Disaster Preparedness among Consumers and Providers of In-Home Supportive Services in San Francisco

Prepared for the
San Francisco In-Home Supportive Services Public Authority
by the Institute for Civic and Community Engagement at
San Francisco State University

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Executive Summary

Disaster Preparedness among Consumers and Providers of In-Home Supportive Services in San Francisco

In-Home Supportive Services is a publicly funded program in California that provides personal assistance services to low-income individuals with chronic and disabling conditions who need such assistance to remain safely in their homes. In March 2007, the San Francisco In-Home Supportive Services Public Authority, which provides and promotes a service delivery model of consumer-directed in-home support, contracted with the Institute for Civic and Community Engagement at San Francisco State University to conduct a study on the preparedness level of IHSS consumers living in San Francisco and their care providers in the event of a large-scale disaster.

Research Objectives

The following research objectives were addressed:

- Understand the nature and scope of preparedness among both consumers and providers
- Understand the attitudes and needs of consumers and providers toward disaster preparedness along with the challenges and barriers to disaster preparedness faced by consumers and providers
- Analyze characteristics, including language, gender and age, that potentially could impact the preparedness level of consumers
- Identify segments of the IHSS consumer population that are the least prepared and have the greatest need for preparedness education
- Determine what consumers have done to prepare to shelter in place or evacuate in the event of a disaster
- Determine locations where educational information about preparedness would be most useful to consumers

Methodology

The study used both qualitative and quantitative methods as part of its research strategy.

The qualitative phase consisted of two focus groups of IHSS home care providers. To participate, providers were required either to be employed by a specific IHSS consumer in San Francisco or to be working as an on-call IHSS provider in San Francisco.

The quantitative phase consisted of conducting a survey questionnaire by telephone that sought quantitative information regarding the nature and scope of preparedness among a random sample of IHSS consumers living in San Francisco. The survey questionnaire also sought information on the challenges and barriers to disaster preparedness that consumers face and the impact of language, gender, age and other characteristics on their preparedness level.
Key Findings and Conclusions

Key findings and conclusions from the study include:

• Almost 80 percent of the respondents felt at least some level of anxiety regarding the possibility of a disaster with more than a quarter of the respondents feeling extremely anxious.

• Spanish-speaking and Russian-speaking respondents were found to be the least prepared and had the greatest need for preparedness education. They also were the two language groups that reported feeling the most anxious regarding the possibility of a disaster.

• Only a small number of consumers appeared to have taken proactive steps to prepare for a disaster. While half of the respondents reported that they had asked someone to check on them in the event of a disaster, a very small percentage of respondents had taken proactive steps to prepare, such as enrolling in a first aid, CPR or disaster preparedness course or strapping down water heaters and other heavy household objects.

• Respondents perceived they were better prepared to evacuate their homes than they actually were. For example, while more than half of the respondents perceived that they were somewhat able to leave their homes within 15 minutes if necessary, less than half were actually somewhat prepared to leave their homes within 15 minutes. In addition, an overwhelming percentage said physical factors would impede their ability to leave home and get to a safe location.

• Although most respondents reported having someone to turn to in the event of a disaster – whether it be a family member, friend or acquaintance or an IHSS home care worker – more than half of the respondents also reported that the individuals they would turn to either were not trained or they did not know if they were trained to assist in a disaster situation.

• Consumer respondents reported that they most trusted the news media, IHSS county social workers and government agencies to provide information on disaster preparedness.

• Most home care providers who participated in the focus groups reported making at least some supply preparations for their own homes and families in the event of a disaster. However, only a few had taken even one proactive step to prepare the consumers they serve in the event of a disaster. In addition, they were unsure of what assistance they were expected to provide and felt that more information and training were necessary.
Introduction

In-Home Supportive Services is a publicly funded program in California that provides personal assistance services to low-income individuals with chronic and disabling conditions who need such assistance to remain safely in their homes. In March 2007, the San Francisco In-Home Supportive Services Public Authority, which provides and promotes a service delivery model of consumer-directed in-home support, contracted with the Institute for Civic and Community Engagement at San Francisco State University to conduct a study on the preparedness level of IHSS consumers living in San Francisco and their care providers in the event of a large-scale disaster.

