

**Area 16, Resource Linkage and Social Services**  
**Population Needs Assessment Report**

*Quality Assurance Team*

*NCQA Committee*

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## Population Needs Assessment

For Fiscal Year 2023, our population demographics for the six-county area we serve reflected the following: 65.64% identified as female while 36.26% identified as male, and 0% identified as other. For Veteran status, 7.29% of the population had been identified as Veterans, 88.30% were noted not to be Veterans, and 4.41% of our population had this information missing. For race and ethnicity, .05% identified as Alaska Native, .35% identified as American Indian, .05% identified as Guamanian, 12.60% identified as Black or African American, .05% identified as Burmese, .10% identified as Chinese, .05% identified as Multiracial, .05% identified as Native Hawaiian, .10% identified as Other Asian, .05% identified as Russian, .05% identified as Pacific Islander, 66.30% identified as White/Caucasian, and 21.20% was unknown. Additionally, .89% identified as Hispanic/Latino, 96.13% identified as non-Hispanic/Latino, and 2.93% had this information missing.

Using the United States 2020 Census Bureau data for the six-county area we serve, the 2020 Census reflected the following, 51.3% identified as female, 79.60% identified as White Caucasian, 6.80% identified as Black/African American, .52% identified as American Indian/Alaska Native, 1.59% identified as Asian, .30% identified as Native Hawaiian or Pacific Islander, 4% identified as Two or more races, and 3.30% identified as Hispanic/Latino. The summary also offered a snapshot of the percentage of Veterans in the six-county area which was noted to be 5.99%. Additionally, 11.99% of the population in the six-county area lives at or below the poverty line, 10.50% are individuals under the age of 65 living with a disability, 3.53% are over the age of 5 and speak another language other than English, and 17.53% of the population is over 65 years old.

The comparison between our Fiscal Year 2023 data and the 2020 Census Bureau reflected that our data showed we served a 14.34% higher percentage of females and 1.3% higher percentage of Veterans in our six-county area as compared to the Census Data. We also found the following regarding the population we serve; 21.35% of our race/ethnicity data could not be compared to the Census Bureau based on data collection differences and unknown data on our end, we had 2.41% lower percentage of Hispanic/Latino individuals, 3.95% lower percentage of individuals of two or more races, .20% lower percentage of Native Hawaiian or Pacific Islander, 1.39% lower percentage of Asian individuals, .12% lower percentage of American Indian or Alaska Native, 13.3% lower percentage of white/Caucasian individuals, and a 5.8% higher percentage of Black or African American individuals.

### ***Opportunities for Data Improvement:***

*The 21.20% of the category “unknown” racial/ethnicity data is a significant gap as well as the other areas with missing information. A Data Audit is being requested through the departments with a recheck on the demographics to help increase the accuracy of the data.*

- *SWIRCA & More has the goal to complete the Data Audit by June 2023 and re run the report in early Fiscal Year 2024 to see updates.*

*Looking at what the Census Bureau is able to capture for our area, there should also be an expansion of our reports so we can make comparisons to our population. This includes regularly capturing the poverty level of our population and identification of language. The other two notable statistics for the percentages of individuals under 65 living with a disability and percentage of those over 65 years old, we capture the age ranges already. For the under 65 group, all of those individuals under the age of 65 would require a disability in order to be eligible for services.*

- *Goal is to add the ability to capture language, poverty level, and average number of functional needs by the end of Fiscal Year 2024.*

### ***Update on Data Improvements:***

*We completed another check for our data in the beginning of Fiscal Year 2024 to ensure that the Data Audit had made improvements with our demographic record accuracy and did an expansion of reports for monthly summaries. At the beginning of Fiscal Year 2024, 65.35% identified as female while 34.65% identified as male. There was 0% identifying as other. For Veterans, 7.14% of the population had been identified, 92.18% were noted not to be Veterans, and .68% of our population had this information missing. For race and ethnicity, 0% identified as Alaska Native, .39% identified as American Indian, .05% identified as Guamanian, 15.31% identified as Black/African American, 0% identified as*

*Burmese, .15% identified as Chinese, .05% identified as Multiracial, .05% identified as Native Hawaiian, .29% identified as Other Asian, .15% identified as Russian, .15% identified as Pacific Islander, 80.17% identified as White/Caucasian, and 4.13% was unknown. Additionally, .78% identified as Hispanic/Latino, 97.91% identified as non Hispanic/Latino, and 1.31% had this information missing.*

*Comparing the missing data from fiscal Year 2023 to Fiscal Year 2024, these percentages have all decreased which allows for a more accurate description of the population and needs.*

### **Care Management Staffing Requirements:**

Being aware of the population density in the six-county area allows us to estimate the percentage of the population who may be eligible that we could potentially serve and what those staffing ratios would be. One challenge is that there is no functional capacity level data for the 65+ age group and services have to be linked to a functional need. According to Leppert & Schaeffer (2023) with the PEW Research Center there is an estimated 24% of individuals from age 65 to 74 living with a disability. That percentage increases to 46% for those 75 and older. If we used the higher percentage of 46% and estimate the number of older adults who may have a disability and could potentially qualify for services, we would have a population pool of 27, 305.79 individuals (17.53% of 341, 135 persons who make up the six-county area, would be 59, 360. 42, then 46% of 59, 360.42). Additionally, we would have to include the potential population for those under 65 with a disability which was noted to be 35, 819.18 (10.5% of the 342, 135 persons who make up the six-county area). Adding these two numbers together we get a population of 63, 124.97 potentially eligible persons.

The Aged and Disabled Waiver policy requires that no care manager have any more than 65 cases assigned to them. SWIRCA & More additionally has a formula based on requirements for time which places a caseload preferably between 60-65 people. Using a 65-person caseload size, if all of these individuals were determined to be eligible there would need to be an expansion to 420.08 care managers to offer care management services.

However, typically not everyone is determined to be eligible based on the intake of individuals and care planning of initial services. Using data from the Options Counseling Department, an average of 54.86% of all referrals are care planned. This is based on eligibility, choice, and readiness. If we took 54.86% of the 63, 124.97 candidate pool, we would have a smaller population of 34, 630.35 persons. Looking at the six counties that we serve and the percentages our population in each county we see the following: 66.13% in Vanderburgh, 15.45% in Warrick, 6.27% in Gibson, 3.94% in Posey, 3.84% in Perry, 3.84% in Spencer, and then .53% of records had missing county data. Breaking down the estimated population this would reflect that we would need 352.32 care managers in Vanderburgh, 82.31 in Warrick, 33.40 in Gibson, 20.99 in Posey, 20.45 in Perry, 20.45 in Spencer, and then 2.82 would need to be determined based on missing data. This data gives us the highest potential populations based on available Census Data and population breakdown for the six-county area.

