



2015 Executive Office on Aging LTSS Awareness and Opinion Survey Report

**Prepared Exclusively for
State of Hawai'i Executive Office on Aging and
Strategic Communication Solutions**

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EXECUTIVE SUMMARY

Profile of Respondents

- Characteristics of the respondents in the 2015 Executive Office on Aging LTSS Awareness and Opinion Survey show that more own their housing units than rent, most have lived in the islands 20 years or more, and the average persons per household is 3.20.
- Equal numbers have and do not have a college degree and half indicate they are employed. Median age is 51. The most frequent ethnic groups include Caucasian, Japanese, and Hawaiians or Part Hawaiians, and half are male.

Awareness of and Familiarity with LTSS

- *Awareness of LTSS is low and needs to be boosted.*

Currently most people do not have awareness of LTSS. Less than half of the statewide population (45%) has even heard of the phrase long-term services and supports.

- *High priority targets for increasing awareness of LTSS would include younger residents, those in Hawaii 20 years or less, renters, persons without a college degree, and males. These groups evidence the least awareness of the phrase LTSS.*
- *Along with an increased awareness of the phrase LTSS, people also need to be informed about what LTSS is.*

Only a bare majority of those who have heard of LTSS (54%) is very or fairly familiar with it. Including those who haven't heard of it, only one fourth (24%) of the population has any familiarity with LTSS.

- When asked what specifically people have heard about long-term services and supports, insurance, the elderly, cost, and LTSS's importance come to mind most often.

Perceptions of and Attitudes toward LTSS

- When residents are asked what comes to mind when they hear the phrase long-term services and supports, aging and the elderly are mentioned most often, followed by long term and end of life, healthcare, and care facilities.

- *Agreement with statements about long-term services and supports indicates that most Hawaii residents need to be educated about their personal planning and savings responsibility for LTSS.*

People are confused about their own responsibilities for LTSS. While half or more agree they have to plan for and pay for LTSS themselves, a majority also believes that everyone has a right to it. Also, more than a third identifies LTSS as a program for the poor or disabled.

- *Younger residents and non-home owners in particular may need to be targeted concerning the importance of planning for LTSS and that it is not a government program or a part of your health insurance.*
- Most people (56%) experience positive feelings in relation to LTSS, while only 19% have feelings that are more negative.

Top-of-mind responses say that residents have more positive impressions of LTSS because it involves taking care of people and they are positive toward the elderly, while *cost* is the dominant reason why some people have negative feelings about LTSS.

- *Agreement with statements shows that concern or worry about cost is the number one obstacle to people thinking about and planning for LTSS, with ignorance and complexity numbers two and three.*

Because of these barriers, *encouragement for LTSS planning may need to show how step-by-step planning can lead to success.*

- *The following two assumptions should be addressed through messaging: 39% think that their insurance should cover LTSS, and 24% trust that the government will help them.*
- *Both younger residents and non-home owners are more likely to assume that insurance and/or government will take care of their LTSS needs, and thus are potential targets of an information campaign.*
- Most people agree with statements that LTSS targets the elderly, disabled and sick.
- Most also agree that LTSS is for people who need help with basic personal tasks of everyday life like bathing and dressing, and for persons who need help with everyday tasks like housework, money management, and taking medicines

- Top-of-mind responses reveal that people do not have clear top-of-mind ideas about who provides LTSS. Government, insurance, and companies are common suggestions.
- When they are suggested as possibilities, caregivers, family or friends, facilities, and healthcare personnel were chosen by most people as providing long-term services and supports.
- *Messaging should clarify that home care primarily and also care institutions are sites for LTSS, and that regular medical personnel are generally not LTSS caregivers.*

In top-of-mind responses about where they think long-term services and supports are provided, residents mention home care most often, followed by medical/health providers and care facilities.

- *Home care, nursing homes and care homes are associated with LTSS. However, half or more of residents also include hospice facilities and hospitals as sites for LTSS.*

When provided with suggestions, residents chose nursing homes, assisted living/care homes, a hospice, and home care as the most likely places where long-term services and supports are provided.

- *Top-of-mind, people are unclear about who pays for LTSS. Their mentions include insurance, government, the person, and the family.*
- When asked which specific payments methods are used to pay for long-term services and supports, residents select a broad range of payment methods. *This reveals uncertainty about how LTSS would be paid for, suggesting a need for public education.*

When given choices, many say that the person pays charges after healthcare or insurance, or name savings, insurance in addition to healthcare, Medicaid, Medicare, or healthcare as funding sources.

- *Since those who are less educated and unfamiliar with LTSS are also less likely to be familiar with ways to pay for LTSS, residents less familiar with LTSS and with less education would be the main information targets.*

Current Behavior and Needs Related to LTSS

- *Current LTSS utilization is low - 1 out of 12 residents or other family members (8%) is receiving LTSS.*
- Services and supports currently being used by more than one third of recipients include transportation services, personal care such as bathing, dressing, or using the bathroom, managing and taking medication, skilled nursing care, preparing and cleaning up after meals, and housework.
- *The burden of LTSS appears to be substantial.* Those using LTSS need it frequently, with 39% requiring care every day. LTSS is reported to be very time-intensive, with an estimated average of 284 hours of care a month required for persons receiving care.
- *Home care is the primary way LTSS is being provided.* Unpaid (43%) and paid (30%) home care are currently providing LTSS, with nursing facilities (16%), assisted living (14%), and other care facilities (22%) also named, multiple mentions being possible.
- *The burden of providing care currently falls on family and friends.* 87% of those with home care use family members or friends to provide LTSS services.
- Most of the sources named for financing home LTSS are not from personal saving or planning.

Three of the top five sources for financing LTSS mentioned by those with current home care are Medicaid, Medicare and a health plan. Other sources include current income, retirement benefits, government funding other than Medicare or Medicaid, and other insurance or annuity.

- Residents currently using LTSS who are less familiar with LTSS seem less realistic about funding from government, insurance, or a health plan. Those least familiar with LTSS are most likely to name savings, Medicaid, Medicare, a health plan, a retirement benefit or other government funding as sources of LTSS funding.
- *One out of seven residents (14%) not using LTSS now believes they or their family will need LTSS within the next three years.*
- Three out of 10 (28%) of those expecting to need LTSS have decided how it will be paid for.

- *Planning for LTSS should be promoted to residents in light of the fact that Medicaid, Medicare, the health plan, and other government funding were expected to be major contributors to paying for LTSS.*

Anticipated funding sources for future LTSS needs named were, in order, savings, Medicaid, Medicare, retirement benefit, health plan, current income, government funding not Medicare or Medicaid, and some other insurance or annuity.

Educating, Informing and Persuading Target Groups

- Top-of-mind responses to the question of what sources and people have been used or will be used to help make decisions about long-term services and supports suggests that *putting out information about LTSS should utilize the following networks preferred by residents: family and friends, healthcare personnel, insurance and health plan sources, and government agencies.*
- Top-of-mind, money is the main problem mentioned in getting long-term services and supports that are needed, with information and help a distant second. *The fact that money was named as the number one problem in getting long-term services and supports reinforces the need for help in financial planning to help residents prepare for LTSS.*
- Top-of-mind suggestions about what could be done to help get the long-term services and supports that are needed indicate that the need to know and be educated about services already available, followed by the need for government assistance and more information, would be the main ways to give people LTSS help and support.
- Top-of-mind answers show that the Internet is the main source people would use to get more information about LTSS, followed by healthcare professionals and providers, including insurance companies.
- *Sources cited as particularly helpful in getting more information or thinking about long-term services and supports include the Internet, the doctor, family or friends, a social worker, the newspaper, and TV.*
- The Internet would target those under 55, while more personal sources like a doctor, family or friends, or a newspaper would focus on older residents and those more familiar with LTSS.
- Profile of LTSS Familiarity: *Individuals who are not familiar with LTSS can be characterized and targeted as more likely to be non-home owners, in larger households, younger (under 45), and male, and less likely to have a college degree.*

- Profile of LTSS Use: *Individuals who don't use LTSS currently and don't expect to use it in the next three years can be described and targeted as non-home owners, more likely to be high school graduates, and less likely to be employed.*

PURPOSE AND METHOD

Purpose

Hawaii's aging population is rapidly increasing as more and more residents born during the baby-boom era of 1946-1964 turn sixty years of age. Between 1980 and 2010, the number of adults in Hawaii over the age of sixty grew by 139.8 percent. The increase in the number of adults in Hawaii over the age of eighty-five during this period is even more extreme at 431.5 percent.

Moreover, Hawaii's adult population over the age of sixty will comprise 29.7 percent of the total population by 2035. More of Hawaii's elderly population is living with multiple, chronic health conditions. Moreover, this population is increasing at a steady rate indicating an increased need for long-term services and supports (LTSS) in the State of Hawaii.

Hawaii residents require basic information about LTSS, including the different types of LTSS and LTSS providers, the risk of requiring LTSS, and the associated costs, to be motivated to provide for their own or family members' LTSS needs. A LTSS education and awareness campaign will help provide information to enable and encourage Hawaii residents to plan for future LTSS needs. The State of Hawai'i Executive Office on Aging (EOA) will be undertaking a public education and awareness campaign on LTSS to be accompanied by a follow-up independent evaluation of the effectiveness of the campaign as well as recommendations on the status of the campaign.

To support the development of an effective public information and education campaign, this 2015 Executive Office on Aging LTSS Awareness and Opinion Survey seeks to provide baseline data measuring public awareness and perceptions of long-term services and supports (LTSS). Specifically, survey questions address:

- What is the general public's awareness of and familiarity with LTSS?
- What is the general public's perceptions of and attitudes toward LTSS?
- What is the general public's current behavior and needs related to LTSS?
- What are the most effective ways of educating, informing and persuading target groups?

Methodology

To undertake this survey, Market Trends Pacific, Inc. (MTP) conducted a total of 603 telephone interviews with full-time resident (6 months or more) of Hawaii who were 18 years of age or older. The sample included RDD (random digit dialing) residential landline and cell phone numbers from a professional national survey sampling firm. Respondents were also encouraged to complete the survey online. The questionnaire was developed by Market Trends Pacific in conjunction with the media consultant, Strategic Communication Solutions, and the State of Hawai'i Executive Office on Aging. A copy of the questionnaire is provided at the end of this report.

The 2015 Executive Office on Aging LTSS Awareness and Opinion Survey featured 297 telephone Random Digit Dialing and mobile interviews and 306 online completions of the survey questionnaire, for a total of 603 completions with Hawaii residents. In the survey, 366 interviews were completed with residents of the City & County of Honolulu, 108 with Hawaii County residents, 73 with residents of Maui County, and 56 with Kauai residents. The statewide data file was weighted on the basis of estimates of the number of householders by county and age from the American Community Survey of the U.S. Census, with equal gender counts assumed.

The sample design in the table below features expected sample precisions for the counties ranging from plus or minus 5.12 to 13.08 percentage points at the 95 percent confidence level and a precision for statewide results of plus or minus 4.06 percentage points.

2015 LTSS Awareness and Opinion Survey Sample Design				
	Householders	Percent	Sample	Precision 1/
Honolulu County	304,827	68.9	366	5.12
Hawaii County	64,382	14.6	108	9.42
Maui County 2/	51,281	11.6	73	11.46
Kauai County	21,710	4.9	56	13.08
Total for State of Hawaii	442,200	100.0	603	

Statewide sample precision = 4.06 percentage points

1/ Plus and minus percentage points at the 95% confidence level

2/ Includes Kalawao

Source for householder estimates:

Table B19037 AGE OF HOUSEHOLDER BY HOUSEHOLD INCOME IN THE PAST 12 MONTHS (IN 2010 INFLATION-ADJUSTED DOLLARS)

Source: U.S. Census Bureau, 2006-2010 American Community Survey

Completed questionnaires were edited, keypunched and processed using the SPSS version 21 statistical software program.

This report features an Executive Summary, a statement of Purpose and Method, a narrative of findings with supporting charts and tables, and detailed data tables.

The most important study findings and relationships are included in the Exhibits in the report. However, the detailed data tables furnish additional cross-tabulation information that may be of use to readers with specific analytical questions and interests.

These detailed data tables provide results in percents and/or means for all questions in the survey tabulated by demographic characteristics, including county, years lived in Hawaii, home ownership or rental, persons in the household, education, employment, age, ethnicity, gender, and also whether they have heard of LTSS, their familiarity with LTSS, and use of LTSS. The cells in these tables are tinted orange to signify a statistically significant relationship between the survey result and a survey characteristic.¹

¹ Cells are identified if the relationship between the two variables is statistically significant at the $p < .05$ level (Chi Square test). Note: This Chi Square test cannot be used if one of the variables has multiple mentions.

PROFILE OF RESPONDENTS

Exhibit 1
Profile of Respondents

	Total	Oahu	Hawaii	Maui	Kauai
Own or rent					
Own	48%	52%	36%	42%	39%
Rent	25%	26%	22%	26%	18%
DK / Prefer not to say	27%	22%	42%	32%	44%
Years in Hawaii					
Less than a year	1%	1%	1%	3%	1%
One to four years	5%	6%	5%	5%	1%
Five to nine years	5%	5%	6%	4%	8%
10 to 19 years	11%	11%	15%	8%	5%
20 years or more	24%	26%	15%	29%	19%
All my life	34%	38%	30%	25%	21%
Prefer not to say	19%	14%	30%	26%	45%
Persons in household					
1 to 2	33%	33%	35%	32%	37%
3 to 4	30%	34%	19%	24%	18%
5 or more	14%	15%	10%	15%	5%
Prefer not to say	23%	18%	36%	29%	41%
Average	3.20	3.31	2.80	3.23	2.35
Education					
8th grade or less	0%	0%	2%	0%	0%
Some high school	1%	1%	1%	1%	0%
High school graduate or GED	13%	12%	11%	21%	8%
Some college or 2-year degree	23%	26%	16%	24%	15%
4-year college graduate	17%	18%	15%	14%	25%
More than 4-year college degree	20%	23%	17%	9%	6%
DK / Prefer not to say	25%	20%	39%	31%	45%
Base	603	366	108	73	56

Note: County bases are unweighted

Exhibits 1 and 2 describe characteristics of the respondents in the 2015 Executive Office on Aging LTSS Awareness and Opinion Survey.

More own their housing units than rent, and most have lived in the islands 20 years or more.

The average number of persons in the household is 3.20.

Of those providing information, about equal numbers do and do not have a college degree.

Exhibit 2
Profile of Respondents (continued)

	Total	Oahu	Hawaii	Maui	Kauai
Employed					
Yes	51%	55%	38%	47%	34%
No	24%	25%	20%	21%	19%
Prefer not to say	25%	19%	41%	32%	47%
Age					
18 to 24	7%	8%	5%	10%	4%
25 to 34	13%	14%	11%	9%	9%
35 to 44	16%	16%	14%	17%	13%
45 to 54	22%	21%	23%	23%	27%
55 to 64	20%	18%	25%	20%	27%
65 to 74	17%	17%	15%	18%	16%
75 or older	6%	6%	7%	3%	4%
Estimated median	51	51	53	50	53
Ethnicity					
Caucasian	21%	18%	23%	31%	24%
Chinese	5%	7%	1%	1%	1%
Filipino	6%	6%	7%	10%	7%
Hawaiian/Part-Hawaiian	13%	14%	6%	14%	4%
Japanese	14%	16%	8%	9%	8%
Korean	1%	2%	0%	0%	0%
African American	1%	1%	1%	0%	0%
Pacific Islander	2%	2%	1%	0%	0%
Mixed (not Hawaiian)	6%	6%	7%	3%	4%
Other	3%	4%	3%	1%	0%
Prefer not to say	29%	24%	44%	31%	51%
Gender					
Male	50%	50%	50%	51%	50%
Female	50%	50%	50%	49%	50%
Base	603	366	108	73	56

Note: County bases are unweighted

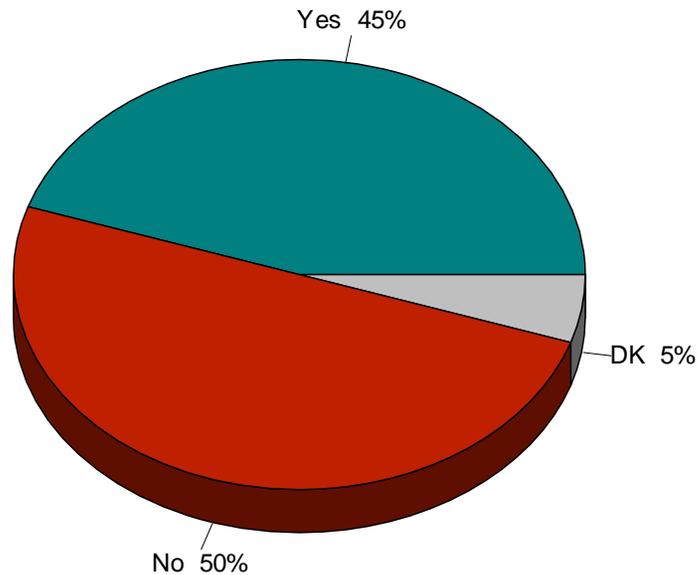
Half (51%) indicate they are employed.

The (weighted) estimated median age is 51.

The most frequent ethnic groups in the sample population include Caucasian, Japanese, and Hawaiians or Part Hawaiians.

Half the respondents are male.

AWARENESS OF AND FAMILIARITY WITH LTSS

Exhibit 3**Q1 Have you heard of the phrase long-term services and supports?**

Base: 603

Questions 1 through 3 explore the general public's awareness of and familiarity with LTSS.

Question 1 asks whether people have heard of the phrase long-term services and supports.

The results indicate that awareness of LTSS is low and needs to be boosted. Currently most people do not have an awareness of LTSS and only 45% of the population has heard of it.

Exhibit 4**Q1 Have you heard of the phrase long-term services and supports?
(continued)**

		Yes	Base
	Total	45%	603
Age	18 to 34	21%	121
	35 to 54	47%	224
	55 to 64	54%	120
	65 or older	54%	138
Years in Hawaii	Under 20	39%	135
	20 or more	51%	146
	Lifetime	51%	206
Own home	Own	57%	288
	Rent or DK	34%	315
Education	Some college or less	41%	226
	College degree	58%	225
Gender	Male	39%	302
	Female	51%	301

The lower levels of awareness of LTSS for the following groups suggest that high priority targets for increasing awareness of LTSS would include younger residents, those in Hawaii 20 years or less, renters, persons without a college degree, and males.

Those least aware of the phrase LTSS are middle-aged and younger, recent Hawaii arrivals (under 20 years), none-home-owners, without college degrees, and male.

The following detailed data tables show responses by additional demographic characteristics.

Q1 Have you heard of the phrase long-term services and supports?

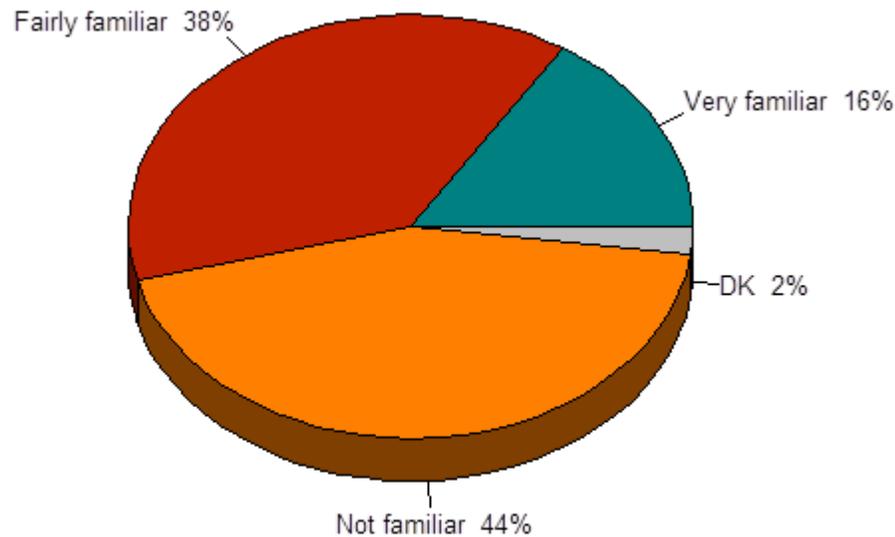
	Total	County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
		Dahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Yes	45%	47%	41%	39%	41%	100%	0%	100%	27%	64%	56%	41%	39%	51%	51%	57%	34%
No	50%	47%	58%	57%	59%	0%	91%	0%	66%	33%	39%	54%	59%	44%	41%	35%	64%
DK / Not sure	5%	6%	1%	3%	0%	0%	9%	0%	6%	3%	4%	5%	2%	5%	8%	8%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base	603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q1 Have you heard of the phrase long-term services and supports?

	Persons in household			Education		Employed		Age					Ethnicity					Gender	
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female
Yes	48%	55%	33%	41%	58%	49%	52%	21%	47%	47%	54%	54%	52%	50%	52%	53%	49%	39%	51%
No	44%	40%	65%	53%	37%	46%	42%	79%	50%	47%	43%	35%	45%	43%	39%	42%	44%	58%	42%
DK / Not sure	8%	5%	2%	6%	5%	5%	6%	0%	4%	6%	3%	10%	2%	7%	8%	5%	7%	3%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base	201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

Exhibit 5

Q2 Would you say you are very familiar, fairly familiar, or not familiar with long-term services and supports?



Base (aware of LTSS): 271

Question 2 asks whether respondents are very familiar, fairly familiar, or not familiar with long-term services and supports.

Only a bare majority of those who have heard of LTSS (54%) is very or fairly familiar with it.

Overall, when the total sample is considered, familiarity with LTSS is even lower than awareness. Counting those who said they haven't heard of it, only one fourth (24%) of the population has any familiarity with LTSS.

Along with awareness of the phrase LTSS, people also need to be informed about what LTSS is.

The following detailed data tables show responses by demographic characteristics.

Q2 Would you say you are very familiar, fairly familiar, or not familiar with long-term services and supports?

	Total	County					Heard of LTSS	Familiar with LTSS			Use of LTSS			Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes		Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK	
																		Yes
Very familiar	16%	16%	16%	19%	13%	16%	30%	0%	5%	14%	17%	10%	11%	21%	17%	16%		
Fairly familiar	38%	40%	36%	24%	37%	38%	70%	0%	38%	45%	36%	32%	44%	42%	41%	33%		
Not familiar	44%	42%	45%	55%	44%	44%	0%	95%	47%	38%	44%	53%	42%	36%	40%	49%		
DK/ Not sure	2%	2%	3%	3%	6%	2%	0%	5%	0%	3%	2%	5%	3%	1%	2%	2%		
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%								
Base (aware of LTSS)	271	183	45	28	28	271	146	125	33	44	194	53	75	105	165	107		

Q2 Would you say you are very familiar, fairly familiar, or not familiar with long-term services and supports?

	Persons in household			Education		Employed		Age					Ethnicity				Gender		
	1 to 2	3 to 4	5 or more	Some college/les	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female
Very familiar	17%	14%	14%	9%	13%	11%	23%	26%	12%	12%	14%	21%	16%	13%	13%	21%	13%	15%	17%
Fairly familiar	46%	34%	46%	42%	41%	42%	41%	20%	31%	38%	48%	38%	34%	40%	27%	52%	34%	40%	
Not familiar	33%	52%	39%	47%	38%	46%	32%	53%	54%	47%	36%	39%	44%	47%	31%	49%	35%	48%	40%
DK/ Not sure	5%	1%	0%	3%	2%	2%	3%	0%	3%	2%	2%	2%	5%	0%	1%	3%	0%	2%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (aware of LTSS)	97	99	27	92	131	149	75	26	44	62	65	75	65	38	43	36	38	117	154

Exhibit 6

Q3 What specifically have you heard about long-term services and supports?

Long term care insurance, Insurance companies, insurance policies, coverage problems	19%
Elderly, old folks, it helps them, they need it	15%
Price, cost, costly, expensive	14%
It is important or necessary	12%
Availability, availability issues, demand is increasing	9%
Home care, in-home assistance, caregiver services, residential	8%
Hospice care, care homes, group homes, retirement homes, convalescent	8%
Friends or family members have used it, needed long term care	7%
Sick, ill, disabled people, chronic illnesses, they need it, they need the help	7%
Medicare, medicaid, coverage issues	7%
Charities, elderly assistance organizations, Meals on wheels	6%
I have worked in health care or hospices or long term care or at the EOA	4%
Friends or family have worked in health care or hospices or long term care	2%
Healthcare in general, hospitals, doctors, etc.	1%
Comprehensive, 24-hour care, safety	1%
Private companies, private agencies, commercial companies	1%
Other	2%
Don't know, not sure, not much	7%
Base	142

Multiple mentions

Question 3 seeks what specifically people have heard about long-term services and supports.

Insurance, the elderly, cost, and its importance come to mind most often when people are asked what they have heard about LTSS.

PERCEPTIONS OF AND ATTITUDES TOWARD LTSS

Exhibit 7

Q4 What comes to mind when you hear the phrase long-term services and supports? Just say whatever comes into your mind...

Aging, elderly, elder care, old folks	24%
Long term, lifetime, takes a long time, end of life	16%
Healthcare/health services in general, hospitals, doctors, taking care of, etc.	15%
Hospice care, care homes, nursing homes, group homes, retirement homes, convalescent care	14%
Home care, in-home assistance, caregiver services, residential, personal care, assisted living, assistance	10%
Sick, ill, disabled people, chronic illnesses, those who need it/need the help	9%
Insurance companies/plans, medical plans, employer provided/long term care insurance, coverage problems	6%
Price, cost, money	5%
Government, government agencies, government subsidies, government services, government programs	3%
A necessity, may need it later	3%
Haven't heard of it	1%
Comprehensive, 24-hour care, safety	1%
Medicare, Medicaid, Social Security, inadequate coverage	1%
Transportation needed	1%
Businesses, business help, private companies, private agencies, commercial companies	1%
Availability, availability issues, demand is increasing	1%
Other	6%
Don't know, not sure, not much	11%
Refused, no answer, N/A	1%
Base	566

Multiple mentions

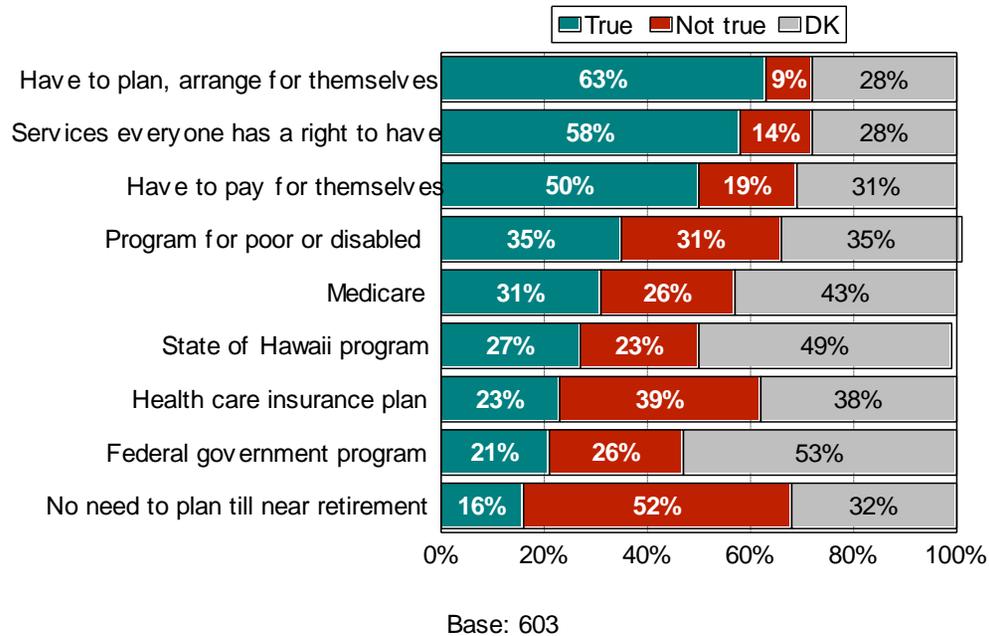
Questions 4 through 16 seek the general public's perceptions of and attitudes toward LTSS.

Question 4 asked, What comes to mind when you hear the phrase long-term services and supports? Just say whatever comes into your mind...

Aging and the elderly foremost, as well as long term and end of life, healthcare, and care facilities are what LTSS brings to mind.

Exhibit 8

Q5 Based on what you know, please tell me whether each statement about long-term services and supports is true or not true, or you don't know



Question 5 asks, based on what people know, whether they think each statement about long-term services and supports is true or not true, or they don't know.

The results indicate that most Hawaii residents need to be educated about their personal planning and savings responsibility for LTSS.

People are confused about their own responsibilities for LTSS. Half or more agree they have to plan for and pay for it themselves, but a majority thinks everyone has a right to it. More than a third identifies it as a program for the poor or disabled.

Exhibit 9

Q5 Based on what you know, please tell me whether each statement about long-term services and supports is true or not true, or you don't know

Statement is true

	Total	Familiar w LTSS		Age				Own home	
		Very or fairly	Not or DK	18 to 34	35 to 54	55 to 64	65 or older	Own	Rent or DK
Something that people have to plan and arrange for themselves	63%	77%	59%	43%	66%	71%	69%	71%	56%
Services that every person has a right to have	58%	64%	57%	63%	61%	54%	55%	58%	60%
Something that people have to pay for themselves	50%	65%	45%	42%	48%	53%	58%	50%	50%
A program for poor or disabled people	35%	39%	34%	41%	39%	25%	30%	29%	40%
Provided by Medicare	31%	33%	31%	31%	36%	27%	28%	26%	36%
A State of Hawaii program	27%	39%	24%	31%	28%	24%	25%	26%	28%
A part of most people's health care insurance plan	23%	23%	23%	24%	27%	20%	18%	17%	29%
A federal government program	21%	26%	20%	20%	26%	18%	19%	19%	23%
Services that young people do not need to plan for until they get closer to retirement	16%	15%	16%	7%	15%	24%	17%	12%	19%
Base	603	146	457	121	224	120	138	288	315

Results tabulated by age and home ownership indicate that younger residents and non-home owners need to be particularly targeted for the importance of planning for LTSS and that it is not a government program or a part of your health insurance.

The following detailed data tables show responses by additional demographic characteristics.

Q5 Based on what you know, please tell me whether each statement about long-term services and supports is true or not true, or you

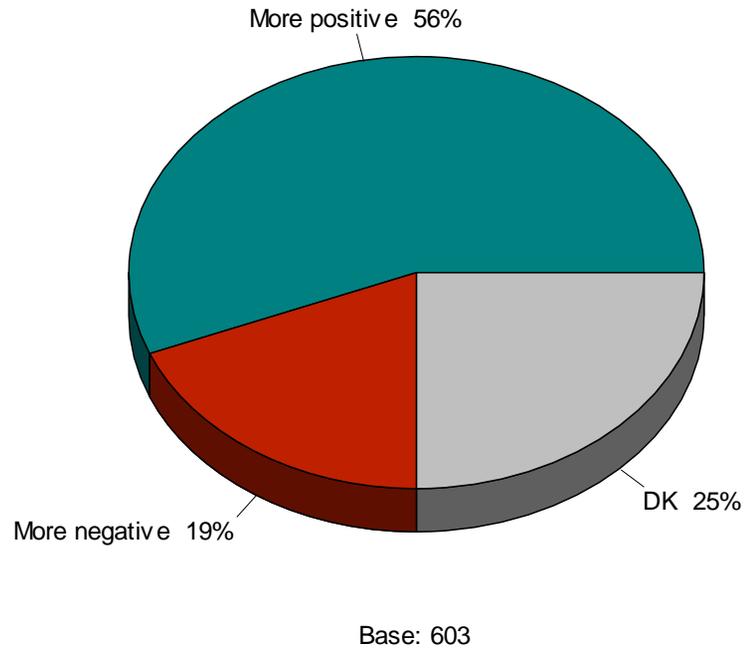
		County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home		
		Total	Oahu	Hawaii	Mauai	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
A federal government program	True	21%	21%	23%	21%	18%	26%	18%	26%	20%	37%	20%	20%	27%	21%	21%	19%	23%
	Not true	26%	28%	18%	24%	29%	37%	17%	45%	20%	31%	31%	25%	25%	26%	30%	33%	19%
	DK / Not sure	53%	51%	60%	55%	53%	37%	65%	28%	60%	33%	49%	55%	48%	53%	49%	48%	57%
A State of Hawaii program	True	27%	24%	34%	39%	24%	33%	23%	39%	24%	40%	34%	25%	39%	19%	27%	26%	28%
	Not true	23%	27%	14%	14%	21%	32%	16%	37%	19%	30%	21%	23%	24%	27%	26%	28%	19%
	DK / Not sure	49%	49%	53%	47%	56%	35%	61%	24%	57%	29%	45%	52%	38%	53%	47%	46%	53%
A part of most people's health care insurance plan	True	23%	19%	26%	33%	40%	22%	24%	23%	23%	26%	19%	23%	26%	18%	20%	17%	29%
	Not true	39%	42%	33%	29%	32%	52%	28%	57%	33%	49%	46%	36%	40%	43%	43%	49%	29%
	DK / Not sure	38%	38%	41%	38%	28%	26%	48%	21%	44%	25%	35%	40%	34%	39%	37%	34%	42%
Provided by Medicare	True	31%	27%	37%	50%	34%	32%	31%	33%	31%	37%	27%	31%	41%	24%	25%	26%	36%
	Not true	26%	28%	20%	17%	28%	35%	18%	40%	21%	34%	23%	25%	27%	30%	29%	35%	18%
	DK / Not sure	43%	45%	43%	34%	37%	33%	51%	27%	48%	29%	50%	43%	32%	46%	46%	39%	46%
Services that young people do not need to plan for until they get closer to retirement	True	16%	12%	24%	24%	23%	17%	15%	15%	16%	7%	12%	17%	15%	10%	15%	12%	19%
	Not true	52%	57%	40%	44%	40%	67%	40%	75%	45%	74%	68%	47%	47%	66%	59%	66%	40%
	DK / Not sure	32%	31%	36%	33%	37%	16%	45%	11%	39%	19%	20%	35%	38%	24%	26%	22%	41%
A program for poor or disabled people	True	35%	29%	52%	47%	47%	36%	34%	39%	34%	48%	45%	32%	46%	28%	29%	29%	40%
	Not true	31%	33%	25%	24%	21%	46%	18%	47%	25%	36%	34%	29%	24%	34%	39%	40%	21%
	DK / Not sure	35%	38%	23%	29%	33%	18%	48%	14%	41%	16%	21%	39%	30%	38%	32%	30%	39%
Services that every person has a right to have	True	58%	55%	70%	65%	62%	61%	56%	64%	57%	61%	72%	56%	66%	54%	60%	56%	60%
	Not true	14%	16%	8%	10%	14%	11%	11%	19%	12%	18%	11%	14%	17%	16%	14%	18%	11%
	DK / Not sure	28%	29%	22%	25%	25%	21%	33%	17%	31%	21%	17%	30%	17%	30%	26%	26%	29%
Something that people have to plan and arrange for themselves	True	63%	61%	68%	66%	65%	72%	56%	77%	59%	71%	67%	62%	66%	64%	65%	71%	56%
	Not true	9%	10%	5%	11%	8%	12%	7%	13%	8%	14%	11%	9%	12%	6%	9%	6%	12%
	DK / Not sure	28%	29%	27%	23%	27%	16%	38%	10%	33%	15%	22%	30%	21%	30%	26%	23%	32%
Something that people have to pay for themselves	True	50%	50%	43%	54%	56%	58%	43%	65%	45%	52%	55%	49%	41%	50%	53%	50%	50%
	Not true	19%	19%	16%	20%	15%	22%	16%	21%	18%	28%	20%	17%	25%	16%	21%	22%	16%
	DK / Not sure	31%	30%	41%	27%	29%	20%	41%	14%	37%	20%	25%	34%	34%	33%	26%	28%	34%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base		603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q5 Based on what you know, please tell me whether each statement about long-term services and supports is true or not true, or you don't know

		Persons in household			Education		Employed		Age					Ethnicity					Gender	
		1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female
A federal government program	True	19%	27%	25%	21%	25%	24%	22%	20%	27%	25%	18%	19%	30%	19%	13%	30%	24%	22%	21%
	Not true	32%	28%	23%	22%	34%	24%	35%	9%	21%	27%	35%	24%	24%	48%	17%	31%	22%	29%	
	DK / Not sure	49%	45%	53%	57%	41%	51%	43%	71%	52%	48%	46%	46%	57%	40%	53%	45%	56%	50%	
A State of Hawaii program	True	22%	32%	39%	29%	29%	29%	30%	31%	22%	32%	24%	25%	30%	26%	16%	36%	39%	28%	27%
	Not true	29%	24%	17%	20%	30%	27%	21%	13%	22%	22%	33%	25%	23%	23%	45%	17%	20%	22%	25%
	DK / Not sure	48%	44%	44%	50%	41%	44%	48%	55%	55%	46%	42%	49%	47%	52%	40%	47%	41%	50%	49%
A part of most people's health care insurance plan	True	16%	20%	33%	21%	20%	20%	20%	24%	24%	29%	20%	18%	19%	16%	11%	22%	27%	22%	24%
	Not true	48%	42%	34%	38%	49%	44%	44%	23%	31%	43%	48%	46%	48%	40%	55%	41%	40%	40%	38%
	DK / Not sure	37%	38%	32%	41%	31%	36%	36%	53%	45%	27%	32%	36%	32%	44%	34%	36%	33%	38%	38%
Provided by Medicare	True	23%	32%	38%	28%	29%	29%	28%	31%	35%	37%	27%	28%	35%	20%	27%	22%	29%	31%	32%
	Not true	34%	27%	20%	24%	35%	27%	36%	21%	14%	23%	31%	36%	24%	28%	38%	34%	29%	25%	27%
	DK / Not sure	44%	41%	42%	48%	36%	45%	37%	48%	52%	40%	41%	36%	41%	51%	35%	44%	41%	45%	41%
Services that young people do not need to plan for until they get closer to retirement	True	12%	16%	9%	15%	12%	11%	18%	7%	13%	17%	24%	17%	15%	10%	15%	12%	10%	19%	13%
	Not true	60%	58%	58%	51%	68%	61%	58%	40%	56%	56%	54%	56%	58%	67%	67%	62%	59%	44%	60%
	DK / Not sure	27%	26%	32%	34%	19%	28%	24%	53%	31%	27%	23%	27%	27%	23%	18%	26%	31%	37%	27%
A program for poor or disabled people	True	27%	34%	40%	33%	31%	32%	32%	41%	42%	37%	25%	30%	36%	25%	15%	44%	35%	37%	33%
	Not true	39%	32%	23%	28%	40%	31%	40%	2%	33%	34%	43%	40%	35%	39%	48%	19%	34%	29%	32%
	DK / Not sure	35%	34%	37%	39%	30%	37%	28%	57%	25%	29%	32%	29%	29%	37%	36%	36%	31%	34%	35%
Services that every person has a right to have	True	53%	60%	68%	56%	61%	60%	56%	63%	66%	57%	54%	55%	63%	49%	59%	65%	60%	54%	63%
	Not true	19%	14%	12%	12%	21%	15%	19%	5%	8%	17%	21%	17%	19%	16%	16%	12%	16%	14%	14%
	DK / Not sure	28%	26%	20%	32%	18%	25%	25%	32%	26%	26%	25%	28%	19%	34%	25%	23%	24%	32%	23%
Something that people have to plan and arrange for themselves	True	68%	63%	61%	56%	74%	64%	68%	43%	62%	69%	71%	69%	65%	68%	72%	60%	69%	62%	64%
	Not true	5%	13%	11%	10%	9%	9%	10%	8%	11%	13%	9%	6%	12%	9%	7%	9%	6%	8%	11%
	DK / Not sure	27%	24%	28%	34%	17%	27%	22%	49%	27%	19%	20%	25%	22%	23%	22%	31%	25%	30%	25%
Something that people have to pay for themselves	True	48%	49%	51%	45%	54%	48%	52%	42%	49%	47%	53%	58%	46%	47%	52%	51%	45%	51%	49%
	Not true	20%	23%	19%	22%	22%	22%	22%	23%	17%	26%	16%	11%	24%	23%	21%	20%	19%	18%	20%
	DK / Not sure	32%	27%	29%	34%	25%	30%	26%	35%	35%	27%	31%	31%	30%	30%	27%	29%	35%	32%	31%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base		201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

Exhibit 10

Q6 Would you say your feelings are more positive or more negative when you hear the phrase long-term services and supports?



Question 6 asks whether the phrase long-term services and supports produces more positive or negative feelings.

Most people (56%) say that LTSS brings positive feelings, while only 19% say their feelings are more negative.

The following detailed data tables show responses by demographic characteristics.

Q6 Would you say your feelings are more positive or more negative when you hear the phrase long-term services and supports?

	Total	County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
More positive	56%	55%	57%	62%	47%	60%	53%	59%	55%	66%	59%	54%	62%	51%	60%	56%	56%
More negative	19%	19%	17%	17%	21%	18%	19%	19%	18%	13%	17%	19%	16%	27%	15%	22%	16%
DK / Not sure	25%	26%	25%	21%	32%	22%	28%	22%	27%	21%	24%	22%	22%	24%	22%	29%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Base	603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q6 Would you say your feelings are more positive or more negative when you hear the phrase long-term services and supports?

