

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		

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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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