55%	40%	5%	0%	80
NF	68%	32%	0%	0%	25
Unknown	90%	10%	0%	0%	20
Sample Average	64%	33%	2%	0%	166

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
Aging Waiver	96%	4%	0%	0%	28
PD Waiver	100%	0%	0%	0%	12
New Choices Waiver	95%	3%	3%	0%	80
NF	100%	0%	0%	0%	26
Unknown	100%	0%	0%	0%	20
Sample Average	97%	2%	1%	0%	166

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
Aging Waiver	96%	4%	0%	0%	26
PD Waiver	75%	8%	17%	0%	12
New Choices Waiver	92%	5%	3%	0%	79
NF	100%	0%	0%	0%	26
Unknown	90%	10%	0%	0%	20
Sample Average	93%	5%	2%	0%	163

⁹¹ New item added in 2018-2019.

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
Aging Waiver	2%	12%	84%	0%	2%	0%	50
PD Waiver	0%	13%	84%	3%	0%	0%	32
New Choices Waiver	6%	17%	72%	1%	3%	1%	156
NF	0%	13%	82%	2%	2%	0%	82
Unknown	3%	9%	84%	3%	0%	0%	58
Sample Average	3%	14%	79%	2%	2%	0%	378

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
Aging Waiver	37%	63%	0%	0%	19
PD Waiver	58%	42%	0%	0%	12
New Choices Waiver	35%	63%	0%	1%	68
NF	47%	53%	0%	0%	34
Unknown	46%	54%	0%	0%	24
Sample Average	41%	58%	0%	1%	157

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
Aging Waiver	8%	90%	2%	0%	0%	50
PD Waiver	31%	69%	0%	0%	0%	32
New Choices Waiver	29%	65%	2%	3%	1%	156
NF	19%	76%	0%	5%	0%	83
Unknown	17%	78%	0%	5%	0%	60
Sample Average	23%	73%	1%	3%	0%	381

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
Aging Waiver	67%	31%	0%	2%	0%	49
PD Waiver	84%	13%	0%	3%	0%	32
New Choices Waiver	71%	27%	1%	1%	0%	154
NF	49%	49%	0%	1%	0%	81
Unknown	73%	22%	2%	3%	0%	60
Sample Average	68%	30%	1%	2%	0%	376

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
Aging Waiver	40%	60%	0%	0%	0%	50
PD Waiver	56%	41%	0%	3%	0%	32
New Choices Waiver	43%	54%	1%	2%	0%	156
NF	31%	67%	0%	2%	0%	81
Unknown	55%	42%	2%	2%	0%	60
Sample Average	43%	54%	1%	2%	0%	379

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
Aging Waiver	16%	84%	0%	0%	0%	50
PD Waiver	56%	44%	0%	0%	0%	32
New Choices Waiver	21%	75%	1%	3%	1%	155
NF	12%	83%	0%	2%	2%	82
Unknown	30%	65%	2%	3%	0%	60
Sample Average	23%	74%	1%	2%	1%	379

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
Aging Waiver	58%	42%	0%	0%	0%	50
PD Waiver	41%	53%	0%	6%	0%	32
New Choices Waiver	48%	50%	1%	1%	0%	155
NF	37%	63%	0%	0%	0%	83
Unknown	53%	46%	2%	0%	0%	59
Sample Average	47%	51%	1%	1%	0%	379

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
Aging Waiver	20%	40%	30%	4%	6%	0%	0%	50
PD Waiver	3%	16%	34%	38%	9%	0%	0%	32
New Choices Waiver	13%	35%	32%	14%	5%	1%	0%	156
NF	18%	23%	48%	7%	5%	0%	0%	84
Unknown	8%	28%	37%	15%	12%	0%	0%	60
Sample Average	14%	30%	36%	13%	7%	0%	0%	382

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
Aging Waiver	10%	26%	42%	14%	8%	0%	0%	50
PD Waiver	0%	25%	63%	13%	0%	0%	0%	32
New Choices Waiver	8%	28%	38%	14%	11%	0%	0%	155
NF	5%	24%	58%	10%	4%	0%	0%	84
Unknown	5%	18%	47%	15%	15%	0%	0%	60
Sample Average	7%	25%	46%	13%	9%	0%	0%	381

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
Aging Waiver	36%	60%	2%	2%	50
PD Waiver	69%	28%	3%	0%	32
New Choices Waiver	44%	51%	5%	1%	156
NF	65%	31%	4%	0%	84
Unknown	75%	25%	0%	0%	59
Sample Average	54%	42%	3%	1%	381