Looking at a smaller scale for what the actual growth has been over a 12 month period (see table below), we have increased the total recipients by 98 after accounting for terminations, breaking this down further Resource Linkage has had an increase of 97 recipients and Social Services had an increase of 1 recipient. Based on these numbers if a caseload cannot be greater than 65, the staff need for Resource Linkage was equal to 2 care managers and none on the Social Services side. At the end of Fiscal Year 2023, the Resource Linkage population alone was 1742, the preferred caseload of 60 per Care Manager would require the staffing of 29.03 full time Care Managers for coverage, if caseloads needed to be increased to 65 then the staffing requirements would drop to 26.8 full time Care Managers. In Fiscal Year 2023, 11 full time care managers were hired, 10 of which were on the Resource Linkage side. These 10 helped to replace Care Managers lost from turn over. This brought the number up to 25 full time Care Managers with 5 part time Care Managers (half a case load). Four of which provide support to staff and are in leadership/coaching based positions. This still reflected that 2.5 case loads needed coverage. Additionally, there were additional changes with the part time Care Manager caseloads, four more staff were lost, and combined this reduced the staffing availability further.

### **Recommendations for Resource Linkage Staffing:**

*Based on the changes with part time staffing and the requirements for full time based on population and growth, at least 29.08 or 30 full time care managers are needed please at least 1-2 more per year if growth continues (see Comment on Future Planning regarding under 60 population) as well as the replacement of any turnover that results in that year.*

- *Goal is to hire enough Resource Linkage care managers to meet the full time Care Manager requirements, to bring staff up to 30 full time care managers by December 31, 2023.*

**Update regarding staffing:**

*Fiscal Year 2024 has shown the hiring of 8 Resource Linkage Care Managers which will increase the full-time staffing to 33. This will meet the 30 Care Manager requirement for 60 person caseloads, cover expected growth of 1-2 caseloads per year, and allow for 1 extra person to get ahead of turnover. Additionally, if the 4 support staff positions were able to cover partial caseloads this would allow further flexibility.*

**Comment on future planning:**

*The State of Indiana is has made comments that individuals under the age of 60 would be redirected to an alternate branch under the Family Supports and Services Administration. As a result of this change, this would mean that these individuals would not be served under Resource Linkage. Resource Linkage would only serve those 60+. Considering this change which would start in July 2024, at the end of Fiscal Year 2023 there were 545 individuals being served under the age of 60. This would reflect upwards of 9.08 caseloads lost (60 per caseload) or 8.38 caseloads lost (65 per caseload). This would reflect in 8.38 to 9.08 care managers would be impacted.*

**Long Term Supports and Services:**

In Fiscal Year 2023, 2,854 unique individuals utilized SWIRCA & More services. Of that population 94.92% used Care Management services. In addition to Care Management services, the top 10 most used services were Attendant Care at 47.83%, Personal Emergency Response System at 33.46%, Home Delivered Meals at 31.78%, Assisted Living at 28.28%, Structured Family Caregiving at 23.34%, Integrated Health Care Coordination at 20.50%, Transportation Assisted at 6.66%, Community Transition at 4.17%, Pest Control at 3.63%, and Environmental Modification Assessor- Specifications at 3.63%. See Appendix for full listing of service usage. Regarding the availability of these types of providers, SWIRCA & More is contracted with the State of Indiana who determines eligibility for becoming a provider under the Aged and Disabled Waiver. SWIRCA & More cannot recruit or determine a provider's eligibility, however SWIRCA & More has advocated in the past when there have been gaps in funding recipient choices. During the care planning process, individuals are made aware of all the services which are available, and the State determines eligibility for receipt of those services.

Looking closer at demographic patterns for service utilization reports were run to see the utilization based on gender, race (broken down into Black or African American, White/Caucasian, Multiracial, Other, and Unknown), age (above or below 60), marital status, and poverty level (above or below 100%). Starting with gender, there were no differences when it came to the utilization of respite Attendant Care, Interpreter services, Handy Chore, Behavioral Health Counseling, and Adult Day Services. Men were more likely to use Respite Nursing, Nutritional Supplements, Durable Medical Equipment (falls under Medical Equipment), and Adult Family Care. Females were more likely to use all other remaining services.

For utilization by race, no significant differences for the usage of interpreter and respite attendant care, both were used equally. White/Caucasians typically had higher utilization in all other services, however Black or African Americans were most likely to use Environmental Mod Maintenance and Nutritional Supplements than other races. After those services the top three services used by Black or African Americans were Adult Day, Environmental Mod installation, and specifications. One item of note is that there was a much higher difference between the emergency response installation versus the monitoring. There should not be a great difference between those two numbers since the installation comes prior to the monthly monitoring. One reason for this could be the usage of one-time emergency buttons which may just be the preferred choice. For individuals who identified as multiracial, they were most likely to use Attendant Care, Respite Home Health Aide, and Respite Nursing. The Other group were most likely to use medication dispenser installation, medication dispenser monitoring, and respite nursing. The Unknown group was most likely to use respite home health aide, Structured family caregiving, and home and community assistance. White/Caucasians most used Adult Family Care, Behavioral Health Counseling, Caregiver Counseling, Therapeutic Services, Durable Medical Equipment, Handy Chore, Structured Day Services, and Vehicle Modifications. One thing to note on this is that the actual number of people using the services other than handy chores and vehicle mod is 1.

Moving to the age and marital status, we grouped people into above or below 60, then additionally had categories under each age group to see what the differences were (if any).

For individuals over the age of 60+ regardless of marital status, the most often used services were Caregiver Counseling, Handy Chore, Interpreter, Nutritional Supplements, Respite Attendant Care, Respite In Home, and Assisted Living. Individuals over the age of 60 represented the majority of Care Management recipients as well. Within the 60+ population the largest group was individuals who were divorced, followed by individuals who were widowed, and then those who were married.

Looking at each group, those who were divorced and over 60 were most likely to use transportation non assisted, Assisted living, and Environmental Modification Maintenance. For individuals who were widowed and over 60, they were the largest user group for Care Management, Home Delivered Meals, and Personal Emergency Response Buttons. Individuals who were married and over 60 were the third largest group, they were most likely to use Interpreter Services, Respite In Home Services, and Handy Chore services.

