



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 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 NASUAD, 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
DHS – Department of Health Services
FE – Frail Elderly
FFS – Fee-For-Service
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
NH – Nursing Home
OAA – Older Americans Act
PACE – Program of All-Inclusive Care for the Elderly
PCA – Personal Care Assistant
PCP – Person-Centered Planning
PD – Physically Disabled
USPS – United States Postal Service

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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 marks its fifth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

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

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: “Proportion of people who receive the services that they need.”

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

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

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred community activities
Choice and Decision-Making	Proportion of people who are involved in making decisions about their everyday lives
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to
Satisfaction	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with their paid support staff
	Proportion of people who are satisfied with what they do during the day
Service Coordination	Proportion of people finding out about services from service agencies
	Proportion of people who have access to information about services in their preferred language ⁴
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who know whom to contact with a complaint or question about their services
	Proportion of people who use a relative as their support person
	Proportion of people whose support staff come when they are supposed to
	Proportion of people who have a backup plan if their paid support staff don’t show up
	Proportion of people who have an emergency plan in place

⁴ Indicator previously reported in the “Access” domain.

Domain	NCI-AD Indicator
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
	Proportion of people who want help planning for their future service needs
Care Coordination	Proportion of people who had someone work with them to reduce risk of falls ⁵
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
Access to Community⁶	Proportion of people who have adequate transportation ⁷
Access to Needed Equipment⁸	Proportion of people who get needed home modifications, equipment, and assistive devices ⁹
Safety	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
Health Care	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
Wellness	Proportion of people who have access to healthy foods ¹⁰

⁵ Indicator previously reported in the “Safety” domain.

⁶ New domain in 2018-2019.

⁷ Indicator previously reported in the “Access” domain.

⁸ New domain in 2018-2019.

⁹ Indicator previously reported in the “Access” domain.

¹⁰ Indicator previously reported in the “Everyday Living” domain.

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

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

Survey Organization

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

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

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

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

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

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

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

NCI-AD in Wisconsin

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Wisconsin in 2018-2019 and included for analysis was two thousand one hundred fifty-two (Total N=2,152). 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 thirteen people (N=313) from the FE sub-population and three hundred nine people (N=309) 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 ninety-eight people (N=298) from the FE sub-population and three hundred thirteen people (N=313) 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). Two hundred fifty-nine people (N=259) from the FE sub-population and two hundred fifty-four people (N=254) 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. One hundred four people (N=104) 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.

Three hundred two people (N=302) 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)	313	17,018	5.0% MoE, 95% CL	5.5% MoE, 95% CL
Family Care, Physically Disabled (PD)	309	7,841	5.0% MoE, 95% CL	5.5% 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
IRIS, Frail Elderly (FE)	298	3,150	5.0% MoE, 95% CL	5.4% MoE, 95% CL
IRIS, Physically Disabled (PD)	313	5,978	4.9% MoE, 95% CL	5.4% MoE, 95% CL
Partnership, Frail Elderly (FE)	259	1,168	4.9% MoE, 95% CL	5.4% MoE, 95% CL
Partnership, Physically Disabled (PD)	254	890	4.8% MoE, 95% CL	5.2% MoE, 95% CL
PACE	104	458	7.8% MoE, 95% CL	8.5% MoE, 95% CL
Long-Stay FFS Medicaid Nursing Homes (FFS NH)	302	8,924	5.1% MoE, 95% CL	5.5% MoE, 95% CL
Total	2,152	45,427	1.9% MoE, 95% CL	2.1% 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 NASUAD and performed quality assurance monitoring during the survey interview process.

Wisconsin chose to add 9 state-specific questions to the standard NCI-AD Survey. In addition, Wisconsin utilized NCI-AD's optional module on person-centered planning (PCP).

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

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

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program’s valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid

number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains 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, policy-makers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

Results

Community Participation

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

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

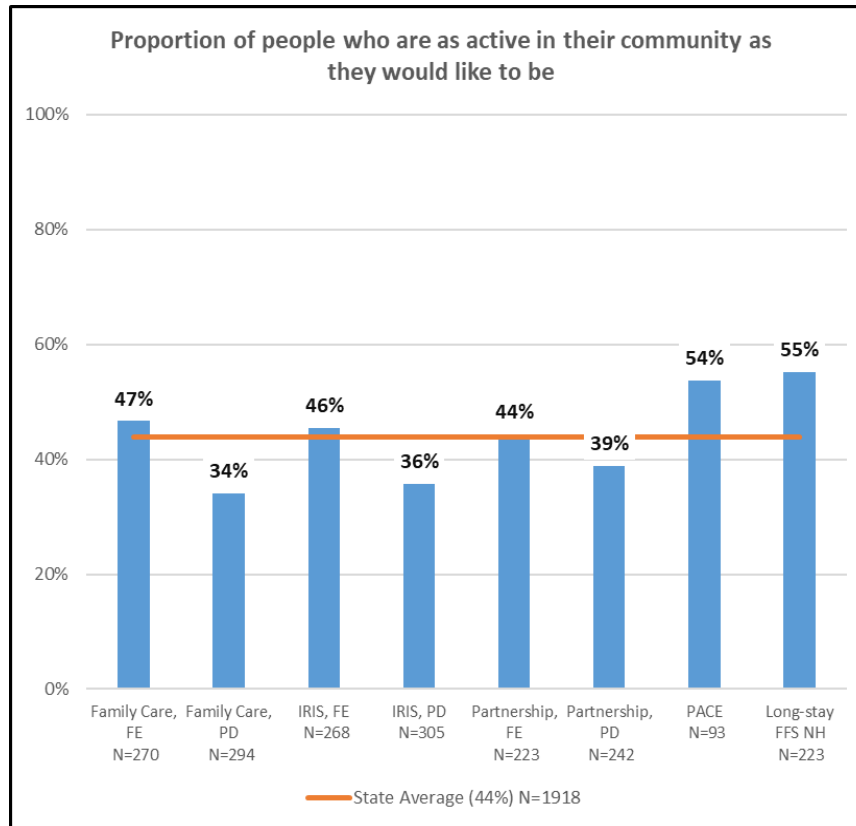
1. Proportion of people who are able to participate in preferred community activities.

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

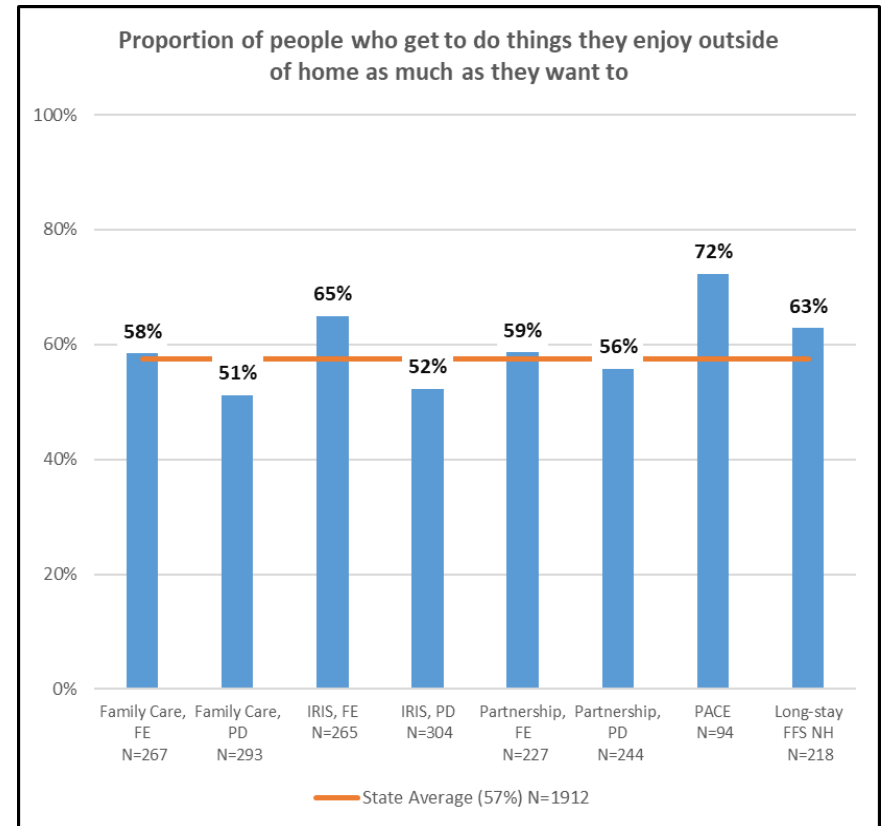
Un-collapsed data are shown in Appendix B.

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

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



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



Choice and Decision Making

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

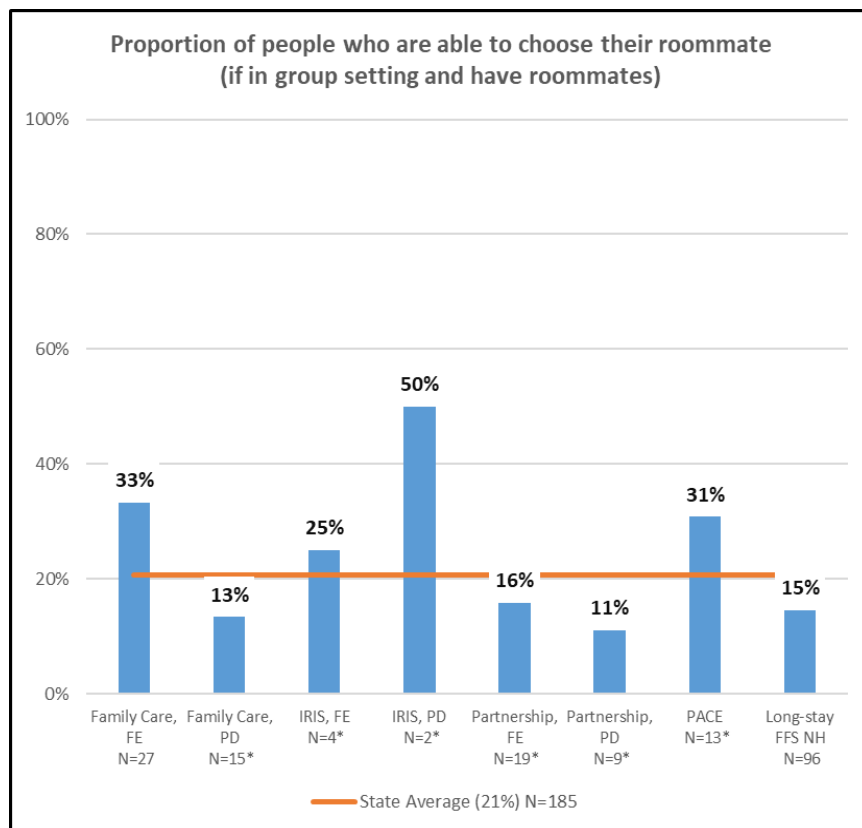
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

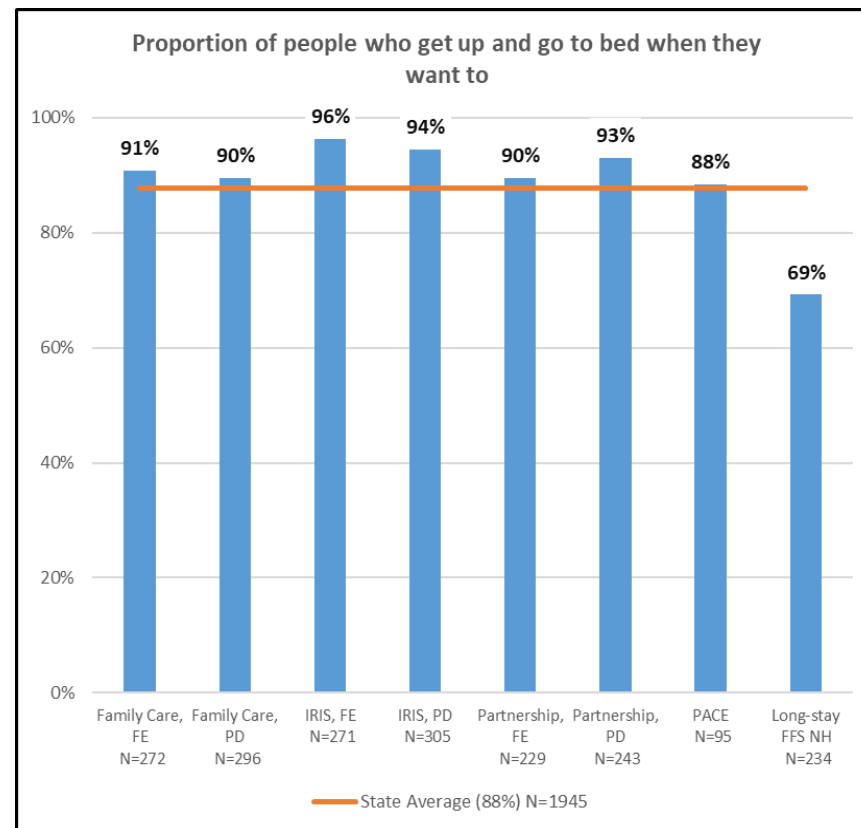
Un-collapsed data are shown in Appendix B.

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



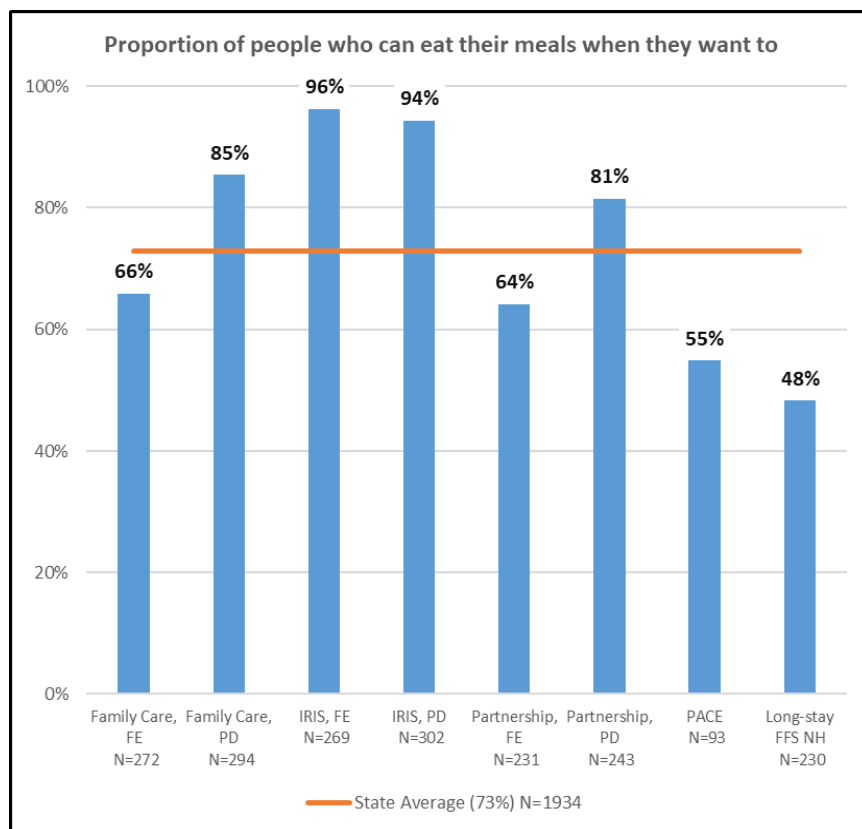
* Very small number of responses

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

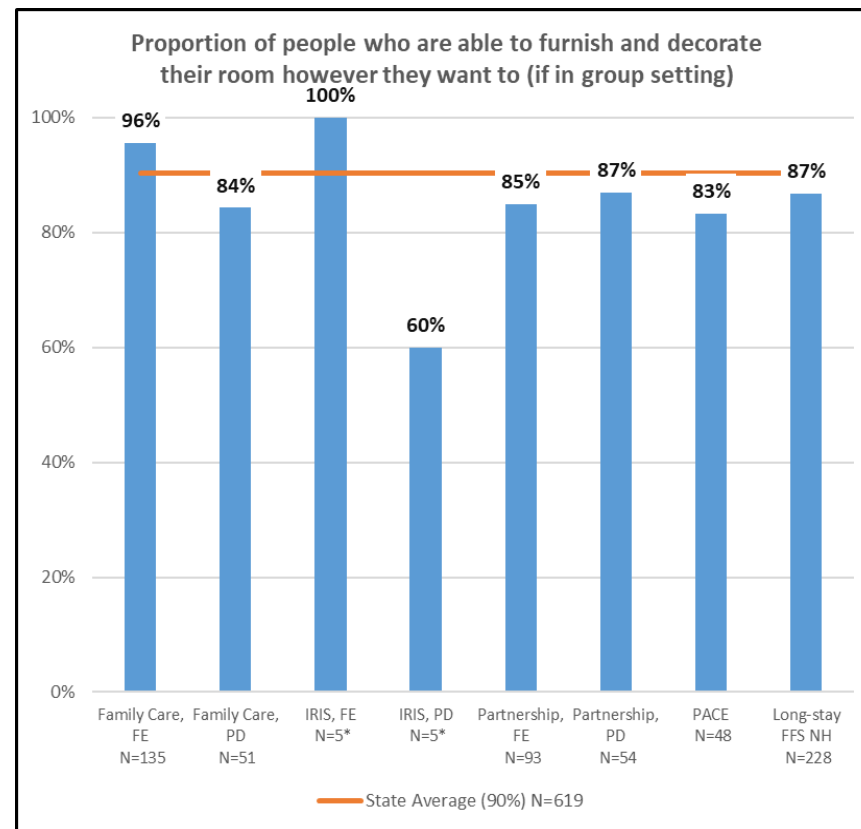


¹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



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



* Very small number of responses

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

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

Relationships

People have friends and relationships and do not feel lonely.

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

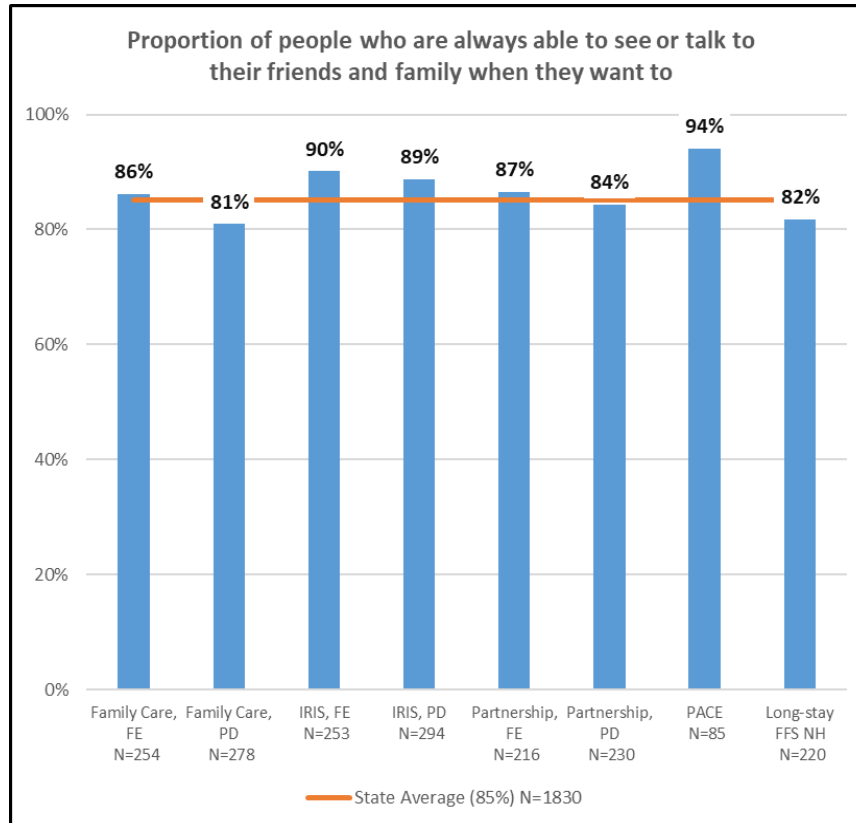
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

Un-collapsed data are shown in Appendix B.

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

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



Satisfaction

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

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

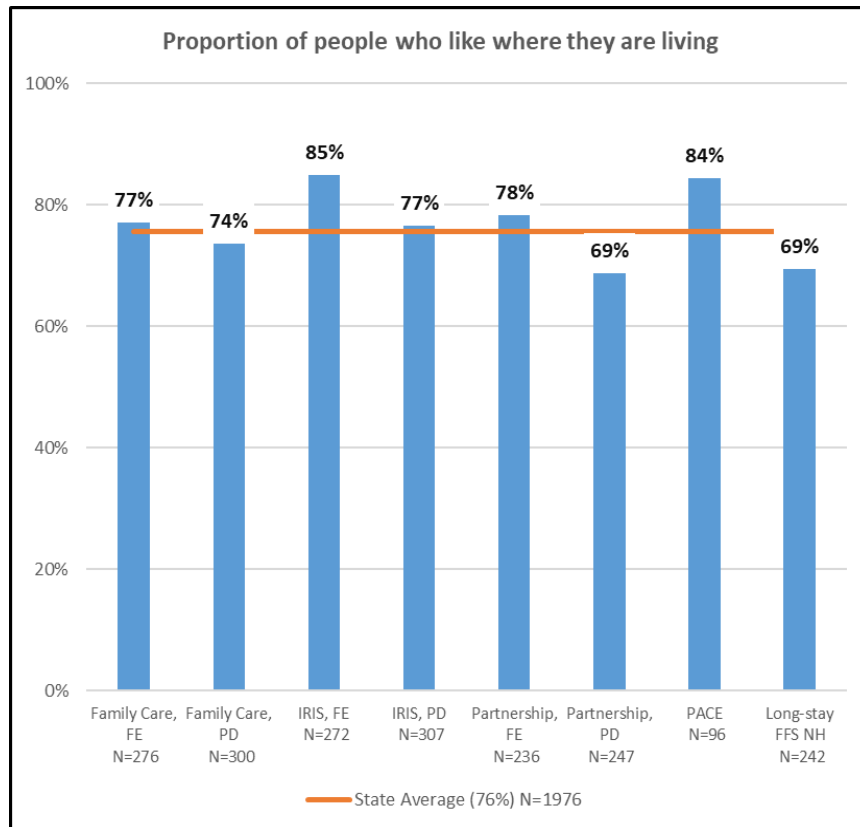
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

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

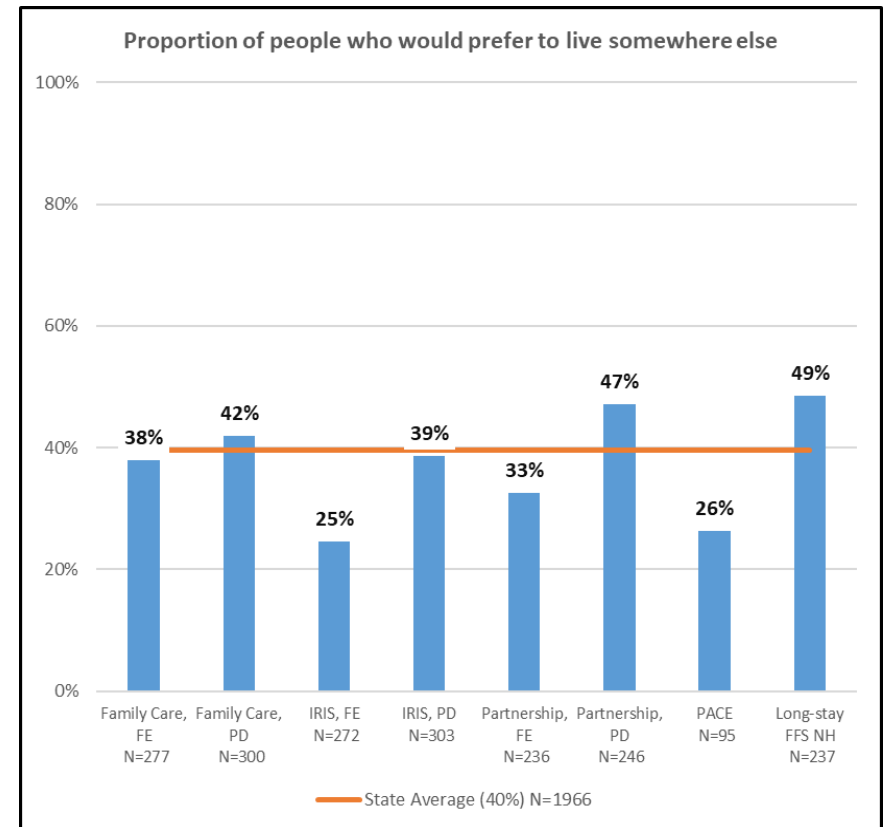
Un-collapsed data are shown in Appendix B.

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

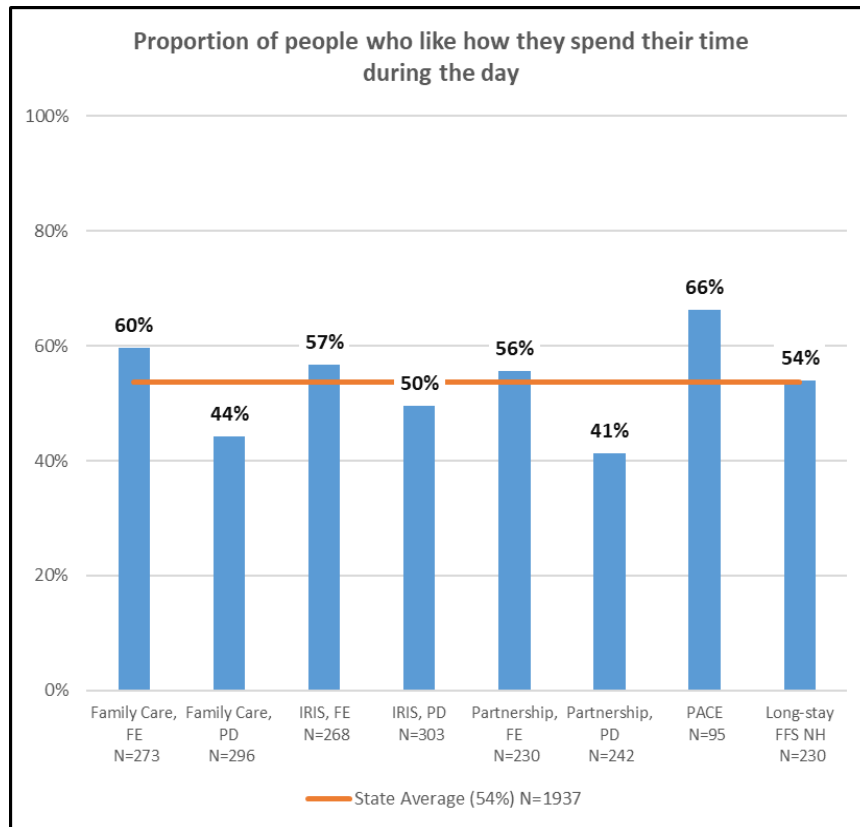
Graph 8. Proportion of people who like where they are living



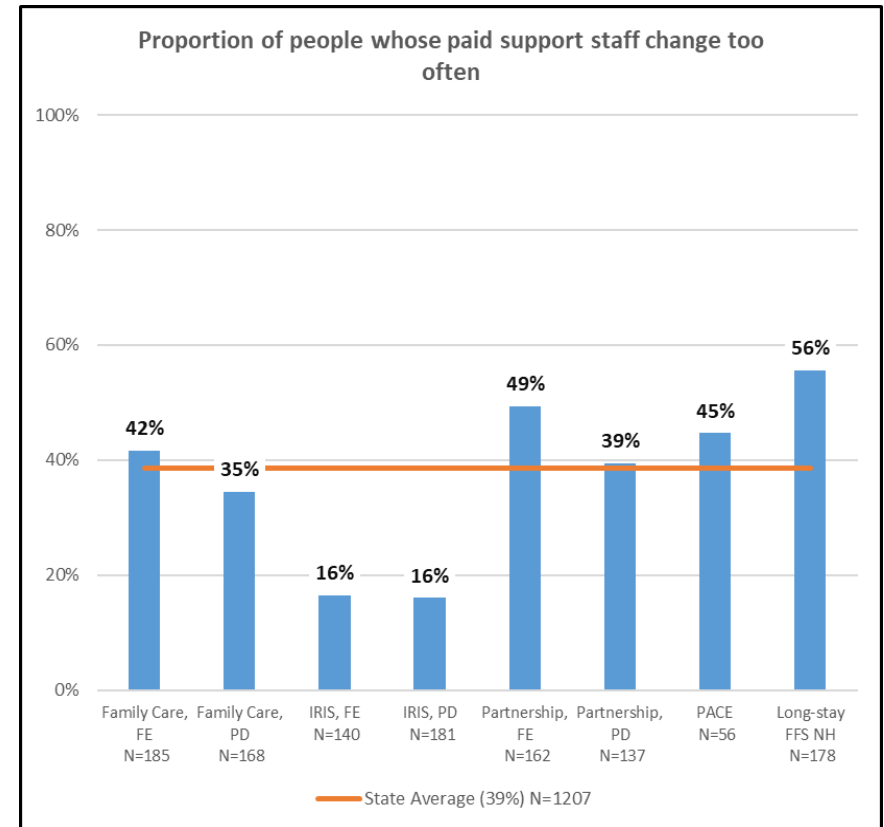
Graph 9. Proportion of people who would prefer to live somewhere else



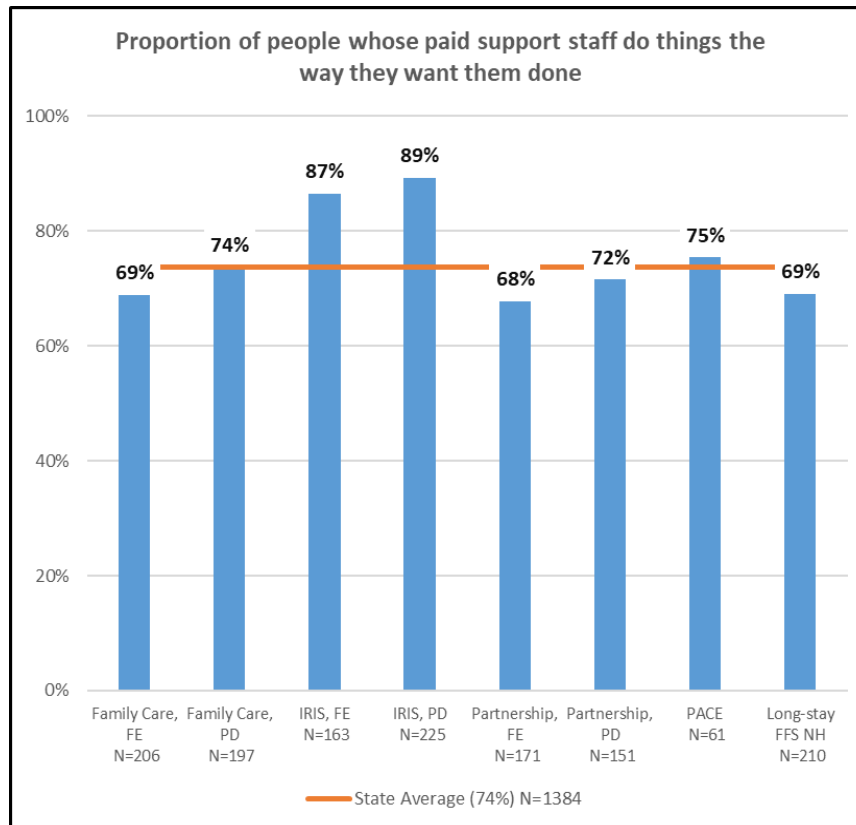
Graph 10. Proportion of people who like how they spend their time during the day



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



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



Service Coordination

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

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

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

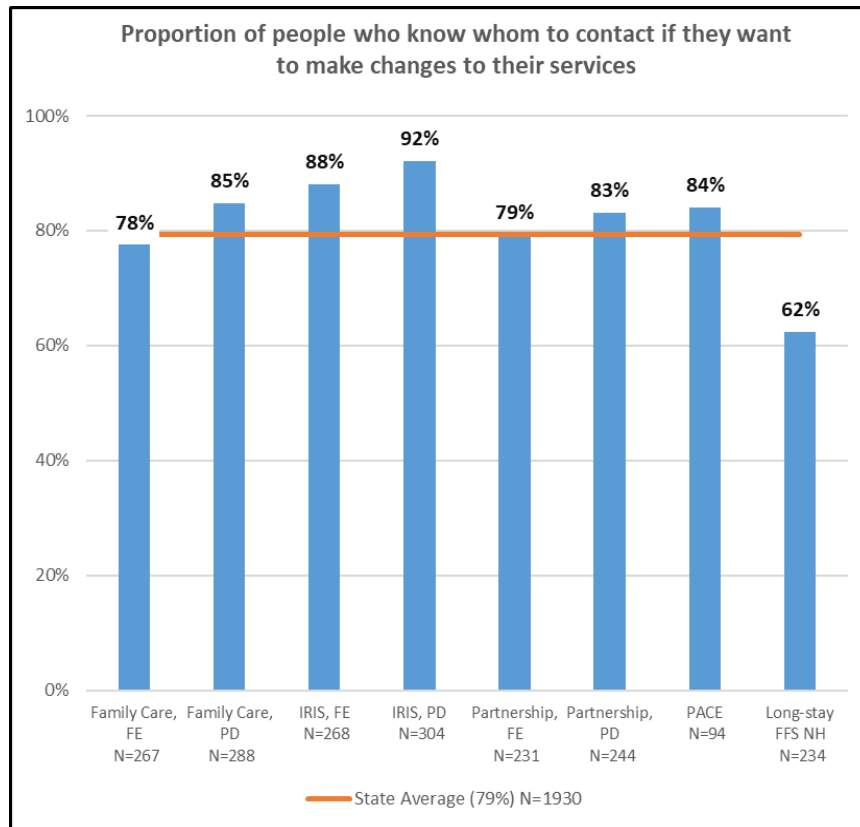
There are sixteen¹⁸ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

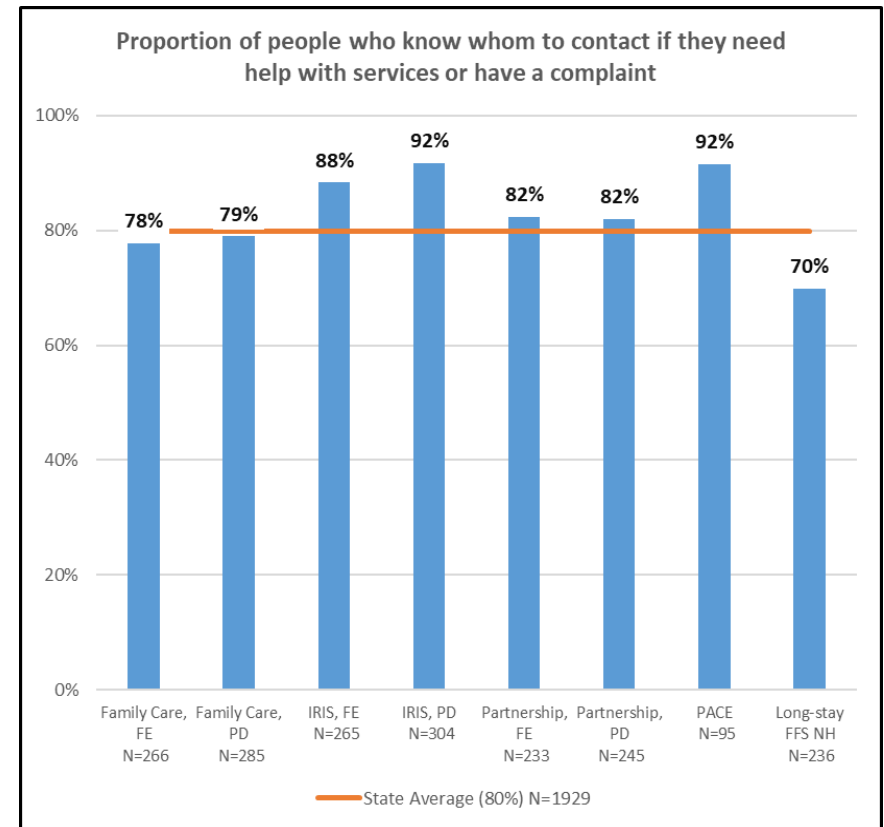
¹⁷ Indicator previously reported in the "Access" domain.

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

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

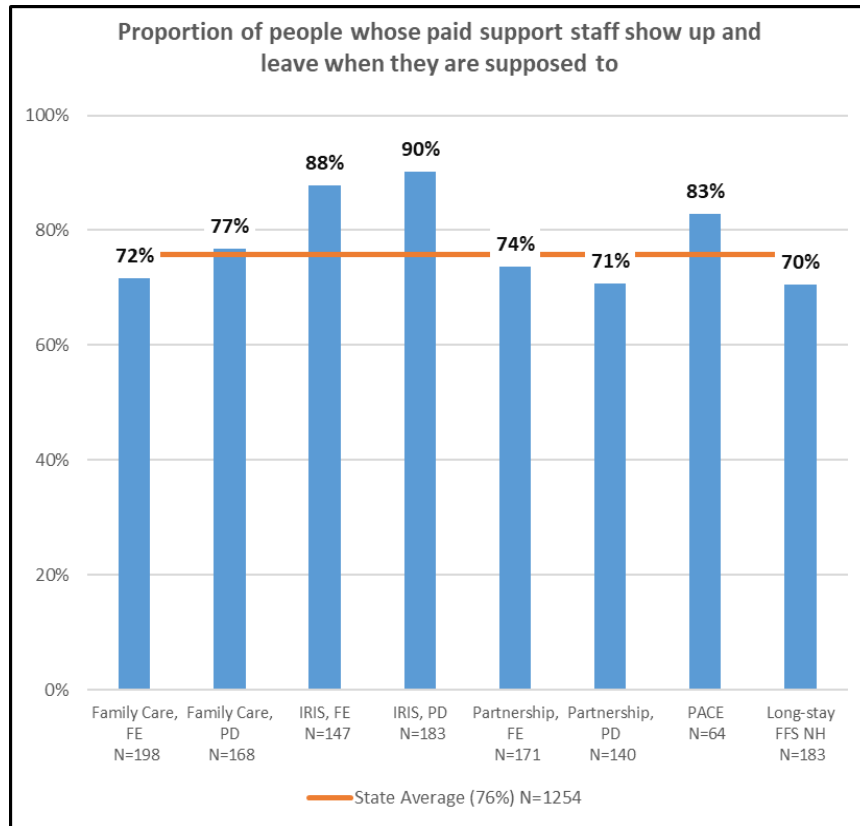


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁹

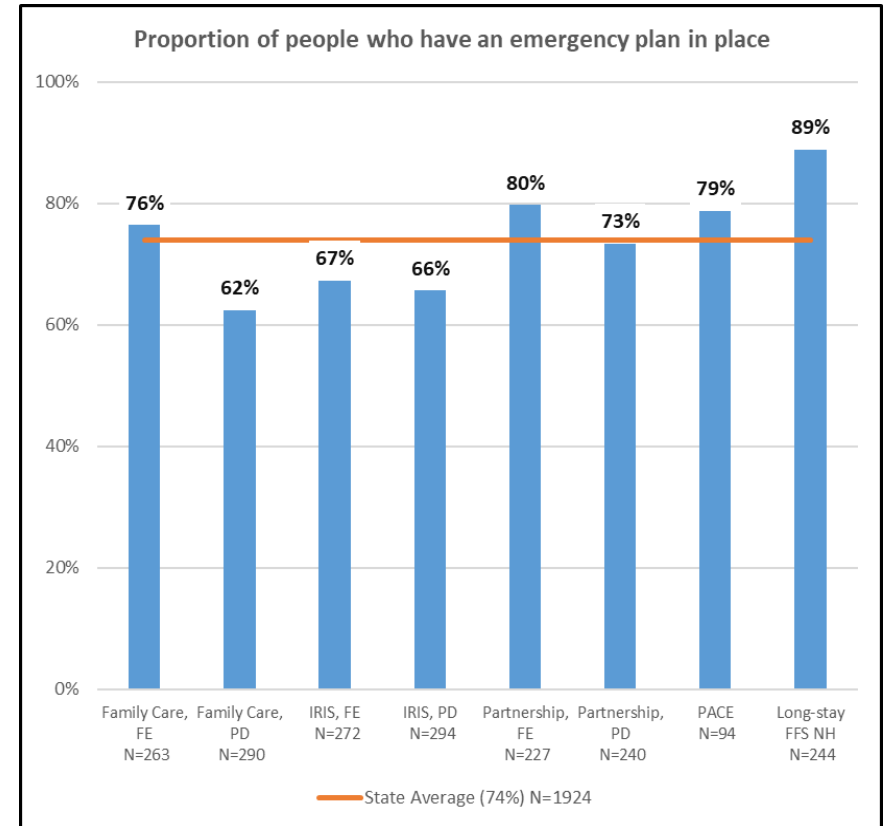


¹⁹ New item added in 2018-2019.