	Persons in household			Education		Employed		Age					Ethnicity					Gender	
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female
More positive	52%	60%	62%	57%	57%	59%	54%	64%	58%	53%	50%	56%	55%	64%	55%	66%	58%	55%	57%
More negative	21%	23%	12%	18%	22%	20%	22%	14%	14%	21%	21%	20%	18%	20%	27%	17%	11%	18%	19%
DK / Not sure	27%	17%	26%	25%	21%	21%	25%	21%	26%	26%	29%	24%	27%	17%	18%	17%	31%	27%	24%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base	201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

Exhibit 11

Q7a Why do you say your feelings are more positive when you hear the phrase long-term services and supports?

Helping, taking care of people	26%
Elderly, old people/living longer	20%
Long term care/services and supports	13%
General positive	13%
Programs or services or supports	11%
People need it, a necessity/right	9%
Planning, need to plan	5%
Security, reassurance	5%
Government help	4%
Sick people/medical/health support	3%
Home/family care	2%
Part of health insurance	2%
Personal responsibility	2%
It's important	1%
Cost	1%
Retirement	1%
Long term insurance	1%
Need awareness	1%
Facility, nursing home	1%
Disabled	1%
Other	1%
Don't know, not sure	2%
Base	331

Multiple mentions

Question 7a follows up with why feelings are more positive when respondents hear the phrase long-term services and supports.

Most often residents have positive impressions of LTSS because it involves taking care of people. Also they are positive toward the elderly.

Exhibit 12

Q7b Why do you say your feelings are more negative when you hear the phrase long-term services and supports?

Price, cost, money	37%
Family member/me/someone I know had a bad experience	9%
Need more information	7%
Government program	6%
General negative	5%
Should take care of yourself	4%
Not enough agencies/people to help/resources	4%
Service	4%
Don't want involvement/don't use it	3%
Not available, most people don't have it	3%
Not helpful enough/won't help	3%
Don't want to depend on others	2%
Others will take advantage	2%
Eligibility	2%
Takes time/effort	2%
Have to use up personal resources to get help	1%
Health matters	1%
Should take care of people	1%
Haven't been able to prepare	1%
Will need it later	1%
Other	3%
Don't know, not sure	5%
Refused, no answer, N/A	4%
Base	112

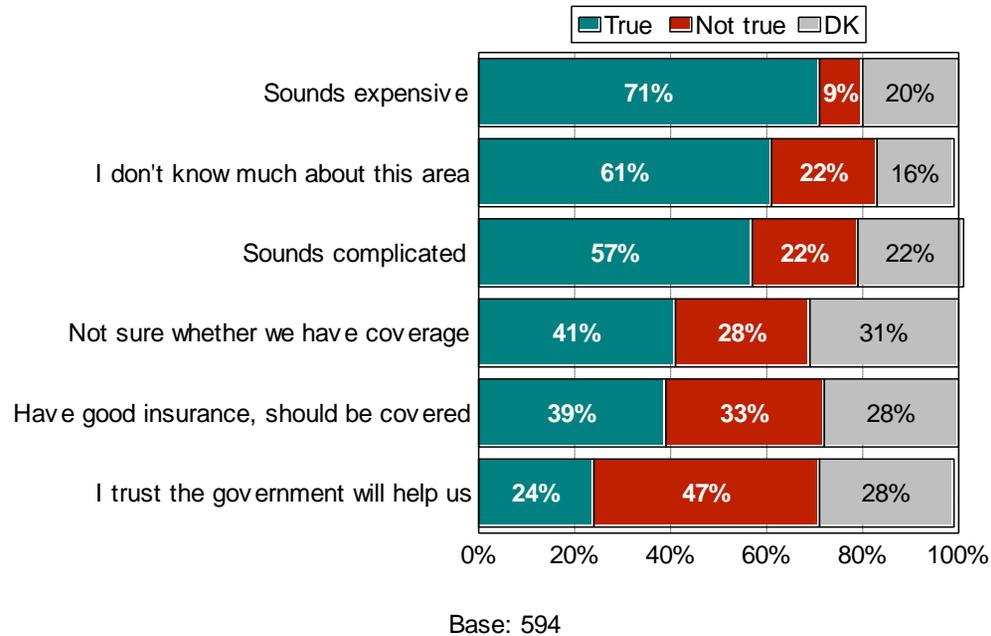
Multiple mentions

Question 7b follows up with why feelings are more negative when people hear the phrase long-term services and supports.

The cost is the dominant reason why people have negative feelings about LTSS.

Exhibit 13

Q8 Please tell me whether each statement is or is not a reason for your feelings when you hear the phrase long-term services and supports



Question 8 asks whether statements are or are not a reason for their feelings when they hear the phrase long-term services and supports.

Results show that concern or worry about cost is the number one obstacle to people thinking about and planning for LTSS, with ignorance and complexity two and three.

Encouragement for LTSS planning may need to show how step-by-step planning can lead to success.

One third to one fourth think that their insurance should cover LTSS (39%) or trust that the government will help them (24%). These assumptions should be addressed through messaging.

Exhibit 14

Q8 Please tell me whether each statement is or is not a reason for your feelings when you hear the phrase long-term services and supports

Statement is a reason

Q6 Would you say your feelings are more positive or more negative when you hear the phrase long-term services and supports?

	Total	More positive	More negative	DK / Not sure
Sounds expensive	71%	71%	87%	58%
Sounds complicated	57%	52%	79%	50%
Not sure whether we have coverage	41%	43%	43%	35%
I don't know much about this area	61%	58%	72%	62%
We have good insurance and should be covered	39%	45%	24%	35%
I trust the government will help us	24%	34%	12%	11%
Base	594	338	112	144

Multiple mentions

At the left results for this question are tabulated by whether LTSS evokes positive or negative feelings.

After cost, being complicated and lack of information are reasons for feeling negative about the phrase LTSS.

On the other hand, people feel positive because they think that insurance should cover it or trust that the government will help them.

Exhibit 15

Q8 Please tell me whether each statement is or is not a reason for your feelings when you hear the phrase long-term services and supports

Statement is a reason

		Familiar w LTSS		Age				Own home	
	Total	Very or fairly	Not or DK	18 to 34	35 to 54	55 to 64	65 or older	Own	Rent or DK
Sounds expensive	71%	86%	66%	69%	69%	74%	72%	76%	66%
Sounds complicated	57%	60%	56%	63%	53%	58%	55%	62%	52%
Not sure whether we have coverage	41%	35%	43%	42%	43%	43%	38%	44%	39%
I don't know much about this area	61%	41%	68%	66%	62%	59%	58%	58%	65%
We have good insurance and should be covered	39%	37%	39%	44%	39%	34%	37%	34%	43%
I trust the government will help us	24%	21%	25%	38%	20%	20%	22%	19%	29%
Base	594	144	450	119	223	115	137	285	309

Multiple mentions

At the left results for this question are tabulated by respondent characteristics.

Both younger residents and non-home owners are more likely to assume that insurance and/or government will take care of their LTSS needs, and might be targeted by an information campaign.

The following detailed data tables show responses by additional demographic characteristics.

Q8 Please tell me whether each statement is or is not a reason for your feelings when you hear the phrase long-term services and

		Total	County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
			Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Sounds expensive	True	71%	73%	68%	61%	76%	82%	62%	86%	66%	66%	75%	71%	61%	68%	79%	76%	66%
	Not true	9%	9%	11%	10%	2%	6%	11%	5%	10%	13%	11%	8%	16%	7%	7%	8%	10%
	DK / Not sure	20%	19%	20%	29%	22%	12%	27%	9%	24%	21%	14%	21%	24%	24%	15%	16%	25%
Sounds complicated	True	57%	57%	51%	59%	59%	63%	52%	60%	56%	56%	69%	55%	48%	56%	60%	62%	52%
	Not true	22%	22%	18%	25%	17%	23%	20%	27%	20%	31%	22%	21%	29%	21%	20%	20%	23%
	DK / Not sure	22%	20%	31%	16%	24%	14%	28%	13%	24%	13%	8%	25%	24%	23%	20%	18%	25%
Not sure whether we have coverage	True	41%	43%	34%	36%	43%	44%	39%	35%	43%	41%	51%	40%	43%	42%	41%	44%	39%
	Not true	28%	29%	24%	28%	17%	35%	22%	45%	22%	45%	29%	26%	33%	29%	27%	32%	24%
	DK / Not sure	31%	27%	42%	36%	41%	21%	39%	19%	35%	13%	20%	35%	24%	29%	31%	24%	37%
I don't know much about this area	True	61%	59%	68%	68%	61%	57%	65%	41%	68%	48%	59%	63%	59%	58%	61%	58%	65%
	Not true	22%	24%	17%	19%	28%	28%	18%	43%	16%	36%	31%	20%	24%	21%	26%	25%	20%
	DK / Not sure	16%	17%	16%	13%	11%	14%	18%	16%	16%	17%	10%	17%	16%	21%	14%	17%	16%
We have good insurance and should be covered	True	39%	35%	40%	60%	38%	35%	42%	37%	39%	48%	41%	37%	40%	31%	36%	34%	43%
	Not true	33%	36%	28%	20%	37%	44%	24%	43%	30%	32%	40%	32%	37%	37%	35%	41%	26%
	DK / Not sure	28%	29%	31%	20%	25%	21%	34%	20%	31%	19%	19%	31%	23%	32%	30%	25%	31%
I trust the government will help us	True	24%	22%	23%	34%	38%	20%	27%	21%	25%	44%	28%	22%	36%	16%	22%	19%	29%
	Not true	47%	48%	44%	50%	38%	59%	38%	60%	43%	41%	50%	48%	44%	57%	50%	58%	38%
	DK / Not sure	28%	30%	33%	16%	24%	20%	35%	19%	31%	16%	22%	31%	21%	27%	29%	23%	33%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base		594	363	106	71	53	267	327	144	450	51	79	464	133	146	203	285	309

Q8 Please tell me whether each statement is or is not a reason for your feelings when you hear the phrase long-term services and supports

		Persons in household			Education		Employed		Age					Ethnicity					Gender	
		1 to 2	3 to 4	5 or more	Some college	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female
Sounds expensive	True	68%	76%	69%	66%	78%	72%	74%	69%	68%	70%	74%	72%	71%	78%	79%	73%	63%	69%	72%
	Not true	7%	9%	9%	8%	9%	10%	4%	11%	15%	9%	7%	4%	9%	7%	7%	5%	13%	10%	8%
	DK / Not sure	24%	15%	21%	26%	13%	18%	22%	21%	17%	20%	18%	24%	20%	15%	15%	22%	24%	21%	19%
Sounds complicated	True	51%	64%	54%	53%	61%	59%	53%	63%	52%	54%	58%	55%	55%	58%	63%	70%	39%	57%	56%
	Not true	22%	20%	30%	23%	22%	20%	28%	18%	22%	25%	22%	22%	25%	23%	19%	13%	32%	18%	25%
	DK / Not sure	26%	16%	16%	24%	18%	21%	19%	19%	26%	21%	20%	22%	20%	19%	19%	17%	29%	25%	19%
Not sure whether we have coverage	True	37%	44%	51%	42%	44%	46%	36%	42%	47%	39%	43%	38%	44%	49%	42%	59%	28%	40%	43%
	Not true	31%	30%	22%	24%	34%	25%	39%	15%	24%	33%	30%	35%	33%	20%	35%	14%	40%	28%	28%
	DK / Not sure	32%	25%	27%	34%	22%	29%	24%	43%	28%	28%	28%	27%	23%	31%	23%	27%	32%	32%	30%
I don't know much about this area	True	61%	60%	58%	64%	56%	61%	59%	66%	66%	60%	59%	58%	60%	70%	57%	67%	46%	63%	60%
	Not true	21%	25%	25%	19%	27%	22%	26%	20%	19%	23%	24%	25%	24%	20%	23%	25%	25%	21%	24%
	DK / Not sure	18%	15%	17%	17%	16%	17%	16%	14%	15%	17%	17%	18%	16%	9%	21%	9%	28%	16%	16%
We have good insurance and should be covered	True	34%	32%	50%	33%	38%	34%	40%	44%	39%	40%	34%	37%	33%	37%	33%	31%	41%	39%	38%
	Not true	35%	39%	28%	32%	40%	36%	36%	18%	27%	41%	40%	37%	40%	31%	45%	34%	31%	32%	35%
	DK / Not sure	31%	29%	22%	35%	22%	30%	24%	38%	34%	20%	26%	25%	27%	32%	23%	35%	28%	29%	27%
I trust the government will help us	True	20%	23%	30%	26%	20%	22%	24%	38%	21%	20%	20%	22%	14%	28%	17%	24%	32%	28%	21%
	Not true	52%	55%	43%	46%	59%	53%	50%	21%	44%	61%	57%	51%	69%	43%	67%	53%	32%	41%	54%
	DK / Not sure	28%	22%	27%	28%	21%	24%	25%	41%	35%	19%	23%	26%	17%	29%	16%	23%	37%	31%	26%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Base	199	177	83	223	222	302	142	19	93	180	15	137	122	75	82	68	77	295	299

Exhibit 16

Q9 In general, who do you think long-term services and supports are for?

Elderly, old, aging people, seniors, retired	48%
The sick, disabled, blind, terminally ill, cancer, patients, vets with PTSD, etc.	26%
Everyone, everybody, all people	17%
The people who need it, anyone who needs it, people without someone to take care of them	16%
The poor, those who can't afford their own care, homeless	9%
The rich, those who can afford it, expensive	5%
Taxpayers, citizens, working people, Americans, Hawaiians	2%
Young people as well	2%
People who purchase insurance, insurance	2%
In home care, assisted living, caregivers	2%
Hospice care, care homes, nursing homes, group homes, retirement homes, convalescent care	1%
Family members, the family, friends, relatives	1%
People like me, myself, ourselves	1%
Other	6%
Don't know, not sure	5%
Base	584

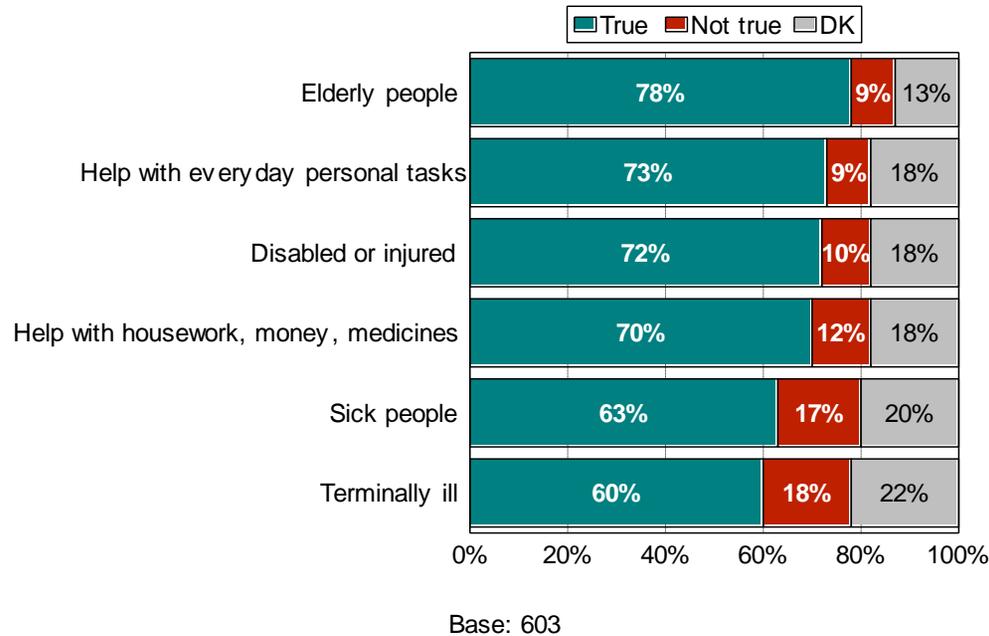
Multiple mentions

Question 9 asks who people think long-term services and supports are for.

Overwhelmingly people think LTSS is for the elderly or the sick, although one out of six believes that it is either for everyone, or everyone who needs it.

Exhibit 17

Q10 Just based on your impressions, tell me whether you think each statement about who long-term services and supports are for is true or not true, or you don't know



Question 10 asks, based on their impressions, tell me whether they think each statement about who long-term services and supports are for is true or not true.

Most people believe that LTSS targets the elderly, disabled and sick.

In addition they are in agreement that LTSS is for people who need help with basic personal tasks of everyday life like bathing and dressing, and for persons who need help with everyday tasks like housework, money management, and taking medicines

Exhibit 18

Q10 Just based on your impressions, tell me whether you think each statement about who long-term services and supports are for is true or not true, or you don't know

Statement is true

	Total	Familiar w LTSS	Not or DK	Education	
		Very or fairly		Some college	College degree
For elderly people	78%	83%	76%	75%	79%
For people who need help with basic personal tasks of everyday life like bathing and dressing	73%	88%	69%	69%	81%
For the disabled or injured	72%	80%	70%	70%	75%
For persons who need help with everyday tasks like housework, money management, and taking medicines.	70%	80%	67%	67%	73%
For sick people	63%	66%	61%	60%	65%
For the terminally ill	60%	67%	58%	55%	62%
Base	603	146	457	226	225

Multiple mentions

Educated residents with a college degree are in greater agreement with each of these statements.

The following detailed data tables show responses by additional demographic characteristics.

Q10 Just based on your impressions, tell me whether you think each statement about who long-term services and supports are for is true

		County					Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii		Own home		
		Total	Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
For the terminally ill	True	60%	58%	67%	61%	67%	64%	57%	67%	58%	73%	64%	58%	59%	61%	58%	56%	64%
	Not true	18%	20%	14%	12%	17%	23%	14%	21%	17%	17%	21%	17%	16%	19%	22%	24%	12%
	DK / Not sure	22%	22%	19%	27%	16%	13%	29%	12%	25%	10%	15%	25%	25%	20%	21%	20%	24%
For sick people	True	63%	59%	73%	71%	71%	68%	58%	66%	61%	70%	69%	61%	70%	63%	60%	61%	64%
	Not true	17%	19%	13%	12%	15%	20%	16%	21%	16%	23%	17%	17%	15%	18%	20%	24%	12%
	DK / Not sure	20%	22%	14%	16%	15%	12%	26%	13%	22%	7%	14%	22%	15%	19%	19%	15%	24%
For the disabled or injured	True	72%	70%	76%	79%	71%	79%	67%	80%	70%	81%	81%	70%	74%	77%	69%	74%	71%
	Not true	10%	11%	8%	10%	10%	11%	10%	10%	10%	10%	9%	10%	9%	9%	13%	13%	7%
	DK / Not sure	18%	19%	16%	10%	19%	10%	24%	10%	20%	9%	10%	20%	16%	14%	17%	13%	22%
For people who need help with basic personal tasks of everyday life like bathing and dressing	True	73%	75%	65%	72%	74%	80%	68%	88%	69%	85%	84%	70%	76%	80%	70%	77%	70%
	Not true	9%	9%	7%	9%	10%	10%	8%	7%	10%	7%	10%	9%	8%	5%	10%	8%	10%
	DK / Not sure	18%	15%	28%	19%	15%	10%	24%	5%	22%	8%	7%	21%	17%	15%	19%	15%	20%
For elderly people	True	78%	75%	87%	83%	82%	80%	76%	83%	76%	82%	81%	77%	81%	73%	79%	79%	77%
	Not true	9%	10%	3%	9%	6%	11%	7%	11%	8%	12%	7%	9%	4%	14%	11%	12%	5%
	DK / Not sure	13%	15%	10%	8%	12%	9%	17%	6%	16%	6%	12%	14%	15%	12%	10%	9%	18%
For persons who need help with everyday tasks like housework, money management, and taking medicines.	True	70%	70%	72%	72%	68%	76%	66%	80%	67%	86%	79%	67%	77%	64%	73%	73%	68%
	Not true	12%	12%	11%	9%	15%	12%	11%	12%	12%	7%	14%	12%	9%	12%	12%	12%	12%
	DK / Not sure	18%	18%	17%	19%	17%	11%	23%	8%	21%	7%	7%	21%	14%	24%	15%	15%	20%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base		603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q10 Just based on your impressions, tell me whether you think each statement about who long-term services and supports are for is true or not

		Persons in household			Education		Employed		Age					Ethnicity					Gender	
		1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female
For the terminally ill	True	54%	65%	55%	55%	62%	63%	52%	64%	61%	62%	55%	58%	68%	56%	54%	61%	48%	57%	63%
	Not true	23%	16%	16%	17%	24%	18%	24%	13%	14%	16%	24%	21%	15%	21%	29%	16%	24%	18%	18%
	DK / Not sure	23%	19%	28%	28%	14%	19%	25%	24%	26%	22%	20%	20%	17%	24%	16%	23%	29%	25%	19%
For sick people	True	58%	67%	59%	60%	65%	65%	58%	65%	66%	63%	62%	58%	70%	54%	58%	72%	51%	62%	63%
	Not true	22%	17%	14%	17%	21%	17%	22%	12%	12%	20%	20%	20%	13%	22%	27%	10%	27%	19%	16%
	DK / Not sure	20%	16%	27%	24%	13%	17%	20%	23%	21%	17%	18%	22%	17%	24%	15%	19%	21%	19%	21%
For the disabled or injured	True	69%	76%	67%	70%	75%	74%	70%	71%	73%	73%	72%	72%	83%	66%	73%	69%	67%	71%	73%
	Not true	13%	8%	9%	10%	12%	9%	13%	10%	8%	9%	12%	11%	6%	13%	7%	11%	11%	9%	
	DK / Not sure	18%	16%	24%	20%	13%	16%	17%	20%	19%	18%	16%	17%	11%	18%	14%	24%	22%	18%	18%
For people who need help with basic personal tasks of everyday life like bathing and dressing	True	74%	73%	79%	69%	81%	76%	73%	73%	74%	71%	72%	77%	80%	71%	77%	72%	72%	71%	75%
	Not true	7%	12%	2%	9%	8%	9%	7%	12%	5%	8%	15%	5%	5%	13%	10%	6%	10%	10%	8%
	DK / Not sure	19%	15%	19%	23%	11%	15%	20%	15%	22%	21%	14%	18%	16%	16%	12%	22%	19%	19%	16%
For elderly people	True	73%	79%	76%	75%	79%	79%	74%	76%	83%	80%	74%	77%	84%	66%	76%	75%	80%	78%	78%
	Not true	11%	12%	5%	9%	12%	11%	11%	6%	7%	7%	14%	10%	4%	16%	13%	12%	8%	8%	10%
	DK / Not sure	16%	9%	18%	16%	9%	11%	15%	18%	11%	13%	11%	13%	12%	17%	11%	13%	12%	14%	13%
For persons who need help with everyday tasks like housework, money management, and taking medicines.	True	67%	74%	66%	67%	73%	70%	71%	71%	71%	69%	67%	74%	76%	65%	71%	63%	72%	71%	70%
	Not true	11%	12%	12%	11%	13%	13%	9%	9%	10%	12%	11%	9%	10%	14%	15%	15%	6%	12%	12%
	DK / Not sure	22%	14%	22%	22%	14%	17%	20%	20%	19%	19%	14%	17%	14%	20%	14%	22%	22%	17%	18%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base		201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

Exhibit 19

Q11 Who do you think provides long-term services and supports?

Government in general	22%
Insurance companies/plans, medical plans, employer provided/long term care insurance	18%
Independent/private/commercial companies, private agencies	15%
State government/agencies	13%
Federal government/agencies	6%
Medicare, Medicaid	6%
Doctors, nurses, RNs, healthcare professionals, hospitals	5%
Care homes, group homes, retirement homes, convalescent care	5%
Family members, the family, friends, relatives	5%
Healthcare organizations, medical providers, health maintenance companies	5%
Charities, non-profit organizations	5%
The individual, individuals, private individuals, self	4%
A variety of people, anyone, everyone, everybody, we all do	4%
Home caregivers, paid caregivers, care workers	3%
Sick, disabled, or needy people, the people who need it	3%
Hospices, Hospice workers	2%
Elderly, old, aging people, seniors	2%
Tax Payers	1%
No One	1%
Company, Employer, Workplace	1%
Other	3%
Don't know, not sure	15%
Base	575

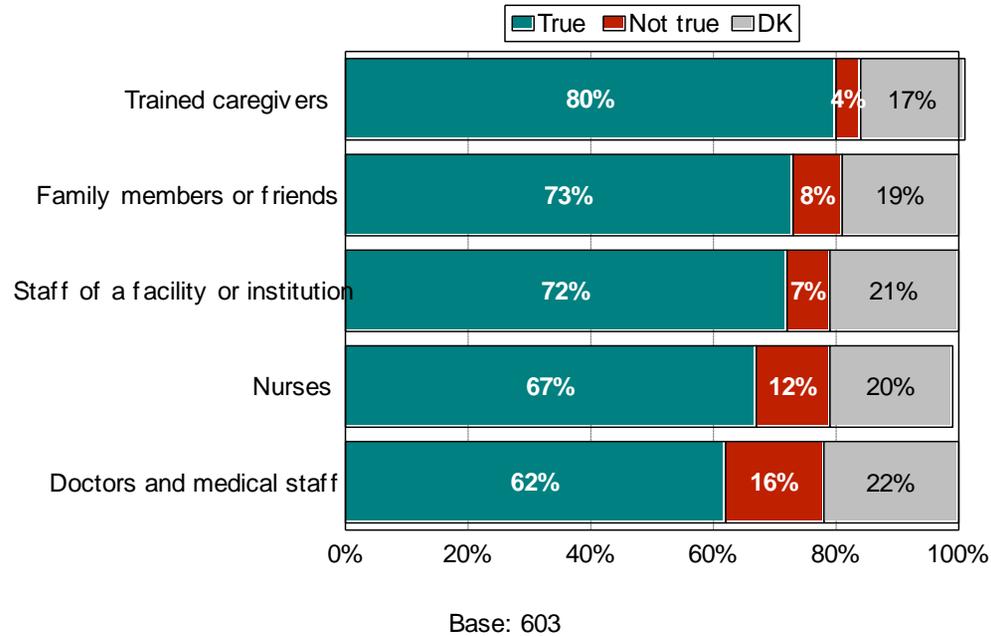
Multiple mentions

Question 11 provides top-of-mind responses to who they think provides long-term services and supports.

People do not have clear top-of-mind ideas about who provides LTSS. Government, insurance, and companies are common suggestions.

Exhibit 20

Q12 Just based on your impressions, tell me whether you think the following people provide long-term services and supports



Question 12 asks, based on your impressions, tell me whether you think the following people provide long-term services and supports.

When mentioned, caregivers, family or friends, facilities, and healthcare personnel were chosen as providing LTSS.

Messaging should clarify that home care primarily and also care institutions are sites for LTSS, and that regular medical personnel are generally not caregivers.

Exhibit 21

Q12 Just based on your impressions, tell me whether you think the following people provide long-term services and supports

Statement is true

	Total	Familiar w LTSS		Age				Education	
		Very or fairly	Not or DK	18 to 34	35 to 54	55 to 64	65 or older	Some college	College degree
Trained caregivers	80%	95%	75%	65%	85%	84%	80%	76%	90%
Family members or friends	73%	90%	67%	65%	75%	73%	75%	67%	83%
Staff of a facility or institution	72%	89%	67%	61%	78%	77%	69%	67%	83%
Nurses	67%	83%	62%	55%	75%	70%	63%	61%	75%
Doctors and medical staff	62%	71%	59%	50%	71%	60%	60%	55%	66%
Base	603	146	457	121	224	120	138	226	225

Multiple mentions

Tabulation of this question shows that those under 35 and without a college degree are less likely to believe that LTSS is provided by these sources.

The following detailed data tables show responses by additional demographic characteristics.

Q 12 Just based on your impressions, tell me whether you think the following people provide long-term services and supports

		Total	County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
			Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Nurses	True	67%	67%	68%	67%	74%	77%	59%	83%	62%	92%	76%	63%	68%	69%	68%	68%	66%
	Not true	12%	13%	13%	11%	8%	13%	12%	11%	3%	7%	14%	13%	12%	13%	16%	9%	
	DK / Not sure	20%	21%	19%	22%	18%	10%	29%	5%	25%	1%	11%	24%	19%	19%	16%	24%	
Doctors and medical staff	True	62%	61%	67%	61%	66%	66%	59%	71%	59%	76%	67%	60%	68%	60%	60%	59%	65%
	Not true	16%	17%	16%	9%	16%	19%	13%	15%	16%	13%	20%	15%	13%	21%	15%	21%	11%
	DK / Not sure	22%	23%	17%	30%	18%	15%	28%	13%	25%	11%	13%	25%	20%	18%	25%	21%	24%
Family members or friends	True	73%	73%	70%	70%	84%	81%	66%	90%	67%	86%	85%	69%	72%	71%	80%	76%	69%
	Not true	8%	9%	7%	8%	3%	7%	9%	4%	9%	8%	3%	9%	11%	9%	6%	9%	7%
	DK / Not sure	19%	18%	23%	22%	13%	12%	25%	6%	23%	6%	13%	22%	16%	19%	15%	14%	24%
Staff of a facility or institution	True	72%	72%	69%	74%	85%	81%	65%	89%	67%	87%	73%	71%	74%	77%	73%	77%	68%
	Not true	7%	8%	7%	3%	1%	8%	6%	4%	8%	7%	12%	6%	9%	5%	8%	9%	6%
	DK / Not sure	21%	20%	23%	23%	14%	11%	29%	7%	25%	6%	16%	23%	17%	17%	19%	14%	26%
Trained caregivers	True	80%	79%	83%	79%	82%	91%	70%	95%	75%	97%	84%	77%	87%	81%	78%	84%	75%
	Not true	4%	4%	4%	2%	1%	3%	4%	1%	4%	0%	5%	4%	1%	2%	6%	3%	4%
	DK / Not sure	17%	17%	13%	19%	17%	6%	26%	5%	21%	3%	12%	19%	11%	17%	16%	12%	21%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Base	603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q 12 Just based on your impressions, tell me whether you think the following people provide long-term services and supports

		Total	County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
			Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Nurses	True	67%	67%	68%	67%	74%	77%	59%	83%	62%	92%	76%	63%	68%	69%	68%	68%	66%
	Not true	12%	13%	13%	11%	8%	13%	12%	11%	3%	7%	14%	13%	12%	13%	16%	9%	
	DK / Not sure	20%	21%	19%	22%	18%	10%	29%	5%	25%	1%	11%	24%	19%	19%	16%	24%	
Doctors and medical staff	True	62%	61%	67%	61%	66%	66%	59%	71%	59%	76%	67%	60%	68%	60%	60%	59%	65%
	Not true	16%	17%	16%	9%	16%	19%	13%	15%	16%	13%	20%	15%	13%	21%	15%	21%	11%
	DK / Not sure	22%	23%	17%	30%	18%	15%	28%	13%	25%	11%	13%	25%	20%	18%	25%	21%	24%
Family members or friends	True	73%	73%	70%	70%	84%	81%	66%	90%	67%	86%	85%	69%	72%	71%	80%	76%	69%
	Not true	8%	9%	7%	8%	3%	7%	9%	4%	9%	8%	3%	9%	11%	9%	6%	9%	7%
	DK / Not sure	19%	18%	23%	22%	13%	12%	25%	6%	23%	6%	13%	22%	16%	19%	15%	14%	24%
Staff of a facility or institution	True	72%	72%	69%	74%	85%	81%	65%	89%	67%	87%	73%	71%	74%	77%	73%	77%	68%
	Not true	7%	8%	7%	3%	1%	8%	6%	4%	8%	7%	12%	6%	9%	5%	8%	9%	6%
	DK / Not sure	21%	20%	23%	23%	14%	11%	29%	7%	25%	6%	16%	23%	17%	17%	19%	14%	26%
Trained caregivers	True	80%	79%	83%	79%	82%	91%	70%	95%	75%	97%	84%	77%	87%	81%	78%	84%	75%
	Not true	4%	4%	4%	2%	1%	3%	4%	1%	4%	0%	5%	4%	1%	2%	6%	3%	4%
	DK / Not sure	17%	17%	13%	19%	17%	6%	26%	5%	21%	3%	12%	19%	11%	17%	16%	12%	21%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Base	603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Exhibit 22

Q13 Where do you think long-term services and supports are provided?

Homes, home care, private homes, home care, care givers, in-home care	40%
Medical providers, healthcare providers, facilities, hospitals, institutions, therapy, doctors	30%
Care homes, nursing homes, elderly facilities, foster homes, hospices, retirement communities	26%
Hospices	6%
For sick, disabled, needy people, the people who need it	5%
Everywhere, all over, anywhere, any place	4%
The state government, Hawaii, state agencies, organizations, schools, office of aging	4%
Independent/private companies, private agencies, commercial companies	3%
The community in general, locally, local	3%
For everyone, individuals, all the people	2%
Family members, the family, friends, relatives	2%
Insurance companies	2%
For elderly people	2%
The federal government, agencies, Medicare, Medicaid	1%
The government in general	1%
Non-profits, charities, donations	1%
Other	6%
Don't know, not sure	15%
Refused, no answer, N/A	1%
Base	563

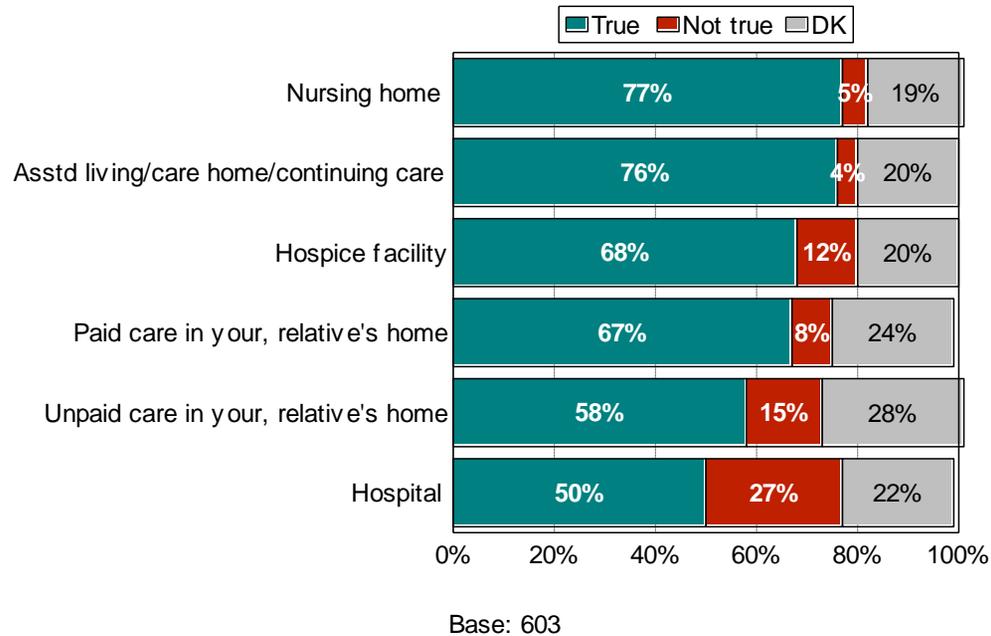
Multiple mentions

Question 13 asks for top-of-mind responses about where long-term services and supports are provided.

Top-of-mind, residents mention home care most often, followed by medical/health providers and care facilities as places providing LTSS.

Exhibit 23

Q14 Just based on your opinions, tell me whether the following is a place where long-term services and supports are provided



Question 14 asks, based on their opinions, is each of the following a place where long-term services and supports are provided?

When given suggestions, residents choose nursing homes, assisted living/care homes, a hospice, and home care as the most likely places for LTSS.

Home care, nursing homes and care homes should be associated with LTSS. However, half or more of residents also include hospice facilities and hospitals as sites for LTSS.

Exhibit 24

Q14 Just based on your opinions, tell me whether the following is a place where long-term services and supports are provided

Statement is true

	Total	Familiar w LTSS		Age				Education	
		Very or fairly	Not or DK	18 to 34	35 to 54	55 to 64	65 or older	Some college	College degree
Nursing home	77%	91%	72%	67%	80%	79%	79%	70%	86%
Assisted living, care home, or continuing care retirement community	76%	91%	71%	67%	78%	78%	80%	72%	86%
Hospice facility	68%	81%	64%	63%	75%	62%	66%	66%	70%
Paid care in your home or a relative's	67%	84%	62%	53%	71%	69%	72%	62%	79%
Unpaid care in your home or your relative's	58%	70%	54%	62%	60%	50%	57%	49%	69%
Hospital	50%	60%	47%	55%	55%	45%	45%	43%	55%
Base	603	146	457	121	224	120	138	226	225

People who are less educated and unfamiliar with LTSS are less likely to say where such services are provided.

Those less familiar with LTSS and less educated would be the primary information targets.

The following detailed data tables show responses by additional demographic characteristics.

Q14 Just based on your opinions, tell me whether the following is a place where long-term services and supports are provided

		Total	County				Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
			Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Unpaid care in your home or your relative's	True	58%	58%	55%	62%	48%	64%	53%	70%	54%	84%	62%	54%	63%	52%	61%	60%	55%
	Not true	16%	16%	16%	8%	15%	12%	14%	16%	8%	17%	15%	12%	17%	16%	18%	12%	
	DK / Not sure	28%	26%	30%	30%	37%	18%	35%	16%	31%	9%	21%	31%	25%	31%	22%	22%	33%
Hospital	True	50%	49%	48%	59%	62%	54%	48%	60%	47%	54%	61%	48%	46%	50%	53%	49%	52%
	Not true	27%	28%	28%	26%	16%	31%	25%	29%	27%	33%	22%	28%	30%	26%	33%	23%	
	DK / Not sure	22%	23%	24%	16%	22%	15%	28%	11%	26%	13%	18%	24%	26%	19%	22%	19%	26%
Paid care in your home or a relative's	True	67%	69%	66%	66%	57%	79%	58%	84%	62%	92%	78%	63%	67%	73%	72%	75%	61%
	Not true	8%	8%	10%	9%	11%	8%	9%	6%	9%	3%	8%	9%	11%	7%	6%	7%	9%
	DK / Not sure	24%	23%	24%	25%	32%	13%	33%	11%	29%	5%	15%	28%	22%	19%	22%	18%	30%
Hospice facility	True	68%	66%	72%	79%	61%	76%	62%	81%	64%	80%	72%	66%	71%	68%	68%	67%	69%
	Not true	12%	12%	12%	6%	18%	15%	9%	13%	11%	13%	18%	11%	6%	17%	15%	17%	7%
	DK / Not sure	20%	22%	16%	15%	21%	10%	28%	6%	24%	7%	11%	23%	23%	15%	17%	16%	23%
Assisted living, care home, or continuing care retirement community	True	76%	78%	70%	75%	76%	85%	69%	91%	71%	88%	86%	73%	76%	84%	78%	81%	72%
	Not true	4%	2%	8%	6%	6%	4%	3%	3%	4%	4%	2%	4%	0%	4%	3%	3%	4%
	DK / Not sure	20%	20%	22%	19%	18%	11%	28%	5%	25%	8%	12%	23%	24%	13%	18%	16%	24%
Nursing home	True	77%	78%	74%	73%	73%	84%	71%	91%	72%	96%	79%	74%	78%	80%	77%	79%	75%
	Not true	5%	3%	11%	4%	8%	4%	5%	2%	5%	0%	6%	5%	4%	5%	4%	6%	3%
	DK / Not sure	19%	19%	14%	23%	19%	12%	24%	7%	22%	4%	14%	21%	19%	16%	19%	15%	22%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base		603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q14 Just based on your opinions, tell me whether the following is a place where long-term services and supports are provided

		Persons in household			Education		Employed		Age					Ethnicity					Gender	
		1 to 2	3 to 4	5 or more	Some college	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/P. Is.	Japanese	Other	Other Asian	Male	Female
Unpaid care in your home or your relative's	True	55%	61%	61%	49%	69%	61%	54%	62%	62%	59%	50%	57%	59%	62%	63%	51%	61%	54%	62%
	Not true	16%	14%	12%	17%	14%	15%	16%	2%	16%	16%	21%	18%	19%	10%	15%	13%	16%	17%	12%
	DK / Not sure	29%	25%	28%	34%	17%	24%	30%	36%	22%	26%	28%	25%	22%	28%	22%	36%	23%	29%	26%
Hospital	True	46%	52%	56%	43%	55%	49%	49%	55%	54%	55%	45%	45%	34%	51%	51%	56%	63%	48%	53%
	Not true	32%	27%	22%	27%	32%	29%	33%	14%	25%	24%	36%	36%	45%	20%	34%	19%	17%	26%	28%
	DK / Not sure	22%	21%	21%	30%	13%	22%	18%	31%	21%	21%	19%	19%	20%	29%	15%	25%	20%	26%	19%
Paid care in your home or a relative's	True	70%	72%	62%	62%	79%	71%	73%	53%	72%	71%	69%	72%	72%	66%	76%	64%	75%	63%	72%
	Not true	6%	8%	10%	6%	10%	9%	5%	14%	7%	7%	8%	6%	11%	9%	8%	5%	9%	7%	
	DK / Not sure	24%	19%	28%	32%	11%	20%	22%	33%	20%	22%	23%	22%	23%	22%	15%	28%	20%	28%	21%
Hospice facility	True	62%	74%	69%	66%	70%	70%	66%	63%	81%	71%	62%	66%	66%	65%	67%	73%	70%	69%	67%
	Not true	16%	11%	9%	11%	17%	13%	15%	2%	1%	12%	24%	18%	15%	10%	17%	13%	12%	10%	14%
	DK / Not sure	22%	15%	22%	23%	13%	17%	19%	35%	18%	17%	14%	16%	19%	25%	16%	14%	17%	21%	19%
Assisted living, care home, or continuing care retirement community	True	76%	82%	73%	72%	86%	81%	75%	67%	82%	75%	78%	80%	79%	71%	87%	77%	82%	74%	79%
	Not true	3%	2%	2%	5%	1%	2%	4%	1%	1%	4%	6%	5%	2%	4%	2%	2%	2%	5%	2%
	DK / Not sure	20%	16%	25%	23%	13%	17%	21%	32%	17%	21%	16%	15%	19%	25%	11%	21%	16%	21%	19%
Nursing home	True	75%	83%	71%	70%	86%	81%	74%	67%	83%	77%	79%	79%	79%	72%	84%	80%	76%	75%	78%
	Not true	5%	4%	3%	5%	5%	4%	7%	4%	1%	4%	5%	8%	5%	8%	3%	1%	3%	7%	3%
	DK / Not sure	20%	13%	26%	26%	9%	16%	20%	29%	16%	18%	17%	14%	15%	20%	13%	19%	21%	18%	19%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Base	201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

Exhibit 25

Q15 And who do you think pays for long-term services and supports? Just say whatever comes to mind....

