



2002 AARP Louisiana Member Opinion Survey

February 2003



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Report Prepared by Joanne Binette

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AARP is a nonprofit, nonpartisan membership organization dedicated to making life better for people 50 and over. We provide information and resources; engage in legislative, regulatory and legal advocacy; assist members in serving their communities; and offer a wide range of unique benefits, special products, and services for our members. These include *AARP The Magazine*, published bimonthly; *AARP Bulletin*, our monthly newspaper; *Segunda Juventud*, our quarterly newspaper in Spanish; *NRTA Live & Learn*, our quarterly newsletter for National Retired Teachers Association members; and our Web site, www.aarp.org. We have staffed offices in all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands.

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Survey Highlights

The *AARP Louisiana Member Opinion Survey* was conducted from October 9 through November 9, 2002. A sample of 2,000 AARP members in Louisiana was selected from AARP's membership database. Fifty percent of the sampled Louisiana members returned surveys by the due date, providing 998 useable surveys for analysis.

- Louisiana members are extremely concerned about making sure that their pension benefits or retirement savings are safe and secure and having access to affordable prescription drugs.
- The top legislative priorities of Louisiana members are access to affordable prescription drugs and the availability, cost, and quality of health care.
- Members say it would be important to be able to choose and receive long-term care services at home. If faced with a need for long-term care, most Louisiana members prefer to pay a nurse or aide or have family and friends provide in-home care.
- Members support increasing funding for services that would allow persons to stay in their own homes longer, even if it meant reducing funds for nursing homes.
- Louisiana members believe ensuring the availability of a broad range of long-term care services that help persons stay in their own home should be a top or high priority for AARP.

Table of Contents

About This Survey	2
Findings	3
Member Concerns	3
Member Interaction with AARP	5
Member Legislative Priorities	8
Member Experience and Opinions on Long-Term Care	10
Demographic Characteristics	17
Conclusions	18
References	19
Appendix A: Core Question Tables	20
Appendix B: Segments at a Glance	25
Appendix C: Annotated Questionnaire	29

About This Survey

This mail survey of AARP members in Louisiana explores their concerns, state legislative priorities, preferences for involvement with AARP, and preferences for receiving information from AARP. It also examines members' experiences and opinions on long-term care services in Louisiana.

AARP conducted the *AARP Louisiana Member Opinion Survey* from October 9 through November 9, 2002. A random sample of 2,000 AARP members in Louisiana, proportionally stratified by three age segments—50 to 59, 60 to 74, and 75+, was selected from AARP's membership database. Each sampled member was contacted about the survey in four ways: a pre-notification postcard, the survey itself, a reminder postcard, and a second survey. Fifty percent of the sampled Louisiana members returned surveys by the November 9 cut-off date, providing 998 useable surveys for analysis. Thus, the survey has a sampling error of plus or minus 3.2 percent.¹ Survey responses were weighted to reflect the distribution of the age segments in the member population of Louisiana. Due to rounding of the weights, the final number of cases for the weighted dataset is 999.

This report summarizes weighted overall findings on all the topics covered in the survey. The report also discusses substantive differences among AARP's key target age segments (50 to 59, 60 to 74, and 75+) on top-rated survey topics. Throughout the report, statistics representing member responses are reported in percentages. In some instances, percentages are small and may not seem to represent a significant proportion of members, yet when projected to the total Louisiana membership the actual number of people may be substantial. As of January 31, 2003, the number of AARP members in Louisiana was 443,583.

This report also contains three appendices: the **Core Question Tables** contains the three age-segment responses for each item in four core questions; **Segments at a Glance** summarizes top-rated findings for each target age group; and the **Annotated Questionnaire** is an actual survey with the weighted percent of Louisiana members selecting each response category for each item.

¹ This means that in 95 out of 100 samples of this size, the results obtained in the sample would fall in a range of 3.2 percentage points of what would have been obtained if every AARP member in Louisiana age 50 or older had been surveyed.

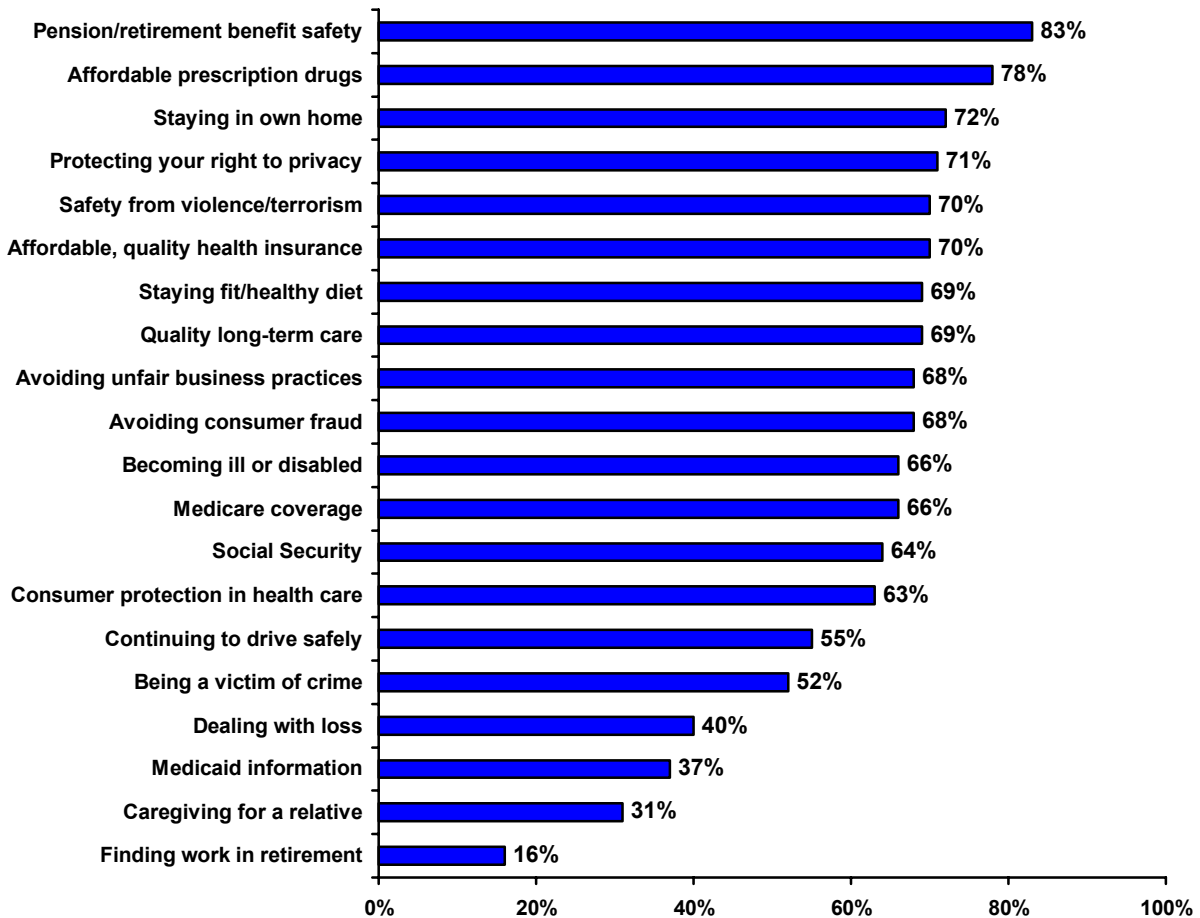
Findings

Member Concerns

What issues concern Louisiana members the most?

Over eight in ten Louisiana members express extreme concern about making sure that their pension benefits or retirement savings are safe and secure. Nearly four in five rate having access to affordable prescription drugs as an extreme concern. A second tier of concerns emerge among at least seven in ten Louisiana members including staying in their homes as they get older, protecting their right to privacy, keeping their family safe from acts of terrorism and violence, and having affordable quality health insurance. Eight issues comprise a mid-tier of extreme concerns among at least six in ten members including having high quality long-term care and staying physically fit or maintaining a healthy diet.

