

PURPOSE OF THE CALL

IAWHY01 - Who were you calling for? Yourself?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 218 | 7,048,064 | 57.22 | 4.689 |
| 2 | No | 231 | 5,268,823 | 42.78 | 4.689 |
| | Subtotal valid responses | 449 | 12,316,888 | 100 | |
| | Don't Know | 6 | 266,348 | | |
| | Total | 455 | 12,583,237 | | |

IAWHY02 - Who were you calling for? A relative or friend?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 212 | 4,701,426 | 37.6 | 3.992 |
| 2 | No | 240 | 7,802,708 | 62.4 | 3.992 |
| | Subtotal valid responses | 452 | 12,504,135 | 100 | |
| | Don't Know | 3 | 79,101 | | |
| | Total | 455 | 12,583,237 | | |

IAWHY03 - Who were you calling for? A client or patient?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 58 | 1,102,176 | 8.94 | 2.057 |
| 2 | No | 393 | 11,227,152 | 91.06 | 2.057 |
| | Subtotal valid responses | 451 | 12,329,329 | 100 | |
| | Don't Know | 3 | 221,380 | | |
| | Refused | 1 | 32,526 | | |
| | Total | 455 | 12,583,237 | | |

IAPVTYP - What type of service provider are you?

| Category | Description | Count | Count | Percentage | Error |
|----------|--------------------------|-------|------------|------------|--------|
| 1 | Hospital | 8 | 192,517 | 18.38 | 11.68 |
| 2 | Long-term care facility | 8 | 75,459 | 7.2 | 3.279 |
| 3 | Social service agency | 31 | 666,455 | 63.63 | 11.581 |
| 91 | Someplace else | 8 | 112,980 | 10.79 | 6.588 |
| | Subtotal valid responses | 55 | 1,047,412 | 100 | |
| | Not Ascertained | 1 | 8,354 | | |
| | Don't Know | 1 | 6,818 | | |
| | Refused | 1 | 39,591 | | |
| | Inapplicable | 397 | 11,481,060 | | |
| | Total | 455 | 12,583,237 | | |

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

Information and Assistance
(figures refer to the number of contacts)

IARESINF - Did you call to get information?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 398 | 10,809,188 | 89.1 | 3.21 |
| 2 | No | 48 | 1,322,253 | 10.9 | 3.21 |
| | Subtotal valid responses | 446 | 12,131,441 | 100 | |
| | Don't Know | 9 | 451,795 | | |
| | Total | 455 | 12,583,237 | | |

IARESSVC - Did you call to obtain services such as transportation, housing, health care, meals or some other service?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 304 | 7,922,687 | 64.44 | 4.946 |
| 2 | No | 145 | 4,372,740 | 35.56 | 4.946 |
| | Subtotal valid responses | 449 | 12,295,428 | 100 | |
| | Don't Know | 6 | 287,808 | | |
| | Total | 455 | 12,583,237 | | |

IARESCL - Did you call to refer a client for services?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 41 | 644,734 | 67.62 | 13.064 |
| 2 | No | 15 | 308,798 | 32.38 | 13.064 |
| | Subtotal valid responses | 56 | 953,532 | 100 | |
| | Don't Know | 2 | 148,644 | | |
| | Inapplicable | 397 | 11,481,060 | | |
| | Total | 455 | 12,583,237 | | |

IARESPC - Did you call to follow up on a prior call?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 109 | 2,630,949 | 22.48 | 2.805 |
| 2 | No | 307 | 9,070,156 | 77.52 | 2.805 |
| | Subtotal valid responses | 416 | 11,701,106 | 100 | |
| | Don't Know | 39 | 882,130 | | |
| | Total | 455 | 12,583,237 | | |

IARESHI - Did you call to express health insurance concerns?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 83 | 2,743,686 | 22.45 | 4.64 |
| 2 | No | 362 | 9,477,296 | 77.55 | 4.64 |
| | Subtotal valid responses | 445 | 12,220,983 | 100 | |
| | Don't Know | 10 | 362,253 | | |
| | Total | 455 | 12,583,237 | | |

