

HOME CARE SATISFACTION MEASURE**HCHM01 - Would you say your homemaker is very thorough?**

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	732	92,427	61.91	2.485
2	Yes, I think so	333	38,256	25.63	2.668
3	Maybe yes, maybe no	77	7,851	5.26	1.553
4	No, I don't think so	45	7,412	4.96	1.316
5	No, definitely not	16	3,338	2.24	0.959
	Subtotal Valid Responses	1203	149,287	100	
	Don't Know	49	4,565		
	Refused	3	20		
	Total	1255	153,873		

HCHM02 - Would you say your homemaker leaves too early?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	22	2,620	1.77	0.825
2	Yes, I think so	58	13,327	9.02	1.986
3	Maybe yes, maybe no	38	6,459	4.37	1.08
4	No, I don't think so	319	40,514	27.41	2.386
5	No, definitely not	758	84,875	57.43	2.662
	Subtotal Valid Responses	1195	147,796	100	
	Don't Know	55	5,490		
	Refused	5	585		
	Total	1255	153,873		

HCHM03 - Would you say your homemaker has become a friend?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	687	81,185	55.66	2.585
2	Yes, I think so	328	41,225	28.26	2.281
3	Maybe yes, maybe no	51	5,107	3.5	1.169
4	No, I don't think so	70	13,413	9.2	1.953
5	No, definitely not	52	4,928	3.38	1.491
	Subtotal Valid Responses	1188	145,859	100	
	Don't Know	62	7,650		
	Refused	5	363		
	Total	1255	153,873		

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HCHM04 - Would you say your homemaker is rude to you?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	9	562	0.37	0.331
2	Yes, I think so	5	1,535	1.01	0.819
3	Maybe yes, maybe no	10	1,008	0.66	0.491
4	No, I don't think so	134	14,997	9.87	1.385
5	No, definitely not	1073	133,791	88.08	1.745
	Subtotal Valid Responses	1231	151,897	100	
	Don't Know	23	1,973		
	Refused	1	1		
	Total	1255	153,873		

HCHM05 - Would you say, in general, your homemaker takes interest in you as a person?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	819	99,252	66.69	2.489
2	Yes, I think so	311	37,618	25.28	2.505
3	Maybe yes, maybe no	34	6,889	4.63	1.225
4	No, I don't think so	32	3,969	2.67	0.862
5	No, definitely not	19	1,096	0.74	0.322
	Subtotal Valid Responses	1215	148,827	100	
	Don't Know	37	4,919		
	Refused	3	126		
	Total	1255	153,873		

HCHM06 - Would you say you need more hours of homemaker service each week?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	222	29,543	19.88	2.037
2	Yes, I think so	154	23,884	16.07	2.199
3	Maybe yes, maybe no	65	7,119	4.79	1.244
4	No, I don't think so	424	49,940	33.6	2.829
5	No, definitely not	352	38,123	25.65	3.937
	Subtotal Valid Responses	1217	148,611	100	
	Don't Know	37	4,961		
	Refused	1	300		
	Total	1255	153,873		

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HCHM07 - Would you say your homemaker does things the way you want them to be done?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	858	106,391	70.21	2.856
2	Yes, I think so	258	30,576	20.18	2.412
3	Maybe yes, maybe no	42	4,874	3.22	0.986
4	No, I don't think so	46	8,486	5.6	1.249
5	No, definitely not	15	1,195	0.79	0.394
	Subtotal Valid Responses	1219	151,523	100	
	Don't Know	33	2,021		
	Refused	3	329		
	Total	1255	153,873		

HCHM08 - Would you say your homemaker arrives late?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	17	3,234	2.16	0.768
2	Yes, I think so	46	6,366	4.26	1.13
3	Maybe yes, maybe no	59	7,738	5.18	1.313
4	No, I don't think so	222	22,166	14.83	2.149
5	No, definitely not	855	109,973	73.57	2.736
	Subtotal Valid Responses	1199	149,479	100	
	Don't Know	55	4,316		
	Refused	1	77		
	Total	1255	153,873		

HCHM09 - Would you say that generally your homemaker knows what to do?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	930	114,864	75.92	2.397
2	Yes, I think so	234	29,857	19.73	2.282
3	Maybe yes, maybe no	29	2,985	1.97	0.644
4	No, I don't think so	20	2,804	1.85	0.604
5	No, definitely not	12	781	0.52	0.255
	Subtotal Valid Responses	1225	151,292	100	
	Don't Know	28	2,246		
	Refused	2	334		
	Total	1255	153,873		

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HCHM10 - Would you say your homemaker ignores what you tell her about how you like things done?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	38	3,953	2.66	0.969
2	Yes, I think so	39	5,022	3.38	1.217
3	Maybe yes, maybe no	29	4,087	2.75	0.947
4	No, I don't think so	208	25,640	17.24	2.523
5	No, definitely not	900	109,987	73.97	2.59
	Subtotal Valid Responses	1214	148,691	100	
	Don't Know	39	5,144		
	Refused	2	36		
	Total	1255	153,873		

HCHM11 - Would you say your homemaker is assigned enough time to do all the jobs you need to have done?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	649	80,023	53.36	3.614
2	Yes, I think so	290	36,376	24.26	2.769
3	Maybe yes, maybe no	52	4,880	3.25	0.878
4	No, I don't think so	111	12,972	8.65	1.81
5	No, definitely not	106	15,709	10.48	1.813
	Subtotal Valid Responses	1208	149,962	100	
	Don't Know	47	3,910		
	Total	1255	153,873		

HCHM12 - Would you say your homemaker does extra things for you?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	555	64,836	44.96	3.383
2	Yes, I think so	234	31,069	21.54	2.185
3	Maybe yes, maybe no	66	6,423	4.45	1.158
4	No, I don't think so	166	22,952	15.91	2.31
5	No, definitely not	159	18,940	13.13	2.272
	Subtotal Valid Responses	1180	144,222	100	
	Don't Know	70	9,309		
	Refused	5	340		
	Total	1255	153,873		

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HCHM13 - Would you say you wish your homemaker could do more things that you need to have done?

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
1	Yes, definitely	317	38,480	25.93	3.349
2	Yes, I think so	175	27,669	18.65	2.336
3	Maybe yes, maybe no	61	6,213	4.19	1.212
4	No, I don't think so	289	32,447	21.87	2.936
5	No, definitely not	354	43,562	29.36	2.729
	Subtotal Valid Responses	1196	148,373	100	
	Don't Know	56	5,460		
	Refused	3	39		
	Total	1255	153,873		

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