Extreme Concerns among Louisiana Members
Weighted N = 999



Members age 60 and older are more likely to express extreme concern about five out of six of the top rated issues—the safety of pension benefits or retirement savings, access to affordable prescription drugs, staying at home as they get older, protecting their right to privacy, and keeping their family safe from the acts of terrorism and violence. Members age 50 to 59 are more likely to say finding affordable, high quality health insurance is an extreme concern than older members. See Appendix A for age segment differences in the 20 issues rated in the survey.

In 2000, AARP members in Louisiana rated a different list with 18 issues on the same concern scale. Among the top issues from 2000 to 2002, extreme concern for the safety of pension benefits or retirement savings (76% vs. 83%) and having high quality long-term care (64% vs. 69%) increased. Extreme concern for staying at home as they age (69% vs. 72%) and staying physically fit and maintaining a healthy diet (67% vs. 69%) increased marginally.

Members' Extreme Concerns			
	2000	2002	% Difference
Safe and secure pension benefits/savings	76%	83%	+7
Having access to affordable prescription drugs	*	78	
Staying in your own home as you age	69	72	+3
Protecting your right to privacy	*	71	
Keeping family safe from the acts of terrorism and violence	*	70	
Having money to meet daily expenses	69	*	
Staying physically fit and maintaining a healthy diet	67	69	+2
High-quality long-term care	64	69	+5

* This issue was not measured in the survey.

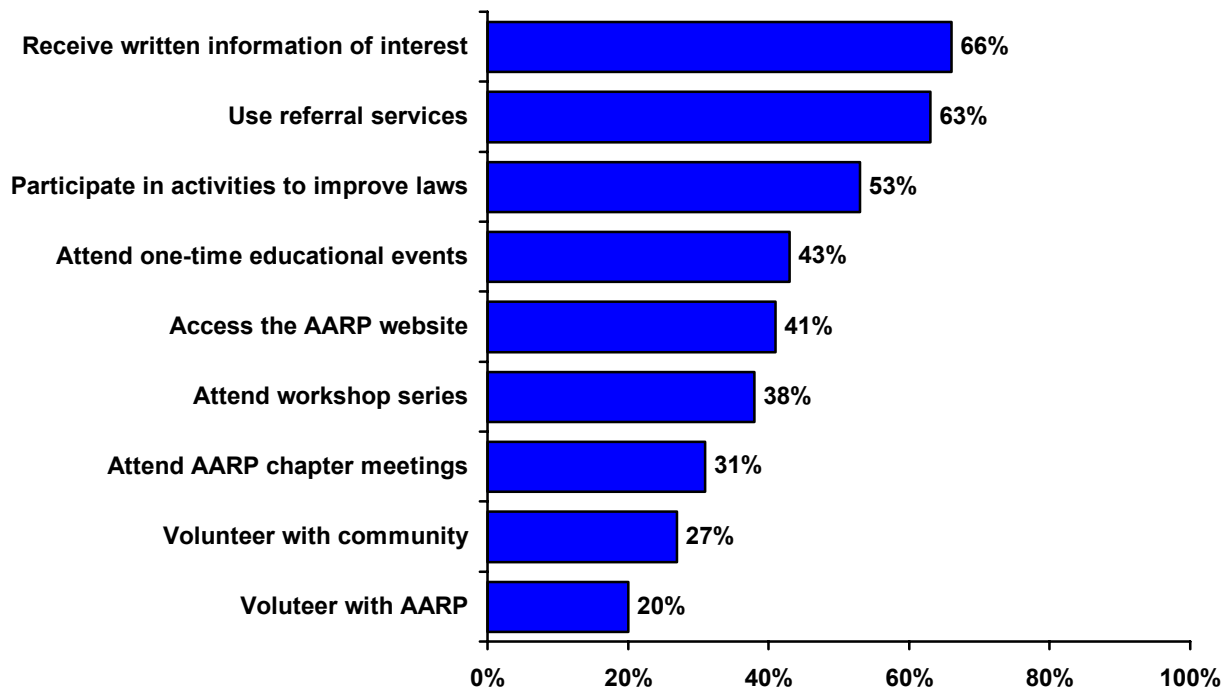
Member Interaction with AARP

What types of opportunities through AARP would Louisiana members use?

From a list of nine opportunities that AARP could provide in Louisiana to address member interests and concerns, the top three opportunities members would personally use are:

- Written information on topics of interest or concern the them
- Referral services to help find resources and services in their community
- Activities to improve state laws, policies, regulations, or practices that affect them

Opportunities Louisiana Members Would Personally Use Weighted N = 999



Members under age 75 are more likely than older members to say they would personally use written information (67% vs. 63%) or attend one-time educational events (46% vs. 30%) on topics of interest or concern to them. Members age 50 to 59 are more likely than older members to say they would personally use referral services (66% vs. 62%). Younger members are also more likely to access the AARP website than older members (50-59: 57% vs. 60-74: 36%, 75+: 27%). See Appendix A for age segment differences in the seven listed opportunities in the survey.

In 2000, the AARP Louisiana Member Opinion Survey asked members about a similar list of opportunities AARP could provide. However, members rated these opportunities to address member interests and concerns on a five-point scale from "definitely would use" to "definitely would not use." When comparing those in 2000 who would "definitely" or "probably use" the opportunities with those in 2002 who would "personally use" the same opportunities, the results are very different.

Members in 2002 were less likely than members in 2000 to say they would use five out of the nine opportunities provided by AARP in their community. Members in 2002 are much less likely to say they would personally use one-time educational events, volunteer with a community organization, receive written information, volunteer with AARP, or attend a workshop compared to members in 2000 who say they would definitely or probably use these opportunities.

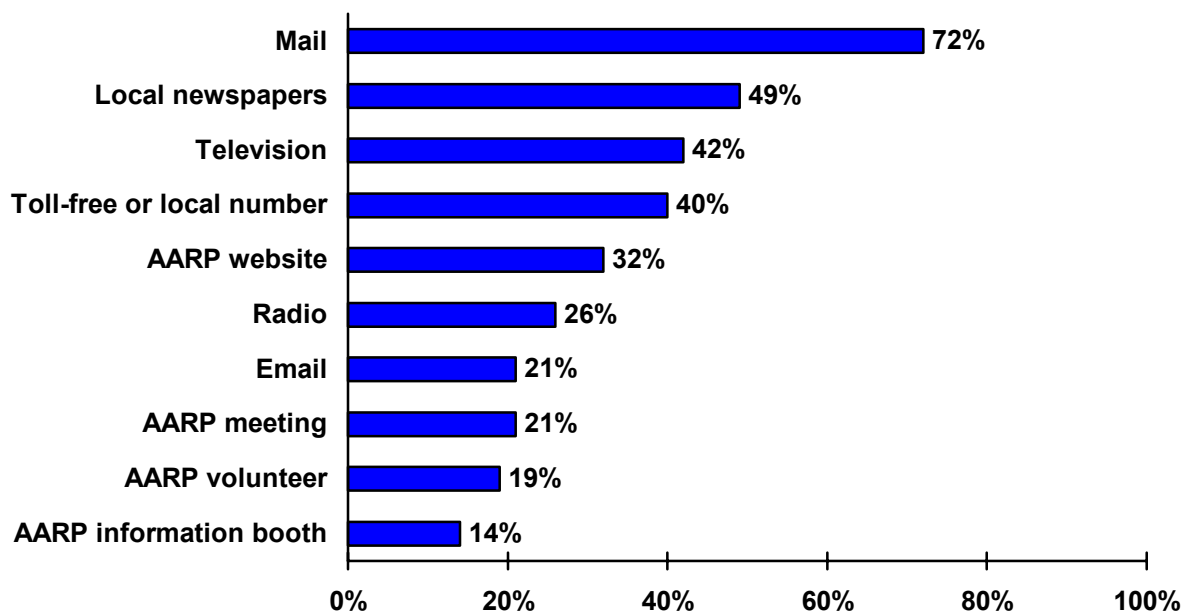
Members in 2002 are much more likely to participate in activities to improve state laws and access AARP's website than members in 2000. Members in 2002 are somewhat more likely to attend Chapter meetings compared to members in 2000.

