



2000 Virginia Member Opinion Survey

Report Prepared by Anita M. Stowell

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Knowledge Management
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Washington DC
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AARP is the nation's leading organization for people age 50 and older. It serves their needs and interests through information and education, advocacy, and community services, which are provided by a network of local chapters and experienced volunteers throughout the country. The organization also offers members a wide range of special benefits and services, including *Modern Maturity* and *My generation* magazines and the monthly *Bulletin*.

Acknowledgments

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Findings At A Glance

- ❖ The top concerns mentioned by Virginia members focus on financial security, health, independent living, and long-term care issues.
- ❖ Members age 60 and over look to AARP for information on essentially the same issues; however, their level of interest in receiving AARP information is somewhat less than their level of expressed concern. Members under the age of 60 do not express strong interest in receiving materials from AARP on the issues mentioned.
- ❖ Members say they would use written information and referral services focused on their concerns and interests. Younger members are more likely to say they would use an AARP website.
- ❖ Members of all ages would like to find out about AARP activities by mail. In addition, younger members like to receive information online, and older members would like to find out about AARP activities through their community newspapers.
- ❖ The top legislative concerns of Virginia members are health care issues, elder abuse, and independent living.
- ❖ Members strongly support legislative remedies for telemarketing fraud and financial abuses against the elderly, and they indicate that they should be high legislative priorities for AARP.
- ❖ Members want to continue living in their own homes for as long as they safely can and strongly support legislative efforts to expand home and community-based care. Residential care facilities are the most preferred alternatives to home care.
- ❖ Members strongly support legislative options to assure that they receive high quality care both at home and in a residential facility. Again, members say that these remedies should be high priorities for AARP.
- ❖ Approximately two in five members spend more than \$50 per month on their out-of-pocket prescription drug costs. These costs are a problem for most members. Members strongly support establishment of a state-funded prescription drug program for low-income elderly and disabled persons who are ineligible for Medicaid.

Methodology

This mail survey addresses member concerns, interests, support and priorities for state legislative issues, level of interest in possible areas of involvement with AARP, and preferences for getting information from AARP. State-specific legislative questions focused on home and community-based care, long-term care, telemarketing and financial fraud, and prescription drugs.

AARP conducted the *AARP Virginia Member Opinion Survey* in January 2001. A sample of 2,000 AARP members in Virginia was selected from AARP's Insight© database. Virginia members returned 61 percent of surveys by the cut-off period. The survey has a sampling error of $\pm 3.2\%$.

This report summarizes overall findings on top-rated concerns, interests, involvement, preferences, and legislative issues addressed in the survey. The report also discusses substantive differences (greater than ten percentage points) among AARP's key target age segments (50 to 59, 60 to 74, and 75 and older) on top-rated survey topics.

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

Concerns and Interests: Detailed Findings

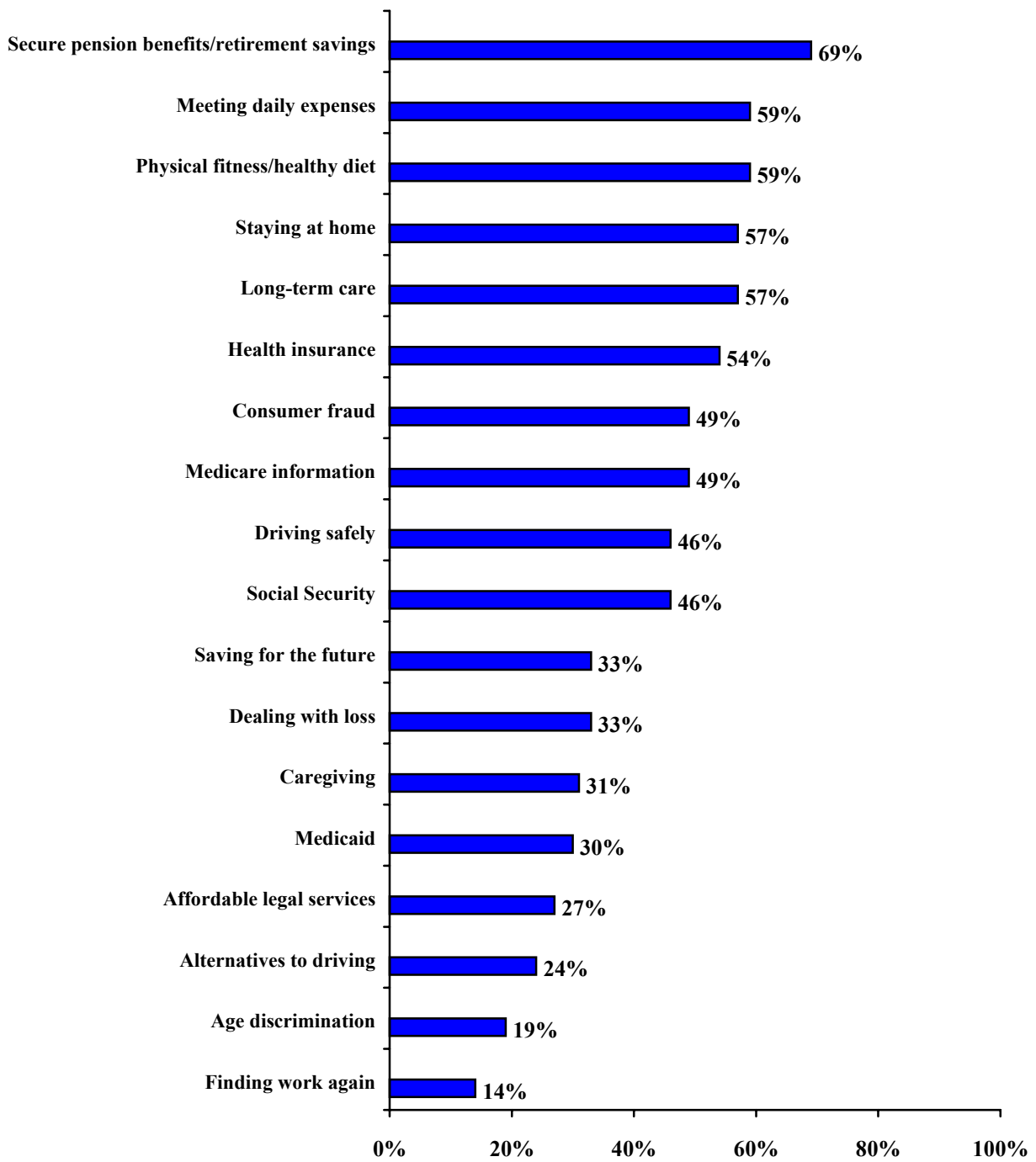
Member's Top Concerns Focus on Financial Security, Health, Long-Term Care, and Independent Living

About seven in ten Virginia members report that they are *extremely concerned* about the safety and security of the pension benefits and retirement savings. Five additional issues are also rated as *extreme concerns* by more than half of members: staying physically fit/maintaining a health diet, meeting daily expenses, staying in their own home as they get older, quality long-term care, and finding affordable, high quality health insurance. Older members report higher levels of concern with a majority of these issues than their counterparts (see Appendix A).

In the 1997 Virginia Needs and Expectations Survey, members were asked a similar question about top concerns.¹ Three issues are rated as significantly higher concerns in 2001 than they were in 1997: avoiding consumer fraud (49% vs. 36%), driving safely (46% vs. 36%), and safety and security of pensions and retirement savings (69% vs. 60%).

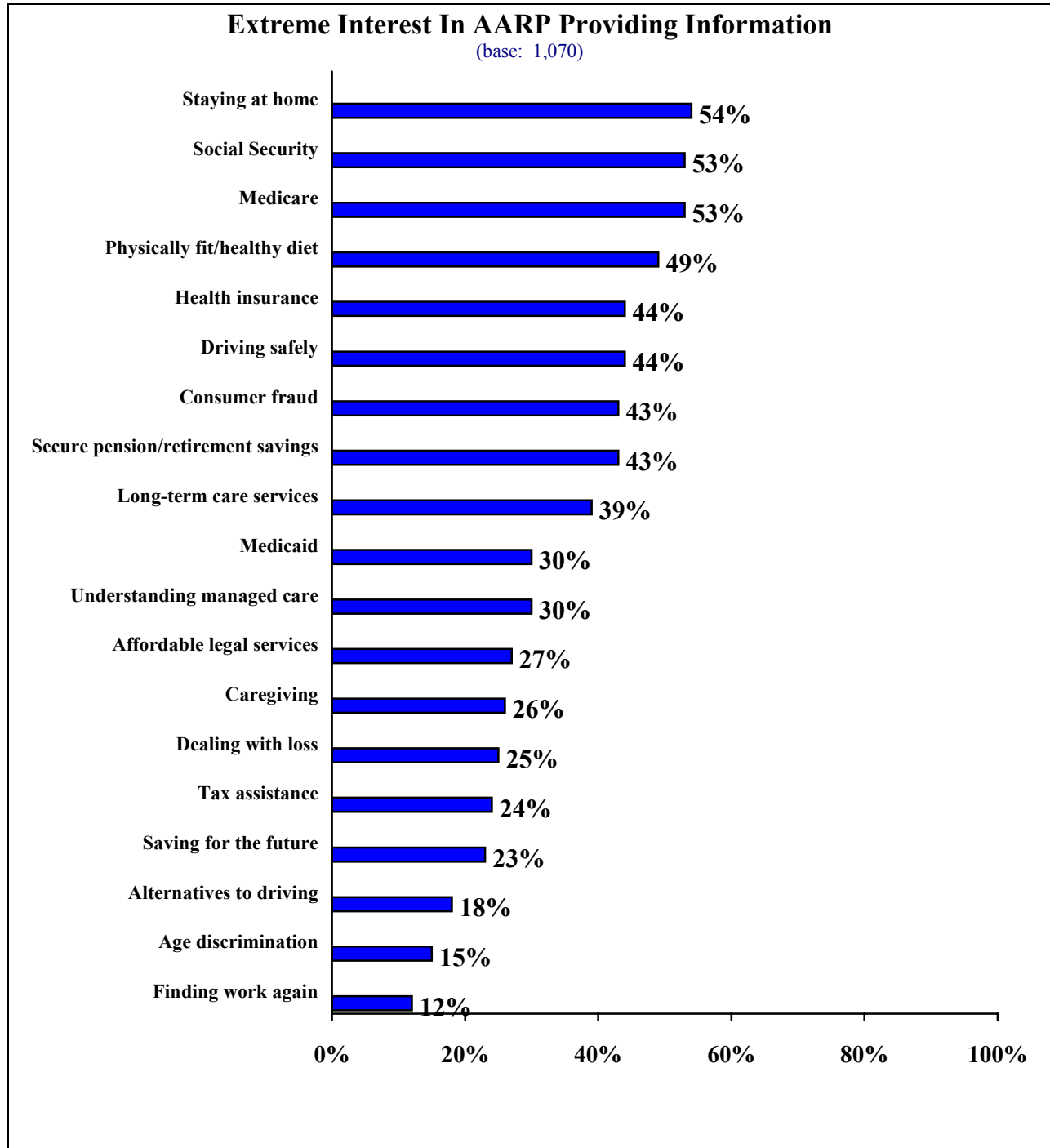
¹ In 1997, members were asked to rate their concerns on a 5-point scale, where 5 meant that it was "a major concern" and 1 meant that the item was "not at all a concern."

