## National Core Indicators
### Aging and Disabilities Adult Consumer Survey

# 2017-2018 Vermont Results

## Preface

The Vermont Agency of Human Services, through its Department of Disabilities, Aging & Independent Living (DAIL), manages a range of long-term services and supports (LTSS) programs including Choices for Care, Developmental Disabilities Services, the Older Americans Act, Money Follows the Person and Traumatic Brain Injury. The mission of DAIL is to make Vermont the best state in which to grow old or live with a disability with dignity, respect and independence.

The Adult Services Division (ASD) within DAIL is responsible for the management and oversight of long-term services and supports that enable older Vermonters and adults with physical disabilities to live in the setting of their choice, including home-based, shared living, residential care, assisted living and nursing facility. To fulfill that responsibility, ASD works in partnership with community organizations that manage LTSS within each region of the state.

In its inaugural year with the National Core Indicators for Aging & Disabilities (NCI-AD) program, Vermont will gain the ability to refine its established performance measures and to use person-reported data to improve the quality of LTSS throughout the state. Additionally, DAIL also participates in the National Core Indicators (NCI) program for developmental disabilities, which will offer Vermont the unique opportunity to compare the quality of life and outcomes across multiple LTSS programs managed within Vermont's Global Commitment to Health 1115 Waiver.

This report provides the first round of NCI-AD data specific to the Choices for Care and Traumatic Brain Injury home and community-based services (HCBS) managed by DAIL/ASD. Information included in this report will allow DAIL/ASD to:

- Globally assess the quality of service provision across the state;
- Assess the impact of the LTSS on quality of life as experienced and reported on by program participants;
- Compare Vermont data with similar programs nationally; and
- To use the information from the survey to improve LTSS for all Vermonters.

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## List of Abbreviations Used in This Report

AA – Authorized Agency

ADL – Activities of Daily Living

AFC – Adult Family Care

ASD – Adult Services Division

BI Section – Background Information Section

CFC – Choices for Care

CM – case manager

DAIL – Department of Disabilities, Aging & Independent Living

DDSD – Developmental Disabilities Services Division

ER – emergency room

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

LTC – Long Term Care

LTSS – Long-Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI – National Core Indicators

NCI-AD – National Core Indicators for Aging and Disabilities

PCP – Person-Centered Planning

TBI – Traumatic Brain Injury

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# What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The project is coordinated by the National Association of States United for Aging and Disabilities[1] (NASUAD) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The project officially launched in the summer of 2015 with 13 participating states[2]. The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results* report, available on the NCI-AD website (www.NCI-AD.org).

# NCI-AD Adult Consumer Survey

## Survey Overview

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

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

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

employment, health, safety, etc. An example of an indicator in the Service Coordination domain is: "Proportion of people who receive the services that they need."

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

Figure 1. 2017-2018 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 support 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 |
| **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 whom to call with a complaint, concern, or question about their services |
| | Proportion of people whose case manager talks to them about any needs that are not being met |
| | Proportion of people who can get in contact with their case manager when they need to |
| | Proportion of people who receive the services that they need |
| | Proportion of people who find out about services from service agencies |
| | Proportion of people who want help planning for future need for services |
| | Proportion of people who have an emergency plan in place |

| Domain | NCI-AD Indicator |
|---|---|
| | Proportion of people whose support workers come when they are supposed to |
| | Proportion of people who use a relative as their support person |
| | Proportion of people who have a backup plan if their support person doesn't show up |
| **Care Coordination** | Proportion of people discharged from the hospital or long-term care facility who feel comfortable going home |
| | Proportion of people making a transition from hospital or long-term care facility who have 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 (for non-English speakers) |
| **Safety** | Proportion of people who feel safe at home |
| | Proportion of people who feel safe around their staff |
| | 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 emergency room in the past 12 months |
| | Proportion of people who have needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.) |
| | Proportion of people who can get an appointment to see their doctor when they need to |
| | Proportion of people who have access to mental health services when they need them |
| **Wellness** | Proportion of people who are living with a physical disability |
| | Proportion of people who are in poor health |
| | Proportion of people who have unaddressed memory concerns |

| Domain | NCI-AD Indicator |
|---|---|
| | Proportion of people who have a chronic psychiatric or mental health diagnosis |
| | Proportion of people who often feel sad or depressed |
| | Proportion of people who have a chronic condition(s) |
| | Proportion of people who have poor hearing |
| | Proportion of people who have poor vision |
| **Medications** | Proportion of people who take medications that help them feel less sad or depressed |
| | Proportion of people who know what their medications are for |
| **Rights and Respect** | Proportion of people whose basic rights are respected by others |
| | Proportion of people whose staff treat them with respect |
| **Self-Direction of Care** | Proportion of people who are 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 who would like a job |
| | Proportion of people wanting a job who have job search assistance |
| | Proportion of people who volunteer |
| | Proportion of people who would like to volunteer |
| **Everyday Living** | Proportion of people who have adequate support to perform activities of daily living (e.g. bathing, toileting, eating, etc.) and instrumental activities of daily living (e.g. preparing meals, housework, taking medications, etc.) |
| | Proportion of people who have access to healthy foods |
| **Affordability** | Proportion of people who ever have to cut back on food because of money |
| **Planning for future** | Proportion of people who want help planning for future need for services |
| **Control** | Proportion of people who feel in control of their lives |

## Survey Organization

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

**Pre-Survey form:** The Pre-Survey section is an optional form intended to provide surveyors with information that may be helpful to prepare for and schedule the meeting. The Pre-Survey form is for interviewer use only; Pre-Survey data are not submitted to the NCI-AD project team and therefore are not analyzed or included in any reports.

**Background Information (BI) section:** This section collects demographic and service-related information about the consumer. To the extent possible, data for the BI section are collected from the state's existing administrative records. BI items that are not available from administrative data sources are collected by the surveyor at the end of the interview. Surveyors may collect any missing BI information except for five BI items that must be completed using administrative data sources or agency records only (consumer's LTSS program/primary source of funding, types of services being received through that program, length of receiving services through the program, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether information came from existing administrative records or was collected during the survey meeting.

**In-Person Section:** The Full In-Person Section consists of a total of approximately 90 questions, organized 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.). The Full In-Person Section is completed face-to-face with the person receiving services. The respondent may ask a proxy respondent (e.g. family member or close friend) for assistance with answering some of the questions, if needed. The full In-Person Section includes both subjective and objective questions; proxy assistance is only allowed for a subset of more objective items.

**Proxy Version:** The Proxy Version is an alternative version of the In-Person Section. It is used in place of the Full In-Person Section when the person receiving services is unable to provide meaningful responses or has asked a proxy respondent to

complete the survey on his/her behalf. The Proxy Version includes only the subset of more objective questions that allow for proxy assistance. Questions are rephrased in third person to reflect they are about the individual receiving services and not about the proxy respondent. The surveyor must meet and attempt to interview the service recipient face to face; only then can the proxy determination be made.

**Interviewer Feedback form:** The Interviewer Feedback form is completed by the surveyor after the interview is finished and records information about the meeting itself, such as respondent's comprehension, length and place of the meeting, who was present, difficulty of accessing the service recipient, etc. Surveyors are also asked to identify any problematic questions encountered and to provide any input and general feedback they may have for the NCI-AD project team.

## NCI-AD in Vermont

Department of Disabilities, Aging & Independent Living (DAIL) Adult Services Division (ASD), in partnership with NASUAD and HSRI, implemented the 2017-2018 NCI-AD Adult Consumer Survey. DAIL recognized the need for an independent assessment of Vermont's publicly-funded home and community-based services and LTSS for the programs served through ASD and the programs served through the Developmental Disabilities Services Division (DDSD). DDSD has used the National Core Indicators (NCI) In-Person Survey for its developmental disability program for several years; in 2017-2018 ASD launched the NCI-AD Adult Consumer Survey to allow comparison between LTSS programs. In 2017 DAIL contracted with Vital Research, a national survey group, to conduct the in-person interviews for both NCI and NCI-AD. Data from the NCI-AD and NCI projects will be used to support Vermont's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life for Vermont's LTSS participants.

### Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Vermont and included for analysis in 2017-2018 was four hundred twenty-eight (Total N=428). Two programs – the Traumatic Brain Injury (TBI) program and Choices for Care (CFC) were included in the 2017-2018 NCI-AD survey sample. CFC provides LTSS for individuals who are 18 years and over and need nursing

home level of care; service options in CFC include Adult Family Care, Flexible Choices and Traditional Home-Based. These program populations were included in the survey sample and are detailed below.

**Choices for Care (CFC), Adult Family Care (AFC):** This is a 24-hour, shared living option in the home of another person. Authorized Agencies (AAs) are paid a daily tiered rate to contract with private, unlicensed AFC homes that serve one to two people in a family home setting. AFC homes provide supervision, personal care, laundry/housekeeping and more. Thirteen people (N=13) from this program were interviewed and included for analysis.

**Choices for Care (CFC), Flexible Choices**: This is a participant- or surrogate-directed home and community-based option that converts a participant's Home-Based Service Plan into a budget allowance. Working with a consultant, the participant develops a plan which details expenditure of the allowance and guides the participant's acquisition of services to meet their needs. Twenty-nine people (N=29) from this program were interviewed and included for analysis.

**Choices for Care (CFC), Traditional Home Based:** This option provides LTSS for individuals who choose to reside in their own home. Services include case management, intermittent personal care, respite or companion care, adult day services, personal emergency response systems, and assistive devices/home modification allowance. Three hundred sixty-four people (N=364) from this program were interviewed and included for analysis.

**Traumatic Brain Injury (TBI) Program:** The TBI Program provides rehabilitation and life skills services to help Vermonters with a moderate to severe TBI to live successfully in community-based settings. This is a rehabilitation-based, choice-driven program intended to support people to achieve their optimum level of independence and help them return to work. Twenty-two people (N=22) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in Vermont's NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption

for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the program's total number of analyzed surveys. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the "Organization of Results" section below.

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

| Program | Number of analyzed surveys | Number of eligible participants | Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution | Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution |
|---|---|---|---|---|
| **CFC, AFC** | 13 | 69 | 22.6% MoE, 95% CL | 24.7% MoE, 95% CL |
| **CFC, Flexible Choices** | 29 | 122 | 14.6% MoE, 95% CL | 16.0% MoE, 95% CL |
| **CFC, Traditional Home Based** | 364 | 1,481 | 4.1% MoE, 95% CL | 4.5% MoE, 95% CL |
| **TBI Program** | 22 | 83 | 16.5% MoE, 95% CL | 18.0% MoE, 95% CL |
| **Total** | **428** | **1,755** | **3.8% MoE, 95% CL** | **4.1% MoE, 95% CL** |

## Survey Process in Vermont

DAIL contracted with Vital Research to hire and manage local interviewers to conduct the NCI-AD in-person survey. DAIL, Vital Research, NASUAD, and HSRI staff conducted a two-day training with interviewers prior to survey implementation. The training included a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining consent, overview of the NCI-AD project, guidance for follow-up in cases of unmet needs and/or

abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. Following the training session, interviews began in January and continued through the spring. Final data from the interviews were sent to HSRI for analysis and reporting.

Vermont chose to add 4 state-specific questions to the standard NCI-AD Survey. In addition, Vermont was one of seven states that elected to pilot NCI-AD's new optional module on person-centered planning (PCP).

## Stakeholders

Vermont DAIL embraces the understanding that the community we work to build is one which respects the unique strengths and gifts of each of us, celebrates the inclusion of all, and is inherently stronger when each community member is a part of the whole. In this effort, DAIL maintains its focus on outcomes for individual participants. Conducting the NCI-AD Adult Consumer Survey in our CFC and TBI programs parallels the outcome work and NCI In-Person Survey that DAIL is already implementing for its developmental disability services. Process enhancement and improvement complements our examination of our outcome measures; where we see opportunities to improve our processes to achieve better results, we embrace them and engage staff and stakeholders alike in the assessment and visualization. We anticipate a continued focus on strengthening and improving our systems and look forward to working with the administration, the legislature and our stakeholders across the board to identify where to best put our energies and what changes are most critical to Vermonters.

## Organization of Results

The following pages of the report presents findings from Vermont's 2017-2018 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

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

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

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

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (i.e. responses were collapsed, for example, an "always" response combined with a "most of the time" response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. Tables also contain Vermont's unweighted overall sample averages for all response options. Please note that the "sample averages" in tables in Appendix B are simple (unweighted) averages that didn't employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

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

## Limitations of Report

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

# 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:

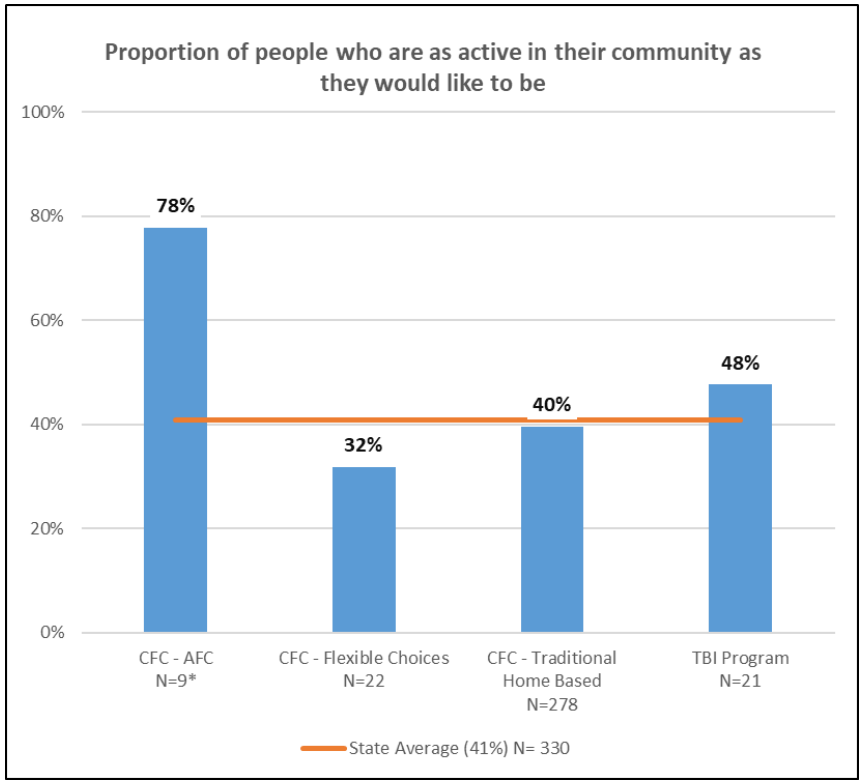
1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

There are three[3] survey items that correspond to the Community Participation domain. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

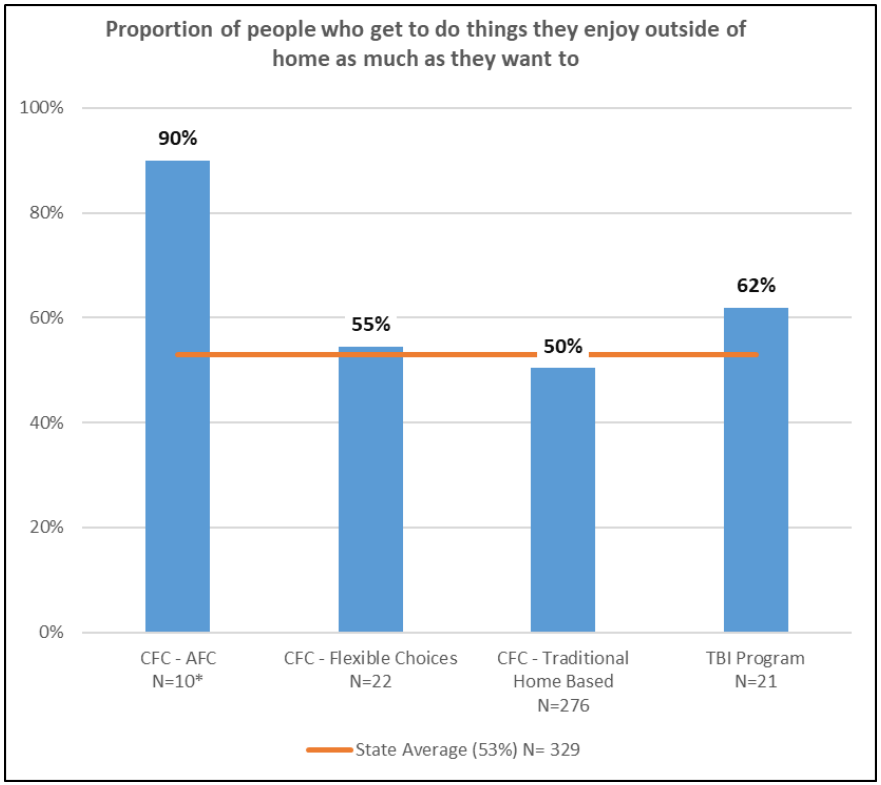
[3] Data for one item are presented in Appendix B only.

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




* Very small number of responses

Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to[4]




* Very small number of responses

[4] New question added in 2017-2018

# Choice and Decision Making

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

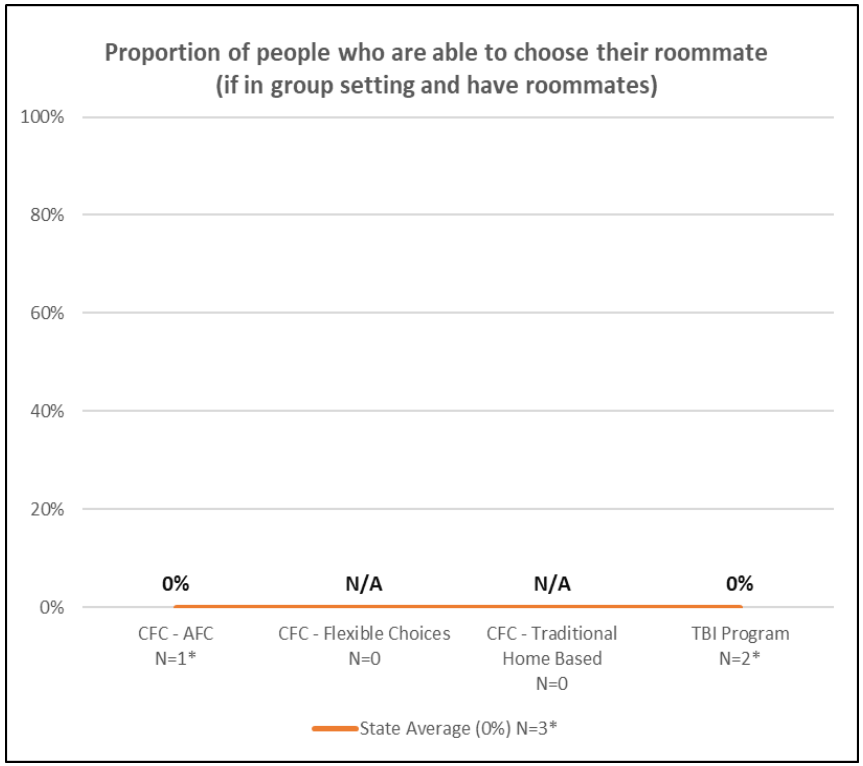
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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. All results are participant-reported.

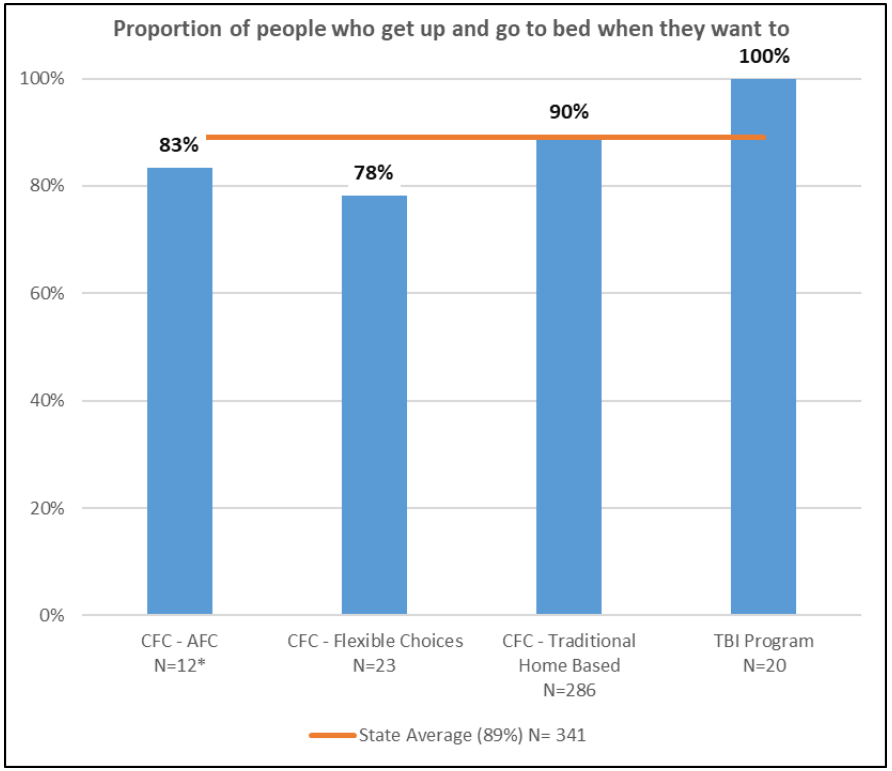
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting[5] and have roommates)




* Very small number of responses

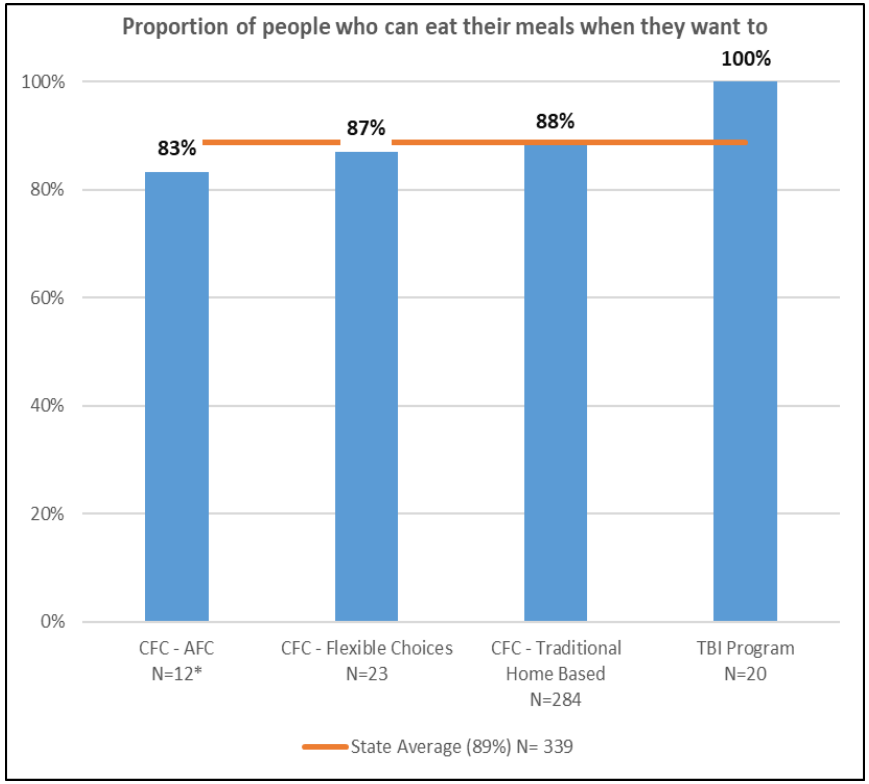
Graph 4. Proportion of people who get up and go to bed when they want to




* Very small number of responses

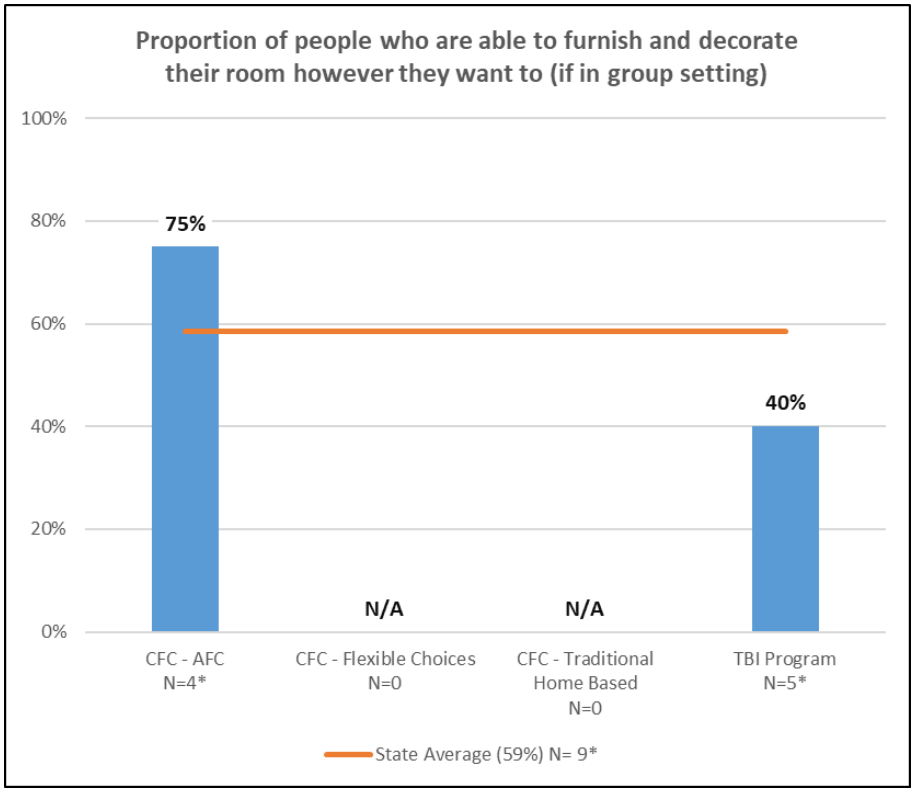
[5] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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




* Very small number of responses

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




* Very small number of responses

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

# Relationships

## People have friends and relationships and do not feel lonely.

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

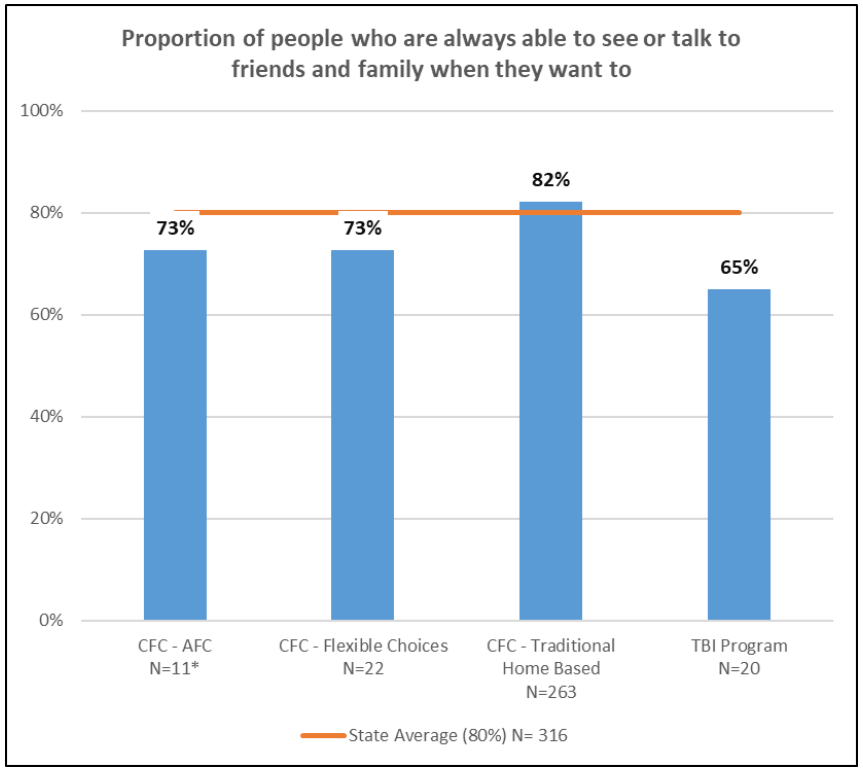
1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two[7] survey items that correspond to the Relationship domain. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

[7] Data for one item are presented in Appendix B only.

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




* Very small number of responses

# 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:

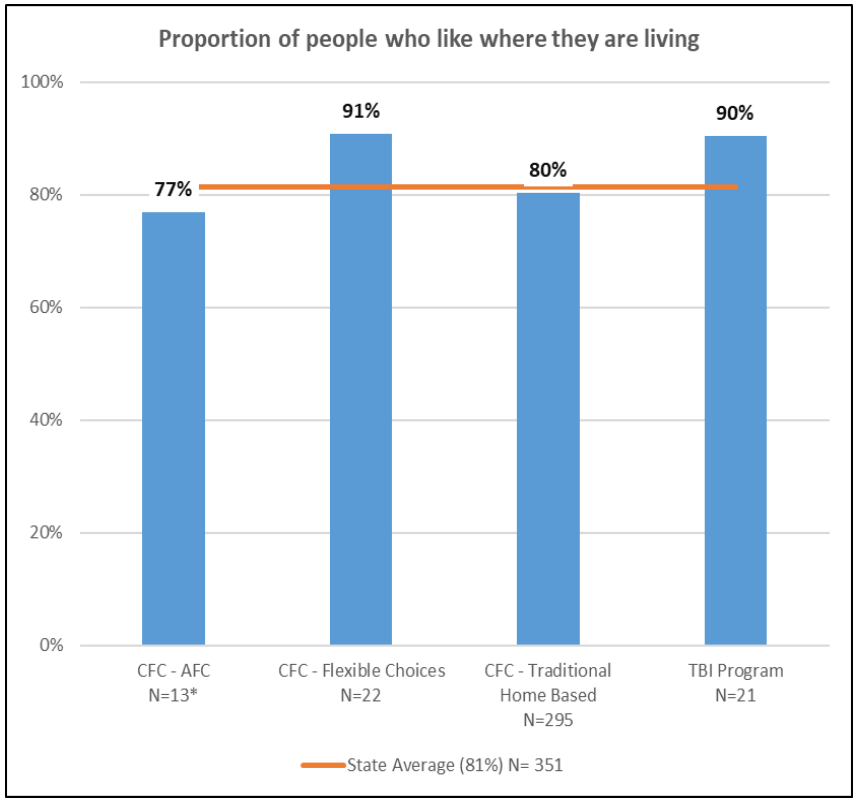
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

There are seven[8] survey items that correspond to the Satisfaction domain. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

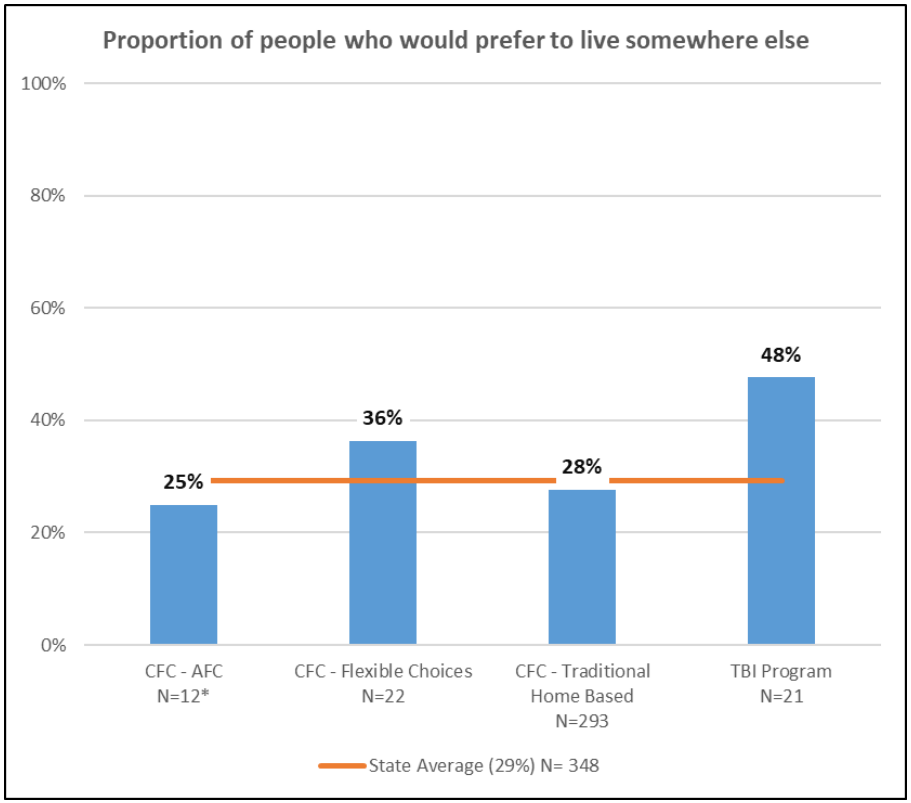
[8] Data for two items are presented in Appendix B only.

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



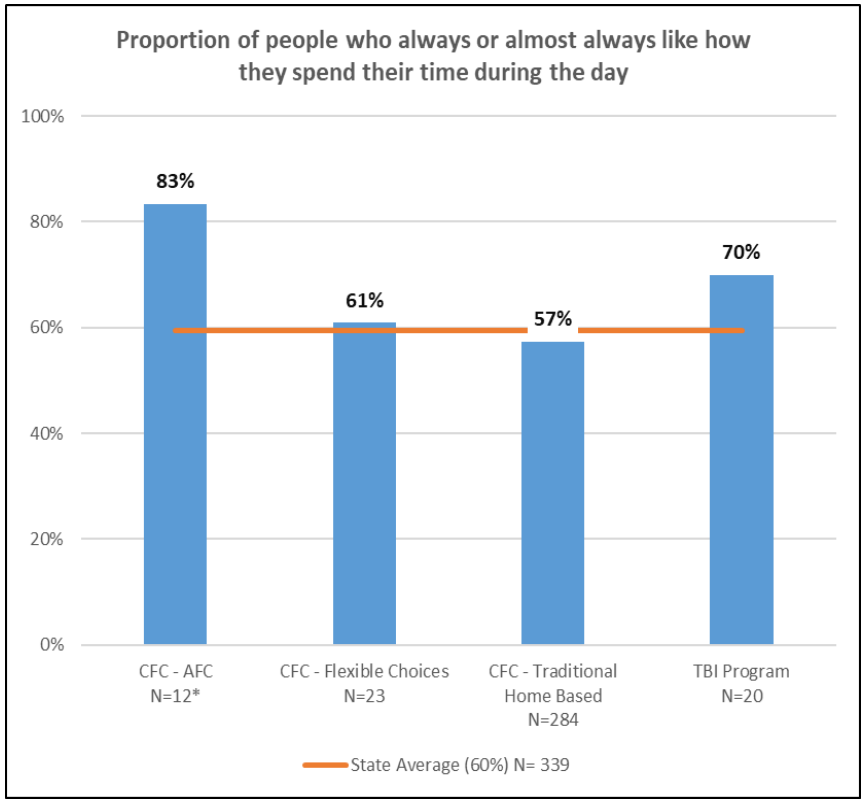

* Very small number of responses

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



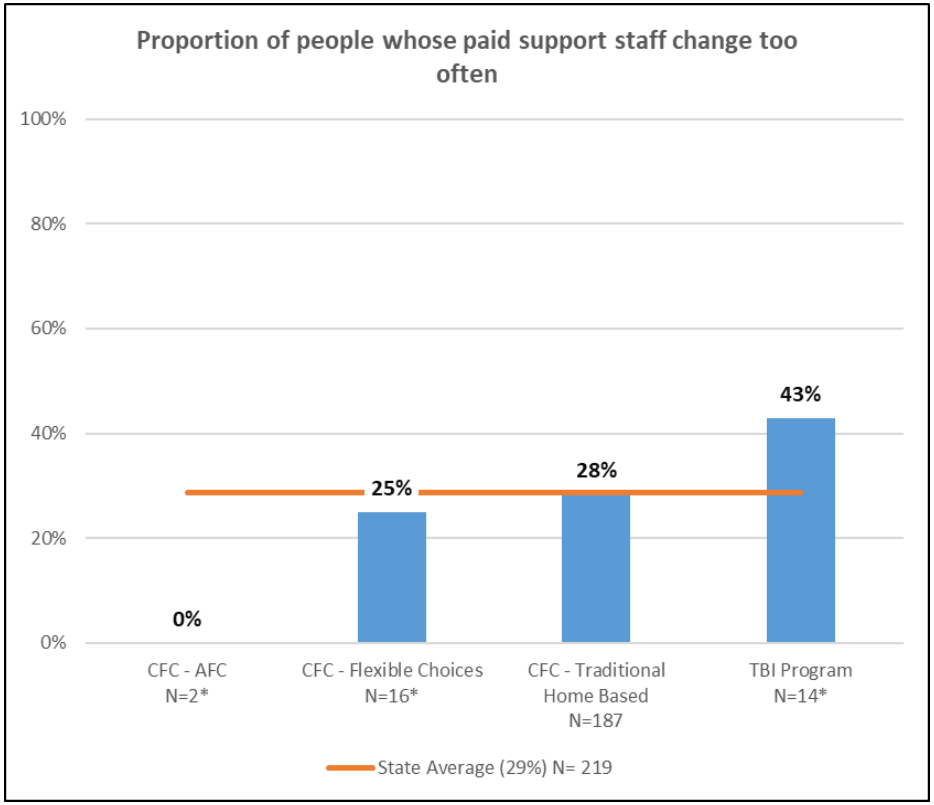

* Very small number of responses

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



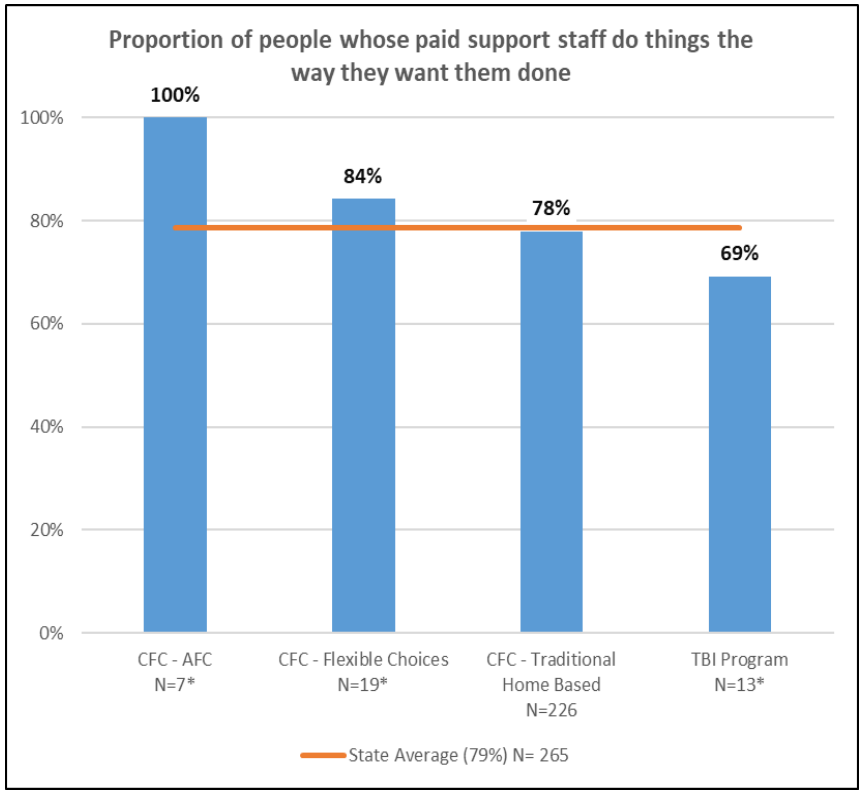

* Very small number of responses

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




* Very small number of responses

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




* Very small number of responses

## Service Coordination

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

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

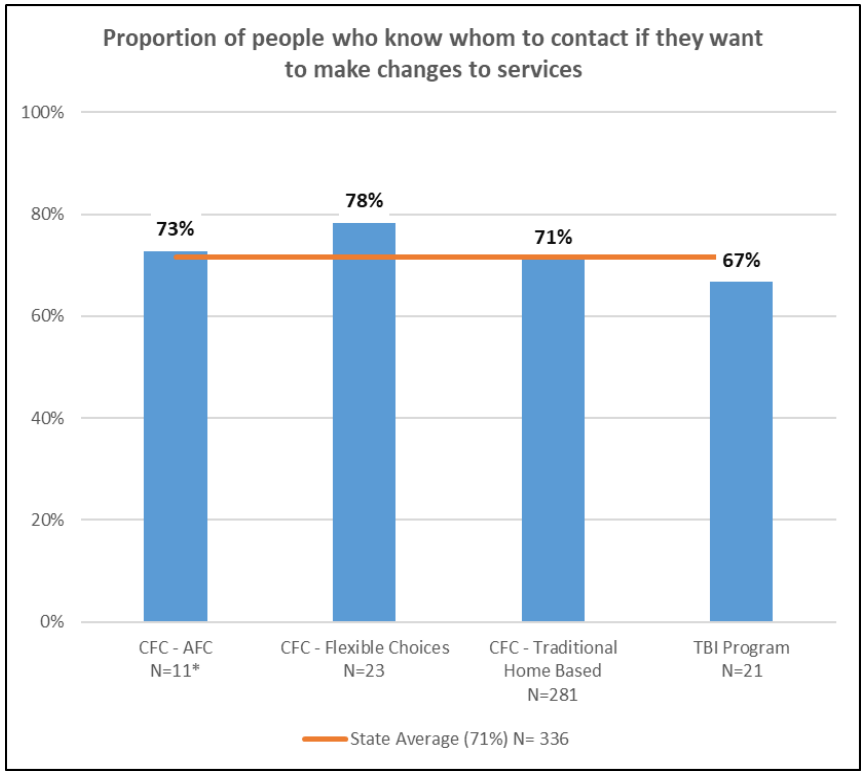
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies
6. Proportion of people who want help planning for 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
10. Proportion of people who have a backup plan if their support person doesn't show up

There are twelve[9] survey items that correspond to the Service Coordination domain. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

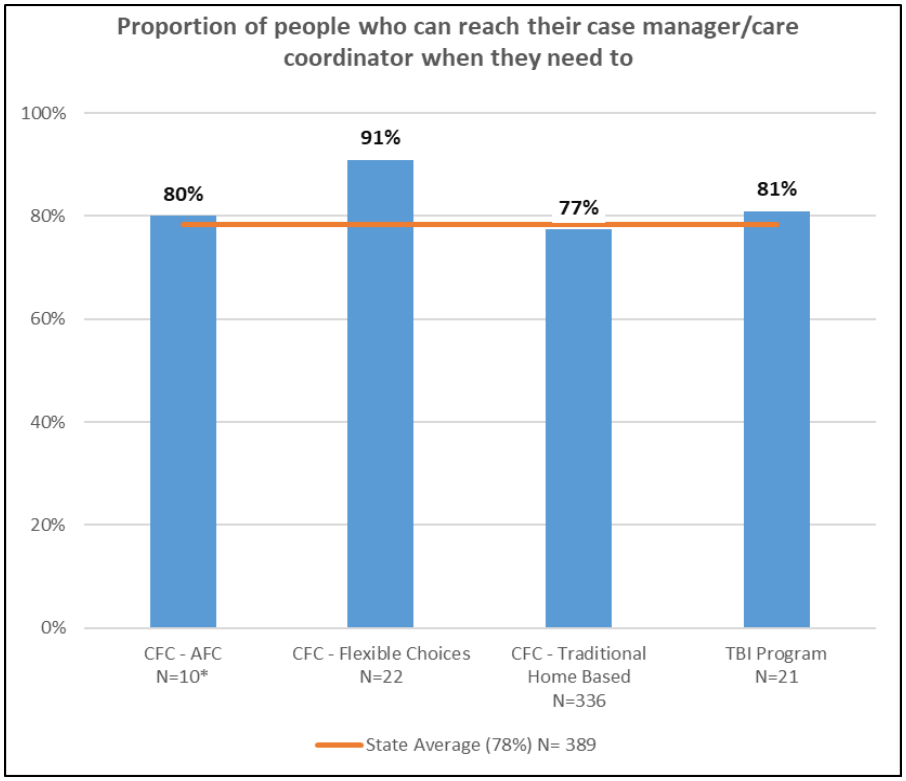
[9] Data for two items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services[10]




