

OPEN MEETING MINUTES

Instructions: [F-01922A](#)

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| Name of Governmental Body: IRIS Advisory Committee | | Time Started: 9:30 am | Time Ended: 3:30 pm | Attending: Committee Members: Rosie Bartel, Julie Burish, Caitlin Connelly, Carrie Bublitz-Cardarella, Martha Chambers, Fil Clissa, Mitch Hagopian, Angie Kieffer, Kathi Miller, Maureen Ryan, Danielle Smith DHS Staff: Amy Chartier, Ann Lamberg, Betsy Genz, Christine See, Elizabeth Doyle, Jie Gu, Kiva Graves, Leon Creary, Krista Willing, Sheldon Kroning, Shelly Glenn, Suzanne Ziehr |
| Date: September 28, 2021 | | | | |
| Location: Zoom Webinar | | Presiding Officer: Curtis Cunningham, Assistant Administrator | | |

Minutes

Committee Members Absent

- Dean Choate, Linda Bova, John Donnelly

Meeting Call to Order

- Introductions
 - All committee members and DHS staff present introduced themselves
 - Live Transcription for Closed Captioning was enabled.
- Approval of July minutes
 - Martha Chambers was inadvertently included as present at July Meeting. She was actually absent, this will be adjusted in final minutes.
 - Kathi Miller made motion to approve minutes. Maureen Ryan seconded the motion. The minutes were approved by members, with Mitch Hagopian abstaining.

Department Updates, presented by Curtis Cunningham, Krista Willing, and Amy Chartier

- Electronic Visit Verification (EVV)
 - Hard launch starting, live-in workers are exempted
 - Issues have been identified and fixed along the way
 - Participant Hired Workers (PHW) and participants should check with providers to confirm they are ready for the January 1, 2022 hard launch
 - Providers can continue to reach out to the Department of Health Services (DHS) with questions
 - EVV is a federal requirement
- Public Health Emergency (PHE) unwinding
 - Medicaid enrollees have not been disenrolled from Medicaid program
 - Once the PHE ends Medicaid renewals must be completed for all enrollees
 - DHS will have a process to mitigate negative impacts
- ARPA funding
 - Direct Care Career ladder
 - Provisions around Adult Protective Services (APS) and Critical Incidents
 - **Committee Suggestion**

- Have members from committee or IRIS users on the committees to review these changes.
- Telehealth
 - Rule is in process
 - Mostly targets the Medical Acute and Primary Care
 - Virtual supports are covered in Home and Community Based Settings (HCBS)
 - The rule is going through to define Telehealth
- HCBS Statewide Transition Plan (STP)
 - Will be submitted to CMS in October
 - Working through public comments received
- Geographic Service Regions (GSR) update
 - Went through process with Long Term Care Advisory Council (LTCAC) and others
 - Decision made and presented to Secretary and she approved
 - Starting process to implement
 - Looking at 3 MCOs per region and continue certification with ICAs
 - All FEAs are statewide so no changes to them with this
 - **Committee Suggestions:**
 - Would like details of new GSR maps sent out
- Non-Emergency Medical Transportation (NEMT)
 - Call center will start on October 1 to change to Veyo for November rides
 - Press release and other information will go out
- Residential Substance Use Disorder (SUD)
 - 3 sites doing Hub and Spoke model for SUD services
- IRIS Budgets
 - Will present more in November to get more feedback from IAC
- Received authority to create an IRIS section in BRS
 - Currently rate and budget setting is included with FC and FCP team
 - Working to hire new section manager and then new staff to focus on IRIS and team to come to meetings with IAC
- ARPA
 - Looking to increase budgets with ARPA funding
 - Krista Willing is happy to meet with people who have ideas, written feedback is very useful
 - Aiming for 01/01/222 to implement
- IRIS Contractor Provider Agreement language changes
 - Will be sent for their comment
 - Spreadsheet highlighting changes will be included.
 - Will be discussion at November meeting on what is implemented -
- Staffing
 - Karina is with BRS now, Kim Jewett is replacing her
 - Quality specialist team expanding, Andrea Behnke started today
 - State Medicaid Agency (SMA) waiver approval process will be a new position
 - Will be a new quality specialist starting on the oversight team
- 2022 Committee Membership
 - Reminder that letters of interest f are due October 15, 2021

Ombudsman Update presented by Kathi Miller

- Continue to have EVV calls
 - Have been receiving questions regarding back-up employees
- Participants entering nursing home or rehab for short periods of time and the discharge process
 - Working with ICs ad ICAs and the expectations from facilities that ICs are CMS and that facilities are thinking IRIS is an insurance policy

- Questions focus on who does what role
- It is the social workers knowing who to reach out to for assistance with discharge planning
- Background checks
 - Process for PHWs to appeal failed background checks
 - Providing education on this and pointing them back to providers
 - Questions focused on how long before they can be a PHW for a family member again after the conviction
 - There will be an influx when 4 year round background checks
- Preparing for January yearly report with Leslie
 - Appreciating having a time to talk at each meeting
- **Committee Suggestions:**
 - Appreciate hearing about this and it is valuable to have regular updates
 - You brought two things that have been brought up with - should be topics at future IAC meetings
 - Background checks - PHW for Chapter 50 - should request with this committee and send to Secretary
 - Issue with Disenroll/Discharge from IRIS program when in Rehab and nursing home
 - Have to go from FC and then back to IRIS when they leave, this is a flaw, IAC should take action on these
 - Should be able to hire services to help them move, why relocation services aren't being used more.
 - Issue with Self-Direction and IRIS
 - They should be able to access services of someone that can help you
 - Don't be afraid to start using EVV
 - Sheet Ombudsman created is great

Public Comment

- Anne Karch - speaking on daughter's behalf
 - Revised and approved monthly budget statement. We received an abbreviated statement and not in the clear readable format that was developed.
 - Question for committee - when can we expect to see this?
 - Second issue - one of the most distressing things with vaccine rollout in WI was that participants in community settings were last. Caregivers were vaccinated a month prior, nursing homes even sooner. We realized people were scrambling. Learn from these moving forward. Happy to see all disabilities for boosters. Thank DHS for that.

Topic Tracker presented by Amy Chartier

- Reminded committee that all policies will be reviewed with the IAC
- Will talk about the tracker again at November meeting and cover at every meeting moving forward
- Policy updated monthly will go out 6 months
- Trainings have been scheduled so due date for feedback on Critical Incidents October 1, the other 2 are due October 11 for feedback
- DHS send email updates when policies are published and links to the policy manual and the specific updates
- Contract is for November, not September this year, same with NCI data
- Requests for significant amounts of data and needing to see what we have for resources/staffing to do it

Critical Incidents Policy, presented by Sheldon Kroning

- Walked through policy
- DHS oversight reviews the cases that come in and make sure requirements have been met

- **Committee Suggestions:**
 - Should be included in a training packet for PHWs

SMA (State Medicaid Agency) Waiver Service Approval Process, presented by Amy Chartier

- Walked through document
- This is only for services that fit within monthly allocations, the questions are similar to Budget Amendments and One Time Expenses

Service Dog Memo, presented by Amy Chartier

- Went through policy and summarized it.
- January 1, 2021 date will be adjusted in section B
- 27 IRIS Participants have dogs covered by this memo
- **Committee Suggestions:**
 - This is more stringent than ADA requirements, why. People in IRIS aren't able to afford going for training

Participant Satisfaction Survey, presented by Jie Gu

- Went through PowerPoint
- This is the 2020 Results
- A comment section was added to the 2021 surveys
- **Committee Suggestions:**
 - Participation in survey - is that considered statistically significant? It seems like a high response rate
 - Would like FC information also
 - Question on slide 24 is an outlier - this is the most important question. What do we do with this information? It is consistent with anecdotal information we receive. So why is it still an issue after 11 years?
 - Did you get the help you needed question - most people are going to have a negative question if they didn't get the answer they wanted about money.
 - Committee had issues on the survey initially. Wondering if we are getting the answers we are looking for.
 - New FEA questionnaire is a huge improvement

Committee Business/Feedback, presented by Curtis Cunningham

- This is opportunity to reflect on the meeting, what went well, what to improve on
- Discuss anything committee wants to provide updates on
- **Committee Suggestions:**
 - Background checks and relocation concerns. Also concern about Pay for Performance (P4Ps) and how we look at that. Are there other P4Ps we could look at such as PHWs and 5% increase? Standardization of rates?
 - Discuss DHS redoing the regression model and explain how it works

Adjourn

Prepared by: Suzanne Ziehr on 09/28/2021.

These minutes are in draft form. They will be presented for approval by the governmental body on: 11/16/2021

2020 IRIS Performance Measures—Reporting for CMS 372 in 2021 (Waiver Year 2020 Report)

FE/PD/DD Waiver (484) CALENDAR YEAR 2020

| Appendix A: Administrative Authority | | | | | |
|--|-------------------|--|---|---|---|
| The Medicaid Agency retains ultimate administrative authority and responsibility for the operation of the waiver program by exercising oversight of the performance of waiver functions by other state and local/regional non-state agencies (if appropriate) and contracted entities. | | | | | |
| Measure | Responsible Party | Data Source | Findings/Results | Explanation/ Details | Remediation |
| 1. Number and percent of provider records containing completed Medicaid Provider agreements. | OIM Quality Team | WISITS Sample / FEA Documentation | 1,564/1,600 97.8% Increase from 95% in 2019 | Of the 2,000 records reviewed, 97.8% of agency providers or participant hired workers (PHW) had a Medicaid Provider agreement on file. A sample of active 2020 providers was pulled for each Fiscal Employer Agent (FEA) from the Wisconsin Self-Directed IT System (WISITS). Each FEA was instructed to provide a copy of the completed MA Provider Agreement. | N/A |
| 2. Number and percent of completed residential provider self-assessments. | OIM Quality Team | MetaStar report from provider self-assessment. | N/A No change from 2019 | The self-assessment initiative took place from 2015 – 2016, but was not active in 2020. As such, no data is available to report. The Department assesses HCBS compliance for residential settings internally through the Division of Quality Assurance. | |
| 3. Number and percent of completed non-residential provider self-assessments. | OIM Quality Team | MetaStar report from provider self-assessment. | N/A No change from 2019 | The self-assessment initiative took place from 2015 – 2016, but was not active in 2020. As such, no data is available to report. The Department brought HCBS compliance assessment activities in-house, effective 1/1/2020, for non-residential settings, in the Bureau of Quality and Oversight in the Division of Medicaid Services. | |
| 4. Number and percent of Fraud Allegation Review and Assessments (FARA) completed within 30 days. | OIM Quality Team | IRIS FARA SharePoint site | 268/473 57% Increase from 33.3% in 2019 | Of the 473 Fraud Allegation and Review Assessment (FARA) requests in 2020, 268 were completed within 30 days. The SMA reviews all FARA requests submitted to the IRIS FARA SharePoint site. Many are completed within 30 days. However, depending on the nature and scope of the FARA request some take additional time to finalize. A review of the data indicated the following. <ul style="list-style-type: none"> - 268 FARAs submitted (0-30 days) 57 % - 81 FARAs submitted (31-45 days) 17% - 43 FARAs submitted (46-60 days) 9% - 81 FARA submitted (61+ days) 17% | Due to several of the FARA cases exceeding the 30-day completion process, the SMA is requiring that the ICA and Fiscal Employer Agency provide documentation within the SharePoint site regarding the cause of the delay. The SMA agency will determine if the delay is justified, which will determine if performance measure is “Met” or “Not Met”. It should be noted that of the 205 FARA reviews submitted outside of 30 days, 43 of the FARA reviews were accepted by the Department. |

Appendix B: Level of Care

(a) Sub-assurance: An evaluation for LOC is provided to all applicants for whom there is reasonable indication that services may be needed in the future.

(b) Sub-assurance: The levels of care of enrolled participants are reevaluated at least annually or as specified in the approved waiver

Sub-assurance: The processes and instruments described in the approved waiver are applied appropriately and according to the approved description to determine participant level of care.

(Not applicable)

| Measure | Responsible Party | Data Source | Findings/Results | Explanation/ Details | Remediation |
|--|-------------------|-----------------------------|--|--|-------------|
| 1. Number and percent of LTC FS indicating continued functional eligibility. | WISITS Team | WISITS – disenrollment data | 18,403/18,412 99.95% Increase from 99.3% in 2019 | The data analyzed participants who were enrolled and then subsequently disenrolled for a reason of not meeting program functional eligibility requirements. Throughout this time period, 9 IRIS participants were disenrolled from the program for loss of functional eligibility as determined by the Long-Term Care Functional Screen. | |
| 2. (a) Number and percent of new enrollees who had a level of care determination completed by the ADRC that indicates an eligible level of care prior to waiver enrollment | WISITS Team | FSIA Universe | 3,845/3,862 99.6% Increase from 99.5% in 2019 | During this time, there were 3,862 new enrollees. The percent of participants that were enrolled in IRIS over the year that did not have an eligible level of care determined by the ADRC prior to enrollment was less than 1%. Of the 17 individuals who did not have an eligible level of care prior to enrollment, it was determined to be an error in the Medicaid ID numbers across systems. Earlier this year, WISITS and Medicaid Management Information System (MMIS) integration work was completed that will systematically ensure participants meet functional eligibility requirements as of the date of enrollment into the IRIS program. | |
| 3. (b) Number and percent of waiver participants who received an annual LTC FS within 365 days of their last LTC FS. | WISITS Team | FSIA Universe | 15,038/15,073 99.8% Increase from 97.4% in 2019 | At the end of this time period, there were 15,073 participants enrolled that had been enrolled for a minimum of at least 365 days. The data analyzed indicated that, of the 15,073 participants, 15,038 had completed a new LTC FS within 365 days of re-establishing functional eligibility for the IRIS program. | |

Appendix C: Qualified Providers

- (a.) Sub-Assurance: The State verifies that providers initially and continually meet required licensure and/or certification standards and adhere to other standards prior to their furnishing waiver services.**
- (b.) Sub-Assurance: The State monitors non-licensed/non-certified providers to assure adherence to waiver requirements**
- (c.) Sub-Assurance: The State implements its policies and procedures for verifying that provider training is conducted in accordance with state requirements and the approved waiver. (Not applicable at this time.)**

| Measure | Responsible Party | Data Source | Findings/Results | Explanation/ Details | Remediation |
|---|-----------------------------------|-------------------------------------|---|--|-------------|
| 1. (a.) Number and percent of active providers (non-participant-hired workers) that meet provider verification requirements, as verified by the FEA. | Office of Inspector General (OIG) | WISITS Sample / FEA Documentation | 781/800 97.6% Increase from 91.5% in 2019 | A sample of active providers was pulled for each FEA from WISITS. Each FEA was instructed to provide a copy of the licensure and/or certification for each provider. Of the 800 records reviewed 781 had the required documentation demonstrating evidence of the licensures or certification requirements in the waiver. Of the 19 providers who did not have the proper licensure or credentialing, the most common error was a result of the FEA having an expired license or certification on file or not having the proper documentation due to a recent participant transfer. | |
| 2. (a.) Number and percent of active participant-hired workers with appropriate criminal background and caregiver registry checks as verified by the FEA. | Office of Inspector General (OIG) | WISITS Sample / FEA Documentation | 760/800 95% Increase from 90.2% in 2019 | A sample of active Participant-Hired Workers (PHWs) was pulled for each FEA from WISITS. Each FEA was instructed to provide a copy of the valid background check. Of the 800 records reviewed 760 participant records indicated that all identified active PHWs met the provider verification requirements. | |
| 3. Number and percent of participant-hired workers for whom there was a | OIM Quality Team | Record Review SharePoint Site AA #1 | 1,352/1,519 89% | Of the 1,519 records reviewed, 1,352 of the records reviewed contained a signed copy Participant Education Acknowledgment form (F-01947). This information is | |

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| <p>signed document, “Supportive Home Care/Self-Directed Personal Care/Respite Training Verification” (F-01201B).</p> | | | <p>Increase from 84% in 2019</p> | <p>covered in Chapter 12 of the Participant Education Manual (P-01704). Each participant signs the document attesting that they have received the manual and education from their consultant about all chapters of the manual. Several of the “Not Met” records were due to the participant education acknowledgement form not being signed by the participant.</p> | |
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Appendix D: Service Plan

- (a.) Sub-assurance: Service plans address all participants’ assessed needs (including health and safety risk factors) and personal goals, either by the provision of waiver services or through other means.**
- (b.) Sub-assurance: The State monitors service plan development in accordance with its policies and procedures**
- (c.) Sub-assurance: Service plans are updated/revised at least annually or when warranted by changes in the waiver participant’s needs**
- (d.) Sub-assurance: Services are delivered in accordance with the service plan, including the type, scope, amount, duration and frequency specified in the service plan**
- (e.) Sub-assurance: Participants are afforded choice: Between waiver services and institutional care; and between/among waiver services and providers**

| Measure | Responsible Party | Data Source | | Explanation/ Details | Remediation |
|--|---------------------------------|---|--|---|---|
| 1. (a) Number and percent of participants with service plans that address all participant needs including health and safety risks. | OIM Quality Team | Record Review SharePoint Site ISSP #1 | 739/1,519 48.6% Increase from 41% in 2019 | Of the 1,519 records reviewed 739 contained Individual Support and Service Plans (ISSP) that addressed all of the participants needs identified on the Long-Term Care Functional Screen. | The SMA has developed a needs assessment that will allow the IRIS Consulting Agency (ICA) the ability to assist participants and/or guardians with identifying long-term care outcomes and goals, as well as mitigating any health and safety risks identified during the assessment. The SMA has developed the business requirements and has developed the upgrade within WISITS. The SMA anticipates the implementation of the needs assessment to occur in Q3 2021. |
| 2. (a.) Number and percent of service plans that have participant-driven long-term care outcomes. | OIM Quality Team | Record Review SharePoint Site ISSP # 2A | 1,509/1,519 99.4% Increase from 96% in 2019 | Of the 1,519 records reviewed 1,509 had participant-driven long-term care outcomes. After a review of these findings, it appears that the “Long-Term Care Outcomes” that received a “Not Met” response were either due not updating or revising the plan with the participant’s interests and goals throughout the record. | |
| 3. Number and percent of service plans with outcomes that are adequately supported. | OIM Quality Team | Record Review SharePoint Site ISSP # 2B | 1,506/1,519 99% Remained the same 99% in 2019 | Of the 1,519 records reviewed 1,506 records contained ISSPs with long-term care outcomes that were adequately supported. | |
| 4. Number and percent of records with complete service authorizations (type, scope, amount, | DHS Office of Inspector General | Encounter Universe / WISITS | 3,200/3,200 100% | Of the 3,200 Authorizations reviewed 3,200 Authorizations were complete including the type, scope, amount, description, and frequency of services. | |

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| description, and frequency of services). | | | Remained the same 100% in 2019 | This indicator has remained 100% compliant since the implementation of WISITS. WISITS will not allow a Service Authorization to be created unless the type, scope, amount, description, and frequency is identified. | |
| 5. (b.) Number and percent of most recent service plans that were signed by the participant or legal representative. | OIM Quality Team | Record Review SharePoint Site ISSP # 4 | 1,386/1,519 91% Increased from 87% in 2019 | Of the 1,519 records reviewed, 1,386 records indicated the most recent ISSP was signed by the participant or legal representative. | |
| 6. (c.) Number and percent of participant records with an ISSP that were updated in the last 365 days. | OIM Quality Team | Record Review SharePoint Site ISSP #5B | 1,512/1,519 99.5% Increased from 99% in 2019 | Of the 1,519 records reviewed, 1,512 records indicated the most recent ISSP was updated within the last 365 days. | |
| 7. Number and percent of ISSPs updated appropriately to meet the participant's needs after a change in the participant's condition was identified. | OIM Quality Team | Record Review SharePoint Site ISSP # 5A | 133/157 N/A: 1,362 85% Decreased from 89% in 2019 | Of the 1519 initial records reviewed, only 157 records indicated a change in the participant's condition therein. Of those 157 records, 133 records contained ISSPs that were updated appropriately to meet the participant's needs after a change in the participant's condition was identified. | It should be noted that the 24 records that were found to be out of compliance were a result of the Individual Support and Service Plan (ISSP) not being updated timely. It should be noted that all records found to be out of compliance have been remediated. |
| 8. Number and percent of participants who received services within the approved individual budget. | OIM Quality Team | Record Review SharePoint Site ISSP #6 | NO DATA COLLECTED/ REPORTED for 2020. No change, no data from 2019 | In CY 2018 it was determined that 3 out of 4 Fiscal Employer Agents (FEA) were unable to provide adequate "overspending reports" causing a decrease in compliance with this measure to 78%. The decrease in compliance was not specifically related to participants actually overspending, but attributed to the FEAs inability to provide adequate participant spending data. In CY 2019, the SMA decided to stop collecting data from one FEA and to focus on developing an enhancement in the centralized case management system, WISITS to capture IRIS participant expenditure data. | The SMA was unable to make progress on incorporating expenditure data into the centralized case management system (WISITS) in 2020 because its system staff resources were focused on preparing for the implementation of electronic visit verification. Work on the expenditure data has resumed and the SMA is in the process of developing the business requirements to manage participant expenditure data within the centralized case management system. This enhancement will allow the SMA to standardize the submission of participant expenditure data among all FEAs and will require FEAs to load expenditure data into WISITS after each two-week payroll period. This will allow the SMA direct access to near real-time expenditure data. This quality improvement activity will increase program integrity by |

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| | | | | | ensuring that each support, service or good that is funded by IRIS will be validated against the service authorization or will produce an error back to the FEA. This will allow the SMA enhanced oversight to ensure that the FEA is processing and rendering the correct payment and billing against the correct authorization. This enhancement to the WISITS system will also provide more transparency for the SMA, contracted agencies, as well as the participant. Once expenditure data is available in WISITS, the SMA will create a standardized spending summary document that will be available to the participant on a regular basis. |
| 9. (e.) Number and percent of participants that have a current signed choice form that specifies choice was offered among waiver services and providers. | OIM Quality Team | Record Review SharePoint Site AA #1 | 1,352/1,519 89% Increase from 84% in 2019 | Of the 1,519 records reviewed, 1,352 of the records reviewed contained a signed copy Participant Education Acknowledgment form (F-01947). This information is covered in Chapter 3 of the Participant Education Manual (P-01704). Each participant signs the document attesting that they have received the manual and education from their consultant about all chapters of the manual. Several of the “Not Met” records were due to the participant education acknowledgement form not being signed by the participant. | |

Appendix G: Health and Welfare

The State, on an ongoing basis, identifies, addresses, and seeks to prevent the occurrence of abuse, neglect, and exploitation.

| Measure | Responsible Party | Data Source | | Explanation/ Details | Remediation |
|---|-------------------|--|---|--|---|
| 1. Number and percent of participant records reviewed that indicate the ICA completed and submitted an incident report for each reportable incident | OIM Quality Team | Record Review SharePoint Site HW #1 | 1,350/1,519 88% Increase from 87% in 2019 | Of the 1,519 records reviewed, 1,350 records indicated that reportable critical incidents were reported through the critical incident SharePoint site, as necessary. Currently ICA's must attach the critical incident report in SharePoint and WISITS. If the incident report is not in both places, a "Not Met" response is given. A brief review indicates the "Not Met" response is a result of not having the document in both places, and not a result of not completing the actual incident report document. | |
| 2. Number and percent of critical incidents reports that indicated that the ICA adequately ensured health and safety of the participant. | OIM Quality Team | Critical Incident SharePoint Site (RAP Data) | 1,446/1,554 93% Decrease from 99% in 2019 | Of the 1554 records reviewed, 1446 of the records indicated that the immediate and ongoing health and safety needs of the participant were met following a reportable critical incident. Of the incidents reported related to abuse, neglect or misappropriation, there were 64 incidents reported to Adult Protective Services (APS). Out of the 64 incidents reported, 19 incidents were substantiated by APS. | |
| 3. Number and percent of participant records reviewed containing a current "Participant Education-Health and Safety-Incident Reporting" (F-01205A) with appropriate signatures. | OIM Quality Team | Record Review SharePoint Site AA #1 | 1,352/1,519 89% Increase from 85% in 2019 | Of the 1,519 records reviewed, 1,352 of the records reviewed contained a signed copy Participant Education Acknowledgment form (F-01947). This information is covered in Chapter 7 of the Participant Education Manual (P-01704). Each participant signs the document attesting that they have received the manual and education from their consultant about all chapters of the manual. Several of the "Not Met" records were due to the participant education acknowledgement form not being signed by the participant. | |
| 4. Number and percent of participants supported using restrictive measures with an approved and current | OIM Quality Team | Record Review SharePoint Site HW #2 | 10/15 67% Decrease from 68% in 2019 | Of the 1,519 records reviewed, 15 records indicated that there was a Restrictive Measure was being implemented. Of the 15 records reviewed, 10 of the records indicated that there was an approved restrictive measures application and approval letter. The records that did not receive a | The SMA implemented a Restrictive Measure Database that will manage all restrictive measure requests. The SMA provided training on all IRIS Consulting Agencies in July 2020 and implemented in the Database in August 2020. This allows the SMA the ability to track all |

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| Restrictive Measures Application. | | | | <p>“met” response were a result of an application or approval letter missing from the participant’s record.</p> | <p>restrictive measures across programs and to monitor from a compliance (annual reviews) and a health and safety perspective.</p> <p>In addition, the IRIS Self-Directed Personal Care Oversight Agency (IRIS SDPC) is reporting to the SMA and the IRIS consultant agency whenever a restrictive measure is identified during a visit to ensure measures are consistently documented and approved.</p> <p>We believe that both of these items will improve reporting for CY 2021.</p> |
| 5. Number and percent of participants receiving annual education about accessing a primary care provider, the benefits of receiving influenza and pneumonia vaccines, and identifying symptoms of urinary tract infections. | OIM Quality Team | Record Review SharePoint Site AA #1 | <p>1,352/1,519 89%</p> <p>Increase from 84% in 2019</p> | <p>Of the 1,519 records reviewed, 1,352 of the records reviewed contained a signed copy Participant Education Acknowledgment form (F-01947). This information is covered in Chapter 9 of the Participant Education Manual (P-01704). Each participant signs the document attesting that they have received the manual and education from their consultant about all chapters of the manual. Several of the “Not Met” records were due to the participant education acknowledgement form not being signed by the participant.</p> | |

Appendix I: Financial Accountability

State financial oversight exists to assure that claims are coded and paid for in accordance with the reimbursement methodology specified in the approved waiver.

| Measure | Responsible Party | Data Source | | Explanation/ Details | Remediation |
|--|---------------------------------|-----------------------------|---|---|---|
| 1. The number and percent of monthly encounter data submissions that were accepted and certified within 30 days. | WISITS Team | Encounter Universe | <p>37/48 77.1%</p> <p>Decrease from 83.3% in 2019</p> | <p>Of the 48 monthly encounters submitted, 37 of the encounter submissions were accepted and certified within 30 days.</p> <p>A review of the findings indicated that 8.3% of the time FEAs submitted encounter data timely, but did not “certify” the report within 30 days. Certifying is the final step in the process of verifying the accuracy of the data submission.</p> | <p>The SMA is working with the contractors responsible for encounter submissions to identify questions and points of clarification. The SMA will provide refresher trainings to the contractors in Q3 2021.</p> |
| 2. Number of waiver service claims reviewed by Bureau of Long Term Care Financing (BLTCF) that are in compliance with the service claim standards as compared to the approved service authorization. | DHS Office of Inspector General | Encounter Universe / WISITS | <p>1,525/1,600 95.3%</p> <p>Increase from 90.4% in 2019</p> | <p>Of the 1,600 records reviewed, 1,525 were in compliance with claim standards compared to the approved service authorization.</p> | |
| 3. Number and percent of waiver service claims that had a rate of service that is consistent with the rate on the approved service authorization. | DHS Office of Inspector General | Encounter Universe / WISITS | <p>1,536/1,600 96%</p> <p>Increase from 92.3% in 2019</p> | <p>Of the 1,600 claims reviewed, 1,536 included a rate consistent with the rate on the approved authorization. The SMA determined that the discrepancies identified in the preliminary findings were a result of the inaccurate application of the employee portion of payroll taxes.</p> | |



2019-20 In-Person Survey (IPS) reporting: Why NCI is not producing a national report or calculating an NCI average this year

Brief background

The 2019-20 IPS survey data collection period was unexpectedly abbreviated due to the COVID-19 Pandemic. NCI recommended states pause in-person surveying on March 16, 2020. On April 15, 2020, the NCI team informed NCI states that stay-at-home orders, public health guidance, and the anticipated disruptions resulting from the ongoing pandemic response had made it necessary to end in-person data collection for the remainder of the 2019-20 survey year.

At the time IPS surveying was ended, states were in many different stages of survey administration. Very few states had completed data collection.

In response, the NCI team modified the criteria for reporting for 2019-20, balancing states' need for a data report of the 2019-20 data with the utility of to-date reported data for quality monitoring. Ultimately, we decided that, **to create a state report on the IPS data for a state this year, we would use a 10% Margin of Error (MoE) threshold.** This means that states will receive a state report if the number of surveys collected prior to the IPS surveying shut-down reach a threshold of 10% MoE (based on the sample frame number reported in the state work-plan). Previous years of IPS reporting have used a 5% MoE threshold.

What is the Margin of Error (MoE) and why is it important?

The MoE is an indicator of the range of values between which we think the "true" population value is. The "true" population value is the percentage you would get if you exhaustively interviewed everyone.

Although there is no standardized rule about an appropriate threshold for research to be used for decision-making, 5% has come to be widely regarded as an acceptable level of precision for a sample survey. NCI is relaxing the required MoE from 5% to 10% as the threshold for our reporting of the 2019-20 IPS because COVID 19 has created unusual circumstances and we are trying to balance scientific rigor against the need to make the available data useful for states that have already invested significant time and effort into the In-Person Survey.

Variation in type and extent of selectivity: Why is it important?

In addition to a wider variation in MoE across states, participating states' IPS surveying was interrupted at various stages of their data collection process. This has created variation across states in factors that may impact the representativeness and precision of their data. Regional or other variations in how the surveys were completed, (e.g. geographic regions or proportionally more rural or urban residents surveyed) may have introduced selectivity that the NCI team is unable to measure or correct for. The

variation across states in the type and extent of selectivity may further affect the ability of an NCI average to estimate the “true” population value.

Variability in MoE and selectivity has led us to decide not to produce a national IPS report and forgo reporting NCI Average for the data collected in 2019-20.

A key function of an NCI average is its potential use as a benchmark. To have a dependable benchmark, the state-level numbers going into the average must provide an average that, aggregated, is sufficiently representative of the NCI states overall. Given that states may have much smaller samples than they expected to collect (and thus higher MoEs) and given that states were interrupted at different stages of their data collections, the numbers they contribute to the NCI average will differ in their representativeness. The large variability across states in everything from MoE, the stage at which they were interrupted, and countless other factors caused by this crisis, decreases the utility of the NCI average as a way for states to compare their performance to other states.



National Core Indicators
Aging and Disabilities Adult Consumer Survey

2019-2020 Wisconsin Results



Preface

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

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

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

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



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List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

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

CIL – Center for Independent Living

CPAP – Continuous Positive Airway Pressure

FE – Frail Elderly

FFS NH – Fee-for-Service Nursing Home

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IRIS – Include, Respect, I-Self Direct Program

LTSS – Long-Term Services and Supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PD – Physical Disabled

PERS – Personal Emergency Response System

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States² (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states³. The 2019-2020 project cycle marked its fifth year of implementation, with more than twenty states having participated. For more on the development and history of NCI-AD, refer to the [*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results*](#) report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

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

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

³ Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

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

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

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

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

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

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

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

Survey Organization

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

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

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

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

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

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

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

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

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

NCI-AD in Wisconsin

Sample

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

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

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

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

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

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

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

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

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

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

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

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

| Program | Number of analyzed surveys | Number of eligible participants | Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution | Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution |
|--|-----------------------------------|--|---|---|
| Family Care, Frail Elderly (FE) | 301 | 16,644 | 5.1% MoE, 95% CL | 5.6% MoE, 95% CL |
| Family Care, Physically Disabled (PD) | 310 | 7,841 | 5.0% MoE, 95% CL | 5.5% MoE, 95% CL |
| IRIS, Frail Elderly (FE) | 259 | 3,474 | 5.4% MoE, 95% CL | 5.9% MoE, 95% CL |
| IRIS, Physically Disabled (PD) | 264 | 6,475 | 5.4% MoE, 95% CL | 5.9% MoE, 95% CL |
| Partnership, Frail Elderly (FE) | 189 | 1,200 | 6.0% MoE, 95% CL | 6.6% MoE, 95% CL |
| Partnership, Physically Disabled (PD) | 199 | 960 | 5.7% MoE, 95% CL | 6.2% MoE, 95% CL |
| PACE | 42 | 324 | 13.0% MoE, 95% CL | 14.1% MoE, 95% CL |
| Long-Stay FFS Medicaid Nursing Homes (FFS NH) | 259 | 8,405 | 5.5% MoE, 95% CL | 6.0% MoE, 95% CL |

| Program | Number of analyzed surveys | Number of eligible participants | Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution | Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution |
|---------|----------------------------|---------------------------------|--|--|
| Total | 1,823 | 45,323 | 2.1% MoE, 95% CL | 2.3% MoE, 95% CL |

Survey Process in Wisconsin

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

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

Stakeholders

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

Organization of Results

The following pages of the report presents findings from Wisconsin’s 2019-2020 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out

by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

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

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

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

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

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

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

Limitations of Report

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

Results

Community Participation

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

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

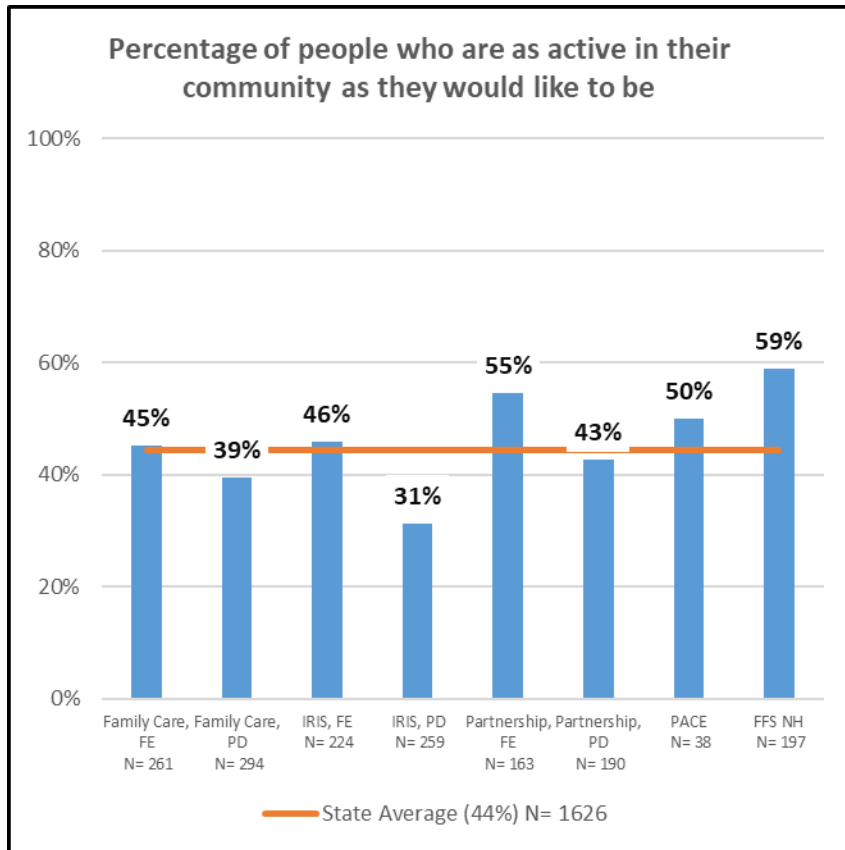
1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

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

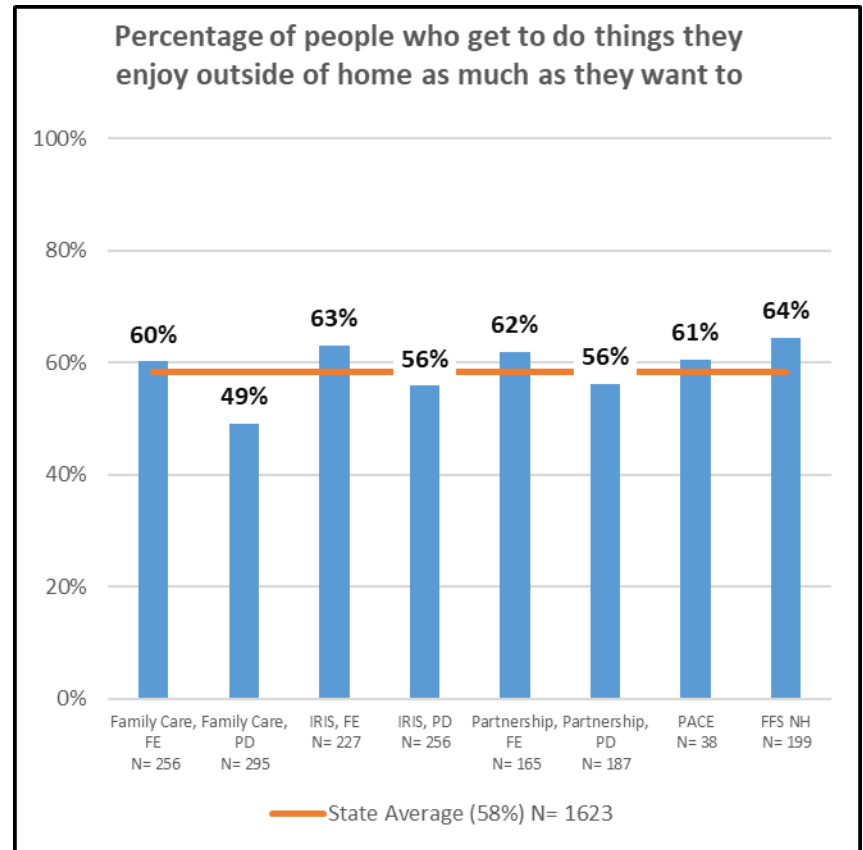
Un-collapsed data are shown in Appendix B.

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

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



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



Choice and Control

People are involved in making decisions about their everyday lives.

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

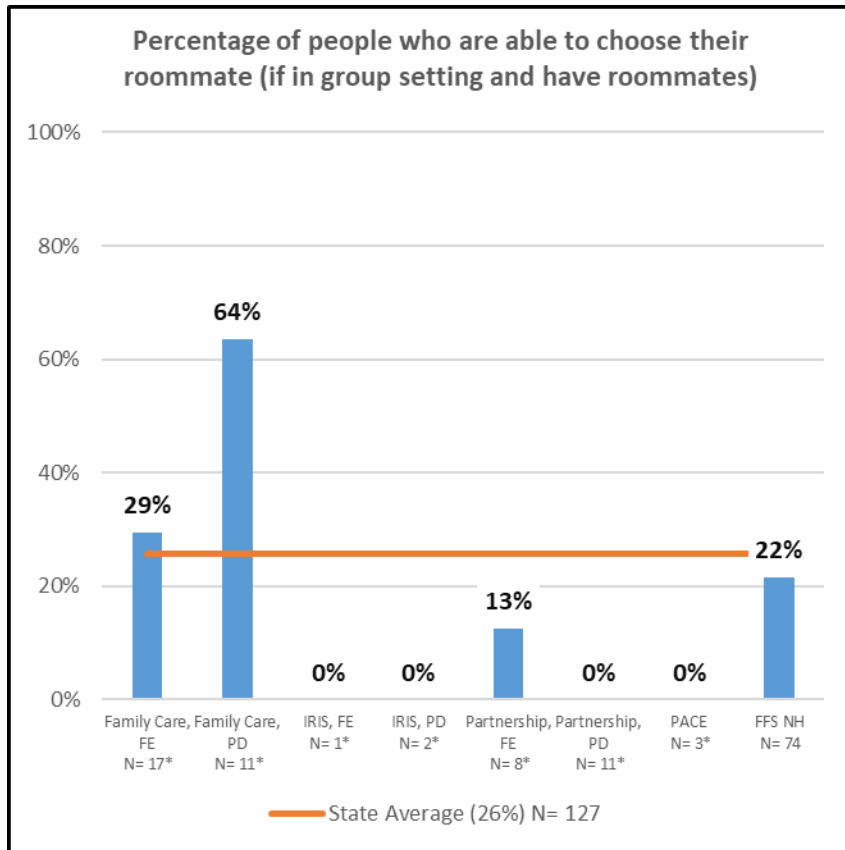
1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life⁵
4. Percentage of people who are able to get up and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

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

Un-collapsed data are shown in Appendix B.

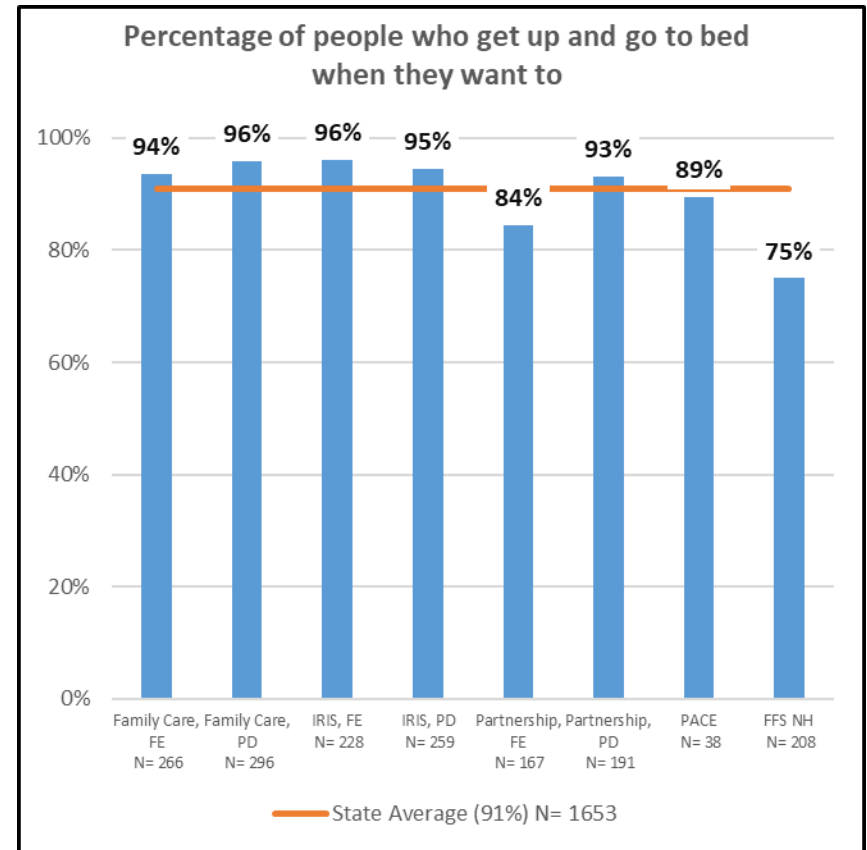
⁵ Indicator previously reported in the “Control” domain.