Concerns About Key Issues (Percent *Extremely Concerned*)
 (base: 1,070)



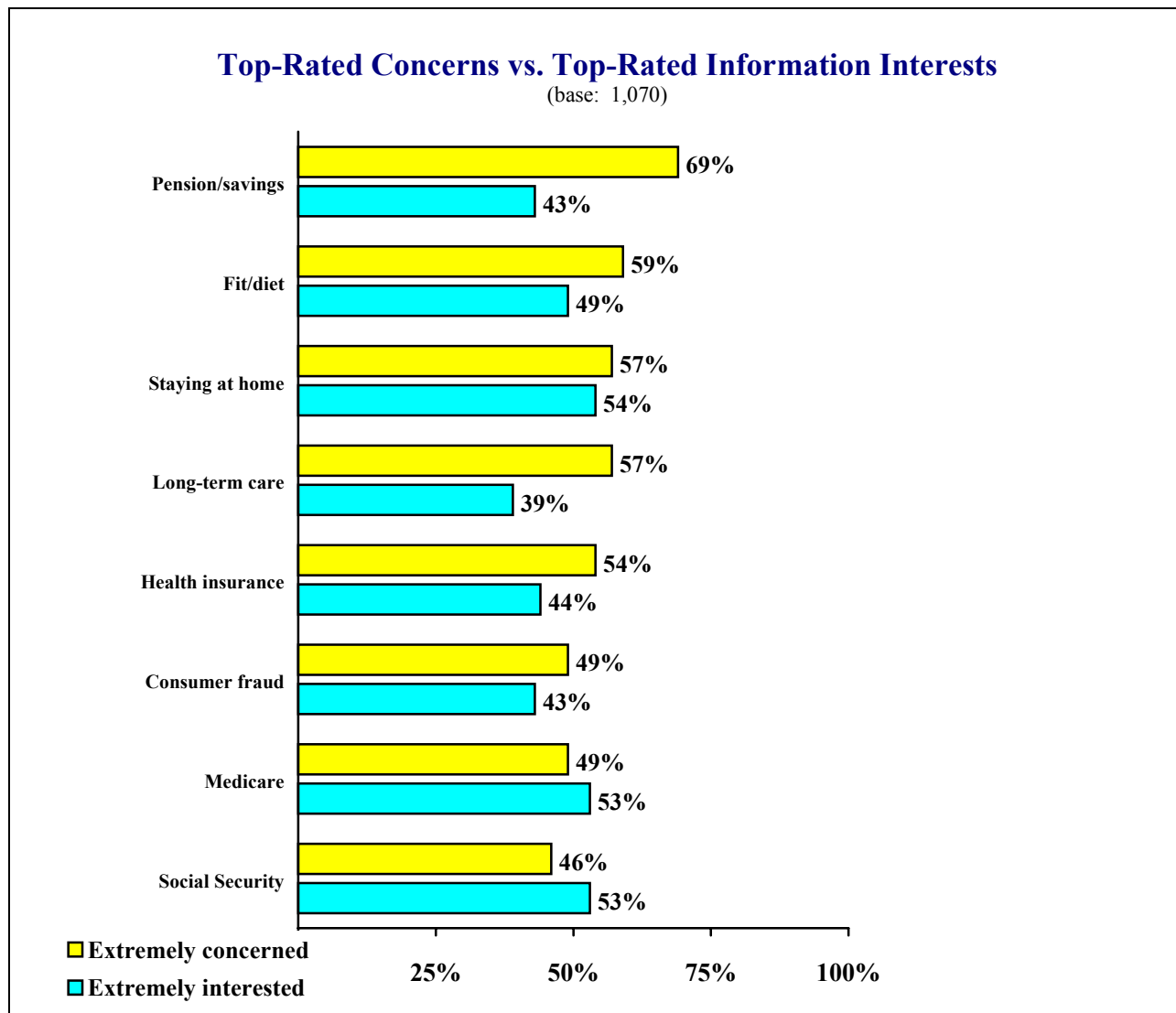
Members Want AARP Information on Entitlement Programs, Health, and Independent Living

About half of Virginia members are *extremely interested* in AARP information on: staying at home as they get older, Social Security, Medicare, and staying fit/maintaining a healthy diet. Older members express more interest in information than their younger counterparts (see Appendix A).



In the 1997 Virginia Needs and Expectations Survey, members were asked a similar question about interest in AARP information.² In 2001, significantly more members express an interest in AARP information on three topics than they did in 1997: Social Security (53% vs. 36%), health insurance (59% vs. 44%), and avoiding consumer fraud (43% vs. 32%).

Although Virginia members indicate somewhat less interest in AARP information compared to their level of concern, the top-rated issues are the same. Higher percentages of members indicate *extreme concern* with secure pension and retirement savings, fitness/nutrition, long-term care, and affordable health insurances than say they are *extremely interested* in AARP information. Alternatively, more want information on Social Security than rate it *extreme concern*.



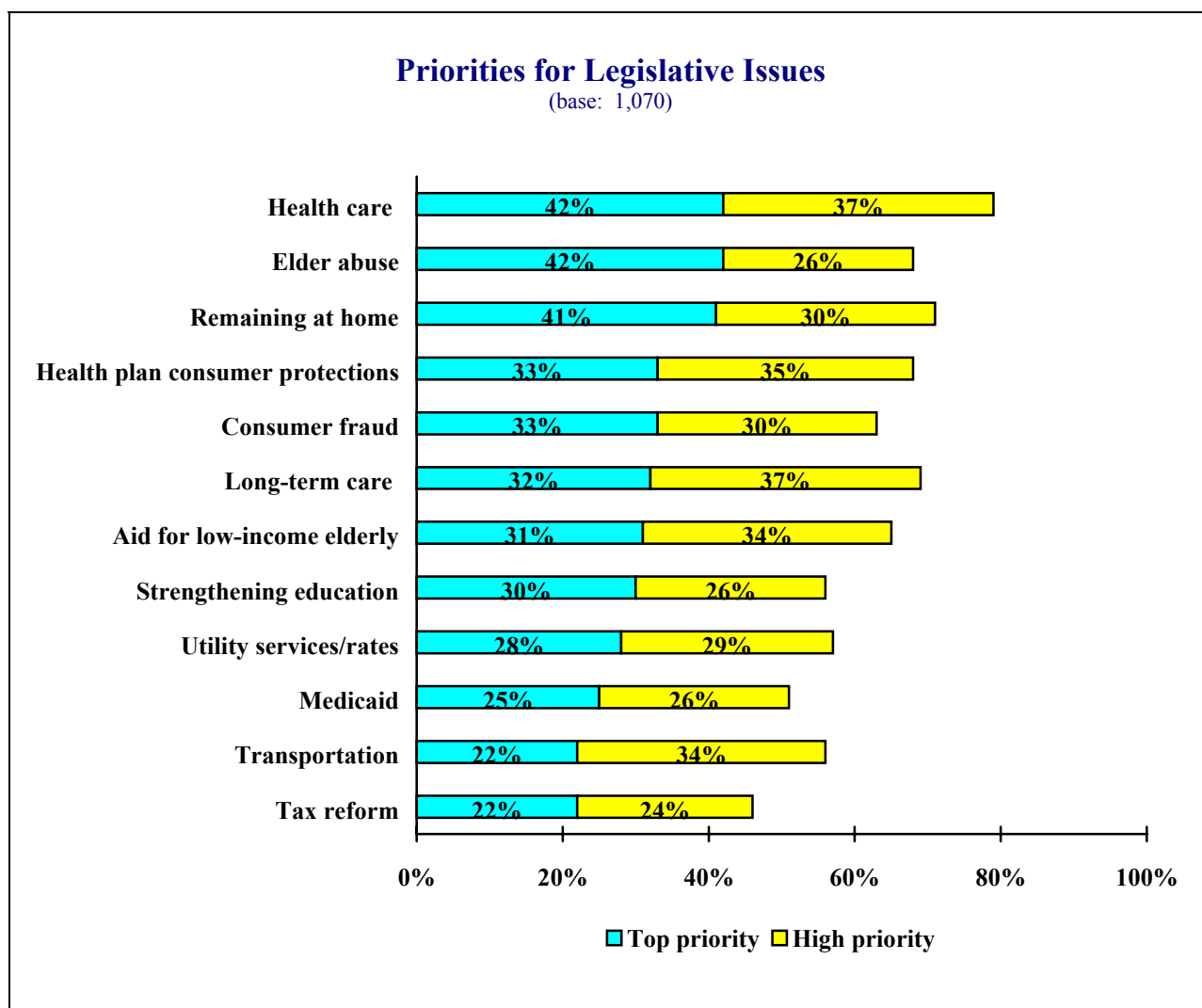
² In 1997, members were asked to rate their interest on a 5-point scale, where 5 meant that they were “very interested” and 1 meant that they were “not at all a interested” in the item.

Legislative Views: Detailed Findings

Health, Elder Abuse, and Independent Living Top Members' Legislative Agenda

More than two in five Virginia members report that health care issues, elder abuse, and staying at home as they age are *top legislative priorities*. Ratings for four legislative issues increases with age: independent living, consumer fraud, transportation services, and utility service and rates increase with age. Also, more members age 75 and older (41%) rate long-term cares services a *top legislative priority* than those members age 50 to 59 (30%) (see Appendix A).