* Very small number of responses

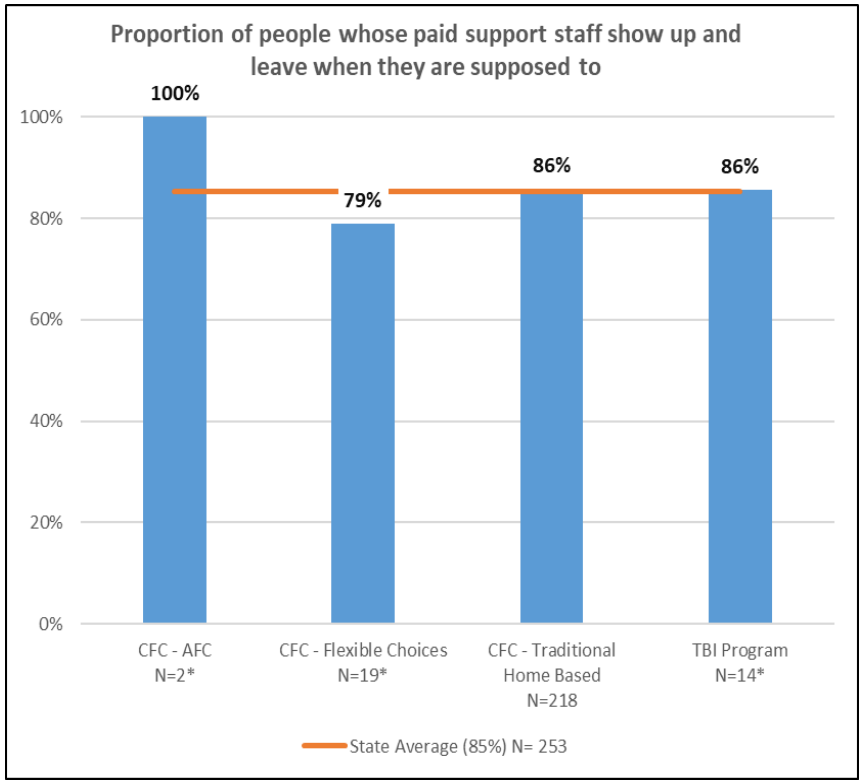
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)




* Very small number of responses

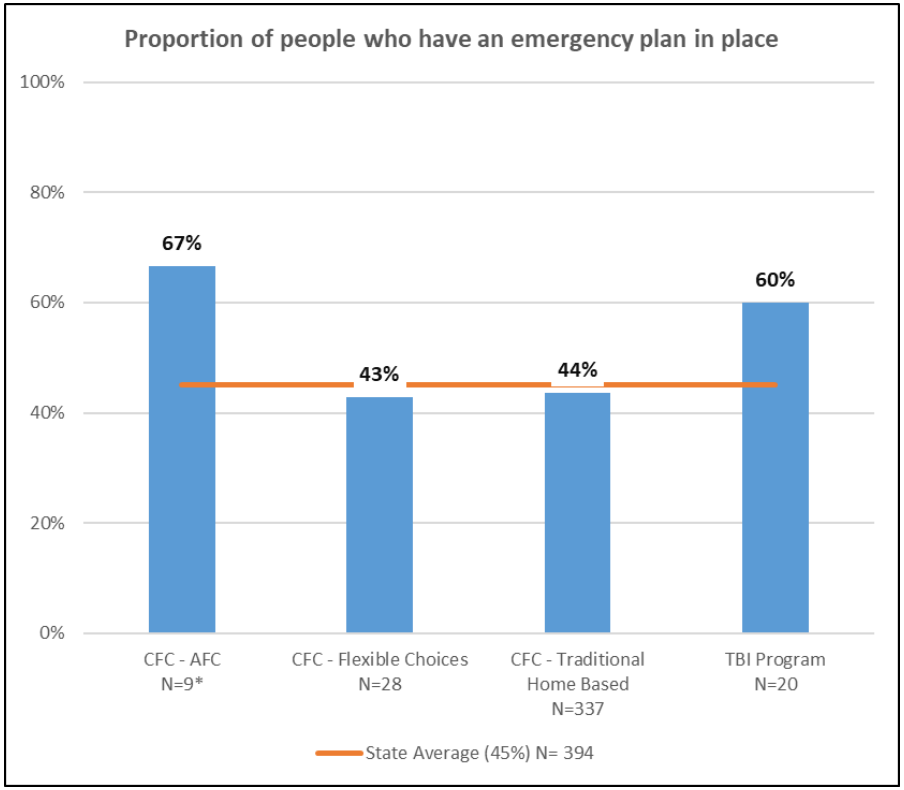
[10] Question changed in 2017-2018 – no longer allows for proxies

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



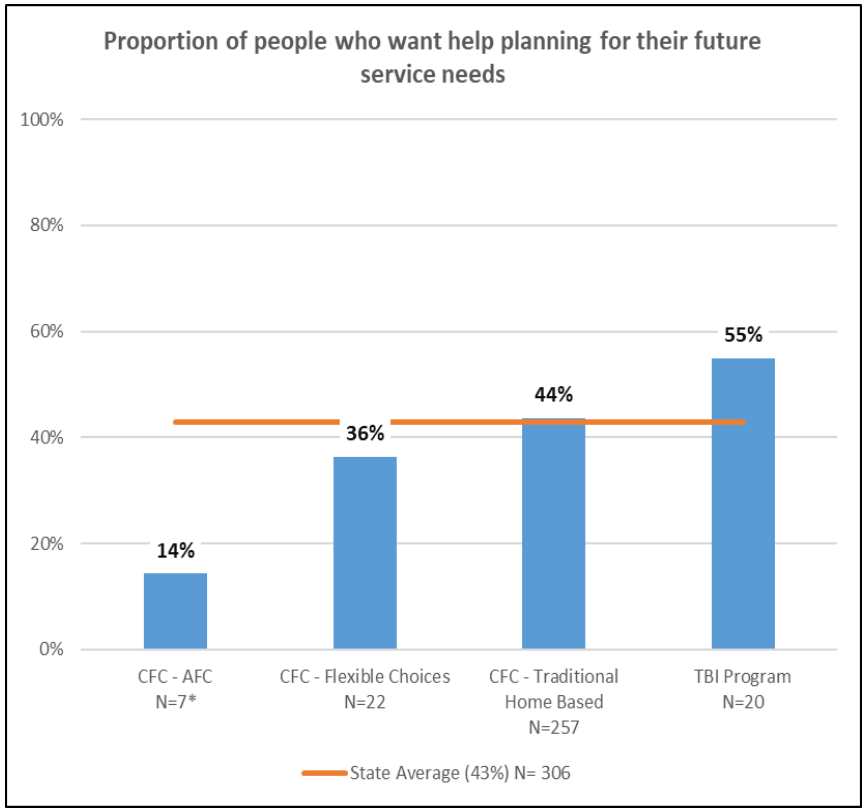

* Very small number of responses

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



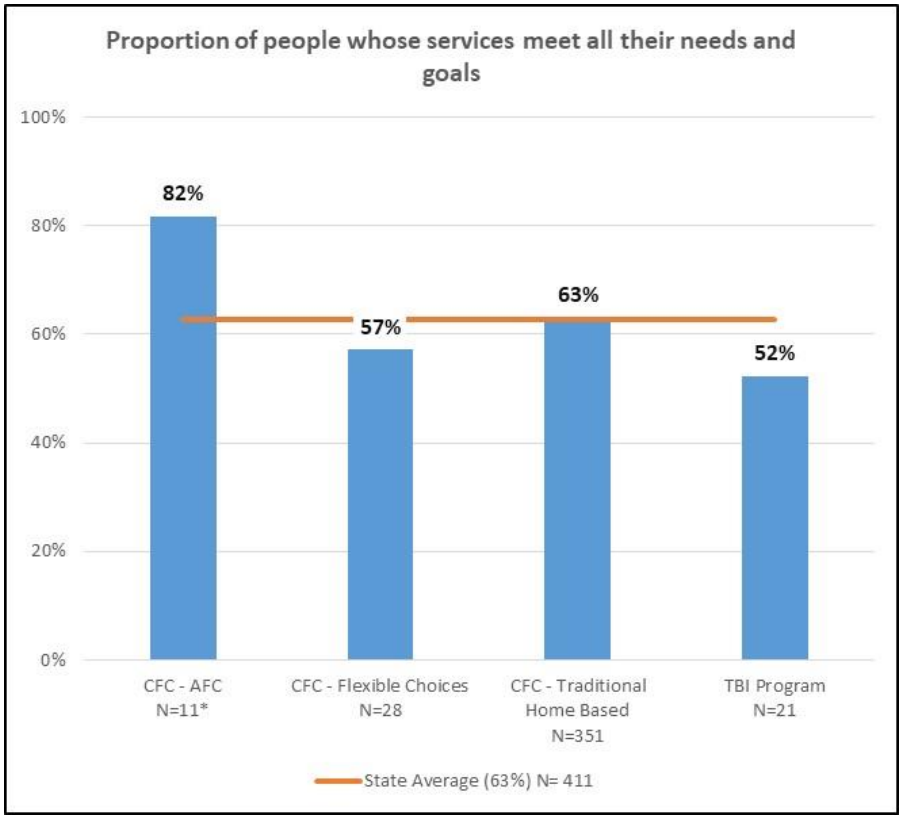

* Very small number of responses

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



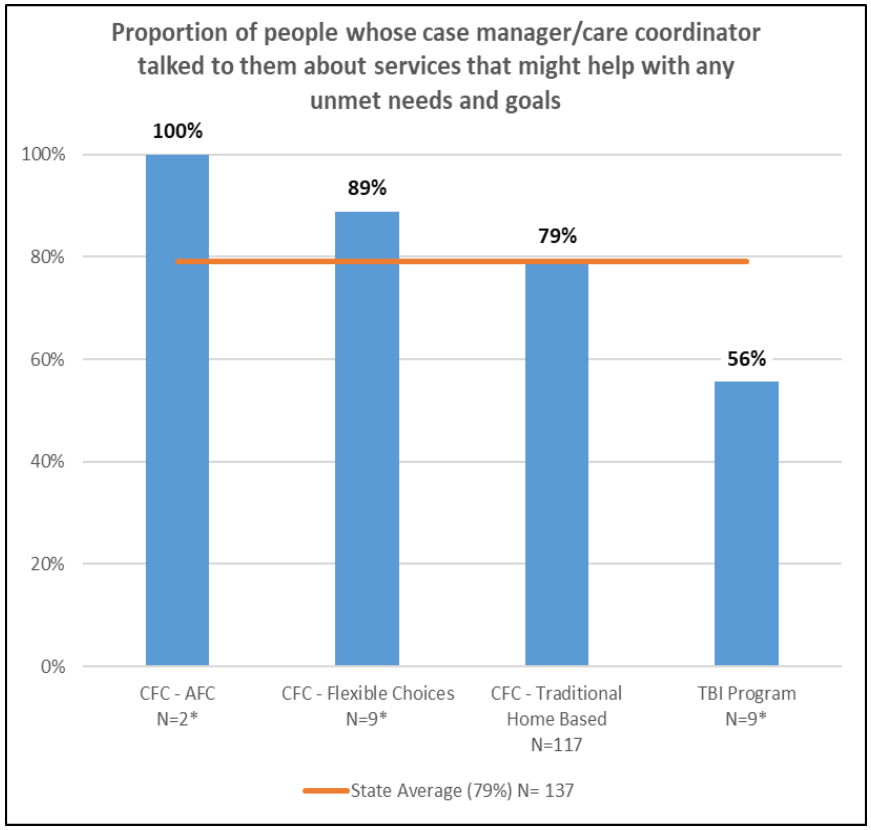

* Very small number of responses

Graph 18. Proportion of people whose services meet all their needs and goals



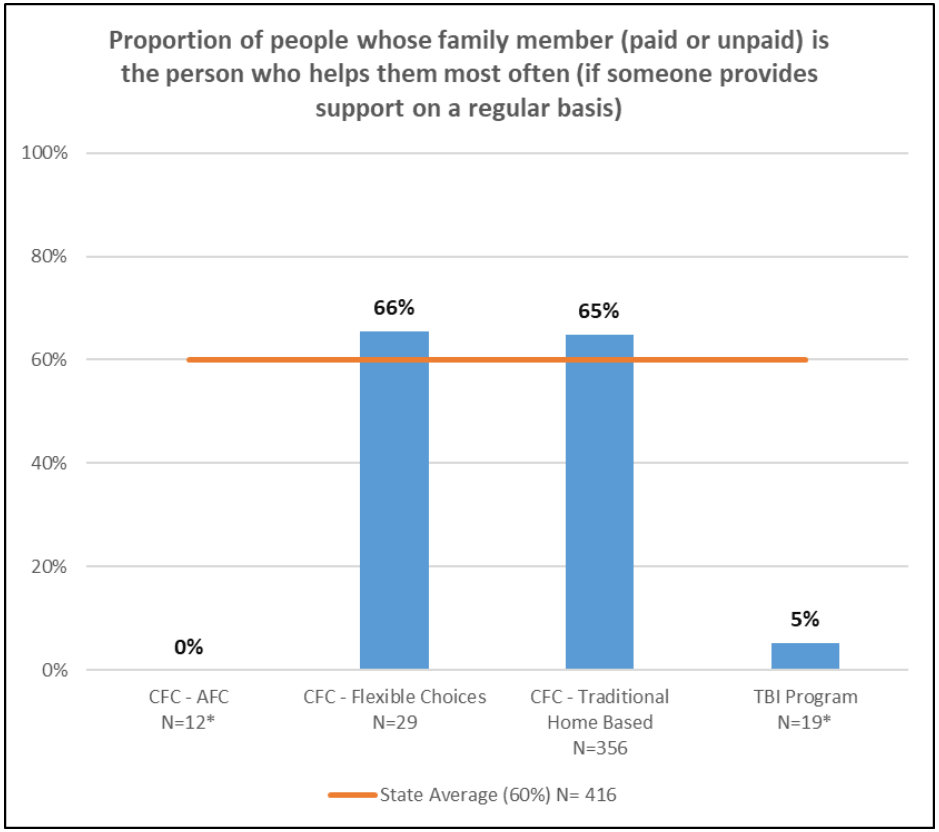

* Very small number of responses

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



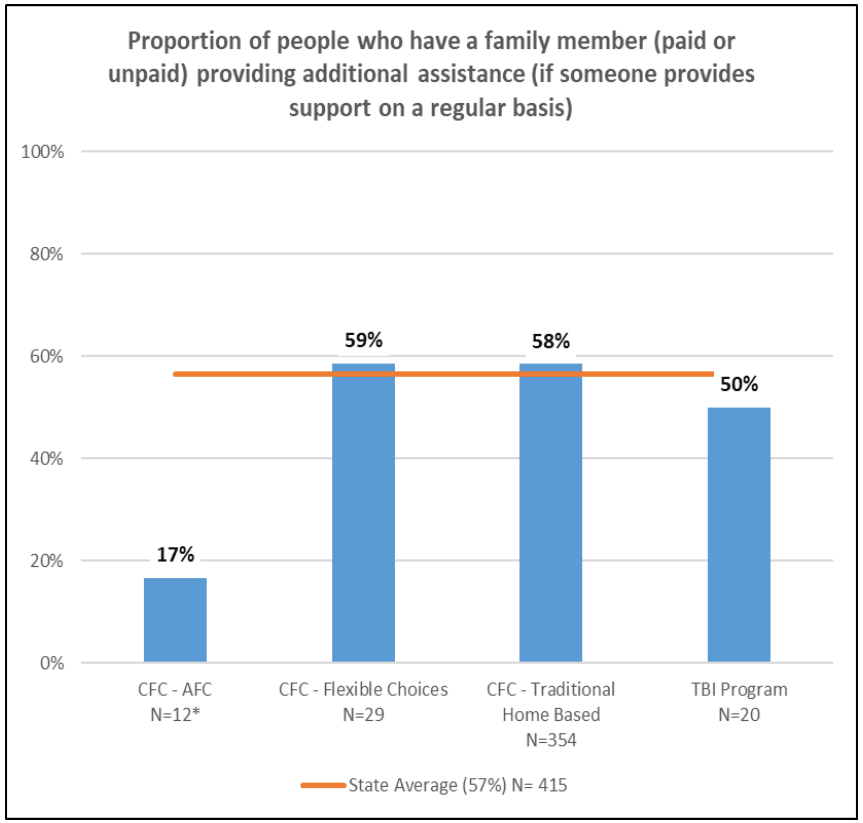

* Very small number of responses

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



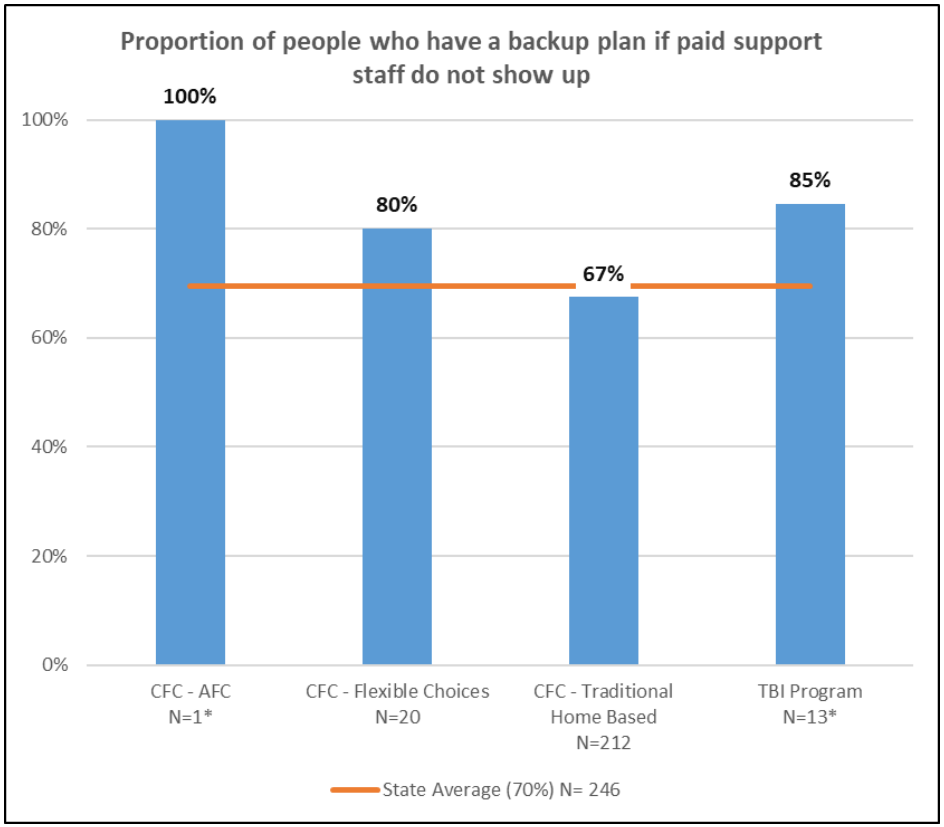

* Very small number of responses

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




* Very small number of responses

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




* Very small number of responses

# Care Coordination

## Individuals are provided appropriate coordination of care.

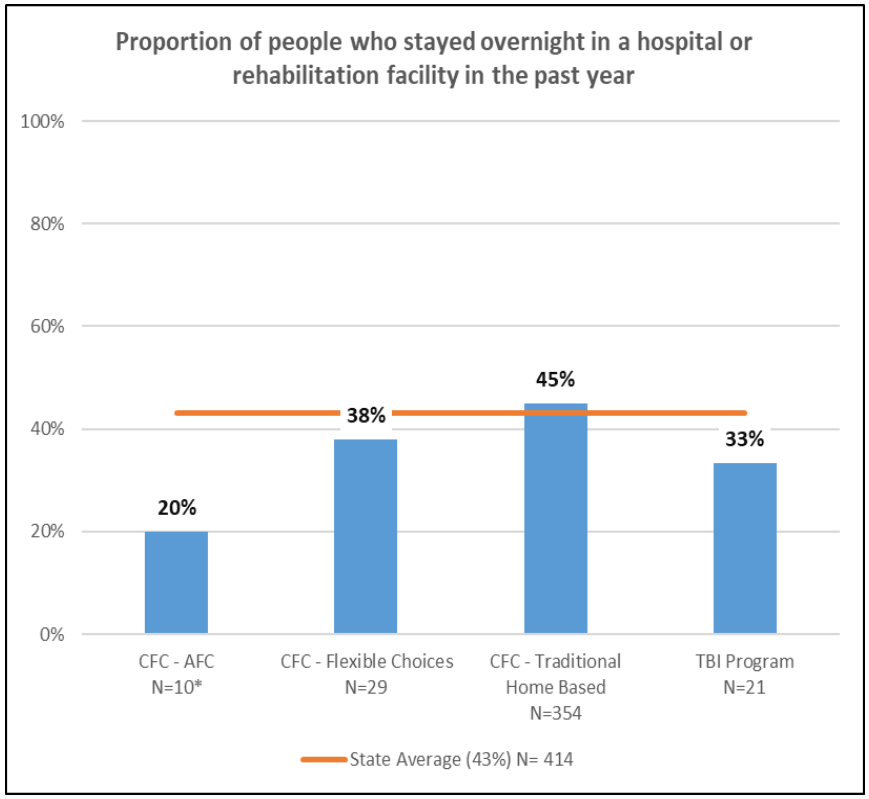
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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 four survey items that correspond to the Care Coordination domain. All results are participant-reported.

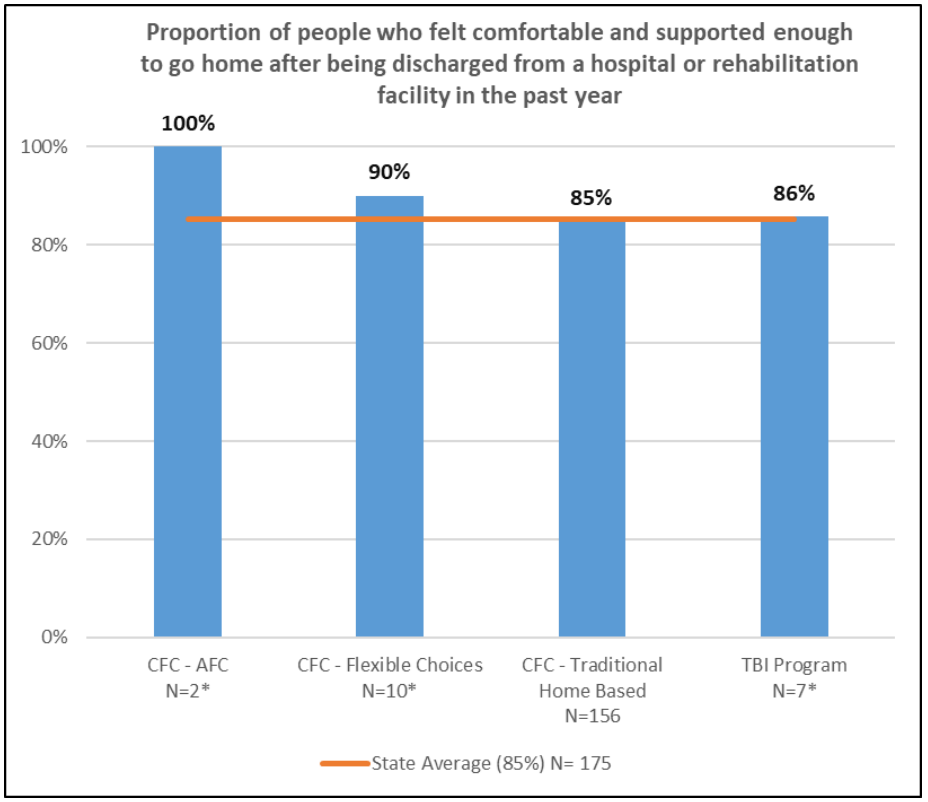
Un-collapsed data are shown in Appendix B.

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



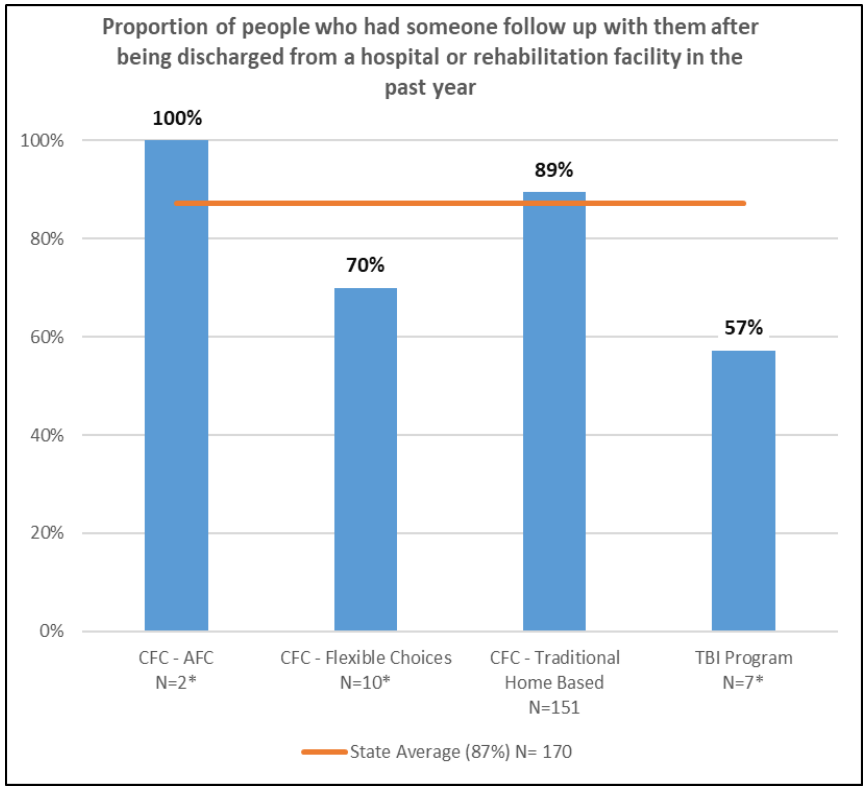

* Very small number of responses

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



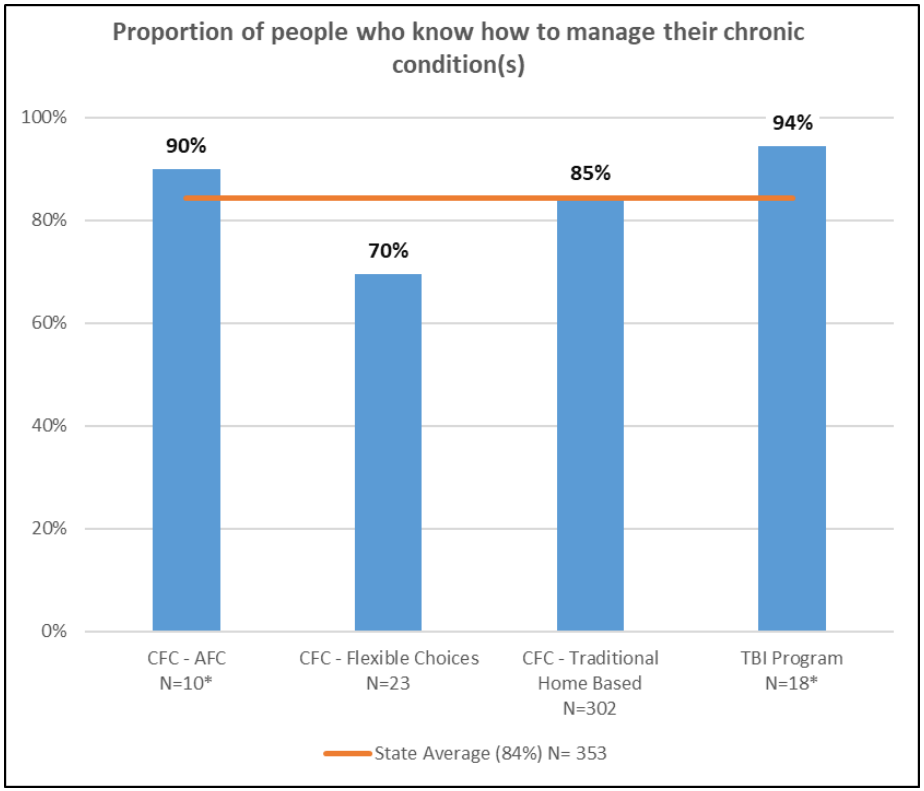

* Very small number of responses

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




* Very small number of responses

Graph 26. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)




* Very small number of responses

# Access

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

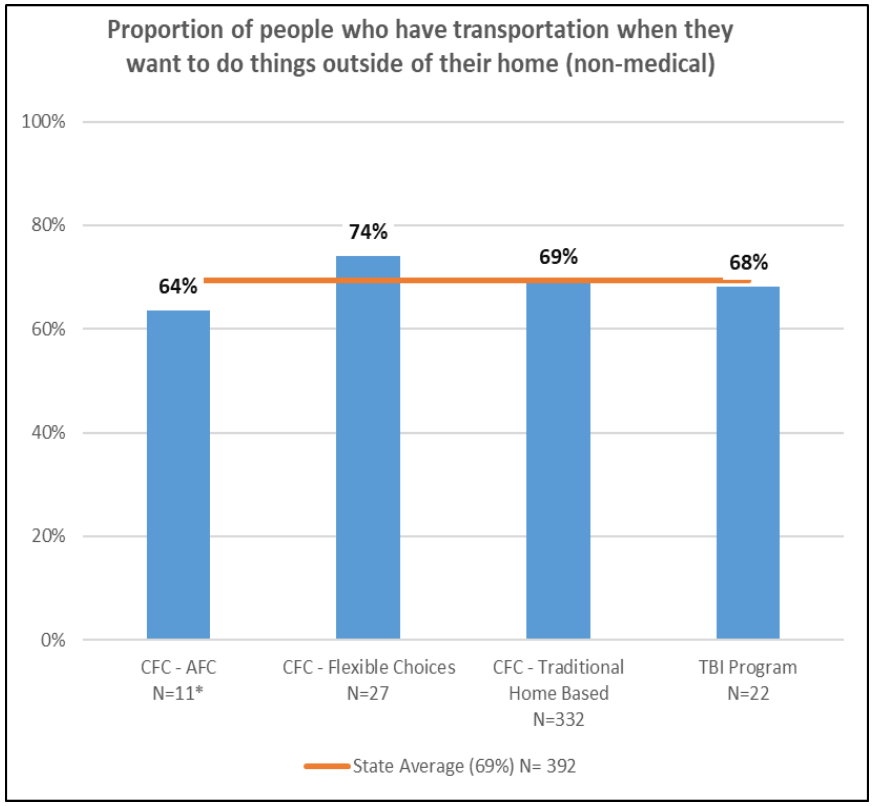
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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. All results are participant-reported.

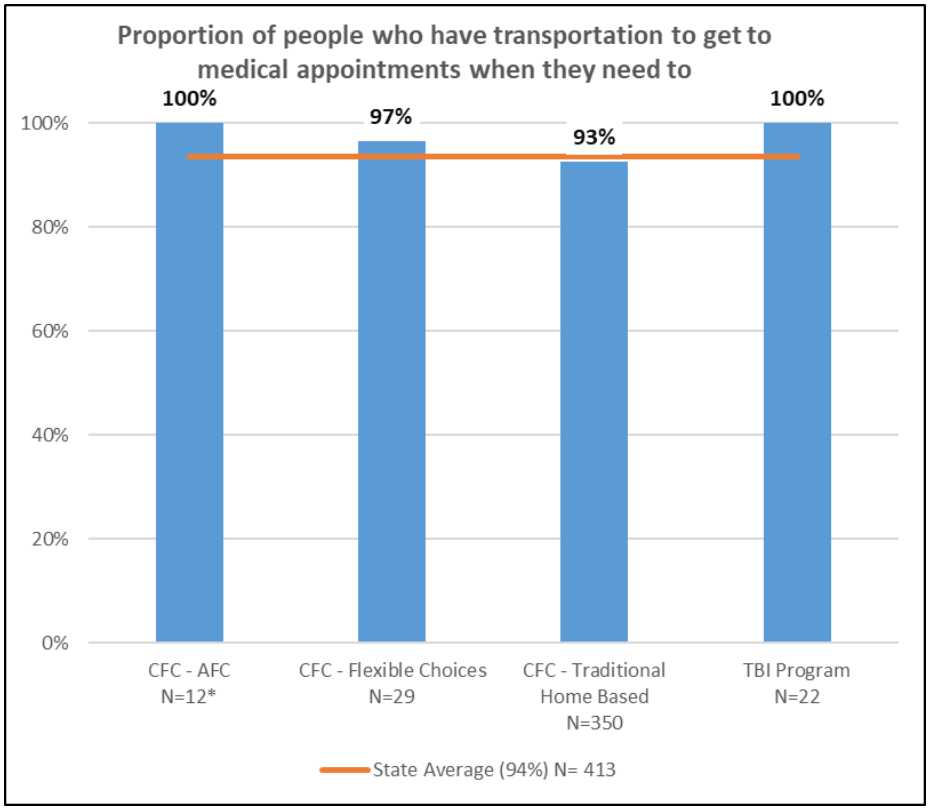
Un-collapsed data are shown in Appendix B.

Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



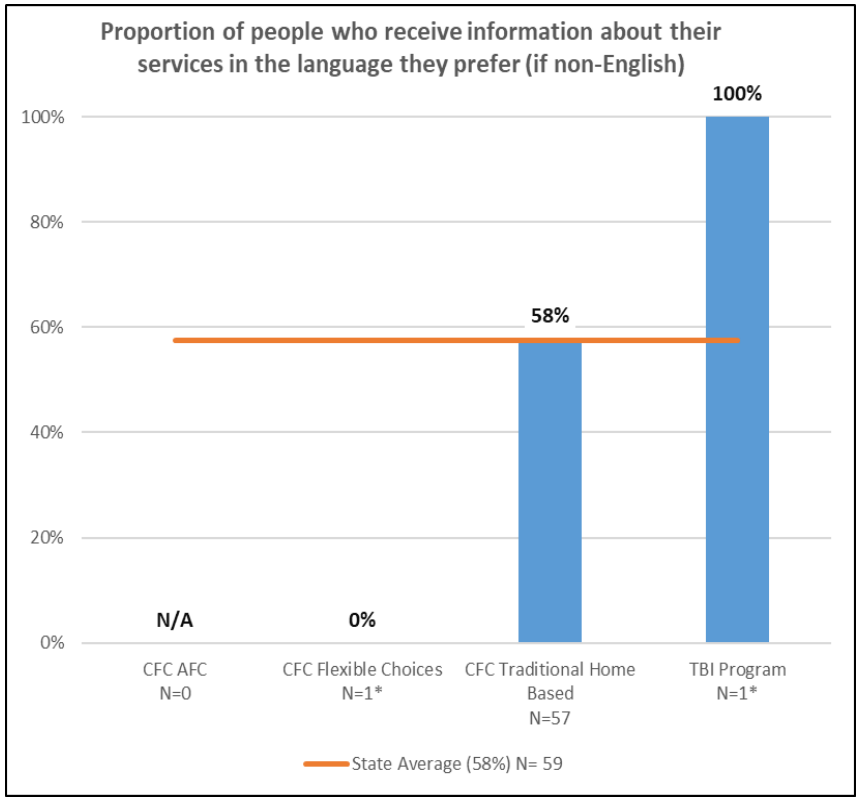

* Very small number of responses

Graph 28. Proportion of people who have transportation to get to medical appointments when they need to



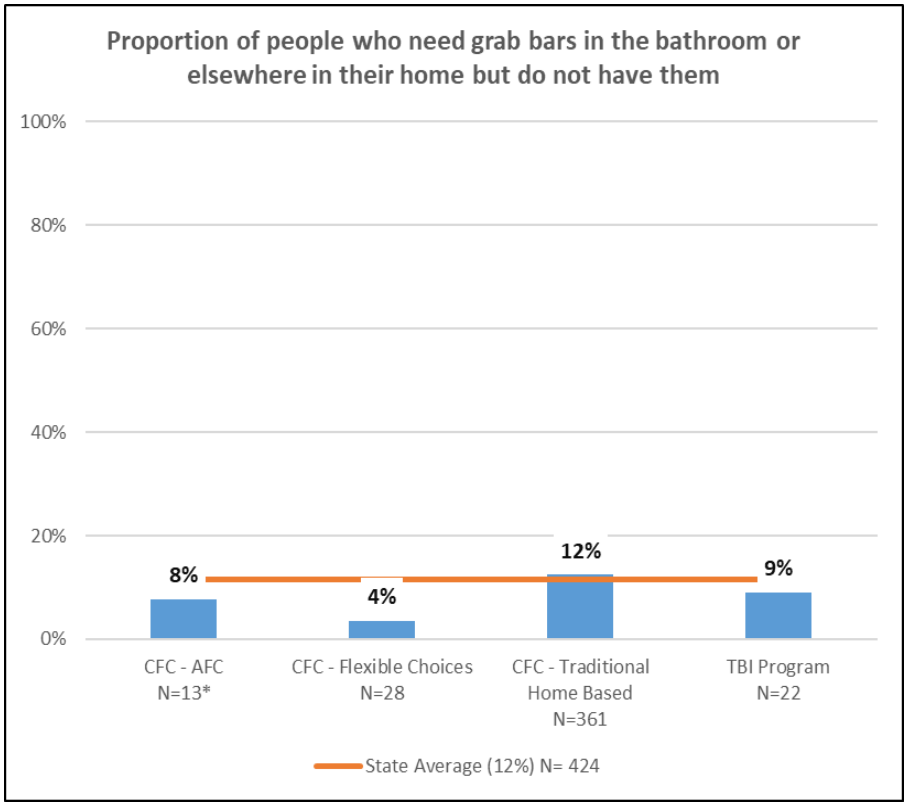

* Very small number of responses

Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)