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

Information and Assistance
(figures refer to the number of contacts)

| IARESFIN - Did you call to express financial concerns? | | | | | |
|---|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 161 | 4,852,315 | 39.48 | 3.981 |
| 2 | No | 286 | 7,437,567 | 60.52 | 3.981 |
| | Subtotal valid responses | 447 | 12,289,883 | 100 | |
| | Don't Know | 8 | 293,353 | | |
| | Total | 455 | 12,583,237 | | |

| IAREFCG - Did you call about the Family Caregiver Program? | | | | | |
|---|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 124 | 3,405,352 | 28.16 | 4.104 |
| 2 | No | 317 | 8,686,881 | 71.84 | 4.104 |
| | Subtotal valid responses | 441 | 12,092,233 | 100 | |
| | Don't Know | 13 | 458,477 | | |
| | Refused | 1 | 32,526 | | |
| | Total | 455 | 12,583,237 | | |

| IASRFC - Did you call to file a complaint? | | | | | |
|---|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 5 | 215,291 | 1.73 | 1.271 |
| 2 | No | 448 | 12,222,847 | 98.27 | 1.271 |
| | Subtotal valid responses | 453 | 12,438,138 | 100 | |
| | Don't Know | 2 | 145,098 | | |
| | Total | 455 | 12,583,237 | | |

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FREQUENCY OF USE

| IASVCB - Had you ever used this service before your last call to the Information service? | | | | | |
|--|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 97 | 2,693,033 | 22.5 | 4.166 |
| 2 | No | 349 | 9,278,160 | 77.5 | 4.166 |
| | Subtotal valid responses | 446 | 11,971,194 | 100 | |
| | Don't Know | 9 | 612,042 | | |
| | Total | 455 | 12,583,237 | | |

| IATIMES - About how many times have you used it in the past year? (IF IASVCB=YES) | | | | | |
|--|--------------------------|------------------|----------------|---------------------|----------------|
| Times | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 0 | | 8 | 509,119 | 21.7 | 9.103 |
| 1 | | 18 | 554,313 | 23.63 | 7.325 |
| 2 | | 11 | 394,723 | 16.82 | 9.452 |
| 3 | | 7 | 223,073 | 9.51 | 6.627 |
| 4 | | 5 | 314,114 | 13.39 | 6.782 |
| 5 | 5 OR MORE | 32 | 350,931 | 14.96 | 5.834 |
| | Subtotal Valid Responses | 81 | 2,346,275 | 100 | |
| | DK | 16 | 346,757 | | |
| | INAPPLICABLE | 358 | 9,890,203 | | |
| | Total | 455 | 12,583,237 | | |

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

RESPONSIVENESS OF THE PROGRAM

IABUSY - The last time you called the local agency, did you get a busy signal?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 25 | 729,522 | 8.04 | 3.257 |
| 2 | No | 323 | 8,340,147 | 91.96 | 3.257 |
| | Subtotal valid responses | 348 | 9,069,670 | 100 | |
| | Don't Know | 106 | 3,489,630 | | |
| | Refused | 1 | 23,936 | | |
| | Total | 455 | 12,583,237 | | |

IAQUICK - How quickly was your call answered?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|---|------------------|----------------|---------------------|----------------|
| 1 | Immediately, after 1 or 2 rings | 139 | 3,703,081 | 39.46 | 3.29 |
| 2 | Quickly, less than 5 rings | 179 | 4,762,921 | 50.75 | 4.299 |
| 3 | After a while, 5-15 rings | 32 | 704,724 | 7.51 | 2.089 |
| 4 | Had to wait a long time, more than 15 rings | 6 | 213,960 | 2.28 | 2.058 |
| | Subtotal valid responses | 356 | 9,384,687 | 100 | |
| | Don't Know | 98 | 3,174,613 | | |
| | Refused | 1 | 23,936 | | |
| | Total | 455 | 12,583,237 | | |

IAVMPER - Was the phone answered by voicemail or a person?

