

# Full Measure Submission to Partnership for Quality Measurement

## Importance

**Provide evidence of performance gap or measurement gap by providing performance scores on the measure as specified (current and over time) at the specified level of analysis.\***

The distribution of performance scores for the 19 HCBS CAHPS measures and distribution of respondents by measure are presented in **Exhibit 1** and **Exhibit 2**, below. Scores for most measures demonstrate room for improvement, with median scores as low as 44.8 percent (unmet needs: *Sufficient staff to help you with meals*). Four measures demonstrate high performance (i.e., the median performance score is above 90 percent), which include the scale measures—*Case manager is helpful* and *Personal safety and respect*, the unmet needs measure—*Sufficient staff to help you with toileting*, and the personal safety measure—*Do any staff hit or hurt you?* These performance scores, however, represent survey responses from the 20 participating programs included in the measure developer’s testing effort and may not be representative of the total eligible population who have not been surveyed. The median performance score is reported to reflect central tendency where outliers may exist. Performance by participant characteristics were examined to identify performance gaps in respective areas.

The median entity-level number of responses per measure (shown in **Exhibit 2**) ranges from 84.5 (for the *Recommendation of case manager* measure) to 123.0 (for the *Staff are reliable and helpful* measure), which includes the global ratings, recommendation, and single-item physical safety measure. The unit of analysis in the HCBS CAHPS Survey is typically the accountable entity, which refers to the entity responsible for managing and overseeing a specific HCBS program within a state. This entity could be a Medicaid agency, a non-Medicaid state agency (e.g., a department of aging), a county, or managed care plans via MLTSS programs. The choice of the unit of analysis, whether it is conducted at the program level or the managed care plan level, depends on the objectives of the data analysis and the characteristics of the available data (e.g., survey design, sample size, and variables). The five unmet needs measures had a much lower response rate, as the screening questions limit responses to those participants who indicated a need for the individual service being assessed. The median entity-level number of responses for the unmet needs measures ranged from 1 (for the *Sufficient staff to help you with meals* measure) to 56 (for the *Sufficient staff to help you with toileting* measure).

**Exhibit 3** through **Exhibit 9** examine performance scores for the 19 HCBS CAHPS measures for several participant characteristics (i.e., age band, gender, race, ethnicity, education level, language, and living arrangement). Chi-square statistics were calculated to determine whether differences in performance scores based on these characteristics were statistically significant.

Performance-score differences in education level (displayed in **Exhibit 7**) and race (displayed in **Exhibit 5**) were found to be significant at the 95-percent level for 14 of the 19 measures. Significant differences in performance were also found based on participant living arrangement (for 12 measures, as displayed in **Exhibit 9**), age band (for 10 measures, as displayed in **Exhibit 3**), language (for 8 measures, as displayed in **Exhibit 8**), and gender (for five measures, as displayed in **Exhibit 4**).

**Exhibit 10** shows change in entity-level mean scores between survey years 2022 and 2023; these data show improvement for 12 of the 19 measures, ranging in magnitude from 1.1 percent (for the *Choosing the services that matter to you* measure) to 29.9 percent (for the *Sufficient staff to help dress, shower or bathe* measure). Data prior to the 2022 survey year were not included due to instability in collection procedures and responses provided during the COVID-19 public health emergency.