Members' Use of Opportunities AARP Provides			
	2000 Definitely/ Probably Use	2002 Personally Use	% Difference
Receive written information	74%	66%	-8
Use referral services	63	63	0
Participate in activities to improve state laws, policies, regulations, or practices that affect you	42	53	+11
Attend one-time educational events	53	43	-10
Access the AARP website	35	41	+6
Attend a workshop series or several meetings/classes	40	38	-2
Attend AARP Chapter meetings	30	31	+1
Volunteer time with a worthy organization	37	27	-10
Volunteer with AARP	27	20	-7

How do Louisiana members want to find out about AARP activities?

Over seven in ten Louisiana members say that they would like to find out about AARP programs, services, and activities in their community by mail. Roughly half say they would like to read about local AARP activities in community newspapers while about four in ten would prefer the television or a toll-free number.

Options for Learning About AARP Activities in the Community Weighted N = 999



Members age 60 and older are more likely than younger members to want to read about AARP activities in newspapers (52% vs. 41%). Younger members (76%) are more likely than those age 60 to 74 (70%) and ages 75+ (72%) to say they would like to receive information by mail. Younger members (54%) are also more likely than those ages 60 to 74 (29%) or ages 75+ (10%) to say they would like to use an online computer service to access AARP information. See Appendix A for age segment differences in the ten ways to find out about AARP activities.

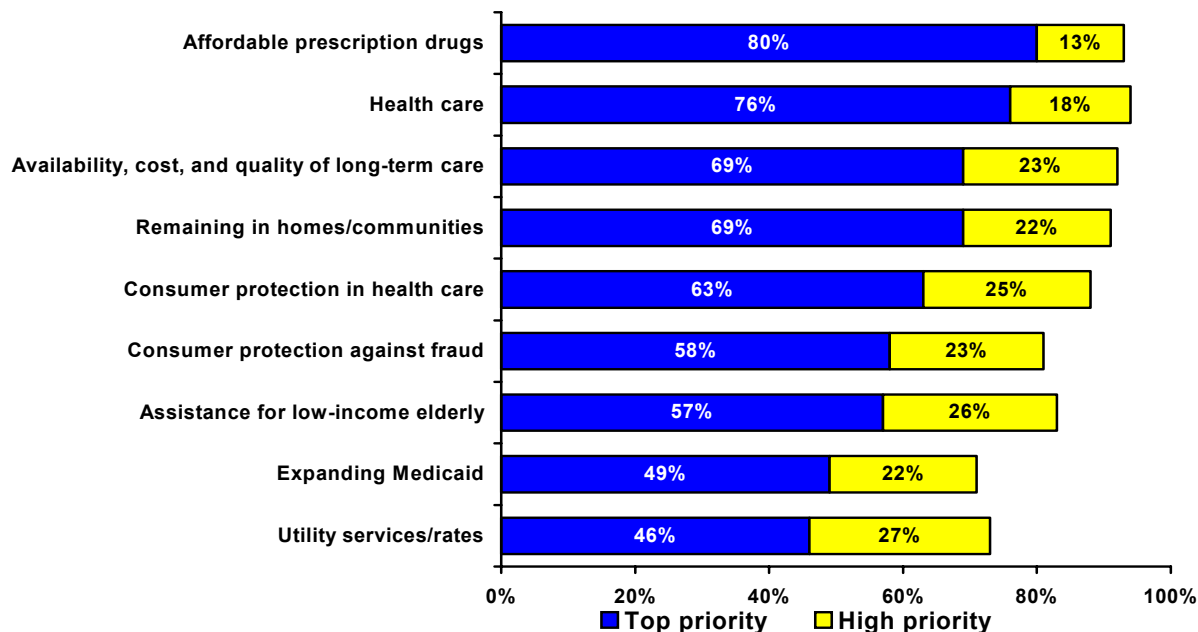
From 2000 to 2002, member response does not shift for any of the top five ways they would like to find out about AARP activities.

Member Legislative Priorities

What are the top legislative priorities for Louisiana members?

Over nine in ten Louisiana members rate access to affordable prescription drugs; the availability, cost, and quality of health care; long-term care services; and remaining in their own homes as they age as top or high legislative priorities for AARP Louisiana.

Top and High Priority Legislative Issues for Louisiana Members Weighted N = 999



The issue of availability, cost, and quality of health care has similar top priority ratings across the age segments. However, members 60+ are more likely than younger members to rate access to affordable prescription drugs (82% vs. 76%); the availability, cost, and quality of long-term care services (71% vs. 63%); how older persons can remain in their own homes or communities as they age (73% vs. 59%); and consumer protections for health insurance (64% vs. 58%) as top legislative priorities. See Appendix A for age segment differences in the nine legislative priorities rated in the survey.

The 2000 AARP Louisiana Member Opinion Survey asked members to rate the legislative priority of 12 issues. The next table shows that members' top priority ratings for issues rated in both surveys have all greatly increased from 2000 to 2002.

Members' Top Priority Rating of Common Issues in 2000 and 2002			
	2000	2002	% Difference
Health care issues (cost, quality, and availability)	52%	76%	+24
Consumer protection standards for health insurance including managed care	42	63	+21
Remaining in their own homes or communities as they age	50	69	+19
Consumer protection against fraud	38	58	+20
Long-term care services ²	39	69	+30
Assistance programs for older, low-income state residents	35	57	+22
Expanding Medicaid ³	28	49	+21
Utility rates and services	32	46	+14

Of note among the increases:

- Far fewer members (39%) in 2000 rated "issues concerning long-term care services" as a top priority for AARP than members (69%) did in 2002. Note, however, that members rate the "availability, cost, and quality of long-term care services" in the 2002 survey.
- The issue of availability, cost, and quality of health care increased by 24 percentage points from 52% in 2000 to 76% in 2002.

² This question was stated differently from 2000 to 2002. In 2002, we ask about the "availability, cost, and quality of long-term care services" rather than just "issues concerning long-term care services."

³ In 2002, we include the definition of Medicaid in the question.

Members' Experience and Opinions on Long-Term Care

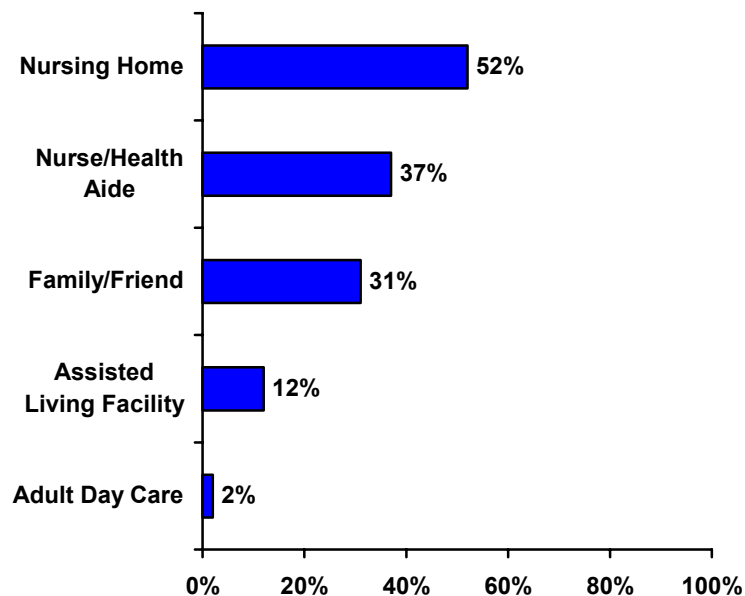
Have Louisiana members needed long-term care in the last five years?

One in four (25%) Louisiana members or members of their families needed long-term care within the past five years. This translates into about 111,000 members who have had experience with long-term care.

Members who needed long-term care in the past five years were asked where they or their family received that care. They were allowed to give more than one response. Over half used nursing homes.

More than three in ten had services provided by a family member or friend, and nearly four in ten had a nurse or health aide.