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



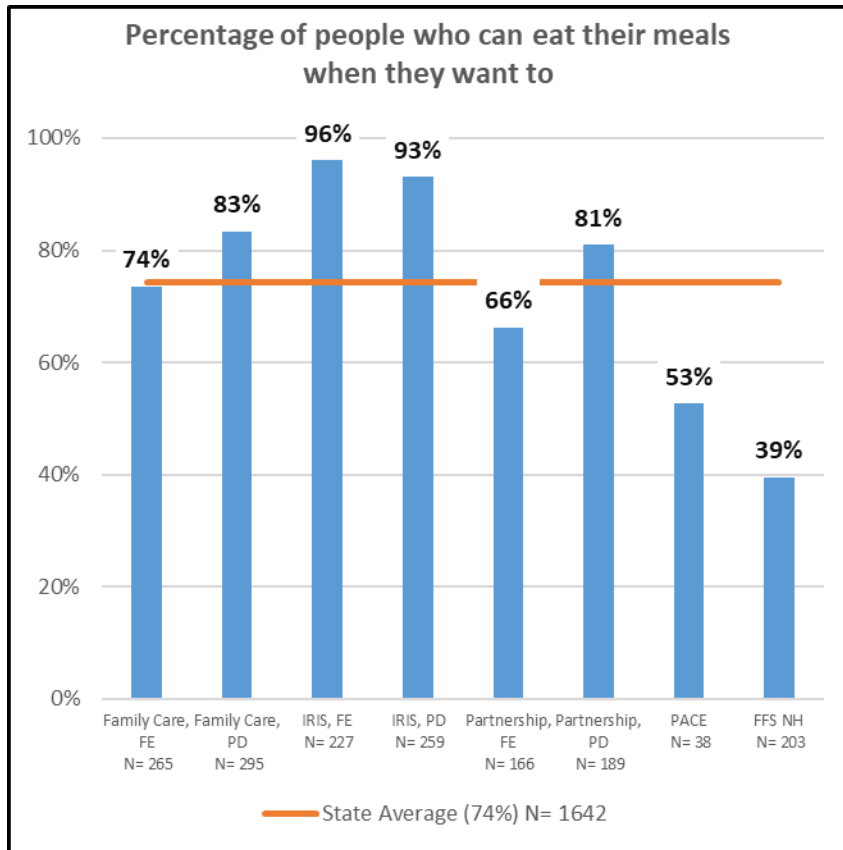
* Very small number of responses

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

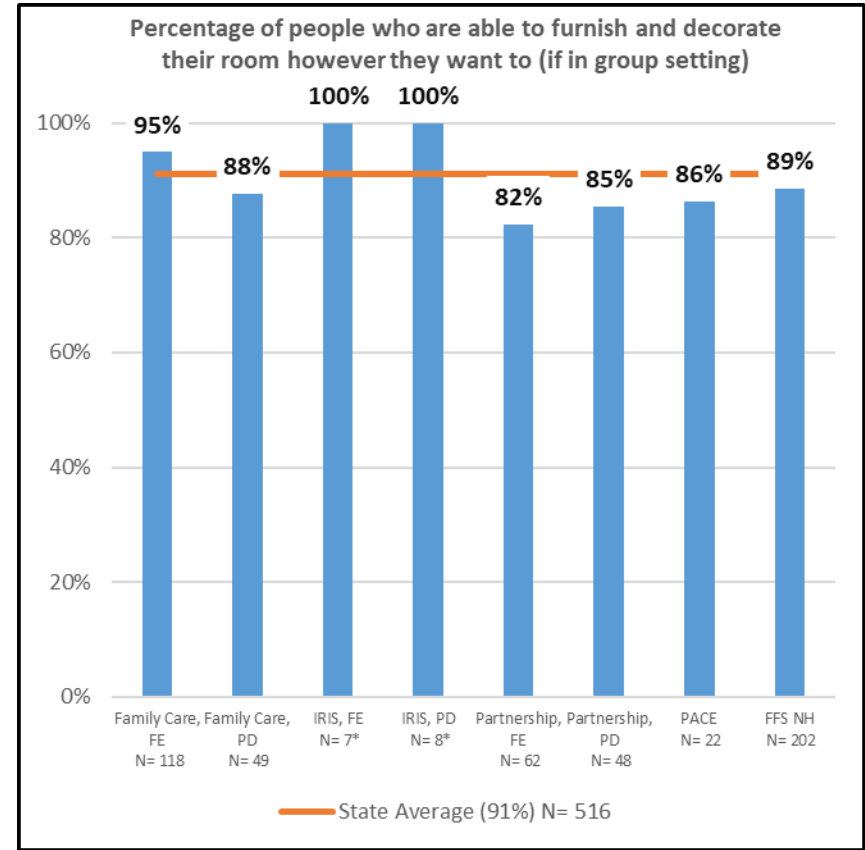


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



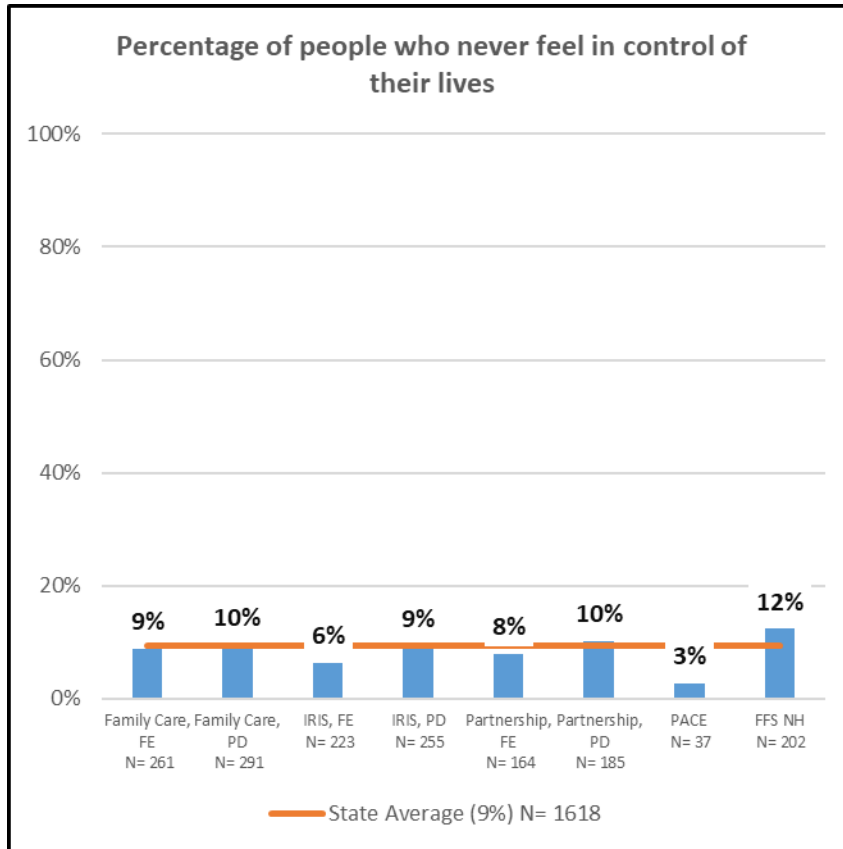
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting⁷)



* Very small number of responses

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

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



⁸ Item previously reported in the “Control” domain.

Relationships

People have friends and relationships.

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

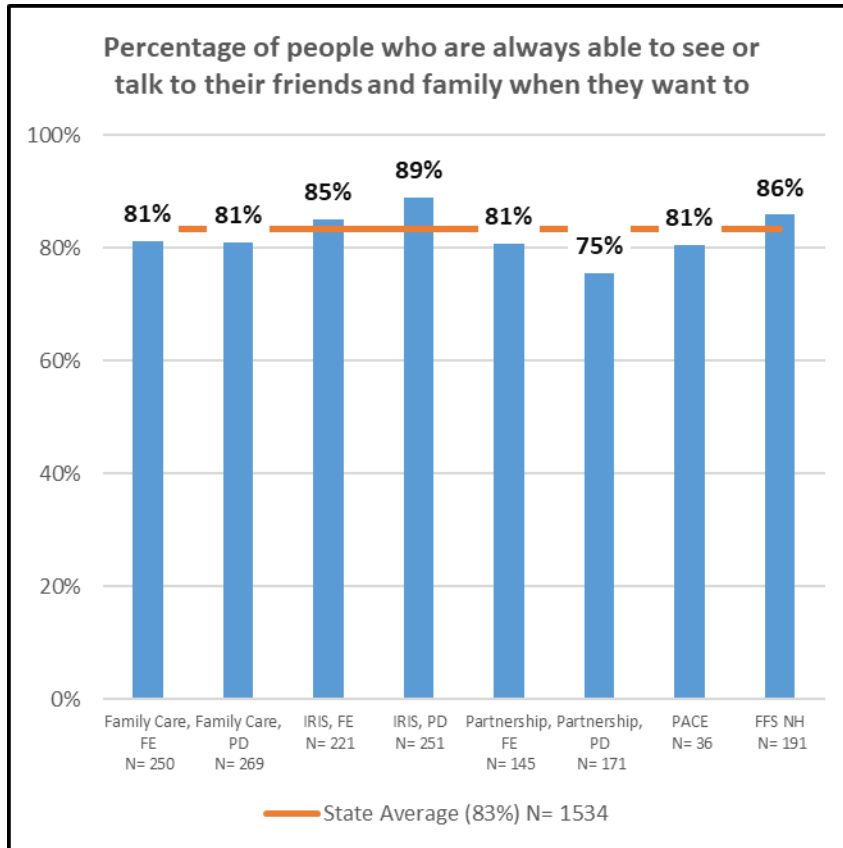
1. Percentage of people who are able to see or talk to their friends and families when they want

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

Un-collapsed data are shown in Appendix B.

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

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



Satisfaction

People are satisfied with their everyday lives.

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

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

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

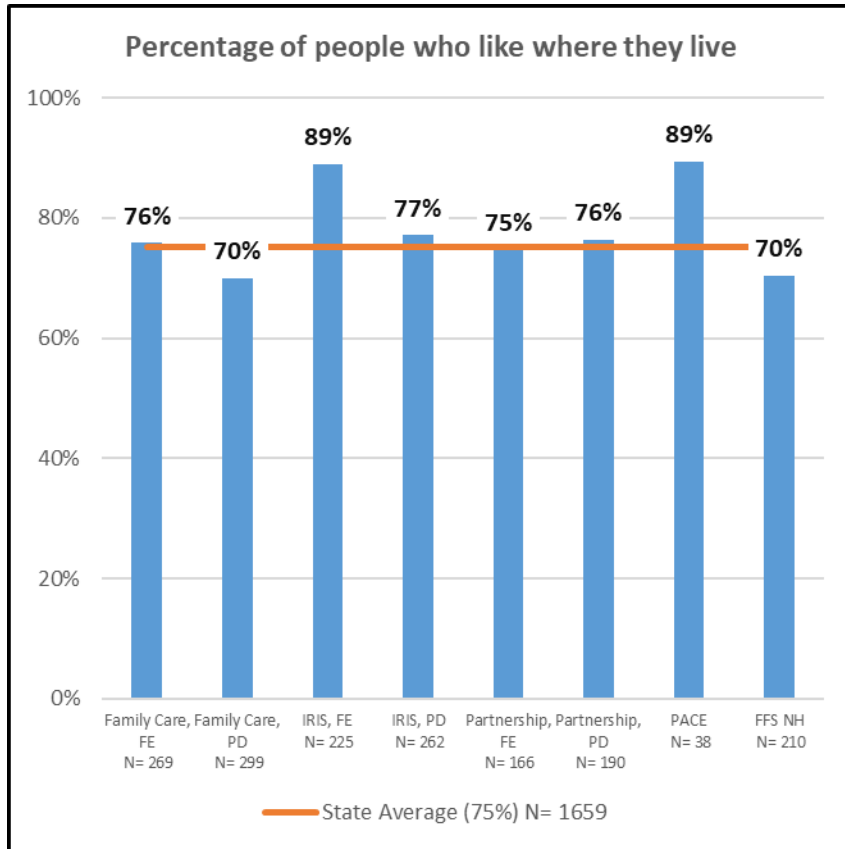
Un-collapsed data are shown in Appendix B.

¹⁰ New indicator in 2019-2020.

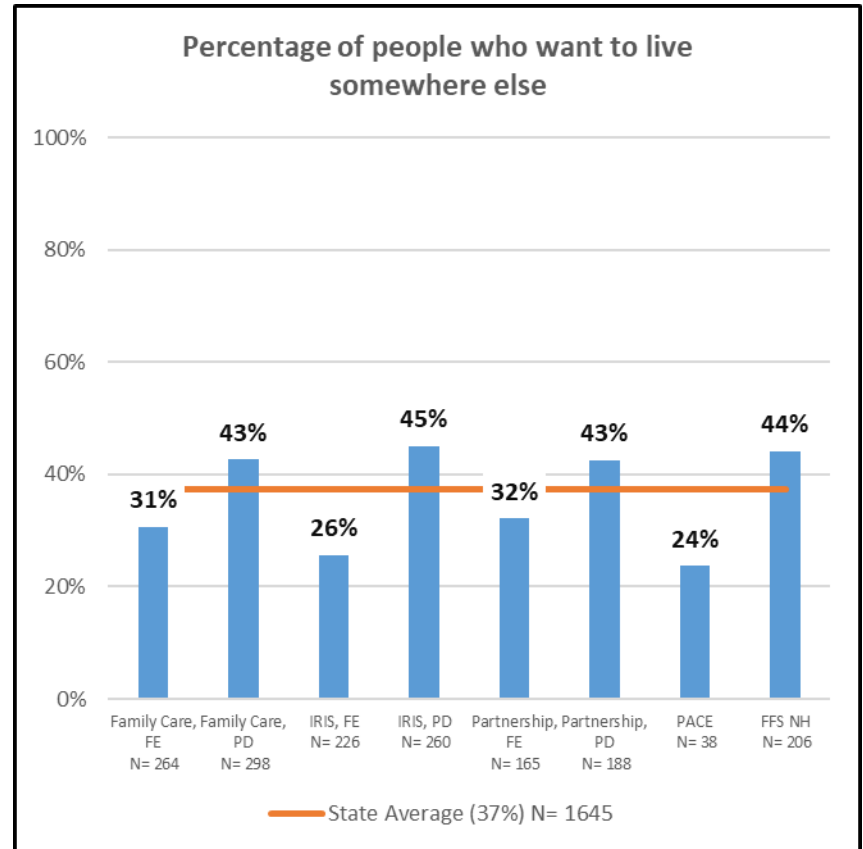
¹¹ New indicator in 2019-2020.

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

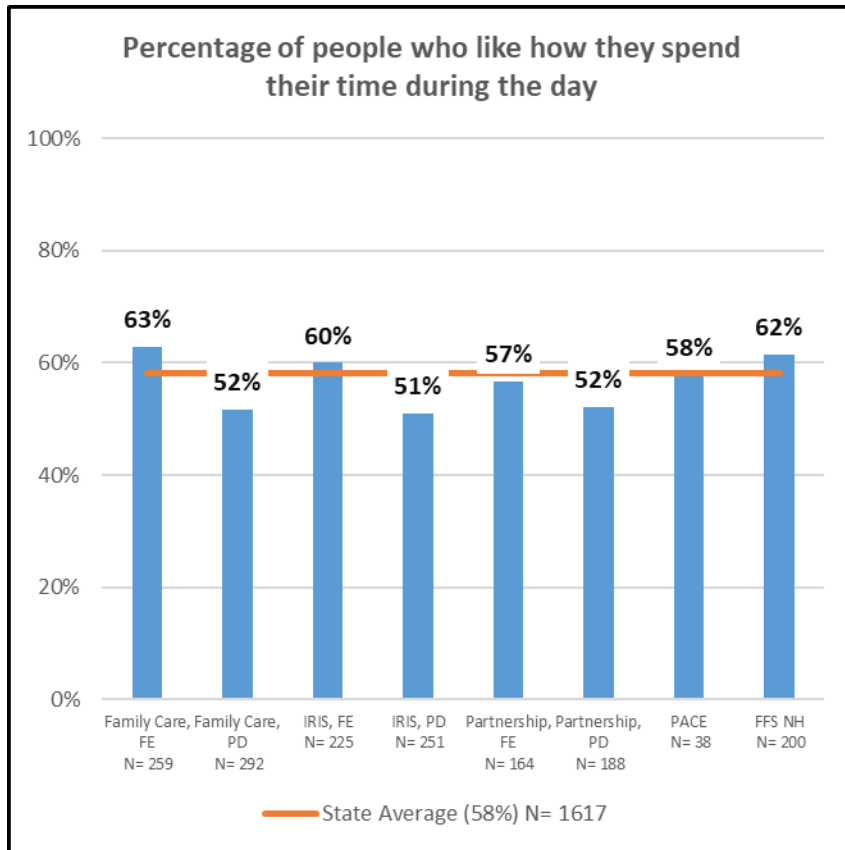
Graph 9. Percentage of people who like where they live



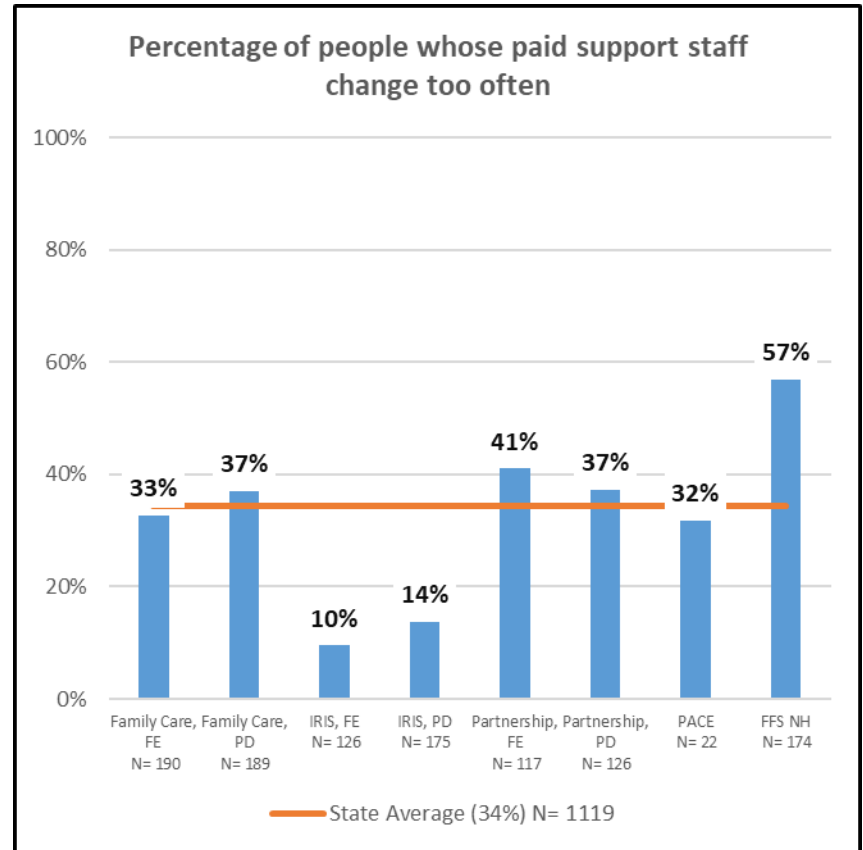
Graph 10. Percentage of people who want to live somewhere else



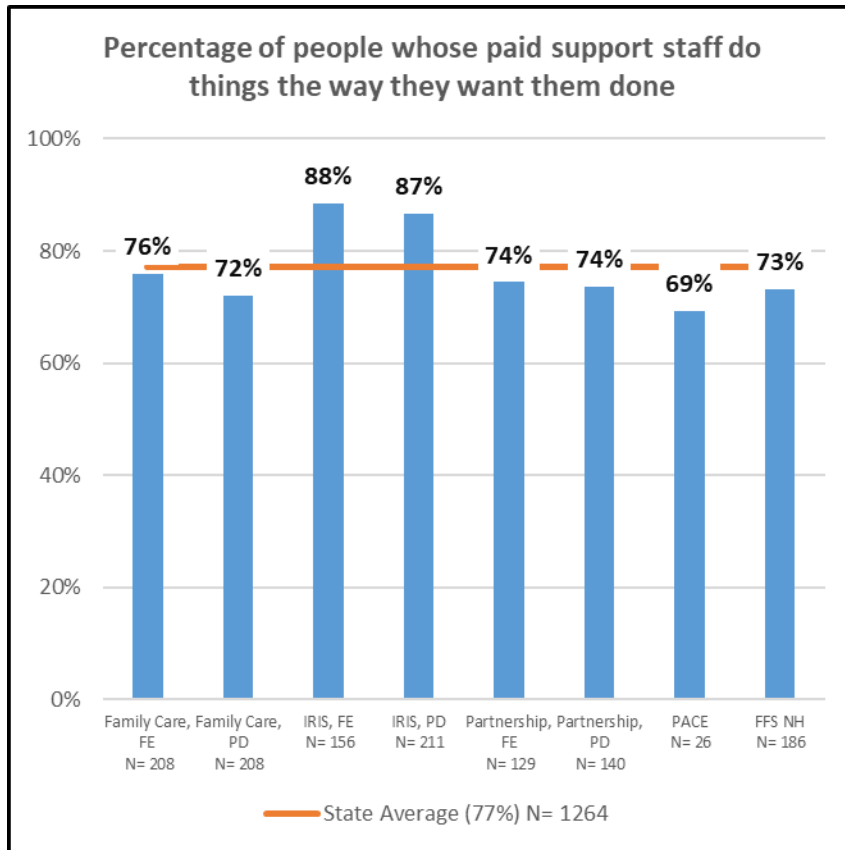
Graph 11. Percentage of people who like how they spend their time during the day



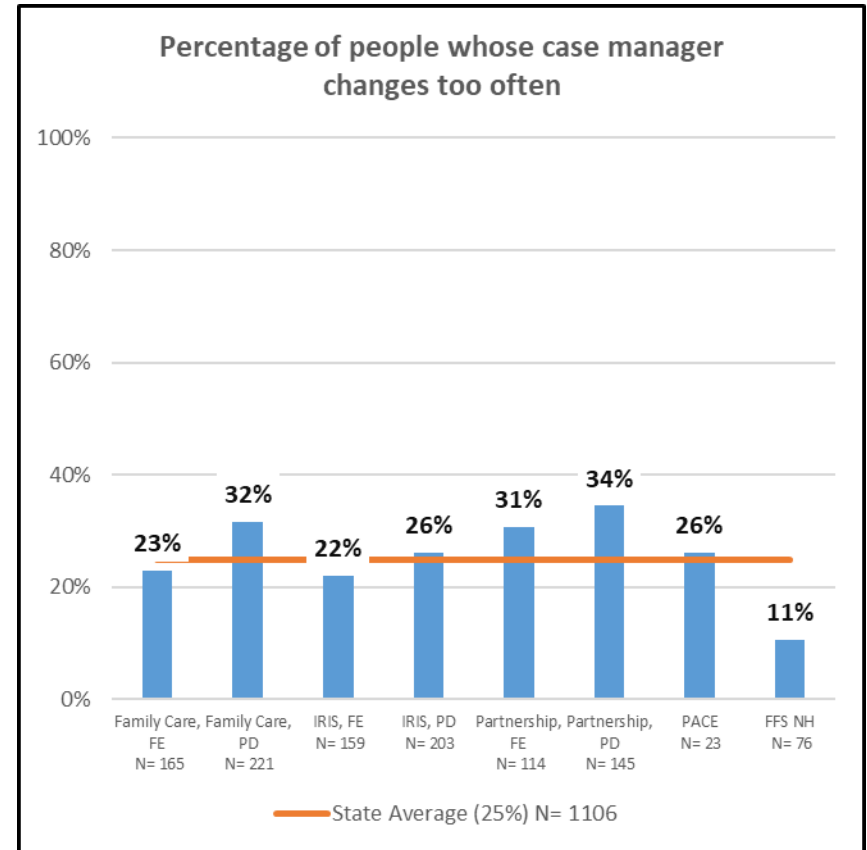
Graph 12. Percentage of people whose paid support staff change too often



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

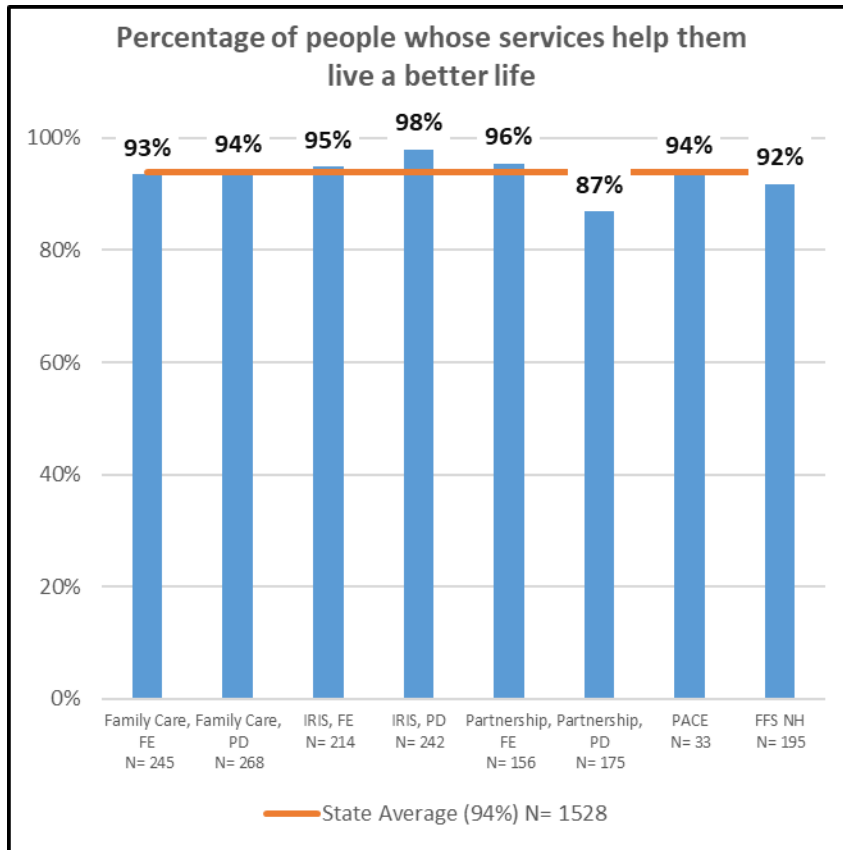


Graph 14. Percentage of people whose case manager changes too often¹³



¹³ New item in 2019-2020.

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



¹⁴ New item in 2019-2020.

Service Coordination

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

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

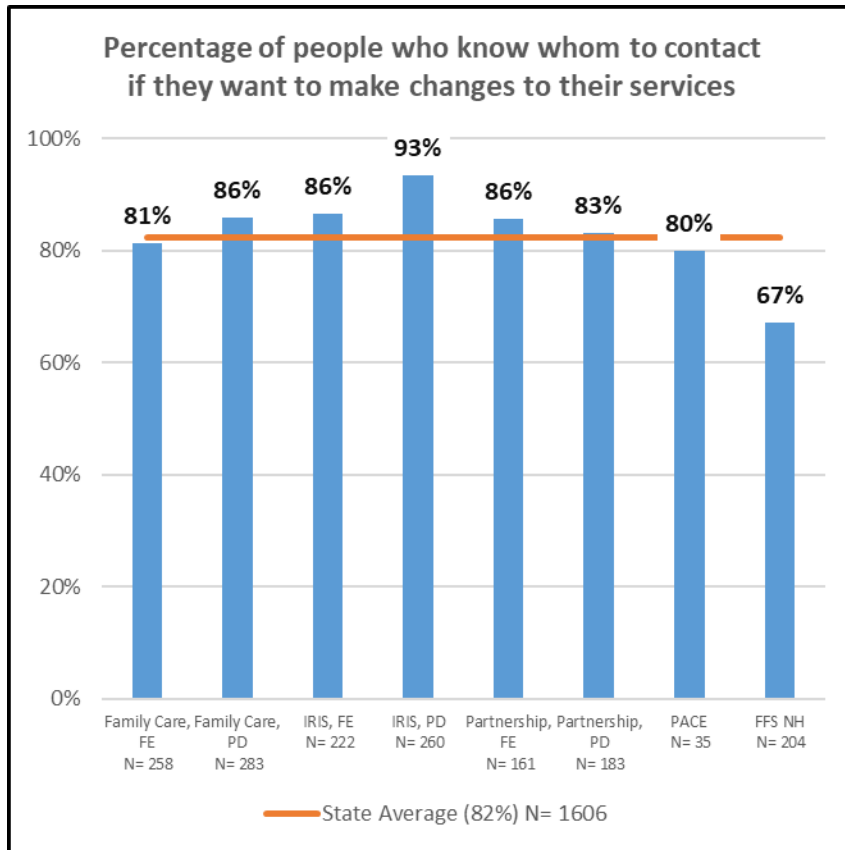
1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support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

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

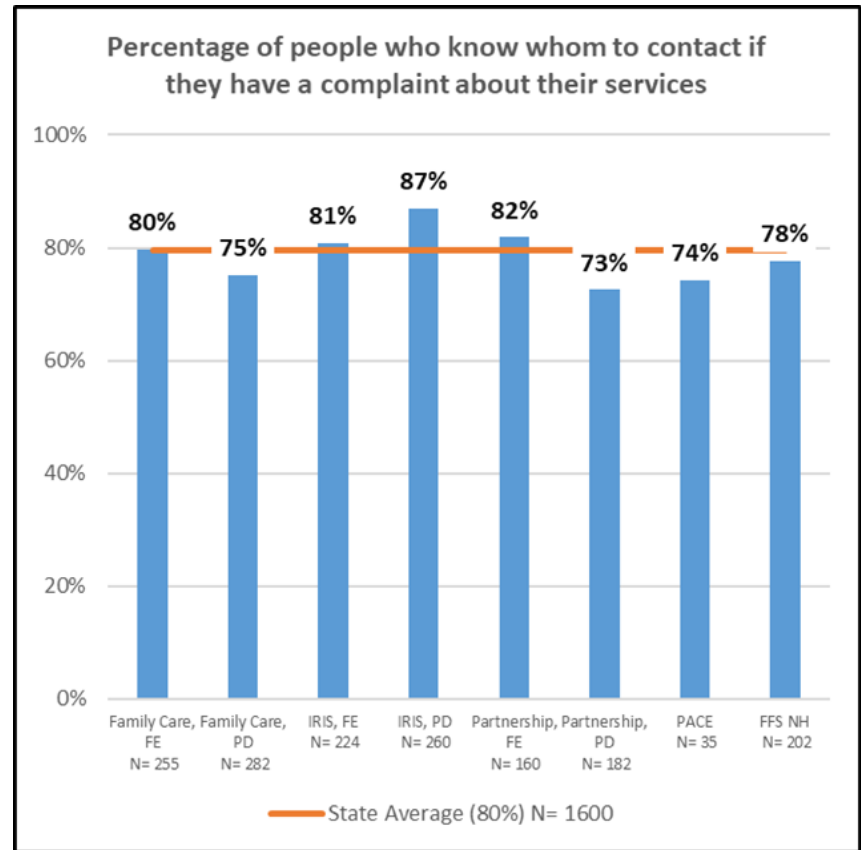
Un-collapsed data are shown in Appendix B.

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

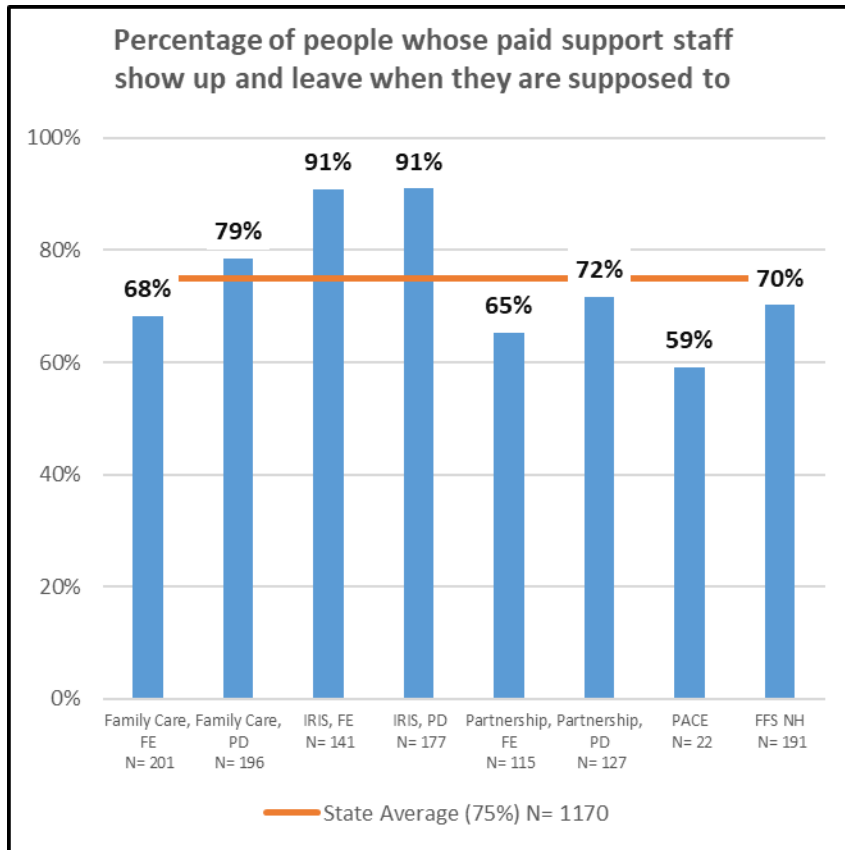
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services



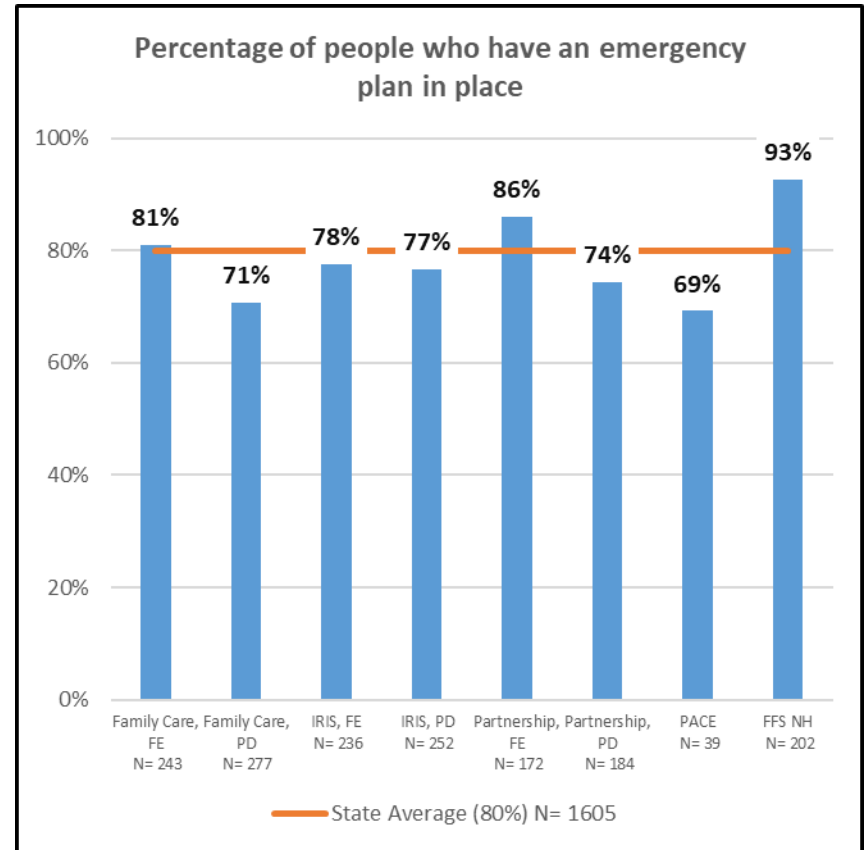
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services



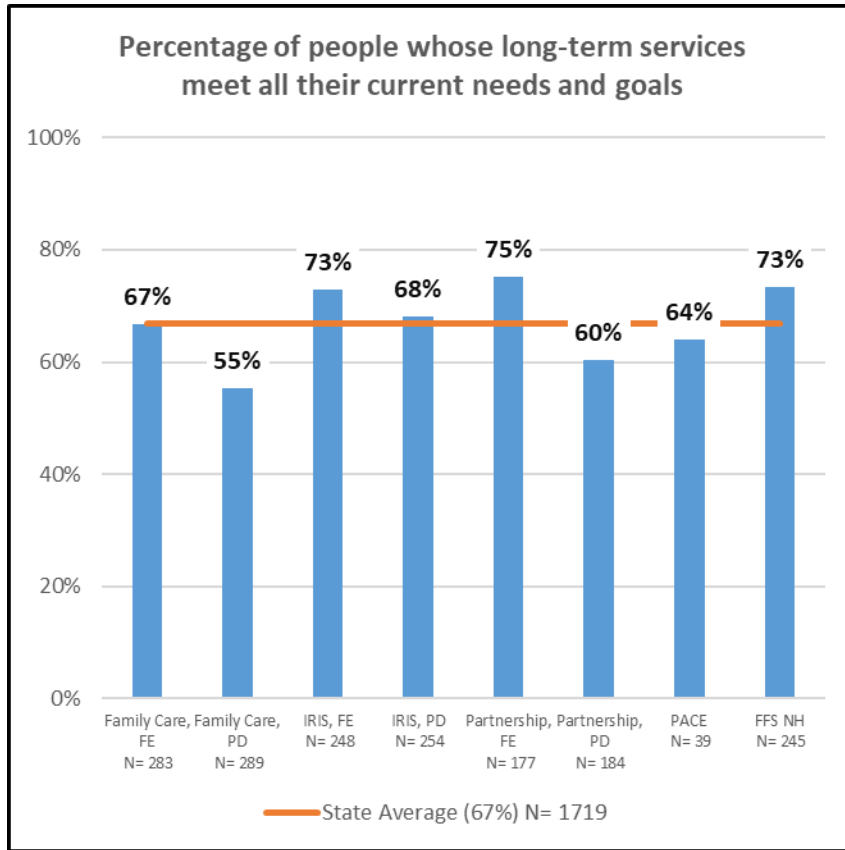
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to



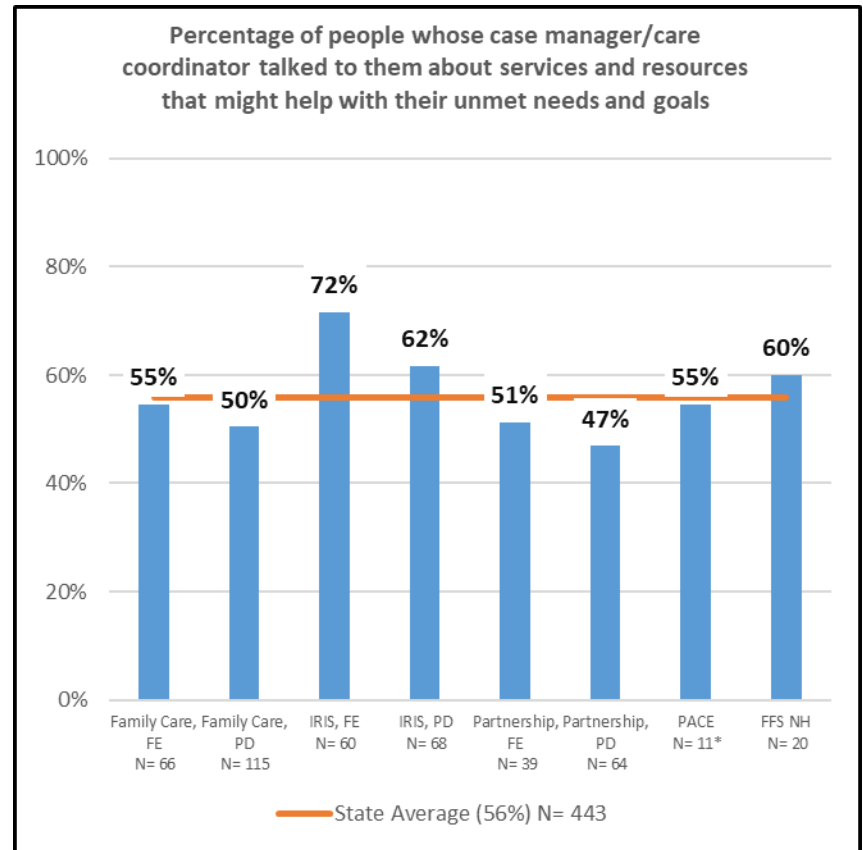
Graph 19. Percentage of people who have an emergency plan in place



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

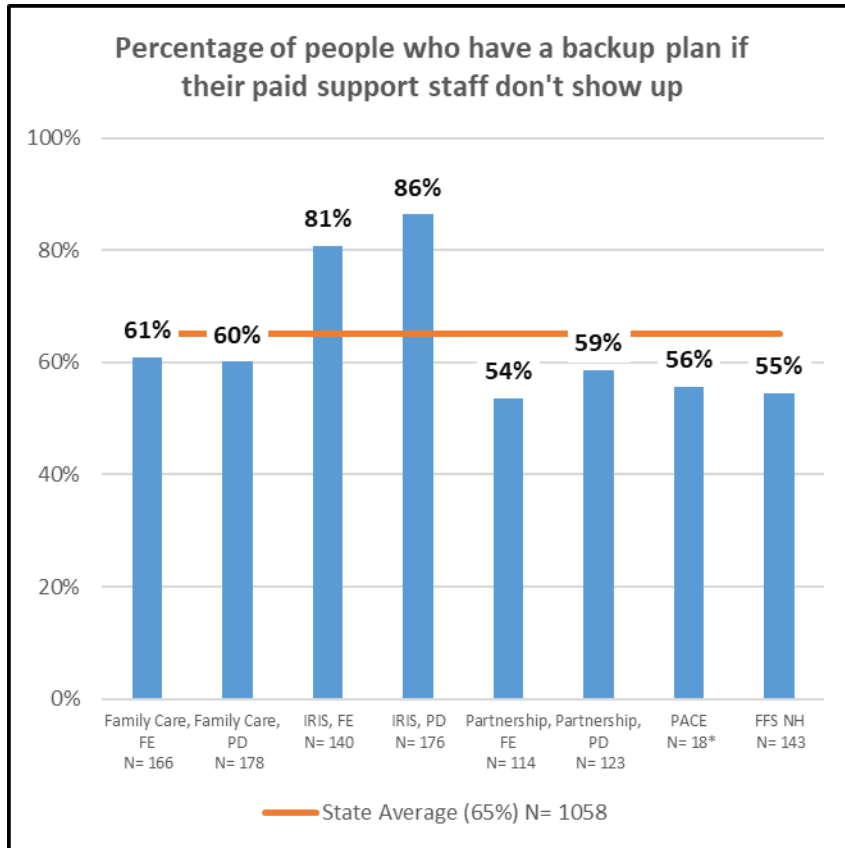


Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



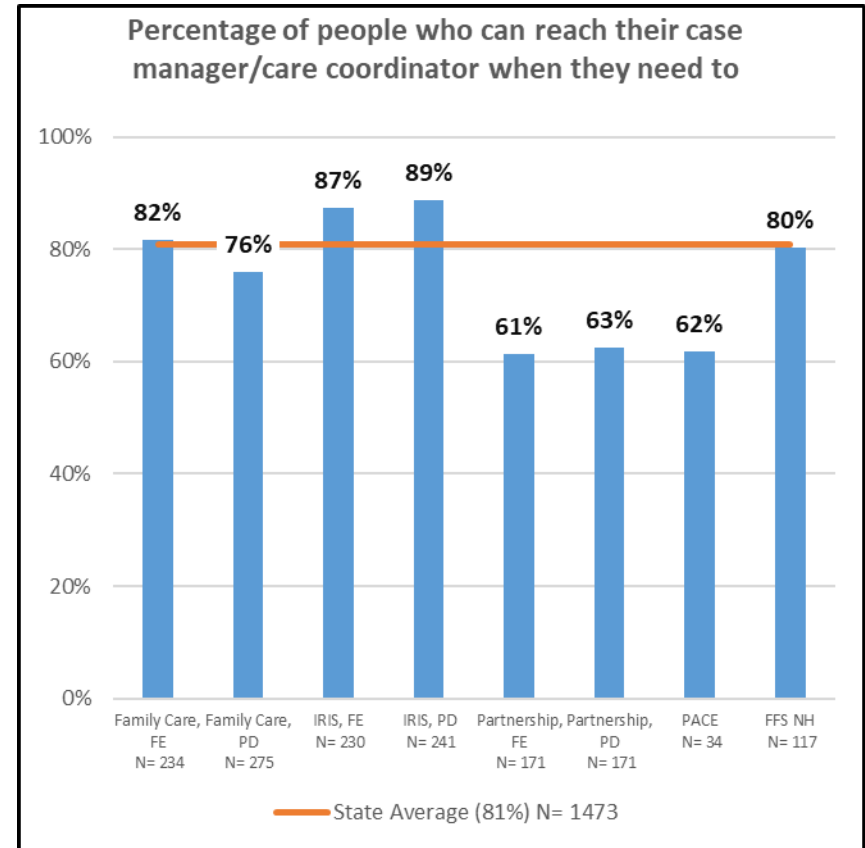
* Very small number of responses

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



* Very small number of responses

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



Care Coordination

Individuals are provided appropriate coordination of care.

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

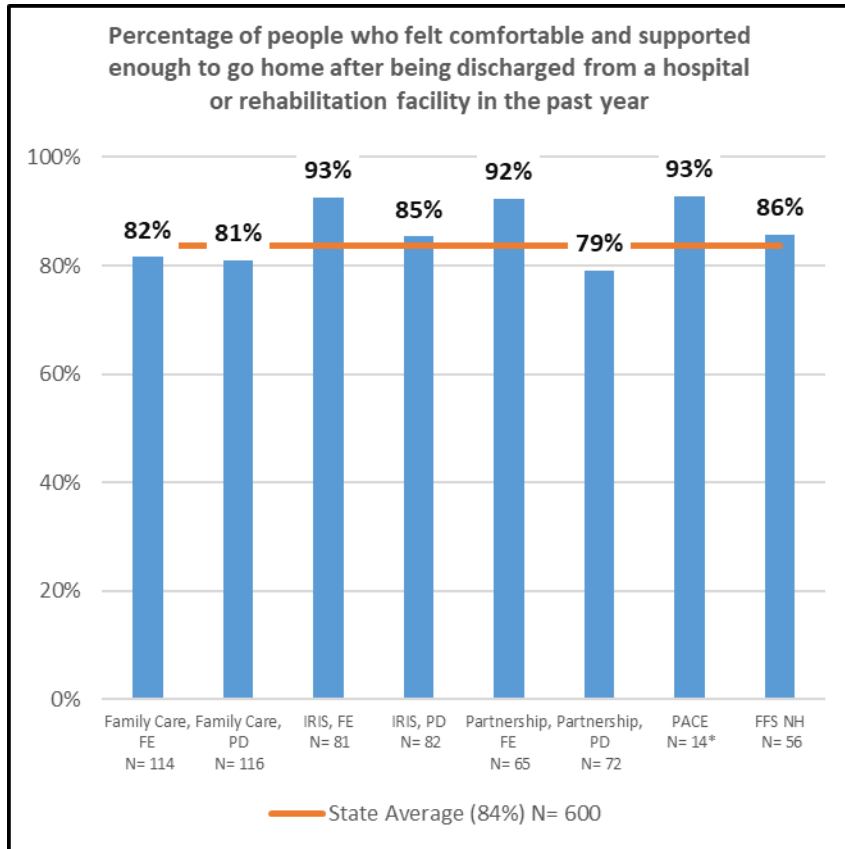
1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4.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

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

Un-collapsed data are shown in Appendix B.

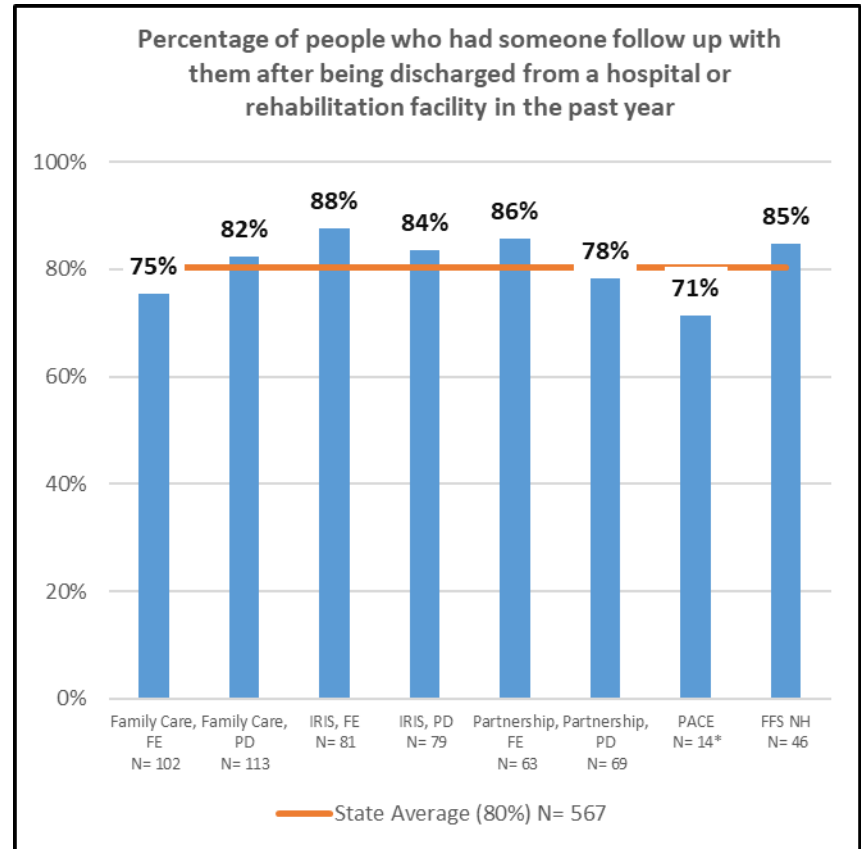
¹⁶ Data for one item are presented in Appendix B only.

