

**Lane County Agency Survey on Children and Families 2000
June, 2000**

NOTE: This is a facsimile of the survey programmed into OSRL's computer aided telephone interviewing system (CATI). Variable names, interviewer instructions, and answer categories are indicated in capital letters and are not read aloud.

HELLO1

Hello, may I please speak with (name) ?

1 YES

NO ---> REFER TO INTERVIEWER INSTRUCTIONS

Value	Count	Percent	Valid %
1	114	100.00%	100.00%
Total	114	100.00%	100.00%

HELLO2

Hello, this is _____ calling from the University of Oregon Survey Research Laboratory. The Lane County Commission on Children and Families has asked us to conduct a survey of agencies and programs that provide child and family services. Did you receive the letter from Patricia Rogers explaining the survey?

PROBE FOR "YES": Do you have any questions about the survey before we begin?

PROBE FOR "NO": I can read you a copy of the letter if you wish. (I have it right here.) The Lane County Commission on Children and Families has asked us to conduct a 15-minute survey of agencies and programs that provide services to families and children in the county. I want to assure you that your answers are completely confidential and voluntary. Do you have any questions about the survey before we begin?

1 NO QUESTIONS OR QUESTIONS ANSWERED

HAS QUESTIONS ---> REFER TO INTERVIEWER INSTRUCTIONS

Value	Count	Percent	Valid %
1	114	100.00%	100.00%
Total	114	100.00%	100.00%

COOPERAT

We appreciate your cooperation. (I'd like to begin the survey now.)

1 OK

CTRL/END NO, SCHEDULE CALLBACK OR REFUSED

Value	Count	Percent	Valid %
1	114	100.00%	100.00%
Total	114	100.00%	100.00%

DBNAME

To begin, I would like to verify your agency or program name from the database that the Commission on Children and Families provided us. Is your agency or program name

_____?

[Note: Name automatically inserted by CATI software.]

1 YES --> SKIPTO AGENPROG

2 NO

Value	Count	Percent	Valid %
1	107	93.86%	93.86%
2	7	6.14%	6.14%
Total	114	100.00%	100.00%

DBNAME2

What is your (agency's/program's) actual name?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

(NOTE: See open ended narrative for responses)

AGENPROG

Is this a program within an agency, or is it an agency itself?

- 1 PROGRAM
- 2 AGENCY --> SKIPTO NONPROF
- 3 BOTH
- 4 OTHER--> SKIPTO NONPROF
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	50	43.86%	43.86%
2	58	50.88%	50.88%
3	3	2.63%	2.63%
4	2	1.75%	1.75%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

PROGRAM

READ ALOUD TO ALL RESPONDENTS ABOUT PROGRAMS WITHIN AGENCIES

When I ask you these survey questions, please think only about *this program* within your agency, not about the agency as a whole.

- 1 CONTINUE

Value	Count	Percent	Valid %
1	54	47.37%	100.00%
Missing	60	52.63%	
Total	114	100.00%	100.00%

NONPROF

Is your (agency/program) a private nonprofit or is it public?

- 1 PRIVATE NONPROFIT--> SKIPTO GRANT1
- 2 PUBLIC
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	72	63.16%	63.16%
2	39	34.21%	34.21%
8	3	2.63%	2.63%
Total	114	100.00%	100.00%

GOVT

Is your (agency/program) part of the city, county, state, or federal government?

PROBE: Is that city, county, state, or federal (government)?

- 1 YES, CITY
- 2 YES, COUNTY
- 3 YES, STATE
- 4 YES, FEDERAL
- 5 YES, A COMBINATION
- 6 NO/OTHER
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	8	7.02%	19.05%
2	13	11.40%	30.95%
3	8	7.02%	19.05%
4	1	0.88%	2.38%
5	5	4.39%	11.90%
6	6	5.26%	14.29%
8	1	0.88%	2.38%
Missing	72	63.16%	
Total	114	100.00%	100.00%

GRANT1

Do grant monies fund your (agency/program) (wholly or partly)?

