NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disability Adult Consumer Survey

2015–2016 North Carolina Results

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National Association of States United for Aging and Disabilities

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List of Abbreviations Used in This Report

ADRC – Aging and Disability Resource Centers

BI Medicaid Program – Brain Injury Medicaid Program

CIL – Centers for Independent Living

CMS – Centers for Medicare & Medicaid Services

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

ID/DD – Intellectual/Developmental Disability

MCO – Managed Care Organization

MFP – Money Follows the Person

N – Number of respondents

NASDDDS – National Association of State Directors of Developmental Disabilities Services

NASUAD – National Association of States United for Aging and Disabilities

OAA – Older Americans Act

PACE – Programs of All-Inclusive Care for the Elderly

PD Medicaid Program – Physical Disability Medicaid Program

QOL – Quality of Life

SNF – Skilled Nursing Facility

TBI/ABI – Traumatic/Acquired 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 brained injury (TBI/ABI)—who are accessing publicly-funded services through Medicaid, the Older Americans Act, skilled nursing facilities/nursing homes, and/or state-funded programs. The effort is coordinated by the National Association of States United for Aging and Disabilities[1] (NASUAD) and Human Services Research Institute (HSRI). Data for the project are gathered through a yearly in-person Adult Consumer Survey administered by state Aging, Disability, and Medicaid Agencies to a sample of at least 400 individuals. Indicators address key areas of concern such as service and care coordination, community participation, choice and decision making, employment, rights and respect, health care and safety. NCI-AD data measure the performance of state long term services and supports (LTSS) systems and help state agencies with quality improvement initiatives, strategic planning, and legislative and funding prioritization. The project officially launched in mid-2015 with 13 participating states[2]. For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey Mid-Year Results 2015-2016: Shortened Data Collection Cycle*.

NCI-AD Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure approximately 50 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals. Indicators are organized across eighteen broader domains and address key areas of concern, including employment, respect/rights, service coordination, care

[1] NASUAD is the membership organization for state Aging, Disability, and Medicaid directors.

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

coordination, choice, and health and safety. An example of an indicator around Service Coordination is: "Proportion of people who receive the services that they need."

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the Access indicator that measures "Proportion of people who get needed equipment, assistive devices" is measured by several survey questions that ask about the person's need for various equipment and devices. The following Figure 1 details NCI-AD domains and corresponding indicators.

Figure 1. NCI-AD Domains and indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
Choice and Decision Making	Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time
Relationships	Proportion of people who are able to see or talk to their friends and families when they want to
	Proportion of people who are (not) lonely
Satisfaction	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with what they do during the day
	Proportion of people who are satisfied with staff who work with them
Service Coordination	Proportion of people who know who to call with a complaint, concern, or question about their services
	Proportion of people whose CM talks to them about any needs that are not being met
	Proportion of people who can get in contact with their CM when they need to
	Proportion of people who receive the services that they need
	Proportion of people finding out about services from service agencies
	Proportion of people who want help planning for future need for services

Domain	NCI-AD Indicator
	Proportion of people who have an emergency plan in place
	Proportion of people whose support workers come when they are supposed to
	Proportion of people who use a relative as their support person
Care Coordination	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up
	Proportion of people who know how to manage their chronic conditions
Access	Proportion of people who have adequate transportation
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
	Proportion of people who have access to information about services in their preferred language
Safety	Proportion of people who feel safe at home
	Proportion of people who feel safe around their staff/ caregiver
	Proportion of people who feel that their belongings are safe
	Proportion of people whose fear of falling is managed
	Proportion of people who are able to get to safety quickly in case of an emergency
Health Care	Proportion of people who have been to the ER in the past 12 months
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
	Proportion of people who can get an appointment their doctor when they need to
	The proportion of people who have access to mental health services when they need them
Wellness	The proportion of people in poor health
	Proportion of people with unaddressed memory concerns
Medications	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others

Domain	NCI-AD Indicator
	Proportion of people whose staff/worker/caregiver treat them with respect
Self-Direction of Care	Proportion of people self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	Proportion of people who have a paid job
	Proportion of people whose job pays at least minimum wage
	Proportion of people who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who have ever had to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
	Proportion of people who have decision-making assistance
Control	Proportion of people who feel in control of their lives

Organization of the Survey

The NCI-AD Adult Consumer Survey consists of a pre-survey form, a background information section, the in-person interview questions, and an interviewer feedback form. An additional Proxy Version of the survey is available for surveys conducted only with a proxy respondent. Each is described below.

Pre-Survey Information: This form has questions that help the interviewer prepare for the meeting. Pre-Survey information is not received by HSRI, is not analyzed and thus is not included in this report; it is for interviewer use only.

Background Information: This section consists of questions about the consumer's demographics, residence, and services and supports. Data are generally collected from state records, case managers, or a combination of both; when information is not available or is incomplete, the interviewer is responsible for collecting the missing background items at the end of the interview.

In-person interview questions: This section includes all questions for the full in-person interview. The survey is broken-out into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). This section is completed one-on-one with the person whenever possible. However, some questions throughout the survey may be answered (or assisted with) by a proxy respondent (e.g. family member or close friend) if the person receiving services is unable to respond or has asked for assistance with responding.

Proxy Version: This version of the survey is used when the person receiving services is unable to complete ***any*** of the survey or has asked that a proxy complete the survey on their behalf. This version includes only the questions that may be answered by a proxy respondent and has rephrased questions to reflect that questions are about the individual receiving services.

Interviewer Feedback: This form is completed by the interviewer after the interview to record information such as the length and place of the meeting, any problematic questions encountered, and general feedback for the project team.

NCI-AD in North Carolina

The North Carolina Department of Health and Human Services, Division of Aging and Adult Services (DAAS) in partnership with the Division of Medical Assistance (DMA) and the University of North Carolina's Carolina Institute for Developmental Disabilities (UNCCIDD), NASUAD and HSRI implemented the 2015-2016 NCI-AD Adult Consumer Survey in North Carolina. DAAS and its sister agency DMA welcomed NASUAD's offer to take part in an independent assessment of North Carolina's Home and Community Care Block Grant (HCCBG) services, Older Americans Act (OAA) and Medicaid funded programs. Preparations for this project got under way in late 2014. Funding for the project was provided by DMA's Money Follows the Person (MFP) program and DAAS. Participant interviews were conducted under contract with UNCCIDD who also conducts

the NCI-DD in North Carolina. Data derived from the project will be used to inform work being conducted by DMA's Long-Term Services and Supports (LTSS) section, Medicaid and DAAS home and community based programs that support older adults and adults with disabilities.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in North Carolina in 2015-2016 was nine hundred sixty-five (Total N=965). Five program populations were included in the survey sample.

Home and Community Care Block Grant Services (HCCBG): This program is funded by a combination of the Older Americans Act, Social Services Block Grant, state and local dollars. It provides community-based services for older adults ages 60 and older. Services include home delivered meals, congregate dining, in-home aide at varying levels, transportation, adult day care and senior home improvement. Individuals must receive services 3 or more times per week to be eligible for the NCI-AD survey. Two hundred ninety-six people (N=296) from this program were included in the sample.

Program of All-Inclusive Care for the Elderly (PACE): This program is funded through Medicare and Medicaid. It serves individuals who are 55 years of age and older who require nursing home level of care and want to remain in the community. It provides care to the individual in the home; services include in-home personal care services and home health care. PACE also provides a PACE Center that includes a primary care clinic, therapy, personal care, and dining. Fifty-seven people (N=57) from this program were included in the sample.

Community Alternative Programs for Disabled Adults (CAP/DA): This program is funded through a 1915(c) Medicaid Waiver. It provides adult day health, case management, institutional respite, personal care aide, care advisor, FMS, personal assistance, assistive technology, community transition, home accessibility and adaptations, meal preparation and delivery, non-institutional respite, participant goods and services, Personal Emergency Response Services or PERS, specialized medical equipment supplies-nutritional supplements, specialized medical equipment supplies-reusable incontinence supplies, specialized medical equipment supplies-medication dispensing boxes, training/education and consultative services for aged

individuals 65 and over and individuals with disabilities ages 18-64. Two hundred twenty-four people (N=224) from this program were included in the sample.

Money Follows the Person (MFP): This program is funded through Medicaid. It helps adults ages 18 and over to transition from an institutional setting to a home in the community by providing services and support to help them transition. Fifty-six people (N=56) from this program were included in the sample.

Skilled Nursing Facilities: This is a Medicaid fee for service program. It serves adults 18 and older who meet nursing facility level of care and reside in a nursing home setting, which provides skilled 24-hour medical care. Three hundred thirty-one people (N=331) from this program were included in the sample.

Figure 2 below summarizes the programs included in North Carolina's sample, the number of surveys completed per program, and the number of participants eligible to be included in the survey by program. Also included are calculations of margin of error for each program's estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating somewhat less conservative margins of error. Based on the data collected so far (including evidence from the large-scale pilot conducted during development phase of the NCI-AD Adult Consumer Survey), it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual programs. Resulting margins of error are shown under both assumptions. Both scenarios use all completed surveys as sample program N in the calculations. Readers should be cautioned that for some survey items, the actual number of valid responses may be smaller than the number of completed surveys. This is explained in more detail in the following section "Organization of Results".

Figure 2. Programs included, number of surveys, and margins of error

Program	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
Home and Community Care Block Grant Services (HCCBG)	296	54,000	95% Confidence Level, 5.7% Margin of Error	95% Confidence Level, 5.2% Margin of Error
PACE	57	1,014	95% Confidence Level, 12.6% Margin of Error	95% Confidence Level, 11.6% Margin of Error
Community Alternative Programs for Disabled Adults (CAP/DA)	224	16,003	95% Confidence Level, 6.5% Margin of Error	95% Confidence Level, 6% Margin of Error
MFP-Money Follows the Person	56	112	95% Confidence Level, 9.3% Margin of Error	95% Confidence Level, 8.5% Margin of Error
Skilled Nursing Facilities	331	43,867	95% Confidence Level, 5.4% Margin of Error	95% Confidence Level, 4.9% Margin of Error
Total	**965**[3]	**114,996**		

Survey Process

DAAS contracted with the University of North Carolina's Carolina Institute for Developmental Disabilities (UNCCIDD) to conduct the NCI-AD in-person survey. DAAS, UNCCIDD NASUAD and HSRI staff conducted two day-long training sessions in two locations with the nearly 30 interviewers in May of 2015. The majority of the interviewers were the same staff who had conducted the NCI-DD interviews and brought a great deal of experience and feedback to those sessions. In conducting NCI-DD interviews UNCCIDD staff were familiar with both HSRI and the process used to conduct the interviews and collect the data. The training for the most part consisted of a review of the survey, a conversation about the differences between the two

[3] Program was missing for 1 case.

populations and guidance in the event that the interviewer came across issues regarding abuse neglect and/or exploitation. Data entry and some other elements were only reviewed due to the contractor's experience with that system. Interviews (965) were conducted throughout the summer and data were passed along to HSRI in September 2015. Nearly 1900 individuals were identified as possible participants. An extensive campaign was conducted to get the word out to possible participants and stakeholders that included case managers, social workers, senior center and congregate dining site directors and nursing home management staff. Random sampling was provided by the Division of Medical Assistance (DMA) and the various programs serving the target population.

Stakeholders

As previously stated the stakeholders included programs and services provided by Medicaid and through the Home and Community Care Block Grant. Staff at the various sites and those providing case management services to individuals were also involved. These included regional PACE staff, Area Agency on Aging staff and provider personnel as well as nursing home social services staff, DMA, the Division of Health Service Regulation (DHSR), personal care services staff and many others.

Organization of Results

The following section of the report presents findings from North Carolina's 2015-16 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the five programs included in the sample, as well as the North Carolina state average. The number of respondents for each program and the state as a whole is also shown. For rules on collapsing response options, please refer to Appendix A.

The Ns (number of respondents for each individual program and the state) shown in each chart is the number of valid responses to that survey item. That number may be smaller than the total number of completed surveys for a number of reasons:

- Certain questions in the survey could only be asked of the target interviewee – i.e. no proxy respondents were allowed for those questions. As the number of completed surveys includes both the full in-person surveys and the proxy surveys, these questions were only asked in the full in-person survey and thus have a smaller number of respondents.
- Only valid responses were included in both denominator and numerator. The Ns also represent the number of valid responses only. Unclear, refused and, unless otherwise stated, "don't know" responses were excluded.
- The survey contains a number of 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 a question is skipped due to survey logic, that particular respondent does not contribute to the calculations for the item and does not contribute to the N.

North Carolina state average is a weighted state estimate. A weighted estimate is needed because North Carolina proportionally oversampled some of its programs – i.e. some programs constituted a larger proportion of the sample than they did as proportion of population receiving services. To account for these programs being proportionally over-represented in the state sample, statistical weights were developed and applied when estimating state averages. Applying these weights in effect "re-balances" the disproportionate representation of programs in the sample, and results in a state estimate that one would expect if the programs were sampled proportionately to the populations they serve. For exact calculations of state weights please contact the project team.

Un-collapsed data showing all categories of responses by program and the sample overall are shown in tabular format in Appendix B. Please note that the "sample average" in Appendix B is a simple average and is different from the state average, as it presents unweighted data (i.e. no weights that account for disproportionate sampling of programs have been applied).

Limitations of Data

This report does not provide benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall. Rather, it is up to the state to decide whether its score or percentage is an acceptable performance level. The results charts throughout this report display program scores relative to one another and to North Carolina weighted state average. It is up to public managers, policy-makers, and other stakeholders to decide whether a program's result relative to the state

average suggests that changes or further investigation are necessary. In addition, caution should be used comparing a program's result relative to another program due to similarities and differences between program participants.

Extreme caution should be exercised when interpreting results where the sample size is small. The sample sizes for each program are shown in each chart and table. Anytime the sample size is smaller than 20, the N is also asterisked. Reader should be very careful interpreting results based on small Ns; in fact, no conclusions should be drawn – instead, the reader should treat the data as suggestive and informational only.

Community Participation

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

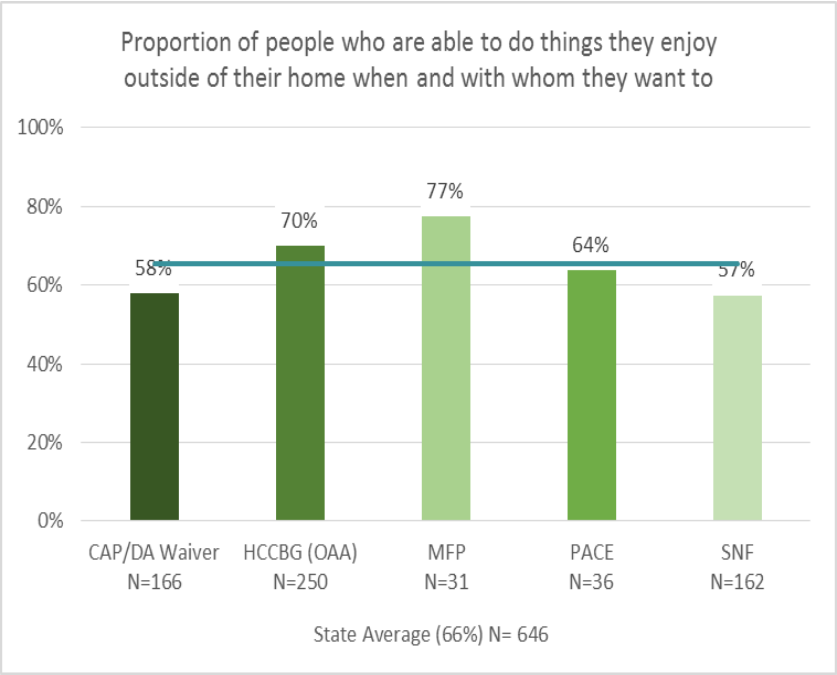
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

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

Un-collapsed data for state and programs are shown in Appendix B.

Graph 1. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to.



Choice and Decision Making

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

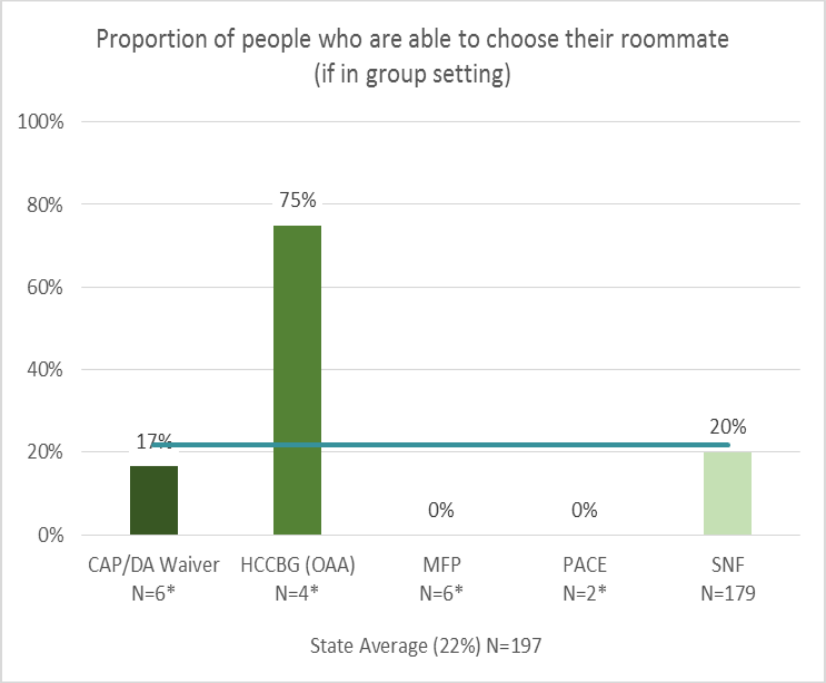
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time

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

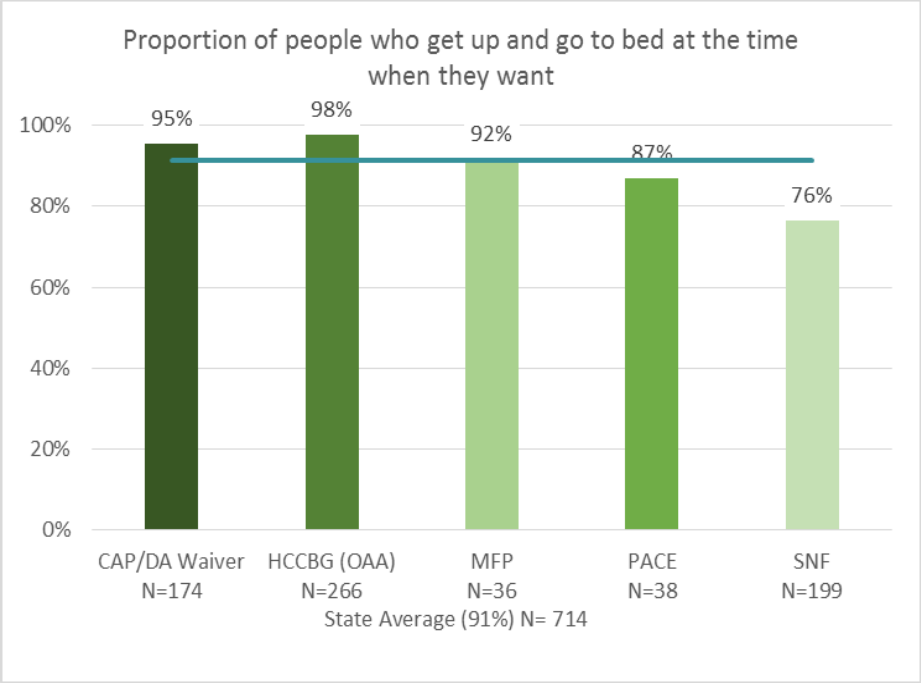
Un-collapsed data for state and programs are shown in Appendix B.

Graph 2. Proportion of people who are able to choose their roommate (if in group setting)

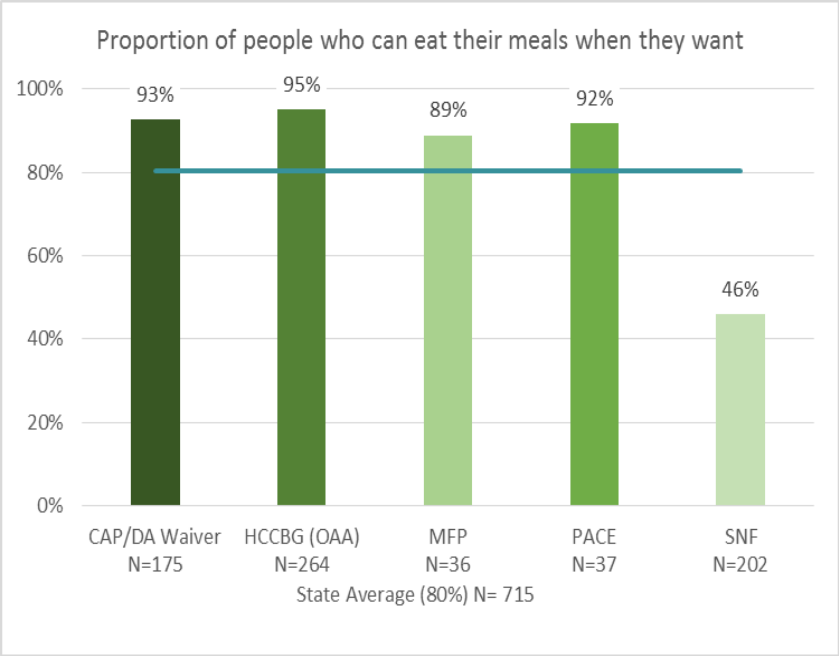


* Very small number of responses

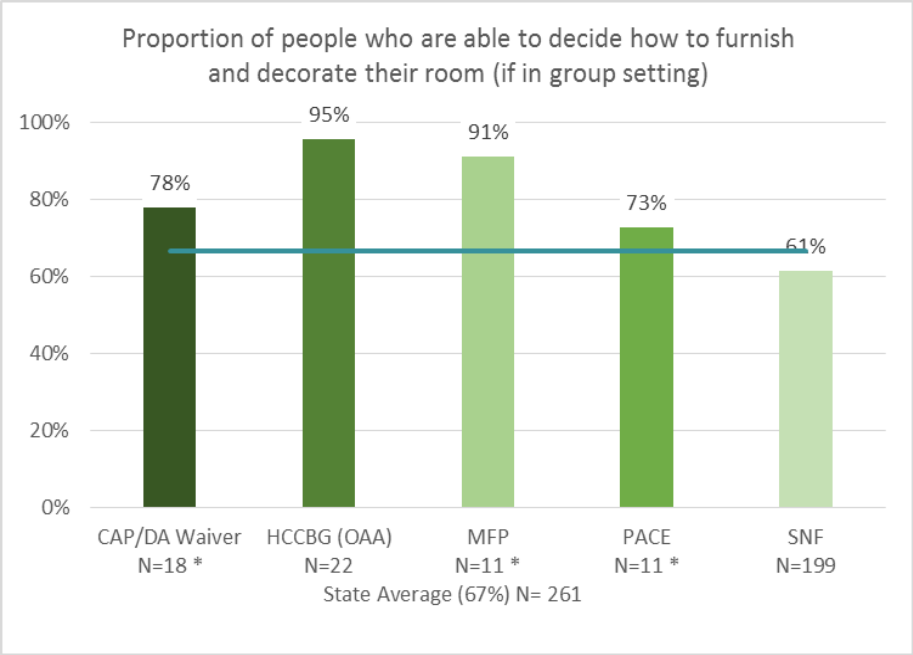
Graph 3. Proportion of people who get up and go to bed at the time when they want



Graph 4. Proportion of people who can eat their meals when they want



Graph 5. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)



* Very small number of responses

Relationships

People have friends and relationships and do not feel lonely.

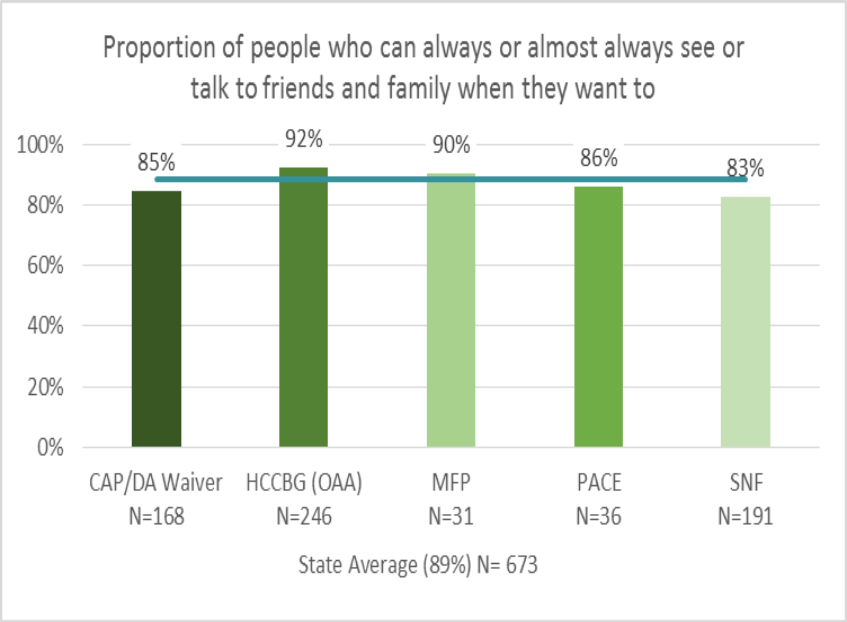
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to see or talk to their friends and families when they want to.
2. Proportion of people who are (not) lonely.

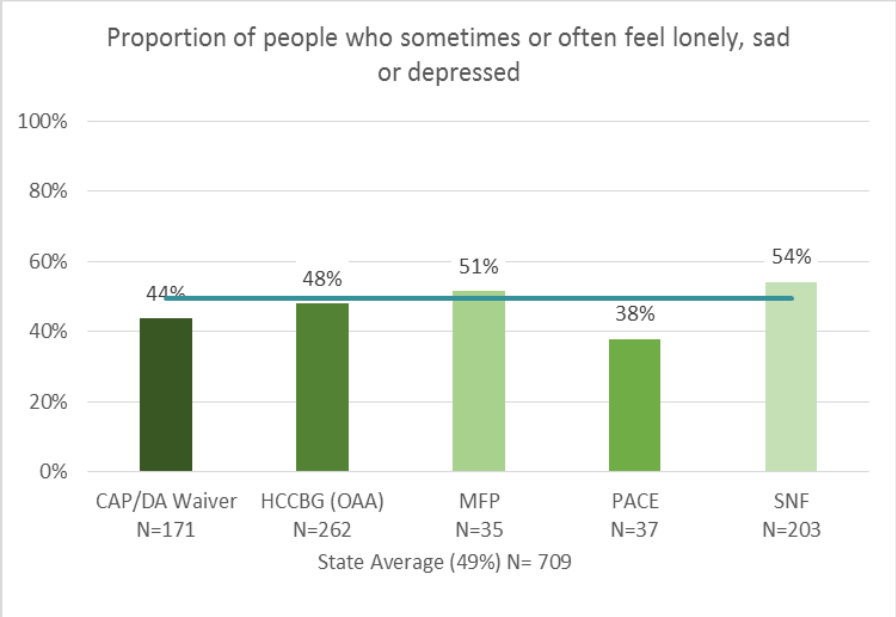
There are three survey items that correspond to the Relationship domain.

Un-collapsed data for state and programs are shown in Appendix B.

Graph 6. Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Graph 7. Proportion of people who sometimes or often feel lonely, sad or depressed



Satisfaction

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

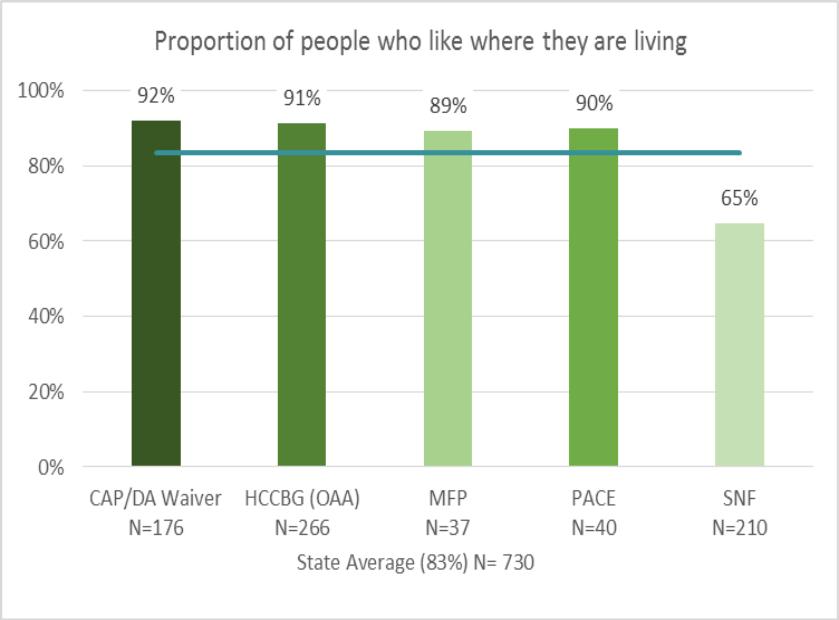
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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

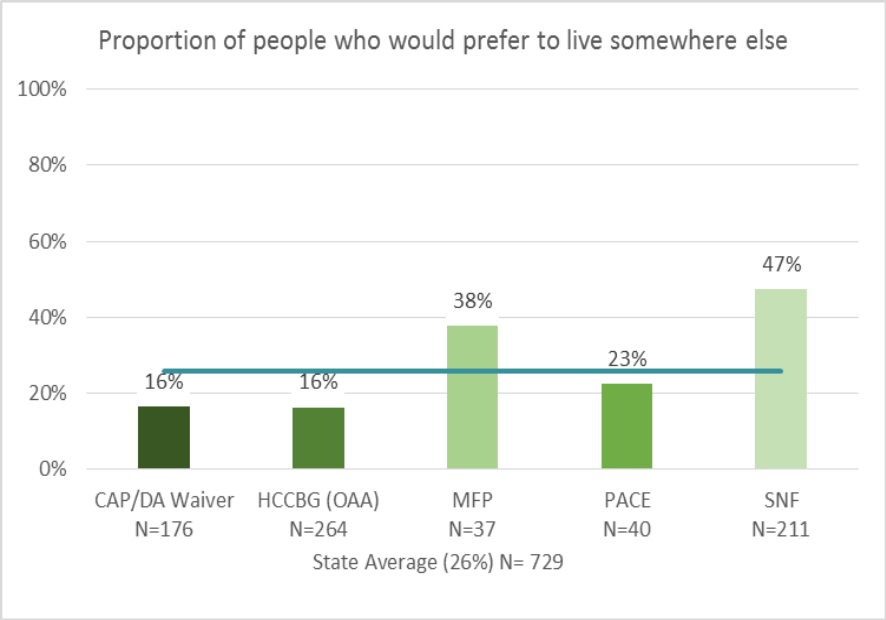
There are seven survey items that correspond to the Satisfaction domain.

Un-collapsed data for state and programs are shown in Appendix B.