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



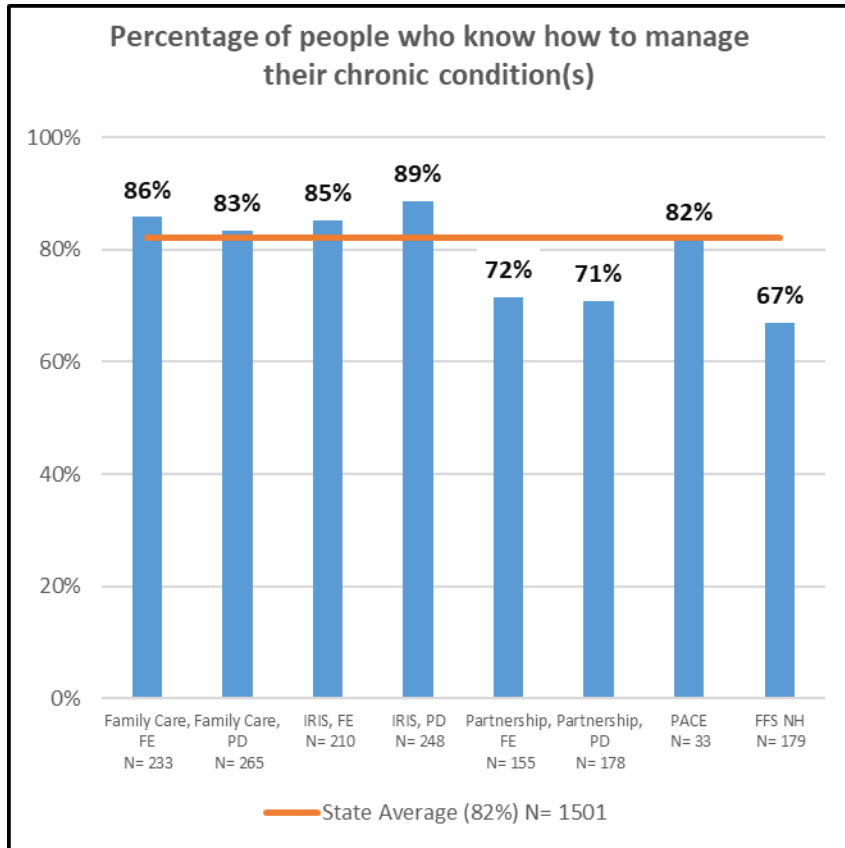
* Very small number of responses

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

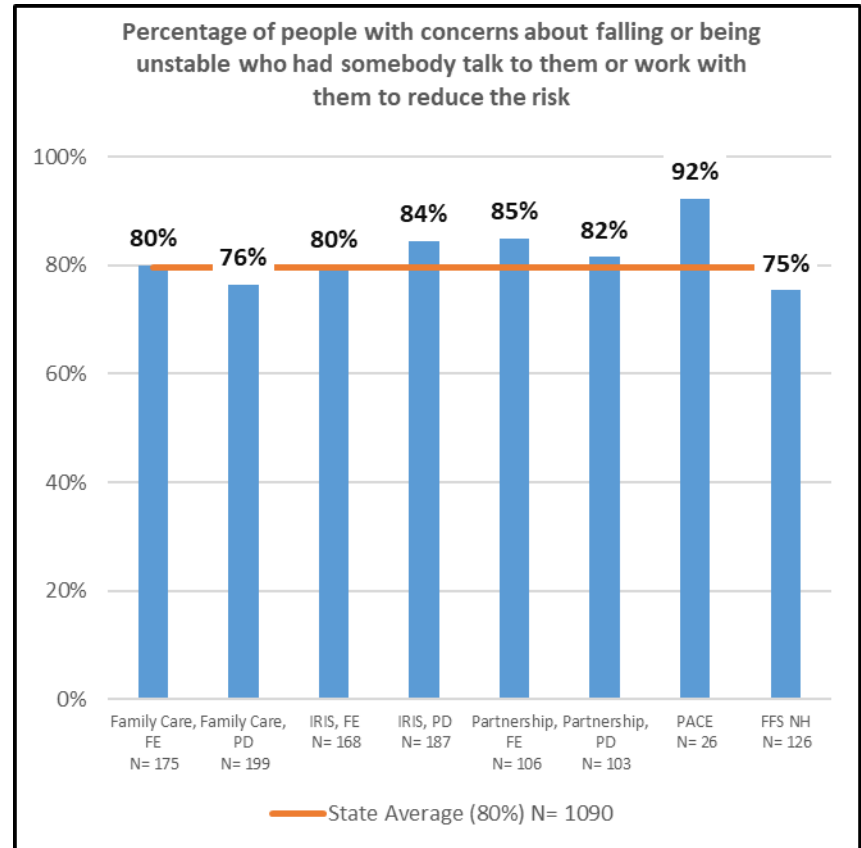


* Very small number of responses

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



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



Access to Community

Services facilitate individuals' access to community.

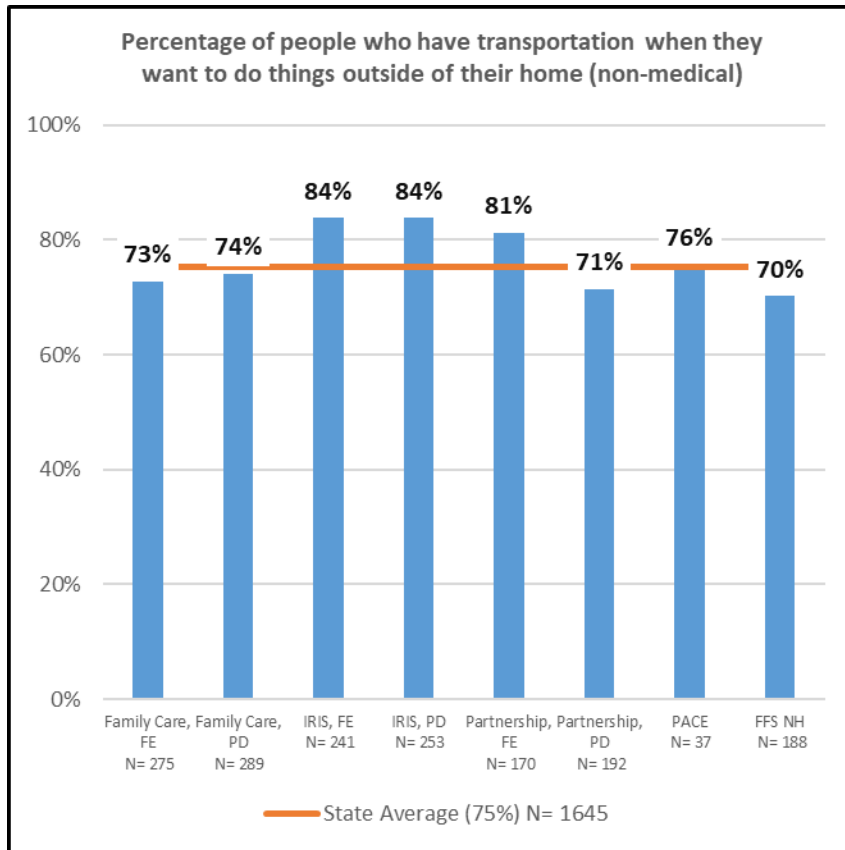
There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

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

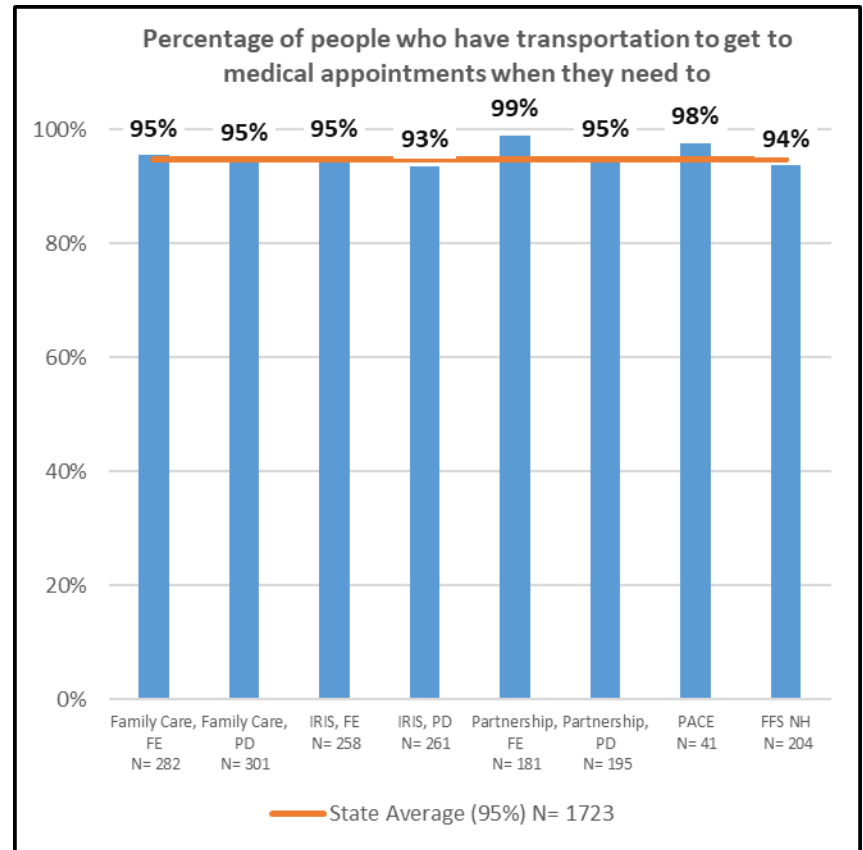
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

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



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



Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

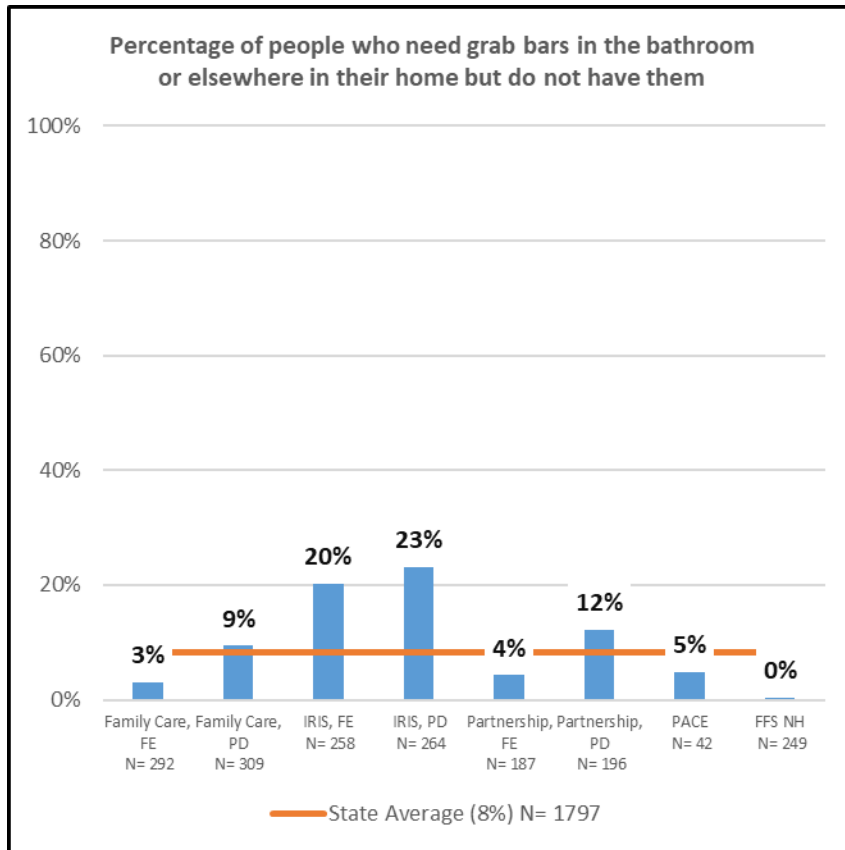
There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

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

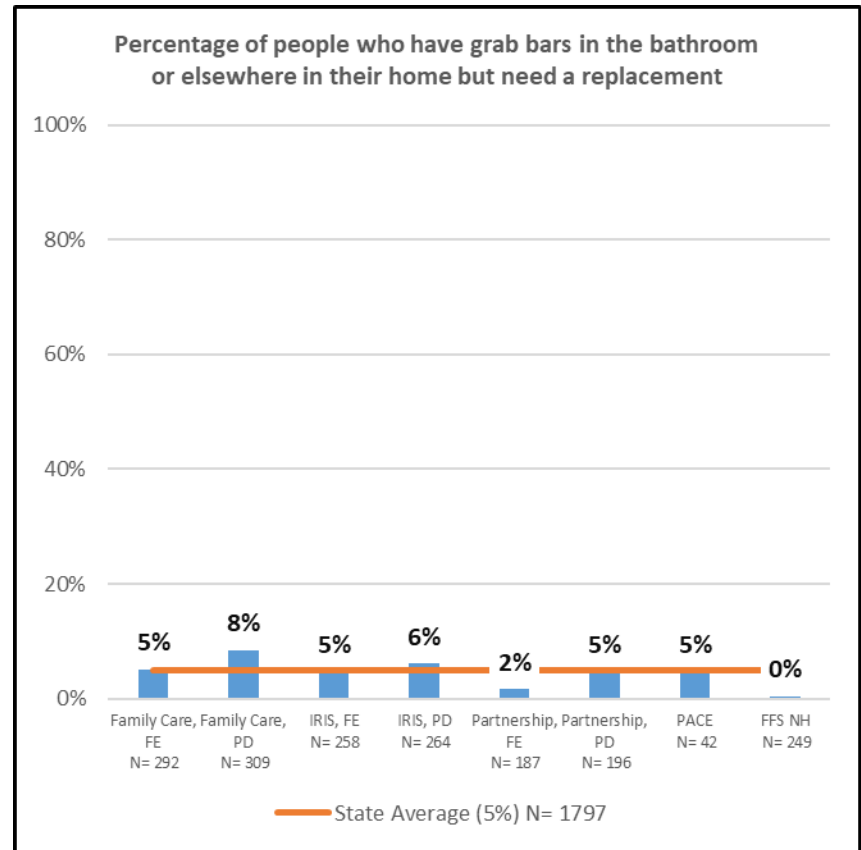
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

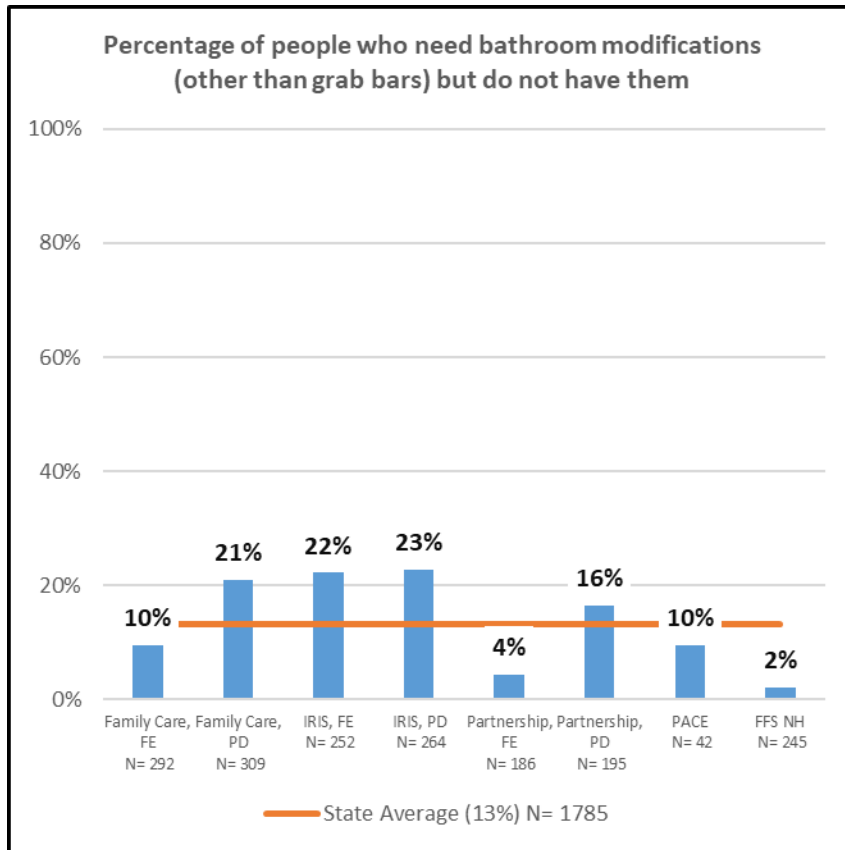
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them



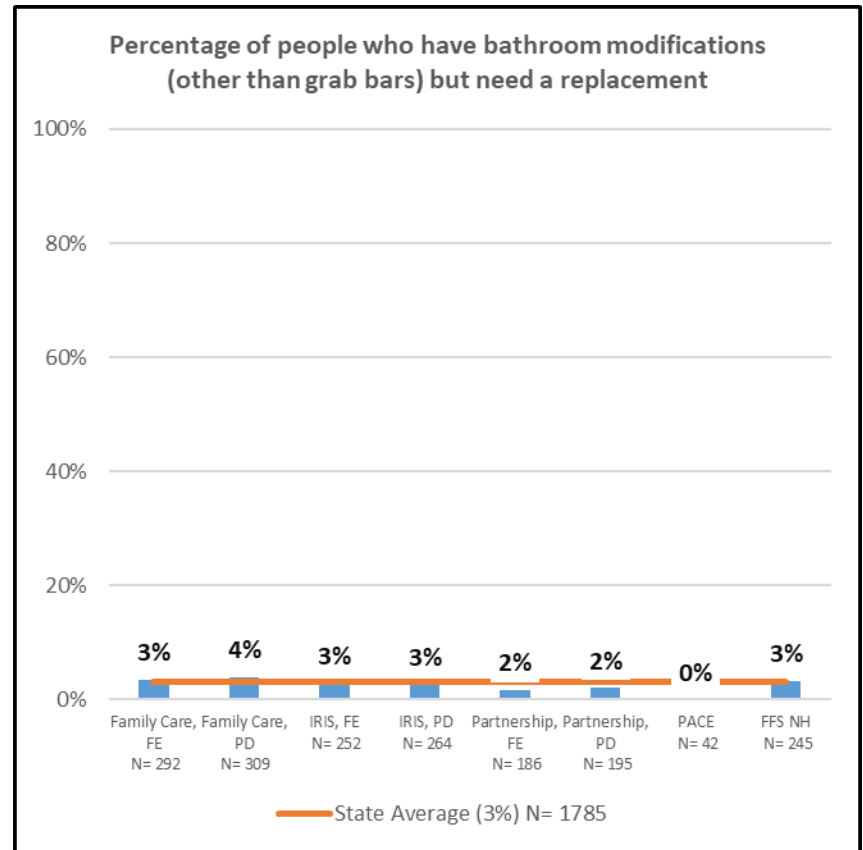
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement



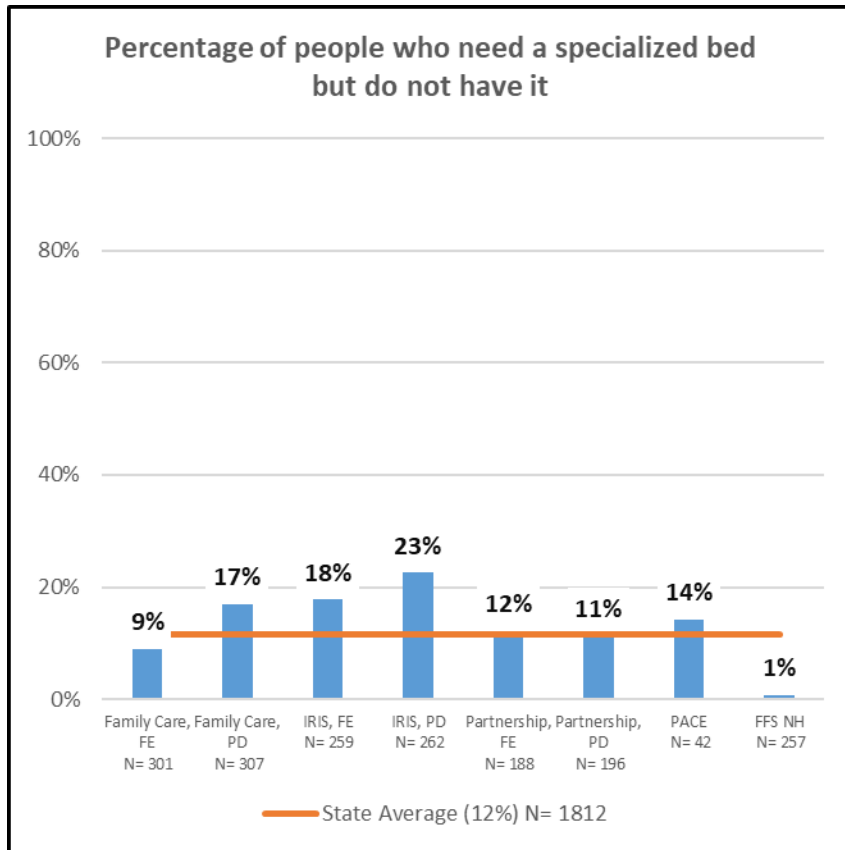
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them



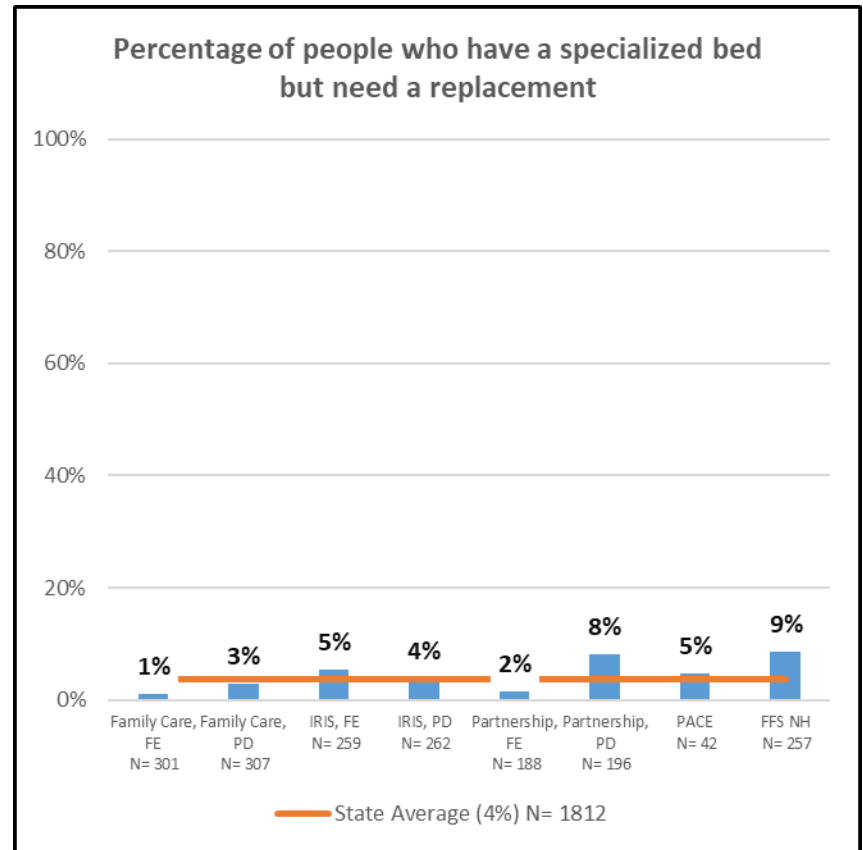
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement



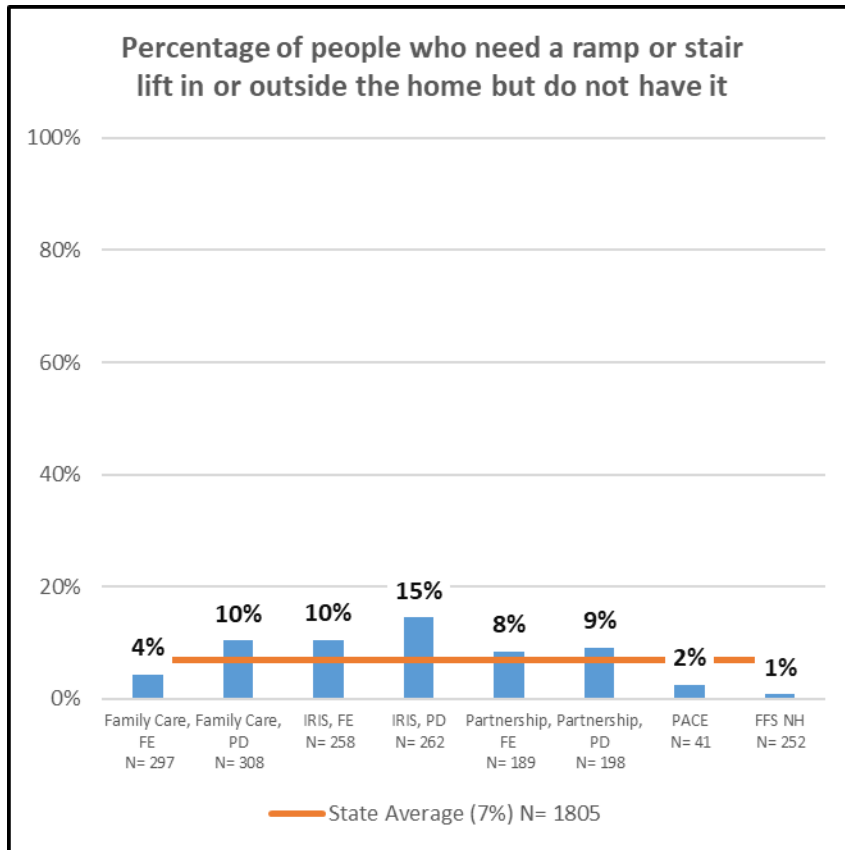
Graph 34. Percentage of people who need a specialized bed but do not have it



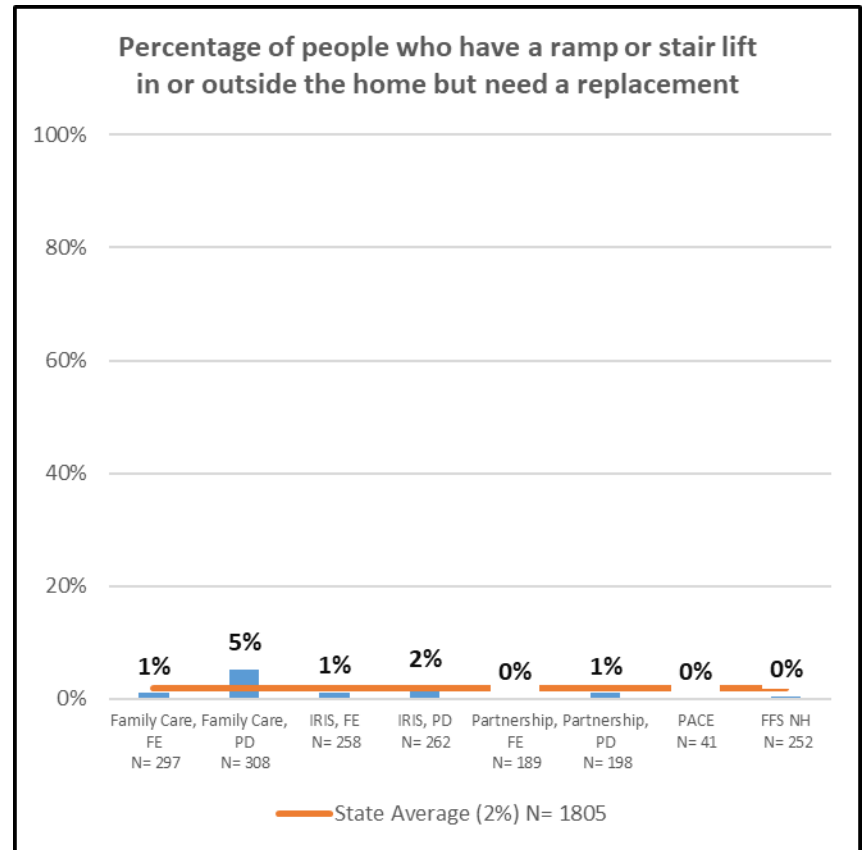
Graph 35. Percentage of people who have a specialized bed but need a replacement



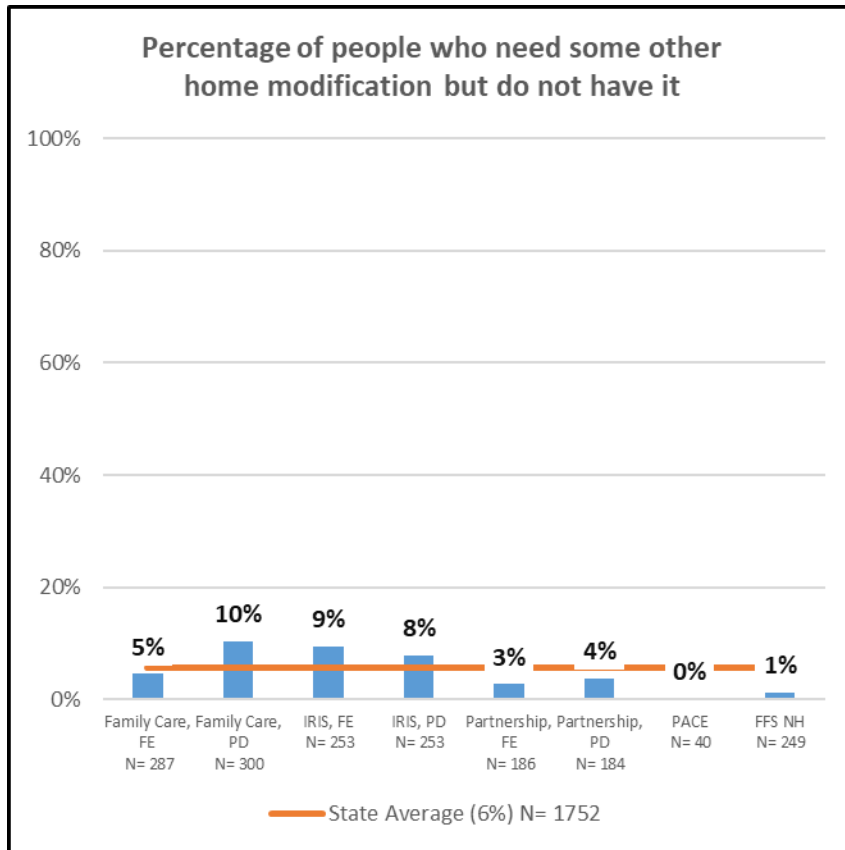
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it



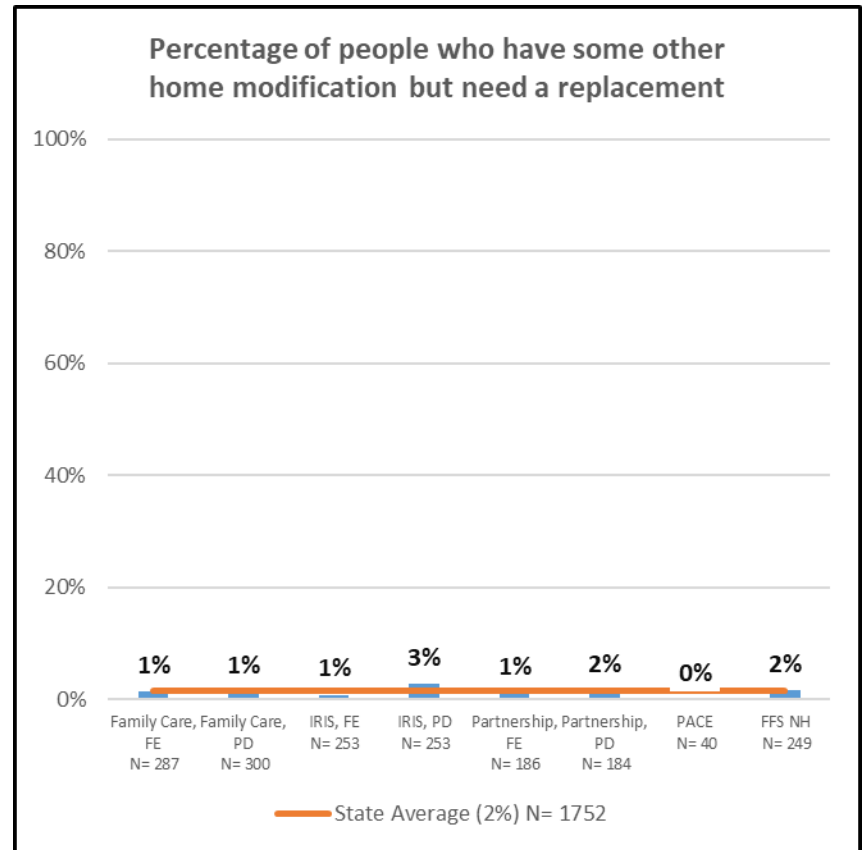
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement



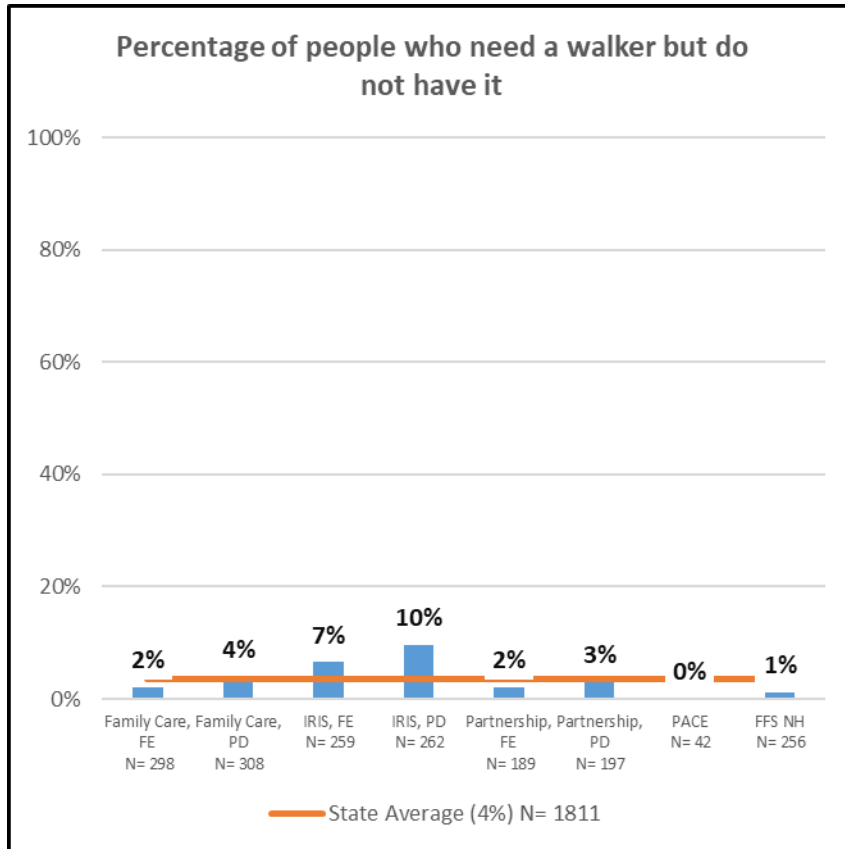
Graph 38. Percentage of people who need some other home modification but do not have it



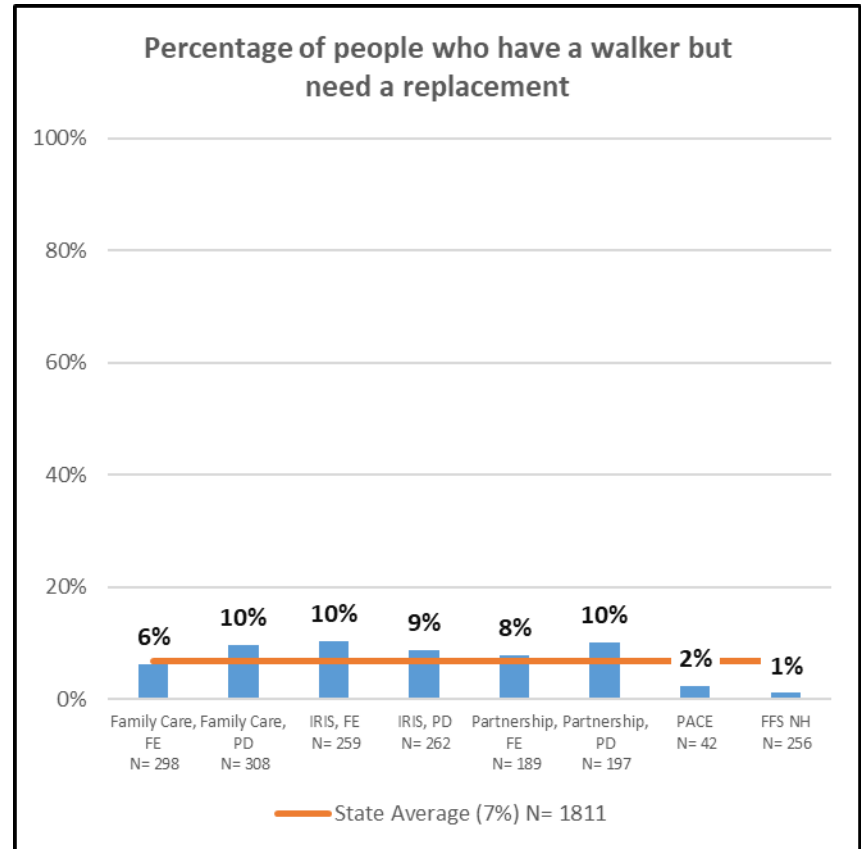
Graph 39. Percentage of people who have some other home modification but need a replacement



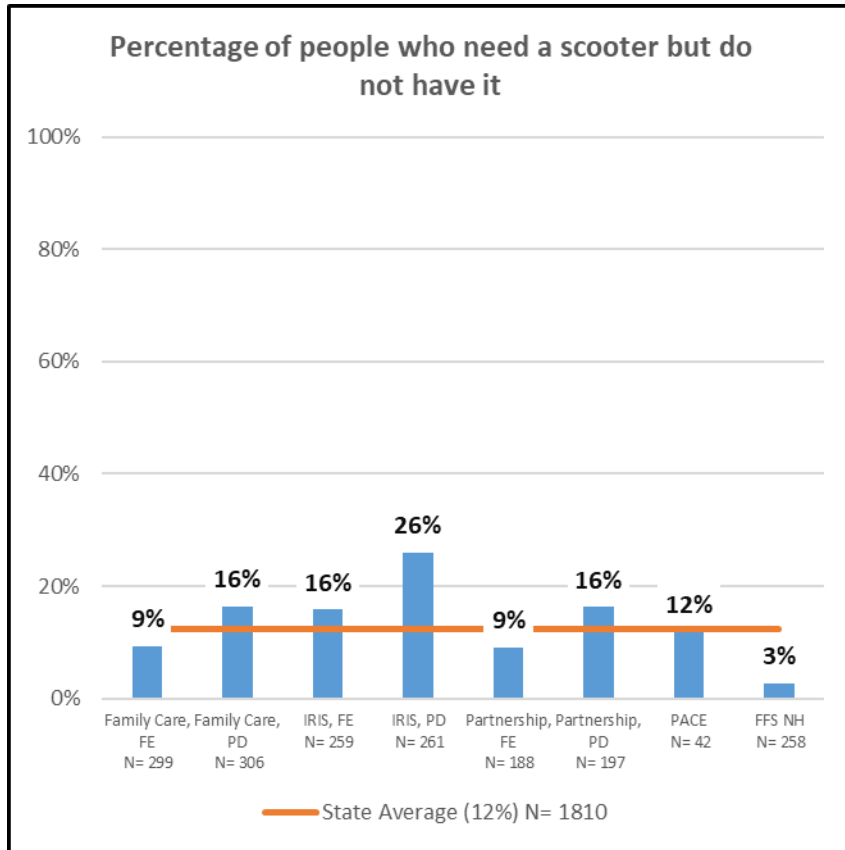
Graph 40. Percentage of people who need a walker but do not have it



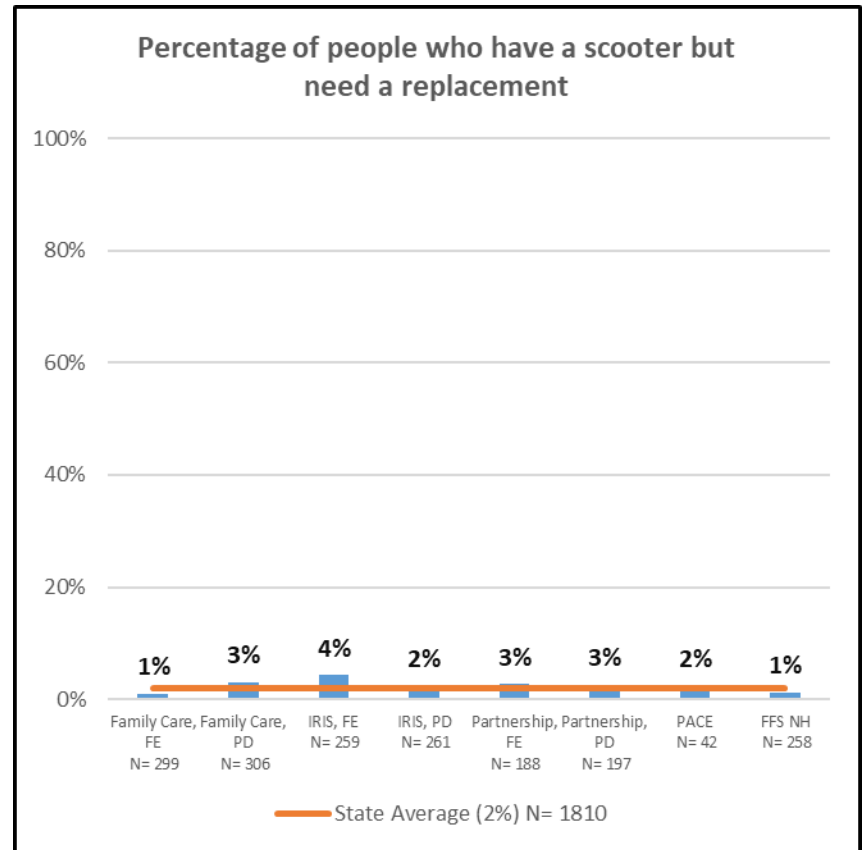
Graph 41. Percentage of people who have a walker but need a replacement



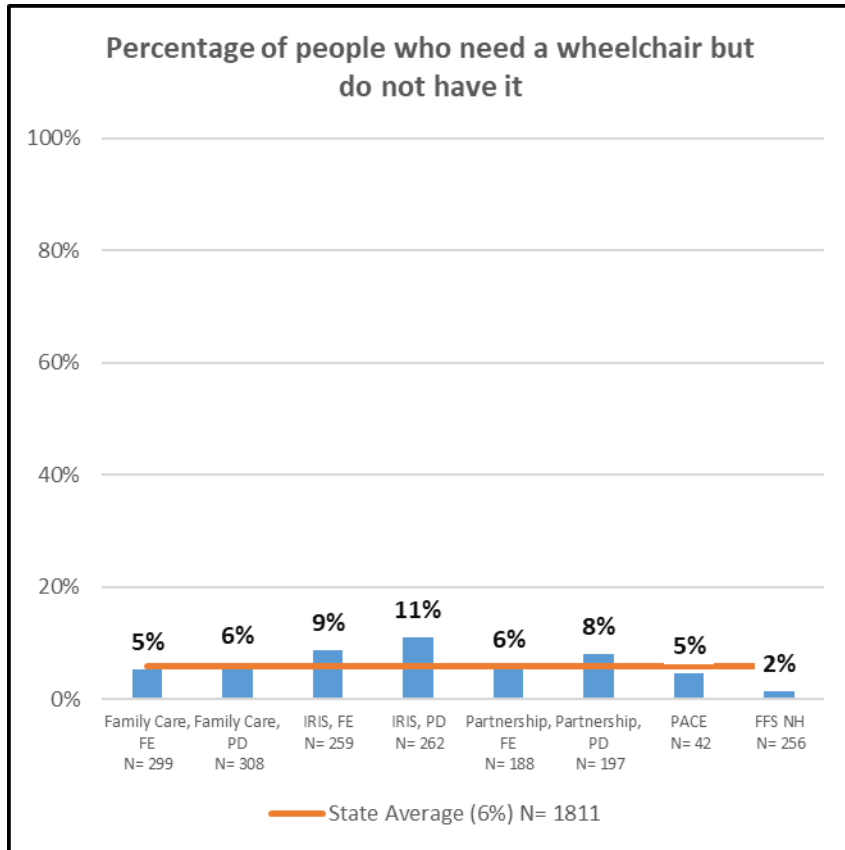
Graph 42. Percentage of people who need a scooter but do not have it



