

# The Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) Home and Community-Based Services (HCBS) Survey Database 2025 Chartbook

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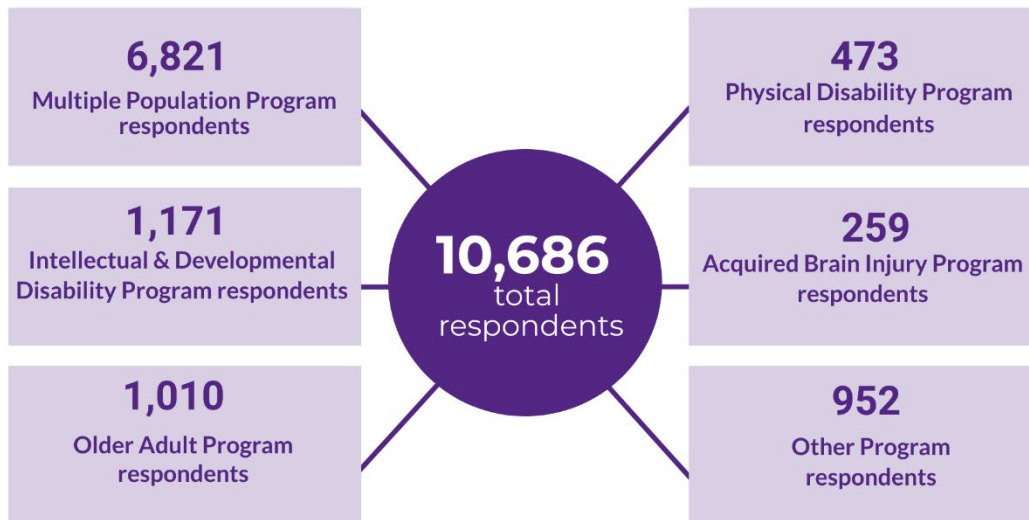
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# 1. Overview of Results



## 2025 Home and Community-Based Services Survey Database Results



### Highest-Scoring Measure

Physical Safety



100 percent of respondents indicated that staff did not hit or hurt them

### Lowest-Scoring Measure

Staff were available to help with dressing, showering or bathing



42 percent of respondents indicated that staff were available to help with dressing, showering and bathing.

### Highest Overall Rating

Staff



81 percent of respondents rated Personal Assistance and Behavioral Health Staff positively.

**Note:** The Multiple Population category is for programs that comprise multiple HCBS populations. The Other category is for programs that do not fit into the other program categories.

## 2. Introduction

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Home and Community-Based Services (HCBS) Survey Database receives data voluntarily submitted by state Medicaid agencies and the managed care plans with which they contract. This Chartbook presents summary results received in the summer of 2024 from 32 HCBS programs that collected HCBS CAHPS Survey data from *January 1 to December 31, 2023*.

### About the HCBS CAHPS Survey

The HCBS CAHPS Survey was developed by the Centers for Medicare & Medicaid Services (CMS) for voluntary use by state Medicaid programs. The HCBS CAHPS Survey is the first cross-disability survey for adults receiving long-term services and supports from state Medicaid programs, including both fee-for-service HCBS programs and managed long-term services and supports (MLTSS) programs. It is designed to facilitate comparisons across the state Medicaid HCBS programs throughout the United States that provide services for adults with various disabilities (e.g., older adults, persons with physical disabilities, persons with intellectual or developmental disabilities, persons with acquired brain injury, and persons with mental health or substance use disorders).

In addition to facilitating comparisons, the survey can be used by HCBS programs as part of quality assurance and improvement activities. States with a sample size of at least 400 may consider using HCBS CAHPS Survey measures in value-based purchasing initiatives. Key survey measures include beneficiary reports on their experiences with reliability of HCBS staff, communication with HCBS staff, getting help from case managers, choice of services, personal safety, adequacy of medical transportation, and community inclusion and empowerment. The HCBS CAHPS Survey contains 19 measures that were considered for endorsement by the CMS consensus-based entity (CBE)<sup>1</sup>, as noted in Table 1, 17 of which are currently endorsed with conditions.

Table 1. HCBS CAHPS Measures	
HCBS Measure	Number of Items
<b>Composite Measures</b>	
1. Staff are reliable and helpful	6
2. Staff listen and communicate well	11
3. Case manager is helpful	3
4. Choosing the services that matter to you	2
5. Transportation to medical appointments	3
6. Personal safety and respect	3
7. Planning your time and activities	6
<b>Unmet Need Single Item Measures</b>	
8. Staff were not available to help with dressing, showering, or bathing when needed*	1
9. Staff were not available to help with meals when respondent was hungry*	1
10. Staff were not available to help with medications*	1
11. Staff helped with toileting when needed*	1
12. Homemakers were not available to help with household tasks**	1
<b>Physical Safety Single Item Measure</b>	
13. Physical safety*	1
<b>Global Ratings Measures</b>	
14. Rating of personal assistance and behavioral health staff	1

<sup>1</sup> <https://p4gm.org/measures/2967> (retrieved December 13, 2024)

HCBS Measure	Number of Items
15. Rating of homemaker	1
16. Rating of case manager	1
<b>Recommendation Measures</b>	
17. Recommend personal assistance and behavioral health staff	1
18. Recommend homemaker	1
19. Recommend case manager	1

**Note:** An asterisk (\*) denotes where the question is negatively worded. The CMS CBE endorses quality measures through a transparent, consensus-based process that incorporates feedback from diverse groups of stakeholders to foster health care quality improvement. + endorsement was removed due to lack of consensus for these measures in spring 2024.

Additionally, an optional 21- item Employment Module includes measures related to beneficiary experiences with employment services. Topics include getting help finding a job, reliability and helpfulness of job search assistance, how well the beneficiary’s job coach listens and communicates, and an overall rating and recommendation of the beneficiary’s job coach.

## About the HCBS CAHPS Survey Chartbook

The purpose of this Chartbook is to provide information to users of the HCBS CAHPS Survey to help them identify areas of strength as well as opportunities for improvement. The Chartbook presents aggregated summary level results of the HCBS CAHPS Survey composite measures, single item measures, ratings, and recommendation measures, as well as results from the Employment Module, compiled from survey data voluntarily submitted to the HCBS CAHPS Survey Database. Results are presented in tables, infographics, and bar charts that show the distribution of scores for each response category. All results are calculated at the respondent level. No individual program level results are presented.

Questions or comments regarding this Chartbook or the HCBS CAHPS Survey Database may be emailed to [HCBSCAHPSDatabase@westat.com](mailto:HCBSCAHPSDatabase@westat.com) or directed to the toll-free help line at 1-855-580-4657.

## Composition of the HCBS CAHPS Survey Database and Top Box Scores

The 2025 HCBS CAHPS Survey Database contains data from 10,686 respondents from 32 HCBS programs in nine states. These programs encompass a wide range of medical and nonmedical services and supports for individuals with physical, intellectual, mental, or other disabilities or conditions. The respondents include both beneficiaries of HCBS services as well as proxy respondents who provided support to the respondent in answering the survey. Refer to Appendix A for a description of respondent characteristics. Table 2 provides the composition of the HCBS CAHPS Survey Database by survey version. As shown in Table 2, 71% percent of data submitted were collected with the HCBS CAHPS Survey only.

Survey Version	Number of Programs	Number of Respondents	Percentage of Respondents
HCBS CAHPS Survey only	16	7,541	71%
HCBS CAHPS Survey + Employment Module	16	3,145	29%
<b>Total</b>	<b>32</b>	<b>10,686</b>	<b>100%</b>

Table 3 presents the composition of the 2025 HCBS CAHPS Survey Database by program type. The majority of respondents (64 percent) were from the Multiple Populations program type that serves beneficiaries eligible for multiple HCBS programs, or more than one of the listed program types.

HCBS Program Type	Number of States	Number of Programs	Number of Respondents	Percentage of Respondents
Multiple Populations	7	16	6,821	64%
Intellectual and Developmental Disability	3	4	1,171	11%
Older Adults	3	3	1,010	9%
Physical Disability	2	3	473	4%
Acquired Brain Injury	2	3	259	2%
Other Program	3	3	952	9%
<b>Total</b>	<b>9*</b>	<b>32</b>	<b>10,686</b>	<b>100%</b>

**Notes:** The Multiple Population category is for programs that comprise multiple HCBS populations. The Other category is for programs that do not fit into the other program categories. \* A total of nine (9) states participated and five (5) of those states submitted data from multiple program types.