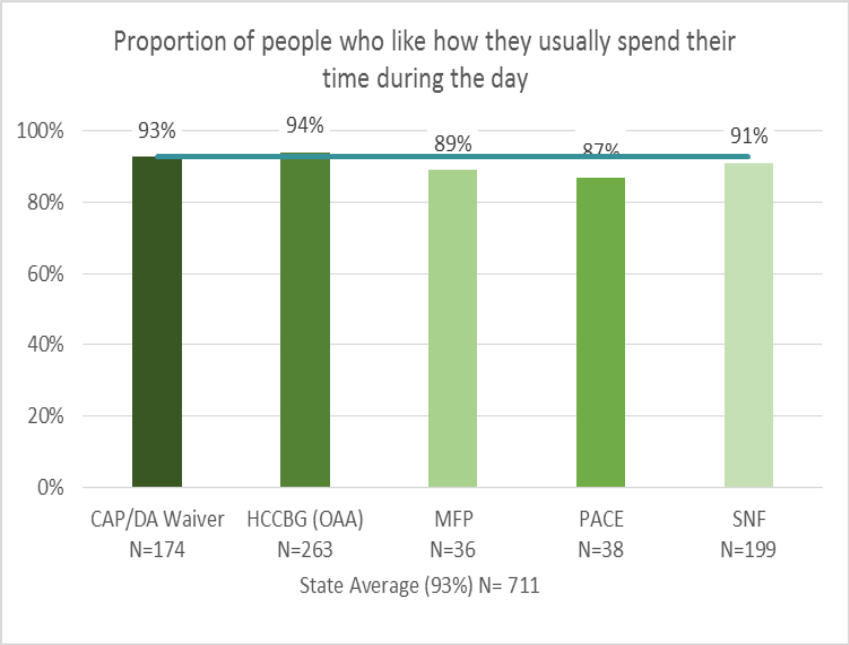
Graph 8. Proportion of people who like where they are living



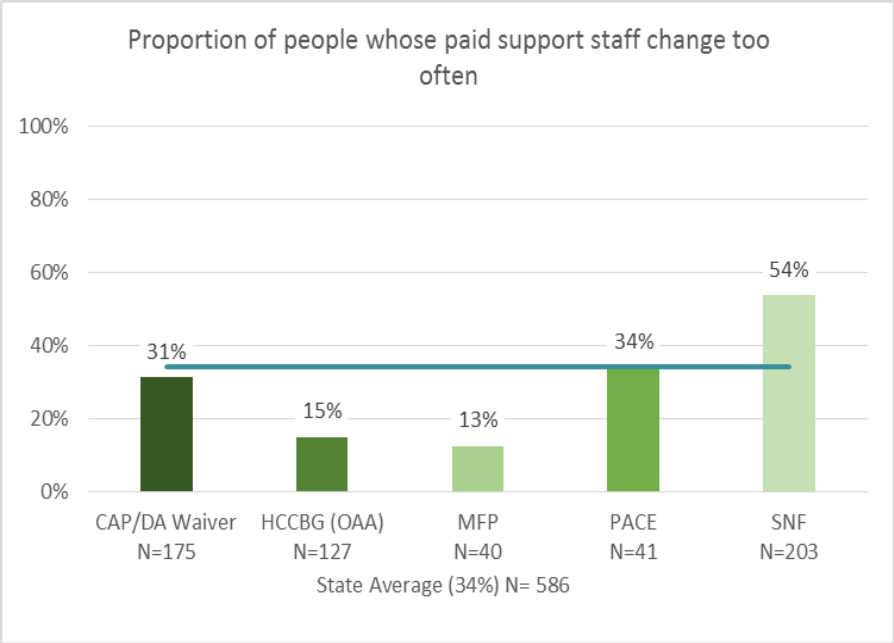
Graph 9. Proportion of people who would prefer to live somewhere else



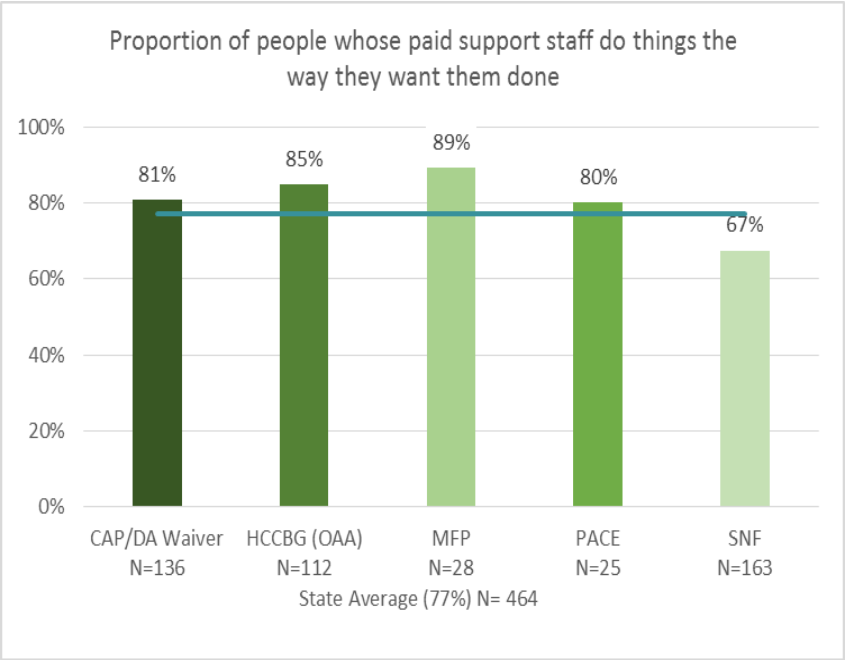
Graph 10. Proportion of people who like how they usually spend their time during the day



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



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



Service Coordination

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

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

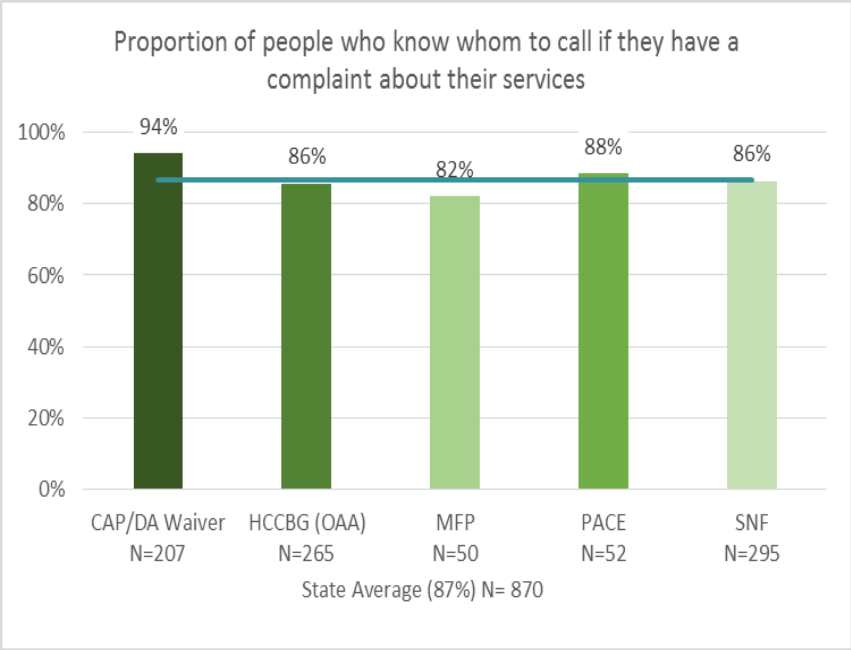
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies[4]
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person

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

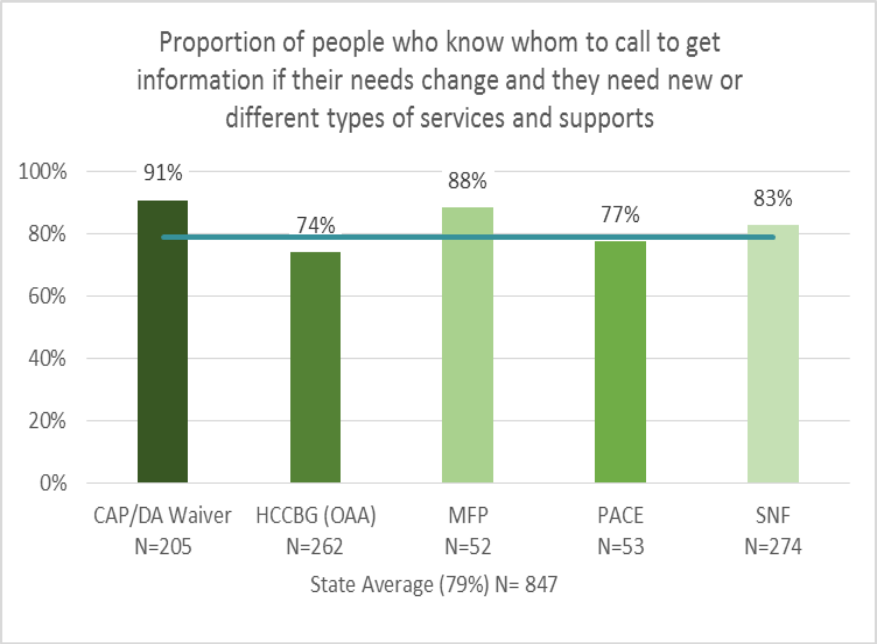
Un-collapsed data for state and programs are shown in Appendix B.

[4] Data shown in Appendix B only

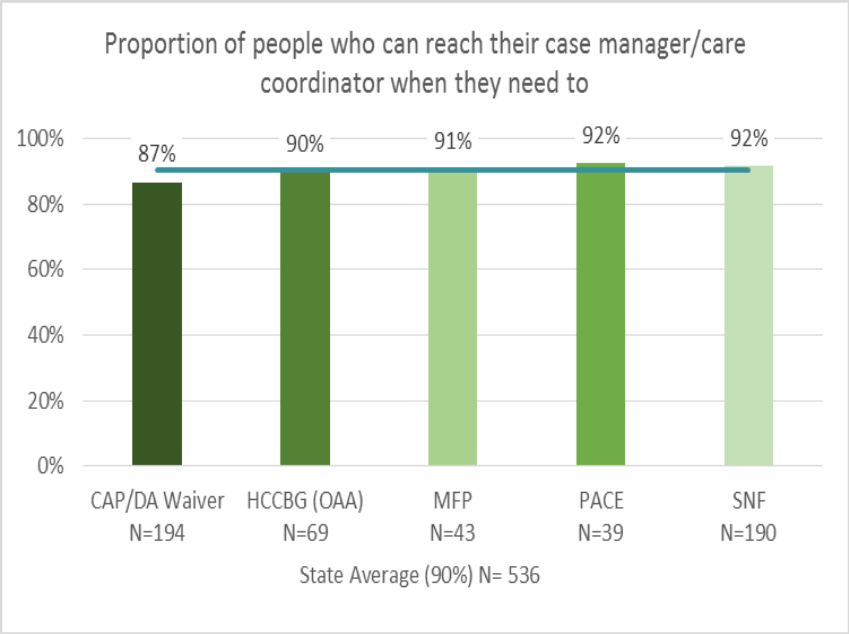
Graph 13. Proportion of people who know whom to call if they have a complaint about their services



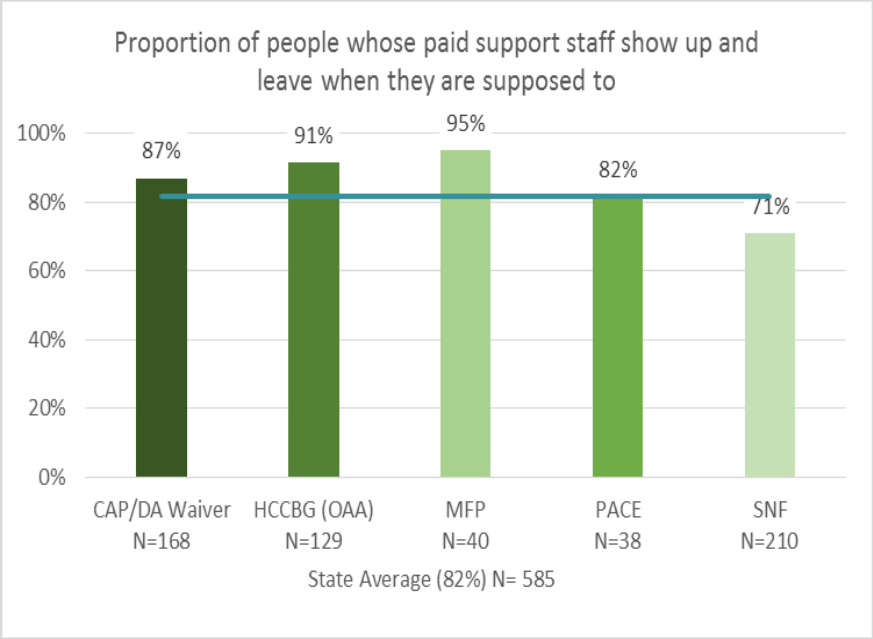
Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



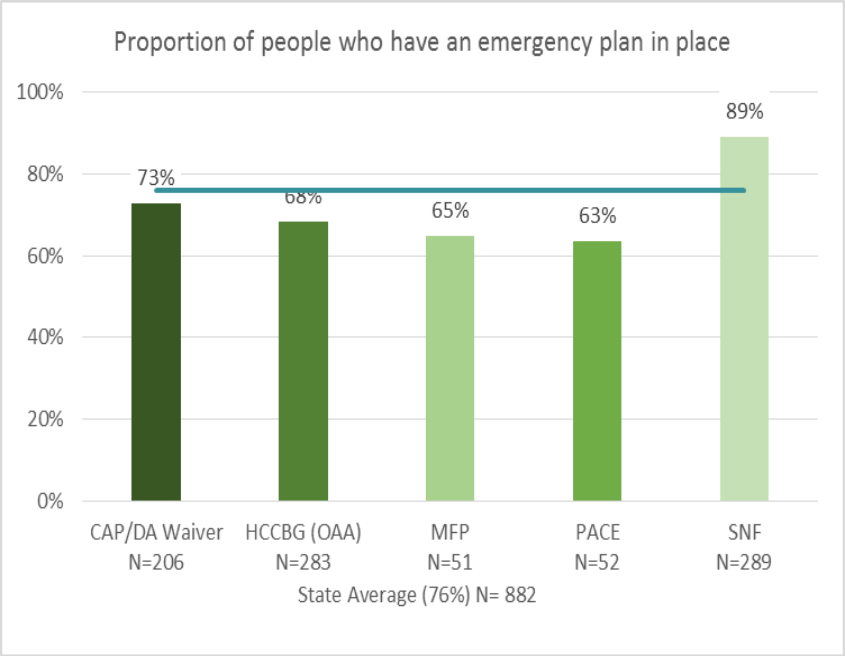
Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



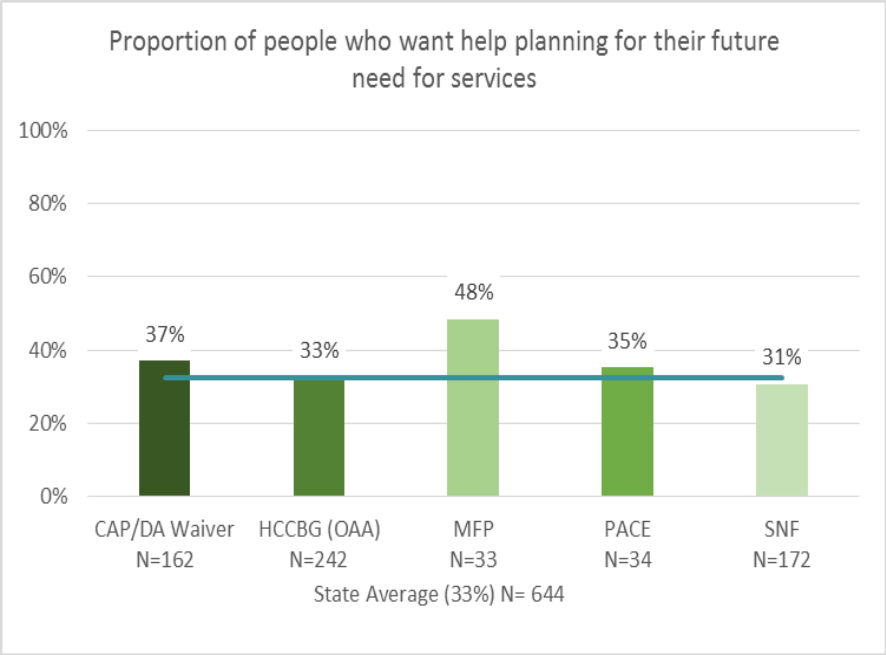
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



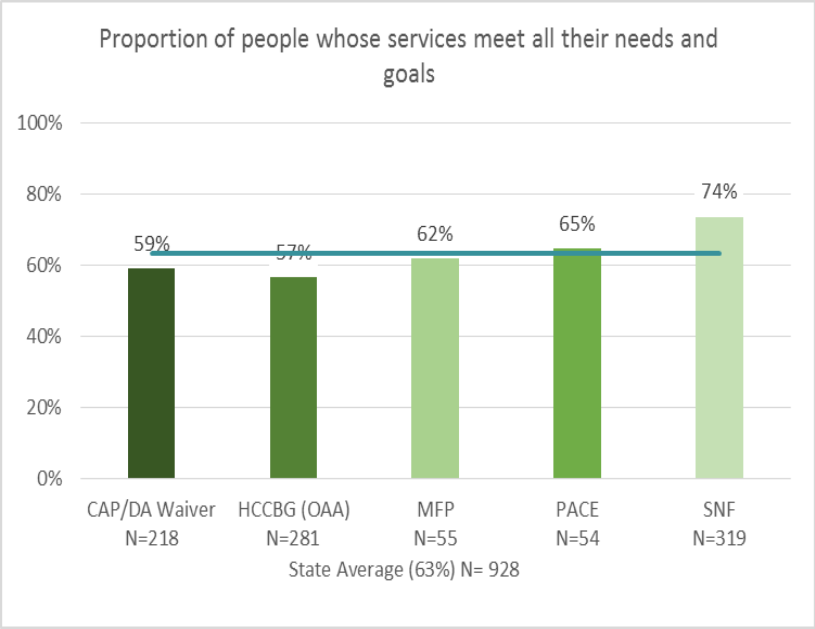
Graph 17. Proportion of people who have an emergency plan in place



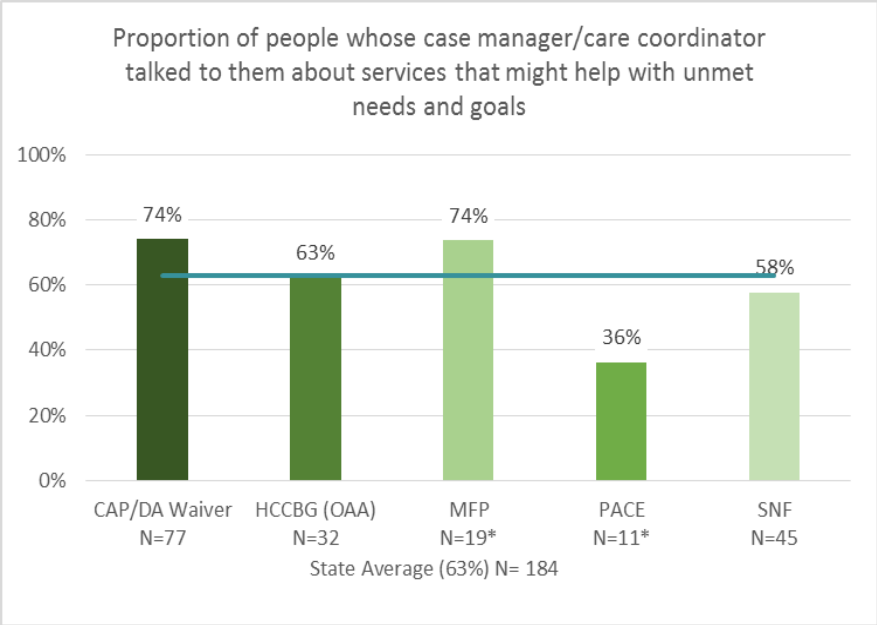
Graph 18. Proportion of people who want help planning for their future need for services



Graph 19. Proportion of people whose services meet all their needs and goals

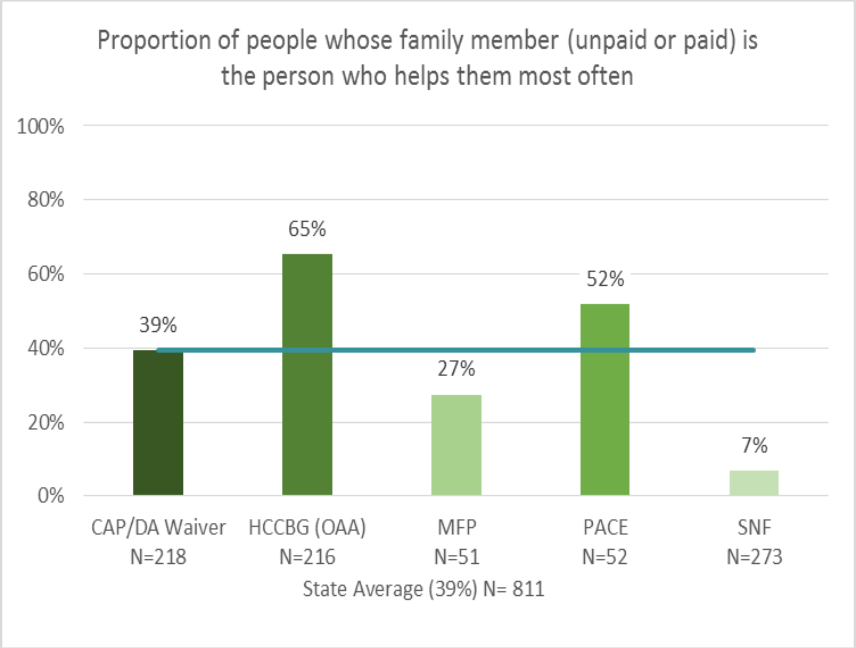


Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

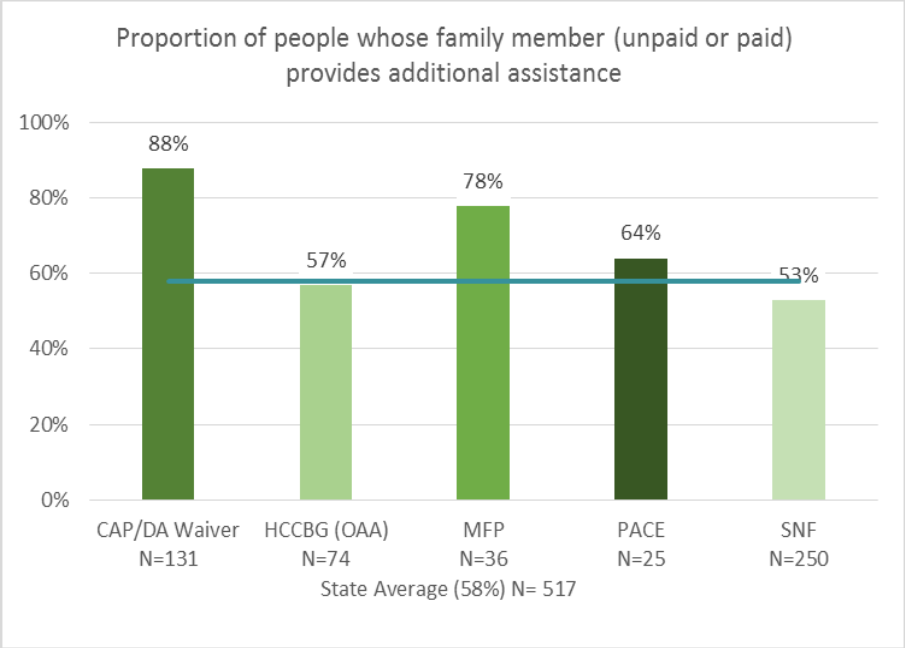


* Very small number of responses

Graph 21. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



Graph 22. Proportion of people whose family member (unpaid or paid) provides additional assistance



Care Coordination

Individuals are provided appropriate coordination of care.

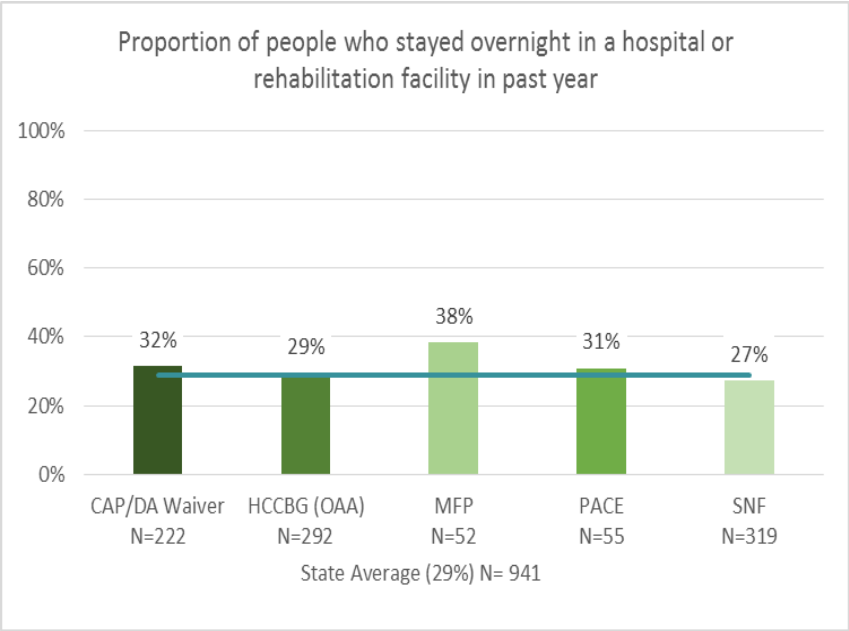
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.
2. Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.
3. Proportion of people who know how to manage their chronic conditions.

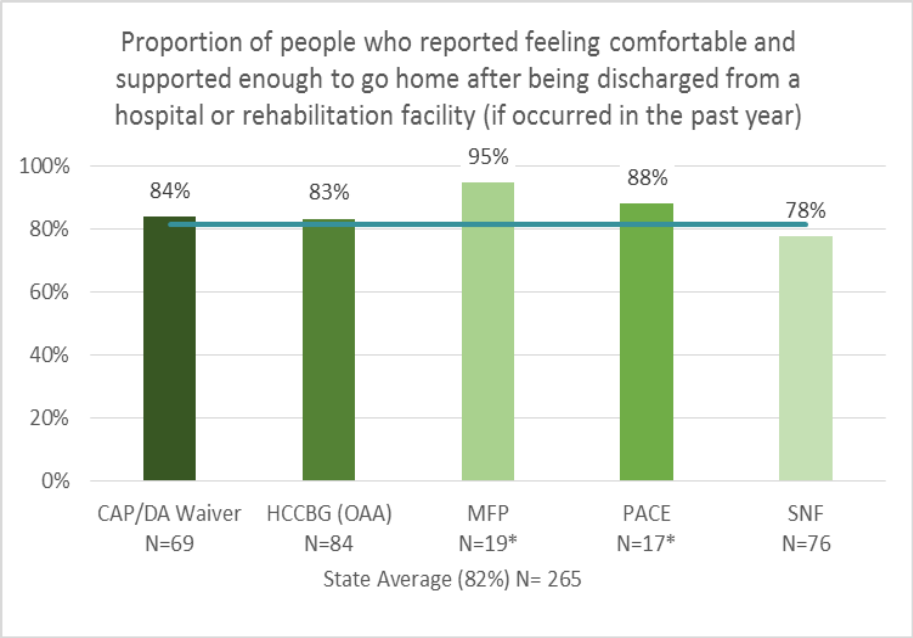
There are five survey items that correspond to the Care Coordination domain.

Un-collapsed data for state and programs are shown in Appendix B.

Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

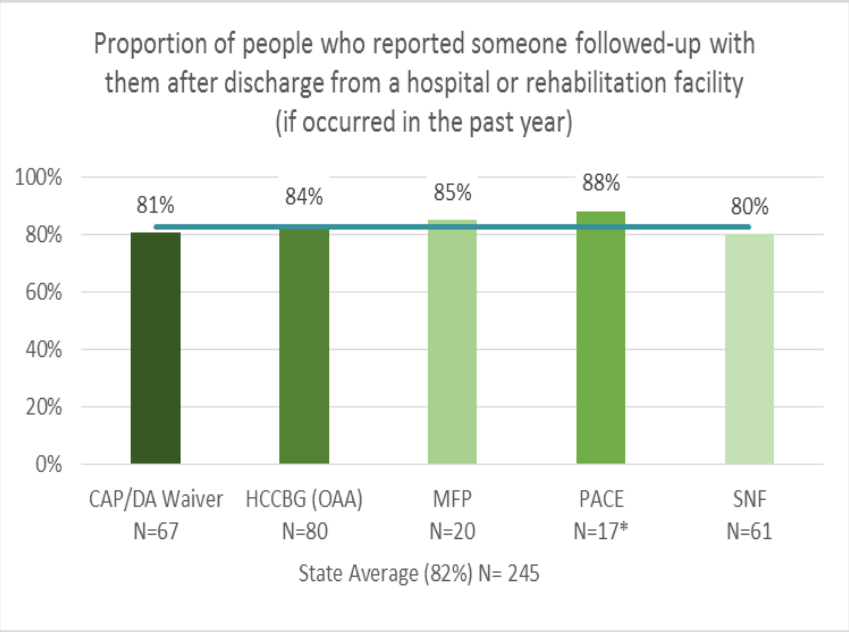


Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



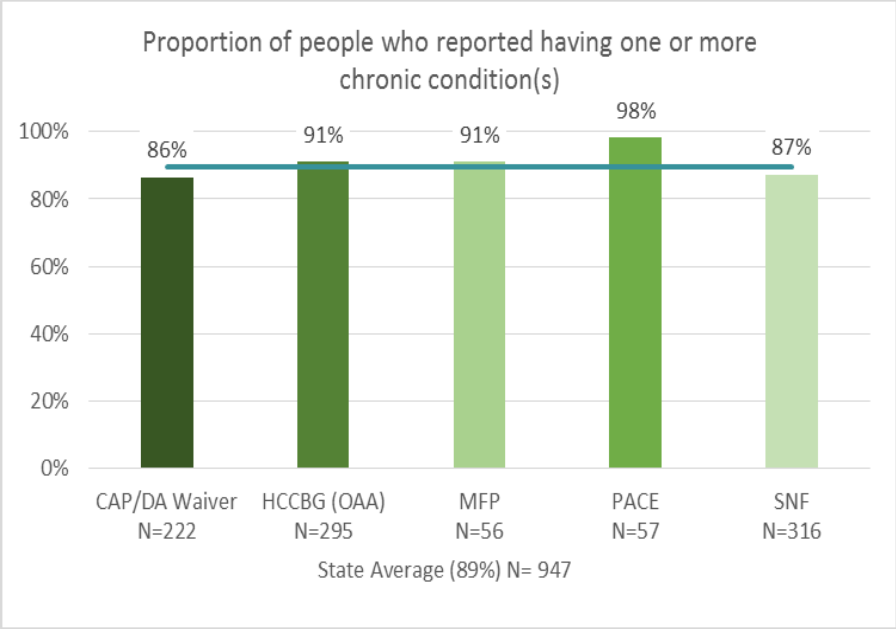
* Very small number of responses

Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

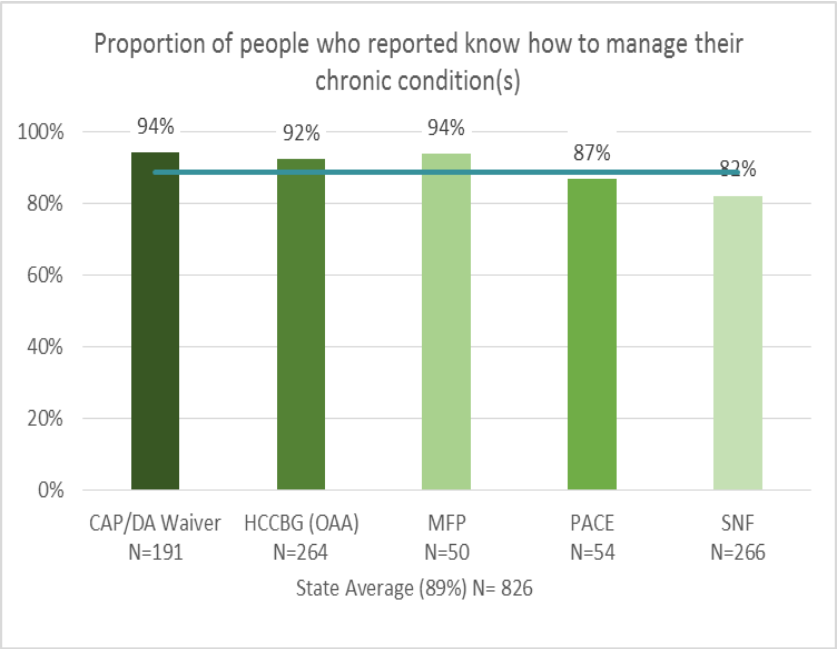


* Very small number of responses

Graph 26. Proportion of people who reported having one or more chronic condition(s)



Graph 27. Proportion of people who reported know how to manage their chronic condition(s)



Access

Publicly funded services are readily available to individuals who need and qualify for them.

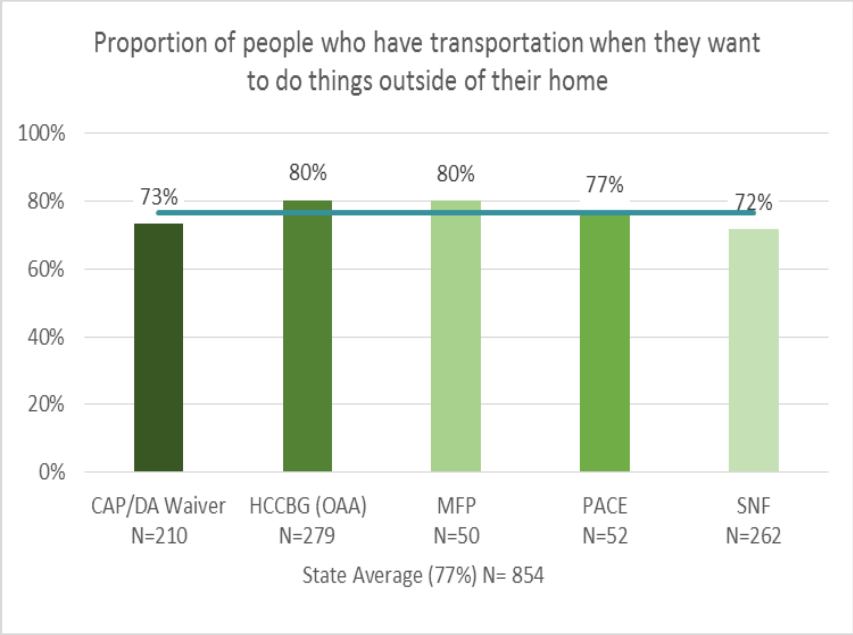
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation.
2. Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
3. Proportion of people who have access to information about services in their preferred language.

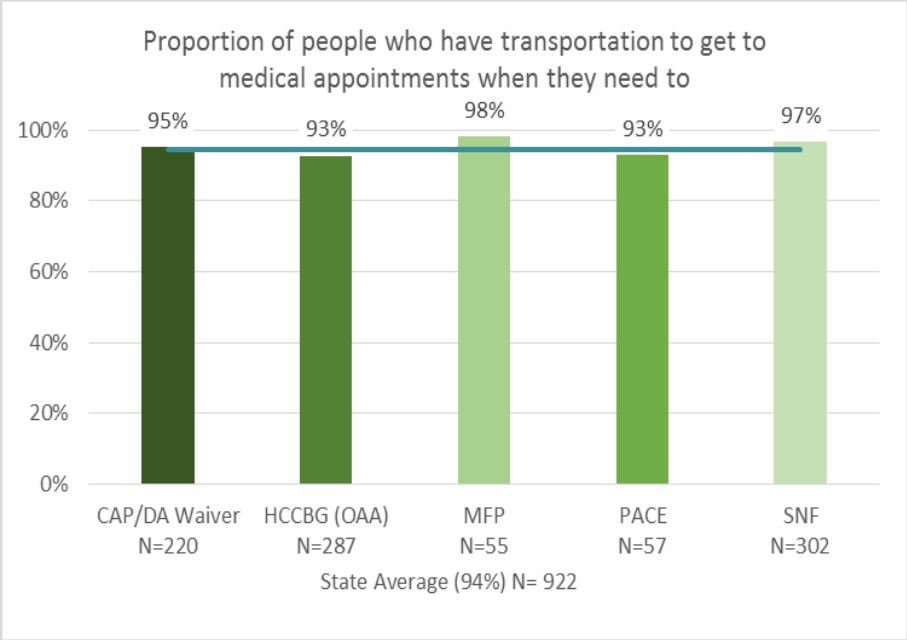
There are five survey items that correspond to the Access domain.

Un-collapsed data for state and programs are shown in Appendix B.