Research Objectives

The study was commissioned, in part, to aid the San Francisco IHSS Public Authority in evaluating what its role should be in addressing the preparedness needs of its consumers and home care providers and how it might best create awareness and understanding among consumers and providers so that they proactively will take steps to prepare for disasters and other unforeseen emergencies.

The following research objectives were addressed:

• Understand the nature and scope of preparedness among both consumers and providers
• Understand the attitudes and needs of consumers and providers toward disaster preparedness along with the challenges and barriers to disaster preparedness faced by consumers and providers
• Analyze characteristics, including language, gender and age, that potentially could impact the preparedness level of consumers
• Identify segments of the IHSS consumer population that are the least prepared and have the greatest need for preparedness education
• Determine what consumers have done to prepare to shelter in place or evacuate in the event of a disaster
• Determine locations where educational information about preparedness would be most useful to consumers

Background

In the wake of the September 11, 2001, terrorist attacks in New York City and the 2005 Hurricane Katrina disaster that left millions in Louisiana, Mississippi and Alabama without shelter and food, disaster preparedness has become a crucial issue for individuals throughout the United States. Particularly in the aftermath of Hurricane Katrina, significant concerns over planning for vulnerable and marginalized populations (i.e., low income, disabled and elderly) also have emerged.

According to a study commissioned by the American Association of Retired Persons (AARP), approximately 13 million people aged 50 and older said they will need assistance evacuating in the event of a natural disaster, and approximately half of those individuals said they will need that assistance from someone outside of their households (Krisberg, 2007). Furthermore, the older population (persons 65 years and above) is growing. This population numbered 37.3 million in 2006 and represented 12.4 percent of the total U.S. population (about one in every eight Americans). By 2030, there will be approximately 71.5 million older persons – more than twice the number in 2000. In addition, currently more than 5.4 million adults nationally have a limitation in at least one activity of daily living, and about three times this number have limitations in instrumental activities of daily living (e.g., shopping, cooking, housecleaning and transportation) (Administration on Aging Population, 2007).
While no firm numbers exist of individuals with disabilities who died as a result of Hurricane Katrina, a 2006 report from The White House notes that 71 percent of the victims were aged 60 or older, demonstrating that people with special needs suffered disproportionately. According to Elizabeth Fussell, assistant professor of sociology at Tulane University (2006), “New Orleanians’ plans for evacuation were strongly shaped by their income level, age, access to information, access to private transportation, their physical mobility and health, their occupations and their social networks outside of the city. Elderly people and those with chronic health conditions or disabilities within each social stratum were less likely to evacuate than those in good health.”

While activists for the rights of the elderly and disabled have been calling for inclusive disaster preparedness plans for years and although vulnerable and marginalized populations are already among the most at-risk members of society, little information continues to be available on disaster preparedness among older and disabled individuals, including those in California who are IHSS consumers. Furthermore, there is a lack of research on the challenges and barriers to disaster preparedness faced by elderly and disabled individuals, particularly around social and cultural factors.

In the County of San Francisco, individuals receiving services through IHSS are among the most vulnerable to an earthquake and other natural or man-made disasters. Most consumers of IHSS in San Francisco are over 65 years of age. The rest are young adults and a small number of children with chronic and disabling conditions. In 2006, IHSS services were provided to more than 17,000 people with functional impairments per month in San Francisco, and according to the San Francisco IHSS Public Authority, the County of San Francisco has a very high proportion of people with disabilities compared to many other counties in California. Consequently, the findings from this study will prove useful not only to the San Francisco IHSS Public Authority but also to other agencies in San Francisco that work with disabled and elderly individuals.

References


Methodology

The study used both qualitative and quantitative methods as part of its research strategy.

Focus Groups

The qualitative phase consisted of two focus groups of IHSS providers.

The objectives of the focus groups were to gain qualitative insight into (1) how prepared home care providers serving San Francisco IHSS consumers are, (2) how, if at all, providers are prepared to assist the consumers they serve in the event of a disaster and (3) how they could become better prepared to help themselves, their families and IHSS consumers.

