



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2019-2020 Indiana Results

Preface

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

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

Indiana is committed to continually improving the quality of care its citizens receive through publicly funded services. As the state undergoes the aforementioned changes, the Division of Aging (DA) recognized the growing need for independent assessments and ongoing evaluation of its HCBS programs and secured the funding to participate in NCI-AD in 2019-2020. The DA plans to measure and evaluate the performance of services through the collection and analysis of data from the NCI-AD survey and other programmatic survey tools. Such quality improvement strategies will allow the DA to adjust and find ways to improve existing services or design new services when necessary.



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List of Abbreviations Used in This Report

AAA – Area Agency on Aging

A&D – Aged and Disabled Waiver

ADRC – Aging and Disability Resource Center

ALF – Assisted Living Facility

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

CHOICE – Community and Home Options to Institutional Care for the Elderly and Disabled

CIL – Center for Independent Living

CPAP – continuous positive airway pressure

DA – Division of Aging

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PERS – Personal Emergency Response System

TBI – Traumatic Brain Injury

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What is NCI-AD?

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

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 75 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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

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

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “Percentage of people whose services meet their needs and goals”.

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

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

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

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

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

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

Survey Organization

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

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

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not

available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

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

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

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

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

NCI-AD in Indiana

Indiana's Division of Aging (DA), in partnership with ADvancing States and HSRI, implemented the NCI-AD Adult Consumer Survey for the fifth time in 2019-2020. This report focuses on the results from Indiana's 2019-2020 NCI-AD data cycle. The data will be used to support Indiana's efforts to strengthen its LTSS program policies, inform quality assurance activities, and improve the quality of life of LTSS consumers.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Indiana in 2019-2020 and included for analysis was 795. Three program populations were included in the survey sample and are detailed below.

Medicaid Waivers: Two Medicaid Waivers were included in Indiana's sample – the Aged and Disabled Waiver (A&D) and the Traumatic Brain Injury (TBI) Waiver. A total of 309 people across these two waivers were surveyed and included for analysis.

Aged and Disabled (A&D) Waiver: The A&D Waiver provides an alternative to nursing facility admission for older adults and persons of all ages with a disability. The waiver is designed to provide services to supplement informal supports for people who would require care in a nursing facility if waiver or other supports were not available. Waiver

services can be used to help people remain in their own homes, as well as assist people living in nursing facilities to return to community settings.

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

NOTE: People enrolled in the A&D Waiver and TBI Waiver were sampled for NCI-AD participation together and program results are *not* reported separately.

Community and Home Options to Institutional Care for the Elderly and Disabled (CHOICE) Program: Community and Home Options to Institutional Care for the Elderly and Disabled (CHOICE) is a state- funded program administered through Indiana's 15 Area Agencies on Aging (AAAs) to assist individuals in maintaining their independence in their own homes and communities for as long as is safely possible. Services include, but are not limited to, attendant care, case management, environmental modification, homemaker, home delivered meals, personal emergency response systems, and respite. CHOICE participants must be at least 60 years of age or be any age and have a disability due to a mental or physical impairment. Participants must also be found to be at risk of losing their independence, usually indicated by difficulties with activities of daily living, such as bathing, dressing, or mobility. CHOICE funds may not be used if other funding, such as

Medicare or Medicaid, is available to meet the individual’s needs. 320 people from this program were surveyed and included for analysis.

Title III, Older Americans Act (OAA): The federal Older Americans Act of 1965, as amended, supports a range of home and community-based services, such as case management, meals, senior centers, health promotion and disease prevention, transportation, legal services, elder abuse prevention, and caregiver support. These services are available to individuals aged 60 and older and their caregivers through Indiana’s network of Area Agencies on Aging and local services providers. 124 people from this program were surveyed and included for analysis.

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

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
Medicaid Waivers	309	23,532	5.1% 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
CHOICE	320	13,408	5.0% MoE, 95% CL	5.4% MoE, 95% CL
Title III, OAA	124	13,297	8.0% MoE, 95% CL	8.8% MoE, 95% CL
Total	795³	50,237	3.2% MoE, 95% CL	3.5% MoE, 95% CL

Survey Process in Indiana

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

Indiana used NCI-AD’s optional module on person-centered planning (PCP) in one of its program populations – Medicaid Waivers. In addition, Indiana chose to add 5 state-specific questions to the standard NCI-AD Survey.

Stakeholders

The DA is also working to engage stakeholders of all our targeted populations including consumers, providers, and advocacy groups. We look for these groups to provide significant insight and invaluable input on Indiana’s LTSS system by helping to identify

³ Program information was missing for 42 cases included for analysis.

weaknesses and barriers to accessing services. Our long-term stakeholder engagement plan is designed not only to support the major programs currently being implemented, but to inform other program review, development, and operational processes. The DA also provides regular updates to the Indiana Commission on Aging and the Community Home Options to Institutional Care for the Elderly & Disabled (CHOICE) Board. These are statutory advisory boards, consisting of citizens and legislators.

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

Organization of Results

The following pages of the report presents findings from Indiana's 2019-2020 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

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

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

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

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

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

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

Limitations of Report

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

Results

Community Participation

People are able to participate in preferred activities outside of home.

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

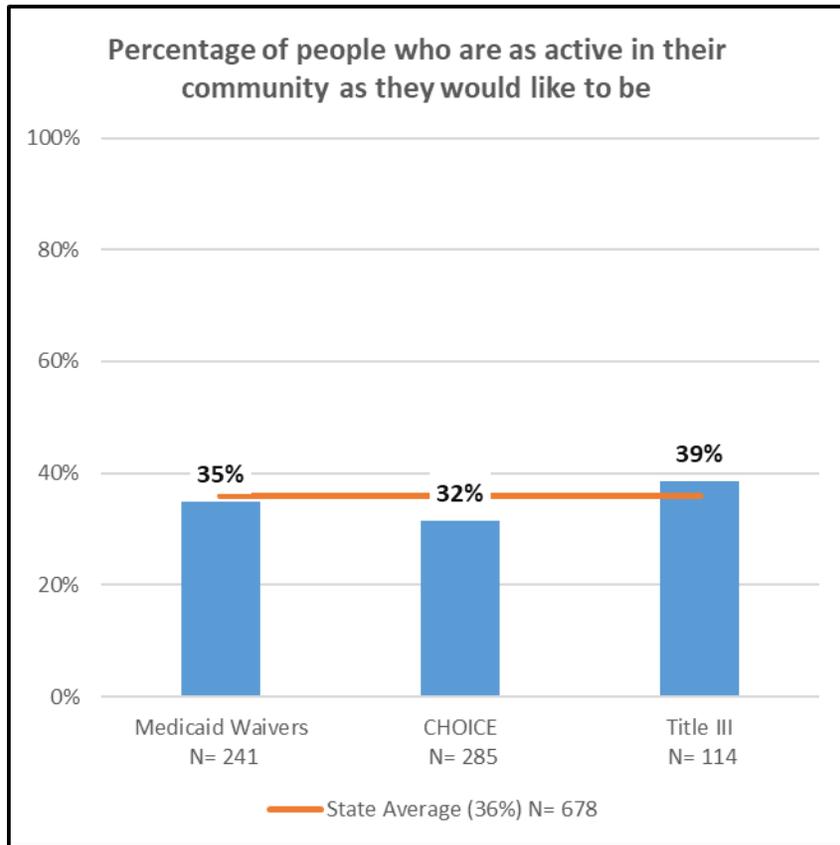
1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

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

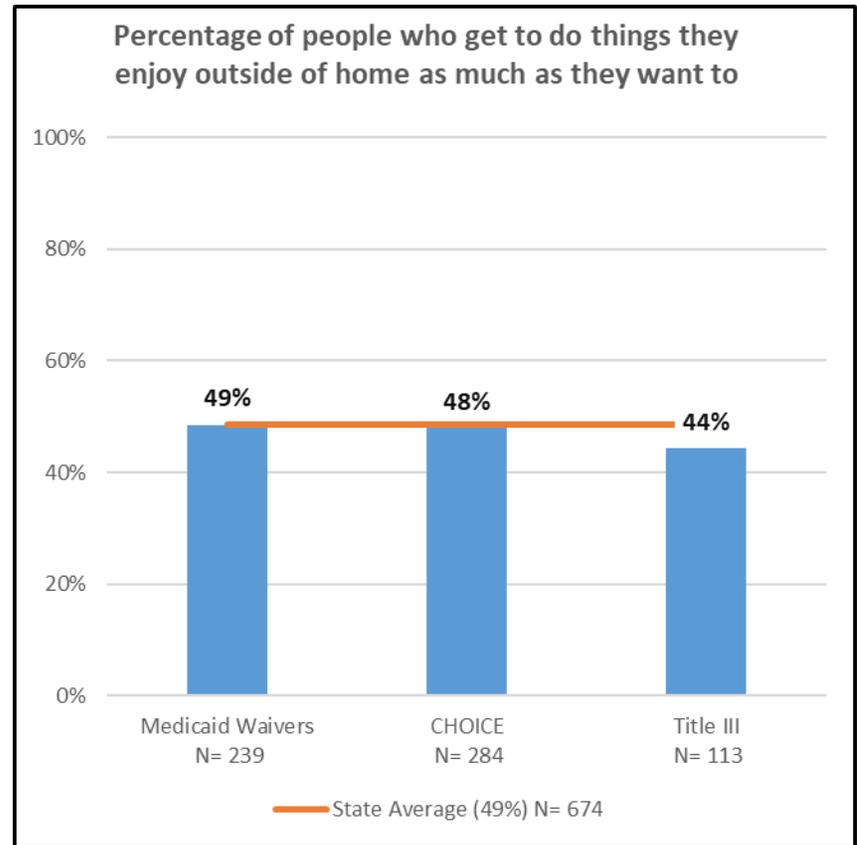
Un-collapsed data are shown in Appendix B.

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

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



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



Choice and Control

People are involved in making decisions about their everyday lives.

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

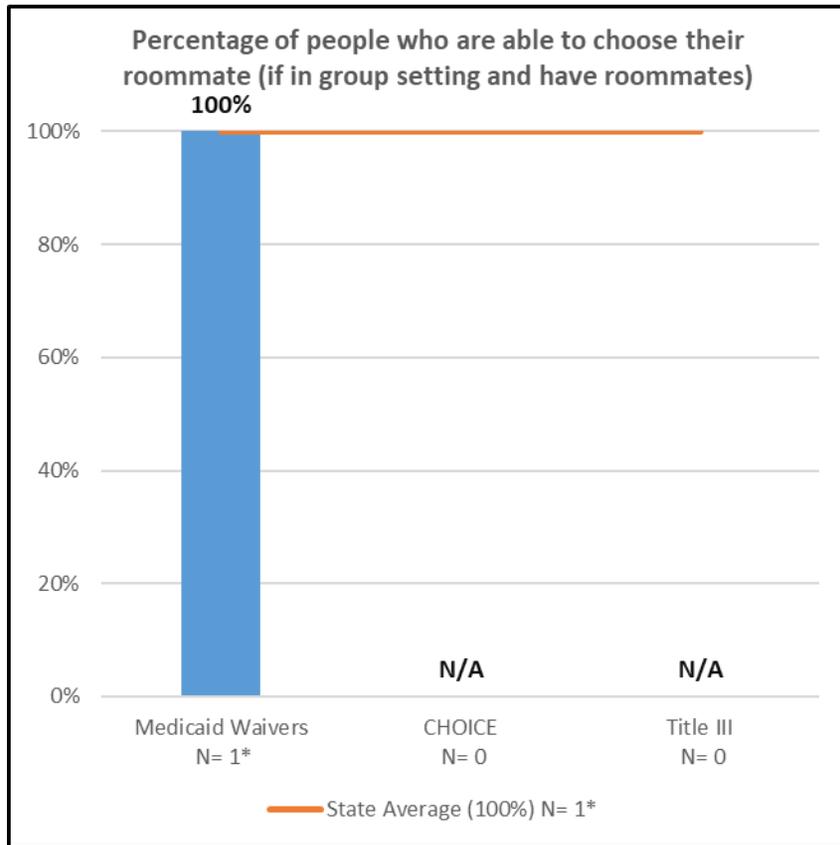
1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life⁵
4. Percentage of people who are able to get up and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

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

Un-collapsed data are shown in Appendix B.

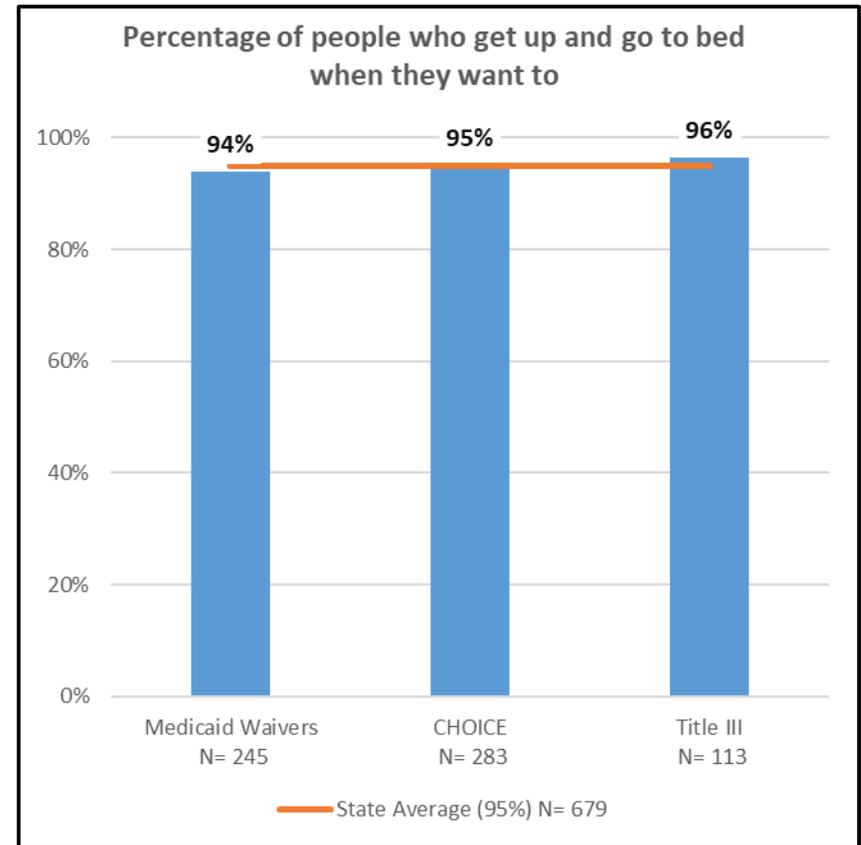
⁵ Indicator previously reported in the “Control” domain.

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



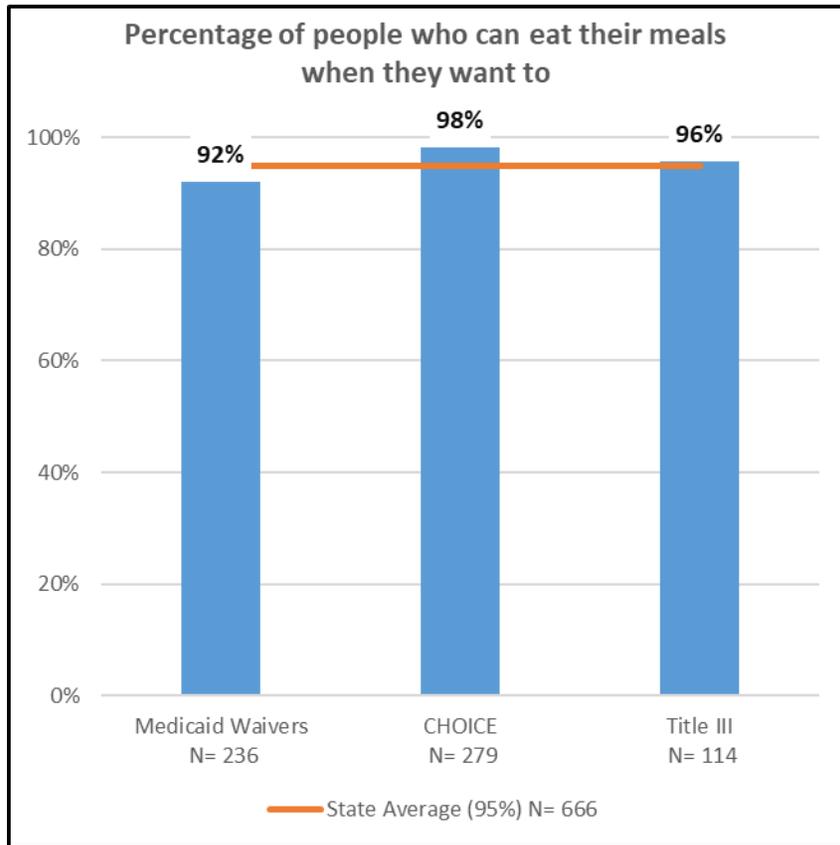
* Very small number of responses

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

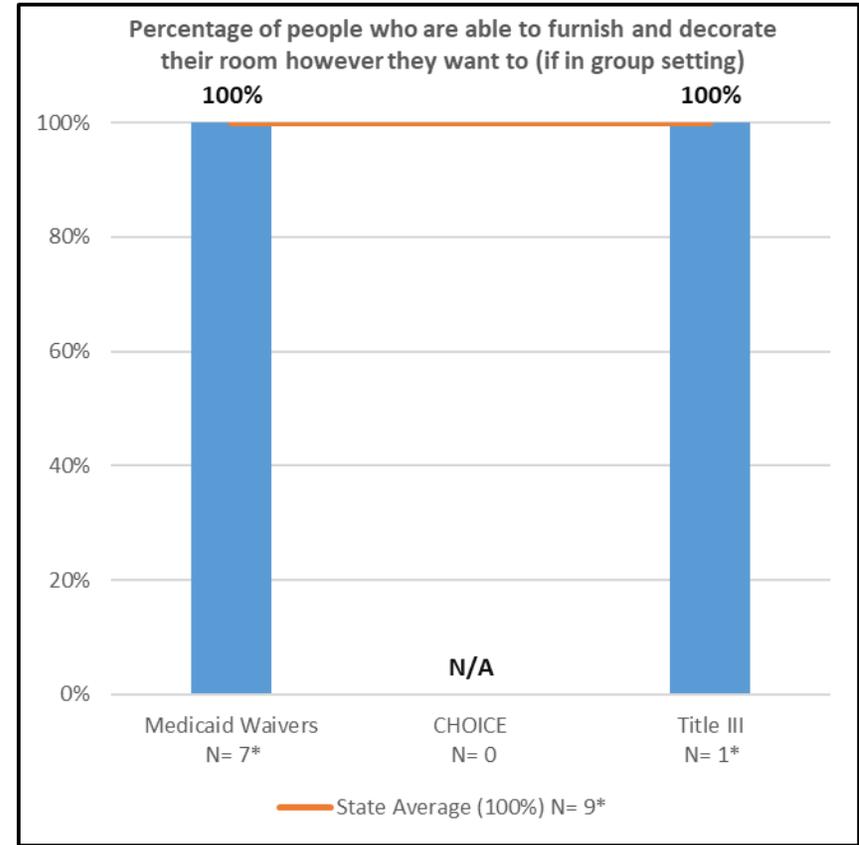


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



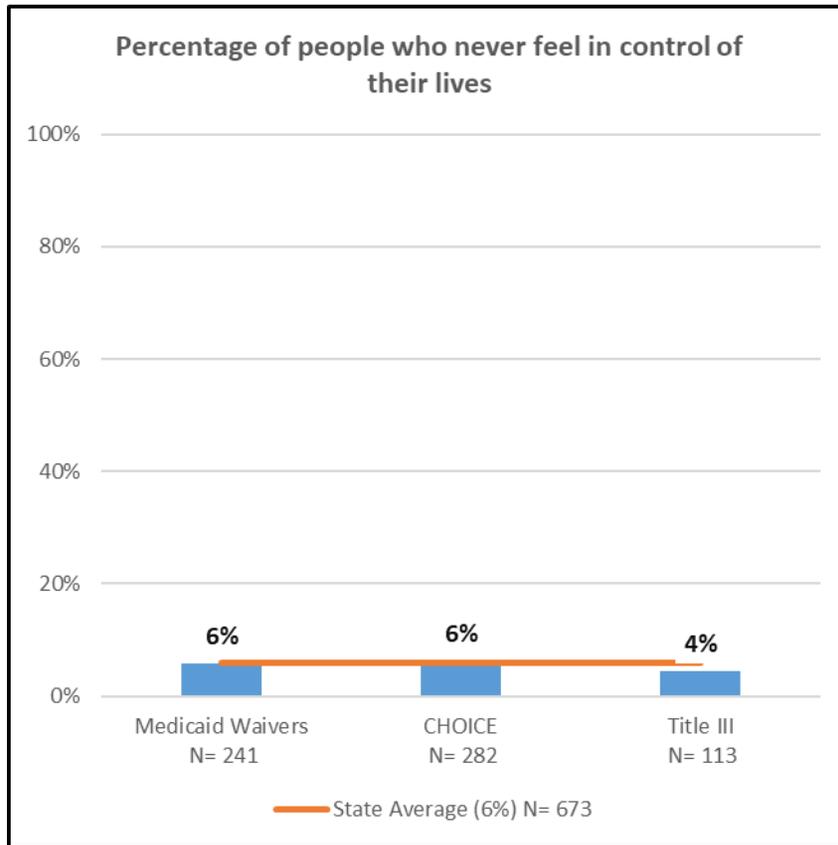
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting⁷)



* Very small number of responses

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

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



⁸ Item previously reported in the "Control" domain.

Relationships

People have friends and relationships.

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

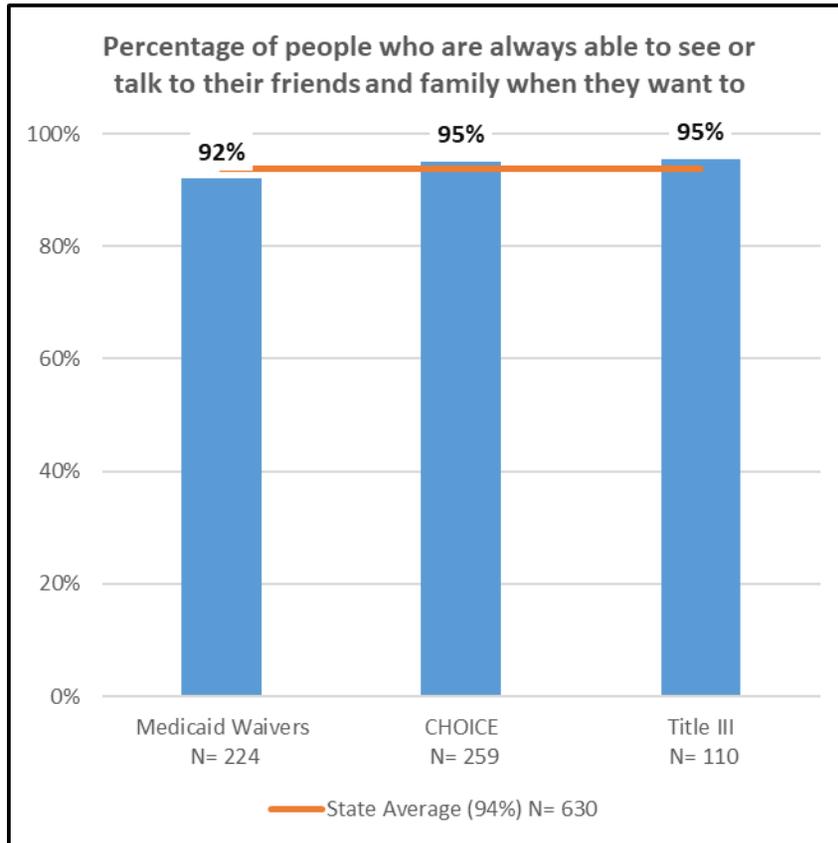
1. Percentage of people who are able to see or talk to their friends and families when they want

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

Un-collapsed data are shown in Appendix B.

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

Graph 8. Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Satisfaction

People are satisfied with their everyday lives.

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

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

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

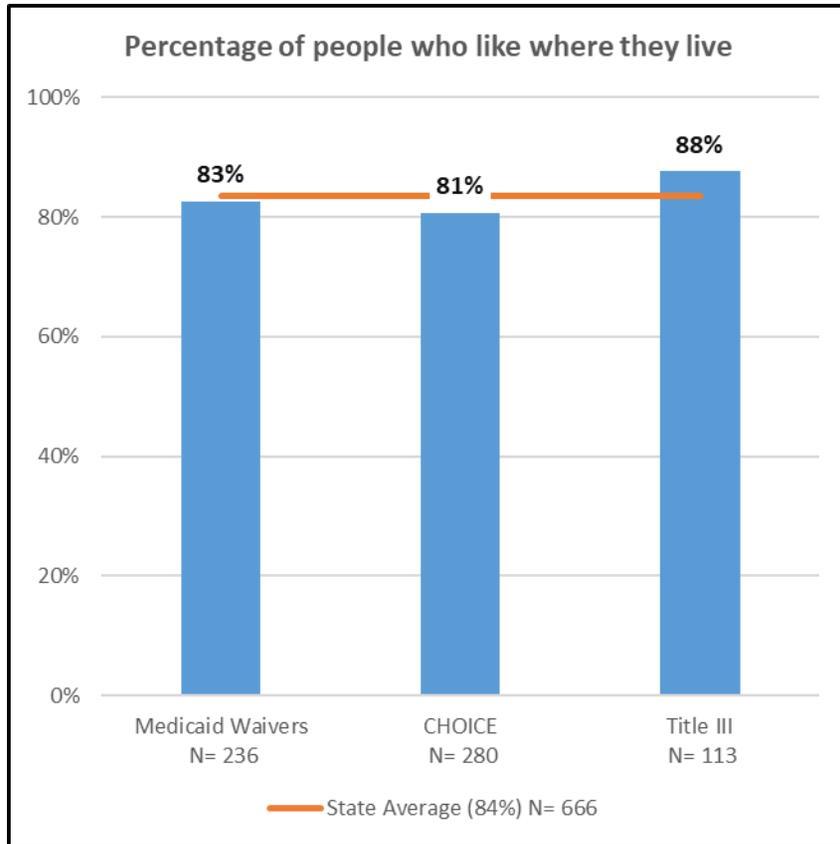
Un-collapsed data are shown in Appendix B.

¹⁰ New indicator in 2019-2020.

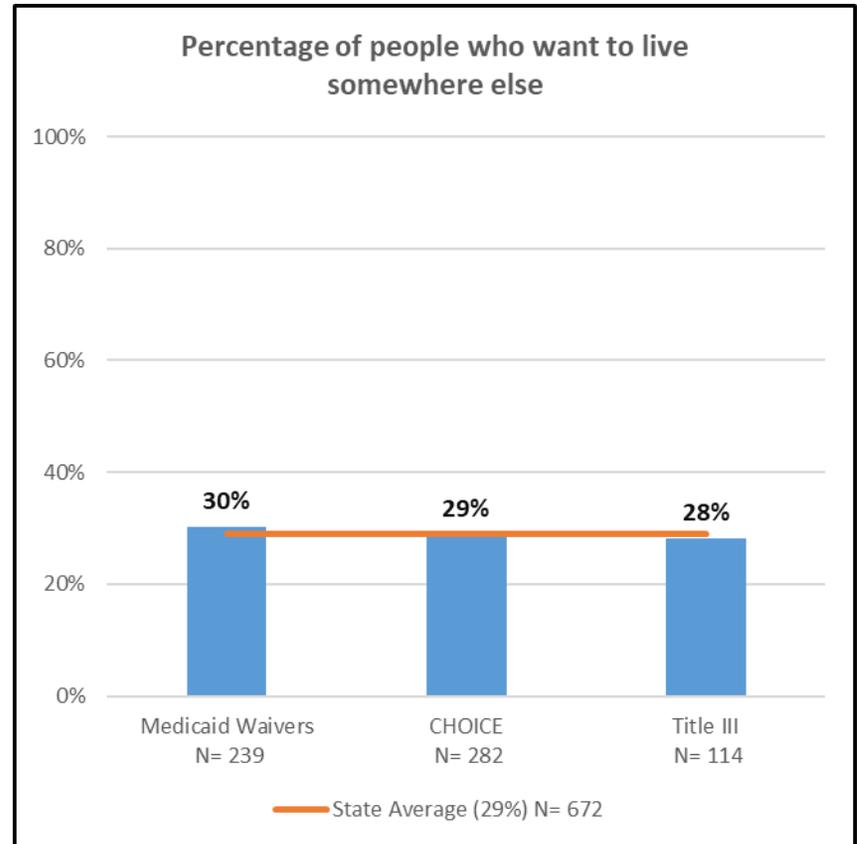
¹¹ New indicator in 2019-2020.

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

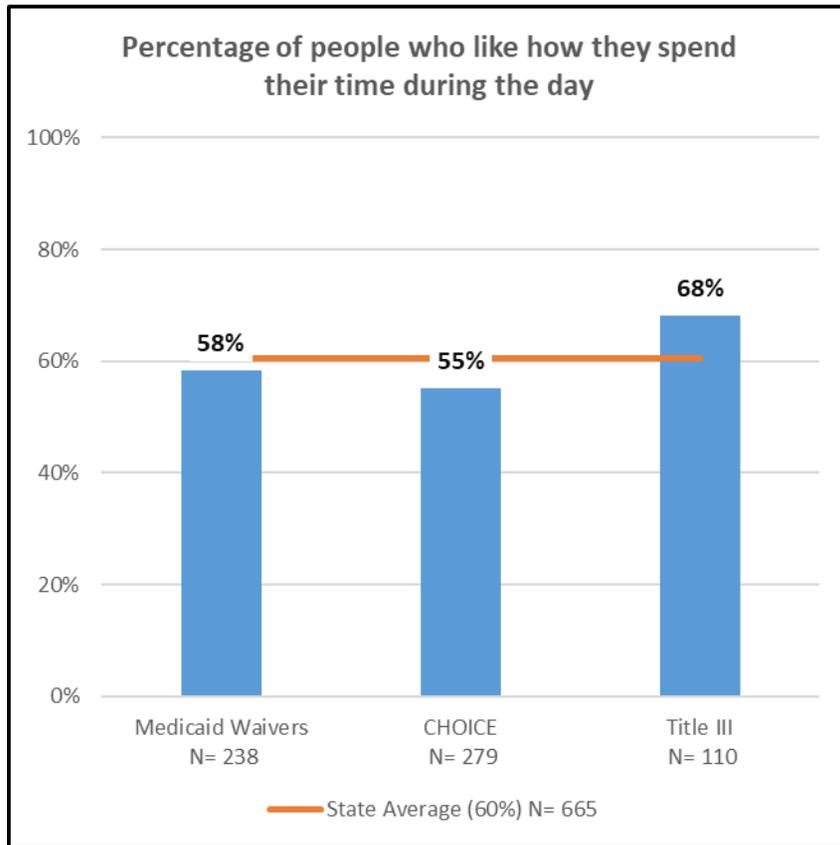
Graph 9. Percentage of people who like where they live



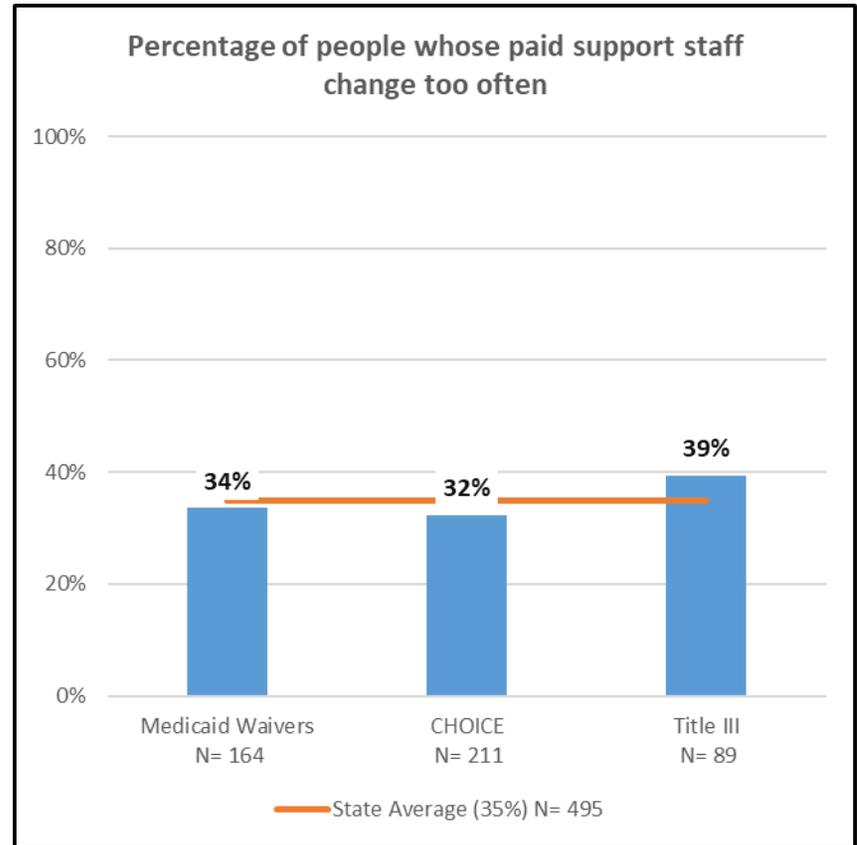
Graph 10. Percentage of people who want to live somewhere else



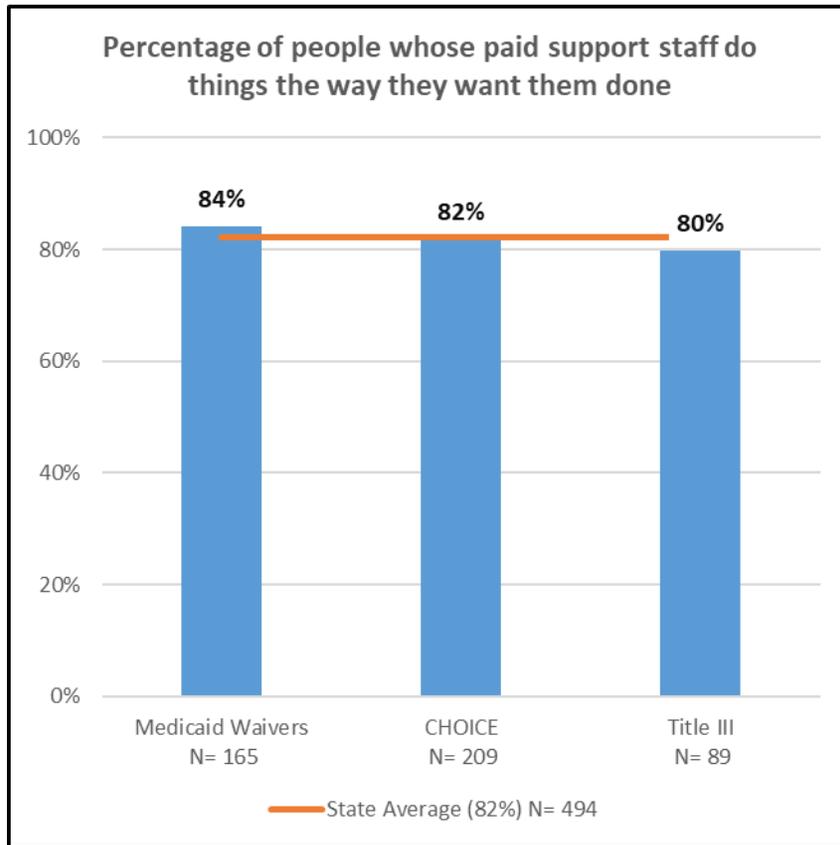
Graph 11. Percentage of people who like how they spend their time during the day



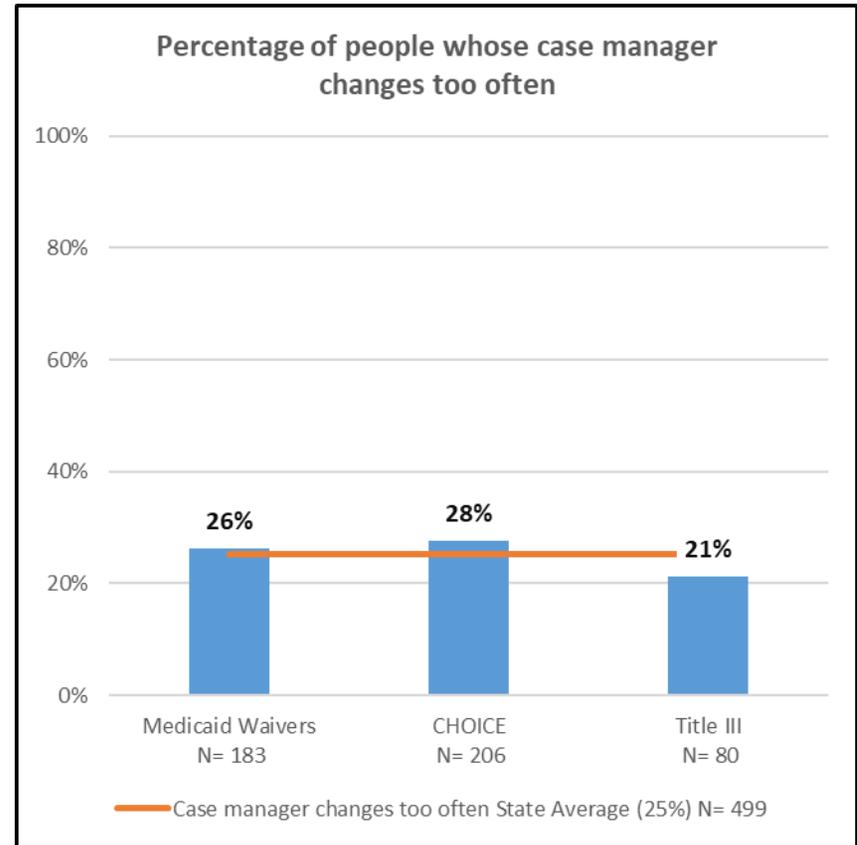
Graph 12. Percentage of people whose paid support staff change too often



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

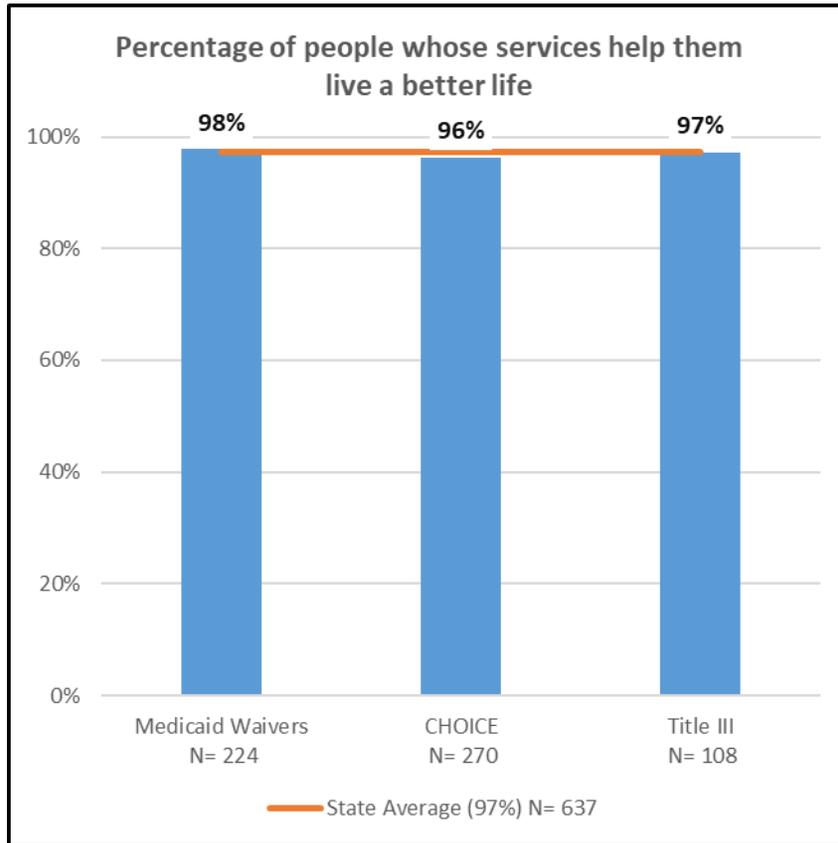


Graph 14. Percentage of people whose case manager changes too often¹³



¹³ New item in 2019-2020.

