



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2019-2020 Wisconsin Results



Preface

Wisconsin has a long history of innovation and leadership in long-term care. Our vision of long-term care in Wisconsin is for people with diverse abilities to be empowered to realize their potential and have access to the full continuum of care options. Our mission is to administer programs that provide people with high-quality, person-centered services and supports. To learn more about programs offering long-term care services and supports in Wisconsin, please see: <https://www.dhs.wisconsin.gov/long-term-care-support.htm>.

In order to measure the quality and impact of these long-term care services for the people served, ADvancing States¹ (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI) developed the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. This survey collects valid and reliable person-reported data about the impact that publicly-funded long-term services and supports have on the quality of life and outcomes of older adults and adults with physical disabilities who states serve.

The Wisconsin Department of Health Services (DHS) in partnership with ADvancing States, HSRI, and Vital Research surveyed older adults and people with physical disabilities about their quality of life. DHS is doing this survey to learn more about how to help people in Wisconsin who are getting long-term care. The survey information will be used to improve services and better understand people's needs. To learn more about the National Core Indicators Project in Wisconsin, please see: <https://www.dhs.wisconsin.gov/nci/index.htm>.

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



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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

FE – Frail Elderly

FFS NH – Fee-for-Service Nursing Home

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IRIS – Include, Respect, I-Self Direct Program

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PD – Physical Disabled

PERS – Personal Emergency Response System

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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 States² (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 states³. The 2019-2020 project cycle marked its fifth year of implementation, with more than twenty states having participated. 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 75 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

² ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. www.ADvancingStates.org

³ 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: “Percentage of people whose services meet their needs and goals”.

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator “Percentage of people who have needed home modifications” 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. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2019-2020 NCI-AD Domains and Indicators

| Domain | NCI-AD Indicator |
|--------------------------------|---|
| Community Participation | Percentage of people who are able to do things they enjoy outside of home as much as they want to |
| | Percentage of people who are as active in their community as they would like to be |
| Choice and Control | Percentage of people in group settings who are able to furnish and decorate their room however they want to |
| | Percentage of people in group settings who are able to choose their roommate |
| | Percentage of people who feel in control of their life |
| | Percentage of people who are able to get up and go to bed when they want to |
| | Percentage of people who are able to eat their meals when they want to |
| Relationships | Percentage of people who are able to see or talk to their friends and family when they want |
| Satisfaction | Percentage of people who like where they live |
| | Percentage of people who want to live somewhere else |
| | Percentage of people whose case manager changes too often |
| | Percentage of people whose paid support staff change too often |
| | Percentage of people whose paid support staff do things the way they want them done |
| | Percentage of people who like how they spend their time during the day |
| | Percentage of people whose services help them live a better life |
| | Percentage of people who can reach their case manager when they need to |

| Domain | NCI-AD Indicator |
|-----------------------------|---|
| Service Coordination | Percentage of people who know whom to contact if they have a complaint about their services |
| | Percentage of people who know whom to contact if they want to make changes to their services |
| | Percentage of people whose paid support staff come and leave when they are supposed to |
| | Percentage of people who have a backup plan if their paid support staff don't show up |
| | Percentage of people who have an emergency plan in place |
| | Percentage of people whose services meet their needs and goals |
| | Percentage of people whose case manager talked to them about services that might help with their unmet needs |
| Care Coordination | Percentage of people with concerns about falling who had someone work with them to reduce risk of falls |
| | Percentage of people who felt comfortable going home after being discharged from a hospital or rehab/nursing facility |
| | Percentage of people who had adequate follow-up after being discharged from a hospital or rehab/nursing facility |
| | Percentage of people who know how to manage their chronic conditions |
| Access to Community | Percentage of people who have adequate transportation to get to medical appointments |
| | Percentage of people who have adequate transportation to do the things they want outside of home |
| Access to Needed | Percentage of people who have needed home modifications |
| | Percentage of people who have needed assistive equipment and devices |
| Safety | Percentage of people with concerns about falling |
| | Percentage of people who feel safe around their support staff |
| | Percentage of people who are able to get to safety quickly in case of an emergency |
| | Percentage of people who know whom to talk to if they are mistreated or neglected |
| | Percentage of people who are worried for the security of their personal belongings |
| | Percentage of people whose money has been taken without their permission |
| Health Care | Percentage of people who have talked to someone about feeling sad or depressed |
| | Percentage of people who can get an appointment to see their primary care doctor when they need to |
| | Percentage of people who experience potentially preventable emergency room visits |
| | Percentage of people who have preventive health screenings and exams in a timely manner |

| Domain | NCI-AD Indicator |
|---------------------------|---|
| Wellness | Percentage of people who have access to healthy foods |
| | Percentage of people whose health is better than 12 months ago |
| | Percentage of people with uncorrected poor hearing |
| | Percentage of people with uncorrected poor vision |
| | Percentage of people who have discussed forgetting things with a health care professional |
| | Percentage of people who often feel lonely |
| | Percentage of people who often feel sad or depressed |
| Medications | Percentage of people who know what their prescription medications are for |
| | Percentage of people who take medications to help them feel less sad or depressed |
| Rights and Respect | Percentage of people who have access to information about services in their preferred language |
| | Percentage of people whose paid support staff treat them with respect |
| | Percentage of people in group settings whose permission is asked before others enter their room |
| | Percentage of people in group settings who are able to lock the door to their room |
| | Percentage of people in group settings who have enough privacy |
| | Percentage of people in group settings whose visitors are able to come at any time |
| | Percentage of people in group settings who always have access to food |
| Self-Direction | Percentage of people who can choose what services they receive |
| | Percentage of people who can choose when they receive services |
| | Percentage of people who can choose their paid support staff |
| Work | Percentage of people who have a paid job |
| | Percentage of people who would like a job |
| | Percentage of people wanting a job who receive job search assistance |
| | Percentage of people who volunteer |
| | Percentage of people who would like to volunteer |

| Domain | NCI-AD Indicator |
|--|---|
| Everyday Living | Percentage of people who have adequate support for everyday activities |
| | Percentage of people who have adequate support for self-care |
| Affordability | Percentage of people who have to cut back on food due to finances |
| Person-Centered Planning (OPTIONAL MODULE) | Percentage of people who remember their last service planning meeting |
| | Percentage of people who are involved in making decisions about their service plan |
| | Percentage of people whose service planning meeting took place at a convenient time |
| | Percentage of people whose service planning meeting took place in a convenient location |
| | Percentage of people whose service planning meeting included the people they wanted to be there |
| | Percentage of people who discussed their preferences and needs in the service planning meeting |
| | Percentage of people who received a copy of their service plan after the service planning meeting |
| | Percentage of people whose service plan reflects what was discussed in the service plan meeting |
| Percentage of people whose service plan includes their preferences and choices | |

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.

Impact of COVID-19 on 2019-20 Data Collection and Reporting

Due to the COVID-19 Pandemic the 2019-20 Adult Consumer Survey (ACS) data collection period was unexpectedly abbreviated and all data collection stopped in April. At the time surveying ended, states were in many different stages of survey administration. Very few states had completed data collection. NCI-AD made the decision to offer to provide state reports to all states that collected data during the 2019-20 survey year. As states were in various stages of completion, some demographics – including program populations – may not be fully represented. Therefore, data presented in this report are for internal state use only and data ***should not*** be used as a true comparison between states this year or in previous years.

NCI-AD in Wisconsin

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Wisconsin in 2019-2020 and included for analysis was one thousand eight hundred twenty-three (Total N=1,823). Five program populations were included in the survey sample and are detailed below.

Family Care Program: Family Care is a long-term care program that helps frail elders and adults with disabilities get the services they need to remain in their homes. This comprehensive and flexible program offers services to foster independence and quality of life for members while recognizing the need for interdependence and support.

Two sub-populations were surveyed: Frail Elderly (FE) and Physically Disabled (PD). Three hundred one participants (N=301) from the FE sub-population and three hundred ten people (N=310) from the PD sub-population were interviewed and included for analysis.

IRIS (Include, Respect, I-Self Direct) Program: IRIS is a self-directed program for Wisconsin's frail elders and adults with disabilities. IRIS is built on the principles of self-determination and self-direction. That means that you will have the freedom to decide how you want to live your life.

Two sub-populations were surveyed: Frail Elderly (FE) and Physically Disabled (PD). Two hundred fifty-nine people (N=259) from the FE sub-population and two hundred sixty-four people (N=264) from the PD sub-population were interviewed and included for analysis.

Family Care Partnership Program: The Family Care Partnership Program is an integrated health and long-term care program for frail elderly and people with disabilities. The program integrates health and long-term support services and includes home and community-based services, physician services, and all medical care.

Two sub-populations were surveyed: Frail Elderly (FE) and Physically Disabled (PD). One hundred eighty-nine people (N=189) from the FE sub-population and one hundred ninety-nine people (N=199) from the PD sub-population were interviewed and included for analysis.

Program of All-Inclusive Care for the Elderly (PACE): PACE provides a full range of long-term care, health care, and prescription drugs to older people with chronic needs. Wisconsin's PACE program is available to people who live in Milwaukee, Racine, or Waukesha County and are age 55 or older, eligible for nursing home care, and able to live safely in the community with assistance. The PACE model is built on helping its members to live in the community for as long as possible. Forty-two people (N=42) from this program were interviewed and included for analysis.

Long-Stay Fee-For-Service Medicaid Nursing Homes (FFS NH): This group includes nursing home residents whose nursing home care is paid for by Fee-For-Service Medicaid and have been in the nursing home for at least 100 days according to the most recent admission date, excluding residents of state Veteran's Homes, residents with intellectual or developmental disabilities, and residents whose nursing home care is for a traumatic brain injury. Two hundred fifty-nine people (N=259) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Wisconsin'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 |
|--|-----------------------------------|--|---|---|
| Family Care, Frail Elderly (FE) | 301 | 16,644 | 5.1% MoE, 95% CL | 5.6% MoE, 95% CL |
| Family Care, Physically Disabled (PD) | 310 | 7,841 | 5.0% MoE, 95% CL | 5.5% MoE, 95% CL |
| IRIS, Frail Elderly (FE) | 259 | 3,474 | 5.4% MoE, 95% CL | 5.9% MoE, 95% CL |
| IRIS, Physically Disabled (PD) | 264 | 6,475 | 5.4% MoE, 95% CL | 5.9% MoE, 95% CL |
| Partnership, Frail Elderly (FE) | 189 | 1,200 | 6.0% MoE, 95% CL | 6.6% MoE, 95% CL |
| Partnership, Physically Disabled (PD) | 199 | 960 | 5.7% MoE, 95% CL | 6.2% MoE, 95% CL |
| PACE | 42 | 324 | 13.0% MoE, 95% CL | 14.1% MoE, 95% CL |
| Long-Stay FFS Medicaid Nursing Homes (FFS NH) | 259 | 8,405 | 5.5% MoE, 95% CL | 6.0% 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 |
|---------|----------------------------|---------------------------------|--|--|
| Total | 1,823 | 45,323 | 2.1% MoE, 95% CL | 2.3% MoE, 95% CL |

Survey Process in Wisconsin

DHS has contracted with Vital Research, a national survey group, to identify and manage local survey interviewers to conduct the NCI-AD in-person survey. Vital Research trained survey interviewers according to the requirements of HSRI and Advancing States and performed quality assurance monitoring during the survey interview process.

Wisconsin used NCI-AD’s optional module on person-centered planning (PCP) in all of five of its programs surveyed. In addition, Wisconsin chose to add 10 state-specific questions to the standard NCI-AD Survey.

Stakeholders

DHS contacted potential survey participants and/or their guardians via USPS mail. DHS also sent notices, printed and electronic, informing managed care organizations, IRIS consulting agencies, nursing homes staff and administrators, aging and disability resource centers, etc., of project information, timelines, and what selected survey participants could expect. DHS has also made stakeholder information available through its website and social media. DHS has presented on prior National Core Indicator surveys and plans to use the National Core Indicators–Aging and Disabilities survey at the Wisconsin Long-Term Care Advisory Council.

Organization of Results

The following pages of the report presents findings from Wisconsin’s 2019-2020 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 percentages. 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 Wisconsin’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. Wisconsin’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 Wisconsin’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 Wisconsin’s unweighted overall sample averages for all response options. Please note that the “sample averages” in tables in Appendix B are simple (unweighted) averages that didn’t employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

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

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Wisconsin. 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 Wisconsin’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 Wisconsin’s programs and the state overall. State leaders, public managers, policymakers 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.

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

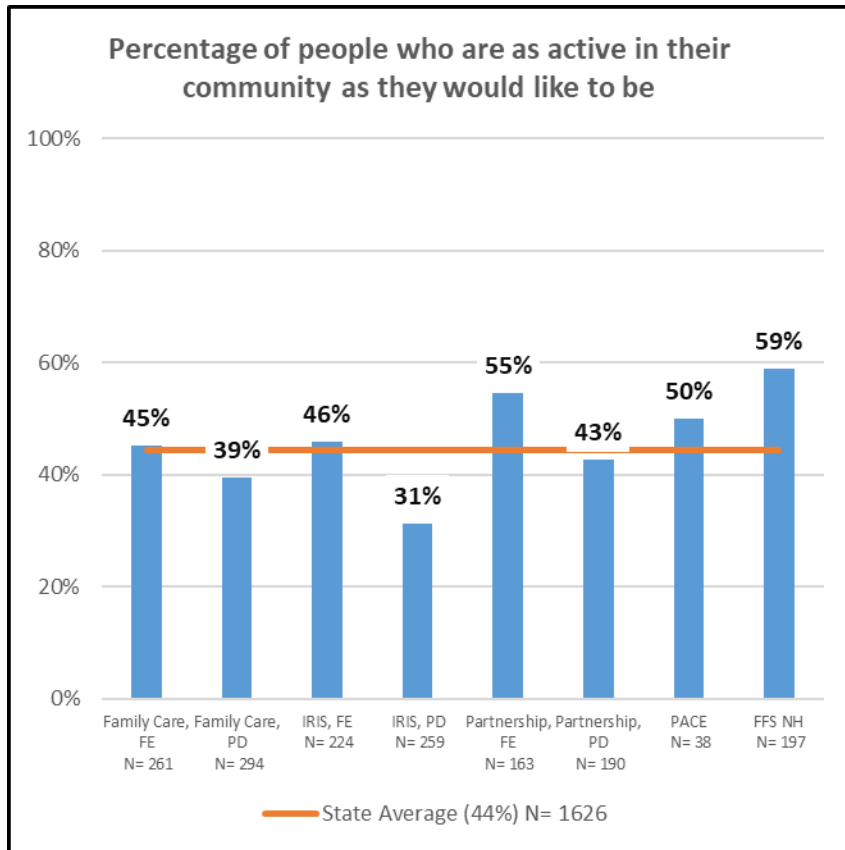
1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

There are three⁴ survey items that correspond to the Community Participation domain.

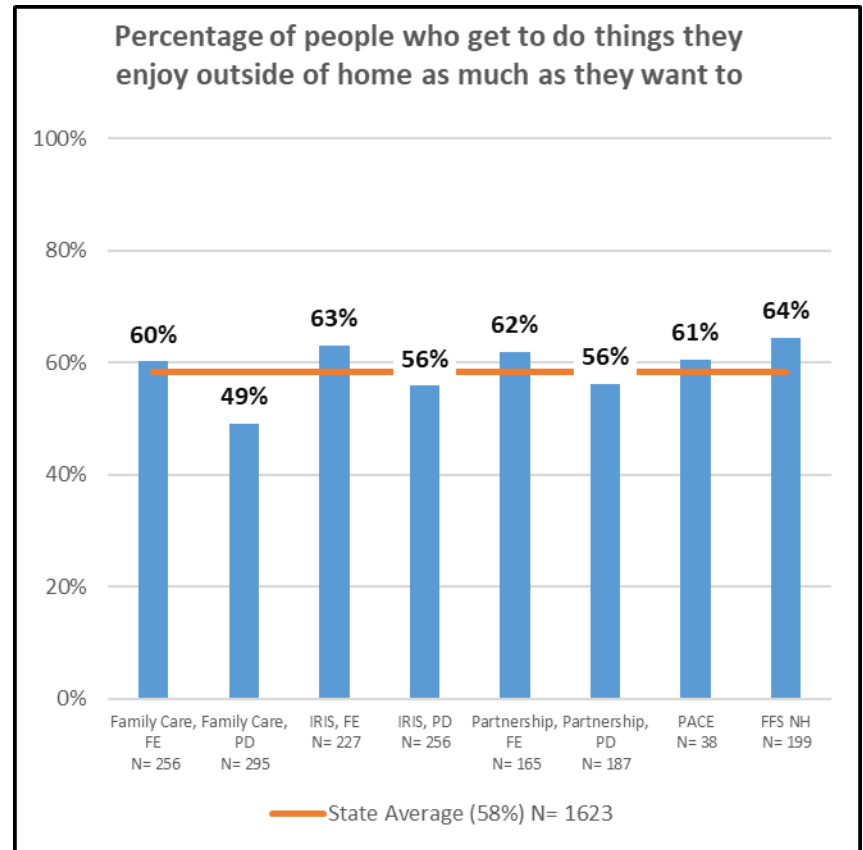
Un-collapsed data are shown in Appendix B.

⁴ Data for one item are presented in Appendix B only.

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



Graph 2. Percentage of people who are able to do things they enjoy outside of home as much as they want to



Choice and Control

People are involved in making decisions about their everyday lives.

There are five Choice and Decision-Making indicators measured by the NCI-AD Adult Consumer Survey:

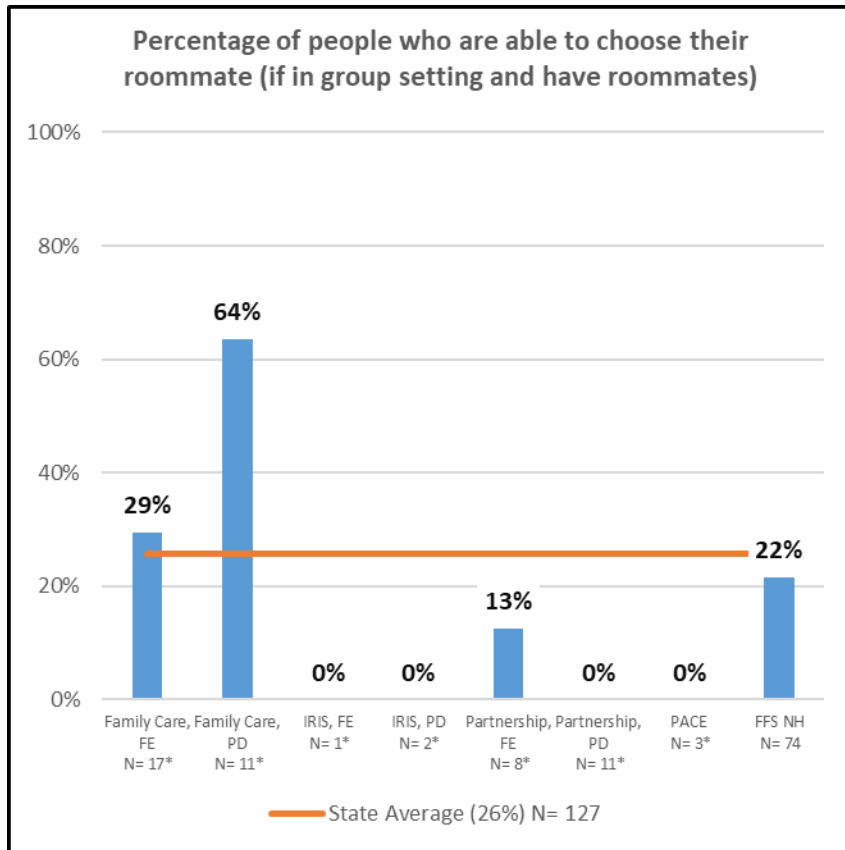
1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life⁵
4. Percentage of people who are able to get up and go to bed when they want to
5. Percentage of people who are able to eat their meals when they want to

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

Un-collapsed data are shown in Appendix B.

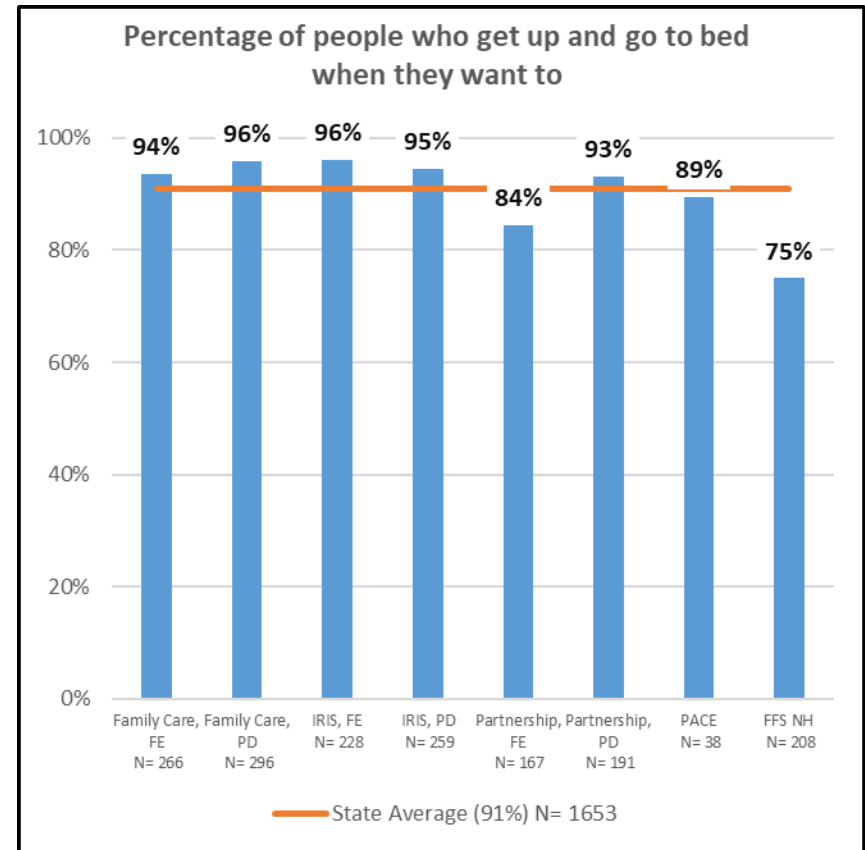
⁵ Indicator previously reported in the “Control” domain.

Graph 3. Percentage of people who are able to choose their roommate (if in group setting⁶ and have roommates)



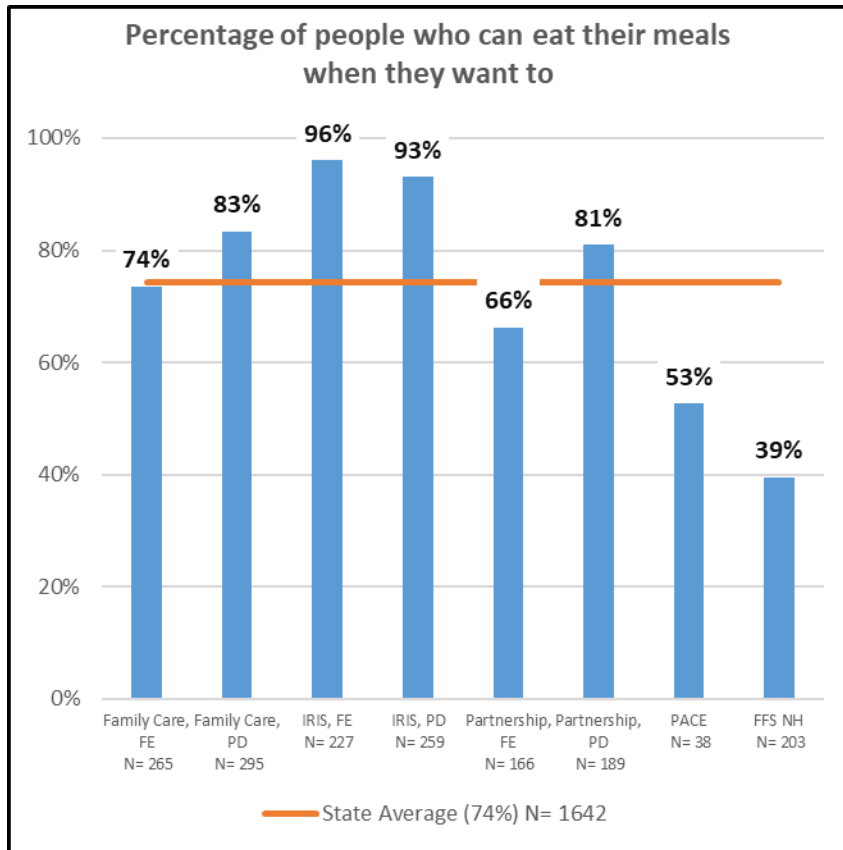
* Very small number of responses

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

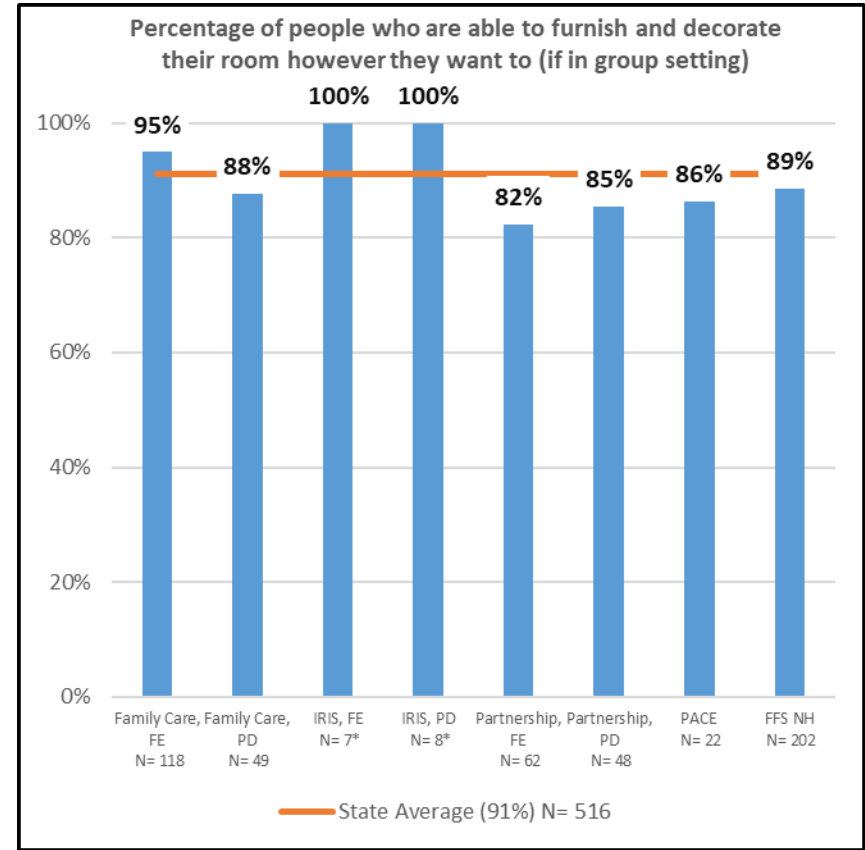


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



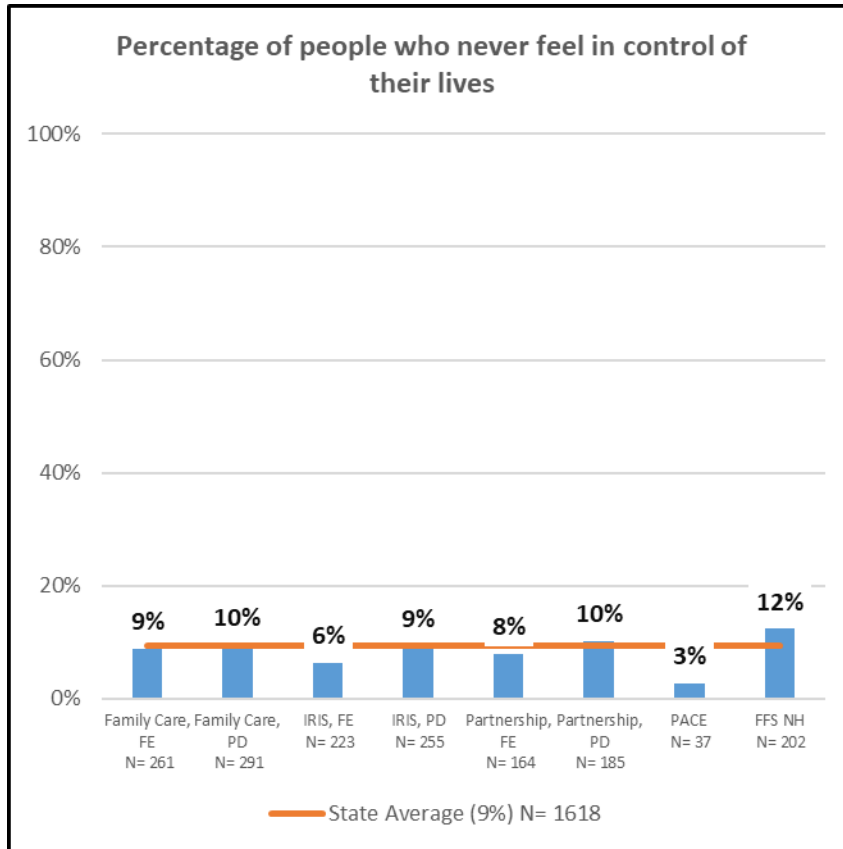
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting⁷)



* Very small number of responses

⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 7. Percentage of people who never feel in control of their lives⁸



⁸ Item previously reported in the “Control” domain.

Relationships

People have friends and relationships.

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

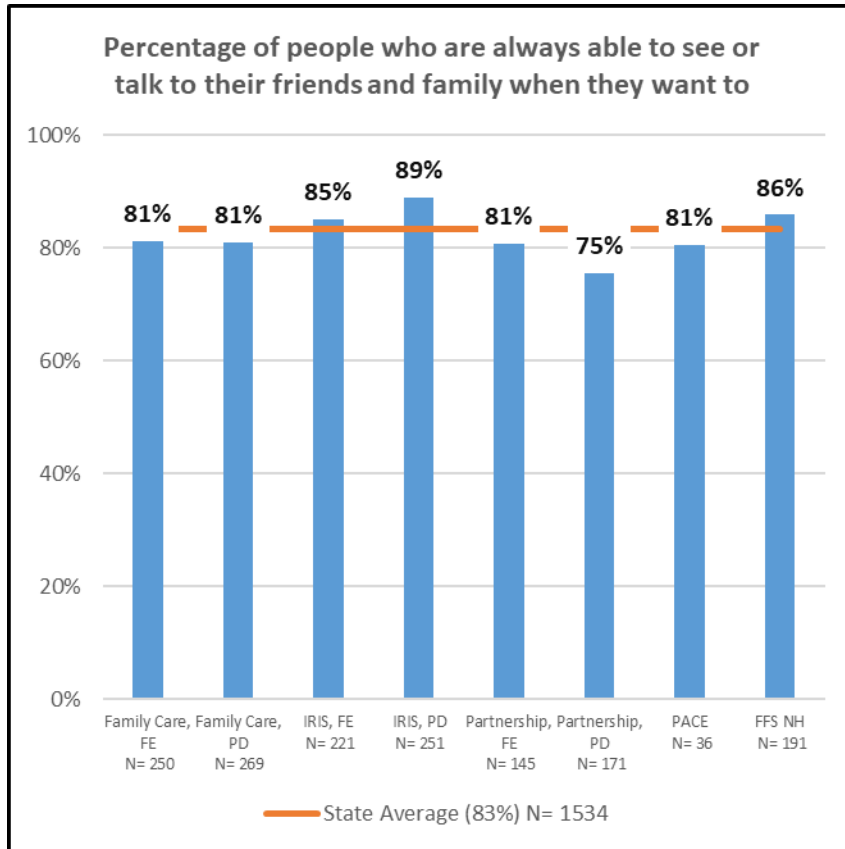
1. Percentage of people who are able to see or talk to their friends and families when they want

There are two⁹ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

⁹ Data for one item are presented in Appendix B only.

Graph 8. Percentage 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.

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

1. Percentage of people who like where they live
2. Percentage of people who want to live somewhere else
3. Percentage of people whose case manager changes too often¹⁰
4. Percentage of people whose paid support staff change too often
5. Percentage of people whose paid support staff do things the way they want them done
6. Percentage of people who like how they spend their time during the day
7. Percentage of people whose services help them live a better life¹¹

There are nine¹² survey items that correspond to the Satisfaction domain.

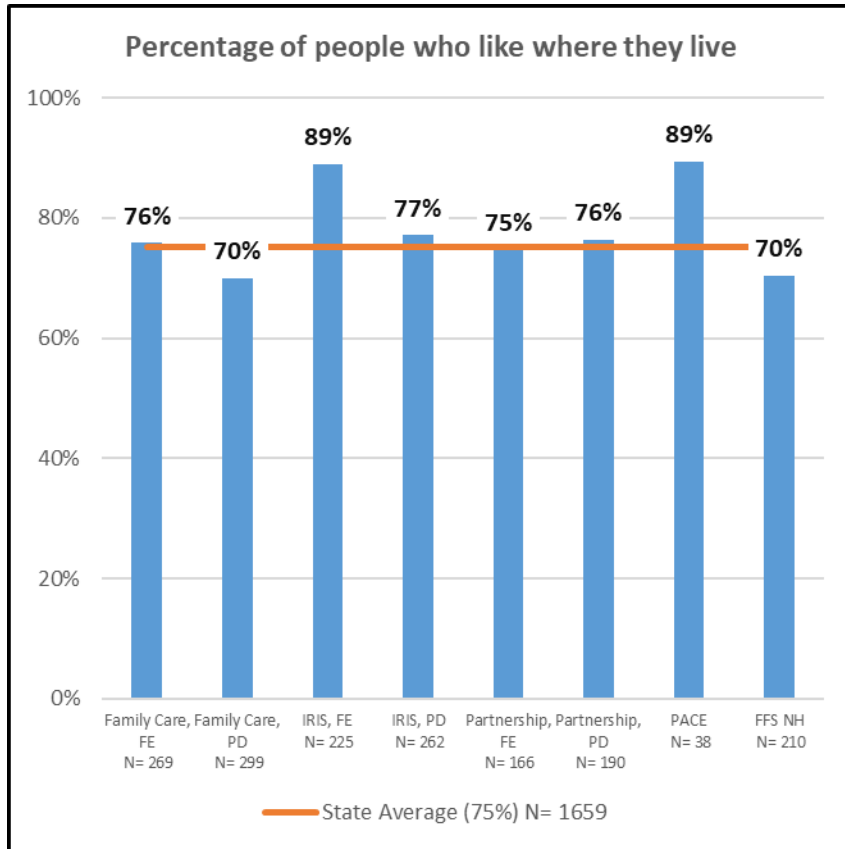
Un-collapsed data are shown in Appendix B.

¹⁰ New indicator in 2019-2020.

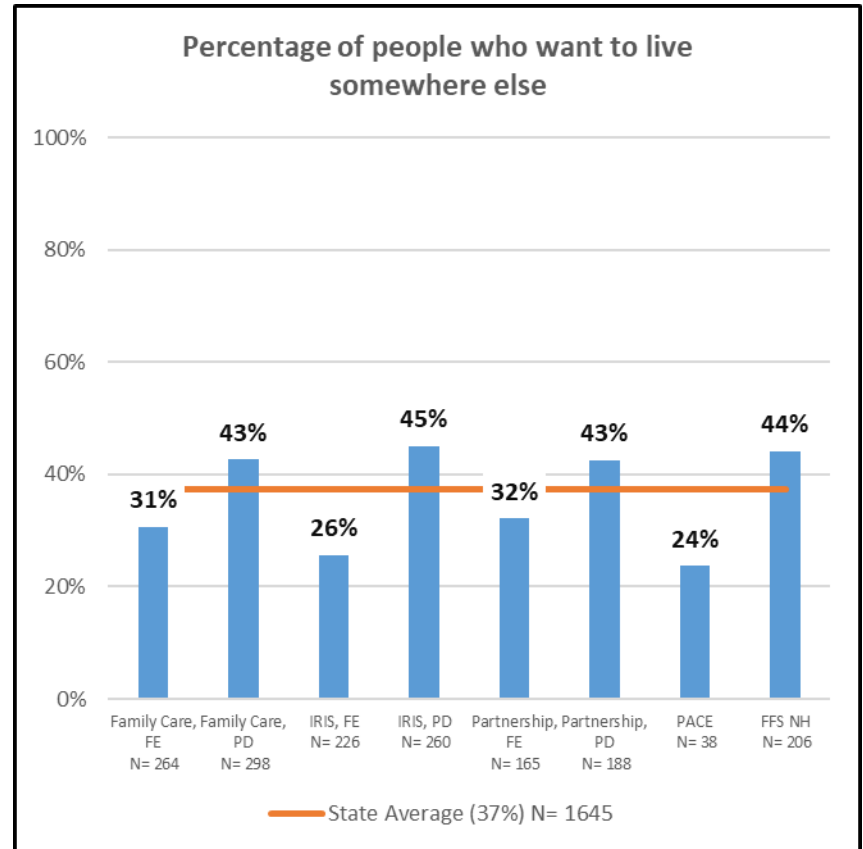
¹¹ New indicator in 2019-2020.

¹² Data for two items are presented in Appendix B only.

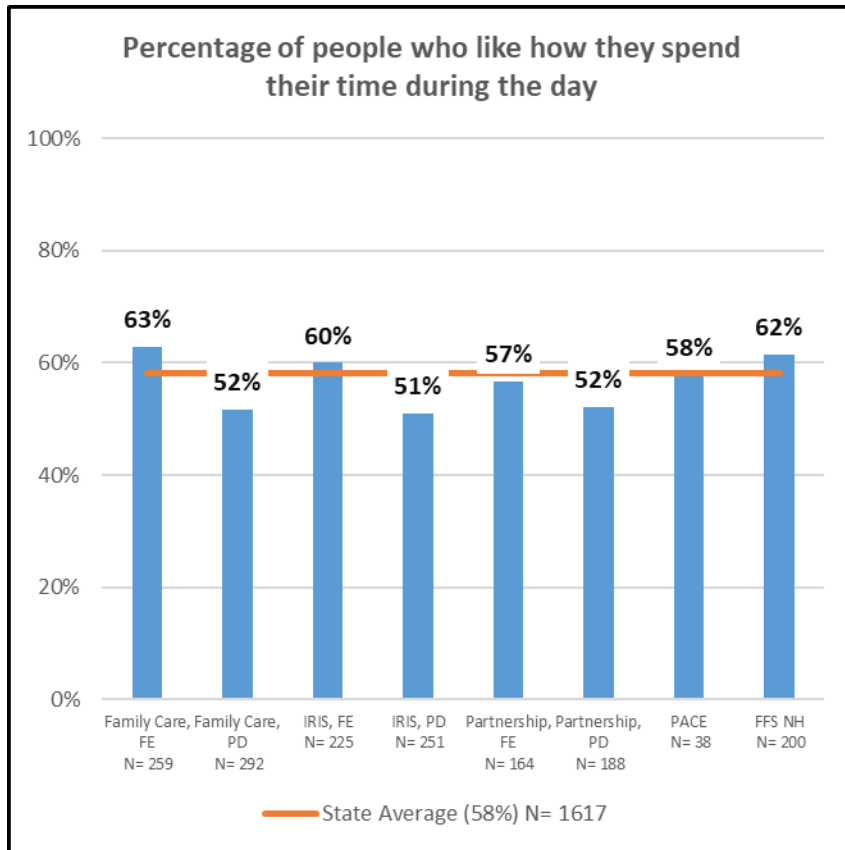
Graph 9. Percentage of people who like where they live



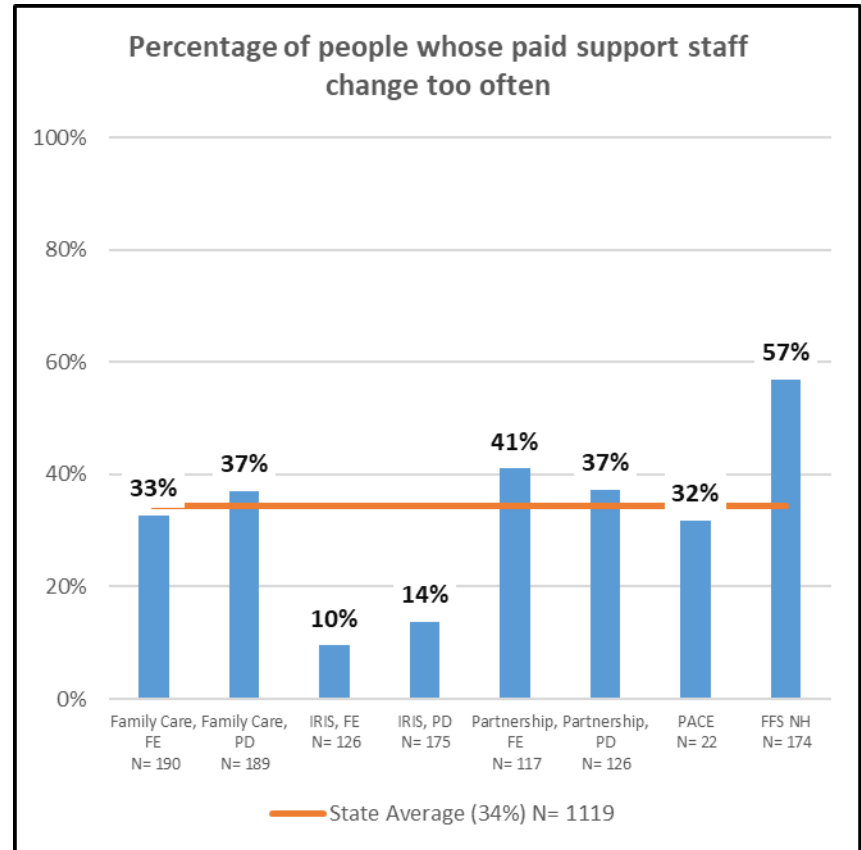
Graph 10. Percentage of people who want to live somewhere else



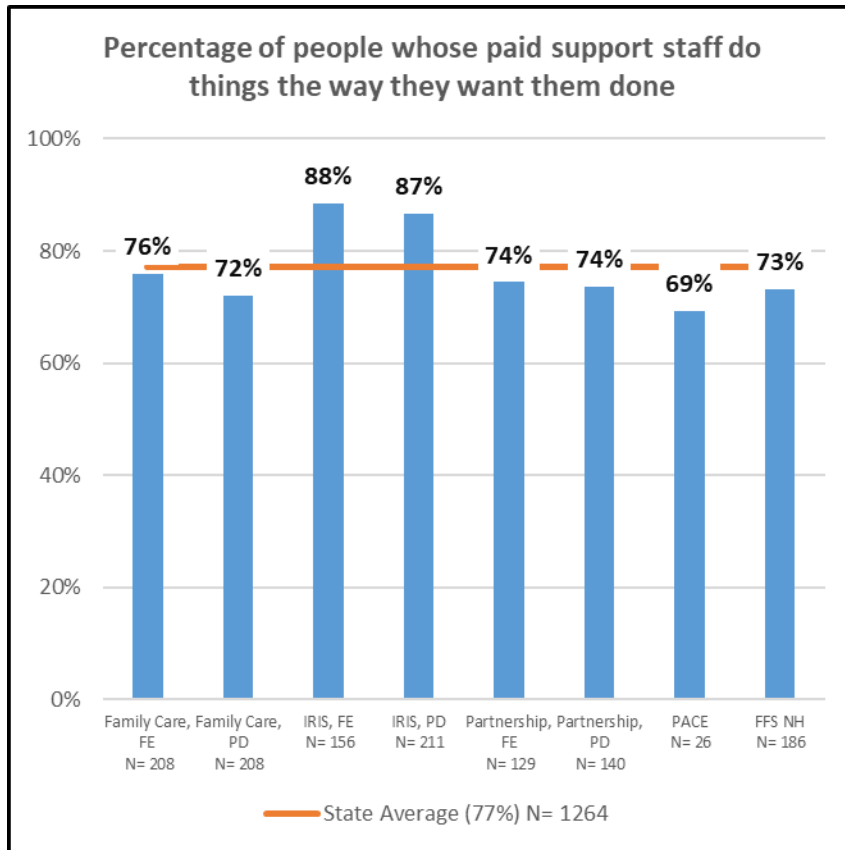
Graph 11. Percentage of people who like how they spend their time during the day



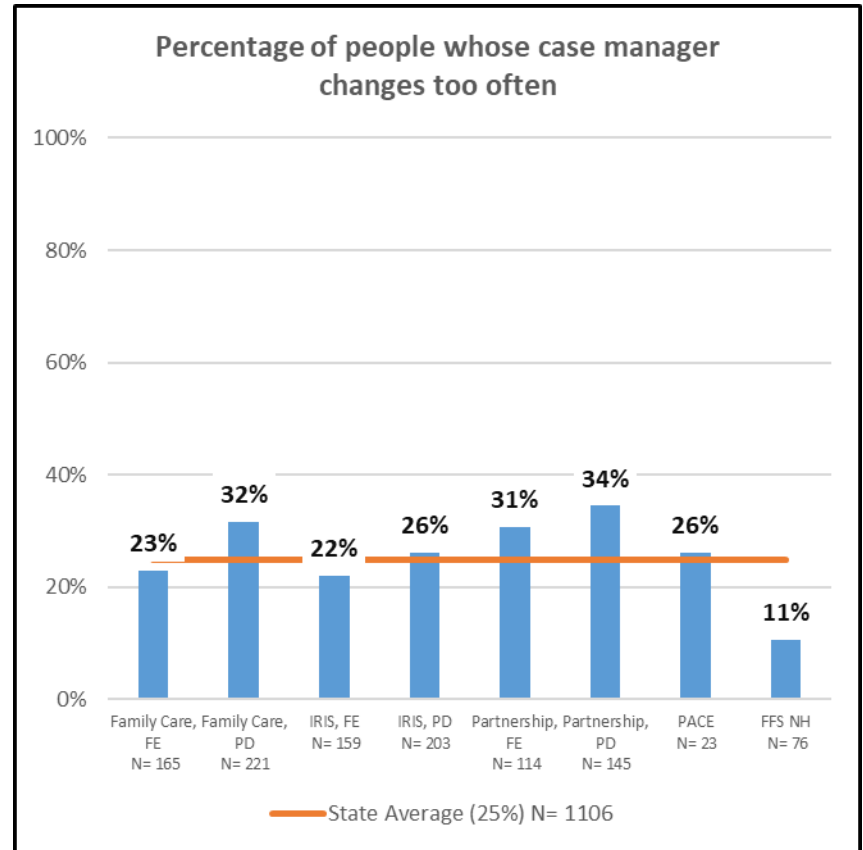
Graph 12. Percentage of people whose paid support staff change too often



Graph 13. Percentage of people whose paid support staff do things the way they want them done

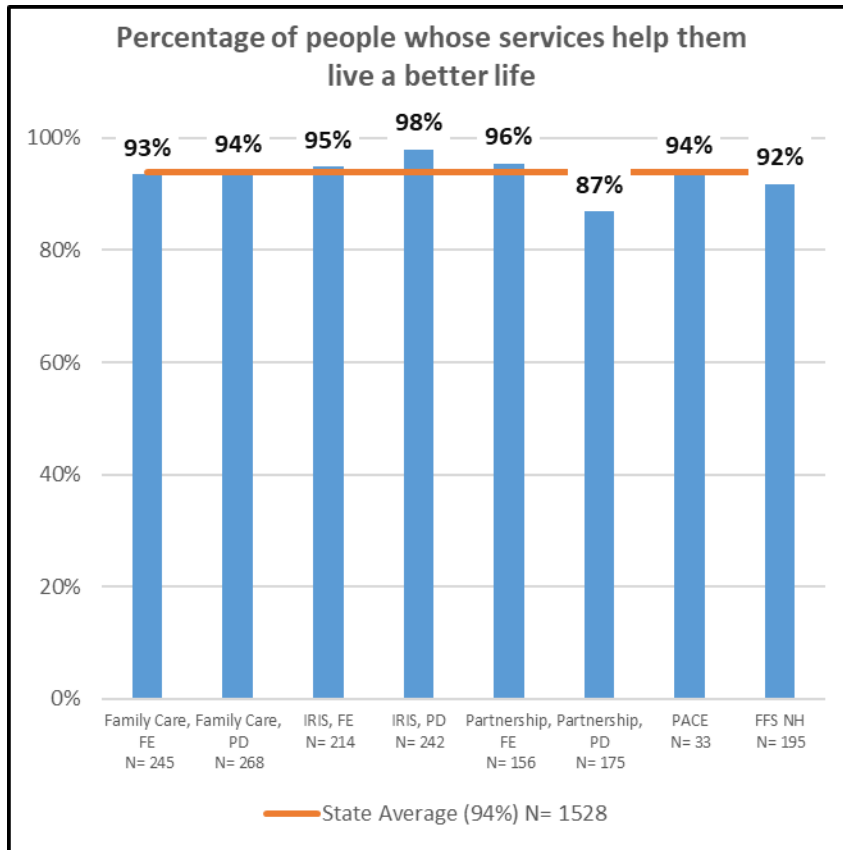


Graph 14. Percentage of people whose case manager changes too often¹³



¹³ New item in 2019-2020.