Two focus groups were conducted on October 25, 2007, and November 1, 2007. Both focus groups were conducted in English. There were a total of 12 participants. The San Francisco IHSS Public Authority provided a list of the names and phone numbers of 100 potentially eligible participants. To participate, providers were required either to be employed by a specific IHSS consumer or to be working as an on-call IHSS provider. (On-call providers are available to assist consumers whose regular workers cancel on short notice and/or in other emergency situations.) Trained research assistants working on the study called all individuals on the list to solicit their participation in the focus groups. Individuals who agreed to participate were sent a letter of confirmation in the mail and were called the day before the focus groups to remind them that they had agreed to participate. The 12 focus group participants each were given a $50 Safeway gift card as compensation for their participation.

The demographic distribution of the participants was as follows:

- Ten participants were female; two were male
- Seven participants were born outside of the United States; five were born in the United States
- Participants were between the ages of 22 and 61
- Six participants had between 13 and 16 years of education while six had between 7 and 12 years of education

The focus group sessions were tape recorded, and a content analysis of the transcribed data was performed. A summary of the key findings from the focus groups is detailed on page 30 of this report.

Telephone Survey

The quantitative phase consisted of completing by telephone a survey questionnaire that sought quantitative information regarding the nature and scope of preparedness among a random sample of IHSS consumers living in San Francisco. The survey questionnaire also sought information on the challenges and barriers to disaster preparedness that they face and the impact of language, gender, age and other characteristics on their preparedness level.
Sample Design

The random sample was designed to represent IHSS consumers, aged 18 to 100, who currently are being served by the San Francisco IHSS Public Authority. The sample was drawn from the IHSS consumer database (Source: Case Management Information and Payrolling System [CMIPS]), current as of September 2007. The database consisted of names, addresses, language spoken, ethnicity and other demographic information for 17,373 IHSS consumers residing in San Francisco. A ten percent random sample was drawn without replacement within each language group. Consumers younger than 18 years of age and older than 100 years of age were excluded. The sample consisting of 1,670 is representative of the major language groups spoken by the San Francisco IHSS consumer population, including English, Cantonese, Mandarin, Russian and Spanish. A comparison of the sample survey respondents and the entire population of San Francisco IHSS consumers is provided in Table 2. A description of the survey sample based on demographic and medical characteristics is provided in Tables 3, 4 and 5.

Contact Procedures

Five trained research assistants each were provided lists of individuals to contact in the respective language group which they were assigned for data collection. A target total of 195 San Francisco IHSS consumers was interviewed. Interviews were conducted during the period of October 11, 2007, to December 3, 2007. Up to six attempts were made to contact every sampled telephone number. Contact was attempted during a variety of times of the day and days of the week to maximize the chance of reaching potential respondents. When reaching each contacted household, interviewers asked for the IHSS consumer by name and then conducted the interview. Some questionnaires took several interviews to complete.

Response Rate

The response rate for the telephone survey was 21.1 percent. Table 1 shows the distribution of responses for all sampled telephone numbers dialed. The response rate estimates the fraction of all eligible respondents in the sample who were interviewed.

- Contact rate: the proportion of working numbers at which a request for an interview was made
- Cooperation rate: the proportion of contacted numbers at which a consent to be interviewed was at least initially obtained
- Refusal rate: the proportion of contacted numbers at which a request for an interview was refused
- Completion rate: the proportion of contacted numbers at which the interview was completed

Table 1: Distribution of Responses

| Total number of sampled telephone numbers | 1670 |
| Total number of telephone numbers dialed | 923  |
| Contact rate                           | 57.9%|
| Cooperation rate                       | 40.5%|
| Refusal rate                           | 43.5%|
| Completion rate                        | 36.4%|
| Not surveyed due to cognitive or language impairment | 15.8% |
Table 2: Comparison of Survey Sample to Overall IHSS Population in San Francisco

The following table offers a comparison by gender, age, language and neighborhoods of the overall IHSS population in San Francisco to the survey respondents:

**Gender**

<table>
<thead>
<tr>
<th></th>
<th>% of IHSS Population</th>
<th>% of Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>64.4</td>
<td>64.1</td>
</tr>
<tr>
<td>Male</td>
<td>35.6</td>
<td>35.9</td>
</tr>
</tbody>
</table>

