

2024 ICO HCBS CAHPS® Member Experience Report

*Michigan Department of Health and
Human Services*

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Table of Contents

1. Introduction	1-1
Key Findings	1-2
Survey Administration Overview.....	1-2
Survey Results.....	1-3
2. Reader's Guide	2-1
Survey Overview	2-1
Performance Measures	2-1
How Results Were Collected	2-7
Sampling Procedures	2-7
Survey Protocol	2-8
How Results Were Calculated and Displayed.....	2-9
Response Rates.....	2-9
Respondent Demographics.....	2-9
Respondent Analysis	2-9
Scoring Calculations.....	2-10
Top-Box Score Calculations	2-12
Trend Analysis	2-13
Limitations and Cautions.....	2-13
CAHPS Database Benchmarks	2-13
Low Number of Responses	2-14
Survey Bias.....	2-14
Cognitive Screening Questions	2-15
Survey Mode	2-15
Causal Inferences	2-15
3. Results.....	3-1
Response Rates.....	3-1
Respondent Demographics.....	3-1
Respondent Analysis	3-4
Top-Box Scores and Trend Analysis.....	3-5
Global Ratings	3-6
Composite Measures	3-7
Recommendation Measures	3-26
Unmet Need and Physical Safety Measures.....	3-28
4. Survey Instrument.....	4-1

1. Introduction

The Michigan Department of Health and Human Services (MDHHS) assesses the perceptions and experiences of members enrolled in the MDHHS Integrated Care Organizations (ICOs) as part of its process for evaluating the quality of health care services provided to eligible adult members in the MI Health Link Program. MDHHS contracted with Health Services Advisory Group, Inc. (HSAG) to administer and report the results of the Consumer Assessment of Healthcare Providers and Systems Home and Community-Based Services (HCBS CAHPS®) survey for MI Health Link members enrolled in the HCBS C-waiver program.¹⁻¹

This report presents the 2024 HCBS CAHPS results of MI Health Link adult members who were currently enrolled in the HCBS C-waiver program and received at least one qualifying personal care service, respite care at home, chore services, or expanded community living supports. A total sample of 2,103 adult members was selected across the ICOs.¹⁻² The survey instrument administered was the HCBS CAHPS survey without the Supplemental Employment module. The surveys were completed by adult members from June to July 2024. Six ICOs participated in the 2024 survey as listed in Table 1-1 below.

Table 1-1—Participating ICOs

ICO Name
Aetna Better Health Premier Plan
AmeriHealth Caritas VIP Care Plus
HAP CareSource
MeridianComplete
Molina Dual Options MI Health Link
Upper Peninsula Health Plan MI Health Link

Results presented in this report include three global ratings, seven composite measures, three recommendation measures, five unmet need measures, and one physical safety measure. HSAG presents aggregate statewide results (i.e., the MI Health Link Program) throughout the report.

¹⁻¹ CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

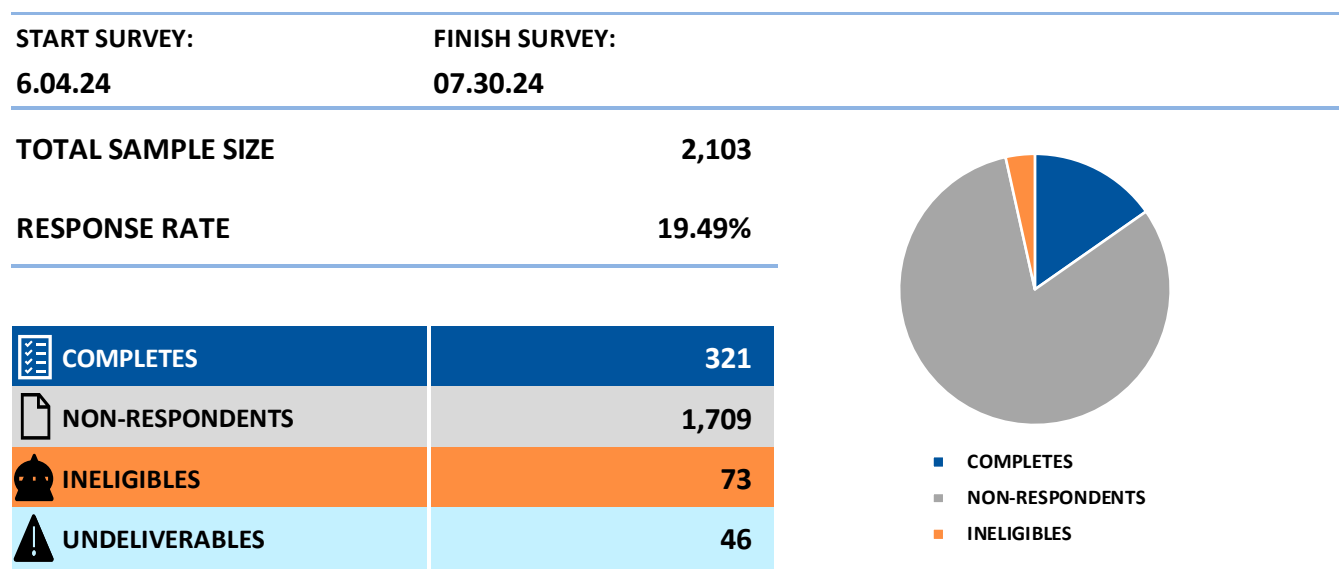
¹⁻² The sample was drawn from the four regions where the MI Health Link program is present (i.e., all counties in Upper Peninsula; Macomb county; Wayne county; and Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren counties in Southwest Michigan).

Key Findings

Survey Administration Overview

Figure 1-1 shows the distribution of survey dispositions and response rate for the MI Health Link Program.

Figure 1-1—Distribution of Surveys: MI Health Link Program



DETAILS

	Incompletes	Refusals	No Response
NON-RESPONDENTS	55	383	1,271

	Invalid	Deceased	Language Barrier	Incapacitated and No Proxy
INELIGIBLES	18	14	31	10

Survey Results

Trend Analysis

HSAG evaluated each measure and individual item to identify any statistically significant differences in the 2024 scores compared to 2023 and 2022 for the MI Health Link Program.¹⁻³ Table 1-2 displays the statistically significant results. The detailed results of this analysis are found in the Top-Box Scores and Trend Analysis subsection beginning on page 3-5.

Table 1-2—Trend Analysis: MI Health Link Program

Measure	Trend Analysis (2024 Compared to 2023)	Trend Analysis (2024 Compared to 2022)
Composite Measures		
<i>Staff Listen and Communicate Well Composite</i>	—	—
<i>Staff easy to understand</i>	—	▲
<i>Helpful Case Manager Composite</i>	—	—
<i>Contact case manager</i>	▲	▲
<i>Personal Safety and Respect Composite</i>	—	▲
<i>Someone to talk to</i>	—	▲
Unmet Need Measure		
<i>No Unmet Need in Toileting</i>	—	▲ ⁺
⁺ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results. ▲ Indicates the 2024 score is statistically significantly higher than the comparison year. ▼ Indicates the 2024 score is statistically significantly lower than the comparison year. — Indicates the 2024 score is not statistically significantly different than the comparison year.		

¹⁻³ HSAG recalculated the 2022 mean scores to top-box scores for HCBS CAHPS Database benchmark comparability. Therefore, the 2022 results in this report will not match previous reports.

Lower Top-Box Scores

HSAG evaluated the items (i.e., survey questions) that make up each composite measure to determine if there were any composite items that had a lower top-box score (i.e., performed worse) in 2024 than the other composite items for the MI Health Link Program, as shown in Table 1-3. The detailed results are found in the Top-Box Scores and Trend Analysis subsection beginning on page 3-5.

Table 1-3—Composite Item Top-Box Scores: MI Health Link Program

Composite Measure/Individual Item	Top-Box Scores
<i>Reliable and Helpful Staff Composite</i>	84.51%
Informed if staff cannot come	79.27%
Homemaker work time supposed to	70.59% ⁺
<i>Staff Listen and Communicate Well Composite</i>	88.02%
Staff easy to understand	82.97%
Homemakers courteous and respectful	82.35% ⁺
Homemakers easy to understand	76.47% ⁺
Treated the way you want by homemakers	82.35% ⁺
<i>Helpful Case Manager Composite</i>	96.06%
Helped getting or fixing equipment	95.80%
Helped getting other changes to services	93.18% ⁺
<i>Choosing the Services that Matter to You Composite</i>	79.22%
Plan included important things	63.12%
<i>Transportation to Medical Appointments Composite</i>	77.77%
Timely pickup	59.12%
<i>Personal Safety and Respect Composite</i>	97.01%
Someone to talk to	92.45%
<i>Planning Your Time and Activities Composite</i>	64.14%
Together with family	59.50%
Together with friends	39.18%
Community	23.57%
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.	

Among the composite measures, HSAG identified the following measures had a lower top-box score in 2024 compared to the other measures for the MI Health Link Program:

- *Choosing the Services that Matter to You Composite* (79.22 percent)
- *Transportation to Medical Appointments Composite* (77.77 percent)
- *Planning Your Time and Activities Composite* (64.14 percent)

CAHPS Database Benchmark Comparisons

HSAG evaluated the top-box scores to determine if any of the measures had a top-box score that was equal to or higher than the Agency for Healthcare Research and Quality's (AHRQ's) HCBS CAHPS Database (i.e., CAHPS Database) benchmarks.^{1-4,1-5} All of the measures performed equal to or better than the CAHPS Database benchmark except the following: *Reliable and Helpful Staff* composite measure, *Choosing the Services that Matter to You* composite measure, and *Recommend Homemaker* recommendation measure. The following measures were suppressed since the results were based on fewer than 11 respondents: *No Unmet Need in Dressing/Bathing*, *No Unmet Need in Meal Preparation/Eating*, and *No Unmet Need with Household Tasks*. The detailed results are found in the Top-Box Scores and Trend Analysis subsection beginning on page 3-5.

¹⁻⁴ Agency for Healthcare Research and Quality. *The CAHPS® Home and Community-Based Services (HCBS) Survey Database 2024 Chartbook*. January 2024. Available at: <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/cahps-database/2024-hcbs-chartbook.pdf>. Accessed on: October 1, 2024.

¹⁻⁵ The 2024 HCBS CAHPS Database benchmarks represent survey data collected from January 1 to December 31, 2022. Caution should be exercised when comparing the 2024 HCBS CAHPS Database benchmarks to the MI Health Link Program 2024 results, which represent survey data collected from June 4 to July 30, 2024.

2. Reader's Guide

This section provides a comprehensive overview of the HCBS CAHPS survey administration protocol and analytic methodology. It is designed to provide supplemental information to the reader that may aid in the interpretation and use of the HCBS CAHPS results presented in this report.

Survey Overview

The HCBS CAHPS survey without the Supplemental Employment module is a standardized survey that assesses patient perspectives of care. The goal of the HCBS CAHPS survey is to gather direct feedback from Medicaid members receiving HCBS about their experiences and the quality of the long term services and supports (LTSS) they receive. The survey provides state Medicaid agencies with standard individual experience metrics for HCBS programs that are applicable to all populations served by these programs, including elderly and people with one or more disabilities (including physical disabilities, cognitive disabilities, intellectual impairments, or disabilities due to mental illness).

Performance Measures

The survey includes 96 core questions that yield 19 measures. These measures include three global ratings, seven composite measures, three recommendation measures, five unmet need measures, and one physical safety measure. Figure 2-1 lists the measures included in the survey.

Figure 2-1—HCBS CAHPS Measures

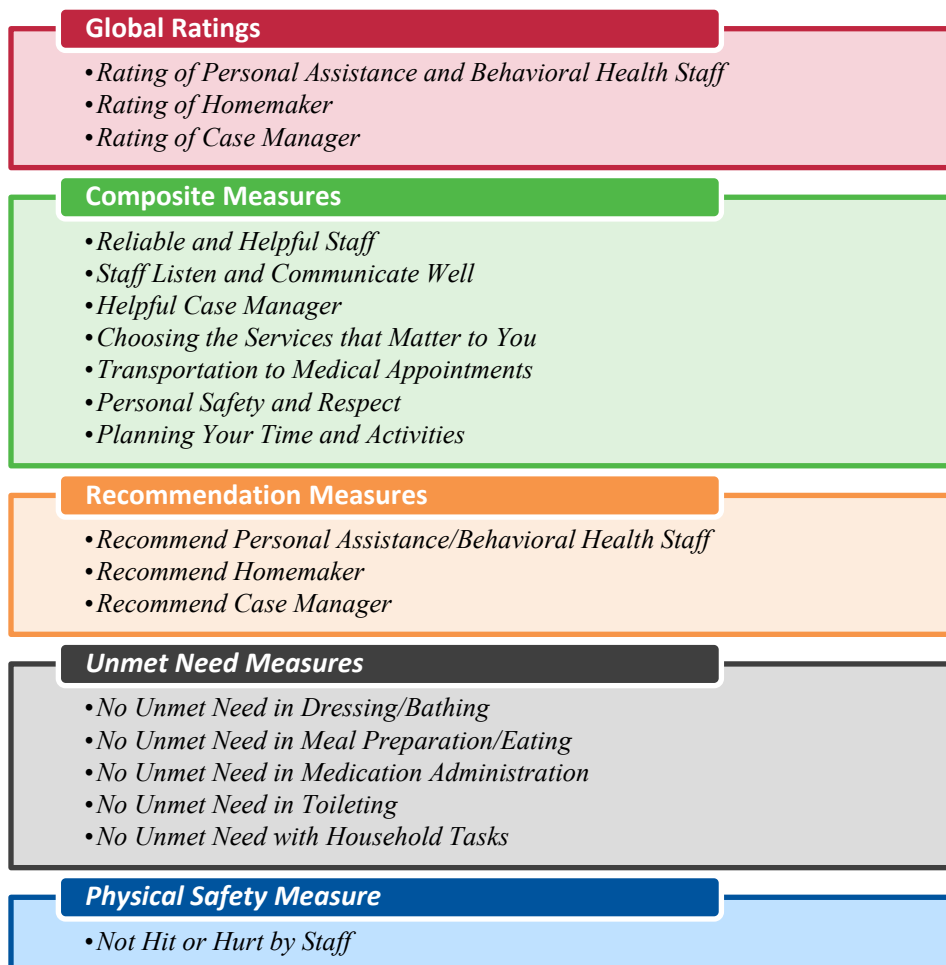


Table 2-1 presents the survey language and response options for each measure. The HCBS CAHPS survey includes gate items that instruct respondents to skip specific questions if they are not receiving certain services, which results in fewer responses for the measures. There are two types of response options for some survey questions: standard response options and alternative response options. Respondents were first provided the standard response options; however, if respondents were unable to respond to the question using the standard response options, respondents were provided the alternative response options. The alternative response options were developed to enable more members to participate in the survey. Additionally, certain questions included the program-specific terms indicated in brackets that were provided by the respondent during the identification questions of the interview.

Table 2-1—Question Language and Response Options

Question Language	Response Options	
	Standard	Alternative
Global Ratings		
<i>Rating of Personal Assistance and Behavioral Health Staff</i>		
35. Using any number from 0 to 10, where 0 is the worst help from [personal assistance/behavioral health staff] possible and 10 is the best help from personal assistance/behavioral health staff possible, what number would you use to rate the help you get from [personal assistance/behavioral health staff]?	0–10 Scale	Excellent, Very good, Good, Fair, Poor
<i>Rating of Homemaker</i>		
46. Using any number from 0 to 10, where 0 is the worst help from homemakers possible and 10 is the best help from [homemakers] possible, what number would you use to rate the help you get from [homemakers]?	0–10 Scale	Excellent, Very good, Good, Fair, Poor
<i>Rating of Case Manager</i>		
54. Using any number from 0 to 10, where 0 is the worst help from case manager possible and 10 is the best help from [case manager] possible, what number would you use to rate the help you get from case manager?	0–10 Scale	Excellent, Very good, Good, Fair, Poor
Composite Measures and Composite Items		
<i>Reliable and Helpful Staff</i>		
13. In the last 3 months, how often did [personal assistance/behavioral health staff] come to work on time? (Staff on time to work)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
14. In the last 3 months, how often did [personal assistance/behavioral health staff] work as long as they were supposed to? (Staff work time supposed to)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
15. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that [personal assistance/behavioral health staff] could not come that day? (Informed if staff cannot come)	Yes, No	
19. In the last 3 months, how often did [personal assistance/behavioral health staff] make sure you had enough personal privacy when you dressed, took a shower, or bathed? (Privacy [dressing, showering, bathing])	Never, Sometimes, Usually, Always	Mostly yes, Mostly no

Question Language	Response Options	
	Standard	Alternative
37. In the last 3 months, how often did [homemakers] come to work on time? (Homemaker on time to work)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
38. In the last 3 months, how often did [homemakers] work as long as they were supposed to? (Homemaker work time supposed to)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
Staff Listen and Communicate Well		
28. In the last 3 months, how often did [personal assistance/behavioral health staff] treat you with courtesy and respect? (Staff courteous and respect)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
29. In the last 3 months, how often were the explanations [personal assistance/behavioral health staff] gave you hard to understand because of an accent or the way [personal assistance/behavioral health staff] spoke English? (Staff easy to understand)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
30. In the last 3 months, how often did [personal assistance/behavioral health staff] treat you the way you wanted them to? (Treated the way you want by staff)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
31. In the last 3 months, how often did [personal assistance/behavioral health staff] explain things in a way that was easy to understand? (Staff explain things in easy-to-understand way)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
32. In the last 3 months, how often did [personal assistance/behavioral health staff] listen carefully to you? (Staff listen to you)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
33. In the last 3 months, did you feel [personal assistance/behavioral health staff] knew what kind of help you needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community? (Staff know kind of help you need)	Yes, No	
41. In the last 3 months, how often did [homemakers] treat you with courtesy and respect? (Homemakers courteous and respectful)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
42. In the last 3 months, how often were the explanations [homemakers] gave you hard to understand because of an accent or the way the [homemakers] spoke English? (Homemakers easy to understand)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
43. In the last 3 months, how often did [homemakers] treat you the way you wanted them to? (Treated the way you want by homemakers)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
44. In the last 3 months, how often did [homemakers] listen carefully to you? (Homemakers listen)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
45. Do you feel [homemakers] know what kind of help you need? (Homemakers know kind of help you need)	Yes, No	
Helpful Case Manager		
49. In the last 3 months, could you contact this [case manager] when you needed to? (Contact case manager)	Yes, No	
51. In the last 3 months, did this [case manager] work with you when you asked for help with getting or fixing equipment? (Helped getting or fixing equipment)	Yes, No	