**Type of Long-Term Care Services Used
(Weighted n = 254)**



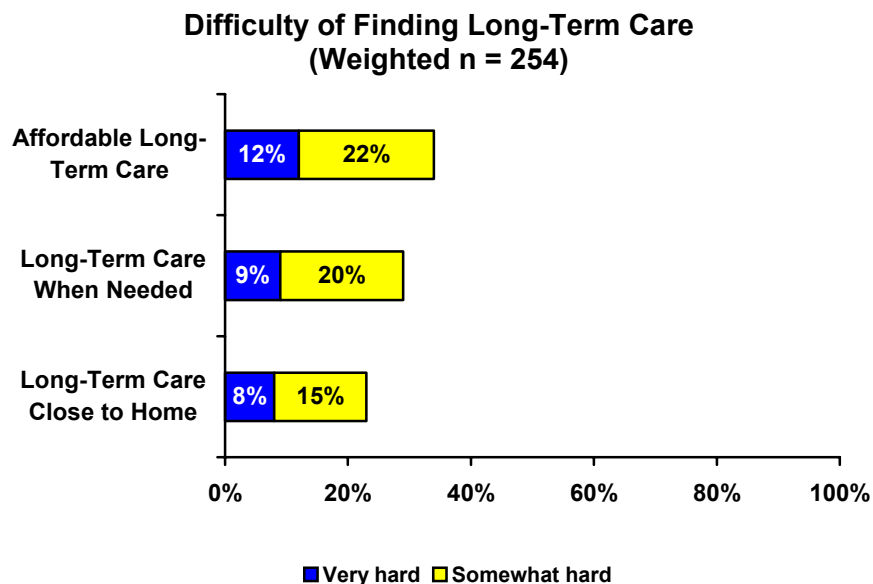
How do Louisiana members rate the quality of long-term care received?

Those who personally used or had any member of their family use long-term care services were asked about their experience with these services.

- Nine in ten Louisiana members rated the quality of in-home care from family and friends as excellent (59%) or good (31%).
- Eight in ten rated in-home care from a skilled health professional or health aide as excellent (39%) or good (41%).
- About six in ten rated care in a nursing home as excellent (16%) or good (46%).

How hard was it for Louisiana members to find long-term care?

Among those needing long-term care services, more than one-third said it was very or somewhat hard to find *affordable care*, and about one in three said it was very or somewhat hard to find care *when* it was needed. Nearly one in four said it was very or somewhat hard finding long-term care *within a reasonable distance* from home.

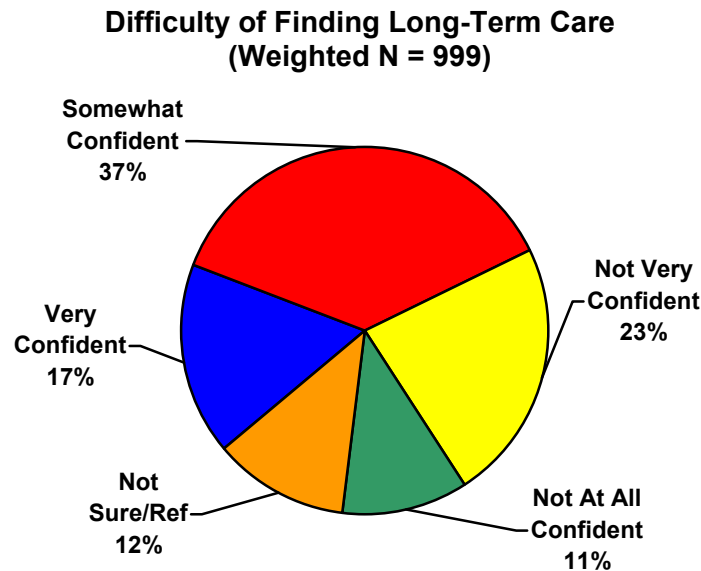


Will Louisiana members need long-term care in the next five years?

Over half of members say either they or a family member are very (24%) or somewhat (29%) likely to need long-term care within the next five years. If these projections hold true, over 235,099 Louisiana members will touch the long-term care system in this timeframe. Another quarter say they are not very (20%) or not at all (5%) likely to have a long-term care need within the next five years.

How confident are Louisiana members about finding appropriate long-term care services in their community?

Less than two in ten members are very confident (17%) that they would know how to find long-term care services in their community. Six in ten are only somewhat (37%) or not very confident (23%) that they will know where to find these services in their community.

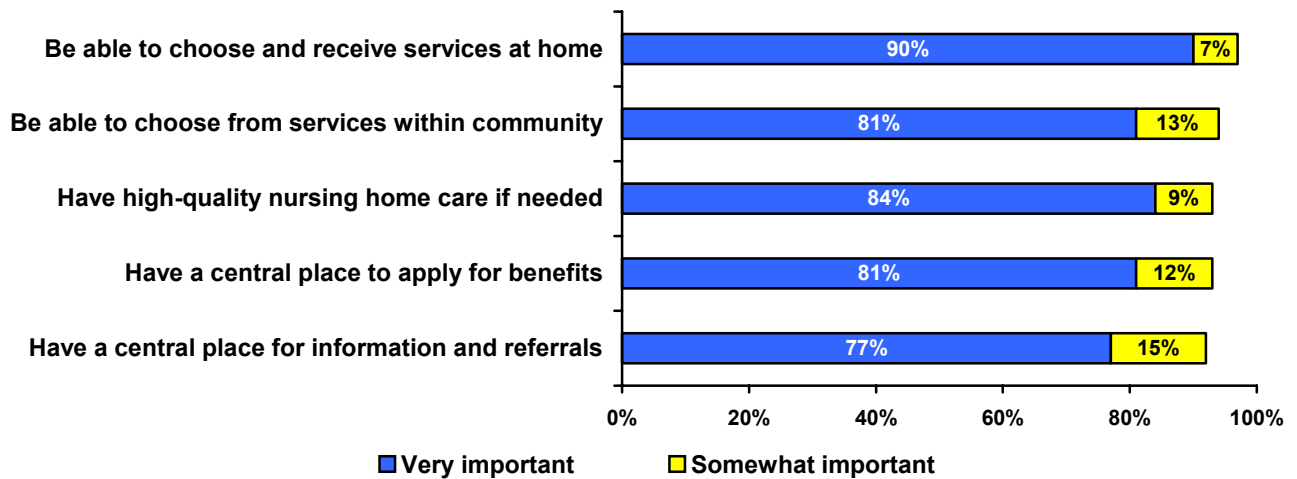


Members were provided a list of possible information sources and asked where they would go to find out about long-term care services. Most members choose their doctor (54%) or family or friend (40%). Other information sources cited by members are Area Agency on Aging (27%), AARP (24%), Health and Human Services (21%), and hospital discharge planners (21%). Fewer members choose telephone book (11%), clergy (9%), Internet (8%), and newspaper advertisement (5%).

How important are long-term care attributes to Louisiana members?

“Having the ability to choose and receive services at home” is important to nearly all Louisiana members with nine in ten saying it is *very important*. However, each attribute is nonetheless very important to about four in five or more AARP members in the state.

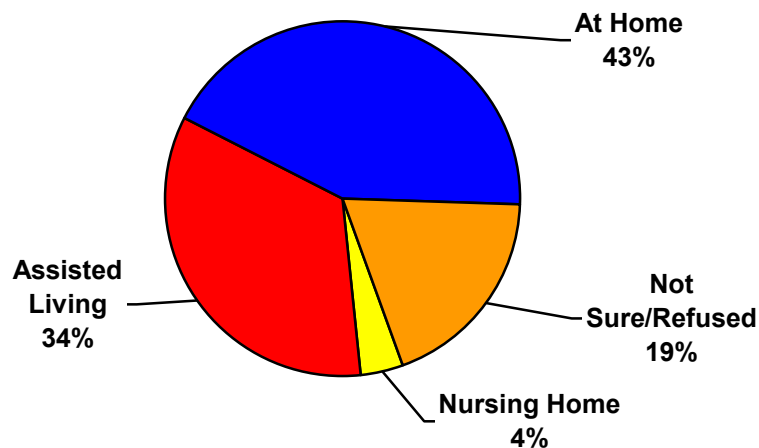
“If you or a family member needed long-term care services, how important would it be to you to...”
(Weighted N = 999)



Where do Louisiana members prefer to receive long-term care?