**Age**

<table>
<thead>
<tr>
<th>Age</th>
<th>% of IHSS Population</th>
<th>% of Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34 years</td>
<td>3.0</td>
<td>1.5</td>
</tr>
<tr>
<td>35-64 years</td>
<td>20.8</td>
<td>25.6</td>
</tr>
<tr>
<td>65-80 years</td>
<td>41.0</td>
<td>50.3</td>
</tr>
<tr>
<td>&gt;80 years</td>
<td>33.7</td>
<td>22.6</td>
</tr>
</tbody>
</table>

* does not add to 100% as individuals < 18 and > 100 years are excluded

**Language**

<table>
<thead>
<tr>
<th>Language</th>
<th>% of IHSS Population</th>
<th>% of Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>36.8</td>
<td>34.9</td>
</tr>
<tr>
<td>English</td>
<td>26.3</td>
<td>27.2</td>
</tr>
<tr>
<td>Russian</td>
<td>20.7</td>
<td>22.1</td>
</tr>
<tr>
<td>Spanish</td>
<td>7.0</td>
<td>7.2</td>
</tr>
<tr>
<td>Other</td>
<td>9.2</td>
<td>8.7</td>
</tr>
</tbody>
</table>

**Representative Neighborhoods**

<table>
<thead>
<tr>
<th>Neighborhoods</th>
<th>Zip Codes</th>
<th>% of IHSS Population</th>
<th>% of Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview</td>
<td>94124</td>
<td>5.6</td>
<td>8.2</td>
</tr>
<tr>
<td>Chinatown</td>
<td>94108, 94133</td>
<td>12.3</td>
<td>11.3</td>
</tr>
<tr>
<td>Excelsior</td>
<td>94112</td>
<td>7.2</td>
<td>10.3</td>
</tr>
<tr>
<td>Mission</td>
<td>94110, 94114</td>
<td>7.7</td>
<td>5.6</td>
</tr>
<tr>
<td>Nob Hill</td>
<td>94109</td>
<td>7.7</td>
<td>7.7</td>
</tr>
<tr>
<td>Potrero Hill</td>
<td>94107</td>
<td>3.7</td>
<td>2.6</td>
</tr>
<tr>
<td>Richmond</td>
<td>94118, 94121, 94129</td>
<td>9.5</td>
<td>4.6</td>
</tr>
<tr>
<td>South of Market</td>
<td>94103, 94105</td>
<td>7.8</td>
<td>5.6</td>
</tr>
<tr>
<td>Sunset</td>
<td>94122, 94116, 94132, 94131</td>
<td>12.6</td>
<td>13.8</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>94102</td>
<td>8.0</td>
<td>10.3</td>
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<tr>
<td>Visitacion Valley</td>
<td>94134</td>
<td>5.5</td>
<td>5.6</td>
</tr>
<tr>
<td>Western Addition</td>
<td>94115, 94117</td>
<td>10.3</td>
<td>11.3</td>
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Table 3: Description of Respondents’ Socio-Economic Characteristics

The following table offers a profile of the socio-economic characteristics of the survey respondents:

<table>
<thead>
<tr>
<th>Gender</th>
<th>Frequency</th>
<th>Percent</th>
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<tr>
<td>Female</td>
<td>125</td>
<td>64.1</td>
</tr>
<tr>
<td>Male</td>
<td>70</td>
<td>35.9</td>
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<table>
<thead>
<tr>
<th>Age</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-34 years</td>
<td>3</td>
<td>1.5</td>
</tr>
<tr>
<td>35-64 years</td>
<td>50</td>
<td>25.6</td>
</tr>
<tr>
<td>65-80 years</td>
<td>92</td>
<td>50.3</td>
</tr>
<tr>
<td>&gt;80 years</td>
<td>50</td>
<td>22.6</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Language Groups</th>
<th>Frequency</th>
<th>Percent</th>
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</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>68</td>
<td>34.9</td>
</tr>
<tr>
<td>English</td>
<td>53</td>
<td>27.1</td>
</tr>
<tr>
<td>Russian</td>
<td>43</td>
<td>22.1</td>
</tr>
<tr>
<td>Spanish</td>
<td>14</td>
<td>7.2</td>
</tr>
<tr>
<td>Other</td>
<td>17</td>
<td>8.7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Schooling</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 years</td>
<td>7</td>
<td>3.6</td>
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<tr>
<td>1-6 years</td>
<td>45</td>
<td>23.1</td>
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<tr>
<td>7-12 years</td>
<td>74</td>
<td>38.0</td>
</tr>
<tr>
<td>13-16 years</td>
<td>53</td>
<td>27.2</td>
</tr>
<tr>
<td>More than 16</td>
<td>14</td>
<td>7.2</td>
</tr>
<tr>
<td>Refused</td>
<td>2</td>
<td>1.0</td>
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</table>