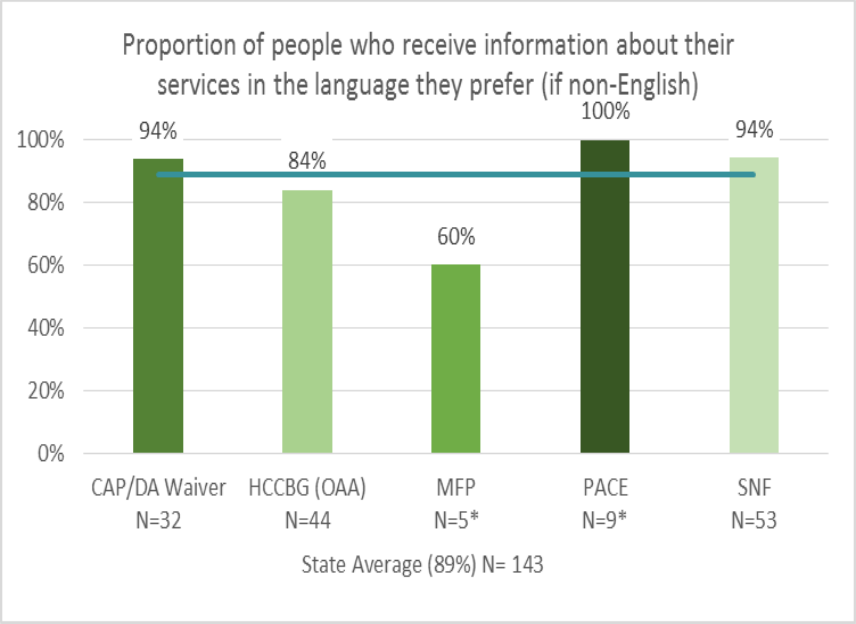
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



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

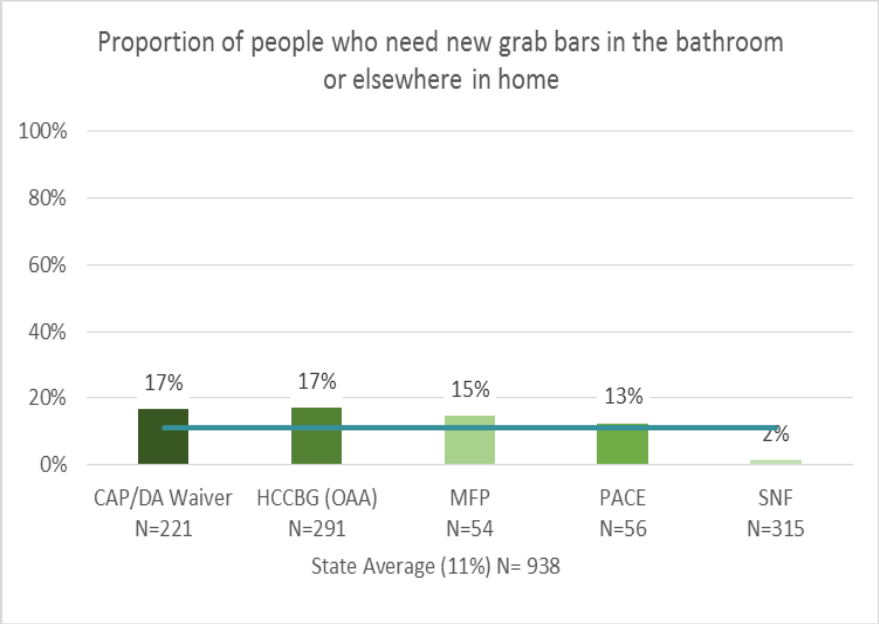


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

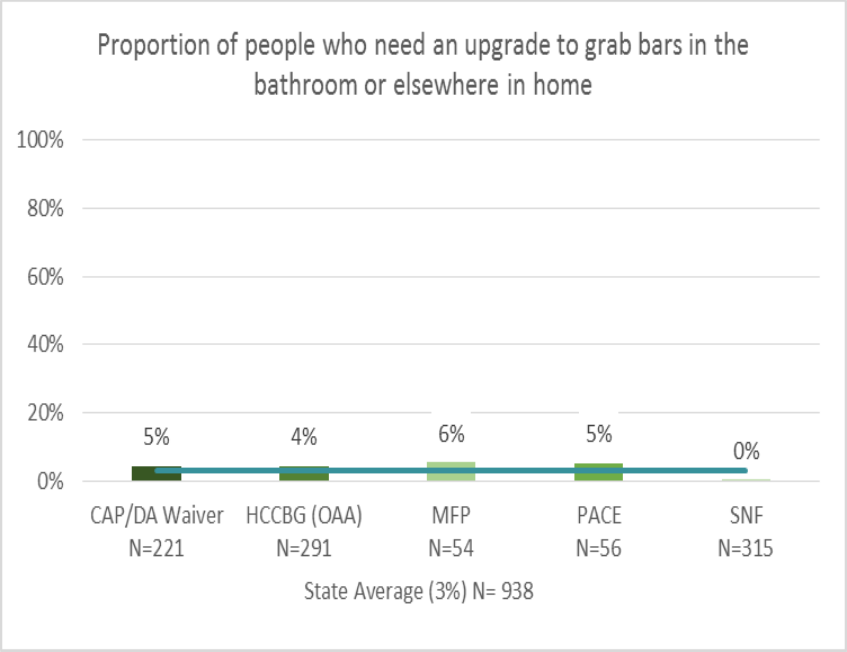


* Very small number of responses

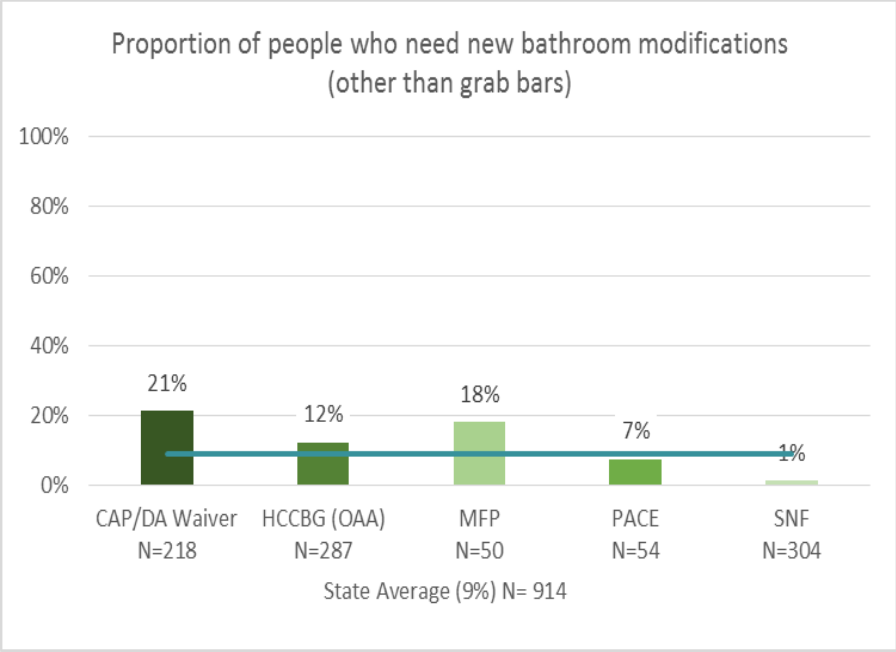
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



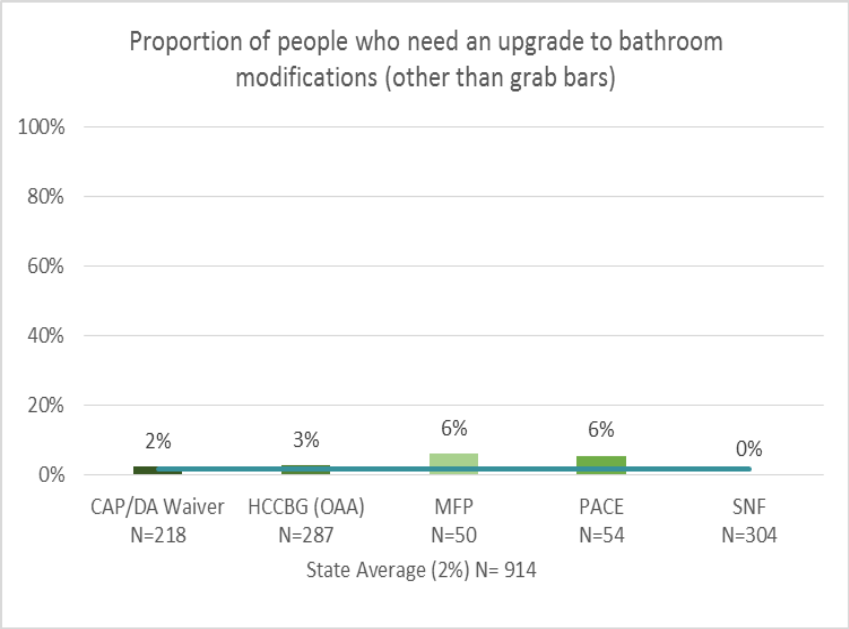
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



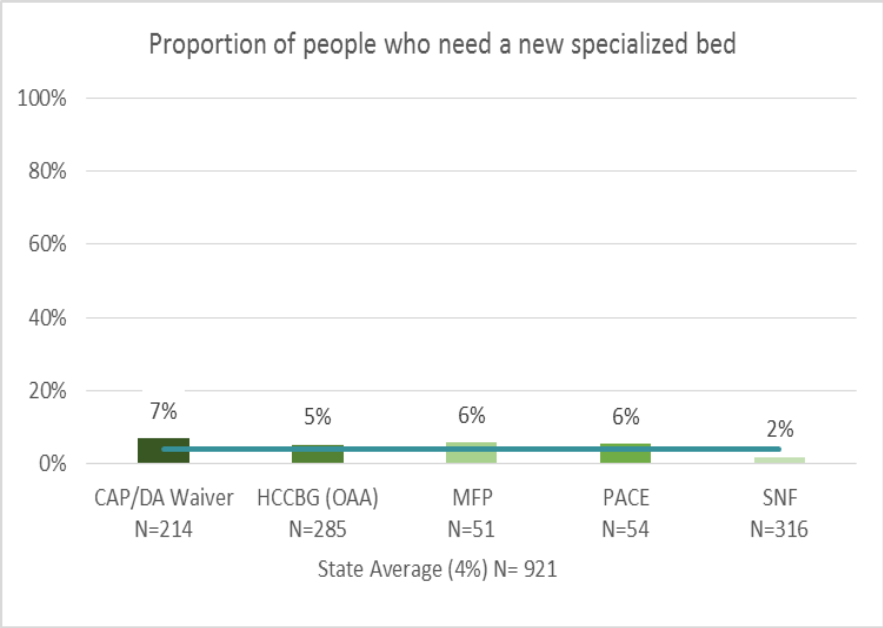
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



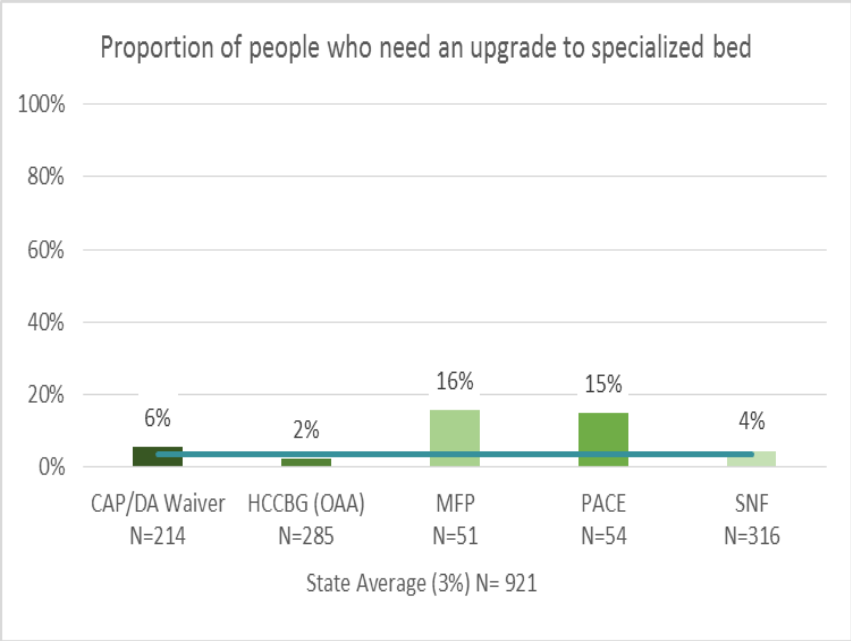
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



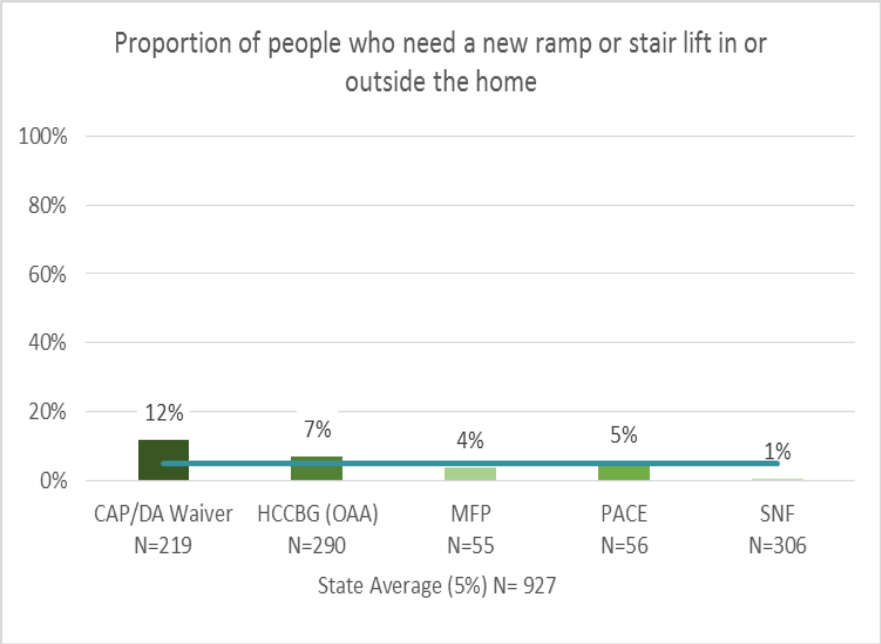
Graph 35. Proportion of people who need a new specialized bed



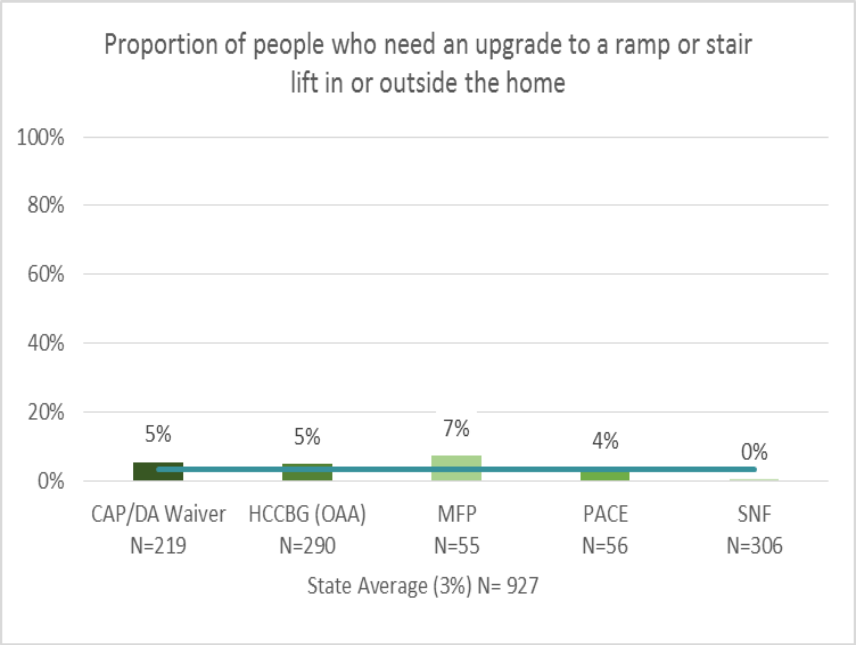
Graph 36. Proportion of people who need an upgrade to specialized bed



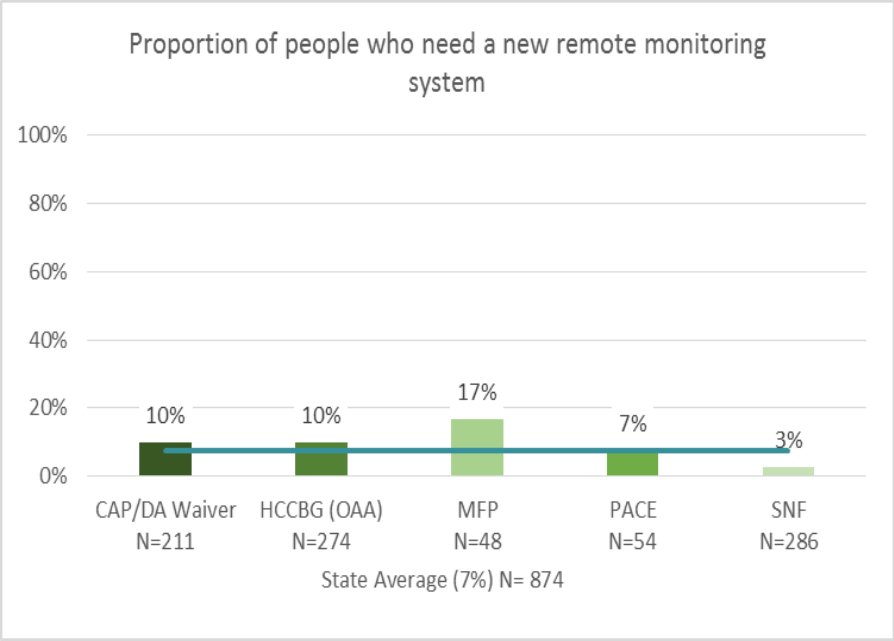
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



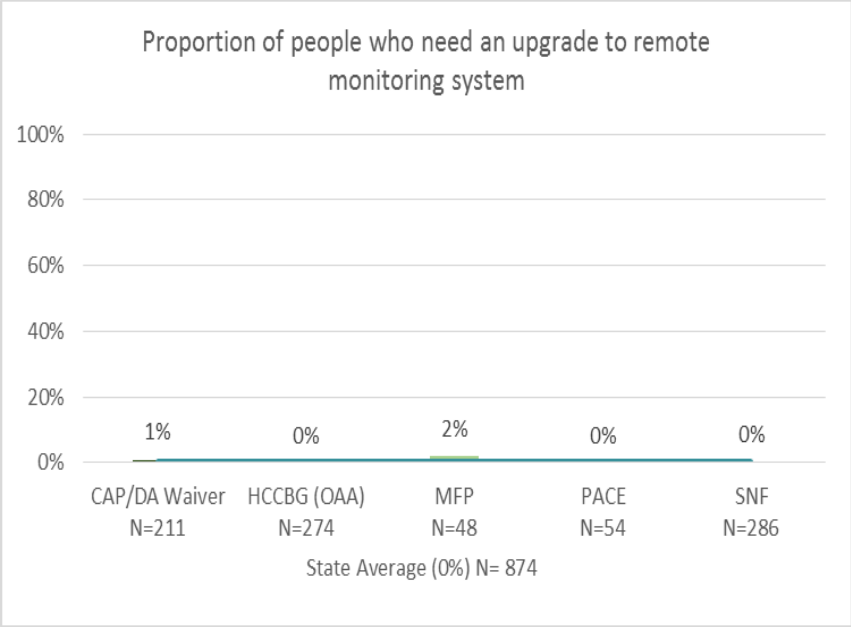
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



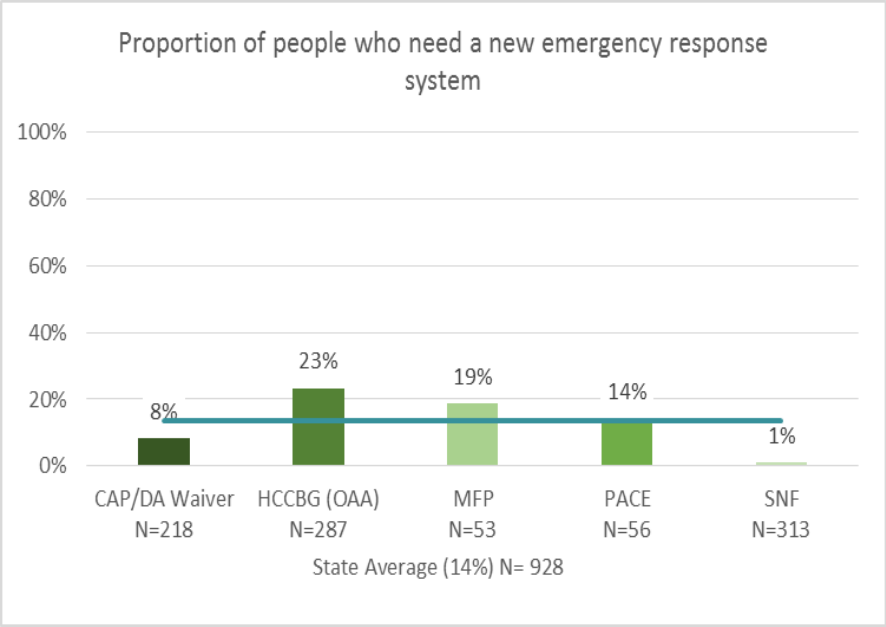
Graph 39. Proportion of people who need a new remote monitoring system



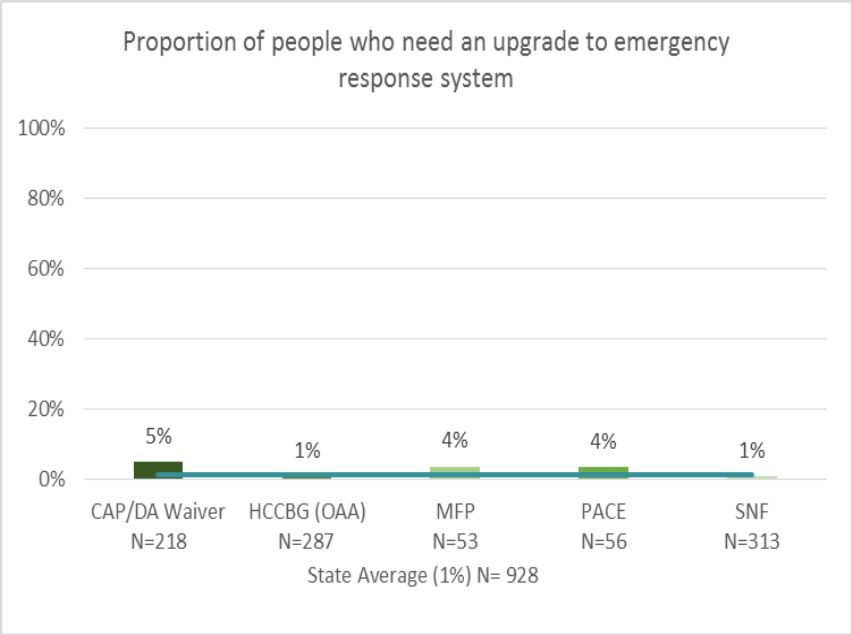
Graph 40. Proportion of people who need an upgrade to remote monitoring system



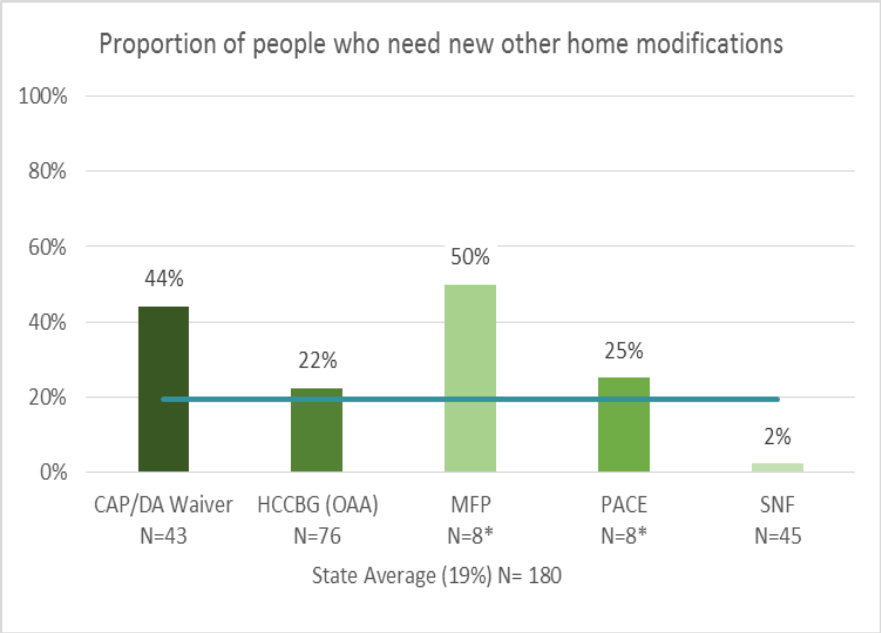
Graph 41. Proportion of people who need a new emergency response system



Graph 42. Proportion of people who need an upgrade to emergency response system

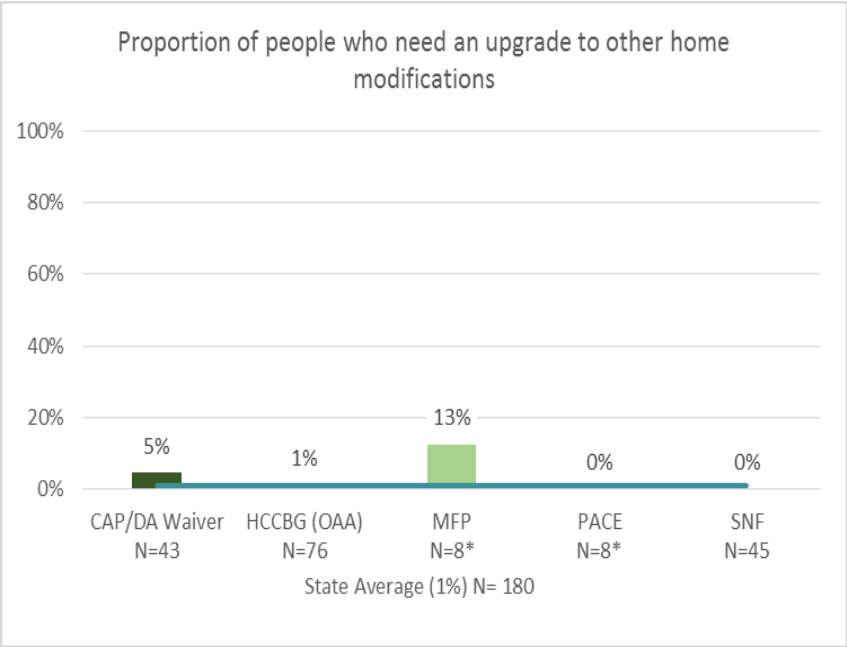


Graph 43. Proportion of people who need new other home modifications



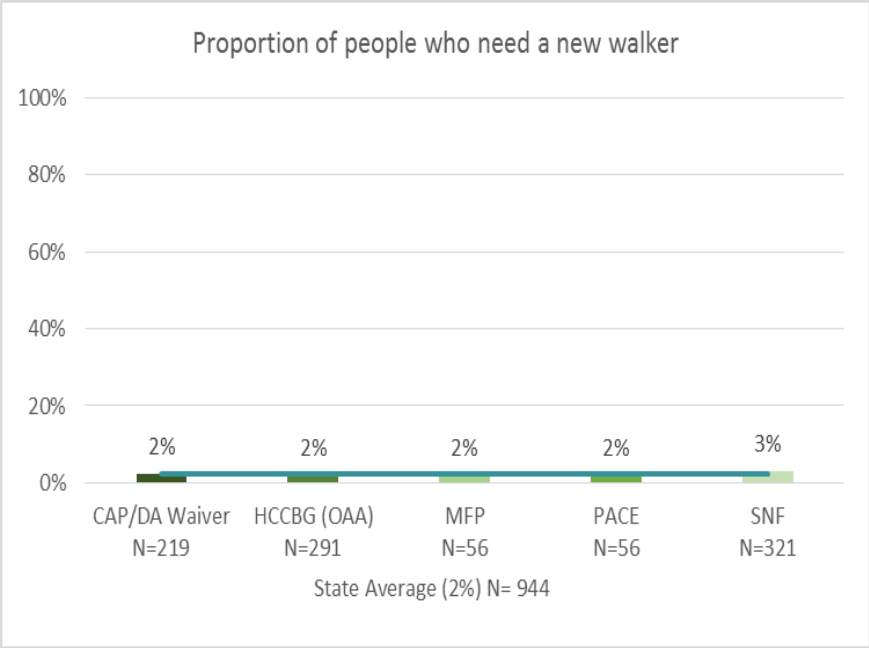
* Very small number of responses

Graph 44. Proportion of people who need an upgrade to other home modifications

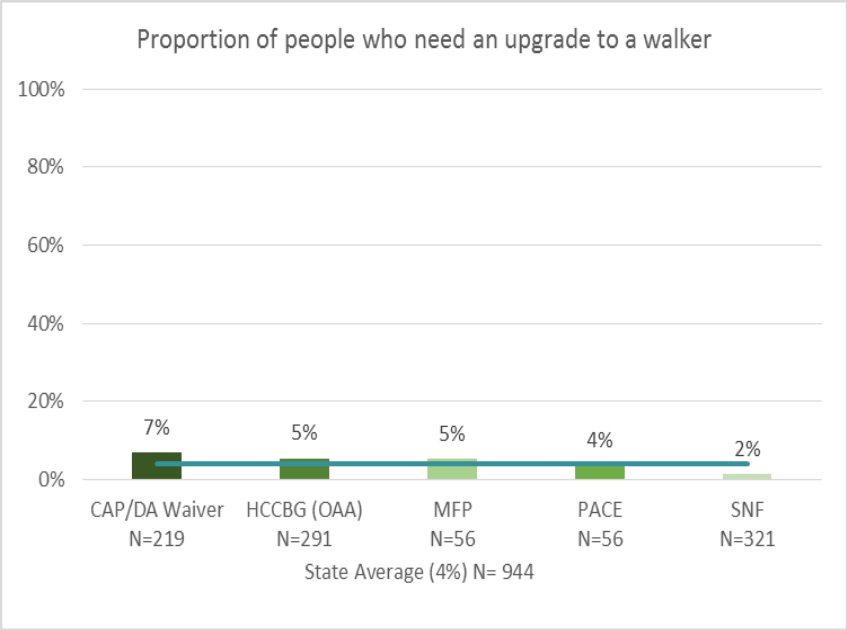


* Very small number of responses

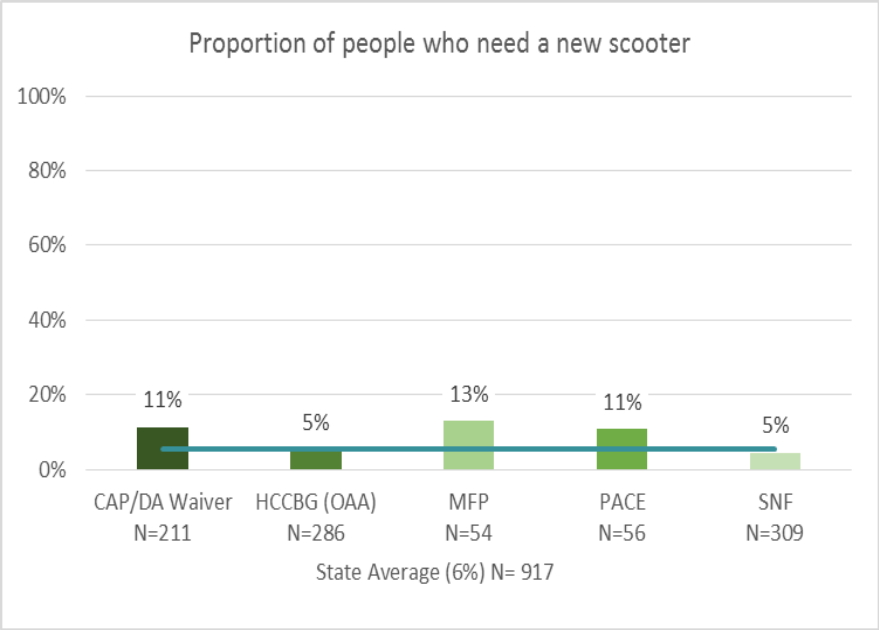
Graph 45. Proportion of people who need a new walker



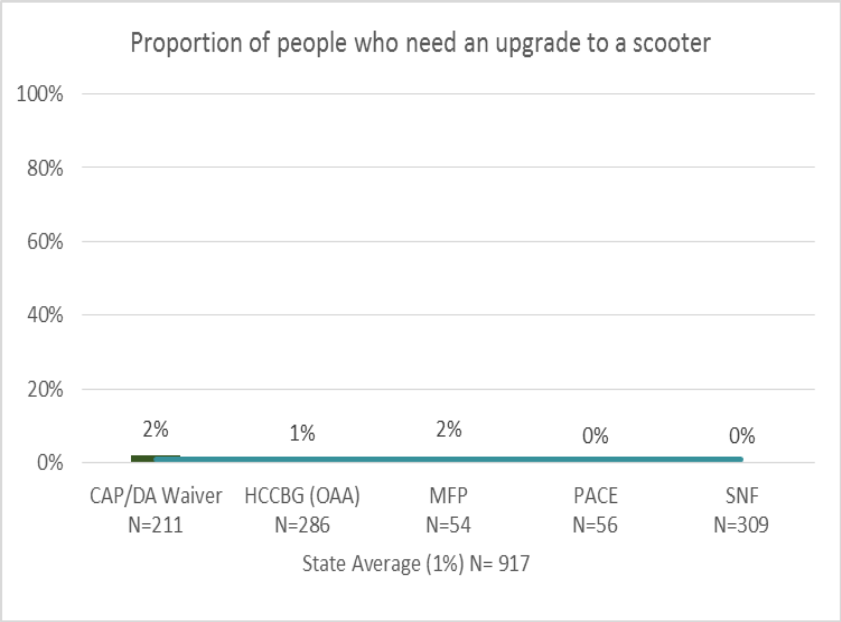
Graph 46. Proportion of people who need an upgrade to a walker



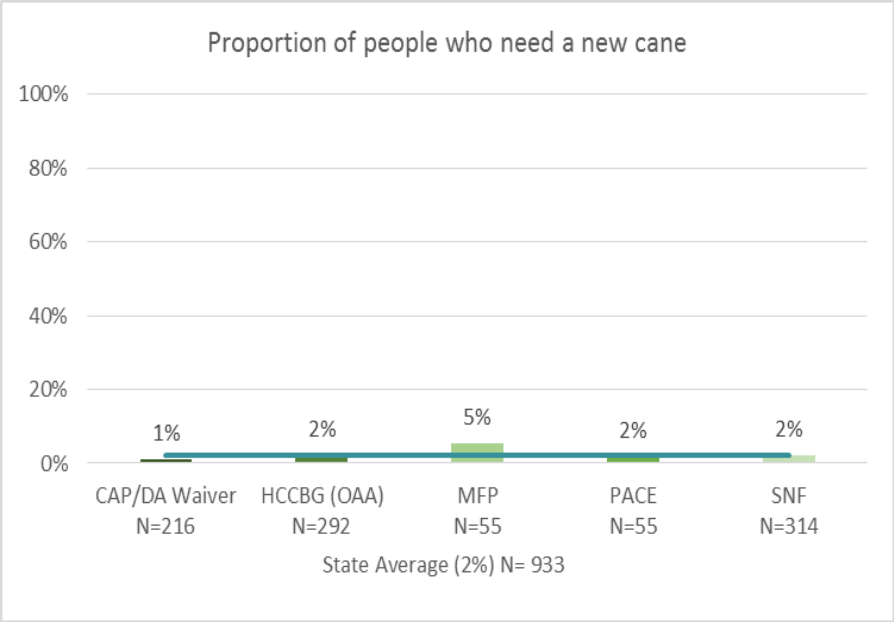
Graph 47. Proportion of people who need a new scooter



