

# Service Availability in HUD-Assisted Senior Housing

FINDINGS FROM A SURVEY ON THE  
AVAILABILITY OF ONSITE SERVICES  
IN HUD-ASSISTED SENIOR HOUSING

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*Center for Housing Plus Services*

  
LEWIN GROUP®

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# Executive Summary

This survey examined the availability of onsite services in senior housing properties assisted by the U.S. Department of Housing and Urban Development (HUD). The survey was conducted in order to build on a previous project conducted by LeadingAge and The Lewin Group to develop a dataset of the health characteristics, health care utilization and health care costs of residents in HUD-assisted senior housing communities in 2008. This dataset is referred to in this report as the “HHS/HUD dataset.”<sup>1</sup> Findings from this survey have been linked to the HHS/HUD dataset in order to examine whether the availability of onsite services has any association with residents’ health care utilization and costs. The results of that analysis can be found here: [www.LeadingAge.org/housingservices](http://www.LeadingAge.org/housingservices)

The survey examined services or activities that were purposely available onsite to residents at the housing property in 2008, not including services that residents were referred to offsite or that residents arranged independently.

Respondents were asked about service availability relating to six areas, including services staff, resident need assessment, types of services, frequency of services, how services were provided and funded, and availability of co-located services and technologies.

This report highlights the survey’s primary findings. Detailed responses to all questions in the survey can be found in Appendix C.

## Onsite Services Staff

- Service coordinators were the most frequent services staff role available onsite. Approximately two-thirds of respondents said their property had a service coordinator. Activity coordinators (26%) and nurses (13%) were considerably less common. One-quarter of respondents reported having no onsite services staff. *(Figure 1)*
- In properties reporting the presence of a service coordinator, the coordinator’s median availability was 30 hours per week. Nurses were available much less frequently, with a median of about one day per week. *(Figure 5)*
- HUD was the primary funding source for both service coordinators (74%) and activity coordinators (55%) *(Figure 8)*. In comparison, nurses were most commonly provided through an outside partner organization (52%). *(Figure 9)*

## Resident Need Assessment

- Almost half of all respondents reported that resident service needs were identified through an informal assessment process, while approximately one-third used a formal assessment process.<sup>2</sup> *(Figure 14)*

## Types of Onsite Services

- Social and recreational activities (74%) were the most common type of service offered onsite. Services related to self-care management—including exercise/fitness (49%), health education (66%) and health screening (64%)—were also common. Health care services—including primary health (10%), mental health (10%) and dental health (3%)—were the least common services available onsite. *(Figure 18)*

<sup>1</sup> More information and the findings from the HHS/HUD database project can be found here: <http://aspe.hhs.gov/daltcp/reports/2014/HUDpic.pdf>.

<sup>2</sup> An “informal” assessment gathers information through general conversation with the resident or through observation. In a “formal” assessment, a resident is asked a prescribed set of questions about himself or herself.

### Frequency of Onsite Services

- The frequency with which different types of onsite services were available varied substantially. Services that support an individual's function (i.e., homemaker assistance, personal care and medication assistance) were more commonly available on a daily basis. Congregate meals were also frequently available on a daily basis. (Figure 22)
- Although health education and health screening were among the more commonly available onsite services, they were available on an infrequent basis. Most health-related services (i.e., mental, dental and podiatry) also were available infrequently. (Figure 22)

### Provision and Funding of Onsite Services

- Aside from social activities, most services were commonly delivered by a contracted or partner organization. However, housing property staff delivered transportation services, congregate meals and exercise/fitness programs in approximately one-third of responding properties. (Figure 23)
- Most services were commonly funded by a partner organization through its own funding sources. Only a few services were commonly funded by the housing property, including social activities and exercise/fitness activities. Services related to functional assistance, and some health services, were also commonly paid for by residents, either out-of-pocket or through their participation in an insurance or public program. (Figure 24)

### Co-Located Services and Technologies<sup>3</sup>

- Over half of responding properties reported no co-located services. Although infrequent, congregate meal sites (14%) were the most commonly cited co-located service. (Figure 25)
- Almost three-quarters of respondents reported that they had no onsite technologies available. (Figure 29)

### General Observations

- The presence of services staff and services varied somewhat across different property types (public housing, Section 202 and other multifamily housing). There was no consistent pattern for one property type to have more or less services staff or services.
- Generally, both services staff and services were more frequently available in larger properties (100+ units). The exceptions were homemaker assistance and personal care services, which were more frequently available in small (<50 units) and medium-size (50-99 units) properties.
- Services were also more frequently available in properties that had only a service coordinator or both a service coordinator and a nurse.

The findings in this report do not provide a nationally representative description of the services available in HUD-assisted senior housing. The survey sample included properties in states where LeadingAge and The Lewin Group had conducted case studies during the initial "HHS/HUD dataset" project. Additionally, housing properties that are providing onsite services might have been more likely to return the survey. Nonetheless, the findings do provide an illustration of the availability of onsite services in HUD-assisted housing in 2008.

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<sup>3</sup> "Co-located" programs or services are operated by an outside organization in a distinct space connected with the building.

# Methodology

This survey builds on a previous project that developed a dataset on the health characteristics, health care utilization and health care costs of residents in HUD-assisted affordable senior housing communities in 2008. This dataset is referred to in this report as the “HHS/HUD dataset.”

Because the intent is to link the findings from this survey with the HHS/HUD dataset, this dataset defined several of the survey’s parameters:

- The survey was conducted with the 2,017 HUD-assisted senior housing properties included in the HHS/ HUD dataset.<sup>4</sup> These properties are located in 12 selected geographic areas (detailed in Appendix A) and do not comprise a nationally representative sample of HUD-assisted senior housing properties.
- The properties surveyed included all types of HUD-assisted properties, including public housing, Section 202, and all other multi-family property types.
- The survey asked about services available at the property in 2008, as this was the latest year of Medicare and Medicaid data available in the HHS/HUD dataset. The survey tool can be found in Appendix B.

The mail survey was conducted between December 2013 and January 2014. The survey questionnaire was sent to the property manager. Survey recipients who felt they were not knowledgeable about the services available in the property in 2008 were asked to pass the survey on to the staff member who would be the most informed responder. Recipients were offered \$20 as a thank you for completing the survey. The final survey response rate was 25.4%.

The survey response data were cleaned, including recoding and filtering responses, to create a final dataset. A descriptive analysis of the dataset was conducted. Frequencies were derived for categorical variables and means and medians were derived for continuous variables. Overall responses were examined and results were also stratified by three key characteristics:

- Property type (public housing, Section 202, and other multifamily properties).
- Property size (<under 50 units, 50-99 units, and 100< units).
- Presence of onsite service staff (no service coordinator, service coordinator, or service coordinator and nurse).

A more detailed explanation of the survey methodology can be found in Appendix A.

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<sup>4</sup> “Senior housing property” was defined as a property that is either designated by HUD as an elderly property, or a property in which 50% or more of the households had an individual age 62 or older. This definition was created because not all types of HUD-assisted properties receive a specific designation in HUD’s databases, even though they may be intended for an elderly population.

# Survey Findings

The survey examined services or activities that were purposely available onsite to residents at the property in 2008 and not services that residents were referred to in the community and/or that residents arranged individually with outside providers. Respondents were asked about service availability relating to six areas, including:

- Onsite services staff.
- Resident need assessment.
- Types of services.
- Frequency of services.
- How services were provided and funded.
- Co-located services and technology.

Survey responses were examined across all respondents and also by property type, property size, and the presence of services staff. The tables below show the breakdown of respondents, stratified by these three areas:

Respondents by Property Type		
Public housing	85	16.6%
Section 202	236	46.1%
Other multifamily	191	37.3%
Total	512	100.0%

Respondents by Property Size		
Under 50 units	121	23.6%
50-99 units	153	29.9%
100+ units	238	46.5%
Total	512	100.0%

Respondents by Service Staff Presence		
No Service Coordinator	163	31.8%
Service Coordinator	296	57.8%
Service Coordinator & Nurse	53	10.4%
Total	512	100.0%

Key findings from the survey are described on the following pages. Full details for each survey question can be found in Appendix C.

The survey results cannot be viewed as representative of service availability in HUD-assisted housing because the survey was not conducted with a nationally representative sample. Additionally, housing properties that offer onsite services might have been more likely to return the survey. Nonetheless, the survey does provide an indication of the types of staffing and services that were available across HUD-assisted senior housing properties in 2008. It also offers insight into how those services were implemented.

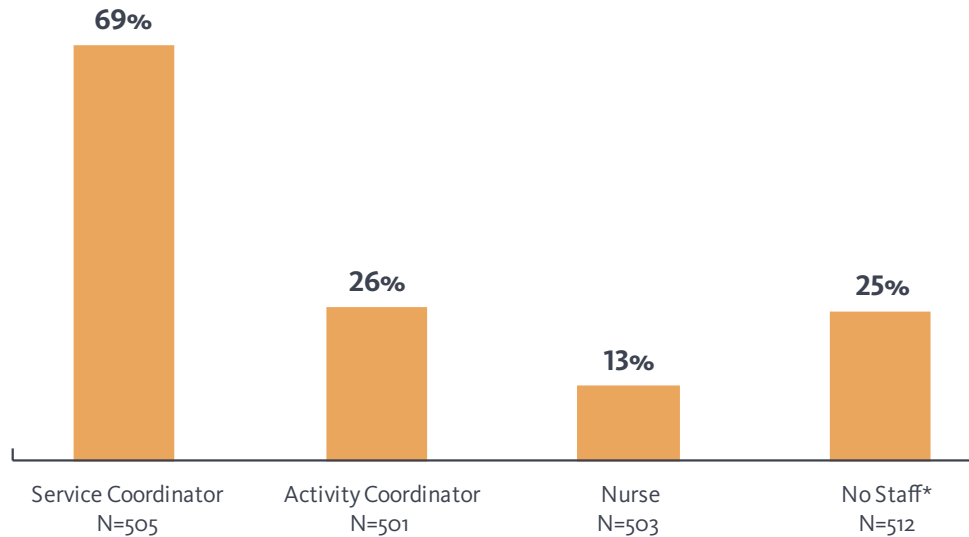
A total of 512 properties responded to the survey. There is not a consistent “N” for each of the report’s data figures, however, because missing data were excluded.

In addition, some figures present responses by the various stratification groups (i.e. property type, property size and service staff presence). The percentages in these figures reflect the proportion of the stratified group, not the total respondent pool. For example, Figure 3 shows that 60% of public housing properties reported having a service coordinator in 2008. This figure represents 60% of the total number of public housing properties in the dataset answering the question (N=83), not the total number of all survey respondents (N=512).

## Onsite Services Staff – Presence

- Service coordinators were the most frequent type of services staff available onsite, with approximately two-thirds of respondents reporting that their property had a service coordinator in 2008. Activity coordinators and nurses were considerably less common. Approximately one quarter of respondents reported having no onsite services staff. (Figure 1)

Figure 1: Types of Onsite Services Staff, 2008

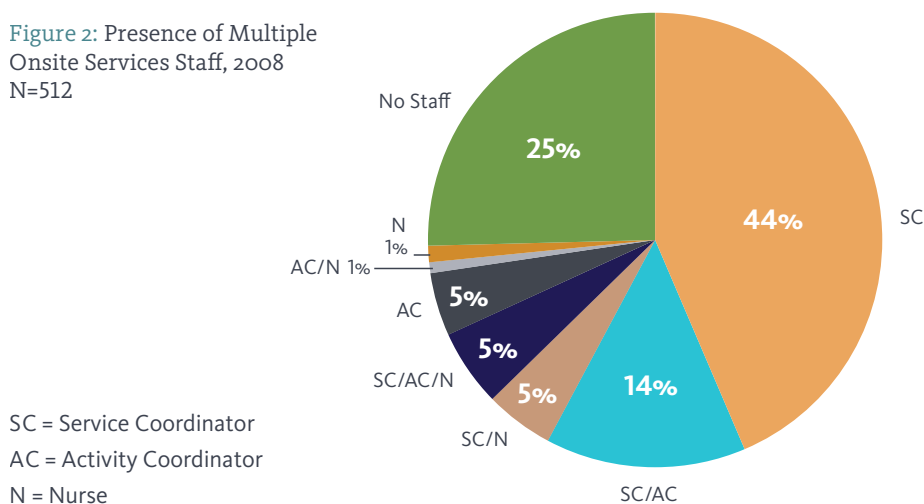


\* Includes respondents who answered “don’t know” or did not respond to the question about availability of each type of services staff.

**Note:** Columns do not sum to 100% because respondents may have more than one staff type.

- Respondents most commonly reported having only a service coordinator (44%). A smaller proportion of properties reported having a combination of services staff types, most frequently a service coordinator and an activity coordinator (14%). (Figure 2)

Figure 2: Presence of Multiple Onsite Services Staff, 2008  
N=512

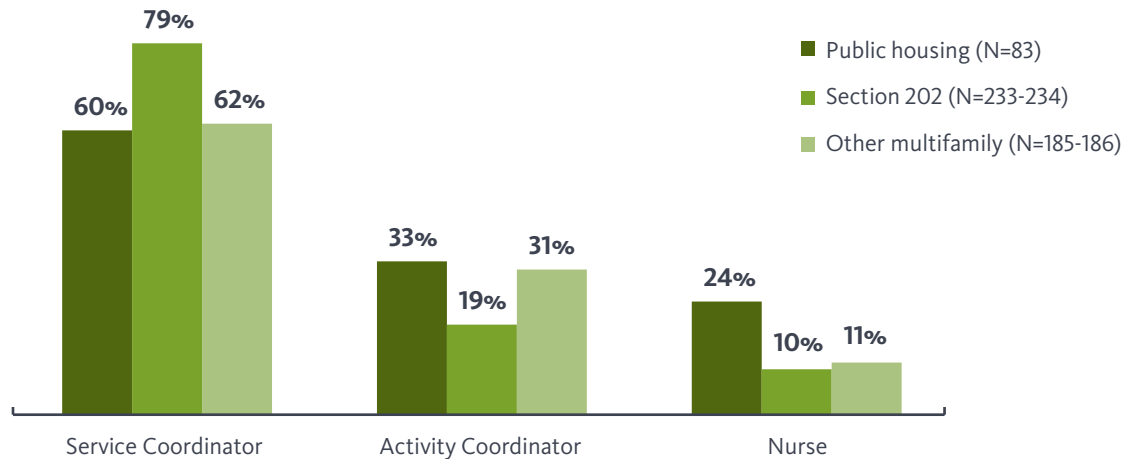




## Onsite Services Staff – Presence

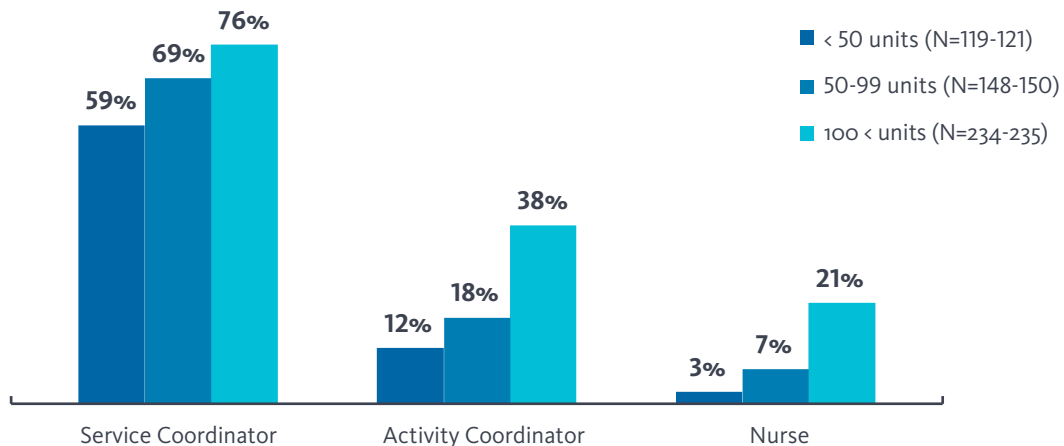
- The presence of services staff varied by housing property type. Service coordinators were more common in Section 202 properties (79%), while activity coordinators were more common in public housing (33%) and other multifamily properties (31%). Nurses were most common in public housing properties (24%). (Figure 3)

Figure 3: Presence of Onsite Services Staff, by Property Type, 2008



- All three staff roles were more common in large properties, compared to small properties. (Figure 4)

Figure 4: Presence of Onsite Services Staff, by Property Size, 2008

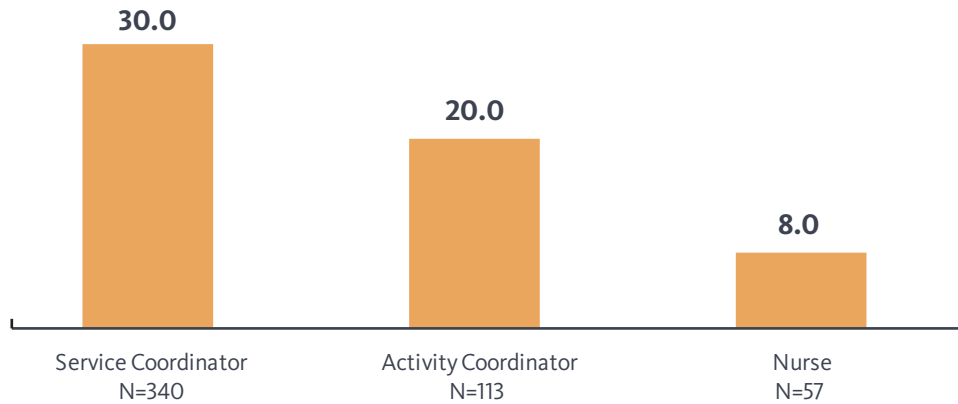


**Note:** In Figures 3 and 4, the “Ns” for each of the stratified categories varies slightly across each staff member type because missing values were excluded for each question. The range of “Ns” in each of the three stratified categories across the staff member options is provided in the legend. To find specific “Ns” for each staff member, see Appendix C, Tables 2, 3, 11, 12, 20 and 21.