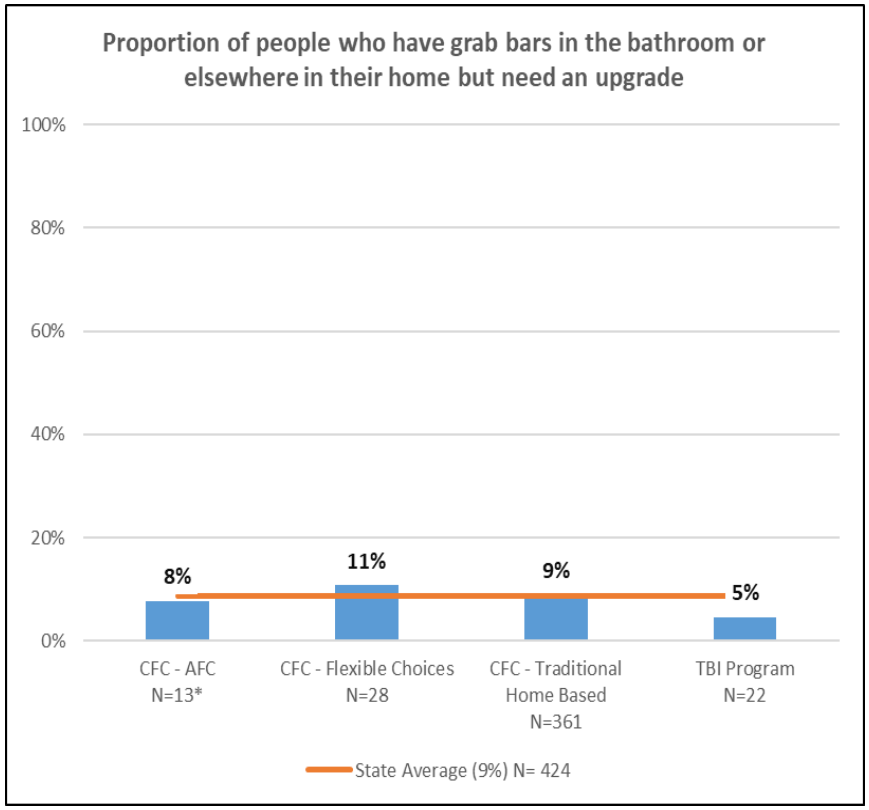

* Very small number of responses

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



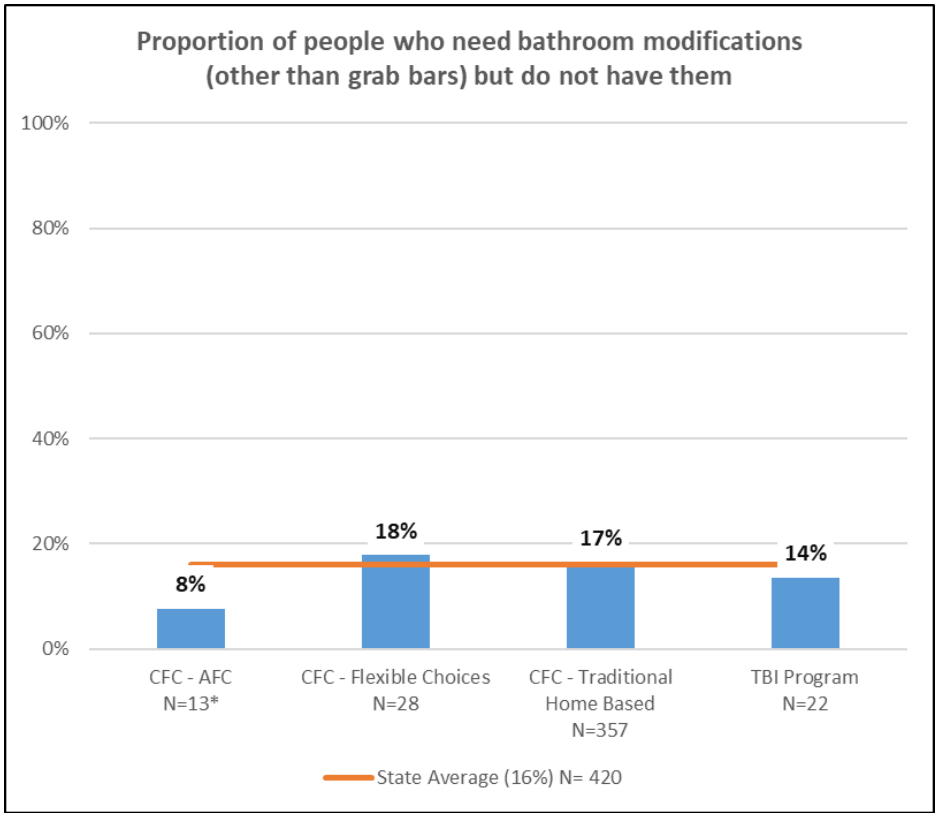

* Very small number of responses

Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



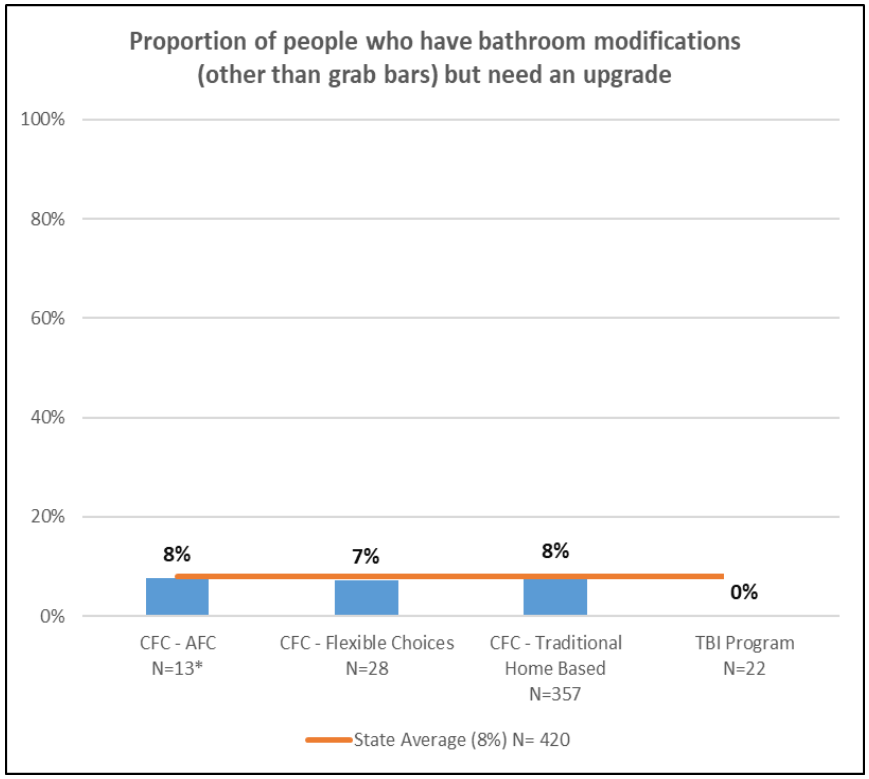

* Very small number of responses

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



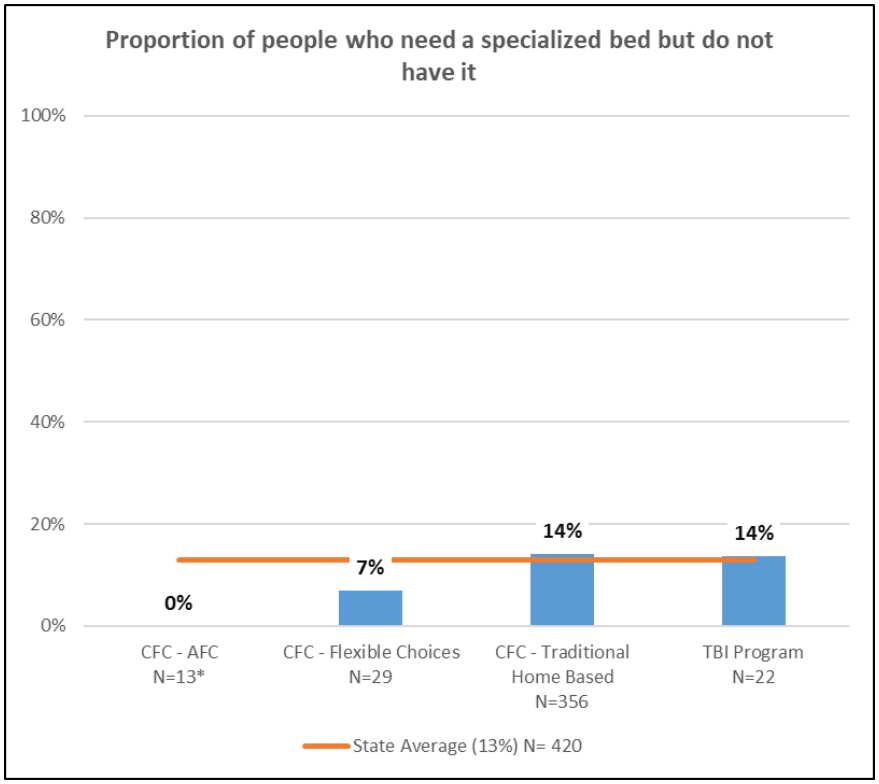

* Very small number of responses

Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



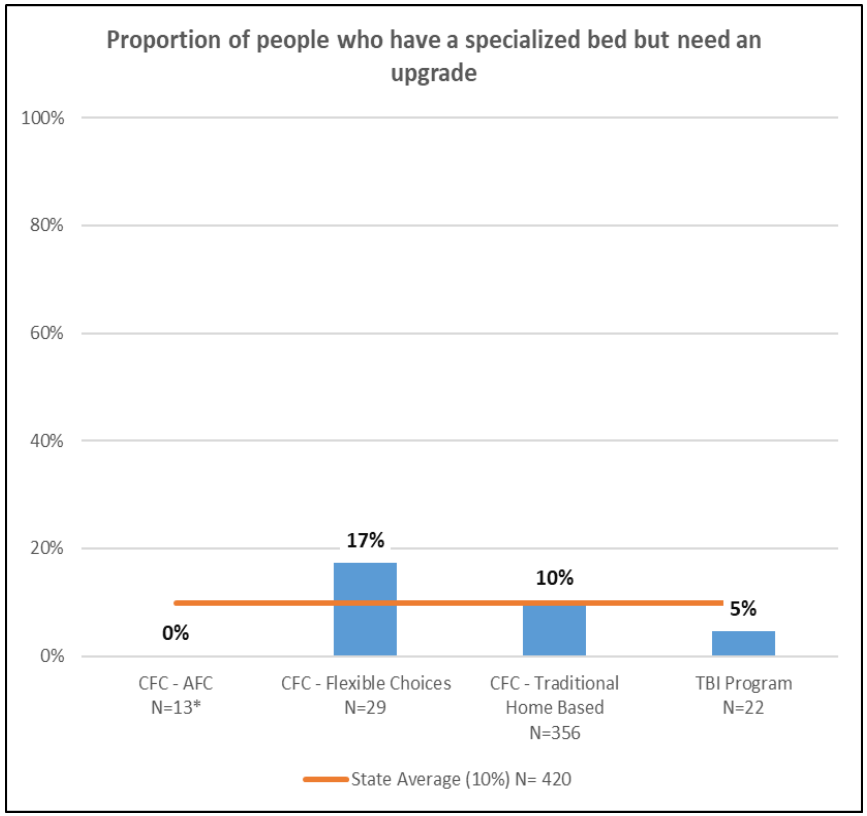

* Very small number of responses

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



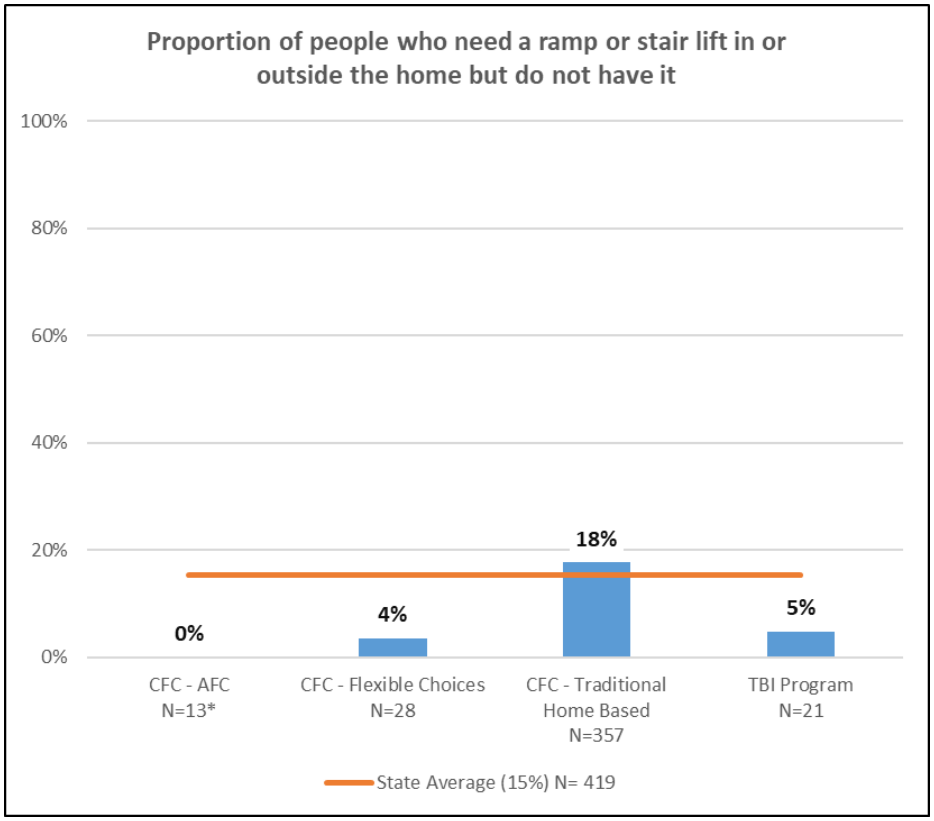

* Very small number of responses

Graph 35. Proportion of people who have a specialized bed but need an upgrade



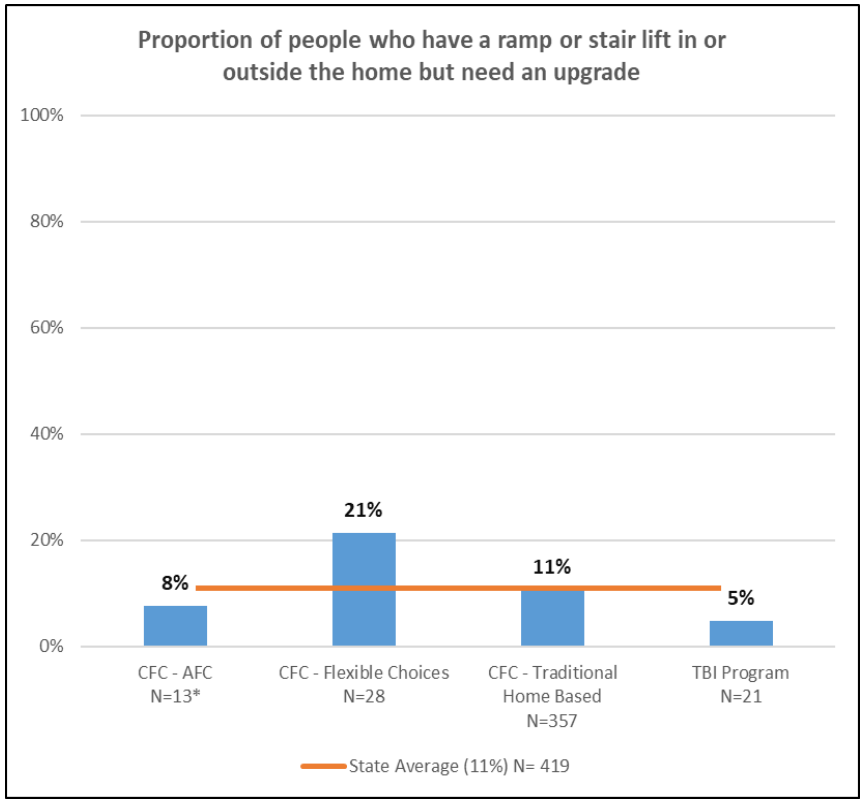

* Very small number of responses

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



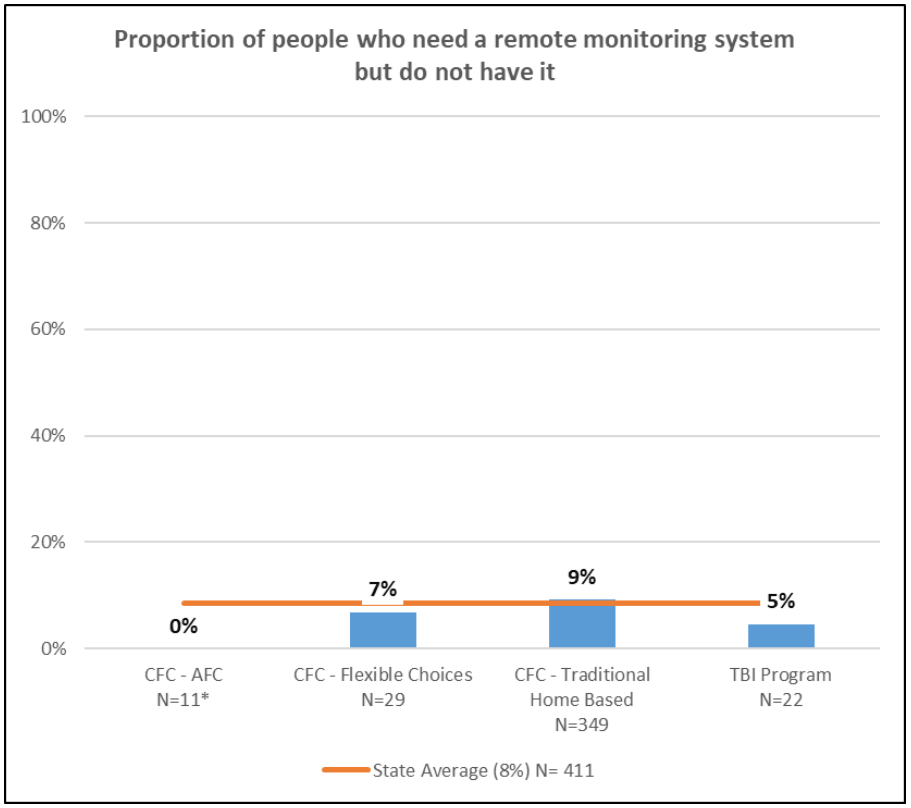

* Very small number of responses

Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



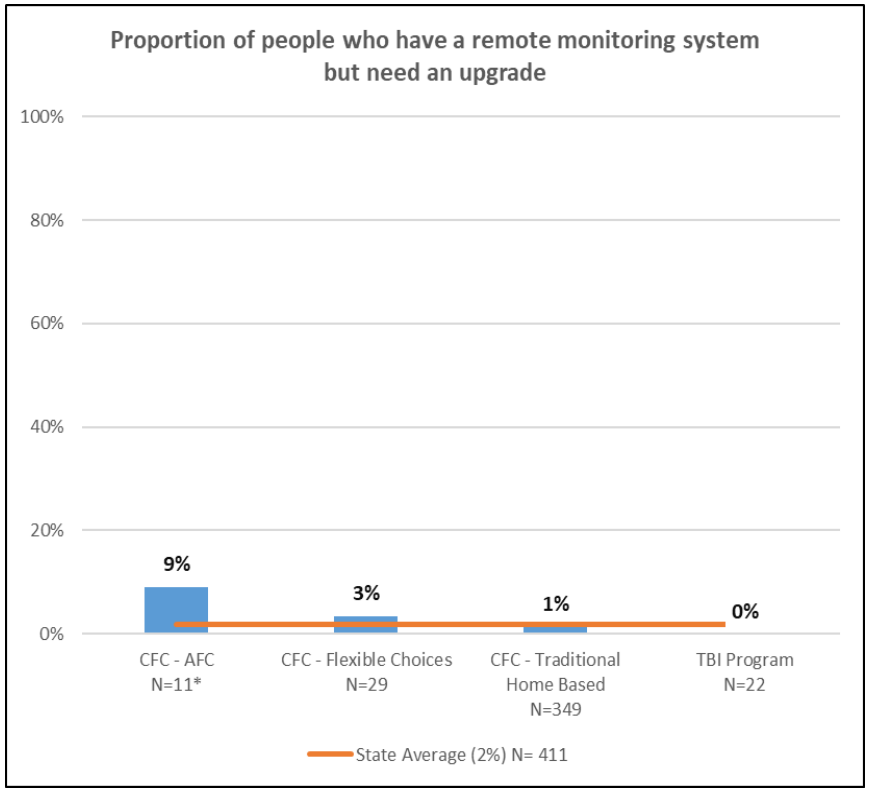

* Very small number of responses

Graph 38. Proportion of people who need a remote monitoring system but do not have it



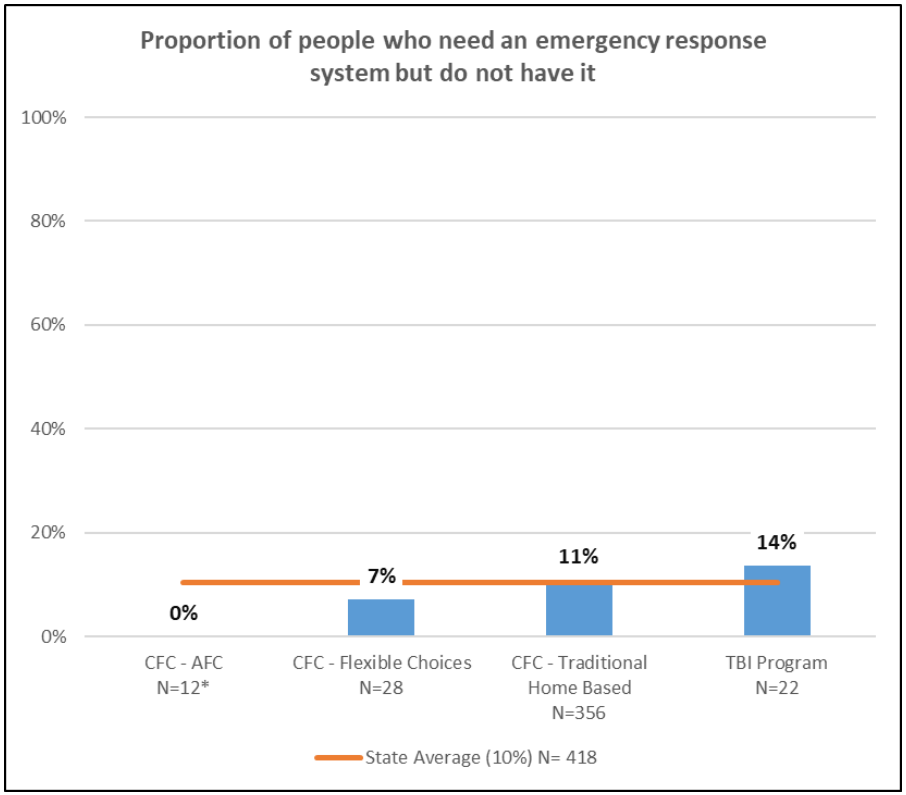

* Very small number of responses

Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



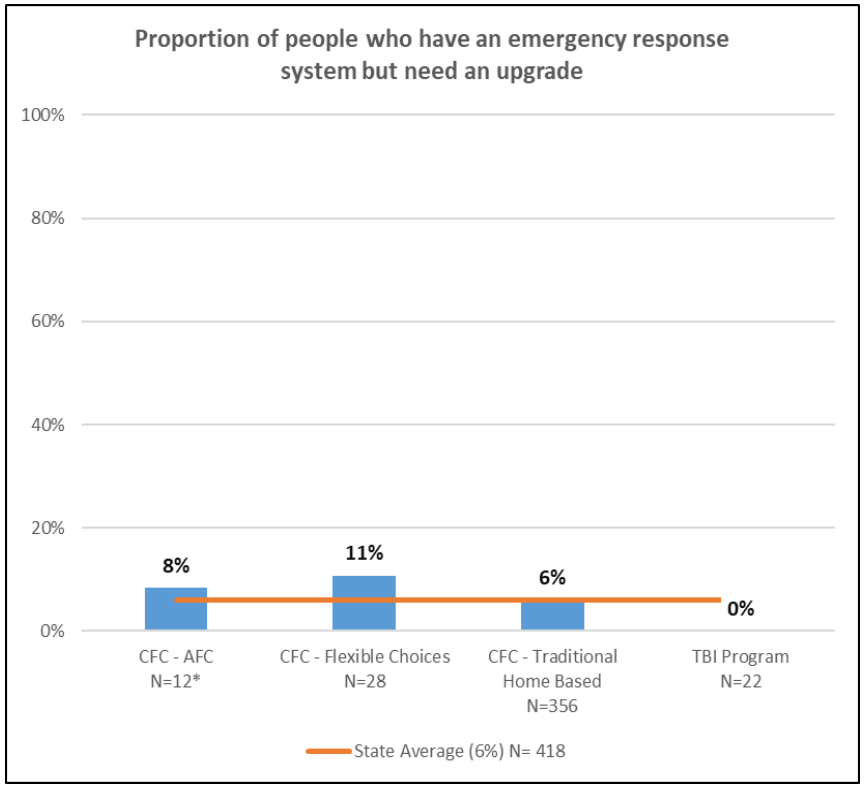

* Very small number of responses

Graph 40. Proportion of people who need an emergency response system but do not have it



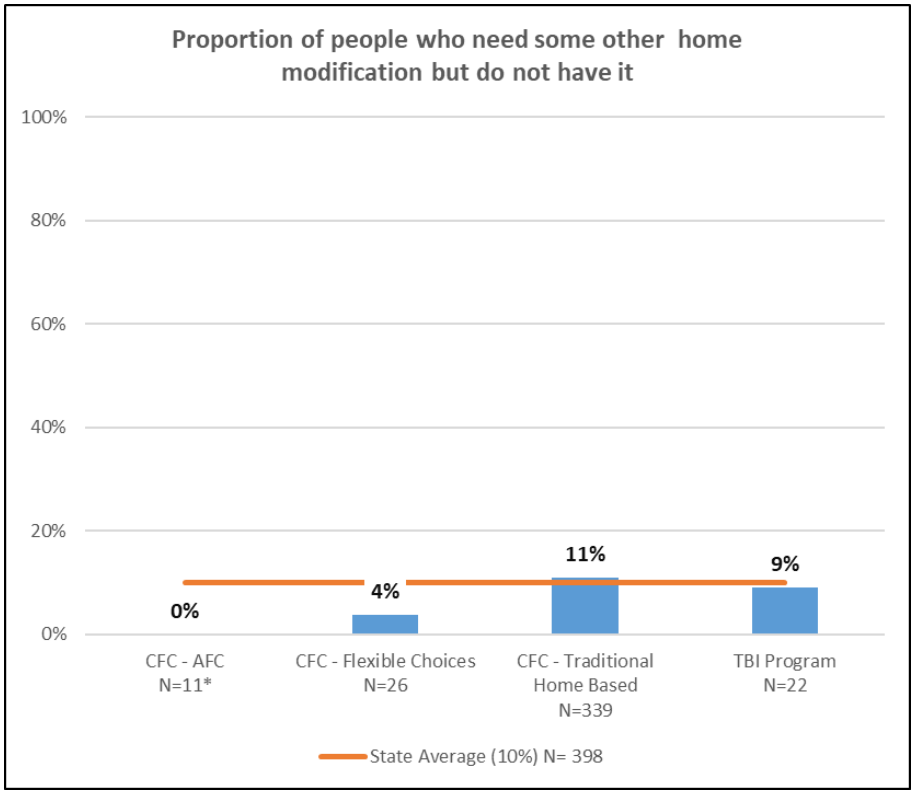

* Very small number of responses

Graph 41. Proportion of people who have an emergency response system but need an upgrade



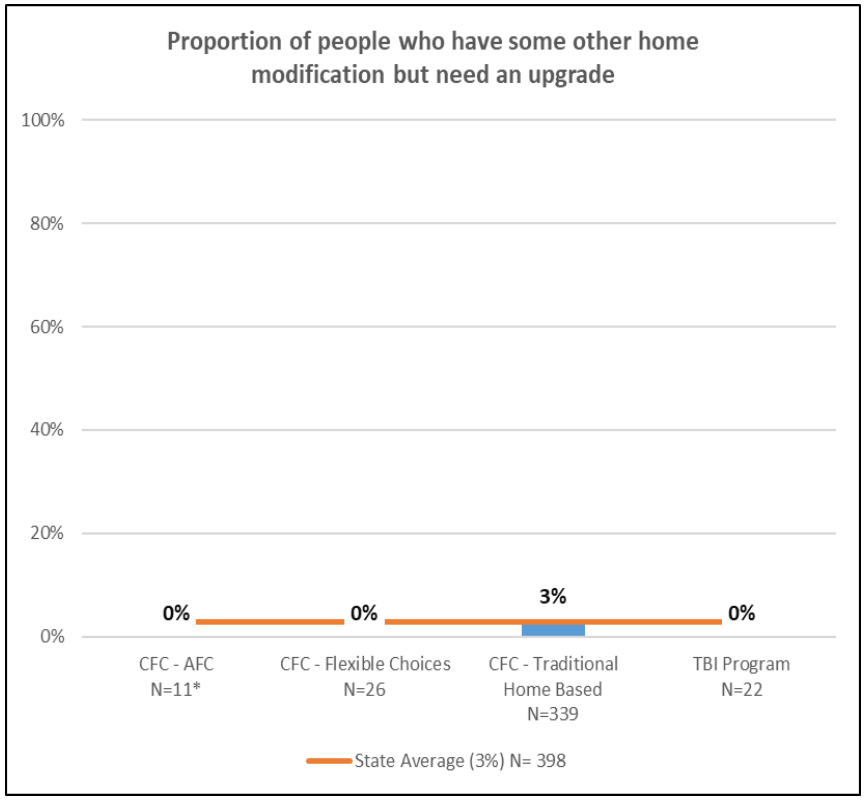

* Very small number of responses

Graph 42. Proportion of people who need some other home modification but do not have it



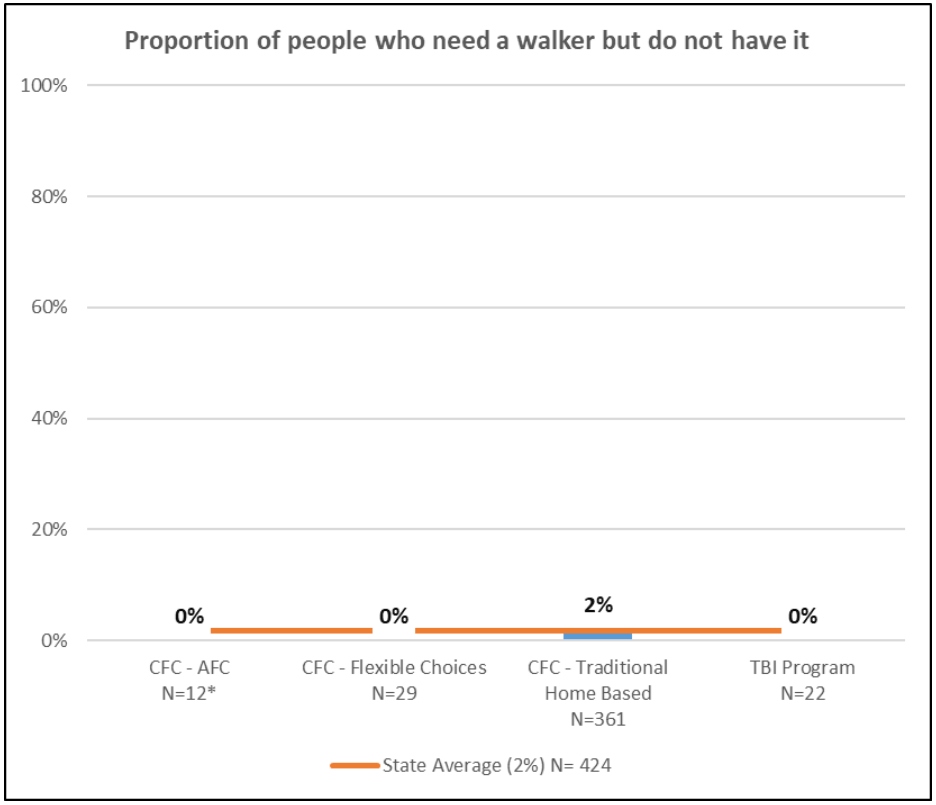

* Very small number of responses

Graph 43. Proportion of people who have some other home modification but need an upgrade