Graph 15. Percentage of people whose services help them live a better life¹⁴



¹⁴ New item in 2019-2020.

Service Coordination

Service coordinators are accessible and responsive, and the person receives needed services.

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

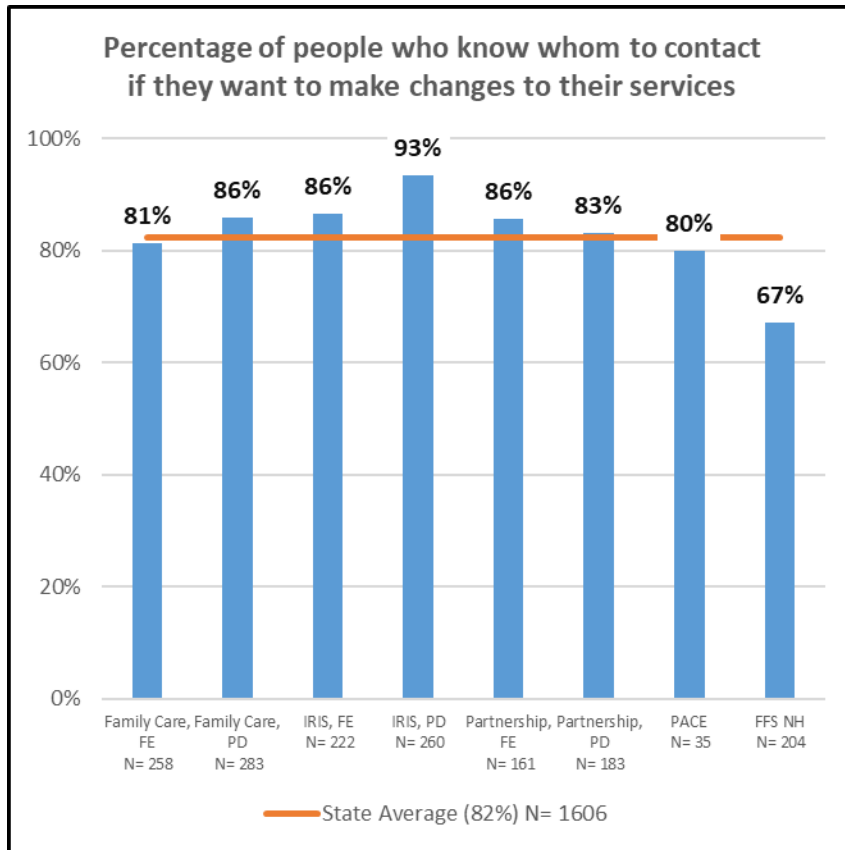
1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support staff come and leave when they are supposed to
5. Percentage of people who have a backup plan if their paid support staff don't show up
6. Percentage of people who have an emergency plan in place
7. Percentage of people whose services meet their needs and goals
8. Percentage of people whose case manager talked to them about services that might help with their unmet needs

There are fourteen¹⁵ survey items that correspond to the Service Coordination domain.

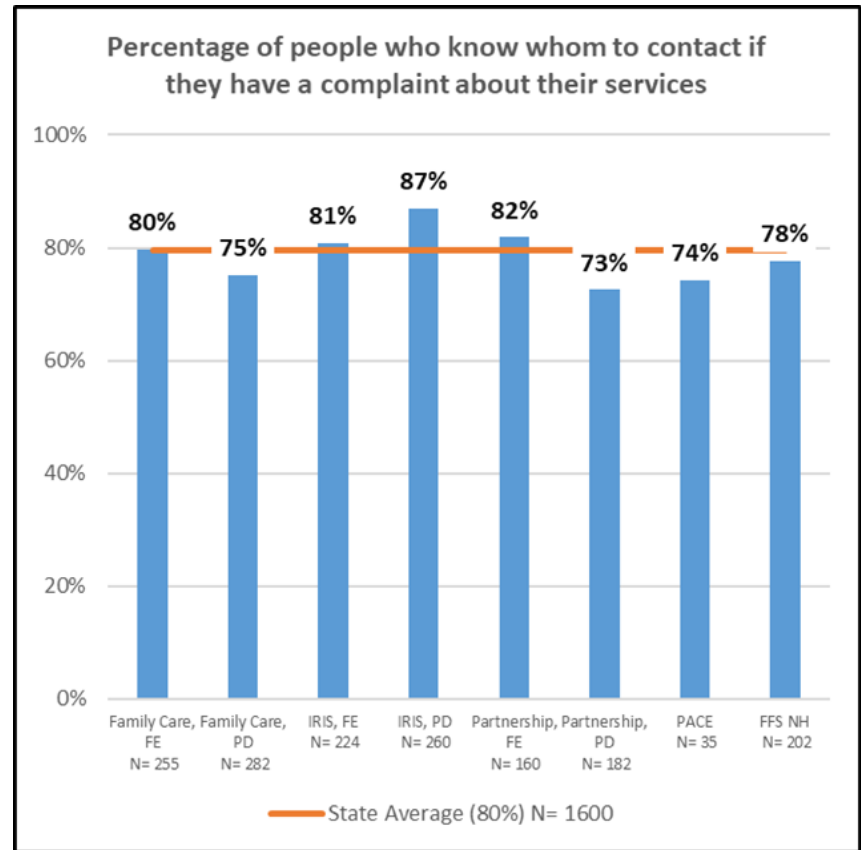
Un-collapsed data are shown in Appendix B.

¹⁵ Data for six items are presented in Appendix B only.

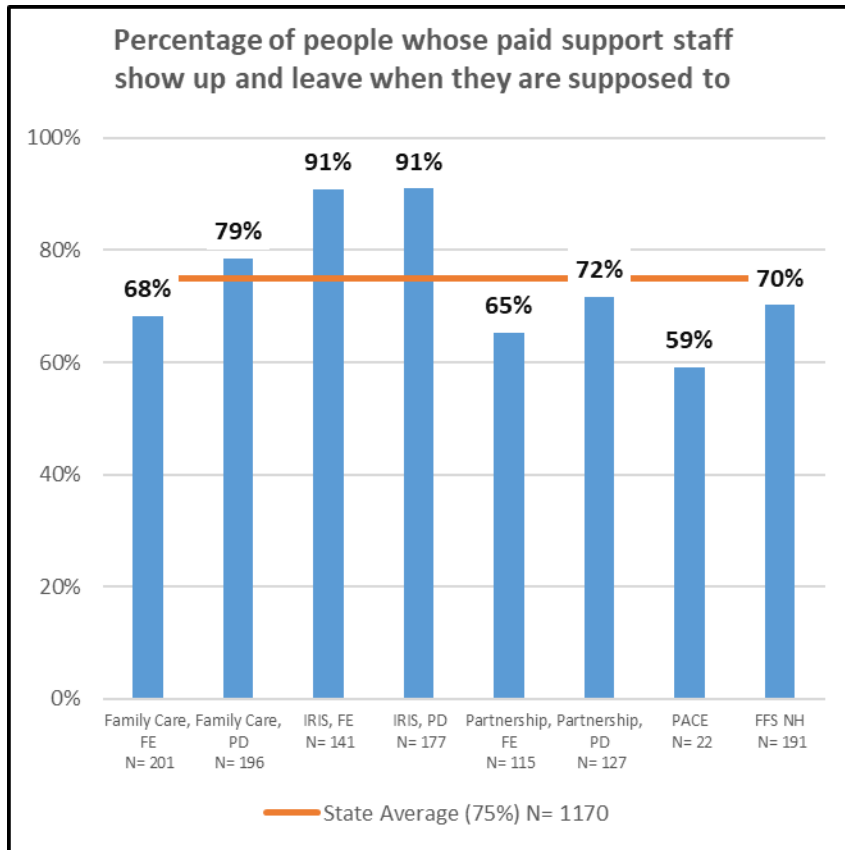
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services



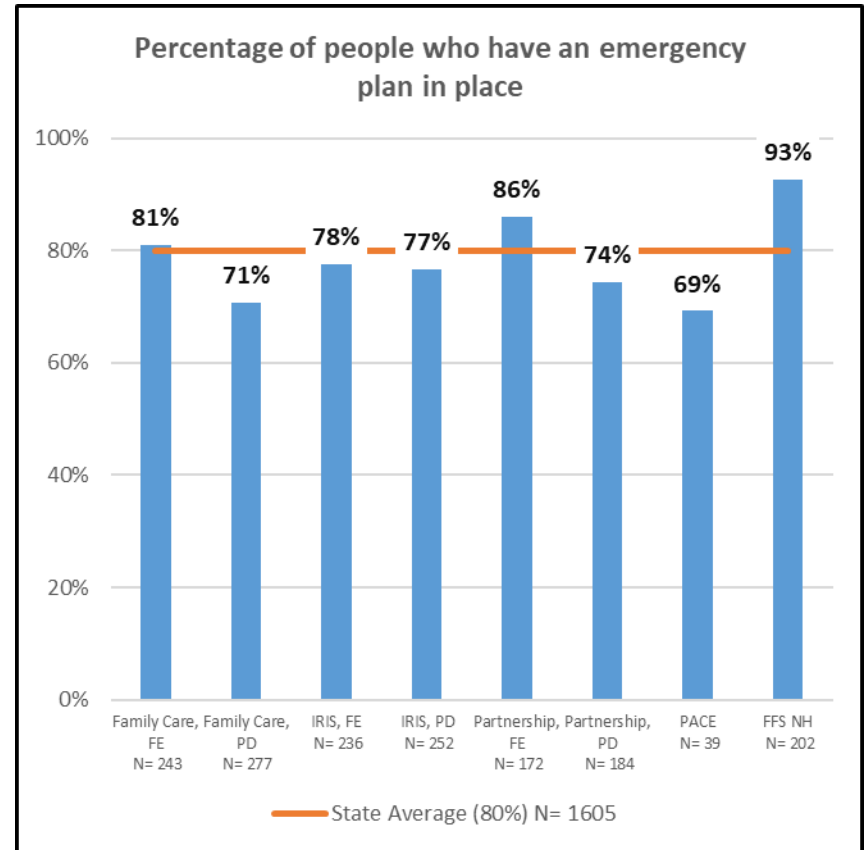
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services



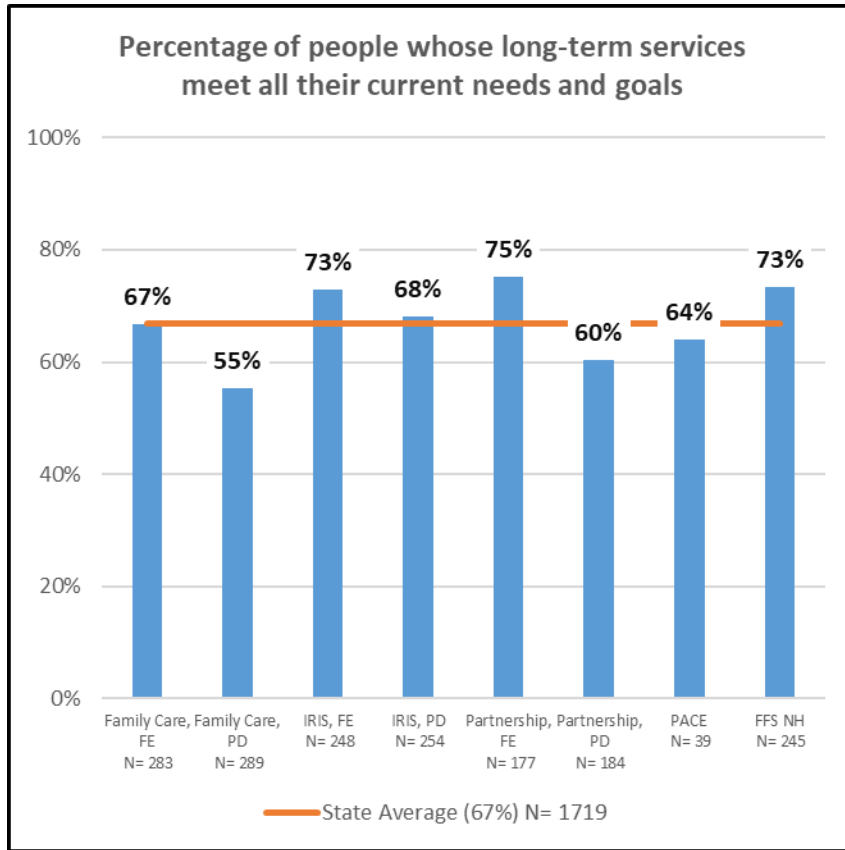
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to



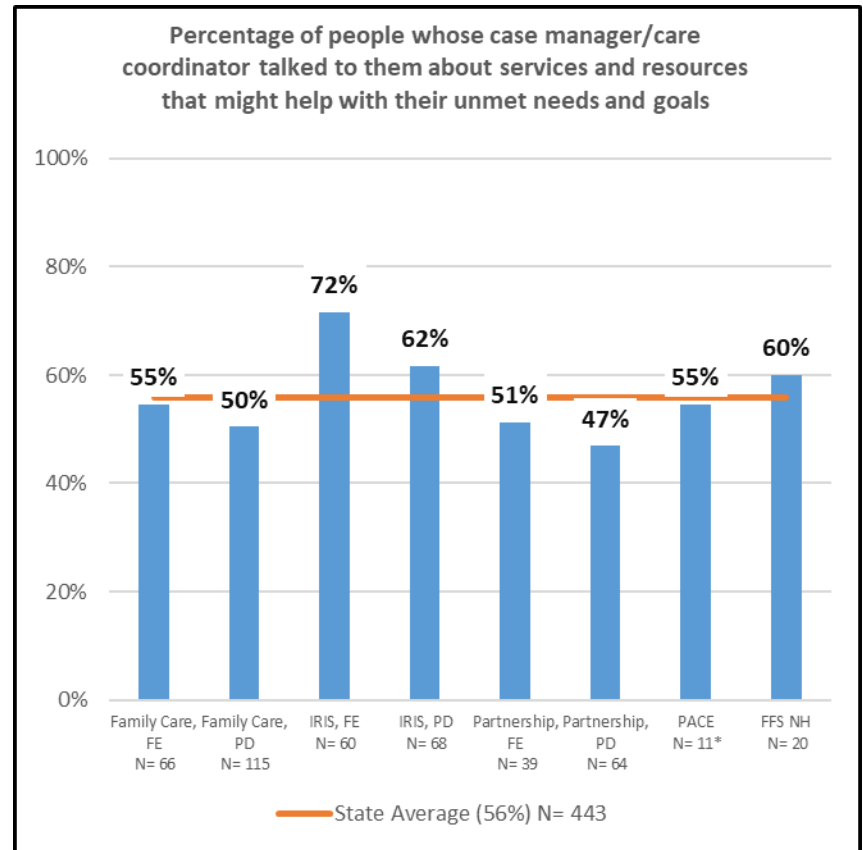
Graph 19. Percentage of people who have an emergency plan in place



Graph 20. Percentage of people whose long-term services meet all their current needs and goals

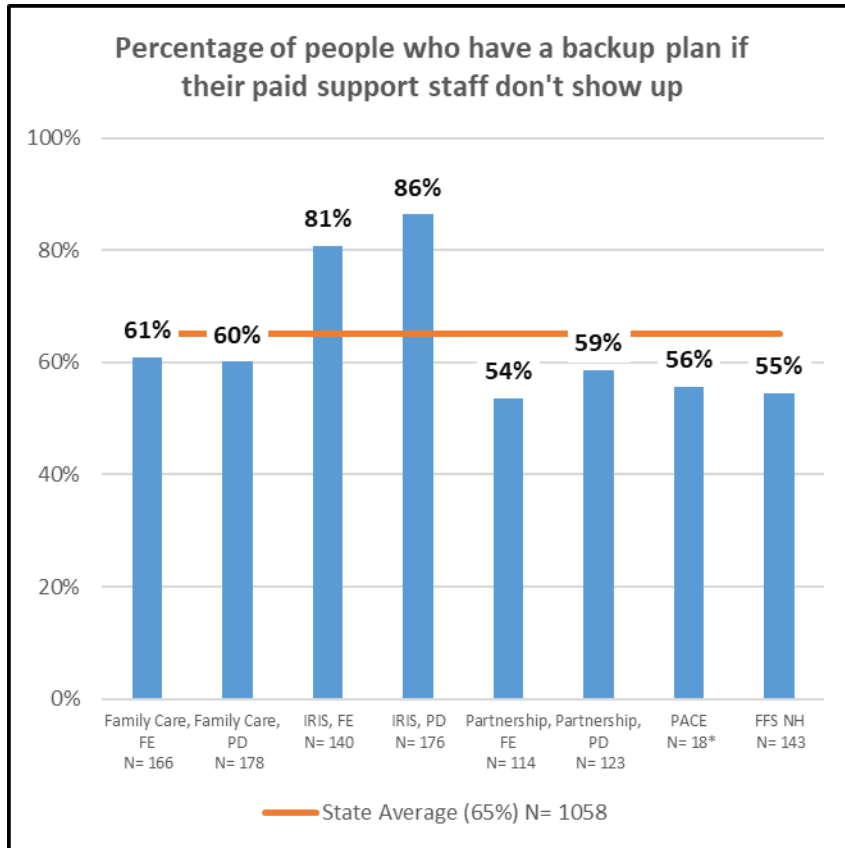


Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



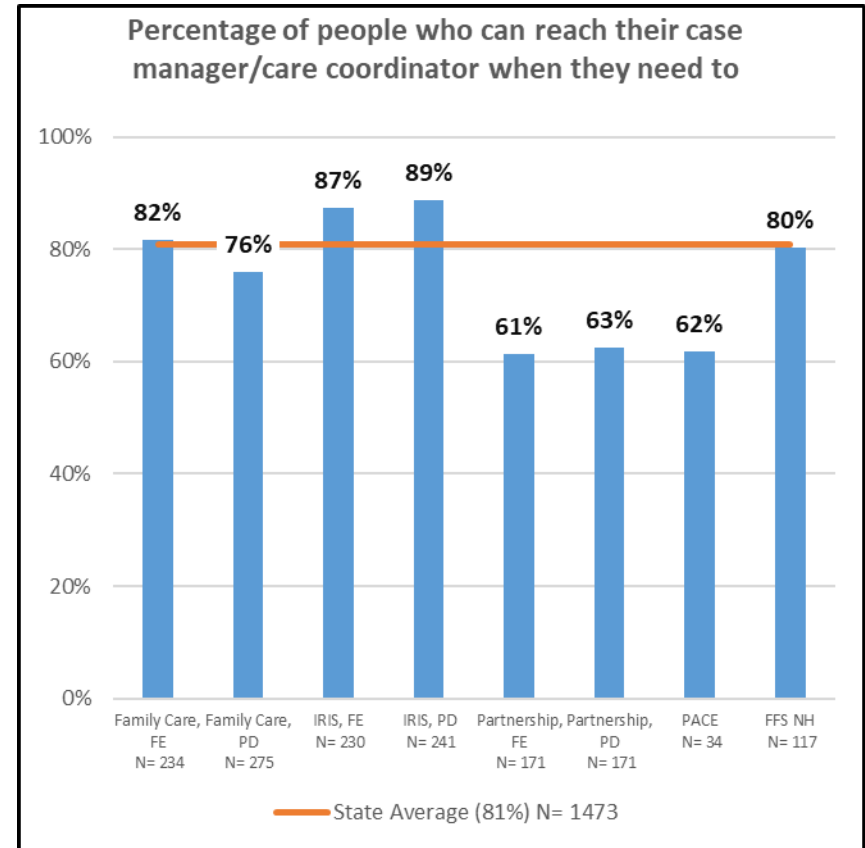
* Very small number of responses

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



* Very small number of responses

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



Care Coordination

Individuals are provided appropriate coordination of care.

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

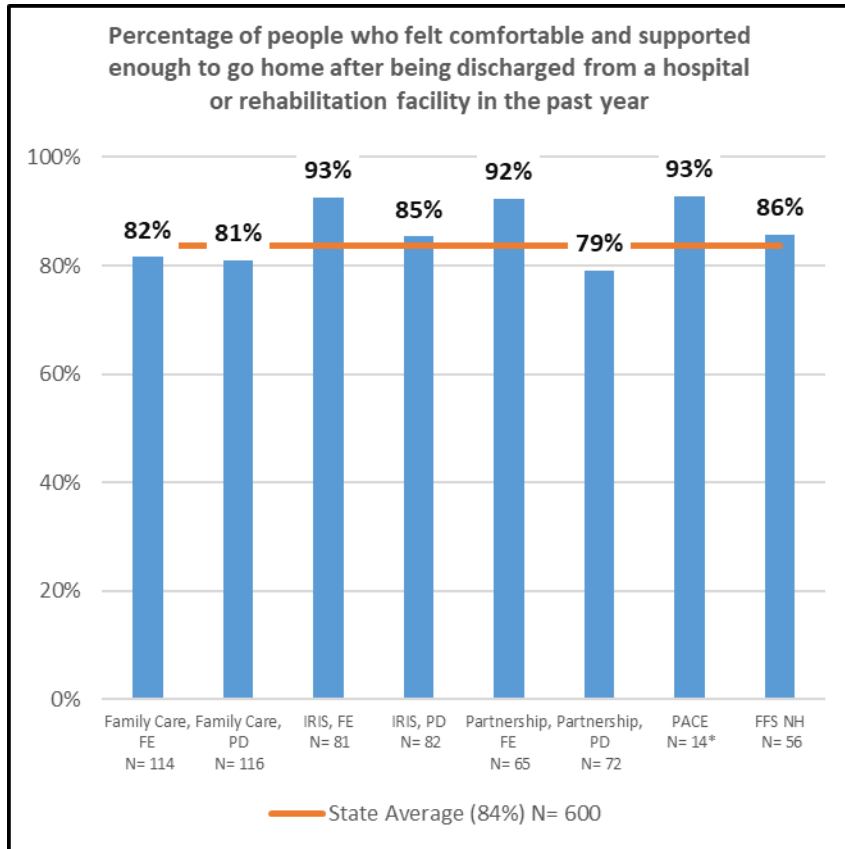
1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4.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

There are five¹⁶ survey items that correspond to the Care Coordination domain.

Un-collapsed data are shown in Appendix B.

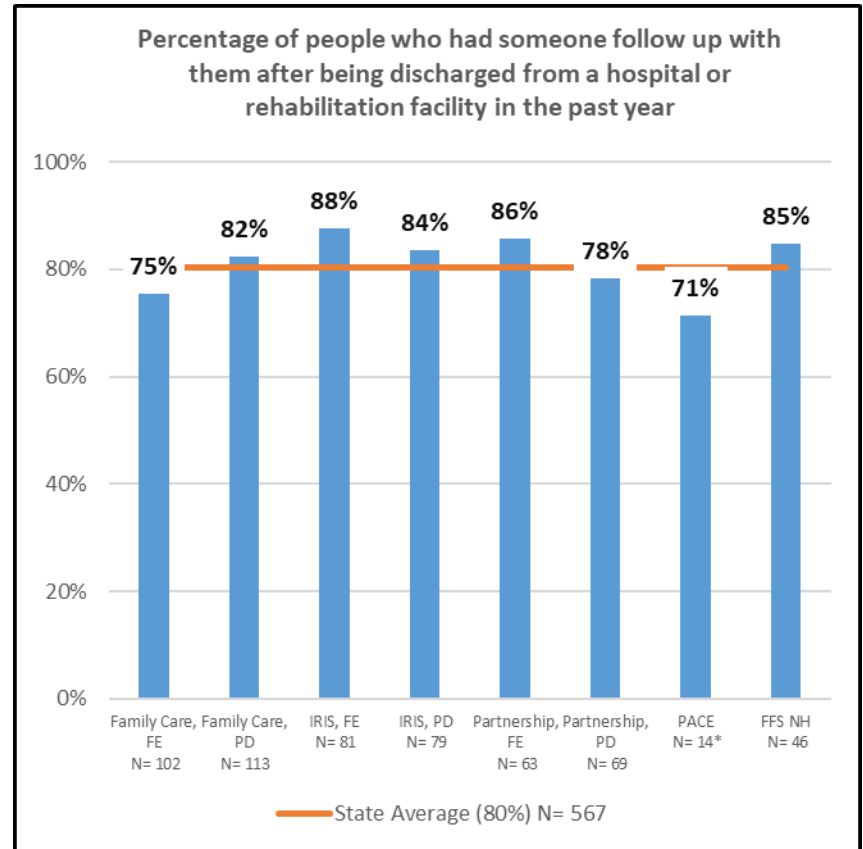
¹⁶ Data for one item are presented in Appendix B only.

Graph 24. Percentage 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



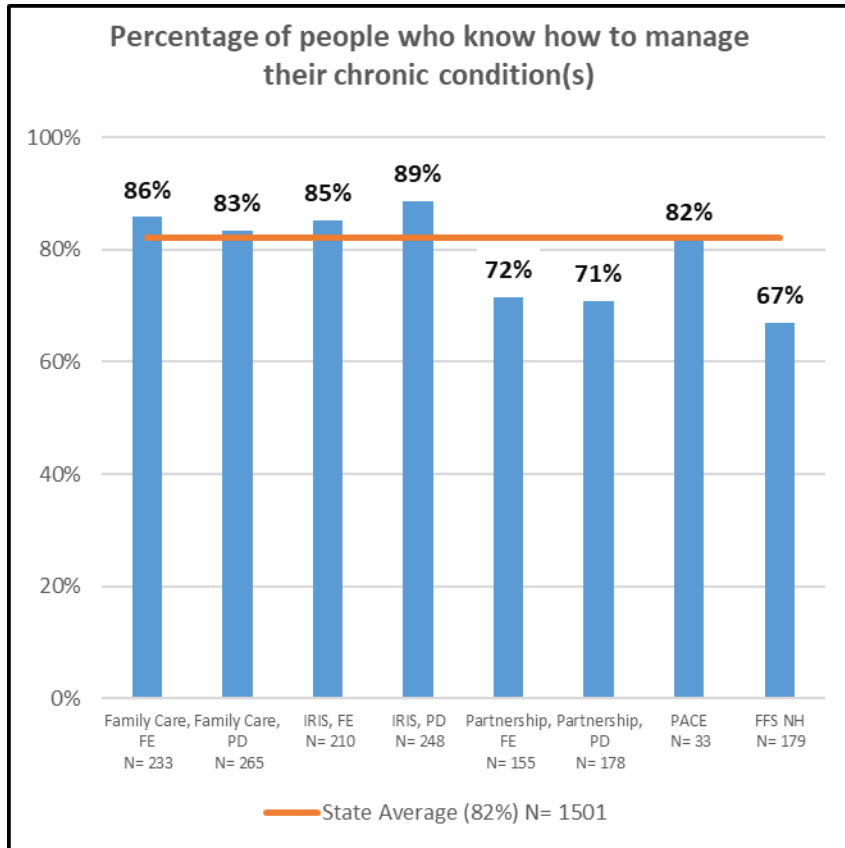
* Very small number of responses

Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

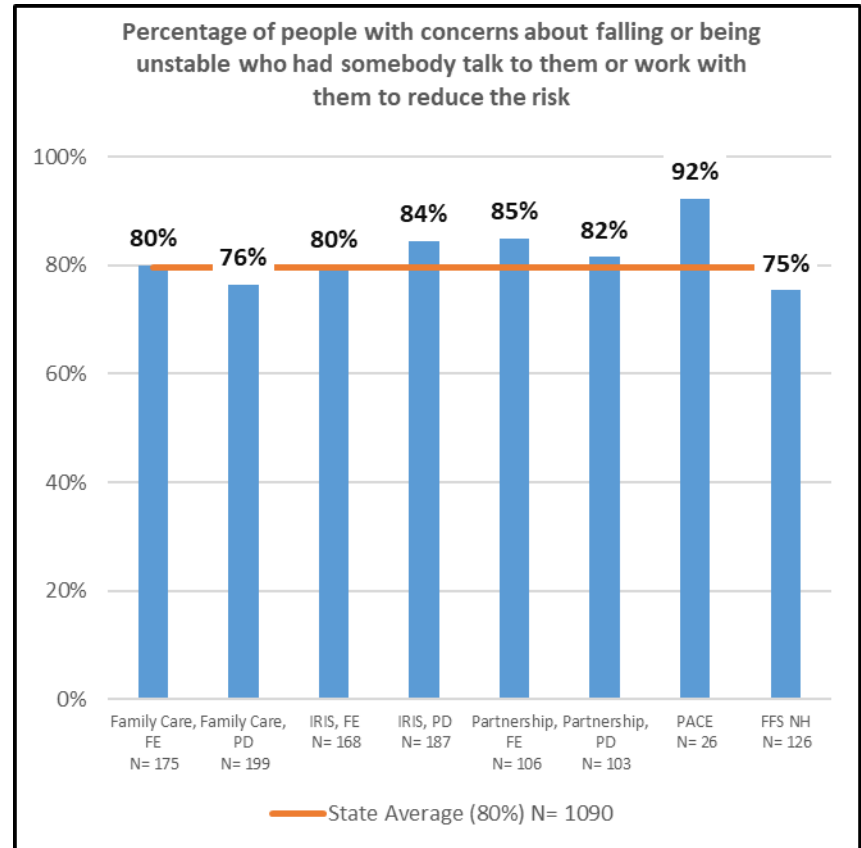


* Very small number of responses

Graph 26. Percentage of people who know how to manage their chronic condition(s)



Graph 27. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk



Access to Community

Services facilitate individuals' access to community.

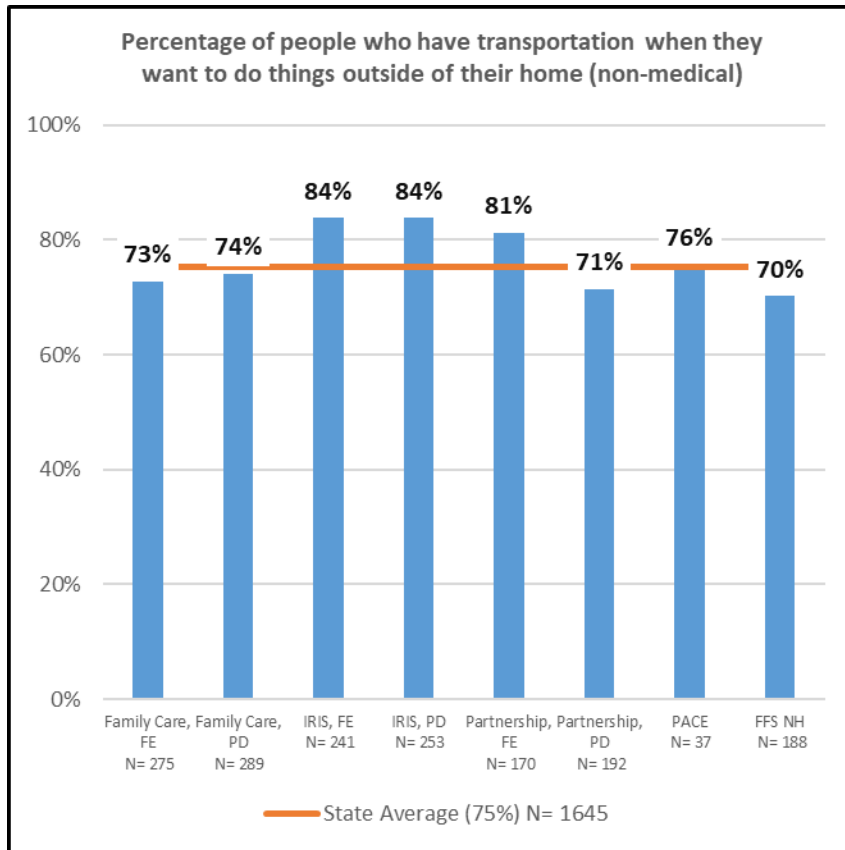
There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have adequate transportation to get to medical appointments
2. Percentage of people who have adequate transportation to do the things they want outside of home

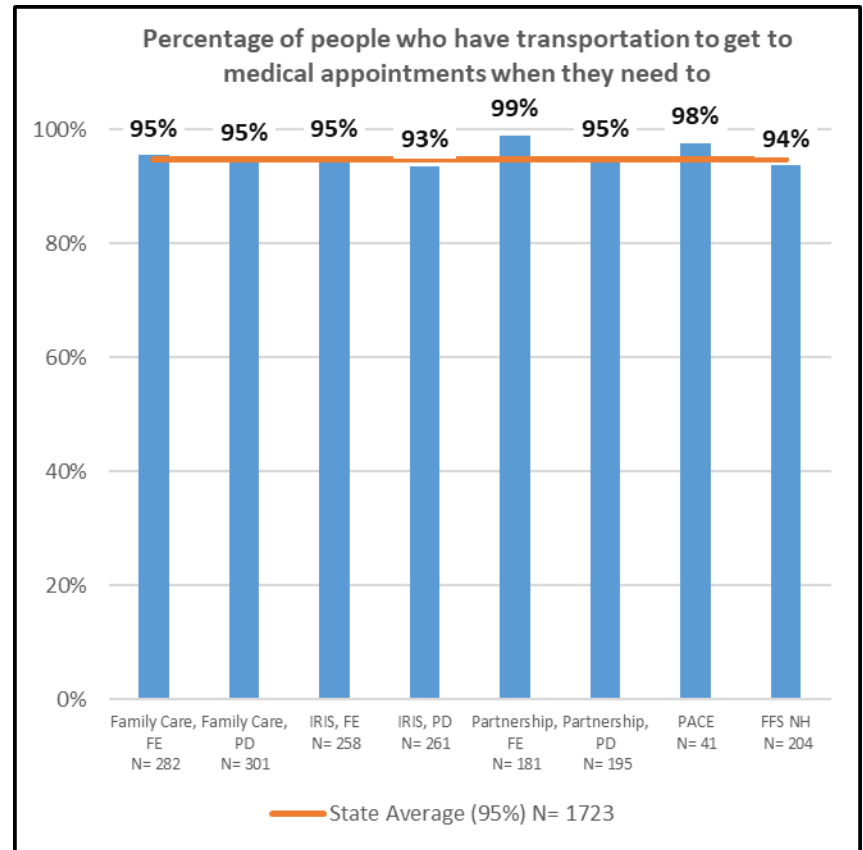
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

Graph 28. Percentage of people who have transportation when they want to do things outside of their home (non-medical)



Graph 29. Percentage of people who have transportation to get to medical appointments when they need to



Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

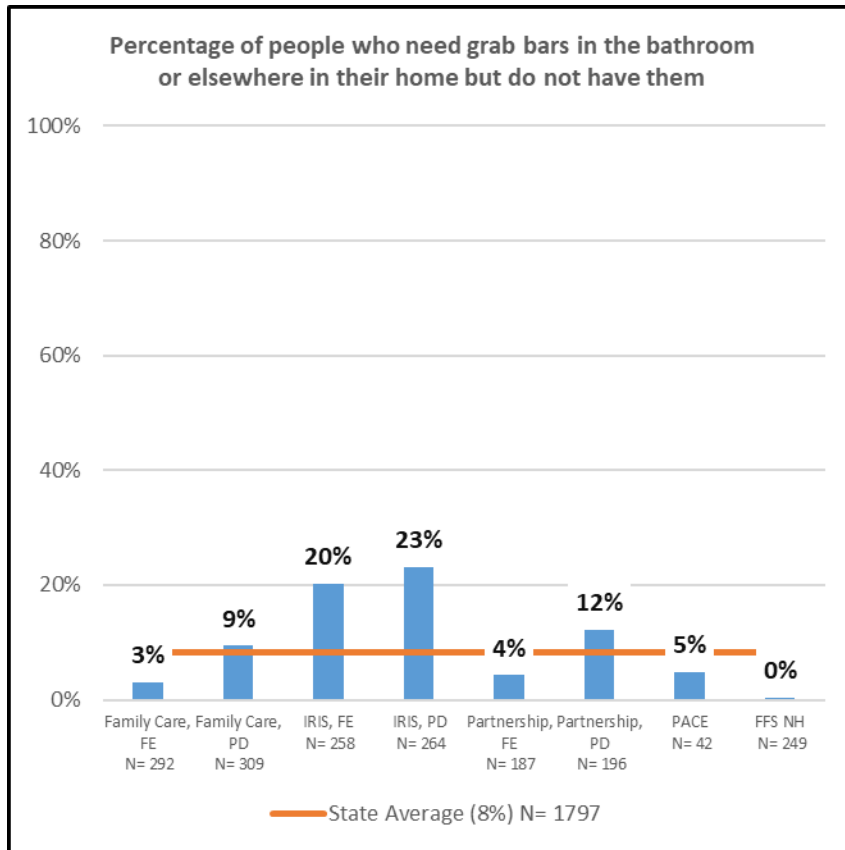
There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have needed home modifications
2. Percentage of people who have needed assistive equipment and devices

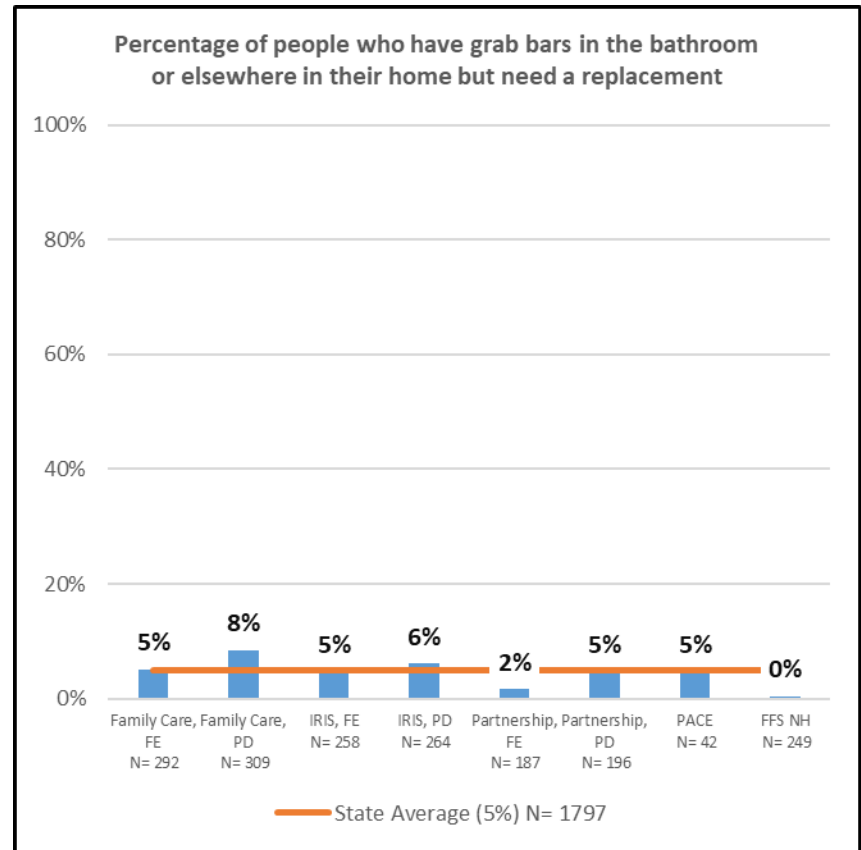
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

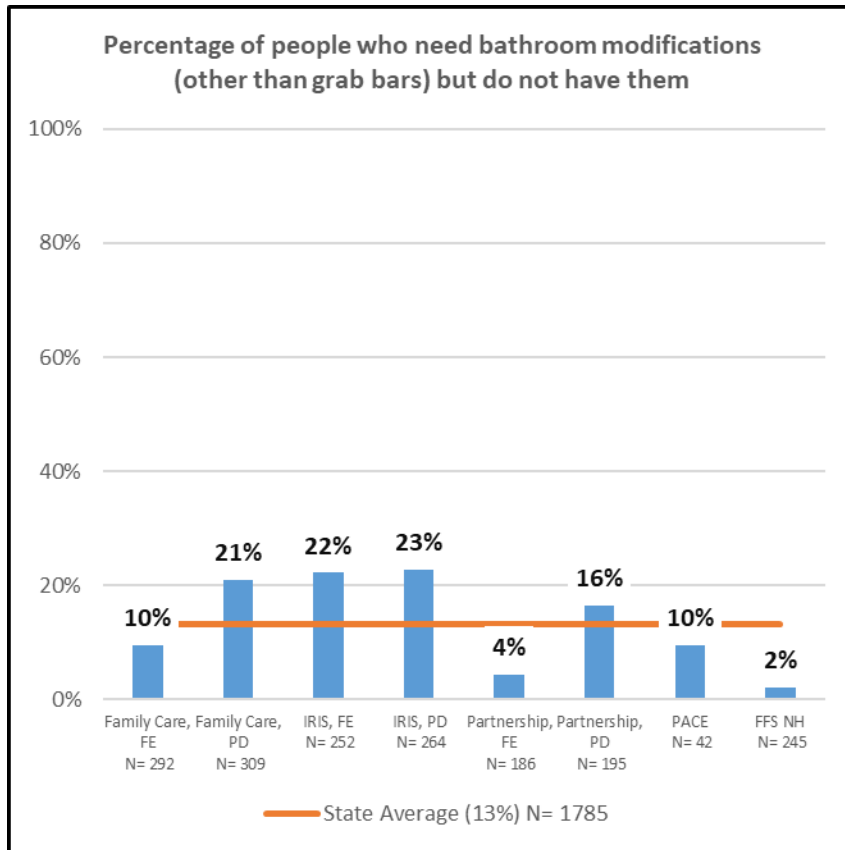
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them



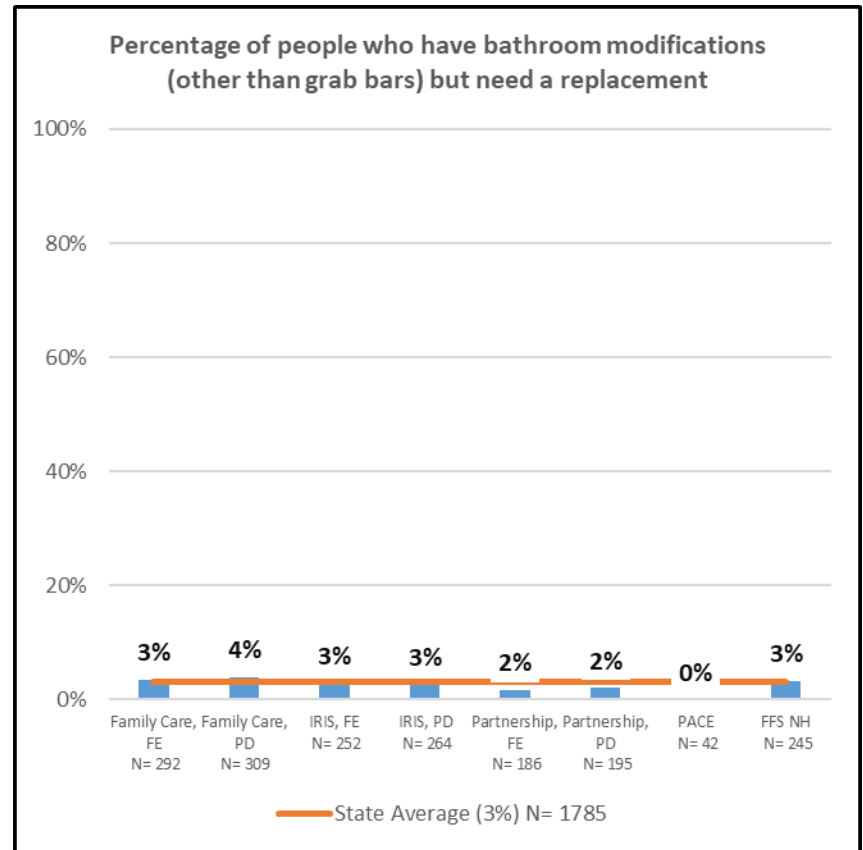
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement



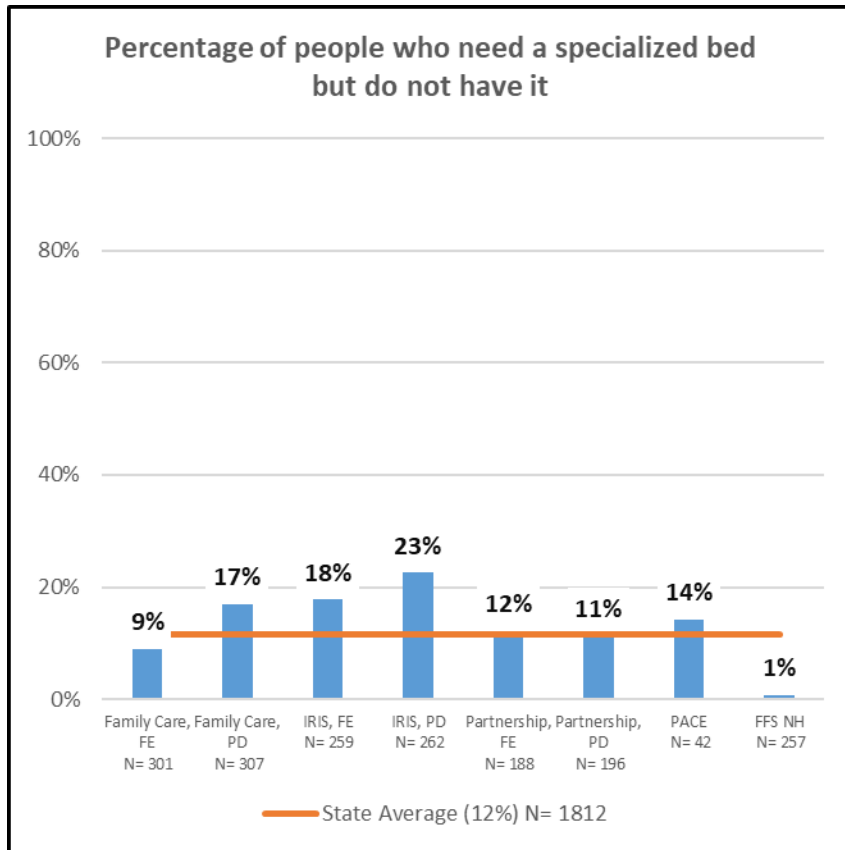
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them



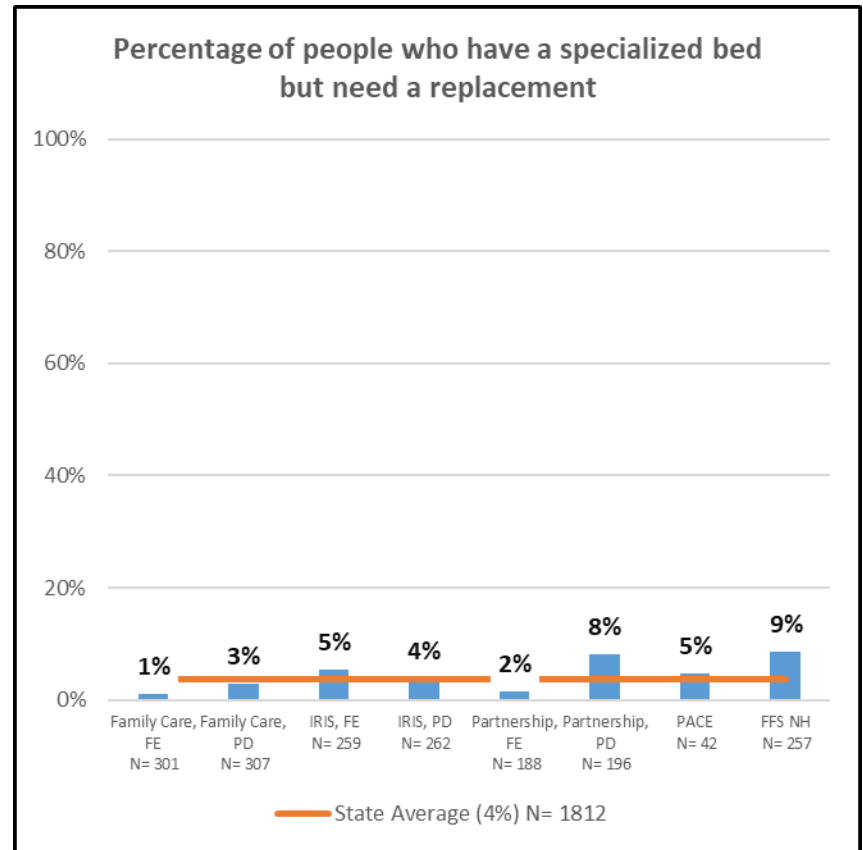
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement



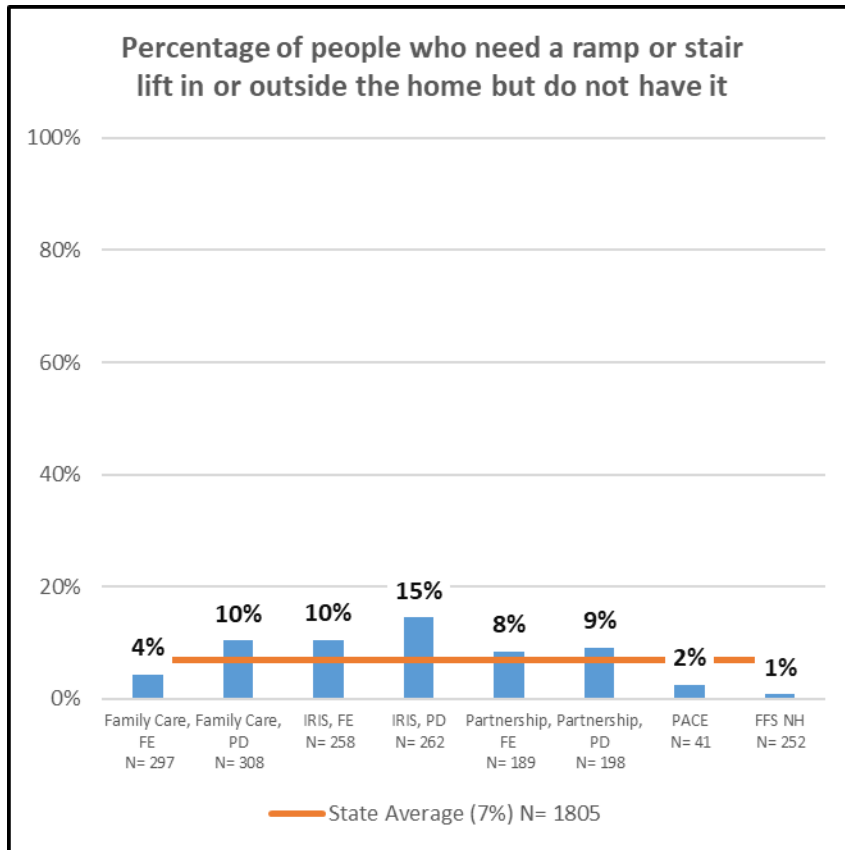
Graph 34. Percentage of people who need a specialized bed but do not have it



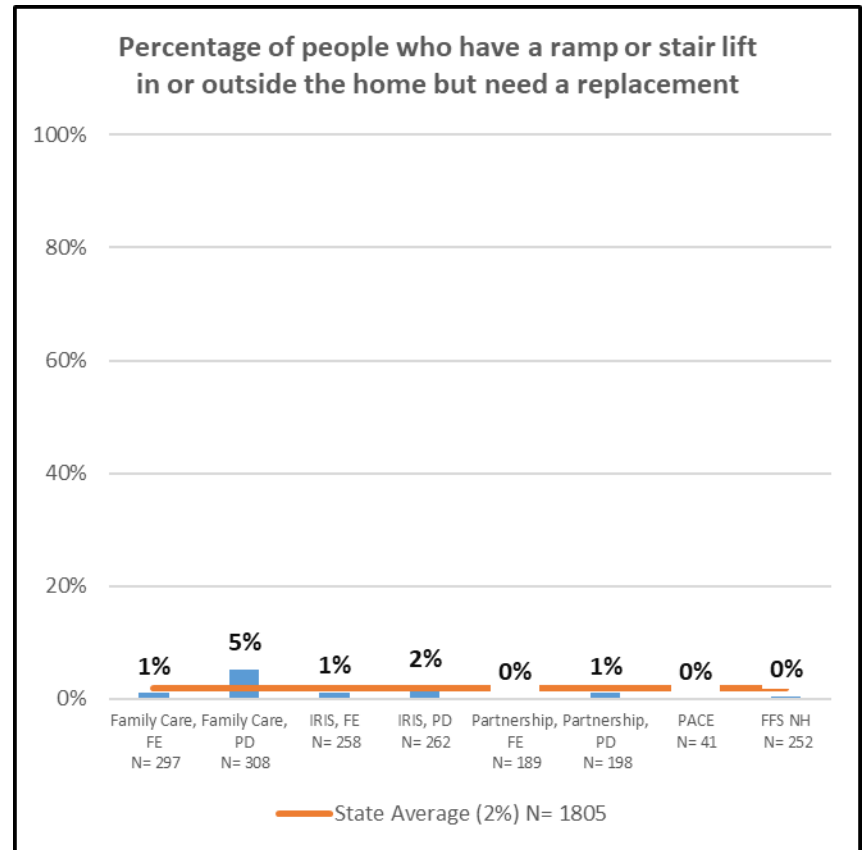
Graph 35. Percentage of people who have a specialized bed but need a replacement



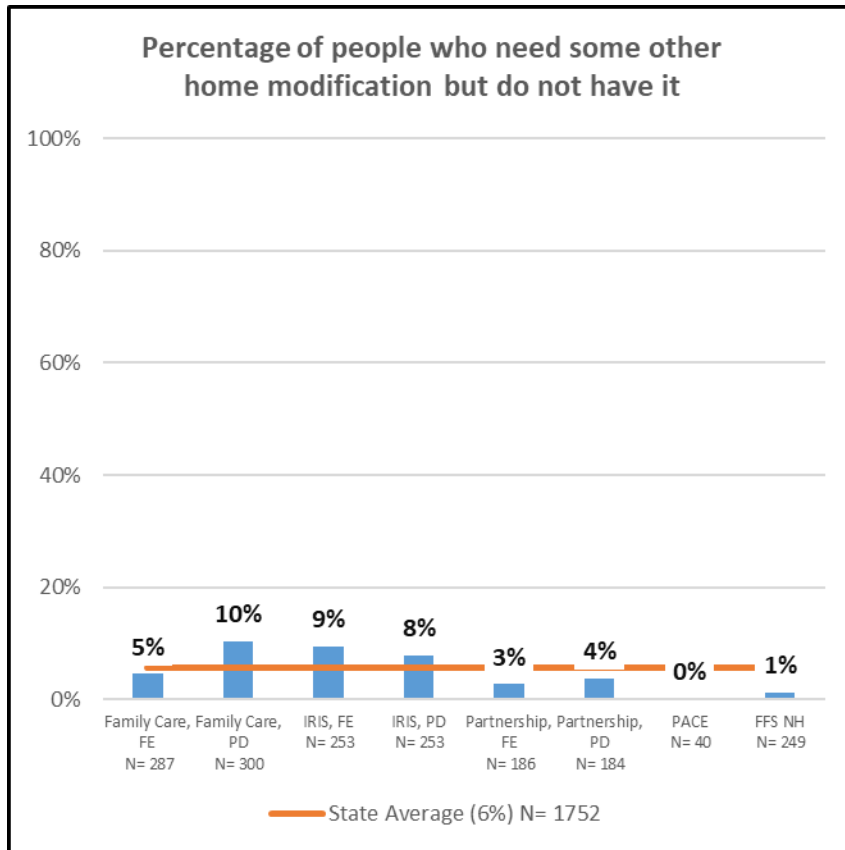
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it



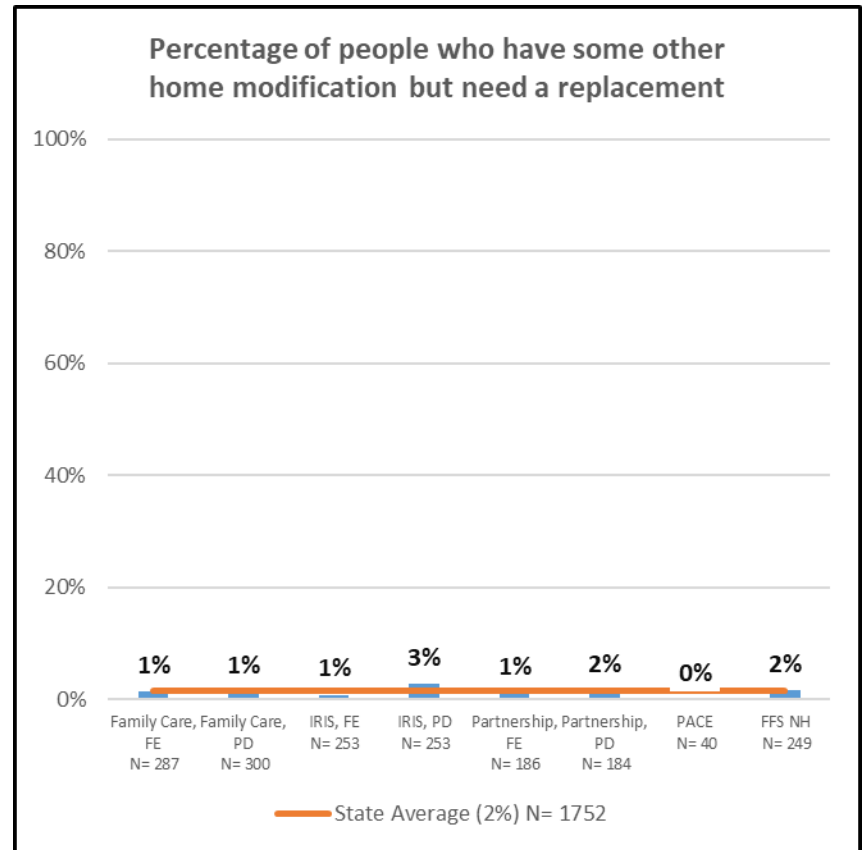
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement



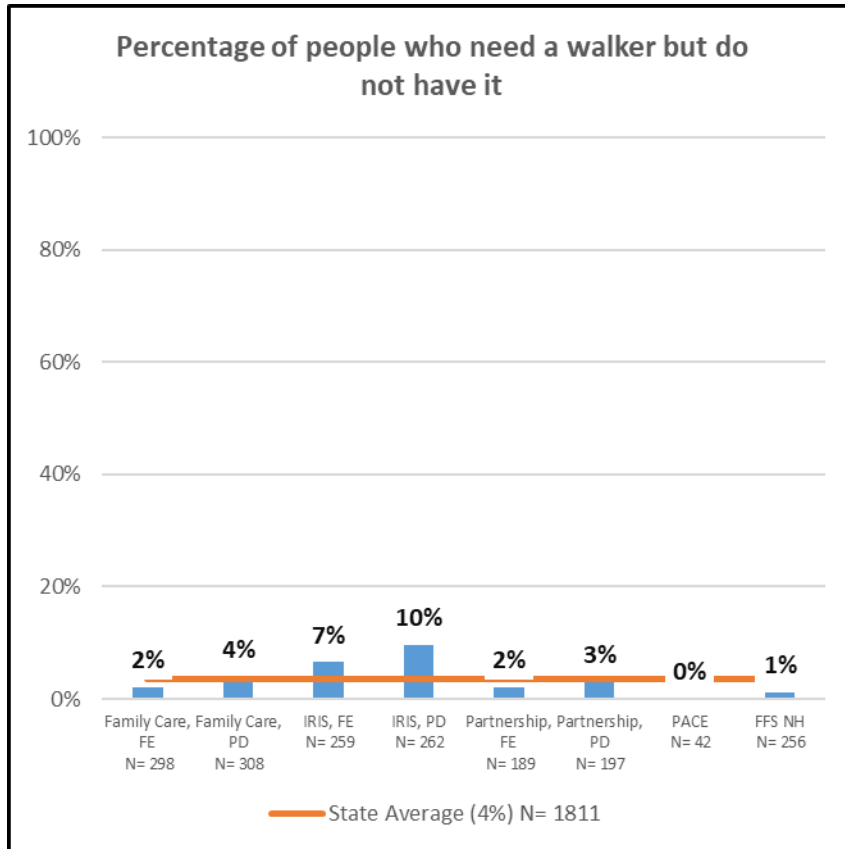
Graph 38. Percentage of people who need some other home modification but do not have it



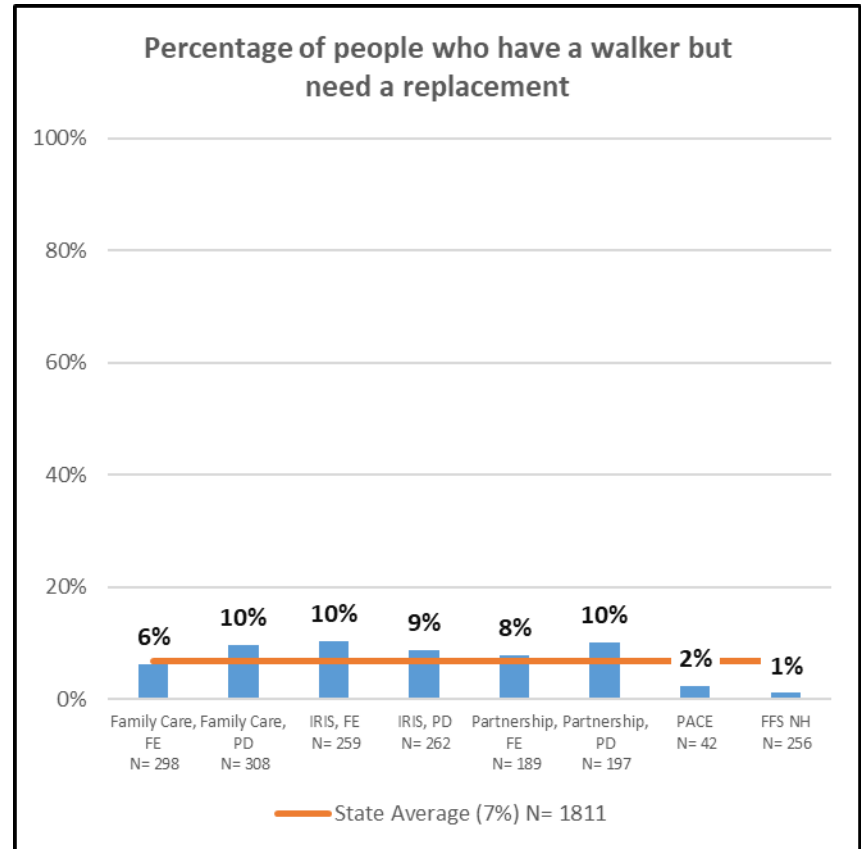
Graph 39. Percentage of people who have some other home modification but need a replacement



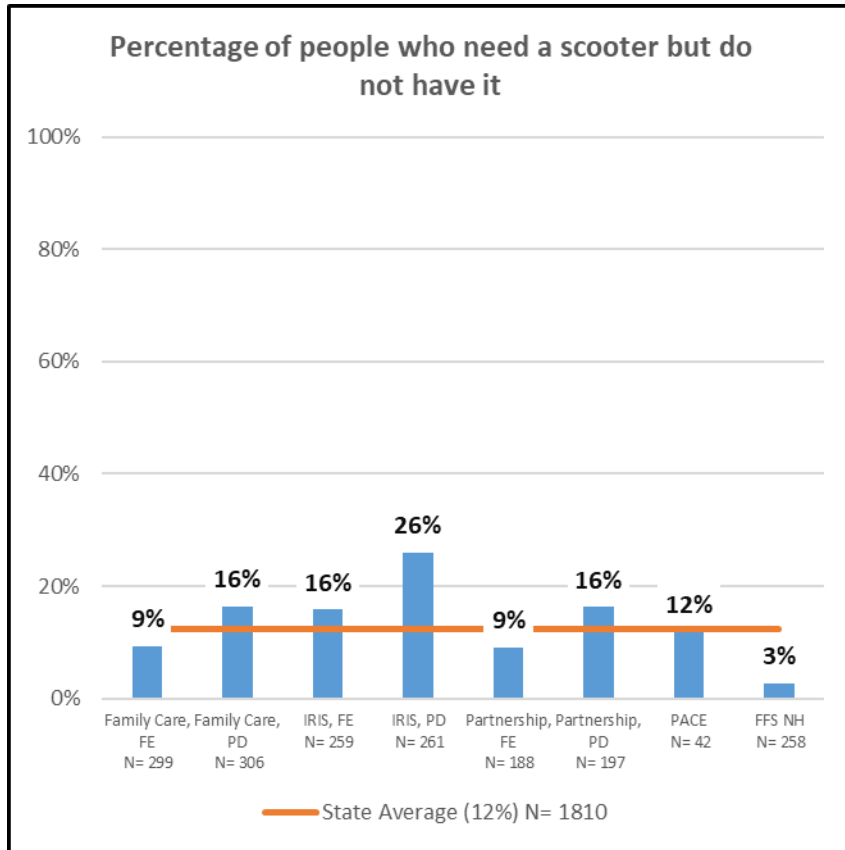
Graph 40. Percentage of people who need a walker but do not have it



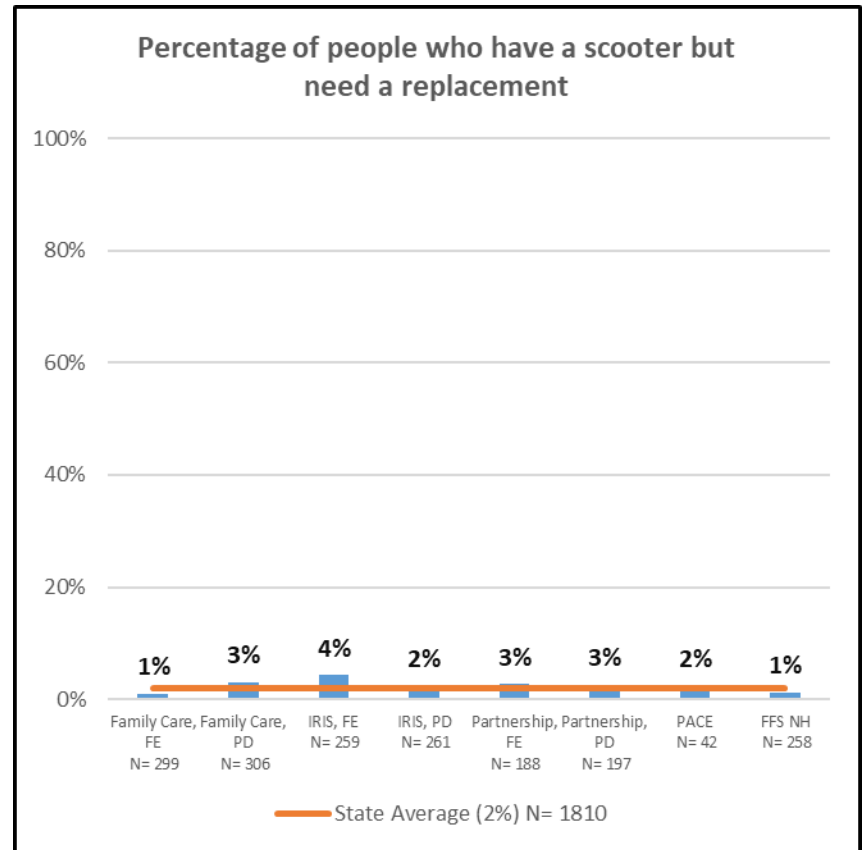
Graph 41. Percentage of people who have a walker but need a replacement



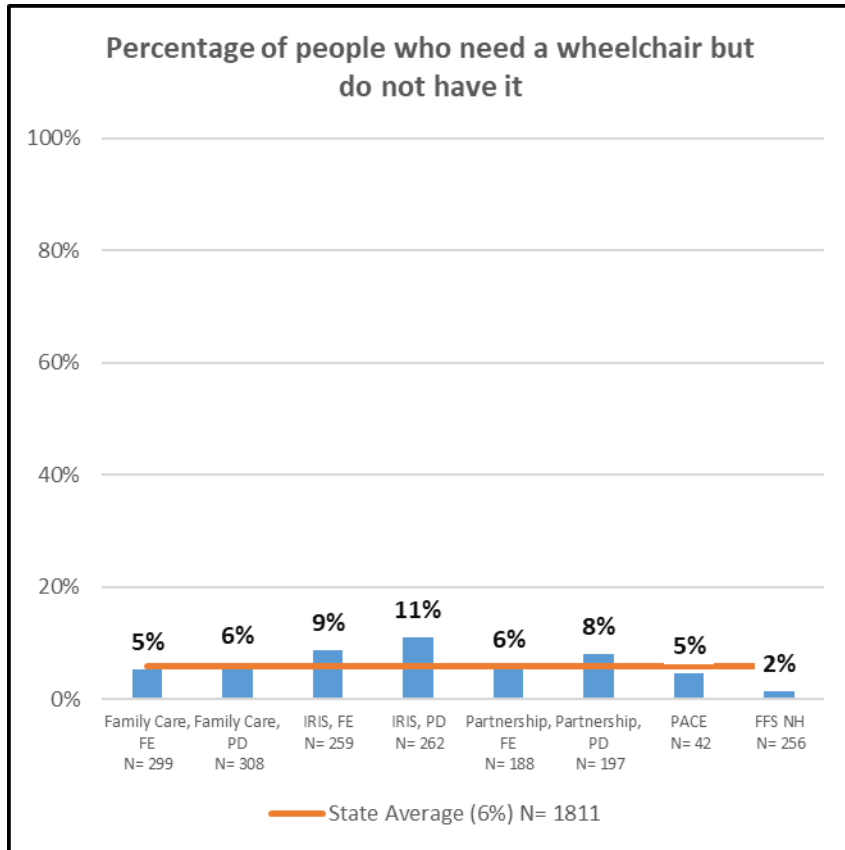
Graph 42. Percentage of people who need a scooter but do not have it



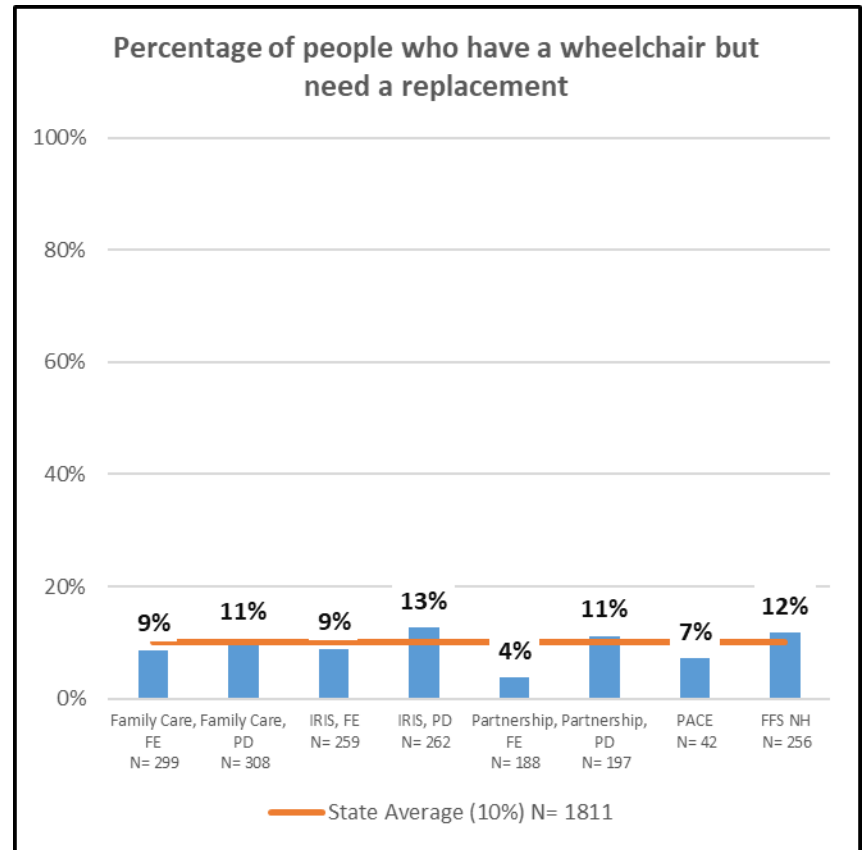
Graph 43. Percentage of people who have a scooter but need a replacement



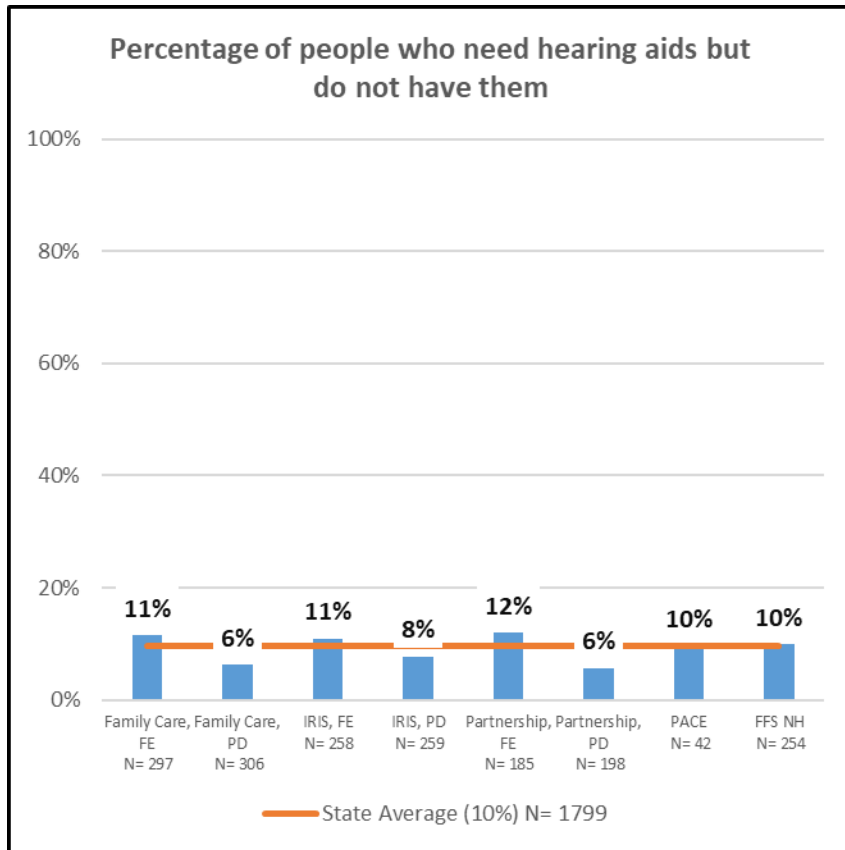
Graph 44. Percentage of people who need a wheelchair but do not have it



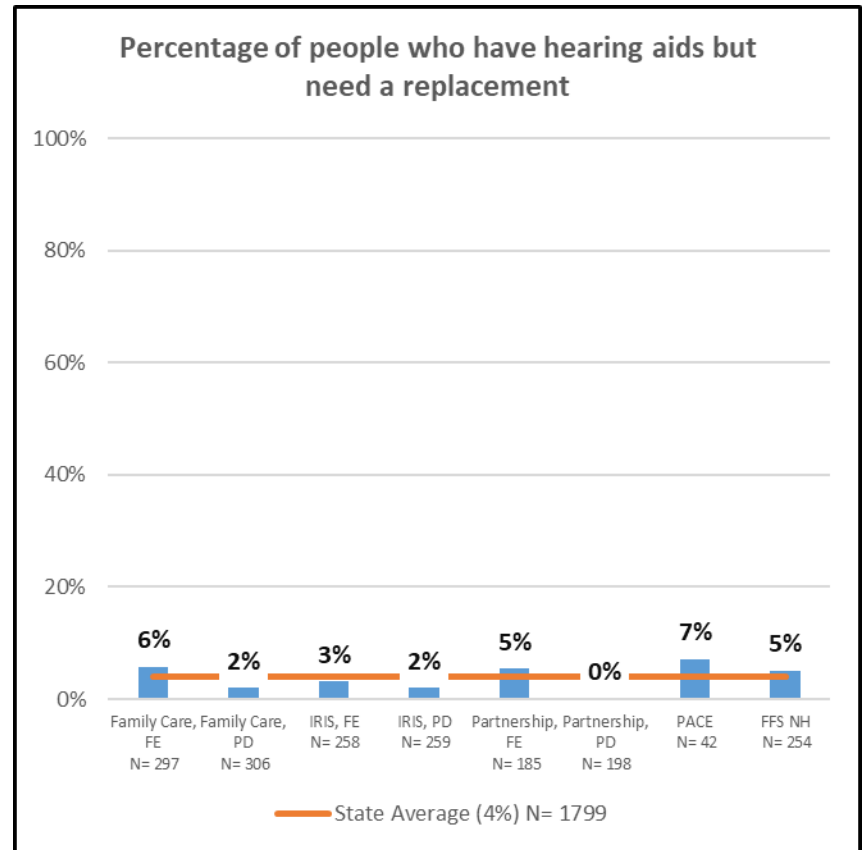
Graph 45. Percentage of people who have a wheelchair but need a replacement



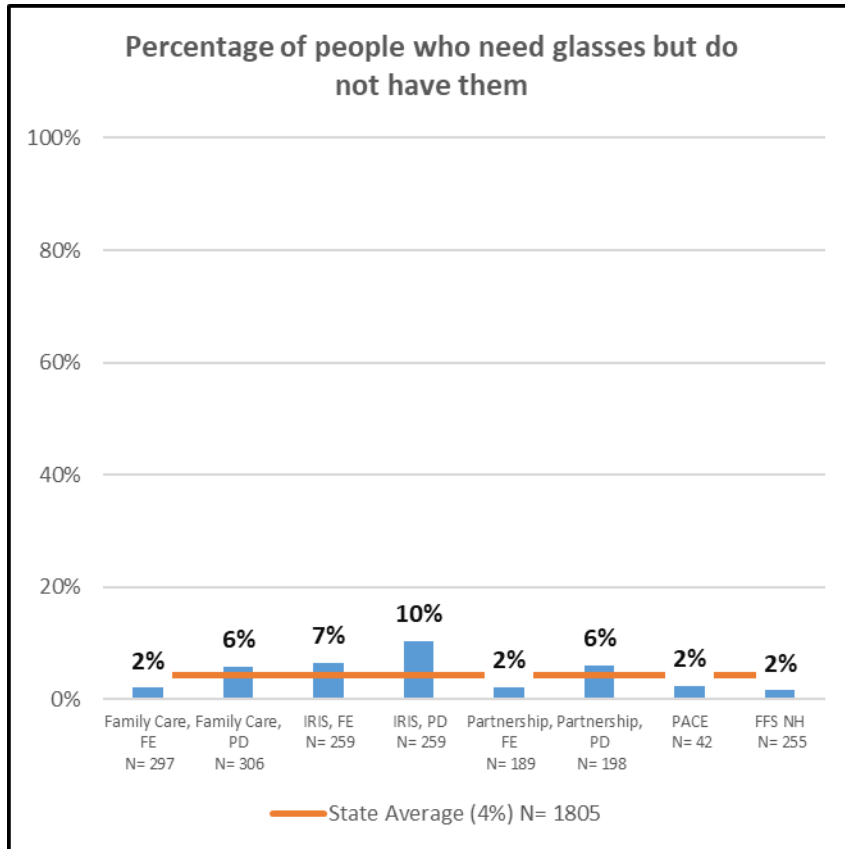
Graph 46. Percentage of people who need hearing aids but do not have them



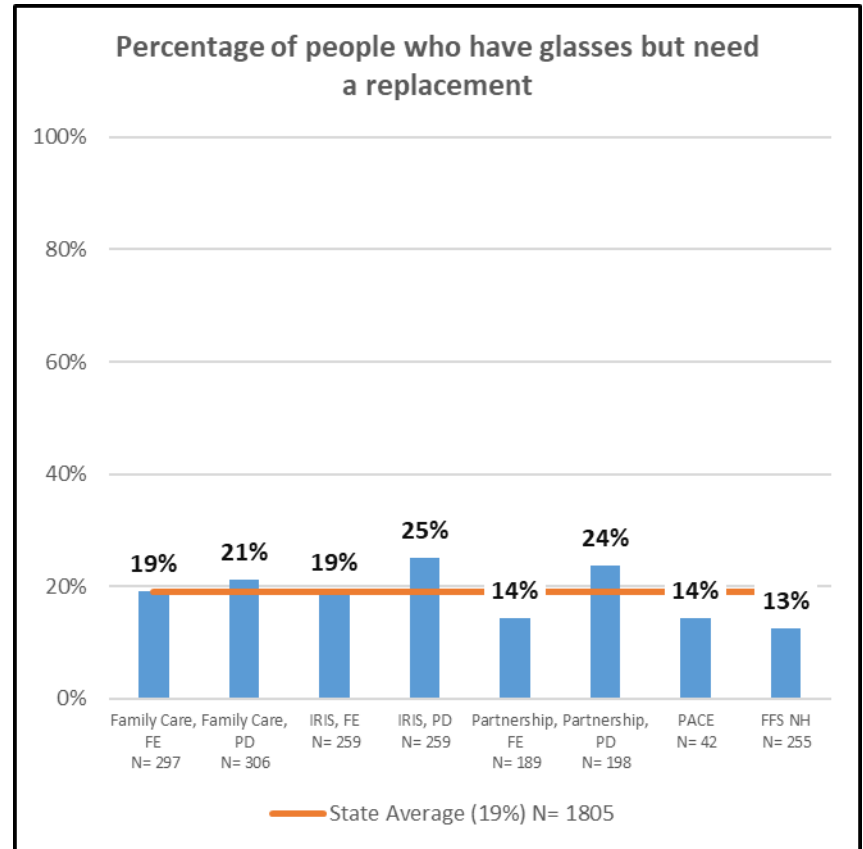
Graph 47. Percentage of people who have hearing aids but need a replacement



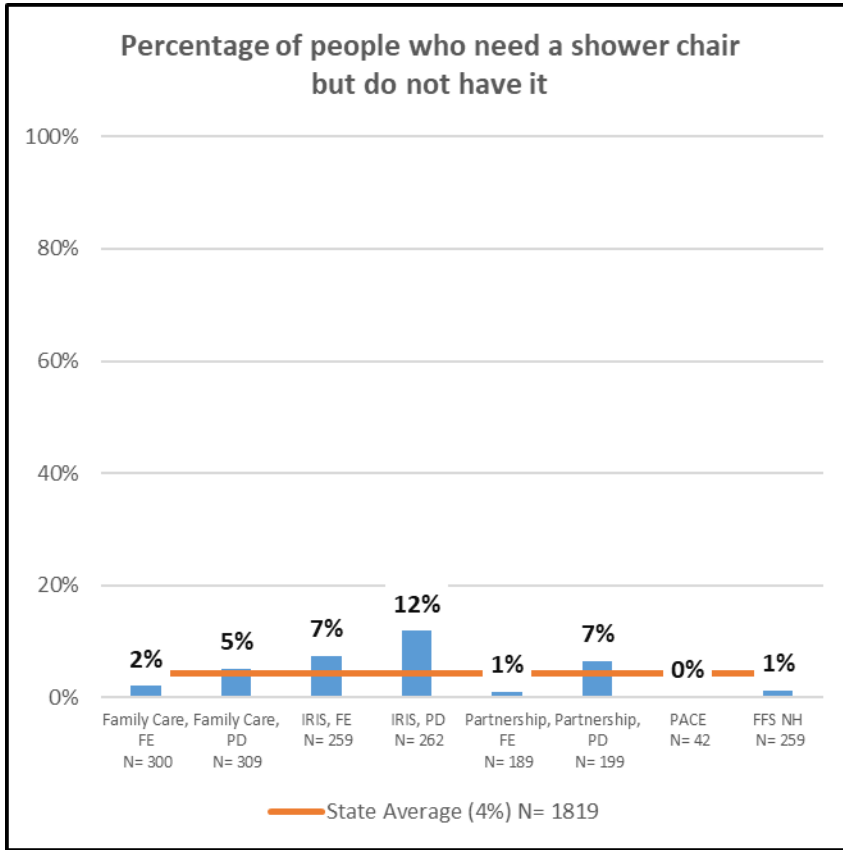
Graph 48. Percentage of people who need glasses but do not have them



Graph 49. Percentage of people who have glasses but need a replacement

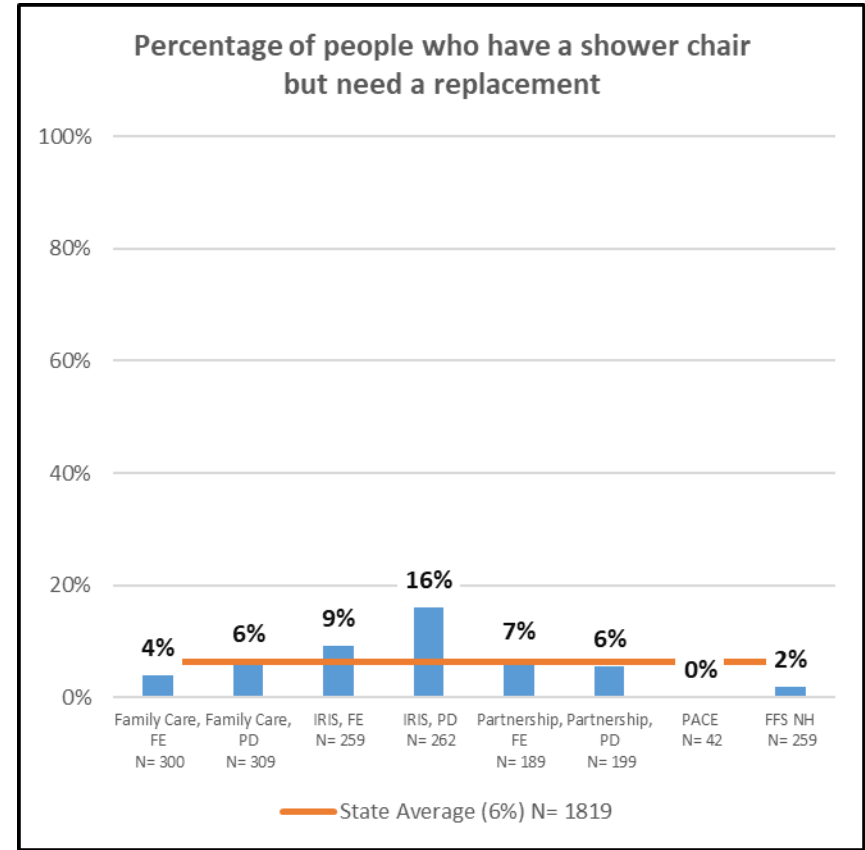


Graph 50. Percentage of people who need a shower chair but do not have it¹⁷



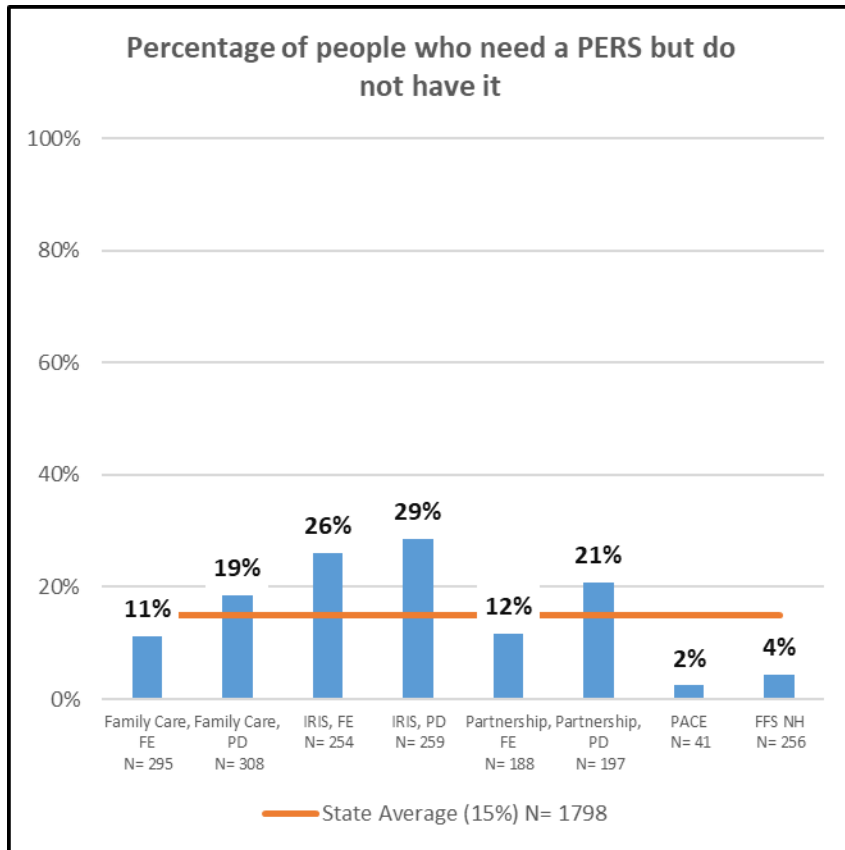
¹⁷ New item in 2019-2020

Graph 51. Percentage of people who have a shower chair but need a replacement¹⁸

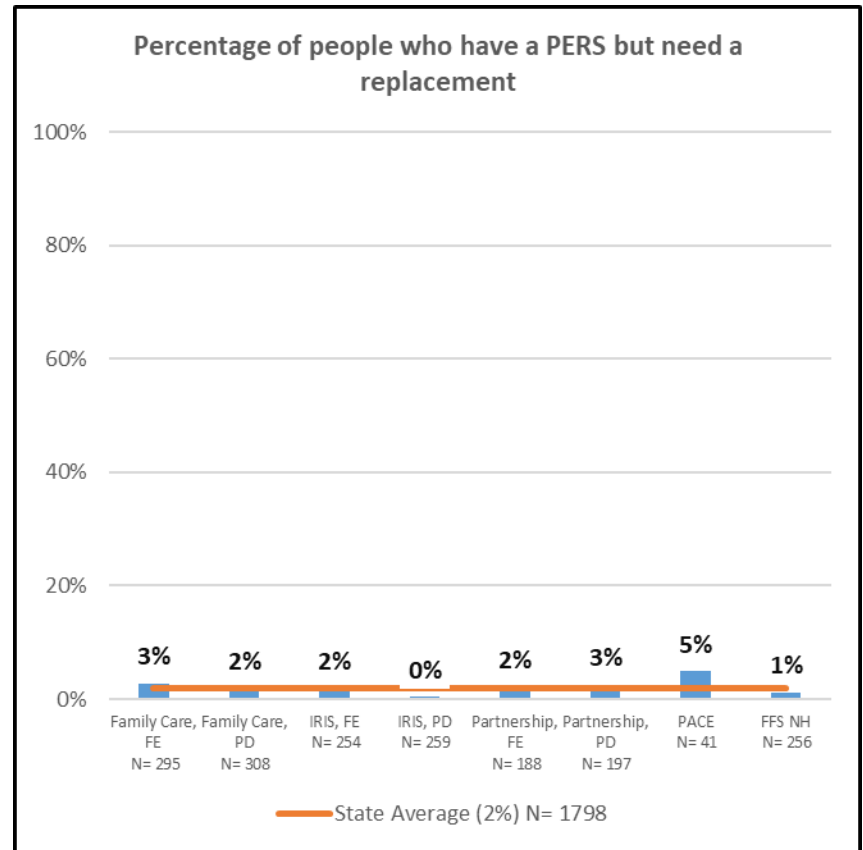


¹⁸ New item in 2019-2020

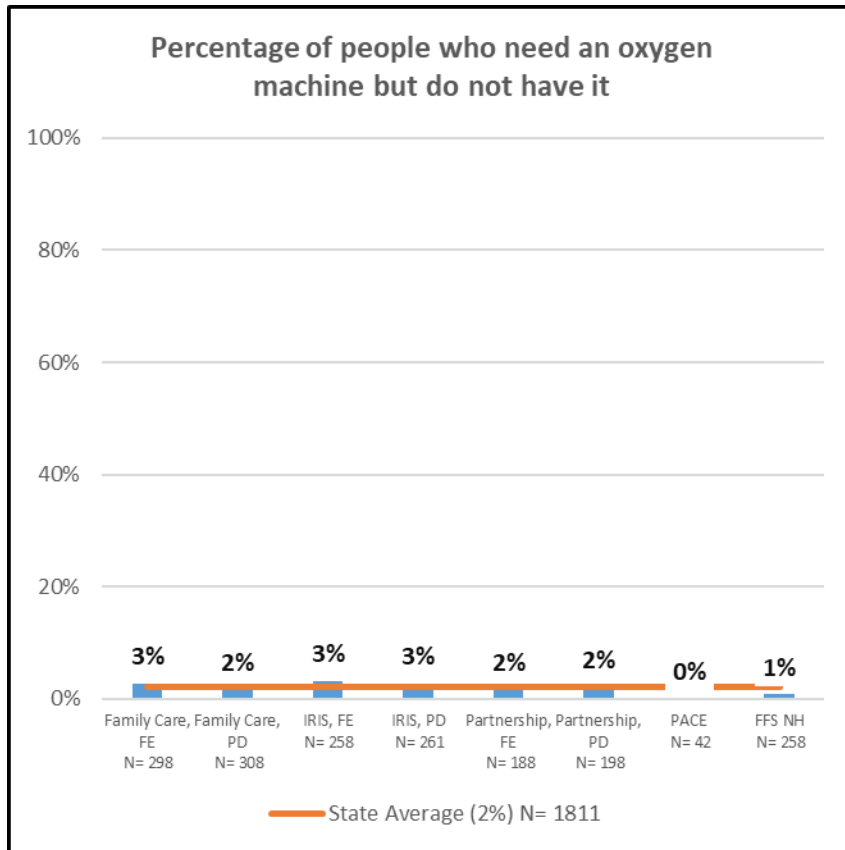
Graph 52. Percentage of people who need a personal emergency response system but do not have it



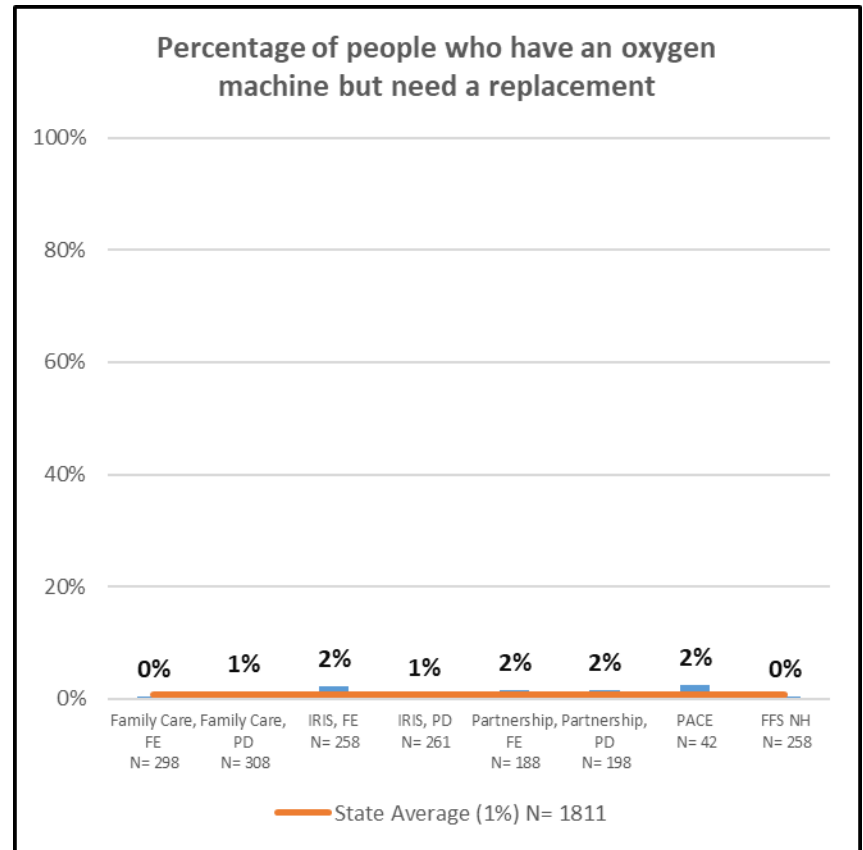
Graph 53. Percentage of people who have a personal emergency response system but need a replacement



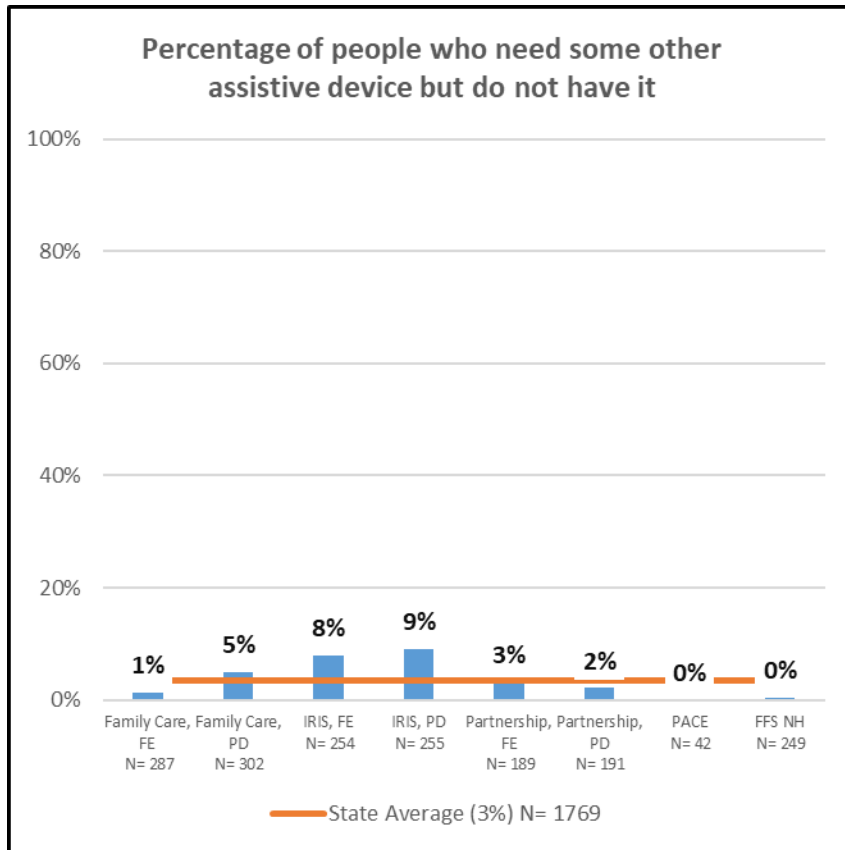
Graph 54. Percentage of people who need an oxygen machine but do not have it



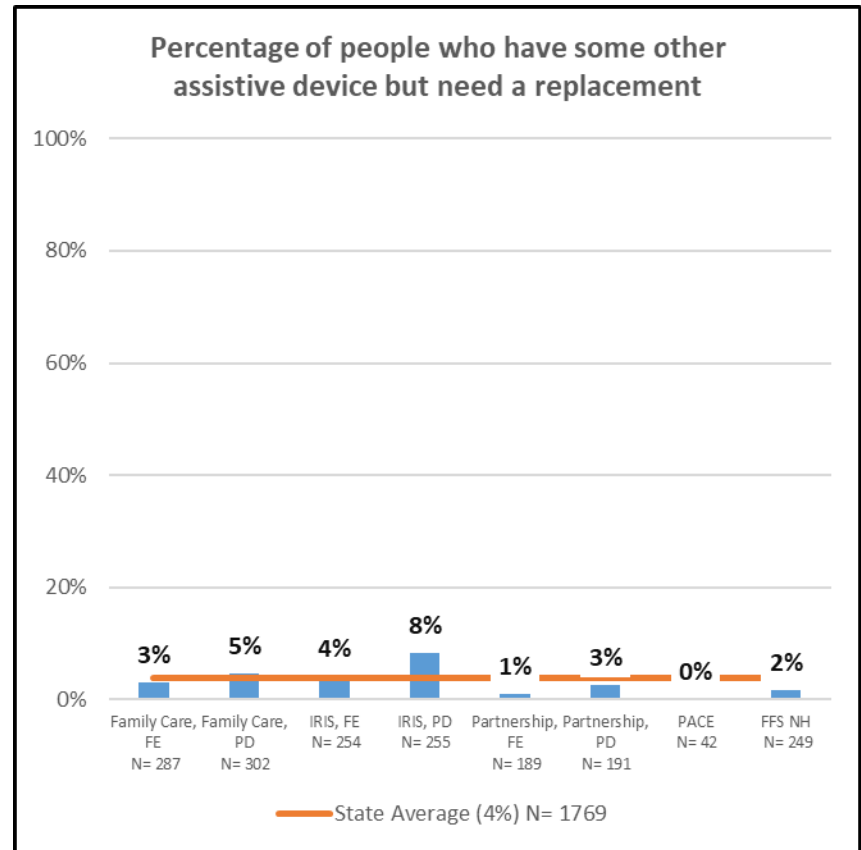
Graph 55. Percentage of people who have an oxygen machine but need a replacement



Graph 56. Percentage of people who need some other assistive device but do not have it



Graph 57. Percentage of people who have some other assistive device but need a replacement



Safety

People feel safe from abuse, neglect, and injury.

