

## 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	424	268,029	56.9	3.596
2	Somewhat satisfied	214	166,515	35.35	3.383
3	Somewhat dissatisfied	20	18,802	3.99	1.027
4	Very dissatisfied	10	17,702	3.76	1.391
	Subtotal Valid Responses	668	471,048	100	
	Don't Know	17	7,526		
	Refused	4	5,307		
	Total	689	483,881		

**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	201	139,169	29.95	3.231
2	Very good	266	161,175	34.69	2.924
3	Good	140	109,234	23.51	2.707
4	Fair	34	32,966	7.1	1.659
5	Poor	14	22,063	4.75	1.901
	Subtotal Valid Responses	655	464,608	100	
	Don't Know	31	18,659		
	Refused	3	614		
	Total	689	483,881		

**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	376	264,131	58.81	3.284
2	A little difficult	105	67,522	15.03	2.922
3	Somewhat difficult	91	86,122	19.18	3.032
4	Difficult	30	15,918	3.54	1.924
5	Very difficult	32	15,427	3.43	1.319
	Subtotal Valid Responses	634	449,120	100	
	Don't Know	55	34,760		
	Total	689	483,881		

\*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.

**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	466	311,235	68.8	3.477
2	They help a little	166	115,138	25.45	3.121
3	They don't help	26	21,679	4.79	1.122
4	They make things worse	7	4,317	0.95	1.008
	Subtotal Valid Responses	665	452,369	100	
	Don't Know	21	28,804		
	Refused	3	2,707		
	Total	689	483,881		

**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	331	185,682	42.23	3.753
2	Yes, I think so	220	181,160	41.2	3.795
3	No, I don't think so	70	48,679	11.07	2.349
4	No, definitely not	28	24,185	5.5	1.978
	Subtotal Valid Responses	649	439,705	100	
	Don't Know	35	40,370		
	Refused	5	3,805		
	Total	689	483,881		

**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	367	272,277	57.19	3.457
2	No	314	203,791	42.81	3.457
	Subtotal Valid Responses	681	476,068	100	
	Don't Know	6	4,590		
	Refused	2	3,222		
	Total	689	483,881		

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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		29	32,801	15.64	4.276
1		46	41,365	19.72	3.894
2		36	17,199	8.2	2.374
3		39	23,145	11.03	2.533
4		61	34,407	16.4	3.203
5		12	10,511	5.01	1.986
6		10	8,351	3.98	1.731
7		1	331	0.16	0.117
8		17	9,392	4.48	1.866
10	10 OR MORE	57	32,268	15.38	5.027
	Subtotal Valid Responses	308	209,772	100	
	DK	58	62470		
	REFUSED	1	36		
	INAPPLICABLE	322	211603		
	Total	689	483,881		

**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		9	14,471	7.33	3.119
1		13	16,691	8.46	2.551
2		54	32,996	16.72	3.224
3		43	21,532	10.91	3.352
4		30	29,118	14.76	2.592
5		13	6,565	3.33	2.43
6		18	16,346	8.28	2.73
7		5	5,817	2.95	1.795
8		28	12,394	6.28	1.737
9	9 OR MORE	64	41402	20.98	4.497
	Subtotal Valid Responses	277	197,334	100	
	DK	84	68,900		
	REFUSED	6	6,044		
	INAPPLICABLE	322	211603		
	Total	689	483,881		

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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	289	204,576	79.22	3.949
2	No	51	53,648	20.78	3.949
	Subtotal Valid Responses	340	258,224	100	
	Don't Know	25	13,831		
	Refused	2	222		
	Inapplicable	322	211,603		
	Total	689	483,881		

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

Category	Description	Unweighted Count	Weighted Count	Weighted Percentage	Standard Error
0		231	165,768	35.07	4.197
1		132	109,426	23.15	3.496
2		125	71,841	15.2	2.703
3		79	50,927	10.77	3.078
4		45	34,429	7.28	1.392
5	5 OR MORE	59	40,351	8.54	1.88
	Subtotal Valid Responses	671	472,743	100	
	DK	16	11,041		
	REFUSED	2	97		
	Total	689	483881		

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