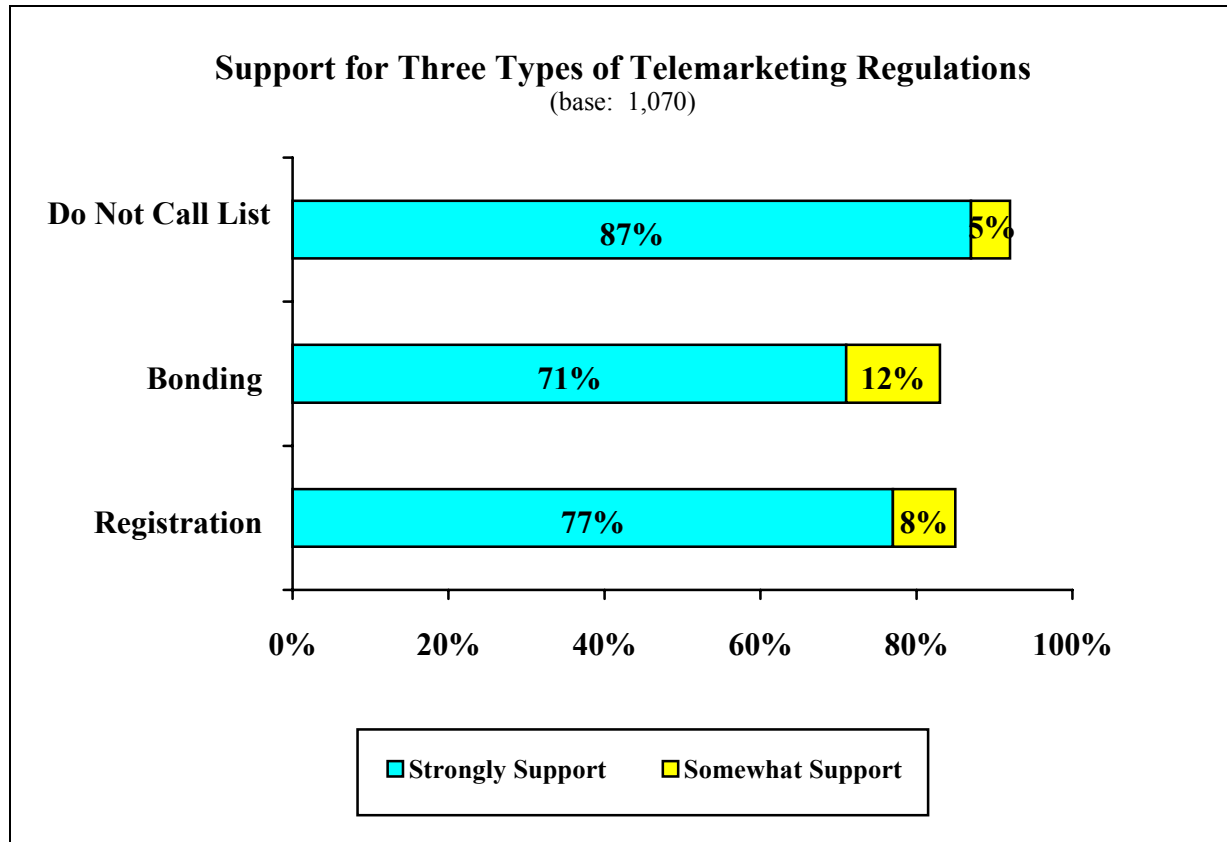
In the 1999, Virginia State Legislative Issues Survey, members were asked about the priority of eight of these 12 issues. For four of these eight issues, the percentages of members reporting that the issues are a *top legislative priority* has increased by nearly ten percentage points or more: remaining at home (28% to 41%), aid for low-income elderly (22% to 31%), utility services and rates (10% to 28%), and transportation services (10% to 22%).



Members Express Strong Support for Telemarketing Regulations

Virginia members were presented with three telemarketing regulatory options and asked whether they *supported* or *opposed* each. Nearly nine in ten members indicate that they *strongly support* establishing a “do not call” list, and more than seven in ten members say that would *strongly support* regulations for telemarketing companies to be both registered and bonded.

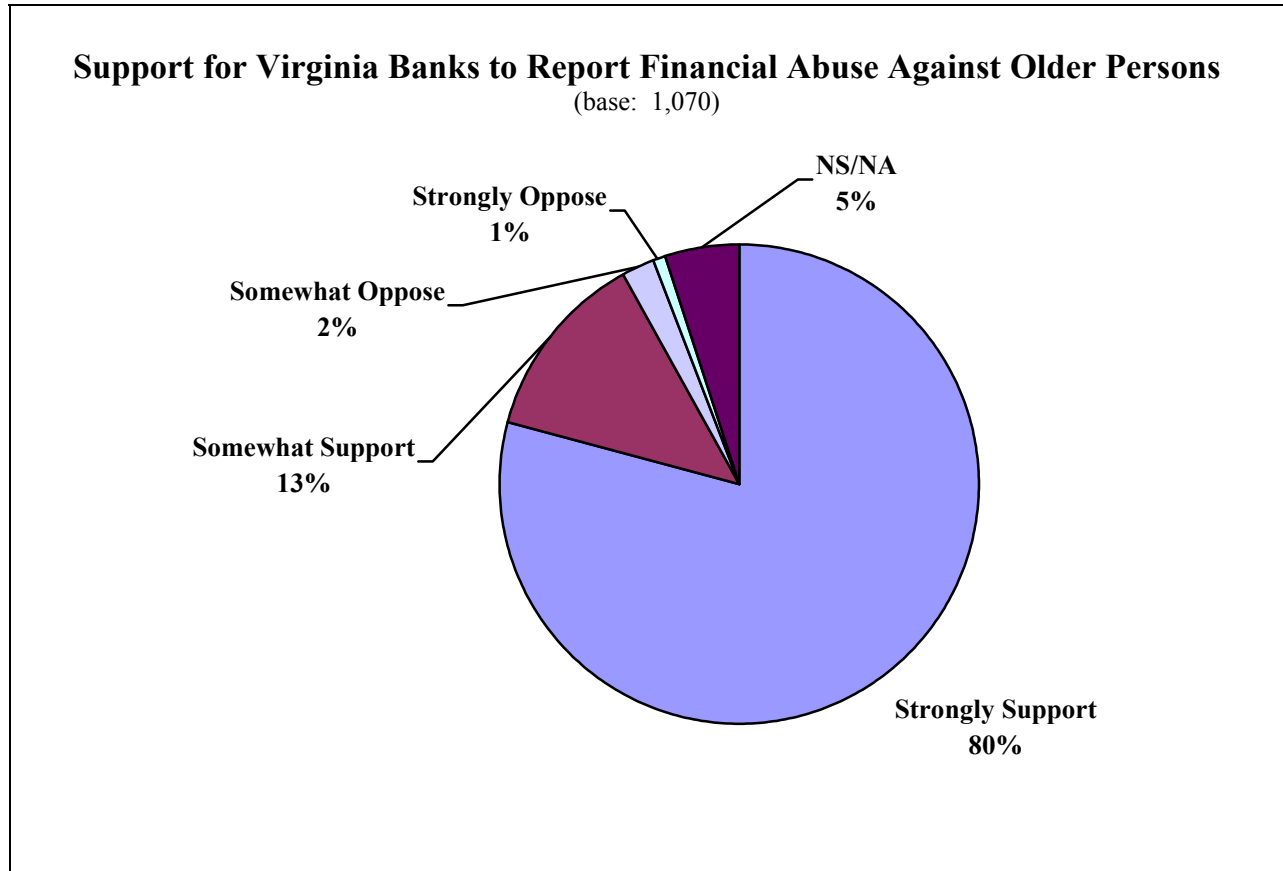
Further, the vast majority of members report that it should be at *top* (43%) or *high legislative priority* (40%) for AARP to protect consumers from telemarketing fraud.



Virginia members age 75 and older are less likely to say they *strongly support* either registration (70% vs. 80%) or bonding (63% vs. 75%) of telemarketing companies than those younger. However, members ages 60 to 74 (45%) and age 75 and over (48%) are more likely to report that it should be a *top legislative priority* for AARP to work to pass legislation that protects consumers from telemarketing fraud than those members ages 50 to 59 (37%).

Members Strongly Support Initiatives to Curb Financial Abuse Against the Elderly

Four in five members say that they *strongly support* the State of Virginia requiring banking institutions to report possible acts of financial fraud against the elderly.



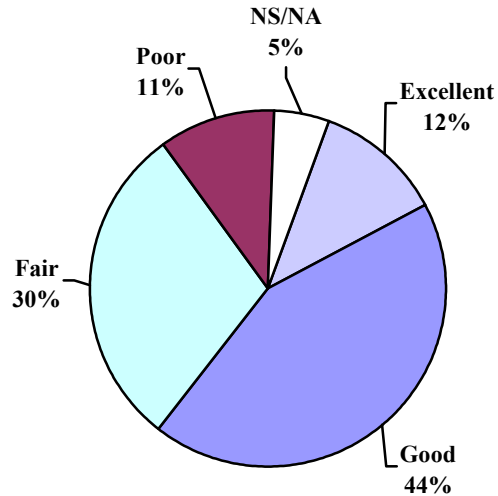
More than half (51%) indicate that it should be a *top legislative priority* for AARP to work to require banking institutions to report possible acts of financial fraud against the elderly, and more than one-third (34%) say it should be a *high priority*. More members ages 60 to 74 (52%) and age 75 and over (58%) report that this should be a *top legislative priority* for AARP than do those under age 60 (44%).

Quality of Nursing Home Care Questioned

About one in four (23%) Virginia members report that they or an immediate family member spent time as a resident of a nursing home during the past five years. Significantly more members under age 60 (28%) than those age 75 and older (17%) indicate they or a family member had been a resident of a nursing home. These respondents were asked to rate the quality of the care they or their family member received in the nursing home; two in five members report that their quality of their care was either *fair* or *poor*.

Nursing Home Quality of Care Ratings*

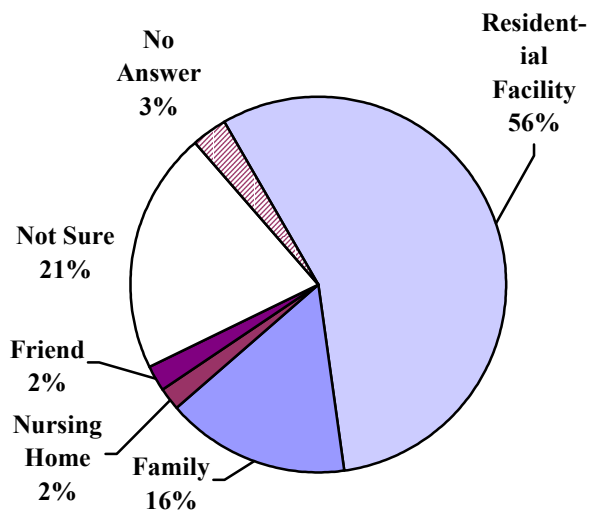
(base: 246)



* Question was asked of only those respondents who indicated in a prior question that either they or a family member had been a nursing home resident in the past five years.