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



¹⁴ New item in 2019-2020.

Service Coordination

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

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

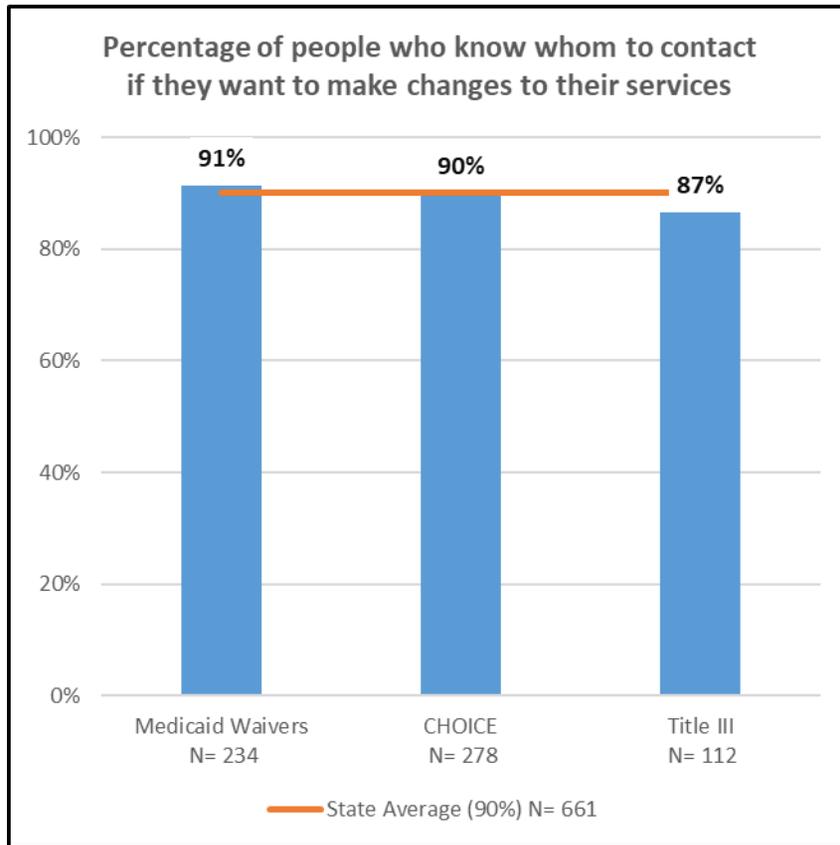
1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support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

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

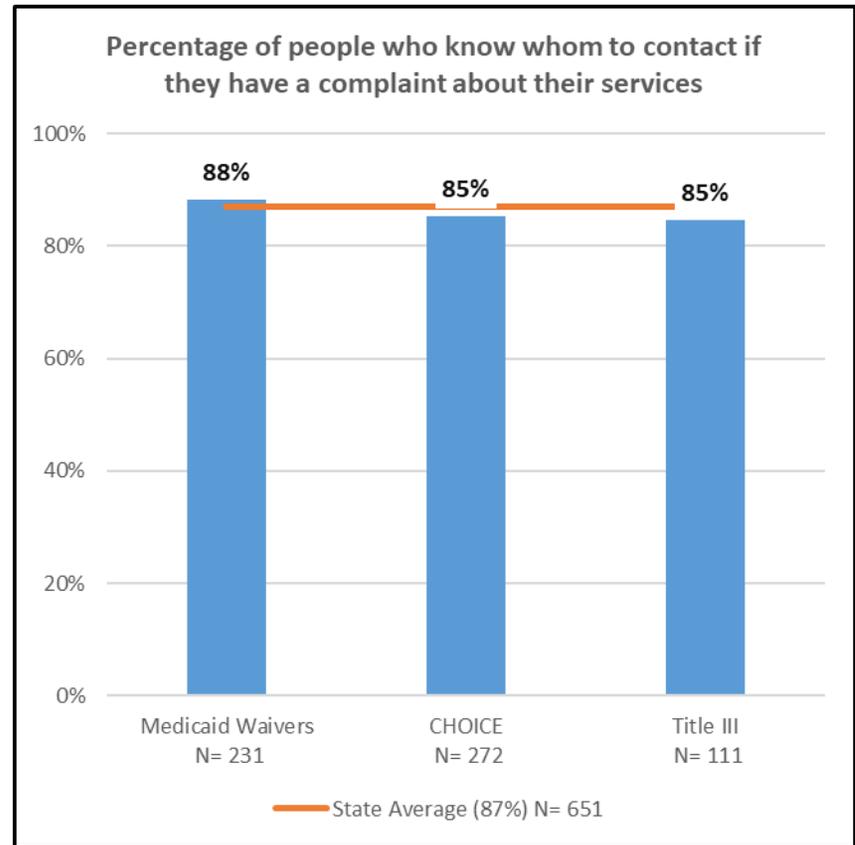
Un-collapsed data are shown in Appendix B.

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

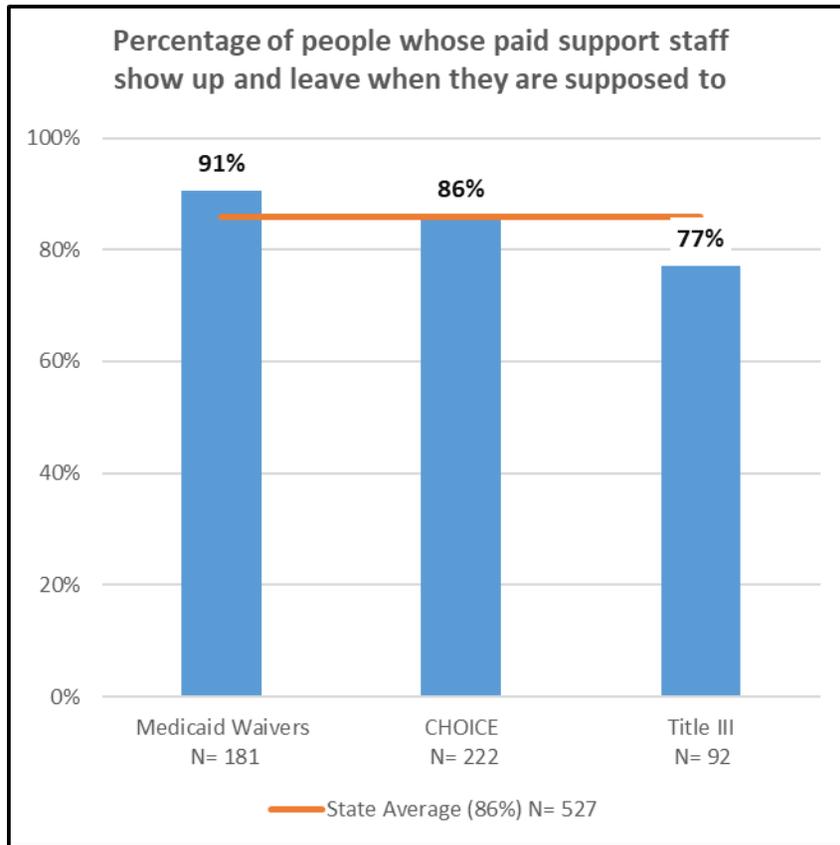
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services



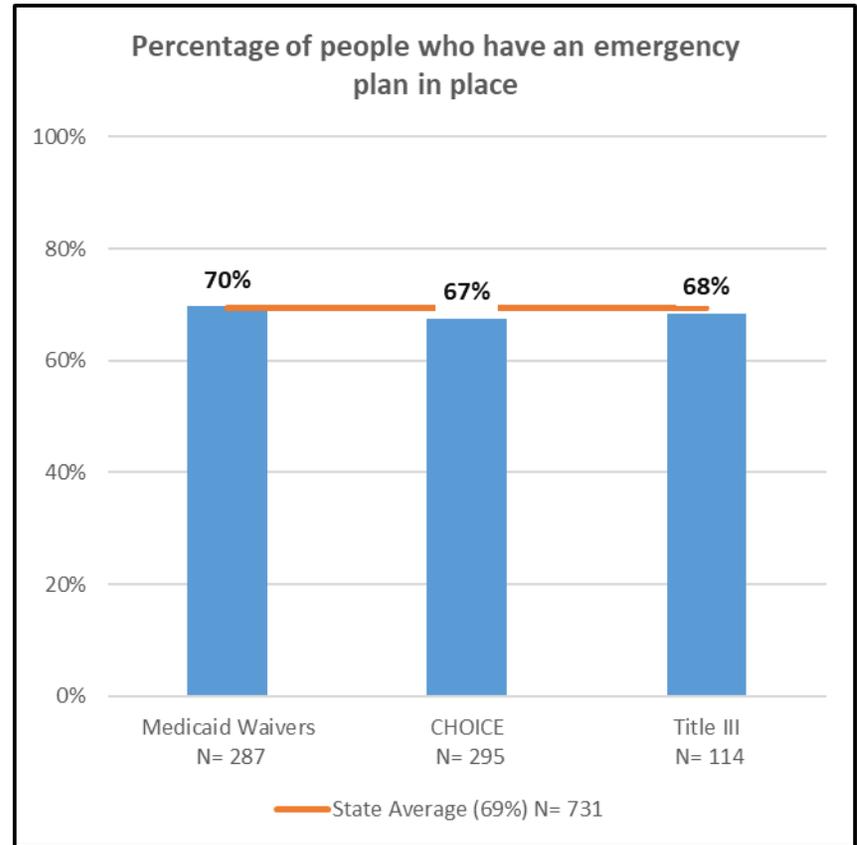
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services



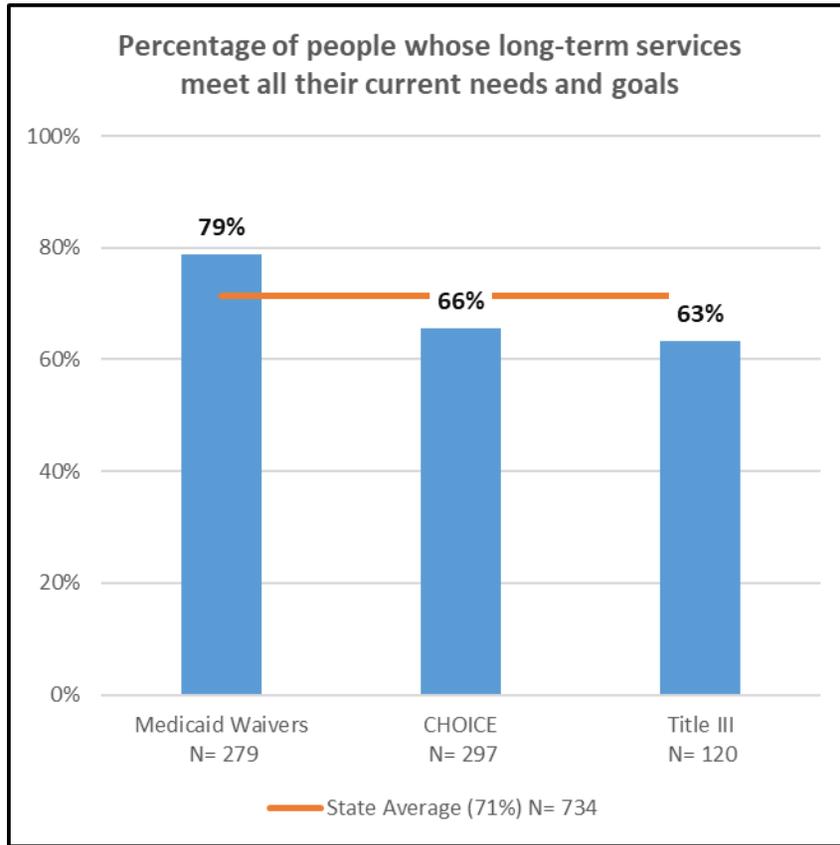
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to



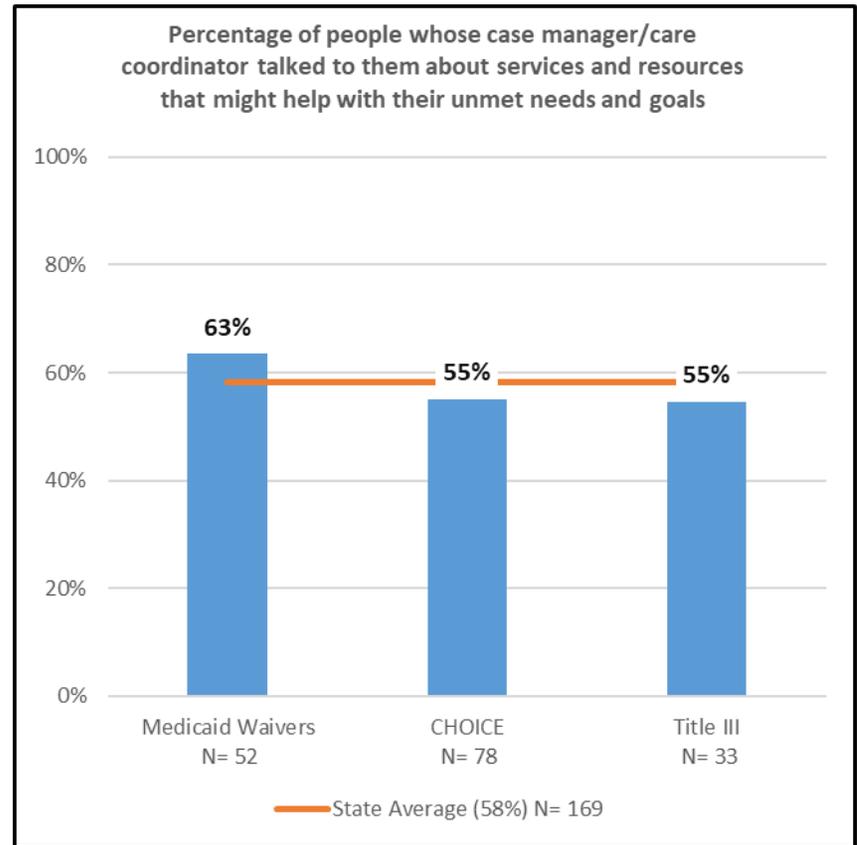
Graph 19. Percentage of people who have an emergency plan in place



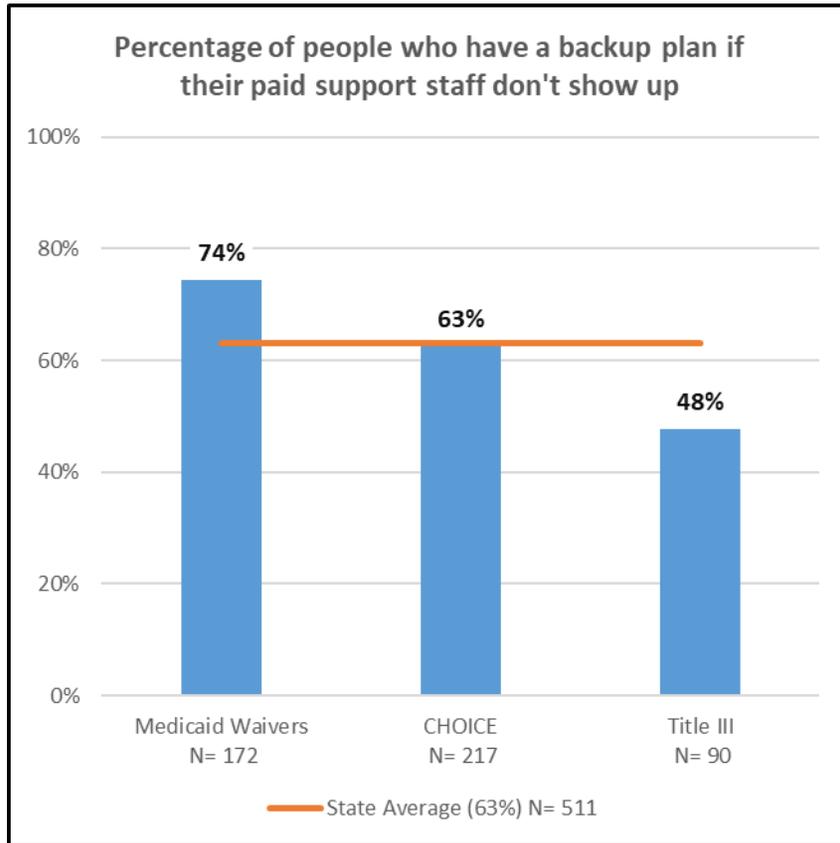
Graph 20. Percentage of people whose long-term services meet all their current needs and goals



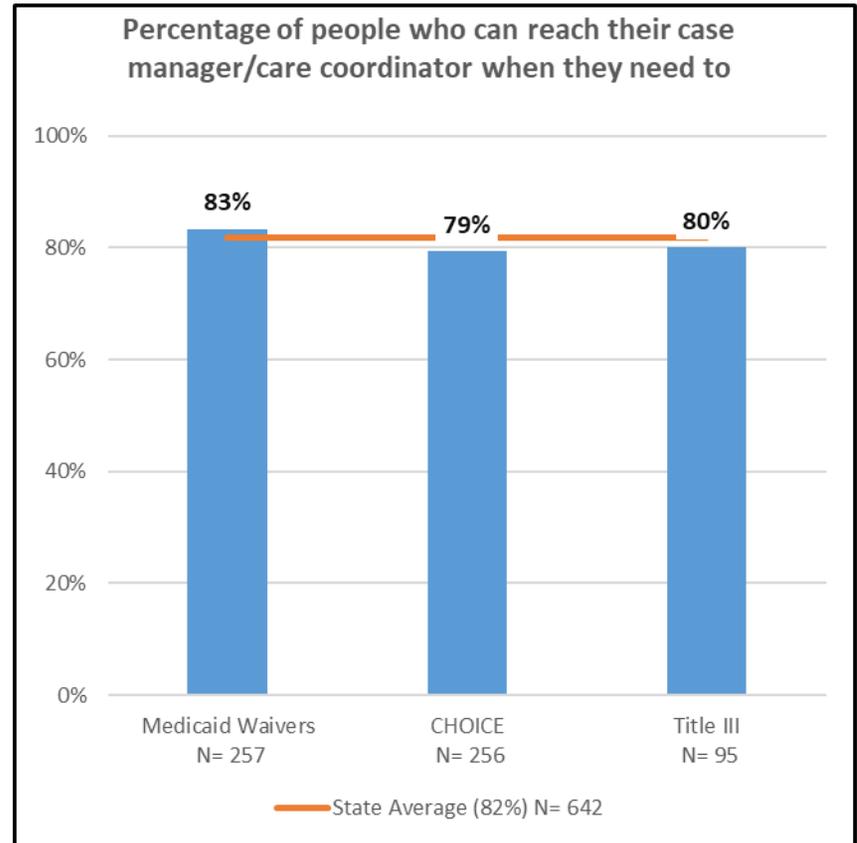
Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



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



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



Care Coordination

Individuals are provided appropriate coordination of care.

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

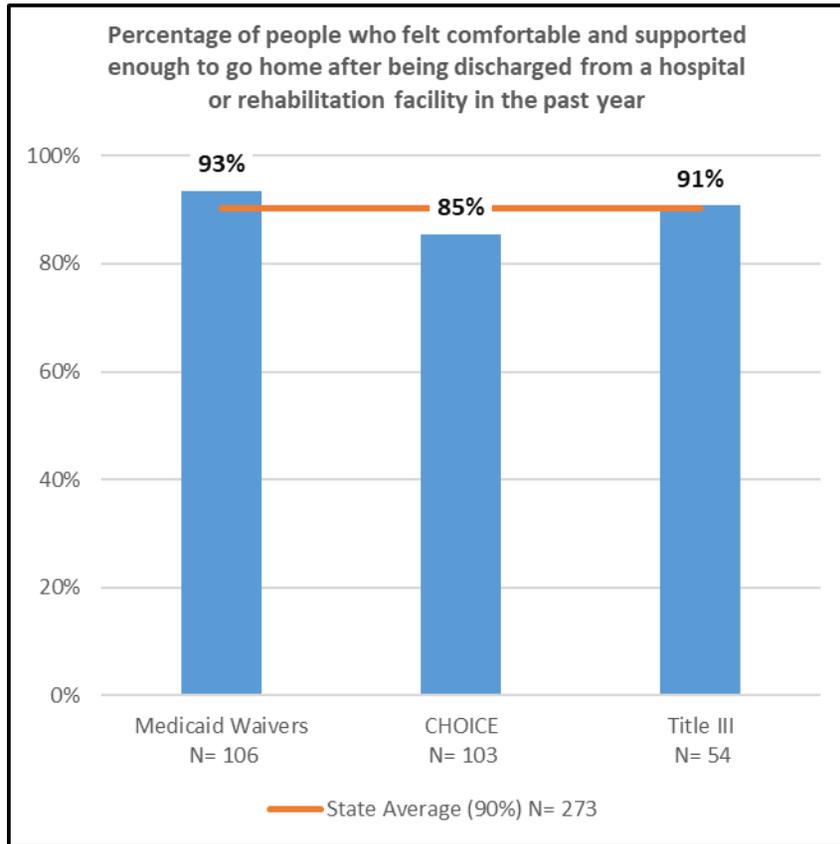
1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4.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

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

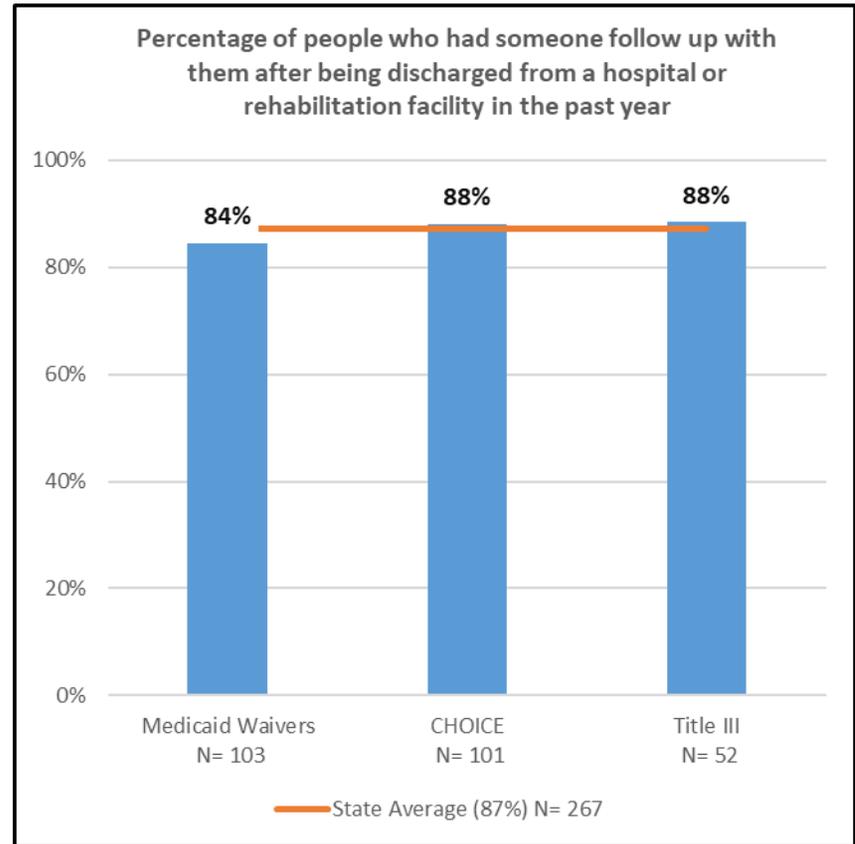
Un-collapsed data are shown in Appendix B.

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

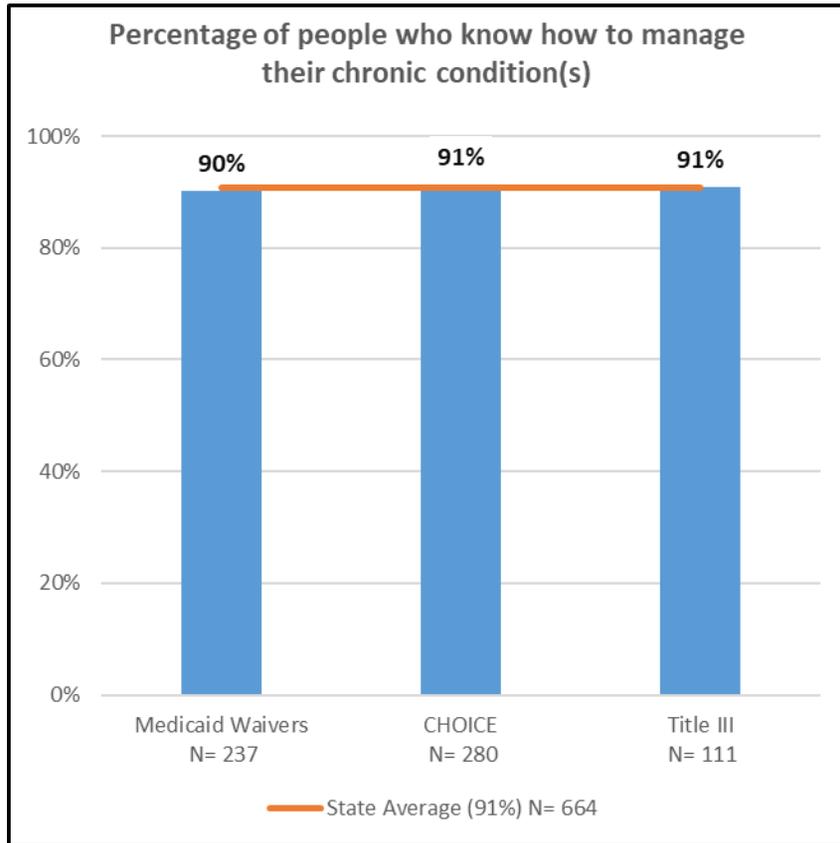
Graph 24. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



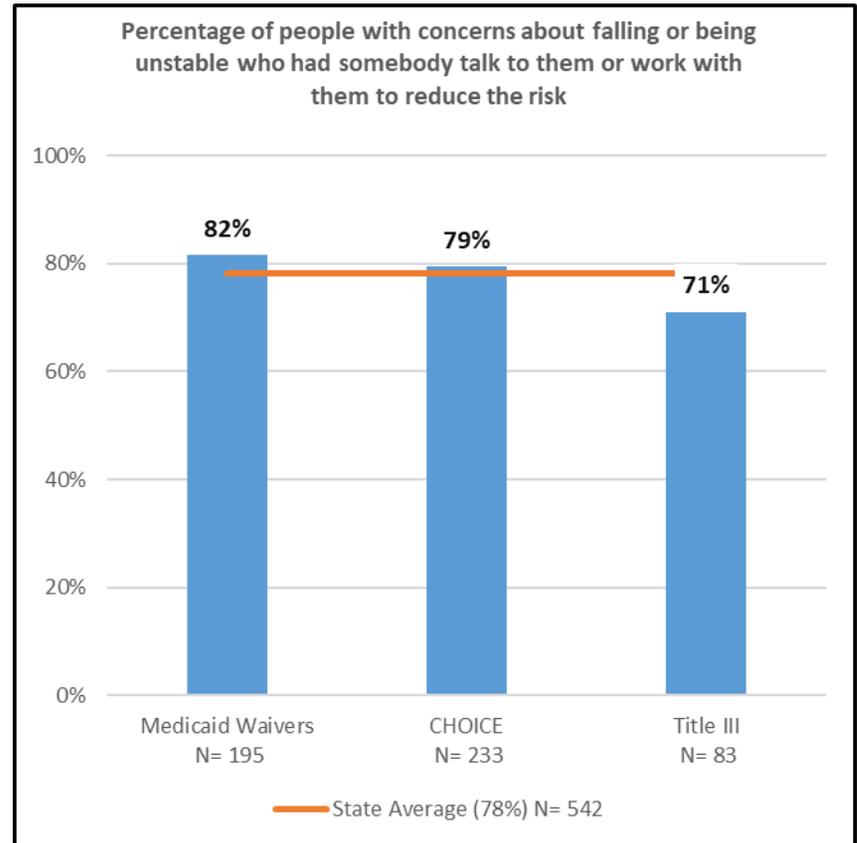
Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year



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



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



Access to Community

Services facilitate individuals' access to community.