Question Language	Response Options	
	Standard	Alternative
53. In the last 3 months, did this [case manager] work with you when you asked for help with getting other changes to your services? (Helped getting other changes to services)	Yes, No	
Choosing the Services that Matter to You		
56. In the last 3 months, did your [service plan] include none, some, most, or all of the things that are important to you? (Plan included important things)	None, Some, Most, All	
57. In the last 3 months, did you feel [personal assistance/behavioral health staff] knew what's on your service plan, including the things that are important to you? (Staff knows plan and important things)	Yes, No	
Transportation to Medical Appointments		
59. In the last 3 months, how often did you have a way to get to your medical appointments? (Way to get to appointments)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
61. In the last 3 months, were you able to get in and out of this ride easily? (In/out of ride easily)	Yes, No	
62. In the last 3 months, how often did this ride arrive on time to pick you up? (Timely pickup)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
Personal Safety and Respect		
64. In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like? (Someone to talk to)	Yes, No	
65. In the last 3 months, did any [personal assistance/behavioral health staff], [homemakers], or your [case managers] take your money or your things without asking you first? (Staff did not take any money or things)	Yes, No	
68. In the last 3 months, did any [staff] yell, swear, or curse at you? (Staff do not yell, swear, or curse)	Yes, No	
Planning Your Time and Activities		
75. In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? (Together with family)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
77. In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? (Together with friends)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
78. In the last 3 months, when you wanted to, how often could you do things in the community that you like? (Community)	Never, Sometimes, Usually, Always	Mostly yes, Mostly no
79. In the last 3 months, did you need more help than you get from [personal assistance/behavioral health staff] to do things in your community? (Help doing things in community)	Yes, No	
80. Do you take part in deciding what you do with your time each day? (What to do with time)	Yes, No	
81. Do you take part in deciding when you do things each day – for example, deciding when you get up, eat, or go to bed? (When to do things)	Yes, No	

Question Language	Response Options	
	Standard	Alternative
Recommendation Measures		
<i>Recommend Personal Assistance/Behavioral Health Staff</i>		
36. Would you recommend the [personal assistance/behavioral health staff] who help you to your family and friends if they needed help with everyday activities?	Definitely no, Probably no, Probably yes, Definitely yes	
<i>Recommend Homemaker</i>		
47. Would you recommend the [homemakers] who help you to your family and friends if they needed [homemaker services]?	Definitely no, Probably no, Probably yes, Definitely yes	
<i>Recommend Case Manager</i>		
55. Would you recommend the [case manager] who helps you to your family and friends if they needed [case management services]?	Definitely no, Probably no, Probably yes, Definitely yes	
Unmet Need Measures		
<i>No Unmet Need in Dressing/Bathing</i>		
18. In the last 3 months, was this [dressing/bathing need] because there were no [personal assistance/behavioral health staff] to help you?	Yes, No	
<i>No Unmet Need in Meal Preparation/Eating</i>		
22. In the last 3 months, was this [meal preparation/eating need] because there were no [personal assistance/behavioral health staff] to help you?	Yes, No	
<i>No Unmet Need in Medication Administration</i>		
25. In the last 3 months, was this [medication administration need] because there were no [personal assistance/behavioral health staff] to help you?	Yes, No	
<i>No Unmet Need in Toileting</i>		
27. In the last 3 months, did you get all the help you needed with toileting from [personal assistance/behavioral health staff] when you needed it?	Yes, No	
<i>No Unmet Need with Household Tasks</i>		
40. In the last 3 months, was this [household tasks need] because there were no [homemakers] to help you?	Yes, No	
Physical Safety Measure		
<i>Not Hit or Hurt by Staff</i>		
71. In the last 3 months, did any [staff] hit or hurt you?	Yes, No	

How Results Were Collected

Sampling Procedures

The ICOs provided HSAG with a list of all eligible adult members for the sampling frame. HSAG inspected the file records for any apparent problems with the files, such as missing address elements. HSAG sampled adult members who met the following criteria:

- Currently enrolled with MI Health Link and enrolled in the HCBS C-waiver program at any time during the measurement period (i.e., November 18, 2023, to March 17, 2024).²⁻¹
- Received at least one qualifying personal care service, respite care at home, chore services, or expanded community living supports at any point during the measurement period. The qualifying services were as follows:
 - Personal care services include assistance in activities of daily living (ADLs) or instrumental activities of daily living (IADLs).
 - ADLs: eating, toileting, bathing, grooming, dressing, mobility, and transferring
 - IADLs: personal laundry, light housekeeping, shopping, meal preparation and cleanup, and medication administration
 - To determine if a member received a personal care service, all claims were considered with the following procedure codes:
 - Procedure code T1019
 - Procedure code T1019 with “CG” modifier
 - Respite at home was indicated by procedure codes S5150 or S5151
 - Chore services were indicated by procedure codes S5120 or S5121
 - Expanded community living supports were indicated by procedure codes H2015 or H2016

HSAG included all eligible members from each ICO in the sample after ensuring all eligibility criteria had been met, invalid phone numbers were excluded, and deduplication for both phone number and address. From groups of two or more members who shared an address or phone number, one member was selected at random to remain in the sample. A sample between 135 and 635 members was selected from each ICO for a total sample size of 2,103 members.

HSAG obtained up-to-date addresses when available by processing sampled members' addresses through the United States Postal Service's National Change of Address (NCOA) system.

²⁻¹ The eligible criteria for the 2023 and 2024 surveys were different than the 2022 survey. In 2022, the eligible population included all MI Health Link program members receiving at least one qualifying personal care service or enrolled in the MI Health Link HCBS waiver program. In 2023 and 2024, the eligible population was limited to only the MI Health Link HCBS C-waiver program members receiving qualifying services. Caution should be exercised when comparing 2023 and 2024 results to 2022 results.

Survey Protocol

Prior to survey administration, a prenotification letter was sent to members alerting them to expect a telephone call to complete the survey and assured members that the survey was endorsed by MDHHS. The prenotification letter provided to members was in English with a Spanish back side containing the same letter text. After the prenotification letters were mailed out, computer-assisted telephone interviewing (CATI) was conducted for members to complete the survey over the telephone in either English or Spanish.

While HSAG attempted to obtain responses to the survey directly from members, proxy respondents (including legal guardians, family members, and friends) were allowed if the member was unable to participate in the survey and offered a specific individual to respond to the survey questions on his or her behalf. If a paid caregiver responded to the survey on behalf of the members, these completed surveys were excluded from the analysis.

The following actions were taken to attempt to improve response rates:

- MDHHS encouraged the ICOs to inform their members about the importance of the survey and how their responses help improve the care and services available.
- HSAG used a Michigan area code for the CATI calls.
- HSAG used “MDHHS” as the caller ID for the CATI calls.
- HSAG performed more CATI calls at the beginning of the month to accommodate members that have more minutes on their pre-paid cell phone earlier in the month.
- HSAG performed up to eight phone call attempts at different times, days of the week, and different weeks spread out during the survey administration.
- HSAG left a voicemail that included the purpose of the survey, a call-back number, and a notification for future call attempts when a member did not answer a CATI call.

How Results Were Calculated and Displayed

HSAG used the scoring approach recommended by CMS in the *Technical Assistance Guide for Analyzing Data from the HCBS CAHPS Survey*.²⁻² This section provides an overview of each analysis. If a cell size was fewer than 11, the measure's results were suppressed in full. Suppressed results are noted in the report as "Insufficient Data."

Response Rates

The response rate is the total number of completed surveys divided by the entire sample minus the number of members who were ineligible and refused to complete the survey. A survey was assigned a disposition code of "completed" if at least one eligible question was answered.²⁻³ Ineligible members met at least one of the following criteria: they were deceased, were invalid (did not meet the criteria described on page 2-7), had a language barrier, or were mentally or physically incapacitated and did not have an unpaid proxy.

$$\text{Response Rate} = \frac{\text{Number of Completed Surveys}}{\text{Sample} - \text{Ineligibles} - \text{Refusals}}$$

Respondent Demographics

The demographic analysis evaluated demographic information of respondents. Respondent demographic information included age, gender, race, ethnicity, education level, general health status, and mental or emotional health status.

Respondent Analysis

HSAG performed a *t* test to determine whether the demographic characteristics of members who responded to the survey (i.e., respondent percentages) were statistically significantly different from demographic characteristics of all members in the sample frame (i.e., sample frame percentages). A difference was considered statistically significant if the two-sided *p* value of the *t* test is less than 0.05. The two-sided *p* value of the *t* test is the probability of observing by chance a test statistic as extreme as or more extreme than the one actually observed. Respondent percentages within a particular demographic category that were statistically significantly higher or lower than the sample frame percentages are noted with black arrows in the tables. If the respondent population differs significantly

²⁻² Centers for Medicare & Medicaid Services. CAHPS Home and Community-Based Services Survey. *Technical Assistance Guide for Analyzing Data from the HCBS CAHPS Survey*. July 2021. Available at: <https://www.medicare.gov/medicaid/quality-of-care/downloads/hcbscahps-appk-data-analysis-guide.pdf>. Accessed on: October 1, 2024.

²⁻³ Eligible questions included any question in the survey between Question 4 and Question 96.

from the actual population of the ICO or program, then caution must be exercised when extrapolating the survey results to the entire population.

Scoring Calculations

Alternative Scale Transformation of Data

Some survey questions in the HCBS CAHPS survey allowed respondents to complete an alternative question:

1. “How Often” questions with response options of “Never,” “Sometimes,” “Usually,” or “Always” were provided an alternative question with a two-point “Mostly yes” or “Mostly no” response option. For example:
 - a. *Standard question*: “In the last 3 months, how often did [personal assistance/behavioral health staff] work as long as they were supposed to? Would you say, Never, Sometimes, Usually, or Always?”
 - b. *Alternative question*: “In the last 3 months, did [personal assistance/behavioral health staff] work as long as they were supposed to? Would you say, Mostly yes or Mostly no?”
2. Global rating questions that asked for ratings of 0–10 were provided an alternative five-point “Excellent,” “Very good,” “Good,” “Fair,” or “Poor” response option. For example:
 - a. *Standard question*: “Using any number from 0 to 10, where 0 is the worst help from [case manager] possible and 10 is the best help from [case manager] possible, what number would you use to rate the help you get from [case manager]?” Members provide a response on a 0 to 10 scale.
 - b. *Alternative question*: “How would you rate the help you get from the [case manager]? Would you say, Excellent, Very good, Good, Fair, or Poor?”
3. For age, respondents were allowed to complete an alternative question, as seen below:
 - a. *Standard question*: “What is your age?” Members provide a response based on an age category (e.g., 18 to 24 years, 25 to 34 years, etc.).
 - b. *Alternative question*: “In what year were you born?” Members respond with the year they were born.

To evaluate the two response options, data were recoded (i.e., transformed) into standardized response values for analysis. Table 2-2 presents the standard and alternative response options and the response values assigned.

Table 2-2—Response Options and Response Values

Standard Responses	Alternative Responses	Response Values
Composite Measures, Recommendations Measures, and Unmet Need and Physical Safety Measures		
Never	Mostly no	1 (Least positive option)
Sometimes		2 (Second least positive option)
Usually		3 (Third least positive option)
Always	Mostly yes	4 (Most positive option)
Global Ratings		
0–2	Poor	1 (Least positive option)
3–4	Fair	2 (Second least positive option)
5–6	Good	3 (Third least positive option)
7–8	Very Good	4 (Fourth least positive option)
9–10	Excellent	5 (Most positive option)
Age Demographic		
21 to 44 years	Years 1980–2003	21 to 44
45 to 54 years	Years 1970–1979	45 to 54
55 to 64 years	Years 1960–1969	55 to 64
65 to 74 years	Years 1950–1959	65 to 74
75 years or older	Years 1949 and below	75 or Older

Reverse Coding

HSAG reverse coded certain HCBS CAHPS Survey items to ensure that the most positive responses of each question were given the highest values according to the topic and wording. For example, Question 29 has the standard response options of Never, Sometimes, Usually, or Always. The most positive response to this question is Never, which indicates that the respondent never had a hard time understanding explanations from their personal care assistant because of an accent or the way they spoke English. The values of the responses to this question are reverse coded so that Never has the highest value of “4” rather than a value of “1” based on the original coding. Table 2-3 displays the response options to the questions that were reverse coded.

Table 2-3—Reverse Coded Response Options and Response Values

Question Numbers	Standard Responses	Alternative Responses	Response Values
29, 42	Always	Mostly yes	1 (Least positive option)
	Usually		2 (Second least positive option)
	Sometimes		3 (Third least positive option)
	Never	Mostly no	4 (Most positive option)
18, 22, 25, 40, 71	Yes		0 (Least positive option)
	No		1 (Most positive option)
65, 68, 79	Yes		1 (Least positive option)
	No		4 (Most positive option)

Top-Box Score Calculations

HSAG calculated top-box scores for each measure in accordance with CMS' *Technical Assistance Guide for Analyzing Data from the HCBS CAHPS Survey*.²⁻⁴ Top-box scores represent the percentage of eligible respondents who answered with the most positive response. Top-box responses were defined as follows:

- “9” or “10” for the standard global rating response or “Excellent” for the alternative response option.
- “Always,” “Yes,” or “All” for the standard composite rating response, or “Mostly yes” for the alternative response option.
- “Definitely yes” for standard recommendation rating response.
- “Yes” for Question 27 in the *No Unmet Need in Toileting* measure.

For reverse coded response options, the top-box responses were defined as follows:

- “No” for the standard physical safety rating response, standard unmet need measures response, Question 65 and Question 68 in the *Personal Safety and Respect* composite measure, and Question 79 in the *Planning Your Time and Activities* composite measure.
- “Never” or “Mostly no” for Question 29 and Question 42 in the *Staff Listen and Communicate Well* composite measure.

²⁻⁴ Centers for Medicare & Medicaid Services. CAHPS Home and Community-Based Services Survey. *Technical Assistance Guide for Analyzing Data from the HCBS CAHPS Survey*. July 2021. Available at: <https://www.medicare.gov/medicaid/quality-of-care/downloads/hcbscahps-appk-data-analysis-guide.pdf>. Accessed on: October 1, 2024.

Trend Analysis

HSAG performed a t test to determine whether results in 2024 were statistically significantly different from results in 2023 and 2022.^{2-5,2-6} A difference was considered statistically significant if the two-sided p value of the t test was less than 0.05. The two-sided p value of the t test is the probability of observing a test statistic as extreme as or more extreme than the one actually observed by chance.

Scores that were statistically significantly higher in 2023 or 2022 than in 2024 are noted with upward triangles (▲). Scores that were statistically significantly lower in 2023 or 2022 than in 2024 are noted with downward triangles (▼). Scores in 2023 or 2022 that were not statistically significantly different from scores in 2024 are not noted with triangles.

Limitations and Cautions

The findings presented in this report are subject to some limitations in the survey design, analysis, and interpretation. MDHHS should consider these limitations when interpreting or generalizing the findings.

CAHPS Database Benchmarks

In 2023, a total of 24 programs submitted data to the HCBS CAHPS Database for adults receiving LTSS from state Medicaid programs, including both fee-for-services HCBS programs and managed LTSS programs with a combined total of 6,053 respondents.²⁻⁷ The respondents included HCBS beneficiaries and paid or unpaid proxy respondents who provided support to the respondent. Data collected through the HCBS CAHPS Database are based on responses to the versions of the HCBS CAHPS Survey with and without the optional Employment Module. Since 2024 HCBS CAHPS Database benchmarks represent survey data collected from January 1 to December 31, 2022, caution should be exercised when comparing the 2024 CAHPS Database benchmarks to the MI Health Link Program 2024 results, which represent survey data collected from June 4 to July 30, 2024.

²⁻⁵ HSAG recalculated the 2022 mean scores to top-box scores for HCBS CAHPS Database benchmark comparability; therefore, the 2022 results in this report will not match previous reports.

²⁻⁶ The eligible criteria for the 2023 and 2024 surveys were different than the 2022 survey. In 2022, the eligible population included all MI Health Link program members receiving at least one qualifying personal care service or enrolled in the MI Health Link HCBS waiver program. In 2023 and 2024, the eligible population was limited to only the MI Health Link HCBS C-waiver program members receiving qualifying services. Caution should be exercised when comparing 2023 and 2024 results to the 2022 results.

²⁻⁷ Agency for Healthcare Research and Quality. *The CAHPS® Home and Community-Based Services (HCBS) Survey Database 2024 Chartbook*. January 2024. Available at: <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/cahps-database/2024-hcbs-chartbook.pdf>. Accessed on: October 1, 2024.

Low Number of Responses

The 2024 HCBS CAHPS survey administration yielded a low number of completed surveys. Known challenges with the survey instrument (e.g., length of the survey) and the population surveyed may have contributed to the low number of responses. As a result, HSAG was unable to report results at the MI Health Link ICO level. Please exercise caution when interpreting results due to the number of completed surveys (n=321 completed surveys).

Survey Bias

Non-Response Bias

The experiences of the survey respondent population may be different than those of non-respondents with respect to their health care services. According to research, late respondents (i.e., respondents who completed a survey later than the first round of telephone attempts) could potentially be non-respondents if the survey had ended earlier. To identify any potential non-response bias, HSAG compared the top-box scores by round (i.e., survey completions during the first round versus completions during the later rounds) for each measure. Table 2-4 presents the results of the non-response bias analysis for the MI Health Link Program.

Table 2-4—Non-Response Bias Analysis

Measure	2022	2023	2024
Reliable and Helpful Staff Composite	↑	—	—
<i>Privacy (dressing, showering, bathing)</i>	—	—	↑
Transportation to Medical Appointments Composite	—	—	↓
<i>Way to get to appointments</i>	—	—	↓
<i>Timely pickup</i>	—	—	↓
Planning Your Time and Activities Composite	—	—	↑
<i>Help doing things in community</i>	—	—	↑
↑ Indicates that early respondents are statistically significantly more likely to provide a higher response for the measure (i.e., potential non-response bias). ↓ Indicates that early respondents are statistically significantly more likely to provide a lower response for the measure (i.e., potential non-response bias). — Indicates that early respondents are not statistically significantly more likely to provide a higher or lower response for the measure.			

In addition, caution should be exercised when extrapolating the HCBS CAHPS results to the entire population if the respondent population differs significantly from the actual population of the program. For further details, please refer to the Respondent Analysis results beginning on page 3-4. MDHHS should consider potential non-response bias when interpreting HCBS CAHPS results for these measures.

Social Desirability Bias

Social desirability bias is a form of survey response bias that occurs when respondents answer more favorably to a question based on what they consider to be acceptable. Surveys completed via telephone are more prone to this type of bias.

Cognitive Screening Questions

The cognitive screening questions (questions 1 through 3) generally assess a respondent's cognitive ability to participate in the survey. Further investigation by the CAHPS Consortium showed that these questions hindered data collection (e.g., respondents were failing the cognitive screening since the questions do not apply to the respondent).²⁻⁸ HSAG asked these three cognitive screening questions but did not stop the survey if the member failed the cognitive screening questions, to allow all sampled members an opportunity to complete the survey.

Survey Mode

During the development of the HCBS CAHPS survey, stakeholders recommended that the in-person mode be used for this survey; however, a telephone mode was also found to be acceptable.²⁻⁹ HSAG used a telephone-only survey mode (with a prenotification letter) for survey administration. The selected survey mode should be taken into consideration when evaluating results.

Causal Inferences

Although this report examines whether members report differences with various aspects of their health care experiences, these differences may not be completely attributable to the overall performance of the ICOs. The survey by itself does not necessarily reveal the exact cause of these differences.

²⁻⁸ The CAHPS Consortium is overseen by AHRQ.

