

TARGET GROUP SURVEY METHODS

ACTION for Healthy Communities - 2003 Target Group Survey

Introduction: This document describes the methods used in conducting the 2003 ACTION for Healthy Communities Target Group Survey. This survey collected information from members of three specific groups that are in need of support services and were expected to be underrepresented in other data collection efforts. The groups are:

- Low income Latinos
- Homeless
- Frail or dependent adults

Members of these three groups were surveyed by working with nineteen organizations that serve them. More specifically, ACTION provided a paper questionnaire, which the cooperating organizations administered to selected clients/patients/members. The completed questionnaires were returned to ACTION which then tabulated the results.

In addition to the Target Group Survey, ACTION also conducted a Countywide Telephone survey in 2003. That survey obtained information from a representative sample of the County's adult population. More information about the Countywide Telephone survey is available at <http://unitedwayslo.org/>

Questions: The Target Group survey questionnaire is four pages in length with about 50 questions. These questions are a subset of those asked in the Countywide Telephone survey. The questionnaire was provided to the cooperating organizations in both English and Spanish. Copies of both are appended to this document.

Who Was Interviewed: Interviews were completed by/with 788 individuals thought to be members of one or more of the three target groups. The following table lists the cooperating organizations and the number of interviews completed by each.

Group	Agency	Population Served by Agency	Number	Subpopulation surveyed	Number completed interviews
L = LATINO/SPANISH-SPEAKING POPULATION					
L1	Head Start	Spanish speaking	100	enrolled families	93
L2	Promotoras	Spanish speaking	100	clients in health classes	70
H = HOMELESS POPULATION					
H1	M Lewis Memorial Shelter	homeless		new households	49
H2	Prado Day Center	homeless	100	new households	78
H3	EOC Case Management	homeless	137	new households	27
H4	ECHO Shelter	homeless	22	new households	12

A = FRAIL/DEPENDENT ADULTS					
A1	Tri-counties Regional	disabled adults	850	random selected	389 collectively
A2	In Home Support (IHSS)	disabled - all ages	2000	dependent adults & seniors	
A3	HIV Consortium	walk-in clients	200	random selected	
A4	County Mental Health	mentally ill	70	random selected	
A6	County Drug/Alcohol	substance abusers	200	Adult Treatment program	
A7	County Victim Witness	crime victims		senior clients	
A8	Adult Abuse Prevention	ongoing clients/year	300	ongoing clients/month	
A9	Life Steps	frail seniors	125	Linkages Program	
	Life Steps	Wisdom Center	14	center-based program	
A10	Community Health Centers	low income	60	homeless mentally ill	
A11	Transitions	mental health clients	150	social rehab programs	
A12	LifeSpan Caring Callers	frail seniors	100	in-home visits mid-May	
A13	LifeSpan ADCare	Alzheimer's patients	45	day care center clients	
	Total				

The Number column is a rough approximation of the number of clients/patients/member each organization has at any one point in time. This is provided to give the reader a gauge of the magnitude of the population served by each.

What Do The Results Represent: Ideally, surveying members of a specific group, such as the homeless, for example, would include selecting a representative sample of such individuals. Doing so would allow us to project the results to all members of the group.

Selecting a representative sample requires knowledge of the total population (universe in sampling jargon) of a group. However, there is no easy way to identify the universe for any of the three groups targeted in this survey. Therefore, the samples of people interviewed were selected in a non-scientific way that does not allow us to make inferences about the total population from the answers of those who were interviewed.

Does that mean the results have no value? No. The information learned from these interviews is still better, in most cases, than that previously available. And comparing the answers of the target groups with the general population (Countywide Telephone survey) at least gives the reader an indication of how the target groups differ from others. Still, the

reader is cautioned that using the Target Group results to assert, for example: “X percent of the county’s homeless population say they last visited a doctor for a routine checkup within the past year” would not be appropriate.

Interviewing: The Economic Opportunity Commission (EOC) gained the participation of the nineteen cooperating organizations, and coordinated the data collection. The EOC also fine tuned the Spanish version of the questionnaire, and printed both versions of the questionnaire.

The EOC advised the cooperating agencies on how to select the specific individuals to be interviewed. Some of the organizations serve clients beyond the specific groups of interest in the Target Group survey. They were advised on the importance of limiting the interviewing to members of the target groups. Wherever possible, the organizations were asked to use random selection to determine who would be interviewed. Ultimately, neither ACTION nor the EOC had control over who was selected or how the interviews were conducted.

In most cases, the questionnaire was read and answered by the individual in the target group. In others, an agency worker read the questions and recorded the answers.