Table 4 presents the top box scores for the first three years of the HCBS CAHPS Survey Database (2023-2025). Both the number of programs and respondents have doubled since 2023. Top box scores have remained fairly constant for most measures, with a few notable exceptions related to Planning your time and activities composite measure (increased 6 percentage points since 2023), and also three unmet need measures for dressing, showering, and bathing (increased 7 percentage points since 2023); help with meals (increased 9 percentage points since 2023); and help with household tasks (decreased 17 percentage points since 2023).

HCBS Measures	2023 HCBS CAHPS Database Overall	2024 HCBS CAHPS Database Overall	2025 HCBS CAHPS Database Overall
<b>Number of Programs</b>	<b>17</b>	<b>24</b>	<b>32</b>
<b>Number of Respondents</b>	<b>4,731</b>	<b>6,053</b>	<b>10,686</b>
<b>Composite Measures</b>			
Staff are reliable and helpful	86%	86%	85%
Staff listen and communicate well	89%	88%	86%
Case manager is helpful	91%	91%	91%
Choosing the services that matter to you	81%	80%	80%
Transportation to medical appointments	74%	76%	76%
Personal safety and respect	92%	93%	94%
Planning your time and activities	56%	59%	62%
<b>Unmet Need Single Item Measures</b>			
Staff were not available to help with dressing, showering, or bathing when needed*	35%	36%	42%
Staff were not available to help with meals when respondent was hungry*	51%	52%	60%
Staff were not available to help with medications*	67%	63%	59%
Staff helped with toileting when needed	97%	97%	97%
Homemakers were not available to help with household tasks*	66%	40%	49%
<b>Single Item Measure</b>			
Physical safety*	100%	100%	100%
<b>Global Rating Measures</b>			
Rating of personal assistance and behavioral health staff	84%	82%	81%

HCBS Measures	2023 HCBS CAHPS Database Overall	2024 HCBS CAHPS Database Overall	2025 HCBS CAHPS Database Overall
Rating of homemaker	84%	76%	75%
Rating of case manager	79%	76%	75%
<b>Recommendation Measures</b>			
Recommend personal assistance and behavioral health staff	81%	83%	82%
Recommend homemaker	81%	78%	75%
Recommend case manager	76%	77%	80%

**Note:** An asterisk (\*) denotes where the question is negatively worded. The top box scores for these items represent the percentage of respondents whose needs **were** met (e.g., Staff **were** available to help); a bottom box response = Yes and a top box response = No. NA is displayed for any measure/item with fewer than 20 valid responses.

## 3. Data Sources and Limitations

### Data Sources

The findings presented in this Chartbook were compiled from HCBS CAHPS Survey data voluntarily submitted to the HCBS CAHPS Survey Database by state agencies and managed care plans. The 2025 HCBS CAHPS Survey Database Chartbook results are based on survey data collected between January 1, 2023, and December 31, 2023.

The results for the core survey measures combine the core surveys with and without the Employment Module items.

### Data Limitations

The submitting organizations *voluntarily* contributed data to the HCBS CAHPS Survey Database. Because a limited number of programs or states chose to administer the survey and submit data, the HCBS CAHPS Survey Database cannot be considered a statistically representative sample of HCBS programs across the United States. Also, not all HCBS services were received by all respondents. Findings from these voluntarily submitted data sets cannot be used for broader inferences about all HCBS programs in the U.S.

## 4. Results

This section presents results for the 10,686 respondents in the 2025 HCBS CAHPS Survey Database. The results are organized by the topic areas assessed in the survey: (1) Composite measures and individual items that make up the composite measures; (2) Single item measures; (3) Global ratings measures; (4) Recommendation measures; and (5) Employment Module items.

The results are presented in a set of bar charts showing the distribution of scores for each response category. The top box scores represent the most positive response option(s), while the bottom box score represents the most negative response option(s). Most survey questions are positively worded, where the percent answering “Always” or “Yes” or “9-10” indicates a positive response. Negatively worded survey questions, denoted with an asterisk (\*), include the percent answering “Never” or “No” as the positive response. All top box scores represent a positive response. The middle box score is the percent answering the second most positive response option (e.g., “Usually”) and the bottom box score is the combined percent of “Never” or “Sometimes” answers. More detailed information on how these scores are calculated is available in Appendix C. In addition, the results



in this Chartbook display shortened wording for the survey items and include some re-phrasing (e.g., replacing “you” with “respondent”) for the purposes of readability. The full survey item text can be found in Appendix B.

Almost all respondents (98.8 percent) completed the survey via telephone, while the remaining completed the survey in person (1.2 percent) with less than one percent (0.02 percent) by video.

## 2025 Highlights of Selected Respondent Characteristics and Services Received

### Respondent Characteristics



63% were female



54% were 65 years or older



29% had some college or higher education



19% rated their general health as very good or excellent

### Respondent Services Received



80% received personal assistance services



24% received behavioral health services



64% received homemaker services



96% received personal assistance/behavioral health and homemaker services from the same staff