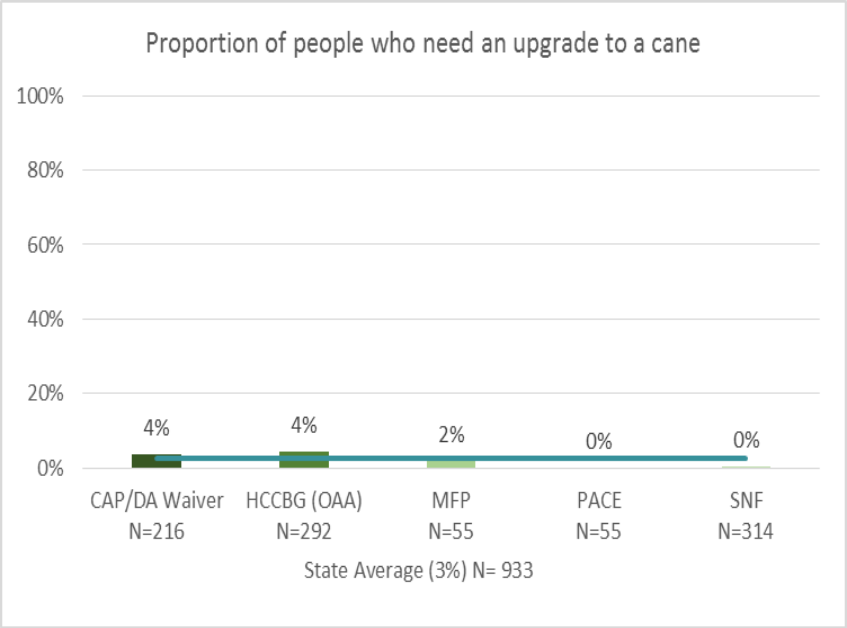
Graph 48. Proportion of people who need an upgrade to a scooter



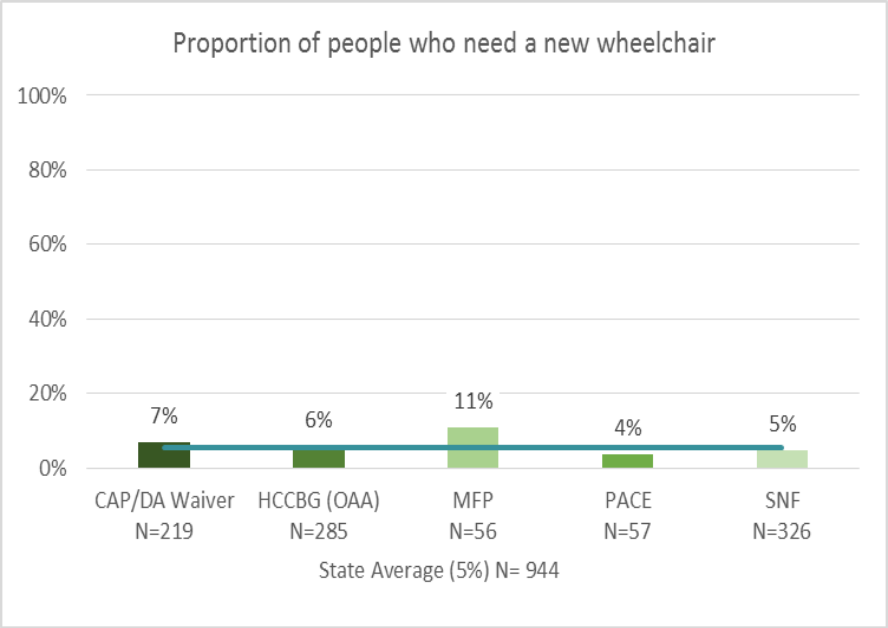
Graph 49. Proportion of people who need a new cane



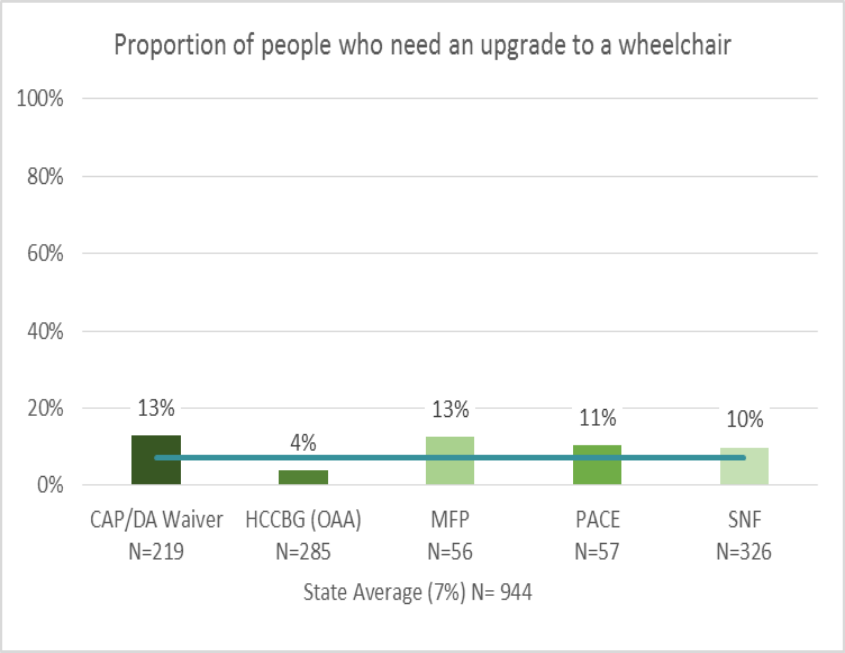
Graph 50. Proportion of people who need an upgrade to a cane



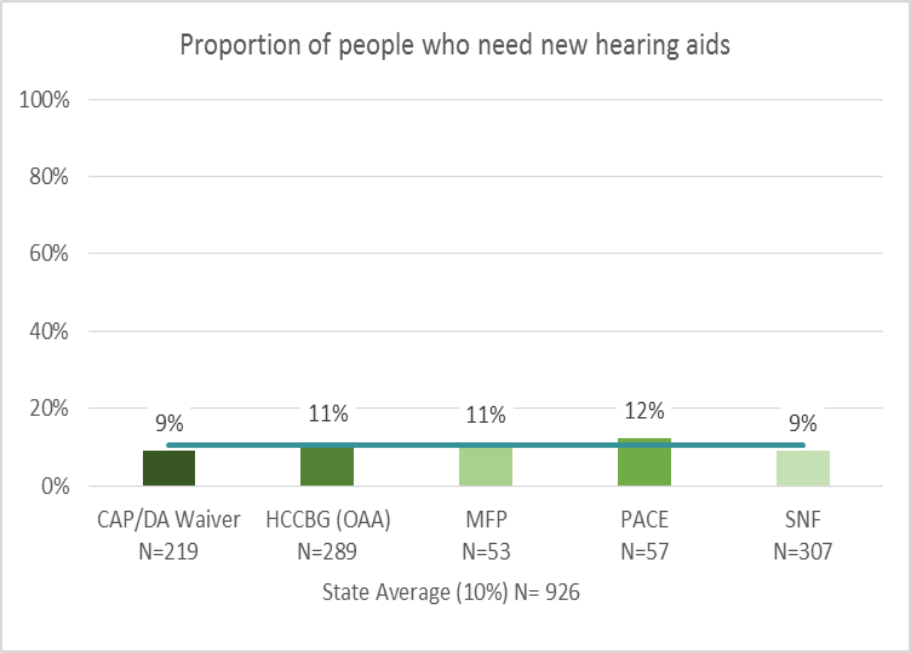
Graph 51. Proportion of people who need a new wheelchair



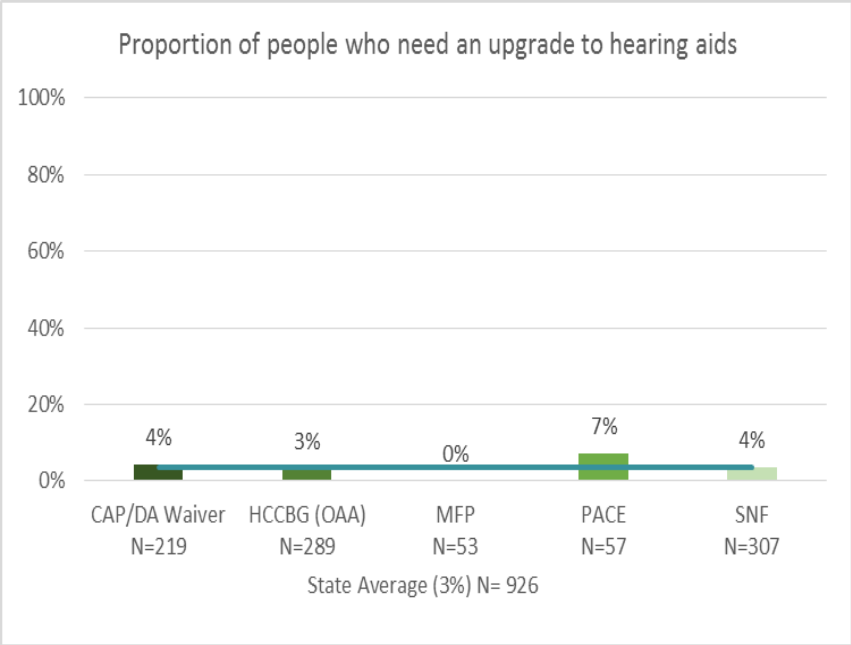
Graph 52. Proportion of people who need an upgrade to a wheelchair



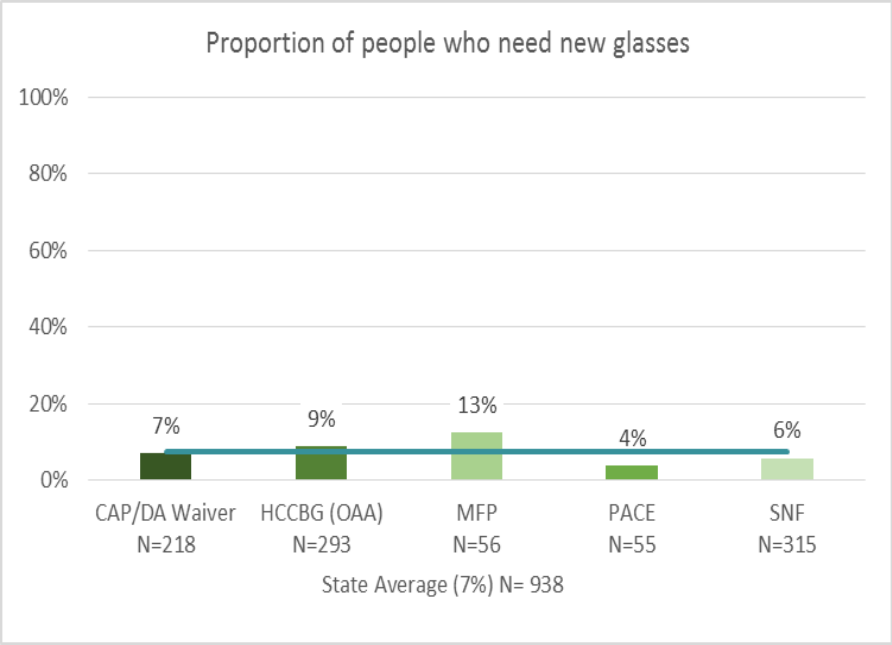
Graph 53. Proportion of people who need new hearing aids



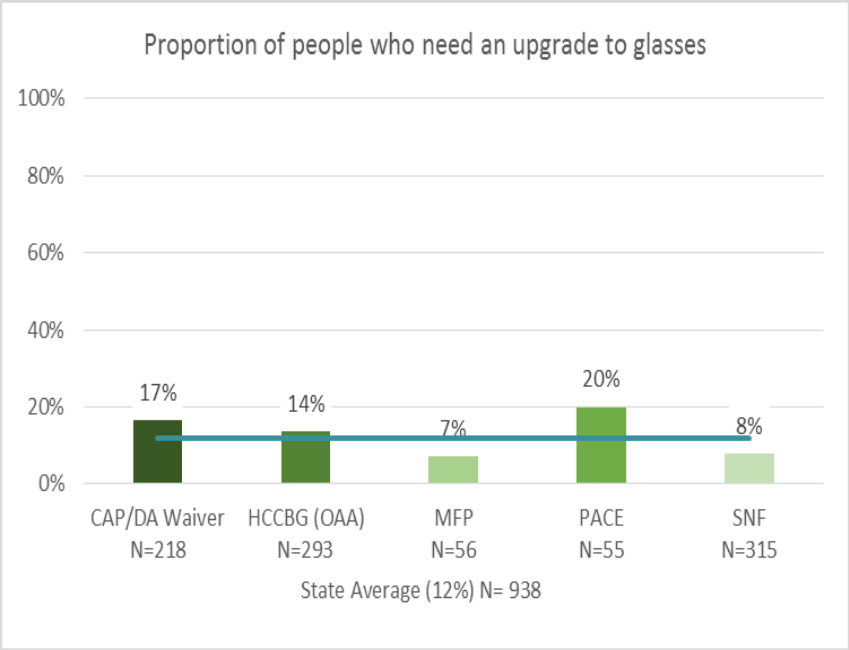
Graph 54. Proportion of people who need an upgrade to hearing aids



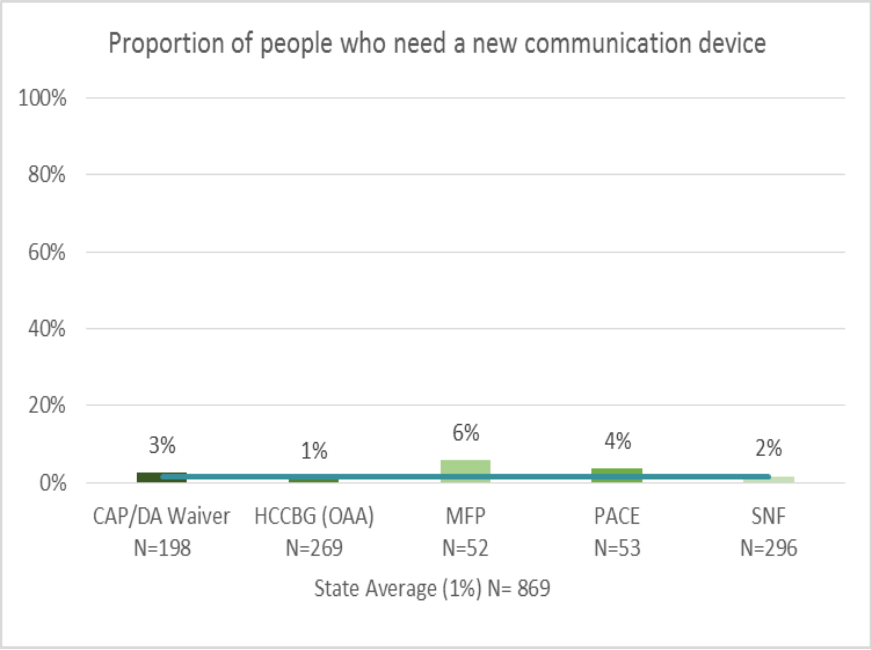
Graph 55. Proportion of people who need new glasses



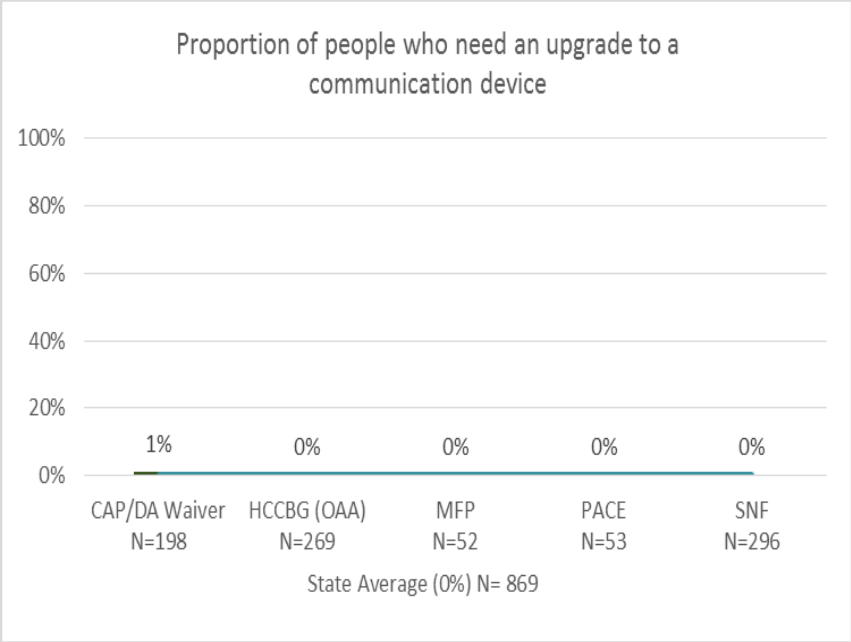
Graph 56. Proportion of people who need an upgrade to glasses



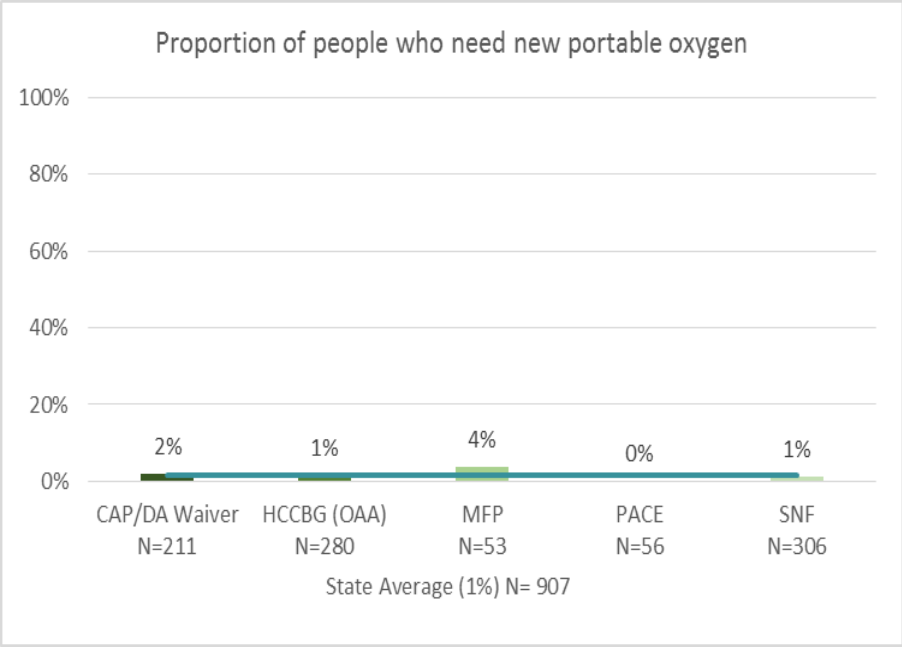
Graph 57. Proportion of people who need a new communication device



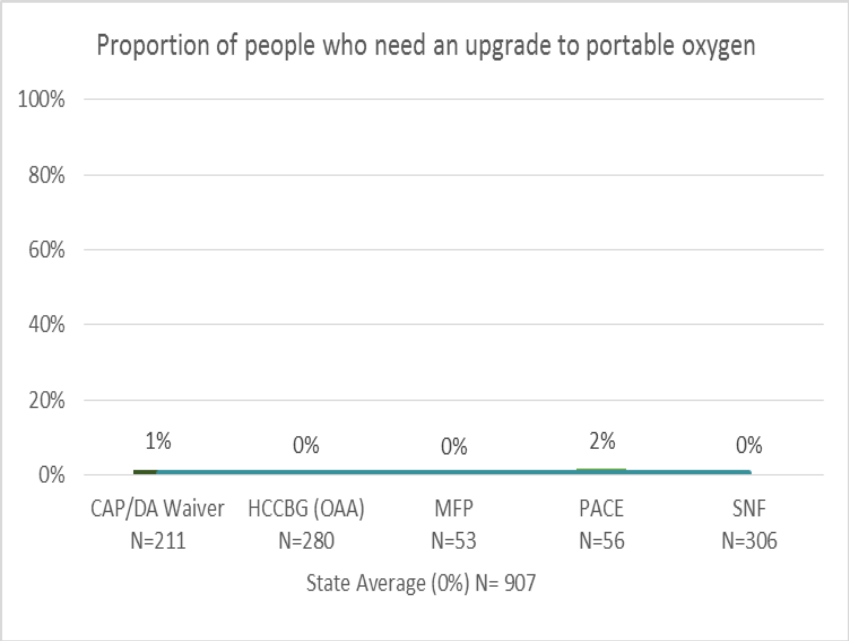
Graph 58. Proportion of people who need an upgrade to a communication device



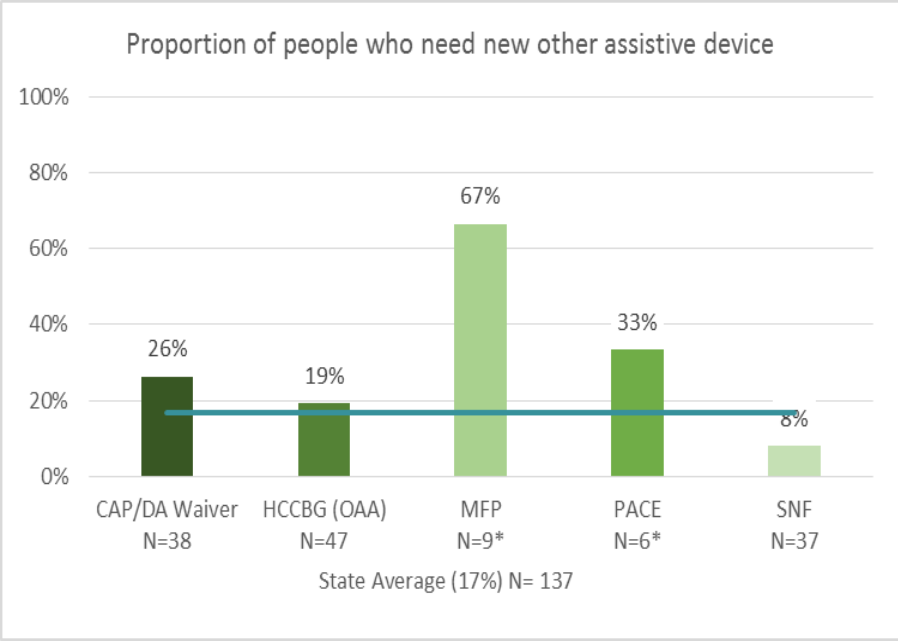
Graph 59. Proportion of people who need new portable oxygen



Graph 60. Proportion of people who need an upgrade to portable oxygen

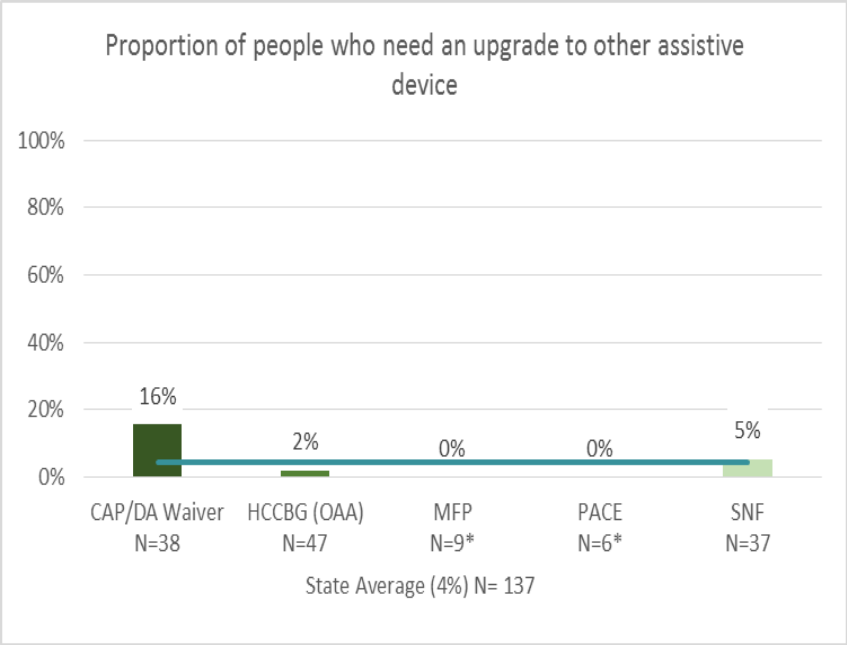


Graph 61. Proportion of people who need new other assistive device



* Very small number of responses

Graph 62. Proportion of people who need an upgrade to other assistive device



* Very small number of responses

Safety

People feel safe from abuse, neglect, and injury.

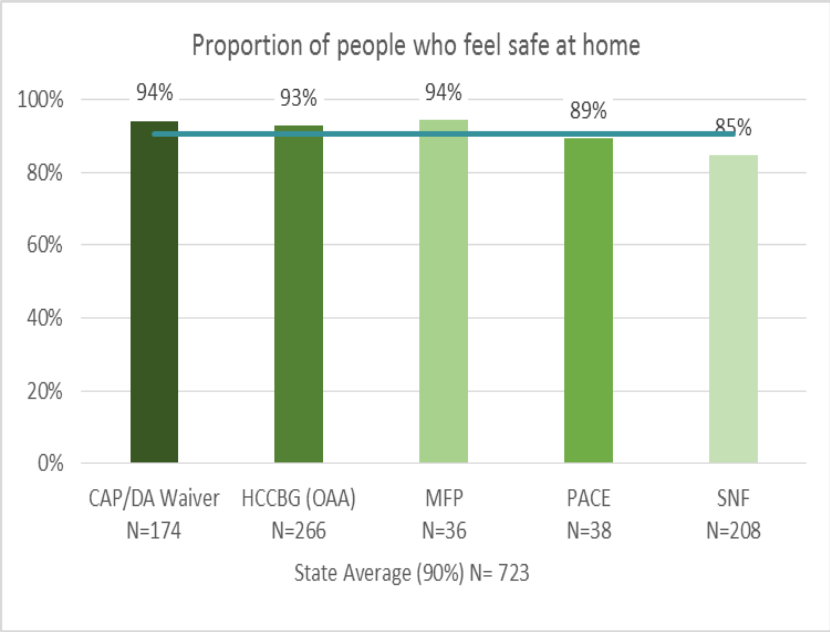
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their staff/ caregiver.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people whose fear of falling is managed.
5. Proportion of people who are able to get to safety quickly in case of an emergency.

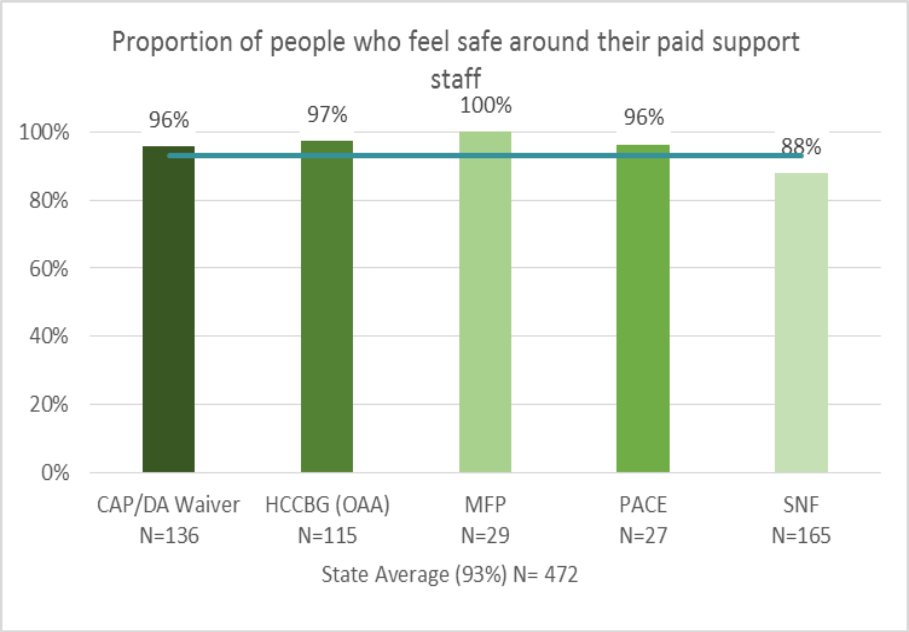
There are seven survey items that correspond to the Safety domain.

Un-collapsed data for state and programs are shown in Appendix B.

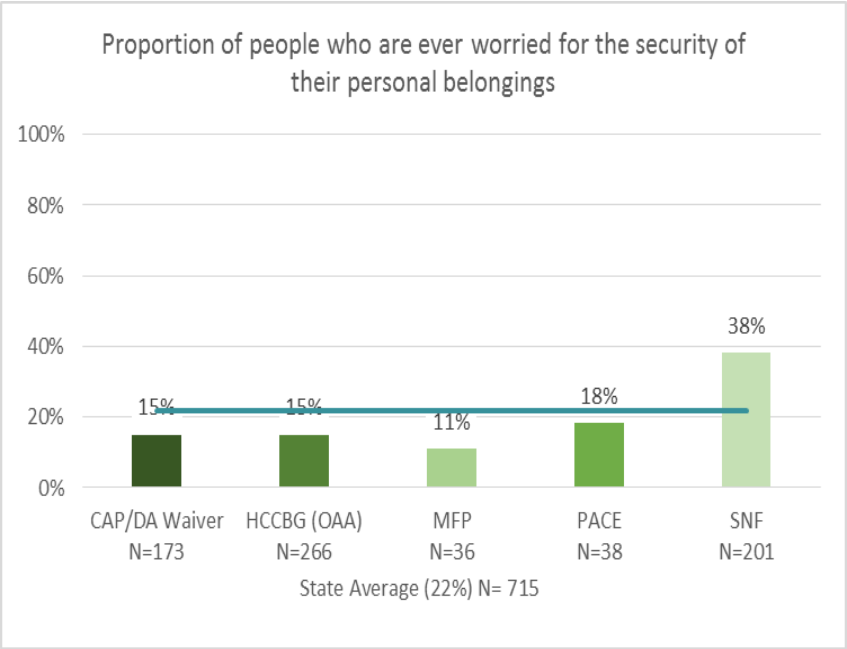
Graph 63. Proportion of people who feel safe at home



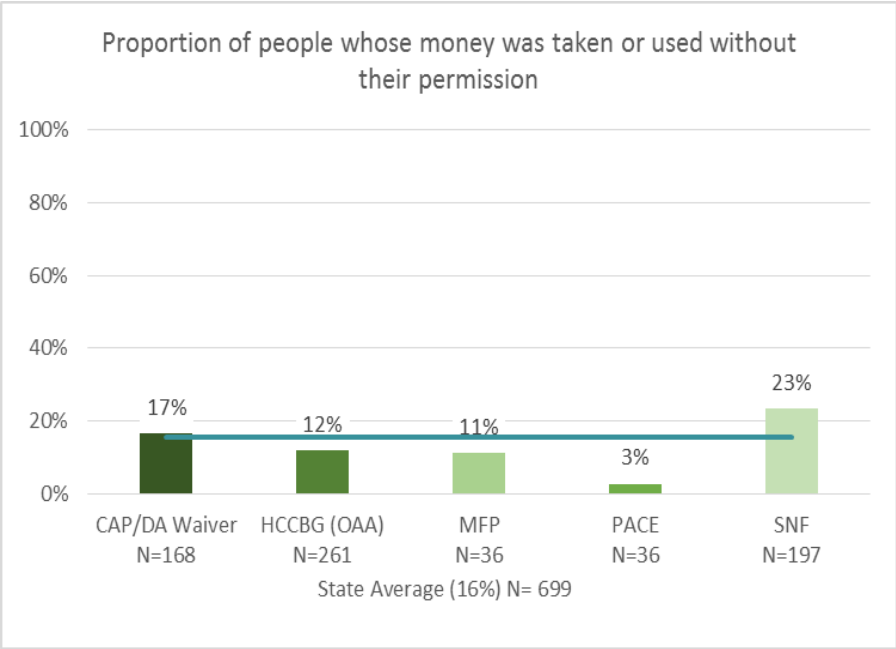
Graph 64. Proportion of people who feel safe around their paid support staff



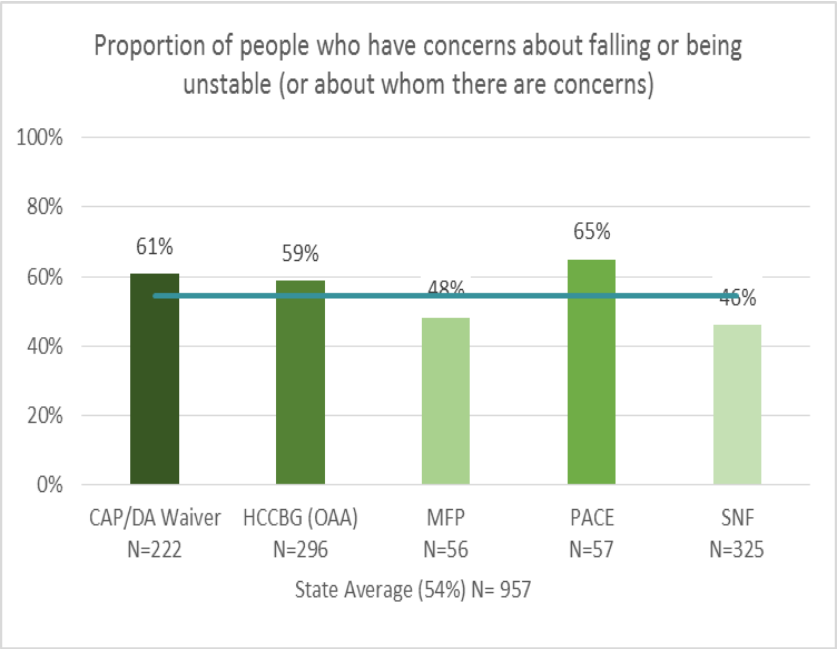
Graph 65. Proportion of people who are ever worried for the security of their personal belongings



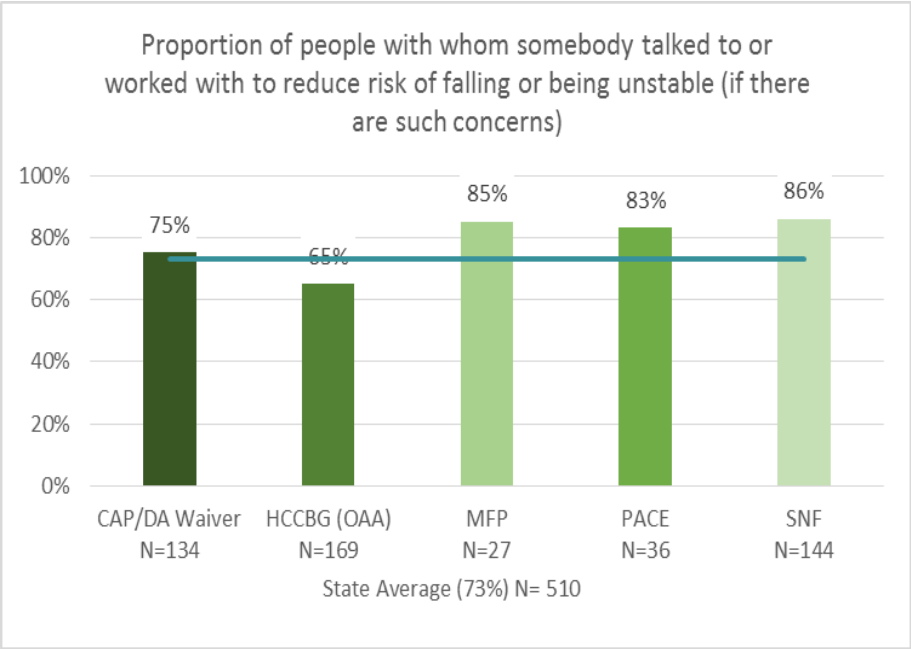
Graph 66. Proportion of people whose money was taken or used without their permission



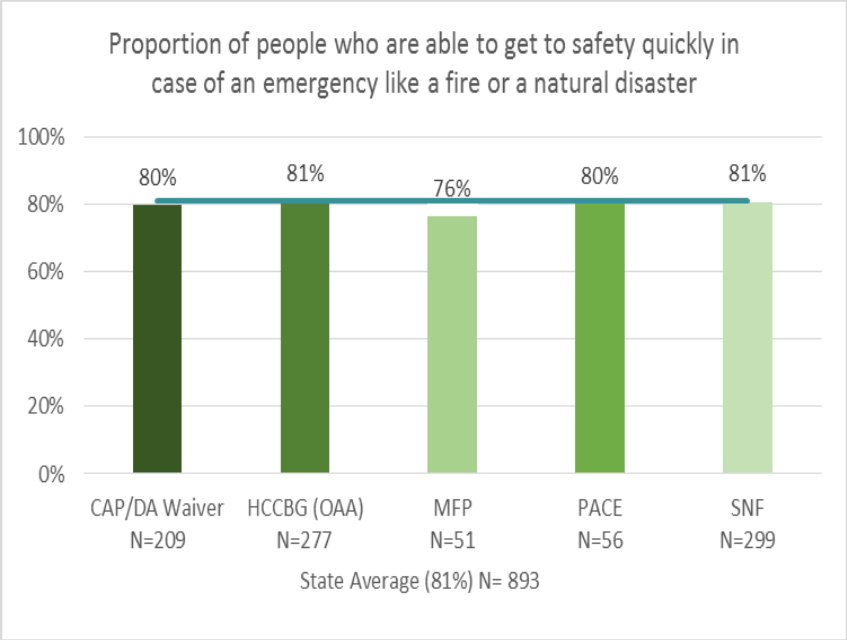
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



Graph 68. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



Graph 69. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster



Health Care

People secure needed health services.