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

1. Percentage of people with concerns about falling¹⁹
2. Percentage of people who feel safe around their paid support staff
3. Percentage of people who are worried for the security of their personal belongings
4. Percentage of people who are able to get to safety quickly in case of an emergency
5. Percentage of people whose money has been taken without their permission
6. Percentage of people who know whom to talk to if they are mistreated or neglected²⁰

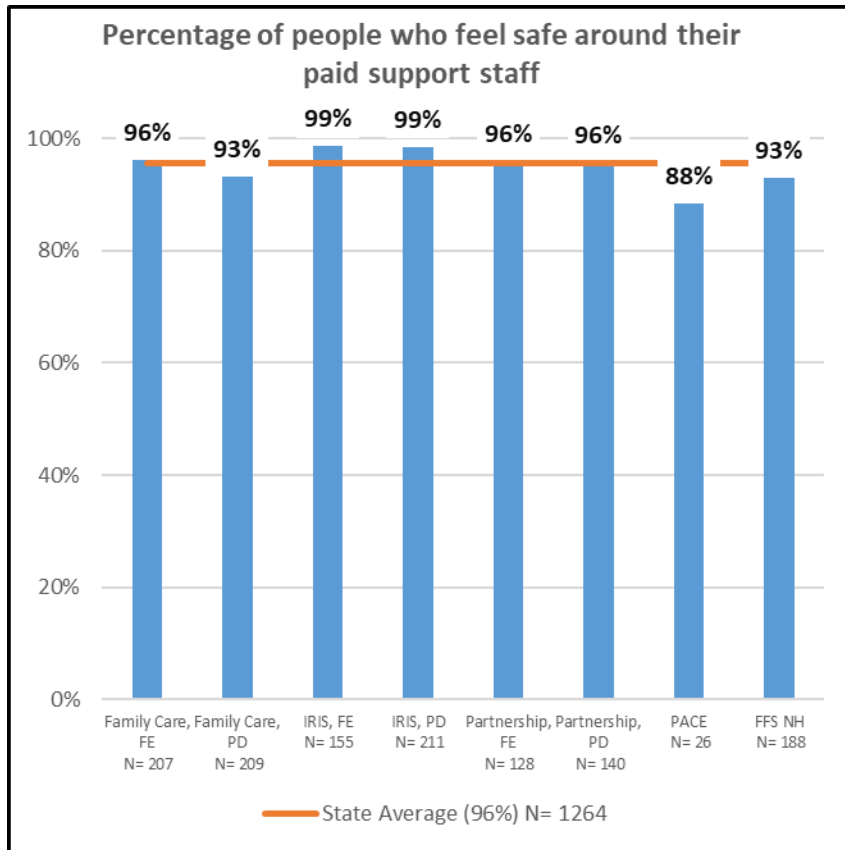
There are six survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

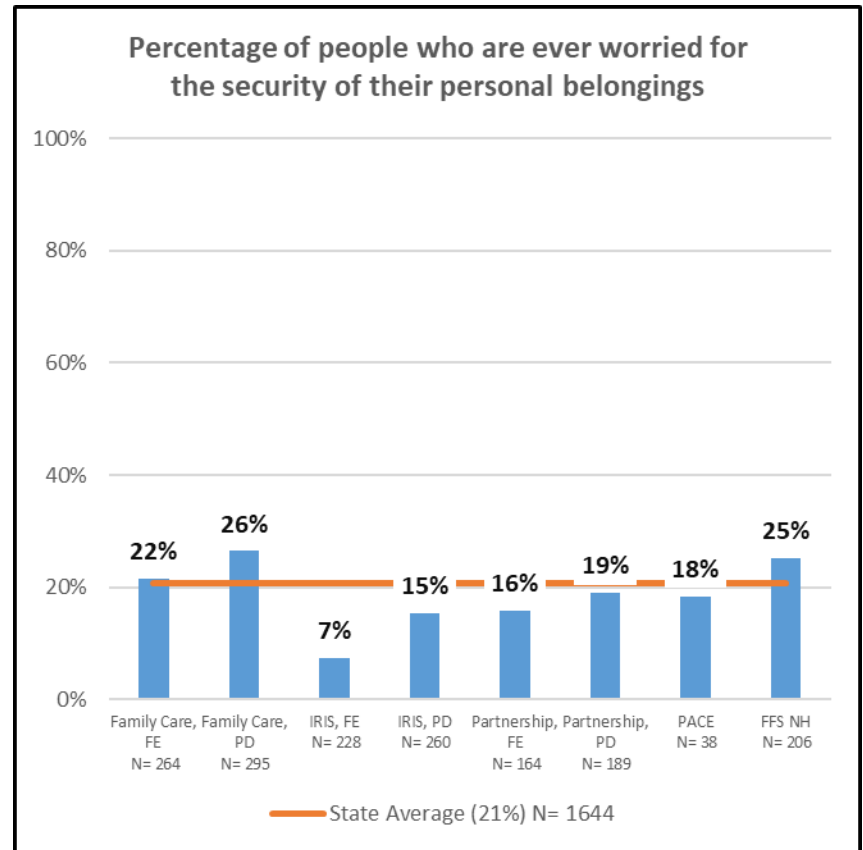
¹⁹ Indicator previously reported in the “Care Coordination” domain.

²⁰ New indicator in 2019-2020.

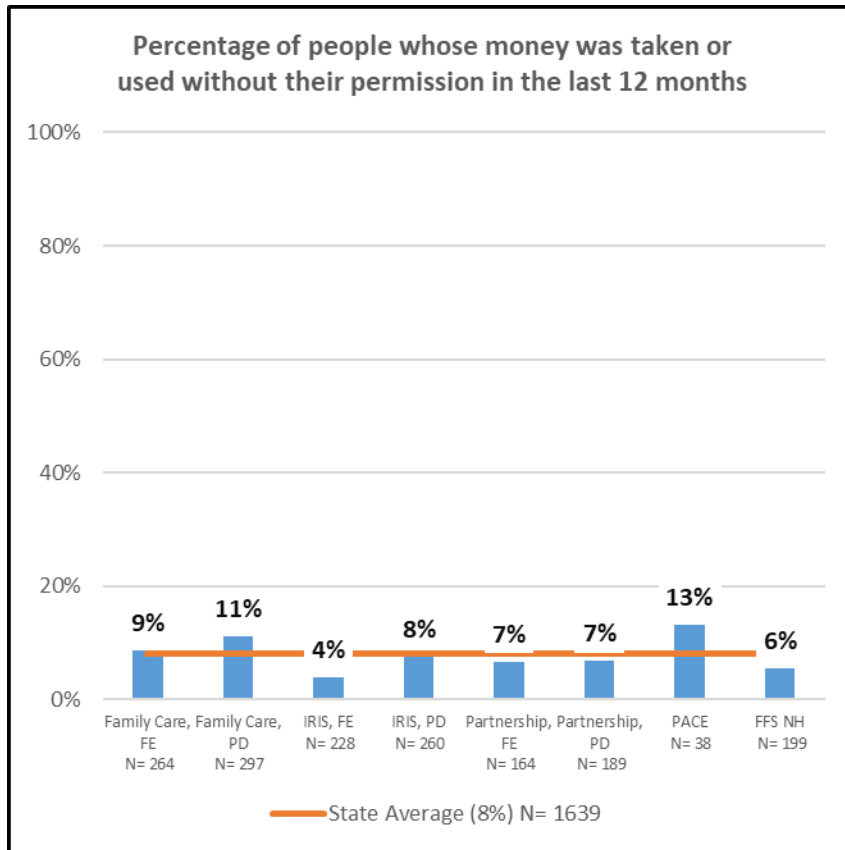
Graph 58. Percentage of people who feel safe around their paid support staff



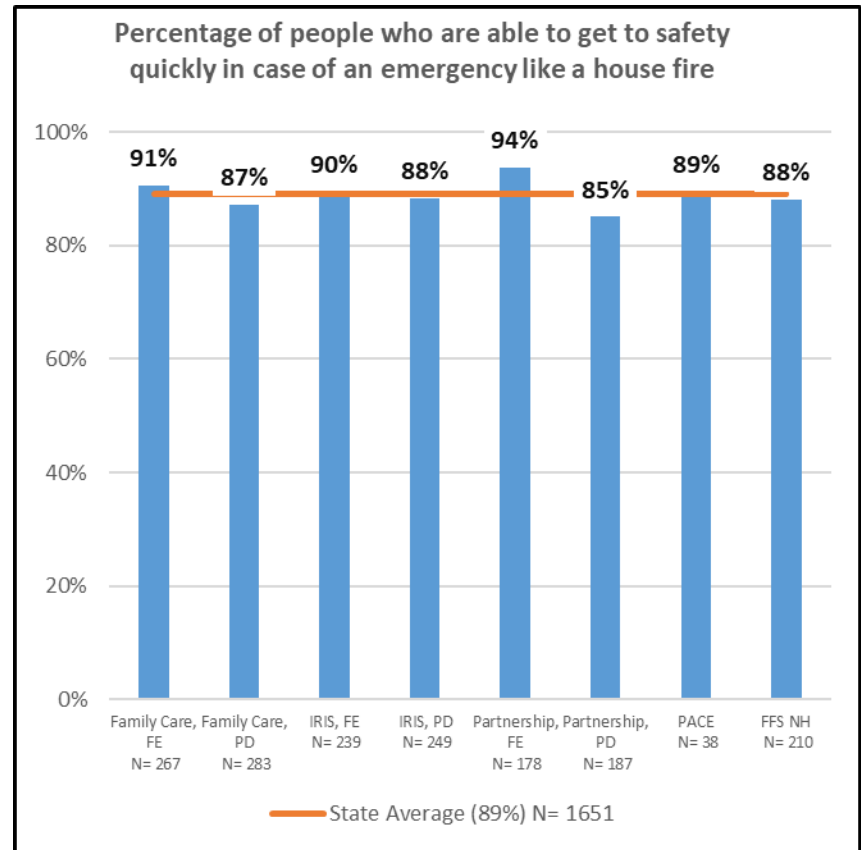
Graph 59. Percentage of people who are ever worried for the security of their personal belongings



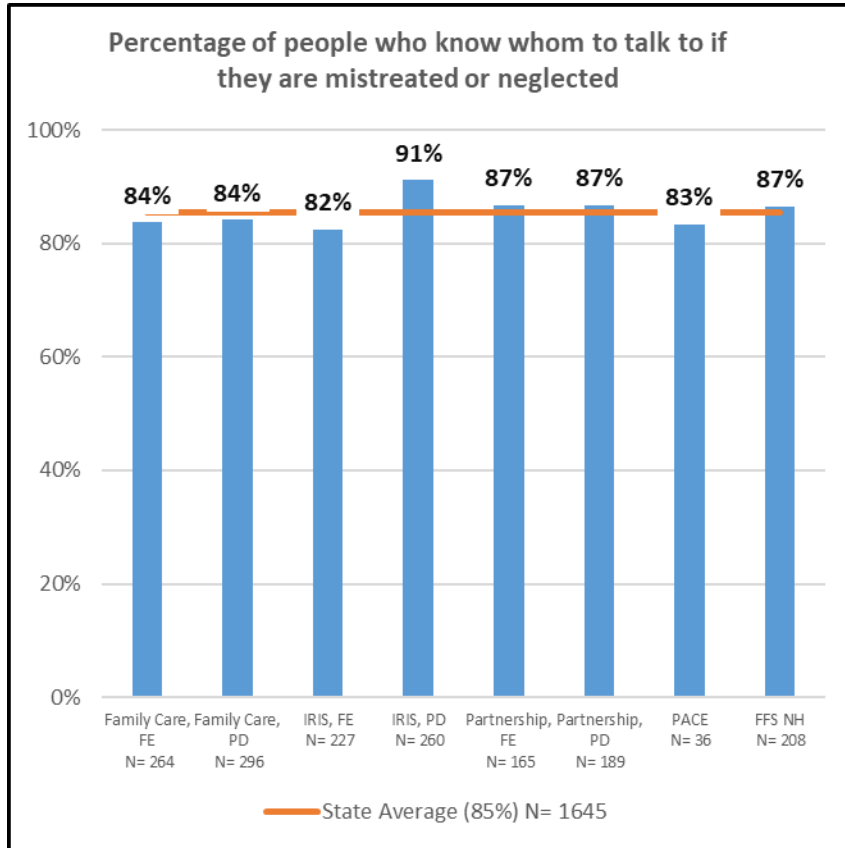
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months



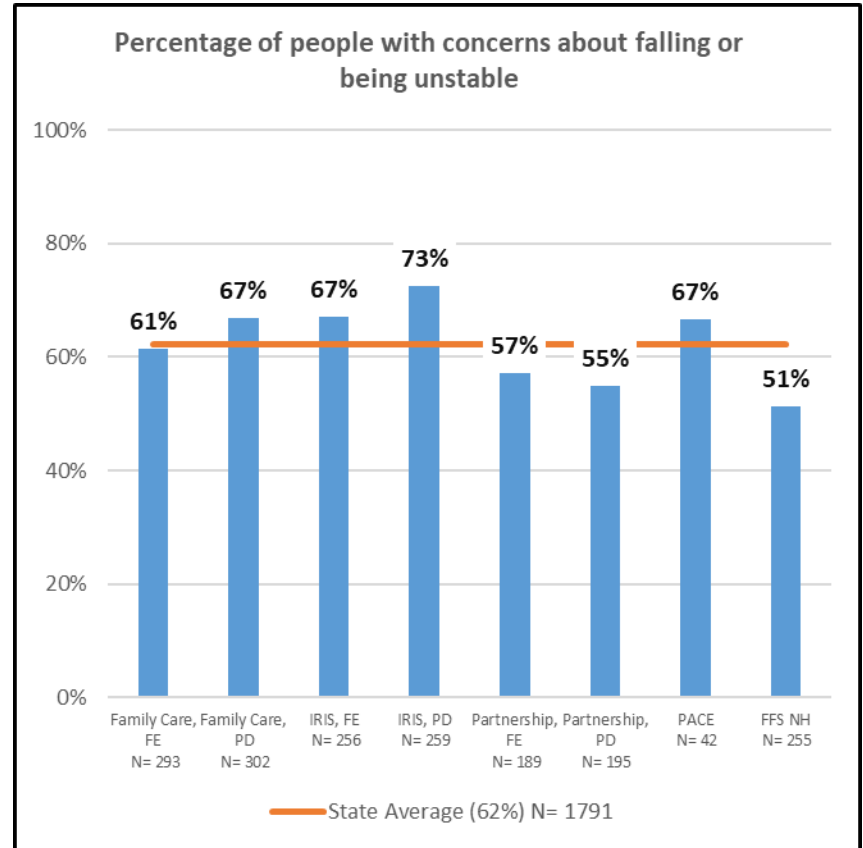
Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire



Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected²¹



Graph 63. Percentage of people with concerns about falling or being unstable²²



²¹ New item in 2019-2020.

²² Item previously reported in the “Care Coordination” domain.

Health Care

People secure needed health services.

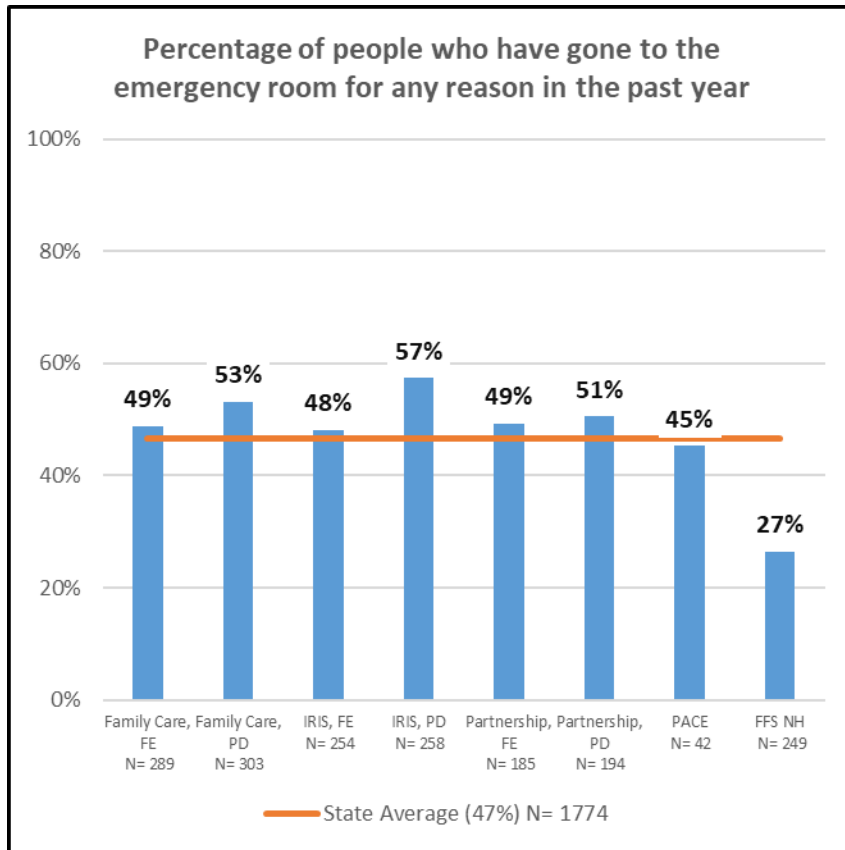
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who experience potentially preventable emergency room visits
2. Percentage of people who have needed health screenings and exams in a timely manner
3. Percentage of people who can get an appointment with their doctor when they need to
4. Percentage of people who have talked to someone about feeling sad or depressed

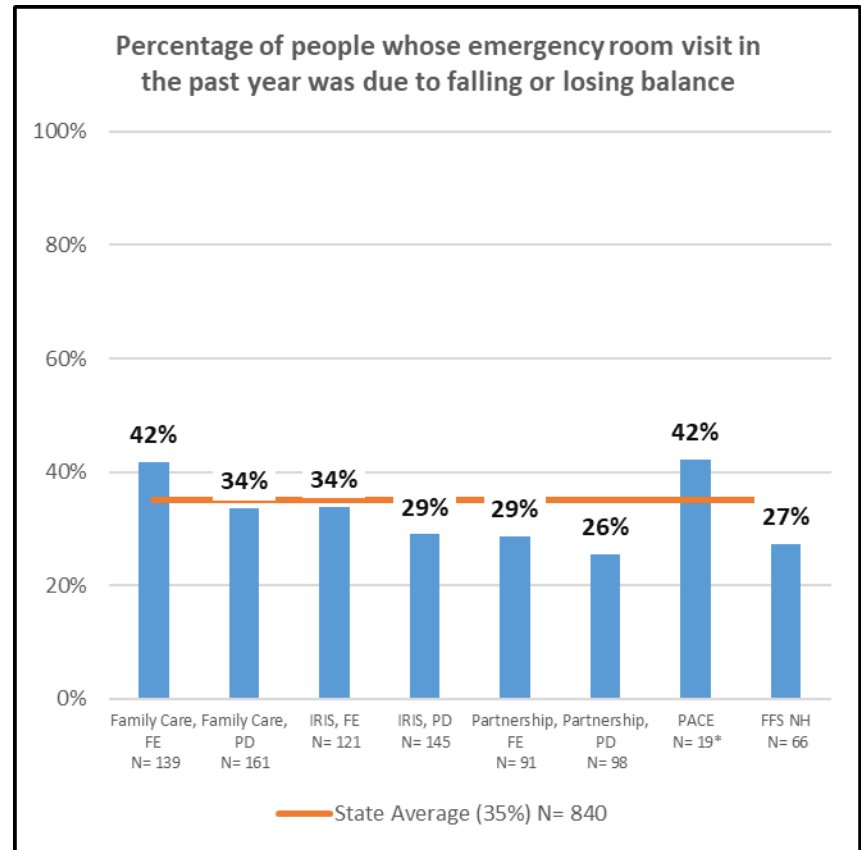
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year

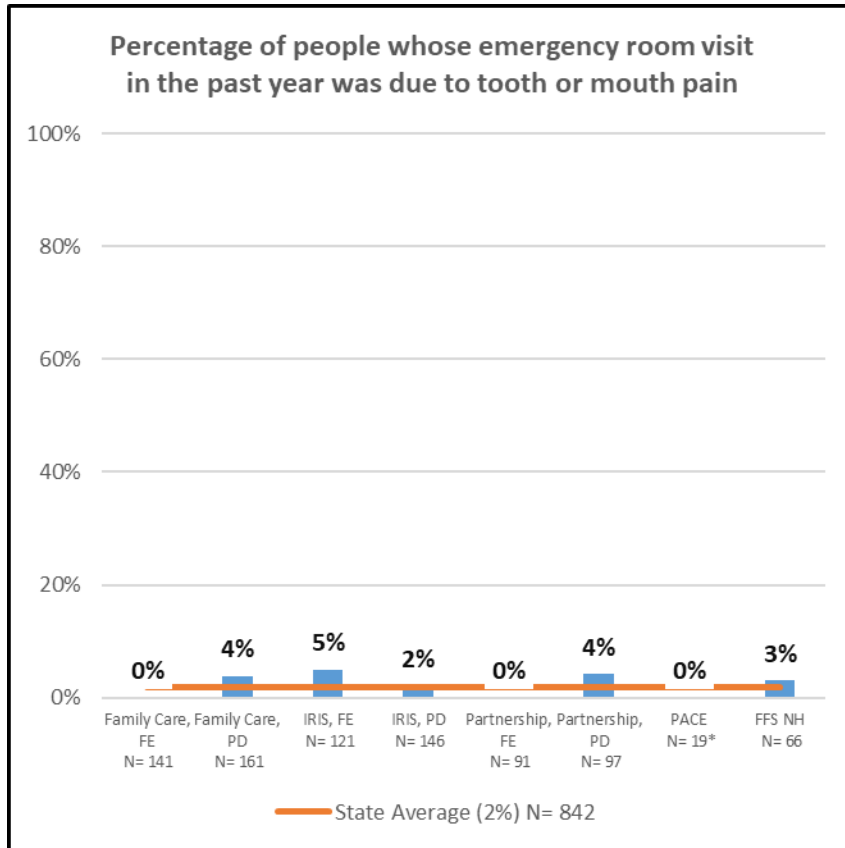


Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance



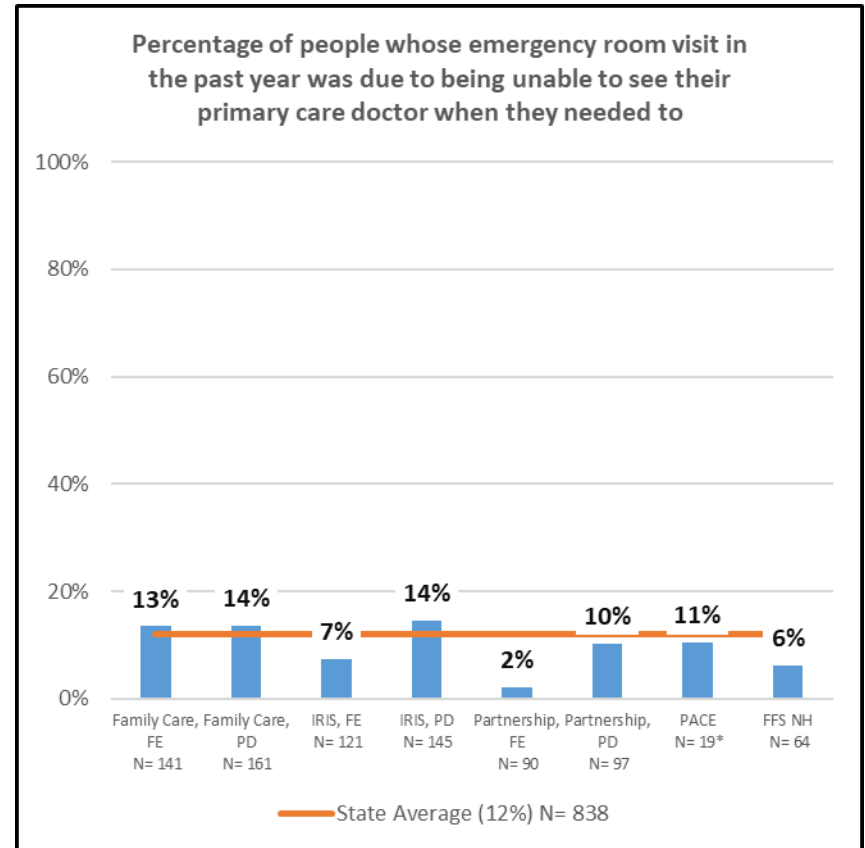
* Very small number of responses

Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain



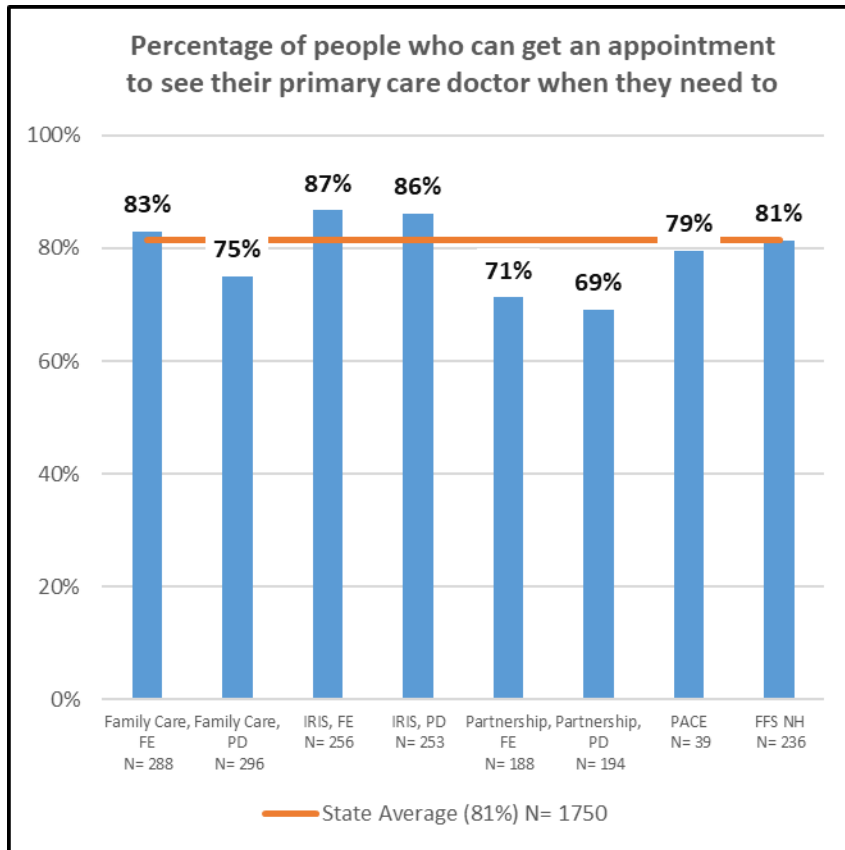
* Very small number of responses

Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

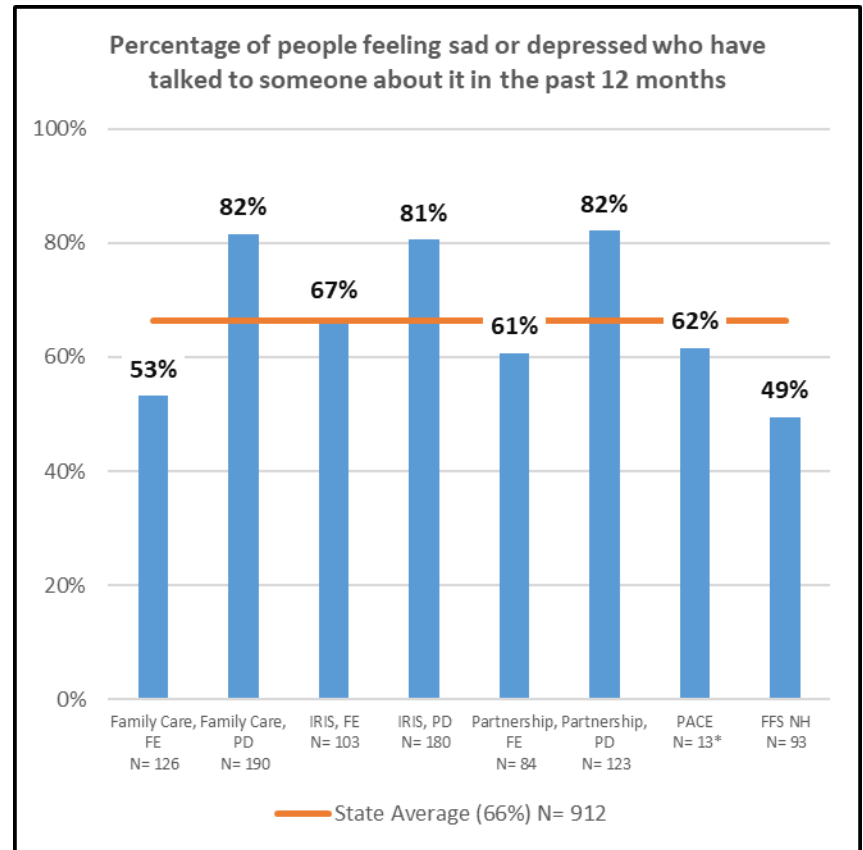


* Very small number of responses

Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to

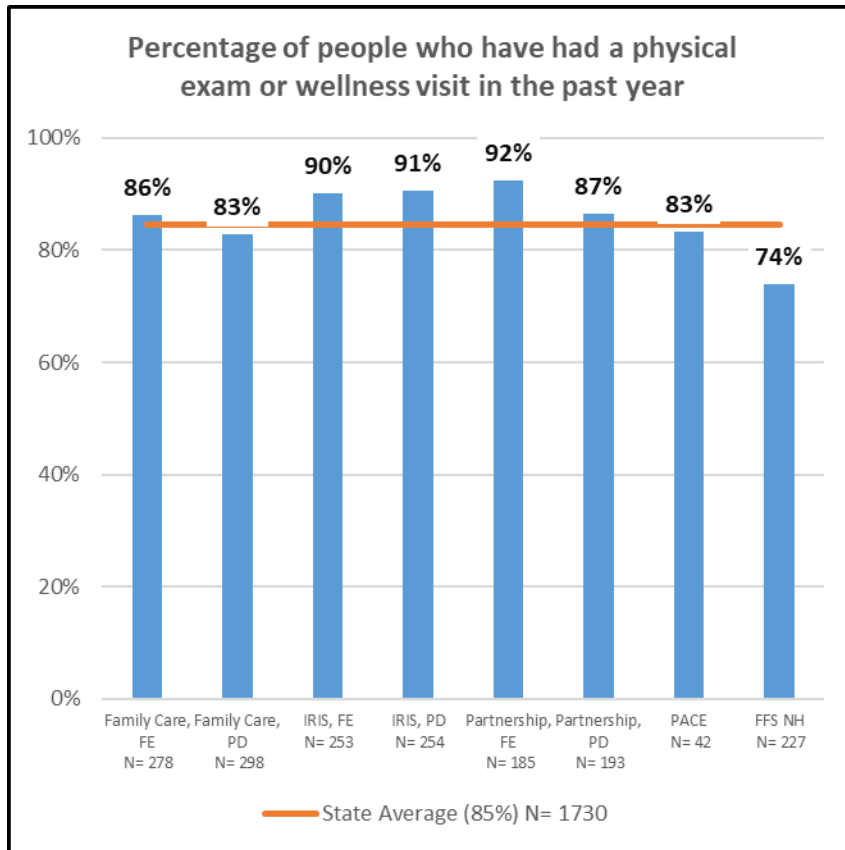


Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

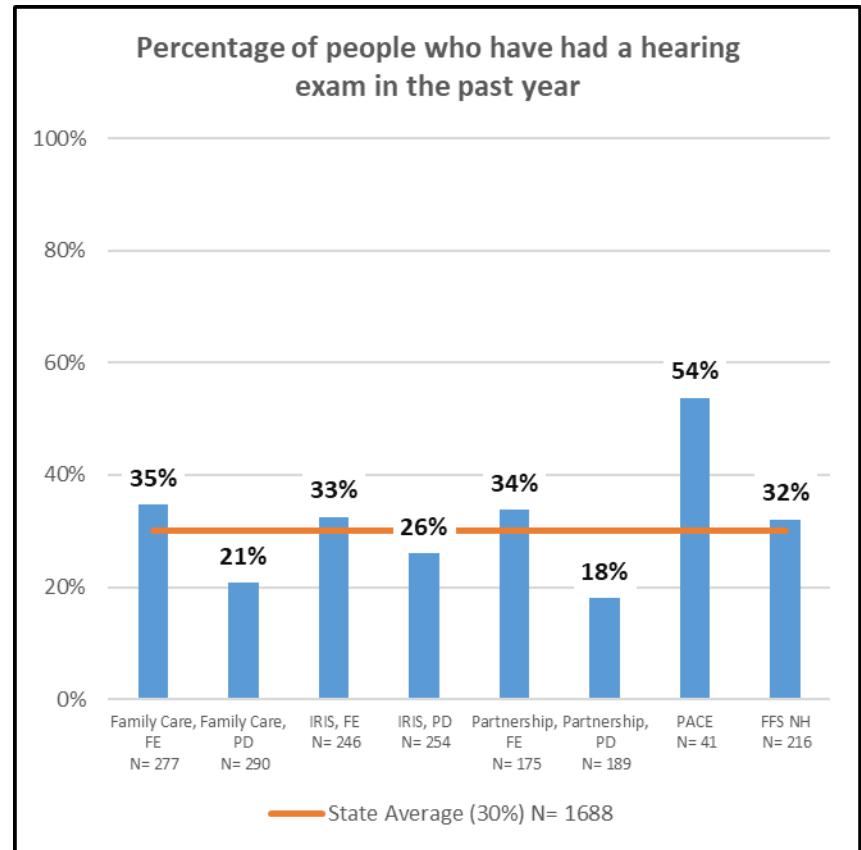


* Very small number of responses

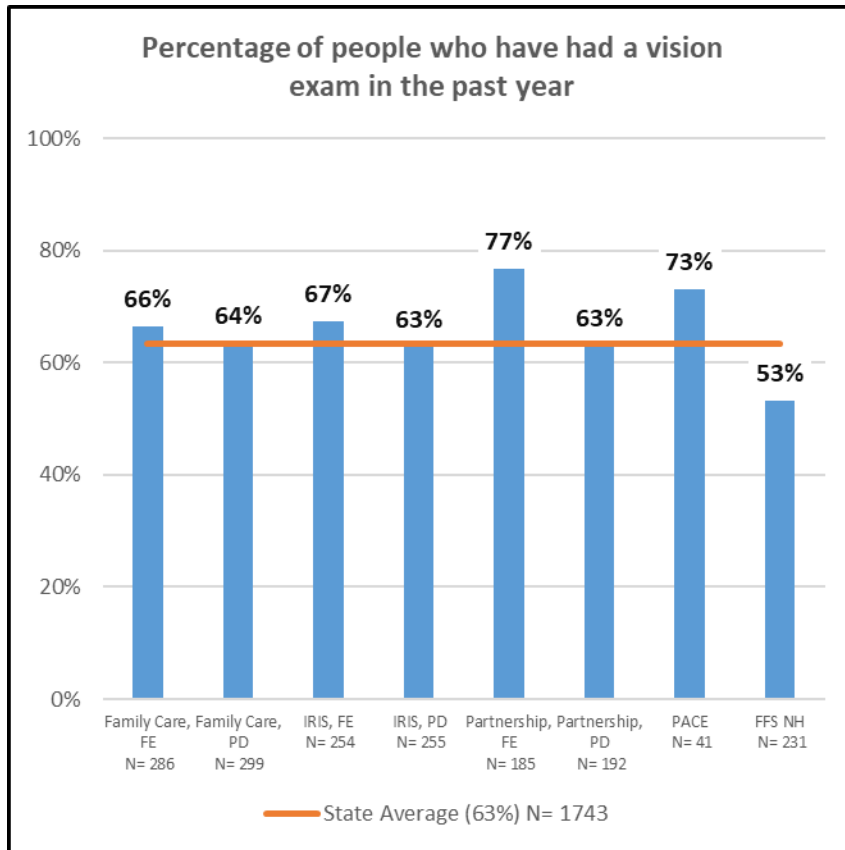
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year



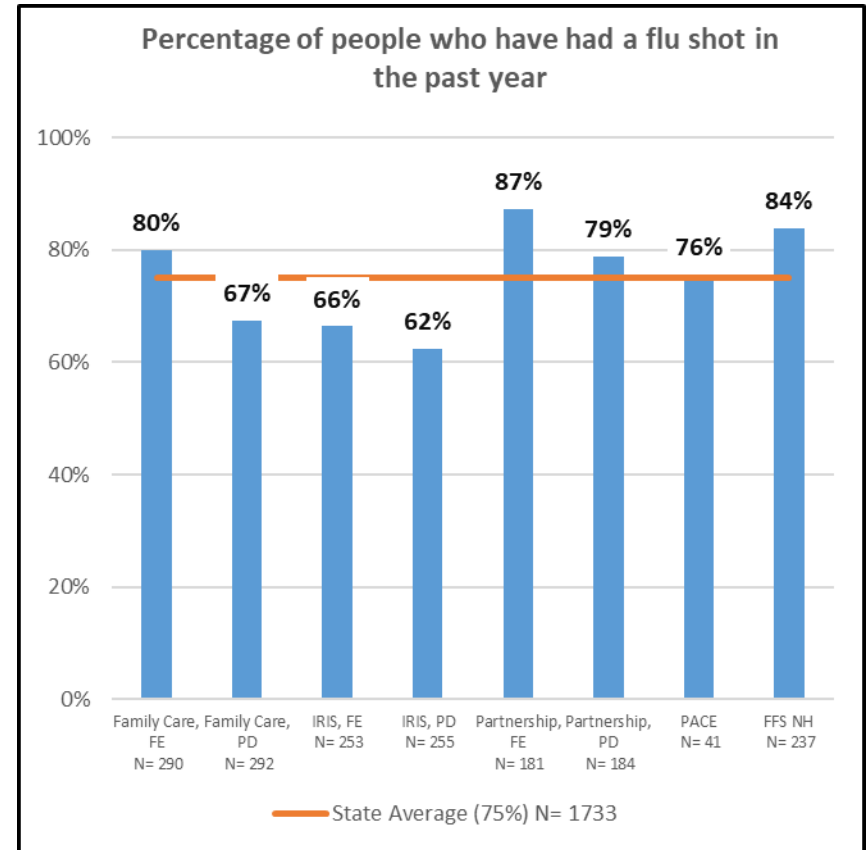
Graph 71. Percentage of people who have had a hearing exam in the past year



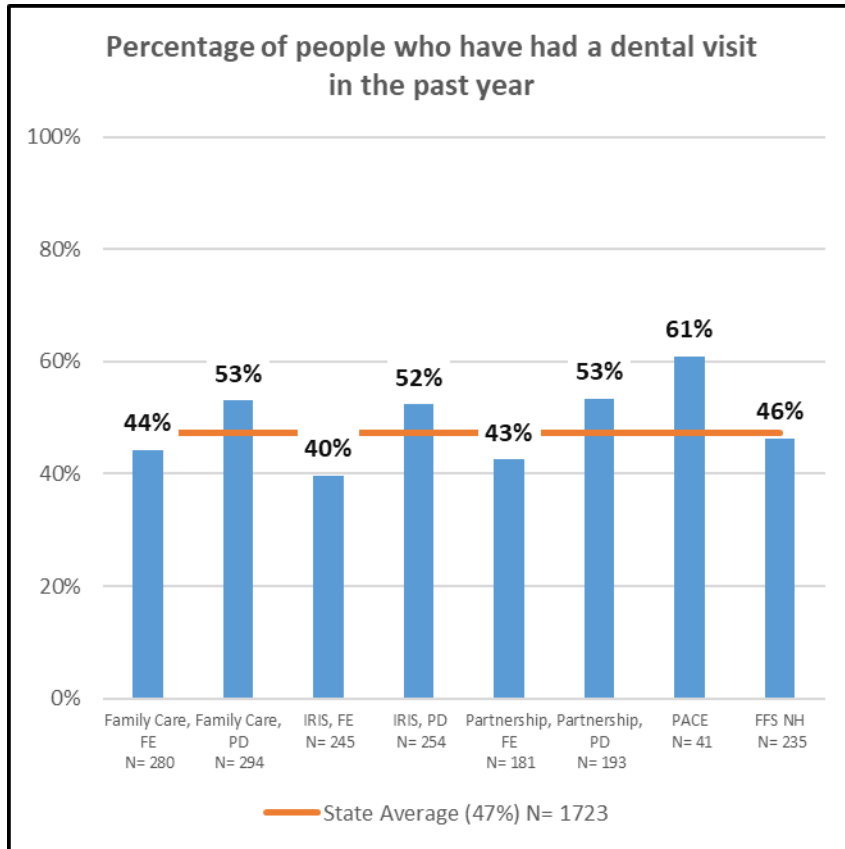
Graph 72. Percentage of people who have had a vision exam in the past year



Graph 73. Percentage of people who have had a flu shot in the past year



Graph 74. Percentage of people who have had a dental visit in the past year



Wellness

People are supported to maintain wellness.

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

1. Percentage of people whose health is better than 12 months ago
2. Percentage of people who have discussed forgetting things with a health care professional
3. Percentage of people with uncorrected poor hearing
4. Percentage of people with uncorrected poor vision
5. Percentage of people who often feel sad or depressed
6. Percentage of people who have access to healthy foods
7. Percentage of people who often feel lonely²³

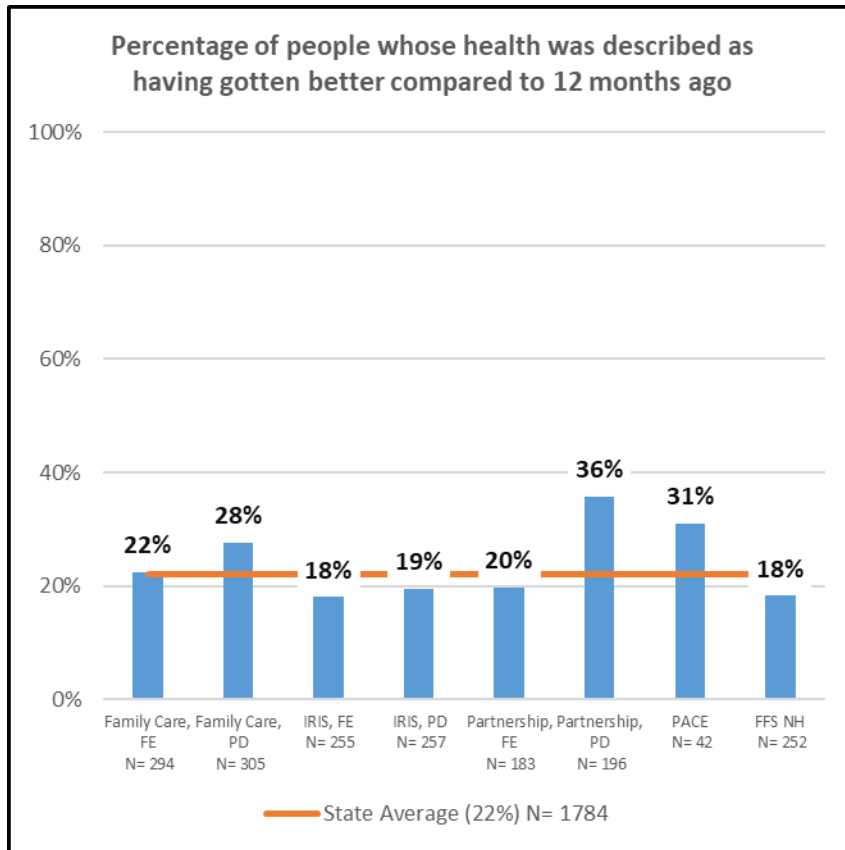
There are nine²⁴ survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

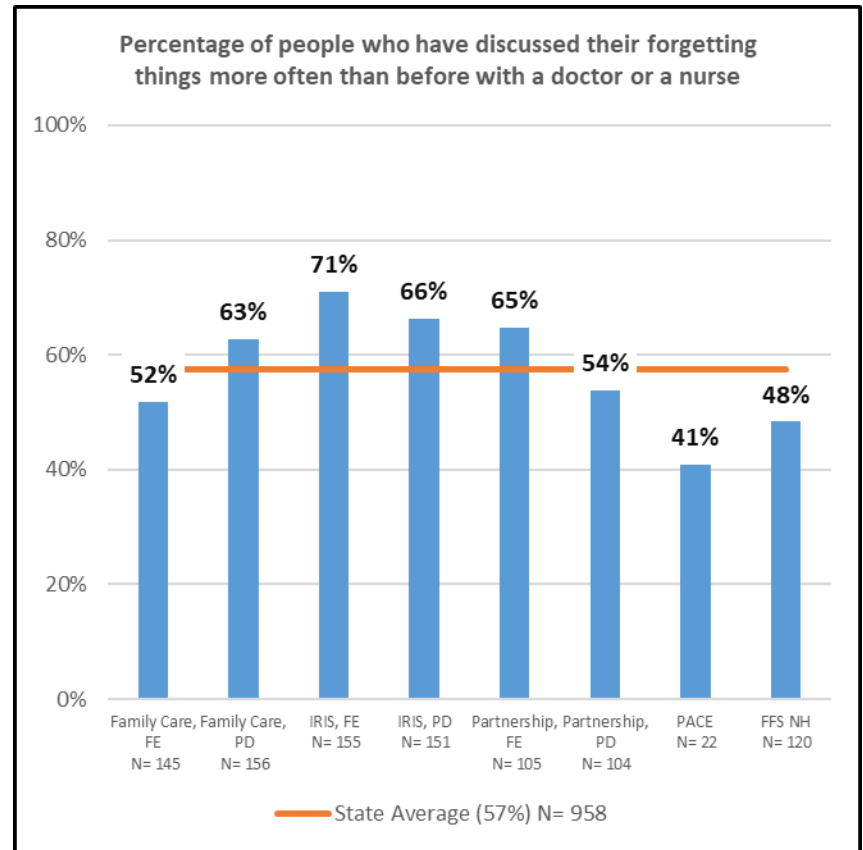
²³ New indicator in 2019-2020.