²⁻⁹ CAHPS survey development offers opportunities for stakeholder input and review through Technical Expert Panels and requests for comments in the Federal Register. More information about the process for developing a CAHPS survey can be accessed at the following site: <https://www.ahrq.gov/cahps/faq/index.html>.

3. Results

Response Rates

Table 3-1 shows the total number of members sampled, the number of ineligible and eligible members, the number of members who refused to complete the survey, the number of respondents who failed the cognitive screening questions but completed the survey, the number of respondents (i.e., completed surveys), and the response rate for the MI Health Link Program.³⁻¹ The survey response rate is the total number of completed surveys divided by the entire sample minus the number of members who were ineligible and refused to complete the survey.

Table 3-1—Sample Distribution and Response Rate: MI Health Link Program

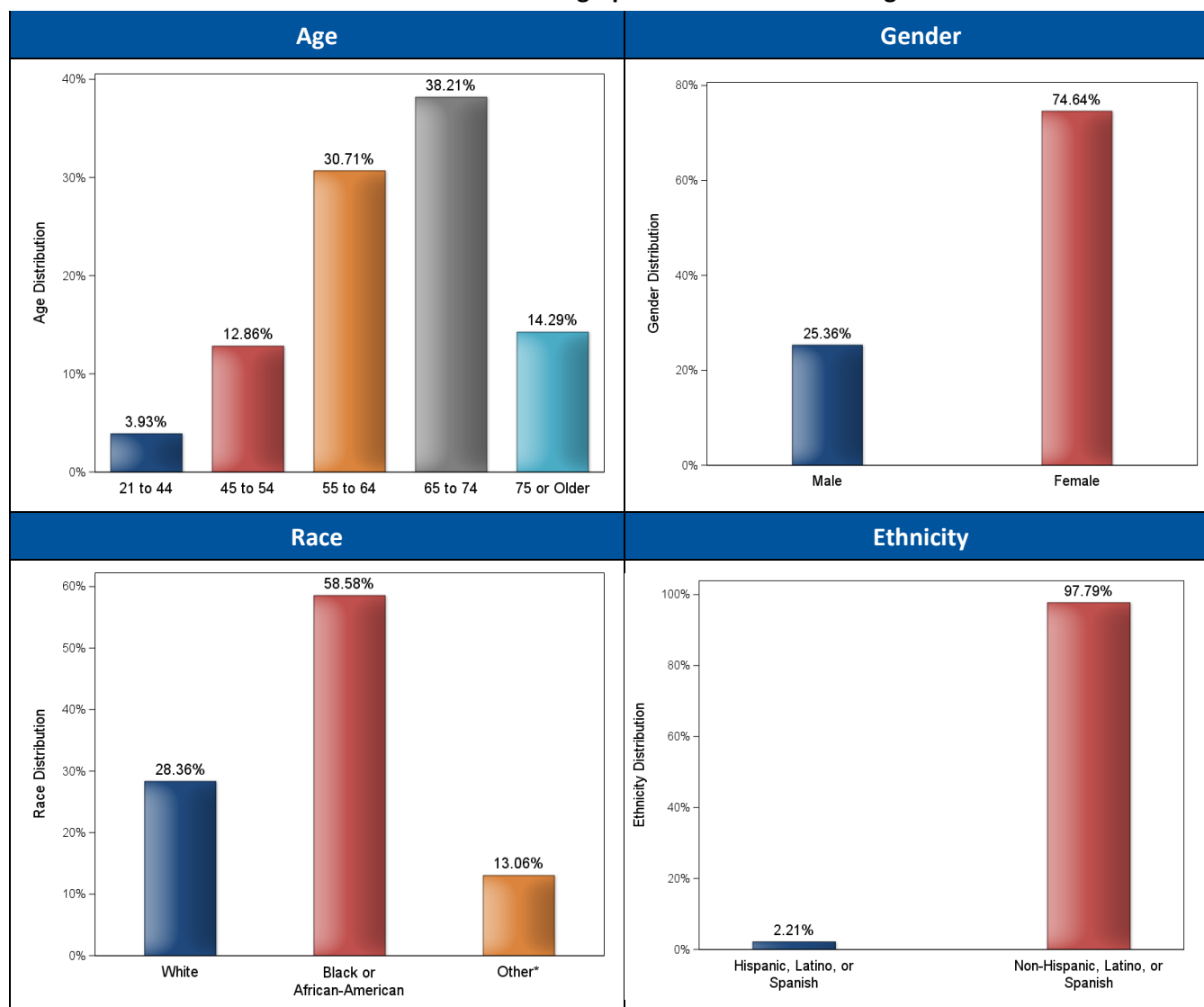
Total Samples	Ineligible Samples	Eligible Samples	Refusals	Failed Cognitive Screening	Total Respondents	Response Rates
2,103	73	1,647	383	1	321	19.49%

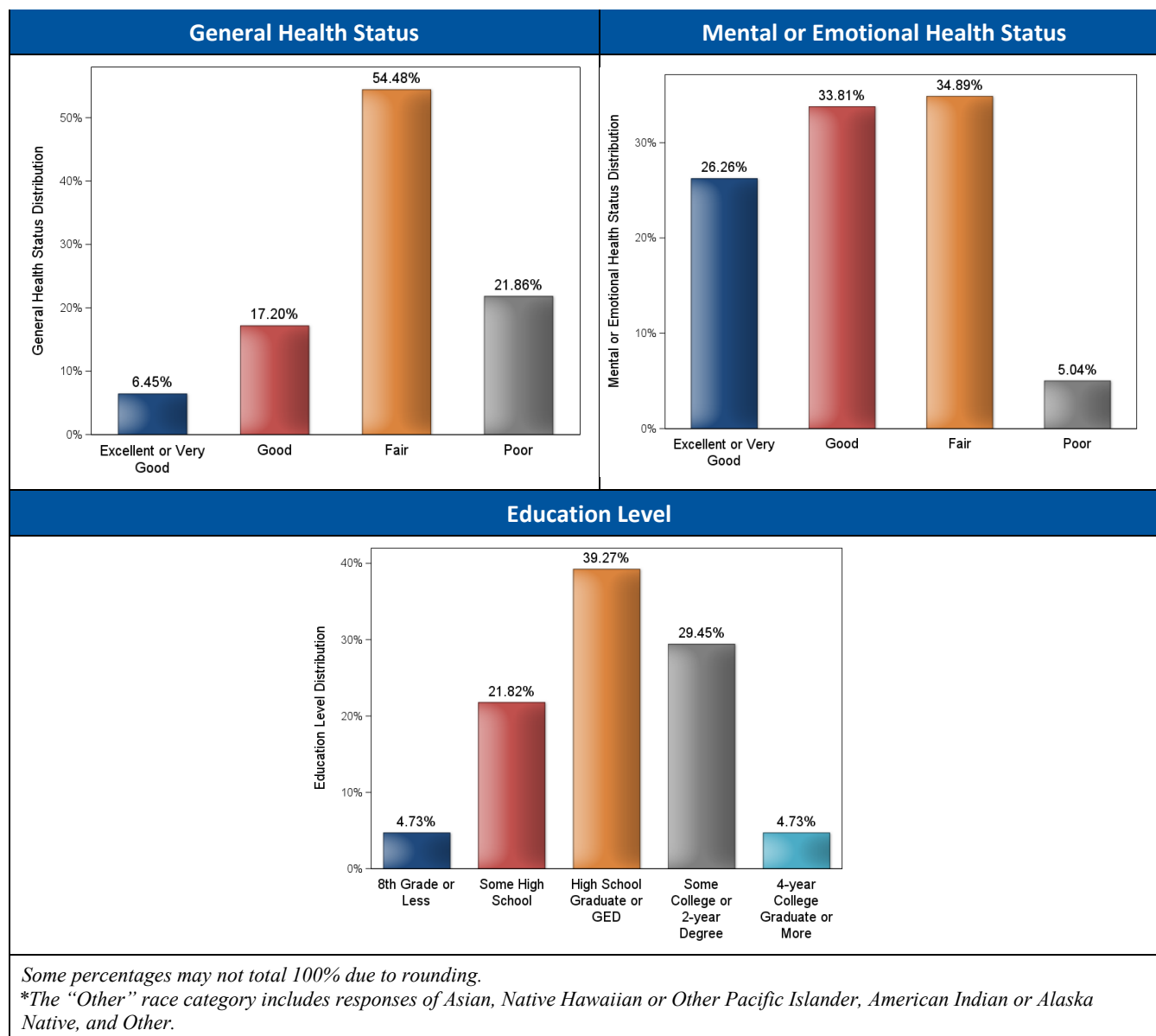
Respondent Demographics

Table 3-2 shows the demographic characteristics of members who completed a survey for the MI Health Link Program. MDHHS should exercise caution when extrapolating the CAHPS results to the entire population if the respondent population differs significantly from the actual population being evaluated.

³⁻¹ Due to concerns identified by the CAHPS Consortium that the cognitive screening questions hindered data collection, these questions were asked but did not stop the survey if the member failed the cognitive screening questions.

Table 3-2—Member Demographics: MI Health Link Program





Respondent Analysis

HSAG compared the demographic characteristics of survey respondents to the demographic characteristics of all members in the sample frame for statistically significant differences. The demographic characteristics evaluated as part of the respondent analysis included age, gender, race, and ethnicity. Table 3-3 presents the results of the respondent analysis for the MI Health Link Program. Please note that variables from the sample frame were used as the data source for this analysis; therefore, these results will differ from those presented in the demographics subsection, which uses responses from the survey as the data source.

Table 3-3—Respondent Analysis: MI Health Link Program

	Respondents	Sample Frame
Age		
21 to 44	4.36%↓	9.60%
45 to 54	12.46% —	14.45%
55 to 64	28.97% —	24.06%
65 to 74	40.19%↑	32.59%
75 or Older	14.02%↓	19.30%
Gender		
Male	27.41% —	31.24%
Female	72.59% —	68.76%
Race		
White	29.60%↓	36.29%
Black or African-American	67.29%↑	59.34%
Other*	3.12% —	4.37%
Ethnicity		
Hispanic	0.92% —	1.10%
Non-Hispanic	99.08% —	98.90%
↑ Indicates the respondent percentage is statistically significantly higher than the sample frame percentage. ↓ Indicates the respondent percentage is statistically significantly lower than the sample frame percentage. — Indicates the respondent percentage is not statistically significantly different than the sample frame percentage. * The “Other” race category includes responses of Asian, Native Hawaiian or Other Pacific Islander, American Indian or Alaska Native, and Other.		

Top-Box Scores and Trend Analysis

HSAG calculated top-box scores for each measure in accordance with CMS' *Technical Assistance Guide for Analyzing Data from the HCBS CAHPS Survey*.³⁻² Top-box scores represent the percentage of eligible respondents who answered with the most positive response. For more detailed information regarding top-box scores, please refer to the Reader's Guide beginning on page 2-12.

In order to evaluate trends in member experience, HSAG compared the 2024 top-box scores to the corresponding 2023 and 2022 top-box scores. Statistically significant results are noted with directional triangles. Scores that were statistically significantly higher in 2023 or 2022 than in 2024 are noted with upward triangles (▲). Scores that were statistically significantly lower in 2023 or 2022 than in 2024 are noted with downward triangles (▼). Scores in 2023 or 2022 that were not statistically significantly different from scores in 2024 are not noted with triangles. For more detailed information regarding this analysis, please refer to the Reader's Guide section beginning on page 2-13. CAHPS Database benchmarks are presented in the figures for comparative purposes.³⁻³

For purposes of reporting members' experience with care results, CMS requires a minimum of 11 respondents per measure (i.e., a minimum cell size of 11). If a cell size was less than 11, the measure's results were suppressed. Suppressed results are noted in the figures as "Insufficient Data." Due to the lower number of responses to the survey for the MI Health Link ICOs, HSAG combined the MI Health Link ICOs' results to calculate MI Health Link Program results. Scores with fewer than 100 respondents are denoted with a cross (+). Caution should be used when evaluating scores derived from fewer than 100 respondents.

³⁻² Centers for Medicare & Medicaid Services. CAHPS Home and Community-Based Services Survey. *Technical Assistance Guide for Analyzing Data from the HCBS CAHPS Survey*. July 2021. Available at: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/hcbscahps-appk-data-analysis-guide.pdf>. Accessed on: October 1, 2024.

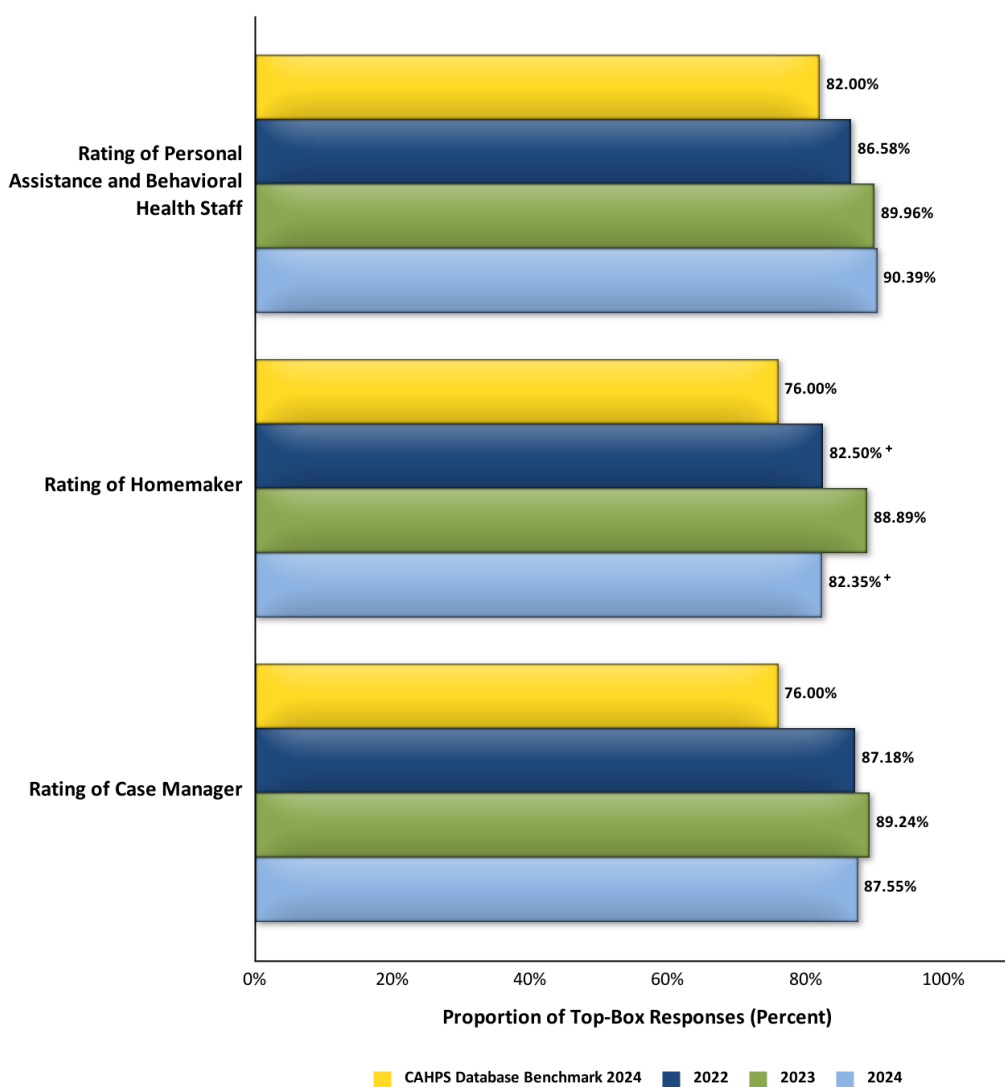
³⁻³ Agency for Healthcare Research and Quality. *The CAHPS® Home and Community-Based Services (HCBS) Survey Database 2024 Chartbook*. January 2024. Available at: <https://www.ahrq.gov/sites/default/files/wysiwyg/cahps/cahps-database/2024-hcbs-chartbook.pdf>. Accessed on: October 1, 2024. The CAHPS Database is a data repository of selected CAHPS surveys, which is collected through participating organizations that voluntarily submit survey data. Data collected through the HCBS CAHPS Database are based on responses to versions of the HCBS CAHPS Survey with and without the optional Employment Module.

Global Ratings

Members were asked to rate the help they received from personal assistance and behavioral health staff, homemakers, and their case manager on a scale of 0 to 10, with 0 being the worst and 10 being the best. Ratings scoring a 9 or 10/excellent are considered top-box scores.

Figure 3-1 shows the 2024, 2023, and 2022 top-box scores for the three global ratings.

Figure 3-1—Global Ratings Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
▼ Indicates the score is statistically significantly lower than the 2024 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Composite Measures

Reliable and Helpful Staff

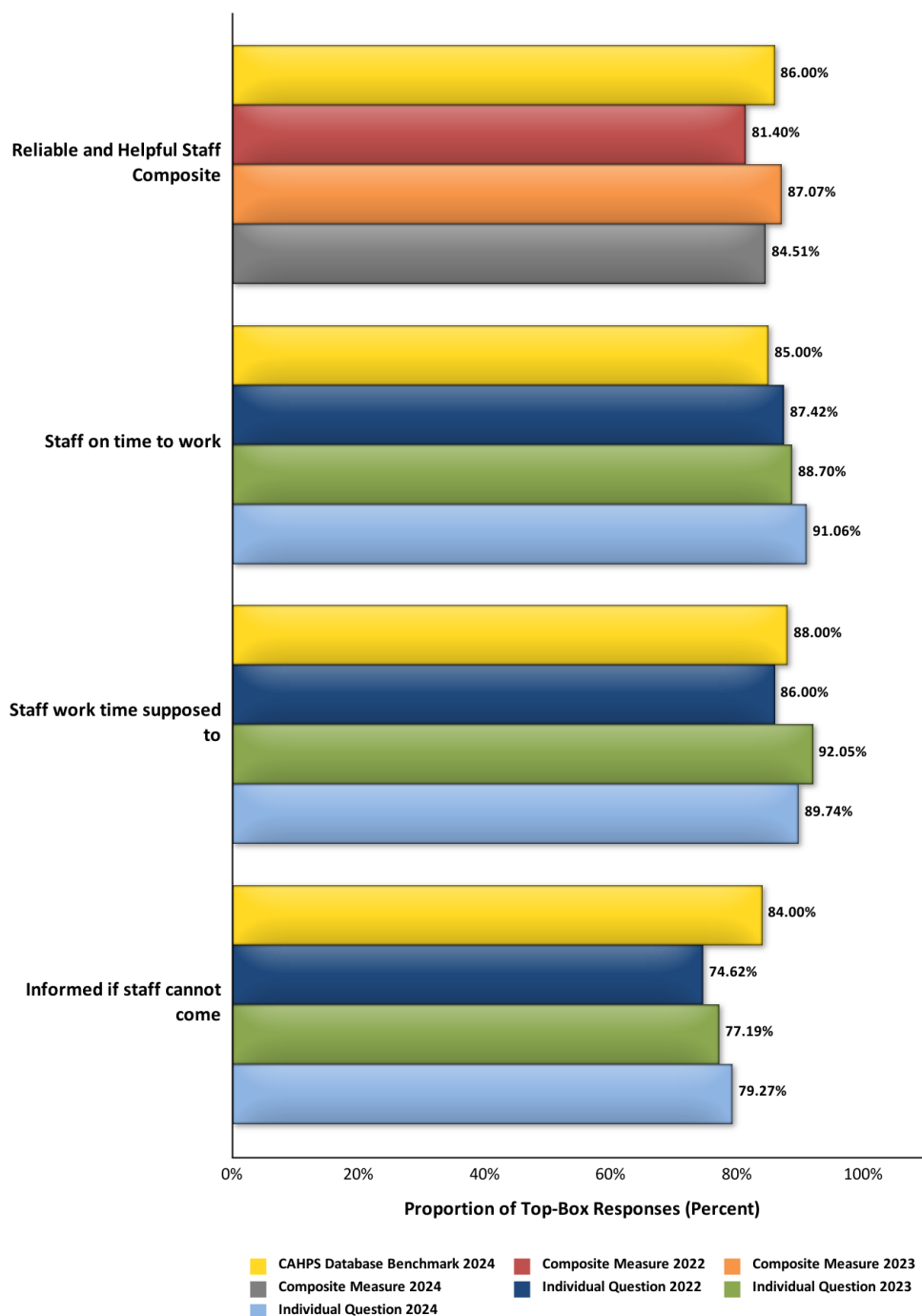
Six questions were asked to assess how reliable and helpful staff were for members:

- In the last 3 months, how often did [personal assistance/behavioral health staff] come to work on time? (Staff on time to work)
- In the last 3 months, how often did [personal assistance/behavioral health staff] work as long as they were supposed to? (Staff work time supposed to)
- In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that [personal assistance/behavioral health staff] could not come that day? (Informed if staff cannot come)
- In the last 3 months, how often did [personal assistance/behavioral health staff] make sure you had enough personal privacy when you dressed, took a shower, or bathed? (Privacy [dressing, showering, bathing])
- In the last 3 months, how often did [homemakers] come to work on time? (Homemaker on time to work)
- In the last 3 months, how often did [homemakers] work as long as they were supposed to? (Homemaker work time supposed to)

Responses of always/mostly yes or yes are considered top-box scores.