When asked specifically about where they would prefer that they or their family members receive needed long-term care, over four in ten prefer to stay at home by paying a nurse or aide to provide care (30%) or having family and friends provide the care (13%). More than a third (34%) would prefer a residential facility such as assisted living, and few (4%) prefer a nursing home.

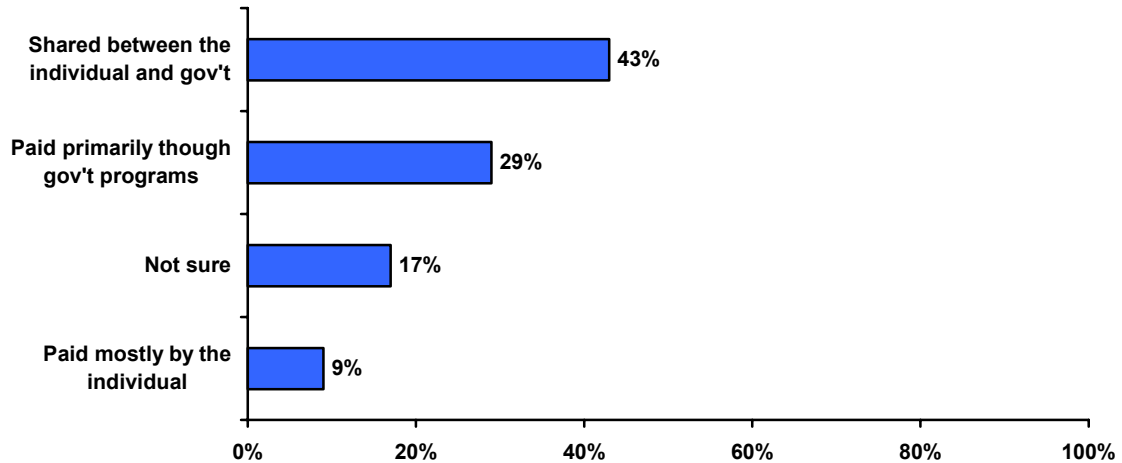
Where Louisiana Members Prefer to Receive Long-Term Care
(Weighted N = 999)



Who do Louisiana members think should pay for long-term care?

More than four in ten Louisiana members believe that the costs of long-term care should be shared between the individual and the government. Only one in ten think the individual receiving care should pay for their long-term care services either through their insurance or savings.

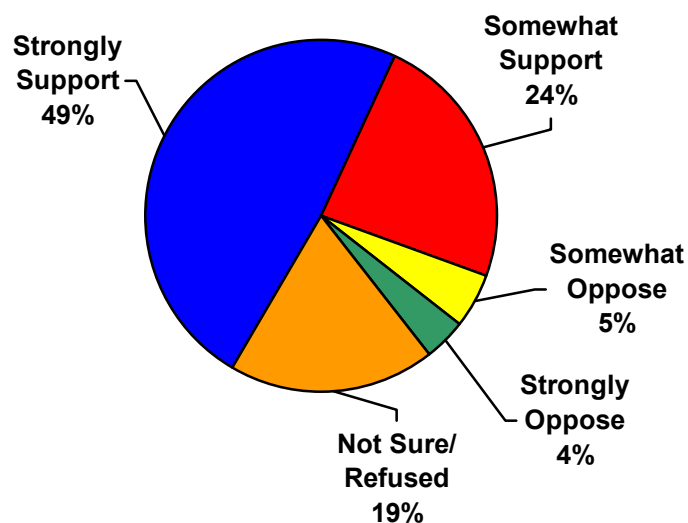
**Louisiana members' Views on How Long-Term Care Services Should Be Paid For
(Weighted N = 999)**



Do Louisiana members support increasing funding for services that allow people to stay in their own homes?

Nearly three-quarters of members strongly or somewhat support increasing funding for services that would allow persons to stay in their own home longer, even if it meant reducing funds for nursing homes. Only nine percent oppose increasing funding for services that allow persons to stay at home even if it meant reducing funding for nursing homes, while 19 percent are unsure.

Support for Increasing Funding for Services to Help People Stay in Their Own Home*
(Weighted N = 999)



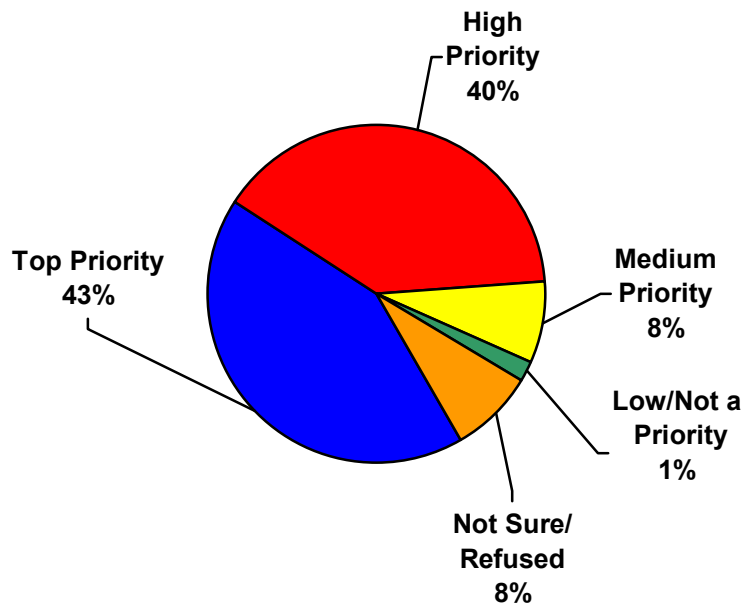
Members age 75 and older (52%) are more likely than members age 50 to 59 (43%) to strongly support increasing funding for services that would allow persons to stay in their own home longer, even if it meant reducing funds for nursing homes.

* Percents may not sum 100 due to rounding

How much of a priority is it for AARP to work on ensuring a range of long-term care services?

More than eight in ten members think that it should be a top or high priority for AARP in Louisiana to work on ensuring the availability of a broad range of long-term care services that will help persons stay in their own home.