1 YES

2 NO --> SKIPTO STABLE

3 PARTIALLY

8 DON'T KNOW

Value	Count	Percent	Valid %
1	43	37.72%	37.72%
2	18	15.79%	15.79%
3	51	44.74%	44.74%
8	2	1.75%	1.75%
Total	114	100.00%	100.00%

GRANT2

Is grant money less than one-third of your (agency's/program's) funding, between one-third and two-thirds, or more than two-thirds?

1 LESS THAN 1/3

2 BETWEEN 1/3 AND 2/3

3 MORE THAN 2/3

8 DON'T KNOW

Value	Count	Percent	Valid %
1	40	35.09%	41.67%
2	19	16.67%	19.79%
3	25	21.93%	26.04%
8	12	10.53%	12.50%
Missing	18	15.79%	
Total	114	100.00%	100.00%

STABLE

Is your (agency's/program's) funding stable for the next 6 to 12 months?

1 YES

2 NO

3 PARTIALLY

8 DON'T KNOW

Value	Count	Percent	Valid %
1	97	85.09%	85.09%
2	7	6.14%	6.14%
3	3	2.63%	2.63%
8	7	6.14%	6.14%
Total	114	100.00%	100.00%

SETTING

Do you take your services to clients, or do clients come to (you/your agency/your program)?

1 TAKE TO CLIENTS

2 CLIENTS COME

3 IF VOLUNTEERED: BOTH

4 IF VOLUNTEERED: OTHER

8 DON'T KNOW

Value	Count	Percent	Valid %
1	7	6.14%	6.14%
2	50	43.86%	43.86%
3	54	47.37%	47.37%
4	1	0.88%	0.88%
8	2	1.75%	1.75%
Total	114	100.00%	100.00%

BILING1

How much of your (agency/program) materials are available in languages other than English - all, most, some, or none?

- 1 ALL
- 2 MOST
- 3 SOME
- 4 NONE

Value	Count	Percent	Valid %
1	14	12.28%	12.28%
2	25	21.93%	21.93%
3	55	48.25%	48.25%
4	20	17.54%	17.54%
Total	114	100.00%	100.00%

BILING2

In the past 12 months, have any non-English speakers come to your (agency/program) seeking help or services?

- 1 YES
- 2 NO --> SKIPTO DISAB1
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	84	73.68%	73.68%
2	25	21.93%	21.93%
8	5	4.39%	4.39%
Total	114	100.00%	100.00%

BILING3

When non-English speakers come to your (agency/program), who translates most often - the person's family members or friends, a bilingual staff member, a bilingual staff member from another (agency/program), or someone else?

- 1 CLIENT'S FAMILY, FRIENDS
- 2 STAFF MEMBER
- 3 OTHER AGENCY'S STAFF MEMBER
- 4 SOMEONE ELSE
- 5 IF VOLUNTEERED: NO TRANSLATION AT ALL
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	18	15.79%	20.22%
2	56	49.12%	62.92%
3	4	3.51%	4.49%
4	8	7.02%	8.99%
8	3	2.63%	3.37%
Missing	25	21.93%	
Total	114	100.00%	100.00%

DISAB1

Can clients with physical disabilities get into your (agency's/program's) office?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: YES, WITH DIFFICULTY; PARTIAL YES

Value	Count	Percent	Valid %
1	109	95.61%	95.61%
2	2	1.75%	1.75%
3	3	2.63%	2.63%
Total	114	100.00%	100.00%

DISAB2

Can your (agency/program) serve clients who have developmental, cognitive or emotional disabilities?

- 1 YES
- 2 NO

Value	Count	Percent	Valid %
1	111	97.37%	97.37%
2	3	2.63%	2.63%
Total	114	100.00%	100.00%

SEX

Does your (agency/program) primarily serve members of one sex only?

IF "YES", PROBE: Is that males or females?

