



Findings from the One Care Quality of Life Surveys 2017-2019

September 2021

Who We Are

Founded in 1999,

Commonwealth Medicine is the health care consulting and operations division of UMass Medical School.

We work with you to enhance the effectiveness of health and human service programs to improve outcomes for vulnerable populations.



Our comprehensive suite of health care solutions supports program integrity, improves member health, enhances public programs and fosters a high-quality delivery system.



Our highly skilled professionals and health care subject matter experts are carefully matched to project goals and client needs.



The **value of our mission** as one of the nation's top medical schools is our commitment to reinvest revenue to advance research and prepare the next generation of health care providers.



We have real-time access to the latest academic research and clinical advancements in development at UMass Medical School.

Acknowledgments

The University of Massachusetts Medical School (UMMS) authors of this report would like to express our thanks to our UMMS colleagues Bittie Behl-Chadha, PhD, Director of the Office of Survey Research and Rossana Valencia-Hoang, MPH, former Project Director for providing their expertise in survey development and for administering this survey. Our thanks as well go to Alexis Henry, ScD, OTR/L for her previous work on this project and to Jianying Zhang, MS for her analytical support.

Research Questions

- What are members' perceptions of their physical and mental health?
- What are members' perceptions of their life satisfaction?
- What percentage of members need help with everyday tasks or doing things in the community.
- How satisfied are members with the help they may have received at home or in the community?

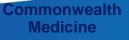
Survey Sample

- Random sample drawn from One Care members enrolled as of December of each year
 - Certain ineligible members excluded from data set (See Appendix A)
- Respondents compared to non-respondents and weights applied to adjust for significant differences on specific variables (See Appendix B)
 - Demographic characteristics
 - Enrollment type
 - Enrollment duration

Survey Methodology

- Survey administered annually in English and Spanish between 2017-2019
- Two-wave mail protocol with up to 5 telephone follow-ups for non-respondents
- Survey response rates
 - 2017 38.9% (584 respondents)
 - 2018 36.7% (551 respondents)
 - 2019 29.9% (440 respondents)
 - When we describe a finding as "significant" we mean that it is "statistically significant", i.e., not explained simply by chance. We used p<.05 as the level that indicates significance.

RESULTS



Physical and Mental Health



Physical Health

Respondents were asked, "How would you rate your overall physical health?"

- 3-5% described their physical health as excellent.
- 10% in each year described their physical health as very good
- 26-30% described their physical health as good.
- 41-44% described their physical health as fair and 12-16% described their physical health as poor

There were no significant changes over the three years of the survey.

Physical health



Mental and Emotional Health

Respondents were also asked, "How would you rate your overall mental and emotional health?"

- A small percentage described their mental or emotional health as very good (11-15%) or excellent (5%).
- 27-32% described their mental or emotional health as good.
- More than half rated their mental or emotional health as fair (36-44%) or poor (11-13%).

There were no significant changes over the three years of the survey.

Mental and emotional health



Life Satisfaction

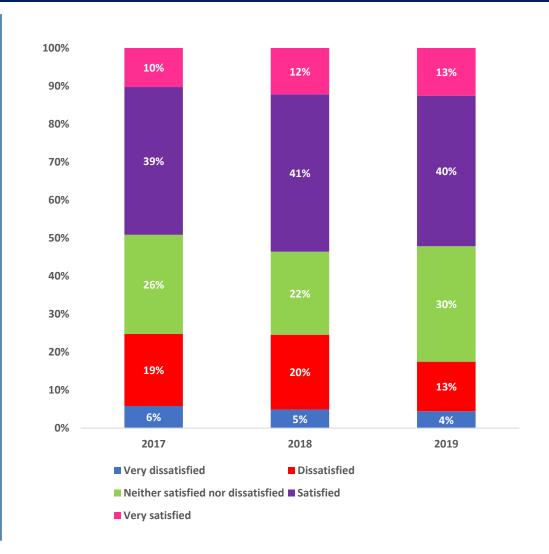


Life Satisfaction

Respondents were asked, "How satisfied are you with your life?"

- About half consistently described themselves as either very satisfied (10-13%) or satisfied (39-41%).
- About a quarter (22-30%) were neither satisfied or dissatisfied.
- The percentage who described themselves as either dissatisfied (13-20%) or very dissatisfied (4-6%) fell over the three years,

None of the changes over time were significant.



Experience with Specific Aspects of Life

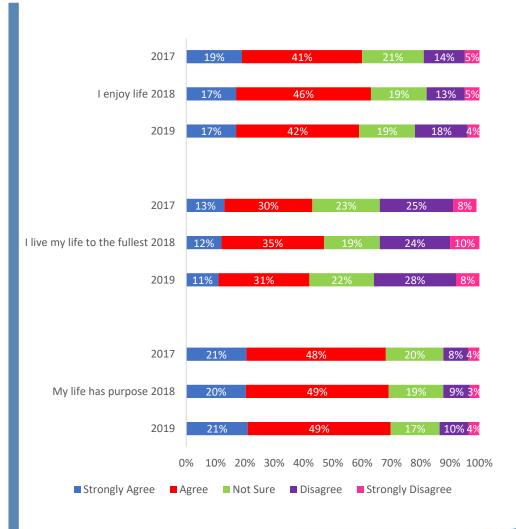


Outlook on Life

Respondents were asked several questions about their outlook on life.

- 17-19% strongly agreed and 41-46% agreed that they enjoy life
- 19-21% were not sure
- 14-18% disagreed and 4-5% strongly disagreed
- 11-13% strongly agreed and 30-35% agreed that they live life to the fullest
- 19-23% were not sure
- 24-28% disagreed and 8-10% strongly disagreed
- 20-21% strongly agreed and 48-49% agreed that their lives have purpose
- 17-20% were not sure
- 8-10% disagreed and 3-4% strongly disagreed

Changes over time were not significant.



Outlook on Life (cont.)

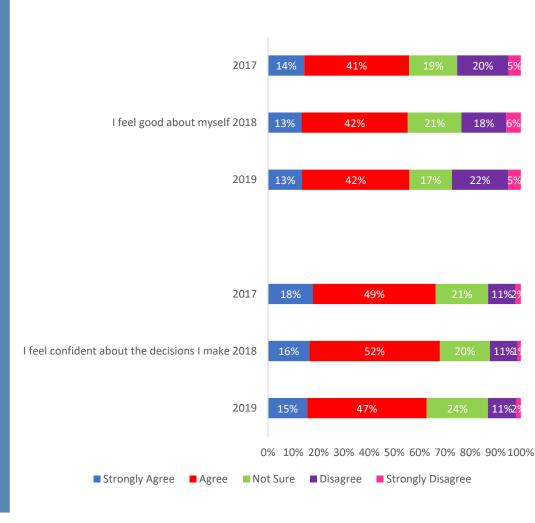
Respondents were asked about whether they feel good about themselves.