²⁴ Data for two items are presented in Appendix B only.

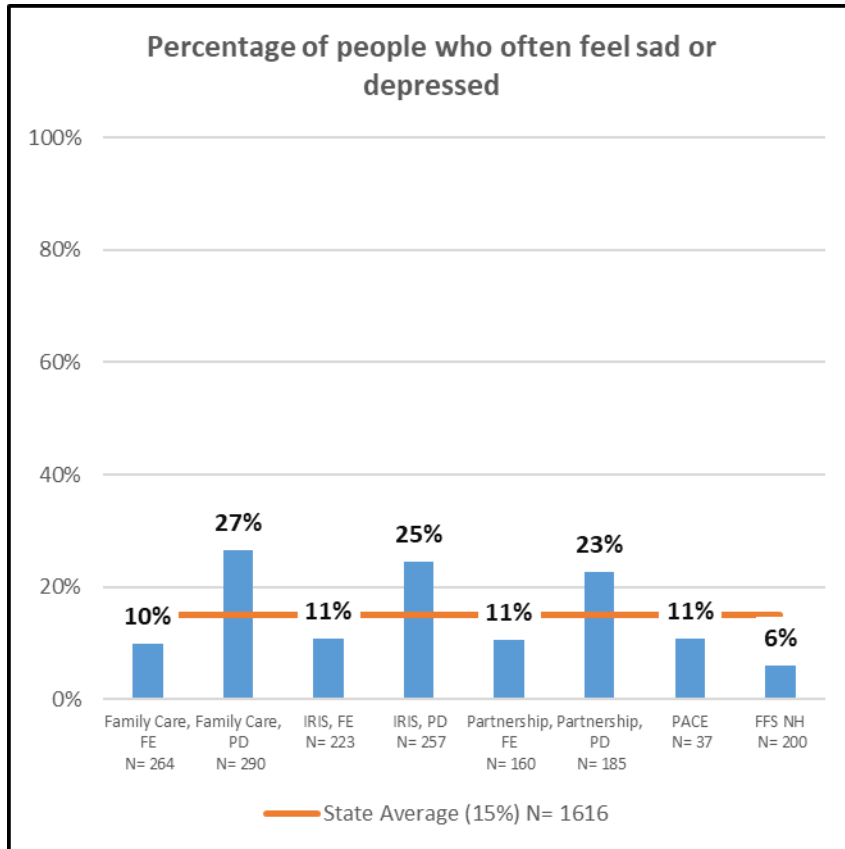
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago



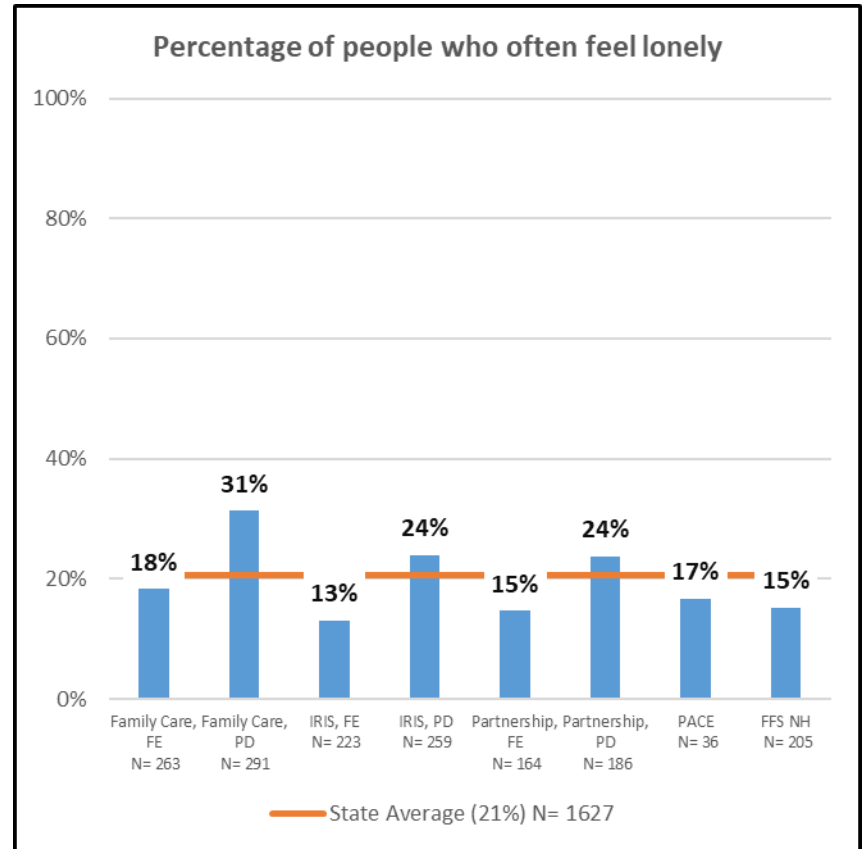
Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse



Graph 77. Percentage of people who often feel sad or depressed

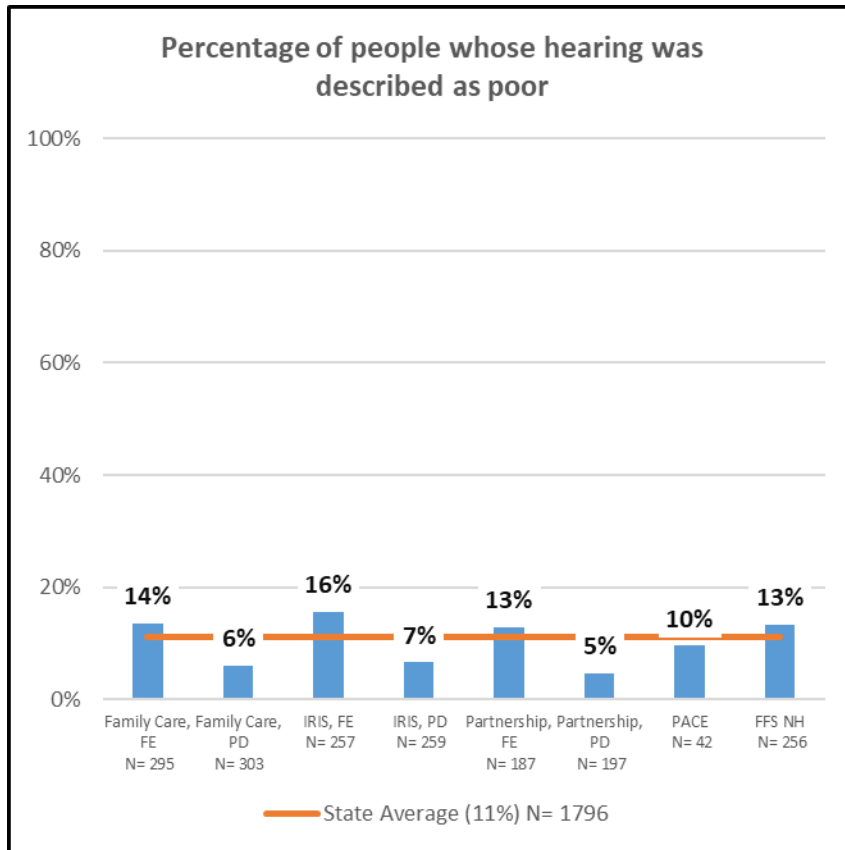


Graph 78. Percentage of people who often feel lonely²⁵

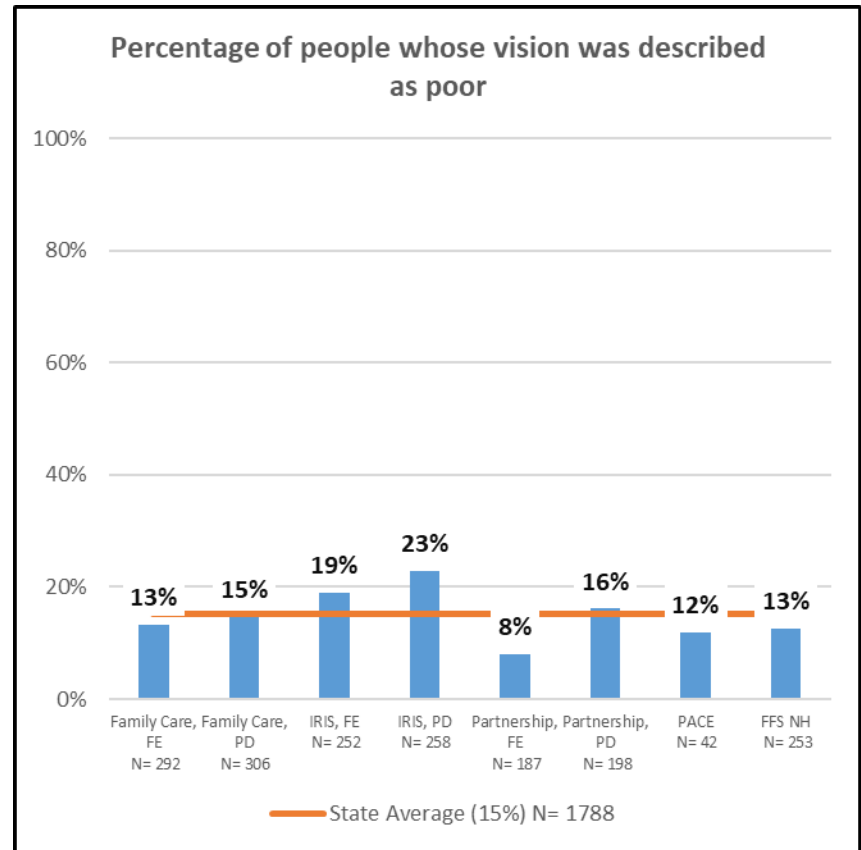


²⁵ New item in 2019-2020.

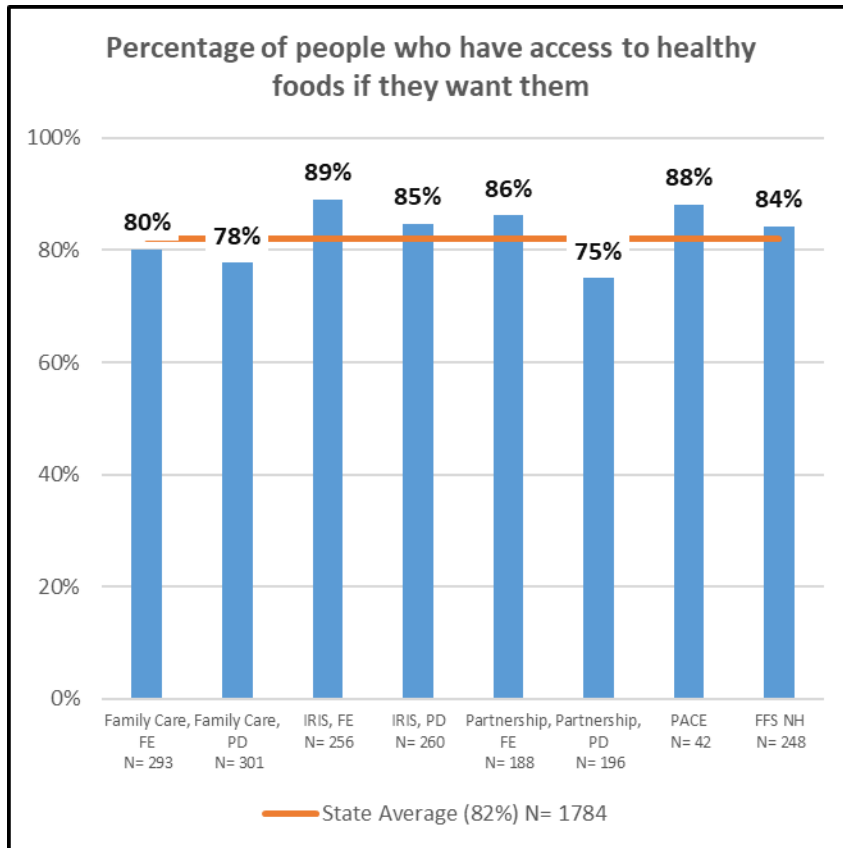
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 80. Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 81. Percentage of people who have access to healthy foods if they want them



Medications

Medications are managed effectively and appropriately.

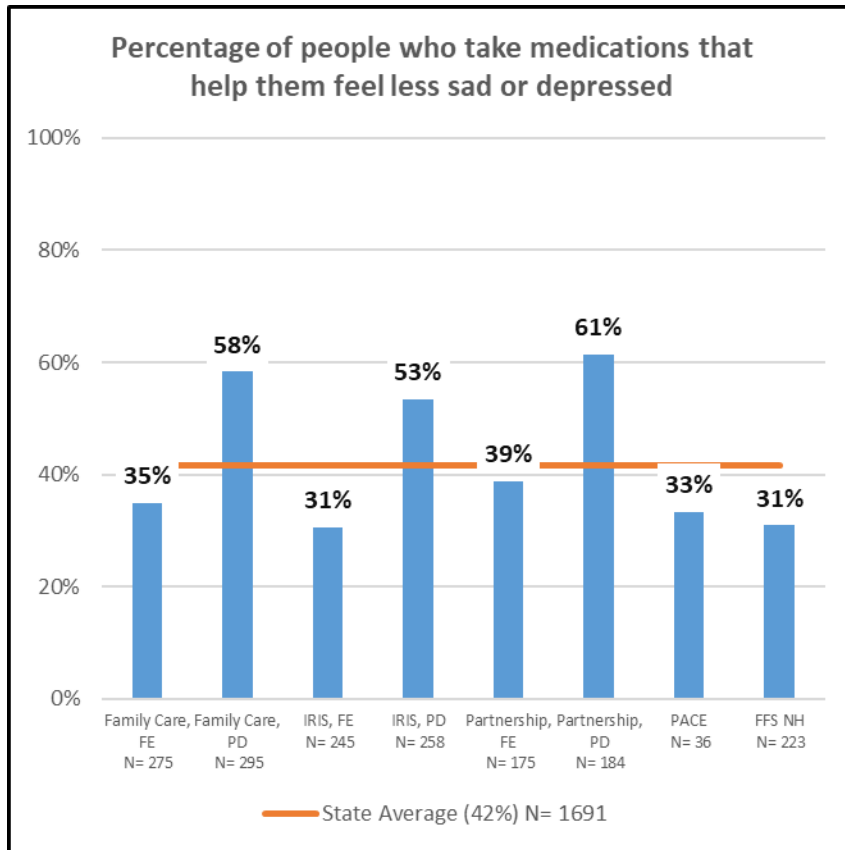
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

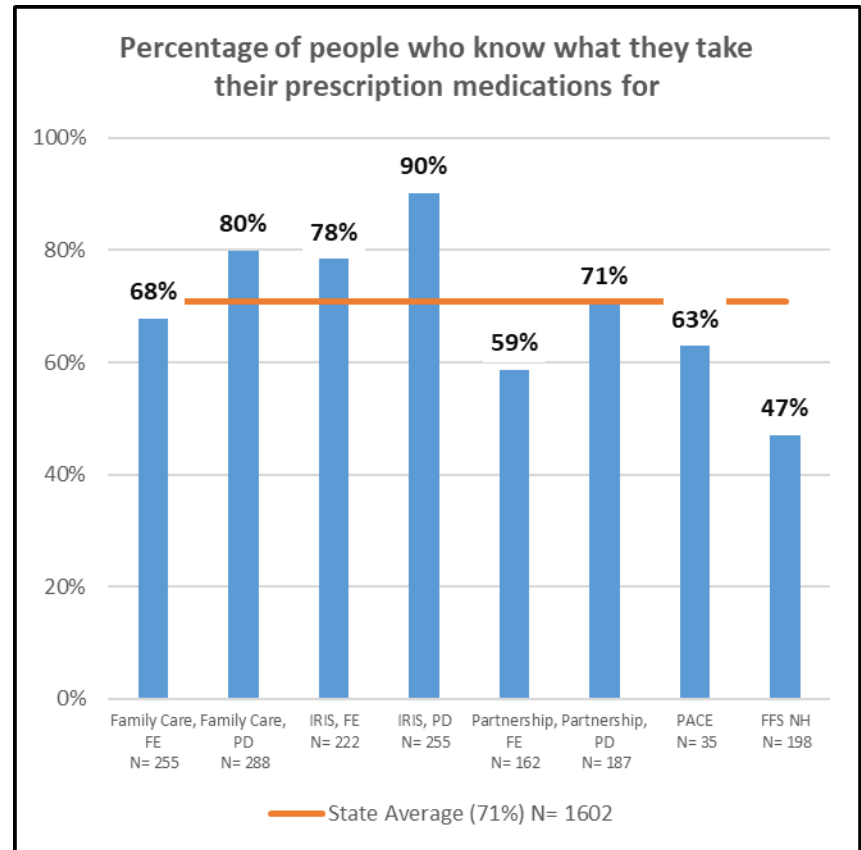
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 82. Percentage of people who take medications that help them feel less sad or depressed



Graph 83. Percentage of people who understand what they take their prescription medications for



Rights and Respect

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

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

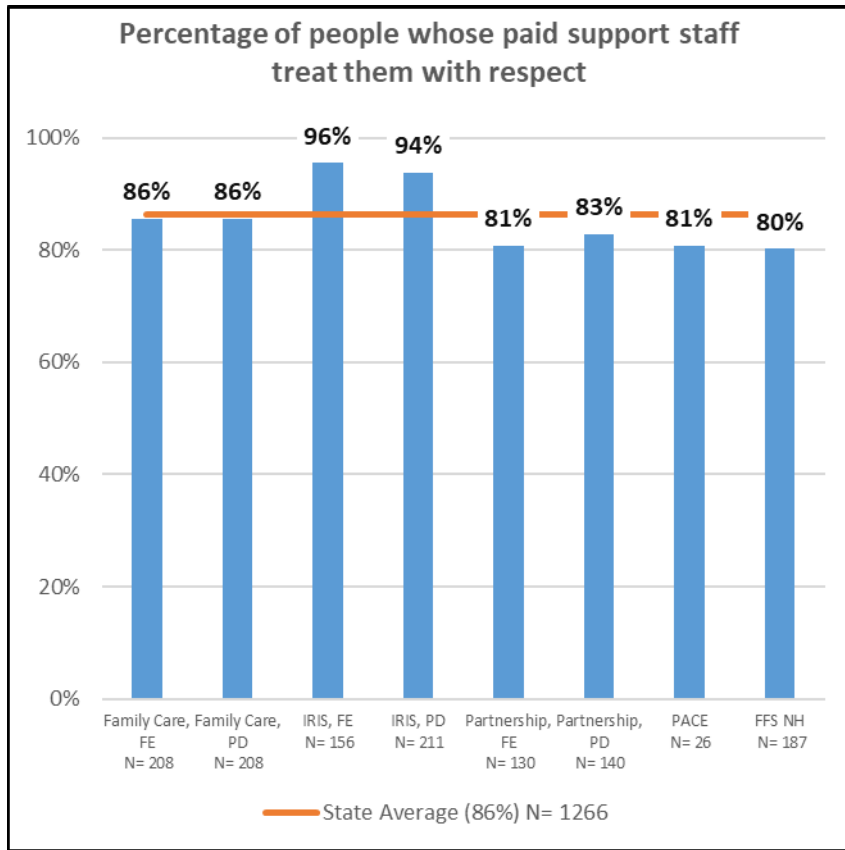
1. Percentage of people who have access to information about services in their preferred language²⁶
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group settings who are able to lock the door to their room
5. Percentage of people in group settings who have enough privacy
6. Percentage of people in group settings whose visitors are able to come at any time
7. Percentage of people in group settings who always have access to food

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

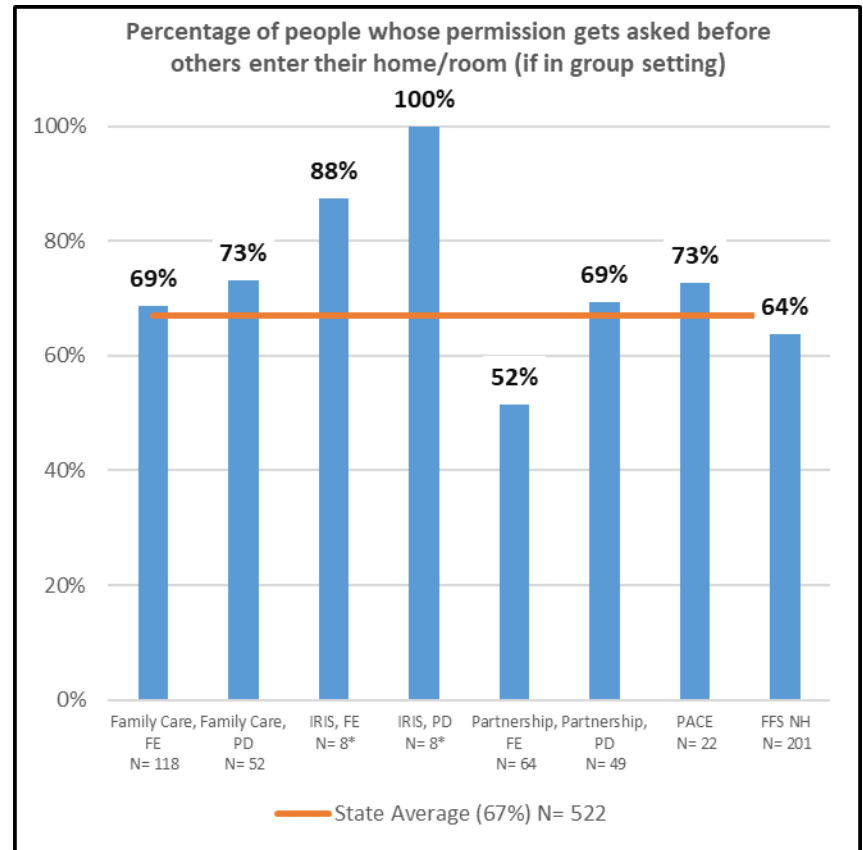
Un-collapsed data are shown in Appendix B.

²⁶ Indicator previously reported in the “Service Coordination” domain.

Graph 84. Percentage of people whose paid support staff treat them with respect



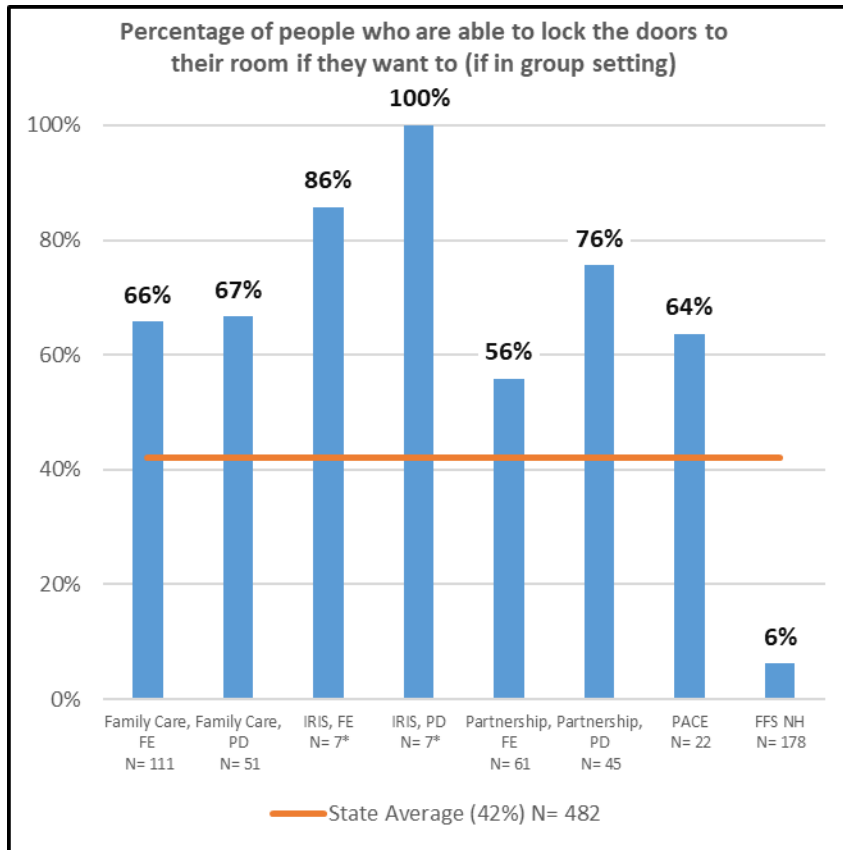
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)²⁷



* Very small number of responses

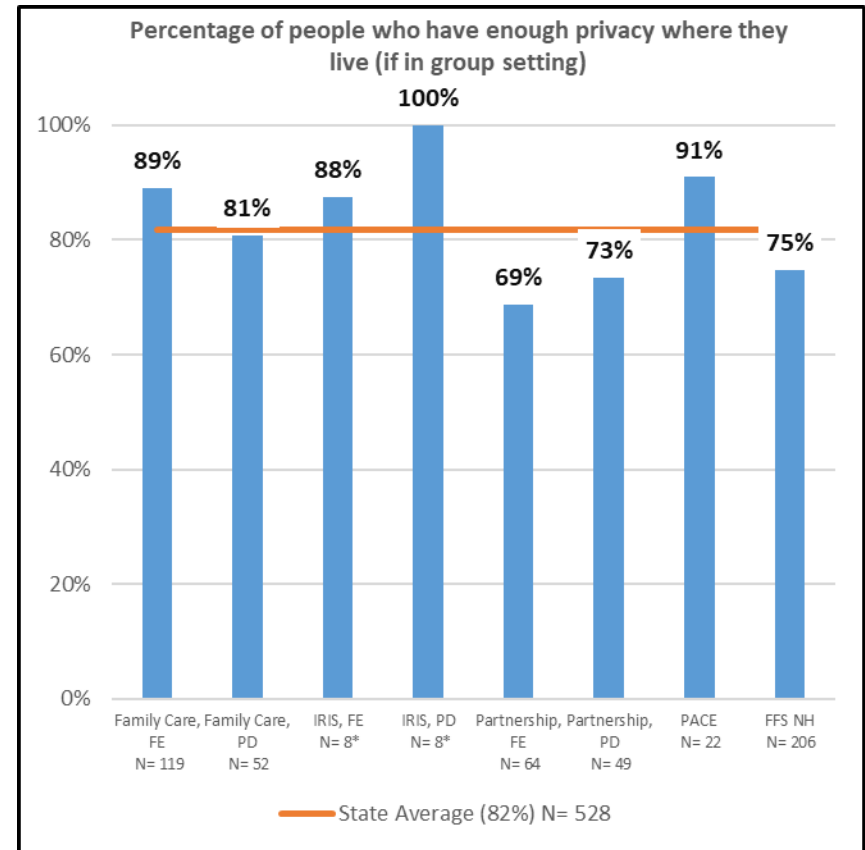
²⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting)²⁸



* Very small number of responses

Graph 87. Percentage of people who have enough privacy where they live (if in group setting)²⁹

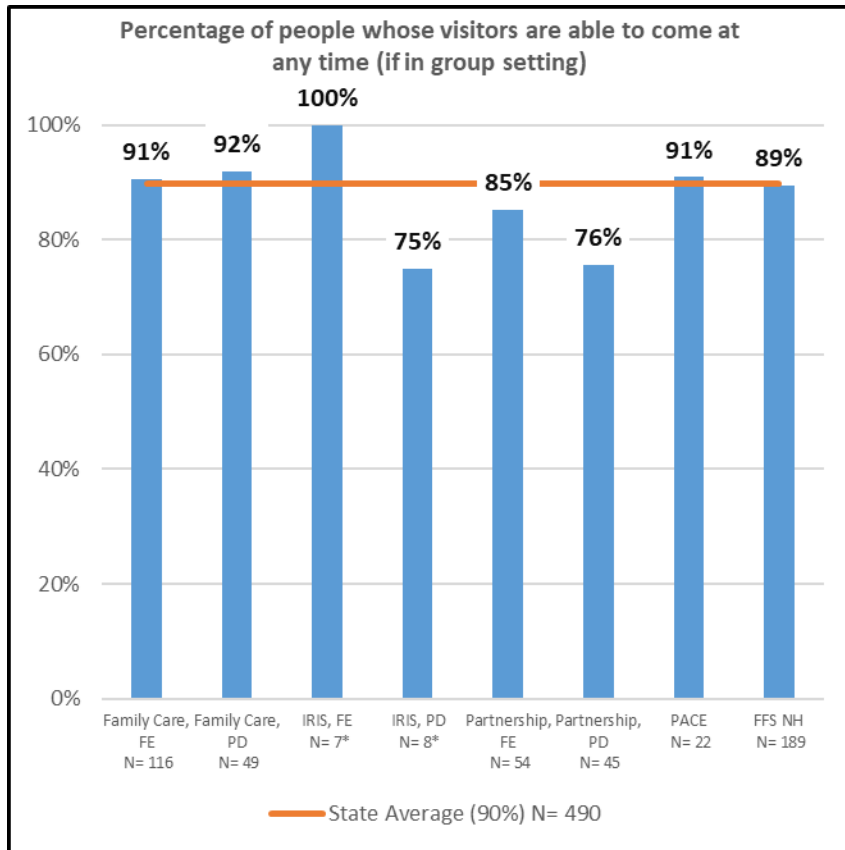


* Very small number of responses

²⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

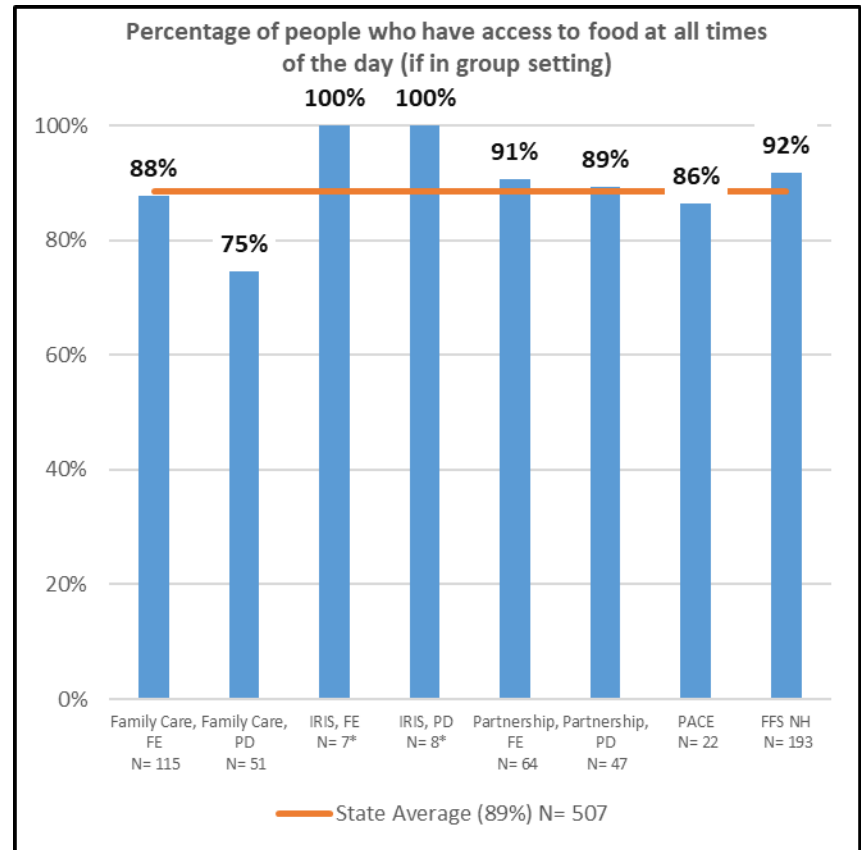
²⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting)³⁰



* Very small number of responses

Graph 89. Percentage of people who have access to food at all times of the day (if in group setting)³¹

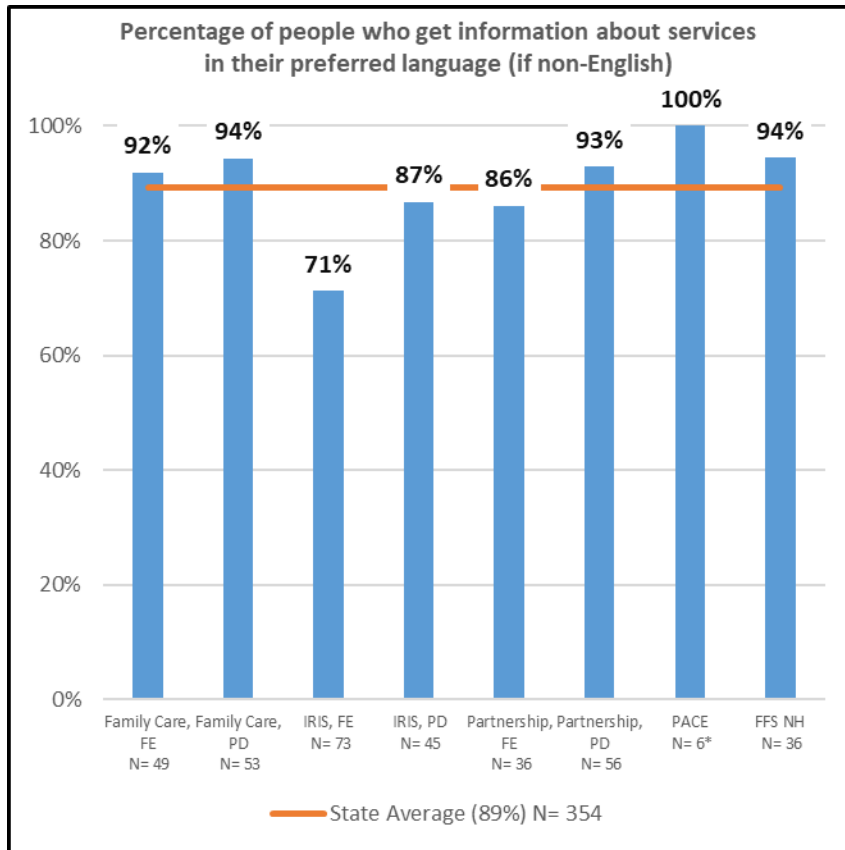


* Very small number of responses

³⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

³¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Percentage of people who have access to information about services in their preferred language (if non-English)³²



* Very small number of responses

³² Item previously reported in "Service Coordination" domain

Self-Direction

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

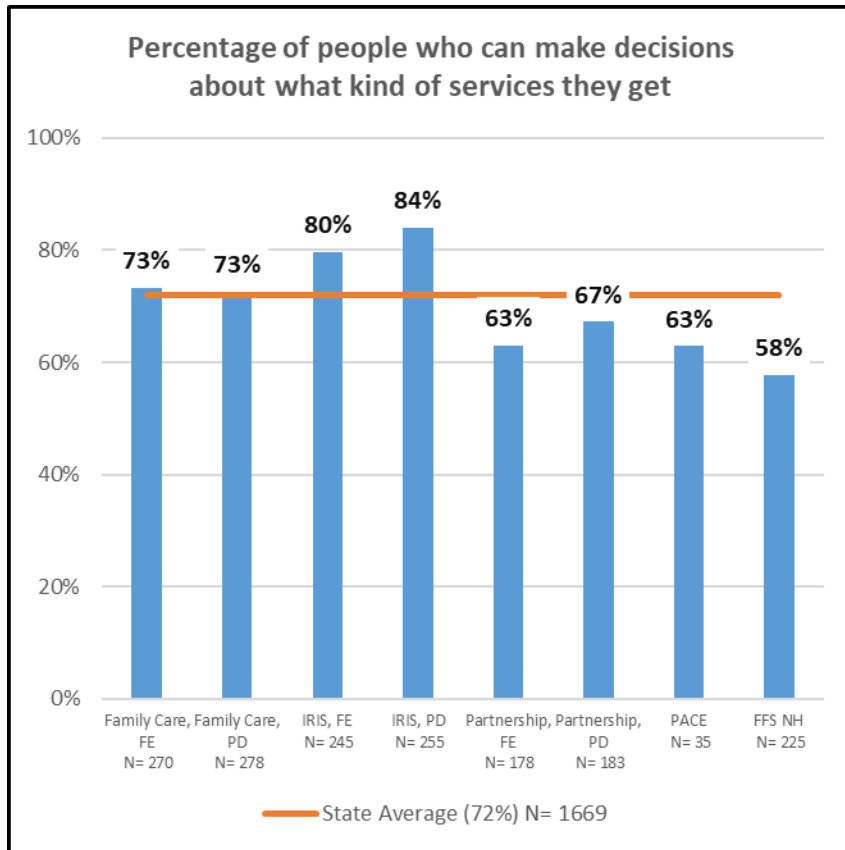
There are three Self-Direction indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who can choose what services they receive
2. Percentage of people who can choose when they receive services
3. Percentage of people who can choose their paid support staff

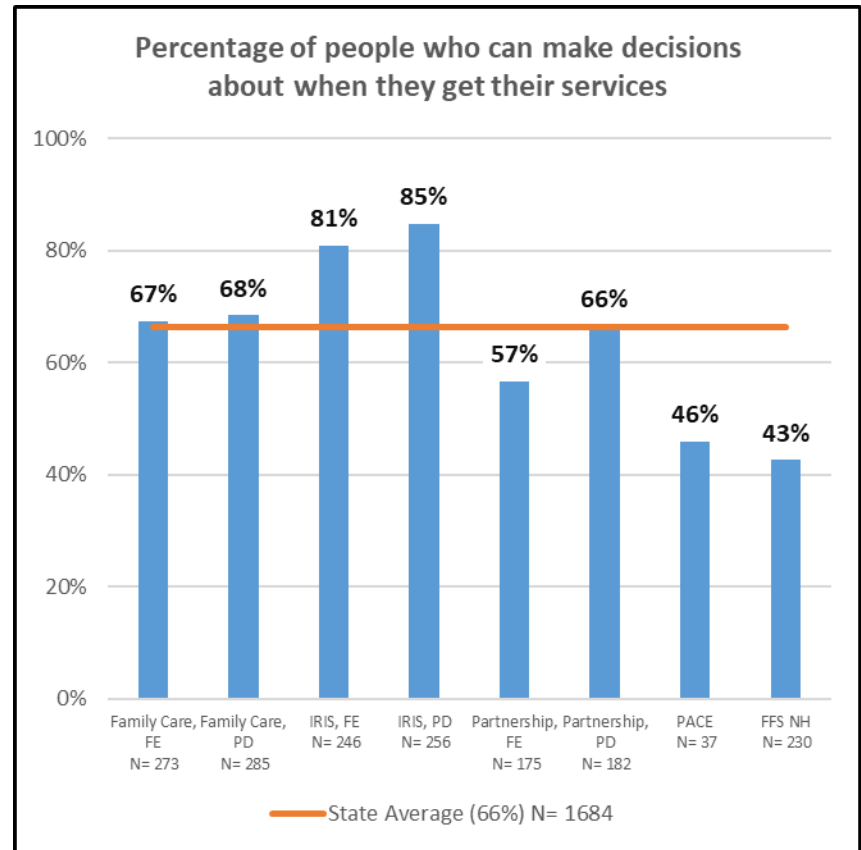
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

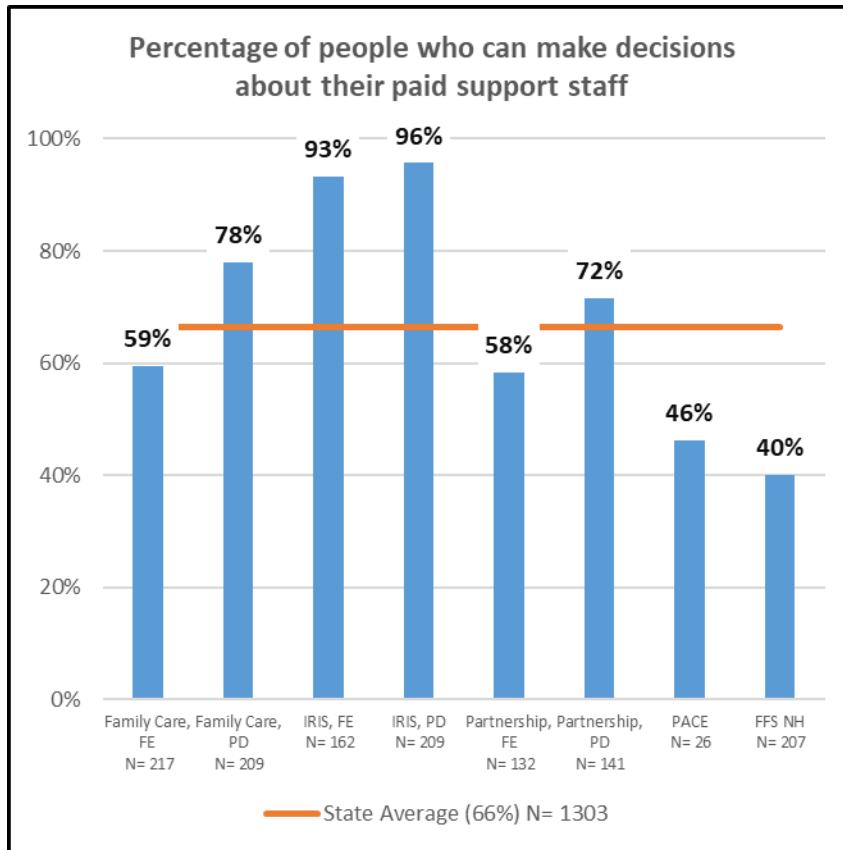
Graph 91. Percentage of people who can make decisions about what kind of services they get



Graph 92. Percentage of people who can make decisions about when they get their services



Graph 93. Percentage of people who can make decisions about their paid support staff



Work

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

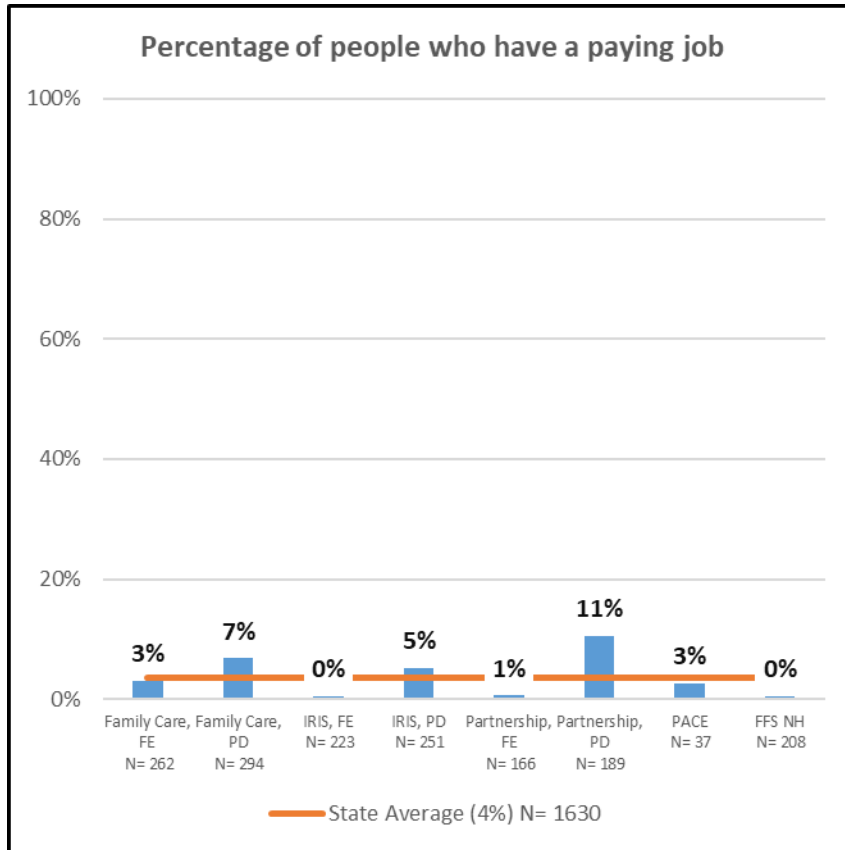
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

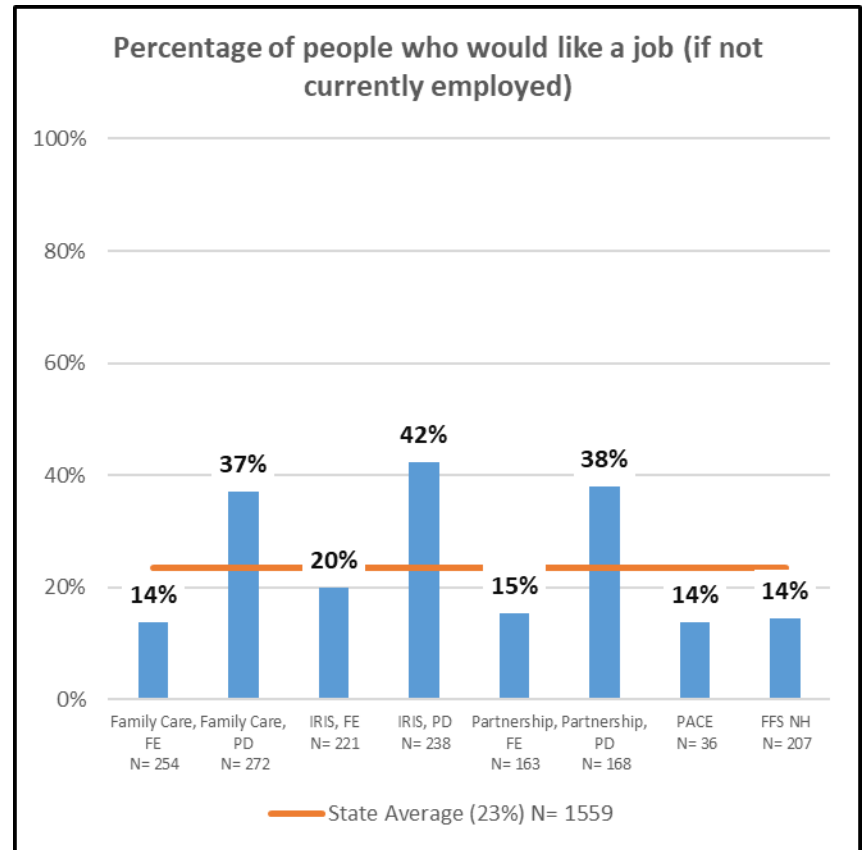
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

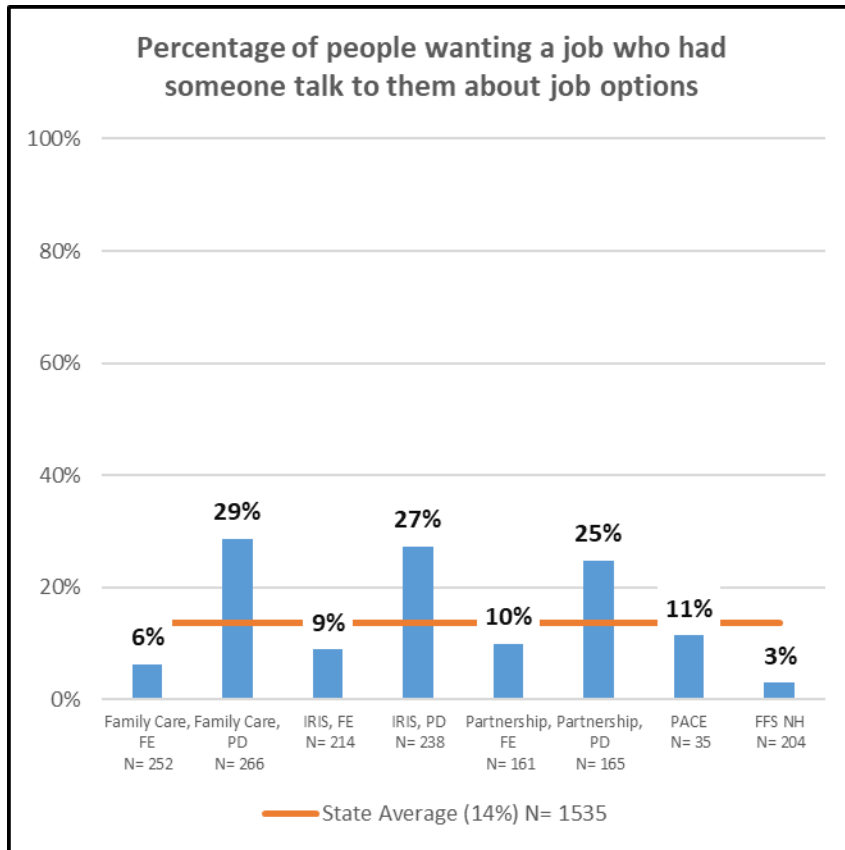
Graph 94. Percentage of people who have a paying job



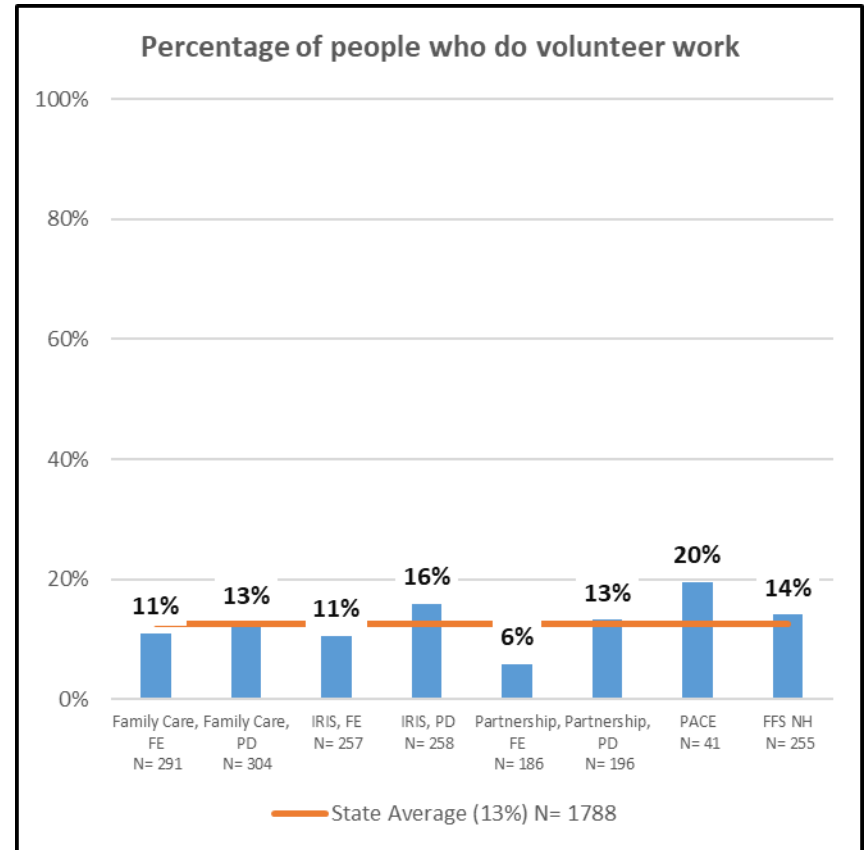
Graph 95. Percentage of people who would like a job (if not currently employed)



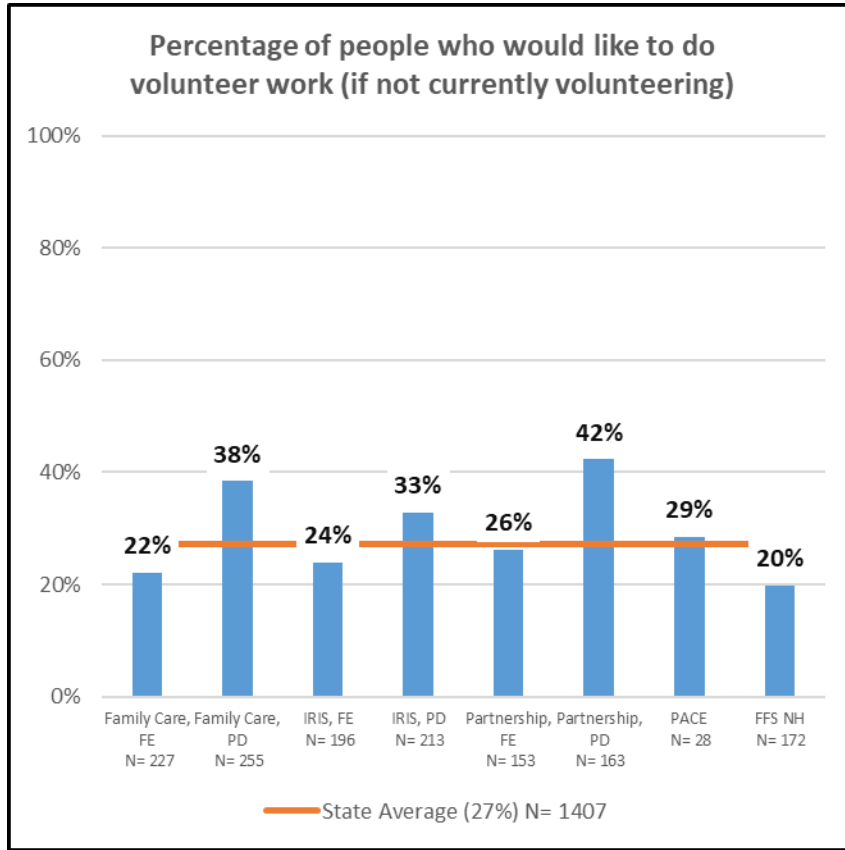
Graph 96. Percentage of people wanting a job who had someone talk to them about job options



Graph 97. Percentage of people who do volunteer work



Graph 98. Percentage of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

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

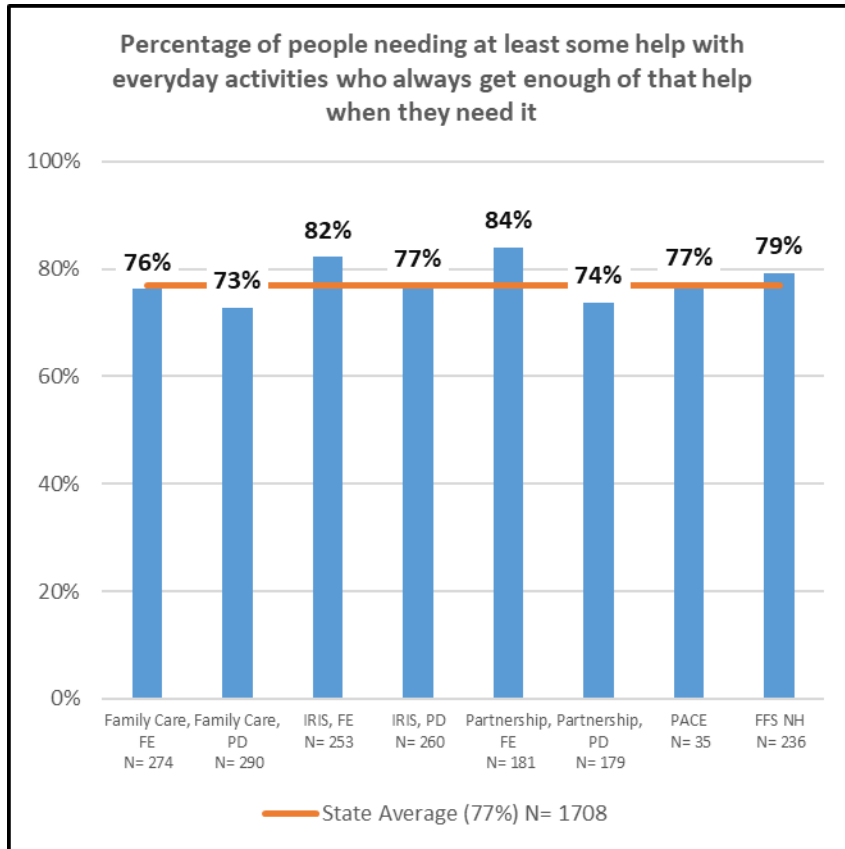
1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

There are four³³ survey items that correspond to the Everyday Living domain.