- 1 YES, MALES ONLY
- 2 YES, FEMALES ONLY
- 3 NO

Value	Count	Percent	Valid %
1	5	4.39%	4.39%
2	14	12.28%	12.28%
3	95	83.33%	83.33%
Total	114	100.00%	100.00%

FAMILY

Is your (agency's/program's) mission primarily to serve families (that is, parents and their children)?

- 1 YES
- 2 NO

Value	Count	Percent	Valid %
1	69	60.53%	60.53%
2	45	39.47%	39.47%
Total	114	100.00%	100.00%

AGE

Is your (agency/program) designed to serve clients of all ages?

PROBE: Does your agency serve people of all ages (from senior citizens to teenagers to parents with babies)?

- 1 YES --> SKIPTO RACE
- 2 NO

Value	Count	Percent	Valid %
1	67	58.77%	58.77%
2	47	41.23%	41.23%
Total	114	100.00%	100.00%

AGE1

(Do you/ Does your (agency/program)) serve families with children ages zero to 8?

- 1 YES
- 2 NO

Value	Count	Percent	Valid %
1	33	28.95%	70.21%
2	14	12.28%	29.79%
Missing	67	58.77%	
Total	114	100.00%	100.00%

AGE2

(Do you/ Does your (agency/program) serve families with children age 9 to 18?

- 1 YES
- 2 NO

Value	Count	Percent	Valid %
1	34	29.82%	72.34%
2	13	11.40%	27.66%
Missing	67	58.77%	
Total	114	100.00%	100.00%

AGE3

(Do you/ Does your (agency/program) serve youth age 9 to 18, apart from their parents?

- 1 YES
- 2 NO
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	30	26.32%	63.83%
2	16	14.04%	34.04%
8	1	0.88%	2.13%
Missing	67	58.77%	
Total	114	100.00%	100.00%

RACE

Is your (agency's/program's) mission primarily to serve clients of certain race or ethnic groups?

1 YES

2 NO

Value	Count	Percent	Valid %
1	5	4.39%	4.39%
2	109	95.61%	95.61%
Total	114	100.00%	100.00%

DISAB

Is your (agency's/program's) mission primarily to serve clients with certain disabilities (such as, physical, developmental, cognitive, emotional, social, or learning disabilities)?

1 YES

2 NO

Value	Count	Percent	Valid %
1	28	24.56%	24.56%
2	86	75.44%	75.44%
Total	114	100.00%	100.00%

RELIG

Is your (agency's/program's) mission primarily to serve clients of a certain religion?

1 YES

2 NO

Value	Count	Percent	Valid %
2	114	100.00%	100.00%
Total	114	100.00%	100.00%

FEE1

Are your (agency's/program's) services free to clients, or do clients pay a fee for service?

1 FREE --> SKIPTO NUMSER1

2 PAY FEE

3 IF VOLUNTEERED: BOTH, IT DEPENDS, IT VARIES

Value	Count	Percent	Valid %
1	72	63.16%	63.16%
2	17	14.91%	14.91%
3	25	21.93%	21.93%
Total	114	100.00%	100.00%

FEE2

Is that fee based on a sliding scale?

1 YES

2 NO

3 IF VOLUNTEERED: PARTIAL YES

8 DON'T KNOW

Value	Count	Percent	Valid %
1	26	22.81%	61.90%
2	9	7.89%	21.43%
3	6	5.26%	14.29%
8	1	0.88%	2.38%
Missing	72	63.16%	
Total	114	100.00%	100.00%

NUMSER1

Could your (agency/program) serve more eligible clients than you do now, given your current budget?

PROBE: Are there vacancies (in your agency/program)?

- 1 YES --> SKIPTO SERV1
- 2 NO
- 3 IF VOLUNTEERED: MAYBE
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	46	40.35%	40.35%
2	57	50.00%	50.00%
3	7	6.14%	6.14%
8	4	3.51%	3.51%
Total	114	100.00%	100.00%

NUMSER2

Is your (agency/program) able to serve all eligible clients who want or need your help?