<table>
<thead>
<tr>
<th>Type of Housing</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apartment, condo, townhouse</td>
<td>138</td>
<td>70.8</td>
</tr>
<tr>
<td>Single-family home</td>
<td>53</td>
<td>27.2</td>
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<tr>
<td>Other</td>
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<td>2.1</td>
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<table>
<thead>
<tr>
<th>Living Arrangement</th>
<th>Frequency</th>
<th>Percent</th>
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<tr>
<td>Living alone</td>
<td>84</td>
<td>43.3</td>
</tr>
<tr>
<td>Living with others</td>
<td>110</td>
<td>56.7</td>
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### Table 4: Respondents' Distribution by Neighborhoods

<table>
<thead>
<tr>
<th>Neighborhoods</th>
<th>Zip Codes</th>
<th>Frequency</th>
<th>Percent</th>
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<tr>
<td>Bayview</td>
<td>94124</td>
<td>16</td>
<td>8.2</td>
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<tr>
<td>Chinatown</td>
<td>94108, 94133</td>
<td>22</td>
<td>11.3</td>
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<td>Excelsior</td>
<td>94112</td>
<td>20</td>
<td>10.3</td>
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<td>Mission</td>
<td>94110, 94114</td>
<td>11</td>
<td>5.6</td>
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<td>Nob Hill</td>
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<td>7.7</td>
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<td>94107</td>
<td>5</td>
<td>2.6</td>
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<tr>
<td>Richmond</td>
<td>94118, 94121, 94129</td>
<td>9</td>
<td>4.6</td>
</tr>
<tr>
<td>South of Market</td>
<td>94103, 94105</td>
<td>11</td>
<td>5.6</td>
</tr>
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<td>Sunset</td>
<td>94122, 94116, 94132, 94131</td>
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<td>13.8</td>
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<tr>
<td>Tenderloin</td>
<td>94102</td>
<td>20</td>
<td>10.3</td>
</tr>
<tr>
<td>Visitacion Valley</td>
<td>94134</td>
<td>11</td>
<td>5.6</td>
</tr>
<tr>
<td>Western Addition</td>
<td>94115, 94117</td>
<td>22</td>
<td>11.3</td>
</tr>
</tbody>
</table>

### Table 5: Description of Respondents' Disability Levels and Medical Needs

The following table offers a profile of the disability levels and medical needs of the survey respondents:

**Limited by Activities of Daily Living**

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>110</td>
<td>56.4</td>
</tr>
<tr>
<td>No</td>
<td>85</td>
<td>43.6</td>
</tr>
</tbody>
</table>

**Limited by Instrumental Activities of Daily Living**

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>173</td>
<td>88.7</td>
</tr>
<tr>
<td>No</td>
<td>22</td>
<td>11.3</td>
</tr>
</tbody>
</table>

**Require Medication**

<table>
<thead>
<tr>
<th></th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>172</td>
<td>88.2</td>
</tr>
<tr>
<td>No</td>
<td>23</td>
<td>11.8</td>
</tr>
</tbody>
</table>
Method of Analysis

Multivariate analysis was conducted to examine differences among respondents according to specific characteristics: gender, age, language, neighborhood, living arrangement and disability levels. The main survey questions used for analyses were:

Question 1. Overall feelings about emergencies or disasters. Analyzed across the characteristics listed above.

Question 4. Self-perceived level of preparedness. Analyzed across the characteristics listed above.

Question 5. Actual levels of preparedness in terms of planning and supplies. Analyzed across the characteristics listed above.

Question 9. Actual preparations made to leave home in the event of a disaster. Analyzed across the characteristics listed above.

Explanation of Scales Used to Measure Levels of Preparedness

Three scales were constructed to measure three different dimensions of preparedness among the IHSS consumers surveyed.