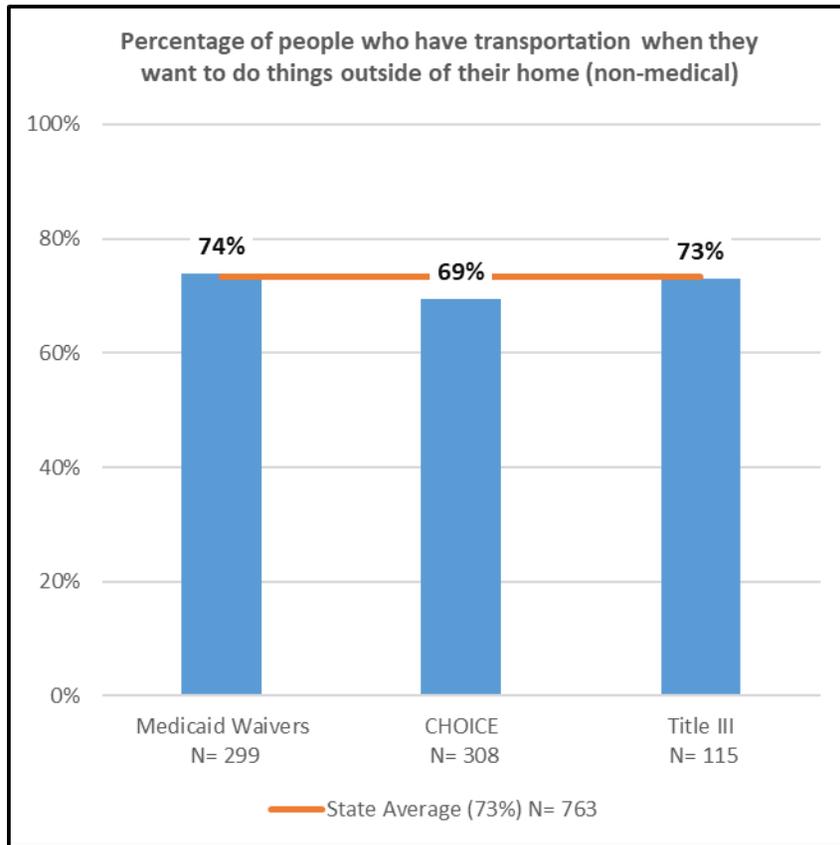
There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

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

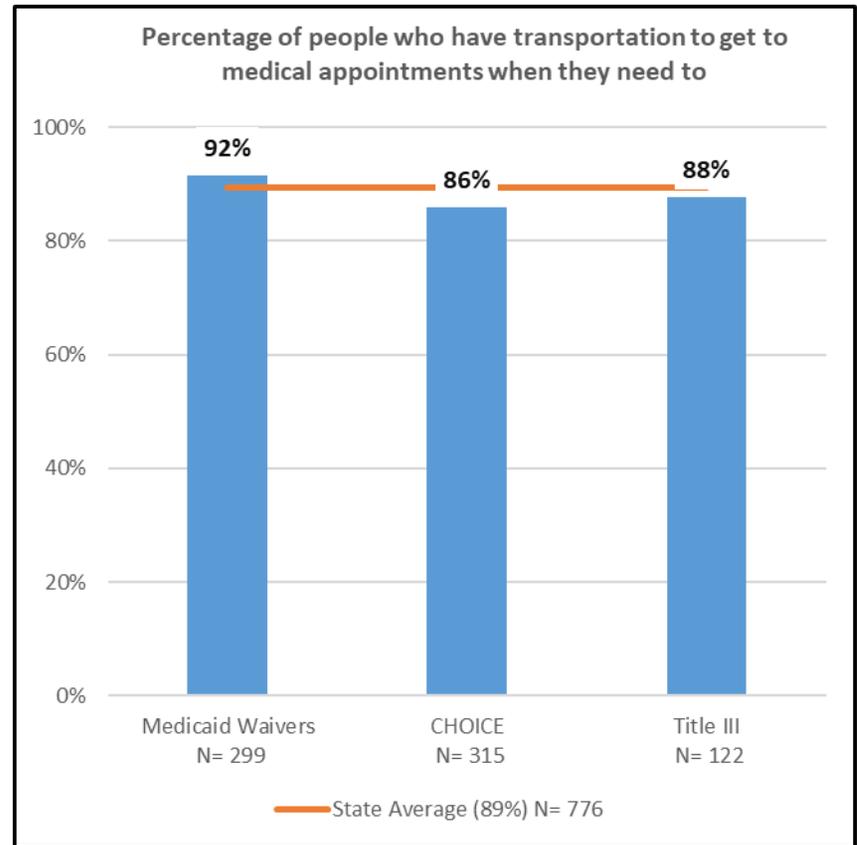
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

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



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



Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

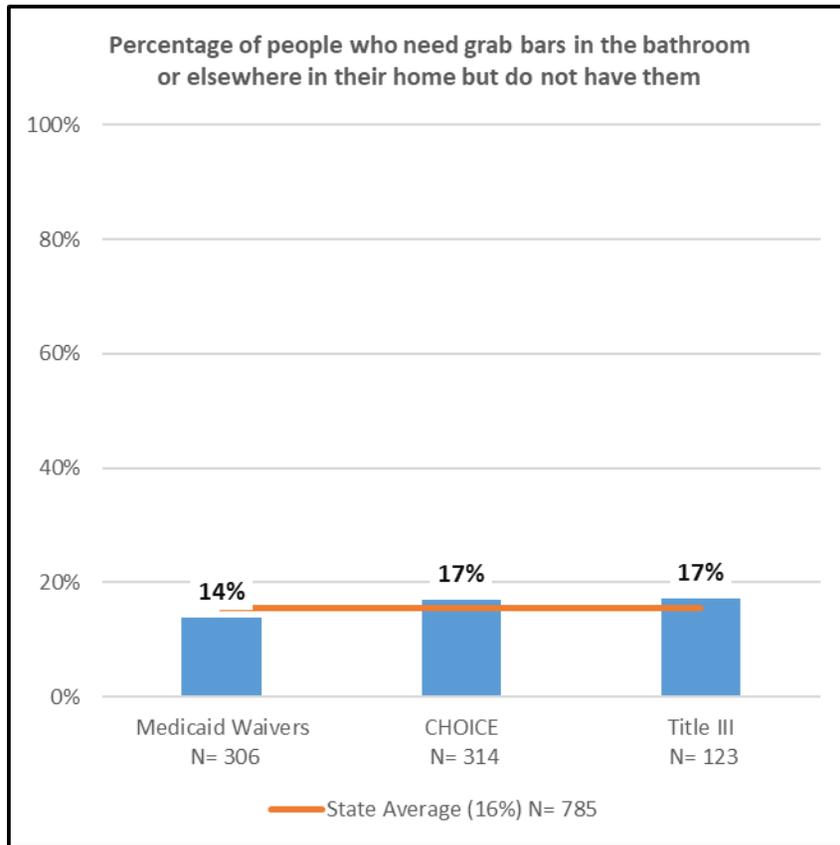
There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

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

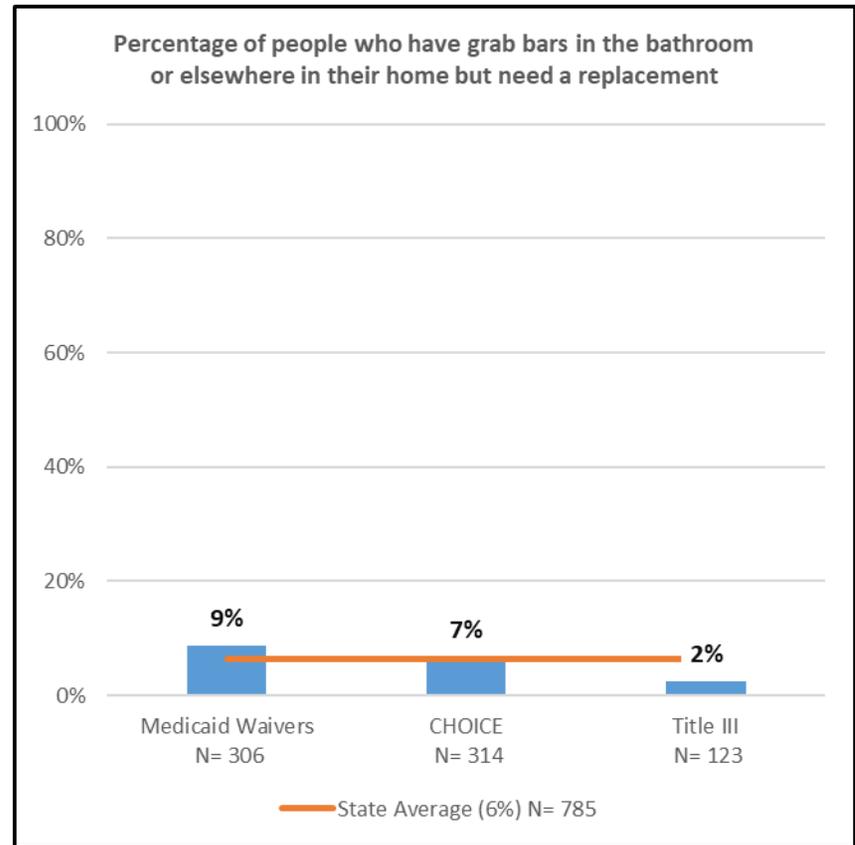
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

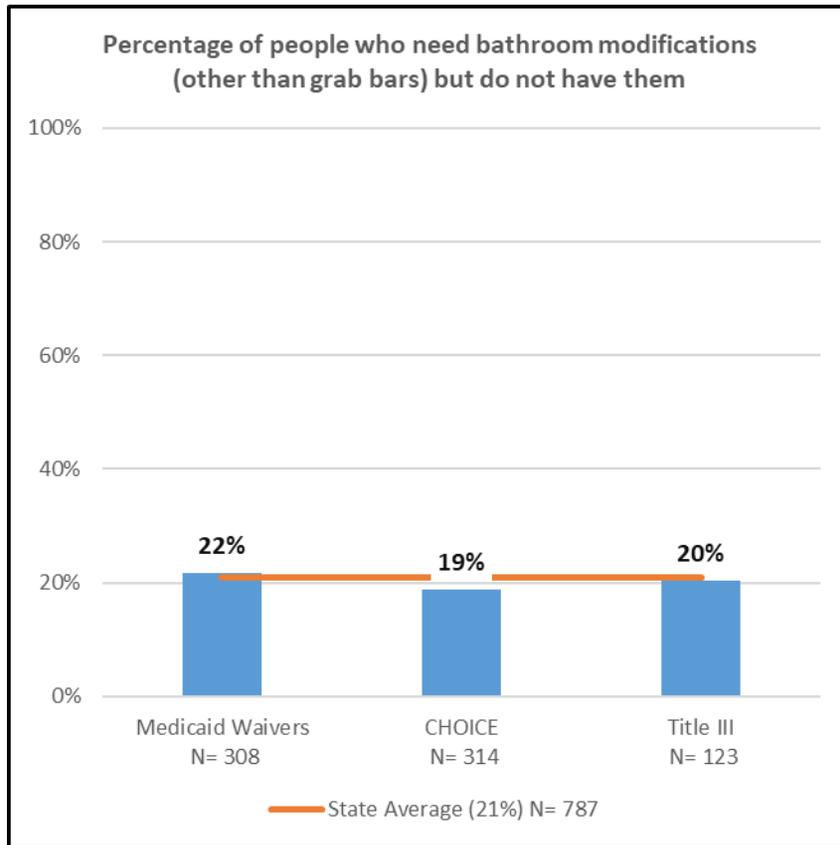
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them



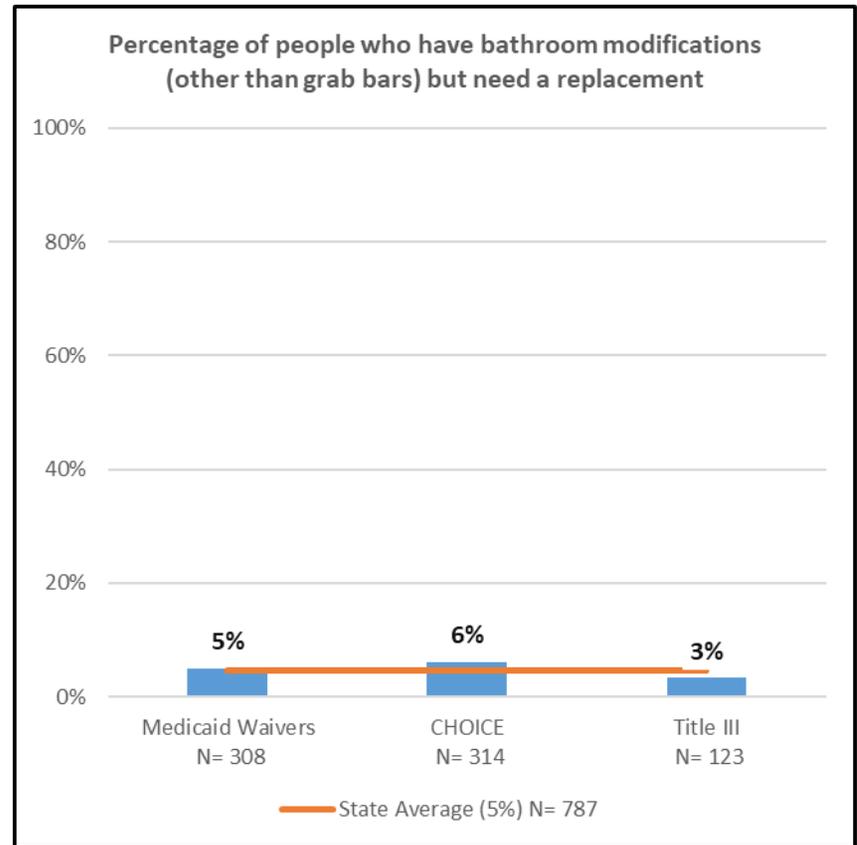
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement



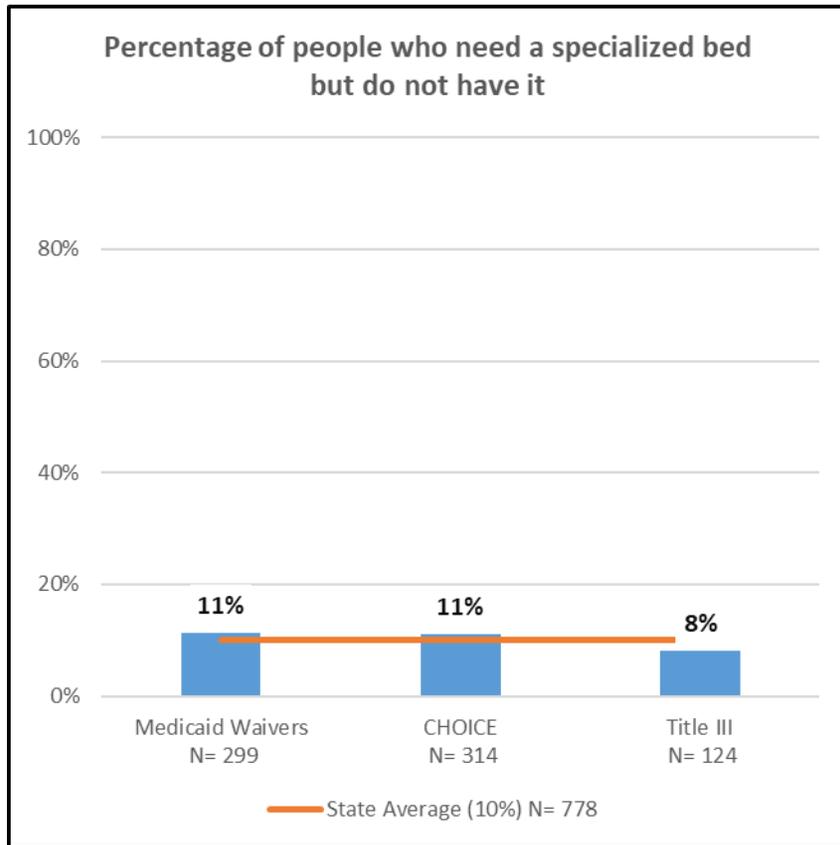
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them



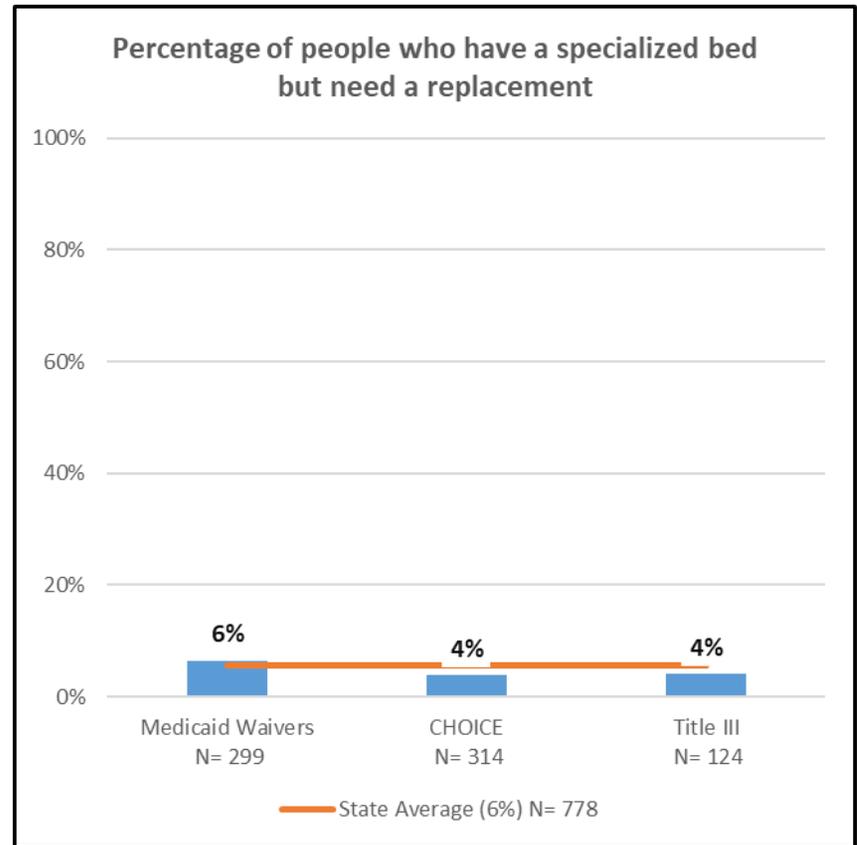
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement



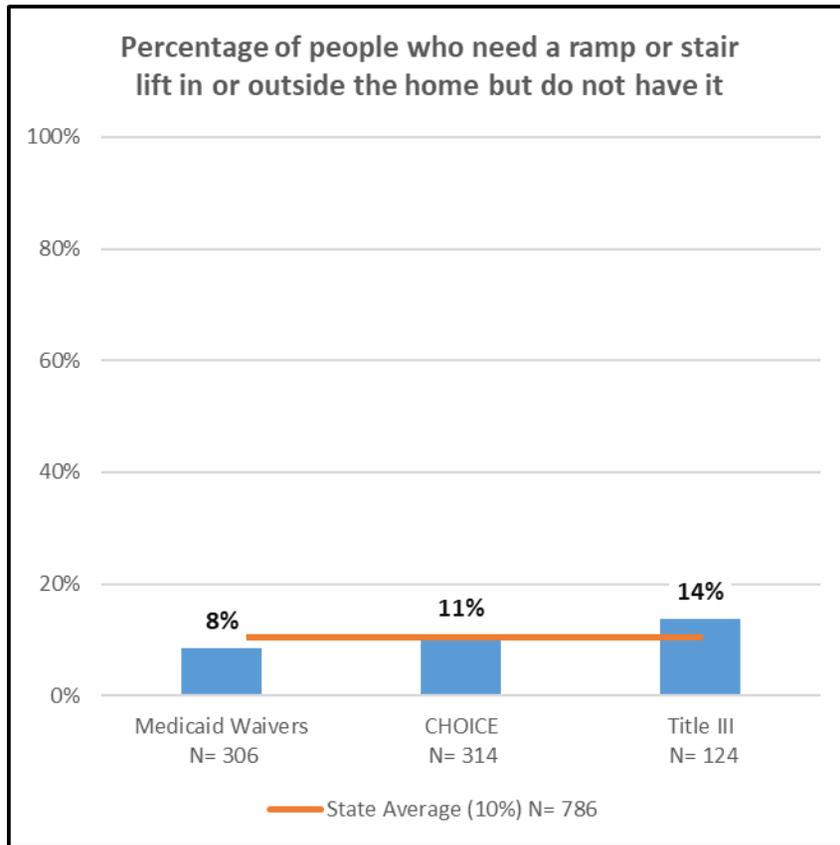
Graph 34. Percentage of people who need a specialized bed but do not have it



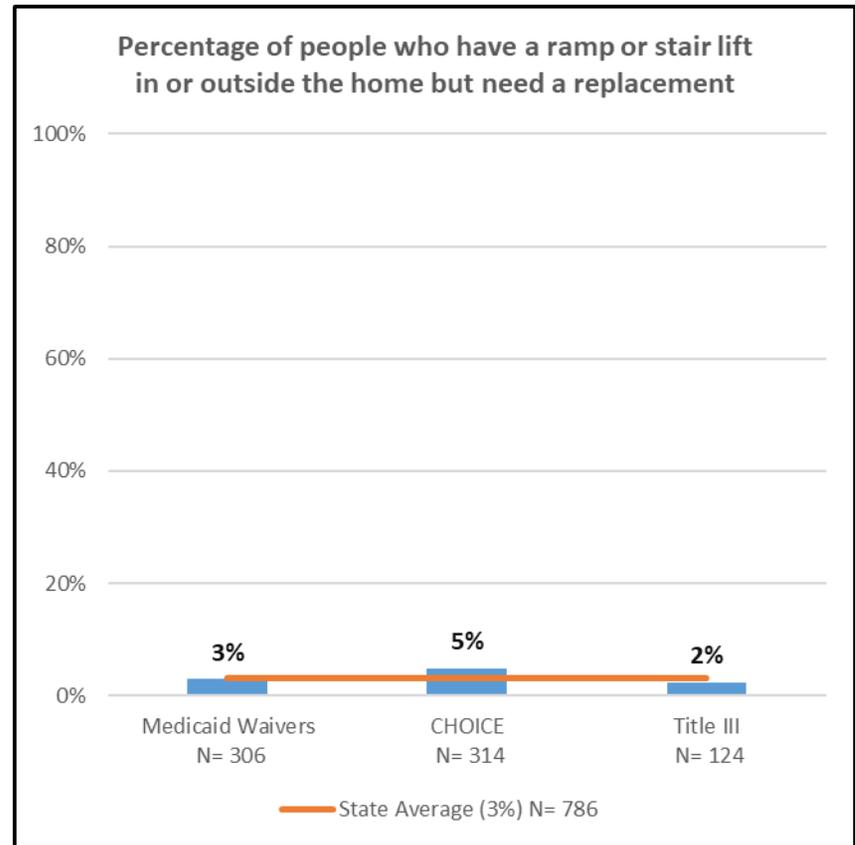
Graph 35. Percentage of people who have a specialized bed but need a replacement



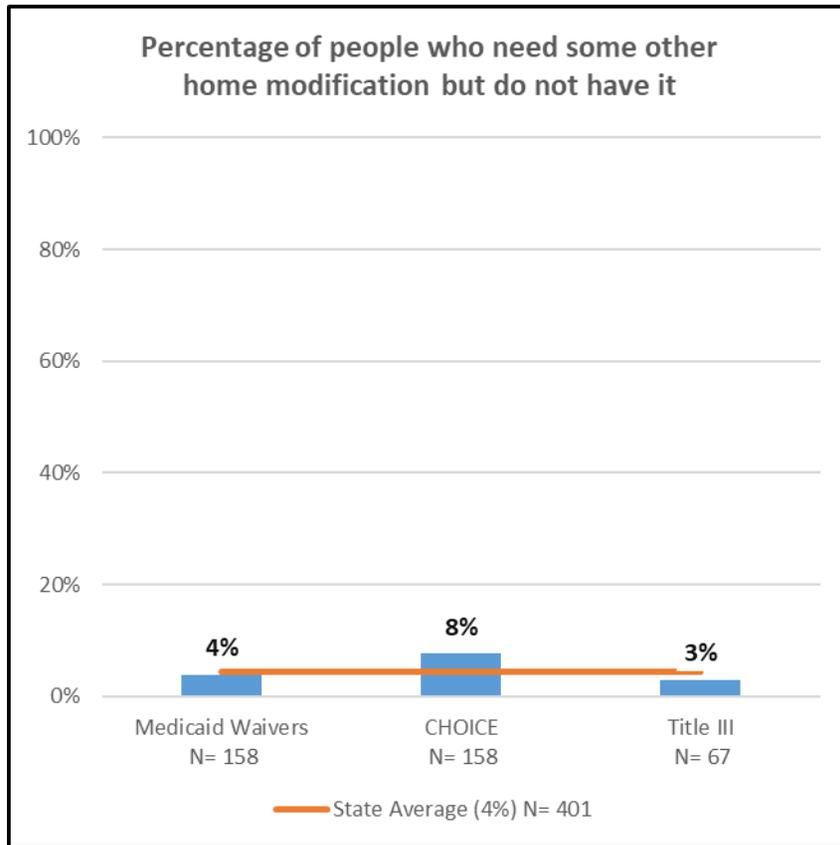
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it



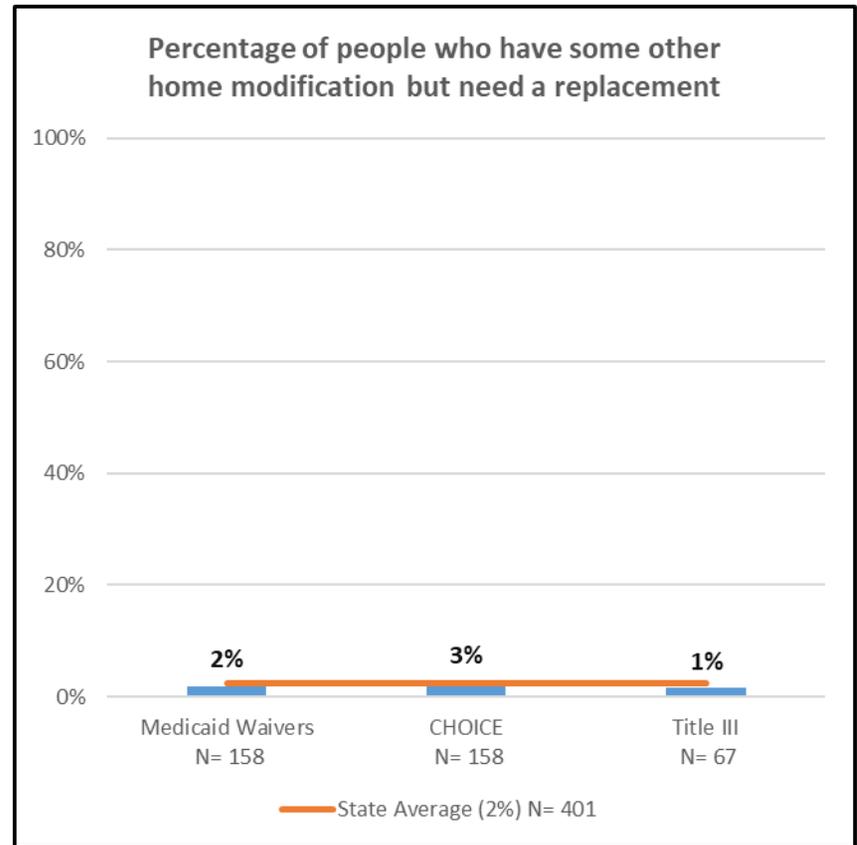
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement



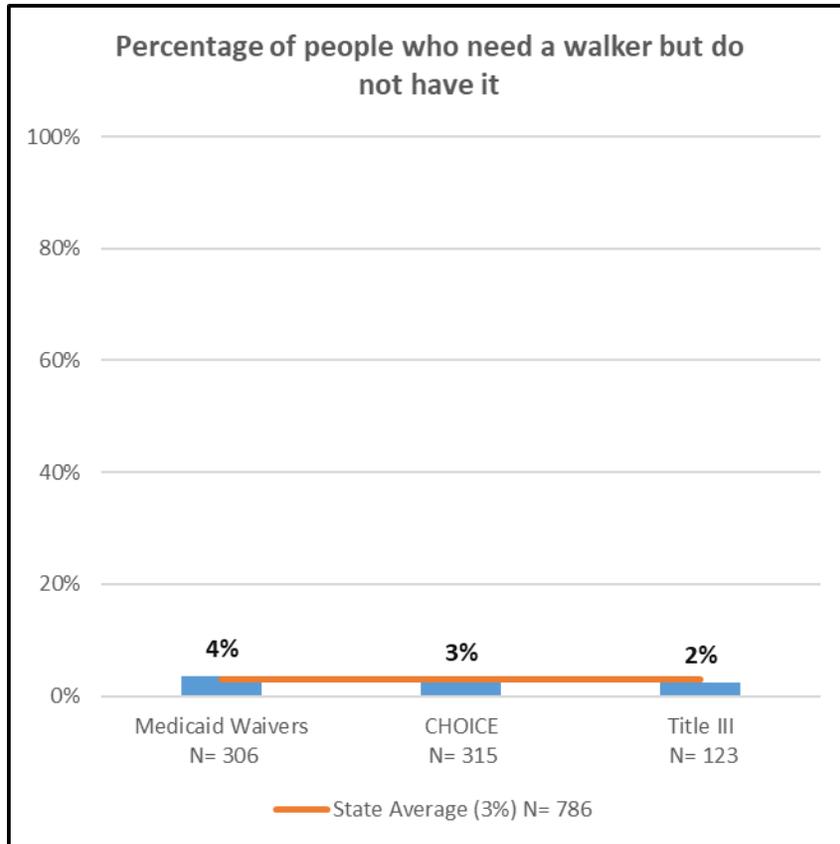
Graph 38. Percentage of people who need some other home modification but do not have it



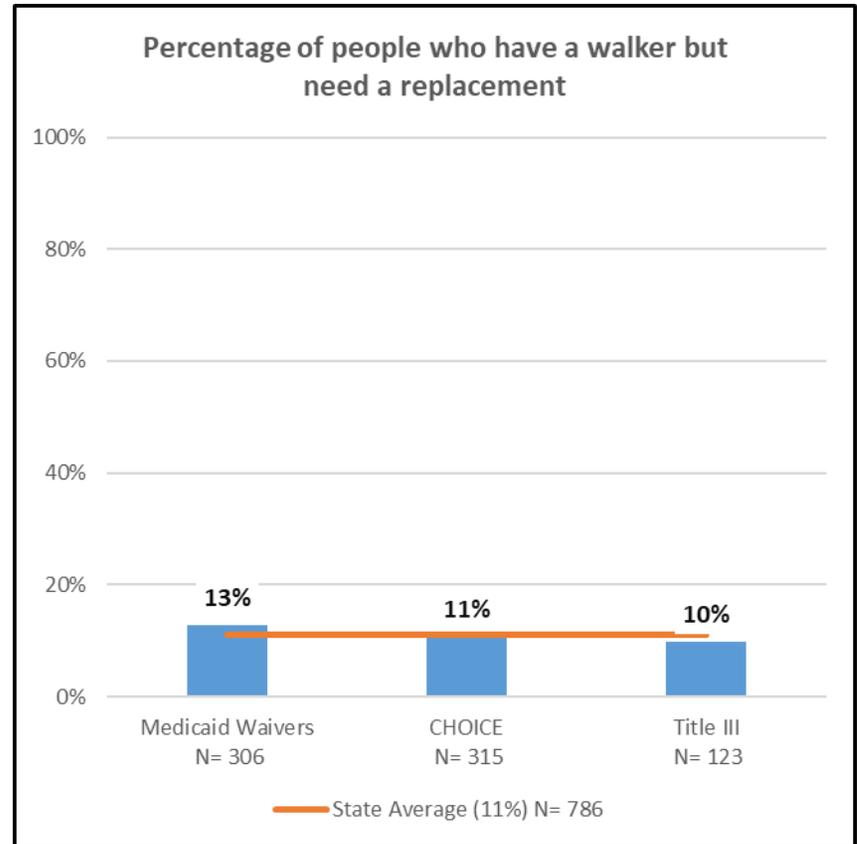
Graph 39. Percentage of people who have some other home modification but need a replacement



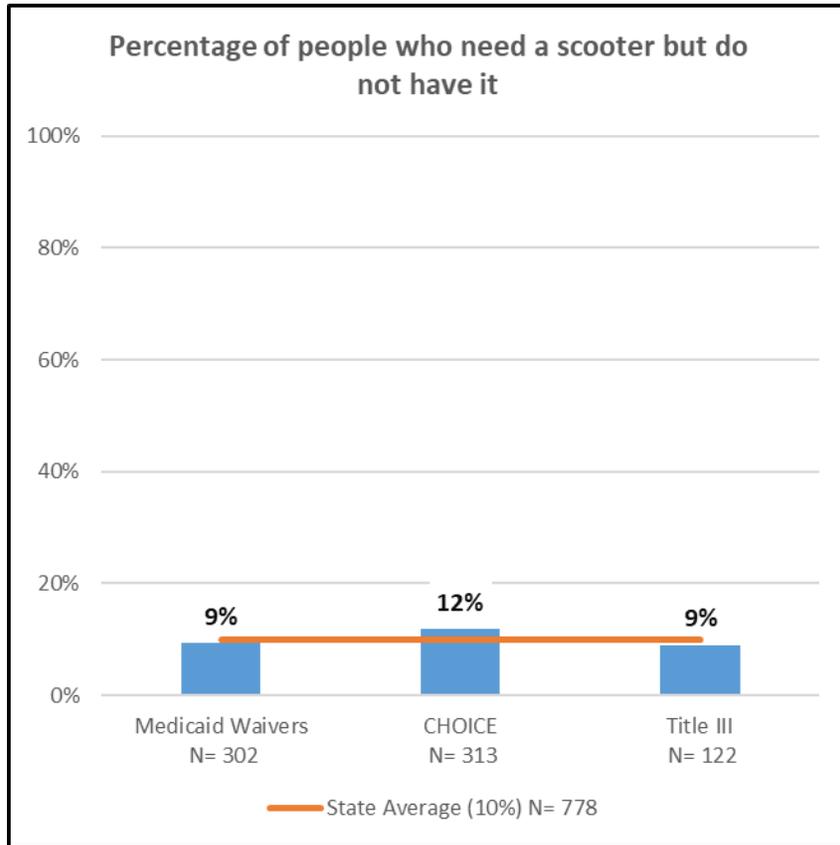
Graph 40. Percentage of people who need a walker but do not have it



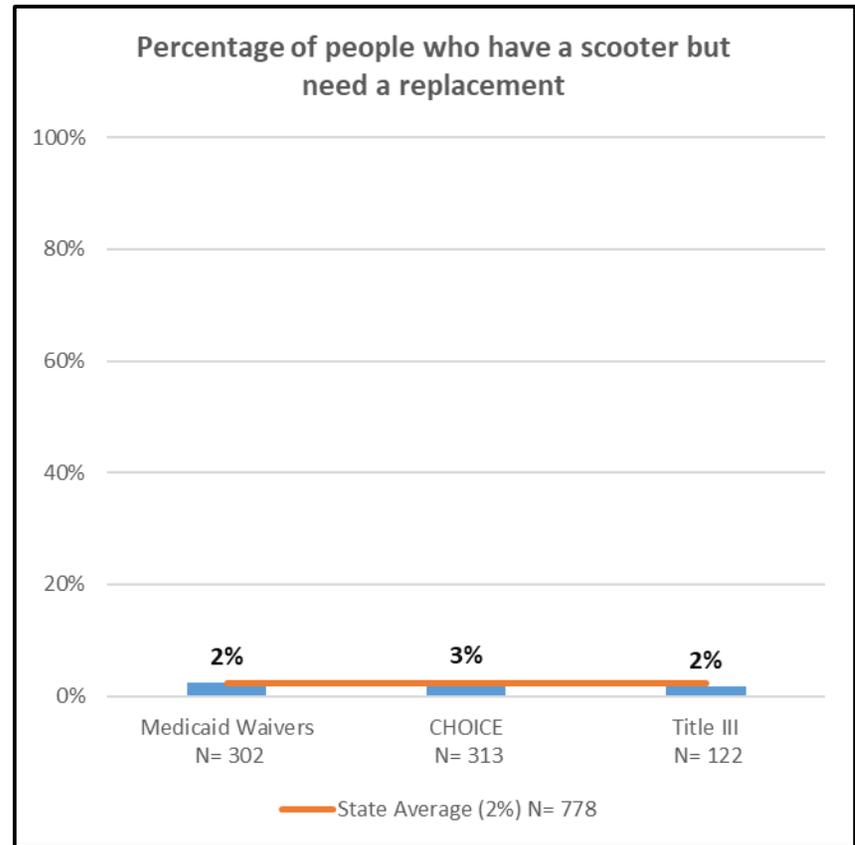
Graph 41. Percentage of people who have a walker but need a replacement



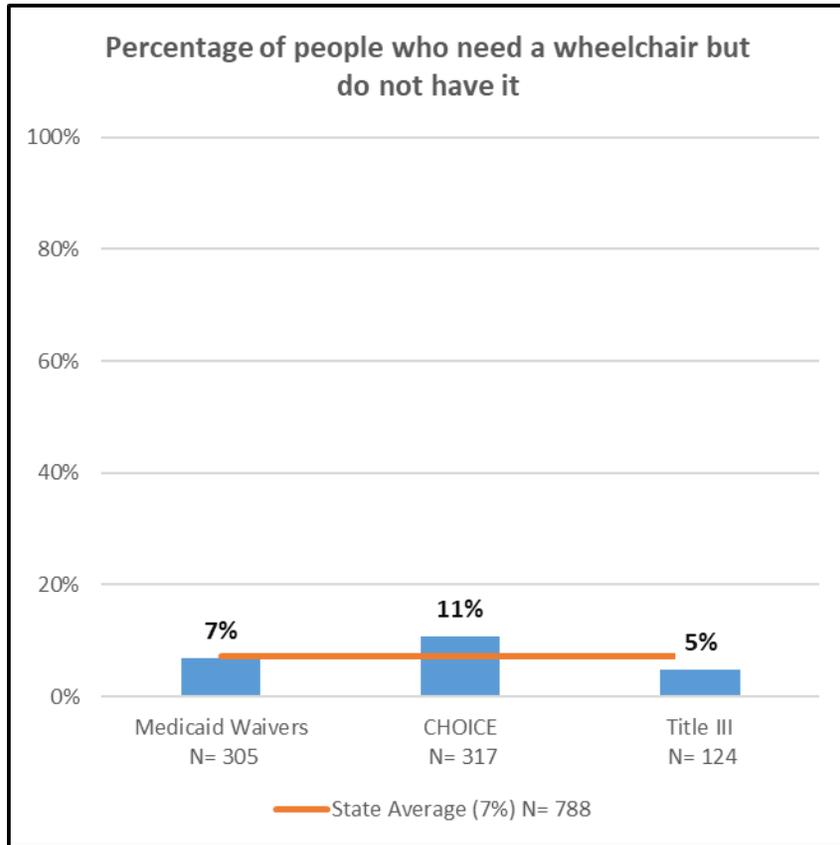
Graph 42. Percentage of people who need a scooter but do not have it