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Voicemail | 81 | 2,279,664 | 22.19 | 3.772 |
| 2 | Person | 309 | 7,995,695 | 77.81 | 3.772 |
| | Subtotal valid responses | 390 | 10,275,358 | 100 | |
| | Don't Know | 64 | 2,283,942 | | |
| | Refused | 1 | 23,936 | | |
| | Total | 455 | 12,583,237 | | |

IAUNSTD - How well did you understand the voicemail instructions? (IF IAVMPER=VOICEMAIL)

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Very well | 47 | 1,547,531 | 68.85 | 9.393 |
| 2 | Somewhat well | 20 | 593,276 | 26.4 | 9.363 |
| 3 | Only a little | 5 | 44,341 | 1.97 | 1.335 |
| 4 | Not at all | 5 | 62,486 | 2.78 | 1.749 |
| | Subtotal valid responses | 77 | 2,247,634 | 100 | |
| | Don't Know | 4 | 32,030 | | |
| | Inapplicable | 374 | 10,303,572 | | |
| | Total | 455 | 12,583,237 | | |

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| IACLBAK - Did someone call you back? | | | | | |
|---|--------------------------|---------------------|-------------------|------------------------|-------------------|
| (IF IAVMPER=VOICEMAIL) | | | | | |
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 57 | 1,773,070 | 80.48 | 7.553 |
| 2 | No | 18 | 429,944 | 19.52 | 7.553 |
| | Subtotal valid responses | 75 | 2,203,015 | 100 | |
| | Don't Know | 6 | 76,649 | | |
| | Inapplicable | 374 | 10,303,572 | | |
| | Total | 455 | 12,583,237 | | |

| IAWHNBK - When did they call you back? | | | | | |
|---|--------------------------|---------------------|-------------------|------------------------|-------------------|
| (IF IACLBAK=YES) | | | | | |
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Within the hour | 8 | 428,170 | 24.71 | 12.549 |
| 2 | In the same day | 20 | 567,349 | 32.74 | 13.069 |
| 3 | In the same week | 20 | 687,802 | 39.69 | 14.29 |
| 4 | More than a week later | 5 | 49,535 | 2.86 | 2.197 |
| | Subtotal valid responses | 53 | 1,732,858 | 100 | |
| | Don't Know | 4 | 40,212 | | |
| | Inapplicable | 398 | 10,810,166 | | |
| | Total | 455 | 12,583,237 | | |

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SATISFACTION WITH THE PROGRAM

**IALSTN - Overall, did the person listen carefully to what you wanted?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; AND IF IAWHNBK ANSWERED; OR IASKPER=YES)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 296 | 8,458,690 | 72.56 | 4.326 |
| 2 | Yes, I think so | 116 | 3,100,265 | 26.6 | 4.31 |
| 3 | No, I don't think so | 8 | 65,443 | 0.56 | 0.31 |
| 4 | No, definitely not | 3 | 32,567 | 0.28 | 0.185 |
| | Subtotal valid responses | 423 | 11,656,966 | 100 | |
| | Don't Know | 16 | 557,044 | | |
| | Inapplicable | 16 | 369,225 | | |
| | Total | 455 | 12,583,237 | | |

**IAWANT - Overall, did the person understand what you wanted?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; AND IF IAWHNBK ANSWERED; OR IASKPER=YES)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 301 | 8,839,194 | 76.43 | 4.177 |
| 2 | Yes, I think so | 106 | 2,469,245 | 21.35 | 3.788 |
| 3 | No, I don't think so | 12 | 98,719 | 0.85 | 0.384 |
| 4 | No, definitely not | 3 | 157,638 | 1.36 | 1.116 |
| | Subtotal valid responses | 422 | 11,564,798 | 100 | |
| | Don't Know | 17 | 649,212 | | |
| | Inapplicable | 16 | 369,225 | | |
| | Total | 455 | 12,583,237 | | |

**IAEXPLN - Did the person explain things to you in a way you could understand?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; AND IF IAWHNBK ANSWERED; OR IASKPER=YES)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes, definitely | 315 | 9,066,378 | 80.55 | 3.103 |
| 2 | Yes, I think so | 79 | 1,891,807 | 16.81 | 3.091 |
| 3 | No, I don't think so | 10 | 85,496 | 0.76 | 0.373 |
| 4 | No, definitely not | 8 | 211,342 | 1.88 | 1.028 |
| | Subtotal valid responses | 412 | 11,255,024 | 100 | |
| | Don't Know | 26 | 951,336 | | |
| | Refused | 1 | 7,649 | | |
| | Inapplicable | 16 | 369,225 | | |
| | Total | 455 | 12,583,237 | | |