The dimensions were:
1. Prepared with a plan
2. Prepared with supplies
3. Prepared to leave home within 15 minutes

Six questions with Yes/No responses were asked of the consumers in each of the three categories:

Prepared with a plan
1. Have you taken classes, such as first aid, CPR or disaster preparedness?
2. Have you discussed emergency plans with the people you live with?
3. Have you discussed emergency plans with your home care worker?
4. Do you have someone who knows how and has practiced turning off gas, water and electric utilities for you?
5. Have you established a plan to contact friends or relatives who live out of the area?
6. Have you asked someone to check on you in case of emergency?

Prepared with supplies
1. Do you have a flashlight available in your home that you can find in the dark?
2. Do you have fire extinguishers available in your home?
3. Do you have smoke detectors installed in your home?
4. Do you have water heaters, bookcases, heavy mirrors, pictures and other objects strapped down in case of earthquake?
5. Do you have food and water stored for use in the event of an emergency?
6. Do you have extra clothes and blankets stored for use in the event of an emergency?
Prepared to leave home within 15 minutes

1. Have you prepared a checklist of items to take with you?
2. Do you have a Grab 'n Go kit with a pair of eyeglasses, necessary medications, medical supplies, toiletries, etc.?
3. Have you made photocopies of identification, emergency health information and credit cards?
4. Have you set aside a small amount of cash?
5. Have you set aside water and snack food?
6. Have you set aside pet necessities?

A “yes” response was assigned a numerical value of “1,” and a “no” response was assigned a numerical value of “0.” Therefore, the scores for each scale were a maximum of 6 and a minimum of 0.

The following categories were used to interpret the scores for each scale:

<table>
<thead>
<tr>
<th>Scores</th>
<th>Interpretation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Not at all prepared</td>
</tr>
<tr>
<td>1-2</td>
<td>Unprepared</td>
</tr>
<tr>
<td>3-4</td>
<td>Somewhat prepared</td>
</tr>
<tr>
<td>5-6</td>
<td>Prepared</td>
</tr>
</tbody>
</table>

A score of 0, signifying "not at all prepared," means that the respondent answered “no” to all six of the questions in the scale. A score of 5 to 6, signifying “prepared,” means that the respondent answered “yes” to at least 5 out of 6 questions that were asked to assess the level of preparation on each dimension.
Consumers’ Overall Feelings about Disasters

Summary

In question 1 of the survey, respondents were asked to rate their overall feelings regarding the possibility of a disaster by selecting among four options: extremely anxious, anxious, somewhat anxious or not at all anxious. An overwhelming percentage (79.1) said they felt at least some level of anxiety with 26.7 percent feeling extremely anxious. (See Figure 1 below.)

Gender

Female respondents exhibited much more anxiety about the possibility of a disaster than their male counterparts. In fact, female respondents were almost twice as likely as male respondents to be extremely anxious (32.0 percent versus 17.1 percent) while male respondents were more likely to be not at all anxious (27.1 percent) compared to female respondents (16.8 percent). (See Table A.1 in Appendix A.)

Language Groups

Feelings about disasters varied among different language groups. A large percentage (78.6) of Spanish speakers reported feeling extremely anxious followed by Russian speakers (48.8 percent). An additional 32.6 percent of Russian speakers reported that they were anxious about the possibility of a disaster. On the other end of the scale, a noteworthy percentage of Chinese speakers (25.0 percent) and English speakers (34.0 percent) said they were not at all anxious about the prospect of a disaster or only somewhat anxious (26.5 percent, Chinese; 28.3 percent, English). (See Figure 2 on page 13.)

Foreign Born vs. U.S. Born

A noteworthy percentage (64.4) of foreign-born respondents reported being extremely anxious or anxious about the possibility of a disaster and were found to be almost twice as anxious as U.S. born individuals (34.7 percent), demonstrating that a significant correlation exists between a respondent’s feelings of anxiety and his or her birthplace. (See Table A.1 in Appendix A.)

Age

A sizable percentage (66.4) of respondents, aged 65 to 80, reported feeling either extremely anxious or anxious about the possibility of a disaster while 58.5 percent of those aged 18 to 65 reported feeling either not at all anxious or only somewhat anxious. (See Table A.1 in Appendix A.)