- 1 YES --> SKIPTO SERV1
- 2 NO

Value	Count	Percent	Valid %
1	34	29.82%	50.00%
2	34	29.82%	50.00%
Missing	46	40.35%	
Total	114	100.00%	100.00%

WAITLIST

Does your (agency/program) now have a waiting list for people you are unable to serve right away?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: PARTIAL YES

Value	Count	Percent	Valid %
1	27	23.68%	79.41%
2	5	4.39%	14.71%
3	2	1.75%	5.88%
Missing	80	70.18%	
Total	114	100.00%	100.00%

SERV1

Now I need to ask you about specific services your (agency/program) provides. For each one, please tell me if your (agency/program) provides this service directly, if you help people to get this service but you don't provide it directly, or if this service is outside your mission and scope. The first one is temporary or permanent housing.

PROBE FOR PROGRAMS: Please remember to think only about *this program* within your agency (not about the agency as a whole).

PROBE: (Do you/Does your (agency/program)) provide this service directly, help people to get it (but not provide it directly), or is this service outside your scope?

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	16	14.04%	14.04%
2	36	31.58%	31.58%
3	59	51.75%	51.75%
4	3	2.63%	2.63%
Total	114	100.00%	100.00%

SERV2

The next one is help for persons and families needing food, clothing, or help paying utility bills (including school lunches and free food boxes).

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	23	20.18%	20.18%
2	43	37.72%	37.72%
3	42	36.84%	36.84%
4	6	5.26%	5.26%
Total	114	100.00%	100.00%

SERV3

(What about/The next one is) transportation services (including van service, or bus tokens).

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	30	26.32%	26.32%
2	33	28.95%	28.95%
3	42	36.84%	36.84%
4	9	7.89%	7.89%
Total	114	100.00%	100.00%

SERV4

(What about/The next one is) helping people find jobs.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	15	13.16%	13.16%
2	43	37.72%	37.72%
3	54	47.37%	47.37%
4	2	1.75%	1.75%
Total	114	100.00%	100.00%

SERV5

(What about/The next one is) adult education, job skills, or job training.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	23	20.18%	20.18%
2	35	30.70%	30.70%
3	51	44.74%	44.74%
4	5	4.39%	4.39%
Total	114	100.00%	100.00%

SERV6

(What about/The next one is) child development or childcare (such as therapeutic settings for the children of disabled adults).

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	33	28.95%	28.95%
2	33	28.95%	28.95%
3	37	32.46%	32.46%
4	11	9.65%	9.65%
Total	114	100.00%	100.00%

SERV7

(What about/The next one is) child, youth or teen services (such as mentoring, tutoring, positive role models, support groups, and drug and alcohol abuse prevention).

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	54	47.37%	47.37%
2	31	27.19%	27.19%
3	21	18.42%	18.42%
4	7	6.14%	6.14%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

SERV8

(What about/The next one is) child out-of-home placement, such as foster care or help for runaways.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	15	13.16%	13.16%
2	36	31.58%	31.58%
3	60	52.63%	52.63%
4	2	1.75%	1.75%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

SERV9

(What about/The next one is) help for children and youth who have learning disabilities, are delayed learners, or who need school enrichment.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	41	35.96%	35.96%
2	41	35.96%	35.96%
3	30	26.32%	26.32%
4	2	1.75%	1.75%
Total	114	100.00%	100.00%

SERV10

(What about/The next one is) help for children and youth who have permanent physical, developmental, cognitive, or emotional disabilities.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	35	30.70%	30.70%
2	42	36.84%	36.84%
3	28	24.56%	24.56%
4	9	7.89%	7.89%
Total	114	100.00%	100.00%

SERV11

(What about/The next one is) mental health care, counseling, or crisis intervention for children, youth, and families (including problems with teenagers and marriages).