**Exhibit 1. Distribution of Performance Scores for the 19 HCBS CAHPS Measures (2023 Measure Year)**

	N Programs	Mean	Std Dev	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5 Median	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
<b>Global Ratings Measures</b>														
Global Rating of PCA or Behavioral Health Staff	20	81.3%	0.10	63.8%	67.4%	69.4%	73.3%	81.5%	83.7%	85.7%	87.2%	91.2%	94.0%	96.4%
Global Rating of Homemaker	20	81.1%	0.10	63.4%	67.4%	69.4%	73.1%	80.0%	83.7%	85.6%	87.2%	91.2%	94.0%	96.4%
Global Rating of Case Manager	20	78.5%	0.11	52.2%	66.0%	69.8%	73.2%	74.2%	78.2%	82.7%	85.0%	89.2%	92.0%	96.8%
<b>Recommendation Measures</b>														
Recommendation of PCA or Behavioral Health Staff	19	78.0%	0.22	0.0%	55.5%	70.0%	77.2%	80.5%	82.1%	84.6%	89.6%	92.9%	96.0%	97.7%
Recommendation of Homemaker	19	77.7%	0.22	0.0%	55.1%	69.4%	77.2%	80.5%	82.1%	84.4%	89.7%	90.3%	96.0%	97.7%
Recommendation of Case Manager	20	69.9%	0.25	0.0%	32.5%	69.4%	70.6%	73.5%	77.6%	78.9%	79.6%	83.9%	88.3%	90.2%
<b>Scale Measures</b>														
Staff are Reliable and Helpful	20	85.2%	0.07	70.4%	75.2%	79.6%	83.2%	84.2%	84.6%	85.8%	88.6%	92.2%	95.2%	96.4%
Staff Listen and Communicate Well	20	87.8%	0.05	77.8%	80.3%	84.7%	86.1%	86.4%	87.9%	89.0%	90.4%	91.9%	94.3%	96.0%
Case Manager is Helpful	20	92.3%	0.05	75.0%	87.1%	89.4%	90.8%	91.9%	93.1%	93.9%	96.1%	96.6%	97.6%	98.2%
Choosing the Services That Matter to You	20	70.7%	0.16	30.8%	43.0%	62.2%	67.0%	73.2%	74.3%	77.6%	80.9%	83.6%	85.2%	89.2%
Transportation to Medical Appointments	20	79.5%	0.12	53.7%	64.5%	70.3%	72.2%	76.7%	81.5%	83.3%	87.9%	90.3%	93.6%	95.8%
Personal Safety and Respect	20	93.9%	0.05	79.8%	85.9%	90.5%	92.5%	94.2%	95.0%	96.6%	97.3%	98.2%	98.8%	99.1%
Planning your Time and Activities	20	62.6%	0.09	48.3%	51.0%	52.4%	56.8%	61.9%	64.0%	65.7%	66.5%	69.0%	71.3%	86.6%
<b>Unmet Needs Measures</b>														
Sufficient Staff to Help Dress, Shower, or Bathe	17	63.5%	0.33	0.0%	16.7%	33.3%	50.0%	50.0%	60.0%	71.6%	100.0%	100.0%	100.0%	100.0%
Sufficient Staff to Help you with Meals	14	44.8%	0.41	0.0%	0.0%	0.0%	0.0%	33.3%	44.8%	50.0%	75.0%	100.0%	100.0%	100.0%

	N Programs	Mean	Std Dev	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5 Median	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
Sufficient Staff to Help you with Medications	15	60.1%	0.34	0.0%	0.0%	34.8%	40.0%	52.8%	64.8%	70.8%	80.0%	100.0%	100.0%	100.0%
Sufficient Staff to Help you with Toileting	20	97.2%	0.03	91.7%	94.0%	94.9%	96.0%	96.8%	97.4%	98.3%	99.0%	100.0%	100.0%	100.0%
Sufficient Homemakers to Help you with Household Tasks	10	44.0%	0.35	0.0%	0.0%	8.3%	25.0%	36.7%	45.0%	50.0%	50.0%	75.0%	100.0%	100.0%
<b>Physical Safety Measure</b>														
Do any Staff Hit or Hurt You?	20	99.6%	0.01	96.9%	98.9%	94.9%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