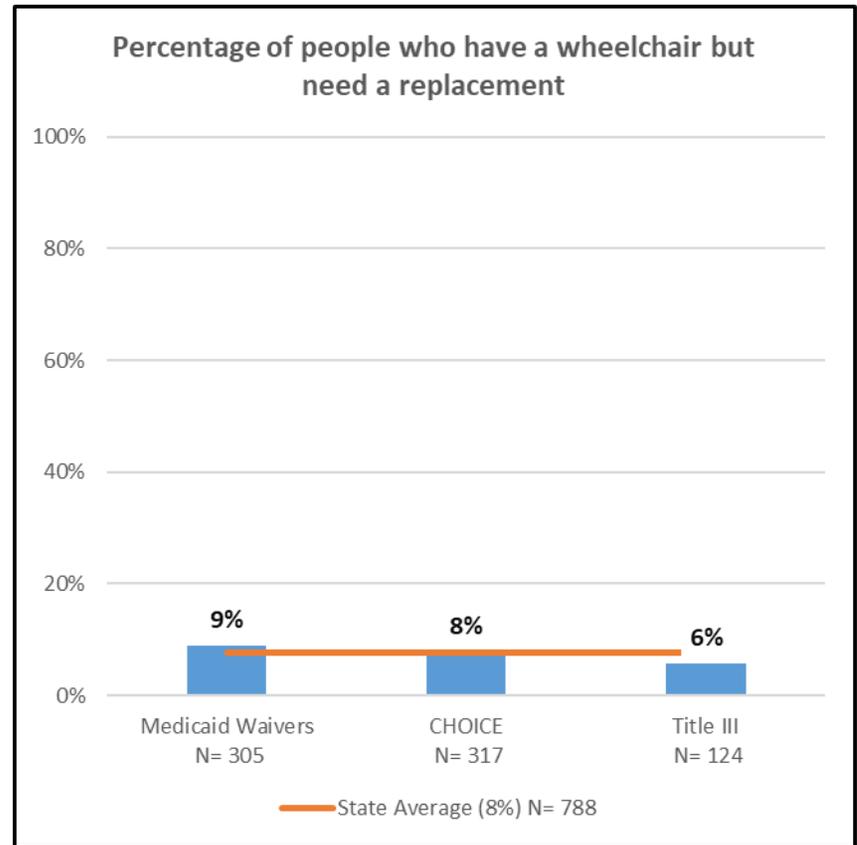
Graph 43. Percentage of people who have a scooter but need a replacement



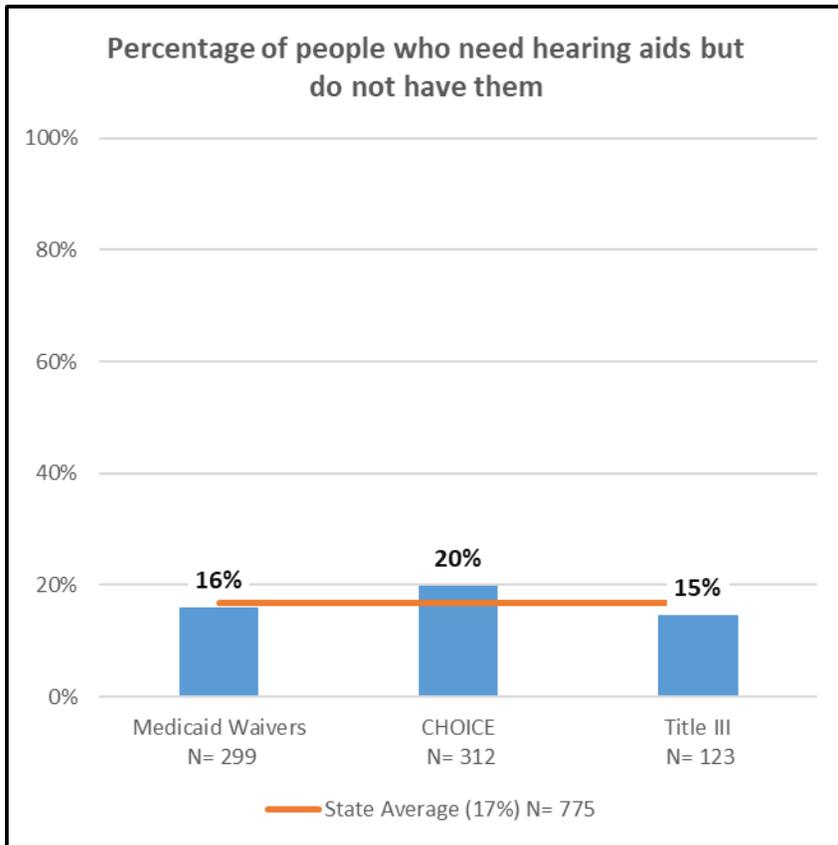
Graph 44. Percentage of people who need a wheelchair but do not have it



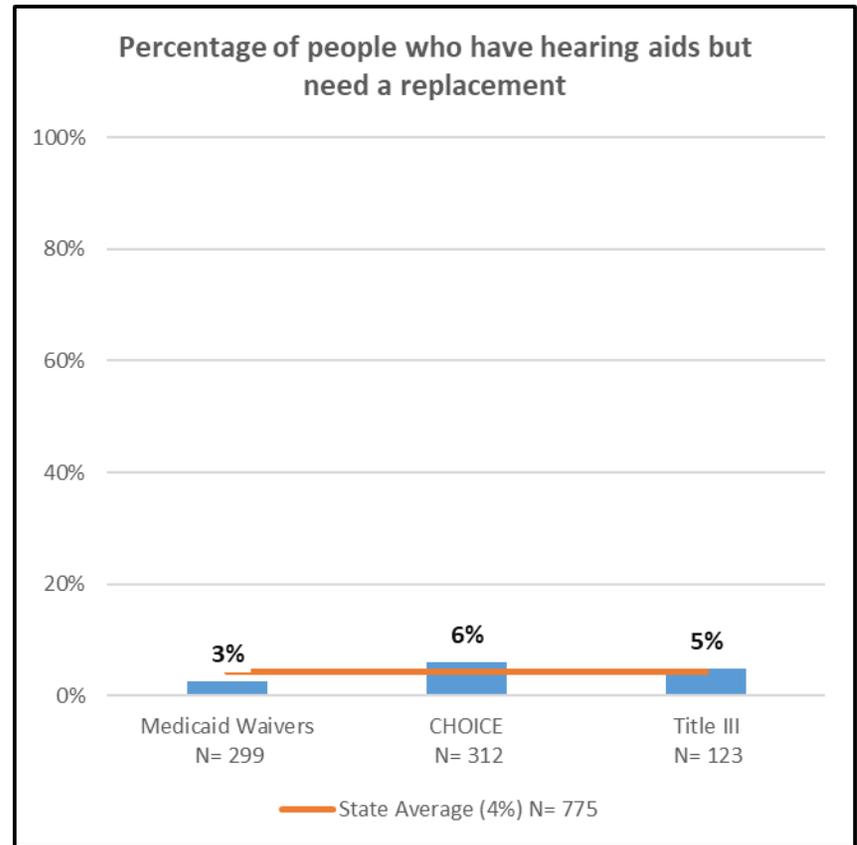
Graph 45. Percentage of people who have a wheelchair but need a replacement



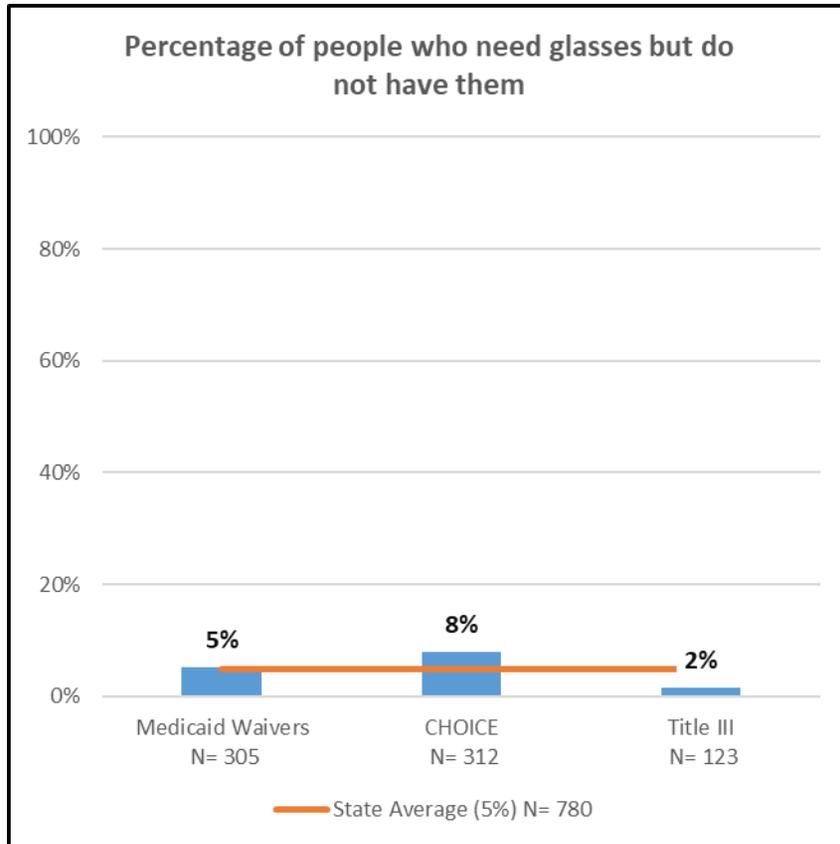
Graph 46. Percentage of people who need hearing aids but do not have them



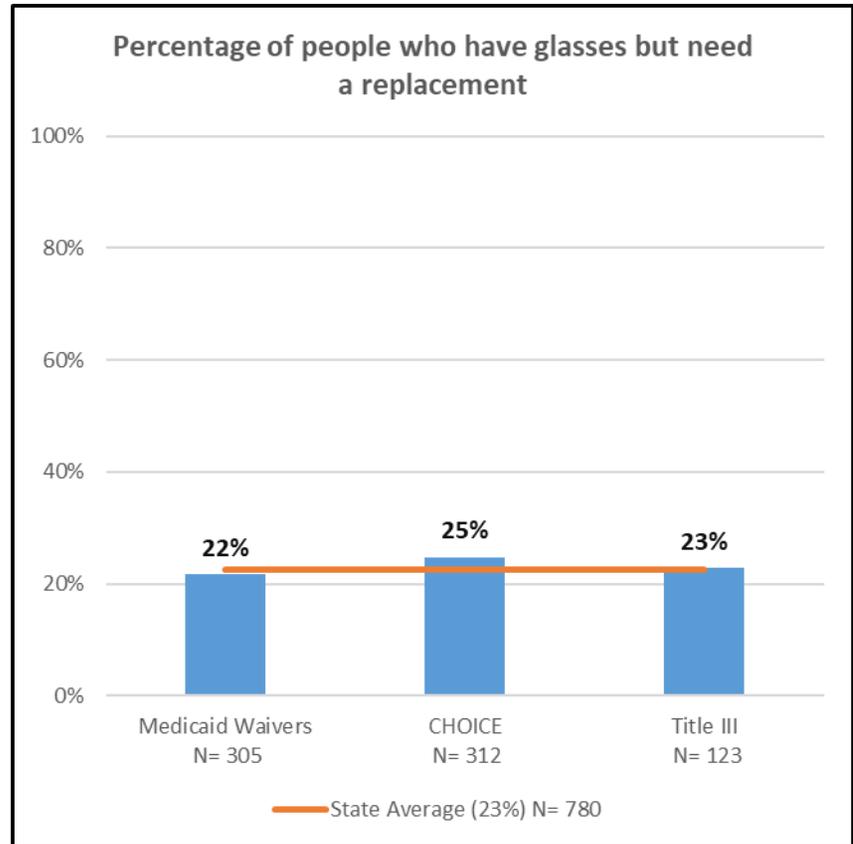
Graph 47. Percentage of people who have hearing aids but need a replacement



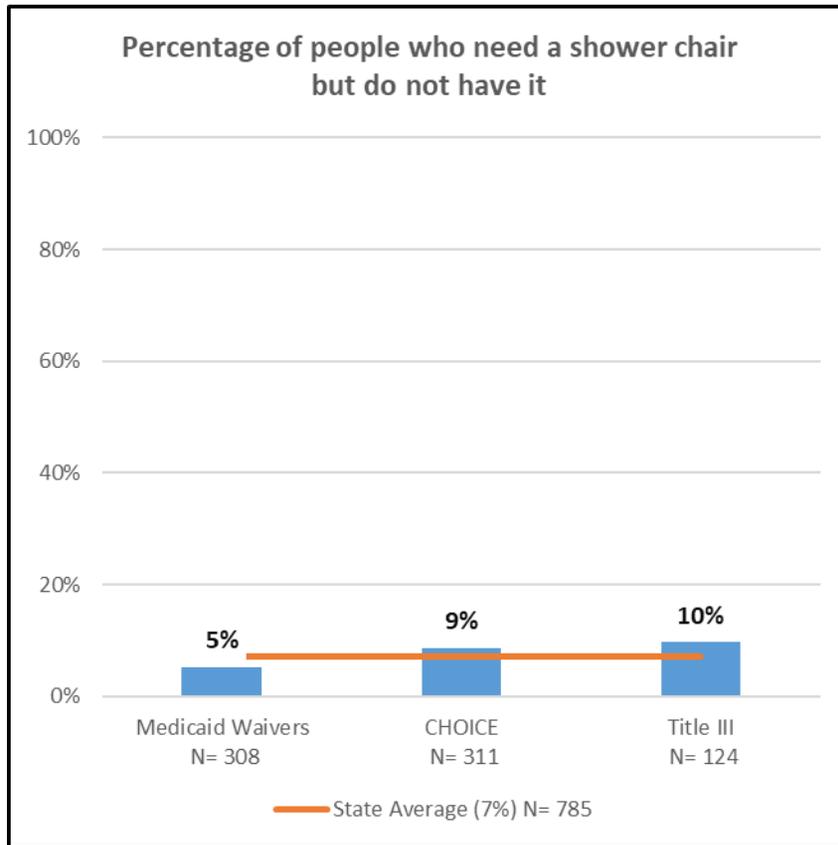
Graph 48. Percentage of people who need glasses but do not have them



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

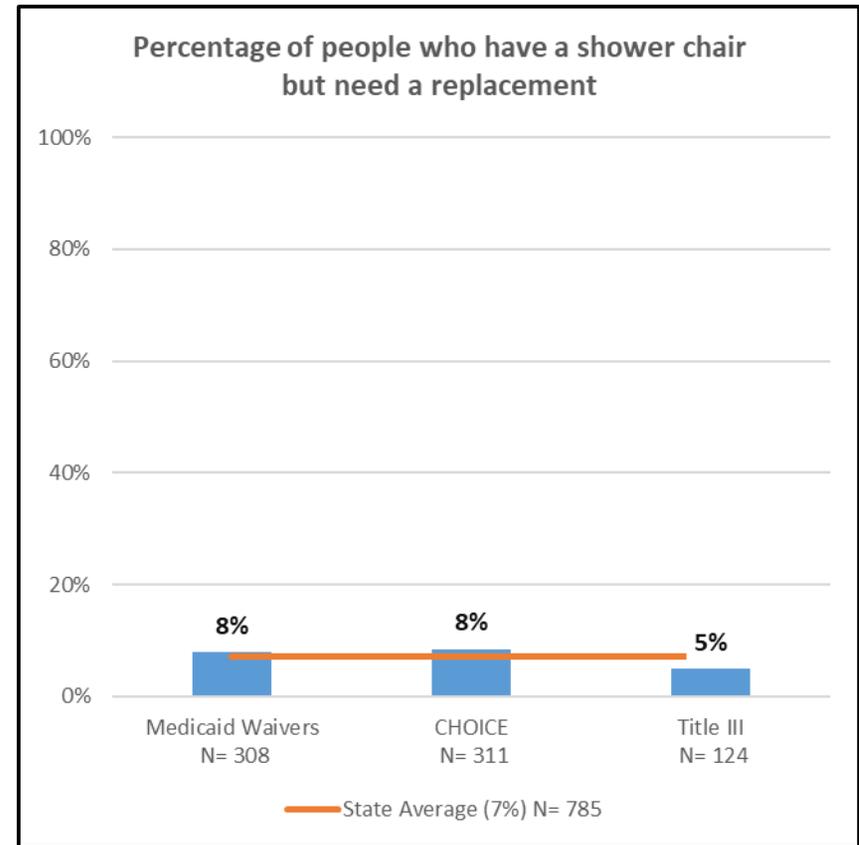


Graph 50. Percentage of people who need a shower chair but do not have it¹⁷



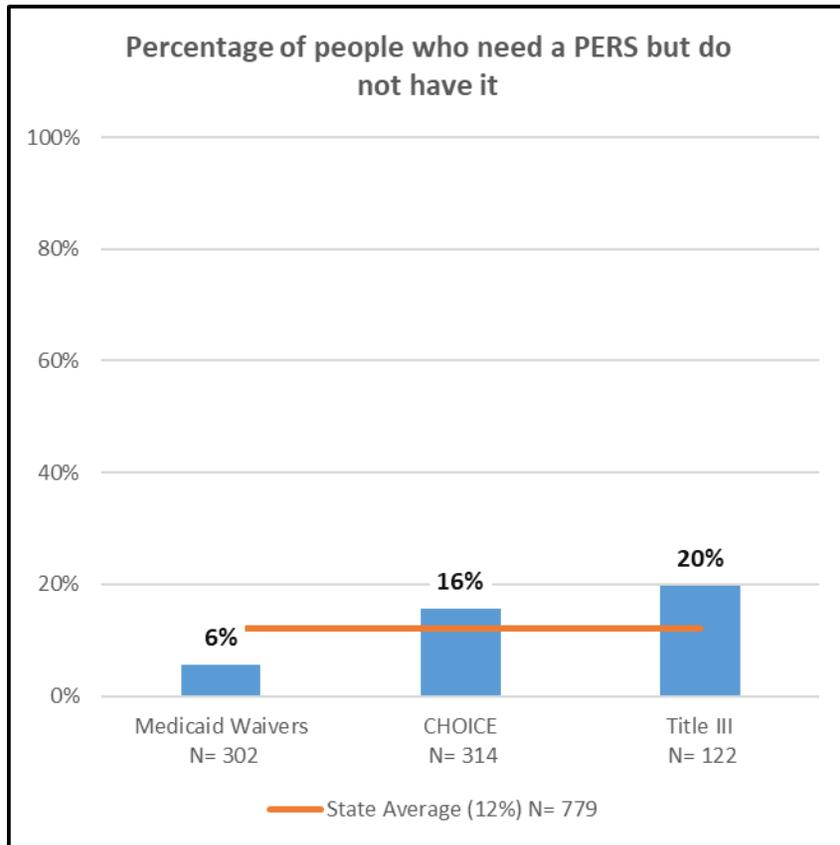
¹⁷ New item in 2019-2020

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

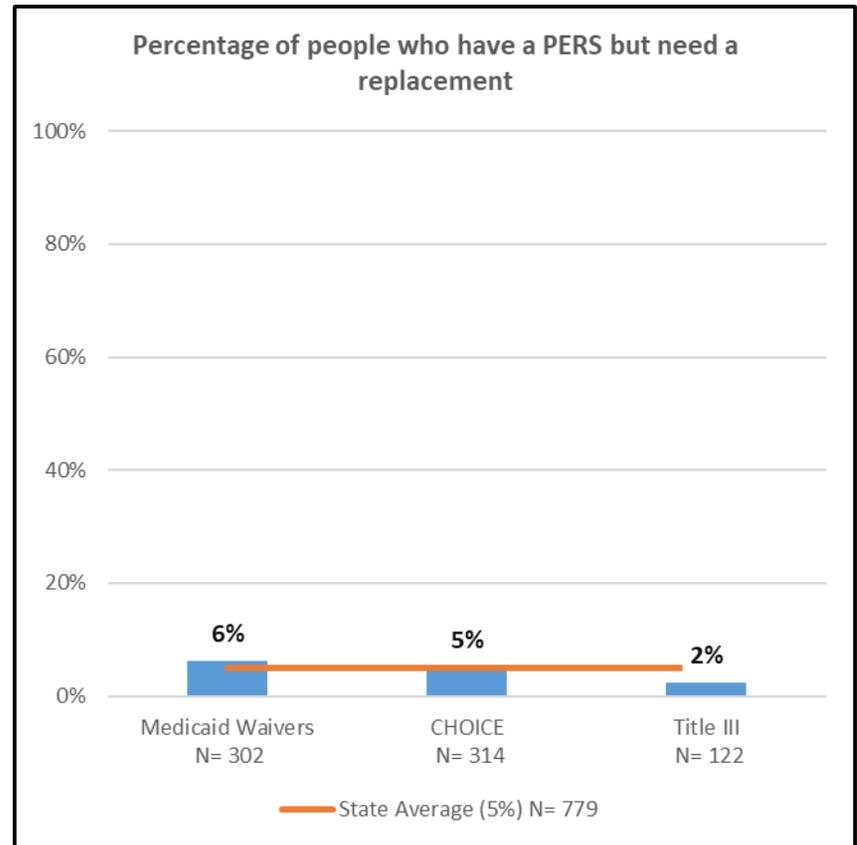


¹⁸ New item in 2019-2020

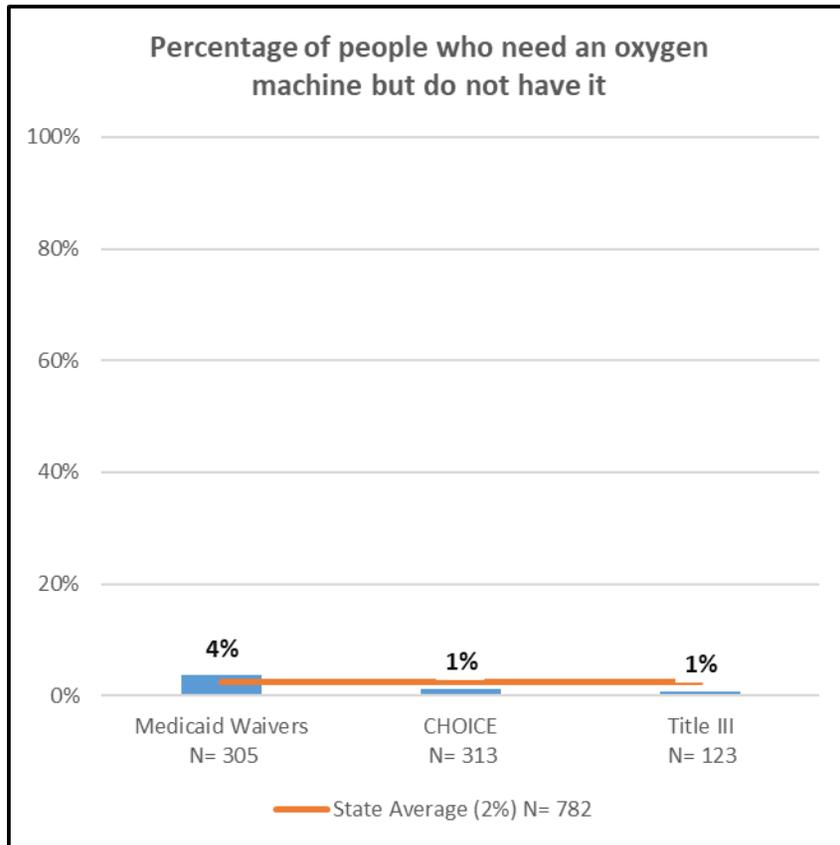
Graph 52. Percentage of people who need a personal emergency response system but do not have it



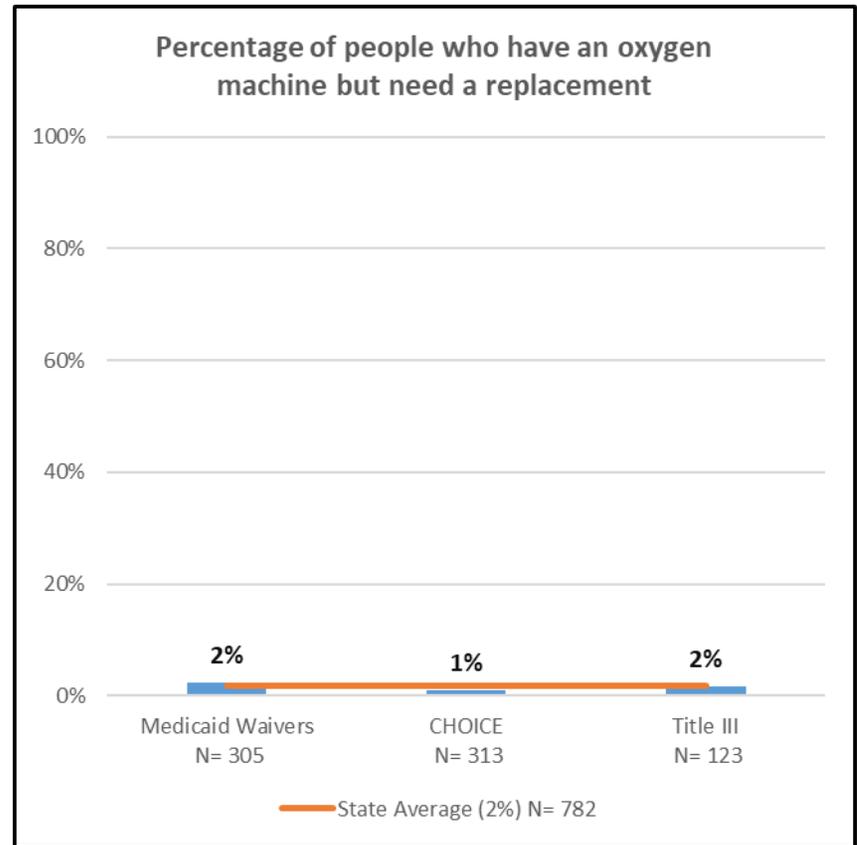
Graph 53. Percentage of people who have a personal emergency response system but need a replacement



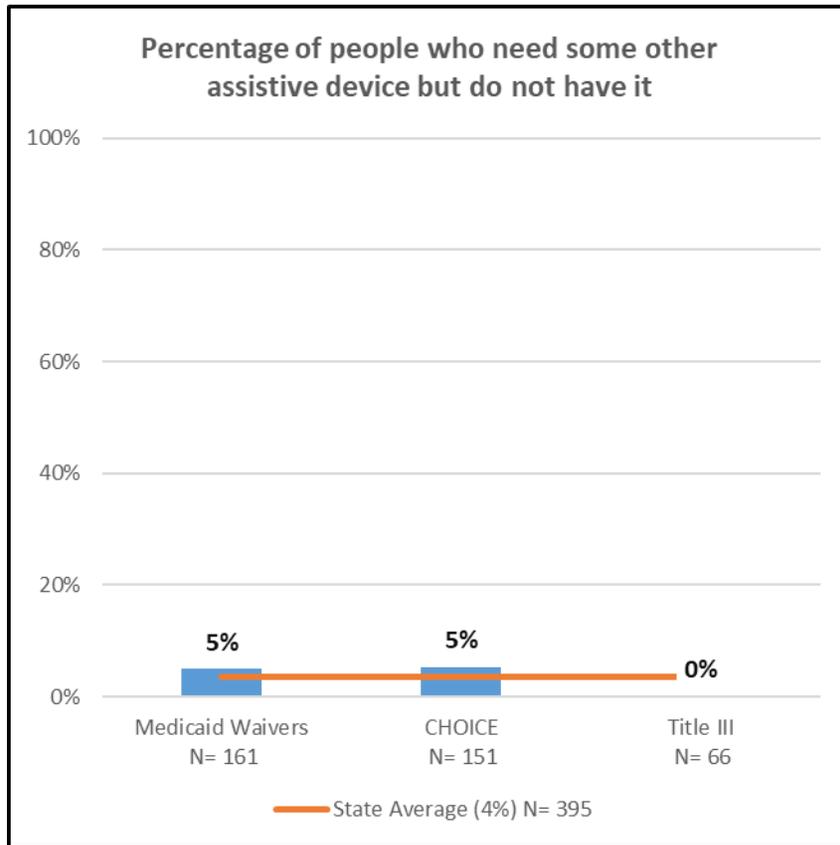
Graph 54. Percentage of people who need an oxygen machine but do not have it



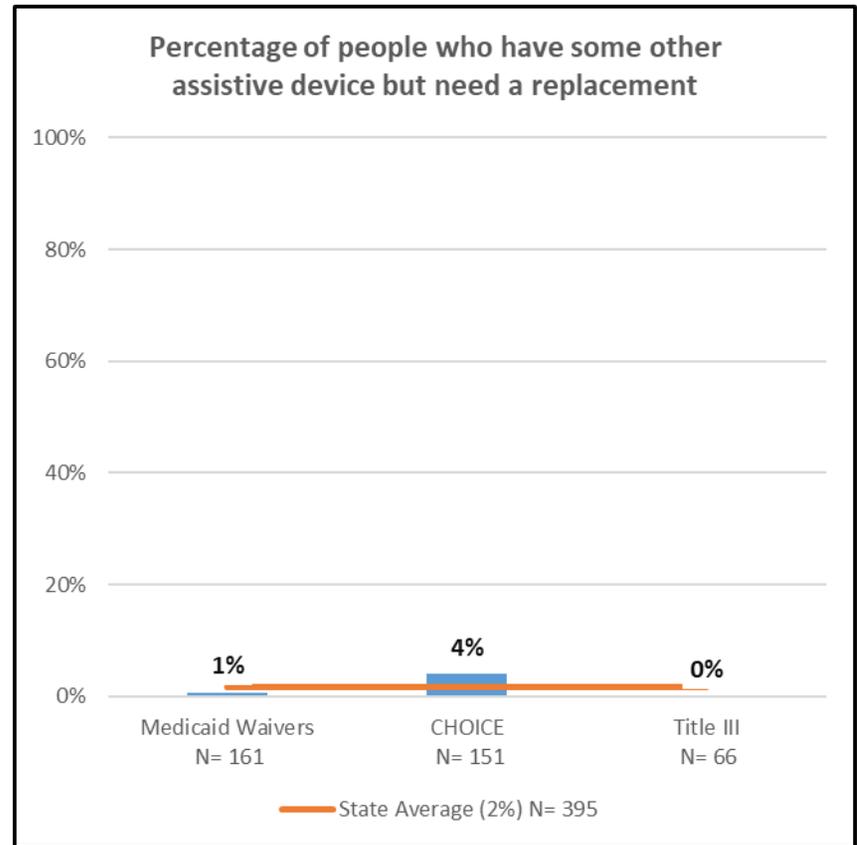
Graph 55. Percentage of people who have an oxygen machine but need a replacement



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



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



Safety

People feel safe from abuse, neglect, and injury.

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

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

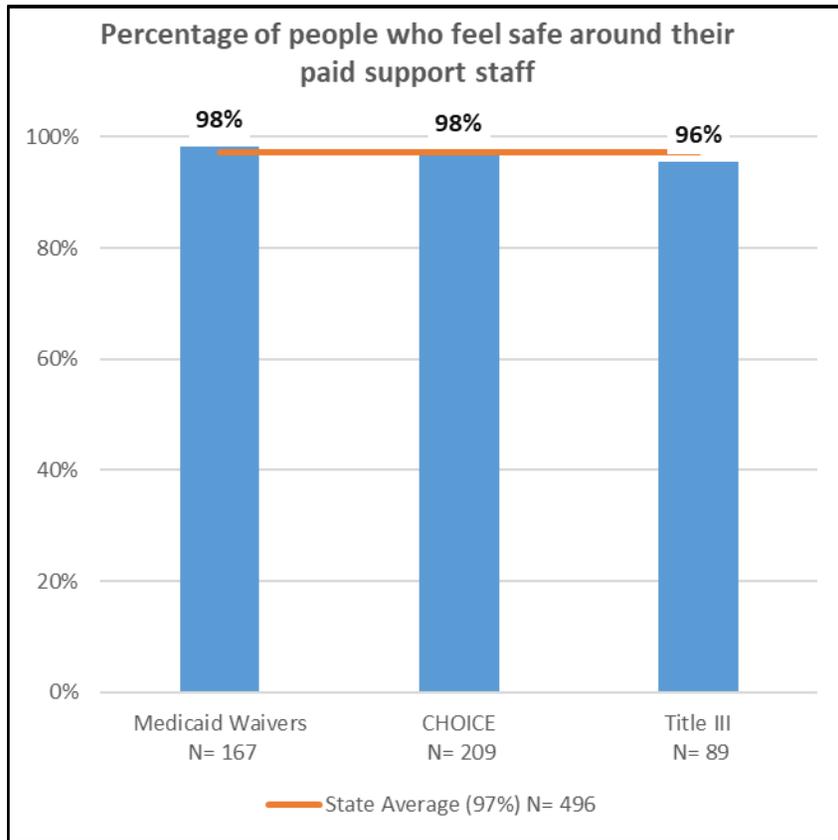
There are six survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

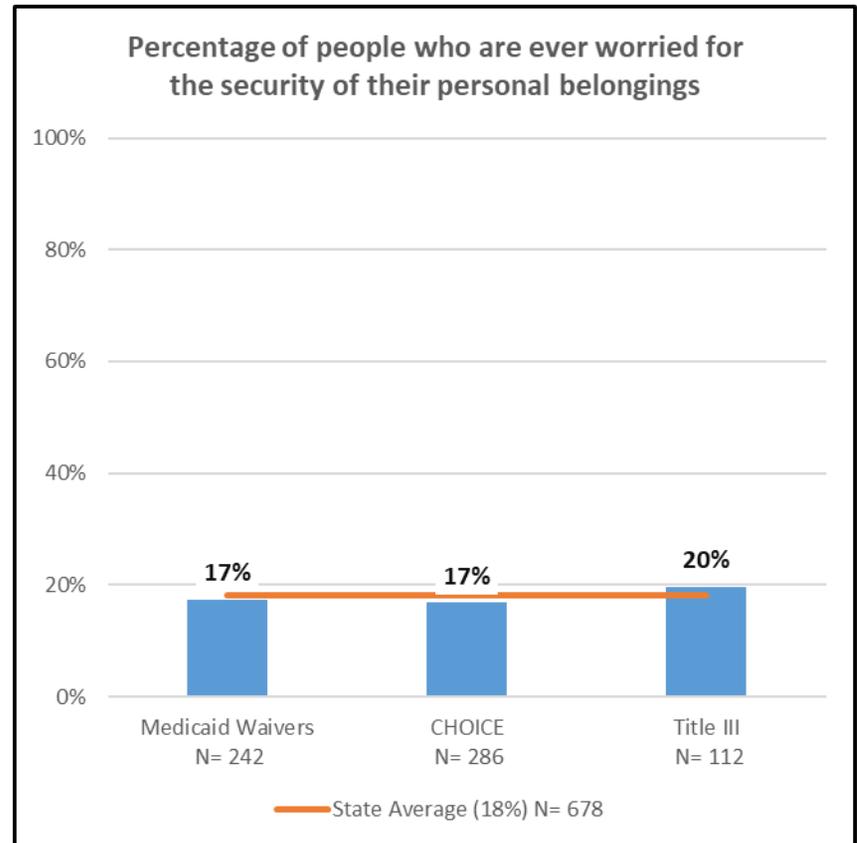
¹⁹ Indicator previously reported in the “Care Coordination” domain.

