

2023-2024 DATA AT A GLANCE

ADULT CONSUMER SURVEY REPORT

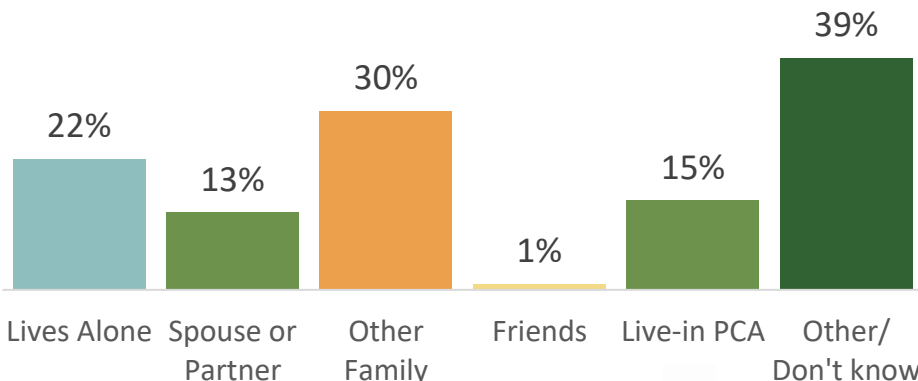
SURVEY RESULTS FOR ARIZONA

INTRODUCTION

The data in this summary represent

402 older adults and people with physical disabilities receiving publicly funded long-term services and supports programs—known as LTSS. For more information, visit: nci-ad.org

LIVING ARRANGEMENTS



GENDER AND AGE

18-44 years: **9%**
45-65 years: **23%**
66+ years: **68%**

67.5
years old
(average)

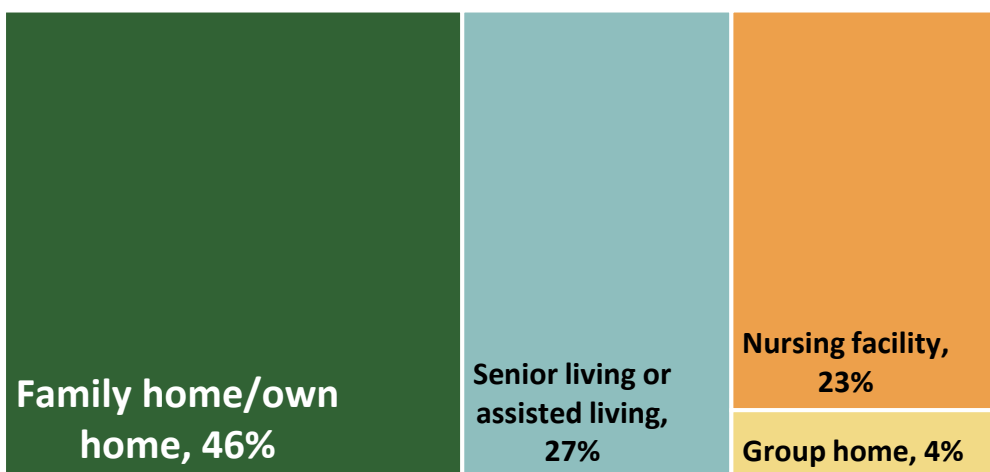
Female, 58%

Male, 42%

RACE AND ETHNICITY

60% White
23% Hispanic or Latino
8% Black or African American
3% Asian
3% Other
2% American Indian/Alaska Native

RESIDENCE TYPE & LOCATION



93% Metropolitan

5% Micropolitan

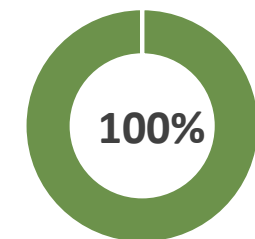
2% Small town/Rural

DIAGNOSES*

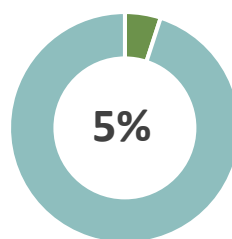
26% Alzheimer's disease or dementia
38% Diabetes
57% Hypertension
65% Mental Health diagnosis
79% Heart Disease

