

**VIRGINIA'S NURSING HOME DIVERSION MODERNIZATION GRANT
COMMUNITY LIVING PROGRAM (CLP2)**

OUTCOME EVALUATION REPORT

**Submitted to
The Commonwealth of Virginia
Department for Aging and Rehabilitative Services
Division for the Aging**

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Executive Summary

Community Living Program Outcome Evaluation Report

Introduction

In 2010-2011, the Commonwealth of Virginia participated in the second phase of an Administration on Aging pilot project designed to assist individuals at risk of both nursing home placement and becoming Medicaid eligible with continuing to live in their communities. The Nursing Home Diversion Modernization Program, now known as the Community Living Program (CLP), included consumer-directed (CD) services and utilized the assistance of a fiscal intermediary to support older adults and other persons involved with their care. Virginia's CLP pilot program (CLP2) was designed to divert nursing home placement and Medicaid spend-down by addressing the home care needs of 95 older Virginians. The outcome evaluation of CLP2 measured the success of the program with regard to participant access, cost of implementation, and quality of services provided.

Methodology

Data for the outcome evaluation was collected from four sources: Peer Place (a computer database in which the AAAs store information about participant characteristics and service enrollments), Public Partnerships, LLC (the fiscal management service), Service Coordinators (CLP2 staff who assisted participants in securing services), and participants and their proxies. Participant-level data were ascertained through the use of Peer Place identification numbers. The evaluation period for CLP2 was Oct 1, 2010 – Sept 30, 2011.

Findings

Participant Characteristics. A total of 106 participants were enrolled in CLP2 exceeding the program enrollment goal by 11 participants. Typical CLP2 participants were between the ages of 80-89 and predominantly White, non-Hispanic, married women living with their spouses. Sixty percent of participants experienced five to seven ADL limitations with the largest number of participants (23.8%) experiencing five ADL limitations. The majority of participants reported annual household incomes above \$20,000 and liquid asset levels above \$30,000. CLP2 participants experienced a range of disabilities. More than twice as many participants had a primary disability of a physical disability (65.3%) than dementia (30.7%), although some experienced both. Two percent (2.0%) of the participants had a primary diagnosis of TBI, and 2.0% had an unspecified primary disability. Few significant differences in personal characteristics emerged among participants, when examined by disability type. Participant caregivers were generally adult children (61.6%) or spouses (26.3%). Over one third (37.4%) of caregivers reported that their care duties were 24 hours a day, seven days a week. Most

caregivers had been providing care for 1-4 years (47.5%) prior to the start of CLP2 and virtually all (97%) reported being “on-call” at any given time.

Recruitment. Over half (50.7%) of CLP2 participants were recruited from AAA participant rolls, 17.0% were referred from home and community-based services and government agencies, and 15.3% were referred to the program by family members or friends.

Enrollment/ Unenrollment. The monthly enrollment census ranged from 6 participants in the first month to 66 participants during the last month, with enrollment peaking at 79 during the 10th month. Nearly one quarter (24.5%) of all participants had been enrolled 91-180 days, and 51.9% were enrolled for 181 or more days. At the close of the pilot program, 70.3% of participants were active enrollees. Among the 30 participants who unenrolled, 43.3% died, 23.4% voluntarily withdrew, and 16.7% no longer met eligibility requirements (i.e., transitioning into long-term care or no longer meeting income requirements).

Service Coordination. Service Coordinators (SC) have a pivotal role in linking participants to CLP2 services that can help them maintain some level of independence and remain living in their homes. Although 106 participants initiated enrollment in CLP2, only 101 purchased additional CLP2 services and are thus the focus of this report. During CLP2, SCs were asked to record in Peer Place the time they spent working with or on behalf of participants. Approximately 30% of participants did not have any SC hours recorded during months that they received other CLP2 services. Reasons for noncompliance are unknown but assumed to be the result of decisions made at the agency and SC levels. Among the participants with recorded SC time, the average number of total hours recorded was 23.3 hours per participant. Analysis of the individual approaches used by the SCs to support participants with varying needs and service requirements did not yield a common approach or formula to explain the amount of time needed for SC services.

Services. A variety of service options were presented to participants to help them remain living in their homes. Traditional services accessed included Personal Care (64.4%), Homemaker/Companion (36.6%), Transportation (12.9%), Adult Day Care (10.9%), Personal Emergency Response System (PERS) (9.9%), Meals (6.9%), and Respite (2.0%). Less traditional one-time or intermittent services included funds for Medications (19.8%), Disposable Medical Supplies (17.8%), Assistive Devices (14.9%), Home Modifications (13.9%), Assisted Living Costs (9.9%), Chore services (8.9%), Nutritional Supplements (8.9%),

Groceries (4.0%), and Dental work (2.0%). Thirteen (13) of the participants (12.9%) chose services outside of the home or one-time and intermittent purchases. For example, participants bought transportation services, had household repairs completed, installed adaptive bathroom equipment, and had dental work done. Ten of the 13 participants had total SC time recorded. They required less than half the amount of total SC time compared to all CLP2 participants (average 9.3 and 23.3 hours per participant, respectively).

Participant Satisfaction with CLP2. Approximately three months after enrollment, participants or their proxies (i.e., primary caregivers) were contacted to assess their satisfaction with the CLP2 program, the services provided, and their perceptions of how the program was helping them remain independent and living in their homes. Seventy-eight (78) individuals completed the survey for a response rate of 95.1%. Overwhelmingly, respondents were satisfied with the CLP program, their Service Coordinators, the services they accessed, and use of the fiscal intermediary. Similarly, respondents agreed that the CLP2 program provided them with the services they needed, and helped keep them from entering a nursing home and facing Medicaid spend down.

Participant Costs. Prior to enrollment, 76.0% of participants paid out-of-pocket expenses averaging \$913.45 per month for services and support to help them remain living in their homes. After three months of receiving services, less than half (37) of the participants were paying out-of-pocket expenses. The average cost for CLP2 participants who continued to have out-of-pocket expenses rose to \$971.41 per month.

Program Expenditures. Each CLP2 participant's monthly budget was capped at \$1,200 per month to purchase services to help them manage their daily life. How they budgeted their money was determined by their selection of services. The largest expenditures in CLP2 were for Personal Care services (\$273,114), Companion/Homemaker services (\$79,538), Assisted Living costs (\$47,998), and Adult Day Care (\$17,319). Average monthly expenses for enrolled participants ranged from \$396 - \$1,098 across the three services. The range of daily expenditures per participant ranged from \$13.02 to \$36.11. The average daily CLP2 expenditure per participant was \$25.80, far below Virginia's current Medicaid daily reimbursement rates for a nursing home bed, which ranges from \$112 to \$252 per day in the areas in which the pilot was conducted.

Summary and Recommendations

CLP2 achieved its goal of helping people live independently in their homes. With the help of CLP2 services, 95% (96) of participants were deterred from enrolling in state Medicaid programs or entering long-term care facilities. Moreover, participants and their caregivers expressed great enthusiasm and thankfulness for the program as it allowed them access to services they needed. They also expressed satisfaction with CLP2 and the service options made available through the AAA and other community and individual providers.

If it wasn't for the program, and we didn't have the aide to come in three times a week, I wouldn't have a life. It's a 24 hour, 7 days a week job. I wouldn't be able to handle it.

~ CLP2 caregiver

Based on the outcomes of the evaluation of CLP2, recommendations for delivering future community living (nursing home diversion) programs include:

Access

- Define and identify sources for recruiting participants to maximize recruitment outcomes and minimize use of SC time.
- Aim to enroll individuals with caregivers who are optimally suited for consumer direction and CLP services.
- Create a realistic and manageable enrollment timetable for each AAA, using targeted enrollment criteria.

Quality

- Continue to maintain positive attitudes and professional manners with participants and their families.
- Identify strategies to facilitate conversations with spousal caregivers about the use of consumer-directed services, including one-time and intermittent service options.
- Provide SCs information and training about the range of concerns and constraints shared by spousal and non-spousal caregivers.

Cost

- Designate a base rate for reimbursing SC time from participant funds to cover SC administrative costs.
- Monitor the time SCs spend on supporting persons using employee-hire services and initiate strategies to offset related support costs to the program.

Introduction

In 2010-2011, the Commonwealth of Virginia participated in the second phase of a pilot project of the Administration on Aging's Nursing Home Diversion Modernization Program, now known as the Community Living Program (CLP). The program was designed to assist individuals who are at risk of both nursing home placement and spending down to Medicaid eligibility with continuing to live in their communities. It included consumer-directed (CD) services and utilized the assistance of a fiscal intermediary to support participants and other persons involved with their care.

Virginia's CLP pilot program (CLP2) was designed to divert nursing home placement and Medicaid spend-down by addressing the home care needs of 95 older Virginians. The program was guided by a part-time Project Coordinator employed by the Virginia Department for the Aging (VDA) (now a division of the Virginia Department for Aging and Rehabilitative Services) and supervised by VDA's Director of Programs. Other team members included administrators and designated staff from the ten Area Agencies on Aging (AAA) participating in the pilot program:

- Appalachian Agency for Senior Citizens, Inc. (AASC)
- Bay Aging (BAY)
- Senior Connections, The Capital Area Agency on Aging (CAAA)
- Crater District Area Agency on Aging (CDAAA)
- District Three Senior Services (D3SS)
- Jefferson Area Board for Aging (JABA)
- Peninsula Agency on Aging (PAA)
- Prince William Agency on Aging (PWAAA)
- Shenandoah Area Agency on Aging, Inc. (SAAA)
- Senior Services of Southeastern Virginia (SSSEVA)

The fiscal intermediary computer program developers and fiscal managers from Public Partnerships, LLC extended their partnership from the original pilot program (CLP1) to CLP2. The project evaluation team from the Center for Gerontology at Virginia Tech (Center) also participated in CLP2 and maintained communications with the project site leaders to ensure a clear understanding of the program components and important issues to consider in the evaluation process.

The goal of the outcome evaluation of CLP2 was to measure the success of the program with regard to participant access, cost of implementation, and quality of services provided.

Methodology

Data for the outcome evaluation was collected from four sources: Peer Place (a computer database in which the AAAs store information about participant characteristics and service enrollments), Public Partnerships, LLC (the fiscal management service), Service Coordinators (CLP2 staff who assisted participants in securing services), and participants and their proxies. Participant-level data were ascertained through the use of Peer Place identification numbers. For the purposes of this report, the dates of the CLP2 pilot are defined as Oct 1, 2010 – Sept 30, 2011.

Enrollment, Recruitment, and Referral

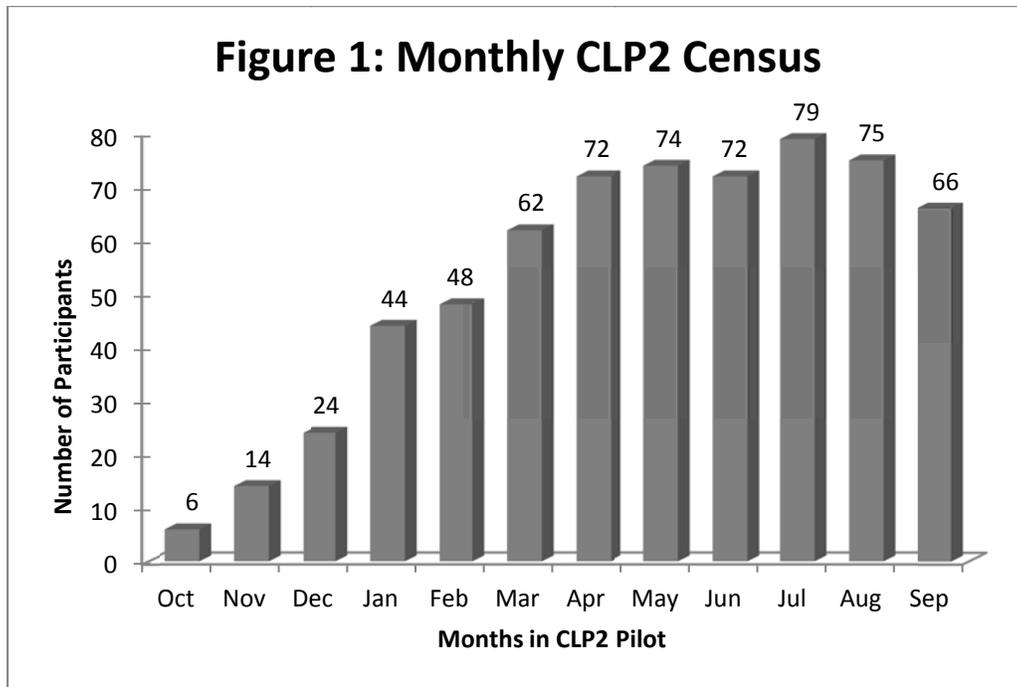
Enrollment

Enrollment in CLP2 was authorized and ongoing once each AAA had administrative access to the fiscal intermediary computer program operated by PPL. The AAA’s targeted enrollment was based on the number of “slots” each agency could successfully manage and fund should the program be eliminated from AAA services and funding cease. By the end of the pilot, enrollment was initiated for 106 participants, exceeding the targeted enrollment goal of 95 participants (Table 1).

Table 1: Targeted and Actual Enrollment

AAA	Target Enrollment	Actual	1 st Enrollment Month	# Months AAA Enrolled Participants
AASC	14	16	Nov	11
BAY	5	7	Apr	6
CAAA	10	12	Oct	12
CDAAA	12	12	Oct	12
D3SS	5	5	Jan	9
JABA	10	9	Oct	8
PAA	10	9	Nov	11
PWAAA	5	5	Nov	11
SAAA	10	12	Dec	10
SSSEVA	14	19	Oct	12
TOTAL	95	106	Oct - Apr	6-12

Throughout the pilot period, previously filled slots became available as participants left the program. Five AAAs exceeded their targeted enrollments by replacing individuals who left the program with new participants (AASC, BAY, CAAA, SAAA, SSEVA). Thus, the CLP2 census from month to month was dynamic. Figure 1 shows the monthly enrollment census during the pilot, which ranged from 6 participants in the first month to 66 participants during the last month of the grant period.



As shown in Table 2, after a brief start-up period with low enrollments, monthly enrollment rates were fairly consistent for each AAA. The pace at which participant slots were filled differed across AAAs. Some agencies initiated enrollment timelines while others enrolled as potential participants became available. Enrollment levels peaked by April for five AAAs (AASC, BAY, D3SS, PWAAA, and SSSEVA) although two AAAs did not reach their enrollment goals within the evaluation period (JABA and PAA).

Table 2: Number of Participants Each Month by AAA

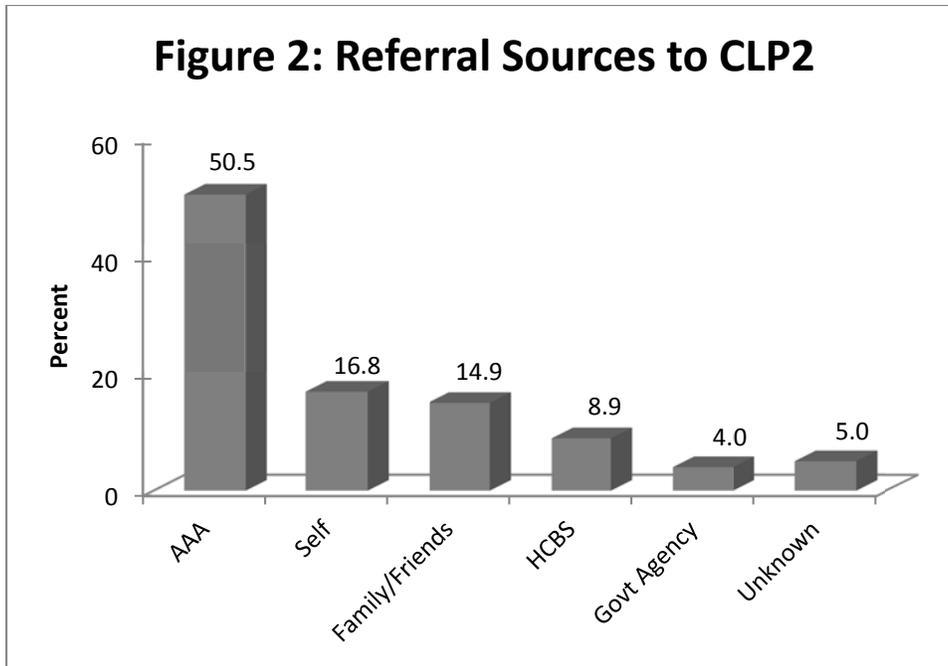
	Total Enrolled	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
AASC	16		1	4	8	9	11	14	14	13	13	13	13
BAY	7							5	3	3	3	2	2
CAAA	12	2	4	2	4	6	6	8	8	8	10	10	9
CDAAA	12	1	1	2	3	4	6	7	8	9	9	7	7
D3SS	5				3	4	5	5	5	5	5	5	5
JABA	9	1	2	4	7	5	5	1	3	2	2	2	2
PAA	9		1	3	2	2	6	7	7	6	7	7	6
PWAAA	5		2	2	3	3	5	5	5	5	5	5	5
SAAA	12			2	2	3	4	6	7	7	9	9	4
SSSEVA	19	2	3	5	12	12	14	14	14	14	16	15	13
TOTAL	106	6	14	24	44	48	62	72	74	72	79	75	66

Recruitment

The recruitment approach used by SCs (e.g., recruiting directly from AAA rolls or reaching out to community providers for referrals) varied by AAA. Details about the recruitment strategies used were not collected for the evaluation.

Referral

One-half (50.5%) of the CLP2 participants were recruited through AAA contacts and activities and 92.5% of those participants already had a previous association with their AAA. Nearly 15% of enrollees were referred to the program by family members or friends. The remaining 17% were referred by a variety of home and community-based services (HCBS) and government agencies (e.g., DSS). Figure 2 shows referral sources to CLP2 for the entire program.



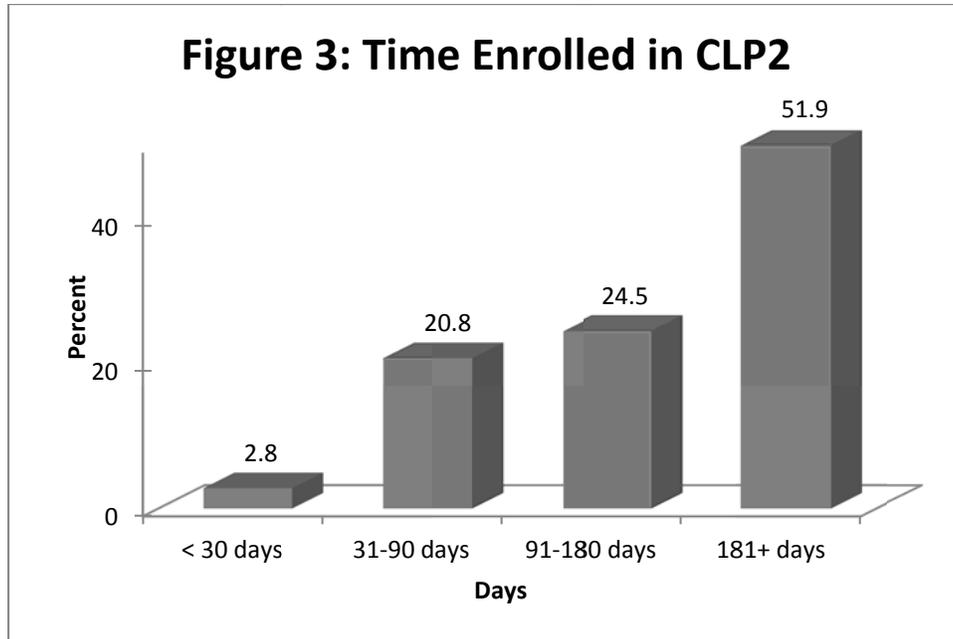
The percentage of referrals from various sources by agency illustrates how targeted recruitment differed among agencies (Table 3). CDAAA had the most diverse recruitment strategy, accepting referrals from all sources listed, while BAY, JABA, PWAAA, and SAAA were able to enroll by recruiting participants already associated with the AAA.

Table 3: Referral Sources by AAA

	% AAA	% Family/Friend	% HCBS	% Govt. Agency	% Self	% Unknown
AASC	56.2	25.0	18.8	-	-	-
BAY	71.4	-	14.3	-	-	14.3
CAAA	58.3	25.0	16.7	-	-	-
CDAAA	33.3	25.0	8.3	8.3	-	25.0
D3SS	-	40.0	20.0	40.0	-	-
JABA	77.8	11.1	11.1	-	-	-
PAA	55.6	44.4	-	-	-	-
PWAAA	100	-	-	-	-	-
SAAA	91.7	-	-	8.3	-	-
SSSEVA	-	-	-	-	94.7	5.3

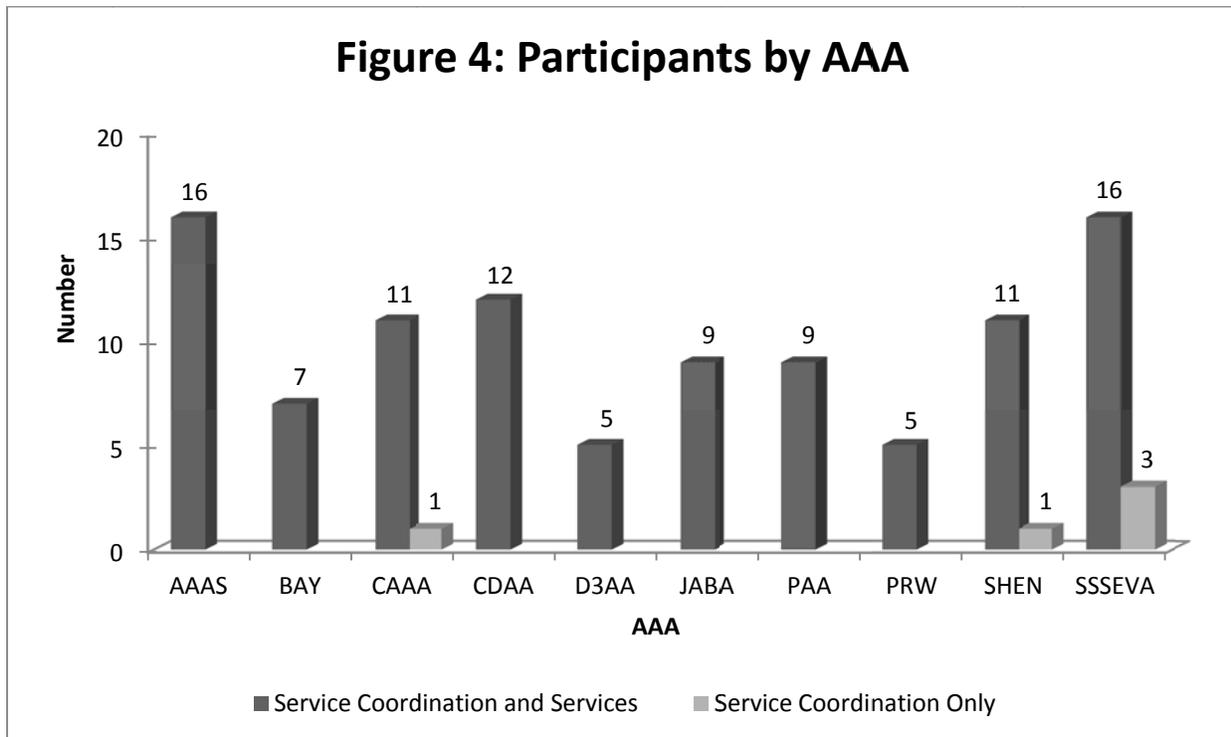
Length of Enrollment

General statements about length of enrollment in CLP2 are challenging to interpret due to rolling admissions into the program and the short data collection period (one year). At the close of the CLP2 pilot, 70.3% of participants were active enrollees. As shown in Figure 3, nearly 25% of participants had been enrolled 91-180 days, and one-half (51.9%) were enrolled for 181 or more days.



Participants

All 106 participants who initiated enrollment in CLP2 received Service Coordination; the number and type of other services accessed were tailored to the needs of the individuals. Figure 4 shows the number of participants in the CLP2 pilot by AAA.



Because the intent of CLP2 was to provide more than Service Coordination to participants, the remainder of this report will focus on the 101 (95.3%) participants who received Service Coordination and at least one other CLP2 service.

Demographic Characteristics

Typical CLP2 participants were aged 80-89, White, non-Hispanic, married women living with their spouses. The majority reported annual household incomes above \$20,000 and liquid asset levels above \$30,000 (Table 4). Few significant demographic differences emerged among participants. Differences in participant characteristics that inform findings will be noted throughout this section and the remainder of the report.

Table 4: Participant Background Characteristics (n=101)

	Number	Percent		Number	Percent
Female	72	71.3	Married	51	50.5
Male	29	28.9	Divorced	8	7.9
			Widowed	40	39.6
White	78	77.2	Never Married	2	2.0
Black/African American	23	22.8			
			Lived alone	33	32.7
			Lived with Spouse Only	37	36.6
Hispanic or Latino	15	14.9	Lived with Relatives	20	19.8
Not Hispanic or Latino	86	85.1	Lived with Friend	2	2.0
Aged 65-69	2	2.0	US Veteran	8	8.2
Aged 70-79	30	29.7			
Aged 80-89	54	53.5	Household Income \$20,000+	52	51.5
Aged 90-94	15	14.9	Liquid Assets over \$30,000	60	69.4

At the time of enrollment, the youngest participant in CLP2 was 66 years old and the oldest was 96 years old. The average age of participants was 83.1 years. With the exception of persons aged 90+, female participants outnumbered male participants in each age group by a ratio of at least 2:1 (Figure 5).