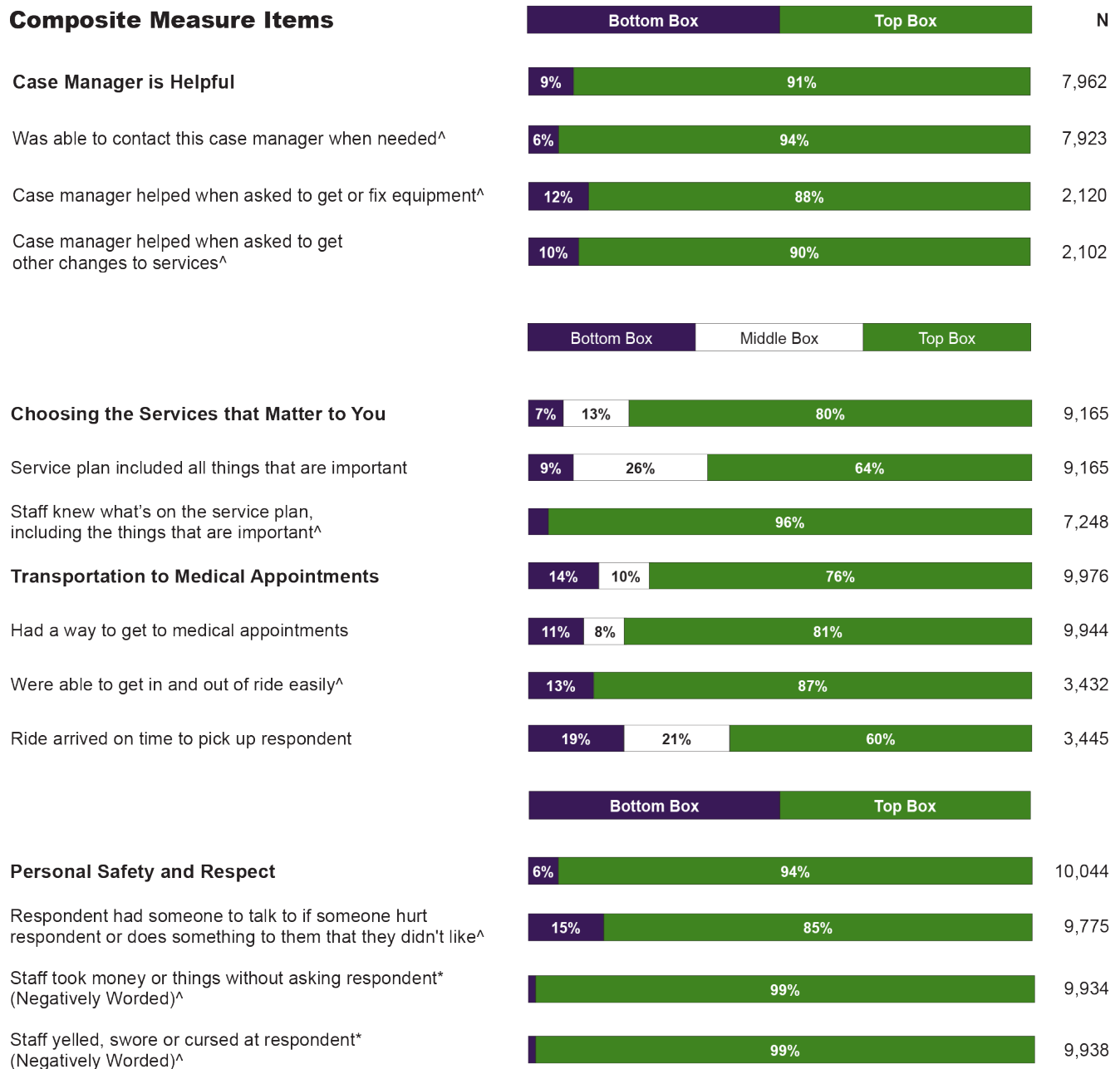
## 2025 HCBS CAHPS Results

**Chart 4-1. Composite Measure Item Results—2025 HCBS CAHPS Survey Database (Page 1 of 3)**

Composite Measure/Individual Item	Bottom Box	Middle Box	Top Box	N
<b>Staff are Reliable and Helpful</b>	7%	8%	85%	8,974
Staff came to work on time	5%	10%	85%	7,906
Staff worked as long as supposed to	8%		88%	7,920
Someone told respondent if staff could not come <sup>^</sup>	16%		84%	6,964
Staff made sure respondent had enough privacy when dressing, showering, bathing	5%	5%	90%	6,055
Homemakers came to work on time	7%	14%	80%	708
Homemakers worked as long as supposed to	6%	10%	84%	760
<b>Staff Listen and Communicate Well</b>	7%	7%	86%	8,976
Staff were courteous and respectful	5%		92%	7,954
Staff explanations were hard to understand because of an accent or the way they spoke English* (Negatively Worded)	18%	7%	75%	7,982
Staff treated respondent the way respondent wanted them to	8%		88%	7,898
Staff explained things in a way that was easy to understand	5%	8%	87%	8,264
Staff listened carefully	5%	10%	86%	8,258
Staff knew what kind of help was needed with everyday activities <sup>^</sup>	5%		95%	8,146
Homemakers were courteous and respectful	7%		89%	777
Homemaker explanations were hard to understand because of an accent or the way they spoke English* (Negatively Worded)	17%	10%	73%	736
Homemakers treated respondent the way respondent wanted them to	6%	8%	86%	717
Homemakers listened carefully	7%	11%	82%	769
Homemakers knew what kind of help was needed <sup>^</sup>			96%	763

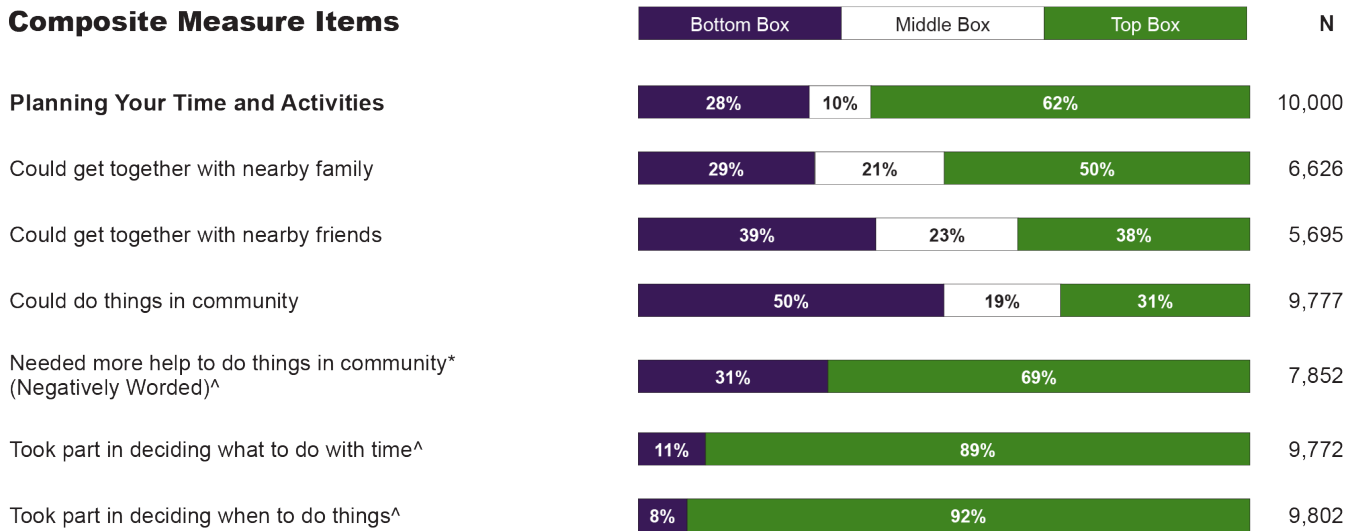
**Notes:** 1) An asterisk (\*) denotes that the question is negatively worded. The top box scores for these items represent the percentage of respondents who, for example, found staff explanations were **not** hard to understand; a bottom box response = Yes and a top box response = No. 2) A caret symbol (^) denotes that an item only has a Yes/No response option and therefore no middle box score is presented. 3) Percentages less than 5% are not shown in the bar charts. 4) Refer to Appendix B for the definition of composite measures, individual items, ratings, and recommendation items including the response scale used for each item. 5) Refer to Appendix C for more information on how the results were calculated.

**Chart 4-1. Composite Measure Item Results—2025 HCBS CAHPS Survey Database (Page 2 of 3)**



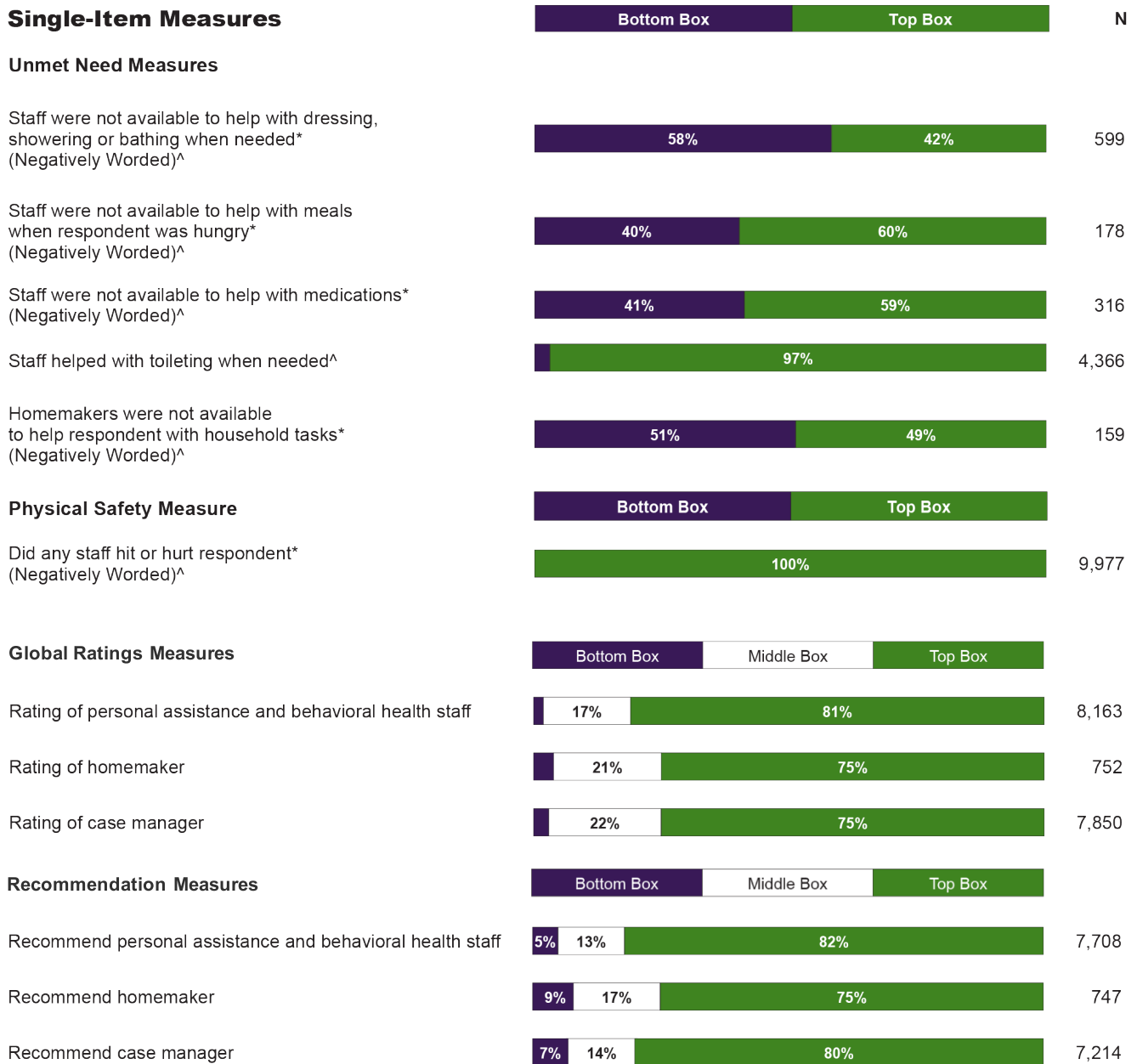
**Notes:** 1) An asterisk (\*) denotes that the question is negatively worded. The top box scores for these items represent the percentage of respondents who, for example, found staff explanations were **not** hard to understand; a bottom box response = Yes and a top box response = No. 2) A caret symbol (^) denotes that an item only has a Yes/No response option and therefore no middle box score is presented. 3) Percentages less than 5% are not shown in the bar charts. 4) Refer to Appendix B for the definition of composite measures, individual items, ratings, and recommendation items including the response scale used for each item. 5) Refer to Appendix C for more information on how the results were calculated.