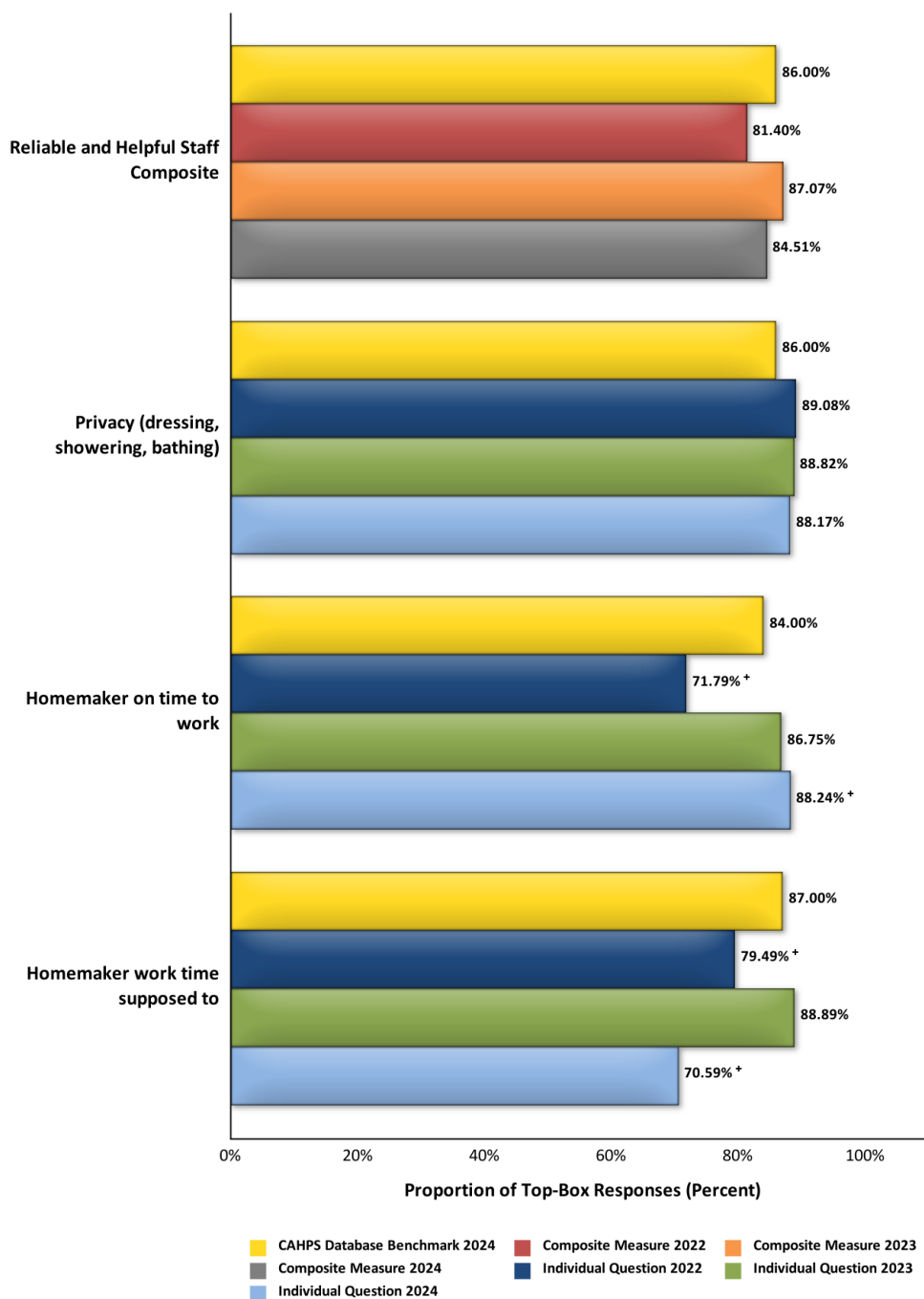
Figure 3-2 and Figure 3-3 show the 2024, 2023, and 2022 top-box scores for *Reliable and Helpful Staff*. The composite measure is clearly labeled in the figures, and all other items displayed in the figures are the individual questions within the composite measure.

Figure 3-2—Reliable and Helpful Staff Composite Measure and Items Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
 ▼ Indicates the score is statistically significantly lower than the 2024 score.
 If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

Figure 3-3—Reliable and Helpful Staff Composite Measure and Items Top-Box Scores, Continued



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Staff Listen and Communicate Well

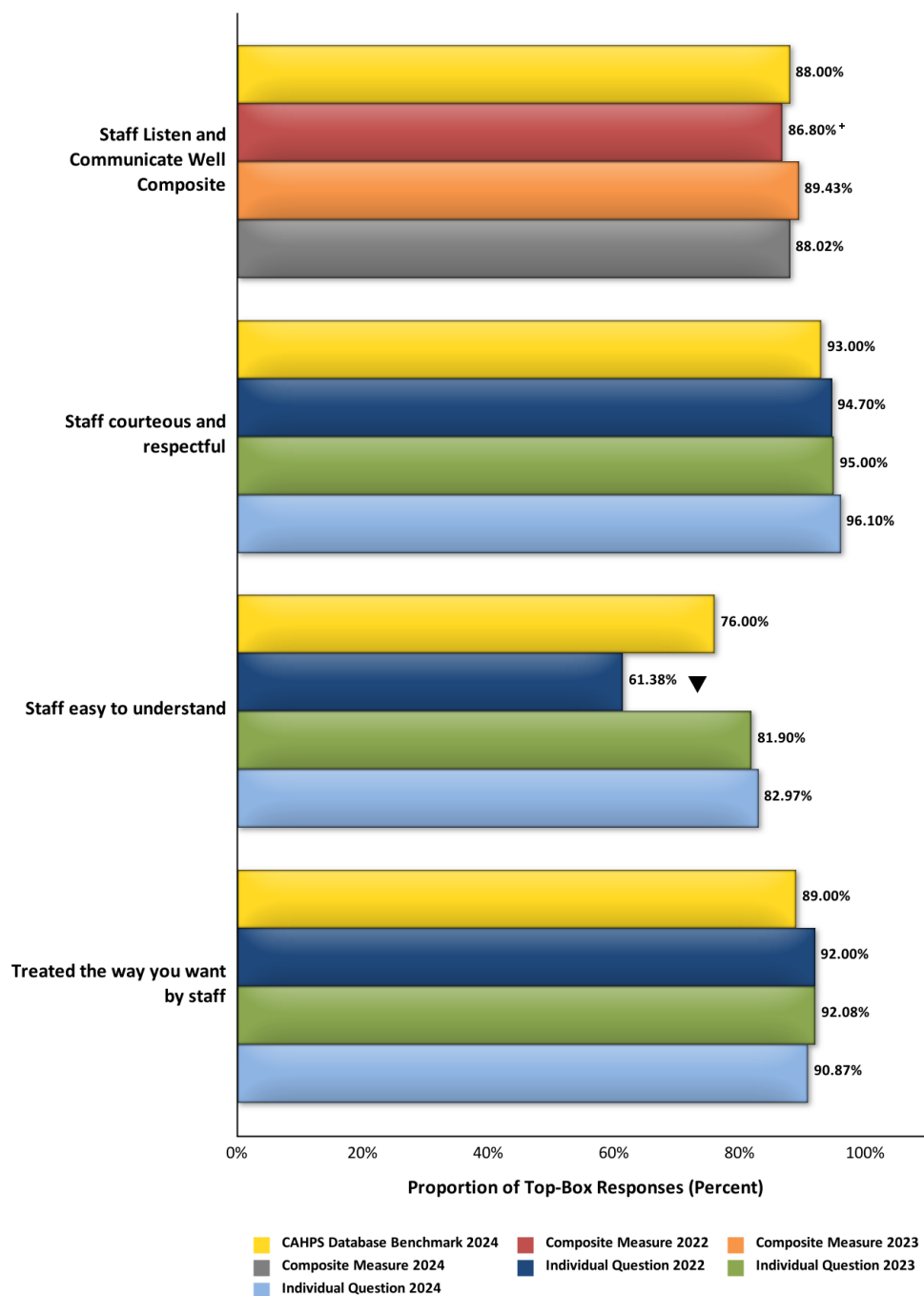
Eleven questions were asked to assess how often staff listened and communicated well with members:

- In the last 3 months, how often did [personal assistance/behavioral health staff] treat you with courtesy and respect? (Staff courteous and respectful)
- In the last 3 months, how often were the explanations [personal assistance/behavioral health staff] gave you hard to understand because of an accent or the way [personal assistance/behavioral health staff] spoke English? (Staff easy to understand)
- In the last 3 months, how often did [personal assistance/behavioral health staff] treat you the way you wanted them to? (Treated the way you want by staff)
- In the last 3 months, how often did [personal assistance/behavioral health staff] explain things in a way that was easy to understand? (Staff explains things in an easy-to-understand way)
- In the last 3 months, how often did [personal assistance/behavioral health staff] listen carefully to you? (Staff listen to you)
- In the last 3 months, did you feel [personal assistance/behavioral health staff] knew what kind of help you needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community? (Staff know kind of help you need)
- In the last 3 months, how often did [homemakers] treat you with courtesy and respect? (Homemakers courteous and respectful)
- In the last 3 months, how often were the explanations [homemakers] gave you hard to understand because of an accent or the way [homemakers] spoke English? (Homemakers easy to understand)
- In the last 3 months, how often did [homemakers] treat you the way you wanted them to? (Treated the way you want by homemakers)
- In the last 3 months, how often did [homemakers] listen carefully to you? (Homemakers listen)
- In the last 3 months, how often did [homemakers] know what kind of help you need? (Homemakers know kind of help you need)

Responses of never/mostly no are considered top-box scores for *Staff easy to understand* and *Homemakers easy to understand*. Responses of always/mostly yes or yes are considered top-box scores for the remaining individual questions in the composite measure.

Figure 3-4 through Figure 3-7 show the 2024, 2023, and 2022 top-box scores for *Staff Listen and Communicate Well*. The composite measure is clearly labeled in the figures, and all other items displayed in the figures are the individual questions within the composite measure.

Figure 3-4—Staff Listen and Communicate Well Composite Measure and Items Top-Box Scores



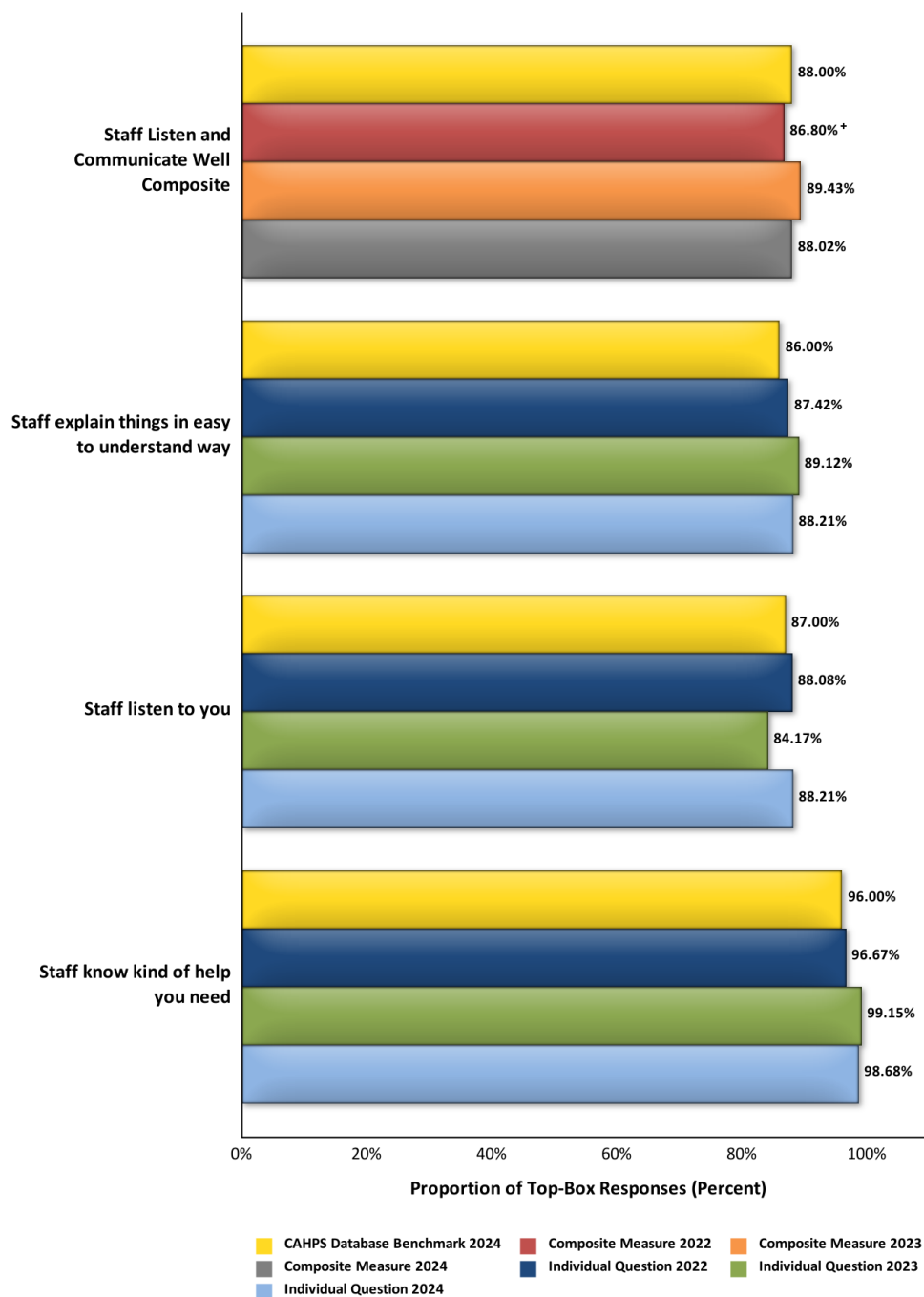
Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-5—Staff Listen and Communicate Well Composite Measure and Items Top-Box Scores, Continued



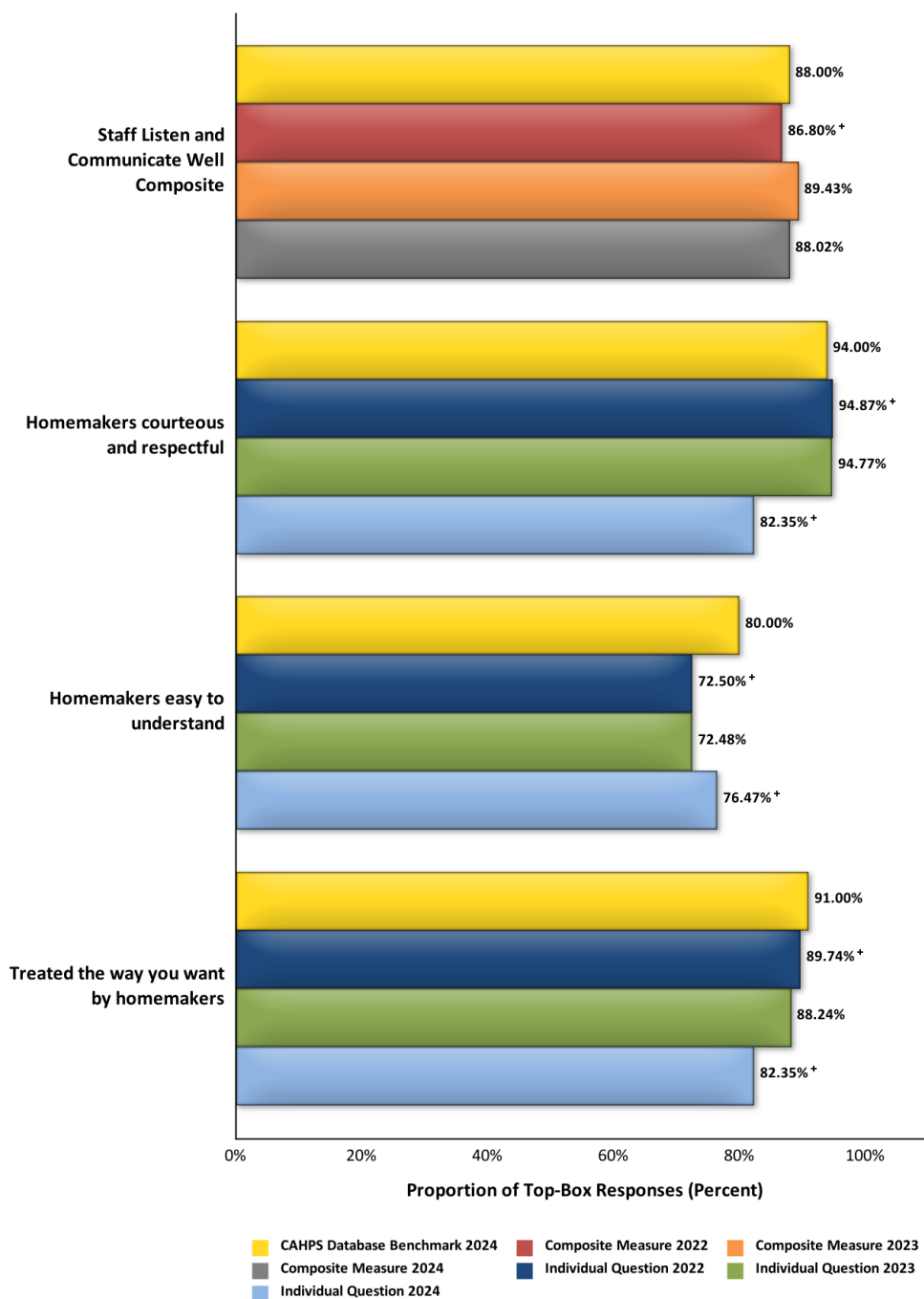
Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-6—Staff Listen and Communicate Well Composite Measure and Items Top-Box Scores, Continued