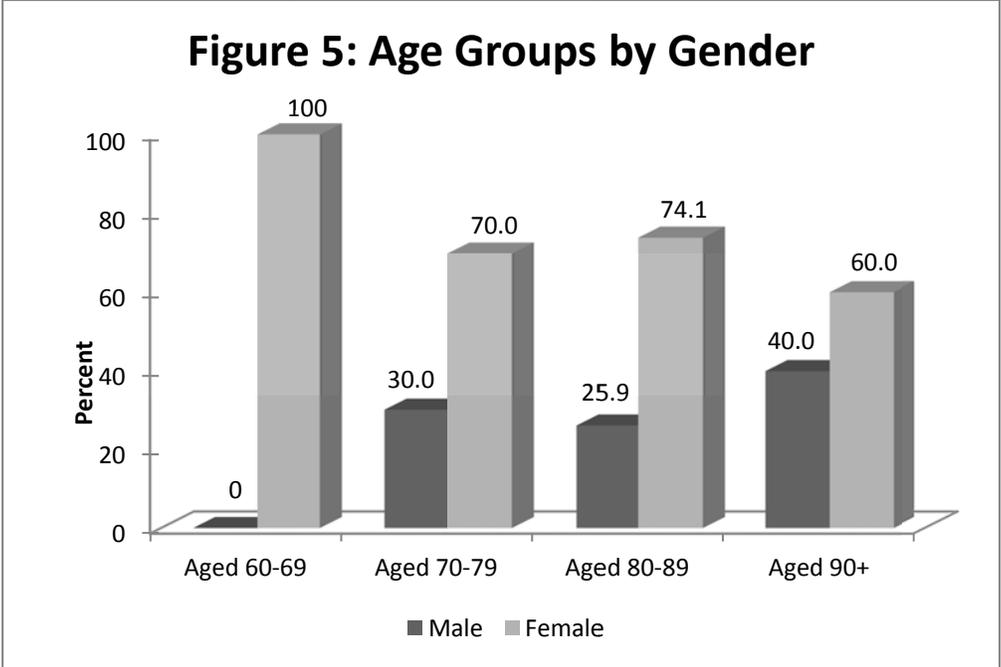
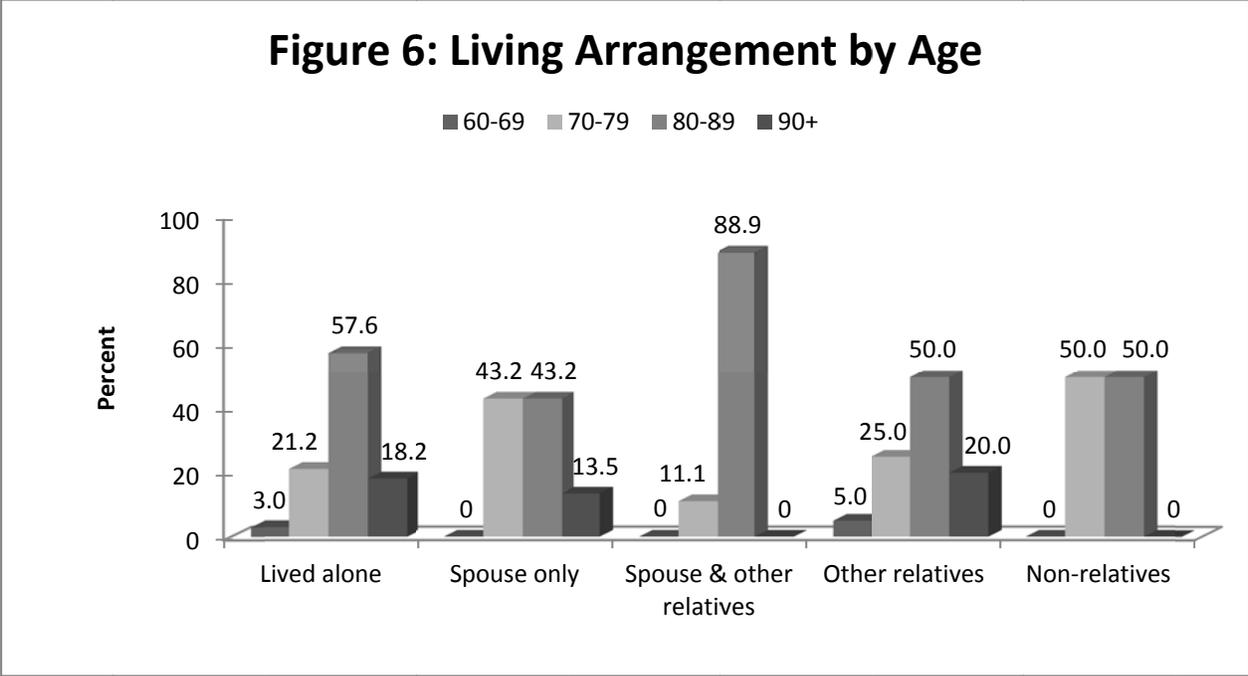
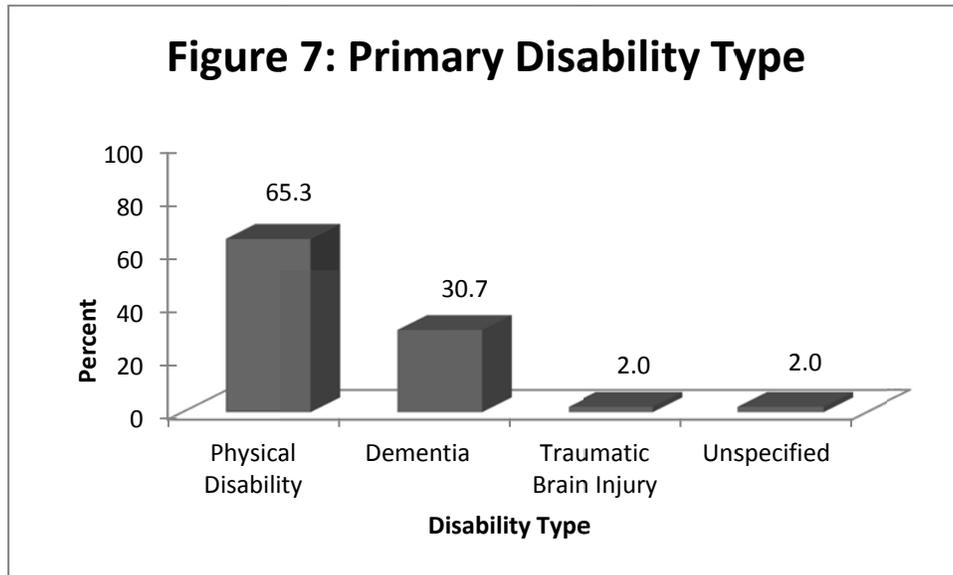


Figure 6 shows living arrangements by age. Not surprisingly, most married participants were living with their spouses only (74%) or with their spouse and other relatives (18%). Those not married lived alone (56.9%) or with other relatives (39.2%).



Participant Health

Disability. CLP2 participants experienced a range of disabilities. Using VDA’s method for categorizing primary disabilities, participants’ primary health problems were categorized into four broad types: Physical Disability, Dementia, Traumatic Brain Injury (TBI), or Unspecified Disability. As shown in Figure 7, more than twice as many participants had a primary disability of physical disability (65.3%) than dementia (30.7%). Only two percent of the participants had a primary diagnosis of TBI or unspecified primary disability.

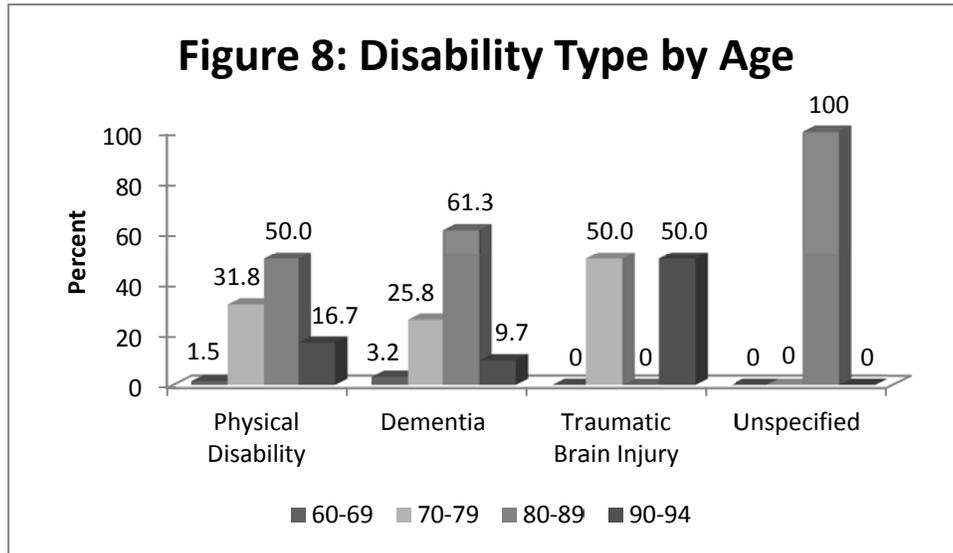


When comparing primary disability type by gender, females were two and a half times more likely to have a physical disability than dementia. Similarly, men were nearly one and a half times more likely to have a physical disability than dementia (Table 5). Participants with TBIs were male and participants with an unspecified disability were female.

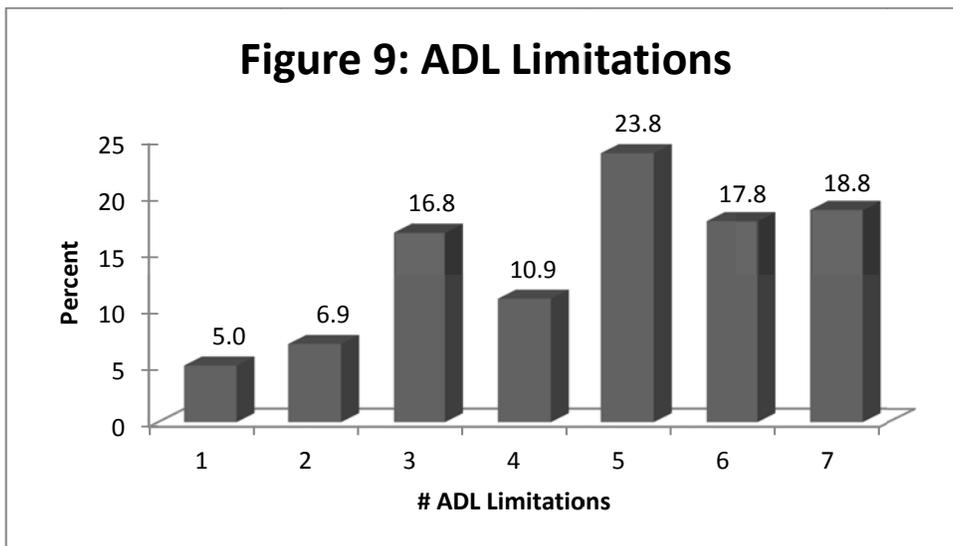
Table 5: Primary Disability Type by Gender (n=101)

	Male		Female	
	Number	Percent	Number	Percent
Dementia	11	35.5	20	64.5
Physical	16	24.2	50	75.8
TBI	2	100	0	-
Unspecified	0	-	2	100

Further examination of disability type by age revealed that the percentage of participants aged 80-89 with dementia was slightly higher than the percentage of participants aged 80-89 with a physical disability (61.3% compared to 50.0%) (Figure 8). Participants with TBI were either between the ages of 70-79 or 90+ and participants with an unspecified disability were ages 80-89.



ADL Limitations. Activities of daily living (ADL) essential to maintaining independence include: bathing, eating, dressing, transferring, toileting, and bowel and bladder control. Sixty percent (60.4%) of participants experienced 5-7 ADL limitations with the largest percentage of total participants (23.8%) experiencing five ADL limitations (Figure 9).



As might be expected, there was a greater range of limitations found among participants in the older age groups than those aged 60-69 (Table 6).

Table 6: ADL Limitations by Age Group (n=101)

	# ADL Limitations	Average
60-69	4 - 5	4.5
70-79	1 - 7	4.6
80-89	1 - 7	4.9
90+	1 - 7	4.0

The relationship between disability type and ADL limitations provides additional insight into the health status and needs of CLP2 participants (Table 7). For example, of the 23.8% participants experiencing five (5) ADL limitations, 70.8% had a physical disability and 29.2% had dementia. Participants with an unspecified disability had 3-4 ADL limitations. Participants with TBI had 2-3 ADL limitations.

Table 7: Percent of Participants with ADL Limitations by Disability Type (n=101)

	# ADL Limitations						
	1	2	3	4	5	6	7
Dementia	60	14.3	29.4	18.2	29.2	33.3	36.8
Physical	40	71.4	58.8	72.7	70.8	66.7	63.2
TBI	-	14.3	5.9	-	-	-	-
Unspecified	-	-	5.9	9.1	-	-	-
Total %	100	100	100	100	100	100	100

The occurrence of hospitalizations and falls can serve as indicators of health status. The number of hospitalizations and falls that occurred in the year prior to enrollment is shown in Tables 8 and 9. Approximately 59.4% of participants in CLP2 were hospitalized and 46.5% reported falling in the year prior to enrollment in CLP2. Insufficient data was available on the hospitalizations and falls of participants at the end of the pilot period to draw any conclusions on the role of CLP2 in reducing either hospitalizations or falls, although anecdotal evidence suggested services contributed to the reduction of both.

Table 8: Number of Hospitalizations in Year Prior to Enrollment by Age (n=101)

	# Hospitalizations				
	0	1	2	3	4+
65-69	1.7	-	-	-	20
70-79	34.5	25.0	16.7	20	20
80-89	46.6	70.8	83.3	80	20
90+	17.2	4.2	-	-	40
Total %	100	100	100	100	100

Table 9: Number of Falls in Year Prior to Enrollment by Age (n=101)

	# Falls				
	0	1	2	3	4+
65-69	2.1	-	9.1	-	-
70-79	31.9	31.8	27.3	20	30
80-89	53.2	50.0	54.5	80	50
90+	12.8	18.2	9.1	-	20
Total %	100	100	100	100	100

Participant Subgroups

Veterans. US veterans represented 7.9% of persons enrolled in CLP2 and shared similar characteristics with non-veterans. Participating veterans could only be enrolled in CLP2 if they were not enrolled in the Veteran’s Directed HCBS, which provides similar services. The major difference between the veteran and non-veteran sample was that veteran participants were exclusively male (100%). Table 10 shows the background characteristics of veteran enrollees.

Table 10: US Veteran Background Characteristics (n=8)

	Number	Percent		Number	Percent
Male	8	100	Married	6	75.0
White	7	87.5	Lived with Spouse Only	4	50.0
Non-Hispanic	8	100			
			Household Income = \$20,000+	5	62.5
Aged 70-79	3	37.5			
80-89	4	50.0	Liquid Assets = \$30,001+	6	75.0
90-94	1	12.5			

Couples. Ten couples (20 participants) were enrolled in CLP2 and represented nearly 20% of participants. Not all couples entered the program together. In some cases, as the SC worked with one participant, it became clear that both individuals could benefit from CLP2 services. Characteristics of the “couple” participants are shown in Table 11.

Table 11: Individual Participant Characteristics of “Couple Participants” (n=20)

	Number	Percent		Number	Percent
Aged 80-89	13	65.0	Physical Disability	12	60.0
			Dementia	7	35.0
White	18	90.0	Unspecified	1	5.0
Black	2	10.0			
			Household Income = \$20,000+	12	60.0
Hispanic	3	15.0			
			Liquid Assets = \$30,001+	16	80.0
ADL Limitations	5-7	70.0			

Hospice

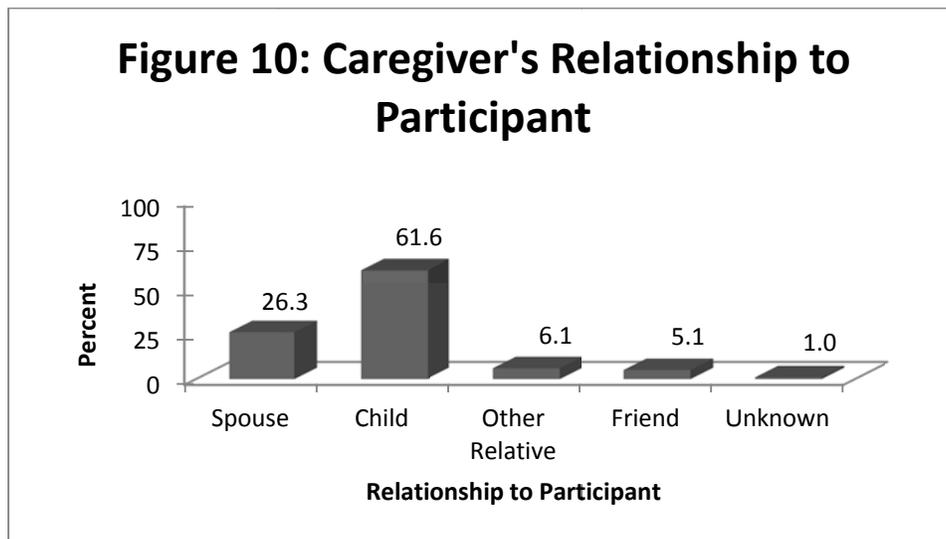
Five participants were receiving hospice services while concurrently enrolled in CLP2. The timing of their dual enrollments is unknown. However, CLP2 services were delivered to supplement the needs of the hospice patients. Table 12 includes characteristics of these participants.

Table 12: Participants Concurrently Receiving Hospice Services (n=5)

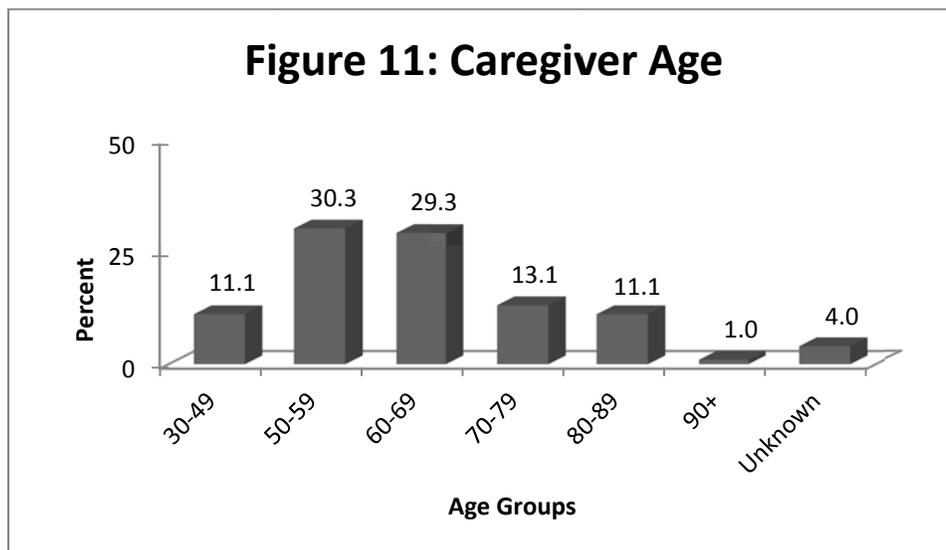
	Number	Percent		Number	Percent
Aged 90+	3	60.0	Physical Disability	2	40.0
			Dementia	2	40.0
White	4	80.0	Unspecified	1	20.0
Black	1	20.0			
			Household Income = \$20,000+	3	60.0
Not-Hispanic	5	100			
			Liquid Assets = \$30,001+	3	60.0
ADL Limitations	6-7	60.0			

Caregiver Characteristics

During the CLP2 enrollment process, self-identified primary caregivers of potential participants were asked to complete a caregiver assessment that included questions about their caregiving responsibilities and challenges, and their perceived level of burden in providing care. Based on the information collected, the following characteristics of CLP2 caregivers are provided. The majority of primary caregivers of CLP2 participants were adult children (61.6%) and spouses (26.3%) (Figure 10).

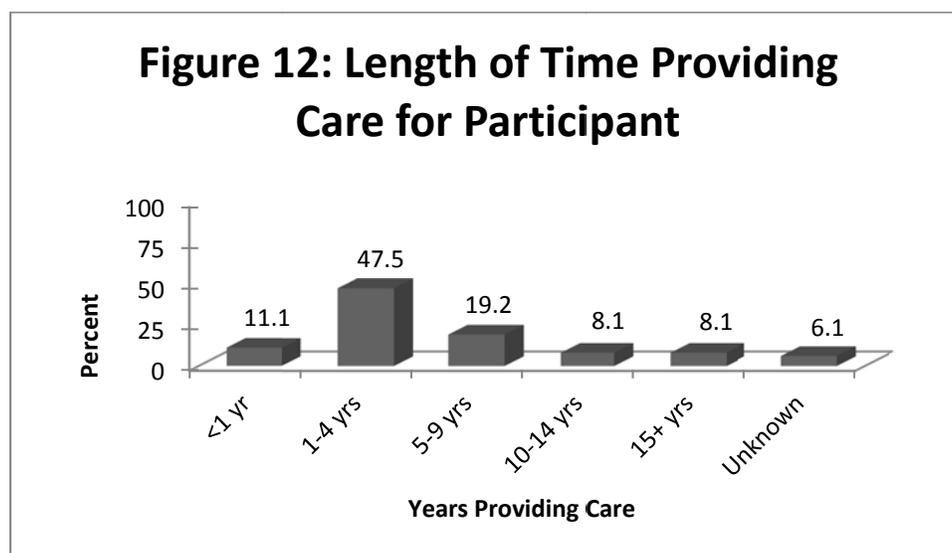


Caregivers ranged in age from 35-91 years, with an average age of 63.2 years. Most caregivers were between the ages of 50-69 (Figure 11), which is consistent with the large number of CLP2 participants who had adult child caregivers.

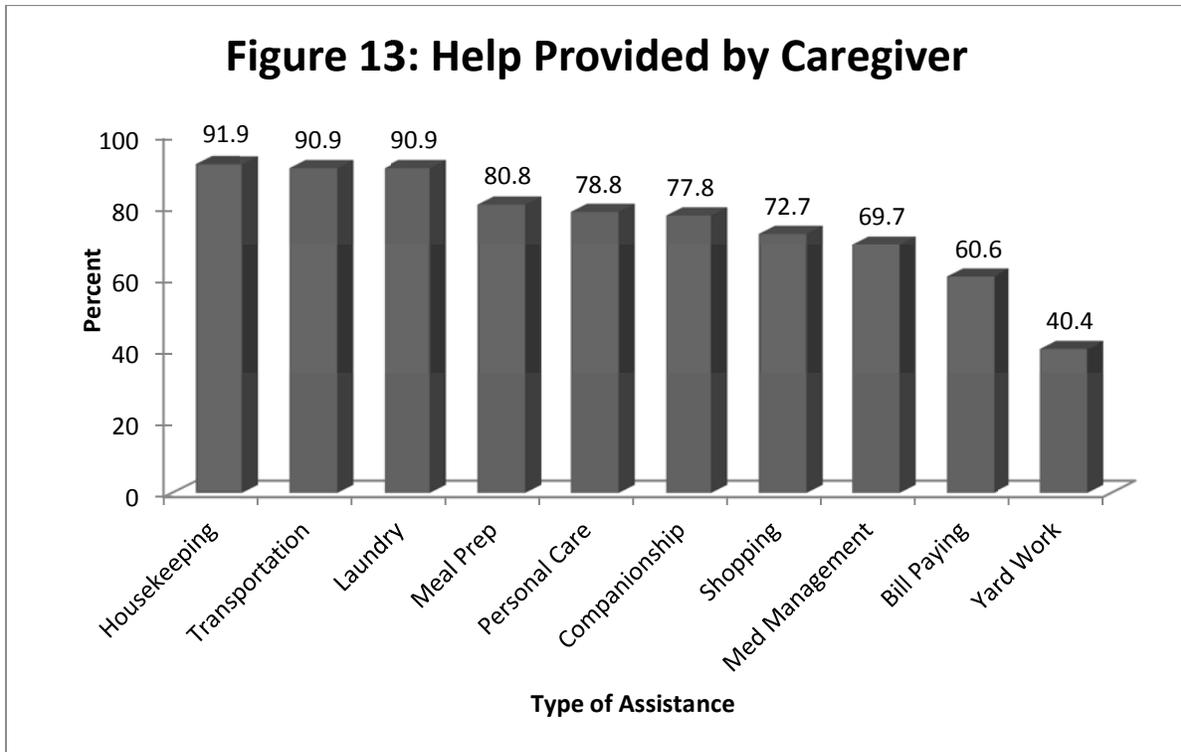


Further analysis of age and relationship differences between caregivers and CLP2 participants confirmed that caregivers aged 30-59 were more likely to provide care to parents or other relatives, and caregivers aged 80-89 were more likely to provide care to their spouses. Friends were more likely to care for individuals their own age: 70-89 years.

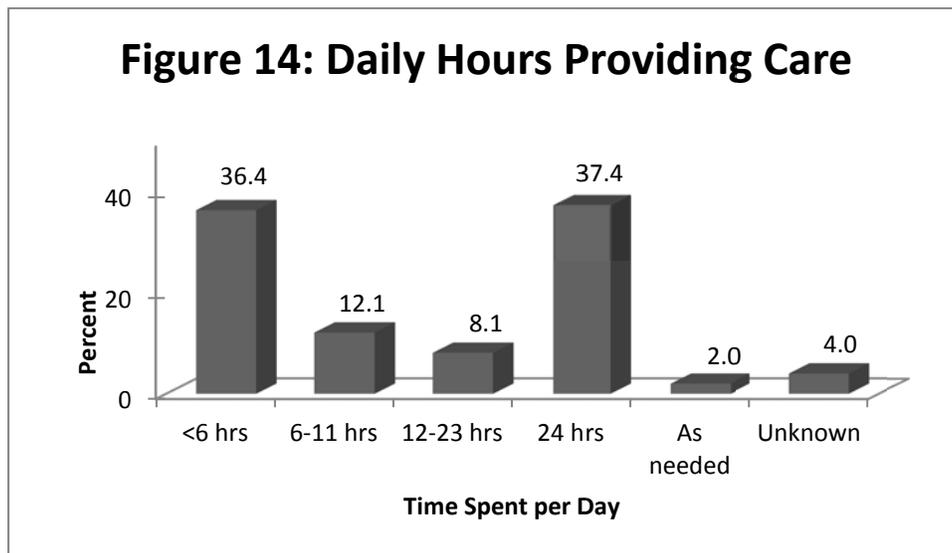
Nearly 48% of caregivers reported they had provided care to participants for 1-4 years; 16.2% provided care for 10 or more years (Figure 12). A majority of adult children (67.3%) reported providing care from 1-9 years. Similarly, 80% of friends reported providing care from 1-4 years and 20% reported being a caregiver for 5-9 years.