²⁰ New indicator in 2019-2020.

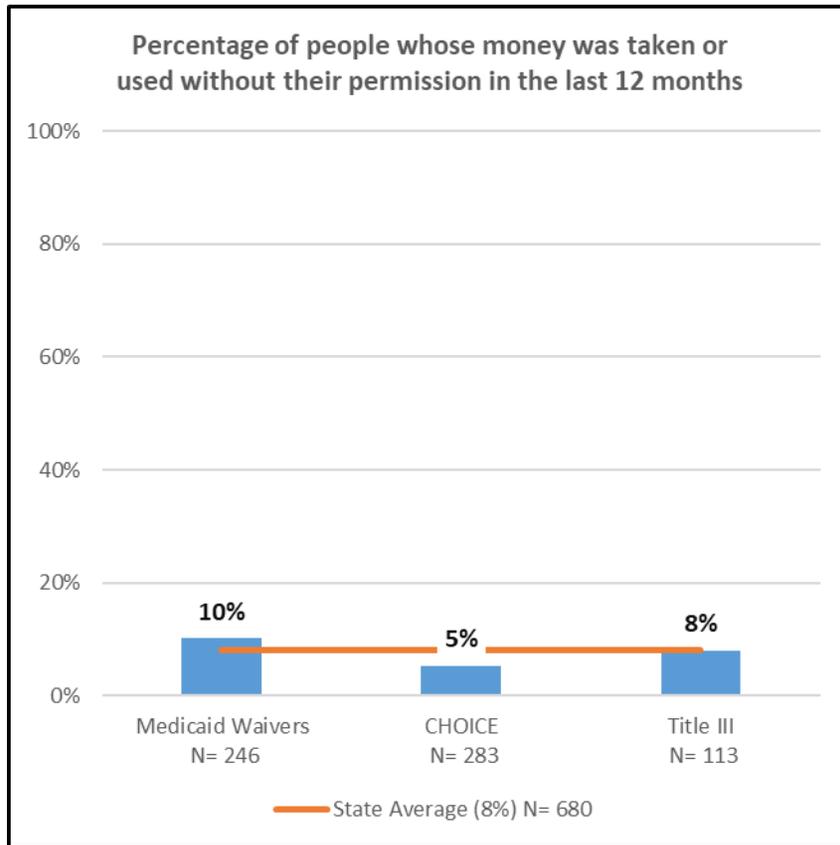
Graph 58. Percentage of people who feel safe around their paid support staff



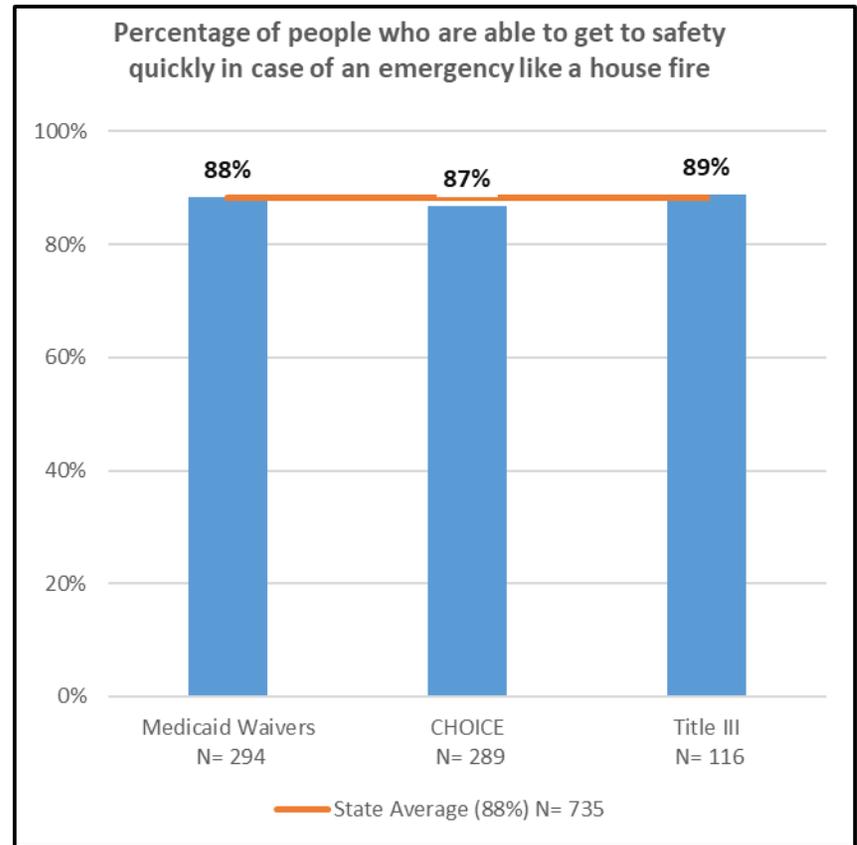
Graph 59. Percentage of people who are ever worried for the security of their personal belongings



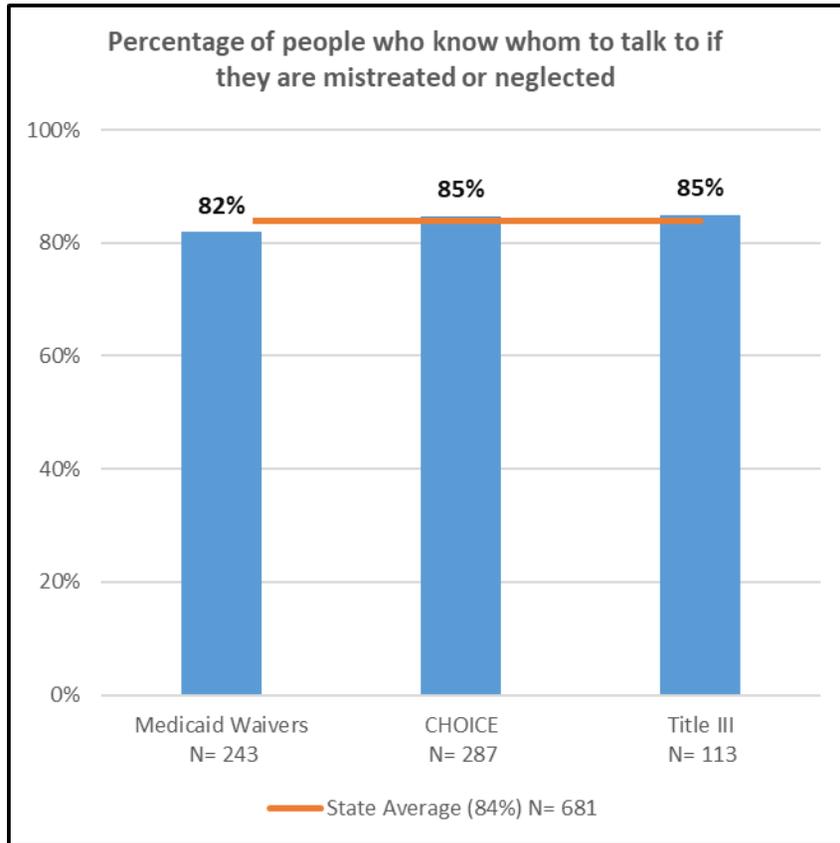
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months



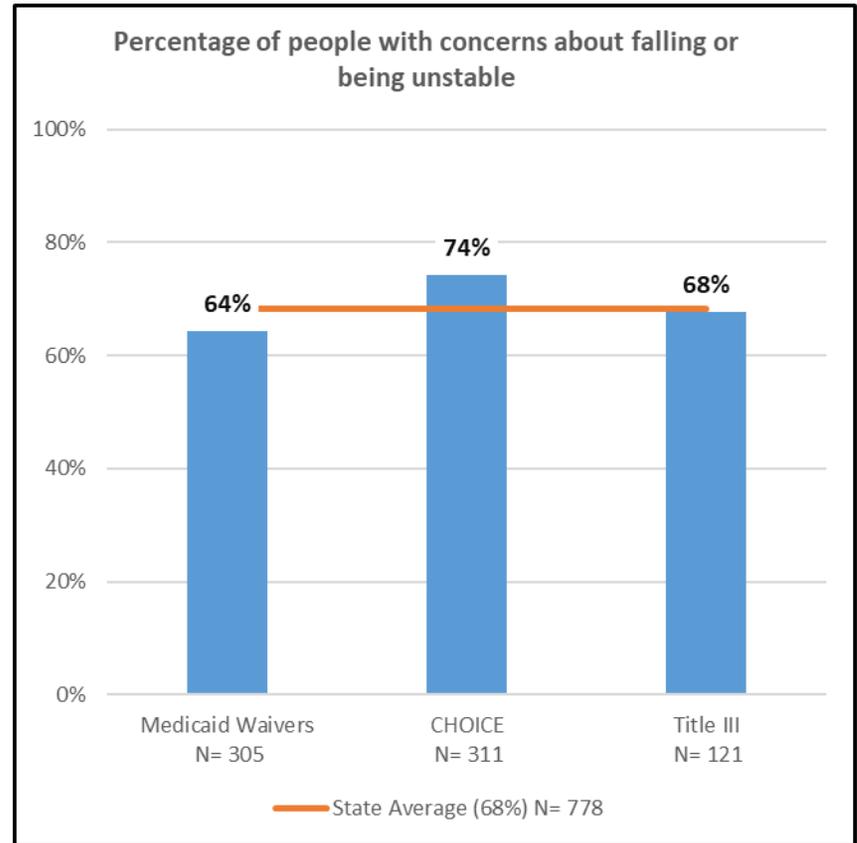
Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire



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



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



²¹ New item in 2019-2020.

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

Health Care

People secure needed health services.

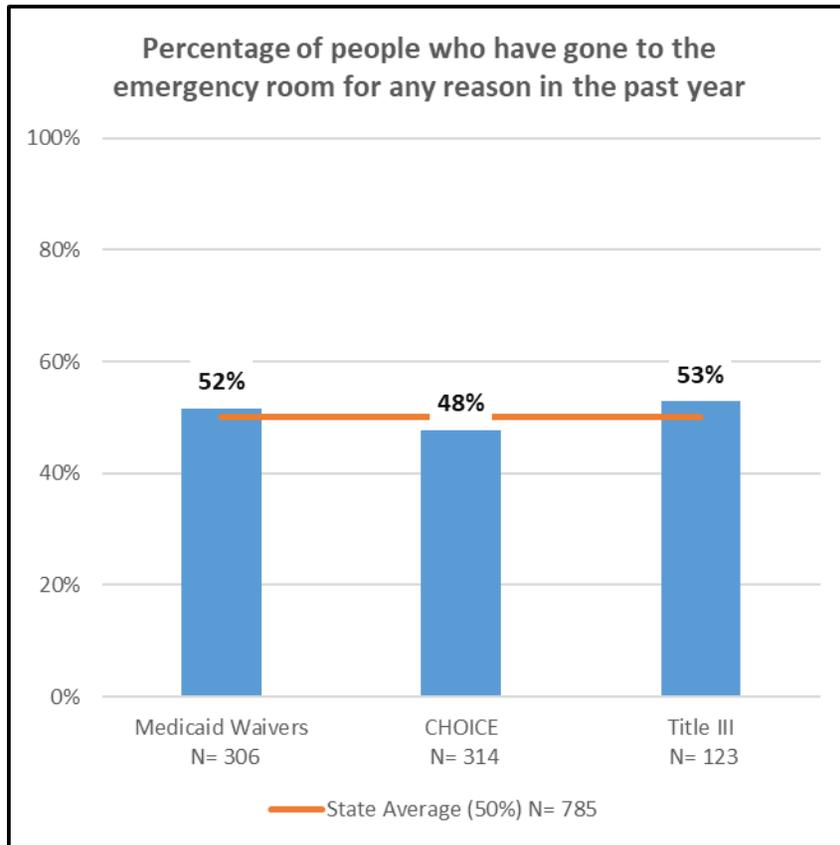
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

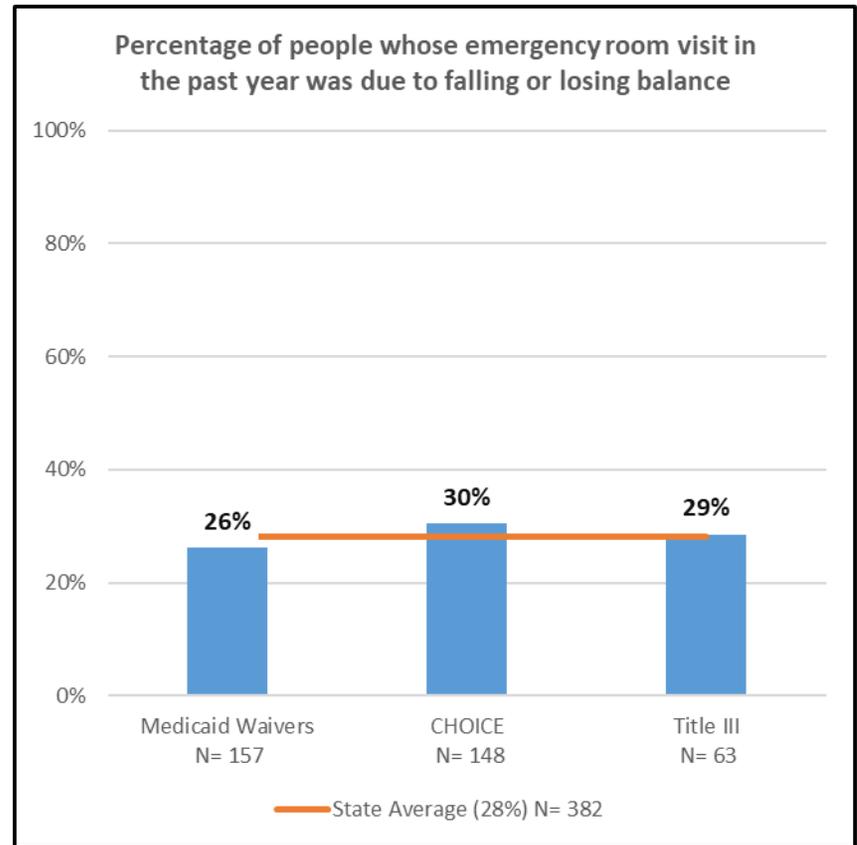
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

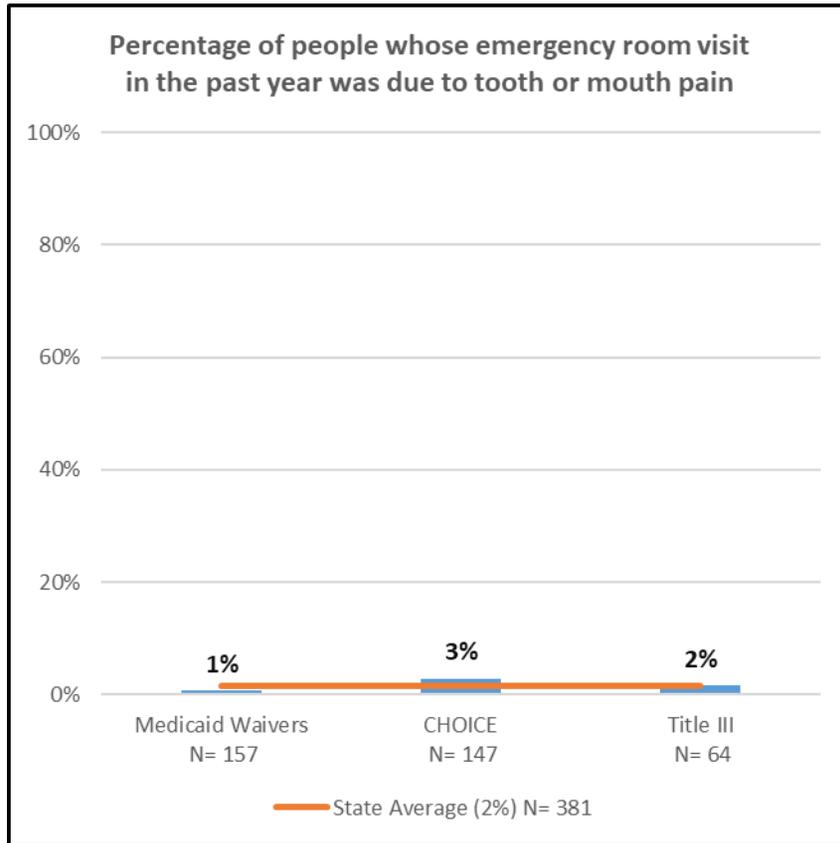
Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year



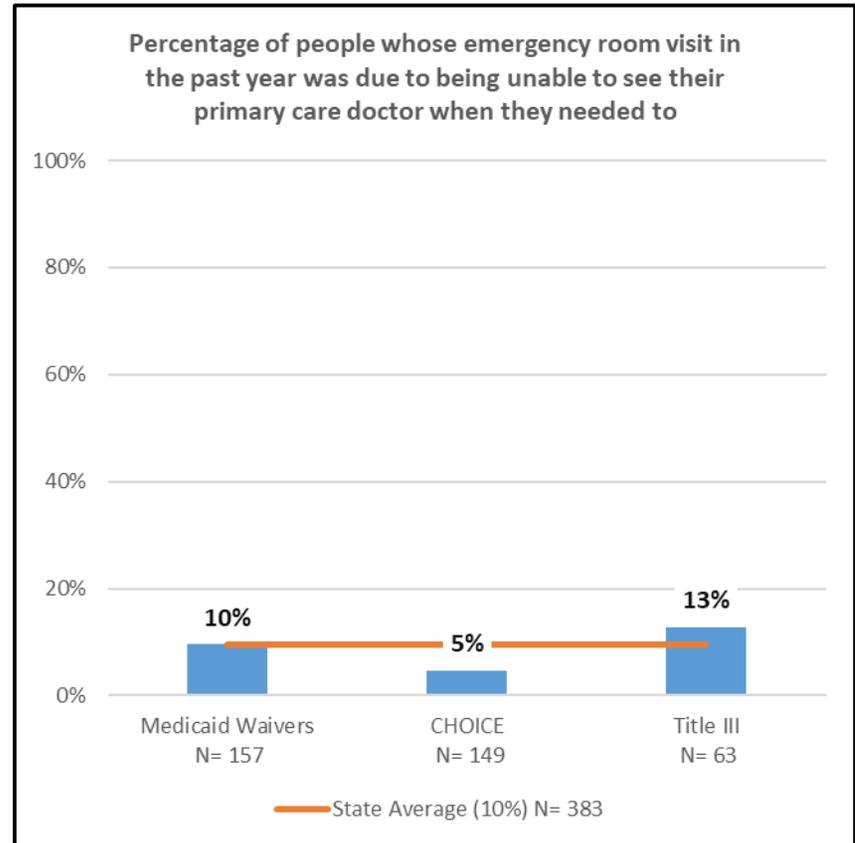
Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance



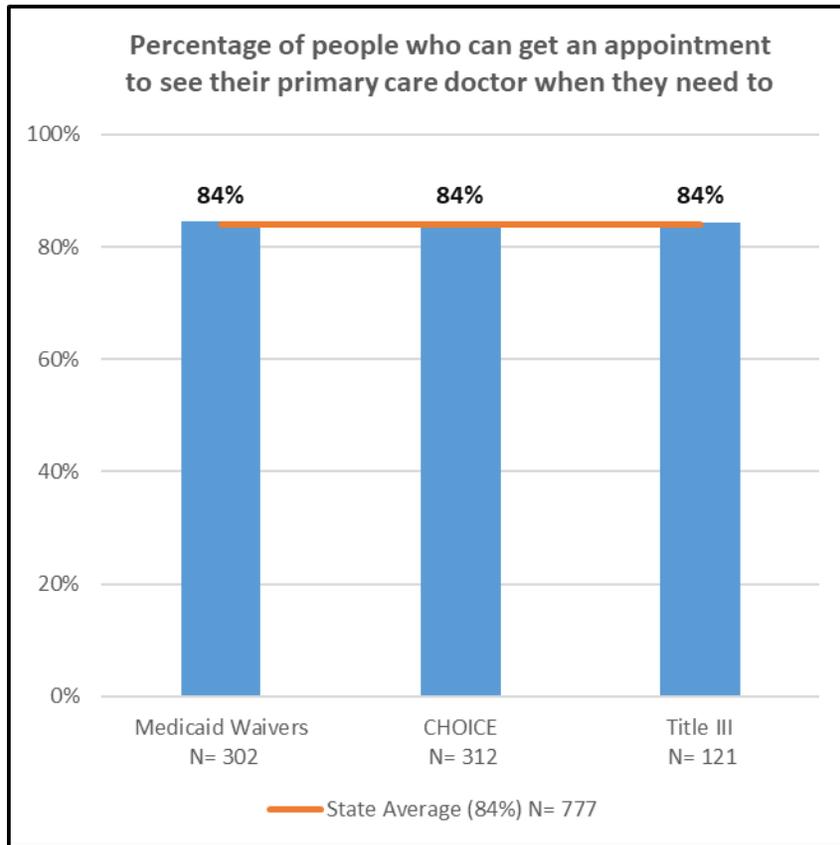
Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain



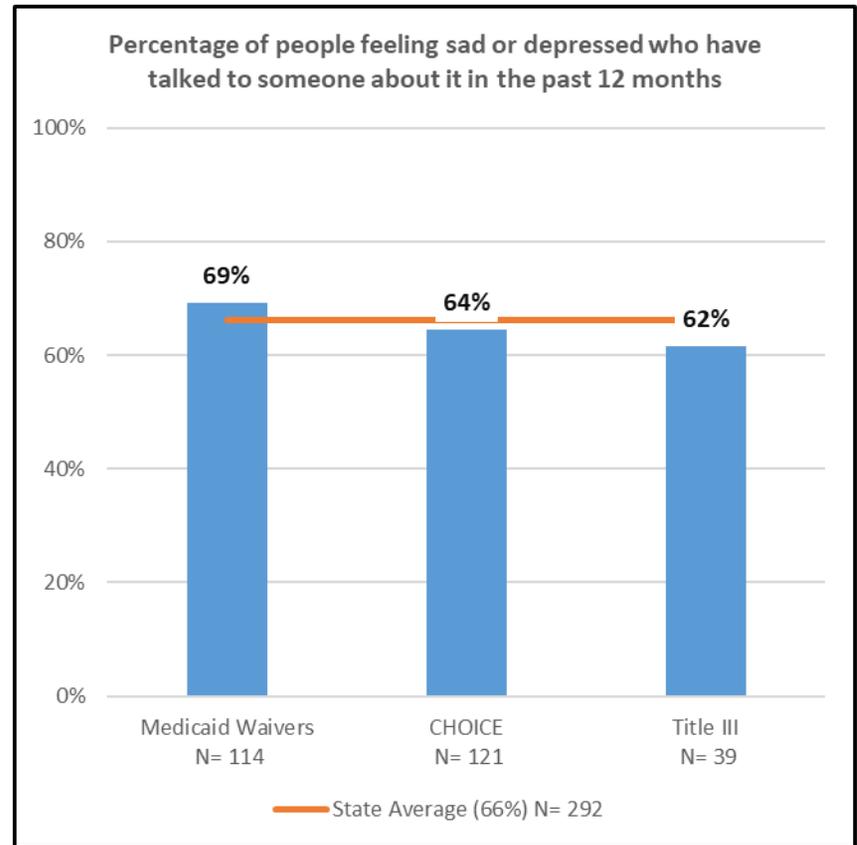
Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to



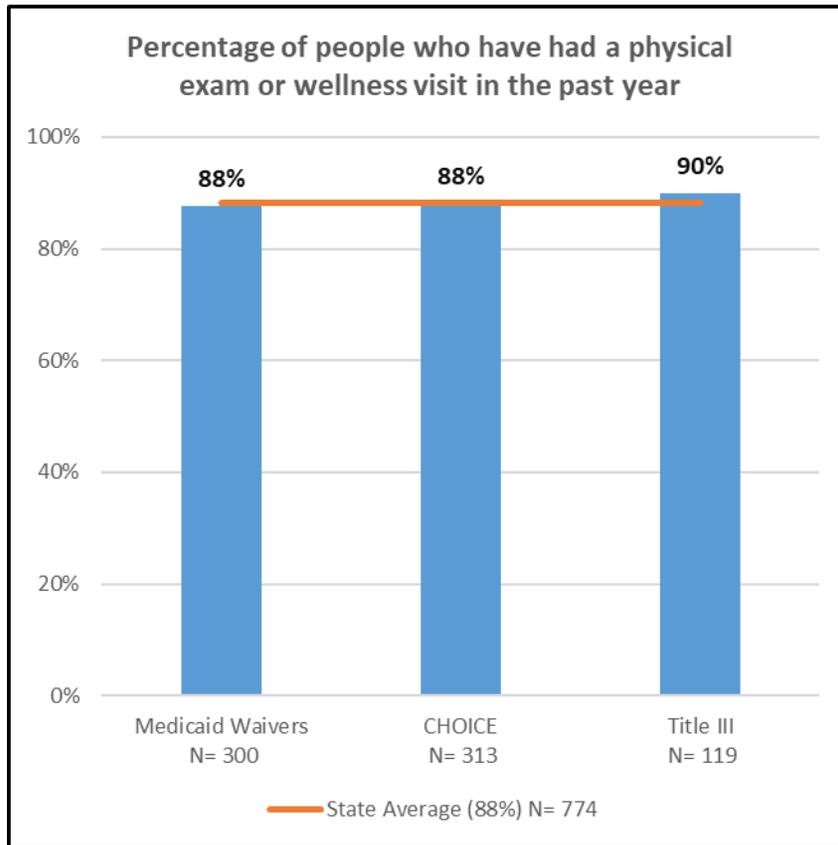
Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to



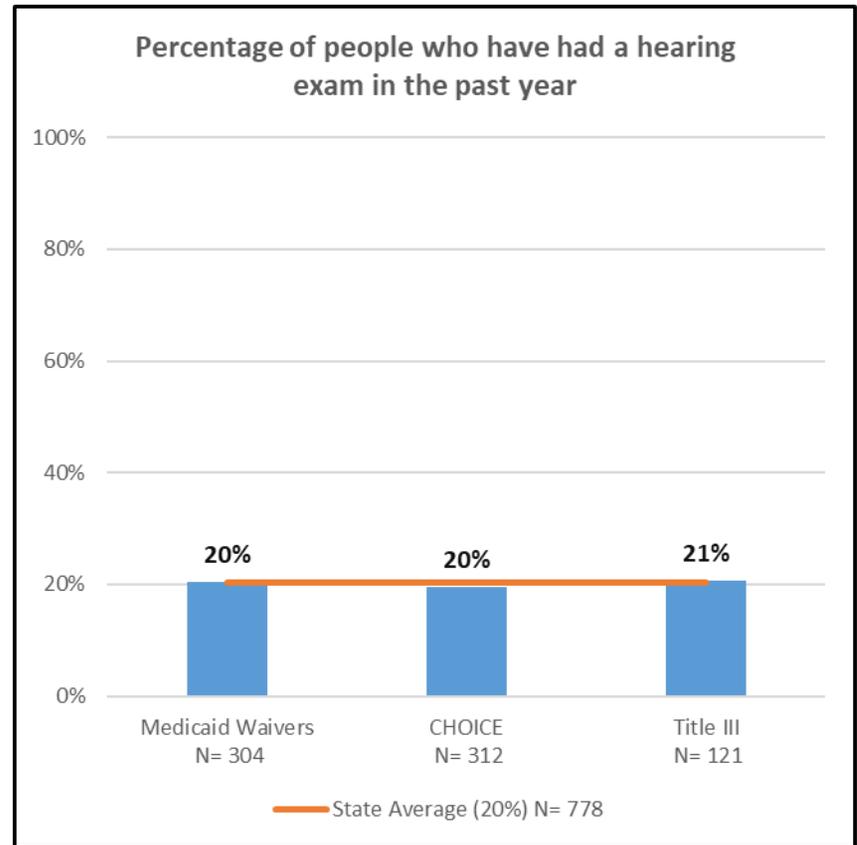
Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months



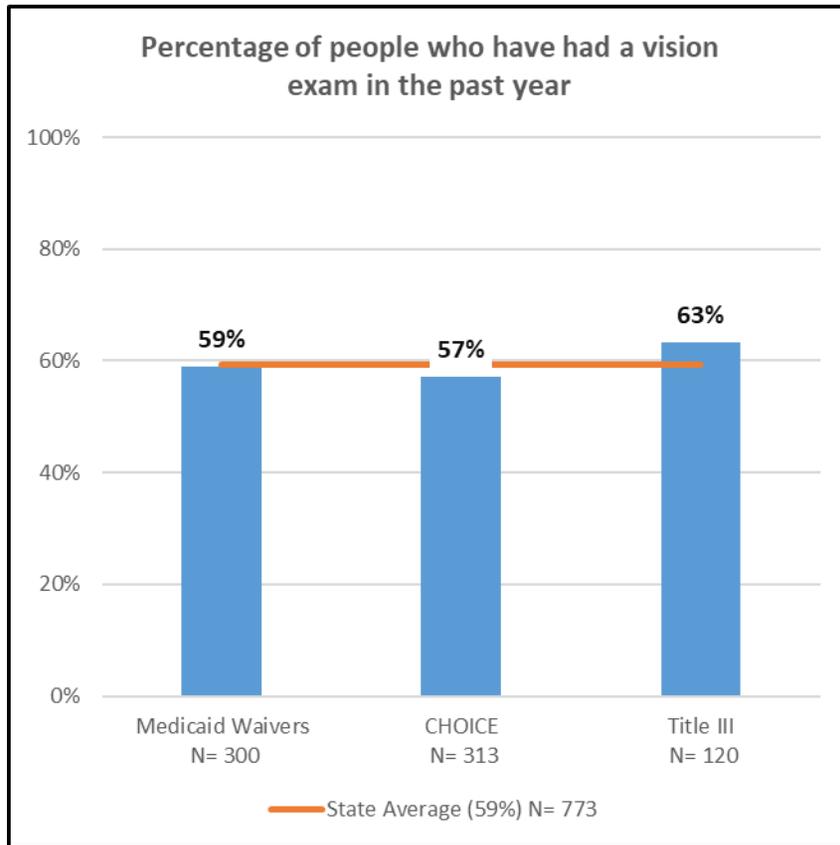
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year



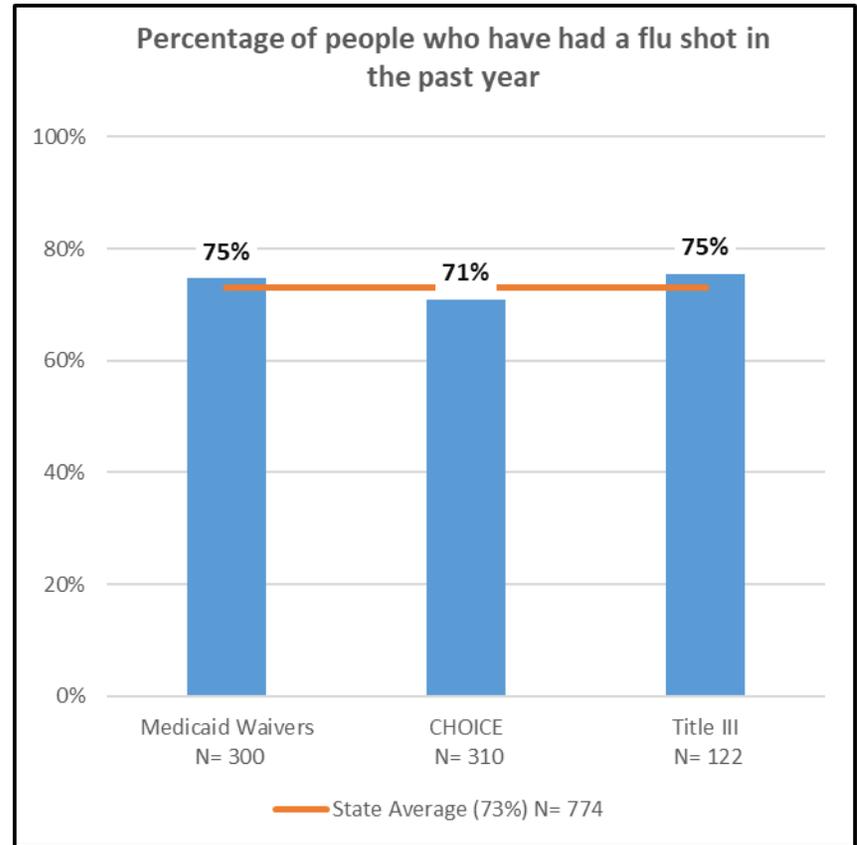
Graph 71. Percentage of people who have had a hearing exam in the past year



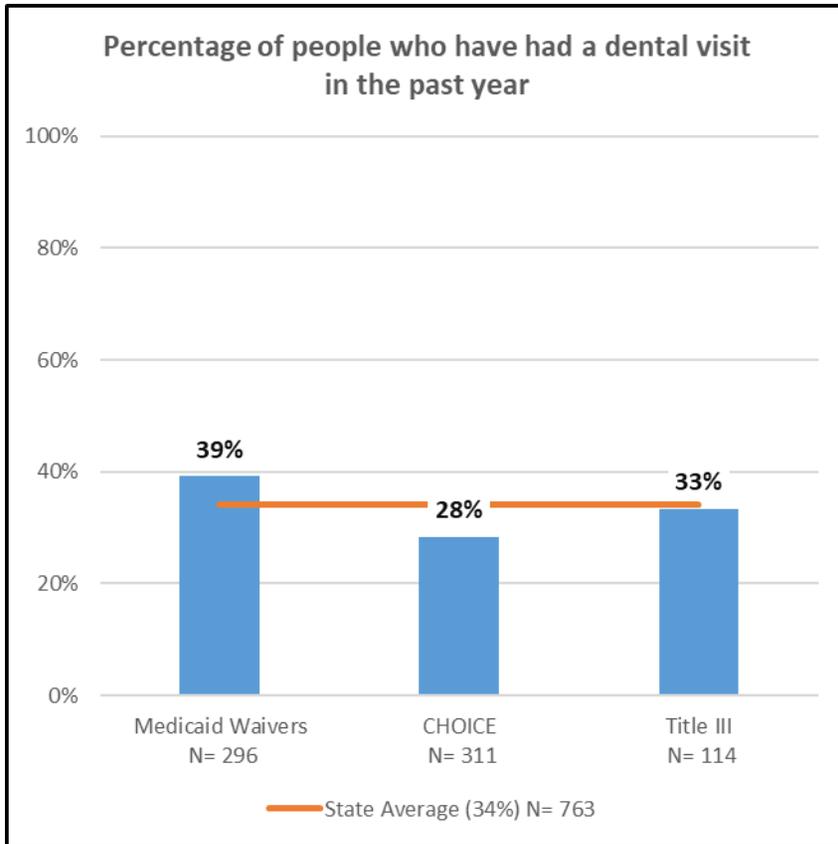
Graph 72. Percentage of people who have had a vision exam in the past year



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



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



Wellness

People are supported to maintain wellness.