Moving to the group for individuals under 60, they were most likely to use Structured Day Services, Adult Family Care, Behavioral Health Counseling, Durable Medical Equipment (Medical Equipment), Respite Nursing, Environmental Modification Maintenance, Respite Home Health Aide, and Specifications. Within the under 60 group the largest group by marital status was single, followed by divorced, and then married.

Individuals who were under 60 and single were most likely to use Adult Family Care, Respite Nursing, and Behavioral Health Counseling. For Divorced Individuals in this age group, they were most likely to use Structured Day Services, Behavioral Health Counseling, and Specifications. Individuals under 60 who were married were most likely to use Vehicle Modifications, Specialized Medical Equipment, and Environmental Modification Installation.

Under poverty level, this was transformed into two groups- above or below 100% of the poverty line. Individuals who were above the poverty line were most likely to use Durable Medical Equipment (Medical Equipment) and Interpreter Services, while those under the poverty level were more likely to Therapeutic Services, Caregiver Counseling, Adult Family Care, Structured Day Services, Nutritional Supplement, Handy Chore, and Behavioral Health Counseling.

*Opportunities:*

*Share most likely used services with staff for informational and awareness purposes. Ensure that every individual is made aware of what each service can offer and provide to them. Due to State responsibility with the increase of providers, SWIRCA & More cannot recruit or approve additional providers to expand the provider pool. However, SWIRCA & More can support and direct potential providers to the State Quality Assurance Department for provider enrollment.*

*Goal is to share the Fiscal Year 2023 report with Resource Linkage Staff to make them aware of services utilization in our area based on demographics.*

Appendix:

Looking at Fiscal Year 2023, we can see the following demographics were captured in the table below. There is also a comparison for the beginning of Fiscal Year 2024. Below the first table is the comparison table of the 2020 Census Bureau County breakdown and then the total for the six county area that we serve. Below the Census Bureau tables is a table for the beginning of Fiscal Year 2024. There are also additional data points which are being totaled as part of demographic comparisons. There is also a monthly breakdown of Ongoing funding recipients served from September 2022 through August 2023. These months were captured specifically to show the majority of FY 2023 and then the beginning of FY 2024 as we wanted to try this method to see if it helps with highlighting needs.

Table 1 Demographics pulled from SWIRCA & More local data

	Female	Male	Other	Veteran	Not Veteran	Missing
Fiscal Year (FY) 23	65.64%	36.26%	0%	7.29%	88.30%	4.41%
1 <sup>st</sup> Quarter FY 2024	65.35%	34.65%	0%	7.14%	92.18%	0.68%

Table 2 Demographics pulled from SWIRCA & More local data (continued)

	Alaska Native	American Indian	Guamanian	Black/African American	Burmese	Chinese	Multiracial
FY 23	0.05%	0.35%	0.05%	12.60%	0.05%	0.10%	0.05%
1 <sup>ST</sup> QTR FY 24	0%	0.39%	0.05%	15.31%	0%	0.15%	0.05%
	Native Hawaiian:	Other Asian	Russian	Other Pacific Islander	White/Caucasian	Unknown	
FY 23	0.05%	0.10%	0.05%	0.05%	66.30%	21.20%	
1 <sup>ST</sup> QTR FY 24	0.05%	0.29%	0.15%	0.15%	80.17%	4.13%	

Table 3 County Breakdown and Federal Poverty Level

	Vand.	Warr.	Gibs.	Posey	Perry	Spenc	Miss.	FPL 0-100	FPL 101-200	FPL 201-300	FPL 300+
FY 2023	66.13 %	15.45 %	6.27 %	3.94 %	3.84 %	3.84%	0.53 %	51.36%	43.10%	6.71%	1.17%

Table 4 2020 Census Bureau Data for each County

Census Bureau 2020 Fact	Fact Note	Posey County	Gibson County	Warrick County	Perry County	Spencer County	Vanderburg County
Population Estimates, July 1, 2022, (V2022)		25,063	32,993	65,185	19,183	19,967	179,744
Population estimates base, April 1, 2020, (V2022)		25,213	33,017	63,896	19,170	19,814	180,136
Population, percent change - April 1, 2020 (estimates base) to July 1, 2022, (V2022)		-0.60%	-0.10%	2.00%	0.10%	0.80%	-0.20%
Population, Census, April 1, 2020		25,222	33,011	63,898	19,170	19,810	180,136
Population, Census, April 1, 2010		25,910	33,503	59,689	19,338	20,952	179,703
Persons 65 years and over, percent		21.10%	18.00%	18.60%	19.50%	20.90%	18.30%
Female persons, percent		49.70%	49.10%	50.50%	45.30%	49.20%	51.00%

White alone, percent		96.60%	93.70%	92.80%	94.30%	96.90%	84.50%
Black or African American alone, percent	(a)	1.10%	2.80%	2.10%	3.30%	1.00%	10.30%
American Indian and Alaska Native alone, percent	(a)	0.30%	0.40%	0.30%	0.30%	0.40%	0.30%
Asian alone, percent	(a)	0.60%	0.70%	2.80%	0.80%	0.40%	1.40%
Native Hawaiian and Other Pacific Islander alone, percent	(a)	Z	0.10%	0.10%	0.10%	Z	0.30%
Two or More Races, percent		1.40%	2.40%	1.90%	1.20%	1.30%	3.10%
Hispanic or Latino, percent	(b)	1.40%	2.20%	2.30%	1.60%	3.50%	3.30%
White alone, not Hispanic or Latino, percent		95.40%	92.10%	90.90%	92.90%	94.00%	81.80%
Veterans, 2017-2021		1,506	2,084	3,780	1,424	1,501	10,625
Foreign born persons, percent, 2017-2021		0.90%	2.10%	4.20%	0.90%	2.50%	3.20%
Housing units, July 1, 2022, (V2022)		11,112	14,903	26,888	8,577	8,715	85,437
Owner-occupied housing unit rate, 2017-2021		80.20%	75.40%	80.70%	75.90%	80.60%	64.90%
Median gross rent, 2017-2021		\$695	\$762	\$920	\$571	\$681	\$854
Persons per household, 2017-2021		2.49	2.5	2.58	2.34	2.5	2.26
Language other than English spoken at home, percent of persons age 5 years+, 2017-2021		1.20%	2.70%	4.30%	1.20%	3.20%	4.00%
Households with a computer, percent, 2017-2021		93.20%	90.50%	95.30%	87.70%	87.10%	91.70%
Households with a broadband Internet subscription, percent, 2017-2021		85.20%	84.20%	89.10%	79.50%	76.40%	86.70%
High school graduate or higher, percent of persons age 25 years+, 2017-2021		92.70%	91.50%	94.50%	90.80%	91.40%	90.90%
Bachelor's degree or higher, percent of persons age 25 years+, 2017-2021		24.20%	18.20%	32.80%	15.60%	19.20%	27.20%
With a disability, under age 65 years, percent, 2017-2021		8.30%	12.10%	8.60%	10.50%	9.70%	11.30%
Persons without health insurance, under age 65 years, percent		6.20%	7.10%	6.30%	6.90%	8.30%	8.40%
Total accommodation and food services sales, 2017 (\$1,000)	(c)	21,721	52,643	56,440	25,548	16,752	640,018
Total health care and social assistance receipts/revenue, 2017 (\$1,000)	(c)	27,208	99,932	485,923	81,928	22,315	2,479,476
Total transportation and warehousing receipts/revenue, 2017 (\$1,000)	(c)	305,840	143,045	55,638	20,246	52,472	1,227,763
Median household income (in 2021 dollars), 2017-2021		\$69,323	\$59,697	\$85,613	\$54,387	\$59,624	\$54,044
Persons in poverty, percent		9.10%	11.40%	6.80%	12.80%	8.10%	13.90%