Long-Term Care Preferences

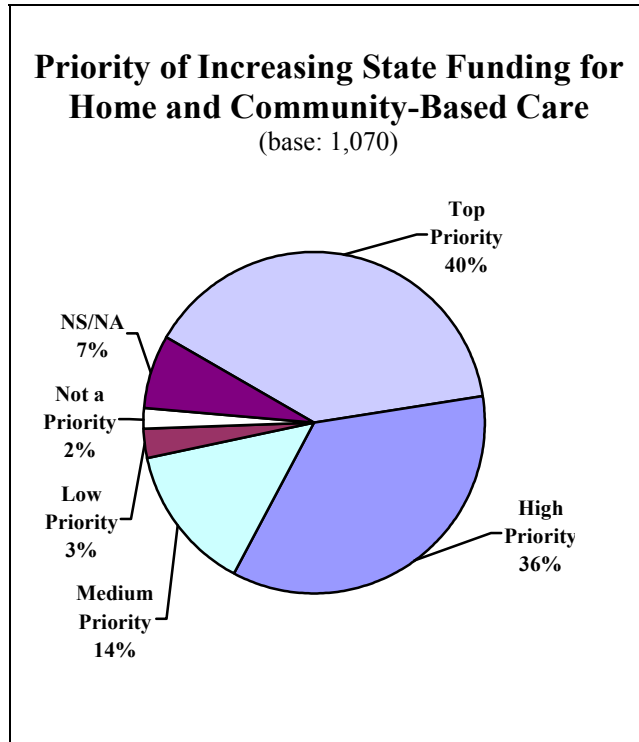
(base: 1,070)



Alternative Care Facilities Favored by Members

All respondents were asked to indicate the type of living arrangement they would prefer if they were unable to care for themselves in their own home. More than half indicate they would prefer to move into a residential facility that would provide the level of care that they needed. Significantly more of those ages 60 to 74 (61%) than those age 75 and older (50%) say they prefer this type of residential facility.

Home-Based Care Is a Priority for Members

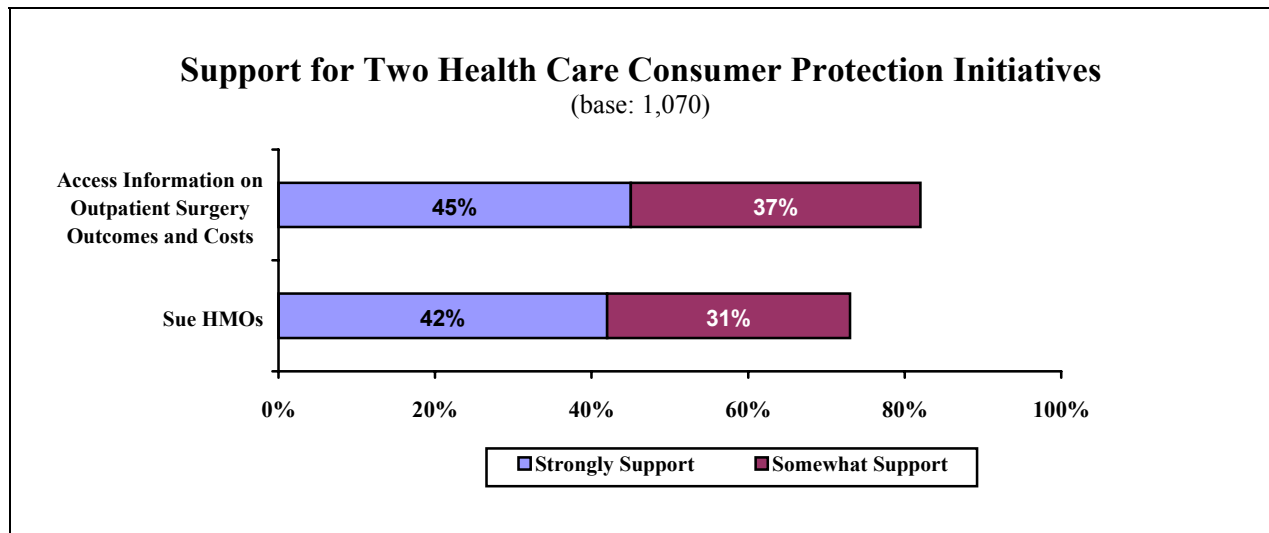


Nearly all respondents indicate it is *very* (79%) or *somewhat important* (15%) for them to receive long-term care services at home.

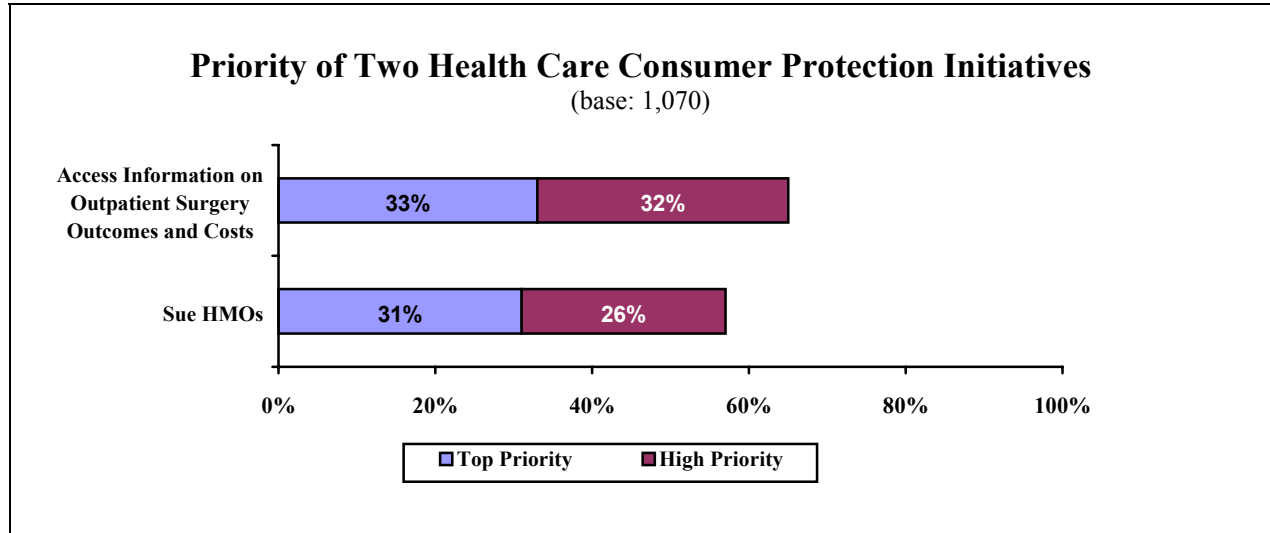
Two in five members report that it should be a *top legislative priority* for AARP to work to increase state funding for home and community-based care even if it means an increase in state taxes, and nearly the same percentage say it should be a *high priority*. Responses do not vary based on age.

Members Support Health Care Consumer Protections

Virginia members were presented with two health care consumer protection legislative initiatives and asked whether they *support* or *oppose* each. More than two in five members *strongly support* providing consumer access to information on outpatient surgery outcomes and costs and permitting patients to sue Health Maintenance Organizations (HMOs). More than three in ten *somewhat support* each initiative. More members ages 50 to 59 (50%) and ages 60 to 74 (42%) *strongly support* permitting patients to sue HMOs than those members age 75 and over (33%).

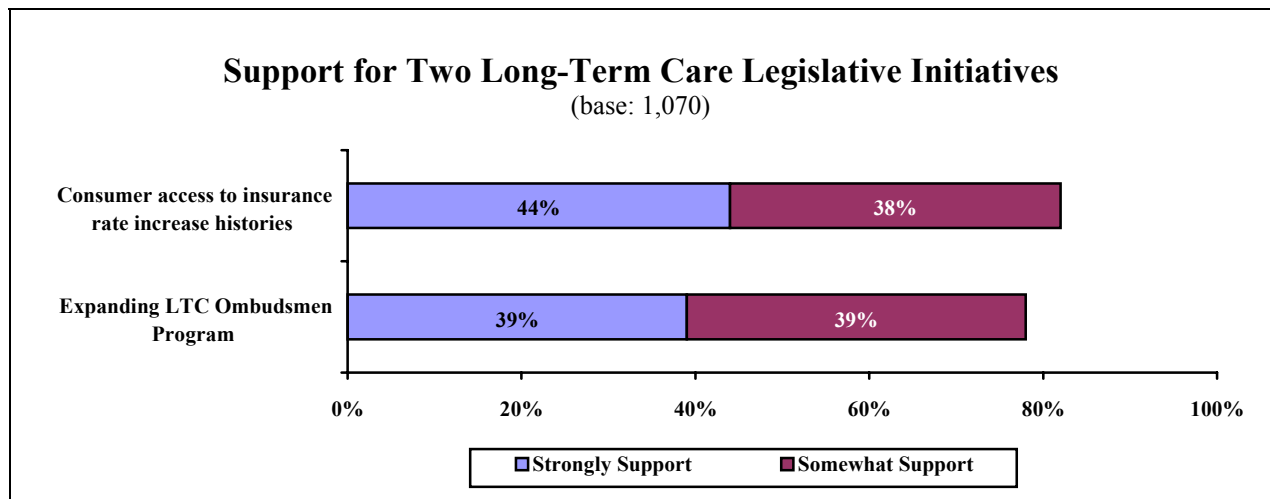


About three in five members also report that each of these legislative initiatives should be at least a *high priority* for AARP. Members ages 50 to 74 (33%) are somewhat more likely to say that allowing consumers to sue HMOs should be a *top priority* than older members (25%).

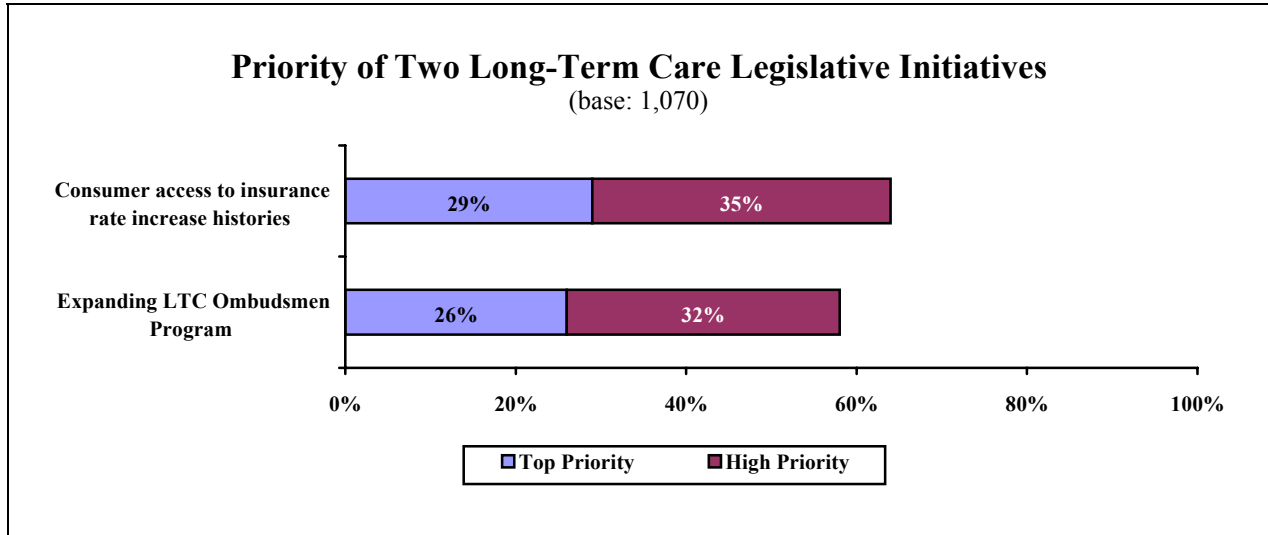


Long-Term Care Initiatives Supported by Members

Members were presented with two Virginia long-term care legislative initiatives and asked whether they would *support* or *oppose* each even if it would mean an increase in their taxes. Approximately, 40 percent of members indicate that they *strongly support* providing consumers access to information on the rate increase histories of long-term care insurance policies and expanding the Long-Term Care Ombudsmen Program. Approximately the same percentages of member *somewhat support* each initiative. Most members ages 50 to 59 (51%) say that they *strongly support* providing consumer access to rate histories compared to those ages 60 to 74 (42%) and age 75 and older (33%).