**Exhibit 2. Distribution of Survey Responses for the 19 HCBS CAHPS Measures (2023 Measure Year)**

	N Response	Mean	Std Dev	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5 Median	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
<b>Global Ratings Measures</b>														
Global Rating of PCA or Behavioral Health Staff	4,575	228.8	389.59	16.0	23.5	29.0	69.0	87.5	105.0	139.5	165.0	296.0	478.5	1,773.0
Global Rating of Homemaker	4,575	228.8	389.58	16.0	23.5	29.0	69.0	87.5	105.0	139.5	165.0	296.0	478.5	1,773.0
Global Rating of Case Manager	3,969	198.5	339.87	4.0	17.5	24.5	44.0	65.0	86.5	99.5	139.5	319.0	424.5	1,525.0
<b>Recommendation Measures</b>														
Recommendation of PCA or Behavioral Health Staff	4,358	217.9	382.32	0.0	9.0	26.5	41.5	83.5	100.5	138.5	160.5	294.0	459.5	1,731.0
Recommendation of Homemaker	4,358	217.9	382.31	0.0	9.0	26.5	41.5	83.5	100.5	138.5	160.5	294.0	459.5	1,731.0
Recommendation of Case Manager	3,825	191.3	334.99	4.0	6.0	17.0	24.5	62.5	84.5	98.5	142.5	308.5	419.0	1,495.0
<b>Scale Measures</b>														
Staff are Reliable and Helpful	5,089	254.5	399.43	20.0	27.0	30.5	74.0	98.5	123.0	145.0	197.5	365.0	582.5	1,783.0

	N Response	Mean	Std Dev	Min	Decile 1	Decile 2	Decile 3	Decile 4	Decile 5 Median	Decile 6	Decile 7	Decile 8	Decile 9	Decile 10
Staff Listen and Communicate Well	5,059	253.0	252.95	20.0	28.5	31.5	76.0	101.5	119.5	145.0	197.5	365.0	562.0	1,786.0
Case Manager is Helpful	3,978	199.0	340.97	4.0	17.5	24.5	44.0	69.0	87.0	99.0	139.0	314.5	427.0	1,531.0
Choosing the Services That Matter to You	5,196	259.8	259.80	13.0	25.0	29.5	50.5	93.5	113.5	147.5	193.5	363.5	547.0	2,056.0
Transportation to Medical Appointments	5,425	271.3	465.67	22.0	28.0	34.0	83.0	100.5	116.0	151.0	206.5	367.0	554.0	2,123.0
Personal Safety and Respect	5,470	273.5	465.41	23.0	29.0	35.0	84.0	103.0	120.5	152.0	208.0	368.0	563.5	2,121.0
Planning your Time and Activities	5,440	272.0	460.85	23.0	29.0	35.0	83.5	102.5	119.5	152.0	209.0	368.0	560.0	2,100.0
<b>Unmet Needs Measures</b>														
Sufficient Staff to Help Dress, Shower, or Bathe	415	20.8	57.86	0.0	0.0	1.0	1.5	2.0	3.0	5.0	6.0	10.0	54.0	250.0
Sufficient Staff to Help you with Meals	95	4.8	11.06	0.0	0.0	0.0	0.5	1.0	1.0	1.5	2.5	3.5	13.5	48.0
Sufficient Staff to Help you with Medications	150	7.5	19.91	0.0	0.0	0.0	1.0	1.5	2.5	3.0	5.0	6.5	10.0	91.0
Sufficient Staff to Help you with Toileting	2,625	131.3	233.15	1.0	5.0	12.0	22.5	48.5	56.0	75.0	103.5	148.5	325.0	1,032.0
Sufficient Homemakers to Help you with Household Tasks	30	1.5	1.93	0.0	0.0	0.0	0.0	0.0	5.0	1.5	2.0	3.5	4.5	6.0
<b>Physical Safety Measure</b>														
Do any Staff Hit or Hurt You?	5,426	271.3	462.79	23.0	28.5	35.0	84.0	102.5	119.5	148.0	201.5	367.5	561.0	2,108.0

**Exhibit 3. Performance Scores, by Age Band, for the 19 HCBS CAHPS Measures (2023 Measure Year)**

	N Response	18–24	25–34	35–44	45–54	55–64	65–74	75+	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>										
Global Rating of PCA or Behavioral Health Staff	4,575	80.3%	82.2%	77.7%	81.3%	81.1%	80.7%	84.8%	13.4250	0.0368