*Note: Diagnoses are not mutually exclusive

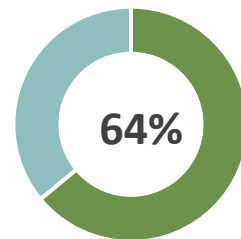
PERSONAL CHARACTERISTICS



Need some support for mobility



Indicate preferred language other than English



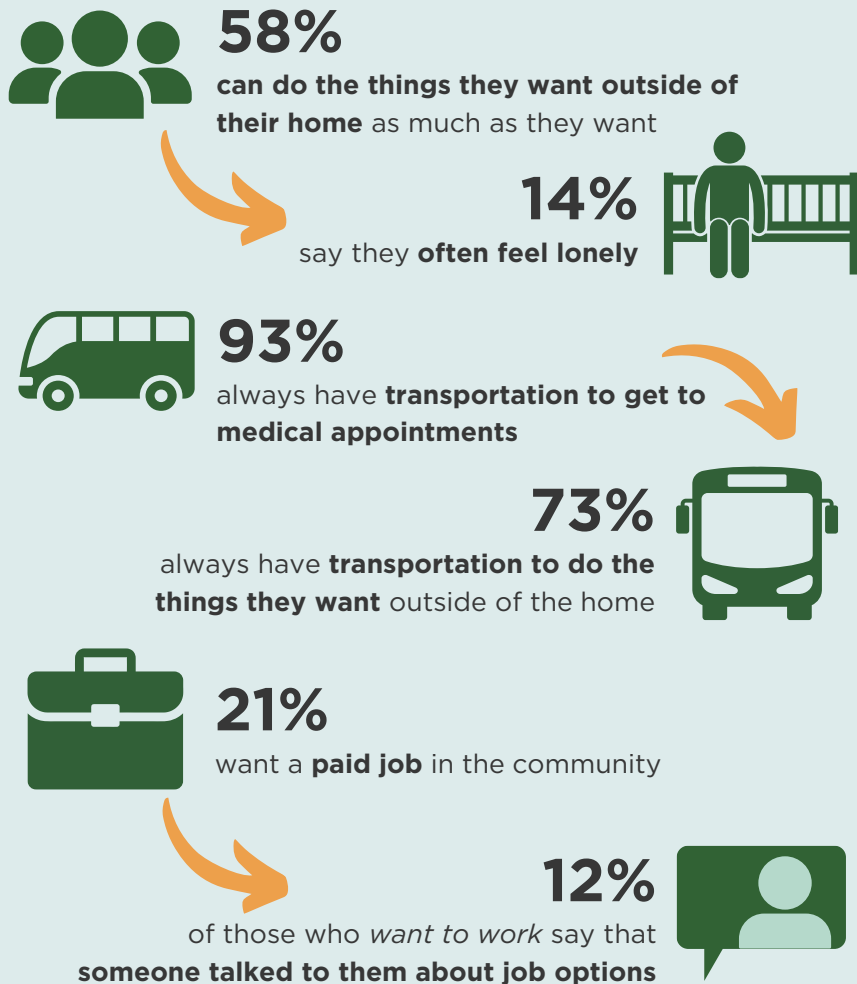
Receives Medicare

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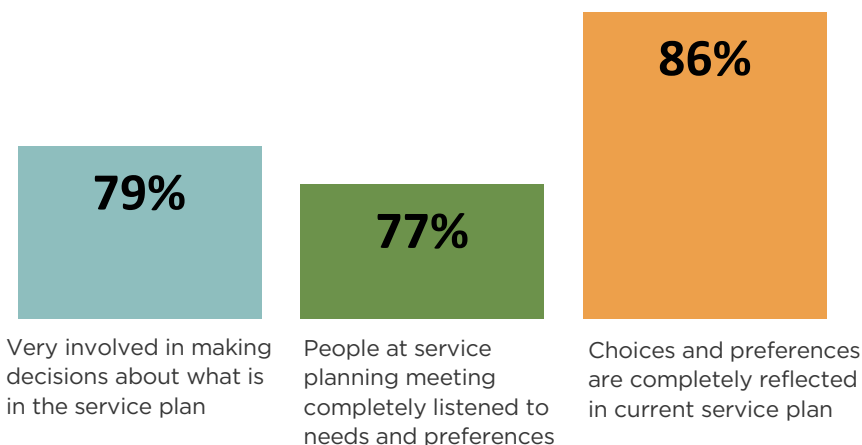
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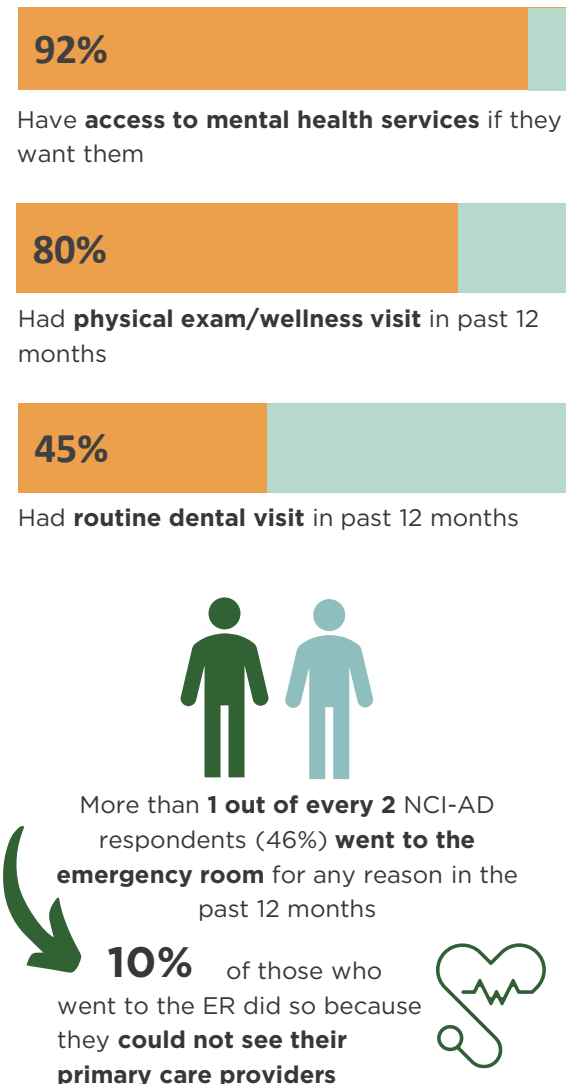
COMMUNITY PARTICIPATION AND RELATIONSHIPS



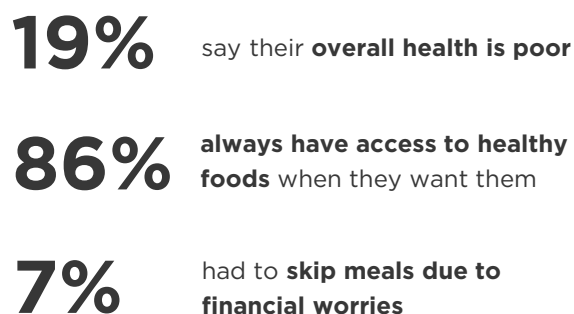
PERSON-CENTERED PLANNING



HEALTHCARE UTILIZATION



WELLNESS



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SURVEY RESULTS FOR ARIZONA

CHOICE AND CONTROL

74%

Can choose or change when and how often they receive services

58%

Can choose or change the people who provide paid supports

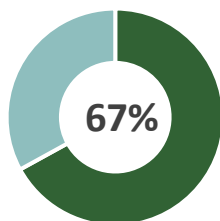
89%

Can choose or change their services

53%

Can eat their meals when they want to

Service Planning:



67% Feel in control of their life.

SERVICE COORDINATION AND WORKFORCE

Who helps person most often...

Paid support staff: 60%

Paid family or friend: 25%

Unpaid family, friend, or volunteer: 15%



41%

say their **paid staff change too much**

28%

say their **case manager/care coordinators change too much**



83%

say they have a **backup plan** if the people who are paid to help do not show up



84%

say the people paid to help them **treat them with respect**



83%

say the people who are paid to help **come and leave when they are supposed to**

SATISFACTION



84%

say services and supports help them **live the life they want.**



7 out of every 10 people (72%) say their **services meet all their current needs and goals**

Among those with unmet needs:

27%

need support with personal care

19%

need support with transportation

13%

need support with housing assistance

91%

91% of respondents say they **like where they live.**

64%

64% of respondents say they usually **like how they spend their time during the day.**