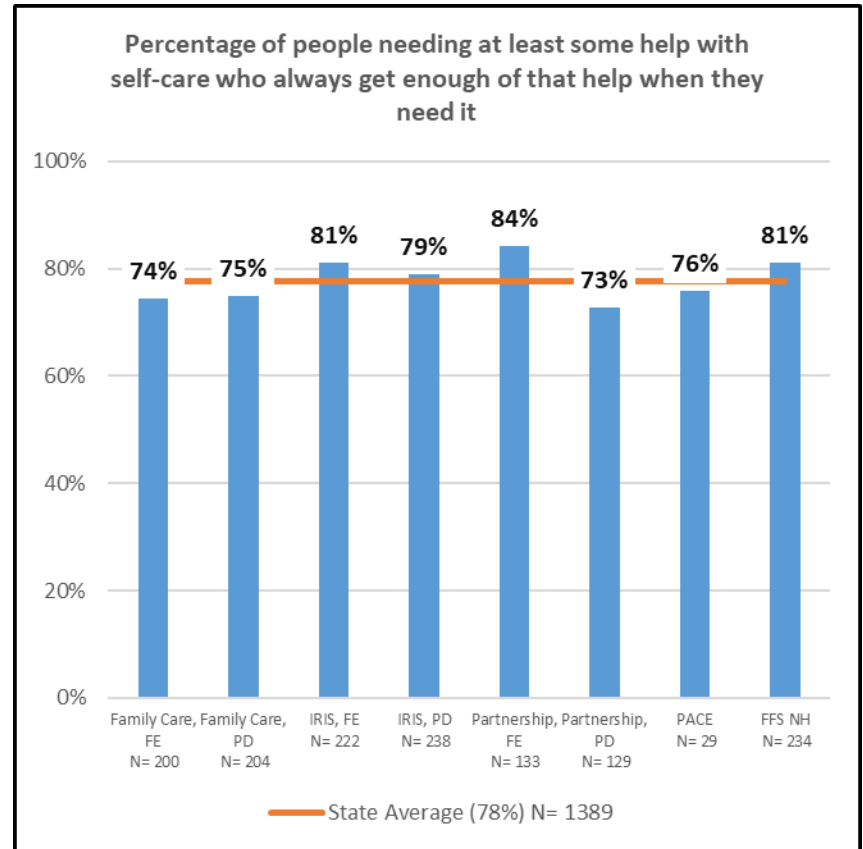
Un-collapsed data are shown in Appendix B.

³³ Data for two items are presented in Appendix B only.

Graph 99. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 100. Percentage 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.

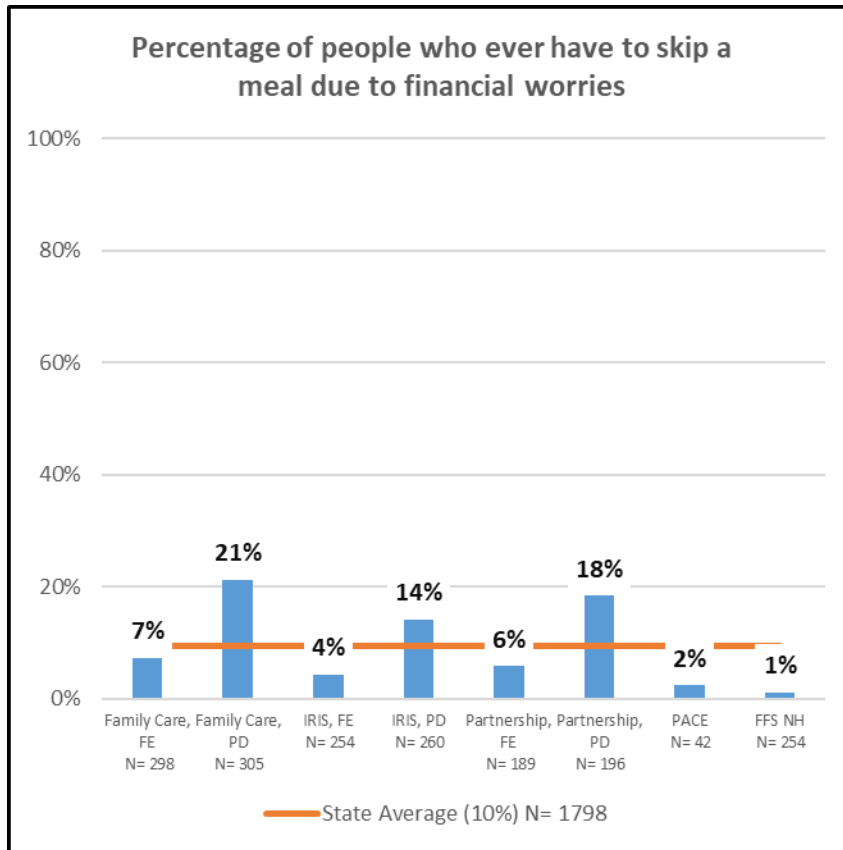
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have to cut back on food due to finances.

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

Un-collapsed data are shown in Appendix B.

Graph 101. Percentage of people who ever have to skip a meal due to financial worries



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 | Percentage of people who are as active in their community as they would like to be | 1 | Collapse “No” and “Sometimes” |
| Choice and Control | Percentage of people who get up and go to bed when they want to | 4 | Collapse “Some days, sometimes” and “No, never” |
| | Percentage of people who can eat their meals when they want to | 5 | Collapse “Some days, sometimes” and “No, never” |
| | Percentage 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” |
| | Percentage of people who never feel in control of their lives | 7 | Collapse “Yes, almost always, always” and “In-between, sometimes” |
| Relationships | Percentage 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) | 8 | Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely” |
| Satisfaction | Percentage of people who like where they live | 9 | Collapse “In-between, most of the time” and “No” |
| | Percentage of people who want to live somewhere else | 10 | Collapse “Yes” and “Maybe” |
| | Percentage of people who like how they spend their time during the day | 11 | Collapse “Some days, sometimes” and “No, never” |
| | Percentage of people whose paid support staff change too often | 12 | Collapse “Yes” and “Some, or sometimes” |
| | Percentage of people whose paid support staff do things the way they want them done | 13 | Collapse “Some, or usually” and “No, never or rarely” |
| Service Coordination | Percentage of people who know whom to contact if they want to make changes to their services | 16 | Collapse “Not sure, maybe” and “No” |
| | Percentage of people who know whom to contact if they have a complaint about their services | 17 | Collapse “Not sure, maybe” and “No” |

| Domain | Item | Graph # | Collapsing Logic |
|----------------------------|---|---------|---|
| | Percentage of people whose paid support staff show up and leave when they are supposed to | 18 | Collapse “Some, or usually” and “No, never or rarely” |
| | Percentage of people whose long-term services meet all their current needs and goals | 20 | Collapse “No, not at all” and “Some needs and goals” |
| | Percentage 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” |
| Care Coordination | Percentage 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 | 24 | Collapse “No” and “In-between” |
| | Percentage of people who know how to manage their chronic condition(s) | 26 | Collapse “No” and “In-between, or some conditions” |
| Access to Community | Percentage of people who have transportation when they want to do things outside of their home (non-medical) | 28 | Collapse “No” and “Sometimes” |
| | Percentage of people who have transportation to get to medical appointments when they need to | 29 | Collapse “No” and “Sometimes” |
| Access to Needed Equipment | Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them | 30 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement | 31 | Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who need bathroom modifications (other than grab bars) but do not have them | 32 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who have bathroom modifications (other than grab bars) but need a replacement | 33 | Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who need a specialized bed but do not have it | 34 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who have a specialized bed but need a replacement | 35 | Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who need a ramp or stair lift in or outside the home but do not have it | 36 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |

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

| Domain | Item | Graph # | Collapsing Logic |
|-------------|--|---------|--|
| | Percentage of people who need a personal emergency response system but do not have it | 52 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who have a personal emergency response system but need a replacement | 53 | Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who need an oxygen machine but do not have it | 54 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who have an oxygen machine but need a replacement | 55 | Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who need some other assistive device but do not have it | 56 | Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| | Percentage of people who have some other assistive device but need a replacement | 57 | Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need” |
| Safety | Percentage of people who know whom to talk to if they are mistreated or neglected | 62 | Collapse “Maybe, not sure” and “No” |
| | Percentage of people with concerns about falling or being unstable | 63 | Collapse “Yes, often” and “Sometimes” |
| Health Care | Percentage of people who can get an appointment to see their primary care doctor when they need to | 68 | Collapse “Usually” and “No, rarely” |
| Wellness | Percentage of people whose health was described as having gotten better compared to 12 months ago | 75 | Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same” |
| | Percentage of people who often feel sad or depressed | 77 | Collapse “Never, or almost never”, “Not often”, and “Sometimes” |
| | Percentage of people who often feel lonely | 78 | Collapse “Never, or almost never”, “Not often”, and “Sometimes” |
| | Percentage of people whose hearing was described as poor (with hearing aids, if wears any) | 79 | Collapse “Good” and “Fair” |
| | Percentage of people whose vision was described as poor (with glasses or contacts, if wears any) | 80 | Collapse “Good” and “Fair” |
| | Percentage of people who have access to healthy foods if they want them | 81 | Collapse “No, never” and “Sometimes” |

| Domain | Item | Graph # | Collapsing Logic |
|--------------------|---|---------|---|
| Medications | Percentage of people who understand what they take their prescription medications for | 83 | Collapse “No” and “In-between, or some medications” |
| Rights and Respect | Percentage of people whose paid support staff treat them with respect | 84 | Collapse “No, never or rarely” and “Some, or usually” |
| | Percentage of people whose permission is asked before others enter their home/room (if in group setting) | 85 | Collapse “Sometimes, rarely or never” and “Usually, but not always” |
| | Percentage of people who have enough privacy where they live (if in group setting) | 87 | Collapse “Sometimes, rarely or never” and “Usually, but not always” |
| | Percentage of people who have access to information about services in their preferred language (if non-English) | 90 | Collapse “Some information” and “No” |
| Self-Direction | Percentage of people who can make decisions about what kind of services they get | 91 | Collapse “No” and “Sometimes, or some services” |
| | Percentage of people who can make decisions about when they get their services | 92 | Collapse “No” and “Sometimes, or some services” |
| | Percentage of people who can make decisions about their paid support staff | 93 | Collapse “No” and “Sometimes, or some” |
| Work | Percentage of people who would like a job (if not currently employed) | 95 | Collapse “Yes” and “Maybe, not sure” |
| | Percentage of people who would like to do volunteer work (if not currently volunteering) | 98 | Collapse “Yes” and “Maybe, not sure” |
| Affordability | Percentage of people who ever have to skip a meal due to financial worries | 101 | Collapse “Yes, often” and “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 |
|-----------------|-------------|------|
| Family Care, FE | 77 | 247 |
| Family Care, PD | 54 | 310 |
| IRIS, FE | 74 | 244 |
| IRIS, PD | 54 | 264 |
| Partnership, FE | 75 | 170 |
| Partnership, PD | 54 | 199 |
| PACE | 75 | 36 |
| FFS NH | 75 | 185 |
| Sample Average | 65 | 1655 |

Table 2. Age: 90 years and over

| | Under 90 | 90 and Over | Don't Know/Unclear | N |
|-----------------|----------|-------------|--------------------|------|
| Family Care, FE | 82% | 18% | 0% | 301 |
| Family Care, PD | 100% | 0% | 0% | 310 |
| IRIS, FE | 94% | 6% | 0% | 259 |
| IRIS, PD | 100% | 0% | 0% | 264 |
| Partnership, FE | 90% | 10% | 0% | 189 |
| Partnership, PD | 100% | 0% | 0% | 199 |
| PACE | 86% | 14% | 0% | 42 |
| FFS NH | 71% | 29% | 0% | 259 |
| Sample Average | 91% | 9% | 0% | 1823 |

Table 3. Gender

| | Male | Female | Other | Don't Know/Unclear | N |
|-----------------------|------------|------------|-----------|--------------------|-------------|
| Family Care, FE | 28% | 72% | 0% | 0% | 301 |
| Family Care, PD | 43% | 57% | 0% | 0% | 310 |
| IRIS, FE | 29% | 71% | 0% | 0% | 259 |
| IRIS, PD | 31% | 69% | 0% | 0% | 264 |
| Partnership, FE | 25% | 75% | 0% | 0% | 189 |
| Partnership, PD | 37% | 63% | 0% | 0% | 199 |
| PACE | 31% | 69% | 0% | 0% | 42 |
| FFS NH | 32% | 68% | 0% | 0% | 259 |
| Sample Average | 33% | 67% | 0% | 0% | 1823 |

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 |
|-----------------------|----------------------------------|-----------|---------------------------|------------------|------------|--------------------|-----------|--------------------|-------------|
| Family Care, FE | 1% | 0% | 8% | 1% | 77% | 5% | 0% | 9% | 301 |
| Family Care, PD | 1% | 0% | 8% | 0% | 74% | 3% | 1% | 12% | 310 |
| IRIS, FE | 2% | 3% | 37% | 0% | 42% | 6% | 4% | 5% | 259 |
| IRIS, PD | 2% | 0% | 44% | 0% | 40% | 5% | 2% | 8% | 264 |
| Partnership, FE | 0% | 0% | 23% | 0% | 56% | 6% | 1% | 15% | 189 |
| Partnership, PD | 0% | 0% | 29% | 0% | 47% | 5% | 1% | 19% | 199 |
| PACE | 0% | 0% | 19% | 0% | 55% | 10% | 0% | 17% | 42 |
| FFS NH | 1% | 0% | 0% | 0% | 90% | 0% | 1% | 7% | 259 |
| Sample Average | 1% | 1% | 21% | 0% | 62% | 4% | 1% | 10% | 1823 |

Table 5. Marital status

| | Single, Never Married | Married or Has Domestic Partner | Separated or Divorced | Widowed | Don't Know/ Unclear | N |
|-----------------------|-----------------------|---------------------------------|-----------------------|------------|---------------------|-------------|
| Family Care, FE | 10% | 19% | 24% | 36% | 12% | 301 |
| Family Care, PD | 26% | 14% | 27% | 2% | 30% | 310 |
| IRIS, FE | 16% | 21% | 27% | 24% | 12% | 259 |
| IRIS, PD | 34% | 17% | 32% | 2% | 15% | 264 |
| Partnership, FE | 11% | 12% | 33% | 30% | 14% | 189 |
| Partnership, PD | 30% | 5% | 27% | 5% | 34% | 199 |
| PACE | 26% | 12% | 14% | 21% | 26% | 42 |
| FFS NH | 17% | 17% | 16% | 49% | 1% | 259 |
| Sample Average | 21% | 15% | 26% | 21% | 17% | 1823 |

Table 6. Preferred language

| | English | Spanish | Other | Don't Know/ Unclear | N |
|-----------------------|------------|-----------|-----------|---------------------|-------------|
| Family Care, FE | 96% | 2% | 1% | 1% | 301 |
| Family Care, PD | 98% | 1% | 1% | 1% | 310 |
| IRIS, FE | 84% | 5% | 10% | 0% | 259 |
| IRIS, PD | 96% | 3% | 1% | 0% | 264 |
| Partnership, FE | 93% | 4% | 1% | 2% | 189 |
| Partnership, PD | 93% | 3% | 3% | 1% | 199 |
| PACE | 93% | 5% | 0% | 2% | 42 |
| FFS NH | 99% | 0% | 0% | 0% | 259 |
| Sample Average | 94% | 3% | 2% | 1% | 1823 |

Table 7. Type of residential area³⁴

| | Metropolitan | Micropolitan | Rural | Small town | Unknown | N |
|-----------------------|--------------|--------------|-----------|------------|-----------|-------------|
| Family Care, FE | 62% | 13% | 9% | 16% | 0% | 301 |
| Family Care, PD | 58% | 14% | 9% | 19% | 0% | 310 |
| IRIS, FE | 78% | 6% | 7% | 9% | 0% | 259 |
| IRIS, PD | 77% | 6% | 7% | 10% | 0% | 264 |
| Partnership, FE | 93% | 4% | 0% | 3% | 1% | 189 |
| Partnership, PD | 92% | 4% | 1% | 4% | 0% | 199 |
| PACE | 98% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 51% | 15% | 11% | 23% | 0% | 259 |
| Sample Average | 72% | 9% | 7% | 13% | 0% | 1823 |

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 |
|-----------------------|-------------------------|---------------------------|---------------------------------------|--|--------------------------------|-----------------------------|-----------|---------------------|-------------|
| Family Care, FE | 59% | 6% | 2% | 27% | 4% | 0% | 0% | 2% | 301 |
| Family Care, PD | 82% | 2% | 4% | 7% | 3% | 2% | 0% | 0% | 310 |
| IRIS, FE | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 259 |
| IRIS, PD | 99% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 264 |
| Partnership, FE | 61% | 5% | 6% | 21% | 5% | 1% | 0% | 1% | 189 |
| Partnership, PD | 74% | 1% | 9% | 11% | 4% | 1% | 1% | 1% | 199 |
| PACE | 69% | 10% | 12% | 7% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 259 |
| Sample Average | 68% | 2% | 3% | 9% | 16% | 0% | 0% | 1% | 1823 |

³⁴ 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 |
|-----------------------|----------------------|-------------------|--------------|-----------|-------------|------------|--------------------|-------------|
| Family Care, FE | 49% | 16% | 12% | 1% | 3% | 23% | 0% | 296 |
| Family Care, PD | 42% | 18% | 27% | 3% | 5% | 14% | 0% | 306 |
| IRIS, FE | 38% | 21% | 45% | 0% | 4% | 1% | 0% | 256 |
| IRIS, PD | 32% | 31% | 44% | 2% | 2% | 2% | 0% | 259 |
| Partnership, FE | 44% | 11% | 19% | 1% | 6% | 23% | 1% | 188 |
| Partnership, PD | 41% | 12% | 22% | 7% | 5% | 20% | 0% | 194 |
| PACE | 32% | 10% | 20% | 5% | 2% | 44% | 0% | 41 |
| FFS NH | 0% | 0% | 0% | 0% | 0% | 100% | 0% | 259 |
| Sample Average | 35% | 16% | 24% | 2% | 3% | 27% | 0% | 1799 |

Table 10. Address changed in the past 6 months

| | No | Yes | Don't Know/Unclear | N |
|-----------------------|------------|-----------|--------------------|-------------|
| Family Care, FE | 90% | 10% | 0% | 296 |
| Family Care, PD | 89% | 11% | 0% | 306 |
| IRIS, FE | 92% | 8% | 0% | 256 |
| IRIS, PD | 91% | 9% | 0% | 259 |
| Partnership, FE | 95% | 5% | 0% | 188 |
| Partnership, PD | 90% | 9% | 1% | 194 |
| PACE | 88% | 12% | 0% | 41 |
| FFS NH | 96% | 4% | 0% | 255 |
| Sample Average | 91% | 8% | 0% | 1795 |

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 |
|------------------------|-------------------------|---------------------------|---------------------------------------|--|--------------------------------|-----------------------------|-----------|---------------------|------------|
| Family Care, FE | 68% | 3% | 0% | 19% | 3% | 0% | 6% | 0% | 31 |
| Family Care, PD | 71% | 3% | 18% | 0% | 0% | 3% | 6% | 0% | 34 |
| IRIS, FE | 90% | 0% | 0% | 0% | 5% | 0% | 5% | 0% | 20 |
| IRIS, PD | 92% | 4% | 0% | 0% | 0% | 4% | 0% | 0% | 24 |
| Partnership, FE | 33% | 0% | 0% | 33% | 11% | 11% | 11% | 0% | 9 |
| Partnership, PD | 56% | 6% | 11% | 6% | 11% | 6% | 6% | 0% | 18 |
| PACE | 40% | 0% | 0% | 40% | 0% | 0% | 20% | 0% | 5 |
| FFS NH | 50% | 0% | 0% | 10% | 40% | 0% | 0% | 0% | 10 |
| Sample Average | 70% | 3% | 5% | 9% | 6% | 3% | 5% | 0% | 151 |

Table 12. Formal diagnosis: physical disability

| | No | Yes | Don't Know/Unclear | N |
|------------------------|------------|------------|--------------------|-------------|
| Family Care, FE | 100% | 0% | 0% | 301 |
| Family Care, PD | 0% | 100% | 0% | 310 |
| IRIS, FE | 100% | 0% | 0% | 259 |
| IRIS, PD | 0% | 100% | 0% | 264 |
| Partnership, FE | 100% | 0% | 0% | 189 |
| Partnership, PD | 0% | 100% | 0% | 199 |
| PACE | 100% | 0% | 0% | 42 |
| FFS NH | 0% | 0% | 100% | 259 |
| Sample Average | 43% | 42% | 14% | 1823 |

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

| | No | Yes | Don’t Know/Unclear | N |
|-----------------------|------------|------------|--------------------|-------------|
| Family Care, FE | 71% | 29% | 0% | 301 |
| Family Care, PD | 91% | 9% | 0% | 310 |
| IRIS, FE | 84% | 16% | 0% | 259 |
| IRIS, PD | 98% | 2% | 0% | 264 |
| Partnership, FE | 68% | 32% | 0% | 189 |
| Partnership, PD | 89% | 11% | 0% | 199 |
| PACE | 71% | 29% | 0% | 42 |
| FFS NH | 54% | 43% | 2% | 259 |
| Sample Average | 80% | 20% | 0% | 1823 |

Table 14. Formal diagnosis: traumatic or acquired brain injury

| | No | Yes | Don’t Know/Unclear | N |
|-----------------------|------------|-----------|--------------------|-------------|
| Family Care, FE | 99% | 1% | 0% | 301 |
| Family Care, PD | 99% | 1% | 0% | 310 |
| IRIS, FE | 99% | 1% | 0% | 259 |
| IRIS, PD | 98% | 2% | 0% | 264 |
| Partnership, FE | 99% | 1% | 0% | 189 |
| Partnership, PD | 98% | 2% | 0% | 199 |
| PACE | 100% | 0% | 0% | 42 |
| FFS NH | 96% | 2% | 2% | 259 |
| Sample Average | 98% | 1% | 0% | 1823 |

Table 15. Formal diagnosis: intellectual or other developmental disability

| | No | Yes | Don't Know/Unclear | N |
|-----------------------|-------------|-----------|--------------------|-------------|
| Family Care, FE | 100% | 0% | 0% | 301 |
| Family Care, PD | 100% | 0% | 0% | 310 |
| IRIS, FE | 100% | 0% | 0% | 259 |
| IRIS, PD | 100% | 0% | 0% | 264 |
| Partnership, FE | 100% | 0% | 0% | 189 |
| Partnership, PD | 100% | 0% | 0% | 199 |
| PACE | 100% | 0% | 0% | 42 |
| FFS NH | 99% | 1% | 0% | 259 |
| Sample Average | 100% | 0% | 0% | 1823 |

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 |
|-----------------------|----------------|----------------------------|----------------------------|-------------------------|--------------------|-------------|
| Family Care, FE | 7% | 29% | 59% | 30% | 0% | 300 |
| Family Care, PD | 5% | 30% | 51% | 45% | 0% | 307 |
| IRIS, FE | 7% | 19% | 68% | 36% | 0% | 256 |
| IRIS, PD | 4% | 22% | 70% | 34% | 0% | 260 |
| Partnership, FE | 5% | 28% | 66% | 42% | 0% | 189 |
| Partnership, PD | 6% | 28% | 53% | 41% | 1% | 195 |
| PACE | 7% | 32% | 71% | 24% | 0% | 41 |
| FFS NH | 22% | 62% | 29% | 7% | 0% | 259 |
| Sample Average | 8% | 31% | 57% | 33% | 0% | 1807 |

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

| | No | Yes | Don't Know/Unclear | N |
|-----------------------|------------|------------|--------------------|-------------|
| Family Care, FE | 77% | 22% | 1% | 296 |
| Family Care, PD | 66% | 33% | 0% | 306 |
| IRIS, FE | 72% | 27% | 1% | 256 |
| IRIS, PD | 61% | 39% | 0% | 259 |
| Partnership, FE | 82% | 17% | 1% | 188 |
| Partnership, PD | 72% | 27% | 2% | 194 |
| PACE | 80% | 20% | 0% | 41 |
| FFS NH | 80% | 18% | 2% | 255 |
| Sample Average | 73% | 26% | 1% | 1795 |

Table 18. Receives Medicare

| | No | Yes | Don't Know/Unclear | N |
|-----------------------|------------|------------|--------------------|-------------|
| Family Care, FE | 1% | 99% | 0% | 301 |
| Family Care, PD | 31% | 69% | 0% | 310 |
| IRIS, FE | 3% | 97% | 0% | 259 |
| IRIS, PD | 36% | 64% | 0% | 264 |
| Partnership, FE | 1% | 99% | 0% | 189 |
| Partnership, PD | 37% | 63% | 0% | 199 |
| PACE | 0% | 100% | 0% | 42 |
| FFS NH | 2% | 98% | 0% | 259 |
| Sample Average | 15% | 85% | 0% | 1823 |

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 |
|-----------------------|------------|---------------------------|--------------------------|-----------------|------------|-------------|
| Family Care, FE | 12% | 10% | 32% | 46% | 0% | 301 |
| Family Care, PD | 10% | 13% | 32% | 45% | 0% | 310 |
| IRIS, FE | 18% | 10% | 27% | 45% | 0% | 259 |
| IRIS, PD | 13% | 10% | 30% | 48% | 0% | 264 |
| Partnership, FE | 15% | 13% | 22% | 49% | 0% | 189 |
| Partnership, PD | 15% | 9% | 24% | 53% | 0% | 199 |
| PACE | 7% | 19% | 5% | 69% | 0% | 42 |
| FFS NH | 4% | 14% | 41% | 41% | 0% | 259 |
| Sample Average | 12% | 12% | 30% | 47% | 0% | 1823 |

Table 20. Has legal guardian

| | No | Yes | Don't Know | N |
|-----------------------|------------|------------|------------|-------------|
| Family Care, FE | 83% | 17% | 0% | 301 |
| Family Care, PD | 93% | 7% | 0% | 310 |
| IRIS, FE | 94% | 6% | 0% | 259 |
| IRIS, PD | 98% | 2% | 0% | 264 |
| Partnership, FE | 86% | 14% | 0% | 189 |
| Partnership, PD | 92% | 8% | 0% | 199 |
| PACE | 74% | 26% | 0% | 42 |
| FFS NH | 58% | 42% | 0% | 259 |
| Sample Average | 86% | 14% | 0% | 1823 |

Table 21. Percentage 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 |
|------------------------|------------|------------|------------|-------------|
| Family Care, FE | 78% | 22% | 0% | 272 |
| Family Care, PD | 69% | 31% | 0% | 293 |
| IRIS, FE | 0% | 100% | 0% | 259 |
| IRIS, PD | 0% | 100% | 0% | 264 |
| Partnership, FE | 71% | 29% | 1% | 178 |
| Partnership, PD | 75% | 25% | 0% | 191 |
| PACE | 80% | 20% | 0% | 41 |
| FFS NH | 100% | 0% | 0% | 259 |
| Sample Average | 56% | 44% | 0% | 1757 |

Community Participation

Table 22. Percentage 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 |
|------------------------|------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 41% | 12% | 44% | 1% | 1% | 268 |
| Family Care, PD | 50% | 9% | 39% | 1% | 1% | 298 |
| IRIS, FE | 43% | 10% | 45% | 1% | 1% | 229 |
| IRIS, PD | 57% | 12% | 31% | 0% | 0% | 260 |
| Partnership, FE | 35% | 9% | 53% | 1% | 1% | 167 |
| Partnership, PD | 46% | 11% | 42% | 1% | 0% | 192 |
| PACE | 45% | 5% | 50% | 0% | 0% | 38 |
| FFS NH | 36% | 3% | 55% | 4% | 3% | 211 |
| Sample Average | 45% | 9% | 43% | 1% | 1% | 1663 |

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 |
|------------------------|------------|----------------|---------------------------------|--------------------|--------------------------------|--------------------------------|------------|
| Family Care, FE | 15% | 34% | 10% | 69% | 11% | 2% | 143 |
| Family Care, PD | 24% | 39% | 16% | 60% | 9% | 4% | 178 |
| IRIS, FE | 7% | 16% | 16% | 69% | 7% | 2% | 121 |
| IRIS, PD | 15% | 19% | 12% | 78% | 6% | 1% | 178 |
| Partnership, FE | 22% | 31% | 5% | 69% | 11% | 1% | 74 |
| Partnership, PD | 27% | 35% | 16% | 61% | 12% | 5% | 109 |
| PACE | 21% | 37% | 0% | 63% | 5% | 0% | 19 |
| FFS NH | 9% | 33% | 19% | 70% | 11% | 1% | 81 |
| Sample Average | 17% | 29% | 13% | 68% | 9% | 2% | 903 |

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 |
|-----------------------|--------------|-------------------------------|--|------------|------------|-----------------------------|------------|
| Family Care, FE | 7% | 7% | 6% | 12% | 1% | 0% | 143 |
| Family Care, PD | 10% | 7% | 15% | 13% | 1% | 2% | 178 |
| IRIS, FE | 5% | 11% | 11% | 8% | 1% | 0% | 121 |
| IRIS, PD | 6% | 3% | 7% | 13% | 1% | 0% | 178 |
| Partnership, FE | 0% | 0% | 8% | 7% | 0% | 1% | 74 |
| Partnership, PD | 6% | 3% | 13% | 13% | 2% | 1% | 109 |
| PACE | 0% | 5% | 5% | 11% | 0% | 0% | 19 |
| FFS NH | 1% | 1% | 5% | 9% | 1% | 0% | 81 |
| Sample Average | 6% | 5% | 10% | 11% | 1% | 1% | 903 |

Table 24. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 38% | 57% | 2% | 3% | 268 |
| Family Care, PD | 50% | 49% | 1% | 0% | 298 |
| IRIS, FE | 37% | 62% | 0% | 0% | 229 |
| IRIS, PD | 43% | 55% | 1% | 1% | 260 |
| Partnership, FE | 38% | 61% | 1% | 0% | 167 |
| Partnership, PD | 43% | 55% | 2% | 1% | 192 |
| PACE | 39% | 61% | 0% | 0% | 38 |
| FFS NH | 34% | 61% | 3% | 3% | 211 |
| Sample Average | 41% | 57% | 1% | 1% | 1663 |

Choice and Control

Table 25. Percentage of people who are able to choose their roommate (if in group setting³⁵ and have roommates)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 60% | 25% | 5% | 10% | 20 |
| Family Care, PD | 36% | 64% | 0% | 0% | 11 |
| IRIS, FE | 100% | 0% | 0% | 0% | 1 |
| IRIS, PD | 100% | 0% | 0% | 0% | 2 |
| Partnership, FE | 88% | 13% | 0% | 0% | 8 |
| Partnership, PD | 85% | 0% | 15% | 0% | 13 |
| PACE | 100% | 0% | 0% | 0% | 3 |
| FFS NH | 71% | 20% | 9% | 1% | 82 |
| Sample Average | 70% | 21% | 7% | 2% | 140 |

Table 26. Percentage 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 |
|-----------------------|-----------|----------------------|---------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 3% | 4% | 93% | 0% | 1% | 268 |
| Family Care, PD | 2% | 2% | 96% | 0% | 0% | 296 |
| IRIS, FE | 2% | 2% | 96% | 0% | 0% | 229 |
| IRIS, PD | 2% | 3% | 95% | 0% | 0% | 259 |
| Partnership, FE | 4% | 12% | 84% | 0% | 0% | 167 |
| Partnership, PD | 2% | 5% | 93% | 1% | 0% | 192 |
| PACE | 5% | 5% | 89% | 0% | 0% | 38 |
| FFS NH | 9% | 16% | 74% | 0% | 0% | 210 |
| Sample Average | 3% | 6% | 91% | 0% | 0% | 1659 |

³⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 27. Percentage 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 |
|------------------------|------------|----------------------|-------------------------------|--|------------|-----------------------------|-------------|
| Family Care, FE | 22% | 4% | 73% | 0% | 0% | 1% | 267 |
| Family Care, PD | 8% | 8% | 83% | 0% | 0% | 0% | 295 |
| IRIS, FE | 2% | 2% | 95% | 0% | 0% | 1% | 229 |
| IRIS, PD | 2% | 5% | 93% | 0% | 0% | 0% | 259 |
| Partnership, FE | 23% | 10% | 66% | 0% | 1% | 0% | 167 |
| Partnership, PD | 10% | 8% | 80% | 1% | 1% | 0% | 192 |
| PACE | 37% | 11% | 53% | 0% | 0% | 0% | 38 |
| FFS NH | 48% | 11% | 38% | 0% | 1% | 1% | 209 |
| Sample Average | 16% | 7% | 76% | 0% | 0% | 0% | 1656 |

Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting³⁶)

| | Only in Some Ways, or Not at All | In Most Ways | In All Ways | Don't Know | Unclear/Refused/No Response | N |
|------------------------|----------------------------------|--------------|-------------|------------|-----------------------------|------------|
| Family Care, FE | 5% | 14% | 79% | 1% | 2% | 121 |
| Family Care, PD | 12% | 19% | 63% | 6% | 0% | 52 |
| IRIS, FE | 0% | 0% | 88% | 13% | 0% | 8 |
| IRIS, PD | 0% | 25% | 75% | 0% | 0% | 8 |
| Partnership, FE | 17% | 34% | 45% | 2% | 3% | 65 |
| Partnership, PD | 14% | 31% | 53% | 0% | 2% | 49 |
| PACE | 14% | 9% | 77% | 0% | 0% | 22 |
| FFS NH | 11% | 20% | 66% | 1% | 2% | 208 |
| Sample Average | 11% | 21% | 66% | 2% | 2% | 533 |

³⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 29.. Percentage of people who feel in control of their lives³⁷

| | No, Rarely or Never | In-between, Sometimes | Yes, Almost Always or Always | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|---------------------|-----------------------|------------------------------|------------|---------------------------------|-------------|
| Family Care, FE | 9% | 26% | 63% | 2% | 0% | 265 |
| Family Care, PD | 9% | 26% | 63% | 1% | 1% | 296 |
| IRIS, FE | 6% | 17% | 76% | 0% | 1% | 226 |
| IRIS, PD | 9% | 21% | 68% | 1% | 0% | 257 |
| Partnership, FE | 8% | 31% | 60% | 1% | 1% | 166 |
| Partnership, PD | 10% | 28% | 61% | 0% | 2% | 188 |
| PACE | 3% | 16% | 79% | 3% | 0% | 38 |
| FFS NH | 12% | 35% | 51% | 1% | 1% | 207 |
| Sample Average | 9% | 26% | 64% | 1% | 1% | 1643 |

³⁷ Item previously reported in the “Control” domain.

Relationships

Table 30.. Percentage 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 |
|-----------------------|---------------|---|--------------------------------|------------|------------------------------|-------------|
| Family Care, FE | 6% | 13% | 81% | 0% | 1% | 252 |
| Family Care, PD | 8% | 11% | 81% | 0% | 0% | 270 |
| IRIS, FE | 3% | 12% | 85% | 0% | 0% | 222 |
| IRIS, PD | 5% | 6% | 88% | 0% | 0% | 252 |
| Partnership, FE | 5% | 14% | 79% | 1% | 1% | 148 |
| Partnership, PD | 6% | 19% | 75% | 0% | 1% | 172 |
| PACE | 8% | 11% | 81% | 0% | 0% | 36 |
| FFS NH | 4% | 10% | 85% | 0% | 1% | 192 |
| Sample Average | 5% | 12% | 82% | 0% | 0% | 1544 |

Table 31. 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 |
|-----------------------|--------------------------------|---------------|--|--------------------|---|------------|------------------------------|-----------|
| Family Care, FE | 33% | 0% | 7% | 7% | 7% | 73% | 0% | 15 |
| Family Care, PD | 23% | 18% | 0% | 23% | 0% | 64% | 0% | 22 |
| IRIS, FE | 0% | 14% | 0% | 14% | 0% | 86% | 0% | 7 |
| IRIS, PD | 38% | 15% | 0% | 31% | 0% | 31% | 15% | 13 |
| Partnership, FE | 0% | 14% | 0% | 14% | 0% | 71% | 0% | 7 |
| Partnership, PD | 40% | 0% | 0% | 10% | 10% | 50% | 0% | 10 |
| PACE | 0% | 33% | 0% | 33% | 0% | 33% | 0% | 3 |
| FFS NH | 14% | 14% | 0% | 29% | 0% | 71% | 0% | 7 |
| Sample Average | 24% | 12% | 1% | 19% | 2% | 61% | 2% | 84 |

Satisfaction

Table 32. Percentage of people who like where they live

| | No | In-between, Most of the Time | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------------------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 9% | 15% | 76% | 0% | 0% | 269 |
| Family Care, PD | 10% | 20% | 70% | 0% | 0% | 299 |
| IRIS, FE | 3% | 8% | 87% | 1% | 0% | 229 |
| IRIS, PD | 12% | 11% | 77% | 0% | 0% | 262 |
| Partnership, FE | 10% | 15% | 74% | 0% | 1% | 167 |
| Partnership, PD | 15% | 9% | 76% | 1% | 1% | 192 |
| PACE | 3% | 8% | 89% | 0% | 0% | 38 |
| FFS NH | 10% | 19% | 70% | 0% | 0% | 211 |
| Sample Average | 10% | 14% | 76% | 0% | 0% | 1667 |

Table 33a. 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 |
|-----------------------|---------------|---|------------------------------|---|---------------------------|------------|
| Family Care, FE | 8% | 5% | 9% | 14% | 25% | 65 |
| Family Care, PD | 14% | 8% | 14% | 20% | 18% | 90 |
| IRIS, FE | 24% | 20% | 4% | 24% | 8% | 25 |
| IRIS, PD | 17% | 27% | 8% | 22% | 15% | 60 |
| Partnership, FE | 10% | 2% | 0% | 5% | 21% | 42 |
| Partnership, PD | 13% | 13% | 11% | 13% | 20% | 45 |
| PACE | 0% | 0% | 0% | 0% | 0% | 4 |
| FFS NH | 0% | 2% | 2% | 2% | 44% | 62 |
| Sample Average | 11% | 10% | 8% | 14% | 22% | 393 |

Table 33b. 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 |
|-----------------------|-----------------------------------|--|---------------------|-----------------------------------|---------------------------------|------------|
| Family Care, FE | 9% | 17% | 23% | 8% | 12% | 65 |
| Family Care, PD | 14% | 14% | 12% | 7% | 11% | 90 |
| IRIS, FE | 20% | 8% | 0% | 0% | 0% | 25 |
| IRIS, PD | 20% | 10% | 7% | 0% | 3% | 60 |
| Partnership, FE | 7% | 12% | 19% | 12% | 10% | 42 |
| Partnership, PD | 9% | 20% | 18% | 16% | 13% | 45 |
| PACE | 25% | 25% | 0% | 0% | 0% | 4 |
| FFS NH | 2% | 5% | 19% | 16% | 8% | 62 |
| Sample Average | 11% | 13% | 15% | 8% | 9% | 393 |

Table 33c. Reasons for not liking where people live (continued)

| | Wants More Privacy | Wants to Be Closer to Family/Friends | Feels Isolated from Community/Feels Lonely | Cost | Other | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|--------------------|--------------------------------------|--|-----------|------------|------------|-----------------------------|------------|
| Family Care, FE | 18% | 11% | 6% | 5% | 31% | 5% | 2% | 65 |
| Family Care, PD | 14% | 6% | 11% | 3% | 19% | 3% | 1% | 90 |
| IRIS, FE | 4% | 0% | 4% | 8% | 36% | 0% | 0% | 25 |
| IRIS, PD | 7% | 3% | 8% | 13% | 12% | 2% | 0% | 60 |
| Partnership, FE | 10% | 7% | 5% | 2% | 40% | 5% | 0% | 42 |
| Partnership, PD | 20% | 4% | 16% | 7% | 38% | 2% | 0% | 45 |
| PACE | 0% | 25% | 0% | 25% | 25% | 0% | 0% | 4 |
| FFS NH | 16% | 13% | 5% | 3% | 21% | 5% | 6% | 62 |
| Sample Average | 13% | 7% | 8% | 6% | 26% | 3% | 2% | 393 |

Table 34. Percentage of people who want to live somewhere else

| | No | Maybe | Yes | Unclear/Refused/No Response | N |
|-----------------------|------------|-----------|------------|-----------------------------|-------------|
| Family Care, FE | 68% | 7% | 23% | 2% | 269 |
| Family Care, PD | 57% | 9% | 33% | 0% | 299 |
| IRIS, FE | 73% | 7% | 18% | 1% | 229 |
| IRIS, PD | 55% | 7% | 37% | 1% | 262 |
| Partnership, FE | 67% | 10% | 22% | 1% | 167 |
| Partnership, PD | 56% | 9% | 33% | 2% | 192 |
| PACE | 76% | 11% | 13% | 0% | 38 |
| FFS NH | 55% | 9% | 34% | 2% | 211 |
| Sample Average | 62% | 8% | 29% | 1% | 1667 |

Table 35a. Where people want to live (if wants 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 |
|-----------------------|-----------------------------|---------------------------|--|--|------------|
| Family Care, FE | 60% | 6% | 16% | 2% | 81 |
| Family Care, PD | 74% | 2% | 6% | 2% | 127 |
| IRIS, FE | 64% | 14% | 3% | 2% | 58 |
| IRIS, PD | 86% | 3% | 2% | 0% | 117 |
| Partnership, FE | 57% | 0% | 28% | 2% | 53 |
| Partnership, PD | 79% | 0% | 10% | 0% | 80 |
| PACE | 67% | 0% | 11% | 0% | 9 |
| FFS NH | 59% | 18% | 10% | 1% | 91 |
| Sample Average | 70% | 6% | 9% | 1% | 616 |

Table 35b. Where people want to live (if wants to live somewhere else) (continued)

| | Nursing Facility | Other | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 0% | 10% | 4% | 1% | 81 |
| Family Care, PD | 0% | 13% | 3% | 0% | 127 |
| IRIS, FE | 0% | 14% | 3% | 0% | 58 |
| IRIS, PD | 0% | 8% | 1% | 0% | 117 |
| Partnership, FE | 0% | 11% | 2% | 0% | 53 |
| Partnership, PD | 1% | 10% | 0% | 0% | 80 |
| PACE | 0% | 22% | 0% | 0% | 9 |
| FFS NH | 4% | 3% | 4% | 0% | 91 |
| Sample Average | 1% | 10% | 2% | 0% | 616 |

Table 36. Percentage 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 |
|-----------------------|------------|----------------------|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 9% | 26% | 61% | 0% | 3% | 268 |
| Family Care, PD | 17% | 31% | 51% | 0% | 1% | 296 |
| IRIS, FE | 8% | 31% | 59% | 0% | 2% | 229 |
| IRIS, PD | 12% | 36% | 49% | 1% | 2% | 259 |
| Partnership, FE | 9% | 34% | 56% | 1% | 1% | 167 |
| Partnership, PD | 14% | 33% | 51% | 1% | 2% | 192 |
| PACE | 16% | 26% | 58% | 0% | 0% | 38 |
| FFS NH | 8% | 29% | 59% | 2% | 2% | 210 |
| Sample Average | 11% | 31% | 55% | 1% | 2% | 1659 |

Table 37. Percentage 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 |
|-----------------------|------------|-------------------|------------|-------------------------------------|------------|------------------------------|-------------|
| Family Care, FE | 62% | 12% | 18% | 6% | 2% | 0% | 208 |
| Family Care, PD | 56% | 9% | 24% | 9% | 0% | 0% | 211 |
| IRIS, FE | 73% | 3% | 4% | 19% | 1% | 0% | 157 |
| IRIS, PD | 71% | 5% | 7% | 17% | 0% | 0% | 212 |
| Partnership, FE | 53% | 16% | 21% | 8% | 1% | 1% | 130 |
| Partnership, PD | 56% | 11% | 22% | 8% | 1% | 1% | 140 |
| PACE | 58% | 8% | 19% | 12% | 4% | 0% | 26 |
| FFS NH | 39% | 24% | 28% | 5% | 2% | 1% | 190 |
| Sample Average | 59% | 11% | 18% | 11% | 1% | 1% | 1274 |

Table 38. Percentage 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 |
|-----------------------|---------------------|------------------|--|------------|------------------------------|-------------|
| Family Care, FE | 4% | 20% | 76% | 0% | 0% | 208 |
| Family Care, PD | 5% | 22% | 71% | 0% | 1% | 211 |
| IRIS, FE | 2% | 10% | 88% | 0% | 1% | 157 |
| IRIS, PD | 3% | 10% | 86% | 0% | 0% | 212 |
| Partnership, FE | 4% | 22% | 74% | 1% | 0% | 130 |
| Partnership, PD | 4% | 23% | 74% | 0% | 0% | 140 |
| PACE | 4% | 27% | 69% | 0% | 0% | 26 |
| FFS NH | 4% | 23% | 72% | 1% | 2% | 190 |
| Sample Average | 4% | 18% | 77% | 0% | 1% | 1274 |

Table 39. Percentage of people whose case manager changes too often³⁸

| | No | Yes | N/A – Case Manager Hasn't Changed | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|-----------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 59% | 18% | 19% | 4% | 0% | 216 |
| Family Care, PD | 57% | 26% | 16% | 1% | 1% | 267 |
| IRIS, FE | 60% | 17% | 19% | 3% | 0% | 206 |
| IRIS, PD | 62% | 22% | 16% | 0% | 0% | 242 |
| Partnership, FE | 53% | 23% | 21% | 1% | 1% | 150 |
| Partnership, PD | 56% | 30% | 12% | 2% | 0% | 169 |
| PACE | 55% | 19% | 19% | 6% | 0% | 31 |
| FFS NH | 75% | 9% | 13% | 2% | 1% | 91 |
| Sample Average | 59% | 22% | 17% | 2% | 1% | 1372 |

Table 40. Percentage of people whose services help them live a better life³⁹

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|------------------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 6% | 89% | 4% | 1% | 257 |
| Family Care, PD | 6% | 90% | 3% | 1% | 280 |
| IRIS, FE | 5% | 91% | 2% | 2% | 223 |
| IRIS, PD | 2% | 93% | 4% | 2% | 255 |
| Partnership, FE | 4% | 93% | 1% | 2% | 161 |
| Partnership, PD | 13% | 85% | 2% | 0% | 179 |
| PACE | 6% | 89% | 3% | 3% | 35 |
| FFS NH | 8% | 88% | 2% | 2% | 204 |
| Sample Average | 6% | 90% | 3% | 1% | 1594 |

³⁸ New item in 2019-2020.