## Onsite Services Staff – Availability

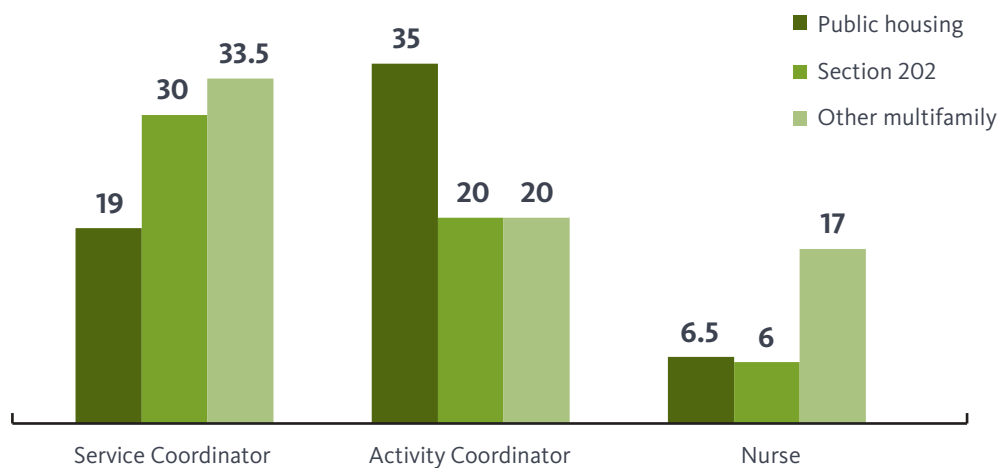
- In properties that reported having a service coordinator, the median availability was 30 hours per week. The median availability of nurses in properties with a nurse was much lower: about one day per week. (Figure 5)

Figure 5: Services Staff, Weekly Median Hours, 2008



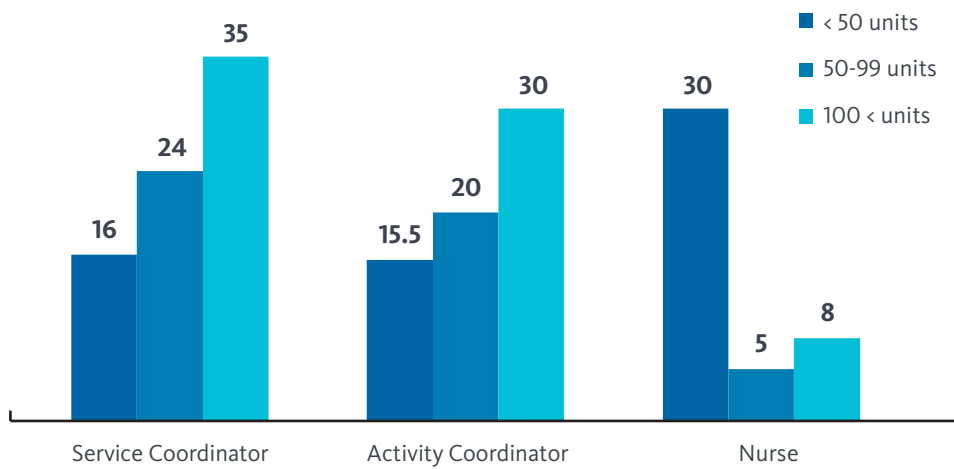
- In properties that reported having any of the three types of services staff, availability of each staff type varied across the different types of properties. Service coordinators in public housing properties were available fewer hours than in other property types, while activities coordinators were available more. Nurses were available more hours in other multifamily properties, compared to other property types. (Figure 6)

Figure 6: Services Staff Median Weekly Hours, by Property Type, 2008



- Service coordinators and activity coordinators in larger properties had a higher median number of weekly hours. The median number of hours for nurses was much higher in smaller properties, although it should be noted that only three properties with less than 50 units reported having a nurse. (Figure 7)

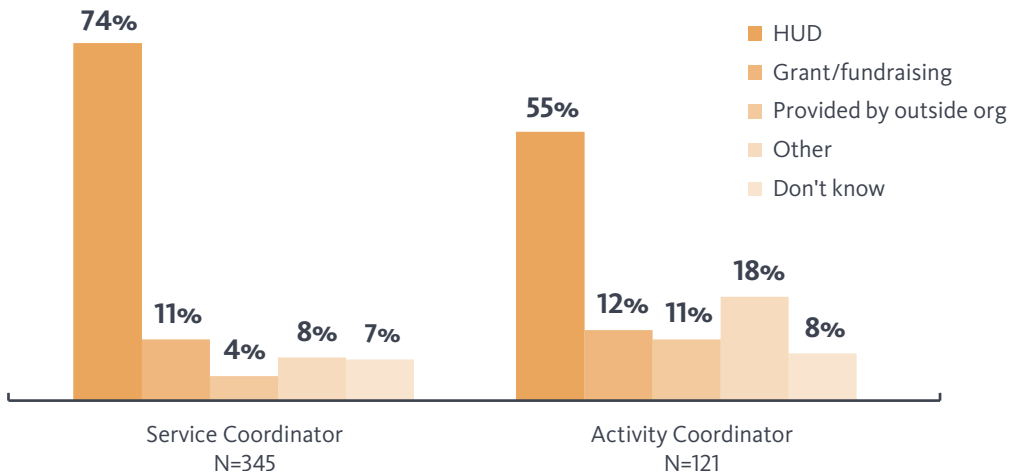
Figure 7: Services Staff Median Weekly Hours, by Property Size, 2008



## Onsite Services Staff – Funding

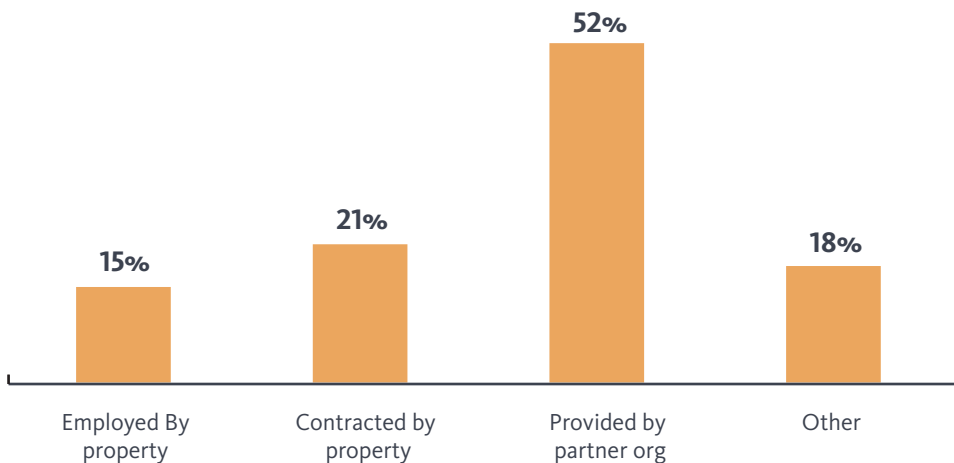
- Among properties that reported having any of the three services staff types, HUD is the primary funding source for both service coordinators (74%) and activity coordinators (55%). (Figure 8) In comparison, nurses were most frequently provided by an outside partner organization (52%). (Figure 9)
- Public housing properties were more likely than other property types to have a service or activity coordinator provided by an outside organization. (Figures 10 and 11) Activity coordinators in public housing properties were much less likely to be funded by HUD. (Figure 11) Nurses in public housing properties were most often provided by an outside partner organization. (Figure 12)

Figure 8: Service & Activity Coordinator Funding Source, 2008



**Note:** Columns do not sum to 100% because respondents may have more than one funding source.

Figure 9: Nurse Funding Source, 2008  
N=62



**Note:** Columns do not sum to 100% because respondents may have more than one funding source.

Figure 10: Service Coordinator Funding, by Property Type, 2008

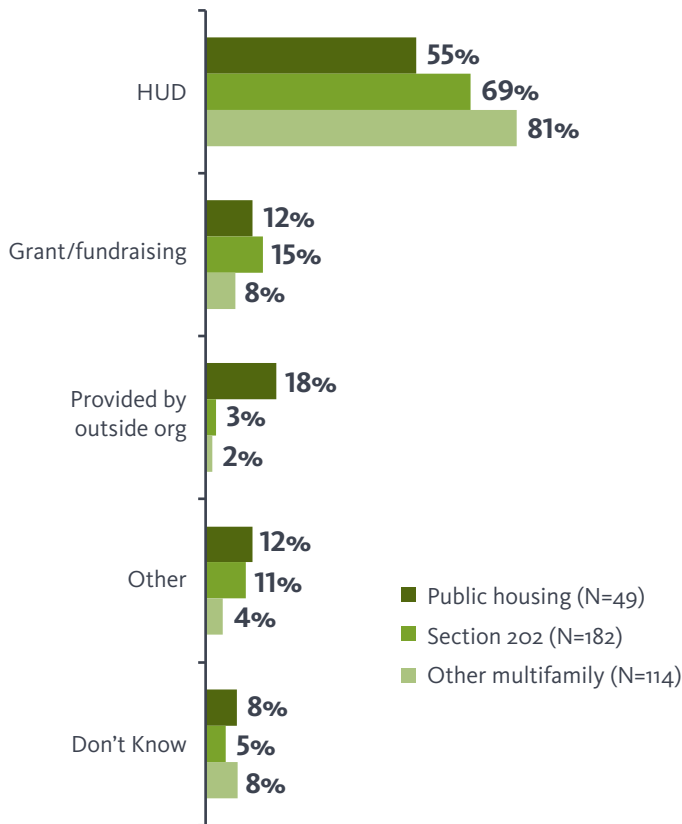


Figure 11: Activity Coordinator Funding, by Property Type, 2008

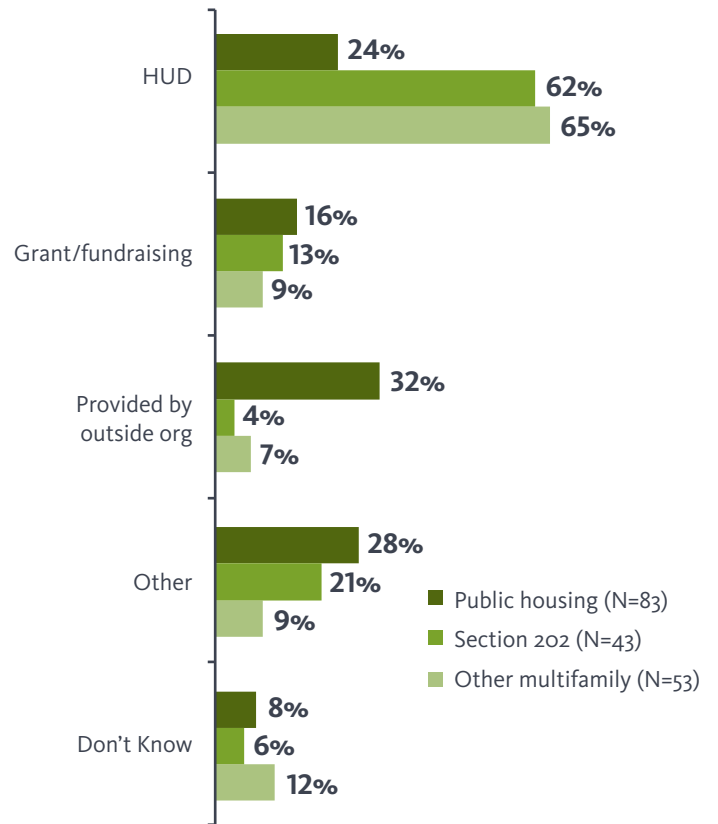
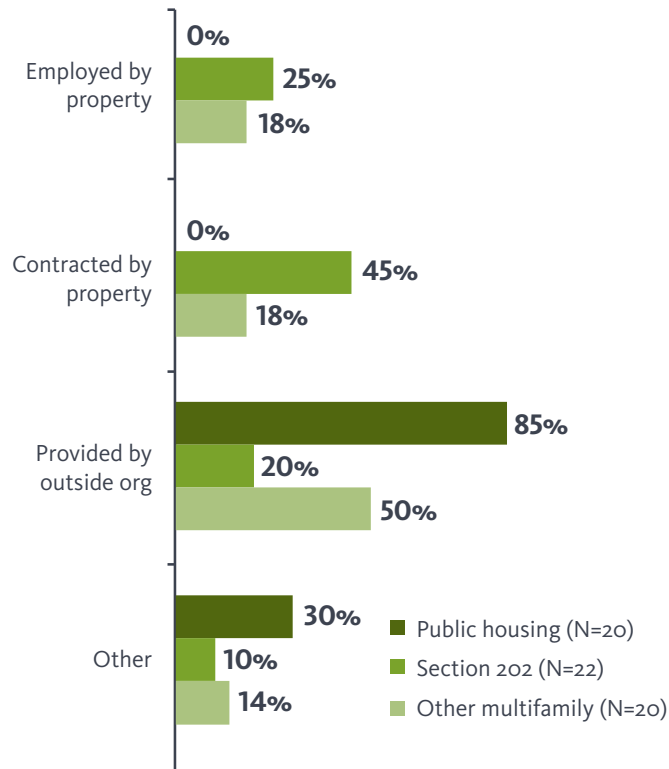


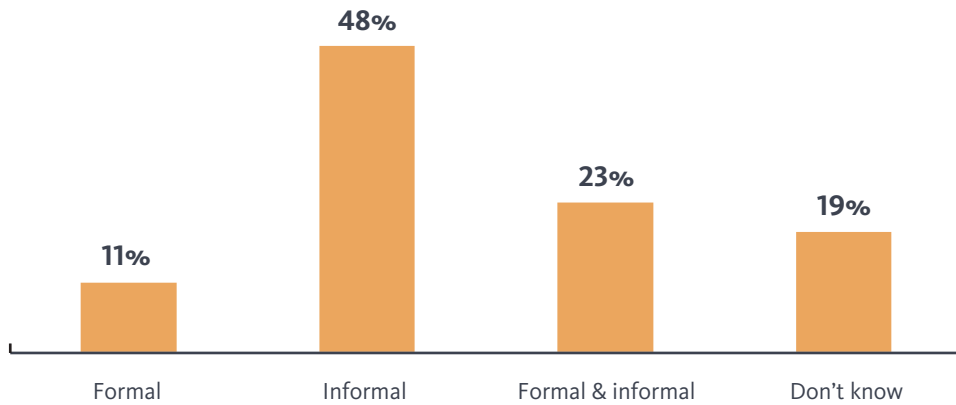
Figure 12: Nurse Funding, by Property Type, 2008



## Resident Assessment

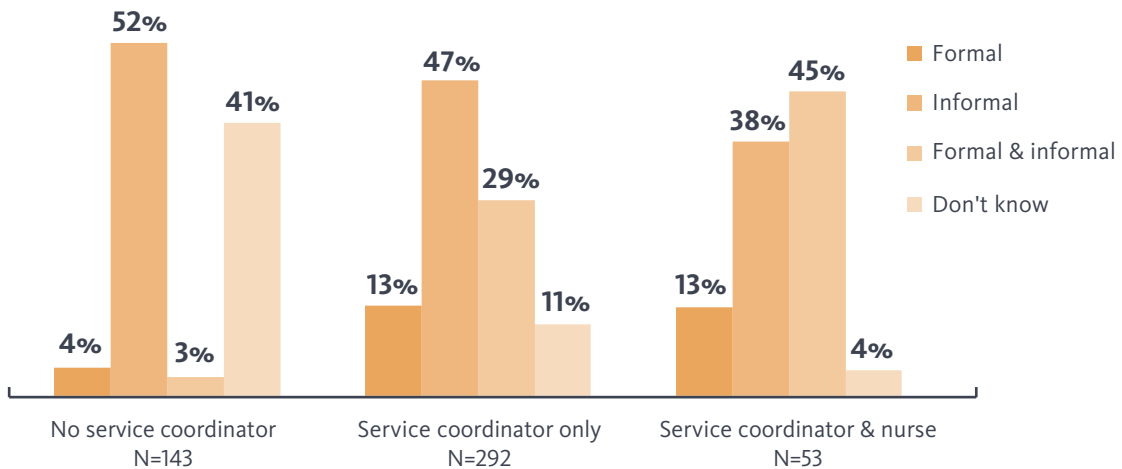
- Almost half (48%) of all respondents reported that resident service needs were identified through an informal assessment process. Approximately one-third reported that a formal process was used to identify needs, either by formal assessment only (11%) or a combination of formal and informal assessment (23%). (Figure 14)

Figure 14: Resident Assessment Method, 2008  
N=488



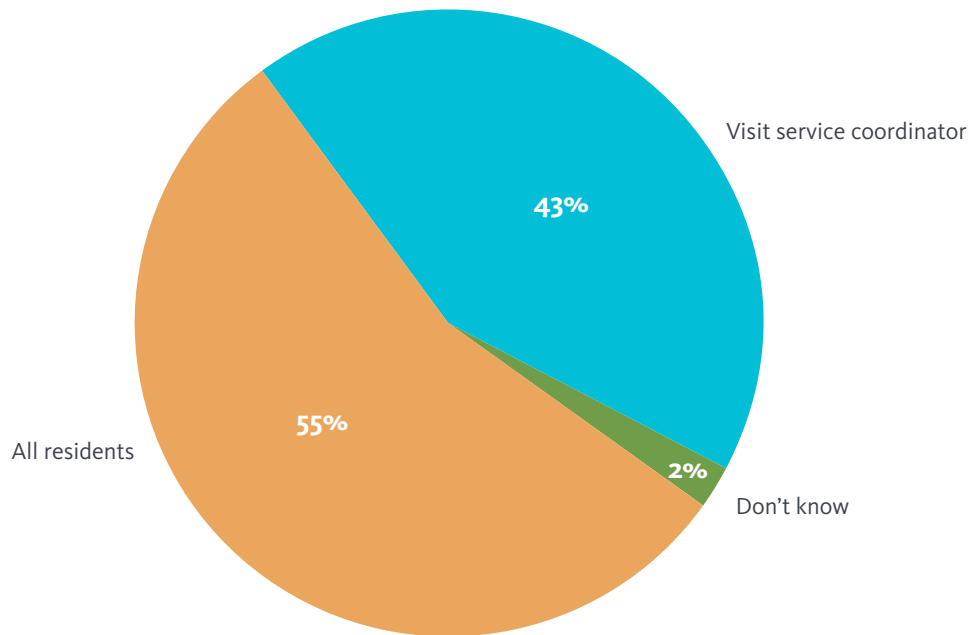
- Resident assessment methods were similar across different types and sizes of properties. (Data not shown. See Appendix C, Tables 29 and 30.) Formal assessments were much more common in properties with a service coordinator and properties with a service coordinator and a nurse. (Figure 15)

Figure 15: Type of Assessment, by Service Staff Presence, 2008



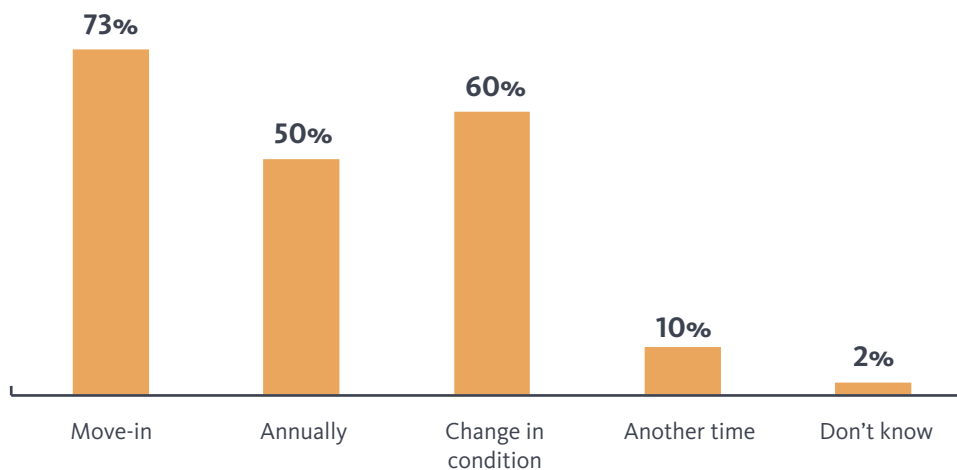
- Of those properties conducting a formal assessment, just over half reported that the assessment was done with all residents. (Figure 16)

Figure 16: Who Receives Formal Assessment in Properties Conducting Formal Assessment, 2008  
N=159



- Almost three-quarters of properties conducting a formal assessment with residents do so when the resident moves to the property. Half of the properties conduct the formal assessment annually, and 60% do so when the resident experiences a change in condition. (Figure 17)

Figure 17: When Formal Assessment Conducted in Properties Conducting Formal Assessment, 2008  
N=161



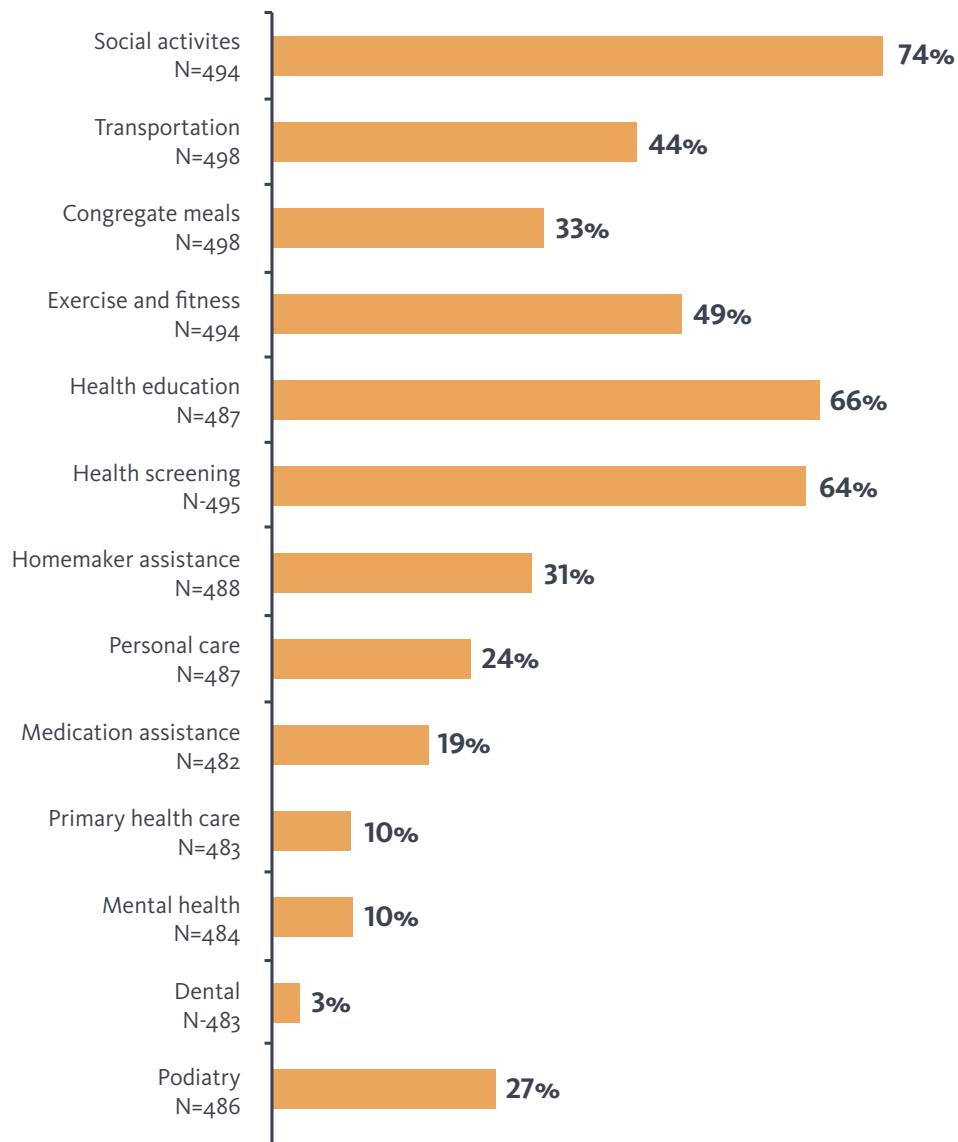
**Note:** Columns do not sum to 100% because respondents may conduct assessments at multiple times.

