

**State Unit on Aging, June 30, 2009**

**Long-Term Care Needs: Where Do Oregonians Find Information?**

**Results from surveys collected during the AARP Oregon State Office Long Term Care & Caregiving Forums, Spring 2009**

**Data analysis and report prepared under a contract with the Institute on Aging, College of Urban and Public Affairs, Portland State University**

## Long-Term Care Needs: Where do Oregonians Find Information? Executive Summary

In September 2008, Oregon's Department of Human Services, Seniors and People with Disabilities (SPD) Division received a three-year grant to implement a prototype Aging and Disability Resource Center (ADRC) using Lane County as the pilot site.

The Centers for Medicare and Medicaid (CMS) and the Administration on Aging (AoA) have jointly funded 47 states and territories to develop and implement ADRCs in local communities. These centers provide people from all income levels unbiased, reliable information about long-term service and support options. They assist a wide range of individuals, including family caregivers, in obtaining long-term supports and services in the most desirable and appropriate setting. They are also designed to be a single point of entry for access to public long term support programs and benefits. There are now over 198 ADRC programs serving 38 percent of the U.S. population. The use of ADRC services by all residents in a community has built broad community support for the program.

One of the primary objectives of an ADRC is to ensure that comprehensive, accurate information about services and supports can be easily accessed by the general public. Through a timely partnership with AARP Oregon State Office, SPD had a unique opportunity to learn where or to whom Oregonians currently turn for long term care information. During March and April 2009, AARP Oregon held "Long-Term Care and Caregiving" forums in seven locations across the state. The Oregon Chapter graciously made time and staff resources available during each forum to distribute and collect a short survey with questions related to information sources. This report is based on data from 539 completed surveys. Key findings are that respondents were more likely to identify their local Area Agency on Aging, a health care professional, and the Internet as sources they would turn to for information. Despite the fact that respondents identified the Internet as a potential information medium, 93 percent would still want to speak with a professional about services and supports in their community.

These findings will inform the design of the public awareness component of the ADRC and marketing its presence to consumers. Although the findings are drawn from a convenience sample, we believe the respondents are representative of people who want to understand their options and make informed decisions – a key target audience for an ADRC.

SPD wishes to publicly acknowledge and thank the AARP Oregon State Office for their contribution to the work of building a credible resource for information about long-term services and supports for all Oregonians.

## Table of Contents

### Executive Summary

1. Introduction and Methodology .....	1
2. Demographic Characteristics of the Respondents .....	1
3. Statewide Responses to Sources for Information about Services and Support .....	4
4. Comparison of Responses on Information Sources Used by Forum Location .....	6
5. Comparison of Responses on Information Sources Used by Gender, Age, Income, and Education .....	8
6. Summary .....	12

### Appendix i

Comparison of Survey Respondents Age, Income, and Educational Attainment Distribution with Oregon census data.

### Appendix ii

ADRC survey tool

### Appendix iii

AARP Audience Polling Results

## **1. Introduction and Methodology**

During March and April 2009, AARP Oregon State Office in conjunction with the Oregon Campaign for Oregon's Seniors and People with Disabilities, local Area Agencies on Aging and other community partners held "Long-Term Care and Caregiving" forums in seven locations across the state. The overall goals of the forums were (1) to provide consumers with the information and resources they need to help them in their caregiving roles and/or long-term care decisions, and (2) to raise awareness to strengthen and support Oregon's long-term care system. The forums were advertised on websites, in brochures tailored for each geographic location, and through word-of-mouth. Pre-registration was encouraged.

Each forum was about 3.5 hours in length and featured a keynoter, an interactive session using handheld polling technology, and a panel of representatives from local organizations who could describe care options and costs and field questions from the audience. Each forum ended with a "call to action" which highlighted issues that were being considered in the 2009 legislative session. The survey was distributed before a scheduled break and collected at the end of the forum.

The survey (see Appendix ii) consisted of five questions. Question 1 addressed where respondents would turn for information about services and supports to assist with daily activities. Question 2 addressed access to a computer and the Internet. Question 3 addressed searching the Internet to find information about assistance with daily activities. Question 4 addressed the need to couple information from the Internet with consultation from a local long-term care professional. Question 5 was intended to determine if an existing statewide web-based database of long-term care resources, Oregon Network of Care, resonated with respondents. Finally, respondents were encouraged to provide demographic information about themselves.