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Information and Assistance
(figures refer to the number of contacts)

| IASATIS - How would you rate the way your call was handled? | | | | | |
|--|--------------------------|-------|------------|------------|-------|
| Category | Description | Count | Count | Percentage | Error |
| 1 | Excellent | 196 | 5,472,437 | 46.84 | 4.031 |
| 2 | Very good | 126 | 3,731,709 | 31.94 | 2.772 |
| 3 | Good | 70 | 1,471,775 | 12.6 | 3.078 |
| 4 | Fair | 23 | 690,927 | 5.91 | 2.298 |
| 5 | Poor | 13 | 315,266 | 2.7 | 1.385 |
| | Subtotal valid responses | 428 | 11,682,116 | 100 | |
| | Don't Know | 9 | 518,877 | | |
| | Refused | 2 | 13,016 | | |
| | Inapplicable | 16 | 369,225 | | |
| | Total | 455 | 12,583,237 | | |

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UTILITY OF THE INFORMATION

**IARECIN - Did you receive the information from the local agency that you were looking for?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; IF IAWHNBK ANSWERED; OR IASKPER=YES)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|---------------------|-------------------|------------------------|-------------------|
| 1 | Yes, definitely | 279 | 7,765,962 | 67.68 | 3.843 |
| 2 | Yes, I think so | 82 | 2,022,005 | 17.62 | 3.808 |
| 3 | No, I don't think so | 28 | 709,316 | 6.18 | 2.475 |
| 4 | No, definitely not | 33 | 977,310 | 8.52 | 2.437 |
| | Subtotal valid responses | 422 | 11,474,595 | 100 | |
| | Don't Know | 17 | 739,415 | | |
| | Inapplicable | 16 | 369,225 | | |
| | Total | 455 | 12,583,237 | | |

**IARCSVC - Would you recommend this service to a friend or colleague who needs the
kind of information and assistance you did?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; IF IAWHNBK ANSWERED; OR IASKPER=YES)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|---------------------|-------------------|------------------------|-------------------|
| 1 | Yes, definitely | 319 | 8,474,552 | 72.78 | 4.396 |
| 2 | Yes, I think so | 77 | 2,400,725 | 20.62 | 4.1 |
| 3 | No, I don't think so | 14 | 269,858 | 2.32 | 1.157 |
| 4 | No, definitely not | 16 | 498,897 | 4.28 | 1.733 |
| | Subtotal valid responses | 426 | 11,644,034 | 100 | |
| | Don't Know | 13 | 569,976 | | |
| | Inapplicable | 16 | 369,225 | | |
| | Total | 455 | 12,583,237 | | |

**IAINFHP - Do you expect that the information you received from the local agency will be helpful in
resolving the issue you called about?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; IF IAWHNBK ANSWERED; OR IASKPER=YES OR
NO)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|---------------------|-------------------|------------------------|-------------------|
| 1 | Yes, definitely | 228 | 5,933,697 | 50.29 | 4.669 |
| 2 | Yes, I think so | 124 | 3,911,352 | 33.15 | 4.703 |
| 3 | No, I don't think so | 32 | 581,012 | 4.92 | 1.63 |
| 4 | No, definitely not | 39 | 1,372,327 | 11.63 | 2.666 |
| | Subtotal valid responses | 423 | 11,798,390 | 100 | |
| | Don't Know | 26 | 729,675 | | |
| | Inapplicable | 6 | 55,171 | | |
| | Total | 455 | 12,583,237 | | |

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IAINFHP_ - RECODE - EXPECT RECEIVED INFO HELPFUL IN RESOLV

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 352 | 9,845,050 | 83.44 | 2.936 |
| 2 | No, I don't think so | 32 | 581,012 | 4.92 | 1.63 |
| 3 | No, definitely not | 39 | 1,372,327 | 11.63 | 2.666 |
| | Subtotal valid responses | 423 | 11,798,390 | 100 | |
| | Don't Know | 26 | 729,675 | | |
| | Inapplicable | 6 | 55,171 | | |
| | Total | 455 | 12,583,237 | | |