- Who receives a formal assessment and when the formal assessment is conducted were similar across different types and sizes of properties. (Data not shown. See Appendix C, Tables 33, 34, 37 and 38.)

## Types of Onsite Services

- Social and recreational activities (74%) were the most common type of service offered onsite. Services related to self-care management—including exercise/fitness (49%), health education (66%) and health screening (64%)—were also common. Health care services—including primary health (10%), mental health (10%) and dental health (3%)—were the least common services available onsite. (Figure 18)

Figure 18: Onsite Services, 2008

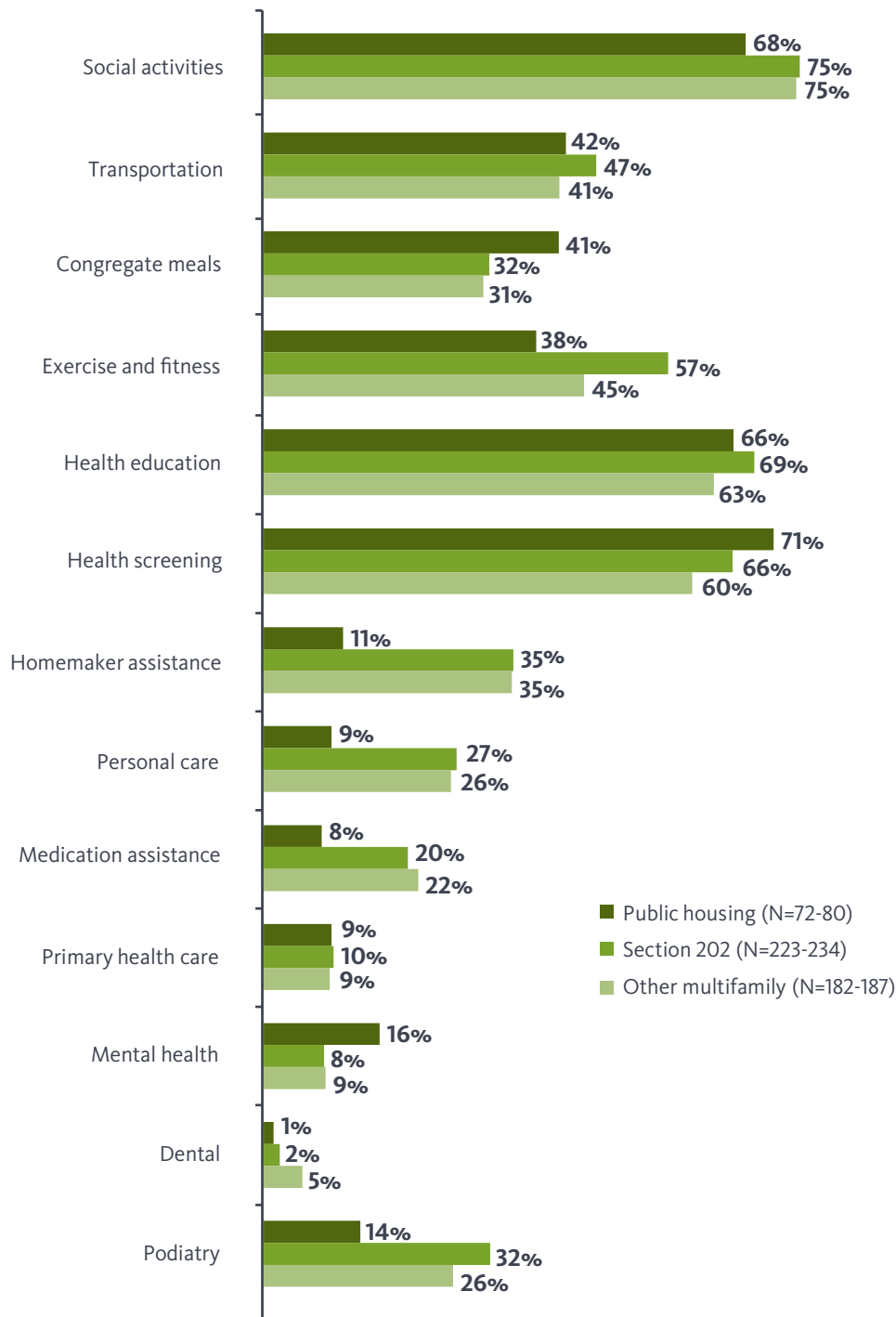




## Types of Onsite Services

- The types of onsite services were fairly similar across housing property types, with a few exceptions. Public housing properties were much less likely to have onsite services related to functional assistance (i.e., homemaker assistance, personal care and medication assistance) and podiatry services. However, public housing properties were twice as likely to have onsite mental health services. (Figure 19)

Figure 19: Onsite Services by Property Type, 2008

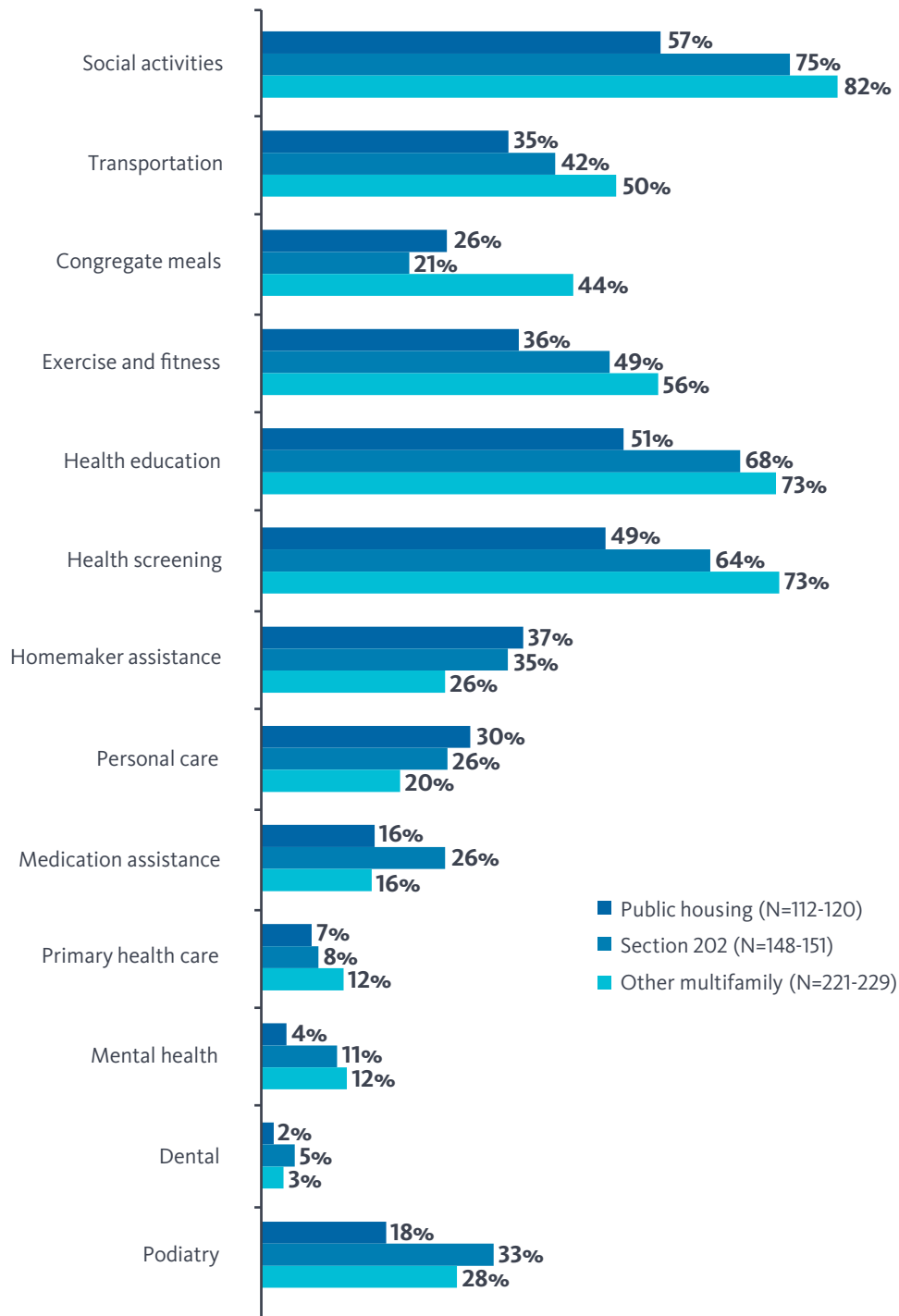


**Note:** The “Ns” for each of the stratified categories vary slightly across each service because missing values were excluded for each service. The range of “Ns” in each of the three stratified categories across the service options is provided in the legend. To find specific “Ns” for each service, see Appendix C, Table 41.

## Types of Onsite Services

- Almost all types of onsite services were more commonly available in medium and large properties, compared to smaller properties. However, homemaker assistance and personal care services were more commonly available in small properties than in large properties. (Figure 20)

Figure 20: Onsite Services by Property Size, 2008

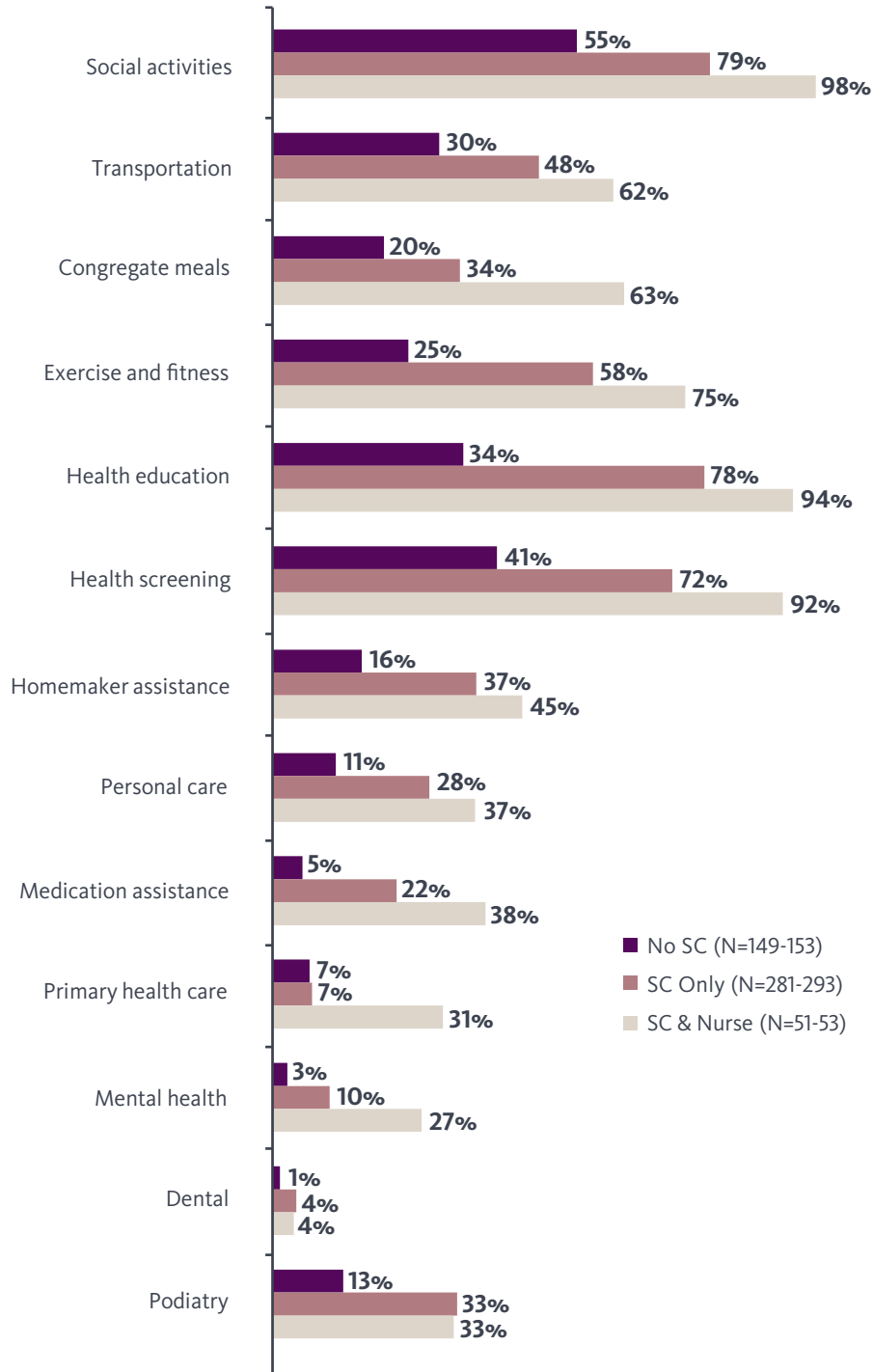


**Note:** The “Ns” for each of the stratified categories vary slightly across each service because missing values were excluded for each service. The range of “Ns” in each of the three stratified categories across the service options is provided in the legend. To find the specific “Ns” for each service, see Appendix C, Table 42.

## Types of Onsite Services

- The availability of all types of onsite services was more common in properties that had a service coordinator, compared to properties that did not have a service coordinator. The addition of a nurse was associated with greater availability of almost all types of services. (Figure 21)

Figure 21: Onsite Services by Service Staff Presence, 2008

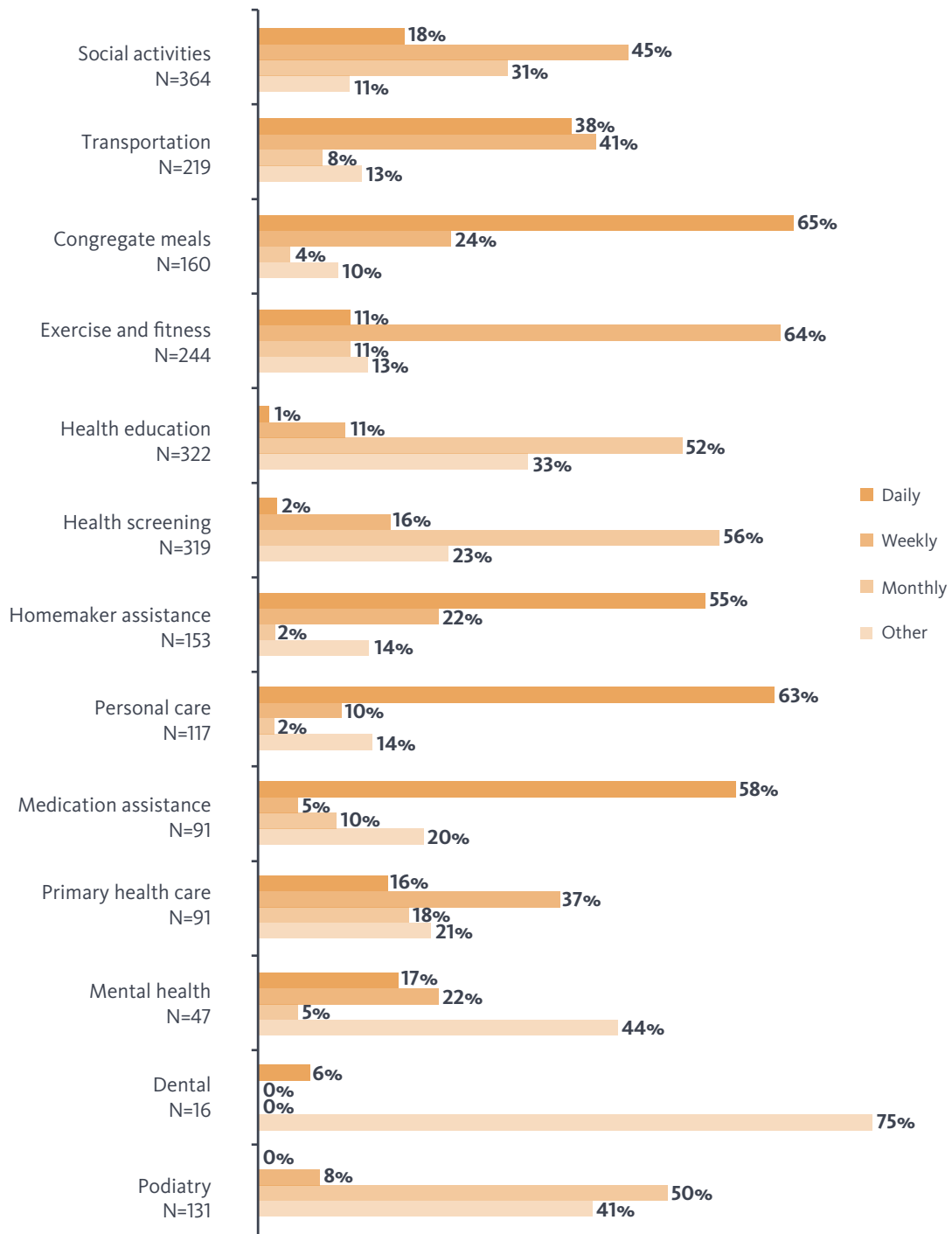


**Note:** The “Ns” for each of the stratified categories vary slightly across each service because missing values were excluded for each service. The range of “Ns” in each of the three stratified categories across the service options is provided in the legend. To find the specific “Ns” for each service, see Appendix C, Table 43.