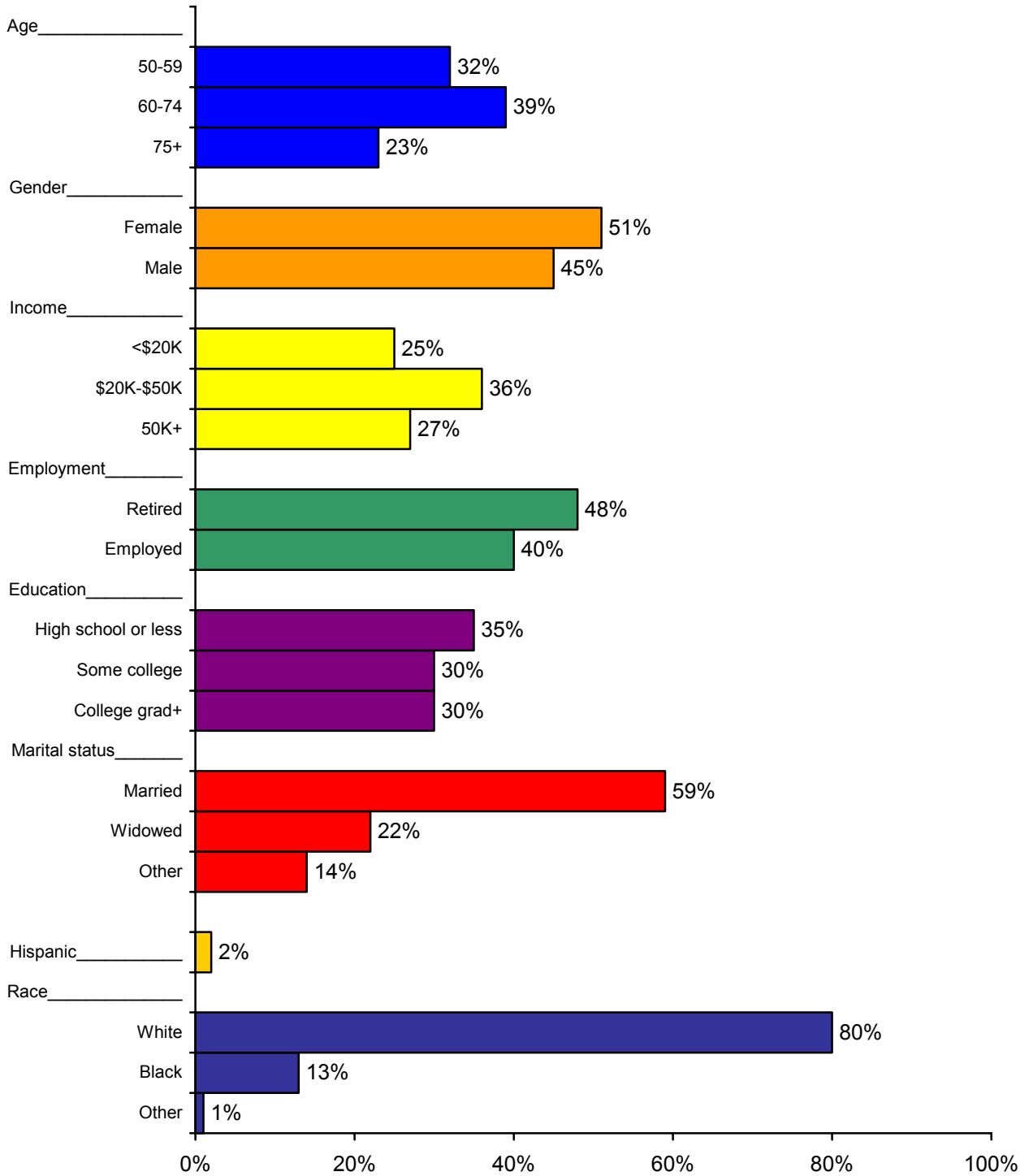
Priority for Ensuring Broad Range of Long-Term Care Services That Allow Persons to Stay in Their Own Home (Weighted N = 999)



Members 60 and older are more likely to say that ensuring the availability of a broad range of long-term care services that will help persons stay in their own home should be a top priority for AARP than younger members (48% vs. 32%).

Demographic Characteristics

Weighted N = 999



Conclusions

Overall, members' concerns and legislative priorities are consistent with AARP's strategic priorities. In particular, members express the most concern about making sure that their pension benefits and retirement savings are safe and secure; having access to affordable prescription drugs; staying in their own homes as they age; and protecting their right to privacy. Concern for the safety and security of pension benefits has increased by seven percentage points in the last two years. For the most part, members' top legislative priorities parallel these issues. Each age segment rates access to affordable prescription drugs as their top legislative priority. Members under age 75 rate the availability, cost, and quality of health care as their second priority while older members rate remaining in their own homes and communities as they age as their next priority.

Staying in their own homes as they get older is an important issue for Louisiana members. More than half anticipate needing long-term care for themselves or a family member in the next five years, and more than four in ten want to receive this care at home. Nearly all members think it is important to be able to choose and receive long-term care services at home. About three in four members support increasing funds for services that would allow persons to stay in their own home, even if it meant reducing funds for nursing homes. More than eight in ten Louisiana members believe ensuring the availability of services that will help persons to remain in their own homes should be a top or high legislative priority for AARP. AARP education and advocacy efforts that enable members to remain in their homes would serve most members.

More than a third of those who actually needed long-term care in the past five years say it was hard to find long-term care services they could afford, and one in three say it was hard to locate these services when needed. Nearly one in four say it was hard to find long-term care within a reasonable distance from home. Members needing long-term care services most often used a combination of nursing homes, or in-home care provided by family or friends, or in-home care by a nurse or health aide.

As AARP Louisiana engages in education or advocacy activities, member opinion about opportunities they would use and methods for contacting them about opportunities is instructive. Members are most likely to say they would personally use written information on topics of interest to them, use referral services, and participate in activities to improve state laws, policies, regulations, or practices that affect them. Although the questions were posed differently to members from 2000 to 2002, members appear to be much more likely to join AARP in advocacy efforts than they were two years ago. Direct mail is still the best way for members to learn about AARP activities in the community while local newspapers are the next best method.

References

AARP Research Group. (2000). *2000 AARP Louisiana Member Opinion Survey: Needs, Expectations, and Legislative Priorities*. Washington, DC: AARP.

Appendix A: Core Question Tables

Table 1
Extremely Concerned About Key Issues
By Age

	Percent Extremely Concerned			
	Age			
	Total (N=999)	50-59 (n=317)	60-74 (n=393)	75+ (n=225)
Safe and secure pension benefits/savings	83%	78%	84%	87%
Having access to affordable prescription drugs	78	73	78	83
Staying in your own home as you age	72	65	73	77
Protecting your right to privacy	71	65	73	76
Keeping your family safe from acts of terrorism and violence	70	57	75	79
Finding affordable, high quality health insurance	70	74	70	66
Staying physically fit/maintaining a healthy diet	69	62	71	74
Having high quality long-term care	69	61	72	75
Avoiding business practices that are unfair or fraudulent	68	58	73	76
Avoiding consumer fraud	68	62	68	75
Becoming ill or disabled	66	54	69	76
Having Medicare as a base for retirement health coverage	66	62	66	72
Having Social Security as base for retirement income	64	60	63	69
Having consumer protections in health care plans, including managed care	63	58	66	66
Continuing to drive safely	55	43	60	62
Being a victim of crime	52	42	54	60
Dealing with the loss of a family member	40	35	42	44
Having adequate information on Medicaid	37	34	39	41
Providing care or financial support	31	36	29	30
Finding work in retirement	16	22	16	10

Table 2
Would Personally Use Opportunity If It Were Offered in Louisiana
By Age

	Percent <i>Would Personally Use</i> the Opportunity			
	Age			
	Total (N=999)	50-59 (n=317)	60-74 (n=393)	75+ (n=225)
Receive written information	66%	67%	67%	63%
Use referral services	63	66	62	62
Participate in activities to improve state laws, policies, regulations, or practices	53	53	55	51
Attend one-time educational events	43	47	46	30
Access the AARP website	41	57	36	27
Attend a workshop series or several meetings/classes of interest	38	38	43	27
Attend AARP Chapter meetings	31	30	33	28
Volunteer your time with an organization in your community	27	27	32	17
Volunteer your time to an AARP activity	20	23	23	12
No answer	8	4	7	13

Table 3
How Louisiana Members Want To Find Out About AARP Activities
By Age

	Percent Who Want to Find Out by Each Method			
	Age			
	Total (N=999)	50-59 (n=317)	60-74 (n=393)	75+ (n=225)
Receive information by mail, such as letter, brochure, flyer	72%	76%	70%	72%
Read about local AARP activities in newspapers in your community	49	41	50	57
Tune in to a local TV channel or program	42	41	40	46
Call a toll-free or local telephone number for a pre-recorded list of AARP activities	40	41	45	32
Access AARP information online	32	54	29	10
Hear about them on a local radio station/program	26	25	26	26
Receive an email notification	21	34	18	7
Attend a meeting where AARP activities are described	21	17	24	22
Contact an AARP volunteer or AARP Chapter member	19	17	23	15
Visit an AARP kiosk, booth, or office in your community	14	15	14	12
No answer	5	1	4	9

Table 4
Top Legislative Priority Ratings for AARP in Louisiana
By Age

	Percent Top Priority			
	Age			
	Total (N=999)	50-59 (n=317)	60-74 (n=393)	75+ (n=225)
Access to affordable prescription drugs	80%	76%	81%	84%
Availability, cost, and quality of health care	76	75	76	74
Availability, cost, and quality of long-term care services	69	63	71	71
Remaining in own homes or communities as age	69	59	73	75
Consumer protection for health insurance, including managed care	63	58	66	61
Consumer protection against fraud	58	42	64	71
Assistance for older low-income residents	57	47	60	63
Expanding Medicaid	49	44	53	51
Utility services and rates	46	35	49	54