**IARFPL - Were you referred to any other places to call?
(IF IAVMPER=NO, REFUSED OR DON'T KNOW; IF IAWHNBK ANSWERED; OR IASKPER=YES OR NO)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--|------------------|----------------|---------------------|----------------|
| 1 | Yes, referred to another agency | 90 | 2,291,379 | 20.65 | 3.474 |
| 2 | Yes, referred to another office in the same agency | 45 | 723,237 | 6.52 | 1.446 |
| 3 | No | 260 | 7,656,592 | 69.01 | 3.68 |
| 4 | Does not apply | 14 | 424,294 | 3.82 | 1.448 |
| | Subtotal valid responses | 409 | 11,095,504 | 100 | |
| | Don't Know | 40 | 1,432,561 | | |
| | Inapplicable | 6 | 55,171 | | |
| | Total | 455 | 12,583,237 | | |

**IACNTC - Did you contact any place you were referred to?
(IF IARFPL=YES OR NO)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 103 | 2,326,783 | 78.4 | 7.515 |
| 2 | No | 30 | 641,190 | 21.6 | 7.515 |
| | Subtotal valid responses | 133 | 2,967,973 | 100 | |
| | Don't Know | 2 | 46,643 | | |
| | Inapplicable | 320 | 9,568,621 | | |
| | Total | 455 | 12,583,237 | | |

**IASTART - Have you started receiving services from any of the places you were referred to?
(IF IACNTC=YES, REFUSED OR DON'T KNOW)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 41 | 1,089,631 | 46.87 | 8.269 |
| 2 | No | 58 | 1,234,988 | 53.13 | 8.269 |
| | Subtotal valid responses | 99 | 2,324,619 | 100 | |
| | Don't Know | 6 | 48,805 | | |
| | Inapplicable | 350 | 10,209,811 | | |
| | Total | 455 | 12,583,237 | | |

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DEMOGRAPHICS
(NOT ASKED IF IAWHY03=YES)

| AGEC - How old are you? | | | | | |
|--------------------------------|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 2 | 18 to 34 years old | 12 | 360,166 | 3.32 | 1.631 |
| 3 | 35 to 59 years old | 115 | 2,804,080 | 25.88 | 3.256 |
| 4 | 60 to 64 years old | 57 | 1,733,889 | 16 | 4.361 |
| 5 | 65 to 74 years old | 90 | 2,264,296 | 20.9 | 3.335 |
| 6 | 75 to 84 years old | 75 | 2,935,462 | 27.1 | 4.305 |
| 7 | >85+ years old | 27 | 735,539 | 6.79 | 2.494 |
| | Subtotal Valid Responses | 376 | 10,833,436 | 100 | |
| | Not Collected | 79 | 1,749,800 | | |
| | Total | 455 | 12,583,237 | | |

| GENDER - What is your gender? | | | | | |
|--------------------------------------|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Male | 73 | 2,216,521 | 17.74 | 3.345 |
| 2 | Female | 374 | 10,275,227 | 82.26 | 3.345 |
| | Subtotal Valid Responses | 447 | 12,491,749 | 100 | |
| | Not Collected | 8 | 91,487 | | |
| | Total | 455 | 12,583,237 | | |

| DEEDUC - What is your highest level of education? | | | | | |
|--|---|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Less than high school diploma | 66 | 1,345,385 | 11.99 | 2.774 |
| 2 | High school diploma | 106 | 2,689,154 | 23.97 | 5.234 |
| 3 | Some college (business/vocational/tech) | 144 | 4,298,991 | 38.32 | 3.894 |
| 4 | Bachelor's degree | 28 | 499,318 | 4.45 | 1.517 |
| 5 | Some post-graduate work/Advanced degree | 47 | 2,384,985 | 21.26 | 4.342 |
| | Subtotal Valid Responses | 391 | 11,217,835 | 100 | |
| | Don't Know | 1 | 12,344 | | |
| | Refused | 5 | 250,880 | | |
| | Inapplicable | 58 | 1,102,176 | | |
| | Total | 455 | 12,583,237 | | |

| DEHISP - Are you Spanish, Hispanic or Latino? | | | | | |
|--|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 15 | 503,027 | 4.54 | 2.171 |
| 2 | No | 377 | 10,565,459 | 95.46 | 2.171 |
| | Subtotal Valid Responses | 392 | 11,068,486 | 100 | |
| | Don't Know | 2 | 176,334 | | |
| | Refused | 3 | 236,238 | | |
| | Inapplicable | 58 | 1,102,176 | | |
| | Total | 455 | 12,583,237 | | |