This report summarizes the survey results and compares the findings across sites and across respondent demographic characteristics.

## **2. Demographic Characteristics of the Respondents**

At least 925 people participated in one of seven of the community forums. Of these attendees, 554 returned a survey. Fifteen surveys were considered incomplete and not included in the final sample size of 539 surveys. The distribution of attendees and survey respondents among the seven forum locations is provided in Table 2.1 on the next page.

**Table 2.1 Attendees and Respondents**

Forum Location	Forum Attendees	Survey Respondents	
		Count	Percent
<b>Bend</b>	150	90	17%
<b>Coos Bay</b>	60	32	6%
<b>Eugene</b>	140	76	14%
<b>Medford</b>	150	104	19%
<b>Pendleton</b>	50	23	4%
<b>Portland</b>	225	134	25%
<b>Salem</b>	150	80	15%
<b>Total</b>	<b>925</b>	<b>539</b>	<b>100%</b>

Eighty-six percent of survey respondents provided all four demographic characteristics: gender, age, income, and education. Of those who did not provide all demographic information as requested, 24 chose to not identify their gender and 19 their age category. Not surprisingly, 47 were uncomfortable providing annual household income levels and 22 chose not to identify their highest educational level.

Table 2.2 presents the demographic characteristics of respondents for each forum location and for all seven sites combined. Female survey respondents outnumbered male respondents two to one across the state. Although not statistically different, notable exceptions seemed to be Coos Bay, with a higher (36%) proportion of male respondents, and Pendleton, where respondents were overwhelmingly female (91%).

**Table 2.2 Demographic Characteristics of Respondents**

	<b>Bend</b>	<b>Coos Bay</b>	<b>Eugene</b>	<b>Medford</b>	<b>Pendleton</b>	<b>Portland</b>	<b>Salem</b>	<b>Survey Average</b>
<b>Gender</b>								
Male	19%	36%	29%	28%	9%	23%	22%	<b>24%</b>
Female	81%	64%	71%	72%	91%	77%	78%	<b>76%</b>
<b>Age (yrs)</b>								
<35	1%	0%	1%	1%	0%	1%	0%	<b>1%</b>
35-54	19%	10%	20%	17%	17%	27%	28%	<b>22%</b>
55-64	31%	39%	47%	36%	48%	42%	30%	<b>41%</b>
65-74	29%	45%	20%	24%	17%	14%	23%	<b>23%</b>
75+	20%	7%	11%	22%	17%	6%	19%	<b>14%</b>
<b>Income</b>								
<\$15,000	10%	13%	6%	11%	22%	13%	8%	<b>11%</b>
\$15,000-\$24,999	24%	23%	13%	16%	28%	7%	14%	<b>15%</b>
\$25,000-\$49,999	28%	30%	35%	34%	28%	29%	43%	<b>33%</b>
\$50,000+	38%	33%	46%	39%	22%	51%	35%	<b>42%</b>
<b>Education</b>								
<High School	2%	6%	1%	3%	0%	1%	3%	<b>2%</b>
HS or GED	24%	16%	15%	22%	30%	5%	15%	<b>16%</b>
1-3 yrs College	35%	31%	23%	37%	39%	34%	39%	<b>34%</b>
4+ yrs College	38%	47%	61%	39%	30%	60%	44%	<b>48%</b>

As one would expect, 99% of respondents were age 35 or over. In each location, at least 60% of respondents were between the ages of 55 and 74. A chi-square test indicates significant variation ( $p=0.004$ ) in age distribution among the sites. For instance, Portland can be described as having younger respondents, with only 9% 75 years-old or older and 27% aged 35 to 54. Bend, Medford, and Salem had the most even distribution of ages across the age 35 plus spectrum. Eugene and Pendleton attracted the most respondents (47% and 48% respectively) in the 55 to 64 age bracket. Coos Bay had very few old or young respondents, with 84% identifying themselves as between 55 and 74 years of age.