Insurance companies, long term care insurance, insurance policies	22%
The government in general	20%
Myself, I do, personally, you do, yourself	19%
The patients, the people who need it, customers, individuals, private individuals, the person themselves	19%
Family members, the family, relatives	15%
Tax Payers, citizens, working people	13%
Medicare, Medicaid, disability	8%
Everybody, everyone, we all do, we do	6%
Independent/private companies, private agencies, commercial companies	4%
The state (government), Hawaii	4%
Pension plans, retirement savings	3%
Social security, SSI	2%
Charities, non-profits	2%
It depends	1%
Seniors, old people	1%
The federal government	1%
Care homes, elderly facilities, foster homes	1%
Other	2%
Don't know, not sure	9%
Base	578

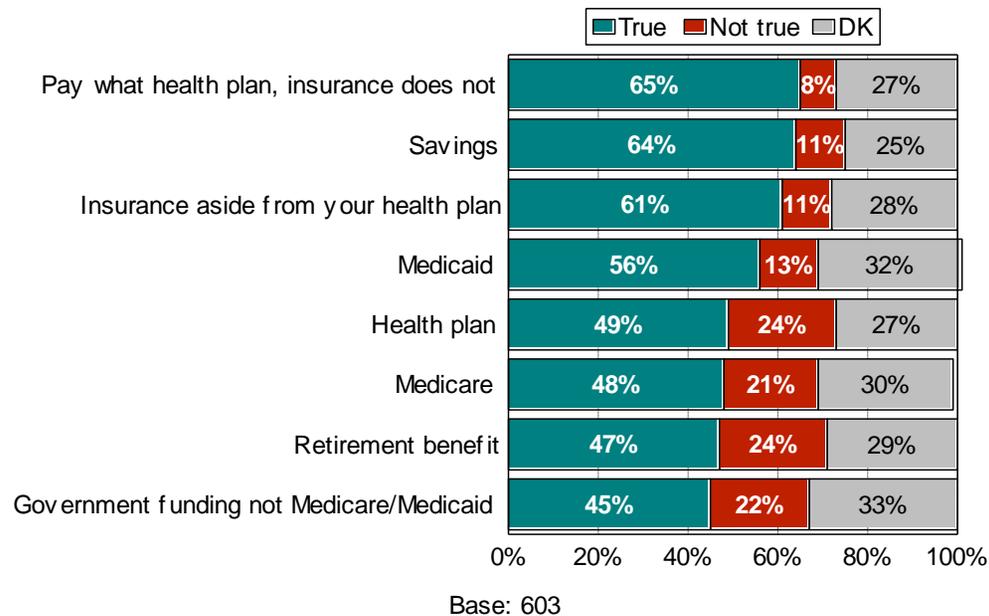
Multiple mentions

Question 15 asked who do you think pays for long-term services and supports? Just say whatever comes to mind....

Top-of-mind, people are unclear about who pays for LTSS. Mentions include insurance, government, the person, and the family.

Exhibit 26

Q16 Just based on your impressions, tell me which of the following payments methods are used to pay for long-term services and supports by saying true, not true, or you don't know



Question 16 asked respondents which of the following payments methods are used to pay for long-term services and supports.

As shown by the broad range of payment methods selected by residents, there is a lot of uncertainty about how LTSS would be paid for. This is an area for public information.

When given choices, people are still not focused on how LTSS is paid for but select a range of answers. Most or many say that the person pays charges after healthcare or insurance or choose savings, insurance in addition to healthcare, Medicaid, Medicare, and healthcare.

Exhibit 27

Q16 Just based on your impressions, tell me which of the following payments methods are used to pay for long-term services and supports by saying true, not true, or you don't know

Statement is true

	Total	Familiar wLTSS		Age				Education	
		Very or fairly	Not or DK	18 to 34	35 to 54	55 to 64	65 or older	Some college	College degree
You pay what your health plan or insurance does not pay	65%	78%	60%	54%	67%	66%	69%	55%	80%
Savings	64%	83%	57%	47%	67%	69%	68%	50%	81%
Insurance aside from your health plan	61%	73%	57%	47%	67%	62%	61%	52%	71%
Medicaid	56%	67%	52%	52%	61%	53%	52%	45%	63%
Health plan	49%	45%	50%	55%	56%	40%	39%	40%	50%
Medicare	48%	52%	47%	42%	58%	47%	39%	44%	51%
Retirement benefit	47%	57%	44%	43%	54%	40%	46%	39%	52%
Government funding other than Medicare or Medicaid	45%	44%	45%	45%	51%	39%	39%	39%	43%
Base	603	146	457	121	224	120	138	226	225

Tabulation of the question shows that people who are less educated and unfamiliar with LTSS are also less likely to be familiar with ways to pay for LTSS.

Residents less familiar with LTSS and less educated would be the main information targets.

The following detailed data tables show responses by additional demographic characteristics.

Q16 Just based on your impressions, tell me which of the following payments methods are used to pay for long-term services and

		County					Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
		Total	Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Medicare	True	48%	44%	59%	58%	62%	50%	47%	52%	47%	70%	48%	46%	56%	43%	47%	47%	50%
	Not true	21%	24%	14%	13%	18%	28%	16%	32%	18%	14%	17%	23%	16%	27%	22%	26%	17%
	DK / Not sure	30%	32%	27%	29%	20%	22%	37%	16%	35%	15%	35%	31%	28%	30%	31%	27%	33%
Government funding other than Medicare or Medicaid	True	45%	43%	47%	51%	47%	42%	47%	44%	45%	51%	46%	44%	52%	37%	41%	38%	51%
	Not true	22%	22%	21%	25%	23%	33%	14%	37%	18%	28%	23%	22%	17%	29%	24%	30%	16%
	DK / Not sure	33%	35%	32%	24%	30%	25%	39%	19%	37%	21%	31%	35%	30%	34%	35%	32%	34%
Health plan	True	49%	48%	53%	45%	58%	49%	49%	45%	50%	65%	55%	46%	61%	38%	44%	40%	57%
	Not true	24%	26%	20%	18%	22%	32%	18%	36%	20%	19%	25%	25%	17%	30%	28%	33%	16%
	DK / Not sure	27%	26%	27%	37%	20%	20%	33%	19%	30%	16%	20%	29%	22%	32%	28%	27%	27%
Insurance aside from your health plan	True	61%	61%	62%	56%	62%	71%	53%	73%	57%	75%	65%	58%	69%	53%	62%	63%	59%
	Not true	11%	11%	13%	9%	15%	12%	10%	13%	11%	8%	8%	11%	7%	15%	11%	13%	10%
	DK / Not sure	28%	28%	25%	35%	24%	17%	37%	14%	33%	7%	26%	31%	24%	32%	27%	25%	31%
Savings	True	64%	63%	72%	55%	65%	79%	51%	83%	57%	86%	63%	61%	65%	62%	66%	69%	58%
	Not true	11%	10%	12%	18%	13%	7%	14%	7%	13%	7%	22%	10%	9%	11%	10%	12%	
	DK / Not sure	25%	27%	16%	27%	23%	14%	35%	11%	30%	7%	16%	29%	26%	28%	22%	21%	29%
Medicaid	True	56%	53%	62%	58%	62%	62%	51%	67%	52%	74%	58%	53%	62%	49%	55%	56%	56%
	Not true	13%	13%	13%	10%	11%	15%	11%	15%	12%	7%	14%	13%	11%	14%	12%	14%	11%
	DK / Not sure	32%	34%	25%	32%	27%	23%	39%	18%	36%	18%	29%	34%	27%	37%	33%	30%	33%
Retirement benefit	True	47%	44%	66%	43%	51%	51%	44%	57%	44%	63%	41%	46%	54%	35%	47%	45%	49%
	Not true	24%	27%	9%	29%	19%	28%	20%	25%	24%	20%	29%	24%	22%	27%	26%	30%	18%
	DK / Not sure	29%	30%	25%	28%	29%	21%	36%	18%	32%	17%	29%	30%	24%	37%	27%	25%	32%
You pay what your health plan or insurance does not pay	True	65%	66%	68%	57%	47%	74%	57%	78%	60%	81%	79%	60%	72%	62%	70%	70%	60%
	Not true	8%	7%	10%	13%	19%	8%	9%	7%	9%	8%	8%	9%	4%	8%	9%	10%	7%
	DK / Not sure	27%	27%	22%	31%	34%	18%	34%	15%	31%	11%	12%	31%	24%	31%	21%	21%	33%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Base	603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

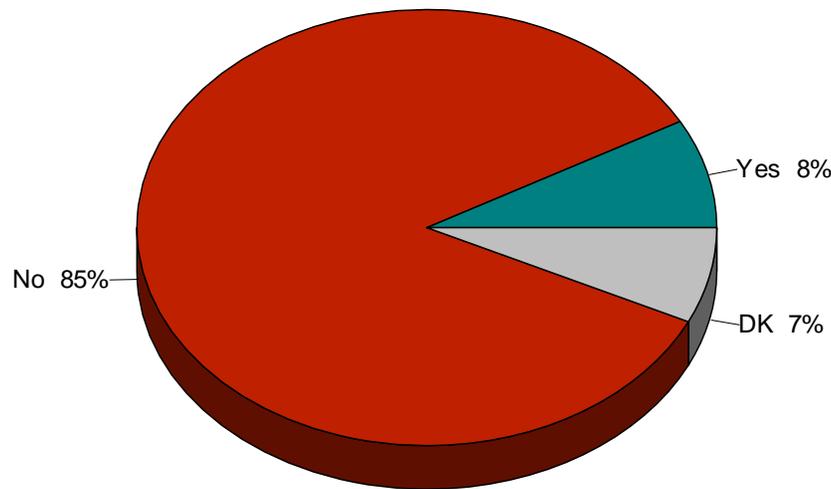
Q16 Just based on your impressions, tell me which of the following payments methods are used to pay for long-term services and supports by

		Persons in household			Education		Employed		Age					Ethnicity					Gender	
		1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female
Medicare	True	47%	49%	43%	44%	51%	47%	48%	42%	57%	59%	47%	39%	51%	44%	44%	43%	50%	50%	47%
	Not true	23%	25%	12%	16%	28%	20%	27%	14%	21%	12%	24%	34%	20%	21%	23%	28%	25%	22%	21%
	DK / Not sure	31%	27%	45%	39%	21%	32%	24%	43%	22%	29%	29%	27%	29%	35%	32%	30%	25%	28%	33%
Government funding other than Medicare or Medicaid	True	37%	42%	50%	39%	43%	41%	40%	45%	57%	47%	39%	39%	44%	34%	34%	37%	49%	48%	42%
	Not true	27%	27%	13%	18%	32%	23%	29%	14%	19%	17%	30%	30%	22%	30%	28%	26%	24%	21%	24%
	DK / Not sure	35%	31%	36%	43%	25%	36%	31%	41%	24%	36%	31%	32%	34%	36%	38%	37%	27%	31%	35%
Health plan	True	43%	45%	55%	40%	50%	46%	45%	55%	62%	52%	40%	39%	50%	46%	40%	41%	46%	54%	43%
	Not true	29%	26%	19%	21%	33%	25%	31%	11%	18%	20%	31%	37%	24%	31%	31%	22%	32%	21%	27%
	DK / Not sure	27%	29%	26%	38%	17%	29%	24%	34%	20%	28%	29%	24%	26%	23%	29%	38%	22%	24%	30%
Insurance aside from your health plan	True	62%	63%	57%	52%	71%	60%	65%	47%	67%	68%	62%	61%	68%	58%	66%	52%	65%	57%	65%
	Not true	9%	13%	6%	7%	14%	11%	10%	14%	4%	11%	10%	14%	6%	20%	8%	11%	10%	14%	9%
	DK / Not sure	29%	23%	37%	41%	14%	29%	26%	39%	29%	21%	28%	25%	26%	22%	26%	37%	24%	30%	27%
Savings	True	64%	71%	54%	50%	81%	68%	62%	47%	75%	61%	69%	68%	70%	62%	73%	65%	65%	60%	67%
	Not true	10%	8%	16%	14%	7%	9%	13%	8%	9%	14%	13%	12%	8%	22%	8%	4%	10%	12%	10%
	DK / Not sure	26%	21%	31%	35%	12%	23%	25%	45%	16%	25%	18%	20%	22%	16%	19%	31%	25%	28%	23%
Medicaid	True	52%	58%	52%	45%	63%	54%	53%	52%	60%	62%	53%	52%	52%	54%	56%	51%	62%	54%	57%
	Not true	15%	13%	7%	11%	16%	13%	15%	6%	11%	9%	18%	18%	16%	13%	12%	10%	14%	15%	10%
	DK / Not sure	33%	30%	41%	44%	21%	33%	31%	42%	29%	28%	29%	30%	32%	33%	33%	39%	23%	31%	33%
Retirement benefit	True	43%	45%	50%	39%	52%	47%	41%	43%	54%	53%	40%	46%	49%	37%	47%	44%	48%	47%	47%
	Not true	28%	26%	13%	22%	29%	22%	32%	15%	23%	22%	31%	29%	23%	31%	28%	21%	26%	23%	25%
	DK / Not sure	29%	28%	37%	39%	20%	31%	26%	42%	23%	25%	29%	25%	28%	32%	25%	35%	26%	30%	28%
You pay what your health plan or insurance does not pay	True	64%	70%	70%	55%	80%	68%	67%	54%	65%	69%	66%	69%	76%	66%	71%	64%	61%	62%	67%
	Not true	9%	7%	5%	7%	7%	7%	9%	5%	9%	10%	9%	10%	2%	10%	11%	6%	8%	10%	7%
	DK / Not sure	27%	23%	26%	37%	12%	25%	24%	42%	26%	22%	25%	21%	22%	23%	19%	30%	31%	28%	26%
Total		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Base	201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

CURRENT BEHAVIOR AND NEEDS RELATED TO LTSS

Exhibit 28

Q17 Are you currently receiving long-term services and supports for you or a family member?



Base: 603

Questions 17 through 29 explore the general public's current behavior and needs in relation to LTSS.

Question 17 asks whether long-term services and supports for the respondent or a family member are currently being received.

At the present time residents report current LTSS utilization as low - 1 out of 12 residents (8%) is receiving LTSS or other family members are receiving it.

The following detailed data tables show responses by demographic characteristics.

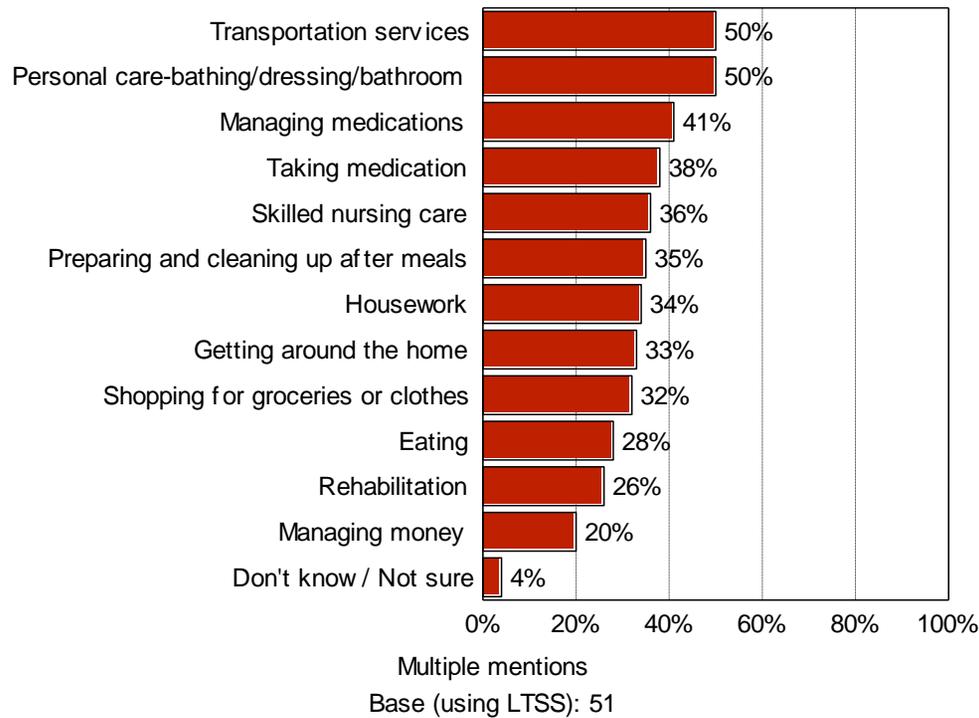
Q17 Are you currently receiving long-term services and supports for you or a family member?

	Total	County					Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
		Dahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK	
Yes	8%	9%	10%	4%	7%	12%	5%	12%	7%	100%	0%	0%	15%	9%	7%	11%	6%	
No	85%	84%	83%	92%	85%	84%	86%	83%	86%	0%	90%	93%	80%	86%	86%	87%	83%	
DK/Not sure	7%	7%	7%	4%	9%	4%	9%	6%	7%	0%	10%	7%	5%	5%	7%	3%	10%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							
	Base	603	366	108	73	56	271	332	146	457	51	79	473	135	146	206	288	315

Q17 Are you currently receiving long-term services and supports for you or a family member?

	Persons in household			Education		Employed		Age					Ethnicity					Gender		
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female	
Yes	11%	12%	3%	7%	14%	10%	10%	2%	12%	9%	9%	10%	12%	17%	8%	9%	6%	7%	10%	
No	81%	84%	90%	86%	82%	86%	79%	88%	82%	83%	85%	86%	86%	73%	87%	86%	90%	86%	83%	
DK/Not sure	8%	4%	6%	7%	4%	3%	11%	10%	6%	7%	7%	4%	2%	9%	4%	5%	4%	6%	7%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Base	201	179	84	226	225	305	144	121	94	130	120	138	124	76	83	69	78	302	301

Q18 Which of the following types of services and supports are currently being used...



Question 18 asks which of the following types of services and supports are currently being used.

Services and supports currently being used by more than one third of recipients include transportation services, personal care such as bathing, dressing, or using the bathroom, managing and taking medication, skilled nursing care, preparing and cleaning up after meals, and housework.

Exhibit 29

Q18 Which of the following types of services and supports are currently being used...

	Total	Familiar with LTSS Very or fairly	Not or DK
Transportation services	50%	70%	40%
Personal care such as bathing, dressing, or using the bathroom	50%	48%	52%
Managing medications	41%	51%	35%
Taking medication	38%	51%	31%
Skilled nursing care	36%	21%	43%
Preparing and cleaning up after meals	35%	40%	32%
Housework	34%	41%	30%
Getting around the home	33%	43%	27%
Shopping for groceries or clothes	32%	44%	26%
Eating	28%	36%	24%
Rehabilitation	26%	33%	22%
Managing money	20%	25%	17%
DK / Not sure	4%	0%	5%
Base (using LTSS)	51	17	34

Multiple mentions

Those more familiar with LTSS are also generally more acquainted with services and supports currently being used.

The following detailed data tables show responses by additional demographic characteristics.

Q18 Which of the following types of services and supports are currently being used...

	Total	County				Heard of LTSS		Familiar with LTSS		Use LTSS	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Under 20	20 or more	Lifetime	Own	Rent or DK
Skilled nursing care	36%	39%	22%	53%	0%	32%	42%	21%	43%	36%	48%	29%	25%	38%	32%
Personal care such as bathing, dressing, or using the	50%	48%	50%	70%	60%	46%	57%	48%	52%	50%	63%	57%	32%	50%	51%
Getting around the home	33%	28%	50%	53%	22%	38%	23%	43%	27%	33%	32%	38%	33%	34%	31%
Transportation services	50%	48%	54%	83%	40%	64%	26%	70%	40%	50%	44%	52%	64%	50%	51%
Eating	28%	25%	30%	53%	38%	32%	21%	36%	24%	28%	24%	43%	24%	32%	22%
Rehabilitation	26%	29%	1%	53%	0%	31%	1%	33%	22%	26%	25%	37%	20%	24%	29%
Housework	34%	38%	18%	53%	0%	42%	20%	41%	30%	34%	30%	35%	42%	30%	41%
Managing money	20%	14%	30%	53%	40%	24%	12%	25%	17%	20%	31%	28%	0%	22%	18%
Taking medication	38%	30%	68%	53%	38%	43%	29%	51%	31%	38%	45%	39%	33%	39%	36%
Managing medications	41%	36%	59%	53%	40%	41%	40%	51%	35%	41%	50%	34%	35%	41%	41%
Preparing and cleaning up after meals	35%	33%	28%	53%	78%	43%	21%	40%	32%	35%	23%	45%	47%	36%	33%
Shopping for groceries or clothes	32%	33%	20%	53%	40%	43%	12%	44%	26%	32%	28%	46%	29%	28%	38%
DK / Not sure	4%	5%	0%	0%	0%	3%	5%	0%	5%	4%	4%	0%	6%	6%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (using LTSS)	51	36	10	3	3	33	18	17	34	51	20	14	15	31	20

Percents add to over 100 due to multiple mentions.

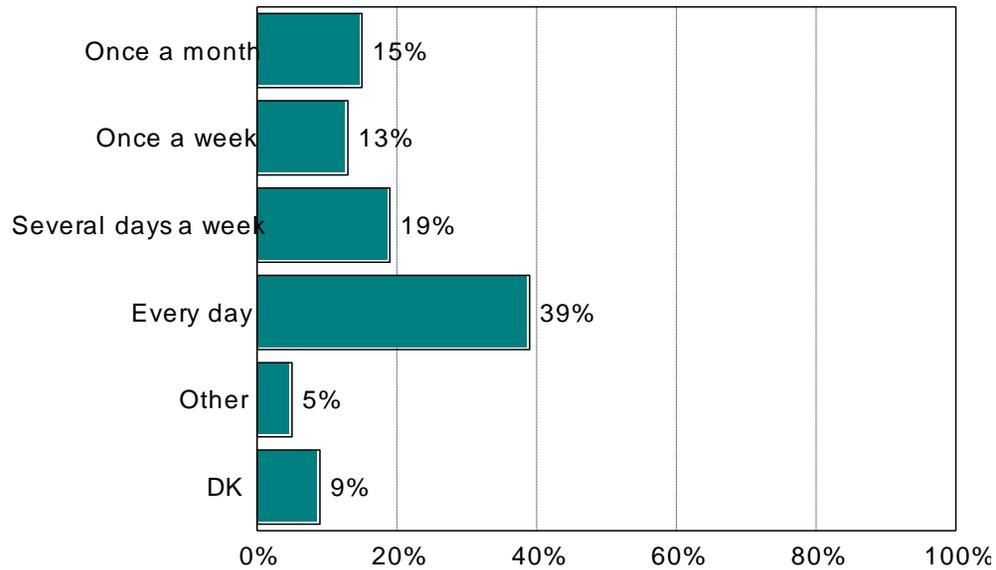
Q18 Which of the following types of services and supports are currently being used...

	Persons in household			Education		Employed		Age					Ethnicity					Gender	
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female
Skilled nursing care	38%	29%	100%	22%	45%	49%	13%	70%	47%	47%	23%	19%	34%	61%	22%	32%	20%	47%	27%
Personal care such as bathing, dressing, or using the	57%	46%	0%	14%	66%	60%	24%	0%	80%	60%	31%	42%	51%	67%	55%	40%	0%	61%	42%
Getting around the home	43%	34%	0%	21%	44%	40%	26%	0%	56%	25%	31%	27%	29%	60%	56%	12%	0%	30%	35%
Transportation services	60%	50%	36%	68%	49%	53%	60%	30%	66%	33%	54%	53%	58%	75%	58%	40%	0%	44%	55%
Eating	38%	24%	0%	18%	37%	32%	28%	0%	56%	7%	33%	25%	24%	47%	48%	12%	14%	28%	28%
Rehabilitation	31%	30%	0%	1%	38%	39%	6%	0%	66%	14%	20%	13%	12%	48%	43%	18%	25%	20%	30%
Housework	30%	43%	33%	36%	38%	41%	29%	0%	66%	13%	43%	26%	30%	61%	35%	30%	20%	33%	35%
Managing money	35%	6%	31%	22%	21%	25%	13%	0%	37%	13%	22%	13%	24%	33%	21%	12%	0%	20%	19%
Taking medication	50%	35%	31%	26%	50%	45%	36%	0%	56%	26%	41%	39%	47%	53%	58%	24%	0%	32%	43%
Managing medications	50%	42%	31%	26%	52%	49%	31%	70%	66%	26%	34%	32%	42%	47%	58%	62%	0%	28%	50%
Preparing and cleaning up after meals	37%	37%	33%	31%	42%	45%	24%	0%	66%	13%	49%	25%	23%	53%	58%	42%	20%	32%	37%
Shopping for groceries or clothes	37%	34%	0%	36%	35%	35%	36%	0%	66%	6%	32%	33%	32%	54%	31%	40%	0%	20%	40%
DK / Not sure	8%	0%	0%	12%	0%	0%	13%	0%	0%	7%	0%	7%	0%	0%	0%	0%	40%	0%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (using LTSS)	22	21	3	15	31	32	14	3	12	12	11	14	15	13	7	6	4	22	29

Percents add to over 100 due to multiple mentions.

Exhibit 30

Q20 How frequently do you need long term services and supports?



Base (using LTSS): 51

Question 20 wants to know how frequently the person or a family member needs long term services and supports.

Those using LTSS need it frequently, with 4 out of 10 (39%) requiring it every day.

Exhibit 31

Q20 How frequently do you need long term services and supports?

		Familiar with LTSS	
	Total	Very or fairly	Not or DK
Once a month	15%	5%	20%
Once a week	13%	11%	13%
Several days a week	19%	26%	16%
Every day	39%	52%	32%
Other	5%	7%	5%
DK / Not sure	9%	0%	14%
Base (using LTSS)	51	17	34

Multiple mentions

As might be expected, more frequent users of LTSS are also most familiar with its services and supports.

The following detailed data tables show responses by additional demographic characteristics.

Q20 How frequently do you need long term services and supports?

	Total	County				Heard of LTSS		Familiar with LTSS		Use LTSS	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Under 20	20 or more	Lifetime	Own	Rent or DK
Once a month	15%	14%	8%	30%	40%	3%	9%	5%	20%	5%	14%	23%	6%	3%	17%
Once a week	13%	12%	22%	0%	0%	9%	0%	11%	3%	3%	23%	0%	12%	17%	5%
Several days a week	19%	20%	20%	0%	22%	20%	17%	26%	16%	19%	11%	27%	25%	16%	24%
Every day	39%	34%	50%	70%	38%	41%	34%	52%	32%	36%	32%	43%	41%	40%	37%
Other	5%	7%	0%	0%	0%	6%	3%	7%	5%	5%	9%	0%	6%	0%	13%
DK / Not sure	9%	13%	0%	0%	0%	0%	26%	0%	14%	9%	12%	6%	10%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (using LTSS)	51	36	1	3	3	33	18	17	34	51	20	14	5	31	20

Q20 How frequently do you need long term services and supports?

	Persons in household			Education		Employed		Age					Ethnicity				Gender		
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female
Once a month	5%	7%	0%	17%	5%	10%	7%	30%	24%	12%	8%	12%	5%	19%	0%	0%	21%	23%	9%
Once a week	17%	12%	0%	12%	5%	14%	14%	0%	24%	7%	8%	14%	7%	42%	0%	0%	17%	10%	10%
Several days a week	11%	30%	36%	33%	5%	18%	29%	0%	10%	26%	25%	20%	28%	8%	29%	10%	25%	22%	17%
Every day	37%	41%	31%	18%	51%	43%	35%	70%	33%	28%	39%	48%	28%	32%	59%	90%	14%	24%	50%
Other	3%	5%	33%	1%	4%	6%	4%	0%	10%	0%	5%	0%	12%	0%	0%	20%	4%	6%	6%
DK / Not sure	18%	4%	0%	1%	10%	10%	12%	0%	0%	26%	6%	6%	20%	0%	12%	0%	19%	11%	8%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (using LTSS)	22	21	3	15	31	32	14	3	12	12	11	14	15	13	7	6	4	22	29

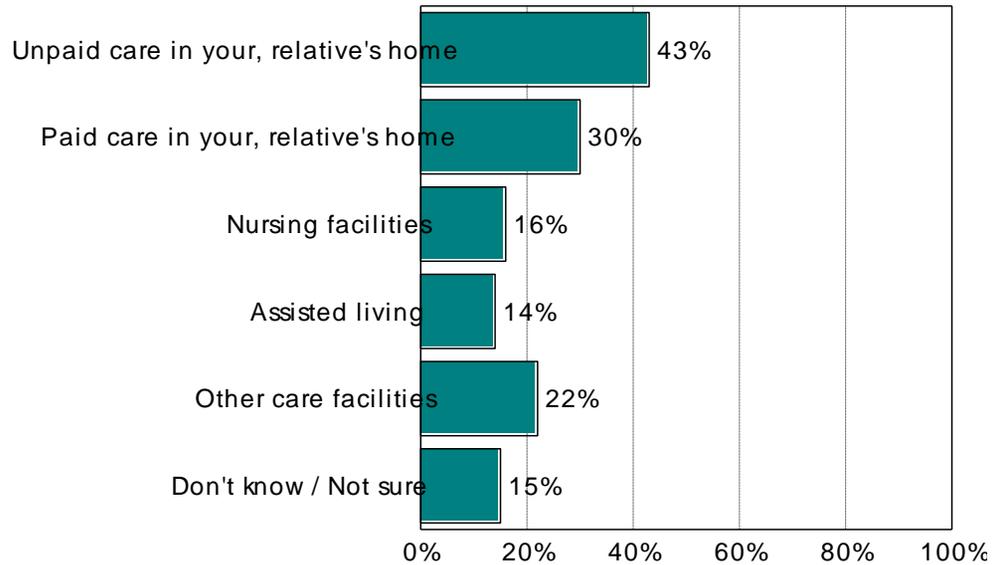
Q21 On average, how many hours per (MONTH/WEEK/DAY) do you need these long-term services and supports?

- Per month = average of 10 hours
- Per week = average of 19 hours
- Per day = average of 18 hours

LTSS is reported by respondents to be very time-intensive, with an average of 284 hours of care a month required for persons receiving care.

Exhibit 32

Q22 Where are those long-term services and supports being provided? Is it...



Base (using LTSS): 51

Question 22 asks where those current long-term services and supports are being provided.

Overwhelmingly, unpaid (43%) and paid (30%) home care are currently providing LTSS. Nursing facilities (16%), assisted living (14%), and other care facilities (22%) were also mentioned.

Some residents named more than one location.

Exhibit 33

Q22 Where are those long-term services and supports being provided?

		Familiar with LTSS	
	Total	Very or fairly	Not or DK
Unpaid care in your home or a relative's home	43%	64%	32%
Paid care in your home or a relative's home	30%	28%	32%
Nursing facilities	16%	22%	13%
Assisted living	14%	7%	17%
Other care facilities	22%	27%	19%
DK / Not sure	15%	5%	20%
Base (using LTSS)	51	17	34

Multiple mentions

Those more familiar with LTSS are more likely to name unpaid home care, nursing facilities and other care facilities as locations for current LTSS, while those less familiar are more likely to name paid home care and assisted living.

The following detailed data tables show responses by additional demographic characteristics.

Q22 Where are those long-term services and supports being provided?

	Total	County					Heard of LTSS		Familiar with LTSS		Use LTSS	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Under 20	20 or more	Lifetime	Own	Rent or DK	
Unpaid care in your home or a relative's home	43%	44%	47%	47%	0%	52%	26%	64%	32%	43%	33%	35%	60%	38%	50%	
Paid care in your home or a relative's home	30%	31%	12%	53%	62%	24%	43%	28%	32%	30%	25%	35%	32%	22%	44%	
Nursing facilities	16%	14%	33%	0%	0%	14%	21%	22%	13%	16%	17%	0%	26%	17%	15%	
Assisted living	14%	14%	12%	0%	38%	19%	4%	7%	17%	14%	13%	6%	23%	13%	15%	
Other care facilities	22%	25%	20%	0%	0%	31%	6%	27%	19%	22%	9%	29%	35%	18%	28%	
DK / Not sure	15%	20%	0%	0%	0%	14%	17%	5%	20%	15%	30%	0%	10%	22%	3%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Base (using LTSS)	51	36	1	3	3	33	18	17	34	51	20	14	15	31	20	

Percents add to over 100 due to multiple mentions.

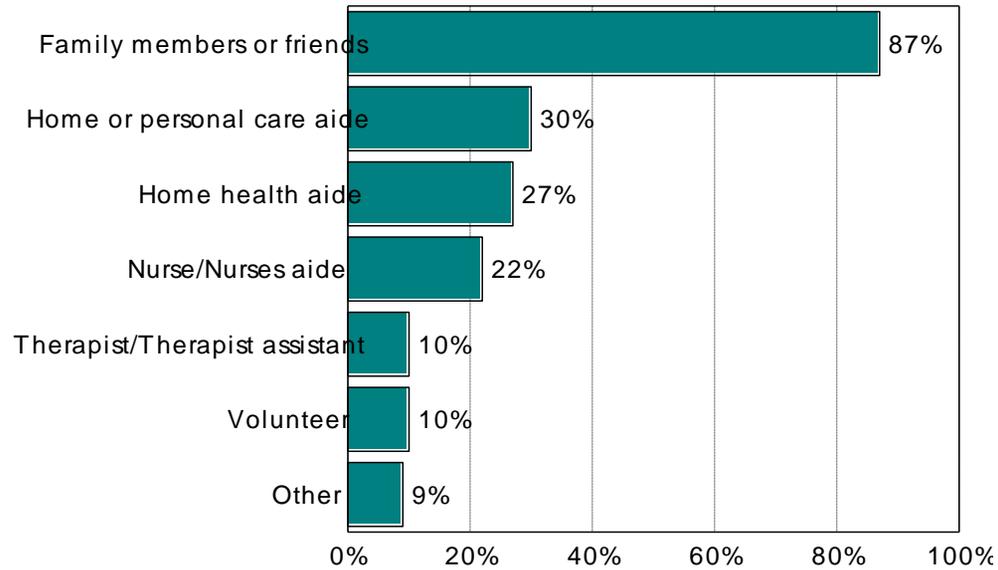
Q22 Where are those long-term services and supports being provided?

	Persons in household			Education		Employed		Age					Ethnicity				Gender		
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian Part	Japanese	Other	Other Asian	Male	Female
Unpaid care in your home or a relative's home	31%	64%	0%	56%	39%	41%	51%	30%	30%	38%	59%	48%	50%	47%	53%	30%	14%	30%	52%
Paid care in your home or a relative's home	30%	25%	0%	36%	21%	27%	24%	0%	47%	19%	30%	33%	39%	27%	38%	0%	0%	30%	31%
Nursing facilities	8%	22%	36%	7%	21%	17%	14%	70%	10%	15%	14%	13%	6%	17%	36%	32%	0%	12%	19%
Assisted living	8%	20%	33%	15%	14%	19%	5%	0%	10%	21%	15%	12%	17%	9%	9%	28%	20%	19%	9%
Other care facilities	6%	42%	36%	21%	26%	30%	11%	0%	39%	33%	25%	0%	23%	28%	18%	29%	25%	19%	24%
DK / Not sure	30%	0%	31%	15%	17%	18%	13%	0%	24%	26%	6%	7%	20%	21%	0%	0%	40%	20%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (using LTSS)	22	21	3	15	31	32	14	3	12	12	11	14	15	13	7	6	4	22	29

Percents add to over 100 due to multiple mentions.

Exhibit 34

Q23 If the care is provided at home, are the long-term services and supports being provided by...



Base (LTSS in home): 31

Question 23 asks home care providers about the long-term services and supports being provided.

87% of those with home care use family members or friends to provide LTSS services.

The following detailed data tables show responses by demographic characteristics.

Q23 If the care is provided at home, are the long-term services and supports being provided by...

	Total	County					Heard of LTSS		Familiar with LTSS		Use LTSS	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Under 20	20 or more	Lifetime	Own	Rent or DK	
Family members or friends	87%	89%	82%	83%	64%	96%	71%	93%	82%	87%	100%	100%	81%	91%	83%	
Home health aide	27%	27%	0%	53%	64%	24%	33%	25%	29%	27%	19%	44%	25%	20%	34%	
Home or personal care aide	30%	33%	0%	53%	36%	31%	29%	31%	30%	30%	28%	24%	43%	33%	28%	
Therapist/ Therapist assistant	10%	5%	0%	70%	0%	6%	18%	9%	11%	10%	12%	17%	0%	0%	20%	
Nurse/Nurses aide	22%	19%	21%	53%	0%	22%	21%	22%	21%	22%	28%	27%	8%	21%	22%	
Volunteer	10%	4%	18%	53%	0%	0%	27%	0%	17%	10%	0%	27%	0%	6%	14%	
Other	9%	6%	0%	53%	0%	0%	25%	0%	15%	9%	7%	24%	0%	4%	13%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%							
Base (LTSS in home)	31	24	5	3	2	20	11	13	13	31	9	9	11	15	15	

Percents add to over 100 due to multiple mentions.

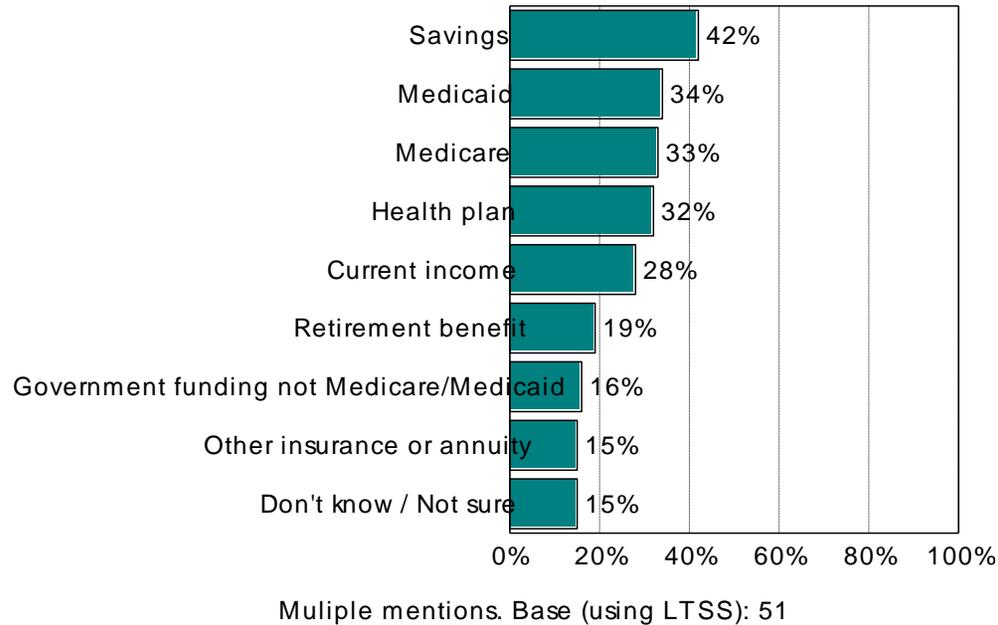
Q23 If the care is provided at home, are the long-term services and supports being provided by...