Figure 1: Overall Feelings about Disasters

- Extremely Anxious: 27%
- Anxious: 21%
- Somewhat Anxious: 30%
- Not at all Anxious: 22%
Figure 2: Overall Feelings about Disasters (by Language Groups)
Self-Perceived Preparedness among Consumers

Summary

In question 4 of the survey, respondents were asked to rate their ability to care for themselves during a disaster by selecting among four options: extremely prepared, prepared, somewhat prepared or not at all prepared. Almost half of the respondents (45.6 percent) considered themselves not at all prepared while 40 percent considered themselves somewhat prepared. A very small number (13.9 percent) considered themselves either prepared or extremely prepared. (See Figure 3 below.)

Language Groups

More than half of the Spanish-speaking (64.3 percent) and Chinese-speaking respondents (55.9 percent) perceived themselves as not at all prepared for a disaster with 44.2 percent of the Russian respondents feeling similarly. Only 7.1 percent of Spanish-speaking respondents considered themselves prepared with 11.6 percent of Russian speakers and 10.3 percent of Chinese speakers falling into the same category. Only 1.5 percent of Chinese speakers considered themselves extremely prepared, and no Spanish or Russian speakers considered themselves extremely prepared. (See Figure 4 below.)

Figure 3: Self-Perceived Preparedness

![Pie chart showing self-perceived preparedness]

Figure 4: Self-Perceived Preparedness (by Language Groups)

![Bar chart showing self-perceived preparedness by language group]

See Table A.2 in Appendix A for self-perceived preparedness according to six additional characteristics.
**Preparations and Plans Made by Consumers to Prepare for Disasters**

**Summary**

The survey interview presented respondents with six questions: (1) Have you taken classes, such as first aid, CPR or disaster preparedness; (2) Have you discussed emergency plans with the people you live with; (3) Have you discussed emergency plans with your home care worker; (4) Do you have someone who knows how and has practiced turning off gas, water and electric utilities for you; (5) Have you established a plan to contact friends or relatives who live out of the area; and (6) Have you asked someone to check on you in case of emergency? The responses to these questions are summarized in Table 6 below.

Slightly more than half (50.8 percent) of the respondents reported that they had asked someone to check on them in case of emergency, and almost half (44.6 percent) said they had established a plan to contact friends or relatives who live out of the area. However, only slightly more than a quarter of the respondents reported that they had discussed emergency plans with their IHSS home care worker (27.2 percent) or other members of their household (27.6 percent).

<table>
<thead>
<tr>
<th>Classes taken</th>
<th>21.5%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussed emergency plans with household</td>
<td>27.6%</td>
</tr>
<tr>
<td>Discussed emergency plans with homecare worker</td>
<td>27.2%</td>
</tr>
<tr>
<td>Have someone to turn off utilities</td>
<td>44.6%</td>
</tr>
<tr>
<td>Established a plan to contact friends/family out of area</td>
<td>43.1%</td>
</tr>
<tr>
<td>Asked someone to check on you</td>
<td>50.8%</td>
</tr>
</tbody>
</table>

*Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.*
Assessment of Consumers’ Actual Preparedness with a Plan

Summary

Based on the scale constructed to assess whether a consumer is “prepared with a plan” (see page 10), close to half (43.1 percent) of the respondents were found to be unprepared on this dimension, and 20 percent were found to be not at all prepared. (See Figure 5 below.)

Language Groups

An overwhelming percentage of Russian-speaking (86.0) and Spanish-speaking (78.6) consumers along with a large percentage of Chinese speakers (67.6) were found to be either not at all prepared or unprepared. Meanwhile, more than half (54.8 percent) of the English-speaking respondents were found to be either prepared or somewhat prepared. (See Figure 6 below.)

See Table A.3 in Appendix A for actual preparedness with a plan according to six additional characteristics.
Supplies Consumers Have Prepared in the Event of a Disaster

Summary

The survey interview presented respondents with six questions: (1) Do you have a flashlight available in your home that you can find in the dark; (2) Do you have fire extinguishers available in your home; (3) Do you have smoke detectors installed in your home; (4) Do you have water heaters, bookcases, heavy mirrors, pictures and other objects strapped down in case of earthquake; (5) Do you have food and water stored for use in the event of an emergency; and (6) Do you have extra clothes and blankets stored for use in the event of an emergency? Table 7 shows the percentage of consumers who had these supplies on hand.