- 13%-14% strongly agreed and 41-42% agreed that they felt good about themselves
- 17-21% were not sure
- 18-22% disagreed and 5-6% strongly disagreed

Respondents were asked if they felt confident about the decisions they make

- 15-18% strongly agreed and 47-52% agreed that they felt confident about the decisions they make
- 21-24% were not sure
- 11% disagreed and 1-2% strongly disagreed

Changes over time were not significant.



Outlook on Life (cont.)

Respondents were asked if they have an upbeat and positive attitude.

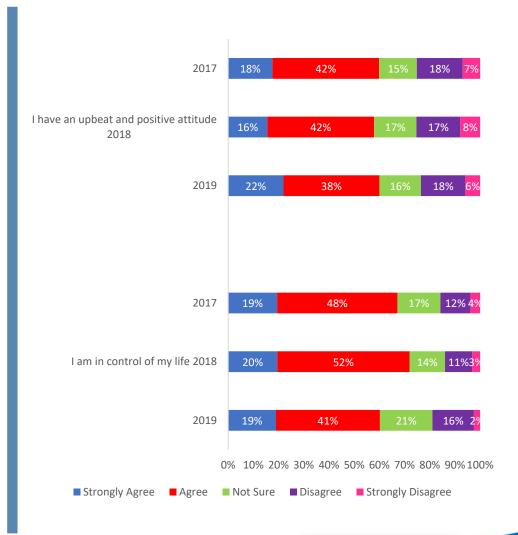
- 16-22% strongly agreed and 38-42% agreed that they had an upbeat and positive attitude
- 15-17% were not sure
- 17-22% disagreed and 6-8% strongly disagreed

Changes over time were not significant.

Respondents were asked if they felt in control of their lives.

- 19-20% strongly agreed and 41-52% agreed that they felt in control of their lives
- 14-21% were not sure
- 11-16% disagreed and 2-4% strongly disagreed

The change over time on this question was significant.

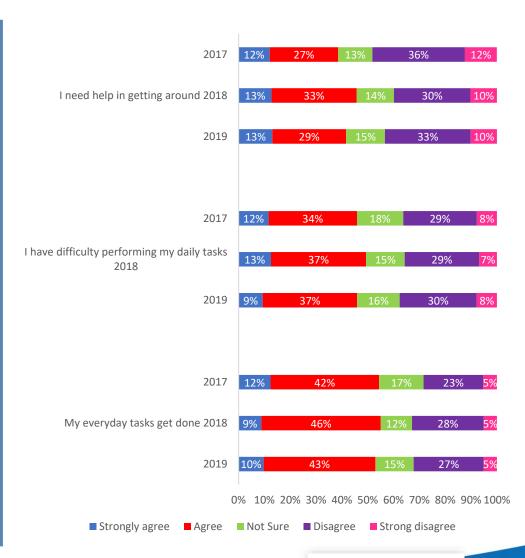


Capacities and Energy

Respondents were asked about their mobility and experience with daily or everyday tasks

- 12-13% strongly agreed and 27-33% agreed that they need help in getting around
- 13-15% were not sure
- 30-36% disagreed and 10-12% strongly disagreed
- 9-13% strongly agreed and 34-37% agreed they had difficulty w/ daily tasks
- 15-18% were not sure
- 29-30% disagreed and 7-8% strongly disagreed
- 9-12% strongly agreed and 42-46% agreed that their everyday tasks get done
- 12-17% were not sure
- 23-28% disagreed and 5% strongly disagreed

Changes over time were not significant.



Capacities and Energy (cont.)

Respondents were asked whether they felt energetic throughout the day

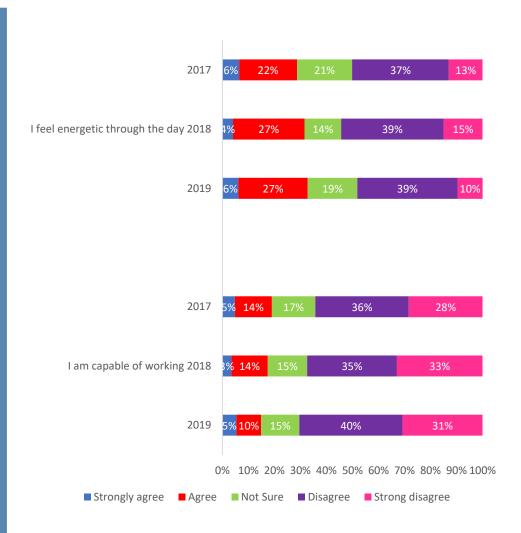
- 4-6% strongly agreed and 22-27% agreed that they felt energetic throughout the day
- 14-21% were not sure
- 37-39% disagreed and 10-15% strongly disagreed

This change over time was significant.

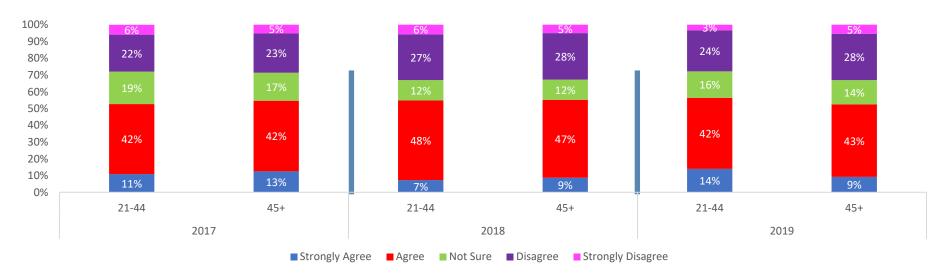
Respondents were also asked if they were capable of working.

- 3-5% strongly agreed and 10-14%
- agreed that they were capable of working
- 15-17% were not sure
- 35-40% disagreed and 28-33% strongly disagreed

Changes over time were not significant.



Everyday Tasks Get Done – Comparison by Age



Respondents were asked whether their everyday tasks get done. The results were compared by age group, but the differences between the groups were not significant over time.

Ages 21-44

- 7-14% strongly agreed that their everyday tasks get done.
- 42-48% agreed
- 12-19% neither agreed nor disagreed
- 22-27% disagreed
- 3-6% strongly disagreed

Age 45+

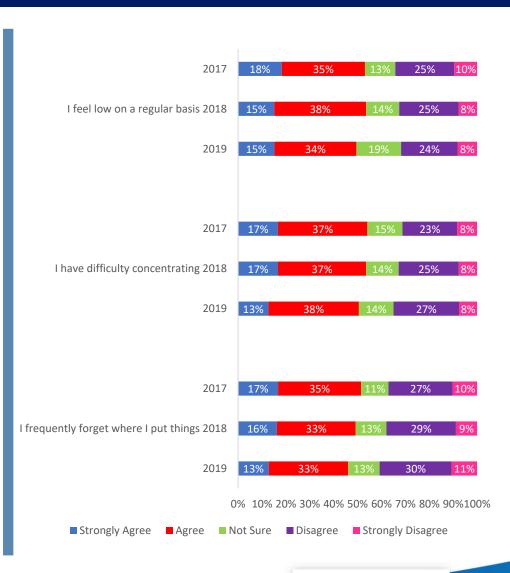
- 9-13% strongly agreed that their everyday tasks get done.
- 42-47% agreed
- 12-17% neither agreed nor disagreed
- 23-28% disagreed
- 5% strongly disagreed

Mood & Concentration

Respondents were asked about their mood and concentration

- 15-18% strongly agreed and 34-38% agreed that they felt low on a regular basis.
- 13-19% were not sure
- 24-25% disagreed and 8-10% strongly disagreed
- 13-17% strongly agreed and 37-38% agreed that had difficulty concentrating
- 14-15% were not sure
- 23-27% disagreed and 8% strongly disagreed
- 13-17% strongly agreed and 33-35% agreed that they frequently forget where they put things.
- 11-13% were not sure
- 27-30% disagreed and 9-11% strongly disagreed.