Results: The USCB Social Science Survey Center keyed the answers, and prepared tables showing the answers to all of the telephone survey questions, for all 728 respondents, and for each of 28 subgroups in six categories. Those categories are:

- Low income Latinos
- Homeless
- Frail/dependent adults:
 - Total
 - Under 60 years of age
 - Over 60 years of age
- No telephone
- Language:
 - Spanish used most, total
 - Also fluent in English
 - Not fluent in English
- Each cooperating organization

The United Way website provides access to Excel files containing these tables. There is one Excel file showing the answers for all 728 respondents, and one file for each of the categories listed above.

On the web menu showing the Excel files there is also a menu choice for How To Read The Tables. This information is repeated in each Excel file in the ReadMe tab.

Comparability: ACTION conducted other targeted surveys, variously called community surveys or face-to-face surveys, in 1999 and 2001. However, the samples and objectives have changed each time, and the results of those earlier surveys are not comparable to the 2003 Target Group survey results.

However, the results of the 2003 Target Group surveys can be compared with the results of the 2003 Countywide Telephone survey. In deed, allowing such comparisons is one of the

objectives of conducting the Target Group survey. Such comparisons will allow the reader to judge whether the opinions, attitudes and behaviors of the target groups are the same as or different from the general population.

Citation: Readers are encouraged to use, and publish, the results of the 2003 Target Group Survey, as well as other data contained in the ACTION for Healthy Communities reports. When publishing such data please identify the source as “ACTION for Healthy Communities 2003 Target Group Survey.”

Contact Information: If you have questions about the 2003 Target Group Survey please contact:

ACTION for Healthy Communities
c/o San Luis Obispo County Community Foundation
P.O. Box 1580
San Luis Obispo, CA 93406
Voice: 805-543-2323
Fax: 805-543-2346
E-mail: jwolf@slocf.org

SAN LUIS OBISPO TARGET GROUP SURVEY

Schools, government agencies, and non-profit organizations throughout San Luis Obispo County are conducting a survey of the quality of life of County residents. Your opinions are crucial to help develop plans for the community during the next few years. Please take a few minutes to give us your opinions. Please, only adult residents of San Luis Obispo County should complete this survey. **Just circle the number next to your answer or answers.**

1. How concerned are you about the following issues in your community? For each one, please answer "Very Concerned," "Somewhat Concerned" or "Not at All" concerned.

	<u>Very Concerned</u>	<u>Somewhat Concerned</u>	<u>Not At All Concerned</u>
Traffic congestion.....	1	2	3
Drug, tobacco and alcohol abuse	1	2	3
Family violence	1	2	3
Child abuse	1	2	3
Senior abuse.....	1	2	3
Racism.....	1	2	3
Crime.....	1	2	3
Homelessness	1	2	3
Employment opportunities	1	2	3
Gangs or teen violence	1	2	3
Housing costs	1	2	3
Building in open space	1	2	3
Loss of wildlife habitat	1	2	3
Water quality.....	1	2	3
Air pollution.....	1	2	3
Local public schools.....	1	2	3
Access to cultural opportunities.....	1	2	3

2. How safe would you say you feel in your neighborhood? (Circle one number)

- Very safe 1
- Somewhat safe
- Not at all safe.....

3. Do you, or does anyone in your household, have a permanent physical or mental condition that substantially limits a major life activity, such as bathing, dressing, stair climbing, shopping, or managing one's money?

- Yes
- No

4. Who helps that person perform these activities? (Circle all that apply)

- Relative/family member.....
- Neighbor/friend/church member
- Someone from a government agency

Someone from a private or non-profit organization..... 4
 Other (write in) _____

5. Are you, or is anyone else in your household, the caregiver to a . . . ?

	<u>Yes</u>	<u>No</u>
Disabled child	1	2
Disabled adult.....	1	2
Older person (over 60 years of age).....	1	2

6. Is the amount you pay for housing, including utilities, such as gas and electricity ?

Less than one-third of your income.....	1
Between one-third and one-half of your income	2
More than one-half of your income	3

7. In any given month, do you have to go without basic needs such as food, clothing, childcare, housing or health care?

No	1	→ Skip to Question 9
Yes	2	→ What do you go without? ,
Food	1	
Childcare.....	2	
Health care	3	
Clothing	4	
Housing	5	

8. For each one you go without (prior question), why do you go without it?

	<u>Food</u>	<u>Childcare</u>	<u>Health Care</u>	<u>Clothing</u>	<u>Housing</u>
No money to pay for it	1	1	1	1	1
Don't know where to get it.....	2	2	2	2	2
No transportation available to get to it	3	3	3	3	3
Unable to travel to get it/home bound	4	4	4	4	4
Other (write in)	5	5	5	5	5

9. How long has it been since you last visited a doctor for a routine check up?

Within the past year	1
1-2 years	2
3-5 years	3
More than 5 years ago	4
Never	5

10. Have you or a member of your household needed health care in the past year and been unable to receive it because you could not afford it?