Most (75%) survey respondents reported incomes above \$25,000. Income levels did vary, however, by location ( $p=0.044$ ). For example, Eugene and Portland both had relatively high percentages of respondents with incomes over \$50,000 (46% and 51%) when compared with other sites. At the other end of the spectrum, more Pendleton respondents (22%), compared to other sites, had a household income of less than \$15,000.

Respondents overall were well educated. Less than 2% of respondents statewide had not achieved high school equivalency, while 82% indicated they had at least some college education. Educational levels varied significantly across sites ( $p=0.003$ ). Eugene and Portland respondents reported higher than average educational levels. Coos Bay respondents had the highest proportion of respondents with less than high school educational levels (6%). Pendleton had the lowest proportion of respondents reporting a bachelor's degree or higher level of education (30%).

### **3. Statewide Responses to Sources for Information about Services and Support**

Respondents were asked five questions regarding information sources and the Internet. In the first question, respondents were asked to identify sources of information for services and support with assisting with daily activities. On average, respondents checked 2.4 information sources.

Table 3.1 (see next page) contains the number and percent of the respondents that reported using each of the five different sources of information. Over two thirds (68%) identified their local Area Agency on Aging as a source of information. About half of the respondents indicated that doctors or health care providers (52%) and the Internet (50%) are sources they could turn to. Family and friends constituted a source of information for 43% of respondents. Yellow pages or the phone book served as a source of information for only 17% of the respondents. Thirteen percent chose "other." The following summarizes their volunteered responses:

- Church and/or pastor, including religious-based social services such as Jewish Family and Child Services
- Other social service programs and organizations
  - Local adult community center
  - County Senior & Disabled Services
  - Veteran's Administration
  - AARP
  - Elderplace
- Social workers
- Parish nurse
- Insurance
- Calling 211
- Newspapers and local resource directories
- Library
- Union

One person stated "I don't know," while another noted that there is "no rapidly available information to the general public." Another respondent commented on the educational value of forums such as "workshops like today" in providing information.

**Table 3.1 Sources of Information**

	Count	Percent
Family and Friends	231	43%
Doctor or Health Care Provider	280	52%
Yellow Pages or Phone Book	93	17%
Internet	269	50%
Area Agency on Aging	365	68%
Other	72	13%

Note: Respondents could check more than one source; thus, percentages total to greater than 100

Table 3.2 provides information about Internet usage. The most notable finding is that 87% of the respondents across the state reported having access to a computer and the Internet. Nearly two thirds of respondents (65%) indicated they would search the Internet for information regarding assistance with daily activities. Still, fully 93% of respondents reported that they still find a conversation with a professional an important resource. It should be noted that despite careful wording to solicit interest in the Internet as an information source regardless of current access, twelve respondents without Internet access failed to respond to at least one of the follow-up Internet questions. Only 5% of respondents had ever visited [www.Oregon.networkofcare.org](http://www.Oregon.networkofcare.org).

**Table 3.2 Detailed Information Regarding Use of the Internet**

	Count	Percent
Access to computer and Internet		
Yes	469	87%
No	70	13%
Would search the Internet for information		
Yes	344	65%
No	68	13%
Not Sure	115	22%
How important to also talk to a professional?		
Yes, very important	497	93%
No, not very important	13	2%
Not sure	23	4%
Have you visited the Network of Care website?		
Yes	26	5%
No	488	91%
Not sure	24	5%

#### **4. Comparison of Responses on Information Sources Used By Forum Location**

There were some statistically significant variations by location with respect to the sources of information respondents reported using. Specifically, yellow page usage varied significantly by location, with nearly a third of respondents in Coos Bay (31%) and Pendleton (30%) but only 11% of respondents in Medford and Portland relying on the phone book as an information source. Identification of the local Area Agency on Aging as an information source also varied significantly by location: much higher proportions of respondents in Bend (81%) and Coos Bay (75%) identified the Area Agency on Aging as an information source. Also of note is the lack of statistically significant difference by location in utilizing the Internet as an information source, even with a range from 42% in Bend to 60% in Portland.