Changes over time were not significant.



Social Relationships

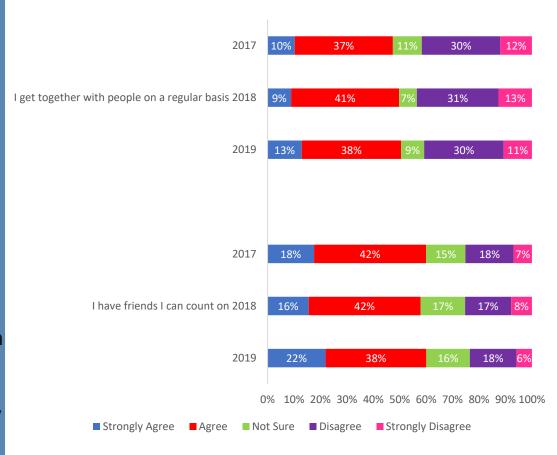
Respondents were asked whether they get together with people on a regular basis.

- 9-13% strongly agreed and 37-41% agreed that they got together with people on a regular basis.
- 7-11% were not sure
- 30-31% disagreed and 11-13% strongly disagreed

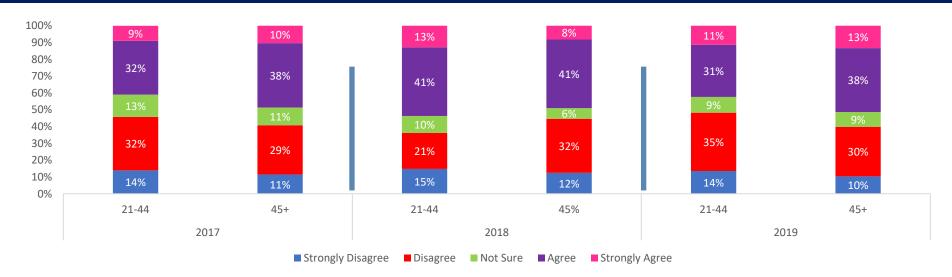
Respondents were asked if they had friends they could count on.

- 16-22% strongly agreed and 38-42% agreed that they had friends they can count on.
- 15-17% were not sure.
- 17-18% disagreed and 6-8% strongly disagreed.

Changes over time were not significant.



Getting Together with People – Comparison By Age



Respondents were asked whether they get together with people on a regular basis. The results were compared by age group, but the differences between the groups were not significant over time.

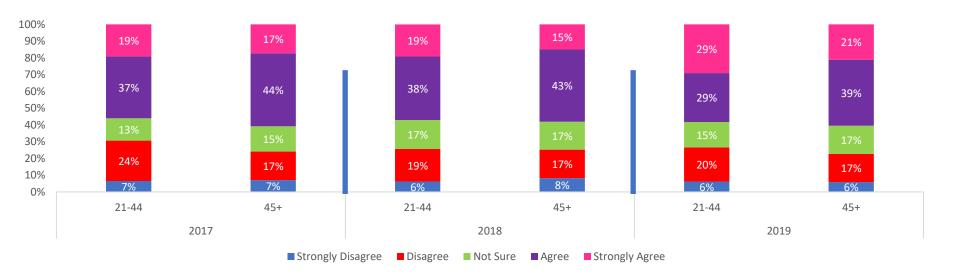
Ages 21-44

- 9-13% strongly agreed they get together with people regularly
- 32-41% agreed
- 9-13% were not sure
- 21-35% disagreed
- 14-15% strongly disagreed

Age 45+

- 8-13% strongly agreed they get together with people regularly
- 38-41% agreed
- 6-11% were not sure
- 29-32% disagreed
- 10-12% strongly disagreed

Have Friends Can Count On – Comparison by Age



Respondents were asked whether they have friends they can count on. The results were compared by age group, but the differences between the groups were not significant over time.

Ages 21-44

19-29% strongly agreed they have friends they can count on.

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- 29-38% agreed
- 13-17% were not sure
- 19-24% disagreed
- 6-7% strongly disagreed

Age 45+

- 17-21% strongly agreed they have friends they can count on.
- 39-44% agreed
- 15-17% were not sure
- 17% disagreed
- 6-8% strongly disagreed

Home and Environment

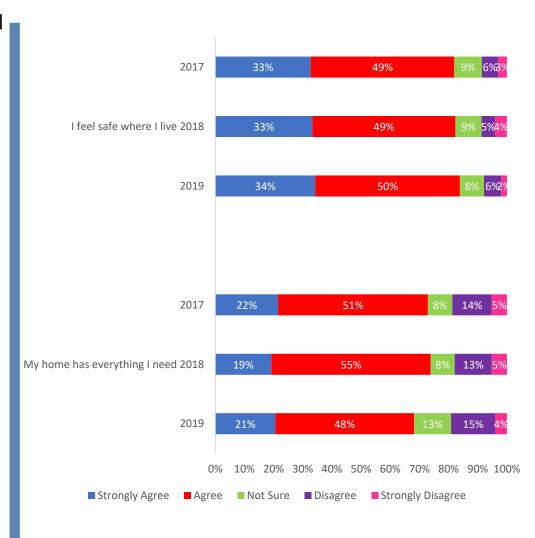
Respondents were asked whether they feel safe where they live

- 33-34% strongly agreed and 49-50% agreed that they felt save where they live
- 8-9% were not sure
- 5-6% disagreed and 2-4% strongly disagreed

Respondents were asked whether their home had everything the need

- 19-22% strongly agreed and 48-55% agreed everything that their home had everything they need.
- 8-13% were not sure
- 13-15% disagreed and 4-5% strongly disagreed

Changes over time were not significant.



