

**State of Alabama
Long Term Care Needs Assessment**

Knowledge of Services Questionnaire Report

October, 2003

**Prepared
By**

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Introduction

The United States Census of 2002 confirmed the changing population profile of the United States and Alabama. Approximately one in eight persons are over the age of 65, unprecedented in the history of the United States. The highest percentage of growth was among those 85 and older. Additionally, the number of persons aged 45-64 (the “Baby Boomers”) increased by 34% during this same period. At the same time, birth rates have decreased such that future projections will continue the trend of population aging; the percentage of older adults will continue to increase through 2030.

In 2000, approximately 35,000 Alabamians celebrated their 65th birthday and the life-expectancy for an Alabamian who turned 65 was another 16.5 years.

Charting the Course is a program to assist in planning for the long-term healthcare needs of Alabama’s Older Citizens. A main component of *Charting the Course* is a survey of adults aged 55 and older, conducted by the Center for Aging at the University of Alabama at Birmingham. A stratified random sample of 1204 Alabama residents participated in face-to-face interviews completed in August, 2003. These participants were selected to represent the state by rural/urban residence, gender, and age. African-Americans were over-sampled to provide statistical comparisons.

One component of the survey was questionnaire of participants’ knowledge of existing services and long term care resources. Section I consisted of twenty-eight true-false questions about services and resources. Section II asked participants if they knew how to get information, arrange for, and/or where to go to receive services.

Following a description of the sample, correct responses to Section I questions are reported for the total sample and by area, age, and race (answers did not significantly differ by sex).

Section II answers are reported by the percent of participants who indicated knowing where to access services. Choices given by more than two percent or more of participants are listed for each service.