	Persons in household		Education		Employed		Age					Ethnicity				Gender		
	1 to 2	3 to 4	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female
Family members or friends	81%	97%	94%	91%	94%	90%	100%	100%	100%	85%	71%	94%	100%	72%	100%	100%	82%	89%
Home health aide	41%	25%	27%	36%	44%	10%	0%	49%	0%	36%	19%	35%	35%	44%	0%	0%	0%	43%
Home or personal care aide	18%	51%	34%	38%	56%	0%	0%	49%	70%	32%	0%	33%	57%	34%	0%	0%	17%	38%
Therapist/ Therapist assistant	13%	8%	14%	8%	16%	0%	0%	34%	0%	0%	5%	11%	20%	0%	0%	0%	0%	16%
Nurse/Nurses aide	20%	25%	21%	23%	30%	9%	0%	34%	18%	20%	17%	20%	42%	13%	0%	0%	22%	21%
Volunteer	26%	0%	14%	6%	9%	9%	0%	20%	0%	0%	15%	8%	20%	0%	0%	0%	14%	8%
Other	18%	4%	20%	4%	13%	7%	0%	20%	0%	17%	0%	6%	20%	13%	0%	0%	0%	14%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (LTSS in home)	12	14	11	15	17	9	1	8	5	7	10	10	8	5	2	1	11	19

Percents add to over 100 due to multiple mentions.

Exhibit 35

Q25 Are any of the following being used to cover or finance the services and supports?



Question 25 asks LTSS users how services and supports are being paid for or financed.

Most of the sources for financing home LTSS are not from personal saving or planning. Three of the top five sources for financing LTSS mentioned by those with home care are Medicaid, Medicare and a health plan.

Other sources include current income, retirement benefits, government funding other than Medicare or Medicaid, and other insurance or annuity.

Exhibit 36

Q25 Are any of the following being used to cover or finance the services and supports?

		Familiar with LTSS	
	Total	Very or fairly	Not or DK
Savings	42%	34%	46%
Medicaid	34%	30%	36%
Medicare	33%	22%	39%
Health plan	32%	22%	37%
Current income	28%	38%	24%
Retirement benefit	19%	11%	23%
Government funding other than Medicare or Medicaid	16%	12%	17%
Other insurance or annuity	15%	15%	15%
DK / Not sure	15%	15%	16%
Base (using LTSS)	51	17	34

Multiple mentions

Those least familiar with LTSS are most likely to name savings, Medicaid, Medicare, a health plan, a retirement benefit or other government funding as sources of LTSS funding.

Those most familiar with LTSS name current income as their most important source.

The following detailed data tables show responses by additional demographic characteristics.

Q25 Are any of the following being used to cover or finance the services and supports?

	Total	County				Heard of LTSS		Familiar with LTSS		Use LTSS	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Under 20	20 or more	Lifetime	Own	Rent or DK
M edicaid	34%	30%	53%	53%	0%	38%	27%	30%	36%	34%	36%	33%	33%	35%	
Government funding other than Medicare or Medicaid	16%	12%	12%	0%	0%	20%	8%	12%	17%	16%	21%	0%	24%	6%	
Retirement benefit	19%	20%	23%	0%	0%	23%	12%	11%	23%	19%	26%	18%	25%	9%	
Savings	42%	50%	12%	0%	60%	46%	34%	34%	46%	42%	54%	30%	42%	20%	
Health plan	32%	35%	8%	53%	38%	30%	34%	22%	37%	32%	35%	32%	31%	25%	
Other insurance or annuity	15%	16%	0%	30%	0%	16%	12%	15%	15%	15%	21%	16%	7%	9%	
M edicare	33%	32%	30%	53%	38%	21%	55%	22%	39%	33%	45%	33%	23%	38%	
Current income	28%	34%	0%	0%	78%	33%	21%	38%	24%	28%	22%	29%	40%	18%	
DK / Not sure	15%	9%	47%	17%	0%	13%	19%	15%	16%	15%	0%	16%	9%	26%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Base (using LTSS)	51	36	10	3	3	33	18	17	34	51	20	14	15	20	

Percents add to over 100 due to multiple mentions.

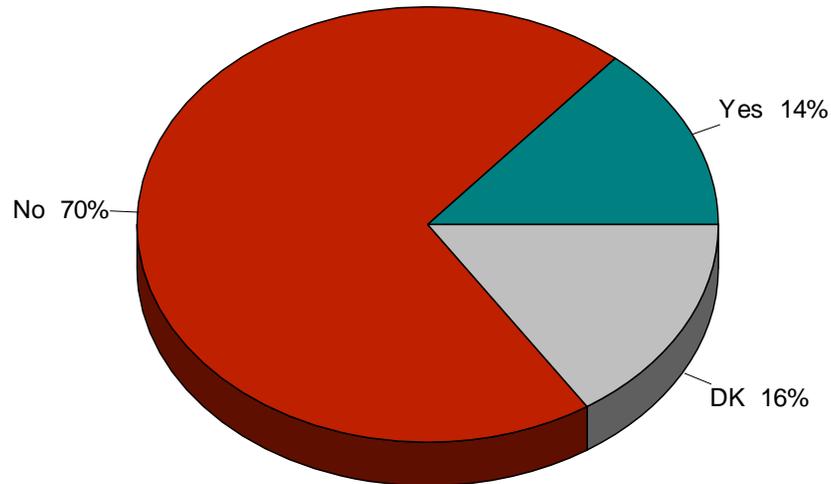
Q25 Are any of the following being used to cover or finance the services and supports?

	Persons in household					Education		Employed		Age					Ethnicity				Gender	
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female	
M edicaid	35%	41%	36%	15%	48%	48%	14%	0%	76%	48%	15%	7%	28%	61%	27%	35%	25%	40%	29%	
Government funding other than Medicare or Medicaid	24%	13%	0%	10%	21%	22%	7%	0%	34%	25%	0%	7%	21%	30%	15%	0%	0%	27%	7%	
Retirement benefit	24%	12%	33%	12%	25%	21%	19%	0%	24%	21%	15%	20%	22%	21%	24%	16%	20%	32%	9%	
Savings	42%	44%	64%	22%	58%	56%	23%	70%	34%	54%	34%	37%	45%	35%	50%	78%	20%	57%	30%	
Health plan	41%	34%	0%	22%	41%	43%	18%	0%	66%	19%	33%	18%	28%	48%	41%	30%	21%	31%	32%	
Other insurance or annuity	26%	8%	0%	10%	20%	22%	4%	30%	34%	12%	12%	0%	10%	37%	9%	0%	14%	20%	11%	
M edicare	24%	42%	0%	15%	38%	42%	5%	70%	56%	28%	33%	12%	29%	27%	40%	60%	0%	32%	35%	
Current income	38%	24%	33%	52%	21%	27%	40%	0%	10%	39%	40%	31%	44%	12%	21%	22%	60%	30%	28%	
DK / Not sure	15%	15%	0%	15%	11%	5%	29%	0%	0%	12%	14%	36%	16%	14%	14%	12%	0%	11%	18%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Base (using LTSS)	22	21	3	15	31	32	14	3	12	12	11	14	15	13	7	6	4	22	29	

Percents add to over 100 due to multiple mentions.

Exhibit 37

Q26 Are you or a family member expecting to need long-term services and supports in the next three years?



Base (don't use LTSS): 552

Question 26 asks whether the respondent or a family member not currently using LTSS expects to need long-term services and supports in the next three years.

One out of seven residents (14%) believes they or their family will need LTSS within the next three years.

The following detailed data tables show responses by demographic characteristics.

Q26 Are you or a family member expecting to need long-term services and supports in the next three years?

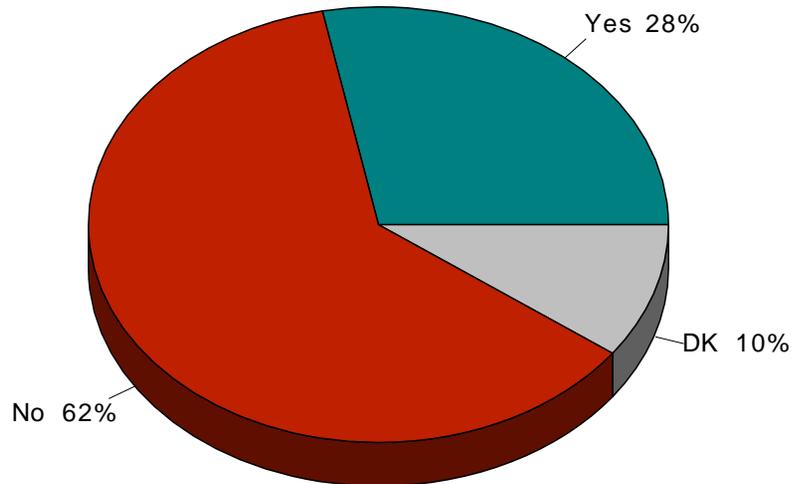
	Total	County					Heard of LTSS		Familiar with LTSS			Use of LTSS		Years in Hawaii		Own home	
		Dahu	Hawaii	Maui	Kauai		Yes	No or DK	Very or fairly	Not or DK	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK
Yes	14%	17%	9%	7%	8%	19%	11%	20%	12%	100%	0%	8%	19%	19%	17%	12%	
No	70%	66%	80%	73%	84%	66%	73%	63%	72%	0%	82%	74%	65%	68%	69%	71%	
DK/ Not sure	16%	17%	11%	20%	8%	15%	16%	16%	16%	0%	18%	18%	16%	13%	14%	17%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%							
Base (don't use LTSS)		552	330	98	70	53	238	314	129	423	79	473	115	132	190	257	295

Q26 Are you or a family member expecting to need long-term services and supports in the next three years?

	Persons in household			Education		Employed		Age					Ethnicity					Gender		
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female	
Yes	14%	18%	18%	15%	17%	16%	16%	11%	15%	16%	19%	11%	12%	21%	18%	21%	11%	14%	15%	
No	68%	68%	64%	66%	70%	70%	65%	73%	71%	68%	62%	75%	76%	62%	68%	66%	65%	72%	68%	
DK/ Not sure	17%	14%	18%	18%	13%	15%	19%	16%	13%	17%	19%	13%	12%	16%	14%	12%	24%	13%	18%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Base (don't use LTSS)		179	168	81	210	194	274	130	118	82	118	109	124	109	63	76	62	73	280	272

Exhibit 38

Q27 Have you decided how the services and supports will be covered or financed?



Base (use LTSS in 3 years): 79

Question 27 asks those who expect to need LTSS in three year whether they have decided how the services and supports will be covered or financed.

Three out of 10 (28%) of those who will need LTSS have decided how it will be paid for.

The following detailed data tables show responses by demographic characteristics.

Q27 Have you decided how the services and supports will be covered or financed?

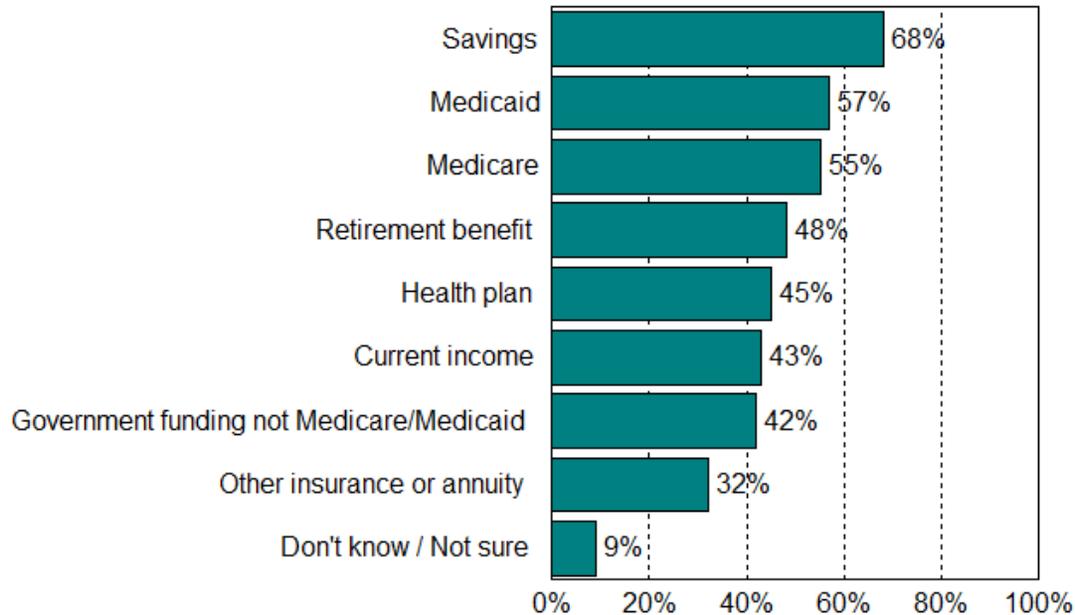
	Total	County					Heard of LTSS		Familiar with LTSS		Use LTSS 3 years	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Kauai	Yes	No or DK	Very or fairly	Not or DK	Under 20		20 or more	Lifetime	Own	Rent or DK	
Yes	28%	27%	34%	43%	0%	37%	17%	44%	20%	28%	26%	28%	28%	30%	26%	
No	62%	65%	57%	19%	90%	55%	71%	43%	72%	62%	67%	55%	64%	62%	62%	
DK/ Not sure	10%	8%	10%	38%	10%	8%	12%	13%	8%	10%	7%	17%	7%	8%	12%	
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%							
Base (use LTSS in 3 years)	79	58	10	4	3	44	34	26	53	79	9	25	35	44	35	

Q27 Have you decided how the services and supports will be covered or financed?

	Persons in household			Education		Employed		Age					Ethnicity				Gender		
	1 to 2	3 to 4	5 or more	Some college/les	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/ Part	Japanese	Other	Other Asian	Male	Female
Yes	23%	25%	9%	12%	34%	16%	39%	6%	42%	30%	17%	49%	44%	27%	23%	0%	25%	20%	37%
No	61%	65%	87%	72%	60%	72%	52%	94%	49%	65%	64%	38%	38%	60%	73%	100%	52%	72%	52%
DK/ Not sure	16%	10%	4%	16%	5%	11%	9%	0%	9%	5%	19%	14%	19%	13%	5%	0%	23%	9%	11%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (use LTSS in 3 years)	25	29	15	32	33	43	21	13	13	19	20	14	13	13	14	13	8	39	39

Exhibit 39

Q29 Will any of the following be used to cover or finance the services and supports?



Base (decided how to finance LTSS): 22

Question 29 asks whether any of the following specific funding sources will be used to cover or finance the needed services and supports.

Funding sources for LTSS named were, in order, savings, Medicaid, Medicare, retirement benefit, health plan, current income, government funding not Medicare or Medicaid, and some other insurance or annuity.

Planning for LTSS should be promoted to residents in light of the fact that Medicaid, Medicare, the health plan, and other government funding were expected to be major contributors to paying for LTSS.

The following detailed data tables show responses by demographic characteristics.

Q29 Will any of the following be used to cover or finance the services and supports?

	Total	County			Heard of LTSS		Familiar with LTSS		Use LTSS 3 years	Years in Hawaii			Own home	
		Oahu	Hawaii	Maui	Yes	No or DK	Very or fairly	Not or DK		Under 20	20 or more	Lifetime	Own	Rent or DK
M edicaid	57%	54%	60%	76%	44%	92%	51%	63%	57%	35%	56%	70%	45%	73%
Government funding other than Medicare or Medicaid	42%	49%	29%	0%	31%	75%	36%	48%	42%	35%	45%	36%	25%	67%
Retirement benefit	48%	47%	29%	76%	38%	75%	47%	48%	48%	35%	33%	66%	30%	73%
Savings	68%	76%	69%	0%	66%	75%	64%	72%	68%	35%	80%	69%	68%	68%
Health plan	45%	52%	29%	0%	34%	75%	41%	48%	45%	35%	45%	51%	36%	57%
Other insurance or annuity	32%	36%	29%	0%	39%	12%	49%	15%	32%	35%	46%	24%	36%	27%
M edicare	55%	57%	29%	76%	48%	77%	61%	49%	55%	35%	50%	71%	43%	73%
Current income	43%	44%	69%	0%	48%	27%	47%	38%	43%	35%	67%	22%	46%	38%
DK/ Not sure	9%	9%	0%	24%	9%	8%	0%	19%	9%	65%	7%	0%	12%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (decided how to finance LTSS)	22	18	3	2	16	6	11	11	22	2	7	10	13	9

Percents add to over 100 due to multiple mentions.

Q29 Will any of the following be used to cover or finance the services and supports?

	Persons in household			Education		Employed		Age					Ethnicity			Gender		
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian Part	Japanese	Other Asian	Male	Female
M edicaid	77%	21%	50%	45%	51%	57%	43%	100%	100%	28%	63%	39%	57%	76%	52%	0%	69%	50%
Government funding other than Medicare or Medicaid	29%	24%	50%	22%	36%	21%	42%	0%	51%	28%	45%	51%	41%	26%	27%	43%	80%	22%
Retirement benefit	29%	24%	100%	43%	34%	30%	42%	0%	79%	43%	63%	25%	41%	50%	47%	0%	69%	36%
Savings	48%	79%	100%	43%	79%	67%	72%	0%	72%	58%	100%	66%	57%	100%	75%	76%	80%	62%
Health plan	29%	36%	100%	43%	42%	30%	53%	0%	51%	43%	63%	37%	41%	50%	47%	43%	80%	26%
Other insurance or annuity	14%	48%	100%	43%	42%	42%	42%	0%	0%	58%	63%	25%	26%	50%	75%	43%	34%	32%
M edicare	64%	36%	0%	67%	41%	40%	54%	0%	100%	58%	26%	39%	31%	58%	55%	43%	69%	48%
Current income	29%	53%	100%	22%	61%	51%	50%	0%	0%	43%	100%	52%	41%	43%	75%	76%	45%	41%
DK/ Not sure	8%	21%	0%	12%	22%	6%	0%	0%	27%	0%	7%	27%	0%	0%	24%	20%	3%	3%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base (decided how to finance LTSS)	6	7	1	4	11	7	8	1	5	6	3	7	6	4	3	2	8	14

Percents add to over 100 due to multiple mentions.

EDUCATING, INFORMING AND PERSUADING TARGET GROUPS

Exhibit 40

Q30 In making decisions about long-term services and supports, what sources and people have you used or will be using to help you?

Family and friends, family members, relatives	29%
Doctors, nurses, healthcare professionals, hospitals	15%
Insurance companies, insurance providers, health plans, long term care insurance	14%
I will do my own research	10%
Agencies, government agencies, office of elderly affairs	10%
Financial professionals, advisors, estate planners, lawyers	9%
Caregivers, assisted living providers	6%
Social workers, case workers	6%
Internet, online resources	5%
AARP, Eldery Advocacy Groups and resources	3%
Counselors and Support groups	3%
Yellow pages, phone book	1%
Other	6%
Don't know, not sure	15%
Refused, no answer, N/A	2%
Base	124

Multiple mentions

The remaining survey questions explore the most effective ways of educating, informing and persuading target groups.

Question 30 asks what sources and people have been used or will be used to help make decisions about long-term services and supports.

In the basis of top-of-mind responses to this question, putting out information about LTSS should utilize the following networks preferred by residents: family and friends, healthcare personnel, insurance and health plan sources, and government agencies.

Exhibit 41

Q31 What are the major problems you face in getting long-term services and supports that are needed?

Price, cost, money, financial concerns, taxes	33%
Finding information, communication, helplines, where to get help?	16%
No problems yet	9%
Insurance, insurance providers, coverage problems, approval issues	8%
Healthcare provider, care home, hospice issues, quality of care	7%
Poor service/services in general, quality of help, reliability	6%
Lack of cooperation, intransigence, stubbornness on the part of those who need it	3%
Lack of providers/help, home help, availability of help	3%
Scheduling issues, lack of paid leave, family member availability	3%
Medicare, Medicare Advantage, Medicaid issues, qualification problems, approval issues	2%
Health problems, sickness, disabilities	2%
Wait times, delays	1%
Other	5%
Don't know, not sure	10%
Refused, no answer, N/A, not at this time	5%
Base	118

Multiple mentions

Question 31 is, what are the major problems faced in getting long-term services and supports that are needed?

Money is the main problem in getting needed LTSS, with information and help a distant second.

The fact that money was named top-of-mind as the number one problem in getting long-term services and supports reinforces the critical need for help in financial planning to assist residents in preparing for LTSS.

Exhibit 42

Q32 What could be done to help you get the long-term services and supports that are needed?

Awareness of services already available, community awareness, education	25%
Government subsidies/assistance	20%
More information, more accessible information, websites, offices with contact info/numbers to call	17%
Bring the price down/need money	6%
Medicaid/Medicare, easier qualification for, more coverage under	5%
More service providers and support services, more options overall	5%
Better caregivers, better training, more compassion	4%
No, nothing needed, I am ok	3%
Easier application for services	3%
More social workers, case workers	3%
More available in-home care, more caregivers available	2%
Services/programs for the handicapped and disabled	1%
Better pay for caregivers	1%
Other	3%
Don't know, not sure	22%
Refused, no answer, N/A	9%
Base	120

Multiple mentions

Question 32 asked top-of-mind suggestions about what could be done to help get the long-term services and supports that are needed.

The need to know and be educated about services already available, followed by the need for government assistance and more information, would be the main ways to give people LTSS help and support.

Exhibit 43

Q33 If you needed more information on long-term services and supports, what different places would you go and sources would you use to get it?

Internet, Google, online, computers	31%
Doctors, nurses, healthcare professionals, hospitals	17%
Insurance companies, Kaiser, HMSA, PCP, etc.	17%
Government, government agencies in general	12%
Executive office on aging, State office of aging, DOH, Dept. of Health	6%
Friends and Families	5%
Nursing home, care home facilities	4%
Charities, social welfare organizations	3%
My employer, my union, HR/Human Resources	3%
Ask the people who know about it, experts	2%
AARP, elderly advocacy groups	2%
Anyone, word of mouth	2%
I will do my own research	2%
Magazines, Newspapers, print sources, mail	1%
ADRC Aging and Disability Resource Center, Dept. of Aging	1%
Churches and religious organizations	1%
Financial Attorney	1%
Lawyers, legal dept., legal advice	1%
Other	2%
Don't know, not sure	22%
Refused, no answer, N/A	4%
Base	539

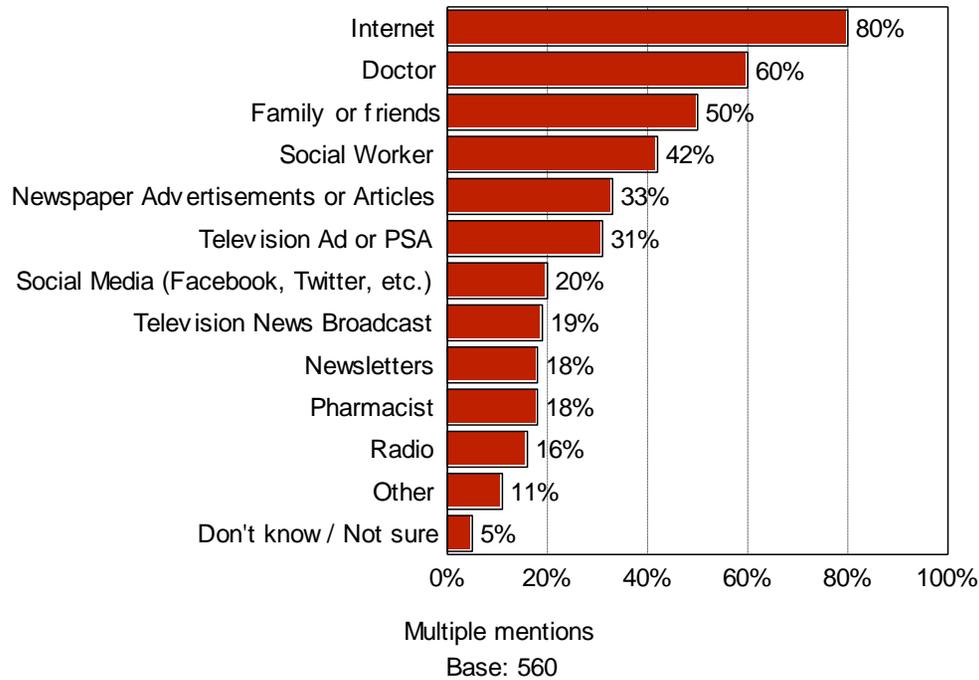
Multiple mentions

Question 33 asked, if you needed more information on long-term services and supports, what different places would you go and sources would you use to get it?

Top-of-mind results indicated that the Internet is the main source people would use to get more information about LTSS, followed by healthcare professionals and providers, including insurance companies.

Exhibit 44

Q34 Please tell me if you think the following sources would be helpful in getting you more information or thinking about long-term services and support



Question 34 asked whether the following sources would be helpful in getting more information or thinking about long-term services and supports.

Sources particularly chosen as places to get more information about LTSS include the Internet, the doctor, family or friends, a social worker, the newspaper, and TV.

Exhibit 45

Q34 Please tell me if you think the following sources would be helpful in getting you more information or thinking about long-term services and support

	Total	Familiar w LTSS		Age			
		Very or fairly	Not or DK	18 to 34	35 to 54	55 to 64	65 or older
Internet	80%	85%	78%	86%	82%	76%	75%
Doctor	60%	77%	55%	50%	61%	66%	64%
Family or friends	50%	68%	44%	38%	52%	55%	53%
Social Worker	42%	58%	37%	30%	42%	45%	48%
Newspaper Advertisements or Articles	33%	47%	29%	28%	30%	32%	43%
Television Ad or PSA	31%	37%	29%	24%	27%	32%	41%
Social Media (Facebook, Twitter, etc.)	20%	26%	18%	17%	22%	14%	24%
Television News Broadcast	19%	31%	15%	9%	18%	26%	25%
Newsletters	18%	28%	15%	4%	18%	23%	26%
Pharmacist	18%	20%	17%	18%	18%	15%	20%
Radio	16%	19%	14%	8%	18%	14%	19%
Other	11%	17%	10%	7%	14%	11%	12%
DK / Not sure	5%	2%	6%	2%	5%	5%	8%
Base	560	138	422	106	209	111	134

Multiple mentions

The Internet would target those under 55, while more personal sources like a doctor, family or friends, or a newspaper would focus on older residents and those more familiar with LTSS.

The following detailed data tables show responses by additional demographic characteristics.

Q34 Please tell me if you think the following sources would be helpful in getting you more information or thinking about long-term

	Total	County					Heard of LTSS		Familiar with LTSS		Use of LTSS			Years in Hawaii			Own home	
		Oahu	Hawaii	Mauai	Kauai	Yes	No or DK	Very or fairly	Not or DK	Use now	Will use in 3 years	Don't or won't use	Under 20	20 or more	Lifetime	Own	Rent or DK	
Internet	80%	81%	79%	79%	72%	80%	80%	85%	78%	72%	82%	81%	84%	79%	84%	83%	77%	
Newspaper Advertisements or Articles	33%	35%	24%	37%	32%	41%	27%	47%	29%	37%	42%	31%	25%	39%	36%	36%		
Television Ad or PSA	31%	31%	28%	39%	23%	34%	28%	37%	29%	31%	28%	31%	30%	35%	31%	32%		
Family or friends	50%	52%	51%	42%	38%	58%	43%	68%	44%	48%	45%	51%	45%	53%	57%	53%		
Doctor	60%	65%	58%	42%	41%	72%	50%	77%	55%	77%	67%	57%	64%	65%	67%	72%		
Pharmacist	18%	16%	24%	21%	21%	20%	16%	20%	17%	23%	21%	17%	23%	16%	16%			
Social Worker	42%	44%	42%	32%	39%	53%	33%	58%	37%	65%	42%	39%	43%	47%	46%			
Radio	16%	17%	16%	13%	10%	19%	13%	19%	14%	17%	17%	16%	16%	24%	16%			
Social Media (Facebook, Twitter, etc.)	20%	23%	14%	14%	16%	25%	16%	26%	16%	24%	24%	19%	24%	27%	18%			
Television News Broadcast	19%	22%	18%	12%	8%	25%	14%	31%	16%	21%	24%	18%	14%	27%	22%			
Newsletters	18%	22%	9%	13%	6%	25%	12%	28%	16%	28%	35%	14%	12%	31%	21%			
Other	11%	14%	9%	6%	0%	16%	8%	17%	10%	5%	24%	10%	10%	13%	13%			
DK / Not sure	5%	5%	7%	4%	4%	3%	7%	2%	6%	5%	2%	6%	4%	4%	3%			
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Base	560	352	96	65	52	257	303	188	422	51	79	430	120	142	201			

Percents add to over 100 due to multiple mentions.

Q34 Please tell me if you think the following sources would be helpful in getting you more information or thinking about long-term services and

	Persons in household			Education		Employed		Age					Ethnicity					Gender	
	1 to 2	3 to 4	5 or more	Some colleges	College degree	Yes	No	18 to 34	35 to 44	45 to 54	55 to 64	65 or older	Caucasian	Hawaiian/Part	Japanese	Other	Other Asian	Male	Female
Internet	76%	85%	88%	79%	87%	86%	74%	86%	86%	80%	76%	75%	82%	84%	88%	84%	83%	80%	80%
Newspaper Advertisements or Articles	32%	35%	45%	33%	36%	33%	37%	28%	28%	32%	32%	43%	23%	35%	45%	29%	53%	33%	34%
Television Ad or PSA	33%	31%	38%	35%	31%	32%	37%	24%	27%	27%	32%	41%	27%	35%	32%	28%	44%	28%	33%
Family or friends	52%	56%	55%	52%	58%	57%	51%	38%	52%	52%	55%	53%	50%	50%	61%	54%	67%	43%	56%
Doctor	64%	68%	76%	62%	75%	71%	63%	50%	57%	63%	66%	64%	63%	71%	76%	70%	69%	53%	68%
Pharmacist	21%	16%	18%	17%	19%	17%	18%	16%	16%	19%	16%	20%	16%	16%	16%	18%	20%	17%	18%
Social Worker	48%	47%	45%	39%	57%	47%	50%	30%	37%	45%	45%	48%	41%	56%	56%	48%	44%	35%	48%
Radio	17%	19%	19%	14%	21%	19%	18%	18%	19%	18%	14%	19%	16%	16%	19%	23%	24%	14%	17%
Social Media (Facebook, Twitter, etc.)	19%	22%	35%	21%	26%	25%	22%	17%	27%	18%	14%	24%	22%	18%	23%	32%	29%	17%	23%
Television News Broadcast	24%	20%	25%	19%	26%	23%	23%	9%	17%	18%	26%	25%	23%	21%	29%	19%	26%	16%	23%
Newsletters	22%	23%	23%	20%	26%	24%	23%	4%	18%	18%	23%	26%	19%	27%	35%	22%	20%	14%	22%
Other	13%	13%	9%	14%	13%	13%	12%	7%	18%	11%	11%	12%	16%	8%	16%	8%	17%	12%	11%
DK / Not sure	6%	2%	3%	5%	2%	6%	2%	2%	7%	5%	8%	4%	1%	1%	4%	5%	6%	4%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Base	182	172	75	212	214	291	134	106	87	122	111	134	115	75	77	68	73	275	285

Percents add to over 100 due to multiple mentions.

Exhibit 46
Profile of LTSS Familiarity and Use

	Total	Familiar w LTSS Very or fairly	Not or DK	Use of LTSS Use now	Use in 3 years	Don't or won't
Own or rent home						
Own	48%	64%	43%	61%	55%	45%
Rent	25%	20%	27%	31%	25%	25%
DK / Not sure	27%	16%	30%	8%	19%	30%
Years lived in Hawaii						
Less than a year	1%	0%	2%	0%	1%	2%
One to four years	5%	4%	6%	9%	2%	5%
Five to nine years	5%	2%	6%	12%	3%	5%
10 to 19 years	11%	9%	11%	18%	5%	11%
20 years or more	24%	28%	23%	27%	32%	23%
All my life	34%	45%	31%	30%	45%	33%
Prefer not to say	19%	12%	22%	4%	11%	22%
Persons in household						
1 to 2	33%	42%	31%	43%	32%	33%
3 to 4	30%	32%	29%	42%	36%	27%
5 or more	14%	11%	15%	5%	18%	14%
Prefer not to say	23%	15%	26%	10%	13%	26%
Average	3.20	2.95	3.29	2.79	3.53	3.19
Education						
8th grade or less	0%	0%	1%	0%	1%	0%
Some high school	1%	1%	1%	0%	1%	1%
High school graduate or GED	13%	7%	14%	9%	6%	14%
Some college or 2-year degree	23%	24%	23%	21%	33%	22%
4-year college graduate	17%	23%	15%	29%	15%	16%
More than 4-year college degree	20%	30%	17%	32%	27%	18%
DK / Not sure	25%	15%	29%	9%	18%	28%
Base	603	146	457	51	79	473

Note: County bases are unweighted

Profile of Target Groups

The tables on this and the following page suggest that individuals who are not familiar with LTSS can be characterized and targeted as more likely to be non-home owners, in larger households, younger (under 45), and male, and less likely to have a college degree.

Individuals who don't use LTSS currently and don't expect to use it in the next three years can be described and targeted as non-home owners, more likely to be high school graduates, and less likely to be employed.

Exhibit 47

Profile of LTSS Familiarity and Use (continued)

Profile of Target Groups (continued)

	Total	Familiar w LTSS Very or fairly	Not or DK	Use of LTSS Use now	Use in 3 years	Don't or won't
Employed						
Yes	51%	53%	50%	62%	55%	49%
No	24%	33%	21%	28%	26%	23%
Prefer not to say	25%	14%	29%	9%	19%	28%
Age						
18 to 24	7%	1%	10%	6%	5%	8%
25 to 34	13%	7%	14%	0%	12%	14%
35 to 44	16%	13%	16%	23%	16%	15%
45 to 54	22%	21%	22%	24%	24%	21%
55 to 64	20%	27%	18%	21%	26%	19%
65 to 74	17%	22%	15%	18%	15%	17%
75 or older	6%	8%	5%	9%	3%	6%
Estimated median	51	58	49	54	52	51
Ethnicity						
Caucasian	21%	22%	20%	29%	17%	20%
Chinese	5%	7%	5%	4%	5%	6%
Filipino	6%	7%	6%	3%	5%	7%
Hawaiian/Part-Hawaiian	13%	14%	12%	25%	17%	10%
Japanese	14%	20%	12%	14%	18%	13%
Korean	1%	3%	1%	2%	0%	1%
African American	1%	1%	1%	0%	0%	1%
Pacific Islander	2%	1%	2%	0%	4%	1%
Mixed (not Hawaiian)	6%	6%	6%	12%	7%	5%
Other	3%	4%	3%	0%	6%	3%
Prefer not to say	29%	15%	33%	11%	22%	32%
Gender						
Male	50%	40%	53%	43%	50%	51%
Female	50%	60%	47%	57%	50%	49%
Base	603	146	457	51	79	473

Note: County bases are unweighted

VERBATIM COMMENTS

Q3 What specifically have you heard about long-term services and supports? What else?**Price, cost, costly, expensive**

- That I can't afford.
- Expensive and not covered by Medicare
- Its sounds expensive.
- Costly.
- It is expensive for the person who is old.
- It is expensive. Hard to find, i.e. many sleazy operations. Not much state and federal support
- They are too expensive
- The current cost of LTC in a licensed nursing home is \$135,000.00 a year. I know I cannot pay that so I will stay in my own home and request home care services.
- Heard of long term care, elderly care and support. It's very costly to receive long term care if you don't have family support.
- It is very expensive but necessary.
- That long-term services are very expensive! To get Medicaid, I would have to become poor! Also, by observation I see the elderly in many Elderly Care home ARE not well taken of.
- It's expensive
- Good idea but expensive, especially if one waits too long to get it.
- The cost is a lot
- Very costly and most likely needed
- They are very expensive for normal care and terrible care for those who are not wealthy
- It's very expensive.
- That it's very expensive and that insurance doesn't really cover things. Living in the home with support services seems to be the most comfortable and cost-effective way to go, if you have that luxury. Family would be the best resource, again if you have that luxury where family members can have the flexibility to help care for elders. Not sure that there are many affordable respite services out there.
- Expensive and sometimes it is hard to find services.
- It's a huge cost for the individual!

Availability, availability issues, demand is increasing

- How can you can be very instrumental to a lot of families.
- Services and support that are available as needed not a set (short) time period.
- People out there can get any type of info regarding long term care etc. They can find out what services are available to them, and what kind of support they can get from agencies etc.
- Availability of many
- Providing long term care services and options to our kupuna and their families to assist with aging at home or in the community.
- Big groups of people will be facing the long-term services and supports. The long-term insurance company is raising their premiums - even to the existing customers.
- I heard it was available. I belong to a senior group in Kohala. We meet every week and one day last year the local woman, in charge of your office addressed us. She told us what you offered and it sounded very good. After that I went by the office to inquire exactly what you had to offer. I went six times and was never able to find anyone there. I called and left messages. On my birthday this year I failed my driver's test and was put on hold, trying to pass the test and then I had to pass a driver's test, etc., etc. Finally, two months later I passed my test. I called every available office and finally spoke with the office in Hilo. They were very polite and cooperative, but I can't use them. I never was able to get a ride with anyone except my daughter, who works full time, and some other friends. It was a terrible experience. I couldn't find any taxis or buses and couldn't walk. I'm handicapped and eighty one years old. Actually, I still haven't been able to get any information from the office here. She finally called me one day and was too busy to speak. Last year I wanted to volunteer and was unable to get in touch with her. You need help and it doesn't look like you're getting any. What's the problem? Sincerely, Kathryn Stager Hawi, HI 936-2143 is my number
- Availability is mainly via private companies

- Good idea with my family history
- On Lanai we don't have much. We are trying to change that.

Friends or family members have used it, needed long term care

- My husband died in January and I took care of him the whole year before hospice and with the helpful care of the community too because it was a combination hospice took care of him and I was like taking care of him all the way too.
- That I would have somebody to take care of.
- My mother had long-term care but she passed away.
- My father is on long term care and my mom has hers to kick in when is needed. My aunty whom we manage is on long term care. My uncle - my aunty's husband - was on long term care until he passed! My dad is in AlohaCare in Kaneohe. We are checking to see if the military could assist with the long care payment to the care home! Sincerely, [NAME].
- Being able to take care of a kupuna for a long period of time... services includes 24 hrs a day with constant care...
- That it is an option - I am familiar with the terms because my grandmother was in hospital & discharged to LTC facility. Instead of returning home w/ LTC service & support, she chooses to remain in the facility.
- My parents who had Alzheimer's - I was the primary caregiver, there was no support from my siblings - a lot of work
- From my sister who works at UHA

Friends or family have worked in health care or hospices or long term care

- I have a nurse that helped me
- I am an Episcopal Priest and have visited and talked with many people who are in long term care, including Hospice.
- Career in long term care. Developed home and community based services, managed and initiated programs and developed Medicaid policy and programs for long term care
- I have worked in health care or hospices or long term care or at the EOA
- I have been in this industry before.
- I was a care giver before, so I took care of an elderly person.
- I work at the office of aging
- I was a caregiver to my mother plus I work at the legislature for many years.
- I read articles. Have recently dealt with a family member in a long-term care facility. Previously worked for an institutional pharmacy providing the drugs to long-term care facility. I am aware of Medicare coverage in facilities, as well as lack of coverage. I am aware that there is long-term care insurance. I do not know if Medicare will cover in-home care givers and if so, under what circumstances.
- I am a RN w/ a UM/CM background
- Work at hospital. Hear about long term services and support almost everyday

Home care, in-home assistance, caregiver services, residential

- It's a care home
- It is a care home that comes to your own home or you can have a home that can be your care home in your house.
- When one is needs assistance in the home, stuff like that.
- I am aware of the State run long-term care facilities as well as the many private facilities. I have a "rough" idea of the costs involved.
- They support enabling individuals to remain in their home or at least restrictive settings, safely
- Needing to have a care giver on a daily basis to assist in the basic care of a person, especially the elderly.

Hospice care, care homes, group homes, retirement homes, convalescent

- Old homes or nursing homes.
- Somewhat like a hospice.
- Hospice care services, both at home and in house.
- Long term services and support provides a person with assistance with daily help. (Basic needs -bathing,medication,etc.) The person receiving the assistance is unable to take care of themselves due to illness, disability, age etc.

- Covers convalescent care should I become unable to care for myself depending on the options I choose (i.e., waiting period/duration for benefits; in home/care facility; Daily/weekly costs covered)
- Group homes. Retirement homes. Nursing care
- Home care, day care, hospice, various insurances, various centers and associations.
- Care homes.
- Long term care in a nursing home is that there are nurses and CNAs providing 24/7 around the clock care. But it is expensive as the going rate is \$10,000.00 a month and if you don't have a long term care insurance you have to pay out of pocket... and Long term care services are very expensive...
- Hospice type services
- Hospice, Medicaid
- A continuum of care from institutionalization to home and community based services

Private companies, private agencies, commercial companies

- I know that long-term care services are available through private nursing homes, care homes, and hospitals. I'm not very familiar with supports unless you're referring to Medicaid, Medicare, meals on wheels and stuff like that.
- Public and private facilities. LTC insurance. SSI and Medicare.

Government, government agencies, government subsidies

- It's about care rendered to old people and where to get information and help if you need it.

Medicaid, Medicaid, coverage issues

- Medicaid, quest integration, Home and community based services
- It is a Medicaid program which provides support for long term care services.