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Information and Assistance
(figures refer to the number of contacts)

| DERAC - What is your race? | | | | | |
|-----------------------------------|---|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 01 | White/Caucasian | 319 | 9,222,406 | 83.36 | 3.394 |
| 02 | Black or African-American | 60 | 1,492,100 | 13.49 | 2.987 |
| 03 | Asian | 7 | 42,215 | 0.38 | 0.213 |
| 04 | American Indian or Alaskan Native | 9 | 149,245 | 1.35 | 0.766 |
| 05 | Native Hawaiian or Other Pacific Islander | 0 | 0 | 0 | |
| 91 | Other Race | 6 | 316,640 | 2.86 | 1.276 |
| | Subtotal Valid Responses | 391 | 11,063,385 | 100# | |
| | Don't Know | 1 | 6,123 | | |
| | Refused | 5 | 411,550 | | |
| | Inapplicable\$ | 58 | 1,102,176 | | |
| | Total | 455* | 12,583,237 | | |

*Actual total is >455; respondents could choose more than 1 race.

#Actual total is >100%: respondents could choose more than 1 race.

\$Demographics not asked if provider (IAWHY03=YES)

| DELOC - Where is your home located? | | | | | |
|--|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | City | 158 | 4,431,191 | 39.74 | 4.75 |
| 2 | Suburbs | 122 | 4,171,094 | 37.4 | 4.814 |
| 3 | Rural area | 108 | 2,549,449 | 22.86 | 4.558 |
| | Subtotal Valid Responses | 388 | 11,151,735 | 100 | |
| | Don't Know | 6 | 93,085 | | |
| | Refused | 3 | 236,238 | | |
| | Inapplicable | 58 | 1,102,176 | | |
| | Total | 455 | 12,583,237 | | |

| DELIVWI - Does anyone else live with you? | | | | | |
|--|--------------------------|------------------|----------------|---------------------|----------------|
| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Yes | 245 | 6,393,971 | 57.12 | 5.039 |
| 2 | No | 142 | 4,799,297 | 42.88 | 5.039 |
| | Subtotal Valid Responses | 387 | 11,193,268 | 100 | |
| | Don't Know | 1 | 2,296 | | |
| | Refused | 9 | 285,494 | | |
| | Inapplicable | 58 | 1,102,176 | | |
| | Total | 455 | 12,583,237 | | |

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

Information and Assistance
(figures refer to the number of contacts)

**DELVSP1 - Do you live with your spouse?
(IF DELIVWI=YES, REFUSED OR DON'T KNOW)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 180 | 4,816,110 | 75.56 | 4.772 |
| 2 | No | 65 | 1,557,363 | 24.44 | 4.772 |
| | Subtotal Valid Responses | 245 | 6,373,472 | 100 | |
| | Refused | 10 | 308,288 | | |
| | Inapplicable | 200 | 5,901,475 | | |
| | Total | 455 | 12,583,237 | | |

**DELVKID2 - Do you live with your children?
(IF DELIVWI=YES, REFUSED OR DON'T KNOW)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 90 | 2,663,562 | 41.84 | 5.276 |
| 2 | No | 154 | 3,702,260 | 58.16 | 5.276 |
| | Subtotal Valid Responses | 244 | 6,365,823 | 100 | |
| | Refused | 11 | 315,938 | | |
| | Inapplicable | 200 | 5,901,475 | | |
| | Total | 455 | 12,583,237 | | |

**DELVREL3 - Do you live with other relatives?
(IF DELIVWI=YES, REFUSED OR DON'T KNOW)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 58 | 1,024,035 | 16.11 | 3.298 |
| 2 | No | 185 | 5,334,133 | 83.89 | 3.298 |
| | Subtotal Valid Responses | 243 | 6,358,168 | 100 | |
| | Refused | 12 | 323,592 | | |
| | Inapplicable | 200 | 5,901,475 | | |
| | Total | 455 | 12,583,237 | | |