**Chart 4-1. Composite Measure Item Results—2025 HCBS CAHPS Survey Database (Page 3 of 3)**



**Notes:** 1) An asterisk (\*) denotes that the question is negatively worded. The top box scores for these items represent the percentage of respondents who, for example, found staff explanations were **not** hard to understand; a bottom box response = Yes and a top box response = No. 2) A caret symbol (^) denotes that an item only has a Yes/No response option and therefore no middle box score is presented. 3) Percentages less than 5% are not shown in the bar charts. 4) Refer to Appendix B for the definition of composite measures, individual items, ratings, and recommendation items including the response scale used for each item. 5) Refer to Appendix C for more information on how the results were calculated.

**Chart 4-2. Single Item Measure Results—2025 HCBS CAHPS Survey Database**



**Notes:** 1) An asterisk (\*) denotes that the question is negatively worded. The top box scores for these items represent the percentage of respondents who, for example, found staff explanations were **not** hard to understand; a bottom box response = Yes and a top box response = No. 2. A caret symbol (^) denotes that an item only has a Yes/No response option and therefore no middle box score is presented. 3) Percentages less than 5% are not shown in the bar charts. 4) Refer to Appendix B for the definition of composite measures, individual items, ratings, and recommendation items including the response scale used for each item. 5) Refer to Appendix C for more information on how the results were calculated.

## 2025 HCBS Overall Top Box Scores by Program Type

Table 5 presents the top box scores (the most positive survey response category) for the overall 2025 HCBS CAHPS Survey Database compared to selected program types. The Older Adult and Multiple Populations were the only two program types that met reporting thresholds to be included in this report. While the Intellectual and Developmental Disability, and Other program types appear to have met the reporting threshold, they did not have 20 or more respondents for 1 or more state programs. Please see Appendix C for more information on reporting category suppression.

HCBS Measures	HCBS CAHPS Database Overall	Multiple Population Programs	Older Adult Programs
<b>Number of Programs</b>	<b>32</b>	<b>16</b>	<b>3</b>
<b>Number of Respondents</b>	<b>10,686</b>	<b>6,821</b>	<b>1,010</b>
<b>Composite Measures</b>			
Staff are reliable and helpful	85%	83%	86%
Staff listen and communicate well	86%	85%	87%
Case manager is helpful	91%	91%	91%
Choosing the services that matter to you	80%	79%	80%
Transportation to medical appointments	76%	77%	76%
Personal safety and respect	94%	95%	94%
Planning your time and activities	62%	61%	58%
<b>Unmet Need Single Item Measures</b>			
Staff were not available to help with dressing, showering, or bathing when needed*	42%	52%	55%
Staff were not available to help with meals when respondent was hungry*	60%	62%	NA
Staff were not available to help with medications*	59%	57%	NA
Staff helped with toileting when needed	97%	97%	98%
Homemakers were not available to help with household tasks*	49%	45%	NA
<b>Single Item Measure</b>			
Physical safety*	100%	100%	100%
<b>Global Rating Measures</b>			
Rating of personal assistance and behavioral health staff	81%	82%	84%
Rating of homemaker	75%	75%	81%
Rating of case manager	75%	76%	80%
<b>Recommendation Measures</b>			
Recommend personal assistance and behavioral health staff	82%	83%	82%
Recommend homemaker	75%	72%	80%
Recommend case manager	80%	77%	80%

**Note:** An asterisk (\*) denotes where the question is negatively worded. The top box scores for these items represent the percentage of respondents whose needs **were** met (e.g., Staff **were** available to help); a bottom box response = Yes and a top box response = No. NA is displayed for any measure/item with fewer than 20 valid responses. Intellectual and Development Disability Programs (IDD) and Other Programs did not meet the reporting criteria to be included in table 5 as each program did not have at least 20 completes in three states.

## 2025 HCBS CAHPS Employment Module Background

A 21-item Employment Module is available as a supplement that can be added to the core survey. The Employment Module covers the following topics:

- Help finding employment;
- Selection of employment;
- Reliability and helpfulness of job coach;
- Ability of job coach to listen and communicate well; and
- Satisfaction with, and recommendation of, job coach.

Of the 32 participating programs, 16 administered the Employment Module, which included data from 3,145 respondents. As shown in Table 6, only seven (7) percent of respondents who answered the Employment Module worked for pay. Table 6 also shows that for those respondents who did not work for pay, 16 percent wanted to work for pay.

Table 6. 2025 HCBS CAHPS Survey Database Employment Module Worked for Pay Items		
Employment Module Item	Number of Respondents	Percent
Worked for pay		
Yes	217	7%
No	2,797	93%
Did not work but wanted to work for pay		
Yes	430	16%
No	2,301	84%

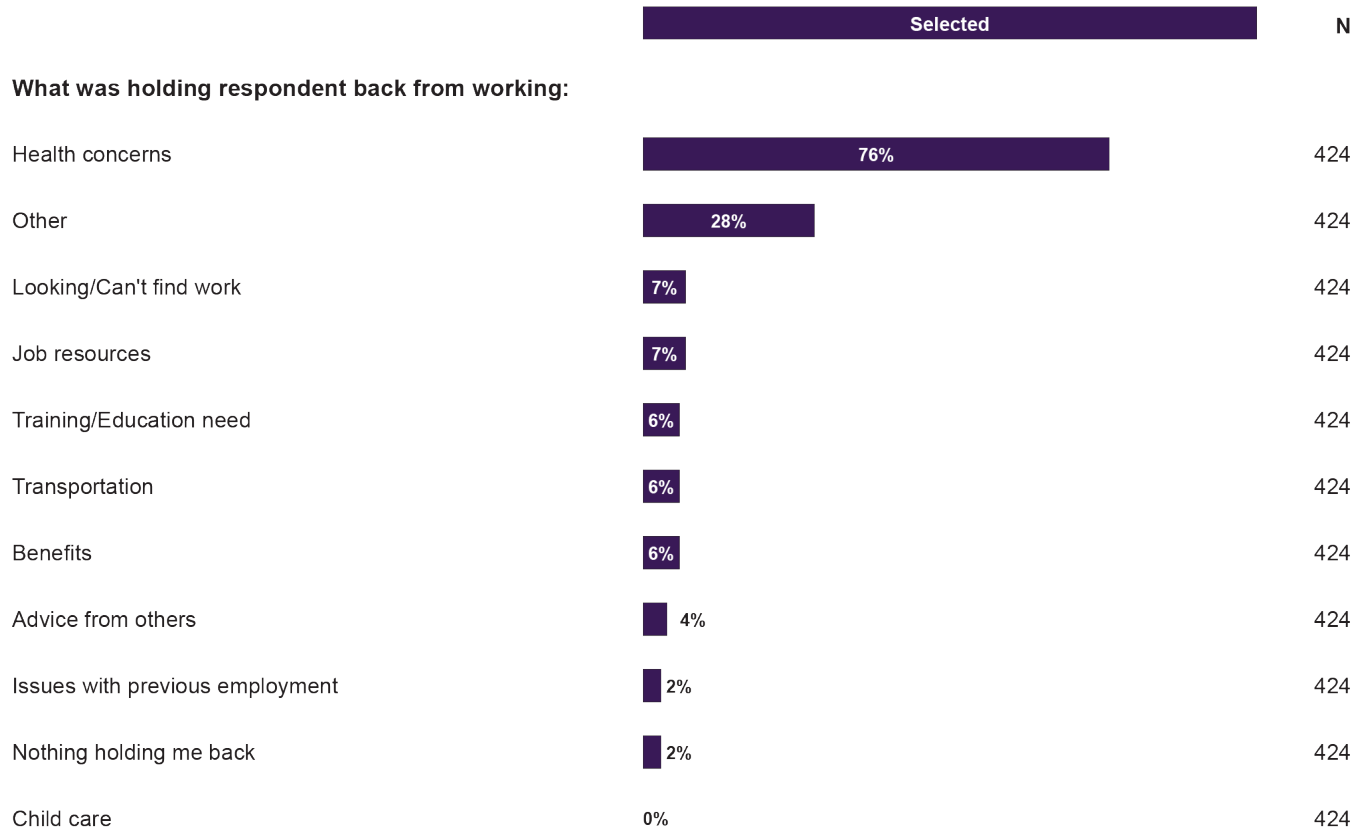
Of the 16 percent of respondents who did not work but wanted to work for pay (n = 430):