## Frequency of Onsite Services

- In properties offering any of the onsite services, the frequency of availability for each service varied substantially. Services that support an individual's function (i.e., homemaker assistance, personal care and medication assistance) were more commonly available on a daily basis. Congregate meals were also frequently available on a daily basis. Although health education and health screening were among the more commonly available onsite services, they were available on an infrequent basis. Most of the health-related services (i.e., mental, dental and podiatry) also were available infrequently. (Figure 22)

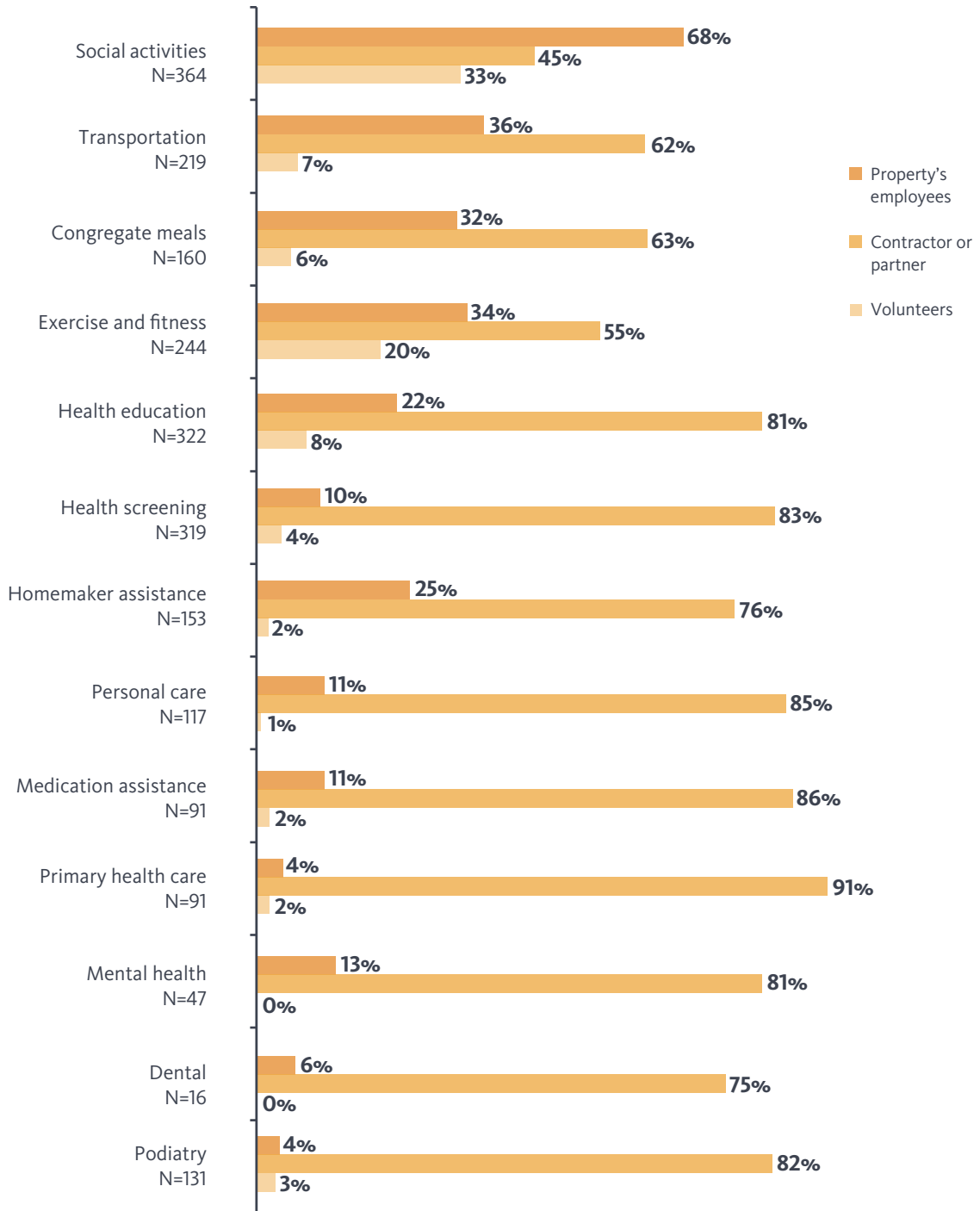
Figure 22: Frequency of Onsite Services, 2008



## How Onsite Services Were Provided

- In properties offering any of the onsite services, services were most commonly delivered by a contracted or partner organization. One exception is social activities, which were more commonly provided by property employees. Housing property staff members also delivered transportation services, congregate meals and exercise/fitness programs in approximately one-third of responding properties. (Figure 23)

Figure 23: How Onsite Services are Delivered, 2008



**Note:** Rows do not sum to 100% because services may be delivered in more than one way.

- Trends related to how services were provided remained true across all three housing property types, with one exception. In public housing properties, property staff was less likely to deliver all types of services. *(Data not shown. See Appendix C, Table 49.)*
- In larger housing properties, property staff was more likely to provide transportation and congregate meal services, compared to smaller properties. In contrast, housing staff in smaller properties was more likely to provide health education and health screening services than in larger properties. *(Data not shown. See Appendix C, Table 50.)*
- In housing properties with both a service coordinator and a nurse, housing property staff was more likely to deliver congregate meals, exercise/fitness, health screening, homemaker assistance, personal care, medication assistance and mental health services. *(Data not shown. See Appendix C, Table 51.)*

## *Types of Organizations Providing Onsite Services*

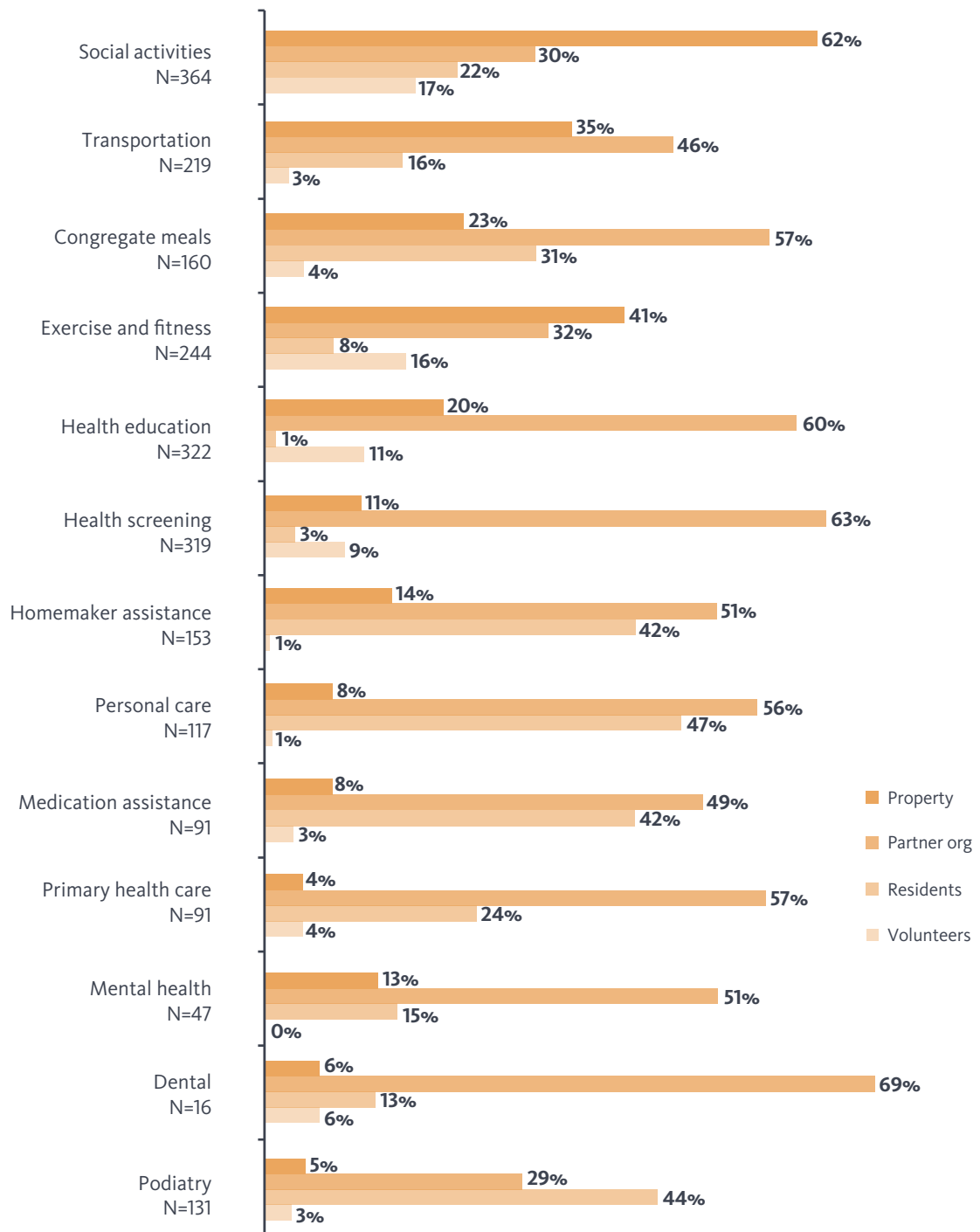
- Among services that were provided by an outside organization (partner or contractor):
  - Social, transportation, congregate meal, exercise/fitness, and health education programs were commonly provided by an area agency on aging or social service agency.
  - Health education and health screening services were frequently provided by a home care or home health agency, or a community clinic/physician practice/hospital.
  - Services related to functional assistance, such as homemaker assistance, personal care and medication assistance services, were frequently provided by a home care or home health agency. Services related to functional assistance were also provided by an area agency on aging or social services agency, although less frequently.
  - Health-related services—including physical health care, dental and podiatry services—were most commonly provided by a community clinic/physician practice/hospital.
  - Mental health services were most frequently provided by a mental health agency.

*(Data not shown. See Appendix C, Table 52.)*

## How Onsite Services Were Funded

- Only a few services—including social activities, and exercise/fitness activities—were more commonly funded by the housing property. Generally, however, most services were commonly funded by a partner organization through its own funding sources. Services related to functional assistance, and some health services, were also commonly paid for by residents, either out-of-pocket or through an insurance or public program. (Figure 24)

Figure 24: How Onsite Services are Funded, 2008



**Note:** Rows do not sum to 100% because respondents may have more than one funding source.

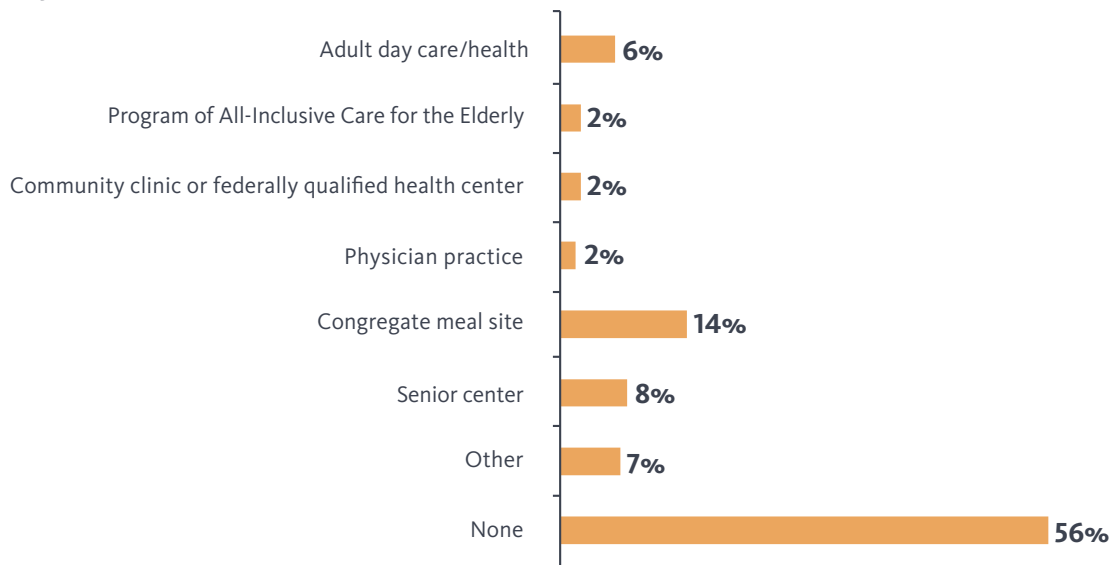


- Compared to other property types, public housing properties were less likely to directly fund services, including social activities and exercise/fitness activities. Services in these properties were more often funded by a partner organization. (*Data not shown. See Appendix C, Table 54.*)

## Co-Located Services

- Over half of responding properties reported having no co-located services. Although still infrequent, congregate meal sites (14%) were the most commonly cited co-located service. (Figure 25)

Figure 25: Co-located Services, 2008  
N=512



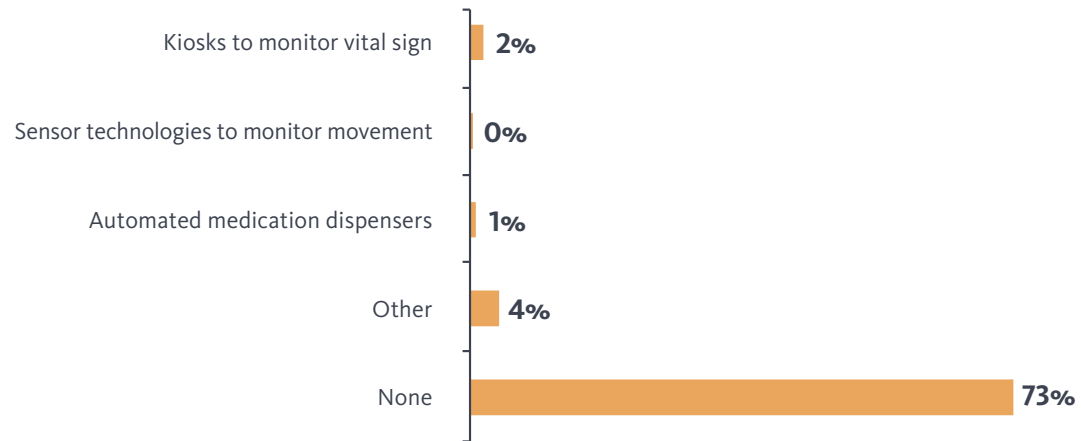
**Note:** Rows do not sum to 100% because respondents may have more than one co-located service.

- Public housing properties, larger properties, and properties with both a service coordinator and a nurse were more likely to have congregate meal sites and senior centers. Properties with a service coordinator and nurse were also more likely to have an adult day care or adult day health care center. (Data not shown. See Appendix C, Tables 58, 59, and 60.)

## Onsite Technology

- Almost three-quarters of respondents said they had no onsite technologies available. (Figure 29)

Figure 29: Available Onsite Technology, 2008  
N=512



**Note:** Bars do not sum to 100% because respondents may have more than one onsite technology.

- Larger properties and properties with a service coordinator and a nurse more frequently reported the availability of “other” onsite technologies. Unfortunately, few respondents offered details about the types of “other” technologies. (Data not shown. See Appendix C, Table 63 and 64.)

# Appendix A – Detailed Methodology

## Survey Background and Description

The purpose of this survey was to look at the availability of onsite services in HUD-assisted senior housing properties. The survey was conducted in order to build on a previous project conducted by LeadingAge and The Lewin Group that developed a dataset on the health characteristics, health care utilization and health care costs of residents in HUD-assisted affordable senior housing communities. This dataset is referred to in this report as the “HHS/HUD dataset.”<sup>5</sup> Findings from this survey have been linked to the HHS/HUD dataset in order to examine whether the availability of onsite services has any association with residents’ health care utilization and costs. The results of that analysis can be found here: [www.LeadingAge.org/housingservices](http://www.LeadingAge.org/housingservices)

Because the intent is to link these two datasets, the HHS/HUD dataset defined several of the survey’s parameters:

- The survey was conducted with the 2,017 HUD-assisted senior housing properties included in the HHS/HUD dataset.<sup>6</sup> These properties are located in 12 geographic areas (11 Metropolitan Statistical Areas [MSAs] and one state), which are detailed in Table A1. The survey sample does not comprise a nationally representative sample of HUD-assisted senior housing properties. The chart below details the areas and the survey response rate from each area.

**Table A1: Geographic Areas Surveyed and Response Rate**

Geographic Area	Number of Survey Respondents	Percent of Survey Respondents
San Francisco-Oakland-Fremont, CA	58	11.3%
New Haven-Milford, CT	25	4.9%
Bridgeport-Stamford-Norwalk, CT	26	5.1%
Milwaukee-Waukesha-West Allis, WI	20	3.9%
Boston-Cambridge-Quincy, MA	118	23.0%
Durham-Chapel Hill, NC	5	1.0%
Richmond, VA	6	1.2%
New York-Northern New Jersey-Long Island	130	25.4%
Akron, OH	18	3.5%
Cleveland, OH	37	7.2%
Columbus, OH	36	7.0%
State of Vermont	33	6.4%

- The properties surveyed included all types of HUD-assisted properties, including public housing, Section 202 and all other multi-family property types. Table A2 details how housing properties were grouped for analysis.

<sup>5</sup> More information about the HHS/HUD dataset project can be found here: <http://aspe.hhs.gov/daltcp/reports/2014/HUDpic.pdf>.

<sup>6</sup> “Senior housing property” was defined as a property that is either designated by HUD as an elderly property, or a property in which 50% or more of the households had an individual age 62 or older. This definition was created because not all types of HUD-assisted properties receive a specific designation in HUD’s databases, even though those properties may be intended for an elderly population.

*Table A2: Housing Program Groups*

Public Housing	Section 202	Other Multifamily
<ul style="list-style-type: none"> <li>Public Housing</li> </ul>	<ul style="list-style-type: none"> <li>Section 202 with Project Rental Assistance Contract (PRAC)</li> <li>202/8 new construction</li> <li>202/8 substantial rehab</li> </ul>	<ul style="list-style-type: none"> <li>Section 811 with Project Rental Assistance Contract (PRAC)</li> <li>202/162 new construction Sec. 8</li> <li>515/8 new construction</li> <li>Sec 8 substantial rehab</li> <li>Sec 8 new construction</li> <li>HFDA 8/new construction</li> <li>PD/8 Existing</li> <li>Loan Management Set-Aside (LMSA)</li> <li>Preservation</li> <li>Pension Fund</li> <li>Rent Supplement</li> <li>Rental assistance payment</li> </ul>

- The survey asked about services available at the property in 2008, since this was the latest year of Medicare and Medicaid data available in the HHS/HUD dataset.

The survey (see Appendix B) included questions about onsite services staff members and their level of effort and funding sources, methods for identifying residents' service needs, onsite services available to residents, frequency of services, how services were paid for, how services were delivered, co-location of service programs, and onsite technologies to assist residents in monitoring and managing their health care.

The survey was conducted via mail by Ipsos from December 2013-January 2014. The questionnaire was sent to the property manager because this was the most common staff member available across housing properties. Survey recipients who felt they were not knowledgeable about the services available in the property in 2008 were asked to pass the survey on to the staff member who would be the most knowledgeable responder.

All properties in the sample were sent a postcard notification in early December 2013 informing them that they would be receiving a survey in a week. A follow-up postcard was sent in late December 2013 reminding recipients to complete the survey, if they had not already done so. A second round of surveys was sent to all non-respondents in mid-January 2014. The survey was closed in late February 2014. A total of 512 surveys were returned, for a response rate of 25.4%.

## Survey Data Cleaning

Ipsos coded the survey responses and The Lewin Group completed additional recoding (*Table A3*) and filtering (*Table A4*).

Recoding was necessary because a small number of respondents selected multiple, contradictory answers on questions not designed to have multiple response (for example, selecting both “yes” and “no”). Surveys were recoded to capture, as clearly as possible, the respondent’s intended answer (for example, responses were coded as “don’t know” when both “yes” and “no” were selected). All responses were maintained as submitted in questions where multiple answers were logical.

**Table A3: Recoding of Survey Data**

Question Number	Question Type/Possible Answers	Recode
Q1, Q2, Q3	<p>Did the property have the following onsite staff in 2008:</p> <ul style="list-style-type: none"> <li>● Service Coordinator</li> <li>● Activities Coordinator</li> <li>● Nurse</li> </ul> <p><b>Possible answers:</b> yes, no, don’t know</p>	<p>yes + no = don’t know            yes + don’t know = yes            no + don’t know = no</p>
Q4	<p>In 2008, were residents’ service needs identified through a formal or informal assessment process?</p> <p><b>Possible answers:</b> formal, informal, both, don’t know</p>	<p>formal + informal = both            formal + both = both            informal + both = both            informal + don’t know = informal            formal + informal + both = both</p>
Q4a	<p>In 2008, was a formal assessment conducted with all residents or only those visiting the service coordinator?</p> <p><b>Possible answers:</b> all, only, don’t know</p>	<p>all + only = all            all + don’t know = all</p>
Q5	<p>Were services available at the property in 2008?</p> <p><b>Possible answers:</b> yes, no, don’t know</p>	<p>yes + no = don’t know            yes + don’t know = yes            no + don’t know = no</p>

Filtering was also conducted for some categorical and continuous outcomes to ensure that responses on one question were logical in relation to prior questions. For example, occasionally respondents would indicate in question 5 that they did not have a particular service onsite, but would then go on to answer questions about that service later in the survey. A conservative approach was taken with the data in these circumstances. Responses to later survey questions that were related to prior (“stem”) questions were included in descriptive analyses only if the “stem” question was answered affirmatively.