Global Rating of Homemaker	4,575	80.3%	82.2%	77.6%	81.2%	81.0%	80.8%	84.8%	27.8747	0.0058
Global Rating of Case Manager	3,969	73.9%	74.6%	74.5%	73.5%	75.1%	77.2%	83.6%	35.2011	<0.0001
<b>Recommendation Measures</b>										
Recommendation of PCA or Behavioral Health Staff	4,358	87.5%	84.1%	78.9%	83.8%	81.7%	81.7%	84.8%	10.1918	0.1165
Recommendation of Homemaker	4,358	87.5%	84.1%	78.9%	83.5%	81.7%	81.7%	84.7%	26.6165	0.0088
Recommendation of Case Manager	3,825	80.0%	76.2%	74.2%	75.6%	77.4%	79.3%	83.7%	24.1487	0.0005
<b>Scale Measures</b>										
Staff are Reliable and Helpful	5,089	92.3%	89.0%	87.3%	86.6%	84.6%	85.2%	86.3%	121.3500	<0.0001
Staff Listen and Communicate Well	5,059	90.2%	91.0%	88.8%	87.9%	87.1%	87.2%	88.0%	149.2501	0.2422
Case Manager is Helpful	3,978	95.6%	95.2%	93.3%	94.1%	94.6%	94.4%	93.4%	17.4649	0.8284
Choosing the Services that Matter to You	5,196	76.3%	77.5%	76.3%	77.6%	76.6%	76.3%	77.8%	44.4422	<0.0001
Transportation to Medical Appointments	5,425	92.9%	88.5%	81.6%	82.2%	80.1%	79.4%	75.7%	126.8220	<0.0001
Personal Safety and Respect	5,470	93.7%	95.2%	95.4%	95.7%	94.6%	92.9%	91.6%	115.7032	<0.0001
Planning your Time and Activities	5,440	72.9%	67.1%	64.6%	63.7%	61.9%	60.1%	58.6%	181.9180	<0.0001
<b>Unmet Needs Measures</b>										
Sufficient Staff to Help Dress, Shower, or Bathe	415	—	66.7%*	90.9%*	45.2%	63.3%	61.3%	66.8%	9.3140	0.0974
Sufficient Staff to Help you with Meals	95	100.0%*	75.0%*	87.5%*	28.6%*	36.4%*	40.9%*	54.2%*	11.3711	0.0776
Sufficient Staff to Help you with Medications	150	100.0%*	75.0%*	70.0%*	60.0%*	59.6%	66.7%	60.6%	1.8892	0.9308
Sufficient Staff to Help you with Toileting	2,625	100.0%	96.9%	99.5%	98.1%	97.4%	97.3%	96.9%	6.2164	0.3996
Sufficient Homemakers to Help you with Household Tasks	30	—	50.0%*	—	33.3%*	40.0%*	33.3%*	44.4%*	0.3214	0.9882
<b>Physical Safety Measure</b>										
Do any Staff Hit or Hurt You?	5,426	98.8%	99.2%	99.7%	99.8%	99.7%	99.8%	99.9%	7.5673	0.2717

Note: “—” denotes no eligible cases for the category while “\*” indicates fewer than 30 cases

#### Exhibit 4. Performance Scores, by Gender, for the 19 HCBS CAHPS Measures (2023 Measure Year)

	N Response	Male	Female	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>					

Global Rating of PCA or Behavioral Health Staff	4,349	80.9%	82.5%	1.6807	0.1948
Global Rating of Homemaker	4,349	80.9%	82.4%	1.5729	0.4555
Global Rating of Case Manager	3,845	77.1%	78.1%	0.5425	0.4614
<b>Recommendation Measures</b>					
Recommendation of PCA or Behavioral Health Staff	4,157	81.9%	83.8%	2.5330	0.1115
Recommendation of Homemaker	4,157	81.9%	83.7%	3.2716	0.1948
Recommendation of Case Manager	3,712	78.4%	79.5%	0.6307	0.4271
<b>Scale Measures</b>					
Staff are Reliable And Helpful	4,769	86.2%	86.2%	25.8287	0.0069
Staff Listen and Communicate Well	4,796	88.5%	87.7%	17.2720	0.7957
Case Manager is Helpful	3,846	94.3%	94.0%	12.9860	0.0113
Choosing the Services that Matter to You	5,015	76.7%	77.3%	3.9972	0.1355
Transportation to Medical Appointments	5,277	81.6%	78.6%	12.5914	0.0135
Personal Safety and Respect	5,347	93.7%	93.5%	15.4256	0.0039
Planning your Time and Activities	5,348	63.3%	60.4%	33.1112	0.0009
<b>Unmet Needs Measures</b>					
Sufficient Staff to Help Dress, Shower, or Bathe	374	68.1%	63.2%	0.8500	0.3566
Sufficient Staff to Help you with Meals	85	60.0%*	46.2%	1.1730	0.2788
Sufficient Staff to Help you with Medications	144	65.9%	61.0%	0.3142	0.5751
Sufficient Staff to Help you with Toileting	2,471	98.1%	97.1%	2.0254	0.1547
Sufficient Homemakers to Help you with Household Tasks	28	25.0%*	41.7%*	0.3993	0.5275
<b>Physical Safety Measure</b>					
Do any Staff Hit or Hurt You?	5,323	99.7%	99.8%	0.0382	0.8449