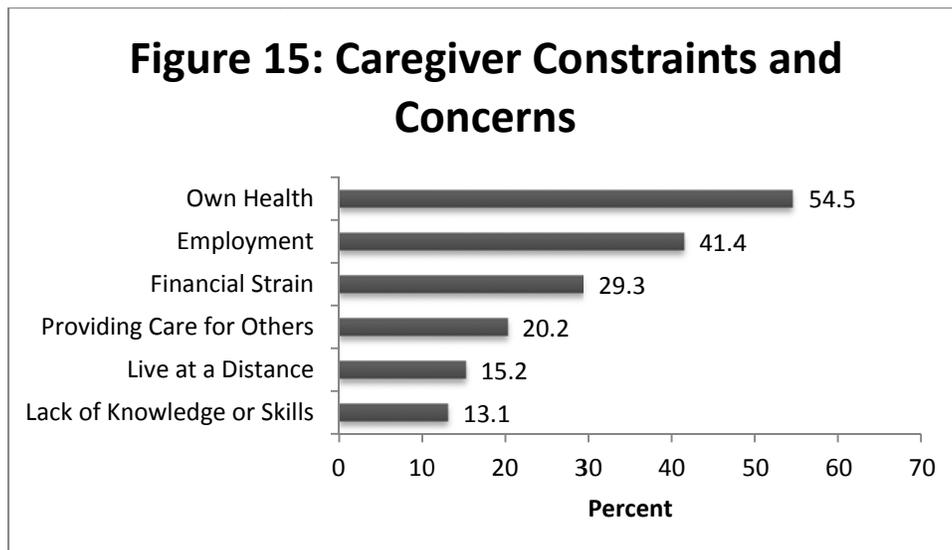
Although caregivers may have started out providing occasional help and support to the participants, by CLP2 enrollment, the vast majority provided support in every aspect of the participant's life. Figure 13 shows the types of support that caregivers provided on a routine basis. In addition to the types of assistance listed, some caregivers noted that they provided more support in financial management than just routine bill paying. Other tasks included attending medical appointments with the participants, overseeing household organization, acting as a travel companion, assisting with physical exercises, and anything else required.



Caregivers were equally divided in the amount of time required for caregiving duties each day. Thirty-seven percent (37.4%) of caregivers reported that their caregiving duties were either 24 hours a day, seven days a week or less than six hours a day (Figure 14). However, nearly all caregivers (97%) reported being “on-call” at any given time. Among those individuals on call, more than three quarters (77.8%) reported having a family member or friend available to help provide support if they were unavailable.



In addition to being faced with the demands of caregiving, caregivers often felt constrained by other pressing issues and concerns (Figure 15). Their main concern was their own health (54.5%), followed by competing employment demands (41.4%), providing care for others (20.2%), and financial strain (29.3%). Spousal caregivers were more apt to cite personal health as a constraint (76.9%) than other caregivers (43.1%). Other constraints identified by spousal caregivers included challenges due to their own physical limitations. Adult child caregivers were more apt than other caregivers to voice concerns about balancing employment with caregiving responsibilities (55.7% vs 10.4%); 88% were employed full time. Other constraints identified by adult children included a variety of family obligations many of which included caring for their spouse, another parent, or in-law.

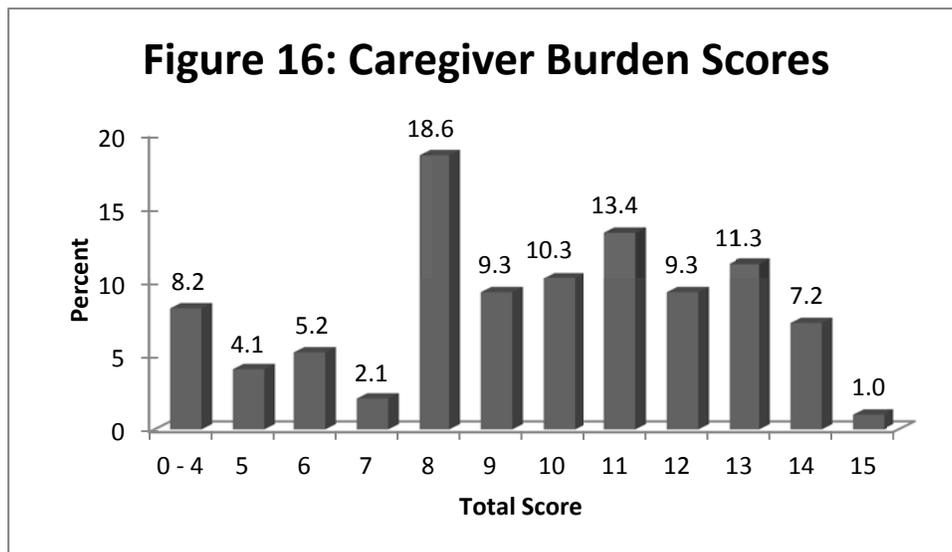


Caregiver burden was measured using an abbreviated version of the Zarit Burden Scale. Caregivers were asked to respond to four questions using a forced response set. Each response was scored from 0 (Never) to 4 (Nearly Always). Total scores of eight or greater, indicate that a caregiver is likely experiencing caregiving burden and might benefit from supportive services aimed to alleviate burden. Among CLP2 caregivers, 8-27% reported being “Nearly Always” stressed to at least one of the questions. However, the majority of caregivers (63-70%) felt “quite frequently” or “sometimes” that they did not have enough time for themselves, were stressed from trying to balance personal responsibilities, strained when around their relative, and uncertain about what to do about their relative (Table 13).

Table 13: Responses to the Zarit Burden Scale (n=97)

	% Nearly Always	% Quite Frequently	% Sometimes	% Rarely	% Never
Do you feel that because of the time you spend with your relative, you do not have enough time for yourself?	20.6	38.1	32.0	4.1	5.2
Do you feel stressed between caring for your relative and trying to meet other responsibilities (work/family)?	27.8	29.9	33.0	5.2	4.1
Do you feel strained when you are around your relative?	8.2	25.8	40.2	14.4	11.3
Do you feel uncertain about what to do about your relative?	11.3	22.7	41.2	13.4	11.3

The average total burden score was 9.51, indicating caregiver burden was being experienced by the average respondent, although nearly 20% of caregivers had scores of 0-7 (little or no burden). Figure 16 shows the range of burden scores reported.



Caregiver burden scores did not differ much between adult children who provided care 24/7 and those who provided less than six hours a day (Table 14). While burden scores associated with providing care 24 hrs/day may be slightly higher than scores of caregivers providing less than 6 hrs/day, time spent providing daily care is only one component in explaining levels of perceived burden.

Table 14. Adult Child Caregivers and Perceived Burden

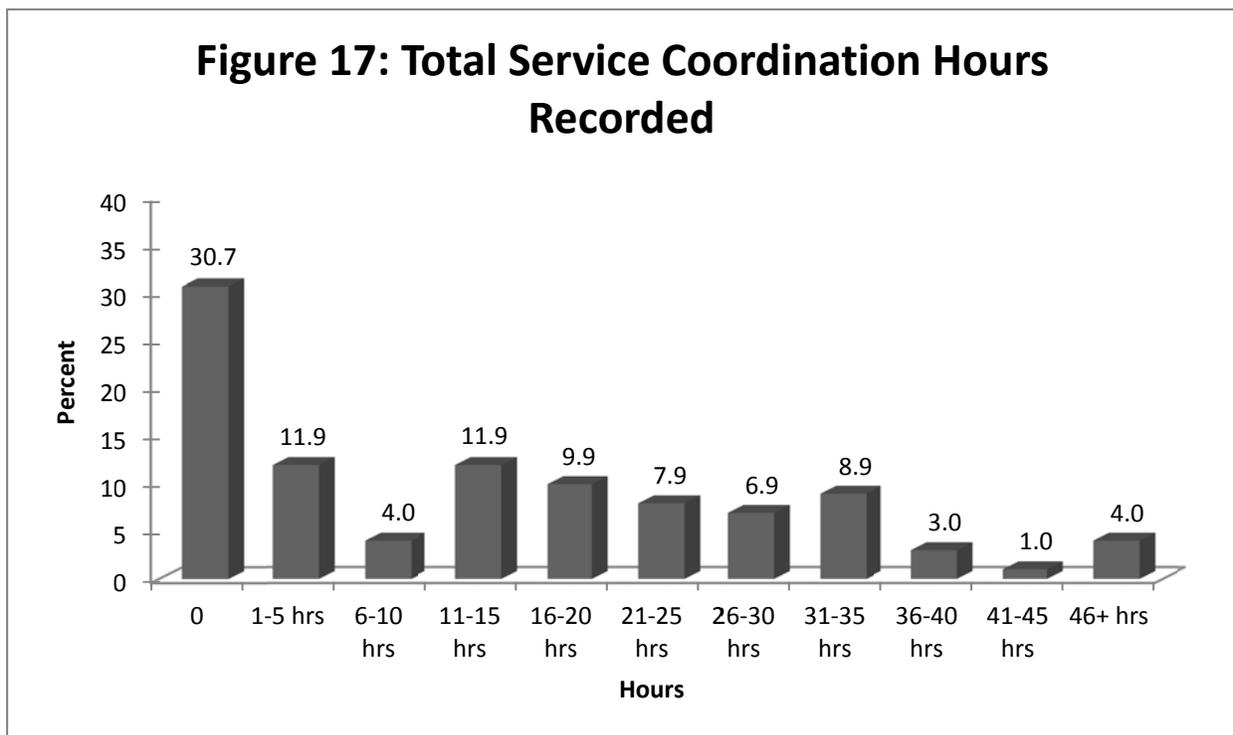
	Duration of daily care	
	<6 hrs/day	24 hrs/day
Total burden score	8-10 (65.2%)	9-12 (61.5%)
Length of time providing care	1- 4 yrs (47.8%)	1-4 yrs (46.2%)
Other people available to help	82.6%	76.9%
Caregiver "on call" status	100%	100%

Services and Service Delivery

Service Coordination

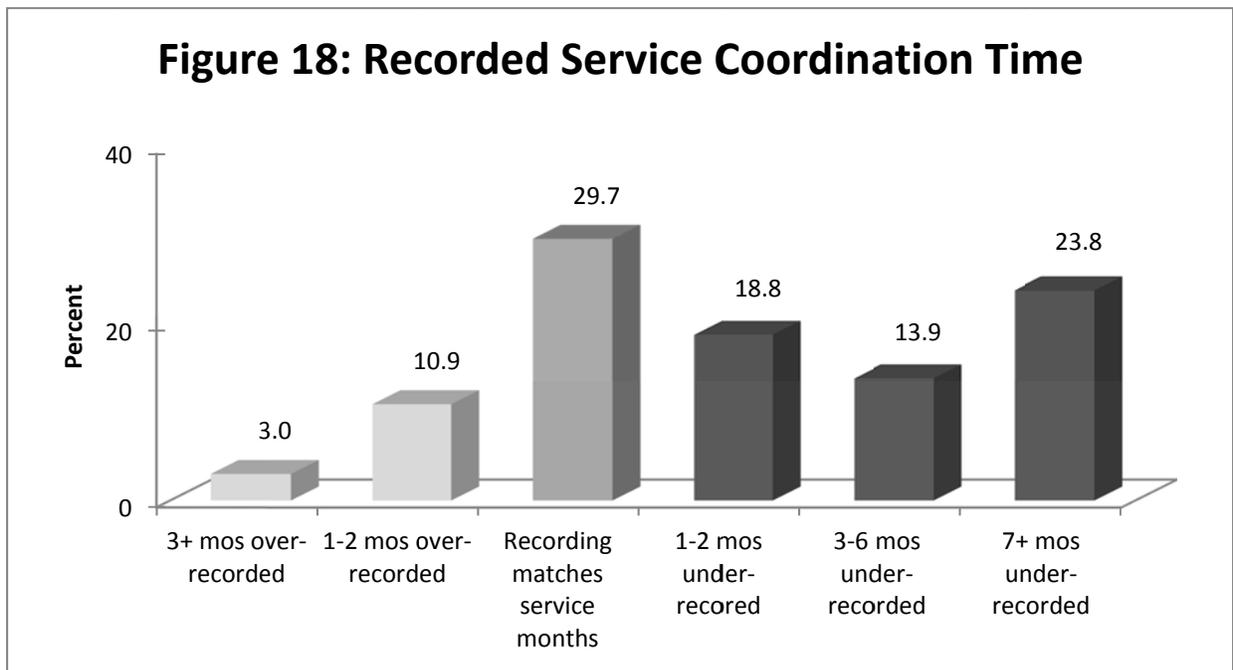
Service Coordinators had a pivotal role in linking participants to CLP2 services that could help them maintain some level of independence and remain living in their homes. During CLP2, SCs were asked to record in Peer Place the time they spent working with or on behalf of participants. However, recording was inconsistent across AAA's throughout the project period. Two AAAs (D3AA, PAA) did not record any SC time and 3 AAA's (AASC, JABA, SAAA) were inconsistent with recording. Reasons for noncompliance are unknown but are assumed to be the result of decisions made within the agency and/or by a SC not to record the requested information. Despite gaps in reporting, the available data are sufficient to suggest correlations between service use and SC involvement with participants. To maintain the integrity of this report and the interpretation of the data provided, missing SC times are accounted for in analysis and reported SC times are clearly noted when incorporated into findings.

As might be expected, interactions with participants and their caregivers could include several hours each month. The average number of total hours used per participant was 14.7 hours. Figure 17 shows the range of total SC hours utilized by percent of participants, based on SC time recorded.



Even after accounting for the 2 AAA's that did not record any SC time and the 3 AAA's that recorded partial SC times, no significant differences in SC usage patterns by types of services accessed, level of disability, or age were found. In addition, analysis of the individual approaches used by the SCs to support participants with varying needs and service requirements did not yield a common approach or formula to explain the amount of time needed for SC services.

Thirty participants (29.7%) had SC hours recorded during the same months they received CLP2 services, 14 participants (13.9%) received more months of SC time than months of CLP2 services (over-recorded time), and 57 participants (56.5%) received more months of CLP2 services than months with SC time recorded (under-recorded time). Additional details on the over-recording and under-recording of SC time are shown in Figure 18.



Further examination of SC usage across the AAAs revealed that hours may have been calculated solely on specific activities involving the participant and did not include SC time used to cover routine administrative work. In some cases, SCs recorded higher numbers of hours in the first month of enrollment or when a participant needed to be transferred out of the program, but those peaks in service coordination did not account for significant differences. SC usage trends were also not apparent within or between AAAs, based on participant health, number of

services received, or length of enrollment. Table 15 provides a summary of SC usage data for all 101 participants. Agency-specific data can be found in Appendix A.

Table 15: Monthly SC Data (n=101)

Item	Total
CLP2 Services Delivered: Total Months: Average Months of Service:	630 5.7
Documented Service Coordination Time: <ul style="list-style-type: none"> Participants with documented Service Coordination time in Peer Place: 	69% (n=70)
<ul style="list-style-type: none"> Total Months Documented: Total Hours Documented: Average Total Monthly Hours: 	370 1490 4
Undocumented Service Coordination Time: <ul style="list-style-type: none"> Participants without documentation Total Months of CLP2 services without documented Service Coordination time 	31% (n=31) -276 mos
Total Months of Documented Service Coordination time without other CLP2 services	+16 mos

Based on the data recorded, total SC times per participant ranged from 0.5 - 71 hours, averaging 4 hours per month.

Among the 88 participants who purchased Personal Care or Companion/Homemaker services, 31.8% (28) did not have any SC time recorded. Among those 60 participants with recorded times, total SC times per participant ranged from 1- 71 hours, with an average of 23.3 total hours, and 5.7 monthly hours.

Among the same 88 participants, 33 participants chose to hire their own attendant versus utilizing agency-based staff. In comparing the total SC time recorded for the 33 participants hiring their own attendant with the 55 participants utilizing agency-based staff, findings indicate little difference, as Table 16 shows.

Table 16: Recorded Service Coordinator Time for Participants Purchasing Personal Care or Companion/Homemaker Services (n= 88)

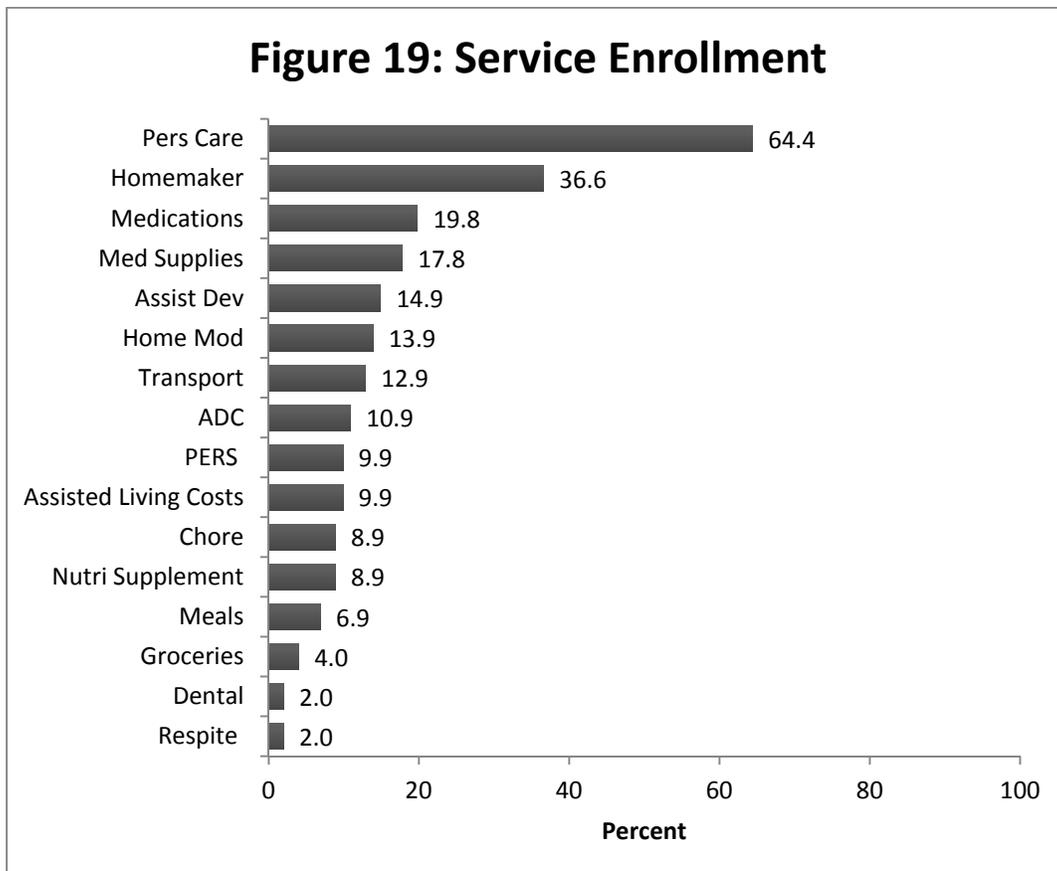
Recorded SC time	Participant-Hired Attendant	Agency-hired Attendant
1-19 hours	47.1%	44.18%
20-29 hours	23.5%	20.9%
30-39 hours	23.5%	23.3%
40+ hours	5.8%	11.6%

The lack of variation between the two groups may be the result of SC time not being recorded. Among the 33 participants who took advantage of hiring their own employee to provide Personal Care or Homemaker/Companion services, 48.5% (16) did not have SC time recorded. Additionally, 21.8% (12) of participants purchasing agency-hired attendants had no SC time recorded. Thus, further analysis of the two groups beyond total recorded SC time is warranted.

The total SC times recorded for two other groups of participants were higher than expected. Among the 8 couples enrolled in CLP2 who had SC time recorded, the average monthly time recorded was 7.1 hours, which is higher than the 5.7 hours for all participants. The increase in SC time challenges any assumptions that assisting two participants in the same household saves time and effort. Similarly, participants receiving hospice services averaged 4.1 hours of monthly SC time, which suggests that ongoing support in a hospice environment is needed even when other outside assistance is provided.

CLP2 Services

In addition to Service Coordination, a variety of services were offered to participants to help them remain living in their homes. Categories of traditional home and community-based services included Homemaker/Companion, Personal Care, Personal Emergency Response System (PERS), Adult Day Care, Transportation, and Meal Services. Less traditional one-time or intermittent services included Home Modifications, Assistive Devices, Non-durable Medical Supplies, Chore Service, and Nutritional Supplements. Service availability and delivery options did not vary significantly among AAAs. Figure 19 shows the main types of services provided and the percentage of participants receiving them.



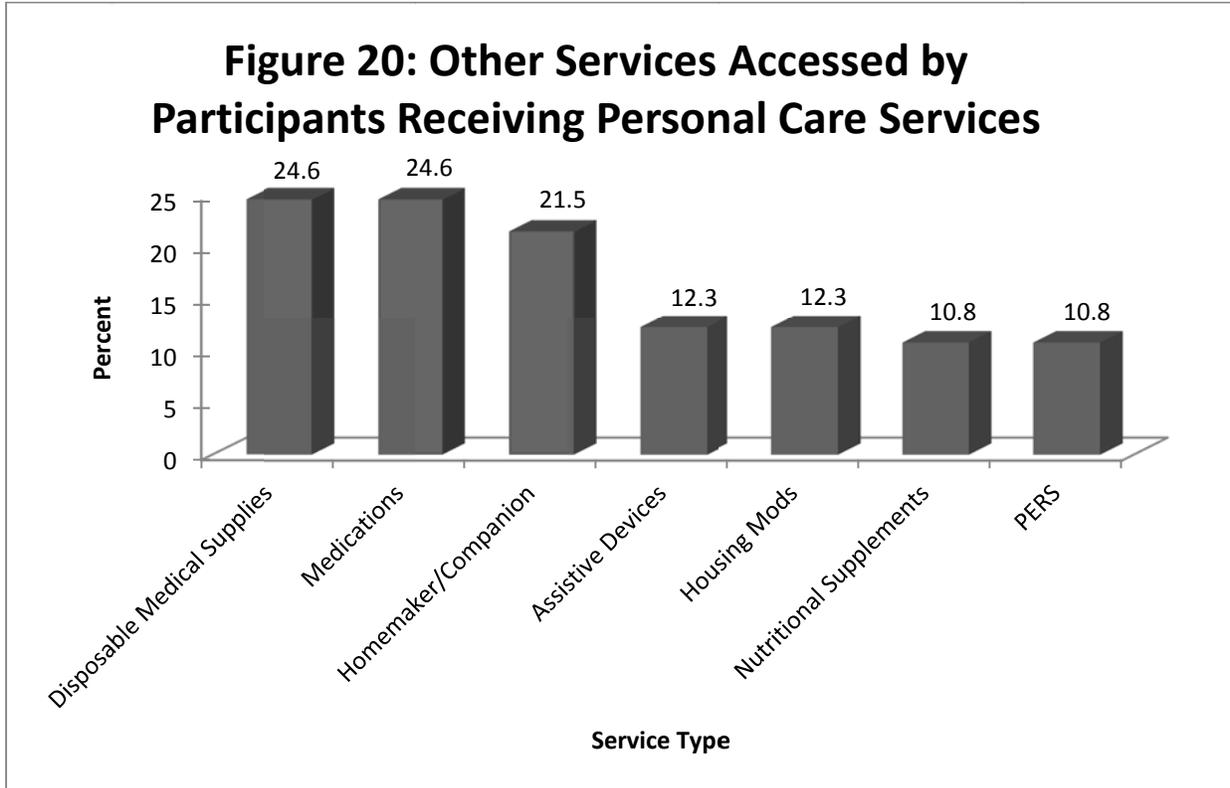
Traditional In-Home Services

Personal Care. More CLP2 participants received Personal Care services (64.4%) than any other service offered. In general, participants receiving this service were married or widowed, between the ages of 80-89, experiencing physical disabilities, and had nearly five ADL limitations. Additional information about the 65 participants receiving Personal Care services is provided in Table 17.

Table 17: Characteristics of Participants Receiving Personal Care Services (n= 65)

	Number	Percent
Female	52	80.0
Male	13	20.0
Aged 65-69	1	1.5
70-79	14	21.5
80-89	39	60.0
90+	11	16.9
Hispanic/ Latino	8	12.3
Widowed	30	46.2
Married	28	43.1
Average # ADL Limitations	4.8	
Dementia	16	24.6
Physical Disability	48	73.8
Adult Child Caregiver	42	64.6
Spousal Caregiver	13	20.0
% Hired Own Attendant	24	36.9

Participants receiving Personal Care services also received an array of other CLP2 services, including disposable medical supplies or medication subsidy (24.6% each) and Homemaker/Companion services (21.5%) (Figure 20).



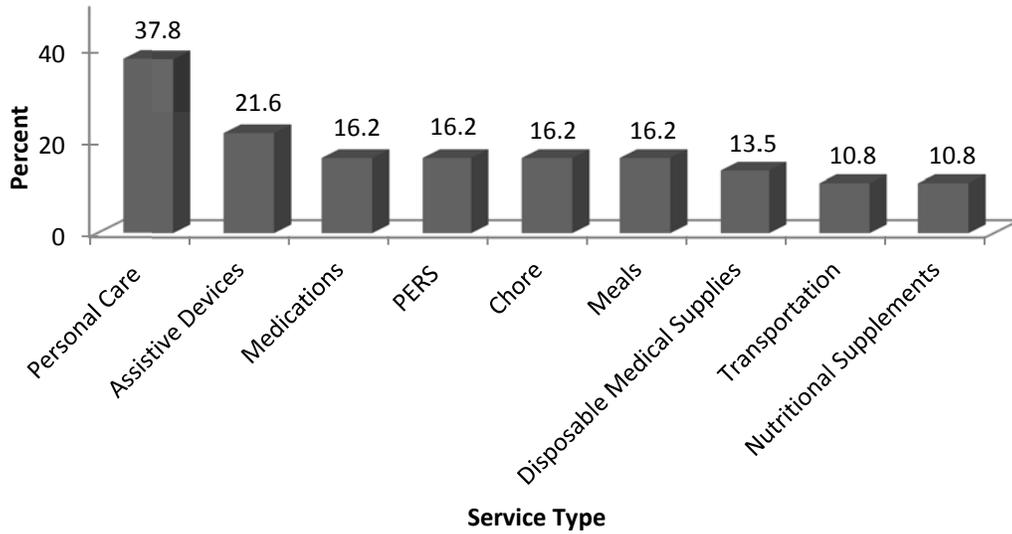
Homemaker/Companion. Approximately 36.6% of CLP2 participants received Homemaker/Companion services. As a group, they typically were married or widowed, between the ages of 70-89 (86.5%), experiencing a physical disability (64.9%), and had an average of 4.2 ADL limitations. Table 18 provides other specific characteristics of Homemaker/Companion recipients.