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	31	27.19%	27.19%
2	43	37.72%	37.72%
3	33	28.95%	28.95%
4	7	6.14%	6.14%
Total	114	100.00%	100.00%

SERV12

(What about/The next one is) higher levels of mental health care, counseling, or crisis intervention for children, youth, and families, for things such as violence, arson, guns at school, and other inappropriate behavior.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	20	17.54%	17.54%
2	50	43.86%	43.86%
3	38	33.33%	33.33%
4	6	5.26%	5.26%
Total	114	100.00%	100.00%

SERV13

(What about/The next one is) health or medical treatment for children and youth, including dental, vision, alcohol and drug treatment, or teen pregnancy.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	13	11.40%	11.40%
2	57	50.00%	50.00%
3	37	32.46%	32.46%
4	7	6.14%	6.14%
Total	114	100.00%	100.00%

SERV14

(What about/The next one is) health or medical wellness and preventative services, including immunizations or sex education.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	21	18.42%	18.42%
2	46	40.35%	40.35%
3	39	34.21%	34.21%
4	8	7.02%	7.02%
Total	114	100.00%	100.00%

SERV15

(What about/The next one is) parenting education or support.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	54	47.37%	47.37%
2	22	19.30%	19.30%
3	22	19.30%	19.30%
4	16	14.04%	14.04%
Total	114	100.00%	100.00%

SERV16

(What about/The next one is) legal services or referrals.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	7	6.14%	6.14%
2	59	51.75%	51.75%
3	46	40.35%	40.35%
4	2	1.75%	1.75%
Total	114	100.00%	100.00%

SERV17

(What about/The next one is) community recreation, culture, or art programs for children and families.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	37	32.46%	32.46%
2	33	28.95%	28.95%
3	34	29.82%	29.82%
4	10	8.77%	8.77%
Total	114	100.00%	100.00%

SERV18

(What about/The next one is) domestic violence, child abuse, or child neglect.

- 1 PROVIDE
- 2 HELP GET
- 3 OUTSIDE SCOPE
- 4 IF VOLUNTEERED: BOTH PROVIDE AND HELP GET

Value	Count	Percent	Valid %
1	27	23.68%	23.68%
2	48	42.11%	42.11%
3	28	24.56%	24.56%
4	11	9.65%	9.65%
Total	114	100.00%	100.00%

SERV19

If a person or family needs help from (AFS/Adult and Family Services), does your (agency/program) have a set procedure for helping them get those services? (For example, do you have the name of an AFS staff member who will assist them, or does an AFS staff member come to your (agency/program) certain days of the week)?

- 1 YES
- 2 NO
- 8 DON'T KNOW

Value	Count	Percent	Valid %
1	64	56.14%	56.14%
2	49	42.98%	42.98%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR1

Now I need your impressions of what barriers may prevent children, youth, and families from getting the services they need in your (agency/program). For each barrier I read, please tell me if you think it is often, sometimes, or rarely a barrier (for people you see in your (agency/program)). The first one is: clients not knowing what services are available or where to look.

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	33	28.95%	28.95%
2	50	43.86%	43.86%
3	24	21.05%	21.05%
4	7	6.14%	6.14%
Total	114	100.00%	100.00%

BARR2

What about inability to pay costs and fees for service?

PROBE: Is this often, sometimes, or rarely a barrier for people you see in your (agency/program).

1 OFTEN

2 SOMETIMES

3 RARE

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	20	17.54%	17.54%
2	18	15.79%	15.79%
3	39	34.21%	34.21%
4	37	32.46%	32.46%
Total	114	100.00%	100.00%

BARR3

What about literacy issues (that is, people not being able to read or write well enough in English)?

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	9	7.89%	7.89%
2	40	35.09%	35.09%
3	44	38.60%	38.60%
4	20	17.54%	17.54%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR4

What about lack of childcare or elder care?

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	15	13.16%	13.16%
2	39	34.21%	34.21%
3	36	31.58%	31.58%
4	23	20.18%	20.18%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR5

What about fear of the law (such as fear of being caught for something done wrong, or fear of being deported?)

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	7	6.14%	6.14%
2	37	32.46%	32.46%
3	54	47.37%	47.37%
4	15	13.16%	13.16%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR6

What about people not having enough time, or they think it will be too much hassle?