Appendix B: Segments at a Glance

Segments at a Glance Members Age 50 to 59*

(weighted base: 317)

Top Five Personal Concerns	78%	Secure pension benefits/retirement savings
	74%	Affordable, quality health insurance
	73%	Affordable prescription drugs
	65%	Protecting your right to privacy
	65%	Staying in your own home as you age
Top Five State Legislative Priorities	76%	Affordable prescription drugs
	75%	Availability, cost, and quality of health care
	63%	Availability, cost, and quality of long-term care
	59%	Remaining in own homes/communities as age
	58%	Consumer protections for health care
Top Five AARP-Provided Opportunities	67%	Receive written information
	66%	Use referral services
	57%	Access the AARP website
	53%	Participate in activities to improve state laws
	47%	Attend one-time education events
Top Five Methods for Learning about AARP Activities	76%	Receive written information
	54%	Access AARP information online
	41%	Read about in local newspaper
	41%	Tune in to a local TV channel or program
	41%	Call a toll-free or local telephone number

* There are 92,526 member households in Louisiana where the primary member is age 50 to 59. This translates into 150,818 individual members.

Segments at a Glance Members Age 60 to 74*

(weighted base: 393)

Top Six Personal Concerns	84%	Secure pension benefits/retirement savings
	78%	Affordable prescription drugs
	75%	Keeping family safe from terrorism/violence
	73%	Staying in own your home as you age
	73%	Avoiding unfair business practices
	73%	Protecting your right to privacy
Top Five State Legislative Priorities	81%	Affordable prescription drugs
	76%	Availability, cost, and quality of health care
	73%	Remaining in own homes/communities as age
	71%	Availability, cost, and quality of long-term care
	66%	Consumer protections for health care
Top Five AARP-Provided Opportunities	67%	Receive written information
	62%	Use referral services
	55%	Participate in activities to improve state laws
	46%	Attend one-time educational events
	43%	Attend a workshop series, meetings, or classes
Top Five Methods for Learning about AARP Activities	70%	Receive written information
	50%	Read about in local newspaper
	45%	Call a toll-free or local telephone number
	40%	Tune in to local TV channel or program
	29%	Access AARP information online

* There are 114,298 member households in Louisiana where the primary member is age 60 to 74. This translates into 186,305 individual members.

Segments at a Glance Members Age 75+*

(weighted base: 225)

Top Seven Personal Concerns	87%	Secure pension benefits/retirement savings
	83%	Affordable prescription drugs
	79%	Keeping family safe from terrorism/violence
	77%	Staying in own your own home as you age
	76%	Becoming ill or disabled
	76%	Protecting your right to privacy
	76%	Avoiding unfair business practices
Top Five State Legislative Priorities	84%	Affordable prescription drugs
	75%	Remaining in own homes/communities as age
	74%	Availability, cost, and quality of health care
	71%	Availability, cost, and quality of long-term care
	71%	Consumer protection against fraud
Top Five AARP-Provided Opportunities	63%	Receive written information
	62%	Use referral services
	51%	Participate in activities to improve state laws
	30%	Attend one-time educational events
	28%	Attend AARP chapter meeting
Top Five Methods for Learning about AARP Activities	72%	Receive written information
	57%	Read about in local newspaper
	46%	Tune in to local TV channel or program
	32%	Call a toll-free or local telephone number
	26%	Hear on a local radio station/program

* There are 65,313 member households in Louisiana where the primary member is age 75+. This translates into 106,460 individual members.

Appendix C: Annotated Questionnaire

2002 AARP Louisiana Member Opinion Survey

WEIGHTED N = 999, RESPONSE RATE = 50%, SAMPLING ERROR = +/- 3.2%
(Percentages may not add to 100% due to rounding or multiple responses. A "*" means less than 1%.)

Personal Concerns

1. Below is a list of concerns that have been expressed by people age 50 and older. Please rate your own level of concern about each item using a 5-point scale where 1 means you are "not at all concerned" and 5 means you are "extremely concerned."

	Extremely Concerned				Not at all Concerned	No Response
	5	4	3	2	1	
a. Having adequate information on Medicaid, the government health insurance program for low income people	37%	19%	22%	10%	10%	4%
b. Providing care or financial support for a parent, grandchild or other relative	31%	22%	21%	9%	11%	5%
c. Having Medicare as a base for retirement health coverage	66%	17%	9%	2%	3%	3%
d. Avoiding consumer fraud	68%	14%	9%	3%	2%	3%
e. Having Social Security as a base for retirement income	64%	15%	10%	4%	4%	3%
f. Finding affordable, high quality health insurance	70%	14%	8%	3%	4%	3%
g. Staying in your own home as you get older	72%	14%	8%	1%	2%	3%
h. Staying physically fit/maintaining a healthy diet	69%	19%	9%	*	1%	2%
i. Having high quality long-term care for you or a family member	69%	17%	8%	2%	2%	2%
j. Making sure your pension benefits and/or retirement savings are safe and secure	83%	9%	4%	1%	2%	2%
k. Finding work in retirement	16%	21%	25%	12%	22%	3%
l. Dealing with the loss of a close family member	40%	17%	26%	5%	8%	4%

	Extremely Concerned	4	3	2	Not at all Concerned	No Response
	5				1	
m. Having access to affordable prescription drugs	78%	12%	5%	1%	2%	2%
n. Having consumer protections in health care plans including managed care	63%	22%	9%	2%	2%	3%
o. Becoming ill or disabled	66%	18%	11%	2%	2%	2%
p. Being a victim of crime	52%	21%	16%	6%	3%	3%
q. Continuing to drive safely	55%	19%	14%	4%	6%	3%
r. Keeping your family safe from acts of terrorism and violence	70%	14%	10%	3%	2%	1%
s. Protecting your right to privacy	71%	16%	9%	2%	1%	2%
t. Avoiding business practices that are unfair or fraudulent	68%	17%	10%	2%	1%	1%

AARP Roles and Activities at the State Level

2. Listed below are some opportunities AARP could provide within Louisiana to address member interests and concerns. Would you personally use the opportunity if it were offered in Louisiana?

(Check ALL that apply)

<u>%</u>	
38	Workshop series or several meetings/classes on topics of interest or concern to you
43	One-time educational events on topics of interest or concern to you
66	Written information on topics of interest or concern to you
63	Referral services to help you find resources and services in your community
53	Activities to improve state laws, policies, regulations, or practices that affect you
41	AARP website for information on topics of interest or concern to you and information about upcoming AARP events in Louisiana
20	Volunteering your time to an AARP activity in your own community
27	Volunteering your time with a worthy organization in your community
31	AARP Chapter meetings in your community that give your an opportunity to meet other people and provide some community service
8	No Response

3. If AARP has or were to have programs, services, or activities in your community, how would you want to find out about them?

(Check ALL that apply)

<u>%</u>	
14	Visit an AARP kiosk, booth, or office located in your community
40	Call a toll-free or local telephone number for a pre-recorded list of current AARP activities, programs, and services in your community
19	Contact an AARP volunteer or AARP Chapter member in or near your community
21	Attend a meeting at which AARP programs and activities are described
72	Receive information by mail (e.g., letter, brochure, flyer)
32	Use the AARP website to access AARP information
21	Receive an email notification
49	Read about local AARP activities in newspapers in your community
42	Tune in to a local TV channel or program
26	Hear about them on a local radio station/program
5	No Response

Long-Term Care

Long-term care is care for people of all ages who are frail, ill, or disabled who need help with daily activities, such as getting dressed, bathing, preparing meals, or eating. This help could be provided at home, in the community (such as a senior center or assisted living residence), or in a nursing home on a regular basis for long periods of time.

4. In the LAST five years, have you or any member of your family (that is your spouse, parents, children, siblings, or grandparents) used long-term care services?