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Section II

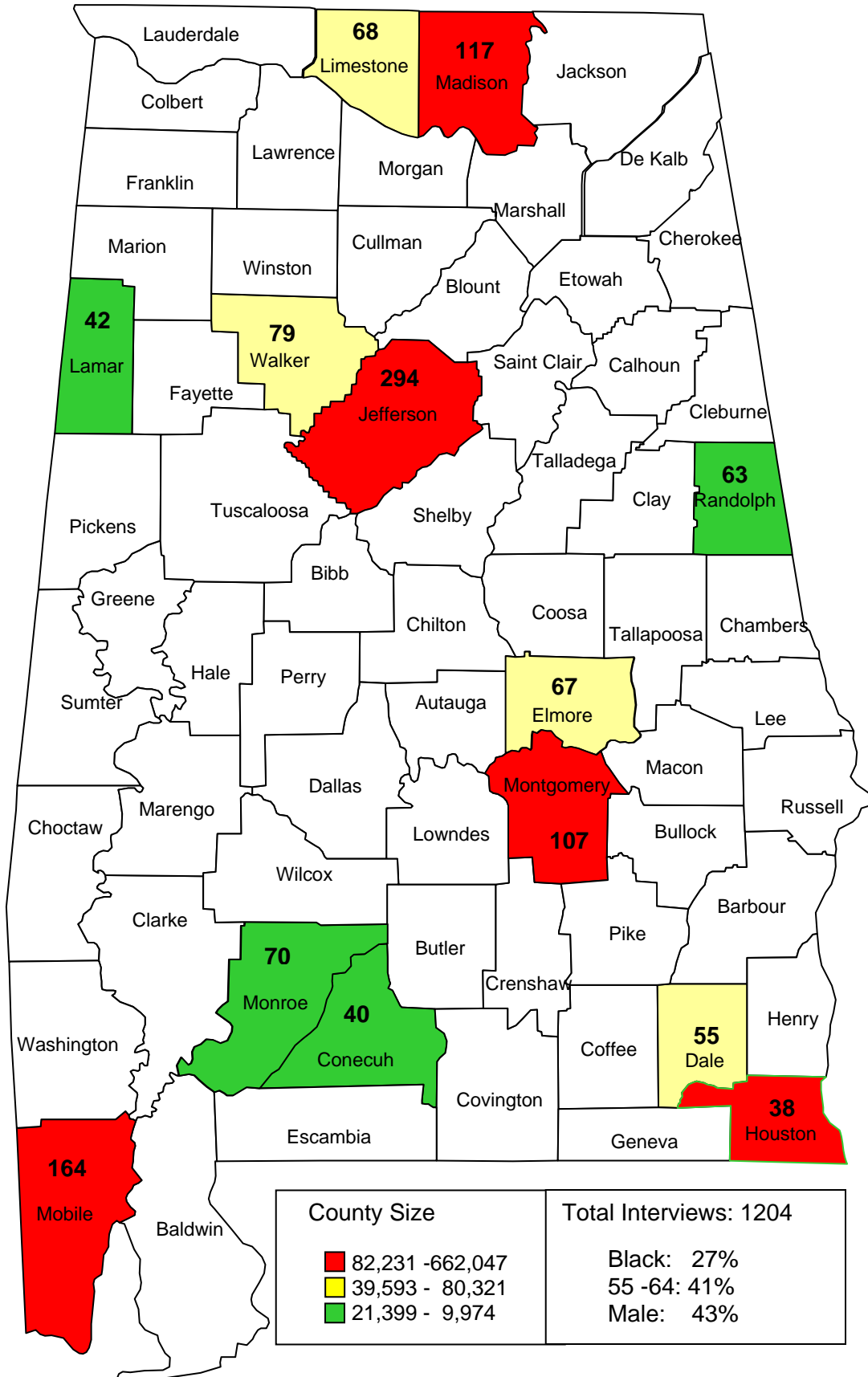
Knowledge of services

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Most frequent responses

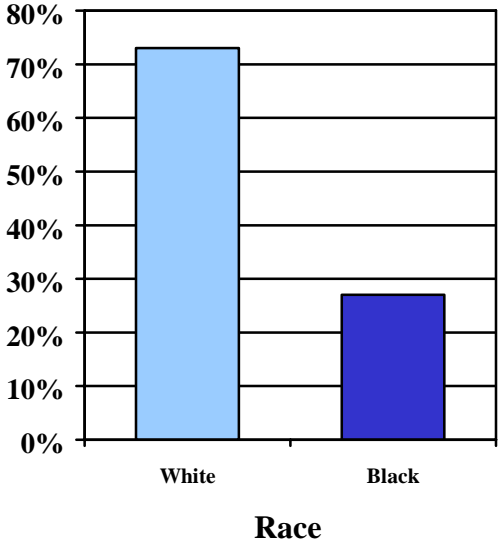
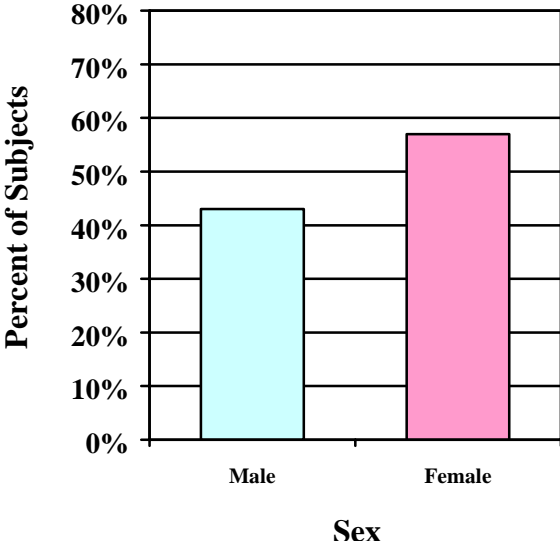
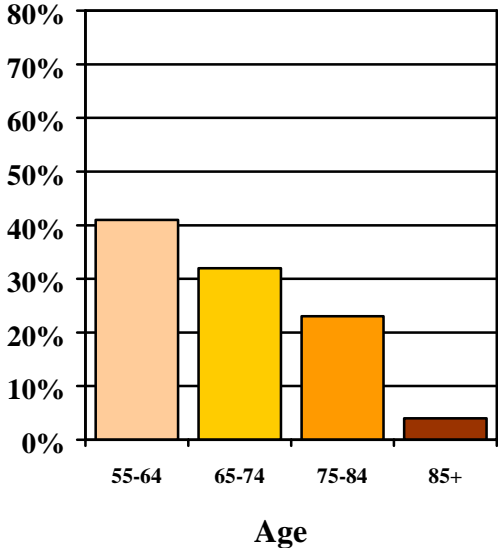
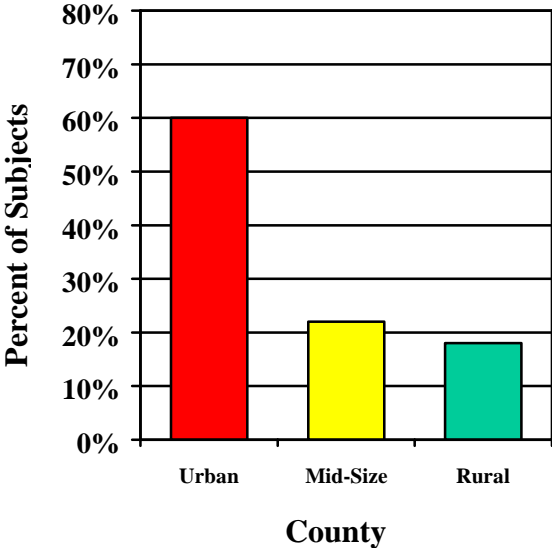
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RECRUITMENT BY COUNTY



Sample Description

N=1204



Questionnaire

Section I: Questions 1-28

Legal

1. I don't need a will as long as I tell my family how I want my property divided. *(False)*
2. I must hire a private attorney if I want to create a valid will. *(False)*
3. There are programs within the state that offer free legal assistance in preparing wills to address inheritance and health care directives. *(True)*

General Medicaid Coverage

4. Medicaid is a program to provide health insurance to people over 65 years old. *(False)*
5. Medicaid is a program that offers health insurance to all Alabama Citizens. *(False)*
6. Medicaid covers unlimited medical services for adults. *(False)*

Drug Coverage

7. Medicare will cover all of the drugs I need if my insurance doesn't cover them. *(False)*
8. I can get Medicaid coverage for drugs that I need if Medicare or my insurance doesn't cover them, regardless of my income as long as I have paid state taxes. *(False)*
9. There are no programs other than private insurance available to provide assistance with drug coverage. *(False)*

Long-term Care Services/Nursing Homes

10. There is a toll-free number to obtain information about how to obtain long term care services. *(True)*
11. The government pays for nursing home care for all Alabama citizens if they don't have private long-term care insurance. *(False)*
12. Medicaid will pay for nursing home care for all Alabama citizens after Medicare benefits have been exhausted. *(False)*
13. You can receive care in a nursing home when you have Alzheimer's Disease. *(True)*

Hospice

14. Hospice services include sitters and other kinds of round-the-clock in-home care. *(True)*
15. Hospice services are only for people who are days away from their death. *(False)*
16. Hospice services are available only for cancer patients. *(False)*
17. Hospice services are not available for people who live in nursing homes or other long term care facilities. *(False)*
18. Hospice services are not available in patients' homes. *(False)*
19. Medicare, Medicaid, and other insurance plans do not cover hospice. *(False)*

Questionnaire (Section I Cont.)