More than one in four members say that each of these initiatives should be a *top legislative priority* for AARP and about one in three indicate each should be a *high priority*.



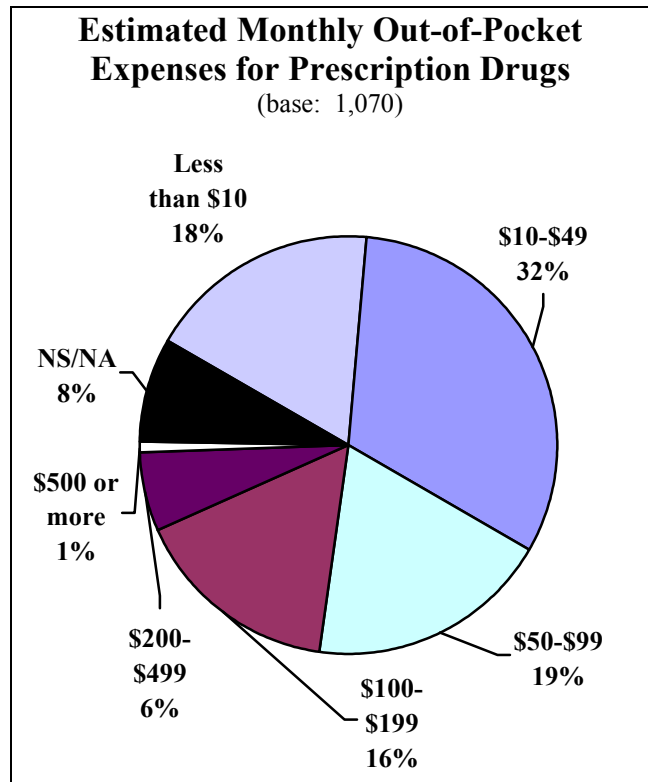
Prescription Drugs Costs Create Financial Problems for Members

The vast majority (86%) of Virginia members report that they have taken a prescription drug during the past six months.

Two in five members indicate that they spend more than fifty dollars per month to pay out-of-pocket prescription drug costs.

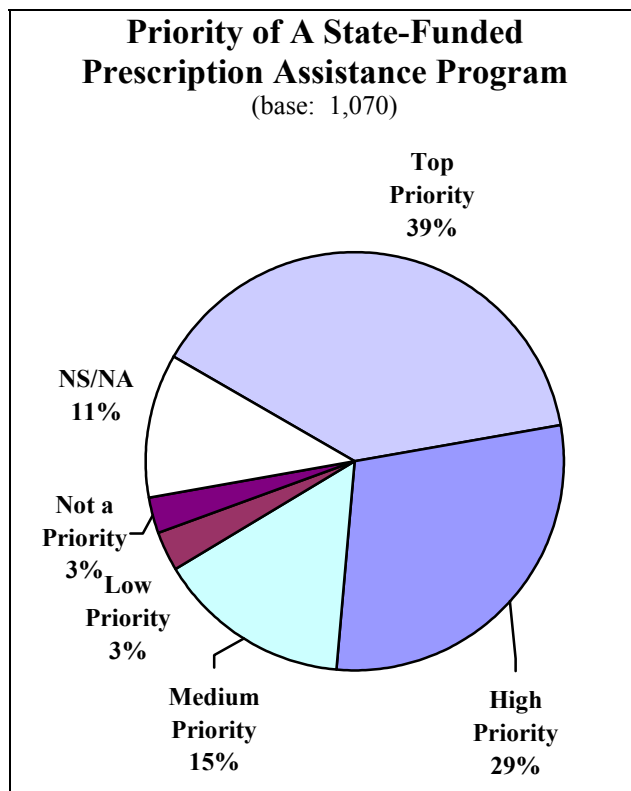
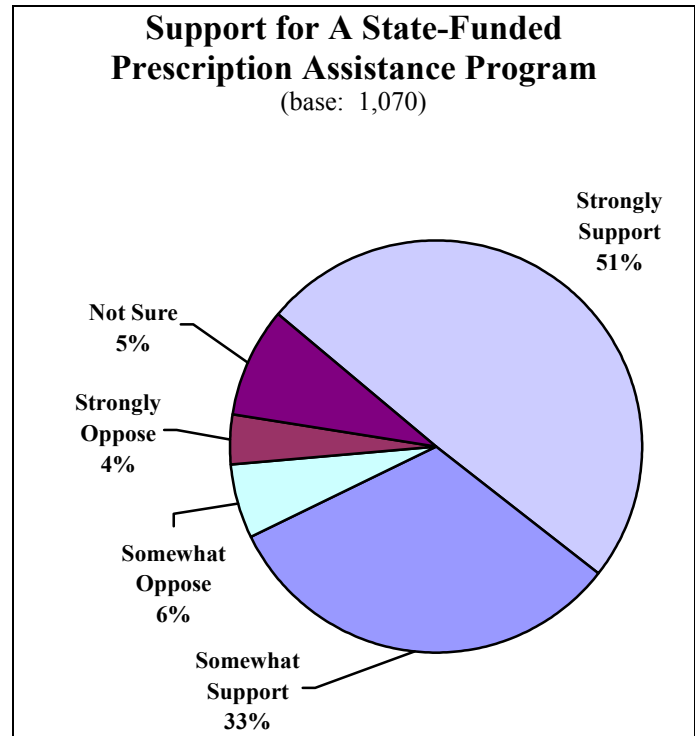
Two in five (40%) members say that paying for prescription drugs is a *major problem*, and about another three in ten (29%) report that it is a *minor problem*. About one in four (27%) report that it is *not a problem*.

Ten percent of members or fewer indicate they have attempted to curtail prescription drug costs by delaying getting a prescription filled (8%), taking less medication than prescribed (10%), or cutting back on other essential items such as food, fuel, or electricity (7%).



Members Strongly Support Prescription Drug Benefit Program

Half of members say they *strongly support* the State of Virginia creating a state-funded Prescription Drug Assistance Program for low-income elderly and disabled persons not currently eligible for a prescription drug benefit under Medicaid even if it means and increase in their taxes and another three in ten indicate they *somewhat support* the program. More of those ages 50 to 59 (56%) than those members age 75 and over (46%) say they *strongly support* the state creating the Program.

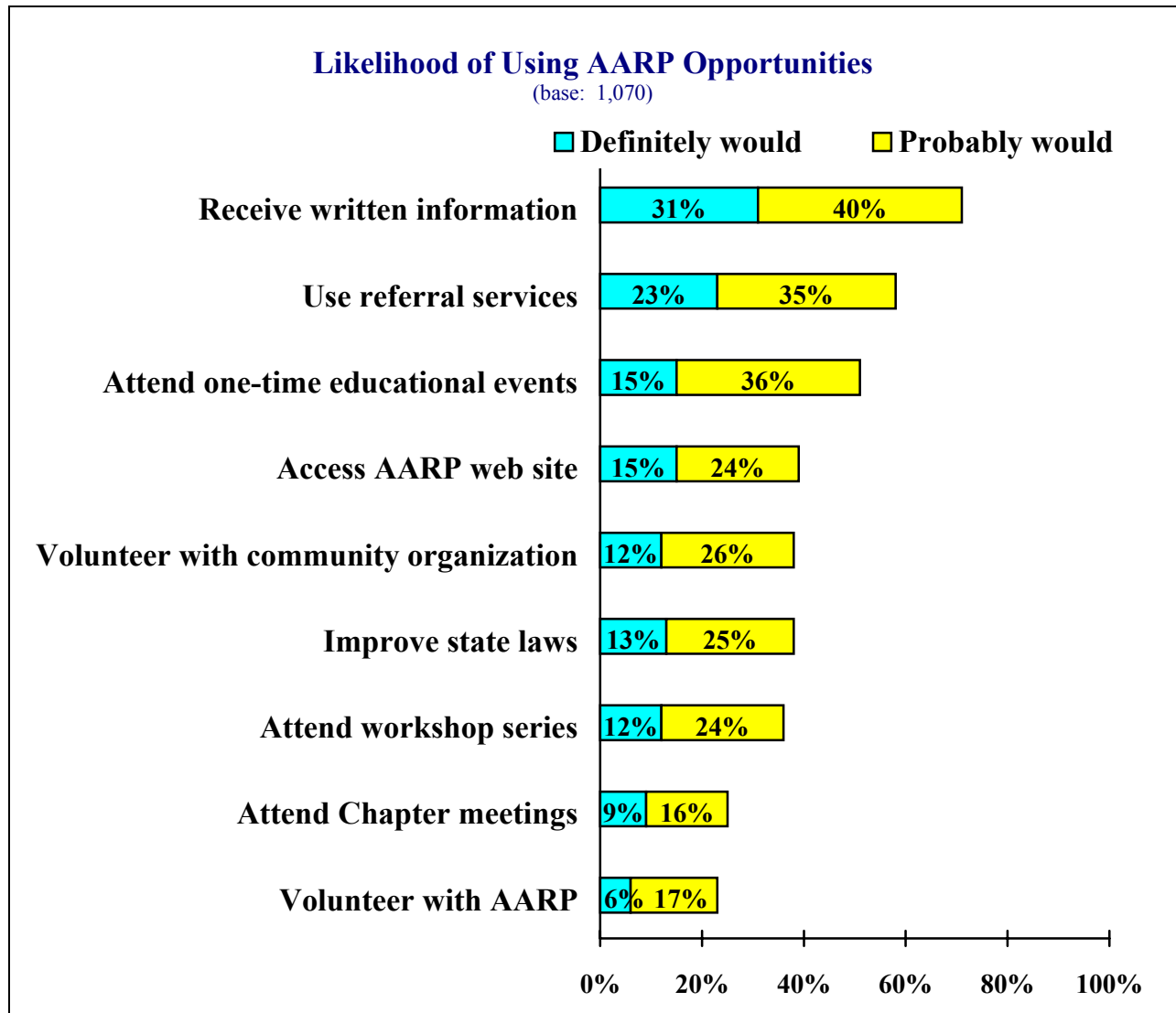


Nearly two in five report that this proposal should be a *top legislative priority* for AARP and another three in ten say it should be a *high priority*.

