

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

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

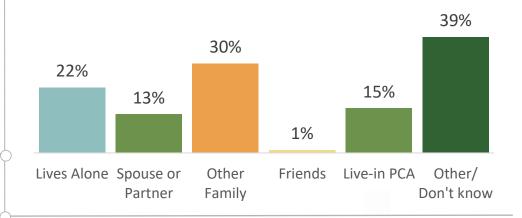
8% Black or African American

3% Asian

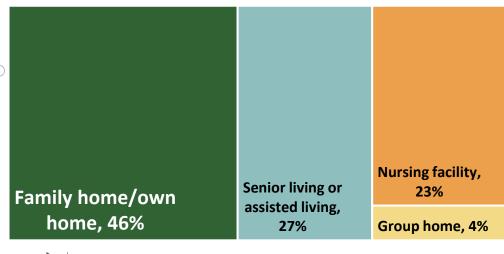
3% Other

2% American Indian/Alaska Native

LIVING ARRANGEMENTS



RESIDENCE TYPE & LOCATION





93% Metropolitan

5% Micropolitan

2% Small town/

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

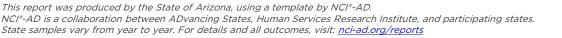


Need some support for mobility

Indicate preferred language other than English



Receives Medicare









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COMMUNITY PARTICIPATION AND RELATIONSHIPS



58%

can do the things they want outside of their home as much as they want



say they often feel lonely



93%

always have transportation to get to medical appointments





always have transportation to do the things they want outside of the home

> 21% want a paid job in the community



12%



of those who want to work say that someone talked to them about job options

PERSON-CENTERED PLANNING

79%

Very involved in making decisions about what is in the service plan

77%

People at service planning meeting completely listened to needs and preferences 86%

Choices and preferences are completely reflected in current service plan

HEALTHCARE UTILIZATION

92%

Have access to mental health services if they want them

80%

Had physical exam/wellness visit in past 12 months

45%

Had routine dental visit in past 12 months



More than 1 out of every 2 NCI-AD respondents (46%) went to the emergency room for any reason in the past 12 months

10% of those who went to the ER did so because they could not see their primary care providers



WELLNESS

19%

say their overall health is poor

always have access to healthy always have access to fleater foods when they want them

7%

had to skip meals due to financial worries







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CHOICE AND CONTROL

Can choose or change 74% when and how often they receive services

58%

Can choose or change the people who provide paid supports

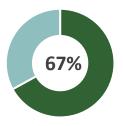
89%

Can choose or change their services

Can eat their meals when they want to

Service Planning:





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



say the people paid to help them treat them with respect



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

SATISFACTION



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

need support with housing 13% 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.