Long term care insurance, insurance companies, insurance policies, coverage problems

- It's about insurance plan.
- Long term health care - it could be very expensive and medically involved or sometimes not medically involved. It's something huge, the scope of possibilities.
- Healthcare.
- Received lots of information from various insurance carriers, benefits brokers, etc. regarding the benefits of long-term services and support.
- Long term care insurance to help pay for care when you can no longer care for yourself.
- Need to buy from a private source. Lots of companies have discontinued offering because they didn't anticipate people living so long. The vendors that are left offer long term at a very high premium that most people cannot afford.
- I have long term care insurance and am reasonably familiar with what it entails
- I have sold LTC insurance since the late 80s, taught LTC issues for CE credit and given seminars to various community groups
- Related to my 85 year old mother and 95 year old mother in law and their insurance
- It helps pays for home care. No need to go to a facility.
- Long term care is when you have a chronic illness such as dementia, cancer, etc. and require long-term care. These services are usually provided by care homes, care givers, and/or nursing homes. Most health insurance will not cover long-term care and people are encouraged to get long term care insurance.
- Specifically I have heard that I should purchase long term care insurance and I have.
- I have joined long term service for 10 years.
- Long term services (health) for individuals in need.
- Long Term Insurance covers needs that are not covered by traditional insurance companies. My insurance covers for personal need assistance in my home but also covers some recompense for nursing home needs.
- Insurance offered by union, the different types of coverages
- Long term insurance for health care
- That I would need to purchase long term insurance.
- Enough to buy long term care insurance and try to be able to remain in our home.

Charities, elderly assistance organizations, Meals on wheels

- What it is and the common services available
- Senior Citizens community clubs, meals on wheels, caregiving assistance, food stamps (EDBT/SNAP), ETC.
- A place to go when the seniors need help with their living situation... social, medical, and being safe in their environments....
- That you can look for it when it is needed
- Various types of Care Home Facilities that offer different types of care level support. In home support services to help with caring for the elderly. Senior/Kupuna Centers and Day Care Facilities that assist with keeping the elderly active. Project Dana that offers phone service. Meals on Wheels or Lanakila Meals to help support the elderly with their lunches.
- Medical care for senior citizens after retirement.
- Meals on wheels, Medicaid, Handivan, Social security, Long term care insurances

Elderly, old folks, it helps them, they need it

- It's for the elderly care.
- Usually I hear it is for elderly people or veterans.
- It's helpful to the family.
- It's about long term care for everyone who needs it.
- They are for old people that need care when they get older.
- It's about nursing care, transportation care, physical therapist services.
- Older people and medical issues
- My mother and my mother in-law are both elderly and my grandparents have been in long-term care support and they finally moved into a care home. And my friends here are also working in a hospice here locally, that is one of the other versions of care - to take people home.
- Extended home care, meals on wheels and other auxiliary programs
- Options for older people who need care over the long term. Sometimes covered by insurance, sometimes not.
- Services to help the elderly age in place
- That when you get old you will need them
- Refers to long term medical care and support
- There are services available for long-term care in the community.
- Services that are provided for and used by individuals with physical limitations
- It will assist seniors.
- As the "aged" lifetime increases, more long-term services and support is needed. Many living facilities are advertised, insurance for long term care. Not too much about support.
- Elderly care, comfort and consultation.
- Services for the elderly senior citizens who need long-term care and services to manage their daily life and/or chores.
- Elderly assistance, involving partially subsidized care, medical/institutional support/assistance.

Sick, ill, disabled people, chronic illnesses, they need it, they need the help

- Help out elderly people
- That is for people who need it.
- It's used for people who can't take care of themselves.
- I had my father go into home care.
- The disabled persons.
- For the old people.
- People who need help for long term care, they can't take care of themselves.
- For senior citizens
- For the elderly and sick people.

- Helps seniors and persons with various illnesses and disabilities. Provides their care, resources for them to help in many areas of their life. Helps their families to take care of the person.
- LTC services are available for disabled children and adults.

Healthcare in general, hospitals, doctors, etc.

- For elderly people care in hospitals.

Comprehensive, 24-hour care, safety

- Long time care.
- Long-term services: Help w/care, chores, etc. for elderly sick, mentally/physically and/or just getting old and helpless... Support: I would consider doctor's appointments, taking persons for visitations to legal advisers, family, etc.

It is important or necessary

- I may need it when I am older and it's expensive.
- Long term care
- I know what services they are for and what the pricing and rate is depending on how old you are and what condition of your health is.
- I attended seminars about that.
- There are services that are available, I haven't done any research already pertaining to the organizations and agencies that offer it.
- Something that people need to take care of themselves, and possibly it will happen when people get older.
- Just what I learned in business classes
- It is the new term for long term care, meaning those services needed by older and disabled folks to live as normally as possible, preferably in the community rather than an institution.
- It's ok
- Information for the elderly, office of elderly affairs, transport services
- Institutional care
- I think it is a service/services for people who need assisted living.
- Long-term services are resources available to elderly for their medical as well as activities of daily living. It could come in a form of Adult Day Care, Care Home, Intermediate Care Facility, Skilled Nursing Facility, Home Care services, etc.
- There is a convention once a year and all sorts of services are noted there.
- I'm thinking it is for the elderly.
- To start early on a long-term care plan to defray potential costs later in life
- These are services to assist residents with their financial, economic, medical and psychological needs.
- It has something to do with health and medical related issues

Other

- The resources are not enough for Hawaii residents
- It is....
- It refers to chronic illnesses and aging-related problems that do not resolve over time.

Q4 What comes to mind when you hear the phrase long-term services and supports? Just say whatever comes into your mind.... What else?**Price, cost, money**

- Funding.
- Being financially fit to exist
- Financially.
- Less fortunate
- It's expensive
- Expenses for elderly
- Money.
- Cost
- Something I can't afford. Something not covered by my health insurance?
- Costly in terms of money and time.
- Too expensive!
- It is supposed to assist you financially
- Excessive costs to pay for long term care facilities
- I hear MONEY!!! The cost of caring for a love one
- Expensive, not provided well by the State
- Money
- The cost is very expensive
- Costly
- Cost
- It requires a lot of money for normal care... otherwise the care is terrible for those who don't have \$10,000 for care.
- How much does it cost?
- On-going expenses
- Help for elders that need financial assistance for long term care
- Expensive and where do I start?
- Cost

A necessity, may need it later

- I may need it when I get older and it's expensive.
- Care when you need it.
- That I wouldn't be able to take care myself.
- Need help
- Care when you get older
- I hate to say this, but it's robbery.
- For a long time servicing me/you.
- Giving up control & independence
- Care for when you or your family cannot take care of you.
- Hopefully it means that the elderly will have some means of support medically and financially
- It is very much needed now and in the future as our parents and we ourselves get older.

- As a Senior citizen, it makes me think of help from medical personnel and other people for my health needs.
- After retirement service and support
- With my family history, I am almost sure to need long term care. That's what I think of.
- As it relates to the Office on Aging, I assume it means health services to help the elderly who are declining and likely to need services to the end of life.

Hospice care, care homes, nursing homes, group homes, retirement homes, convalescent care

- Care for "the long one."
- Retirement.
- Like a group home - that's what I heard.
- It's elderly care - nursing homes and home care.
- Nursing home.
- People that are positive, like hospice.
- Nursing homes longtime residential care, elderly, disabled or injured.
- Nursing home
- A nursing care kind of thing.
- Care provided to the elderly.
- Nursing homes.
- Care homes.
- It's like hospitals and hospices.
- Nursing homes
- Caring for a person.
- Facilities, for those who need help.
- Very good retirement planning, care, and assisted living.
- Facilities - one of the senior centers, somebody, and the elder care.
- They take care of you when you are old enough that you can't go to the hospital.
- It's like a hospice.
- It sounds like a hospice.
- Nursing homes
- Retirement
- Something about a skilled nursing facility.
- Nursing home
- Like if you're in a hospital for a long time
- Care for the elderly.
- Both at home and residential care - for someone who got long term care.
- End of life care.
- An elderly care home.
- Basically long term care and assisted living.
- Hospice care
- Immediately, I think about nursing homes and the like.
- Retirement or assisted living
- Retirement home
- Nursing homes , Placement services Parkinson's disease

-
- Options for senior housing, activities, and supplemental medical care coverage, including long-term care in a hospital
 - Care for the elderly and related issues toward aging.
 - Care for the elderly outside of Med, care or social security,
 - Nursing home or in-home care
 - Care for an extended period of time
 - Care homes and support teams like hospices.
 - End of life care.
 - Caring for senior's needs of any kind... keeping them safe and people around who are caring and honest
 - Nursing homes
 - Just before, pre-death, kind of like a hospice before the hospice
 - Long term care means to me when you get what health care you deserve until you die....
 - Hospice care or other health services
 - I think it has to do with caring for the elderly in a community based program. Such things as assistance in accomplishing daily tasks from shopping, preparing meals, chores, or walks or baths.
 - Hospice type support
 - Retirement services
 - Institutional care and Medicaid
 - Long term care facilities (nursing homes) senior housing, home health etc.
 - As long as you live, there are services to provide for you.
 - Adult Day Care, Care Homes, Intermediate Care Facilities, Skilled Nursing Facilities, Home Health Care, etc.
 - Old age nursing homes or insurance program
 - Care homes, DME, chore services, aides, LTC facilities, expensive, Medicaid
 - Care for elderly and or terminal, old-timers, etc.
 - Retirement
 - A program that provides long-term care and services
 - Nursing home care
 - Housing assistance, welfare, medical services, food stamps,
 - A care facility for the elderly
 - Nursing facility level of care services
 - Adult day care, senior care housing, hospice, bed space on Lanai
 - Nursing homes
 - Insurance companies/plans, medical plans, employer provided/long term care insurance, coverage problems**
 - Insurance.
 - People's time and they file insurance.
 - Long term medical.
 - Life insurance.
 - It's an insurance company for the elderly and the people.
 - Insurance company.
 - A lifetime of care.
 - It's either about aging or long term insurance.
 - Insurance company

- Insurance care for elderly
- Its insurance company
- It is insurance for the elderly
- It's an insurance plan for the elderly.
- Long term care insurance for home care services for the elderly, residential living facilities, housing needs, medical and health care for aging population of baby boomers, etc.
- Medical coverage as long as we live.
- Insurance and medical assistance
- Long term care insurance and long term care for illness and/or elderly
- Insurance
- Private commercial insurance and "Filipino home" care where you live in the basement and the state pays them money.
- Insurance and health support
- Insurance that will help with medical expenses and/or living expenses when you are unable to work.
- A Lifetime Guarantee or Warranty
- Some people may need long term services that that Medicare and HMSA do not cover.
- A long term program

Healthcare/health services in general, hospitals, doctors, taking care of, etc.

- Health care
- Service for a long time.
- For nurses
- The quality of life and the service that's provided, or quality service.
- Service for senior citizen
- Healthcare.
- It's insurance plan for the elderly.
- Service being given for a long period of time.
- It's insurance plan
- Health services.
- Health for people who needs those services.
- Healthcare when you're elderly or incapacitated and we need the care.
- I would think it has something to do with healthcare.
- Taking care of a person.
- Skilled, trained professionals.
- Medical.
- Taking good care of a person.
- Health care
- It's insurance plans for the elderly.
- Medical visibility.
- Taking care of the person who needs help
- Taking care of the elderly.
- Health issues.
- Services
- Taking care of the ones who really need help.

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- Hospital bills
 - It's insurance companies for the elderly and the people who need it
 - Hospitalization
 - It's insurance companies for elderly care
 - Services that will be long term
 - Services that are provided to those who will be incapacitated either physically or mentally for a long period of time
 - Services and supports for the aging as they become more dependent.
 - Nursing services/assistance if I become seriously ill.
 - Mental health and disabilities.
 - Health insurance
 - Programs for the elderly
 - Services and support for people who need assistance in activities of daily living.
 - Service and support for an undetermined length of time
 - What services are available when my parents, or my wife and I, get older.
 - Service / Support for long term illnesses, physical disabilities and other debilitating causes.
 - Support and services provided over an extended period of time!
 - Services put in place for an indefinite period of time for those on public assistance.
 - Support for people that need medical long-term care such as all-day nursing, medical supplies, etc.
 - Primarily services for the aging and those with serious illness or injury: home care, adult day care, assisted living, and nursing homes.
 - Something to do with health care I would guess....
 - Services needed when one's too old or disabled to care for oneself.
 - Health care
 - Services that support seniors so they can age in place, have programs and services that meet their growing needs
 - Services for people who need long term support.
 - Health
 - Health care, senior facilities.
 - Services and supports that are sustained over a period of months or years
 - Services for the elderly
 - Programs for senior citizens
 - Health Care services and support to be provided to an individual when he/she is incapacitated for a length of time... in my opinion, at least 30 days
 - The kind of service or support that provides help for the aged group.
 - Health, food
 - Health care and living assistance over a period of time
 - Unlimited services and support, medically and financially.
 - Being able to live life with dignity with the ability to lead a healthy, secure, and independent lifestyle
 - Services and facilities that help the senior population and their caregivers. Also, the people who work at said facilities and/or provide those services.
 - Health care, funding, etc.
 - Services provided for long term care for the elderly and/or individuals who are no longer able to care for themselves.
 - Something that pertains to services or support that will either be beneficial in the long term setting or happening in the long term future.
 - Service through your lifetime with the assistance if needed
 - Institutions such as rehabilitation facilities, homes for the ageing, hospice, care for dementia victims.

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- Services that might be needed by an older person for health, living, etc.
 - Support for older people who need someone to care for them.
 - Services that require help with living until death
 - Services provided when they are elderly and don't know how to navigate those services.
 - Services and support that will be consistent through a period of time
 - Services for the elderly.
 - Programs and services being available from birth to death
 - Services and support that are long-term

Aging, elderly, elder care, old folks

- About health care
- When you get old and nobody takes care of you and you are going to, long term.
- I think of aging and nursing homes
- Sounds like it is for senior citizens.
- Elderly
- Treating the elderly.
- It's good for elderly.
- Aging people that need help.
- Aging population.
- It's for elderly needed.
- It's for elderly care.
- For seniors.
- It's about the elderly.
- It's good, especially for me.
- It provides for the needs of elderly people.
- Older persons that can't....
- Elderly care.
- Old folks, assisted living care
- It's for the elderly.
- Assistance if I would need or someone needs that kind of care health care because of certain illness or conditions that it could develop.
- For older persons, ill persons, and family members that needs help.
- Elderly.
- It's about the elderly care.
- It's about elderly people.
- Senior citizens that need care.
- Geriatric care.
- About the old, and it takes a long time to deal with it.
- For elderly care.
- For elderly people, for healthcare
- It's for the elderly.
- Elderly care
- It's for the elderly people.

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- It's for the elderly.
 - In taking care of our elderly.
 - I think it's about the elderly and the long term care for everyone.
 - It's for the elderly.
 - It's for elderly people.
 - Elderly care.
 - Senior care and transportation and housing
 - It's for the elderly people
 - It's for the elderly
 - When you are no longer working and you can't afford it
 - Older parents.
 - When you're getting older.
 - It's about insurance
 - It's about helping people and the elderly.
 - For older people.
 - It's about the elderly.
 - Helping the elderly.
 - I guess it is for the elderly and the one person who needs it.
 - Giving care for the elderly.
 - Someone who is older and needs health care
 - It's a services and supports for people who needs helps.
 - For senior citizens
 - That's good for elderly people.
 - Elderly care
 - For elderly care
 - For the senior citizens.
 - For seniors
 - When you get older you have to pay insurance
 - It's about elderly care
 - The ability to take care of the aging.
 - I'm thinking of an elderly person.
 - It's for elderly care
 - Older folks.
 - For the elderly
 - It is like lifetime care.
 - I guess for sick and disabled and for the elderly
 - It's about elderly care
 - Considering the subject of this survey, I assume the term would refer to help for older people.
 - Elderly care. Help with daily living either at home or in a facility.
 - Probably for long term care services and support for senior citizens.
 - Getting towards the end of you line as a human being! Parts of the body do not cooperate anymore!

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- Since this survey is about the aging Hawaiian population, I presume the phrase long term service is about helping a senior or geriatric population and their family cope with the aging process.
 - The phrase makes me think of elder care or care for students with special needs.
 - Old people
 - Elderly people
 - Old age
 - Person too aged to help themselves and HIGH COSTS...
 - Elder care
 - Elderly services
 - A warehouse for older people.
 - Support for people of age, that can no longer care for themselves &/or don't have any other means of support
 - Everyone will need some kind of care at some time in your life, i.e., if you live long enough to warrant such care. As far as support, there is numerous support around to provide you with help. Everything comes down to what each individual wants for their quality of lifestyle.
 - How to handle problems with old age
 - Elderly care
 - Help for aging
 - Help for caring of the elderly.
 - Care giving of various levels of support to the elderly; the disabled; dementia patients; and Alzheimer's patients.
 - Incompetent with the daily life
 - Old
 - The first thing that comes to mind is elderly aging adults.
 - Help for elderly & what services are offered
 - This is the care one needs when age and physical conditions require one to get help to live.
 - Elderly care
 - Aging and support
 - Elderly care
 - Seniors' life-line of survival.
 - Elderly care
 - It's for the elderly to take care of them when they can't take care of themselves
 - Care and service provided to the elderly wherever they choose to live.
 - Being incapacitated and unable to care for oneself either partially or fully.
 - This pertains to the elderly.
 - Helping the elderly.
 - Ill-health, old age, nursing homes, and medical care
 - Senior citizens age 60 and the above services
 - Aging
 - Old age care and assistance
 - Older and disabled individuals. Needs and services
 - Senior citizens' programs
 - Elderly care (services & support) for the duration of one's natural life.
 - Elderly care

- Taking care of seniors and supporting them.
- When you no longer can support yourself and need long-term care at a care home, etc.

Long term, lifetime, takes a long time, end of life

- Long term health care.
- Being cared for a long period of time.
- Responsibilities and commitments.
- Sounds like long term to me.
- Long term care.
- It's like giving a service for a long time, like a lifetime.
- It's long term services and it supports nothing more than that.
- Somebody that needs care for a long period of time.
- The thing that comes to my mind when I hear that is that someone might be gone soon.
- It's about long term care.
- Long time care for the elderly.
- It's a long term care like care home.
- Long time care for a person.
- It's long term care for everyone who is sick and needs help and especially for the elderly.
- Long term care, like a hospital.
- It's long term care for elderly people.
- It's like long term-care.
- It's long term care for the elderly.
- It's long term care for elderly.
- It's a like long term care and help insurance.
- It's a long term care for those elderly and for those who need care
- Long term care.
- It takes a long time care.
- That probably has to do with long term care.
- Somebody who needs help every day or needs long term care in their bad condition
- Long term health care
- Long time services and supports brings to mind services provided for those in need of long term services and support, such as the elderly.
- Long-term care
- Long term health care when the elderly are incapacitated - in home or at care home
- Resources that will be available for years.
- That you are taken care of your whole life time.
- Within your life time span
- Long term care
- Long term care. Catholic senior services. Day care for seniors.
- Long term care
- Long term care and support for the aging to keep them independent as long as possible.
- Long-term services might mean to be that, if a person has lengthy health issues then, long-term services and support should be provided to all individuals in need.
- Support from the get go and following one until the end of life; supportive assistance to caregivers as well

- Either long term employment or long term medical service
- Long-term services, including such things as cooking, cleaning, hygiene care, that last for as long as people need them and enables them to live an independent life for as long as possible. Long-term support includes such things as transportation, referrals and delivery.
- Long term help when sick.
- Long-term could pertain to a lot of things. For example, insurance coverage, health care, etc.
- Not much, if you are referring to health care, not a lot. What are you offering? Is like continued care like when you buy a new car? Like "Long-term Service Care"
- Long term care
- Long term care as defined by long term care insurance policies.
- Long term insurance
- Long term care
- Long term health care
- Long-term medical or social care
- Long term care
- Long term care. Assisted living. Skilled nursing. Unsure about services and activities available that are geared towards healthy persons.
- I think of long-term care for the elderly...
- Long term services and supports when you're older and need services or supports to assist you
- That it lasts a year or longer
- Similar to long-term care, in which the needs of the elderly, people with a disability, or people with a chronic illness or injuries who require continuous care of varying degrees of scope and scale.
- Long-term services for aging recipients?
- I thought long-term care but am not sure.

Availability, availability issues, demand is increasing

- It's expanding because the age of people is getting longer. The demand is greater than the supply which makes the cost go up.
- Help and support for elderly and seniors.
- Availability needs to be better communicated

Government, government agencies, government subsidies, government services, government programs

- Government services.
- Usually I think about how the state can financially support the veterans or elderly people, whether it's healthcare or different services that they can offer, in order to help the individual.
- Government
- Welfare for older people.
- Government assistance that would benefit seniors living in a nursing home.
- What's the state and federal status as far as long term services and supports for seniors?
- The government
- Details about long-term care options for individuals & families who need assistance, regardless of age.
- Government and non-profit providers
- Government and private companies assisting the elderly or terminally ill individuals.
- Social services such as free assistance to Doctor recommendations, Dental care, and Financial Aid services. Also I am secure living in the neighborhood.
- Care/services and information on who/where to get information and help. This includes private organizations and government programs.
- I think of having the ability, as a resident, to rely on the services of the state and/or city. I would hope that the services provided are with great customer service!

Transportation needed

- Transportation, access to government services

Home care, in-home assistance, caregiver services, residential, personal care, assisted living, assistance

- Assistance for elderly
- It is for someone that is living in their house with nurses and CNA workers coming to their house and helping them with the medication and stuff that they need.
- Home care.
- Help or life insurance.
- Caring for someone.
- Just like somebody who takes care of us.
- Kind of the combination like home care, nursing homes, and people who need long term care
- Helping anybody
- Assisted living care home
- Home, transportation care support
- Needing help staying at home as you age.
- Financial institutions or health institutions
- Help, assistance, caring
- Help when you are ill & need assistance due to lack of cash...
- Assistance for people needing long term assistance and care.
- Assisted living
- Facilities, Medicare, and home caregivers.
- The support people need to live at home and not be an undue burden upon family
- Assisted living, in home care, residential care
- Assisted living. I had to look up this program and understand that it is run by Medicaid and provides important long term help.
- In-home or care home
- To help you when you are homebound or cannot do things for yourself.
- Help for long term services
- LTC means institutional care, or aging in place in own home. I am convinced only the wealthiest can afford institutional care unless they are Medicaid eligible. I am middle income and do not qualify for Medicaid.
- Help for older people who can no longer help themselves.
- Assistance for older folks
- Home term care to assist elderly parents - or even younger people - if you can no longer care for yourself.
- Helping people.
- Help/assistance from the state, like a social worker
- Personal help forever
- Assisting the elderly with their care. Whether it be in a care home, or services they may need while remaining in their own home.
- Assisted living until death
- Home health care
- Assisting people for a period of time to help with care, transportation, and other issues.
- Assisted living, better medical care relating directly to aged, various support in the way of financial.
- Chore services, homemaker services, shopping assistance, meal preparation, transportation assistance, medication management
- Assisted living
- Have someone help a person, especially an elderly person, who is unable to care for themselves with basic care such as bathing, taking needed medication, providing meals, doctor's appointments, etc.

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- You'll need it here and be able to live in your home because you CANNOT afford a nursing home here... no one can
 - Help for people who need assistance
 - Assistance for those unable to care for themselves in daily activity.
 - Sick, ill, disabled people, chronic illnesses, those who need it/need the help**
 - Someone who needs care like cancer and Alzheimer's disease
 - Elderly with poor health
 - Long term - it is for disability.
 - Helping somebody with a medical condition.
 - Someone who needs care long term care.
 - You need help when you can't do it by yourself.
 - Good for the people who are disabled.
 - Disabled people or those unable to work
 - Provide for people who are sick
 - People that are disabled or elderly people who need extra care.
 - Someone who's unable to take care of themselves.
 - Taking care of people who need health care
 - Somebody who needs it.
 - Sick people or medical.
 - Elderly care for the frail and normal elderly and care giver support, resources for support of the elderly person's quality of life
 - Getting help for those who need extended services
 - Please see my previous reply. It was formerly called long term care, means the services needed by older and disabled people to live as normally as possible in the community rather than an institution. It includes clinical and social services, and everyday assistance with activities of daily living as indicated by an individual's specific condition and needs.
 - When you can no longer care for yourself or so sick you need to be where you can get round the clock care
 - To be cared for when we are needed, always
 - Persons who are chronically ill and unable to care for themselves
 - People in need of services and supports.
 - Disabled or partially disabled individuals
 - Some good, some bad. Help for the disabled and less fortunate but also encouragement for the lazy people that work the system
 - When someone is not capable to take care of themselves, then they need assistance or support.
 - People with disabilities often need long term services and supports to address their chronic health conditions and their desire to live as independently as possible. These long term services and supports include assistance with activities of daily living, such as getting dressed, taking medication, preparing meals, and managing money.
 - Providing long-term services and support to those who need them.
 - When they can't take care of themselves, and they need assistance.
 - Taking care of someone who needs help and can't help themselves.
 - Taking care of someone who is unable to do it self.
 - Disabilities, debilitating diseases, chronic medical problems, i.e.: allergies, MH issues, etc....
 - Disability
 - People who need care for a long time or the rest of their life
 - Comprehensive, 24-hour care, safety**
 - 24 hr daily care... support from people and resources....
 - Total care & support without waiver until cancelled by you

- Being taken care of for the rest of your life!

Businesses, business help, private companies, private agencies, commercial companies

- Business help - like financial benefits.

Medicare, Medicaid, Social Security, inadequate coverage

- Hospice and Medicaid

Case workers, social workers

- Case workers and welfare
- It's like when we are sick or something there are people that we can go to for help or advice.

The community, local community

- People that are getting services from the community.
- Because people are living longer the State needs to provide info about what kind of long term care etc. they are able to get.

Confusing, lack of information, need more info

- Very difficult to understand rules/qualifications. Where do you call for support?

Family members, the family, friends, relatives

- Parents.

Haven't heard of it

- This is the first time I have heard this phrase.
- I never heard of it.
- Not that familiar
- I never heard of it.
- I have been employed for a long period of time.
- I haven't heard this phrase before

Other

- It is an agency on the state.
- It's for good.
- The quality of the wealth.
- More sadness
- Lessons on taking care of the elderly.
- Someone who needs to be very efficient with living.
- It's a good service.
- Support group
- It's not good.
- It's like people donate their resources and for insurance communication.
- It's something for the public.
- Regular contact with somebody who is familiar with your own needs that going to be there to help you with and some of it is that you can help yourself.
- See previous answer
- From what I have seen here in Hawaii and what I have seen on the mainland I believe we are on the correct track in education of the public and elders. We all must come together to help our seniors manage an honorable retirement and longevity of life to make a difference. The elders hold much knowledge and must be honored as has been traditionally to make a difference with our young people's future in Hawaii. We as elders must be more invested in our children and grandchildren to make a better future for us all. There has been a gap between generations that seems to be wider yearly. Only the elders can change the course and step up to fill the gap in educating the young ones to see that traditions are a valuable part of our culture. It is what makes us who we are. We are Hawaiian Citizens and should never change.
- Scary

-
- Higher taxes. More bureaucracy. HALT the rail project
 - That was said with an earlier question!
 - Someone or some group of people who are there. On the phone and with an office that you can call or go by and inquire what help they provide. And after you have found out that, you can keep in touch fairly regularly. I have been very disappointed by the services that are offered. I shouldn't have to call or ask everyone I know and not get any answers. You need to run a reliable office that is always there etc. Why do I have to tell you these things? You should be telling me what is there for me. I couldn't drive, I live in town but it is a hard walk uphill just to go to the post office so, I didn't go every day. Whenever I did go it seemed to be raining and the road was very narrow and there was no place to walk on the side.
 - It helps some but usually doesn't cover everything. You need to have been saving for many years prior to your retirement.
 - LOYALTY
 - Trash, sewers, power, money
 - There are many options in Hawaii
 - We are deaf & don't know much. We wish to watch the ASL video instead of reading the info. Many deaf people are E.D. - they limit language like us.
 - Someone willing to help and support you.

Q7a Why do you say your feelings are more positive when you hear the phrase long-term services and supports? What specifically makes you feel more positive? What else?**General positive**

- My feelings are more positive because of the word "support."
- I feel more informed
- I think so, positive because I just hope it's true.
- It's true.
- Positive outlook. Expect for the worst and hope for the best.
- It's a good issue to have this. We deal with it a lot over here, people needing to take care of themselves when they get to that age.
- It just sounds more interesting.
- Sounds like something good.
- It's positive in mind.
- It's more positive because we can get the most help in the world.
- It's positive for me if they could help me and take good care for me when I'm getting old.
- It sounds like something that's available.
- It's more positive because when you get older, every elderly person needs that long term care.
- I don't know, just positive I think.
- It's positive because it can help.
- They are going to start something.
- It's something to have.
- I think it's good.
- This is very important.
- Just very positive.
- It's possible.
- It depends, but I just say that it's positive
- It sounds like a good thing.
- Sounds good
- Hoping for the future
- I feel that it is more positive because the phrase has "services and support" in the phrase
- You are better off with it, then not having it
- Yes
- Because it appears to be an important contribution of the state towards an individual's well being
- I feel positive but I cannot afford institutional care. I prefer to age at home. I am already 88 and I exercise every day, go to church every Sunday, and live in a multi-generational home with my own family.
- More positive
- It is positive because I know that there is something out there for me, regardless of if it is affordable.
- I feel more positive because it gives me the impression that long-term services and supports are available for individuals who can afford it.
- I get a sense that I have options.
- The words "services & support" mean positive in most dictionaries

- Yes
- Maybe something is going to get going if someone is working on it!!!
- It sounds like a beneficial and helpful program
- Have some confidence that there will be some aspect of care for myself and others when they reach that time in their life.
- Because it's available

Helping, taking care of people

- I guess it can help people
- That is the time when you need help from anybody.
- It sounds like it can help people.
- It's because it can help a lot and take care of the elderly people.
- It's helping itself.
- It is something that supports, something that should be part of health insurance or government services.
- I'm not going to say anything bad about it because long term health care you have to think it could happen to you.
- This program that helps people in need
- Somebody will help you when you need care.
- Good services for many people.
- It's all about helping somebody.
- They can help - for the ones who need help and for the old people.
- I would say they are positive, it could help people
- We need to help people
- Whoever provides the service is professional and knows how to do it while family members don't.
- It can help us.
- I think they can give a lot of help to the community especially when we get older and they would take care of us and all the people who are sick.
- It sounds like it is helping people.
- It's care.
- Good service.
- Well it takes care of people
- They help people
- It's something that we wanted to help other people with.
- It will be help for all.
- It assures you when you get old and older you have a family sometimes there's no one who would be able to take care of you.
- It sounds helpful for the people and for the elderly.
- It's more useful for those people who need it.
- I've seen people and our community help each other. And it's like "word of mouth" sometimes.
- It could be helpful.
- It sounds helpful
- They wanted to help people.
- It can help us all
- Something for people who are in need of help
- Something that helps.
- Some people need that extra help

- It sounds helpful
- This is a program that helps people help themselves and that's the good thing.
- It is something that will improve the life of those qualified to receive and take a portion of the burden off family.
- I hope that we all contribute to help ourselves and to help our state & that we will be self-sustaining.
- I believe it offers help to people as they age.
- Because it is something that will help people for an extended period of time with the peace of mind that there will always be people to help support them
- I think of a large safety net....
- Supporting others in health and wellness is always a positive.
- It seems to be there to assist people who need help.
- They even care about elders and me in the future
- I see a lot of people benefiting from long term care services
- Humanity
- Someone cares!
- If it's something put in place to help people then I would be more positive about it. It just needs to be managed well to justify costs, however.
- Being safe and well cared for... family can come by any time to check on seniors....
- Sounds like a plan that helps people
- This means they are able to help those old folks and young folks who are in need of help, like my very own mom....
- These programs provide care to people who need it
- Because they have helped people who need the help
- Because it is something to help people
- It gives me hope that our govt. cares about its people
- Well, I have health care professionals in my family, and I know they care a lot for the people they care for. So, I assume that all people working to provide services for people are equally caring.
- More support for those that are in need of the program
- Some people need it more than others
- I don't know what it is, but it sounds like something that would benefit those who need it.
- Hoping for some kind of assistance
- It helps people who need it
- I think the questions in the questionnaire are very black and white, when that is not usually the case. I think a lot depends on your health status and whether you have a medical condition(s) as well as your income to determine how much you are eligible for. I feel more positive and hopeful with the terms b/c I know it is a growing need and so there are a number of services and options that are arising as a result of that. At the same time, I am realistic in knowing that with our aging population, I would guess that many are not prepared for the costs of l/t care and it will fall upon the family or the government/society to help out with those that have little or no resources, so we will have to get creative about how to deal with that.
- Someone is concerned or looking into it
- Because there are companies and people out there willing to help.

People need it, a necessity/right

- Sometimes I think people really need help.
- All people need it and I'm glad it's available
- I think everyone needs some kind of support within our state when we're struggling so that's why I see it as a positive outcome.
- You deserve to get support when you work hard.
- It's something necessary - people need it when they get old and when they can no longer afford it.

- People get to the point where they need it.
- Everybody will be needing some long term care services sooner or later
- Everybody need that one
- They are the "given rights" and that's a part of our union.
- It is helpful for all who need it and for the elderly.
- It will help for those who need it and who will care for the elderly and sick people.
- It is a thing that everyone needed.
- Something that we needed
- People need more care
- It's something that people need to get.
- You need a lot of help.
- I think a lot of people needs some helps
- I believe if you going to live longer you must have long term care.
- People need long term care or people need them
- It's necessary
- I feel there should be help out there when needed.
- I believe everyone deserves to be taken care of when needed, that there should be a basic level safety net. It is a good thing that there are services available when needed.
- It is something that most people will need at some point in their lives, whether they can afford it or not. I am divided about whether it should be a right paid entirely by government; I think the ideal would be for individuals and families, along with government, to share the economic burden.
- This is a needed service
- Sounds like something that's necessary
- I'll need it soon
- Everyone will require long term services if they live long enough
- I think society needs to provide for all citizens.
- When they're needed, they're really needed! And it can come suddenly or slowly.
- Everyone is entitled to assistance when they are in need of it
- Service that is an entitlement for aged, blind, and disabled people who need help

Elderly, old people/living longer

- I guess because of the aging population.
- It is because we are getting too old, one day.
- They can promote the longevity of the people, so that the people will live longer.
- It can help for the elderly.
- Aging people need help.
- It can help the elderly.
- It can help for the elderly care.
- It can help for the people who are older.
- We have to care for our elders.
- It can help for the people who are older and especially when we getting older. For the sick people it's good that we have long term care to take care of them.
- It can help when we are getting old.
- Taking good care of elders.
- It is good when we are getting older.

- It can help elderly and sick people - especially those who need care in-home.
- It can help a lot of elderly and sick people.
- It can help a lot when we getting older.
- It can help the old people.
- It can help us when we getting old.
- Because someone is thinking about a holistic support for elderly care.
- An asset to the elderly
- It signifies that there is care of the elderly including myself and my husband
- I am old
- Because it is care for the elderly
- Because people need such services to be able to age with dignity, to give families and caregivers respite, receivers of these services should be able to access them without too much hassle. We can all benefit from helping.
- Help for aging.
- It would help care for the elderly.
- There are a lot more services being offered now than before as we are getting more people living longer and needing outside support and services. Doctors are diagnosing those needing assistance earlier so they can get better care and support.
- Help/assistance for the elderly when they have no one else to help them
- I respect my elders and feel their needs to be things set in place to assist them. They were the foundation while I was growing up. Besides, I will hopefully live long and would want the same respect and care when that time comes!
- Make senior person to have financial stable.
- Care for the aged is expensive and Long Term Insurance helps defray the cost somewhat.
- It assists people in their need for ADL's, transportation, and overall mental health. It provides an opportunity for increased longevity and a better quality of life.
- Depending on each individual senior's health problem.
- Because I am aging.
- More people are living longer. There needs to be more services offered in the long term setting for them and for people such as myself to look forward to when I get older.
- It would appear that something is being done to deal with age.
- Maybe the state of Hawaii will take care or offer kapunas some sort of program
- It means that there is a program to take care of you when you get older.
- As time goes on, people are living longer and will need long term services
- Because I am closer to taking advantage of those services than when I was 20 years old!
- Old people may need assistance
- It is positive that there are existing services/supports that can help the elderly, so they are not alone or have to be self-supported.
- Because growing old is hard and expensive if you have no insurance or don't know where to go and get help.

It's important

- I think it's important for people to have that.
- It is something a lot are not sure about but most will need or know someone that does
- We pay taxes and the need is growing

Sick people/medical/health support

- It's more about health.
- People need care for their health
- My family received good medical support.

- It can help with the sick and elderly care.
- I can barely walk, upcoming hip replacement surgery. Chronic asthma, thousand dollar shots to keep me alive! Plates in my back! Super bad vision - thus the caps! Vision challenges!
- Health

Programs or services or supports

- It's service.
- I want long term services that are positive -Medicare and Medicaid.
- I used to work at the office of long term care.
- I am a health care provider.
- It sounds like a program that helps everyone.
- For me it's provided by the government so I am more positive of it.
- When you hit term you're assuming that you will get the support, should you ever be in that situation.
- Reliable and good
- We do provide needed services for people.
- Public service.
- I'm guessing that there are services available should you need that if you look for it you can find it.
- When there are services and supports... or when the title seems positive.
- Shows that there is care offered, you just have to find out more information about what is offered.
- It may not mean you are at the end of your life, but there are services available to you depending on your personal or medical needs.
- I feel that governmental programs are moving in a more cost effective way to care for an ever growing aging population.
- Just the thought that there are services/supports when needed
- For people like me and my family who won't qualify for Medicaid and subsidized long term nursing care, we are left to struggle and find means of caring for ourselves and family members as we age. We are caught having to find private pay programs to care for our aging parents, and many don't know where to look for support services that will assist families in the care.
- Because I believe it is a good program.
- If I were to need support over a long period, I would appreciate there being some resource available to provide it.
- Service and support
- I didn't say that, I was trying to write something and immediately it pressed positive. I'm sorry to tell you that my opinion of your agency isn't positive. My experiences with you have not been pleasant. After listening to your representative talk to our group I was very excited to hear that there was an agency that helped people. I have never been on welfare or any other charitable organization. I have always been very independent and thought there were organizations available for everyone, no matter their background or financial situations could count on. I spoke up at the meeting and asked questions. After I spoke, several people wanted to talk about the same thing. But, unfortunately we had a speaker that day. A local politician who was talking for a long time and I felt she was repeating herself and actually giving some misinformation. She spoke for so long we didn't get to have any of our programs.
- Hopefully they find a program that works for everyone and not the politicians only
- Because it means that there is support.

Security, reassurance

- We are more assured
- It's free security and reassurance.
- Hopefully that there's something out there for everyone especially when you need it.
- Because if one has the coverage one should be in better shape than one who is not covered.
- You feel as if you will have care and support as needed
- Anything that is supportive tends to be a positive thing.
- That there will be someone a person can depend on.

- People are relieved when they find out they are covered. "Puts." And families.
- Hopefully the services and supports will be available to senior citizens when needed
- It gives me some assurance that help is available if needed.
- It ensures an individual's needs are met.
- Because I have help for the duration of my needs
- It gives a sense of security knowing that one will be taken care of without relying totally on one's children who need not have to be burden with the daily care of his or her parent.

Retirement

- For retirement
- Help after retirement?

Disabled

- I am disabled and I need help.

Poor people

- I know a lot of their goals too - they have "long time terms" and I know that with lot of them the poor can stay home... but a lot of them I know also have no friends at their back.

Long term care/services and supports

- It's long term and it's for the future.
- The reason why I say that because like I said I've been a CNA worker for 20+ years and I work with an agency that goes to client houses to provide long term care and also help them to the nursing home. I think everyone should have the opportunity to live in their home and have the opportunity to have long term care on their home.
- I know that there are services that are intended for long term care.
- Welfare - it's going to be with long term services and supports.
- It's nice to have long term services.
- It's long term care so people don't have to worry about that.
- The people in Hawaii wanted to get help, like long term care.
- We should learn a lot about long term services and support.
- Well it can help, especially with my mom and we have long term care.
- Long term care... and to live longer
- Long term care has good service.
- Some people needed for long term care
- It's important to have long term-care.
- It just makes sense to take care of people who need long term care.
- Longer lives mean longer services are provided for us.
- Services are for all senior citizens, regardless of race, color, nationality, gender or religious. This service is a definite asset to our seniors in our community, island, state and the nation. I would like to see more outreach programs.
- This indicates that even as people age they are cared and supported.
- L/Term care will be needed to protect the elderly's retirement income and their home for payment of these services.
- Long term implies years and services and supports implies needs.
- Probably has something to do with long term care; something like an extra health/medical insurance that would provide supplemental coverage for disability
- Suggests the availability of care that might be available to individuals who don't have family members to look after them. Also sounds like there would be guidance in how to navigate service provider systems. Sounds like something that would be very important if a disability made it difficult to continue living on one's own.
- Yes... there are long term services that are able to help people who are in need of these services as well as resources for them.
- I think it's important to offer these types of services as people are living longer and we need to consider this and solutions to manage the concerns and challenges that come with this
- For the elders, indigent, or disabled, who are in need of long-term services and supports, I see much improvement in programs and resources for people who fall in this category.