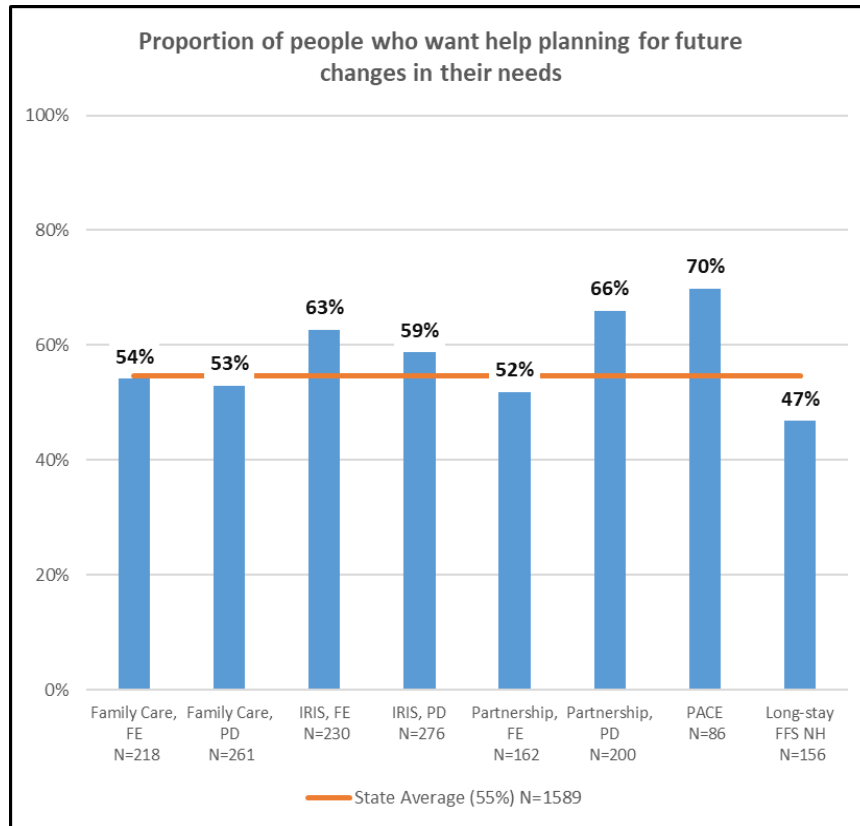
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



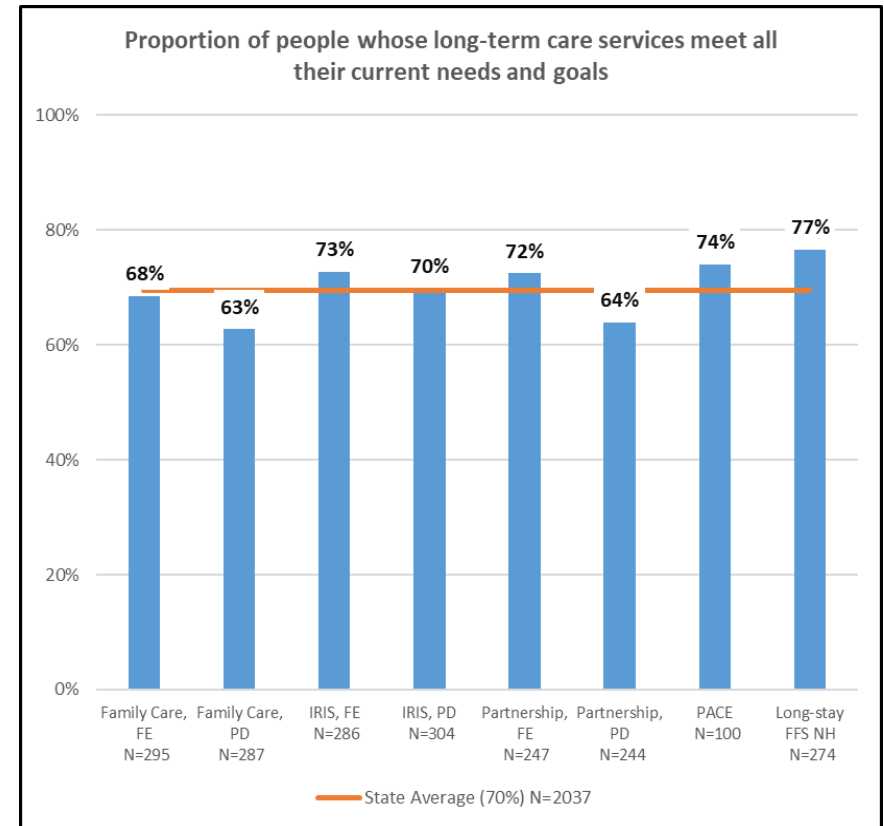
Graph 16. Proportion of people who have an emergency plan in place



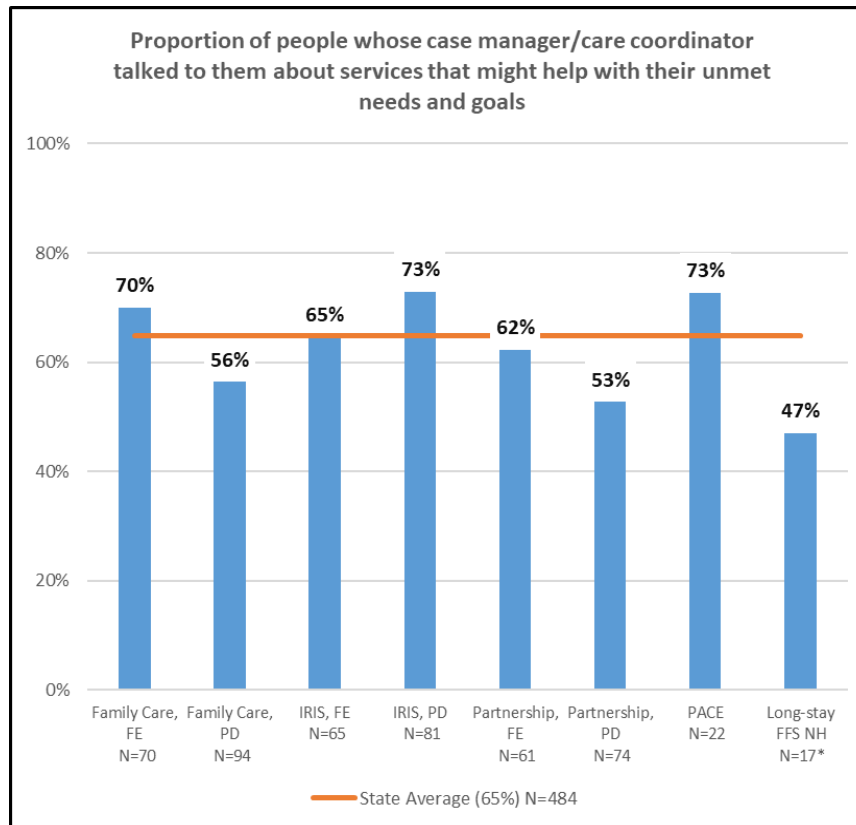
Graph 17. Proportion of people who want help planning for future changes in their needs



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

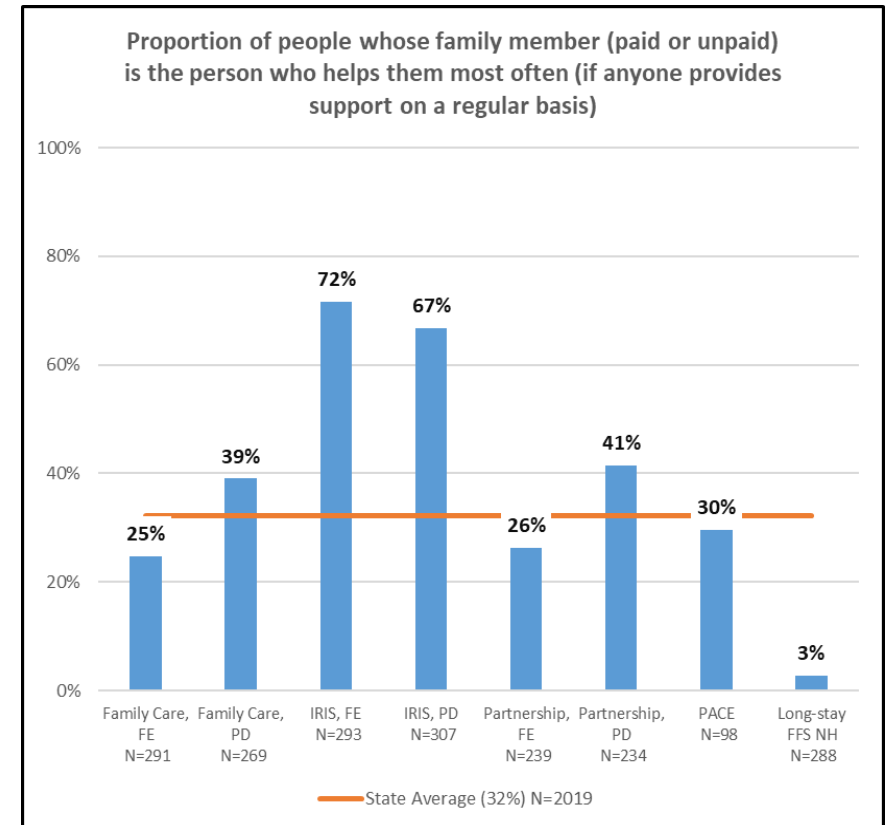


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

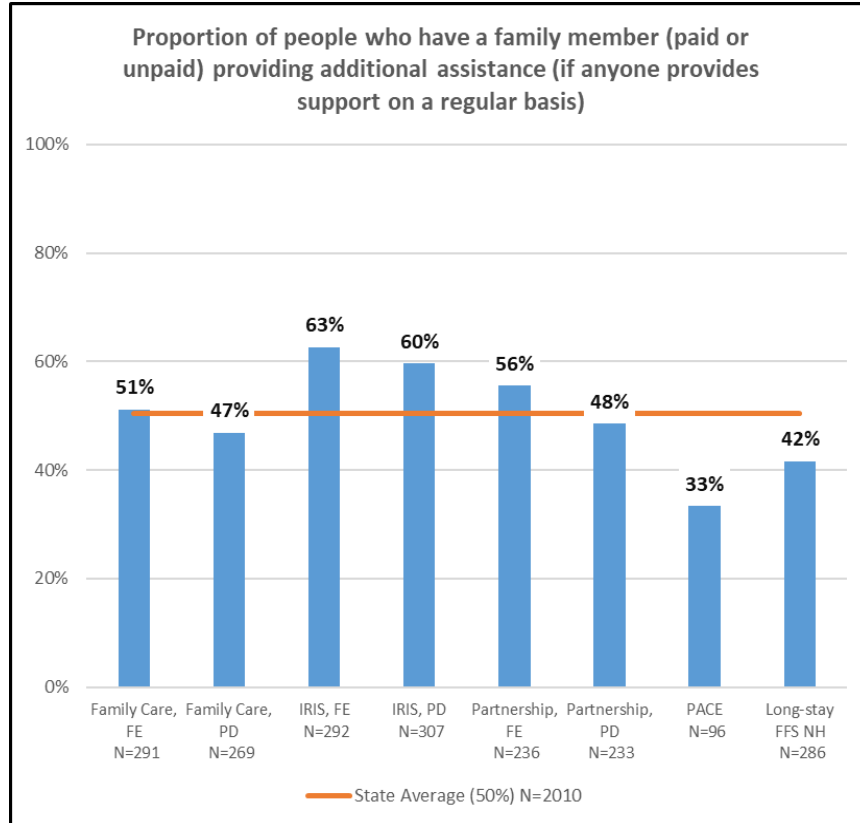


* Very small number of responses

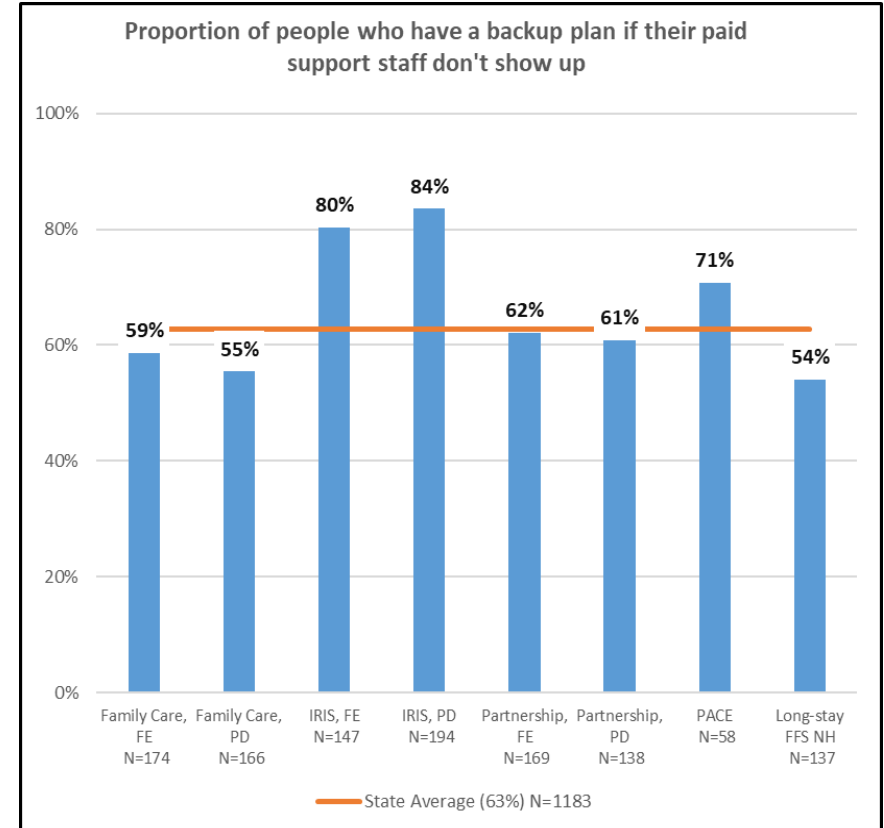
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



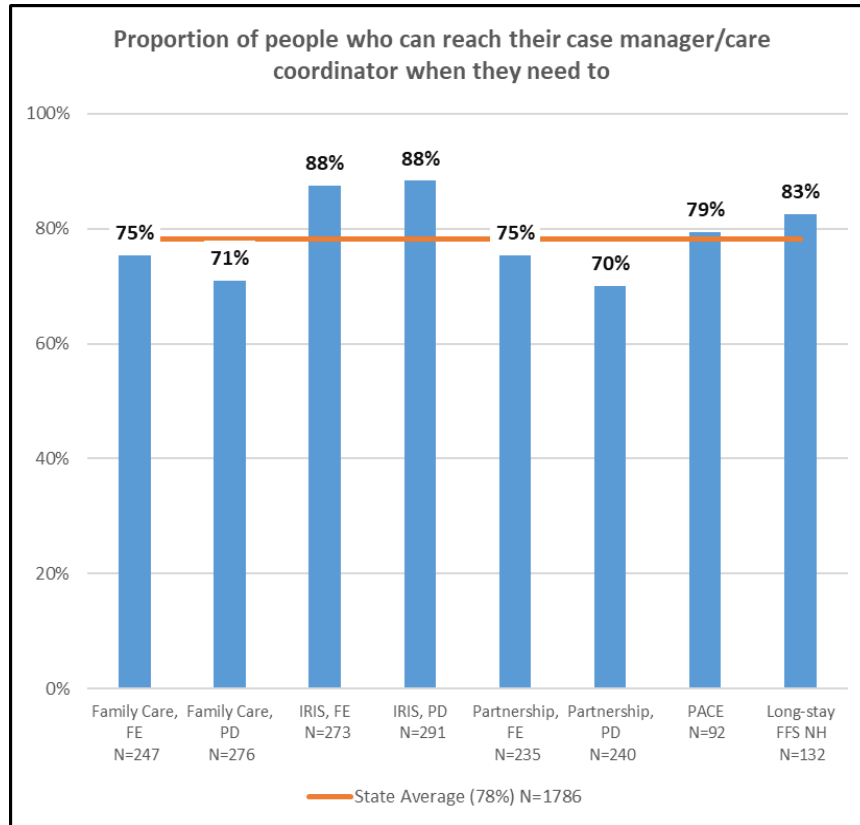
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



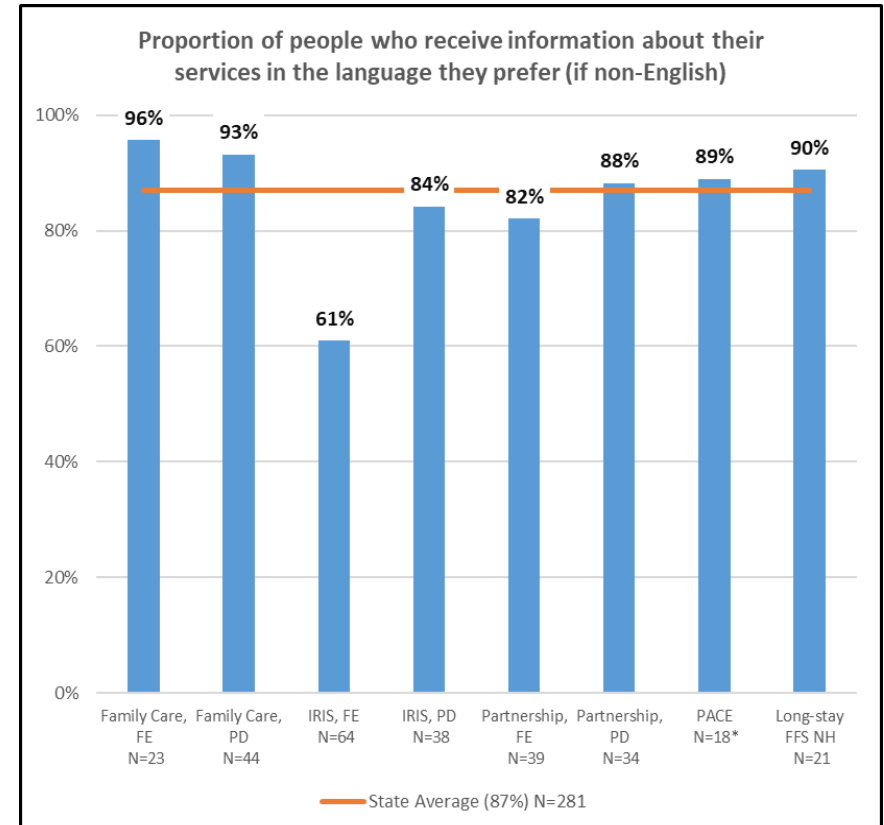
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



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



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



* Very small number of responses

²⁰ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

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

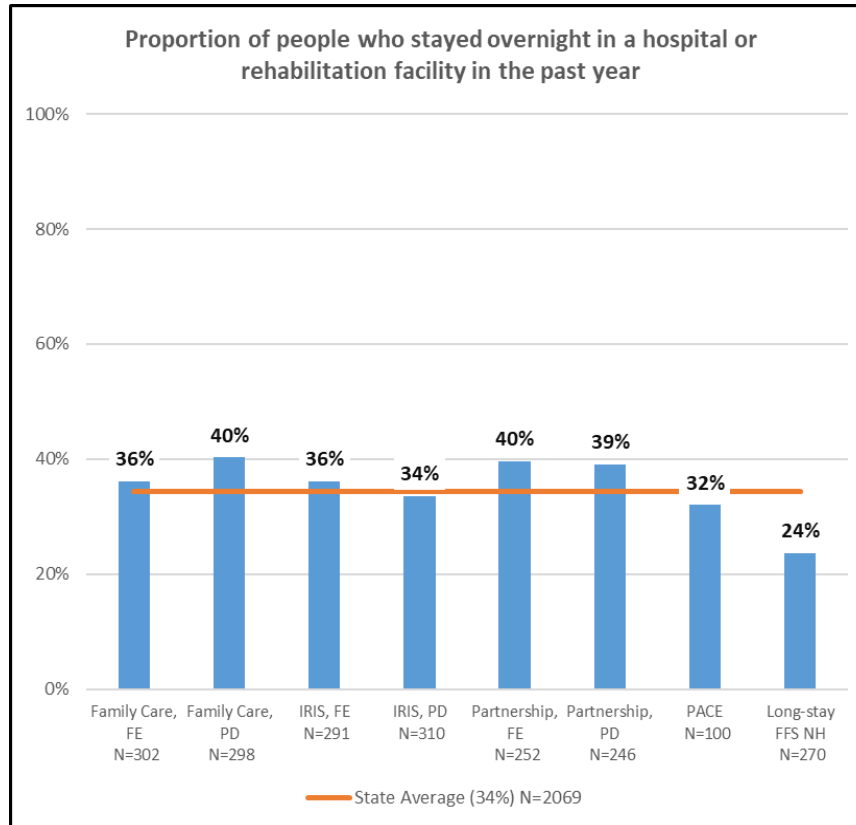
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.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

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

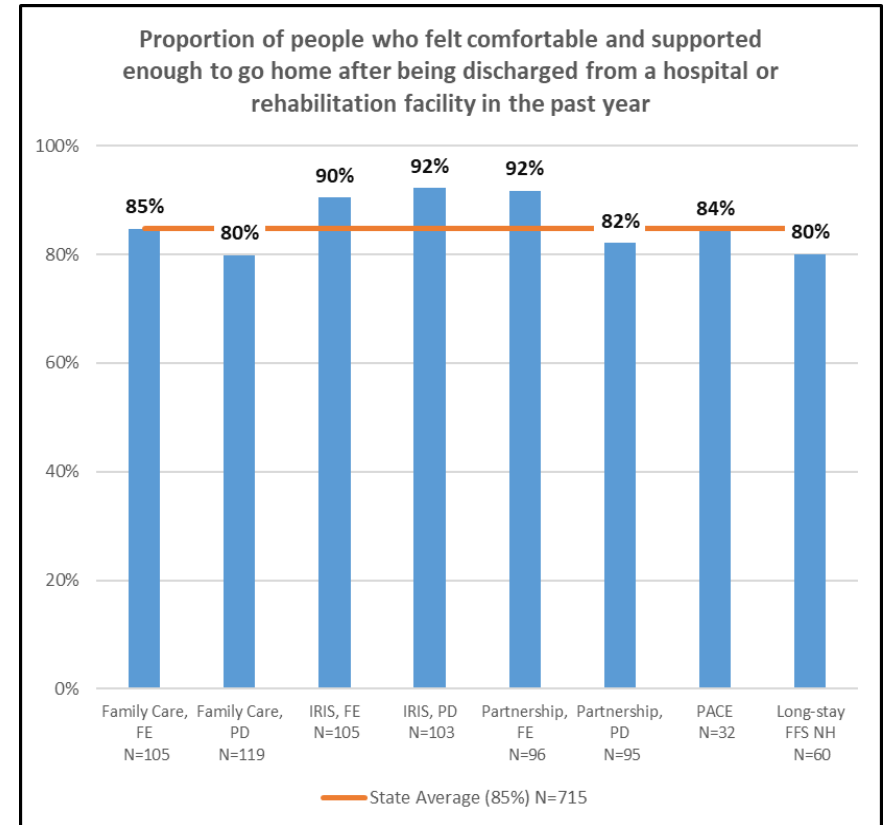
Un-collapsed data are shown in Appendix B.

²¹ Indicator previously reported in the “Safety” domain.

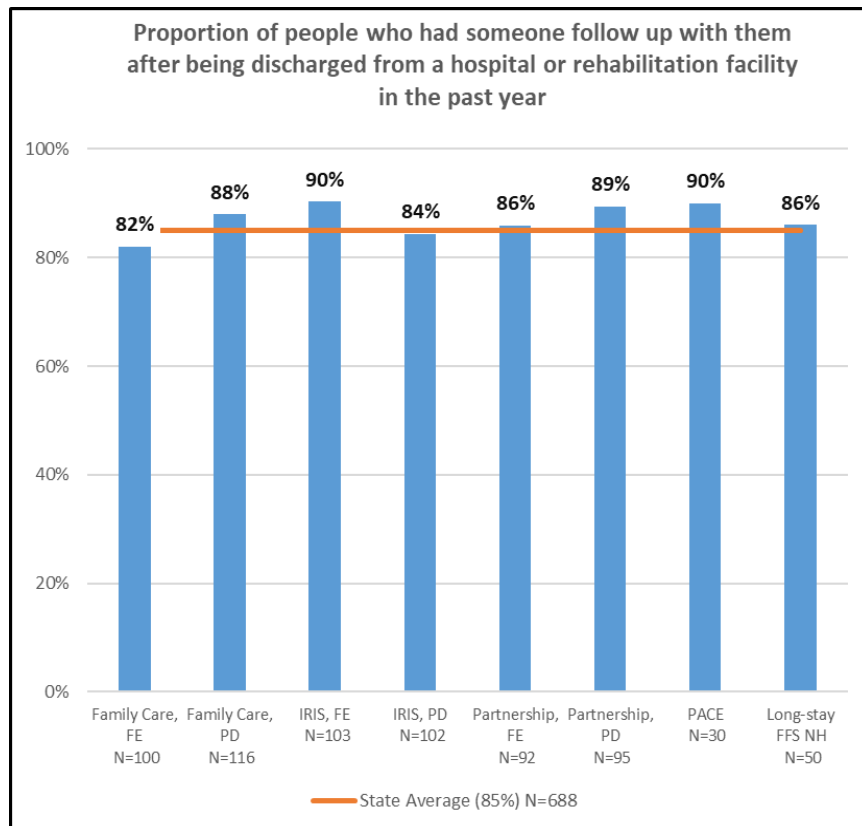
Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



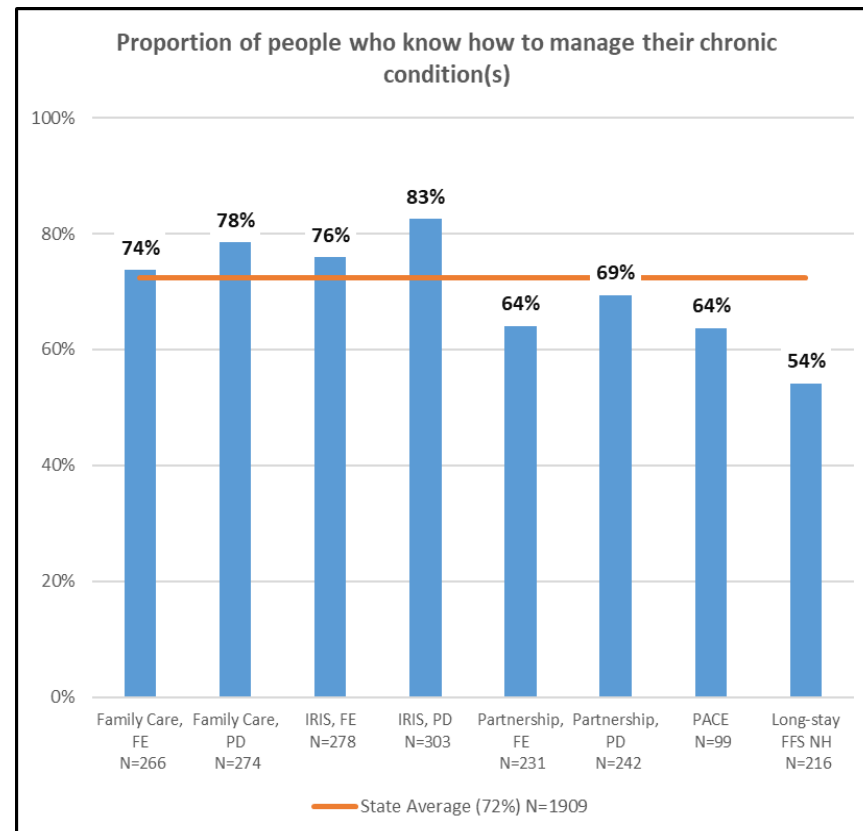
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



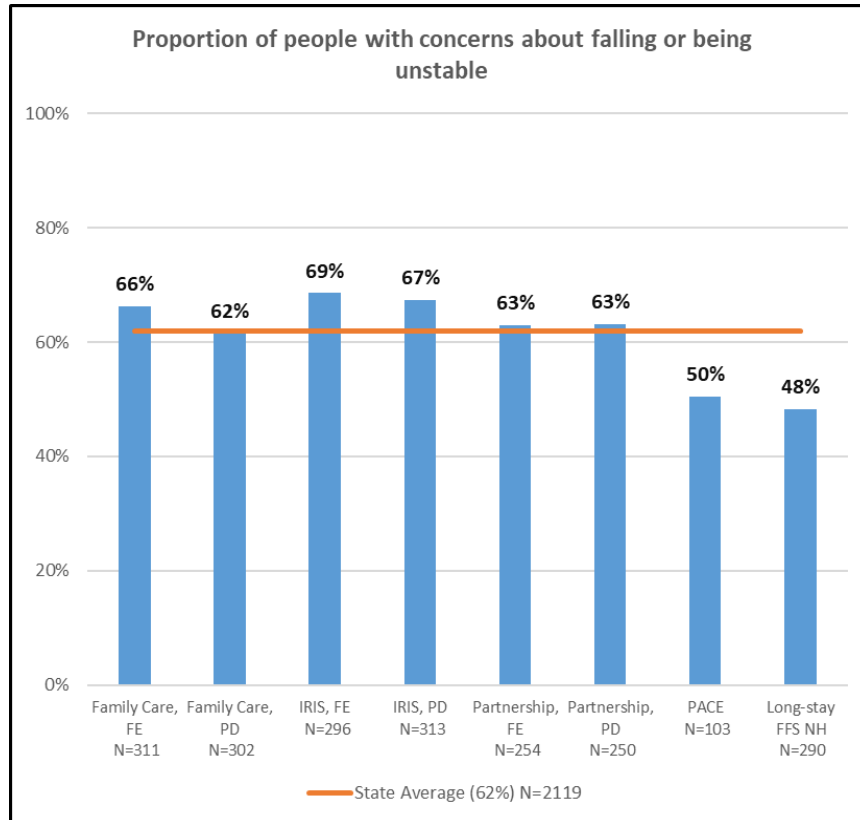
Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



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

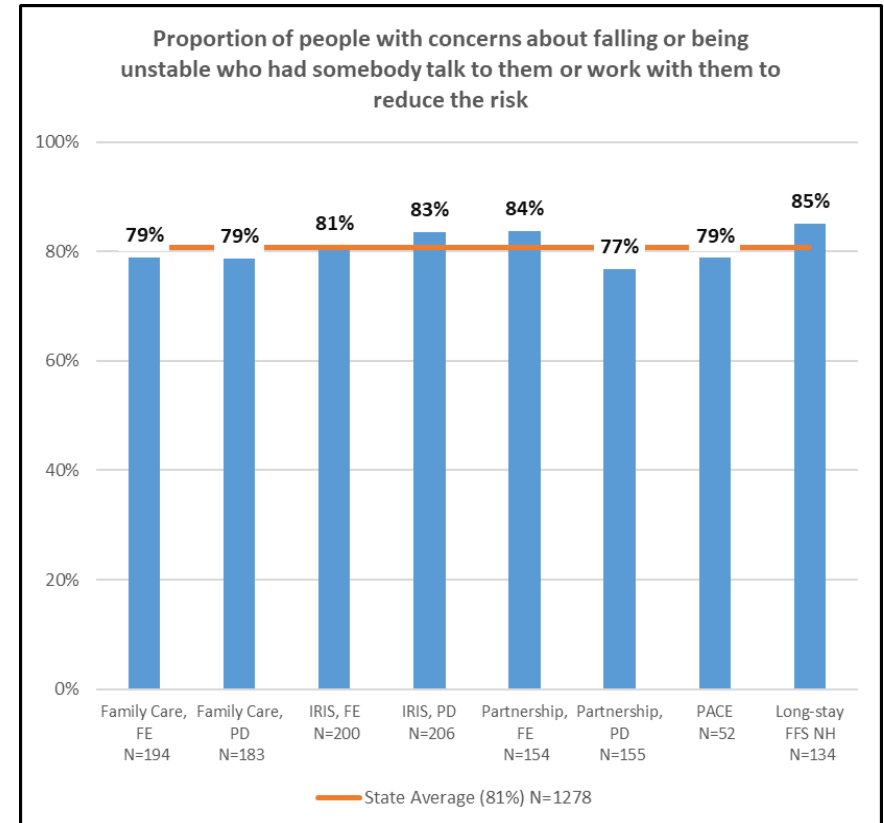


Graph 29. Proportion of people with concerns about falling or being unstable²²



²² Item previously reported in the “Safety” domain.

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



²³ Item previously reported in the “Safety” domain.

Access to Community²⁴

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁵.

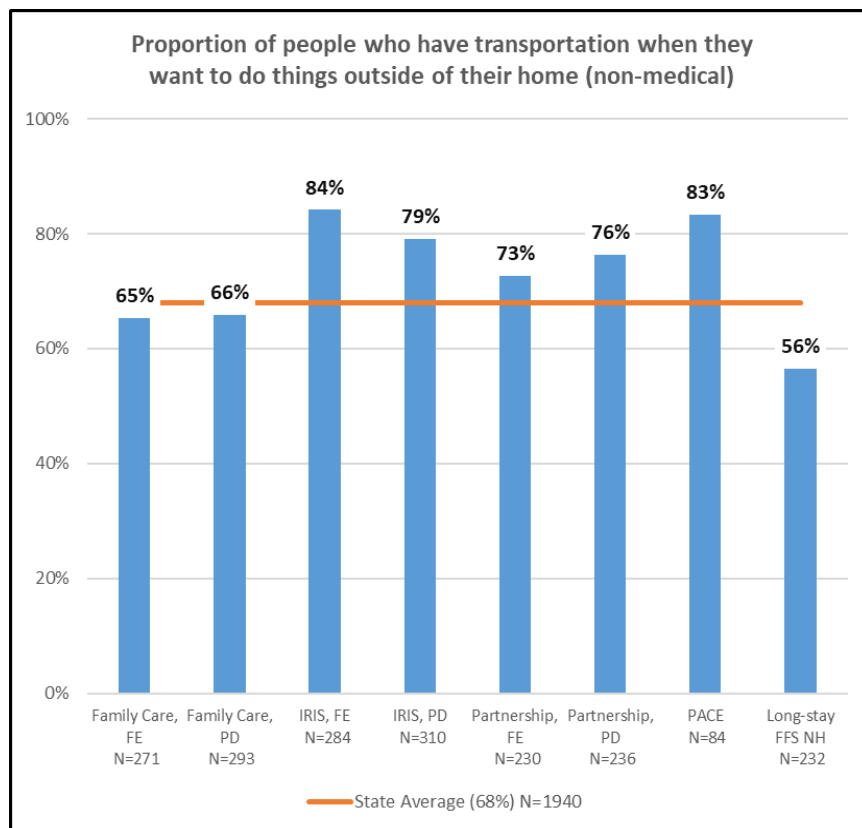
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²⁴ New domain in 2018-2019.

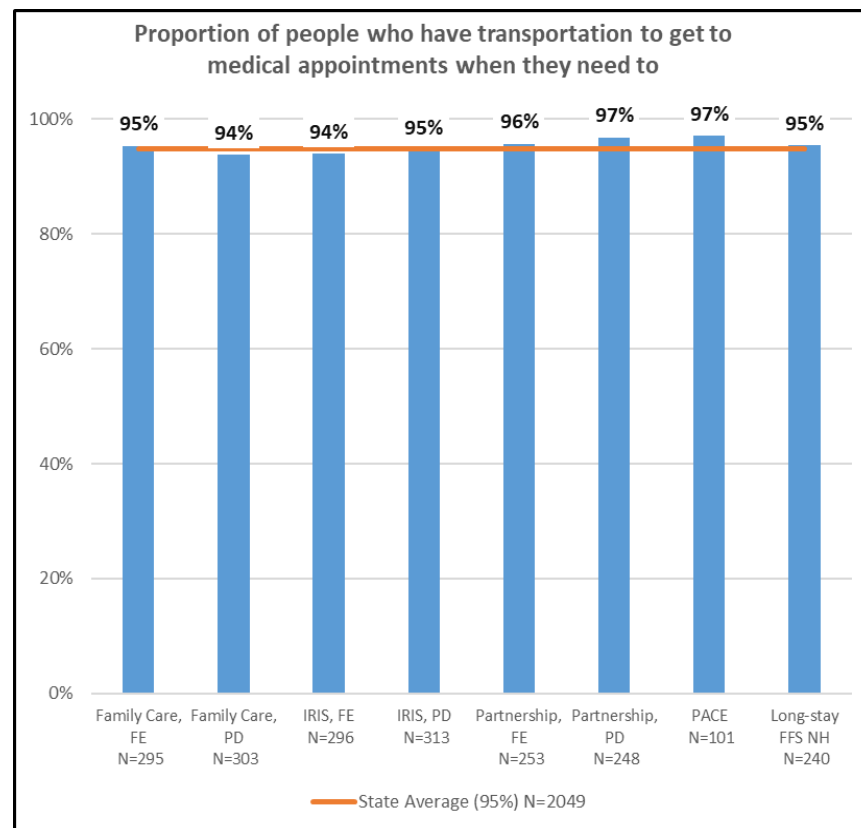
²⁵ Indicator previously reported in the "Access" domain.

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



²⁶ Item previously reported in the “Access” domain.

Graph 32. Proportion of people who have transportation to get to medical appointments when they need to²⁷



²⁷ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁸

People have access to needed home modifications and assistive equipment.

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

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

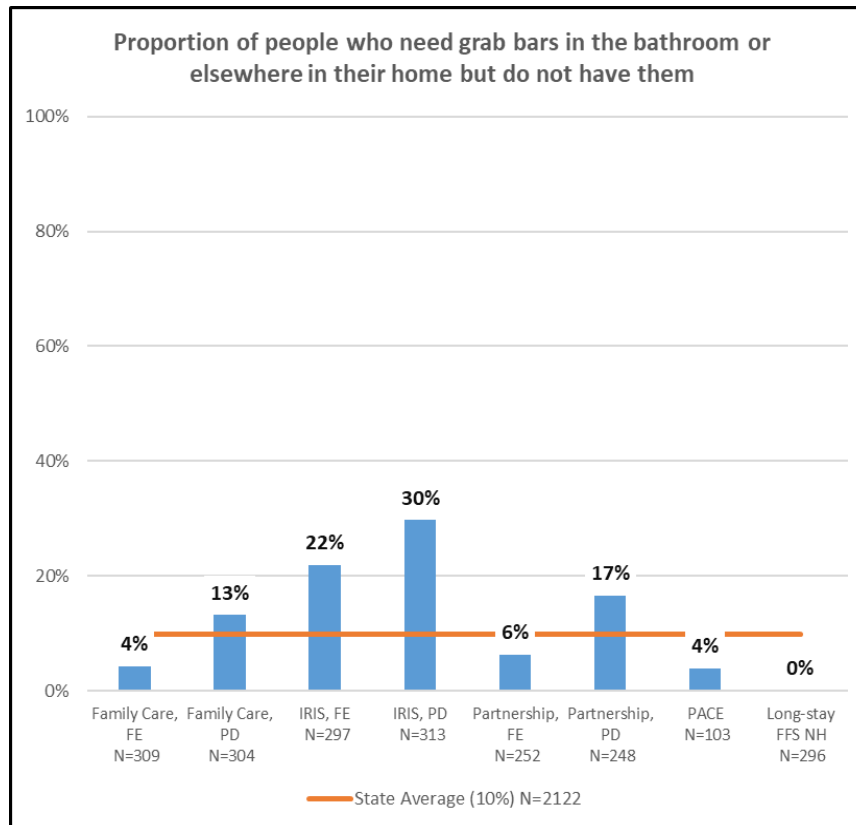
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

²⁸ New domain in 2018-2019.

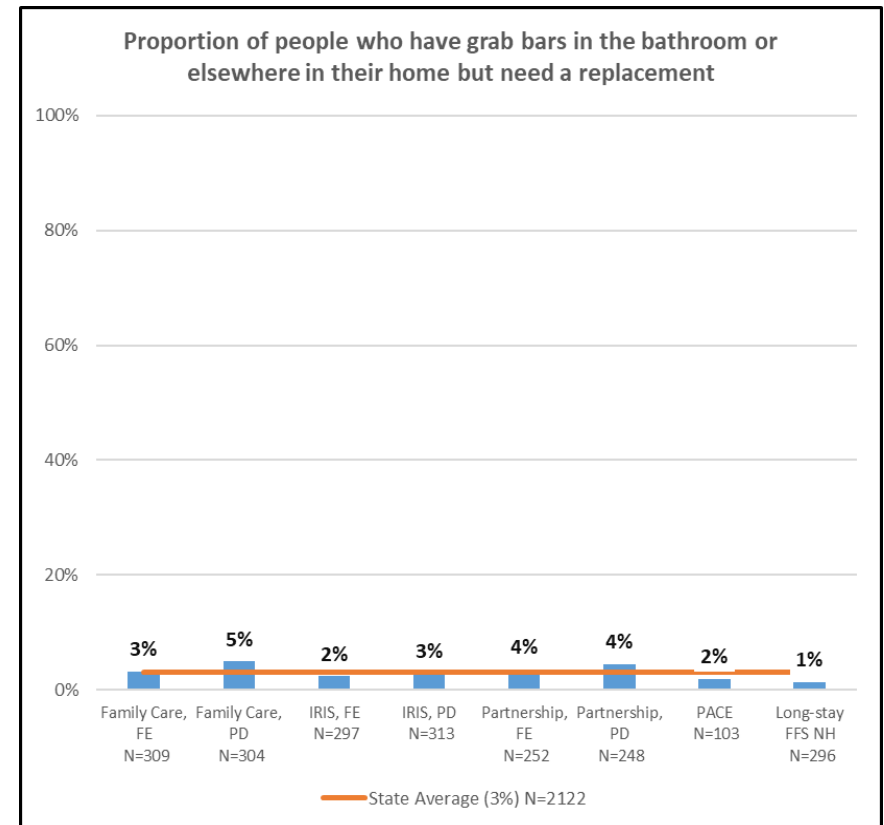
²⁹ Indicator previously reported in the “Access” domain.