Table 5 2020 Census Data Six County Area Summary

<b>Census Data Summarized for 6 county area</b>	
Female	51.30%
White/Caucasian	79.60%
Black/African American	6.80%
American Indian/Alaska Native	0.52%
Asian	1.59%
Native Hawaiian or Pacific Islander	0.30%
Two or more races	4%
Hispanic/Latino:	3.30%
Veteran:	5.99%
100% POVERTY LEVEL	11.55%

Percent people under 65 with disability	10.50%
percent over 5 speaking language other than english	3.52%
65+	17.53%

Table 6 Local Population Growth Across 12 Months (Fiscal Year 23 into Fiscal Year 24)

	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23
Total Ongoing Population	1960	1997	1989	2006	2016	2017	2014	2003	2041	2033	2053	2058
Waiver Funded	1668	1708	1697	1713	1731	1735	1721	1711	1743	1742	1762	1765
Non Waiver Funded	292	289	292	293	285	282	293	292	298	291	291	293
Individuals over 60	1463	1486	1477	1474	1487	1488	1478	1475	1498	1488	1506	1505
Individuals under 60	497	511	512	519	529	529	536	528	543	545	547	553

Table 7 Service Utilization

Service	Number of Individuals	Utilization Percentage
Care Management	2708	94.92%
Attendant Care	1365	47.83%
Personal Emergency Response System Monitoring	955	33.46%
Home Delivered Meals	907	31.78%
Assisted Living	807	28.28%
Structed Family Caregiving	666	23.34%
Integrated Health Care Coordination	585	20.50%
Transportation Base - Assisted	190	6.66%
Community Transition	119	4.17%
Pest Control	96	3.63%
Environmental Modification Assessor - Specifications	100	3.50%
Respite Nursing	91	3.19%
Environmental\Home Mod Install	81	2.84%
Medication Dispenser Monitoring	73	2.56%
Home and Community Assistance	63	2.21%
Environmental Modification Assessor - Inspection	49	1.72%
Personal Emergency Response System Install	40	1.40%
Medical Equipment	37	1.30%
Medication Dispenser Install	34	1.19%
Respite Home Health Aide	33	1.16%
Adult Day	28	0.98%
Respite In-Home	18	0.63%
Transportation Base - Not Assisted	11	0.39%
Vehicle Modification Install	10	0.35%
Environment\Home Mod Maintenance	5	0.18%
Behavior Health Counseling	4	0.14%
Interpreter Services	3	0.11%
Handy Chore	2	0.07%
Respite Attendant	2	0.07%
Vehicle Modification Maintenance	2	0.07%
Nutritional Supplements	1	0.04%

Specialized Medical Equipment Maintenance	1	0.04%
Structured Day Program Individual	1	0.04%
Adult Family Care	1	0.04%
Caregiver Counseling	1	0.04%
Clinical Therapeutic Services	1	0.04%

Table 8 Service Utilization by Gender

Count of Case Row Labels	Column Labels				Grand Total
	Female	Male	Other	(blank)	
Adult Day Service	50.00%	50.00%	0.00%	0.00%	100.00%
Adult Family Care - Level 1	0.00%	100.00%	0.00%	0.00%	100.00%
Assisted Living	65.52%	34.48%	0.00%	0.00%	100.00%
Attendant Care	68.63%	31.37%	0.00%	0.00%	100.00%
Behavior Health Counseling - Level 1	50.00%	50.00%	0.00%	0.00%	100.00%
Behavior Health Counseling - Level 2	50.00%	50.00%	0.00%	0.00%	100.00%
Caregiver Counseling	100.00%	0.00%	0.00%	0.00%	100.00%
Case Management	72.37%	27.63%	0.00%	0.00%	100.00%
Case Management - flat rate	64.68%	35.32%	0.00%	0.00%	100.00%
Clinical Therapeutic Svcs	100.00%	0.00%	0.00%	0.00%	100.00%
Community Transition	57.63%	42.37%	0.00%	0.00%	100.00%
Congregate Meals	64.84%	34.90%	0.26%	0.00%	100.00%
Durable Medical Equipment	0.00%	100.00%	0.00%	0.00%	100.00%
Environment\Home Mod Maint	66.67%	33.33%	0.00%	0.00%	100.00%
Environmental Modification Assessor - Inspection	84.62%	15.38%	0.00%	0.00%	100.00%
Environmental Modification Assessor - Specifications	79.17%	20.83%	0.00%	0.00%	100.00%
Environmental\Home Mod Install	84.21%	15.79%	0.00%	0.00%	100.00%
Handy Chore	50.00%	50.00%	0.00%	0.00%	100.00%
Home and Community Assistance	72.13%	27.87%	0.00%	0.00%	100.00%
Home Delivered Meals	68.42%	31.58%	0.00%	0.00%	100.00%
Integrated Health Care Coordination	67.52%	32.48%	0.00%	0.00%	100.00%
Interpreter Services	50.00%	50.00%	0.00%	0.00%	100.00%
Medication Dispenser Install	73.53%	26.47%	0.00%	0.00%	100.00%
Medication Dispenser Monitoring	72.22%	27.78%	0.00%	0.00%	100.00%
Nutritional Supplements	0.00%	100.00%	0.00%	0.00%	100.00%
Personal Emergency Response System Install	64.10%	35.90%	0.00%	0.00%	100.00%
Personal Emergency Response System Monitoring	70.22%	29.78%	0.00%	0.00%	100.00%
Pest Control	64.58%	35.42%	0.00%	0.00%	100.00%
Respite Attendant	50.00%	50.00%	0.00%	0.00%	100.00%
Respite Home Health Aide	54.55%	45.45%	0.00%	0.00%	100.00%
Respite In-Home	66.67%	33.33%	0.00%	0.00%	100.00%
Respite Nursing	41.76%	58.24%	0.00%	0.00%	100.00%
Specialized Medical Equipment	90.00%	10.00%	0.00%	0.00%	100.00%
Structured Day Program Individual	100.00%	0.00%	0.00%	0.00%	100.00%
Structured Family Care	60.94%	39.06%	0.00%	0.00%	100.00%
Transportation Base – Assisted	74.74%	25.26%	0.00%	0.00%	100.00%
Transportation Base - Not Assisted	54.55%	45.45%	0.00%	0.00%	100.00%
Transportation Mile – Assisted	74.74%	25.26%	0.00%	0.00%	100.00%
Transportation Mile - Not Assisted	54.55%	45.45%	0.00%	0.00%	100.00%