Home Health Services

20. Home Health Services provide skilled nursing and other services. (*True*)
21. The government pays for home health services for all Alabama citizens if they don't have private coverage. (*False*)
22. Only Medicare pays for Home Health Services. (*False*)
23. Home Health Services are available to all Medicaid recipients. (*False*)

Adult Abuse/Protective Services

24. If I observe abuse, neglect, or exploitation of an elderly or disabled person who can't take care of themselves, I should report the abuse to the Department of Human Resources or Law Enforcement. (*True*)
25. If I am a caregiver, I am required by law to make a report of suspected abuse, neglect, or exploitation. (*True*)
26. Adult protective services are arranged according to the wishes of the person who needs help. (*True*)
27. Adult protective services are arranged by court order if the person needing help is unable or unwilling to accept services. (*True*)
28. The Department of Human Resources provides protective services based on need regardless of a person's income. (*True*)

Section II: Question 29a-p Knowledge of Community Services

Please respond to each question with whether you know how to get information, arrange for, and/or where to go to receive the following services.

- | | |
|---|--|
| A. Physical / Occupational Therapy | J. Assistance with Receiving Necessary
Medicine |
| B. Nutritional Counseling | K. Nursing Home Care |
| C. Senior Services / Activity Center | L. Sitter Services |
| D. Assistance with Meal Preparation
or Meal Delivery | M. Transportation Services |
| E. Home Health Care | N. Home Cleaning Services |
| F. Respite Care Services | O. Assistance with Home Repairs /
Maintenance |
| G. Legal Services | P. Assistance with Laundry |
| H. Medical Care | |
| I. Hospice Care | |

Section I

Percent of Subjects with all Correct Responses by Topic Group

N=1204

Section I

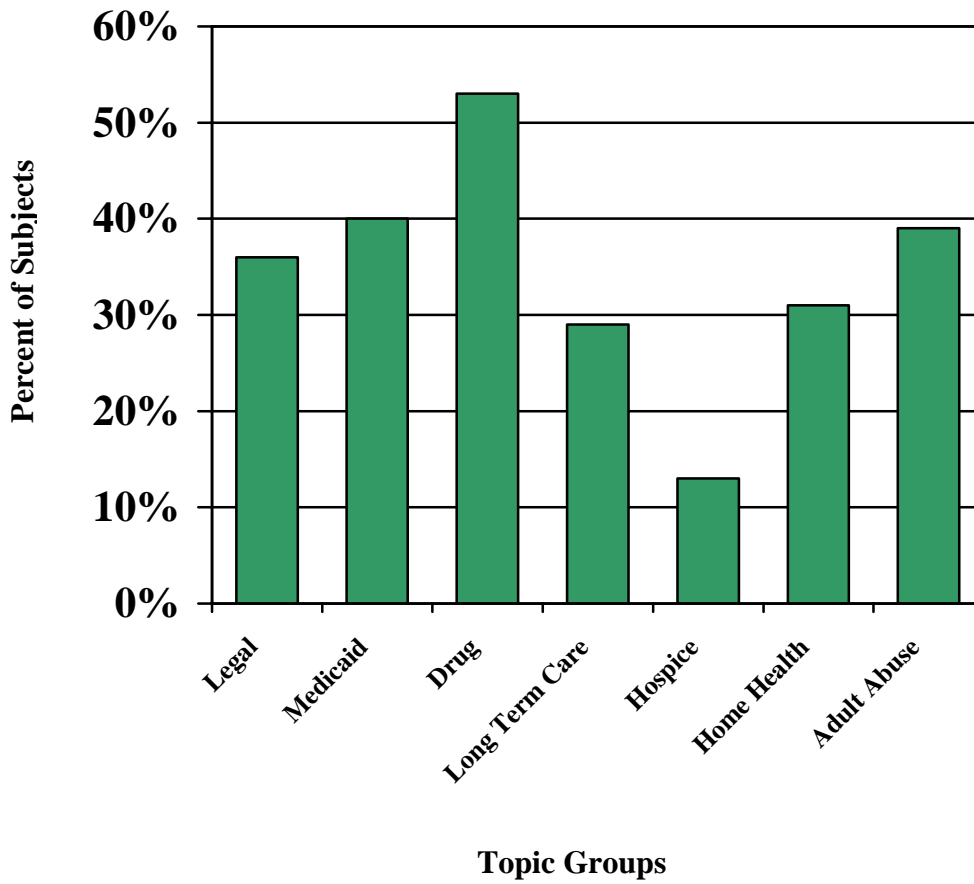


Table 1. Percent of Correct Responses (N=1204)

Legal Questions	Percent Correct
1. Need for will	81%
2. Need to hire attorney	58%
3. Free legal assistance	65%
All Legal questions correct	36%
Medicaid Coverage	
4. Health insurance for 65 and older	52%
5. Health insurance for all Alabama citizens	72%
6. Unlimited medical services for adults	77%
All Medicaid questions correct	40%
Drug Coverage	
7. Medicare covers drugs	89%
8. Medicaid covers drugs	90%
9. No drug coverage programs other than private	61%
All Drug questions correct	53%
Long Term Care Services/Nursing Homes	
10. Toll-Free information number available	64%
11. Government pays for nursing home care	84%
12. Medicaid pays for nursing home care	71%
13. Nursing home care for Alzheimer's Disease	68%
All Long Term Care Services/Nursing Home questions correct	29%
Hospice	
14. Hospice service includes sitters	60%
15. Hospice service for those days from death	46%
16. Hospice service is for those with cancer	84%
17. Hospice service not available in nursing homes	59%
18. Hospice service not available in private homes	86%
19. Hospice service not covered by Medicare, Medicaid, other ins plans	70%
All Hospice questions correct	13%
Home Health Services	
20. Home Health Service provides skilled nursing	84%
21. Government pays for home health services	75%
22. Medicare pays for home health services	71%
23. Home Health Services are available to all Medicaid recipients	51%
All Home Health Services questions correct	31%
Adult Abuse/Protective Services	
24. Report observed abuse	93%
25. Caregivers are required by law to report abuse	91%
26. Services are arranged according to wishes of person needing help	58%
27. Services are arranged by court order	79%
28. DHR provides service based on need, not income	68%
All Adult Abuse/Protective Services questions correct	39%