Statistical tests indicate no significant variation by forum location in the survey responses regarding use of the Internet as a source of information, although this may be due to the small numbers once respondents are classified by location. As previously noted, 87% of respondents reported access to a computer and the Internet. Computer and Internet access ranged from 75% in Coos Bay to 91% in Portland. Respondents from Bend, Coos Bay, and Medford seemed less apt to search the Internet for information; Eugene and Portland had the most respondents – each 71% - who said they searched the Internet for information regarding assistance with daily activities. Respondents in each of the seven locations affirmed the importance of conversations with professionals in addition to getting information via the Internet. Across the state, 93% still desired access to professionals, with responses ranging from 89% in Medford to 97% in Coos Bay.

Statewide, very few respondents (5%) had previously visited the state's website: [www.Oregon.networkofcare.org](http://www.Oregon.networkofcare.org). Marginally statistically significant variation across locations did exist with respect to visits to this website. Pendleton and Portland showed the highest proportion of survey respondents who had visited the website (9% and 10%, respectively). Residents of Bend (1%) and Medford (3%) were least likely to have visited the website.

**Table 4.1 Comparison of Information Sources Used By Forum Location**

	Bend	Coos Bay	Eugene	Medford	Pendleton	Portland	Salem	Survey Average
<b>Sources of Information</b>								
Family & Friends	37%	44%	55%	38%	65%	42%	40%	<b>43%</b>
Doctor or Health Provider	50%	59%	47%	57%	74%	43%	58%	<b>52%</b>
Yellow Pages or Phone Book	18%	31%	22%	11%	30%	11%	21%	<b>17%</b>
Internet	42%	50%	50%	44%	44%	60%	50%	<b>50%</b>
Area Agency on Aging	81%	75%	57%	66%	65%	66%	65%	<b>68%</b>
Other	11%	19%	16%	10%	9%	17%	11%	<b>14%</b>
<b>Access to Computer and Internet</b>								
Yes	88%	75%	90%	89%	87%	91%	80%	<b>87%</b>
<b>Would Search the Internet for Information</b>								
Yes	59%	61%	71%	61%	59%	71%	66%	<b>65%</b>
No	14%	7%	11%	18%	27%	10%	12%	<b>13%</b>
Not Sure	28%	32%	18%	21%	14%	19%	22%	<b>22%</b>
<b>Still Important to Speak to a Professional</b>								
Yes, very important	93%	97%	95%	89%	96%	93%	95%	<b>93%</b>
No, not very important	1%	0%	3%	5%	0%	2%	3%	<b>2%</b>
Not sure	6%	3%	3%	6%	4%	5%	3%	<b>4%</b>
<b>Ever Visited <a href="http://www.Oregon.networkofcare.org">www.Oregon.networkofcare.org</a></b>								
Yes	1%	3%	5%	2%	9%	10%	4%	<b>5%</b>
No	98%	94%	90%	94%	83%	86%	89%	<b>91%</b>
Not sure	1%	3%	5%	4%	9%	5%	8%	<b>5%</b>

## 5. Comparison of Responses on Information Sources Used by Respondent Gender, Age, Income, and Education

Each of the survey questions was analyzed for differences by respondents' demographic characteristics. Specifically, comparisons by gender, age, income, and educational levels were made.

Table 5.1 displays the results of the analysis for sources of information used by gender and age. Table 5.2 corresponds to the analysis of responses by income and education. The following patterns were revealed:

- **Use of Family and friends** as an information source varied by gender and education (with marginal statistical significance). Men were less likely to report using family and friends as an information compared to women. In addition, those with higher educational levels were less likely than those with less education to use family and friends as a source of information.
- **Yellow Pages or Phone Book** use differed by demographic characteristics. Women were marginally more likely to report using the phone book than were men. There was also a statistically significant difference in utilizing the yellow pages by age, with those aged 55 to 64 the most likely users of this source. There was no significant difference by income group, yet those with the lowest and the highest incomes were most likely to use the phone book, and testing showed a positive linear association between increasing income and use of the yellow pages. A similar linear trend and an overall statistical difference of groups occurred by education, with use of the yellow pages increasing with educational level.
- **Internet** usage as an information source also varied by age, income, and education group. Further testing revealed significant linear trends for each. Not surprisingly, older, poorer and less educated groups were less likely to turn to the Internet as a source of information.
- **Use of the Area Agency on Aging** varied marginally by income, with those aged 55 to 64 less likely to turn to this source (although still, 60% did).