Table 18: Characteristics of Participants Receiving Homemaker/Companion (n= 37)

	Number	Percent
Female	25	67.6
Male	12	32.4
Aged 65-69	1	2.7
70-79	12	32.4
80-89	20	54.1
90+	4	10.8
Hispanic/ Latino	5	13.5
Married	15	40.5
Widowed	16	43.2
Dementia	11	29.7
Physical Disability	24	64.9
Average # ADL Limitations	4.2	
Adult Child Caregiver	23	62.2
% Hired Own Attendant	9	24.3

Due to their ADL limitations and disabilities, participants who received Homemaker/Companion services also received other CLP2 services to assist them with remaining in their homes. Personal Care was the most common additional service (37.8%) followed by funds to obtain assistive devices (21.6%), and medication, personal emergency response units (PERS), chores, and meals (each 16.2%). The full array of services accessed is shown in Figure 21.

Figure 21: Other Services Accessed by Participants Receiving Companion/Homemaker Services



Participants Hiring Own In-Home Attendant

Participants who hired their own in-home attendant (also referred to as an in-home aide in the participant satisfaction survey section of this report) for Personal Care or Homemaker/Companion services represent 32.7% of all CLP2 participants. Among those that hired their own attendants, two participants simultaneously received agency-based Personal Care services to get their needs met. Characteristics of participants who hired their own attendant did not differ significantly from other CLP2 participants. Table 19 shows the background characteristics of participants who hired their own attendant.

Table 19: Characteristics of Participants Hiring Own In-Home Attendant (n=33)

	Number	Percent
Female	25	75.8
Male	8	24.2
Aged 65-69	1	3.0
70-79	8	24.2
80-89	18	54.5
90+	6	18.2
Hispanic/Latino	4	12.1
Married	14	42.4
Widowed	15	45.5
Dementia	9	27.3
Physical Disability	22	66.7
Average # ADL Limitations	5	
Adult Child Caregiver	22	66.7
Spousal Caregiver	6	18.2
Friend Caregiver	4	12.1

Service Coordinators performed an important role in helping participants manage the paperwork and responsibilities associated with hiring one's own employee, becoming the employer of record, and working with the fiscal intermediary. Anecdotal evidence gathered from the SCs indicated that the degree of assistance they provided varied greatly and depended on the individual abilities of the person with whom they were working.

Based on the SC times recorded, the average total SC time spent with a participant hiring their own Personal Care attendant was 19.01 hrs, six hours less than the 25.9 hrs spent with participants using agency-hired staff. Participants hiring their own attendants had an average monthly SC time ranging from 0.9 to 5 hrs compared to 1 to 21 hrs among participants using agency-based attendants. These findings challenge assumptions made by SCs about the amount of time required to support participants hiring their own attendants. Yet, throughout the pilot, conversations between the evaluator and SCs indicated that participants hiring their own attendants required much more time and effort at the beginning of the hiring process (regarding paperwork and background checks) than participants purchasing agency-hired staff services. The lack of SC time data is assumed to have affected findings.

Differences between employee-hire and agency-hire attendants for Homemaker/Companion services were more pronounced and consistent with SC reporting. The average total SC time recorded for participants hiring their own Homemaker/Companion attendant was 32.6 hrs compared to the 21.7 hrs recorded for agency-hired staff, even though the range of average monthly SC hours for Homemaker/Companion attendants was similar to that of Personal Care attendants. Participants hiring their own attendants had an average monthly SC time ranging from 2.4 to 24 hrs compared to 1 to 21 hrs for participants using agency-based attendants for Homemaker/Companion services.

Other Traditional Services

Adult Day Care. Adult Day Care (ADC) services were utilized by 10.9% (11) of CLP2 participants, of whom 72.7% had dementia and an average of 4.6 ADL limitations. Six (54.5%) participants were enrolled in ADC 31-90 days, four (36.4%) participants were enrolled 91-180 days and one participant (9.1%) was enrolled 181 days or more. Three of the 11 participants receiving ADC services transferred out of the program and one died; all four of these participants had been enrolled 91-180 days.

Meals. Meal delivery services were accessed by 6.9% (7) of participants. Total expenditures per participant ranged from \$59 to \$704 and averaged \$118 per month. Participants receiving meal services were generally widowed (42.9%), aged 70 or older, with physical disabilities (100%).

PERS. Personal Emergency Response Systems (PERS) services were obtained by 9.9% (10) of CLP2 participants. Allotments in funding ranged from \$40 to \$450 per participant, for an average expenditure of \$171. Typical participants using PERS were aged 80-89 (70%), widowed (60%) with physical disabilities (70%) and were experiencing an average of 3.6 ADL limitations.

Respite. Traditional respite services, in which the participant spends time in an intermediate care facility or an attendant comes to the home for the sole purpose of staying with the participant while the caregiver attends to his or her own needs, were selected by two (2%) of the participants in CLP2. One participant hired the respite provider directly and the other used an agency-based respite attendant. Total expenditures ranged from \$1914 to \$2204 per participant. The two participants were aged 80+, female, lived alone or with a family member, experienced 5 or 7 ADL limitations, and experienced physical disabilities. It is assumed that

respite from caregiving for the two participants and for the rest of the CLP2 participants was also obtained through the support received from staff hired to provide homemaking/companion services or personal care in the home, or by having the participant attend ADC services. Other one-time and intermittent services (described below) could also have served as stress reducers for caregivers balancing home maintenance responsibilities and caregiver needs.

Transportation. CLP2 funds were used for transportation services by 12.9% (13) of participants. Total transportation expenditures ranged from \$9 to \$6,017 per participant. Seven of the thirteen transportation users (53.8%) also attended ADC services.

One-Time or Intermittent Services and Purchases

Assistive Devices. Funds were allocated for the purchase of assistive devices for 14.9% (15) of CLP2 participants. Devices ranged in cost from \$29 to \$649 for an average of \$396 spent per participant. Monies were used for devices such as adaptive shower equipment, lift chairs, walkers, and home monitoring systems. Participants who used funds to purchase assistive devices were generally female (66.7%), married or widowed (40% each), aged 70-89 (80%), with care being provided by an adult child (73.3%). Over 53% experienced 2-4 ADL limitations.

Chore Service. Chore services were accessed by 8.9% (9) of CLP2 participants. The types of chores completed included lawn maintenance, yard work, and heavy housekeeping. Individual allotments for chore services ranged from \$66 to \$2,210 with an average of \$793 per participant. Chore services were accessed by participants with a variety of health needs and limitations.

Disposable Medical Supplies. Non-durable medical supplies include items such as bed pads, incontinence products, hearing aid batteries, pressure stockings, and disposable gloves. Approximately 17.8% (18) of CLP2 participants allocated funds for non-durable medical supplies. The monies allocated ranged from \$18 to \$1,932 with an average allocation of \$450. Participants utilizing this service were generally aged 80 and older (66.77%), experienced physical disabilities (77.8%) and had an average of 6 ADL limitations. An adult child was the primary caregiver for 66.7% of participants in this group. Over one third (38.9%) of participants purchasing disposable medical supplies also allocated funds for assistive devices.

Home Modifications. Home Modification funds were allocated by 13.9% (14) of CLP2 participants. Projects undertaken included building wheelchair ramps, installing a stair lift, repairing a driveway, upgrading plumbing, and purchasing a washer and dryer. Monies allocated for home modifications ranged from \$114 to \$4,200 with an average expenditure per participant of \$1,237. Participants using their funds to make home modifications were female (71.4%), aged 80-89 (50.0%) married (50.0%) or widowed (35.7%), and lived alone or with their spouse (35.7%, respectively).

Nutritional Supplements. Nutritional supplements included products like Ensure®, a liquid dietary supplement. Nutritional supplement funds were allocated by 8.9% (9) of CLP2 participants. Total participant expenditures for nutritional supplements ranged from \$14 to \$604 and averaged \$61 a month for each participant. Participants using nutritional supplements were typically widowed (55.6%), aged 80-89 (66.7%), with physical disabilities (77.8%) and had an average of 4.9 ADL limitations.

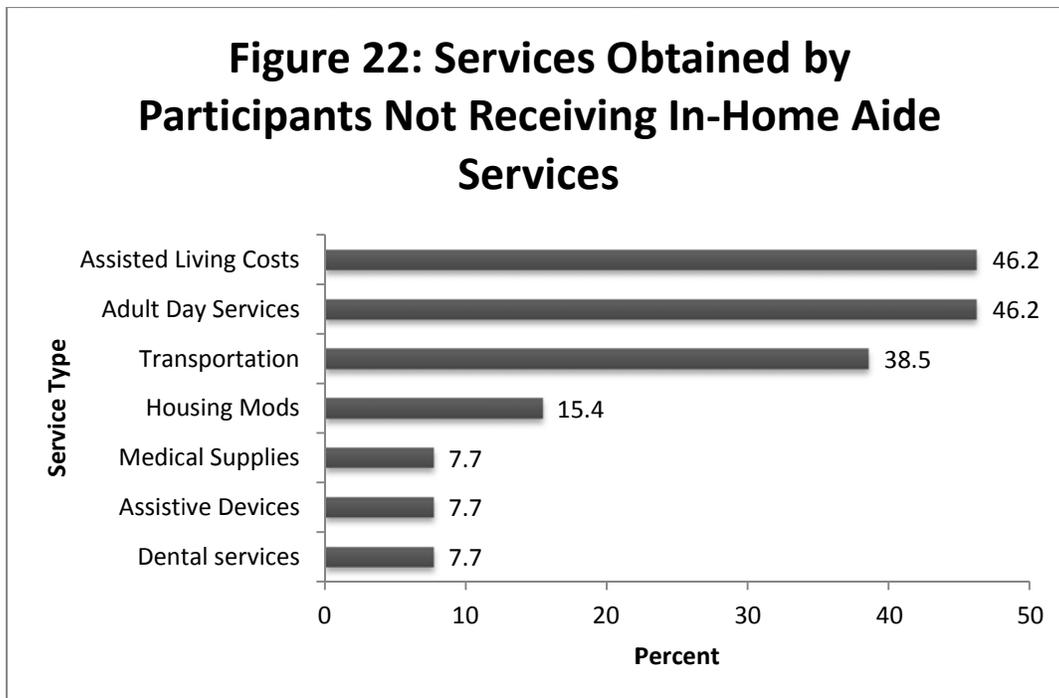
Other Services. Funds were also allocated for specific services or purchases that helped participants live independently and relieve financial burdens. For example,

- Twenty participants (19.8%) spent CLP2 funds on **medications**. The total amount spent ranged from \$14 to \$1,491 with an average monthly cost of \$138.
- Ten participants used their monthly allocations to pay for **assisted living costs** (\$47,998). Among the ten, six used their CLP2 funds exclusively for paying their assisted living costs. Total expenditures ranged from \$403 to \$9,600 per participant and averaged \$1,000 per month.
- Four participants used CLP2 funds to purchase **groceries**, for an average of \$155 per month per participant.
- Two participants purchased extensive **dental work** averaging \$1,242 per participant.

Participant Use of Services Other than In-Home Attendant Services

The combination of CLP2 services accessed by participants was dependent on their individual needs and sources of financial, family, and community support. Thirteen participants (12.9%), purchased services provided outside of the home and services provided on a one-time or intermittent basis (Figure 22). For example, participants purchased transportation services, had household repairs completed, or installed adaptive bathroom equipment. Each service helped them meet their goals of remaining in their homes.

Figure 22: Services Obtained by Participants Not Receiving In-Home Aide Services



Among participants not receiving in-home services, 46.2% used funds to access ADC services and 83.3% of them used transportation services to attend. In addition to accessing ADC services, one participant also used funds to purchase assistive devices, home modifications, dental work, and disposable medical supplies.

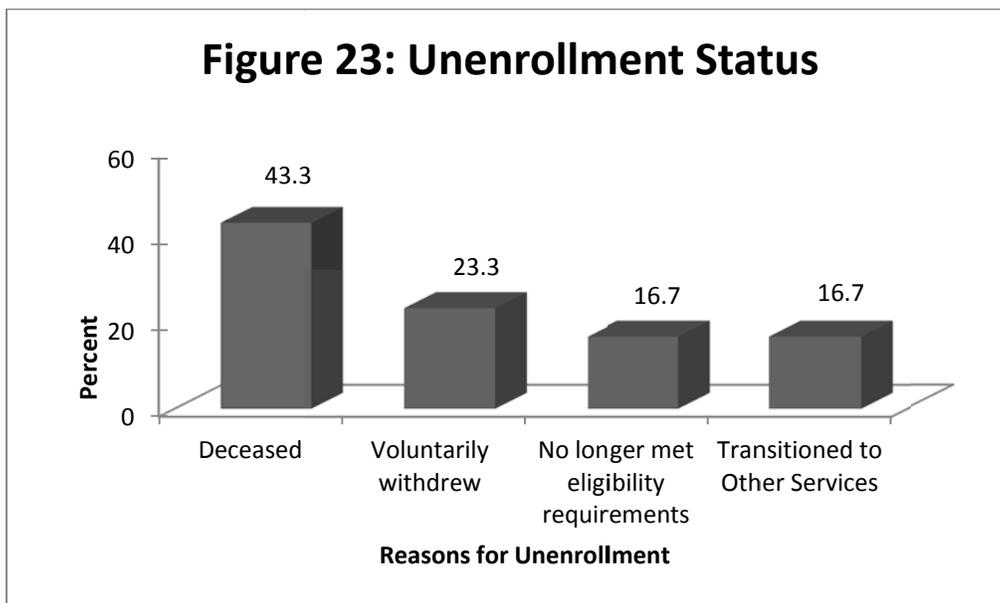
Two notable differences between the 13 participants not using in-home attendant services and all CLP2 participants were the use of SC time and their relationships to their caregivers. Ten of the 13 participants had total SC time recorded. They required less than half the amount of total SC time compared to all CLP2 participants (average 9.3 and 23.3 hours per participant, respectively). During the collective 53 months that the 7 services of the 13 participants were provided, 73.5% of SC time was recorded compared to the lower program-wide average of 69% recorded time. These figures suggest that individuals not accessing in-home attendant services require less support from their SCs. Also noteworthy is that the participants' caregivers were equally likely to be spouses or adult children (47.2%, respectively) whereas in the entire sample, in which 61.6% of caregivers were adult children and 26.3% were spouses. Table 20 includes characteristics of the 13 participants not using in-home attendant services.

Table 20: Participants Not Using In-Home Attendant Services (n=13)

	Number	Percent
Female	6	46.2
Male	7	53.8
Aged 70-79	7	53.8
80-89	4	30.8
90+	2	15.4
Hispanic/Latino	3	23.1
Married	10	76.9
Lives with Spouse Only	5	38.5
Spousal Caregiver	6	46.2
Adult Child Caregiver	6	46.2
Average # ADL Limitations	4.9	
Dementia	8	61.5
Physical disability	4	30.8
Average # CLP2 Services	1.7	

Unenrollment

Not all participants enrolled in CLP2 were active at the end of the pilot program. Nearly 30% (30) of participants were unenrolled from the program (Figure 23). Among those unenrolled, 43.3% (13) died, 23.3% (7) voluntarily withdrew (i.e., dissatisfied with service options or wanted a different type of service than what was offered), and 16.7% (5) no longer met eligibility requirements (i.e., transitioning into long-term care or no longer meeting income requirements). Even though the AAAs were notified that federal funding for the program would not be available after the pilot ended, they continued to provide services to enrolled participants. Five participants (16.7%) were transitioned into other programs as slots became available before the pilot ended to ensure that services would not be interrupted.



Participants who unenrolled during the pilot generally were generally married (63.3%), female (53.3%), aged of 80-89 (60%), lived alone or with a spouse (70%), experienced physical disabilities (50%), and had an average of 4.7 ADL limitations. Collectively, participants who left CLP2 services did not have an extensive history of hospitalizations or falls prior to enrollment. Over half (53.3%) of unenrolled participants received Personal Care services during their time with CLP2 and on average, spent \$25.87 per day for two CLP2 services. More than one third (36.7%) were enrolled 31-90 days and 40% were enrolled 91-180 days.

Characteristics of the seven participants who voluntarily withdrew from CLP2 were slightly different from others who unenrolled. Participants were more likely to be male (71.4%), slightly younger (42.5% were aged 70-79 and 80-89, respectively), lived with a spouse and/or with other relatives (85.7%), had a primary disability of dementia (57.1%), and experienced more ADL limitations (5.1). More than half (57.1%) of participants were enrolled 31-90 days and they spent on average \$22.59 per day for an average of 1.8 CLP2 services.

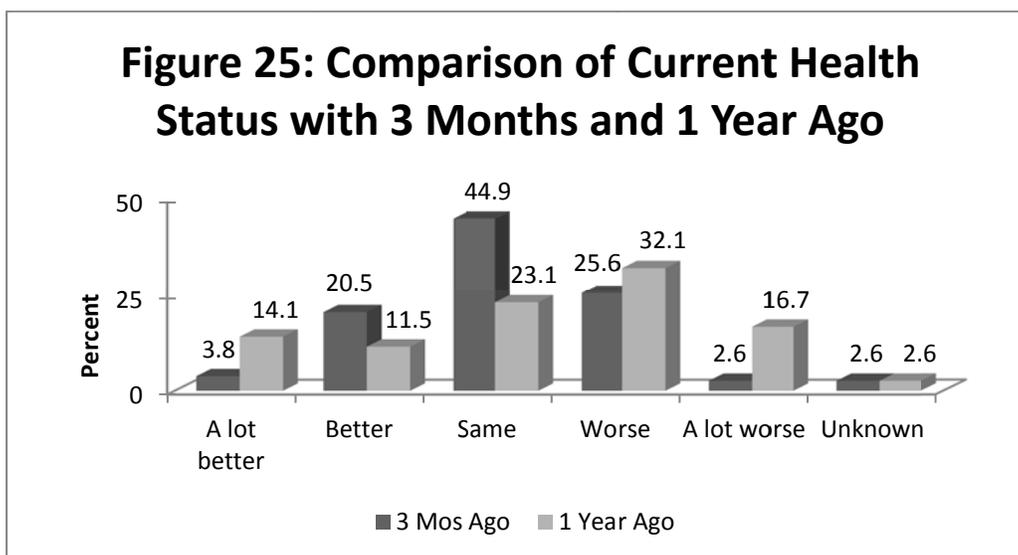
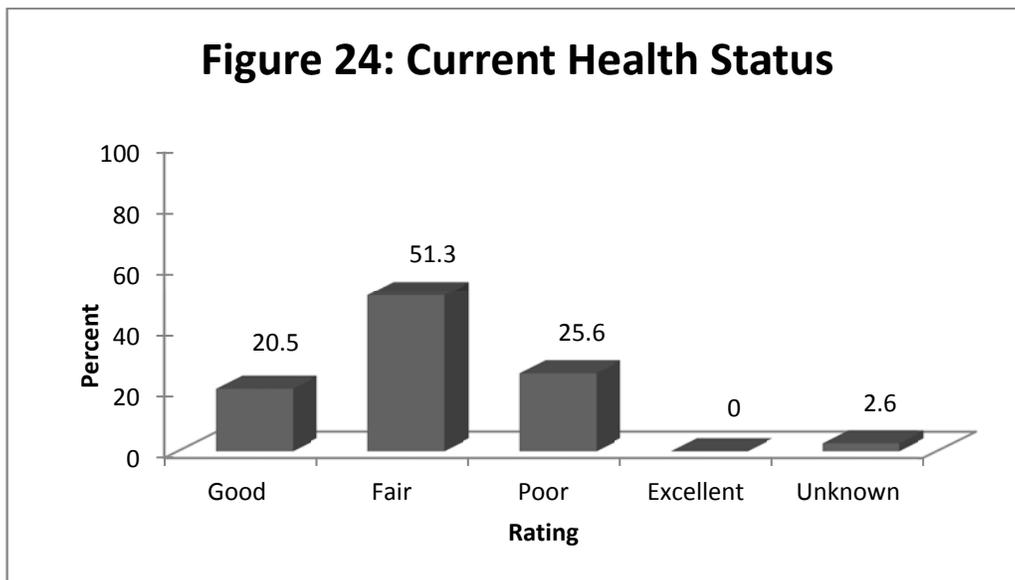
Satisfaction with Services

Approximately three months after enrollment, participants or their proxies (i.e., primary caregivers) were contacted to assess their satisfaction with the CLP2 program, the services provided, and their perceptions of how the program was helping them remain independent and living in their homes. Contact names for 88 (87.1%) of the 101 participants were provided to the evaluators within the evaluation period. Among that group, 4 refused and 6 could not be reached. Ultimately, 78 were contacted and completed the telephone survey, for a response rate of 95.1%.

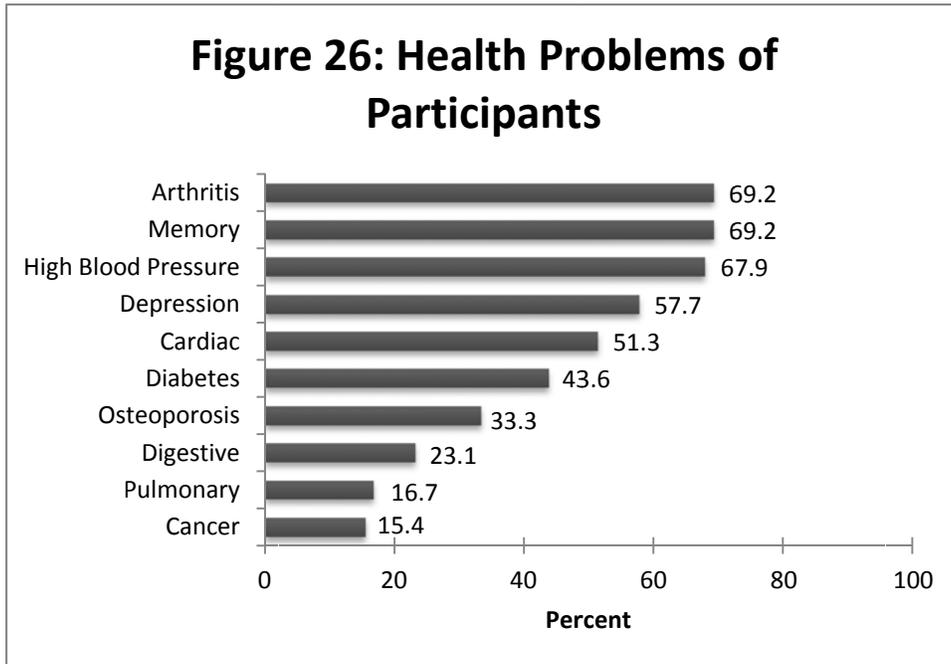
Proxies were identified by SCs when they believed participants were either demented or too confused to respond accurately. Although only 30% of participants enrolled had a primary disability of dementia and 37% were identified by the SC as having dementia or being confused, 94% of the completed surveys were by proxies. Survey items included questions about the participants' health, current unmet needs, satisfaction with the SC's services, satisfaction with their in-home attendant (as appropriate), and the impact of CLP2 services on their lives (See Appendix A for responses by individual AAAs).

Participant Health

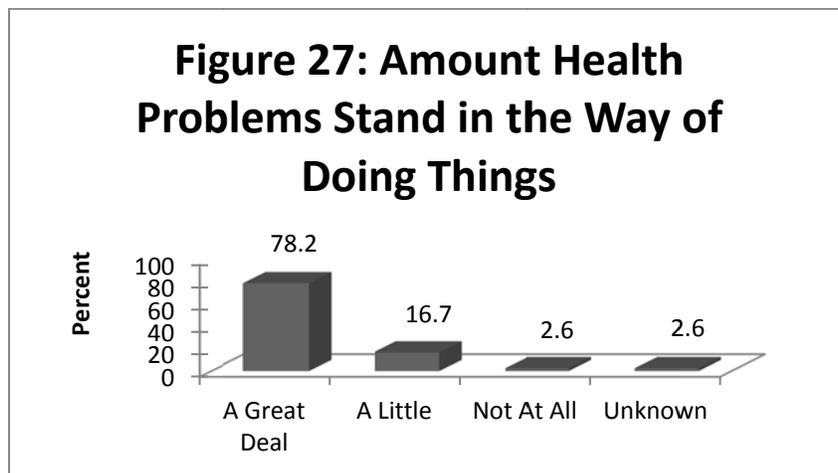
As shown in Figure 24, the majority of survey respondents (51.3%) rated the CLP2 participants' current health as "fair". Comparing participants' current health with their health 3 months prior to enrolling in CLP2, 44.9% of respondents believed the participant's health status remained the same and 24.3% indicated it was better or a lot better. When current health status was compared to one year prior to CLP2 enrollment, 23.1% of respondents indicated that the participants' health was the same and approximately 25.6% said it had improved (Figure 25).



When asked about specific health problems of the CLP2 participants, the majority of respondents indicated that the person had arthritis (69.2%), memory problems (69.2%), or high blood pressure (67.9%) As shown in Figure 26, other commonly reported physical health problems were depression (57.7%), heart problems (51.3%), and diabetes (43.6%).

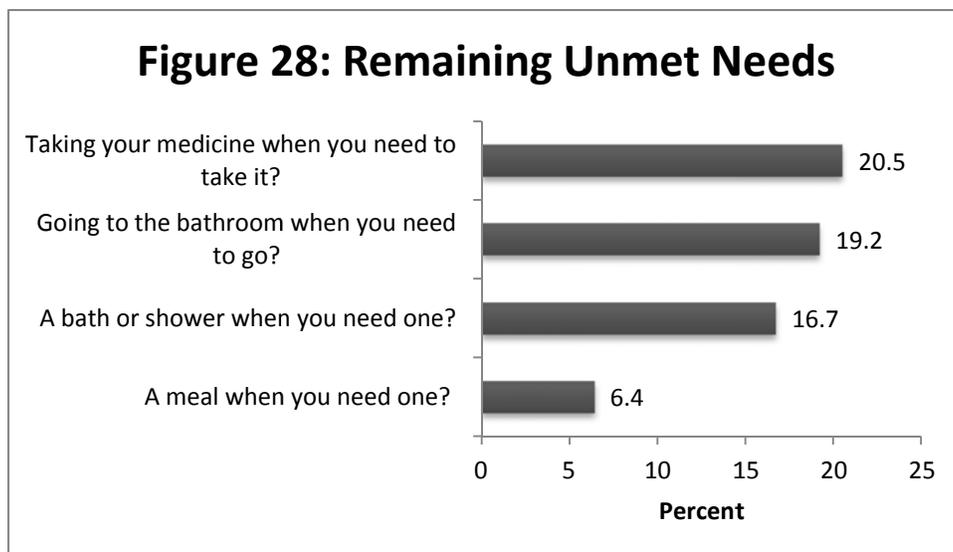


Other types of health problems identified were brain or nervous system conditions (5.1%), back pain (2.6%), vision problems (2.6%), and ear, nose, and throat problems (2.6%). Given the nature of the CLP2 program, it is not surprising that respondents largely perceived that the participants' current health problems stood in the way of their doing things they wanted to do (Figure 27).