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
Aging Waiver	37%	63%	0%	0%	30
PD Waiver	56%	44%	0%	0%	9
New Choices Waiver	43%	54%	3%	0%	79
NF	42%	58%	0%	0%	26
Unknown	67%	33%	0%	0%	15
Sample Average	45%	54%	1%	0%	159

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
Aging Waiver	19%	35%	26%	19%	0%	2%	43
PD Waiver	16%	45%	32%	6%	0%	0%	31
New Choices Waiver	22%	31%	33%	13%	1%	1%	148
NF	15%	38%	37%	5%	2%	2%	81
Unknown	32%	26%	37%	5%	0%	0%	57
Sample Average	21%	34%	34%	10%	1%	1%	360

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
Aging Waiver	16%	39%	45%	0%	0%	49
PD Waiver	0%	9%	91%	0%	0%	32
New Choices Waiver	13%	31%	55%	1%	0%	157
NF	7%	30%	63%	0%	0%	83
Unknown	2%	30%	68%	0%	0%	60
Sample Average	9%	30%	60%	0%	0%	381

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
Aging Waiver	8%	47%	45%	0%	0%	49
PD Waiver	0%	9%	91%	0%	0%	32
New Choices Waiver	18%	33%	48%	1%	0%	153
NF	11%	33%	57%	0%	0%	83
Unknown	7%	37%	56%	0%	0%	59
Sample Average	12%	34%	55%	0%	0%	376

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
Aging Waiver	0%	14%	86%	0%	0%	0%	50
PD Waiver	3%	6%	91%	0%	0%	0%	32
New Choices Waiver	10%	11%	75%	2%	2%	0%	156
NF	6%	10%	81%	0%	4%	0%	83
Unknown	0%	8%	90%	2%	0%	0%	60
Sample Average	6%	10%	81%	1%	2%	0%	381

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
Aging Waiver	49%	49%	0%	2%	49
PD Waiver	66%	34%	0%	0%	32
New Choices Waiver	45%	46%	8%	1%	155
NF	60%	33%	7%	0%	83
Unknown	63%	32%	3%	2%	59
Sample Average	53%	40%	5%	1%	378

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
Aging Waiver	10%	21%	69%	0%	0%	0%	42
PD Waiver	3%	3%	87%	6%	0%	0%	31
New Choices Waiver	9%	16%	70%	1%	3%	2%	148
NF	14%	11%	74%	0%	1%	0%	80
Unknown	2%	9%	82%	4%	4%	0%	57
Sample Average	8%	13%	74%	1%	2%	1%	358

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
Aging Waiver	14%	86%	0%	0%	35	14%
PD Waiver	0%	100%	0%	0%	12	0%
New Choices Waiver	19%	81%	0%	0%	81	19%
NF	18%	82%	0%	0%	67	18%
Unknown	6%	92%	0%	2%	48	6%
Sample Average	14%	85%	0%	0%	243	14%

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
Aging Waiver	0%	40%	60%	0%	0%	5
PD Waiver	0%	0%	100%	0%	0%	1
New Choices Waiver	13%	19%	67%	1%	1%	138
NF	9%	29%	61%	1%	0%	80
Unknown	0%	26%	74%	0%	0%	19
Sample Average	10%	23%	65%	1%	0%	243

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
Aging Waiver	20%	80%	0%	0%	5
PD Waiver	n/a	n/a	n/a	n/a	0
New Choices Waiver	14%	84%	2%	0%	138
NF	49%	45%	6%	0%	80
Unknown	11%	79%	5%	5%	19
Sample Average	25%	71%	4%	0%	242

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
Aging Waiver	0%	40%	60%	0%	0%	5
PD Waiver	0%	0%	100%	0%	0%	1
New Choices Waiver	9%	19%	72%	0%	0%	138
NF	10%	20%	70%	0%	0%	79
Unknown	0%	11%	84%	0%	5%	19
Sample Average	9%	19%	72%	0%	0%	242

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
Aging Waiver	0%	100%	0%	0%	0%	5
PD Waiver	0%	100%	0%	0%	0%	1
New Choices Waiver	8%	88%	1%	1%	1%	137
NF	5%	92%	1%	1%	0%	78
Unknown	5%	89%	0%	5%	0%	19
Sample Average	7%	90%	1%	2%	1%	240

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
Aging Waiver	0%	100%	0%	0%	0%	5
PD Waiver	0%	100%	0%	0%	0%	1
New Choices Waiver	23%	73%	0%	4%	0%	136
NF	9%	88%	0%	4%	0%	80
Unknown	21%	68%	0%	11%	0%	19
Sample Average	17%	78%	0%	5%	0%	241

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
Aging Waiver	6%	8%	72%	14%	0%	50
PD Waiver	19%	38%	34%	9%	0%	32
New Choices Waiver	11%	20%	44%	23%	1%	152
NF	9%	23%	53%	16%	0%	80
Unknown	5%	10%	75%	8%	2%	60
Sample Average	10%	19%	54%	17%	1%	374