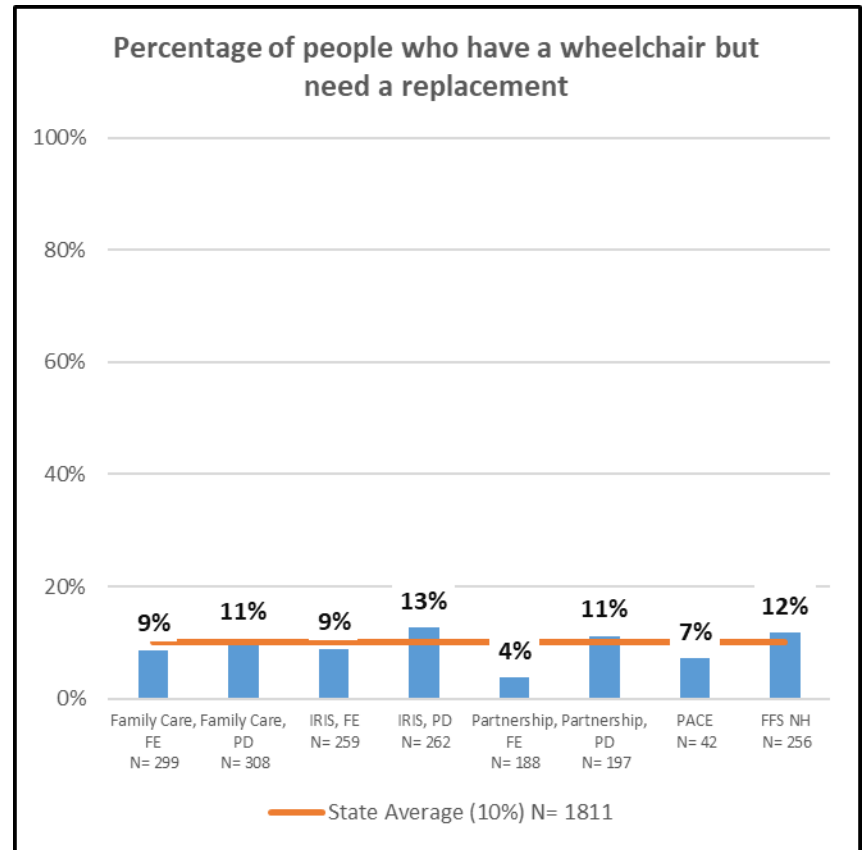
Graph 43. Percentage of people who have a scooter but need a replacement



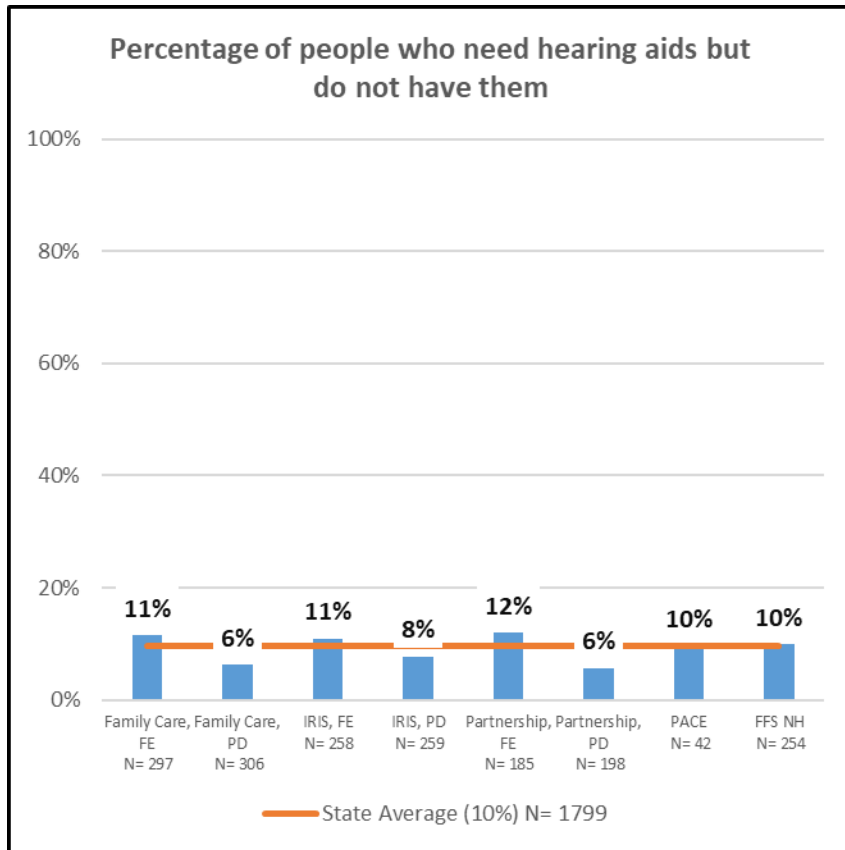
Graph 44. Percentage of people who need a wheelchair but do not have it



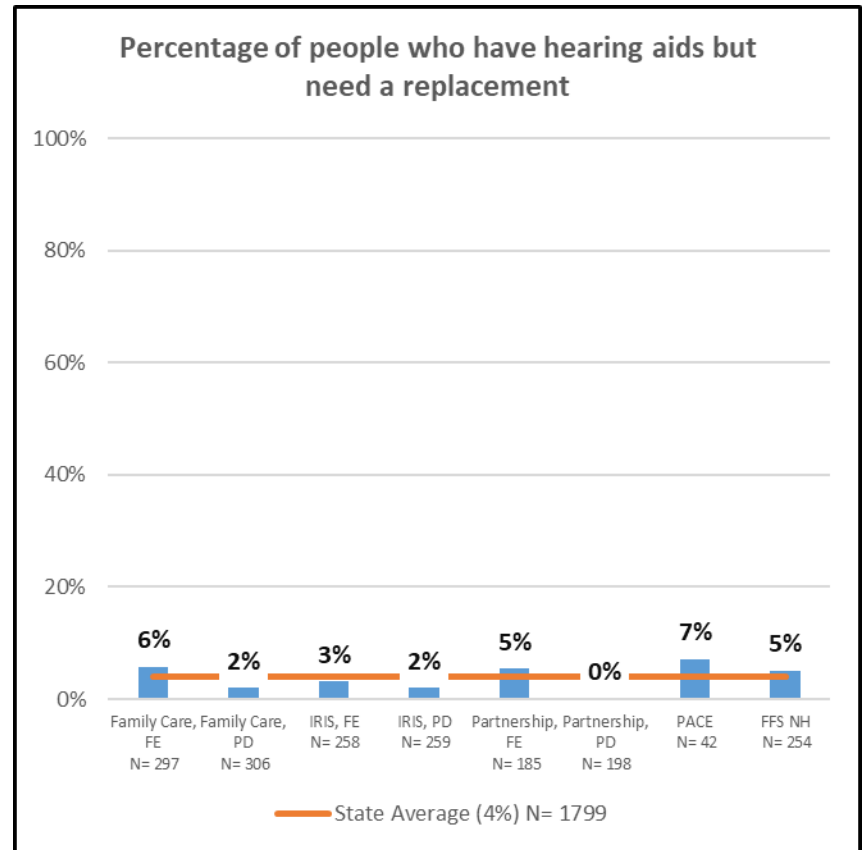
Graph 45. Percentage of people who have a wheelchair but need a replacement



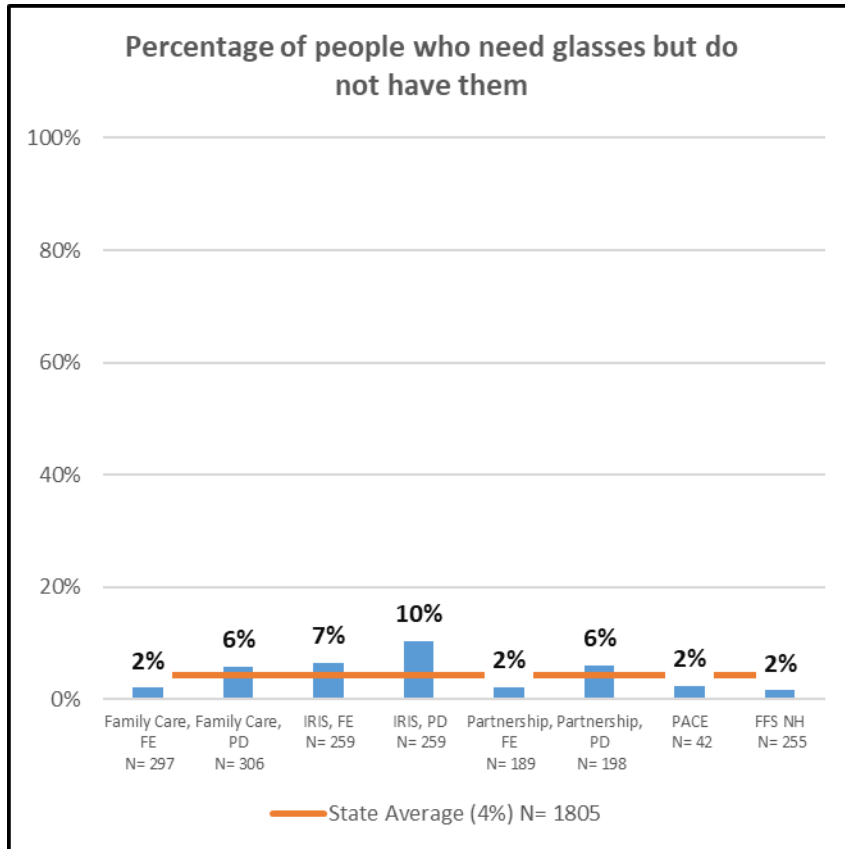
Graph 46. Percentage of people who need hearing aids but do not have them



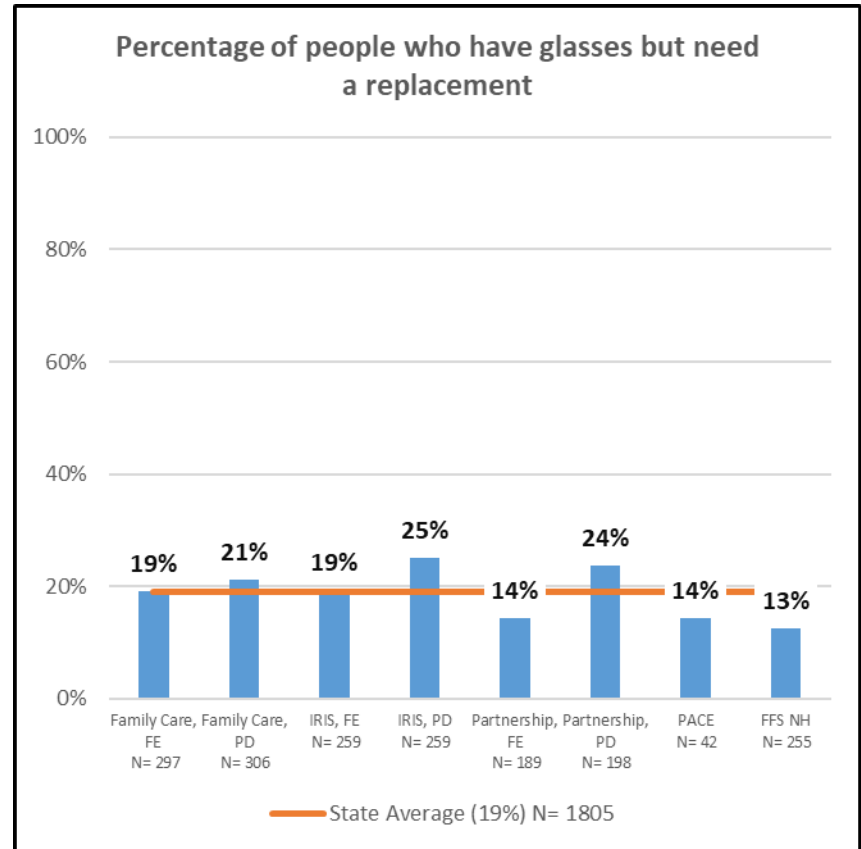
Graph 47. Percentage of people who have hearing aids but need a replacement



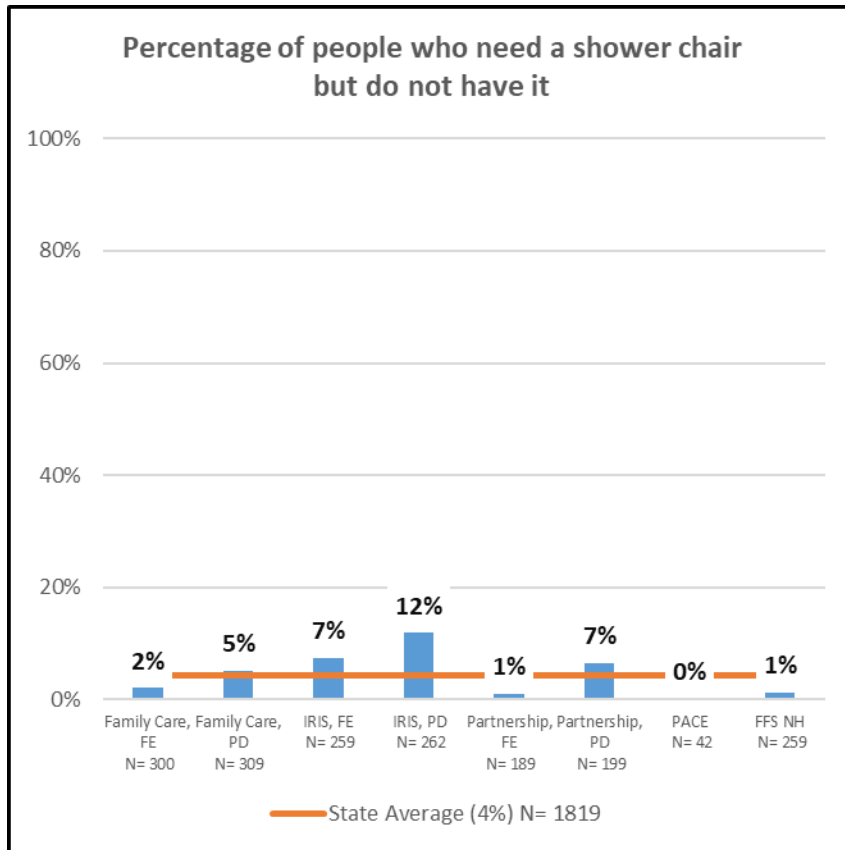
Graph 48. Percentage of people who need glasses but do not have them



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

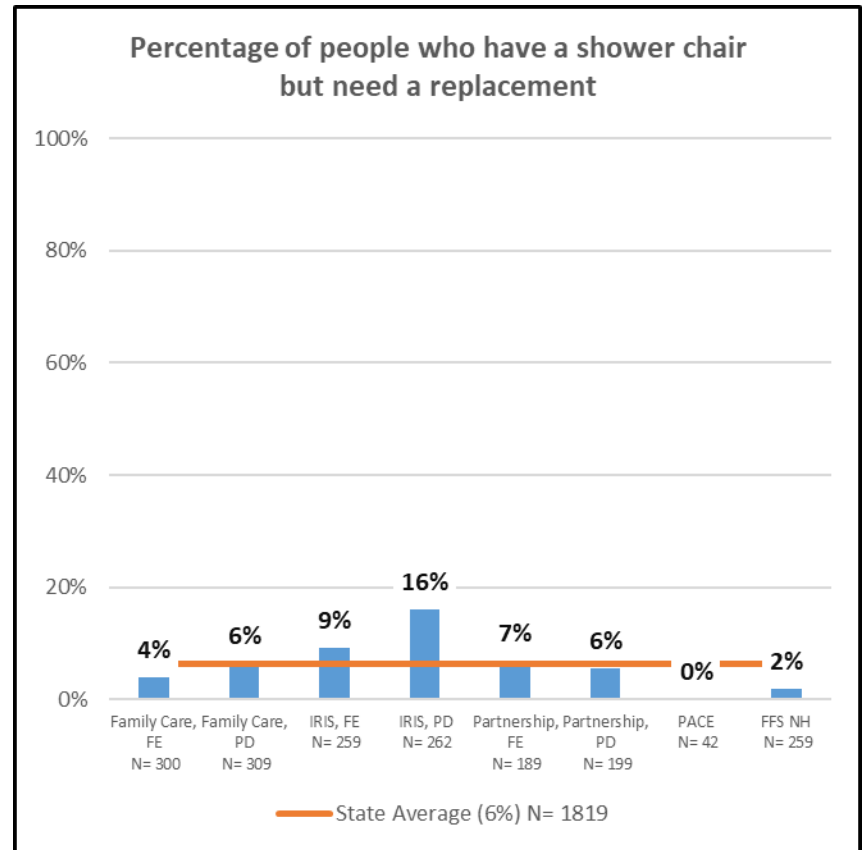


Graph 50. Percentage of people who need a shower chair but do not have it¹⁷



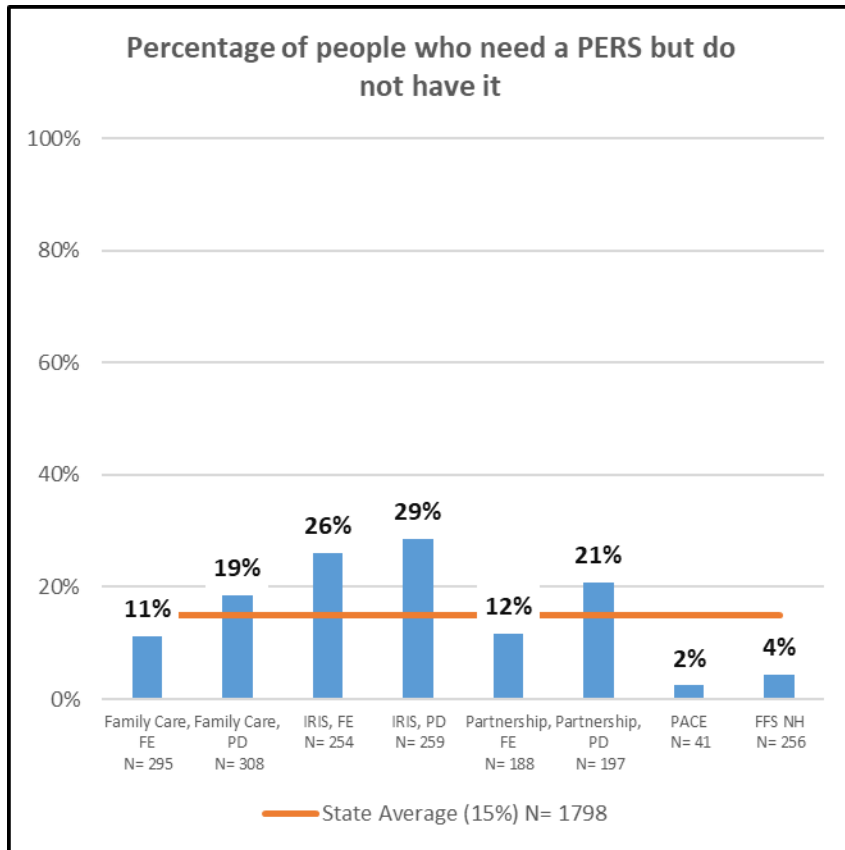
¹⁷ New item in 2019-2020

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

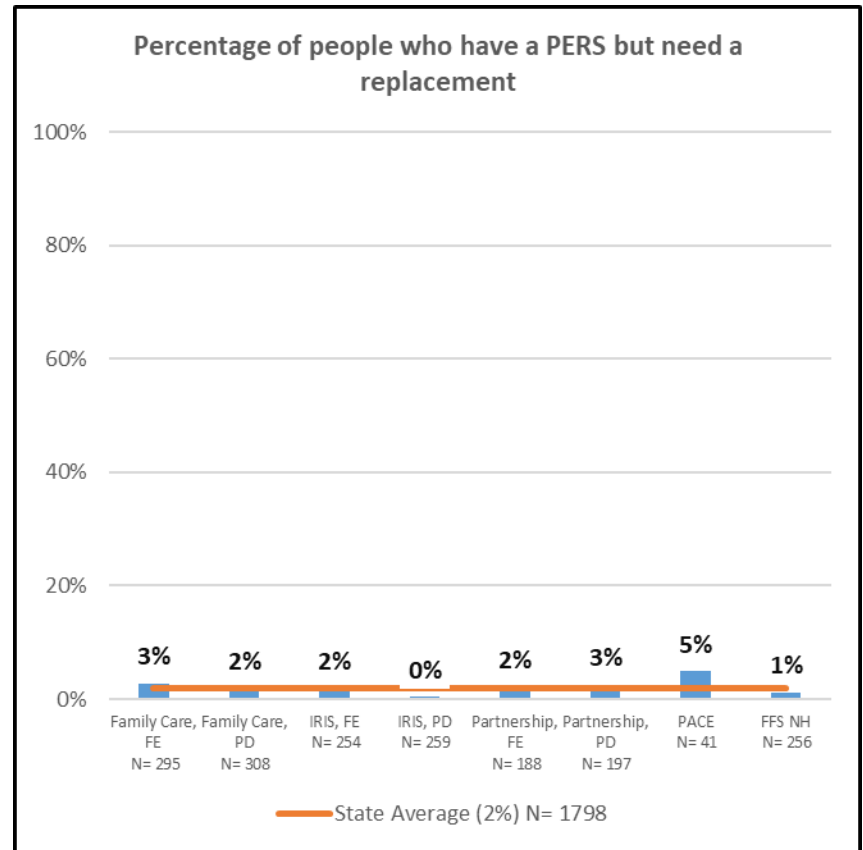


¹⁸ New item in 2019-2020

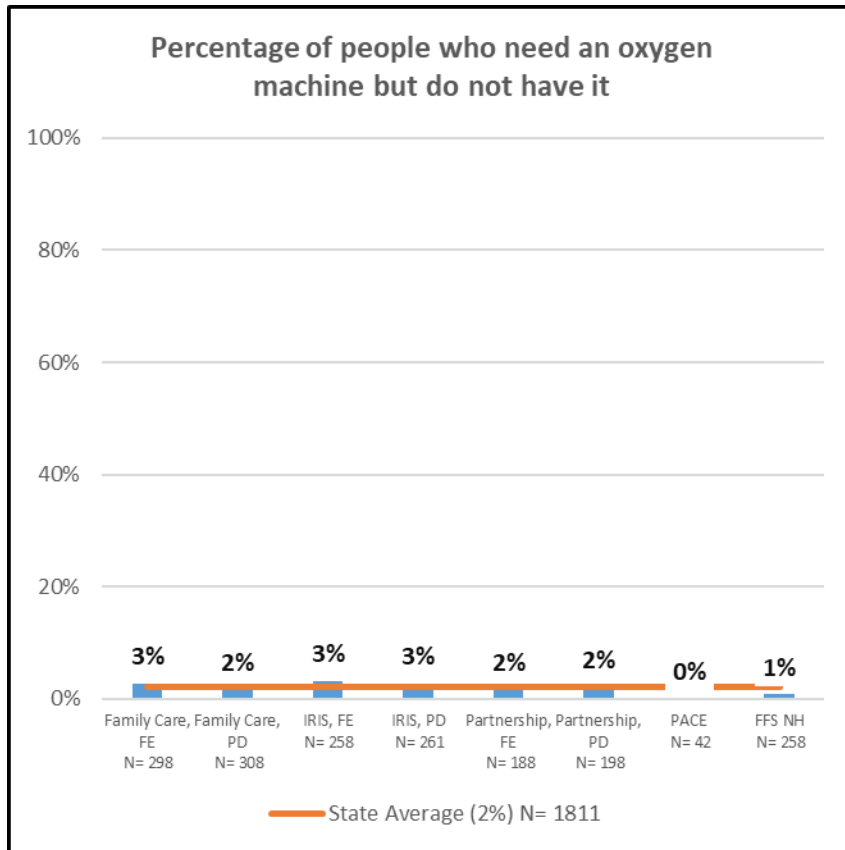
Graph 52. Percentage of people who need a personal emergency response system but do not have it



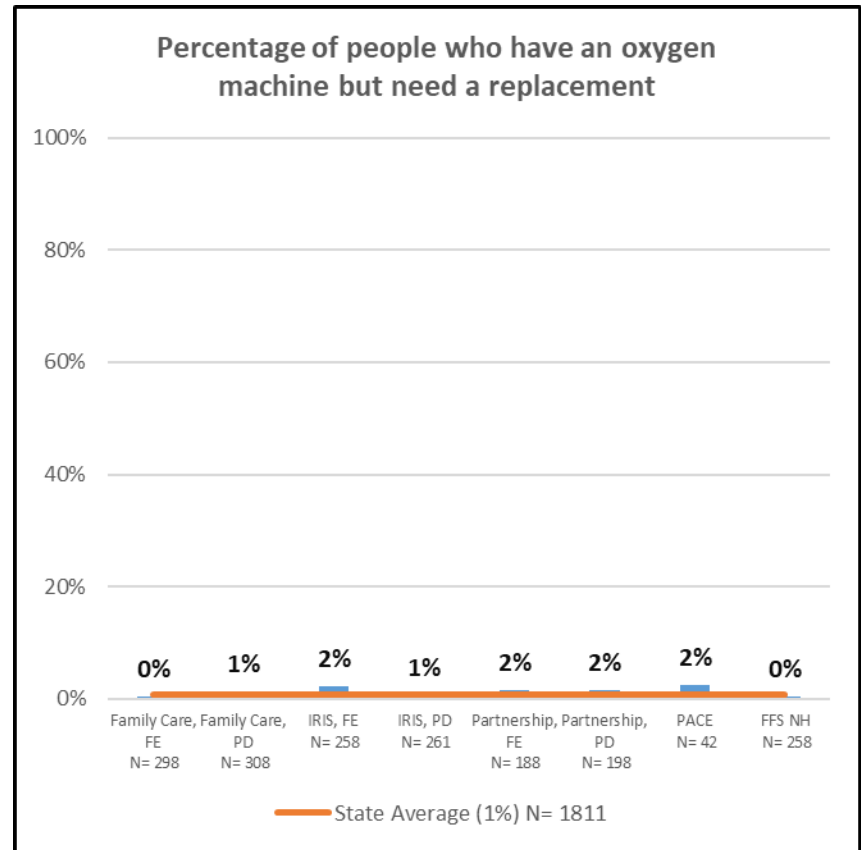
Graph 53. Percentage of people who have a personal emergency response system but need a replacement



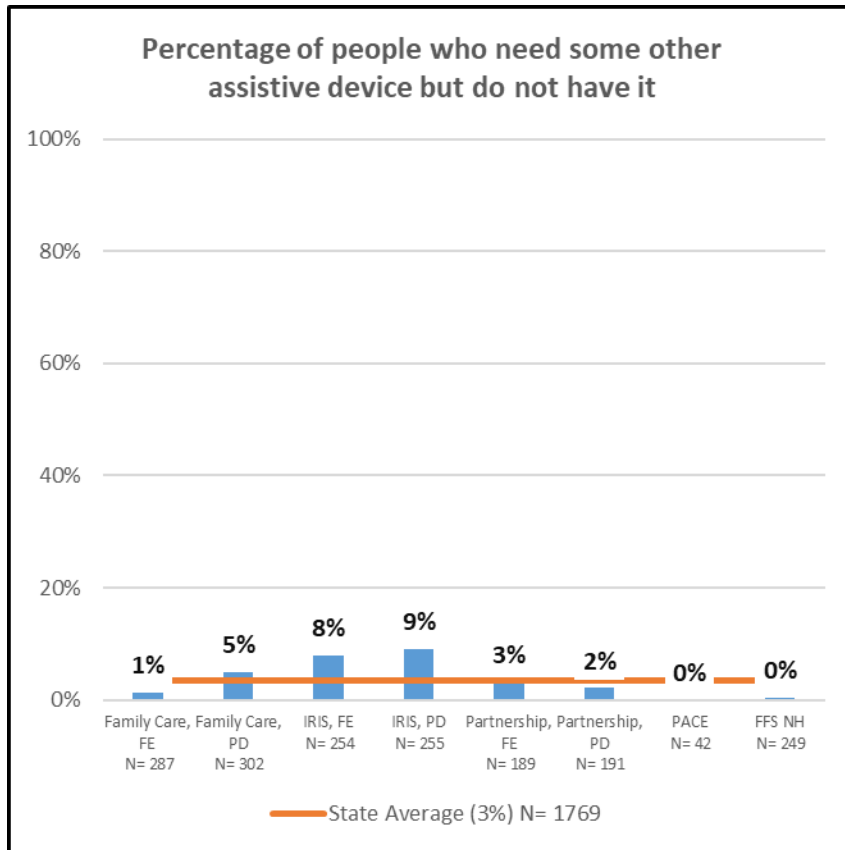
Graph 54. Percentage of people who need an oxygen machine but do not have it



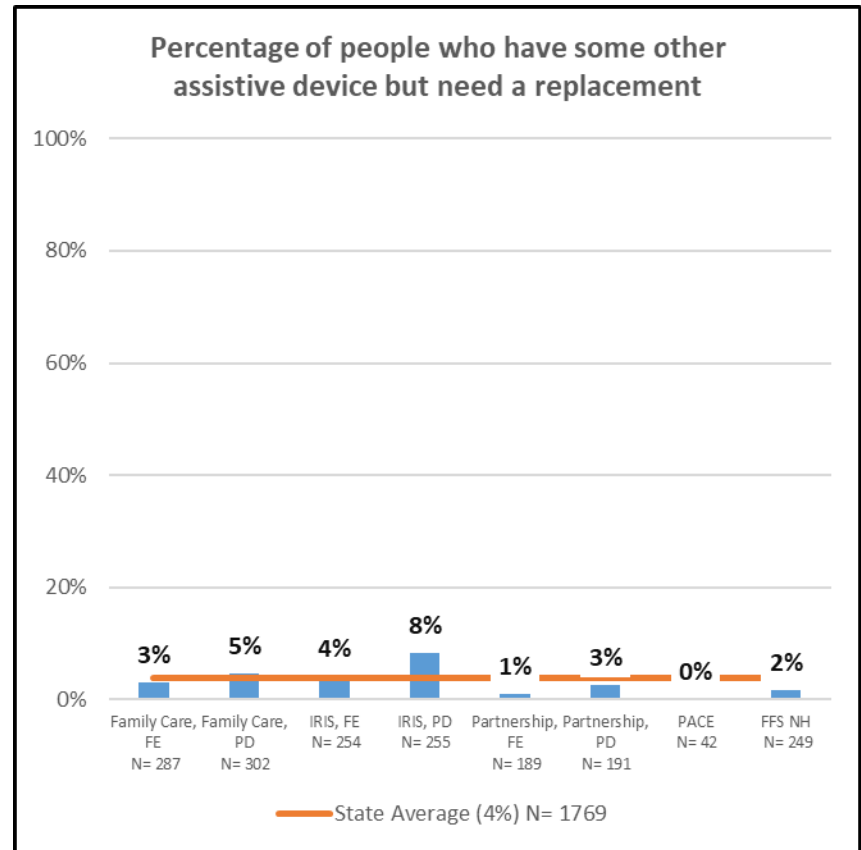
Graph 55. Percentage of people who have an oxygen machine but need a replacement



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



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



Safety

People feel safe from abuse, neglect, and injury.

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

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

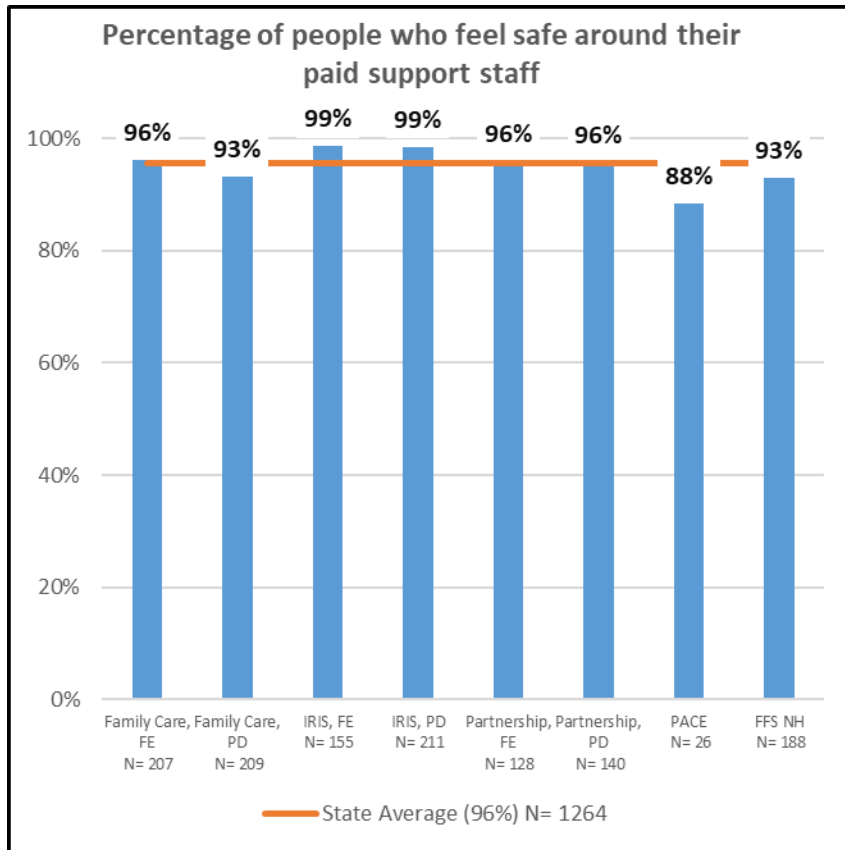
There are six survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

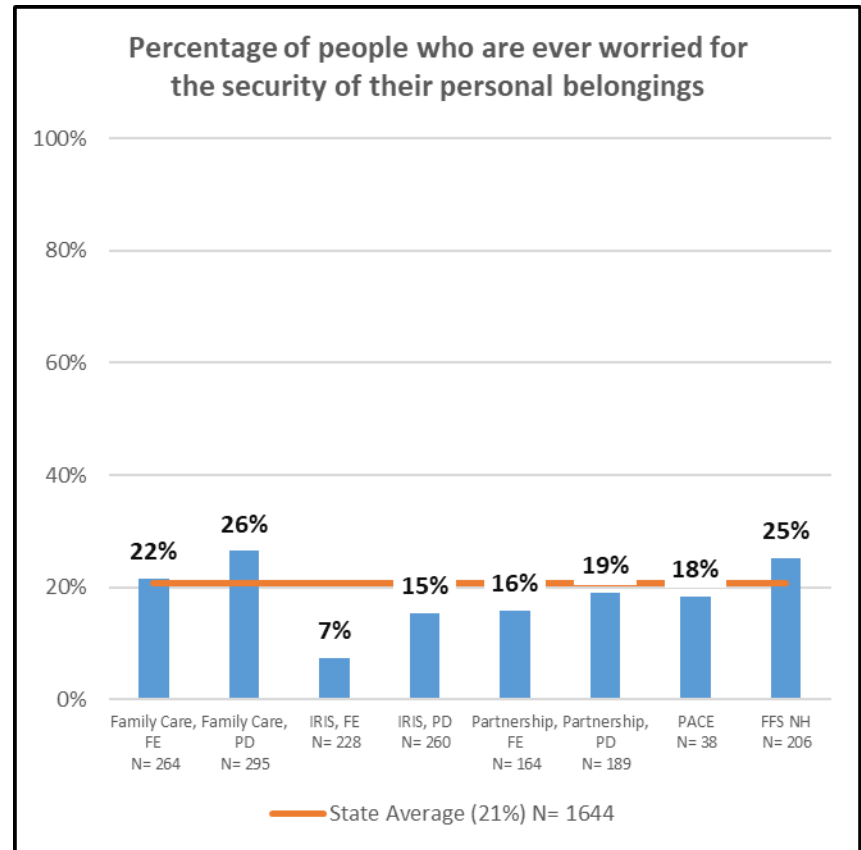
¹⁹ Indicator previously reported in the “Care Coordination” domain.

²⁰ New indicator in 2019-2020.

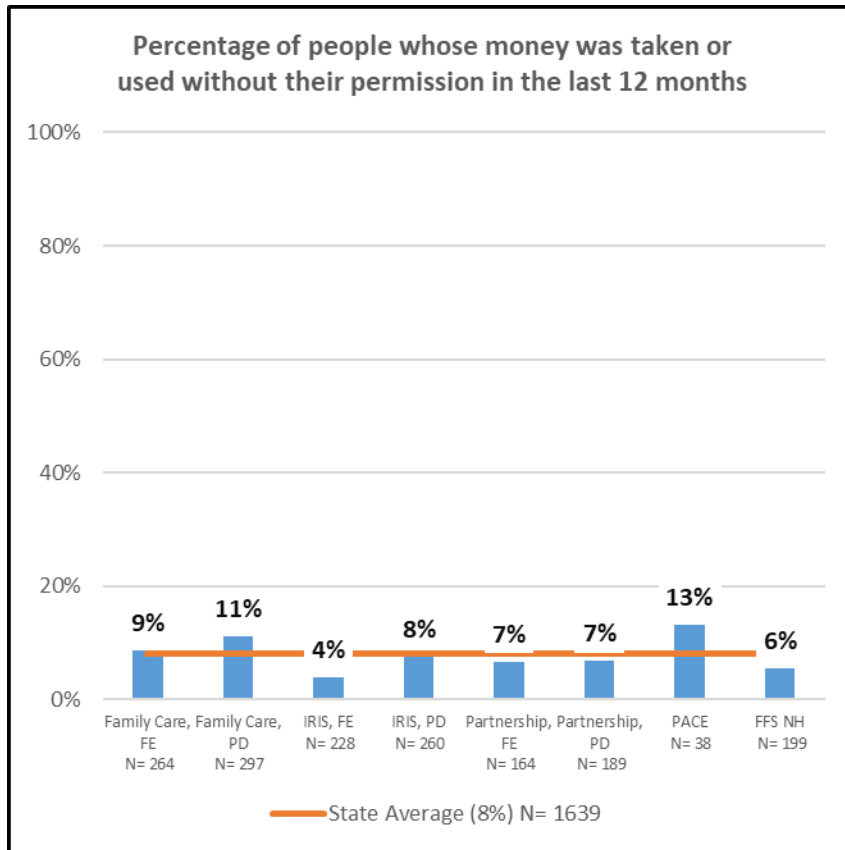
Graph 58. Percentage of people who feel safe around their paid support staff



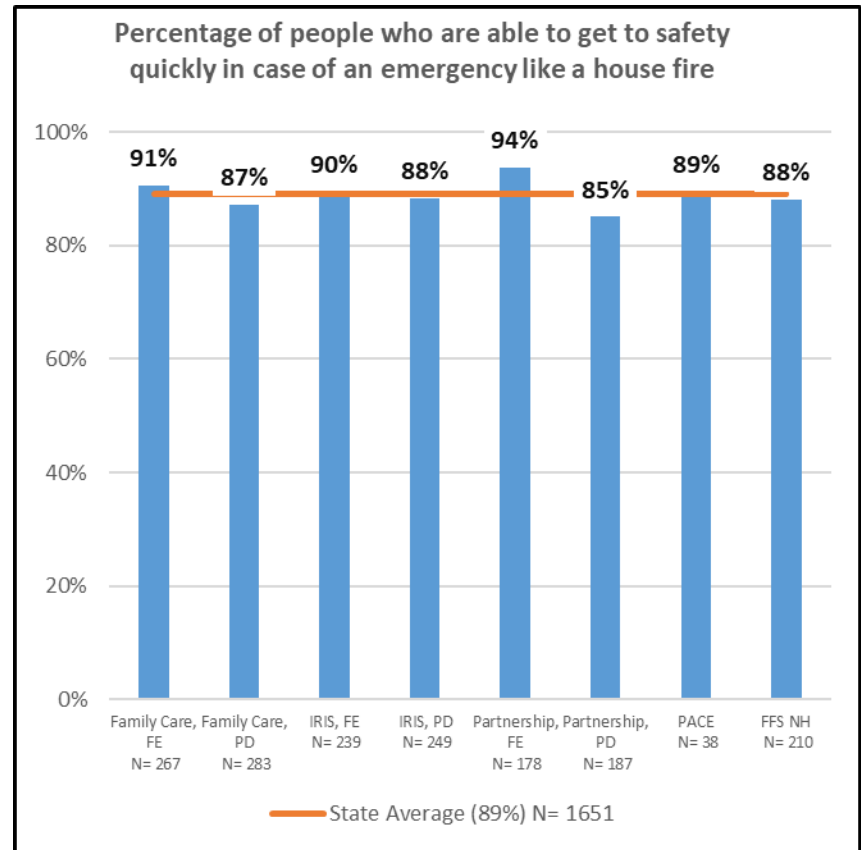
Graph 59. Percentage of people who are ever worried for the security of their personal belongings



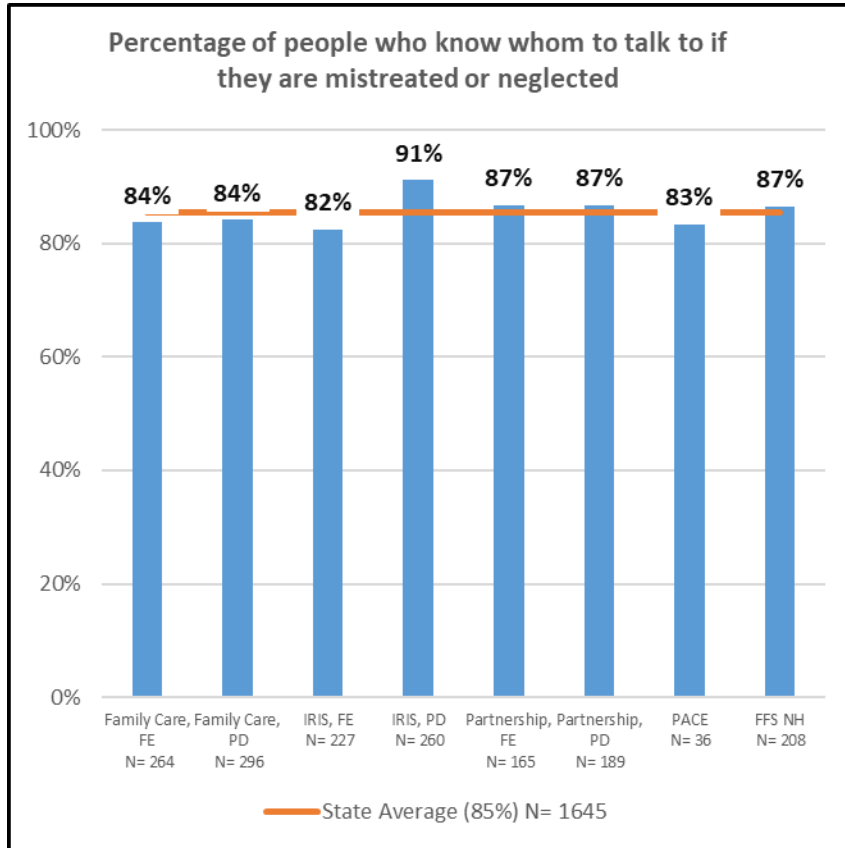
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months



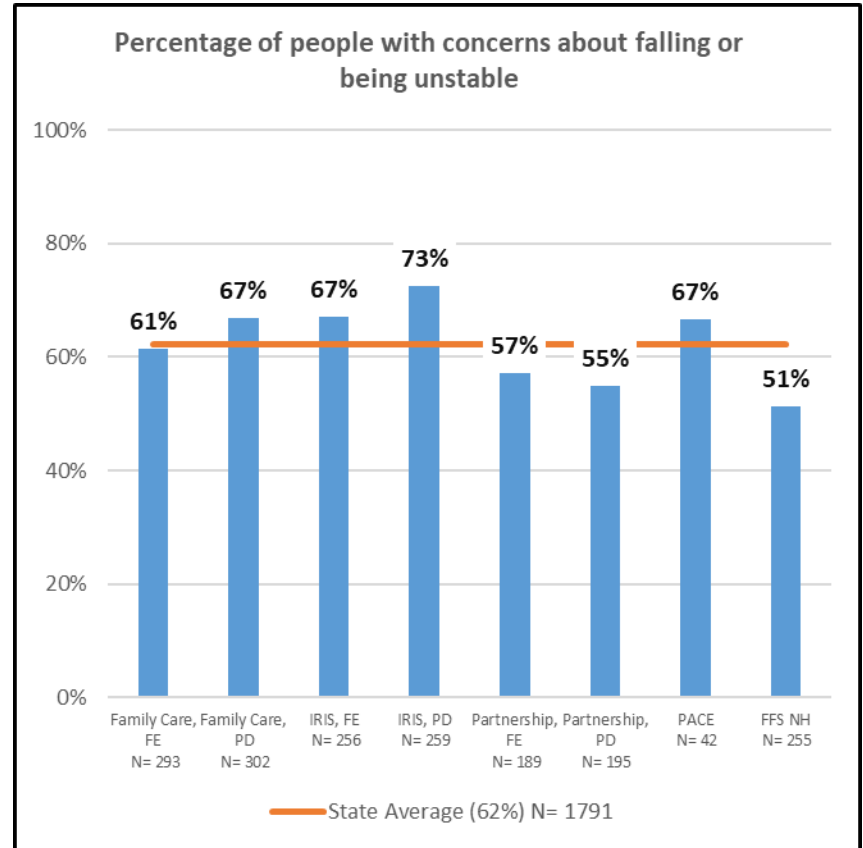
Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire



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



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



²¹ New item in 2019-2020.

²² Item previously reported in the "Care Coordination" domain.

Health Care

People secure needed health services.