Unmet Needs

Evaluation of the success of CLP2 also required inquiry into whether or not participants continued to have unmet needs after enrolling in the CLP2 program. Respondents were asked if the participants ever went without personal care services when needed. For the most part, unmet needs continued to exist despite receiving support through the CLP2 program. Approximately 20% of the CLP2 participants had difficulty taking medicine when they needed to take it and getting to the bathroom when needed; other unmet personal care needs revolved around assistance with meals, and bathing (Figure 28).



In addition to personal care, other notable areas of unmet need included household assistance (20.5%) and transportation (47.5%) (Table 21). Nearly half (46.2%) of respondents had talked to the SC about special equipment or home modifications to make life easier for the CLP2 participant.

Table 21: Other Unmet Needs (n=78)

	% Yes	% No	% Don't Know
Have you ever talked to with your service coordinator about any special equipment or changes to your home that might make your life easier?	46.2	43.6	3.8
Do you need more help with things around the house than you are receiving?	20.5	70.5	1.3
Do you feel safe in your home?	85.9	7.7	1.3
Can you get to places you need to go?	43.6	47.4	2.6

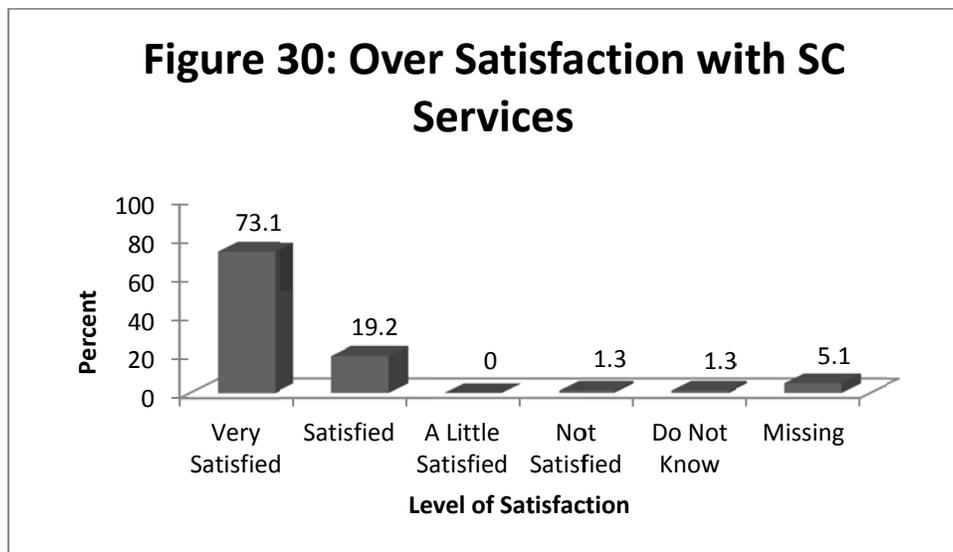
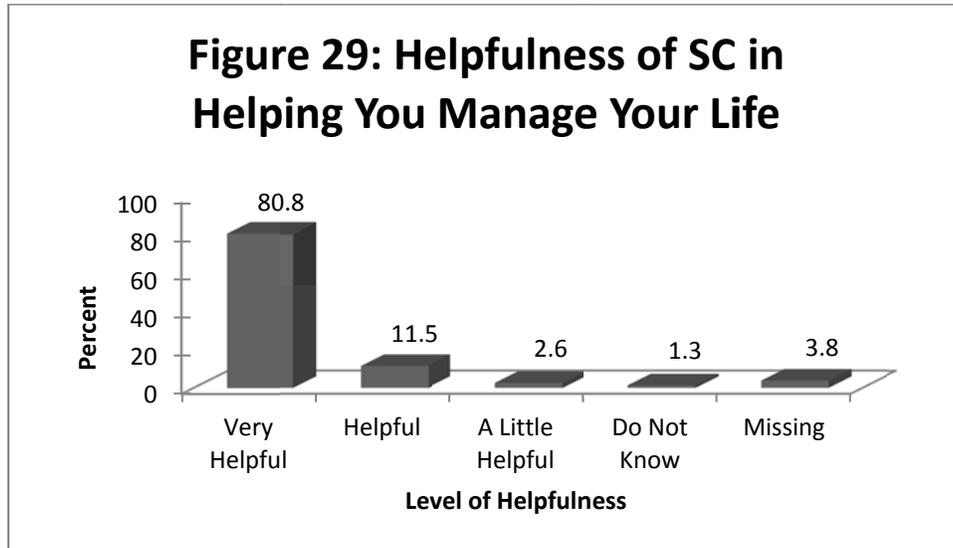
Satisfaction with Service Coordinator

Because SCs were pivotal to the successful implementation of CLP2 services, respondents were asked questions about the quality of services delivered by their SC. The first set of questions assessed the SC approach in providing support based on the desirable attributes of individualized, safe, timely, technically proficient, and respectful service. Among the respondents who knew about interactions between the SC and participant, the majority gave a positive assessment. Over 85% of respondents indicated that the SC took an interest in the participant and treated him or her in the way they wanted to be treated. Table 22 provides the specific responses for this set of questions.

Table 22: Interactions with Service Coordinator (n=78)

	% Almost Always	% Sometime s	% Almost Never	% Don't Know
SC takes an interest in me	85.9	5.1	-	2.6
Does SC treat you the way you want to be treated?	88.5	-	-	2.6

Overall, the majority of respondents found their SC to be “very helpful” (80.8%) at assisting the participants with managing their lives (Figure 29) and were very satisfied (73.1%) with the overall services provided by their SC (Figure 30).

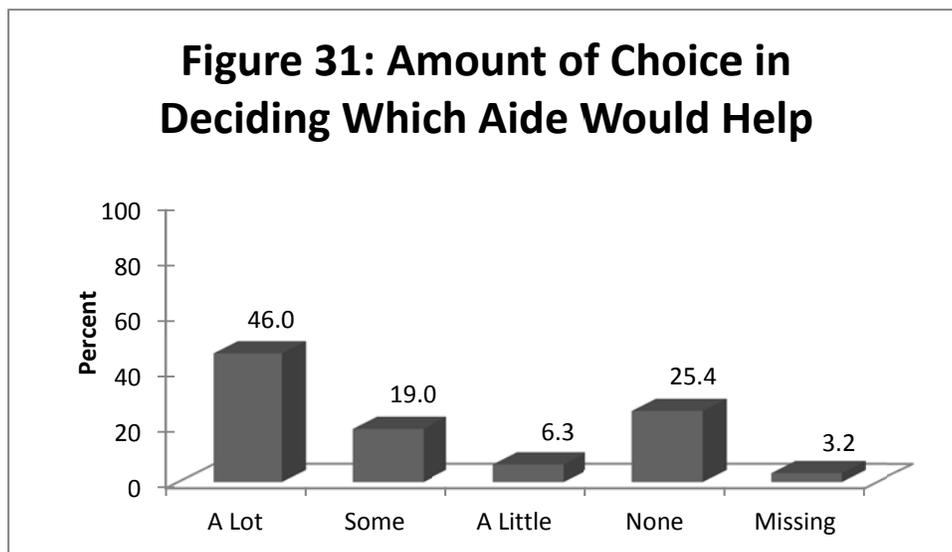


Respondents also were asked if they had ever complained to their SC about their CLP2 services. Slightly more than 16% responded “yes” and nearly two thirds (64.3%) of those respondents indicated that problems were subsequently addressed to the participant’s satisfaction. Many of the complaints received were either related to difficulties in processing

required paperwork for employing an attendant or lengthy delays in getting an attendant to come to the home to provide in-home services.

Satisfaction with In-Home Aide

Participants who received Personal Care or Homemaker/Companion services were also asked a series of questions about the attendant who came to the house to provide services. No distinction was made about whether or not the attendant was hired through an agency or individual. In the survey, the term “aide” was used to describe an attendant and replaces the term “attendant” in presentation of survey items and participant responses. Survey data were obtained from 63 participants using in-home aide services. As shown in Figure 31, respondents indicated having different levels of choice in selecting their aide. There were no differences in participant characteristics or needs among the respondents to suggest why the differences existed.



Respondents were asked a more comprehensive list of questions about the aide’s services in the home. As the data in Table 23 show, respondents reported that aides interacted with participants in positive ways.

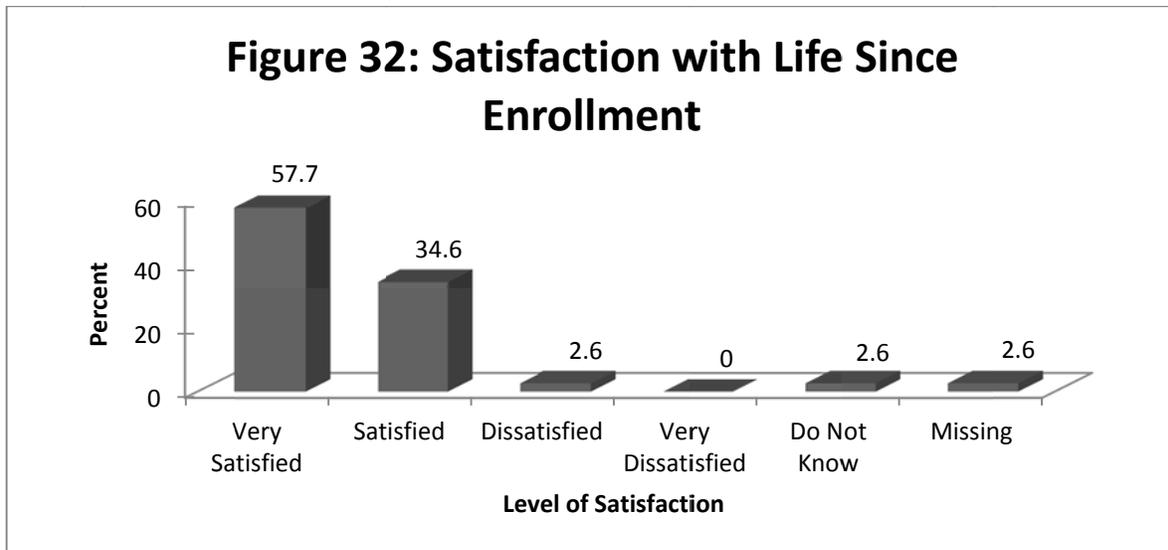
Table 23: Satisfaction with In-Home Aide (n=63)

	% Almost Always	% Sometimes	% Almost Never	% Don't Know	% Missing
Does aide do things the way you want things done?	85.7	7.9	-	6.3	-
Does aide show up on time?	87.3	9.5	-	1.6	1.6
Does aide leave early or before their job is completed?	-	9.5	85.7	3.2	1.6
Does aide come at a time that is convenient for you?	95.2	1.6	-	1.6	1.6
Does aide do a good job when he or she is with you?	85.7	6.3	1.6	4.8	1.6
Does aide complete everything that needs to be done each visit?	90.5	4.8	-	3.2	1.6
Aide and I understand each other when we talk	88.9	4.8	-	4.8	1.6
Aide takes an interest in me	93.7	1.6	-	3.2	1.6
How much time does aide spend on personal phone calls?	1.6	7.9	76.2	12.7	1.6
How much time does aide spend on watching television?	4.8	3.2	84.1	6.3	1.6
How much time does aide spend smoking?	1.6	6.3	87.3	3.2	1.6
Does aide treat you the way you want to be treated?	95.2	1.6	-	1.6	1.6

Respondents were also asked how helpful the aide was in managing the participant’s life. Sixty-five percent (65.4%) stated “very helpful” and 11.1% indicated “helpful”. All of the respondents reported being either “very satisfied” (71.4%) or “satisfied” (25.4%) with the aide’s services.

General Program Questions

The satisfaction survey concluded with a series of questions addressing overall satisfaction with the program and the impact of CLP2 services on the participants' lives. As shown in Figure 32, 92.3% of all respondents (n = 78) reported being "very satisfied" or "satisfied" with their life since enrolling in CLP2 and receiving services.

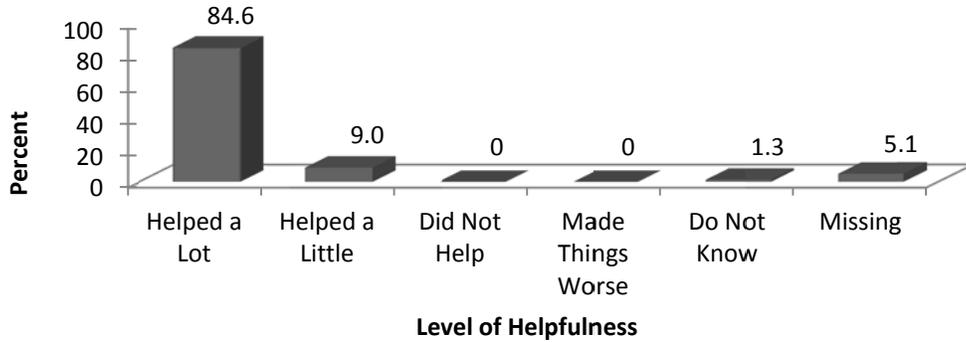


The program has done wonders for my Mom and for my family. It's great to have that extra help.

~CLP2 caregiver

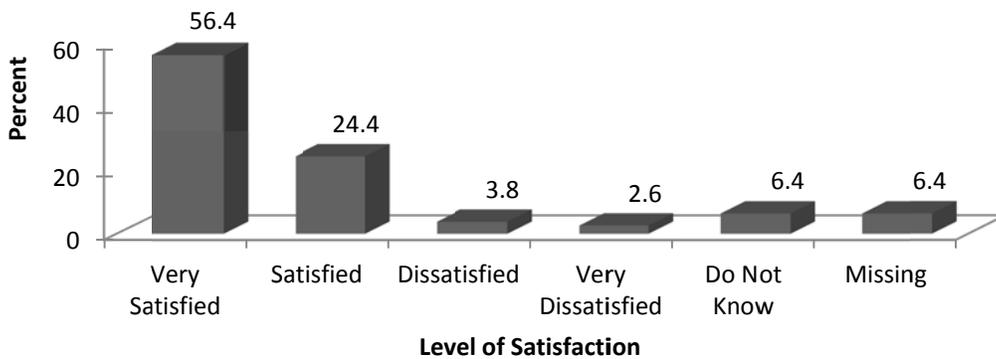
Respondents were asked to indicate how much CLP2 had helped the participant. As Figure 33 shows, nearly 85% responded that CLP2 services "helped a lot". Of the few respondents (9%) who indicated CLP2 "helped a little", no single characteristic (e.g., age, disability type, or ADL limitations) was identified to distinguish them as a group.

Figure 33: Perceived Helpfulness of CLP2 Services



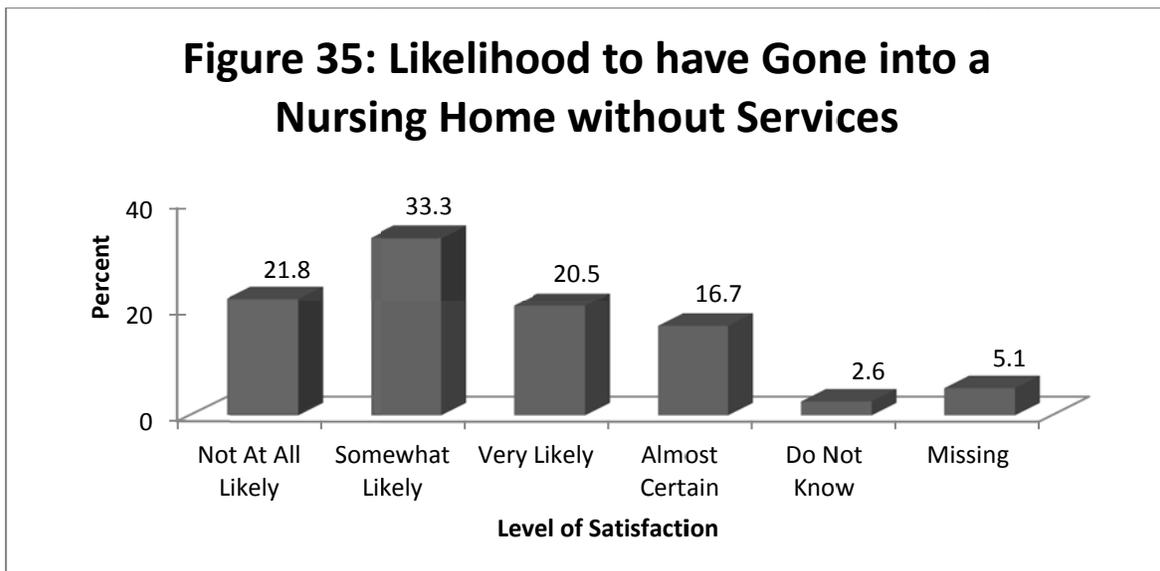
CLP2 services were handled through a fiscal intermediary (PPL). The majority of respondents were “very satisfied” or “satisfied” with how money allotted for their services was handled (Figure 34).

Figure 34: Satisfaction with How Alloted Money was Handled



Providing services that can facilitate independence and reduce burden and stress can ultimately help individuals manage their health better. Respondents were asked if participants were better able to deal with their health problems because they received CLP2 services. Response was overwhelmingly positive: 83.3% said “yes, helped a lot” and 7.7% reported “yes, helped a little”.

Respondents were also asked about the likelihood that the participant would have needed to move to a nursing home without CLP2 services (Figure 35). Approximately 16% of respondents believed nursing home admission was “almost certain” without CLP2 support and 33.3% thought it was “somewhat likely”. Alternately, 21.8% responded “not at all likely”.



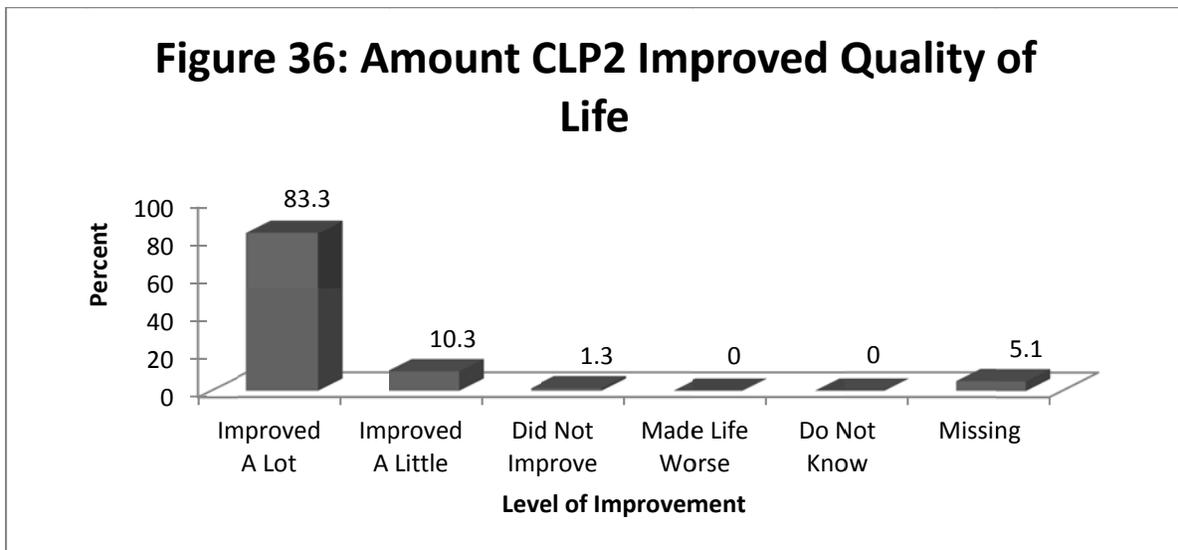
If it had not been for the program, Mom would have definitely had to go in a nursing home. The course of her life would have been drastically different.

~CLP2 caregiver

Among respondents who believed nursing home admission was “not at all likely,” one-half (52.9%) were adult child caregivers (proxy respondents). CLP2 participants within this group of respondents had a range of health issues and limitations and were perceived by their caregivers to be in declining health. Health status was reported as “fair” (55.2%) and said to have gotten worse or remained unchanged from the previous 3 months (55.6%) but worse than a year ago (66.7%).

Among survey respondents who were spousal caregivers (26.3%), 83.3% rated the participant’s current health status as “fair” and all agreed that the likelihood of the participant entering a nursing home without CLP2 services was “not at all likely”. Moreover, 100% of the spousal caregivers further indicated it was “not at all likely” that they would enter a nursing home in the next three months.

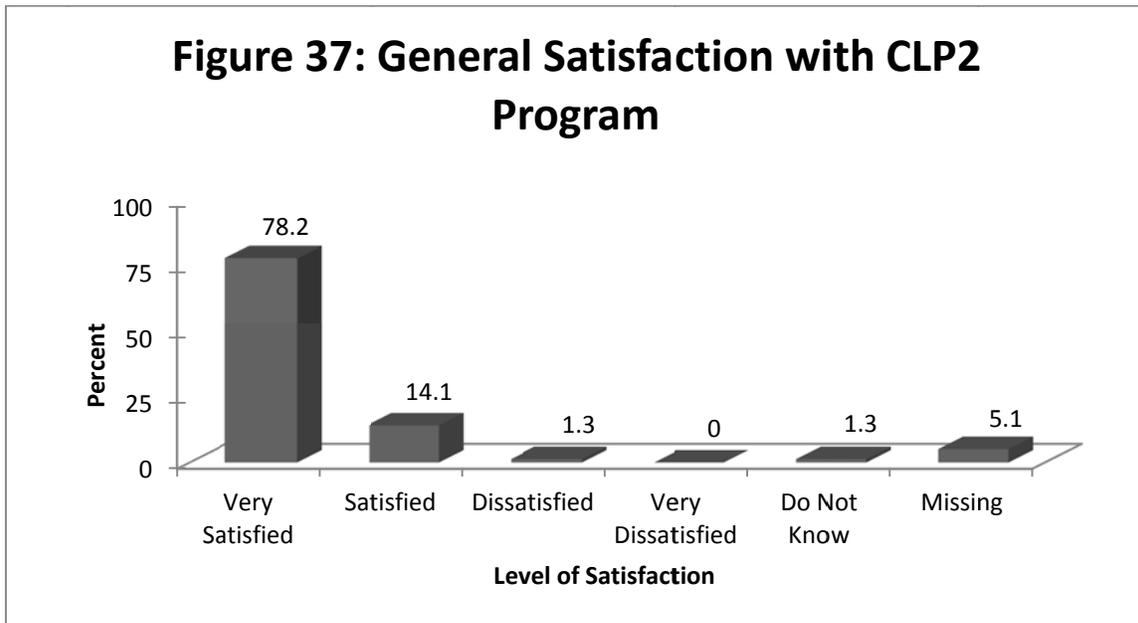
Respondents were asked how much participating in CLP2 improved the quality of the participant’s life. Over 93% indicated CLP2 improved participant quality of life (Figure 36).



If it wasn't for the program, and we didn't have the aide to come in three times a week, I wouldn't have a life. It's a 24 hour, 7 days a week job. I wouldn't be able to handle it.

~ CLP2 caregiver

Lastly, respondents were asked to rate their general satisfaction with CLP2. Over 90% of participants indicated being very satisfied or satisfied with the program. The one dissatisfied respondent was dissatisfied over how funding was managed and the participant unenrolled from the program during the evaluation period (Figure 37).



This program has been beneficial for my Mom as well as for me. I feel comfortable knowing she will be fine when I get home.

~ CLP2 caregiver

Participant Costs and Program Expenditures

Participant Out-of-Pocket Expenses

Participants were asked prior to receiving CLP2 services if they already had monthly out-of-pocket expenses to help them meet their daily needs. Twenty-four percent (23) indicated they were not spending their own money for services or support. However, 15% (14) indicated spending up to \$250 per month, 26% (25) spent \$251-\$750 per month, and 14% (13) spent \$751-1499 per month. An additional 21% (20) of participants spent over \$1,500 each month. In sum, participants with out-of-pocket expenses spent from \$25 to \$6,700 per month with those spending the most money purchasing extended hours of in-home attendant services or paying for assisted living costs. Average monthly out-of-pocket expense for the 72 participants spending their own money for in-home support or services was \$1,197.47.

As part of the participant satisfaction survey, participants were asked again if they were incurring any out of pocket expenses for services and support since enrolling in CLP2. Among the 78 participants who responded to the survey (77.2% of the 101 participants), 42.5% (31) did not have any out-of-pocket expenses and 5.5% (4) did not know if they were incurring expenses because they no longer handled their own finances. The range of out-of-pocket expenses reported increased from enrollment to \$20 to \$7,000 per month with an average of \$971.41 per month per participant.

Among participants who indicated having out-of-pocket expenses when surveyed, 47% (37) of participants reported having out-of-pocket expenses before enrolling in CLP2. After enrolling in CLP2, 23% (18) of participants reported spending less than before, although expenditures still ranged from \$20 to \$7,000 per month. One participant began incurring out-of-pocket expenses after enrolling in CLP2 for reasons unknown. Table 24 includes characteristics of participants who were incurring out of pocket expenses while enrolled in CLP2.

Table 24: Characteristics of Participants with Out-of-Pocket Expenses (n=38)

	Number	Percent
Female	28	73.7
Male	10	26.3
Aged 80-89	27	71.1
Married	14	36.8
Widowed	19	50.0
Lives Alone	17	44.7
Adult Child Caregiver	25	65.8
# ADL Limitations	1-7	-

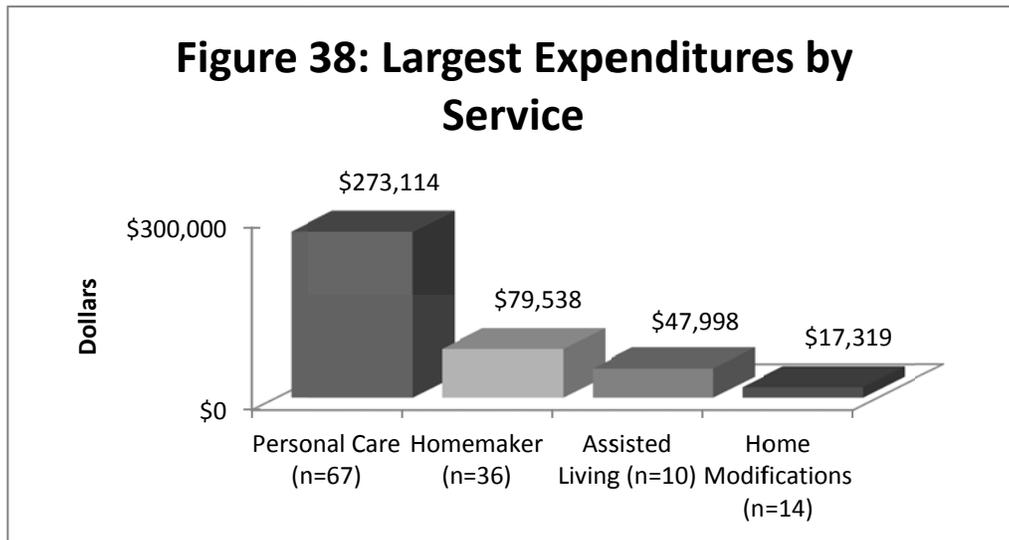
Program Expenditures

Each CLP2 participant could spend up to \$1,200 per month to purchase services to help them manage their daily needs. Funds to offset the costs of Service Coordination were paid out of administrative funds and not included in the participant budget. On average participants spent \$784.67 each month. Average daily expenditure was \$25.80. Total program expenditures for all 101 participants were \$488,925. Additional information about expenditures can be found in Table 25.

