

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		

*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.

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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