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

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

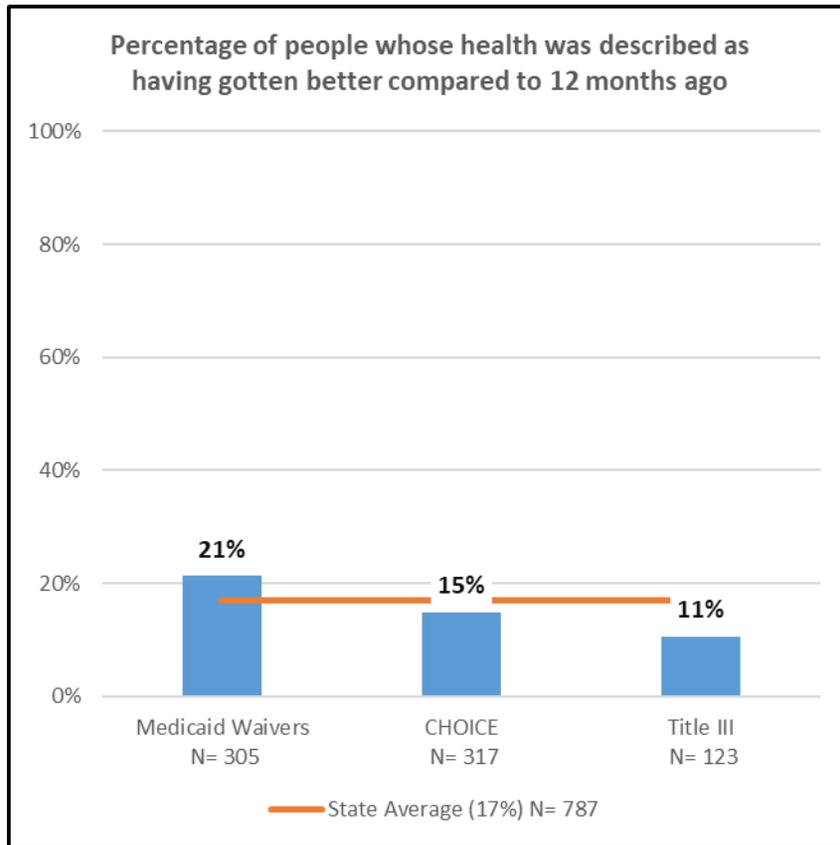
There are nine²⁴ survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

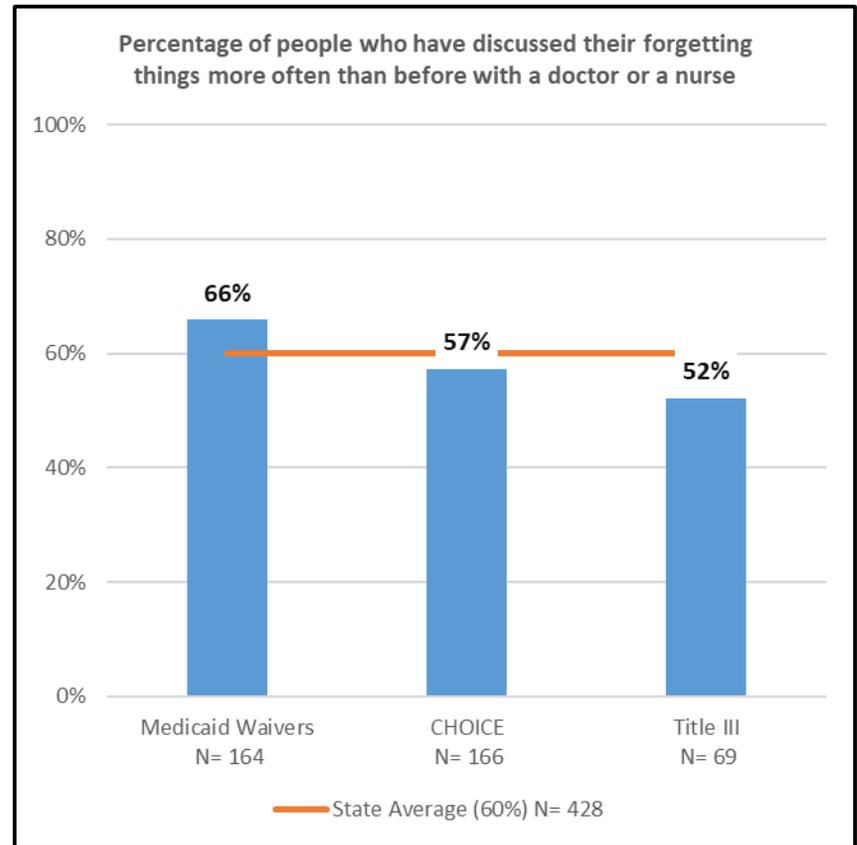
²³ New indicator in 2019-2020.

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

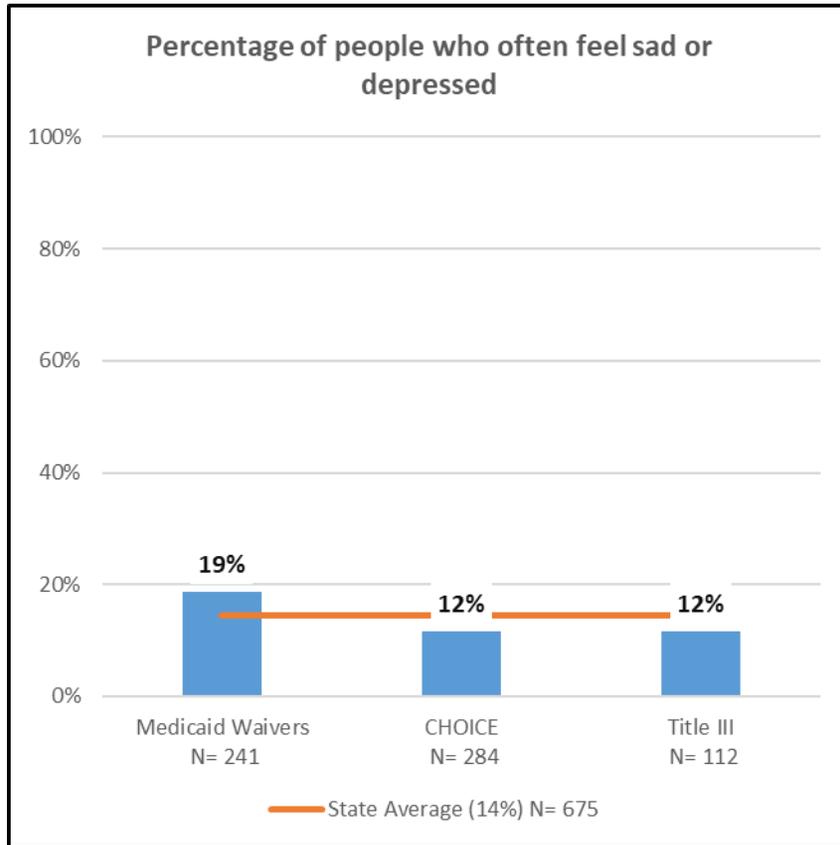
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago



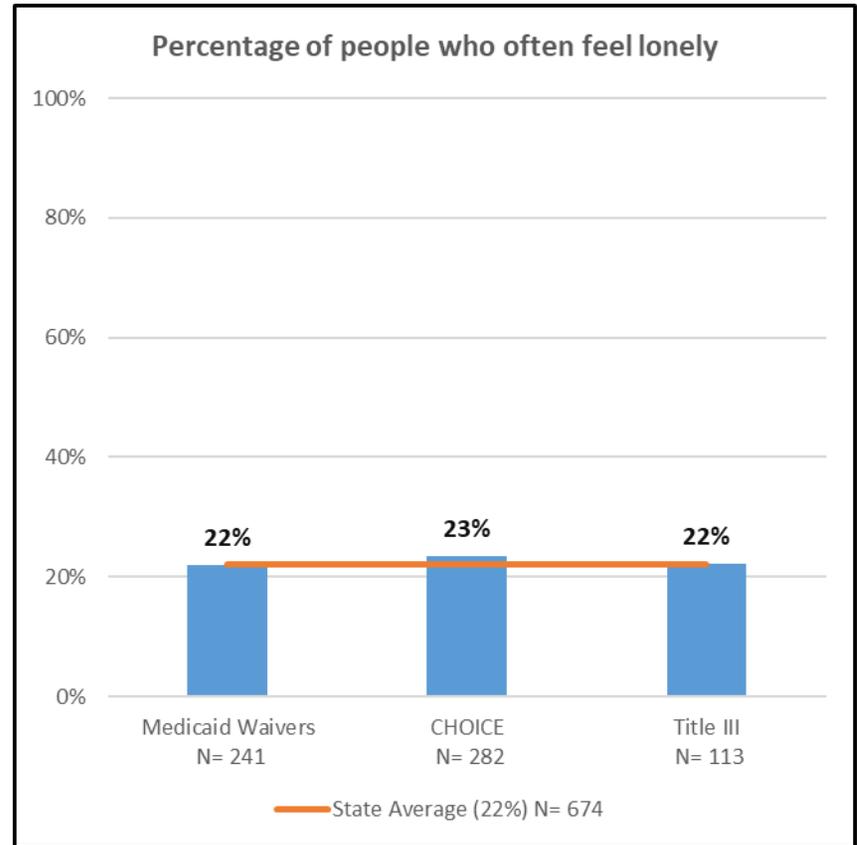
Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse



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

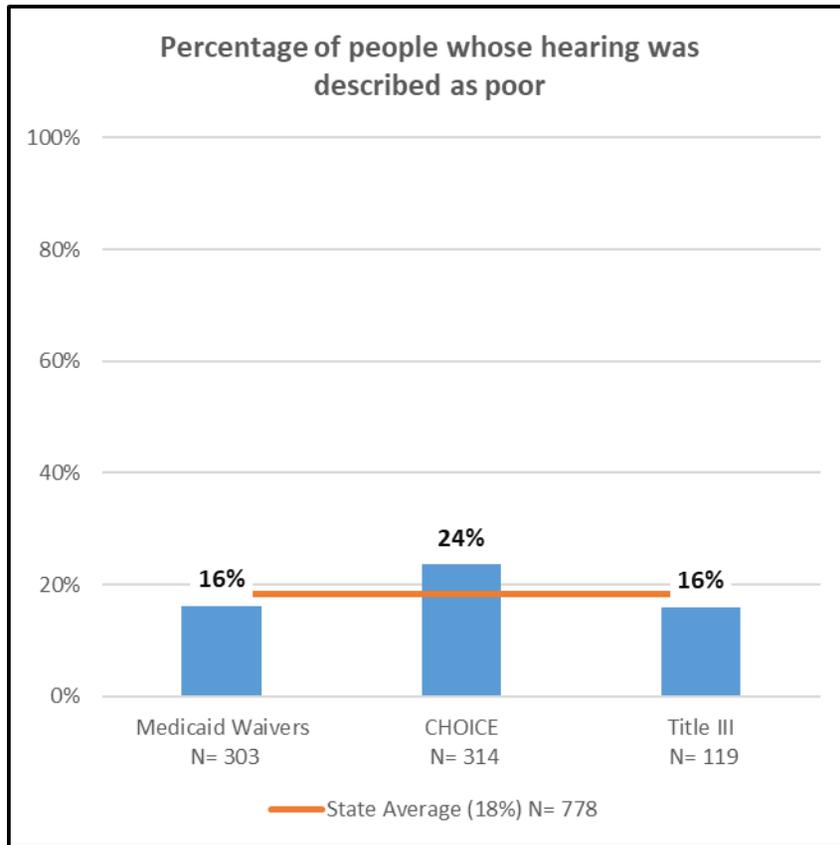


Graph 78. Percentage of people who often feel lonely²⁵

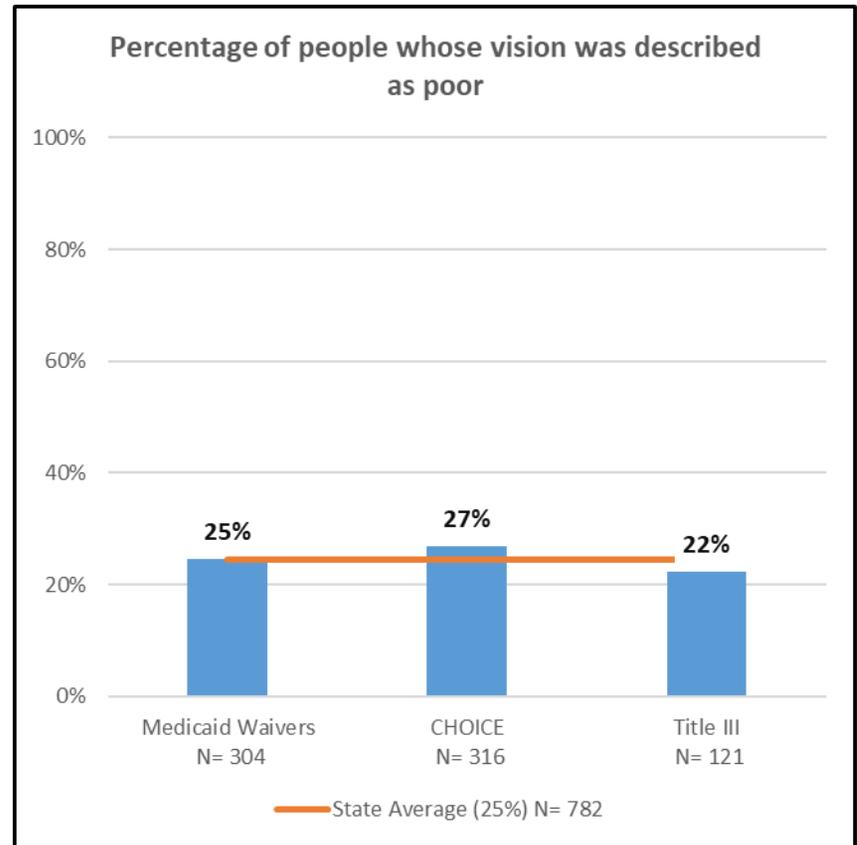


²⁵ New item in 2019-2020.

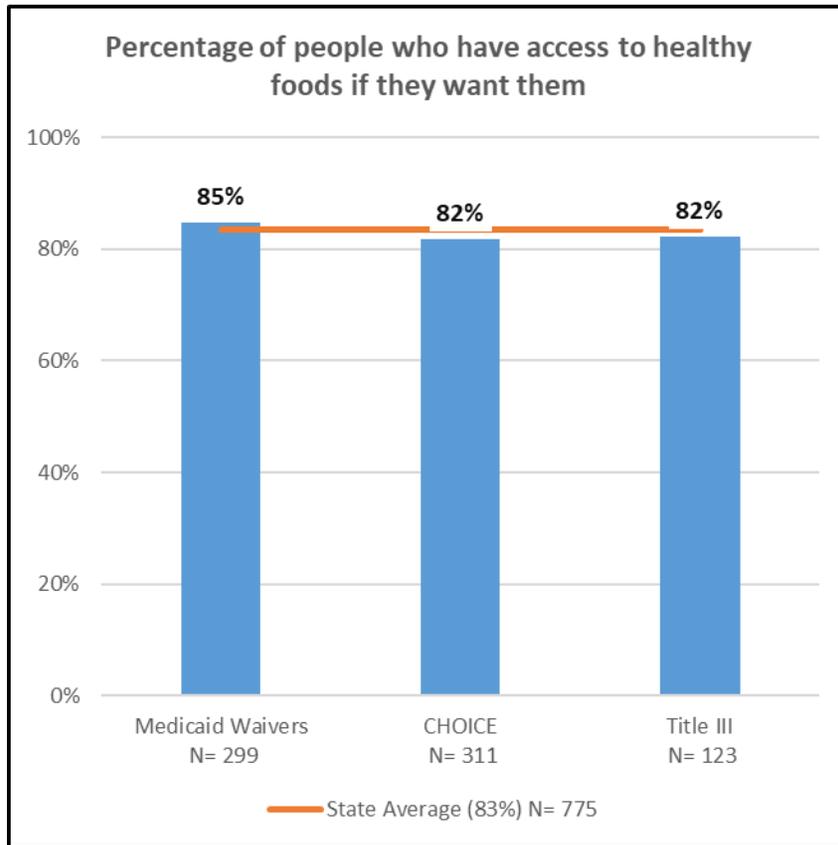
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



Medications

Medications are managed effectively and appropriately.

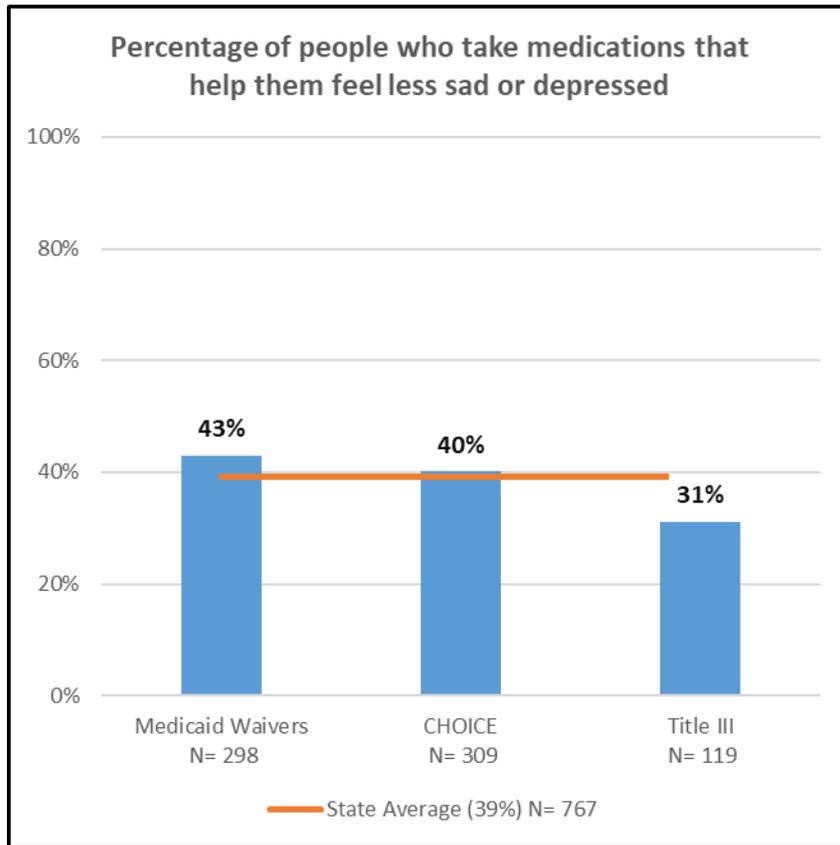
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

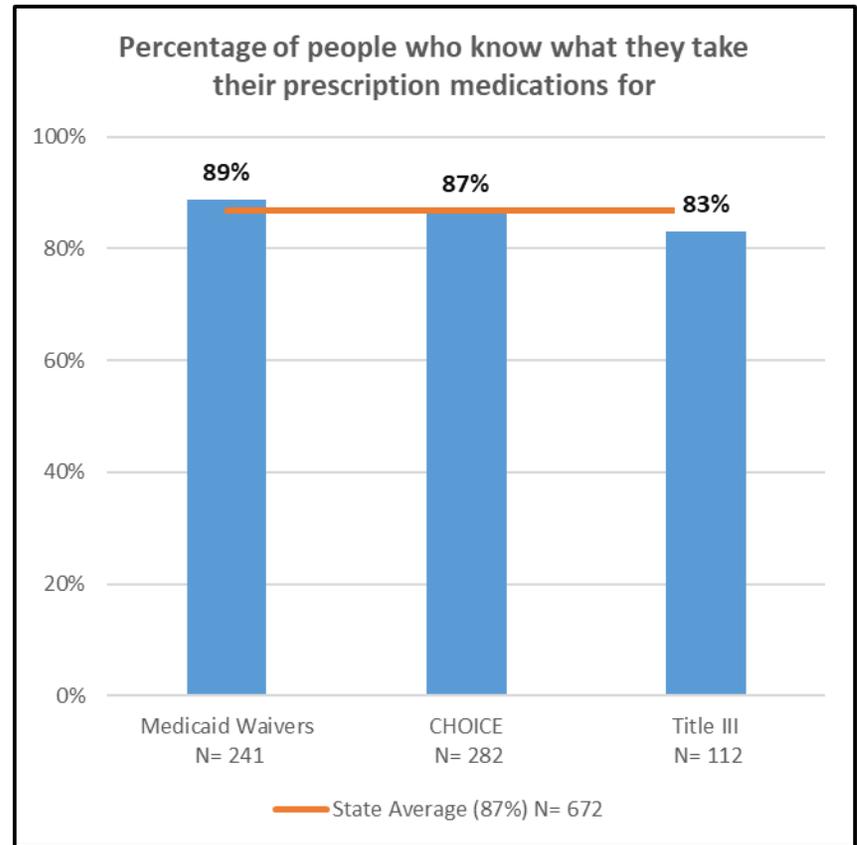
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



Rights and Respect

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

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

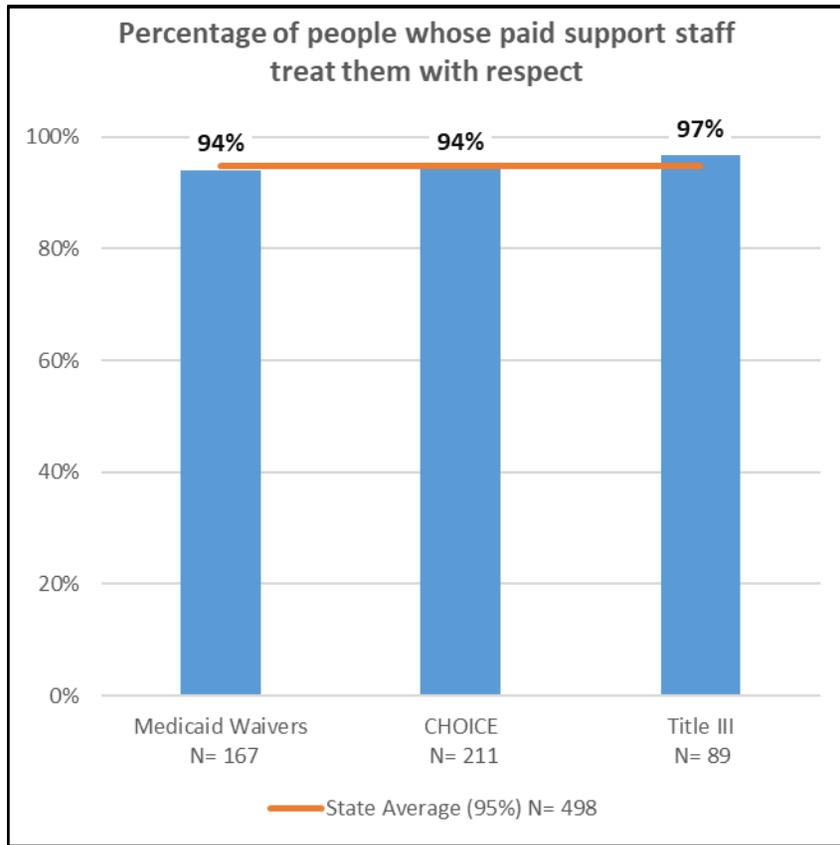
1. Percentage of people who have access to information about services in their preferred language²⁶
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group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

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

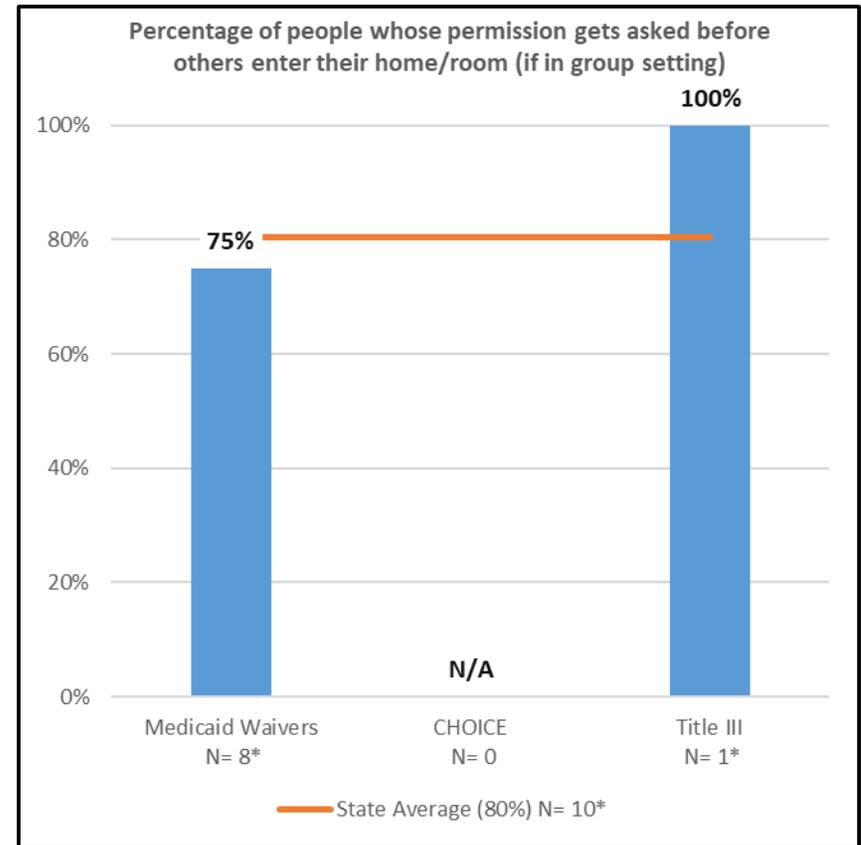
Un-collapsed data are shown in Appendix B.

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

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



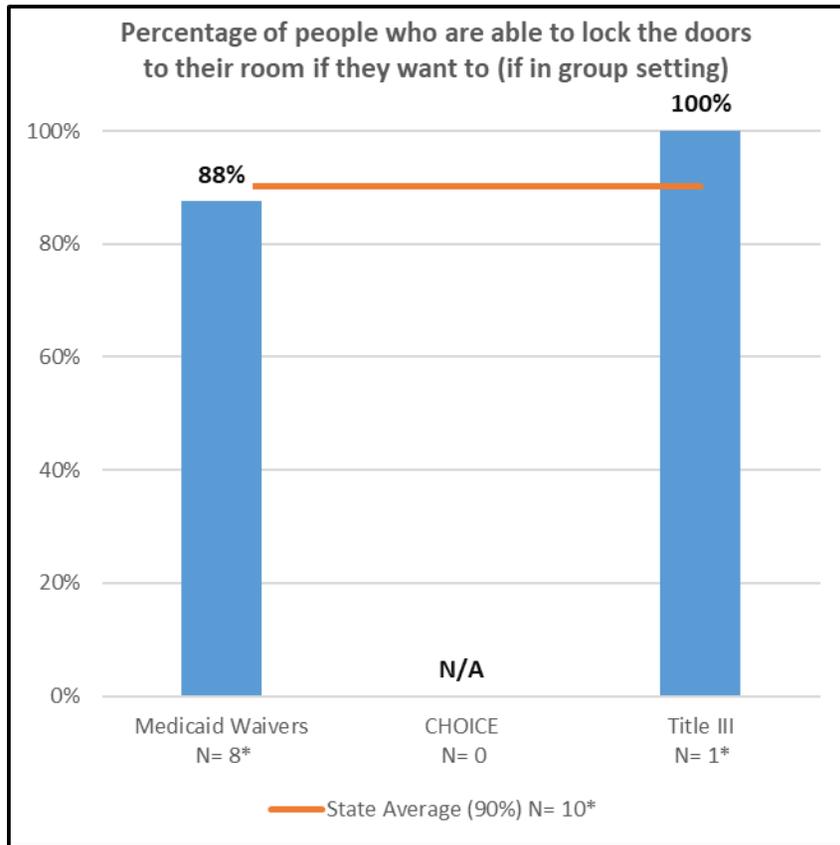
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)²⁷



* Very small number of responses

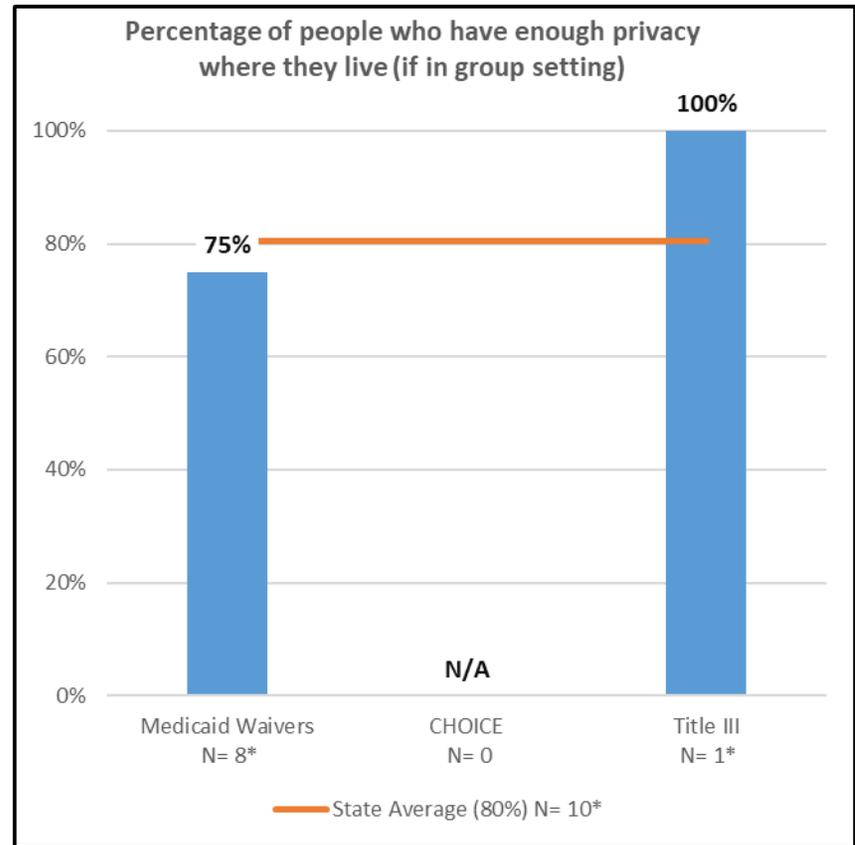
²⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

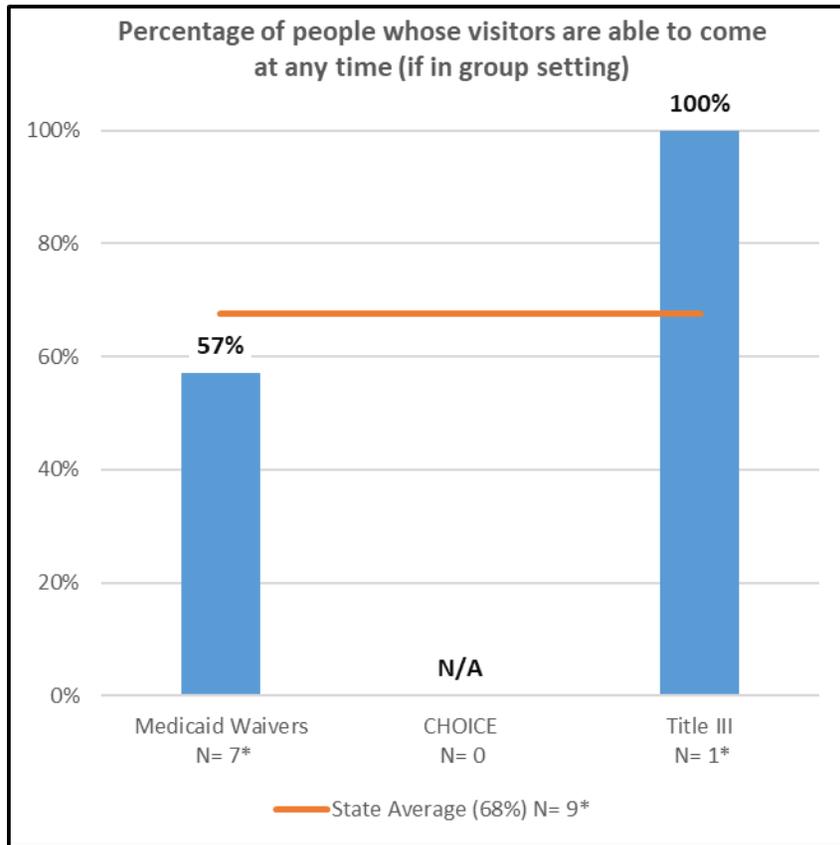


* Very small number of responses

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

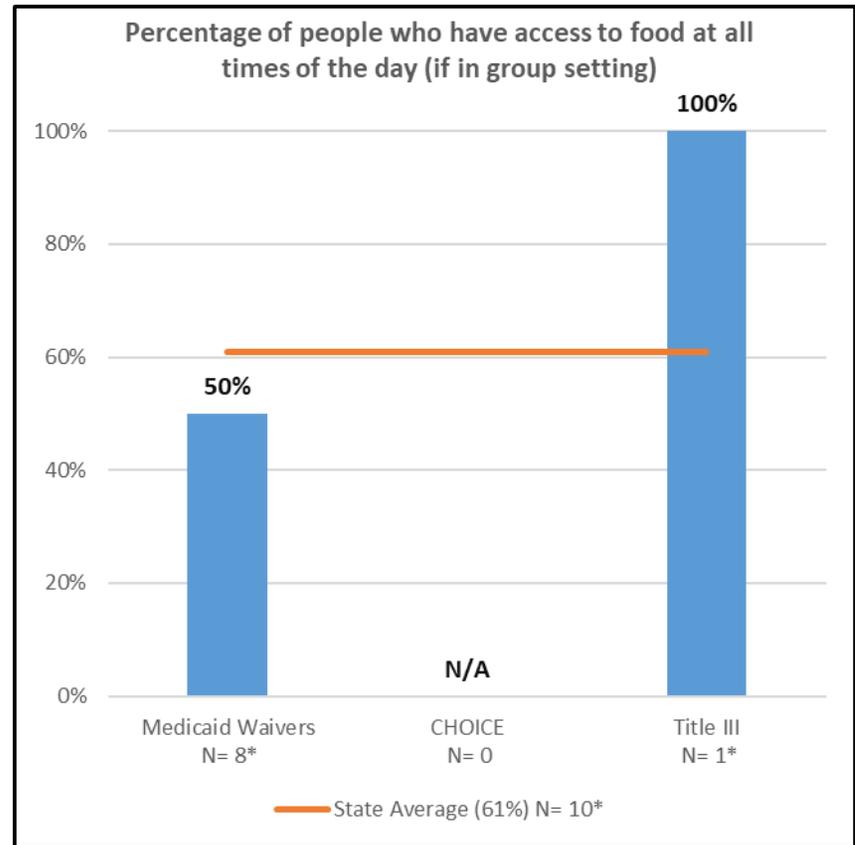
²⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