Vehicle Modification Install (blank)	75.00% #DIV/0!	25.00% #DIV/0!	0.00% #DIV/0!	0.00% #DIV/0!	100.00% #DIV/0!
<b>Grand Total</b>	<b>66.39%</b>	<b>33.58%</b>	<b>0.03%</b>	<b>0.00%</b>	<b>100.00%</b>

Table 9 Service Utilization by Race

Count of Case Row Labels	Column Labels Black or African American	Multir acial	Othe r	Unkn own	Unko wn	White/Cau casian	(blan k)	Grand Total
Adult Day Service	28.57%	0.00%	0.00 %	0.00%	0.00 %	71.43%	0.00 %	100.00%
Adult Family Care - Level 1	0.00%	0.00%	0.00 %	0.00%	0.00 %	100.00%	0.00 %	100.00%
Assisted Living	12.15%	0.53%	0.40 %	0.53%	3.30 %	83.09%	0.00 %	100.00%
Attendant Care	14.23%	0.89%	0.52 %	0.75%	7.15 %	76.45%	0.00 %	100.00%
Behavior Health Counseling - Level 1	0.00%	0.00%	0.00 %	0.00%	0.00 %	100.00%	0.00 %	100.00%
Behavior Health Counseling - Level 2	0.00%	0.00%	0.00 %	0.00%	0.00 %	100.00%	0.00 %	100.00%
Caregiver Counseling	0.00%	0.00%	0.00 %	0.00%	7.89 %	100.00%	0.00 %	100.00%
Case Management	15.79%	0.00%	0.80 %	1.97%	6.91 %	74.34%	0.00 %	100.00%
Case Management - flat rate	13.94%	0.52%	0.00 %	0.68%	0.00 %	77.14%	0.00 %	100.00%
Clinical Therapeutic Svcs	0.00%	0.00%	0.85 %	0.00%	5.08 %	100.00%	0.00 %	100.00%
Community Transition	12.71%	0.00%	0.35 %	0.85%	2.44 %	80.51%	0.00 %	100.00%
Congregate Meals	8.79%	0.00%	0.00 %	0.52%	0.00 %	87.90%	0.00 %	100.00%
Durable Medical Equipment	0.00%	0.00%	0.00 %	0.00%	0.00 %	100.00%	0.00 %	100.00%
Environment\Home Mod Maint Environmental Modification Assessor - Inspection	66.67%	0.00%	0.00 %	0.00%	7.69 %	33.33%	0.00 %	100.00%
Environmental Modification Assessor - Specifications	23.08%	0.00%	0.00 %	0.00%	4.17 %	69.23%	0.00 %	100.00%
Environmental\Home Mod Install	16.67%	0.00%	0.00 %	0.00%	5.26 %	79.17%	0.00 %	100.00%
Handy Chore	0.00%	0.00%	0.00 %	0.00%	8.20 %	100.00%	0.00 %	100.00%
Home and Community Assistance	9.84%	0.00%	0.11 %	0.00%	5.93 %	80.33%	0.00 %	100.00%
Home Delivered Meals	13.68%	0.34%	0.55 %	1.03%	2.75 %	78.91%	0.00 %	100.00%
Integrated Health Care Coordination	11.19%	0.00%	0.00 %	0.73%	50.00 %	84.77%	0.00 %	100.00%
Interpreter Services	0.00%	0.00%	2.94 %	0.00%	5.88 %	50.00%	0.00 %	100.00%
Medication Dispenser Install	11.76%	0.00%	2.78 %	0.00%	5.56 %	79.41%	0.00 %	100.00%
Medication Dispenser Monitoring	15.28%	0.00%	0.00 %	0.00%	0.00 %	76.39%	0.00 %	100.00%
Nutritional Supplements	100.00%	0.00%	0.00 %	0.00%	0.00 %	0.00%	0.00 %	100.00%