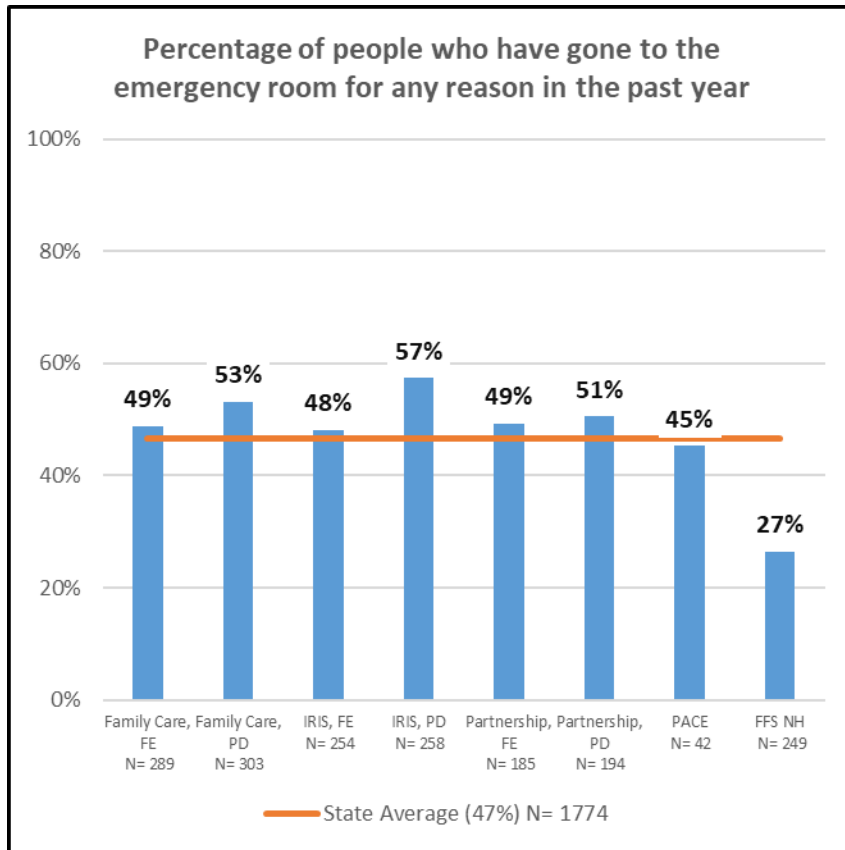
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

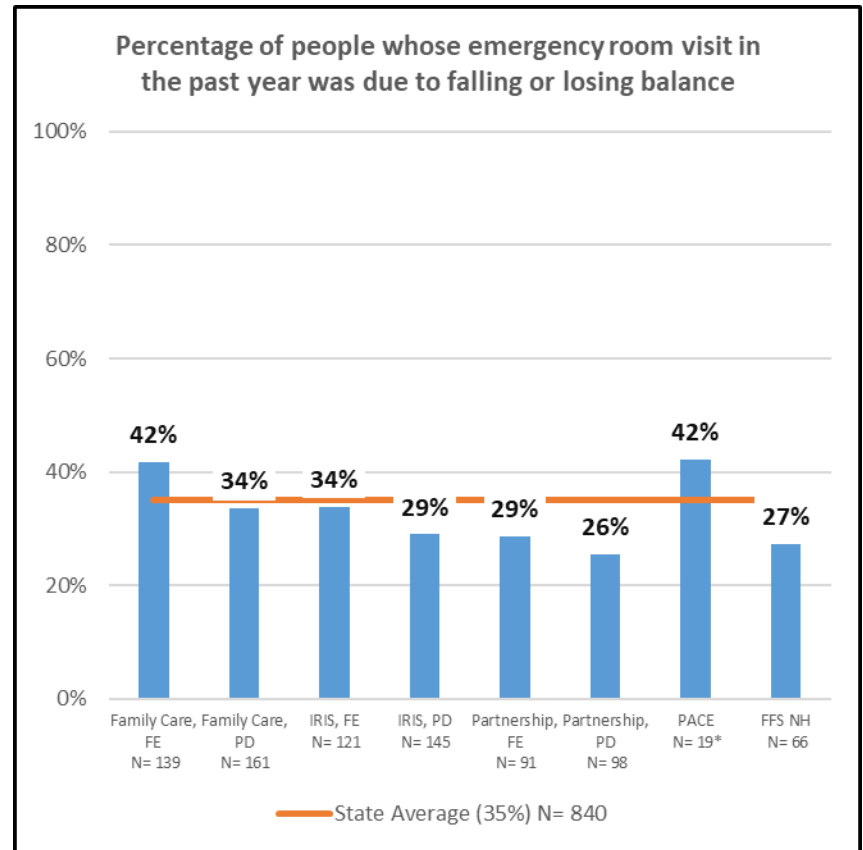
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

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

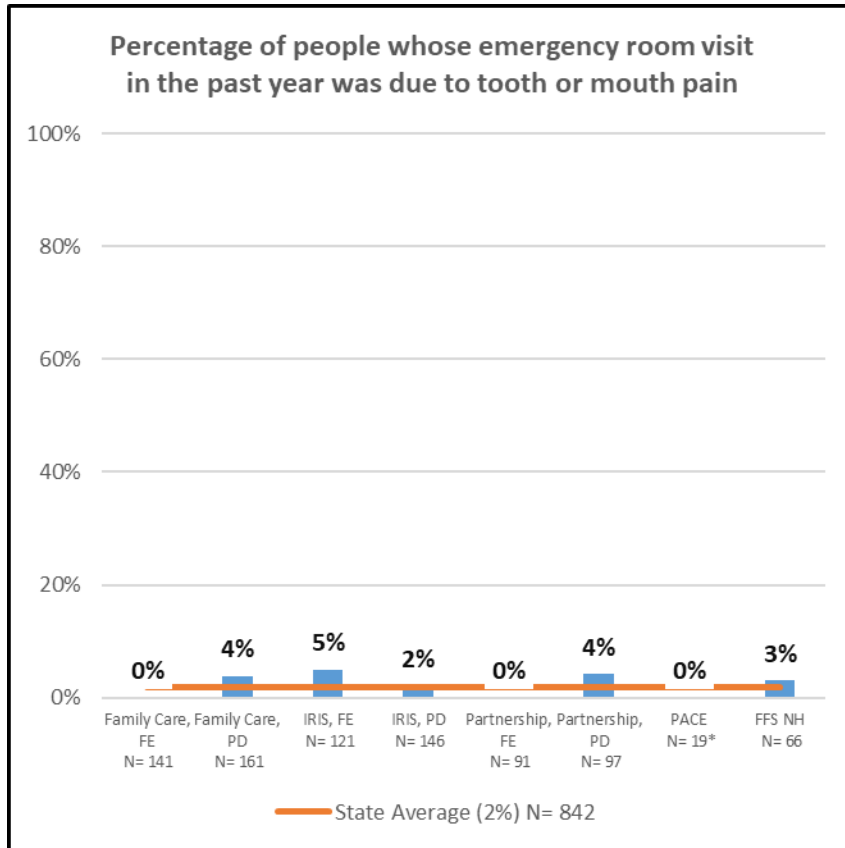


Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance



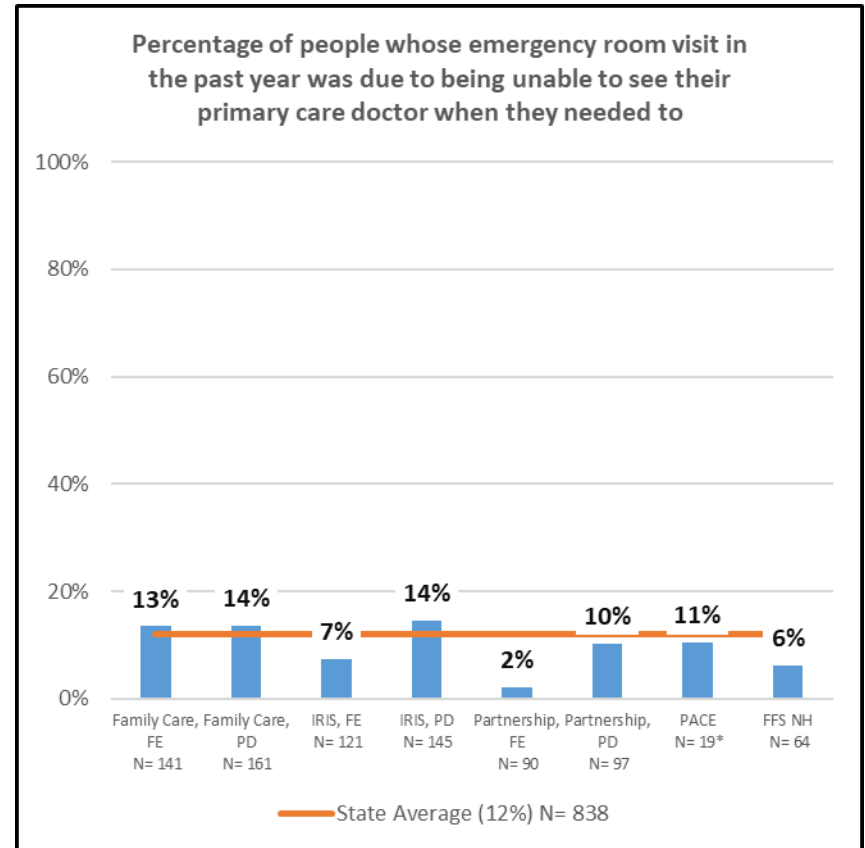
* Very small number of responses

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



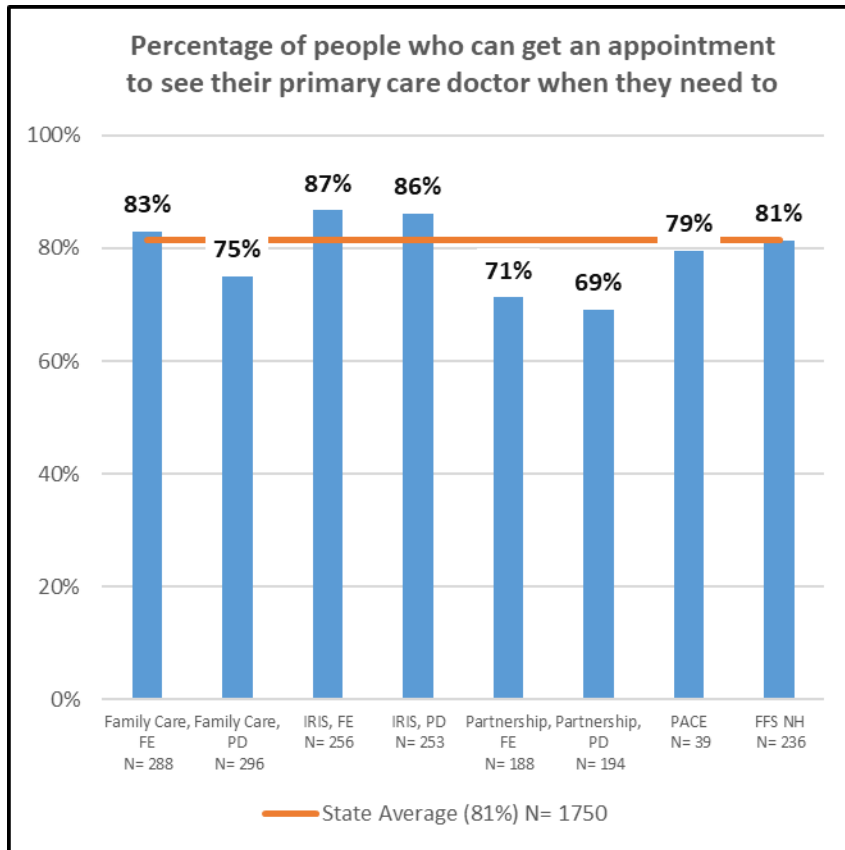
* Very small number of responses

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

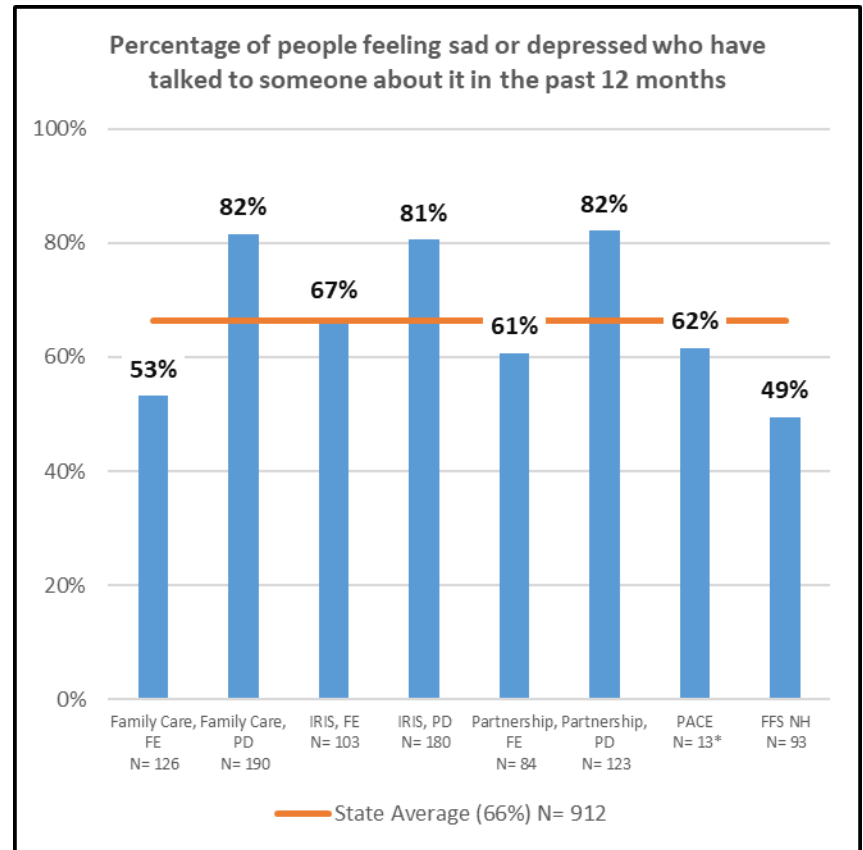


* Very small number of responses

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

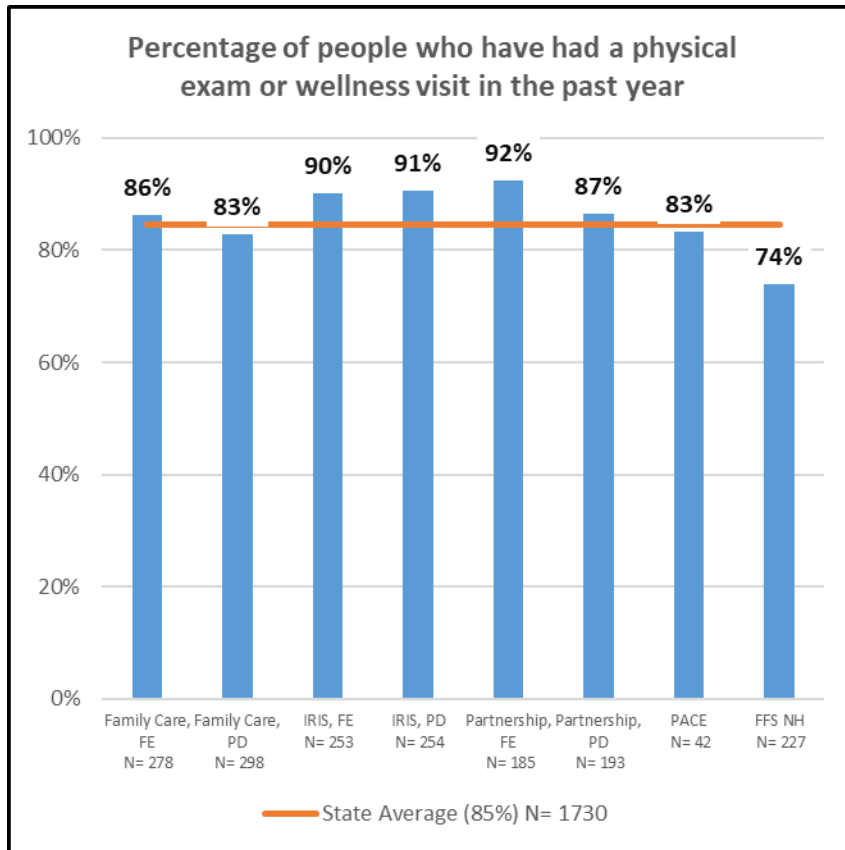


Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

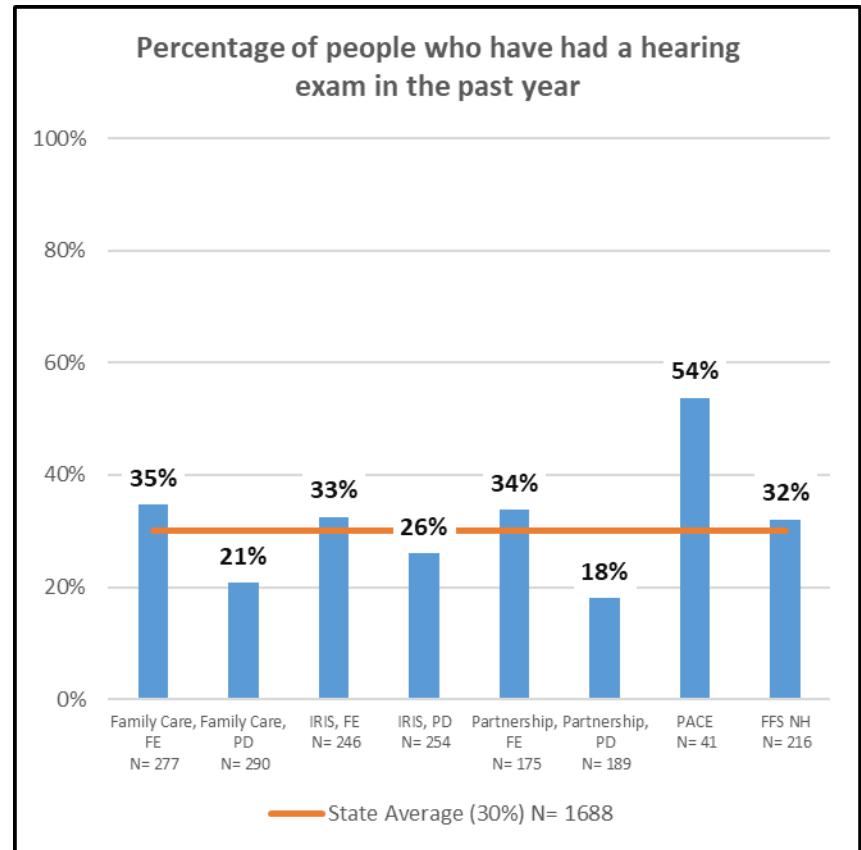


* Very small number of responses

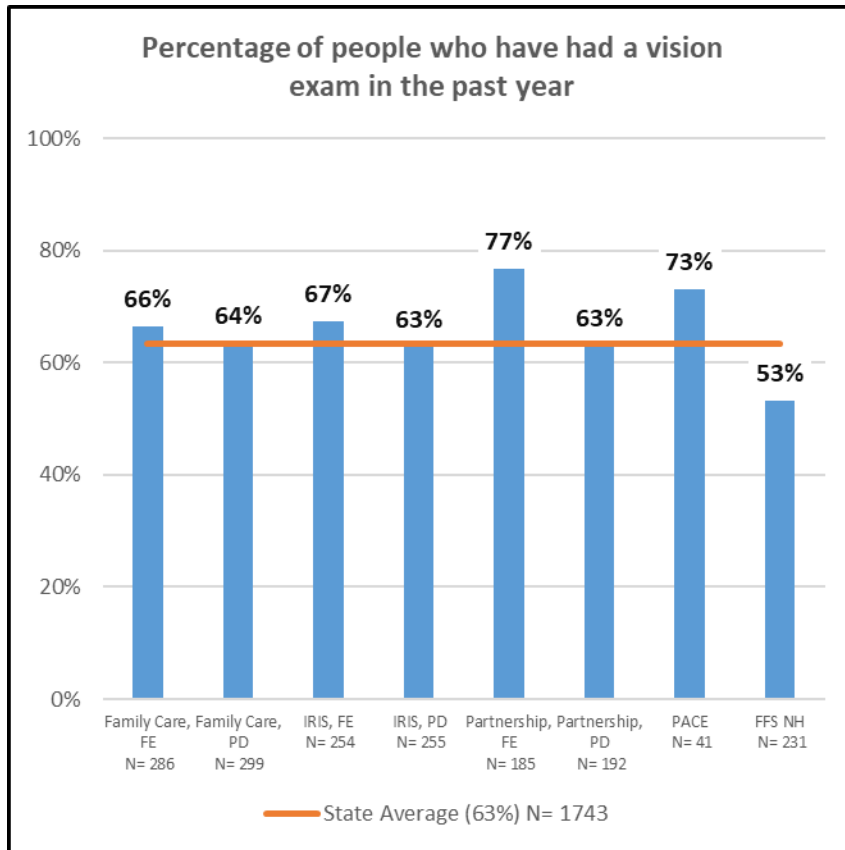
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year



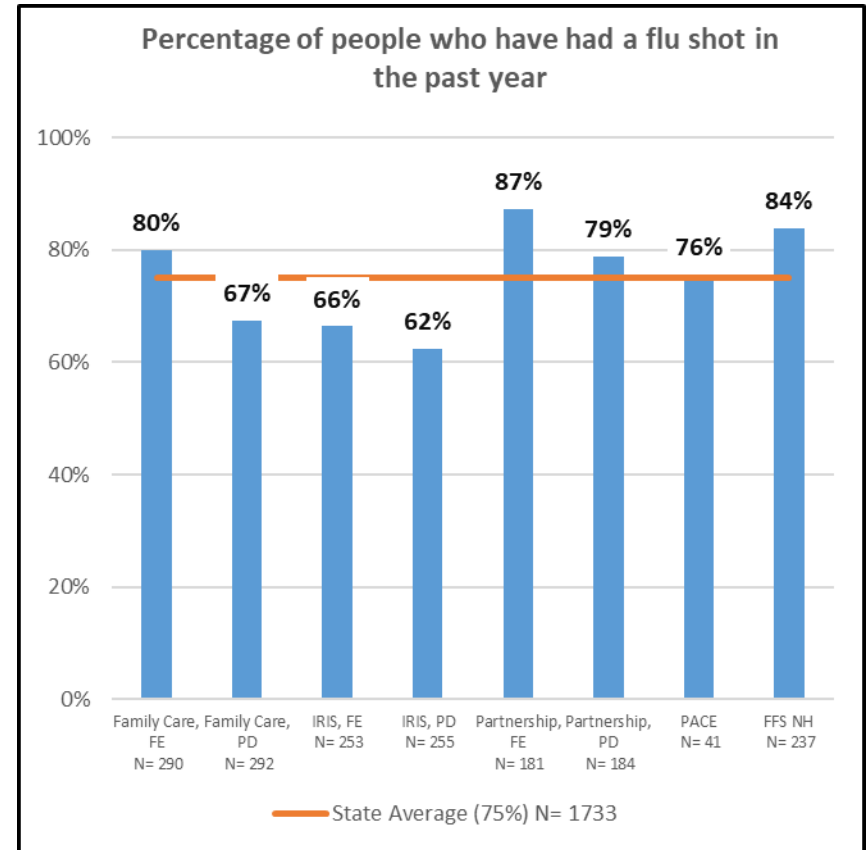
Graph 71. Percentage of people who have had a hearing exam in the past year



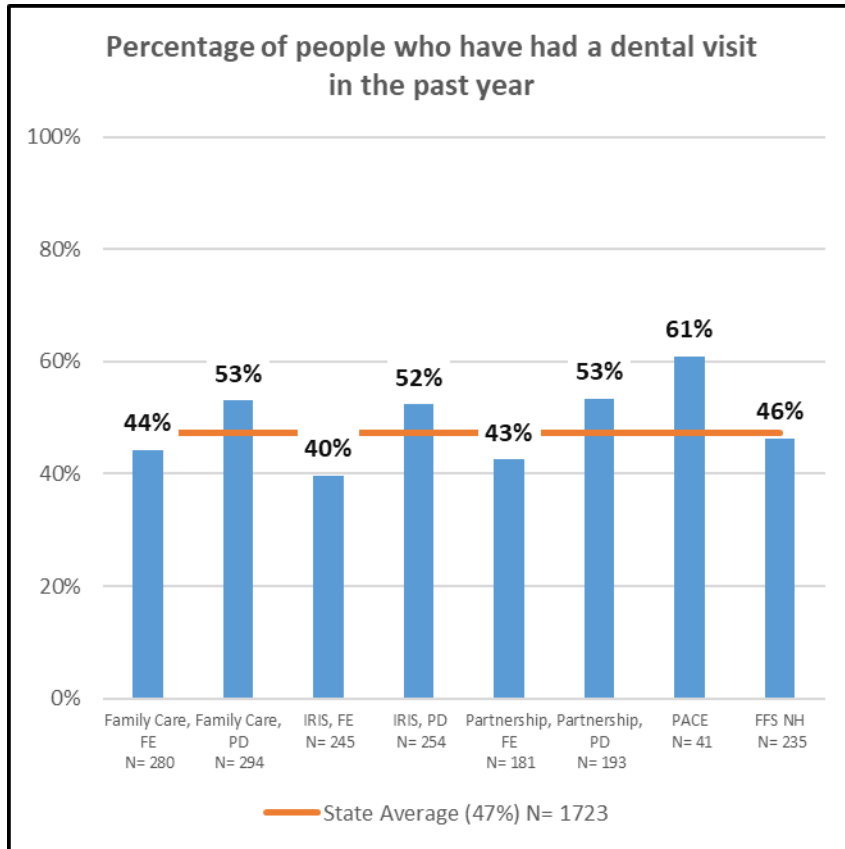
Graph 72. Percentage of people who have had a vision exam in the past year



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



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



Wellness

People are supported to maintain wellness.

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

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

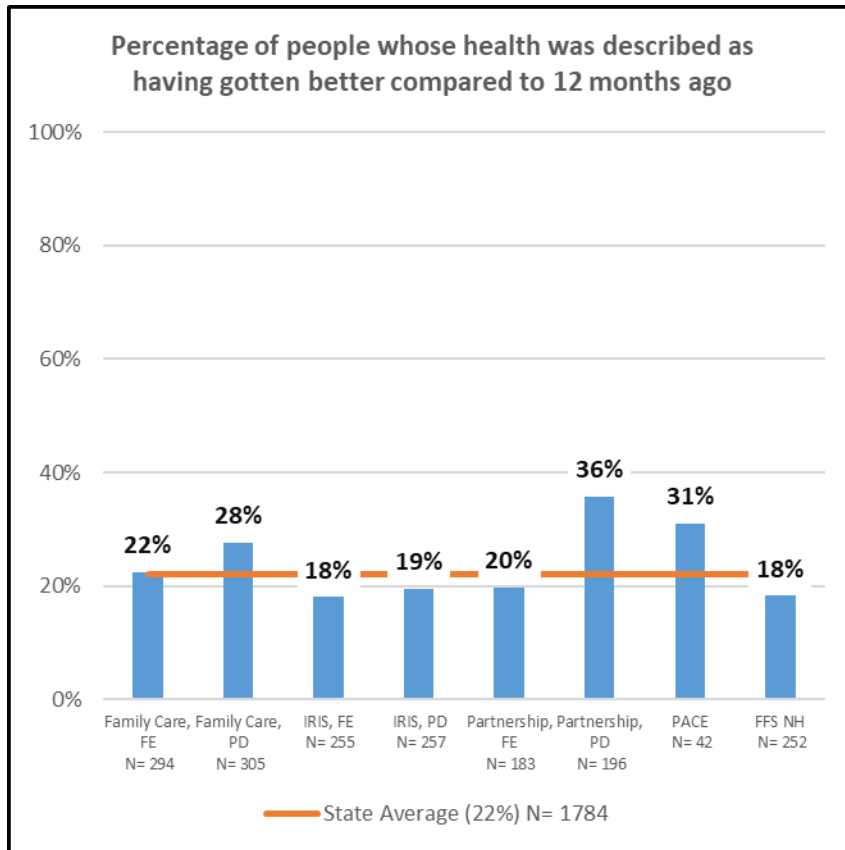
There are nine²⁴ survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

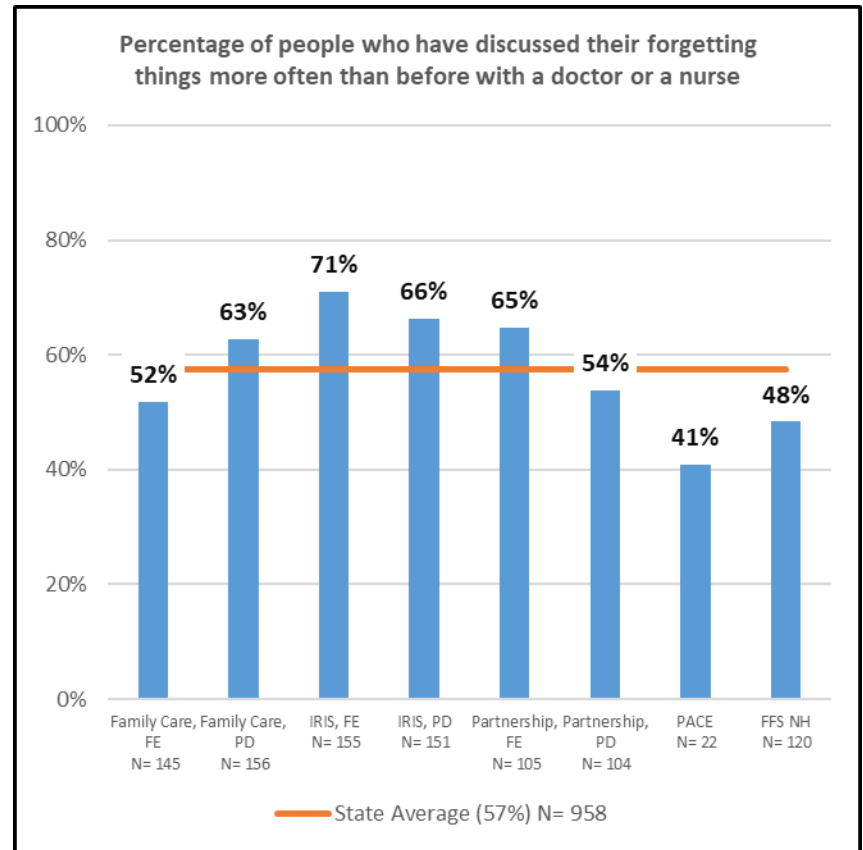
²³ New indicator in 2019-2020.

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

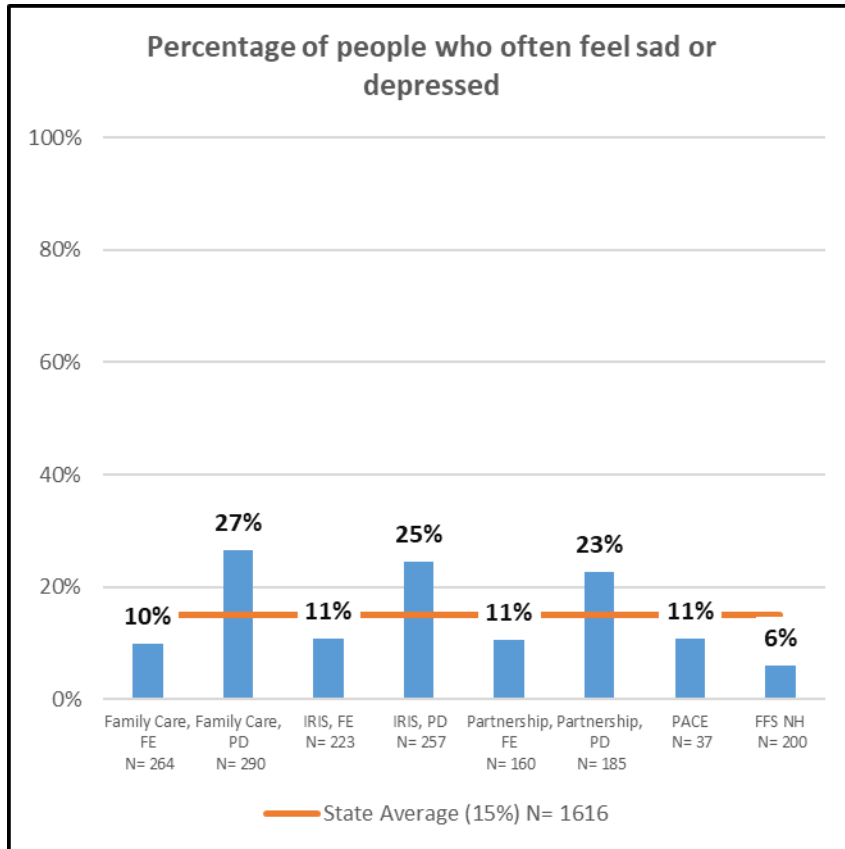
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago



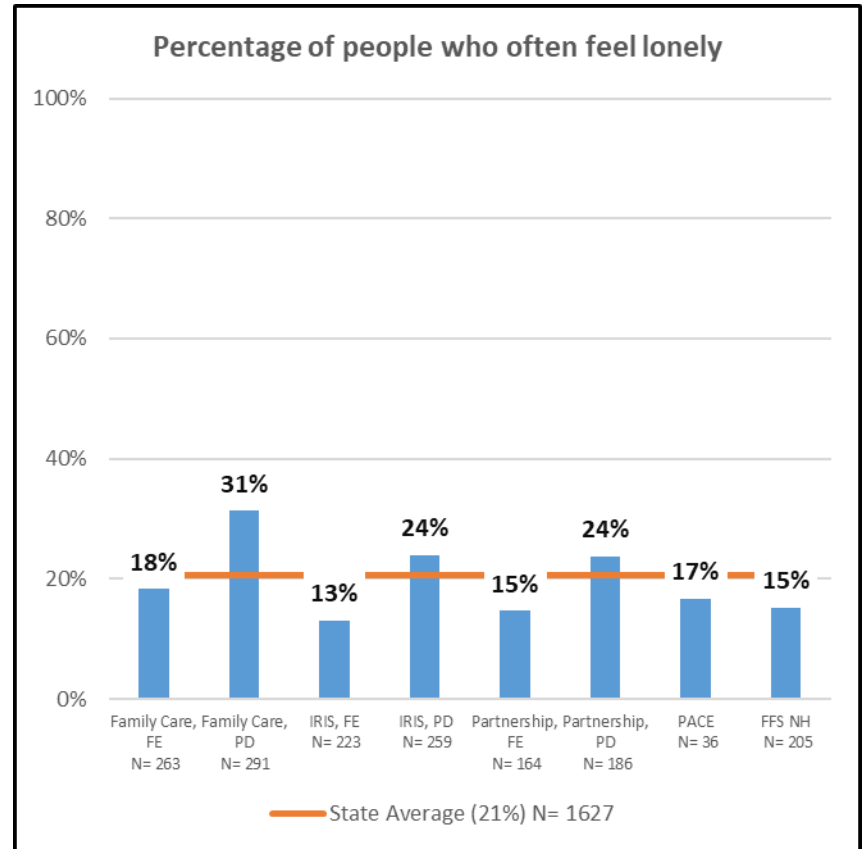
Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse



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

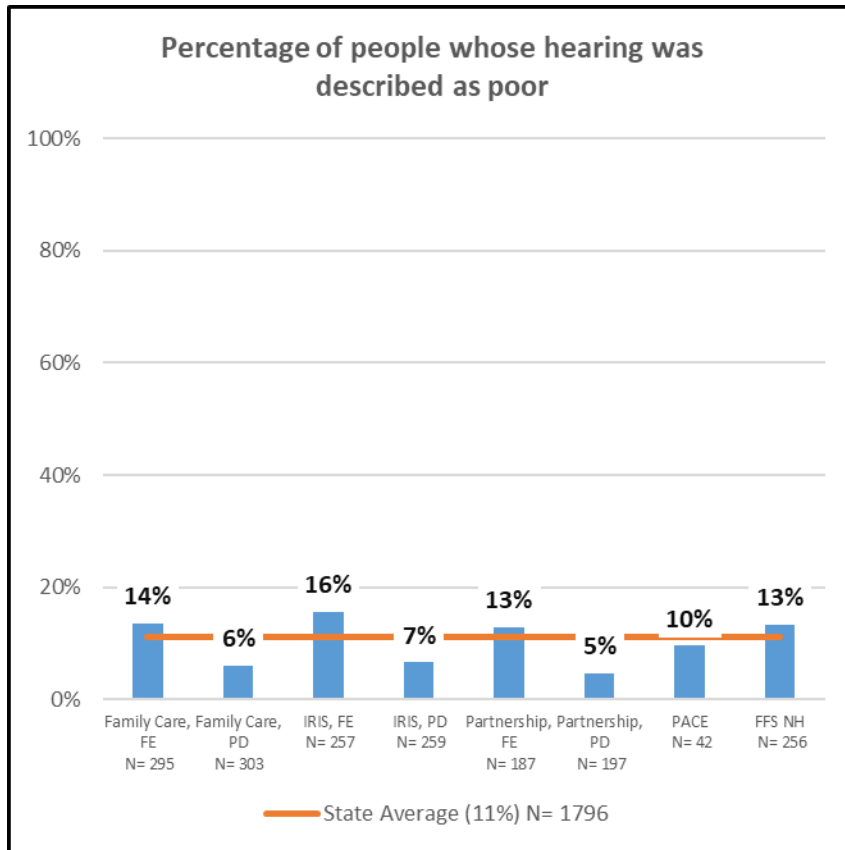


Graph 78. Percentage of people who often feel lonely²⁵

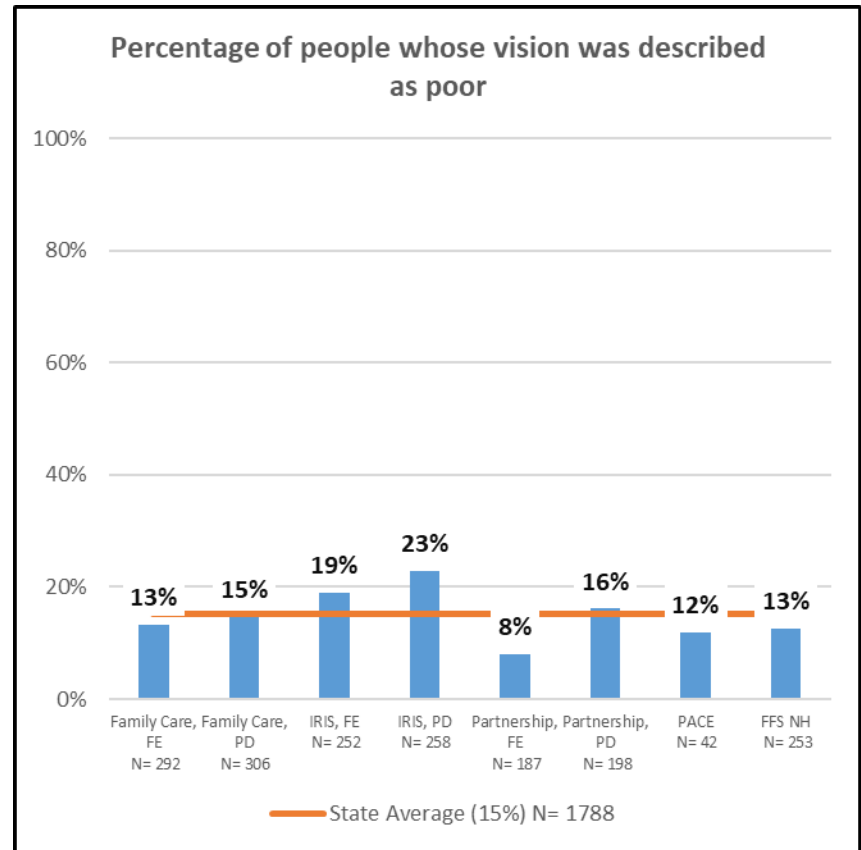


²⁵ New item in 2019-2020.

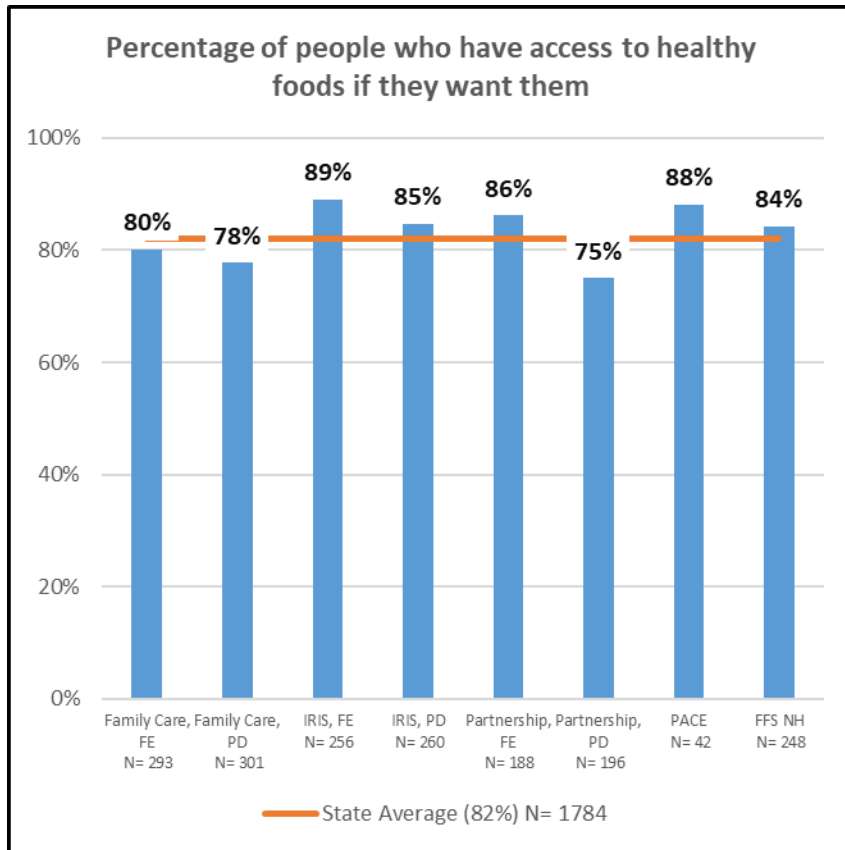
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



Medications

Medications are managed effectively and appropriately.