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



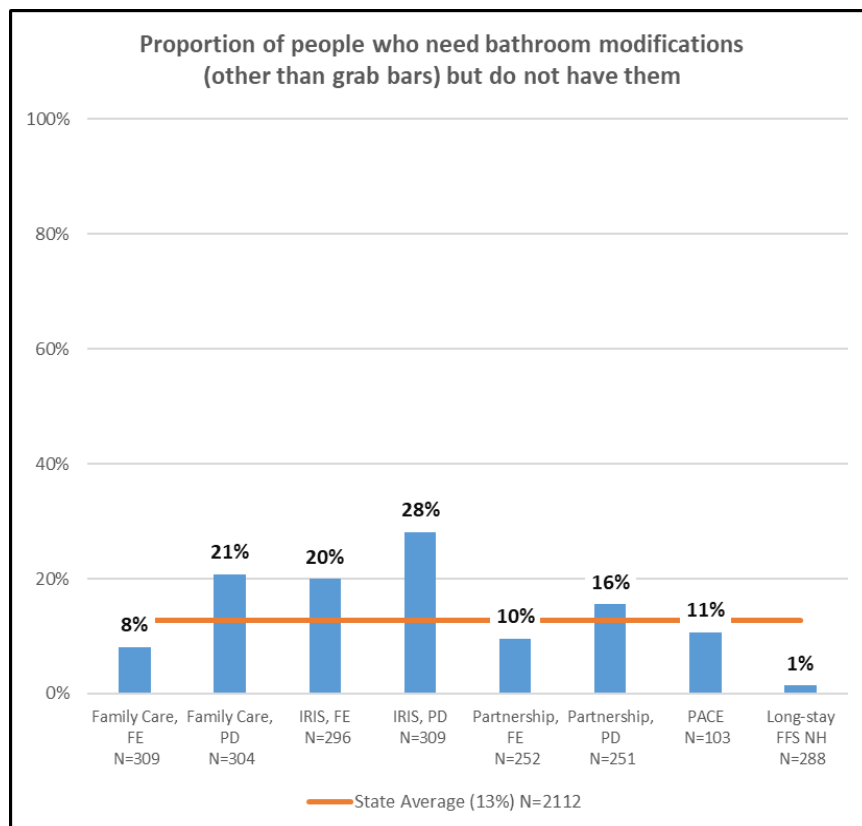
³⁰ Item previously reported in the “Access” domain.

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



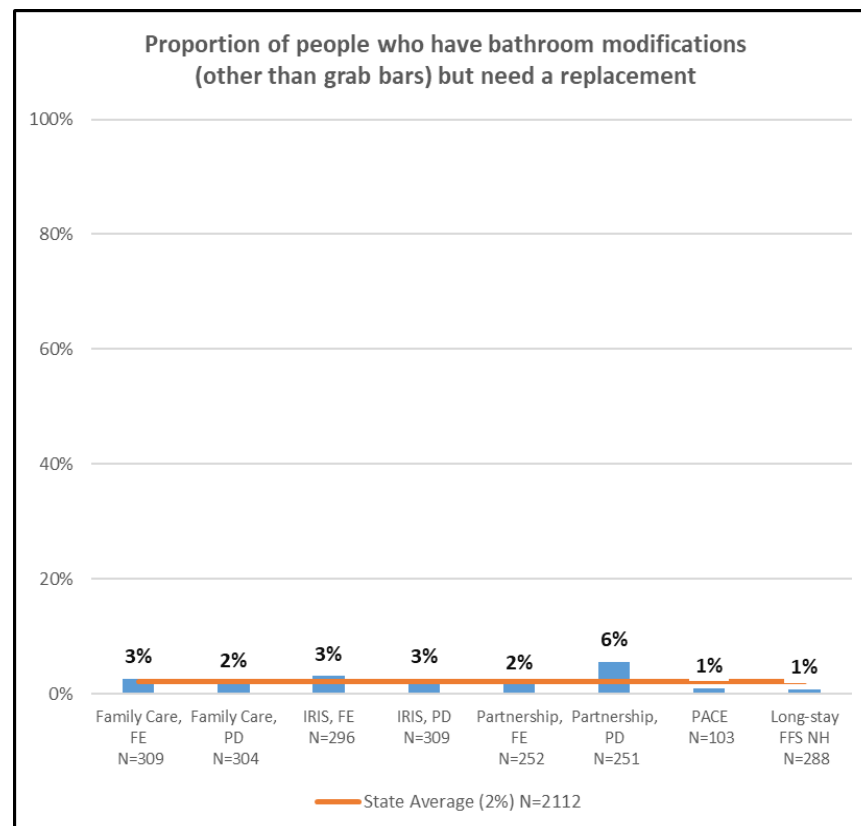
³¹ Item previously reported in the “Access” domain.

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



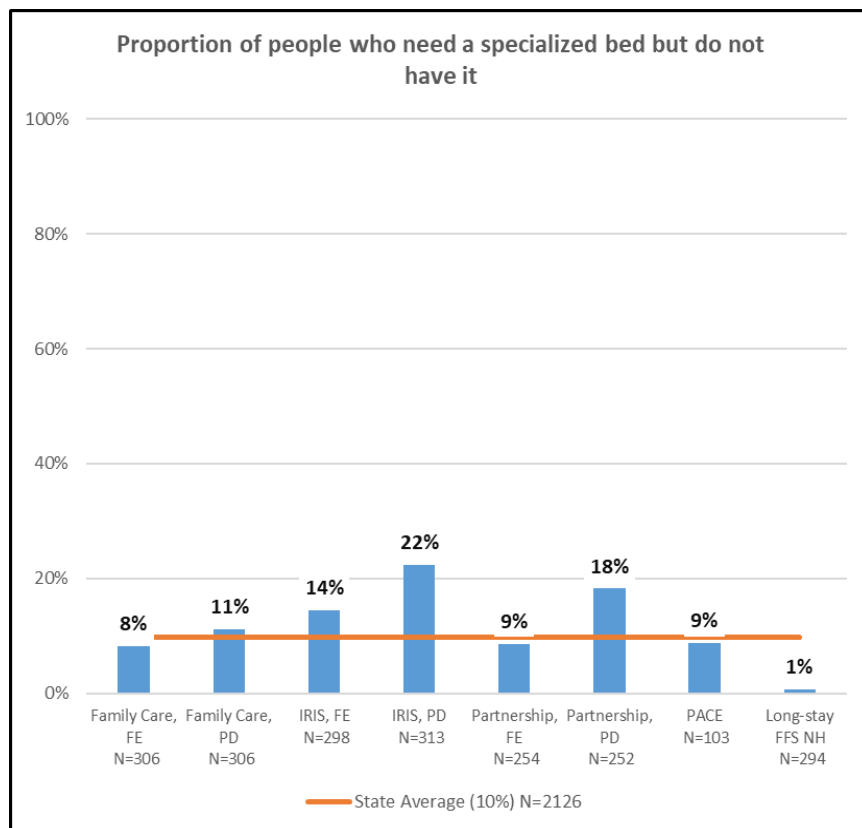
³² Item previously reported in the “Access” domain.

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



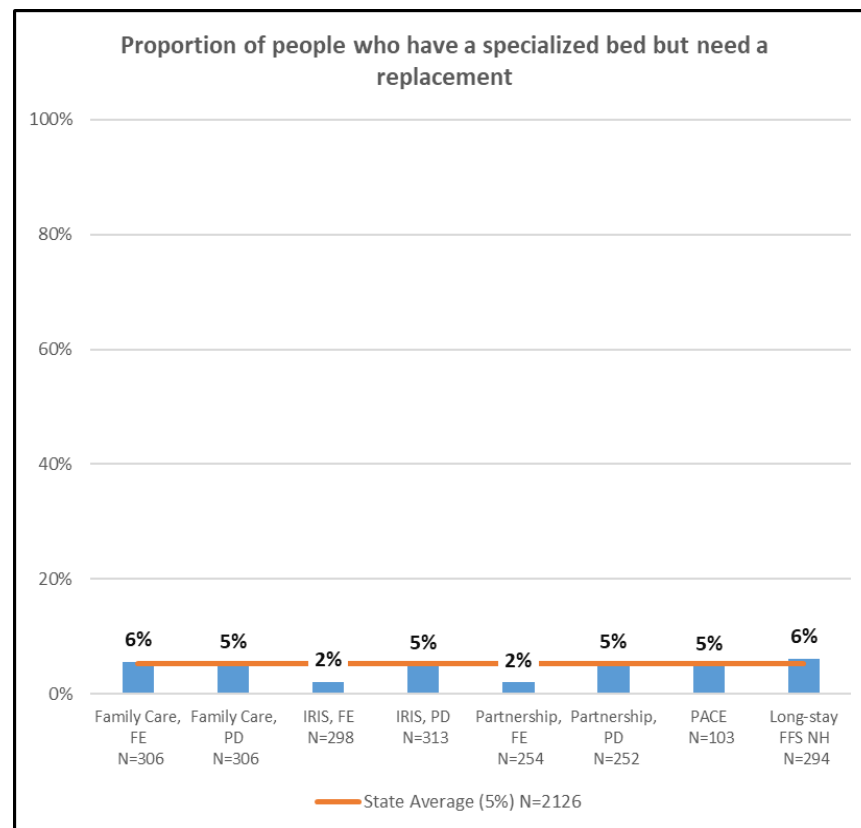
³³ Item previously reported in the “Access” domain.

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



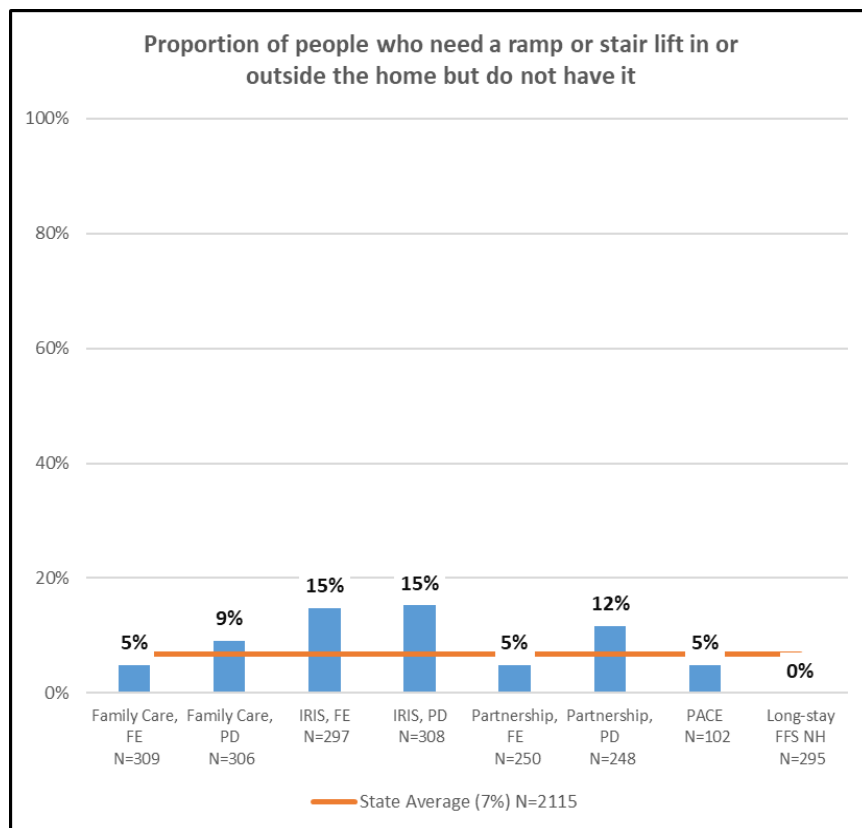
³⁴ Item previously reported in the “Access” domain.

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



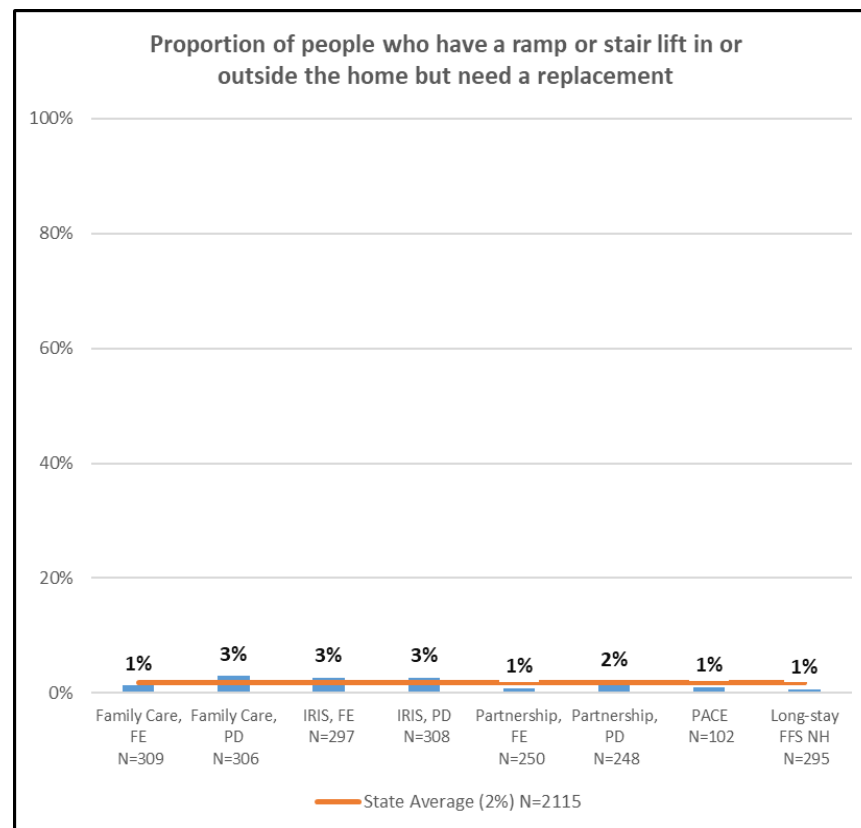
³⁵ Item previously reported in the “Access” domain.

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



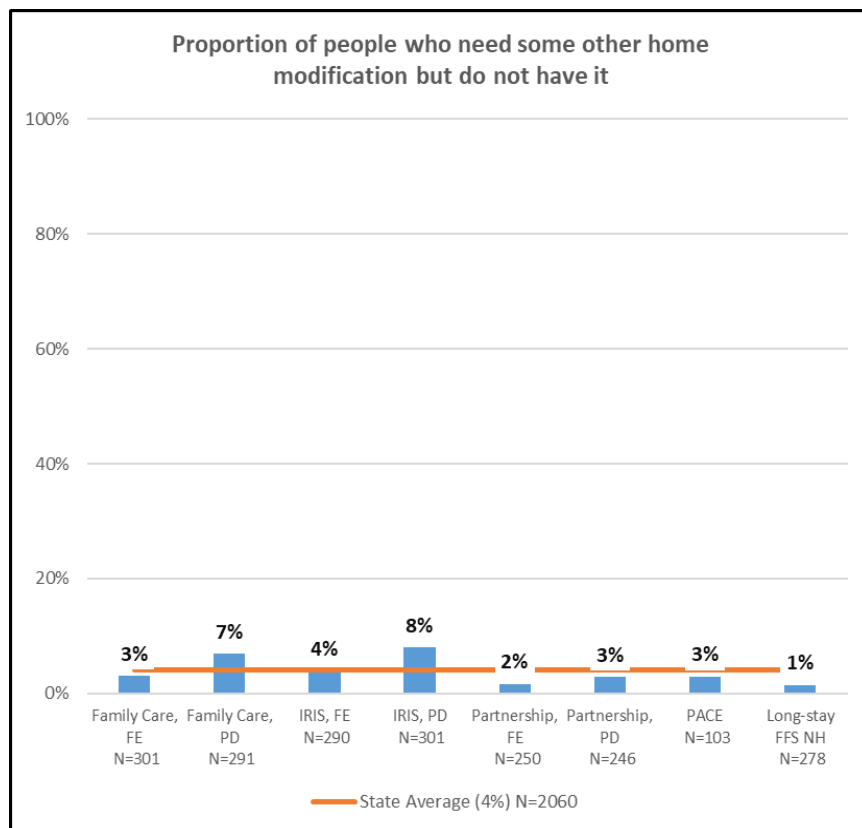
³⁶ Item previously reported in the "Access" domain.

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



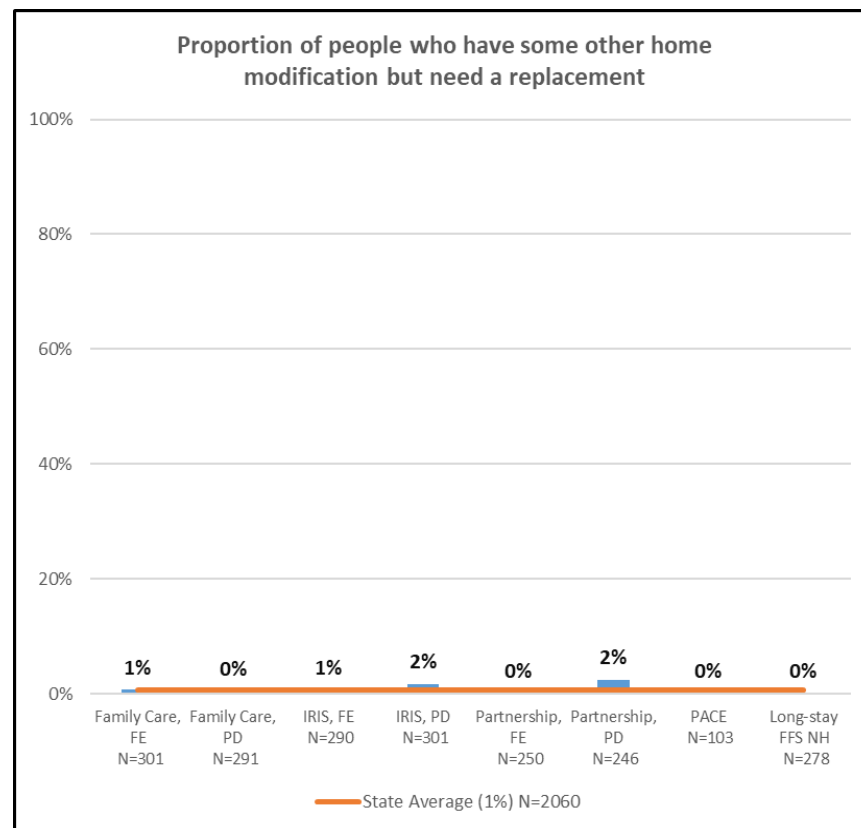
³⁷ Item previously reported in the "Access" domain.

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



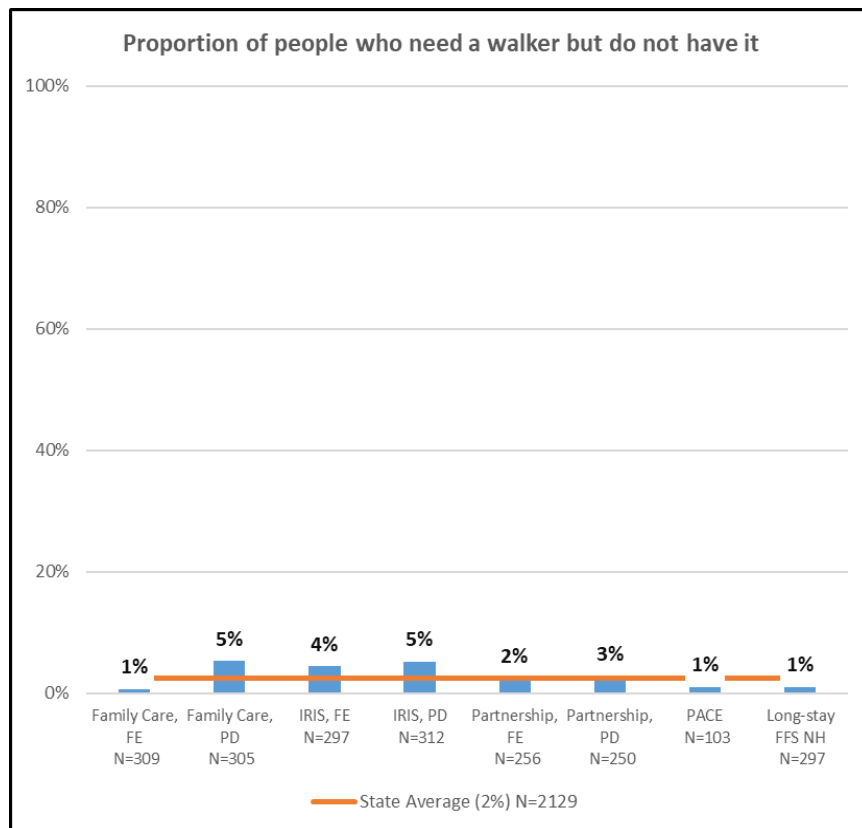
³⁸ Item previously reported in the "Access" domain.

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



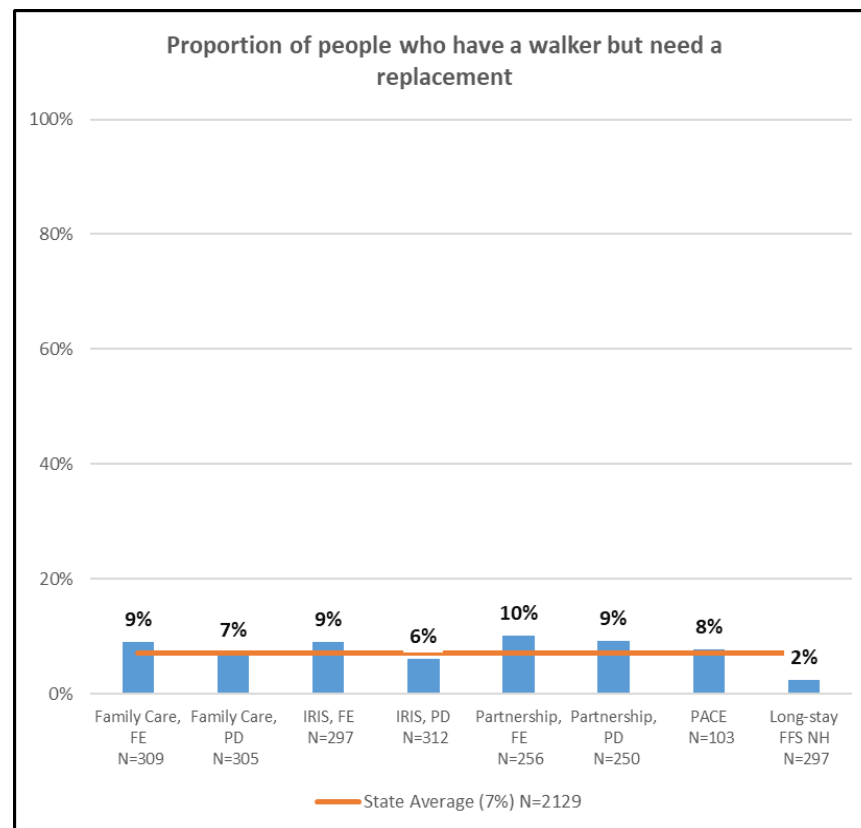
³⁹ Item previously reported in the "Access" domain.

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



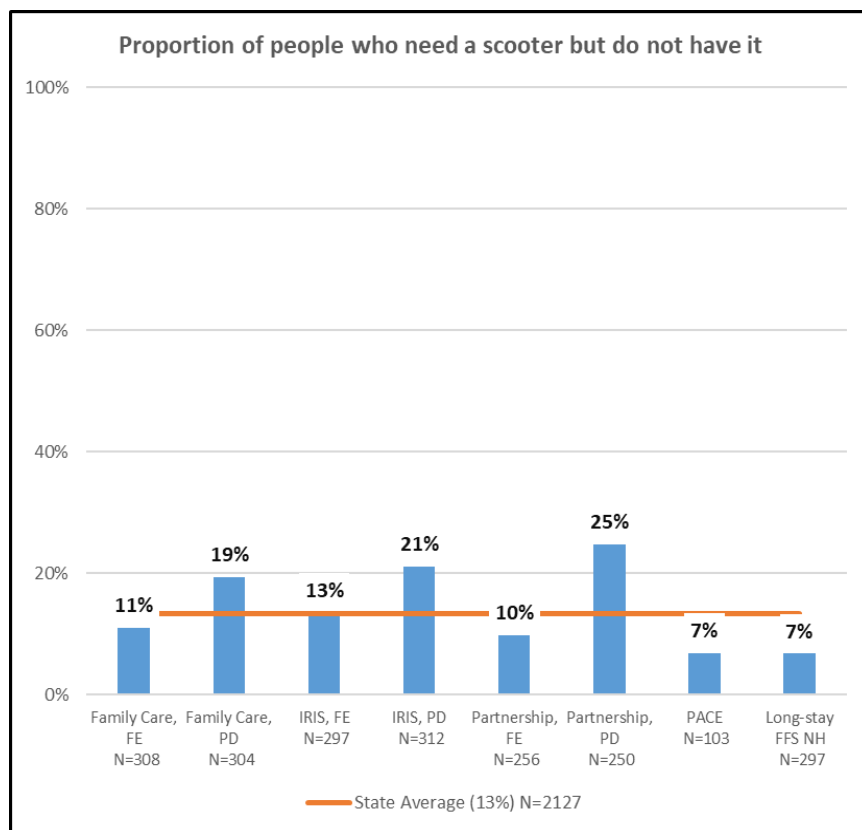
⁴⁰ Item previously reported in the “Access” domain.

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



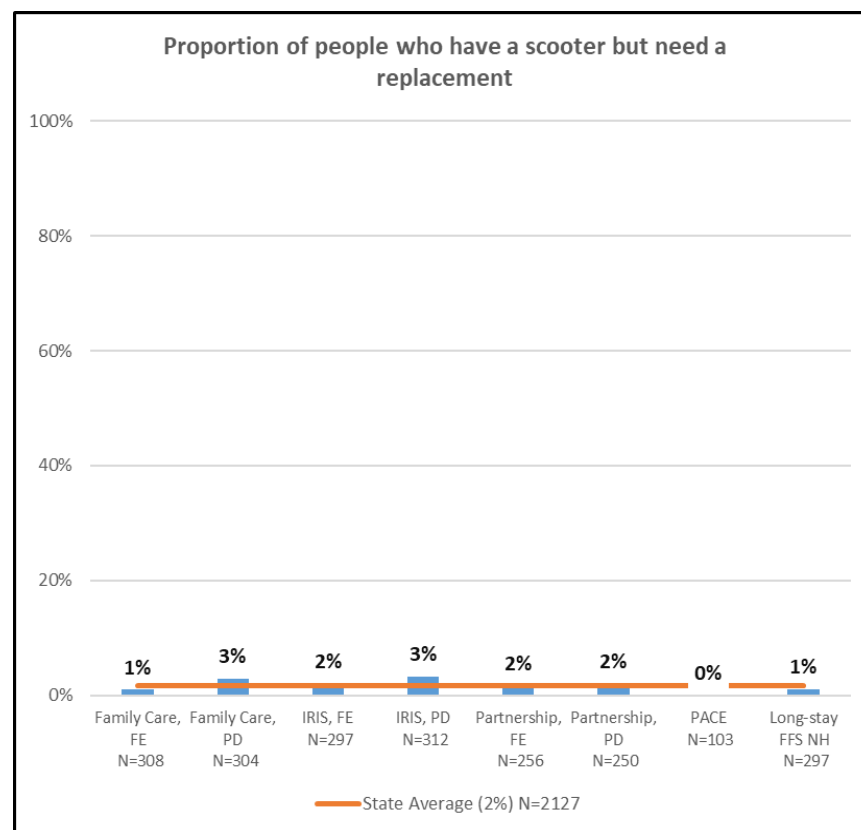
⁴¹ Item previously reported in the “Access” domain.

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



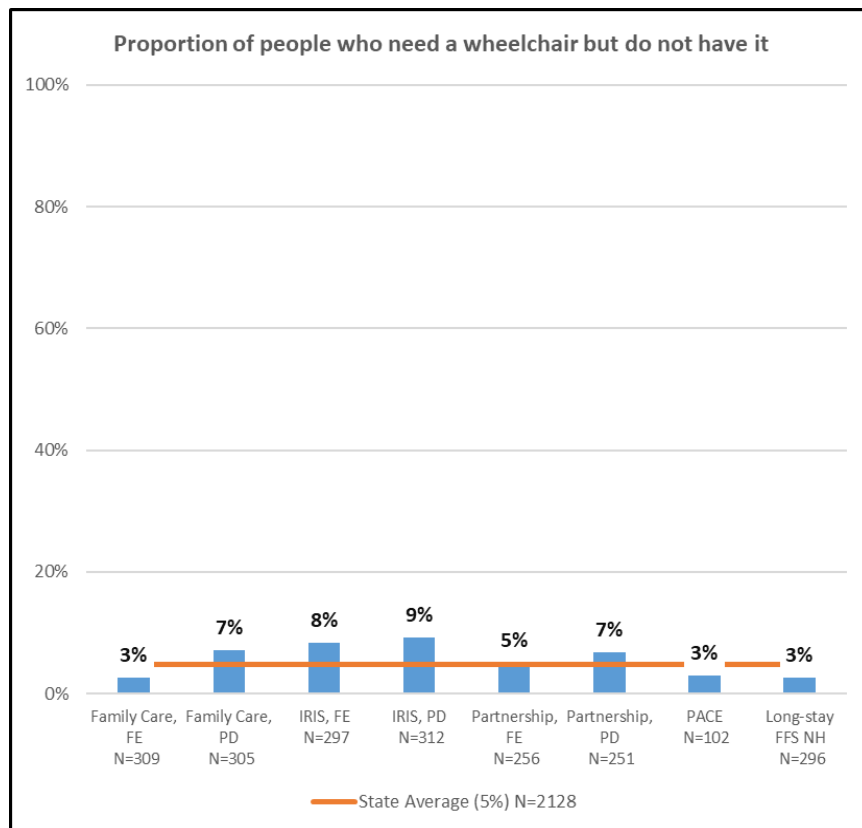
⁴² Item previously reported in the “Access” domain.

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



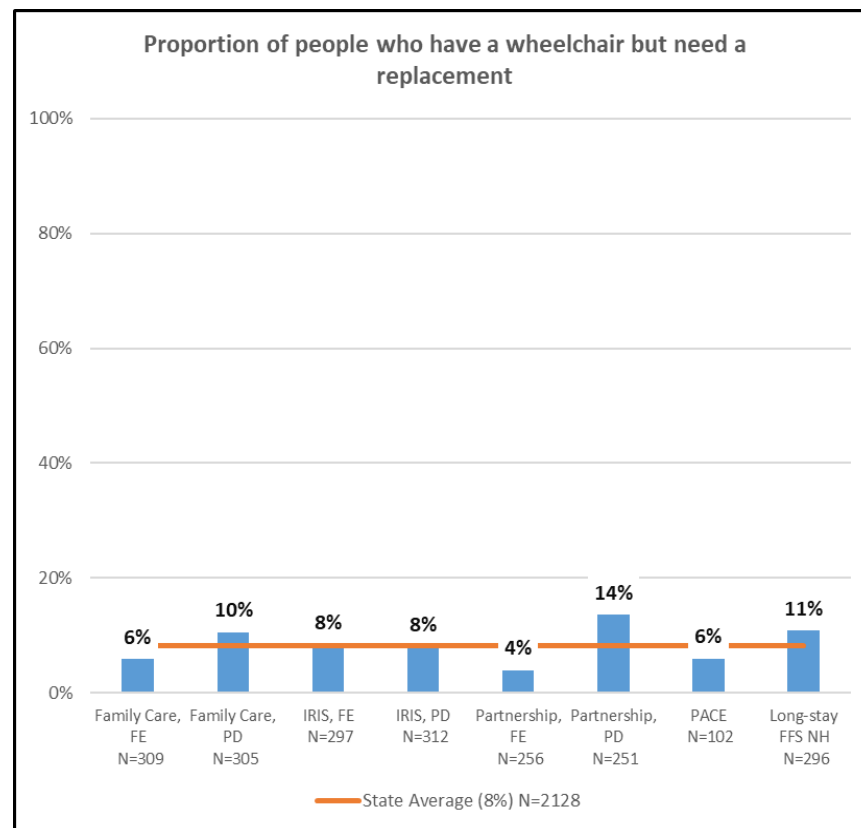
⁴³ Item previously reported in the “Access” domain.

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



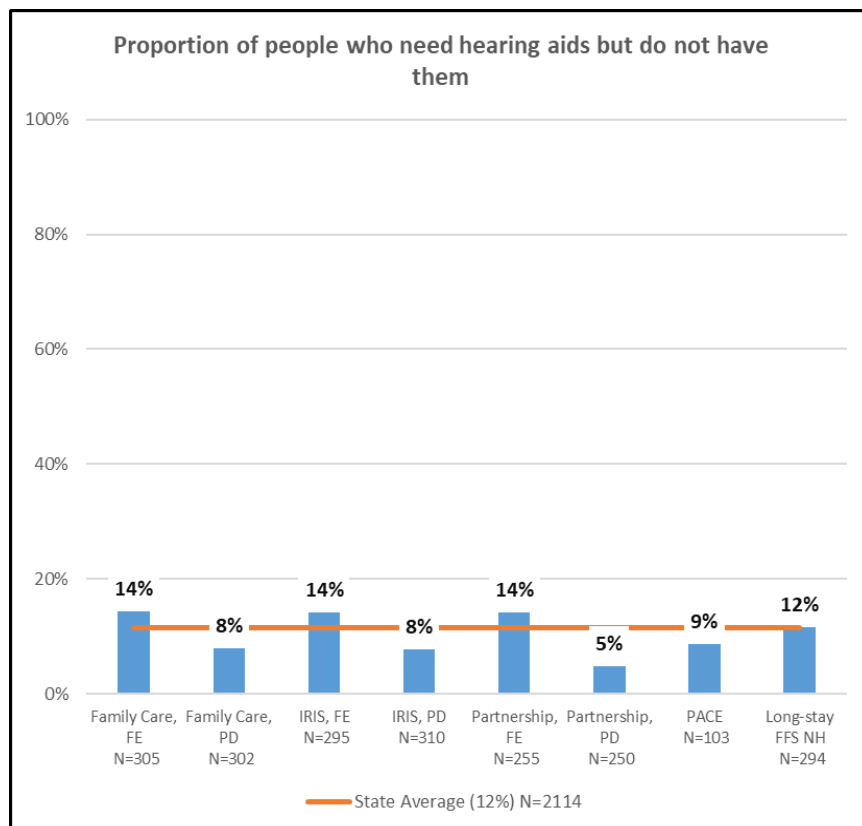
⁴⁴ Item previously reported in the "Access" domain.

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



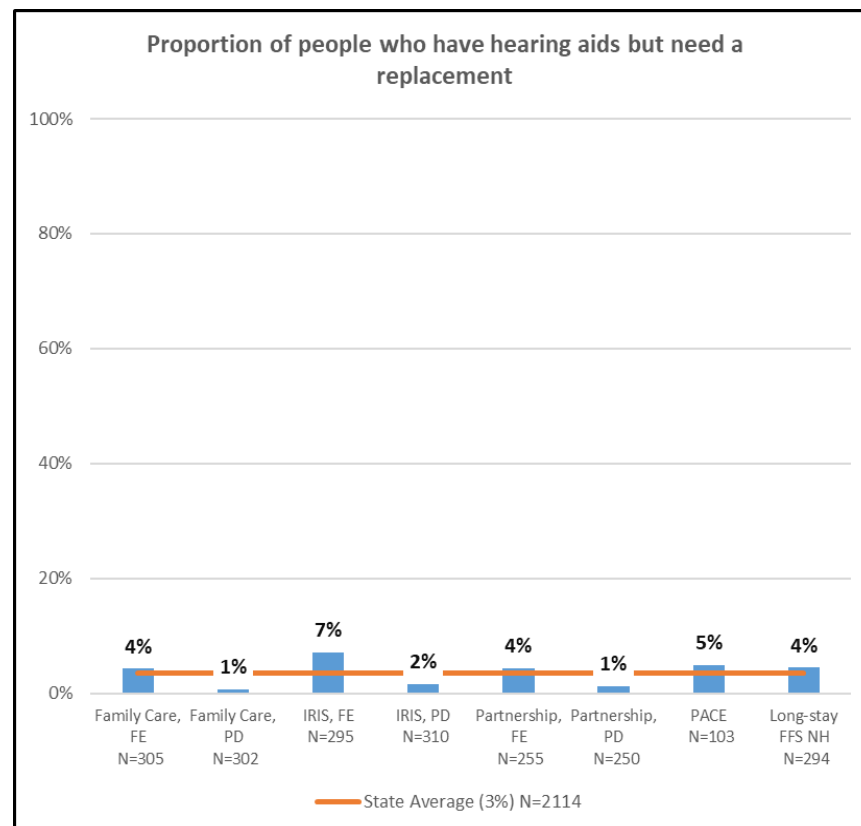
⁴⁵ Item previously reported in the "Access" domain.

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



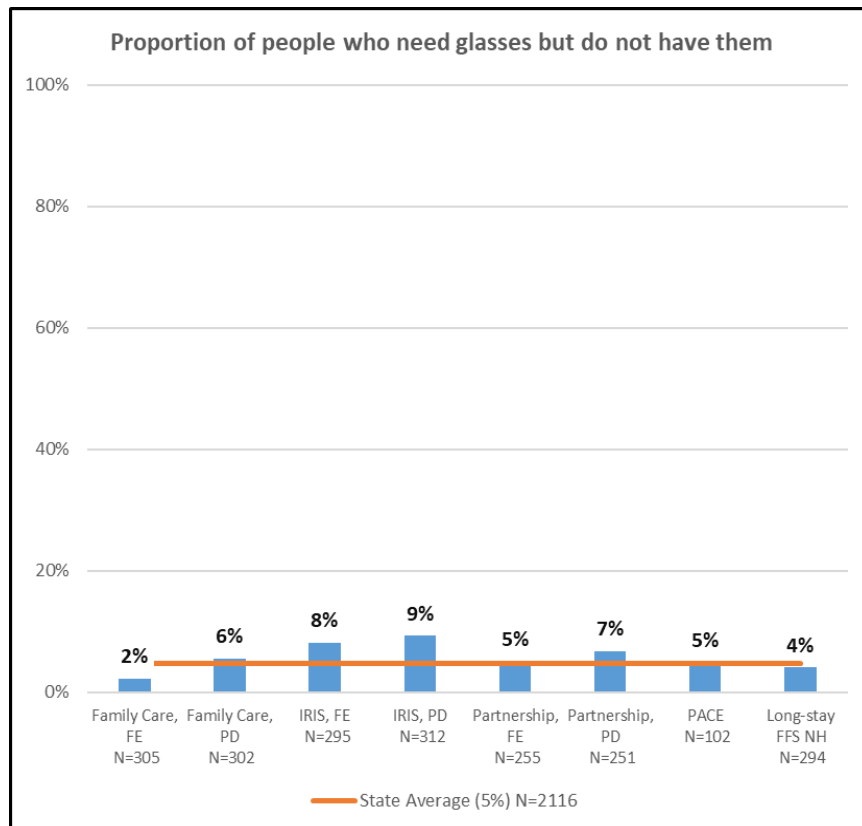
⁴⁶ Item previously reported in the “Access” domain.

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



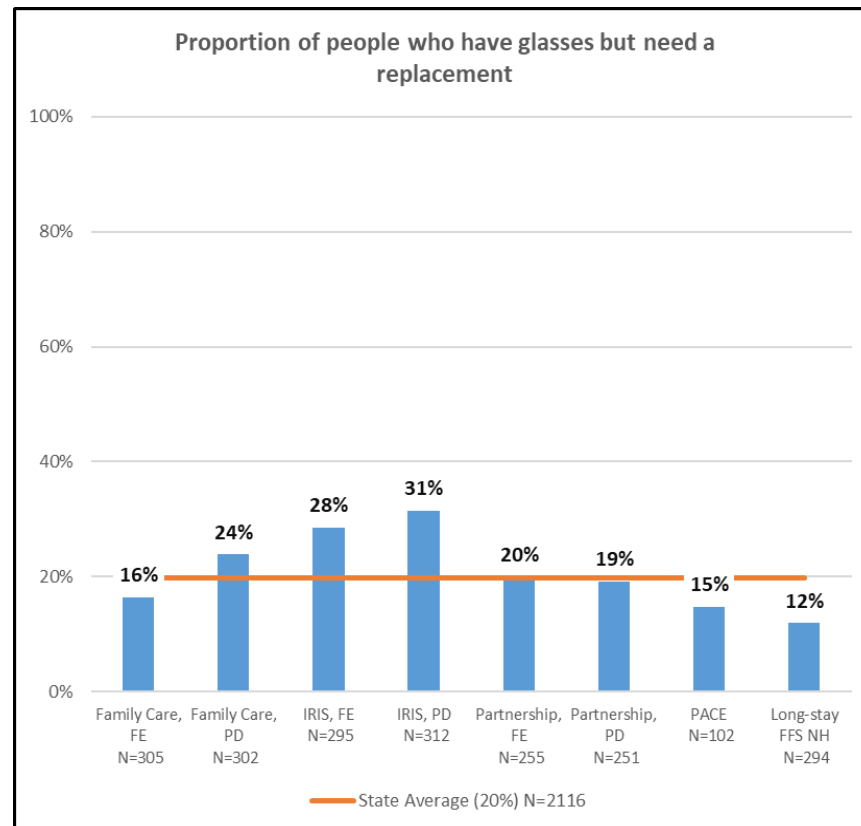
⁴⁷ Item previously reported in the “Access” domain.