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
Aging Waiver	4%	12%	71%	12%	0%	49
PD Waiver	3%	44%	38%	16%	0%	32
New Choices Waiver	11%	18%	49%	22%	0%	152
NF	11%	25%	49%	13%	1%	83
Unknown	7%	8%	75%	7%	3%	60
Sample Average	9%	20%	55%	16%	1%	376

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
Aging Waiver	2%	10%	83%	5%	0%	41
PD Waiver	8%	0%	92%	0%	0%	12
New Choices Waiver	18%	17%	52%	13%	0%	90
NF	11%	20%	58%	11%	0%	71
Unknown	8%	6%	82%	4%	0%	50
Sample Average	11%	14%	66%	9%	0%	264

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aging Waiver	100%	0%	0%	0%	49
PD Waiver	88%	13%	0%	0%	32
New Choices Waiver	95%	4%	0%	1%	155
NF	99%	1%	0%	0%	82
Unknown	95%	5%	0%	0%	60
Sample Average	96%	4%	0%	0%	378

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Aging Waiver	93%	5%	2%	0%	43
PD Waiver	59%	19%	22%	0%	27
New Choices Waiver	69%	14%	16%	1%	139
NF	88%	5%	8%	0%	80
Unknown	57%	11%	31%	0%	54
Sample Average	74%	11%	15%	0%	343

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
Aging Waiver	100%	0%	0%	0%	3
PD Waiver	55%	45%	0%	0%	11
New Choices Waiver	79%	16%	5%	0%	43
NF	90%	10%	0%	0%	10
Unknown	52%	48%	0%	0%	23
Sample Average	71%	27%	2%	0%	90

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aging Waiver	86%	14%	0%	0%	50
PD Waiver	56%	44%	0%	0%	32
New Choices Waiver	88%	10%	1%	0%	156
NF	90%	8%	1%	0%	83
Unknown	80%	18%	2%	0%	60
Sample Average	85%	14%	1%	0%	381

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
Aging Waiver	83%	14%	3%	0%	36
PD Waiver	56%	31%	13%	0%	16
New Choices Waiver	63%	20%	17%	0%	129
NF	76%	15%	8%	0%	71
Unknown	53%	22%	24%	0%	45
Sample Average	67%	19%	14%	0%	297

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
Aging Waiver	2%	48%	50%	0%	0%	50
PD Waiver	0%	34%	66%	0%	0%	32
New Choices Waiver	10%	54%	33%	2%	1%	156
NF	5%	55%	39%	1%	0%	82
Unknown	2%	33%	65%	0%	0%	60
Sample Average	6%	49%	44%	1%	0%	380

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
Aging Waiver	31%	69%	0%	0%	48
PD Waiver	6%	94%	0%	0%	32
New Choices Waiver	19%	78%	1%	1%	139
NF	10%	88%	1%	0%	77
Unknown	15%	85%	0%	0%	59
Sample Average	17%	81%	1%	1%	355

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
Aging Waiver	0%	68%	32%	0%	0%	50
PD Waiver	0%	22%	78%	0%	0%	32
New Choices Waiver	31%	48%	21%	0%	0%	158
NF	10%	50%	40%	0%	0%	84
Unknown	12%	23%	65%	0%	0%	60
Sample Average	17%	45%	38%	0%	0%	384

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
Aging Waiver	30%	70%	0%	0%	50
PD Waiver	6%	94%	0%	0%	32
New Choices Waiver	17%	82%	1%	1%	109
NF	11%	89%	0%	0%	75
Unknown	19%	81%	0%	0%	52
Sample Average	17%	83%	0%	0%	318

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
Aging Waiver	92%	6%	2%	0%	0%	0%	50
PD Waiver	97%	3%	0%	0%	0%	0%	32
New Choices Waiver	95%	1%	1%	1%	0%	1%	154
NF	96%	1%	2%	0%	0%	0%	82
Unknown	85%	10%	3%	2%	0%	0%	60
Sample Average	94%	3%	2%	1%	0%	1%	378

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
Aging Waiver	14%	49%	37%	0%	0%	43
PD Waiver	3%	19%	77%	0%	0%	31
New Choices Waiver	12%	33%	54%	1%	1%	144
NF	12%	36%	52%	0%	0%	77
Unknown	4%	21%	75%	0%	0%	57
Sample Average	10%	32%	57%	0%	0%	352

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
Aging Waiver	44%	33%	16%	7%	43
PD Waiver	52%	42%	6%	0%	31
New Choices Waiver	63%	20%	12%	5%	138
NF	47%	24%	13%	17%	72
Unknown	56%	29%	13%	2%	55
Sample Average	55%	26%	12%	7%	339