Yes..... 1
 No..... 2

11. Have you ever felt the need to talk to a mental health professional but have not had the money or insurance to do so?

Yes 1
 No 2

12a. Do you have health insurance?

Yes 1 → Skip to Question 13
 No 2 → Continue with Question 12b

12b. Why not?

Too expensive/can't afford it 1
 Employer does not offer health insurance 2
 Covered by MediCal/Medicare/VA 3
 Other (write in) _____

13. In general, would you say your physical health is?

Excellent 1
 Very good 2
 Good 3
 Fair, or 4
 Poor..... 5

14. How old are you?

Age: _____

IF YOU ARE LESS THAN 55 YEARS OLD, PLEASE SKIP DIRECTLY TO QUESTION 16

15. If you are 55 or older, please indicate if each of the following items is a "Major Problem," a "Minor Problem," or "Not a Problem" for you personally:

	<u>Major Problem</u>	<u>Minor Problem</u>	<u>Not A Problem</u>
Housing.....	3	2	1
Transportation.....	3	2	1
Loneliness.....	3	2	1
Not Having Enough Money.....	3	2	1
Taking Care Of Yourself Physically.....	3	2	1
Getting Prescription Drugs.....	3	2	1
Dental Care.....	3	2	1
Eating Nutritious Food.....	3	2	1

Yes 1
No 2

Thank you very much for your help!

FOR OFFICE USE ONLY: Org Code _____

ENCUESTA del CONDADO de SAN LUIS OBISPO

Escuelas, agencias del gobierno y otras organizaciones locales del Condado de San Luis Obispo están llevando a cabo una encuesta acerca de la calidad de vida de los residentes en el condado de San Luis Obispo. Sus opiniones son muy importantes para diseñar planes para la comunidad en el futuro. Por favor toma unos minutos para darnos sus opiniones. Por favor, solamente residentes adultos del condado de San Luis Obispo deben completar esta encuesta. **Círcula el número al lado de su respuesta/s.**

1. ¿Que tan preocupado esta usted acerca de los siguientes temas en su comunidad? Para cada una, favor de contestar “Muy Preocupado,” “Algo Preocupado,” Nada Preocupado.”

	Muy <u>Preocupado</u>	Algo <u>Preocupado</u>	Nada <u>Preocupado</u>
Congestión del tráfico	1	2	3
Abuso de Drogas, tabaco, y Alcohol	1	2	3
Violencia Doméstica	1	2	3
Abuso infantil	1	2	3
Abuso de personas mayores	1	2	3
Racismo	1	2	3
Crimen	1	2	3
Personas sin vivienda	1	2	3
Oportunidades de Empleo	1	2	3
Pandillas o violencia en la juventud	1	2	3
Costo de la vivienda.....	1	2	3
Construcciones en las zonas libres.....	1	2	3
Pérdida de hábitat de animales	1	2	3
Calidad del agua	1	2	3
Contaminación del aire	1	2	3
Las Escuelas Públicas	1	2	3
Acceso a eventos culturales	1	2	3

2. ¿Qué tan seguro se siente usted en su comunidad? (Círcula uno)

Muy seguro.....1
 Algo seguro2
 Nada seguro3

3. ¿Usted o alguien en su hogar padece de alguna incapacidad física o mental que limite substancialmente algunas actividades cotidianas tales como poder bañarse, vestirse, subir escaleras, ir de compras o poder manejar su dinero?

Sí 1 → continúe con la pregunta 4
 No 2 → pase a la pregunta 5

4. ¿Quién ayuda a la persona incapacitada con estas actividades? (Circula todas las repuestas que aplican)?

Un familiar1
 Vecino/ amigo/ alguien de la iglesia2
 Alguien que trabaja por una agencia del gobierno3

Alguien de una organización privada o no lucrativa 4

Otro (escriba aquí).....

5. ¿Es usted o otra persona en su hogar responsable del cuidado de..

	<u>Sí</u>	<u>No</u>
Un niño/ niña incapacitado(a)	1	2
Un adulto incapacitado	1	2
Persona mayor incapacitada.....	1	2

6. ¿La cantidad que usted paga para vivienda, incluyendo gas, agua, electricidad, etc?