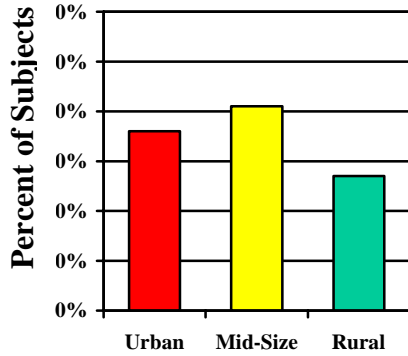
Percent of Subjects with All Correct Responses Within Question Topic by Area

Urban N=720

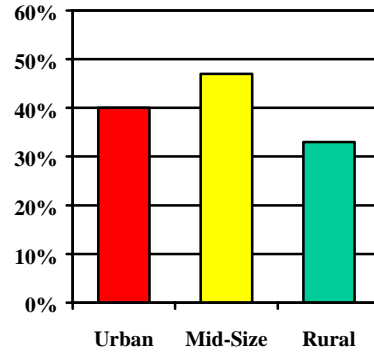
Mid-level N=269

Rural N=215

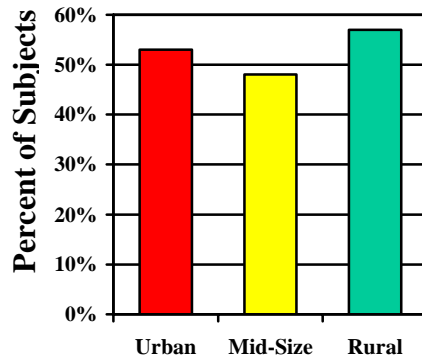
Legal



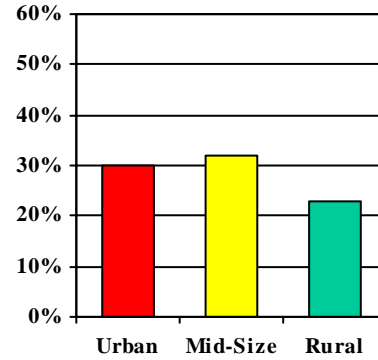
Medicaid



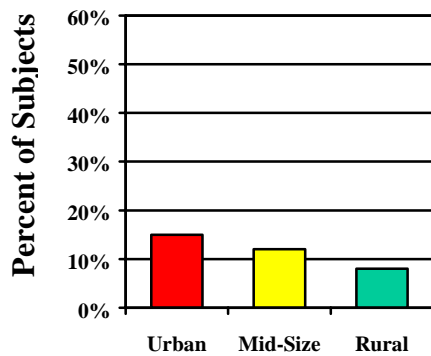
Drug Coverage



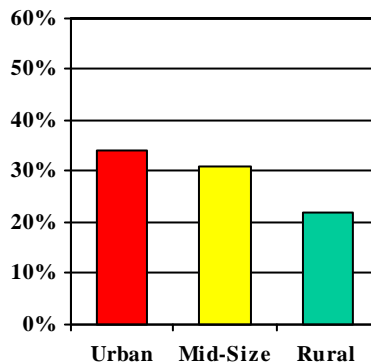
Long Term Care Nursing Homes



Hospice



Home Health



Adult Abuse

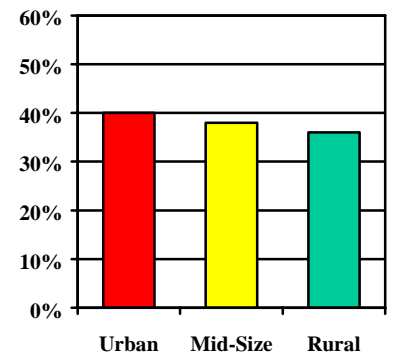


Table 2a. Correct Responses: Urban Counties

	Madison N=117	Jeff N=294	Montg N=107	Mobile N=164	Houston N=38	Total N=720
Legal Questions						
1. Need for will	89%	85%	87%	80%	87%	85%
2. Need to hire attorney	71%	53%	79%	47%	66%	59%
3. Free legal assistance	78%	70%	62%	60%	47%	67%
All Legal questions correct	55%	34%	43%	23%	37%	36%
Medicaid Coverage						
4. Health insurance for 65 and older	51%	41%	83%	49%	58%	52%
5. Health insurance for all Alabama citizens	74%	68%	85%	65%	76%	71%
6. Unlimited medical services for adults	83%	76%	86%	78%	66%	79%
All Medicaid questions correct	39%	31%	68%	38%	42%	40%
Drug Coverage						
7. Medicare covers drugs	91%	89%	90%	89%	92%	90%
8. Medicaid covers drugs	87%	90%	91%	90%	90%	89%
9. No drug coverage programs other than private	68%	62%	51%	64%	74%	62%
All Drug questions correct	57%	52%	45%	56%	66%	53%
Long Term Care Services/Nursing Homes						
10. Toll-Free information number available	65%	64%	78%	65%	47%	65%
11. Government pays for nursing home care	82%	85%	94%	88%	79%	86%
12. Medicaid pays for nursing home care	74%	69%	86%	70%	58%	72%
13. Nursing home care for Alzheimer's Disease	59%	67%	84%	62%	61%	67%
All LTC Services/Nursing Home questions correct	29%	25%	62%	23%	18%	30%
Hospice						
14. Hospice service includes sitters	56%	64%	71%	57%	68%	63%
15. Hospice service for those days from death	43%	53%	64%	44%	13%	49%
16. Hospice service is for those with cancer	88%	84%	86%	91%	76%	86%
17. Hospice not available in nursing homes	55%	58%	58%	73%	68%	61%
18. Hospice service not available in private homes	89%	88%	93%	84%	84%	88%
19. Hospice service not covered by other ins.	64%	70%	73%	75%	66%	71%
All Hospice questions correct	15%	16%	20%	10%	3%	15%
Home Health Services						
20. Home Health Service provides skilled nursing	91%	82%	82%	84%	92%	85%
21. Government pays for home health services	79%	80%	88%	79%	68%	80%
22. Medicare pays for home health services	74%	69%	68%	81%	68%	73%
23. H H S available to all Medicaid Recipients.	51%	50%	62%	57%	40%	53%
All Home Health Services questions correct	33%	32%	38%	36%	32%	34%
Adult Abuse/Protective Services						
24. Report observed abuse	95%	95%	89%	95%	92%	94%
25. Caregivers are required by law to report abuse	92%	93%	94%	92%	90%	93%
26. Services arranged by person needing help	50%	56%	76%	60%	79%	60%
27. Services are arranged by court order	80%	76%	87%	80%	90%	80%
28. DHR provides service based on need	69%	62%	88%	57%	76%	67%
All Adult Abuse questions correct	36%	32%	65%	35%	61%	40%

Table 2b. Correct Responses: Mid-Size Counties

	Limestone N=68	Walker N=79	Elmore N=67	Dale N=55	Total N=269
Legal Questions					
1. Need for will	75%	75%	84%	84%	79%
2. Need to hire attorney	53%	60%	73%	64%	62%
3. Free legal assistance	65%	60%	72%	69%	66%
All legal questions correct	43%	32%	43%	49%	41%
Medicaid Coverage					
4. Health insurance for 65 and older	57%	56%	78%	53%	61%
5. Health insurance for all Alabama citizens	72%	73%	85%	76%	77%
6. Unlimited medical services for adults	78%	70%	81%	73%	75%
All Medicaid questions correct	47%	41%	58%	40%	47%
Drug Coverage					
7. Medicare covers drugs	81%	80%	96%	93%	87%
8. Medicaid covers drugs	81%	91%	94%	100%	91%
9. No drug coverage programs other than private	52%	62%	45%	62%	55%
All Drug questions correct	41%	51%	43%	60%	48%
Long Term Care Services/Nursing Homes					
10. Toll-Free information number available	59%	61%	76%	67%	65%
11. Government pays for nursing home care	79%	85%	93%	82%	85%
12. Medicaid pays for nursing home care	62%	67%	87%	76%	73%
13. Nursing home care for Alzheimer's Disease	60%	66%	73%	69%	67%
All LTC Services/Nursing Home questions correct	29%	23%	51%	24%	32%
Hospice					
14. Hospice service includes sitters	47%	65%	51%	69%	58%
15. Hospice service for those days from death	41%	49%	70%	40%	51%
16. Hospice service is for those with cancer	79%	84%	85%	91%	84%
17. Hospice service not available in nursing homes	38%	62%	64%	51%	54%
18. Hospice service not available in private homes	79%	84%	84%	96%	85%
19. Hospice service not covered by other ins plans	65%	70%	64%	73%	68%
All Hospice questions correct	7%	15%	15%	7%	12%
Home Health Services					
20. Home Health Service provides skilled nursing	75%	89%	82%	89%	84%
21. Government pays for home health services	68%	71%	84%	76%	74%
22. Medicare pays for home health services	63%	65%	85%	87%	74%
23. H H S are available to all Medicaid recipients	43%	48%	58%	60%	52%
All Home Health Services questions correct	18%	19%	43%	47%	31%
Adult Abuse/Protective Services					
24. Report observed abuse	85%	96%	96%	95%	93%
25. Caregivers are required by law to report abuse	79%	90%	96%	93%	89%
26. Services arranged by person needing help	34%	51%	61%	66%	52%
27. Services are arranged by court order	62%	81%	91%	82%	79%
28. DHR provides service based on need, not income	53%	75%	87%	75%	72%
All Adult Abuse/Protective Services questions correct	21%	34%	57%	42%	38%