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
Aging Waiver	12%	26%	42%	21%	43
PD Waiver	13%	23%	32%	32%	31
New Choices Waiver	7%	41%	34%	19%	138
NF	17%	30%	41%	13%	71
Unknown	2%	31%	38%	29%	55
Sample Average	9%	33%	37%	21%	338

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
Aging Waiver	30%	30%	26%	14%	43
PD Waiver	29%	19%	39%	13%	31
New Choices Waiver	23%	26%	37%	15%	137
NF	15%	35%	35%	14%	71
Unknown	29%	29%	29%	13%	55
Sample Average	24%	28%	34%	14%	337

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
Aging Waiver	14%	12%	16%	58%	43
PD Waiver	6%	16%	23%	55%	31
New Choices Waiver	8%	15%	16%	61%	137
NF	21%	11%	11%	56%	71
Unknown	13%	11%	20%	56%	55
Sample Average	12%	13%	16%	58%	337

Appendix C: Utah's NCI-AD Person-Centered Planning Module

Table 126. 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
Aging Waiver	3%	8%	18%	65%	8%	0%	40
PD Waiver	0%	3%	10%	87%	0%	0%	31
New Choices Waiver	2%	6%	20%	56%	15%	1%	143
NF	10%	6%	23%	42%	17%	1%	69
Unknown	2%	5%	14%	71%	5%	2%	56
Sample Average	4%	6%	18%	60%	12%	1%	339

Table 127. 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
Aging Waiver	31%	61%	8%	0%	36
PD Waiver	3%	97%	0%	0%	31
New Choices Waiver	23%	71%	5%	0%	115
NF	37%	43%	20%	0%	49
Unknown	4%	92%	4%	0%	51
Sample Average	21%	72%	7%	0%	282

Table 128. 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
Aging Waiver	5%	95%	0%	0%	22
PD Waiver	0%	100%	0%	0%	30
New Choices Waiver	4%	94%	0%	3%	79
NF	0%	100%	0%	0%	20
Unknown	2%	96%	0%	2%	47
Sample Average	3%	96%	0%	2%	198

Table 129. 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
Aging Waiver	0%	100%	0%	0%	21
PD Waiver	0%	100%	0%	0%	30
New Choices Waiver	4%	95%	1%	0%	82
NF	0%	100%	0%	0%	21
Unknown	0%	100%	0%	0%	47
Sample Average	1%	98%	0%	0%	201

Table 130. 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
Aging Waiver	5%	86%	9%	0%	22
PD Waiver	0%	100%	0%	0%	30
New Choices Waiver	5%	90%	5%	0%	82
NF	5%	95%	0%	0%	21
Unknown	4%	94%	0%	2%	47
Sample Average	4%	93%	3%	0%	202

Table 131. 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
Aging Waiver	0%	0%	0%	9%	86%	5%	0%	22
PD Waiver	0%	0%	7%	7%	87%	0%	0%	30
New Choices Waiver	1%	0%	9%	22%	68%	0%	0%	82
NF	0%	5%	10%	19%	67%	0%	0%	21
Unknown	2%	2%	2%	17%	74%	0%	2%	47
Sample Average	1%	1%	6%	17%	74%	0%	0%	202

Table 132. 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
Aging Waiver	14%	73%	14%	0%	22
PD Waiver	13%	87%	0%	0%	30
New Choices Waiver	27%	56%	17%	0%	82
NF	24%	52%	24%	0%	21
Unknown	15%	72%	9%	4%	46
Sample Average	20%	66%	13%	1%	201

Table 133. 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
Aging Waiver	0%	0%	82%	18%	0%	22
PD Waiver	0%	0%	93%	7%	0%	30
New Choices Waiver	4%	11%	63%	21%	1%	82
NF	0%	5%	55%	40%	0%	20
Unknown	2%	4%	68%	21%	4%	47
Sample Average	2%	6%	70%	20%	1%	201

Table 134. 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
Aging Waiver	0%	21%	64%	13%	3%	39
PD Waiver	0%	10%	87%	3%	0%	31
New Choices Waiver	6%	25%	43%	24%	2%	141
NF	7%	18%	30%	43%	1%	67
Unknown	5%	9%	63%	20%	4%	56
Sample Average	5%	19%	50%	24%	2%	334

Table 135. 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
Aging Waiver	0%	95%	3%	3%	38
PD Waiver	0%	100%	0%	0%	31
New Choices Waiver	7%	87%	5%	1%	143
NF	6%	79%	15%	0%	68
Unknown	2%	96%	0%	2%	56
Sample Average	4%	89%	5%	1%	336