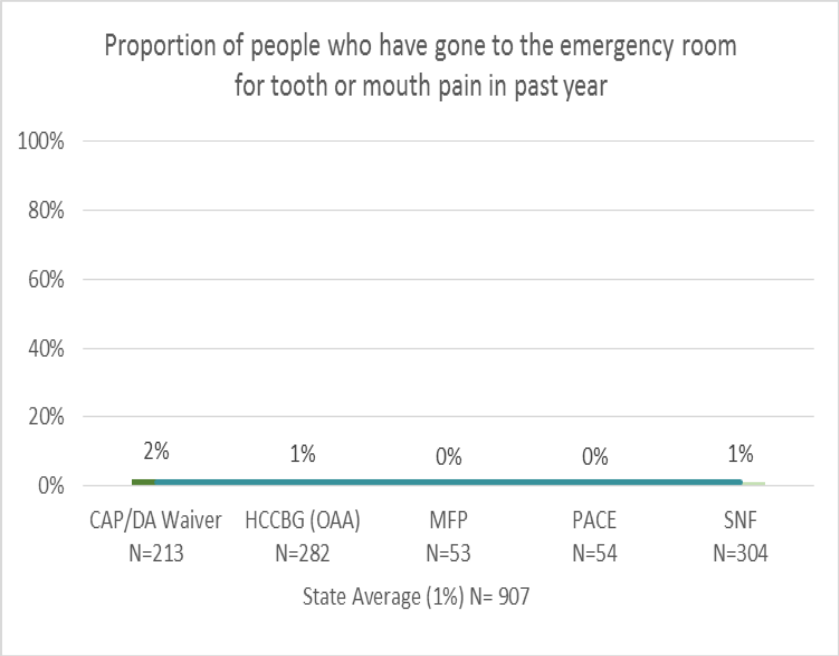
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have been to the ER in the past 12 months.
2. Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
3. Proportion of people who can get an appointment their doctor when they need to.
4. The proportion of people who have access to mental health services when they need them.

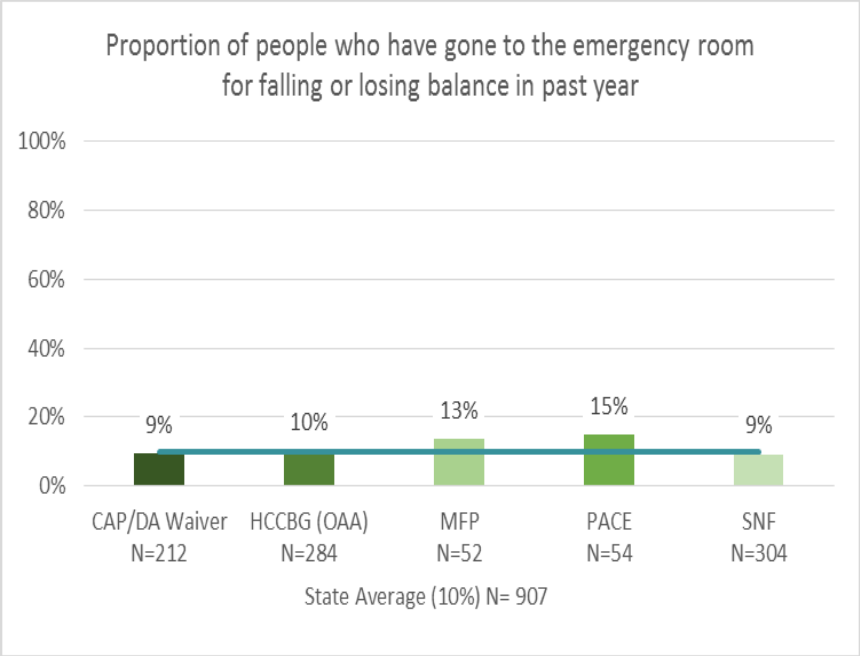
There are twelve survey items that correspond to the Health Care domain.

Un-collapsed data for state and programs are shown in Appendix B.

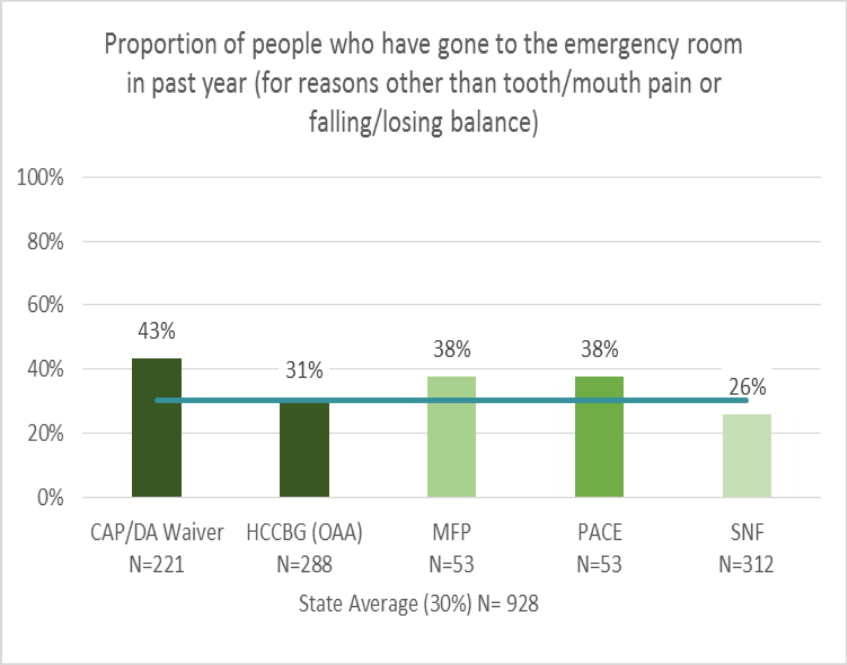
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



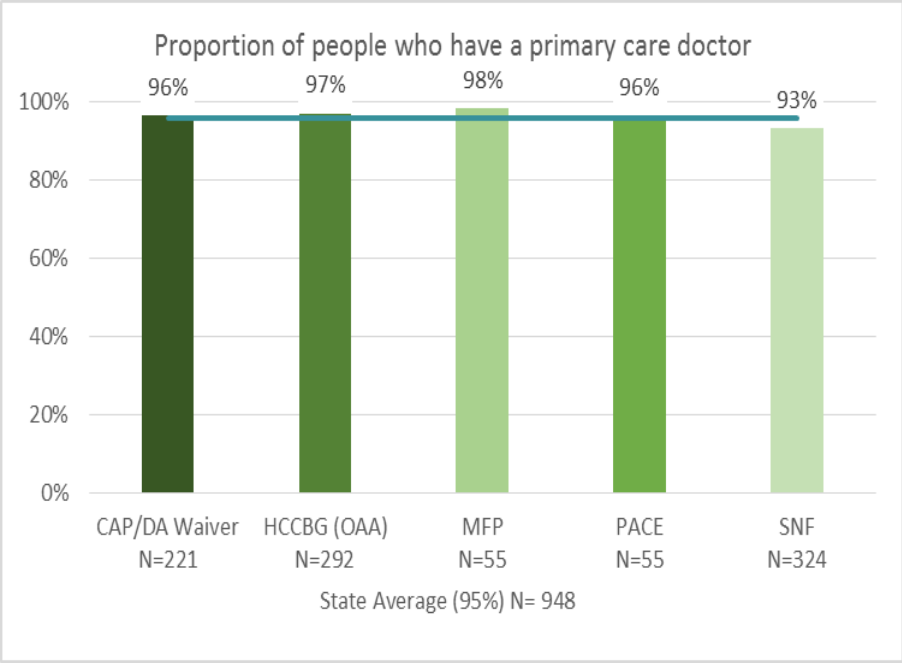
Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year



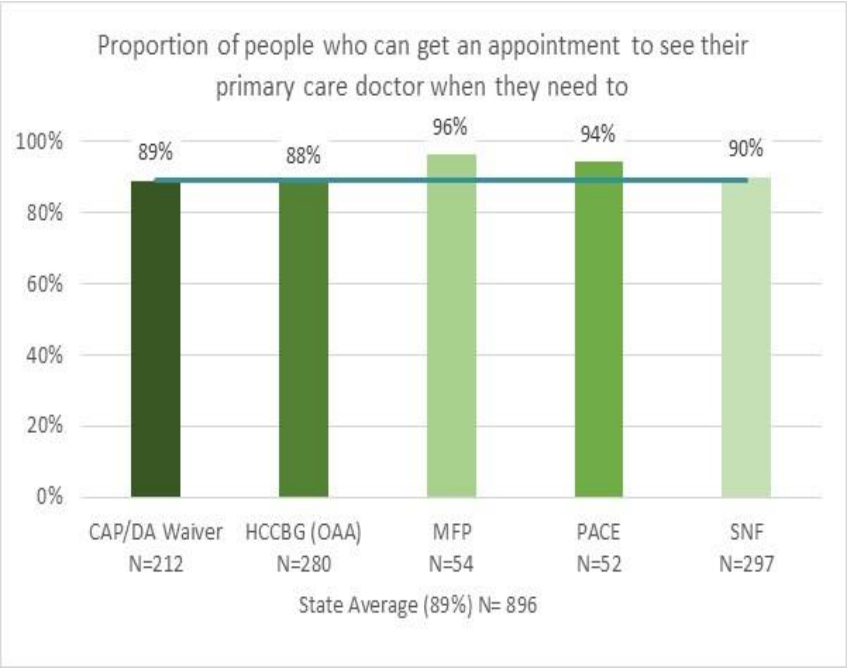
Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)



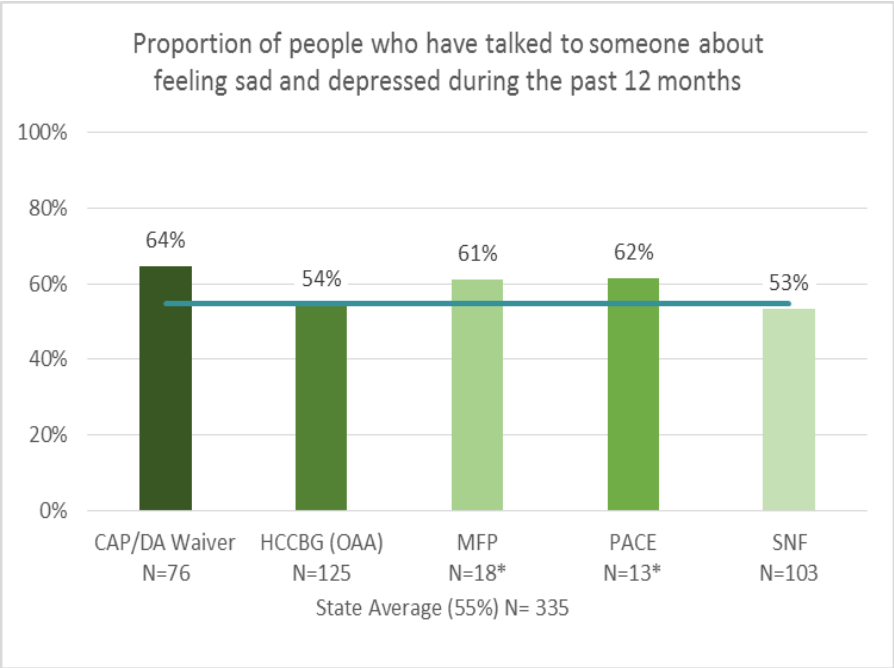
Graph 73. Proportion of people who have a primary care doctor



Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to

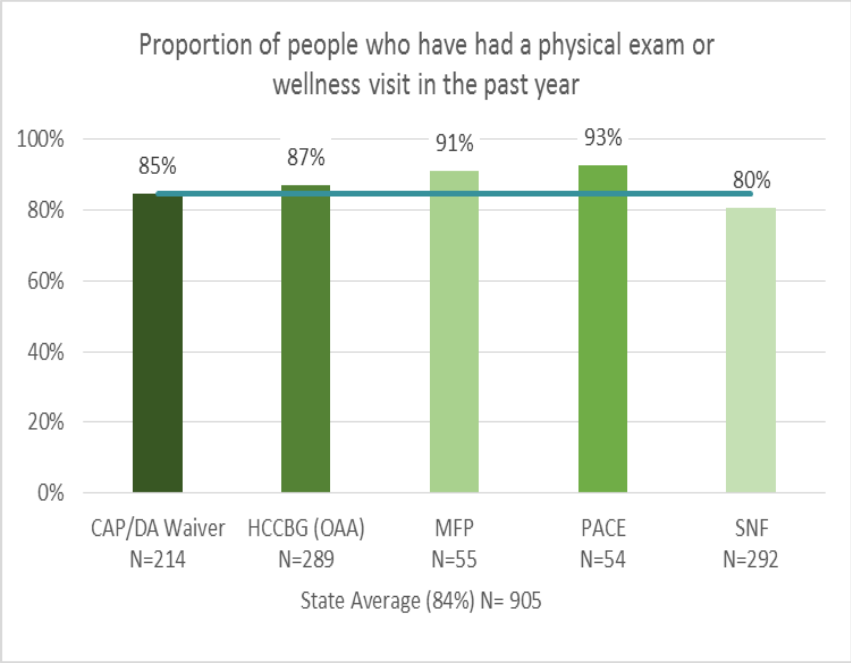


Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

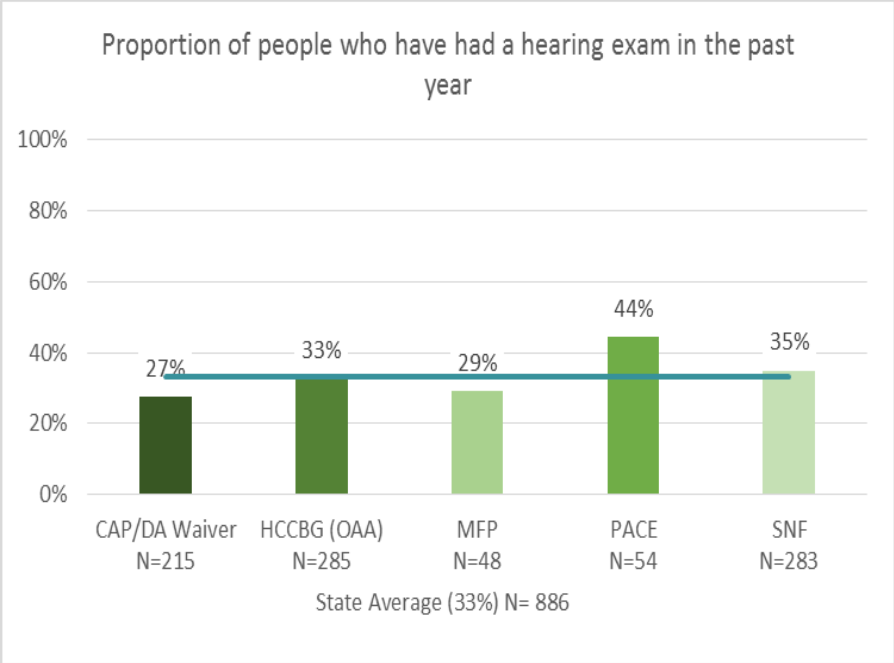


* Very small number of responses

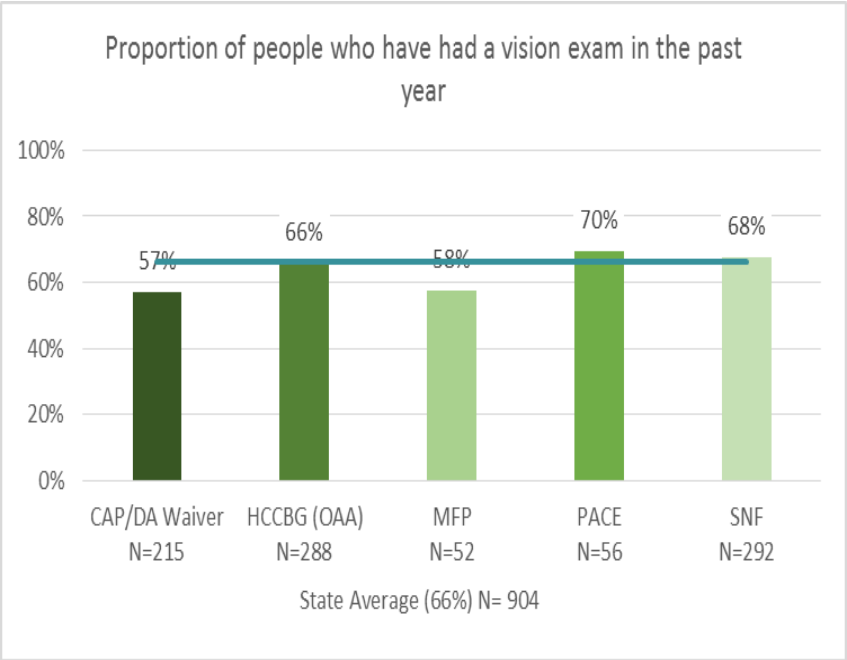
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year

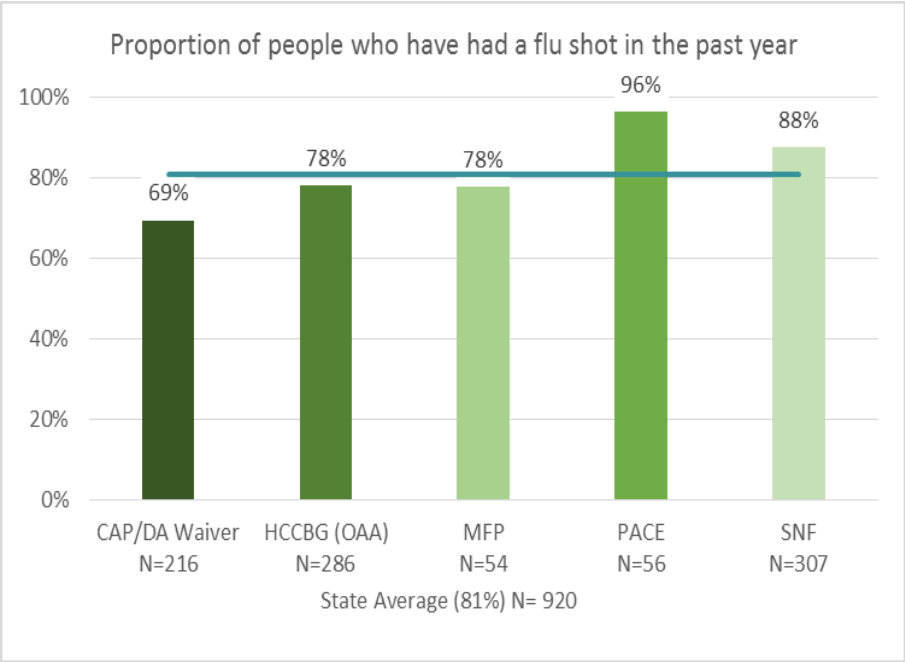


Graph 77. Proportion of people who have had a hearing exam in the past year



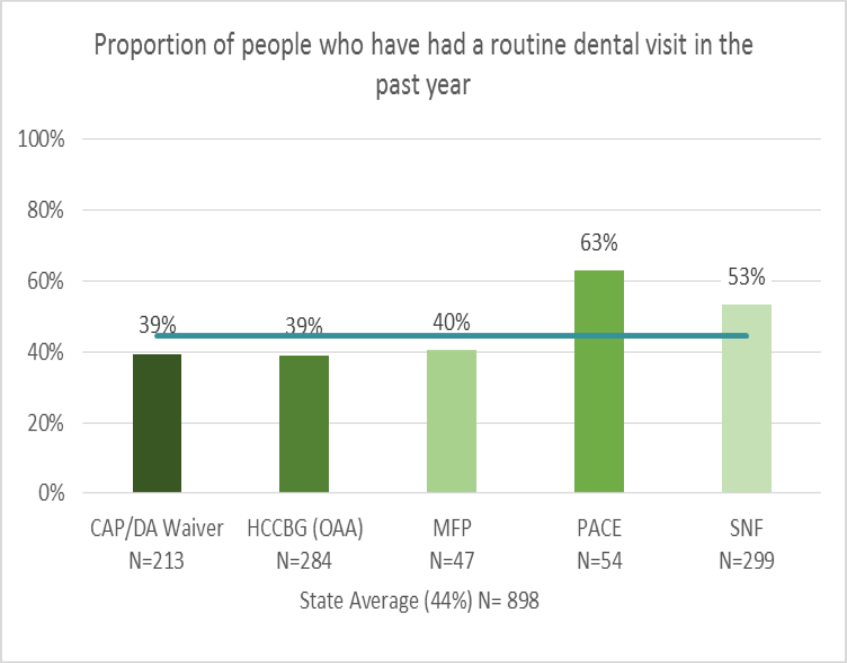
Graph 78. Proportion of people who have had a vision exam in the past year



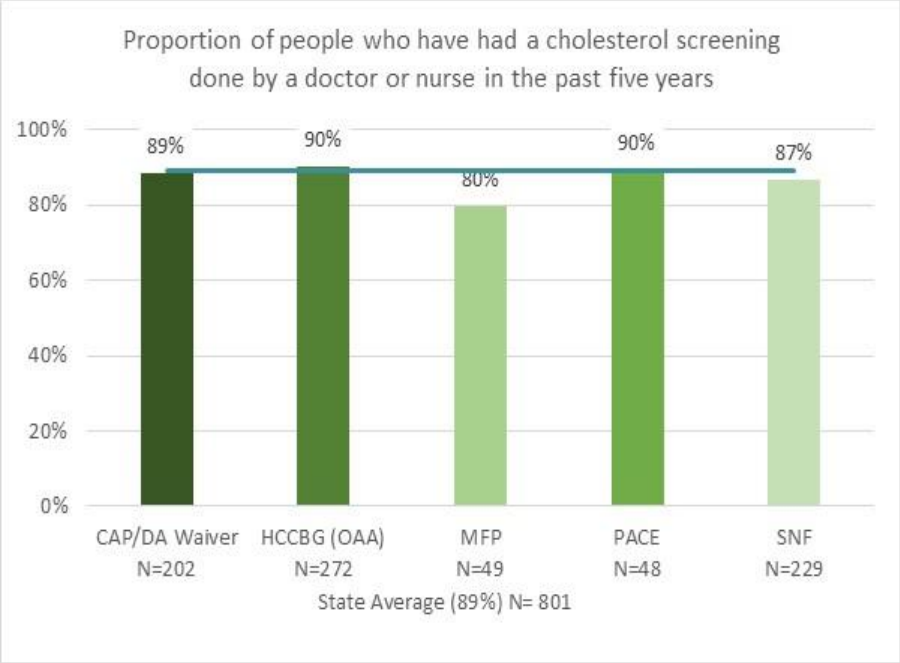


Graph 79. Proportion of people who have had a flu shot in the past year

Graph 80. Proportion of people who have had a routine dental visit in the past year



Graph 81. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years



Wellness

People are supported to maintain health.

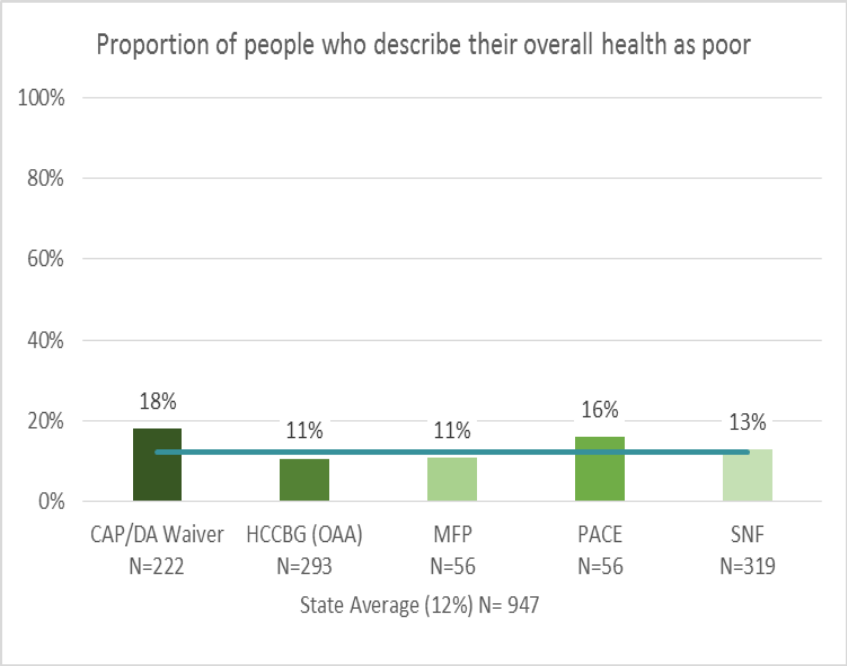
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. The proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.

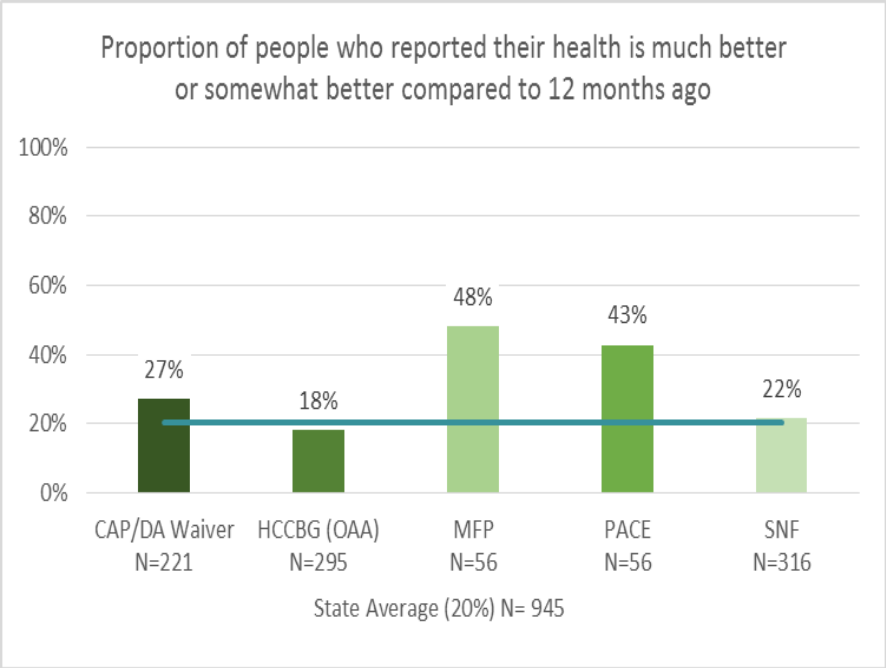
There are four survey items that correspond to the Wellness domain.

Un-collapsed data for state and programs are shown in Appendix B.

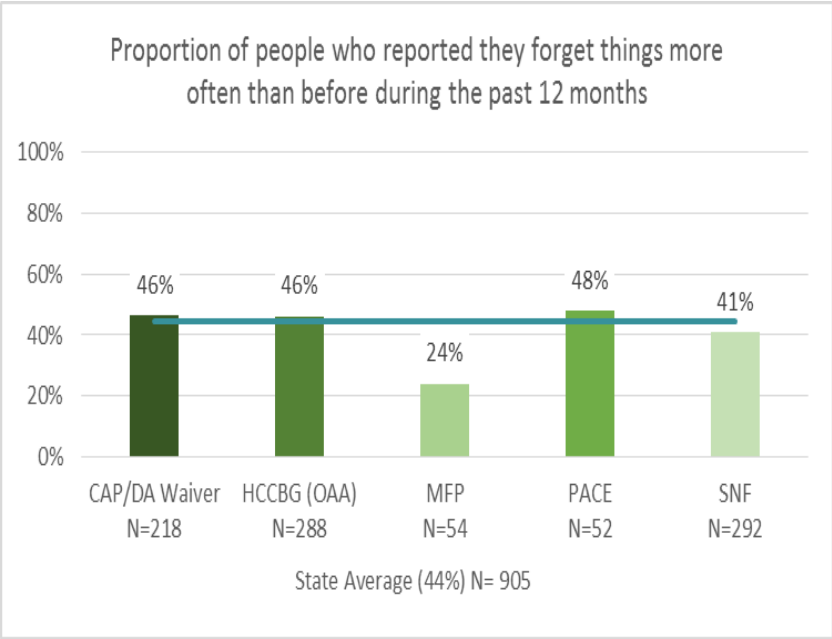
Graph 82. Proportion of people who describe their overall health as poor



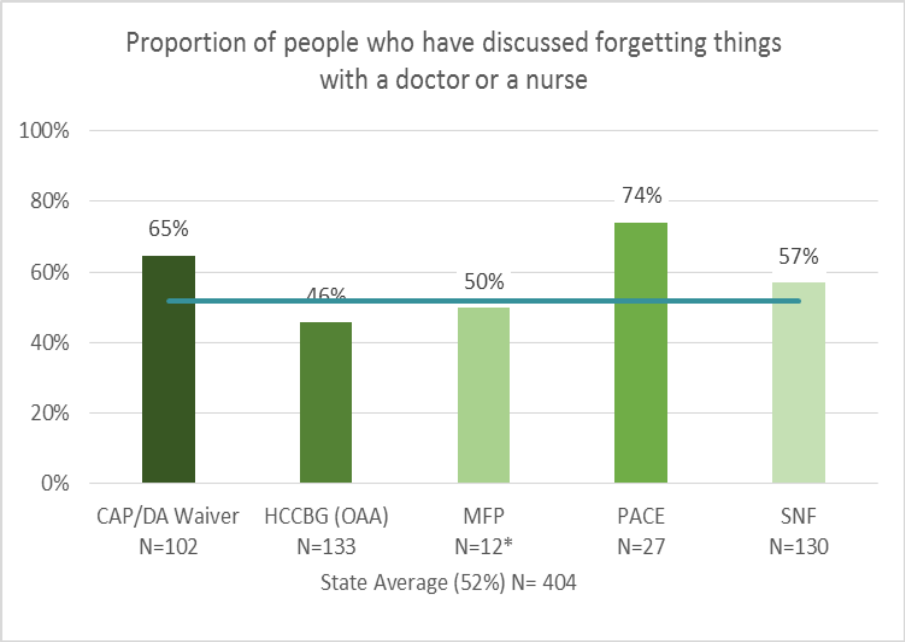
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



Graph 84. Proportion of people who reported they forget things more often than before during the past 12 months



Graph 85. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



* Very small number of responses

Medications

Medications are managed effectively and appropriately.