					3									3		3				
Environment\		0.	0.	0.	3.	0.	0.	0.						3.	0.	3.	0.			0.
Home Mod	0.0	00	00	00	3	0	0	0	33.3	0.0	00	00	00	3	0	3	0			66.6
Maint	0%	%	%	%	%	%	%	%	3%	0%	%	%	%	%	%	%	%			7%
Environment																				
al			15	15	7.	3.	0.	0.						7.	7.	5.	7.			0.
Modification		0.	.3	.3	6	0	0	0			0.	0.	0.	6	6	3	6			0
Assessor -	0.0	00	8	8	9	8	0	0	61.5	0.0	00	00	00	9	9	8	9			38.4
Inspection	0%	%	%	%	%	%	%	%	4%	0%	%	%	%	%	%	%	%			6%
Environment																				
al														2		1				
Modification					8.	8.	4.	0.						5.	8.	2.	8.			0.
Assessor -		0.	8.	8.	3	3	1	0			0.	0.	0.	0	3	5	3			0
Specifications	4.1	00	33	33	3	3	7	0	41.6	4.1	00	00	00	0	3	0	3			58.3
	7%	%	%	%	%	%	%	%	7%	7%	%	%	%	%	%	%	%			3%
					1	1								2	1	1				
Environment			10	15	0.	5.	0.	0.						1.	0.	5.	0.			0.
al\Home	0.0	00	.5	.7	5	7	0	0	52.6	0.0	00	00	00	0	5	2	5			0
Mod Install	0%	%	%	%	%	%	%	%	3%	0%	%	%	%	%	%	%	%			7%
		0.	0.	0.	0	0	0	0	100.		0.	0.	0.	0	0	0	0			0
Handy Chore	0.0	00	00	00	0	0	0	0	00	0.0	00	00	00	0	0	0	0			0.00
	0%	%	%	%	%	%	%	%	%	0%	%	%	%	%	%	%	%			%
					2	1	1													
Home and		0.	0.	.6	8	4	7	0			0.	0.	1.	4.	3.	1.	0.			0.
Community	0.0	00	00	7	7	8	5	0	73.7	4.9	00	00	64	2	8	8	0			0
Assistance	0%	%	%	%	%	%	%	%	7%	2%	%	%	%	%	%	%	%			3%
					2	1														
Home		1.	1.	.2	30	6.	2.	8.	1.					7.	1.	3.	0.			0.
Delivered	2.2	03	71	2	0	7	7	5	83.9	1.9	11	68	68	8	1	6	0			0
Meals	8%	%	%	%	%	%	%	%	2%	4%	%	%	%	%	%	%	%			8%
					3															
Integrated		0.	1.	.2	28	2.	8.	8.	0.					6.	1.	2.	0.			0.
Health Care	5.3	73	10	6	1	6	7	3	84.5	2.7	18	55	10	1	5	7	0			0
Coordination	2%	%	%	%	%	%	%	%	9%	5%	%	%	%	%	%	%	%			1%
					1	0														
		0.	0.	0.	0	0	0	0	100.		0.	0.	0.	0	0	0	0			0
Interpreter	0.0	00	00	00	0	0	0	0	00	0.0	00	00	00	0	0	0	0			0.00
Services	0%	%	%	%	%	%	%	%	%	0%	%	%	%	%	%	%	%			%
					3	1								1						
Medication		0.	0.	.7	14	2.	4.	5.	5.					7.	0.	0.	0.			0.
Dispenser	5.8	00	00	1	5	1	8	8	79.4	2.9	00	00	00	5	0	0	0			0
Install	8%	%	%	%	%	%	%	%	1%	4%	%	%	%	%	%	%	%			9%
					2	1								1						
Medication		0.	0.	.0	25	7.	5.	4.	4.					3.	2.	2.	0.			0.
Dispenser	2.7	00	00	0	8	8	7	7	79.1	1.3	00	00	00	9	8	8	0			0
Monitoring	8%	%	%	%	%	%	%	%	7%	9%	%	%	%	%	%	%	%			3%
					0.	0.	1	0.						0.	0.	0.	0.			0.
Nutritional	0.0	00	00	00	0	0	0	0	00	0.0	00	00	00	0	0	0	0			0.00
Supplements	0%	%	%	%	%	%	0	%	%	0%	%	%	%	%	%	%	%			%

								0													
								%													
Personal							1	1												1	
Emergency				28	5.	7.	7.	0.					7.	0.	0.	0.			0.		
Response		0.	5.	.2	3	9	6	0					6	0	2	0			0	10	
System	2.5	00	13	1	8	5	9	0	76.9	5.1	00	00	00	9	0	6	0	23.0	0	0.0	0.0
Install	6%	%	%	%	%	%	%	%	2%	3%	%	%	%	%	%	%	%	8%	%	0%	0%
Personal							2	1													
Emergency				22	5.	3.	9.	0.					7.	4.	7.	0.			0.		
Response		0.	1.	.2	1	8	1	5			0.	1.	0.	4	8	5	6		0	10	
System	1.3	85	71	0	9	7	8	3	74.9	2.2	11	28	96	7	0	8	4	25.0	0	0.0	0.0
Monitoring	9%	%	%	%	%	%	%	%	2%	4%	%	%	%	%	%	%	%	8%	%	0%	0%
							2	1						1	1	1					
				19	1.	0.	4.	0.						2.	1.	2.	2.		0.		
		0.	1.	.7	8	4	1	0			0.	0.	1.	5	4	5	0		0	10	
Pest Control	0.0	00	04	9	8	2	7	0	57.2	3.1	00	00	04	0	6	0	8	42.7	0	0.0	0.0
	0%	%	%	%	%	%	%	%	9%	3%	%	%	%	%	%	%	%	1%	%	0%	0%
							5	5													
							0.	0.	0.					0.	0.	0.	0.		0.		
Respite		0.	0.	0.	0	0	0	0	100.					0	0	0	0	0.00	0	0.0	0.0
Attendant	0.0	00	00	00	0	0	0	0	00	0.0	00	00	00	0	0	0	0	%	%	0%	0%
							1														
				12	3.	8.	3.	0.						6.	5.	9.	0.		0.	10	
Respite		0.	0.	.1	0	1	0	0						0	1	3	0		0	10	
Home Health	3.0	00	00	2	3	8	3	0	39.3	0.0	00	00	00	6	5	9	0	60.6	0	0.0	0.0
Aide	3%	%	%	%	%	%	%	%	9%	0%	%	%	%	%	%	%	%	1%	%	0%	0%
							5	5													
		11		11	0.	5.	5.	5.						0.	5.	0.	5.		0.	10	
		.1	0.	.1	0	5	5	5			0.	0.	0.	0	5	0	5		0	10	
Respite In-	0.0	1	00	1	0	6	6	6	88.8	0.0	00	00	00	0	6	0	6	11.1	0	0.0	0.0
Home	0%	%	%	%	%	%	%	%	9%	0%	%	%	%	%	%	%	%	1%	%	0%	0%
							1.	0.	2.					1.	0.	8.	0.		0.	10	
		0.	0.	0.	1	0	2	0						1	0	0	0		0	10	
Respite	0.0	00	00	00	0	0	0	0	3.30	16.	1.	0.	0.	1	0	0	0	96.7	0	0.0	0.0
Nursing	0%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	0%	%	0%	0%
							2	1	2												
				10	0.	0.	0.	0.					10	0.	0.	0.	0.		0.	10	
Specialized		0.	0.	.0	0	0	0	0	60.0					0	0	0	0	40.0	0	0.0	0.0
Medical	0.0	00	00	0	0	0	0	0	0%	0%	%	%	%	%	%	%	%	0%	%	0%	0%
Equipment	0%	%	%	%	%	%	%	%													
							1														
							0														
							0.	0.	0.					0.	0.	0.	0.		0.	10	
Structured		0.	0.	0.	0	0	0	0	0.00					0	0	0	0	100.	0	0.0	0.0
Day Program	0.0	00	00	00	0	0	0	0	%	0%	%	%	%	%	%	%	%	00%	%	0%	0%
Individual	0%	%	%	%	%	%	%	%													
							1	1													
				21	8.	5.	7.	1.						9.	8.	8.	0.		0.	10	
		0.	1.	.4	1	3	2	2						8	6	9	1		0	10	
Structured	1.6	45	06	2	0	8	4	1	66.5	3.9	15	06	90	0	0	0	5	33.4	0	0.0	0.0
Family Care	6%	%	%	%	%	%	%	%	2%	2%	%	%	%	%	%	%	%	8%	%	0%	0%
							2	1	1												
				18	6.	1.	0.	1.						9.	1.	9.	0.		0.	10	
Transportatio		0.	2.	.9	8	0	5	0						4	5	4	5		0	10	
n Base -	1.0	53	63	5	4	5	3	5	72.6	3.6	53	58	53	7	8	7	3	27.3	0	0.0	0.0
Assisted	5%	%	%	%	%	%	%	%	3%	8%	%	%	%	%	%	%	%	7%	%	0%	0%
							0.	9.	0.												
Transportatio		0.	9.	9.	4	0	0	0	72.7					1	0	0	0	27.2	0	0.0	0.0
n Base - Not	0.0	00	09	09	5.	0	9	0	3%	0%	00	09	00	8.	0	0	0	7%	%	0%	0%
Assisted	0%	%	%	%	4	%	%	%						1	%	%	%				