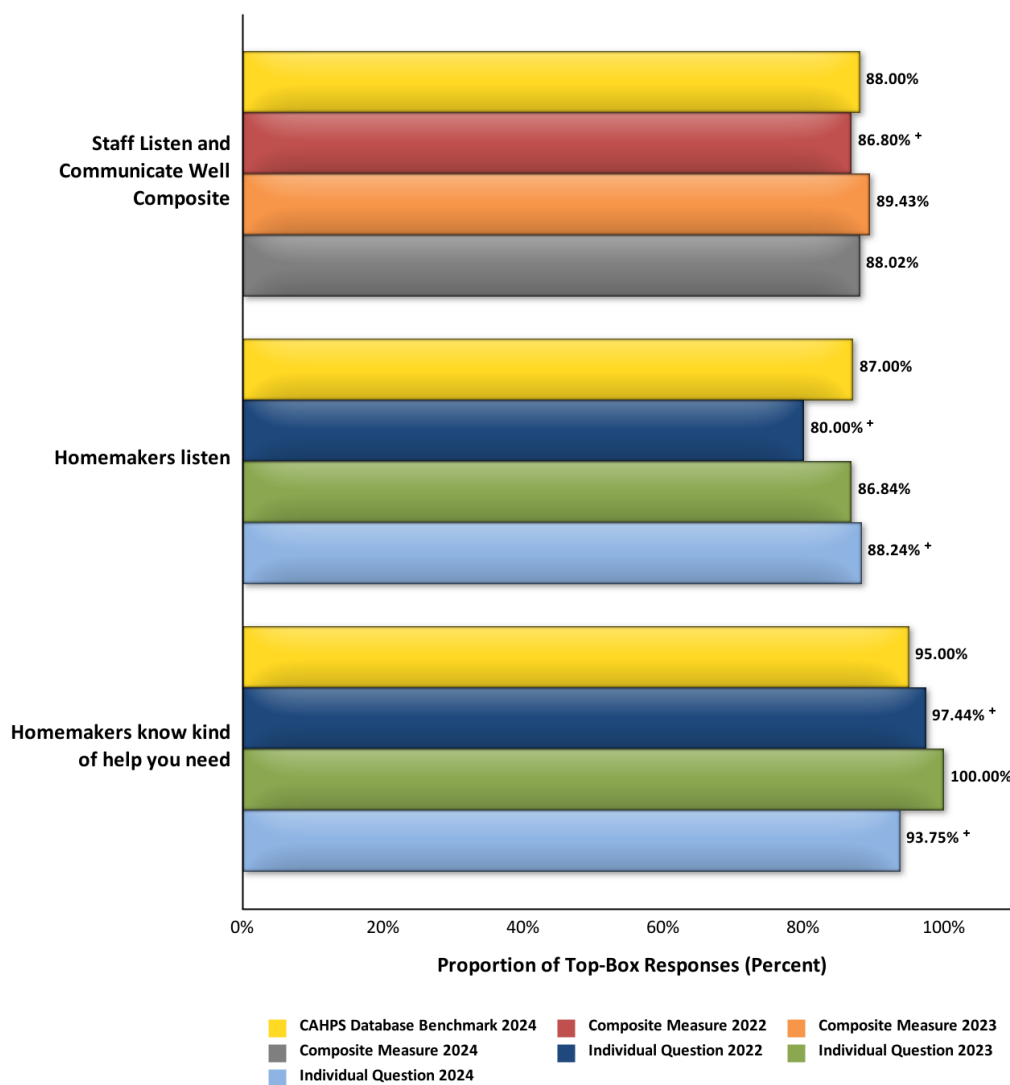
Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Figure 3-7—Staff Listen and Communicate Well Composite Measure and Items Top-Box Scores, Continued



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
 ▼ Indicates the score is statistically significantly lower than the 2024 score.
 If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.
 + Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Helpful Case Manager

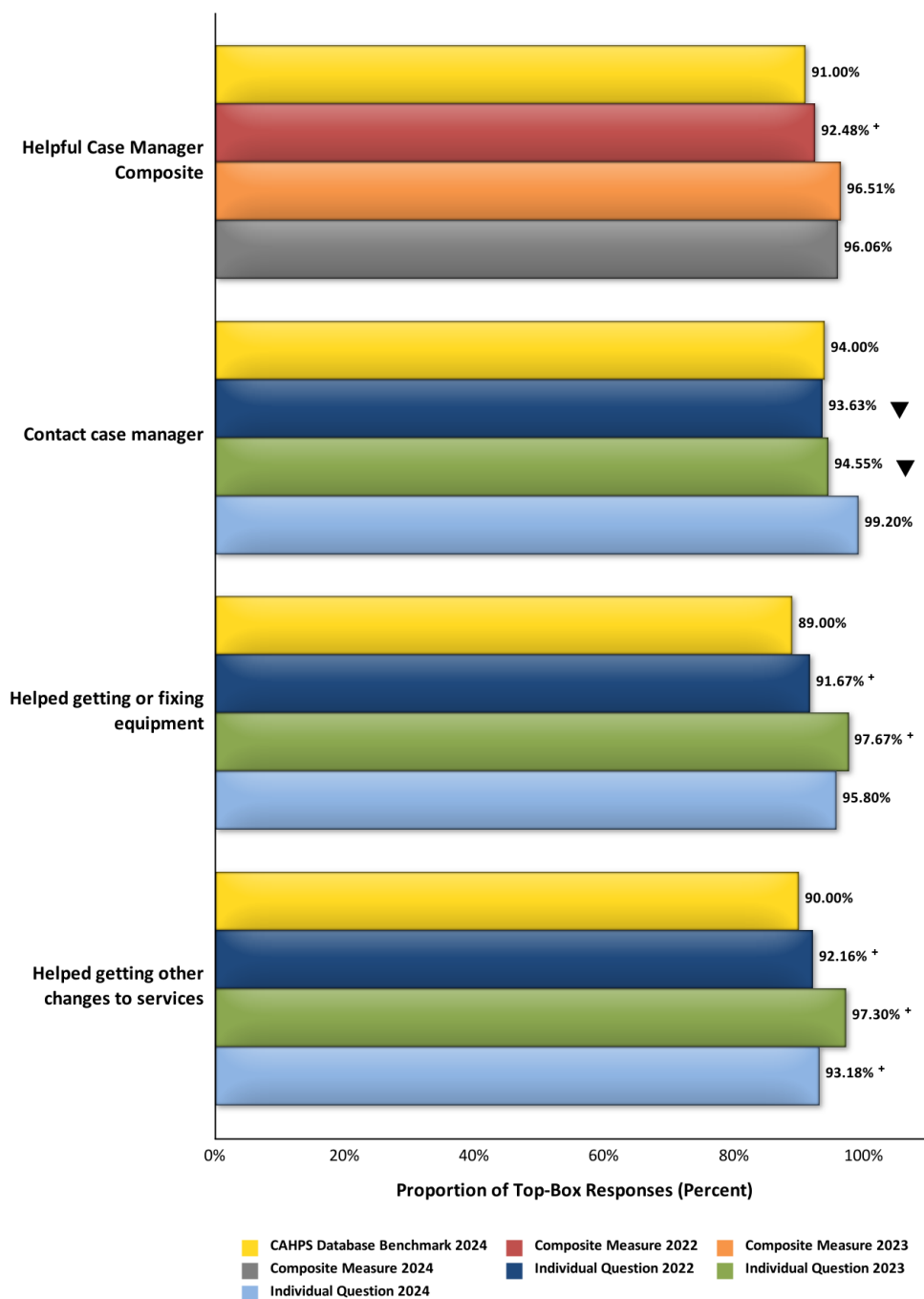
Three questions were asked to assess how helpful members' case managers were:

- In the last 3 months, could you contact this [case manager] when you needed to? (Contact case manager)
- In the last 3 months, did this [case manager] work with you when you asked for help with getting or fixing equipment? (Helped getting or fixing equipment)
- In the last 3 months, did this [case manager] work with you when you asked for help with getting other changes to your services? (Helped getting other changes to services)

Responses of yes are considered top-box scores.

Figure 3-8 shows the 2024, 2023, and 2022 top-box scores for *Helpful Case Manager*. The composite measure is clearly labeled in the figure, and all other items displayed in the figure are the individual questions within the composite measure.

Figure 3-8—Helpful Case Manager Composite Measure and Items Top Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Choosing the Services that Matter to You

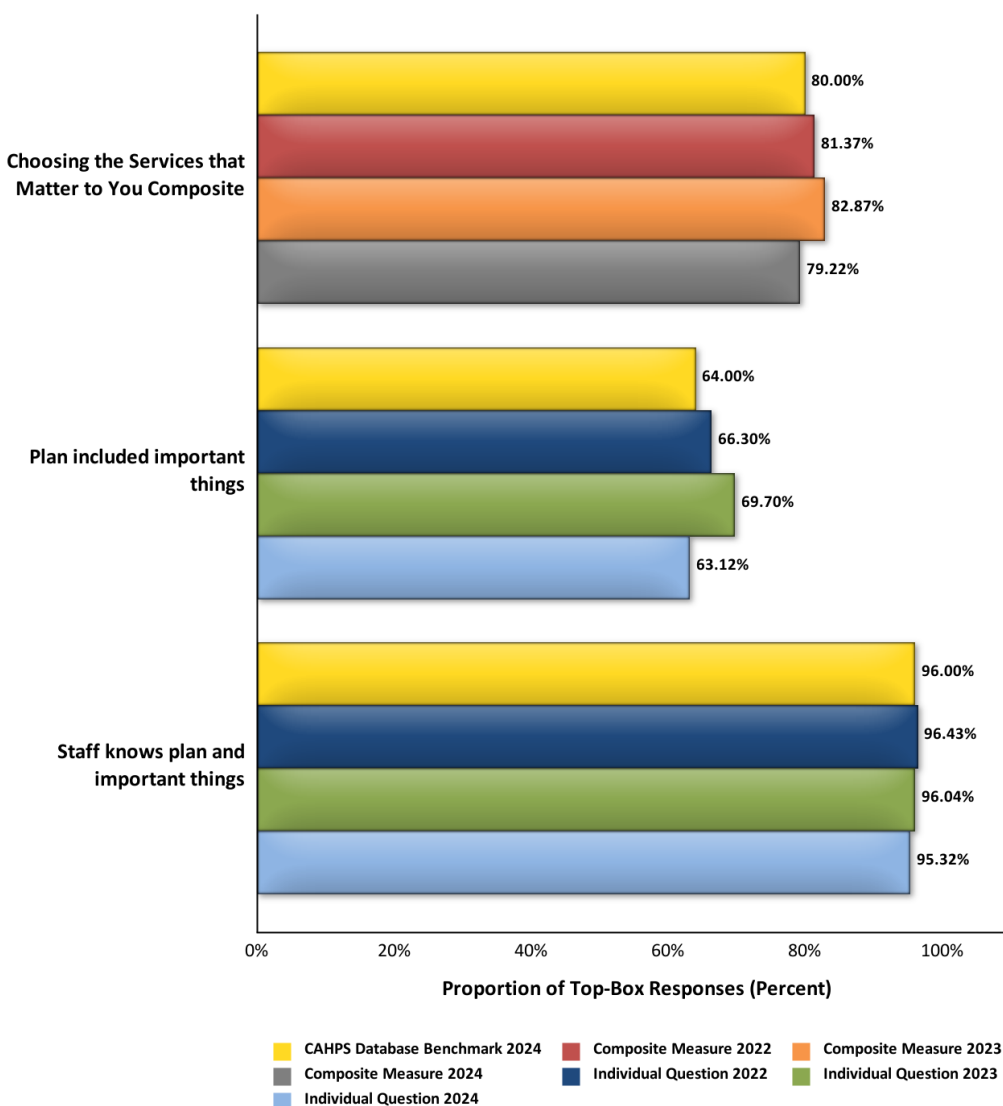
Two questions were asked to assess if a member's service plan included things that were important to them and if the member's personal assistance/behavioral health staff knew what was on the service plan, including the things that were important to the member:

- In the last 3 months, did your [service plan] include none, some, most, or all of the things that are important to you? (Plan included important things)
- In the last 3 months, did you feel [personal assistance/behavioral health staff] knew what's on your service plan, including the things that are important to you? (Staff knows plan and important things)

Responses of all or yes are considered top-box scores.

Figure 3-9 shows the 2024, 2023, and 2022 top-box scores for *Choosing the Services that Matter to You*. The composite measure is clearly labeled in the figure, and all other items displayed in the figure are the individual questions within the composite measure.

Figure 3-9—Choosing the Services that Matter to You Composite Measure and Items Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
 ▼ Indicates the score is statistically significantly lower than the 2024 score.
 If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

Transportation to Medical Appointments

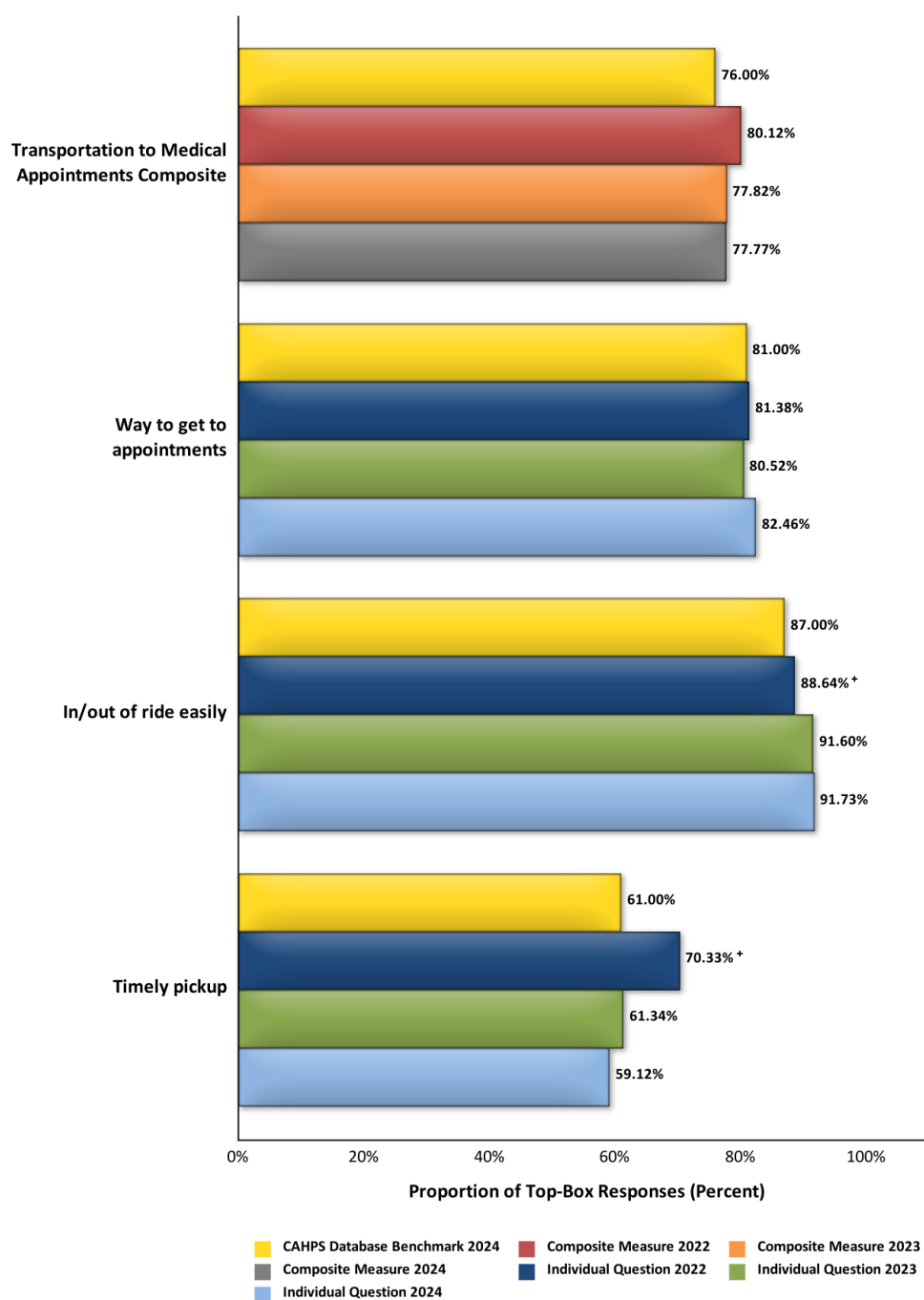
Three questions were asked to assess how often members were able to get transportation to their medical appointments:

- In the last 3 months, how often did you have a way to get to your medical appointments? (Way to get to appointments)
- In the last 3 months, were you able to get in and out of this ride easily? (In/out of ride easily)
- In the last 3 months, how often did this ride arrive on time to pick you up? (Timely pickup)

Responses of always/mostly yes or yes are considered top-box scores.

Figure 3-10 shows the 2024, 2023, and 2022 top-box scores for *Transportation to Medical Appointments*. The composite measure is clearly labeled in the figure, and all other items displayed in the figure are the individual questions within the composite measure.