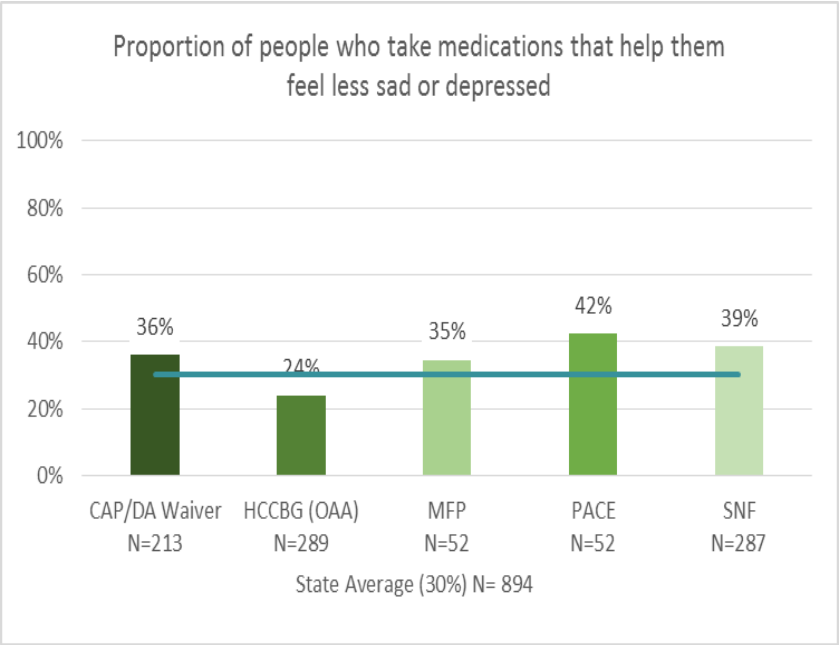
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people taking medications that help them feel less sad/depressed.
2. Proportion of people who know what their medications are for.

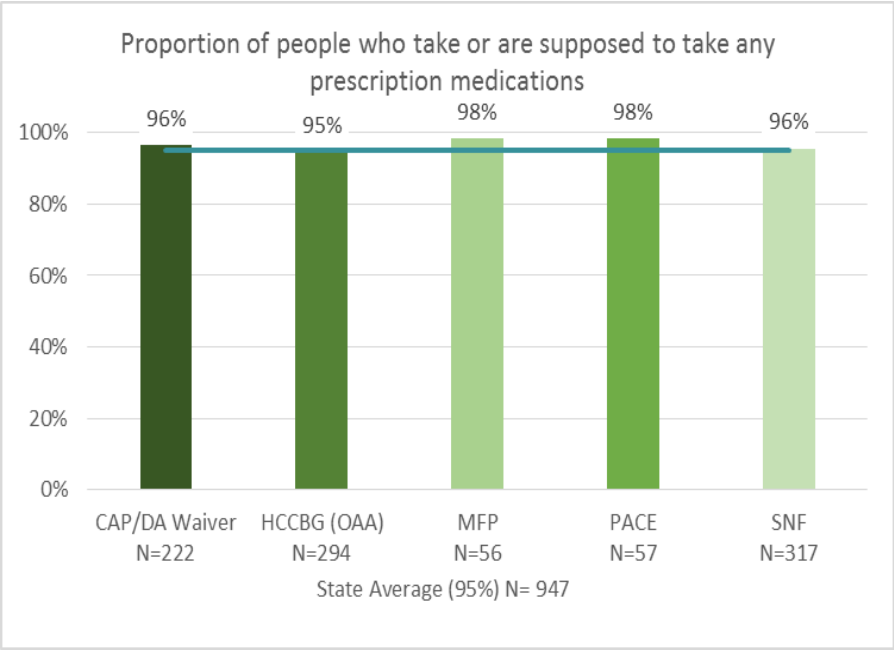
There are three survey items that correspond to the Medication domain.

Un-collapsed data for state and programs are shown in Appendix B.

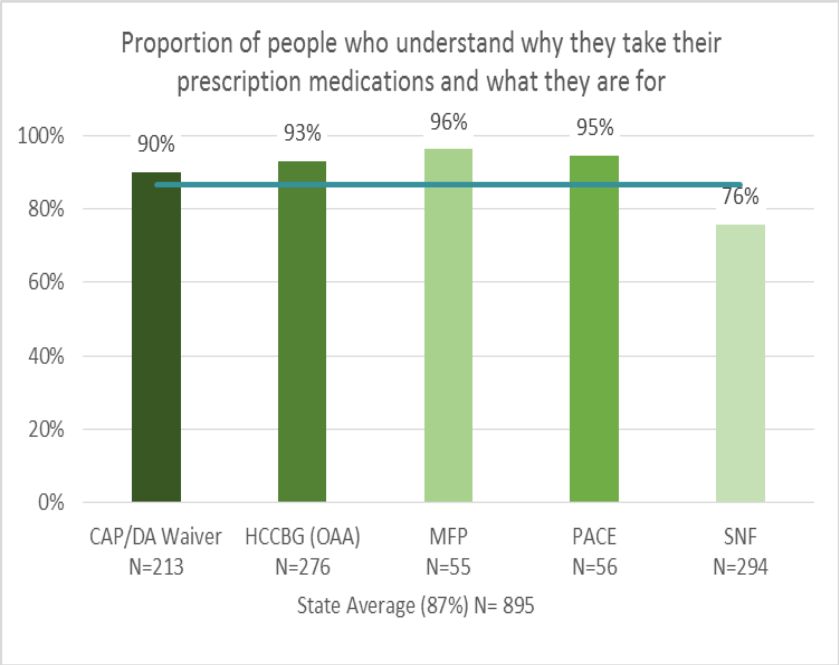
Graph 86. Proportion of people who take medications that help them feel less sad or depressed



Graph 87. Proportion of people who take or are supposed to take any prescription medications



Graph 88. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)



Rights and Respect

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

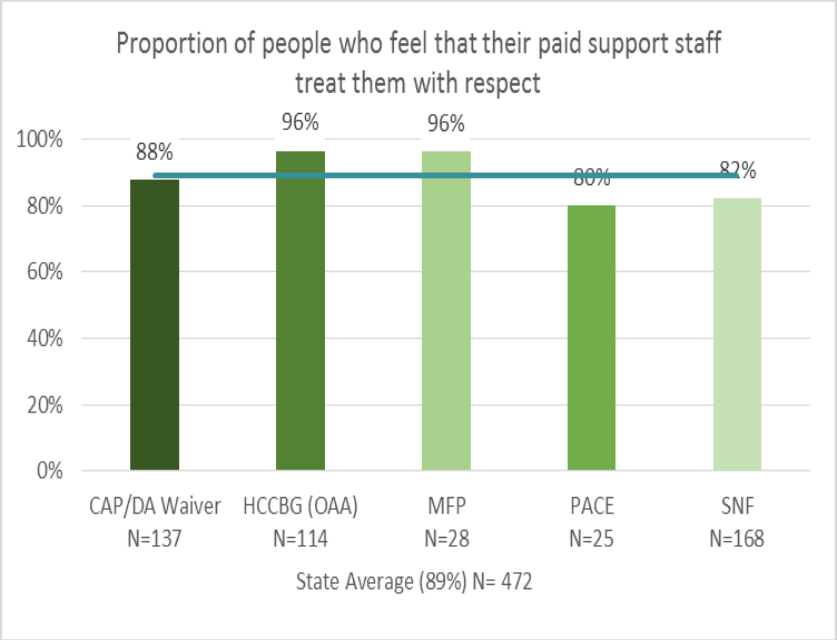
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose staff/worker/caregiver treat them with respect.

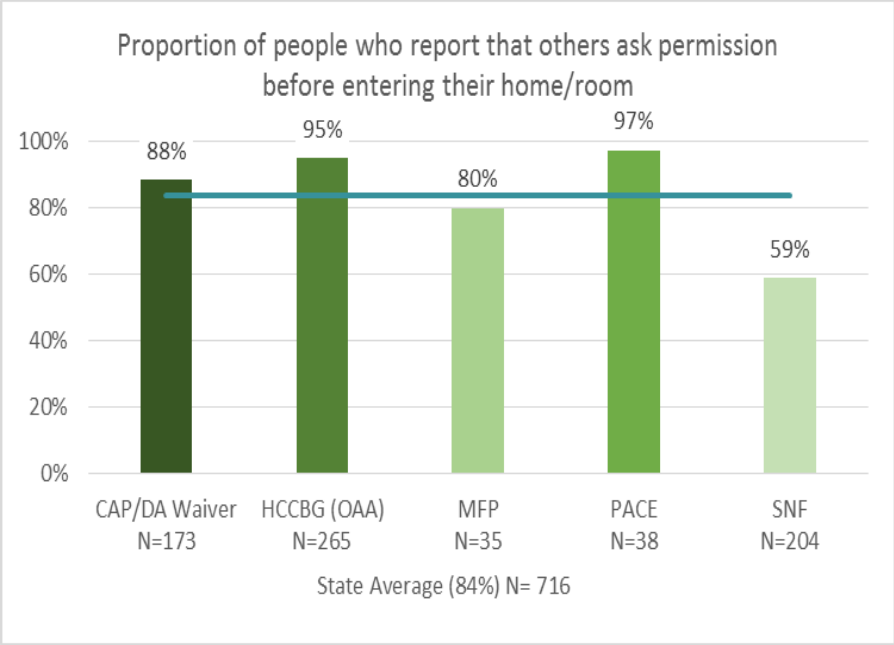
There are nine survey items that correspond to the Rights and Respect domain.

Un-collapsed data for state and programs are shown in Appendix B.

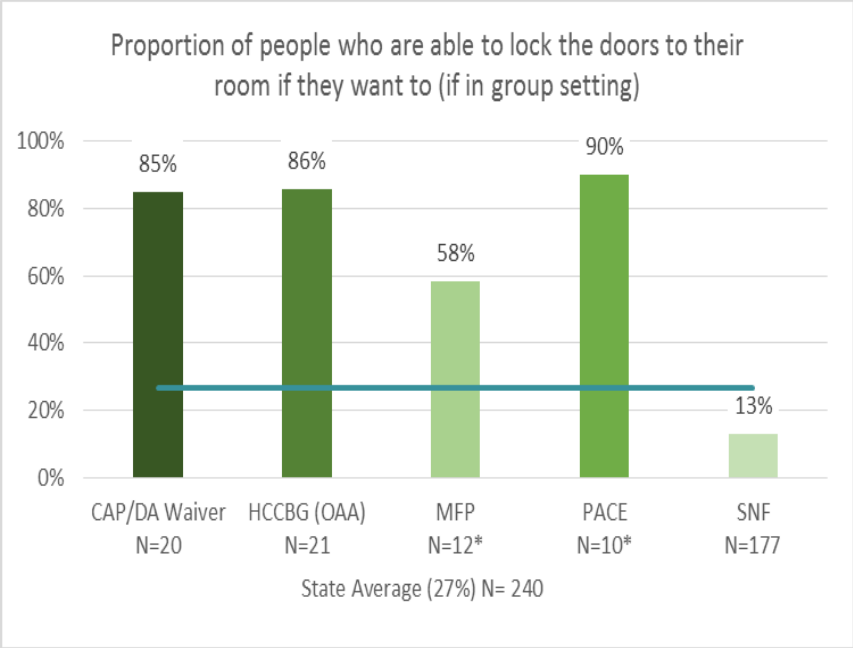
Graph 89. Proportion of people who feel that their paid support staff treat them with respect



Graph 90. Proportion of people who report that others ask permission before entering their home/room

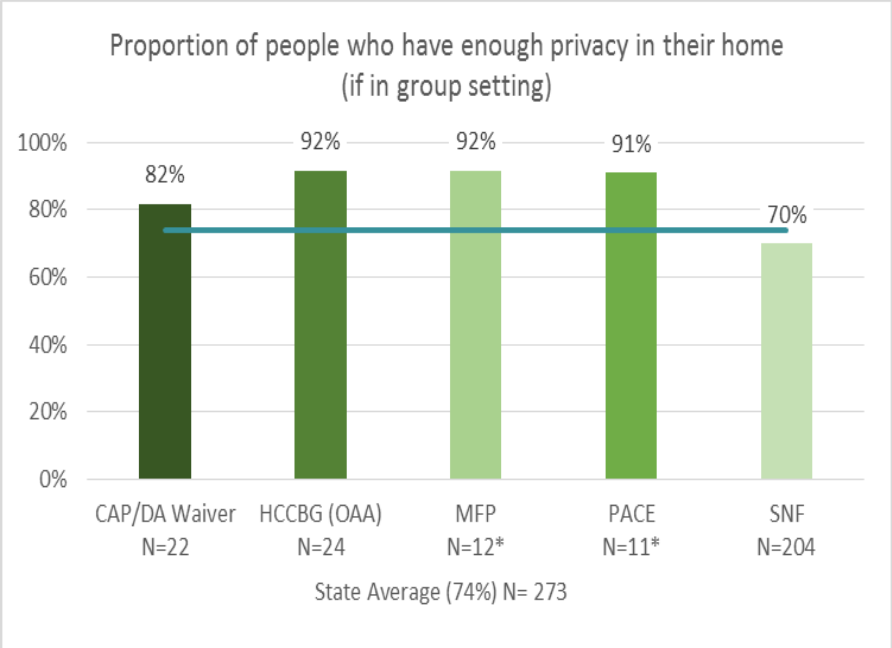


Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



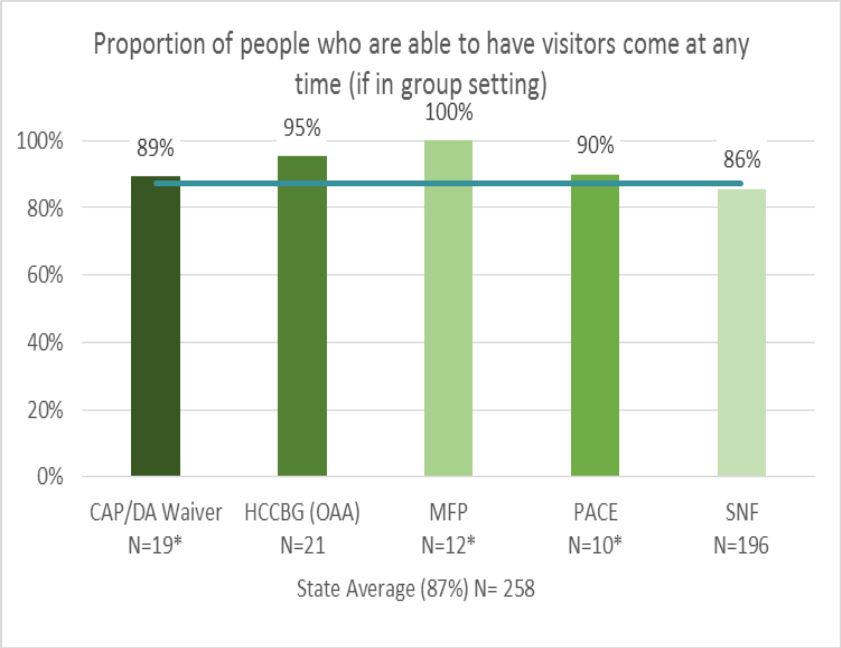
* Very small number of responses

Graph 92. Proportion of people who have enough privacy in their home (if in group setting)



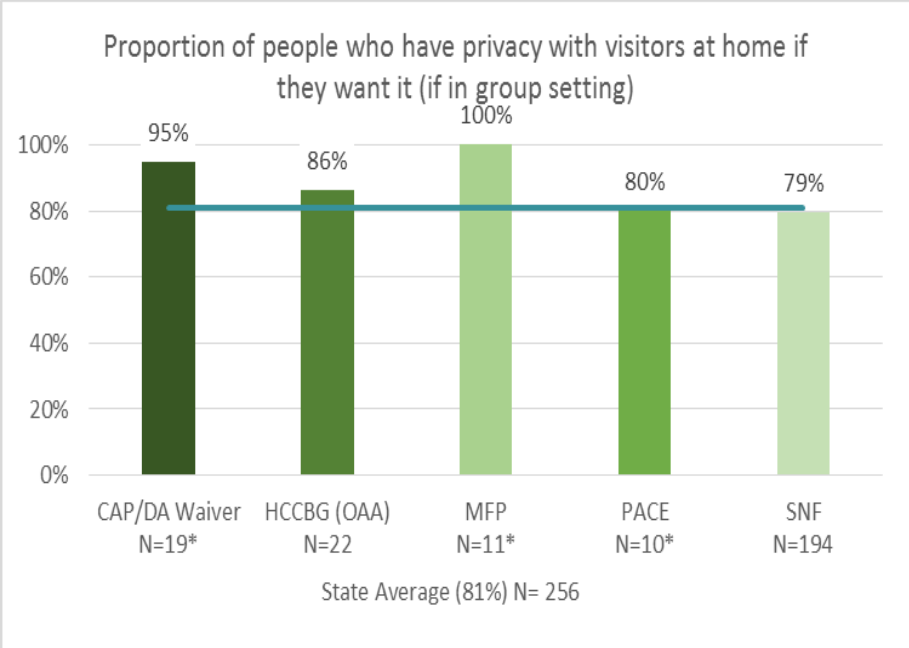
* Very small number of responses

Graph 93. Proportion of people who are able to have visitors come at any time (if in group setting)



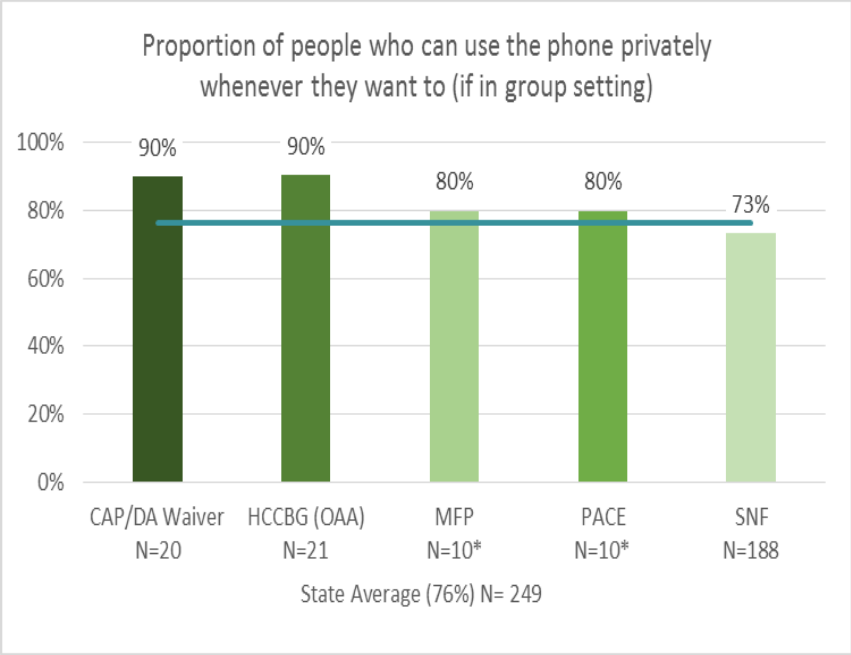
* Very small number of responses

Graph 94. Proportion of people who have privacy with visitors at home if they want it (if in group setting)



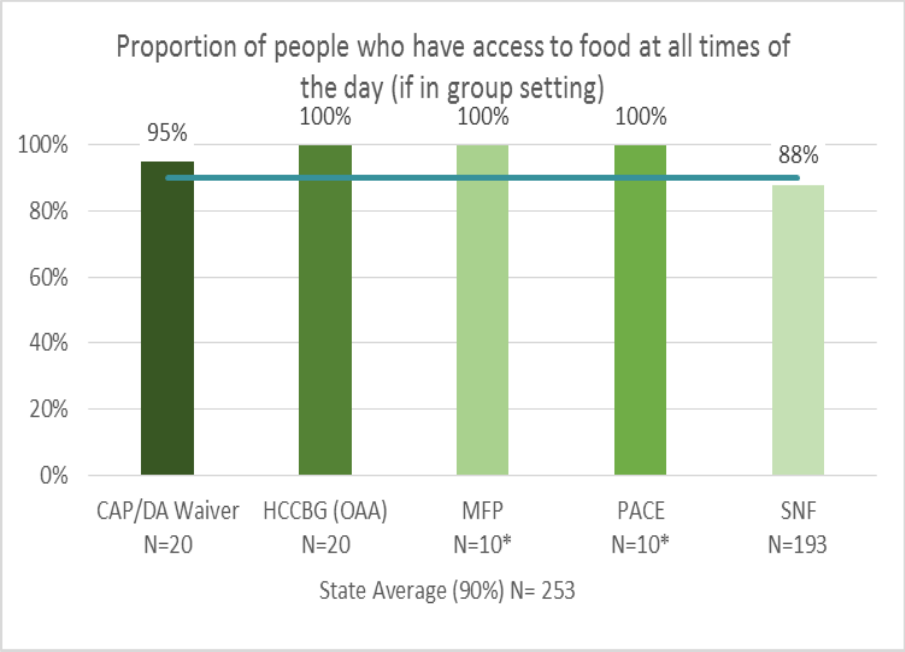
* Very small number of responses

Graph 95. Proportion of people who can use the phone privately whenever they want to (if in group setting)



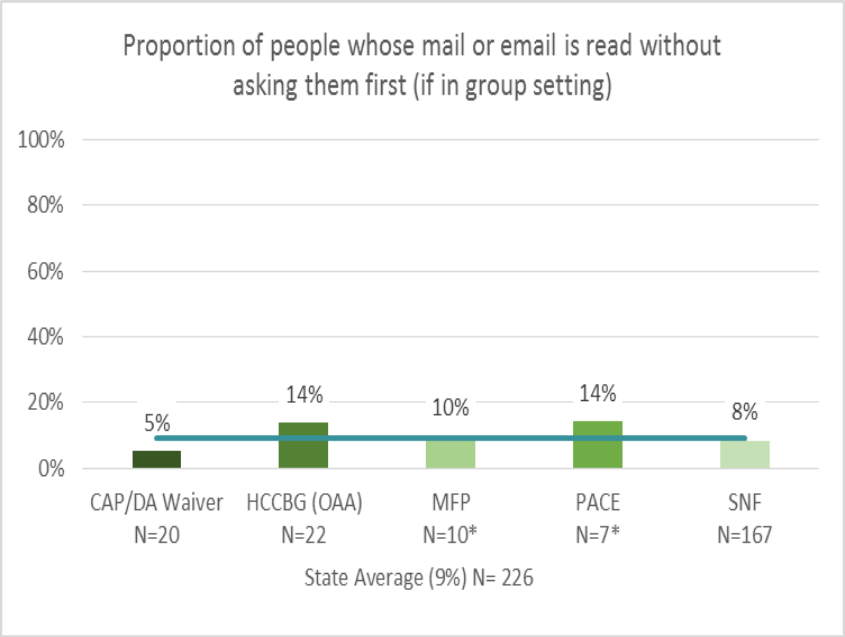
* Very small number of responses

Graph 96. Proportion of people who have access to food at all times of the day (if in group setting)



* Very small number of responses

Graph 97. Proportion of people whose mail or email is read without asking them first (if in group setting)



* Very small number of responses

Self-Direction of Care

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

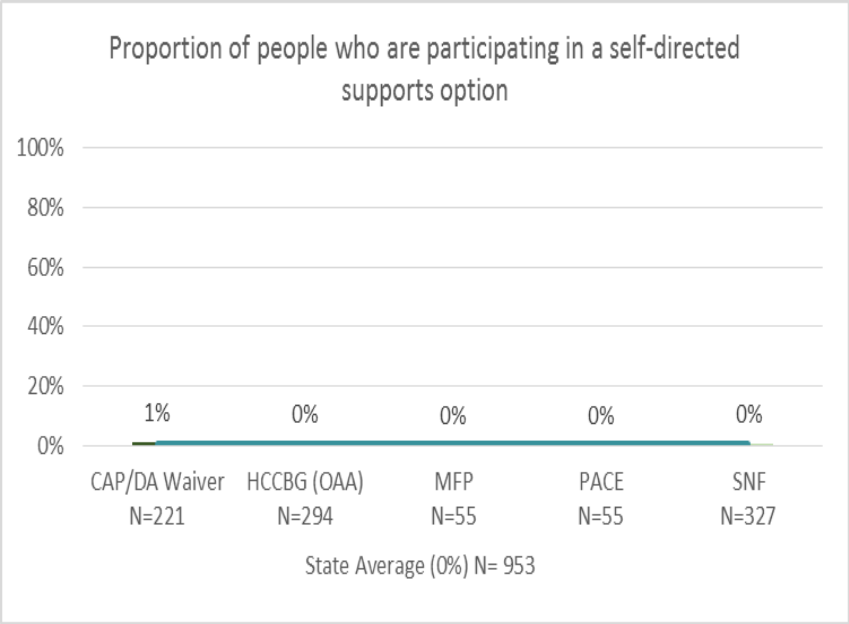
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

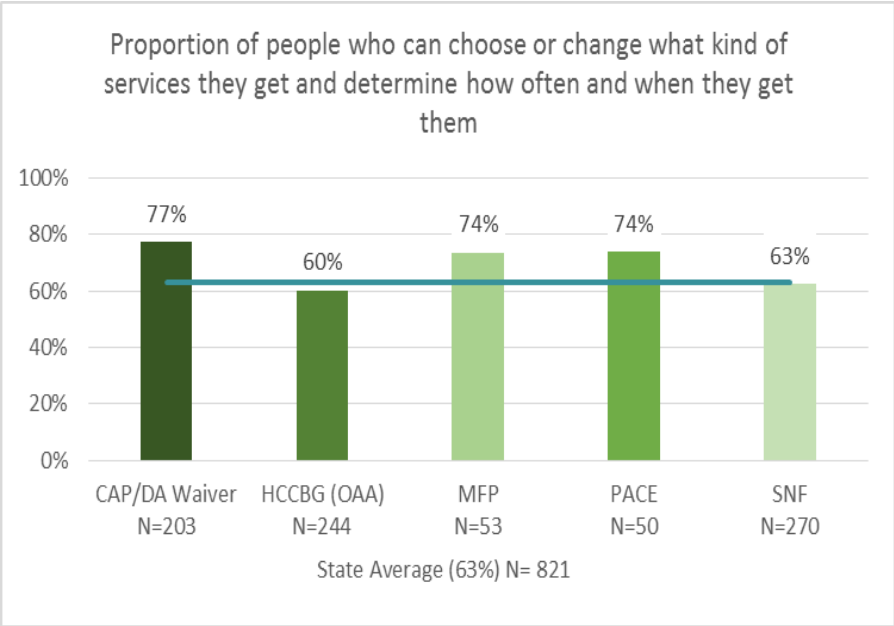
There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

Un-collapsed data for state and programs are shown in Appendix B.

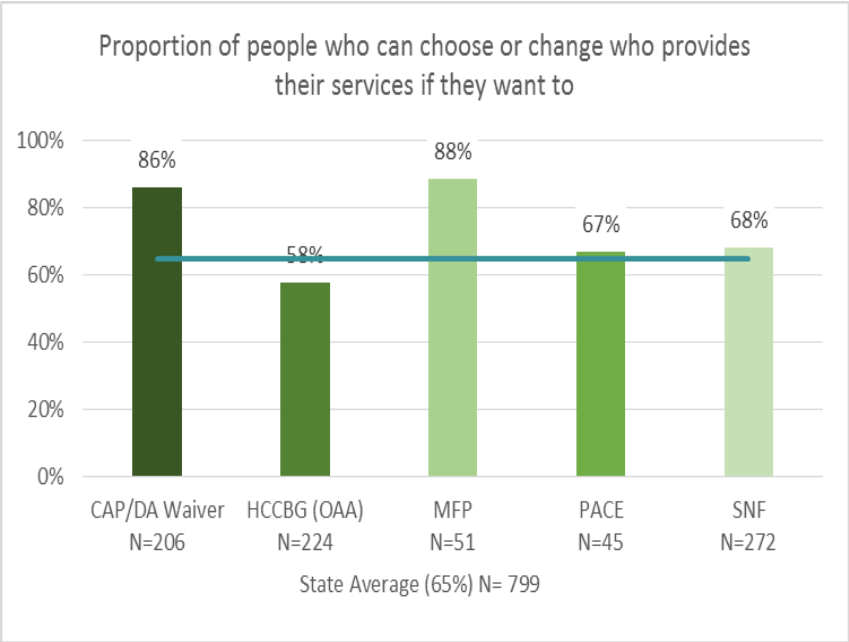
Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



Graph 99. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them



Graph 100. Proportion of people who can choose or change who provides their services if they want to



Work

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

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

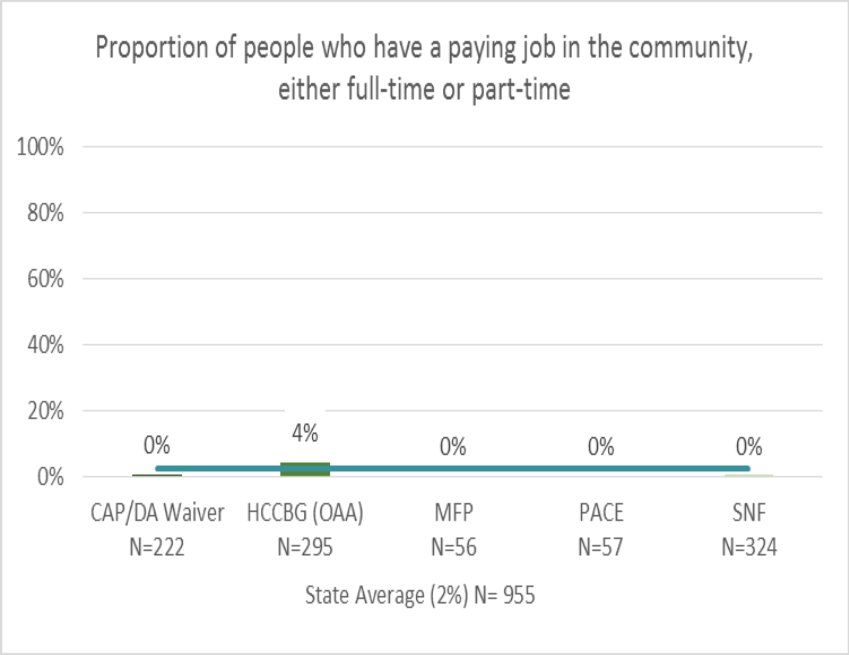
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage[5].
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

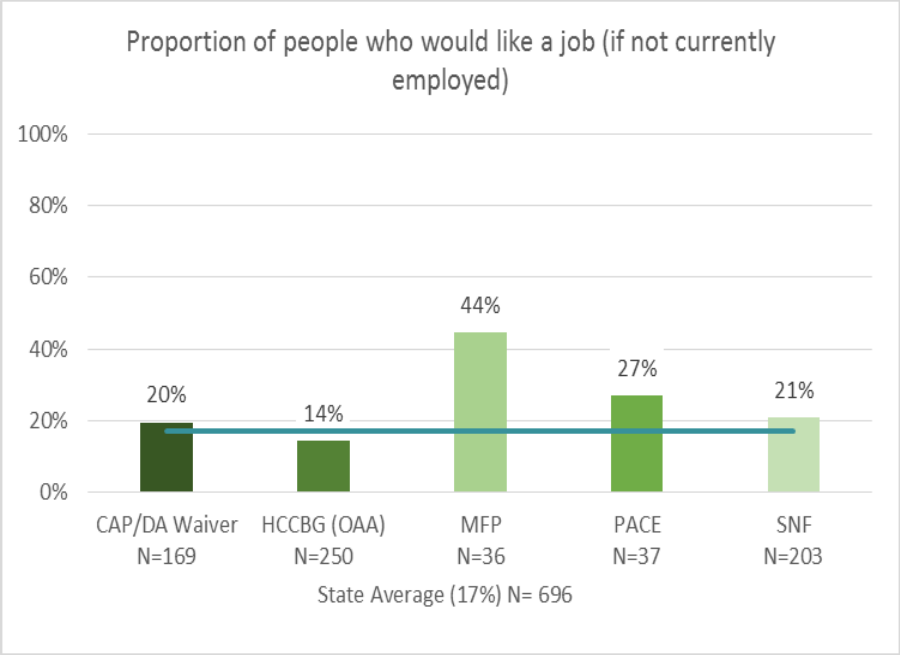
Un-collapsed for state and programs are shown in Appendix B.

[5] Data not shown due to very small numbers

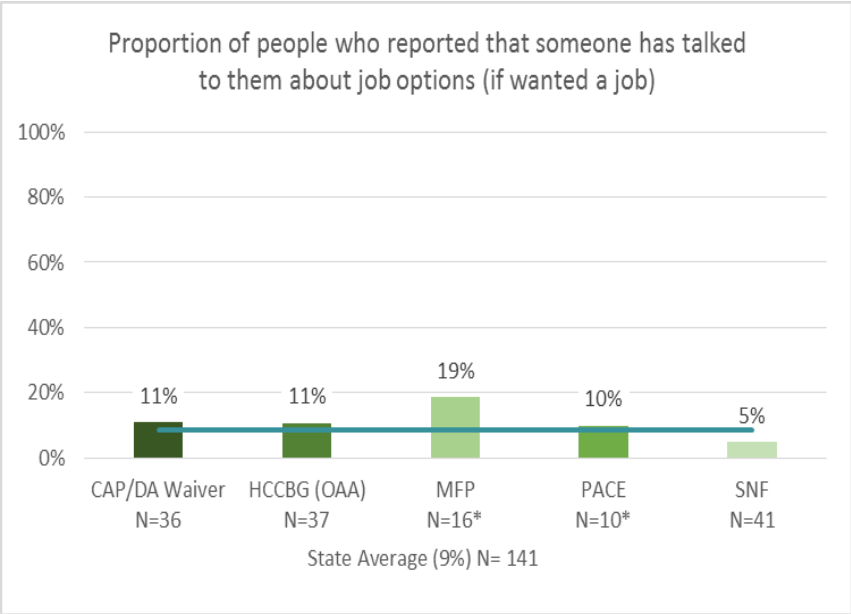
Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



Graph 102. Proportion of people who would like a job (if not currently employed)

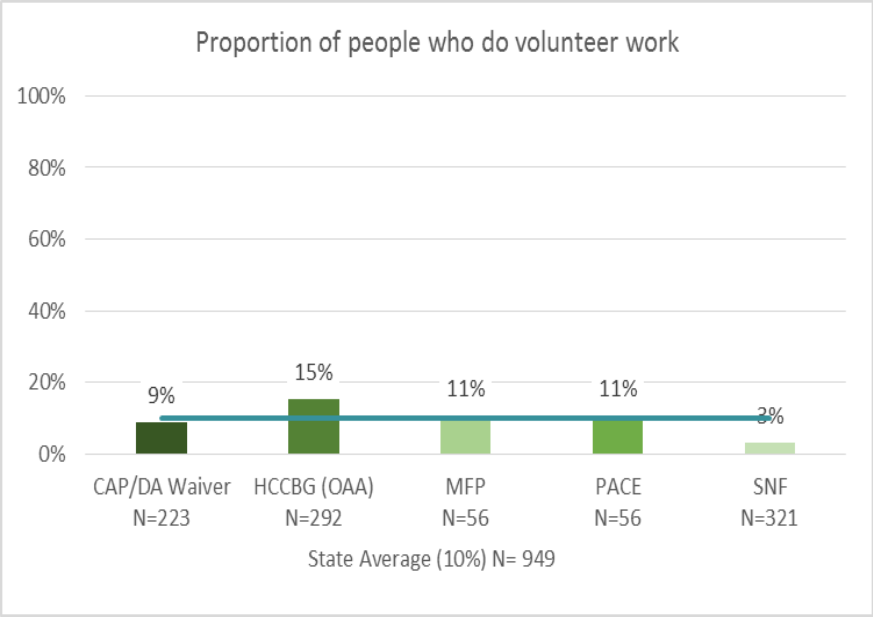


Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



* Very small number of responses

Graph 104. Proportion of people who do volunteer work



Everyday Living

People have enough supports for everyday living.