³⁹ New item in 2019-2020.

Service Coordination

Table 41. Percentage 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 |
|-----------------------|-----------|-----------------|------------|-----------------------------|-------------|
| Family Care, FE | 9% | 10% | 81% | 0% | 259 |
| Family Care, PD | 8% | 6% | 86% | 0% | 283 |
| IRIS, FE | 8% | 6% | 85% | 2% | 226 |
| IRIS, PD | 3% | 3% | 93% | 0% | 260 |
| Partnership, FE | 10% | 4% | 85% | 1% | 162 |
| Partnership, PD | 10% | 7% | 83% | 0% | 183 |
| PACE | 14% | 6% | 80% | 0% | 35 |
| FFS NH | 12% | 21% | 66% | 1% | 207 |
| Sample Average | 8% | 8% | 83% | 1% | 1615 |

Table 42. Percentage of people who know whom to contact if they have a complaint about their services

| | No | Maybe, Not Sure | Yes | Unclear/Refused/No Response | N |
|-----------------------|------------|-----------------|------------|-----------------------------|-------------|
| Family Care, FE | 11% | 9% | 78% | 2% | 259 |
| Family Care, PD | 15% | 10% | 75% | 0% | 283 |
| IRIS, FE | 12% | 7% | 80% | 1% | 226 |
| IRIS, PD | 8% | 5% | 87% | 0% | 260 |
| Partnership, FE | 11% | 7% | 81% | 1% | 162 |
| Partnership, PD | 21% | 7% | 72% | 1% | 183 |
| PACE | 20% | 6% | 74% | 0% | 35 |
| FFS NH | 10% | 12% | 76% | 2% | 207 |
| Sample Average | 13% | 8% | 79% | 1% | 1615 |

Table 43. Percentage of people who reported having a case manager/care coordinator

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 7% | 83% | 10% | 0% | 291 |
| Family Care, PD | 3% | 94% | 2% | 1% | 294 |
| IRIS, FE | 4% | 91% | 5% | 0% | 256 |
| IRIS, PD | 5% | 93% | 2% | 0% | 262 |
| Partnership, FE | 4% | 93% | 2% | 0% | 183 |
| Partnership, PD | 4% | 93% | 3% | 1% | 189 |
| PACE | 8% | 90% | 3% | 0% | 39 |
| FFS NH | 24% | 48% | 27% | 2% | 255 |
| Sample Average | 7% | 85% | 7% | 0% | 1769 |

Table 44. Percentage 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 |
|-----------------------|-----------------------|---------------------------|-------------|------------|-----------------------------|-------------|
| Family Care, FE | 4% | 14% | 79% | 3% | 0% | 241 |
| Family Care, PD | 9% | 15% | 75% | 0% | 0% | 277 |
| IRIS, FE | 4% | 9% | 86% | 1% | 1% | 234 |
| IRIS, PD | 2% | 9% | 88% | 1% | 0% | 244 |
| Partnership, FE | 13% | 26% | 61% | 0% | 0% | 171 |
| Partnership, PD | 12% | 25% | 61% | 2% | 1% | 175 |
| PACE | 14% | 23% | 60% | 3% | 0% | 35 |
| FFS NH | 2% | 16% | 77% | 2% | 2% | 122 |
| Sample Average | 6% | 16% | 76% | 1% | 0% | 1499 |

Table 45. Percentage 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 |
|-----------------------|---------------------|-----------------|--|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 6% | 21% | 58% | 8% | 6% | 1% | 235 |
| Family Care, PD | 6% | 13% | 70% | 8% | 1% | 1% | 219 |
| IRIS, FE | 3% | 5% | 75% | 16% | 1% | 0% | 171 |
| IRIS, PD | 5% | 3% | 76% | 15% | 0% | 1% | 212 |
| Partnership, FE | 4% | 25% | 54% | 12% | 4% | 1% | 138 |
| Partnership, PD | 6% | 19% | 64% | 10% | 0% | 1% | 143 |
| PACE | 14% | 18% | 46% | 11% | 11% | 0% | 28 |
| FFS NH | 3% | 22% | 58% | 7% | 9% | 1% | 230 |
| Sample Average | 5% | 15% | 65% | 11% | 3% | 1% | 1376 |

Table 46. Percentage of people who have an emergency plan in place

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 15% | 65% | 17% | 2% | 301 |
| Family Care, PD | 26% | 63% | 9% | 2% | 309 |
| IRIS, FE | 20% | 71% | 7% | 2% | 259 |
| IRIS, PD | 22% | 73% | 3% | 1% | 263 |
| Partnership, FE | 13% | 78% | 6% | 3% | 189 |
| Partnership, PD | 24% | 69% | 6% | 2% | 199 |
| PACE | 29% | 64% | 7% | 0% | 42 |
| FFS NH | 6% | 72% | 20% | 2% | 259 |
| Sample Average | 19% | 70% | 10% | 2% | 1821 |

Table 47. Percentage of people whose long-term 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 |
|-----------------------|--|----------------------|--------------------------------------|------------|------------------------------|-------------|
| Family Care, FE | 7% | 25% | 65% | 1% | 1% | 289 |
| Family Care, PD | 10% | 34% | 55% | 0% | 0% | 291 |
| IRIS, FE | 3% | 24% | 72% | 1% | 1% | 253 |
| IRIS, PD | 6% | 26% | 67% | 0% | 1% | 257 |
| Partnership, FE | 5% | 19% | 73% | 1% | 2% | 182 |
| Partnership, PD | 11% | 29% | 60% | 1% | 0% | 185 |
| PACE | 10% | 26% | 64% | 0% | 0% | 39 |
| FFS NH | 4% | 21% | 71% | 3% | 0% | 252 |
| Sample Average | 7% | 26% | 66% | 1% | 1% | 1748 |

Table 48a. 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 | Companion Services | Healthcare Home Services, Home Health | N |
|-----------------------|---|--|----------------------------|--------------------|---------------------------------------|------------|
| Family Care, FE | 8% | 23% | 31% | 22% | 7% | 100 |
| Family Care, PD | 4% | 21% | 34% | 21% | 14% | 145 |
| IRIS, FE | 3% | 41% | 30% | 13% | 3% | 70 |
| IRIS, PD | 1% | 37% | 34% | 14% | 5% | 83 |
| Partnership, FE | 2% | 16% | 29% | 20% | 6% | 49 |
| Partnership, PD | 4% | 27% | 29% | 23% | 9% | 82 |
| PACE | 0% | 25% | 31% | 19% | 19% | 16 |
| FFS NH | 24% | 10% | 4% | 12% | 3% | 68 |
| Sample Average | 6% | 25% | 29% | 18% | 8% | 613 |

Table 48b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

| | Home Delivered Meals | Adult Day Services | Transportation | Respite/Family Caregiver Support | Health Care | Mental Health Care | Dental Care | N |
|------------------------|----------------------|--------------------|----------------|----------------------------------|-------------|--------------------|-------------|------------|
| Family Care, FE | 7% | 9% | 40% | 1% | 5% | 7% | 9% | 100 |
| Family Care, PD | 19% | 14% | 33% | 3% | 11% | 17% | 10% | 145 |
| IRIS, FE | 13% | 4% | 26% | 9% | 7% | 4% | 9% | 70 |
| IRIS, PD | 19% | 7% | 28% | 6% | 13% | 10% | 22% | 83 |
| Partnership, FE | 6% | 4% | 20% | 4% | 8% | 0% | 8% | 49 |
| Partnership, PD | 13% | 12% | 33% | 2% | 9% | 12% | 12% | 82 |
| PACE | 6% | 0% | 13% | 0% | 19% | 0% | 13% | 16 |
| FFS NH | 0% | 3% | 26% | 0% | 10% | 0% | 13% | 68 |
| Sample Average | 12% | 8% | 30% | 3% | 9% | 9% | 12% | 613 |

Table 48c. 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 |
|------------------------|--------------------|----------------------------|-----------|------------------|------------|------------|------------------------------|------------|
| Family Care, FE | 12% | 3% | 0% | 0% | 14% | 11% | 3% | 100 |
| Family Care, PD | 20% | 14% | 1% | 4% | 17% | 8% | 2% | 145 |
| IRIS, FE | 14% | 13% | 0% | 0% | 9% | 13% | 3% | 70 |
| IRIS, PD | 18% | 16% | 0% | 4% | 12% | 8% | 4% | 83 |
| Partnership, FE | 6% | 4% | 2% | 2% | 22% | 4% | 2% | 49 |
| Partnership, PD | 26% | 6% | 2% | 2% | 22% | 9% | 4% | 82 |
| PACE | 6% | 6% | 0% | 0% | 19% | 6% | 0% | 16 |
| FFS NH | 4% | 0% | 0% | 1% | 18% | 28% | 0% | 68 |
| Sample Average | 15% | 9% | 1% | 2% | 16% | 11% | 2% | 613 |

Table 49. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 39% | 47% | 9% | 4% | 76 |
| Family Care, PD | 47% | 48% | 5% | 0% | 121 |
| IRIS, FE | 27% | 67% | 5% | 2% | 64 |
| IRIS, PD | 35% | 57% | 4% | 4% | 74 |
| Partnership, FE | 49% | 51% | 0% | 0% | 39 |
| Partnership, PD | 49% | 43% | 4% | 3% | 69 |
| PACE | 45% | 55% | 0% | 0% | 11 |
| FFS NH | 31% | 46% | 23% | 0% | 26 |
| Sample Average | 41% | 51% | 6% | 2% | 480 |

Table 50a. 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 |
|-----------------------|------------|------------|----------------|---------------------|--------------------------------|-------------------------|-------------|
| Family Care, FE | 10% | 31% | 20% | 11% | 5% | 10% | 287 |
| Family Care, PD | 7% | 16% | 28% | 13% | 6% | 16% | 288 |
| IRIS, FE | 17% | 31% | 17% | 9% | 3% | 14% | 251 |
| IRIS, PD | 18% | 22% | 17% | 11% | 6% | 20% | 255 |
| Partnership, FE | 5% | 36% | 12% | 7% | 12% | 21% | 181 |
| Partnership, PD | 8% | 21% | 10% | 4% | 17% | 27% | 185 |
| PACE | 9% | 14% | 9% | 14% | 3% | 14% | 35 |
| FFS NH | 3% | 44% | 5% | 2% | 4% | 28% | 244 |
| Sample Average | 10% | 28% | 16% | 9% | 7% | 19% | 1726 |

Table 50b. 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 |
|-----------------------|-----------------------------------|------------------------------|-------------------|-----------|------------|------------------------------|-------------|
| Family Care, FE | 14% | 2% | 0% | 0% | 10% | 2% | 287 |
| Family Care, PD | 14% | 1% | 0% | 2% | 11% | 1% | 288 |
| IRIS, FE | 6% | 1% | 1% | 0% | 8% | 1% | 251 |
| IRIS, PD | 7% | 2% | 0% | 0% | 7% | 0% | 255 |
| Partnership, FE | 6% | 3% | 1% | 0% | 8% | 1% | 181 |
| Partnership, PD | 14% | 1% | 0% | 1% | 11% | 1% | 185 |
| PACE | 26% | 0% | 0% | 3% | 17% | 3% | 35 |
| FFS NH | 10% | 1% | 1% | 2% | 11% | 1% | 244 |
| Sample Average | 11% | 2% | 0% | 1% | 10% | 1% | 1726 |

Table 51. Percentage 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 |
|-----------------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 5% | 94% | 0% | 0% | 301 |
| Family Care, PD | 6% | 94% | 0% | 0% | 310 |
| IRIS, FE | 2% | 98% | 0% | 0% | 259 |
| IRIS, PD | 2% | 98% | 0% | 0% | 264 |
| Partnership, FE | 5% | 95% | 0% | 1% | 189 |
| Partnership, PD | 8% | 91% | 1% | 0% | 199 |
| PACE | 14% | 83% | 0% | 2% | 42 |
| FFS NH | 2% | 98% | 0% | 0% | 259 |
| Sample Average | 4% | 95% | 0% | 0% | 1823 |

Table 52. 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 |
|------------------------|--|--------------------------------------|-------------|--|----------------------------|-----------|------------|-------------------------------|-------------|
| Family Care, FE | 69% | 10% | 2% | 17% | 1% | 1% | 0% | 0% | 284 |
| Family Care, PD | 53% | 19% | 2% | 20% | 4% | 0% | 1% | 0% | 290 |
| IRIS, FE | 25% | 62% | 2% | 9% | 1% | 0% | 0% | 0% | 254 |
| IRIS, PD | 28% | 55% | 7% | 9% | 1% | 0% | 0% | 0% | 258 |
| Partnership, FE | 61% | 26% | 1% | 11% | 1% | 0% | 0% | 0% | 179 |
| Partnership, PD | 60% | 22% | 3% | 13% | 2% | 0% | 0% | 0% | 181 |
| PACE | 69% | 9% | 0% | 20% | 3% | 0% | 0% | 0% | 35 |
| FFS NH | 95% | 0% | 0% | 3% | 0% | 1% | 1% | 0% | 254 |
| Sample Average | 56% | 27% | 2% | 12% | 2% | 0% | 0% | 0% | 1735 |

Table 53. 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 |
|------------------------|--|---------------------------------------|-------------|---|----------------------------|-----------|------------------------------|------------|-------------------------------|-------------|
| Family Care, FE | 23% | 3% | 1% | 50% | 10% | 1% | 18% | 1% | 0% | 282 |
| Family Care, PD | 25% | 3% | 2% | 40% | 14% | 1% | 22% | 1% | 0% | 288 |
| IRIS, FE | 13% | 16% | 1% | 52% | 8% | | 17% | 0% | 0% | 253 |
| IRIS, PD | 14% | 16% | 2% | 59% | 10% | 1% | 12% | 0% | 0% | 258 |
| Partnership, FE | 15% | 1% | 1% | 49% | 4% | 1% | 31% | 1% | 0% | 179 |
| Partnership, PD | 14% | 3% | 1% | 40% | 11% | 1% | 33% | 1% | 1% | 181 |
| PACE | 31% | 0% | 0% | 34% | 14% | 3% | 20% | 0% | 3% | 35 |
| FFS NH | 15% | 0% | 0% | 47% | 7% | 1% | 34% | 0% | 0% | 252 |
| Sample Average | 18% | 6% | 1% | 48% | 9% | 1% | 23% | 1% | 0% | 1728 |

Table 54. Percentage 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 |
|------------------------|------------|------------|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 28% | 43% | 17% | 9% | 4% | 235 |
| Family Care, PD | 32% | 49% | 11% | 5% | 2% | 219 |
| IRIS, FE | 16% | 66% | 15% | 3% | 1% | 171 |
| IRIS, PD | 11% | 72% | 15% | 1% | 0% | 212 |
| Partnership, FE | 38% | 44% | 10% | 7% | 0% | 138 |
| Partnership, PD | 36% | 50% | 8% | 5% | 1% | 143 |
| PACE | 29% | 36% | 11% | 21% | 4% | 28 |
| FFS NH | 28% | 34% | 27% | 10% | 1% | 230 |
| Sample Average | 26% | 50% | 15% | 6% | 2% | 1376 |

Care Coordination

Table 55. Percentage of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 58% | 39% | 3% | 0% | 297 |
| Family Care, PD | 61% | 38% | 0% | 0% | 307 |
| IRIS, FE | 65% | 33% | 1% | 1% | 257 |
| IRIS, PD | 68% | 32% | 0% | 0% | 259 |
| Partnership, FE | 64% | 35% | 1% | 1% | 188 |
| Partnership, PD | 61% | 38% | 1% | 1% | 196 |
| PACE | 67% | 33% | 0% | 0% | 42 |
| FFS NH | 74% | 24% | 2% | 0% | 257 |
| Sample Average | 64% | 34% | 1% | 0% | 1803 |

Table 56. Percentage 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 |
|-----------------------|-----------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 13% | 5% | 80% | 1% | 1% | 116 |
| Family Care, PD | 11% | 8% | 80% | 1% | 1% | 118 |
| IRIS, FE | 2% | 5% | 89% | 4% | 0% | 84 |
| IRIS, PD | 10% | 5% | 85% | 0% | 0% | 82 |
| Partnership, FE | 5% | 3% | 92% | 0% | 0% | 65 |
| Partnership, PD | 16% | 4% | 76% | 1% | 3% | 75 |
| PACE | 0% | 7% | 93% | 0% | 0% | 14 |
| FFS NH | 8% | 5% | 80% | 5% | 2% | 60 |
| Sample Average | 9% | 5% | 83% | 1% | 1% | 614 |

Table 57. Percentage 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 |
|------------------------|------------|------------|----------------------------|------------|-----------------------------|------------|
| Family Care, FE | 22% | 66% | 3% | 7% | 3% | 116 |
| Family Care, PD | 17% | 79% | 1% | 3% | 0% | 118 |
| IRIS, FE | 12% | 86% | 2% | 0% | 0% | 83 |
| IRIS, PD | 16% | 80% | 2% | 0% | 1% | 82 |
| Partnership, FE | 14% | 83% | 2% | 2% | 0% | 65 |
| Partnership, PD | 20% | 72% | 3% | 3% | 3% | 75 |
| PACE | 29% | 71% | 0% | 0% | 0% | 14 |
| FFS NH | 12% | 65% | 3% | 17% | 3% | 60 |
| Sample Average | 17% | 76% | 2% | 4% | 1% | 613 |

Table 58. Percentage of people who know how to manage their chronic condition(s)

| | No | In-between, Some Conditions | Yes | N/A – Doesn't Have Chronic Conditions | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|-----------|--------------------------------|------------|--|---------------|---------------------------------|-------------|
| Family Care, FE | 5% | 8% | 75% | 10% | 1% | 1% | 265 |
| Family Care, PD | 5% | 10% | 75% | 8% | 2% | 0% | 296 |
| IRIS, FE | 4% | 9% | 79% | 3% | 3% | 1% | 226 |
| IRIS, PD | 3% | 8% | 86% | 3% | 0% | 0% | 257 |
| Partnership, FE | 5% | 21% | 67% | 4% | 1% | 2% | 166 |
| Partnership, PD | 8% | 20% | 67% | 3% | 0% | 3% | 188 |
| PACE | 13% | 3% | 71% | 8% | 0% | 5% | 38 |
| FFS NH | 15% | 13% | 58% | 10% | 2% | 1% | 208 |
| Sample Average | 6% | 12% | 73% | 6% | 1% | 1% | 1644 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 19% | 78% | 1% | 2% | 180 |
| Family Care, PD | 23% | 75% | 1% | 0% | 202 |
| IRIS, FE | 20% | 78% | 0% | 2% | 172 |
| IRIS, PD | 15% | 84% | 1% | 0% | 188 |
| Partnership, FE | 15% | 83% | 1% | 1% | 108 |
| Partnership, PD | 18% | 79% | 4% | 0% | 107 |
| PACE | 7% | 86% | 4% | 4% | 28 |
| FFS NH | 24% | 73% | 3% | 1% | 131 |
| Sample Average | 19% | 79% | 1% | 1% | 1116 |

Access to Community

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

| | No | Sometimes | Yes | Doesn't Want to | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|-----------|------------|-----------------|------------|------------------------------|-------------|
| Family Care, FE | 17% | 8% | 67% | 6% | 1% | 1% | 300 |
| Family Care, PD | 14% | 10% | 69% | 4% | 3% | 0% | 309 |
| IRIS, FE | 10% | 5% | 78% | 6% | 1% | 0% | 259 |
| IRIS, PD | 11% | 5% | 81% | 2% | 1% | 0% | 262 |
| Partnership, FE | 10% | 7% | 73% | 7% | 3% | 0% | 189 |
| Partnership, PD | 21% | 7% | 69% | 2% | 2% | 0% | 199 |
| PACE | 10% | 12% | 67% | 2% | 5% | 5% | 42 |
| FFS NH | 17% | 5% | 51% | 22% | 5% | 0% | 259 |
| Sample Average | 14% | 7% | 69% | 7% | 2% | 0% | 1819 |

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

| | No | Sometimes | Yes | Doesn't Go to Medical Appointments | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|-----------|-----------|------------|------------------------------------|------------|------------------------------|-------------|
| Family Care, FE | 3% | 2% | 90% | 5% | 0% | 1% | 300 |
| Family Care, PD | 2% | 4% | 92% | 1% | 1% | 0% | 309 |
| IRIS, FE | 3% | 2% | 95% | 0% | 0% | 0% | 259 |
| IRIS, PD | 3% | 4% | 93% | 0% | 0% | 0% | 262 |
| Partnership, FE | 1% | 0% | 95% | 4% | 1% | 0% | 189 |
| Partnership, PD | 2% | 3% | 93% | 1% | 1% | 1% | 199 |
| PACE | 0% | 2% | 95% | 2% | 0% | 0% | 42 |
| FFS NH | 3% | 2% | 74% | 20% | 2% | 0% | 259 |
| Sample Average | 2% | 2% | 90% | 4% | 1% | 0% | 1819 |

Access to Needed Equipment

Table 62. Percentage of people who need grab bars in the bathroom or elsewhere in their home

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|------------------------------|-------------|
| Family Care, FE | 8% | 81% | 5% | 3% | 2% | 1% | 301 |
| Family Care, PD | 16% | 65% | 8% | 9% | 0% | 0% | 310 |
| IRIS, FE | 17% | 58% | 5% | 20% | 0% | 0% | 259 |
| IRIS, PD | 16% | 55% | 6% | 23% | 0% | 0% | 264 |
| Partnership, FE | 9% | 84% | 2% | 4% | 0% | 1% | 189 |
| Partnership, PD | 14% | 68% | 5% | 12% | 1% | 1% | 199 |
| PACE | 7% | 83% | 5% | 5% | 0% | 0% | 42 |
| FFS NH | 10% | 85% | 0% | 0% | 3% | 1% | 259 |
| Sample Average | 13% | 71% | 5% | 10% | 1% | 0% | 1823 |

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

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|------------------------------|-------------|
| Family Care, FE | 42% | 43% | 3% | 9% | 2% | 1% | 301 |
| Family Care, PD | 43% | 32% | 4% | 21% | 0% | 0% | 310 |
| IRIS, FE | 41% | 32% | 3% | 22% | 2% | 1% | 259 |
| IRIS, PD | 44% | 31% | 3% | 23% | 0% | 0% | 264 |
| Partnership, FE | 49% | 43% | 2% | 4% | 1% | 1% | 189 |
| Partnership, PD | 50% | 30% | 2% | 16% | 1% | 1% | 199 |
| PACE | 48% | 43% | 0% | 10% | 0% | 0% | 42 |
| FFS NH | 29% | 61% | 3% | 2% | 4% | 2% | 259 |
| Sample Average | 42% | 39% | 3% | 14% | 1% | 1% | 1823 |

Table 64. Percentage of people who need a specialized bed

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 59% | 31% | 1% | 9% | 0% | 0% | 301 |
| Family Care, PD | 57% | 22% | 3% | 17% | 1% | 0% | 310 |
| IRIS, FE | 61% | 16% | 5% | 18% | 0% | 0% | 259 |
| IRIS, PD | 61% | 12% | 4% | 22% | 1% | 0% | 264 |
| Partnership, FE | 61% | 25% | 2% | 12% | 1% | 0% | 189 |
| Partnership, PD | 54% | 26% | 8% | 11% | 2% | 0% | 199 |
| PACE | 40% | 40% | 5% | 14% | 0% | 0% | 42 |
| FFS NH | 6% | 84% | 8% | 1% | 1% | 0% | 259 |
| Sample Average | 51% | 31% | 4% | 13% | 1% | 0% | 1823 |

Table 65. Percentage of people who need a ramp or stair lift in or outside the home

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 74% | 20% | 1% | 4% | 1% | 0% | 301 |
| Family Care, PD | 64% | 20% | 5% | 10% | 1% | 0% | 310 |
| IRIS, FE | 67% | 21% | 1% | 10% | 0% | 0% | 259 |
| IRIS, PD | 64% | 18% | 2% | 14% | 0% | 0% | 264 |
| Partnership, FE | 75% | 17% | 0% | 8% | 0% | 0% | 189 |
| Partnership, PD | 65% | 24% | 1% | 9% | 1% | 0% | 199 |
| PACE | 64% | 31% | 0% | 2% | 2% | 0% | 42 |
| FFS NH | 76% | 20% | 0% | 1% | 3% | 0% | 259 |
| Sample Average | 69% | 20% | 2% | 8% | 1% | 0% | 1823 |

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

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 82% | 8% | 1% | 4% | 3% | 2% | 301 |
| Family Care, PD | 77% | 8% | 1% | 10% | 3% | 0% | 310 |
| IRIS, FE | 79% | 8% | 1% | 9% | 2% | 0% | 259 |
| IRIS, PD | 79% | 6% | 3% | 8% | 3% | 1% | 264 |
| Partnership, FE | 89% | 5% | 1% | 3% | 2% | 0% | 189 |
| Partnership, PD | 81% | 7% | 2% | 4% | 6% | 2% | 199 |
| PACE | 88% | 7% | 0% | 0% | 2% | 2% | 42 |
| FFS NH | 88% | 6% | 2% | 1% | 3% | 1% | 259 |
| Sample Average | 82% | 7% | 1% | 6% | 3% | 1% | 1823 |

Table 67. Percentage of people who need a walker

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 28% | 63% | 6% | 2% | 0% | 0% | 300 |
| Family Care, PD | 39% | 48% | 10% | 4% | 0% | 0% | 309 |
| IRIS, FE | 27% | 56% | 10% | 7% | 0% | 0% | 259 |
| IRIS, PD | 35% | 47% | 9% | 10% | 0% | 0% | 262 |
| Partnership, FE | 28% | 62% | 8% | 2% | 0% | 0% | 189 |
| Partnership, PD | 42% | 44% | 10% | 3% | 1% | 0% | 199 |
| PACE | 26% | 71% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 49% | 47% | 1% | 1% | 0% | 1% | 259 |
| Sample Average | 35% | 53% | 8% | 4% | 0% | 0% | 1819 |

Table 68. Percentage of people who need a scooter

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 83% | 7% | 1% | 9% | 0% | 0% | 300 |
| Family Care, PD | 75% | 5% | 3% | 16% | 1% | 0% | 309 |
| IRIS, FE | 72% | 8% | 4% | 16% | 0% | 0% | 259 |
| IRIS, PD | 65% | 6% | 2% | 26% | 0% | 0% | 262 |
| Partnership, FE | 84% | 4% | 3% | 9% | 1% | 0% | 189 |
| Partnership, PD | 75% | 6% | 3% | 16% | 1% | 1% | 199 |
| PACE | 76% | 10% | 2% | 12% | 0% | 0% | 42 |
| FFS NH | 93% | 3% | 1% | 3% | 0% | 0% | 259 |
| Sample Average | 78% | 6% | 2% | 14% | 0% | 0% | 1819 |

Table 69. Percentage of people who need a wheelchair

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 47% | 39% | 9% | 5% | 0% | 0% | 300 |
| Family Care, PD | 49% | 34% | 11% | 6% | 0% | 0% | 309 |
| IRIS, FE | 52% | 30% | 9% | 9% | 0% | 0% | 259 |
| IRIS, PD | 57% | 19% | 13% | 11% | 0% | 0% | 262 |
| Partnership, FE | 51% | 39% | 4% | 6% | 1% | 0% | 189 |
| Partnership, PD | 53% | 27% | 11% | 8% | 1% | 1% | 199 |
| PACE | 50% | 38% | 7% | 5% | 0% | 0% | 42 |
| FFS NH | 12% | 73% | 12% | 2% | 0% | 1% | 259 |
| Sample Average | 46% | 37% | 10% | 7% | 0% | 0% | 1819 |

Table 70. Percentage of people who need hearing aids

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 63% | 19% | 6% | 11% | 0% | 1% | 300 |
| Family Care, PD | 84% | 7% | 2% | 6% | 1% | 0% | 309 |
| IRIS, FE | 76% | 10% | 3% | 11% | 0% | 0% | 259 |
| IRIS, PD | 84% | 5% | 2% | 8% | 1% | 0% | 262 |
| Partnership, FE | 70% | 11% | 5% | 12% | 2% | 0% | 189 |
| Partnership, PD | 89% | 5% | 0% | 6% | 1% | 0% | 199 |
| PACE | 74% | 10% | 7% | 10% | 0% | 0% | 42 |
| FFS NH | 69% | 15% | 5% | 10% | 1% | 1% | 259 |
| Sample Average | 76% | 10% | 3% | 9% | 1% | 0% | 1819 |

Table 71. Percentage of people who need glasses

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 14% | 64% | 19% | 2% | 1% | 0% | 300 |
| Family Care, PD | 13% | 59% | 21% | 6% | 1% | 0% | 309 |
| IRIS, FE | 15% | 59% | 19% | 7% | 0% | 0% | 259 |
| IRIS, PD | 16% | 47% | 25% | 10% | 1% | 0% | 262 |
| Partnership, FE | 14% | 70% | 14% | 2% | 0% | 0% | 189 |
| Partnership, PD | 17% | 53% | 24% | 6% | 1% | 0% | 199 |
| PACE | 10% | 74% | 14% | 2% | 0% | 0% | 42 |
| FFS NH | 17% | 68% | 12% | 2% | 2% | 0% | 259 |
| Sample Average | 15% | 60% | 19% | 5% | 1% | 0% | 1819 |

Table 72. Percentage of people who need a shower chair⁴⁰

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 15% | 77% | 4% | 2% | 1% | 0% | 300 |
| Family Care, PD | 22% | 67% | 6% | 5% | 0% | 0% | 309 |
| IRIS, FE | 16% | 67% | 9% | 7% | 0% | 0% | 259 |
| IRIS, PD | 12% | 60% | 16% | 12% | 0% | 0% | 262 |
| Partnership, FE | 15% | 76% | 7% | 1% | 0% | 1% | 189 |
| Partnership, PD | 16% | 72% | 6% | 7% | 1% | 0% | 199 |
| PACE | 31% | 69% | 0% | 0% | 0% | 0% | 42 |
| FFS NH | 22% | 68% | 2% | 1% | 6% | 0% | 259 |
| Sample Average | 17% | 69% | 7% | 5% | 1% | 0% | 1819 |

Table 73. Percentage of people who need a personal emergency response system

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 27% | 58% | 3% | 11% | 2% | 0% | 300 |
| Family Care, PD | 45% | 34% | 2% | 18% | 0% | 0% | 309 |
| IRIS, FE | 40% | 31% | 2% | 25% | 2% | 0% | 259 |
| IRIS, PD | 47% | 23% | 0% | 28% | 0% | 1% | 262 |
| Partnership, FE | 30% | 56% | 2% | 12% | 1% | 0% | 189 |
| Partnership, PD | 42% | 34% | 3% | 21% | 1% | 0% | 199 |
| PACE | 29% | 62% | 5% | 2% | 0% | 2% | 42 |
| FFS NH | 20% | 73% | 1% | 4% | 1% | 0% | 259 |
| Sample Average | 36% | 44% | 2% | 17% | 1% | 0% | 1819 |

⁴⁰ New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 81% | 15% | 0% | 3% | 0% | 0% | 300 |
| Family Care, PD | 87% | 10% | 1% | 2% | 0% | 0% | 309 |
| IRIS, FE | 83% | 11% | 2% | 3% | 0% | 0% | 259 |
| IRIS, PD | 87% | 10% | 1% | 3% | 0% | 0% | 262 |
| Partnership, FE | 84% | 13% | 2% | 2% | 1% | 0% | 189 |
| Partnership, PD | 84% | 12% | 2% | 2% | 1% | 0% | 199 |
| PACE | 83% | 14% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 86% | 12% | 0% | 1% | 0% | 0% | 259 |
| Sample Average | 84% | 12% | 1% | 2% | 0% | 0% | 1819 |

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

| | 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 |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 67% | 24% | 3% | 1% | 4% | 1% | 300 |
| Family Care, PD | 61% | 27% | 5% | 5% | 1% | 1% | 309 |
| IRIS, FE | 61% | 25% | 4% | 8% | 2% | 0% | 259 |
| IRIS, PD | 49% | 32% | 8% | 9% | 2% | 0% | 262 |
| Partnership, FE | 81% | 14% | 1% | 3% | 0% | 0% | 189 |
| Partnership, PD | 61% | 30% | 3% | 2% | 4% | 1% | 199 |
| PACE | 62% | 38% | 0% | 0% | 0% | 0% | 42 |
| FFS NH | 83% | 11% | 2% | 0% | 3% | 1% | 259 |
| Sample Average | 66% | 24% | 4% | 4% | 2% | 1% | 1819 |

Safety

Table 76. Percentage 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 |
|-----------------------|--|-------------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 4% | 96% | 0% | 0% | 208 |
| Family Care, PD | 7% | 92% | 0% | 1% | 211 |
| IRIS, FE | 1% | 97% | 1% | 1% | 157 |
| IRIS, PD | 1% | 98% | 0% | 0% | 212 |
| Partnership, FE | 4% | 95% | 1% | 1% | 130 |
| Partnership, PD | 4% | 96% | 0% | 0% | 140 |
| PACE | 12% | 88% | 0% | 0% | 26 |
| FFS NH | 7% | 92% | 0% | 1% | 190 |
| Sample Average | 4% | 95% | 0% | 1% | 1274 |

Table 77. Percentage 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 |
|-----------------------|------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 77% | 21% | 0% | 2% | 269 |
| Family Care, PD | 73% | 26% | 1% | 0% | 298 |
| IRIS, FE | 92% | 7% | 0% | 0% | 229 |
| IRIS, PD | 84% | 15% | 0% | 0% | 261 |
| Partnership, FE | 83% | 16% | 1% | 1% | 167 |
| Partnership, PD | 80% | 19% | 2% | 0% | 192 |
| PACE | 82% | 18% | 0% | 0% | 38 |
| FFS NH | 73% | 25% | 2% | 0% | 211 |
| Sample Average | 80% | 19% | 1% | 0% | 1665 |

Table 78. Percentage 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 |
|-----------------------|------------|-----------|------------|-----------------------------|-------------|
| Family Care, FE | 90% | 9% | 1% | 1% | 269 |
| Family Care, PD | 89% | 11% | 0% | 0% | 298 |
| IRIS, FE | 96% | 4% | 0% | 0% | 229 |
| IRIS, PD | 92% | 8% | 0% | 0% | 261 |
| Partnership, FE | 92% | 7% | 1% | 1% | 167 |
| Partnership, PD | 92% | 7% | 1% | 1% | 192 |
| PACE | 87% | 13% | 0% | 0% | 38 |
| FFS NH | 89% | 5% | 4% | 2% | 211 |
| Sample Average | 91% | 8% | 1% | 1% | 1665 |

Table 79. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 8% | 80% | 11% | 1% | 301 |
| Family Care, PD | 12% | 80% | 7% | 1% | 309 |
| IRIS, FE | 10% | 83% | 7% | 0% | 259 |
| IRIS, PD | 11% | 84% | 5% | 1% | 263 |
| Partnership, FE | 6% | 88% | 6% | 0% | 189 |
| Partnership, PD | 14% | 80% | 6% | 1% | 199 |
| PACE | 10% | 81% | 10% | 0% | 42 |
| FFS NH | 10% | 71% | 18% | 1% | 259 |
| Sample Average | 10% | 81% | 9% | 1% | 1821 |

Table 80. Percentage of people with concerns about falling or being unstable⁴¹

| | No | Sometimes | Yes, Often | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 38% | 24% | 36% | 1% | 1% | 301 |
| Family Care, PD | 32% | 22% | 44% | 2% | 1% | 309 |
| IRIS, FE | 32% | 27% | 39% | 0% | 1% | 259 |
| IRIS, PD | 27% | 23% | 48% | 0% | 1% | 263 |
| Partnership, FE | 43% | 22% | 35% | 0% | 0% | 189 |
| Partnership, PD | 44% | 20% | 34% | 1% | 2% | 199 |
| PACE | 33% | 24% | 43% | 0% | 0% | 42 |
| FFS NH | 48% | 24% | 26% | 1% | 0% | 259 |
| Sample Average | 37% | 23% | 38% | 1% | 1% | 1821 |

Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected⁴²

| | No | Maybe, Not Sure | Yes | Unclear/Refused/ No Response | N |
|-----------------------|------------|-----------------|------------|---------------------------------|-------------|
| Family Care, FE | 11% | 5% | 82% | 2% | 269 |
| Family Care, PD | 11% | 5% | 84% | 1% | 298 |
| IRIS, FE | 13% | 4% | 82% | 1% | 229 |
| IRIS, PD | 7% | 2% | 91% | 0% | 261 |
| Partnership, FE | 9% | 4% | 86% | 1% | 167 |
| Partnership, PD | 10% | 3% | 85% | 2% | 192 |
| PACE | 13% | 3% | 79% | 5% | 38 |
| FFS NH | 7% | 7% | 85% | 1% | 211 |
| Sample Average | 10% | 4% | 85% | 1% | 1665 |

⁴¹ Item previously reported in the "Care Coordination" domain.

⁴² New item in 2019-2020.

Health Care

Table 82. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 50% | 47% | 3% | 0% | 297 |
| Family Care, PD | 46% | 52% | 1% | 0% | 307 |
| IRIS, FE | 51% | 47% | 1% | 0% | 257 |
| IRIS, PD | 42% | 57% | 1% | 0% | 260 |
| Partnership, FE | 50% | 48% | 2% | 0% | 188 |
| Partnership, PD | 49% | 50% | 1% | 1% | 196 |
| PACE | 55% | 45% | 0% | 0% | 42 |
| FFS NH | 71% | 26% | 3% | 0% | 257 |
| Sample Average | 51% | 47% | 1% | 0% | 1804 |

Table 83. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 57% | 41% | 1% | 1% | 141 |
| Family Care, PD | 66% | 34% | 0% | 0% | 161 |
| IRIS, FE | 66% | 34% | 0% | 1% | 122 |
| IRIS, PD | 70% | 28% | 1% | 1% | 148 |
| Partnership, FE | 71% | 29% | 0% | 0% | 91 |
| Partnership, PD | 74% | 26% | 0% | 0% | 98 |
| PACE | 58% | 42% | 0% | 0% | 19 |
| FFS NH | 73% | 27% | 0% | 0% | 66 |
| Sample Average | 67% | 32% | 0% | 0% | 846 |

Table 84. Percentage 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 |
|-----------------------|------------|-----------|------------|-----------------------------|------------|
| Family Care, FE | 100% | 0% | 0% | 0% | 141 |
| Family Care, PD | 96% | 4% | 0% | 0% | 161 |
| IRIS, FE | 94% | 5% | 1% | 0% | 122 |
| IRIS, PD | 97% | 2% | 1% | 1% | 148 |
| Partnership, FE | 100% | 0% | 0% | 0% | 91 |
| Partnership, PD | 95% | 4% | 0% | 1% | 98 |
| PACE | 100% | 0% | 0% | 0% | 19 |
| FFS NH | 97% | 3% | 0% | 0% | 66 |
| Sample Average | 97% | 2% | 0% | 0% | 846 |

Table 85. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 87% | 13% | 0% | 0% | 141 |
| Family Care, PD | 86% | 14% | 0% | 0% | 161 |
| IRIS, FE | 92% | 7% | 1% | 0% | 122 |
| IRIS, PD | 84% | 14% | 1% | 1% | 148 |
| Partnership, FE | 97% | 2% | 0% | 1% | 91 |
| Partnership, PD | 89% | 10% | 0% | 1% | 98 |
| PACE | 89% | 11% | 0% | 0% | 19 |
| FFS NH | 91% | 6% | 3% | 0% | 66 |
| Sample Average | 89% | 11% | 1% | 0% | 846 |

Table 86. Percentage 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 |
|-----------------------|------------|------------|-------------|------------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 6% | 10% | 80% | 1% | 2% | 1% | 297 |
| Family Care, PD | 10% | 14% | 72% | 2% | 1% | 0% | 307 |
| IRIS, FE | 5% | 9% | 86% | 0% | 0% | 0% | 257 |
| IRIS, PD | 5% | 8% | 84% | 1% | 1% | 1% | 261 |
| Partnership, FE | 5% | 24% | 71% | 0% | 0% | 0% | 188 |
| Partnership, PD | 9% | 22% | 68% | 0% | 1% | 0% | 196 |
| PACE | 7% | 12% | 74% | 0% | 7% | 0% | 42 |
| FFS NH | 6% | 11% | 75% | 2% | 5% | 1% | 257 |
| Sample Average | 7% | 13% | 77% | 1% | 2% | 0% | 1805 |

Table 87. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 46% | 52% | 2% | 0% | 129 |
| Family Care, PD | 18% | 81% | 1% | 0% | 191 |
| IRIS, FE | 32% | 65% | 2% | 1% | 106 |
| IRIS, PD | 19% | 81% | 0% | 0% | 180 |
| Partnership, FE | 39% | 60% | 0% | 1% | 85 |
| Partnership, PD | 18% | 81% | 0% | 1% | 124 |
| PACE | 38% | 62% | 0% | 0% | 13 |
| FFS NH | 50% | 49% | 1% | 0% | 94 |
| Sample Average | 29% | 70% | 1% | 0% | 922 |

Table 88. Percentage 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 |
|-----------------------|------------|------------|----------------------------|------------|------------------------------|-------------|
| Family Care, FE | 13% | 81% | 1% | 4% | 1% | 297 |
| Family Care, PD | 17% | 80% | 0% | 3% | 0% | 307 |
| IRIS, FE | 10% | 89% | 1% | 0% | 0% | 256 |
| IRIS, PD | 9% | 89% | 0% | 1% | 1% | 259 |
| Partnership, FE | 7% | 91% | 0% | 2% | 0% | 188 |
| Partnership, PD | 13% | 86% | 0% | 1% | 0% | 195 |
| PACE | 17% | 83% | 0% | 0% | 0% | 42 |
| FFS NH | 23% | 66% | 1% | 10% | 0% | 256 |
| Sample Average | 14% | 83% | 1% | 3% | 0% | 1800 |

Table 89. Percentage 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 |
|-----------------------|------------|------------|----------------------------|------------|------------------------------|-------------|
| Family Care, FE | 61% | 32% | 0% | 6% | 0% | 297 |
| Family Care, PD | 75% | 20% | 0% | 5% | 0% | 307 |
| IRIS, FE | 65% | 31% | 2% | 2% | 1% | 256 |
| IRIS, PD | 73% | 25% | 0% | 2% | 0% | 259 |
| Partnership, FE | 62% | 31% | 2% | 5% | 0% | 188 |
| Partnership, PD | 79% | 17% | 2% | 1% | 0% | 195 |
| PACE | 45% | 52% | 0% | 2% | 0% | 42 |
| FFS NH | 57% | 27% | 0% | 14% | 1% | 256 |
| Sample Average | 67% | 27% | 1% | 5% | 0% | 1800 |

Table 90. Percentage 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 |
|-----------------------|------------|------------|----------------------------|------------|------------------------------|-------------|
| Family Care, FE | 32% | 64% | 0% | 3% | 1% | 297 |
| Family Care, PD | 36% | 62% | 0% | 2% | 0% | 307 |
| IRIS, FE | 32% | 67% | 0% | 1% | 0% | 256 |
| IRIS, PD | 37% | 62% | 0% | 1% | 0% | 259 |
| Partnership, FE | 23% | 76% | 1% | 1% | 0% | 188 |
| Partnership, PD | 36% | 62% | 1% | 1% | 0% | 195 |
| PACE | 26% | 71% | 0% | 2% | 0% | 42 |
| FFS NH | 42% | 48% | 0% | 9% | 0% | 256 |
| Sample Average | 34% | 63% | 0% | 3% | 0% | 1800 |

Table 91. Percentage 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 |
|-----------------------|------------|------------|----------------------------|------------|------------------------------|-------------|
| Family Care, FE | 20% | 78% | 1% | 1% | 0% | 297 |
| Family Care, PD | 31% | 64% | 1% | 3% | 1% | 307 |
| IRIS, FE | 33% | 66% | 0% | 1% | 0% | 256 |
| IRIS, PD | 37% | 61% | 0% | 1% | 0% | 259 |
| Partnership, FE | 12% | 84% | 3% | 1% | 1% | 188 |
| Partnership, PD | 20% | 74% | 3% | 1% | 2% | 195 |
| PACE | 24% | 74% | 0% | 2% | 0% | 42 |
| FFS NH | 15% | 78% | 1% | 5% | 1% | 256 |
| Sample Average | 25% | 72% | 1% | 2% | 1% | 1800 |

Table 92. Percentage 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 |
|------------------------|------------|------------|----------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 53% | 42% | 2% | 3% | 1% | 297 |
| Family Care, PD | 45% | 51% | 1% | 3% | 0% | 307 |
| IRIS, FE | 58% | 38% | 2% | 2% | 0% | 256 |
| IRIS, PD | 47% | 51% | 2% | 0% | 0% | 259 |
| Partnership, FE | 55% | 41% | 3% | 0% | 1% | 188 |
| Partnership, PD | 46% | 53% | 1% | 0% | 0% | 195 |
| PACE | 38% | 60% | 0% | 2% | 0% | 42 |
| FFS NH | 49% | 43% | 1% | 7% | 0% | 256 |
| Sample Average | 50% | 46% | 2% | 2% | 0% | 1800 |

Wellness

Table 93. Percentage 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 |
|------------------------|------------|------------|------------|------------|-----------|------------|---------------------------------|-------------|
| Family Care, FE | 12% | 33% | 31% | 17% | 5% | 1% | 1% | 299 |
| Family Care, PD | 23% | 40% | 27% | 7% | 1% | 1% | 1% | 307 |
| IRIS, FE | 19% | 45% | 24% | 9% | 3% | 0% | 0% | 258 |
| IRIS, PD | 33% | 46% | 16% | 4% | 1% | 1% | 0% | 261 |
| Partnership, FE | 9% | 42% | 37% | 7% | 4% | 1% | 1% | 189 |
| Partnership, PD | 23% | 36% | 27% | 7% | 5% | 1% | 1% | 198 |
| PACE | 7% | 36% | 33% | 19% | 5% | 0% | 0% | 42 |
| FFS NH | 9% | 31% | 39% | 15% | 5% | 1% | 0% | 257 |
| Sample Average | 18% | 39% | 28% | 10% | 3% | 1% | 1% | 1811 |

Table 94. Percentage 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 |
|------------------------|------------|----------------|----------------|-----------------|-------------|------------|---------------------------------|-------------|
| Family Care, FE | 6% | 23% | 47% | 15% | 7% | 1% | 1% | 299 |
| Family Care, PD | 11% | 21% | 41% | 17% | 10% | 0% | 0% | 307 |
| IRIS, FE | 12% | 31% | 38% | 11% | 7% | 0% | 1% | 258 |
| IRIS, PD | 12% | 28% | 40% | 15% | 5% | 1% | 1% | 261 |
| Partnership, FE | 3% | 29% | 46% | 13% | 6% | 2% | 2% | 189 |
| Partnership, PD | 6% | 28% | 29% | 23% | 13% | 0% | 1% | 198 |
| PACE | 0% | 31% | 38% | 19% | 12% | 0% | 0% | 42 |
| FFS NH | 5% | 17% | 58% | 11% | 7% | 1% | 1% | 257 |
| Sample Average | 8% | 25% | 43% | 15% | 8% | 1% | 1% | 1811 |

Table 95. Percentage 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 |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 42% | 51% | 6% | 1% | 297 |
| Family Care, PD | 46% | 51% | 3% | 0% | 307 |
| IRIS, FE | 32% | 62% | 5% | 1% | 258 |
| IRIS, PD | 38% | 59% | 2% | 1% | 261 |
| Partnership, FE | 40% | 56% | 4% | 0% | 188 |
| Partnership, PD | 43% | 54% | 2% | 1% | 197 |
| PACE | 43% | 52% | 5% | 0% | 42 |
| FFS NH | 44% | 48% | 6% | 2% | 257 |
| Sample Average | 41% | 54% | 4% | 1% | 1807 |

Table 96. Percentage of people who have discussed their forgetting things with a doctor or a nurse

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 46% | 50% | 3% | 1% | 151 |
| Family Care, PD | 37% | 62% | 1% | 0% | 158 |
| IRIS, FE | 28% | 69% | 2% | 1% | 160 |
| IRIS, PD | 33% | 65% | 2% | 0% | 154 |
| Partnership, FE | 35% | 64% | 1% | 0% | 106 |
| Partnership, PD | 45% | 52% | 1% | 2% | 107 |
| PACE | 59% | 41% | 0% | 0% | 22 |
| FFS NH | 50% | 47% | 2% | 1% | 124 |
| Sample Average | 39% | 58% | 2% | 1% | 982 |

Table 97. Percentage of people who feel sad or depressed

| | Never/Almost Never | Not Often | Sometimes | Often | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|--------------------|------------|------------|------------|------------|---------------------------------|-------------|
| Family Care, FE | 22% | 29% | 39% | 10% | 0% | 0% | 265 |
| Family Care, PD | 11% | 22% | 39% | 26% | 1% | 1% | 296 |
| IRIS, FE | 28% | 23% | 36% | 11% | 0% | 1% | 227 |
| IRIS, PD | 14% | 16% | 45% | 24% | 0% | 0% | 259 |
| Partnership, FE | 11% | 34% | 41% | 10% | 2% | 1% | 166 |
| Partnership, PD | 13% | 19% | 43% | 22% | 1% | 2% | 189 |
| PACE | 24% | 39% | 24% | 11% | 3% | 0% | 38 |
| FFS NH | 23% | 27% | 39% | 6% | 2% | 2% | 209 |
| Sample Average | 18% | 24% | 40% | 16% | 1% | 1% | 1649 |

Table 98. Percentage of people who feel lonely⁴³

| | Never/Almost Never, Not Often | Sometimes | Often | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|----------------------------------|------------|------------|------------|---------------------------------|-------------|
| Family Care, FE | 46% | 35% | 18% | 0% | 0% | 265 |
| Family Care, PD | 38% | 30% | 31% | 0% | 1% | 296 |
| IRIS, FE | 50% | 35% | 13% | 0% | 1% | 227 |
| IRIS, PD | 37% | 39% | 24% | 0% | 0% | 259 |
| Partnership, FE | 40% | 45% | 14% | 1% | 0% | 166 |
| Partnership, PD | 36% | 39% | 23% | 1% | 1% | 189 |
| PACE | 34% | 45% | 16% | 5% | 0% | 38 |
| FFS NH | 41% | 42% | 15% | 1% | 1% | 209 |
| Sample Average | 41% | 37% | 20% | 1% | 1% | 1649 |

⁴³ New item in 2019-2020.