Figure 3-10—Transportation to Medical Appointments Composite Measure and Items Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Personal Safety and Respect

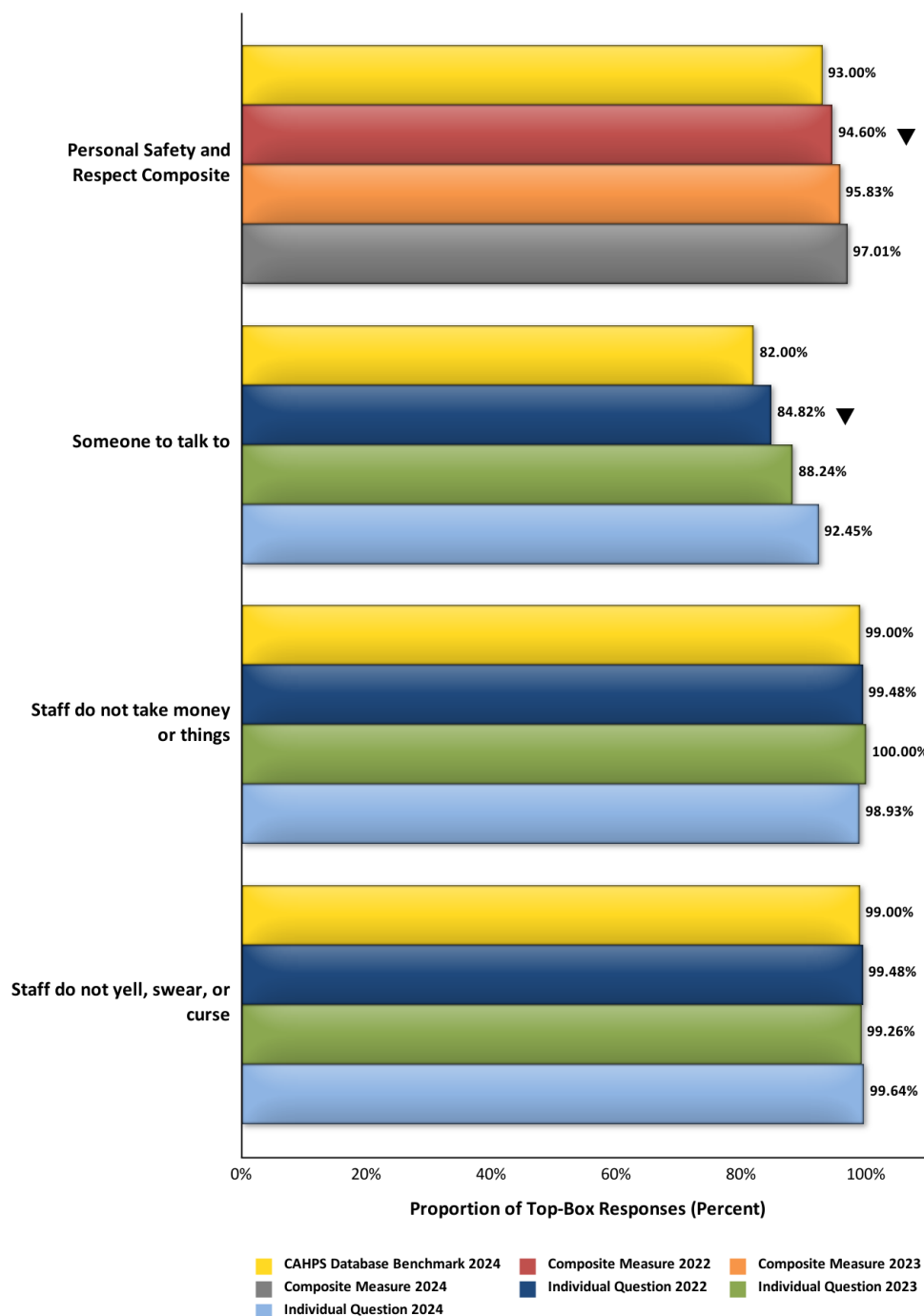
Three questions were asked to assess members' perspectives of their personal safety and if their personal assistance/behavioral health staff treated them with respect:

- In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like? (Someone to talk to)
- In the last 3 months, did **any** [personal assistance/behavioral health staff] or your [case managers] take money or your things without asking you first? (Staff did not take any money or things)
- In the last 3 months, did any [staff] yell, swear, or curse at you? (Staff do not yell, swear, or curse)

Responses of yes are considered top-box scores for *Someone to talk to*. Responses of no are considered top-box scores for *Staff did not take any money or things* and *Staff do not yell, swear, or curse*.

Figure 3-11 shows the 2024, 2023, and 2022 top-box scores for *Personal Safety and Respect*. The composite measure is clearly labeled in the figure, and all other items displayed in the figure are the individual questions within the composite measure.

Figure 3-11—Personal Safety and Respect Composite Measure and Items Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
▼ Indicates the score is statistically significantly lower than the 2024 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

Planning Your Time and Activities

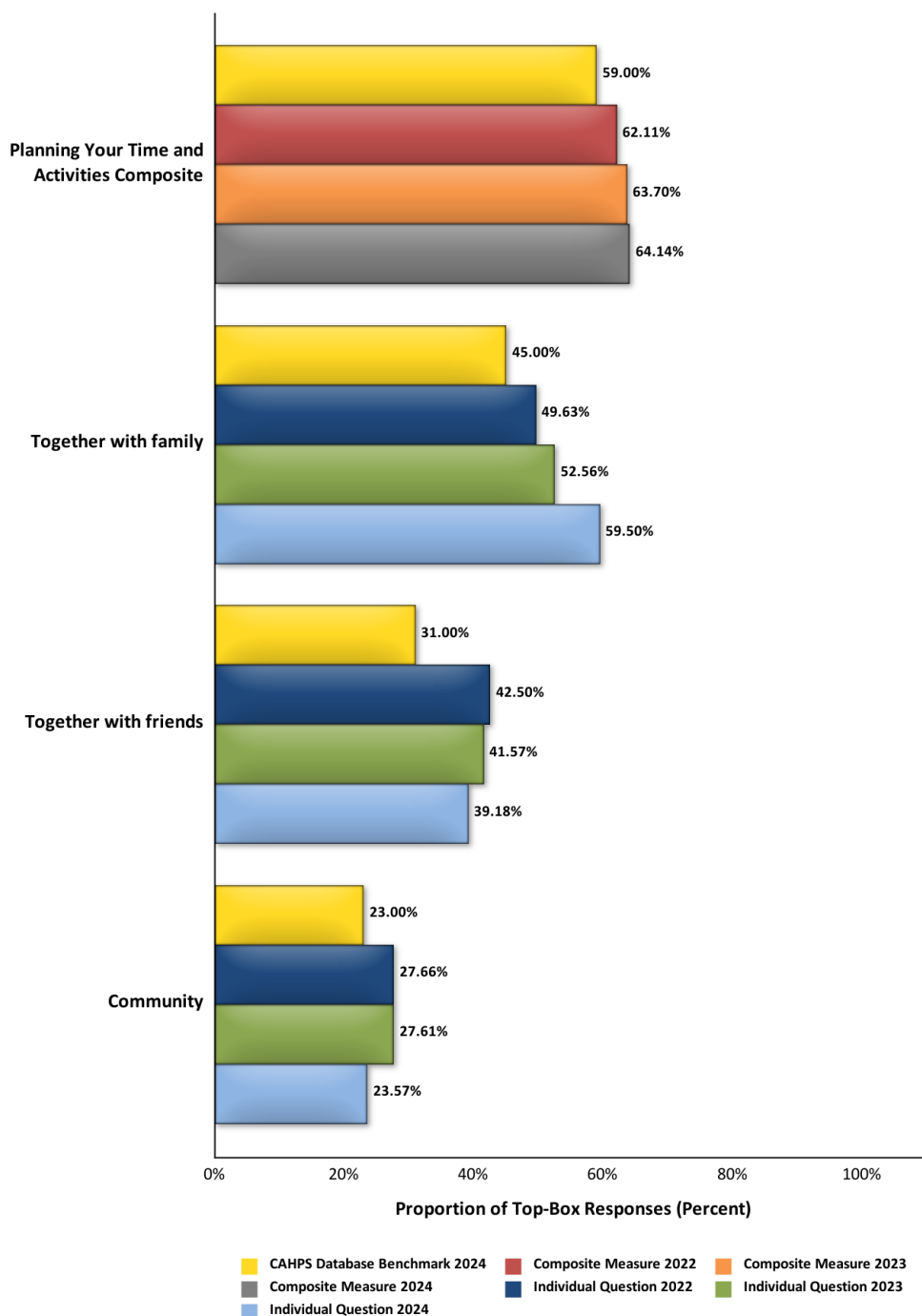
Six questions were asked to assess how often members could plan their time and activities:

- In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? (Together with family)
- In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? (Together with friends)
- In the last 3 months, when you wanted to, how often could you do things in the community that you like? (Community)
- In the last 3 months, did you need more help that you get from [personal assistance/behavioral health staff] to do things in your community? (Help doing things in community)
- Do you take part in deciding **what** you do with your time each day? (What to do with time)
- Do you take part in deciding **when** you do things each day – for example, deciding when you get up, eat, or go to bed? (When to do things)

Responses of always/mostly yes or yes are considered top-box scores for all individual questions except *Help doing things in community*, where responses of no are considered top-box scores.

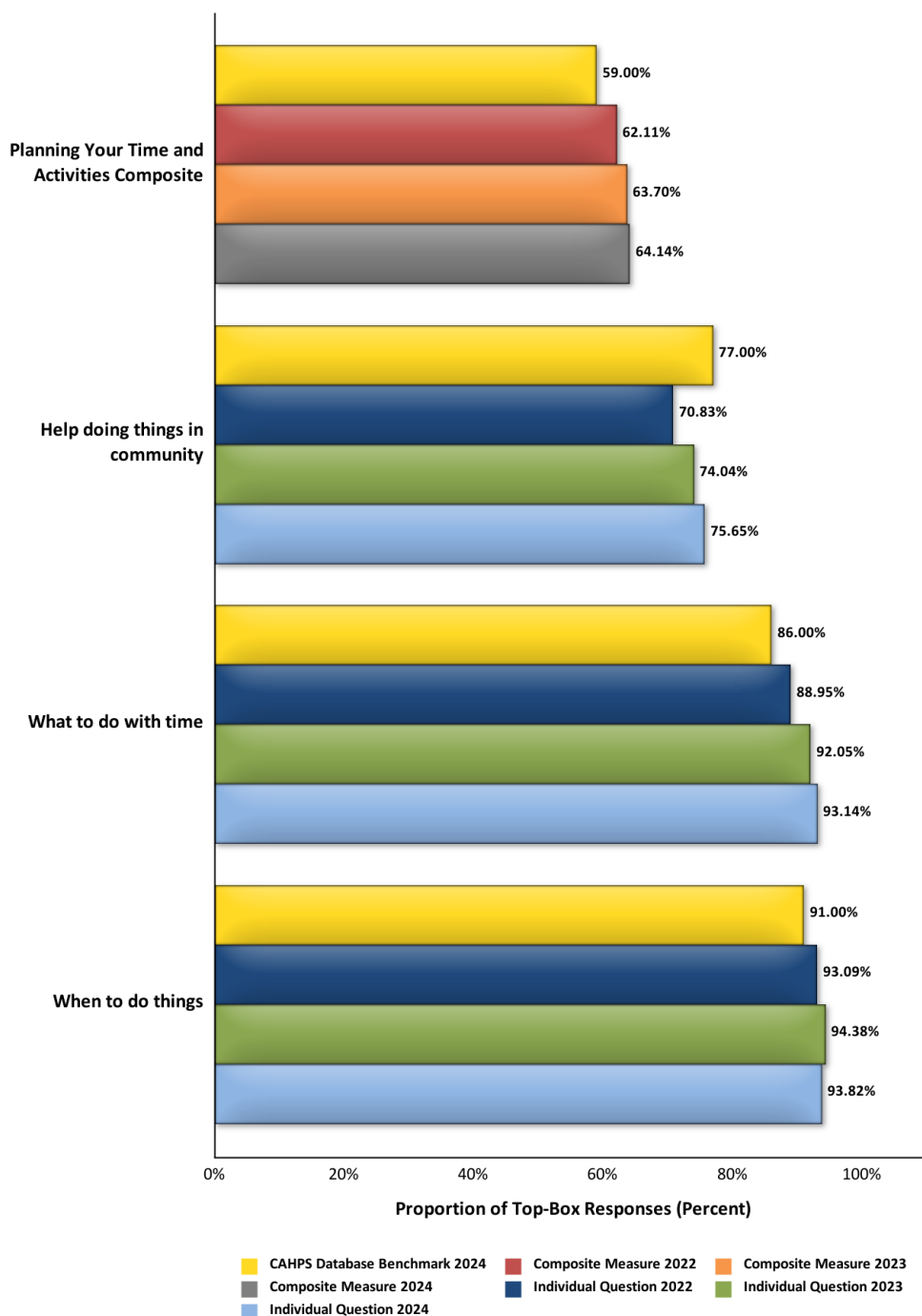
Figure 3-12 and Figure 3-13 show the 2024, 2023, and 2022 top-box scores for *Planning Your Time and Activities*. The composite measure is clearly labeled in the figures, and all other items displayed in the figures are the individual questions within the composite measure.

Figure 3-12—Planning Your Time and Activities Composite Measure and Items Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
 ▼ Indicates the score is statistically significantly lower than the 2024 score.
 If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

Figure 3-13—Planning Your Time and Activities Composite Measure and Items Top-Box Scores, Continued



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
▼ Indicates the score is statistically significantly lower than the 2024 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

Recommendation Measures

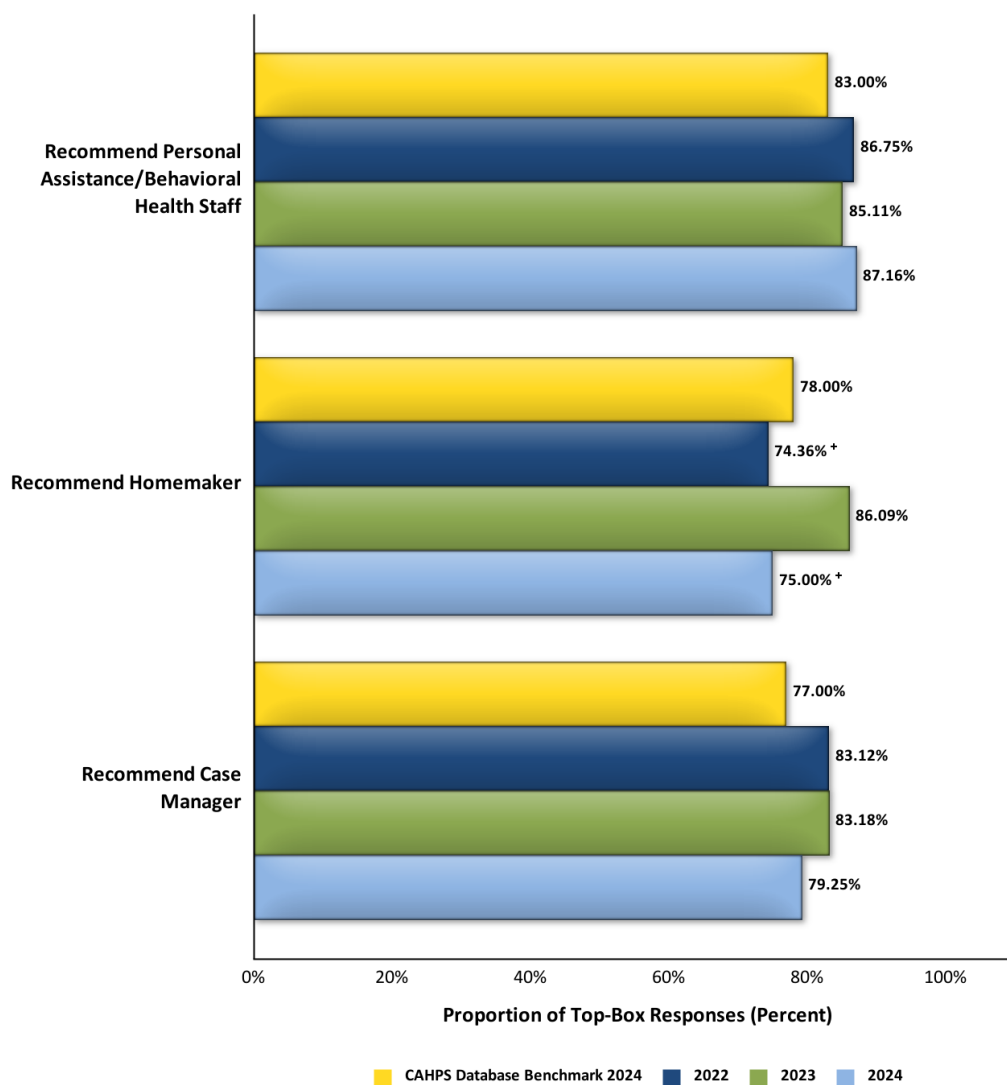
Members were asked if they would recommend the following individuals to their family and friends:

- **Personal Assistance/Behavioral Health Staff**—the personal assistance/behavioral health staff who helped them if they needed help with everyday activities.
- **Homemaker**—the homemaker who helped them if they needed homemaker services.
- **Case Manager**—the case manager who helped them if they needed care coordination services.

Responses of definitely yes are considered top-box scores.

Figure 3-14 shows the 2024, 2023, and 2022 top-box scores for the three recommendation measures.

Figure 3-14—Recommendation Measures Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.
▼ Indicates the score is statistically significantly lower than the 2024 score.
If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.
+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Unmet Need and Physical Safety Measures

The unmet need measures evaluate whether the needs listed below were not being met because of a lack of help. Members were asked if they needed help from personal assistance/behavioral health staff with the following needs:

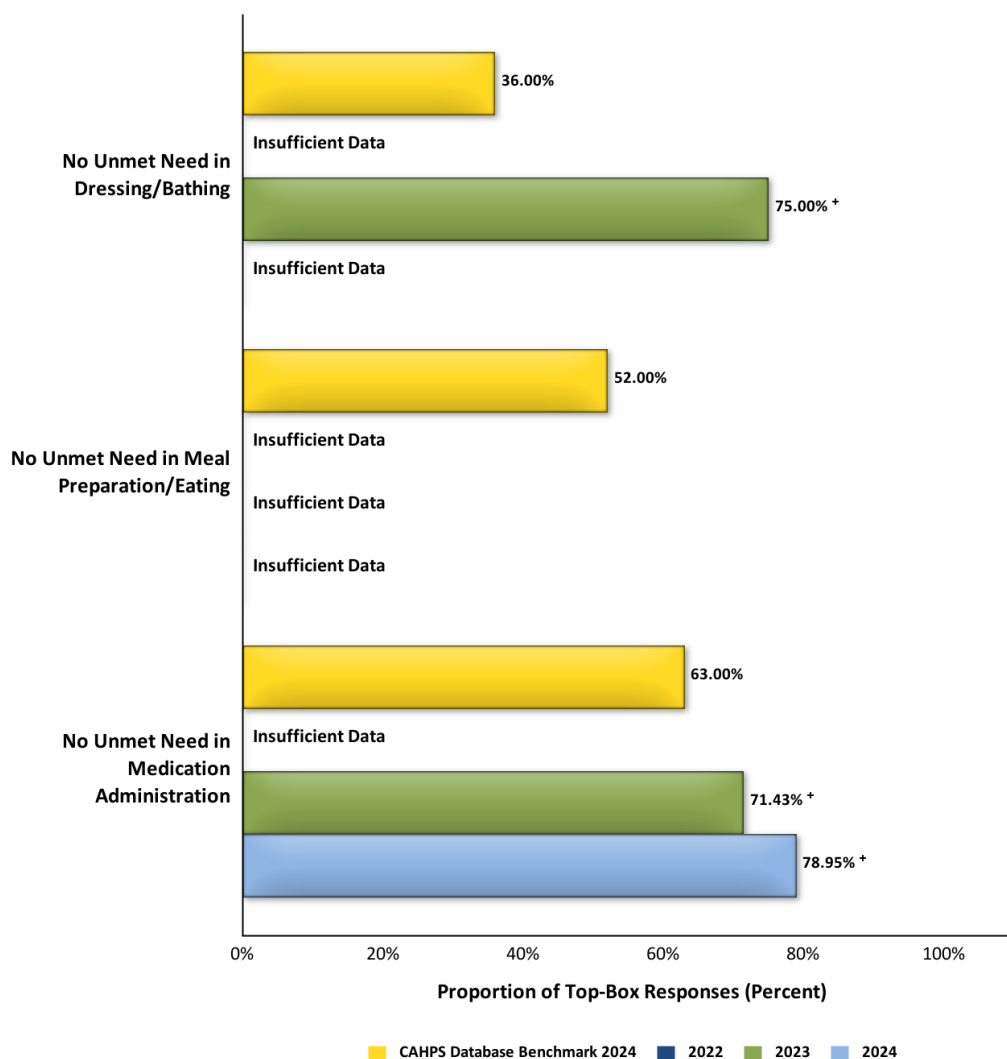
- **Dressing/Bathing**—getting dressed, taking a shower, or bathing.
- **Meal Preparation/Eating**—preparing their meals, such as help making or cooking meals, or help eating.
- **Medication Administration**—taking their medicines when they were supposed to.
- **Toileting**—with toileting.
- **Household Tasks**—completing household tasks, like cleaning and laundry.