**DELVNRL4 - Do you live with non-relatives?
(IF DELIVWI=YES, REFUSED OR DON'T KNOW)**

| Category | Description | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
|----------|--------------------------|------------------|----------------|---------------------|----------------|
| 1 | Yes | 12 | 275,306 | 4.32 | 1.914 |
| 2 | No | 232 | 6,090,516 | 95.68 | 1.914 |
| | Subtotal Valid Responses | 244 | 6,365,823 | 100 | |
| | Refused | 11 | 315,938 | | |
| | Inapplicable | 200 | 5,901,475 | | |
| | Total | 455 | 12,583,237 | | |

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.

| DEHHM - Including yourself, how many people live in your household? | | | | | | |
|--|--------------------------|---|---------------------|-------------------|------------------------|-------------------|
| People | Description | | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | | 1 | 143 | 4,809,790 | 43.11 | 5.05 |
| 2 | | 2 | 153 | 3,876,504 | 34.74 | 4.677 |
| 3 | | 3 | 47 | 1,276,310 | 11.44 | 2.417 |
| 4 | | 4 | 22 | 764,386 | 6.85 | 2.206 |
| 5 | 5 OR MORE | | 20 | 430,479 | 3.86 | 1.399 |
| | Subtotal Valid Responses | | 385 | 11,157,471 | 100 | |
| | REFUSED | | 12 | 323,588 | | |
| | INAPPLICABLE | | 58 | 1,102,176 | | |
| | Total | | 455 | 12,583,237 | | |

| DEMARST - What is your marital status? | | | | | | |
|---|--------------------------|--|---------------------|-------------------|------------------------|-------------------|
| Category | Description | | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | Now married | | 189 | 5,068,590 | 45.41 | 3.508 |
| 2 | Widowed | | 96 | 3,219,564 | 28.85 | 4.921 |
| 3 | Divorced | | 56 | 1,646,215 | 14.75 | 3.206 |
| 4 | Separated | | 15 | 248,148 | 2.22 | 1.037 |
| 5 | Never married | | 30 | 978,727 | 8.77 | 2.747 |
| | Subtotal Valid Responses | | 386 | 11,161,246 | 100 | |
| | Don't Know | | 1 | 6,789 | | |
| | Refused | | 10 | 313,025 | | |
| | Inapplicable | | 58 | 1,102,176 | | |
| | Total | | 455 | 12,583,237 | | |

| INCOMEC - Thinking about the total combined income from all sources for all persons in this household, what was your total household annual income for the last 12 months? | | | | | | |
|---|--------------------------|--|---------------------|-------------------|------------------------|-------------------|
| Category | Description | | Unweighted Count | Weighted Count | Weighted Percentage | Standard Error |
| 1 | \$10,000 or less | | 88 | 2,064,738 | 23.69 | 3.564 |
| 2 | >\$10,000-\$15,000 | | 56 | 1,933,021 | 22.18 | 3.887 |
| 3 | >\$15,000-\$20,000 | | 36 | 1,254,289 | 14.39 | 4.696 |
| 4 | >\$20,000-\$25,000 | | 15 | 259,539 | 2.98 | 1.36 |
| 5 | >\$25,000-\$30,000 | | 13 | 269,167 | 3.09 | 0.743 |
| 6 | >\$30,000-\$35,000 | | 15 | 411,939 | 4.73 | 1.956 |
| 7 | >\$35,000-\$40,000 | | 19 | 539,274 | 6.19 | 2.434 |
| 8 | >\$40,000 | | 65 | 1,982,104 | 22.75 | 4.617 |
| | Subtotal Valid Responses | | 307 | 8,714,077 | 100 | |
| | Not Collected | | 125 | 2,948,373 | | |
| | Don't Know | | 13 | 484,729 | | |
| | Refused | | 10 | 436,057 | | |
| | Total | | 455 | 12,583,237 | | |

*If the unweighted count for a response item is less than 5 or the subtotal is less than 20, the sample size is insufficient for valid percentage estimates. In some cases, these small counts may be summed as new categories to avoid this limitation.