Tables 5.3 and 5.4 present the analysis of differences for the remaining survey questions with regard to gender, age, income, and educational levels. Chi-squared tests revealed the following:

- **Access to computer and Internet** differed significantly by age, income and educational group. Statistically significant linear trends confirmed that access decreased with age and increased with income and education.
- **Willingness to search the Internet for information** regarding assistance with daily activities differed significantly by age, income and educational group. Again, statistically significant linear trends confirmed that use of the Internet as a source of information regarding assistance with daily activities decreased with age and increased with income and education.
- The **value of speaking to a professional** in addition to seeking information from the Internet did not vary significantly by age, income, gender, or educational group. This is due largely to the overwhelming consensus (93%) among respondents concerning the importance of this resource. Linear trends suggest that the importance of talking with a professional decreased slightly by age and increased slightly by income.

- **Visits to the website [www.Oregon.networkofcare.org](http://www.Oregon.networkofcare.org)** varied significantly by educational level and marginally so by income level. Linear trends suggest that those with more income and more education were more likely to have used the website.

**Table 5.1 Sources of Information by Gender and Age**

Source of Information	% who ID Source	Gender			Age (years)					
		Male	Female	Sig	<35	35-54	55-64	65-74	75+	Sig
Family & Friends	43%	38%	45%	*	75%	39%	46%	39%	49%	
Doctor or Health Provider	52%	47%	53%		50%	42%	53%	58%	49%	
Yellow Pages or Phone Book	17%	13%	19%	*	0%	11%	24%	19%	11%	**
Internet	50%	51%	50%		50%	66%	59%	39%	17%	**
Area Agency on Aging	68%	66%	69%		66%	70%	68%	60%	68%	
Other	13%	15%	13%		0%	9%	16%	13%	15%	

\* Statistically significant with 90% confidence

\*\* Statistically significant with 95% confidence

**Table 5.2 Sources of Information by Income and Educational Level**

Source of Information	% who ID Source	Income Group (increasing)					Educational Level (increasing)				
		1	2	3	4	Sig	1	2	3	4	Sig
Family & Friends	43%	42%	37%	41%	46%		73%	43%	37%	45%	*
Doctor or Health Provider	52%	43%	56%	56%	50%		55%	45%	56%	59%	
Yellow Pages or Phone Book	17%	11%	11%	17%	21%		0%	12%	14%	22%	**
Internet	50%	36%	39%	44%	65%	**	18%	29%	47%	61%	**
Area Agency on Aging	68%	68%	59%	65%	74%	*	54%	64%	65%	72%	
Other	14%	17%	11%	12%	15%		0%	11%	16%	14%	

\* Statistically significant with 90% confidence

\*\* Statistically significant with 95% confidence

**Table 5.3 Use of the Internet by Gender and Age**

	Overall %	Gender			Age (years)					
		Male	Female	Sig	<35	35-54	55-64	65-74	75+	Sig
<b>Access to Computer and Internet</b>										
Yes	87%	85%	88%		75%	97%	92%	82%	70%	**
<b>Internet Search for Information</b>										
Yes	65%	69%	63%		75%	79%	69%	57%	44%	**
No	13%	9%	14%		0%	9%	9%	17%	25%	
Not Sure	22%	22%	22%		25%	12%	22%	26%	30%	
<b>Value of Speaking to Professional in Addition to Internet</b>										
Yes, very important	93%	90%	94%		100%	97%	94%	90%	90%	
No, not very important	3%	3%	2%		0%	2%	3%	3%	1%	
Not Sure	4%	7%	4%		0%	1%	3%	7%	9%	
<b>Visited Website <a href="http://www.Oregon.networkofcare.org">www.Oregon.networkofcare.org</a></b>										
Yes	5%	5%	5%		0%	6%	6%	3%	3%	
No	90%	90%	91%		100%	86%	89%	95%	95%	
Not Sure	5%	6%	4%		0%	8%	5%	3%	3%	