**Table A4: Filtering According to Stem Question Response**

Question Number	Included this question in analyses only if:	Description
Q1a, Q1b	Q1=yes	<p>In these questions, respondents were asked whether their property had a service coordinator, activities coordinator, and/or nurse in 2008. Subsequent questions requested the hours per week the staff member was at the property (Q1a, Q2a and Q3a) and how the staff position was funded (Q1b, Q2b and Q3b). Responses to the questions about hours and funding were only included if the respondent chose “yes” in the stem question (Q1, Q2 and Q3).</p> <p>Q1a, Q2a, and Q3a also included only nonzero responses. For example, if a respondent indicated in Q1 that the property had a service coordinator but that the service coordinator did not work any hours each week, then the response to Q1a was omitted from the calculation of average hours worked.</p>
Q2a, Q2b	Q2=yes	
Q3a, Q3b	Q3=yes	
Q4a, Q4b	Q4 = formal assessment, or both formal and informal assessment	In Q4, respondents were asked about resident assessment methods in 2008. Q4a and Q4b asked questions related to formal assessments only. Only responses coded as “formal” or “both formal and informal assessment” in Q4 were included.
Q6, Q8, Q10	Q5 = yes for a given service	In Q5, respondents were asked whether certain services were provided in 2008. Follow-up questions (Q6, Q8 and Q10) were all dependent on the services marked/answered as “yes” in Q5. Therefore, responses to Q6, Q8 and Q10 were included only when the respondent selected “yes” for the given service in Q5.
Q9	Q8 = contractor or partner and Q5 = yes for a given service	In Q8, respondents were asked about how services were provided, which included contracting with an outside organization. Q9 asked for a description of the outside organization if that response was selected in Q8. Responses to Q9 were filtered out if the appropriate response category in Q8 was not selected. Additionally, responses to Q9 were filtered out if the respondent did not select “yes” for a given service in Q5.

This survey also included a limited number of questions for which respondents could select a response option of “other” and then write in a response. These questions asked how housing property positions were funded (open-ended response for “funded or provided in another way”), when formal assessments were conducted (open-ended response for “at another time”), and if any services were offered in 2008 that were not in the list provided. This option was used very infrequently. Upon review, it was determined that these responses did not need to be manually coded into existing categories. There were no patterns identified in the open-ended responses.

## *Descriptive Analyses*

Frequencies were derived for categorical variables, and means and medians were derived for continuous variables. In addition to examining overall responses, results were also stratified by three key characteristics:

- Property type (public housing, Section 202, and other multifamily properties).
- Property size (<under 50 units, 50-99 units, and 100< units).
- Presence of onsite service staff (no service coordinator, service coordinator, or service coordinator and nurse).

## *Limitations*

Limitations with the survey process and analysis must be noted. The survey asked about services that were available at the property in 2008, which required respondents to recall the details of the services. Attempting to get the most accurate information, the survey cover letter requested that recipients who felt they were not knowledgeable about the services available in the property in 2008 pass the survey on to the staff member who would be the most knowledgeable responder. Conducting the survey as a mail survey also gave the respondent time to investigate the responses to the survey questions, if needed.

The survey was conducted with housing properties in 12 geographic areas. Although responses were received from all areas, almost half of the responses came from the Boston-Cambridge-Quincy MSA (23%) and the New York-Northern New Jersey-Long Island MSA (25%). The overrepresentation of these areas may bias the survey results. These areas may be more service-rich, which may increase opportunities to bring services to a housing property.

In analyzing the survey response data, some degree of recoding and filtering was done. However, as indicated above, these adjustments were carried out in a conservative manner, requiring that respondents explicitly indicate that they did something or had something on site in order for related, follow-up responses to be included in the analysis.



# Appendix B – Survey Tool

## Survey On Services in Affordable Senior Housing Properties

Please keep the following in mind when completing this survey:

- When answering the questions, please think **only** of the **housing property to which this survey was addressed**.
- This survey concerns **services or activities that were purposely available onsite to residents of this property**. The survey questions refer to services that were provided either by the property or through a partner organization or volunteers. They **do not** refer to services that residents arranged individually with outside providers.
- This survey asks about the **types of services that were available at the property in 2008**. Please answer the questions thinking **only** about services available to the residents in the year **2008**.

If you feel you are not the best person to complete this survey, please pass it on to the person who you feel is most knowledgeable about the types of services available to residents at this property in 2008.

### Services Staff

1. In 2008, did this property have a designated **service coordinator**? A “service coordinator” is a person whose role is to assist residents with identifying and accessing benefits and services.

Yes.....   
No .....  } IF NO OR DON'T KNOW, SKIP TO QUESTION 2.  
Don't know.....

- 1a. In 2008, how many hours per week was the service coordinator at the property? *Round to the nearest half hour. Please do not use fractions; use .5 to indicate one half hour.*

Hours per week: \_\_\_\_\_

- 1b. How was the service coordinator funded or provided in 2008?

Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant) .....   
Funded through a grant or other fundraising activity .....   
Provided by an outside organization .....   
Funded or provided another way (please specify) \_\_\_\_\_ .....   
Don't know .....

2. In 2008, did this property have a designated **activities coordinator**? An “activities coordinator” is a person whose role is to organize social and recreational activities.

Yes.....   
No .....  } IF NO OR DON'T KNOW, SKIP TO QUESTION 3.  
Don't know.....

2a. In 2008, how many hours per week was the activities coordinator at the property? *Round to the nearest half hour. Please do not use fractions; use .5 to indicate one half hour.*

Hours per week: \_\_\_\_\_

2b. How was the activities coordinator funded or provided in 2008?

- Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant) .....
- Funded through a grant or other fundraising activity .....
- Provided by an outside organization .....
- Funded or provided another way (please specify) \_\_\_\_\_ .....
- Don't know .....

3. In 2008, did this property have a **nurse**?

- Yes.....
  - No .....
  - Don't know.....
- } IF NO OR DON'T KNOW, SKIP TO QUESTION 4.

3a. In 2008, how many hours per week was the nurse at the property? *Round to the nearest half hour. Please do not use fractions; use .5 to indicate one half hour.*

Hours per week: \_\_\_\_\_

3b. Was the nurse employed or contracted by the property or provided by a partner organization in 2008?

- Employed by property .....
- Contracted by property.....
- Provided by partner organization .....
- Provided another way (please specify) \_\_\_\_\_ .....
- Don't know .....

**Identifying Resident Service Needs**

4. In 2008, were residents' service needs identified through a **formal** or **informal** assessment process? A "formal" assessment is one where a resident is asked a prescribed set of questions about themselves. An "informal" assessment is one where information is gathered through general conversation with the resident or through observation.

- Formal assessment only .....
- Informal assessment only .....  → SKIP TO QUESTION 5.
- Both formal and informal assessment .....
- Don't know .....  → SKIP TO QUESTION 5.

4a. In 2008, was the **formal** assessment conducted with all residents or only those residents who visited the service coordinator?

- All residents .....
- Only residents who visited the service coordinator.....
- Don't know .....

4b. In 2008, when was the **formal** assessment conducted? *Please check all that apply.*

- When a new resident moved in .....
- Annually .....
- When a resident experienced a change in condition or an event such as a fall or hospital visit .....
- At another time (please specify) \_\_\_\_\_ .....
- Don't know .....

### Services Available to Residents

The following questions refer to services that were arranged by and connected to the property, **not services that were arranged individually by residents.**

5. In 2008, which of the following services were available at the property? *Please provide a response for each service listed below.*
6. For each service marked/answered as “Yes” in Qu. 5, please indicate **how frequently** each service was available in 2008.

	QU. 5 SERVICES OFFERED			QU. 6 HOW FREQUENTLY EACH SERVICE AVAILABLE ←- (Answer only if “Yes” in Qu. 5) →-				
	YES	NO	DON'T KNOW	DAILY	WEEKLY	MONTHLY	OTHER	DON'T KNOW
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congregate meal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise and fitness programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health education programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health screening or monitoring services (such as checking blood pressure or weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Personal care services (such as assistance with bathing or dressing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary health care services provided by a nurse or physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podiatrist services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. In 2008, did the property offer any other services that have not been listed here?  
If so, please describe below.

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8. For each service marked/answered as “Yes” in Qu. 5, please indicate how **each service was provided**. In 2008, was this service provided by the housing property’s employees, by an outside organization contracted by the housing property, by a community organization that partnered with the housing property or by volunteers? *Please check all that apply.*

	QU. 8 HOW EACH SERVICE PROVIDED ←- (Answer only if “Yes” in Qu. 5) -→				
	BY HOUSING PROPERTY’S EMPLOYEES	BY AN OUTSIDE ORGANIZATION (CONTRACTOR)	BY A COMMUNITY ORGANIZATION (PARTNER)	BY VOLUNTEERS	DON’T KNOW
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congregate meal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise and fitness programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health education programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health screening or monitoring services (such as checking blood pressure or weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal care services (such as assistance with bathing or dressing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary health care services provided by a nurse or physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podiatrist services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If, in Qu. 8 above, you indicated that in 2008 your property partnered with or contracted with an outside organization to provide services to residents, please indicate below **what type(s) of organizations provided those services**. Please check all that apply.

	QU. 9 TYPES OF ORGANIZATIONS THAT PROVIDED SERVICES -- (Answer only if "Yes" in Qu. 5) --							
	AREA AGENCY ON AGING	SOCIAL SERVICE AGENCY	EDUCATIONAL INSTITUTION	HOME CARE OR HOME HEALTH AGENCY	COMMUNITY CLINIC/PHYSICIAN PRACTICE/HOSPITAL	MENTAL HEALTH AGENCY	OTHER	DON'T KNOW
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congregate meal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise and fitness programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health education programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health screening or monitoring services (such as checking blood pressure or weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal care services (such as assistance with bathing or dressing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary health care services provided by a nurse or physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podiatrist services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. For each service marked/answered as “Yes” in Qu. 5, please indicate **how each service was funded or paid for**. In 2008, was this service funded by the housing property through any of its funding sources, funded by a partner organization through their own funding sources, paid for by the resident (either out-of-pocket or through an insurance or public program) or provided through volunteers? Please check all that apply.

	QU. 10 HOW EACH SERVICE FUNDED ←-- (Answer only if “Yes” in Qu. 5) --→				
	BY HOUSING PROPERTY	BY A PARTNER ORGANIZATION	BY THE RESIDENT	BY VOLUNTEERS	DON'T KNOW
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Congregate meal services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exercise and fitness programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health education programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health screening or monitoring services (such as checking blood pressure or weight)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal care services (such as assistance with bathing or dressing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Primary health care services provided by a nurse or physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podiatrist services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. In 2008, did you have any of the following service programs **co-located** with your housing property? Co-located means a program or service was operated by an outside organization in a distinct space connected with your building. *Please check all that apply.*

- Adult day care or adult day health center.....
- PACE (Program of All-Inclusive Care for the Elderly).....
- Community clinic or federally qualified health center.....
- Physician practice.....
- Congregate meal site.....
- Senior center.....
- Other (please specify)\_\_\_\_\_
- No, did not have any service programs co-located with the property.....
- Don't know .....

12. In 2008, did your property have any of the following **technologies** available onsite that helped residents monitor or manage their health care? *Please check all that apply.*

- Kiosks where residents could measure vital signs such as blood pressure.....
- Sensor technologies in apartments that could monitor a resident's movements.....
- Automated medication dispensers and/or reminders .....
- Other (please specify)\_\_\_\_\_
- No, did not have any such technologies available onsite .....
- Don't know .....

# Appendix C – Detailed Survey Results

1. In 2008, did this property have a designated service coordinator? A “service coordinator” is a person whose role is to assist residents with identifying and accessing benefits and services.

**Table 1: Properties with Service Coordinator, 2008**  
N=505

	n	%
Yes	350	69.3%
No	142	28.1%
Don't know	13	2.6%

**Table 2: Properties with Service Coordinator, by Property Type, 2008**

	Public Housing	Section 202	Other Multifamily
N	83	234	188
Yes	60.2%	78.6%	61.7%
No	37.4%	19.7%	34.6%
Don't Know	2.4%	1.7%	3.7%

**Table 3: Properties with Service Coordinator, by Property Size (units), 2008**

	<50	50-99	100<
N	121	150	234
Yes	60.2%	78.6%	61.7%
No	37.4%	19.7%	34.6%
Don't Know	2.4%	1.7%	3.7%

- 1a. In 2008, how many hours per week was the service coordinator at the property?

**Table 4: Service Coordinator Weekly Hours, 2008**  
N=340

Mean hours	26.9
Median hours	30.0
Range (low end)	1
Range (high end)	80



	Public Housing	Section 202	Other Multifamily
N	44	183	113
Mean hours	20.7	27.3	28.6
Median hours	19	30	33.5
Range (low end)	2	1.5	1
Range (high end)	40	80	80

	<50	50-99	100+
N	70	100	170
Mean hours	17.7	26.6	30.8
Median hours	16	24	35
Range (low end)	1	2	1.5
Range (high end)	40	40	80

1b. How was the service coordinator funded or provided in 2008?

	n	%
Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant)	254	73.6%
Funded through a grant or other fundraising activity	37	10.7%
Provided by an outside organization	15	4.3%
Funded or provided another way	26	7.5%
Don't know	25	7.2%

\*Respondents may select multiple answers; total does not sum to 100%

**Table 8: Properties with Service Coordinator, by Property Type, 2008\***

	Public Housing	Section 202	Other Multifamily
<i>N</i>	49	182	114
Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant)	55.1%	81.3%	69.3%
Funded through a grant or other fundraising activity	12.2%	7.7%	14.9%
Provided by an outside organization	18.4%	1.6%	2.6%
Funded or provided another way	12.2%	4.4%	10.5%
Don't know	8.2%	8.2%	5.3%

\*Respondents may select multiple answers; total does not sum to 100%

**Table 9: Properties with Service Coordinator, by Property Size (units), 2008\***

	<50	50-99	100<
<i>N</i>	69	101	175
Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant)	73.9%	85.1%	66.9%
Funded through a grant or other fundraising activity	8.7%	5.9%	14.3%
Provided by an outside organization	5.8%	2.0%	5.1%
Funded or provided another way	7.2%	7.9%	7.4%
Don't know	8.7%	2.0%	9.7%

\*Respondents may select multiple answers; total does not sum to 100%

- In 2008, did this property have a designated activities coordinator? An “activities coordinator” is a person whose role is to organize social and recreational activities.

**Table 10: Properties with Activities Coordinator, 2008**

*N*=501

	<i>n</i>	%
Yes	129	25.7%
No	348	69.5%
Don't know	24	4.8%

**Table 11: Properties with Activities Coordinator, by Property Type, 2008**

	Public Housing	Section 202	Other Multifamily
<i>N</i>	83	233	185
Yes	32.5%	19.3%	30.8%
No	61.4%	78.1%	62.2%
Don't Know	6.0%	2.6%	7.0%

<i>Table 12: Properties with Activities Coordinator, by Property Size (units), 2008</i>			
	<50	50-99	100<
N	119	148	234
Yes	11.8%	18.2%	37.6%
No	82.4%	78.4%	57.3%
Don't Know	5.9%	3.4%	5.1%

2a. In 2008, how many hours per week was the activities coordinator at the property?

<i>Table 13: Activities Coordinator Weekly Hours, 2008</i> N=113	
Mean hours	23.6
Median hours	20.0
Range (low end)	0.5
Range (high end)	40

<i>Table 14: Activities Coordinator Weekly Hours, by Property Type, 2008</i>			
	Public Housing	Section 202	Other Multifamily
N	20	42	51
Mean hours	23.0	24.7	23.0
Median hours	35	20	20
Range (low end)	3	2	0.5
Range (high end)	40	40	40

<i>Table 15: Activities Coordinator Weekly Hours, by Property Size (units), 2008</i>			
	<50	50-99	100<
N	12	24	77
Mean hours	18.8	19.0	25.8
Median hours	15.5	20	30
Range (low end)	2	0.5	1
Range (high end)	40	40	40

2b. How was the activities coordinator funded or provided in 2008?

<i>Table 16: Activities Coordinator Funding, 2008*</i>		
<i>N=121</i>		
	n	%
Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant)	67	55.4%
Funded through a grant or other fundraising activity	15	12.4%
Provided by an outside organization	13	10.7%
Funded or provided another way	22	18.2%
Don't know	10	8.3%

\*Respondents may select multiple answers; total does not sum to 100%

<i>Table 17: Properties with Activities Coordinator, by Property Type, 2008*</i>			
	Public Housing	Section 202	Other Multifamily
<i>N</i>	25	43	53
Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant)	24.0%	65.1%	62.3%
Funded through a grant or other fundraising activity	16.0%	9.3%	13.2%
Provided by an outside organization	32.0%	7.0%	3.8%
Funded or provided another way	28.0%	9.3%	20.8%
Don't know	8.0%	11.6%	5.7%

\*Respondents may select multiple answers; total does not sum to 100%

<i>Table 18: Properties with Activities Coordinator, by Property Size (units), 2008*</i>			
	<50	50-99	100<
<i>N</i>	14	26	81
Funded by HUD (operating budget, residual receipts or excess income, service coordinator grant, ROSS/FSS grant)	28.6%	57.7%	59.3%
Funded through a grant or other fundraising activity	14.3%	11.5%	12.3%
Provided by an outside organization	21.4%	7.7%	9.9%
Funded or provided another way	21.4%	15.4%	18.5%
Don't know	21.4%	11.5%	4.9%

\*Respondents may select multiple answers; total does not sum to 100%

3. In 2008, did this property have a nurse?

<i>Table 19: Properties with Nurse, 2008</i>		
N=503		
	n	%
Yes	63	12.5%
No	427	84.9%
Don't Know	13	2.6%

<i>Table 20: Properties with Nurse, by Property Type, 2008</i>			
	Public Housing	Section 202	Other Multifamily
N	83	234	186
Yes	24.1%	9.8%	11.3%
No	72.3%	88.9%	85.5%
Don't Know	3.6%	1.3%	3.2%

<i>Table 21: Properties with Nurse, by Property Size (units), 2008</i>			
	<50	50-99	100<
N	119	149	235
Yes	2.5%	7.4%	21.3%
No	96.6%	89.3%	76.2%
Don't Know	0.8%	3.4%	2.6%

3a. In 2008, how many hours per week was the nurse at the property?

<i>Table 22: Nurse Weekly Hours, 2008</i>	
N=57	
Mean hours	13.9
Median hours	8.0
Range (low end)	0.25
Range (high end)	40

<i>Table 23: Nurse Weekly Hours, by Property Type, 2008</i>			
	Public Housing	Section 202	Other Multifamily
N	18	21	18
Mean hours	7.6	14.5	19.5
Median hours	6.5	6	17
Range (low end)	0.25	0.5	1
Range (high end)	24	40	40

	<50	50-99	100<
N	3	10	44
Mean hours	30.0	8.7	14.0
Median hours	30	5	8
Range (low end)	20	0.5	0.25
Range (high end)	40	40	40

3b. Was the nurse employed or contracted by the property or provided by a partner organization in 2008?

	n	%
Employed by property	9	14.5%
Contacted by property	13	21.0%
Provided by partner organization	32	51.6%
Funded or provided another way	11	17.7%
Don't know	0	0.0%

\*Respondents may select multiple answers; total does not sum to 100%

	Public Housing	Section 202	Other Multifamily
N	20	22	20
Employed by property	0.0%	18.2%	25.0%
Contacted by property	0.0%	18.2%	45.0%
Provided by partner organization	85.0%	50.0%	20.0%
Funded or provided another way	30.0%	13.6%	10.0%
Don't know	0.0%	0.0%	0.0%

\*Respondents may select multiple answers; total does not sum to 100%

**Table 27: Nurse Employment Status, by Property Size (units), 2008\***

	<50	50-99	100<
N	3	10	49
Employed by property	33.3%	20.0%	12.2%
Contacted by property	0.0%	10.0%	24.5%
Provided by partner organization	66.7%	60.0%	49.0%
Funded or provided another way	0.0%	10.0%	20.4%
Don't know	0.0%	0.0%	0.0%

\*Respondents may select multiple answers; total does not sum to 100%

4. In 2008, were residents' service needs identified through a formal or informal assessment process?  
 A "formal" assessment is one where a resident is asked a prescribed set of questions about themselves.  
 An "informal" assessment is one where information is gathered through general conversation with the resident or through observation.