Spirituality and Support

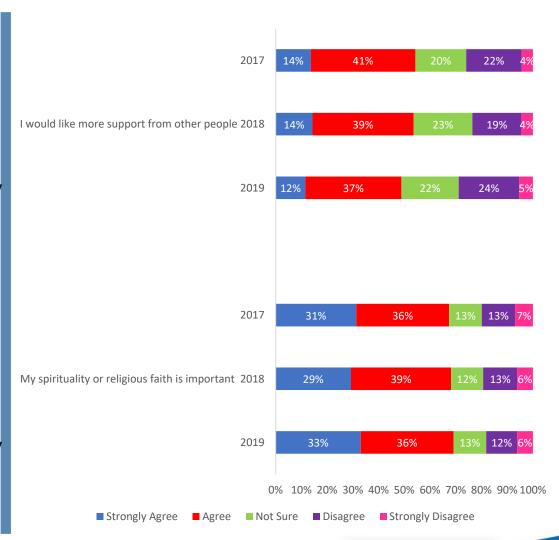
Respondents were asked if they would like more support from other people.

- 12-14% strongly agreed and 37-41% that they would like more support from other people.
- 20-23% were not sure
- 19-24% disagreed and 4-5% strongly disagreed

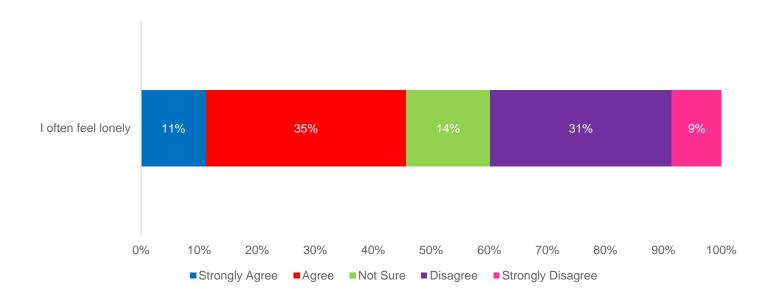
Respondents were also asked whether their spirituality or religious faith was important to them.

- 29-33% strongly agreed and 36-39% agreed that their spirituality or religious faith was important to them.
- 12-13% were not sure
- 12-13% disagreed and 6-7% strongly disagreed.

Changes over time were not significant.



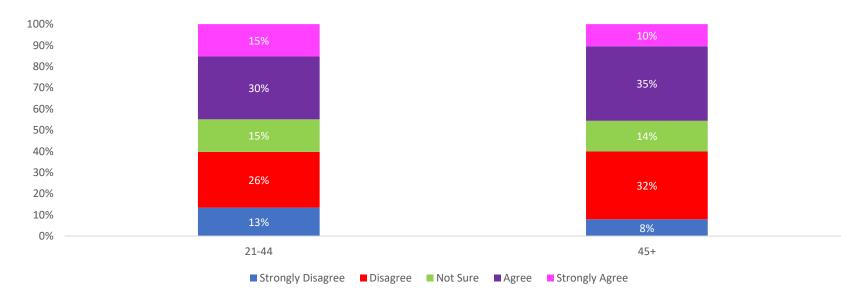
Loneliness



In 2019, for the first time, respondents were asked whether they often feel lonely.

- 11% strongly agreed and 35% agreed that they often felt lonely.
- 14% were not sure
- 31% disagreed and 9% strongly disagreed.

Often Feel Lonely – Comparison by Age



In 2019, respondents were asked whether they often feel lonely. The results were compared by age group. The differences between groups were not significant.

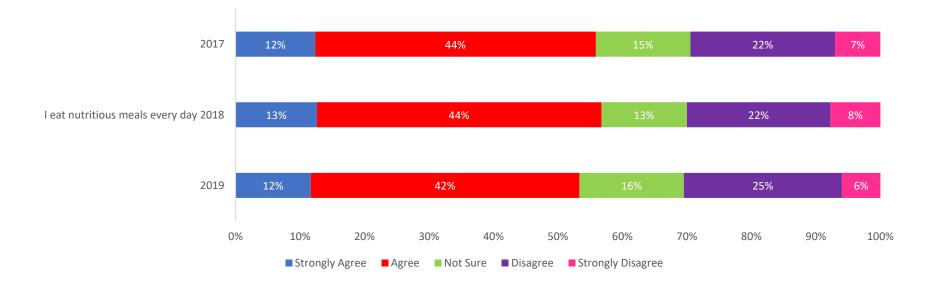
Ages 21-44

- 15% strongly agreed that they often feel lonely.
- 30% agreed
- 15% were not sure
- 26% disagreed
- 13% strongly disagreed

Age 45+

- 10% strongly agreed that they often feel lonely.
- 35% agreed
- 14% were not sure
- 32% disagreed
- 8% strongly disagreed

Nutrition



Respondents were asked if they eat nutritious meals every day.

- 12-13% strongly agreed that they ate nutritious meals every day.
- 42-44% of respondents agreed that they are nutritious meals every day.
- 13-16% were not sure that they ate nutritious meals every day.
- 22-25% disagreed and a small percentage (6-8%) strongly disagreed with this statement.

The change over the three years was not significant.

Access to Services

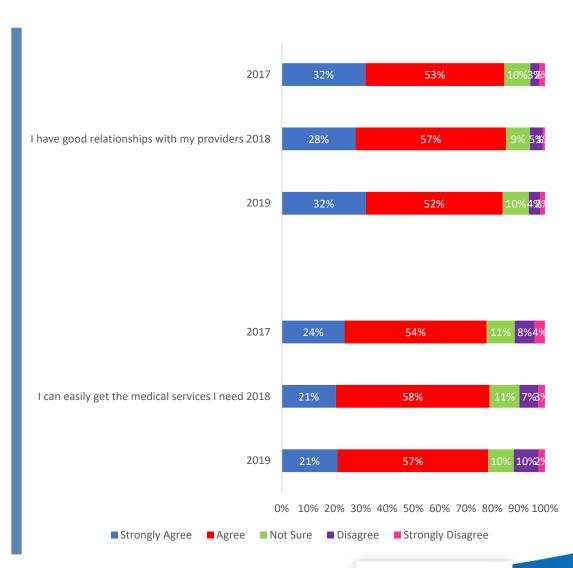
Respondents were asked whether they had good relationships with their healthcare and other providers.

- 28-32% strongly agreed and 52-57% agreed they had good relationships with their providers.
- 9-10% were not sure
- 3-5% disagreed and 1-2% strongly disagreed

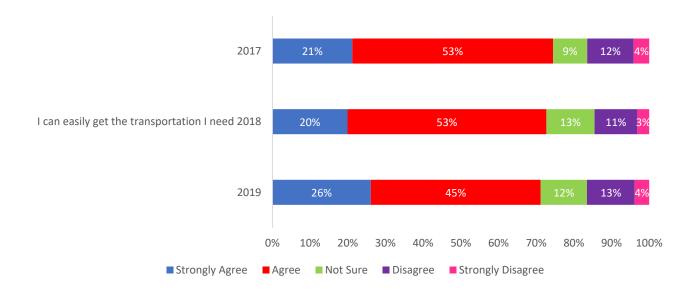
Respondents were also asked whether they can easily get the medical services they need.