- It sounds like long term help and supports
- Implies care.
- It is a program everyone should consider, if able to. Medical situations may occur at any time in a person's life and whether you or your family are ready, willing and able to face them, with or without assistance, this program would at least provide some relief.
- Services and support that are beneficial to all people in need of long term care services.
- Providers and agencies are educating the public about LTC services. I have children who are receiving LTC due to their disabilities and I was amazed that it existed for children.
- Usually the elderly who deserve quality care and who worked hard their entire life.
- It's offered for a long period of time, not short.
- It is an opportunity/option that can be had for increased care.
- Because my wife and I are insured for long-term care
- It is a program that will benefit the elderly.
- These are services and supports that the elderly may need to access or try to hold of as they reach a specific age and time.
- Everyone should have long term services available to them if needed
- When things are long-term, I get the sense that they will be available for a while.

Planning, need to plan

- I think people will plan
- I plan for this
- It's for the future, planning for the future.
- It's something that you can afford to get and you may use it when you get old.
- You should prepare for yourself because we don't know what's ahead of you.
- I need to plan
- Because I took responsibility for planning for my future retirement needs... seeking resources for assistance, researching, etc. information is everywhere.
- I feel that I am being proactive - should I have a serious health condition & end up unable to care for myself. Also to minimize the financial/caregiver burden on family.
- I believe that I need to plan for, but there are agencies and programs that can help.
- It is needed and people can plan ahead or deplete their resources and rely on Medicaid.
- It is important to plan for changes in your health and well-being. However, it comes with added costs
- Because I have the choice now to say how I would like to live my life should I need to decide later on in the future
- Because if done appropriately, the diversity in settings gives people more choices
- This may help seniors plan for long term care
- Planning for future care

Need awareness

- I think it something that people to be aware of.
- At least people are thinking about it and hopefully moving forward

Home/family care

- Simply from the family.
- Positive experience with family
- Assistance for families caring for elders and disabled

Government help

- The government will help the people.
- It's not just from my own money, but it comes also from the government service and the insurance that we bought.
- It was made to assist you financially

- Government support if you're unable to pay yourself
- The Obama Care that went into effect
- Government should develop programs to support seniors that have paid taxes for many years
- It is a good thing to have, provided one can afford it. I am not sure it can be sustainable as a government entitlement however, because of the cost.
- It makes me think that the agency is willing to assist and support the people for the long term!

Part of health insurance

- They provide health insurance for the elderly and those who needed it.

Facility, nursing home

- Like for a nursing home
- Keeps folks out of nursing homes

Personal responsibility

- All people should plan to take care of their own long term service and support.
- It tells me there is help out there if you can afford to pay for it yourself. I don't think there are any free hand outs... except if you are homeless or an illegal resident
- Simply the fact that it is offered to individuals who are willing to pay for it themselves.
- Because if you don't have it here in this state, you're screwed... you go bankrupt and no doubt lose your home. The State of Hawaii is not going to come to the rescue.

Hospice

- Because the hospice was a great support when we needed it

Long term insurance

- It sounds like a good idea to have insurance for the possibility that you will need LTC
- We are lucky to have services like that here in Hawaii. I have long-term care insurance.

Help with daily living and needs

- Help with daily living and needs

Assisted living

- I will need assisted living in the next ten years or somewhere

Other

- Based on the phrase it sounds good and that can be helpful.
- When my wife had cancer they sent a home care medical team to our house.

Q7b Why do you say your feelings are more negative when you hear the phrase long-term services and supports? What specifically makes you feel more negative? What else?**General negative**

- More negative because it sounds too good to be true.
- It's not good.
- I just feel negative for that.
- It sounds negative for me.
- Nobody wants to face this type of reality.

Price, cost, money

- A lot of cost.
- There's an insurance company and it involves a lot of money.
- Sounds like something that I have to pay for, for somebody.
- I can see some of the patients are disappointed because of the high price.
- It's not good because it's expensive.
- I believe the people who have lot of money and insurance are good. But in the last 3 months it was very bad - the price is high and long term care - it is their natural responsibility to take care of the elderly and sick and disabled people.
- If the insurance does not pay, the infidel will pay
- It is expensive
- Well it is very expensive... the government provides it not for the poor but for those who can afford to pay it.
- Costly.
- It is expensive
- It is because there is a lot more support for aging but they make the price very high.
- Constant struggle - and the elderly should need it, but it is expensive.
- It is expensive for poor people.
- It's too expensive, not everybody can treat people long term.
- It is one more thing to pay.
- It's something that I would have to pay a lot for
- It is expensive and not helpful for the older people
- I know that I can't afford these services but I'm not poor enough to get these services for free
- Buying long term insurance is expensive.
- Because it's something you have to be able to pay for in full or in part and it's very expensive.
- People have to fend for support themselves, without much government support. It is VERY expensive. As I get older, I will have to worry more and more, unless I die very quickly.
- Cost to family.
- It is too expensive for the medium & low income people.
- Seems like an expensive proposition. Questionable level of care available.
- Because of the cost
- Expense and infirmity
- I can't afford care as I age
- I am expected to pay for my own coverage and seek help on my own.

- I will never have enough money for long term care if needed.
- No money for it
- It sounds costly, risky, probably overly sheltering and probably unnecessary. If this were an important issue I'd have heard of it before. I have no clue what this is about.
- High premiums and difficulty is collecting the benefits.
- The outrageous cost of a long term care facility will eat up lifelong savings. Families have to sell properties to be able to afford it. If there is no property, families will have to pay for loved ones to stay in a facility or care home. It can also eat up any retirement savings quickly.
- Because the services are not covered by insurance
- Cost
- Because of the cost
- Nothing is free
- I cannot afford it.
- It seems expensive and not covered too much by medical insurance
- Programs that I have to pay for that I can't afford.
- Long term insurance cost a lot, to me it is not affordable
- Because we have to pay for it
- I lean toward the negative because of the astronomical costs of long term care services and the current state of the facilities that run them.
- Unattainable due to my finances.
- Probably won't be able to afford it.

Family member/me/someone I know had a bad experience

- I work in mental health in which people have disabilities - they are frequently struggling against medical or Medicaid trying to get people the services they need and notice that when the gov has a lot of money the services are great. They have refereed patients to long term care or nursing homes and they end up dying.
- I know someone that's in long-term services and I'm not satisfied with it.
- It's because I am not sure if they really want to help us when we getting older.
- Based on my mother's experience.
- Well, I have a very negative opinion toward care homes in general. I know they're not all bad. My husband's grandmother is seemingly well taken care of in a care home. However, I just have heard too many bad things about them. I do have a better opinion of nursing homes than care homes, but I still have a somewhat negative overall opinion of nursing homes. My grandmother died in a nursing home 20 years ago. She used to carry around a medallion of sorts that belonged to her deceased son and a pocket watch that belonged to her deceased brother. I doubt either one of them was worth much money, but both were stolen from someone during her time there. That's one of the first things I think about when I think about nursing homes.
- I have known people whose long term care insurance did not deliver what they paid for.
- People have certain expectations of these services and are often disappointed to find out that these services are not available, too expensive, and the information to access services are too cumbersome. Information about what services are available is important. Information about how to access these services is important. The process must be easy-to-do especially for seniors that may have no one to assist them. The people in jobs that provide the information, process the applications, etc. must be passionate, understanding, courteous, and tremendously helpful... the seniors deserve this. My family experienced this first-hand recently. The only reason we were able to receive the services and assistance from the "provider" is that we personally knew his supervisor. Only after dropping a name did we get what we should have gotten - we were upset and disappointed that it had to come to what we did in order for us to receive the service requested.... moreover, it should be the same for anyone else. It should be noted that the service we requested was NOT something special, but it was listed as one of the services provided for the clients!
- Being in a position to already be worrying about my aging parents (both at about age 80 now) and soon being eligible for an AARP discount myself, now, I have seen a decline in long-term services, medical support and benefits, social security benefits, changes in the retirement entitlements (like what my parents used to have when they first retired versus what they now have... which is much less or not at all in some instances). I believe they thought they were set, without a concern. Not so, and they find it increasing difficult to manage day to day expenses such as groceries, which I must supplement, in order to allow them to pay their bills and maintain normal household expenses, transportation costs, prescription costs, on a

reverse mortgage, because their benefits have melted away. I do feel without the intense planning, the experience of retirement and growing old with be a large burden on my family and my living with aging

- Because I recently bought into this long term care insurance but every time I try to get in touch with my insurance agent at that company, he doesn't call me back.
- Issues with son's care over the years.
- Not all people qualify for assistance. We had some negative experiences with Medicare.

Not helpful enough/won't help

- They never help you.
- When they say long term it's all about people who need help and I am filled with sadness when I hear about them.
- You will never know what will happen to you.
- There's so many false hopes for....

Not available, most people don't have it

- I don't think long term care services are available for anyone
- My father passed away I don't think it can help a lot of people
- I'm aware that most people don't have long term care

Don't want to depend on others

- I don't want to depend on other people.
- The assumption is that you're going to need it. But I prefer to focus on staying healthy and fit so that I reduce the likelihood of needing it.
- That I will be too sick to take care of myself

Don't want involvement/don't use it

- It's something I'm not using.
- I don't want to get involved.
- it assumes one would be sick at later age rather than healthy, thriving, and well

Need more information

- If you are in a situation people must know about more information.
- I guess it's not good because we need more information of what "really long term" means and what to use it for.
- What is long term care?? Is it a medical thing ?? Who pays for this long term care ??
- There is not a lot of help from neutral parties regarding choices that are available or evaluated.
- I do not understand what is available for the older generation
- Confusing as to what Medicare HMSA and Tricare offer and in relation to long term services
- I guess it's because I don't have enough information on it.

Should take care of people

- It means we need to take care of people.

Government program

- It sounds like another Hawaii program that doesn't work or doesn't function very well.
- It sounds like a government program.
- It's been such a fiasco simply applying for Quest to get MedPt B that I cannot imagine applying for another subsidized program or service.
- I do not trust anything put forth for citizens by the Government as doing "Us" a favor. Because the Government only generates income to pay for programs through the citizens. So my children, Grand-children end up paying for others health care.
- There are too many "long term" government programs that do little to empower CITIZENS/RESIDENTS to help themselves. I'm not referring to those who cannot take care of themselves due to a physical disability. Plus, the salaries of more government workers to operate the program(s).

Takes time/effort

- It takes a lot of time.

- I assume it involves planning and budgeting. Neither is much fun.

Not enough agencies/people to help/resources

- There aren't enough qualified people and it costs too much.
- It's not something that the government will pay.
- We can't give long term care services to everyone
- It's because there are not enough agencies or people who can help out in long term care. Our Medicaid system it seems like it only benefits some and it should benefit all I think.
- Because now-a-days programs are started and then they run out of money. Here today - not available tomorrow. I'm skeptical of the phrase "long-term"

Haven't been able to prepare

- Because I have not been able to prepare for any care for myself or my husband. We have been small business owners in Hawaii for 28 years and there were some really great years... we used our income to buy a house and educate our children. We got older the economy changed and now things are difficult.

Have to use up personal resources to get help

- Because in order for the State or Government to provide citizens with this type of care, the citizen would need to have used up all their personal resources.
- You need to use all of your assets before getting assistance. When assistance is given, you may have to move to another facility that is not as good.

Should take care of yourself

- Because it reminds me of people who are disabled and old and could not take care of themselves.
- We provide too much support as a State and Federal Government for people that are perfectly capable of working but don't because our Government gives them more incentive to not work than to work. Long Term Services that are negative include abused welfare and unemployment for the unwilling but able
- Unable to stand our selves

Health matters

- Health is going downhill.

Eligibility

- I am not sure if this service is covered for all the citizens in the U.S.

Will need it later

- It sounds like something I will need when I am old and disabled

Others will take advantage

- The older you get, the more you become a pawn in the insurance field.
- More opportunities for people to take advantage of others

Service

- Too many are getting marginal care.

Other

- We need to make that someone or some people in order to survive.
- Applies to people who are dying
- See earlier response!

Q9 In general, who do you think long-term services and supports are for? Just say whatever comes into your mind.... Anyone else?**Everyone, everybody, all people**

- Everybody.
- For everyone and for older people
- Everybody/anybody.
- The people
- Everyone
- For everybody.
- It's for every person, especially elderly people, but it's not the way exactly.
- For the people.
- It should be for everyone and for the handicapped people.
- For people.
- For everybody.
- For the people and for the elderly.
- I guess it's for everybody.
- For everyone.
- I think that is for everyone.
- For all people.
- Anybody.
- For people or for everyone
- Everyone.
- To anyone
- It's for everyone.
- For folks
- For everyone
- For the people.
- For all people.
- For everyone.
- For everyone.
- It's for everyone.
- For everyone.
- For everyone.
- All people
- For all.
- For everyone.
- Anybody/yourself.
- Individuals
- Individuals, the disabled
- For all people.

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- For all
 - For everyone
 - For everybody.
 - For everybody.
 - For everybody.
 - For all
 - For all
 - For all the people and elderly.
 - Everyone
 - For everyone
 - For all people.
 - For everyone
 - For everybody.
 - For everyone
 - For the people
 - For all
 - For everybody
 - Everyone
 - For everybody.
 - For all the people
 - Everyone
 - Everyone.
 - Everyone.
 - Everybody.
 - For everybody
 - Everyone
 - Everyone
 - For everyone
 - All
 - Everyone
 - I believe they are for everyone because they have an effect on not just the aging but their families, surrounding communities and elected decision-makers. Whether you are disabled as a younger person or aging or with sickness, you will just be just the first to take advantage or have need for those services, but ultimately they are for all because the federal and state statutes do not discriminate in their availability. We have a right to know about the actions or in-actions in decision-making of long-term services and support mechanisms because it will affect us one way or the other, eventually. The problem is the information on what long-term support and services are, to whom they apply, and where do you find them does not trickle down effectively enough to make it common knowledge for residents of the State.
 - Hopefully for anyone.
 - For everyone
 - They should be for everyone
 - Everyone
 - LTC services and supports are for everyone. The home care component must be made affordable.
 - Everyone

-
- Everyone of all ages - from families dealing with invalid children to adults who require long term care assistance.
 - It should be for everyone, like social security. If you contribute to it, you should benefit from it.
 - Everyone.
 - Everyone.
 - It should be for everyone not only the elderly. It should assist the disabled, dementia, and Alzheimer's patients as well.
 - In general I would think the long-term services and supports should be for everyone and be covered by state and federal.
 - Everyone
 - For everyone
 - Potentially everyone.
 - Everyone
 - Everyone.
 - Everyone
 - Everybody
 - Should be for all.
 - For everyone.
 - Everyone

Elderly, old, aging people, seniors, retired

- Senior citizens
- The elderly.
- For senior citizens and everyone I guess
- Elderly older people, people in retirement.
- I guess for the middle ages and older.
- The elderly and injured people
- Elderly people
- To the elderly.
- That is for the elderly.
- I think for the older people
- Elderly.
- For elderly
- Older people or older generation.
- For elderly.
- For olds.
- The elderly.
- The people that are elderly, people that are unhealthy. And the people who require long term services and supports.
- Seniors and handicapped people
- For anybody who is too old to take care of themselves, their age basically.
- The elderly
- For aging people and elders.
- For elderly people and retirement.
- Older people.
- Older people.

-
- For elderly.
 - It's for elderly, some disabled people who can't do things with themselves and for some young kids that are also disabled that can't manage to their own work.
 - Elderly.
 - Elderly people
 - The elderly.
 - The elderly.
 - Elderly and disabled.
 - For the elderly people who at their age that cannot support themselves or they have less financial support.
 - For old people and senior citizens.
 - Geriatrics.
 - Old people.
 - For elderly persons
 - For people who are in the "last stay" of their lives.
 - For elderly care.
 - The older people
 - The elderly
 - Senior people and independent ones
 - Any persons like the older ones.
 - The elderly and disabled.
 - Elderly.
 - For the oldest or the weakest.
 - For the elderly.
 - For elderly people who are truly ill.
 - Elderly.
 - For the elderly
 - For older people.
 - Over 65 years old.
 - For elderly
 - The elderly, it should be the retirees. I think it's for everyone.
 - For older ones.
 - Older people.
 - Elderly/disabled.
 - Elderly who?
 - Elderly people.
 - The elderly.
 - The elderly.
 - For elderly people
 - Elderly.
 - Senior citizens
 - For the elderly and the people who need it.
 - For the elderly.

-
- Elderly.
 - For the elderly and sick people.
 - For elderly
 - For the elderly
 - Mostly for the elderly.
 - Elderly.
 - For elderly people, disabled persons
 - Older people.
 - Elderly
 - The elderly and the community
 - Older people
 - For the elderly mostly.
 - For the elderly and for the people who need help.
 - Elderly people.
 - For elderly people.
 - For the elderly or the terminally ill.
 - For the elderly people
 - Elderly people, or people that don't have families to take good care of them.
 - Elderly or sick people.
 - The elderly and for everyone who needs it
 - For the elderly.
 - For the aging.
 - For elderly and disabled people
 - Older ones.
 - For the elderly and those who are unable to work and need constant care
 - For the elderly.
 - For the elderly
 - For the elderly and the people who need help
 - For the elderly
 - Elderly.
 - For the seniors.
 - Elderly people and for those people who can afford it
 - For elderly people
 - For the aging.
 - For elderly and disabled people
 - For the elderly and the people who need it
 - Old people that need long term care.
 - For older people.
 - The older people.
 - The elderly.
 - Elderly.

-
- Older people.
 - For elderly people
 - For the elderly or terminally ill.
 - Elderly people, disabled people and patients with PTSD.
 - For the elderly
 - For the elderly and for all
 - Old people.
 - Either the elderly or special needs people from different ages - maybe they don't have parents to help them with it.
 - Elderly
 - Older people. Possibly those disabled or poor, but I'm not at all sure about that.
 - Considering the Department On Aging is organizing this survey, I suspect long term services are for elderly
 - Aged ill/disabled, or aged healthy, just need help with daily living.
 - The aging and disabled.
 - I think that they are generally for elderly adults, but it is also for disabled individuals, whether temporarily or permanently.
 - Senior citizens and those who are disabled
 - Elderly and disabled
 - Help the elderly with their finances.
 - People who would need it most, the elderly but also a few who are unfortunately young.
 - Mostly for the elderly that are frail and ill with a chronic condition
 - Older citizens who can no longer care for themselves, although some disabled people may qualify as well.
 - The elderly and mental illness
 - Older or disabled people
 - Elderly or people who become disabled.
 - Elderly, disabled persons of any age
 - Elder people with special needs
 - The elderly and disabled.
 - Mostly aged, anyone who needs care
 - Elderly, aging, in poor health, in need of special, daily care to improve quality of life
 - The elderly
 - Retirement, disability, lower socioeconomic groups
 - For all the elderly that do not have the financial means to take care of themselves
 - The elderly.
 - When you're old, elderly and seniors who can't safely take care of themselves or have someone who can take care of them.
 - Those in need because of age or other difficulties
 - Elderly or sickly people that can't care for themselves
 - Seniors, disabled and less fortunate.
 - Older and disabled individuals with handicaps that require assistance on a long-term basis
 - The elderly and those that have special challenges economically
 - Elderly who cannot take care of their daily requirements for a normal and safe living.
 - Elderly, disabled, and the rich...
 - Elderly?

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- Elderly or those who are not able to take care of themselves for a variety of reasons
 - Elderly and DIY
 - The low income people.
 - Seniors who need help with every day things, meals, meds and transportation to appointments
 - Any senior in need
 - Elderly and handicapped
 - For old folks who aren't able to work or provide for themselves anymore, like my mom....
 - Seniors and people with no family or insurance.
 - The elderly and disabled
 - Senior citizens/disabled people
 - Retired people
 - Retired, elderly people
 - Elderly people
 - Old people/infirm people
 - Elderly & disabled folks who cannot help themselves.
 - Seniors, disabled, mentally challenged.
 - The elderly or disabled
 - Elderly, disabled and needy
 - Older people
 - Elderly people with chronic health conditions. Disabled people who need care over a long time. People who are dying
 - Anyone who lives long enough will need some of the services, the rich or the poor.
 - Seniors
 - The aged and the disabled!
 - The elderly and disabled.
 - Senior citizens, retired people.
 - The elderly and/or disabled
 - I think it should be for the old and disabled
 - Elderly care
 - Those who are aging.
 - The elderly and the ill
 - Kapuna
 - For the elderly who cannot afford it on their own
 - Seniors ages 55-67
 - Anyone who is aged and disabled and needs long term care services and support.
 - More for the Elderly and disabled individuals for Health wise. If it pertains to insurance for any age group that may enroll.
 - Should be for senior citizens like us, but too expensive.
 - Old people
 - Old people
 - I believe they are for elderly or retired people. Mostly 65 and above. I also feel they may have exceptions to the rule and allow disabled people to also qualify. Especially the more severely disabled that require being in a care home or having a full time care giver.
 - For retirees and disabled people and people with chronic sicknesses

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- Elderly and the disabled, indigent
 - Our kupuna
 - Old and disabled
 - Senior citizens who are mentally and/or physically unable to care for themselves.
 - The elderly and those with physical/mental limitations
 - Elderly or disabled
 - Elderly care
 - Senior citizens
 - Elderly care
 - In general, ALL SENIORS....
 - The elderly or anyone with a long-term illness or disease. For instance someone with cancer could be young but will need long-term services and supports.
 - Older people and their caregivers
 - Aged, elderly
 - For the elderly population. But it should be for everyone.
 - Older people or disabled
 - All of the elderly and disabled
 - Elderly
 - Elderly
 - The elderly.
 - Senior citizens and those found to be disabled before they become senior citizens.
 - People 60 or older.
 - Elderly or severely disabled, bed-ridden patients.
 - The elderly and disabled
 - Elderly, disabled, low income, and their caregivers
 - The elderly and disabled people.
 - The elderly
 - The elderly...
 - Everyone who is elderly
 - Retired people
 - The elderly and disabled
 - Elderly
 - The elderly, people with a disability, or people with a chronic illness or injury that requires continuous care.
 - Older Americans. Disabled Americans. Caregivers and support people
 - Wealthy elderly
 - For helping the elderly
 - Elderly, disabled persons
 - Aged, blind and disabled
 - Mostly for the elderly or disabled persons.
 - Primarily targeted to help the elderly.
 - Duh... not young people
 - They are for the seniors and terminally ill people

- Old, aging population
- Elderly and disabled people
- For the elderly, disabled
- Older, under privileged people
- Elderly people or disabled people
- Elderly
- The elderly

The sick, disabled, blind, terminally ill, cancer, patients, vets with PTSD, etc.

- Disabled or disability.
- The person and the patient
- For the security of people and for the disabled
- I hope for it's for a needy person
- For people those who get sick and very old.
- Disabled people
- Disabled and older people.
- Handicapped and elderly.
- Disabilities or retirement.
- For the people to get back up and working.
- For people that are not able to work like a terminally ill person.
- Long-term services and supports should for veterans, elderly people, people experiencing economic hardships, homeless people or families.
- People that are disabled, need assistance.
- The disabled and injured.
- For everyone who is sick and needs it.
- Anyone who has less than the average ability to function in life.
- It's for those disabled people, mental and physical disabilities.
- For the truly sick and disabled people.
- For those people who are in need intervention and care.
- Disabled and elderly.
- Disabled, mental care, and for the elderly
- Everybody that has a disability.
- For disabled people, older folks
- For the disabled or the elderly.
- For cancer
- People with serious medical issues
- Disabled elderly
- Sick, disabled & elderly.
- All people who have long term illnesses!
- For the disabled and infirm
- The potential patients and their families.
- People who can no longer be gainfully employed who suffer a disability... who can no longer manage in their home
- Anyone who is disabled or can no longer take care of themselves.

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- People who need long term care and support because of sickness.
 - The disabled
 - The disabled and aging.
 - People with physical or psychological challenges.
 - Those who are disabled and/or below a certain income level.
 - Disabled, or elderly unable to live at home without assistance of some kind.
 - Looking after needs of people having medical age related trouble and needing some form of assisted living.
 - Anyone that is really sick and needs round the clock care, or doesn't have anyone to help them
 - Handicapped and elderly
 - The disabled, elderly
 - Injured veterans; The disabled; The mentally handicapped; Rehab attendees
 - Patients who are disabled and need a 24/7 hour care
 - People who need assistance with disabilities, elderly people, financially challenged folks
 - Health care for people who are very sick or impaired
 - Disabled, partially disabled, retired and not able to work individuals
 - The disabled, less fortunate and lazy
 - People who have disabilities due to injury, at birth or due to old age
 - The disabled and elderly
 - For the disabled, retired, and needy
 - For the sick and or elderly that are no longer able to care for themselves and do not want to burden family
 - I think it would be good for the handicapped and the elderly poor who do not have medical insurance.
 - Anyone who is at an institutional level of care or at risk for institutionalization. Age is not a criterion.
 - Sick, old, family-less people, and those unable to properly care for themselves.
 - It's a program that helps the ailing senior citizen
 - The disabled and the elderly
 - For incapacitated people who cannot care for themselves either partially or fully.
 - Individuals with disabilities and age-related health issues who can no longer care for themselves
 - Care for when you can't take care for yourself
 - For everyone depending on your physical abilities to do / maintain your own living.
 - Disabled person
 - Assistance for those who can't complete the daily activities.
 - The people who need it, anyone who needs it, people without someone to take care of them**
 - For people that need long term care need someone to take care of them. Not capable of taking care for themselves.
 - For the one who needed it
 - For the people who really need help.
 - The people who cannot take care of themselves and older people and people with dementia. People who are unable to perform the daily activities of life.
 - For people that need them.
 - For the people who are needed and the community in Hawaii.
 - For people who really need help.
 - For everybody who needs it.
 - For the people who are unable to care for themselves.

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- For anybody who needs it.
 - For the people who need it.
 - People who need it.
 - People who need help in the long term.
 - People who need it, no matter how old you are.
 - For all the people who need it
 - The person who needs it.
 - For anyone that needs it.
 - For people who need help the most
 - The people who need it, especially the old ones
 - Everyone who needs it.
 - For anybody who needs it and for disabled people
 - For all the people who need it
 - For all the people who are needed, and for the elderly care.
 - For the people who can't take care of themselves
 - People who need it.
 - Anyone who doesn't have anybody to care/help.
 - Anyone in need.
 - For people who can't take care of themselves any longer
 - For people who need it badly.
 - For the people who need things and foods.
 - For people who need help
 - For the people who are needed.
 - For all the people who need it
 - People who do not have family to support you.
 - Anyone needing it.
 - For those who cannot care for themselves
 - Same as before - people who need it.
 - When people need more care than a home environment can provide.
 - People that are really in need of health services
 - Anyone who is in need of this type of service.
 - It needs to be for those who need these services and their families
 - Mainly people unable to care for them and don't have the financial means to do so.
 - Those who are unable to care for themselves and cannot afford to hire care
 - Anyone who needs them or qualifies for them.
 - Anyone who needs sustained care beyond what a short-term hospital stay might provide
 - Anyone who needs long-term care; however, currently it is for the elderly.
 - People who are needy.
 - I think long-term services and support are for people who are unable to care for themselves.
 - People who are no longer able to work and need assistance with everyday living and expenses.
 - To help those who could not take care of themselves due to their age or disabilities to have a better and/or quality lives.

- When we can't do simple ordinary things for ourselves that are basic needs like bathing, changing, therapy, etc.
- For people who cannot take care of themselves
- For anyone that falls in the criteria to receive such services.
- Anyone who needs long-term care
- Anyone who qualifies for the assistance.
- Any individual or family that requires assistance for daily living
- For the individual who need the services and supports as well as their family members.
- For people that can no longer care for themselves and need or want to be placed in a care home....
- Whoever needs help to stay healthy or get help for daily living chores and needs.
- Someone who is usually is bed ridden and unable to care for their self.
- For people that can't live by themselves
- Folks who can't take care of themselves.
- To assist people when they are in need and to sustain their ability to live in a healthy environment
- To assist or care for those who are aging that have some difficulty in maintaining an independent lifestyle. The more uncommon service is for those who in their youth or younger years need the assistance due to a medical or physical condition (i.e. due to an accident) that they are again in need of assisted care because they are unable to sustain independent living.
- Every person in need
- Whoever needs it.
- Taking care of a person who can't take care of themselves.
- People who need it

Family members, the family, friends, relatives

- Patient: receive care/ support Family: reduced financial/ emotional/physical demands of caring for family member

The rich, those who can afford it, expensive

- Rich people.
- For the rich who can afford to pay it
- Rich people.
- People who can pay for themselves
- For the who can pay for it and the rich people
- Rich white people.
- Very wealthy or very poor
- Those who can afford
- People who can afford it
- Anyone who can afford it
- People who have money.
- Each person should plan and take care of his own long term care service by purchasing insurance for it.
- If you can pay for it you can get it.
- Those who can afford it.
- Good, but expensive.
- For everyone who can afford to pay
- People who pay for this service.
- People with money
- People who can afford LTC insurance.

– For U.S. citizens who can afford to pay for the service.

The poor, those who can't afford their own care, homeless

- Probably welfare people.
- They are for some people can't afford to take care of themselves and secondly, mostly benefit state employees.
- It should be for the poor and homeless people
- People that either can't afford or unable to take care of themselves.
- For poor people.
- Those who can't afford it.
- People with low income.
- The people cannot afford it, the disabled, the elderly, and the people who have mental problems. They should be the people who get the long term care.
- The people who can't afford to take care of themselves.
- For the people that don't have money.
- For the poor.
- For the people who have low income.
- Those who cannot afford it on their own.
- People who cannot afford any better....
- For the very poor, the rich have lots of money, so they are not concerned. The middle class is in trouble.
- Those that need it due to financial difficulties...
- Economically challenged elderly/disabled
- Lower income people
- Poor people if provided by the government. Rich people if commercially available
- Mainly for those who cannot buy their own coverage
- Poor people
- People who are not wealthy
- People who don't have the means for long-term services and supports.
- Homeless & illegal aliens
- People who do not have any personal possessions.
- The poor and elderly
- Low income
- For the poor, which are those at or under the poverty line.
- Low income persons.
- Primarily to the least able financially and those without family support
- For low income people

People like me, myself, ourselves

- For ourselves
- The people like me.
- Me
- Me and my family

People who purchase insurance, insurance

- For good insurance.

- I think it's a support system that the government has set up so people that need hospital care and have limited or no insurance are not either left with no care or forced accrue unreasonable medical bills.
- For people who have planned ahead and can afford to pay for the services
- I think it's welfare for the elderly that the working people will pay for.
- I think the confusion I'm having with this survey is that long-term services and supports can be a private sector thing or a big government thing. If we are talking about government then I'd say that long-term services would apply to anyone that is already taking advantage of the government welfare system. Which means tax paying, working middle class people have to fend for themselves.

Taxpayers, citizens, working people, Americans, Hawaiians

- For Americans, people.
- For the people in Hawaii.
- It's for the people in Hawaii.
- For the people in Hawaii and the USA.
- It's for the people
- Tax paying citizens and residents of Hawaii.
- Working people and retired people
- Us citizens, our elderly
- For all citizens of the USA who pay taxes. It is unsettling that the tax paying citizens have to cough up and support recent immigrants whose families petition them to come then find out about the housing, etc., then "cannot support their family members anymore."
- Everyone who pays taxes
- Hawaii residents
- Every tax payer.

Government, state employees

- Government
- To provide employment for more Government positions and due the minimum to help those it is designed for.

Hospice care, care homes, nursing homes, group homes, retirement homes, convalescent care

- Medical or housing issues
- Convalescent home care, or in home nursing for long term illness
- Long term care in a care home
- For people who need to be in nursing or skilled nursing facility

In home care, assisted living, caregivers

- To help with personal grooming, feeding and clothing. Also, help going to bathroom or changing diapers.

Young people as well

- Young people
- Young people

Other

- Someone that is able to work and someone alone.
- For community.
- For god
- Finding help.
- Already answered
- I know what they are for
- It appears to be another medical coverage program.

-
- Yes
 - Health
 - OK, HOPE I NEVER NEED IT
 - Everyone needs to be preparing for their "Golden Years" and they need to start in their 30's if possible. You can't wait until you are 65 to prepare - unless of course money is not a problem.
 - Planning for long term services should be considered before you actually need services.
 - I answered this earlier.
 - I answered this question already
 - Hopefully, I don't get to that point where I need assisted living or care. We should not be funding aliens/non-citizens (even though their children are born in the US)... take care of our elderly first.

Q11 Who do you think provides long-term services and supports? Just say whatever comes to mind.... Anyone else?**A variety of people, anyone, everyone, everybody, we all do**

- The community.
- We all do.
- For everyone.
- Different agencies and different organizations.
- A variety of people.
- Everyone
- We do, the American public
- Any age!
- Many people and organizations. Some for profit and some non-profit.
- We do. Plan for it in your younger days!
- There are various companies and agencies that offer support and services. Some are State supported or non-profit agencies.
- Anyone
- We do, through taxes
- Everyone

Tax Payers

- The tax payers.
- Tax payers
- The people
- For themselves and for the government
- The people and the insurance companies

The individual, individuals, private individuals, self

- The individuals or from the government.
- It depends on yourself - if it is included in your pension. It depends on individual coverage.
- Individuals.
- People themselves and insurance companies.
- For individuals
- Yourself.
- The individuals and tax payers.
- Mostly independent people or individuals.
- Individuals
- The individual.
- The individuals.
- Individuals along with government programs
- Individuals
- L/term care is your own cost. The gov't thinking to provide these services would be unsustainable.
- Self
- Some do provide for their own long term service with savings and/or insurance. Some without savings or insurance may have to turn to government for help.

- Yourself, unless you have no money or assets then Medicaid or Medicare will pay for it.
- I do
- Either the individual has planned for it and thus provided for it, or some government bureaucracy.

Family members, the family, friends, relatives

- It could be a family member, an agency, a service provider or a doctor.
- Family
- Families and insurance.
- Family.
- Family.
- Family.
- Family members.
- Family or a nursing home.
- Relatives or family.
- Families, a variety of organizations like the office of the aging, hospices, Medicare, Medicaid
- Their children.
- Most of the time it's the extended family members. Whatever Medicaid or medical covers you at.
- Families.
- Family and friends, also government.
- Family, paid care givers, and some hospice aid workers.
- Family, private healthcare providers/facilities
- In my family case... my sister.
- Could be family members, private care homes, home care professionals, or long term care nursing facilities
- Primarily the family, otherwise there are a range of services from private to publicly funded. Some of which may be covered by insurance, depending on criteria as set by the health care insurance industry.
- Immediate family. Nonprofits. Government
- Family. Care centers, hospitals

Sick, disabled, or needy people, the people who need it

- For homeless families, veterans, and elderly people.
- For all the people who need it, especially for the old ones and for the sick people and babies.
- It depends on the people who need insurance.
- Handicapped and elderly
- Everyone with health issues
- People in need of health care.
- Handicapped, sick
- Those who cannot take care of themselves and have no one to care for them.
- Anyone who is elderly or disabled
- Those in need but in most cases these are not covered benefits from health insurance.
- All those who need it

Elderly, old, aging people, seniors

- The elderly
- Paid for by state via tax system.

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- Elderly, mentally challenged, physically challenged, financially challenged
 - Seniors
 - Elderly
 - It is necessary for the aging society.
 - The elderly.
 - The elderly, the sick, and the disabled.

Government in general

- Government
- The government.
- The government.
- Government.
- Government.
- The government.
- Government.
- Government.
- The government.
- Government and private one.
- I would think like it I guess government or most company.
- Government.
- Government
- Government, state
- The government.
- The government and the community.
- The government.
- The government and community.
- Some government agencies or companies.
- Government.
- Government
- The government.
- The government.
- The government.
- Government and some agencies.
- Government
- Government
- The government
- The government.
- The government
- The government.
- The government.
- The government and the company.
- Government

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- Government.
 - The government.
 - The government, private care.
 - The government and state in Hawaii.
 - The government.
 - The government.
 - Both the government and private companies.
 - The government.
 - The government.
 - The government
 - The government
 - The government.
 - The government
 - The government.
 - The government and the providers.
 - The government and the providers.
 - The government
 - Government.
 - Government
 - The government.
 - The government and the community
 - The government.
 - The government and the providers.
 - Government/institutions.
 - It should be the government.
 - The government
 - The government providers
 - Government/individuals
 - The government
 - The government
 - The government
 - The government.
 - I think the government and the companies
 - The government and the providers
 - Government
 - Supposedly, the government.
 - The government and the state in Hawaii
 - Government and private.
 - The government and the tax payers
 - Government, non profit
 - The logical answer is the Gov., however the Gov has no money, they just re-allocate money taken from taxpayers, so it is provided by the taxpayers

- Government and private agencies.
- The Government, either Federal or State or a combination of the two.
- Both government and private entities.
- Government?
- Government, tax paying citizens
- Government programs, insurance providers
- The government.
- Government institutions
- The government
- The government
- Members of Congress.
- Government and non-profit providers
- Government agencies and private insurance companies
- Government?
- The county, state and federal government
- Government
- The government
- Government. Your personal Long Term Care Insurance. Family members.
- Government agencies and private organizations

State government/agencies

- The state and the private hospital
- State of Hawaii.
- The state of Hawaii.
- State or the government.
- The state, the people who offer private care, hospice families and for profit private entities or corporation.
- The state government.
- The state.
- The government in Hawaii.
- Local government.
- The state and the federal government.
- The state of Hawaii
- State agency, several agencies, communities, and citizens - that creates support networks of unpaid volunteers that become support people for the disabled.
- The state.
- The state/federal government.
- The state provides
- The state.
- The state and the private insurance providers.
- State and federal government, individuals
- State agencies and private companies, both for profit and nonprofit.
- The state partially "if you qualify" (whatever that means?) and the person.
- The State and Federal gov

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- State, Federal and individuals.
 - Individual states or with federal government funds.
 - State of Hawaii
 - The state, through Medicaid.
 - Private companies that are paid by the State or private insurance
 - Combination of state, fed, and personal
 - My very own opinion the government of Hawaii....
 - State or County Funding
 - State or Federal governments.
 - State Health
 - Some state agency. Maybe a health insurance company
 - The State and some private companies!
 - The State of Hawaii
 - State agencies
 - The state finds private companies to work with the clients
 - State & federal governments, insurance companies
 - State agencies
 - The State and Federal government.
 - The state and private places as well.
 - The State and private insurance companies.
 - State Department of Health and Human Services
 - I think the Federal and State Government has a program.
 - State
 - State, Federal and private entities
 - The state
 - Community, county, state, insurance, non-profits
 - State
 - Federal government/agencies**
 - Federal government.
 - Welfare systems.
 - Federal government.
 - The federal government.
 - Office on aging does and here in Maui it would be hale Makua or any senior living center I think.
 - Either federal government or personal purchase of insurance.
 - I think it is a federal program
 - Federal, State, City & County, profit and non-profit organizations.
 - Federal
 - Office of Aging by Federal Act
 - Federal
 - Federal Government, state government and Insurance
 - Federal government and health and life insurance companies

- Federal, state and city agencies

Medicare, Medicaid

- Medicaid or Medicare and private insurance companies.
- Prior industry or state of Hawaii, Medicare and private insurance.
- Medicare
- Medicare and Medicaid
- Medicaid and Kaiser
- Medicaid, government
- Medicare?
- I am hoping that Medicaid and Medicare can cover these expenses
- Medicare
- Medicaid for low income person from State and Federal funds. Everyone else - private pay and LTC insurance.
- Medicaid, Medicare or health insurance provided by employment.
- Right now only Medicare and insurance plans
- Medicare and insurance
- Medicare, Medicaid, some insurance plans, some state agencies
- HMSA Medicare
- Medicaid
- Medicare following hospitalization. Medicaid for poor. Private insurance

Home caregivers, paid caregivers, care workers

- Home health care
- Care providers
- Care providers
- Home care companies
- There are a number for care giving agencies.
- Home care providers, adult day care, nursing homes, attorneys, accountants, retirement homes, military, VA, churches, Meals on Wheels, etc.
- Home health care professionals, residential care facilities, and most often, family members
- Certified Care Providers that are regulated by the fed & state
- Paid caregivers.
- Many private and public caregivers will provide for these services. In addition, public assistance from the State.

Healthcare organizations, medical providers, health maintenance companies

- The providers.
- The providers.
- Health care related agencies.
- I think agencies do.
- The facilities.
- The providers.
- The faculty and family members or friends
- The providers and the state of Hawaii.
- The providers.
- The providers

- The facilities.
- Health care organizations.
- Health care facilities, private services for the elderly
- Social service agencies, private businesses, family members.
- Health Care Facilities and Life Insurance Co.
- Maintenance Companies
- Healthcare providers, social workers
- Health care providers, home health providers, social service organizations, charities, faith based organizations, FAMILY members
- Your HMO, Medicare, Medicaid and numerous retirement homes
- Your HMO, but paid for by your own insurance policy.
- Facilities

Insurance companies/plans, medical plans, employer provided/long term care insurance

- Insurance company.
- Insurance company
- It's a company and a government.
- Insurance companies and families
- Insurance companies
- The people who provide long term care.
- Insurance
- It should be the insurance company.
- Insurance
- Insurance companies.
- Health insurance company
- Insurance company.
- Medical insurance
- Insurance company
- Insurance companies.
- The company has their options, we have care resources they have nursing homes and they also have old ones.
- The insurance company or the government.
- Insurance.
- The insurance company.
- Insurance company.
- Independent private providers
- Insurance companies and some individuals
- Insurance - and individuals
- Insurance companies
- Independent companies.
- I think that if you really have good insurance in the bank or Medicaid and the state of Hawaii is fairly good with that.
- Insurance companies.
- Insurance companies.
- Insurance carriers, and private contractors, the State of Hawaii in some regards.

