

SATISFACTION WITH SERVICES

CGSatis - Overall, how satisfied are you with the services that you or the care recipient receive?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Very satisfied	523	391,894	68.65	3.08
2	Somewhat satisfied	196	132,008	23.12	2.829
3	Somewhat dissatisfied	36	31,703	5.55	1.223
4	Very dissatisfied	11	15,269	2.67	1.036
	Subtotal Valid Responses	766	570,876	100	
	Don't Know	27	13,373		
	Refused	1	748		
	Total	794	585,000		

CGPRATE - How would you rate the services that the care recipient receives from your local agency?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Excellent	315	247,147	45.06	3.014
2	Very good	261	168,998	30.81	2.861
3	Good	122	84,519	15.41	2.092
4	Fair	23	22,580	4.12	1.447
5	Poor	22	25,183	4.59	1.464
	Subtotal Valid Responses	743	548,431	100	
	Don't Know	49	33,255		
	Refused	2	3,312		
	Total	794	585,000		

CGRATE - How would you rate the caregiver support services that you receive from the local provider/agency?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Excellent	225	162,015	32.93	3.116
2	Very good	252	178,146	36.21	3.356
3	Good	140	98,089	19.94	2.516
4	Fair	31	32,090	6.52	1.643
5	Poor	26	21,611	4.39	1.466
	Subtotal Valid Responses	674	491,952	100	
	Don't Know	110	90,881		
	Refused	10	2,165		
	Total	794	585,000		

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CGDIFF - How difficult has it been for you to get services from agencies for the care recipient?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Not difficult at all	398	279,165	49.72	3.001
2	A little difficult	138	110,985	19.77	2.894
3	Somewhat difficult	122	92,537	16.48	2.599
4	Difficult	43	35,110	6.25	1.404
5	Very difficult	60	43,654	7.78	1.564
	Subtotal Valid Responses	761	561,454	100	
	Don't Know	32	23,152		
	Refused	1	393		
	Total	794	585,000		

CGHELP - To what extent do the services you or the care recipient receive help you to be a better caregiver?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	They help a lot	584	418,645	73.66	2.59
2	They help a little	148	128,185	22.55	2.345
3	They don't help	21	13,401	2.36	1.015
4	They make things worse	5	8,100	1.43	0.747
	Subtotal Valid Responses	758	568,331	100	
	Don't Know	34	16,619		
	Refused	2	48		
	Total	794	585,000		

CGCARLG - Have the services enabled you to provide care for the care recipient for a longer time than would have been possible without these services?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	432	292,702	52.26	3.116
2	Yes, I think so	219	175,910	31.41	2.528
3	No, I don't think so	64	54,709	9.77	2.179
4	No, definitely not	31	36,773	6.57	1.785
	Subtotal Valid Responses	746	560,097	100	
	Don't Know	45	24,829		
	Refused	3	72		
	Total	794	585,000		

CGRELEF - Do any agencies, family members or friends help you get time off or relief from the responsibility of caring for the care recipient?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes	478	366,925	62.85	4.157
2	No	307	216,877	37.15	4.157
	Subtotal Valid Responses	785	583,803	100	
	Don't Know	9	1,196		
	Total	794	585,000		

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**CGMTH - About how many times per month does someone else take over for you?
(IF CGRELEF=YES)**

Times	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
0		25	23,036	7.17	2.514
1		45	35,393	11.02	3.281
2		62	38,676	12.04	2.636
3		34	27,347	8.52	2.424
4		64	55,149	17.17	4.065
5		18	19,952	6.21	2.113
6		12	13,231	4.12	1.591
7		6	704	0.22	0.139
8		31	30,817	9.6	3.19
9		4	2,379	0.74	0.501
10	10 OR MORE	99	74,466	23.19	4.073
	Subtotal Valid Responses	400	321157	100	
	DK	76	45,275		
	REFUSED	2	492		
	INAPPLICABLE	316	218,074		
	Total	794	585,000		

**CGHOURS - When someone else takes over, about how many hours of time off do you usually get?
(IF CGRELEF=YES)**

Hours	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
0		3	2,878	0.88	0.889
1		12	8,561	2.62	1.315
2		72	58,833	18.01	3.288
3		59	45,885	14.04	3.336
4		99	98,220	30.06	4.647
5		27	27,358	8.37	2.196
6		32	30,098	9.21	2.787
7		4	1,937	0.59	0.531
8		31	22,248	6.81	1.982
9	9 OR MORE	58	30714	9.4	2.707
	Subtotal Valid Responses	397	326,735	100	
	DK	80	40,165		
	REFUSED	1	24		
	INAPPLICABLE	316	218,074		
	Total	794	585,000		

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**CGENRLF - Is this enough relief for you?
(IF CGRELEF=YES)**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes	296	222,543	61.69	4.368
2	No	165	138,175	38.31	4.368
	Subtotal Valid Responses	461	360,718	100	
	Don't Know	17	6,207		
	Inapplicable	316	218,074		
	Total	794	585,000		

CGFAMIL - How many other family members or friends provide unpaid care for the care recipient?

Number	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
0		331	228,954	39.73	3.046
1		128	107,663	18.68	2.392
2		147	103,426	17.95	2.236
3		72	53,120	9.22	1.881
4		47	37,821	6.56	1.437
5	5 OR MORE	58	45,221	7.85	1.769
	Subtotal Valid Responses	783	576,206	100	
	DK	10	8,769		
	REFUSED	1	24		
	Total	794	585,000		

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