- 21-24% strongly agreed and 54-58% agreed that they could easily get the medical services they need
- 10-11% were not sure
- 7-10% disagreed and 2-4% strongly disagreed and

Changes over time were not significant.



Access to Services (cont.)



Respondents were asked whether they can easily get the transportation they need.

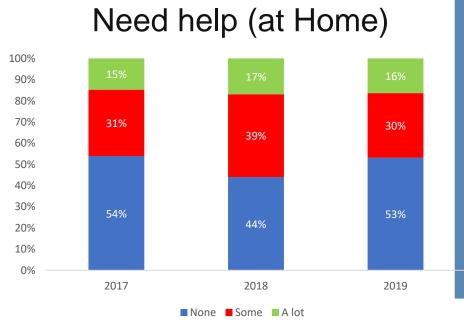
- 20-26% strongly agreed and 45-53% agreed that they could get the transportation they need.
- 9-12% were not sure
- 11-13% disagreed and 3-4% strongly disagreed

The changes over time were not significant.

Need for Assistance



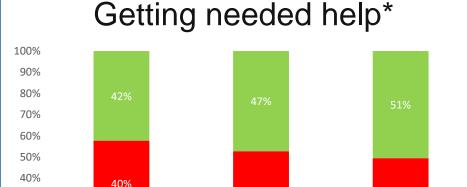
Help Doing Day-to-Day Tasks at Home



Respondents were asked, "How much help do you need in doing your day-to-day tasks at home (such as dressing, bathing or cooking."

- 15-17% reported needing a lot of help with doing day-to-day tasks.
- 31-39% reported needing some help.
- 44-54% reported needing no help.

These changes were not significant.



Those who reported needing help were asked, "Are you getting the help you need at home with your day-to-day tasks?"

■ Not at all ■ Somewhat ■ Yes

38%

2018

- 42-51% said they get a lot of the help they need
- 37-40% said they get some help.
- 12-18% reported getting no help.

These changes were not significant.

*Those asked if they were getting needed help were a subset of those who need help

18%

2017

30%

20%

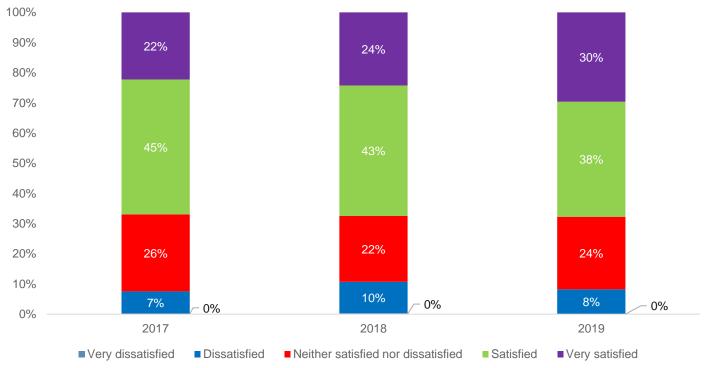
10%

0%

37%

12%

Satisfaction with Help Doing Day-to-Day Tasks

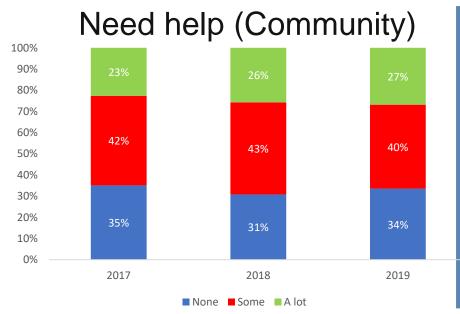


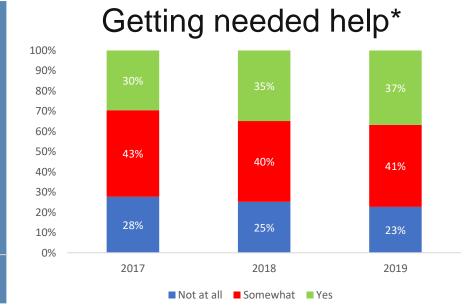
Respondents who reported receiving help were asked, "How satisfied are you with the help you are getting for your day-to-day tasks?"

- 22-30% were very satisfied with the help they received for doing day-to-day tasks.
- 38%-45% were satisfied with the help they received.
- 7-10% were dissatisfied and no respondents (0%) were very dissatisfied.

None of the changes over time were significant.

Help Doing Things in the Community





Respondents were asked, "How much help do you need to do things in the community (such as shopping, working, or socializing)?

- 23-27% said that they needed a lot of help.
- 40-43% % said that they needed some help to do things in the community.
- 31-35% said they needed no help.

The changes were not significant.

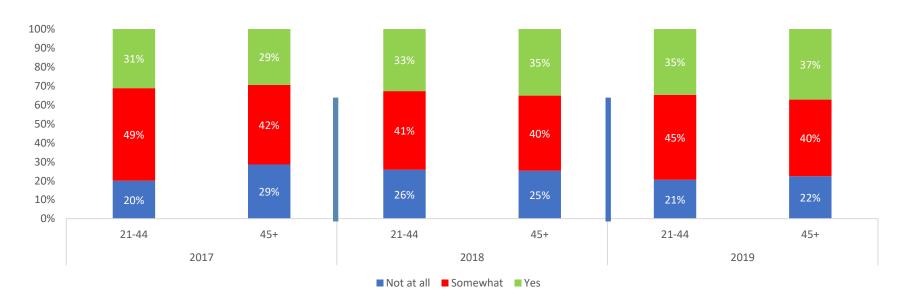
Those who needed help were asked, "Are you getting the help you need to do things in the community?"

- 30-37% said they were getting the help they need to do things in the community.
- The percentage (40-43%) said they were getting at some of the help they need.
- 23-28% said they were getting no help at all. The changes were not significant.

*Those asked if they were getting needed help were a subset of those who need help

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Getting Needed Help – Comparison by Age



Those who needed help doing things in the community were asked, "Are you getting the help you need to do things in the community?" The results were compared by age group, but the differences between the groups were not significant over time:

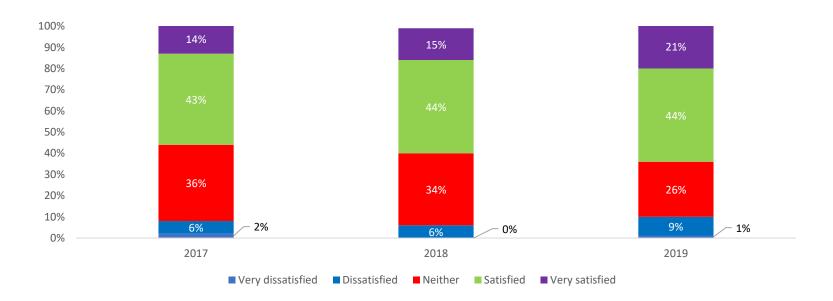
Ages 21-44

- 31-35% agreed they got the needed help
- 41-49% said that they got needed help somewhat
- 20-26% said they did not get needed help at all
 22-29% said they did not get needed help

Ages 45+

- 29-37% agreed they got the needed help
- 40-42% said that they got needed help somewhat
- 22-29% said they did not get needed help at all

Satisfaction with Help Doing Things in the Community



Respondents were asked, "How satisfied are you with the help you are getting to do things in the community?" Among those who reported receiving help doing things in the community:

- 14-21% reported they were very satisfied with the help they received.
- 43-44% were satisfied with the help they received.
- 26-36% were neither satisfied nor dissatisfied
- 6-9% were dissatisfied and 0-2% were very dissatisfied.