Table 2c. Correct Responses: Rural Counties

	Lamar N=42	Randolph N=63	Conecuh N=40	Monroe N=70	Total N=215
Legal Questions					
1. Need for will	69%	76%	50%	71%	68%
2. Need to hire attorney	52%	49%	43%	54%	50%
3. Free legal assistance	67%	71%	48%	44%	57%
All Legal questions correct	31%	35%	15%	26%	27%
Medicaid Coverage					
4. Health insurance for 65 and older	36%	43%	35%	47%	41%
5. Health insurance for all Alabama citizens	74%	73%	75%	64%	71%
6. Unlimited medical services for adults	79%	73%	70%	70%	73%
All Medicaid questions correct	31%	29%	30%	39%	33%
Drug Coverage					
7. Medicare covers drugs	95%	84%	93%	93%	91%
8. Medicaid covers drugs	91%	89%	90%	84%	88%
9. No drug coverage programs other than private	50%	62%	73%	71%	65%
All Drug questions correct	48%	49%	65%	66%	57%
Long Term Care Services/Nursing Homes					
10. Toll-Free information number available	71%	70%	53%	39%	57%
11. Government pays for nursing home care	71%	73%	85%	76%	76%
12. Medicaid pays for nursing home care	55%	67%	78%	61%	65%
13. Nursing home care for Alzheimer's disease	74%	73%	75%	64%	71%
All LTC Services/Nursing Home questions correct	21%	27%	35%	13%	23%
Hospice					
14. Hospice service includes sitters	45%	59%	50%	51%	52%
15. Hospice service for those days from death	38%	44%	30%	21%	33%
16. Hospice service is for those with cancer	76%	79%	73%	74%	76%
17. Hospice service not available in nursing homes	52%	48%	60%	59%	54%
18. Hospice service not available in private homes	83%	84%	80%	86%	84%
19. Hospice service not covered by other ins plans	62%	62%	75%	76%	69%
All Hospice questions correct	02%	18%	05%	04%	08%
Home Health Services					
20. Home Health Service provides skilled nursing	81%	81%	83%	83%	82%
21. Government pays for home health services	57%	60%	45%	70%	60%
22. Medicare pays for home health services	55%	64%	60%	64%	61%
23. HHS are available to all Medicaid recipients	45%	40%	25%	49%	41%
All Home Health Services questions correct	21%	24%	10%	29%	22%
Adult Abuse/Protective Services					
24. Report observed abuse	95%	84%	100%	93%	92%
25. Caregivers are required by law to report abuse	81%	91%	100%	86%	89%
26. Services are arranged by person needing help	57%	59%	63%	61%	60%
27. Services are arranged by court order	55%	78%	85%	84%	77%
28. DHR provides service based on need, not income	50%	65%	80%	71%	67%
All Adult Abuse/Protective Services questions correct	21%	25%	50%	46%	36%