- 14 percent asked for help in getting a job.
  - Of those who asked for help in getting a job, 33 percent paid someone to help them get a job.
- 86 percent did not ask for help in getting a job.
  - Of those who did not ask for help in getting a job, 50 percent knew they could get help to find a job.

## 2025 HCBS CAHPS Employment Module Results

The results in Chart 4-3a below represent responses from the 16 percent of respondents (n=430) who did not work but wanted to work for pay and provides their responses for what was holding them back from working. Most respondents (76 percent) responded that health concerns were holding them back from working.

**Chart 4-3a. Reasons for Not Working When Respondent Wanted to Work**

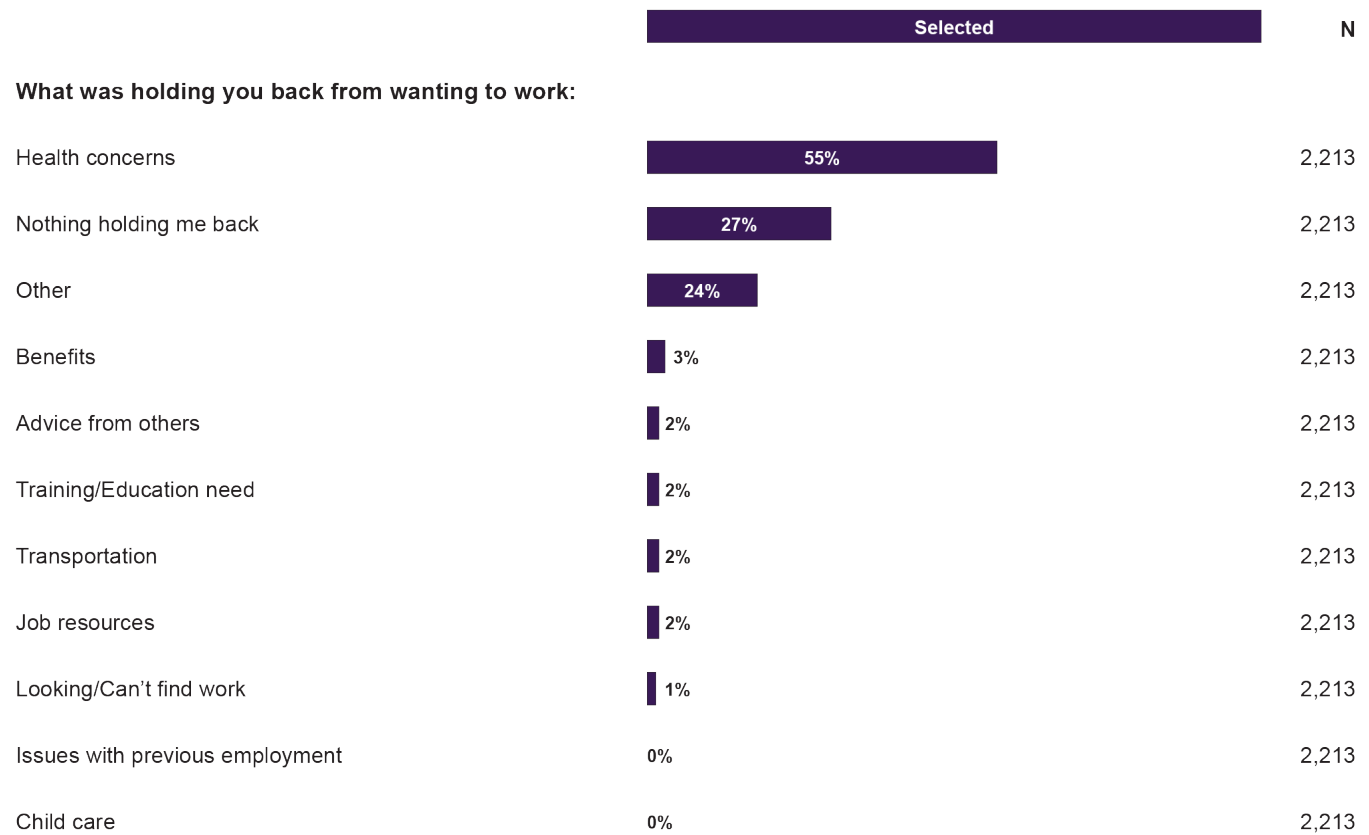


**Note:** This item is a 'Mark all that apply' item so the percentages will not sum to 100 percent. There is a discrepancy between the number of respondents in table 6 and Chart 4-3a due to six missing respondents.



The results in the Chart 4-3b below represent responses from the 84 percent of respondents (n=2,301) who did not work and did not want to work for pay and provides their responses for what was holding them back from wanting to work. Most respondents (55percent) responded that health concerns were holding them back from wanting to work.

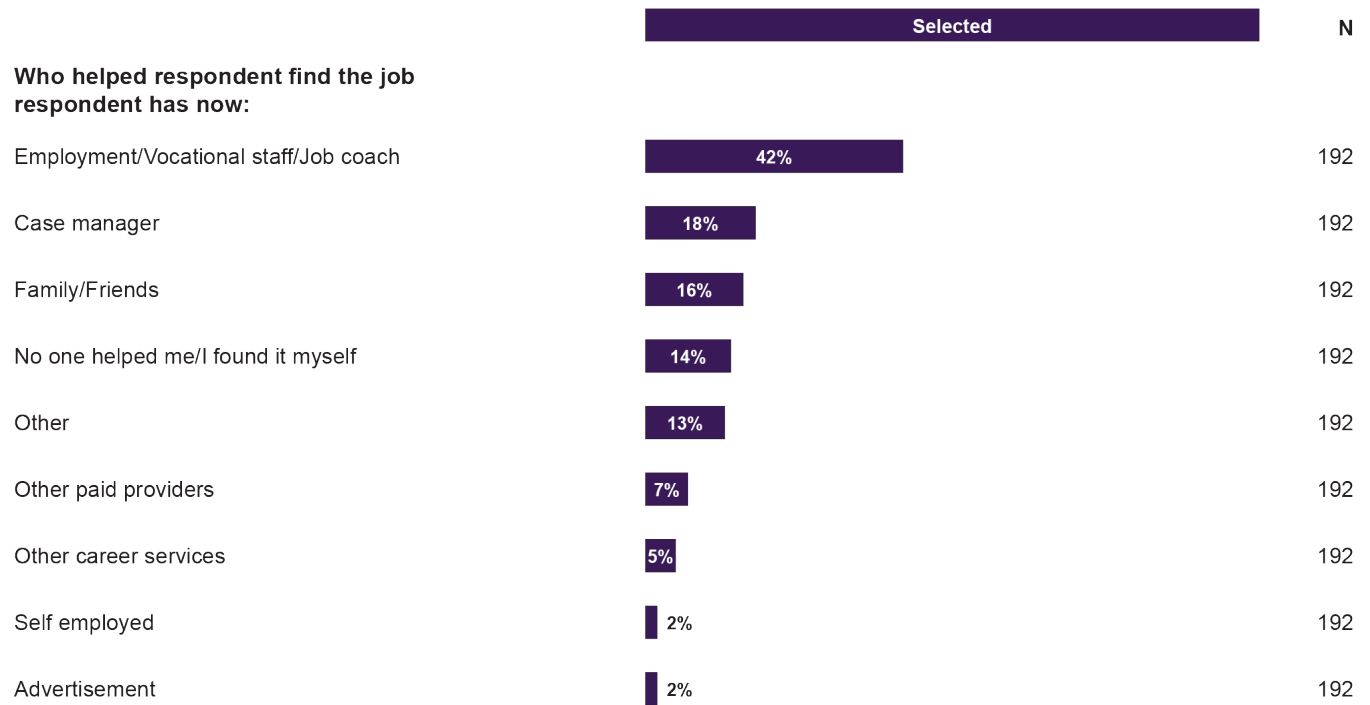
**Chart 4-3b. Reasons for Not Working When Respondent Did Not Want to Work**