Interaction with AARP: Detailed Findings

Members Are Likely to Use Written Information from AARP

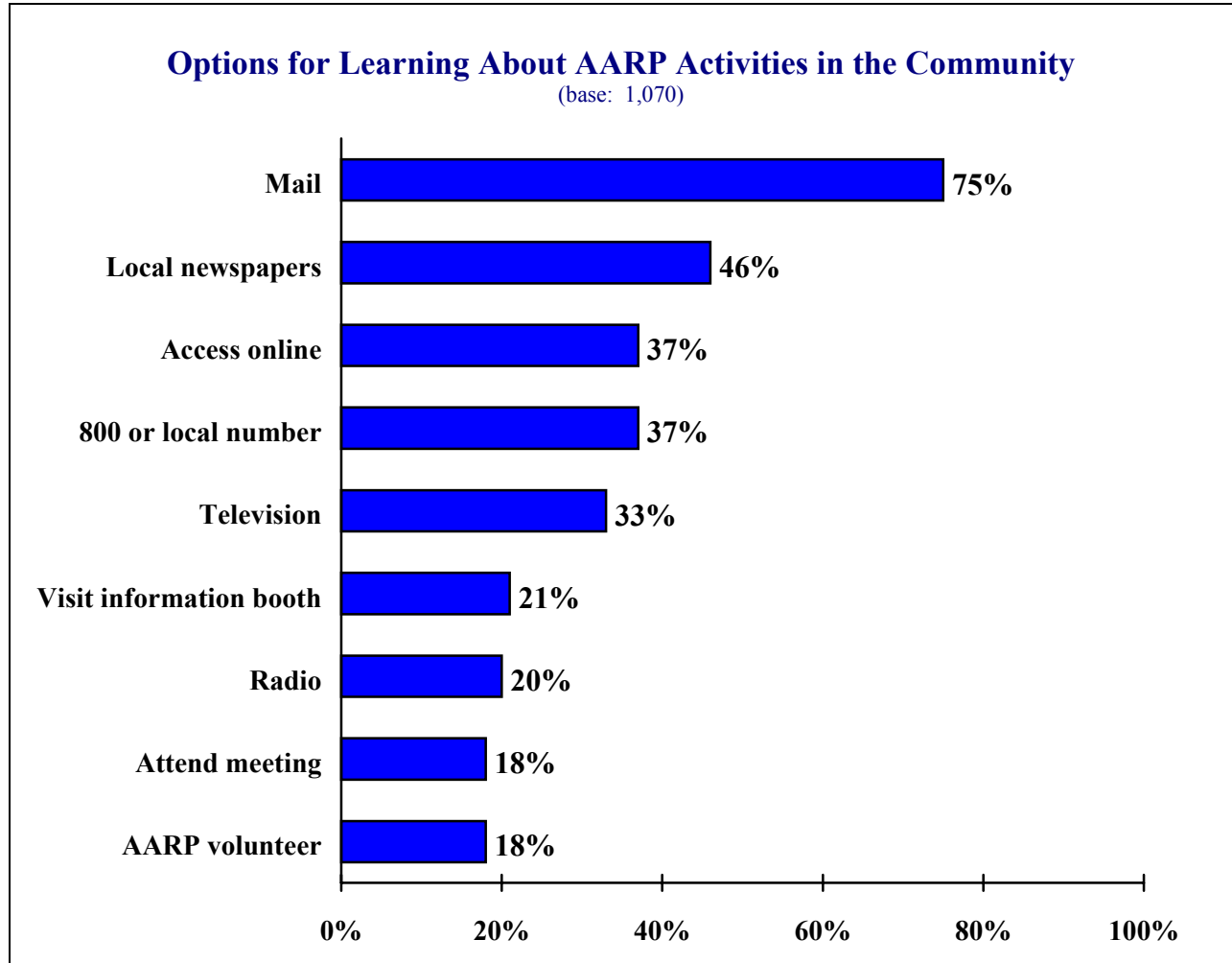
Members were presented with a list of opportunities AARP could provide within the state to meet their needs. Seven in ten members would like to learn about AARP activities in their community by mail. Nearly three in five members indicated they probably would use a referral service.



No significant difference occurs in responses between the 1997 and 2001 surveys. This is the first year, however, members are asked about their potential use of the AARP web site. More than two in five members indicate they would access the web site. Younger members are significantly more likely to say they would access the web site than their older counterparts (see Appendix A).

Members Want to Learn About AARP Community Activities Through the Mail

Three in four members say that mail is their most preferred way of learning about AARP activities in their community. Those age 75 and older, however, are more likely than younger members to say they prefer to learn about AARP activities on the television (see Appendix A).



No significant differences occur in responses between the 1997 and 2001 surveys. This is the first year, however, members are asked about their potential use of the AARP web site. About two in five members indicate they would access the web site. Significantly more younger members than older members say they would access information online (see Appendix A).

Conclusions

Overall, members' concerns, interests, and legislative priorities are consistent with AARP's strategic priorities. This finding supported continued focus in Virginia on AARP's strategic priorities. In particular, members express the greatest interest in AARP information on entitlement programs, health, and independent living. For the most part, their legislative advocacy priorities parallel these concerns. Elder abuse, however, is the second highest legislative priority of Virginia members. More attention to exploring legislative remedies to the concern may be warranted.

Notably, the number one concern of Virginia members regardless of age is the safety and security of their pension and retirement savings. Substantially, fewer members turn to AARP for information on this issue. It may be valuable for Virginia AARP to explore educational and/or legislative options to address this concern.

Strategically targeting outreach strategies to targeted age segments merits further exploration. While all members regardless of age, express the strongest preference for mail, those ages 50 to 59 also say they prefer to access information online. Alternatively, those age 60 and older express a preference for obtaining information through their community newspaper. The survey also reveals a less-than-expected preference for face-to-face opportunities through meetings and volunteer contacts. However, of all face-to-face contacts, attending one-time educational events is preferred, especially among those ages 50 to 59.

Demographic Characteristics



More males (49%) than females (44%) responded.

Age

About one-third (29%) are 50 to 59, 42 percent are 60 to 74, and 21 percent are 75 years and older. The average age is 66.

Race & Ethnicity

Eighty-nine percent are white/Caucasian. Eight percent are black/African Americans. Two percent are Asian, and four percent are of Hispanic origin. (Those of Hispanic origin can be of any race.)



About three in ten (28%) respondents are high school graduates or less. About three in ten (29%) has some college or vocational training beyond high school but are not college graduates. Thirty-five percent are college graduates, including 19 percent with post-graduate or professional degrees.



About half (49%) are retired. Three in ten (30%) are employed full-time. Nine percent are employed part-time, and six percent are currently not in the labor force.



Of those responding, thirty percent have annual household incomes of less than \$30,000. Sixty percent have incomes of \$30,000 or more.



More than half (58%) of respondents are married. Another 19 percent are widowed, and 11 percent are divorced. Five percent have never married.



In the past twelve months, three percent have attended an AARP Chapter meeting, and two percent have participated in a Retired Teachers Association Unit meeting.



Three in five (60%) has access to a computer at home, work, or some other place. Half (51%) has access to the Internet, the World Wide Web, or online services such as America Online.

References

AARP. (1997). *The 1996 Virginia Member Survey: Concerns, Expectations, and Experiences*. Washington, DC.

_____. (1999). *Virginia State Legislative Issues Survey*. Washington, DC.

Appendix A: Core Question Tables

Table 1
Extremely Concerned About Key Issues
By Age

	<i>Percent Extremely Concerned</i>		
	Age		
	50-59 (n=309)	60-74 (n=454)	75+ (n=223)
Safe and affordable driving alternatives	18%	22%	34%
Adequate information on Medicaid	29	29	31
Providing care for parent or relative	35	28	28
Adequate information on Medicare	39	53	55
Avoiding consumer fraud	38	51	58
Social Security as retirement income base	40	47	51
Continuing to drive safely	34	50	53
Finding affordable, high quality health insurance	56	53	52
Staying in their home as they get older	47	58	67
Staying physically fit/maintaining healthy diet	57	62	57
High quality long-term care	56	54	62
Safe and secure pension benefits/savings	68	69	71
Enough money for daily expenses	59	60	58
Age discrimination in employment	20	19	17
Save for the future	40	28	31
Finding work after leaving workforce	16	14	9
Finding affordable legal services	22	27	31
Dealing with loss of family member	29	34	34

Table 2
Extreme Interest in Receiving Information from AARP
By Age

	<i>Percent Extremely Interested</i>		
	50-59 (n=309)	Age 60-74 (n=454)	75+ (n=223)
Safe and affordable driving alternatives	11%	19%	24%
Saving for the future	28	21	20
Safety and security of pension/savings	44	43	37
Social Security	44	56	55
Staying physically fit/maintaining healthy diet	44	52	49
Staying in their home as they get older	45	57	60
Continuing to drive safely	29	50	51
Long-term care services	38	38	43
Finding affordable, high quality health insurance	45	45	40
Age discrimination in employment	18	17	8
Avoiding consumer fraud	34	44	51
Medicare	40	60	58
Medicaid	29	32	27
Understanding managed care or health maintenance organizations	29	29	28
Finding affordable legal services	20	30	29
Finding work again after leaving workforce	15	13	6
Providing care for parent or relative	32	26	19
Dealing with loss of family member	21	26	28
Having assistance available on preparing taxes	18	25	28

Table 3
Percent *Definitely* and *Probably* Willing to Pursue Opportunities
By Age

	<i>Percent Definitely and Probably Would Use</i>		
	Age		
	50-59 (n=309)	60-74 (n=454)	75+ (n=223)
Written Information	74%	74%	64%
Referral service	64	59	53
Access online information	60	38	17
Attend one-time events	56	54	39
Volunteer for local group	45	41	22
Volunteer for AARP	26	25	16
Attend workshop series	35	39	29
Participate in activities to improve state laws	36	39	31
AARP Chapter Meeting	24	28	17

Table 4
Preferences for Learning about Local AARP Activities
By Age

	<i>Percent with a Preference</i>		
	Age		
	50-59 (n=309)	60-74 (n=454)	75+ (n=223)
Mail	77%	77%	73%
Local newspaper	42	51	46
Information online	60	35	15
Call a toll-free or local telephone	35	41	33
Local television	26	34	40
Local radio	20	21	23
Attend meeting	13	21	18
Visit information booth	21	20	22
AARP Volunteer	12	21	19

Table 5
Top Priorities For General Legislative Issues
By Age

	<i>Percent Top Priority</i>		
	<i>Age</i>		
	50-59 (n=309)	60-74 (n=454)	75+ (n=223)
Health care	46%	45%	41%
Health plan consumer protections	34	35	37
Independent living	33	46	52
Long-term care	30	34	41
Elder abuse	40	43	52
Consumer fraud	28	35	42
Aid for low-income	30	33	35
Transportation	18	24	30
Strengthen public education	29	32	36
Medicaid	26	25	27
Tax reform	23	26	19
Utility service and rates	23	31	37

Appendix B: Segments At A Glance

Segments at a Glance		
Members Age 50 to 59		
(base: 309)		
<i>Top Five Personal Concerns</i>	68%	Secure pension/savings
	59%	Meeting daily expenses
	57%	Physically fit/ healthy diet
	56%	Long-term care*
	56%	Health insurance*
<i>Top Five Interests in Information from AARP</i>	45%	Staying at home*
	45%	Health insurance*
	44%	Secure pension/savings*
	44%	Physically fit/ healthy diet*
	44%	Social Security*
<i>Top Five State Legislative Priorities</i>	46%	Health care
	40%	Elder abuse
	34%	Health plan consumer protections
	33%	Independent living
	30%	Long-term care*
	30%	Aid to low-income*
<i>Top Four AARP-Provided Opportunities</i>	74%	Written information
	64%	Referral services
	60%	Online information
	56%	One-time educational events
	45%	Volunteer for worthy organization
<i>Top Four Methods for Learning about AARP Activities</i>	77%	Mail
	60%	Online information
	42%	Community newspapers
	35%	Telephone

An "*" indicates a tie.