Note: “—” denotes no eligible cases for the category while “\*” indicates fewer than 30 cases.

**Exhibit 5. Performance Scores, by Race, for the 19 HCBS CAHPS Measures (2023 Measure Year)**

	N Response	White	Black or African American	Asian	Hawaiian or Pacific Islander	American Indian or AK Native	Other Race	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>									
Global Rating of PCA or Behavioral Health Staff	4,119	80.9%	80.0%	88.4%	77.8%*	85.3%	89.5%	20.4392	0.0010
Global Rating of Homemaker	4,119	80.9%	79.9%	88.4%	77.8%*	83.8%	89.5%	33.4322	0.0002
Global Rating of Case Manager	3,676	77.7%	75.0%	79.0%	100.0%*	70.6%*	83.0%	11.6536	0.0399
<b>Recommendation Measures</b>									
Recommendation of PCA or Behavioral Health Staff	3,945	81.0%	85.3%	85.9%	55.6%*	88.2%	87.0%	20.4642	0.0010
Recommendation of Homemaker	3,945	81.0%	85.3%	85.9%	55.6%*	86.8%	87.0%	37.3259	<0.0001
Recommendation of Case Manager	3,551	78.1%	79.9%	79.0%	75.0%*	82.4%*	82.1%	3.2243	0.6655
<b>Scale Measures</b>									
Staff are Reliable and Helpful	4,513	84.8%	88.8%	86.8%	70.0%*	82.9%	87.8%	99.5328	0.0002
Staff Listen and Communicate Well	4,538	86.9%	90.4%	84.8%	81.7%*	82.3%	90.6%	221.5799	<0.0001
Case Manager is Helpful	3,672	93.9%	94.8%	88.3%	100.0%*	94.1%*	95.7%	39.5685	0.0057
Choosing the Services that Matter to You	4,760	74.9%	80.2%	86.9%	75.0%*	76.3%	75.8%	45.9813	<0.0001
Transportation to Medical Appointments	4,999	80.7%	83.2%	71.8%	48.5%*	82.1%	70.9%	139.0621	<0.0001
Personal Safety and Respect	5,062	94.4%	96.8%	84.9%	78.8%*	88.0%	87.6%	309.3281	<0.0001
Planning your Time and Activities	5,064	62.6%	63.5%	46.9%	73.0%*	55.7%	57.5%	228.1574	<0.0001
<b>Unmet Needs Measures</b>									
Sufficient Staff to Help Dress, Shower, or Bathe	305	65.1%	65.0%	62.5%*	—	50.0%*	66.7%	0.5079	0.9727
Sufficient Staff to Help you With Meals	75	38.6%	53.3%*	100.0%*	—	0.0%*	37.5%*	10.5530	0.0321
Sufficient Staff to Help you with Medications	136	61.7%	68.2%	66.7%*	—	—	60.0%*	0.5684	0.9036
Sufficient Staff to Help you with Toileting	2,320	97.3%	97.7%	100.0%	100.0%*	90.0%*	96.9%	8.5452	0.1286
Sufficient Homemakers to Help you with Household Tasks	25	44.4%*	50.0%*	—	—	0.0%*	—	0.8748	0.6457
<b>Physical Safety Measure</b>									
Do any Staff Hit or Hurt You?	5,046	99.7%	99.9%	99.4%	100.0%*	97.4%	99.8%	11.8405	0.0370



Note: “—” denotes no eligible cases for the category while “\*” indicates fewer than 30 cases.