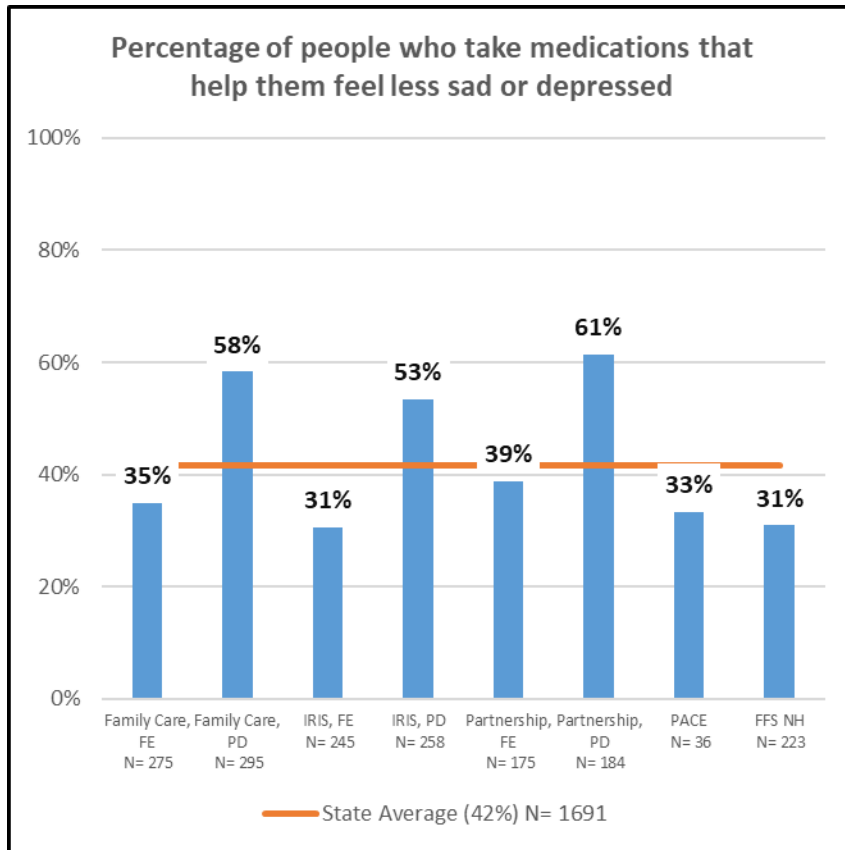
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

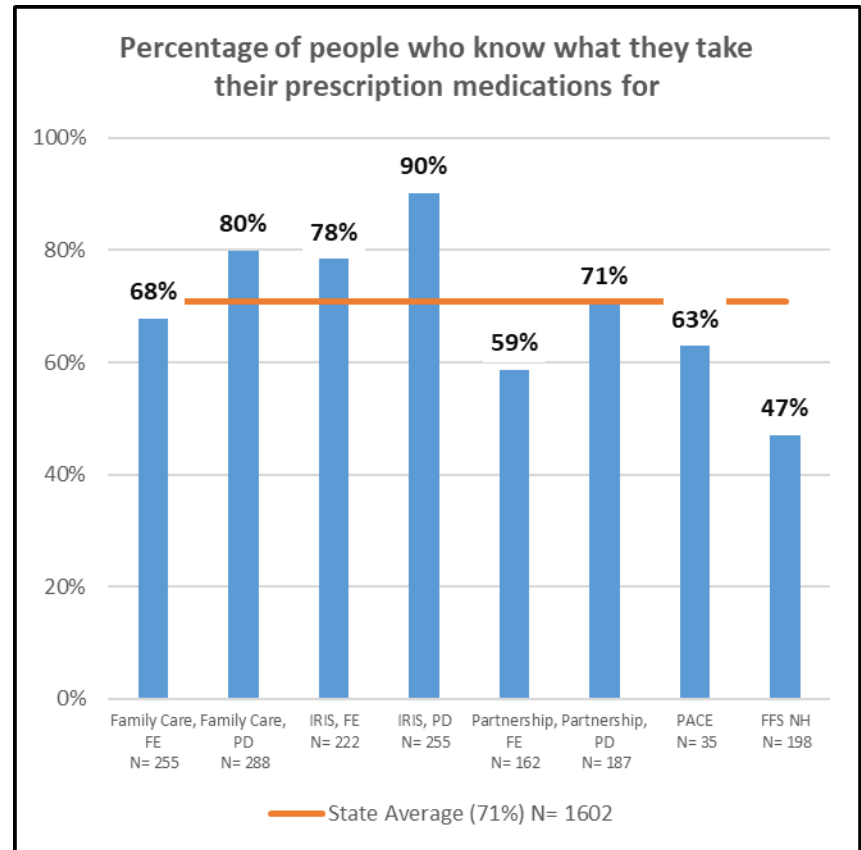
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



Rights and Respect

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

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

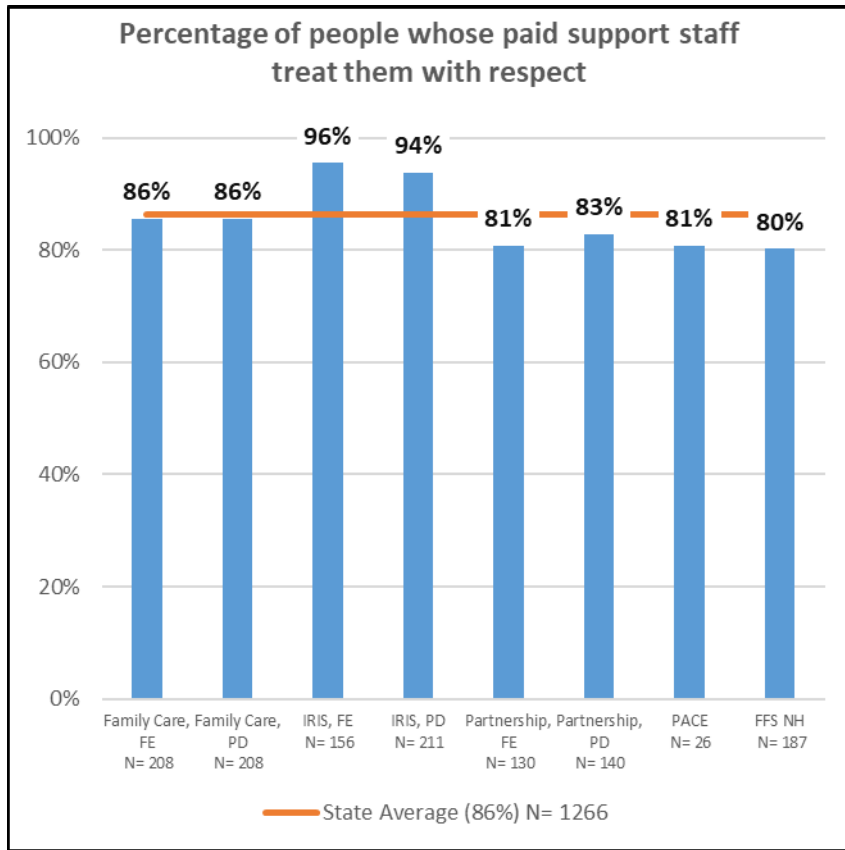
1. Percentage of people who have access to information about services in their preferred language²⁶
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group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

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

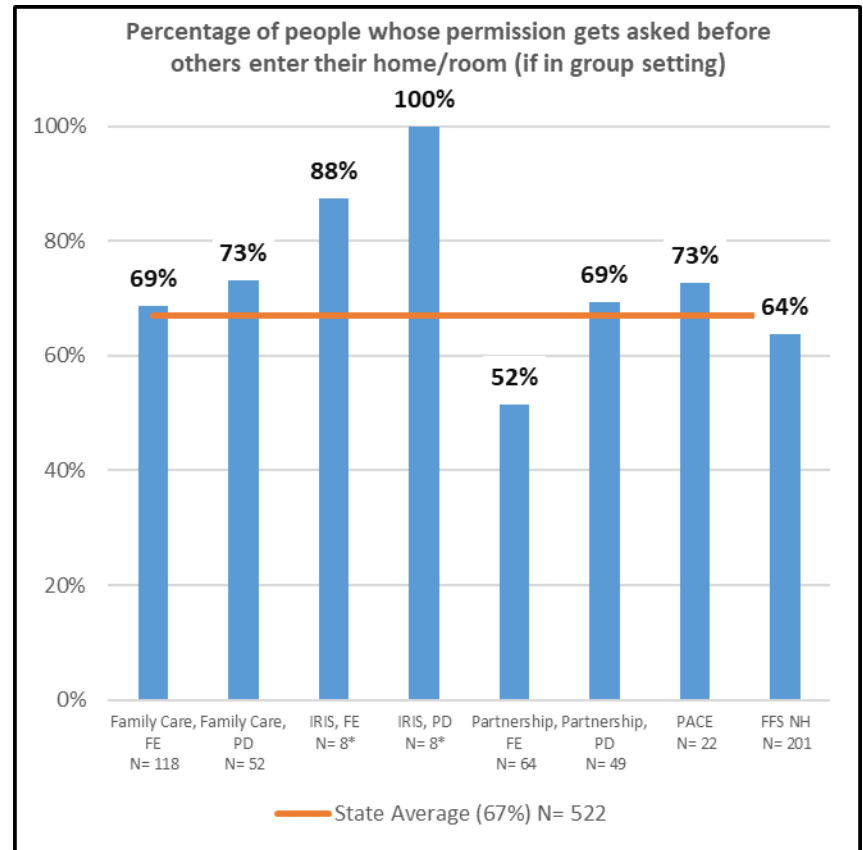
Un-collapsed data are shown in Appendix B.

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

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



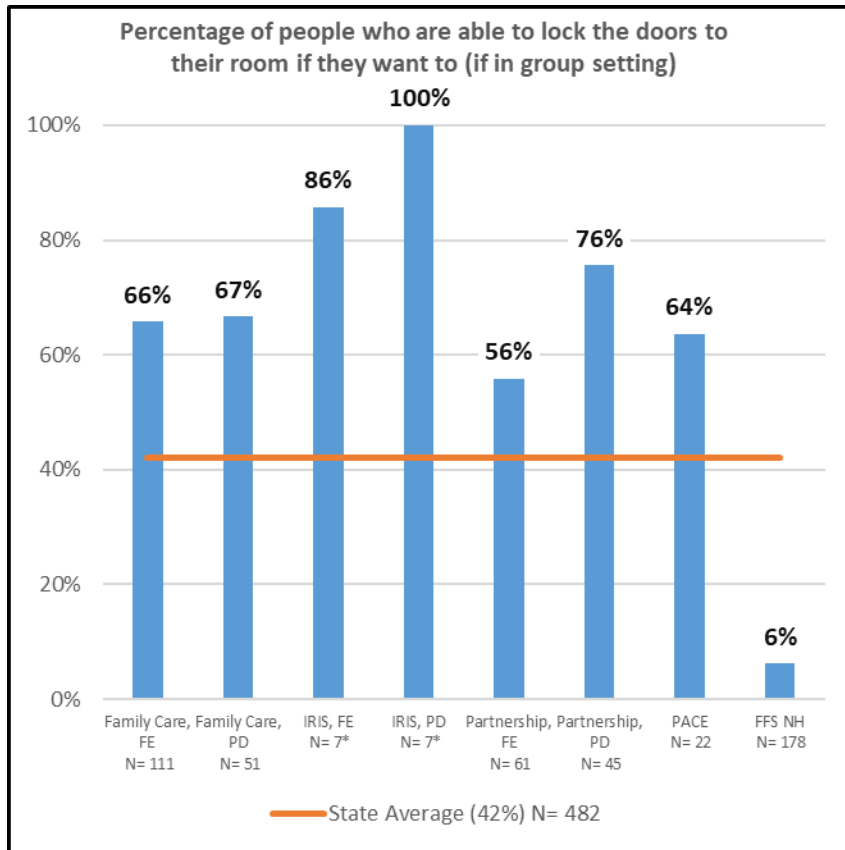
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)²⁷



* Very small number of responses

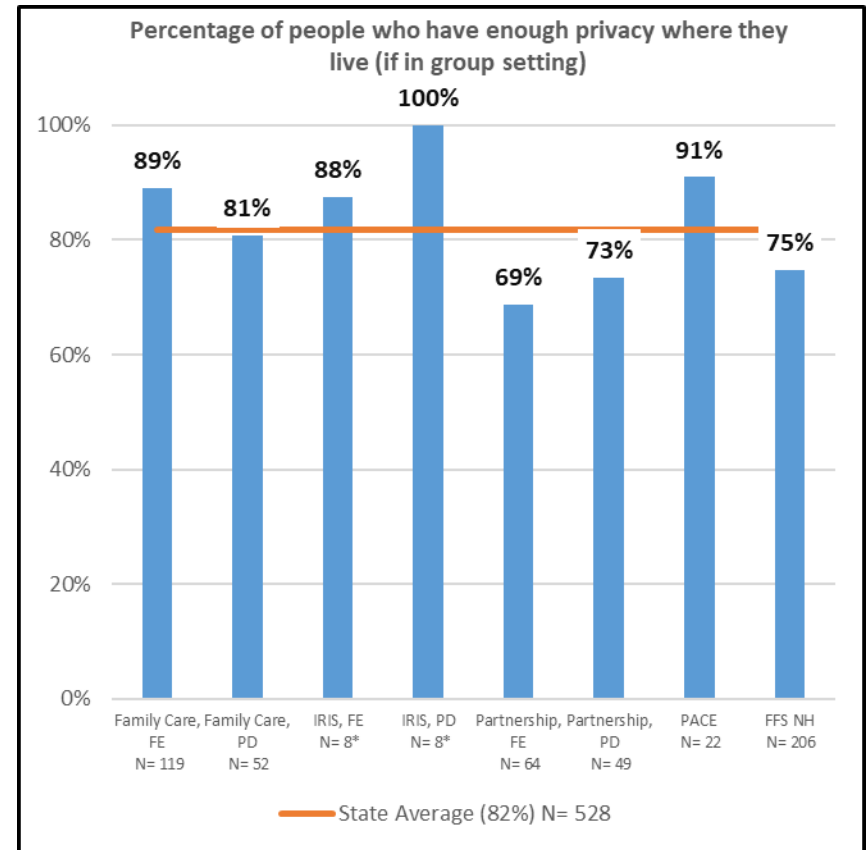
²⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

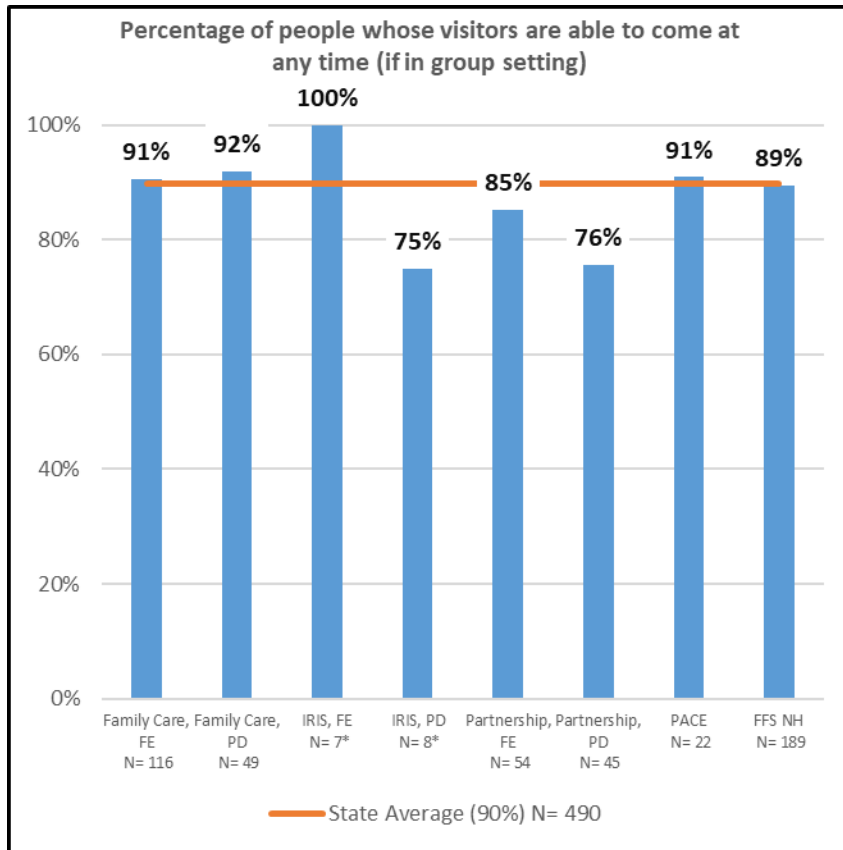


* Very small number of responses

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

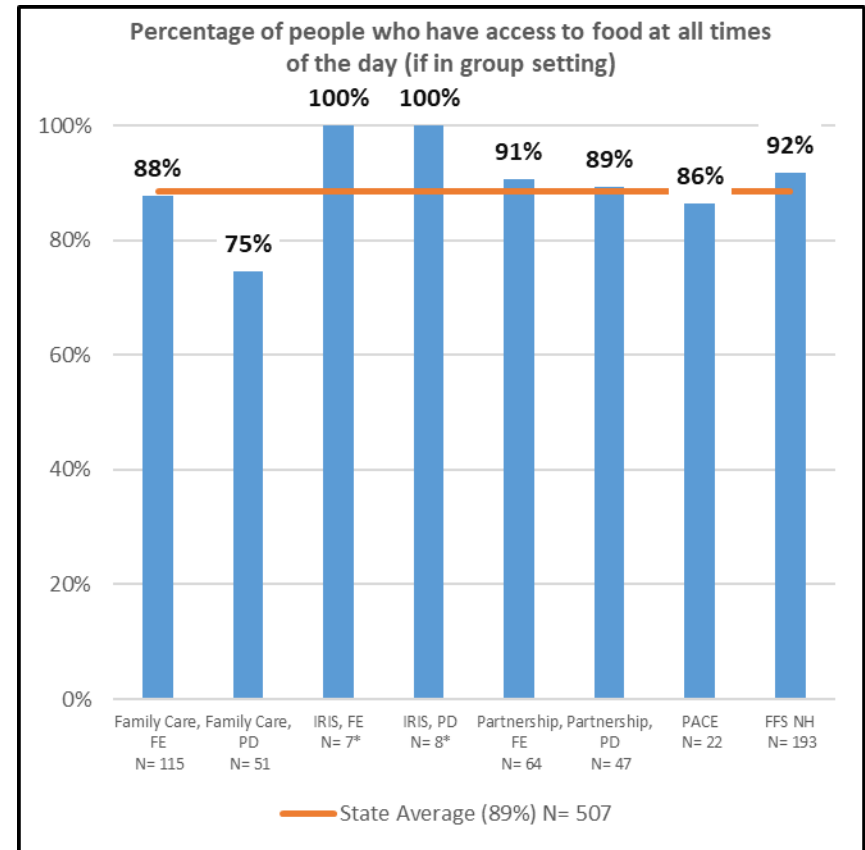
²⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



* Very small number of responses

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

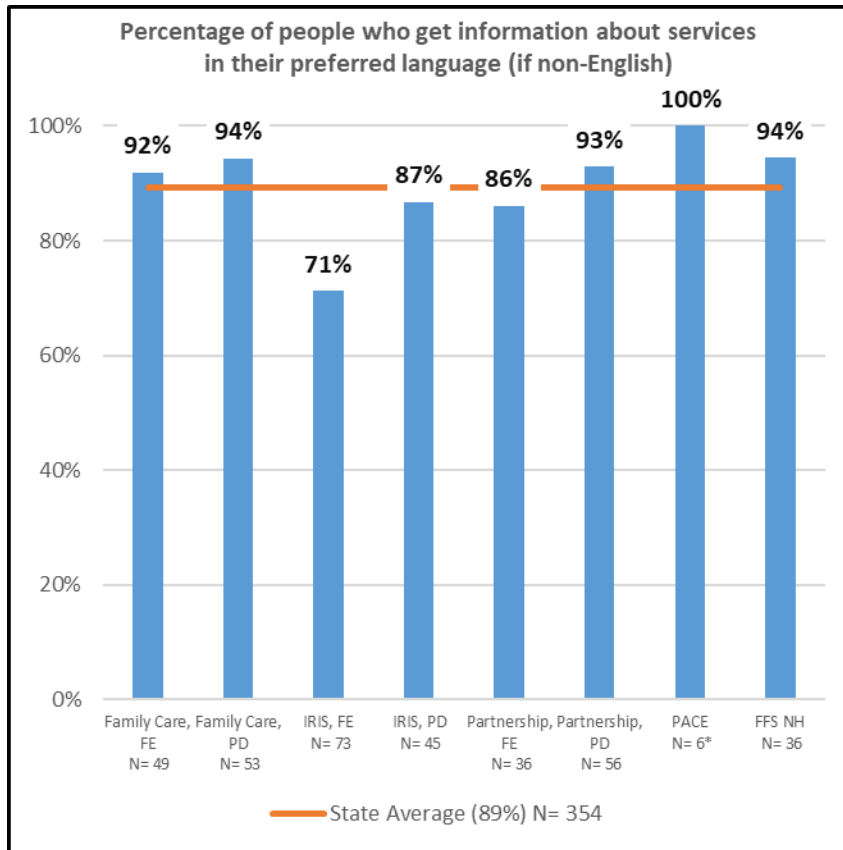


* Very small number of responses

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

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

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



* Very small number of responses

³² Item previously reported in "Service Coordination" domain

Self-Direction

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

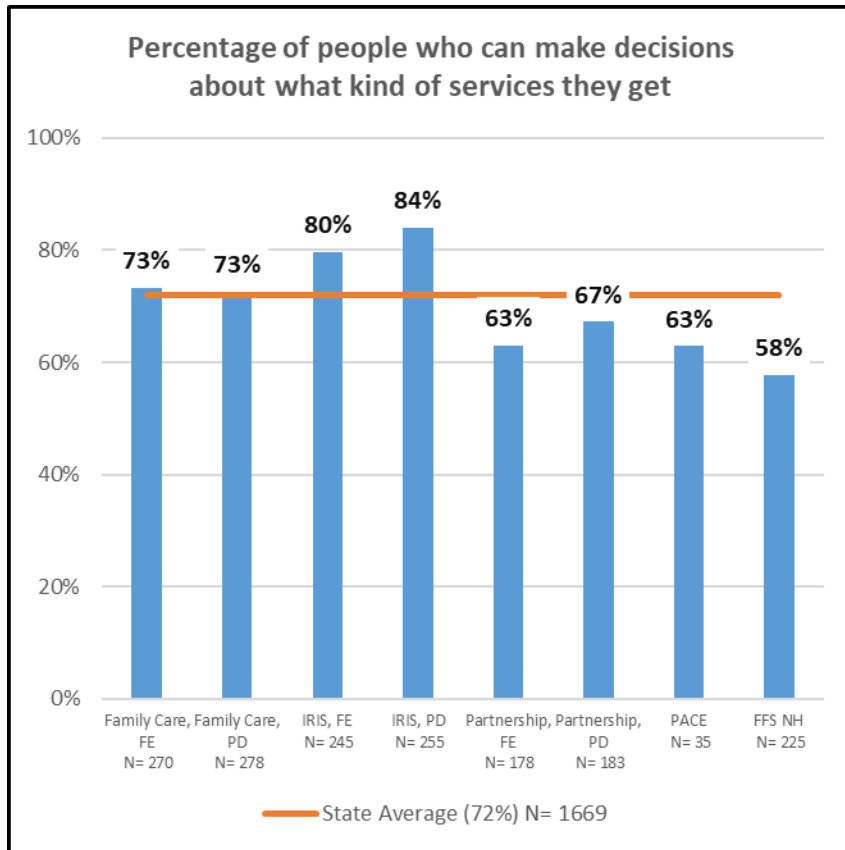
There are three Self-Direction indicators measured by the NCI-AD Adult Consumer Survey:

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

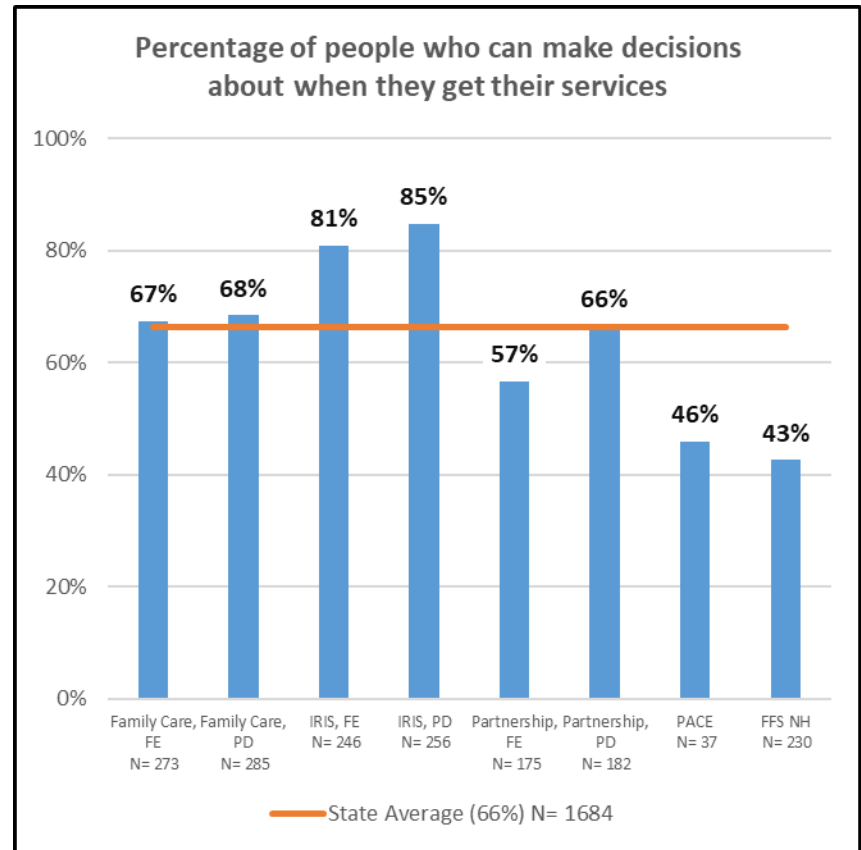
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

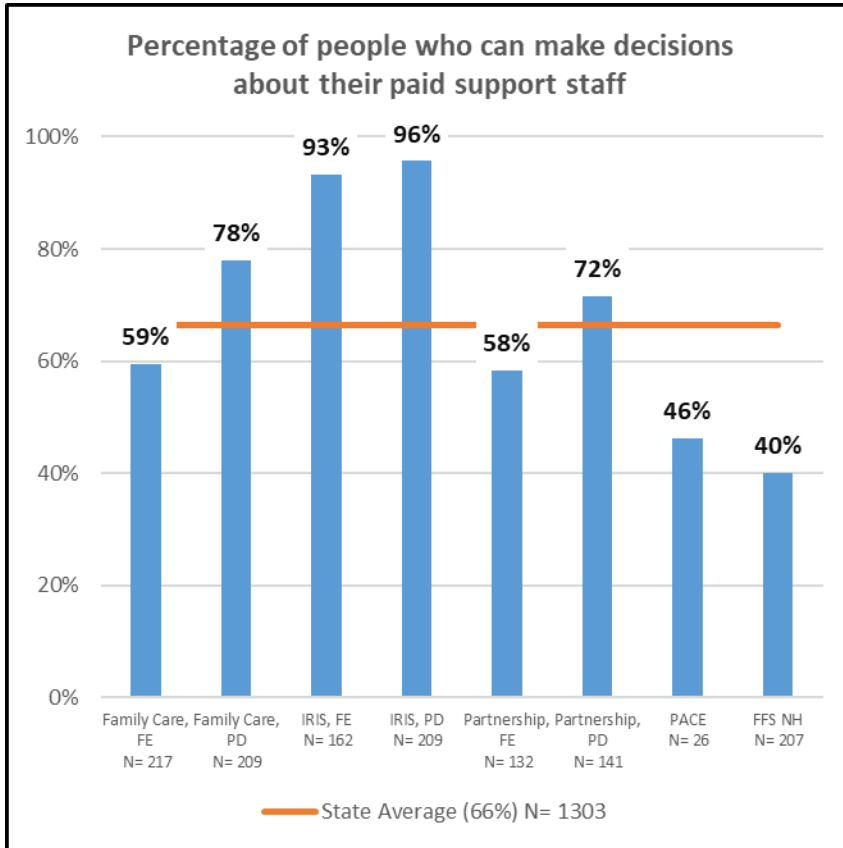
Graph 91. Percentage of people who can make decisions about what kind of services they get



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



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



Work

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

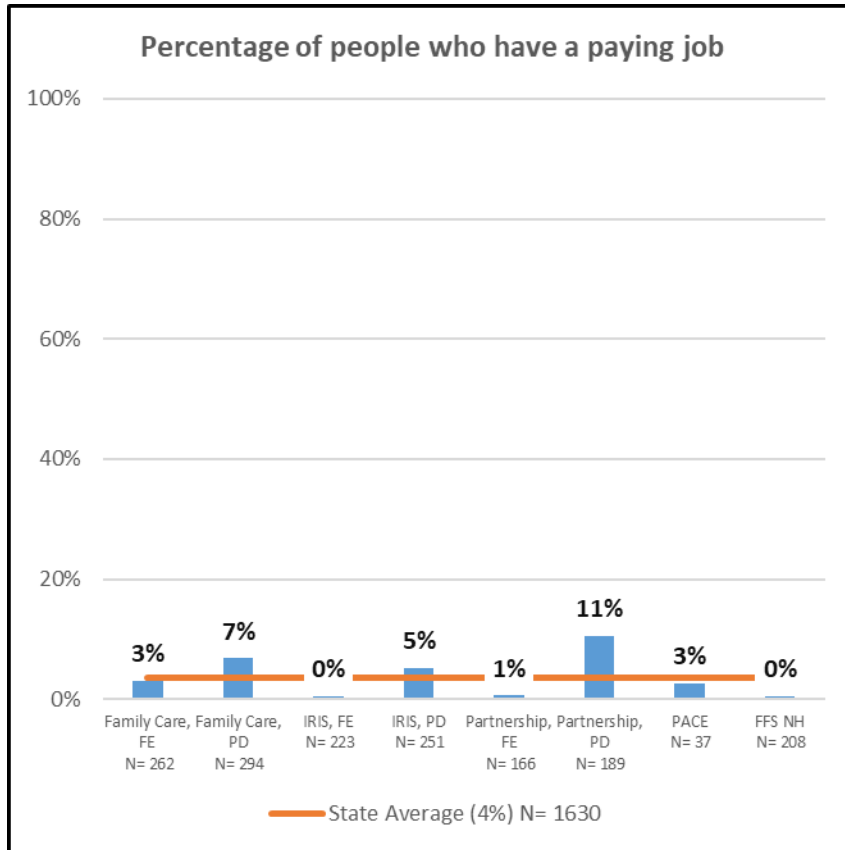
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

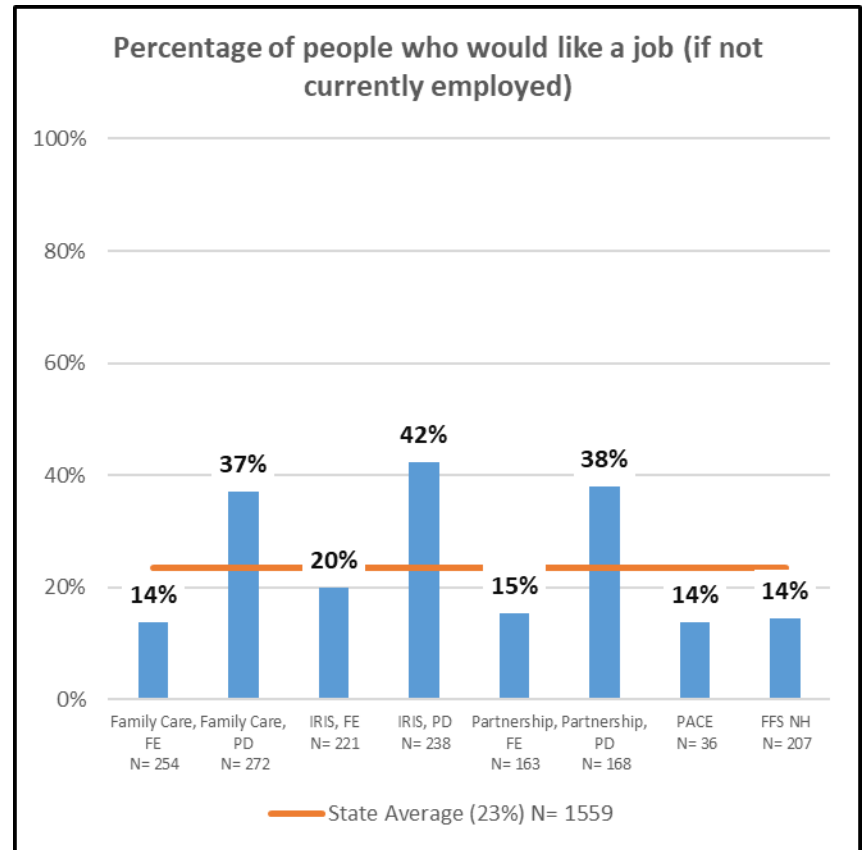
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

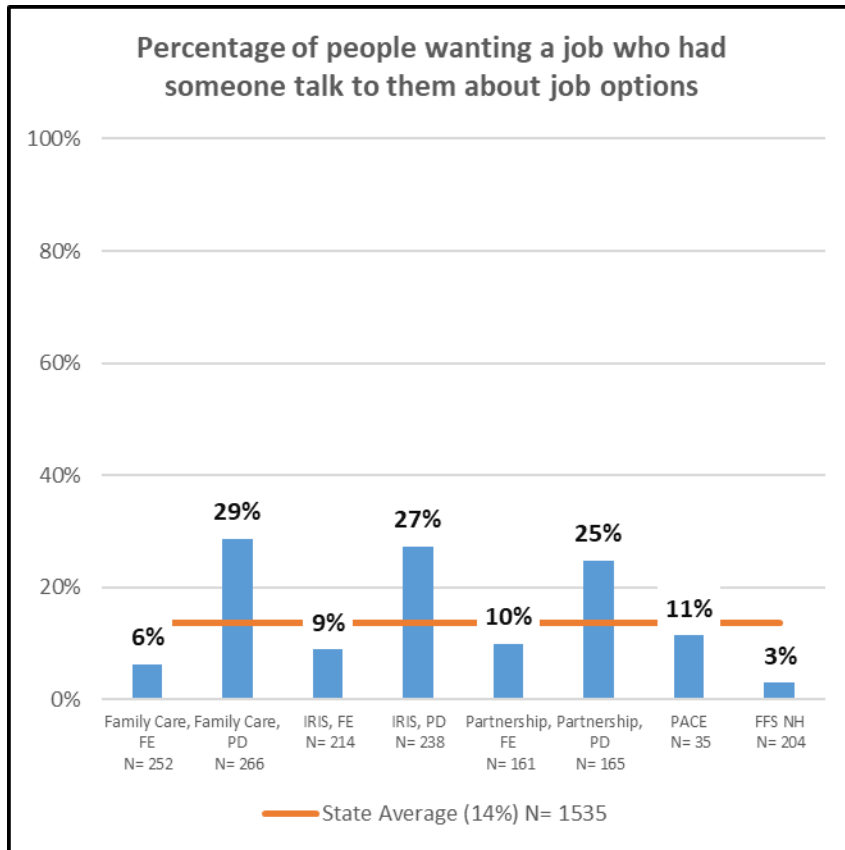
Graph 94. Percentage of people who have a paying job



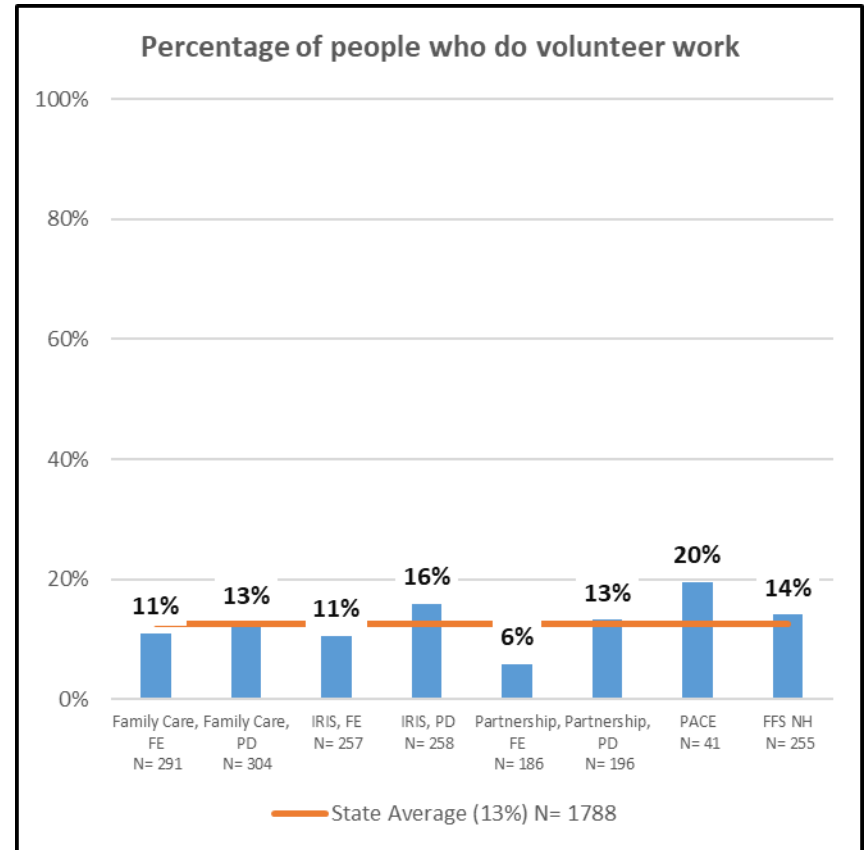
Graph 95. Percentage of people who would like a job (if not currently employed)



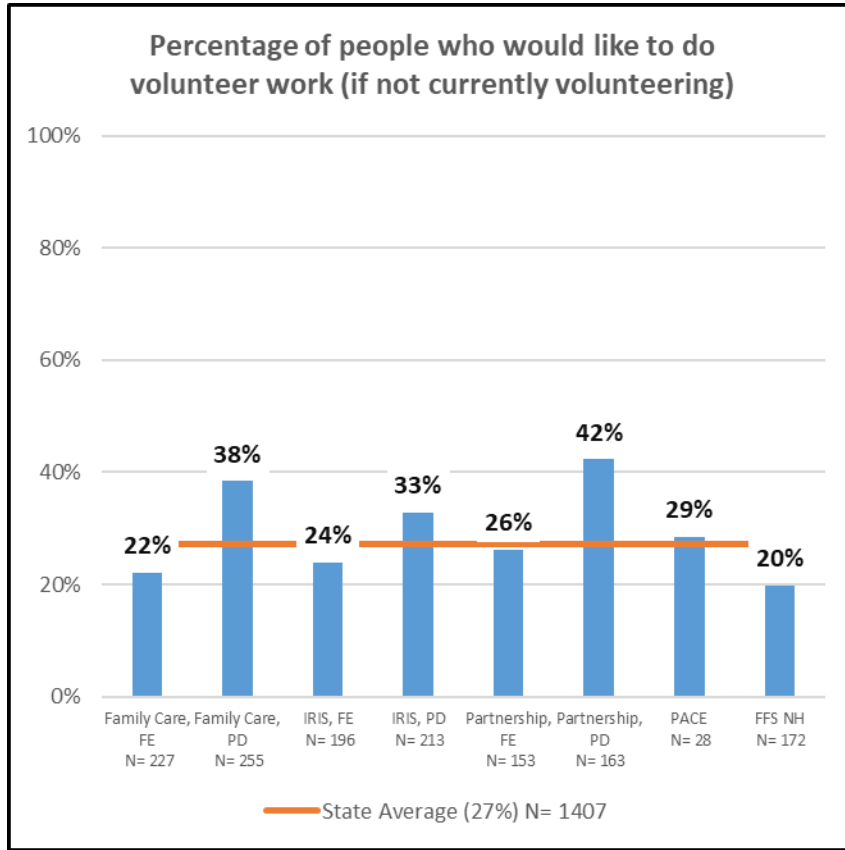
Graph 96. Percentage of people wanting a job who had someone talk to them about job options



Graph 97. Percentage of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

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

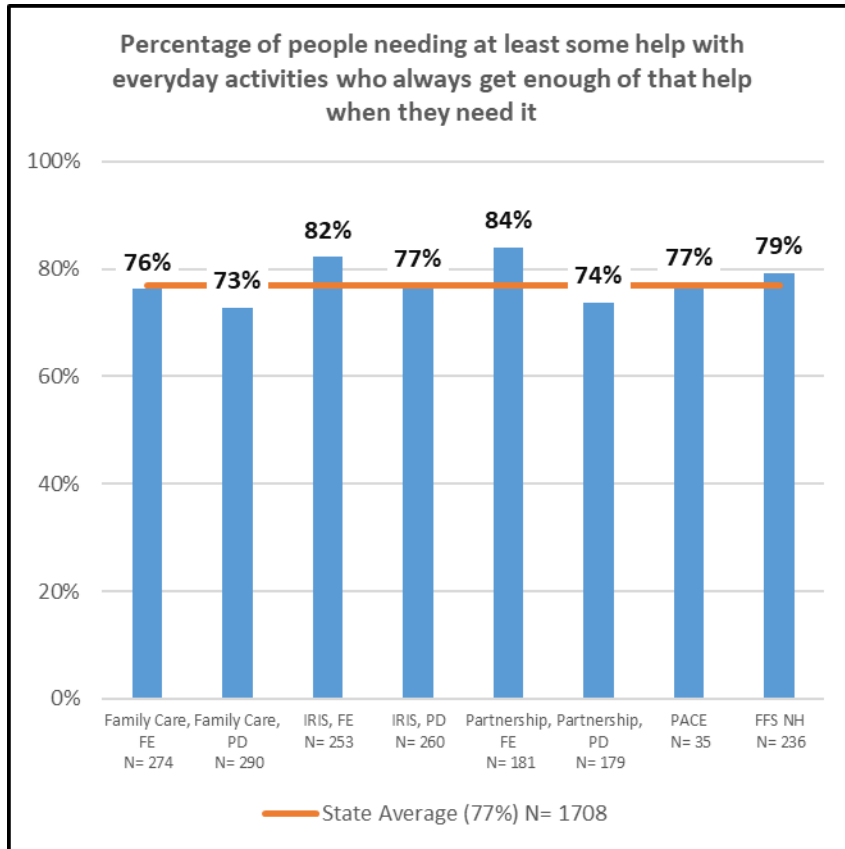
1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

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

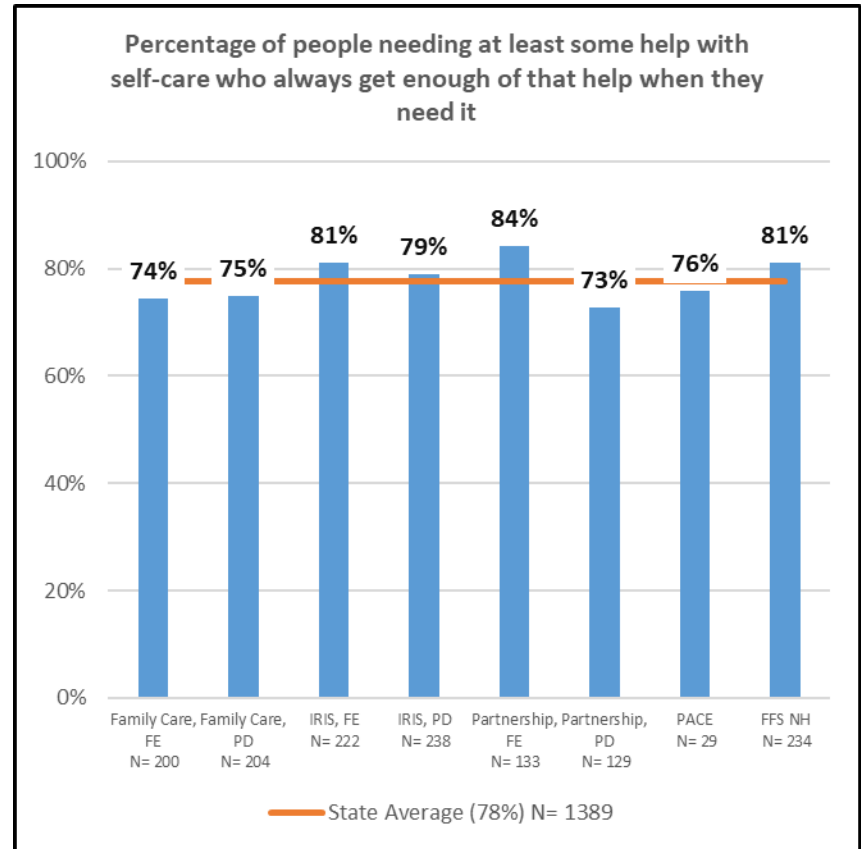
Un-collapsed data are shown in Appendix B.

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

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



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



Affordability

People have enough available resources.