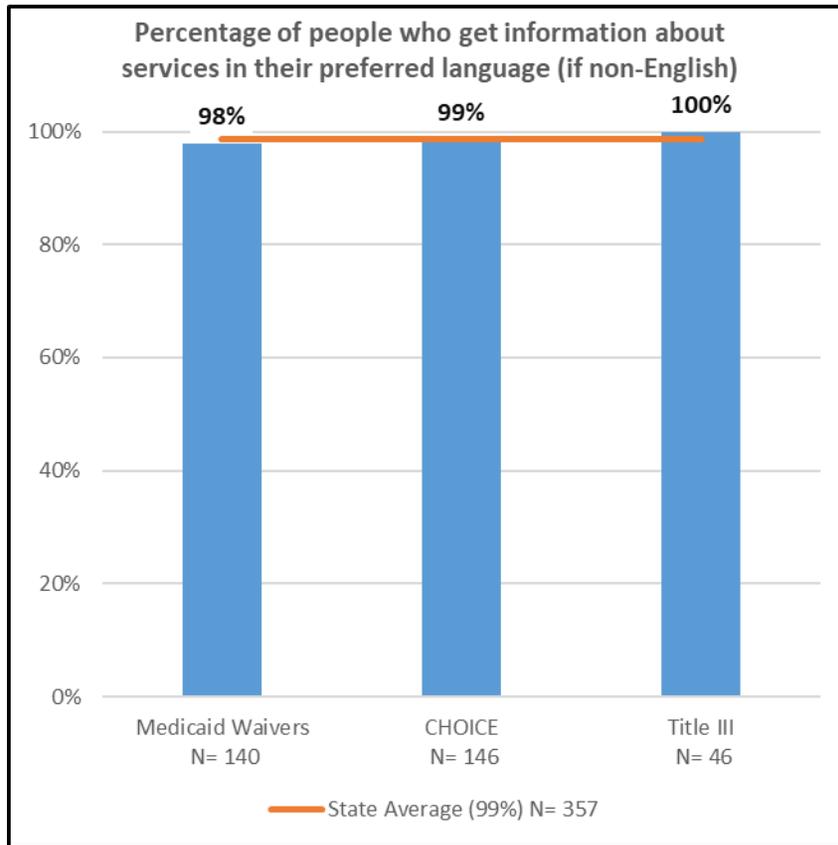


* Very small number of responses

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

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

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



³² Item previously reported in "Service Coordination" domain

Self-Direction

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

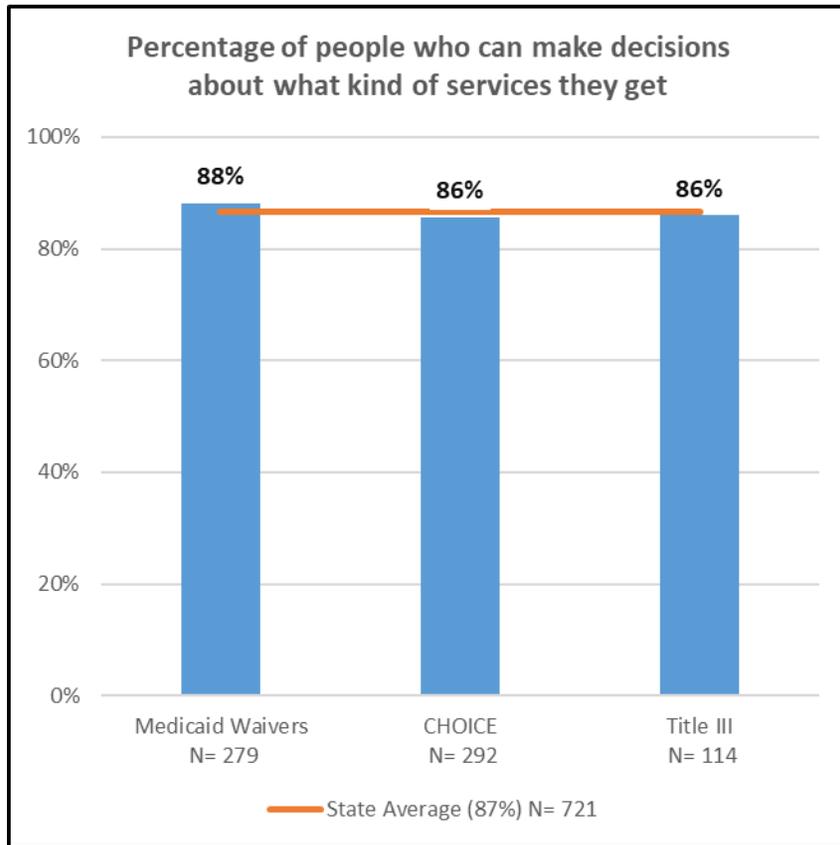
There are three Self-Direction indicators measured by the NCI-AD Adult Consumer Survey:

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

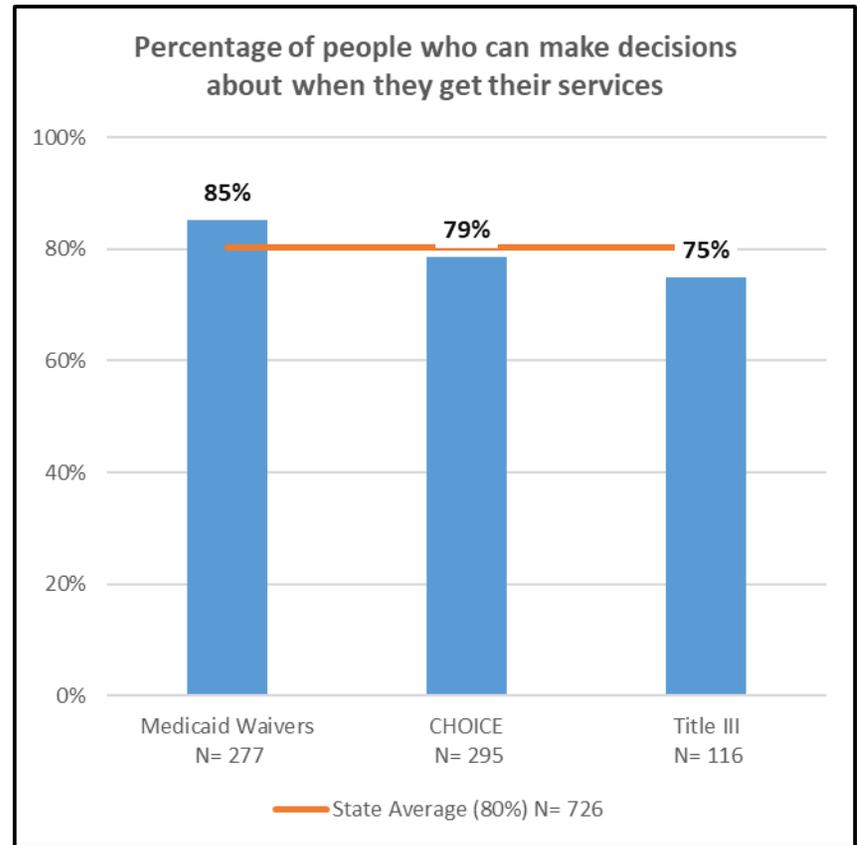
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

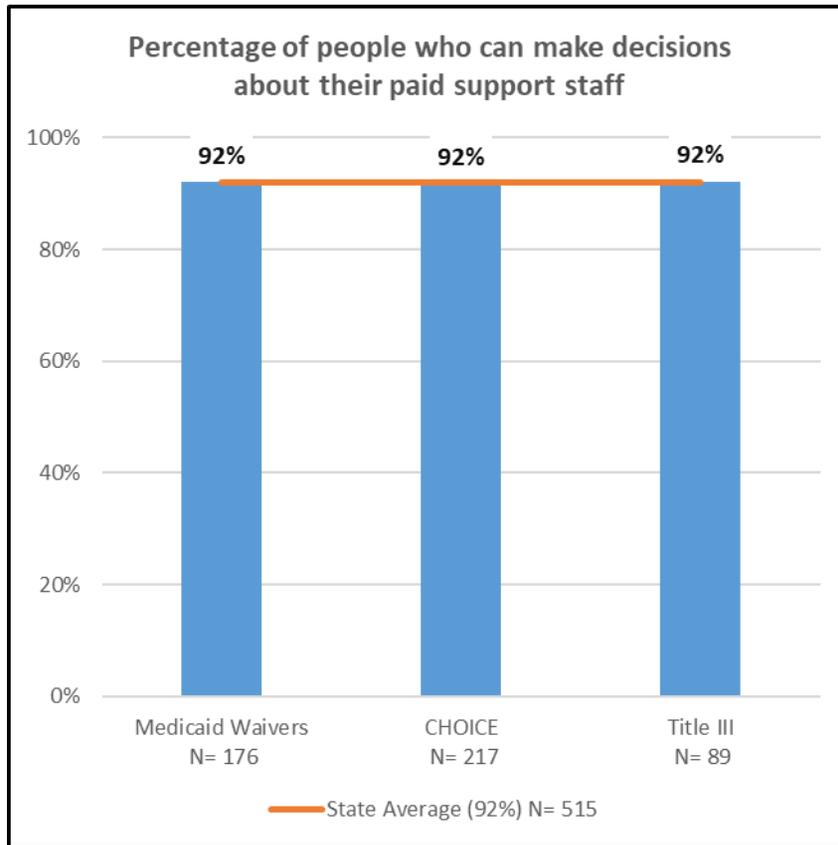
Graph 91. Percentage of people who can make decisions about what kind of services they get



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



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



Work

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

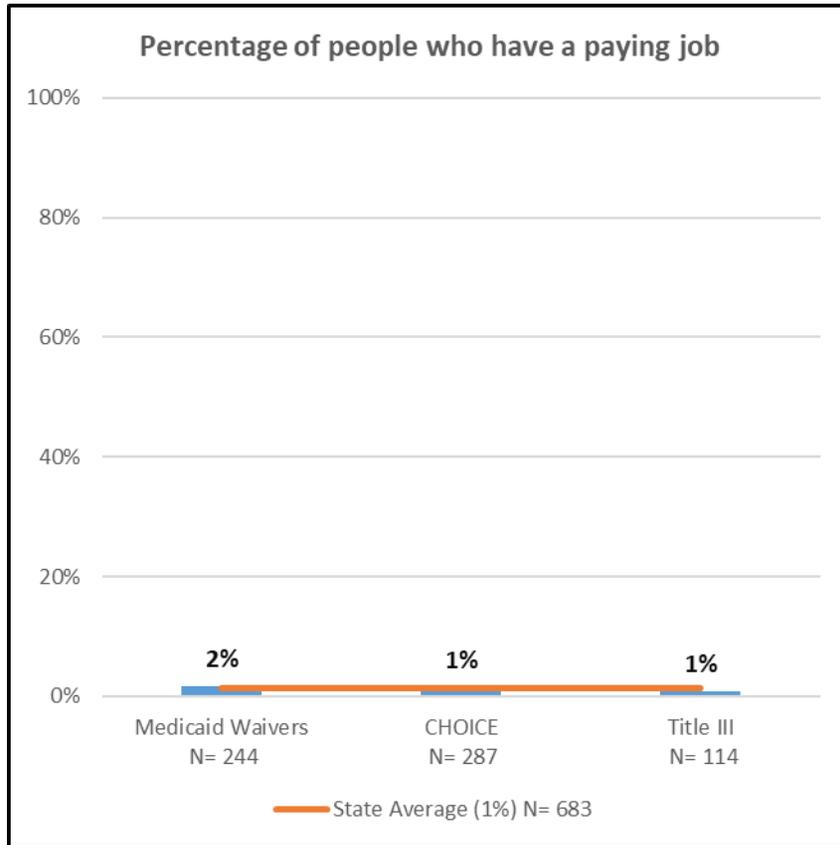
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

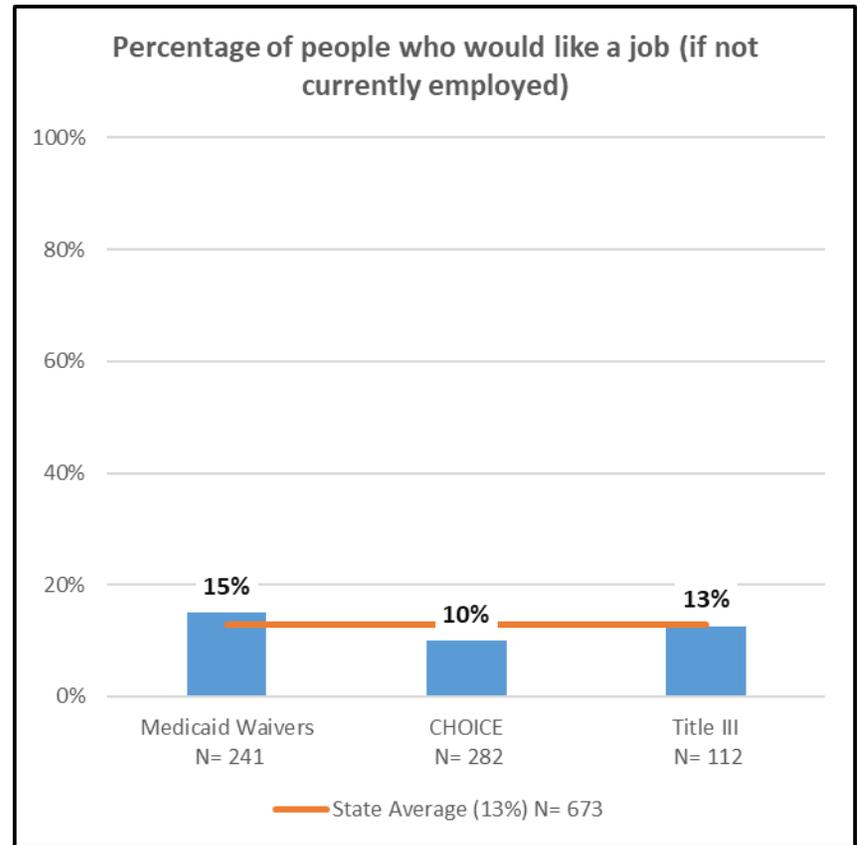
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

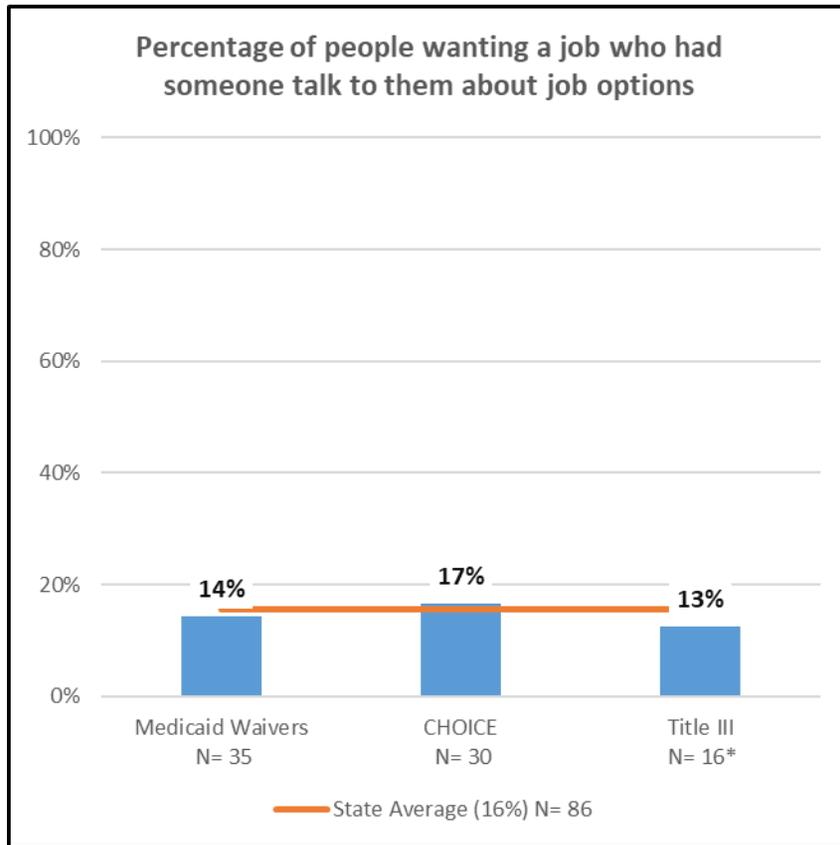
Graph 94. Percentage of people who have a paying job



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

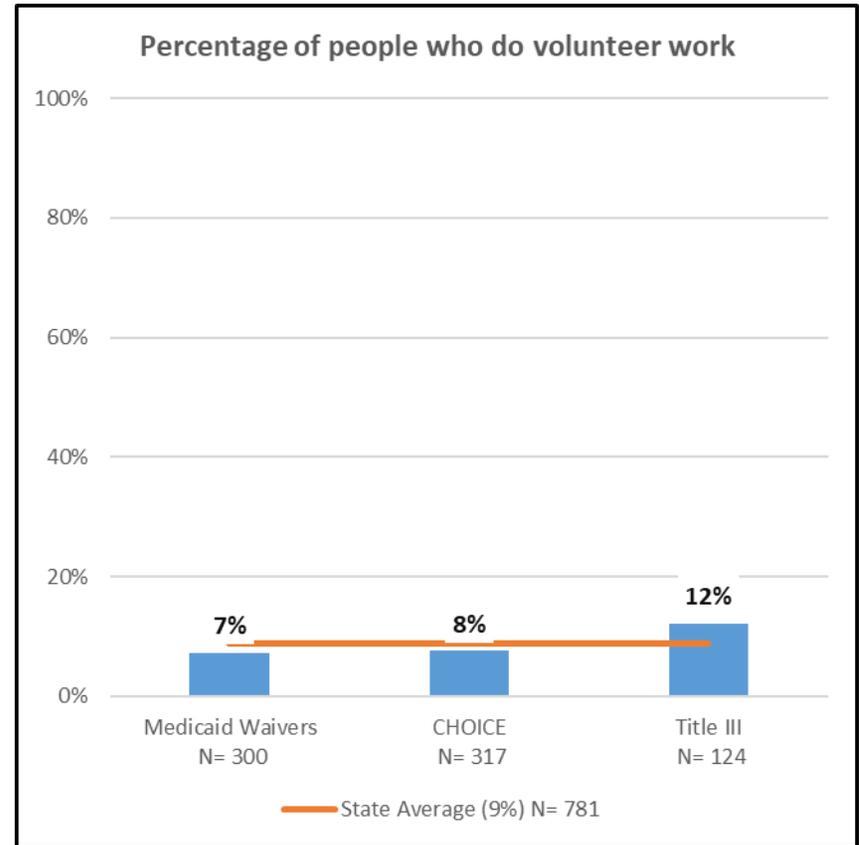


Graph 96. Percentage of people wanting a job who had someone talk to them about job options

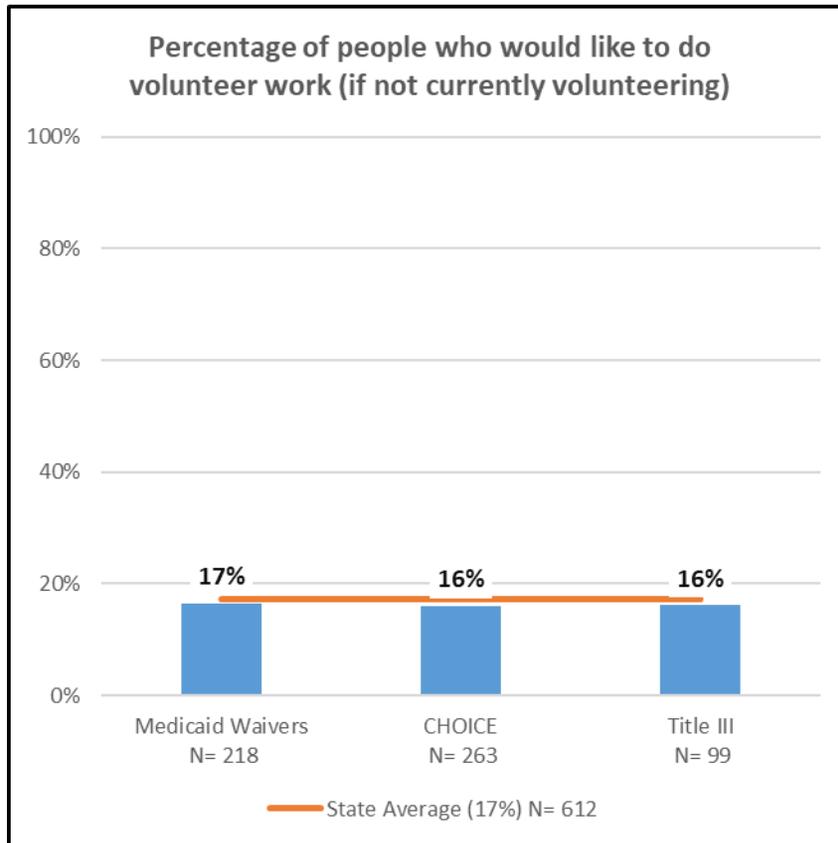


* Very small number of responses

Graph 97. Percentage of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

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

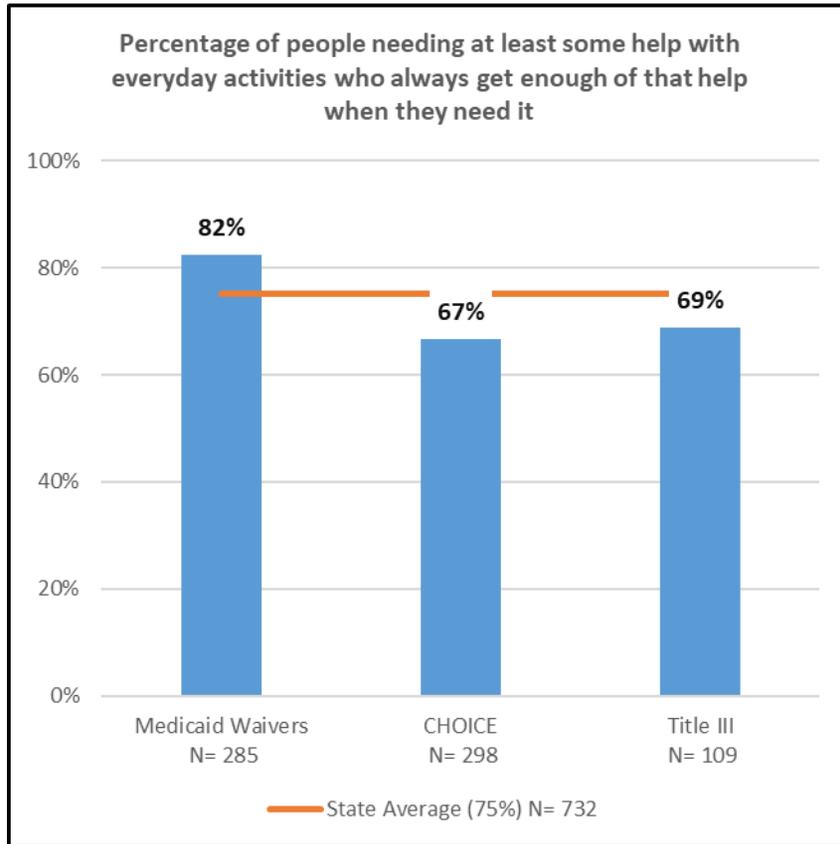
1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

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

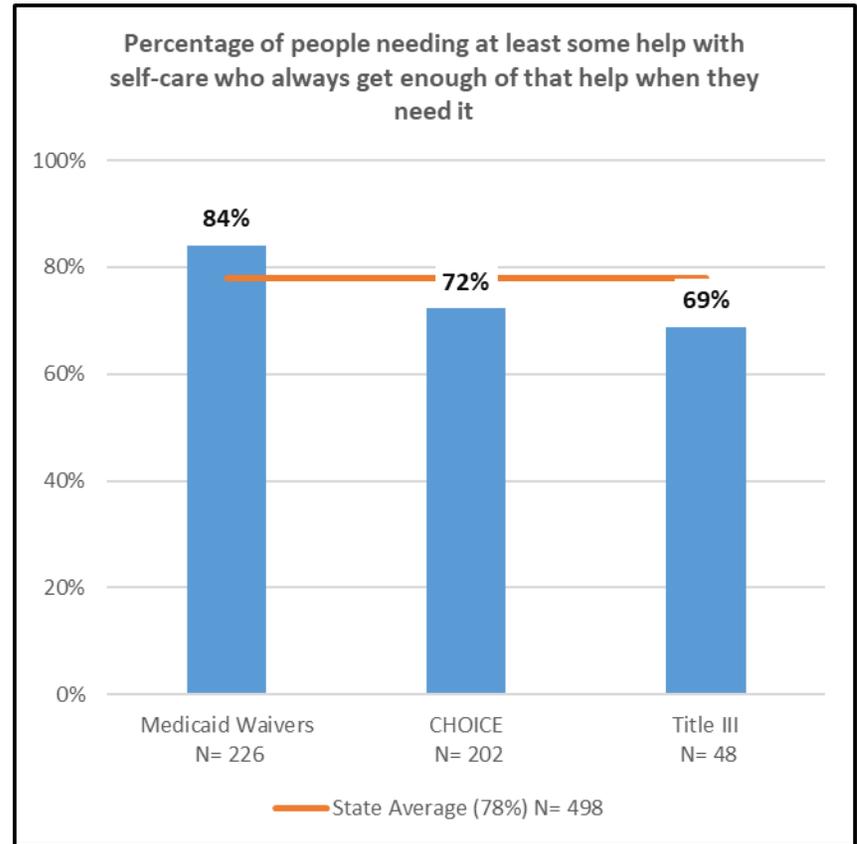
Un-collapsed data are shown in Appendix B.

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

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



Graph 100. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Affordability

People have enough available resources.

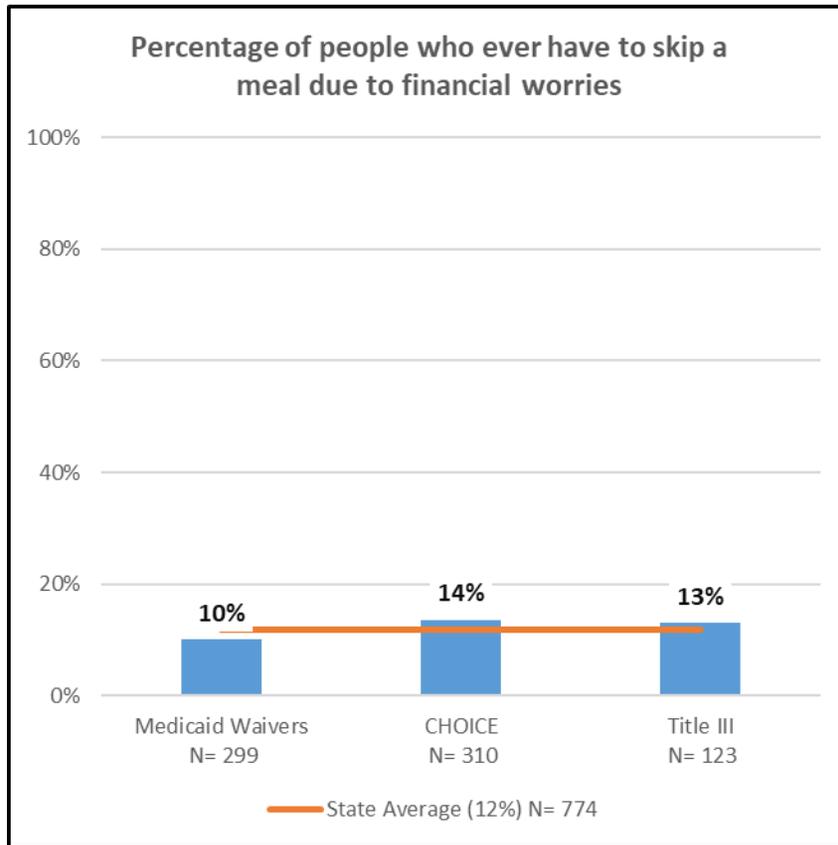
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Percentage of people who are as active in their community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Control	Percentage of people who get up and go to bed when they want to	4	Collapse “Some days, sometimes” and “No, never”
	Percentage of people who can eat their meals when they want to	5	Collapse “Some days, sometimes” and “No, never”
	Percentage of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse “In all ways” and “In most ways”
	Percentage of people who never feel in control of their lives	7	Collapse “Yes, almost always, always” and “In-between, sometimes”
Relationships	Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	8	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Percentage of people who like where they live	9	Collapse “In-between, most of the time” and “No”
	Percentage of people who want to live somewhere else	10	Collapse “Yes” and “Maybe”
	Percentage of people who like how they spend their time during the day	11	Collapse “Some days, sometimes” and “No, never”
	Percentage of people whose paid support staff change too often	12	Collapse “Yes” and “Some, or sometimes”
	Percentage of people whose paid support staff do things the way they want them done	13	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Percentage of people who know whom to contact if they want to make changes to their services	16	Collapse “Not sure, maybe” and “No”
	Percentage of people who know whom to contact if they have a complaint about their services	17	Collapse “Not sure, maybe” and “No”

Domain	Item	Graph #	Collapsing Logic
	Percentage of people whose paid support staff show up and leave when they are supposed to	18	Collapse “Some, or usually” and “No, never or rarely”
	Percentage of people whose long-term services meet all their current needs and goals	20	Collapse “No, not at all” and “Some needs and goals”
	Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
Care Coordination	Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse “No” and “In-between”
	Percentage of people who know how to manage their chronic condition(s)	26	Collapse “No” and “In-between, or some conditions”
Access to Community	Percentage of people who have transportation when they want to do things outside of their home (non-medical)	28	Collapse “No” and “Sometimes”
	Percentage of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”
Access to Needed Equipment	Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	31	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have bathroom modifications (other than grab bars) but need a replacement	33	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who have a specialized bed but need a replacement	35	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Percentage of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”

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

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

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

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
Medicaid Waivers	66	294
CHOICE	72	283
Title III	76	109
Unknown	68	28
Sample Average	70	714

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Medicaid Waivers	95%	5%	0%	309
CHOICE	89%	11%	0%	319
Title III	89%	11%	0%	123
Unknown	85%	15%	0%	33
Sample Average	91%	9%	0%	784

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Medicaid Waivers	34%	66%	0%	0%	309
CHOICE	26%	74%	0%	0%	320
Title III	20%	80%	0%	0%	123
Unknown	32%	68%	0%	0%	38
Sample Average	28%	72%	0%	0%	790

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/ Unclear	N
Medicaid Waivers	2%	1%	28%	1%	68%	2%	0%	1%	257
CHOICE	0%	1%	22%	1%	74%	3%	0%	1%	277
Title III	0%	0%	23%	0%	75%	2%	0%	0%	112
Unknown	0%	0%	0%	0%	95%	5%	3%	0%	38
Sample Average	1%	1%	23%	1%	73%	2%	0%	1%	684

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Medicaid Waivers	25%	18%	28%	28%	1%	251
CHOICE	19%	17%	20%	42%	1%	273
Title III	13%	11%	28%	48%	0%	112
Unknown	24%	14%	32%	30%	0%	37
Sample Average	21%	16%	25%	37%	1%	673

Table 6. Preferred language

	English	Spanish	Other	Don't Know/ Unclear	N
Medicaid Waivers	99%	1%	0%	0%	307
CHOICE	100%	0%	0%	0%	320
Title III	100%	0%	0%	0%	123
Unknown	100%	0%	0%	0%	38
Sample Average	100%	0%	0%	0%	788

Table 7. Type of residential area³⁴

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Medicaid Waivers	71%	20%	3%	4%	2%	309
CHOICE	69%	20%	5%	5%	0%	320
Title III	69%	19%	3%	8%	1%	124
Unknown	21%	17%	5%	2%	55%	42
Sample Average	67%	20%	4%	5%	4%	795

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
Medicaid Waivers	89%	7%	1%	2%	0%	0%	0%	0%	284
CHOICE	94%	5%	1%	0%	0%	0%	0%	0%	308
Title III	87%	12%	0%	0%	1%	0%	0%	0%	119
Unknown	77%	15%	0%	8%	0%	0%	0%	0%	39
Sample Average	91%	7%	1%	1%	0%	0%	0%	0%	750

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
Medicaid Waivers	54%	16%	29%	0%	0%	1%	0%	301
CHOICE	65%	21%	14%	0%	0%	0%	0%	313
Title III	74%	12%	13%	1%	0%	0%	0%	122
Unknown	75%	10%	15%	0%	0%	0%	0%	40
Sample Average	63%	17%	20%	0%	0%	0%	0%	776

³⁴ Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Medicaid Waivers	91%	9%	0%	244
CHOICE	93%	7%	0%	257
Title III	93%	7%	0%	112
Unknown	97%	3%	0%	39
Sample Average	93%	7%	0%	652

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

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/Unclear	N
Medicaid Waivers	74%	0%	0%	5%	5%	5%	11%	0%	19
CHOICE	93%	7%	0%	0%	0%	0%	0%	0%	14
Title III	75%	13%	0%	0%	0%	13%	0%	0%	8
Unknown	0%	0%	0%	100%	0%	0%	0%	0%	1
Sample Average	79%	5%	0%	5%	2%	5%	5%	0%	42

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Medicaid Waivers	18%	81%	1%	253
CHOICE	18%	82%	0%	266
Title III	22%	76%	2%	114
Unknown	17%	83%	0%	36
Sample Average	19%	81%	1%	669

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

	No	Yes	Don’t Know/Unclear	N
Medicaid Waivers	83%	15%	2%	251
CHOICE	87%	12%	1%	264
Title III	91%	7%	2%	110
Unknown	92%	5%	3%	37
Sample Average	87%	12%	1%	662

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Medicaid Waivers	83%	16%	1%	251
CHOICE	91%	8%	2%	265
Title III	85%	13%	2%	109
Unknown	76%	14%	11%	37
Sample Average	86%	12%	2%	662

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don’t Know/Unclear	N
Medicaid Waivers	94%	6%	0%	251
CHOICE	94%	5%	1%	259
Title III	98%	2%	0%	108
Unknown	92%	8%	0%	36
Sample Average	95%	5%	0%	654

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/Unclear	N
Medicaid Waivers	6%	32%	70%	24%	0%	258
CHOICE	5%	25%	73%	30%	0%	271
Title III	5%	11%	73%	46%	0%	113
Unknown	0%	16%	76%	24%	3%	38
Sample Average	5%	25%	72%	30%	0%	680

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

	No	Yes	Don't Know/Unclear	N
Medicaid Waivers	65%	33%	2%	255
CHOICE	61%	39%	0%	269
Title III	66%	33%	1%	114
Unknown	61%	34%	5%	38
Sample Average	63%	36%	1%	676

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Medicaid Waivers	15%	85%	1%	183
CHOICE	6%	93%	2%	200
Title III	3%	96%	1%	89
Unknown	13%	87%	0%	23
Sample Average	9%	90%	1%	495

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
Medicaid Waivers	10%	5%	31%	53%	0%	58
CHOICE	5%	28%	33%	33%	0%	39
Title III	0%	0%	14%	86%	0%	7
Unknown	0%	0%	25%	75%	0%	4
Sample Average	7%	13%	31%	49%	0%	108

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Medicaid Waivers	57%	43%	0%	63
CHOICE	64%	33%	2%	42
Title III	63%	38%	0%	8
Unknown	80%	20%	0%	5
Sample Average	61%	38%	1%	118

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

	No	Yes	Don't Know	N
Medicaid Waivers	90%	7%	3%	91
CHOICE	100%	0%	0%	67
Title III	90%	0%	10%	10
Unknown	n/a	n/a	n/a	0
Sample Average	94%	4%	2%	168

Community Participation

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	58%	6%	35%	1%	0%	243
CHOICE	61%	8%	32%	0%	0%	285
Title III	52%	10%	39%	0%	0%	114
Unknown	50%	0%	50%	0%	0%	38
Sample Average	58%	7%	35%	0%	0%	680

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

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
Medicaid Waivers	10%	29%	7%	86%	5%	1%	153
CHOICE	17%	26%	9%	88%	6%	4%	193
Title III	20%	31%	6%	87%	7%	1%	70
Unknown	11%	26%	11%	79%	0%	0%	19
Sample Average	14%	28%	8%	87%	5%	3%	435

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

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	3%	4%	6%	6%	0%	0%	153
CHOICE	3%	3%	3%	1%	0%	0%	193
Title III	3%	3%	0%	6%	0%	0%	70
Unknown	0%	0%	0%	5%	0%	0%	19
Sample Average	3%	3%	3%	4%	0%	0%	435

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	51%	48%	1%	0%	242
CHOICE	52%	48%	0%	0%	285
Title III	56%	44%	0%	0%	113
Unknown	26%	74%	0%	0%	38
Sample Average	51%	49%	0%	0%	678

Choice and Control

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	0%	100%	0%	0%	1
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	0%	100%	0%	0%	1

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

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	4%	94%	0%	0%	245
CHOICE	1%	4%	95%	0%	0%	283
Title III	2%	2%	96%	0%	0%	113
Unknown	0%	5%	95%	0%	0%	38
Sample Average	1%	4%	95%	0%	0%	679

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	6%	90%	2%	0%	0%	242
CHOICE	0%	2%	97%	1%	0%	0%	282
Title III	3%	2%	96%	0%	0%	0%	114
Unknown	3%	0%	97%	0%	0%	0%	37
Sample Average	1%	3%	94%	1%	0%	0%	675

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

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	0%	25%	63%	13%	0%	8
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	0%	0%	100%	0%	0%	1
Unknown	0%	100%	0%	0%	0%	1
Sample Average	0%	30%	60%	10%	0%	10

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	6%	16%	78%	0%	0%	241
CHOICE	6%	18%	75%	0%	0%	283
Title III	4%	17%	79%	0%	0%	113
Unknown	11%	8%	81%	0%	0%	37
Sample Average	6%	16%	77%	0%	0%	674

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

³⁷ Item previously reported in the "Control" domain.