**Note:** This item is a 'Mark all that apply' item so the percentages will not sum to 100 percent. There is a discrepancy between the number of respondents in table 6 and Chart 4-3b due to 88 missing respondents.

Chart 4-3c below provides results representing responses from the seven (7) percent of respondents who worked for pay (n= 217) and displays who helped the respondent find their current job. Slightly less than half (42 percent) of respondents indicated that employment/vocational staff or a job coach helped them find the job they have now.

**Chart 4-3c. Who Helped Respondents Who Worked to Find Their Job**

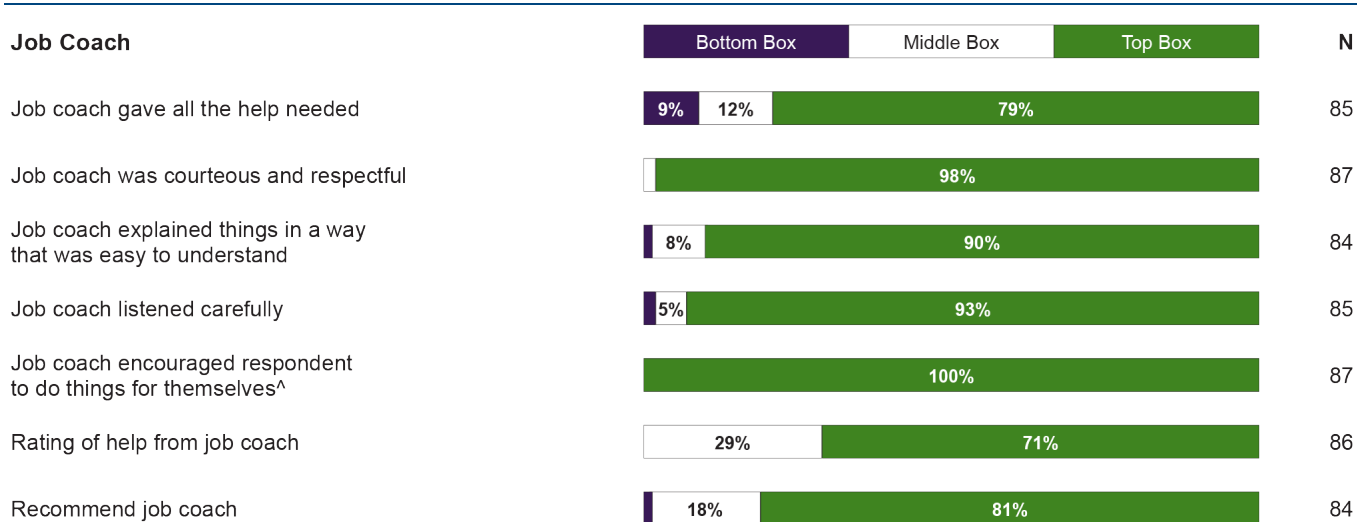


**Note:** This item is a 'Mark all that apply' item so the percentages will not sum to 100 percent. There is a discrepancy between the number of respondents in table 6 and Chart 4-3c due to 25 missing respondents.

Of the 217 respondents who were working for pay, fifty-two (52) percent indicated that they paid someone to help them find their current job and 25 percent indicated that they hired that paid person themselves. This paid person could have been a job coach, a paid provider, or any other paid person. Seventy-six (76) percent of respondents indicated that this paid person had been with them the entire time that they were working.

Chart 4-3d shows results for questions about the experiences the respondent had with the paid person who helped them find their current job. The items use the term “job coach” to represent the person who was paid to help the respondent find a job.

**Chart 4-3d. Experiences of Respondents Who Had a Paid Job Coach**



**Notes:** 1) Percentages less than 5% are not shown in the bar charts. 2) A caret symbol (^) denotes where an item only has a Yes/No response option and therefore no middle box score is presented. 3) When administering the survey, the name of the person that was paid to help the respondent find their current job was used. The item text shown uses “Job coach” as the generic term for that person. 4) Refer to Appendix B for the definition of composite measures, individual items, ratings, and recommendation items, including the response scale used for each item. 5) Refer to Appendix C for more information on how the results were calculated.

# Appendix A

Respondent Demographic Characteristics

# Appendix A

## Respondent Demographic Characteristics

Table A 2025 HCBS CAHPS Respondent Demographic Characteristics		
Demographic Characteristics	Percent	Number of Respondents
<b>Gender</b>		
Male	37%	3,672
Female	63%	6,206
Total	100%	9,878
Missing	--	808
Overall total	--	10,686
<b>Age</b>		
18 - 24	3%	358
25 - 34	7%	719
35 - 44	7%	757
45 - 54	9%	1,008
55 - 64	19%	2,073
65 - 74	24%	2,577
75+	30%	3,194
Total	100%	10,686
Missing	--	0
Overall total	--	10,686
<b>Education</b>		
8th grade or less	14%	1,282
Some high school, but did not graduate	16%	1,476
High school graduate or GED	41%	3,912
Some college or 2-year degree	20%	1,924
4-year college graduate	6%	531
More than 4-year college degree	3%	313
Total	100%	9,438
Missing	--	1,248
Overall total	--	10,686
<b>Race</b>		
White	60%	5,723
African American	22%	2,116
Asian	3%	327
Native Hawaiian/Pacific Islander	1%	59
American Indian/Native Alaskan	1%	54
Other	6%	557
Multi-racial	7%	676
Total	100%	9,512
Missing	--	1,174
Overall total	--	10,686

Demographic Characteristics	Percent	Number of Respondents
<b>Hispanic/Latino/Spanish origin or descent</b>		
Yes	16%	1,507
No	84%	8,168
Total	100%	9,675
Missing	--	1,011
Overall total	--	10,686
<b>Of those with Hispanic/Latino/Spanish origin or descent (Mark all that apply)</b>		
Cuban	41%	589
Puerto Rican	35%	506
Other Hispanic/Latino/Spanish	28%	397
Mexican/Mexican American/Chicano/Chicana	8%	116
Total	NA	1,442*
Missing or Appropriately skipped	--	9,244
Overall total	--	10,686
<b>Number of adults live at home</b>		
1	46%	4,500
2 - 3	46%	4,495
4 or more	8%	808
Total	100%	9,803
Missing	--	883
Overall total	--	10,686
<b>If the response to "Number of adults live in home" was more than 1: Live with family members</b>		
Yes	78%	4,136
No	22%	1,192
Total	100%	5,328
Missing or Appropriately skipped	--	5,358
Overall total	--	10,686
<b>If the response to "Number of adults live in home" was more than 1: Live with people not related to you</b>		
Yes	21%	1,130
No	79%	4,191
Total	100%	5,321
Missing or Appropriately skipped	--	5,365
Overall total	--	10,686

<b>Table A 2025 HCBS CAHPS Respondent Demographic Characteristics (cont'd)</b>		
<b>Demographic Characteristics</b>	<b>Percent</b>	<b>Number of Respondents</b>
<b>General health status</b>		
Excellent	6%	602
Very Good	12%	1,164
Good	25%	2,401
Fair	34%	3,254
Poor	22%	2,112
Total	100%	9,533
Missing	--	1,153
Overall total	--	10,686
<b>Mental health status</b>		
Excellent	11%	1018
Very Good	18%	1656
Good	33%	3084
Fair	28%	2688
Poor	11%	1015
Total	100%	9,461
Missing	--	1,225
Overall total	--	10,686
<b>Respondent received help completing survey<sup>1</sup></b>		
Yes	74%	2,151
No	26%	745
Total	100%	2,896
Missing	--	7,790
Overall total	--	10,686
<b><i>If the response to "Respondent received help completing survey" was Yes:</i></b>		
<b>How did that person help (Mark all that apply)<sup>1</sup></b>		
Answered all questions	75%	1,565
Answered some questions	16%	330
Restated questions	10%	213
Translated questions	3%	71
Use of communication equipment	1%	23
Other way	2%	49
Total	NA	2,080*
Missing or Appropriately skipped	--	8,606
Overall total	--	10,686

Demographic Characteristics	Percent	Number of Respondents
<i>If the response to “Respondent received help completing survey” was Yes: Who helped the respondent (Mark all that apply)<sup>1</sup></i>		
Someone not paid	78%	1,356
Staff/someone paid	25%	434
Total	NA	1,734*
Missing or Appropriately skipped	--	8,952
Overall total	--	10,686

<sup>1</sup> The total number of respondents may not equal the sum of the number of respondents for each response option because respondents could select more than one response option.