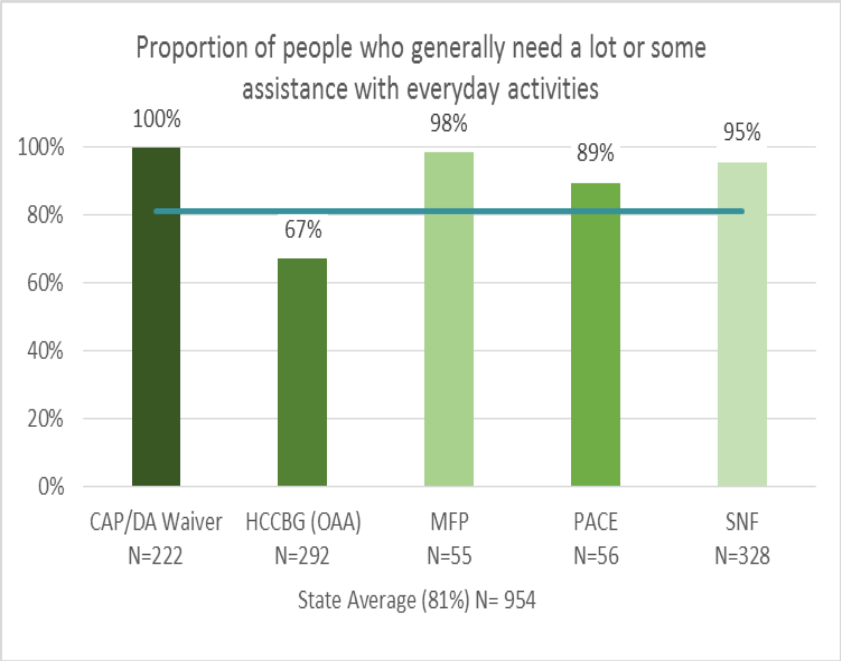
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc.)
2. Proportion of people who have access to healthy foods.

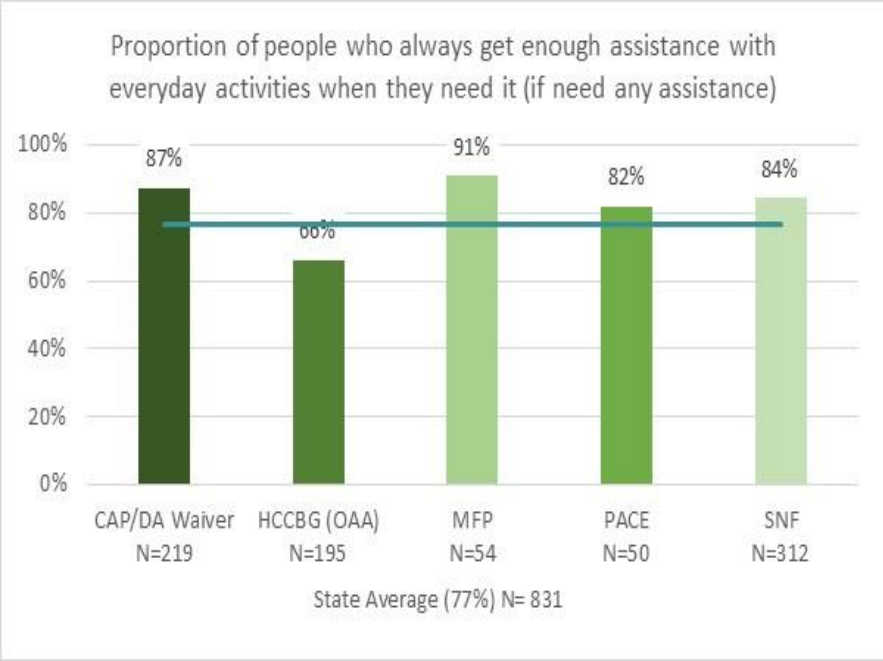
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed data for state and programs are shown in Appendix B.

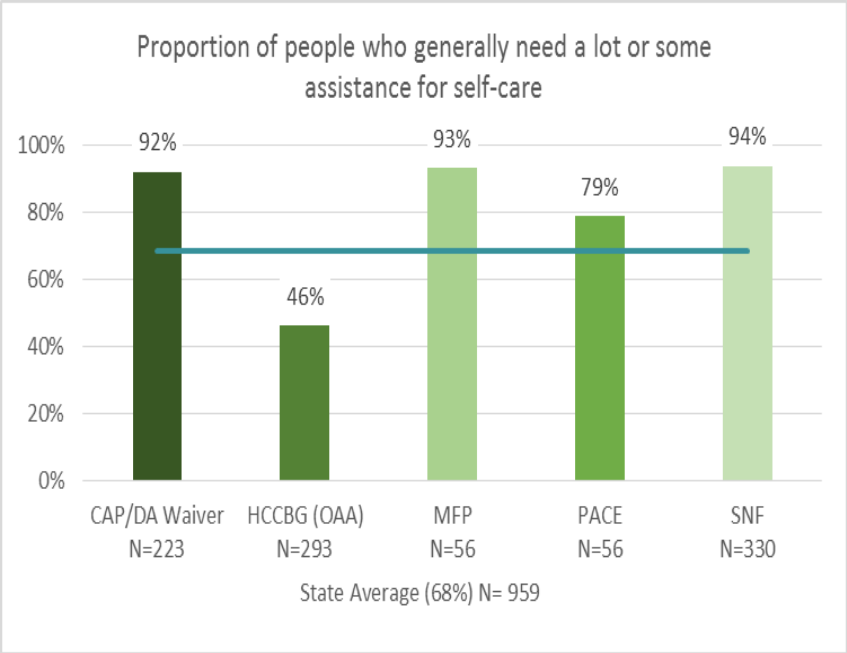
Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



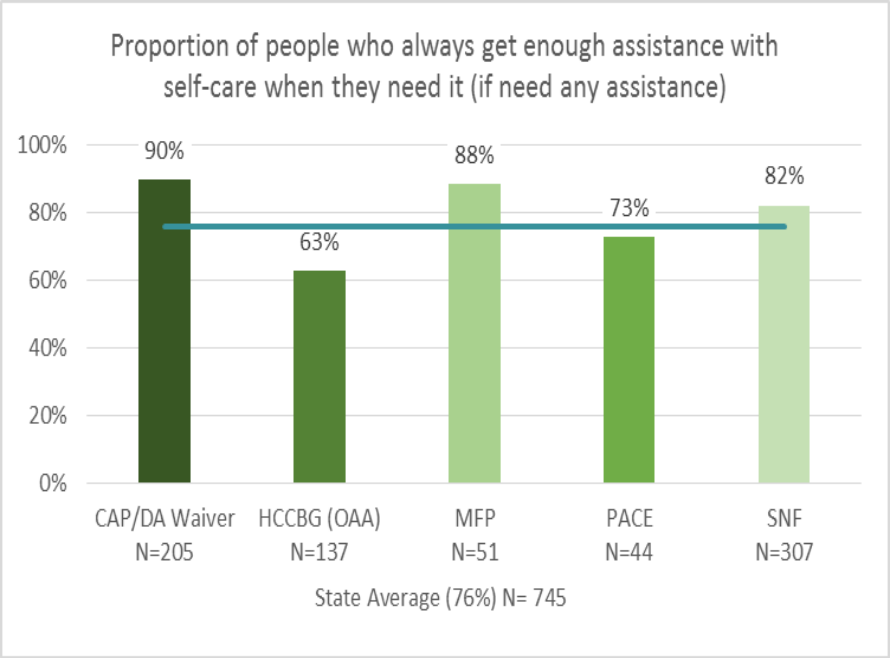
Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



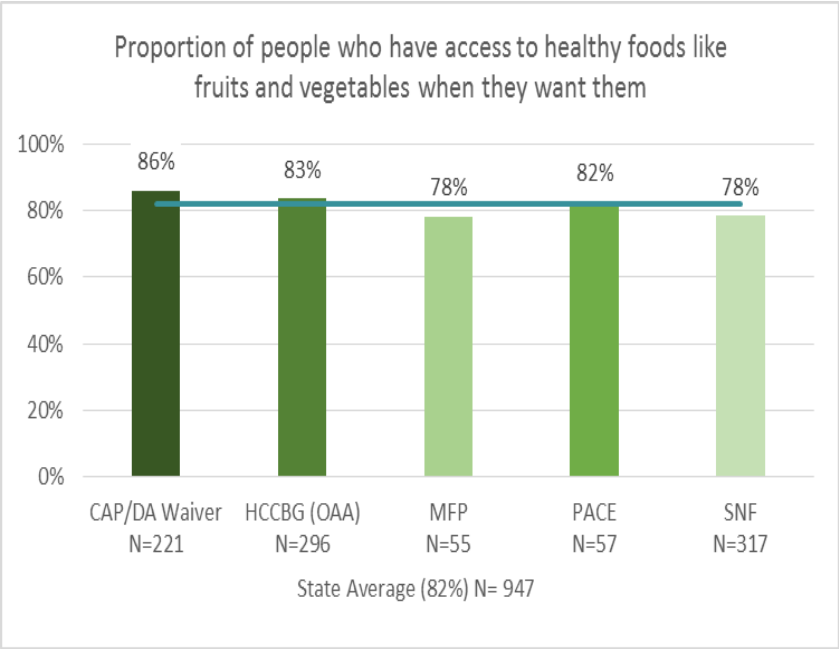
Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 108. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 109. Proportion of people who have access to healthy foods like fruits and vegetables when they want them



Affordability

People have enough available resources.

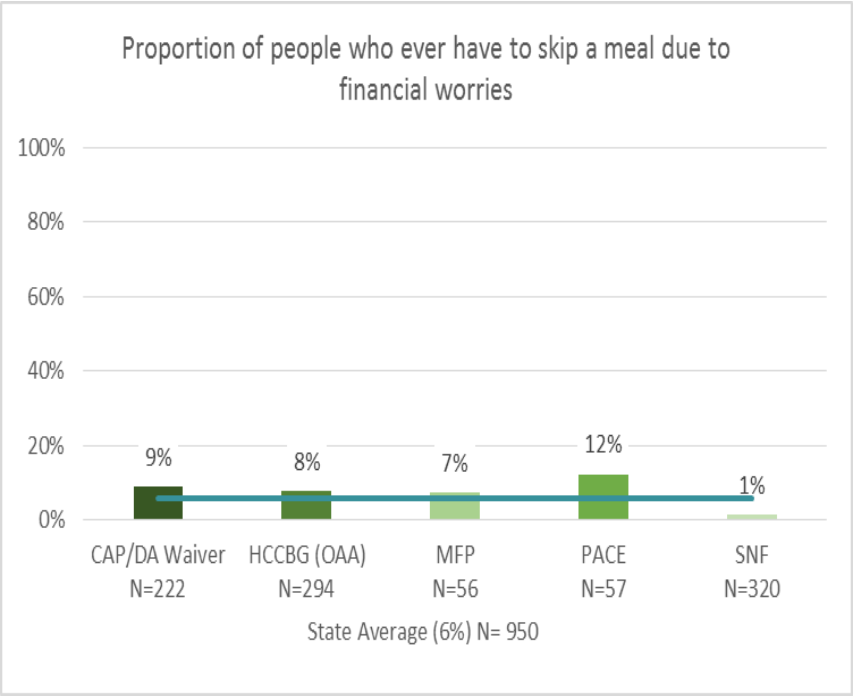
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data for state and programs are shown in Appendix B.

Graph 110. Proportion of people who ever have to skip a meal due to financial worries



Planning for future

People have support to plan and make decision about the future.

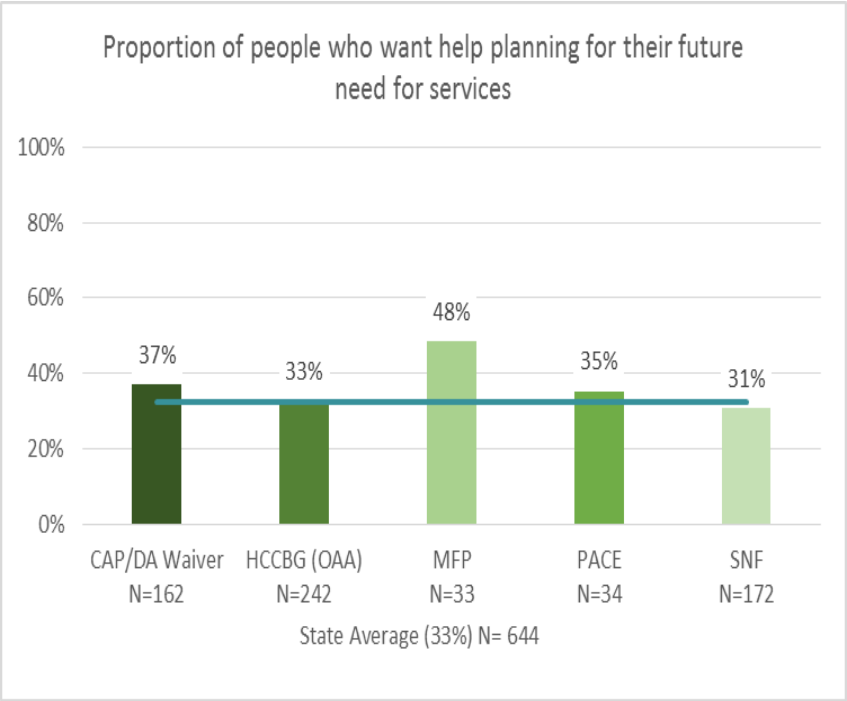
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services.
2. Proportion of people who have decision-making assistance.

There are two survey items that correspond to the Planning for Future domain.

Un-collapsed data for state and programs are shown in Appendix B.

Graph 111. Proportion of people who want help planning for their future need for services



Control

People feel in control of their lives

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

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

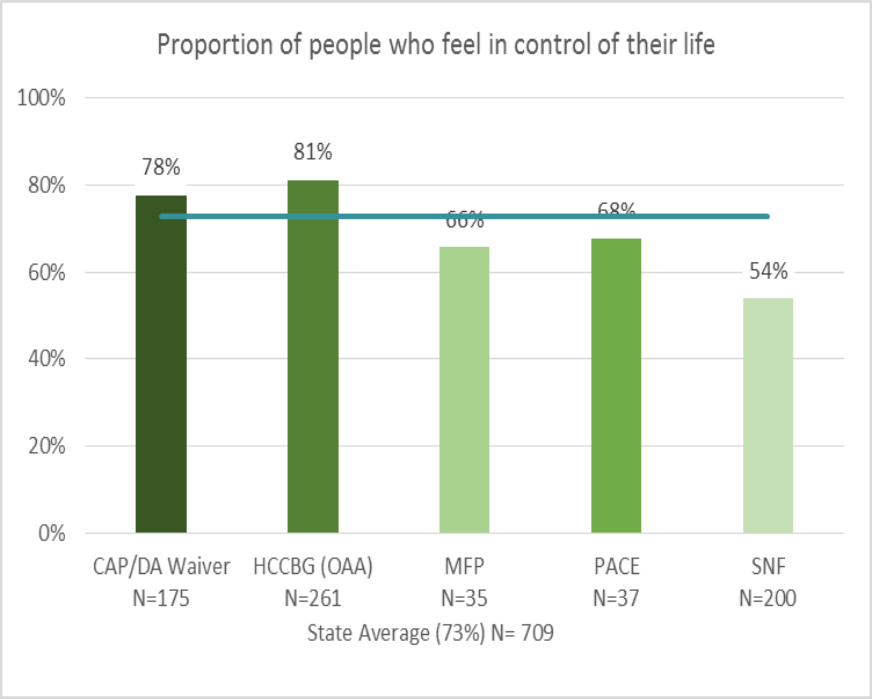
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed[6].

Un-collapsed data for state and programs are shown in Appendix B.

[6] Data shown in Appendix B only

Graph 112. Proportion of people who feel in control of their life



Appendix A

Rules for Recoding and Collapsing Responses

Below is a table that details collapsing and recoding logic for indicators that were measured using anything other than a "Yes/No" binary response. The number in the third column refers to the table number in the report where the indicator can be found. Unless otherwise stated, "don' know" and "unclear/refused" responses are excluded from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Community Participation	Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to	1	Collapse "No" and "Sometimes"
Choice and Decision Making	Proportion of people who get up and go to bed at the time they want	3	Collapse "Some days, sometimes" and "No, never"
	Proportion of people who can eat their meals when they want	4	Collapse "Some days, sometimes" and "No, never"
	Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)	5	Collapse "In-between, able to decide some ways" and "No"
Relationships	Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)	6	Collapse "Most of the time, usually, or some family and/or friends" and "No, or only sometimes"
	Proportion of people who sometimes or often feel lonely, sad or depressed	7	Collapse "Often" and "Sometimes"; Collapse "Not often" and "Never or almost never"
Satisfaction	Proportion of people who like where they are living	8	Collapse "In-between, most of the time" and "No"

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Yes, always, or almost always” and “Some days, sometimes”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “No, never or rarely” and “Some, or usually”
Service Coordination	Proportion of people who know whom to call if they have a complaint about their services	13	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports	14	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	15	Collapse “No, or only sometimes” and “Most of the time, usually”
	Proportion of people whose paid support staff show up and leave when they are supposed to	16	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose services meet all their needs and goals	19	Collapse “No, not at all, needs or goals are not met”, “Somewhat, some needs and goals” and “Mostly, most needs and goals”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people whose family member (unpaid or paid) provides additional assistance	22	Add percentages for “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who stayed overnight in a hospital or rehab facility (and were discharged to go home) in past year	23	Collapse “Yes, hospital” and “Yes, rehab/nursing facility”
	Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehab facility (if occurred in the past year)	24	Collapse “No” and “In-between”
	Proportion of people who reported they know how to manage their chronic conditions	27	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who receive information about their services in the language they prefer (if non-English)	30	Collapse “No” and “Some information”
Safety	Proportion of people who feel safe at home	63	Collapse “Rarely or never” and “Most of the time”
	Proportion of people who feel safe around their paid support staff	64	Collapse “No, never or rarely” and “Some, or usually but not always”
	Proportion of people who are ever worried for the security of their personal belongings	65	Collapse “Yes, often” and “Sometimes”
	Proportion of people whose money was taken or used without their permission	66	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)	67	Collapse “Yes, often” and “Sometimes”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	74	Collapse “Sometimes or rarely” and “Usually”
	Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)	75	Collapse “Yes, friend”, “Yes, family member” and “Yes, doctor or nurse”
Wellness	Proportion of people who describe their overall health as poor	82	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people whose who reported their health has gotten much better or somewhat better compared to 12 months ago	83	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
Medications	Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)	88	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people who feel that their paid support staff treat them with respect	89	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people who get asked permission before people enter their home/room	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	92	Collapse “No, never or rarely” and “Usually”
	Proportion of people who have privacy with visitors at home if they want it (if in group setting)	94	Collapse “No, never or rarely” and “Usually”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	95	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get and determine how often and when they get them	99	Collapse “No” and “Sometimes, or some services”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who can choose or change who provides their services if they want to	100	Collapse “No” and “Sometimes, or some services”
Work	Proportion of people who have a paying job in the community, either full-time or part-time	101	Collapse “Yes, full time” and “Yes, part time”
	Proportion of people who would like a job (if not currently employed)	102	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need a lot or some assistance with everyday activities (Things like preparing meals, housework, shopping or taking their medications)	105	Collapse “A lot” and “Some”
	Proportion of people who generally need a lot or some assistance with self-care (Things like bathing, dressing, going to the bathroom, eating, or moving around their home)	107	Collapse “A lot” and “Some”
	Proportion of people who have access to healthy foods like fruits and vegetables when they want them	109	Collapse “No, never” and “Sometimes”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	110	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who feel in control of their life	112	Collapse “No” and “In-between”

Appendix B

Un-collapsed and un-weighted data by program

Demographic Tables

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

	Average Age	N
CAP/DA	65.3	189
HCCBG	76.6	243
MFP	62.0	54
PACE	70.9	50
SNF	73.7	257
Sample Average	71.6	794

Table 2. Proportion of individuals 90 years of age and over

	Under 90	90 and Over	N
CAP/DA	86%	14%	220
HCCBG	83%	17%	292
MFP	96%	4%	56
PACE	88%	12%	57
SNF	78%	22%	331
Sample Average	83%	17%	957

Table 3. Preferred means of communication

	Spoken	Gestures or Body language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
CAP/DA	95%	3%	0%	0%	1%	0%	221
HCCBG	99%	1%	0%	0%	0%	0%	294
MFP	84%	11%	0%	0%	5%	0%	56
PACE	95%	5%	0%	0%	0%	0%	57
SNF	85%	7%	0%	0%	8%	1%	330
Sample Average	92%	4%	0%	0%	3%	0%	959

Table 4. Type of residential area[7]

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
CAP/DA	52%	21%	8%	12%	7%	224
HCCBG	53%	24%	10%	10%	3%	296
MFP	71%	9%	0%	14%	5%	56
PACE	96%	4%	0%	0%	0%	57
SNF	60%	24%	3%	10%	3%	331
Sample Average	59%	21%	6%	10%	4%	965

[7] 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 5. Type of residence

	Own or Family Home	Group Home	Adult Family Home, Foster or Host Home	Assisted Living Facility	Nursing Facility	Homeless	Other	Don't Know	N
CAP/DA	94%	0%	1%	1%	3%	0%	2%	0%	221
HCCBG	95%	1%	0%	1%	2%	0%	2%	0%	294
MFP	77%	5%	7%	2%	5%	0%	4%	0%	56
PACE	86%	0%	0%	4%	2%	2%	7%	0%	57
SNF	1%	0%	0%	3%	93%	1%	3%	0%	329
Sample Average	61%	1%	1%	2%	34%	0%	3%	0%	958

Table 6. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	PCA's	Others (not family, friend, or PCA)	Other	Don't know	N
CAP/DA	32%	13%	51%	1%	1%	2%	1%	0%	222
HCCBG	48%	24%	23%	1%	1%	3%	2%	0%	295
MFP	13%	18%	46%	2%	13%	11%	5%	0%	56
PACE	30%	16%	44%	0%	4%	2%	5%	2%	57
SNF	2%	0%	0%	0%	2%	58%	43%	0%	322
Sample Average	26%	12%	24%	1%	2%	22%	16%	0%	953

Table 7. Proportion of people whose address changed in the past 6 months

	No	Yes	N
CAP/DA	93%	7%	221
HCCBG	94%	6%	293
MFP	91%	9%	56
PACE	84%	16%	56
SNF	93%	7%	320
Sample Average	93%	7%	947

Table 8. Proportion of people with diagnosis of Physical Disability

	No	Yes	N
CAP/DA	25%	75%	215
HCCBG	51%	49%	290
MFP	27%	73%	56
PACE	43%	57%	54
SNF	26%	74%	317
Sample Average	35%	65%	933

Table 9. Proportion of people with diagnosis of Alzheimer's or other dementia

	No	Yes	N
CAP/DA	85%	15%	205
HCCBG	87%	13%	286
MFP	85%	15%	52
PACE	66%	34%	56
SNF	57%	43%	302
Sample Average	75%	25%	902

Table 10. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	N
CAP/DA	92%	8%	207
HCCBG	99%	1%	284
MFP	87%	13%	53
PACE	94%	6%	54
SNF	96%	4%	294
Sample Average	96%	4%	893

Table 11. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	N
CAP/DA	89%	11%	204
HCCBG	99%	1%	288
MFP	76%	24%	55
PACE	92%	8%	53
SNF	95%	5%	293
Sample Average	93%	7%	894

Table 12. Proportion of people with diagnosis of Mental Health

	No	Yes	N
CAP/DA	70%	30%	205
HCCBG	86%	14%	281
MFP	73%	27%	52
PACE	62%	38%	52
SNF	69%	31%	288
Sample Average	75%	25%	879

Table 13. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
CAP/DA	68%	28%	3%	218
HCCBG	67%	30%	2%	292
MFP	64%	30%	6%	53
PACE	52%	38%	11%	56
SNF	62%	33%	4%	313
Sample Average	65%	31%	4%	933

Table 14. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	N
CAP/DA	65%	29%	6%	219
HCCBG	66%	31%	3%	294
MFP	75%	23%	2%	53
PACE	45%	46%	9%	56
SNF	70%	25%	5%	317
Sample Average	66%	29%	5%	940

Table 15. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
CAP/DA	15%	38%	54%	16%	0%	223
HCCBG	5%	14%	46%	48%	0%	292
MFP	29%	39%	32%	14%	0%	56
PACE	11%	33%	42%	19%	0%	57
SNF	30%	57%	16%	8%	0%	327
Sample Average	18%	37%	37%	23%	0%	956

Table 16. History of frequent falls

	No	Yes	N
CAP/DA	71%	29%	221
HCCBG	76%	24%	286
MFP	76%	24%	55
PACE	70%	30%	57
SNF	73%	27%	305
Sample Average	73%	27%	925

Table 17. Receives Medicare

	No	Yes	N
CAP/DA	20%	80%	215
HCCBG	5%	95%	286
MFP	29%	71%	52
PACE	10%	90%	51
SNF	11%	89%	295
Sample Average	12%	88%	900

Community Participation- un-collapsed tables

Table 18. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	19%	20%	55%	5%	1%	1%	176
HCCBG	12%	16%	66%	6%	0%	0%	267
MFP	17%	3%	67%	14%	0%	0%	36
PACE	16%	18%	61%	3%	0%	3%	38
SNF	22%	12%	45%	16%	3%	2%	206
Sample Average	17%	15%	57%	9%	1%	1%	724

Table 19a. Reasons person cannot go out

	Can Do Things Outside Home When Wants to	Does Not Want to	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
CAP/DA	56%	5%	9%	14%	11%	28%	6%	170
HCCBG	67%	6%	3%	9%	2%	20%	3%	262
MFP	67%	14%	6%	11%	8%	6%	3%	36
PACE	62%	3%	8%	14%	3%	22%	11%	37
SNF	48%	17%	4%	12%	4%	12%	6%	194
Sample Average	59%	9%	5%	11%	5%	19%	5%	700

Table 23b. Reasons person cannot go out (continued)

	Feeling Unwelcome In Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What is Available	Other	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	1%	1%	0%	6%	1%	0%	170
HCCBG	0%	5%	0%	0%	4%	0%	0%	262
MFP	3%	0%	6%	3%	0%	0%	3%	36
PACE	0%	0%	0%	3%	3%	0%	0%	37
SNF	1%	1%	3%	1%	7%	3%	1%	194
Sample Average	1%	2%	1%	1%	5%	1%	0%	700

Choice and Decision Making— un-collapsed

Table 20. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	83%	17%	0%	0%	6
HCCBG	14%	43%	29%	14%	7
MFP	100%	0%	0%	0%	6
PACE	67%	0%	0%	33%	3
SNF	73%	18%	7%	2%	195
Sample Average	72%	18%	7%	2%	217

Table 21. Proportion of people who get up and go to bed at the time when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	2%	3%	94%	0%	1%	176
HCCBG	0%	2%	97%	0%	0%	267
MFP	6%	3%	92%	0%	0%	36
PACE	5%	8%	87%	0%	0%	38
SNF	7%	16%	73%	1%	3%	209
Sample Average	3%	6%	89%	0%	1%	727

Table 22. Proportion of people who can eat their meals when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	2%	6%	92%	0%	1%	176
HCCBG	3%	2%	94%	0%	1%	266
MFP	0%	11%	89%	0%	0%	36
PACE	3%	5%	89%	0%	3%	38
SNF	39%	13%	44%	1%	2%	210
Sample Average	13%	7%	79%	0%	1%	727

Table 23. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)

	No	In-between, Able to Decide Some Ways	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	11%	11%	78%	0%	0%	18
HCCBG	5%	0%	95%	0%	0%	22
MFP	8%	0%	83%	8%	0%	12
PACE	18%	9%	73%	0%	0%	11
SNF	18%	19%	59%	3%	0%	207
Sample Average	16%	16%	65%	3%	0%	270

Relationships- un-collapsed

Table 24. Proportion of people who can always or almost always see or talk to friends and family when they want to

	No, or Only Sometimes	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	7%	9%	85%	0%	0%	168
HCCBG	5%	3%	92%	0%	0%	246
MFP	3%	6%	90%	0%	0%	31
PACE	8%	6%	86%	0%	0%	36
SNF	6%	12%	83%	0%	0%	191
Sample Average	6%	7%	87%	0%	0%	673

Table 25. Reasons people cannot always see friends/family

	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
CAP/DA	4%	3%	0%	5%	1%	4%	1%	171
HCCBG	1%	3%	0%	1%	0%	4%	0%	267
MFP	6%	6%	0%	0%	0%	0%	0%	36
PACE	0%	3%	0%	3%	0%	8%	0%	40
SNF	3%	3%	0%	2%	0%	5%	1%	205
Sample Average	3%	3%	0%	2%	0%	4%	0%	720

Table 26. Proportion of people who sometimes or often feel lonely, sad or depressed

	Never Or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	29%	26%	31%	12%	1%	1%	175
HCCBG	27%	24%	35%	12%	0%	2%	266
MFP	43%	6%	29%	23%	0%	0%	35
PACE	34%	26%	21%	16%	3%	0%	38
SNF	23%	22%	40%	13%	0%	2%	208
Sample Average	28%	23%	34%	13%	1%	1%	723

Satisfaction- un-collapsed

Table 27. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	2%	6%	92%	0%	1%	177
HCCBG	4%	4%	91%	0%	0%	267
MFP	0%	11%	87%	0%	3%	38
PACE	5%	5%	90%	0%	0%	40
SNF	16%	18%	62%	1%	3%	218
Sample Average	7%	9%	82%	0%	1%	741

Table 28a. **Reasons for not liking where people live**

	Accessibility	Neighborhood	Feels Unsafe in Home	Home or Building Needs Repairs or Upkeep	Does Not Feel Like Home	N
CAP/DA	2%	1%	2%	1%	2%	176
HCCBG	2%	0%	1%	2%	1%	265
MFP	0%	3%	0%	3%	3%	36
PACE	0%	0%	0%	3%	3%	40
SNF	0%	0%	2%	1%	12%	206
Sample Average	1%	1%	1%	1%	5%	724

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

	Layout or Size of Home or Building	Problems With Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence and Control	N
CAP/DA	1%	1%	1%	0%	0%	176
HCCBG	2%	0%	0%	0%	0%	265
MFP	0%	0%	0%	0%	0%	36
PACE	0%	3%	0%	3%	3%	40
SNF	0%	3%	7%	5%	5%	206
Sample Average	1%	1%	2%	2%	2%	724

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

	Wants More Privacy	Wants to Be Closer to Family or Friends	Feels Isolated From Community or Feels Lonely	Other	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	0%	2%	2%	3%	0%	0%	176
HCCBG	0%	0%	2%	5%	0%	0%	265
MFP	0%	0%	0%	3%	0%	0%	36
PACE	0%	3%	3%	8%	0%	0%	40
SNF	6%	10%	5%	13%	1%	0%	206
Sample Average	2%	4%	3%	7%	0%	0%	724

Table 29. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
CAP/DA	83%	3%	14%	1%	177
HCCBG	83%	2%	14%	0%	265
MFP	61%	3%	34%	3%	38
PACE	78%	8%	15%	0%	40
SNF	51%	5%	41%	3%	217
Sample Average	72%	4%	23%	1%	738

Table 30a. Where people would prefer to live (if would prefer to live somewhere else)

	Different Own Home	Family Member's Home	Assisted Living	Group Home	Adult Family Home or Shared Living	N
CAP/DA	12%	1%	0%	0%	0%	173
HCCBG	8%	1%	1%	0%	0%	258
MFP	19%	5%	3%	0%	0%	37
PACE	10%	3%	3%	0%	0%	40
SNF	24%	9%	3%	0%	0%	209
Sample Average	14%	3%	2%	0%	0%	718

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

	Nursing Facility	Other	Doesn't Want to Live Elsewhere	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	0%	3%	85%	0%	0%	173
HCCBG	0%	4%	86%	1%	0%	258
MFP	3%	8%	62%	0%	0%	37
PACE	3%	3%	78%	3%	0%	40
SNF	3%	5%	53%	2%	0%	209
Sample Average	1%	4%	74%	1%	0%	718

Table 31. Proportion of people who like how they usually spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	7%	23%	69%	0%	1%	176
HCCBG	6%	23%	71%	0%	1%	265
MFP	11%	25%	64%	0%	0%	36
PACE	13%	8%	79%	0%	0%	38
SNF	9%	33%	54%	1%	3%	207
Sample Average	8%	25%	66%	0%	1%	723

Table 32. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	Paid Support Person(s) are Live-in	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	67%	9%	22%	2%	0%	0%	179
HCCBG	82%	11%	4%	0%	3%	0%	131
MFP	83%	0%	12%	2%	2%	0%	42
PACE	64%	10%	24%	0%	2%	0%	42
SNF	42%	22%	27%	0%	7%	1%	222
Sample Average	62%	13%	19%	1%	4%	0%	616

Table 33. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	3%	16%	81%	0%	0%	136
HCCBG	4%	10%	83%	1%	2%	115
MFP	4%	7%	89%	0%	0%	28
PACE	8%	12%	80%	0%	0%	25
SNF	5%	26%	65%	1%	2%	168
Sample Average	4%	18%	76%	0%	1%	472

Service Coordination- un-collapsed

Table 34. Proportion of people who know whom to call if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CAP/DA	5%	5%	89%	0%	219
HCCBG	13%	6%	80%	1%	285
MFP	16%	11%	73%	0%	56
PACE	11%	4%	85%	0%	54
SNF	13%	6%	80%	2%	319
Sample Average	11%	6%	82%	1%	934