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- Healthcare services with insurance companies that pay for it.
 - Insurance companies, medical facilities, non-profitable organizations
 - Independent Insurance Companies
 - An extra expense to your insurance company
 - Insurance company
 - Medical providers
 - I would think insurance for part and then government.
 - Most insurance companies and social security
 - Insurance companies
 - Insurance companies
 - Insurance companies
 - I think a person's individual insurance plan may provide it up to a certain point. After that, the state and federal govt will assist if the person qualifies and once the proper paperwork has been submitted.
 - Insurance and Medicare
 - Medical plans and Medicare....
 - Insurance companies.
 - Insurance companies and the govt. through Medicaid
 - Insurance companies
 - Insurance providers
 - Both public and private insurance programs
 - Insurance companies, private businesses that offer these type of services
 - You have to pay through an insurance company
 - You need to purchase long term care insurance. Most people can't afford it.
 - Different companies
 - Insurance companies
 - Companies that provide that type of service
 - Insurance companies.
 - Insurance carriers.
 - Insurance companies with support from the federal and state government
 - Insurance?
 - It should be the combination of insurance companies and social care systems.
 - Insurance companies and social security
 - There are companies that provide Long Term Insurance - some are companies that also provide medical insurance as well.
 - Insurance companies
 - I don't think that LTSS needs to be restricted to those with terminal illness or the aged. It's for folk by nature of disability or injury - acquired or organic - who are unable able to live independently in the community.
 - Insurance company
 - Insurance companies
 - HMSA, Kaiser your health care provider. I believe at a limited time.
 - Various insurance companies.
 - Insurance company

- Your insurance + Government
- Insurance companies
- Insurance companies pay providers for their services whether at home or in a care home.
- You purchase insurance and if you cannot afford it, the state will provide assistance but you won't have input on where you live.
- Medical plans.

Independent/private/commercial companies, private agencies

- Mostly private insurance company.
- Private company.
- Private providers.
- Private contract.
- Those companies that provide private nurses and nursing aides.
- Private companies
- Private services and hospitals.
- Private companies
- Private company
- Private businesses
- Private companies
- Private insurance, hospice facility
- Private agencies.
- Private companies, long term centers
- Private agencies.
- Private individuals.
- Private companies
- A lot of commercial companies.
- Private companies
- Private companies.
- Private
- Private insurance, Medicare, Medicaid
- Private companies provide the care; the government might offer tax credits.
- Private providers.
- Private providers.
- Private care homes
- Private public partnership between insurance companies and government health programs... basically where they privatize the profit and make the public assume the risk and cost.
- Private for-profit, private non-profit, and some public providers, funded by private payment and public monies
- Private companies
- Private insurance companies
- Private providers
- Private businesses
- Private insurance and Medicaid?
- Private companies
- Both private (if one can afford it) or public (for the indigent) agencies

- Private Insurance Companies like Hospice Care
- Private companies
- Private companies
- Private providers, state agencies, nonprofit agencies.
- Private and government agencies
- Private entities
- Private insurances. I don't think Medicare covers long time care or with very little monetary help.
- Private agencies
- Private insurance company
- Private care homes, state run facilities
- VARIOUS PRIVATE COMPANIES
- Primarily private home-care businesses and private companies
- Private care practitioners, nurses, care homes
- Private providers
- Private companies as well as public.
- Private providers and/or private providers approved by Medicare/Medicaid.
- Private foundations
- Private sector
- Private care takers
- I believe mostly private companies, charities and some government programs.
- Private home care
- Privatized companies
- Private companies and individuals as well as State funded facilities.
- Mostly private industry
- Private companies
- Private service providers, paid for with long-term care insurance. Also family members can be care providers.
- The private sector
- Private industry, local and federal Govt
- Private companies and the government.

Hospices, Hospice workers

- Hospice
- Hospice.
- Hospice
- Hospice, Medicare.
- Hospice service, home care
- Hospice
- If it is a hospice, it is Medicare
- Hospice, hospitals, nursing homes, rehab facilities
- Hospice or gov't agencies

Care homes, group homes, retirement homes, convalescent care

- Nursing home, care home, hospitals and non-profit organization and charities.

- Care homes.
- Assisted living
- Long term care facilities, both public and private. Home care is also available. I think you can hire someone to come to your house or I have heard of people hiring their grandchildren to provide the care and that is paid by some governmental entity, the state? Even when it's a relative providing the care.
- Care homes, hospitals, hospices
- Probably nursing Homes or Home care
- Care homes, state, federal, insurance
- Long term care nursing facilities, assisted nursing facilities, City Agency on Aging, private care case management agencies, hospice services.
- Care homes
- Home care, hospice, respite care - CNAs, RNs
- Care homes
- The providers are care homes and companies that provide home health care services.
- Care facilities and private care businesses
- Care homes, ICFs, SNFs, Home Health Agencies, Meals on Wheels, Catholic Charities, Assisted Living Residences, etc. Some are privately funded, some costs are provided by Medicare, Medicaid, and private insurance.
- Elderly care

Doctors, nurses, RNs, healthcare professionals, hospitals

- Nurses, doctors and family members
- Hospitals.
- People in the medical field or social work.
- Hospitals.
- Health care professionals, for sick people
- Dr. Nurse people, how about they care about the elder?
- Nurses, qualified personnel
- Nursing services.
- Paraprofessionals in the community. Home care agencies. Mental health clinics.
- Doctors, Nurses, Aides, social workers, PT, OT, psychologists, psychiatrists, behavioral therapists
- We have hospitals, skilled care facilities, and care homes to help us.
- Doctors, nurses, hospice, helping angels
- Healthcare professionals, family, government programs
- Paid professional
- People in the medical field, care homes.

Charities, non-profit organizations

- Non-profit organizations and the government
- Volunteer groups, government, Medicare, Medicaid, families
- Helping hands Hawaii
- Charities, nonprofits, governments, insurance companies
- NGOs with government contracts.
- Non-Profit, hospital

Institutions

- Institutions

- Institutions that are licensed to do so

No One

- Nobody.
- Nobody.
- No one
- No one

Company, Employer, Workplace

- Workplace.
- Your employer.

Other

- Half from the "region" and half from the government.
- For proper renovations.
- Good question. Everyone should know the answer. The agencies, organizations, and the people within these institutions should be caring and capable people.
- It's a good thing!
- DHS, DOH, HMO
- Able people, while they still can save for their future, should do so... and some should be subsidized by the gov., like Obamacare.
- Those who can afford it.
- You asked the question, I don't think it is provided. Or if it is, to a very limited number of people who have already been able to get their names on a list. I know I haven't been able to do so. I haven't received any help as of this date. The only help I have received up to date is having someone help me with the driver's test. I had never failed a driver's test in California and I'm over eighty years old. I had never failed a driver's test in all those years in California and living abroad for over twenty years. No tickets, no arrests and a pretty perfect driver's history until I moved here. Then when I finally asked for help, none was there. No one returned my calls, except the nice gentleman in Hilo. He was very helpful and polite, you need to find someone here in Kona who can run the same kind of office. Your number one tool is the telephone and when you don't answer or return calls nothing gets done and your public is dissatisfied. I think the government provides for some people and offers support for some people. I haven't yet been able to find out who those people are.
- General support, some financial assistance, insurance coverage
- A group of people creating a job for themselves and scamming the hard working people and government.

Q13 Where do you think long-term services and supports are provided? Just say whatever comes to mind.... Anywhere else?**Everywhere, all over, anywhere, any place**

- All over.
- Anywhere in the country.
- All over
- Everywhere.
- Any place
- It could be anywhere, it could be in a facility, in a home or care home.
- Everywhere.
- Anywhere
- Wherever is most convenient for the client.
- It could be at any place.
- Where ever one can afford to pay.
- Everywhere in society.
- It could be provided anywhere--care homes, hospitals, at home. It depends on what the person who needs it prefers and what insurance will cover.
- Everywhere, home and elsewhere
- In the united states
- Anywhere
- Everywhere
- Any where
- Anywhere
- Everywhere. At home, hospitals, etc.
- Everywhere
- All over
- Provided where it is needed.
- Where you live
- Many places. Private homes, hospitals, nursing homes, etc.

Family members, the family, friends, relatives

- With my girlfriend and family.
- Family members' pocket.
- Based on the last question, I also remembered that family members can technically also provide long-term care, so it would be state institutions, private institutions, and even in-home.
- It starts at home with family. The other options would be trained caregivers or HHA to provide home visitation. Or LTC in a hospital or nursing home.
- A caring family member.

Insurance companies

- Insurance
- For the insurance or whatever coverage they have
- Medical insurance.
- Insurance company
- Insurance.

- The insurance company
- Provided by the insurance company and state of Hawaii
- From your insurance company that pays the expenses of the care givers

The government in general

- By government.
- I believe that they're provided by our government usually as in different services that offer long-term care.
- Government services.
- Government
- They can be found by contacting the government

The federal government, agencies, Medicare, Medicaid

- Federal government.
- Federal government
- Federal.
- From the federal.
- Medicaid
- Medicaid.
- Through govt. agencies & private insurance
- In the appropriate government agencies and departments as well as through their partnerships with private providers.

The state government, Hawaii, state agencies, organizations, schools, office of aging

- The state does have services for people who don't have enough money to take care of themselves. it states with me because I didn't have enough funds but they took care of the little bit of help that I needed when I was taking care of my husband - I needed somebody to help me in my house and they provided it.
- Locally.
- In the state of Hawaii.
- State of Hawaii
- Locally.
- By the government in Hawaii
- Office on aging does and here in Maui would be hale Makua or any senior living center I think.
- For the state
- In Oahu.
- The facilities the gov't inspected and qualified to provide the services that the elderly needs daily.
- Government agencies
- Probably in another institution that will require funding to build from more tax dollars.
- Throughout the state of Hawaii.
- Statewide
- Within the state
- Every state.
- State & private agencies
- Some state institutions and a lot of private homes run as a business by individuals that provide care as a business
- State of Hawaii - Department of Social Services
- At state selected facilities.
- In our state

For elderly people

- Aging of the country.
- For elderly.
- For the elderly.
- For the old one.
- For the elderly and the sick people.
- For elderly people.
- For seniors and homes
- For the elderly.
- For elderly and sick people
- 60 years and older.

For sick, disabled, needy people, the people who need it

- To disabled.
- For all who are needed.
- For the people who are needed.
- For all the people who need help.
- For the people.
- People who need the services.
- To those who need help and financially unstable.
- For everyone who needs it.
- For all who are needed.
- For the people.
- For the people who are unpaid and the sick people.
- For the people who need help - the disabled, the sick, and the elderly.
- For all the people who need it
- For all the people who need help.
- For the people who need help, especially for the sick and disabled and the elderly.
- For all the people who need it.
- For all the people who need help.
- For the sick people and disabled people.
- It can be for the people who need it
- Handicapped and elderly!

For everyone, individuals, all the people

- For all the people.
- For everyone.
- For all
- For everyone.
- For all.
- For the people and the hospital facilities.
- For anybody
- For everybody

- For everybody
- For all the people
- For all people.
- For all the people
- Everybody - and for individuals
- For all the people
- For all.
- I would hope it depends on the type of care needed by the individual as well as the individual's desires.

Medical providers, healthcare providers, facilities, hospitals, institutions, therapy, doctors

- Hospital care.
- Like hospitals and hospice
- Hospital or at home.
- Health care facilities.
- Hospitals.
- Any public facility, hospitals and hospice homes.
- Hospital.
- In a facility.
- Hospitals and hospices.
- Hospitals and clinics.
- They can be provided in a facility or a home.
- Hospital.
- Hospitals, facilities, or at home.
- Hospitals
- The facility and family members
- Institutions and at home.
- Like medical centers or hospitals.
- Hospitals and care homes.
- At the hospital and the facilities.
- Special facilities, at home and in the hospital.
- In the clinic or the home.
- In a hospital.
- Hospitals and providers.
- In facilities, hospitals, and in the home.
- Hospitals or hospice.
- Facilities.
- In hospitals.
- Hospitals
- Hospitals
- In the hospital.
- In the hospital.
- Local hospitals and the Medicare program.

- Hospitals and in-home care.
- Hospitals.
- In hospital, facility and in home.
- Institutions and homes
- Institutions, hospitals, and homes
- Hospitals, family members, and homes
- Hospitals and hospices.
- At hospitals and at home.
- At the hospital and at home.
- Facilities
- The providers
- Facilities or institutions.
- In a facility or in a home.
- Hospitals
- Facilities, home, foster home, care homes
- Hospitals or institutions like that.
- Facilities or private homes
- Facilities and homes
- Hospitals, health clinics, wellness centers, home care providers, medical centers, nursing homes, public clinics
- Hospital facilities, home care services, private companies, private service agencies
- Hospitals/ nursing homes
- At home, in care-homes, in assisted living centers, in rehab facilities, in hospitals, in doctors' offices, wellness facilities and small businesses. Any place that they teach a person to live a better life and deal with life-altering or life-changing situations , great or small.
- Doctor's office?
- At home, hospital. Nursing facilities, foster homes
- In institutions and in the community
- Hospitals, care or assisted living facilities, homes
- Clinics, long term care facilities
- Hospitals
- Hospitals/Long Term care facilities connected to hospitals Hospice
- Long term care facilities, private care caregiver agencies, assisted living facilities
- In rehab hospitals for a bit. In assisted living places, in elderly care homes, in special needs homes
- In hospitals. Homes, private facilities, special centers.
- Facilities that are known to provide that service
- Can be in facility or in the home
- Hospitals, Care Facilities, in Homes, and Senior Centers.
- All healthcare providers such as hospitals, nursing homes, hospices, etc. and community home-based or home....
- At Health Care Facilities.
- Institutions that specialize in those services
- Hospitals and homes
- Hospitals or clinics

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- Institutions, care homes, assisted living
 - All aspects that deal with medicine
 - Health care provider
 - In facilities and in the home.
 - Facilities, care homes, services provided to the home.
 - More at facilities rather than at home
 - Institutions
 - Usually in skilled care facilities, hospitals, and by caregivers in the person's home.
 - At a hospital or state nursing home.
 - Specialized institutions and possibly at home care.
 - Hospitals, care facilities, homes
 - Hospitals and homes
 - Hospitals, care homes, hospice, patient residences.
 - In institutions and in the home.
 - In assisted living facilities or at home
 - On Lanai it's the hospital, family members
 - The institution
 - Long term care facilities and in homes
 - Medical facilities
 - Hospitals, Care facilities
 - Care homes, nursing homes, elderly facilities, foster homes, hospices, retirement communities**
 - Nursing facilities and at home care but it is hard to manage.
 - Nursing homes - and for those who need it.
 - Nursing home and hospital.
 - Care homes.
 - In nursing homes, long term care facilities and assisted living facilities.
 - Either in an institution or home.
 - Nursing homes, your own residence and medical facility.
 - Care giving facility.
 - Nursing homes, care home, hospitals and non-profit organizations and charities
 - Omao, it's a town in Kauai.
 - It can be care homes and some of it can be at your home or in person.
 - Nursing homes
 - Assisted living, nursing homes, homes
 - In a care facility I think.
 - Assisted living facilities, homes, nursing facilities
 - Nursing homes, hospitals and hospices
 - Long term centers, nursing homes, and in our home
 - In Halamaaolu Place. It's like a care center where they take care of the elders.
 - Adult care and home facilities
 - Care homes, foster homes and facilities.

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- Elderly facilities
 - At designated facilities and at home in some cases.
 - Care homes
 - Care homes. Home
 - Care Homes and also In Home Care
 - Elder care facilities , hospice
 - Nursing homes, Rehab facilities, Clinics
 - in care homes, nursing facilities and at home
 - Care homes, hospitals
 - In care centers or homes
 - Nursing homes and family support at home.
 - Care homes, residences, hospitals
 - It could be in a nursing facility or at home
 - Special senior housing... some homes with caregivers
 - In someone's home who is able to provide these services if we are a family member, a caregiver or other organization, a retirement and care home type of setting, especially Ann Pearl in Kaneohe... and I think a hospice setting....
 - Nursing homes or in-home
 - In care facilities and people's residences
 - Senior Living Homes; Hospices
 - Care homes
 - In facilities such as care homes, assisted living homes and homes of families.
 - Both in care facilities and at home
 - Nursing homes, ICFs, foster homes, hospitals, their own homes
 - Care homes, nursing homes, hospitals or any certified community based care providers.
 - The elderly nursing institutions, elderly care homes, assisted living homes, etc. There are different levels of services!
 - Care homes, family residences, senior living centers
 - Old folks homes like Hale Makua on Maui.
 - Care homes or similar facilities. Also nurses and care givers who can come to your home.
 - In care homes and hospitals.
 - I think they are mostly provided in care homes. The nursing homes or nursing facilities that provide 24 hour care. There are also elderly communities that I believe provide the services but on a lower level. The services can also take place in the homes of people requiring the services. It may also take place a little in the hospitals, but I feel they try to keep it out of there as much as possible to free the services up for people needing the quicker services.
 - Nursing Homes, home health, other long term care facilities
 - In a care home or the patient's home
 - In care homes, hospitals, hospices, adult day cares and patients' homes
 - Care home
 - Elder care facilities, hospice, rehab facilities, families.
 - Elderly homes like aloha care facility
 - Nursing homes and SNF facilities
 - Care homes.
 - Residential care homes & hospitals and homes

- Either in a care home or the patient's home.
- Nursing Homes. Hospitals. Foster Homes. Personal homes
- Care homes or facilities
- Care homes, prisons
- Care homes

Homes, home care, private homes, home care, care givers, in-home care

- Long term private facility
- At home or for hospice
- They provided a variety of locations like home, hospitals, facilities like that.
- In home or in a facility.
- Private homes in Hawaii and for the sick people who need it.
- At home or in the hospital.
- At home or in a facility.
- In a home care.
- Guardian home care
- In the home and care home
- It could be in your home or institution.
- In-home.
- In your home if that's possible.
- At home, at hospitals and physical therapy offices.
- At home or institutions.
- At home.
- At home or an institution.
- The living quarters where they live or where the patients live
- Homes or retirement homes.
- At home as much as possible.
- People's homes and facilities
- Home care services and nursing homes.
- At home or a facility.
- In the home, they should be allowed to be independent as much as possible.
- Home care.
- Homes or hospitals.
- Homes, nursing homes, health care
- At home
- Home care or at home.
- Home, hospital, nursing home
- In their homes.
- I know some people like the care provider - they get paid for it - but they don't really pay that much.
- They are provided in a home and in the unpaid care and for the persons who are sick and disabled.
- Either homes and assisted living or care home.
- It should be in the home.

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- In our home
 - In a home or a facility.
 - Home, facilities, hospital
 - It could be in the home.
 - At home or in an institutions.
 - Home residents, care facilities
 - At home, in a hospital, or in a hospice facility.
 - In home, hospitals and hospices.
 - In home.
 - At home.
 - In home.
 - In home or in any institution.
 - In homes and hospitals.
 - For the one in the home
 - At homes and hospices.
 - In home or elderly care facilities.
 - In the home or a separate facility.
 - Private care homes.
 - Through local care givers or state organizations.
 - In your own home and in a care facility.
 - In homes and private facilities
 - Home, care homes, hospitals,
 - Home or facility
 - Home, nursing homes, medical facilities, senior housing, in-home.
 - Home and/or facility
 - Home, facility, long term care facility
 - Homes, and nursing homes inpatient facilities
 - Homes, long term housing, assisted living, nursing homes, hospice
 - In the home
 - Mostly at home
 - At home or care facilities
 - In home, care homes, nursing homes
 - They cannot be provided anywhere but the home....
 - At home.
 - Private homes, care facilities, Home health agencies
 - In home and in care homes
 - Could be in a home or a care facility.
 - At a facility or at home.
 - Private care homes
 - At the client/patient home or designated care facility??
 - In the home, in the care institutions

-
- Home and community based services
 - Hospital, long term care homes, and at an individual's residence.
 - At home and in institutions
 - In home and at public and private facilities.
 - At persons home, at support facilities, at hospices, at hospitals.
 - input & output
 - At the place of residence and or care facilities.
 - At homes and institutions designed for it.
 - In home?
 - Home, care homes, and institutions
 - In home
 - Some in home - others in respite or day care settings. Would imagine some long-term services and supports may be provided in residential care settings.
 - At home and in foster homes, institutions/businesses/retirement communities
 - Home or facilities
 - At home or a facility
 - Home, senior care homes, assisted living facilities, hospitals.
 - In homes, hospitals, rest homes, etc.
 - It can be at home if the person isn't comfortable being cared in a facility or hospital....
 - In your own home or day care living homes.
 - Homes, clinics, care facilities
 - At Home Institutions, including care homes.
 - Homes, institutions, care homes
 - Home, rehab, hospital, private care centers, and homes
 - Either at home or in live-in care facilities
 - Within one's home, private care homes, long term care facilities like nursing homes
 - In their own homes by specially trained people or in special institutions.
 - Some in homes, others in a facility.
 - In your home or care home
 - At a private institute or a Licensed foster family
 - Home, clinics, community programs like senior citizen clubs.
 - Homes or facilities
 - Preferably at home. However, it may be less expensive in an institution.
 - In the home or institutions
 - Mostly in homes, facilities, doctors' offices, hospitals, anywhere people are
 - In the person's home
 - Long-term services and supports are provided at home, care homes, hospitals and retirement homes.
 - At home, or in a nursing facility
 - At Home or care homes
 - Maybe provided in your home, a hospital or care facility
 - Mostly at home
 - Homes or hospitals

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- At home mostly, or private facilities.
 - Residential Homes, Soup kitchens, homeless villages
 - At home or a care home
 - In the home or a facility
 - Homes
 - HOME AND FACILITIES
 - Private home care businesses
 - In homes, care facilities and institutions
 - Homes, adult day care, care homes, ICFs, SNFs, Assisted Living, etc.
 - Homes or facilities
 - Long Term services are provided in your home.
 - Home, hospital
 - The home and some facilities
 - Homes, communities, and institutions
 - Your home or a care facility.
 - In the home setting, it can sometimes be provided in a care home or an institutional setting
 - At home or an outside facility
 - Licensed private homes, care facilities, hospitals
 - Homes, institutions, and neighborhood facilities
 - In the home
 - Your own home, a care facility
 - In homes.
 - In homes where possible, in long term care facilities, in medical facilities that do not primarily provide long term care.
 - Hospital or private care facilities
 - Private care homes as well as facilities. State funded hospitals/facilities.
 - People's homes, community centers, senior centers, congregate meal sites.
 - It can be in-home, outpatient facilities, and other non-profit agencies.
 - Within any setting the individual may find themselves i.e. homes, facilities, care homes, or nursing homes
 - Services are provided in the home as well as long-term care facilities.
 - At people's homes
 - Rest homes, private homes with licensed care givers, and at the principle's own residence with a care giver.
 - In home or institutions or care homes or places such as Arcadia.
 - In home or an assisted living facility
 - At home or an a facility
 - Preferably in the home, if that is possible, then leading to more structured settings.
 - Homes and doctors
 - At home. Healthcare facilities. Nursing homes. Elderly housing complexes.
 - Homes. Community. Facilities
 - Hale Anuenue, life care center, private sector
 - Home, in the community, facilities, hospitals.
 - At home, at private care homes, at long term care facilities/institutions

- In homes, hospitals and other facilities
- Home, care centers, private residences, certain hospitals
- In home, assisted living facilities, hospice, and hospitals.
- Homes and care-home facilities.
- At home, clinics and hospitals
- Homes and facilities

The community in general, locally, local

- Community, homes, hospitals
- In the community.
- In the community.
- For the community.
- In the community.
- In the community, at home ideally. But also in SNFs
- Communities, home, hospitals, day care, adult centers, schools
- Neighborhoods

Independent/private companies, private agencies, commercial companies

- A lot of it provided privately.
- For the company providers.
- Private companies
- Private institutions
- Private
- Small and medium sized private businesses
- Private facilities
- Private facilities or private home care

Hospices

- Hospice, your own home.
- Hospice and facilities.
- Hospice facility.
- Places like hospices
- If it is a hospice, it can be at home or an institution
- Hospice Care Homes Retirement Homes Residential Facilities Independent living with higher care facilities

Other

- I guess it's all long term care.
- For the bill and services
- As a whole.
- Private.
- Human services departments.
- That depends on what the person needs.
- For rich people because of their expensive insurance for older people.
- For everybody who is working.
- It should be in cross island, the community or something.

-
- For the people who use insurance
 - There's a very large building, it's a long term care building which is for the people who can't afford.
 - Probably in a variety of health care settings.
 - Anything they need
 - On Oahu only
 - Various
 - Care
 - Medical, dental, and long term, hospice
 - I pay for my medical care. I have Blue Cross/Blue Shield and have always paid for my services. Excuse me, but, what exactly does KOKUA mean?
 - I think it's a home program.
 - I think it is a mobile service.

Q15 And who do you think pays for long-term services and supports? Just say whatever comes to mind.... Anyone else?**Everybody, everyone, we all do, we do**

- Ourselves.
- Everyone
- We do pay for it.
- It's a combination of individuals and the government that if you have money you can pay for this.
- We all do.
- Ourselves
- Some people and sometimes the government that depends on your coverage.
- Everybody.
- We all do
- Everybody
- From the people.
- We all do
- Everybody.
- We all pay
- Everyone??
- We all do. We pay for our own, we will pay for others through programs and Fed or State legislation measures.
- We do through taxes that pay corporate welfare so CEO's can profit off of the ill health of the public. And given the choice between death of clients or profits will all ways pick profit over care
- Each individual
- Everyone.
- Everybody!
- Everyone
- We do
- If you don't have long term care then we do but if you have long term care insurance the insurance company does (with your money) or if you are dirt poor and have no assets they you can apply for Medicaid
- We all do
- In theory, everyone should contribute. In reality, only the tax payers, I mean the one who truly pay tax to the government and the state, not those who pay and then take more money back after their tax return.
- We do
- We all do.
- All of the able bodied people that pay taxes
- Everyone, government and family members
- We all do - in taxes, medical and other fees, some insurance policies.
- Everyone pays because most people don't have enough to pay for costly long-term services so the government ends up subsidizing or paying all of it.
- Any individual who needs it
- Us, Medicare, life insurance companies, etc.
- We all do through deductions from our paycheck.

Family members, the family, relatives

- Families to have members that are old and have to convince to be separating.
- Family for insurance.
- Family members and government.
- I will pay, and the providers.
- Family members.
- Family.
- Mostly the family.
- Family members and relatives.
- Relatives.
- The family members and friends
- Family or social security.
- Family member
- Family members or the health care insurance
- Family members.
- Patient's family
- The family of the person.
- The families of the patient
- The families.
- Families or State or Counties
- Family or self if able. If not then Medicare and or Medicaid.
- Families or individuals pay for these types of services unless you have depleted your personal resources.
- Family
- I think a majority of it is paid for by the family of the person requiring the services. It can also be covered by Medicare or Medicaid. I also think a portion of it can be paid by the social security administration if the client is diagnosed with the need of the services.
- I'm sorry, but I haven't received any of the help or care to which you are referring. I've paid my doctors, dentists, drug, hospital bills myself on my own or they have been paid for by my insurance.
- Family, government
- Families, and tax payers.
- Mainly family and relatives
- Families pay out of pocket, insurance, Medicaid, government
- Families, social service organizations, federal and state money, charitable organizations, some long term care policies

Myself, I do, personally, you do, yourself

- I think I do pay.
- Individual
- People - for those who have money.
- As the person itself.
- Individuals.
- Individuals and government.
- Myself.
- Individuals.

-
- Individuals who can afford it.
 - Individuals.
 - People, all of us
 - Individuals.
 - Individuals.
 - Individuals.
 - Individuals
 - Individual health care
 - Rich people will pay.
 - Individuals and tax payers.
 - In general, the person themselves
 - Self-security, the government, and the people who pay taxes.
 - Individuals.
 - People who can afford it or the government.
 - It is ourselves who pays long term care
 - I am the one who pays for me.
 - Individuals, hospices
 - Individuals, insurance plans
 - People themselves
 - Individual
 - Myself and the government
 - Individuals that can afford it, families, government assistance
 - Mostly myself, my healthcare and Medicare and Medicaid.
 - Individuals or the government.
 - Me, personally.
 - Individuals
 - Me
 - Individuals, families, charities, governments, non-profits
 - Self, family members
 - You, directly, or your insurance company, if you have the added coverage
 - Individuals, government, some employers
 - Individuals, families, insurance companies, government agencies.
 - You or your family.
 - It should be something the individual should save for and should be saved by insurance or Social Security
 - Individual
 - Individuals, families, or through paid plans
 - You and me
 - Individuals, families, long-term care insurance companies and Medicaid
 - Individuals
 - Yourself OR when elderly only alternative is to use up all of their retirement money, i.e. social security, comp. retirement, investments, and savings, sell their home.
 - Individual or private insurance companies

-
- Individuals, insurance, Medicaid
 - Self
 - Me
 - People themselves, depending on the circumstances, the government, Federal and State
 - Myself until I'm indigent
 - You, if you can... family, if they can
 - You do
 - You
 - It could be both the individual/family/insurance and/or Medicare insurance.
 - Like on my previous comment, individual assets and if none, Obamacare.
 - You
 - I do
 - Self
 - You
 - Me
 - Me
 - SELF
 - Personal expenses
 - Individuals, health insurance, governmental assistance programs
 - Individual, Medicare, Medicaid, some private insurance.
 - Individuals
 - Individuals
 - Self
 - By taxpayers like myself
 - Individual/self
 - Me
 - Individuals, government agencies for individual qualifies
 - Individuals
 - Individuals.
 - Individuals as well as the State of Hawaii.
 - I do
 - Myself
 - Self or insurance
 - Self
 - Individuals, families, charities/foundations, and the government
 - Individuals
 - Self.
 - Probably myself
 - Self, family members, insurance
 - Self, family, long term care insurance, local and federal (Medicaid, VA) government
 - You, insurance, Government

- Self, family, tax payers
- Yourself or welfare if you are unable to

The patients, the people who need it, customers, individuals, private individuals, the person themselves

- We individuals.
- The people.
- The individual.
- The person who needs it.
- The clients.
- The consumer.
- The individuals.
- The individual and for the insurance plan
- The patient.
- The individual or family.
- The people who really need it.
- Sometimes the patients, sometimes their families and insurance
- The individual, the family, or insurance I guess.
- For all the people who need it.
- The people.
- For those people who will need it.
- The person who needs long term care - and family.
- The individuals.
- The person who usually uses the long term care.
- The person who uses and needs long term care.
- The individuals.
- Patient
- The individuals and those who have insurance.
- Older people
- The individual
- Customers
- Private individuals, Medicare
- The person itself, or individuals.
- Mostly individuals
- The patient will pay
- Patient and insurance
- The private individuals.
- The individuals, like the insurance that we take. A lot of it is Medicare.
- The people who need it
- The individual.
- Older people, disabled, and the individuals.
- We pay for long term care, all the people who use it will pay
- Private insurance.

- We do.
- private individuals
- The individual
- The person being provided for
- Mostly patients and family. Long term care insurance, but they are VERY expensive and will not cover everything, especially in high cost areas like Hawaii
- Patients and their families. Sometimes Medicare/Medicaid
- The person in need of the care with assistance from the state?
- The recipient of care
- Some people are fortunate and can pay for their long term care. Others rely on assistance after depleting financial resources including possible their family home. Their Social Security will be paid to long term services and all of their savings. They may have long term care insurance. I am not sure if Medicare will cover and long term services.
- We do.
- We do with help from government or private agencies.
- Private payment by users, federal public funds if users qualify (usually Medicaid), limited state funds, no county funds, long term care insurance
- Those who want the coverage as well as every tax payer
- We do.
- Patients
- The person that needs it or their family
- The person needing the service.
- Generally the patients or their family.
- Private individuals or those with long term care insurance
- The people responsible for the old/infirm, the people themselves
- The patient plans for it in their earning years.
- Patients or taxpayers if it's a gov't agency
- The person needing the care and/or their family members. If persons are poor enough to qualify for Medicaid, then the government will pay
- Out of pocket insurance, government assistance, grants
- The person receiving care. Sometimes Medicare. Sometimes health insurance
- The individual using the service and insurance if it was purchased.
- The individual buys a contract now, to be used later when needed.
- The patient
- Patient, their family, medical insurance, Medicare, and the State eventually.
- Patient
- The individual or through family support
- Patient and or family members. Also, pre-paid insurances. Possibly, some state and or Medicare help.
- The person that needs it
- Those who can afford it.
- The person who needs it
- The individual.
- We do?
- The patients
- Mainly the elderly; however, disabled people too.
- The individual or family that needs the care.

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- The individual if they have the means, family members, State, Federal governments.
 - The patient
 - Patients, families, donations, state and social services
 - We do, through taxes.
 - The person that requires it
 - The individual and family first, and then if all assets are depleted, then they fall under government assistance.
 - The person receiving the care, or their family.
 - The person who took out the medical insurance policy.
 - Needed person
 - The user

Insurance companies, long term care insurance, insurance policies

- The insurance policy or the family.
- Personal insurance and retirement
- Insurance company and other coverage.
- Insurance
- The insurance company.
- Health care
- The providers.
- Insurance companies and the patients.
- The providers.
- Insurance
- Insurance companies and tax payers.
- Funded by the health insurance for the patient.
- The insurance.
- Our own medical insurance.
- A variety - like Medicare, Medicaid, social security
- Your medical insurance.
- Insurance company, Medicare, Medicaid, people themselves
- The people who use long term care.
- The insurance company.
- Insurance company or the patients.
- Insurance, family, personal Medicare
- Insurance.
- An insurance company or the state.
- Insurance companies and retirement benefits
- The people who have long term care.
- Insurance company
- Insurance.
- Health care coverage providers.
- The insurance company
- Insurance companies, people who use it.

-
- Insurance companies, families, the individuals own monies, donations
 - Insurance of some kind....
 - Your medical plan, retirement medical, or if you take a special plan personally.
 - Insurance and out of pocket of the person who needs the care.
 - Either your insurance, or you do.
 - Insurance, out of pocket but not enough to deplete all funds, and government.
 - Insurance or patients
 - Insurance companies and the government
 - Health insurance companies
 - Medical &/or private insurance. In my case, my sister is paying a high price by not being able to work, exhausting her retirement, and some neglectful siblings
 - Monthly or quarterly premiums just like health care coverage?
 - A person's insurance plan and/or state/federal government.
 - Insurance, Medicaid, Medicare
 - Insurance, state, federal govt.
 - Medical insurance as well as the individual itself, if they are able to afford it.
 - Partially insurance, partially recipients
 - Your health insurance company
 - Insurance plans
 - Insurance, families
 - The patient's health care to a certain percent
 - Insurance providers and the government should be able to provide assistance as well.
 - Health insurance companies
 - Room & board, some health coverage, prescriptions, help for kupuna
 - Long-term insurance, Medicare (a small portion?), patients and or family members, Medicaid
 - Long Term Care usually has limits of time or money. After those benefits have been used it is up to the aging person to pay for whatever care is needed.
 - Insurance, Medicaid, peoples' personal savings
 - Health insurance, savings
 - Either partially by Medicare and the person's savings and by family
 - Usually the long-term care insurance that you buy, Medicaid if you are poor, your loved ones.
 - Our insurance health care plan.
 - Insurance, family members, government
 - Insurance company
 - Patients pay whatever insurance doesn't cover.
 - Insurance company
 - Yourself through LTC insurance.
 - Medical
 - Insurance. Medicare. Medicaid. Self. Relatives. Nonprofits.
 - Insurance companies
 - The individual needs to make arrangements with a long term care insurance company to pay the premium prior to needing the service.
 - Insurance, out of pocket
 - Medical coverage or patients themselves

The government in general

- Government and non-profit organizations
- Federal government and taxpayers.
- The government.
- Government.
- The government.
- Government and individuals.
- I think... government.
- The government.
- The combination of the state federal money, the government, private insurance, and then the individuals.
- Government
- Government.
- Mainly our government.
- The government and providers.
- Mixture of government, personal and insurance.
- Government
- Government or federal laws, taxes.
- From the government and family.
- Government funding and personal money.
- The government.
- The government.
- The government.
- Government and family members.
- Government
- The government.
- All levels of government.
- The government.
- The government the community and the providers.
- Government.
- The government.
- Government funding
- Government services.
- The government.
- The government and the people who need it.
- The government
- The government.
- The government.

- The government.
- The government in Hawaii
- The government and the community who needs it.
- Government/business/individuals.
- Government
- The government
- The government facilities
- Government/individuals
- The government, the individuals and the insurance company.
- Government.
- The government.
- The government.
- The government.
- The government
- Government or personal long term insurance coverage
- The government, state and federal...
- Government, federal and state programs for the elderly, private health insurance, prepaid plans, families.
- Government, families, insurance, charity organizations.
- The government
- Government
- Governments, insurance companies, private funds
- Federal & State investments made with taxes collected
- The government and families
- If the government provides these services, then ultimately the taxpayer is responsible.
- Government, when eligible, or private providers if they have private insurance
- Government or your long-term insurance provider
- Government agencies, private and charity organizations
- Government
- Government, tax payers

The state (government), Hawaii

- A variety - the state pays, sometimes family
- The state.
- The people in Hawaii
- Half from the regional and half from the government.
- A majority of the group is the state and the government and the community.
- The state of Hawaii and the people who use it.
- The state.
- The state of Hawaii and the people who use it and who need it and the people who can afford it.
- Local citizens and tax payers.
- The state.
- The state covers for everything

- The state or the county.
- State and individual.
- State pays part if you qualify and the person
- State, individual, insurance, family members
- The state
- The state and the person getting the service
- Partially from the state, with the bulk paid by the individual receiving the care.
- Patients, family, Medicaid

The federal government

- Federal government.
- The federal.
- The federal government.
- Federal government through programs like Medicare, state government through state-run healthcare programs, private health insurance companies, and individuals.
- Federal State and Individuals

Seniors, old people

- The older people and the providers.
- Senior citizens, relatives or pension.
- A person who needs long-term service, relatives, trust and insurance.
- The retired person, family, federal or state government.
- The elderly or families of the patients.

Pension plans, retirement savings

- From the company or government.
- Yourself from savings, from government, family members or non-profit organizations and charities.
- From your own pocket.
- Personal/individual.
- From personal savings and long term insurance
- Savings, insurance or government assistance
- Personal saving

Tax Payers, citizens, working people

- The taxpayer.
- The tax payer and everyone
- Tax payers.
- The taxpayers.
- Taxes
- Tax payers.
- The tax payers
- The tax payers.
- Taxpayers, family members, savings, and any kind of insurance.
- The people - and it depends who pays for it.
- The tax payers.
- The tax payers

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- The tax payers
 - Probably the tax payers and the insurance company.
 - Working class.
 - Tax payers and private citizens
 - Taxpayers
 - We do via our taxes.
 - The tax payers do
 - The citizens!
 - Taxpayers as always, and government grants.
 - Tax payers, and rich people
 - Taxpayers
 - Tax payers
 - Taxpayers and private individuals
 - Tax payers, as usual!
 - The Tax Payers
 - Taxpayers
 - The taxpayers, insurance, etc.
 - Tax, insurance, payment by patients, donations.
 - Taxpayers, paid healthcare insurers
 - Tax payers
 - The people
 - Citizens, tax payers
 - Tax payers, medical insurance providers
 - Taxpayers, insurance, individuals, and donations
 - Tax payers
 - Citizens of Honolulu via taxes
 - The working people
 - The tax payers
 - Taxpayers and those who receive the services
 - Our taxes and insurance.
 - Taxpayers - either through taxes or personal income and insurances
 - Taxpayers
 - Taxes
 - Taxpayers
- Medicare, Medicaid, disability**
- Medicare
 - Medicare and Medicaid
 - Medicaid or Medicare and private insurance.
 - Medicare, if they can really afford it. Also the state with some services around it.
 - Medicare, some private insurance and some individuals.
 - Medicaid and savings

- The people who have government assistance.
- Medicare and retirement plans
- Medicare
- Medicaid or medical insurance covers some of it and then family members are home.
- Medicare
- Medicare, Medicaid private insurance, and individual
- Medicaid
- Medicare and patients.
- Welfare or personal long term care insurance
- Medicare and the patient
- Government for Medicaid. Yourself and family.
- Medicaid if you qualify. Long term insurance. Private pay.
- Medicare, long term insurance, private pay
- Medicaid, individuals with long term care insurance, and self-pay
- Medicaid or private individuals or long term care insurance
- Medicare, if you have no other means of support.
- Government (Medicaid). Long Term Insurance. Retirement money. Social Security money. SSI

Social security, SSI

- Social security, state of Hawaii

Care homes, elderly facilities, foster homes

- The facilities and for the people who can afford it.
- Care homes

Independent/private companies, private agencies, commercial companies

- Some people that buy it - that's a separate insurance and supplemental care for insurance.
- Private
- Mostly private pay then Medicare and long term care insurances
- Private individual funding and public funding if you do not have the means to pay
- Mostly private pay until assets run out.
- Private insurance, private savings, or the government through taxes
- Mostly privately funded unless you have no assets, then partially by Medicare if you qualify. If you have long term care insurance, that may help pay for it, but not all of it. It is tricky to get Medicare to pay, you need to plan for it in advance, like putting your assets, like your property in someone else's name.
- Private citizens, state
- Your prepaid insurance
- Private insurance policies, personal assets, family as well as Federal insurance such as Medicaid.
- Private insurance and Medicaid or Medicare

Charities, non-profits

- Non-profit organizations and the government.
- Nurses and doctors

It depends

- It depends, it could be the government if you qualify or a family member.
- Depends on the situation but I say insurance and the individuals.