In addition, members were asked if any staff hit or hurt them.³⁻⁴ Responses of no are considered top-box scores, except for *No Unmet Need in Toileting*, where responses of yes are considered top-box scores. These measures were scored so that higher values indicate better care; therefore, a higher top-box score indicates a positive response (e.g., no unmet need) and a lower top-box score indicates a negative response.

Figure 3-15 and Figure 3-16 show the 2024, 2023, and 2022 top-box scores for the five unmet need measures and one physical safety measure, *Not Hit or Hurt by Staff*.

³⁻⁴ Staff members could be personal assistance staff, behavioral health staff, homemakers, or case managers.

Figure 3-15—Unmet Need and Physical Safety Measures Top-Box Scores



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

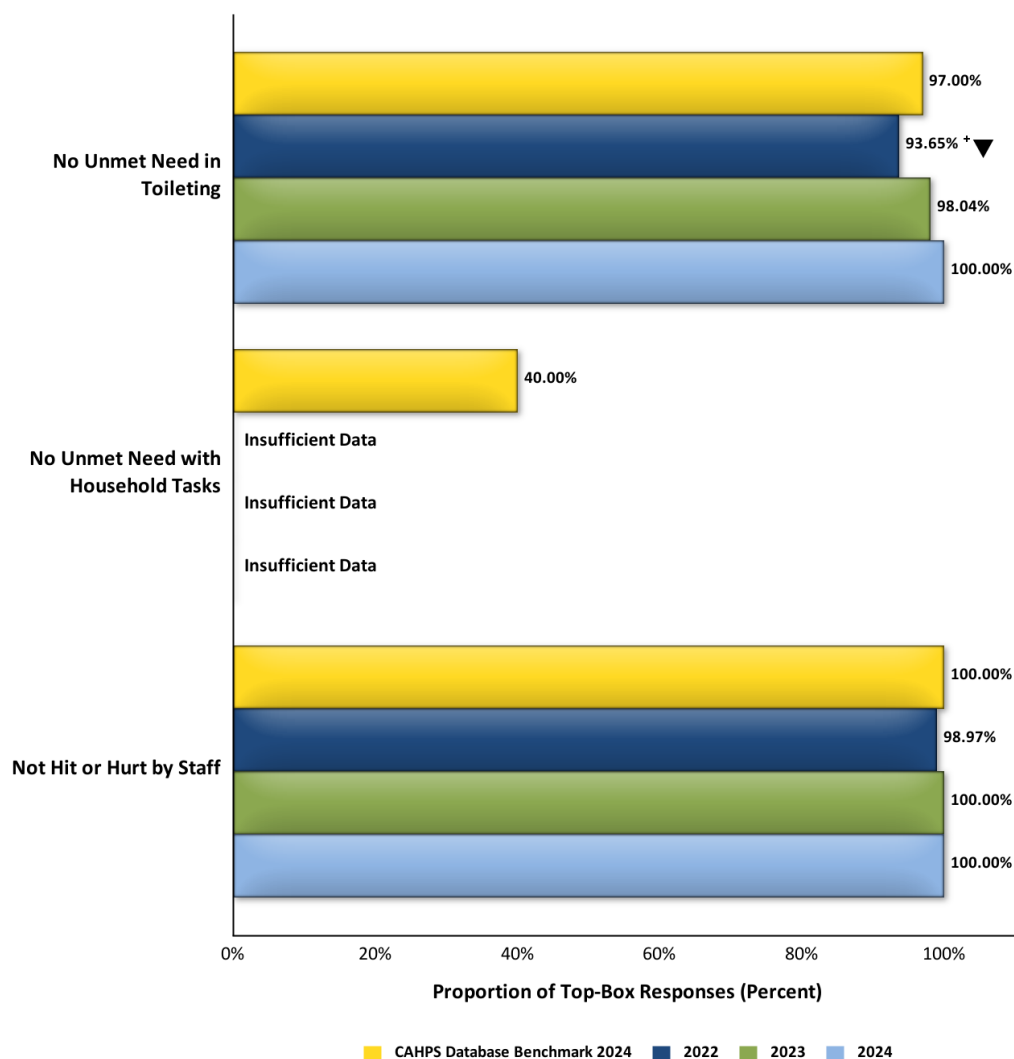
▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Results based on fewer than 11 respondents were suppressed and noted as "Insufficient Data."

Figure 3-16—Unmet Need and Physical Safety Measures Top-Box Scores, Continued



Statistical Significance Note: ▲ Indicates the score is statistically significantly higher than the 2024 score.

▼ Indicates the score is statistically significantly lower than the 2024 score.

If no statistically significant differences were found, no indicator (▲ or ▼) appears on the figure.

+ Indicates fewer than 100 respondents. Caution should be exercised when evaluating these results.

Results based on fewer than 11 respondents were suppressed and noted as "Insufficient Data."

4. Survey Instrument

The survey instrument administered was the HCBS CAHPS survey. This section provides a copy of the survey instrument.

CAHPS[®] Home- and Community-Based Services Survey

Version: 1.0

Population: Adult

Language: English



File name: CAHPShcbs01192017SurvEng508
Last updated: January 19, 2017

COGNITIVE SCREENING QUESTIONS

People might be paid to help you get ready in the morning, with housework, go places, or get mental health services. This survey is about the people who are paid to help you in your home and community with everyday activities. It also asks about the services you get.

1. Does someone come into your home to help you?

- ¹ ☐ YES
² ☐ NO
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

2. How do they help you?

[EXAMPLES OF CORRECT RESPONSES INCLUDE]

- HELPS ME GET READY EVERY DAY
 - CLEANS MY HOME
 - WORKS WITH ME AT MY JOB
 - HELPS ME DO THINGS
 - DRIVES ME AROUND
- ⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

3. What do you call them?

[EXAMPLES OF SUFFICIENT RESPONSES INCLUDE]

- MY WORKER
 - MY ASSISTANT
 - NAMES OF STAFF (JO, DAWN, ETC.)
- ⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

IDENTIFICATION QUESTIONS

Now I would like to ask you some more questions about the types of people who come to your home.

4. In the last 3 months, did you get *{program specific term for personal assistance}* at home?

¹ ☐ YES
² ☐ NO → GO TO Q6
⁻¹ ☐ DON'T KNOW → GO TO Q6
⁻² ☐ REFUSED → GO TO Q6
⁻³ ☐ UNCLEAR RESPONSE → GO TO Q6

5. What do you call the person or people who gave you *{program-specific term for personal assistance}*? For example, do you call them *{program-specific term for personal assistance}*, staff, personal care attendants, PCAs, workers, or something else?

[ADD RESPONSE WHEREVER IT SAYS "*personal assistance/behavioral health staff*"]

6. In the last 3 months, did you get *{program specific term for behavioral health specialist services}* at home?

¹ ☐ YES
² ☐ NO → GO TO Q8
⁻¹ ☐ DON'T KNOW → GO TO Q8
⁻² ☐ REFUSED → GO TO Q8
⁻³ ☐ UNCLEAR RESPONSE → GO TO Q8

7. What do you call the person or people who gave you *{program specific term for behavioral health specialist services}*? For example, do you call them *{program-specific term for behavioral health specialists}*, counselors, peer supports, recovery assistants, or something else?

[ADD RESPONSE WHEREVER IT SAYS “*personal assistance/behavioral health staff*.” IF Q4 ALSO = YES, LIST BOTH TITLES]

8. In the last 3 months, did you get {*program specific term for homemaker services*} at home?

¹ ☐ YES
² ☐ NO → GO TO Q11
⁻¹ ☐ DON'T KNOW → GO TO Q11
⁻² ☐ REFUSED → GO TO Q11
⁻³ ☐ UNCLEAR RESPONSE → GO TO Q11

9. What do you call the person or people who gave you {*program specific term for homemaker services*}? For example, do you call them {*program-specific term for homemaker*}, aides, homemakers, chore workers, or something else?

[ADD RESPONSE WHEREVER IT SAYS “*homemaker*”]

10. [IF (Q4 OR Q6) AND Q8 = YES, ASK] In the last 3 months, did the same people who help you with everyday activities also help you clean your home?

¹ ☐ YES
² ☐ NO
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

11. In the last 3 months, did you get help from {*program specific term for case manager services*} to help make sure that you had all the services you needed?

¹ ☐ YES
² ☐ NO
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

12. What do you call the person who gave you {*program specific term for case manager services*}? For example, do you call the person a {*program-specific term for case manager*}, case manager, care manager, service coordinator, supports coordinator, social worker, or something else?

[ADD RESPONSE WHEREVER IT SAYS “*case manager*”]

BELOW ARE INSTRUCTIONS FOR WHICH QUESTIONS TO ASK FOR EACH RESPONSE ABOVE.

ITEM AND RESPONSE—FOLLOW ALL ROWS THAT APPLY	ACTION
IF Q4 OR Q6 = YES (PERSONAL ASSISTANCE OR BEHAVIORAL HEALTH SPECIALIST SERVICES), AND Q8 = NO, DON'T KNOW, REFUSE, UNCLEAR (HOMEMAKER SERVICES)	ASK Q13–Q36, AND Q48 ONWARD
IF Q4 OR Q6 = YES (PERSONAL ASSISTANCE OR BEHAVIORAL HEALTH SPECIALIST SERVICES), AND Q8 = YES (HOMEMAKER SERVICES)	ASK Q13 ONWARD
IF Q4 AND Q6 = NO (PERSONAL ASSISTANCE OR BEHAVIORAL HEALTH SPECIALIST SERVICES)	SKIP Q13–36, Q57 AND Q79
IF Q8 = YES (HOMEMAKER SERVICES)	ASK Q37 ONWARD
IF Q10 = YES (HOMEMAKER AND PERSONAL ASSISTANCE STAFF SAME)	ASK Q13–Q36, Q39, Q40, AND Q48 ONWARD
IF Q11 = ANY RESPONSE (CASE MANAGER)	ASK Q48 ONWARD

GETTING NEEDED SERVICES FROM PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF

13. First I would like to talk about the {*personal assistance/behavioral health staff*} who are paid to help you with everyday activities—for example, getting dressed, using the bathroom, taking a bath or shower, or going places. In the last 3 months, how often did {*personal assistance/behavioral health staff*} come to work on time? Would you say . . .

¹ ☐ Never,

- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: First I would like to talk about the {*personal assistance/behavioral health staff*} who are paid to help you with everyday activities—for example, getting dressed, using the bathroom, taking a bath or shower, or going places. In the last 3 months, did {*personal assistance/behavioral health staff*} come to work on time? Would you say. . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

14. In the last 3 months, how often did {*personal assistance/behavioral health staff*} work as long as they were supposed to? Would you say. . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} work as long as they were supposed to? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

15. Sometimes staff cannot come to work on a day that they are scheduled. In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that {*personal assistance/behavioral health staff*} could not come that day?

- ¹ ☐ YES

- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

16. In the last 3 months, did you need help from {*personal assistance/behavioral health staff*} to get dressed, take a shower, or bathe?

- ¹ ☐ YES
- ² ☐ NO → GO TO Q20
- ⁻¹ ☐ DON'T KNOW → GO TO Q20
- ⁻² ☐ REFUSED → GO TO Q20
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q20

17. In the last 3 months, did you **always** get dressed, take a shower, or bathe when you needed to?

- ¹ ☐ YES → GO TO Q19
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW → GO TO Q19
- ⁻² ☐ REFUSED → GO TO Q19
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q19

18. In the last 3 months, was this because there were no {*personal assistance/behavioral health staff*} to help you?

- ¹ ☐ YES
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

19. In the last 3 months, how often did {*personal assistance/behavioral health staff*} make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say. . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} make sure you had enough personal privacy when you dressed, took a shower, or bathed? Would you say. . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

20. In the last 3 months, did you need help from {*personal assistance/behavioral health staff*} with your meals, such as help making or cooking meals or help eating?

- ¹ ☐ YES
- ² ☐ NO → GO TO Q23
- ⁻¹ ☐ DON'T KNOW → GO TO Q23
- ⁻² ☐ REFUSED → GO TO Q23
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q23

21. In the last 3 months, were you **always** able to get something to eat when you were hungry?

- ¹ ☐ YES → GO TO Q23
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW → GO TO Q23
- ⁻² ☐ REFUSED → GO TO Q23
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q23

22. In the last 3 months, was this because there were no {*personal assistance/behavioral health staff*} to help you?

- ¹ ☐ YES
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

23. Sometimes people need help taking their medicines, such as reminders to take a medicine, help pouring them, or setting up their pills. In the last 3 months, did you need help from {*personal assistance/behavioral health staff*} to take your medicines?

- ¹ ☐ YES
- ² ☐ NO → GO TO Q26
- ⁻¹ ☐ DON'T KNOW → GO TO Q26
- ⁻² ☐ REFUSED → GO TO Q26

- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q26
24. In the last 3 months, did you **always** take your medicine when you were supposed to?
- ¹ ☐ YES → GO TO Q26
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW → GO TO Q26
- ⁻² ☐ REFUSED → GO TO Q26
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q26
25. In the last 3 months, was this because there were no *{personal assistance/behavioral health staff}* to help you?
- ¹ ☐ YES
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE
26. Help with toileting includes helping someone get on and off the toilet or help changing disposable briefs or pads. In the last 3 months, did you need help from *{personal assistance/behavioral health staff}* with toileting?
- ¹ ☐ YES
- ² ☐ NO → GO TO Q28
- ⁻¹ ☐ DON'T KNOW → GO TO Q28
- ⁻² ☐ REFUSED → GO TO Q28
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q28
27. In the last 3 months, did you get all the help you needed with toileting from *{personal assistance/behavioral health staff}* when you needed it?
- ¹ ☐ YES
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

HOW WELL PERSONAL ASSISTANT AND BEHAVIORAL HEALTH STAFF COMMUNICATE WITH AND TREAT YOU

The next several questions ask about how *{personal assistance/behavioral health staff}* treat you.

28. In the last 3 months, how often did {*personal assistance/behavioral health staff*} treat you with courtesy and respect? Would you say . . .

¹ ☐ Never,
² ☐ Sometimes,
³ ☐ Usually, or
⁴ ☐ Always?
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} treat you with courtesy and respect? Would you say . . .

¹ ☐ Mostly yes or
² ☐ Mostly no?
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

29. In the last 3 months, how often were the explanations {*personal assistance/behavioral health staff*} gave you hard to understand because of an accent or the way {*personal assistance/behavioral health staff*} spoke English? Would you say ...

¹ ☐ Never,
² ☐ Sometimes,
³ ☐ Usually, or
⁴ ☐ Always?
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, were the explanations {*personal assistance/behavioral health staff*} gave you hard to understand because of an accent or the way {*personal assistance/behavioral health staff*} spoke English? Would you say. . .

¹ ☐ Mostly yes or
² ☐ Mostly no?
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

30. In the last 3 months, how often did {*personal assistance/behavioral health staff*} treat you the way you wanted them to? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} treat you the way you wanted them to? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

31. In the last 3 months, how often did {*personal assistance/behavioral health staff*} explain things in a way that was easy to understand? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} explain things in a way that was easy to understand? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

32. In the last 3 months, how often did {*personal assistance/behavioral health staff*} listen carefully to you? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*personal assistance/behavioral health staff*} listen carefully to you?

Would you say . . .

¹ ☐ Mostly yes or

² ☐ Mostly no?

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

33. In the last 3 months, did you feel {*personal assistance/behavioral health staff*} knew what kind of help **you** needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community?

¹ ☐ YES

² ☐ NO

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

34. In the last 3 months, did {*personal assistance/behavioral health staff*} encourage you to do things for yourself if you could?

¹ ☐ YES

² ☐ NO

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

35. Using any number from 0 to 10, where 0 is the worst help from {*personal assistance/behavioral health staff*} possible and 10 is the best help from {*personal assistance/behavioral health staff*} possible, what number would you use to rate the help you get from {*personal assistance/behavioral health staff*}?

 0 TO 10

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from {*personal assistance/behavioral health staff*}? Would you say . . .

- 1 ☐ Excellent,
- 2 ☐ Very good,
- 3 ☐ Good,
- 4 ☐ Fair, or
- 5 ☐ Poor?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

36. Would you recommend the {*personal assistance/behavioral health staff*} who help you to your family and friends if they needed help with everyday activities? Would you say you would recommend the {*personal assistance/behavioral health staff*} . . .

- 1 ☐ Definitely no,
- 2 ☐ Probably no,
- 3 ☐ Probably yes, or
- 4 ☐ Definitely yes?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

GETTING NEEDED SERVICES FROM HOMEMAKERS

The next several questions are about the {*homemakers*}, the staff who are paid to help you do tasks around the home—such as cleaning, grocery shopping, or doing laundry.

37. In the last 3 months, how often did {*homemakers*} come to work on time? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {*homemakers*} come to work on time? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW

- 2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

38. In the last 3 months, how often did {homemakers} work as long as they were supposed to? Would you say . . .

- 1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} work as long as they were supposed to? Would you say . . .

- 1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

39. In the last 3 months, did your household tasks, like cleaning and laundry, **always** get done when you needed them to? [ASK IF HOMEMAKER IS THE SAME AS PCA STAFF]

- 1 ☐ YES → GO TO Q41
2 ☐ NO
-1 ☐ DON'T KNOW → GO TO Q41
-2 ☐ REFUSED → GO TO Q41
-3 ☐ UNCLEAR RESPONSE → GO TO Q41

40. In the last 3 months, was this because there were no {homemakers} to help you? [ASK IF HOMEMAKER IS THE SAME AS PCA STAFF]

- 1 ☐ YES
2 ☐ NO
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

HOW WELL HOMEMAKERS COMMUNICATE WITH AND TREAT YOU

The next several questions ask about how {homemakers} treat you.

41. In the last 3 months, how often did {homemakers} treat you with courtesy and respect? Would you say . . .

1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} treat you with courtesy and respect? Would you say . . .

1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

42. In the last 3 months, how often were the explanations {homemakers} gave you hard to understand because of an accent or the way the {homemakers} spoke English? Would you say . . .

1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, were the explanations {homemakers} gave you hard to understand because of an accent or the way {homemakers} spoke English? Would you say. . .