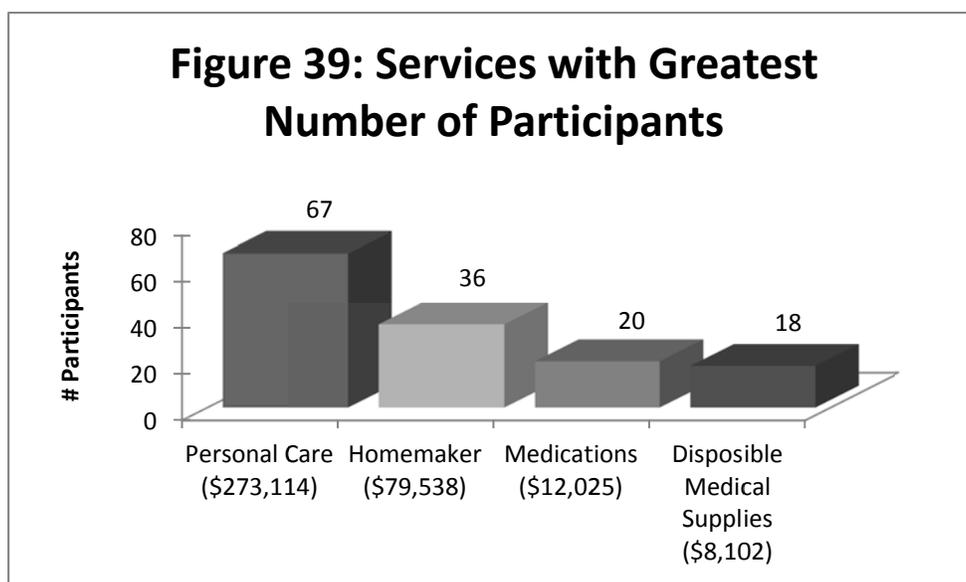
Table 25: Total Program Expenditures (n=101)

	All AAAs	Range within AAAs
Total Days Served	18,859	620 - 3,483
Average number of days enrolled (per participant)	186.72	88.22 – 335.60
Total Program Expenditures	\$488,925	\$7,621 - \$103,408
Average Expenditures		
Per day	\$25.80	\$13.02 - \$36.11
Per month	\$784.67	\$396 - \$1,098
Per participant	\$4,840.84	\$1,089 - \$7,714

The largest service expenditures in CLP2 were for Personal Care services (\$273,114), Homemaker/Companion services (\$79,538), funds to defray Assisted Living costs (\$47,998), and Home Modifications (\$17,319) (Figure 38). Average monthly expenses for participants receiving these services ranged from \$462.59-\$999.96.



High expenditures by service type did not translate to the highest number of participants served. As Figure 39 show, more participants accessed funds to pay for medication and disposable medical supplies than accessed funds to defray assisted living costs or home modifications.



The combined expenses associated with Personal Care and Homemaker/Companion services represent 72.1% of total CLP2 service costs. When combined with expenses for Adult Day Care and funds used to pay Assisted Living costs, the costs associated with these four scheduled and recurring services represent 84.5% of all CLP2 service costs. As previously noted, total service expenditures alone is not necessarily indicative of costs per participant. For example, even though total Personal Care service expenditures were the largest of all services offered, and Personal Care was accessed by the most participants (67), participant funds used to pay for Assisted Living costs clearly exceeded the average monthly (\$999.99 vs. \$750.31) and average total funds (\$4,799.80 vs. \$4,076.33) for Personal Care. Further breakdown and comparison of each of the scheduled recurring service expenses is shown in Table 26.

Table 26: Program Expenditures for Scheduled Recurring Services

	Personal Care	Homemaker/ Companion	Adult Day Care	Assisted Living
# Participants	67	36	11	10
Average # Months Enrolled	5.6	4.3	2.5	4.8
<i>Expenditures</i>				
Total	\$273,114	\$79,538	\$12,490	\$47,998
Range of Total \$ Spent	\$90-\$11,360	\$126-\$7,921	\$50-\$3,968	\$402-\$9,600
Total # Months Invoiced	364	164	27	48
Average Monthly Invoice	\$750.31	\$484.99	\$462.59	\$999.96
Average Total \$ per participant	\$4,076.33	\$2,209.39	\$1,135.45	\$4,799.80

When participants hired their own in-home attendants for Personal Care or Companion/Homemaker services, total expenditures were 67%-74% higher than if the attendants were provided by an agency. The average monthly invoice for employee-hired Personal Care attendants was \$1,013 compared to \$603 for agency-hired attendants. Similarly, the average monthly invoice for employee-hired Companion Homemaker attendants was \$708 compared to \$411 for agency-hired attendants. Table 27 includes additional expenditure information comparing employee-hire with agency-hire attendants.

Table 27: Expenditure Comparisons between Employee-Hire and Agency-Hire Attendants

	Personal Care - Employee	Personal Care - Agency	Companion/ Homemaker - Employee	Companion/ Homemaker - Agency
# Participants	24	43	9	28
Average # Months Enrolled	5.5	5.39	4.55	4.39
<i>Expenditures</i>				
Total	\$133,745	\$139,369	\$29,012	\$50,526
Range of Total \$ Spent	\$70-\$11,261	\$90-\$11,360	\$67-\$7,160	\$126-\$7,920
Total # Months Invoiced	132	232	41	123
Average Monthly Invoice	\$1,013.21	\$603.32	\$707.61	\$410.78
Average Total \$ per participant	\$5572.70	\$3,241.14	\$3,223.55	\$1,804.50

Variations in expenditures may be explained by differing levels of compensation for employee-hires and agency-hires, but confirming this is beyond the scope of the data provided for this evaluation.

Program Cost Savings

To measure program cost saving and determine the program's ultimate ability to divert participants from nursing home placement, participant invoices were analyzed with the number of days enrolled in the program. Costs associated with SC time were not included in the analysis as data were not made available. The average daily CLP2 expenditure per participant was \$25.80 and the range of daily expenditures ranged from \$13.02 to \$36.11 per participant (Table 25). At the lower end of the cost spectrum, five participants receiving Hospice services spent less than most participants by spending \$15.70 per day for services. A group spending considerably more of their monthly allotment included the ten couples (20 participants) enrolled in CLP2. While they often benefitted from the services provided to one another, they still spent \$28.17 per day per participant. Even at the highest level, the CLP2 program costs were far below the current range of Virginia's Medicaid's daily reimbursement rates for a nursing home beds in areas where CLP2 was piloted (\$112 to \$252 per day).

Participant Characteristics by Daily Expenditures

Ten percent (10.8%) of participants used their CLP2 to purchase services costing more than \$38 a day. Among that group of 11 enrollees, two participants used their entire monthly allotment of CLP2 funds to pay for Assisted Living costs, eight participants accessed Personal Care services, four individuals used funds to pay medications, and two individuals used funds for home modifications. Participants spending more than \$38 per day were not very different from all CLP2 participants and did not report being frailer or more reliant on others for care. The average monthly SC hours used by participants in this group was 3.2 hours per month, which was slightly less than the overall CLP2 program average of 4 hours per month. While no single characteristic defines this subgroup of participants, Table 28 includes some characteristics that can be used to describe them.

Table 28: Characteristics of Participants with the Highest Daily Expenditures (>\$38/day) (n=11)

	Number	Percent
Female	6	54.5
Male	5	45.5
Aged 70-79	1	9.1
80-89	5	45.5
90+	5	45.5
Hispanic/Latino	1	9.1
Married	6	54.5
Widowed	4	36.4
Never Married	1	9.1
ADL Limitations	3-6	81.8
Dementia	3	27.3
Physical Disability	8	72.7
Lives Alone	3	27.3
Lives with Spouse	6	54.5
Lives with Relatives	2	18.2
Household Income <\$20,000	4	36.4
Liquid Assets <\$30,000	5	45.5

Summary and Recommendations

It is clear from the CLP2 pilot data that the program goal of helping people live independently in their homes was achieved. With the help of CLP2 services, 95% (96) of participants were deterred from enrolling in state Medicaid programs or entering long-term care facilities. Moreover, participants and their caregivers expressed great enthusiasm and thankfulness for the program as it allowed them access to services they needed. They also expressed satisfaction with CLP2 and the service options made available through the AAA and other community and individual providers.

The following summary statements and recommendations are presented for areas related to Access, Quality, and Cost – key considerations to providing effective and efficient services.

Access

Recruitment. Each of the AAAs took a different approach to recruiting participants into CLP2. CDAAA had the most diverse recruitment strategy, accepting referrals from multiple sources, while BAY, JABA, PWAAA, and SAAA were able to enroll by recruiting from participants already connected to their agency. Conversely, SSSEVA made community presentations on CLP2 and recruited through self-referrals into the program. Although, the recruitment strategies used by the AAAs ultimately produced successful outcomes, there is some concern that the time and effort required to reach enrollment goals is considerably higher for some approaches.

- **Recommendation:** Define and identify sources for recruiting participants to maximize recruitment outcomes and minimize use of AAA time in recruiting.

Targeted Enrollment. The average CLP2 participant was a married female, aged 83.1 years, with a physical disability, in fair health, and with 4.7 ADL limitations. While persons of all ages may be capable of expressing their wishes and direct the course of their own care, natural declines in functioning that accompany old age coupled with physical limitations and failing health can make it difficult for older adults to engage in consumer directed activities – specifically finding and hiring personal attendants. Older participants (aged 80+) with high levels of need are also more likely to have a small social network from which to draw upon to find people to provide support. Thus, despite meeting the criteria for enrollment, older frail adults enrolled in a consumer directed program may be more likely to rely on agency-based services for support unless they have an established network of support ready to assist.

- Recommendation: Aim to enroll individuals with caregivers who are optimally suited for consumer direction and CLP services.

Quality

SC and Attendants. Participants and their proxies were very pleased with the quality of the services provided by their SC and the attendants that help them.

- Recommendation: Continue to maintain positive attitudes and professional manners with participants and their families.

Working with Caregivers. More than half (61.6%) of caregivers were adult children, giving them a different perspective on participant needs and wants than a spouse would have. Adult child caregivers perceived participants to be more frail and in declining health than spouses. Moreover, the support provided by adult child caregivers was constrained by their jobs and obligations to their own families. Spouses indicated that their personal health problems and physical limitations challenged them in providing care. Despite the differing needs and perspectives of caregivers, selection of participant services did not vary much.

- Recommendation: Identify strategies for working with caregivers to heighten their awareness of participants' current health status, limitations, and needs.
- Recommendation: Identify strategies to facilitate conversations about the use of consumer-directed services including one-time and intermittent service options.
- Recommendation: Provide training to SCs that provides information about the range of concerns and constraints shared by spousal and adult child caregivers.

Cost

Service Coordination Time. Service Coordinators provide an invaluable service to participants by linking them to services and facilitating communication among participants, providers, and the fiscal intermediary. The frequency of interactions between participants and their SCs appeared to ebb and flow during the pilot program, and increased as participant health needs rose and access to services began. Even when CLP services were running smoothly and no communication took place between the SC and the participant, SCs were engaged in the participant's services at an administrative level. During CLP2, fiscal support for SC time was paid from administrative funds, not from participant budgets. Even though SCs were asked to record the time they spent working with or on behalf of participants, recording was inconsistent. Among the participants with SC time recorded, only 29.7% had time recorded that matched their

CLP2 service months. That is, SC time was recognized and recorded for each month in which a service was delivered. The remaining participants accumulated a total of 260 unrecorded months. The lack of recording challenges further understanding of the SC role and the time spent in supporting participants in CLP2 and reduces the potential for establishing future reimbursement guidelines for their involvement.

- Recommendation: Designate a base rate or sum for reimbursing SC time from participant funds to cover administrative costs.

Employee-Hire Services. Participants who hire their own in-home attendants reduce service delivery burdens on local providers and utilize fewer SC hours than those using traditional agency-based services. Anecdotal evidence from SCs and participants indicate that the initial time spent in completing paperwork for employee-hire can be lengthy; once it is completed additional SC time is generally not needed. While it cannot yet be determined if the use of SC time will continue to reduce as employers of record become more comfortable with their administrative responsibilities, the demands placed on SC time is worthy of continued monitoring as consumer-directed services expand across the Commonwealth.

- Recommendation: Monitor the time SCs spend on supporting persons using employee-hire services and initiate strategies to offset related support costs to the program.

APPENDIX A
Participant Satisfaction Survey

Section 1 – Participant Health Status

How would you rate your (participant's) overall health at the present time?

Excellent Good Fair Poor

Compared to 3 months ago, how would you rate your (participant's) overall health at the present time?

A lot worse Worse The same Better A lot better

Compared to a year ago, how would you rate your (participant's) overall health at the present time?

A lot worse Worse The same Better A lot better

Do you (participant) have any of the following health conditions?

a. cancer, a malignant tumor or leukemia?	Yes	No
b. chronic lung disease such as chronic bronchitis, COPD, emphysema, or asthma?	Yes	No
c. depression?	Yes	No
d. diabetes or high blood sugar?	Yes	No
e. heart attack, by-pass/valve surgery, stroke, etc?	Yes	No
f. high blood pressure or hypertension?	Yes	No
g. memory problems?	Yes	No
h. osteoporosis?	Yes	No
i. stomach or intestinal disorders?	Yes	No
j. arthritis?	Yes	No
k. Do you have any other health problems that have not been mentioned? Describe_____	Yes	No

How much does any health problems stand in the way of your (participant) doing the things you (participant) want to do?

A great deal A little Not at all

Section 2 – Current Unmet Needs

Do you (participant) have any personal care needs that are not currently being met?	Yes	No	Don't Know	Refuse
Do you (participant) ever go without a bath or shower when you need one?	Yes	No	Don't Know	Refuse
Do you (participant) ever go without a meal when you need one?	Yes	No	Don't Know	Refuse
Do you (participant) ever go without taking your medicine when you need it?	Yes	No	Don't Know	Refuse
Are you ever (participant) unable to use the bathroom when you need to?	Yes	No	Don't Know	Refuse
Have you (participant) ever talked with your support coordinator about any special equipment or changes to your home that might make your life easier?	Yes	No	Don't Know	Refuse
Do you (participant) need more help with things around the house than you are now receiving?	Yes	No	Don't Know	Refuse
Do you (participant) feel safe in your home?	Yes	No	Don't Know	Refuse
Can you (participant) get to places you need to go by using the transportation services?	Yes	No	Don't Know	Refuse

Section 3 – Interactions with Service Coordinator

_____ takes an interest in me.	Almost Always	Sometimes	Almost Never	Don't Know	Refuse	
Does _____ treat you the way you want to be treated?	Almost Always	Sometimes	Almost Never	Don't Know	Refuse	
How helpful is _____ in assisting you in matching services to your needs and preferences?	Very Helpful	Helpful	A little Helpful	Not Helpful	Don't Know	Refuse
Overall, how satisfied are you with _____'s services?	Very Satisfied	Satisfied	A little Satisfied	Not Satisfied	Don't Know	Refuse
Have you complained to _____ about your services in the last 3 months?	Yes	No	Don't Know	Refuse		
If yes, was the complaint resolved to your satisfaction?	Yes	No				

Section 4 – Satisfaction with Service
Personal Care /Homemaker/Companion Aide

Does _(insert aide’s name)_____ do things the way you want them done?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
How much choice did you have in deciding that _____ would help you?	None	A little	Some	A Lot	Don’t Know	Refuse	
<i>If person self-directs their services ask the following three questions</i>							
<i>How comfortable are you with directing your services?</i>	Very Comfortable	Comfortable	Somewhat Comfortable	Not Comfortable	Don’t Know	Refuse	
<i>What were some of the challenges you faced in starting self-directed services with the CLP?</i>	Describe:						
<i>How much does directing your own services help you get the care you need to manage your health problems?</i>	Helps Very Much	Helps A lot	Helps Some	Doesn’t Help	Makes Life Harder	Don’t Know	Refuse
Does _____ show up on time?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
Does _____ leave early or before their job is completed?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
Does _____ come at a time that is convenient for you?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
Do you think _____ does a good job when he or she is with you?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
Does _____ complete everything that needs to be done, each visit?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
_____ and I understand each other when we talk.	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
_____ takes an interest in me.	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
How much time does _____ spend on personal phone calls?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
How much time does _____ spend watching TV?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
How much time does _____ spend smoking?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
Does _____ treat you the way you want to be treated?	Almost Always	Sometimes	Almost Never	Don’t Know	Refuse		
Overall, how satisfied are you with the _____ services?	Very Satisfied	Satisfied	A little Satisfied	Not Satisfied	Don’t Know	Refuse	
How helpful do you find the _____ services in helping you manage your life?	Very Helpful	Helpful	A little Helpful	Not Helpful	Don’t Know	Refuse	

Satisfaction with PERS

How satisfied are you with the way you live your life, since receiving your PERS system?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Refuse
So, in general, do you feel that the PERS system...	Helped A Lot	Helped A Little	Did not Help	Made Things Worse	Unknown	Refuse

Satisfaction with Home Delivered Meals

How satisfied are you with the way you live your life, since receiving home delivered meals?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Refuse
So, in general, do you feel that the home delivered meals has ...	Helped A Lot	Helped A Little	Did not Help	Made Things Worse	Unknown	Refuse

Satisfaction with ADC Adult Day Care

How satisfied are you with the way you live your life, since receiving adult day services?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Refuse
So, in general, do you feel that the adult day services...	Helped A Lot	Helped A Little	Did not Help	Made Things Worse	Unknown	Refuse

Section 5 - General Program Questions

How satisfied are you with the way you live your life, since enrolling in the CPL program?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Refuse
So, in general, do you feel that the CLP services you received have ...	Helped A Lot	Helped A Little	Did not Help	Made Things Worse	Unknown	Refuse
Do you envision needing any services in the next year that without them, you might not be able to live _____(in your current setting)?	Yes	No	Don't Know		Refuse	
How satisfied are you with how the money provided for your services is handled?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Refuse
Do you currently have out-of pocket expenses that you need to pay to get the services and care you need?	Yes	No	Don't Know		Refuse	
If yes....How much each month?						
Are you better able to deal with your health problems because you receive services through the CLP?	Yes, Helped A Lot	Yes, Helped A Little	No, Did not Help	No, Made Things Worse	Unknown	Refuse

How likely would you have gone into a nursing home without these services?	Not at all Likely	Somewhat Likely	Very Likely	Almost Certain	Unknown (DK)	Refuse
How likely is it that you will enter a nursing home in the next 3 months?	Not at all Likely	Somewhat Likely	Very Likely	Almost Certain	Unknown (DK)	Refuse
How much does this program improve the quality of your life?	Improved A Lot	Improved A Little	Did not Improve	Made Life Worse	Unknown	Refuse
In general, how satisfied are you with the services you receive from the CLP program?	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Refuse

APPENDIX B

Program and Participant Characteristics by Agency & Program

Screening & Recruitment – Source - Service Coordinators

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=16	n=7	n=12	n=12	n=5	n=9	n=9	n=5	n=12	n=19	n=106
		Percent										
1	CLP2 Participants by referral source											
	AAA	56.2	71.4	58.3	33.3	-	77.8	55.6	100	91.7	-	
	Family/friend	25.0	-	25.0	25.0	40.0	11.1	44.4	-	-	-	
	HCBs	18.8	14.3	16.7	8.3	20.0	11.1	-	-	-	-	
	Government agency	-	-	-	8.3	40.0	-	-	-	-	8.3	-
	Self	-	-	-	-	-	-	-	-	-	-	94.7
	Unknown	-	14.3	-	25	-	-	-	-	-	5.3	
	Total											
2	Participants with previously established association with AAA											
	Associated	37.5	71.4	66.7	58.3	20.0	88.9	77.8	100	16.7	15.8	45.3

Enrollment and Un-Enrollment – Source – Peer Place

Item #	Item	AASC n=16	BAY n=7	CAAA n=12	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=12	SSSEVA n=19	TOTAL n=106
		Number										
3	Participants active each month during pilot											
	October	-	-	2	1	-	1	-	-	-	2	6
	November	1	-	4	1	-	2	1	2	-	3	14
	December	4	-	2	2	-	4	3	2	2	5	24
	January	8	-	4	3	3	7	2	3	2	12	44
	February	9	-	6	4	4	5	2	3	3	12	48
	March	11	-	6	6	5	5	6	5	4	14	62
	April	14	5	8	7	5	1	7	5	6	14	72
	May	14	3	8	8	5	3	7	5	7	14	74
	June	13	3	8	9	5	2	6	5	7	14	72
	July	13	3	10	9	5	2	7	5	9	16	79
	August	13	2	10	7	5	2	7	5	9	15	75
	September	13	2	9	7	5	2	6	5	4	13	66
		Percent (Number)										
4	Time enrolled in CLP2 pilot											
	< 30 days	-	14.3	-	-	-	-	-	-	-	10.5	2.8
	30-90 days	6.2	42.9	25.0	8.3	-	55.6	33.3	-	25.0	15.8	20.8
	91-180 days	18.8	28.6	41.7	50.0	-	44.4	-	-	33.3	10.5	24.5
	180+ days	75.0	14.3	33.3	41.7	100	-	66.7	100	41.7	63.2	51.9
	Total	100	100	100	100	100	100	100	100	100	100	100
5	Was client un-enrolled during pilot?											
	Yes	12.5 (2)	71.4 (5)	18.2 (2)	41.7 (5)	-	77.8 (7)	22.2 (2)	-	18.2 (2)	31.3 (5)	29.7 (30)
6	Reason for un-enrollment during pilot											
	Deceased	50.0	40.0	50.0	80.0	-	-	50.0	-	-	100	43.3
	No longer met eligibility requirement	50.0	20.0	50.0	-	-	14.3	50.0	-	50.0	-	16.7
	Voluntarily withdrew	-	40.0	-	20.0	-	14.3	-	-	50.0	-	23.4
	Agency ended CLP2	-	-	-	-	-	71.4	-	-	-	-	16.7
	Total	100	100	100	100	100	100	100	100	100	100	100

CLP2 Service Coordination – Sources – Peer Place and PPL

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
7	CLP2 Services Delivered: Total Months: Average Months of Service:	114 7.1	18 2.6	74 6.7	68 5.7	41 8.2	36 4.0	54 6.0	44 8.8	53 4.8	128 8.0	630 5.7
8	Documented Service Coordination Time: <ul style="list-style-type: none"> Participants with documented Service Coordination time in Peer Place: Total Months Documented: Total Hours Documented: Average Total Monthly Hours: Average Minutes Documented per Participant 	56% (n=9)	100% (n=7)	100% (n=11)	100% (n=12)	0%	89% (n=8)	0%	100% (n=5)	18% (n=2)	100% (n=16)	69% (n=70)
9	Total Months of CLP2 services without documented Service Coordination time	-98 mos	-	-3 mos	-	-41 mos	-21 mos	-54 mos	-	-51 mos	-8 mos	-276 mos
10	Total Months of documented Service Coordination time without other CLP2 services	-	+7 mos	-	+7 mos	-	-	-	+2 mos	-	-	+16 mos

CLP2 Participant Expenditures– Sources – Peer Place and PPL

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
	Total Days Served	3,410	620	1,839	2,193	1,678	794	1,714	1,260	1,868	3,483	18,859
	<ul style="list-style-type: none"> Average number of days enrolled (per participant) 	213.13	88.57	167.18	182.75	335.60	88.22	190.44	252.00	169.82	217.69	186.72
	Total Program Expenditures	\$92,045	\$7,621	\$45,091	\$49,539	\$49,564	\$24,895	\$31,629	\$38,571	\$46,560	\$103,408	\$488,925
	Average Expenditures											
	<ul style="list-style-type: none"> Per day 	\$26.17	\$13.02	\$24.13	\$23.63	\$29.53	\$36.11	\$20.52	\$29.64	\$24.44	\$29.54	\$25.92
	<ul style="list-style-type: none"> Per month 	\$796	\$396	\$734	\$719	\$898	\$1,098	\$624	\$901	\$743	\$899	\$788
	<ul style="list-style-type: none"> Per participant 	\$5,753	\$1,089	\$4,099	\$4,128	\$9,913	\$2,766	\$3,514	\$7,714	\$4,233	\$6,463	\$4,841

CLP2 Services & Expenditures– Sources – Peer Place and PPL

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
11	Adult Day Care Participants		57% (n=4)	27% (n=3)	8.3% (n=1)			22.2% (n=2)		9% (n=1)		10.9% (n=11)
12	Funds spent on Adult Day Care											
13	Total Agency Invoices (\$): Participant : • Average Monthly Invoice(\$): • Average Total Invoices (\$): • Range of Total Participant Invoices (\$):		4,220 469 1,055 -	3,404 425 1,135 -	210 210 210 -			4,606 576 2,303 -		50 50 50 -		\$12,490 \$463 \$1,135 \$50 - \$3,968
14	Assisted Living Participants	6.1% (n=1)		36.4% (n=4)			22.2% (n=2)				18.8% (n=3)	9.9% (n=10)
15	Funds spent to defray Assisted Living Costs Total Agency Invoices (\$): Participant : • Average Monthly Invoice (\$): • Average Total Invoices (\$): • Range of Total Participant Invoices (\$):	938		15,978 799 3,994 -			7,870 1,124 3,935 -				20,400 1,200 6,800 -	\$47,998 \$1,000 \$4,800 \$403 - \$9,600
16	Assistive Devices Participants	3.8% (n=6)		18.2% (n=2)	8.3% (n=1)		11.1% (n=1)	33.3% (n=3)		9.1% (n=1)	6.3% (n=1)	14.9% (n=15)
17	Funds spent on Assistive Devices Total Agency Invoices (\$): Participant : • Average Monthly Invoice (\$): • Average Total Invoices (\$): • Range of Total Participant Invoices (\$):	\$4,181		\$261 131 131 -	\$649 649 649 -		\$157 157 157 -	\$238 79 79 -		\$72 36 72 -	\$380 380 380 -	\$5,939 \$228 \$396 \$29 - \$649