Percent of Subjects with All Correct Responses Within Question Topic by Age

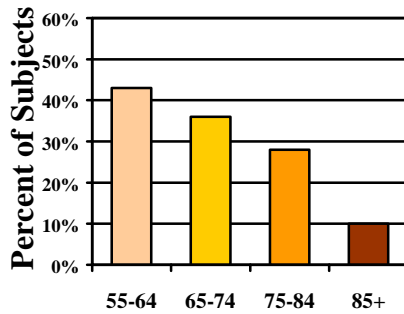
Age 55-64: N=494

Age 65-74: N=383

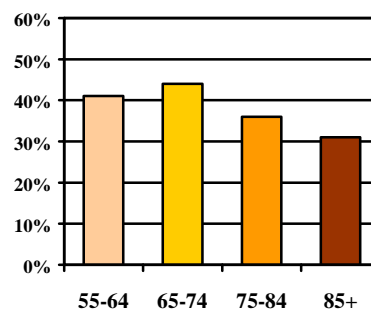
Age 65-84: N=279

Age 85+: N=49

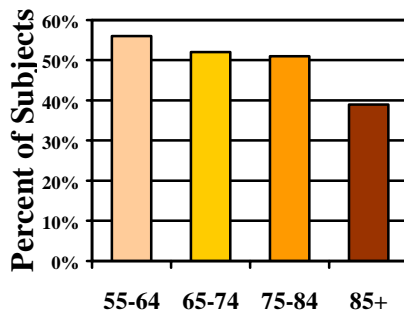
Legal



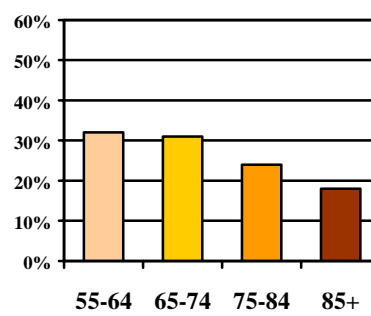
Medicaid



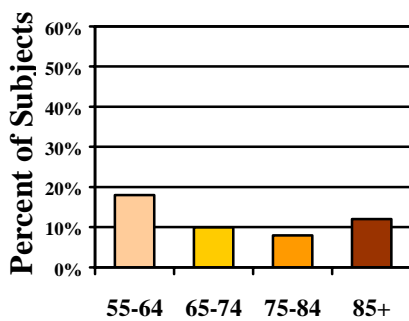
Drug Coverage



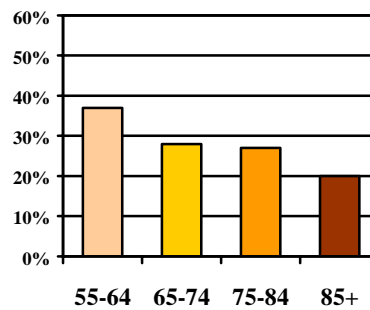
Long Term Care Nursing Homes



Hospice



Home Health Care



Adult Abuse

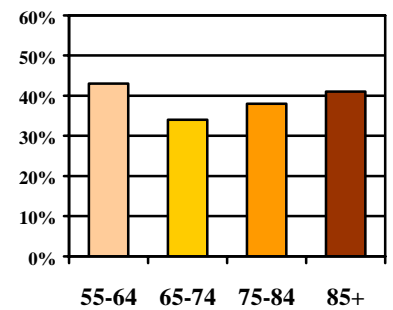


Table 2. Correct Responses by Age

Legal Questions	55-64 N=494	65-74 N=382	75-84 N=279	85+ N=49
1. Need for will	83%	81%	78%	67%
2. Need to hire attorney	65%	56%	52%	43%
3. Free legal assistance	66%	70%	58%	47%
All Legal questions correct	43%	36%	28%	10%
Medicaid Coverage				
4. Health insurance for 65 and older	53%	56%	46%	41%
5. Health insurance for all Alabama citizens	73%	74%	73%	57%
6. Unlimited medical services for adults	82%	77%	70%	61%
All Medicaid questions correct	41%	44%	36%	31%
Drug Coverage				
7. Medicare covers drugs	90%	91%	86%	82%
8. Medicaid covers drugs	90%	92%	89%	71%
9. No drug coverage programs other than private	65%	58%	59%	55%
All Drug questions correct	56%	52%	51%	39%
Long Term Care Services/Nursing Homes				
10. Toll-Free information number available	67%	63%	61%	57%
11. Government pays for nursing home care	86%	86%	80%	74%
12. Medicaid pays for nursing home care	72%	75%	65%	61%
13. Nursing home care for Alzheimer’s Disease	70%	69%	61%	59%
All LTC Services/Nursing Home questions correct	32%	31%	24%	18%
Hospice				
14. Hospice service includes sitters	63%	58%	56%	55%
15. Hospice service for those days from death	49%	43%	46%	47%
16. Hospice service is for those with cancer	85%	86%	81%	67%
17. Hospice service not available in nursing homes	63%	57%	55%	47%
18. Hospice service not available in private homes	91%	87%	80%	74%
19. Hospice service not covered by Medicare, Medicaid, and other insurances plans.	77%	70%	58%	57%
All Hospice questions correct	18%	10%	8%	12%
Home Health Services				
20. Home Health Service provides skilled nursing	89%	86%	76%	69%
21. Government pays for home health services	80%	75%	71%	61%
22. Medicare pays for home health services	77%	69%	66%	53%
23. Home Health Services are available to all Medicaid Recipients	52%	48%	53%	43%
All Home Health Services questions correct	37%	28%	27%	20%
Adult Abuse/Protective Services				
24. Report observed abuse	95%	94%	90%	90%
25. Caregivers are required by law to report abuse	92%	90%	91%	92%
26. Services are arranged according to wishes of person needing help.	59%	5%	59%	71%
27. Services are arranged by court order	85%	75%	74%	76%
28. DHR provides service based on need, not income	74%	63%	66%	57%
All Adult Abuse/Protective Services questions correct	43%	34%	38%	41%

Percent of Subjects with All Correct Responses Within Question Topic by Race

Whites: N=876

African Americans: N=328

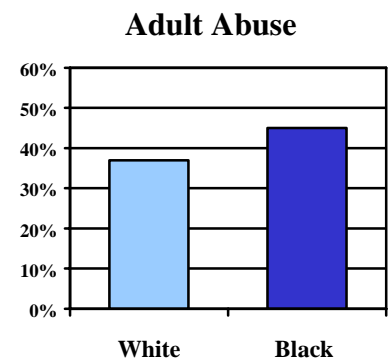
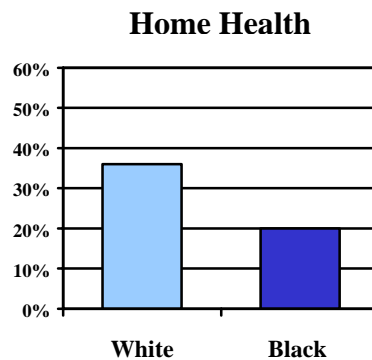
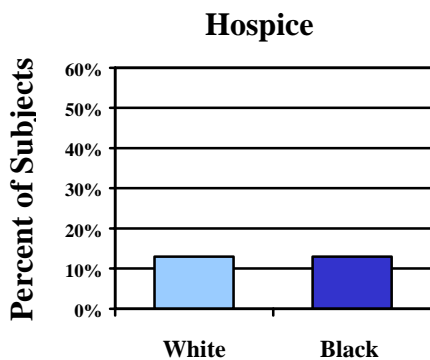
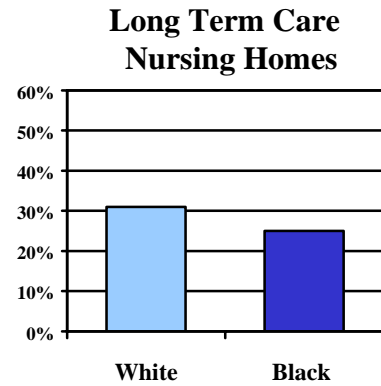
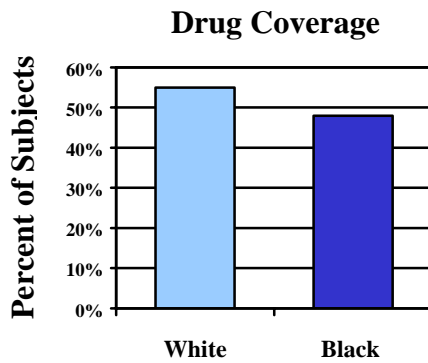
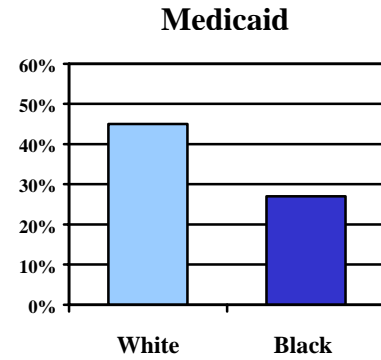
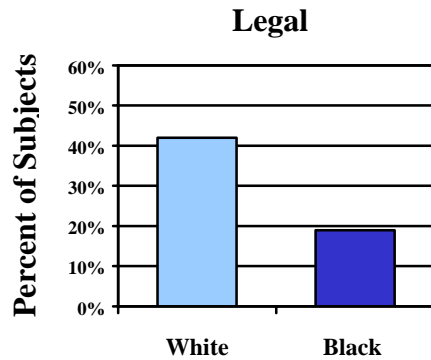