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



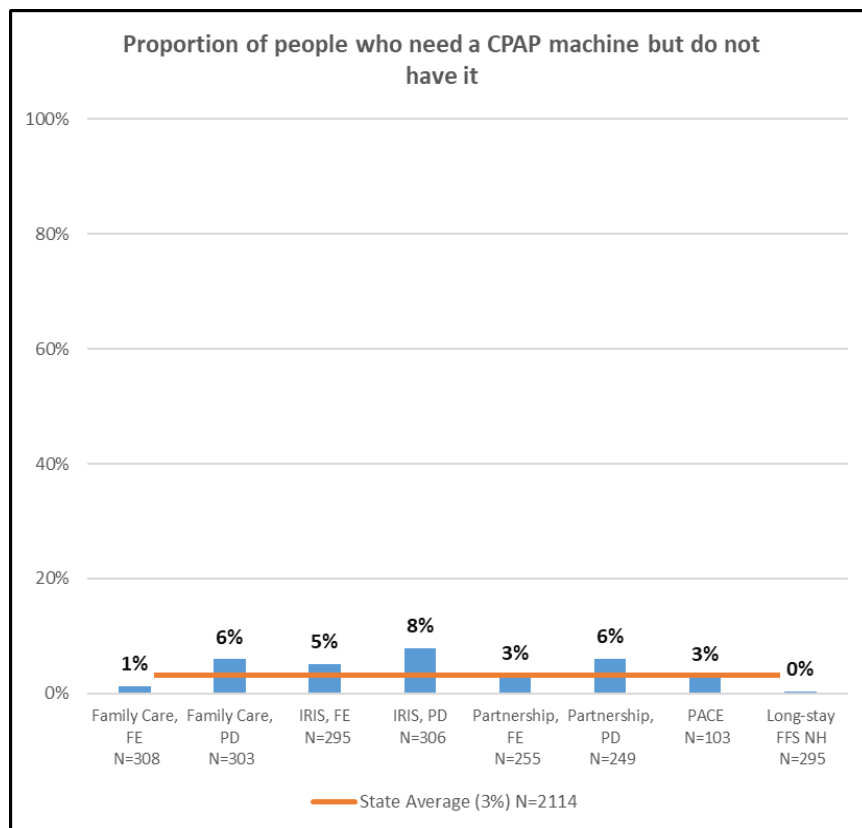
⁴⁸ Item previously reported in the "Access" domain.

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



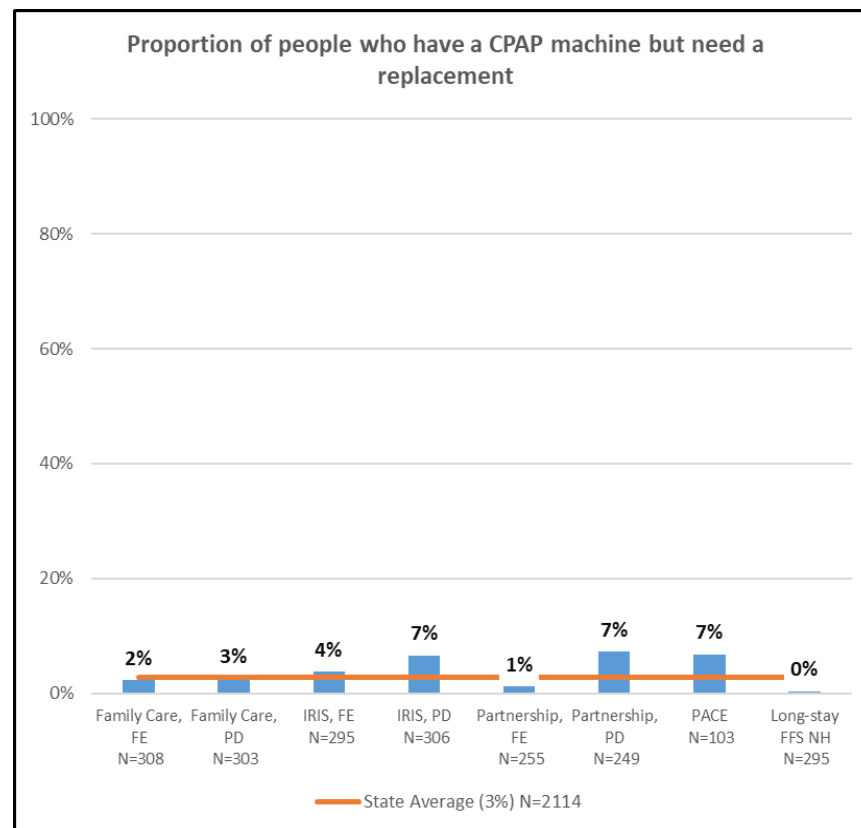
⁴⁹ Item previously reported in the "Access" domain.

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



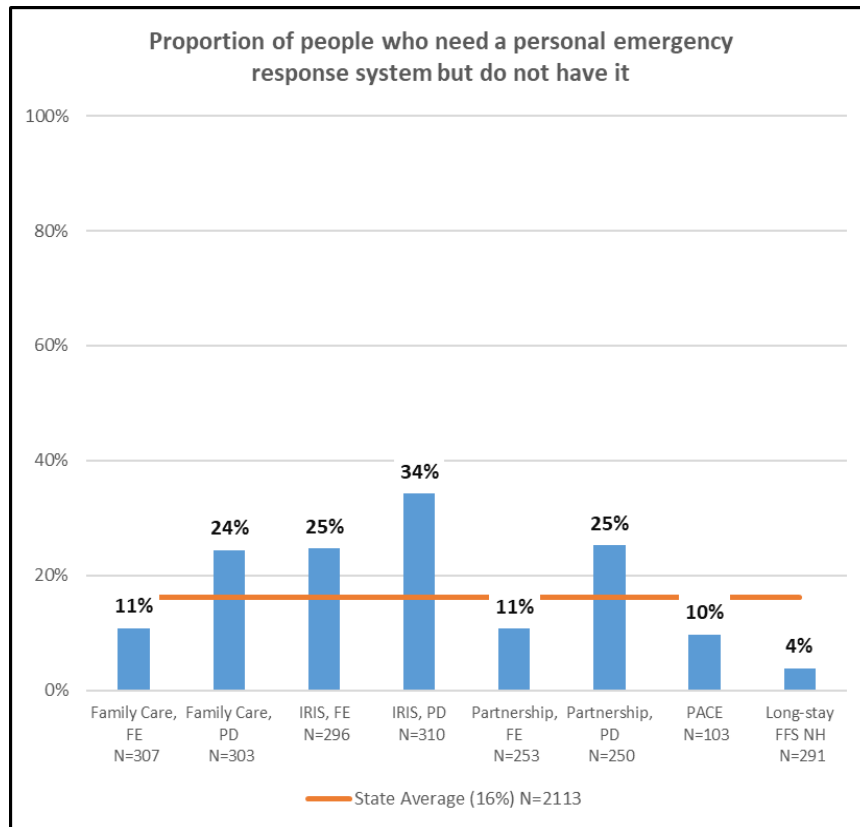
⁵⁰ Item previously reported in the “Access” domain.

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



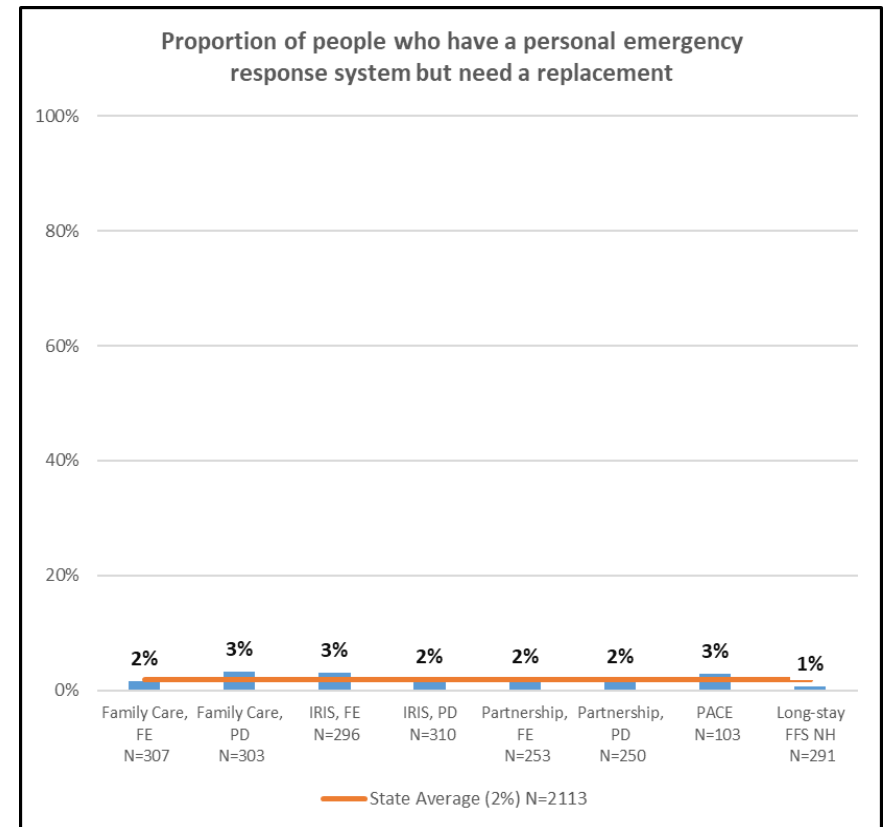
⁵¹ Item previously reported in the “Access” domain.

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



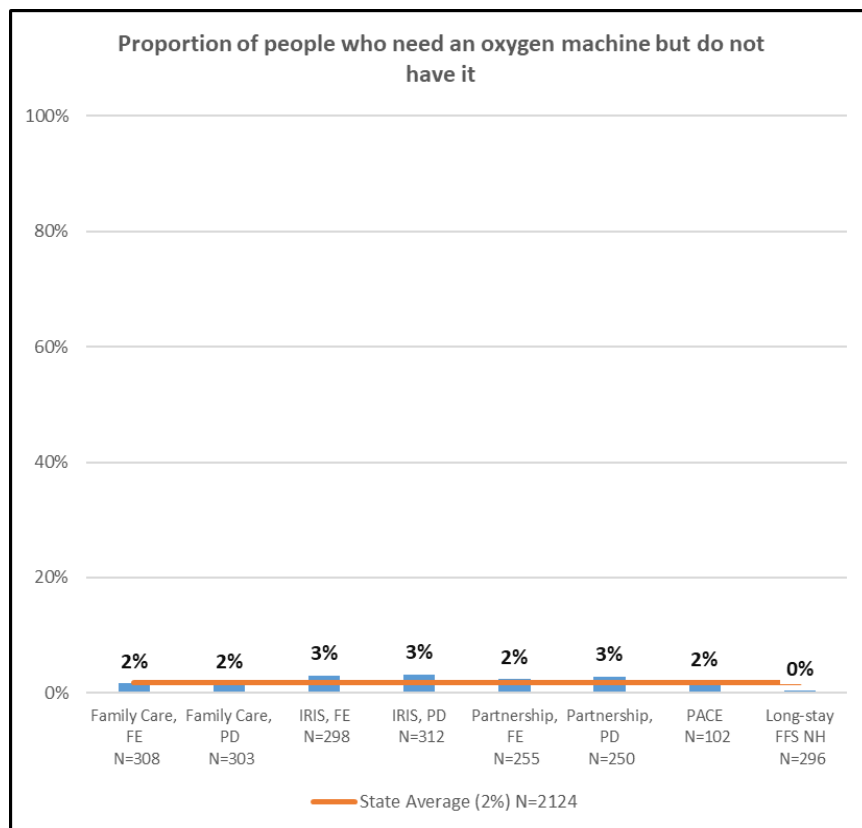
⁵² Item previously reported in the “Access” domain.

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



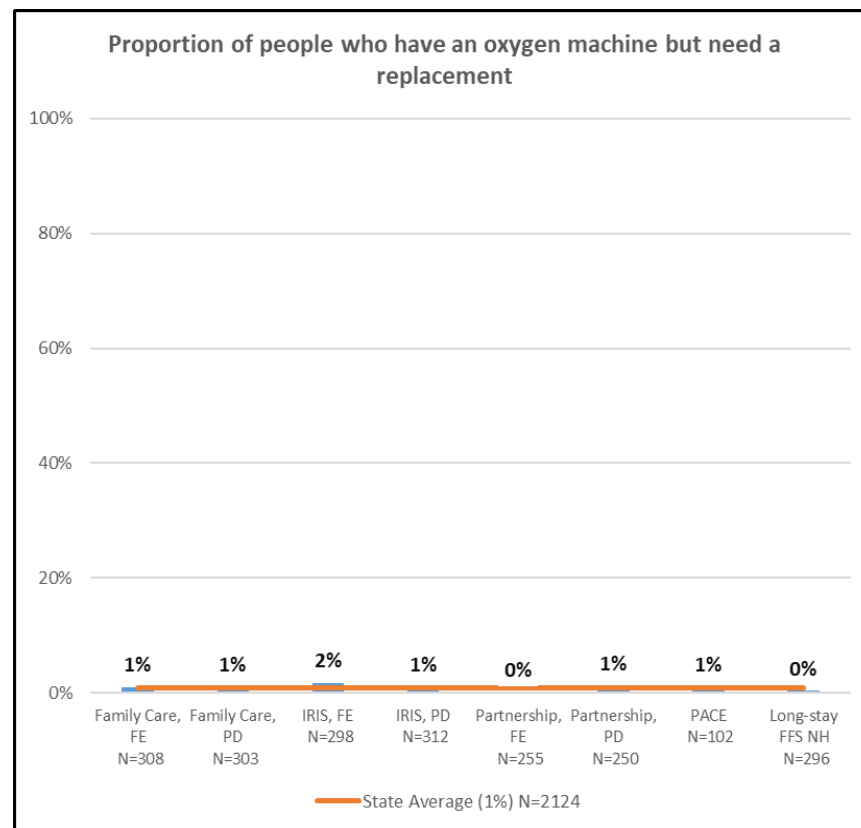
⁵³ Item previously reported in the “Access” domain.

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



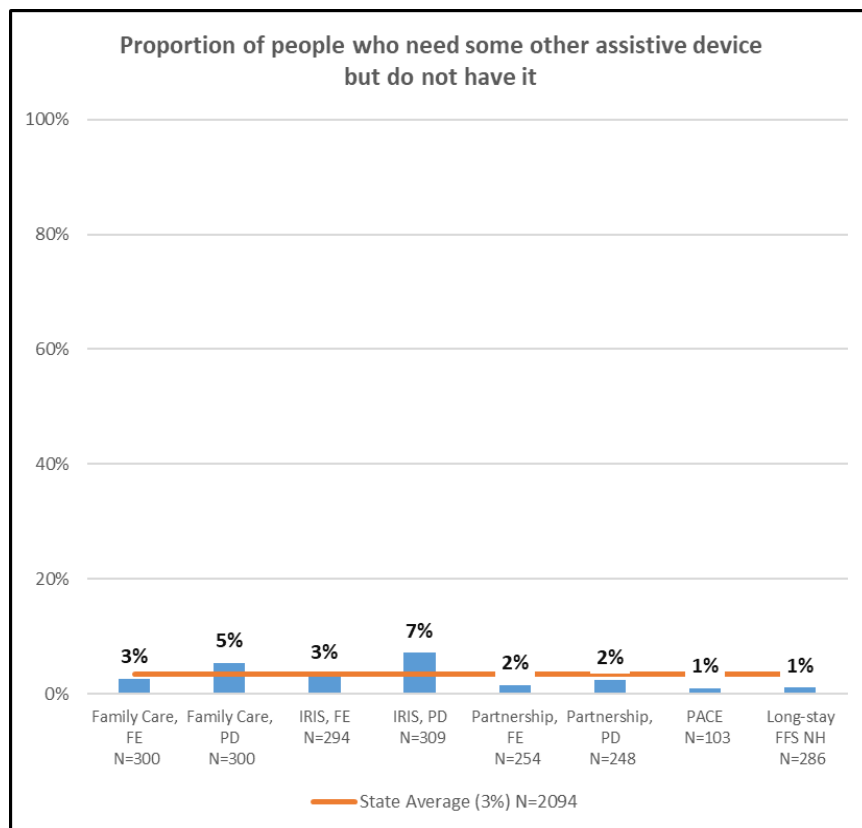
⁵⁴ New item added in 2018-2019.

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



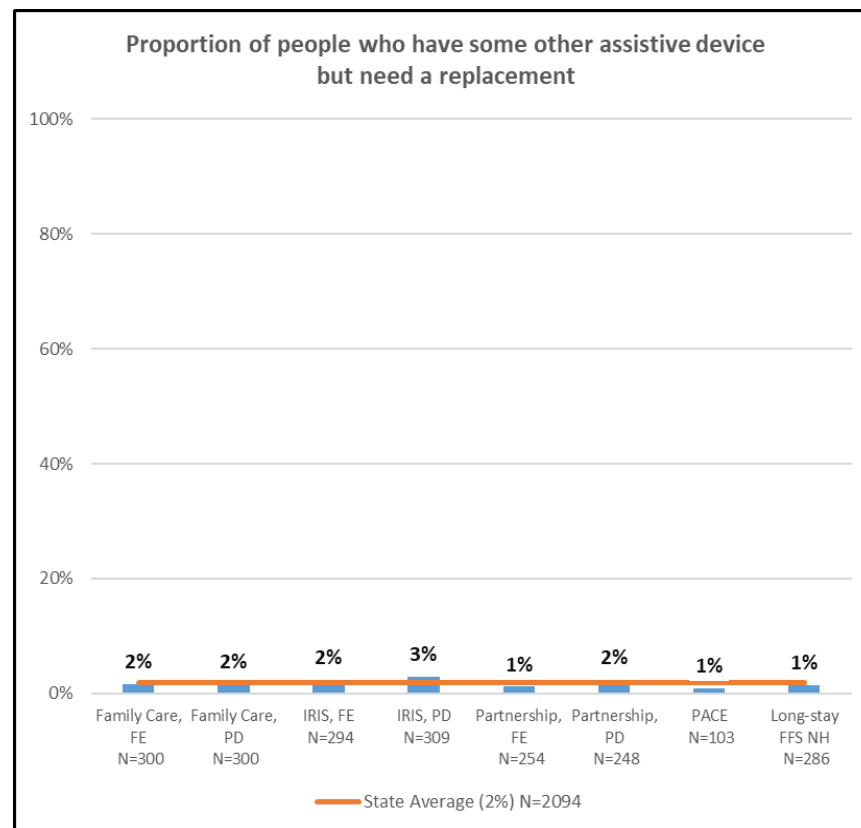
⁵⁵ New item added in 2018-2019.

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



⁵⁶ Item previously reported in the “Access” domain.

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



⁵⁷ Item previously reported in the “Access” domain.

Safety

People feel safe from abuse, neglect, and injury.

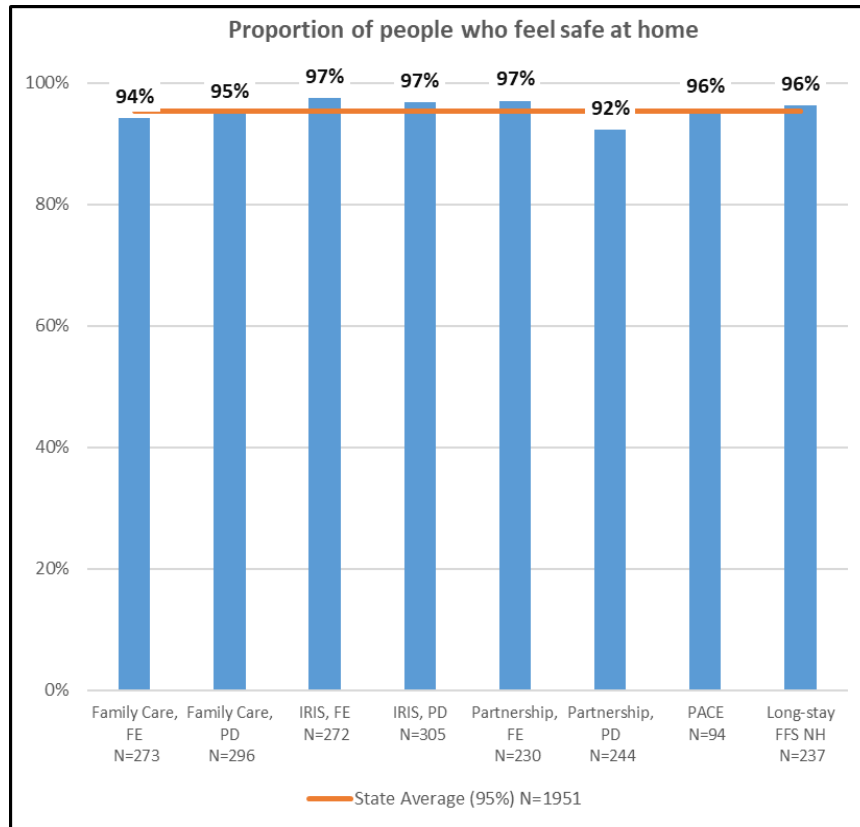
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

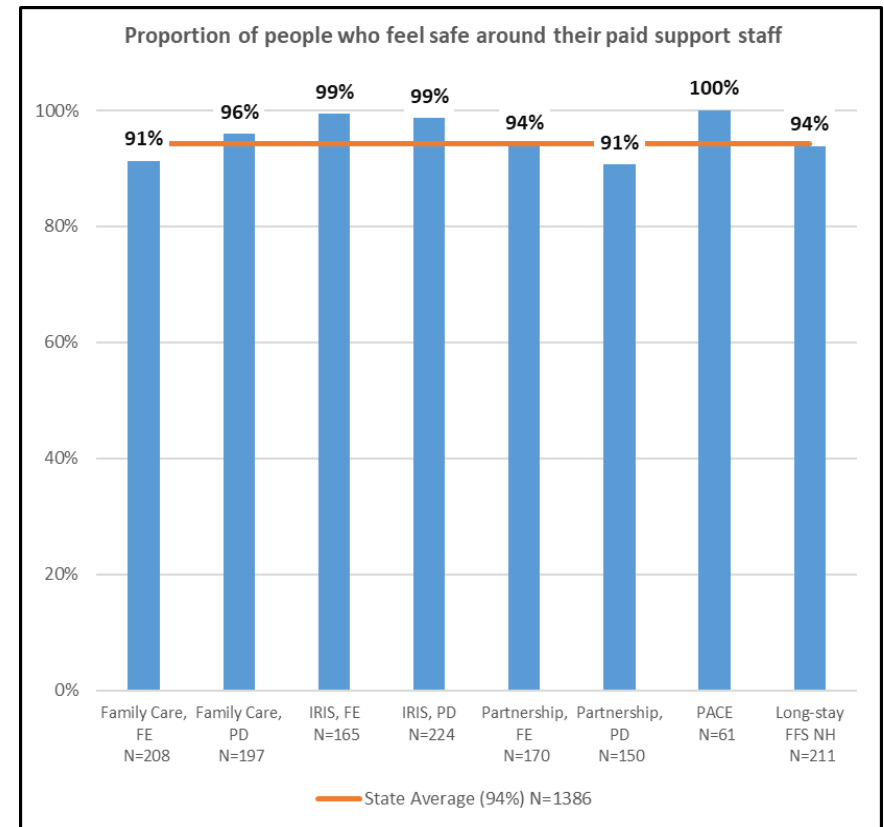
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

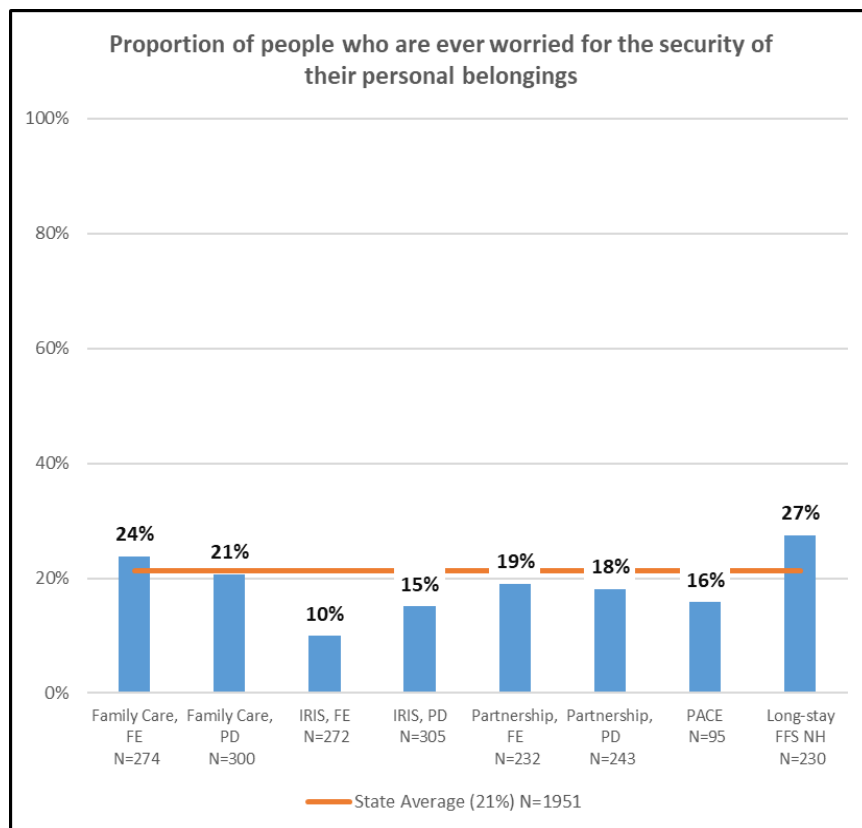
Graph 61. Proportion of people who feel safe at home



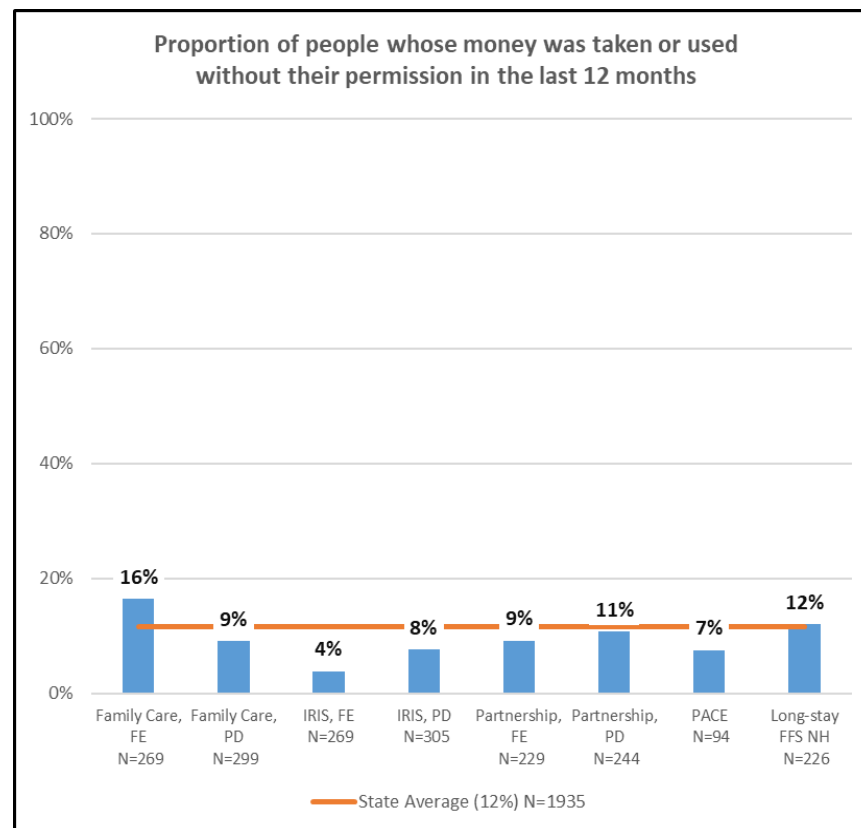
Graph 62. Proportion of people who feel safe around their paid support staff



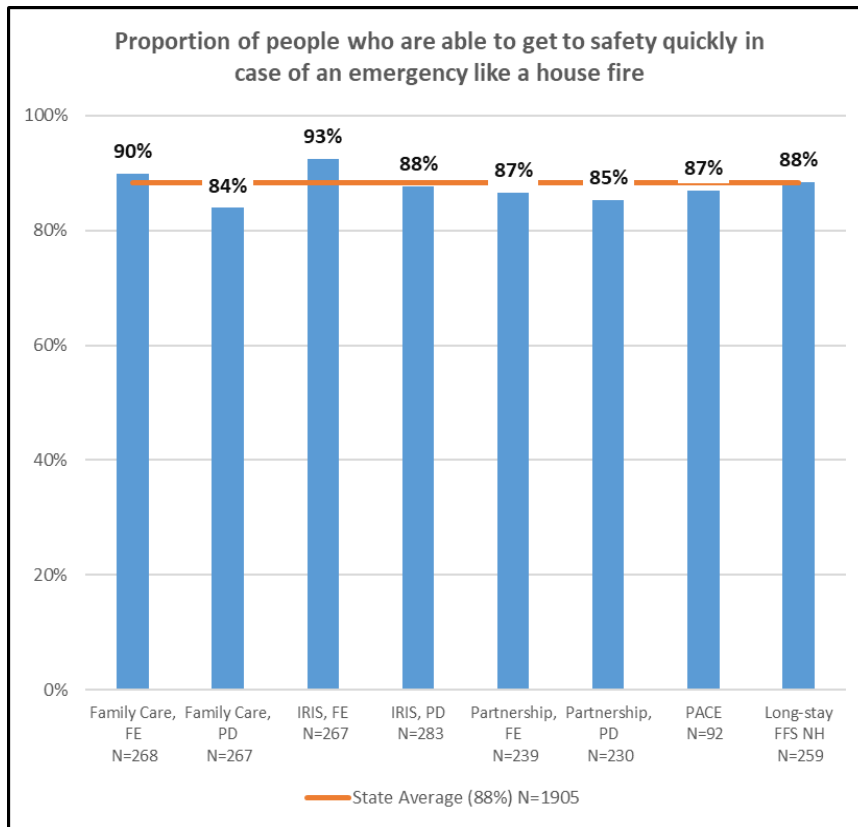
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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



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



Health Care

People secure needed health services.

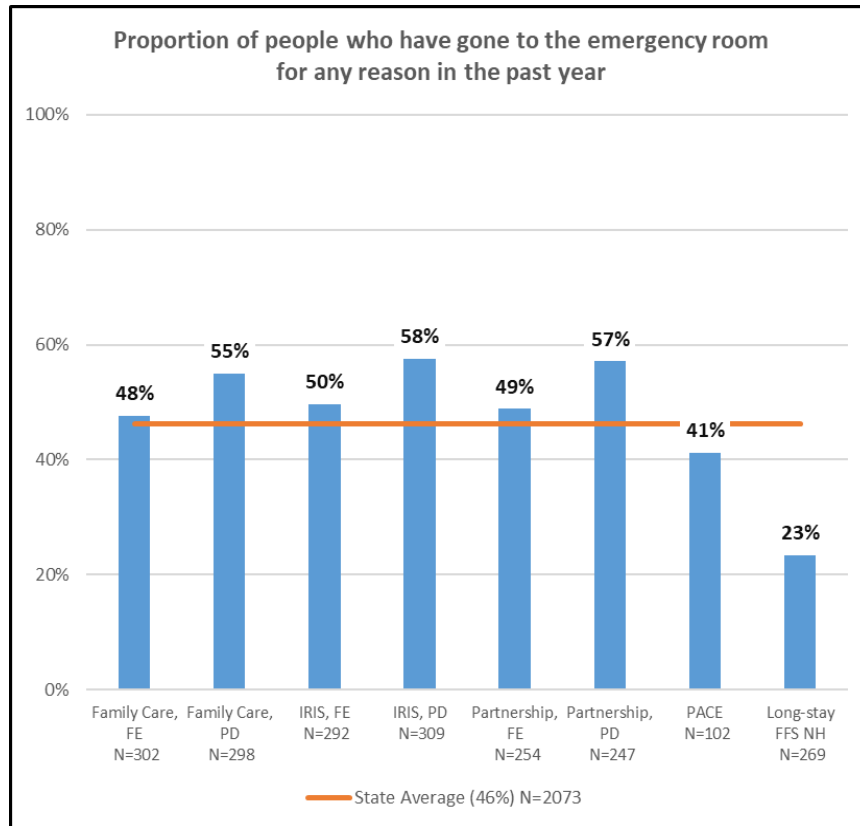
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

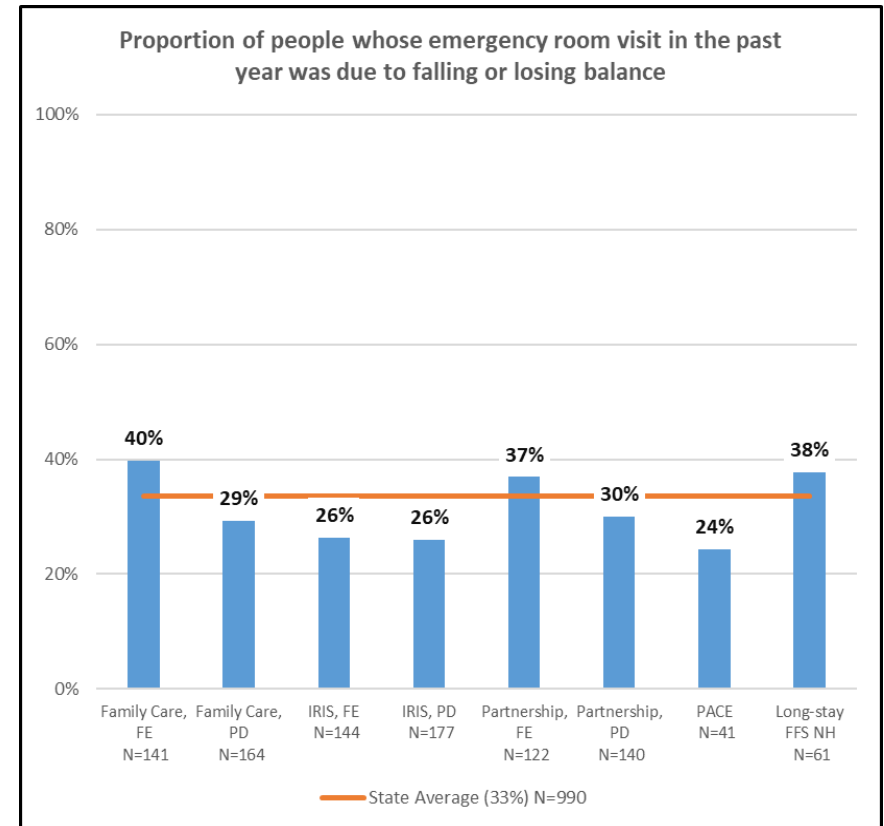
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

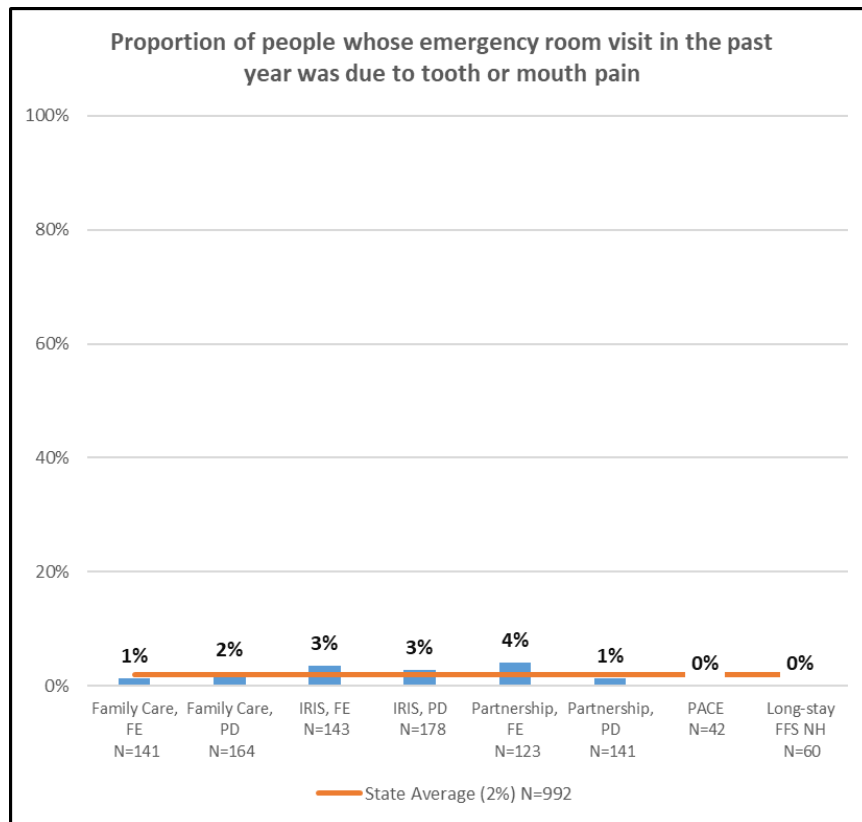
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



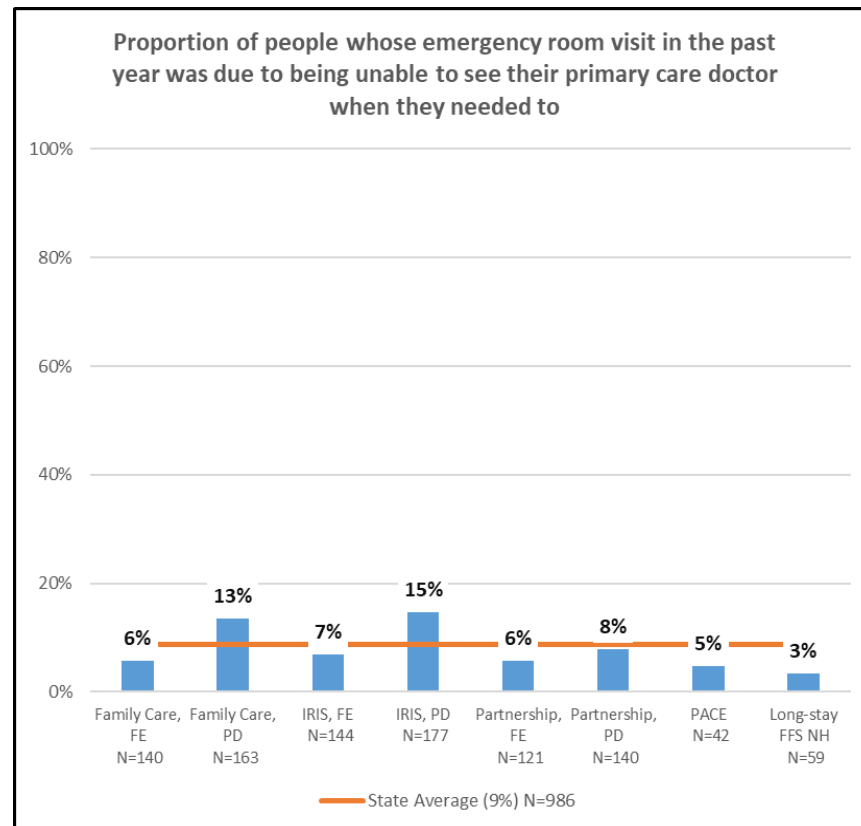
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



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

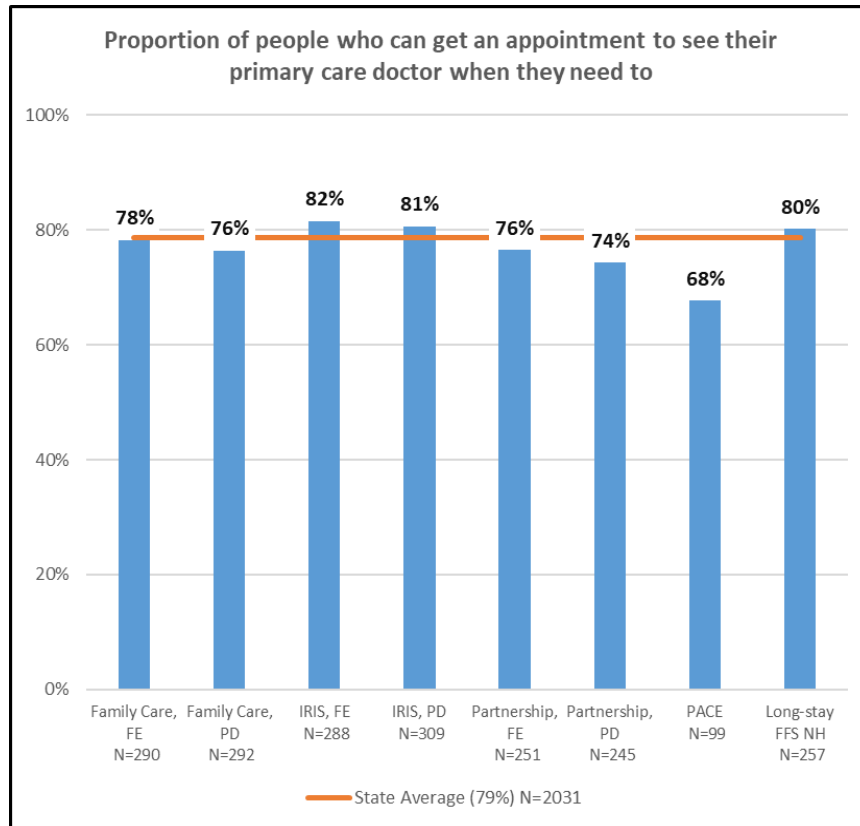


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁸

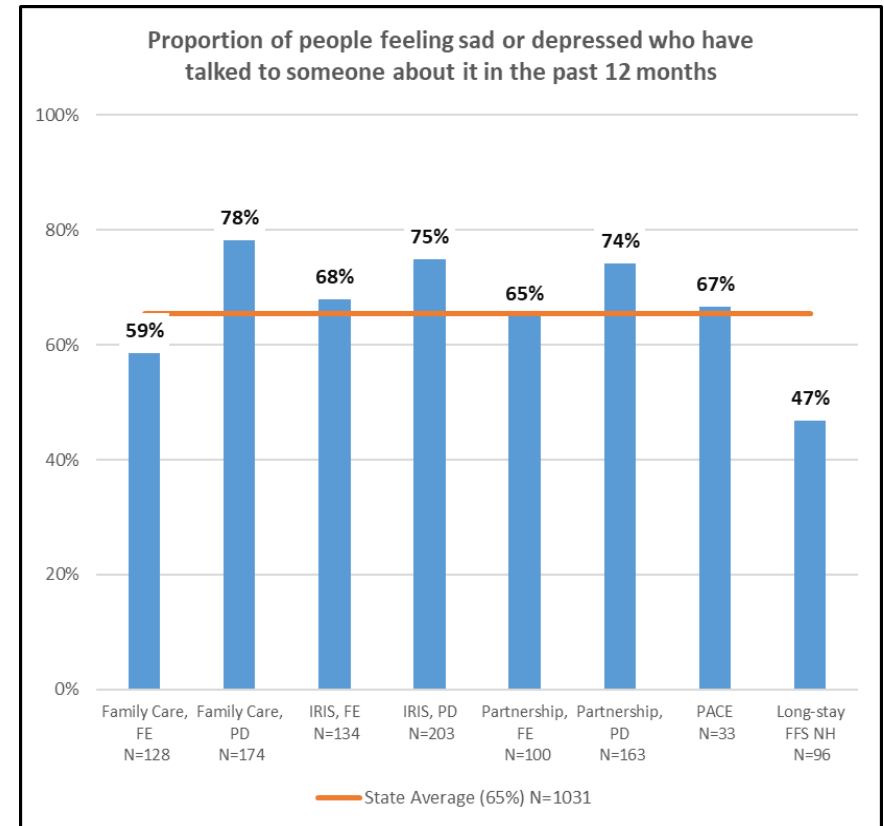


⁵⁸ New item added in 2018-2019.