CLP2 Services and Expenditures – cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
18	Chore services Participants	25% (n=4)					11.1% (n=1)	11.1% (n=1)		9.1% (n=1)	12.5% (n=2)	8.9% (n=9)
19	Funds spent on Chore services Total Agency Invoices (\$):	\$4,810					\$66	\$175		\$182	\$1,904	\$7,137
	Participant :											
	• Average Monthly Invoice (\$):	185					66	175		182	317	\$203
	• Average Total Invoices (\$):	1,203					66	175		182	952	\$793
	• Range of Total Participant Invoices (\$):	-					-	-		-	-	\$66 - \$2,210
20	Dental Care Participants	6.1% (n=1)						11.1% (n=1)				2% (n=2)
21	Funds spent on Dental Total Agency Invoices (\$):	\$228						\$2,255				\$2,483
	Participant :											
	• Average Monthly Invoice (\$):	228						2,255				\$1,242
	• Average Total Invoices (\$):	228						2,255				\$1,242
	• Range of Total Participant Invoices (\$):	-						-				\$228 – \$2,255
22	Groceries Participants			18.2% (n=2)		20.0% (n=1)					6.3% (n=1)	4% (n=4)
23	Funds spent on Groceries Total Agency Invoices (\$):			524		444					1,967	\$2,936
	Participant :											
	• Average Monthly Invoice (\$):			66		111					281	\$155
	• Average Total Invoices (\$):			262		444					1,967	\$734
	• Range of Total Participant Invoices (\$):			-		-					-	\$82 – \$1,967

CLP2 Services and Expenditures – cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
24	Home Modifications Participants					20.0% (n=1)	22.2% (n=2)	11.1% (n=1)		54.5% (n=6)	25% (n=4)	13.9% (n=14)
25	Funds spent on Home Modifications Total Agency Invoices (\$):					727	738	760		6,636	8,457	\$17,319
	Participant :											
	• Average Monthly Invoice (\$):					727	369	760		1,691	1,691	\$1,109
	• Average Total Invoices (\$):					727	369	760		2,114	2,114	\$1,237
	• Range of Total Participant Invoices (\$):					-	-	-		-	-	\$114 – \$4,200
26	Meals Participants	6.1% (n=1)			16.7% (n=2)		11.1% (n=1)	33.3% (n=3)				6.9% (n=7)
27	Funds spent on Meals Total Agency Invoices (\$):	350			763		60	1546				\$2,718
	Participant :											
	• Average Monthly Invoice (\$):	117			153		60	101				\$118
	• Average Total Invoices (\$):	350			381		60	555				\$388
	• Range of Total Participant Invoices (\$):	-			-		-	-				\$59 - \$704
28	Disposable Medical Supplies Participants	25% (n=4)		27% (n=3)	25% (n=3)	60% (n=3)		33.3% (n=3)		18.2% (n=2)		17.8% (n=18)
29	Funds spent on Disposable Medical Supplies Total Agency Invoices (\$):	2,548		822	545	2,332		1,102		753		\$8,102
	Participant :											
	• Average Monthly Invoice (\$):	182		63	68	233		92		125		\$129
	• Average Total Invoices (\$):	367		274	182	777		367		376		\$450
	• Range of Total Participant Invoices (\$):	-		-	-	-		-		-		\$18 – \$1,932

CLP2 Services and Expenditures – cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
30	Medications Participants	25% (n=4)		27% (n=3)		20% (n=1)				45.5% (n=5)	43.8% (n=7)	19.8% (n=20)
31	Funds spent on Medications Total Agency Invoices (\$):	2,852		1,651		778				2,443	4,301	\$12,025
	Participant :											
	• Average Monthly Invoice (\$):	143		83		43				407	187	\$138
	• Average Total Invoices (\$):	723		550		778				489	614	\$601
	• Range of Total Participant Invoices (\$):	-		-		-				-	-	\$14 – \$1,491
32	Nutritional Supplements Participants			18.2% (n=2)		20% (n=1)	22.2% (n=2)	22.2% (n=2)		18.2% (n=2)		8.9% (n=9)
33	Funds spent on Nutritional Supplements Total Agency Invoices (\$):			636		150	64	611		131		\$1,592
34	Participant :											
	• Average Monthly Invoice (\$):			64		150	16	68		65		\$61
	• Average Total Invoices (\$):			318		150	32	305		65		\$177
	• Range of Total Participant Invoices (\$):			-		-	-	-		-		\$14 - \$604
35	PERS Participants			18.2% (n=2)			33.3% (n=3)	22.2% (n=2)		9.1% (n=1)	12.5% (n=2)	9.9% (n=10)
36	Funds spent on PERS Total Agency Invoices (\$):			640			285	416		40	330	\$1,711
	Participant :											
	• Average Monthly Invoice (\$):			49			57	32		20	30	\$39
	• Average Total Invoices (\$):			320			95	208		40	165	\$171
	• Range of Total Participant Invoices (\$):			-			-	-		-	-	\$40 - \$450

CLP2 Services and Expenditures – cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=12	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=12	SSSEVA n=19	TOTAL n=106
37	Respite Care Participants			9.1% (n=1)					20% (n=1)			2% (n=2)
38	Funds spent on Respite Care Total Agency Invoices (\$): Participant : • Average Monthly Invoice (\$): • Average Total Invoices (\$): • Range of Total Participant Invoices (\$):			2,204 367 2,204 -					1,914 638 1,914 -			\$4,118 \$458 \$2,059 \$1914 – \$2,204
39	Transportation Participants	6.1% (n=1)	57% (n=4)	9.1% (n=1)	33.3% (n=4)			11.1% (n=1)	40% (n=2)			12.9% (n=13)
40	Funds spent on Transportation Total Agency Invoices (\$): Participant : • Average Monthly Invoice (\$): • Average Total Invoices (\$): • Range of Total Participant Invoices (\$):	850	1,242	18	6,723			675	197			\$9,705 \$294 \$747 \$9 – \$6,017

Programs and Expenditures – Source – PPL

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
41	Personal Care (Agency Attendant only) Participants	31.3% (n=5)	-	81.8% (n=9)	66.6% (n=8)		22.2% (n=2)	77.8 (n=7)	100% (n=5)	18.2% (n=2)	31.3% (n=5)	42.6% (n=43)
42	Expenditures Total Invoiced (\$): Total # Months Invoiced: Average Monthly Invoice (\$): Range of Expenditures(\$): Average Total Spent (\$):	29,647 34 872 - 5,929		17,939 46 390 - 1,993	16,074 27 595 - 2,009		4,335 5 867 - 2,168	12,172 42 290 - 1,739	35,260 39 904 - 7,052	2,285 4 571 - 1,142	21,656 35 619 - 4,331	\$139,369 232 \$601 \$90 - \$11,360 \$3,241
43	Personal Care (Employee Hire only) Participants		-		12% (n=3)	100% (n=5)	22.2% (n=2)			54.5% (n=6)	50% (n=8)	23.8% (n=24)
44	Expenditures Total Invoiced (\$): Total # Months Invoiced: Average Monthly Invoice (\$): Range of Expenditures(\$): Average Total Spent (\$):				17,266 15 1,151 - 5,755	45,578 40 1,139 - 9,116	3,334 6 556 - 1,667			24,558 27 910 - 4,093	43,009 44 977 - 5,376	\$133,745 132 \$1,103 \$70 – \$11,360 \$5,573
45	Total Personal Care Participants	31.3% (n=5)	-	81.8% (n=9)	91.7% (n=11)	100% (n=5)	44.4% (n=4)	77.8% (n=7)	100% (n=5)	72.7% (n=8)	12.9% (n=13)	66.3% (n=67)
46	Expenditures Total Invoiced (\$): Total # Months Invoiced: Average Monthly Invoice (\$): Range of Expenditures(\$): Average Total Spent (\$):	29,647 34 872 - 5,929		17,939 46 390 - 1,993	33,340 42 794 - 3,031	45,578 40 1,139 - 9,116	7,669 11 697 - 1,917	12,172 42 290 - 1,739	35,260 39 904 - 7,052	26,843 31 866 - 3,355	64,665 79 819 - 4,974	\$273,114 364 \$750 \$70 – \$11,360 \$4,076

Program Expenditures cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
47	Companion/Homemaker (Agency only) Participants	83.3% (n=5)	42.9% (n=3)	18.2% (n=2)	50% (n=6)		33.3% (n=3)	55.5% (n=5)	20% (n=1)	18.2% (n=2)	6.3% (n=1)	27.7% (n=28)
48	Expenditures											
	Total Invoiced (\$):	20,536	2,159	1,623	7,309		6,575	7,072	1,200	3,050	1,003	\$50,526
	Total # Months Invoiced:	29	7	10	21		11	35	1	4	5	123
	Average Monthly Invoice (\$):	708	308	162	348		598	202	1200	763	201	\$411
	Range of Expenditures(\$):	-	-	-	-		-	-	-	-	-	\$126-\$7,920
	Average Total Spent (\$):	4,107	431	811	1,218		2,192	1,414	1,200	1,525	1,003	\$1,805
49	Companion/Homemaker (Employee only) Participants	25% (n=4)		9.1% (n=1)			11.1% (n=1)			18.2% (n=2)		7.9% (n=8)
50	Expenditures											
	Total Invoiced (\$):	21,195		490			967			6,361		\$29,012
	Total # Months Invoiced:	26		1			3			11		41
	Average Monthly Invoice (\$):	815		490			322			578		\$708
	Range of Expenditures(\$):	-		-			-			-		\$67 – \$7,160
	Average Total Spent (\$):	5,299		490			967			3,180		\$3,224
51	Total Homemaker/Companion Participants	56.3% (n=9)	42.9% (n=3)	27.3% (n=3)	50% (n=6)		44.4% (n=4)	55.5% (n=5)	20% (n=1)	36.4% (n=4)	6.3% (n=1)	35.6% (n=36)
52	Expenditures											
	Total Invoiced (\$):	41,731	2,159	2,113	7,309		7,542	7,072	1,200	9,411	1,003	\$79,538
	Total # Months Invoiced:	55	7	11	21		14	35	1	15	5	164
	Average Monthly Invoice (\$):	759	308	192	348		539	202	1,200	627	201	\$485
	Range of Expenditures(\$):	-	-	-	-		-	-	-	-	-	\$67 – \$7,920
	Average Total Spent (\$):	4,637	431	704	1,218		1,886	1,414	1,200	2,352	1,003	\$2,209

Participant Demographics – Sources – Peer Place and Service Coordinators

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
Percent												
53	Gender											
	Male	37.5	57.1	9.1	33.3	20	33.3	33.3	-	18.2	31.3	28.7
	Female	62.5	42.9	90.9	66.7	80	66.7	66.7	100	81.8	68.8	71.3
	Total	100	100	100	100	100	100	100	100	100	100	100
54	Age at enrollment											
	65-69 years	6.3	-	-	-	-	-	-	20	-	-	2
	70-79 years	43.8	57.1	9.1	33.3	20	11.1	33.3	-	45.5	25	29.7
	80-89 years	50	42.9	63.6	58.3	80	55.6	55.6	60	45.5	43.8	53.5
	90+ years	-	-	27.3	8.3	-	33.3	11.1	20	9.1	31.3	14.9
	Total	100	100	100	100	100	100	100	100	100	100	100
55	Race											
	White /not Hispanic	87.5	85.7	63.6	25	100	77.8	55.6	100	63.6	62.5	68.3
	Black/ not Hispanic	6.3	-	27.3	75	-	-	11.1	-	-	18.8	16.8
	White /Hispanic	-	14.3	-	-	-	11.1	22.2	-	36.4	6.3	8.9
	Black/ Hispanic	6.3	-	9.1	-	-	11.1	11.1	-	-	12.5	5.9
	Total	100	100	100	100	100	100	100	100	100	100	100
56	Ethnicity											
	Not Hispanic or Latino	93.8	85.7	90.9	100	100	77.8	66.7	100	63.6	81.3	85.1
	Hispanic or Latino	6.3	14.3	9.1	-	-	22.2	33.3	-	36.4	18.8	14.9
	Total	100	100	100	100	100	100	100	100	100	100	100
57	Veteran Status											
	Not a Veteran	68.8	85.7	100	100	100	44.4	88.9	100	100	100	88.1
	Veteran	31.3	14.3	-	-	-	11.1	11.1	-	-	-	7.9
	Missing	-	-	-	-	-	44.4	-	-	-	-	4.0
	Total	100	100	100	100	100	100	100	100	100	100	100

Participant Demographics cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
		Percent										
58	Marital Status											
	Married or Separated	68.8	85.7	45.5	25.0	20	44.4	44.4	-	45.5	75	59.5
	Divorced	-	14.3	-	-	-	-	22.2	20	36.4	-	7.9
	Widowed	31.3	-	45.5	66.7	80	55.6	33.3	80	18.2	25	39.6
	Never Married	-	-	9.1	8.3	-	-	-	-	-	-	2.0
	Total	100	100	100	100	100	100	100	100	100	100	100
59	Living Arrangements											
	Alone	18.8	28.6	63.6	41.7	60	22.2	22.2	40	45.5	45.5	32.7
	Spouse only	50.0	42.9	27.3	16.7	20	44.4	33.3	-	18.2	18.2	36.6
	Spouse and others	18.8	28.6	-	-	-	-	11.1	-	27.3	27.3	8.9
	Relatives	12.5	-	-	41.7	-	33.3	33.3	60	9.1	9.1	19.8
	Non family member	-	-	9.1	-	20	-	-	-	-	-	2.0
	Total	100	100	100	100	100	100	100	100	100	100	100
60	Disability Type											
	Dementia	31.3	57.1	54.5	33.3	-	22.2	33.3	-	27.3	25.0	30.7
	Physical disability	68.8	28.6	45.5	66.7	100	55.6	66.7	100	72.3	68.8	65.3
	Unspecified disability	-	-	-	-	-	22.2	-	-	-	-	2.0
	Traumatic brain injury	-	14.3	-	-	-	-	-	-	-	6.3	2.0
	Total	100	100	100	100	100	100	100	100	100	100	100

Participant Demographics cont.

Item #	Item	AASC	BAY	CAAA	CDAA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=16	n=7	n=11	n=12	n=5	n=9	n=9	n=5	n=11	n=16	n=101
		Percent										
61	Number of hospitalization in past year (prior to enrollment)											
	0	68.8	57.1	81.8	50	40	22.2	55.6	60	45.5	68.8	57.4
	1	18.8	14.3	9.1	25	60	-	33.3	20	45.5	25.0	23.8
	2	-	14.3	9.1	-	-	22.2	11.1	-	9.1	-	5.9
	3+	12.6	-	-	25	-	44.4	-	20	-	-	10.0
	Missing	-	14.3	-	-	-	11.1	-	-	-	6.3	6.0
	Total	100	100	100	100	100	100	100	100	100	100	100
62	Number of falls in past year (prior to enrollment)											
	0	31.3	14.3	-	33.3	80	33.3	55.6	55.6	80	63.6	46.5
	1	18.8	28.6	54.5	25.0	20	22.2	22.2	22.2	20	27.3	21.8
	2	18.8	28.6	9.1	8.3	-	11.1	11.1	11.1	-	9.1	10.9
	3	12.5	14.3	9.1	-	-	-	11.1	11.1	-	-	5.0
	4	-	-	9.1	8.3	-	22.2	-	-	-	-	4.0
	5+	-	-	18.2	25.0	-	-	-	-	-	-	6.0
	Missing	18.8	14.3	-	-	-	11.1	-	-	-	-	6.0
	Total	100	100	100	100	100	100	100	100	100	100	100
63	Receiving hospice services in addition to CLP2											
	Yes	-	-	18.2 (2)	8.3 (1)	-	11.1 (1)	-	-	-	6.3 (1)	5.0 (5)
64	Enrolled in CLP2 with spouse											
	Yes	25.0 (2 couples)	-	18.2 (1 couple)	-	-	22.2 (1 couple)	22.2 (1 couple)	-	18.2 (1 couple)	50.0 (4 couples)	19.8 (10 couples)

Participant Eligibility Determination Items – Sources – Peer Place and Service Coordinators

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=11	SSSEVA n=16	TOTAL n=101
		Percent										
65	Total number of ADL limitations											
	0	-	-	-	-	-	-	-	-	-	-	-
	1	-	-	9.1	8.3	-	-	-	-	9.1	12.5	5.0
	2	-	14.3	9.1	8.3	-	-	11.1	-	-	18.8	6.9
	3	12.5	-	18.2	16.7	-	55.6	11.1	-	27.3	12.5	16.8
	4	18.8	-	18.2	8.3	-	22.2	22.2	-	9.1	-	10.9
	5	18.8	71.4	9.1	8.3	-	11.1	11.1	60	36.4	31.3	23.8
	6	18.8	14.3	18.2	33.3	-	-	33.3	40	-	25.0	17.8
	7	18.8	-	18.2	16.7	100	11.1	11.1	-	18.2	-	18.8
	Total	100	100	100	100	100	100	100	100	100	100	100
66	Household Income											
	\$7,000 - \$9,499	6.3	-	18.2	8.3	-	-	11.1	40	27.3	-	9.9
	\$9,500 - \$10,999	-	-	9.1	16.7	-	-	11.1	-	-	-	4.0
	\$11,000 - \$14,999	12.5	-	-	16.7	20	22.2	33.3	-	27.3	-	12.9
	\$15,000 - \$19,999	12.5	14.3	36.4	-	60	22.2	22.2	-	18.2	31.3	20.8
	\$20,000 + Missing	68.8	71.4	36.4	58.3	20	55.6	22.2	60	27.3	68.8	51.5
	Total	100	100	100	100	100	100	100	100	100	100	100
67	Liquid Assets											
	\$20,000 - \$30,000	31.3	-	36.4	41.7	40	55.6	22.2	100	45.5	43.8	39.6
	Over \$30,000	68.8	100	63.6	58.3	60	44.4	77.8	-	45.5	56.3	59.4
	Missing	-	-	-	-	-	-	-	-	9.1	-	1.0
	Total	100	100	100	100	100	100	100	100	100	100	100

Participant Eligibility Determination Items *cont.*

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=16	n=7	n=11	n=12	n=5	n=9	n=9	n=5	n=11	n=16	n=101
		Percent										
68	Estimated monthly out of pocket expenses to meet care needs (at enrollment)											
	\$0	62.5	-	36.4	33.3	-	22.2	-	60	-	-	22.8
	\$1- \$250	12.5	16.7	9.1	25.0	-	-	33.3	-	27.3	6.3	13.9
	\$251 - \$500	-	50.0	9.1	8.3	-	-	22.2	20	9.1	-	8.9
	\$501- \$750	-	33.3	-	8.3	-	22.2	11.1	-	45.5	31.3	15.8
	\$751-\$1,000	6.3	-	9.1	-	-	22.2	11.1	20	9.1	12.5	8.9
	\$1,001-\$1,500	-	-	-	-	-	-	22.2	-	-	12.5	4.0
	\$1,501- \$3,000	-	-	18.2	16.7	80	22.2	-	-	-	31.3	14.9
	\$3,001+	-	-	18.2	8.3	20	-	-	-	-	6.3	5.0
	\$3,001+	18.8	14.3	-	-	-	11.1	-	-	9.1	-	5.9
	Total	100	100	100	100	100	100	100	100	100	100	100

Participants' Caregiver Characteristics – Source – Caregiver Burden Assessment

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=16	n=7	n=11	n=12	n=5	n=9	n=9	n=5	n=10	n=15	n=99
		Percent										
69	Relationship to CLP2 participant											
	Spouse	37.5	85.7	27.3	16.7	20	33.3	11.1	-	20	13.3	26.3
	Child	43.8	14.3	63.6	66.7	20	55.6	77.8	100	70	86.7	61.6
	Other relative	12.5	-	-	16.7	-	11.1	-	-	-	-	6.1
	Friend	-	-	9.1	-	60	-	11.1	-	10	-	5.1
	Missing	6.3	-	-	-	-	-	-	-	-	-	1.0
	Total	100	100	100	100	100	100	100	100	100	100	100
70	Age of Caregiver											
	< 50 years	18.8	-	-	25.0	-	11.1	11.1	20	20	-	11.1
	50-59	31.3	-	18.2	41.7	20	33.3	33.3	40	40	33.3	30.3
	60-69	6.3	14.3	54.5	16.7	40	22.2	44.4	20	20	53.3	29.3
	70-79	25.0	14.3	18.2	16.7	40	11.1	-	-	20	6.7	13.1
	80-89	12.5	42.9	9.1	-	-	22.2	11.1	-	-	6.7	11.1
	90+	-	-	-	-	-	-	-	-	-	-	1.0
	Missing	6.3	28.6	-	-	-	-	-	20	-	-	4.0
	Total	100	100	100	100	100	100	100	100	100	100	100
71	Help provided to participant by caregiver											
	Companionship	87.5	100	72.7	91.7	100	100	88.9	100	90	93.3	90.9
	Housekeeping	68.8	100	63.6	66.7	100	77.8	66.7	60	60	80.0	72.7
	Meal Preparation	81.3	100	45.5	75.0	100	100	44.4	100	80	80.0	77.8
	Personal care	75.0	85.7	18.2	50.0	100	55.6	33.3	100	50	73.3	60.6
	Laundry	75.0	100	45.5	58.3	100	77.8	44.4	60	60	86.7	69.7
	Bill Paying	75.0	85.7	81.8	83.3	80	88.9	77.8	60	100	73.3	80.8
	Transportation	81.3	100	81.8	100	100	88.9	100	100	80	100	91.9
	Shopping	81.3	71.4	100	100	100	88.9	100	100	80	93.3	90.9
	Medication Mgmt	81.3	100	36.4	66.7	100	77.8	88.9	100	70	93.3	78.8
Yard work	43.8	71.4	18.2	50.0	80	44.4	22.2	20	60	20.0	40.4	

Participants' Caregiver Characteristics cont.

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDA n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=10	SSSEVA n=15	TOTAL n=99
		Percent										
72	How long have you been providing care for the participant?											
	< 1 year	6.3	-	18.2	8.3	-	33.3	-	-	10	20.0	11.1
	1-4 years	31.3	85.7	36.4	41.7	100	22.2	33.3	20	70	60.0	47.5
	5-9	18.8	-	45.5	25.0	-	22.2	22.2	40	-	13.3	19.2
	10-14	12.5	-	-	-	-	-	22.2	40	20	-	8.1
	15+	12.5	-	-	16.7	-	22.2	11.1	-	-	-	8.1
	Unspecified	18.8	14.3	-	8.3	-	-	11.1	-	-	6.7	6.1
	Total	100	100	100	100	100	100	100	100	100	100	100
73	How many hours a day do you provide care for the participant?											
	<6	25.0	14.3	63.6	58.3	-	22.2	66.7	20	30	33.3	36.4
	6-11	12.5	-	-	-	40	-	-	40	20	26.7	12.1
	12-23	-	-	9.1	25.0	-	11.1	-	20	-	13.3	8.1
	24	56.3	85.7	18.2	16.7	60	44.4	33.3	20	40	20.0	37.4
	As needed	-	-	-	-	-	22.2	-	-	-	-	2.0
	Unspecified	6.3	-	9.1	-	-	-	-	-	-	6.7	4.0
	Total	100	100	100	100	100	100	100	100	100	100	100
74	Are you on 24-hour call for the participant?											
	Yes	84.5	100	100	100	80	100	100	100	100	100	97
75	Does the participant pay you for caregiving services?											
	Yes	6.3	-	9.1	8.3	40	-	-	40	-	13.3	9.1
76	Do you have any caregiving related injuries?											
	Yes	6.3	28.6	-	25	-	11.1	22.2	80	-	13.3	15.2

Participants' Caregiver Characteristics *cont.*

Item #	Item	AASC n=16	BAY n=7	CAAA n=11	CDAА n=12	D3SS n=5	JABA n=9	PAA n=9	PWAAA n=5	SAAA n=10	SSSEVA n=15	TOTAL n=99
		Percent										
77	If you are not available to provide care, are other caregivers available to assist? Yes	62.5	100	54.5	91.7	80	77.8	77.8	100	80	80	77.8
78	Do you have any other constraints or concerns that limit your ability to care for the participant? Yes	68.8	100	100	100	60	88.9	100	100	50	93.3	86.7
79	Types of concerns:											
	Health problems	43.8	100	45.5	58.3	40	55.6	55.6	60	50	53.3	54.5
	Employment	37.5	14.3	36.4	66.7	40	33.3	44.4	60	40	40.0	41.4
	Lack specific knowledge, skills	-	42.9	9.1	-	-	11.1	22.2	60	10	13.3	13.1
	Living at a distance	12.5	-	36.4	25.0	20	11.1	-	20	10	13.3	15.2
	Financial strain	6.3	-	18.2	41.7	60	22.2	22.2	80	20	60.0	29.3
	Providing care to others	6.3	-	36.4	33.3	-	22.2	33.3	40	-	26.7	20.2
	Other issues	12.5	28.6	63.6	66.7	20	33.3	33.3	80	-	46.7	37.4

Caregivers' Burden – Source – Caregiver Burden Assessment

Item #	Item	AASC n=15	BAY n=7	CAAA n=11	CDAА n=12	D3SS n=5	JABA n=8	PAA n=9	PWAAA n=5	SAAA n=10	SSSEVA n=15	TOTAL n=97
		Percent										
80	Do you sometimes feel that because of the time you spend with your relative, you don't have time enough for yourself?											
	Never	6.7	-	18.2	16.7	-	-	-	-	-	-	5.2
	Rarely	-	-	18.2	8.3	-	-	-	-	10	-	4.1
	Sometimes	40.0	-	45.5	33.3	40	25.0	55.6	20	30	20.0	32.0
	Quite frequently	20.0	85.7	9.1	16.7	60	62.5	33.1	60	60	33.3	38.1
	Nearly always	33.3	14.3	9.1	25.0	-	12.5	11.1	20	-	46.7	20.6
	Total	100	100	100	100	100	100	100	100	100	100	100
81	Do you feel stressed between caregiving for your relative and trying to meet other responsibilities (work/family)?											
	Never	6.7	-	18.2	8.3	-	-	-	-	-	-	4.1
	Rarely	-	-	18.2	8.3	-	-	-	-	20	-	5.2
	Sometimes	46.7	57.1	36.4	41.7	40	-	33.3	20	40	13.3	33.0
	Quite frequently	13.3	42.9	18.2	-	-	87.5	55.6	60	10	40.0	29.9
	Nearly always	33.3	-	9.1	41.7	60	12.5	11.1	20	30	46.7	27.8
	Total	100	100	100	100	100	100	100	100	100	100	100
82	Do you feel strained when you are around your relative?											
	Never	6.7	-	45.5	16.7	-	12.5	-	40	-	-	11.3
	Rarely	20.0	-	54.5	8.3	-	-	44.4	-	30	13.3	14.4
	Sometimes	60.0	42.9	-	33.3	60	50.0	22.2	20	30	33.3	40.2
	Quite frequently	13.3	57.1	-	16.7	20	37.5	11.1	40	20	53.3	25.8
	Nearly always	-	-	-	25	20	-	22.1	-	20	-	8.2
	Total	100	100	100	100	100	100	100	100	100	100	100

Caregivers' Burden cont.