Relationships

Table 30.. Percentage of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	4%	4%	92%	0%	0%	224
CHOICE	2%	3%	95%	0%	0%	259
Title III	2%	3%	95%	0%	0%	110
Unknown	3%	5%	92%	0%	0%	37
Sample Average	3%	4%	94%	0%	0%	630

Table 31. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/ No Response	N
Medicaid Waivers	35%	53%	0%	29%	12%	12%	0%	17
CHOICE	25%	25%	0%	33%	17%	25%	0%	12
Title III	40%	20%	0%	20%	20%	20%	0%	5
Unknown	33%	67%	0%	33%	0%	0%	0%	3
Sample Average	32%	41%	0%	30%	14%	16%	0%	37

Satisfaction

Table 32. Percentage of people who like where they live

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	10%	7%	82%	0%	0%	237
CHOICE	10%	10%	81%	0%	0%	280
Title III	9%	4%	87%	1%	0%	114
Unknown	11%	5%	84%	0%	0%	37
Sample Average	10%	7%	82%	0%	0%	668

Table 33a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
Medicaid Waivers	30%	23%	18%	15%	25%	40
CHOICE	31%	25%	21%	10%	12%	52
Title III	0%	7%	21%	7%	7%	14
Unknown	0%	33%	17%	17%	33%	6
Sample Average	25%	22%	20%	12%	17%	112

Table 33b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
Medicaid Waivers	13%	23%	18%	5%	15%	40
CHOICE	21%	12%	4%	4%	10%	52
Title III	7%	14%	0%	7%	0%	14
Unknown	17%	67%	0%	0%	33%	6
Sample Average	16%	19%	8%	4%	12%	112

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

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Cost	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	10%	15%	5%	8%	23%	3%	0%	40
CHOICE	12%	13%	15%	12%	13%	2%	2%	52
Title III	14%	0%	0%	0%	29%	0%	0%	14
Unknown	0%	0%	0%	17%	33%	0%	0%	6
Sample Average	11%	12%	9%	9%	20%	2%	1%	112

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Medicaid Waivers	70%	6%	24%	0%	240
CHOICE	71%	8%	21%	0%	282
Title III	72%	7%	21%	0%	114
Unknown	76%	8%	16%	0%	37
Sample Average	71%	7%	22%	0%	673

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

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
Medicaid Waivers	66%	10%	13%	1%	70
CHOICE	63%	4%	21%	0%	80
Title III	65%	3%	16%	0%	31
Unknown	67%	0%	11%	0%	9
Sample Average	64%	6%	17%	1%	190

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	0%	7%	3%	0%	70
CHOICE	4%	6%	1%	1%	80
Title III	3%	10%	3%	0%	31
Unknown	0%	11%	11%	0%	9
Sample Average	2%	7%	3%	1%	190

Table 36. Percentage of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	11%	31%	58%	0%	0%	238
CHOICE	13%	32%	55%	0%	0%	279
Title III	4%	28%	68%	0%	0%	110
Unknown	11%	26%	63%	0%	0%	38
Sample Average	10%	31%	59%	0%	0%	665

Table 37. Percentage of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	65%	12%	21%	1%	1%	0%	167
CHOICE	68%	10%	22%	0%	0%	0%	211
Title III	61%	11%	28%	0%	0%	0%	89
Unknown	65%	16%	19%	0%	0%	0%	31
Sample Average	65%	11%	23%	0%	0%	0%	498

Table 38. Percentage of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	13%	84%	1%	0%	166
CHOICE	3%	15%	81%	0%	0%	210
Title III	7%	13%	80%	0%	0%	89
Unknown	0%	16%	84%	0%	0%	31
Sample Average	3%	14%	82%	0%	0%	496

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

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	66%	23%	10%	0%	0%	205
CHOICE	66%	25%	7%	3%	0%	227
Title III	70%	19%	7%	3%	1%	90
Unknown	70%	21%	9%	0%	0%	33
Sample Average	67%	23%	8%	2%	0%	555

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	94%	3%	0%	232
CHOICE	4%	94%	2%	0%	276
Title III	3%	95%	2%	1%	111
Unknown	0%	97%	3%	0%	36
Sample Average	3%	95%	2%	0%	655

³⁸ New item in 2019-2020.

³⁹ New item in 2019-2020.

Service Coordination

Table 41. Percentage of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Medicaid Waivers	4%	4%	91%	0%	235
CHOICE	4%	6%	90%	0%	278
Title III	8%	5%	87%	0%	112
Unknown	0%	0%	100%	0%	37
Sample Average	5%	5%	90%	0%	662

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Medicaid Waivers	7%	5%	88%	0%	231
CHOICE	6%	8%	85%	0%	272
Title III	8%	7%	85%	0%	111
Unknown	0%	3%	97%	0%	37
Sample Average	6%	7%	87%	0%	651

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	5%	91%	3%	0%	288
CHOICE	7%	86%	7%	0%	306
Title III	9%	82%	9%	0%	122
Unknown	10%	90%	0%	0%	40
Sample Average	7%	87%	6%	0%	756

Table 44. Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	8%	9%	83%	1%	0%	259
CHOICE	10%	11%	78%	2%	0%	260
Title III	6%	13%	77%	4%	0%	99
Unknown	0%	11%	86%	3%	0%	35
Sample Average	8%	10%	80%	2%	0%	653

Table 45. Percentage of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	7%	89%	1%	1%	0%	184
CHOICE	3%	11%	85%	1%	0%	0%	224
Title III	9%	14%	77%	0%	0%	0%	92
Unknown	0%	3%	97%	0%	0%	0%	32
Sample Average	3%	10%	86%	1%	0%	0%	532

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	29%	66%	4%	1%	301
CHOICE	31%	64%	5%	0%	312
Title III	30%	64%	7%	0%	122
Unknown	14%	69%	17%	0%	42
Sample Average	29%	65%	6%	0%	777

Table 47. Percentage of people whose long-term services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	5%	16%	77%	2%	0%	286
CHOICE	9%	25%	64%	2%	0%	303
Title III	11%	25%	62%	2%	0%	122
Unknown	5%	18%	73%	5%	0%	40
Sample Average	8%	21%	69%	2%	0%	751

Table 48a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Companion Services	Healthcare Home Services, Home Health	N
Medicaid Waivers	3%	36%	43%	35%	22%	74
CHOICE	5%	43%	54%	28%	25%	112
Title III	4%	30%	59%	30%	17%	46
Unknown	9%	36%	36%	18%	9%	11
Sample Average	5%	38%	51%	30%	22%	243

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

	Home Delivered Meals	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
Medicaid Waivers	24%	15%	32%	20%	4%	7%	16%	74
CHOICE	29%	10%	36%	7%	7%	4%	17%	112
Title III	28%	9%	26%	9%	7%	11%	11%	46
Unknown	9%	0%	27%	0%	9%	0%	27%	11
Sample Average	26%	11%	33%	11%	6%	6%	16%	243

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	9%	14%	1%	4%	9%	8%	0%	74
CHOICE	16%	17%	3%	3%	17%	7%	0%	112
Title III	7%	11%	2%	2%	13%	0%	0%	46
Unknown	0%	0%	0%	0%	18%	27%	0%	11
Sample Average	12%	14%	2%	3%	14%	7%	0%	243

Table 49. Percentage of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	35%	61%	4%	0%	54
CHOICE	43%	52%	5%	0%	82
Title III	44%	53%	3%	0%	34
Unknown	29%	57%	14%	0%	7
Sample Average	40%	55%	5%	0%	177

Table 50a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
Medicaid Waivers	16%	22%	14%	7%	15%	25%	279
CHOICE	17%	24%	13%	9%	10%	26%	300
Title III	21%	27%	13%	4%	15%	26%	112
Unknown	23%	21%	21%	5%	10%	18%	39
Sample Average	18%	23%	14%	7%	13%	25%	730

Table 50b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	14%	3%	1%	1%	8%	0%	279
CHOICE	16%	4%	0%	1%	6%	0%	300
Title III	11%	2%	0%	0%	7%	1%	112
Unknown	13%	10%	0%	0%	3%	0%	39
Sample Average	14%	4%	0%	1%	7%	0%	730

Table 51. Percentage of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	7%	93%	0%	0%	308
CHOICE	9%	91%	0%	0%	317
Title III	8%	92%	0%	0%	123
Unknown	10%	90%	0%	0%	42
Sample Average	8%	92%	0%	0%	790

Table 52. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	53%	13%	0%	30%	2%	0%	1%	0%	286
CHOICE	67%	2%	0%	26%	2%	1%	1%	0%	287
Title III	59%	1%	0%	33%	6%	1%	0%	0%	113
Unknown	71%	3%	0%	24%	3%	0%	0%	0%	38
Sample Average	61%	6%	0%	29%	3%	0%	1%	0%	724

Table 53. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
Medicaid Waivers	29%	3%	0%	40%	6%	1%	27%	0%	0%	282
CHOICE	27%	0%	1%	32%	7%	0%	37%	0%	0%	282
Title III	30%	0%	0%	33%	4%	1%	33%	0%	0%	112
Unknown	29%	0%	0%	37%	8%	0%	26%	0%	0%	38
Sample Average	28%	1%	0%	35%	6%	1%	32%	0%	0%	714

Table 54. Percentage of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	24%	70%	3%	3%	0%	182
CHOICE	36%	61%	0%	2%	0%	222
Title III	51%	47%	0%	2%	0%	92
Unknown	33%	64%	0%	3%	0%	33
Sample Average	35%	62%	1%	2%	0%	529

Care Coordination

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	64%	36%	1%	0%	306
CHOICE	67%	33%	0%	0%	315
Title III	56%	44%	0%	0%	123
Unknown	74%	26%	0%	0%	42
Sample Average	64%	35%	0%	0%	786

Table 56. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	6%	1%	93%	0%	0%	106
CHOICE	8%	7%	85%	0%	0%	103
Title III	7%	2%	91%	0%	0%	54
Unknown	20%	0%	80%	0%	0%	10
Sample Average	7%	3%	89%	0%	0%	273

Table 57. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	15%	80%	3%	3%	0%	109
CHOICE	12%	87%	0%	1%	0%	102
Title III	11%	85%	0%	4%	0%	54
Unknown	0%	100%	0%	0%	0%	11
Sample Average	12%	84%	1%	2%	0%	276

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

	No	In-between, Some Conditions	Yes	N/A – Doesn't Have Chronic Conditions	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	2%	7%	88%	2%	0%	0%	244
CHOICE	3%	5%	89%	2%	1%	0%	287
Title III	0%	9%	89%	2%	0%	0%	113
Unknown	5%	3%	87%	5%	0%	0%	38
Sample Average	2%	6%	89%	2%	0%	0%	682

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	18%	80%	2%	0%	198
CHOICE	20%	79%	1%	0%	235
Title III	29%	70%	1%	0%	84
Unknown	19%	81%	0%	0%	31
Sample Average	21%	78%	1%	0%	548

Access to Community

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

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	15%	10%	72%	3%	1%	0%	309
CHOICE	18%	12%	68%	2%	0%	0%	316
Title III	15%	11%	68%	7%	0%	0%	123
Unknown	10%	2%	86%	0%	2%	0%	42
Sample Average	16%	10%	70%	3%	1%	0%	790

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

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	3%	5%	90%	2%	0%	0%	305
CHOICE	3%	10%	85%	1%	0%	0%	318
Title III	5%	7%	86%	2%	0%	0%	124
Unknown	2%	0%	93%	2%	2%	0%	42
Sample Average	4%	7%	88%	2%	0%	0%	789

Access to Needed Equipment

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	15%	62%	9%	14%	0%	0%	307
CHOICE	10%	66%	7%	17%	1%	0%	316
Title III	17%	63%	2%	17%	1%	0%	124
Unknown	5%	76%	2%	17%	0%	0%	42
Sample Average	13%	65%	7%	16%	0%	0%	789

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	28%	45%	5%	22%	0%	0%	309
CHOICE	31%	43%	6%	19%	0%	0%	315
Title III	43%	33%	3%	20%	1%	0%	124
Unknown	29%	45%	0%	26%	0%	0%	42
Sample Average	32%	43%	5%	21%	0%	0%	790

Table 64. Percentage of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	57%	25%	6%	11%	1%	0%	302
CHOICE	63%	21%	4%	11%	0%	0%	315
Title III	69%	19%	4%	8%	0%	0%	124
Unknown	68%	12%	15%	5%	0%	0%	41
Sample Average	62%	22%	5%	10%	0%	0%	782

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	57%	32%	3%	8%	0%	0%	307
CHOICE	56%	28%	5%	11%	0%	0%	314
Title III	67%	17%	2%	14%	0%	0%	124
Unknown	62%	26%	2%	10%	0%	0%	42
Sample Average	58%	28%	4%	10%	0%	0%	787

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	87%	6%	2%	4%	1%	1%	161
CHOICE	81%	8%	3%	8%	1%	1%	160
Title III	88%	6%	1%	3%	1%	0%	68
Unknown	60%	20%	10%	0%	10%	0%	20
Sample Average	84%	7%	2%	5%	1%	0%	409

Table 67. Percentage of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	25%	59%	13%	4%	0%	0%	306
CHOICE	21%	65%	11%	3%	0%	0%	315
Title III	27%	61%	10%	2%	0%	0%	123
Unknown	24%	69%	5%	2%	0%	0%	42
Sample Average	24%	62%	11%	3%	0%	0%	786

Table 68. Percentage of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	80%	8%	2%	9%	0%	0%	304
CHOICE	75%	11%	3%	12%	0%	0%	314
Title III	84%	6%	2%	9%	0%	0%	122
Unknown	78%	7%	2%	12%	0%	0%	41
Sample Average	78%	8%	2%	10%	0%	0%	781

Table 69. Percentage of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	40%	44%	9%	7%	0%	0%	307
CHOICE	50%	32%	8%	11%	0%	0%	317
Title III	60%	29%	6%	5%	0%	0%	124
Unknown	50%	36%	10%	5%	0%	0%	42
Sample Average	48%	36%	8%	8%	0%	0%	790

Table 70. Percentage of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	70%	11%	3%	16%	1%	0%	301
CHOICE	63%	11%	6%	20%	0%	0%	313
Title III	69%	11%	5%	15%	0%	0%	123
Unknown	66%	10%	7%	17%	0%	0%	41
Sample Average	67%	11%	5%	17%	0%	0%	778

Table 71. Percentage of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	17%	56%	22%	5%	0%	0%	305
CHOICE	12%	54%	25%	8%	0%	0%	314
Title III	12%	63%	23%	2%	1%	0%	124
Unknown	20%	60%	20%	0%	0%	0%	40
Sample Average	14%	57%	23%	5%	0%	0%	783

Table 72. Percentage of people who need a shower chair⁴⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	16%	70%	8%	5%	0%	0%	308
CHOICE	17%	66%	8%	9%	0%	0%	311
Title III	19%	67%	5%	10%	0%	0%	124
Unknown	7%	83%	7%	2%	0%	0%	42
Sample Average	16%	69%	8%	7%	0%	0%	785

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	29%	59%	6%	6%	0%	0%	302
CHOICE	19%	60%	5%	16%	0%	0%	315
Title III	26%	51%	2%	19%	1%	1%	124
Unknown	12%	67%	7%	12%	2%	0%	42
Sample Average	24%	58%	5%	12%	0%	0%	783

⁴⁰ New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	74%	20%	2%	4%	0%	0%	305
CHOICE	78%	19%	1%	1%	0%	0%	314
Title III	79%	18%	2%	1%	1%	0%	124
Unknown	78%	17%	0%	5%	0%	0%	41
Sample Average	77%	19%	2%	2%	0%	0%	784

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	73%	20%	1%	5%	2%	0%	164
CHOICE	71%	18%	4%	5%	2%	0%	154
Title III	78%	21%	0%	0%	1%	0%	67
Unknown	47%	41%	12%	0%	0%	0%	17
Sample Average	72%	20%	2%	4%	2%	0%	402

Safety

Table 76. Percentage of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	98%	1%	0%	168
CHOICE	2%	98%	0%	0%	209
Title III	4%	96%	0%	0%	89
Unknown	3%	97%	0%	0%	31
Sample Average	3%	97%	0%	0%	497

Table 77. Percentage of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	82%	17%	1%	0%	245
CHOICE	83%	17%	0%	0%	287
Title III	80%	19%	0%	1%	113
Unknown	79%	21%	0%	0%	38
Sample Average	82%	18%	1%	0%	683

Table 78. Percentage of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	90%	10%	0%	0%	246
CHOICE	94%	5%	0%	0%	284
Title III	92%	8%	0%	0%	113
Unknown	95%	5%	0%	0%	38
Sample Average	92%	7%	0%	0%	681

Table 79. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	11%	84%	5%	0%	308
CHOICE	12%	79%	8%	0%	316
Title III	11%	84%	5%	0%	122
Unknown	7%	80%	12%	0%	41
Sample Average	11%	82%	6%	0%	787

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	36%	20%	44%	0%	0%	306
CHOICE	26%	23%	51%	0%	0%	312
Title III	32%	23%	45%	0%	0%	121
Unknown	24%	21%	52%	0%	2%	42
Sample Average	30%	22%	48%	0%	0%	781

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Medicaid Waivers	11%	7%	82%	0%	243
CHOICE	10%	5%	85%	0%	287
Title III	10%	5%	85%	0%	113
Unknown	3%	5%	92%	0%	38
Sample Average	10%	6%	84%	0%	681

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

⁴² New item in 2019-2020.

Health Care

Table 82. Percentage of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	48%	51%	0%	0%	307
CHOICE	52%	48%	0%	0%	315
Title III	47%	53%	0%	0%	123
Unknown	67%	33%	0%	0%	42
Sample Average	51%	49%	0%	0%	787

Table 83. Percentage of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	73%	26%	1%	0%	158
CHOICE	70%	30%	0%	0%	148
Title III	70%	28%	2%	0%	64
Unknown	64%	36%	0%	0%	14
Sample Average	71%	28%	1%	0%	384

Table 84. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	99%	1%	1%	0%	158
CHOICE	95%	3%	2%	0%	150
Title III	98%	2%	0%	0%	64
Unknown	86%	7%	7%	0%	14
Sample Average	97%	2%	1%	0%	386

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	90%	9%	1%	0%	158
CHOICE	95%	5%	1%	0%	150
Title III	87%	13%	0%	0%	63
Unknown	79%	21%	0%	0%	14
Sample Average	91%	9%	1%	0%	385

Table 86. Percentage of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	5%	10%	84%	1%	0%	0%	305
CHOICE	5%	11%	83%	1%	0%	0%	315
Title III	7%	8%	84%	0%	0%	0%	121
Unknown	12%	10%	79%	0%	0%	0%	42
Sample Average	6%	10%	83%	1%	0%	0%	783

Table 87. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	30%	69%	1%	0%	115
CHOICE	35%	64%	1%	0%	122
Title III	38%	62%	0%	0%	39
Unknown	33%	67%	0%	0%	18
Sample Average	34%	66%	1%	0%	294

Table 88. Percentage of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	12%	86%	0%	1%	0%	305
CHOICE	12%	87%	0%	0%	1%	316
Title III	10%	87%	2%	2%	0%	123
Unknown	14%	86%	0%	0%	0%	42
Sample Average	12%	87%	0%	1%	0%	786

Table 89. Percentage of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	79%	20%	1%	0%	0%	307
CHOICE	79%	19%	1%	1%	0%	317
Title III	78%	20%	0%	2%	0%	123
Unknown	76%	21%	2%	0%	0%	42
Sample Average	79%	20%	1%	1%	0%	789

Table 90. Percentage of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	40%	58%	0%	1%	0%	305
CHOICE	42%	56%	1%	0%	0%	317
Title III	36%	62%	1%	1%	0%	122
Unknown	43%	52%	5%	0%	0%	42
Sample Average	41%	58%	1%	1%	0%	786

Table 91. Percentage of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	25%	73%	1%	1%	0%	305
CHOICE	29%	70%	1%	1%	0%	315
Title III	24%	75%	1%	0%	0%	123
Unknown	40%	60%	0%	0%	0%	42
Sample Average	27%	71%	1%	1%	0%	785

Table 92. Percentage of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	59%	38%	2%	1%	0%	307
CHOICE	71%	28%	2%	0%	0%	316
Title III	62%	31%	5%	2%	0%	123
Unknown	76%	24%	0%	0%	0%	42
Sample Average	65%	32%	2%	1%	0%	788

Wellness

Table 93. Percentage of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	27%	38%	26%	7%	2%	0%	0%	306
CHOICE	25%	36%	28%	10%	1%	0%	0%	315
Title III	18%	41%	31%	9%	2%	0%	0%	123
Unknown	32%	34%	22%	10%	2%	0%	0%	41
Sample Average	25%	37%	27%	8%	2%	0%	0%	785

Table 94. Percentage of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	11%	27%	40%	17%	4%	0%	0%	306
CHOICE	8%	34%	43%	11%	4%	0%	0%	317
Title III	11%	41%	37%	9%	2%	0%	0%	123
Unknown	10%	26%	43%	19%	2%	0%	0%	42
Sample Average	10%	32%	41%	13%	4%	0%	0%	788

Table 95. Percentage of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	46%	54%	1%	0%	303
CHOICE	46%	52%	1%	0%	309
Title III	44%	56%	1%	0%	117
Unknown	29%	71%	0%	0%	42
Sample Average	45%	54%	1%	0%	771

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	34%	66%	0%	0%	164
CHOICE	42%	56%	2%	0%	169
Title III	46%	51%	3%	0%	71
Unknown	38%	62%	0%	0%	29
Sample Average	39%	59%	1%	0%	433

Table 97. Percentage of people who feel sad or depressed

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	22%	30%	29%	19%	0%	0%	242
CHOICE	20%	36%	32%	12%	0%	0%	285
Title III	25%	40%	23%	12%	0%	1%	113
Unknown	29%	21%	39%	11%	0%	0%	38
Sample Average	22%	34%	30%	14%	0%	0%	678

Table 98. Percentage of people who feel lonely⁴³

	Never/Almost Never, Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	49%	29%	22%	0%	0%	242
CHOICE	46%	30%	23%	0%	0%	282
Title III	50%	28%	22%	0%	0%	113
Unknown	42%	42%	16%	0%	0%	38
Sample Average	48%	30%	22%	0%	0%	675

⁴³ New item in 2019-2020.

Table 99. Percentage of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	16%	30%	54%	0%	0%	303
CHOICE	23%	22%	54%	0%	0%	316
Title III	16%	21%	63%	1%	0%	120
Unknown	21%	36%	43%	0%	0%	42
Sample Average	19%	25%	55%	0%	0%	781

Table 100. Percentage of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	25%	30%	45%	0%	0%	305
CHOICE	27%	30%	43%	0%	0%	317
Title III	22%	28%	49%	1%	0%	122
Unknown	22%	34%	44%	0%	0%	41
Sample Average	25%	30%	45%	0%	0%	785

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

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	5%	10%	83%	2%	0%	0%	306
CHOICE	4%	14%	80%	2%	0%	0%	317
Title III	7%	10%	81%	1%	0%	0%	124
Unknown	5%	7%	88%	0%	0%	0%	42
Sample Average	5%	12%	82%	2%	0%	0%	789

Medications

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	56%	43%	1%	0%	301
CHOICE	59%	40%	1%	0%	313
Title III	67%	30%	2%	1%	122
Unknown	57%	40%	2%	0%	42
Sample Average	59%	39%	1%	0%	778

Table 103. Percentage of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	4%	7%	88%	1%	0%	0%	244
CHOICE	5%	8%	86%	1%	0%	0%	286
Title III	5%	12%	82%	1%	0%	0%	113
Unknown	0%	8%	92%	0%	0%	0%	37
Sample Average	4%	9%	86%	1%	0%	0%	680

Rights and Respect

Table 104. Percentage of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	1%	5%	93%	1%	0%	168
CHOICE	1%	5%	94%	0%	0%	211
Title III	1%	2%	97%	0%	0%	89
Unknown	0%	6%	94%	0%	0%	31
Sample Average	1%	5%	94%	0%	0%	499

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	13%	13%	75%	0%	0%	8
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	0%	0%	100%	0%	0%	1
Unknown	0%	0%	100%	0%	0%	1
Sample Average	10%	10%	80%	0%	0%	10

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	13%	88%	0%	0%	8
CHOICE	n/a	n/a	n/a	n/a	0
Title III	0%	100%	0%	0%	1
Unknown	0%	100%	0%	0%	1
Sample Average	10%	90%	0%	0%	10

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

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

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	0%	25%	75%	0%	0%	8
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	0%	0%	100%	0%	0%	1
Unknown	0%	0%	100%	0%	0%	1
Sample Average	0%	20%	80%	0%	0%	10

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	43%	57%	0%	0%	0%	7
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	0%	100%	0%	0%	0%	1
Unknown	0%	100%	0%	0%	0%	1
Sample Average	33%	67%	0%	0%	0%	9

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	50%	50%	0%	0%	0%	8
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	0%	100%	0%	0%	0%	1
Unknown	0%	100%	0%	0%	0%	1
Sample Average	40%	60%	0%	0%	0%	10

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

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

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

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	1%	1%	98%	0%	0%	140
CHOICE	1%	0%	99%	0%	0%	146
Title III	0%	0%	100%	0%	0%	46
Unknown	0%	0%	100%	0%	0%	25
Sample Average	1%	1%	99%	0%	0%	357

⁴⁹ Item previously reported in "Service Coordination" domain

Self-Direction

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	5%	7%	86%	2%	0%	286
CHOICE	5%	9%	83%	3%	0%	300
Title III	2%	11%	80%	7%	0%	122
Unknown	5%	13%	76%	5%	0%	38
Sample Average	4%	9%	84%	3%	0%	746

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	6%	8%	82%	3%	0%	287
CHOICE	8%	12%	76%	4%	0%	306
Title III	7%	16%	71%	5%	0%	122
Unknown	15%	13%	69%	3%	0%	39
Sample Average	8%	11%	77%	4%	0%	754

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	4%	4%	89%	4%	0%	183
CHOICE	4%	4%	89%	3%	0%	223
Title III	4%	3%	89%	3%	0%	92
Unknown	0%	9%	91%	0%	0%	33
Sample Average	4%	4%	89%	3%	0%	531

Work

Table 114. Percentage of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	98%	2%	0%	0%	244
CHOICE	99%	1%	0%	0%	287
Title III	99%	1%	0%	0%	114
Unknown	100%	0%	0%	0%	38
Sample Average	99%	1%	0%	0%	683

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Medicaid Waivers	85%	7%	8%	0%	241
CHOICE	90%	5%	5%	0%	283
Title III	88%	8%	4%	0%	112
Unknown	87%	3%	11%	0%	38
Sample Average	88%	6%	7%	0%	674

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	83%	14%	3%	0%	36
CHOICE	83%	17%	0%	0%	30
Title III	88%	13%	0%	0%	16
Unknown	60%	40%	0%	0%	5
Sample Average	83%	16%	1%	0%	87

Table 117. Percentage of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	92%	7%	1%	0%	302
CHOICE	92%	8%	0%	0%	318
Title III	88%	12%	0%	0%	124
Unknown	90%	10%	0%	0%	40
Sample Average	91%	8%	0%	0%	784

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
Medicaid Waivers	83%	6%	11%	0%	218
CHOICE	84%	6%	10%	0%	263
Title III	84%	8%	8%	0%	99
Unknown	63%	16%	22%	0%	32
Sample Average	83%	7%	11%	0%	612

Everyday Living

Table 119. Percentage of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	7%	41%	52%	0%	0%	307
CHOICE	5%	54%	40%	1%	0%	319
Title III	10%	60%	29%	0%	0%	124
Unknown	5%	51%	44%	0%	0%	41
Sample Average	7%	50%	43%	0%	0%	791

Table 120. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	18%	82%	0%	0%	285
CHOICE	33%	67%	0%	0%	298
Title III	31%	68%	1%	0%	110
Unknown	15%	85%	0%	0%	40
Sample Average	26%	74%	0%	0%	733

Table 121. Percentage of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	26%	36%	38%	0%	0%	307
CHOICE	37%	39%	24%	0%	0%	315
Title III	60%	29%	11%	0%	0%	122
Unknown	48%	38%	14%	0%	0%	42
Sample Average	37%	36%	27%	0%	0%	786

Table 122. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	16%	84%	0%	0%	227
CHOICE	28%	72%	0%	0%	202
Title III	31%	67%	2%	0%	49
Unknown	32%	68%	0%	0%	22
Sample Average	23%	77%	0%	0%	500

Affordability

Table 123. Percentage of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	88%	6%	4%	2%	0%	0%	305
CHOICE	85%	8%	5%	1%	1%	0%	317
Title III	86%	6%	7%	1%	0%	0%	124
Unknown	88%	5%	7%	0%	0%	0%	42
Sample Average	86%	7%	5%	1%	0%	0%	788

Ranking of Priorities

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

	1 - Health Most Important	2	3	4 - Health Least Important	N
Medicaid Waivers	65%	23%	9%	3%	241
CHOICE	64%	23%	8%	5%	278
Title III	69%	20%	8%	3%	111
Unknown	58%	36%	3%	3%	36
Sample Average	65%	23%	8%	4%	666

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
Medicaid Waivers	8%	40%	39%	12%	241
CHOICE	8%	40%	39%	13%	277
Title III	5%	35%	50%	11%	111
Unknown	14%	39%	36%	11%	36
Sample Average	8%	39%	41%	12%	665

Table 126. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
Medicaid Waivers	22%	26%	38%	14%	241
CHOICE	21%	28%	39%	12%	276
Title III	22%	37%	32%	10%	111
Unknown	22%	19%	42%	17%	36
Sample Average	22%	28%	38%	13%	664

Table 127. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
Medicaid Waivers	5%	10%	14%	71%	241
CHOICE	8%	9%	14%	70%	276
Title III	5%	8%	11%	77%	111
Unknown	6%	6%	19%	69%	36
Sample Average	6%	9%	14%	71%	664

Appendix C: Indiana's State-Specific Questions

Table 128a. Types of living arrangements people would choose if they could (IN-1)

	Live on one's own in own home/apt. w/o supports	Live with family w/o supports	Live on one's own in an apt. complex that offers limited supported living services	Live on one's own in an ALF that provides help w/ self-care and medical needs	N
Medicaid Waivers	65%	23%	21%	8%	237
CHOICE	66%	17%	20%	8%	287
Title III	67%	19%	15%	7%	113
Unknown	61%	29%	16%	11%	38
Sample Average	65%	20%	19%	8%	675

Table 128b. Types of living arrangements people would choose if they could (IN-1) (continued)

	Live w/ a paid caregiver in a home/apt.	Live w/ others in small shared housing that provides supportive living services	Other	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	3%	1%	1%	4%	0%	237
CHOICE	3%	1%	2%	8%	0%	287
Title III	3%	1%	4%	7%	2%	113
Unknown	8%	3%	0%	8%	0%	38
Sample Average	3%	1%	2%	6%	1%	675

Table 129. Types of living arrangements people said were available in their communities (IN-2)

	Apt. complex that offers limited supported living services	ALF that provides help w/ self-care and medical needs	Small shared housing that provides supportive living services	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	56%	48%	16%	38%	0%	234
CHOICE	50%	46%	16%	41%	1%	284
Title III	57%	54%	15%	33%	1%	114
Unknown	50%	42%	13%	45%	0%	38
Sample Average	53%	48%	16%	39%	0%	670

Table 130. Percentage of people who have children or grandchildren under 18 living with them (IN-3)

	No, no children or grandchildren under 18	Grandchildren under 18	Children under 18	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	90%	3%	6%	0%	0%	241
CHOICE	96%	2%	1%	0%	0%	284
Title III	96%	4%	0%	0%	0%	114
Unknown	95%	0%	5%	0%	0%	38
Sample Average	94%	3%	3%	0%	0%	677

Table 131. How often people see the person who helps them the most (IN-4)

	Every Day	Several Times a Week	Once a Week	Less Than Once a Week	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	60%	32%	5%	1%	1%	0%	281
CHOICE	26%	57%	16%	1%	0%	0%	280
Title III	26%	46%	23%	4%	0%	0%	112
Unknown	36%	50%	11%	3%	0%	0%	36
Sample Average	40%	45%	12%	2%	0%	0%	709

Table 132. How long the person who helps people the most has been providing assistance to them (IN-5)

	Less Than 6 Months	6 Months to Less Than 1 Year	1 to 3 Years	More Than 3 Years	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	10%	10%	25%	54%	1%	0%	280
CHOICE	10%	12%	35%	42%	1%	0%	283
Title III	16%	12%	30%	42%	0%	0%	113
Unknown	13%	8%	34%	45%	0%	0%	38
Sample Average	11%	11%	31%	47%	1%	0%	714

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

Table 133. Percentage of people who reported having a service plan/plan of care⁵⁰

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	49%	38%	14%	0%	192
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	49%	38%	14%	0%	192

Table 134. People's level of involvement in deciding what is in their service plan/plan of care

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	1%	7%	10%	81%	1%	0%	72
CHOICE	n/a	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	1%	7%	10%	81%	1%	0%	72

Table 135. Percentage of people who remember their most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	29%	60%	10%	1%	72
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	29%	60%	10%	1%	72

⁵⁰ New item in 2019-2020.

Table 136. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	2%	98%	0%	0%	43
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	2%	98%	0%	0%	43

Table 137. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	5%	95%	0%	0%	43
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	5%	95%	0%	0%	43

Table 138. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there

	No	Some People	Yes	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	5%	2%	93%	0%	0%	43
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	5%	2%	93%	0%	0%	43

Table 139. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	5%	0%	0%	14%	81%	0%	0%	43
CHOICE	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	5%	0%	0%	14%	81%	0%	0%	43

Table 140. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	9%	86%	5%	0%	43
CHOICE	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	9%	86%	5%	0%	43

Table 141. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/ No Response	N
Medicaid Waivers	7%	5%	83%	5%	0%	42
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	7%	5%	83%	5%	0%	42

Table 142. Percentage of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
Medicaid Waivers	4%	14%	76%	6%	0%	72
CHOICE	n/a	n/a	n/a	n/a	n/a	0
Title III	n/a	n/a	n/a	n/a	n/a	0
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	4%	14%	76%	6%	0%	72