### Exhibit 6. Performance Scores, by Ethnicity, for the 19 HCBS CAHPS Measures (2023 Measure Year)

	N Response	Hispanic	Non-Hispanic	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>					
Global Rating of PCA or Behavioral Health Staff	4,250	92.0%	79.0%	79.2631	<0.0001
Global Rating of Homemaker	4,250	92.0%	79.0%	81.7828	<0.0001
Global Rating of Case Manager	3,770	85.2%	75.7%	29.7418	<0.0001
<b>Recommendation Measures</b>					
Recommendation of PCA or Behavioral Health Staff	4,080	88.5%	81.6%	21.2762	<0.0001
Recommendation of Homemaker	4,080	88.5%	81.6%	21.7635	<0.0001
Recommendation of Case Manager	3,649	84.0%	78.0%	11.6263	0.0007
<b>Scale Measures</b>					
Staff are Reliable and Helpful	4,658	87.0%	86.1%	45.2559	<0.0001
Staff Listen and Communicate Well	4,681	89.9%	87.6%	89.3599	<0.0001
Case Manager is Helpful	3,764	94.5%	94.0%	1.6101	0.8070
Choosing the Services that Matter to You	4,911	79.8%	76.4%	21.9660	<0.0001
Transportation to Medical Appointments	5,155	70.1%	82.3%	156.8578	<0.0001
Personal Safety and Respect	5,219	87.2%	95.6%	405.5613	<0.0001
Planning your Time and Activities	5,221	55.9%	63.0%	191.8244	<0.0001
<b>Unmet Needs Measures</b>					
Sufficient Staff to Help Dress, Shower, or Bathe	357	72.5%	56.7%	9.6484	0.0019
Sufficient Staff to Help you with Meals	83	66.7%*	43.5%	3.3540	0.0670
Sufficient Staff to Help you with Medications	139	47.4%*	65.0%	2.1778	0.1400
Sufficient Staff to Help you with Toileting	2,412	97.5%	97.6%	0.0277	0.8677
Sufficient Homemakers to Help you with Household Tasks	28	0.0%*	50.0%*	4.9412	0.0262
<b>Physical Safety Measure</b>					
Do any Staff Hit or Hurt You?	5,202	99.8%	99.8%	0.142	0.7081

Note: “—” denotes no eligible cases for the category while “\*” indicates fewer than 30 cases.

### Exhibit 7. Performance Scores, by Education Level, for the 19 HCBS CAHPS Measures (2023 Measure Year)

	N Response	Less than 8 <sup>th</sup> Grade	Less than High School	High School	College (or Higher)	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>							
Global Rating of PCA or Behavioral Health Staff	4,124	80.3%	87.0%	81.6%	81.5%	12.2110	0.0067
Global Rating of Homemaker	4,124	80.3%	87.1%	81.5%	81.5%	13.1457	0.0408
Global Rating of Case Manager	3,675	73.9%	84.0%	79.4%	77.7%	23.7284	<0.0001
<b>Recommendation Measures</b>							
Recommendation of PCA or Behavioral Health Staff	3,969	87.7%	83.6%	82.4%	81.7%	10.5027	0.0147
Recommendation of Homemaker	3,969	87.9%	83.6%	82.4%	81.5%	15.2041	0.0187
Recommendation of Case Manager	3,556	83.4%	81.3%	79.6%	76.1%	13.810	0.0043
<b>Scale Measures</b>							
Staff Are Reliable and Helpful	4,515	86.3%	86.3%	87.8%	84.2%	58.9422	0.0036
Staff Listen and Communicate Well	4,539	88.7%	88.9%	88.6%	87.0%	95.1023	0.0204
Case Manager is Helpful	3,668	93.9%	94.6%	93.7%	94.7%	8.0705	0.7796
Choosing the Services that Matter to You	4,769	81.4%	81.8%	77.5%	72.2%	88.5457	<0.0001
Transportation to Medical Appointments	4,995	77.5%	82.0%	82.8%	76.7%	94.4291	<0.0001
Personal Safety and Respect	5,056	90.2%	93.8%	95.0%	94.4%	99.3938	<0.0001
Planning your Time and Activities	5,058	57.8%	62.3%	63.7%	60.9%	150.3150	<0.0001
<b>Unmet Needs Measures</b>							
Sufficient Staff to Help Dress, Shower, or Bathe	347	70.6%	72.7%	64.4%	56.1%	6.1298	0.1055
Sufficient Staff to Help you with Meals	76	66.7%*	77.8%*	41.7%*	35.5%	7.2001	0.0658
Sufficient Staff to Help you with Medications	136	46.2%*	92.3%*	66.7%	54.7%	8.2023	0.0420
Sufficient Staff to Help you with Toileting	2,313	97.9%	98.6%	98.1%	95.5%	13.4207	0.0038
Sufficient Homemakers to Help you with Household Tasks	26	—	50.0%*	41.7%*	33.3%*	0.2979	0.8616
<b>Physical Safety Measure</b>							
Do any Staff Hit or Hurt You?	5,039	99.7%	99.7%	99.8%	99.7%	0.0142	0.9996