Menos que un tercio de sus ingresos 1
En medio de un tercio y la mitad de sus ingresos..... 2
Mas que una mitad de sus ingresos 3

7. ¿En cualquier mes, ha tenido usted que abstenerse de necesidades básicas como comida, ropa, cuidado de niño/s, vivienda o servicios médicos?

No 1 → Pase a la pregunta 9
Sí 2 → Si es así, ¿que les hace falta?

Comida 1
Cuidado de niños 2
Servicios médicos..... 3
Ropa..... 4
Vivienda 5

POR CADA NECESIDAD QUE TUVIERON (Pregunta 7) PREGUNTE:

8. ¿Cuál fue la razón?

	<u>Comida</u>	<u>Cuidado de niño</u>	<u>Servicios médicos</u>	<u>Ropa</u>	<u>Vivienda</u>
No-dinero para poder pagar	1	1	1	1	1
No se donde ir para pedir ayuda	2	2	2	2	2
No-transportación disponible para ir	3	3	3	3	3
No puede salir de la casa	4	4	4	4	4
Otro (escriba aquí)	5	5	5	5	5

9. ¿Cuánto tiempo ha pasado desde su última visita al doctor para un examen?

Durante el año pasado 1
1-2 años 2
3-5 años 3
Más de 5 años..... 4
Nunca..... 5

10. ¿Durante el año pasado, ¿hubo alguien en su casa que necesitó servicios médicos pero no pudo recibirlos por falta de dinero?

Sí 1
No 2

11. ¿Ha sentido usted alguna vez la necesidad de hablar con un especialista en salud mental pero no ha tenido el dinero o el seguro médico para hacerlo?

- Sí 1
- No 2

12a. ¿Tiene usted seguro médico?

- Sí 1 → pase a la pregunta 13
- No 2 → continúe con la pregunta 12b

(SI LA RESPUESTA ES NO, PREGUNTE:)

12b. ¿Porqué no?

- Muy caro/ no puedo pagar..... 1
- El empleador no ofrece seguro de salud 2
- Tengo Medi-Cal/ Medicare/ Veteranos 3
- Otro (escriba en) _____

13. ¿En general diría usted que su salud física es?

- Excelente 1
- Muy buena 2
- Buena..... 3
- Regular 4
- Mala 5

14. ¿Cuántos años tiene usted?

Edad: _____

Sí usted tiene menos de 55 años de edad, pase a la pregunta 16.

Si usted tiene 55 años o más contesta la siguiente pregunta.

15. ¿Dígame por favor si cada una de las siguientes categorías es "Un gran problema", "Un problema Menor", o "No es un problema" para usted personalmente:

	<u>Gran Problema</u>	<u>Menor Problema</u>	<u>No es un Problema</u>
Vivienda	3	2	1
Transportación	3	2	1
Soledad	3	2	1
No tener suficiente dinero.....	3	2	1
Cuidarse usted mismo físicamente.....	3	2	1
Medicinas de su receta medica	3	2	1
Cuidado dental	3	2	1
Comer alimentos	3	2	1
Cuidado personal en casa	3	2	1

16. ¿En que ciudad / pueblo vive usted, o cuál es la ciudad / pueblo más cercano donde vive?

Ciudad / pueblo: _____

17. ¿Cuál de las siguientes categorías describe mejor su origen étnico?

- | | | | |
|-------------------|---|-------------------------|---|
| Anglosajón | 1 | Nativo Americano | 5 |
| Latino | 2 | Afro-Americano | 6 |
| Asiático..... | 3 | Otra (especifique)..... | |
| Multi-racial..... | 4 | | |

18. ¿ Incluyéndose cuántas personas viven en su casa y como son relacionados a usted?

Cantidad de personas en la casa: _____

Cantidad que es familia _____

Cantidad que son amigos _____

Cantidad que son otros _____

19. De las personas que viven en su casa ¿cuantos trabajan? (mayores de 18 años)?

Trabajadores: _____

20. ¿Esta usted desamparado (¿por falta de vivienda?)

Sí 1

No 2

21. ¿Hay alguna línea de teléfono activa en su hogar?

Sí 1

No 2

22. Es usted:

Hombre 1

Mujer 2

23a. ¿Cuale es su primer idioma?

Inglés 1

Español 2

24b. ¿Si Español es su primer idioma, usted domina el Inglés?

Sí 1

No 2

Muchas gracias por su ayuda!

FOR OFFICE USE ONLY:

Org. Code: _____