					5									8						
					2	1	1													
				18	6.	1.	0.	1.						9.	1.	9.	0.		0.	
Transportation Mile - Assisted	1.05%	0.53%	2.63%	.95%	8.4%	0.5%	0.3%	0.5%	72.63%	3.68%	0.53%	1.58%	0.53%	4.7%	5.8%	4.7%	5.3%	27.30%	0.00%	0.00%
Transportation Mile - Not Assisted	0.00%	0.00%	9.09%	9.09%	4.5%	0.0%	9.0%	0.0%	72.73%	0.00%	0.00%	9.09%	0.00%	8.1%	0.0%	0.0%	0.0%	27.20%	0.00%	0.00%
Vehicle Modification Install	0.00%	0.00%	0.00%	.00%	0.0%	0.0%	0.0%	0.0%	25.00%	0.00%	0.00%	.00%	0.00%	0.0%	5.0%	5.0%	0.0%	75.00%	0.00%	0.00%
(blank)	!	!	!	!	!	!	!	!	!	!	!	!	!	!	!	!	!	!	!	!
					2	1								7.	3.	8.	0.		0.	10
					22	3.	4.	8.	1.					0.	0.	0.	0.		0.	0.0
					1.	1.	.9	7	4	5	1			0.	0.	0.	0.		0.	0.0
<b>Grand Total</b>	<b>2.32%</b>	<b>27%</b>	<b>35%</b>	<b>9%</b>	<b>8%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>75.72%</b>	<b>3.12%</b>	<b>21%</b>	<b>86%</b>	<b>84%</b>	<b>8%</b>	<b>0%</b>	<b>3%</b>	<b>4%</b>	<b>24.20%</b>	<b>0%</b>	<b>0%</b>

Table 11 Service Utilization by Poverty Level and Gender

Count of Case	Column Labels			Total	ABOVE PL		ABOVE PL Total	BELOW PL		BELOW PL Total	(blank) (blank)	(blank) Total	Grand Total
	Female	Male	Other		Female	Male		Female	Male				
	Row Labels												
Adult Day Service	0.00%	0.0%	0.0%	0.0%	25.00%	35.71%	60.71%	25.00%	14.29%	39.29%	0.0%	0.00%	100.00%
Adult Family Care - Level 1	0.00%	0.0%	0.0%	0.0%	0.00%	0.0%	0.00%	0.00%	100.00%	100.00%	0.0%	0.00%	100.00%
Assisted Living	0.00%	0.0%	0.0%	0.0%	38.04%	36.16%	56.41%	27.48%	16.12%	43.59%	0.0%	0.00%	100.00%
Attendant Care	0.07%	0.0%	0.0%	0.07%	35.92%	29.17%	53.20%	32.64%	14.08%	46.72%	0.0%	0.00%	100.00%
Behavior Health Counseling - Level 1	0.00%	0.0%	0.0%	0.0%	0.00%	0.0%	0.00%	50.00%	50.00%	100.00%	0.0%	0.00%	100.00%
Behavior Health Counseling - Level 2	0.00%	0.0%	0.0%	0.0%	0.00%	0.0%	0.00%	50.00%	50.00%	100.00%	0.0%	0.00%	100.00%
Caregiver Counseling	0.00%	0.0%	0.0%	0.0%	0.00%	0.0%	0.00%	100.00%	0.0%	100.00%	0.0%	0.00%	100.00%