**Table 28: Resident Assessment Method, 2008**  
 N=488

	n	%
Formal assessment only	52	10.7%
Informal assessment only	232	47.5%
Both formal and informal assessment	113	23.2%
Don't know	91	18.6%

**Table 29: Resident Assessment Method, by Property Type, 2008**

	Public Housing	Section 202	Other Multifamily
N	77	182	229
Formal assessment only	14.3%	8.2%	11.4%
Informal assessment only	44.2%	48.4%	48.0%
Both formal and informal assessment	11.7%	22.5%	27.5%
Don't know	77	182	229

**Table 30: Resident Assessment Method, by Property Size (units), 2008**

	<50	50-99	100<
N	119	144	225
Formal assessment only	10.1%	10.4%	11.1%
Informal assessment only	49.6%	53.5%	42.7%
Both formal and informal assessment	18.5%	22.2%	26.2%
Don't know	21.8%	13.9%	20.0%

**Table 31: Resident Assessment Method, by Service Staff Presence, 2008**

	No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
<i>N</i>	143	292	53
Formal assessment only	4.2%	13.4%	13.2%
Informal assessment only	52.4%	46.9%	37.7%
Both formal and informal assessment	2.8%	29.1%	45.3%
Don't know	40.6%	10.6%	3.8%

4a. In 2008, was the formal assessment conducted with all residents or only those residents who visited the service coordinator? (Asked of those who stated they had a “formal” or “both a formal and informal assessment” process in Q4.)

**Table 32: Resident Assessment Scope, 2008**  
N=159

	n	%
All residents	87	54.7%
Only residents who visited the service coordinator	68	42.8%
Don't Know	4	2.5%

**Table 33: Resident Assessment Scope, by Property Type, 2008**

	Public Housing	Section 202	Other Multifamily
<i>N</i>	19	85	55
All residents	68.4%	58.8%	43.6%
Only residents who visited the service coordinator	31.6%	38.8%	52.7%
Don't Know	0.0%	2.4%	3.6%

**Table 34: Resident Assessment Scope, by Property Size (units), 2008**

	<50	50-99	100<
<i>N</i>	33	46	80
All residents	60.6%	45.7%	57.5%
Only residents who visited the service coordinator	39.4%	52.2%	38.8%
Don't Know	0.0%	2.2%	3.8%



	No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
<i>N</i>	7	124	28
All residents	85.7%	53.2%	53.6%
Only residents who visited the service coordinator	14.3%	46.0%	35.7%
Don't Know	0.0%	0.8%	10.7%

4b. In 2008, when was the formal assessment conducted? (Asked of those who stated they had a “formal” or “both a formal and informal assessment” process in Q4.)

	<i>n</i>	%
When a new resident moved in	117	72.7%
Annually	80	49.7%
When a resident experienced a change in condition or an event such as a fall or hospital visit	96	59.6%
At another time	16	9.9%
Don't Know	4	2.5%

\*Respondents may select multiple answers; total does not sum to 100%

	Public Housing	Section 202	Other Multifamily
<i>N</i>	19	87	55
When a new resident moved in	36.8%	80.5%	72.7%
Annually	42.1%	63.2%	30.9%
When a resident experienced a change in condition or an event such as a fall or hospital visit	21.1%	67.8%	60.0%
At another time	21.1%	6.9%	10.9%
Don't Know	5.3%	1.1%	3.6%

**Table 38: Formal Assessment Timing, by Property Size (units), 2008**

	<50	50-99	100<
N	32	47	82
When a new resident moved in	87.5%	80.9%	62.2%
Annually	75.0%	51.1%	39.0%
When a resident experienced a change in condition or an event such as a fall or hospital visit	71.9%	63.8%	52.4%
At another time	0.0%	6.4%	15.9%
Don't Know	3.1%	4.3%	1.2%

**Table 39: Formal Assessment Timing, by Service Staff Presence, 2008**

	No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
N	8	123	30
When a new resident moved in	25.0%	81.3%	50.0%
Annually	75.0%	49.6%	43.3%
When a resident experienced a change in condition or an event such as a fall or hospital visit	25.0%	61.8%	60.0%
At another time	0.0%	8.9%	16.7%
Don't Know	8	123	30

5. In 2008, which of the services were available at the property?

**Table 40: Services Available Onsite, 2008**

Services	N	Yes	No	Don't Know
		n	n	n
		%	%	%
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	494	364 73.7%	117 23.7%	13 2.6%
Transportation Services	498	219 44.0%	256 51.4%	23 4.6%
Congregate meal services	488	160 32.8%	304 62.3%	24 4.9%
Exercise and fitness programs	494	244 49.4%	218 44.1%	32 6.5%
Health education programs	487	322 66.1%	138 28.3%	27 5.5%
Health screening or monitoring services (such as checking blood pressure or weight)	495	319 64.4%	145 29.3%	31 6.3%

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	488	153	311	24
		31.4%	63.7%	4.9%
Personal care services (such as assistance with bathing or dressing)	487	117	343	27
		24.0%	70.4%	5.5%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	482	91	355	36
		18.9%	73.7%	7.5%
Primary health care services provided by a nurse or physician	483	46	404	33
		9.5%	83.6%	6.8%
Mental health services	484	47	405	32
		9.7%	83.7%	6.6%
Dental services	483	16	438	29
		3.3%	90.7%	6.0%
Podiatrist services	486	131	327	28
		27.0%	67.3%	5.8%

*Table 41: Services Available Onsite by Property Type, 2008*

Services		Public Housing	Section 202	Other Multifamily
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	N	80	229	185
	Yes	67.5%	75.1%	74.6%
	No	28.8%	23.1%	22.2%
	DK	3.8%	1.7%	3.2%
Transportation Services	N	78	234	186
	Yes	42.3%	46.6%	41.4%
	No	52.6%	50.4%	52.2%
	DK	5.1%	3.0%	6.5%
Congregate meal services	N	75	231	182
	Yes	41.3%	31.6%	30.8%
	No	54.7%	63.6%	63.7%
	DK	4.0%	4.8%	5.5%
Exercise and fitness programs	N	76	233	185
	Yes	38.2%	56.7%	44.9%
	No	59.2%	36.5%	47.6%
	DK	2.6%	6.9%	7.6%
Health education programs	N	76	227	184
	Yes	65.8%	68.7%	63.0%
	No	28.9%	26.0%	31.0%
	DK	5.3%	5.3%	6.0%
Health screening or monitoring services (such as checking blood pressure or weight)	N	77	233	185
	Yes	71.4%	65.7%	60.0%
	No	23.4%	28.3%	33.0%
	DK	5.2%	6.0%	7.0%

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	N	72	229	187
	Yes	11.1%	34.9%	34.8%
	No	84.7%	58.5%	62.0%
	DK	4.2%	6.6%	3.2%
Personal care services (such as assistance with bathing or dressing)	N	74	226	187
	Yes	9.5%	27.0%	26.2%
	No	83.8%	67.3%	69.0%
	DK	6.8%	5.8%	4.8%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	N	74	223	185
	Yes	8.1%	20.2%	21.6%
	No	83.8%	71.7%	71.9%
	DK	8.1%	8.1%	6.5%
Primary health care services provided by a nurse or physician	N	74	225	184
	Yes	9.5%	9.8%	9.2%
	No	82.4%	83.1%	84.8%
	DK	8.1%	7.1%	6.0%
Mental health services	N	74	225	185
	Yes	16.2%	8.4%	8.6%
	No	78.4%	86.2%	82.7%
	DK	5.4%	5.3%	8.6%
Dental services	N	74	224	185
	Yes	1.4%	2.2%	5.4%
	No	93.2%	92.0%	88.1%
	DK	5.4%	5.8%	6.5%
Podiatrist services	N	74	227	185
	Yes	13.5%	31.7%	26.5%
	No	82.4%	63.0%	66.5%
	DK	4.1%	5.3%	7.0%

*Table 42: Services Available Onsite by Property Size (units), 2008*

Services		<50	50-99	100<
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	N	115	151	228
	Yes	56.5%	74.8%	81.6%
	No	41.7%	22.5%	15.4%
	DK	1.7%	2.6%	3.1%
Transportation Services	N	120	149	229
	Yes	35.0%	41.6%	50.2%
	No	62.5%	52.3%	45.0%
	DK	2.5%	6.0%	4.8%
Congregate meal services	N	118	148	222
	Yes	26.3%	20.9%	44.1%
	No	70.3%	72.3%	51.4%
	DK	3.4%	6.8%	4.5%
Exercise and fitness programs	N	118	150	226
	Yes	36.4%	49.3%	56.2%
	No	58.5%	41.3%	38.5%
	DK	5.1%	9.3%	5.3%
Health education programs	N	117	149	221
	Yes	51.3%	67.8%	72.9%
	No	43.6%	26.2%	21.7%
	DK	5.1%	6.0%	5.4%
Health screening or monitoring services (such as checking blood pressure or weight)	N	119	151	225
	Yes	48.7%	63.6%	73.3%
	No	43.7%	28.5%	22.2%
	DK	7.6%	7.9%	4.4%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	N	116	149	223
	Yes	37.1%	34.9%	26.0%
	No	60.3%	59.1%	68.6%
	DK	2.6%	6.0%	5.4%
Personal care services (such as assistance with bathing or dressing)	N	115	148	224
	Yes	29.6%	26.4%	19.6%
	No	66.1%	67.6%	74.6%
	DK	4.3%	6.1%	5.8%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	N	112	146	224
	Yes	16.1%	26.0%	15.6%
	No	77.7%	67.1%	75.9%
	DK	6.3%	6.8%	8.5%
Primary health care services provided by a nurse or physician	N	112	148	223
	Yes	7.1%	8.1%	11.7%
	No	87.5%	85.8%	80.3%
	DK	5.4%	6.1%	8.1%

Mental health services	N	112	149	223
	Yes	3.6%	10.7%	12.1%
	No	92.9%	83.9%	78.9%
	DK	3.6%	5.4%	9.0%
Dental services	N	112	148	223
	Yes	1.8%	4.7%	3.1%
	No	93.8%	91.2%	88.8%
	DK	4.5%	4.1%	8.1%
Podiatrist services	N	113	149	224
	Yes	17.7%	32.9%	27.7%
	No	78.8%	62.4%	64.7%
	DK	3.5%	4.7%	7.6%

*Table 43: Services Available Onsite, by Service Staff Presence, 2008*

Services		No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	N	151	290	53
	Yes	55.0%	79.0%	98.1%
	No	41.1%	19.0%	0.0%
	DK	4.0%	2.1%	1.9%
Transportation Services	N	153	293	52
	Yes	30.1%	48.1%	61.5%
	No	65.4%	47.1%	34.6%
	DK	4.6%	4.8%	3.8%
Congregate meal services	N	149	287	52
	Yes	20.1%	33.8%	63.5%
	No	74.5%	60.6%	36.5%
	DK	5.4%	5.6%	0.0%
Exercise and fitness programs	N	151	292	51
	Yes	24.5%	57.9%	74.5%
	No	68.2%	35.3%	23.5%
	DK	7.3%	6.8%	2.0%
Health education programs	N	151	286	50
	Yes	34.4%	78.0%	94.0%
	No	56.3%	17.8%	4.0%
	DK	9.3%	4.2%	2.0%
Health screening or monitoring services (such as checking blood pressure or weight)	N	153	291	51
	Yes	40.5%	72.2%	92.2%
	No	49.0%	23.0%	5.9%
	DK	10.5%	4.8%	2.0%

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	N	149	288	51
	Yes	16.1%	36.8%	45.1%
	No	80.5%	57.6%	49.0%
	DK	3.4%	5.6%	5.9%
Personal care services (such as assistance with bathing or dressing)	N	149	286	52
	Yes	11.4%	28.3%	36.5%
	No	83.2%	66.4%	55.8%
	DK	5.4%	5.2%	7.7%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	N	149	281	52
	Yes	5.4%	22.4%	38.5%
	No	85.9%	70.5%	55.8%
	DK	8.7%	7.1%	5.8%
Primary health care services provided by a nurse or physician	N	150	281	52
	Yes	6.7%	7.1%	30.8%
	No	84.7%	86.5%	65.4%
	DK	8.7%	6.4%	3.8%
Mental health services	N	150	282	52
	Yes	2.7%	10.3%	26.9%
	No	88.7%	84.4%	65.4%
	DK	8.7%	5.3%	7.7%
Dental services	N	149	282	52
	Yes	1.3%	4.3%	3.8%
	No	91.9%	90.4%	88.5%
	DK	6.7%	5.3%	7.7%
Podiatrist services	N	149	285	52
	Yes	12.8%	33.3%	32.7%
	No	78.5%	62.1%	63.5%
	DK	8.7%	4.6%	3.8%

*Table 44: Frequency of Available Services, 2008*

Services	N	Daily	Weekly	Monthly	Other	Don't Know
		n	n	n	n	n
		%	%	%	%	%
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	347	62 17.9%	157 45.2%	106 30.5%	39 11.2%	23 6.6%
Transportation Services	206	79 38.3%	85 41.3%	16 7.8%	26 12.6%	4 1.9%
Congregate meal services	153	100 65.4%	36 23.5%	6 3.9%	15 9.8%	3 2.0%
Exercise and fitness programs	232	26 11.2%	148 63.8%	26 11.2%	31 13.4%	4 1.7%
Health education programs	303	4 1.3%	32 10.6%	157 51.8%	100 33.0%	11 3.6%
Health screening or monitoring services (such as checking blood pressure or weight)	302	7 2.3%	49 16.2%	170 56.3%	70 23.2%	9 3.0%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	141	77 54.6%	31 22.0%	3 2.1%	19 13.5%	15 10.6%
Personal care services (such as assistance with bathing or dressing)	108	68 63.0%	11 10.2%	2 1.9%	15 13.9%	13 12.0%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	84	49 58.3%	4 4.8%	8 9.5%	17 20.2%	6 7.1%
Primary health care services provided by a nurse or physician	38	6 15.8%	14 36.8%	7 18.4%	8 21.1%	4 10.5%
Mental health services	41	7 17.1%	9 22.0%	2 4.9%	18 43.9%	5 12.2%
Dental services	16	1 6.3%	0 0.0%	0 0.0%	12 75.0%	3 18.8%
Podiatrist services	120	0 0.0%	9 7.5%	60 50.0%	49 40.8%	3 2.5%



*Table 45: Frequency of Available Services, by Property Type, 2008*

Services		Public Housing	Section 202	Other Multifamily
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	N	53	131	163
	Daily	17.0%	19.8%	16.6%
	Weekly	43.4%	39.7%	50.3%
	Monthly	28.3%	35.9%	27.0%
	Other	11.3%	13.0%	9.8%
	Don't Know	0.0%	9.9%	6.1%
Transportation Services	N	31	74	101
	Daily	38.7%	40.5%	36.6%
	Weekly	29.0%	44.6%	42.6%
	Monthly	22.6%	2.7%	6.9%
	Other	16.1%	6.8%	15.8%
	Don't Know	0.0%	5.4%	0.0%
Congregate meal services	N	30	54	69
	Daily	70.0%	66.7%	62.3%
	Weekly	13.3%	22.2%	29.0%
	Monthly	0.0%	5.6%	4.3%
	Other	20.0%	7.4%	7.2%
	Don't Know	0.0%	3.7%	1.4%
Exercise and fitness programs	N	28	79	125
	Daily	21.4%	12.7%	8.0%
	Weekly	42.9%	63.3%	68.8%
	Monthly	28.6%	11.4%	7.2%
	Other	10.7%	10.1%	16.0%
	Don't Know	0.0%	3.8%	0.8%
Health education programs	N	48	111	144
	Daily	6.3%	0.0%	0.7%
	Weekly	12.5%	9.0%	11.1%
	Monthly	35.4%	49.5%	59.0%
	Other	43.8%	36.9%	26.4%
	Don't Know	2.1%	4.5%	3.5%
Health screening or monitoring services (such as checking blood pressure or weight)	N	53	104	145
	Daily	1.9%	1.0%	3.4%
	Weekly	28.3%	15.4%	12.4%
	Monthly	43.4%	63.5%	55.9%
	Other	26.4%	17.3%	26.2%
	Don't Know	0.0%	2.9%	4.1%

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	N	8	61	72
	Daily	50.0%	55.7%	54.2%
	Weekly	12.5%	26.2%	19.4%
	Monthly	0.0%	3.3%	1.4%
	Other	25.0%	3.3%	20.8%
	Don't Know	12.5%	11.5%	9.7%
Personal care services (such as assistance with bathing or dressing)	N	7	47	54
	Daily	57.1%	66.0%	61.1%
	Weekly	14.3%	6.4%	13.0%
	Monthly	0.0%	4.3%	0.0%
	Other	14.3%	12.8%	14.8%
	Don't Know	14.3%	12.8%	11.1%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	N	6	38	40
	Daily	50.0%	71.1%	47.5%
	Weekly	0.0%	2.6%	7.5%
	Monthly	0.0%	7.9%	12.5%
	Other	16.7%	13.2%	27.5%
	Don't Know	33.3%	5.3%	5.0%
Primary health care services provided by a nurse or physician	N	7	13	18
	Daily	14.3%	7.7%	22.2%
	Weekly	57.1%	46.2%	22.2%
	Monthly	0.0%	15.4%	27.8%
	Other	14.3%	15.4%	27.8%
	Don't Know	14.3%	15.4%	5.6%
Mental health services	N	12	13	16
	Daily	33.3%	7.7%	12.5%
	Weekly	25.0%	23.1%	18.8%
	Monthly	0.0%	7.7%	6.3%
	Other	33.3%	38.5%	56.3%
	Don't Know	8.3%	23.1%	6.3%
Dental services	N	1	10	5
	Daily	100.0%	0.0%	0.0%
	Weekly	0.0%	0.0%	0.0%
	Monthly	0.0%	0.0%	0.0%
	Other	0.0%	80.0%	80.0%
	Don't Know	0.0%	20.0%	20.0%
Podiatrist services	N	10	48	62
	Daily	0.0%	0.0%	0.0%
	Weekly	10.0%	12.5%	3.2%
	Monthly	80.0%	52.1%	43.5%
	Other	0.0%	33.3%	53.2%
	Don't Know	10.0%	2.1%	0.0%

**Table 46: Frequency of Available Services, by Property Size (units), 2008**

Services		<50	50-99	100<
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	N	59	108	180
	Daily	6.8%	8.3%	27.2%
	Weekly	39.0%	50.9%	43.9%
	Monthly	42.4%	33.3%	25.0%
	Other	6.8%	19.4%	7.8%
	Don't Know	13.6%	6.5%	4.4%
Transportation Services	N	37	59	110
	Daily	37.8%	28.8%	43.6%
	Weekly	37.8%	47.5%	39.1%
	Monthly	8.1%	6.8%	8.2%
	Other	13.5%	16.9%	10.0%
	Don't Know	5.4%	0.0%	1.8%
Congregate meal services	N	28	28	97
	Daily	53.6%	60.7%	70.1%
	Weekly	32.1%	25.0%	20.6%
	Monthly	0.0%	14.3%	2.1%
	Other	14.3%	3.6%	10.3%
	Don't Know	7.1%	0.0%	1.0%
Exercise and fitness programs	N	38	69	125
	Daily	5.3%	1.4%	18.4%
	Weekly	50.0%	72.5%	63.2%
	Monthly	23.7%	5.8%	10.4%
	Other	21.1%	18.8%	8.0%
	Don't Know	2.6%	1.4%	1.6%
Health education programs	N	50	95	158
	Daily	0.0%	0.0%	2.5%
	Weekly	10.0%	7.4%	12.7%
	Monthly	60.0%	54.7%	47.5%
	Other	26.0%	32.6%	35.4%
	Don't Know	4.0%	5.3%	2.5%
Health screening or monitoring services (such as checking blood pressure or weight)	N	50	90	162
	Daily	0.0%	2.2%	3.1%
	Weekly	8.0%	7.8%	23.5%
	Monthly	62.0%	65.6%	49.4%
	Other	24.0%	23.3%	22.8%
	Don't Know	6.0%	3.3%	1.9%