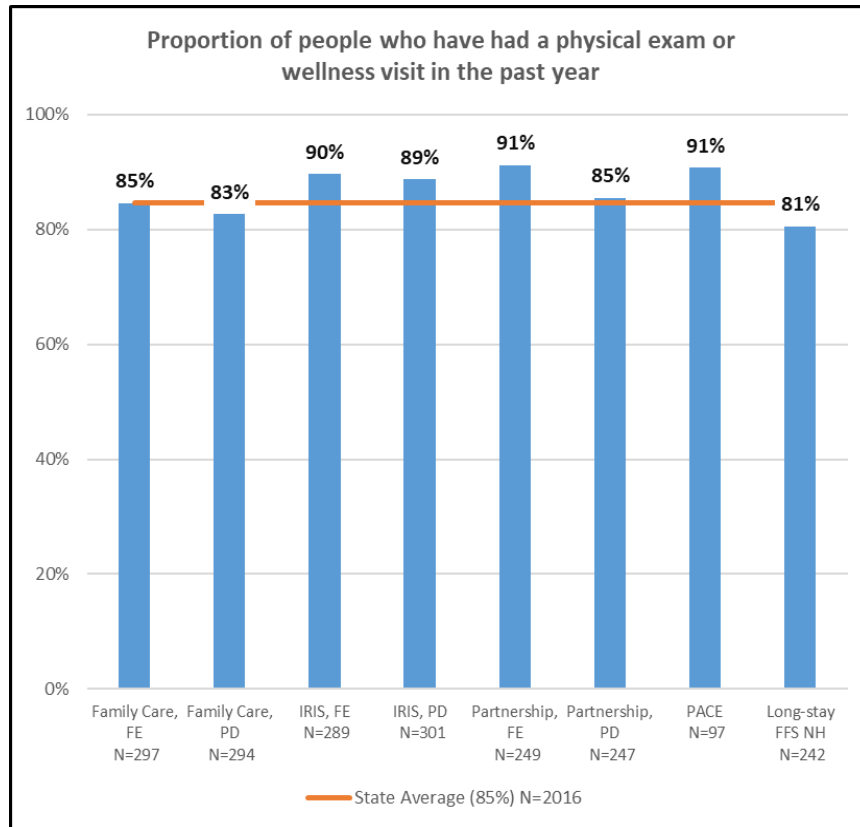
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



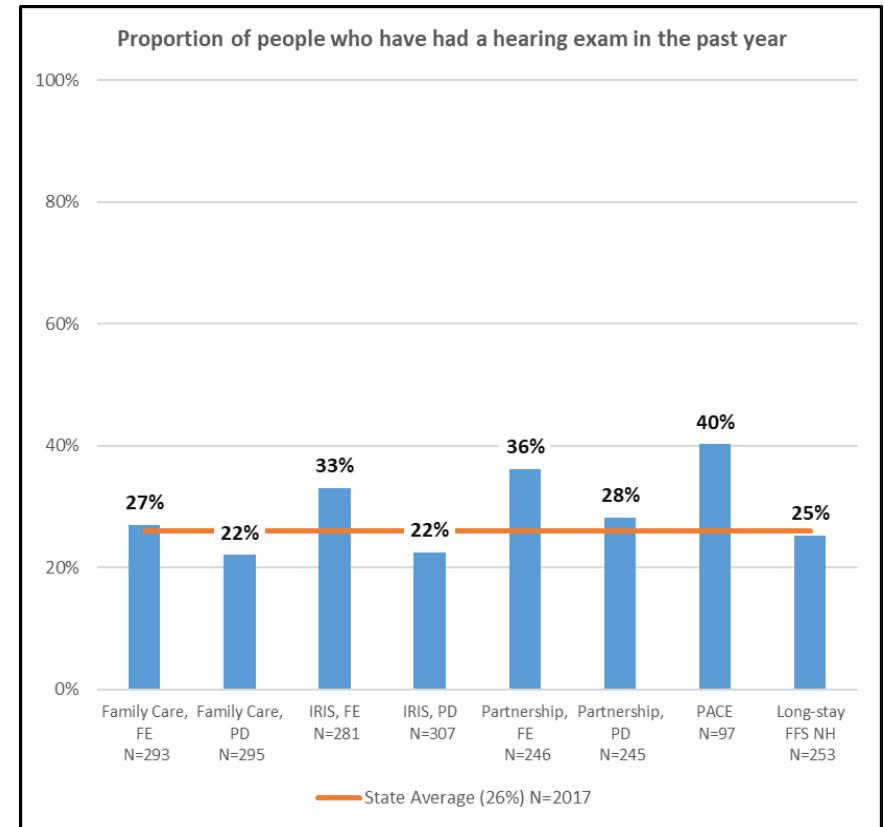
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



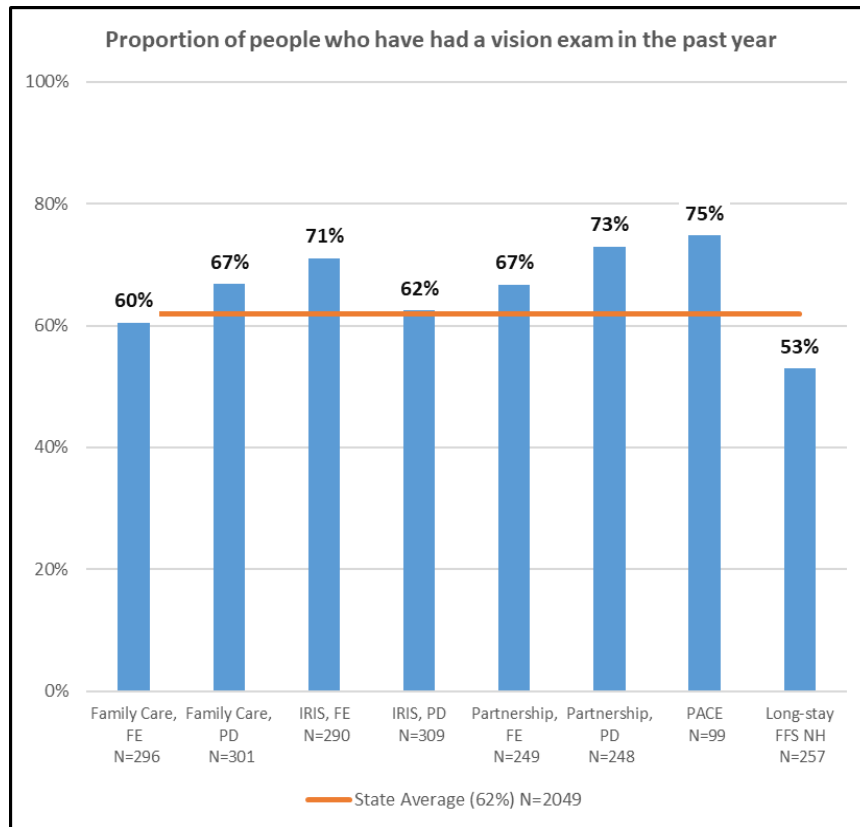
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



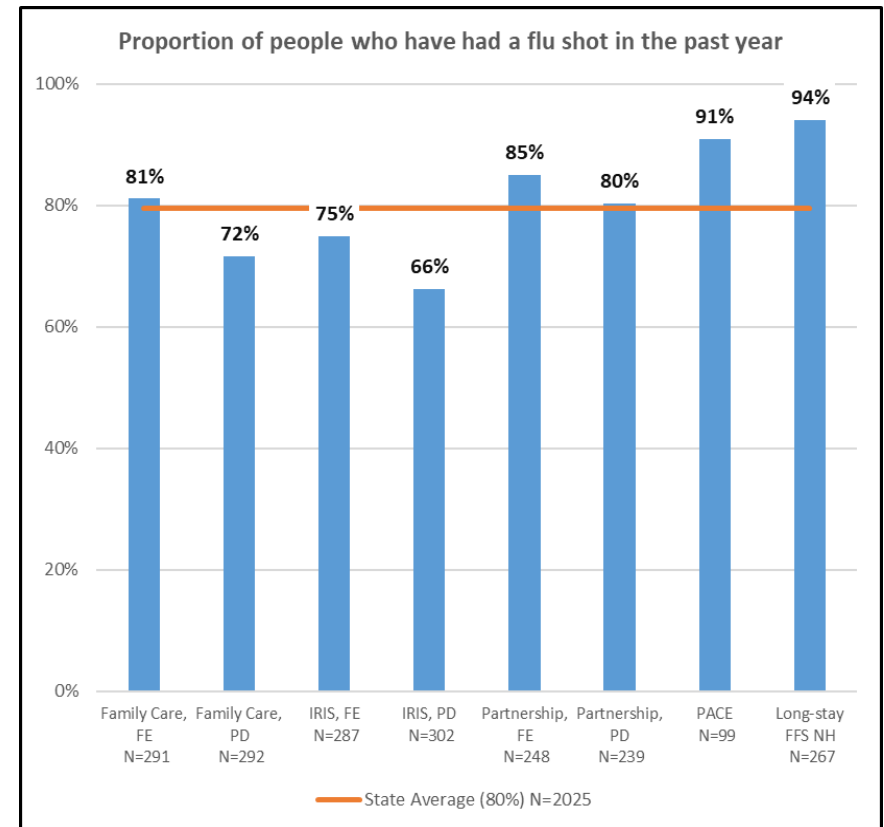
Graph 73. Proportion of people who have had a hearing exam in the past year



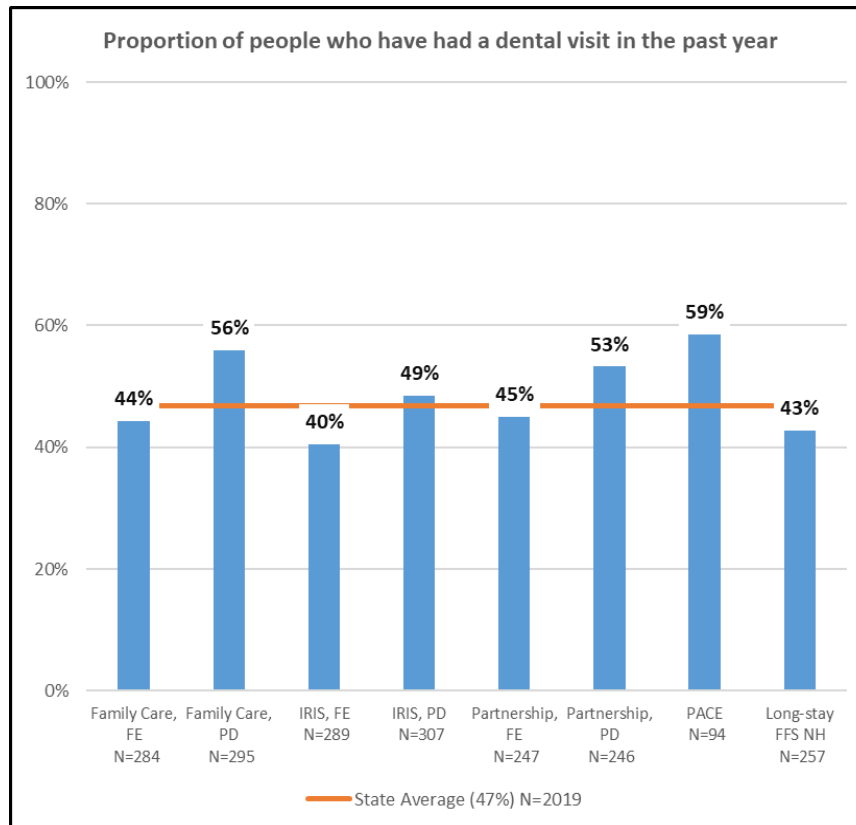
Graph 74. Proportion of people who have had a vision exam in the past year



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



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



Wellness

People are supported to maintain health.

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

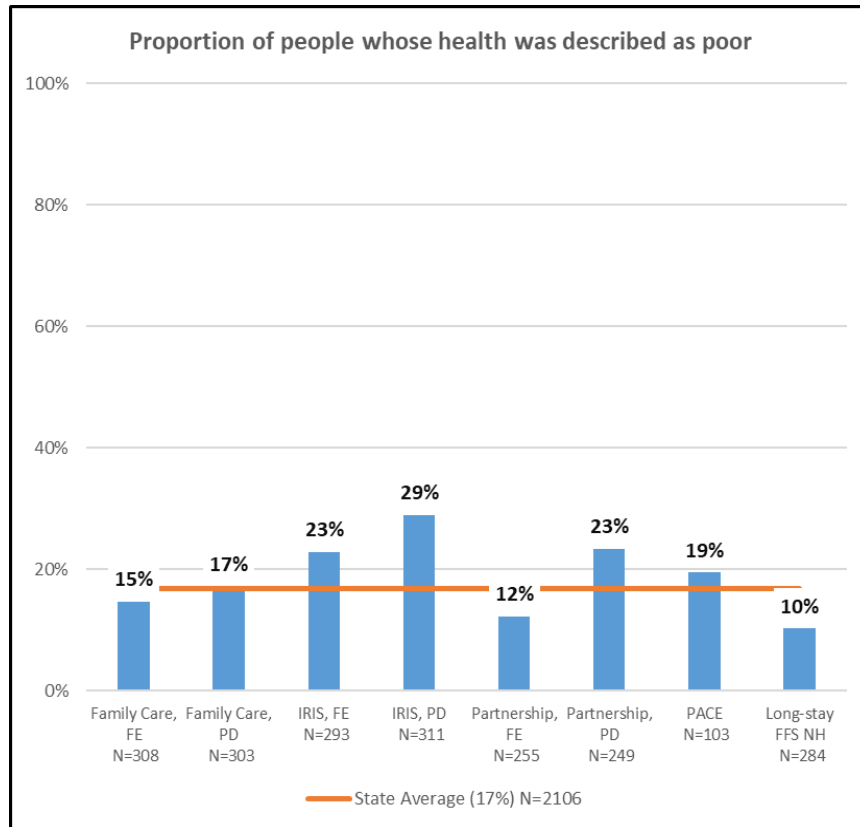
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access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

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

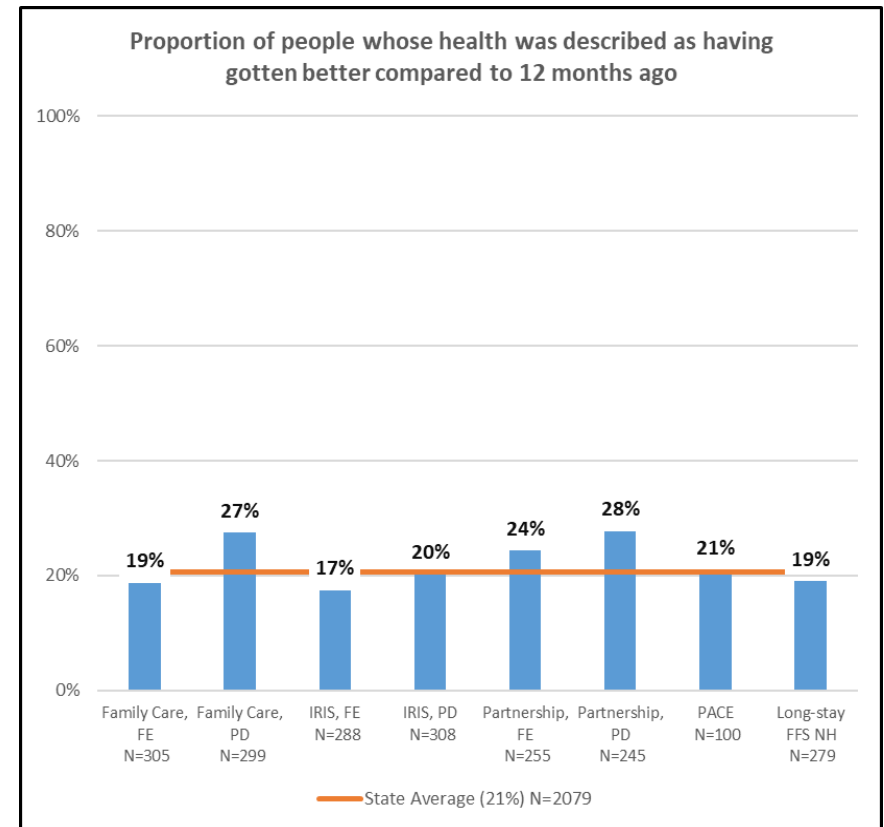
Un-collapsed data are shown in Appendix B.

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

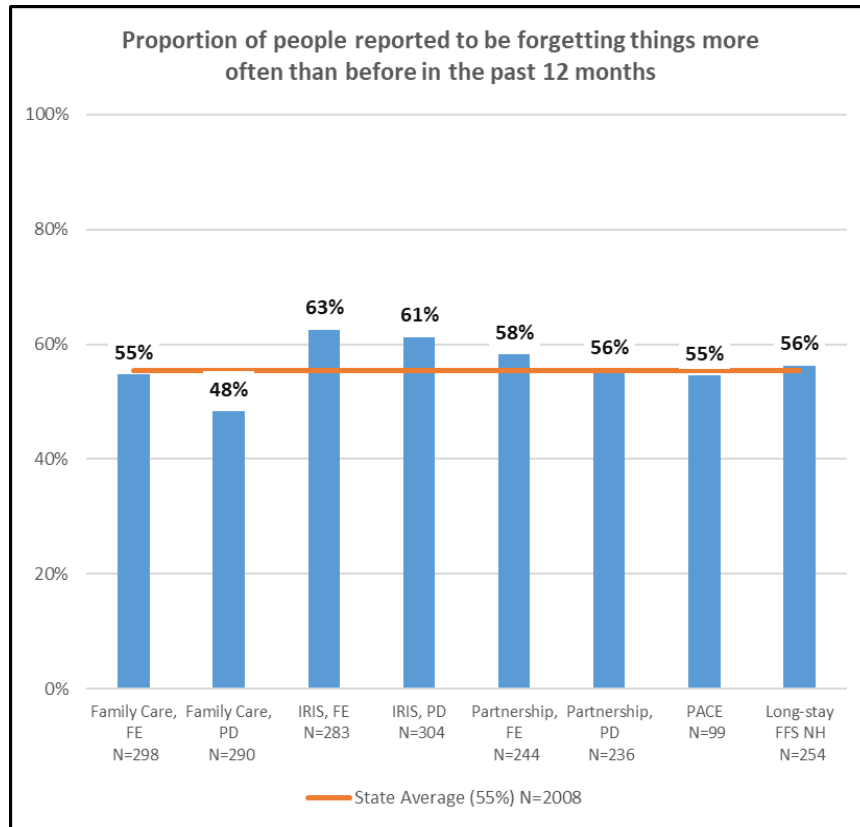
Graph 77. Proportion of people whose health was described as poor



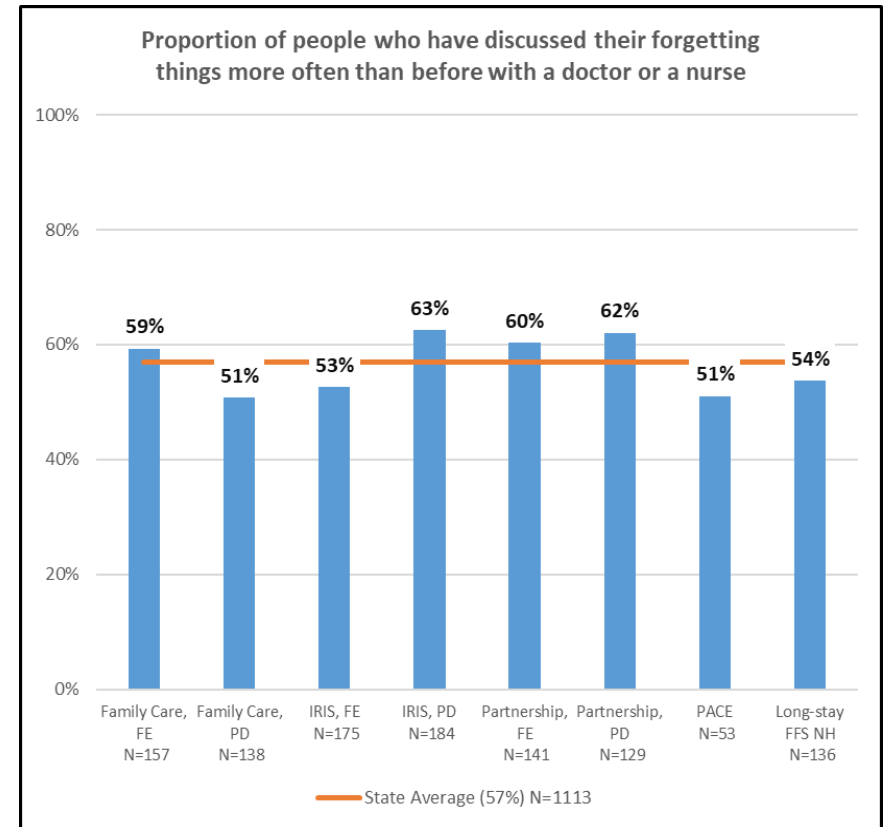
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



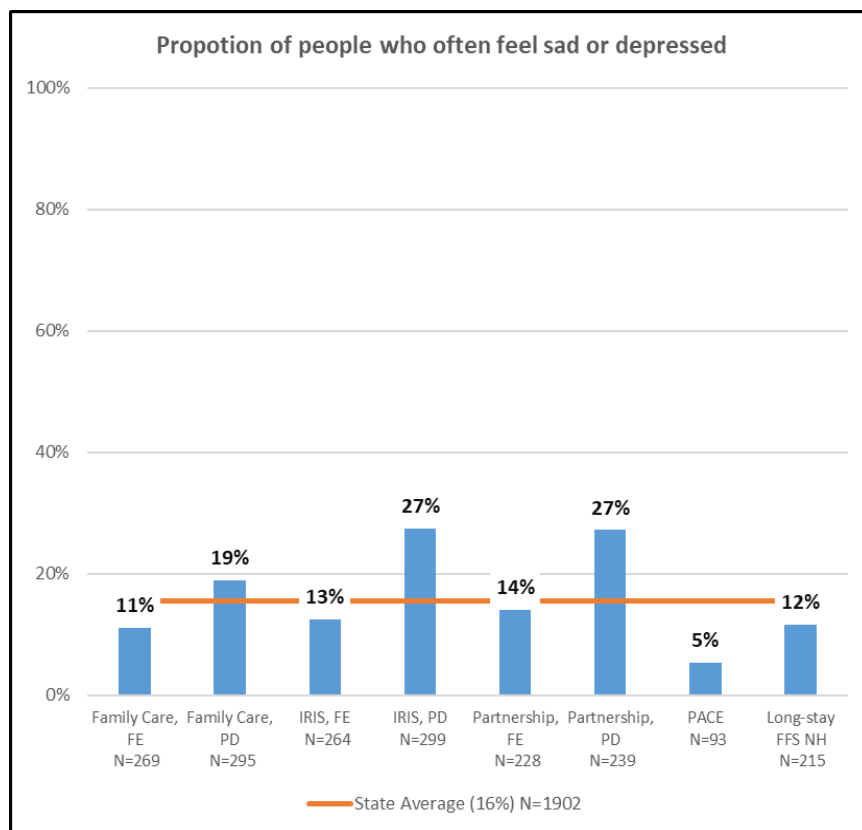
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



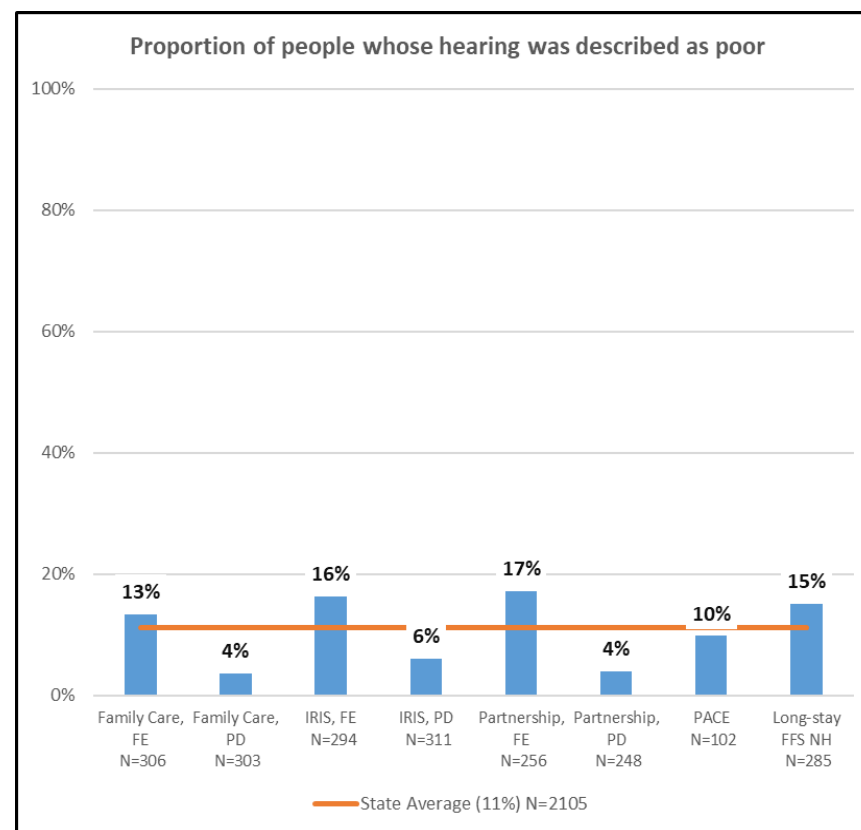
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



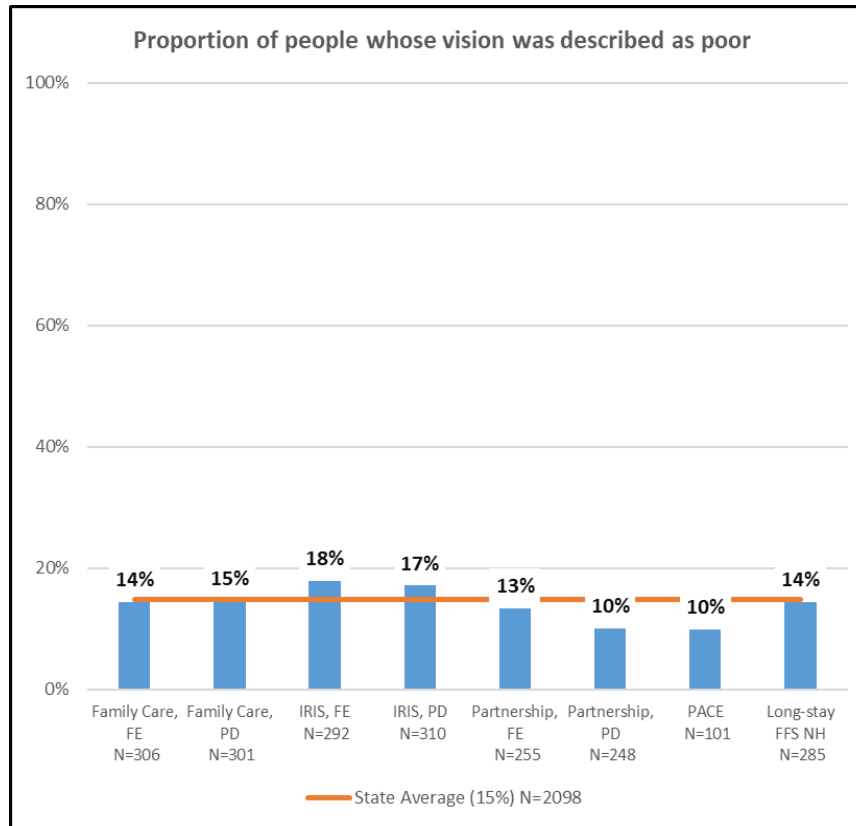
Graph 81. Proportion of people who often feel sad or depressed



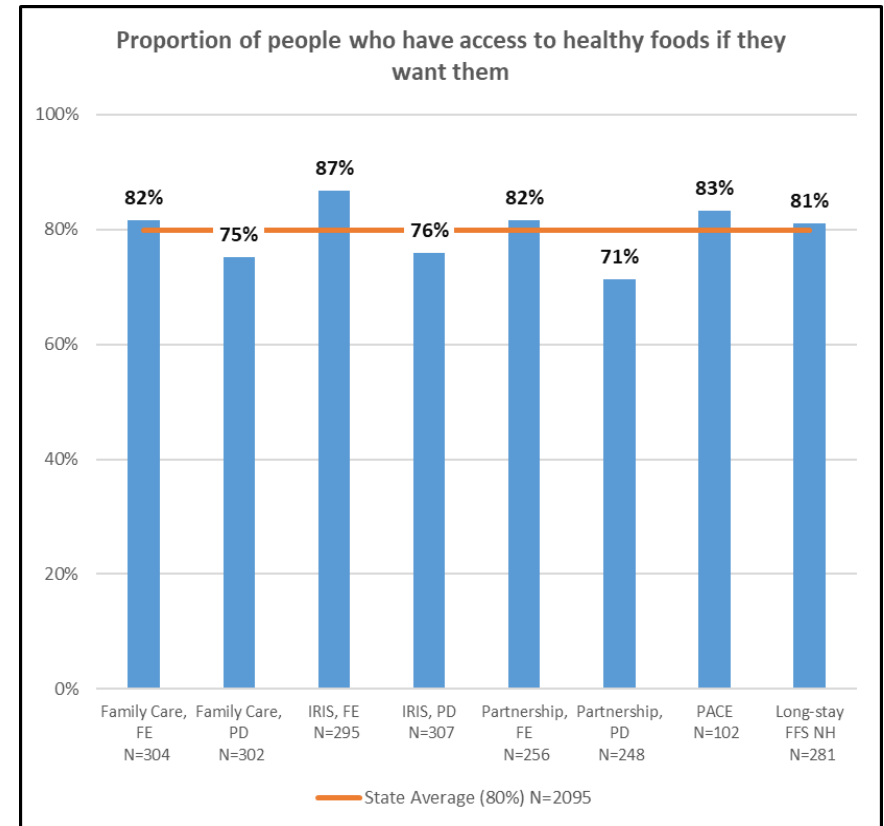
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



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

Medications

Medications are managed effectively and appropriately.

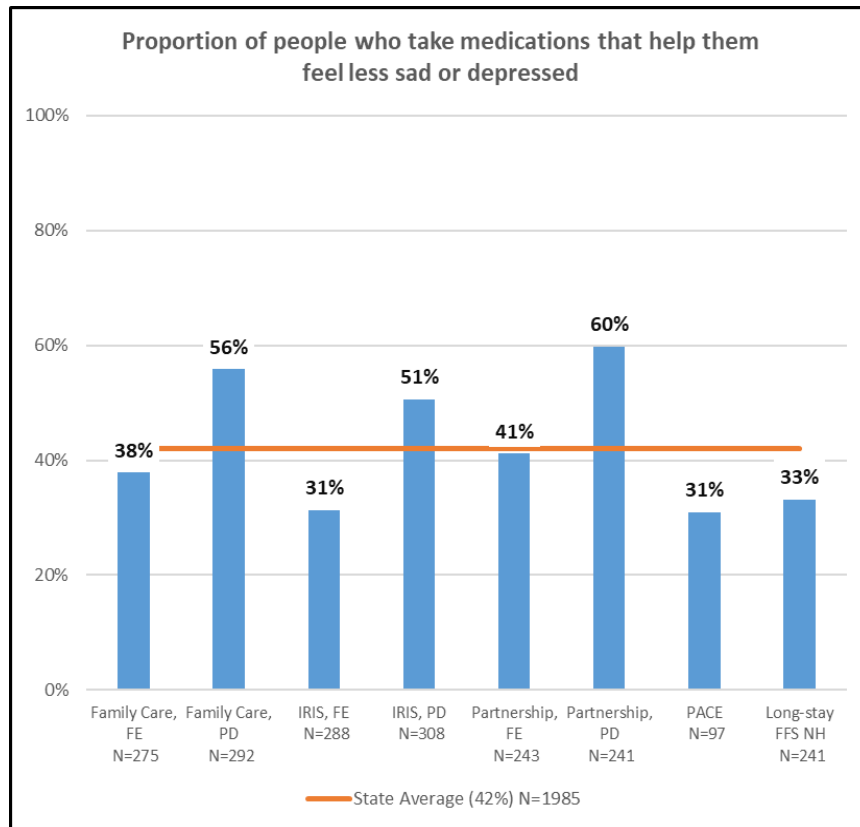
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

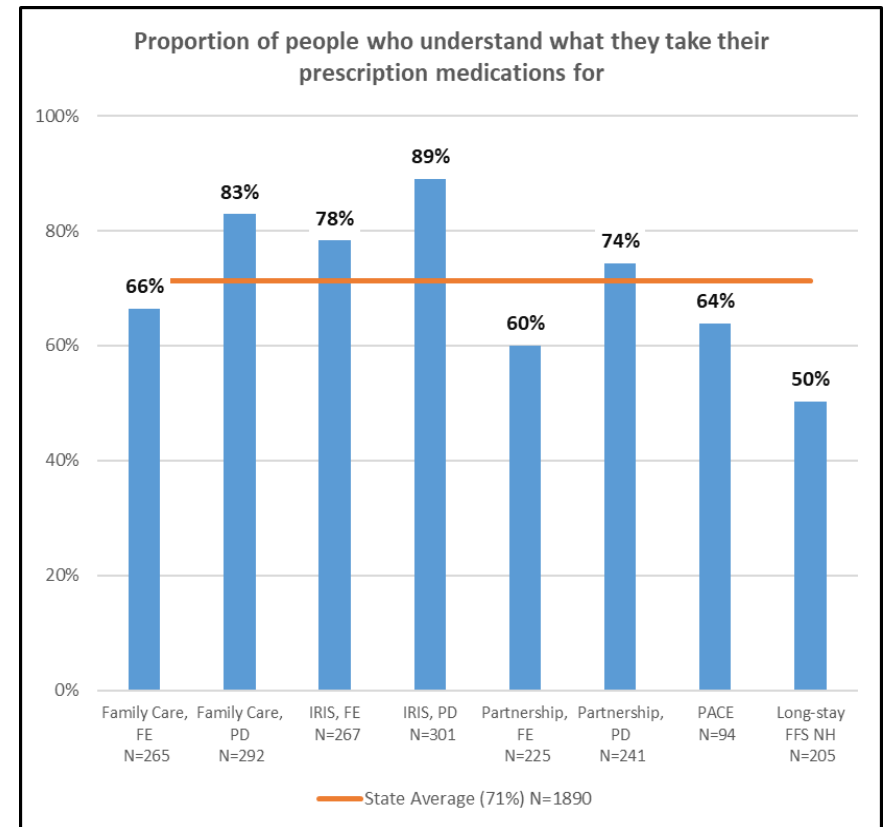
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



Rights and Respect

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

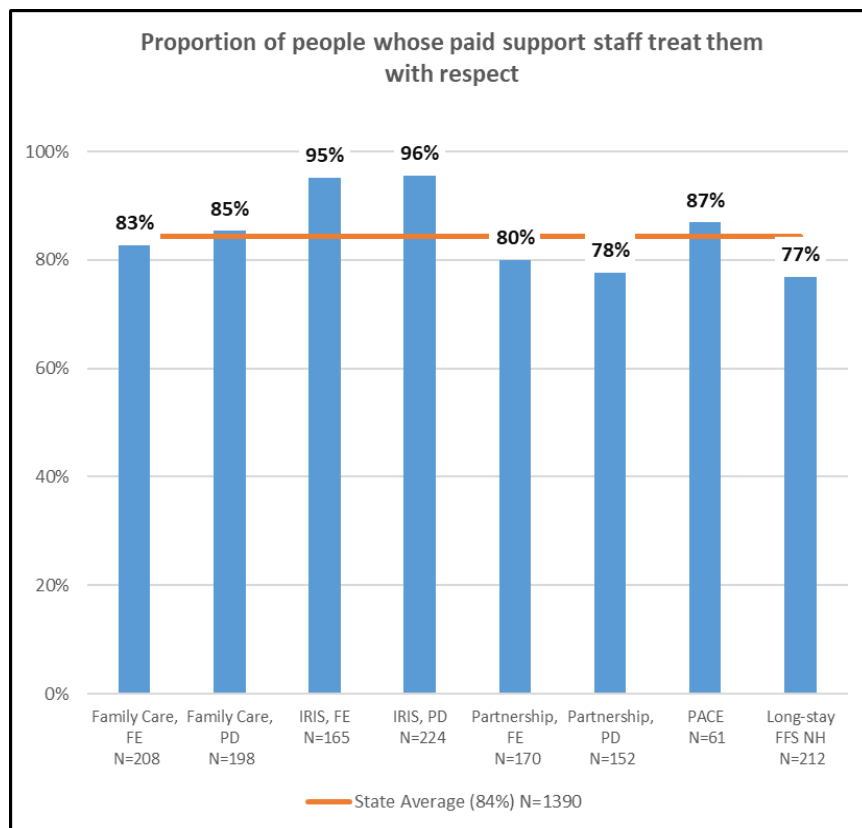
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

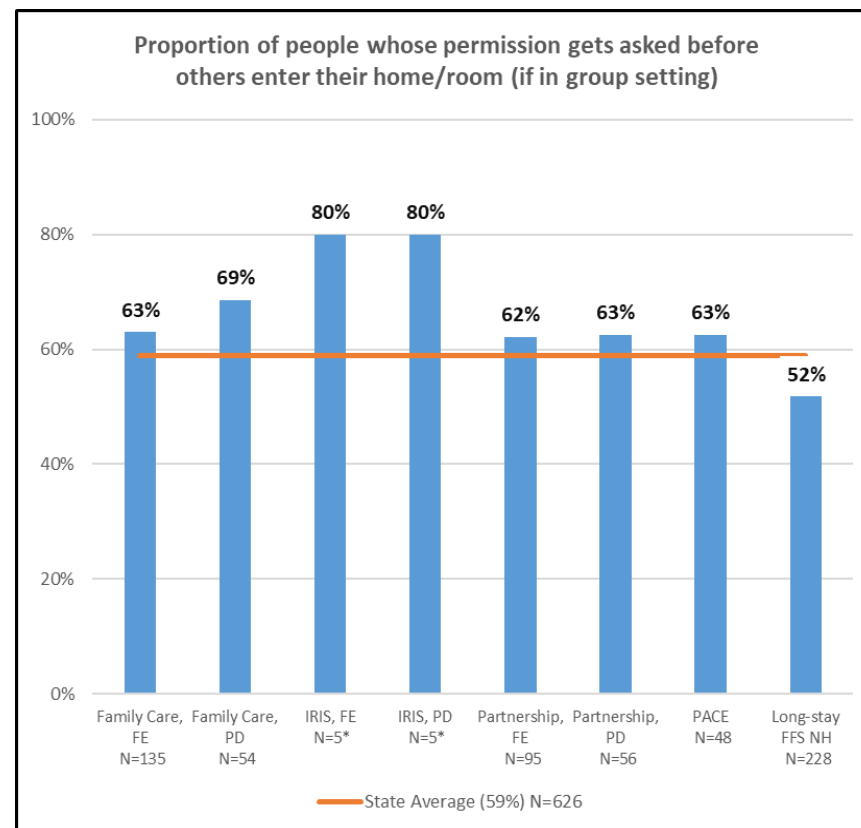
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