Table 99. Percentage 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 |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 13% | 26% | 60% | 1% | 0% | 297 |
| Family Care, PD | 6% | 24% | 68% | 1% | 1% | 307 |
| IRIS, FE | 16% | 26% | 59% | 0% | 0% | 258 |
| IRIS, PD | 7% | 25% | 67% | 0% | 0% | 261 |
| Partnership, FE | 13% | 23% | 63% | 1% | 1% | 189 |
| Partnership, PD | 5% | 15% | 80% | 0% | 1% | 198 |
| PACE | 10% | 31% | 60% | 0% | 0% | 42 |
| FFS NH | 13% | 31% | 56% | 0% | 0% | 257 |
| Sample Average | 10% | 25% | 64% | 0% | 0% | 1809 |

Table 100. Percentage 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 |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 13% | 31% | 55% | 1% | 1% | 297 |
| Family Care, PD | 15% | 32% | 53% | 0% | 0% | 307 |
| IRIS, FE | 19% | 39% | 40% | 2% | 1% | 258 |
| IRIS, PD | 23% | 32% | 44% | 0% | 1% | 261 |
| Partnership, FE | 8% | 35% | 56% | 0% | 1% | 189 |
| Partnership, PD | 16% | 34% | 49% | 0% | 0% | 198 |
| PACE | 12% | 33% | 55% | 0% | 0% | 42 |
| FFS NH | 12% | 28% | 58% | 1% | 0% | 257 |
| Sample Average | 15% | 33% | 51% | 1% | 0% | 1809 |

Table 101. Percentage of people who have access to healthy foods if they want them

| | No, Never | Sometimes | Yes, Often | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|-----------|------------|------------|------------|---------------------------------|-------------|
| Family Care, FE | 5% | 14% | 79% | 1% | 1% | 299 |
| Family Care, PD | 7% | 15% | 76% | 0% | 1% | 306 |
| IRIS, FE | 2% | 9% | 89% | 0% | 0% | 257 |
| IRIS, PD | 2% | 13% | 84% | 0% | 0% | 261 |
| Partnership, FE | 2% | 12% | 86% | 0% | 1% | 189 |
| Partnership, PD | 7% | 18% | 75% | 1% | 0% | 197 |
| PACE | 0% | 12% | 88% | 0% | 0% | 42 |
| FFS NH | 5% | 10% | 82% | 2% | 2% | 256 |
| Sample Average | 4% | 13% | 81% | 1% | 1% | 1807 |

Medications

Table 102. Percentage of people who take medications that help them feel less sad or depressed

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 60% | 32% | 7% | 1% | 297 |
| Family Care, PD | 40% | 56% | 3% | 1% | 307 |
| IRIS, FE | 66% | 29% | 4% | 1% | 257 |
| IRIS, PD | 46% | 53% | 1% | 0% | 261 |
| Partnership, FE | 57% | 36% | 6% | 1% | 188 |
| Partnership, PD | 36% | 58% | 5% | 2% | 196 |
| PACE | 57% | 29% | 12% | 2% | 42 |
| FFS NH | 60% | 27% | 13% | 0% | 257 |
| Sample Average | 53% | 41% | 6% | 1% | 1805 |

Table 103. Percentage 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 |
|-----------------------|------------|---------------------------------|------------|---|------------|-----------------------------|-------------|
| Family Care, FE | 14% | 17% | 65% | 3% | 0% | 0% | 265 |
| Family Care, PD | 8% | 12% | 78% | 2% | 0% | 0% | 296 |
| IRIS, FE | 8% | 13% | 77% | 1% | 0% | 1% | 226 |
| IRIS, PD | 3% | 7% | 89% | 1% | 0% | 0% | 257 |
| Partnership, FE | 16% | 25% | 57% | 1% | 1% | 1% | 166 |
| Partnership, PD | 7% | 22% | 70% | 1% | 0% | 0% | 188 |
| PACE | 16% | 18% | 58% | 3% | 3% | 3% | 38 |
| FFS NH | 27% | 24% | 45% | 3% | 1% | 0% | 208 |
| Sample Average | 11% | 16% | 70% | 2% | 0% | 0% | 1644 |

Rights and Respect

Table 104. Percentage 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 |
|-----------------------|---------------------|------------------|--|------------|------------------------------|-------------|
| Family Care, FE | 2% | 12% | 86% | 0% | 0% | 208 |
| Family Care, PD | 2% | 12% | 84% | 0% | 1% | 211 |
| IRIS, FE | 0% | 4% | 95% | 0% | 1% | 157 |
| IRIS, PD | 2% | 4% | 93% | 0% | 0% | 212 |
| Partnership, FE | 2% | 18% | 81% | 0% | 0% | 130 |
| Partnership, PD | 1% | 16% | 83% | 0% | 0% | 140 |
| PACE | 4% | 15% | 81% | 0% | 0% | 26 |
| FFS NH | 1% | 18% | 79% | 1% | 1% | 190 |
| Sample Average | 2% | 12% | 86% | 0% | 1% | 1274 |

Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting⁴⁴)

| | Sometimes/ Rarely, or Never | Usually, But Not Always | Yes, Always | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|-----------------------------|-------------------------|-------------|------------|------------------------------|------------|
| Family Care, FE | 13% | 17% | 67% | 2% | 0% | 121 |
| Family Care, PD | 13% | 13% | 73% | 0% | 0% | 52 |
| IRIS, FE | 0% | 13% | 88% | 0% | 0% | 8 |
| IRIS, PD | 0% | 0% | 100% | 0% | 0% | 8 |
| Partnership, FE | 12% | 35% | 51% | 2% | 0% | 65 |
| Partnership, PD | 10% | 20% | 69% | 0% | 0% | 49 |
| PACE | 14% | 14% | 73% | 0% | 0% | 22 |
| FFS NH | 14% | 21% | 62% | 1% | 2% | 208 |
| Sample Average | 13% | 20% | 65% | 1% | 1% | 533 |

⁴⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 106. Percentage of people who are able to lock the doors to their room if they want to (if in group setting⁴⁵)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 31% | 60% | 7% | 1% | 121 |
| Family Care, PD | 33% | 65% | 2% | 0% | 52 |
| IRIS, FE | 13% | 75% | 13% | 0% | 8 |
| IRIS, PD | 0% | 88% | 13% | 0% | 8 |
| Partnership, FE | 42% | 52% | 5% | 2% | 65 |
| Partnership, PD | 22% | 69% | 8% | 0% | 49 |
| PACE | 36% | 64% | 0% | 0% | 22 |
| FFS NH | 80% | 5% | 14% | 0% | 208 |
| Sample Average | 50% | 40% | 9% | 1% | 533 |

Table 107. Percentage of people who have enough privacy where they live (if in group setting⁴⁶)

| | Sometimes/Rarely, or Never | Usually, But Not Always | Yes, Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|----------------------------|-------------------------|-------------|------------|-----------------------------|------------|
| Family Care, FE | 4% | 7% | 88% | 0% | 2% | 121 |
| Family Care, PD | 6% | 13% | 81% | 0% | 0% | 52 |
| IRIS, FE | 13% | 0% | 88% | 0% | 0% | 8 |
| IRIS, PD | 0% | 0% | 100% | 0% | 0% | 8 |
| Partnership, FE | 5% | 26% | 68% | 0% | 2% | 65 |
| Partnership, PD | 14% | 12% | 73% | 0% | 0% | 49 |
| PACE | 5% | 5% | 91% | 0% | 0% | 22 |
| FFS NH | 9% | 16% | 74% | 0% | 0% | 208 |
| Sample Average | 7% | 14% | 78% | 0% | 1% | 533 |

⁴⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 108. Percentage of people whose visitors are able to come at any time (if in group setting⁴⁷)

| | 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 |
|------------------------|---|---------------------------------|---------------------------------------|------------|-----------------------------|------------|
| Family Care, FE | 9% | 87% | 2% | 2% | 1% | 121 |
| Family Care, PD | 8% | 87% | 2% | 4% | 0% | 52 |
| IRIS, FE | 0% | 88% | 0% | 13% | 0% | 8 |
| IRIS, PD | 25% | 75% | 0% | 0% | 0% | 8 |
| Partnership, FE | 12% | 71% | 2% | 14% | 2% | 65 |
| Partnership, PD | 22% | 69% | 4% | 4% | 0% | 49 |
| PACE | 9% | 91% | 0% | 0% | 0% | 22 |
| FFS NH | 10% | 81% | 3% | 6% | 0% | 208 |
| Sample Average | 11% | 81% | 2% | 5% | 1% | 533 |

Table 109. Percentage of people who have access to food at all times of the day (if in group setting⁴⁸)

| | No | Yes | N/A – Unable to Eat Due to Medical Condition | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|--|------------|-----------------------------|------------|
| Family Care, FE | 12% | 83% | 1% | 3% | 1% | 121 |
| Family Care, PD | 25% | 73% | 2% | 0% | 0% | 52 |
| IRIS, FE | 0% | 88% | 0% | 0% | 13% | 8 |
| IRIS, PD | 0% | 100% | 0% | 0% | 0% | 8 |
| Partnership, FE | 9% | 89% | 0% | 2% | 0% | 65 |
| Partnership, PD | 10% | 86% | 0% | 2% | 2% | 49 |
| PACE | 14% | 86% | 0% | 0% | 0% | 22 |
| FFS NH | 8% | 85% | 0% | 5% | 1% | 208 |
| Sample Average | 11% | 84% | 1% | 3% | 1% | 533 |

⁴⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁴⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 110. Percentage of people who receive information about their services in the language they prefer (if non-English)⁴⁹

| | No | Some Information | Yes, All Information | Don't Know | Unclear/Refused/No Response | N |
|------------------------|-----------|------------------|----------------------|------------|-----------------------------|------------|
| Family Care, FE | 8% | 0% | 92% | 0% | 0% | 49 |
| Family Care, PD | 6% | 0% | 93% | 0% | 2% | 54 |
| IRIS, FE | 20% | 8% | 70% | 0% | 1% | 74 |
| IRIS, PD | 7% | 7% | 85% | 0% | 2% | 46 |
| Partnership, FE | 11% | 3% | 84% | 3% | 0% | 37 |
| Partnership, PD | 5% | 2% | 93% | 0% | 0% | 56 |
| PACE | 0% | 0% | 100% | 0% | 0% | 6 |
| FFS NH | 3% | 3% | 94% | 0% | 0% | 36 |
| Sample Average | 9% | 3% | 86% | 0% | 1% | 358 |

⁴⁹ Item previously reported in "Service Coordination" domain

Self-Direction

Table 111. Percentage of people who can make decisions about what kind of services they get

| | No | Sometimes, or Some Services | Yes, All Services | Don't Know | Unclear/Refused/No Response | N |
|------------------------|-----------|-----------------------------|-------------------|------------|-----------------------------|-------------|
| Family Care, FE | 8% | 16% | 68% | 6% | 1% | 291 |
| Family Care, PD | 8% | 18% | 69% | 5% | 1% | 294 |
| IRIS, FE | 5% | 15% | 76% | 4% | 0% | 256 |
| IRIS, PD | 4% | 12% | 82% | 2% | 1% | 262 |
| Partnership, FE | 8% | 28% | 61% | 2% | 1% | 183 |
| Partnership, PD | 10% | 22% | 65% | 3% | 0% | 189 |
| PACE | 13% | 21% | 56% | 5% | 5% | 39 |
| FFS NH | 16% | 22% | 51% | 9% | 2% | 255 |
| Sample Average | 8% | 18% | 68% | 5% | 1% | 1769 |

Table 112. Percentage of people who can make decisions about when they get their services

| | No | Sometimes, or Some Services | Yes, All Services | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|-----------------------------|-------------------|------------|-----------------------------|-------------|
| Family Care, FE | 12% | 19% | 63% | 6% | 0% | 291 |
| Family Care, PD | 11% | 20% | 66% | 3% | 0% | 294 |
| IRIS, FE | 4% | 15% | 78% | 3% | 1% | 256 |
| IRIS, PD | 5% | 10% | 83% | 1% | 2% | 262 |
| Partnership, FE | 14% | 27% | 54% | 3% | 1% | 183 |
| Partnership, PD | 11% | 22% | 64% | 3% | 1% | 189 |
| PACE | 33% | 18% | 44% | 0% | 5% | 39 |
| FFS NH | 26% | 25% | 38% | 7% | 2% | 255 |
| Sample Average | 12% | 19% | 64% | 4% | 1% | 1769 |

Table 113. Percentage of people who can make decisions about their paid support staff

| | No | Sometimes, or Some | Yes, All | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|--------------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 29% | 9% | 55% | 7% | 0% | 235 |
| Family Care, PD | 13% | 8% | 74% | 4% | 0% | 219 |
| IRIS, FE | 5% | 2% | 88% | 3% | 2% | 171 |
| IRIS, PD | 1% | 3% | 94% | 1% | 0% | 212 |
| Partnership, FE | 31% | 9% | 56% | 4% | 0% | 138 |
| Partnership, PD | 22% | 6% | 71% | 0% | 1% | 143 |
| PACE | 43% | 7% | 43% | 7% | 0% | 28 |
| FFS NH | 41% | 13% | 36% | 9% | 1% | 230 |
| Sample Average | 21% | 7% | 67% | 4% | 1% | 1376 |

Work

Table 114. Percentage of people who have a paying job

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|-----------|------------|-----------------------------|-------------|
| Family Care, FE | 95% | 3% | 0% | 2% | 268 |
| Family Care, PD | 92% | 7% | 0% | 1% | 297 |
| IRIS, FE | 97% | 0% | 0% | 3% | 229 |
| IRIS, PD | 92% | 5% | 0% | 3% | 259 |
| Partnership, FE | 99% | 1% | 0% | 1% | 167 |
| Partnership, PD | 88% | 10% | 1% | 1% | 192 |
| PACE | 95% | 3% | 0% | 3% | 38 |
| FFS NH | 98% | 0% | 0% | 1% | 211 |
| Sample Average | 94% | 4% | 0% | 2% | 1661 |

Table 115. Percentage of people who would like a job (if not currently employed)

| | No | Maybe, Not Sure | Yes | Unclear/Refused/No Response | N |
|-----------------------|------------|-----------------|------------|-----------------------------|-------------|
| Family Care, FE | 86% | 4% | 10% | 0% | 254 |
| Family Care, PD | 62% | 11% | 26% | 1% | 274 |
| IRIS, FE | 80% | 8% | 12% | 0% | 222 |
| IRIS, PD | 58% | 13% | 29% | 0% | 238 |
| Partnership, FE | 84% | 6% | 9% | 1% | 165 |
| Partnership, PD | 62% | 15% | 23% | 1% | 169 |
| PACE | 86% | 6% | 8% | 0% | 36 |
| FFS NH | 86% | 4% | 11% | 0% | 207 |
| Sample Average | 74% | 8% | 17% | 0% | 1565 |

Table 116. Percentage of people wanting a job who had someone talk to them about job options

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 93% | 6% | 0% | 0% | 254 |
| Family Care, PD | 70% | 28% | 1% | 1% | 272 |
| IRIS, FE | 88% | 9% | 2% | 1% | 221 |
| IRIS, PD | 73% | 27% | 0% | 0% | 238 |
| Partnership, FE | 89% | 10% | 1% | 0% | 163 |
| Partnership, PD | 74% | 24% | 2% | 0% | 168 |
| PACE | 86% | 11% | 3% | 0% | 36 |
| FFS NH | 96% | 3% | 1% | 0% | 207 |
| Sample Average | 83% | 16% | 1% | 1% | 1559 |

Table 117. Percentage of people who do volunteer work

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 86% | 11% | 0% | 3% | 300 |
| Family Care, PD | 86% | 13% | 0% | 1% | 307 |
| IRIS, FE | 89% | 10% | 0% | 1% | 259 |
| IRIS, PD | 83% | 16% | 0% | 1% | 261 |
| Partnership, FE | 93% | 6% | 1% | 1% | 189 |
| Partnership, PD | 85% | 13% | 1% | 1% | 199 |
| PACE | 79% | 19% | 0% | 2% | 42 |
| FFS NH | 85% | 14% | 1% | 1% | 259 |
| Sample Average | 86% | 12% | 0% | 1% | 1816 |

Table 118. Percentage of people who would like to do volunteer work (if not currently volunteering)

| | No | Maybe, Not Sure | Yes | Unclear/Refused/ No Response | N |
|------------------------|------------|-----------------|------------|---------------------------------|-------------|
| Family Care, FE | 78% | 11% | 11% | 0% | 227 |
| Family Care, PD | 62% | 18% | 20% | 0% | 255 |
| IRIS, FE | 75% | 10% | 14% | 2% | 200 |
| IRIS, PD | 67% | 13% | 19% | 1% | 215 |
| Partnership, FE | 74% | 13% | 13% | 0% | 153 |
| Partnership, PD | 58% | 21% | 21% | 0% | 163 |
| PACE | 69% | 21% | 7% | 3% | 29 |
| FFS NH | 80% | 9% | 10% | 1% | 173 |
| Sample Average | 70% | 14% | 15% | 1% | 1415 |

Everyday Living

Table 119. Percentage 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 |
|-----------------------|-----------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 6% | 48% | 45% | 0% | 1% | 301 |
| Family Care, PD | 5% | 50% | 44% | 0% | 1% | 310 |
| IRIS, FE | 1% | 29% | 69% | 0% | 0% | 259 |
| IRIS, PD | 2% | 31% | 67% | 0% | 0% | 264 |
| Partnership, FE | 2% | 43% | 53% | 0% | 1% | 189 |
| Partnership, PD | 8% | 40% | 51% | 1% | 0% | 199 |
| PACE | 14% | 40% | 43% | 2% | 0% | 42 |
| FFS NH | 6% | 29% | 64% | 0% | 1% | 259 |
| Sample Average | 4% | 39% | 56% | 0% | 1% | 1823 |

Table 120. Percentage 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 |
|-----------------------|----------------|-------------|------------|-----------------------------|-------------|
| Family Care, FE | 23% | 75% | 1% | 1% | 279 |
| Family Care, PD | 27% | 73% | 0% | 0% | 291 |
| IRIS, FE | 18% | 81% | 0% | 1% | 256 |
| IRIS, PD | 23% | 77% | 0% | 0% | 260 |
| Partnership, FE | 16% | 83% | 0% | 1% | 183 |
| Partnership, PD | 26% | 73% | 0% | 1% | 181 |
| PACE | 23% | 77% | 0% | 0% | 35 |
| FFS NH | 20% | 78% | 1% | 1% | 240 |
| Sample Average | 22% | 77% | 0% | 1% | 1725 |

Table 121. Percentage 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 |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 32% | 38% | 29% | 0% | 1% | 301 |
| Family Care, PD | 34% | 37% | 29% | 0% | 0% | 310 |
| IRIS, FE | 14% | 36% | 51% | 0% | 0% | 259 |
| IRIS, PD | 9% | 34% | 56% | 0% | 0% | 264 |
| Partnership, FE | 29% | 36% | 35% | 0% | 0% | 189 |
| Partnership, PD | 33% | 33% | 33% | 1% | 1% | 199 |
| PACE | 31% | 29% | 40% | 0% | 0% | 42 |
| FFS NH | 8% | 29% | 62% | 1% | 0% | 259 |
| Sample Average | 23% | 35% | 42% | 0% | 0% | 1823 |

Table 122. Percentage 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 |
|-----------------------|----------------|-------------|------------|-----------------------------|-------------|
| Family Care, FE | 25% | 73% | 0% | 1% | 203 |
| Family Care, PD | 25% | 74% | 0% | 0% | 206 |
| IRIS, FE | 19% | 81% | 0% | 0% | 223 |
| IRIS, PD | 21% | 79% | 0% | 0% | 239 |
| Partnership, FE | 16% | 84% | 1% | 0% | 134 |
| Partnership, PD | 27% | 72% | 1% | 0% | 130 |
| PACE | 24% | 76% | 0% | 0% | 29 |
| FFS NH | 19% | 81% | 0% | 0% | 235 |
| Sample Average | 22% | 78% | 0% | 0% | 1399 |

Affordability

Table 123. Percentage 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 |
|------------------------|------------|-----------|------------|--|------------|-----------------------------|-------------|
| Family Care, FE | 92% | 5% | 2% | 0% | 0% | 0% | 299 |
| Family Care, PD | 78% | 12% | 9% | 0% | 0% | 0% | 306 |
| IRIS, FE | 94% | 3% | 1% | 1% | 0% | 1% | 259 |
| IRIS, PD | 85% | 10% | 5% | 0% | 0% | 0% | 261 |
| Partnership, FE | 94% | 3% | 3% | 0% | 0% | 0% | 189 |
| Partnership, PD | 81% | 13% | 5% | 0% | 1% | 0% | 197 |
| PACE | 98% | 0% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 98% | 1% | 0% | 0% | 0% | 0% | 256 |
| Sample Average | 89% | 7% | 4% | 0% | 0% | 0% | 1809 |

Ranking of Priorities

Table 124. 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 | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|---------------------------|------------|-----------|----------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 63% | 22% | 5% | 2% | 1% | 7% | 265 |
| Family Care, PD | 56% | 30% | 5% | 4% | 1% | 3% | 296 |
| IRIS, FE | 72% | 17% | 5% | 3% | 1% | 3% | 226 |
| IRIS, PD | 65% | 22% | 6% | 3% | 2% | 3% | 257 |
| Partnership, FE | 60% | 23% | 9% | 1% | 2% | 5% | 166 |
| Partnership, PD | 62% | 24% | 11% | 1% | 1% | 2% | 188 |
| PACE | 50% | 32% | 11% | 3% | 0% | 5% | 38 |
| FFS NH | 58% | 24% | 9% | 1% | 2% | 5% | 207 |
| Sample Average | 62% | 23% | 7% | 2% | 1% | 4% | 1643 |

Table 125. 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 |
|-----------------------|---------------------------|------------|------------|----------------------------|-------------|
| Family Care, FE | 4% | 41% | 37% | 18% | 244 |
| Family Care, PD | 8% | 33% | 41% | 18% | 285 |
| IRIS, FE | 7% | 44% | 41% | 9% | 217 |
| IRIS, PD | 7% | 46% | 30% | 18% | 244 |
| Partnership, FE | 7% | 31% | 40% | 22% | 153 |
| Partnership, PD | 6% | 35% | 36% | 23% | 184 |
| PACE | 6% | 25% | 33% | 36% | 36 |
| FFS NH | 10% | 29% | 31% | 29% | 192 |
| Sample Average | 7% | 37% | 36% | 19% | 1555 |

Table 126. 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 |
|-----------------------|--------------------------------------|------------|------------|---------------------------------------|-------------|
| Family Care, FE | 23% | 28% | 37% | 12% | 244 |
| Family Care, PD | 27% | 26% | 40% | 7% | 285 |
| IRIS, FE | 14% | 34% | 42% | 10% | 216 |
| IRIS, PD | 21% | 25% | 48% | 6% | 245 |
| Partnership, FE | 27% | 40% | 30% | 3% | 154 |
| Partnership, PD | 27% | 30% | 33% | 11% | 184 |
| PACE | 28% | 22% | 33% | 17% | 36 |
| FFS NH | 21% | 38% | 37% | 4% | 192 |
| Sample Average | 23% | 31% | 39% | 8% | 1556 |

Table 127. 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 |
|-----------------------|---|-----------|------------|--|-------------|
| Family Care, FE | 6% | 7% | 20% | 68% | 244 |
| Family Care, PD | 6% | 9% | 14% | 71% | 285 |
| IRIS, FE | 4% | 5% | 13% | 78% | 217 |
| IRIS, PD | 4% | 6% | 16% | 73% | 245 |
| Partnership, FE | 1% | 5% | 21% | 73% | 154 |
| Partnership, PD | 4% | 11% | 20% | 65% | 184 |
| PACE | 14% | 19% | 22% | 44% | 36 |
| FFS NH | 5% | 7% | 22% | 66% | 192 |
| Sample Average | 5% | 7% | 18% | 70% | 1557 |

Appendix C: Wisconsin's State-Specific Questions

Table 128. Percentage of people whose paid support staff didn't show up or showed up late often, occasionally, rarely or never in the past year (WI-1)

| | Never | Rarely, Almost Never | Occasionally | Often | Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|----------------------|--------------|-----------|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 43% | 17% | 13% | 6% | 9% | 9% | 1% | 235 |
| Family Care, PD | 41% | 26% | 11% | 10% | 9% | 2% | 2% | 219 |
| IRIS, FE | 58% | 14% | 5% | 2% | 19% | 1% | 1% | 171 |
| IRIS, PD | 59% | 15% | 4% | 2% | 17% | 1% | 2% | 212 |
| Partnership, FE | 34% | 27% | 13% | 7% | 13% | 7% | 0% | 138 |
| Partnership, PD | 34% | 29% | 12% | 13% | 8% | 3% | 0% | 143 |
| PACE | 36% | 11% | 18% | 7% | 11% | 18% | 0% | 28 |
| FFS NH | 46% | 14% | 14% | 5% | 9% | 11% | 1% | 230 |
| Sample Average | 46% | 19% | 10% | 6% | 12% | 5% | 1% | 1376 |

Table 129. Percentage of people who needed help with self-care or everyday activities in the past year and didn't get it because there wasn't enough staff to help or support them (WI-2)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 69% | 27% | 3% | 1% | 235 |
| Family Care, PD | 64% | 34% | 1% | 1% | 219 |
| IRIS, FE | 76% | 23% | 0% | 1% | 171 |
| IRIS, PD | 73% | 27% | 0% | 0% | 212 |
| Partnership, FE | 78% | 20% | 1% | 1% | 138 |
| Partnership, PD | 70% | 30% | 0% | 0% | 143 |
| PACE | 64% | 29% | 4% | 4% | 28 |
| FFS NH | 63% | 31% | 4% | 2% | 230 |
| Sample Average | 70% | 28% | 2% | 1% | 1376 |

Table 130. Percentage of people who feel safe at home/where they live (WI-3)

| | No, Rarely, or Never | Yes, Always, or Most of the Time | Don't Know | Unclear/Refused/No Response | N |
|------------------------|----------------------|----------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 3% | 96% | 0% | 1% | 269 |
| Family Care, PD | 7% | 92% | 0% | 0% | 298 |
| IRIS, FE | 2% | 97% | 0% | 1% | 229 |
| IRIS, PD | 4% | 95% | 0% | 1% | 261 |
| Partnership, FE | 1% | 98% | 1% | 1% | 167 |
| Partnership, PD | 5% | 94% | 1% | 0% | 192 |
| PACE | 3% | 97% | 0% | 0% | 38 |
| FFS NH | 3% | 96% | 0% | 0% | 211 |
| Sample Average | 4% | 95% | 0% | 1% | 1665 |

Table 131. Percentage of people who were able to choose where they live (WI-4)

| | No, Someone Else Chose, Person Had No Input | Yes, Person Had Input, But Others Helped | Yes, Person Chose | Don't Know | Unclear/Refused/No Response | N |
|------------------------|---|--|-------------------|------------|-----------------------------|------------|
| Family Care, FE | 26% | 30% | 40% | 3% | 0% | 122 |
| Family Care, PD | 21% | 21% | 52% | 4% | 2% | 52 |
| IRIS, FE | 13% | 25% | 63% | 0% | 0% | 8 |
| IRIS, PD | 13% | 13% | 75% | 0% | 0% | 8 |
| Partnership, FE | 48% | 22% | 28% | 3% | 0% | 65 |
| Partnership, PD | 37% | 16% | 45% | 2% | 0% | 49 |
| PACE | 27% | 9% | 64% | 0% | 0% | 22 |
| FFS NH | 34% | 27% | 34% | 4% | 1% | 208 |
| Sample Average | 32% | 25% | 40% | 3% | 1% | 534 |

Table 132. Reasons that people don't have transportation when they need or want it (WI-5)

| | No Rides Where Person Is Located | No Rides Go Where Person Needs to Go | No Rides at the Time Needed | No Rides on the Day Needed | Rides Show Up Late | Rides Don't Show Up | Other | Don't Know | Unclear/ Refused/ No Response | N |
|------------------------|----------------------------------|--------------------------------------|-----------------------------|----------------------------|--------------------|---------------------|------------|------------|-------------------------------|------------|
| Family Care, FE | 37% | 3% | 23% | 15% | 4% | 3% | 33% | 8% | 6% | 78 |
| Family Care, PD | 35% | 0% | 26% | 11% | 8% | 9% | 41% | 3% | 6% | 80 |
| IRIS, FE | 34% | 2% | 23% | 20% | 7% | 7% | 45% | 7% | 0% | 44 |
| IRIS, PD | 11% | 0% | 24% | 13% | 17% | 17% | 48% | 2% | 0% | 46 |
| Partnership, FE | 27% | 0% | 13% | 9% | 3% | 0% | 39% | 9% | 9% | 33 |
| Partnership, PD | 18% | 0% | 9% | 9% | 9% | 7% | 47% | 9% | 2% | 57 |
| PACE | 22% | 0% | 11% | 11% | 11% | 0% | 44% | 0% | 0% | 9 |
| FFS NH | 36% | 2% | 15% | 7% | 0% | 0% | 33% | 15% | 5% | 61 |
| Sample Average | 29% | 1% | 19% | 12% | 7% | 6% | 40% | 7% | 4% | 408 |

Table 133a. Reasons that people don't have or don't want a paying job in the community (WI-6)

| | Retired | Accessibility | Health Limitations | Not Enough Help/ Staffing/Assistance | Feeling Unwelcome in Community | Feeling Unsafe | No Jobs Available in Community | N |
|------------------------|------------|---------------|--------------------|--------------------------------------|--------------------------------|----------------|--------------------------------|-------------|
| Family Care, FE | 70% | 2% | 64% | 1% | 0% | 2% | 1% | 254 |
| Family Care, PD | 14% | 6% | 85% | 2% | 2% | 2% | 4% | 272 |
| IRIS, FE | 57% | 3% | 75% | 1% | 0% | 0% | 1% | 221 |
| IRIS, PD | 9% | 5% | 95% | 3% | 0% | 3% | 2% | 238 |
| Partnership, FE | 66% | 2% | 58% | 0% | 0% | 0% | 1% | 163 |
| Partnership, PD | 9% | 5% | 86% | 4% | 3% | 1% | 3% | 168 |
| PACE | 64% | 0% | 47% | 0% | 0% | 3% | 0% | 36 |
| FFS NH | 74% | 3% | 56% | 1% | 0% | 1% | 1% | 207 |
| Sample Average | 43% | 4% | 74% | 2% | 1% | 1% | 2% | 1559 |

Table 133b. Reasons that people don't have or don't want a paying job in the community (WI-6) (continued)

| | Lack of Information | Potential Impact on Benefits | Transportation | Financially Secure | Lack of Equipment | Other | Don't Know | Unclear/Refused/No Response | N |
|------------------------|---------------------|------------------------------|----------------|--------------------|-------------------|-----------|------------|-----------------------------|-------------|
| Family Care, FE | 2% | 2% | 7% | 2% | 1% | 4% | 0% | 0% | 254 |
| Family Care, PD | 4% | 7% | 11% | 1% | 2% | 5% | 0% | 0% | 272 |
| IRIS, FE | 2% | 2% | 3% | 1% | 0% | 2% | 0% | 0% | 221 |
| IRIS, PD | 4% | 5% | 5% | 0% | 2% | 4% | 0% | 0% | 238 |
| Partnership, FE | 2% | 3% | 3% | 2% | 0% | 2% | 0% | 0% | 163 |
| Partnership, PD | 5% | 10% | 6% | 0% | 1% | 6% | 1% | 0% | 168 |
| PACE | 0% | 3% | 3% | 3% | 0% | 11% | 0% | 0% | 36 |
| FFS NH | 1% | 2% | 4% | 0% | 2% | 3% | 2% | 0% | 207 |
| Sample Average | 3% | 4% | 6% | 1% | 1% | 4% | 1% | 0% | 1559 |

Table 134. Proportion of people (who have a job) whose job is the kind of job they want or wanted (WI-7)

| | No | In-Between | Yes | Don't Know | Unclear/Refused/No Response | N |
|------------------------|-----------|------------|------------|------------|-----------------------------|-----------|
| Family Care, FE | 0% | 0% | 88% | 0% | 13% | 8 |
| Family Care, PD | 5% | 15% | 80% | 0% | 0% | 20 |
| IRIS, FE | 0% | 100% | 0% | 0% | 0% | 1 |
| IRIS, PD | 0% | 15% | 85% | 0% | 0% | 13 |
| Partnership, FE | 0% | 0% | 100% | 0% | 0% | 1 |
| Partnership, PD | 15% | 10% | 75% | 0% | 0% | 20 |
| PACE | 0% | 0% | 100% | 0% | 0% | 1 |
| FFS NH | 0% | 0% | 100% | 0% | 0% | 1 |
| Sample Average | 6% | 12% | 80% | 0% | 2% | 65 |

Table 135. Proportion of people who can talk to a doctor, counselor, or other professional about their emotions and how they feel (WI-8)

| | No | Maybe, Not Sure | Yes | N/A – Doesn't Want to Talk to a Professional | Don't Know | Unclear/Refused/No Response | N |
|------------------------|-----------|-----------------|------------|--|------------|-----------------------------|-------------|
| Family Care, FE | 5% | 5% | 75% | 13% | 2% | 1% | 265 |
| Family Care, PD | 8% | 3% | 82% | 5% | 1% | 1% | 296 |
| IRIS, FE | 5% | 3% | 80% | 10% | 1% | 1% | 227 |
| IRIS, PD | 2% | 3% | 89% | 5% | 0% | 0% | 259 |
| Partnership, FE | 2% | 3% | 72% | 20% | 2% | 1% | 166 |
| Partnership, PD | 5% | 3% | 77% | 13% | 1% | 1% | 189 |
| PACE | 5% | 16% | 76% | 0% | 0% | 3% | 38 |
| FFS NH | 6% | 8% | 69% | 13% | 2% | 2% | 209 |
| Sample Average | 5% | 4% | 78% | 10% | 1% | 1% | 1649 |

Table 136. Proportion of people who can talk to that professional about their emotions and how they feel whenever they want to (WI-9)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|------------------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 8% | 87% | 4% | 1% | 213 |
| Family Care, PD | 10% | 85% | 3% | 1% | 251 |
| IRIS, FE | 7% | 87% | 4% | 2% | 189 |
| IRIS, PD | 8% | 87% | 4% | 2% | 239 |
| Partnership, FE | 5% | 86% | 8% | 1% | 124 |
| Partnership, PD | 7% | 89% | 3% | 1% | 151 |
| PACE | 6% | 80% | 14% | 0% | 35 |
| FFS NH | 4% | 84% | 11% | 0% | 161 |
| Sample Average | 7% | 86% | 5% | 1% | 1363 |

Table 137. Proportion of people whose primary care doctor tells them things about their health in a way that is easy for them to understand (WI-10)

| | No, Rarely | Usually | Yes, Always | N/A – Doesn't Have Primary Care Doctor | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|-------------|--|------------|-----------------------------|-------------|
| Family Care, FE | 5% | 11% | 81% | 0 | 1% | 2% | 263 |
| Family Care, PD | 3% | 12% | 84% | 0 | 0% | 0% | 291 |
| IRIS, FE | 2% | 9% | 88% | 0 | 1% | 1% | 226 |
| IRIS, PD | 4% | 4% | 91% | 0 | 0% | 1% | 256 |
| Partnership, FE | 2% | 25% | 72% | 0 | 0% | 1% | 166 |
| Partnership, PD | 4% | 13% | 82% | 0 | 1% | 0% | 189 |
| PACE | 5% | 16% | 76% | 0 | 3% | 0% | 38 |
| FFS NH | 8% | 20% | 67% | 0 | 3% | 2% | 206 |
| Sample Average | 4% | 13% | 81% | 0 | 1% | 1% | 1635 |

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

Table 138. Percentage of people who reported having a service plan/plan of care⁵⁰

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 15% | 63% | 22% | 0% | 256 |
| Family Care, PD | 11% | 75% | 13% | 1% | 279 |
| IRIS, FE | 10% | 74% | 13% | 2% | 223 |
| IRIS, PD | 6% | 83% | 11% | 0% | 255 |
| Partnership, FE | 13% | 73% | 12% | 2% | 161 |
| Partnership, PD | 6% | 77% | 16% | 1% | 179 |
| PACE | 9% | 71% | 21% | 0% | 34 |
| FFS NH | 18% | 41% | 40% | 0% | 203 |
| Sample Average | 11% | 70% | 18% | 1% | 1590 |

Table 139. People's level of involvement in deciding what is in their service plan/plan of care

| | Not at All | Very Little | Somewhat | Very/Fully Involved | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|-------------|------------|---------------------|------------|-----------------------------|-------------|
| Family Care, FE | 1% | 4% | 23% | 69% | 1% | 1% | 160 |
| Family Care, PD | 1% | 6% | 17% | 74% | 0% | 1% | 208 |
| IRIS, FE | 1% | 4% | 15% | 79% | 0% | 2% | 166 |
| IRIS, PD | 0% | 1% | 10% | 87% | 1% | 0% | 212 |
| Partnership, FE | 0% | 3% | 32% | 62% | 2% | 1% | 117 |
| Partnership, PD | 1% | 4% | 24% | 70% | 0% | 0% | 138 |
| PACE | 0% | 0% | 21% | 79% | 0% | 0% | 24 |
| FFS NH | 4% | 8% | 29% | 56% | 2% | 1% | 84 |
| Sample Average | 1% | 4% | 20% | 73% | 1% | 1% | 1109 |

⁵⁰ New item in 2019-2020.

Table 140. Percentage of people who remember their most recent service/care planning meeting

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 15% | 79% | 3% | 3% | 160 |
| Family Care, PD | 9% | 86% | 3% | 2% | 208 |
| IRIS, FE | 7% | 89% | 2% | 2% | 166 |
| IRIS, PD | 4% | 93% | 1% | 1% | 212 |
| Partnership, FE | 6% | 91% | 3% | 1% | 117 |
| Partnership, PD | 5% | 94% | 0% | 1% | 138 |
| PACE | 29% | 67% | 4% | 0% | 24 |
| FFS NH | 12% | 82% | 6% | 0% | 84 |
| Sample Average | 8% | 88% | 2% | 2% | 1109 |

Table 141. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|-----------------------------|------------|
| Family Care, FE | 2% | 98% | 0% | 0% | 127 |
| Family Care, PD | 0% | 100% | 0% | 0% | 178 |
| IRIS, FE | 1% | 99% | 0% | 0% | 148 |
| IRIS, PD | 1% | 99% | 0% | 0% | 198 |
| Partnership, FE | 0% | 100% | 0% | 0% | 106 |
| Partnership, PD | 1% | 99% | 0% | 0% | 130 |
| PACE | 0% | 94% | 6% | 0% | 16 |
| FFS NH | 3% | 97% | 0% | 0% | 69 |
| Sample Average | 1% | 99% | 0% | 0% | 972 |

Table 142. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|-------------|------------|-----------------------------|------------|
| Family Care, FE | 0% | 100% | 0% | 0% | 127 |
| Family Care, PD | 0% | 100% | 0% | 0% | 178 |
| IRIS, FE | 1% | 99% | 0% | 0% | 148 |
| IRIS, PD | 1% | 99% | 0% | 0% | 198 |
| Partnership, FE | 0% | 100% | 0% | 0% | 106 |
| Partnership, PD | 0% | 100% | 0% | 0% | 130 |
| PACE | 0% | 100% | 0% | 0% | 16 |
| FFS NH | 1% | 99% | 0% | 0% | 69 |
| Sample Average | 0% | 100% | 0% | 0% | 972 |

Table 143. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there

| | No | Some People | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|-------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 2% | 4% | 91% | 2% | 1% | 127 |
| Family Care, PD | 1% | 3% | 96% | 0% | 0% | 178 |
| IRIS, FE | 1% | 1% | 97% | 1% | 1% | 148 |
| IRIS, PD | 1% | 1% | 98% | 0% | 0% | 198 |
| Partnership, FE | 1% | 1% | 98% | 0% | 0% | 106 |
| Partnership, PD | 2% | 3% | 95% | 0% | 0% | 130 |
| PACE | 0% | 6% | 94% | 0% | 0% | 16 |
| FFS NH | 3% | 0% | 96% | 1% | 0% | 69 |
| Sample Average | 1% | 2% | 96% | 0% | 0% | 972 |

Table 144. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting

| | Not at All | Very Little | Somewhat | Mostly | Completely | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|-------------|-----------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 1% | 2% | 2% | 18% | 76% | 1% | 0% | 127 |
| Family Care, PD | 2% | 3% | 8% | 21% | 66% | 0% | 1% | 178 |
| IRIS, FE | 0% | 1% | 3% | 14% | 82% | 0% | 1% | 148 |
| IRIS, PD | 1% | 2% | 5% | 11% | 83% | 0% | 0% | 198 |
| Partnership, FE | 0% | 3% | 6% | 20% | 72% | 0% | 0% | 106 |
| Partnership, PD | 1% | 2% | 10% | 20% | 68% | 0% | 0% | 130 |
| PACE | 0% | 0% | 6% | 31% | 63% | 0% | 0% | 16 |
| FFS NH | 3% | 3% | 3% | 26% | 64% | 1% | 0% | 69 |
| Sample Average | 1% | 2% | 5% | 18% | 74% | 0% | 0% | 972 |

Table 145. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|-----------------------------|------------|
| Family Care, FE | 11% | 78% | 11% | 0% | 127 |
| Family Care, PD | 8% | 82% | 10% | 0% | 178 |
| IRIS, FE | 5% | 93% | 3% | 0% | 148 |
| IRIS, PD | 4% | 94% | 2% | 1% | 198 |
| Partnership, FE | 6% | 78% | 15% | 1% | 106 |
| Partnership, PD | 5% | 93% | 2% | 0% | 130 |
| PACE | 6% | 88% | 6% | 0% | 16 |
| FFS NH | 35% | 52% | 12% | 1% | 69 |
| Sample Average | 8% | 85% | 7% | 0% | 972 |

Table 146. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting

| | No | Yes, In Part | Yes, Completely | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|-----------|--------------|-----------------|------------|---------------------------------|------------|
| Family Care, FE | 1% | 11% | 76% | 13% | 0% | 127 |
| Family Care, PD | 2% | 6% | 80% | 11% | 1% | 178 |
| IRIS, FE | 1% | 4% | 86% | 9% | 0% | 148 |
| IRIS, PD | 1% | 5% | 90% | 5% | 1% | 198 |
| Partnership, FE | 0% | 6% | 85% | 9% | 0% | 106 |
| Partnership, PD | 1% | 8% | 83% | 7% | 1% | 130 |
| PACE | 0% | 6% | 81% | 13% | 0% | 16 |
| FFS NH | 3% | 12% | 71% | 12% | 3% | 69 |
| Sample Average | 1% | 7% | 83% | 9% | 1% | 972 |

Table 147. Percentage 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 |
|------------------------|-----------|-------------------|---------------------|------------|---------------------------------|-------------|
| Family Care, FE | 1% | 17% | 72% | 9% | 1% | 160 |
| Family Care, PD | 5% | 16% | 69% | 11% | 0% | 208 |
| IRIS, FE | 1% | 13% | 78% | 7% | 2% | 166 |
| IRIS, PD | 1% | 12% | 83% | 4% | 0% | 212 |
| Partnership, FE | 2% | 11% | 79% | 9% | 0% | 117 |
| Partnership, PD | 2% | 19% | 75% | 4% | 1% | 138 |
| PACE | 0% | 13% | 75% | 13% | 0% | 24 |
| FFS NH | 5% | 15% | 65% | 13% | 1% | 84 |
| Sample Average | 2% | 15% | 75% | 8% | 1% | 1109 |