Note: “—” denotes no eligible cases for the category while “\*\*” indicates fewer than 30 cases.

**Exhibit 8. Performance Scores, by Language Spoken at Home, for the 19 HCBS CAHPS Measures (2023 Measure Year)**

	N Response	English	Other Language	Spanish	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>						
Global Rating of PCA or Behavioral Health Staff	4,233	80.5%	84.6%	91.3%	27.1611	<0.0001
Global Rating of Homemaker	4,233	80.5%	84.6%	91.2%	27.5411	<0.0001
Global Rating of Case Manager	3,766	77.4%	78.9%	78.1%	0.4001	0.8187
<b>Recommendation Measures</b>						
Recommendation of PCA or Behavioral Health Staff	4,045	82.5%	82.7%	88.5%	8.0107	0.0182
Recommendation of Homemaker	4,045	82.5%	82.7%	88.4%	8.5335	0.0739
Recommendation of Case Manager	3,631	79.1%	79.6%	79.9%	0.1362	0.9342
<b>Scale Measures</b>						
Staff are Reliable and Helpful	4,640	86.2%	84.9%	87.4%	28.7528	0.0927
Staff Listen and Communicate Well	4,666	87.8%	86.9%	91.5%	47.8182	0.1850
Case Manager is Helpful	3,761	94.3%	92.9%	92.9%	20.3298	0.0092
Choosing the Services that Matter to You	4,891	76.6%	81.9%	77.4%	11.6564	0.0201
Transportation to Medical Appointments	5,146	80.5%	77.9%	79.8%	7.4906	0.4847
Personal Safety and Respect	5,208	93.9%	91.2%	94.5%	21.3626	0.0062
Planning your Time and Activities	5,210	62.3%	55.8%	60.5%	73.9572	<0.0001
<b>Unmet Needs Measures</b>						
Sufficient Staff to Help Dress, Shower, or Bathe	342	64.7%	76.5%*	60.0%*	1.2699	0.5299
Sufficient Staff to Help you with Meals	78	43.5%	87.5%*	62.5%*	6.0323	0.0490
Sufficient Staff to Help you with Medications	137	64.7%	70.0%*	50.0%*	0.8618	0.6499
Sufficient Staff to Help you with Toileting	2,391	97.3%	98.6%	98.6%	2.3306	0.3118
Sufficient Homemakers to Help you with Household Tasks	28	50.0%*	0.0%*	0.0%*	4.9412	0.0845
<b>Physical Safety Measure</b>						
Do any Staff Hit or Hurt You?	5,191	99.8%	100.0%	99.8%	0.9157	0.6326

Note: “—” denotes no eligible cases for the category while “\*” indicates fewer than 30 cases.