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



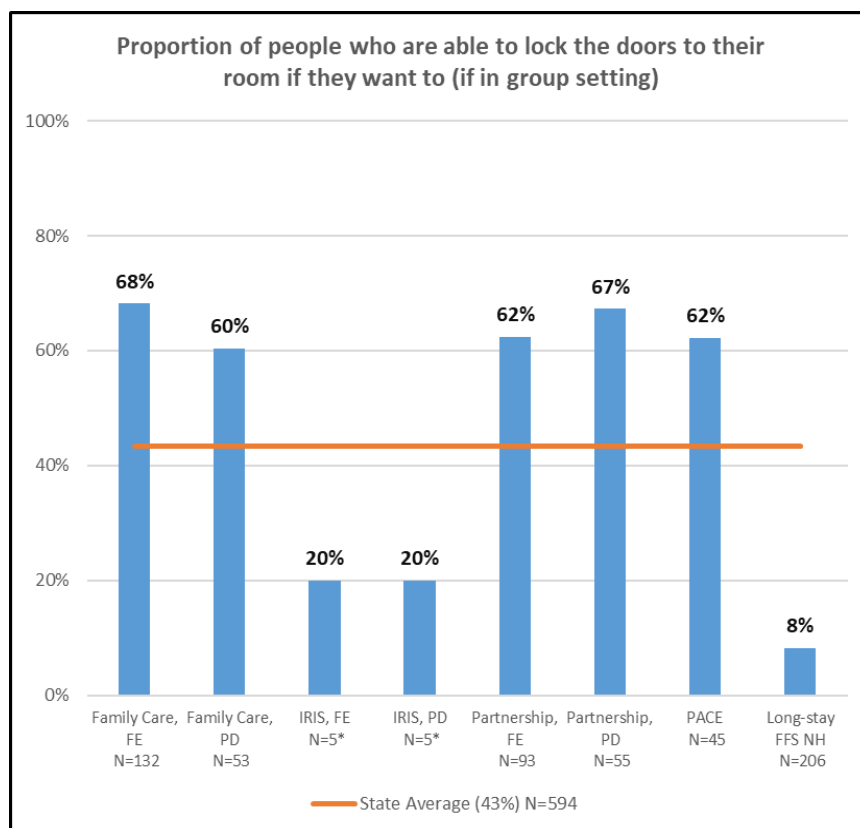
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶¹



* Very small number of responses

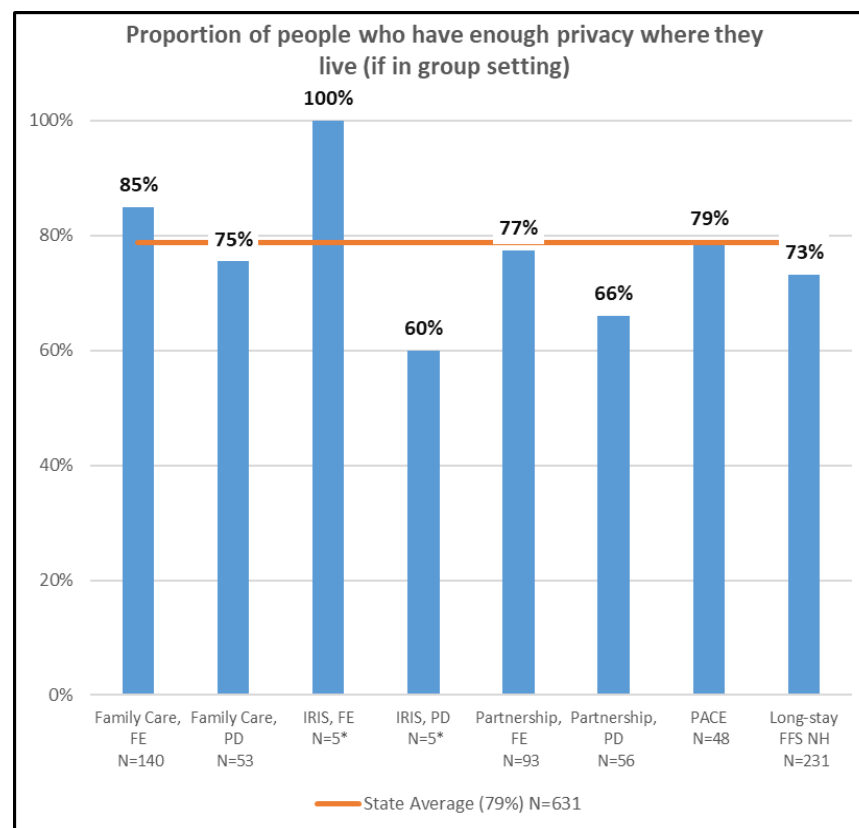
⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

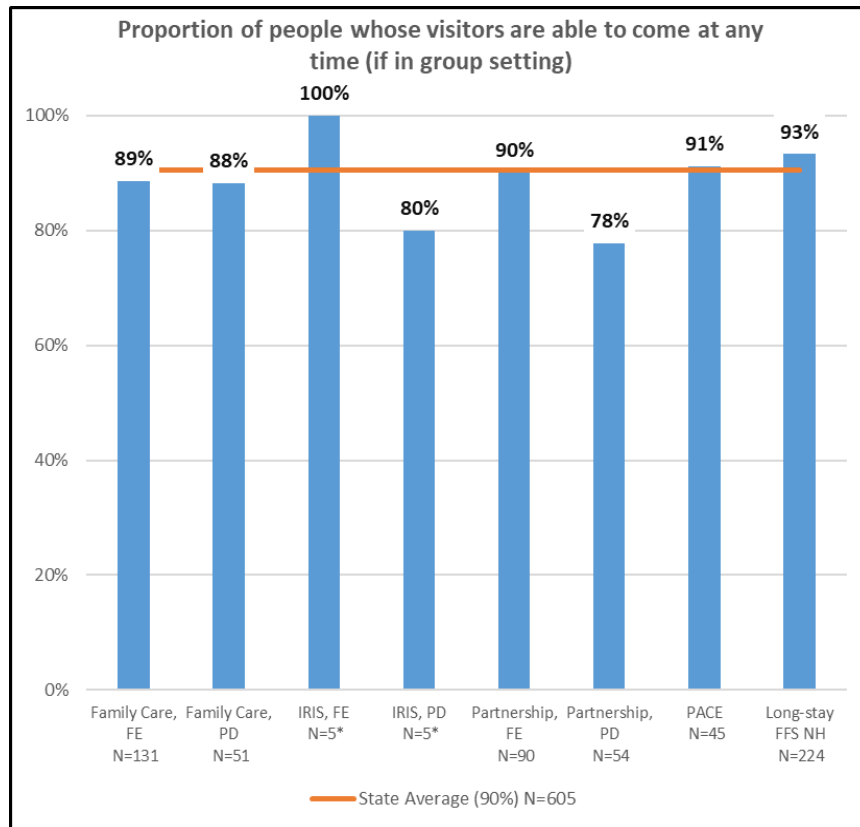


* Very small number of responses

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

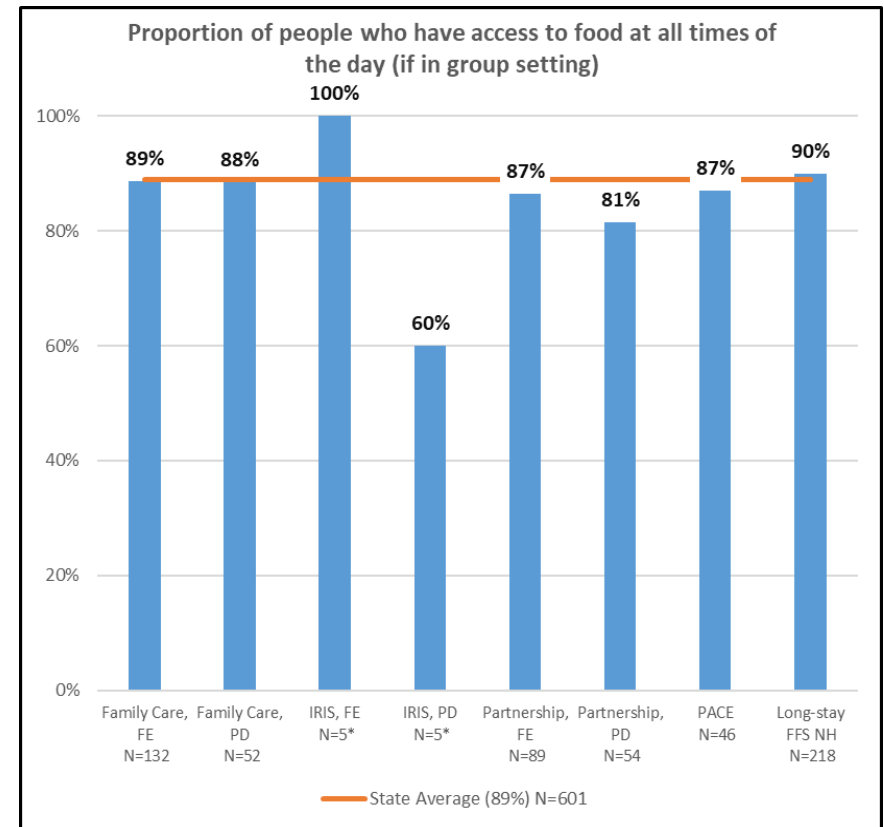
⁶³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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



* Very small number of responses

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

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

Self-Direction

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

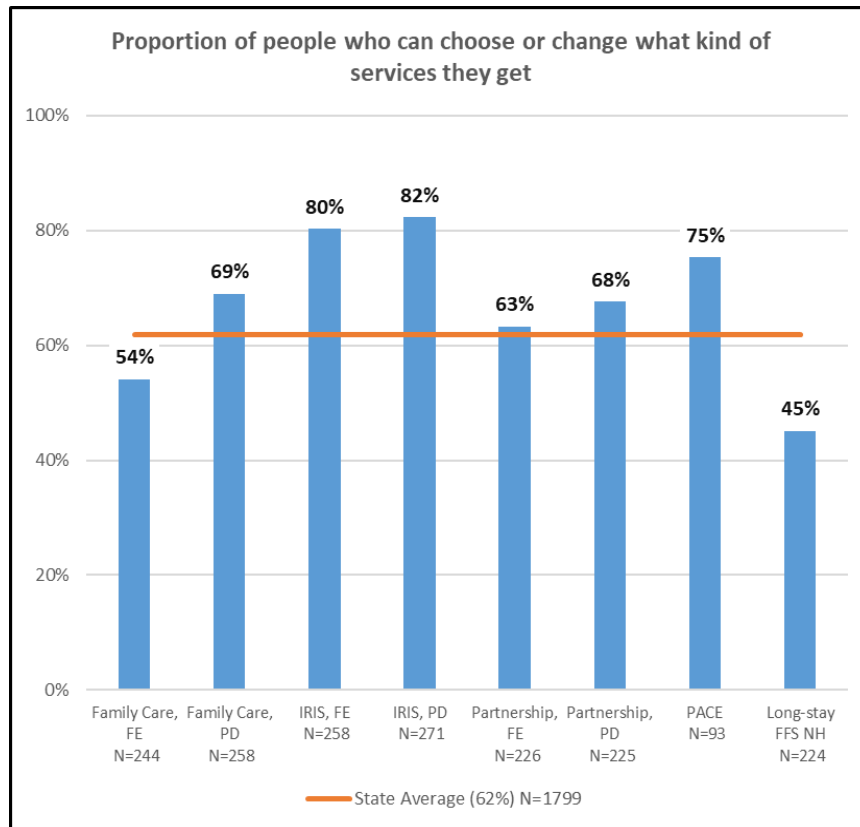
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

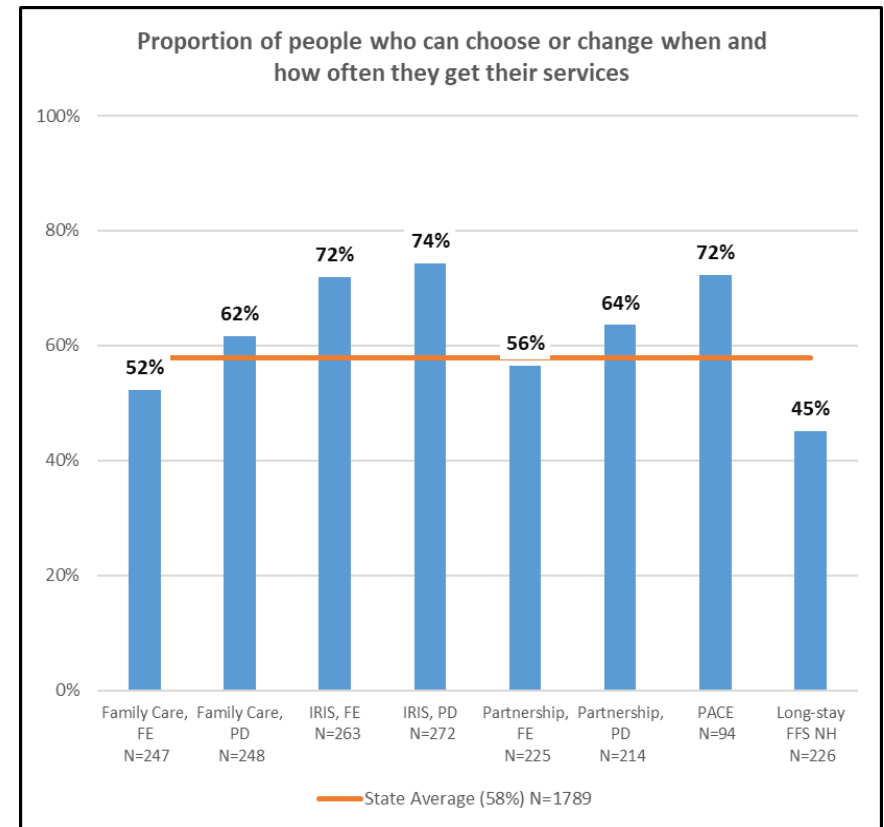
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

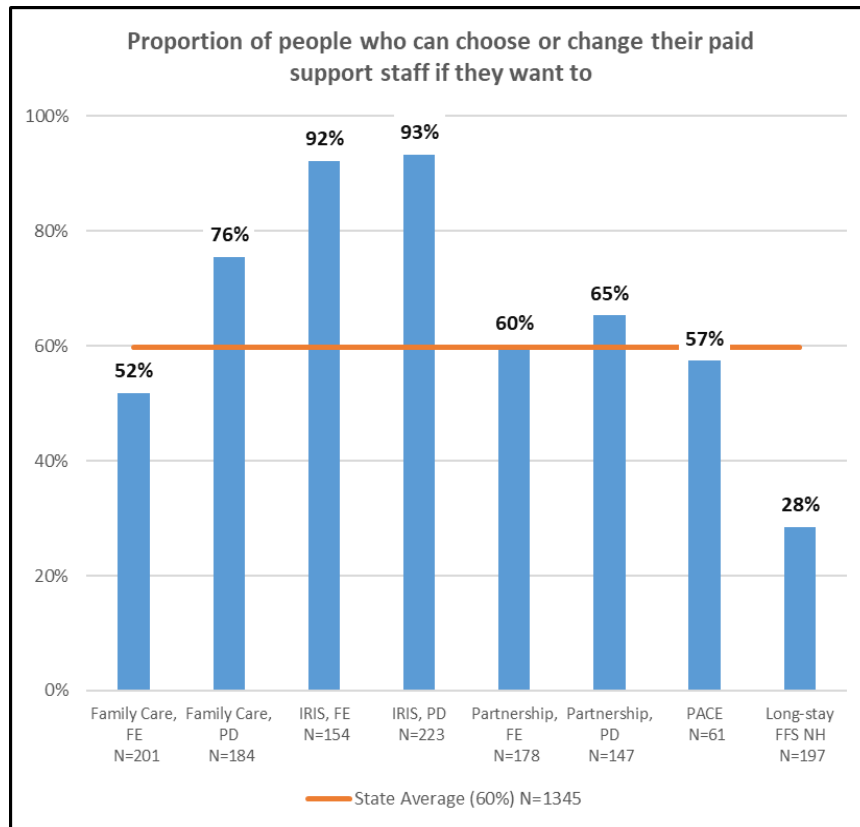
Graph 93. Proportion of people who can choose or change what kind of services they get



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



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



Work

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

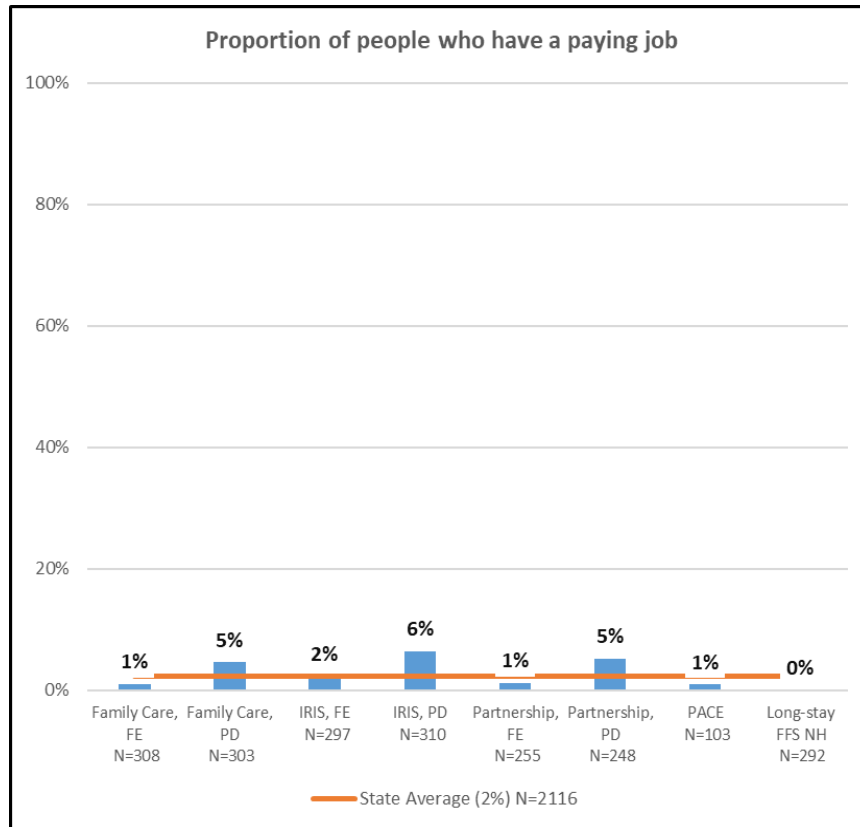
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

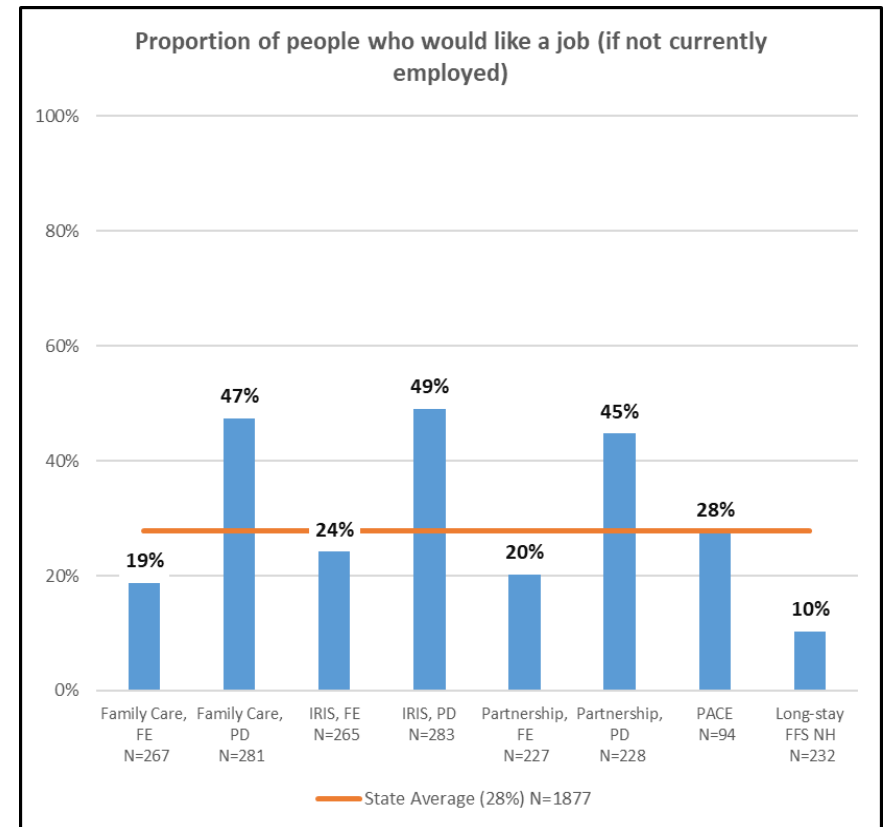
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

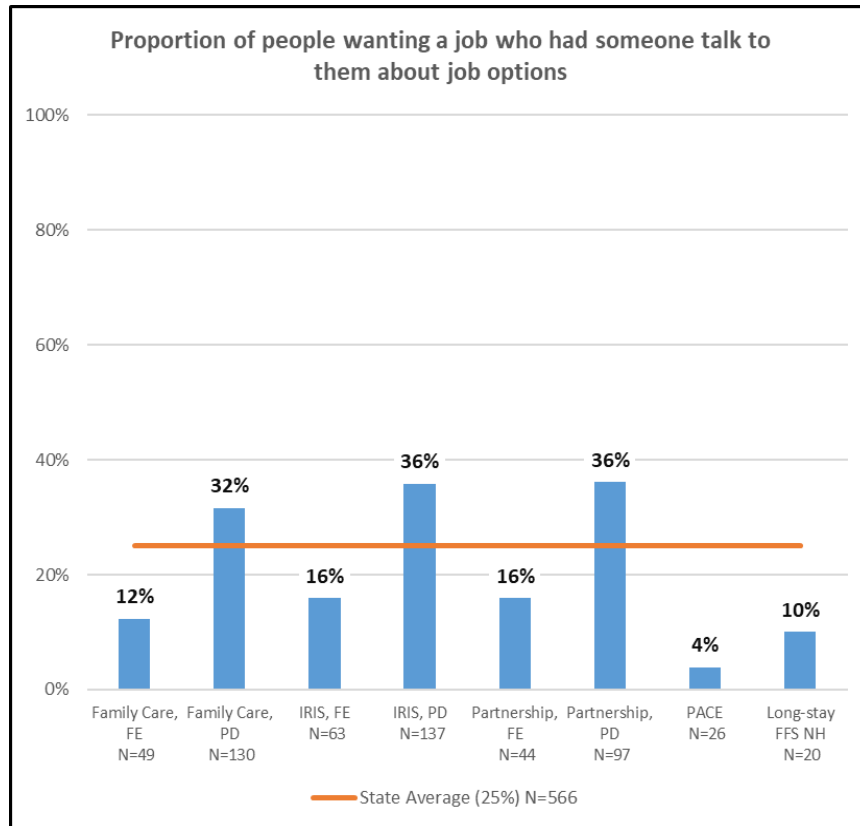
Graph 96. Proportion of people who have a paying job



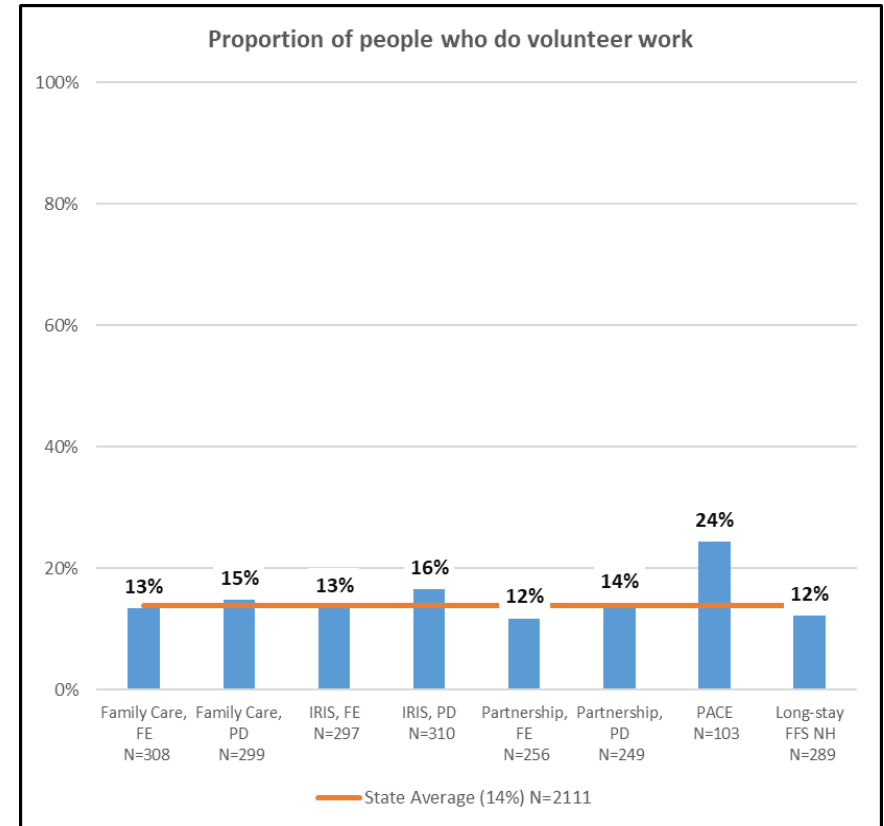
Graph 97. Proportion of people who would like a job (if not currently employed)



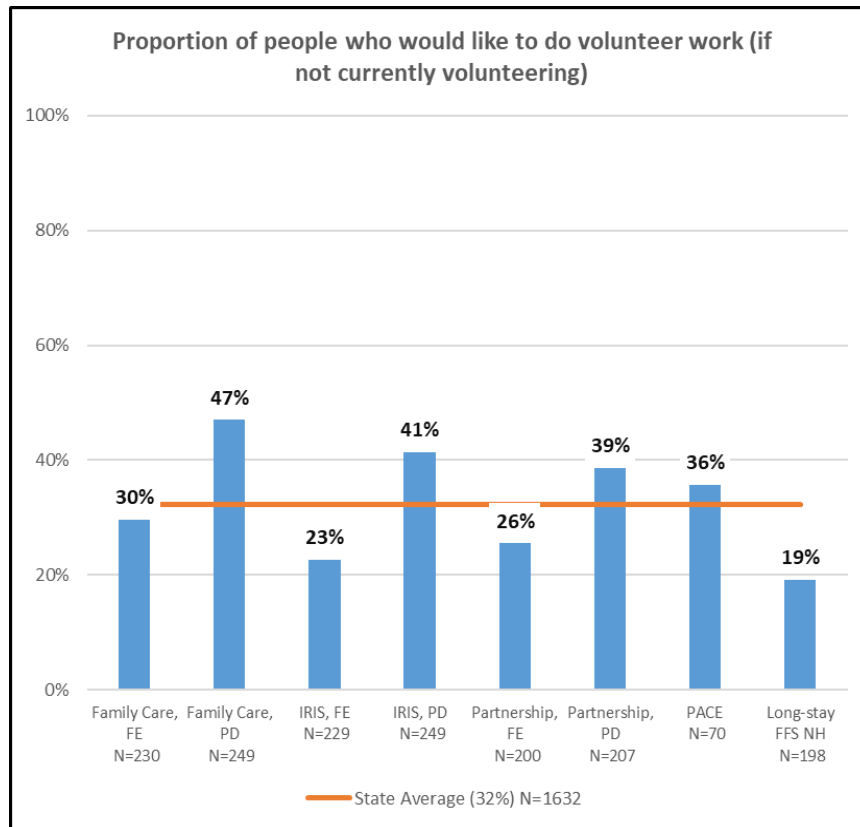
Graph 98. Proportion of people wanting a job who had someone talk to them about job options



Graph 99. Proportion of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

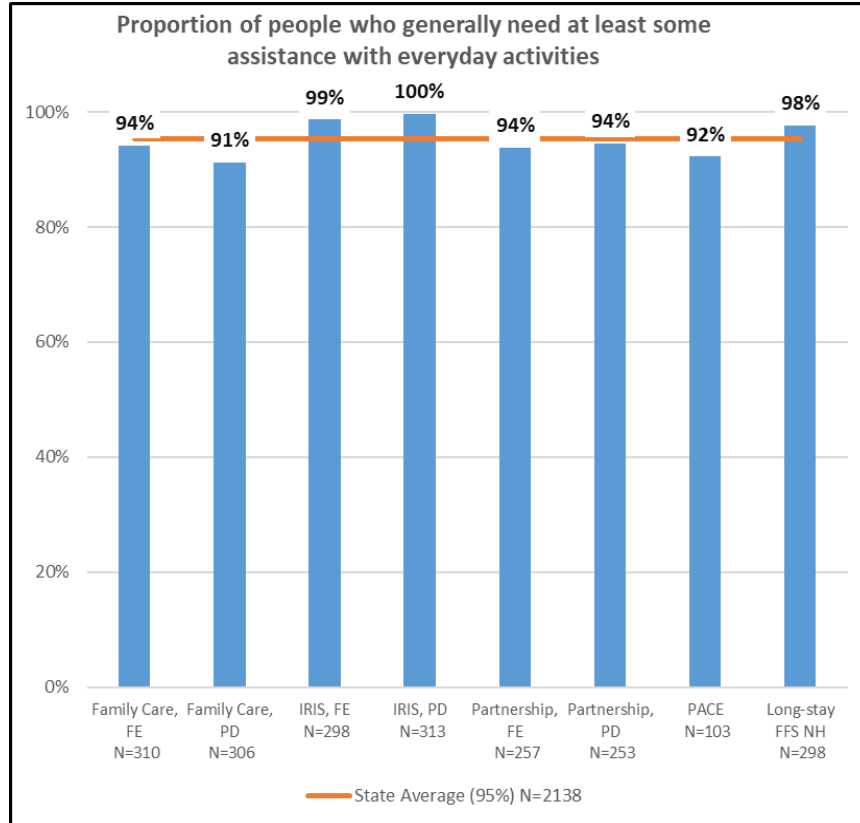
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

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

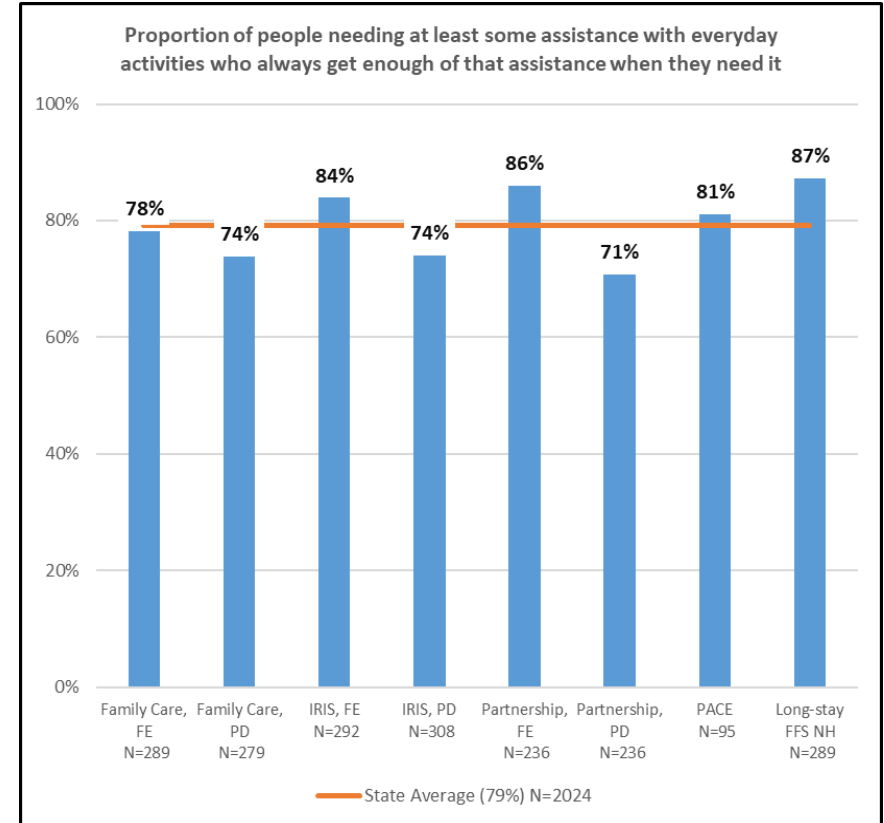
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

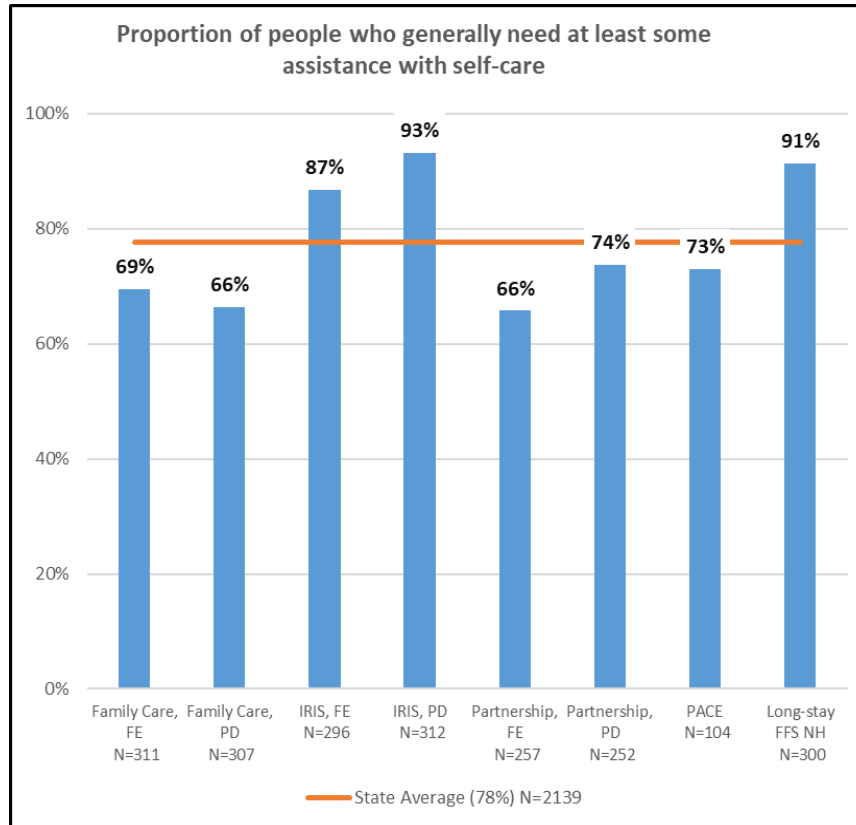
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



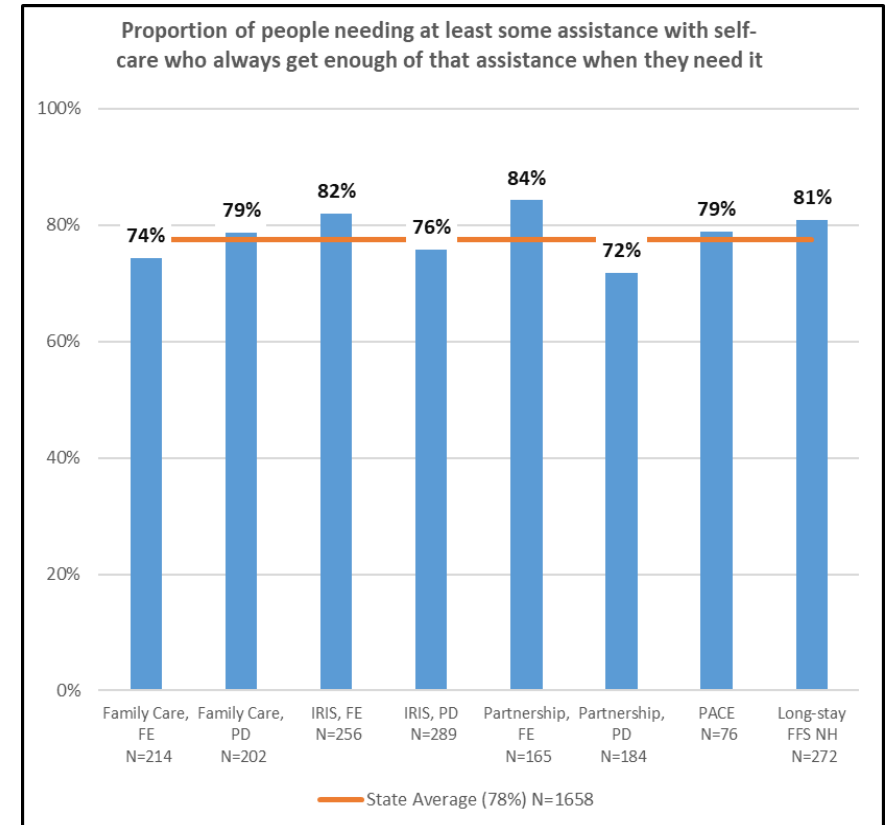
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



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



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



Affordability

People have enough available resources.

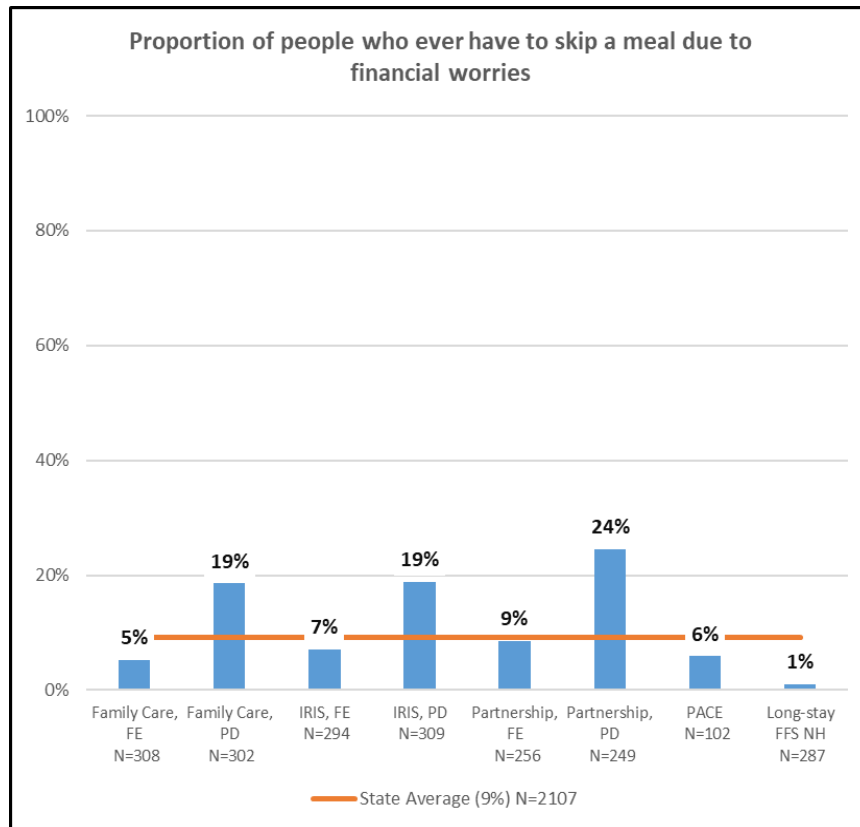
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Control

People feel in control of their lives

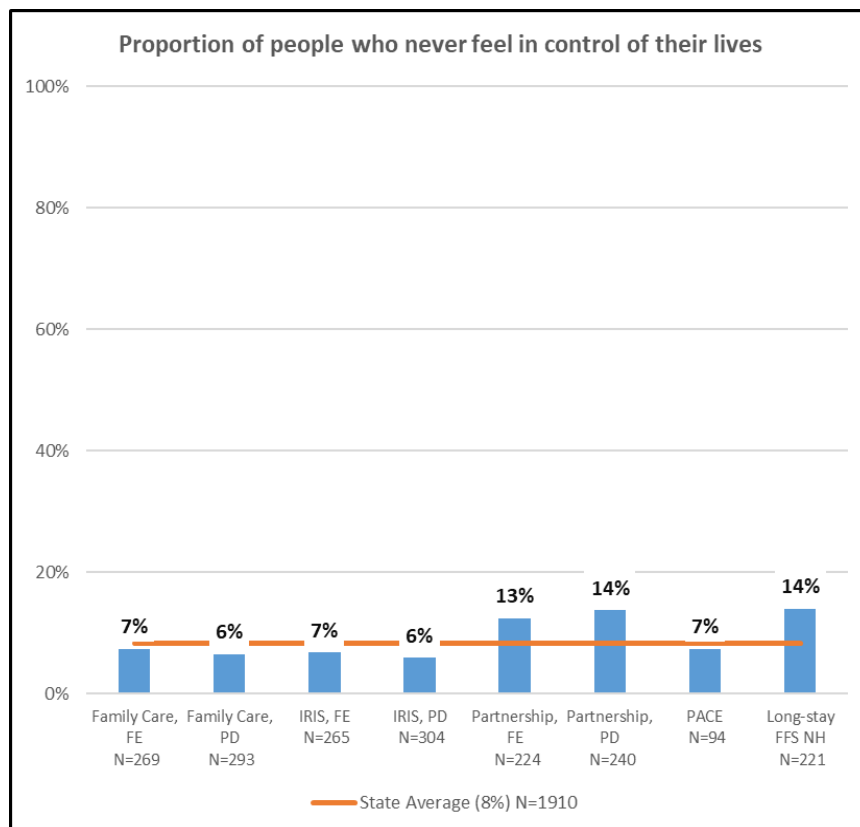
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing rules for recoding survey items with three or more response options into binary variables used for analysis. The table also specifies which graphs in this report contain recoded items, as well as their associated NCI-AD domains.

Unless otherwise stated, “Don’t Know” and “Unclear/Refused” responses are excluded.