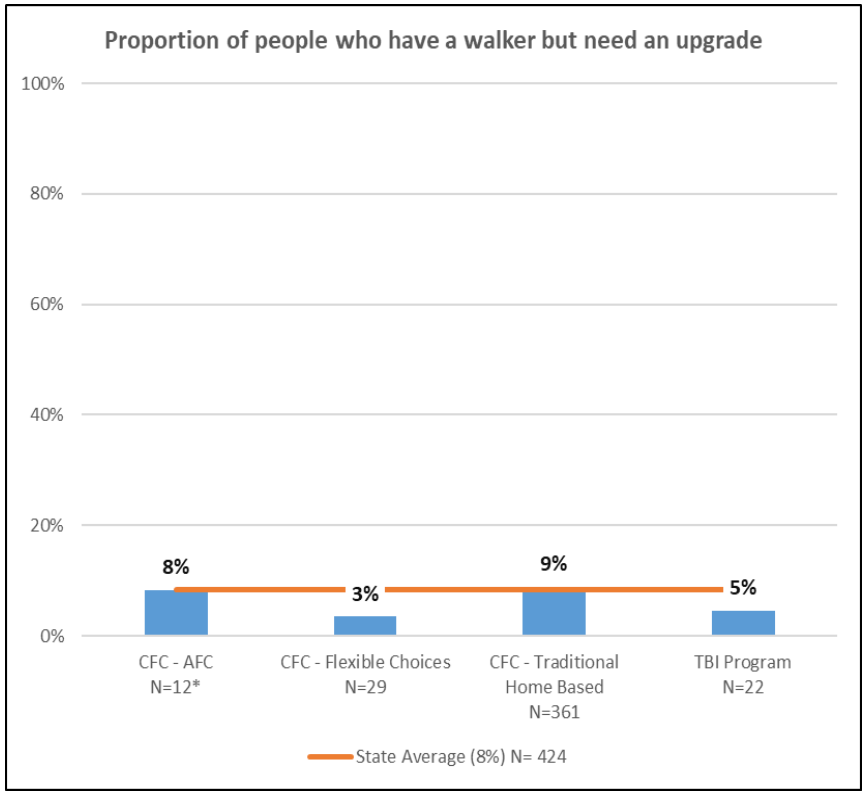

* Very small number of responses

Graph 44. Proportion of people who need a walker but do not have it



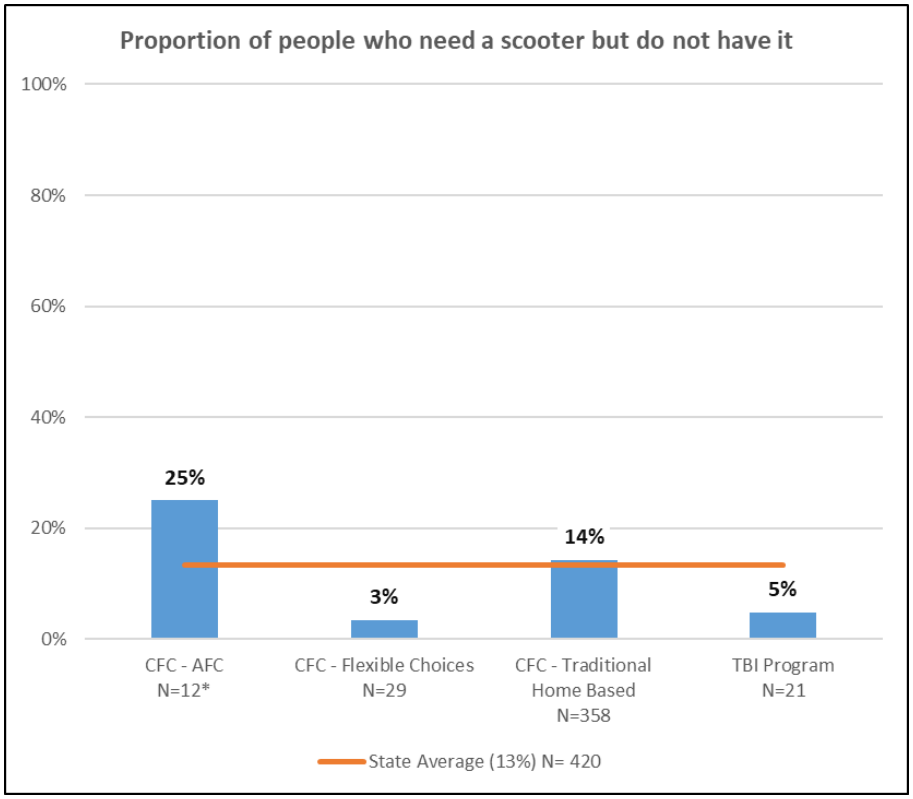

* Very small number of responses

Graph 45. Proportion of people who have a walker but need an upgrade



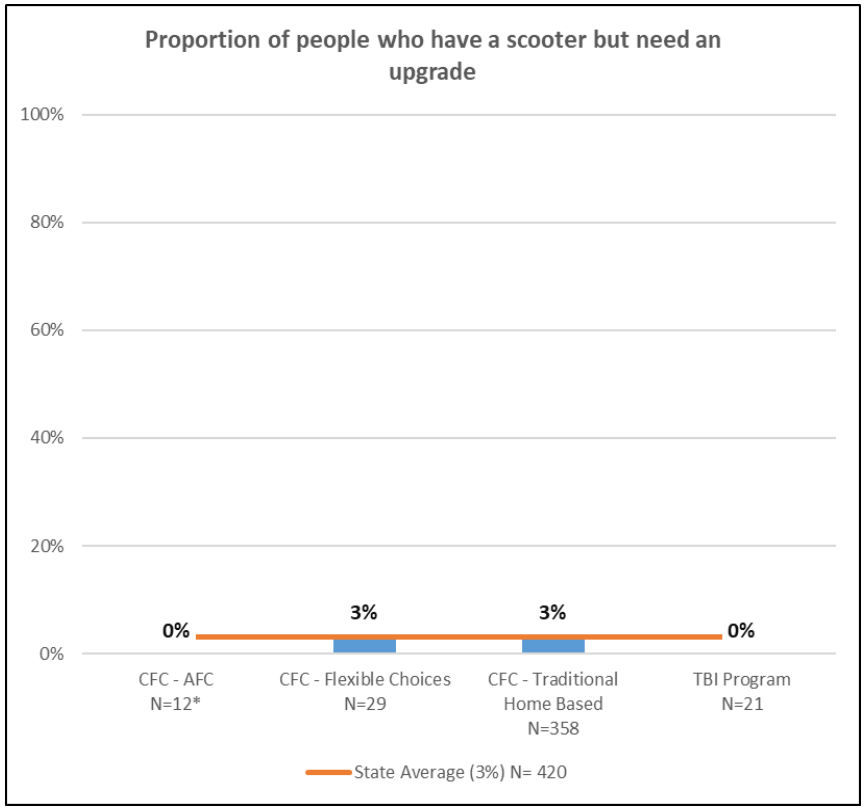

* Very small number of responses

Graph 46. Proportion of people who need a scooter but do not have it



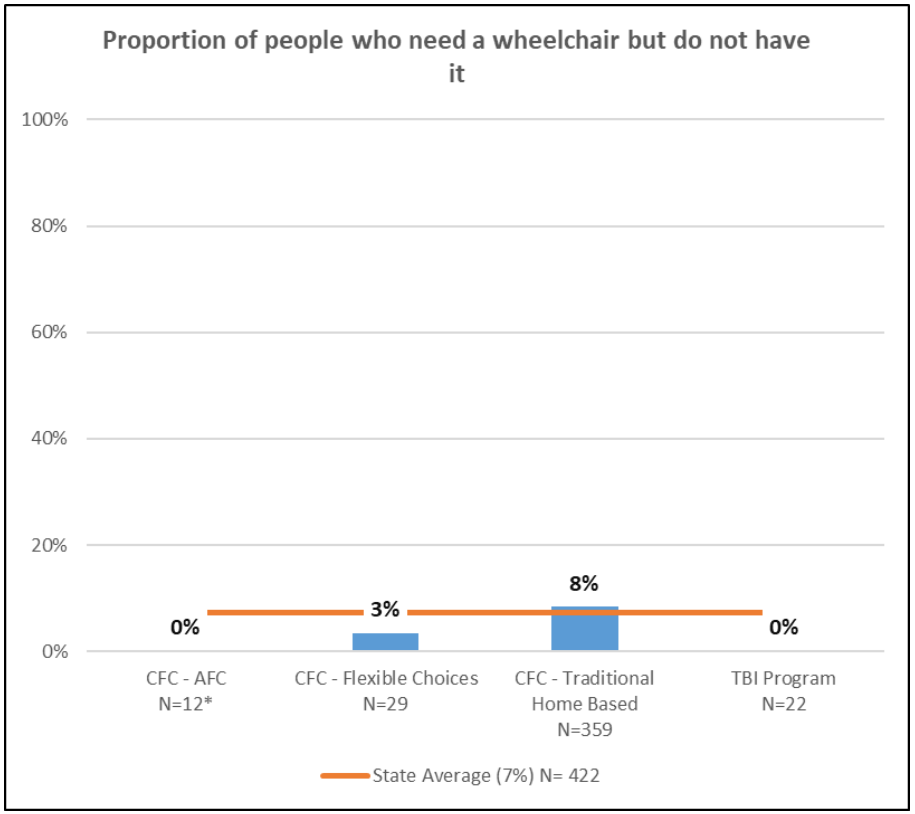

* Very small number of responses

Graph 47. Proportion of people who have a scooter but need an upgrade



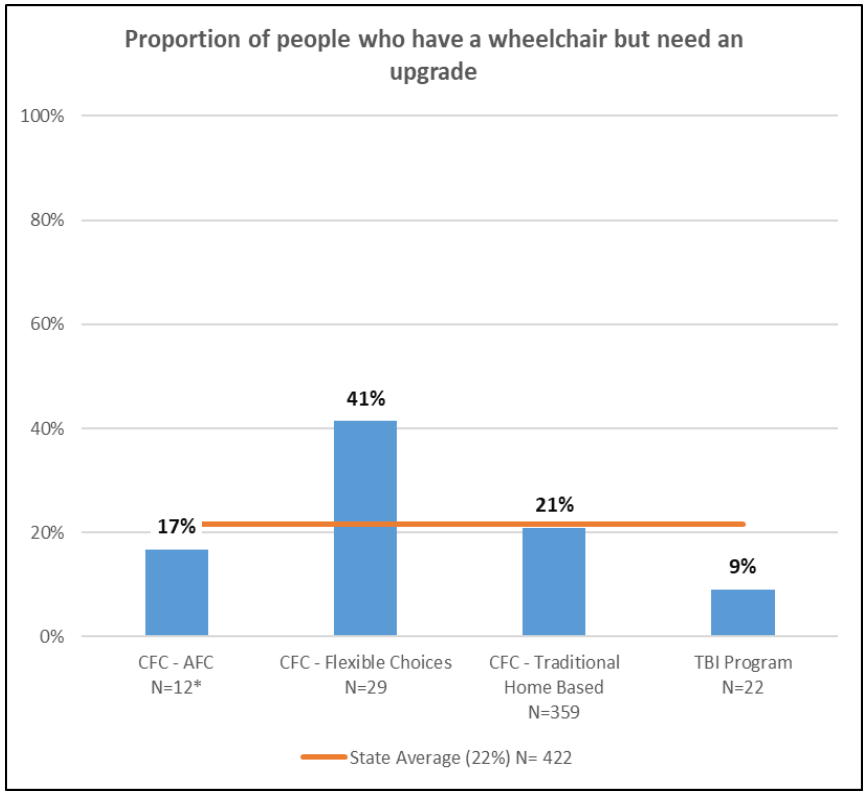

* Very small number of responses

Graph 48. Proportion of people who need a wheelchair but do not have it



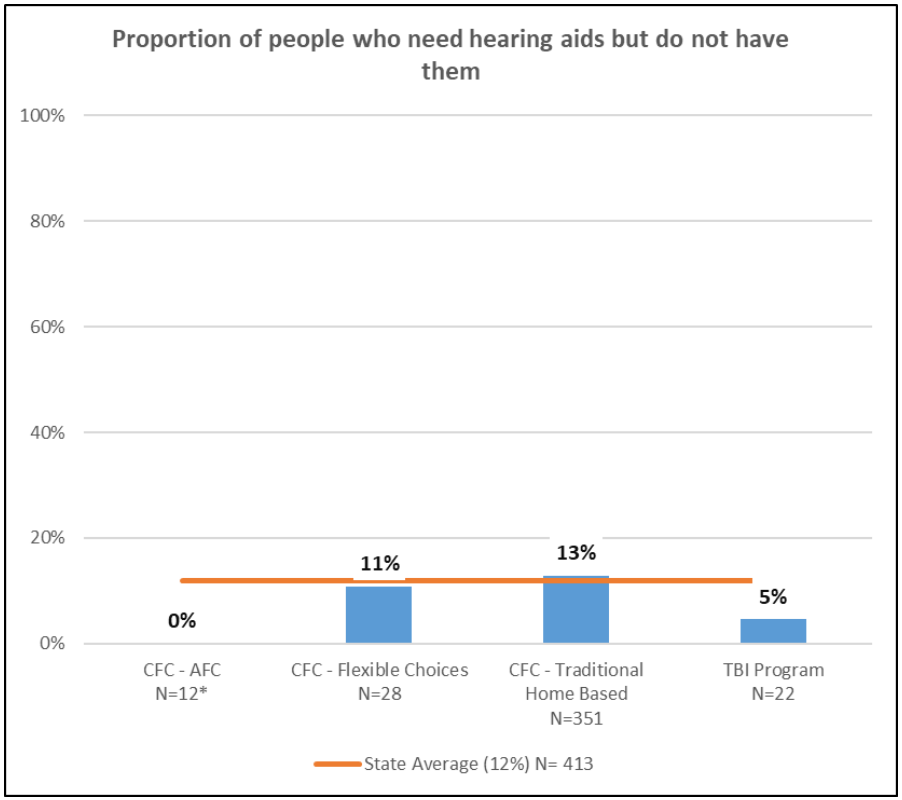

* Very small number of responses

Graph 49. Proportion of people who have a wheelchair but need an upgrade



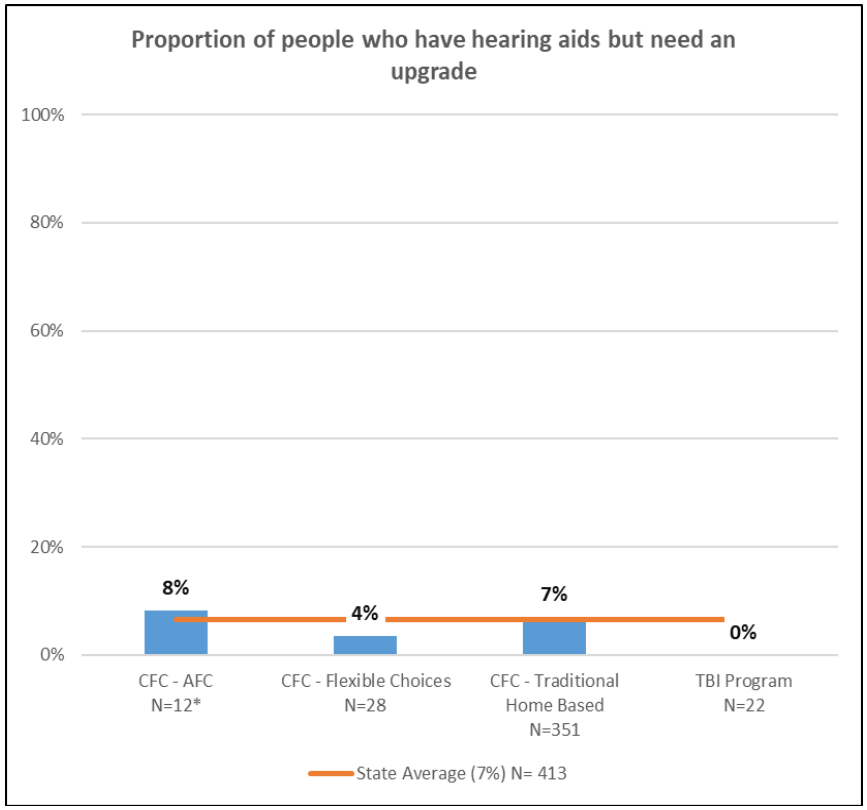

* Very small number of responses

Graph 50. Proportion of people who need hearing aids but do not have them



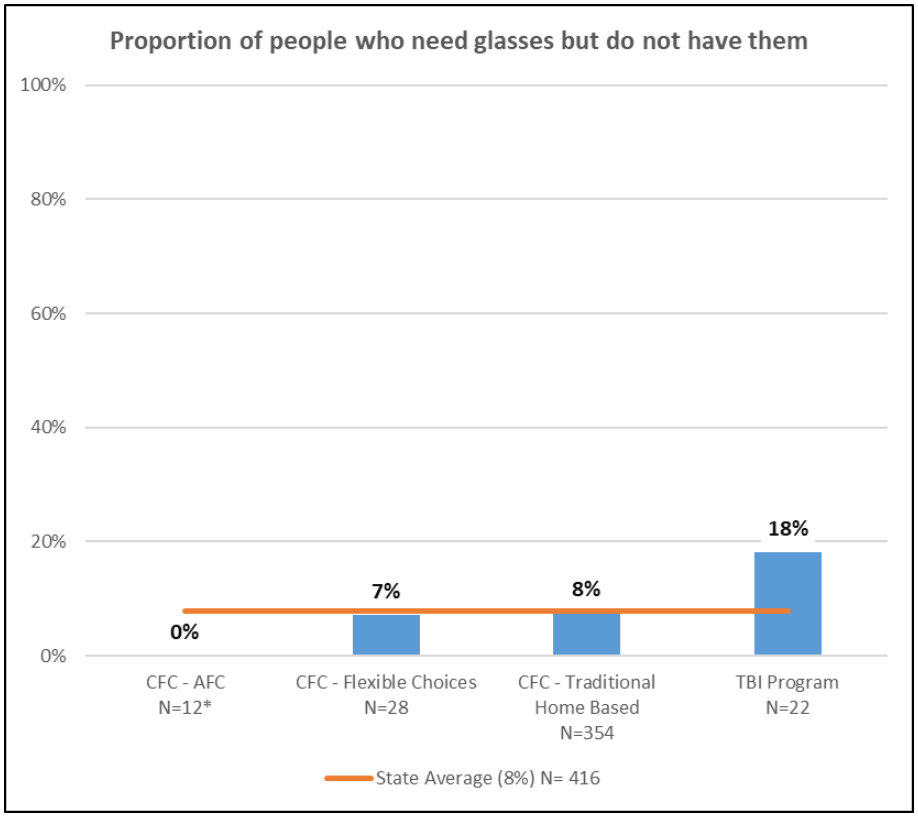

* Very small number of responses

Graph 51. Proportion of people who have hearing aids but need an upgrade



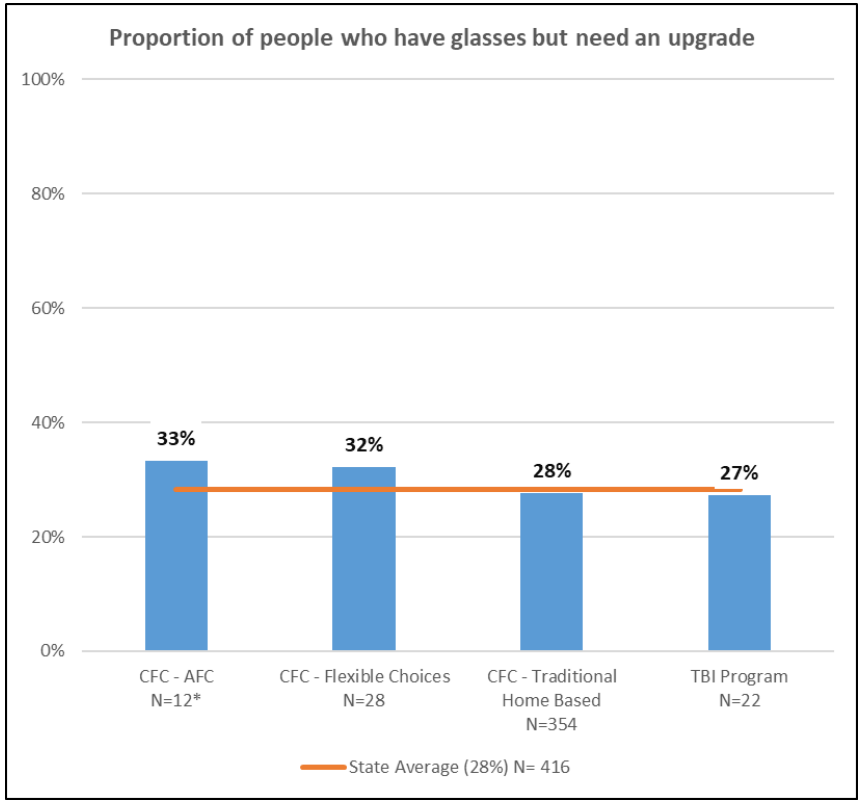

* Very small number of responses

Graph 52. Proportion of people who need glasses but do not have them



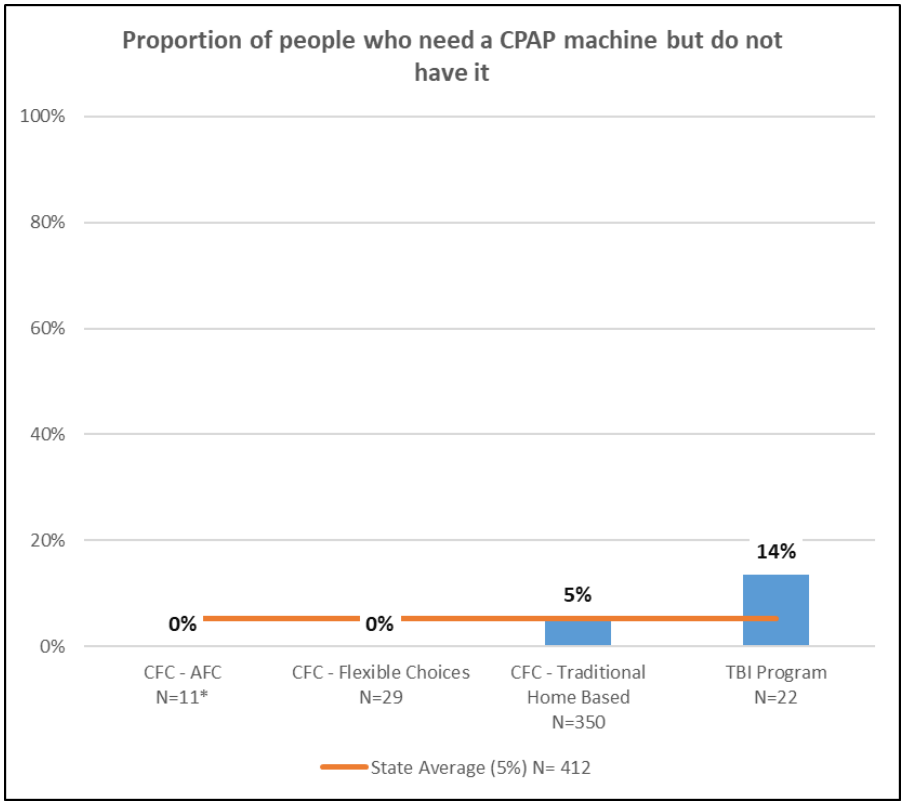

* Very small number of responses

Graph 53. Proportion of people who have glasses but need an upgrade




* Very small number of responses

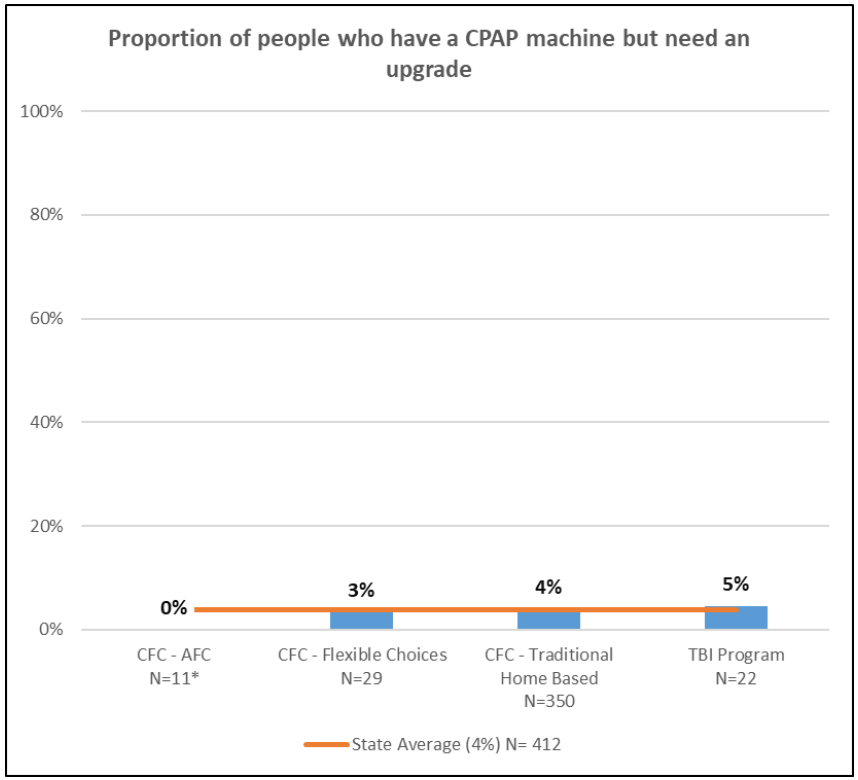
Graph 54. Proportion of people who need a CPAP machine but don't have it[11]




* Very small number of responses

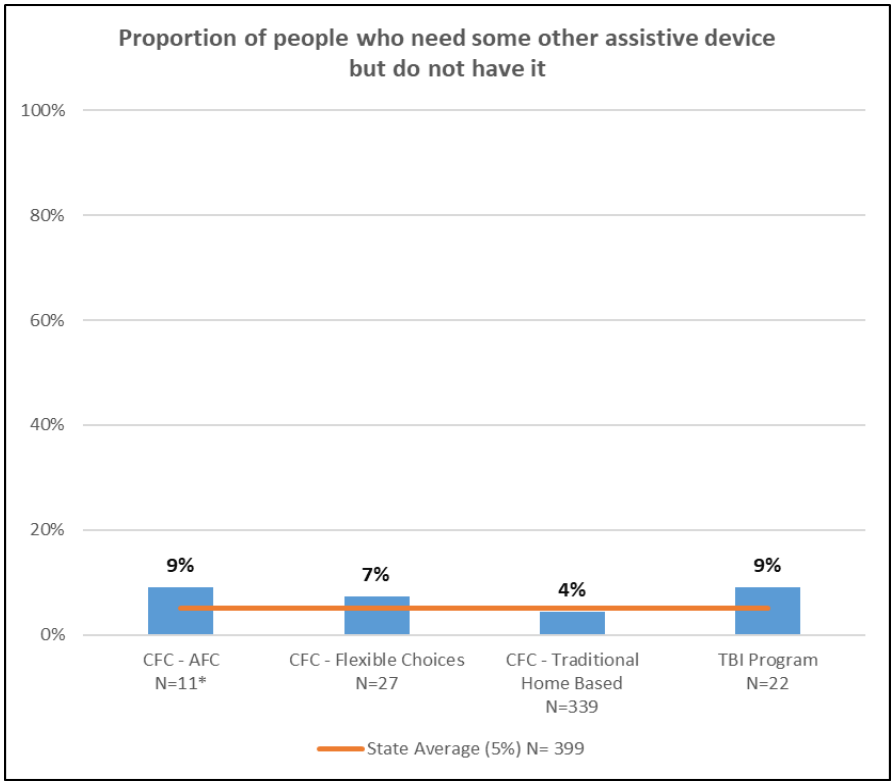
[11] New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade[12]




* Very small number of responses

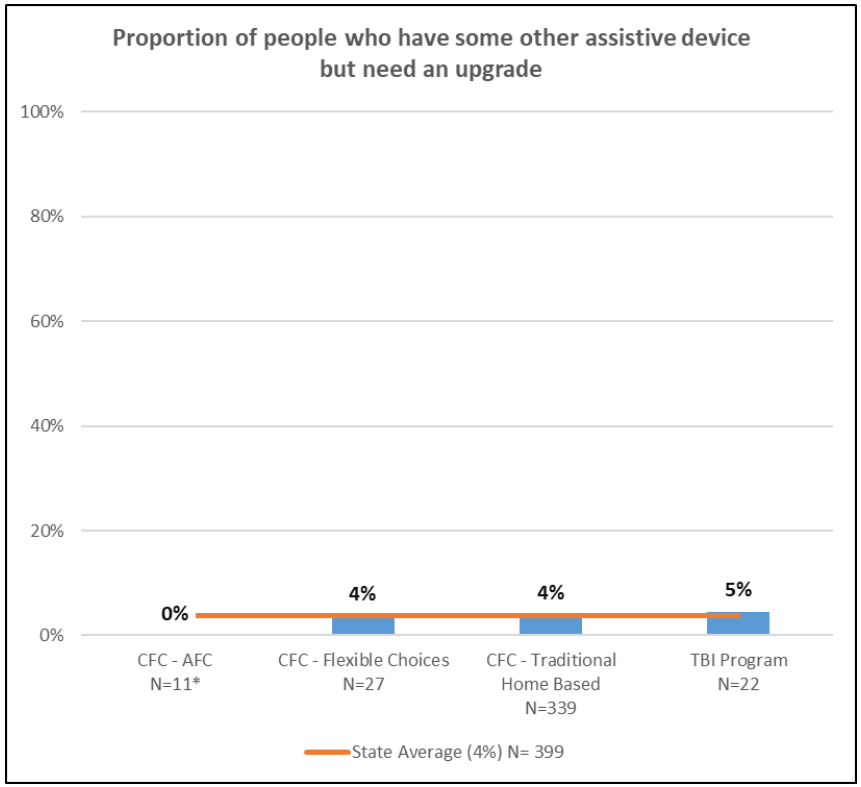
Graph 56. Proportion of people who need some other assistive device but do not have it




* Very small number of responses

[12] New question added in 2017-2018

Graph 57. Proportion of people who have some other assistive device but need an upgrade




* Very small number of responses

# Safety

## People feel safe from abuse, neglect, and injury.

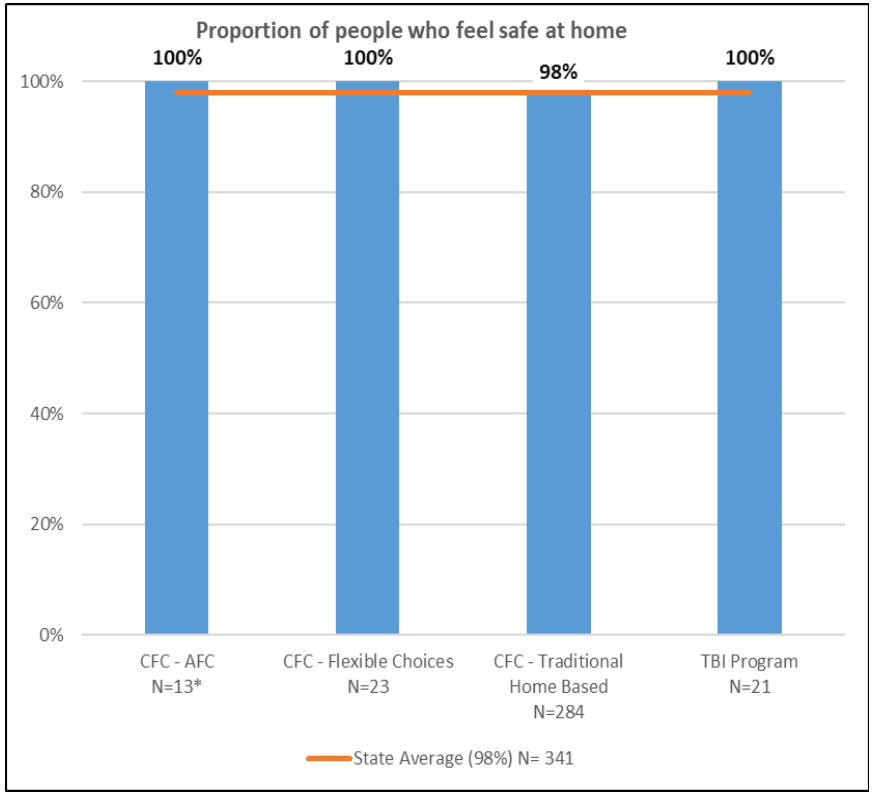
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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. All results are participant-reported.

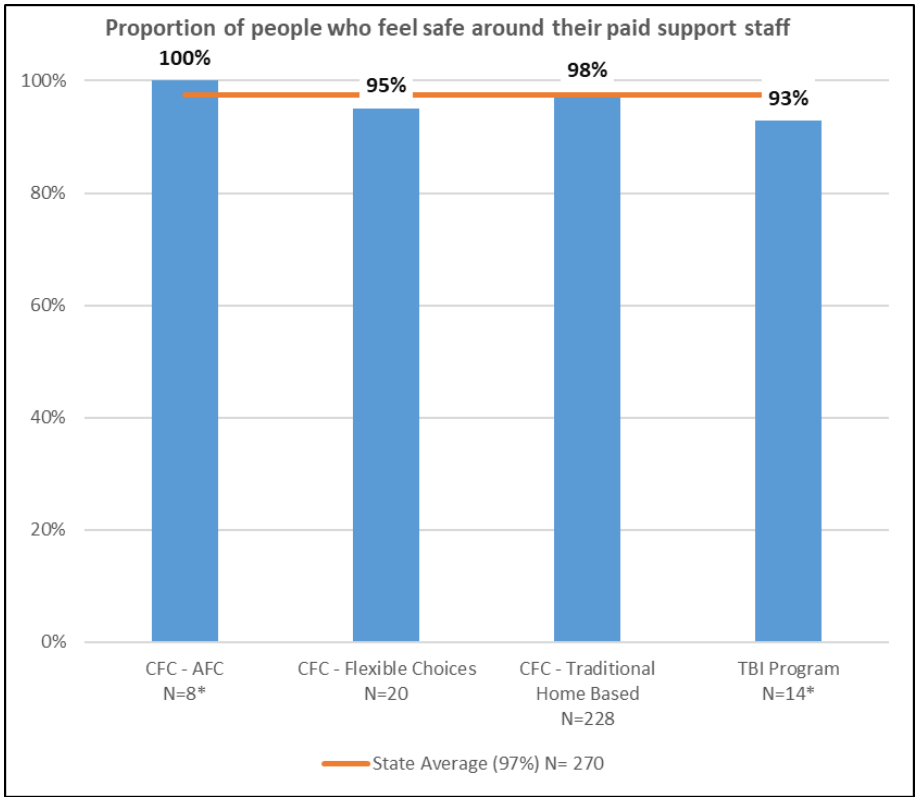
Un-collapsed data are shown in Appendix B.

Graph 58. Proportion of people who feel safe at home



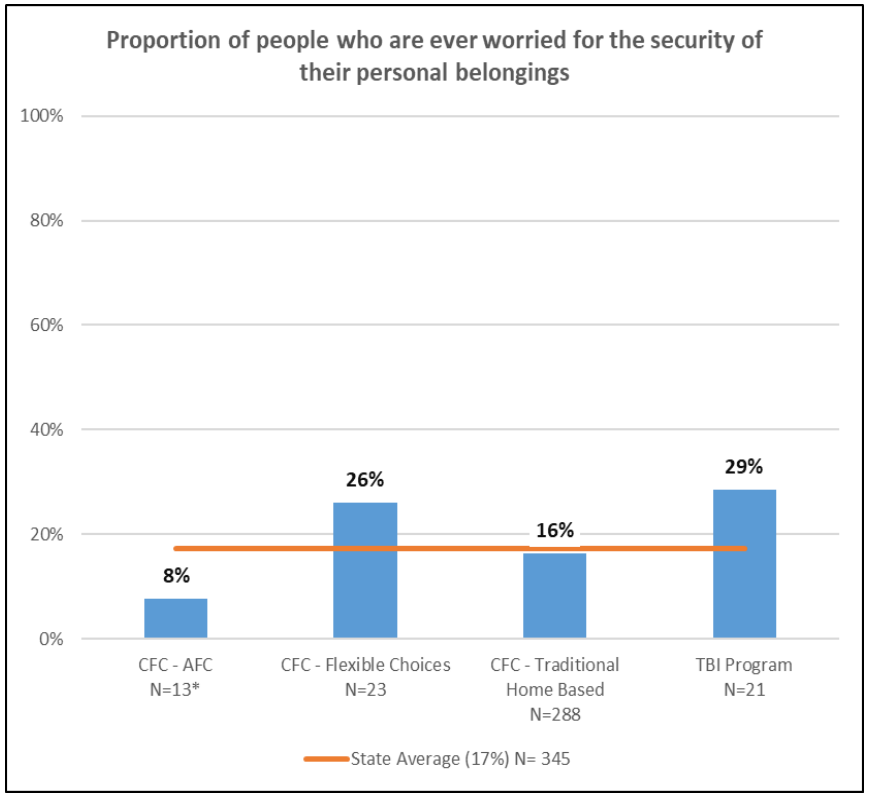

* Very small number of responses

Graph 59. Proportion of people who feel safe around their paid support staff



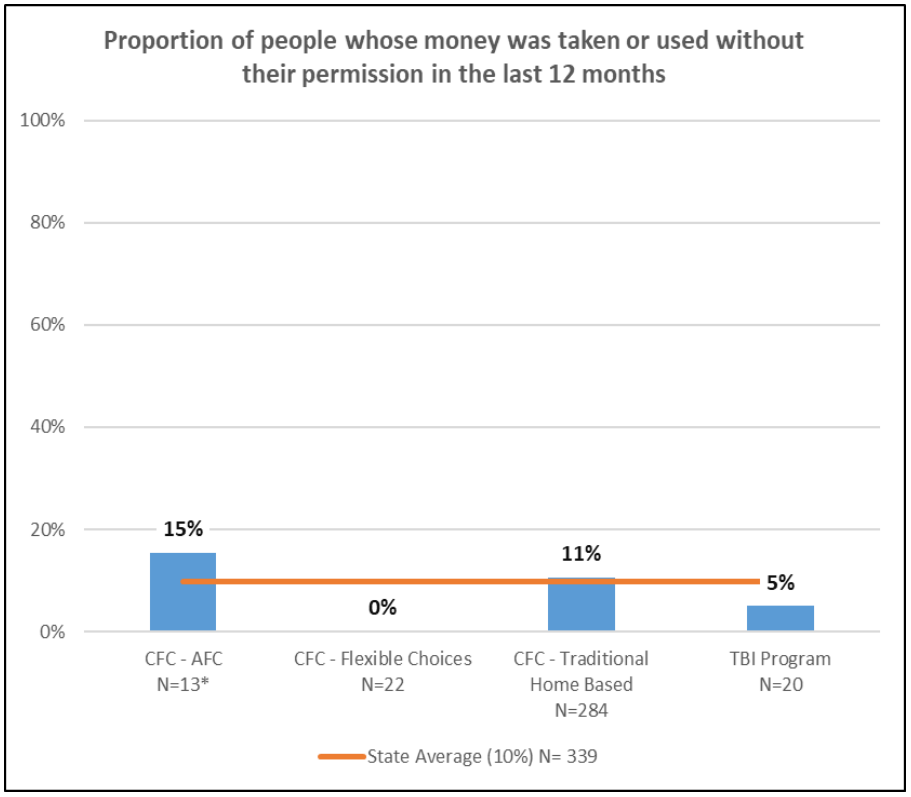

* Very small number of responses

Graph 60. Proportion of people who are ever worried for the security of their personal belongings



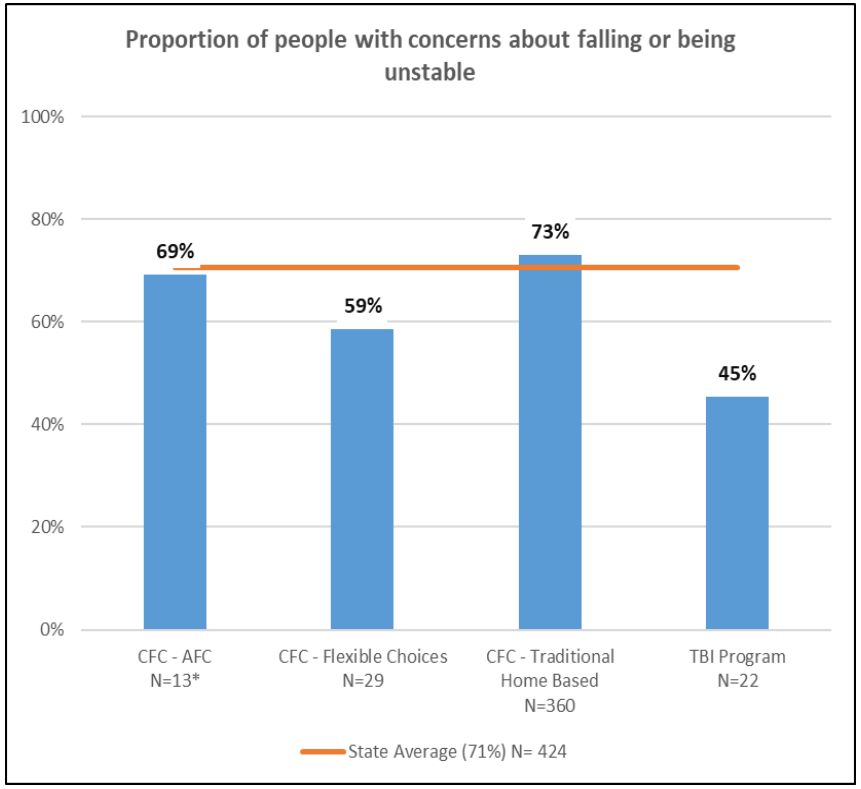

* Very small number of responses

Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



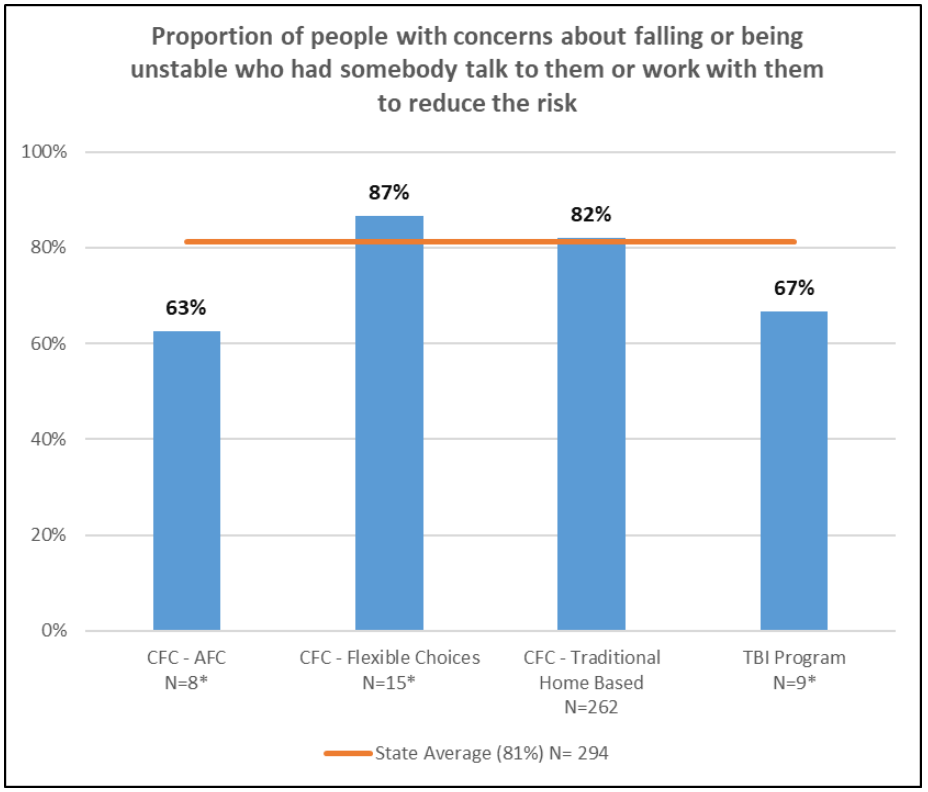

* Very small number of responses

Graph 62. Proportion of people with concerns about falling or being unstable



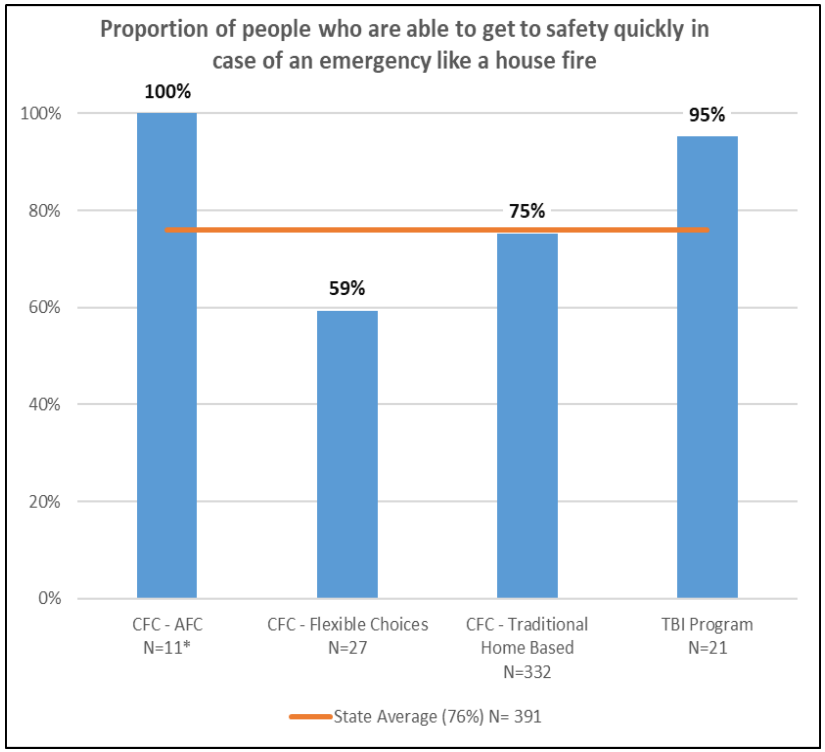

* Very small number of responses

Graph 63. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk




* Very small number of responses

Graph 64. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire




* Very small number of responses

# Health Care

## People secure needed health services.

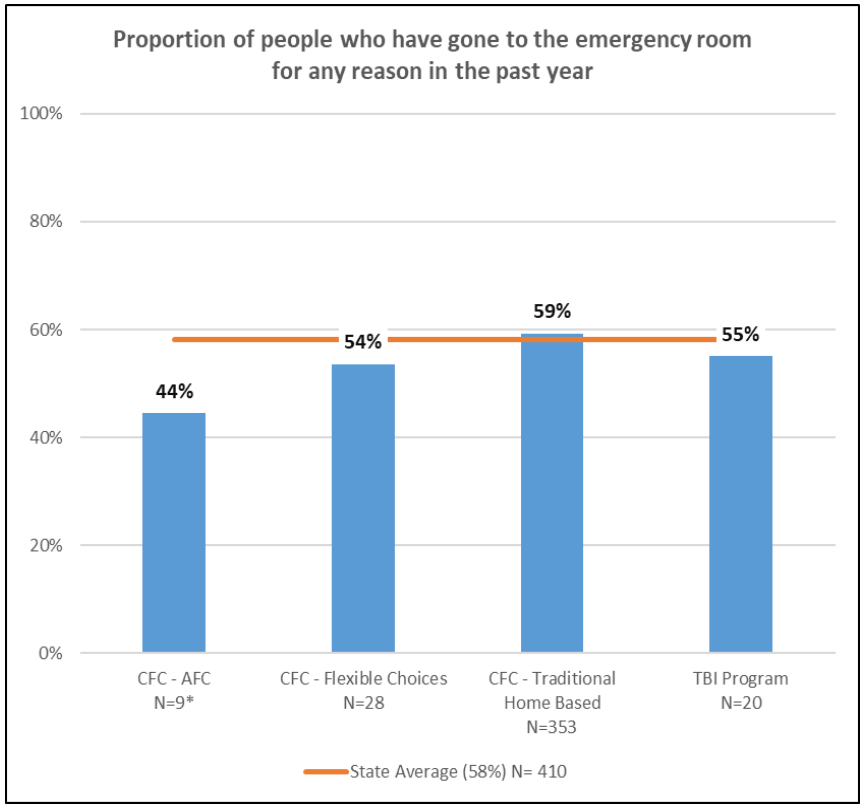
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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 with their doctor when they need to.
4. Proportion of people who have access to mental health services when they need them.

There are five survey items that correspond to the Health Care domain. All results are participant-reported.

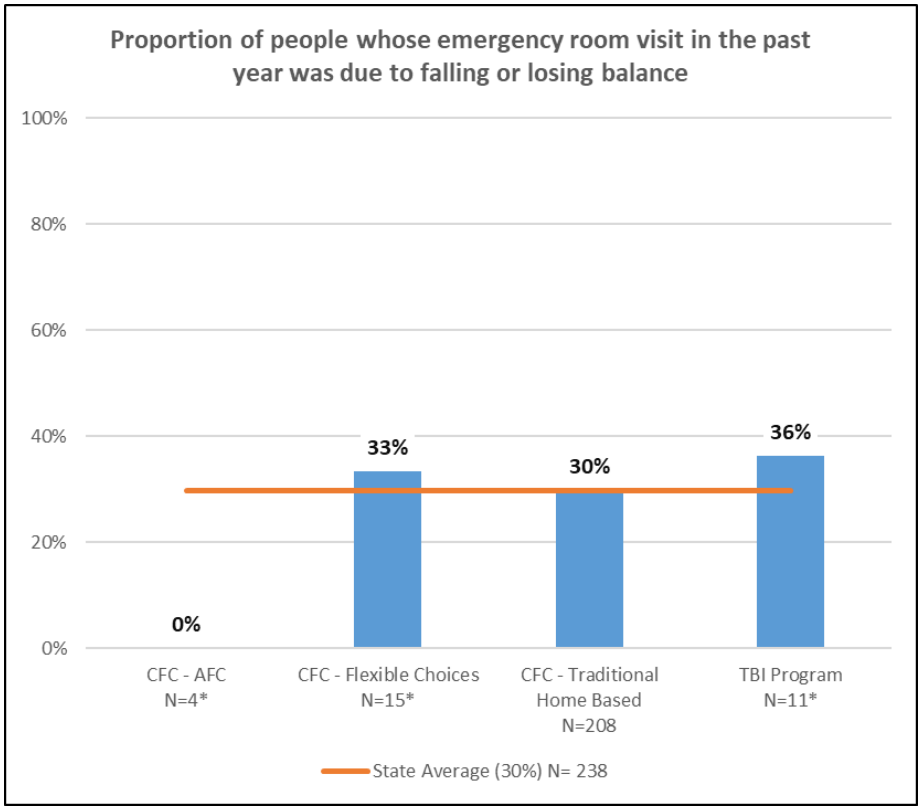
Un-collapsed data are shown in Appendix B.

Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



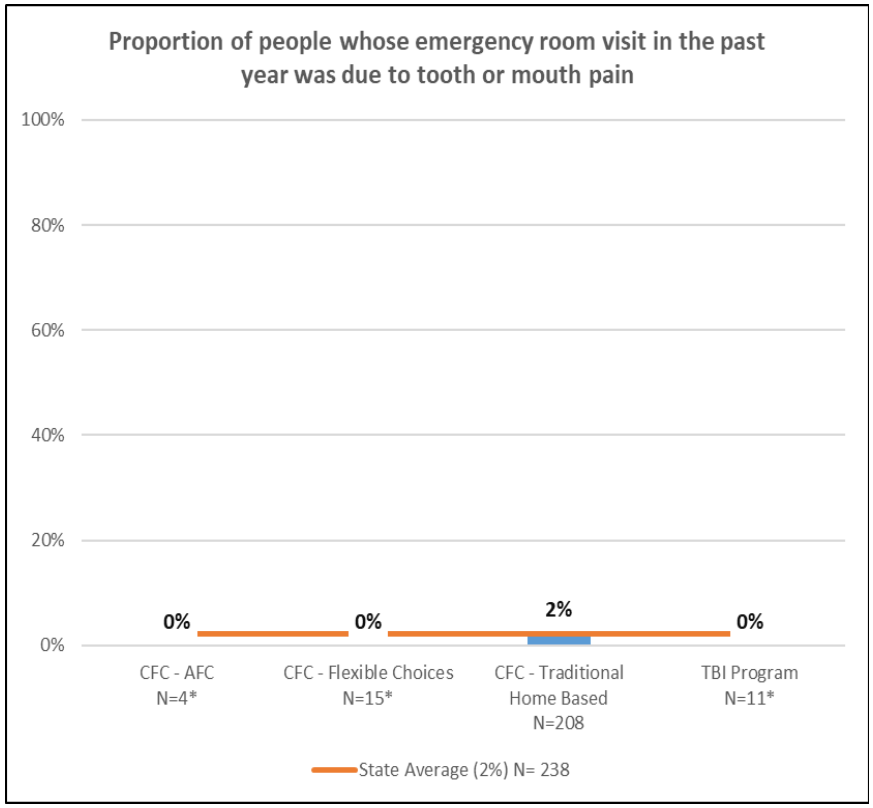

* Very small number of responses

Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



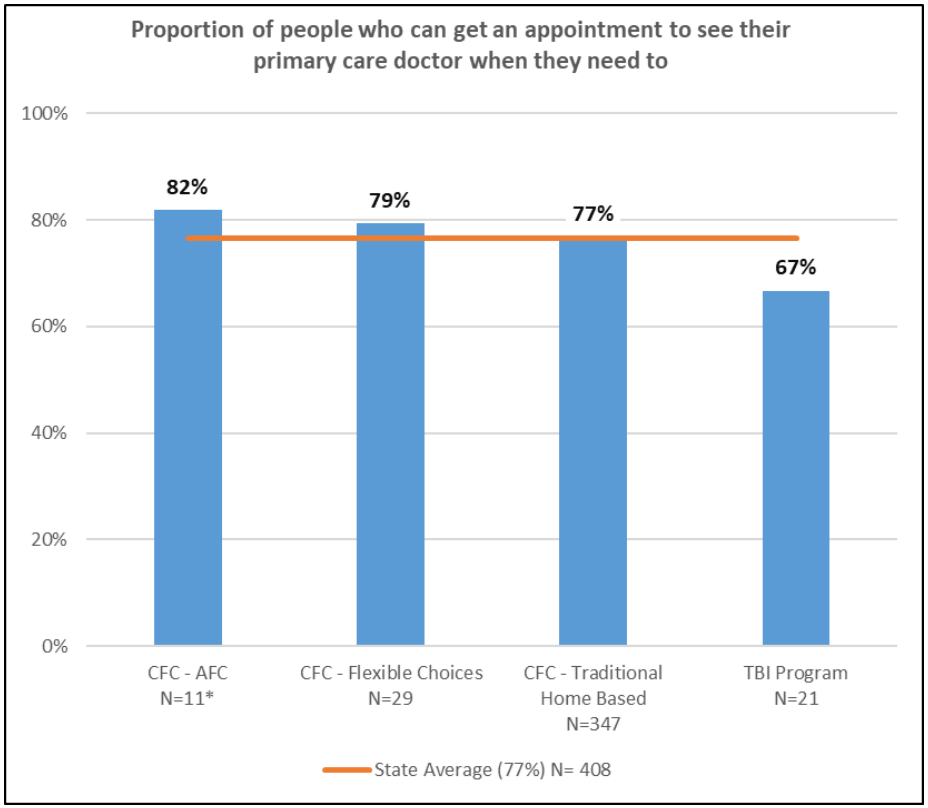

* Very small number of responses

Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



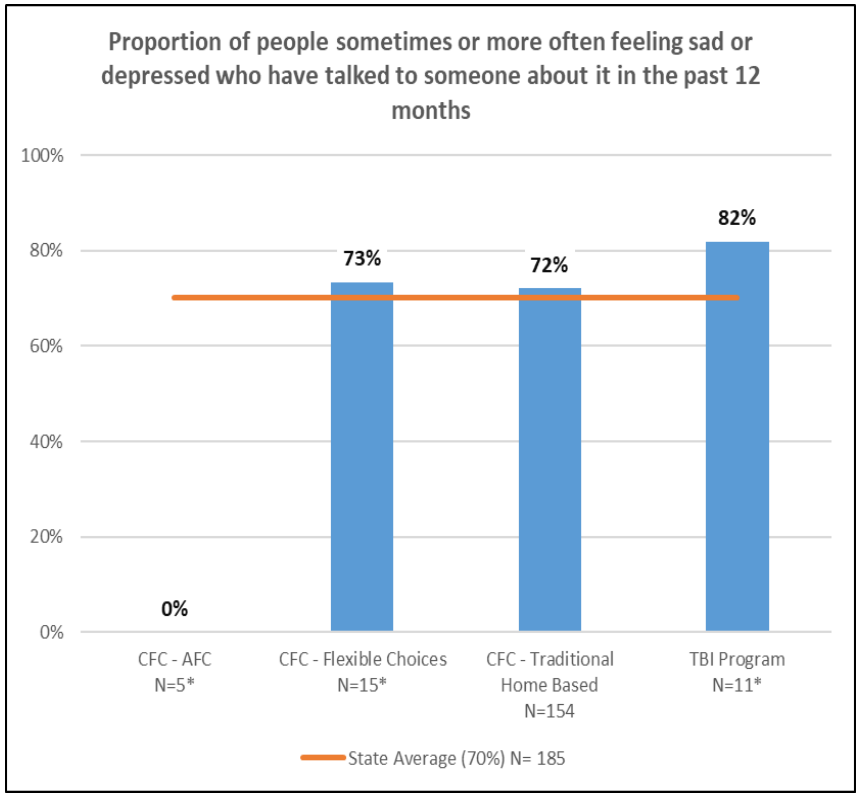

* Very small number of responses

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



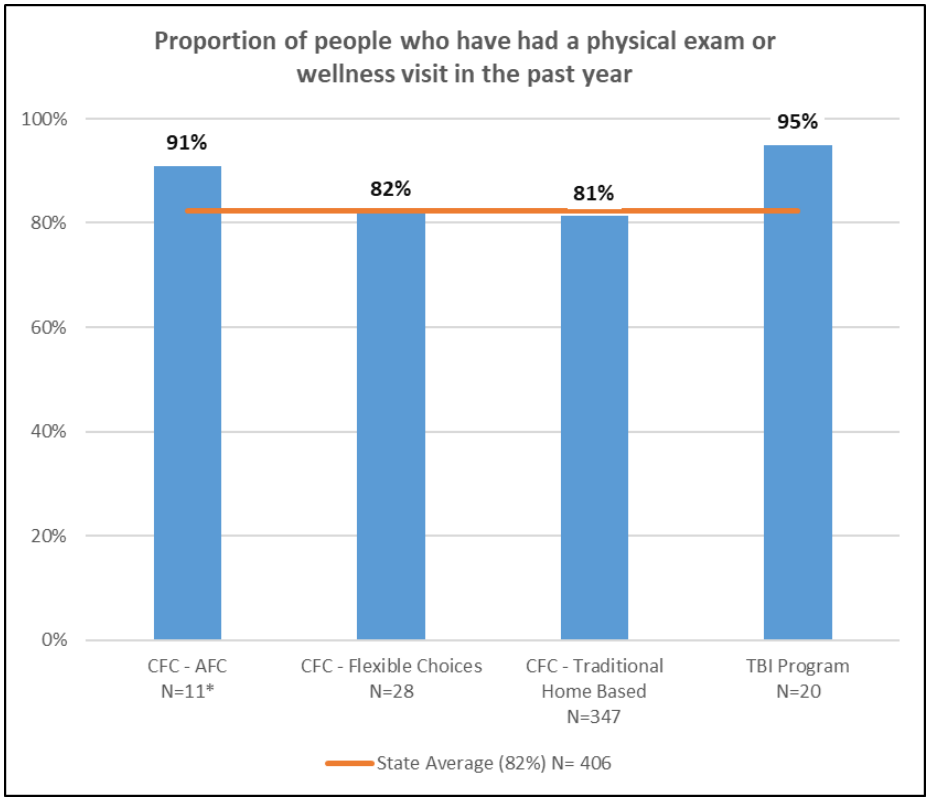

* Very small number of responses

Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



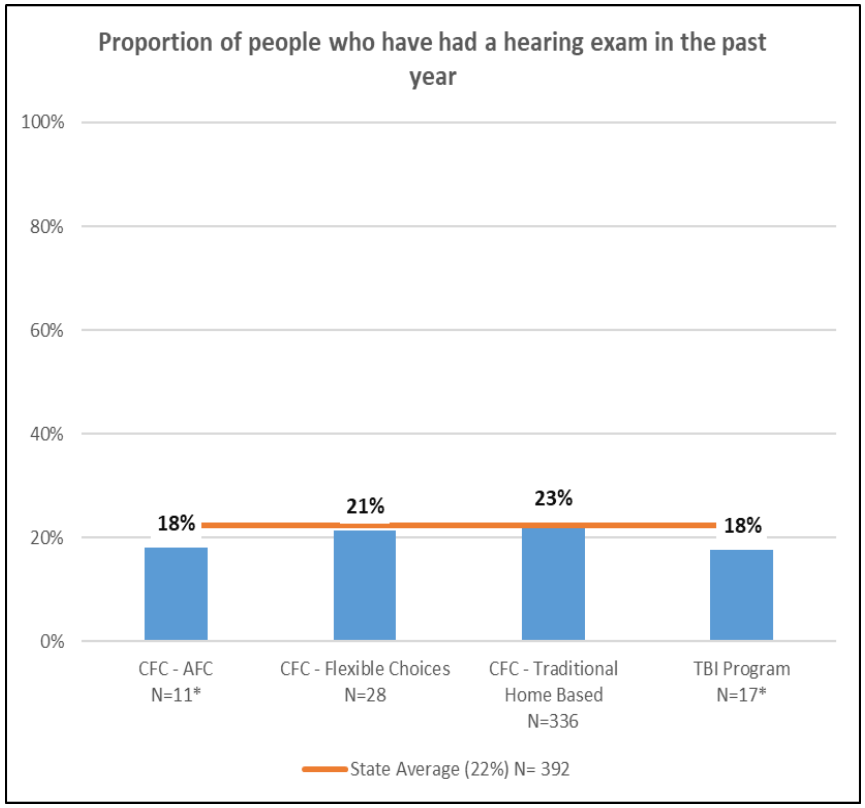

* Very small number of responses

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



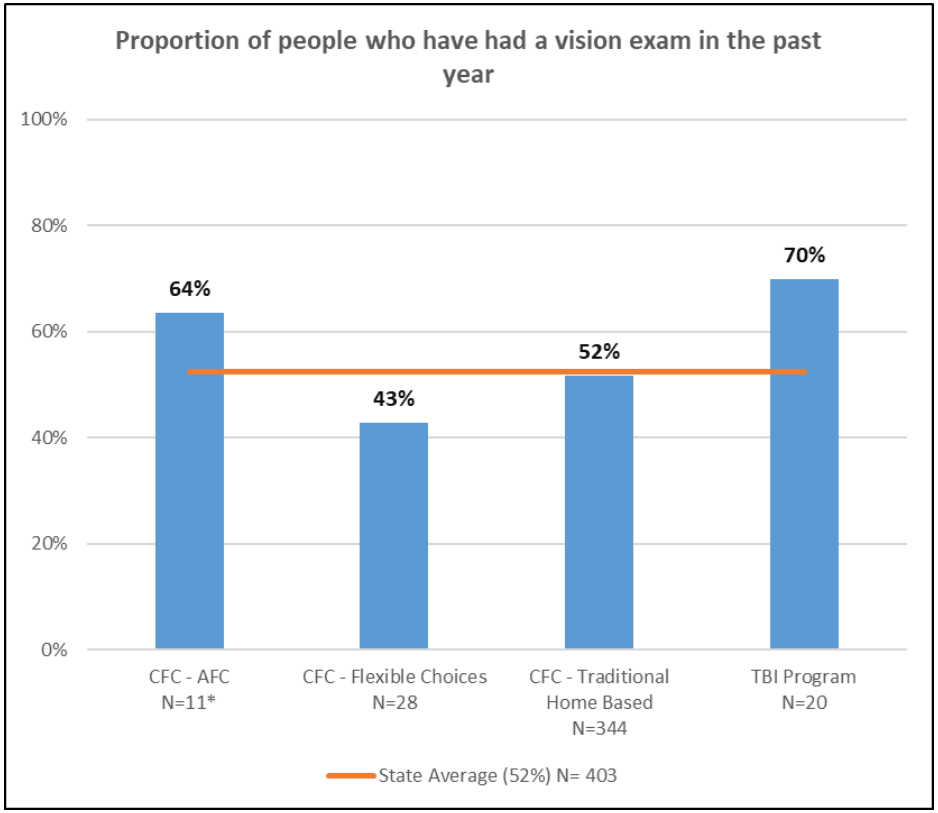

* Very small number of responses

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



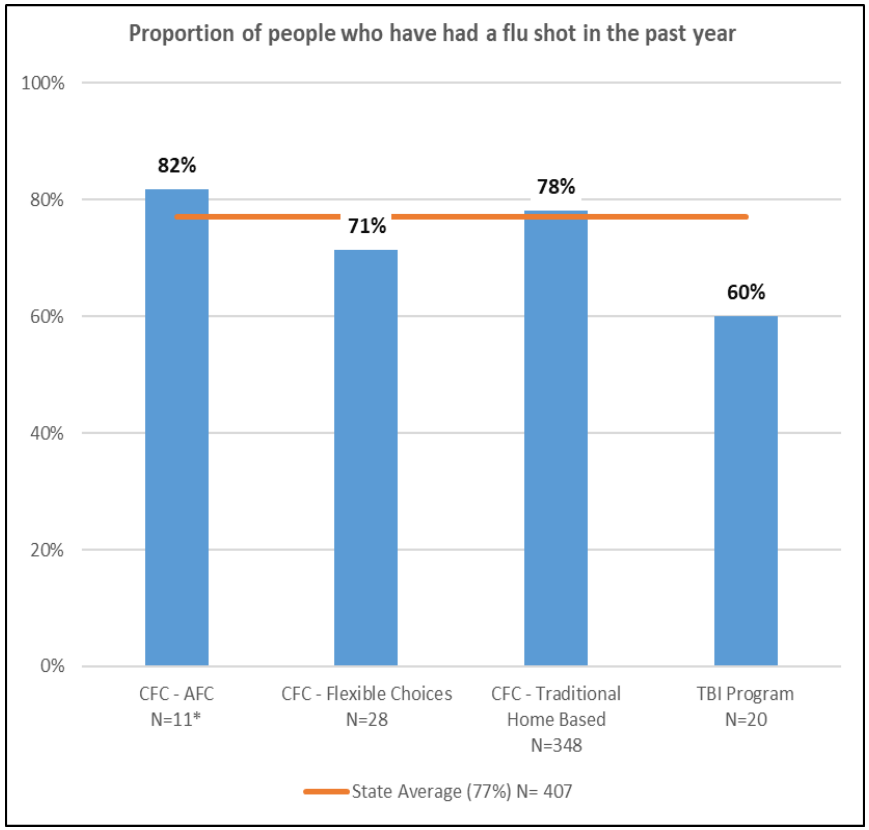

* Very small number of responses

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



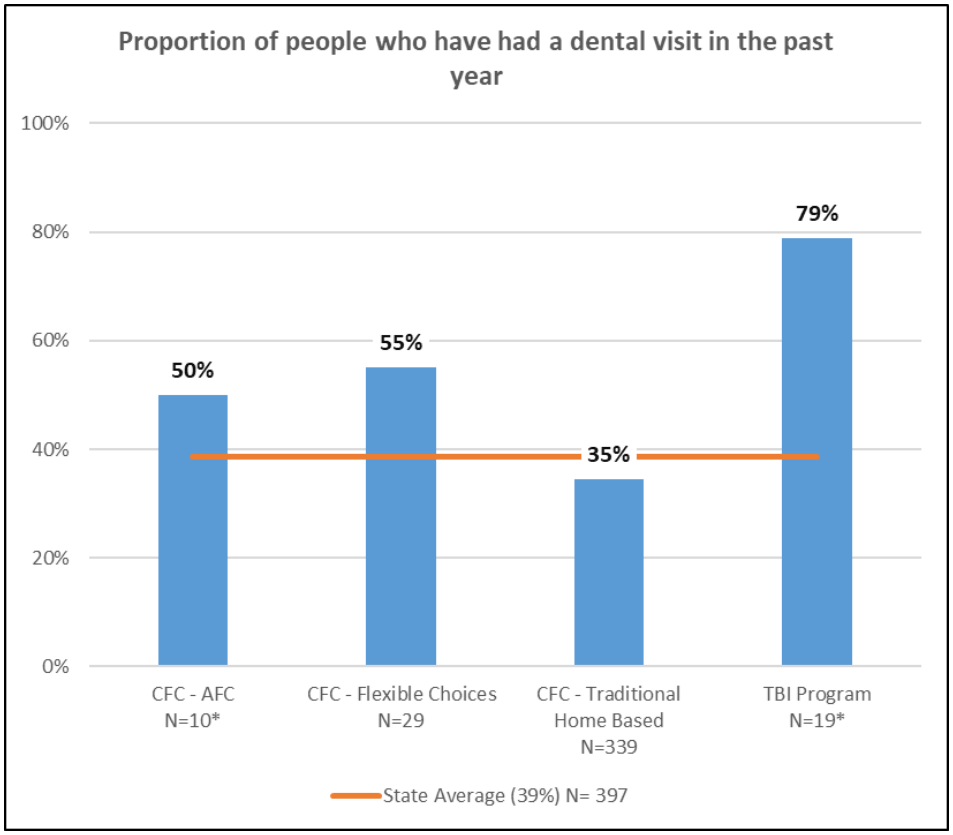

* Very small number of responses

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



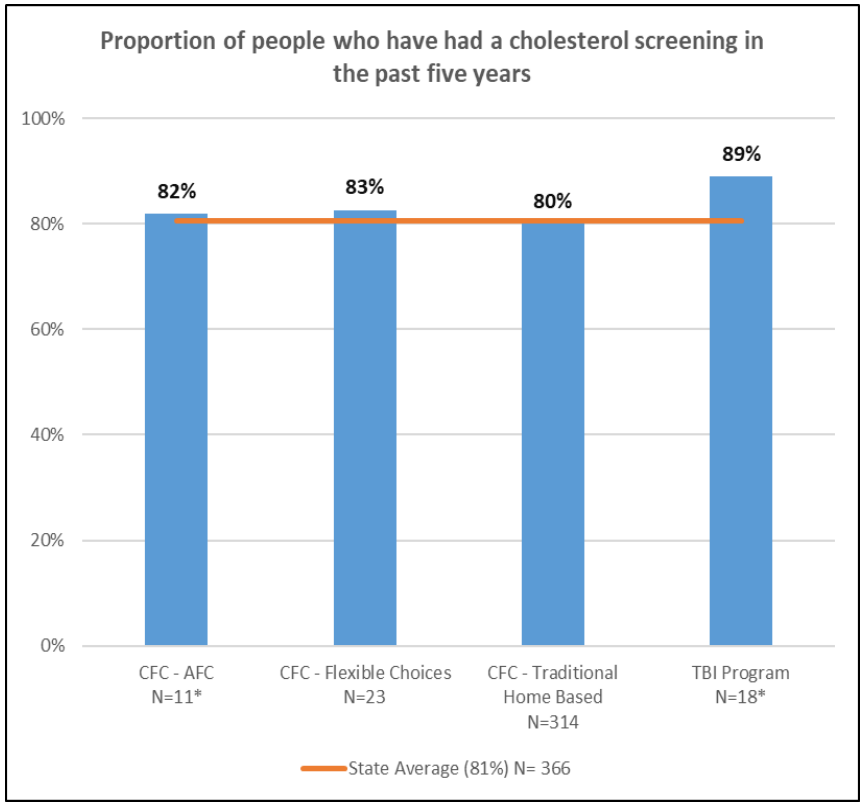

* Very small number of responses

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




* Very small number of responses

Graph 75. Proportion of people who have had a cholesterol screening in the past five years




* Very small number of responses

# Wellness

## People are supported to maintain health.

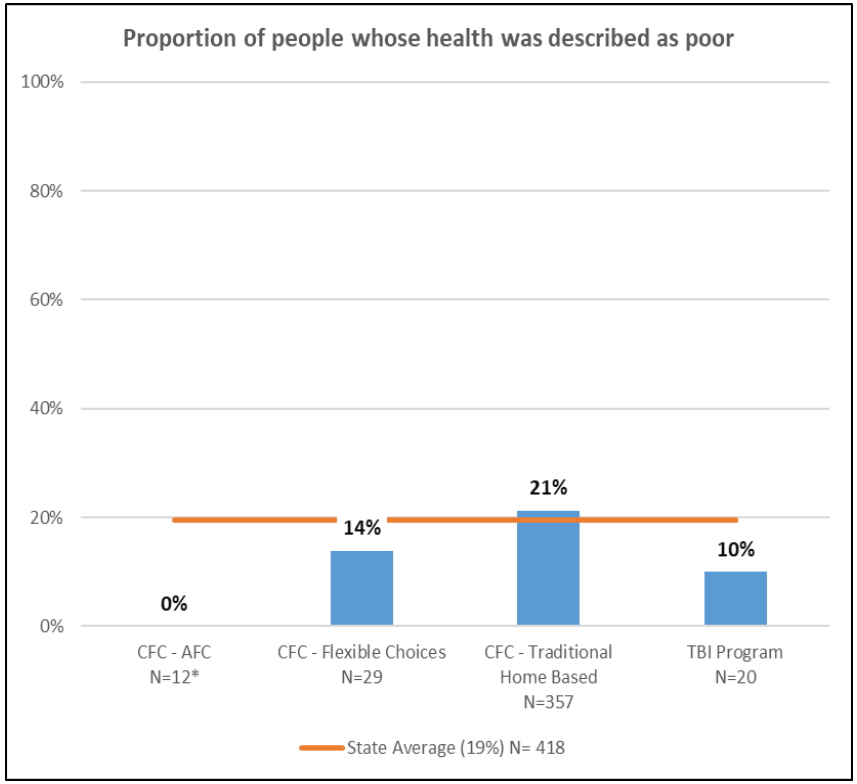
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people living with a physical disability
2. Proportion of people in poor health.
3. Proportion of people with unaddressed memory concerns.
4. Proportion of people with poor hearing.
5. Proportion of people with poor vision.
6. Proportion of people who have a chronic psychiatric or mental health diagnosis.
7. Proportion of people who often feel sad or depressed.
8. Proportion of people who have a chronic condition.

There are ten survey items that correspond to the Wellness domain. All results are participant-reported.

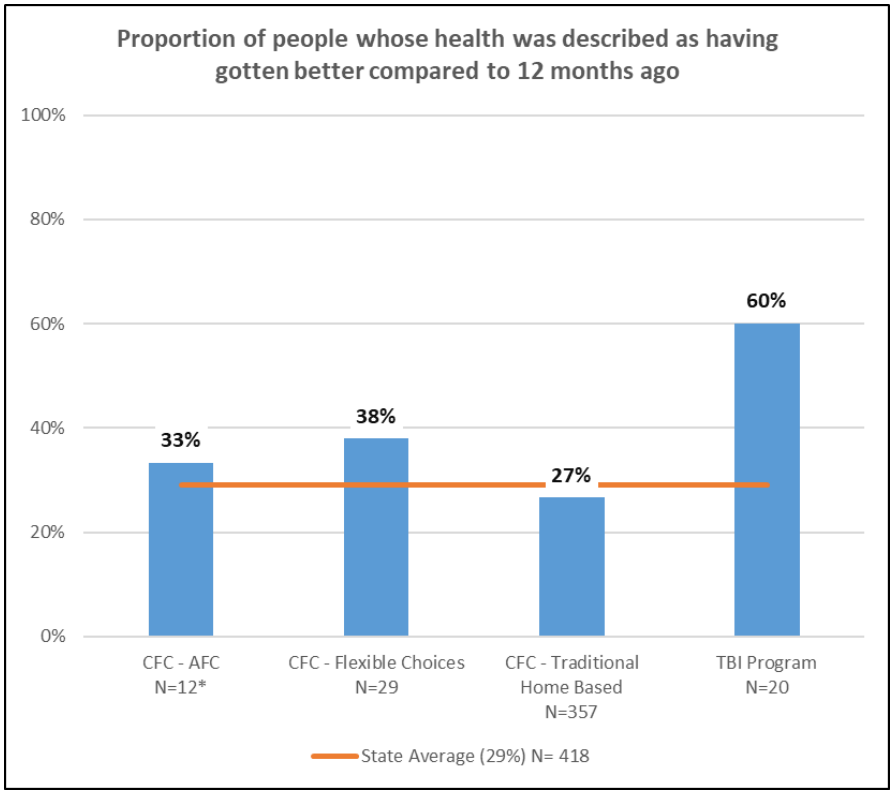
Un-collapsed data are shown in Appendix B.

Graph 76. Proportion of people whose health was described as poor



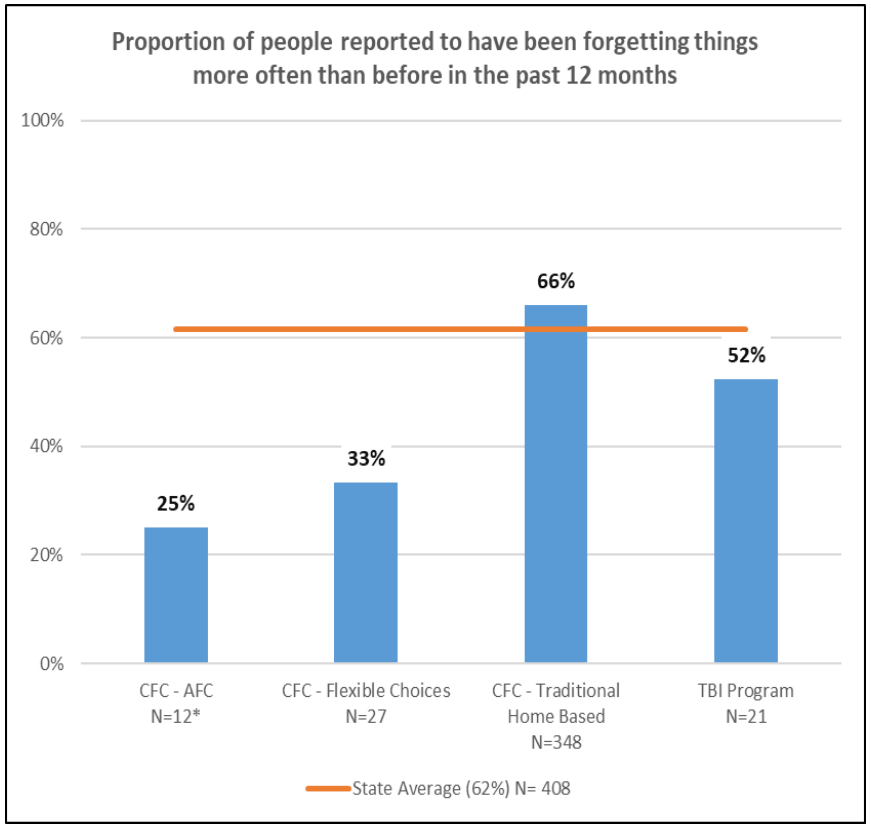

* Very small number of responses

Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



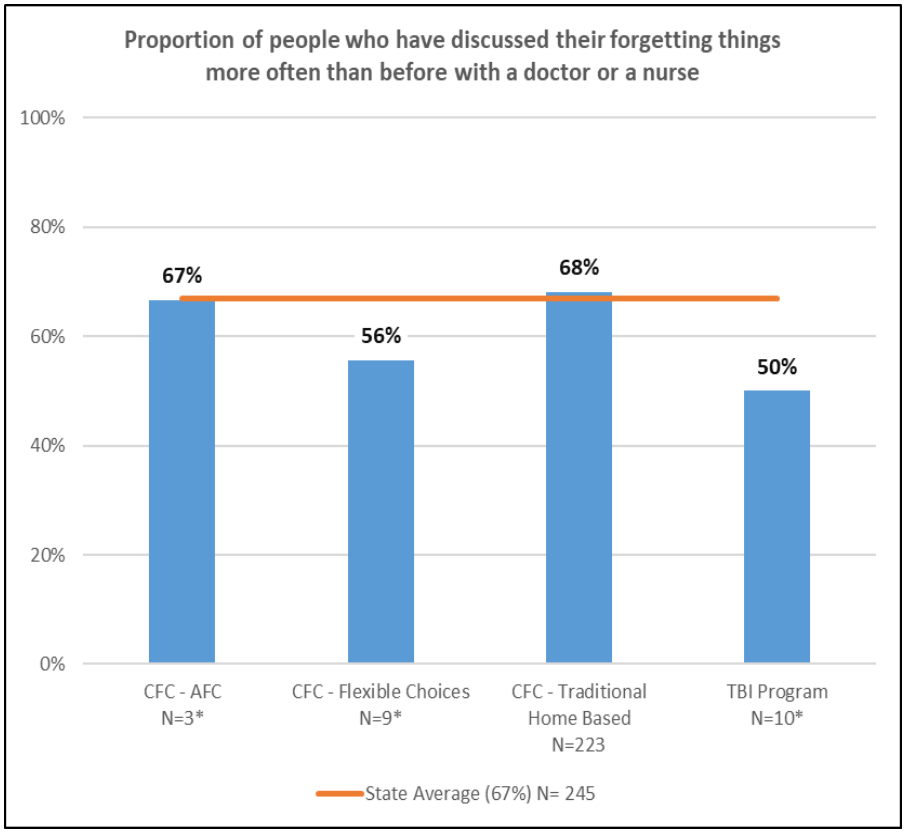

* Very small number of responses

Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



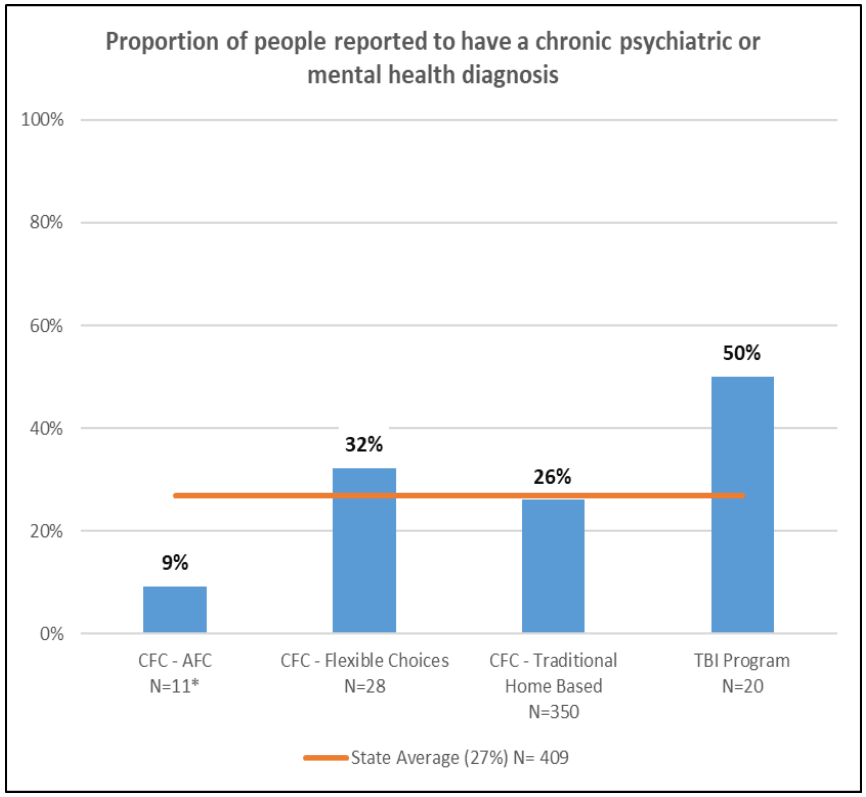

* Very small number of responses

Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



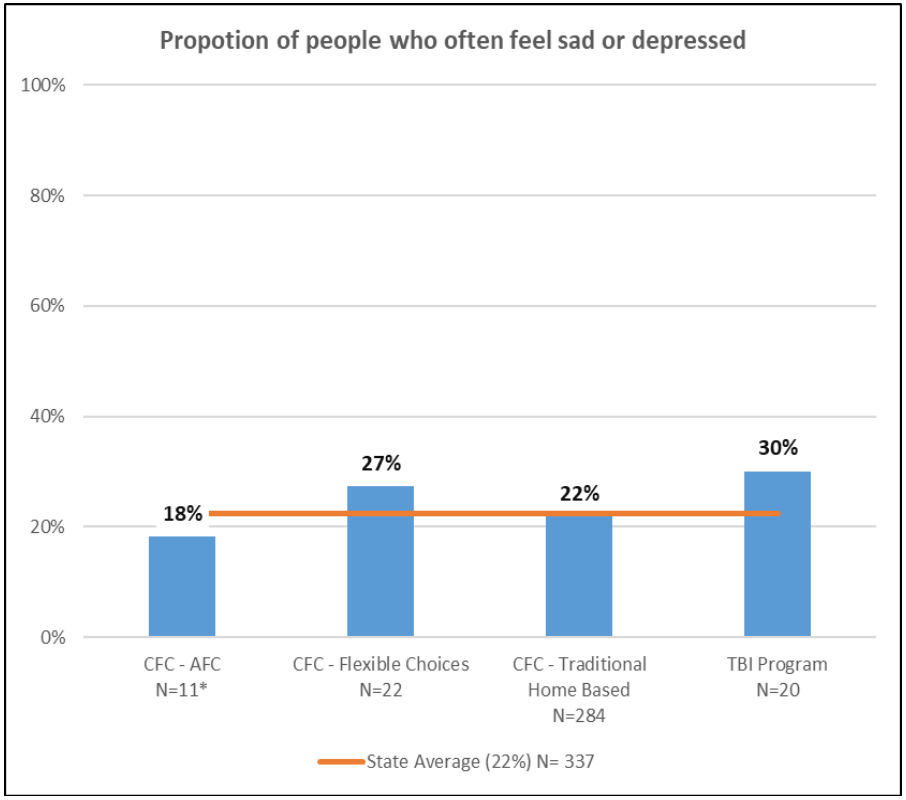

* Very small number of responses

Graph 80. Proportion of people reported to have a chronic psychiatric or mental health diagnosis




* Very small number of responses

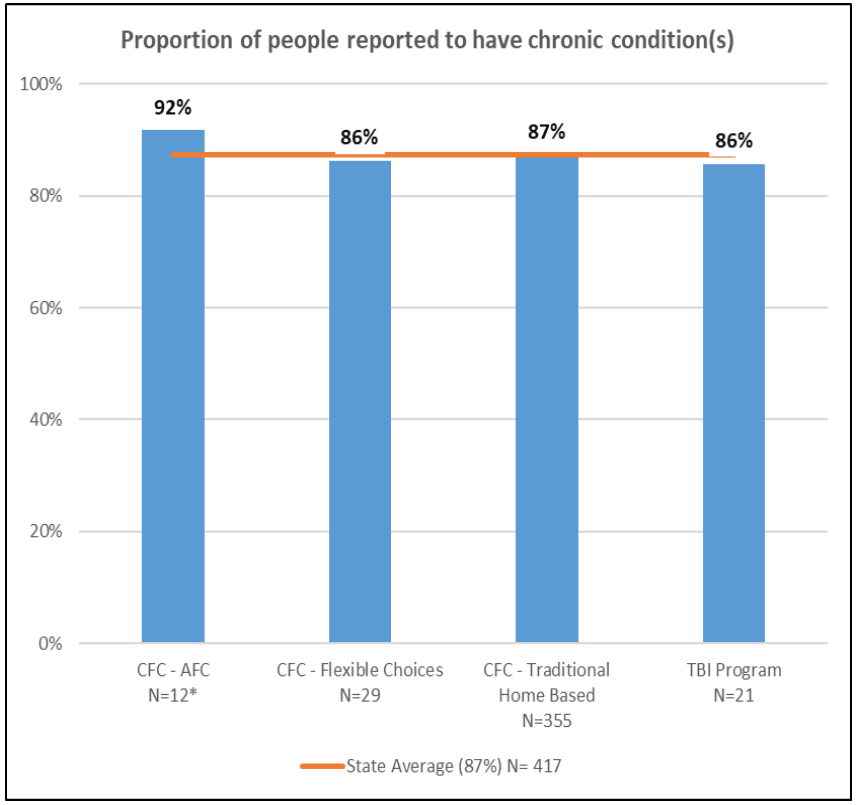
Graph 81. Proportion of people who often feel sad or depressed[13]




* Very small number of responses

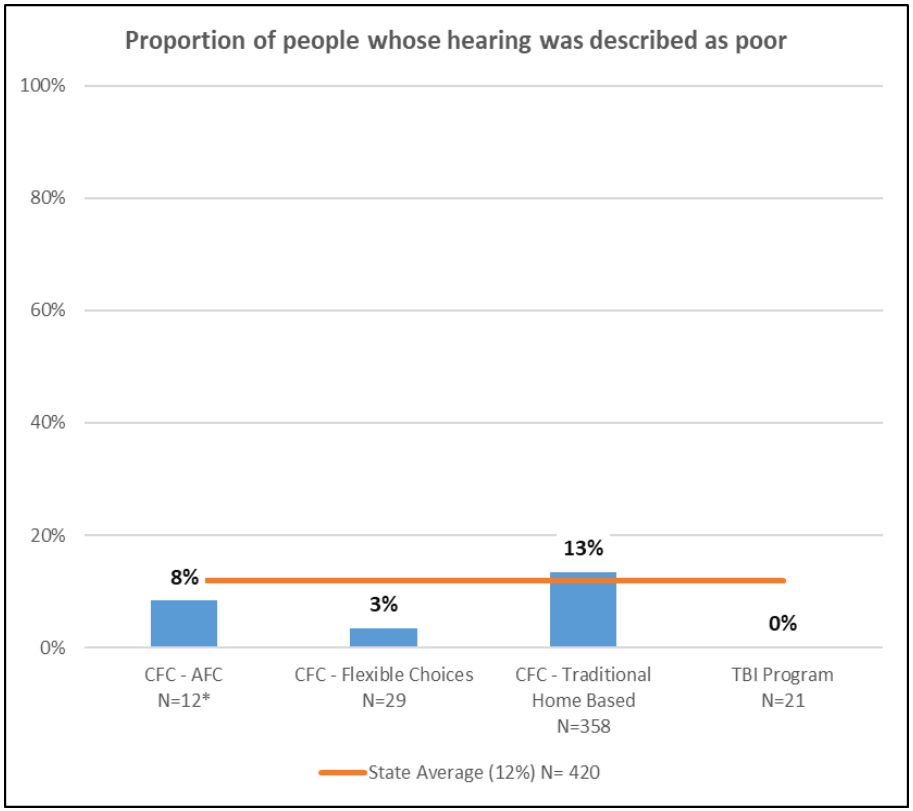
[13] Analysis changed in 2017-2018 – "often" is no longer combined with "sometimes"

Graph 82. Proportion of people reported to have chronic condition(s)



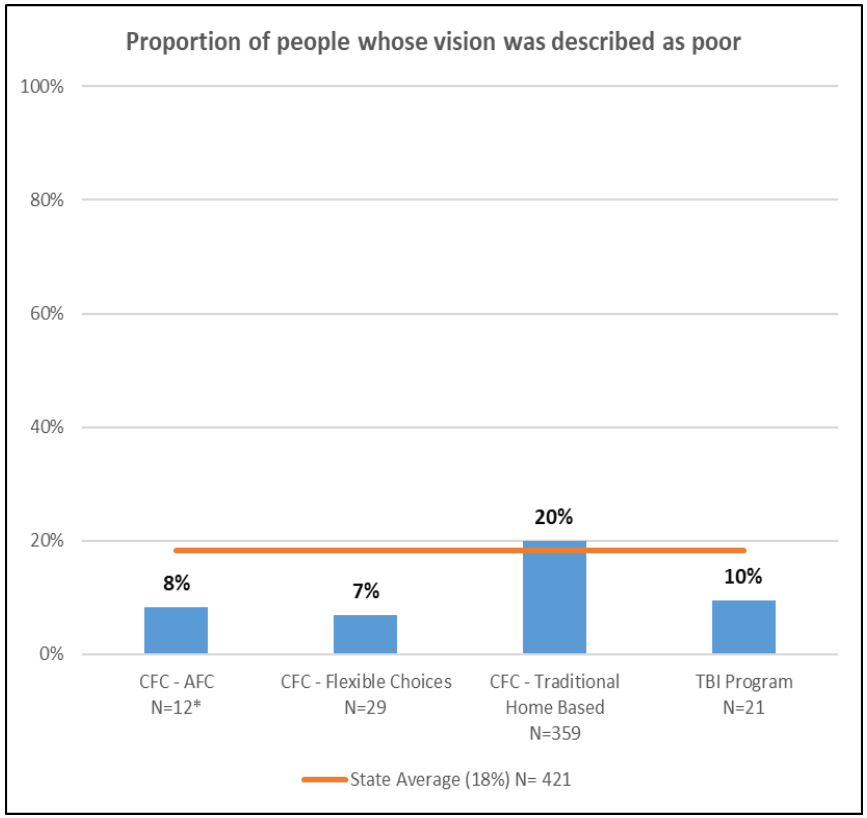

* Very small number of responses

Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



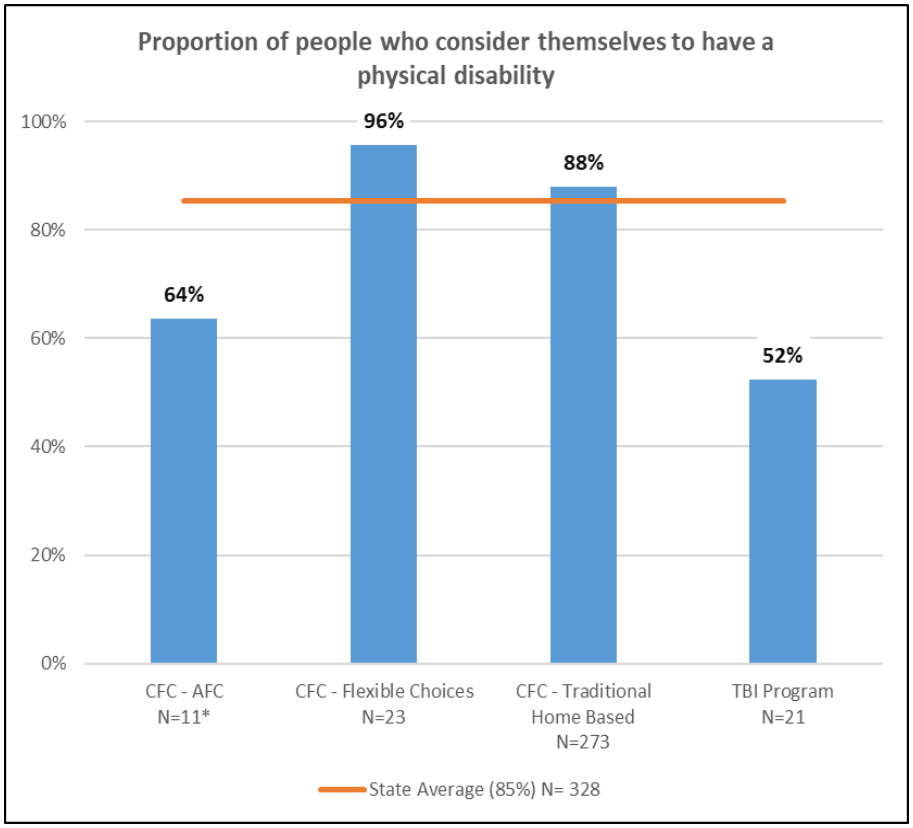

* Very small number of responses

Graph 84. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)




* Very small number of responses

Graph 85. Proportion of people who consider themselves to have a physical disability




* Very small number of responses

# Medications

## Medications are managed effectively and appropriately.

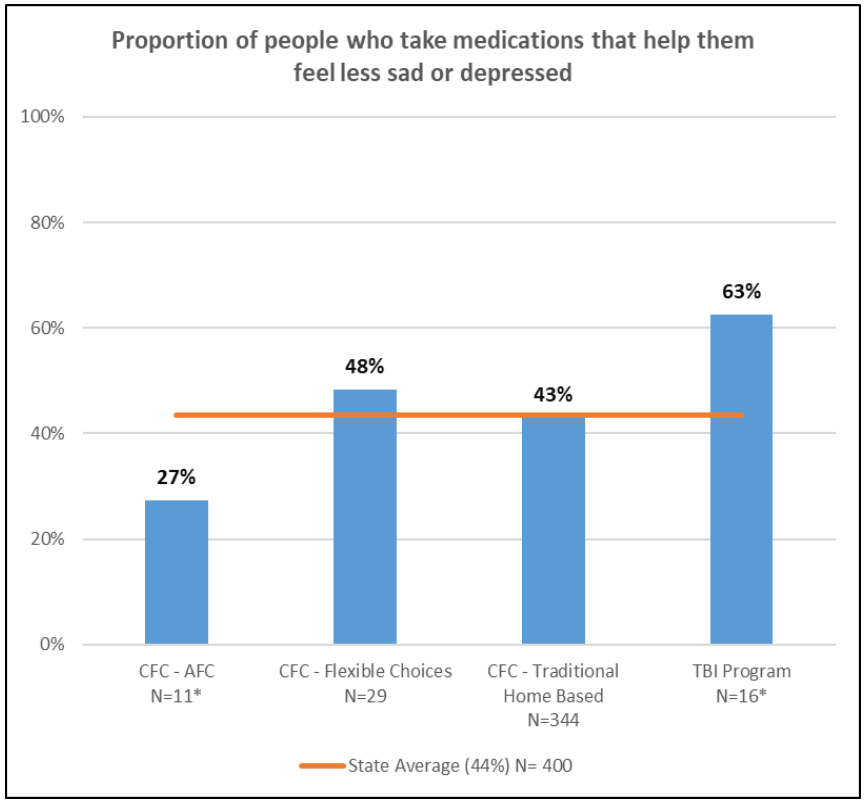
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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 two survey items that correspond to the Medication domain. All results are participant-reported.

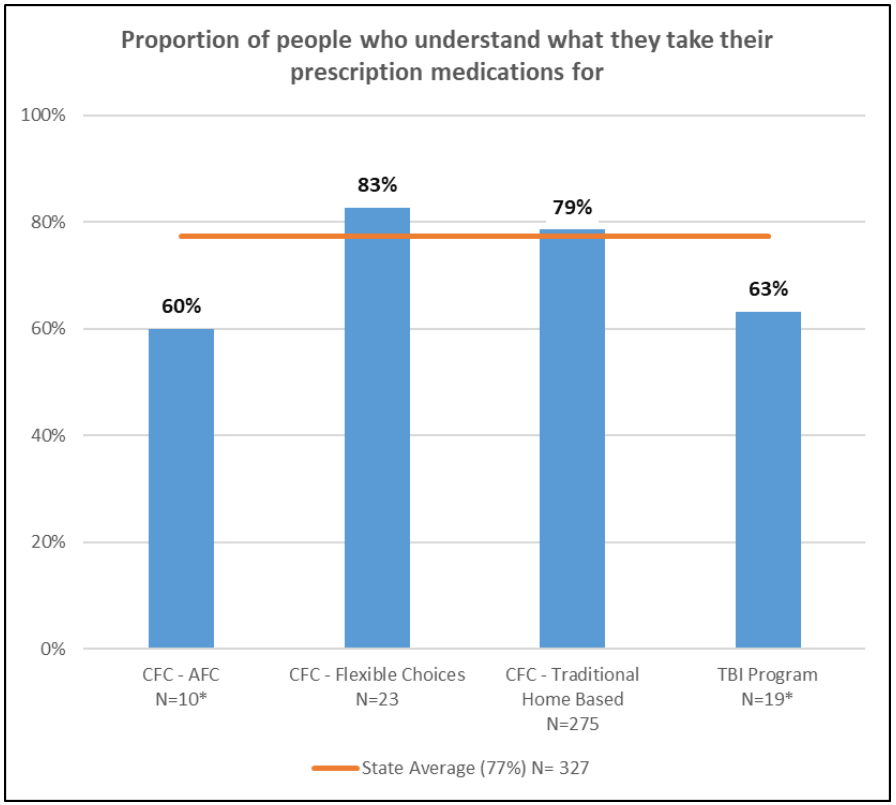
Un-collapsed data are shown in Appendix B.

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




* Very small number of responses

Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)[14]




* Very small number of responses

[14] Question changed in 2017-2018 – no longer allows for proxies

# Rights and Respect

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

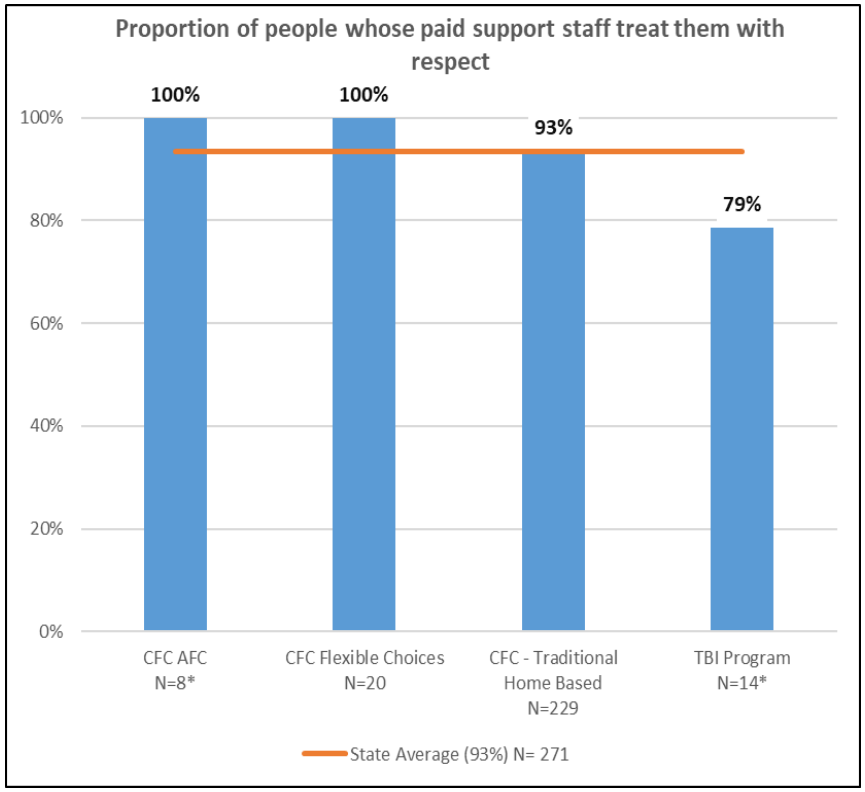
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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 eight survey items that correspond to the Rights and Respect domain. All results are participant-reported.