<u>%</u>	
25	Yes
68	No → SKIP TO QUESTION 7
1	Not sure → SKIP TO QUESTION 7
6	No Response

5a. What kind of long-term care service did you or your family member use during that time? (Check ALL services used) (n=254)

5b. How do you rate the quality of care that was provided?

		Rate Quality				
		Excellent	Good	Fair	Poor	No Response
%	Check If Used					
52	Lived in a nursing home <i>If checked, rate the quality of care</i> → (n=131)	16%	46%	28%	8%	2%
12	Lived in an assisted living facility <i>If checked, rate the quality of care</i> → (n=31)	31%	55%	11%	4%	0%
37	Lived at home while receiving help with daily activities or personal care tasks from skilled health professionals or health aides <i>If checked, rate the quality of care</i> → (n=94)	39%	41%	16%	2%	1%
31	Lived at home while receiving help from family or friends <i>If checked, rate the quality of care</i> → (n=79)	59%	31%	5%	1%	4%
2	Attended adult day care <i>If checked, rate the quality of care</i> → (n=6)	50%	18%	32%	0%	0%

6. If you used long-term care services for yourself or a family member, how easy or hard was it to... (n=254)

	Very Easy	Somewhat Easy	Somewhat Hard	Very Hard	Not Sure	No Response
a. Find the appropriate long-term care <u>when</u> it was needed?	27%	34%	20%	9%	2%	9%
b. Find the appropriate long-term care <u>within a reasonable distance from your home?</u>	29%	32%	15%	8%	2%	14%
c. Find the appropriate long-term care <u>that you were able to afford?</u>	18%	31%	22%	12%	3%	14%

7. How likely is it that you or any member of your family (that is your spouse, parents, children, siblings, or grandparents) will need long-term care within the NEXT five years?

<u>%</u>	
24	Very likely
29	Somewhat likely
20	Not very likely
5	Not at all likely
20	Not sure
1	No Response

8. If you or a family member needed long-term care, how confident are you that you would know how to find the appropriate services in your community?

<u>%</u>	
17	Very confident
37	Somewhat confident
23	Not very confident
11	Not at all confident
11	Not sure
1	No Response

9. If you or a family member needed long-term care services, where would you be most likely to find out about these services?

<u>%</u>		<u>%</u>	
40	Family/friend	54	Physician
5	Newspaper advertisement	9	Clergy
27	Area Agency on Aging	21	Hospital Discharge Planner
24	AARP	8	Internet
21	Health and Human Services	3	Other: _____
11	Telephone book	0	Not sure
		9	No Response

10. If you or a family member needed long-term care services, how important would it be to you to:

	Very Important	Somewhat Important	Not Very Important	Not At All Important	Not Sure	No Response
a. Choose and receive services that allow you to stay home for as long as possible	90%	7%	1%	*	*	2%
b. Have a central place where you could get information or referrals for all types of long-term care services, both government and private	77%	15%	2%	1%	2%	4%
c. Have a central place where you could find out what services and benefits you are eligible for and apply	81%	12%	1%	1%	1%	4%
d. Be able to choose from a variety of services within your own community	81%	13%	1%	1%	1%	3%
e. Have high quality nursing home care available if it was needed	84%	9%	1%	1%	1%	3%

11. Please check the box that most closely matches your opinion on how long-term care services should be paid for? (Check only one)

<u>%</u>	
9	The costs of long-term care should be paid mostly by the individual receiving care—either through insurance or savings
29	The costs of long-term care should be paid primarily through government programs
43	The costs of long-term care should be shared between the individual and the government
17	Not sure
2	No Response

12. Which care option would you prefer for yourself or a family member needing long-term care?

<u>%</u>	
13	Have family and friends provide all the care at home
30	Pay a nurse or a personal care aide to provide care at home
34	Have care provided in a residential facility, such as assisted living, where housing, food, and personal care such as help with bathing and dressing are provided for residents
4	Have care provided in a nursing home
18	Not sure
1	No Response

13. Almost eight in ten nursing home residents in Louisiana have their nursing home care paid for by Medicaid, the state health insurance program for low-income people. Most of the state funds for long-term care are spent on nursing homes rather than on services that allow a person to stay in their own home or in a community setting such as an adult day care center.

Would you support or oppose increasing state funding for services that would allow people to stay in their own homes longer, even if it meant reducing funding for nursing homes?

<u>%</u>	
49	Strongly support
24	Somewhat support
5	Somewhat oppose
4	Strongly oppose
17	Not sure
2	No Response

14. How much of a priority should it be for AARP Louisiana to work on ensuring the availability of a broad range of long-term care services throughout the state that will allow a person to remain in their own home?

<u>%</u>	
43	Top priority
40	High priority
8	Medium priority
1	Low priority
1	Not a priority
6	Not sure
2	No Response

State Legislative Issues

15. To be effective, AARP Louisiana wants to work on the most important issues facing Louisiana AARP members. Keeping in mind what's most important to you, how much of a priority should it be for AARP to work on the following legislative issues in Louisiana?

		Top Priority	High Priority	Medium Priority	Low Priority	Not A Priority	Not Sure	No Response
a.	Availability, cost, and quality of health care	76%	18%	2%	*	1%	1%	3%
b.	Consumer protection against fraud	58%	23%	12%	2%	1%	*	3%
c.	Utility services and rates	46%	27%	17%	4%	2%	1%	4%
d.	How older persons can remain in their own homes or communities as they age	69%	22%	6%	1%	1%	1%	2%
e.	Consumer protection standards for health insurance including managed care plans	63%	25%	6%	*	1%	1%	4%
f.	Availability, cost, and quality of long-term care services	69%	23%	4%	1%	1%	*	3%
g.	Assistance programs for older, low-income state residents	57%	26%	10%	2%	2%	1%	3%
h.	Access to affordable prescription drugs	80%	13%	3%	1%	1%	*	2%
i.	Expanding Medicaid, the government health insurance program for low income people	49%	22%	16%	4%	3%	3%	3%

About You

The following questions are for classification purposes only and will be kept entirely confidential.

16. Are you male or female?

<u>%</u>	
45	Male
51	Female
4	No Response

17. What is your age as of your last birthday? _____ years

<u>%</u>	
32	50-59
39	60-74
23	75+
6	No response

18. What is your current marital status?

<u>%</u>	
59	Now married
22	Widowed
9	Divorced
1	Separated
4	Never married
4	No Response


19. What is the highest level of education that you completed?

<u>%</u>	
6	Less than high school
29	High school graduate or equivalent
30	Some college or technical training beyond high school
15	College graduate (4 years)
15	Post-graduate or professional degree
5	No Response

20. Which of the following best describes your current employment status?

- %
- 32 Employed or self-employed full-time
- 8 Employed or self-employed part-time
- 48 Retired and not working
- 6 Other such as homemaker
- 1 Unemployed and looking for work
- 5 No Response

21. Do you have access to a personal computer at home, at work, or some other place?

- %
- 53 Yes  **21a. If YES: Do you have access to the Internet or the ability to use online services such as America Online (AOL)? (n=525)**
- 39 No
- 8 No Response

88% Yes 7% No 2% Don't Know 3% No Response

22. Are you Hispanic, Spanish, or Latino?

- %
- 2 Yes
- 86 No
- 1 Don't know
- 12 No Response

23. What is your race?

- %
- 80 White or Caucasian
- 13 Black or African American
- * Asian
- 1 Native American or Alaskan Native
- * Hawaiian or Pacific Islander
- 6 No Response

24. What is your 5-digit zip code? WRITE IN YOUR ZIP CODE _____

25. What was your annual household income before taxes in 2001?

<u>%</u>	
9	Less than \$10,000
16	\$10,000 to \$19,999
15	\$20,000 to \$29,999
11	\$30,000 to \$39,999
10	\$40,000 to \$49,999
14	\$50,000 to \$74,999
13	\$75,000 or more
12	No Response

Thank you for completing this survey. Please use the postage-paid envelope and return it to State Member Research, AARP, 601 E Street, NW, Washington, DC 20049, by **November 6, 2002.**

AARP

Knowledge Management

For more information contact Joanne Binette (202) 434-6303