**Exhibit 9. Performance Scores, by Living Arrangement, for the 19 HCBS CAHPS Measures (2023 Measure Year)**

	N Response	Lives Alone	Lives with Someone Else	Chi-Square	Chi-Square Probability
<b>Global Ratings Measures</b>					
Global Rating of PCA or Behavioral Health Staff	4,310	80.6%	83.2%	4.9774	0.0257
Global Rating of Homemaker	4,310	80.5%	83.3%	7.4941	0.0236
Global Rating of Case Manager	3,818	77.1%	78.4%	0.9884	0.3201
<b>Recommendation Measures</b>					
Recommendation of PCA or Behavioral Health Staff	4,121	80.8%	85.3%	14.8903	0.0001
Recommendation of Homemaker	4,121	80.7%	85.3%	16.4786	0.0003
Recommendation of Case Manager	3,682	77.5%	80.9%	6.4490	0.0111
<b>Scale Measures</b>					
Staff are Reliable and Helpful	4,719	84.4%	88.2%	47.0064	<0.0001
Staff Listen and Communicate Well	4,746	87.1%	89.1%	40.0999	0.0150
Case Manager is Helpful	3,813	94.2%	94.1%	1.2279	0.8735
Choosing the Services that Matter to You	4,965	74.9%	79.6%	24.6993	<0.0001
Transportation to Medical Appointments	5,224	79.4%	80.2%	26.2288	<0.0001
Personal Safety and Respect	5,292	93.4%	93.9%	6.7728	0.1484
Planning your Time and Activities	5,294	62.1%	60.8%	48.5934	<0.0001
<b>Unmet Needs Measures</b>					
Sufficient Staff to Help Dress, Shower, or Bathe	367	60.3%	69.7%	3.5261	0.0604
Sufficient Staff to Help You with Meals	83	33.3%	63.8%	7.5848	0.0059
Sufficient Staff to Help You with Medications	142	52.3%	71.4%	5.5086	0.0189
Sufficient Staff to Help You with Toileting	2,445	96.9%	97.8%	1.8645	0.1721
Sufficient Homemakers to Help you With Household Tasks	28	35.3%*	45.5%*	0.2891	0.5908
<b>Physical Safety Measure</b>					
Do any Staff Hit or Hurt You?	5,275	99.7%	99.8%	0.6198	0.4311

Note: “—” denotes no eligible cases for the category while “\*” indicates fewer than 30 cases.

**Exhibit 10. Change in Mean Performance Scores for the 19 HCBS CAHPS Measures (2022–2023 Measure Years)**

	2022	2023	Delta	Percent Change
<b>Global Ratings Measures</b>				
Global Rating of PCA or Behavioral Health Staff	78.4%	81.3%	2.9%	3.7%
Global Rating of Homemaker	74.6%	78.6%	4.0%	5.4%
Global Rating of Case Manager	81.7%	78.5%	-3.3%	-4.0%
<b>Recommendation Measures</b>				
Recommendation of PCA or Behavioral Health Staff	69.4%	78.0%	8.6%	12.4%
Recommendation of Homemaker	69.0%	80.7%	11.7%	16.9%
Recommendation of Case Manager	73.3%	69.9%	-3.4%	-4.6%
<b>Scale Measures</b>				
Staff are Reliable and Helpful	78.3%	80.8%	2.5%	3.2%
Staff Listen and Communicate Well	84.4%	86.9%	2.5%	3.0%
Case Manager is Helpful	91.1%	90.6%	-0.6%	-0.6%
Choosing the Services that Matter to You	73.9%	74.7%	0.8%	1.1%
Transportation to Medical Appointments	70.6%	74.1%	3.5%	5.0%
Personal Safety and Respect	92.2%	93.9%	1.7%	1.8%
Planning your Time and Activities	53.8%	58.5%	4.7%	8.7%
<b>Unmet Needs Measures</b>				
Sufficient Staff to Help Dress, Shower, or Bathe	50.4%	63.5%	13.1%	25.9%
Sufficient Staff to Help you with Meals	57.5%	44.8%	-12.8%	-22.2%
Sufficient Staff to Help you with Medications	65.2%	60.1%	-5.1%	-7.8%
Sufficient Staff to Help you with Toileting	96.4%	97.2%	0.8%	0.8%
Sufficient Homemakers to Help you with Household Tasks	70.8%	44.0%	-26.8%	-37.9%
<b>Physical Safety Measure</b>				
Do any Staff Hit or Hurt You?	99.8%	99.6%	-0.2%	-0.2%