The percentage of these respondents increased over time, but the change was not significant.

Conclusions

Physical Health, Mental and Emotional Health and Life Satisfaction

About half of respondents reported being satisfied with their lives, even though similar percentages reported being in fair or poor physical and mental health.

Outlook on Life

Many respondents reported a positive outlook on life, although the percentage who reported that they were in control of their lives decreased significantly.

Energy and Capacities

The percentage who reported feeling energetic throughout the day increased significantly, however, many reported ongoing challenges with mobility, completing everyday tasks and with mood and concentration.

Social Relationships, Support, Spirituality, and Loneliness

Respondents' answers to questions about social relationships and loneliness suggest that a substantial number experience social isolation and would like more support from other people. Many reported that their spirituality or religious faith was important to them.

Conclusions

Home and Environment and Nutrition

Most respondents reported that they felt safe where they live and that their home had everything they needed, but only about half reported eating nutritious meals every day.

Access to Services

Most respondents reported having good relationships with their providers and that they could easily get the medical services they needed. About two-thirds reported being able to get needed transportation.

Help at Home and in the Community

The percentage who reported getting needed help with day-to-day tasks and doing things in the community steadily increased, but the change was not significant.

Younger vs. Older Adults

On measures where their responses were compared, there were no significant differences between younger (21-44) and older (45+) adults

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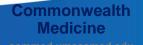
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Appendices



Appendix A Ineligible and Excluded Members

Ineligible and Excluded Members

- Ineligible members
 - Unable to complete survey
 - Language difficulties*
 - Not a legal guardian for One Care enrollee
 - Deceased
- Excluded members:
 - Invalid contact information
 - Reside outside MA
 - Primary language not English or Spanish
 - Enrolled in MH for less than 90 days
 - Selected for Member Experience survey

*Survey administered in English and Spanish in print or on telephone.

Appendix B Non-Response Analysis

Non-Response Analyses

For the 2017 survey there were statistically significantly differences between respondents and non-respondents in most characteristics except for sex, race, and region.

For the 2018 survey there were statistically significantly differences between respondents and non-respondents in most characteristics except for sex, race, region, primary language, and duration of enrollment.

For the 2019 survey there were statistically significant differences between respondents and non-respondents in most characteristics except for sex and race.

This analysis was performed in order to create weights to be used to ensure the results reflected the One Care population as a whole.

	PY2	017	PY2	018	PY2019		
	Non- Respondents	Respondents	Non-Respondents	Respondents	Non- Respondents	Respondents	
Sex: Female	53%	48%	52%	53%	53%	56%	
Sex: Male	47%	52%	48%	47%	47%	44%	
Chi-square pvalue	0.5129		0.7222		0.2836		
Race: White	37%	38%	36%	36%	34%	34%	
Race: Hispanic	12%	11%	12%	12%	13%	10%	
Race: Black	13%	10%	12%	9%	11%	9%	
Race: Others	38%	42%	40%	43%	43%	46%	
Chi-square pvalue	0.2073		0.1403		0.4181		
Age category: <=34	7%	2%	9%	5%	12%	4%	
Age category: 35-44	16%	12%	20%	10%	19%	11%	
Age category: 45-54	26%	19%	26%	20%	24%	21%	
Age category: 55-64	35%	47%	35%	44%	38%	55%	
Age category: 65+	15%	20%	11%	20%	8%	9%	
Chi-square pvalue	<0.0001		<0.0001		< 0.0001		
MassHealth region: Western	19%	23%	21%	22%	20%	24%	
MassHealth region: Central	26%	27%	21%	23%	21%	22%	
MassHealth region: Northeast	11%	10%	17%	17%	18%	15%	
MassHealth region: Metro West	7%	9%	7%	11%	9%	10%	
MassHealth region: Southeast	4%	3%	3%	3%	5%	7%	
MassHealth region: Boston	34%	27%	30%	24%	27%	23%	
Chi-square pvalue	0.0371	2.70	0.1132	2170	0.2685	2070	
Primary language: English	95%	92%	94%	93%	95%	90%	
Primary language: Spanish	5%	8%	6%	7%	5%	10%	
Chi-square pvalue	0.0404	0,0	0.4105	770	0.0013	1070	
Rating category: C1	25%	24%	23%	21%	32%	24%	
Rating category: C2A	33%	33%	37%	31%	27%	29%	
Rating category: C2B	9%	5%	7%	5%	5%	4%	
Rating category: C3A	33%	37%	32%	41%	32%	37%	
Rating category: C3B	0%	1%	1%	2%	1%	1%	
Rating category: Others	1%	0%	0%	0%	3%	5%	
Chi-square pvalue	0.0047	070	0.0008	070	0.0124	370	
One care plan: CCA	64%	71%	65%	71%	64%	71%	
One care plan: CCA One care plan: Tufts	36%	29%	35%	29%	36%	29%	
Chi-square pvalue	0.0030	2970	0.0112	2970	0.0123	29%	
Enrollment method: missing	52%	61%	47%	51%	45%	57%	
	36%	21%	43%	34%	45% 42%	26%	
Enrollment method: passive Enrollment method: self-enrolled	12%	18%	10%	34% 15%	42% 12%	18%	
	<0.0001	1070	0.0003	1370	< 0.0001	1070	
Chi-square pvalue		70/		40/		F0/	
Enrollment duration <1 months	5% 2%	7% 3%	2% 2%	4% 3%	2% 3%	5% 6%	
Enrollment duration 1-2 months							
Enrollment duration 3-6 months	9%	12%	13%	11%	20%	17%	
Enrollment duration 7-12 months	14%	16%	25%	23%	15%	15%	
Enrolled for more than 1 year	70%	63%	57%	59%	59%	57%	
Chi-square pvalue	0.0544		0.3289		0.0025		

Adjustment for Non-Response Bias and Analysis

Inverse probability weighting was used to address potential bias due to non-response (Seaman, 2013; Little, 1986) by certain subpopulations. A binary variable was created to differentiate respondents from non-respondents. A logistic regression model estimated the probability of response based on the individual level covariates, e.g., demographics, enrollment type and duration, and type of One Care plan.

Non-response weights were generated as the inverse of the probability of response (1/p). To mitigate extreme weights, these weights were stabilized by dividing the mean weight in the sample by each observation weight value (Austin & Stuart 2015).