\*\* Statistically significant with 95% confidence

**Table 5.4 Use of the Internet by Income and Educational Level**

	Overall %	Income Group (increasing)					Sig	Educational Level (increasing)					Sig
		1	2	3	4			1	2	3	4		
<b>Access to Computer and Internet</b>													
Yes	87%	72%	77%	86%	87%	**	27%	77%	89%	92%	**		
<b>Internet Search for Information</b>													
Yes	65%	50%	60%	63%	76%	**	36%	49%	66%	72%	**		
No	13%	20%	20%	14%	8%		0%	29%	14%	8%			
Not Sure	21%	30%	20%	23%	17%		94%	23%	20%	20%			
<b>Value of Speaking to Professional in Addition to Internet</b>													
Yes, very important	93%	86%	91%	94%	95%		91%	88%	93%	95%			
No, not very important	3%	6%	3%	3%	1%		0%	6%	3%	1%			
Not Sure	4%	8%	7%	3%	4%		9%	6%	4%	4%			
<b>Visited Website <a href="http://www.Oregon.networkofcare.org">www.Oregon.networkofcare.org</a></b>													
Yes	5%	2%	0%	6%	7%	*	0%	1%	2%	8%	**		
No	90%	89%	96%	88%	91%		72%	94%	95%	86%			
Not Sure	5%	9%	4%	6%	3%		27%	5%	2%	5%			

\* Statistically significant with 90% confidence

\*\* Statistically significant with 95% confidence

## 6. Summary

Survey respondents attending the “Long Term Care & Caregiving” forums were overwhelmingly female (76%) with 99 percent over the age of 35. Sixty percent of respondents were between 55 and 75 years of age, 75% reported household income above \$25,000, and 82% reported at least some college education. The distribution of age, income, and education varied across the seven forum locations.

Compared to Oregon census data, the survey sampled a slightly younger and more educated population. The survey also over-sampled the highest income bracket at the expense of the two lowest income brackets. (See Appendix i.) However, we believe these 539 respondents are representative of people who want to understand their options and make informed decisions – a key target audience for an ADRC.

On average, respondents reported 2.4 possible sources of information about services and support for daily activities. Over two thirds reported that one of those sources would be a local Area Agency on Aging; use of an Area Agency on Aging as an information source varied by location and age. About half indicated they would seek information from health care professionals, and half of the respondents believed they

would turn to the Internet for information. Use of the phone book as an information source was cited by only 17% of the respondents and varied by location, age, and educational level.

The Internet is a potential information medium for the majority of respondents. Eighty-seven percent of respondents reported access to both a computer and the Internet. Nearly two thirds reported that they would search the Internet for information regarding assistance with daily activities. Yet Internet access and usage was not evenly distributed among respondents; access and use decreased with age and increased with income and education. Overwhelmingly, 93% of respondents affirmed the importance of also speaking with a professional. Finally, only 5% had ever visited the website [www.Oregon.networkofcare.org](http://www.Oregon.networkofcare.org).

These data will inform the design of the public awareness component of the ADRC and marketing its presence to Oregonians.

## Appendix i

### Age Distribution

Age	AARP Survey Sample	2008 Oregon Estimates for Age 35+	AARP Survey Sample for Age 55+	2008 Oregon Estimates for Age 55+
<35	1%	N/A		
35-54	22%	53%		
55-64	41%	23%	52%	49%
65-74	23%	13%	29%	28%
75+	14%	11%	18%	23%

Oregon Source: Population Research Center, PSU, March 2009

Age distribution indicates that for those 55 and over, survey respondents were slightly younger (less 75+ and more 55-64) than the Oregon population.

### Income Distribution

Household Income	AARP Survey Sample	Oregon Ages 45-64	Oregon Ages 65+	Oregon Ages 45+
<\$15,000	11%	11%	19%	14%
\$15,000-\$24,999	15%	8%	19%	12%
\$25,000-\$49,999	33%	23%	32%	26%
\$50,000+	42%	57%	30%	48%

Oregon Source: 2005-2007 American Community Survey, US Census; Reported in 2007 dollars.

While the age categories do not match exactly, it appears that the survey slightly over sampled the 2 middle-income groups if you compare to Oregon ages 45+. Looking at the 65+ Oregon population, the survey over sampled the highest income bracket at the expense of the two lowest income brackets.