Segments at a Glance
Members Age 60 to 74
(base: 454)

<i>Top Five Personal Concerns</i>	69%	Secure pension/savings
	62%	Physically fit/healthy diet
	60%	Meeting daily expenses
	58%	Staying at home as they get older
	54%	Long-term care
<i>Top Five Interests in Information from AARP</i>	60%	Medicare
	57%	Staying at home as they get older
	56%	Social Security
	52%	Physically fit/healthy diet
	50%	Driving safely
<i>Top Five State Legislative Priorities</i>	46%	Independent living
	45%	Health care
	40%	Elder abuse
	35%	Health plan consumer protections
	34%	Long-term care
<i>Top Four AARP-Provided Opportunities</i>	74%	Written information
	59%	Referral services
	54%	Online information
	41%	Volunteer for worthy organization
<i>Top Four Methods for Learning about AARP Activities</i>	77%	Mail
	51%	Community newspapers
	41%	Telephone
	35%	Online

Segments at a Glance

Members Age 75+

(base: 223)

<i>Top Five Personal Concerns</i>	71%	Secure pension/savings
	67%	Staying at home as they get older
	62%	Long-term care
	58%	Consumer fraud*
	58%	Meeting daily expenses*
<i>Top Five Interests in Information from AARP</i>	60%	Staying at home as they get older
	58%	Medicare
	55%	Social Security
	51%	Consumer fraud*
	51%	Driving safely*
<i>Top Five State Legislative Priorities</i>	52%	Elder abuse*
	52%	Independent living*
	42%	Consumer fraud
	41%	Long-term care*
	41%	Health care*
<i>Top Four AARP-Provided Opportunities</i>	64%	Written information
	53%	Referral services
	39%	One-time events
	31%	Improve state laws
<i>Top Four Methods for Learning about AARP Activities</i>	73%	Mail
	46%	Community newspaper
	40%	Television
	33%	Telephone

An “*” indicates a tie.

Appendix C: Annotated Questionnaire

2000 AARP Virginia Member Opinion Survey

AARP MEMBERS = 1,070, RESPONSE RATE = 61% SAMPLING ERROR = 3.2%
(Percentages may not add to 100% due to rounding or multiple response. A “*” means less than 1%)

Your 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	
a. Having safe and affordable alternatives to driving	259 25%	199 19%	313 30%	142 14%	116 11%
b. Having adequate information on Medicaid	317 31%	200 20%	214 21%	116 11%	180 18%
c. Providing care for a parent or relative	330 32%	175 17%	178 17%	123 12%	216 21%
d. Having adequate information on Medicare	524 51%	238 23%	169 17%	52 5%	43 4%
e. Avoiding consumer fraud	529 52%	209 21%	173 17%	68 7%	43 4%
f. Having Social Security as a base for retirement income	492 48%	185 18%	179 17%	76 7%	97 9%
g. Continuing to drive safely	497 48%	229 22%	164 16%	62 6%	77 8%
h. Finding affordable, high quality health insurance	577 56%	173 17%	116 11%	58 6%	102 10%
i. Staying in your own home as you get older	610 59%	218 21%	121 12%	38 4%	51 5%
j. Staying physically fit/maintaining a healthy diet	635 61%	266 26%	89 9%	30 3%	17 2%
k. Having high quality long-term care for you or a family member	605 59%	228 22%	121 12%	47 5%	29 3%
l. Making sure your pension benefits and/or retirement savings are safe and secure	736 71%	183 18%	60 6%	29 3%	30 3%

	Extremely Concerned			Not At All Concerned	
m. Having enough money to meet daily expenses	635 61%	180 17%	119 12%	47 5%	54 5%
n. Facing age discrimination in employment	208 20%	160 16%	184 18%	131 13%	335 33%
o. Saving for the future	351 34%	232 23%	211 21%	102 10%	126 12%
p. Finding work again once you leave the workforce	149 15%	151 15%	205 20%	129 13%	384 38%
q. Finding affordable legal services	289 28%	204 20%	254 25%	135 13%	147 14%
r. Dealing with the loss of a close family member	349 34%	206 20%	251 24%	228 22%	115 11%

AARP Roles and Activities at the State Level

2. Listed below are some opportunities AARP could provide within your state to address member interests and concerns. Please read each one carefully and indicate how likely it is that you, personally, would make use of the opportunity if it were offered in your state.

Opportunity to...	Definitely	Probably	Might or	Probably	Definitely
	Would Use	Would Use	Might Not Use	Would Not Use	Would Not Use
a. Attend workshop <u>series</u> or several meetings, or classes, on topics of interest or concern to me	125 12%	254 25%	402 39%	178 17%	79 8%
b. Attend <u>one-time</u> educational events on topics of interest or concern to me	163 16%	383 37%	303 29%	122 12%	65 6%
c. Receive written information on topics of interest or concern to me	334 32%	426 41%	202 20%	48 5%	24 2%
d. Participate in activities to improve state laws, policies, regulations, or practices that affect me	131 13%	262 25%	361 35%	208 20%	72 7%
e. Use referral services to help me find needed resources and services in my own community	246 24%	379 37%	260 25%	94 9%	46 5%
f. Volunteer my time to an AARP activity in my own community	65 6%	186 18%	398 39%	254 25%	129 13%
g. Volunteer my time with worthy organizations in my community	130 13%	273 27%	358 35%	172 17%	98 10%
h. Attend AARP Chapter meetings in my community that give me an opportunity to meet other people and provide some community services	92 9%	170 16%	396 38%	257 25%	120 12%
i. Access AARP's web site for information on topics of interest or concern to me and for information about upcoming AARP events in my state	162 16%	258 25%	207 20%	176 17%	212 21%

Interest in Receiving Information

3. For each topic listed below, please indicate how interested you would be in receiving information from AARP on that topic.

Information on ...	Extremely Interested			Not At All Interested	
a. Alternatives to driving	191 19%	170 17%	258 26%	180 18%	214 21%
b. Saving for the future	247 25%	221 22%	271 27%	109 11%	158 16%
c. Safety and security of pension benefits and/or retirement savings	457 45%	226 22%	186 18%	57 6%	87 9%
d. Social Security	563 55%	198 20%	160 16%	41 4%	55 5%
e. Staying physically fit/maintaining a healthy diet	525 51%	291 28%	137 13%	41 4%	34 3%
f. Staying in your own home as you get older	579 57%	225 22%	127 12%	38 4%	55 5%
g. Continuing to drive safely	467 46%	253 25%	157 15%	52 5%	89 9%
h. Long term care services	417 41%	258 26%	197 20%	73 7%	66 7%
i. Finding affordable, high quality health insurance	470 46%	200 20%	139 14%	73 7%	131 13%
j. Age discrimination in employment	165 17%	133 13%	205 21%	148 15%	344 35%
k. Avoiding consumer fraud	462 45%	223 22%	188 18%	70 7%	76 8%
l. Medicare	565 55%	215 21%	149 15%	47 5%	48 5%

Information on ...	Extremely Interested			Not At All Interested	
	n	%	n	%	n
m. Medicaid	318	32%	162	17%	176
n. Understanding managed care or health maintenance organizations	316	31%	250	25%	212
o. Finding affordable legal services	285	28%	227	23%	238
p. Finding work again once you leave the work force	124	12%	128	13%	183
q. Providing care for a parent or relative	280	28%	176	18%	181
r. Dealing with the loss of a close family member	263	26%	205	21%	241
s. Having assistance available on preparing taxes	251	25%	197	19%	187

AARP at the Community Level

4. 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.)*

%	n	
78	800	Receive information by mail (e.g., letter, brochure, flyer)
48	494	Read about local AARP activities in newspapers in your community
39	399	Use an on-line computer service to access AARP information
38	393	Call a toll-free or local telephone number for a pre-recorded list of current AARP activities, programs, and services in your community
34	348	Tune in to a local TV channel or program
22	220	Visit an AARP kiosk, booth, or office located in your community
21	215	Hear about them on a local radio station/program
19	194	Attend a meeting at which AARP programs and activities are described
19	194	Contact an AARP Volunteer or AARP Chapter member in or near your community

State Legislative Issues

Telemarketing Fraud

5. Many states have a “do-not call list” that telemarketers are required to obtain before doing telemarketing in that state. This list consists of consumers who have indicated that they do not wish to be called by telemarketers. Do you **support** or **oppose** the state of Virginia establishing a “do-not call list” of consumers who do not want to receive unsolicited telemarketers?

<u>%</u>	<u>n</u>	
89	929	Strongly Support
5	50	Somewhat Support
2	16	Somewhat Oppose
2	22	Strongly Oppose
2	25	Not Sure

A **bond** is an insurance policy that provides a source of recovery for a consumer when the telemarketer fails or is unable to provide the goods or services promised.

6. Do you **support** or **oppose** the state of Virginia establishing of the following telemarketing regulations?

		Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not Sure
a.	Registration of telemarketing organizations operating within the state	821 81%	88 9%	21 2%	23 2%	59 6%
b.	Bonding of telemarketing company or its representative	761 77%	123 12%	24 2%	21 2%	62 6%

7. How much of a **priority** should it be for AARP in Virginia to work on passing legislation that protects consumers from telemarketing fraud?

<u>%</u>	<u>n</u>	
44	464	Top Priority
41	429	High Priority
10	103	Medium Priority
3	27	Low Priority
*	4	Not A Priority
2	22	Not Sure

Financial Fraud and Banking Institutions

8. Do you **support** or **oppose** the state of Virginia requiring banking institutions (banks) to report possible acts of financial abuse against elderly persons?

<u>%</u>	<u>n</u>	
81	852	Strongly Support
13	138	Somewhat Support
2	20	Somewhat Oppose
1	8	Strongly Oppose
3	33	Not Sure

9. How much of a **priority** should it be for AARP in Virginia to work on requiring banking institutions to report possible acts of financial abuse against elderly persons?