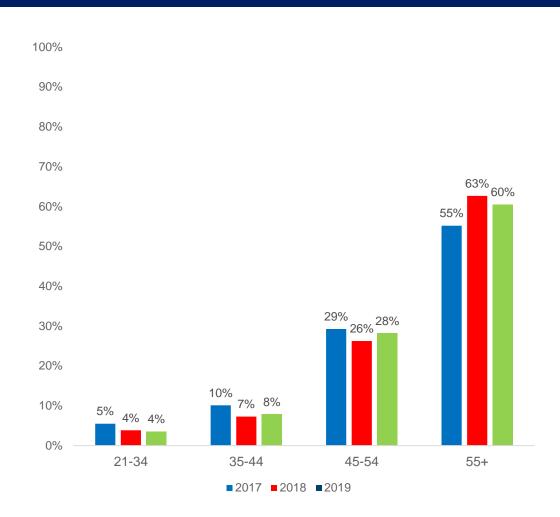
We report results of descriptive analyses by year and report the year over year differences between base performance year (2017) and subsequent performance years. Weighted percentages are presented separately by performance year (2017, 2018 and 2019), along with the difference between base performance year (2017) and subsequent performance years.

References: Austin, P.C. and Stuart, E.A. 2015. Moving towards best practice when using inverse probability of treatment weighting (IPTW) using the propensity score to estimate causal treatment effects in observed studies. *Statistics in Medicine*. 34: 3661-3679. DOI: 10.1002/sim.6607; Little, RJA. Survey nonresponse adjustments for estimates of means. International Statistical Review, 1986. 54(2):139-157; Seaman SR, White IR. Review of inverse probability weighting for dealing with missing data. Stat Methods Med Res. 2013 Jun;22(3):278-95.

Appendix C Respondent Demographics

Respondent Characteristics: Age

The majority of respondents (56%-61%) were in the 55-64 age group, while about a quarter (26-29%) were in the 45-54 age category. The smallest percentage of respondents were in the 21-34 age category (4%-5%). There were no significant changes in the distribution of age among One Care respondents over the three survey years.



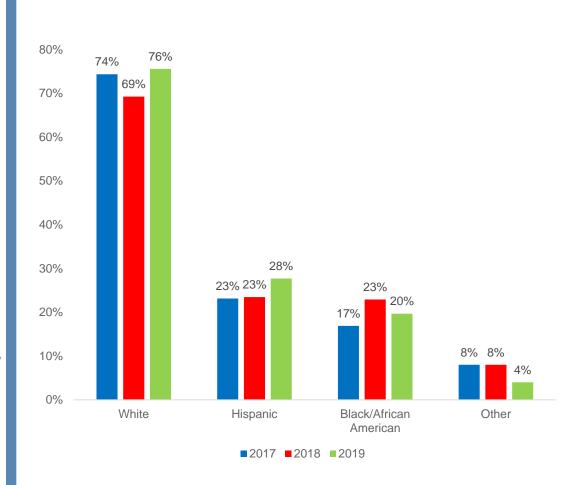
Respondent Characteristics: Race and Ethnicity

A solid majority of respondents identified themselves as White (69-76%) and about a quarter of respondents identified themselves as Hispanic (23-28%).

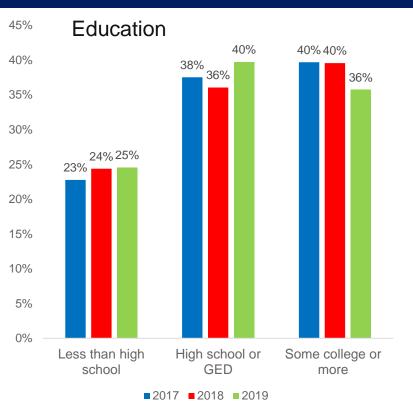
17-23% of respondents identified as Black/African American.

The "other race/ethnicity" category made up 4% to 8% of the sample.

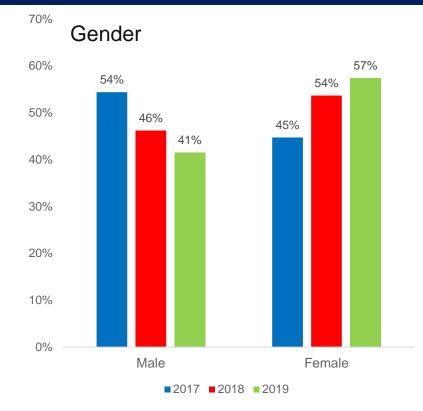
There were no significant changes in the distribution of respondents by race over the three survey years.



Respondent Characteristics: Education and Gender



Most respondents had either a high school education, or a GED (36-40%), or at least some college education (36-40%). The change in respondents' educational attainment across the three survey years was not significant.

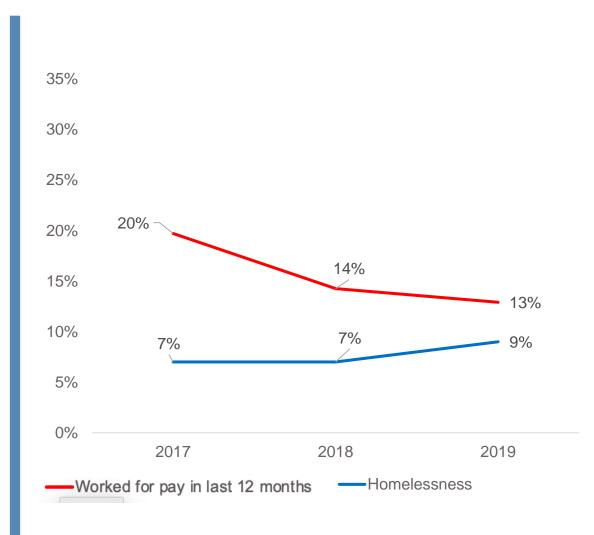


Over the three survey years, the distribution of respondents who identified as male or female changed significantly. The percentage of female respondents increased over the three survey years from 45% to 57% and the percentage of male respondents fell from (54% to 41%).

Respondent Characteristics: Work and Homelessness

The percentage of respondents who worked for pay in the last 12 months fell significantly from 20% to 13% over the three survey years.

The percentage of respondents who reported being homeless at some time during the previous 12 months remained relatively stable at less than 10 percent. The change over the three survey years was not significant.



Respondent Characteristics: Disabilities or Health Conditions

There were no significant changes in the distribution of types of disability or health condition during the three years of the survey. The most common disabling conditions reported were physical disabilities and mental or psychiatric conditions followed by long-term illness. The least common disabling conditions were developmental disabilities and alcohol or drug use.