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	<i>N</i>	37	47	57
	Daily	32.4%	61.7%	63.2%
	Weekly	37.8%	19.1%	14.0%
	Monthly	0.0%	2.1%	3.5%
	Other	24.3%	10.6%	8.8%
	Don't Know	13.5%	6.4%	12.3%
Personal care services (such as assistance with bathing or dressing)	<i>N</i>	30	35	43
	Daily	36.7%	71.4%	74.4%
	Weekly	26.7%	5.7%	2.3%
	Monthly	0.0%	2.9%	0.0%
	Other	20.0%	14.3%	9.3%
	Don't Know	16.7%	5.7%	14.0%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	14	35	35
	Daily	50.0%	57.1%	62.9%
	Weekly	14.3%	2.9%	2.9%
	Monthly	7.1%	11.4%	8.6%
	Other	21.4%	25.7%	14.3%
	Don't Know	7.1%	2.9%	11.4%
Primary health care services provided by a nurse or physician	<i>N</i>	7	9	22
	Daily	0.0%	22.2%	18.2%
	Weekly	28.6%	11.1%	50.0%
	Monthly	28.6%	22.2%	13.6%
	Other	28.6%	44.4%	9.1%
	Don't Know	14.3%	0.0%	13.6%
Mental health services	<i>N</i>	4	12	25
	Daily	25.0%	16.7%	16.0%
	Weekly	0.0%	8.3%	32.0%
	Monthly	0.0%	16.7%	0.0%
	Other	50.0%	50.0%	40.0%
	Don't Know	25.0%	8.3%	12.0%
Dental services	<i>N</i>	2	7	7
	Daily	0.0%	0.0%	14.3%
	Weekly	0.0%	0.0%	0.0%
	Monthly	0.0%	0.0%	0.0%
	Other	50.0%	85.7%	71.4%
	Don't Know	50.0%	14.3%	14.3%
Podiatrist services	<i>N</i>	18	44	58
	Daily	0.0%	0.0%	0.0%
	Weekly	0.0%	4.5%	12.1%
	Monthly	50.0%	45.5%	53.4%
	Other	50.0%	50.0%	31.0%
	Don't Know	0.0%	0.0%	5.2%

*Table 47: Frequency of Available Services, by Service Staff Presence , 2008*

Services		No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	N	78	218	51
	Daily	9.0%	15.1%	43.1%
	Weekly	41.0%	50.5%	29.4%
	Monthly	34.6%	30.3%	23.5%
	Other	7.7%	13.3%	7.8%
	Don't Know	11.5%	6.4%	0.0%
Transportation Services	N	43	131	32
	Daily	48.8%	35.1%	37.5%
	Weekly	39.5%	44.3%	31.3%
	Monthly	2.3%	7.6%	15.6%
	Other	4.7%	12.2%	25.0%
	Don't Know	4.7%	1.5%	0.0%
Congregate meal services	N	26	94	33
	Daily	65.4%	59.6%	81.8%
	Weekly	11.5%	28.7%	18.2%
	Monthly	7.7%	4.3%	0.0%
	Other	11.5%	8.5%	12.1%
	Don't Know	3.9%	2.1%	0.0%
Exercise and fitness programs	N	33	161	38
	Daily	6.1%	11.2%	15.8%
	Weekly	57.6%	61.5%	79.0%
	Monthly	12.1%	13.7%	0.0%
	Other	21.2%	13.7%	5.3%
	Don't Know	6.1%	1.2%	0.0%
Health education programs	N	47	210	46
	Daily	0.0%	1.4%	2.2%
	Weekly	8.5%	9.0%	19.6%
	Monthly	38.3%	54.3%	54.4%
	Other	53.2%	31.0%	21.7%
	Don't Know	0.0%	4.8%	2.2%
Health screening or monitoring services (such as checking blood pressure or weight)	N	58	199	45
	Daily	0.0%	2.0%	6.7%
	Weekly	10.3%	9.0%	55.6%
	Monthly	63.8%	62.3%	20.0%
	Other	24.1%	24.1%	17.8%
	Don't Know	3.5%	3.0%	2.2%

Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	N	20	98	23
	Daily	40.0%	55.1%	65.2%
	Weekly	35.0%	19.4%	21.7%
	Monthly	0.0%	3.1%	0.0%
	Other	15.0%	14.3%	8.7%
Personal care services (such as assistance with bathing or dressing)	N	14	75	19
	Daily	50.0%	60.0%	84.2%
	Weekly	28.6%	8.0%	5.3%
	Monthly	0.0%	2.7%	0.0%
	Other	7.1%	17.3%	5.3%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	N	6	58	20
	Daily	50.0%	56.9%	65.0%
	Weekly	33.3%	3.4%	0.0%
	Monthly	16.7%	8.6%	10.0%
	Other	0.0%	24.1%	15.0%
Primary health care services provided by a nurse or physician	N	6	16	16
	Daily	16.7%	12.5%	18.8%
	Weekly	50.0%	12.5%	56.3%
	Monthly	16.7%	31.3%	6.3%
	Other	16.7%	31.3%	12.5%
Mental health services	N	3	24	14
	Daily	66.7%	12.5%	14.3%
	Weekly	0.0%	8.3%	50.0%
	Monthly	0.0%	8.3%	0.0%
	Other	0.0%	54.2%	35.7%
Dental services	N	2	12	2
	Daily	0.0%	0.0%	50.0%
	Weekly	0.0%	0.0%	0.0%
	Monthly	0.0%	0.0%	0.0%
	Other	50.0%	83.3%	50.0%
Podiatrist services	N	15	88	17
	Daily	0.0%	0.0%	0.0%
	Weekly	0.0%	8.0%	11.8%
	Monthly	53.3%	43.2%	82.4%
	Other	40.0%	47.7%	5.9%
Don't Know	Don't Know	6.7%	2.3%	0.0%

8. For each service marked/answered “yes” in Q5, please indicate how each services was provided. In 2008, was this services provided by the housing property’s employees, by an outside organization contracted with the housing property, by a community organization that partnered with the housing property or by volunteers. *Please check all that apply.*

**Table 48: How Services were Provided, 2008**

Services	N	By Housing Property's Employees	By Outside Organization (Contractor or Partner)	By Volunteers	Don't Know
		n	n	n	n
		%	%	%	%
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	364	247 68%	162 45%	120 33%	8 2%
Transportation Services	219	77 35%	136 62%	15 7%	5 2%
Congregate meal services	160	51 32%	100 63%	9 6%	5 3%
Exercise and fitness programs	244	82 34%	134 55%	49 20%	4 2%
Health education programs	322	72 22%	260 81%	25 8%	1 0%
Health screening or monitoring services (such as checking blood pressure or weight)	319	31 10%	264 83%	13 4%	8 3%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	153	37 24%	117 76%	3 2%	2 1%
Personal care services (such as assistance with bathing or dressing)	117	13 11%	99 85%	1 1%	2 2%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	91	10 11%	78 86%	2 2%	2 2%
Primary health care services provided by a nurse or physician	46	2 4%	42 91%	1 2%	0 0%
Mental health services	47	6 13%	38 81%	0 0%	1 2%
Dental services	16	1 6%	12 75%	0 0%	1 6%
Podiatrist services	131	5 4%	108 82%	4 3%	3 2%

*Table 49: How Services were Provided, by Property Type, 2008*

Services		Public Housing	Section 202	Other Multifamily
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<i>N</i>	54	172	138
	By Housing Property's Employees	18.5%	75.0%	78.3%
	By A Partner or Contractor	64.8%	40.1%	42.0%
	By Volunteers	44.4%	33.7%	27.5%
	Don't Know	0.0%	4.7%	0.0%
Transportation Services	<i>N</i>	33	109	77
	By Housing Property's Employees	30.3%	32.1%	41.6%
	By A Partner or Contractor	63.6%	64.2%	58.4%
	By Volunteers	3.0%	11.0%	2.6%
	Don't Know	0.0%	3.7%	1.3%
Congregate meal services	<i>N</i>	31	73	56
	By Housing Property's Employees	3.2%	32.9%	46.4%
	By A Partner or Contractor	93.5%	56.2%	53.6%
	By Volunteers	0.0%	8.2%	5.4%
	Don't Know	0.0%	6.8%	0.0%
Exercise and fitness programs	<i>N</i>	29	132	83
	By Housing Property's Employees	6.9%	35.6%	39.8%
	By A Partner or Contractor	82.8%	51.5%	50.6%
	By Volunteers	20.7%	21.2%	18.1%
	Don't Know	0.0%	3.0%	0.0%
Health education programs	<i>N</i>	50	156	116
	By Housing Property's Employees	4.0%	29.5%	20.7%
	By A Partner or Contractor	94.0%	77.6%	79.3%
	By Volunteers	6.0%	9.6%	6.0%
	Don't Know	0.0%	0.0%	0.9%
Health screening or monitoring services (such as checking blood pressure or weight)	<i>N</i>	55	153	111
	By Housing Property's Employees	0.0%	10.5%	13.5%
	By A Partner or Contractor	94.5%	83.0%	76.6%
	By Volunteers	1.8%	4.6%	4.5%
	Don't Know	0.0%	3.9%	1.8%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	<i>N</i>	8	80	65
	By Housing Property's Employees	0.0%	21.3%	30.8%
	By A Partner or Contractor	87.5%	80.0%	70.8%
	By Volunteers	12.5%	2.5%	0.0%
	Don't Know	0.0%	1.3%	1.5%



Personal care services (such as assistance with bathing or dressing)	<i>N</i>	7	61	49
	By Housing Property's Employees	0.0%	9.8%	14.3%
	By A Partner or Contractor	85.7%	88.5%	79.6%
	By Volunteers	14.3%	0.0%	0.0%
	Don't Know	0.0%	1.6%	2.0%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	6	45	40
	By Housing Property's Employees	0.0%	8.9%	15.0%
	By A Partner or Contractor	83.3%	91.1%	80.0%
	By Volunteers	0.0%	4.4%	0.0%
	Don't Know	16.7%	2.2%	0.0%
Primary health care services provided by a nurse or physician	<i>N</i>	7	22	17
	By Housing Property's Employees	0.0%	0.0%	11.8%
	By A Partner or Contractor	100.0%	95.5%	82.4%
	By Volunteers	0.0%	4.5%	0.0%
	Don't Know	0.0%	0.0%	0.0%
Mental health services	<i>N</i>	12	19	16
	By Housing Property's Employees	8.3%	15.8%	12.5%
	By A Partner or Contractor	83.3%	78.9%	81.3%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	8.3%	0.0%	0.0%
Dental services	<i>N</i>	1	5	10
	By Housing Property's Employees	0.0%	0.0%	10.0%
	By A Partner or Contractor	100.0%	100.0%	60.0%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	0.0%	10.0%
Podiatrist services	<i>N</i>	10	72	49
	By Housing Property's Employees	0.0%	2.8%	6.1%
	By A Partner or Contractor	90.0%	79.2%	85.7%
	By Volunteers	0.0%	5.6%	0.0%
	Don't Know	0.0%	4.2%	0.0%
	Don't Know	6.7%	2.3%	0.0%

*Table 50: How Services were Provided, by Property Size (units), 2008*

Services		<50	50-99	100<
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	N	65	113	186
	By Housing Property's Employees	67.7%	75.2%	63.4%
	By A Partner or Contractor	41.5%	42.5%	46.8%
	By Volunteers	23.1%	31.0%	37.6%
	Don't Know	1.5%	1.8%	2.7%
Transportation Services	N	42	62	115
	By Housing Property's Employees	21.4%	22.6%	47.0%
	By A Partner or Contractor	76.2%	74.2%	50.4%
	By Volunteers	4.8%	8.1%	7.0%
	Don't Know	0.0%	0.0%	4.3%
Congregate meal services	N	31	31	98
	By Housing Property's Employees	19.4%	38.7%	33.7%
	By A Partner or Contractor	80.6%	54.8%	59.2%
	By Volunteers	6.5%	12.9%	3.1%
	Don't Know	0.0%	0.0%	5.1%
Exercise and fitness programs	N	43	74	127
	By Housing Property's Employees	27.9%	32.4%	36.2%
	By A Partner or Contractor	55.8%	47.3%	59.1%
	By Volunteers	16.3%	20.3%	21.3%
	Don't Know	0.0%	0.0%	3.1%
Health education programs	N	60	101	161
	By Housing Property's Employees	33.3%	22.8%	18.0%
	By A Partner or Contractor	65.0%	78.2%	88.2%
	By Volunteers	6.7%	5.9%	9.3%
	Don't Know	1.7%	0.0%	0.0%
Health screening or monitoring services (such as checking blood pressure or weight)	N	58	96	165
	By Housing Property's Employees	13.8%	11.5%	7.3%
	By A Partner or Contractor	81.0%	80.2%	84.8%
	By Volunteers	1.7%	6.3%	3.6%
	Don't Know	3.4%	1.0%	3.0%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	N	43	52	58
	By Housing Property's Employees	20.9%	25.0%	25.9%
	By A Partner or Contractor	81.4%	76.9%	72.4%
	By Volunteers	0.0%	1.9%	3.4%
	Don't Know	0.0%	1.9%	1.7%
Personal care services (such as assistance with bathing or dressing)	N	34	39	44
	By Housing Property's Employees	11.8%	5.1%	15.9%
	By A Partner or Contractor	88.2%	87.2%	79.5%
	By Volunteers	0.0%	0.0%	2.3%
	Don't Know	0.0%	2.6%	2.3%

Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	18	38	35
	By Housing Property's Employees	11.1%	5.3%	17.1%
	By A Partner or Contractor	83.3%	89.5%	82.9%
	By Volunteers	0.0%	5.3%	0.0%
	Don't Know	0.0%	2.6%	2.9%
Primary health care services provided by a nurse or physician	<i>N</i>	8	12	26
	By Housing Property's Employees	0.0%	0.0%	7.7%
	By A Partner or Contractor	100.0%	83.3%	92.3%
	By Volunteers	0.0%	8.3%	0.0%
	Don't Know	0.0%	0.0%	0.0%
Mental health services	<i>N</i>	4	16	27
	By Housing Property's Employees	75.0%	12.5%	3.7%
	By A Partner or Contractor	25.0%	81.3%	88.9%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	0.0%	3.7%
Dental services	<i>N</i>	2	7	7
	By Housing Property's Employees	0.0%	14.3%	0.0%
	By A Partner or Contractor	100.0%	57.1%	85.7%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	0.0%	14.3%
Podiatrist services	<i>N</i>	20	49	62
	By Housing Property's Employees	0.0%	6.1%	3.2%
	By A Partner or Contractor	80.0%	81.6%	83.9%
	By Volunteers	0.0%	4.1%	3.2%
	Don't Know	10.0%	2.0%	0.0%
	Don't Know	6.7%	2.3%	0.0%

*Table 51: How Services were Provided, by Service Staff Presence, 2008*

Services		No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<i>N</i>	83	229	52
	By Housing Property's Employees	63.9%	69.4%	67.3%
	By A Partner or Contractor	27.7%	47.2%	59.6%
	By Volunteers	28.9%	28.8%	57.7%
	Don't Know	1.2%	3.1%	0.0%
Transportation Services	<i>N</i>	46	141	32
	By Housing Property's Employees	34.8%	34.8%	37.5%
	By A Partner or Contractor	63.0%	61.7%	62.5%
	By Volunteers	2.2%	5.0%	21.9%
	Don't Know	0.0%	3.5%	0.0%
Congregate meal services	<i>N</i>	30	97	33
	By Housing Property's Employees	26.7%	27.8%	48.5%
	By A Partner or Contractor	70.0%	59.8%	63.6%
	By Volunteers	6.7%	4.1%	9.1%
	Don't Know	0.0%	5.2%	0.0%
Exercise and fitness programs	<i>N</i>	37	169	38
	By Housing Property's Employees	32.4%	32.0%	42.1%
	By A Partner or Contractor	48.6%	55.6%	57.9%
	By Volunteers	13.5%	18.9%	31.6%
	Don't Know	0.0%	2.4%	0.0%
Health education programs	<i>N</i>	52	223	47
	By Housing Property's Employees	17.3%	23.3%	23.4%
	By A Partner or Contractor	69.2%	82.1%	87.2%
	By Volunteers	9.6%	5.8%	14.9%
	Don't Know	1.9%	0.0%	0.0%
Health screening or monitoring services (such as checking blood pressure or weight)	<i>N</i>	62	210	47
	By Housing Property's Employees	4.8%	9.5%	17.0%
	By A Partner or Contractor	79.0%	84.3%	80.9%
	By Volunteers	4.8%	4.3%	2.1%
	Don't Know	4.8%	2.4%	0.0%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	<i>N</i>	24	106	23
	By Housing Property's Employees	20.8%	19.8%	47.8%
	By A Partner or Contractor	75.0%	80.2%	60.9%
	By Volunteers	0.0%	2.8%	0.0%
	Don't Know	0.0%	1.9%	0.0%
Personal care services (such as assistance with bathing or dressing)	<i>N</i>	17	81	19
	By Housing Property's Employees	5.9%	6.2%	36.8%
	By A Partner or Contractor	88.2%	88.9%	63.2%
	By Volunteers	0.0%	1.2%	0.0%
	Don't Know	5.9%	1.2%	0.0%

Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	8	63	20
	By Housing Property's Employees	0.0%	4.8%	35.0%
	By A Partner or Contractor	87.5%	92.1%	65.0%
	By Volunteers	12.5%	0.0%	5.0%
	Don't Know	0.0%	1.6%	5.0%
Primary health care services provided by a nurse or physician	<i>N</i>	10	20	16
	By Housing Property's Employees	20.0%	0.0%	0.0%
	By A Partner or Contractor	60.0%	100.0%	100.0%
	By Volunteers	10.0%	0.0%	0.0%
	Don't Know	0.0%	0.0%	0.0%
Mental health services	<i>N</i>	4	29	14
	By Housing Property's Employees	0.0%	10.3%	21.4%
	By A Partner or Contractor	75.0%	82.8%	78.6%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	3.4%	0.0%
Dental services	<i>N</i>	2	12	2
	By Housing Property's Employees	0.0%	8.3%	0.0%
	By A Partner or Contractor	50.0%	83.3%	50.0%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	0.0%	50.0%
Podiatrist services	<i>N</i>	19	95	17
	By Housing Property's Employees	10.5%	3.2%	0.0%
	By A Partner or Contractor	68.4%	83.2%	94.1%
	By Volunteers	5.3%	2.1%	5.9%
	Don't Know	0.0%	3.2%	0.0%
	Don't Know	6.7%	2.3%	0.0%

9. If, in Q8 above, you indicated that in 2008 your property partnered with or contracted with an outside organization to provide services to residents, please indicate below what type(s) of organizations provided those services. *Please check all that apply.*

**Table 52: Types of Organizations that Provided Services, 2008**

Services	N*	Area Agency on Aging	Social Service Agency	Educational Institution	Home Care or Home Health Agency	Community Clinic, Physician Practice, Hospital	Mental Health Agency	Other	Don't Know
		<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>
		%	%	%	%	%	%	%	%
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	162	51	50	20	24	5	8	52	3
		31.5%	30.9%	12.3%	14.8%	3.1%	4.9%	32.1%	1.9%
Transportation Services	136	47	31	3	7	1	0	49	7
		34.6%	22.8%	2.2%	5.1%	0.7%	0.0%	36.0%	5.1%
Congregate meal services	100	36	38	1	7	1	0	23	1
		36.0%	38.0%	1.0%	7.0%	1.0%	0.0%	23.0%	1.0%
Exercise and fitness programs	134	19	33	15	12	4	0	44	3
		14.2%	24.6%	11.2%	9.0%	3.0%	0.0%	32.8%	2.2%
Health education programs	260	77	97	48	98	57	27	27	9
		29.6%	37.3%	18.5%	37.7%	21.9%	10.4%	10.4%	3.5%
Health screening or monitoring services (such as checking blood pressure or weight)	264	32	43	15	109	76	1	15	12
		12.1%	16.3%	5.7%	41.3%	28.8%	0.4%	5.7%	4.5%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	117	23	22	1	72	1	0	4	4
		19.7%	18.8%	0.9%	61.5%	0.9%	0.0%	3.4%	3.4%
Personal care services (such as assistance with bathing or dressing)	99	20	16	2	66	2	0	2	1
		20.2%	16.2%	2.0%	66.7%	2.0%	0.0%	2.0%	1.0%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	78	13	10	5	46	13	0	4	0
		16.7%	12.8%	6.4%	59.0%	16.7%	0.0%	5.1%	0.0%
Primary health care services provided by a nurse or physician	42	3	4	0	9	24	1	2	2
		7.1%	9.5%	0.0%	21.4%	57.1%	2.4%	4.8%	4.8%
Mental health services	38	5	6	0	7	3	17	1	1
		13.2%	15.8%	0.0%	18.4%	7.9%	44.7%	2.6%	2.6%

Dental services	12	2	1	0	2	6	0	0	0
		16.7%	8.3%	0.0%	16.7%	50.0%	0.0%	0.0%	0.0%
Podiatrist services	108	4	3	0	14	74	2	11	7
			2.8%	0.0%	13.0%	68.5%	1.9%	10.2%	6.5%

\*Number of properties offering the service through an outside organization.