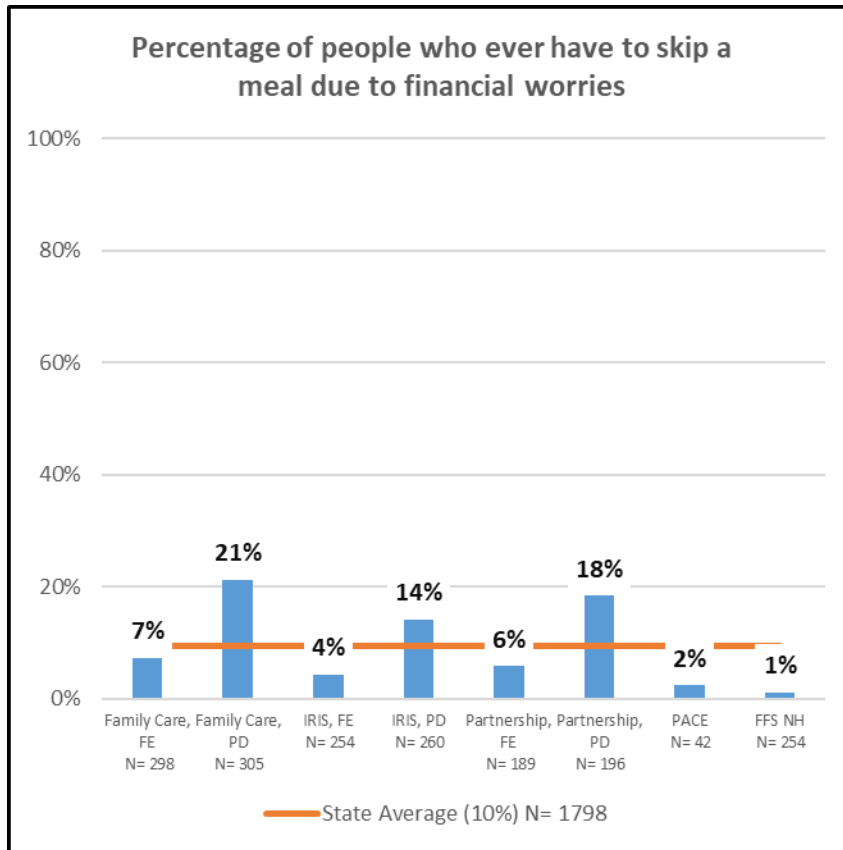
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

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



Appendix A: Rules for Recoding and Collapsing Responses

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

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

Table A1. Outcome Variables – Collapsing Rules

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

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

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

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

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

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

| | Average Age | N |
|-----------------|-------------|------|
| Family Care, FE | 77 | 247 |
| Family Care, PD | 54 | 310 |
| IRIS, FE | 74 | 244 |
| IRIS, PD | 54 | 264 |
| Partnership, FE | 75 | 170 |
| Partnership, PD | 54 | 199 |
| PACE | 75 | 36 |
| FFS NH | 75 | 185 |
| Sample Average | 65 | 1655 |

Table 2. Age: 90 years and over

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

Table 3. Gender

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

Table 4. Race and ethnicity

| | American Indian or Alaska Native | Asian | Black or African-American | Pacific Islander | White | Hispanic or Latino | Other | Don't Know/Unclear | N |
|-----------------|----------------------------------|-----------|---------------------------|------------------|------------|--------------------|-----------|--------------------|-------------|
| Family Care, FE | 1% | 0% | 8% | 1% | 77% | 5% | 0% | 9% | 301 |
| Family Care, PD | 1% | 0% | 8% | 0% | 74% | 3% | 1% | 12% | 310 |
| IRIS, FE | 2% | 3% | 37% | 0% | 42% | 6% | 4% | 5% | 259 |
| IRIS, PD | 2% | 0% | 44% | 0% | 40% | 5% | 2% | 8% | 264 |
| Partnership, FE | 0% | 0% | 23% | 0% | 56% | 6% | 1% | 15% | 189 |
| Partnership, PD | 0% | 0% | 29% | 0% | 47% | 5% | 1% | 19% | 199 |
| PACE | 0% | 0% | 19% | 0% | 55% | 10% | 0% | 17% | 42 |
| FFS NH | 1% | 0% | 0% | 0% | 90% | 0% | 1% | 7% | 259 |
| Sample Average | 1% | 1% | 21% | 0% | 62% | 4% | 1% | 10% | 1823 |

Table 5. Marital status

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

Table 6. Preferred language

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

Table 7. Type of residential area³⁴

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

Table 8. Type of residence

| | Own or Family House/Apt | Senior Living Apt/Complex | Group/Adult Family/ Foster/ Host Home | Assisted Living/ Residential Care Facility | Nursing Facility/ Nursing Home | Homeless/ Temporary Shelter | Other | Don't Know/ Unclear | N |
|-----------------------|-------------------------|---------------------------|---------------------------------------|--|--------------------------------|-----------------------------|-----------|---------------------|-------------|
| Family Care, FE | 59% | 6% | 2% | 27% | 4% | 0% | 0% | 2% | 301 |
| Family Care, PD | 82% | 2% | 4% | 7% | 3% | 2% | 0% | 0% | 310 |
| IRIS, FE | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 259 |
| IRIS, PD | 99% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 264 |
| Partnership, FE | 61% | 5% | 6% | 21% | 5% | 1% | 0% | 1% | 189 |
| Partnership, PD | 74% | 1% | 9% | 11% | 4% | 1% | 1% | 1% | 199 |
| PACE | 69% | 10% | 12% | 7% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 259 |
| Sample Average | 68% | 2% | 3% | 9% | 16% | 0% | 0% | 1% | 1823 |

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

Table 9. Who else lives with the person

| | No One – Lives Alone | Spouse or Partner | Other Family | Friend(s) | Live-in PCA | Others | Don't Know/Unclear | N |
|-----------------------|----------------------|-------------------|--------------|-----------|-------------|------------|--------------------|-------------|
| Family Care, FE | 49% | 16% | 12% | 1% | 3% | 23% | 0% | 296 |
| Family Care, PD | 42% | 18% | 27% | 3% | 5% | 14% | 0% | 306 |
| IRIS, FE | 38% | 21% | 45% | 0% | 4% | 1% | 0% | 256 |
| IRIS, PD | 32% | 31% | 44% | 2% | 2% | 2% | 0% | 259 |
| Partnership, FE | 44% | 11% | 19% | 1% | 6% | 23% | 1% | 188 |
| Partnership, PD | 41% | 12% | 22% | 7% | 5% | 20% | 0% | 194 |
| PACE | 32% | 10% | 20% | 5% | 2% | 44% | 0% | 41 |
| FFS NH | 0% | 0% | 0% | 0% | 0% | 100% | 0% | 259 |
| Sample Average | 35% | 16% | 24% | 2% | 3% | 27% | 0% | 1799 |

Table 10. Address changed in the past 6 months

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

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

| | Own or Family House/Apt | Senior Living Apt/Complex | Group/Adult Family/ Foster/ Host Home | Assisted Living/ Residential Care Facility | Nursing Facility/ Nursing Home | Homeless/ Temporary Shelter | Other | Don't Know/ Unclear | N |
|------------------------|-------------------------|---------------------------|---------------------------------------|--|--------------------------------|-----------------------------|-----------|---------------------|------------|
| Family Care, FE | 68% | 3% | 0% | 19% | 3% | 0% | 6% | 0% | 31 |
| Family Care, PD | 71% | 3% | 18% | 0% | 0% | 3% | 6% | 0% | 34 |
| IRIS, FE | 90% | 0% | 0% | 0% | 5% | 0% | 5% | 0% | 20 |
| IRIS, PD | 92% | 4% | 0% | 0% | 0% | 4% | 0% | 0% | 24 |
| Partnership, FE | 33% | 0% | 0% | 33% | 11% | 11% | 11% | 0% | 9 |
| Partnership, PD | 56% | 6% | 11% | 6% | 11% | 6% | 6% | 0% | 18 |
| PACE | 40% | 0% | 0% | 40% | 0% | 0% | 20% | 0% | 5 |
| FFS NH | 50% | 0% | 0% | 10% | 40% | 0% | 0% | 0% | 10 |
| Sample Average | 70% | 3% | 5% | 9% | 6% | 3% | 5% | 0% | 151 |

Table 12. Formal diagnosis: physical disability

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

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

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

Table 14. Formal diagnosis: traumatic or acquired brain injury

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

Table 15. Formal diagnosis: intellectual or other developmental disability

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

Table 16. Level of mobility

| | Non-ambulatory | Moves Self with Wheelchair | Moves Self with Other Aids | Moves Self Without Aids | Don't know/Unclear | N |
|-----------------------|----------------|----------------------------|----------------------------|-------------------------|--------------------|-------------|
| Family Care, FE | 7% | 29% | 59% | 30% | 0% | 300 |
| Family Care, PD | 5% | 30% | 51% | 45% | 0% | 307 |
| IRIS, FE | 7% | 19% | 68% | 36% | 0% | 256 |
| IRIS, PD | 4% | 22% | 70% | 34% | 0% | 260 |
| Partnership, FE | 5% | 28% | 66% | 42% | 0% | 189 |
| Partnership, PD | 6% | 28% | 53% | 41% | 1% | 195 |
| PACE | 7% | 32% | 71% | 24% | 0% | 41 |
| FFS NH | 22% | 62% | 29% | 7% | 0% | 259 |
| Sample Average | 8% | 31% | 57% | 33% | 0% | 1807 |

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

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

Table 18. Receives Medicare

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

Table 19. Length of receiving LTSS in current program

| | 0-5 months | 6 months-less than 1 year | 1 year-less than 3 years | 3 or more years | Don't know | N |
|-----------------------|------------|---------------------------|--------------------------|-----------------|------------|-------------|
| Family Care, FE | 12% | 10% | 32% | 46% | 0% | 301 |
| Family Care, PD | 10% | 13% | 32% | 45% | 0% | 310 |
| IRIS, FE | 18% | 10% | 27% | 45% | 0% | 259 |
| IRIS, PD | 13% | 10% | 30% | 48% | 0% | 264 |
| Partnership, FE | 15% | 13% | 22% | 49% | 0% | 189 |
| Partnership, PD | 15% | 9% | 24% | 53% | 0% | 199 |
| PACE | 7% | 19% | 5% | 69% | 0% | 42 |
| FFS NH | 4% | 14% | 41% | 41% | 0% | 259 |
| Sample Average | 12% | 12% | 30% | 47% | 0% | 1823 |

Table 20. Has legal guardian

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

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

| | No | Yes | Don't Know | N |
|------------------------|------------|------------|------------|-------------|
| Family Care, FE | 78% | 22% | 0% | 272 |
| Family Care, PD | 69% | 31% | 0% | 293 |
| IRIS, FE | 0% | 100% | 0% | 259 |
| IRIS, PD | 0% | 100% | 0% | 264 |
| Partnership, FE | 71% | 29% | 1% | 178 |
| Partnership, PD | 75% | 25% | 0% | 191 |
| PACE | 80% | 20% | 0% | 41 |
| FFS NH | 100% | 0% | 0% | 259 |
| Sample Average | 56% | 44% | 0% | 1757 |

Community Participation

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

| | No | Sometimes | Yes | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 41% | 12% | 44% | 1% | 1% | 268 |
| Family Care, PD | 50% | 9% | 39% | 1% | 1% | 298 |
| IRIS, FE | 43% | 10% | 45% | 1% | 1% | 229 |
| IRIS, PD | 57% | 12% | 31% | 0% | 0% | 260 |
| Partnership, FE | 35% | 9% | 53% | 1% | 1% | 167 |
| Partnership, PD | 46% | 11% | 42% | 1% | 0% | 192 |
| PACE | 45% | 5% | 50% | 0% | 0% | 38 |
| FFS NH | 36% | 3% | 55% | 4% | 3% | 211 |
| Sample Average | 45% | 9% | 43% | 1% | 1% | 1663 |

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

| | Cost/Money | Transportation | Accessibility/Lack of Equipment | Health Limitations | Not Enough Staffing/Assistance | Feeling Unwelcome in Community | N |
|------------------------|------------|----------------|---------------------------------|--------------------|--------------------------------|--------------------------------|------------|
| Family Care, FE | 15% | 34% | 10% | 69% | 11% | 2% | 143 |
| Family Care, PD | 24% | 39% | 16% | 60% | 9% | 4% | 178 |
| IRIS, FE | 7% | 16% | 16% | 69% | 7% | 2% | 121 |
| IRIS, PD | 15% | 19% | 12% | 78% | 6% | 1% | 178 |
| Partnership, FE | 22% | 31% | 5% | 69% | 11% | 1% | 74 |
| Partnership, PD | 27% | 35% | 16% | 61% | 12% | 5% | 109 |
| PACE | 21% | 37% | 0% | 63% | 5% | 0% | 19 |
| FFS NH | 9% | 33% | 19% | 70% | 11% | 1% | 81 |
| Sample Average | 17% | 29% | 13% | 68% | 9% | 2% | 903 |

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

| | Feels Unsafe | No Activities Outside of Home | Lack of Info/Doesn't Know What's Available | Other | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|--------------|-------------------------------|--|------------|------------|-----------------------------|------------|
| Family Care, FE | 7% | 7% | 6% | 12% | 1% | 0% | 143 |
| Family Care, PD | 10% | 7% | 15% | 13% | 1% | 2% | 178 |
| IRIS, FE | 5% | 11% | 11% | 8% | 1% | 0% | 121 |
| IRIS, PD | 6% | 3% | 7% | 13% | 1% | 0% | 178 |
| Partnership, FE | 0% | 0% | 8% | 7% | 0% | 1% | 74 |
| Partnership, PD | 6% | 3% | 13% | 13% | 2% | 1% | 109 |
| PACE | 0% | 5% | 5% | 11% | 0% | 0% | 19 |
| FFS NH | 1% | 1% | 5% | 9% | 1% | 0% | 81 |
| Sample Average | 6% | 5% | 10% | 11% | 1% | 1% | 903 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 38% | 57% | 2% | 3% | 268 |
| Family Care, PD | 50% | 49% | 1% | 0% | 298 |
| IRIS, FE | 37% | 62% | 0% | 0% | 229 |
| IRIS, PD | 43% | 55% | 1% | 1% | 260 |
| Partnership, FE | 38% | 61% | 1% | 0% | 167 |
| Partnership, PD | 43% | 55% | 2% | 1% | 192 |
| PACE | 39% | 61% | 0% | 0% | 38 |
| FFS NH | 34% | 61% | 3% | 3% | 211 |
| Sample Average | 41% | 57% | 1% | 1% | 1663 |

Choice and Control

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

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

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

| | No, Never | Some Days, Sometimes | Yes, Always/Almost Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|----------------------|---------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 3% | 4% | 93% | 0% | 1% | 268 |
| Family Care, PD | 2% | 2% | 96% | 0% | 0% | 296 |
| IRIS, FE | 2% | 2% | 96% | 0% | 0% | 229 |
| IRIS, PD | 2% | 3% | 95% | 0% | 0% | 259 |
| Partnership, FE | 4% | 12% | 84% | 0% | 0% | 167 |
| Partnership, PD | 2% | 5% | 93% | 1% | 0% | 192 |
| PACE | 5% | 5% | 89% | 0% | 0% | 38 |
| FFS NH | 9% | 16% | 74% | 0% | 0% | 210 |
| Sample Average | 3% | 6% | 91% | 0% | 0% | 1659 |

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

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

| | No, Never | Some Days, Sometimes | Yes, Always, Or Almost Always | N/A – Unable to Eat Due to Medical Condition | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|----------------------|-------------------------------|--|------------|-----------------------------|-------------|
| Family Care, FE | 22% | 4% | 73% | 0% | 0% | 1% | 267 |
| Family Care, PD | 8% | 8% | 83% | 0% | 0% | 0% | 295 |
| IRIS, FE | 2% | 2% | 95% | 0% | 0% | 1% | 229 |
| IRIS, PD | 2% | 5% | 93% | 0% | 0% | 0% | 259 |
| Partnership, FE | 23% | 10% | 66% | 0% | 1% | 0% | 167 |
| Partnership, PD | 10% | 8% | 80% | 1% | 1% | 0% | 192 |
| PACE | 37% | 11% | 53% | 0% | 0% | 0% | 38 |
| FFS NH | 48% | 11% | 38% | 0% | 1% | 1% | 209 |
| Sample Average | 16% | 7% | 76% | 0% | 0% | 0% | 1656 |

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

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

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

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

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

³⁷ Item previously reported in the “Control” domain.

Relationships

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

| | No, or Rarely | Most of the Time, Usually, or Some Family/Friends | Yes, Always, or Chooses Not to | Don't Know | Unclear/Refused/ No Response | N |
|-----------------|---------------|---|--------------------------------|------------|------------------------------|------|
| Family Care, FE | 6% | 13% | 81% | 0% | 1% | 252 |
| Family Care, PD | 8% | 11% | 81% | 0% | 0% | 270 |
| IRIS, FE | 3% | 12% | 85% | 0% | 0% | 222 |
| IRIS, PD | 5% | 6% | 88% | 0% | 0% | 252 |
| Partnership, FE | 5% | 14% | 79% | 1% | 1% | 148 |
| Partnership, PD | 6% | 19% | 75% | 0% | 1% | 172 |
| PACE | 8% | 11% | 81% | 0% | 0% | 36 |
| FFS NH | 4% | 10% | 85% | 0% | 1% | 192 |
| Sample Average | 5% | 12% | 82% | 0% | 0% | 1544 |

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

| | Availability of Transportation | Accessibility | Staffing/Personal Assistance Unavailable | Health Limitations | Someone Prevents Them or There are Restrictions | Other | Unclear/Refused/ No Response | N |
|-----------------|--------------------------------|---------------|--|--------------------|---|-------|------------------------------|----|
| Family Care, FE | 33% | 0% | 7% | 7% | 7% | 73% | 0% | 15 |
| Family Care, PD | 23% | 18% | 0% | 23% | 0% | 64% | 0% | 22 |
| IRIS, FE | 0% | 14% | 0% | 14% | 0% | 86% | 0% | 7 |
| IRIS, PD | 38% | 15% | 0% | 31% | 0% | 31% | 15% | 13 |
| Partnership, FE | 0% | 14% | 0% | 14% | 0% | 71% | 0% | 7 |
| Partnership, PD | 40% | 0% | 0% | 10% | 10% | 50% | 0% | 10 |
| PACE | 0% | 33% | 0% | 33% | 0% | 33% | 0% | 3 |
| FFS NH | 14% | 14% | 0% | 29% | 0% | 71% | 0% | 7 |
| Sample Average | 24% | 12% | 1% | 19% | 2% | 61% | 2% | 84 |

Satisfaction

Table 32. Percentage of people who like where they live

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

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

| | Accessibility | Feels Unsafe in/ Dislikes Neighborhood | Feels Unsafe in Residence | Residence/Building Needs Repairs or Upkeep | Doesn't Feel Like Home | N |
|-----------------------|---------------|---|------------------------------|---|---------------------------|------------|
| Family Care, FE | 8% | 5% | 9% | 14% | 25% | 65 |
| Family Care, PD | 14% | 8% | 14% | 20% | 18% | 90 |
| IRIS, FE | 24% | 20% | 4% | 24% | 8% | 25 |
| IRIS, PD | 17% | 27% | 8% | 22% | 15% | 60 |
| Partnership, FE | 10% | 2% | 0% | 5% | 21% | 42 |
| Partnership, PD | 13% | 13% | 11% | 13% | 20% | 45 |
| PACE | 0% | 0% | 0% | 0% | 0% | 4 |
| FFS NH | 0% | 2% | 2% | 2% | 44% | 62 |
| Sample Average | 11% | 10% | 8% | 14% | 22% | 393 |

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

| | Layout/Size of Residence/Building | Problems with Neighbors/Residents/Housemates/Roommates | Problems with Staff | Insufficient Amount/Type of Staff | Wants More Independence/Control | N |
|-----------------------|-----------------------------------|--|---------------------|-----------------------------------|---------------------------------|------------|
| Family Care, FE | 9% | 17% | 23% | 8% | 12% | 65 |
| Family Care, PD | 14% | 14% | 12% | 7% | 11% | 90 |
| IRIS, FE | 20% | 8% | 0% | 0% | 0% | 25 |
| IRIS, PD | 20% | 10% | 7% | 0% | 3% | 60 |
| Partnership, FE | 7% | 12% | 19% | 12% | 10% | 42 |
| Partnership, PD | 9% | 20% | 18% | 16% | 13% | 45 |
| PACE | 25% | 25% | 0% | 0% | 0% | 4 |
| FFS NH | 2% | 5% | 19% | 16% | 8% | 62 |
| Sample Average | 11% | 13% | 15% | 8% | 9% | 393 |

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

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

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

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

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

| | Own/Different Own House/Apt | Family Member's House/Apt | Assisted Living/ Residential Care Facility | Group Home/Adult Family Home/Shared Living | N |
|-----------------------|-----------------------------|---------------------------|--|--|------------|
| Family Care, FE | 60% | 6% | 16% | 2% | 81 |
| Family Care, PD | 74% | 2% | 6% | 2% | 127 |
| IRIS, FE | 64% | 14% | 3% | 2% | 58 |
| IRIS, PD | 86% | 3% | 2% | 0% | 117 |
| Partnership, FE | 57% | 0% | 28% | 2% | 53 |
| Partnership, PD | 79% | 0% | 10% | 0% | 80 |
| PACE | 67% | 0% | 11% | 0% | 9 |
| FFS NH | 59% | 18% | 10% | 1% | 91 |
| Sample Average | 70% | 6% | 9% | 1% | 616 |

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

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

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

| | No, Never | Some Days, Sometimes | Yes, Always, or Almost Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|----------------------|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 9% | 26% | 61% | 0% | 3% | 268 |
| Family Care, PD | 17% | 31% | 51% | 0% | 1% | 296 |
| IRIS, FE | 8% | 31% | 59% | 0% | 2% | 229 |
| IRIS, PD | 12% | 36% | 49% | 1% | 2% | 259 |
| Partnership, FE | 9% | 34% | 56% | 1% | 1% | 167 |
| Partnership, PD | 14% | 33% | 51% | 1% | 2% | 192 |
| PACE | 16% | 26% | 58% | 0% | 0% | 38 |
| FFS NH | 8% | 29% | 59% | 2% | 2% | 210 |
| Sample Average | 11% | 31% | 55% | 1% | 2% | 1659 |

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

| | No | Some or Sometimes | Yes | N/A – Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|-------------------|------------|-------------------------------------|------------|------------------------------|-------------|
| Family Care, FE | 62% | 12% | 18% | 6% | 2% | 0% | 208 |
| Family Care, PD | 56% | 9% | 24% | 9% | 0% | 0% | 211 |
| IRIS, FE | 73% | 3% | 4% | 19% | 1% | 0% | 157 |
| IRIS, PD | 71% | 5% | 7% | 17% | 0% | 0% | 212 |
| Partnership, FE | 53% | 16% | 21% | 8% | 1% | 1% | 130 |
| Partnership, PD | 56% | 11% | 22% | 8% | 1% | 1% | 140 |
| PACE | 58% | 8% | 19% | 12% | 4% | 0% | 26 |
| FFS NH | 39% | 24% | 28% | 5% | 2% | 1% | 190 |
| Sample Average | 59% | 11% | 18% | 11% | 1% | 1% | 1274 |

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

| | No, Never or Rarely | Some, or Usually | Yes, All Paid Support Staff, Always or Almost Always | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|---------------------|------------------|--|------------|------------------------------|-------------|
| Family Care, FE | 4% | 20% | 76% | 0% | 0% | 208 |
| Family Care, PD | 5% | 22% | 71% | 0% | 1% | 211 |
| IRIS, FE | 2% | 10% | 88% | 0% | 1% | 157 |
| IRIS, PD | 3% | 10% | 86% | 0% | 0% | 212 |
| Partnership, FE | 4% | 22% | 74% | 1% | 0% | 130 |
| Partnership, PD | 4% | 23% | 74% | 0% | 0% | 140 |
| PACE | 4% | 27% | 69% | 0% | 0% | 26 |
| FFS NH | 4% | 23% | 72% | 1% | 2% | 190 |
| Sample Average | 4% | 18% | 77% | 0% | 1% | 1274 |

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

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

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

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

³⁸ New item in 2019-2020.

³⁹ New item in 2019-2020.

Service Coordination

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

| | No | Maybe, Not Sure | Yes | Unclear/Refused/No Response | N |
|-----------------------|-----------|-----------------|------------|-----------------------------|-------------|
| Family Care, FE | 9% | 10% | 81% | 0% | 259 |
| Family Care, PD | 8% | 6% | 86% | 0% | 283 |
| IRIS, FE | 8% | 6% | 85% | 2% | 226 |
| IRIS, PD | 3% | 3% | 93% | 0% | 260 |
| Partnership, FE | 10% | 4% | 85% | 1% | 162 |
| Partnership, PD | 10% | 7% | 83% | 0% | 183 |
| PACE | 14% | 6% | 80% | 0% | 35 |
| FFS NH | 12% | 21% | 66% | 1% | 207 |
| Sample Average | 8% | 8% | 83% | 1% | 1615 |

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

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

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

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

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

| | No, or Only Sometimes | Most of the Time, Usually | Yes, Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------------------|---------------------------|-------------|------------|-----------------------------|-------------|
| Family Care, FE | 4% | 14% | 79% | 3% | 0% | 241 |
| Family Care, PD | 9% | 15% | 75% | 0% | 0% | 277 |
| IRIS, FE | 4% | 9% | 86% | 1% | 1% | 234 |
| IRIS, PD | 2% | 9% | 88% | 1% | 0% | 244 |
| Partnership, FE | 13% | 26% | 61% | 0% | 0% | 171 |
| Partnership, PD | 12% | 25% | 61% | 2% | 1% | 175 |
| PACE | 14% | 23% | 60% | 3% | 0% | 35 |
| FFS NH | 2% | 16% | 77% | 2% | 2% | 122 |
| Sample Average | 6% | 16% | 76% | 1% | 0% | 1499 |

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

| | No, Never or Rarely | Some or Usually | Yes, All Paid Support Staff, Always or Almost Always | Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|---------------------|-----------------|--|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 6% | 21% | 58% | 8% | 6% | 1% | 235 |
| Family Care, PD | 6% | 13% | 70% | 8% | 1% | 1% | 219 |
| IRIS, FE | 3% | 5% | 75% | 16% | 1% | 0% | 171 |
| IRIS, PD | 5% | 3% | 76% | 15% | 0% | 1% | 212 |
| Partnership, FE | 4% | 25% | 54% | 12% | 4% | 1% | 138 |
| Partnership, PD | 6% | 19% | 64% | 10% | 0% | 1% | 143 |
| PACE | 14% | 18% | 46% | 11% | 11% | 0% | 28 |
| FFS NH | 3% | 22% | 58% | 7% | 9% | 1% | 230 |
| Sample Average | 5% | 15% | 65% | 11% | 3% | 1% | 1376 |

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

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

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

| | No, Not at All, Needs or Goals Are Not Met | Some Needs and Goals | Yes, Completely, All Needs and Goals | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|--|----------------------|--------------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 7% | 25% | 65% | 1% | 1% | 289 |
| Family Care, PD | 10% | 34% | 55% | 0% | 0% | 291 |
| IRIS, FE | 3% | 24% | 72% | 1% | 1% | 253 |
| IRIS, PD | 6% | 26% | 67% | 0% | 1% | 257 |
| Partnership, FE | 5% | 19% | 73% | 1% | 2% | 182 |
| Partnership, PD | 11% | 29% | 60% | 1% | 0% | 185 |
| PACE | 10% | 26% | 64% | 0% | 0% | 39 |
| FFS NH | 4% | 21% | 71% | 3% | 0% | 252 |
| Sample Average | 7% | 26% | 66% | 1% | 1% | 1748 |

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

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

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

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

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

| | Housing Assistance | Heating/Cooling Assistance | Hospice | Funeral Planning | Other | Don’t Know | Unclear/Refused/ No Response | N |
|------------------------|--------------------|----------------------------|-----------|------------------|------------|------------|------------------------------|------------|
| Family Care, FE | 12% | 3% | 0% | 0% | 14% | 11% | 3% | 100 |
| Family Care, PD | 20% | 14% | 1% | 4% | 17% | 8% | 2% | 145 |
| IRIS, FE | 14% | 13% | 0% | 0% | 9% | 13% | 3% | 70 |
| IRIS, PD | 18% | 16% | 0% | 4% | 12% | 8% | 4% | 83 |
| Partnership, FE | 6% | 4% | 2% | 2% | 22% | 4% | 2% | 49 |
| Partnership, PD | 26% | 6% | 2% | 2% | 22% | 9% | 4% | 82 |
| PACE | 6% | 6% | 0% | 0% | 19% | 6% | 0% | 16 |
| FFS NH | 4% | 0% | 0% | 1% | 18% | 28% | 0% | 68 |
| Sample Average | 15% | 9% | 1% | 2% | 16% | 11% | 2% | 613 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 39% | 47% | 9% | 4% | 76 |
| Family Care, PD | 47% | 48% | 5% | 0% | 121 |
| IRIS, FE | 27% | 67% | 5% | 2% | 64 |
| IRIS, PD | 35% | 57% | 4% | 4% | 74 |
| Partnership, FE | 49% | 51% | 0% | 0% | 39 |
| Partnership, PD | 49% | 43% | 4% | 3% | 69 |
| PACE | 45% | 55% | 0% | 0% | 11 |
| FFS NH | 31% | 46% | 23% | 0% | 26 |
| Sample Average | 41% | 51% | 6% | 2% | 480 |

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

| | Friend | Family | ADRC; AAA; CIL | State/County Agency | Case Manager/ Care Coordinator | Doctor/ Hospital/Clinic | N |
|-----------------------|------------|------------|----------------|---------------------|--------------------------------|-------------------------|-------------|
| Family Care, FE | 10% | 31% | 20% | 11% | 5% | 10% | 287 |
| Family Care, PD | 7% | 16% | 28% | 13% | 6% | 16% | 288 |
| IRIS, FE | 17% | 31% | 17% | 9% | 3% | 14% | 251 |
| IRIS, PD | 18% | 22% | 17% | 11% | 6% | 20% | 255 |
| Partnership, FE | 5% | 36% | 12% | 7% | 12% | 21% | 181 |
| Partnership, PD | 8% | 21% | 10% | 4% | 17% | 27% | 185 |
| PACE | 9% | 14% | 9% | 14% | 3% | 14% | 35 |
| FFS NH | 3% | 44% | 5% | 2% | 4% | 28% | 244 |
| Sample Average | 10% | 28% | 16% | 9% | 7% | 19% | 1726 |

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

| | Other Provider or Provider Agency | Media/Newspaper/ TV/Radio/Ad | Internet/ Website | Other | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|-----------------------------------|------------------------------|-------------------|-----------|------------|------------------------------|-------------|
| Family Care, FE | 14% | 2% | 0% | 0% | 10% | 2% | 287 |
| Family Care, PD | 14% | 1% | 0% | 2% | 11% | 1% | 288 |
| IRIS, FE | 6% | 1% | 1% | 0% | 8% | 1% | 251 |
| IRIS, PD | 7% | 2% | 0% | 0% | 7% | 0% | 255 |
| Partnership, FE | 6% | 3% | 1% | 0% | 8% | 1% | 181 |
| Partnership, PD | 14% | 1% | 0% | 1% | 11% | 1% | 185 |
| PACE | 26% | 0% | 0% | 3% | 17% | 3% | 35 |
| FFS NH | 10% | 1% | 1% | 2% | 11% | 1% | 244 |
| Sample Average | 11% | 2% | 0% | 1% | 10% | 1% | 1726 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 5% | 94% | 0% | 0% | 301 |
| Family Care, PD | 6% | 94% | 0% | 0% | 310 |
| IRIS, FE | 2% | 98% | 0% | 0% | 259 |
| IRIS, PD | 2% | 98% | 0% | 0% | 264 |
| Partnership, FE | 5% | 95% | 0% | 1% | 189 |
| Partnership, PD | 8% | 91% | 1% | 0% | 199 |
| PACE | 14% | 83% | 0% | 2% | 42 |
| FFS NH | 2% | 98% | 0% | 0% | 259 |
| Sample Average | 4% | 95% | 0% | 0% | 1823 |

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

| | Paid Support Worker - Not a Friend or Relative | Paid Family Member or Spouse/Partner | Paid Friend | Unpaid Family Member or Spouse/Partner | Unpaid Friend or Volunteer | Other | Don't Know | Unclear/ Refused/ No Response | N |
|-----------------|--|--------------------------------------|-------------|--|----------------------------|-------|------------|-------------------------------|------|
| Family Care, FE | 69% | 10% | 2% | 17% | 1% | 1% | 0% | 0% | 284 |
| Family Care, PD | 53% | 19% | 2% | 20% | 4% | 0% | 1% | 0% | 290 |
| IRIS, FE | 25% | 62% | 2% | 9% | 1% | 0% | 0% | 0% | 254 |
| IRIS, PD | 28% | 55% | 7% | 9% | 1% | 0% | 0% | 0% | 258 |
| Partnership, FE | 61% | 26% | 1% | 11% | 1% | 0% | 0% | 0% | 179 |
| Partnership, PD | 60% | 22% | 3% | 13% | 2% | 0% | 0% | 0% | 181 |
| PACE | 69% | 9% | 0% | 20% | 3% | 0% | 0% | 0% | 35 |
| FFS NH | 95% | 0% | 0% | 3% | 0% | 1% | 1% | 0% | 254 |
| Sample Average | 56% | 27% | 2% | 12% | 2% | 0% | 0% | 0% | 1735 |

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

| | Paid Support Worker - Not a Friend or Relative | Paid Family Member or Spouse/ Partner | Paid Friend | Unpaid Family Member or Spouse/ Partner | Unpaid Friend or Volunteer | Other | No One Else Provides Support | Don't Know | Unclear/ Refused/ No Response | N |
|-----------------|--|---------------------------------------|-------------|---|----------------------------|-------|------------------------------|------------|-------------------------------|------|
| Family Care, FE | 23% | 3% | 1% | 50% | 10% | 1% | 18% | 1% | 0% | 282 |
| Family Care, PD | 25% | 3% | 2% | 40% | 14% | 1% | 22% | 1% | 0% | 288 |
| IRIS, FE | 13% | 16% | 1% | 52% | 8% | | 17% | 0% | 0% | 253 |
| IRIS, PD | 14% | 16% | 2% | 59% | 10% | 1% | 12% | 0% | 0% | 258 |
| Partnership, FE | 15% | 1% | 1% | 49% | 4% | 1% | 31% | 1% | 0% | 179 |
| Partnership, PD | 14% | 3% | 1% | 40% | 11% | 1% | 33% | 1% | 1% | 181 |
| PACE | 31% | 0% | 0% | 34% | 14% | 3% | 20% | 0% | 3% | 35 |
| FFS NH | 15% | 0% | 0% | 47% | 7% | 1% | 34% | 0% | 0% | 252 |
| Sample Average | 18% | 6% | 1% | 48% | 9% | 1% | 23% | 1% | 0% | 1728 |

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

| | No | Yes | Paid Support Staff Is Live-In | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|-------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 28% | 43% | 17% | 9% | 4% | 235 |
| Family Care, PD | 32% | 49% | 11% | 5% | 2% | 219 |
| IRIS, FE | 16% | 66% | 15% | 3% | 1% | 171 |
| IRIS, PD | 11% | 72% | 15% | 1% | 0% | 212 |
| Partnership, FE | 38% | 44% | 10% | 7% | 0% | 138 |
| Partnership, PD | 36% | 50% | 8% | 5% | 1% | 143 |
| PACE | 29% | 36% | 11% | 21% | 4% | 28 |
| FFS NH | 28% | 34% | 27% | 10% | 1% | 230 |
| Sample Average | 26% | 50% | 15% | 6% | 2% | 1376 |

Care Coordination

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

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

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

| | No | In-between | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 13% | 5% | 80% | 1% | 1% | 116 |
| Family Care, PD | 11% | 8% | 80% | 1% | 1% | 118 |
| IRIS, FE | 2% | 5% | 89% | 4% | 0% | 84 |
| IRIS, PD | 10% | 5% | 85% | 0% | 0% | 82 |
| Partnership, FE | 5% | 3% | 92% | 0% | 0% | 65 |
| Partnership, PD | 16% | 4% | 76% | 1% | 3% | 75 |
| PACE | 0% | 7% | 93% | 0% | 0% | 14 |
| FFS NH | 8% | 5% | 80% | 5% | 2% | 60 |
| Sample Average | 9% | 5% | 83% | 1% | 1% | 614 |

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

| | No | Yes | Didn't Need/Want Follow-Up | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|----------------------------|------------|-----------------------------|------------|
| Family Care, FE | 22% | 66% | 3% | 7% | 3% | 116 |
| Family Care, PD | 17% | 79% | 1% | 3% | 0% | 118 |
| IRIS, FE | 12% | 86% | 2% | 0% | 0% | 83 |
| IRIS, PD | 16% | 80% | 2% | 0% | 1% | 82 |
| Partnership, FE | 14% | 83% | 2% | 2% | 0% | 65 |
| Partnership, PD | 20% | 72% | 3% | 3% | 3% | 75 |
| PACE | 29% | 71% | 0% | 0% | 0% | 14 |
| FFS NH | 12% | 65% | 3% | 17% | 3% | 60 |
| Sample Average | 17% | 76% | 2% | 4% | 1% | 613 |

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

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

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

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

Access to Community

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

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

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

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

Access to Needed Equipment

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

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|------------------------------|-------------|
| Family Care, FE | 8% | 81% | 5% | 3% | 2% | 1% | 301 |
| Family Care, PD | 16% | 65% | 8% | 9% | 0% | 0% | 310 |
| IRIS, FE | 17% | 58% | 5% | 20% | 0% | 0% | 259 |
| IRIS, PD | 16% | 55% | 6% | 23% | 0% | 0% | 264 |
| Partnership, FE | 9% | 84% | 2% | 4% | 0% | 1% | 189 |
| Partnership, PD | 14% | 68% | 5% | 12% | 1% | 1% | 199 |
| PACE | 7% | 83% | 5% | 5% | 0% | 0% | 42 |
| FFS NH | 10% | 85% | 0% | 0% | 3% | 1% | 259 |
| Sample Average | 13% | 71% | 5% | 10% | 1% | 0% | 1823 |

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

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|------------------------------|-------------|
| Family Care, FE | 42% | 43% | 3% | 9% | 2% | 1% | 301 |
| Family Care, PD | 43% | 32% | 4% | 21% | 0% | 0% | 310 |
| IRIS, FE | 41% | 32% | 3% | 22% | 2% | 1% | 259 |
| IRIS, PD | 44% | 31% | 3% | 23% | 0% | 0% | 264 |
| Partnership, FE | 49% | 43% | 2% | 4% | 1% | 1% | 189 |
| Partnership, PD | 50% | 30% | 2% | 16% | 1% | 1% | 199 |
| PACE | 48% | 43% | 0% | 10% | 0% | 0% | 42 |
| FFS NH | 29% | 61% | 3% | 2% | 4% | 2% | 259 |
| Sample Average | 42% | 39% | 3% | 14% | 1% | 1% | 1823 |

Table 64. Percentage of people who need a specialized bed

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 59% | 31% | 1% | 9% | 0% | 0% | 301 |
| Family Care, PD | 57% | 22% | 3% | 17% | 1% | 0% | 310 |
| IRIS, FE | 61% | 16% | 5% | 18% | 0% | 0% | 259 |
| IRIS, PD | 61% | 12% | 4% | 22% | 1% | 0% | 264 |
| Partnership, FE | 61% | 25% | 2% | 12% | 1% | 0% | 189 |
| Partnership, PD | 54% | 26% | 8% | 11% | 2% | 0% | 199 |
| PACE | 40% | 40% | 5% | 14% | 0% | 0% | 42 |
| FFS NH | 6% | 84% | 8% | 1% | 1% | 0% | 259 |
| Sample Average | 51% | 31% | 4% | 13% | 1% | 0% | 1823 |

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

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 74% | 20% | 1% | 4% | 1% | 0% | 301 |
| Family Care, PD | 64% | 20% | 5% | 10% | 1% | 0% | 310 |
| IRIS, FE | 67% | 21% | 1% | 10% | 0% | 0% | 259 |
| IRIS, PD | 64% | 18% | 2% | 14% | 0% | 0% | 264 |
| Partnership, FE | 75% | 17% | 0% | 8% | 0% | 0% | 189 |
| Partnership, PD | 65% | 24% | 1% | 9% | 1% | 0% | 199 |
| PACE | 64% | 31% | 0% | 2% | 2% | 0% | 42 |
| FFS NH | 76% | 20% | 0% | 1% | 3% | 0% | 259 |
| Sample Average | 69% | 20% | 2% | 8% | 1% | 0% | 1823 |

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

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 82% | 8% | 1% | 4% | 3% | 2% | 301 |
| Family Care, PD | 77% | 8% | 1% | 10% | 3% | 0% | 310 |
| IRIS, FE | 79% | 8% | 1% | 9% | 2% | 0% | 259 |
| IRIS, PD | 79% | 6% | 3% | 8% | 3% | 1% | 264 |
| Partnership, FE | 89% | 5% | 1% | 3% | 2% | 0% | 189 |
| Partnership, PD | 81% | 7% | 2% | 4% | 6% | 2% | 199 |
| PACE | 88% | 7% | 0% | 0% | 2% | 2% | 42 |
| FFS NH | 88% | 6% | 2% | 1% | 3% | 1% | 259 |
| Sample Average | 82% | 7% | 1% | 6% | 3% | 1% | 1823 |

Table 67. Percentage of people who need a walker

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 28% | 63% | 6% | 2% | 0% | 0% | 300 |
| Family Care, PD | 39% | 48% | 10% | 4% | 0% | 0% | 309 |
| IRIS, FE | 27% | 56% | 10% | 7% | 0% | 0% | 259 |
| IRIS, PD | 35% | 47% | 9% | 10% | 0% | 0% | 262 |
| Partnership, FE | 28% | 62% | 8% | 2% | 0% | 0% | 189 |
| Partnership, PD | 42% | 44% | 10% | 3% | 1% | 0% | 199 |
| PACE | 26% | 71% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 49% | 47% | 1% | 1% | 0% | 1% | 259 |
| Sample Average | 35% | 53% | 8% | 4% | 0% | 0% | 1819 |

Table 68. Percentage of people who need a scooter

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 83% | 7% | 1% | 9% | 0% | 0% | 300 |
| Family Care, PD | 75% | 5% | 3% | 16% | 1% | 0% | 309 |
| IRIS, FE | 72% | 8% | 4% | 16% | 0% | 0% | 259 |
| IRIS, PD | 65% | 6% | 2% | 26% | 0% | 0% | 262 |
| Partnership, FE | 84% | 4% | 3% | 9% | 1% | 0% | 189 |
| Partnership, PD | 75% | 6% | 3% | 16% | 1% | 1% | 199 |
| PACE | 76% | 10% | 2% | 12% | 0% | 0% | 42 |
| FFS NH | 93% | 3% | 1% | 3% | 0% | 0% | 259 |
| Sample Average | 78% | 6% | 2% | 14% | 0% | 0% | 1819 |

Table 69. Percentage of people who need a wheelchair

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 47% | 39% | 9% | 5% | 0% | 0% | 300 |
| Family Care, PD | 49% | 34% | 11% | 6% | 0% | 0% | 309 |
| IRIS, FE | 52% | 30% | 9% | 9% | 0% | 0% | 259 |
| IRIS, PD | 57% | 19% | 13% | 11% | 0% | 0% | 262 |
| Partnership, FE | 51% | 39% | 4% | 6% | 1% | 0% | 189 |
| Partnership, PD | 53% | 27% | 11% | 8% | 1% | 1% | 199 |
| PACE | 50% | 38% | 7% | 5% | 0% | 0% | 42 |
| FFS NH | 12% | 73% | 12% | 2% | 0% | 1% | 259 |
| Sample Average | 46% | 37% | 10% | 7% | 0% | 0% | 1819 |

Table 70. Percentage of people who need hearing aids

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 63% | 19% | 6% | 11% | 0% | 1% | 300 |
| Family Care, PD | 84% | 7% | 2% | 6% | 1% | 0% | 309 |
| IRIS, FE | 76% | 10% | 3% | 11% | 0% | 0% | 259 |
| IRIS, PD | 84% | 5% | 2% | 8% | 1% | 0% | 262 |
| Partnership, FE | 70% | 11% | 5% | 12% | 2% | 0% | 189 |
| Partnership, PD | 89% | 5% | 0% | 6% | 1% | 0% | 199 |
| PACE | 74% | 10% | 7% | 10% | 0% | 0% | 42 |
| FFS NH | 69% | 15% | 5% | 10% | 1% | 1% | 259 |
| Sample Average | 76% | 10% | 3% | 9% | 1% | 0% | 1819 |

Table 71. Percentage of people who need glasses

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 14% | 64% | 19% | 2% | 1% | 0% | 300 |
| Family Care, PD | 13% | 59% | 21% | 6% | 1% | 0% | 309 |
| IRIS, FE | 15% | 59% | 19% | 7% | 0% | 0% | 259 |
| IRIS, PD | 16% | 47% | 25% | 10% | 1% | 0% | 262 |
| Partnership, FE | 14% | 70% | 14% | 2% | 0% | 0% | 189 |
| Partnership, PD | 17% | 53% | 24% | 6% | 1% | 0% | 199 |
| PACE | 10% | 74% | 14% | 2% | 0% | 0% | 42 |
| FFS NH | 17% | 68% | 12% | 2% | 2% | 0% | 259 |
| Sample Average | 15% | 60% | 19% | 5% | 1% | 0% | 1819 |

Table 72. Percentage of people who need a shower chair⁴⁰

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 15% | 77% | 4% | 2% | 1% | 0% | 300 |
| Family Care, PD | 22% | 67% | 6% | 5% | 0% | 0% | 309 |
| IRIS, FE | 16% | 67% | 9% | 7% | 0% | 0% | 259 |
| IRIS, PD | 12% | 60% | 16% | 12% | 0% | 0% | 262 |
| Partnership, FE | 15% | 76% | 7% | 1% | 0% | 1% | 189 |
| Partnership, PD | 16% | 72% | 6% | 7% | 1% | 0% | 199 |
| PACE | 31% | 69% | 0% | 0% | 0% | 0% | 42 |
| FFS NH | 22% | 68% | 2% | 1% | 6% | 0% | 259 |
| Sample Average | 17% | 69% | 7% | 5% | 1% | 0% | 1819 |

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

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 27% | 58% | 3% | 11% | 2% | 0% | 300 |
| Family Care, PD | 45% | 34% | 2% | 18% | 0% | 0% | 309 |
| IRIS, FE | 40% | 31% | 2% | 25% | 2% | 0% | 259 |
| IRIS, PD | 47% | 23% | 0% | 28% | 0% | 1% | 262 |
| Partnership, FE | 30% | 56% | 2% | 12% | 1% | 0% | 189 |
| Partnership, PD | 42% | 34% | 3% | 21% | 1% | 0% | 199 |
| PACE | 29% | 62% | 5% | 2% | 0% | 2% | 42 |
| FFS NH | 20% | 73% | 1% | 4% | 1% | 0% | 259 |
| Sample Average | 36% | 44% | 2% | 17% | 1% | 0% | 1819 |

⁴⁰ New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 81% | 15% | 0% | 3% | 0% | 0% | 300 |
| Family Care, PD | 87% | 10% | 1% | 2% | 0% | 0% | 309 |
| IRIS, FE | 83% | 11% | 2% | 3% | 0% | 0% | 259 |
| IRIS, PD | 87% | 10% | 1% | 3% | 0% | 0% | 262 |
| Partnership, FE | 84% | 13% | 2% | 2% | 1% | 0% | 189 |
| Partnership, PD | 84% | 12% | 2% | 2% | 1% | 0% | 199 |
| PACE | 83% | 14% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 86% | 12% | 0% | 1% | 0% | 0% | 259 |
| Sample Average | 84% | 12% | 1% | 2% | 0% | 0% | 1819 |

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

| | Doesn't Have and Doesn't Need | Has, Doesn't Need a Replacement | Has, But Needs a Replacement | Needs, But Doesn't Have | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-------------------------------|---------------------------------|------------------------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 67% | 24% | 3% | 1% | 4% | 1% | 300 |
| Family Care, PD | 61% | 27% | 5% | 5% | 1% | 1% | 309 |
| IRIS, FE | 61% | 25% | 4% | 8% | 2% | 0% | 259 |
| IRIS, PD | 49% | 32% | 8% | 9% | 2% | 0% | 262 |
| Partnership, FE | 81% | 14% | 1% | 3% | 0% | 0% | 189 |
| Partnership, PD | 61% | 30% | 3% | 2% | 4% | 1% | 199 |
| PACE | 62% | 38% | 0% | 0% | 0% | 0% | 42 |
| FFS NH | 83% | 11% | 2% | 0% | 3% | 1% | 259 |
| Sample Average | 66% | 24% | 4% | 4% | 2% | 1% | 1819 |

Safety

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

| | No, Not All Paid Support Staff or Not Always | Yes, All Paid Support Staff, Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|--|-------------------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 4% | 96% | 0% | 0% | 208 |
| Family Care, PD | 7% | 92% | 0% | 1% | 211 |
| IRIS, FE | 1% | 97% | 1% | 1% | 157 |
| IRIS, PD | 1% | 98% | 0% | 0% | 212 |
| Partnership, FE | 4% | 95% | 1% | 1% | 130 |
| Partnership, PD | 4% | 96% | 0% | 0% | 140 |
| PACE | 12% | 88% | 0% | 0% | 26 |
| FFS NH | 7% | 92% | 0% | 1% | 190 |
| Sample Average | 4% | 95% | 0% | 1% | 1274 |

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

| | No, Never | Yes, At Least Sometimes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|-------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 77% | 21% | 0% | 2% | 269 |
| Family Care, PD | 73% | 26% | 1% | 0% | 298 |
| IRIS, FE | 92% | 7% | 0% | 0% | 229 |
| IRIS, PD | 84% | 15% | 0% | 0% | 261 |
| Partnership, FE | 83% | 16% | 1% | 1% | 167 |
| Partnership, PD | 80% | 19% | 2% | 0% | 192 |
| PACE | 82% | 18% | 0% | 0% | 38 |
| FFS NH | 73% | 25% | 2% | 0% | 211 |
| Sample Average | 80% | 19% | 1% | 0% | 1665 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|-----------|------------|-----------------------------|-------------|
| Family Care, FE | 90% | 9% | 1% | 1% | 269 |
| Family Care, PD | 89% | 11% | 0% | 0% | 298 |
| IRIS, FE | 96% | 4% | 0% | 0% | 229 |
| IRIS, PD | 92% | 8% | 0% | 0% | 261 |
| Partnership, FE | 92% | 7% | 1% | 1% | 167 |
| Partnership, PD | 92% | 7% | 1% | 1% | 192 |
| PACE | 87% | 13% | 0% | 0% | 38 |
| FFS NH | 89% | 5% | 4% | 2% | 211 |
| Sample Average | 91% | 8% | 1% | 1% | 1665 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 8% | 80% | 11% | 1% | 301 |
| Family Care, PD | 12% | 80% | 7% | 1% | 309 |
| IRIS, FE | 10% | 83% | 7% | 0% | 259 |
| IRIS, PD | 11% | 84% | 5% | 1% | 263 |
| Partnership, FE | 6% | 88% | 6% | 0% | 189 |
| Partnership, PD | 14% | 80% | 6% | 1% | 199 |
| PACE | 10% | 81% | 10% | 0% | 42 |
| FFS NH | 10% | 71% | 18% | 1% | 259 |
| Sample Average | 10% | 81% | 9% | 1% | 1821 |

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

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

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

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

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

⁴² New item in 2019-2020.