Disabilities/Health Condition (self-reporting)	Average Percent 2017-2019
Physical disability	61%
Mental or psychiatric	70%
Long-term illness	47%
Blindness/visual impairment	25%
Learning disability	23%
Hearing loss/deafness	15%
Developmental disability	9%
Alcohol/drug use	8%
Other	38%

Appendix D Quality of Life Survey

2019 One Care **Quality of Life Survey**

a	This questionnaire asks how you feel about your quality of life, health, or other areas of your life. You are sometimes told to skip over some questions in this survey. When this happens, you will see a note that tells you what question to answer next, like this:
	¹☐ Yes ²[x] NoIf <i>No</i> , Go to Question 2 on Page 2

1. How would you rate your overall physical health?

Excellent ₁	Very good ₂	Good₃	Fair₄	Poor ₅
Ш	П	Ш	Ш	Ш

2. How would you rate your overall mental or emotional health?

Excellent ₁	Very good ₂	Good ₃	Fair ₄	Poor _s
Ш	Ц	Ц	⊔	П

3. How satisfied are you with your life?

Very satisfied ₁	Satisfied ₂	Neither satisfied nor dissatisfied ₃	Dissatisfied ₄	Very dissatisfied _s
П	Ц	Ш	П	П

4. Below are some statements about your health and well-being. Please indicate how much you agree or disagree with each item by checking the appropriate box.

	Strongly Agree ₁	Agree ₂	Not Sure ₃	Disagree ₄	Strongly Disagree _s
I feel energetic through the day	Ц	Ц	Ц	Ц	Ц
I get together with people on a regular basis	П	П	Ц	П	П
My home has everything I need to live comfortably	Ц	Ц	Ш	Ц	Ц
I have difficulty performing my daily tasks	П	П	П	П	П
I can easily get the transportation I need to get around	Ц	Ц	Ц	Ц	Ц
I have difficulty concentrating	Ц	Ц	Ц	Ц	П

+

	Strongly Agree ₁	Agree ₂	Not Sure ₃	Disagree ₄	Strongly Disagree ₅
I am capable of working	Ц	Ц	Ш	Ц	Ц
I feel good about myself	П	П	Ц	Ц	П
My everyday tasks get done	⊔	⊔	Ц	Ц	⊔
I can easily get the medical services I need	П	П	Ц	Ц	П
I feel safe where I live	Ц	П	Ц	Ц	П
I would like more support from other people	П	⊔	Ц	Ц	П
I feel confident about the decisions I make	Ц	Ц	Ц	Ц	Ц
I need help in getting around	П	⊔	Ц	Ц	П
I have an upbeat and positive attitude	Ц	Ц	Ц	Ц	Ц
My life has purpose	П	П	Ц	Ц	П
I have good relationships with my health care and other providers	Ц	П	Ц	П	Ц
I frequently forget where I put things	П	П	Ц	Ц	П
My spirituality or religious faith is an important part of my life	Ц	Ц	Ц	Ц	Ц
I am in control of my life	П	П	П	Ц	П
I feel low on a regular basis, such as feeling blue, despair, anxiety or depression	Ц	Ц	Ц	Ц	Ц
I enjoy life	П	П	Ц	Ц	П
I have friends I can count on	Ц	Ц	Ц	Ц	Ц
I live my life to the fullest	П	П	Ц	Ц	П
I eat nutritious meals every day	Ц	Ц	Ц	Ц	Ц
I often feel lonely	П	П	Ц	Ц	П

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The next set of questions is about help you may get.

5. How much help do you need in doing your day-to-day tasks at home (such as dressing, bathing, or cooking)? 1 A lot 2 Some 3 None
6. Are you getting the help you need at home with your day-to-day tasks?¹☐ Yes
² ☐ Somewhat ³ ☐ Not at all lf Not at all, Go to Question 8
7. How satisfied are you with the help you are getting for your day-to-day tasks? ¹ Very satisfied ² Satisfied ³ Neither satisfied nor dissatisfied ⁴ Dissatisfied ⁵ Very dissatisfied
8. How much help do you need to do things in the community (such as shopping, working, or socializing)? 1 A lot 2 Some 3 None
9. Are you getting the help you need to do things in the community? 1 Yes 2 Somewhat 3 Not at all
10. How satisfied are you with the help you are getting to do things in the community? ¹□ Very satisfied ²□ Satisfied ³□ Neither satisfied nor dissatisfied ⁴□ Dissatisfied ⁵□ Very dissatisfied

ABOUT YOU
Do you have any of the following disabilities or health conditions? (Check all that apply)
Physical disabilities that make it difficult to walk, move or get around Mental or psychiatric problems (depression, anxiety, etc.) Problems with alcohol or drug use
☐ Long-term illness (diabetes, heart disease, etc.) ☐ Developmental disability including intellectual disability or autism
☐ Learning disability ☐ Visual impairment or blindness ☐ Hearing loss or deafness
Other (<i>Please specify</i>): What is your age now?
☐ 18 to 24 ☐ 25 to 34 ☐ 35 to 44 ☐ 45 to 54 ☐ 55 to 64
☐ 65 or older What is your gender? ☐ Male ☐ Female ☐ Transgender ☐ Intersex ☐ Other
What is your sexual orientation? Heterosexual (straight) Gay or Lesbian Bisexual Asexual
What is your marital status? Single, never married Unmarried partner Married Widowed Divorced Separated

16. Are you of Hispanic or Latino origin or descent?
¹ Yes, Hispanic or Latino
² No, not Hispanic or Latino
- No, not hispanic of Eatino
17. What is your race? (Check all that apply)
¹☐ White
² Black or African-American
³☐ Asian
⁴ Native Hawaiian or <u>other</u> Pacific Islander
⁵ American Indian or Alaska Native
⁶ ☐ Other (<i>Please specify</i>):
45 144 - 1
18. What language do you mainly speak at home?
¹ — English
² American Sign Language (ASL)
³☐ Arabic
⁴☐ Cambodian
5 Chinese
⁶ ☐ Haitian / Creole ⁷ ☐ Laotian
© Labrian 8 □ Portuguese
° Russian
¹º Spanish
¹¹□ Vietnamese
12 Other (<i>Please specify</i>):
19. What is the highest grade or level of school you have completed?
¹☐ 8 th grade or less
² Some high school, but did not graduate
³☐ High school graduate or GED
⁴ ☐ Some college or 2-year degree
⁵ 4-year college degree
⁶ More than 4-year college degree
20. Have you worked for pay in the last 12 months?
¹ Yes
□ res 2 No
21. Are you currently working at a job for pay?
¹□ Yes
² ☐ No

	ne help you complete this survey?
¹☐ Yes	
-∐ No	If NO, GO to END
4. Who is the	person that helped you? (Check all that apply)
	uardian (could be family member)
=	family member
³☐ Friend 4☐ Person:	al care attendant or other provider
	(Please specify):
	nat person help you? (Check all that apply)
	ne questions to me down the answers I gave
_	red the questions for me
	•
⁴∐ Transla	ated the questions into my language
	ited the questions into my language in some other way (<i>Please specify</i>):
	in some other way (<i>Please specify</i>):
⁵ Helped	Thank you! Please return the completed survey in the postage-paid envelope to: UMMS Office of Survey Research, 333 South Street, Shrewsbury MA 01545-9803
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