Table 3. Correct Responses by Race

	White N=876	Black N=328
Legal Questions		
1. Need for will	87%	63%
2. Need to hire attorney	63%	46%
3. Free legal assistance	67%	59%
All Legal questions correct	42%	19%
Medicaid Coverage		
4. Health insurance for 65 and older	56%	40%
5. Health insurance for all Alabama citizens	77%	60%
6. Unlimited medical services for adults	82%	62%
All Medicaid questions correct	45%	27%
Drug Coverage		
7. Medicare covers drugs	92%	81%
8. Medicaid covers drugs	94%	77%
9. No drug coverage programs other than private	60%	63%
All Drug questions correct	55%	48%
Long Term Care Services/Nursing Homes		
10. Toll-Free information number available	64%	64%
11. Government pays for nursing home care	88%	74%
12. Medicaid pays for nursing home care	74%	63%
13. Nursing home care for Alzheimer's Disease	68%	67%
All Long Term Care Services/Nursing Home questions correct	31%	25%
Hospice		
14. Hospice service includes sitters	57%	66%
15. Hospice service for those days from death	46%	47%
16. Hospice service is for those with cancer only	90%	68%
17. Hospice service not available in nursing homes	59%	57%
18. Hospice service not available in private homes	90%	77%
19. Hospice service not covered by Medicare, Medicaid, other ins plans	72%	64%
All Hospice questions correct	13%	13%
Home Health Services		
20. Home Health Service provides skilled nursing	86%	79%
21. Government pays for home health services	82%	59%
22. Medicare pays for home health services	75%	60%
23. Home Health Services are available to all Medicaid recipients	54%	41%
All Home Health Services questions correct	35%	20%
Adult Abuse/Protective Services		
24. Report observed abuse	95%	89%
25. Caregivers are required by law to report abuse	91%	90%
26. Services are arranged according to wishes of person needing help	55%	68%
27. Services are arranged by court order	79%	78%
28. DHR provides service based on need, not income	68%	68%
All Adult Abuse/Protective Services questions correct	37%	45%

Section II

Table 5. Positive Responses to Questions 29

Do you know how to get information, arrange for and/or where to go to receive the following services? (N=1204)

	YES
29a. Physical/Occupational Therapy	72%
29b. Nutritional Counseling	61%
29c. Senior Services/Activity Center	64%
29d. Assistance with meal preparation or meal delivery	59%
29e. Home Health Care	68%
29f. Respite Care Services	27%
29g. Legal Services	76%
29h. Medical Care	92%
29i. Hospice Care	69%
29j. Assistance with receiving necessary medicine	45%
29k. Nursing Home Care	70%
29l. Sitter Services	50%
29m. Transportation Services	58%
29n. Home Cleaning Services	50%
29o. Assistance with Home Repairs/Maintenance	57%
29p. Assistance with Laundry	45%
Average percent of those responding "yes" to questions 29a-29p	60%

TABLE 6. Top Written Responses to Question 29

Service	% Yes*	Responses	% of Response
29a. Physical & Occupational Therapy	72%	N=798	
		Doctor	38%
		Hospital	15%
		Phone Book	2%
		Rehab Center	2%
29b. Nutritional Counseling	61%	N=660	
		Doctor	27%
		Hospital	13%
		Health Department	2%
29c. Senior Services	64%	N=687	
		Senior Center	37%
		Phone Book	4%
		Doctor	2%
29d. Assistance with Meals	59%	N=645	
		Meals on Wheels	21%
		Senior Center	11%
		Church	4%
		Phone Book	2%
		Senior Services	3%
29e. Home Health Care	68%	N=735	
		Doctor	29%
		Phone Book	6%
		Hospital	4%
		Nurse	2%
		DHR	2%
		Health Department	2%
		Home Health	2%
29f. Respite Care Services	27%	N=273	
		Doctor	7%
		Hospital	2%
		Phone Book	2%
		Family	2%

Table 6 (Cont.)

Service	% Yes*	Responses	% of Response
29g. Legal Services	76%	N=841	
		Lawyer/Attorney	50%
		Legal Aid	4%
		Phone Book	4%
		Family	2%
29h. Medical Care	92%	N=1016	
		Doctor	69%
		Hospital	8%
		Clinic	2%
		City	2%
29i. Hospice Care	69%	N=749	
		Doctor	35%
		Hospital	7%
		Hospice	6%
		Phone Book	5%
		City	2%
29j. Assistance with Medicine	45%	N=469	
		Doctor	18%
		Pharmacy	4%
		Family	3%
29k. Nursing Home Care	70%	N=739	
		Doctor	30%
		Nursing Home	10%
		Phone Book	4%
		Family	3%
		Local	2%
		City	2%
29l. Sitter Services	50%	N=538	
		Phone Book	10%
		Doctor	6%
		Friend	6%
		Family	4%
		Hospital	2%
		Home Health	2%

Table 6 (Cont.)

Service	% Yes*	Responses	% of Response
29m. Transportation Services	58%	N=617	
		Family	11%
		Public Trans	8%
		Phone Book	4%
		Friend	4%
		Taxi	3%
		Van	3%
		Senior Center	3%
		Hospital	2%
29n. Home Cleaning Services	50%	N=530	
		Hire Service	11%
		Family	9%
		Phone Book	8%
		Friend	5%
		Spouse	2%
		Home Health	2%
29o. Home Repairs/Maintenance	57%	N=618	
		Family	14%
		Phone Book	10%
		Hire Service	9%
		Friend	6%
		Self	2%
		Spouse	2%
29p. Assistance with Laundry	45%	N=479	
		Family	18%
		Hire Service	6%
		Phone Book	3%
		Spouse	3%
		Friend	3%

*“Yes” answer indicated the participant reported knowing where, how, etc. to receive services. Persons responding “Yes” did not always provide the name of a location or source of service.