**Note:** Rows won't sum to 100%, because multiple responses could be selected.

10. For each service marked/answered as “yes” in Q5, please indicate how each services was funded or paid for. In 2008, was this service funded by the housing property through any of its own funding sources, funded by a partner organization through their own funding sources, paid for by the resident (either out-of-pocket or through an insurance or public program ) or provided through volunteers? *Please check all that apply.*

**Table 53: How Each Service was Funded, 2008**

Services	N	By Housing Property	By Partner Organization	By the Residents	By Volunteers	Don't Know
		<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>	<i>n</i>
		%	%	%	%	%
Social and recreational activities (such as arts/ crafts, games, movies, outings, etc.)	364	227	111	79	62	21
		62.4%	30.5%	21.7%	17.0%	5.8%
Transportation Services	219	76	101	34	6	23
		34.7%	46.1%	15.5%	2.7%	10.5%
Congregate meal services	160	36	91	49	7	9
		22.5%	56.9%	30.6%	4.4%	5.6%
Exercise and fitness programs	244	99	78	19	39	17
		40.6%	32.0%	7.8%	16.0%	7.0%
Health education programs	322	65	193	4	36	16
		20.2%	59.9%	1.2%	11.2%	5.0%
Health screening or monitoring services (such as checking blood pressure or weight)	319	35	202	11	29	21
		11.0%	63.3%	3.4%	9.1%	6.6%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	153	22	78	64	1	12
		14.4%	51.0%	41.8%	0.7%	7.8%
Personal care services (such as assistance with bathing or dressing)	117	9	65	55	1	4
		7.7%	55.6%	47.0%	0.9%	3.4%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	91	7	45	38	3	6
		7.7%	49.5%	41.8%	3.3%	6.6%

Primary health care services provided by a nurse or physician	46	2	26	11	2	5
		4.3%	56.5%	23.9%	4.3%	10.9%
Mental health services	47	6	24	7	0	4
		12.8%	51.1%	14.9%	0.0%	8.5%
Dental services	16	1	11	2	1	2
		6.3%	68.8%	12.5%	6.3%	12.5%
Podiatrist services	131	6	38	58	4	12
		4.6%	29.0%	44.3%	3.1%	9.2%

*Table 54: How Each Service was Funded, by Property Type, 2008*

Services		Public housing	Section 202	Other Multifamily
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<i>N</i>	54	172	138
	By Housing Property	24.1%	63.4%	76.1%
	By Partner Organization	61.1%	27.3%	22.5%
	By Residents	31.5%	23.3%	15.9%
	By Volunteers	20.4%	17.4%	15.2%
	Don't Know	1.9%	8.1%	4.3%
Transportation Services	<i>N</i>	33	109	77
	By Housing Property	39.4%	29.4%	40.3%
	By Partner Organization	45.5%	51.4%	39.0%
	By Residents	6.1%	17.4%	16.9%
	By Volunteers	0.0%	5.5%	0.0%
	Don't Know	6.1%	11.9%	10.4%
Congregate meal services	<i>N</i>	31	73	56
	By Housing Property	9.7%	19.2%	33.9%
	By Partner Organization	80.6%	53.4%	48.2%
	By Residents	29.0%	28.8%	33.9%
	By Volunteers	0.0%	8.2%	1.8%
	Don't Know	0.0%	8.2%	5.4%
Exercise and fitness programs	<i>N</i>	29	132	83
	By Housing Property	13.8%	42.4%	47.0%
	By Partner Organization	65.5%	29.5%	24.1%
	By Residents	6.9%	8.3%	7.2%
	By Volunteers	3.4%	18.9%	15.7%
	Don't Know	0.0%	8.3%	7.2%



Health education programs	<i>N</i>	50	156	116
	By Housing Property	2.0%	23.1%	24.1%
	By Partner Organization	80.0%	55.8%	56.9%
	By Residents	0.0%	0.6%	2.6%
	By Volunteers	4.0%	13.5%	11.2%
	Don't Know	4.0%	6.4%	3.4%
Health screening or monitoring services (such as checking blood pressure or weight)	<i>N</i>	55	153	111
	By Housing Property	0.0%	8.5%	19.8%
	By Partner Organization	72.7%	64.7%	56.8%
	By Residents	3.6%	5.2%	0.9%
	By Volunteers	7.3%	8.5%	10.8%
	Don't Know	7.3%	8.5%	3.6%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	<i>N</i>	8	80	65
	By Housing Property	0.0%	6.3%	26.2%
	By Partner Organization	62.5%	57.5%	41.5%
	By Residents	25.0%	37.5%	49.2%
	By Volunteers	0.0%	1.3%	0.0%
	Don't Know	12.5%	7.5%	7.7%
Personal care services (such as assistance with bathing or dressing)	<i>N</i>	7	61	49
	By Housing Property	0.0%	3.3%	14.3%
	By Partner Organization	71.4%	63.9%	42.9%
	By Residents	28.6%	42.6%	55.1%
	By Volunteers	0.0%	1.6%	0.0%
	Don't Know	0.0%	3.3%	4.1%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	6	45	40
	By Housing Property	0.0%	4.4%	12.5%
	By Partner Organization	50.0%	60.0%	37.5%
	By Residents	16.7%	35.6%	52.5%
	By Volunteers	0.0%	6.7%	0.0%
	Don't Know	33.3%	6.7%	2.5%
Primary health care services provided by a nurse or physician	<i>N</i>	7	22	17
	By Housing Property	0.0%	0.0%	11.8%
	By Partner Organization	71.4%	54.5%	52.9%
	By Residents	14.3%	27.3%	23.5%
	By Volunteers	0.0%	9.1%	0.0%
	Don't Know	14.3%	13.6%	5.9%
Mental health services	<i>N</i>	12	19	16
	By Housing Property	25.0%	5.3%	12.5%
	By Partner Organization	50.0%	52.6%	50.0%
	By Residents	8.3%	21.1%	12.5%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	8.3%	5.3%	12.5%

Dental services	<i>N</i>	1	5	10
	By Housing Property	0.0%	0.0%	10.0%
	By Partner Organization	0.0%	80.0%	70.0%
	By Residents	0.0%	20.0%	10.0%
	By Volunteers	0.0%	20.0%	0.0%
	Don't Know	100.0%	0.0%	10.0%
Podiatrist services	<i>N</i>	10	72	49
	By Housing Property	0.0%	2.8%	8.2%
	By Partner Organization	70.0%	33.3%	14.3%
	By Residents	0.0%	47.2%	49.0%
	By Volunteers	10.0%	2.8%	2.0%
	Don't Know	10.0%	5.6%	14.3%

**Table 55: How Each Service was Funded, by Property Size (units), 2008**

Services		<50	50-99	100<
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<i>N</i>	65	113	186
	By Housing Property	67.7%	64.6%	59.1%
	By Partner Organization	29.2%	29.2%	31.7%
	By Residents	6.2%	23.0%	26.3%
	By Volunteers	10.8%	19.5%	17.7%
	Don't Know	7.7%	3.5%	6.5%
Transportation Services	<i>N</i>	42	62	115
	By Housing Property	16.7%	25.8%	46.1%
	By Partner Organization	57.1%	54.8%	37.4%
	By Residents	19.0%	14.5%	14.8%
	By Volunteers	0.0%	4.8%	2.6%
	Don't Know	11.9%	9.7%	10.4%
Congregate meal services	<i>N</i>	31	31	98
	By Housing Property	12.9%	19.4%	26.5%
	By Partner Organization	71.0%	58.1%	52.0%
	By Residents	16.1%	25.8%	36.7%
	By Volunteers	3.2%	12.9%	2.0%
	Don't Know	3.2%	6.5%	6.1%
Exercise and fitness programs	<i>N</i>	43	74	127
	By Housing Property	48.8%	40.5%	37.8%
	By Partner Organization	34.9%	25.7%	34.6%
	By Residents	7.0%	8.1%	7.9%
	By Volunteers	11.6%	17.6%	16.5%
	Don't Know	4.7%	6.8%	7.9%

Health education programs	<i>N</i>	60	101	161
	By Housing Property	28.3%	19.8%	17.4%
	By Partner Organization	45.0%	61.4%	64.6%
	By Residents	0.0%	2.0%	1.2%
	By Volunteers	8.3%	9.9%	13.0%
	Don't Know	5.0%	7.9%	3.1%
Health screening or monitoring services (such as checking blood pressure or weight)	<i>N</i>	58	96	165
	By Housing Property	20.7%	7.3%	9.7%
	By Partner Organization	58.6%	67.7%	62.4%
	By Residents	8.6%	1.0%	3.0%
	By Volunteers	5.2%	9.4%	10.3%
	Don't Know	1.7%	8.3%	7.3%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	<i>N</i>	43	52	58
	By Housing Property	11.6%	13.5%	17.2%
	By Partner Organization	53.5%	55.8%	44.8%
	By Residents	39.5%	44.2%	41.4%
	By Volunteers	0.0%	1.9%	0.0%
	Don't Know	4.7%	5.8%	12.1%
Personal care services (such as assistance with bathing or dressing)	<i>N</i>	34	39	44
	By Housing Property	5.9%	0.0%	15.9%
	By Partner Organization	58.8%	59.0%	50.0%
	By Residents	41.2%	46.2%	52.3%
	By Volunteers	0.0%	2.6%	0.0%
	Don't Know	5.9%	0.0%	4.5%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	18	38	35
	By Housing Property	16.7%	0.0%	11.4%
	By Partner Organization	50.0%	52.6%	45.7%
	By Residents	44.4%	36.8%	45.7%
	By Volunteers	0.0%	7.9%	0.0%
	Don't Know	5.6%	5.3%	8.6%
Primary health care services provided by a nurse or physician	<i>N</i>	8	12	26
	By Housing Property	0.0%	0.0%	7.7%
	By Partner Organization	87.5%	66.7%	42.3%
	By Residents	25.0%	8.3%	30.8%
	By Volunteers	0.0%	16.7%	0.0%
	Don't Know	0.0%	16.7%	11.5%
Mental health services	<i>N</i>	4	16	27
	By Housing Property	0.0%	6.3%	18.5%
	By Partner Organization	50.0%	62.5%	44.4%
	By Residents	25.0%	6.3%	18.5%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	12.5%	7.4%

Dental services	<i>N</i>	2	7	7
	By Housing Property	50.0%	0.0%	0.0%
	By Partner Organization	50.0%	85.7%	57.1%
	By Residents	0.0%	14.3%	14.3%
	By Volunteers	0.0%	14.3%	0.0%
	Don't Know	0.0%	0.0%	28.6%
Podiatrist services	<i>N</i>	20	49	62
	By Housing Property	20.0%	0.0%	3.2%
	By Partner Organization	15.0%	44.9%	21.0%
	By Residents	65.0%	32.7%	46.8%
	By Volunteers	0.0%	2.0%	4.8%
	Don't Know	0.0%	10.2%	11.3%

*Table 56: How Each Service was Funded, by Service Staff Presence, 2008*

Services		No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
Social and recreational activities (such as arts/crafts, games, movies, outings, etc.)	<i>N</i>	83	229	52
	By Housing Property	65.1%	64.6%	48.1%
	By Partner Organization	21.7%	29.3%	50.0%
	By Residents	12.0%	20.5%	42.3%
	By Volunteers	8.4%	17.5%	28.8%
	Don't Know	6.0%	6.6%	1.9%
Transportation Services	<i>N</i>	46	141	32
	By Housing Property	37.0%	34.8%	31.3%
	By Partner Organization	43.5%	44.0%	59.4%
	By Residents	10.9%	14.2%	28.1%
	By Volunteers	4.3%	1.4%	6.3%
	Don't Know	8.7%	12.1%	6.3%
Congregate meal services	<i>N</i>	30	97	33
	By Housing Property	26.7%	18.6%	30.3%
	By Partner Organization	53.3%	52.6%	72.7%
	By Residents	20.0%	28.9%	45.5%
	By Volunteers	6.7%	3.1%	6.1%
	Don't Know	3.3%	8.2%	0.0%
Exercise and fitness programs	<i>N</i>	37	169	38
	By Housing Property	43.2%	39.6%	42.1%
	By Partner Organization	27.0%	30.8%	42.1%
	By Residents	0.0%	8.3%	13.2%
	By Volunteers	13.5%	15.4%	21.1%
	Don't Know	8.1%	7.1%	5.3%

Health education programs	<i>N</i>	52	223	47
	By Housing Property	17.3%	19.3%	27.7%
	By Partner Organization	42.3%	61.4%	72.3%
	By Residents	0.0%	1.3%	2.1%
	By Volunteers	13.5%	10.3%	12.8%
	Don't Know	7.7%	4.9%	2.1%
Health screening or monitoring services (such as checking blood pressure or weight)	<i>N</i>	62	210	47
	By Housing Property	9.7%	10.0%	17.0%
	By Partner Organization	59.7%	62.9%	70.2%
	By Residents	1.6%	4.3%	2.1%
	By Volunteers	11.3%	10.5%	0.0%
	Don't Know	8.1%	7.1%	2.1%
Homemaker assistance services (such as assistance with cleaning, laundry, or shopping)	<i>N</i>	24	106	23
	By Housing Property	4.2%	14.2%	26.1%
	By Partner Organization	54.2%	49.1%	56.5%
	By Residents	33.3%	42.5%	47.8%
	By Volunteers	0.0%	0.9%	0.0%
	Don't Know	12.5%	7.5%	4.3%
Personal care services (such as assistance with bathing or dressing)	<i>N</i>	17	81	19
	By Housing Property	0.0%	3.7%	31.6%
	By Partner Organization	70.6%	51.9%	57.9%
	By Residents	29.4%	49.4%	52.6%
	By Volunteers	0.0%	1.2%	0.0%
	Don't Know	11.8%	2.5%	0.0%
Medication assistance (such as help taking meds as prescribed or education on potential complications)	<i>N</i>	8	63	20
	By Housing Property	0.0%	3.2%	25.0%
	By Partner Organization	37.5%	52.4%	45.0%
	By Residents	25.0%	44.4%	40.0%
	By Volunteers	12.5%	1.6%	5.0%
	Don't Know	12.5%	4.8%	10.0%
Primary health care services provided by a nurse or physician	<i>N</i>	10	20	16
	By Housing Property	20.0%	0.0%	0.0%
	By Partner Organization	40.0%	65.0%	56.3%
	By Residents	10.0%	30.0%	25.0%
	By Volunteers	10.0%	5.0%	0.0%
	Don't Know	10.0%	10.0%	12.5%
Mental health services	<i>N</i>	4	29	14
	By Housing Property	25.0%	3.4%	28.6%
	By Partner Organization	25.0%	65.5%	28.6%
	By Residents	0.0%	13.8%	21.4%
	By Volunteers	0.0%	0.0%	0.0%
	Don't Know	0.0%	10.3%	7.1%

Dental services	N	2	12	2
	By Housing Property	0.0%	8.3%	0.0%
	By Partner Organization	50.0%	83.3%	0.0%
	By Residents	0.0%	8.3%	50.0%
	By Volunteers	0.0%	8.3%	0.0%
	Don't Know	0.0%	8.3%	50.0%
Podiatrist services	N	19	95	17
	By Housing Property	5.3%	3.2%	11.8%
	By Partner Organization	36.8%	29.5%	17.6%
	By Residents	26.3%	48.4%	41.2%
	By Volunteers	5.3%	2.1%	5.9%
	Don't Know	15.8%	7.4%	11.8%

11. In 2008, did you have any of the following service programs co-located with your housing property?  
Co-located means a program or service was operated by an outside organization in a distinct space connected with your building. *Please check all that apply.*

**Table 57: Co-Located Services, 2008**

N=512

	n	%
Adult day care or adult day health center	32	6.3%
PACE (Program of All-Inclusive Care for the Elderly)	12	2.3%
Community clinic or federally qualified health center	12	2.3%
Physician practice	9	1.8%
Congregate meal site	74	14.5%
Senior center	39	7.6%
Other	35	6.8%
No, did not have any service programs co-located with the property	285	55.7%
Don't Know	28	5.5%

**Table 58: Co-Located Services, by Property Type, 2008**

	Public Housing	Section 202	Other Multifamily
N	85	236	191
Adult day care or adult day health center	5.9%	6.4%	6.3%
PACE (Program of All-Inclusive Care for the Elderly)	3.5%	2.5%	1.6%
Community clinic or federally qualified health center	2.4%	3.8%	0.5%
Physician practice	0.0%	1.7%	2.6%
Congregate meal site	21.2%	12.7%	13.6%
Senior center	12.9%	8.1%	4.7%
Other	4.7%	6.4%	8.4%

No, did not have any service programs co-located with the property	58.8%	55.9%	53.9%
Don't Know	4.7%	4.7%	6.8%

*Table 59: Co-Located Services, by Property Size (Units), 2008*

	<50	50-99	100<
<i>N</i>	121	153	238
Adult day care or adult day health center	2.3%	6.5%	8.0%
PACE (Program of All-Inclusive Care for the Elderly)	1.6%	1.3%	3.4%
Community clinic or federally qualified health center	2.3%	1.9%	2.5%
Physician practice	1.6%	1.3%	2.1%
Congregate meal site	9.4%	11.7%	18.5%
Senior center	3.9%	3.2%	12.2%
Other	3.9%	6.5%	8.4%
No, did not have any service programs co-located with the property	54.7%	66.2%	47.5%
Don't Know	5.5%	3.9%	6.3%

*Table 60: Co-Located Services, by Staff Presence, 2008*

	No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
<i>N</i>	162	297	53
Adult day care or adult day health center	3.7%	5.4%	18.9%
PACE (Program of All-Inclusive Care for the Elderly)	0.6%	2.4%	7.5%
Community clinic or federally qualified health center	1.9%	2.7%	1.9%
Physician practice	0.0%	2.4%	3.8%
Congregate meal site	7.4%	14.8%	34.0%
Senior center	4.3%	9.1%	9.4%
Other	3.1%	6.4%	20.8%
No, did not have any service programs co-located with the property	54.9%	59.3%	37.7%
Don't Know	9.9%	3.7%	1.9%

12. In 2008, did your property have any of the following technologies available onsite that helped residents monitor or manage their health care? *Please check all that apply.*

<i>Table 61: Onsite Technologies, 2008</i>		
<i>N=512</i>		
	n	%
Kiosks were residents could measure vital signs such as blood pressure	9	1.8%
Sensor technologies in apartments that could monitor a resident's movements	2	0.4%
Automated medication dispensers and/or reminders	4	0.8%
Other	20	3.9%
No, did not have any such technologies available onsite	376	73.4%
Don't Know	24	4.7%

**Note:** Column won't sum to 100% as some respondents did not answer any of these yes/no questions and the denominator is all survey respondents.

<i>Table 62: Onsite Technologies, by Property Type, 2008</i>			
<i>N=512</i>			
	Public Housing	Section 202	Other Multifamily
<i>N</i>	85	236	191
Kiosks were residents could measure vital signs such as blood pressure	1.2%	2.1%	1.6%
Sensor technologies in apartments that could monitor a resident's movements	0.0%	0.8%	0.0%
Automated medication dispensers and/or reminders	0.0%	1.3%	0.5%
Other	5.9%	2.5%	4.7%
No, did not have any such technologies available onsite	78.8%	74.6%	69.6%
Don't Know	5.9%	6.4%	6.3%

**Note:** Columns won't sum to 100% as some respondents did not answer any of these yes/no questions and the denominator is all survey respondents of the given type of respondent.



	<50	50-99	100<
<i>N</i>	121	153	238
Kiosks were residents could measure vital signs such as blood pressure	1.6%	1.3%	2.1%
Sensor technologies in apartments that could monitor a resident's movements	0.0%	0.6%	0.4%
Automated medication dispensers and/or reminders	0.0%	2.6%	0.0%
Other	2.3%	1.9%	5.9%
No, did not have any such technologies available onsite	63.3%	82.5%	70.6%
Don't Know	6.3%	3.2%	8.0%

**Note:** Columns won't sum to 100% as some respondents did not answer any of these yes/no questions and the denominator is all survey respondents of the given type of respondent.

	No Service Coordinator	Service Coordinator	Service Coordinator & Nurse
<i>N</i>	162	297	53
Kiosks were residents could measure vital signs such as blood pressure	1.2%	1.0%	7.5%
Sensor technologies in apartments that could monitor a resident's movements	0.0%	0.3%	1.9%
Automated medication dispensers and/or reminders	0.6%	1.0%	0.0%
Other	4.3%	2.4%	11.3%
No, did not have any such technologies available onsite	66.7%	77.4%	71.7%
Don't Know	5.6%	4.0%	5.7%

**Note:** Columns won't sum to 100% as some respondents did not answer any of these yes/no questions and the denominator is all survey respondents of the given type of respondent.