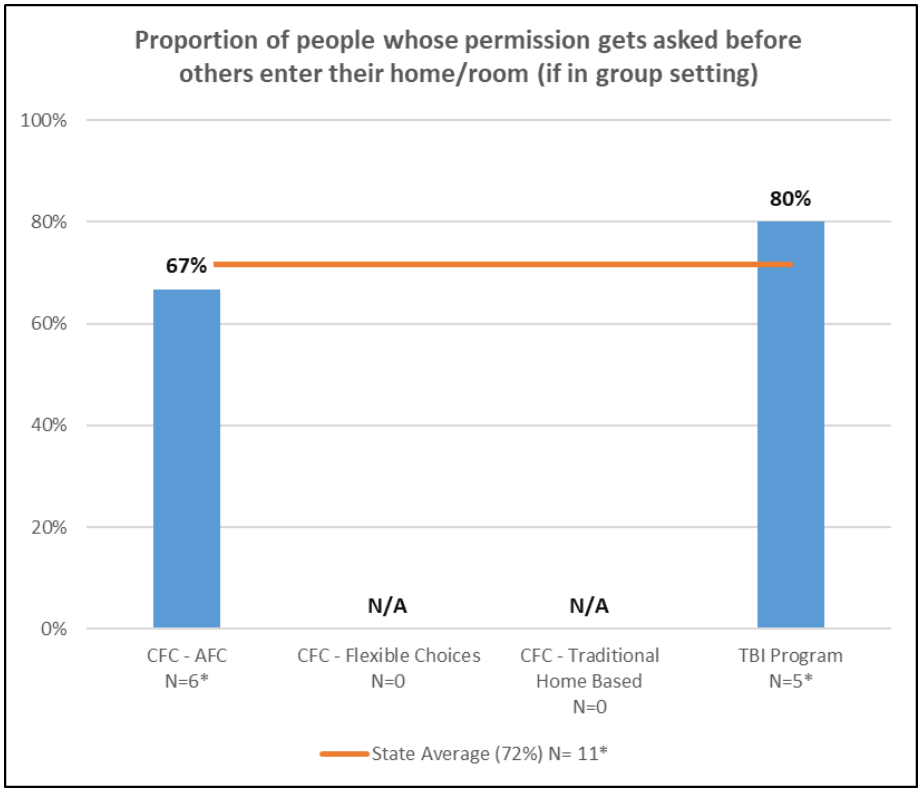
Un-collapsed data are shown in Appendix B.

Graph 88. Proportion of people whose paid support staff treat them with respect




* Very small number of responses

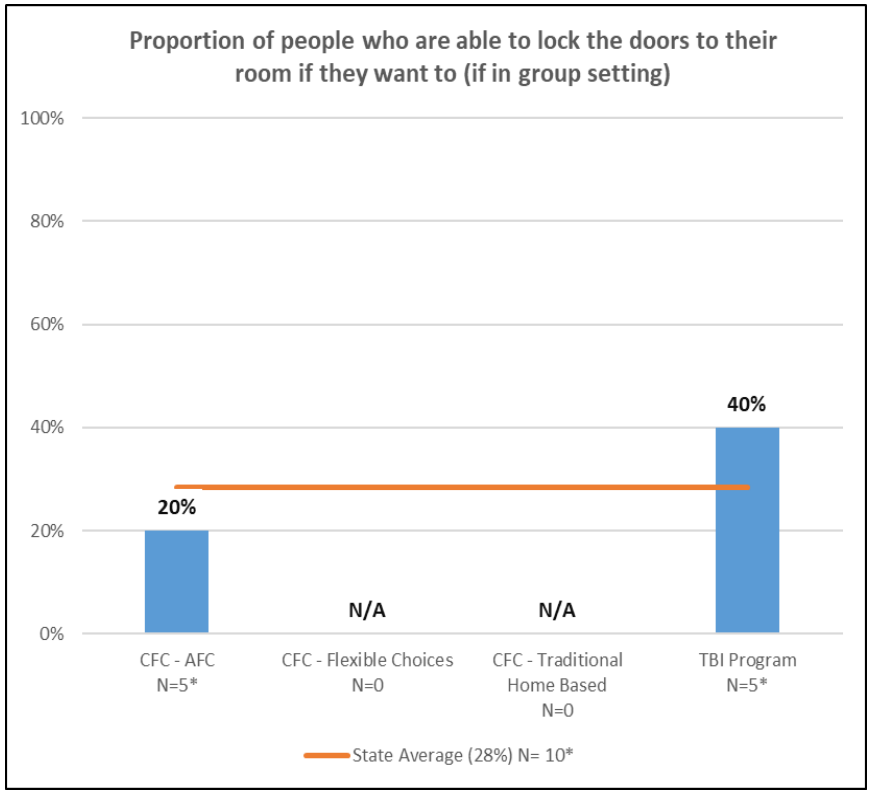
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting[15])




* Very small number of responses

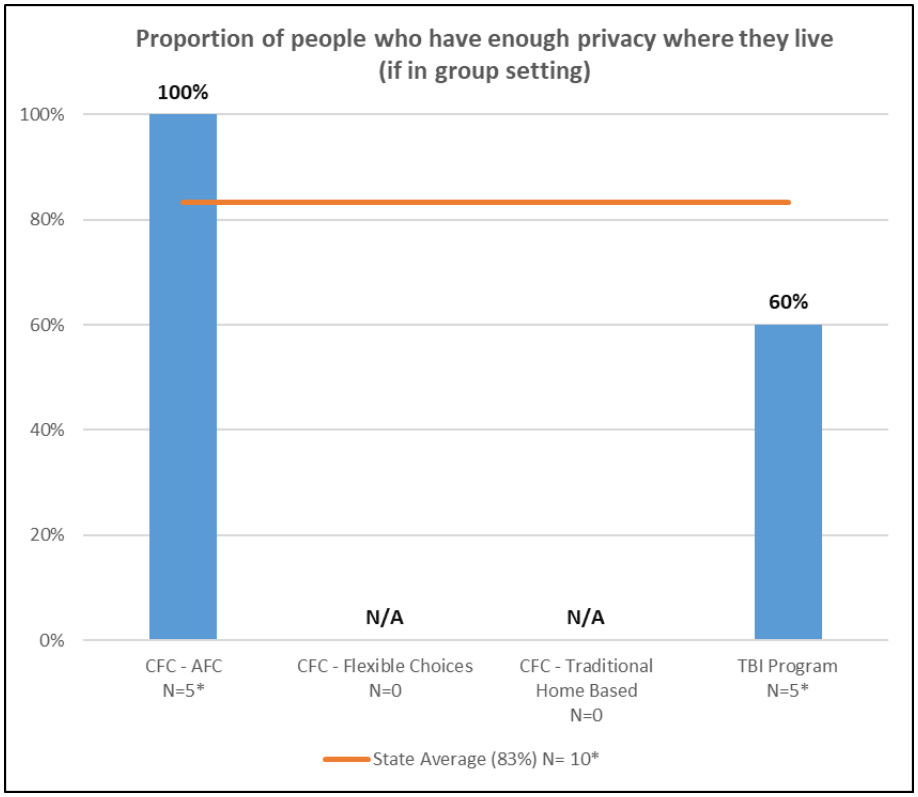
[15] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting[16])




* Very small number of responses

Graph 91. Proportion of people who have enough privacy where they live (if in group setting[17])

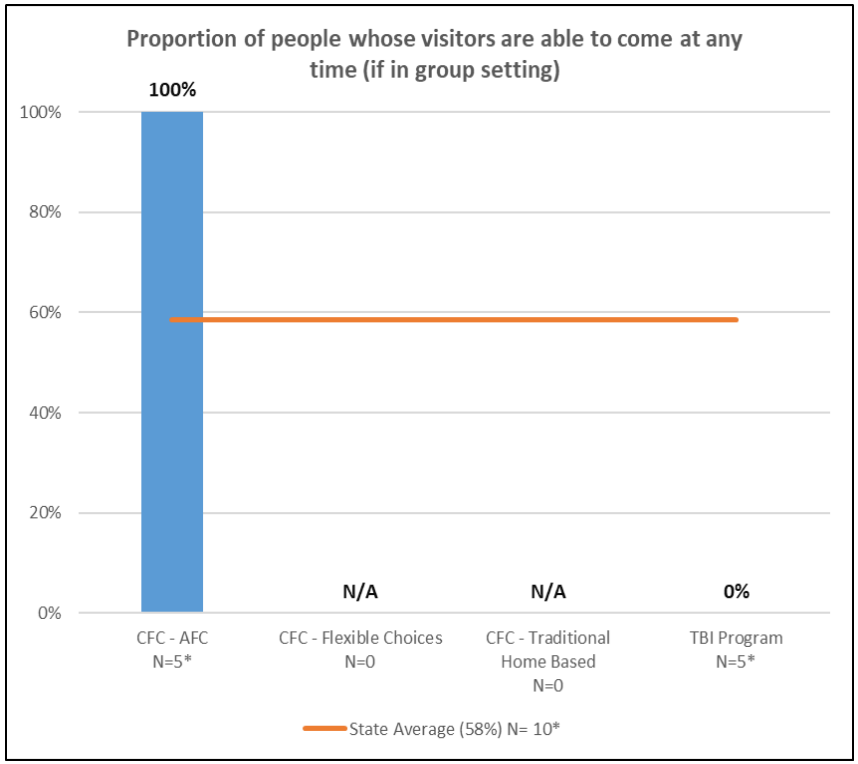



* Very small number of responses

[16] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

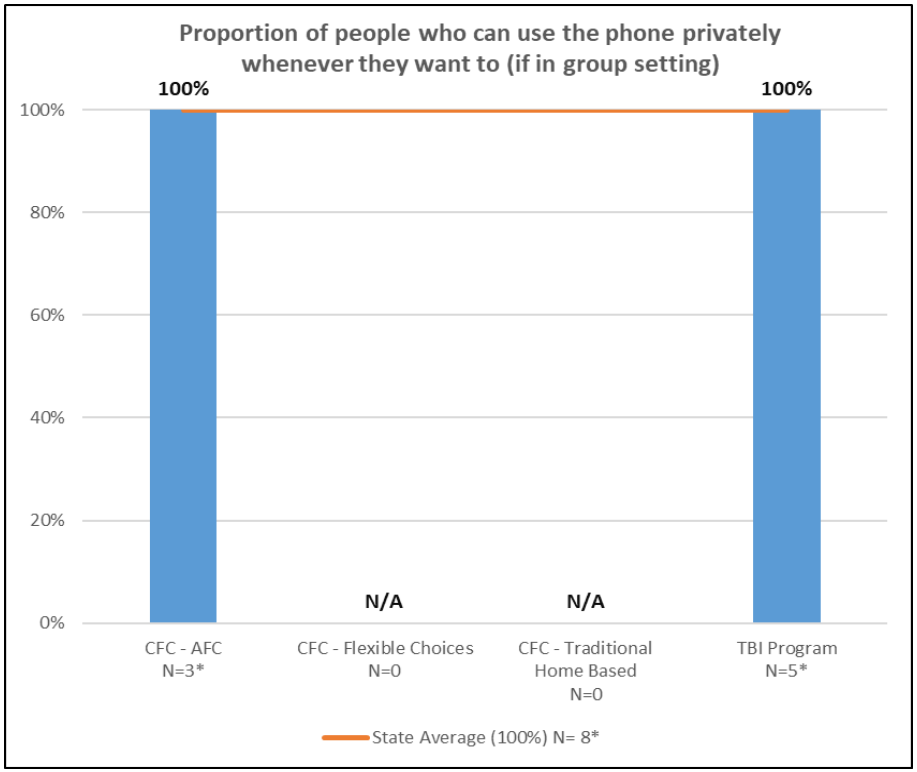
[17] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting[18])




* Very small number of responses

Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting[19])

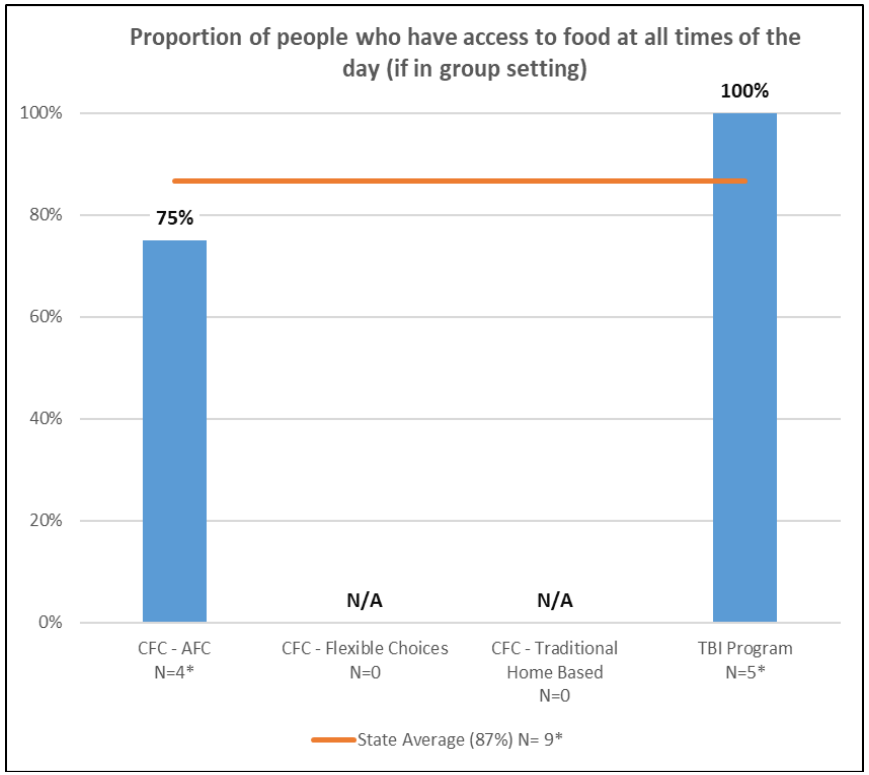



* Very small number of responses

[18] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

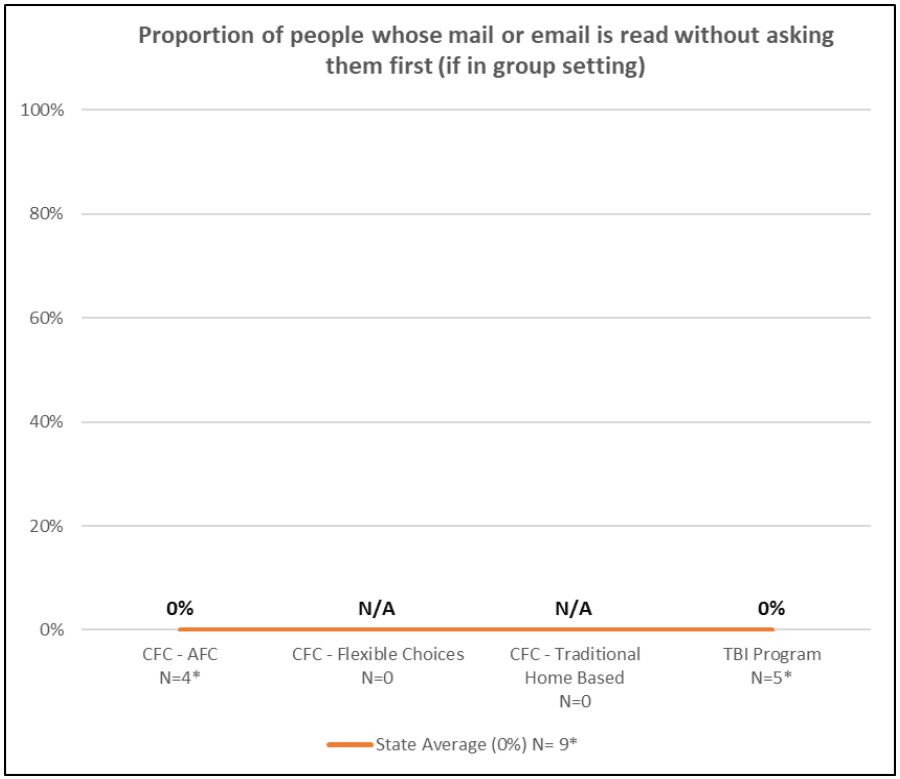
[19] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting[20])




* Very small number of responses

Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting[21])




* Very small number of responses

[20] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

[21] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

# Self-Direction of Care

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

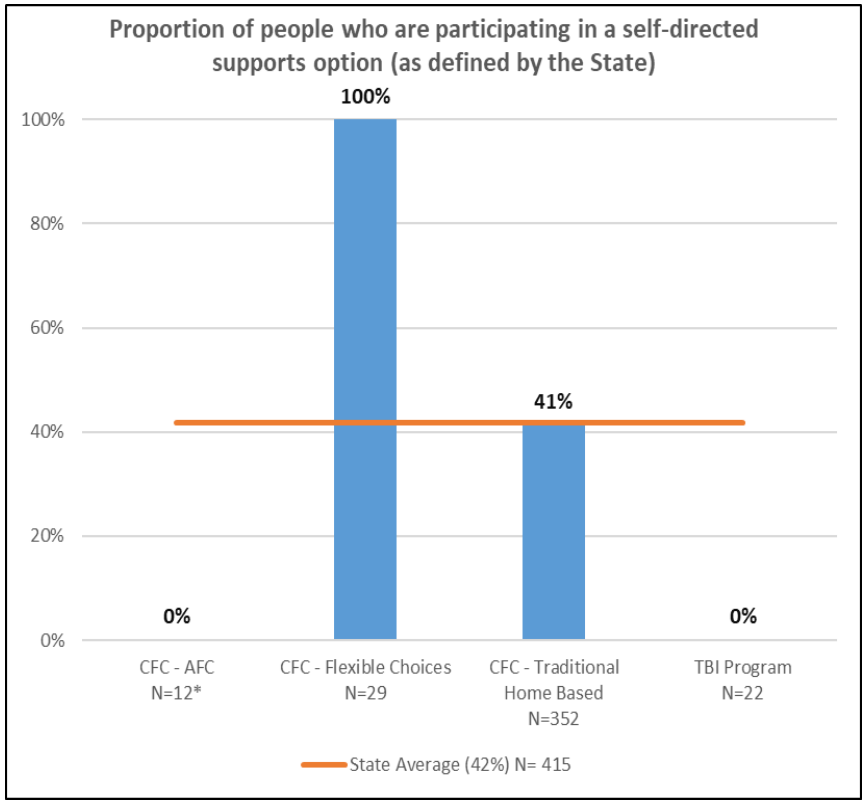
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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 four survey items that correspond to the Self-Direction of Care domain. Except for Graph 96 (proportion of people participating in a self-directed supports option), all results are participant-reported.

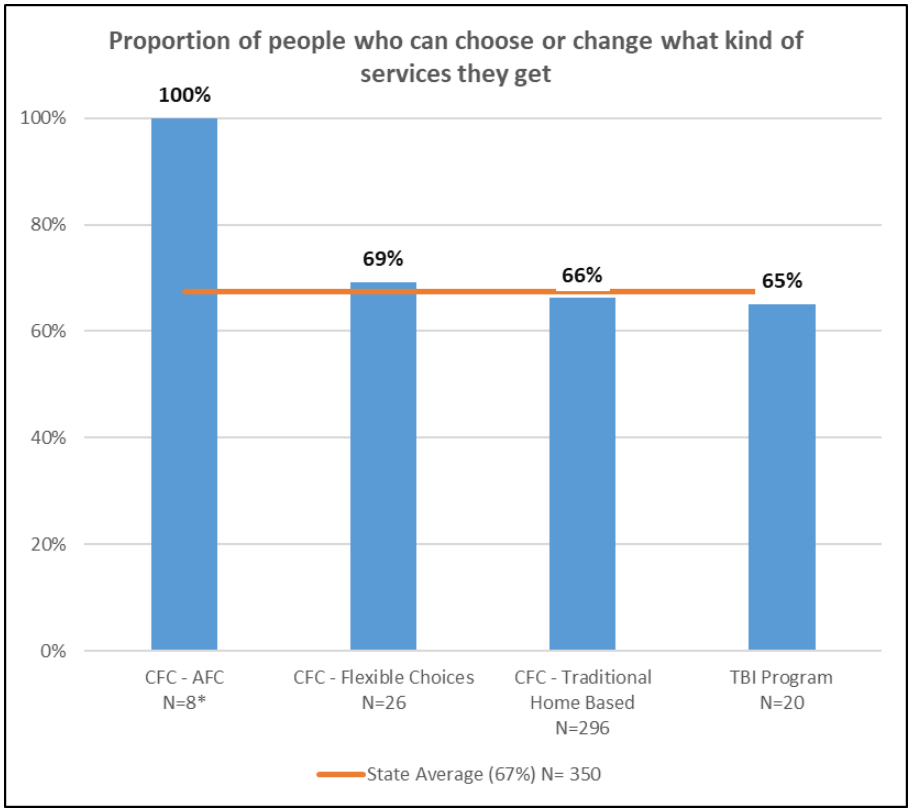
Un-collapsed data are shown in Appendix B.

Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State's administrative records)



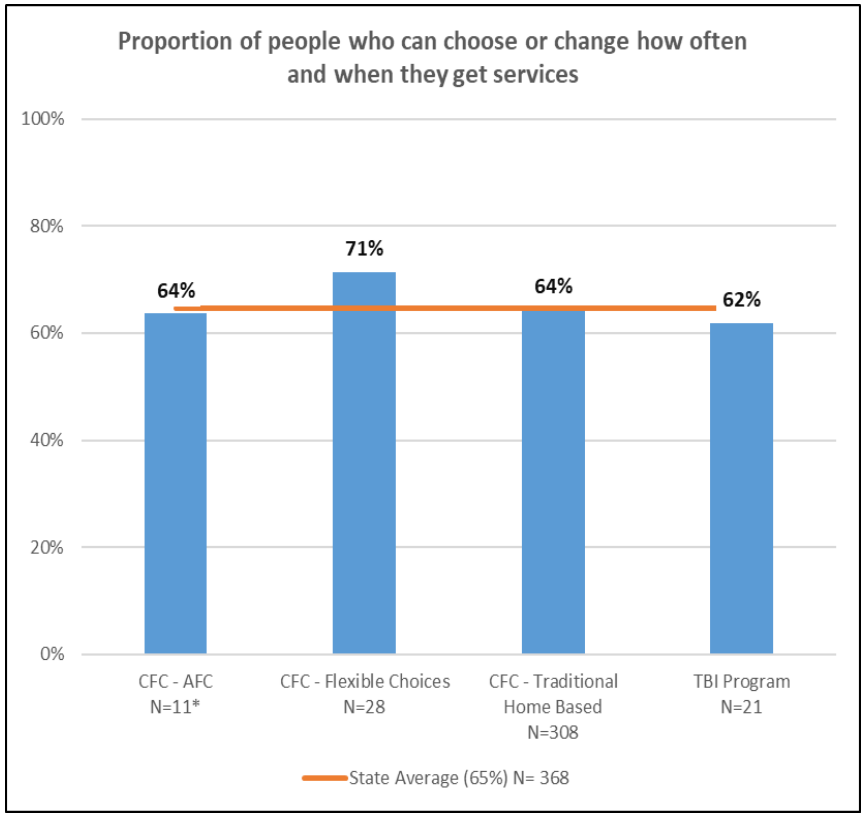

* Very small number of responses

Graph 97. Proportion of people who can choose or change what kind of services they get



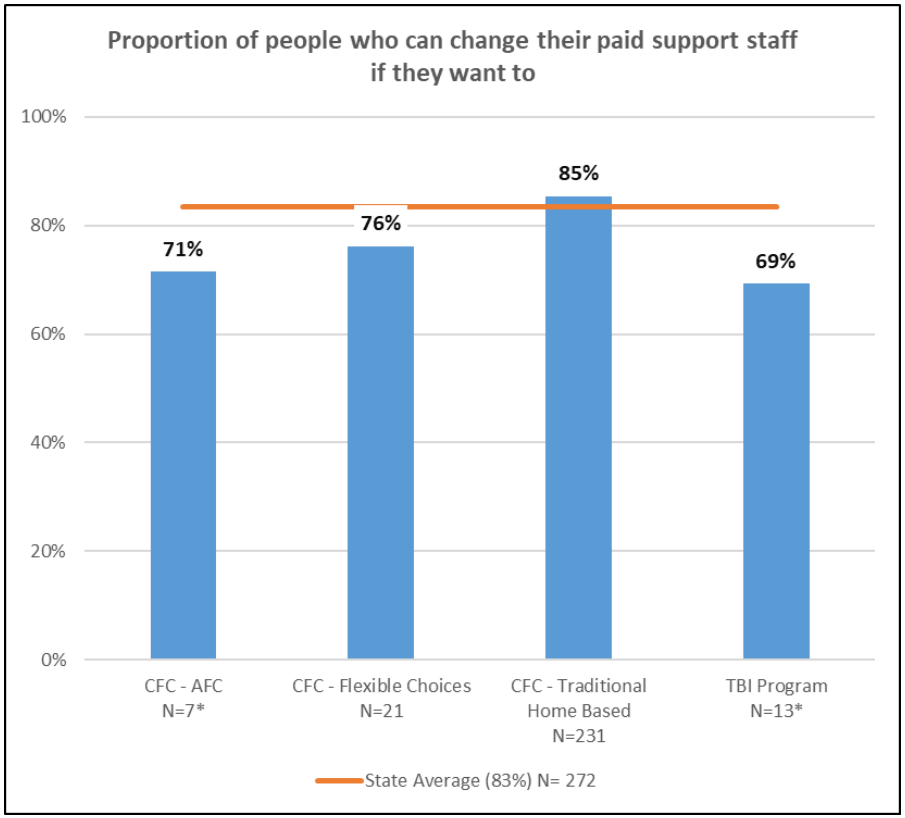

* Very small number of responses

Graph 98. Proportion of people who can choose or change how often and when they get services




* Very small number of responses

Graph 99. Proportion of people who can change their paid support staff if they want to




* Very small number of responses

# Work

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

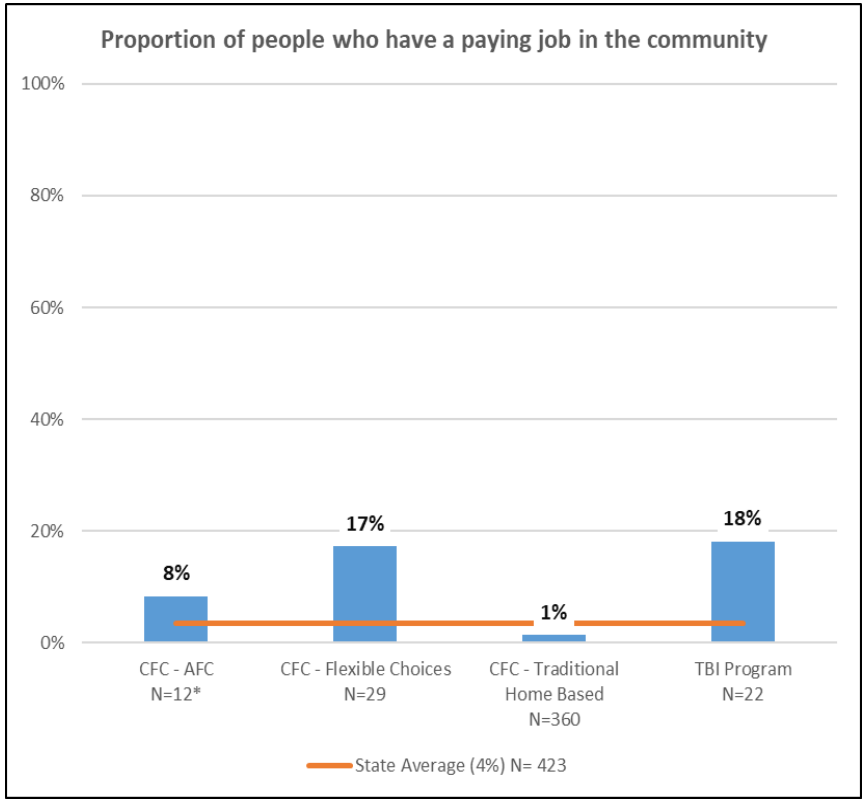
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

There are five survey items that correspond to the Work domain. All results are participant-reported.

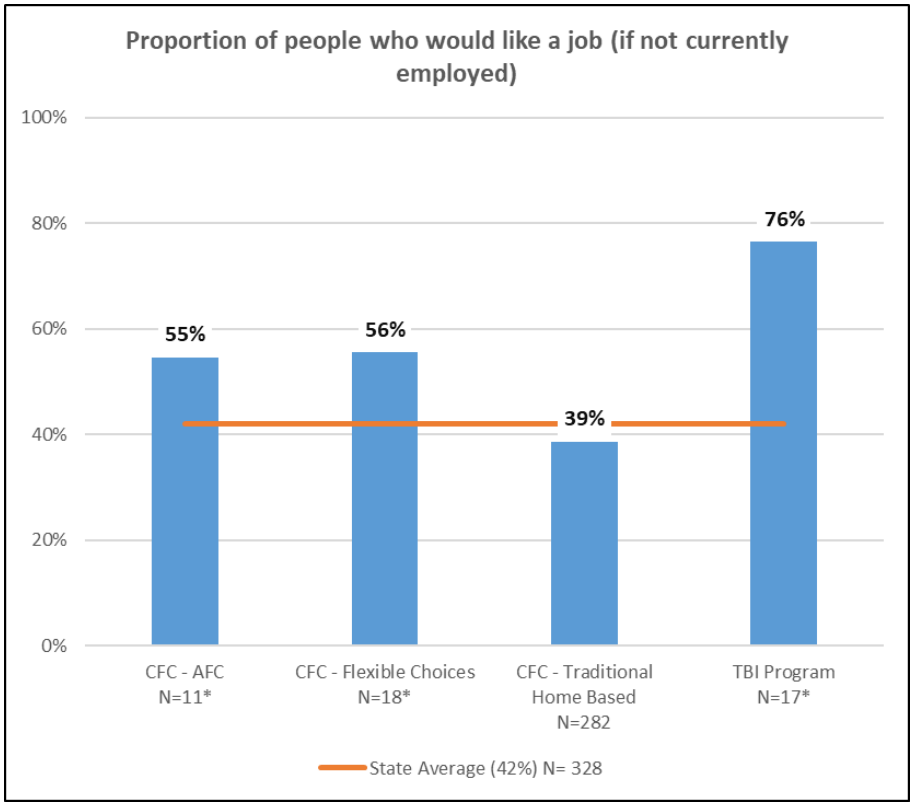
Un-collapsed are shown in Appendix B.

Graph 100. Proportion of people who have a paying job in the community



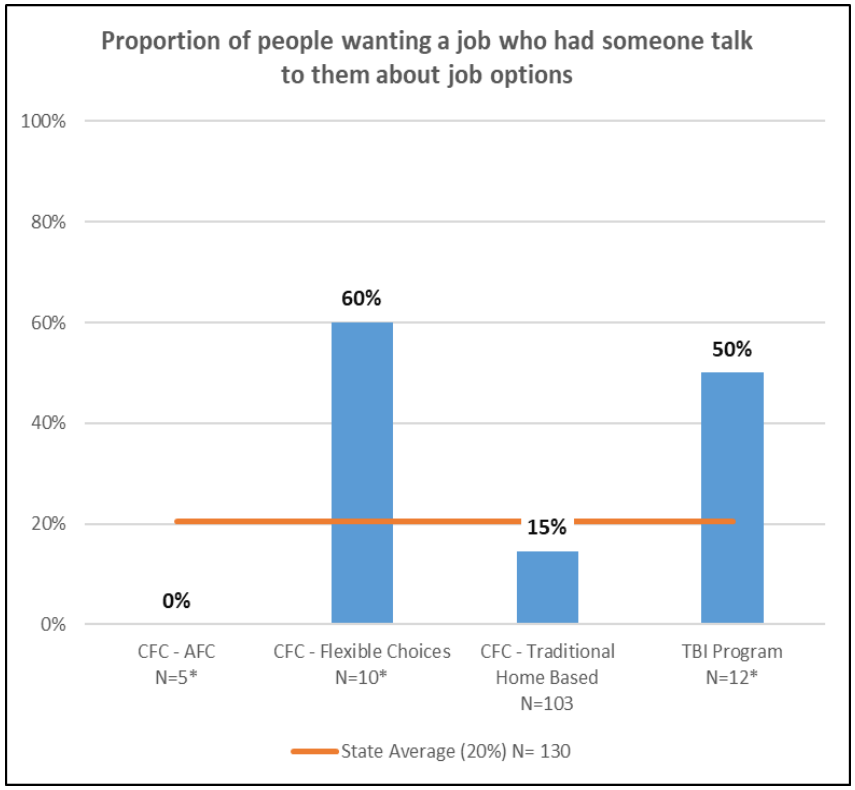

* Very small number of responses

Graph 101. Proportion of people who would like a job (if not currently employed)



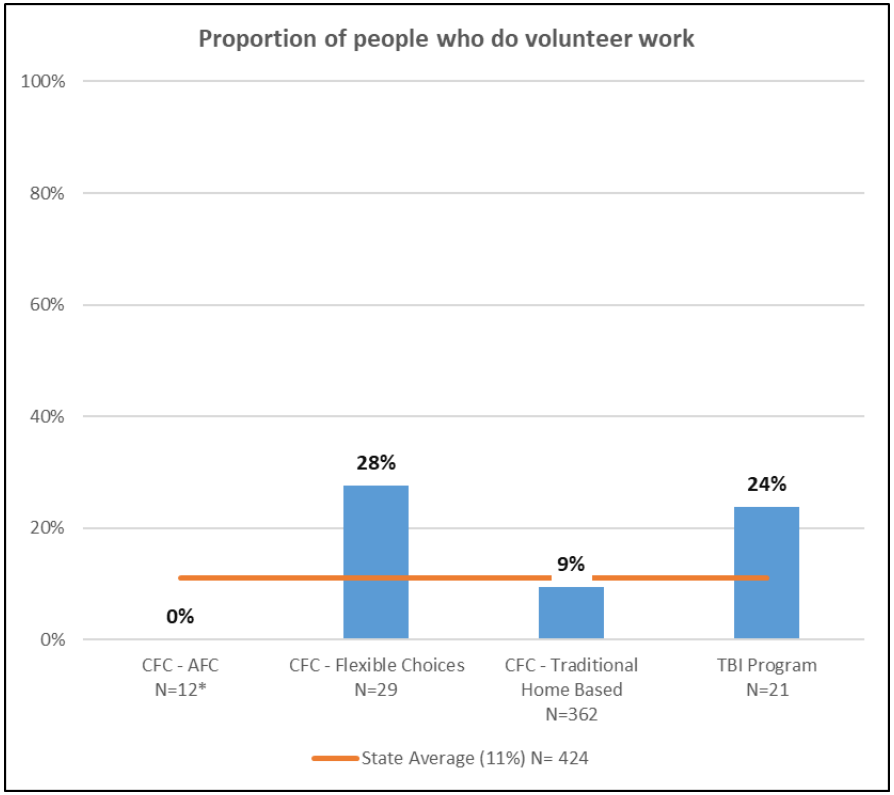

* Very small number of responses

Graph 102. Proportion of people wanting a job who had someone talk to them about job options



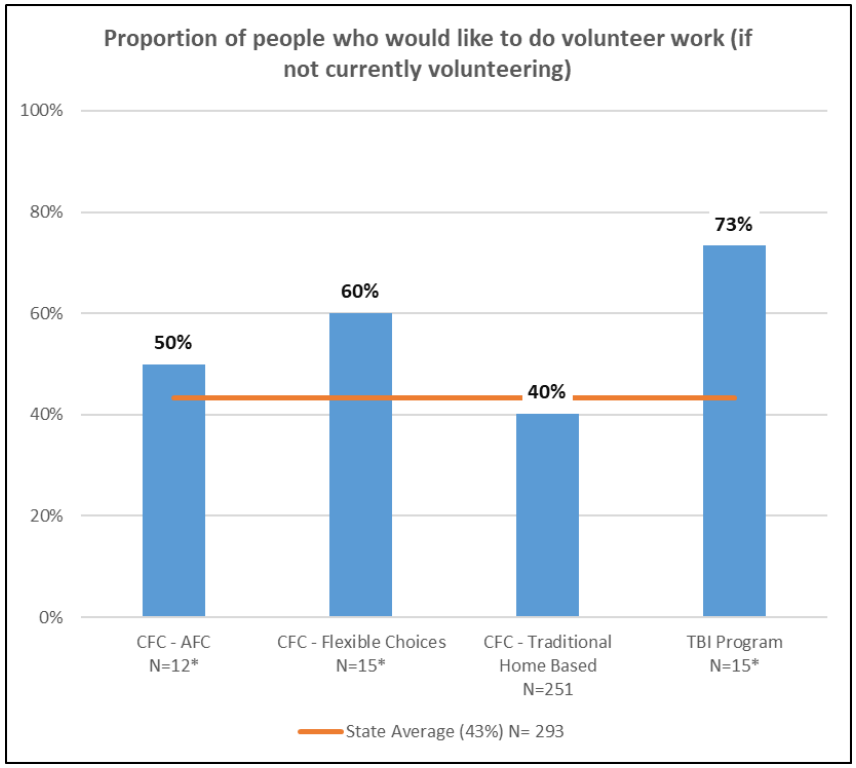

* Very small number of responses

Graph 103. Proportion of people who do volunteer work




* Very small number of responses

Graph 104. Proportion of people who would like to do volunteer work (if not currently volunteering)




* Very small number of responses

# Everyday Living

## People have enough supports for everyday living.

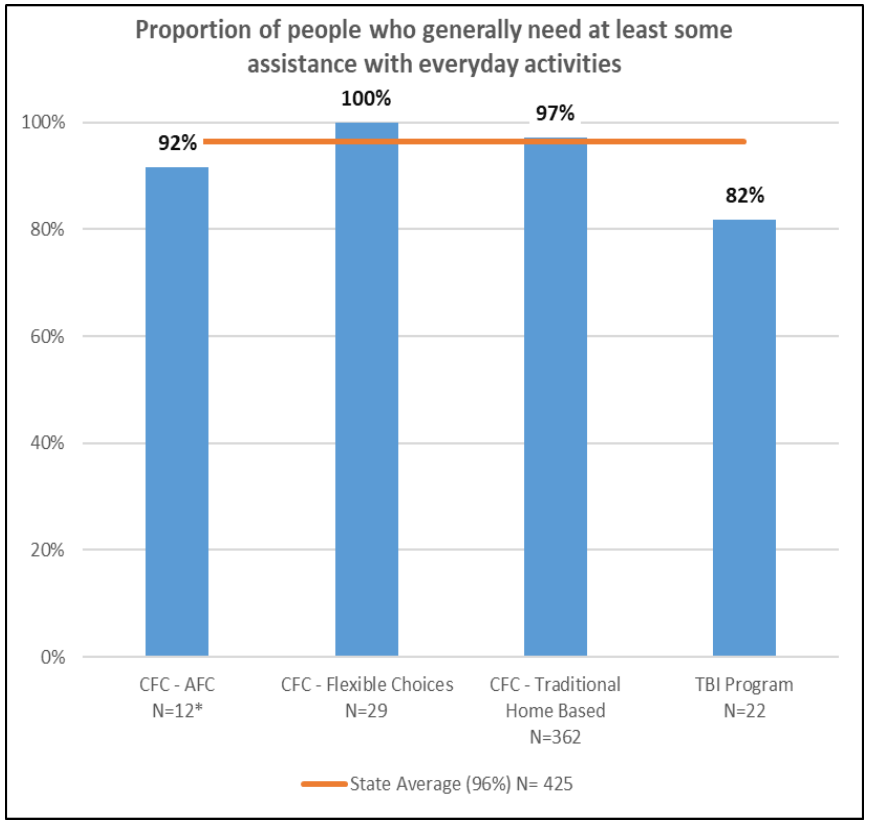
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and instrumental activities of daily living (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. All results are participant-reported.

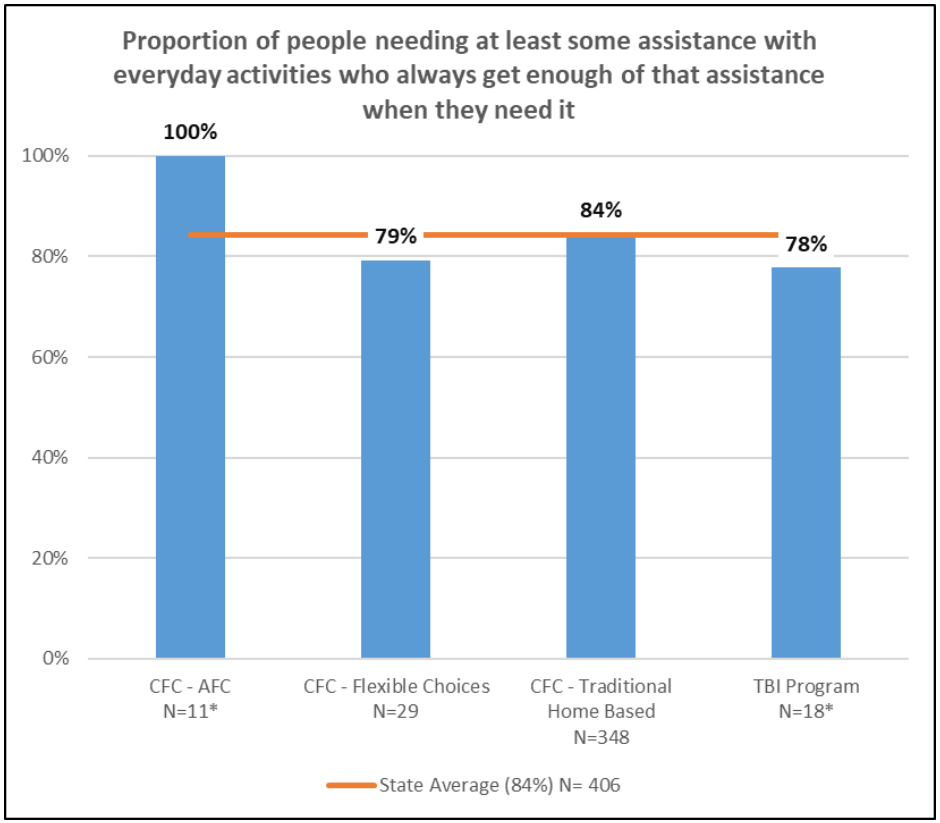
Un-collapsed data are shown in Appendix B.

Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



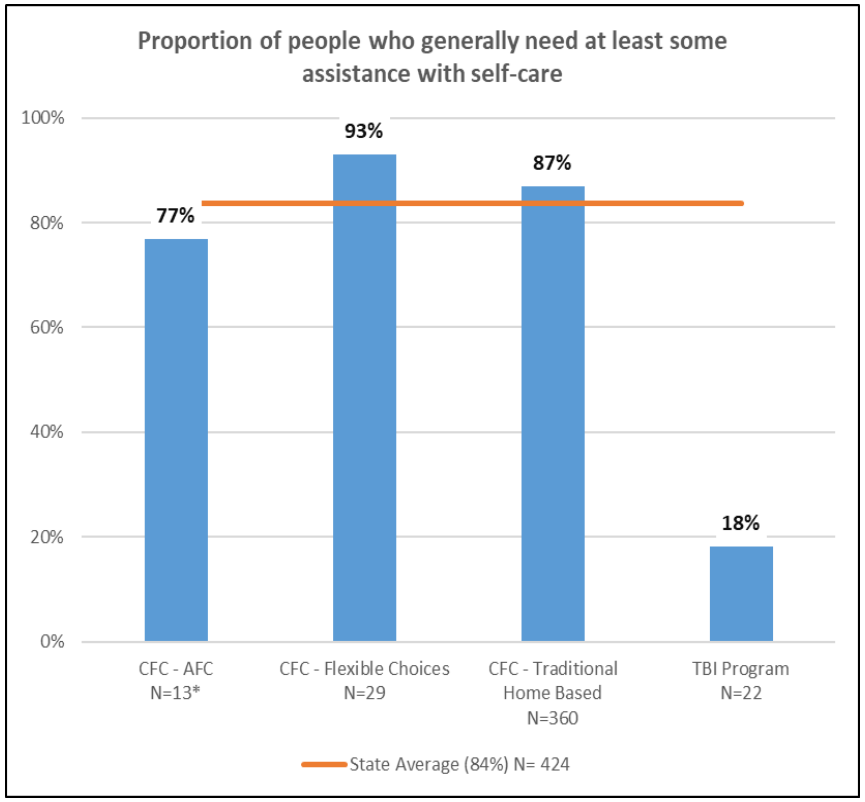

* Very small number of responses

Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



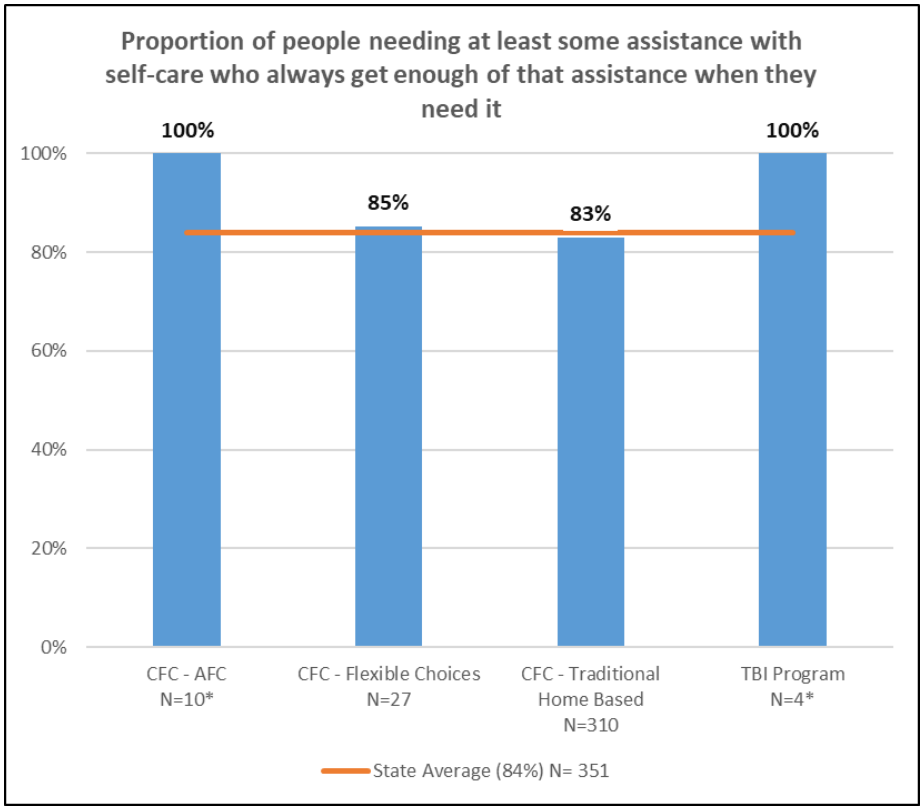

* Very small number of responses

Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



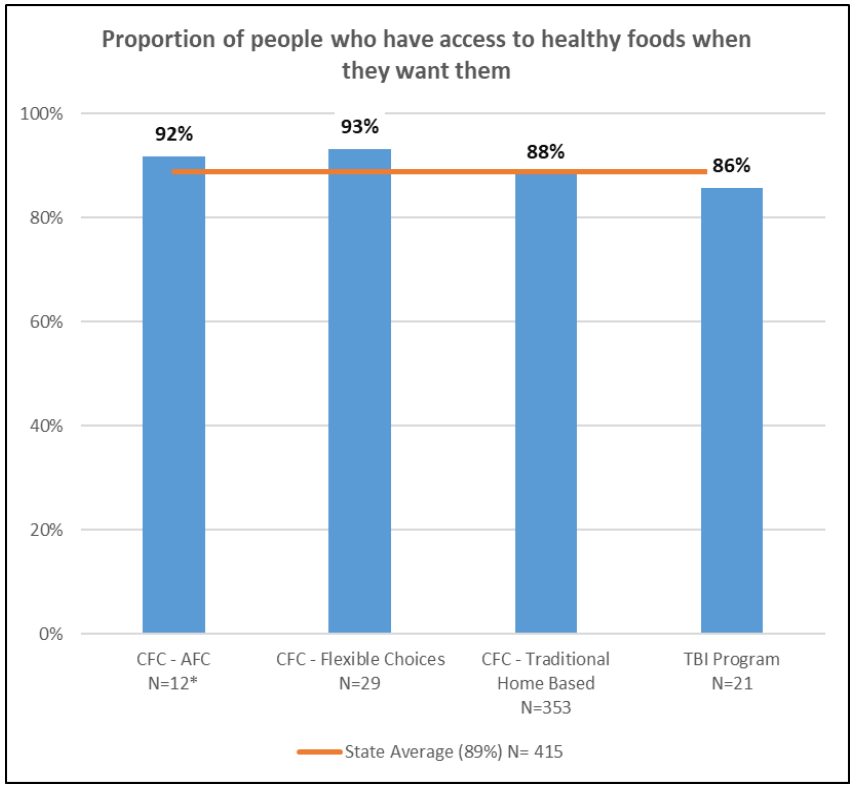

* Very small number of responses

Graph 108. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it




* Very small number of responses

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




* Very small number of responses

# Affordability

## People have enough available resources.

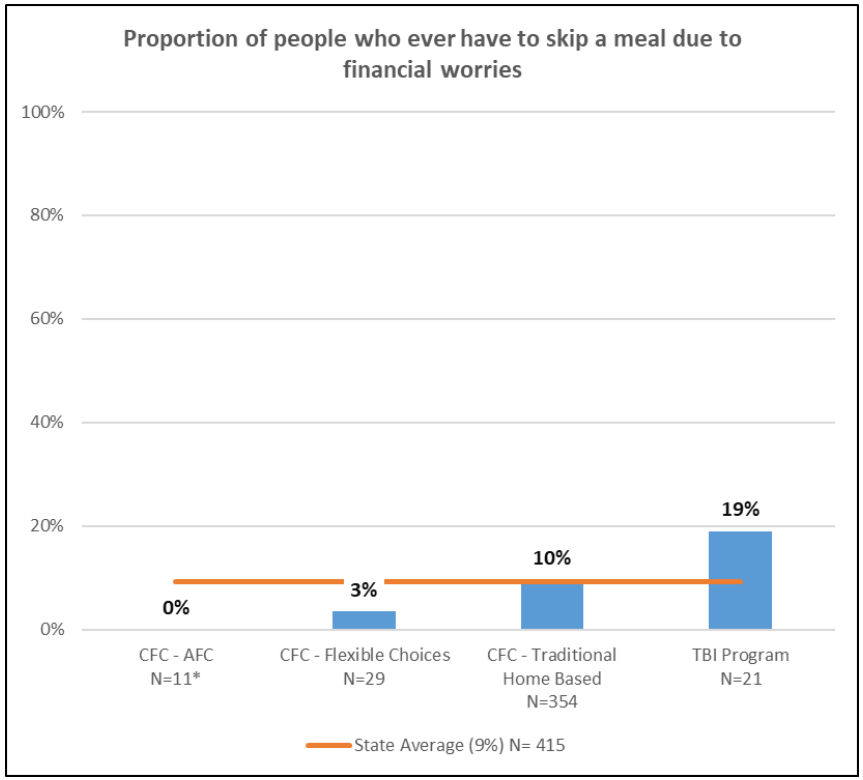
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

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




* Very small number of responses

# Planning for future

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

There is one Planning for Future indicator measured by the NCI-AD Adult Consumer Survey:

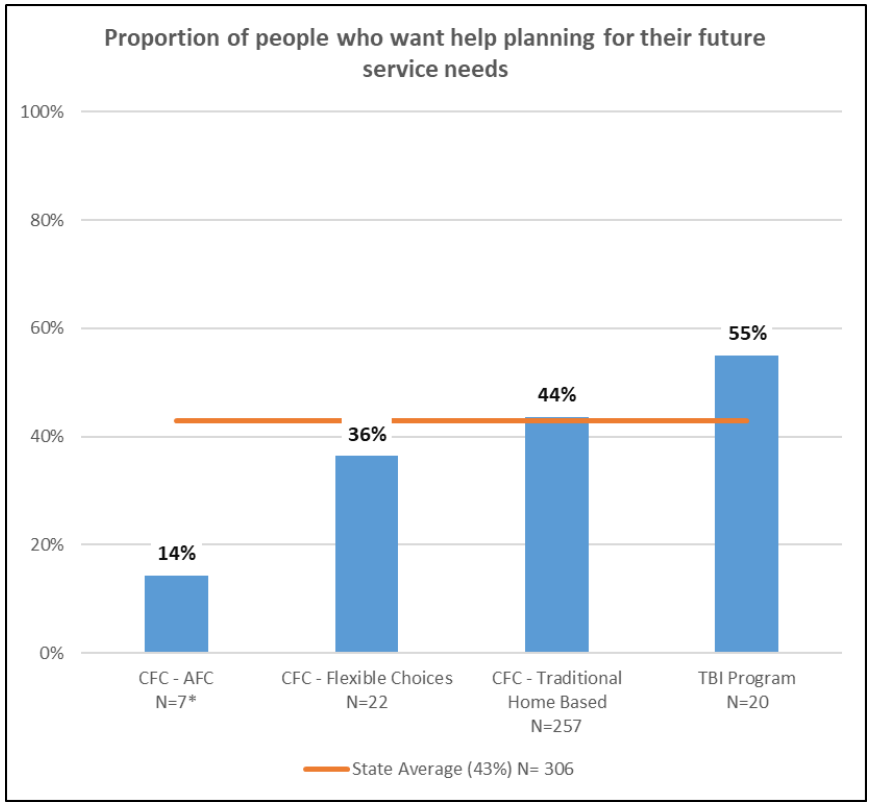
1. Proportion of people who want help planning for future need for services[22].

There is one survey item that corresponds to the Planning for Future domain. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

[22] This indicator also appears in the Service Coordination domain.

Graph 111. Proportion of people who want help planning for their future service needs




* Very small number of responses

# Control

## People feel in control of their lives

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

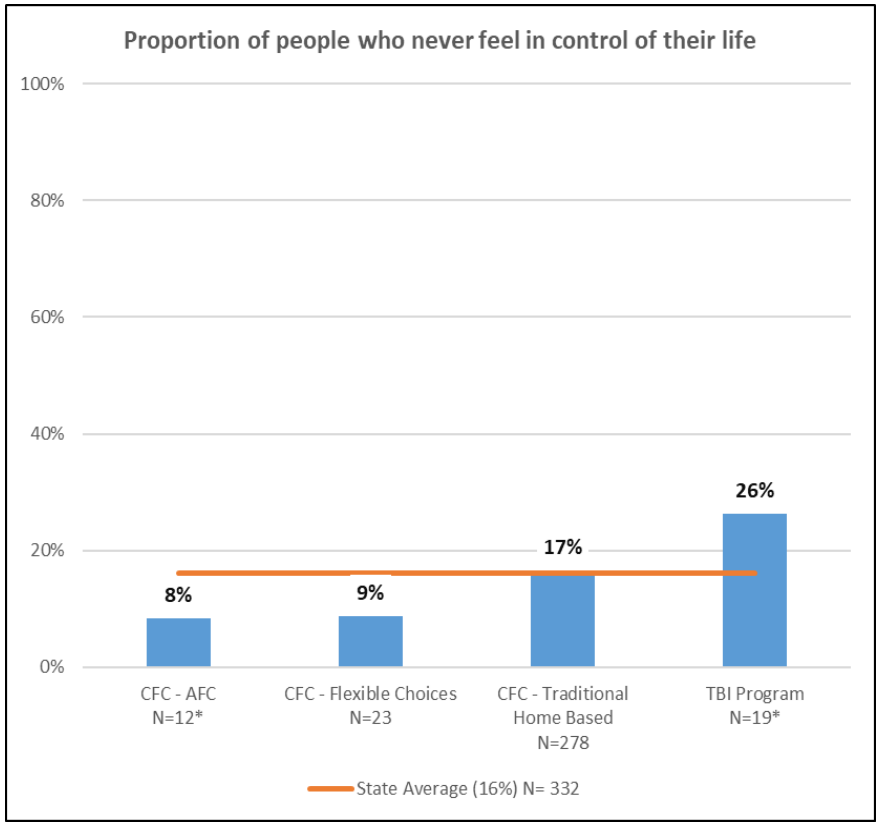
1. Proportion of people who feel in control of their lives.

There are two[23] survey items that corresponds to the Control domain. All results are participant-reported.

Un-collapsed data are shown in Appendix B.

[23] Data for one item are presented in Appendix B only.

Graph 112. Proportion of people who never feel in control of their life




* Very small number of responses

# Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

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

| Domain | Item | Graph # | Collapsing Logic |
|---|---|---|---|
| | Proportion of people whose paid support staff show up and leave when they are supposed to | 15 | Collapse “Some, or usually” and “No, never or rarely” |
| | Proportion of people whose services meet all their needs and goals | 18 | Collapse “No, not at all” and “Some needs and goals” |
| | Proportion of people whose family member (paid or unpaid) is the person who helps them most often | 20 | Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner” |
| | Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis) | 21 | Add proportions: “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner” |
| Care Coordination | Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year | 24 | Collapse “No” and “In-between” |
| | Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions) | 26 | 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 | 27 | Collapse “No” and “Sometimes” |
| | Proportion of people who have transportation to get to medical appointments when they need to | 28 | Collapse “No” and “Sometimes” |
| | Proportion of people who receive information about their services in the language they prefer (if non-English) | 29 | Collapse “No” and “Some information” |
| | Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them | 30 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade | 31 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need bathroom modifications (other than grab bars) but do not have them | 32 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |

| Domain | Item | Graph # | Collapsing Logic |
|---|---|---|---|
| | Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade | 33 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a specialized bed but do not have it | 34 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a specialized bed but need an upgrade | 35 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a ramp or stair lift in or outside the home but do not have it | 36 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade | 37 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a remote monitoring system but do not have it | 38 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a remote monitoring system but need an upgrade | 39 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need an emergency response system but do not have it | 40 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have an emergency response system but need an upgrade | 41 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need some other home modification but do not have it | 42 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |

| Domain | Item | Graph # | Collapsing Logic |
|---|---|---|---|
| | Proportion of people who have some other home modification but need an upgrade | 43 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a walker but do not have it | 44 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a walker but need an upgrade | 45 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a scooter but do not have it | 46 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a scooter but need an upgrade | 47 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a wheelchair but do not have it | 48 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a wheelchair but need an upgrade | 49 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need hearing aids but do not have them | 50 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have hearing aids but need an upgrade | 51 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need glasses but do not have them | 52 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |

| Domain | Item | Graph # | Collapsing Logic |
|---|---|---|---|
| | Proportion of people who have glasses but need an upgrade | 53 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need a CPAP machine but don’t have it | 54 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have a CPAP machine but need an upgrade | 55 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who need some other assistive device but do not have it | 56 | Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| | Proportion of people who have some other assistive device but need an upgrade | 57 | Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need” |
| Safety | Proportion of people with concerns about falling or being unstable | 62 | 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 | 68 | Collapse “Usually” and “No, rarely” |
| Wellness | Proportion of people in poor health | 76 | Collapse “Excellent”, “Very good”, “Good” and “Fair” |
| | Proportion of people whose health has gotten better compared to 12 months ago | 77 | Collapse “Much better” and “Somewhat better”;<br>Collapse “Much worse”, “Somewhat worse” and “About the same” |
| | Proportion of people who often feel sad or depressed | 81 | Collapse “Never, or almost never”, “Not often”, and “Sometimes” |
| | Proportion of people whose hearing is poor | 83 | Collapse “Good” and “Fair” |
| | Proportion of people whose vision is poor | 84 | Collapse “Good” and “Fair” |
| Medications | Proportion of people who understand what they take their prescription medications for | 87 | Collapse “No” and “In-between, or some medications” |

| Domain | Item | Graph # | Collapsing Logic |
|---|---|---|---|
| Rights and Respect | Proportion of people whose paid support staff treat them with respect | 88 | Collapse “No, never or rarely” and “Some, or usually” |
| | Proportion of people whose permission is asked before others enter their home/room (if in group setting) | 89 | Collapse “Sometimes, rarely or never” and “Usually, but not always” |
| | Proportion of people who have enough privacy in their home (if in group setting) | 91 | Collapse “Sometimes, rarely or never” and “Usually, but not always” |
| | Proportion of people who can use the phone privately whenever they want to (if in group setting) | 93 | 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 | 97 | Collapse “No” and “Sometimes, or some services” |
| | Proportion of people who can choose or change how often and when they get services | 98 | Collapse “No” and “Sometimes, or some services” |
| | Proportion of people who can change their paid support staff if they wanted to | 99 | Collapse “No” and “Sometimes, or some” |
| Work | Proportion of people who would like a job (if not currently employed) | 101 | Collapse “Yes” and “Maybe, not sure” |
| | Proportion of people who would like to do volunteer work (if not currently volunteering) | 104 | Collapse “Yes” and “Maybe, not sure” |
| Everyday Living | Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications) | 105 | Collapse “A lot” and “Some” |
| | Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home) | 107 | Collapse “A lot” and “Some” |
| | Proportion of people who have access to healthy foods 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 never feel in control of their life | 112 | Collapse “Yes, almost always, always” and “In-between, sometimes” |

# Appendix B: Un-Collapsed and Un-Weighted Data

# Demographic Tables

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

| | Average Age | N |
|---|---|---|
| **CFC, AFC** | 64.3 | 12 |
| **CFC, Flexible Choices** | 50.2 | 28 |
| **CFC, Traditional Home Based** | 67.9 | 329 |
| **TBI Program** | 42.0 | 22 |
| **Sample Average** | 65.0 | 391 |

Table 2. Age: 90 years and over

| | Under 90 | 90 and Over | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 92% | 8% | 0% | 13 |
| **CFC, Flexible Choices** | 97% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 90% | 10% | 0% | 364 |
| **TBI Program** | 100% | 0% | 0% | 22 |
| **Sample Average** | 91% | 9% | 0% | 428 |

Table 3. Gender

| | Male | Female | Other | Don't Know/Unclear | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 46% | 54% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 41% | 59% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 38% | 62% | 0% | 0% | 364 |
| **TBI Program** | 73% | 27% | 0% | 0% | 22 |
| **Sample Average** | 41% | 59% | 0% | 0% | 428 |

Table 4. Race and ethnicity

| | American Indian or Alaska Native | Asian | Black or African-American | Pacific Islander | White | Hispanic or Latino | Other | Don't Know/ Unclear | N |
|---|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 1% | 10% | 2% | 0% | 85% | 1% | 2% | 1% | 364 |
| **TBI Program** | 0% | 0% | 0% | 0% | 100% | 5% | 0% | 0% | 22 |
| **Sample Average** | 1% | 8% | 1% | 0% | 87% | 1% | 2% | 1% | 428 |

Table 5. Marital status

| | Single, Never Married | Married or Has Domestic Partner | Separated or Divorced | Widowed | Don't Know/ Unclear | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 46% | 8% | 31% | 15% | 0% | 13 |
| **CFC, Flexible Choices** | 52% | 21% | 14% | 14% | 0% | 29 |
| **CFC, Traditional Home Based** | 16% | 32% | 23% | 29% | 2% | 364 |
| **TBI Program** | 68% | 5% | 27% | 0% | 0% | 22 |
| **Sample Average** | 22% | 29% | 22% | 26% | 1% | 428 |

Table 6. Primary language

| | English | Spanish | Other | Don't Know/ Unclear | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 100% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 85% | 1% | 14% | 0% | 364 |
| **TBI Program** | 100% | 0% | 0% | 0% | 22 |
| **Sample Average** | 88% | 0% | 12% | 0% | 428 |

Table 7. Type of residential area[24]

| | Metropolitan | Micropolitan | Rural | Small town | Unknown | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 23% | 38% | 15% | 23% | 0% | 13 |
| **CFC, Flexible Choices** | 48% | 17% | 28% | 7% | 0% | 29 |
| **CFC, Traditional Home Based** | 31% | 23% | 24% | 21% | 0% | 364 |
| **TBI Program** | 27% | 50% | 23% | 0% | 0% | 22 |
| **Sample Average** | 32% | 24% | 24% | 19% | 0% | 428 |

Table 8. Type of residence

| | Own or Family House/Apt | Senior Living Apt/Complex | Group/Adult Family/ Foster/ Host Home | Assisted Living/ Residential Care Facility | Nursing Facility/ Nursing Home | Homeless/ Temporary Shelter | Other | Don't Know/ Unclear | N |
|---|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 0% | 54% | 0% | 0% | 0% | 38% | 0% | 13 |
| **CFC, Flexible Choices** | 90% | 3% | 0% | 3% | 3% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 87% | 10% | 1% | 0% | 1% | 0% | 1% | 0% | 364 |
| **TBI Program** | 45% | 0% | 18% | 0% | 0% | 0% | 36% | 0% | 22 |
| **Sample Average** | 83% | 9% | 3% | 0% | 1% | 0% | 4% | 0% | 428 |

Table 9. Who the person lives with

| | Alone | Spouse or Partner | Other Family | Friend(s) | Live-in PCA | Others | Don't Know/Unclear | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 54% | 46% | 0% | 13 |
| **CFC, Flexible Choices** | 21% | 21% | 52% | 3% | 3% | 7% | 0% | 29 |
| **CFC, Traditional Home Based** | 34% | 30% | 37% | 2% | 3% | 2% | 1% | 364 |
| **TBI Program** | 18% | 0% | 18% | 5% | 45% | 18% | 0% | 22 |
| **Sample Average** | 32% | 27% | 36% | 2% | 7% | 4% | 1% | 428 |

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

Table 10. Address changed in the past 6 months

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 77% | 23% | 0% | 13 |
| **CFC, Flexible Choices** | 90% | 10% | 0% | 29 |
| **CFC, Traditional Home Based** | 88% | 9% | 3% | 364 |
| **TBI Program** | 82% | 18% | 0% | 22 |
| **Sample Average** | 87% | 10% | 2% | 428 |

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

| | Own or Family House/Apt | Senior Living Apt/Complex | Group/Adult Family/ Foster/ Host Home | Assisted Living/ Residential Care Facility | Nursing Facility/ Nursing Home | Homeless/ Temporary Shelter | Other | Don't Know/ Unclear | N |
|---|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 33% | 0% | 33% | 0% | 33% | 0% | 3 |
| **CFC, Flexible Choices** | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 3 |
| **CFC, Traditional Home Based** | 79% | 3% | 0% | 0% | 6% | 6% | 6% | 0% | 34 |
| **TBI Program** | 25% | 0% | 0% | 0% | 0% | 0% | 75% | 0% | 4 |
| **Sample Average** | 70% | 2% | 2% | 0% | 7% | 5% | 14% | 0% | 44 |

Table 12. Formal diagnosis: physical disability

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 38% | 62% | 0% | 13 |
| **CFC, Flexible Choices** | 7% | 93% | 0% | 29 |
| **CFC, Traditional Home Based** | 37% | 57% | 6% | 364 |
| **TBI Program** | 59% | 41% | 0% | 22 |
| **Sample Average** | 36% | 59% | 5% | 428 |

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

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 62% | 38% | 0% | 13 |
| **CFC, Flexible Choices** | 90% | 7% | 3% | 29 |
| **CFC, Traditional Home Based** | 66% | 25% | 9% | 364 |
| **TBI Program** | 100% | 0% | 0% | 22 |
| **Sample Average** | 69% | 23% | 8% | 428 |

Table 14. Formal diagnosis: traumatic or acquired brain injury

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 38% | 62% | 0% | 13 |
| **CFC, Flexible Choices** | 83% | 10% | 7% | 29 |
| **CFC, Traditional Home Based** | 86% | 6% | 8% | 364 |
| **TBI Program** | 0% | 100% | 0% | 22 |
| **Sample Average** | 80% | 13% | 7% | 428 |

Table 15. Formal diagnosis: intellectual or other developmental disability

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 85% | 15% | 0% | 13 |
| **CFC, Flexible Choices** | 79% | 14% | 7% | 29 |
| **CFC, Traditional Home Based** | 83% | 4% | 12% | 364 |
| **TBI Program** | 95% | 5% | 0% | 22 |
| **Sample Average** | 84% | 5% | 11% | 428 |

Table 16. Level of mobility

| | Non-ambulatory | Moves Self with Wheelchair | Moves Self with Other Aids | Moves Self Without Aids | Don't Know/ Unclear | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 15% | 23% | 31% | 31% | 0% | 13 |
| **CFC, Flexible Choices** | 21% | 45% | 17% | 17% | 0% | 29 |
| **CFC, Traditional Home Based** | 12% | 23% | 48% | 17% | 1% | 364 |
| **TBI Program** | 14% | 5% | 14% | 68% | 0% | 22 |
| **Sample Average** | 12% | 23% | 43% | 20% | 1% | 428 |

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

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 62% | 31% | 8% | 13 |
| **CFC, Flexible Choices** | 72% | 3% | 24% | 29 |
| **CFC, Traditional Home Based** | 65% | 30% | 5% | 364 |
| **TBI Program** | 82% | 14% | 5% | 22 |
| **Sample Average** | 66% | 28% | 6% | 428 |

Table 18. Receives Medicare

| | No | Yes | Don't Know/Unclear | N |
|---|---|---|---|---|
| **CFC, AFC** | 38% | 54% | 8% | 13 |
| **CFC, Flexible Choices** | 24% | 59% | 17% | 29 |
| **CFC, Traditional Home Based** | 22% | 75% | 3% | 364 |
| **TBI Program** | 68% | 32% | 0% | 22 |
| **Sample Average** | 25% | 71% | 4% | 428 |

Table 19. Length of receiving LTSS in current program

| | 0-5 months | 6 months-less than 1 year | 1 year-less than 3 years | 3 or more years | Don't know | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 15% | 54% | 15% | 8% | 13 |
| **CFC, Flexible Choices** | 0% | 10% | 17% | 72% | 0% | 29 |
| **CFC, Traditional Home Based** | 3% | 17% | 31% | 48% | 1% | 364 |
| **TBI Program** | 0% | 9% | 14% | 14% | 64% | 22 |
| **Sample Average** | 3% | 16% | 30% | 47% | 4% | 428 |

Table 20. Has legal guardian

| | No | Yes | Don't Know | N |
|---|---|---|---|---|
| **CFC, AFC** | 54% | 46% | 0% | 13 |
| **CFC, Flexible Choices** | 90% | 10% | 0% | 29 |
| **CFC, Traditional Home Based** | 93% | 6% | 1% | 364 |
| **TBI Program** | 64% | 36% | 0% | 22 |
| **Sample Average** | 90% | 9% | 0% | 428 |

# Community Participation — un-collapsed tables

Table 21. Proportion of people who are as active in the community as they would like to be

| | No | Sometimes | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 8% | 58% | 17% | 8% | 12 |
| **CFC, Flexible Choices** | 52% | 13% | 30% | 4% | 0% | 23 |
| **CFC, Traditional Home Based** | 50% | 7% | 37% | 2% | 3% | 295 |
| **TBI Program** | 43% | 10% | 48% | 0% | 0% | 21 |
| **Sample Average** | 48% | 7% | 38% | 3% | 3% | 351 |

Table 22a. Reasons that people are not as active in the community as they would like to be

| | Cost/Money | Transportation | Accessibility/Lack of Equipment | Health Limitations | Not Enough Staffing/Assistance | Feeling Unwelcome in Community | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 0% | 0% | 2 |
| **CFC, Flexible Choices** | 20% | 53% | 53% | 53% | 53% | 13% | 15 |
| **CFC, Traditional Home Based** | 26% | 42% | 31% | 73% | 20% | 6% | 168 |
| **TBI Program** | 45% | 55% | 27% | 55% | 55% | 27% | 11 |
| **Sample Average** | 27% | 43% | 32% | 70% | 24% | 8% | 196 |

Table 22b. Reasons that people are not as active in the community as they would like to be (continued)

| | Feeling Unsafe | No Community Activities Outside of Home | Lack of Info/Doesn't Know What's Available | Other | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 50% | 50% | 0% | 0% | 2 |
| **CFC, Flexible Choices** | 0% | 27% | 27% | 7% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 10% | 8% | 18% | 11% | 1% | 1% | 168 |
| **TBI Program** | 55% | 18% | 64% | 36% | 0% | 0% | 11 |
| **Sample Average** | 11% | 10% | 22% | 13% | 1% | 1% | 196 |

Table 23. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 75% | 0% | 17% | 12 |
| **CFC, Flexible Choices** | 43% | 52% | 4% | 0% | 23 |
| **CFC, Traditional Home Based** | 46% | 47% | 3% | 4% | 295 |
| **TBI Program** | 38% | 62% | 0% | 0% | 21 |
| **Sample Average** | 44% | 49% | 3% | 4% | 351 |

## Choice and Decision Making — un-collapsed

Table 24. Proportion of people who are able to choose their roommate (if in group setting)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 1 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 100% | 0% | 0% | 0% | 2 |
| **Sample Average** | 100% | 0% | 0% | 0% | 3 |

Table 25. Proportion of people who get up and go to bed when they want to

| | No, Never | Some Days, Sometimes | Yes, Always, Or Almost Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 8% | 83% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 13% | 9% | 78% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 5% | 5% | 87% | 0% | 3% | 294 |
| **TBI Program** | 0% | 0% | 100% | 0% | 0% | 20 |
| **Sample Average** | 5% | 5% | 87% | 0% | 2% | 349 |

Table 26. Proportion of people who can eat their meals when they want to

| | No, Never | Some Days, Sometimes | Yes, Always, Or Almost Always | N/A – Unable to Eat Due to Medical Condition | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 0% | 83% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 4% | 9% | 87% | 0% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 5% | 6% | 85% | 1% | 0% | 2% | 294 |
| **TBI Program** | 0% | 0% | 100% | 0% | 0% | 0% | 20 |
| **Sample Average** | 5% | 6% | 86% | 1% | 0% | 2% | 349 |

Table 27. Proportion of people who are able to furnish and decorate their room however they wan to (if in group setting)

| | Only in Some Ways, Or Not At All | In Most Ways | In All Ways | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 20% | 60% | 0% | 20% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 20% | 40% | 40% | 0% | 0% | 5 |
| **Sample Average** | 10% | 30% | 50% | 0% | 10% | 10 |

## Relationships — un-collapsed

Table 28. Proportion of people who are able to see or talk to friends/family when they want to (if there are friends and family who don't live with them)

| | No, or Rarely | 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 9% | 18% | 73% | 0% | 0% | 11 |
| **CFC, Flexible Choices** | 5% | 23% | 73% | 0% | 0% | 22 |
| **CFC, Traditional Home Based** | 5% | 13% | 82% | 0% | 0% | 264 |
| **TBI Program** | 10% | 25% | 65% | 0% | 0% | 20 |
| **Sample Average** | 5% | 15% | 80% | 0% | 0% | 317 |

Table 29. Reasons people aren't always able to see friends/family

| | Availability of Transportation | Accessibility | Staffing/Personal Assistance Unavailable | Health Limitations | Someone Prevents Them or There are Restrictions | Other | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 67% | 0% | 0% | 0% | 33% | 0% | 3 |
| **CFC, Flexible Choices** | 50% | 33% | 50% | 50% | 0% | 33% | 0% | 6 |
| **CFC, Traditional Home Based** | 36% | 28% | 11% | 36% | 4% | 32% | 9% | 47 |
| **TBI Program** | 57% | 14% | 0% | 0% | 0% | 29% | 0% | 7 |
| **Sample Average** | 38% | 29% | 13% | 32% | 3% | 32% | 6% | 63 |

## Satisfaction — un-collapsed

Table 30. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 15% | 77% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 0% | 9% | 87% | 0% | 4% | 23 |
| **CFC, Traditional Home Based** | 6% | 13% | 80% | 0% | 0% | 295 |
| **TBI Program** | 5% | 5% | 90% | 0% | 0% | 21 |
| **Sample Average** | 6% | 13% | 81% | 0% | 0% | 352 |

Table 31a. **Reasons for not liking where people live**

| | Accessibility | Feels Unsafe In/ Dislikes Neighborhood | Feels Unsafe in Residence | Residence/Building Needs Repairs or Upkeep | Doesn't Feel Like Home | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 33% | 0% | 3 |
| **CFC, Flexible Choices** | 0% | 0% | 0% | 0% | 0% | 2 |
| **CFC, Traditional Home Based** | 17% | 14% | 9% | 17% | 14% | 58 |
| **TBI Program** | 0% | 0% | 50% | 0% | 0% | 2 |
| **Sample Average** | 15% | 12% | 9% | 17% | 12% | 65 |

Table 31b. **Reasons for not liking where people live** (continued)

| | Layout/Size of Residence/Building | Problems with Neighbors/Residents/ Housemates/Roommates | Problems with Staff | Insufficient Amount/ Type of Staff | Wants More Independence/ Control | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 33% | 0% | 0% | 0% | 3 |
| **CFC, Flexible Choices** | 0% | 50% | 0% | 0% | 0% | 2 |
| **CFC, Traditional Home Based** | 21% | 29% | 3% | 3% | 5% | 58 |
| **TBI Program** | 0% | 0% | 0% | 0% | 0% | 2 |
| **Sample Average** | 18% | 29% | 3% | 3% | 5% | 65 |

Table 31c. **Reasons for not liking where people live** (continued)

| | Wants More Privacy | Wants to Be Closer to Family/ Friends | Feels Isolated from Community/ Feels Lonely | Other | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 33% | 33% | 3 |
| **CFC, Flexible Choices** | 0% | 0% | 0% | 50% | 0% | 0% | 2 |
| **CFC, Traditional Home Based** | 3% | 3% | 7% | 26% | 3% | 2% | 58 |
| **TBI Program** | 0% | 50% | 50% | 50% | 0% | 0% | 2 |
| **Sample Average** | 3% | 5% | 8% | 26% | 5% | 3% | 65 |

Table 32. Proportion of people who would prefer to live somewhere else

| | No | Maybe | Yes | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 69% | 0% | 23% | 8% | 13 |
| **CFC, Flexible Choices** | 61% | 13% | 22% | 4% | 23 |
| **CFC, Traditional Home Based** | 72% | 5% | 23% | 1% | 295 |
| **TBI Program** | 52% | 10% | 38% | 0% | 21 |
| **Sample Average** | 70% | 5% | 24% | 1% | 352 |

Table 33a. Where people would prefer to live (if would prefer to live somewhere else)

| | Own/Different Own House/Apt | Family Member's House/Apt | Assisted Living/ Residential Care Facility | Group Home/Adult Family Home/Shared Living | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 33% | 33% | 0% | 0% | 3 |
| **CFC, Flexible Choices** | 88% | 0% | 0% | 0% | 8 |
| **CFC, Traditional Home Based** | 56% | 4% | 6% | 0% | 81 |
| **TBI Program** | 70% | 0% | 0% | 10% | 10 |
| **Sample Average** | 59% | 4% | 5% | 1% | 102 |

Table 33b. Where people would prefer to live (if would prefer to live somewhere else, continued)

| | Nursing Facility | Other | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 33% | 0% | 3 |
| **CFC, Flexible Choices** | 0% | 0% | 13% | 0% | 8 |
| **CFC, Traditional Home Based** | 0% | 28% | 6% | 0% | 81 |
| **TBI Program** | 0% | 20% | 0% | 0% | 10 |
| **Sample Average** | 0% | 25% | 7% | 0% | 102 |

Table 34. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 17% | 83% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 4% | 35% | 61% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 12% | 30% | 55% | 1% | 3% | 294 |
| **TBI Program** | 10% | 20% | 70% | 0% | 0% | 20 |
| **Sample Average** | 11% | 29% | 58% | 1% | 2% | 349 |

Table 35. Proportion of people whose paid support staff change too often

| | No | Some or Sometimes | Yes | N/A – Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 25% | 0% | 0% | 63% | 13% | 0% | 8 |
| **CFC, Flexible Choices** | 60% | 10% | 10% | 15% | 0% | 5% | 20 |
| **CFC, Traditional Home Based** | 59% | 12% | 11% | 17% | 0% | 1% | 229 |
| **TBI Program** | 57% | 7% | 36% | 0% | 0% | 0% | 14 |
| **Sample Average** | 58% | 11% | 12% | 17% | 1% | 1% | 271 |

Table 36. Proportion of people whose paid support staff do things the way they want them done

| | No, Never or Rarely | Some, or Usually | Yes, All Paid Support Staff, Always or Almost Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 88% | 0% | 13% | 8 |
| **CFC, Flexible Choices** | 0% | 15% | 80% | 5% | 0% | 20 |
| **CFC, Traditional Home Based** | 2% | 20% | 77% | 1% | 0% | 229 |
| **TBI Program** | 7% | 21% | 64% | 0% | 7% | 14 |
| **Sample Average** | 2% | 19% | 77% | 1% | 1% | 271 |

## Service Coordination — un-collapsed

Table 37. Proportion of people who know whom to contact if they want to make changes to their services

| | No | Maybe, Not Sure | Yes | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 15% | 8% | 62% | 15% | 13 |
| **CFC, Flexible Choices** | 13% | 9% | 78% | 0% | 23 |
| **CFC, Traditional Home Based** | 19% | 9% | 68% | 4% | 293 |
| **TBI Program** | 24% | 10% | 67% | 0% | 21 |
| **Sample Average** | 19% | 9% | 69% | 4% | 350 |

Table 38. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 20% | 80% | 0% | 0% | 10 |
| **CFC, Flexible Choices** | 0% | 9% | 91% | 0% | 0% | 22 |
| **CFC, Traditional Home Based** | 6% | 16% | 76% | 1% | 0% | 341 |
| **TBI Program** | 10% | 10% | 81% | 0% | 0% | 21 |
| **Sample Average** | 6% | 15% | 77% | 1% | 0% | 394 |

Table 39. Proportion of people whose paid support staff show up and leave when they are supposed to

| | No, Never or Rarely | Some or Usually | Yes, All Paid Support Staff, Always or Almost Always | Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 25% | 75% | 0% | 0% | 8 |
| **CFC, Flexible Choices** | 0% | 18% | 68% | 14% | 0% | 0% | 22 |
| **CFC, Traditional Home Based** | 0% | 12% | 73% | 15% | 0% | 0% | 255 |
| **TBI Program** | 0% | 14% | 86% | 0% | 0% | 0% | 14 |
| **Sample Average** | 0% | 12% | 72% | 15% | 0% | 0% | 299 |

Table 40. Proportion of people who have an emergency plan in place

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 23% | 46% | 23% | 8% | 13 |
| **CFC, Flexible Choices** | 55% | 41% | 0% | 3% | 29 |
| **CFC, Traditional Home Based** | 52% | 40% | 6% | 2% | 363 |
| **TBI Program** | 36% | 55% | 9% | 0% | 22 |
| **Sample Average** | 51% | 41% | 6% | 2% | 427 |

Table 41. Proportion of people who want help planning for their future service needs

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 50% | 8% | 33% | 8% | 12 |
| **CFC, Flexible Choices** | 61% | 35% | 4% | 0% | 23 |
| **CFC, Traditional Home Based** | 50% | 38% | 8% | 4% | 291 |
| **TBI Program** | 45% | 55% | 0% | 0% | 20 |
| **Sample Average** | 50% | 38% | 8% | 4% | 346 |

Table 42. Proportion of people whose services meet their needs and goals

| | No, Not at All, Needs or Goals Are Not Met | Some Needs and Goals | Yes, Completely, All Needs and Goals | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 17% | 75% | 0% | 8% | 12 |
| **CFC, Flexible Choices** | 3% | 38% | 55% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 6% | 30% | 62% | 1% | 1% | 358 |
| **TBI Program** | 10% | 38% | 52% | 0% | 0% | 21 |
| **Sample Average** | 6% | 30% | 61% | 1% | 1% | 420 |

Table 43a. Additional services that might help

| | Skilled Nursing Facility, Nursing Home Services | Personal Care Assistance, Personal Care Services | Home Maker/ Chore Services | Healthcare Home Services, Home Health | Home Delivered Meals | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 0% | 17% | 14% | 7% | 3% | 29 |
| **CFC, Traditional Home Based** | 2% | 11% | 8% | 9% | 5% | 359 |
| **TBI Program** | 0% | 10% | 0% | 5% | 5% | 21 |
| **Sample Average** | 2% | 11% | 8% | 8% | 5% | 421 |

Table 43b. Additional services that might help (continued)

| | Adult Day Services | Transportation | Respite/Family Caregiver Support | Health Care | Mental Health Care | Dental Care | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 17% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 7% | 21% | 7% | 0% | 0% | 10% | 29 |
| **CFC, Traditional Home Based** | 4% | 17% | 9% | 5% | 2% | 9% | 359 |
| **TBI Program** | 10% | 19% | 14% | 5% | 5% | 0% | 21 |
| **Sample Average** | 5% | 17% | 10% | 4% | 2% | 8% | 421 |

Table 43c. Additional services that might help (continued)

| | Housing Assistance | Heating/Cooling Assistance | Hospice | Funeral Planning | Other | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 0% | 17% | 8% | 12 |
| **CFC, Flexible Choices** | 14% | 3% | 0% | 0% | 38% | 10% | 0% | 29 |
| **CFC, Traditional Home Based** | 10% | 6% | 1% | 1% | 23% | 6% | 1% | 359 |
| **TBI Program** | 5% | 0% | 0% | 0% | 52% | 0% | 0% | 21 |
| **Sample Average** | 10% | 5% | 0% | 1% | 24% | 6% | 1% | 421 |

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 2 |
| **CFC, Flexible Choices** | 11% | 89% | 0% | 0% | 9 |
| **CFC, Traditional Home Based** | 20% | 76% | 4% | 1% | 123 |
| **TBI Program** | 44% | 56% | 0% | 0% | 9 |
| **Sample Average** | 20% | 76% | 3% | 1% | 143 |

Table 45a. How people first find out about the services available to them

| | Friend | Family | Area Agency on Aging or Aging and Disability Resource Center | Center for Independent Living | State or County Agency | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 8% | 15% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 4% | 32% | 7% | 0% | 11% | 28 |
| **CFC, Traditional Home Based** | 7% | 18% | 22% | 1% | 6% | 360 |
| **TBI Program** | 9% | 41% | 0% | 0% | 9% | 22 |
| **Sample Average** | 7% | 20% | 20% | 1% | 6% | 423 |

Table 45b. How people first find out about the services available to them (continued)

| | Case Manager/ Care Coordinator | Doctor | Other Provider | Other | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 15% | 0% | 38% | 15% | 13 |
| **CFC, Flexible Choices** | 21% | 11% | 21% | 4% | 11% | 0% | 28 |
| **CFC, Traditional Home Based** | 13% | 17% | 24% | 8% | 6% | 1% | 360 |
| **TBI Program** | 9% | 9% | 27% | 9% | 0% | 0% | 22 |
| **Sample Average** | 13% | 16% | 23% | 7% | 7% | 1% | 423 |