Case Management	1.97%	1.9 7%	0.0 0%	3.9 5%	45.39 %	17. 76 %	63.16%	25.00 %	7.8 9%	32.89%	0.0 0%	0.00 %	100.0 0%
Case Management - flat rate	0.12%	0.0 0%	0.0 0%	0.1 2%	33.71 %	18. 08 %	51.79%	30.86 %	17. 24 %	48.09%	0.0 0%	0.00 %	100.0 0%
Clinical Therapeutic Srvs	0.00%	0.0 0%	0.0 0%	0.0 0%	0.00 %	0.0 0%	0.00%	100.0 0%	0.0 0%	100.00 %	0.0 0%	0.00 %	100.0 0%
Community Transition	0.00%	0.0 0%	0.0 0%	0.0 0%	23.73 %	12. 71 %	36.44%	33.90 %	29. 66 %	63.56%	0.0 0%	0.00 %	100.0 0%
Congregate Meals	41.34 %	59 %	0.2 6%	19 %	3.83 %	1.7 4%	5.57%	19.67 %	9.5 7%	29.24%	0.0 0%	0.00 %	100.0 0%
Durable Medical Equipment	0.00%	0.0 0%	0.0 0%	0.0 0%	0.00 %	100 %	100.00 %	0.00 %	0.0 0%	0.00%	0.0 0%	0.00 %	100.0 0%
Environment\Home Mod Maint	0.00%	0.0 0%	0.0 0%	0.0 0%	66.67 %	0.0 0%	66.67%	0.00 %	33 %	33.33%	0.0 0%	0.00 %	100.0 0%
Environmental Modification Assessor - Inspection	0.00%	0.0 0%	0.0 0%	0.0 0%	38.46 %	15. 38 %	53.85%	46.15 %	0.0 0%	46.15%	0.0 0%	0.00 %	100.0 0%
Environmental Modification Assessor - Specifications	0.00%	0.0 0%	0.0 0%	0.0 0%	45.83 %	16. 67 %	62.50%	33.33 %	4.1 7%	37.50%	0.0 0%	0.00 %	100.0 0%
Environmental\Home Mod Install	0.00%	0.0 0%	0.0 0%	0.0 0%	42.11 %	10. 53 %	52.63%	42.11 %	5.2 6%	47.37%	0.0 0%	0.00 %	100.0 0%
Handy Chore	0.00%	0.0 0%	0.0 0%	0.0 0%	0.00 %	0.0 0%	0.00%	50.00 %	00 %	100.00 %	0.0 0%	0.00 %	100.0 0%
Home and Community Assistance	0.00%	0.0 0%	0.0 0%	0.0 0%	36.07 %	13. 11 %	49.18%	36.07 %	14. 75 %	50.82%	0.0 0%	0.00 %	100.0 0%
Home Delivered Meals	0.00%	0.0 0%	0.0 0%	0.0 0%	37.06 %	19. 16 %	56.21%	31.36 %	12. 43 %	43.79%	0.0 0%	0.00 %	100.0 0%
Integrated Health Care Coordination	0.00%	0.0 0%	0.0 0%	0.0 0%	40.37 %	17. 43 %	57.80%	27.16 %	15. 05 %	42.20%	0.0 0%	0.00 %	100.0 0%
Interpreter Services	0.00%	0.0 0%	0.0 0%	0.0 0%	50.00 %	50 %	100.00 %	0.00 %	0.0 0%	0.00%	0.0 0%	0.00 %	100.0 0%
Medication Dispenser Install	0.00%	0.0 0%	0.0 0%	0.0 0%	47.06 %	17. 65 %	64.71%	26.47 %	8.8 2%	35.29%	0.0 0%	0.00 %	100.0 0%
Medication Dispenser Monitoring	0.00%	0.0 0%	0.0 0%	0.0 0%	48.61 %	20. 83 %	69.44%	23.61 %	6.9 4%	30.56%	0.0 0%	0.00 %	100.0 0%
Nutritional Supplements	0.00%	0.0 0%	0.0 0%	0.0 0%	0.00 %	0.0 0%	0.00%	0.00 %	100 %	100.00 %	0.0 0%	0.00 %	100.0 0%
Personal Emergency Response System Install	0.00%	0.0 0%	0.0 0%	0.0 0%	41.03 %	15. 38 %	56.41%	23.08 %	20. 51 %	43.59%	0.0 0%	0.00 %	100.0 0%
Personal Emergency Response System Monitoring	0.11%	0.0 0%	0.0 0%	0.1 1%	37.57 %	16. 76 %	54.32%	32.55 %	13. 02 %	45.57%	0.0 0%	0.00 %	100.0 0%
Pest Control	1.04%	0.0 0%	0.0 0%	1.0 4%	25.00 %	15. 63 %	40.63%	38.54 %	19. 79 %	58.33%	0.0 0%	0.00 %	100.0 0%

						50.00							
Respite Attendant	0.00%	0.0%	0.0%	0.0%	0.00%	00	50.00%	50.00%	0.0%	50.00%	0.0%	0.00%	100.0%
						15.							
Respite Home Health Aide	0.00%	0.0%	0.0%	0.0%	36.36%	15	51.52%	18.18%	30%	48.48%	0.0%	0.00%	100.0%
						27.							
Respite In-Home	16.67%	11%	0.0%	78%	27.78%	0.0	27.78%	22.22%	22%	44.44%	0.0%	0.00%	100.0%
						8.7							
Respite Nursing	0.00%	0.0%	0.0%	0.0%	2.20%	9%	10.99%	39.56%	45%	89.01%	0.0%	0.00%	100.0%
						0.0							
Specialized Medical Equipment	0.00%	0.0%	0.0%	0.0%	50.00%	0.0	50.00%	40.00%	00%	50.00%	0.0%	0.00%	100.0%
						0.0							
Structured Day Program Individual	0.00%	0.0%	0.0%	0.0%	0.00%	0.0	0.00%	100.0%	0.0%	100.00%	0.0%	0.00%	100.0%
						20.							
Structured Family Care	0.30%	0.0%	0.0%	0.3%	29.11%	51	49.62%	31.52%	55%	50.08%	0.0%	0.00%	100.0%
						13.							
Transportation Base - Assisted	0.00%	0.0%	0.0%	0.0%	32.63%	68	46.32%	42.11%	58%	53.68%	0.0%	0.00%	100.0%
						36.							
Transportation Base - Not Assisted	0.00%	0.0%	0.0%	0.0%	9.09%	36	45.45%	45.45%	9.0%	54.55%	0.0%	0.00%	100.0%
						13.							
Transportation Mile - Assisted	0.00%	0.0%	0.0%	0.0%	32.63%	68	46.32%	42.11%	58%	53.68%	0.0%	0.00%	100.0%
						36.							
Transportation Mile - Not Assisted	0.00%	0.0%	0.0%	0.0%	9.09%	36	45.45%	45.45%	9.0%	54.55%	0.0%	0.00%	100.0%
						25.							
Vehicle Modification Install	0.00%	0.0%	0.0%	0.0%	50.00%	00	75.00%	25.00%	0.0%	25.00%	0.0%	0.00%	100.0%
						#D							
(blank)	#DIV/0!	IV/0!	IV/0!	IV/0!	#DIV/0!	V/0!	#DIV/0!	#DIV/0!	V/0!	#DIV/0!	IV/0!	#DIV/0!	#DIV/0!
						15.							
<b>Grand Total</b>	<b>4.89%</b>	<b>6%</b>	<b>3%</b>	<b>9%</b>	<b>31.42%</b>	<b>85</b>	<b>47.27%</b>	<b>30.08%</b>	<b>96</b>	<b>45.05%</b>	<b>0.0%</b>	<b>0.00%</b>	<b>100.0%</b>