Health Care

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 50% | 47% | 3% | 0% | 297 |
| Family Care, PD | 46% | 52% | 1% | 0% | 307 |
| IRIS, FE | 51% | 47% | 1% | 0% | 257 |
| IRIS, PD | 42% | 57% | 1% | 0% | 260 |
| Partnership, FE | 50% | 48% | 2% | 0% | 188 |
| Partnership, PD | 49% | 50% | 1% | 1% | 196 |
| PACE | 55% | 45% | 0% | 0% | 42 |
| FFS NH | 71% | 26% | 3% | 0% | 257 |
| Sample Average | 51% | 47% | 1% | 0% | 1804 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 57% | 41% | 1% | 1% | 141 |
| Family Care, PD | 66% | 34% | 0% | 0% | 161 |
| IRIS, FE | 66% | 34% | 0% | 1% | 122 |
| IRIS, PD | 70% | 28% | 1% | 1% | 148 |
| Partnership, FE | 71% | 29% | 0% | 0% | 91 |
| Partnership, PD | 74% | 26% | 0% | 0% | 98 |
| PACE | 58% | 42% | 0% | 0% | 19 |
| FFS NH | 73% | 27% | 0% | 0% | 66 |
| Sample Average | 67% | 32% | 0% | 0% | 846 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|-----------|------------|-----------------------------|------------|
| Family Care, FE | 100% | 0% | 0% | 0% | 141 |
| Family Care, PD | 96% | 4% | 0% | 0% | 161 |
| IRIS, FE | 94% | 5% | 1% | 0% | 122 |
| IRIS, PD | 97% | 2% | 1% | 1% | 148 |
| Partnership, FE | 100% | 0% | 0% | 0% | 91 |
| Partnership, PD | 95% | 4% | 0% | 1% | 98 |
| PACE | 100% | 0% | 0% | 0% | 19 |
| FFS NH | 97% | 3% | 0% | 0% | 66 |
| Sample Average | 97% | 2% | 0% | 0% | 846 |

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

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

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

| | No, Rarely | Usually | Yes, Always | Doesn't Have a Primary Care Doctor | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|------------|-------------|------------------------------------|------------|------------------------------|-------------|
| Family Care, FE | 6% | 10% | 80% | 1% | 2% | 1% | 297 |
| Family Care, PD | 10% | 14% | 72% | 2% | 1% | 0% | 307 |
| IRIS, FE | 5% | 9% | 86% | 0% | 0% | 0% | 257 |
| IRIS, PD | 5% | 8% | 84% | 1% | 1% | 1% | 261 |
| Partnership, FE | 5% | 24% | 71% | 0% | 0% | 0% | 188 |
| Partnership, PD | 9% | 22% | 68% | 0% | 1% | 0% | 196 |
| PACE | 7% | 12% | 74% | 0% | 7% | 0% | 42 |
| FFS NH | 6% | 11% | 75% | 2% | 5% | 1% | 257 |
| Sample Average | 7% | 13% | 77% | 1% | 2% | 0% | 1805 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|------------|
| Family Care, FE | 46% | 52% | 2% | 0% | 129 |
| Family Care, PD | 18% | 81% | 1% | 0% | 191 |
| IRIS, FE | 32% | 65% | 2% | 1% | 106 |
| IRIS, PD | 19% | 81% | 0% | 0% | 180 |
| Partnership, FE | 39% | 60% | 0% | 1% | 85 |
| Partnership, PD | 18% | 81% | 0% | 1% | 124 |
| PACE | 38% | 62% | 0% | 0% | 13 |
| FFS NH | 50% | 49% | 1% | 0% | 94 |
| Sample Average | 29% | 70% | 1% | 0% | 922 |

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

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|------------|----------------------------|------------|---------------------------------|-------------|
| Family Care, FE | 13% | 81% | 1% | 4% | 1% | 297 |
| Family Care, PD | 17% | 80% | 0% | 3% | 0% | 307 |
| IRIS, FE | 10% | 89% | 1% | 0% | 0% | 256 |
| IRIS, PD | 9% | 89% | 0% | 1% | 1% | 259 |
| Partnership, FE | 7% | 91% | 0% | 2% | 0% | 188 |
| Partnership, PD | 13% | 86% | 0% | 1% | 0% | 195 |
| PACE | 17% | 83% | 0% | 0% | 0% | 42 |
| FFS NH | 23% | 66% | 1% | 10% | 0% | 256 |
| Sample Average | 14% | 83% | 1% | 3% | 0% | 1800 |

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

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|------------|----------------------------|------------|---------------------------------|-------------|
| Family Care, FE | 61% | 32% | 0% | 6% | 0% | 297 |
| Family Care, PD | 75% | 20% | 0% | 5% | 0% | 307 |
| IRIS, FE | 65% | 31% | 2% | 2% | 1% | 256 |
| IRIS, PD | 73% | 25% | 0% | 2% | 0% | 259 |
| Partnership, FE | 62% | 31% | 2% | 5% | 0% | 188 |
| Partnership, PD | 79% | 17% | 2% | 1% | 0% | 195 |
| PACE | 45% | 52% | 0% | 2% | 0% | 42 |
| FFS NH | 57% | 27% | 0% | 14% | 1% | 256 |
| Sample Average | 67% | 27% | 1% | 5% | 0% | 1800 |

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

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|------------|----------------------------|------------|------------------------------|-------------|
| Family Care, FE | 32% | 64% | 0% | 3% | 1% | 297 |
| Family Care, PD | 36% | 62% | 0% | 2% | 0% | 307 |
| IRIS, FE | 32% | 67% | 0% | 1% | 0% | 256 |
| IRIS, PD | 37% | 62% | 0% | 1% | 0% | 259 |
| Partnership, FE | 23% | 76% | 1% | 1% | 0% | 188 |
| Partnership, PD | 36% | 62% | 1% | 1% | 0% | 195 |
| PACE | 26% | 71% | 0% | 2% | 0% | 42 |
| FFS NH | 42% | 48% | 0% | 9% | 0% | 256 |
| Sample Average | 34% | 63% | 0% | 3% | 0% | 1800 |

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

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/ No Response | N |
|-----------------------|------------|------------|----------------------------|------------|------------------------------|-------------|
| Family Care, FE | 20% | 78% | 1% | 1% | 0% | 297 |
| Family Care, PD | 31% | 64% | 1% | 3% | 1% | 307 |
| IRIS, FE | 33% | 66% | 0% | 1% | 0% | 256 |
| IRIS, PD | 37% | 61% | 0% | 1% | 0% | 259 |
| Partnership, FE | 12% | 84% | 3% | 1% | 1% | 188 |
| Partnership, PD | 20% | 74% | 3% | 1% | 2% | 195 |
| PACE | 24% | 74% | 0% | 2% | 0% | 42 |
| FFS NH | 15% | 78% | 1% | 5% | 1% | 256 |
| Sample Average | 25% | 72% | 1% | 2% | 1% | 1800 |

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

| | No | Yes | N/A (e.g. Not Recommended) | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|------------|----------------------------|------------|-----------------------------|-------------|
| Family Care, FE | 53% | 42% | 2% | 3% | 1% | 297 |
| Family Care, PD | 45% | 51% | 1% | 3% | 0% | 307 |
| IRIS, FE | 58% | 38% | 2% | 2% | 0% | 256 |
| IRIS, PD | 47% | 51% | 2% | 0% | 0% | 259 |
| Partnership, FE | 55% | 41% | 3% | 0% | 1% | 188 |
| Partnership, PD | 46% | 53% | 1% | 0% | 0% | 195 |
| PACE | 38% | 60% | 0% | 2% | 0% | 42 |
| FFS NH | 49% | 43% | 1% | 7% | 0% | 256 |
| Sample Average | 50% | 46% | 2% | 2% | 0% | 1800 |

Wellness

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

| | Poor | Fair | Good | Very Good | Excellent | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|------------|------------|------------|------------|-----------|------------|---------------------------------|-------------|
| Family Care, FE | 12% | 33% | 31% | 17% | 5% | 1% | 1% | 299 |
| Family Care, PD | 23% | 40% | 27% | 7% | 1% | 1% | 1% | 307 |
| IRIS, FE | 19% | 45% | 24% | 9% | 3% | 0% | 0% | 258 |
| IRIS, PD | 33% | 46% | 16% | 4% | 1% | 1% | 0% | 261 |
| Partnership, FE | 9% | 42% | 37% | 7% | 4% | 1% | 1% | 189 |
| Partnership, PD | 23% | 36% | 27% | 7% | 5% | 1% | 1% | 198 |
| PACE | 7% | 36% | 33% | 19% | 5% | 0% | 0% | 42 |
| FFS NH | 9% | 31% | 39% | 15% | 5% | 1% | 0% | 257 |
| Sample Average | 18% | 39% | 28% | 10% | 3% | 1% | 1% | 1811 |

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

| | Much Worse | Somewhat Worse | About the Same | Somewhat Better | Much Better | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|------------|----------------|----------------|-----------------|-------------|------------|---------------------------------|-------------|
| Family Care, FE | 6% | 23% | 47% | 15% | 7% | 1% | 1% | 299 |
| Family Care, PD | 11% | 21% | 41% | 17% | 10% | 0% | 0% | 307 |
| IRIS, FE | 12% | 31% | 38% | 11% | 7% | 0% | 1% | 258 |
| IRIS, PD | 12% | 28% | 40% | 15% | 5% | 1% | 1% | 261 |
| Partnership, FE | 3% | 29% | 46% | 13% | 6% | 2% | 2% | 189 |
| Partnership, PD | 6% | 28% | 29% | 23% | 13% | 0% | 1% | 198 |
| PACE | 0% | 31% | 38% | 19% | 12% | 0% | 0% | 42 |
| FFS NH | 5% | 17% | 58% | 11% | 7% | 1% | 1% | 257 |
| Sample Average | 8% | 25% | 43% | 15% | 8% | 1% | 1% | 1811 |

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

| | No | Yes | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 42% | 51% | 6% | 1% | 297 |
| Family Care, PD | 46% | 51% | 3% | 0% | 307 |
| IRIS, FE | 32% | 62% | 5% | 1% | 258 |
| IRIS, PD | 38% | 59% | 2% | 1% | 261 |
| Partnership, FE | 40% | 56% | 4% | 0% | 188 |
| Partnership, PD | 43% | 54% | 2% | 1% | 197 |
| PACE | 43% | 52% | 5% | 0% | 42 |
| FFS NH | 44% | 48% | 6% | 2% | 257 |
| Sample Average | 41% | 54% | 4% | 1% | 1807 |

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

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

Table 97. Percentage of people who feel sad or depressed

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

Table 98. Percentage of people who feel lonely⁴³

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

⁴³ New item in 2019-2020.

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

| | Poor | Fair | Good | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 13% | 26% | 60% | 1% | 0% | 297 |
| Family Care, PD | 6% | 24% | 68% | 1% | 1% | 307 |
| IRIS, FE | 16% | 26% | 59% | 0% | 0% | 258 |
| IRIS, PD | 7% | 25% | 67% | 0% | 0% | 261 |
| Partnership, FE | 13% | 23% | 63% | 1% | 1% | 189 |
| Partnership, PD | 5% | 15% | 80% | 0% | 1% | 198 |
| PACE | 10% | 31% | 60% | 0% | 0% | 42 |
| FFS NH | 13% | 31% | 56% | 0% | 0% | 257 |
| Sample Average | 10% | 25% | 64% | 0% | 0% | 1809 |

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

| | Poor | Fair | Good | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 13% | 31% | 55% | 1% | 1% | 297 |
| Family Care, PD | 15% | 32% | 53% | 0% | 0% | 307 |
| IRIS, FE | 19% | 39% | 40% | 2% | 1% | 258 |
| IRIS, PD | 23% | 32% | 44% | 0% | 1% | 261 |
| Partnership, FE | 8% | 35% | 56% | 0% | 1% | 189 |
| Partnership, PD | 16% | 34% | 49% | 0% | 0% | 198 |
| PACE | 12% | 33% | 55% | 0% | 0% | 42 |
| FFS NH | 12% | 28% | 58% | 1% | 0% | 257 |
| Sample Average | 15% | 33% | 51% | 1% | 0% | 1809 |

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

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

Medications

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

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

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

| | No | In-between, or Some Medications | Yes | N/A – Doesn't Take Prescription Medications | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|---------------------------------|------------|---|------------|-----------------------------|-------------|
| Family Care, FE | 14% | 17% | 65% | 3% | 0% | 0% | 265 |
| Family Care, PD | 8% | 12% | 78% | 2% | 0% | 0% | 296 |
| IRIS, FE | 8% | 13% | 77% | 1% | 0% | 1% | 226 |
| IRIS, PD | 3% | 7% | 89% | 1% | 0% | 0% | 257 |
| Partnership, FE | 16% | 25% | 57% | 1% | 1% | 1% | 166 |
| Partnership, PD | 7% | 22% | 70% | 1% | 0% | 0% | 188 |
| PACE | 16% | 18% | 58% | 3% | 3% | 3% | 38 |
| FFS NH | 27% | 24% | 45% | 3% | 1% | 0% | 208 |
| Sample Average | 11% | 16% | 70% | 2% | 0% | 0% | 1644 |

Rights and Respect

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

| | No, Never or Rarely | Some, or Usually | Yes, All Paid Support Staff, Always or Almost Always | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|---------------------|------------------|--|------------|------------------------------|-------------|
| Family Care, FE | 2% | 12% | 86% | 0% | 0% | 208 |
| Family Care, PD | 2% | 12% | 84% | 0% | 1% | 211 |
| IRIS, FE | 0% | 4% | 95% | 0% | 1% | 157 |
| IRIS, PD | 2% | 4% | 93% | 0% | 0% | 212 |
| Partnership, FE | 2% | 18% | 81% | 0% | 0% | 130 |
| Partnership, PD | 1% | 16% | 83% | 0% | 0% | 140 |
| PACE | 4% | 15% | 81% | 0% | 0% | 26 |
| FFS NH | 1% | 18% | 79% | 1% | 1% | 190 |
| Sample Average | 2% | 12% | 86% | 0% | 1% | 1274 |

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

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

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

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

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

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

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

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

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

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

| | No, Visitors Allowed Only Certain Times | Yes, Visitors Can Come Any Time | N/A – No Visitors Who Visit Residence | Don't Know | Unclear/Refused/No Response | N |
|------------------------|---|---------------------------------|---------------------------------------|------------|-----------------------------|------------|
| Family Care, FE | 9% | 87% | 2% | 2% | 1% | 121 |
| Family Care, PD | 8% | 87% | 2% | 4% | 0% | 52 |
| IRIS, FE | 0% | 88% | 0% | 13% | 0% | 8 |
| IRIS, PD | 25% | 75% | 0% | 0% | 0% | 8 |
| Partnership, FE | 12% | 71% | 2% | 14% | 2% | 65 |
| Partnership, PD | 22% | 69% | 4% | 4% | 0% | 49 |
| PACE | 9% | 91% | 0% | 0% | 0% | 22 |
| FFS NH | 10% | 81% | 3% | 6% | 0% | 208 |
| Sample Average | 11% | 81% | 2% | 5% | 1% | 533 |

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

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

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

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

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

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

⁴⁹ Item previously reported in "Service Coordination" domain

Self-Direction

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

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

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

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

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

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

Work

Table 114. Percentage of people who have a paying job

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

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

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

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

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

Table 117. Percentage of people who do volunteer work

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

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

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

Everyday Living

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

| | None | Some | A Lot | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|-----------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 6% | 48% | 45% | 0% | 1% | 301 |
| Family Care, PD | 5% | 50% | 44% | 0% | 1% | 310 |
| IRIS, FE | 1% | 29% | 69% | 0% | 0% | 259 |
| IRIS, PD | 2% | 31% | 67% | 0% | 0% | 264 |
| Partnership, FE | 2% | 43% | 53% | 0% | 1% | 189 |
| Partnership, PD | 8% | 40% | 51% | 1% | 0% | 199 |
| PACE | 14% | 40% | 43% | 2% | 0% | 42 |
| FFS NH | 6% | 29% | 64% | 0% | 1% | 259 |
| Sample Average | 4% | 39% | 56% | 0% | 1% | 1823 |

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

| | No, Not Always | Yes, Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|----------------|-------------|------------|-----------------------------|-------------|
| Family Care, FE | 23% | 75% | 1% | 1% | 279 |
| Family Care, PD | 27% | 73% | 0% | 0% | 291 |
| IRIS, FE | 18% | 81% | 0% | 1% | 256 |
| IRIS, PD | 23% | 77% | 0% | 0% | 260 |
| Partnership, FE | 16% | 83% | 0% | 1% | 183 |
| Partnership, PD | 26% | 73% | 0% | 1% | 181 |
| PACE | 23% | 77% | 0% | 0% | 35 |
| FFS NH | 20% | 78% | 1% | 1% | 240 |
| Sample Average | 22% | 77% | 0% | 1% | 1725 |

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

| | None | Some | A Lot | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|------------|------------|------------|------------|-----------------------------|-------------|
| Family Care, FE | 32% | 38% | 29% | 0% | 1% | 301 |
| Family Care, PD | 34% | 37% | 29% | 0% | 0% | 310 |
| IRIS, FE | 14% | 36% | 51% | 0% | 0% | 259 |
| IRIS, PD | 9% | 34% | 56% | 0% | 0% | 264 |
| Partnership, FE | 29% | 36% | 35% | 0% | 0% | 189 |
| Partnership, PD | 33% | 33% | 33% | 1% | 1% | 199 |
| PACE | 31% | 29% | 40% | 0% | 0% | 42 |
| FFS NH | 8% | 29% | 62% | 1% | 0% | 259 |
| Sample Average | 23% | 35% | 42% | 0% | 0% | 1823 |

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

| | No, Not Always | Yes, Always | Don't Know | Unclear/Refused/No Response | N |
|-----------------------|----------------|-------------|------------|-----------------------------|-------------|
| Family Care, FE | 25% | 73% | 0% | 1% | 203 |
| Family Care, PD | 25% | 74% | 0% | 0% | 206 |
| IRIS, FE | 19% | 81% | 0% | 0% | 223 |
| IRIS, PD | 21% | 79% | 0% | 0% | 239 |
| Partnership, FE | 16% | 84% | 1% | 0% | 134 |
| Partnership, PD | 27% | 72% | 1% | 0% | 130 |
| PACE | 24% | 76% | 0% | 0% | 29 |
| FFS NH | 19% | 81% | 0% | 0% | 235 |
| Sample Average | 22% | 78% | 0% | 0% | 1399 |

Affordability

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

| | No, Never | Sometimes | Yes, Often | N/A – Unable to Eat Due to a Medical Condition | Don't Know | Unclear/Refused/No Response | N |
|------------------------|------------|-----------|------------|--|------------|-----------------------------|-------------|
| Family Care, FE | 92% | 5% | 2% | 0% | 0% | 0% | 299 |
| Family Care, PD | 78% | 12% | 9% | 0% | 0% | 0% | 306 |
| IRIS, FE | 94% | 3% | 1% | 1% | 0% | 1% | 259 |
| IRIS, PD | 85% | 10% | 5% | 0% | 0% | 0% | 261 |
| Partnership, FE | 94% | 3% | 3% | 0% | 0% | 0% | 189 |
| Partnership, PD | 81% | 13% | 5% | 0% | 1% | 0% | 197 |
| PACE | 98% | 0% | 2% | 0% | 0% | 0% | 42 |
| FFS NH | 98% | 1% | 0% | 0% | 0% | 0% | 256 |
| Sample Average | 89% | 7% | 4% | 0% | 0% | 0% | 1809 |

Ranking of Priorities

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

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

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

| | 1 - Safety Most Important | 2 | 3 | 4 - Safety Least Important | N |
|-----------------------|---------------------------|------------|------------|----------------------------|-------------|
| Family Care, FE | 4% | 41% | 37% | 18% | 244 |
| Family Care, PD | 8% | 33% | 41% | 18% | 285 |
| IRIS, FE | 7% | 44% | 41% | 9% | 217 |
| IRIS, PD | 7% | 46% | 30% | 18% | 244 |
| Partnership, FE | 7% | 31% | 40% | 22% | 153 |
| Partnership, PD | 6% | 35% | 36% | 23% | 184 |
| PACE | 6% | 25% | 33% | 36% | 36 |
| FFS NH | 10% | 29% | 31% | 29% | 192 |
| Sample Average | 7% | 37% | 36% | 19% | 1555 |

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

| | 1 – Being Independent Most Important | 2 | 3 | 4 - Being Independent Least Important | N |
|-----------------|--------------------------------------|------------|------------|---------------------------------------|-------------|
| Family Care, FE | 23% | 28% | 37% | 12% | 244 |
| Family Care, PD | 27% | 26% | 40% | 7% | 285 |
| IRIS, FE | 14% | 34% | 42% | 10% | 216 |
| IRIS, PD | 21% | 25% | 48% | 6% | 245 |
| Partnership, FE | 27% | 40% | 30% | 3% | 154 |
| Partnership, PD | 27% | 30% | 33% | 11% | 184 |
| PACE | 28% | 22% | 33% | 17% | 36 |
| FFS NH | 21% | 38% | 37% | 4% | 192 |
| Sample Average | 23% | 31% | 39% | 8% | 1556 |

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

| | 1 – Being Engaged with Community Most Important | 2 | 3 | 4 – Being Engaged with Community Least Important | N |
|-----------------|---|-----------|------------|--|-------------|
| Family Care, FE | 6% | 7% | 20% | 68% | 244 |
| Family Care, PD | 6% | 9% | 14% | 71% | 285 |
| IRIS, FE | 4% | 5% | 13% | 78% | 217 |
| IRIS, PD | 4% | 6% | 16% | 73% | 245 |
| Partnership, FE | 1% | 5% | 21% | 73% | 154 |
| Partnership, PD | 4% | 11% | 20% | 65% | 184 |
| PACE | 14% | 19% | 22% | 44% | 36 |
| FFS NH | 5% | 7% | 22% | 66% | 192 |
| Sample Average | 5% | 7% | 18% | 70% | 1557 |

Appendix C: Wisconsin's State-Specific Questions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

⁵⁰ New item in 2019-2020.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Table 147. Percentage of people whose preferences and choices are reflected in their service plan/plan of care

| | No | Yes, Some/In Part | Yes, All/Completely | Don't Know | Unclear/Refused/ No Response | N |
|------------------------|-----------|-------------------|---------------------|------------|---------------------------------|-------------|
| Family Care, FE | 1% | 17% | 72% | 9% | 1% | 160 |
| Family Care, PD | 5% | 16% | 69% | 11% | 0% | 208 |
| IRIS, FE | 1% | 13% | 78% | 7% | 2% | 166 |
| IRIS, PD | 1% | 12% | 83% | 4% | 0% | 212 |
| Partnership, FE | 2% | 11% | 79% | 9% | 0% | 117 |
| Partnership, PD | 2% | 19% | 75% | 4% | 1% | 138 |
| PACE | 0% | 13% | 75% | 13% | 0% | 24 |
| FFS NH | 5% | 15% | 65% | 13% | 1% | 84 |
| Sample Average | 2% | 15% | 75% | 8% | 1% | 1109 |

Substantive Changes

2022 IRIS Contractor Provider Agreement

Article I: Definitions

- Updated definition of Vulnerable/High Risk Participant (VHR).

Article III: Contractual Relationship

- Added language to include preparation for emergencies or disasters and the possible impact on contract obligations and business continuity.

Article IV: Contractor Administration

- Updated liability insurance language.
- Updated marketing/outreach requirements and approval language.
- Updated electronic visit verification (EVV) responsibilities, specific to ICAs and FEAs.
- Updated website content requirements language.
- Updated the requirement of contractors having internal controls in place to ensure separations of duties for financial and bank account transactions to apply to all contractors.
- Added language to include preparation for emergencies or disasters and the possible impact on contract obligations and business continuity.

Article V: Eligibility

- Updated cost share collection, monitoring, and reporting language.
- Added, with an effective date of 1/1/2023, a Room and Board methodology that aligns with the other long-term care programs.

Article VI: Enrollment & Orientation

- Clarified participant-requested/voluntary disenrollment language.
- Updated service timeline expectations during the enrollment and orientation period.

Article VII: Consulting Services

- Updated Vulnerable High/Risk Participant (VHR) definition & policy.
- Updated language about documenting the participant's requirement of training participant-hired worker(s)/service provider(s) in the IRIS Participant Education Manual: Acknowledgement.

Article IX: Service Providers

- Updated and clarified requirements for FEAs to check at least monthly various databases for ineligible service providers and report any incidences to DHS.
- Updated home and community-based services (HCBS) compliance language and expectation that providers must be HCBS compliant prior to being utilized as IRIS providers.
- Clarified expectations regarding service providers' onboarding packets.

Article X: Information Technology/System Requirements

- Updated language specific to IT data security, data privacy, and system requirements.
- Updated language specific to access to CARES data including the need to identify a security officer.

Article XIII: Quality Management (QM)

- Updated performance improvement projects (PIP) language and contractor expectations.

Article XIV: Reporting Requirements

- Added contractor expectation regarding FEA data integrity and systems assessments.

Article XV: Payment to IRIS Contractors

- Updated Monthly Rate of Service (MROS) effective dates in 2021 and 2022.

Appendix V: IRIS Program 2022 Reporting Obligations Deadlines

- Added the IRIS Program 2022 Reporting Obligations Deadlines appendix to the Contract.

IRIS PROGRAM 2022 REPORTING DEADLINES – RESOURCE

i. Materials with Specific Due Dates – All Contractors

| Report | Reporting Period | Due Date | Submit To |
|--|-----------------------------|-------------------|--|
| 1. Year to Date Financial Reporting (to include completed reporting template, signed Financial Statement Certification, investment/bank statement for segregated Restrictive Reserve account) | 01/01/22 - 03/31/22 | 04/30/22 | DHSLTCFiscalOversight@wi.gov cc: DHSIRIS@dhs.wisconsin.gov |
| | 01/01/22 – 06/30/22 | 07/30/22 | |
| | 01/01/22 – 09/30/22 | 10/30/22 | |
| | 01/01/22 – 12/31/22 Audited | 06/01/23 | |
| 2. Preliminary 01/01-12/31 Financial Reporting (to include completed reporting template, signed Financial Statement Certification, investment/bank statement for segregated Restrictive Reserve account) | 01/01/21 – 12/31/21 | 02/28/22 | DHSLTCFiscalOversight@wi.gov |
| | 01/01/22 – 12/31/22 | 02/28/23 | |
| 3.1 Audited Year-End Financial Statements* (with the audit report, required schedules, letters, updated financial reporting template, and financial statement certification) <i>*see contract for comprehensive list of required submission files.</i> | 01/01/21 – 12/31/21 | 06/01/22 | DHSLTCFiscalOversight@wi.gov cc: DHSIRIS@dhs.wisconsin.gov |
| | 01/01/22 – 12/31/22 | 06/01/23 | |
| 3.2 Accountants Letter of Qualifications | Same as 3.1 above | Same as 3.1 above | Same as 3.1 above |
| 3.3 CPA Checklist | Same as 3.1 above | Same as 3.1 above | Same as 3.1 above |
| 4. Annual Financial Projections | 1/01/2023 – 12/31/2023 | 10/15/2022 | DHSLTCFiscalOversight@wi.gov cc: DHSIRIS@dhs.wisconsin.gov |

ii. Materials with Specific Due Dates - Fiscal Employer Agent

| Report | Reporting Period | Due Date | Submit To |
|---|---------------------|----------|---|
| 1. Encounter Reporting Submission and Data Certification form, as applicable. | 12/01/21 – 12/31/21 | 01/30/22 | DHS LTC IES: https://ltcareies.forwardhealth.wi.gov/ltcareIES/ |
| | 01/01/22 – 01/31/22 | 3/2/2022 | |
| | 02/01/22 – 02/28/22 | 03/30/22 | |
| | 03/01/22 – 03/31/22 | 04/30/22 | |
| | 04/01/22 – 04/30/22 | 05/30/22 | |

IRIS PROGRAM 2022 REPORTING DEADLINES – RESOURCE

| | | | |
|---|--|-----------------------------|--|
| | 05/01/22 – 05/31/22 | 06/30/22 | secureLogin.html |
| | 06/01/22 – 06/30/22 | 07/30/22 | |
| | 07/01/22 – 07/31/22 | 08/30/22 | |
| | 08/01/22 – 08/31/22 | 09/30/22 | |
| | 09/01/22 – 09/30/22 | 10/30/22 | |
| | 10/01/22 – 10/31/22 | 11/30/22 | |
| | 11/01/22 – 11/30/22 | 12/30/22 | |
| | 12/01/22 – 12/31/22 | 01/30/23 | |
| Report | Reporting Period | Due Date | Submit To |
| 2. Funding Files | Weekly Pay Cycles, pursuant to the Payroll and Vendor Schedule (P-01740) | See P-01740 | IRIS Contract Specialist, and all required Bureau of Fiscal Services Staff |
| 3. Deposit Account Bank Reconciliation | 12/01/21 – 12/31/21 | 01/15/22 | IRIS Contract Specialist(s) and all required Bureau of Fiscal Services Staff |
| | 01/01/22 – 01/31/22 | 02/15/22 | |
| | 02/01/22 – 02/28/22 | 03/15/22 | |
| | 03/01/22 – 03/31/22 | 04/15/22 | |
| | 04/01/22 – 04/30/22 | 05/15/22 | |
| | 05/01/22 – 05/31/22 | 06/15/22 | |
| | 06/01/22 – 06/30/22 | 07/15/22 | |
| | 07/01/22 – 07/31/22 | 08/15/22 | |
| | 08/01/22 – 08/31/22 | 09/15/22 | |
| | 09/01/22 – 09/31/22 | 10/15/22 | |
| | 10/01/22 – 10/31/22 | 11/15/22 | |
| | 11/01/22 – 11/30/22 | 12/15/22 | |
| 12/01/22 – 12/31/22 | 01/15/23 | | |
| 4. Disbursement Account Bank Reconciliation | Same as 3 above | Same as 3 above | IRIS Contract Specialist(s) and all required Bureau of Fiscal Services Staff |
| 5. Reimbursement Files | 12/01/21 – 12/31/21 | 01/13/22 | IRIS Contract Specialist(s) and all required Bureau of Fiscal Services Staff |
| | 01/01/22 – 01/31/22 | 02/10/22 | |
| | 02/01/22 – 02/28/22 | 03/10/22 | |
| | 03/01/22 – 03/31/22 | 04/14/22 | |
| | 04/01/22 – 04/30/22 | 05/12/22 | |
| | 05/01/22 – 05/31/22 | 06/09/22 | |
| | 06/01/22 – 06/30/22 | 07/14/22 | |
| | 07/01/22 – 07/31/22 | 08/11/22 | |
| | 08/01/22 – 08/31/22 | 09/08/22 | |
| | 09/01/22 – 09/31/22 | 10/13/22 | |
| | 10/01/22 – 10/31/22 | 11/10/22 | |
| | 11/01/22 – 11/30/22 | 12/08/22 | |
| | 12/01/22 – 12/31/22 | 01/12/23 | |
| 6. Cost Share Arrearage Report | 12/01/21 – 12/31/21 | 01/10/22 | To each IRIS Consultant Agency with impacted participants. |
| | 01/01/22 – 01/31/22 | 02/10/22 | |
| | 02/01/22 – 02/28/22 | 03/10/22 | |
| | 03/01/22 – 03/31/22 | 04/10/22 | |
| | 04/01/22 – 04/30/22 | 05/10/22 | |
| | 05/01/22 – 05/31/22 | 06/10/22 | |
| | 06/01/22 – 06/30/22 | 07/10/22 | |
| 07/01/22 – 07/31/22 | 08/10/22 | | |

IRIS PROGRAM 2022 REPORTING DEADLINES – RESOURCE

| | | | |
|-------------------------|---------------------|-----------------|---|
| | 08/01/22 – 08/31/22 | 09/10/22 | |
| | 09/01/22 – 09/31/22 | 10/10/22 | |
| | 10/01/22 – 10/31/22 | 11/10/22 | |
| | 11/01/22 – 11/30/22 | 12/10/22 | |
| | 12/01/22 – 12/31/22 | 01/10/23 | |
| 7. Cost Share Statement | Same as 6 above | Same as 6 above | To each IRIS participant with cost share obligation |

iii. Materials with Specific Due Dates – IRIS Consultant Agencies

| | Contract Year | Review Period | IES Spreadsheet from DHS available for ICAs (2 nd Friday after the quarter) | ICA IES Info Due to DHS (6 weeks after receiving spreadsheet) | Submit To |
|----------------------|---------------|-----------------------|---|--|---|
| Employment Reporting | 2021 | Q1 - Jan, Feb, Mar | Apr 9, 2021 | May 21, 2021 | DHS LTC IES: https://lcareies.forwardhealth.wi.gov/lcareIES/secureLogin.html |
| | | Q3 - April, May, June | July 9, 2021 | Aug 20, 2021 | |
| | | Q4 - July, Aug, Sept | Oct 8, 2021 | Nov 19, 2021 | |
| | | Q4 - Oct, Nov, Dec | Jan 14, 2022 | Feb 25, 2022 | |
| | 2022 | Q1 - Jan, Feb, Mar | Apr 8, 2022 | May 20, 2022 | |
| | | Q3 - April, May, June | July 8, 2022 | Aug 19, 2022 | |
| | | Q4 - July, Aug, Sept | Oct 7, 2022 | Nov 18, 2022 | |
| | | Q4 - Oct, Nov, Dec | Jan 13, 2023 | Feb 24, 2023 | |

| Policy / Content* | Draft Sent to IAC | Discuss at Meeting | Feedback Due (email) | Current Status |
|---|-------------------|--|---|---|
| EVV | 7/6/2021 | 7/27/21 (Provide update at meeting) | 7/13/2021 | Published and Posted |
| Training Standards | 7/6/2021 | N/A | 7/13/2021 | Published and Posted |
| Remote Services | 7/15/2021 | 7/27/2021 | 8/2/2021 | Will be published and posted 12/2021 (Implementation date of 01/01/2022) |
| FEA Enrollment | | | | Policy Team Editing |
| Policy Manual Template | | | | DHS Leadership Review finished |
| Vulnerable High Risk | 8/18/2021 | N/A | 9/1/2021 | |
| Critical Incidents | 9/24/2021 | 9/28/2021 | 10/11/2021* *10/1/2021 for Incident Reporting only | |
| SMA Waiver Service | | | | |
| Service Dog Memo | | | | |
| Provider Enrollment | TBD | N/A | TBD | |
| Budget Amendments and One Time Expenses | 11/9/2021 | 11/16/2021* *Will be scheduled for a later date | 12/7/2021 | |
| ISSP Signature | TBD | TBD | TBD | |
| Provider Agency | TBD | TBD | TBD | |
| Room and Board | TBD | TBD | TBD | |
| Topics yet to be prioritized | | | | |
| Standardized Monthly | | | | |
| Background Checks | | | | |

| | |
|-------------------------|--|
| Relocations/Transitions | |
| P4Ps | |

*Schedules are subject to change

| YearlyTopic Items* | | | | |
|--------------------------|--------------------|-------|-----|-------------------|
| | January | March | May | July |
| Committee Membership | X (New members) | | | X (recruiting) |
| IRIS Contractor Provider | | | | |
| 372 Report | | | | |
| Ombudsman Updates | X | | | |
| Participant Survey | | | X | |
| Enrollment reports | | | X | |
| NCI Data | | | | |
| Self-Direction NCI Data | | X | | |
| Review Topics for Next | | | | |

| September | November |
|-----------|----------|
| | |
| | X |
| | X |
| | |
| | |
| | X |
| | |
| | X |



Proposed Reconfigured Geographic Service Regions (GSRs) Timeline

Background:

Charge 2 of the 2020-2021 Long Term Care Advisory Council (LTCAC) is to explore strategies to ensure Wisconsin’s long-term care (LTC) programs focus on the whole person, including: access, choice, high-quality; collaborative relationships; efficient and cost-effective; with Wisconsin leading the nation in LTC delivery and services and supports. As part of this charge, the LTCAC was tasked with:

- Providing advice and guidance on the number of GSRs.
- Providing advice and guidance on the number of managed care organizations (MCOs), ICAs, and fiscal employer agents (FEAs) in each GSR.
- Providing advice on procurement strategies for MCOs and ICAs.

The Wisconsin Department of Health Services (DHS) developed several options for the LTCAC to consider for these charges. Feedback was also collected from the following stakeholder groups: IRIS Advisory Committee, ICA and FEA leadership, and MCO leadership which was shared with the LTCAC.

The LTCAC recommended GSR configuration which is on page 3. In addition, DHS has developed a timeline for the GSRs to be effective. This timeline below outlines start dates for each newly reconfigured GSR.

Proposed GSR Reconfiguration Timeline:

| Proposed Re-configuration Timeline | Proposed New GSR | Current GSRs |
|------------------------------------|------------------|--|
| 1/1/2023 | New GSR 1 | GSRs 1 and 7 (Ashland, Barron, Bayfield, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Iron, Pierce, Polk, Price, Rusk, St. Croix, Sawyer, Taylor, and Washburn) |
| 1/1/2025 | New GSR 5 | GSRs 5, 12 and 14 (Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Marquette, Rock, and Waushara) |
| 1/1/2026 | New GSR 2 | GSRs 2 and 3 (Buffalo, Clark, Crawford, Grant, Green, Iowa, Jackson, Juneau, La Crosse, Lafayette, Monroe, Pepin, Richland, Sauk, Trempealeau, and Vernon) |
| 1/1/2026 | New GSR 7 | GSR 8 (Milwaukee) |
| 1/1/2027 | New GSR 3 | GSRs 6 and 11 (Kenosha, Ozaukee, Racine, Sheboygan, Walworth, Washington, and Waukesha) |
| 1/1/2028 | New GSR 4 | GSRs 4 and 13 (Brown, Door, Florence, Forest, Kewaunee, Langlade, Lincoln, Marathon, Marinette, Menominee, Oconto, Oneida, Portage, Shawano, Vilas, and Wood) |
| 1/1/2028 | New GSR 6 | GSRs 9 and 10 (Calumet, Fond du Lac, Manitowoc, Outagamie, Waupaca, and Winnebago) |

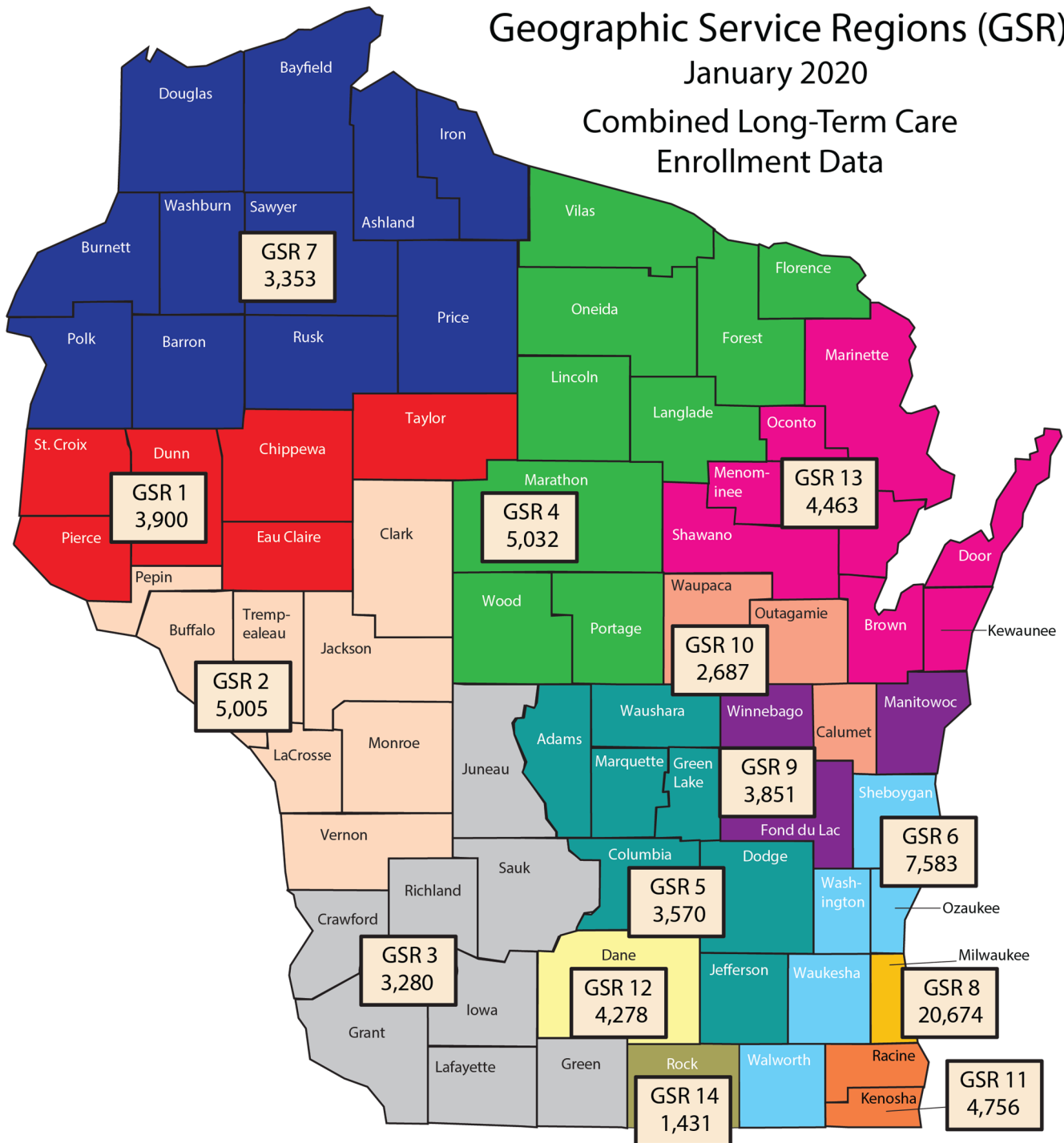


Current GSRs

Geographic Service Regions (GSR)

January 2020

Combined Long-Term Care Enrollment Data

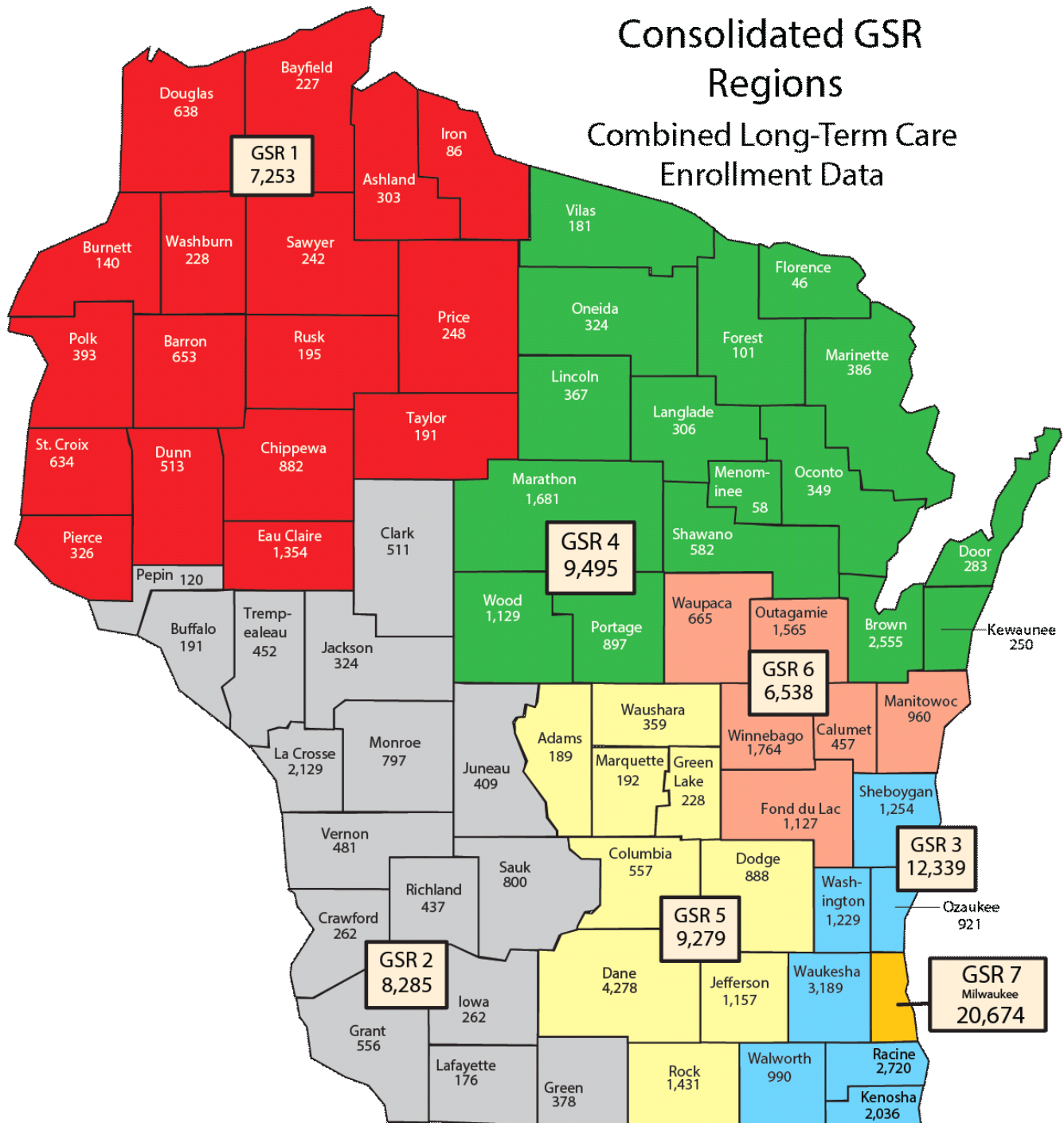


FC/FCP/PACE enrollment data as of 11/1/19
IRIS enrollment data as of 12/1/19



New – Consolidated GSRs

Consolidated GSR
Regions
Combined Long-Term Care
Enrollment Data



FC/FCP/PACE enrollment data as of 11/1/19
IRIS enrollment data as of 12/1/19