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- Depending on a person's assets, either out of pocket or Medicare/Medicaid. If a person has LTC insurance, then that would cover too.
 - It depends
 - Depends on coverage provided by insurance companies - we bought coverage through private insurance companies and through the state.
 - Depending on each individual senior.
 - Depends on their income.

Other

- The cure for....
- The poor people.
- Nobody pays it.
- Various
- The hard working middle income man earning barely enough to care for his family.

Q30 In making decisions about long-term services and supports, what sources and people have you used or will be using to help you?.... What else?**I will do my own research**

- Myself, I guess, and whatever is available.
- I've been reading as much as I possibly can, utilizing available information I guess.
- Everyone who has more information... and the government.
- My own research
- I'm not sure because it's my son's girlfriend.
- I am working on it.
- Haven't checked or will refer to previously used services
- Work harder and banking the money that may be needed.
- I have been thinking about taking on another job.
- Word of mouth

Family and friends, family members, relatives

- Family, the workers at the place
- Savings account.
- Family members.
- Family
- Care teams
- Have not used anyone besides my wife. Everyone wants to get paid ridiculous amounts, so I will continue to use my wife.
- Family
- Family & self-research
- Family.
- Calling insurance companies
- Family
- Family
- Family members, private pay caregivers.
- Medical family personnel. Financial planner. Social workers and associates
- Friends and family members who have been through this before. Own personal knowledge gained from a previous caregiving situation
- Family
- Family members.
- Transportation.
- Friend's references
- For my father and mother, I will consider all options available to me and discussed in previous questions.
- Families, attorneys, and significant others
- My daughter helps my mom
- Didn't start this process yet.
- Government agencies, insurance companies, union contacts, employer contacts, friends and family
- Myself, friends, and specialized insurance agents.

- Family (children). Friends

Insurance companies, insurance providers, health plans, long term care insurance

- Insurance and Medicare
- Insurance and family members
- Was paying for long term care, but fell behind on payments. Lost my principle and was not allowed to restore coverage. Purchased the coverage through an insurance provider.
- Medicare and Medicaid
- Health plans, Internet
- I have consulted with several and have been told by experts that long term care for me would be too expensive at this point and so I will need to ask for government help such as VA.
- Work insurance
- Insurance agent; Financial planner
- Kamaaina Healthcare Services
- Insurance and family support
- My healthcare provider
- Health plans
- Insurance agents and social services/case managers
- Insurance
- Use of a long term care agency

Agencies, government agencies, office of elderly affairs

- Agencies.
- The only one that I have is Medicare and Medicaid.
- Different agencies.
- ARCH in Hawaii, Ombudsman, elected officials
- Right now his team with the DOE and DOH. However this is his last year with the DOE and I'm concerned with sources available for his future
- State health and human service officials. PCP

Yellow pages, phone book

- Calling around the office of elderly affairs and yellow pages.

AARP, Elderly Advocacy Groups and resources

- Organizations that specialize in this
- AARP

Doctors, nurses, healthcare professionals, hospitals

- She is in therapy.
- Doctors and hospitals.
- The nurses
- My general practitioner or my doctor.
- Doctors.
- Doctors, assisted living staff
- Nurses, hospices, doctors
- Doctors, support groups, lawyers
- Doctors
- Geriatric counseling
- Health professionals in my Hospital.

- Doctors, nurses, county, state, federal government, insurance, personal finances
- Personal Doctor; Moiliili Community Center staff; and Kuakini (Hale Pulama Mau and Hospital Staff eventually)
- Hospitals and family members
- Consultations with medical and financial professionals
- Veterans, doctor, medical facility

Caregivers, assisted living providers

- Nursing home
- Someone who bathes. The housekeeper
- Local Reps, internet
- Hospices

Financial professionals, advisors, estate planners, lawyers

- Attorney, nursing home admin
- Mutual fund companies
- Financial adviser and social services
- Attorneys, doctors, family
- Financial advisor, estate planning attorney.

Counselors and Support groups

- Private case worker, social service agencies. Government plans.
- The services were coordinated through my children's assigned case managers once I selected the agency that was best suited for my children.

Internet, online resources

- The internet
- Internet
- Google
- Internet resources, friends, relatives.

Social workers, case workers

- Social workers, friends in health care
- Social worker
- Social worker at dialysis
- Social Workers at the facility
- Social workers at hospital and care home, support group members, service providers at the ADRC in Hilo

Other

- None.
- Too many questions
- Nobody
- None
- None
- Their time
- Why? Why do you ask such a question? Who wrote this survey? Are you truly trying to humiliate me into not requesting some services which are provided for the general public over a certain age and handicapped?
- Too soon to think about it

Q31 What are the major problems you face in getting long-term services and supports that are needed?... What else?**Price, cost, money, financial concerns, taxes**

- Costly.
- If you will be unemployed.
- The price is very expensive.
- How long will the money last - for longer living?
- Money
- Money
- They make it double the price, it is expensive
- Cash. Getting inexpensive home care.
- Money
- Resources
- Money
- Cost
- Not enough saved and no long term care insurance.
- Money to pay for services
- \$\$\$\$\$\$\$\$\$\$\$\$\$
- They are costly and likely to occur at a time when income generation is at an ebb or has ceased.
- Money
- Money
- Finance means money....
- Finances, readily available resources
- Not enough money!
- In getting long term services, paying the monthly amount... I can't afford it
- Money to pay for it.
- None
- Financing the services.
- It is very expensive - that is the problem.
- Paying for it
- Money
- Time to do research on the costs involved.
- Lack of funding
- PAID Time off from work to assist with the elderly.
- We did not have major problems as things fell into place well when services were needed.
- Funding.
- Financing. Unable to qualify for Medicaid because of assets. Scheduling of aides Matching of aides
- No savings set aside for such care, no insurance, no long term benefits.
- \$
- Financial.

- Almost no tax consideration.

Poor service/services in general, quality of help, reliability

- Getting qualified people.
- Not reliable - defective service
- It took a while.
- It's a very lengthy process to qualify and then select the proper providers or agencies.
- It is difficult to find adequate services on the Neighbor Islands

Lack of providers/help, home help, availability of help

- The supply because the demand is greater than supply. You want the best but it's not easy to find the best, you have to sometimes settle for what is available.

Insurance, insurance providers, coverage problems, approval issues

- Qualifying for someone.
- I need a lawyer to get my pension back.
- Understanding eligibility
- Differing information provided by different people, even within same company
- Pre-existing health conditions
- Approval
- My mom's medical plan doesn't cover in home care. It's terrible
- Approval from the insurance company.

Medicare, Medicare Advantage, Medicaid issues, qualification problems, approval issues

- Losing the advantage as I get older.

Finding information, communication, helplines, where to get help?

- Helplines
- Receiving information
- Knowing the right resources available
- Don't know where the resources are
- Inspiration
- Where to get information
- Info
- Who will be providing it?
- Lack of quality available programs to help my son once he terms out with the DOE
- Where to go
- Communication between all service providers. We need a One Stop Shop for Total Care and Quality of life
- Just knowing what's available and figuring out how to pay for it
- Dealing with the reality. It doesn't hit you until you need it for you or your family member.
- Where to get help.
- Eligibility
- Understanding what is available for the type of services needed, and who are legitimate providers of such services.
- Finding information on what services are out there - resources

Wait times, delays

- The long wait time before long term services kick in. Lots of paperwork/documentation needed to support the need for additional assistance (diagnosis, md notes, therapy notes, justification for such services, etc.)

Health problems, sickness, disabilities

- Having work and my previous medical injuries.
- Getting old.

Scheduling issues, lack of paid leave, family member availability

- Scheduling times
- Family availability.

Healthcare provider, care home, hospice issues, quality of care

- She is in hospice care, one day.
- Probably the retirement benefits and the health care when we get older.
- Finding a good fit for the means.
- Finding someone who can help - that is not a family member.
- Workers, home health aides
- Trusting in the system to ensure they will provide proper oversight for a care home or other facility I may choose to use for myself or a loved-one. Recently, my youngest daughter had the opportunity (she thought) to work with a couple of her friends and earn about \$10.00 or so an hour as a care attendant for a care home in Manoa under terrible management. Things she hoped to learn right away, such as CPR, first-aid etc., were not provided immediately to her starting on her first day, and after a week of on- the job training (OJT) she was on schedule numerous days, alone, under the age of 18, without ARCH required certifications etc., with 5 individuals (4 elderly about 85-94 yrs of age, 1 with special circumstances). She complained that those individuals in the home deserved much better care and oversight from the person who runs it, who is never there. She was often physically-strained and stressed to feed them on schedule, clean them, exercise them, or even just hold them up, as they often just decide to take a seat, where there isn't one. etc. There are couple attendants in the home as well with required training, but often not at the same time and all will tell you owner is very mean to the care-home tenants and attendants. She also spends most of her time away from the facility and watching via webcam. My daughter was terminated on the first day she called-in when dealing with physical strain which required me taking her to the hospital. Care-home operator called her irresponsible. I say, she didn't get trained properly before she was scheduled to perform work, alone, without additional trained assist and got physically hurt.
- Coordination, cost of a private case worker, knowing when to start
- Whether to confine them in an assisting living home

Lack of cooperation, intransigence, stubbornness on the part of those who need it

- Over here it's like there are people who like different things.
- Getting around the intellect of the person who needs the care.
- Resistance from my 93 year old parents to spend their hard earned money to pay for their long term care needs. Dad feels he can live on their own and care for Mom despite their limited physical mobility and Mom's dementia and incontinence. We have tried to send them to an adult day care program, but Dad - who is still mentality sharp - did not fit well into the program with many dementia clients and no other males present on the days when he went. Thus, he now stays home and cares for Mom. As a result, my sister continues to lives full time with them and the rest of family/cousins take turns checking on them during the day when sister works/out to be sure Mom and Dad are ok.
- Existing conditions

No problems yet

- Haven't run into problems just yet....
- None
- None at the moment. No one is receiving care since my mother passed away.
- None encountered
- Not any that I am aware of
- None right now
- Nothing
- I'm not yet using it.
- Not there yet.

- None
- Not right now

Other

- I never tried and I never asked.
- I have tried to address this question but every time I did I was told that my answer is too long. I'm trying to be clear and succinct in answering this survey.

Q32 What could be done to help you get the long-term services and supports that are needed ?.... What else?**No, nothing needed, I am ok**

- Family member
- I'm ok
- I got it

Government subsidies/assistance

- More financial supports and resources.
- It is more efficient if the government will offer it.
- Whatever the government will help us with.
- Government funding support
- Government funding, programs
- The government should not take the price so high.
- More government financial support. Better trained care givers
- Make funds available
- Government support
- Seek out more information and plan strategically to ensure any care for any family member does not create a hardship while planning to do it without State or Federal support. I have seriously considered becoming a certified volunteer to the ombudsman program in Hawaii, so those very sweet people in all types of care homes are respected and treated with dignity and operators are following the rules. I know it would make me more knowledgeable about services and support available. If I get engaged, maybe I will play a small part in ensuring them for the long-term. Right now, when I think of long-term, I honestly believe that those services will no longer be of a high standard, when I get to the age of need.
- More government aid. Maybe some kind of match to what I can personally contribute. Like a 401K for long term care.
- Pooled coverage of some kind subsidized by feds?
- State assistance
- Pass laws to cover everyone
- Providing us with health care especially for old folks like my mom because she has no job, no income to help her pay for medical, especially long term care??
- Government to provide long term care and support.
- My husband and I have Medicare but not for long term insurance, to pay for long term care
- Regulate costs for services, standardize the level of care.
- State provided case workers who are available at a lesser cost
- The government pays for elderly care if needed especially if they have no family member to help or exist
- The government should pay enough to all healthcare providers.
- I need to learn what's available. Maybe a clearinghouse of information would help

Bring the price down/need money

- More reasonable costs and availability in nursing institutions.
- Make it affordable or free
- More money. My parents are not rich or poor and will not qualify for state funded programs such Medicaid.

Awareness of services already available, community awareness, education

- I guess more information and what's available and the cost and all the questions being more informed.
- More supplies somehow I'm not sure how you do that.
- It is very helpful to us and my mom who is sick and old now.

- Shared facilities
 - More options on the type of care.
 - Help could be offered...
 - Have an office or website updated with all services and contact information
 - Community awareness initiatives
 - A website that lists providers of the services and supports
 - Advice from my health care facility. My primary care provider.
 - Convince our Dad that it is okay to spend his hard earned money on long term care services, and he would benefit from us and have more social interactions and diversions instead of just staying home alone most of the days.
 - One stop shop for resource information, affordable care for ALL and not just the poverty-stricken but the middle class also.
 - More information to help plan for these services
 - How it all works together
 - Tell me where to get the best/accurate/reliable up to date information for middle income elderly person care.
 - Open discussions with family.
 - More public awareness of the services which are available in the community.
 - More awareness of the help that is available
 - Resources on availability and dealing with the State/Federal qualifications.
 - If services were offered, insurance coverage offered, family planning.
 - Give me information to get in home care to help take care my mom in Hilo and give my daughter a break
 - Education
 - Counseling
 - Educational briefings and seminars, and web sites for refreshers and feedback.
- Services/programs for the handicapped and disabled**
- More programs so that handicapped and disabled can be productive contributors
- Easier application for services**
- I need help with my paper work. I suffered several strokes at work, I fell at work. Physically I wasn't able to go to an independent medical doctor because they cut my disability payments until I went. I need help with the paper work in failing to get payments, sometimes 16 hours a day. When I got there I didn't get help when I got home from work.
 - Clearing house for information/assistance with contacting appropriate people and organizations to obtain assistance, file applications, etc.
 - Make applications easier
- Medicaid/Medicare, easier qualification for, more coverage under**
- Trying to get Medicaid
 - Covered under Medicare
 - New Medicare program
 - Guidelines needed for qualification for Medicaid coverage.
- Better caregivers, better training, more compassion**
- Better healthcare coverage & planning for elderly care
 - Standardized training and expectations amongst the agencies
 - A better access to a wider array of service providers and support services, making it easier to access and apply for services
- More information, more accessible information, websites, offices with contact info/numbers to call**
- More information and more options
 - Healthcare facilities or physicians referring you to a resource.

- Better access to information
- More accessible information, policies (i.e. online)
- An informative Pamphlet at the DCCA
- Getting the word out
- One stop website instead of googling for information
- Cut the red tape.

More service providers and support services, more options overall

- Doctor's services, funding help
- Better communication between doctors and the caregiver.
- Expand to the different islands - more than what is on Oahu.
- Competitive insurance rates
- Individuals who genuinely want to help others and are capable of following through... there are a lot of people who do the job but have no heart or compassion....

Better pay for caregivers

- Offer to get regular pay while taking care of elderly.

More available in-home care, more caregivers available

- Asking my family for help.
- In-home physical therapy to get stronger

More social workers, case workers

- Case managers who are timely with their follow up.
- Social worker

Other

- Good question!
- More generous tax laws, state and federal.

Q33 If you needed more information on long-term services and supports, what different places would you go and sources would you use to get it? Anything else?**I will do my own research**

- I need to talk to other person regarding "the long term."
- I will research about this.
- I need to get more information in person and on the internet.
- I need to look up more information on any contact.
- For my own research
- I would do research.
- I would research both private and public facilities and look for a resource list via a government site.

Internet, Google, online, computers

- The internet and security office
- The internet - or ask anyone else.
- Internet.
- Internet and people around us.
- Internet and hospitals.
- Internet and in person.
- Online
- Website.
- I would go with online services.
- The internet.
- Internet
- Internet would be the 1st one and doctor would be next.
- Internet.
- The internet.
- Visiting Medicaid/Medicare's website.
- The internet.
- Email
- Internet.
- Internet
- Internet.
- In the office or the website.
- Internet
- Google
- The internet and the phonebook.
- Online
- Computer
- To their website to search for it - or by asking someone who knows about long-term care.
- Websites.

-
- I will search for it online.
 - Probably the website.
 - Internet.
 - Internet.
 - The internet
 - Internet
 - Google
 - Internet
 - Internet.
 - On the website.
 - The internet.
 - Internet.
 - Internet, doctors
 - Google
 - Internet
 - The internet is fine.
 - Internet, AARP, or elderly services.
 - Internet
 - I would search the internet and if I don't find it, I would go to federal government support and Hawaii government services.
 - Internet is ok
 - Probably the internet
 - Internet
 - I would go online and search
 - Internet
 - I would go online.
 - Internet
 - Internet
 - The internet.
 - Internet
 - Internet
 - Internet
 - Internet
 - The internet
 - Internet.
 - Google or the internet.
 - Online services
 - Internet
 - Internet.
 - The internet.
 - Internet and hospital.
 - Internet

-
- Internet
 - Internet
 - Internet
 - Internet
 - Internet
 - Computer / internet
 - Internet, nurses, and medical professionals
 - Internet.
 - Internet
 - Google
 - Internet
 - Google first.
 - Google, Kaiser, Union HR
 - Internet
 - Research Internet, government websites, hospital and medical center advertising, word of mouth, insurance and benefits providers, etc.
 - Internet, non-profits, health care facilities
 - Online/physicians/facilities
 - I would do a Google search. I would probably check out the CMS website and Obamacare. I might try to find any sort of organization or even a nursing home to get information.
 - Google
 - Internet
 - Internet
 - Internet
 - Google, contact friends and others
 - Internet
 - Google, my insurance company, social service agencies locally.
 - Search the internet
 - Internet/HMO/social worker
 - The internet
 - On-line inquiries.
 - Federal and State websites.
 - Google is a good start
 - Search the web
 - Google it!
 - Google and the DCCA
 - Look it up on the internet.
 - Online or by mail.... If you have information about this important things please do send it to me.... Thank you!!!

-
- A State or Federal website.
 - Internet
 - On line
 - Internet
 - Internet
 - Internet, friends and family.
 - Web, healthcare insurer, State Dept. of Health help line
 - I would just go online and google "long term services".
 - On line
 - I will do research online.
 - The internet
 - Internet searches and State of Hawaii Office on Aging.
 - Internet searches
 - I would like to see more information for LTC for each state online.
 - I would have to use the Internet to find the ways to get this information. I am not sure who to talk to about these needs.
 - Website
 - Internet, government agencies, church, etc.
 - Social security website, visits to healthcare facilities, state website on aging
 - Internet, doctors, insurance agents, family/friends
 - Online
 - Internet
 - Google search, insurance providers
 - Google.
 - The Internet and the yearly Convention on Aging at Blaisdell
 - Internet, meetings, conferences, counseling.
 - Internet, family and friends advice
 - Internet
 - Internet, government webpages
 - The internet and do online searches
 - Internet
 - Online, internet. The Office of Elderly Affairs.
 - Web search; federal Medicaid office; local state office Health and Human Services; possibly an attorney specializing in elder care.
 - Web site, my doctor, my HMO, and maybe the government if the information is carefully researched and unbiased.
 - On-line. Dept. of Elderly affairs
 - On line
 - Google
 - Internet
- Insurance companies, Kaiser, HMSA, PCP, etc.**
- HMSA
 - I think most of the supplemental insurance companies and so as an employer to have that to benefit the employer.
 - Insurance people.

-
- Health insurance
 - My insurance company and internet.
 - Insurance companies.
 - Kaiser
 - Health plans.
 - Hospice programs
 - Insurance
 - Follow up with my own medical insurance.
 - Health care company
 - Probably like hams, health care provider as well as the executive office of aging - what resources they have and the department of human services.
 - Insurance company, internet
 - Probably the insurance company.
 - Probably the insurance company.
 - Call Medicare or my insurance company.
 - Insurance company/doctors.
 - I would go to my insurance company friends and my medical doctor and also the people is online and in the website.
 - Probably the Medicare.
 - Insurance companies.
 - I will go to my health insurance carrier.
 - I would check it personally with my insurance company.
 - Healthcare insurance.
 - Medicaid.
 - Check my health plan, ask my family, and I probably will kill myself because I can't afford it.
 - Insurance companies, doctors and other health care providers
 - HMSA, Exec. Office on Aging, Dept. of Health, and Dept. of Human Resources.
 - Healthcare & insurance providers
 - My insurance agent, State Agency, City Agency?
 - Health insurance provider website
 - Insurance providers, hospice locations.
 - Supplemental insurance companies
 - First I would go to my insurance provider to see what kind of coverage I have for long-term services and supports. Next, I would seek out information on my long-term care policy that my union has set up for me. From there, I would look into information that the state and federal governments have provided.
 - Medicaid
 - Medicare, health institutions
 - My health care?
 - Medicare, My long term care insurer, my church has resource lists, Family doctor advice, etc.
 - Insurance company.
 - Insurance company, AARP, AFLAC
 - My health insurance providers and government program websites
 - We have already gotten information from social workers at Kaiser and the adult day health program Mom attended.
 - VA, AARP, friends, Private sources.

- Find a health insurance company that has many benefits to choose with lower monthly payments
- Call the insurance company
- My health insurance, I guess.
- Your Health Coverage Insurance Group
- Insurance companies
- Through our life insurance provider
- Insurance carrier
- Insurance company
- Insurance, doctor
- CCMC (Community Case Management Corp.
- Kaiser.
- Insurance company
- I would probably start with my medical plan - Kaiser
- Insurance companies
- Medicare offices or Medicaid offices
- My LTC insurance provider.
- Insurance companies.
- Medicaid, govt. information and referral programs, hospitals.
- Insurance. Hospitals. Medicare Friends that are already in this situation
- Medicare
- Quest

Government, government agencies in general

- Government affairs and in the hospital.
- I would first go to the state services. it really depends with the circumstances if you really have enough money you will just be able to take care they really don't have to go anywhere but for most people you could go to your health plan and ask if the health plan has some amount for it.
- Government and the state
- Agencies and T.V. ads.
- Government assistance.
- The government.
- The government.
- Either the government information page or I will probably look online.
- OPM - fed LTC
- State Government
- State. Internet. Doctor
- Government agency/my health plan/internet
- Hawaii.gov
- To a social worker or state disability office
- Federal & State government, healthcare institutions, etc.
- Government website
- Government. Health care plan
- The State Dept. of Human Services, the federal government, research any programs for the elderly.

-
- State & fed. Agencies. Web sites. Friend & family referrals, private agencies.
 - The government.
 - Government. Health insurance. Financial planners
 - Advice from people at the DOE and DOH
 - Government office
 - Hawaii.gov Medicare or medicaid.gov
 - City and state
 - We do have insurance companies that sell long-term insurance to people. Hopefully, Obama care will take care of people who need this long-term care and need help from the government.
 - I would hope the government would at least have a hot line available.
 - I would check with either the Federal or State Government.
 - Case manager
 - Probably the Social Security Office
 - Government agencies, union and employer contacts
 - I would contact the state department of health or the insurance company that provides such coverage.
 - Some federal, state and county agencies
 - Government agencies, social workers
 - State programs

Doctors, nurses, healthcare professionals, hospitals

- Clinics and the internet.
- Hospital and security.
- My doctor or hospital.
- Family physician.
- Local hospitals and elderly services.
- My specialist.
- For my pharmacist.
- Doctors.
- Physicians and the department of health - to get more information and the charity to know more the details.
- Therapists and clinics
- In person - with the doctors and the website.
- Professional nurses and doctors.
- Doctors or hospitals.
- Probably from my doctor.
- I would have to see my doctor or my primary care provider.
- A pharmacist and probably the internet
- My physician, internet
- Talk to a physician and I also have a daughter who is a therapist.
- Doctors
- Physician/doctor and also an attorney.
- Doctors
- Doctors

-
- Doctor / healthcare professionals
 - Hospitals and nursing facilities.
 - See my doctor.
 - I called the doctor and the doctor would recommend a physician, looking in the yellow pages under home care or assisted living, and word of mouth talking to anybody I know.
 - The doctor.
 - My doctor
 - Hospitals. Agencies
 - Hospital or service providers. State or federal aid.
 - I will ask my doctor first
 - Hospitals, care/assisted living facilities, department of health, medical plan providers
 - Doctor
 - Social services at hospitals
 - Hospital, doctor's office
 - To check with my Doctor or Medicare.
 - My PCP and government agency
 - Your doctor, your medical insurance and social security
 - Hospital Social Worker, Primary Care Provider and Senior Centers
 - Social services, insurance companies (which must be selective), friends & family who know us and have been through the system
 - Hospitals, facilities, doctor's offices, county, state, and federal government sites
 - Social workers at the hospital
 - My doctor, HMSA
 - Ask my Doctor
 - Doctors, visits to some home care facility, searches on line
 - The hospital
 - Hospital social workers
 - Physician's offices
 - Pharmacies, doctors, family, adult services
 - I would check with my health provider first
 - Doctors, State Office of Aging, Care facilities.
 - Doctor's office, insurance carriers, health fairs
 - Ask my doctor friends.
 - Doctors, nursing homes, support groups
 - Doctor
 - Our health care plan.
 - Doctor
 - Hospital, care home, government agencies, friends & family.
 - Doctors
 - Hospices
 - My doctor/Kaiser Permanente, my financial planner, my insurance company
 - Hospital, nurse, doctor, insurance, online
 - Your own physician or hospital or social worker from your hospital could give info on this perhaps

- Clinics, state agencies
- I would ask the doctor. Or my sister.

Magazines, Newspapers, print sources, mail

- Senior resources, like books
- I will read magazines and I will go to the people who know about it.
- Mass media such as the daily newspaper - an insert could simply outline the services and supports available, costs, and how to access these services and supports. Electronic versions can be made accessible to the more technically inclined. The State makes Drivers Tests in various languages - this should also be this case here. Posters and flyers can be used to remind the public about the services and supports with contact numbers, addresses, etc... People to call for more information, etc... TV infomercials, Senior Citizen fairs, etc...
- Mail

Ask the people who know about it, experts

- In person or directly to the long term care person - to have more information.
- Seminars.
- Insurance Agent
- Insurance agent
- Primary care people
- Contacting non-profit organizations or doing research on the internet about long-term care services and help.

Nursing home, care home facilities

- I would go to a nursing home, a foster home, and a nursing facility.
- Medical care facilities
- Nursing homes
- Facilities that provide long term care.
- Elder care, CM @ input facilities

AARP, elderly advocacy groups

- Nonprofit associations that help with elderly care, social workers, the internet possibly
- AARP, Aging and Disability Resource Centers, Executive Office on Aging
- AARP, city and county, state for info
- AARP, executive office on aging, elderly affairs division

ADRC Aging and Disability Resource Center, Dept. of Aging

- ADRC, probably Maui since Honolulu is still building capacity
- ADRC service providers, support group sessions
- ADRC

Executive office on aging, State office of aging, DOH, Dept. of Health

- The office that handles long term care.
- The health department or I would call the nearest Medicare and Medicaid office to ask for information.
- Office of the aging, Medicare or Medicaid offices.
- For the aging, and the military
- I would go to the department of human services.
- Probably the executive office on aging.
- The state office.
- First I would use the office of aging because they have a lot of information regarding that kind of care of our elderly and stuff. I find that their information of booklet that they pass out every year is very good.
- Office on Aging, Executive Office on Aging and AARP

- Department of aging or the department of adult care services
- EAD
- County Office of Aging. Internet. Talking to people.
- State of Hawaii Dept. of Aging, ask my doctor, ask friends
- Probably try the Office on Aging if it's still around
- Office of Elderly Affairs, state and city. Catholic Charities
- Office of Aging and the Internet
- State agency and/or Office of aging, etc.
- State office of information, dept. of health, office of elderly affairs
- Government services for the elderly
- To the State of Hawaii Executive Office on Aging and private insurance companies.
- State Dept. Of Health and Human Services

Charities, social welfare organizations

- The community health center and ask my doctor.
- Social worker.
- Social workers and family members.
- Social services.
- Eldercare social worker for resources
- Alpha United Way, DHS Insurance companies
- Human Services; My Wife who is a Social Worker
- Nonprofit health organizations... as well as the health insurance social workers that are assigned and very helpful....
- Catholic Charities, State Social Welfare, Insurance Agents for long-term care.
- Human services agencies who provide case management - not the CCMCs

Churches and religious organizations

- Churches, hospitals, community services

My employer, my union, HR/Human Resources

- I guess savings and work.
- My husband was at the military so we will go first to Kepler to get information.
- I would go to my company.
- Aging
- I would start with my own employers HR, then probably the Office of Aging or even some of the facilities.
- My employer
- My employer of the internet
- I am still employed so I will seek information from the Human Resources department

Lawyers, legal dept., legal advice

- My Attorney

Friends and Families

- Family members.
- Family members
- Friends and family
- Ask neighbors and friends

- Family
- Word of mouth, internet, doctor
- Family member who is an LCSW.
- Friends
- Friends who are already dealing with it

Anyone, word of mouth

- Many sources or organizations.
- Word of mouth.
- Ask and find out
- Whatever is available
- Probably the places that have helped before in these type of situations
- Any and all that I could find.

Financial Attorney

- Financial planners.
- Our financial planner (for information on long-term care insurance). Other than that I guess I would talk with relatives and friends.

Other

- For the person - and for the family I could ask for.
- Different services and companies
- Various
- Anything that will help cut costs

SURVEY QUESTIONNAIRE

**Hawaii Executive Office on Aging LTSS Awareness and Opinion Survey
FINAL SURVEY (Last modified on June 7 2015)**

Aloha! I'm _____ from Market Trends Pacific, a professional survey research center in Hawaii conducting a survey for the State of Hawaii Executive Office on Aging in order to improve the information that Hawaii residents receive about long-term care. Your participation in this survey will inform the state on how Hawaii's residents can be better informed about long-term care. All your answers will be completely confidential.

Qa Are you 18 years or older?

- Yes..... 1 (CONTINUE)
- No 2 (ASK TO SPEAK TO ADULT)
- (Refused/No answer) 3 (THANK AND TERMINATE)

Qb Are you a full-time resident of Hawaii?

- Yes..... 1 (CONTINUE)
- No 2 (ASK TO SPEAK TO SOMEONE WHO IS)
- (Refused/No answer) 3 (THANK AND TERMINATE)

Awareness and Familiarity

I'd like to start by asking you some questions about your familiarity with some long-term care services...

Q1 Have you heard of the phrase long-term services and supports?

- Yes..... 1
- No 2 SKIP TO Q4
- Not sure/don't know 9 SKIP TO Q4

Q2 Would you say you are very familiar, fairly familiar, or not familiar with long-term services and supports?

- Very familiar 1
- Fairly familiar..... 2
- Not familiar..... 3 SKIP TO Q4
- (Don't know / No answer)..... 9 SKIP TO Q4

Q3 What specifically have you heard about long-term services and supports? PROBE What else?

Perceptions and Image

Now I would like to ask you a few questions about your thoughts and feelings about long-term services and supports.

Q4 What comes to mind when you hear the phrase long-term services and supports? Just say whatever comes into your mind.... PROBE What else?

Q5 Based on what you know, please tell me whether each statement about long-term services and supports is true or not true, or you don't know. ROTATE STATEMENTS

	True	Not true	DK
a A federal government program	1	2	9
b A State of Hawaii program	1	2	9
c A part of most people's health care insurance plan	1	2	9
d Provided by Medicare	1	2	9
e Services that young people do not need to plan for until they get closer to retirement	1	2	9
f A program for poor or disabled people	1	2	9
g Services that every person has a right to have	1	2	9
h Something that people have to plan and arrange for themselves	1	2	9
i Something that people have to pay for themselves	1	2	9

Q6 Would you say your feelings are more positive or more negative when you hear the phrase long-term services and supports?

More positive.....	1	
More negative	2	
Not sure/don't know	9	SKIP TO Q9

Q7 Why do you say your feelings are more (positive/negative) when you hear the phrase long-term services and supports? What specifically makes you feel more (positive/negative)? PROBE What else?

Q8 Please tell me whether each statement is or is not a reason for your feelings when you hear the phrase long-term services and supports. Just say true or not true, or you don't know. ROTATE STATEMENTS

		True	Not true	DK
a	Sounds expensive	1	2	9
b	Sounds complicated	1	2	9
c	Not sure whether we have coverage	1	2	9
d	I don't know much about this area	1	2	9
e	We have good insurance and should be covered	1	2	9
f	I trust that the government will give us help	1	2	9

Who LTSS is for

Q9 In general, who do you think long-term services and supports are for? Just say whatever comes into your mind.... PROBE Anyone else?

Q10 Just based on your impressions, tell me whether you think each statement about who long-term services and supports are for is true or not true, or you don't know. ROTATE STATEMENTS

		True	Not true	DK
a	For the terminally ill	1	2	9
b	For sick people	1	2	9
c	For the disabled or injured	1	2	9
d	For people who need help with basic personal tasks of everyday life like bathing and dressing	1	2	9
e	For elderly people	1	2	9
f	For persons who need help with everyday tasks like housework, money management, and taking medicines	1	2	9

Who provides LTSS

Next, I would like to ask you some questions on who provides long-term services and supports and where those services are provided...

Q11 Who do you think provides long-term services and supports? Just say whatever comes to mind.... PROBE Anyone else?

Q12 Just based on your impressions, tell me whether you think the following people provide long-term services and supports. Just say true, not true, or you don't know.
 ROTATE STATEMENTS

		True	Not true	DK
a	Nurses	1	2	9
b	Doctors and medical staff	1	2	9
c	Family members or friends	1	2	9
d	Staff of a facility or institution	1	2	9
e	Trained caregivers	1	2	9

Where LTSS is provided

Q13 Where do you think long-term services and supports are provided? Just say whatever comes to mind.... PROBE Anywhere else?

Q14 Just based on your opinions, tell me whether the following is a place where long-term services and supports are provided. Say true, not true, or you don't know.
 ROTATE STATEMENTS

		True	Not true	DK
a	Unpaid care in your home or a relative's	1	2	9
b	Hospital	1	2	9
c	Paid care in your home or a relative's	1	2	9
d	Hospice facility	1	2	9
e	Assisted living, care home, or continuing care retirement community	1	2	9
f	Nursing home	1	2	9

Who pays for LTSS

Q15 And who do you think pays for long-term services and supports? Just say whatever comes to mind.... PROBE Anyone else?

Q16 Just based on your impressions, tell me which of the following payments methods are used to pay for long-term services and supports by saying true, not true, or you don't know for each item. ROTATE STATEMENTS

	True	Not true	DK
a Medicare	1	2	9
b Government funding other than Medicare or Medicaid	1	2	9
c Health plan	1	2	9
d Insurance aside from your health plan	1	2	9
e Savings	1	2	9
f Medicaid	1	2	9
g Retirement benefit	1	2	9
h You pay what your health plan or insurance does not pay	1	2	9

Current Behavior and Needs

Long-term services and supports include a range of services and supports that a person may need to manage their daily tasks. Long-term services and supports include unpaid care by family members, friends, or volunteers, and paid care by service providers.

Q17 Are you currently receiving long-term services and supports for you or a family member?

Yes.....	1	
No	2	GO TO Q26
Don't know	9	GO TO Q26

Q18 Which of the following types of services and supports are currently being used... READ CHOICES AND SELECT ALL MENTIONS

Skilled nursing care.....	1
Personal care such as bathing, dressing, or using the bathroom	2
Getting around the home	3
Transportation services.....	4
Eating.....	5
Rehabilitation	6
Housework.....	7
Managing money	8
Taking medication.....	9
Managing medications	10
Preparing and cleaning up after meals	11
Shopping for groceries or clothes	12
(Don't know).....	99

Q19 In addition to these, what other types of services and supports are being used PROBE What else?

Q20 How frequently do you need long term services and supports... READ CHOICES AND SELECT ONE ANSWER

- Once a month 1
- Once a week..... 2
- Several days a week..... 3
- Every day 4
- (Other SPECIFY) 5 _____
- (Don't know)..... 9

Q21 On average, how many hours per (MONTH/WEEK/DAY) do you need these long-term services and supports? _____

Q22 Where are those long-term services and supports being provided? Is it ... READ CHOICES AND SELECT ALL MENTIONS

- Unpaid care in your home or a relative's home..... 1
- Paid care in your home or a relative's home 2
- Nursing facilities..... 3 GO TO Q24
- Assisted living 4 GO TO Q24
- (Other care facilities SPECIFY) 5 _____ GO TO Q24
- (Don't know)..... 9 GO TO 24

Q23 If the care is provided at home, are the long-term services and supports being provided by... READ CHOICES AND SELECT ALL MENTIONS

- Family members or friends 1
- Home health aide..... 2
- Home or personal care aide..... 3
- Therapist/Therapist assistant..... 4
- Nurse/Nurses aide 5
- Volunteer 6
- (Other SPECIFY) 7 _____
- (Don't know)..... 9

Q24 How are your services and supports being covered or financed.... PROBE How else?

Q25 Are any of the following being used to cover or finance the services and supports? READ AND SELECT ALL MENTIONS

- Medicaid 1
- Government funding other than Medicare or Medicaid SPECIFY 2 _____
- Retirement benefit..... 3
- Savings 4
- Health plan..... 5
- Other insurance or annuity..... 6
- Medicare 7
- Current income 8
- (Don't know)..... 9

GO TO Q30

Q26 Are you or a family member expecting to need long-term services and supports in the next three years?

- Yes..... 1
- No 2 GO TO Q33
- Not sure/don't know 9 GO TO Q33

Q27 Have you decided how the services and supports will be covered or financed?

- Yes..... 1
- No 2 GO TO Q30
- Don't know 9 GO TO Q30

Q28 How will your services and supports be covered or financed?.... PROBE What else?

Q29 Will any of the following be used to cover or finance the services and supports? READ AND SELECT ALL MENTIONS

- Medicaid 1
- Government funding other than Medicare or Medicaid SPECIFY 2 _____
- Retirement benefit..... 3
- Savings 4
- Health plan..... 5
- Other insurance or annuity..... 6
- Medicare 7
- Current income 8
- (Don't know)..... 9

Q30 In making decisions about long-term services and supports, what sources and people have you used or will be using to help you?.... PROBE What else? What sources and people do you plan to use to help you?.... PROBE What else?

Q31 What are the major problems you face in getting long-term services and supports that are needed?.... PROBE What else?

Q32 What could be done to help you get the long-term services and supports that are needed ?.... PROBE What else?

Q33 If you needed more information on long-term services and supports, what different places would you go and sources would you use to get it? Anything else?

Q34 Please tell me if you think the following sources would be helpful in getting you more information or thinking about long-term services and supports... READ AND SELECT ALL MENTIONS

Internet.....	1
Newspaper Advertisements or Articles	2
Television Ad or PSA	3
Family or friends	4
Doctor	5
Pharmacist.....	6
Social Worker.....	7
Radio	8
Social Media (Facebook, Twitter, etc.).....	9
Television News Broadcast.....	10
Newsletters SPECIFY	11
(Other SPECIFY)	12
(Don't know).....	99

The next few questions are for classification purposes only...

D1 Do you currently own or rent your home?

Own	1
Rent	2
Prefer not to say.....	9

D2	How many years have you lived in Hawaii?	
	Less than a year	1
	One to four years	2
	Five to nine years.....	3
	10 to 19 years	4
	20 years or more.....	5
	All my life	6
	Prefer not to say.....	9
D3	What is the zip code of where you live?	
D4	Including yourself, how many people are there in your household?	
D5	What is the highest grade you completed?	
	8th grade or less	1
	Some high school, but did not graduate	2
	High school graduate or GED	3
	Some college or 2-year degree.....	4
	4-year college graduate	5
	More than 4-year college degree	6
	[Don't know/Refused].....	9
D6	Are you currently employed?	
	Yes.....	1
	No	2
	Prefer not to say.....	9

D7	What was your age on your last birthday?	
	18 to 24	1
	25 to 34	2
	35 to 44	3
	45 to 54	4
	55 to 64	5
	65 to 74	6
	75 or more	7
	Prefer not to say.....	9
D8	What is your ethnicity? [IF MORE THAN ONE:] With which do you identify the most?	
	Caucasian	0
	Chinese.....	1
	Filipino	2
	Hawaiian/Part-Hawaiian.....	3
	Japanese	4
	Korean	5
	African American.....	6
	Pacific Islander.....	7
	Mixed (not Hawaiian)	8
	Other	9
	Prefer not to say.....	99
D9	Gender RECORD, DO NOT ASK	
	Male	1
	Female.....	2

This concludes the interview. We would like to thank you for your time and participation.