Table 46a. Who helps most often

| | Nobody Provides Support on a Regular Basis | Paid Support Worker - Not a Friend or Relative | Paid Family Member or Spouse/Partner | Paid Friend | Unpaid Family Member or Spouse/Partner | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 31% | 34% | 0% | 31% | 3% | 29 |
| **CFC, Traditional Home Based** | 29% | 43% | 3% | 22% | 3% | 358 |
| **TBI Program** | 80% | 0% | 0% | 5% | 10% | 20 |
| **Sample Average** | 34% | 39% | 2% | 21% | 3% | 419 |

Table 46b. Who helps most often (continued)

| | Unpaid Friend or Volunteer | Other | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 0% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 1% | 0% | 1% | 0% | 358 |
| **TBI Program** | 0% | 5% | 0% | 0% | 20 |
| **Sample Average** | 1% | 0% | 0% | 0% | 419 |

Table 47a. Who else helps (if anybody provides support on a regular basis)

| | Paid Support Worker - Not a Friend or Relative | Paid Family Member or Spouse/Partner | Paid Friend | Unpaid Family Member or Spouse/Partner | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 42% | 0% | 0% | 17% | 298 |
| **CFC, Flexible Choices** | 62% | 14% | 7% | 55% | 289 |
| **CFC, Traditional Home Based** | 40% | 12% | 4% | 52% | 290 |
| **TBI Program** | 45% | 5% | 0% | 45% | 304 |
| **Sample Average** | 42% | 12% | 4% | 51% | 228 |

Table 47b. Who else helps (continued)

| | Unpaid Friend or Volunteer | Other | No One Else Provides Support | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 17% | 17% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 17% | 3% | 3% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 18% | 3% | 8% | 0% | 0% | 355 |
| **TBI Program** | 15% | 10% | 0% | 0% | 0% | 20 |
| **Sample Average** | 18% | 3% | 8% | 0% | 0% | 416 |

Table 48. Proportion of people who have a backup plan if their paid support staff don't show up

| | No | Yes | Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 13% | 63% | 25% | 0% | 8 |
| **CFC, Flexible Choices** | 18% | 73% | 9% | 0% | 0% | 22 |
| **CFC, Traditional Home Based** | 27% | 56% | 15% | 1% | 0% | 255 |
| **TBI Program** | 14% | 79% | 0% | 0% | 7% | 14 |
| **Sample Average** | 25% | 57% | 15% | 2% | 1% | 299 |

## Care Coordination — un-collapsed

Table 49. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or where they live)

| | Yes | No | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 67% | 17% | 8% | 8% | 12 |
| **CFC, Flexible Choices** | 62% | 38% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 54% | 44% | 1% | 1% | 360 |
| **TBI Program** | 67% | 33% | 0% | 0% | 21 |
| **Sample Average** | 56% | 42% | 1% | 1% | 422 |

Table 50. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

| | No | In-between | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 100% | 0% | 0% | 2 |
| **CFC, Flexible Choices** | 9% | 0% | 82% | 0% | 9% | 11 |
| **CFC, Traditional Home Based** | 8% | 8% | 83% | 1% | 1% | 159 |
| **TBI Program** | 0% | 14% | 86% | 0% | 0% | 7 |
| **Sample Average** | 7% | 7% | 83% | 1% | 1% | 179 |

Table 51. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

| | No | Yes | Didn't Need or Want Follow-Up Care | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 0% | 2 |
| **CFC, Flexible Choices** | 27% | 64% | 0% | 0% | 9% | 11 |
| **CFC, Traditional Home Based** | 10% | 85% | 1% | 3% | 1% | 159 |
| **TBI Program** | 43% | 57% | 0% | 0% | 0% | 7 |
| **Sample Average** | 12% | 83% | 1% | 3% | 2% | 179 |

Table 52. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)

| | No | In-between, Some Conditions | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 9% | 82% | 0% | 9% | 11 |
| **CFC, Flexible Choices** | 12% | 16% | 64% | 8% | 0% | 25 |
| **CFC, Traditional Home Based** | 4% | 11% | 83% | 1% | 1% | 310 |
| **TBI Program** | 0% | 6% | 94% | 0% | 0% | 18 |
| **Sample Average** | 4% | 11% | 82% | 2% | 1% | 364 |

# Access — un-collapsed

Table 53. Proportion of people who have transportation when they want to do things outside of their home (non-medical)

| | No | Sometimes | Yes | Doesn't Want to | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 25% | 58% | 8% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 14% | 10% | 69% | 7% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 15% | 13% | 63% | 7% | 1% | 1% | 363 |
| **TBI Program** | 14% | 18% | 68% | 0% | 0% | 0% | 22 |
| **Sample Average** | 15% | 13% | 64% | 7% | 1% | 1% | 426 |

Table 54. Proportion of people who have transportation to get to medical appointments when they need to

| | No | Sometimes | Yes | Doesn't Go to Medical Appointments | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 100% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 0% | 3% | 97% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 2% | 5% | 89% | 4% | 0% | 0% | 363 |
| **TBI Program** | 0% | 0% | 100% | 0% | 0% | 0% | 22 |
| **Sample Average** | 2% | 5% | 91% | 3% | 0% | 0% | 426 |

Table 55. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Flexible Choices** | 100% | 0% | 0% | 0% | 0% | 1 |
| **CFC, Traditional Home Based** | 19% | 19% | 52% | 3% | 6% | 63 |
| **TBI Program** | 0% | 0% | 100% | 0% | 0% | 1 |
| **Sample Average** | 20% | 18% | 52% | 3% | 6% | 65 |

Table 56. Proportion of people who need grab bars in the bathroom or elsewhere in their home

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 31% | 54% | 8% | 8% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 10% | 72% | 10% | 3% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 14% | 64% | 9% | 12% | 0% | 0% | 363 |
| **TBI Program** | 36% | 50% | 5% | 9% | 0% | 0% | 22 |
| **Sample Average** | 15% | 64% | 9% | 11% | 0% | 0% | 427 |

Table 57. Proportion of people who need bathroom modifications (other than grab bars)

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 54% | 31% | 8% | 8% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 10% | 62% | 7% | 17% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 25% | 48% | 8% | 16% | 1% | 1% | 363 |
| **TBI Program** | 73% | 14% | 0% | 14% | 0% | 0% | 22 |
| **Sample Average** | 28% | 47% | 8% | 16% | 1% | 1% | 427 |

Table 58. Proportion of people who need a specialized bed

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 38% | 62% | 0% | 0% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 45% | 31% | 17% | 7% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 47% | 28% | 10% | 14% | 1% | 1% | 363 |
| **TBI Program** | 73% | 9% | 5% | 14% | 0% | 0% | 22 |
| **Sample Average** | 48% | 28% | 10% | 13% | 1% | 0% | 427 |

Table 59. Proportion of people who need a ramp or stair lift in or outside the home

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 46% | 46% | 8% | 0% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 34% | 38% | 21% | 3% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 44% | 27% | 10% | 17% | 1% | 1% | 363 |
| **TBI Program** | 77% | 9% | 5% | 5% | 5% | 0% | 22 |
| **Sample Average** | 45% | 27% | 11% | 15% | 1% | 1% | 427 |

Table 60. Proportion of people who need a remote monitoring system

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 62% | 15% | 8% | 0% | 8% | 8% | 13 |
| **CFC, Flexible Choices** | 86% | 3% | 3% | 7% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 81% | 5% | 1% | 9% | 4% | 0% | 363 |
| **TBI Program** | 91% | 5% | 0% | 5% | 0% | 0% | 22 |
| **Sample Average** | 81% | 5% | 2% | 8% | 3% | 0% | 427 |

Table 61. Proportion of people who need an emergency response system

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 85% | 0% | 8% | 0% | 0% | 8% | 13 |
| **CFC, Flexible Choices** | 66% | 14% | 10% | 7% | 0% | 3% | 29 |
| **CFC, Traditional Home Based** | 31% | 51% | 6% | 11% | 1% | 1% | 363 |
| **TBI Program** | 77% | 9% | 0% | 14% | 0% | 0% | 22 |
| **Sample Average** | 37% | 44% | 6% | 10% | 1% | 1% | 427 |

Table 62. Proportion of people who need some other home modification(s)

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 85% | 0% | 0% | 0% | 15% | 0% | 13 |
| **CFC, Flexible Choices** | 69% | 17% | 0% | 3% | 7% | 3% | 29 |
| **CFC, Traditional Home Based** | 70% | 10% | 3% | 10% | 4% | 2% | 363 |
| **TBI Program** | 77% | 14% | 0% | 9% | 0% | 0% | 22 |
| **Sample Average** | 71% | 10% | 3% | 9% | 4% | 2% | 427 |

Table 63. Proportion of people who need a walker

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 75% | 17% | 8% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 66% | 31% | 3% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 30% | 58% | 9% | 2% | 0% | 1% | 363 |
| **TBI Program** | 77% | 18% | 5% | 0% | 0% | 0% | 22 |
| **Sample Average** | 36% | 53% | 8% | 2% | 0% | 0% | 426 |

Table 64. Proportion of people who need a scooter

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 75% | 0% | 0% | 25% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 76% | 17% | 3% | 3% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 76% | 6% | 3% | 14% | 1% | 0% | 363 |
| **TBI Program** | 91% | 0% | 0% | 5% | 5% | 0% | 22 |
| **Sample Average** | 77% | 6% | 3% | 13% | 1% | 0% | 426 |

Table 65. Proportion of people who need a wheelchair

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 50% | 33% | 17% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 17% | 38% | 41% | 3% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 32% | 38% | 21% | 8% | 1% | 1% | 363 |
| **TBI Program** | 82% | 9% | 9% | 0% | 0% | 0% | 22 |
| **Sample Average** | 34% | 36% | 21% | 7% | 0% | 0% | 426 |

Table 66. Proportion of people who need hearing aids

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 75% | 17% | 8% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 79% | 3% | 3% | 10% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 69% | 9% | 7% | 12% | 2% | 1% | 363 |
| **TBI Program** | 95% | 0% | 0% | 5% | 0% | 0% | 22 |
| **Sample Average** | 71% | 8% | 6% | 12% | 2% | 1% | 426 |

Table 67. Proportion of people who need glasses

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 33% | 33% | 33% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 31% | 28% | 31% | 7% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 21% | 43% | 27% | 7% | 2% | 0% | 362 |
| **TBI Program** | 9% | 45% | 27% | 18% | 0% | 0% | 22 |
| **Sample Average** | 21% | 41% | 28% | 8% | 2% | 0% | 425 |

Table 68. Proportion of people who need a CPAP machine

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 83% | 8% | 0% | 0% | 8% | 0% | 12 |
| **CFC, Flexible Choices** | 79% | 17% | 3% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 80% | 8% | 4% | 5% | 2% | 1% | 362 |
| **TBI Program** | 77% | 5% | 5% | 14% | 0% | 0% | 22 |
| **Sample Average** | 80% | 8% | 4% | 5% | 2% | 1% | 425 |

Table 69. Proportion of people who need some other assistive device(s)

| | Doesn't Have and Doesn't Need | Has, Doesn't Need an Upgrade | Has, But Needs an Upgrade | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 58% | 25% | 0% | 8% | 8% | 0% | 12 |
| **CFC, Flexible Choices** | 21% | 62% | 3% | 7% | 0% | 7% | 29 |
| **CFC, Traditional Home Based** | 63% | 23% | 4% | 4% | 5% | 1% | 362 |
| **TBI Program** | 73% | 14% | 5% | 9% | 0% | 0% | 22 |
| **Sample Average** | 60% | 25% | 4% | 5% | 4% | 2% | 425 |

# Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

| | Rarely or Never | Always or Most of the Time | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 0% | 100% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 2% | 94% | 1% | 3% | 295 |
| **TBI Program** | 0% | 100% | 0% | 0% | 21 |
| **Sample Average** | 2% | 95% | 1% | 3% | 352 |

Table 71. Proportion of people who feel safe around their paid support staff

| | No, Not All Paid Support Staff or Not Always | Yes, All Paid Support Staff, Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 8 |
| **CFC, Flexible Choices** | 5% | 95% | 0% | 0% | 20 |
| **CFC, Traditional Home Based** | 2% | 97% | 0% | 0% | 229 |
| **TBI Program** | 7% | 93% | 0% | 0% | 14 |
| **Sample Average** | 3% | 97% | 0% | 0% | 271 |

Table 72. Proportion of people who are ever worried for the security of their personal belongings

| | No, Never | Yes, At Least Sometimes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 92% | 8% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 74% | 26% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 82% | 16% | 0% | 2% | 295 |
| **TBI Program** | 71% | 29% | 0% | 0% | 21 |
| **Sample Average** | 81% | 17% | 0% | 2% | 352 |

Table 73. Proportion of people whose money was taken or used without their permission in the last 12 months

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 85% | 15% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 96% | 0% | 0% | 4% | 23 |
| **CFC, Traditional Home Based** | 86% | 10% | 0% | 4% | 295 |
| **TBI Program** | 90% | 5% | 5% | 0% | 21 |
| **Sample Average** | 87% | 9% | 0% | 3% | 352 |

Table 74. Proportion of people with concerns about falling or being unstable

| | No | Sometimes | Yes, Often | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 31% | 38% | 31% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 41% | 28% | 31% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 27% | 17% | 55% | 0% | 1% | 363 |
| **TBI Program** | 55% | 14% | 32% | 0% | 0% | 22 |
| **Sample Average** | 29% | 18% | 52% | 0% | 1% | 427 |

Table 75. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 33% | 56% | 0% | 11% | 9 |
| **CFC, Flexible Choices** | 12% | 76% | 0% | 12% | 17 |
| **CFC, Traditional Home Based** | 18% | 82% | 0% | 0% | 263 |
| **TBI Program** | 30% | 60% | 0% | 10% | 10 |
| **Sample Average** | 18% | 80% | 0% | 1% | 299 |

Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 85% | 8% | 8% | 13 |
| **CFC, Flexible Choices** | 38% | 55% | 7% | 0% | 29 |
| **CFC, Traditional Home Based** | 23% | 69% | 7% | 2% | 363 |
| **TBI Program** | 5% | 91% | 5% | 0% | 22 |
| **Sample Average** | 22% | 70% | 7% | 2% | 427 |

# Health Care — un-collapsed

Table 77. Proportion of people who have gone to the emergency room for any reason in the past year

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 42% | 33% | 17% | 8% | 12 |
| **CFC, Flexible Choices** | 45% | 52% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 40% | 58% | 2% | 0% | 360 |
| **TBI Program** | 43% | 52% | 5% | 0% | 21 |
| **Sample Average** | 41% | 57% | 2% | 0% | 422 |

Table 78. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 4 |
| **CFC, Flexible Choices** | 67% | 33% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 70% | 30% | 0% | 0% | 209 |
| **TBI Program** | 64% | 36% | 0% | 0% | 11 |
| **Sample Average** | 70% | 30% | 0% | 0% | 239 |

Table 79. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 4 |
| **CFC, Flexible Choices** | 100% | 0% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 97% | 2% | 0% | 0% | 209 |
| **TBI Program** | 100% | 0% | 0% | 0% | 11 |
| **Sample Average** | 97% | 2% | 0% | 0% | 239 |

Table 80. Proportion of people who can get an appointment to see their primary care doctor when they need to

| | No, Rarely | Usually | Yes, Always | Doesn't Have a Primary Care Doctor | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 17% | 75% | 0% | 0% | 8% | 12 |
| **CFC, Flexible Choices** | 0% | 21% | 79% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 6% | 16% | 74% | 2% | 1% | 1% | 360 |
| **TBI Program** | 10% | 24% | 67% | 0% | 0% | 0% | 21 |
| **Sample Average** | 6% | 17% | 74% | 1% | 1% | 1% | 422 |

Table 81. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 5 |
| **CFC, Flexible Choices** | 27% | 73% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 28% | 71% | 1% | 1% | 156 |
| **TBI Program** | 18% | 82% | 0% | 0% | 11 |
| **Sample Average** | 29% | 70% | 1% | 1% | 187 |

Table 82. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 83% | 0% | 0% | 8% | 12 |
| **CFC, Flexible Choices** | 17% | 79% | 0% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 18% | 78% | 0% | 3% | 1% | 360 |
| **TBI Program** | 5% | 90% | 0% | 5% | 0% | 21 |
| **Sample Average** | 17% | 79% | 0% | 3% | 1% | 422 |

Table 83. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 75% | 17% | 8% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 76% | 21% | 3% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 72% | 21% | 2% | 4% | 1% | 360 |
| **TBI Program** | 67% | 14% | 10% | 10% | 0% | 21 |
| **Sample Average** | 72% | 21% | 3% | 4% | 1% | 422 |

Table 84. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 33% | 58% | 0% | 8% | 0% | 12 |
| **CFC, Flexible Choices** | 55% | 41% | 0% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 46% | 49% | 1% | 3% | 1% | 360 |
| **TBI Program** | 29% | 67% | 0% | 5% | 0% | 21 |
| **Sample Average** | 45% | 50% | 1% | 3% | 1% | 422 |

Table 85. 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 |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 75% | 0% | 0% | 8% | 12 |
| **CFC, Flexible Choices** | 28% | 69% | 3% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 21% | 76% | 2% | 1% | 1% | 360 |
| **TBI Program** | 38% | 57% | 0% | 5% | 0% | 21 |
| **Sample Average** | 22% | 74% | 2% | 1% | 1% | 422 |

Table 86. Proportion of people who have had a dental visit in the past year

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 42% | 42% | 17% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 45% | 55% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 62% | 33% | 4% | 1% | 1% | 360 |
| **TBI Program** | 19% | 71% | 5% | 5% | 0% | 21 |
| **Sample Average** | 58% | 36% | 4% | 1% | 1% | 422 |

Table 87. Proportion of people who have had a cholesterol screening in the past five years

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 75% | 0% | 8% | 0% | 12 |
| **CFC, Flexible Choices** | 14% | 66% | 0% | 21% | 0% | 29 |
| **CFC, Traditional Home Based** | 18% | 70% | 1% | 10% | 2% | 360 |
| **TBI Program** | 10% | 76% | 0% | 14% | 0% | 21 |
| **Sample Average** | 17% | 70% | 1% | 11% | 1% | 422 |

# Wellness — un-collapsed

Table 88. Proportion of people whose health was described as poor, fair, good, very good, and excellent

| | Poor | Fair | Good | Very Good | Excellent | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 17% | 58% | 17% | 8% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 14% | 28% | 28% | 28% | 3% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 21% | 33% | 30% | 12% | 4% | 1% | 0% | 361 |
| **TBI Program** | 10% | 19% | 38% | 24% | 5% | 5% | 0% | 21 |
| **Sample Average** | 19% | 31% | 31% | 13% | 4% | 1% | 0% | 423 |

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and getting worse compared to 12 months ago

| | Much Worse | Somewhat Worse | About the Same | Somewhat Better | Much Better | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 8% | 58% | 17% | 17% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 0% | 24% | 38% | 14% | 24% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 13% | 24% | 36% | 15% | 12% | 1% | 1% | 361 |
| **TBI Program** | 10% | 0% | 29% | 19% | 38% | 5% | 0% | 21 |
| **Sample Average** | 11% | 22% | 37% | 15% | 14% | 1% | 0% | 423 |

Table 90. Proportion of people reported to have been forgetting things more often than before in the past 12 months

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 75% | 25% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 62% | 31% | 3% | 3% | 29 |
| **CFC, Traditional Home Based** | 33% | 64% | 2% | 1% | 360 |
| **TBI Program** | 48% | 52% | 0% | 0% | 21 |
| **Sample Average** | 37% | 60% | 2% | 1% | 422 |

Table 91. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 33% | 67% | 0% | 0% | 3 |
| **CFC, Flexible Choices** | 44% | 56% | 0% | 0% | 9 |
| **CFC, Traditional Home Based** | 31% | 66% | 2% | 1% | 230 |
| **TBI Program** | 45% | 45% | 9% | 0% | 11 |
| **Sample Average** | 32% | 65% | 2% | 1% | 253 |

Table 92. Proportion of people reported to have a chronic psychiatric or mental health diagnosis

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 83% | 8% | 8% | 0% | 12 |
| **CFC, Flexible Choices** | 66% | 31% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 72% | 25% | 2% | 1% | 360 |
| **TBI Program** | 48% | 48% | 5% | 0% | 21 |
| **Sample Average** | 71% | 26% | 3% | 0% | 422 |

Table 93. Proportion of people who never/almost never, not often, sometimes, and often feel sad or depressed

| | Never or Almost Never | Not Often | Sometimes | Often | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 33% | 25% | 17% | 0% | 8% | 12 |
| **CFC, Flexible Choices** | 17% | 13% | 39% | 26% | 4% | 0% | 23 |
| **CFC, Traditional Home Based** | 21% | 23% | 32% | 21% | 1% | 2% | 292 |
| **TBI Program** | 5% | 40% | 25% | 30% | 0% | 0% | 20 |
| **Sample Average** | 20% | 24% | 32% | 22% | 1% | 2% | 347 |

Table 94. Proportion of people reported to have chronic condition(s)

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 92% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 14% | 86% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 13% | 86% | 0% | 1% | 359 |
| **TBI Program** | 14% | 86% | 0% | 0% | 21 |
| **Sample Average** | 13% | 86% | 0% | 1% | 421 |

Table 95. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

| | Poor | Fair | Good | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 17% | 75% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 3% | 21% | 76% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 13% | 29% | 57% | 0% | 1% | 360 |
| **TBI Program** | 0% | 24% | 76% | 0% | 0% | 21 |
| **Sample Average** | 12% | 28% | 60% | 0% | 0% | 422 |

Table 96. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

| | Poor | Fair | Good | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 42% | 50% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 7% | 48% | 45% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 20% | 30% | 50% | 0% | 0% | 360 |
| **TBI Program** | 10% | 24% | 67% | 0% | 0% | 21 |
| **Sample Average** | 18% | 31% | 50% | 0% | 0% | 422 |

Table 97. Proportion of people who consider themselves to have a physical disability

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 31% | 54% | 0% | 15% | 13 |
| **CFC, Flexible Choices** | 4% | 96% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 11% | 81% | 3% | 4% | 295 |
| **TBI Program** | 48% | 52% | 0% | 0% | 21 |
| **Sample Average** | 14% | 80% | 3% | 4% | 352 |

# Medications — un-collapsed

Table 98. Proportion of people who take medications that help them feel less sad or depressed

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 67% | 25% | 8% | 0% | 12 |
| **CFC, Flexible Choices** | 52% | 48% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 54% | 41% | 4% | 1% | 360 |
| **TBI Program** | 29% | 48% | 24% | 0% | 21 |
| **Sample Average** | 53% | 41% | 5% | 1% | 422 |

Table 99. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

| | No | In-between, or Some Medications | Yes | N/A – Doesn't Take Prescription Medications | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 25% | 8% | 50% | 0% | 8% | 8% | 12 |
| **CFC, Flexible Choices** | 4% | 13% | 83% | 0% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 10% | 11% | 74% | 2% | 1% | 2% | 291 |
| **TBI Program** | 10% | 25% | 60% | 0% | 0% | 5% | 20 |
| **Sample Average** | 10% | 12% | 73% | 2% | 1% | 3% | 346 |

## Rights and Respect — un-collapsed

Table 100. Proportion of people whose paid support staff treat them with respect

| | No, Never or Rarely | Some, or Usually | Yes, All Paid Support Staff, Always or Almost Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 100% | 0% | 0% | 8 |
| **CFC, Flexible Choices** | 0% | 0% | 100% | 0% | 0% | 20 |
| **CFC, Traditional Home Based** | 0% | 7% | 93% | 0% | 0% | 229 |
| **TBI Program** | 7% | 14% | 79% | 0% | 0% | 14 |
| **Sample Average** | 0% | 6% | 93% | 0% | 0% | 271 |

Table 101. Proportion of people whose permission is asked before others enter their home/room (if in group setting)

| | Sometimes/ Rarely, or Never | Usually, But Not Always | Yes, Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 17% | 67% | 0% | 0% | 6 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 0% | 20% | 80% | 0% | 0% | 5 |
| **Sample Average** | 9% | 18% | 73% | 0% | 0% | 11 |

Table 102. 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 |
|---|---|---|---|---|---|
| **CFC, AFC** | 80% | 20% | 0% | 0% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 60% | 40% | 0% | 0% | 5 |
| **Sample Average** | 70% | 30% | 0% | 0% | 10 |

Table 103. Proportion of people who have enough privacy where they live (if in group setting)

| | Sometimes/Rarely, or Never | Usually, But Not Always | Yes, Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 100% | 0% | 0% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 0% | 40% | 60% | 0% | 0% | 5 |
| **Sample Average** | 0% | 20% | 80% | 0% | 0% | 10 |

Table 104. Proportion of people whose visitors are able to come at any time (if in group setting)

| | No, Visitors Allowed Only Certain Times | Yes, Visitors Can Come Any Time | N/A – No Visitors Who Visit Residence | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 0% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 100% | 0% | 0% | 0% | 0% | 5 |
| **Sample Average** | 50% | 50% | 0% | 0% | 0% | 10 |

Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting)

| | No, Never or Rarely, or There Are Restrictions/ Interference | Usually | Yes, Anytime | N/A –Doesn't Use Phone | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 60% | 40% | 0% | 0% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 0% | 0% | 100% | 0% | 0% | 0% | 5 |
| **Sample Average** | 0% | 0% | 80% | 20% | 0% | 0% | 10 |

Table 106. Proportion of people who have access to food at all times of the day (if in group setting)

| | No | Yes | N/A – Unable to Eat Due to Medical Condition | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 20% | 60% | 0% | 0% | 20% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 0% | 100% | 0% | 0% | 0% | 5 |
| **Sample Average** | 10% | 80% | 0% | 0% | 10% | 10 |

Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting)

| | No, Never | Yes | N/A – Doesn't Get Mail/Email | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 80% | 0% | 0% | 20% | 0% | 5 |
| **CFC, Flexible Choices** | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Traditional Home Based** | n/a | n/a | n/a | n/a | n/a | 0 |
| **TBI Program** | 100% | 0% | 0% | 0% | 0% | 5 |
| **Sample Average** | 90% | 0% | 0% | 10% | 0% | 10 |

# Self-Direction of Care — un-collapsed

Table 108. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State's administrative records)

| | No | Yes | Don't Know | N |
|---|---|---|---|---|
| **CFC, AFC** | 92% | 0% | 8% | 13 |
| **CFC, Flexible Choices** | 0% | 100% | 0% | 29 |
| **CFC, Traditional Home Based** | 57% | 40% | 3% | 364 |
| **TBI Program** | 100% | 0% | 0% | 22 |
| **Sample Average** | 56% | 41% | 3% | 428 |

Table 109. Proportion of people who can choose or change what kind of services they get

| | No | Sometimes, or Some Services | Yes, All Services | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 62% | 23% | 15% | 13 |
| **CFC, Flexible Choices** | 3% | 24% | 62% | 10% | 0% | 29 |
| **CFC, Traditional Home Based** | 13% | 15% | 54% | 14% | 4% | 360 |
| **TBI Program** | 5% | 27% | 59% | 9% | 0% | 22 |
| **Sample Average** | 12% | 16% | 55% | 14% | 4% | 424 |

Table 110. Proportion of people who can choose or change how often and when they get services

| | No | Sometimes, or Some Services | Yes, All Services | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 15% | 15% | 54% | 8% | 8% | 13 |
| **CFC, Flexible Choices** | 14% | 14% | 69% | 3% | 0% | 29 |
| **CFC, Traditional Home Based** | 13% | 17% | 55% | 11% | 4% | 360 |
| **TBI Program** | 23% | 14% | 59% | 5% | 0% | 22 |
| **Sample Average** | 14% | 17% | 56% | 10% | 4% | 424 |

Table 111. Proportion of people who can change their paid support staff if they want to

| | No | Sometimes, or Some | Yes, All | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 13% | 13% | 63% | 0% | 13% | 8 |
| **CFC, Flexible Choices** | 14% | 9% | 73% | 5% | 0% | 22 |
| **CFC, Traditional Home Based** | 8% | 5% | 77% | 8% | 2% | 255 |
| **TBI Program** | 7% | 21% | 64% | 7% | 0% | 14 |
| **Sample Average** | 8% | 7% | 76% | 7% | 2% | 299 |

# Work — un-collapsed

Table 112. Proportion of people who have a paying job in the community

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 92% | 8% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 83% | 17% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 98% | 1% | 0% | 1% | 362 |
| **TBI Program** | 82% | 18% | 0% | 0% | 22 |
| **Sample Average** | 96% | 4% | 0% | 0% | 425 |

Table 113. Proportion of people who would like a job (if not currently employed)

| | No | Maybe, Not Sure | Yes | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 45% | 27% | 27% | 0% | 11 |
| **CFC, Flexible Choices** | 44% | 11% | 44% | 0% | 18 |
| **CFC, Traditional Home Based** | 60% | 8% | 30% | 2% | 287 |
| **TBI Program** | 24% | 6% | 71% | 0% | 17 |
| **Sample Average** | 57% | 8% | 33% | 2% | 333 |

Table 114. Proportion of people wanting a job who had someone talk to them about job options

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 83% | 0% | 17% | 0% | 6 |
| **CFC, Flexible Choices** | 40% | 60% | 0% | 0% | 10 |
| **CFC, Traditional Home Based** | 81% | 14% | 2% | 4% | 109 |
| **TBI Program** | 50% | 50% | 0% | 0% | 12 |
| **Sample Average** | 75% | 20% | 2% | 3% | 137 |

Table 115. Proportion of people who do volunteer work

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 100% | 0% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 72% | 28% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 91% | 9% | 0% | 0% | 362 |
| **TBI Program** | 76% | 24% | 0% | 0% | 21 |
| **Sample Average** | 89% | 11% | 0% | 0% | 424 |

Table 116. Proportion of people who would like to do volunteer work (if not currently volunteering)

| | No | Maybe, Not Sure | Yes | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 50% | 25% | 25% | 0% | 12 |
| **CFC, Flexible Choices** | 38% | 25% | 31% | 6% | 16 |
| **CFC, Traditional Home Based** | 57% | 15% | 23% | 4% | 261 |
| **TBI Program** | 27% | 27% | 47% | 0% | 15 |
| **Sample Average** | 55% | 17% | 25% | 4% | 304 |

# Everyday Living — un-collapsed

Table 117. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

| | None | Some | A Lot | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 46% | 38% | 0% | 8% | 13 |
| **CFC, Flexible Choices** | 0% | 31% | 69% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 3% | 26% | 71% | 0% | 0% | 363 |
| **TBI Program** | 18% | 64% | 18% | 0% | 0% | 22 |
| **Sample Average** | 4% | 29% | 67% | 0% | 0% | 427 |

Table 118. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

| | No, Not Always | Yes, Always | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 11 |
| **CFC, Flexible Choices** | 21% | 79% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 15% | 84% | 0% | 1% | 352 |
| **TBI Program** | 22% | 78% | 0% | 0% | 18 |
| **Sample Average** | 16% | 83% | 0% | 1% | 410 |

Table 119. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

| | None | Some | A Lot | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 23% | 38% | 38% | 0% | 0% | 13 |
| **CFC, Flexible Choices** | 7% | 21% | 72% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 13% | 34% | 53% | 0% | 1% | 363 |
| **TBI Program** | 82% | 9% | 9% | 0% | 0% | 22 |
| **Sample Average** | 16% | 32% | 51% | 0% | 0% | 427 |

Table 120. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

| | No, Not Always | Yes, Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 10 |
| **CFC, Flexible Choices** | 15% | 85% | 0% | 0% | 27 |
| **CFC, Traditional Home Based** | 17% | 82% | 0% | 1% | 313 |
| **TBI Program** | 0% | 100% | 0% | 0% | 4 |
| **Sample Average** | 16% | 83% | 0% | 1% | 354 |

Table 121. Proportion of people who have access to healthy foods when they want them

| | No, Never | Sometimes | Yes, Often | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 8% | 92% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 0% | 7% | 93% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 3% | 9% | 87% | 0% | 1% | 358 |
| **TBI Program** | 0% | 14% | 86% | 0% | 0% | 21 |
| **Sample Average** | 2% | 9% | 88% | 0% | 1% | 420 |

# Affordability — un-collapsed

Table 122. Proportion of people who ever have to skip a meal due to financial worries

| | No, Never | Sometimes | Yes, Often | N/A – Unable to Eat Due to a Medical Condition | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 92% | 0% | 0% | 0% | 0% | 8% | 12 |
| **CFC, Flexible Choices** | 97% | 3% | 0% | 0% | 0% | 0% | 29 |
| **CFC, Traditional Home Based** | 89% | 6% | 3% | 0% | 0% | 1% | 358 |
| **TBI Program** | 81% | 5% | 14% | 0% | 0% | 0% | 21 |
| **Sample Average** | 90% | 6% | 4% | 0% | 0% | 1% | 420 |

# Planning for the Future — un-collapsed

Table 123. Proportion of people who want help planning for their future service needs

| | No | Yes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 50% | 8% | 33% | 8% | 12 |
| **CFC, Flexible Choices** | 61% | 35% | 4% | 0% | 23 |
| **CFC, Traditional Home Based** | 50% | 38% | 8% | 4% | 291 |
| **TBI Program** | 45% | 55% | 0% | 0% | 20 |
| **Sample Average** | 50% | 38% | 8% | 4% | 346 |

## Control — un-collapsed

Table 124. Proportion of people who feel in control of their life

| | No, Rarely or Never | In-between, Sometimes | Yes, Almost Always or Always | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 33% | 58% | 0% | 0% | 12 |
| **CFC, Flexible Choices** | 9% | 22% | 70% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 16% | 18% | 62% | 1% | 3% | 291 |
| **TBI Program** | 25% | 15% | 55% | 5% | 0% | 20 |
| **Sample Average** | 16% | 18% | 62% | 1% | 3% | 346 |

Table 125. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

| | 1 - Health Most Important | 2 | 3 | 4 - Health Least Important | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 60% | 20% | 0% | 20% | 10 |
| **CFC, Flexible Choices** | 39% | 30% | 22% | 9% | 23 |
| **CFC, Traditional Home Based** | 55% | 31% | 11% | 3% | 269 |
| **TBI Program** | 26% | 37% | 26% | 11% | 19 |
| **Sample Average** | 52% | 31% | 12% | 5% | 321 |

Table 126. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

| | 1 - Safety Most Important | 2 | 3 | 4 - Safety Least Important | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 10% | 50% | 40% | 0% | 10 |
| **CFC, Flexible Choices** | 9% | 13% | 39% | 39% | 23 |
| **CFC, Traditional Home Based** | 5% | 29% | 42% | 23% | 269 |
| **TBI Program** | 16% | 21% | 26% | 37% | 19 |
| **Sample Average** | 6% | 28% | 41% | 24% | 321 |

Table 127. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

| | 1 – Being Independent Most Important | 2 | 3 | 4 - Being Independent Least Important | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 10% | 20% | 50% | 20% | 10 |
| **CFC, Flexible Choices** | 30% | 35% | 22% | 13% | 23 |
| **CFC, Traditional Home Based** | 30% | 26% | 28% | 16% | 268 |
| **TBI Program** | 47% | 16% | 32% | 5% | 19 |
| **Sample Average** | 30% | 26% | 28% | 15% | 320 |

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

| | 1 – Being Engaged with Community Most Important | 2 | 3 | 4 – Being Engaged with Community Least Important | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 20% | 10% | 10% | 60% | 10 |
| **CFC, Flexible Choices** | 22% | 22% | 17% | 39% | 23 |
| **CFC, Traditional Home Based** | 10% | 13% | 19% | 57% | 269 |
| **TBI Program** | 11% | 26% | 16% | 47% | 19 |
| **Sample Average** | 12% | 15% | 18% | 55% | 321 |

# Appendix C: Vermont's State-Specific Questions

Table 129. Reasons people don't get enough assistance with everyday activities (VT-18)

| | Lack of Funding | Current Caregivers Not Available When Needed | Unable to Find/Hire Caregiver | Often | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | n/a | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Flexible Choices** | 17% | 33% | 33% | 50% | 0% | 0% | 6 |
| **CFC, Traditional Home Based** | 26% | 54% | 17% | 33% | 0% | 0% | 54 |
| **TBI Program** | 50% | 75% | 0% | 50% | 0% | 0% | 4 |
| **Sample Average** | 27% | 53% | 17% | 36% | 0% | 0% | 64 |

Table 130. Reasons people don't get enough assistance for self-care (VT-20)

| | Lack of Funding | Current Caregivers Not Available When Needed | Unable to Find/Hire Caregiver | Often | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | n/a | n/a | n/a | n/a | n/a | n/a | 0 |
| **CFC, Flexible Choices** | 25% | 75% | 25% | 25% | 0% | 0% | 4 |
| **CFC, Traditional Home Based** | 28% | 60% | 19% | 19% | 6% | 0% | 53 |
| **TBI Program** | n/a | n/a | n/a | n/a | n/a | n/a | 0 |
| **Sample Average** | 28% | 61% | 19% | 19% | 5% | 0% | 57 |

Table 131. Proportion of people whose caregivers are available at the times when person wants them (VT-25)

| | Never | Seldom | Often | Yes, Always | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 13% | 88% | 0% | 0% | 8 |
| **CFC, Flexible Choices** | 0% | 9% | 18% | 68% | 5% | 0% | 22 |
| **CFC, Traditional Home Based** | 0% | 9% | 29% | 61% | 0% | 0% | 255 |
| **TBI Program** | 0% | 21% | 21% | 57% | 0% | 0% | 14 |
| **Sample Average** | 0% | 9% | 27% | 62% | 1% | 0% | 299 |

Table 132. Proportion of people who are informed about caregiver changes in a timely manner (VT-26)

| | Never | Seldom | Often | Yes, Always | N/A – Hasn't Experienced Caregiver Changes | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 13% | 0% | 0% | 50% | 25% | 13% | 0% | 8 |
| **CFC, Flexible Choices** | 5% | 5% | 18% | 59% | 14% | 0% | 0% | 22 |
| **CFC, Traditional Home Based** | 5% | 7% | 14% | 52% | 17% | 2% | 2% | 255 |
| **TBI Program** | 7% | 7% | 14% | 64% | 7% | 0% | 0% | 14 |
| **Sample Average** | 5% | 7% | 14% | 53% | 17% | 2% | 1% | 299 |

# Appendix D: Vermont's Pilot of NCI-AD's Person-Centered Planning Module

Table 133. People's level of involvement in making decisions about their care plan and the goals they want for their lives

| | Not at All | Very Little | Somewhat | Very/Fully Involved | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 17% | 17% | 42% | 8% | 17% | 12 |
| **CFC, Flexible Choices** | 4% | 4% | 13% | 78% | 0% | 0% | 23 |
| **CFC, Traditional Home Based** | 4% | 7% | 16% | 64% | 6% | 4% | 291 |
| **TBI Program** | 10% | 0% | 10% | 65% | 5% | 10% | 20 |
| **Sample Average** | 4% | 6% | 16% | 64% | 5% | 4% | 346 |

Table 134. Proportion of people who remember their most recent care service meeting (if involved in making decisions about their care plan)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 22% | 78% | 0% | 0% | 9 |
| **CFC, Flexible Choices** | 27% | 68% | 5% | 0% | 22 |
| **CFC, Traditional Home Based** | 24% | 66% | 7% | 3% | 252 |
| **TBI Program** | 13% | 80% | 7% | 0% | 15 |
| **Sample Average** | 24% | 67% | 6% | 3% | 298 |

Table 135. Proportion of people whose most recent care service meeting take place at a time convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 86% | 14% | 0% | 7 |
| **CFC, Flexible Choices** | 0% | 100% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 1% | 97% | 2% | 1% | 166 |
| **TBI Program** | 0% | 100% | 0% | 0% | 12 |
| **Sample Average** | 1% | 97% | 2% | 1% | 200 |

Table 136. Proportion of people whose most recent care service meeting take place at a location convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 100% | 0% | 0% | 7 |
| **CFC, Flexible Choices** | 0% | 100% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 1% | 98% | 1% | 1% | 166 |
| **TBI Program** | 0% | 100% | 0% | 0% | 12 |
| **Sample Average** | 1% | 99% | 1% | 1% | 200 |

Table 137. Proportion of people whose most recent care service meeting included the people they wanted to be there (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 14% | 86% | 0% | 0% | 7 |
| **CFC, Flexible Choices** | 0% | 100% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 3% | 95% | 1% | 1% | 166 |
| **TBI Program** | 0% | 100% | 0% | 0% | 12 |
| **Sample Average** | 3% | 96% | 1% | 1% | 200 |

Table 138. People's preferences and needs were heard as their care plan was discussed during the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

| | Not at All | Very Little | Somewhat | Mostly | Completely | Don't Know | Unclear/Refused/ No Response | N |
|---|---|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 14% | 0% | 0% | 86% | 0% | 0% | 7 |
| **CFC, Flexible Choices** | 0% | 0% | 0% | 20% | 80% | 0% | 0% | 15 |
| **CFC, Traditional Home Based** | 2% | 1% | 8% | 16% | 71% | 1% | 1% | 166 |
| **TBI Program** | 0% | 0% | 8% | 25% | 58% | 8% | 0% | 12 |
| **Sample Average** | 2% | 1% | 7% | 17% | 72% | 2% | 1% | 200 |

Table 139. Proportion of people who received a copy of their care plan after the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 14% | 57% | 29% | 0% | 7 |
| **CFC, Flexible Choices** | 7% | 87% | 7% | 0% | 15 |
| **CFC, Traditional Home Based** | 23% | 60% | 15% | 2% | 166 |
| **TBI Program** | 17% | 83% | 0% | 0% | 12 |
| **Sample Average** | 21% | 63% | 14% | 2% | 200 |

Table 140. Proportion of people whose care plan included what was discussed in their most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

| | No | Yes, In Part | Yes, Completely | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 0% | 0% | 57% | 29% | 14% | 7 |
| **CFC, Flexible Choices** | 0% | 13% | 80% | 7% | 0% | 15 |
| **CFC, Traditional Home Based** | 4% | 5% | 72% | 16% | 2% | 166 |
| **TBI Program** | 0% | 8% | 58% | 25% | 8% | 12 |
| **Sample Average** | 4% | 6% | 71% | 17% | 3% | 200 |

Table 141. Proportion of people whose preferences and choices are reflected in their care plan

| | No | Yes, Some/In Part | Yes, All/Completely | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|---|
| **CFC, AFC** | 17% | 8% | 58% | 8% | 8% | 12 |
| **CFC, Flexible Choices** | 0% | 22% | 70% | 9% | 0% | 23 |
| **CFC, Traditional Home Based** | 5% | 15% | 59% | 14% | 7% | 291 |
| **TBI Program** | 10% | 20% | 55% | 15% | 0% | 20 |
| **Sample Average** | 5% | 15% | 60% | 14% | 6% | 346 |

Table 142. Proportion of people who felt that the care supports and services they receive help them live a better life

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|---|---|---|---|---|---|
| **CFC, AFC** | 8% | 75% | 8% | 8% | 12 |
| **CFC, Flexible Choices** | 0% | 96% | 4% | 0% | 23 |
| **CFC, Traditional Home Based** | 3% | 94% | 1% | 2% | 291 |
| **TBI Program** | 5% | 90% | 5% | 0% | 20 |
| **Sample Average** | 3% | 93% | 1% | 2% | 346 |