Table A1. Outcome Variables – Collapsing Rules

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

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

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

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

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

Appendix B: Wisconsin's 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	251
Family Care, PD	55	309
IRIS, FE	74	280
IRIS, PD	54	313
Partnership, FE	75	232
Partnership, PD	55	254
PACE	75	86
Long-Stay FFS NH	77	221
Sample Average	66	1946

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Family Care, FE	80%	20%	0%	313
Family Care, PD	100%	0%	0%	309
IRIS, FE	94%	6%	0%	298
IRIS, PD	100%	0%	0%	313
Partnership, FE	90%	10%	0%	259
Partnership, PD	100%	0%	0%	254
PACE	83%	17%	0%	104
Long-Stay FFS NH	73%	27%	0%	302
Sample Average	90%	10%	0%	2152

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Family Care, FE	27%	73%	0%	0%	313
Family Care, PD	42%	58%	0%	0%	309
IRIS, FE	36%	64%	0%	0%	298
IRIS, PD	35%	65%	0%	0%	313
Partnership, FE	30%	70%	0%	0%	259
Partnership, PD	39%	61%	0%	0%	254
PACE	28%	72%	0%	0%	104
Long-Stay FFS NH	33%	67%	0%	0%	302
Sample Average	34%	66%	0%	0%	2152

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%	6%	0%	80%	3%	1%	10%	313
Family Care, PD	1%	0%	19%	0%	64%	2%	0%	14%	309
IRIS, FE	1%	0%	39%	0%	48%	2%	4%	6%	298
IRIS, PD	1%	0%	47%	0%	42%	4%	2%	4%	313
Partnership, FE	0%	0%	16%	0%	65%	3%	3%	12%	259
Partnership, PD	0%	0%	30%	0%	51%	5%	0%	14%	254
PACE	0%	0%	27%	0%	54%	5%	1%	13%	104
Long-Stay FFS NH	1%	0%	1%	0%	89%	1%	0%	8%	302
Sample Average	1%	0%	23%	0%	62%	3%	2%	10%	2152

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Family Care, FE	12%	17%	20%	39%	13%	313
Family Care, PD	26%	11%	25%	6%	33%	309
IRIS, FE	16%	24%	27%	24%	9%	298
IRIS, PD	36%	19%	27%	4%	14%	313
Partnership, FE	14%	15%	29%	29%	14%	259
Partnership, PD	31%	8%	26%	4%	31%	254
PACE	30%	10%	17%	21%	22%	104
Long-Stay FFS NH	14%	18%	17%	50%	0%	302
Sample Average	21%	16%	24%	22%	16%	2152

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
Family Care, FE	98%	0%	1%	1%	313
Family Care, PD	99%	0%	0%	1%	309
IRIS, FE	86%	1%	11%	2%	298
IRIS, PD	96%	1%	2%	1%	313
Partnership, FE	95%	2%	1%	2%	259
Partnership, PD	97%	1%	1%	1%	254
PACE	92%	6%	0%	2%	104
Long-Stay FFS NH	100%	0%	0%	0%	302
Sample Average	96%	1%	2%	1%	2152

Table 7. Type of residential area⁶⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Family Care, FE	64%	16%	8%	13%	0%	313
Family Care, PD	69%	14%	6%	12%	0%	309
IRIS, FE	76%	4%	10%	10%	0%	298
IRIS, PD	79%	6%	6%	8%	0%	313
Partnership, FE	88%	7%	1%	4%	0%	259
Partnership, PD	93%	4%	2%	2%	0%	254
PACE	99%	1%	0%	0%	0%	104
Long-Stay FFS NH	46%	17%	13%	24%	0%	302
Sample Average	74%	9%	6%	10%	0%	2152

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	46%	9%	3%	34%	6%	0%	0%	1%	313
Family Care, PD	79%	2%	5%	8%	5%	1%	0%	0%	309
IRIS, FE	99%	0%	0%	0%	0%	0%	0%	1%	298
IRIS, PD	99%	0%	0%	0%	0%	0%	0%	0%	313
Partnership, FE	59%	7%	3%	24%	5%	0%	0%	1%	259
Partnership, PD	76%	2%	7%	7%	5%	1%	0%	2%	254
PACE	73%	3%	5%	9%	8%	0%	0%	3%	104
Long-Stay FFS NH	0%	0%	0%	0%	100%	0%	0%	0%	302
Sample Average	66%	3%	3%	10%	17%	0%	0%	1%	2152

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

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
Family Care, FE	38%	10%	10%	1%	4%	40%	1%	313
Family Care, PD	45%	16%	21%	3%	4%	16%	2%	309
IRIS, FE	39%	26%	37%	1%	2%	1%	0%	298
IRIS, PD	33%	32%	37%	5%	4%	1%	0%	313
Partnership, FE	40%	11%	12%	2%	4%	35%	1%	259
Partnership, PD	38%	15%	28%	6%	4%	19%	0%	254
PACE	31%	9%	20%	12%	2%	32%	1%	104
Long-Stay FFS NH	0%	0%	0%	0%	0%	100%	0%	302
Sample Average	38%	18%	24%	3%	4%	31%	1%	2152

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Family Care, FE	89%	10%	1%	305
Family Care, PD	87%	12%	1%	299
IRIS, FE	95%	5%	0%	294
IRIS, PD	86%	14%	0%	311
Partnership, FE	90%	10%	0%	251
Partnership, PD	85%	15%	0%	247
PACE	97%	3%	0%	100
Long-Stay FFS NH	93%	4%	3%	278
Sample Average	90%	10%	1%	2085

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	23%	3%	13%	43%	17%	0%	0%	0%	30
Family Care, PD	60%	3%	3%	6%	20%	6%	3%	0%	35
IRIS, FE	75%	6%	0%	0%	13%	6%	0%	0%	16
IRIS, PD	95%	0%	0%	0%	2%	2%	0%	0%	44
Partnership, FE	46%	13%	4%	29%	8%	0%	0%	0%	24
Partnership, PD	58%	3%	11%	11%	8%	8%	0%	0%	36
PACE	33%	0%	0%	67%	0%	0%	0%	0%	3
Long-Stay FFS NH	58%	8%	0%	17%	17%	0%	0%	0%	12
Sample Average	61%	4%	5%	15%	11%	4%	1%	0%	200

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Family Care, FE	100%	0%	0%	313
Family Care, PD	0%	100%	0%	309
IRIS, FE	100%	0%	0%	298
IRIS, PD	0%	100%	0%	313
Partnership, FE	100%	0%	0%	259
Partnership, PD	0%	100%	0%	254
PACE	100%	0%	0%	104
Long-Stay FFS NH	0%	0%	100%	302
Sample Average	45%	41%	14%	2152

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

	No	Yes	Don't Know/Unclear	N
Family Care, FE	65%	35%	0%	313
Family Care, PD	92%	8%	0%	309
IRIS, FE	87%	13%	0%	298
IRIS, PD	97%	3%	0%	313
Partnership, FE	71%	29%	0%	259
Partnership, PD	93%	7%	0%	254
PACE	67%	33%	0%	104
Long-Stay FFS NH	54%	45%	1%	302
Sample Average	79%	21%	0%	2152

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
Family Care, FE	99%	1%	0%	313
Family Care, PD	97%	3%	0%	309
IRIS, FE	100%	0%	0%	298
IRIS, PD	100%	0%	0%	313
Partnership, FE	98%	2%	0%	259
Partnership, PD	100%	0%	0%	254
PACE	99%	1%	0%	104
Long-Stay FFS NH	99%	1%	1%	302
Sample Average	99%	1%	0%	2152

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
Family Care, FE	100%	0%	0%	313
Family Care, PD	100%	0%	0%	309
IRIS, FE	100%	0%	0%	298
IRIS, PD	100%	0%	0%	313
Partnership, FE	100%	0%	0%	259
Partnership, PD	100%	0%	0%	254
PACE	100%	0%	0%	104
Long-Stay FFS NH	99%	1%	0%	302
Sample Average	100%	0%	0%	2152

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	6%	28%	63%	28%	0%	305
Family Care, PD	6%	25%	54%	35%	1%	301
IRIS, FE	5%	13%	72%	33%	0%	294
IRIS, PD	5%	15%	69%	36%	0%	311
Partnership, FE	7%	25%	63%	40%	0%	252
Partnership, PD	4%	28%	62%	37%	0%	248
PACE	7%	21%	63%	34%	0%	100
Long-Stay FFS NH	20%	57%	37%	8%	0%	282
Sample Average	7%	27%	60%	31%	0%	2093

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

	No	Yes	Don't Know/Unclear	N
Family Care, FE	70%	28%	2%	305
Family Care, PD	63%	36%	1%	299
IRIS, FE	77%	23%	0%	294
IRIS, PD	64%	35%	1%	311
Partnership, FE	73%	27%	0%	251
Partnership, PD	68%	32%	0%	246
PACE	82%	18%	0%	100
Long-Stay FFS NH	76%	21%	4%	278
Sample Average	70%	28%	1%	2084

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Family Care, FE	1%	99%	0%	313
Family Care, PD	34%	66%	0%	309
IRIS, FE	3%	97%	0%	298
IRIS, PD	39%	61%	0%	313
Partnership, FE	2%	98%	0%	259
Partnership, PD	33%	67%	0%	254
PACE	4%	96%	0%	104
Long-Stay FFS NH	3%	97%	0%	302
Sample Average	16%	84%	0%	2152

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	8%	13%	31%	48%	0%	313
Family Care, PD	11%	12%	27%	50%	0%	309
IRIS, FE	11%	11%	29%	49%	0%	298
IRIS, PD	8%	14%	29%	49%	0%	313
Partnership, FE	15%	22%	22%	41%	0%	259
Partnership, PD	19%	15%	30%	37%	0%	254
PACE	5%	4%	15%	76%	0%	104
Long-Stay FFS NH	4%	16%	40%	41%	0%	302
Sample Average	10%	14%	29%	47%	0%	2152

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Family Care, FE	79%	21%	0%	313
Family Care, PD	91%	9%	0%	309
IRIS, FE	95%	5%	0%	298
IRIS, PD	99%	1%	0%	313
Partnership, FE	85%	15%	0%	259
Partnership, PD	95%	5%	0%	254
PACE	81%	19%	0%	104
Long-Stay FFS NH	32%	68%	0%	302
Sample Average	82%	18%	0%	2152

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

	No	Yes	Don't Know	N
Family Care, FE	85%	15%	0%	303
Family Care, PD	70%	30%	0%	305
IRIS, FE	0%	100%	0%	298
IRIS, PD	0%	100%	0%	313
Partnership, FE	79%	21%	0%	253
Partnership, PD	66%	34%	0%	247
PACE	95%	5%	0%	96
Long-Stay FFS NH	100%	0%	0%	302
Sample Average	58%	42%	0%	2117

Community Participation

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	38%	14%	46%	1%	1%	275
Family Care, PD	53%	12%	33%	1%	1%	300
IRIS, FE	39%	14%	45%	1%	1%	273
IRIS, PD	51%	13%	36%	0%	1%	307
Partnership, FE	42%	12%	42%	2%	2%	233
Partnership, PD	47%	14%	38%	1%	0%	245
PACE	39%	6%	52%	0%	3%	96
Long-Stay FFS NH	30%	12%	51%	4%	3%	240
Sample Average	43%	13%	42%	1%	1%	1969

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 Unwelcomed in Community	N
Family Care, FE	19%	49%	14%	73%	12%	3%	144
Family Care, PD	36%	48%	17%	70%	15%	6%	194
IRIS, FE	12%	28%	15%	79%	7%	3%	145
IRIS, PD	26%	27%	7%	79%	8%	6%	196
Partnership, FE	25%	35%	11%	72%	11%	4%	124
Partnership, PD	26%	39%	21%	74%	11%	7%	148
PACE	21%	33%	7%	79%	21%	7%	43
Long-Stay FFS NH	17%	36%	11%	75%	16%	4%	100
Sample Average	24%	37%	13%	75%	12%	5%	1094

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	6%	2%	12%	8%	2%	1%	144
Family Care, PD	8%	3%	11%	5%	0%	0%	194
IRIS, FE	4%	6%	12%	5%	1%	0%	145
IRIS, PD	7%	2%	14%	6%	0%	1%	196
Partnership, FE	6%	0%	10%	7%	0%	2%	124
Partnership, PD	9%	2%	16%	10%	0%	0%	148
PACE	5%	2%	9%	5%	0%	2%	43
Long-Stay FFS NH	2%	2%	9%	5%	0%	0%	100
Sample Average	6%	2%	12%	6%	0%	1%	1094

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	40%	57%	1%	1%	275
Family Care, PD	48%	50%	2%	1%	301
IRIS, FE	34%	63%	1%	1%	273
IRIS, PD	47%	52%	0%	1%	307
Partnership, FE	40%	57%	1%	1%	233
Partnership, PD	44%	56%	0%	0%	245
PACE	27%	71%	1%	1%	96
Long-Stay FFS NH	34%	57%	5%	4%	240
Sample Average	41%	56%	2%	1%	1970

Choice and Decision Making

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	62%	31%	7%	0%	29
Family Care, PD	81%	13%	6%	0%	16
IRIS, FE	75%	25%	0%	0%	4
IRIS, PD	50%	50%	0%	0%	2
Partnership, FE	84%	16%	0%	0%	19
Partnership, PD	80%	10%	10%	0%	10
PACE	69%	31%	0%	0%	13
Long-Stay FFS NH	80%	14%	5%	2%	103
Sample Average	77%	18%	5%	1%	196

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

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	2%	7%	90%	0%	1%	274
Family Care, PD	2%	8%	89%	0%	1%	298
IRIS, FE	1%	3%	96%	0%	0%	272
IRIS, PD	1%	5%	94%	0%	0%	305
Partnership, FE	4%	6%	88%	0%	1%	233
Partnership, PD	2%	5%	93%	0%	0%	244
PACE	5%	6%	88%	0%	1%	96
Long-Stay FFS NH	9%	22%	68%	0%	1%	237
Sample Average	3%	8%	89%	0%	1%	1959

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

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	25%	9%	65%	0%	0%	1%	274
Family Care, PD	9%	5%	85%	0%	0%	1%	297
IRIS, FE	1%	2%	95%	0%	0%	1%	272
IRIS, PD	2%	4%	93%	1%	0%	0%	305
Partnership, FE	23%	13%	64%	0%	0%	1%	233
Partnership, PD	12%	7%	81%	0%	0%	0%	244
PACE	32%	13%	54%	0%	1%	1%	95
Long-Stay FFS NH	39%	12%	47%	0%	1%	1%	236
Sample Average	16%	7%	76%	0%	0%	1%	1956

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	26%	66%	3%	1%	140
Family Care, PD	15%	22%	56%	2%	5%	55
IRIS, FE	0%	20%	80%	0%	0%	5
IRIS, PD	40%	20%	40%	0%	0%	5
Partnership, FE	15%	31%	53%	1%	1%	95
Partnership, PD	13%	39%	45%	4%	0%	56
PACE	17%	31%	52%	0%	0%	48
Long-Stay FFS NH	13%	21%	63%	2%	1%	234
Sample Average	12%	26%	59%	2%	1%	638

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

Relationships

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

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	3%	11%	86%	1%	0%	256
Family Care, PD	5%	14%	81%	0%	0%	278
IRIS, FE	2%	8%	90%	0%	0%	253
IRIS, PD	3%	9%	89%	0%	0%	294
Partnership, FE	4%	10%	87%	0%	0%	216
Partnership, PD	4%	11%	84%	0%	0%	231
PACE	2%	4%	94%	0%	0%	85
Long-Stay FFS NH	5%	14%	82%	0%	0%	220
Sample Average	3%	10%	86%	0%	0%	1833

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

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/ No Response	N
Family Care, FE	31%	23%	0%	17%	11%	43%	3%	35
Family Care, PD	40%	40%	4%	28%	4%	26%	6%	53
IRIS, FE	32%	32%	4%	12%	0%	52%	4%	25
IRIS, PD	24%	24%	0%	36%	3%	33%	3%	33
Partnership, FE	52%	24%	10%	31%	3%	41%	3%	29
Partnership, PD	36%	22%	0%	39%	6%	31%	3%	36
PACE	20%	40%	0%	40%	0%	60%	0%	5
Long-Stay FFS NH	30%	25%	8%	33%	5%	43%	3%	40
Sample Average	35%	28%	4%	29%	5%	38%	4%	256

Satisfaction

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	8%	14%	77%	0%	0%	277
Family Care, PD	12%	15%	73%	0%	1%	303
IRIS, FE	4%	11%	85%	0%	0%	273
IRIS, PD	12%	12%	77%	0%	0%	307
Partnership, FE	10%	11%	78%	0%	0%	236
Partnership, PD	14%	17%	69%	0%	0%	248
PACE	4%	11%	84%	0%	1%	97
Long-Stay FFS NH	9%	21%	69%	0%	0%	243
Sample Average	10%	14%	76%	0%	0%	1984

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

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Family Care, FE	6%	8%	5%	14%	44%	63
Family Care, PD	14%	10%	8%	20%	23%	79
IRIS, FE	17%	7%	2%	22%	15%	41
IRIS, PD	19%	17%	6%	21%	13%	72
Partnership, FE	4%	6%	10%	6%	45%	51
Partnership, PD	18%	16%	10%	19%	32%	77
PACE	20%	7%	7%	0%	33%	15
Long-Stay FFS NH	1%	0%	4%	5%	61%	74
Sample Average	12%	9%	7%	15%	34%	472

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
Family Care, FE	17%	19%	19%	19%	22%	63
Family Care, PD	20%	22%	13%	8%	8%	79
IRIS, FE	12%	15%	5%	2%	2%	41
IRIS, PD	25%	15%	4%	6%	3%	72
Partnership, FE	16%	18%	18%	14%	16%	51
Partnership, PD	13%	21%	16%	9%	13%	77
PACE	7%	13%	20%	0%	7%	15
Long-Stay FFS NH	4%	7%	19%	18%	8%	74
Sample Average	15%	17%	14%	11%	10%	472

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

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	11%	14%	14%	13%	3%	0%	63
Family Care, PD	13%	9%	8%	19%	4%	0%	79
IRIS, FE	10%	7%	17%	20%	2%	2%	41
IRIS, PD	3%	3%	3%	25%	0%	1%	72
Partnership, FE	12%	8%	18%	20%	0%	0%	51
Partnership, PD	18%	12%	12%	13%	1%	0%	77
PACE	20%	20%	7%	33%	0%	0%	15
Long-Stay FFS NH	11%	12%	4%	15%	1%	0%	74
Sample Average	11%	10%	10%	18%	2%	0%	472

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Family Care, FE	62%	10%	28%	0%	277
Family Care, PD	57%	8%	34%	1%	303
IRIS, FE	75%	7%	18%	0%	273
IRIS, PD	61%	6%	32%	1%	307
Partnership, FE	67%	7%	25%	0%	236
Partnership, PD	52%	6%	41%	1%	248
PACE	72%	6%	20%	2%	97
Long-Stay FFS NH	50%	9%	39%	2%	243
Sample Average	61%	8%	30%	1%	1984

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

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
Family Care, FE	59%	5%	16%	4%	105
Family Care, PD	73%	6%	6%	2%	126
IRIS, FE	69%	6%	10%	0%	67
IRIS, PD	79%	4%	1%	1%	117
Partnership, FE	47%	9%	18%	3%	77
Partnership, PD	74%	2%	10%	3%	116
PACE	84%	4%	0%	4%	25
Long-Stay FFS NH	63%	17%	6%	0%	115
Sample Average	68%	7%	9%	2%	748

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	1%	10%	5%	1%	105
Family Care, PD	0%	12%	2%	0%	126
IRIS, FE	0%	12%	1%	1%	67
IRIS, PD	0%	13%	1%	1%	117
Partnership, FE	0%	16%	8%	0%	77
Partnership, PD	0%	7%	2%	3%	116
PACE	4%	4%	0%	0%	25
Long-Stay FFS NH	3%	4%	5%	1%	115
Sample Average	1%	10%	3%	1%	748

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	7%	34%	59%	0%	0%	274
Family Care, PD	12%	43%	44%	0%	0%	298
IRIS, FE	7%	35%	56%	0%	1%	272
IRIS, PD	10%	41%	49%	0%	0%	305
Partnership, FE	7%	36%	55%	0%	1%	233
Partnership, PD	17%	41%	41%	0%	0%	244
PACE	5%	28%	66%	0%	1%	96
Long-Stay FFS NH	8%	37%	52%	0%	3%	237
Sample Average	10%	38%	52%	0%	1%	1959

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

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	52%	17%	20%	8%	2%	1%	208
Family Care, PD	55%	11%	17%	15%	0%	1%	201
IRIS, FE	71%	7%	7%	15%	0%	0%	165
IRIS, PD	68%	4%	9%	20%	0%	0%	225
Partnership, FE	48%	26%	21%	4%	2%	0%	172
Partnership, PD	55%	15%	20%	9%	0%	1%	152
PACE	50%	24%	16%	0%	8%	2%	62
Long-Stay FFS NH	37%	23%	23%	13%	3%	1%	213
Sample Average	55%	15%	17%	12%	1%	1%	1398

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	4%	27%	68%	0%	0%	208
Family Care, PD	3%	23%	72%	0%	2%	201
IRIS, FE	2%	11%	85%	0%	1%	165
IRIS, PD	2%	8%	89%	0%	0%	225
Partnership, FE	5%	27%	67%	1%	0%	172
Partnership, PD	7%	21%	71%	1%	0%	152
PACE	2%	23%	74%	0%	2%	62
Long-Stay FFS NH	5%	25%	68%	1%	0%	213
Sample Average	4%	20%	75%	0%	1%	1398

Service Coordination

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Family Care, FE	8%	14%	76%	2%	272
Family Care, PD	8%	8%	84%	1%	290
IRIS, FE	4%	7%	88%	0%	269
IRIS, PD	3%	5%	92%	0%	304
Partnership, FE	12%	9%	78%	1%	234
Partnership, PD	8%	9%	83%	0%	245
PACE	4%	12%	83%	1%	95
Long-Stay FFS NH	9%	28%	61%	3%	241
Sample Average	7%	11%	81%	1%	1950

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Family Care, FE	7%	14%	76%	2%	272
Family Care, PD	13%	8%	77%	2%	291
IRIS, FE	4%	8%	87%	1%	269
IRIS, PD	5%	4%	92%	0%	304
Partnership, FE	11%	6%	82%	0%	234
Partnership, PD	10%	8%	82%	0%	245
PACE	4%	4%	92%	0%	95
Long-Stay FFS NH	10%	20%	68%	2%	242
Sample Average	8%	9%	81%	1%	1952

⁶⁹ New item added in 2018-2019.

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	6%	84%	10%	1%	307
Family Care, PD	2%	94%	3%	1%	297
IRIS, FE	4%	93%	3%	0%	294
IRIS, PD	4%	94%	2%	0%	310
Partnership, FE	2%	94%	3%	1%	257
Partnership, PD	2%	96%	2%	0%	252
PACE	2%	92%	6%	0%	102
Long-Stay FFS NH	23%	45%	31%	1%	301
Sample Average	6%	86%	8%	1%	2120

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

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	19%	72%	4%	0%	257
Family Care, PD	10%	19%	70%	1%	0%	280
IRIS, FE	3%	9%	87%	0%	0%	274
IRIS, PD	4%	8%	88%	0%	0%	291
Partnership, FE	7%	17%	73%	3%	0%	242
Partnership, PD	12%	18%	70%	0%	0%	241
PACE	4%	16%	78%	2%	0%	94
Long-Stay FFS NH	3%	14%	80%	3%	0%	136
Sample Average	6%	15%	77%	2%	0%	1815

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	0%	92%	0%	4%	24
Family Care, PD	6%	0%	87%	6%	0%	47
IRIS, FE	24%	14%	59%	2%	2%	66
IRIS, PD	11%	5%	84%	0%	0%	38
Partnership, FE	7%	10%	78%	0%	5%	41
Partnership, PD	3%	9%	88%	0%	0%	34
PACE	11%	0%	89%	0%	0%	18
Long-Stay FFS NH	9%	0%	83%	9%	0%	23
Sample Average	11%	6%	79%	2%	1%	291

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

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	3%	21%	61%	12%	3%	1%	234
Family Care, PD	3%	16%	64%	15%	1%	0%	202
IRIS, FE	3%	8%	76%	13%	0%	0%	169
IRIS, PD	3%	5%	73%	18%	0%	0%	226
Partnership, FE	6%	18%	67%	5%	4%	1%	189
Partnership, PD	6%	21%	64%	7%	1%	1%	154
PACE	5%	13%	83%	0%	0%	0%	64
Long-Stay FFS NH	5%	17%	52%	22%	3%	1%	249
Sample Average	4%	15%	65%	13%	2%	1%	1487

⁷⁰ Item previously reported in the "Access" domain.

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	20%	64%	14%	2%	312
Family Care, PD	36%	59%	5%	0%	307
IRIS, FE	30%	61%	8%	1%	298
IRIS, PD	32%	62%	5%	1%	313
Partnership, FE	18%	71%	9%	2%	256
Partnership, PD	25%	70%	4%	0%	251
PACE	19%	72%	7%	2%	103
Long-Stay FFS NH	9%	73%	17%	1%	298
Sample Average	24%	66%	9%	1%	2138

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	37%	44%	17%	2%	271
Family Care, PD	42%	47%	11%	1%	296
IRIS, FE	32%	53%	13%	2%	270
IRIS, PD	37%	53%	9%	0%	305
Partnership, FE	34%	37%	27%	3%	230
Partnership, PD	28%	55%	17%	0%	242
PACE	27%	63%	8%	1%	95
Long-Stay FFS NH	37%	32%	28%	3%	226
Sample Average	35%	47%	16%	1%	1935

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

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	5%	25%	67%	1%	1%	303
Family Care, PD	8%	29%	62%	0%	1%	290
IRIS, FE	4%	23%	71%	1%	1%	291
IRIS, PD	8%	22%	69%	1%	1%	309
Partnership, FE	6%	21%	71%	1%	0%	251
Partnership, PD	7%	28%	63%	1%	0%	246
PACE	4%	22%	73%	1%	0%	101
Long-Stay FFS NH	5%	18%	74%	2%	1%	282
Sample Average	6%	24%	69%	1%	1%	2073

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

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
Family Care, FE	9%	33%	32%	15%	11%	91
Family Care, PD	3%	25%	43%	15%	27%	115
IRIS, FE	3%	33%	38%	4%	18%	79
IRIS, PD	1%	38%	40%	12%	20%	90
Partnership, FE	1%	30%	28%	12%	19%	69
Partnership, PD	5%	31%	40%	16%	21%	87
PACE	8%	16%	16%	12%	28%	25
Long-Stay FFS NH	16%	28%	16%	9%	3%	64
Sample Average	5%	30%	34%	12%	18%	620

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Family Care, FE	19%	40%	7%	10%	15%	23%	91
Family Care, PD	15%	50%	6%	10%	14%	22%	115
IRIS, FE	5%	43%	19%	11%	13%	19%	79
IRIS, PD	9%	46%	10%	12%	24%	26%	90
Partnership, FE	23%	32%	1%	10%	7%	26%	69
Partnership, PD	14%	40%	3%	20%	22%	38%	87
PACE	24%	36%	4%	8%	32%	40%	25
Long-Stay FFS NH	11%	31%	0%	11%	17%	27%	64
Sample Average	14%	41%	7%	12%	17%	26%	620

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	19%	3%	3%	3%	10%	10%	0%	91
Family Care, PD	30%	13%	1%	8%	16%	6%	3%	115
IRIS, FE	20%	19%	0%	1%	23%	4%	3%	79
IRIS, PD	41%	16%	1%	3%	9%	11%	1%	90
Partnership, FE	19%	12%	3%	3%	13%	4%	7%	69
Partnership, PD	37%	11%	0%	5%	11%	5%	0%	87
PACE	32%	0%	4%	4%	8%	4%	0%	25
Long-Stay FFS NH	16%	0%	5%	2%	17%	14%	0%	64
Sample Average	27%	10%	2%	4%	14%	7%	2%	620

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	28%	66%	5%	0%	74
Family Care, PD	42%	54%	4%	0%	98
IRIS, FE	32%	59%	3%	6%	71
IRIS, PD	26%	69%	5%	1%	86
Partnership, FE	37%	60%	3%	0%	63
Partnership, PD	43%	48%	10%	0%	82
PACE	25%	67%	8%	0%	24
Long-Stay FFS NH	43%	38%	19%	0%	21
Sample Average	35%	59%	6%	1%	519

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

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
Family Care, FE	5%	29%	20%	7%	12%	11%	304
Family Care, PD	10%	16%	20%	11%	17%	20%	286
IRIS, FE	20%	34%	16%	10%	9%	8%	286
IRIS, PD	27%	21%	16%	8%	8%	15%	304
Partnership, FE	9%	35%	9%	12%	14%	19%	254
Partnership, PD	9%	18%	13%	7%	22%	24%	245
PACE	10%	17%	5%	4%	31%	18%	99
Long-Stay FFS NH	5%	45%	4%	4%	4%	23%	295
Sample Average	12%	28%	14%	8%	13%	17%	2073

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

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	16%	0%	0%	0%	11%	1%	304
Family Care, PD	15%	1%	2%	2%	7%	0%	286
IRIS, FE	5%	2%	1%	0%	8%	0%	286
IRIS, PD	10%	0%	1%	1%	9%	0%	304
Partnership, FE	10%	2%	1%	1%	9%	1%	254
Partnership, PD	15%	3%	2%	1%	8%	1%	245
PACE	7%	1%	0%	1%	15%	0%	99
Long-Stay FFS NH	6%	1%	2%	0%	14%	1%	295
Sample Average	11%	1%	1%	1%	10%	1%	2073

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	6%	94%	0%	0%	313
Family Care, PD	12%	88%	0%	0%	308
IRIS, FE	2%	98%	0%	0%	298
IRIS, PD	1%	99%	0%	0%	313
Partnership, FE	7%	93%	0%	0%	257
Partnership, PD	6%	93%	0%	0%	253
PACE	6%	94%	0%	0%	104
Long-Stay FFS NH	2%	96%	1%	0%	301
Sample Average	5%	95%	0%	0%	2147

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
Family Care, FE	73%	10%	0%	15%	2%	0%	0%	0%	293
Family Care, PD	54%	20%	3%	19%	3%	0%	1%	0%	271
IRIS, FE	23%	62%	4%	10%	1%	0%	0%	0%	293
IRIS, PD	22%	58%	9%	8%	2%	0%	0%	1%	309
Partnership, FE	70%	15%	1%	12%	3%	0%	0%	0%	239
Partnership, PD	48%	29%	7%	12%	3%	0%	0%	0%	236
PACE	66%	16%	1%	13%	2%	1%	0%	0%	98
Long-Stay FFS NH	96%	0%	0%	3%	0%	1%	0%	0%	289
Sample Average	55%	28%	3%	11%	2%	0%	0%	0%	2028

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

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
Family Care, FE	19%	5%	0%	47%	11%	1%	25%	0%	0%	291
Family Care, PD	20%	4%	2%	43%	12%	2%	25%	0%	0%	269
IRIS, FE	10%	17%	2%	49%	9%	0%	21%	0%	0%	293
IRIS, PD	9%	17%	5%	44%	14%	1%	18%	0%	0%	307
Partnership, FE	17%	2%	0%	54%	10%	0%	24%	0%	1%	239
Partnership, PD	18%	5%	2%	44%	13%	0%	24%	0%	0%	234
PACE	15%	2%	2%	31%	2%	10%	36%	0%	1%	97
Long-Stay FFS NH	19%	0%	0%	41%	5%	0%	39%	1%	0%	288
Sample Average	16%	7%	2%	45%	10%	1%	26%	0%	0%	2018

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

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	31%	44%	14%	9%	2%	234
Family Care, PD	37%	46%	12%	4%	1%	202
IRIS, FE	17%	70%	11%	2%	1%	169
IRIS, PD	14%	72%	12%	3%	0%	226
Partnership, FE	34%	56%	5%	4%	2%	189
Partnership, PD	35%	55%	7%	3%	0%	154
PACE	27%	64%	2%	8%	0%	64
Long-Stay FFS NH	25%	30%	27%	16%	3%	249
Sample Average	27%	52%	13%	7%	1%	1487

Care Coordination

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

	Yes	No	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	62%	35%	2%	0%	309
Family Care, PD	59%	40%	1%	0%	302
IRIS, FE	63%	36%	1%	0%	295
IRIS, PD	66%	33%	0%	0%	311
Partnership, FE	60%	40%	0%	0%	253
Partnership, PD	60%	39%	1%	0%	248
PACE	67%	31%	2%	0%	102
Long-Stay FFS NH	73%	23%	4%	1%	283
Sample Average	64%	35%	1%	0%	2103

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

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	6%	8%	82%	4%	0%	109
Family Care, PD	11%	9%	79%	1%	0%	120
IRIS, FE	4%	6%	90%	0%	0%	105
IRIS, PD	4%	4%	91%	0%	1%	104
Partnership, FE	6%	2%	88%	0%	4%	100
Partnership, PD	9%	8%	81%	0%	1%	96
PACE	6%	9%	84%	0%	0%	32
Long-Stay FFS NH	8%	11%	75%	6%	0%	64
Sample Average	7%	7%	84%	1%	1%	730

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

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	17%	75%	1%	6%	2%	109
Family Care, PD	12%	85%	1%	2%	1%	120
IRIS, FE	10%	89%	2%	0%	0%	105
IRIS, PD	15%	83%	0%	2%	0%	104
Partnership, FE	13%	79%	0%	6%	2%	100
Partnership, PD	10%	89%	0%	0%	1%	96
PACE	9%	84%	0%	6%	0%	32
Long-Stay FFS NH	11%	67%	5%	17%	0%	64
Sample Average	12%	82%	1%	4%	1%	730

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	12%	13%	70%	4%	1%	279
Family Care, PD	8%	13%	77%	1%	1%	279
IRIS, FE	10%	14%	75%	1%	1%	283
IRIS, PD	6%	12%	82%	0%	0%	304
Partnership, FE	15%	20%	63%	1%	0%	235
Partnership, PD	8%	22%	69%	0%	0%	243
PACE	25%	11%	64%	0%	0%	99
Long-Stay FFS NH	21%	21%	50%	6%	2%	235
Sample Average	12%	16%	70%	2%	1%	1957

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	34%	31%	35%	0%	0%	312
Family Care, PD	38%	26%	34%	1%	1%	307
IRIS, FE	31%	29%	39%	0%	1%	298
IRIS, PD	33%	26%	42%	0%	0%	313
Partnership, FE	37%	22%	41%	0%	1%	256
Partnership, PD	37%	22%	41%	0%	0%	251
PACE	50%	25%	25%	0%	0%	103
Long-Stay FFS NH	50%	25%	22%	1%	2%	298
Sample Average	38%	26%	36%	0%	1%	2138

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	20%	74%	4%	2%	206
Family Care, PD	21%	77%	1%	1%	186
IRIS, FE	19%	80%	0%	1%	203
IRIS, PD	16%	82%	2%	0%	211
Partnership, FE	16%	81%	3%	1%	160
Partnership, PD	23%	75%	1%	1%	158
PACE	21%	79%	0%	0%	52
Long-Stay FFS NH	14%	81%	4%	0%	140
Sample Average	19%	79%	2%	1%	1316

⁷¹ Item previously reported in the "Safety" domain.

⁷² Item previously reported in the "Safety" domain.

Access to Community⁷³

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

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	19%	12%	57%	10%	3%	0%	311
Family Care, PD	19%	14%	63%	4%	1%	0%	307
IRIS, FE	7%	8%	80%	5%	0%	0%	298
IRIS, PD	11%	10%	78%	1%	0%	0%	313
Partnership, FE	16%	9%	65%	8%	2%	0%	256
Partnership, PD	16%	7%	72%	4%	2%	0%	251
PACE	12%	2%	68%	14%	4%	1%	103
Long-Stay FFS NH	17%	17%	44%	17%	3%	2%	298
Sample Average	15%	11%	66%	7%	2%	0%	2137

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

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	1%	4%	90%	4%	1%	0%	311
Family Care, PD	2%	5%	93%	1%	0%	1%	307
IRIS, FE	2%	4%	93%	1%	0%	0%	298
IRIS, PD	1%	4%	95%	0%	0%	0%	313
Partnership, FE	2%	2%	95%	1%	0%	0%	256
Partnership, PD	1%	2%	96%	1%	0%	0%	251
PACE	1%	2%	95%	2%	0%	0%	103
Long-Stay FFS NH	2%	2%	77%	17%	2%	1%	298
Sample Average	2%	3%	91%	3%	0%	0%	2137

⁷³ New domain in 2018-2019.

⁷⁴ Item previously reported in the "Access" domain.

⁷⁵ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁶

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	5%	87%	3%	4%	0%	1%	312
Family Care, PD	14%	67%	5%	13%	0%	1%	308
IRIS, FE	15%	60%	2%	22%	0%	0%	298
IRIS, PD	16%	51%	3%	30%	0%	0%	313
Partnership, FE	5%	83%	4%	6%	1%	1%	257
Partnership, PD	17%	61%	4%	16%	1%	0%	252
PACE	13%	82%	2%	4%	0%	0%	103
Long-Stay FFS NH	6%	92%	1%	0%	1%	0%	298
Sample Average	11%	72%	3%	13%	0%	0%	2141

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	38%	50%	3%	8%	0%	1%	312
Family Care, PD	37%	39%	2%	20%	0%	1%	308
IRIS, FE	48%	28%	3%	20%	0%	0%	298
IRIS, PD	42%	26%	3%	28%	0%	1%	313
Partnership, FE	39%	49%	2%	9%	0%	2%	257
Partnership, PD	53%	26%	6%	15%	0%	0%	252
PACE	45%	44%	1%	11%	0%	0%	103
Long-Stay FFS NH	20%	75%	1%	1%	3%	0%	298
Sample Average	40%	42%	2%	15%	1%	1%	2141

⁷⁶ New domain in 2018-2019.

⁷⁷ Item previously reported in the "Access" domain.

⁷⁸ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	59%	26%	5%	8%	1%	1%	312
Family Care, PD	60%	23%	5%	11%	0%	0%	308
IRIS, FE	64%	19%	2%	14%	0%	0%	298
IRIS, PD	61%	12%	5%	22%	0%	0%	313
Partnership, FE	60%	28%	2%	9%	1%	0%	257
Partnership, PD	55%	21%	5%	18%	0%	0%	252
PACE	49%	38%	5%	9%	0%	0%	103
Long-Stay FFS NH	6%	86%	6%	1%	1%	0%	298
Sample Average	52%	31%	4%	12%	1%	0%	2141

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	68%	25%	1%	5%	1%	0%	312
Family Care, PD	61%	27%	3%	9%	0%	0%	308
IRIS, FE	66%	16%	3%	15%	0%	0%	298
IRIS, PD	67%	13%	3%	15%	0%	1%	313
Partnership, FE	75%	17%	1%	5%	1%	2%	257
Partnership, PD	67%	18%	2%	12%	0%	1%	251
PACE	63%	30%	1%	5%	1%	0%	103
Long-Stay FFS NH	69%	29%	1%	0%	1%	0%	298
Sample Average	67%	21%	2%	8%	1%	1%	2140

⁷⁹ Item previously reported in the "Access" domain.⁸⁰ Item previously reported in the "Access" domain.

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	88%	4%	1%	3%	3%	1%	312
Family Care, PD	81%	7%	0%	6%	4%	2%	308
IRIS, FE	89%	4%	1%	4%	2%	1%	298
IRIS, PD	82%	4%	2%	8%	3%	1%	313
Partnership, FE	93%	3%	0%	2%	2%	1%	257
Partnership, PD	87%	6%	2%	3%	1%	1%	251
PACE	77%	20%	0%	3%	0%	0%	103
Long-Stay FFS NH	89%	3%	0%	1%	7%	0%	298
Sample Average	86%	5%	1%	4%	3%	1%	2140

Table 67. Proportion of people who need a walker⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	27%	63%	9%	1%	0%	0%	310
Family Care, PD	41%	47%	7%	5%	0%	0%	305
IRIS, FE	24%	62%	9%	4%	0%	0%	298
IRIS, PD	32%	57%	6%	5%	0%	0%	313
Partnership, FE	27%	61%	10%	2%	0%	0%	256
Partnership, PD	35%	53%	9%	3%	0%	0%	251
PACE	22%	69%	8%	1%	0%	0%	103
Long-Stay FFS NH	43%	54%	2%	1%	0%	0%	297
Sample Average	32%	57%	8%	3%	0%	0%	2133

⁸¹ Item previously reported in the "Access" domain.

⁸² Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	81%	6%	1%	11%	0%	0%	310
Family Care, PD	70%	7%	3%	19%	0%	0%	305
IRIS, FE	76%	8%	2%	13%	0%	0%	298
IRIS, PD	67%	8%	3%	21%	0%	0%	313
Partnership, FE	83%	5%	2%	10%	0%	0%	256
Partnership, PD	65%	8%	2%	25%	0%	0%	251
PACE	86%	7%	0%	7%	0%	0%	103
Long-Stay FFS NH	88%	4%	1%	7%	0%	0%	297
Sample Average	76%	7%	2%	15%	0%	0%	2133

Table 69. Proportion of people who need a wheelchair⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	52%	39%	6%	3%	0%	0%	310
Family Care, PD	55%	28%	10%	7%	0%	0%	305
IRIS, FE	55%	28%	8%	8%	0%	0%	298
IRIS, PD	61%	21%	8%	9%	0%	0%	313
Partnership, FE	56%	35%	4%	5%	0%	0%	256
Partnership, PD	53%	27%	14%	7%	0%	0%	251
PACE	48%	43%	6%	3%	1%	0%	103
Long-Stay FFS NH	18%	68%	11%	3%	0%	0%	297
Sample Average	50%	36%	9%	6%	0%	0%	2133

⁸³ Item previously reported in the "Access" domain.⁸⁴ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	64%	16%	4%	14%	1%	1%	310
Family Care, PD	88%	2%	1%	8%	1%	0%	305
IRIS, FE	63%	14%	7%	14%	1%	0%	298
IRIS, PD	87%	3%	2%	8%	1%	0%	313
Partnership, FE	65%	16%	4%	14%	0%	0%	256
Partnership, PD	87%	7%	1%	5%	0%	0%	251
PACE	64%	22%	5%	9%	0%	0%	103
Long-Stay FFS NH	66%	17%	4%	11%	1%	0%	297
Sample Average	74%	11%	3%	11%	1%	0%	2133

Table 71. Proportion of people who need glasses⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	15%	65%	16%	2%	1%	1%	310
Family Care, PD	14%	55%	24%	6%	1%	0%	305
IRIS, FE	11%	52%	28%	8%	0%	1%	298
IRIS, PD	14%	45%	31%	9%	0%	0%	313
Partnership, FE	12%	63%	20%	5%	0%	0%	256
Partnership, PD	13%	61%	19%	7%	0%	0%	251
PACE	14%	66%	15%	5%	1%	0%	103
Long-Stay FFS NH	19%	64%	12%	4%	1%	0%	296
Sample Average	14%	58%	21%	6%	0%	0%	2132

⁸⁵ Item previously reported in the "Access" domain.⁸⁶ Item previously reported in the "Access" domain.