### Educational Attainment Distribution

Educational Attainment	AARP Survey Sample	Oregon, Ages 25+
<High School	2%	12%
HS or GED	16%	27%
1-3 yrs College	34%	33%
4+ yrs College	48%	28%

Oregon Source: 2005-2007 American Community Survey, US Census  
Survey sampled a much more educated than the Oregon population. The gap would likely increase if compared to a 55+ or a female Oregon population.

## Appendix ii

1. Today, if you had a question about services and support to assist with daily activities for yourself or a loved one, where would you turn for information?

(check all that apply)

- a family member or close friend
  - my doctor or health care provider
  - the yellow pages in the phone book
  - the Internet
  - my local Area Agency on Aging
  - other (please list)
- 

2. Do you have access to a computer and the Internet?

- yes
- no

3. Would you search the Internet to find information regarding assistance with daily activities?

- yes
- no
- not sure

4. Even if you found useful information on the Internet, would it still be important to be able to talk in-person with a professional knowledgeable about services and supports in your community?

- yes, very important
- no, not very important
- not sure

5. Have you ever visited the website for [www.Oregon.networkofcare.org](http://www.Oregon.networkofcare.org)?

- yes
  - no
  - not sure
-

*Please check the location of today's Forum.*

- BEND     COOS BAY     EUGENE     MEDFORD      
PENDLETON
- PORTLAND     SALEM

*Please tell us a little about yourself.*

I am a	My age is	My annual household income is	My educational level is
<input type="checkbox"/> male	<input type="checkbox"/> less than 35 years	<input type="checkbox"/> less than \$15,000	<input type="checkbox"/> less than high school
<input type="checkbox"/> female	<input type="checkbox"/> 35 -- 54 years	<input type="checkbox"/> \$15,000 - \$24,999	<input type="checkbox"/> high school diploma or GED
	<input type="checkbox"/> 55 – 64 years	<input type="checkbox"/> \$25,000 - \$49,999	<input type="checkbox"/> some college (1-3 years)
	<input type="checkbox"/> 65 – 74 years	<input type="checkbox"/> \$50,000 +	<input type="checkbox"/> college (4 years or more)
	<input type="checkbox"/> 75 – 84 years		

**The State Unit on Aging needs your help!** Oregon has received a grant from the Centers for Medicare and Medicaid to design an Aging and Disability Resource Center (ADRC). The Center will be a “one-stop shop” for consumers to find all the long-term care services and supports they need. Your answers to these 5 questions will give us a picture of what people like you are currently doing to find information about long-term care.

If you would like to know more about the ADRC, or get involved with its design, please write your name and phone or email information below.

(name) \_\_\_\_\_

(phone) \_\_\_\_\_

(email) \_\_\_\_\_

## Appendix iii

### AARP Audience Polling Results

As part of a Long Term Care and Caregiving Forum, AARP staff polled the audience on a number of questions using technology that allows a participant to respond using a hand-held device. “Votes” are counted electronically and results are displayed immediately to the entire audience. Questions and results that are pertinent to this report are below.

<b>Please select one that applies to you the best:</b>	
I currently care for a family member or friend.	36.5%
I anticipate caring for an aging/loved one with a disability.	30.7%
I am concerned about my own future independence.	32.8%
<b>Who are you caring for?</b>	
Parent	55.6%
Spouse	14.3%
Grandparents	.7%
Adult child	2.9%
Extended family	9.1%
Friends or neighbors	5.3%
Other	12.0%
<b>How much planning have you/your aging loved ones done already to prepare for the later years?</b>	
A lot (I feel confident I/we have covered everything.)	21.4%
A little (I thought ahead about some things.)	63.1%
None (No time. Don't like to think about aging.)	15.5%
<b>In thinking about you or your loved one, how important is it to be able to maintain independence?</b>	
Not important.	0.6%
Somewhat important	5.0%
Important	25.6%
Very important	68.8%
<b>How prepared do you/your loved ones feel about paying for care?</b>	
Not at all prepared	27.2%
Somewhat prepared	50.7%
Prepared	16.3%
Very prepared	5.9%
<b>How confident are you about knowing where to turn for help when you need it?</b>	
Not confident	6.9%
Somewhat confident	44.2%
Confident	34.5%
Extremely confident	16.1%