Table 35. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CAP/DA	9%	6%	84%	1%	221
HCCBG	24%	8%	68%	0%	286
MFP	11%	7%	82%	0%	56
PACE	22%	2%	76%	0%	54
SNF	15%	12%	72%	1%	316
Sample Average	16%	8%	74%	1%	934

Table 36. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	3%	11%	86%	0%	1%	195
HCCBG	3%	7%	90%	0%	0%	69
MFP	7%	2%	89%	2%	0%	44
PACE	3%	5%	92%	0%	0%	39
SNF	4%	5%	89%	3%	0%	195
Sample Average	3%	7%	88%	1%	0%	543

Table 37. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always, Or Almost Always	Paid Support Person/S Are Live-In	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	11%	83%	3%	1%	0%	175
HCCBG	2%	6%	91%	0%	1%	0%	130
MFP	2%	2%	93%	2%	0%	0%	41
PACE	2%	15%	76%	0%	7%	0%	41
SNF	6%	21%	67%	0%	4%	2%	223
Sample Average	3%	13%	79%	1%	2%	1%	610

Table 38. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	25%	67%	7%	1%	224
HCCBG	31%	66%	2%	1%	294
MFP	33%	60%	7%	0%	55
PACE	33%	58%	9%	0%	57
SNF	10%	78%	11%	1%	331
Sample Average	22%	69%	7%	1%	962

Table 39. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	58%	34%	7%	1%	175
HCCBG	62%	30%	6%	1%	261
MFP	47%	44%	6%	3%	36
PACE	58%	32%	8%	3%	38
SNF	59%	26%	11%	3%	202
Sample Average	59%	31%	8%	2%	713

Table 40. Proportion of people whose services meet all their needs and goals

	No, Not At All, Needs Or Goals Are Not Met	Somewhat, Some Needs And Goals	Mostly, Most Needs And Goals	Yes, Completely, All Needs And Goals	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	4%	10%	26%	58%	1%	0%	221
HCCBG	13%	13%	17%	56%	0%	0%	282
MFP	9%	13%	16%	62%	0%	0%	55
PACE	7%	18%	9%	61%	5%	0%	57
SNF	6%	5%	14%	71%	2%	1%	329
Sample Average	8%	10%	18%	63%	1%	0%	945

Table 41a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
CAP/DA	10%	4%	8%	4%	6%	219
HCCBG	18%	21%	9%	5%	3%	290
MFP	9%	2%	15%	4%	4%	55
PACE	6%	4%	2%	2%	4%	53
SNF	4%	1%	3%	2%	1%	317
Sample Average	10%	8%	7%	4%	3%	935

Table 45b. Additional services that may help if not all needs and goals are met (continued)

	Congregate Dining	Adult Day Services	Transportation	Assistive Technology, Specialized Medical Equipment	Home and/or Vehicle Modifications	Respite or Family Caregiver Support	N
CAP/DA	0%	3%	10%	11%	11%	11%	219
HCCBG	0%	4%	10%	4%	5%	7%	290
MFP	2%	7%	11%	7%	9%	7%	55
PACE	0%	2%	11%	4%	6%	8%	53
SNF	1%	2%	4%	3%	3%	1%	317
Sample Average	0%	3%	8%	5%	6%	6%	935

Table 45c42. Additional services that may help if not all needs and goals are met (continued)

	Health Care	Mental Health Care	Dental Care	Housing Assistance	Heating or Cooling Assistance	Other	N
CAP/DA	1%	1%	5%	5%	8%	14%	219
HCCBG	3%	2%	8%	2%	7%	12%	290
MFP	4%	4%	5%	7%	5%	18%	55
PACE	2%	2%	0%	6%	6%	13%	53
SNF	1%	0%	3%	3%	0%	13%	317
Sample Average	2%	1%	5%	3%	5%	13%	935

Table 43. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	25%	70%	5%	0%	81
HCCBG	33%	56%	11%	0%	36
MFP	25%	70%	5%	0%	20
PACE	44%	25%	31%	0%	16
SNF	36%	49%	13%	2%	53
Sample Average	31%	59%	10%	0%	206

Table 44a. How people first find out about the services available to them

	Friend	Family	Area Agency On Aging	Aging And Disability Resource Center	Center for Independent Living	Newspaper, Advertisement, Or Billboard	N
CAP/DA	9%	29%	4%	4%	1%	0%	223
HCCBG	23%	32%	9%	6%	0%	1%	293
MFP	9%	32%	0%	5%	2%	0%	56
PACE	7%	32%	11%	2%	0%	2%	56
SNF	4%	38%	1%	1%	1%	0%	323
Sample Average	11%	33%	5%	4%	1%	1%	952

Table 48b. How people first find out about the services available to them (continued)

	Provider	State Or County Agency	Doctor	Managed Care Organization	Case Manager Or Care Coordinator	Other	N
CAP/DA	20%	12%	18%	1%	5%	14%	223
HCCBG	6%	6%	8%	0%	4%	19%	293
MFP	32%	9%	5%	0%	7%	16%	56
PACE	9%	11%	7%	2%	2%	16%	56
SNF	15%	2%	24%	1%	5%	11%	323
Sample Average	14%	7%	15%	1%	4%	15%	952

Table 45a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
CAP/DA	56%	18%	2%	21%	221
HCCBG	20%	2%	0%	46%	293
MFP	57%	7%	0%	18%	56
PACE	35%	0%	2%	47%	57
SNF	76%	0%	0%	6%	323
Sample Average	51%	5%	1%	25%	951

Table 49b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	1%	1%	0%	0%	221
HCCBG	4%	0%	26%	0%	0%	293
MFP	2%	7%	9%	0%	0%	56
PACE	4%	4%	9%	0%	0%	57
SNF	1%	2%	15%	0%	0%	323
Sample Average	2%	1%	14%	0%	0%	951

Table 46. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	Unpaid Friend Or Volunteer	Other	Nobody Provides Support On a Regular Basis	N
CAP/DA	21%	6%	1%	68%	14%	2%	8%	222
HCCBG	21%	1%	0%	30%	13%	2%	17%	292
MFP	33%	13%	4%	55%	9%	2%	7%	55
PACE	28%	2%	0%	53%	5%	5%	18%	57
SNF	22%	1%	1%	43%	8%	3%	18%	320
Sample Average	22%	3%	1%	46%	11%	3%	15%	947

Care Coordination- un-collapsed

Table 47. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Hospital	Rehab or Nursing Facility	No	N
CAP/DA	29%	5%	68%	224
HCCBG	27%	6%	70%	293
MFP	37%	2%	59%	54
PACE	28%	7%	67%	57
SNF	23%	4%	71%	328
Sample Average	27%	5%	69%	957

Table 48. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	10%	6%	83%	1%	0%	70
HCCBG	10%	7%	83%	0%	0%	84
MFP	5%	0%	90%	5%	0%	20
PACE	6%	6%	88%	0%	0%	17
SNF	15%	5%	69%	7%	4%	85
Sample Average	11%	5%	80%	3%	1%	276

Table 49. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	19%	77%	0%	3%	1%	70
HCCBG	15%	80%	0%	5%	0%	84
MFP	15%	85%	0%	0%	0%	20
PACE	12%	88%	0%	0%	0%	17
SNF	15%	60%	4%	17%	5%	82
Sample Average	16%	74%	1%	7%	2%	273

Table 50. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	13%	86%	0%	0%	224
HCCBG	9%	91%	0%	0%	296
MFP	9%	91%	0%	0%	56
PACE	2%	98%	0%	0%	57
SNF	12%	84%	3%	1%	329
Sample Average	11%	88%	1%	0%	963

Table 51. Proportion of people who reported know how to manage their chronic condition(s)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	5%	94%	1%	0%	192
HCCBG	4%	4%	92%	0%	0%	266
MFP	4%	2%	94%	0%	0%	50
PACE	5%	7%	85%	2%	0%	55
SNF	10%	7%	80%	3%	0%	274
Sample Average	5%	5%	88%	1%	0%	838

Access—un-collapsed

Table 52. Proportion of people who have transportation when they want to do things outside of their home

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	10%	15%	69%	4%	1%	0%	222
HCCBG	9%	10%	76%	5%	0%	0%	293
MFP	13%	5%	73%	9%	0%	0%	55
PACE	14%	7%	71%	5%	0%	2%	56
SNF	16%	6%	57%	15%	5%	1%	331
Sample Average	12%	9%	67%	8%	2%	1%	958

Table 53. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Does Not Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	4%	94%	0%	0%	0%	222
HCCBG	4%	3%	91%	1%	0%	0%	291
MFP	0%	2%	98%	0%	0%	0%	55
PACE	4%	4%	93%	0%	0%	0%	57
SNF	1%	2%	88%	7%	2%	1%	331
Sample Average	2%	3%	91%	3%	1%	0%	957

Table 54. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	3%	3%	94%	0%	0%	32
HCCBG	16%	0%	82%	2%	0%	45
MFP	20%	20%	60%	0%	0%	5
PACE	0%	0%	100%	0%	0%	9
SNF	6%	0%	94%	0%	0%	53
Sample Average	8%	1%	90%	1%	0%	144

Table 55. Proportion of people who need grab bars in the bathroom or elsewhere in home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	18%	60%	4%	17%	0%	0%	223
HCCBG	28%	50%	4%	17%	1%	0%	294
MFP	21%	55%	5%	14%	4%	0%	56
PACE	19%	61%	5%	12%	0%	2%	57
SNF	22%	72%	0%	2%	3%	1%	327
Sample Average	23%	61%	3%	11%	2%	1%	958

Table 56. Proportion of people who need bathroom modifications (other than grab bars)

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	34%	41%	2%	21%	1%	0%	222
HCCBG	51%	32%	3%	12%	2%	0%	293
MFP	35%	35%	5%	16%	9%	0%	55
PACE	46%	38%	5%	7%	2%	2%	56
SNF	37%	56%	0%	1%	4%	1%	321
Sample Average	41%	43%	2%	10%	3%	1%	948

Table 57. Proportion of people who need a specialized bed

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	60%	26%	6%	7%	1%	0%	218
HCCBG	78%	14%	2%	5%	1%	0%	288
MFP	27%	45%	15%	5%	5%	2%	55
PACE	47%	31%	15%	5%	0%	2%	55
SNF	19%	73%	4%	2%	2%	0%	322
Sample Average	49%	40%	5%	4%	1%	0%	939

Table 58. Proportion of people who need a ramp or stair lift in or outside the home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	45%	37%	5%	12%	0%	0%	221
HCCBG	64%	23%	5%	7%	1%	0%	293
MFP	41%	46%	7%	4%	2%	0%	56
PACE	56%	33%	4%	5%	0%	2%	57
SNF	48%	48%	0%	1%	2%	1%	315
Sample Average	52%	37%	3%	6%	1%	1%	943

Table 59. Proportion of people who need a remote monitoring system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	78%	8%	1%	10%	4%	0%	220
HCCBG	82%	3%	0%	9%	5%	1%	290
MFP	65%	5%	2%	15%	13%	0%	55
PACE	79%	11%	0%	7%	2%	2%	56
SNF	73%	14%	0%	2%	10%	1%	321
Sample Average	76%	8%	0%	7%	7%	1%	943

Table 60. Proportion of people who need an emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused No Response	N
CAP/DA	30%	56%	5%	8%	0%	0%	220
HCCBG	48%	26%	1%	23%	1%	0%	291
MFP	41%	32%	4%	18%	5%	0%	56
PACE	39%	42%	4%	14%	0%	2%	57
SNF	24%	71%	1%	1%	2%	1%	323
Sample Average	35%	50%	2%	11%	2%	1%	948

Table 61. Proportion of people who need other home modifications

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	35%	10%	4%	39%	10%	2%	49
HCCBG	61%	8%	1%	20%	7%	1%	83
MFP	30%	0%	10%	40%	10%	10%	10
PACE	38%	38%	0%	25%	0%	0%	8
SNF	72%	16%	0%	2%	8%	2%	50
Sample Average	55%	12%	2%	22%	8%	2%	200

Table 62. Proportion of people who need a walker

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	33%	57%	7%	2%	0%	0%	221
HCCBG	43%	49%	5%	2%	0%	0%	293
MFP	55%	38%	5%	2%	0%	0%	56
PACE	49%	44%	4%	2%	2%	0%	57
SNF	66%	28%	2%	3%	1%	0%	326
Sample Average	50%	43%	4%	2%	1%	0%	954

Table 63. Proportion of people who need a scooter

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	76%	8%	2%	11%	2%	0%	217
HCCBG	83%	8%	1%	5%	2%	0%	293
MFP	71%	11%	2%	13%	4%	0%	56
PACE	84%	5%	0%	11%	0%	0%	56
SNF	91%	2%	0%	4%	3%	0%	318
Sample Average	84%	6%	1%	7%	2%	0%	941

Table 64. Proportion of people who need a cane

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	50%	45%	4%	1%	0%	0%	218
HCCBG	43%	50%	4%	2%	1%	0%	294
MFP	66%	25%	2%	5%	2%	0%	56
PACE	69%	29%	0%	2%	0%	0%	55
SNF	89%	6%	0%	2%	2%	1%	321
Sample Average	63%	31%	2%	2%	1%	0%	945

Table 65. Proportion of people who need a wheelchair

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	35%	45%	13%	7%	0%	0%	220
HCCBG	65%	24%	4%	6%	2%	0%	290
MFP	25%	52%	13%	11%	0%	0%	56
PACE	47%	39%	11%	4%	0%	0%	57
SNF	15%	70%	10%	5%	1%	0%	329
Sample Average	38%	47%	9%	6%	1%	0%	953

Table 66. Proportion of people who need hearing aids

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	79%	7%	4%	9%	1%	0%	222
HCCBG	75%	10%	3%	11%	1%	0%	293
MFP	84%	2%	0%	11%	4%	0%	55
PACE	74%	7%	7%	12%	0%	0%	57
SNF	74%	9%	3%	9%	4%	1%	322
Sample Average	76%	8%	3%	10%	2%	0%	950

Table 67. Proportion of people who need glasses

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	28%	48%	16%	7%	0%	1%	221
HCCBG	18%	59%	14%	9%	0%	0%	294
MFP	38%	43%	7%	13%	0%	0%	56
PACE	25%	49%	19%	4%	4%	0%	57
SNF	41%	43%	8%	6%	2%	1%	325
Sample Average	29%	50%	12%	7%	1%	0%	954

Table 68. Proportion of people who need a communication device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	88%	3%	1%	2%	4%	1%	210
HCCBG	92%	2%	0%	1%	5%	0%	283
MFP	85%	4%	0%	5%	5%	0%	55
PACE	88%	4%	0%	4%	5%	0%	56
SNF	92%	2%	0%	2%	4%	1%	310
Sample Average	90%	2%	0%	2%	4%	1%	915

Table 69. Proportion of people who need portable oxygen

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	78%	17%	1%	2%	1%	0%	215
HCCBG	85%	10%	0%	1%	3%	0%	289
MFP	88%	4%	0%	4%	5%	0%	56
PACE	86%	13%	2%	0%	0%	0%	56
SNF	84%	10%	0%	1%	3%	1%	319
Sample Average	83%	11%	1%	1%	2%	1%	936

Table 70. Proportion of people who need other assistive device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	32%	22%	15%	24%	2%	5%	41
HCCBG	60%	12%	2%	17%	10%	0%	52
MFP	20%	10%	0%	60%	10%	0%	10
PACE	33%	33%	0%	33%	0%	0%	6
SNF	59%	20%	5%	7%	10%	0%	41
Sample Average	48%	17%	6%	20%	7%	1%	150

Safety—un-collapsed

Table 71. Proportion of people who feel safe at home

	Rarely Or Never	Most of the Time	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	5%	93%	1%	1%	176
HCCBG	3%	4%	93%	0%	0%	267
MFP	0%	6%	94%	0%	0%	36
PACE	3%	8%	89%	0%	0%	38
SNF	4%	11%	84%	0%	1%	210
Sample Average	2%	7%	90%	0%	1%	728

Table 72. Proportion of people who feel safe around their paid support staff

	No, Never Or Rarely	Some, Or Usually But Not Always	Yes, All Paid Support Workers, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	1%	3%	96%	0%	0%	136
HCCBG	1%	2%	97%	0%	0%	115
MFP	0%	0%	100%	0%	0%	29
PACE	0%	4%	96%	0%	0%	27
SNF	2%	10%	86%	0%	2%	168
Sample Average	1%	5%	93%	0%	1%	475

Table 73. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	84%	6%	9%	0%	1%	175
HCCBG	84%	10%	4%	0%	1%	268
MFP	89%	3%	8%	0%	0%	36
PACE	82%	16%	3%	0%	0%	38
SNF	59%	17%	20%	2%	2%	210
Sample Average	77%	11%	10%	1%	1%	728

Table 74. Proportion of people whose money was taken or used without their permission

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CAP/DA	80%	3%	16%	2%	176
HCCBG	86%	1%	12%	1%	268
MFP	89%	0%	11%	0%	36
PACE	92%	3%	3%	3%	38
SNF	72%	3%	22%	3%	209
Sample Average	81%	2%	15%	2%	728

Table 75. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	39%	14%	46%	0%	0%	223
HCCBG	41%	23%	36%	0%	0%	296
MFP	52%	14%	34%	0%	0%	56
PACE	35%	25%	40%	0%	0%	57
SNF	53%	10%	35%	2%	0%	331
Sample Average	45%	16%	38%	1%	0%	964

Table 76. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	24%	74%	1%	1%	137
HCCBG	34%	63%	2%	1%	174
MFP	15%	85%	0%	0%	27
PACE	16%	81%	0%	3%	37
SNF	13%	80%	7%	0%	155
Sample Average	23%	73%	3%	1%	530

Table 77. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	19%	75%	5%	1%	223
HCCBG	18%	76%	5%	1%	295
MFP	21%	70%	9%	0%	56
PACE	19%	79%	2%	0%	57
SNF	17%	74%	8%	1%	329
Sample Average	18%	75%	6%	1%	961

Health Care—un-collapsed

Table 78. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	97%	2%	0%	0%	215
HCCBG	99%	1%	0%	0%	282
MFP	95%	0%	5%	0%	56
PACE	100%	0%	0%	0%	54
SNF	95%	1%	2%	2%	316
Sample Average	97%	1%	1%	1%	924

Table 79. Proportion of people who have gone to the emergency room for falling or losing balance in past year

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	89%	9%	1%	0%	215
HCCBG	89%	10%	0%	0%	285
MFP	82%	13%	5%	0%	55
PACE	82%	14%	4%	0%	56
SNF	87%	9%	3%	2%	318
Sample Average	88%	10%	2%	1%	930

Table 80. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	56%	43%	1%	0%	224
HCCBG	68%	31%	1%	0%	290
MFP	60%	36%	4%	0%	55
PACE	60%	36%	4%	0%	55
SNF	71%	25%	2%	2%	325
Sample Average	65%	32%	2%	1%	950

Table 81. Proportion of people who have a primary care doctor

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	4%	96%	0%	0%	223
HCCBG	3%	96%	1%	0%	294
MFP	2%	98%	0%	0%	55
PACE	4%	95%	2%	0%	56
SNF	7%	92%	1%	1%	330
Sample Average	4%	94%	1%	0%	959

Table 82. Proportion of people who can get an appointment to see their primary care doctor when they need to

	Sometimes Or Rarely	Usually	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	4%	7%	89%	0%	0%	213
HCCBG	2%	10%	88%	1%	0%	282
MFP	0%	4%	96%	0%	0%	54
PACE	4%	2%	94%	0%	0%	52
SNF	5%	5%	89%	1%	1%	301
Sample Average	3%	7%	89%	1%	0%	903

Table 83. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	Yes, Friend	Yes, Family Member	Yes, Doctor Or Nurse	No	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	3%	8%	20%	16%	1%	0%	173
HCCBG	7%	10%	16%	22%	1%	0%	263
MFP	17%	11%	14%	19%	0%	3%	36
PACE	0%	5%	16%	14%	0%	3%	37
SNF	3%	14%	15%	24%	1%	1%	201
Sample Average	5%	10%	17%	20%	1%	1%	711

Table 84. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	15%	81%	1%	3%	1%	224
HCCBG	13%	85%	0%	2%	0%	295
MFP	9%	89%	0%	2%	0%	56
PACE	7%	88%	4%	2%	0%	57
SNF	17%	72%	0%	9%	2%	327
Sample Average	14%	80%	1%	4%	1%	960

Table 85. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	70%	26%	0%	3%	0%	224
HCCBG	65%	31%	0%	3%	0%	296
MFP	61%	25%	2%	13%	0%	56
PACE	53%	42%	0%	5%	0%	57
SNF	56%	30%	0%	11%	2%	327
Sample Average	62%	30%	0%	7%	1%	961

Table 86. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	41%	55%	1%	2%	0%	224
HCCBG	33%	65%	0%	2%	0%	296
MFP	39%	54%	0%	7%	0%	56
PACE	30%	68%	0%	2%	0%	57
SNF	29%	61%	0%	9%	1%	327
Sample Average	34%	61%	1%	5%	0%	961

Table 87. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	30%	67%	0%	2%	0%	223
HCCBG	21%	76%	1%	2%	0%	295
MFP	21%	75%	0%	4%	0%	56
PACE	4%	95%	0%	2%	0%	57
SNF	12%	82%	0%	5%	2%	329
Sample Average	19%	77%	0%	3%	1%	961

Table 88. Proportion of people who have had a routine dental visit in the past year

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	58%	38%	3%	1%	0%	223
HCCBG	59%	38%	1%	2%	0%	294
MFP	52%	35%	2%	11%	0%	54
PACE	35%	60%	2%	4%	0%	57
SNF	42%	48%	0%	8%	2%	330
Sample Average	51%	42%	1%	4%	1%	959

Table 89. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years

	No	Yes	N/A (e.g.. Not Recommended)	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	10%	81%	0%	8%	1%	222
HCCBG	9%	84%	0%	7%	0%	294
MFP	18%	71%	0%	9%	2%	55
PACE	9%	77%	0%	14%	0%	56
SNF	9%	61%	0%	26%	3%	325
Sample Average	10%	74%	0%	14%	1%	953

Wellness—un-collapsed

Table 90. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	18%	35%	31%	13%	3%	0%	0%	224
HCCBG	11%	30%	36%	19%	4%	0%	0%	294
MFP	11%	30%	36%	16%	7%	0%	0%	56
PACE	16%	23%	46%	14%	0%	2%	0%	57
SNF	12%	32%	38%	10%	4%	2%	1%	330
Sample Average	13%	31%	36%	14%	4%	1%	1%	962

Table 91. Proportion of people who reported their health has gotten much better, somewhat better, stayed about the same, got somewhat worse, or got much 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
CAP/DA	6%	24%	42%	20%	7%	0%	0%	222
HCCBG	7%	21%	53%	13%	5%	0%	0%	296
MFP	4%	4%	45%	30%	18%	0%	0%	56
PACE	9%	11%	38%	25%	18%	0%	0%	56
SNF	6%	18%	52%	14%	7%	3%	1%	330
Sample Average	6%	19%	49%	17%	8%	1%	1%	961

Table 92. Proportion of people who reported they forget things more often than before during the past 12 months

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	52%	45%	2%	1%	224
HCCBG	53%	46%	1%	1%	292
MFP	73%	23%	4%	0%	56
PACE	47%	44%	7%	2%	57
SNF	53%	37%	8%	2%	325
Sample Average	54%	41%	4%	1%	955

Table 93. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	35%	63%	2%	0%	104
HCCBG	53%	45%	1%	1%	136
MFP	43%	43%	7%	7%	14
PACE	25%	71%	4%	0%	28
SNF	38%	50%	12%	0%	148
Sample Average	41%	53%	6%	0%	430

Medications—un-collapsed

Table 94. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	61%	34%	4%	1%	224
HCCBG	75%	23%	1%	0%	294
MFP	61%	32%	7%	0%	56
PACE	54%	39%	7%	0%	56
SNF	53%	34%	12%	1%	330
Sample Average	62%	31%	6%	1%	961

Table 95. Proportion of people who take or are supposed to take any prescription medications

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	4%	96%	0%	0%	223
HCCBG	5%	95%	0%	0%	294
MFP	2%	98%	0%	0%	56
PACE	2%	98%	0%	0%	57
SNF	4%	92%	2%	1%	328
Sample Average	4%	95%	1%	1%	959

Table 96. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)

	No	In-between, Or Some Medications	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	3%	7%	90%	0%	0%	214
HCCBG	3%	4%	93%	0%	0%	277
MFP	2%	2%	96%	0%	0%	55
PACE	0%	5%	95%	0%	0%	56
SNF	15%	9%	74%	2%	1%	302
Sample Average	7%	6%	86%	1%	0%	905

Rights and Respect—un-collapsed

Table 97. Proportion of people who feel that their paid support staff treat them with respect

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always Or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	2%	10%	88%	0%	0%	137
HCCBG	0%	3%	96%	0%	1%	115
MFP	0%	4%	96%	0%	0%	28
PACE	0%	20%	80%	0%	0%	25
SNF	4%	14%	82%	0%	1%	169
Sample Average	2%	10%	88%	0%	0%	474

Table 98. Proportion of people who report that others ask permission before entering their home/room

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	5%	6%	88%	0%	1%	174
HCCBG	1%	4%	94%	0%	0%	267
MFP	6%	14%	78%	0%	3%	36
PACE	3%	0%	97%	0%	0%	38
SNF	21%	19%	57%	2%	1%	210
Sample Average	8%	9%	81%	1%	1%	726

Table 99. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	14%	77%	9%	0%	22
HCCBG	13%	78%	4%	4%	23
MFP	38%	54%	8%	0%	13
PACE	9%	82%	0%	9%	11
SNF	74%	11%	14%	1%	207
Sample Average	60%	27%	12%	1%	276

Table 100. Proportion of people who have enough privacy in their home (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	0%	18%	82%	0%	0%	22
HCCBG	4%	4%	92%	0%	0%	24
MFP	0%	8%	92%	0%	0%	12
PACE	9%	0%	91%	0%	0%	11
SNF	14%	15%	69%	1%	0%	207
Sample Average	11%	14%	74%	1%	0%	276

Table 101. Proportion of people who are able to have visitors come at any time (if in group setting)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	10%	85%	5%	0%	20
HCCBG	5%	95%	0%	0%	21
MFP	0%	100%	0%	0%	12
PACE	10%	90%	0%	0%	10
SNF	14%	82%	3%	1%	205
Sample Average	12%	84%	3%	1%	268

Table 102. Proportion of people who have privacy with visitors at home if they want it (if in group setting)

	No, Never Or Rarely Has Privacy Or There Are Rules Against	Usually Has Privacy	Yes, Always Has Privacy	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	0%	5%	90%	5%	0%	20
HCCBG	9%	5%	86%	0%	0%	22
MFP	0%	0%	100%	0%	0%	11
PACE	10%	10%	80%	0%	0%	10
SNF	5%	14%	76%	1%	2%	202
Sample Average	5%	12%	79%	2%	2%	265

Table 103. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never Or Rarely Can Use Privately Or There Are	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	10%	0%	90%	0%	0%	20
HCCBG	5%	5%	90%	0%	0%	21
MFP	10%	10%	80%	0%	0%	10
PACE	10%	10%	80%	0%	0%	10
SNF	17%	9%	69%	3%	3%	200
Sample Average	15%	8%	73%	2%	2%	261

Table 104. Proportion of people who have access to food at all times of the day (if in group setting)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	5%	95%	0%	0%	20
HCCBG	0%	100%	0%	0%	20
MFP	0%	100%	0%	0%	10
PACE	0%	100%	0%	0%	10
SNF	11%	83%	5%	1%	206
Sample Average	9%	86%	4%	1%	266

Table 105. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, People Never Read Mail Or Email Without Permission	Yes, People Read Mail Or Email Without Permission	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	90%	5%	5%	0%	21
HCCBG	86%	14%	0%	0%	22
MFP	82%	9%	9%	0%	11
PACE	67%	11%	0%	22%	9
SNF	78%	7%	11%	4%	195
Sample Average	80%	8%	9%	3%	258

Self-Direction of Care—un-collapsed

Table 106. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

	No	Yes	N
CAP/DA	99%	1%	221
HCCBG	100%	0%	294
MFP	100%	0%	55
PACE	100%	0%	55
SNF	100%	0%	327
Sample Average	100%	0%	953

Table 107. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	7%	14%	71%	7%	1%	220
HCCBG	26%	8%	52%	13%	1%	284
MFP	13%	13%	70%	5%	0%	56
PACE	15%	9%	69%	7%	0%	54
SNF	15%	17%	54%	12%	2%	315
Sample Average	16%	13%	59%	10%	1%	930

Table 108. Proportion of people who can choose or change who provides their services if they want to

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	3%	10%	81%	5%	0%	219
HCCBG	26%	8%	46%	19%	1%	280
MFP	5%	5%	80%	9%	0%	56
PACE	20%	7%	56%	17%	0%	54
SNF	16%	12%	58%	12%	2%	317
Sample Average	15%	10%	61%	13%	1%	927

Work—un-collapsed

Table 109. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes, Part-Time	Yes, Full-Time	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	99%	0%	0%	0%	0%	223
HCCBG	96%	3%	1%	0%	0%	296
MFP	100%	0%	0%	0%	0%	56
PACE	100%	0%	0%	0%	0%	57
SNF	98%	0%	0%	0%	2%	330
Sample Average	98%	1%	0%	0%	1%	963

Table 110. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
CAP/DA	80%	7%	12%	1%	171
HCCBG	85%	4%	10%	0%	251
MFP	56%	11%	33%	0%	36
PACE	71%	3%	24%	3%	38
SNF	78%	6%	14%	2%	207
Sample Average	79%	6%	14%	1%	704

Table 111. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	89%	11%	0%	0%	36
HCCBG	89%	11%	0%	0%	37
MFP	81%	19%	0%	0%	16
PACE	90%	10%	0%	0%	10
SNF	91%	5%	5%	0%	43
Sample Average	89%	10%	1%	0%	143

Table 112. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	91%	9%	0%	0%	224
HCCBG	84%	15%	0%	0%	293
MFP	89%	11%	0%	0%	56
PACE	88%	11%	2%	0%	57
SNF	95%	3%	1%	1%	328
Sample Average	90%	9%	0%	1%	959

Everyday Living—un-collapsed

Table 113. Proportion of people who generally need a lot or some assistance with everyday activities

	None	Some	A Lot	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	0%	30%	68%	0%	0%	224
HCCBG	33%	35%	31%	1%	0%	294
MFP	2%	31%	67%	0%	0%	55
PACE	11%	38%	52%	0%	0%	56
SNF	5%	26%	70%	0%	0%	328
Sample Average	13%	31%	56%	0%	0%	958

Table 114. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance)

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	13%	87%	0%	0%	219
HCCBG	34%	66%	0%	0%	195
MFP	9%	91%	0%	0%	54
PACE	18%	82%	0%	0%	50
SNF	16%	83%	0%	1%	315
Sample Average	19%	81%	0%	0%	834

Table 115. Proportion of people who generally need a lot or some assistance for self-care

	None	Some	A Lot	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	8%	35%	56%	0%	0%	224
HCCBG	54%	23%	23%	0%	0%	293
MFP	7%	34%	59%	0%	0%	56
PACE	21%	32%	46%	0%	0%	56
SNF	6%	27%	67%	0%	0%	331
Sample Average	22%	28%	49%	0%	0%	961

Table 116. Proportion of people who always get enough assistance with self-care when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	10%	90%	0%	0%	205
HCCBG	37%	63%	0%	0%	137
MFP	12%	88%	0%	0%	51
PACE	27%	73%	0%	0%	44
SNF	18%	82%	0%	1%	309
Sample Average	19%	80%	0%	0%	747

Table 117. Proportion of people who have access to healthy foods like fruits and vegetables when they want them

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	5%	8%	85%	0%	1%	224
HCCBG	3%	14%	83%	0%	0%	296
MFP	7%	15%	78%	0%	0%	55
PACE	4%	14%	82%	0%	0%	57
SNF	5%	16%	76%	2%	2%	328
Sample Average	5%	13%	81%	1%	1%	961

Affordability—un-collapsed

Table 118. Proportion of people who ever have to skip a meal due to financial worries

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	90%	7%	2%	0%	1%	224
HCCBG	92%	5%	3%	0%	0%	295
MFP	93%	4%	4%	0%	0%	56
PACE	88%	7%	5%	0%	0%	57
SNF	96%	0%	1%	2%	1%	330
Sample Average	93%	4%	2%	1%	1%	963

Planning for the Future— un-collapsed

Table 119. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	58%	34%	7%	1%	175
HCCBG	62%	30%	6%	1%	261
MFP	47%	44%	6%	3%	36
PACE	58%	32%	8%	3%	38
SNF	59%	26%	11%	3%	202
Sample Average	59%	31%	8%	2%	713

Control—un-collapsed

Table 120. Proportion of people who feel in control of their life

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
CAP/DA	5%	18%	77%	1%	1%	177
HCCBG	5%	13%	79%	1%	1%	268
MFP	14%	19%	64%	3%	0%	36
PACE	13%	18%	66%	0%	3%	38
SNF	18%	26%	52%	1%	2%	208
Sample Average	9%	19%	69%	1%	2%	728

Table 121. Ranking of how important people reported health was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
CAP/DA	66%	23%	7%	4%	160
HCCBG	71%	20%	6%	3%	242
MFP	59%	32%	9%	0%	34
PACE	66%	26%	6%	3%	35
SNF	65%	20%	12%	3%	178
Sample Average	67%	21%	8%	3%	650

Table 122. Ranking of how important people reported safety was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
CAP/DA	6%	36%	40%	18%	160
HCCBG	6%	36%	36%	23%	242
MFP	15%	32%	47%	6%	34
PACE	0%	43%	37%	20%	35
SNF	10%	37%	36%	17%	177
Sample Average	7%	36%	37%	19%	649

Table 123. Ranking of how important people reported being independent was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
CAP/DA	21%	32%	33%	14%	160
HCCBG	17%	34%	33%	16%	241
MFP	26%	29%	38%	6%	34
PACE	29%	26%	40%	6%	35
SNF	18%	31%	34%	18%	177
Sample Average	19%	32%	34%	15%	648

Table 124. Ranking of how important people reported being engaged with community and friends was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Being Engaged With Community Most Important	2	3	4 - Being Engaged With Community Least Important	N
CAP/DA	11%	10%	21%	58%	159
HCCBG	10%	10%	24%	57%	242
MFP	0%	6%	6%	88%	34
PACE	6%	6%	17%	71%	35
SNF	12%	13%	15%	60%	176
Sample Average	10%	10%	19%	61%	647