Table 72. Proportion of people who need a CPAP machine⁸⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	82%	14%	2%	1%	0%	0%	310
Family Care, PD	67%	24%	3%	6%	1%	0%	305
IRIS, FE	76%	14%	4%	5%	0%	1%	298
IRIS, PD	65%	18%	6%	8%	1%	1%	313
Partnership, FE	83%	13%	1%	3%	0%	0%	256
Partnership, PD	65%	21%	7%	6%	1%	0%	251
PACE	73%	17%	7%	3%	0%	0%	103
Long-Stay FFS NH	91%	8%	0%	0%	0%	0%	296
Sample Average	76%	16%	4%	4%	1%	0%	2132

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	28%	58%	2%	11%	1%	0%	310
Family Care, PD	40%	31%	3%	24%	1%	0%	305
IRIS, FE	40%	32%	3%	24%	0%	0%	298
IRIS, PD	45%	18%	2%	34%	1%	0%	313
Partnership, FE	30%	56%	2%	11%	1%	0%	256
Partnership, PD	40%	33%	2%	25%	0%	0%	251
PACE	28%	59%	3%	10%	0%	0%	103
Long-Stay FFS NH	16%	78%	1%	4%	2%	0%	296
Sample Average	34%	44%	2%	19%	1%	0%	2132

⁸⁷ Item previously reported in the "Access" domain.⁸⁸ Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine⁸⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	85%	11%	1%	2%	0%	0%	310
Family Care, PD	85%	12%	1%	2%	0%	0%	305
IRIS, FE	82%	13%	2%	3%	0%	0%	298
IRIS, PD	85%	11%	1%	3%	0%	0%	313
Partnership, FE	86%	12%	0%	2%	0%	0%	256
Partnership, PD	82%	14%	1%	3%	0%	0%	251
PACE	83%	14%	1%	2%	1%	0%	103
Long-Stay FFS NH	85%	14%	0%	0%	0%	0%	296
Sample Average	84%	12%	1%	2%	0%	0%	2132

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	82%	11%	2%	3%	2%	1%	310
Family Care, PD	73%	19%	2%	5%	2%	0%	305
IRIS, FE	78%	15%	2%	3%	1%	0%	298
IRIS, PD	72%	17%	3%	7%	1%	0%	313
Partnership, FE	84%	13%	1%	2%	1%	0%	256
Partnership, PD	73%	21%	2%	2%	1%	0%	251
PACE	85%	13%	1%	1%	0%	0%	103
Long-Stay FFS NH	90%	5%	1%	1%	3%	0%	295
Sample Average	79%	14%	2%	3%	1%	0%	2131

⁸⁹ New item added in 2018-2019.⁹⁰ Item previously reported in the "Access" domain.

Safety

Table 76. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	6%	93%	1%	0%	276
Family Care, PD	5%	93%	1%	1%	301
IRIS, FE	3%	97%	0%	0%	273
IRIS, PD	3%	96%	0%	1%	307
Partnership, FE	3%	96%	0%	1%	233
Partnership, PD	8%	92%	0%	0%	245
PACE	4%	94%	0%	2%	96
Long-Stay FFS NH	4%	95%	0%	1%	240
Sample Average	4%	95%	0%	1%	1971

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

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	9%	91%	0%	0%	208
Family Care, PD	4%	94%	0%	1%	201
IRIS, FE	1%	99%	0%	0%	165
IRIS, PD	1%	98%	0%	0%	225
Partnership, FE	6%	93%	1%	1%	172
Partnership, PD	9%	89%	1%	0%	152
PACE	0%	98%	0%	2%	62
Long-Stay FFS NH	6%	93%	1%	0%	213
Sample Average	5%	94%	0%	0%	1398

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	76%	24%	0%	1%	276
Family Care, PD	79%	21%	0%	0%	301
IRIS, FE	90%	10%	0%	0%	273
IRIS, PD	84%	15%	1%	0%	307
Partnership, FE	81%	19%	0%	0%	233
Partnership, PD	81%	18%	0%	0%	245
PACE	83%	16%	0%	1%	96
Long-Stay FFS NH	70%	26%	2%	3%	240
Sample Average	80%	19%	0%	1%	1971

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	82%	16%	1%	1%	276
Family Care, PD	90%	9%	0%	0%	301
IRIS, FE	95%	4%	1%	1%	273
IRIS, PD	92%	7%	0%	0%	307
Partnership, FE	89%	9%	1%	1%	233
Partnership, PD	89%	11%	0%	0%	245
PACE	91%	7%	0%	2%	96
Long-Stay FFS NH	83%	11%	4%	2%	240
Sample Average	89%	9%	1%	1%	1971

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	9%	77%	14%	0%	312
Family Care, PD	14%	73%	12%	1%	307
IRIS, FE	7%	83%	10%	0%	298
IRIS, PD	11%	79%	9%	0%	313
Partnership, FE	13%	81%	6%	0%	256
Partnership, PD	14%	78%	8%	0%	251
PACE	12%	78%	11%	0%	103
Long-Stay FFS NH	10%	77%	13%	0%	298
Sample Average	11%	78%	10%	0%	2138

Health Care

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	51%	47%	2%	0%	309
Family Care, PD	44%	54%	1%	0%	302
IRIS, FE	50%	49%	1%	0%	295
IRIS, PD	42%	57%	0%	0%	311
Partnership, FE	51%	49%	0%	0%	254
Partnership, PD	43%	57%	0%	0%	248
PACE	59%	41%	0%	0%	102
Long-Stay FFS NH	73%	22%	4%	1%	283
Sample Average	51%	48%	1%	0%	2104

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	59%	39%	1%	1%	144
Family Care, PD	71%	29%	0%	0%	164
IRIS, FE	73%	26%	0%	1%	145
IRIS, PD	74%	26%	0%	1%	178
Partnership, FE	62%	36%	2%	0%	124
Partnership, PD	70%	30%	1%	0%	141
PACE	74%	24%	2%	0%	42
Long-Stay FFS NH	60%	37%	3%	0%	63
Sample Average	68%	31%	1%	0%	1001

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	97%	1%	2%	0%	144
Family Care, PD	98%	2%	0%	0%	164
IRIS, FE	95%	3%	1%	1%	145
IRIS, PD	97%	3%	0%	0%	178
Partnership, FE	95%	4%	0%	1%	124
Partnership, PD	99%	1%	0%	0%	141
PACE	100%	0%	0%	0%	42
Long-Stay FFS NH	95%	0%	5%	0%	63
Sample Average	97%	2%	1%	0%	1001

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	92%	6%	2%	1%	144
Family Care, PD	86%	13%	1%	0%	164
IRIS, FE	92%	7%	1%	0%	145
IRIS, PD	85%	15%	0%	1%	178
Partnership, FE	92%	6%	1%	2%	124
Partnership, PD	91%	8%	1%	0%	141
PACE	95%	5%	0%	0%	42
Long-Stay FFS NH	90%	3%	3%	3%	63
Sample Average	90%	9%	1%	1%	1001

⁹¹ New item added in 2018-2019.

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

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	5%	15%	73%	3%	2%	1%	309
Family Care, PD	6%	17%	74%	0%	2%	1%	302
IRIS, FE	3%	15%	80%	1%	1%	0%	295
IRIS, PD	8%	12%	80%	0%	1%	0%	311
Partnership, FE	4%	20%	75%	0%	1%	0%	255
Partnership, PD	5%	21%	73%	0%	1%	0%	248
PACE	9%	23%	66%	1%	2%	0%	102
Long-Stay FFS NH	4%	14%	73%	6%	3%	0%	283
Sample Average	5%	16%	75%	1%	2%	0%	2105

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	40%	57%	1%	2%	131
Family Care, PD	22%	78%	0%	0%	174
IRIS, FE	32%	67%	1%	0%	135
IRIS, PD	25%	74%	0%	0%	205
Partnership, FE	34%	64%	1%	1%	102
Partnership, PD	26%	74%	1%	0%	164
PACE	33%	67%	0%	0%	33
Long-Stay FFS NH	53%	46%	1%	0%	97
Sample Average	31%	68%	1%	0%	1041

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	15%	81%	0%	2%	1%	308
Family Care, PD	17%	80%	0%	2%	0%	302
IRIS, FE	10%	88%	0%	2%	0%	295
IRIS, PD	11%	86%	0%	3%	0%	311
Partnership, FE	9%	90%	0%	2%	0%	253
Partnership, PD	15%	85%	0%	0%	0%	248
PACE	9%	86%	0%	5%	0%	102
Long-Stay FFS NH	17%	69%	1%	12%	1%	283
Sample Average	13%	83%	0%	3%	0%	2102

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	69%	26%	2%	3%	0%	308
Family Care, PD	76%	22%	1%	1%	0%	302
IRIS, FE	64%	32%	1%	3%	1%	295
IRIS, PD	77%	22%	0%	1%	0%	311
Partnership, FE	62%	35%	0%	3%	0%	253
Partnership, PD	71%	28%	0%	1%	0%	248
PACE	57%	38%	0%	5%	0%	102
Long-Stay FFS NH	67%	23%	0%	10%	0%	283
Sample Average	69%	27%	1%	3%	0%	2102

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	38%	58%	1%	2%	1%	308
Family Care, PD	33%	67%	0%	0%	0%	302
IRIS, FE	28%	70%	0%	1%	0%	295
IRIS, PD	37%	62%	0%	0%	0%	311
Partnership, FE	33%	66%	0%	1%	0%	253
Partnership, PD	27%	73%	0%	0%	0%	248
PACE	25%	73%	0%	3%	0%	102
Long-Stay FFS NH	43%	48%	1%	8%	0%	283
Sample Average	34%	64%	0%	2%	0%	2102

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	18%	77%	1%	3%	1%	308
Family Care, PD	27%	69%	2%	0%	1%	302
IRIS, FE	24%	73%	1%	1%	0%	295
IRIS, PD	33%	64%	2%	0%	1%	311
Partnership, FE	15%	83%	1%	0%	1%	253
Partnership, PD	19%	77%	1%	1%	2%	248
PACE	9%	88%	1%	2%	0%	102
Long-Stay FFS NH	6%	89%	2%	3%	1%	283
Sample Average	20%	76%	1%	1%	1%	2102

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	51%	41%	2%	5%	1%	308
Family Care, PD	43%	55%	2%	0%	0%	302
IRIS, FE	58%	40%	1%	1%	0%	295
IRIS, PD	51%	48%	1%	1%	0%	311
Partnership, FE	54%	44%	1%	1%	0%	253
Partnership, PD	46%	53%	0%	0%	0%	248
PACE	38%	54%	3%	3%	2%	102
Long-Stay FFS NH	52%	39%	1%	8%	1%	283
Sample Average	50%	46%	1%	2%	0%	2102

Wellness

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

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	15%	29%	35%	17%	3%	0%	1%	310
Family Care, PD	17%	45%	29%	6%	2%	0%	0%	304
IRIS, FE	23%	43%	26%	5%	2%	1%	0%	297
IRIS, PD	29%	45%	19%	6%	1%	0%	0%	311
Partnership, FE	12%	39%	30%	16%	3%	0%	0%	256
Partnership, PD	23%	45%	23%	6%	2%	0%	0%	249
PACE	19%	28%	37%	15%	1%	0%	0%	103
Long-Stay FFS NH	10%	29%	35%	21%	3%	1%	0%	289
Sample Average	18%	39%	29%	11%	2%	0%	0%	2119

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

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	7%	25%	48%	12%	7%	1%	1%	310
Family Care, PD	9%	22%	41%	17%	10%	1%	1%	304
IRIS, FE	9%	33%	39%	14%	3%	1%	1%	295
IRIS, PD	10%	28%	41%	16%	4%	0%	1%	311
Partnership, FE	5%	22%	48%	16%	8%	0%	0%	256
Partnership, PD	7%	29%	36%	19%	8%	1%	0%	248
PACE	6%	25%	46%	15%	6%	2%	0%	102
Long-Stay FFS NH	4%	18%	56%	13%	5%	2%	1%	288
Sample Average	7%	25%	44%	15%	6%	1%	1%	2114

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	44%	53%	3%	1%	309
Family Care, PD	50%	46%	4%	0%	302
IRIS, FE	36%	60%	2%	2%	295
IRIS, PD	38%	60%	1%	1%	311
Partnership, FE	40%	55%	4%	0%	256
Partnership, PD	42%	53%	4%	0%	248
PACE	44%	53%	2%	1%	102
Long-Stay FFS NH	39%	50%	10%	2%	287
Sample Average	41%	54%	4%	1%	2110

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	39%	57%	3%	1%	163
Family Care, PD	49%	50%	1%	0%	140
IRIS, FE	47%	52%	1%	1%	177
IRIS, PD	37%	62%	1%	0%	186
Partnership, FE	39%	60%	1%	0%	142
Partnership, PD	37%	61%	0%	2%	131
PACE	48%	50%	2%	0%	54
Long-Stay FFS NH	44%	51%	3%	1%	143
Sample Average	42%	56%	1%	1%	1136

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

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	22%	28%	37%	11%	0%	1%	273
Family Care, PD	19%	22%	40%	19%	0%	1%	297
IRIS, FE	21%	27%	38%	12%	0%	2%	270
IRIS, PD	14%	17%	40%	27%	1%	1%	305
Partnership, FE	25%	30%	30%	14%	1%	1%	232
Partnership, PD	11%	20%	41%	27%	1%	0%	242
PACE	40%	23%	29%	5%	0%	2%	95
Long-Stay FFS NH	20%	32%	31%	11%	2%	4%	229
Sample Average	20%	25%	37%	17%	1%	1%	1943

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	13%	29%	57%	1%	0%	309
Family Care, PD	4%	18%	78%	0%	0%	304
IRIS, FE	16%	31%	53%	0%	0%	295
IRIS, PD	6%	27%	67%	0%	0%	311
Partnership, FE	17%	29%	54%	0%	0%	256
Partnership, PD	4%	31%	65%	0%	0%	248
PACE	10%	32%	58%	0%	0%	102
Long-Stay FFS NH	15%	33%	51%	1%	0%	288
Sample Average	11%	28%	61%	0%	0%	2113

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

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	14%	31%	54%	0%	1%	309
Family Care, PD	15%	27%	57%	0%	1%	303
IRIS, FE	18%	40%	41%	1%	0%	295
IRIS, PD	17%	34%	49%	0%	0%	311
Partnership, FE	13%	36%	50%	0%	0%	256
Partnership, PD	10%	41%	49%	0%	0%	248
PACE	10%	36%	53%	1%	0%	102
Long-Stay FFS NH	14%	31%	54%	1%	0%	288
Sample Average	14%	34%	51%	0%	0%	2112

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	14%	80%	0%	1%	1%	310
Family Care, PD	5%	20%	75%	0%	0%	0%	302
IRIS, FE	2%	11%	87%	0%	0%	0%	295
IRIS, PD	5%	19%	75%	0%	0%	0%	309
Partnership, FE	5%	13%	82%	0%	0%	0%	256
Partnership, PD	6%	23%	71%	0%	0%	0%	249
PACE	4%	13%	83%	0%	0%	0%	102
Long-Stay FFS NH	5%	13%	79%	0%	1%	1%	288
Sample Average	5%	16%	79%	0%	0%	0%	2111

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

Medications

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	55%	34%	10%	1%	309
Family Care, PD	43%	54%	2%	1%	302
IRIS, FE	67%	31%	2%	1%	295
IRIS, PD	49%	50%	0%	1%	311
Partnership, FE	56%	39%	4%	1%	256
Partnership, PD	39%	58%	2%	1%	248
PACE	66%	29%	4%	1%	102
Long-Stay FFS NH	56%	28%	13%	3%	285
Sample Average	53%	41%	5%	1%	2108

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

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	12%	21%	65%	1%	0%	1%	272
Family Care, PD	6%	11%	81%	1%	0%	1%	297
IRIS, FE	6%	16%	77%	0%	0%	1%	270
IRIS, PD	3%	8%	88%	1%	1%	0%	305
Partnership, FE	14%	25%	59%	0%	1%	0%	230
Partnership, PD	6%	19%	74%	0%	0%	0%	242
PACE	18%	18%	63%	0%	0%	1%	95
Long-Stay FFS NH	20%	25%	46%	4%	3%	3%	226
Sample Average	10%	17%	71%	1%	1%	1%	1937

Rights and Respect

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	1%	16%	83%	0%	0%	208
Family Care, PD	3%	11%	84%	0%	1%	201
IRIS, FE	1%	4%	95%	0%	0%	165
IRIS, PD	0%	4%	95%	0%	0%	225
Partnership, FE	2%	18%	79%	0%	1%	172
Partnership, PD	5%	17%	78%	0%	0%	152
PACE	0%	13%	85%	0%	2%	62
Long-Stay FFS NH	3%	20%	77%	0%	0%	213
Sample Average	2%	13%	85%	0%	1%	1398

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

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	15%	21%	61%	3%	1%	140
Family Care, PD	7%	24%	67%	0%	2%	55
IRIS, FE	0%	20%	80%	0%	0%	5
IRIS, PD	0%	20%	80%	0%	0%	5
Partnership, FE	17%	21%	62%	0%	0%	95
Partnership, PD	14%	23%	63%	0%	0%	56
PACE	19%	19%	63%	0%	0%	48
Long-Stay FFS NH	16%	31%	50%	1%	2%	234
Sample Average	15%	25%	58%	1%	1%	638

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

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	30%	64%	5%	1%	140
Family Care, PD	38%	58%	4%	0%	55
IRIS, FE	80%	20%	0%	0%	5
IRIS, PD	80%	20%	0%	0%	5
Partnership, FE	37%	61%	1%	1%	95
Partnership, PD	32%	66%	0%	2%	56
PACE	35%	58%	6%	0%	48
Long-Stay FFS NH	81%	7%	11%	1%	234
Sample Average	52%	41%	6%	1%	638

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	11%	85%	0%	0%	140
Family Care, PD	16%	7%	73%	2%	2%	55
IRIS, FE	0%	0%	100%	0%	0%	5
IRIS, PD	20%	20%	60%	0%	0%	5
Partnership, FE	6%	16%	76%	1%	1%	95
Partnership, PD	14%	20%	66%	0%	0%	56
PACE	8%	13%	79%	0%	0%	48
Long-Stay FFS NH	12%	14%	72%	0%	1%	234
Sample Average	10%	13%	76%	0%	1%	638

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

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

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	11%	83%	1%	4%	1%	139
Family Care, PD	11%	82%	2%	4%	2%	55
IRIS, FE	0%	100%	0%	0%	0%	5
IRIS, PD	20%	80%	0%	0%	0%	5
Partnership, FE	9%	85%	2%	2%	1%	95
Partnership, PD	21%	75%	0%	4%	0%	56
PACE	8%	85%	4%	2%	0%	48
Long-Stay FFS NH	6%	89%	1%	3%	0%	234
Sample Average	10%	85%	1%	3%	1%	637

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	11%	84%	0%	5%	0%	139
Family Care, PD	11%	84%	2%	4%	0%	55
IRIS, FE	0%	100%	0%	0%	0%	5
IRIS, PD	40%	60%	0%	0%	0%	5
Partnership, FE	13%	81%	0%	5%	1%	95
Partnership, PD	18%	79%	0%	4%	0%	56
PACE	13%	83%	2%	2%	0%	48
Long-Stay FFS NH	9%	84%	0%	6%	0%	234
Sample Average	11%	83%	0%	5%	0%	637

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

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

Self-Direction

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	9%	27%	43%	20%	1%	307
Family Care, PD	8%	19%	60%	13%	0%	296
IRIS, FE	4%	13%	70%	11%	1%	294
IRIS, PD	5%	10%	72%	12%	0%	310
Partnership, FE	9%	24%	56%	11%	1%	257
Partnership, PD	11%	18%	61%	10%	1%	251
PACE	9%	14%	69%	8%	1%	102
Long-Stay FFS NH	17%	24%	34%	24%	2%	301
Sample Average	9%	19%	57%	14%	1%	2118

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	13%	25%	42%	19%	1%	307
Family Care, PD	12%	20%	52%	15%	1%	296
IRIS, FE	9%	17%	64%	9%	1%	294
IRIS, PD	12%	11%	65%	11%	1%	310
Partnership, FE	13%	25%	49%	11%	2%	257
Partnership, PD	8%	23%	54%	14%	1%	251
PACE	11%	15%	67%	8%	0%	102
Long-Stay FFS NH	18%	23%	34%	24%	1%	301
Sample Average	12%	20%	52%	14%	1%	2118

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	28%	14%	44%	14%	0%	234
Family Care, PD	12%	10%	69%	8%	1%	202
IRIS, FE	3%	4%	84%	8%	1%	169
IRIS, PD	3%	4%	92%	1%	0%	226
Partnership, FE	29%	8%	57%	3%	3%	189
Partnership, PD	22%	11%	62%	4%	1%	154
PACE	30%	11%	55%	5%	0%	64
Long-Stay FFS NH	41%	16%	22%	20%	0%	249
Sample Average	21%	10%	60%	9%	1%	1487

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	98%	1%	0%	1%	310
Family Care, PD	95%	5%	0%	0%	304
IRIS, FE	98%	2%	0%	0%	297
IRIS, PD	93%	6%	0%	0%	311
Partnership, FE	98%	1%	0%	0%	256
Partnership, PD	94%	5%	0%	0%	250
PACE	99%	1%	0%	0%	103
Long-Stay FFS NH	100%	0%	0%	0%	293
Sample Average	97%	3%	0%	0%	2124

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Family Care, FE	81%	6%	13%	1%	269
Family Care, PD	52%	13%	34%	1%	283
IRIS, FE	76%	7%	17%	0%	266
IRIS, PD	51%	17%	32%	0%	284
Partnership, FE	79%	3%	17%	1%	229
Partnership, PD	55%	10%	34%	0%	229
PACE	72%	3%	24%	1%	95
Long-Stay FFS NH	88%	2%	8%	2%	236
Sample Average	68%	8%	23%	1%	1891

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	86%	12%	0%	2%	50
Family Care, PD	67%	31%	2%	0%	133
IRIS, FE	83%	16%	2%	0%	64
IRIS, PD	63%	35%	0%	1%	139
Partnership, FE	80%	15%	4%	0%	46
Partnership, PD	61%	34%	1%	4%	102
PACE	96%	4%	0%	0%	26
Long-Stay FFS NH	75%	8%	13%	4%	24
Sample Average	71%	26%	2%	1%	584

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	86%	13%	0%	1%	310
Family Care, PD	84%	14%	1%	0%	304
IRIS, FE	87%	13%	0%	0%	297
IRIS, PD	83%	16%	0%	0%	311
Partnership, FE	88%	12%	0%	0%	256
Partnership, PD	86%	14%	0%	0%	250
PACE	76%	24%	0%	0%	103
Long-Stay FFS NH	87%	12%	1%	1%	293
Sample Average	85%	14%	0%	0%	2124

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Family Care, FE	70%	16%	13%	0%	231
Family Care, PD	53%	22%	25%	0%	249
IRIS, FE	76%	14%	9%	1%	232
IRIS, PD	58%	16%	25%	2%	253
Partnership, FE	73%	11%	14%	1%	203
Partnership, PD	61%	13%	25%	1%	209
PACE	63%	15%	20%	1%	71
Long-Stay FFS NH	80%	13%	6%	1%	200
Sample Average	67%	15%	17%	1%	1648

Everyday Living

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	6%	52%	41%	1%	0%	313
Family Care, PD	9%	51%	40%	0%	1%	308
IRIS, FE	1%	41%	58%	0%	0%	298
IRIS, PD	0%	33%	67%	0%	0%	313
Partnership, FE	6%	47%	47%	0%	0%	258
Partnership, PD	6%	50%	44%	0%	0%	253
PACE	8%	43%	48%	1%	0%	104
Long-Stay FFS NH	2%	34%	63%	0%	1%	301
Sample Average	4%	44%	51%	0%	0%	2148

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	22%	77%	1%	0%	292
Family Care, PD	26%	74%	0%	0%	279
IRIS, FE	16%	83%	0%	0%	294
IRIS, PD	26%	73%	1%	0%	312
Partnership, FE	14%	84%	2%	0%	241
Partnership, PD	29%	70%	1%	0%	239
PACE	19%	81%	0%	0%	95
Long-Stay FFS NH	13%	87%	1%	0%	291
Sample Average	21%	79%	1%	0%	2043

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

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	30%	41%	28%	0%	0%	313
Family Care, PD	33%	39%	27%	0%	0%	308
IRIS, FE	13%	40%	46%	0%	0%	298
IRIS, PD	7%	44%	49%	0%	0%	313
Partnership, FE	34%	38%	28%	0%	0%	258
Partnership, PD	26%	43%	30%	0%	0%	253
PACE	27%	47%	26%	0%	0%	104
Long-Stay FFS NH	9%	32%	59%	0%	0%	301
Sample Average	22%	40%	38%	0%	0%	2148

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

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	25%	74%	1%	0%	216
Family Care, PD	21%	78%	1%	0%	204
IRIS, FE	18%	82%	0%	0%	257
IRIS, PD	24%	75%	1%	0%	291
Partnership, FE	15%	82%	1%	1%	169
Partnership, PD	28%	71%	1%	1%	186
PACE	21%	79%	0%	0%	76
Long-Stay FFS NH	19%	80%	0%	0%	274
Sample Average	22%	78%	1%	0%	1673

Affordability

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	94%	5%	1%	0%	0%	0%	310
Family Care, PD	81%	14%	5%	0%	0%	0%	302
IRIS, FE	92%	6%	1%	1%	0%	0%	297
IRIS, PD	81%	13%	6%	0%	0%	0%	309
Partnership, FE	91%	7%	2%	0%	0%	0%	256
Partnership, PD	76%	16%	8%	0%	0%	0%	249
PACE	94%	5%	1%	0%	0%	0%	102
Long-Stay FFS NH	98%	0%	1%	1%	0%	0%	290
Sample Average	88%	8%	3%	0%	0%	0%	2115

Control

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	7%	28%	64%	0%	0%	270
Family Care, PD	6%	28%	65%	0%	1%	296
IRIS, FE	7%	23%	69%	1%	1%	270
IRIS, PD	6%	32%	62%	0%	0%	305
Partnership, FE	12%	28%	57%	1%	2%	230
Partnership, PD	14%	31%	54%	0%	0%	242
PACE	7%	23%	68%	0%	1%	95
Long-Stay FFS NH	14%	34%	50%	0%	2%	226
Sample Average	9%	29%	61%	0%	1%	1934

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

	1 - Health Most Important	2	3	4 - Health Least Important	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	57%	26%	12%	2%	0%	3%	270
Family Care, PD	63%	24%	8%	4%	1%	1%	295
IRIS, FE	71%	17%	7%	1%	1%	3%	270
IRIS, PD	65%	26%	6%	1%	0%	1%	305
Partnership, FE	59%	26%	9%	1%	2%	4%	230
Partnership, PD	65%	19%	10%	5%	0%	1%	242
PACE	55%	22%	15%	4%	1%	2%	94
Long-Stay FFS NH	61%	23%	6%	3%	1%	6%	225
Sample Average	63%	23%	9%	2%	1%	3%	1931

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Family Care, FE	6%	35%	37%	22%	261
Family Care, PD	8%	35%	37%	20%	291
IRIS, FE	3%	41%	40%	16%	258
IRIS, PD	7%	37%	39%	17%	300
Partnership, FE	4%	30%	41%	25%	216
Partnership, PD	8%	32%	34%	26%	238
PACE	2%	29%	43%	26%	91
Long-Stay FFS NH	5%	37%	37%	21%	208
Sample Average	6%	35%	38%	21%	1863

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

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Family Care, FE	30%	28%	33%	9%	261
Family Care, PD	22%	35%	35%	8%	291
IRIS, FE	18%	34%	37%	10%	258
IRIS, PD	24%	29%	39%	8%	300
Partnership, FE	29%	33%	29%	8%	216
Partnership, PD	20%	37%	35%	8%	238
PACE	24%	31%	30%	15%	91
Long-Stay FFS NH	21%	27%	38%	15%	208
Sample Average	23%	32%	35%	10%	1863

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

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
Family Care, FE	5%	10%	18%	67%	261
Family Care, PD	7%	6%	19%	68%	292
IRIS, FE	5%	7%	15%	73%	259
IRIS, PD	3%	9%	15%	74%	300
Partnership, FE	5%	10%	21%	65%	217
Partnership, PD	5%	12%	21%	61%	238
PACE	16%	18%	12%	54%	91
Long-Stay FFS NH	9%	11%	19%	61%	209
Sample Average	6%	9%	18%	67%	1867

Appendix C: Wisconsin's State-Specific Questions

Table 126. Proportion 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	48%	12%	11%	7%	14%	8%	0%	234
Family Care, PD	37%	19%	15%	9%	16%	3%	0%	202
IRIS, FE	57%	19%	5%	2%	16%	1%	0%	169
IRIS, PD	58%	13%	6%	3%	19%	1%	0%	226
Partnership, FE	46%	22%	13%	5%	5%	7%	2%	189
Partnership, PD	38%	25%	16%	11%	8%	2%	0%	154
PACE	63%	22%	8%	3%	2%	3%	0%	64
Long-Stay FFS NH	41%	12%	10%	6%	24%	7%	0%	249
Sample Average	47%	17%	11%	6%	15%	4%	0%	1487

Table 127. Proportion 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	67%	31%	2%	0%	234
Family Care, PD	64%	34%	0%	1%	202
IRIS, FE	79%	21%	0%	0%	169
IRIS, PD	71%	28%	0%	0%	226
Partnership, FE	74%	23%	2%	1%	189
Partnership, PD	62%	35%	2%	1%	154
PACE	84%	13%	3%	0%	64
Long-Stay FFS NH	63%	35%	2%	0%	249
Sample Average	69%	29%	1%	0%	1487

Table 128. Proportion of people who know whom to tell if someone hurts or steals from them (WI-3)

	No	Not Sure, Maybe	Yes	Unclear/Refused/No Response	N
Family Care, FE	3%	11%	86%	1%	276
Family Care, PD	1%	5%	93%	1%	301
IRIS, FE	2%	1%	95%	2%	273
IRIS, PD	2%	1%	96%	0%	307
Partnership, FE	2%	4%	93%	1%	233
Partnership, PD	3%	3%	94%	0%	245
PACE	2%	3%	93%	2%	96
Long-Stay FFS NH	4%	9%	85%	2%	240
Sample Average	2%	5%	92%	1%	1971

Table 129. Reasons that people don't have transportation when they need or want it (WI-4)

	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	15%	15%	13%	1%	1%	1%	42%	11%	0%	98
Family Care, PD	17%	8%	5%	5%	1%	1%	57%	5%	1%	103
IRIS, FE	14%	10%	10%	0%	2%	2%	52%	8%	2%	50
IRIS, PD	10%	3%	14%	1%	1%	4%	58%	3%	4%	69
Partnership, FE	19%	16%	9%	1%	3%	1%	43%	4%	3%	68
Partnership, PD	7%	14%	3%	0%	0%	2%	62%	5%	7%	58
PACE	13%	13%	0%	0%	0%	0%	56%	13%	6%	16
Long-Stay FFS NH	19%	13%	10%	1%	0%	0%	40%	13%	4%	104
Sample Average	15%	11%	9%	2%	1%	1%	50%	8%	3%	566

Table 130a. Reasons that people don't have or don't want a paying job in the community (WI-5)

	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%	3%	60%	1%	0%	1%	0%	267
Family Care, PD	11%	7%	89%	3%	2%	2%	3%	281
IRIS, FE	66%	2%	66%	1%	2%	0%	0%	265
IRIS, PD	11%	6%	94%	2%	0%	3%	2%	283
Partnership, FE	73%	4%	58%	1%	1%	1%	0%	227
Partnership, PD	14%	6%	93%	6%	1%	1%	1%	228
PACE	63%	0%	64%	3%	0%	1%	1%	94
Long-Stay FFS NH	75%	1%	54%	0%	0%	0%	0%	232
Sample Average	45%	4%	74%	2%	1%	1%	1%	1877

Table 130b. Reasons that people don't have or don't want a paying job in the community (WI-5) (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	4%	3%	6%	1%	2%	1%	0%	0%	267
Family Care, PD	3%	14%	13%	1%	2%	5%	0%	1%	281
IRIS, FE	1%	2%	2%	0%	0%	2%	0%	0%	265
IRIS, PD	5%	6%	4%	0%	2%	4%	0%	0%	283
Partnership, FE	4%	4%	7%	2%	1%	2%	0%	0%	227
Partnership, PD	5%	8%	7%	0%	3%	3%	0%	0%	228
PACE	1%	4%	1%	1%	1%	4%	0%	0%	94
Long-Stay FFS NH	0%	1%	2%	0%	0%	1%	0%	0%	232
Sample Average	3%	5%	6%	1%	1%	3%	0%	0%	1877

Table 131. Proportion of people (who have a job) whose job is the kind of job they want or wanted (WI-6)

	No	In-Between	Yes	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	0%	33%	67%	0%	0%	3
Family Care, PD	21%	14%	64%	0%	0%	14
IRIS, FE	50%	0%	50%	0%	0%	6
IRIS, PD	10%	25%	65%	0%	0%	20
Partnership, FE	0%	0%	100%	0%	0%	3
Partnership, PD	15%	8%	77%	0%	0%	13
PACE	0%	0%	100%	0%	0%	1
Long-Stay FFS NH	n/a	n/a	n/a	n/a	n/a	0
Sample Average	17%	15%	68%	0%	0%	60

Table 132. Proportion of people who can talk to a doctor, counselor, or other professional about their emotions and how they feel (WI-7)

	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	6%	7%	65%	16%	4%	1%	273
Family Care, PD	5%	5%	82%	7%	0%	0%	297
IRIS, FE	4%	4%	72%	19%	1%	1%	270
IRIS, PD	2%	2%	87%	8%	1%	0%	305
Partnership, FE	3%	4%	74%	15%	3%	0%	233
Partnership, PD	4%	2%	81%	12%	1%	0%	242
PACE	0%	6%	68%	23%	1%	1%	95
Long-Stay FFS NH	3%	8%	66%	15%	6%	2%	229
Sample Average	4%	4%	75%	14%	2%	1%	1944

Table 133. Proportion of people who can talk to that professional about their emotions and how they feel whenever they want to (WI-8)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	5%	80%	15%	1%	197
Family Care, PD	8%	85%	7%	0%	259
IRIS, FE	6%	86%	6%	1%	204
IRIS, PD	9%	88%	2%	0%	269
Partnership, FE	7%	86%	6%	1%	181
Partnership, PD	9%	85%	6%	0%	199
PACE	3%	89%	8%	0%	71
Long-Stay FFS NH	7%	78%	15%	0%	169
Sample Average	7%	85%	8%	0%	1549

Table 134. Proportion of people whose primary care doctor tells them things about their health in a way that is easy for them to understand (WI-9)

	No, Rarely	Usually	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	4%	14%	79%	2%	1%	268
Family Care, PD	2%	8%	89%	1%	1%	296
IRIS, FE	1%	10%	88%	0%	0%	267
IRIS, PD	2%	6%	90%	2%	0%	305
Partnership, FE	4%	16%	77%	1%	2%	231
Partnership, PD	3%	17%	78%	1%	0%	242
PACE	2%	18%	76%	3%	1%	94
Long-Stay FFS NH	4%	15%	74%	3%	4%	216
Sample Average	3%	12%	82%	2%	1%	1919

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

Table 135. People's level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	10%	25%	57%	4%	1%	269
Family Care, PD	3%	7%	19%	67%	3%	1%	294
IRIS, FE	1%	3%	24%	69%	1%	1%	270
IRIS, PD	1%	2%	12%	84%	1%	0%	305
Partnership, FE	5%	5%	27%	60%	2%	1%	230
Partnership, PD	2%	4%	19%	72%	1%	2%	242
PACE	1%	6%	20%	70%	1%	1%	93
Long-Stay FFS NH	9%	11%	31%	31%	15%	3%	223
Sample Average	3%	6%	22%	64%	3%	1%	1926

Table 136. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	18%	73%	9%	0%	245
Family Care, PD	7%	90%	3%	0%	274
IRIS, FE	7%	88%	3%	1%	259
IRIS, PD	8%	90%	2%	0%	299
Partnership, FE	15%	80%	5%	0%	211
Partnership, PD	6%	92%	2%	0%	230
PACE	14%	79%	7%	0%	90
Long-Stay FFS NH	34%	53%	12%	1%	163
Sample Average	12%	82%	5%	0%	1771

Table 137. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	1%	99%	0%	0%	179
Family Care, PD	2%	98%	0%	0%	246
IRIS, FE	1%	99%	0%	0%	229
IRIS, PD	1%	97%	1%	0%	269
Partnership, FE	0%	99%	1%	0%	168
Partnership, PD	2%	98%	0%	0%	211
PACE	0%	99%	1%	0%	71
Long-Stay FFS NH	1%	98%	1%	0%	86
Sample Average	1%	98%	0%	0%	1459

Table 138. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	0%	100%	0%	0%	179
Family Care, PD	0%	100%	0%	0%	246
IRIS, FE	0%	100%	0%	0%	229
IRIS, PD	0%	99%	1%	0%	269
Partnership, FE	0%	99%	1%	0%	168
Partnership, PD	0%	100%	0%	0%	211
PACE	1%	99%	0%	0%	71
Long-Stay FFS NH	0%	99%	1%	0%	86
Sample Average	0%	99%	0%	0%	1459

Table 139. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	4%	94%	1%	0%	179
Family Care, PD	7%	93%	0%	0%	246
IRIS, FE	3%	97%	0%	0%	229
IRIS, PD	1%	97%	1%	1%	269
Partnership, FE	2%	97%	1%	1%	168
Partnership, PD	7%	92%	1%	0%	211
PACE	4%	93%	3%	0%	71
Long-Stay FFS NH	7%	91%	1%	1%	86
Sample Average	4%	95%	1%	0%	1459

Table 140. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	1%	2%	9%	24%	61%	2%	1%	179
Family Care, PD	1%	5%	7%	23%	63%	1%	1%	246
IRIS, FE	1%	2%	4%	14%	78%	1%	0%	229
IRIS, PD	1%	2%	4%	15%	77%	1%	0%	269
Partnership, FE	1%	1%	5%	22%	70%	0%	0%	168
Partnership, PD	1%	3%	9%	15%	73%	0%	0%	211
PACE	0%	1%	4%	24%	69%	0%	1%	71
Long-Stay FFS NH	3%	1%	3%	23%	67%	1%	0%	86
Sample Average	1%	3%	6%	19%	70%	1%	0%	1459

Table 141. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	13%	75%	12%	0%	179
Family Care, PD	13%	81%	6%	0%	246
IRIS, FE	4%	89%	6%	0%	229
IRIS, PD	7%	88%	5%	0%	269
Partnership, FE	15%	77%	8%	0%	168
Partnership, PD	12%	81%	8%	0%	211
PACE	13%	76%	11%	0%	71
Long-Stay FFS NH	20%	53%	27%	0%	86
Sample Average	11%	80%	9%	0%	1459

Table 142. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	1%	12%	69%	17%	2%	179
Family Care, PD	2%	15%	72%	11%	0%	246
IRIS, FE	2%	7%	80%	11%	0%	229
IRIS, PD	0%	7%	84%	7%	0%	269
Partnership, FE	2%	4%	83%	10%	0%	168
Partnership, PD	4%	12%	77%	6%	1%	211
PACE	1%	8%	83%	6%	1%	71
Long-Stay FFS NH	3%	7%	65%	23%	1%	86
Sample Average	2%	9%	77%	11%	1%	1459

Table 143. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/ No Response	N
Family Care, FE	4%	22%	52%	20%	1%	269
Family Care, PD	6%	20%	62%	11%	1%	294
IRIS, FE	3%	15%	72%	9%	1%	270
IRIS, PD	3%	12%	77%	8%	0%	305
Partnership, FE	7%	10%	70%	12%	1%	229
Partnership, PD	6%	15%	71%	6%	1%	241
PACE	2%	17%	69%	10%	2%	93
Long-Stay FFS NH	4%	16%	37%	40%	3%	222
Sample Average	5%	16%	64%	14%	1%	1923

Table 144. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Family Care, FE	8%	85%	7%	0%	269
Family Care, PD	8%	84%	6%	2%	294
IRIS, FE	4%	94%	1%	1%	270
IRIS, PD	4%	93%	3%	1%	305
Partnership, FE	7%	87%	5%	1%	229
Partnership, PD	11%	85%	3%	1%	241
PACE	8%	90%	2%	0%	93
Long-Stay FFS NH	9%	82%	7%	1%	222
Sample Average	7%	88%	4%	1%	1923