1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

43. In the last 3 months, how often did {homemakers} treat you the way you wanted them to? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} treat you the way you wanted them to? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

44. In the last 3 months, how often did {homemakers} listen carefully to you? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did {homemakers} listen carefully to you? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

45. In the last 3 months, did you feel {homemakers} knew what kind of help you needed?

- 1 ☐ YES
- 2 ☐ NO
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

46. Using any number from 0 to 10, where 0 is the worst help from {homemakers} possible and 10 is the best help from {homemakers} possible, what number would you use to rate the help you get from {homemakers}?

__ 0 TO 10

- 1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from {homemakers}?
Would you say . . .

- 1 ☐ Excellent,
2 ☐ Very good,
3 ☐ Good,
4 ☐ Fair, or
5 ☐ Poor?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

47. Would you recommend the {homemakers} who help you to your family and friends if they needed {program-specific term for homemaker services}? Would you say you would recommend the {homemakers} . . .

- 1 ☐ Definitely no,
2 ☐ Probably no,
3 ☐ Probably yes, or
4 ☐ Definitely yes?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

YOUR CASE MANAGER

Now I would like to talk to you about your {case manager}, the person who helps make sure you have the services you need.

48. Do you know who your {case manager} is?

- 1 ☐ YES
2 ☐ NO → GO TO Q56
-1 ☐ DON'T KNOW → GO TO Q56
-2 ☐ REFUSED → GO TO Q56

-3 ☐ UNCLEAR RESPONSE → GO TO Q56

49. In the last 3 months, could you contact this {*case manager*} when you needed to?

1 ☐ YES

2 ☐ NO

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

50. Some people need to get equipment to help them, like wheelchairs or walkers, and other people need their equipment replaced or fixed. In the last 3 months, did you ask this {*case manager*} for help with getting or fixing equipment?

1 ☐ YES

2 ☐ NO → GO TO Q52

3 ☐ DON'T NEED → GO TO Q52

-1 ☐ DON'T KNOW → GO TO Q52

-2 ☐ REFUSED → GO TO Q52

-3 ☐ UNCLEAR RESPONSE → GO TO Q52

51. In the last 3 months, did this {*case manager*} work with you when you asked for help with getting or fixing equipment?

1 ☐ YES

2 ☐ NO

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

52. In the last 3 months, did you ask this {*case manager*} for help in getting any changes to your services, such as more help from {*personal assistance/behavioral health staff and/or homemakers if applicable*}, or for help with getting places or finding a job?

1 ☐ YES

2 ☐ NO → GO TO 54

3 ☐ DON'T NEED → GO TO Q54

-1 ☐ DON'T KNOW → GO TO Q54

-2 ☐ REFUSED → GO TO Q54

-3 ☐ UNCLEAR RESPONSE → GO TO Q54

53. In the last 3 months, did this {*case manager*} work with you when you asked for help with getting other changes to your services?

1 ☐ YES

- ² ☐ NO
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

54. Using any number from 0 to 10, where 0 is the worst help from {*case manager*} possible and 10 is the best help from {*case manager*} possible, what number would you use to rate the help you get from {*case manager*}?

__ 0 TO 10

- ⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: How would you rate the help you get from the {*case manager*}? Would you say . . .

- ¹ ☐ Excellent,
² ☐ Very good,
³ ☐ Good,
⁴ ☐ Fair, or
⁵ ☐ Poor?
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

55. Would you recommend the {*case manager*} who helps you to your family and friends if they needed {*program-specific term for case-management services*}? Would you say you would recommend the {*case manager*} . . .

- ¹ ☐ Definitely no,
² ☐ Probably no,
³ ☐ Probably yes, or
⁴ ☐ Definitely yes?
⁻¹ ☐ DON'T KNOW
⁻² ☐ REFUSED
⁻³ ☐ UNCLEAR RESPONSE

CHOOSING YOUR SERVICES

56. In the last 3 months, did your [*program-specific term for "service plan"*] include . . .

- ¹ ☐ **None** of the things that are important to you,
² ☐ **Some** of the things that are important to you,

³ ☐ **Most** of the things that are important to you, or

⁴ ☐ **All** of the things that are important to you?

⁻¹ ☐ DON'T KNOW → GO TO Q58

⁻² ☐ REFUSED → GO TO Q58

⁻³ ☐ UNCLEAR RESPONSE → GO TO Q58

57. In the last 3 months, did you feel {*personal assistance/behavioral health staff*} knew what's on your [*program-specific term for "service plan"*], including the things that are important to you?

¹ ☐ YES

² ☐ NO

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

58. In the last 3 months, who would you have talked to if you wanted to change your [*program-specific term for "service plan"*]? Anyone else? [INTERVIEWER MARKS ALL THAT APPLY]

¹ ☐ CASE MANAGER

² ☐ OTHER STAFF

³ ☐ FAMILY/FRIENDS

⁴ ☐ SOMEONE ELSE, PLEASE SPECIFY _____

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

TRANSPORTATION

The next questions ask about how you get to places in your community.

59. Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, how often did you have a way to get to your medical appointments? Would you say . . .

¹ ☐ Never,

² ☐ Sometimes,

³ ☐ Usually, or

⁴ ☐ Always?

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: Medical appointments include seeing a doctor, a dentist, a therapist, or someone else who takes care of your health. In the last 3 months, did you have a way to get to your medical appointments? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

60. In the last 3 months, did you use a van or some other transportation service? Do not include a van you own.

- ¹ ☐ YES
- ² ☐ NO → GO TO Q63
- ⁻¹ ☐ DON'T KNOW → GO TO Q63
- ⁻² ☐ REFUSED → GO TO Q63
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q63

61. In the last 3 months, were you able to get in and out of this ride easily?

- ¹ ☐ YES
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

62. In the last 3 months, how often did this ride arrive on time to pick you up? Would you say . . .

- ¹ ☐ Never,
- ² ☐ Sometimes,
- ³ ☐ Usually, or
- ⁴ ☐ Always?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, did this ride arrive on time to pick you up? Would you say . . .

- ¹ ☐ Mostly yes or
- ² ☐ Mostly no?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

PERSONAL SAFETY

The next few questions ask about your personal safety.

63. Who would you contact in case of an emergency? [INTERVIEWER MARKS ALL THAT APPLY]

- ¹ ☐ FAMILY MEMBER OR FRIEND
- ² ☐ CASE MANAGER
- ³ ☐ AGENCY THAT PROVIDES HOME- AND COMMUNITY-BASED SERVICES
- ⁴ ☐ PAID EMERGENCY RESPONSE SERVICE (E.G., LIFELINE)
- ⁵ ☐ 9–1–1 (FIRST RESPONDERS, POLICE, LAW ENFORCEMENT)
- ⁶ ☐ SOMEONE ELSE, PLEASE SPECIFY _____
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

64. In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like?

- ¹ ☐ YES
- ² ☐ NO
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

The next few questions ask if anyone paid to help you treated you badly in the last 3 months. This includes {*personal assistance/behavioral health staff, homemakers, or your case manager*}. We are asking everyone the next questions—not just you. [ADD STATE-SPECIFIC LANGUAGE HERE REGARDING MANDATED REPORTING, IF APPROPRIATE—"I want to remind you that, although your answers are confidential, I have a legal responsibility to tell {STATE} if I hear something that makes me think you are being hurt or are in danger."]

65. In the last 3 months, did **any** {*personal assistance/behavioral health staff, homemakers, or your case managers*} take your money or your things without asking you first?

- ¹ ☐ YES
- ² ☐ NO → GO TO Q68
- ⁻¹ ☐ DON'T KNOW → GO TO Q68
- ⁻² ☐ REFUSED → GO TO Q68
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q68

66. In the last 3 months, did someone work with you to fix this problem?

- 1 ☐ YES
- 2 ☐ NO → GO TO Q68
- 1 ☐ DON'T KNOW → GO TO Q68
- 2 ☐ REFUSED → GO TO Q68
- 3 ☐ UNCLEAR RESPONSE → GO TO Q68

67. In the last 3 months, who has been working with you to fix this problem? Anyone else?
[INTERVIEWER MARKS ALL THAT APPLY]

- 1 ☐ FAMILY MEMBER OR FRIEND
- 2 ☐ CASE MANAGER
- 3 ☐ AGENCY
- 4 ☐ SOMEONE ELSE, PLEASE SPECIFY _____
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

68. In the last 3 months, did any {staff} yell, swear, or curse at you?

- 1 ☐ YES
- 2 ☐ NO → GO TO Q71
- 1 ☐ DON'T KNOW → GO TO Q71
- 2 ☐ REFUSED → GO TO Q71
- 3 ☐ UNCLEAR RESPONSE → GO TO Q71

69. In the last 3 months, did someone work with you to fix this problem?

- 1 ☐ YES
- 2 ☐ NO → GO TO Q71
- 1 ☐ DON'T KNOW → GO TO Q71
- 2 ☐ REFUSED → GO TO Q71
- 3 ☐ UNCLEAR RESPONSE → GO TO Q71

70. In the last 3 months, who has been working with you to fix this problem? Anyone else?
[INTERVIEWER MARKS ALL THAT APPLY]

- 1 ☐ FAMILY MEMBER OR FRIEND
- 2 ☐ CASE MANAGER
- 3 ☐ AGENCY
- 4 ☐ SOMEONE ELSE, PLEASE SPECIFY _____
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

71. In the last 3 months, did any {staff} hit you or hurt you?

¹ ☐ YES

² ☐ NO → GO TO Q74

⁻¹ ☐ DON'T KNOW → GO TO Q74

⁻² ☐ REFUSED → GO TO Q74

⁻³ ☐ UNCLEAR RESPONSE → GO TO Q74

72. In the last 3 months, did someone work with you to fix this problem?

¹ ☐ YES

² ☐ NO → GO TO Q74

⁻¹ ☐ DON'T KNOW → GO TO Q74

⁻² ☐ REFUSED → GO TO Q74

⁻³ ☐ UNCLEAR RESPONSE → GO TO Q74

73. In the last 3 months, who has been working with you to fix this problem? Anyone else?
[INTERVIEWER MARKS ALL THAT APPLY]

¹ ☐ FAMILY MEMBER OR FRIEND

² ☐ CASE MANAGER

³ ☐ AGENCY

⁴ ☐ SOMEONE ELSE, PLEASE SPECIFY _____

⁻¹ ☐ DON'T KNOW

⁻² ☐ REFUSED

⁻³ ☐ UNCLEAR RESPONSE

COMMUNITY INCLUSION AND EMPOWERMENT

Now I'd like to ask you about the things you do in your community.

74. Do you have any **family** members who live nearby? Do not include family members you live with.

¹ ☐ YES

² ☐ NO → GO TO Q76

⁻¹ ☐ DON'T KNOW → GO TO Q76

⁻² ☐ REFUSED → GO TO Q76

⁻³ ☐ UNCLEAR RESPONSE → GO TO Q76

75. In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, when you wanted to, could you get together with these family members who live nearby? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

76. Do you have any **friends** who live nearby?

- 1 ☐ YES
- 2 ☐ NO → GO TO Q78
- 1 ☐ DON'T KNOW → GO TO Q78
- 2 ☐ REFUSED → GO TO Q78
- 3 ☐ UNCLEAR RESPONSE → GO TO Q78

77. In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? Would you say . . .

- 1 ☐ Never,
- 2 ☐ Sometimes,
- 3 ☐ Usually, or
- 4 ☐ Always?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, when you wanted to, could you get together with these friends who live nearby? Would you say . . .

- 1 ☐ Mostly yes or
- 2 ☐ Mostly no?
- 1 ☐ DON'T KNOW
- 2 ☐ REFUSED
- 3 ☐ UNCLEAR RESPONSE

78. In the last 3 months, when you wanted to, how often could you do things in the community that you like? Would you say . . .

1 ☐ Never,
2 ☐ Sometimes,
3 ☐ Usually, or
4 ☐ Always?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In the last 3 months, when you wanted to, could you do things in the community that you like? Would you say . . .

1 ☐ Mostly yes or
2 ☐ Mostly no?
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

79. In the last 3 months, did you need more help than you get from {*personal assistance/behavioral health staff*} to do things in your community?

1 ☐ YES
2 ☐ NO
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

80. In the last 3 months, did you take part in deciding **what** you do with your time each day?

1 ☐ YES
2 ☐ NO
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

81. In the last 3 months, did you take part in deciding **when** you do things each day—for example, deciding when you get up, eat, or go to bed?

1 ☐ YES
2 ☐ NO
-1 ☐ DON'T KNOW
-2 ☐ REFUSED
-3 ☐ UNCLEAR RESPONSE

ABOUT YOU

Now I just have a few more questions about you.

82. In general, how would you rate your overall health? Would you say . . .

- ¹ ☐ Excellent,
- ² ☐ Very good,
- ³ ☐ Good,
- ⁴ ☐ Fair, or
- ⁵ ☐ Poor?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

83. In general, how would you rate your overall mental or emotional health? Would you say . . .

- ¹ ☐ Excellent,
- ² ☐ Very good,
- ³ ☐ Good,
- ⁴ ☐ Fair, or
- ⁵ ☐ Poor?
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

84. What is your age?

- ¹ ☐ 18 TO 24 YEARS
- ² ☐ 25 TO 34 YEARS
- ³ ☐ 35 TO 44 YEARS
- ⁴ ☐ 45 TO 54 YEARS
- ⁵ ☐ 55 TO 64 YEARS
- ⁶ ☐ 65 TO 74 YEARS
- ⁷ ☐ 75 YEARS OR OLDER
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

ALTERNATE VERSION: In what year were you born?

_____ (YEAR)

- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

85. [IF NECESSARY, ASK, AND VERIFY IF OVER THE PHONE] Are you male or female?

1 ☐ MALE

2 ☐ FEMALE

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

86. What is the highest grade or level of school that you have completed?

1 ☐ 8th grade or less

2 ☐ Some high school, but did not graduate

3 ☐ High school graduate or GED

4 ☐ Some college or 2-year degree

5 ☐ 4-year college graduate

6 ☐ More than 4-year college degree

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

87. Are you of Hispanic, Latino, or Spanish origin?

1 ☐ YES, HISPANIC, LATINO, OR SPANISH

2 ☐ NO, NOT HISPANIC, LATINO, OR SPANISH → GO TO Q89

-1 ☐ DON'T KNOW → GO TO Q89

-2 ☐ REFUSED → GO TO Q89

-3 ☐ UNCLEAR RESPONSE → GO TO Q89

88. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

1 ☐ Mexican, Mexican American, Chicano, Chicana

2 ☐ Puerto Rican

3 ☐ Cuban

4 ☐ Another Hispanic, Latino, or Spanish origin

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

89. What is your race? You may choose one or more of the following. Would you say you are. . .

1 ☐ White → GO TO Q92

2 ☐ Black or African-American → GO TO Q92

- ³ ☐ Asian → GO TO Q90
- ⁴ ☐ Native Hawaiian or other Pacific Islander → GO TO Q91
- ⁵ ☐ American Indian or Alaska Native → GO TO Q92
- ⁶ ☐ OTHER → GO TO Q92
- ⁻¹ ☐ DON'T KNOW → GO TO Q92
- ⁻² ☐ REFUSED → GO TO Q92
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q92

90. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

- ¹ ☐ Asian Indian → GO TO Q92
- ² ☐ Chinese → GO TO Q92
- ³ ☐ Filipino → GO TO Q92
- ⁴ ☐ Japanese → GO TO Q92
- ⁵ ☐ Korean → GO TO Q92
- ⁶ ☐ Vietnamese → GO TO Q92
- ⁷ ☐ Other Asian → GO TO Q92
- ⁻¹ ☐ DON'T KNOW → GO TO Q92
- ⁻² ☐ REFUSED → GO TO Q92
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q92

91. Which group best describes you? [READ ALL ANSWER CHOICES. CODE ALL THAT APPLY.]

- ¹ ☐ Native Hawaiian
- ² ☐ Guamanian or Chamorro
- ³ ☐ Samoan
- ⁴ ☐ Other Pacific Islander
- ⁻¹ ☐ DON'T KNOW
- ⁻² ☐ REFUSED
- ⁻³ ☐ UNCLEAR RESPONSE

92. Do you speak a language other than English at home?

- ¹ ☐ YES
- ² ☐ NO → GO TO Q94
- ⁻¹ ☐ DON'T KNOW → GO TO Q94
- ⁻² ☐ REFUSED → GO TO Q94
- ⁻³ ☐ UNCLEAR RESPONSE → GO TO Q94

93. What is the language you speak at home?

- ¹ ☐ Spanish,
- ² ☐ Some other language → Which one? _____
- ⁻¹ ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

94. [IF NECESSARY, ASK] How many adults live at your home, including you?

1 ☐ 1 [JUST THE RESPONDENT] → END SURVEY

2 ☐ 2 TO 3

3 ☐ 4 OR MORE

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

95. [IF NECESSARY, ASK] Do you live with any family members?

1 ☐ YES

2 ☐ NO

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

96. [IF NECESSARY, ASK] Do you live with people who are not family or are not related to you?

1 ☐ YES

2 ☐ NO

-1 ☐ DON'T KNOW

-2 ☐ REFUSED

-3 ☐ UNCLEAR RESPONSE

INTERVIEWER QUESTIONS

THE FOLLOWING QUESTIONS SHOULD BE ANSWERED AFTER THE INTERVIEW IS CONDUCTED.

97. WAS THE RESPONDENT ABLE TO GIVE VALID RESPONSES?

1 ☐ YES

2 ☐ NO

98. WAS ANY ONE ELSE PRESENT DURING THE INTERVIEW?

1 ☐ YES

2 ☐ NO → END SURVEY

99. WHO WAS PRESENT DURING THE INTERVIEW? (MARK ALL THAT APPLY.)

- ¹ ☐ SOMEONE **NOT** PAID TO PROVIDE SUPPORT TO THE RESPONDENT
² ☐ STAFF OR SOMEONE PAID TO PROVIDE SUPPORT TO THE RESPONDENT

100. DID SOMEONE HELP THE RESPONDENT COMPLETE THIS SURVEY?

- ¹ ☐ YES
² ☐ NO → END SURVEY

101. HOW DID THAT PERSON HELP? [MARK ALL THAT APPLY.]

- ¹ ☐ ANSWERED **ALL** THE QUESTIONS FOR RESPONDENT
² ☐ ANSWERED **SOME** OF THE QUESTIONS FOR THE RESPONDENT
³ ☐ RESTATED THE QUESTIONS IN A DIFFERENT WAY OR REMINDED/PROMPTED THE RESPONDENT
⁴ ☐ TRANSLATED THE QUESTIONS OR ANSWERS INTO THE RESPONDENT'S LANGUAGE
⁵ ☐ HELPED WITH THE USE OF ASSISTIVE OR COMMUNICATION EQUIPMENT SO THAT THE RESPONDENT COULD ANSWER THE QUESTIONS
⁶ ☐ HELPED THE RESPONDENT IN ANOTHER WAY,
SPECIFY _____

102. WHO HELPED THE RESPONDENT? (MARK ALL THAT APPLY.)

- ¹ ☐ SOMEONE **NOT** PAID TO PROVIDE SUPPORT TO THE RESPONDENT
² ☐ STAFF OR SOMEONE PAID TO PROVIDE SUPPORT TO THE RESPONDENT