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=15	n=7	n=11	n=12	n=5	n=8	n=9	n=5	n=10	n=15	n=97
Percent												
83	Do you feel uncertain about what to do about your relative?											
	Never	13.3	-	27.3	16.7	-	-	-	40	20	13.3	11.3
	Rarely	13.3	-	27.3	16.7	-	12.5	22.2	20	30	46.7	13.4
	Sometimes	46.7	42.9	9.1	50.0	40	62.5	55.6	20	40	33.3	41.2
	Quite frequently	13.3	57.1	18.2	8.3	40	12.5	11.1	-	10	6.7	22.7
	Nearly always	13.3	-	18.2	8.3	20	12.5	11.1	20	-	-	11.3
	Total	100	100	100	100	100	100	100	100	100	100	100
84	Composite score: Zarit Burden Interview (A score of at least 8 meets criterion for support).											
	< 8	13.3	-	63.6	33.3	-	-	-	40	30	6.7	19.6
	8	46.7	-	9.1	16.7	40	12.5	66.7	20	-	-	18.6
	9	13.3	14.3	9.1	-	-	12.5	-	-	20	13.3	9.3
	10	6.7	28.6	9.1	8.3	-	12.5	-	-	10	20.0	10.3
	11	13.3	28.6	9.1	-	-	50.0	11.1	-	10	13.3	13.4
	12	13.3	28.6	-	16.7	20	12.5	-	20	-	-	9.3
	13	6.7	-	-	16.7	20	-	11.1	20	-	33.3	11.3
	14	-	-	-	8.3	-	-	11.1	-	30	13.3	7.2
	15	-	-	-	-	20	-	-	-	-	-	1.0
		Total	100	100	100	100	100	100	100	100	100	100

Satisfaction Survey Respondent Characteristics

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
Percent												
85	Who responded to survey?											
	Caregiver	85.7	100	100	100	40	100	85.7	80	100	78.6	87.2
	Participant	7.1	-	-	-	-	-	14.3	20	-	21.4	7.7
	Service Provider	7.1	-	-	-	60	-	-	-	-	-	5.1
	Total	100	100	100	100	100	100	100	100	100	100	100

Participant Health – Source - Participant Satisfaction Survey

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDAA n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
Percent												
86	Do you (<i>participant</i>) have any of the following health conditions?											
	Cancer	12.4	-	-	20	20	-	14.3	40	-	21.4	15.4
	Pulmonary disease	21.4	-	14.3	10	40	-	14.3	20	33.3	14.3	16.7
	Depression	64.3	50	57.1	50	100	33.3	14.3	100	66.7	57.1	57.7
	Diabetes	50.0	-	14.3	60	-	50	42.9	20	66.7	64.3	43.6
	Coronary disease	64.3	50	28.6	50	80	33.3	71.4	60	33.3	42.9	51.3
	High blood pressure	50.0	50	71.4	90	60	83.3	57.1	60	83.3	71.4	67.9
	Memory problems	50.0	50	85.7	80	100	83.3	42.9	80	83.3	64.3	69.2
	Osteoporosis	28.6	25	28.6	40	80	33.3	14.3	20	16.7	42.9	33.3
	Digestive problems	21.4	25	42.9	10	40	33.3	28.6	20	-	21.4	23.1
	Arthritis	42.9	50	85.7	100	80	66.7	57.1	80	66.7	71.4	69.2
	Other	35.7	25	42.9	30	80	66.7	28.6	100	66.7	42.9	47.4
87	Areas/ types of other identified problems:											
	Eyes	33.3	-	-	-	-	-	-	-	-	-	6.7
	Ear, Nose, Throat	16.7	-	33.3	-	-	-	-	-	-	-	6.7
	Back or spine	-	-	-	-	-	25	-	-	-	16.7	6.7
	Nerves/ neurologic	16.7	-	-	100	-	25	-	50	-	-	13.3
	Brain	-	-	-	-	-	-	50	-	-	-	3.3
	Other	33.3	100	66.7	-	100	50	50	50	100	83.3	63.3
88	How much do health problems stand in the way of your doing things you do?											
	A great deal	78.6	100	57.1	70	100	50	71.4	80	100	85.7	78.2
	A little	21.4	-	28.6	30	-	50	14.3	-	-	7.1	16.7
	Not at all	-	-	14.3	-	-	-	-	20	-	-	2.6
	Missing	-	-	-	-	-	-	14.3	-	-	7.1	2.6
	Total	100	100	100	100	100	100	100	100	100	100	100

Participant Health cont.

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDA n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
		Percent										
89	How would you rate your overall health at the present time?											
	Poor	42.9	-	28.6	-	60	16.7	28.6	40	16.7	21.4	25.6
	Fair	57.1	75	57.1	60	40	33.3	57.1	-	50	57.1	51.3
	Good	-	25	14.3	40	-	50.0	-	60	33.3	14.3	20.5
	Excellent	-	-	-	-	-	-	-	-	-	-	-
	Missing	-	-	-	-	-	-	14.3	-	-	7.1	2.6
	Total	100	100	100	100	100	100	100	100	100	100	100
90	Compared to 3 months ago, how would you rate your overall health at the present time?											
	A lot worse	7.1	-	-	-	-	-	-	20	-	-	2.6
	Worse	21.4	25	28.6	10	80	16.7	14.3	40	33.3	21.4	25.6
	The same	50.0	75	28.6	40	20	66.7	42.9	40	66.7	35.7	44.9
	Better	14.3	-	42.9	40	-	16.7	28.6	-	-	28.6	20.5
	A lot better	7.1	-	-	10	-	-	-	-	-	7.1	3.8
Missing	-	-	-	-	-	-	14.3	-	-	7.1	2.6	
	Total	100	100	100	100	100	100	100	100	100	100	100
91	Compared to a year ago, how would you rate your overall health at the present time?											
	A lot worse	7.1	-	14.3	-	60	33.3	28.6	-	16.7	21.4	16.7
	Worse	50.0	25	42.9	20	40	33.3	14.3	60	33.3	14.3	32.1
	The same	35.7	50	14.3	30	-	16.7	14.3	20	33.3	14.3	23.1
	Better	-	25	14.3	10	-	16.7	14.3	-	16.7	21.4	11.5
	A lot better	7.1	-	14.3	40	-	-	14.3	20	-	21.4	14.1
Missing	-	-	-	-	-	-	14.3	-	-	7.1	2.6	
	Total	100	100	100	100	100	100	100	100	100	100	100

Current Unmet Needs – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
		Percent (Number)										
92	Do you have any personal care needs that are not currently being met? Yes	7.1 (1)	25 (1)	14.3 (1)	40 (4)	-	16.7 (1)	14.3 (1)	40 (2)	-	21.4 (3)	17.9 (14)
93	Do you ever go without ... • A bath or shower when you need one? Yes • A meal when you need one? Yes • Taking your medicine when you need it? Yes • Using the bathroom when you need to? Yes	7.1 7.1 7.1 7.1	- - - -	14.3 14.3 28.6 42.9	10 - 30 30	- - 20 20	33.3 - 16.7 33.3	14.3 - - -	20 - 40 40	16.7 16.7 50.0 16.7	35.7 14.3 21.4 14.3	16.7 6.4 20.5 19.2
94	Have you ever talked to with your service coordinator about any special equipment or changes to your home that might make your life easier? Yes	46.2	-	57.1	40	80	83.3	42.9	80	33.3	28.6	46.2
95	Do you need more help with things around the house than you are now receiving? Yes	23.1	-	-	50	25	33.3	42.9	20	-	7.1	20.5
96	Do you feel safe in your home? Yes	84.6	50	85.7	100	100	100	71.4	80	100	92.3	85.9
97	Can you get to places you need to go by using transportation services? Yes	53.8	75	28.6	50	-	50	28.6	20	83.3	42.9	43.6

Satisfaction with Service Coordinator – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
		Percent										
98	SC takes an interest in me											
	Almost Always	78.6	75	100	80	100	100	57.1	80	100	92.9	85.9
	Sometimes	7.1	-	-	10	-	-	-	20	-	7.1	5.1
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	14.3	-	-	-	-	-	-	-	-	-	2.6
	Missing	-	25	-	-	-	-	42.9	-	-	-	5.1
	Refused	-	-	-	10	-	-	-	-	-	-	1.3
	Total	100	100	100	100	100	100	100	100	100	100	100
99	Does SC treat you the way you want to be treated?											
	Almost Always	85.7	50	100	80	100	100	57.1	100	100	100	88.5
	Sometimes	-	-	-	-	-	-	-	-	-	-	-
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	14.3	-	-	-	-	-	-	-	-	-	2.6
	Missing	-	50	-	-	-	-	42.9	-	-	-	5.1
	Refused	-	-	-	20	-	-	-	-	-	-	2.6
	Total	100	100	100	100	100	100	100	100	100	100	100
100	How helpful do you find the SC services in helping you manage your life?											
	Very helpful	92.9	100	71.4	40	80	100	57.1	100	93.3	92.9	80.8
	Helpful	7.1	-	28.6	30	20	-	-	-	16.7	7.1	11.5
	A little helpful	-	-	-	20	-	-	-	-	-	-	2.6
	Not helpful	-	-	-	-	-	-	-	-	-	-	-
	Don't know	-	-	-	10	-	-	-	-	-	-	1.3
	Missing	-	-	-	-	-	-	42.9	-	-	-	3.8
	Total	100	100	100	100	100	100	100	100	100	100	100

Satisfaction with Service Coordinator *cont.*

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDAА n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
		Percent										
101	Overall, how satisfied are you with the SC services?											
	Very satisfied	85.7	50	57.1	40	80	100	57.1	80	66.7	92.9	73.1
	Satisfied	14.3	25	42.9	50	-	-	-	20	33.3	7.1	19.2
	A little satisfied	-	-	-	-	-	-	-	-	-	-	-
	Not satisfied	-	-	-	-	20	-	-	-	-	-	1.3
	Don't know	-	-	-	10	-	-	-	-	-	-	1.3
	Missing	-	25	-	-	-	-	42.9	-	-	-	5.1
	Total	100	100	100	100	100	100	100	100	100	100	100
102	Have you complained to your Service Coordinator about your services in the last 3 months?											
	Yes	7.1	-	14.3	30	60	50	-	-	16.7	7.1	16.7
	Do Not Know	-	-	-	10	-	-	-	20	-	-	2.6
103	If yes, was the complaint resolved to your satisfaction?											
	Yes	100	-	-	66.7	33.3	100	-	-	-	100	64.3

In-Home Attendant – Source – Peer Place

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDAА n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
		Percent (Number)										
104	Does client receive In-Home Aide services?											
	Yes	85.7 (12)	25 (1)	85.7 (6)	100 (10)	60 (3)	83.3 (5)	71.4 (5)	100 (5)	100 (6)	71.4 (10)	80.7 (63)

Interaction with In-Home Attendant – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=12	n=1	n=6	n=10	n=3	n=5	n=5	n=5	n=6	n=10	n=63
		Percent										
105	Does aide do things the way you want things done											
	Almost Always	100	100	83.3	80	66.7	100	100	100	66.7	80	85.7
	Sometimes	-	-	-	10	33.3	-	-	-	-	-	7.9
	Almost Never	-	-	-	-	-	-	-	-	33.3	20	-
	Don't Know	-	-	16.7	10	-	-	-	-	-	-	6.3
	Total	100	100	100	100	100	100	100	100	100	100	100
106	Does aide show up on time											
	Almost Always	91.7	100	100	90	33.3	100	100	80	66.7	90	87.3
	Sometimes	8.3	-	-	-	33.3	-	-	20	33.3	10	9.5
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	-	-	-	-	-	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
107	Does aide leave early or before their job is completed											
	Almost Always	-	-	-	-	-	-	-	-	-	-	-
	Sometimes	-	-	-	10	33.3	-	-	-	33.3	20	9.5
	Almost Never	100	100	83.3	80	33.3	100	100	100	66.7	80	85.7
	Don't Know	-	-	16.7	10	-	-	-	-	-	-	3.2
	Total	100	100	100	100	100	100	100	100	100	100	100

Interaction with In-Home Attendant cont.

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=12	n=1	n=6	n=10	n=3	n=5	n=5	n=5	n=6	n=10	n=63
		Percent										
108	Does aide leave early or before their job is completed											
	Almost Always	-	-	-	-	-	-	-	-	-	-	-
	Sometimes	-	-	-	10	33.3	-	-	-	33.3	20	9.5
	Almost Never	100	100	83.3	80	33.3	100	100	100	66.7	80	85.7
	Don't Know	-	-	16.7	10	-	-	-	-	-	-	3.2
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
109	Does aide come at that is convenient for you											
	Almost Always	91.7	100	100	90	66.7	100	100	100	100	100	95.2
	Sometimes	8.3	-	-	-	-	-	-	-	-	-	1.6
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	-	-	-	10	-	-	-	-	-	-	1.6
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
110	Do you think the aide does a good job when he or she is with you											
	Almost Always	91.7	100	83.3	80	50	100	100	100	66.7	90	85.7
	Sometimes	8.3	-	-	-	50	-	-	-	33.3	10	6.3
	Almost Never	-	-	-	-	-	-	-	-	-	-	1.6
	Don't Know	-	-	16.7	20	-	-	-	-	-	-	4.8
	Missing	-	-	-	-	-	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
111	Does aide complete everything that needs to be done each visit											
	Almost Always	100	100	100	80	33.3	100	100	80	100	90	90.5
	Sometimes	-	-	-	-	33.3	-	-	20	-	10	4.8
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	-	-	-	20	-	-	-	-	-	-	3.2
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100

Interaction with In-Home Attendant *cont.*

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=12	n=1	n=6	n=10	n=3	n=5	n=5	n=5	n=6	n=10	n=63
		Percent										
112	Aide and I understand each other when we talk											
	Almost Always	100	100	50.0	90	33.3	100	100	100	100	90	88.9
	Sometimes	-	-	33.3	-	33.3	-	-	-	-	-	4.8
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	-	-	16.7	10	-	-	-	-	-	10	4.8
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
113	Aide takes an interest in me											
	Almost Always	100	100	83.3	90	66.7	100	100	80	100	100	93.7
	Sometimes	-	-	-	-	-	-	-	20	-	-	1.6
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	-	-	16.7	10	-	-	-	-	-	-	3.2
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
114	How much time does aide spend on personal phone calls											
	Almost Always	-	-	-	-	33.3	-	-	-	-	-	1.6
	Sometimes	-	-	-	-	33.3	20	-	-	33.3	10	7.9
	Almost Never	100	100	66.7	80	-	80	100	80	50.0	70	76.2
	Don't Know	-	-	33.3	20	-	-	-	20	16.7	20	12.7
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
115	How much time does the aide spend watching TV											
	Almost Always	8.3	-	-	-	33.3	-	-	20	-	-	4.8
	Sometimes	8.3	-	-	-	33.3	-	-	-	16.7	-	3.2
	Almost Never	83.3	100	66.7	90	-	100	100	80	66.7	100	84.1
	Don't Know	-	-	33.3	10	-	-	-	-	16.7	-	6.3
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100

Interaction with In-Home Attendant *cont.*

Item #	Item	AASC n=12	BAY n=1	CAAA n=6	CDA n=10	D3SS n=3	JABA n=5	PAA n=5	PWAAA n=5	SAAA n=6	SSSEVA n=10	TOTAL n=63
		Percent										
116	How much time does aide spend smoking											
	Almost Always	-	-	-	-	-	-	-	-	16.7	-	1.6
	Sometimes	-	-	-	-	66.7	-	-	-	33.3	-	6.3
	Almost Never	100	100	83.3	90	-	100	100	100	50.0	100	87.3
	Don't Know	-	-	16.7	10	-	-	-	-	-	-	3.2
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100
117	Does aide treat you the way you want to be treated											
	Almost Always	100	100	100	90	33.3	100	100	100	100	100	95.2
	Sometimes	-	-	-	-	33.3	-	-	-	-	-	1.6
	Almost Never	-	-	-	-	-	-	-	-	-	-	-
	Don't Know	-	-	-	10	-	-	-	-	-	-	1.6
	Missing	-	-	-	-	33.3	-	-	-	-	-	1.6
	Total	100	100	100	100	100	100	100	100	100	100	100

Consumer Direction – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
		Percent (Number)										
118	Does participant direct their own services? Yes	25 (3)		50 (3)	30 (3)	33.3 (1)	80 (4)	-	-	83.3 (5)	50 (5)	38.1 (24)
119	How comfortable are you in directing your own services? Very comfortable Comfortable Somewhat comfortable Not comfortable Total	100 - - - 100	- - - - 100	66.7 33.3 - - 100	100 - - - 100	100 - - - 100	75 - 25 - 100	- - - - 100	- - - - 100	100 - - - 100	100 - - - 100	87.5 8.3 4.2 - 100
120	How much does directing your own services...? Helps very much Helps a lot Helps some Doesn't help Makes life harder Total	100 - - - - 100	- - - - - 100	100 - - - - 100	33.3 66.7 - - - 100	100 - - - - 100	100 - - - - 100	- - - - - 100	- - - - - 100	40 20 40 - - 100	60 40 - - - 100	70.8 20.8 8.3 - - 100

Satisfaction with PERS – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
Percent (Number)												
121	Does client receive PERS services? Yes	-	-	14.3 (1)	-	-	16.7 (1)	28.6 (2)	-	-	-	5.1 (4)
122	How satisfied are you with the way you live your life since receiving your PERS system? Very satisfied Satisfied Dissatisfied Very dissatisfied Total			- 100 - -			- 100 - -	50 50 - -				25 75 - - 100
123	So, in general, so you feel that the PERS system...? Helped a lot Helped a little Did not help Made things worse Total			100 - - -			- 100 - -	50 50 - -				50 50 - - 100

Satisfaction with Home Delivered Meals – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
Percent (Number)												
124	Does client receive home delivered meal services? Yes			28.6 (2)	10 (1)			71.4 (5)				10.3 (8)
125	How satisfied are you with the way you live your life since receiving home delivered meals? Very satisfied Satisfied Dissatisfied Very dissatisfied Missing Total			100 - - - -	- 100 - - -			20 40 20 - 20				37.5 37.5 12.5 - 12.5 100
126	So, in general, so you feel that home delivered meals ...? Helped a lot Helped a little Did not help Made things worse Missing Total			100 - - - -	100 - - - -			40 20 20 - 20				62.5 12.5 12.5 - 12.5 100

Satisfaction with Adult Day Care – Source – Participant Satisfaction Survey

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDA n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
Percent (Number)												
127	Does client receive adult day care services? Yes		50 (2)	28.6 (2)		10 (1)			14.3 (1)			7.7 (6)
128	How satisfied are you with the way you live your life since receiving adult day care services? Very satisfied Satisfied Dissatisfied Very dissatisfied Missing Total		50 - - - 50 100	- 50 50 - - 100		100 - - - - 100						33.3 16.7 16.7 - 33.3 100
129	So, in general, so you feel that adult day care services ...? Helped a lot Helped a little Did not help Made things worse Missing Total		50 - - - - 100	50 - 50 - - 100		100 - - - - 100						50 - 16.7 - 33.2 100

General Program Satisfaction Questions – Source – Participant Satisfaction Survey

Item #	Item	AASC	BAY	CAAA	CDAA	D3SS	JABA	PAA	PWAAA	SAAA	SSSEVA	TOTAL
		n=14	n=4	n=7	n=10	n=5	n=6	n=7	n=5	n=6	n=14	n=78
		Percent										
130	How satisfied are you with the way you live your life, since enrolling in the CLP?											
	Very satisfied	50	25	57.1	60	60	33.3	57.1	40	66.7	85.7	57.7
	Satisfied	50	50	42.9	30	20	50	28.6	60	33.3	7.1	34.6
	Dissatisfied	-	-	-	-	20	16.7	-	-	-	-	2.6
	Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	Don't know	-	-	-	10	-	-	-	-	-	7.1	2.6
	Missing	-	25	-	-	-	-	-	14.3	-	-	2.6
	Total	100	100	100	100	100	100	100	100	100	100	100
131	So, in general, do you feel that the CLP services...											
	Helped a lot	92.9	50	100	80	100	83.3	85.7	80	100	71.4	84.6
	Helped a little	7.1	25	-	20	-	16.7	-	20	-	7.1	9.0
	Did not help	-	-	-	-	-	-	-	-	-	-	-
	Made things worse	-	-	-	-	-	-	-	-	-	-	-
	Don't know	-	-	-	-	-	-	-	-	-	7.1	1.3
	Missing	-	25	-	-	-	-	14.3	-	-	14.3	5.1
	Total	100	100	100	100	100	100	100	100	100	100	100
132	Do you envision needing any services in the next year that without them, you might not be able to live in your current setting?											
	Yes	50	-	100	80	80	100	42.9	60	50	57.1	62.8
	Don't know	7.1	50	-	10	-	-	14.3	20	-	7.1	9.0
	Missing	-	50	-	-	-	-	14.3	-	-	14.3	6.4
		Total	100	100	100	100	100	100	100	100	100	100

General Program Satisfaction Questions *cont.*

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDA n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
		Percent										
133	How satisfied are you with how the money provided for your services is handled?											
	Very satisfied	50.0	50	57.1	50	60	83.3	42.9	60	50.0	64.3	56.4
	Satisfied	35.7	25	28.6	40	20	16.7	28.6	40	16.7	7.1	24.4
	Dissatisfied	-	-	-	-	-	-	-	-	33.3	-	3.8
	Very dissatisfied	-	-	-	-	20	-	-	-	-	7.1	2.6
	Don't know	14.3	-	-	10	-	-	14.3	-	-	7.1	6.4
	Missing	-	25	14.3	-	-	-	14.3	-	-	14.3	6.4
Total		100	100	100	100	100	100	100	100	100	100	100
134	Do you currently have out-of-pocket expenses that you need to pay to get the services and care you need?											
	No	35.7	-	85.7	60	80	50	42.9	60	66.7	28.6	48.7
	Yes	-	-	-	10	20	-	-	-	-	14.3	5.1
	Don't know	-	-	-	-	-	-	28.6	-	-	14.3	6.4
	Missing	-	-	-	-	-	-	-	-	-	-	-
Total		100	100	100	100	100	100	100	100	100	100	100
135	Are you better able to deal with your health problems since enrolling in CLP2?											
	Yes, helped a lot	78.6	50	100	100	100	83.3	85.7	80	83.3	71.4	83.3
	Yes, helped a little	21.4	-	-	-	-	16.7	-	20	-	7.1	7.7
	No, did not help	-	25	-	-	-	-	-	-	-	-	1.3
	No. made things worse	-	-	-	-	-	-	-	-	-	-	-
	Unknown	-	-	-	-	-	-	-	-	16.7	7.1	2.6
	Missing	-	25	-	-	-	-	14.3	-	-	14.3	5.1
Total		100	100	100	100	100	100	100	100	100	100	100

General Program Satisfaction Questions *cont.*

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDA n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
		Percent										
136	How likely would you have gone into a nursing home without these services?											
	Not at all likely	42.9	50	14.3	10	20	16.7	28.6	40	16.7	-	21.8
	Somewhat likely	50	25	57.1	50	-	50.0	-	20	33.3	21.4	33.3
	Very likely	-	-	14.3	20	20	16.7	42.9	-	50.0	35.7	20.5
	Almost certain	7.1	-	14.3	20	40	16.7	14.3	40	-	21.4	16.7
	Unknown	-	-	-	-	20	-	-	-	-	7.1	2.6
	Missing	-	25	-	-	-	-	14.3	-	-	14.3	5.1
Total		100	100	100	100	100	100	100	100	100	100	100
137	How likely is it that you will go into a nursing home in the next 3 months?											
	Not at all likely	78.6	75	71.4	60	100	83.3	71.4	80	83.3	85.7	78.2
	Somewhat likely	14.6	-	14.3	10	-	-	-	20	16.7	-	6.4
	Very likely	7.1	-	-	30	-	-	-	-	-	-	6.4
	Almost certain	-	-	-	-	-	16.7	-	-	-	-	1.3
	Don't know	-	-	14.3	-	-	-	-	-	-	-	1.3
	Missing	-	25	-	-	-	-	28.6	-	-	14.3	6.4
Total		100	100	100	100	100	100	100	100	100	100	100
138	How much does this program improve the quality of your life?											
	Improved a lot	92.9	75	85.7	80	100	83.3	85.7	80	83.3	71.4	83.3
	Improved a little	7.1	-	14.3	20	-	16.7	-	20	-	14.3	10.3
	Did not improve	-	-	-	-	-	-	-	-	16.7	-	1.3
	Made life worse	-	-	-	-	-	-	-	-	-	-	-
	Don't know	-	-	-	-	-	-	-	-	-	-	-
	Missing	-	25	-	-	-	-	14.3	-	-	14.3	5.1
Total		100	100	100	100	100	100	100	100	100	100	100

General Program Satisfaction Questions *cont.*

Item #	Item	AASC n=14	BAY n=4	CAAA n=7	CDA n=10	D3SS n=5	JABA n=6	PAA n=7	PWAAA n=5	SAAA n=6	SSSEVA n=14	TOTAL n=78
		Percent										
139	In general, how satisfied are you with the services you receive from the CLP program?											
	Very satisfied	92.9	50	85.7	80	80	66.7	71.4	80	83.3	71.4	78.2
	Satisfied	7.1	25	14.3	20	20	16.7	14.3	20	16.7	7.1	14.1
	Dissatisfied	-	-	-	-	-	16.7	-	-	-	-	1.3
	Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-
	Don't know	-	-	-	-	-	-	-	-	-	7.1	1.3
	Missing	-	25	-	-	-	-	14.3	-	-	14.3	5.1
	Total	100	100	100	100	100	100	100	100	100	100	100