# Appendix B

Composite Measures,  
Single Items, Ratings, Recommendation Items, and  
Supplemental Employment Module Items

## Appendix B

# Composite Measures, Single Items, Ratings, Recommendation Items and Supplemental Employment Module Items

Table B-1 and Table B-2 present the composite measures, individual items, ratings, and recommendation measures for the HCBS CAHPS Survey and Supplemental Employment Module, respectively.

Table B-1. Composite Measures, Items, Ratings, and Recommendation Items	
HCBS CAHPS Survey Question Text	Response Options
<b>Composite Measures and Items</b>	
<b>Staff are reliable and helpful</b>	
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> come to work on time? (Q13)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> work as long as they were supposed to? (Q14)	
In the last 3 months, when staff could not come to work on a day that they were scheduled, did someone let you know that <i>{personal assistance/behavioral health staff}</i> could not come that day? (Q15)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> make sure you had enough personal privacy when you dressed, took a shower, or bathed? (Q19)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 3 months, how often did <i>{homemakers}</i> come to work on time? (Q37)	
In the last 3 months, how often did <i>{homemakers}</i> work as long as they were supposed to? (Q38)	
<b>Staff listen and communicate well</b>	
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> treat you with courtesy and respect? (Q28)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 3 months, how often were the explanations <i>{personal assistance/behavioral health staff}</i> gave you hard to understand because of an accent or the way <i>{personal assistance/behavioral health staff}</i> spoke English?* (Q29)	
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> treat you the way you wanted them to? (Q30)	
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> explain things in a way that was easy to understand? (Q31)	
In the last 3 months, how often did <i>{personal assistance/behavioral health staff}</i> listen carefully to you? (Q32)	
In the last 3 months, did you feel <i>{personal assistance/behavioral health staff}</i> knew what kind of help you needed with everyday activities, like getting ready in the morning, getting groceries, or going places in your community? (Q33)	
In the last 3 months, how often did <i>{homemakers}</i> treat you with courtesy and respect? (Q41)	
In the last 3 months, how often were the explanations <i>{homemakers}</i> gave you hard to understand because of an accent or the way the <i>{homemakers}</i> spoke English?* (Q42)	
In the last 3 months, how often did <i>{homemakers}</i> treat you the way you wanted them to? (Q43)	
In the last 3 months, how often did <i>{homemakers}</i> listen carefully to you? (Q44)	
In the last 3 months, did you feel <i>{homemakers}</i> knew what kind of help you needed? (Q45)	

**Note:** An asterisk (\*) denotes where the question was negatively worded, and the percent answering “Never” or “No” is the most positive response.

**Table B-1. Composite Measures, Items, Ratings, and Recommendation Items (cont'd)**

HCBS CAHPS Survey Question Text	Response Options
<b>Composite Measures and Items (cont'd)</b>	
<b>Case manager is helpful</b>	
In the last 3 months, could you contact this { <i>case manager</i> } when you needed to? (Q49)	• Yes
In the last 3 months, did this { <i>case manager</i> } work with you when you asked for help with getting or fixing equipment? (Q51)	• No
In the last 3 months, did this { <i>case manager</i> } work with you when you asked for help with getting other changes to your services? (Q53)	
<b>Choosing the services that matter to you</b>	
In the last 3 months, did your { <i>program-specific term for "service plan"</i> } include: (Q56)	<ul style="list-style-type: none"> <li>• None of the things that are important to you</li> <li>• Some of the things that are important to you</li> <li>• Most of the things that are important to you</li> <li>• All of the things that are important to you</li> </ul>
In the last 3 months, did you feel { <i>personal assistance/behavioral health staff</i> } knew what's on your [ <i>program-specific term for "service plan"</i> ], including the things that are important to you? (Q57)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Transportation to medical appointments</b>	
In the last 3 months, how often did you have a way to get to your medical appointments? (Q59)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 3 months, were you able to get in and out of this ride easily? (Q61)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, how often did this ride arrive on time to pick you up? (Q62)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
<b>Personal safety and respect</b>	
In the last 3 months, was there a person you could talk to if someone hurt you or did something to you that you didn't like? (Q64)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, did any { <i>personal assistance/behavioral health staff, homemakers, or your case managers</i> } take your money or your things without asking you first?* (Q65)	
In the last 3 months, did any { <i>staff</i> } yell, swear, or curse at you?* (Q68)	
<b>Planning your time and activities</b>	
In the last 3 months, when you wanted to, how often could you get together with these family members who live nearby? (Q75)	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> </ul>
In the last 3 months, when you wanted to, how often could you get together with these friends who live nearby? (Q77)	<ul style="list-style-type: none"> <li>• Usually</li> <li>• Always</li> </ul>
In the last 3 months, when you wanted to, how often could you do things in the community that you like? (Q78)	

**Note:** An asterisk (\*) denotes where the question was negatively worded, and the percent answering "Never" or "No" is the most positive response.

**Table B-1. Composite Measures, Items, Ratings, and Recommendation Items (cont'd)**

HCBS CAHPS Survey Question Text	Response Options
<b>Composite Measures and Items (cont'd)</b>	
In the last 3 months, did you need more help than you get from { <i>personal assistance/ behavioral health staff</i> } to do things in your community?*( Q79)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, did you take part in deciding what you do with your time each day? (Q80)	
In the last 3 months, did you take part in deciding when you do things each day—for example, deciding when you get up, eat, or go to bed? (Q81)	
<b>Unmet Need Single Item Measures</b>	
In the last 3 months, was this because there were no { <i>personal assistance/behavioral health staff</i> } to help you? (dress, shower, or bathe)?*( Q18)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, was this because there were no { <i>personal assistance/behavioral health staff</i> } to help you? (with meals)?*( Q22)	
In the last 3 months, was this because there were no { <i>personal assistance/behavioral health staff</i> } to help you? (with medications)?*( Q25)	
In the last 3 months, did you get all the help you needed with toileting from { <i>personal assistance/behavioral health staff</i> } when you needed it? (Q27)	
In the last 3 months, was this because there were no { <i>homemakers</i> } to help you? (with household tasks)* (Q40)	
<b>Physical Safety Single Item Measure</b>	
In the last 3 months, did any { <i>staff</i> } hit you or hurt you?*( Q71)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Global Ratings Measures</b>	
Using any number from 0 to 10, where 0 is the worst help from { <i>personal assistance/behavioral health staff</i> } possible and 10 is the best help from { <i>personal assistance/behavioral health staff</i> } possible, what number would you use to rate the help you get from { <i>personal assistance/behavioral health staff</i> }? (Q35)	<ul style="list-style-type: none"> <li>• 0-10</li> </ul>
Using any number from 0 to 10, where 0 is the worst help from { <i>homemakers</i> } possible and 10 is the best help from { <i>homemakers</i> } possible, what number would you use to rate the help you get from { <i>homemakers</i> }? (Q46)	
Using any number from 0 to 10, where 0 is the worst help from { <i>case manager</i> } possible and 10 is the best help from { <i>case manager</i> } possible, what number would you use to rate the help you get from { <i>case manager</i> }? (Q54)	
<b>Recommendation Measures</b>	
Would you recommend the { <i>personal assistance/behavioral health staff</i> } who help you to your family and friends if they needed help with everyday activities? Would you say you would recommend the { <i>personal assistance/behavioral health staff</i> }? (Q36)	<ul style="list-style-type: none"> <li>• Definitely no</li> <li>• Probably no</li> <li>• Probably yes</li> <li>• Definitely yes</li> </ul>
Would you recommend the { <i>homemakers</i> } who help you to your family and friends if they needed { <i>program-specific term for homemaker services</i> }? Would you say you would recommend the { <i>homemakers</i> }? (Q47)	
Would you recommend the { <i>case manager</i> } who helps you to your family and friends if they needed { <i>program-specific term for case-management services</i> }? Would you say you would recommend the { <i>case manager</i> }? (Q55)	

**Note:** An asterisk (\*) denotes where the question was negatively worded, and the percent answering “Never” or “No” is the most positive response.