<u>%</u>	<u>n</u>	
52	546	Top Priority
34	362	High Priority
7	72	Medium Priority
3	28	Low Priority
1	13	Not A Priority
3	30	Not Sure

Long-Term Care

10. Within the last five years, have you or any member of your immediate family spent any time as a resident of a nursing home?

<u>%</u>	<u>n</u>		
23	246	Yes	→
If you answered “ Yes: ” how would you rate the quality of care you or your family member received? (n = 246)			
<u>%</u>	<u>n</u>		
12	29	Excellent	
45	107	Good	
31	73	Fair	
11	26	Poor	
1	3	Not Sure	
76	804	No	
1	5	Not Sure	

11. If you had to change your current living arrangements and could not remain at home because of an inability to care for yourself, what would you prefer to do? *(Please check only one.)*

<u>%</u>	<u>n</u>	
74	603	Move into a residential facility that would provide the level of care you need
22	174	Move in with a family member
2	17	Move into a nursing home
2	16	Move in with a family member
21	228	Not sure

Long-term care refers to services provided over an extended period of time in a nursing home, at home, or in a community setting for people with physical or mental impairments that prevent them from functioning independently. One example of long-term care services is personal care—that is, care provided by someone other than a family member or friend to help with such things as bathing and dressing.

12. If you or any member of your family needed long-term care services, how **important** would it be to you to be able to receive those services at home and not have to go to a nursing home?

<u>%</u>	<u>n</u>	
80	840	Very Important
15	163	Somewhat Important
2	23	Not Very Important
1	9	Not At All Important
2	21	Not Sure

13. How much of a **priority** should it be for AARP in Virginia to work on increasing state funding for home and community-based long-term care even if it means an increase in taxes?

<u>%</u>	<u>n</u>	
40	426	Top Priority
36	384	High Priority
14	147	Medium Priority
3	27	Low Priority
2	21	Not A Priority
5	49	Not Sure

A Long-Term Care Ombudsman is an official responsible for representing the interests of patients who live in long-term care facilities.

14. Do you **support** or **oppose** each of the following Virginia legislative long-term care initiatives even if it means an increase in your taxes?

	Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not Sure
a. Providing consumer access to information on the rate increase histories of long-term care insurance policies	468 45%	403 39%	31 3%	26 3%	102 10%
b. Expanding the Long-Term Care Ombudsmen Program	420 41%	417 41%	35 3%	15 2%	128 13%

15. How much of a **priority** should it be for AARP in Virginia to work on strengthening each of the following health and long-term care consumer protection proposals?

	Top Priority	High Priority	Medium Priority	Low Priority	Not A Priority	Not Sure
a. Providing consumer access to information on the rate increase histories of long-term care insurance policies	311 31%	372 37%	199 20%	27 3%	18 2%	67 7%
b. Expanding the Long-Term Care Ombudsmen Program	278 28%	343 35%	203 21%	39 4%	14 1%	104 11%

Health Care Consumer Protections

16. Do you **support** or **oppose** each of the following Virginia health care consumer protection legislative initiatives even if it means an increase in your taxes?

	Strongly Support	Somewhat Support	Somewhat Oppose	Strongly Oppose	Not Sure
a. Providing consumer access to information on outpatient surgery outcomes and costs	477 47%	396 39%	45 5%	17 2%	71 7%
b. Permitting patients to sue a Health Maintenance Organization	451 46%	333 34%	70 7%	22 2%	109 11%

17. How much of a **priority** should it be for AARP in Virginia to work on strengthening each of the following health and long-term care consumer protection proposals?

	Top Priority	High Priority	Medium Priority	Low Priority	Not A Priority	Not Sure
a. Providing consumer access to information on outpatient surgery outcomes and costs	351 35%	344 35%	211 21%	35 4%	15 2%	41 4%
b. Permitting patients to sue a Health Maintenance Organization	334 34%	278 28%	186 19%	60 6%	39 4%	86 9%

Prescription Drugs

18. In the past six months, did you take any prescription medicine?

<u>%</u>	<u>n</u>	
90	921	Yes
10	104	No
*	1	Not Sure

19. About how much money do you spend per month out of your own pocket for prescription drugs for your own use?

<u>%</u>	<u>n</u>	
20	193	Less than \$10
35	341	\$10 - \$49
21	208	\$50 - \$99
17	166	\$100 - \$199
7	67	\$200 - \$499
1	9	\$500 or more
3	35	Not Sure

20. Would you say that paying for prescription drugs is a major problem, a minor problem, or not much of a problem for you?

<u>%</u>	<u>n</u>	
42	424	Major Problem
30	306	Minor Problem
28	289	Not a Problem
1	11	Not Sure

21. Many people face difficult decisions when buying prescription drugs. In the past six months, have you done any of the following?

In the past six months, have you...	Yes	No	Not Sure
a. Delayed getting a prescription filled because you didn't have enough money to pay for it?	90 9%	923 91%	7 1%
b. Taken less medicine than your doctor prescribed to make it last longer?	103 10%	905 90%	5 1%
c. Cut back on items such as food, fuel, or electricity to be able to afford a prescription drug?	71 7%	934 93%	14 1%

22. Do you **support** or **oppose** the state of Virginia creating a state-funded Prescription Drug Assistance Program for low-income elderly and disabled persons not currently eligible for prescription drug benefits under Medicaid even if it means an increase in your taxes?

%	n	
53	545	Strongly Support
33	335	Somewhat Support
6	60	Somewhat Oppose
4	38	Strongly Oppose
5	51	Not Sure

23. How much of a **priority** should it be for AARP in Virginia to work on creating this proposed Prescription Drug Program for the low-income elderly and disabled persons?

%	n	
42	412	Top Priority
32	314	High Priority
17	165	Medium Priority
3	30	Low Priority
3	30	Not A Priority
4	41	Not Sure

Overall Priorities

24. To be effective, the AARP Virginia State Legislative Committee wants to work on the most important issues facing Virginia 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 Virginia?

	Top Priority	High Priority	Medium Priority	Low Priority	Not A Priority	Not Sure
a. Transportation services for the elderly or disabled	240 24%	364 37%	268 27%	80 8%	24 2%	13 1%
b. Health care issues like the cost, quality and availability of health care	452 46%	393 40%	113 11%	16 2%	7 1%	8 1%
c. Issues concerning consumer protection against fraud	350 35%	323 33%	234 24%	63 6%	13 1%	6 1%
d. Issues concerning utility services and rates	303 31%	309 31%	282 29%	65 7%	19 2%	11 1%
e. Issues concerning how older persons can remain in their own homes or communities as they age	437 44%	325 33%	173 17%	39 4%	10 1%	12 1%
f. Issues concerning development of consumer protection standards for health insurance including managed care plans	354 36%	379 39%	188 19%	28 3%	10 1%	19 2%
g. Issues concerning long-term care services	347 35%	397 40%	188 19%	31 3%	9 1%	17 2%
h. Assistance programs for low-income older state residents	331 34%	365 37%	207 21%	48 5%	13 1%	24 2%
i. Issues concerning elder abuse	444 45%	278 28%	188 19%	48 5%	18 2%	15 2%
j. Issues concerning expanding Medicaid	263 27%	275 28%	238 25%	99 10%	47 5%	49 5%
k. Strengthening the public education system	322 33%	273 28%	252 25%	78 8%	44 4%	23 2%
l. Changing/reforming the state's tax structure	238 24%	259 26%	257 26%	100 10%	57 6%	75 8%

About You

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

25. In the *last 12 months*, have you attended a local AARP Chapter meeting?

<u>%</u>	<u>n</u>	
3	27	Yes
97	971	No
1	5	Don't Know

26. In the *last 12 months*, have you attended a local Retired Teachers Association Unit meeting?

<u>%</u>	<u>n</u>	
2	16	Yes
98	982	No
*	4	Don't Know

27. Are you male or female?

<u>%</u>	<u>n</u>	
53	529	Male
47	469	Female

28. What is your age as of your last birthday? _____ (In years)

<u>%</u>	<u>n</u>	
31	309	50-59
46	454	60-74
23	223	75+

29. What is your current marital status?

<u>%</u>	<u>n</u>	
62	622	Now married
20	202	Widowed
12	119	Divorced
1	10	Separated
5	50	Never married

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

<u>%</u>	<u>n</u>	
9	91	Less than high school
21	206	High school graduate or equivalent
32	315	Some college or technical training beyond high school
18	177	College graduate (4 years)
20	202	Post-graduate or professional degree

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

<u>%</u>	<u>n</u>	
32	316	Employed or self-employed <u>full-time</u>
9	91	Employed or self-employed <u>part-time</u>
53	525	Retired and not working
6	56	Other such as homemaker
1	7	Unemployed and looking for work

32. Have you ever retired?

<u>%</u>	<u>n</u>	
62	651	Yes
38	393	No
1	10	Don't Know

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

<u>%</u>	<u>n</u>	
62	645	Yes
38	397	No

If you checked "Yes:" Do you have access to the Internet or World Wide Web or the ability to use on-line services such as America Online (AOL)? (n=645)
 89% (546) **Yes** 11% (65) **No** 1% (9) **Don't Know**

34. Are you Hispanic, Spanish, or Latino?

<u>%</u>	<u>n</u>	
4	37	Yes
96	967	No
1	8	Don't Know

About You (Cont'd)

35. What is your race?

<u>%</u>	<u>n</u>	
90	948	White or Caucasian
8	86	Black or African American
2	16	Asian
*	3	Native American or Alaskan Native
0	0	Hawaiian or Pacific Islander

36. What is your 5-digit zip code? (*WRITE IN YOUR ZIP CODE.*) _____
POSTAL CODE AREAS: 1ST 3-DIGITS

<u>%</u>	<u>n</u>	
30	311	Northern (201, 220-223)
19	189	Richmond (224-225, 230-232, 238)
3	26	Winchester (226)
1	12	Culpeper (227)
7	71	Charlottesville (228-229, 244)
19	193	Norfolk (233-237)
1	10	Farmville (239)
12	118	Roanoke (240-241, 243)
2	22	Bristol (242)
5	55	Lynchburg (245)
2	17	Bluefield, W VA (246)

37. What was your annual household income before taxes in 1999?

<u>%</u>	<u>n</u>	
6	62	Less than \$10,000
14	138	\$10,000 to \$19,999
14	135	\$20,000 to \$29,999
13	124	\$30,000 to \$39,999
11	106	\$40,000 to \$49,999
18	171	\$50,000 to \$74,999
25	241	\$75,000 or more

Thank you for completing this survey. Please use the postage-paid envelope and return it to the State Member Research Surveys, AARP, 601 E Street, NW, Washington, DC 20049, by **February 2, 2001.**

AARP
Knowledge Management
For more information, contact Anita M. Stowell at 202-434-6205