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	19	16.67%	16.67%
2	57	50.00%	50.00%
3	31	27.19%	27.19%
4	6	5.26%	5.26%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR7

What about people thinking they will have to give too much personal information?

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	15	13.16%	13.16%
2	52	45.61%	45.61%
3	39	34.21%	34.21%
4	8	7.02%	7.02%
Total	114	100.00%	100.00%

BARR8

What about lack of transportation or lack of a telephone?

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	28	24.56%	24.56%
2	54	47.37%	47.37%
3	26	22.81%	22.81%
4	6	5.26%	5.26%
Total	114	100.00%	100.00%

BARR9

What about shame, embarrassment or pride?

1 OFTEN

2 SOMETIMES

3 RARELY

4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	20	17.54%	17.54%
2	54	47.37%	47.37%
3	32	28.07%	28.07%
4	6	5.26%	5.26%
8	2	1.75%	1.75%
Total	114	100.00%	100.00%

BARR10

What about people thinking they don't need the help when they actually do need it?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	25	21.93%	21.93%
2	56	49.12%	49.12%
3	29	25.44%	25.44%
4	4	3.51%	3.51%
Total	114	100.00%	100.00%

BARR11

What about your (agency/program) being too far away or in an inconvenient location?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	6	5.26%	5.26%
2	35	30.70%	30.70%
3	49	42.98%	42.98%
4	23	20.18%	20.18%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR12

What about inconvenient hours of operation?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	1	0.88%	0.88%
2	34	29.82%	29.82%
3	61	53.51%	53.51%
4	18	15.79%	15.79%
Total	114	100.00%	100.00%

BARR13

What about staff members being too busy to be nice to clients (such as being distracted, rude, not answering questions, or ignoring people)?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
2	7	6.14%	6.14%
3	69	60.53%	60.53%
4	37	32.46%	32.46%
7	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR14

What about staff members being culturally insensitive (such as acting in a racist manner, not knowing traditional holidays, or speaking only English)?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
2	13	11.40%	11.40%
3	71	62.28%	62.28%
4	29	25.44%	25.44%
8	1	0.88%	0.88%
Total	114	100.00%	100.00%

BARR15

What about a waiting list to get your (agency's/program's) help?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	18	15.79%	15.79%
2	24	21.05%	21.05%
3	37	32.46%	32.46%
4	35	30.70%	30.70%
Total	114	100.00%	100.00%

BARR16

What about too much red tape (too many rules, or confusing eligibility requirements) to get your (agency's/program's) help?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	4	3.51%	3.51%
2	28	24.56%	24.56%
3	58	50.88%	50.88%
4	24	21.05%	21.05%
Total	114	100.00%	100.00%

BARR17

What about your (agency's/program's) services not being available in some parts of Lane County?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	18	15.79%	15.79%
2	46	40.35%	40.35%
3	36	31.58%	31.58%
4	11	9.65%	9.65%
7	2	1.75%	1.75%
8	1	0.88%	0.88%

BARR18

What about your (agency/program) not giving information or help when people ask for it?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 IF VOLUNTEERED: NEVER

Value	Count	Percent	Valid %
1	1	0.88%	0.88%
2	8	7.02%	7.02%
3	73	64.04%	64.04%
4	32	28.07%	28.07%
Total	114	100.00%	100.00%

ENDING1

That's the end of the survey! Is there anything else you would like to add about the quality or delivery of services to families and their children in your (agency/program)?

OPEN-ENDED; TYPE EXACT RESPONSE BELOW

(NOTE: See open ended narrative for responses)

INTCOMM

(Thank you.) On behalf of the Lane County Commission on Children and Families, I thank you sincerely for your time and opinions on these questions. (Have a nice day). Good-bye.

INTERVIEWERS: PLEASE ADD ANY COMMENTS PERTINENT TO THE STUDY GOALS.

(NOTE: See open ended narrative for responses)

INTID

INTERVIEWER: NICE JOB! PLEASE ENTER YOUR ID NUMBER BELOW.