Table B-2. Supplemental Employment Module Items	
Survey Question Text	Response Options
<b>Employment Module Items</b>	
In the last 3 months, did you work for pay at a job?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, did you want to work for pay at a job?	
Sometimes people feel that something is holding them back from working when they want to. In the last 3 months, was this true for you? If so, what is holding you back from working?	<ul style="list-style-type: none"> <li>• Benefits</li> <li>• Health concerns</li> <li>• Don't know about job resources</li> <li>• Advice from others</li> <li>• Training/Education need</li> <li>• Looking for and can't find work</li> <li>• Issues with previous employment</li> <li>• Transportation</li> <li>• Child care</li> <li>• Other</li> </ul>
Sometimes people would like to work for pay, but feel that something is holding them back. In the last 3 months, was this true for you? If so, what has been holding you back from wanting to work?	
In the last 3 months, did you ask for help in getting a job for pay?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, did you know you could get help to find a job for pay?	
In the last 3 months, was someone paid to help you get a job?	
In the last 3 months, did you get all the help you need to find a job?	
Who helped you to find the job that you have now? (Mark all that apply)	<ul style="list-style-type: none"> <li>• Employment/Vocational staff/Job coach</li> <li>• Case manager</li> <li>• Other paid providers</li> <li>• Other career services</li> <li>• Family/Friends</li> <li>• Advertisement</li> <li>• Self-employed</li> <li>• Other</li> </ul>
Did you help to choose the job you have now?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months, was someone paid to help you with the job you have now?	
Did you hire your job coach yourself?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
In the last 3 months has your job coach been with you all the time that you were working?	
In the last 3 months, how often did your job coach give you all the help you need?	<ul style="list-style-type: none"> <li>• Never</li> <li>• Sometimes</li> <li>• Usually</li> <li>• Always</li> </ul>
In the last 3 months, did your job coach treat you with courtesy and respect?	
In the last 3 months, how often did your job coach explain things in a way that was easy to understand?	
In the last 3 months, how often did your job coach listen carefully to you?	
In the last 3 months, did your job coach encourage you to do things for yourself if you could?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
What number would you use to rate the help you get from job coach?	<ul style="list-style-type: none"> <li>• 0-10</li> </ul>
Would you recommend the job coach who helps you to your family and friends if they needed employment services?	<ul style="list-style-type: none"> <li>• Definitely no</li> <li>• Probably no</li> <li>• Probably yes</li> <li>• Definitely yes</li> </ul>

# Appendix C

How Results are Calculated

# Appendix C

## How Results are Calculated

This appendix provides an overview of how the results were calculated.

### Survey Inclusion Rules for the Database

Both complete and partially complete records are included in the HCBS CAHPS Survey Database. A complete record has responses to 50 percent or more of the key survey items and a response for one or more composite measures or rating items. Identifying a standard set of key survey items that all respondents are eligible to answer is more challenging for the HCBS CAHPS Survey because, by design, respondents are asked different questions based on the HCBS they receive through a specific HCBS program. Please review the [Technical Assistance Guide for Analyzing HCBS CAHPS Data](#) documentation for additional information. A partially complete record has responses for one or more core composite measures or rating items, but less than 50 percent of the key survey items.

### Aggregation of Results

HCBS CAHPS Survey Database results are aggregated across all respondents in the Database.

### Types of Results: Top Box and Proportional Scores

Top box scores for survey items are created by calculating the percentage of respondents who chose the most positive response on a given item’s response scale (e.g., “Always” on the “Always-Never” scale). The HCBS CAHPS Survey uses several different response scales. Table C-1 displays the different response scales and how the response options are categorized for top box and proportional scoring.

<b>Response Scale</b>	<b>Bottom Box Score: Least Positive Responses</b>	<b>Middle Box Score: Middle Responses</b>	<b>Top Box Score: Most Positive Responses</b>
<b>Dichotomous Yes, No</b>	No <i>or</i> Mostly No	--	Yes <i>or</i> Mostly yes
<b>4-point response scale</b>	Never, Sometimes <i>or</i> None of the things that are important to you, Some of the things that are important to you	Usually <i>or</i> Most of the things that are important to you	Always <i>or</i> All the things that are important to you
<b>Global ratings measures</b>	0-6 <i>or</i> Poor, Fair	7-8 <i>or</i> Good, Very Good	9-10 <i>or</i> Excellent
<b>Recommendation measures</b>	Definitely no, Probably no	Probably yes	Definitely yes

**Calculating top box and other proportional scores for an individual survey item.** Top box, middle box, and bottom box scores are calculated by aggregating results across all respondents in the Database. For example, if 400 out of 1,000 total respondents answered “Always” to a particular item, the top box score for that item would be 40 percent [i.e.,  $(400/1,000) * 100 = 40\%$ ].

The survey includes both positively worded items (e.g., “How often did {*personal assistance/behavioral health staff*} treat you with courtesy and respect”) and negatively worded items (e.g., “How often were the explanations {*personal assistance/behavioral health staff*} gave you hard to understand because of an accent or the way they spoke English”). Calculating the item top box response is different for positively and negatively worded items:

- For positively worded items**, the top box score is the percentage of respondents who answered with the most positive response option(s), depending on the response options used for the item (refer to Table C-1).

For example, for the item “How often did {*personal assistance/behavioral health*} staff treat you with courtesy and respect,” if 50 percent of respondents answered “Always,” the item top box score would be 50 percent.
- For negatively worded items**, the top box score is the percentage of respondents who answered with the least positive response option(s), depending on the response options used for the item (refer to Table C-1). Keep in mind that a negative answer to a negatively worded item indicates a positive response.

For example, for the item “In the last 3 months, how often were the explanations {*personal assistance/behavioral health staff*} gave you hard to understand because of an accent or the way {*personal assistance/behavioral health staff*} spoke English?” if 71 percent of respondents answered “Never,” the item top box score would be 71 percent (refer to Table C-2).

Full Item Text of Negatively Worded Item	Top Box Score Response Option	Top Box Score (% Never/No)
In the last 3 months, how often were the explanations { <i>personal assistance/behavioral health staff</i> } gave you hard to understand because of an accent or the way { <i>personal assistance/behavioral health staff</i> } spoke English?	Never	71%
In the last 3 months, did any { <i>personal assistance/behavioral health staff, homemakers, or your case managers</i> } take your money or your things without asking you first?	No	98%

**Calculating top box and other proportional scores for a composite measure.** The scores for a composite measure are equal to the average or mean of the proportion of responses (excluding missing, Don’t know, or Refused responses) in each response category across the items in the composite measure. The following steps show how those proportions are calculated:

- Step 1** – Calculate the proportion of responses in each proportional score category for **each question** in a composite measure.
- Step 2** – Calculate the average proportion responding to each category **across the questions** in the composite measure.



Each item is given equal weight when calculating the composite measure results. Computationally, this involves calculating the score of each item and then finding the average across the item scores to obtain the composite measure score. The items are weighted equally because there is no evidence to suggest that any item is more important than another.

## Data Suppression Rules

The rules for data suppression and exclusion are described below.

### 1. Item Suppression

If there are fewer than 20 valid responses available for any item, the item's results are suppressed.

### 2. Reporting Category Suppression (e.g., by Program Type)

If fewer than three states submitted data, totaling less than 300 completed surveys and less than 20 completed surveys for a given program type, that breakout will not be reported. Each program within a state also has to have at least 20 completed surveys to be reported.



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