An overwhelming percentage of respondents (88.7) reported having a flashlight in their home, a smoke detector (82.1), stored food and water (70.3), extra clothes and blankets (68.2) and/or a fire extinguisher (50.8). Only 21.5 percent, however, reported that their water heater and bookcases had been strapped down.

Table 7: Supplies Prepared in the Event of a Disaster

<table>
<thead>
<tr>
<th>Supply</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flashlight</td>
<td>88.7%</td>
</tr>
<tr>
<td>Smoke detector</td>
<td>82.1%</td>
</tr>
<tr>
<td>Food and water stored</td>
<td>70.3%</td>
</tr>
<tr>
<td>Extra clothes and blankets</td>
<td>68.2%</td>
</tr>
<tr>
<td>Fire extinguisher</td>
<td>50.8%</td>
</tr>
<tr>
<td>Water heater, bookcases strapped down</td>
<td>21.5%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.
Assessment of Consumers’ Actual Preparedness with Supplies

Summary

Based on the scale constructed to assess whether a consumer is “prepared with supplies” (see page 10), more than half (54.4 percent) of all respondents were found to be somewhat prepared with supplies with an additional 30.8 percent considered prepared. (See Figure 7 below.)

Language Groups

Across language groups, the results in the somewhat prepared category were very similar (Spanish, 57.1; English, 56.6; Chinese, 54.4; Russian, 53.5). The prepared category included 41.9 percent of Russian speakers; 34.0 percent of English speakers; 28.6 percent of Spanish speakers; and 17.6 percent of Chinese speakers. (See Figure 8 below.)

See Table A.4 in Appendix A for actual preparedness with supplies according to six additional characteristics.
Consumers’ Self-Perceived Ability to Leave Home Within 15 Minutes

Summary

In question 7 of the survey, respondents were asked to rate their ability to leave home within 15 minutes and get to a safe location if necessary. More than half (55.9 percent) of the respondents perceived that they were somewhat able to leave their home within 15 minutes while 28.2 percent reported that they were unable and 15.4 percent said they were well able. (See Figure 9 below.)

Related to this finding were the responses to question 8 of the survey, which asked the respondent what would impede his/her ability to leave home and get to a safe location. An overwhelming percentage of respondents (77.4 percent) said their physical ability was a factor followed by fear (17.4 percent) and financial ability (16.4 percent). (See Table 8 below.)

Figure 9: Self-Perceived Ability to Leave Home Within 15 Minutes

Table 8: Factors that Would Impede Ability to Leave Home

<table>
<thead>
<tr>
<th>Factor</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical ability</td>
<td>77.4%</td>
</tr>
<tr>
<td>Fear</td>
<td>17.4%</td>
</tr>
<tr>
<td>Financial ability</td>
<td>16.4%</td>
</tr>
<tr>
<td>Dependent household members</td>
<td>11.3%</td>
</tr>
<tr>
<td>Pets</td>
<td>4.6%</td>
</tr>
<tr>
<td>Other</td>
<td>2.6%</td>
</tr>
</tbody>
</table>
Preparations Consumers Have Made to Leave Home Within 15 Minutes

Summary

The survey interview presented respondents with six questions: (1) Have you prepared a checklist of items to take with you; (2) Do you have a Grab ‘n Go kit with a pair of eyeglasses, necessary medications, medical supplies, toiletries, etc.; (3) Have you made a photocopy of identification, emergency health information and credit cards; (4) Have you set aside a small amount of cash; (5) Have you set aside water and snack food; and (6) Have you set aside pet necessities?

As shown in Table 9, a noteworthy percentage of respondents reported making some sort of preparations to leave their home within 15 minutes of a disaster to get to a safe location, including setting aside water and snack (68.7), cash (61.5), having a Grab ‘n Go kit (54.4) and/or a photocopy of identification and other personal information (48.5).

Table 9: Preparations Made to Leave Home Within 15 Minutes

<table>
<thead>
<tr>
<th>Item</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water and snack</td>
<td>68.7%</td>
</tr>
<tr>
<td>Set aside cash</td>
<td>61.5%</td>
</tr>
<tr>
<td>Grab ‘n Go kit</td>
<td>54.4%</td>
</tr>
<tr>
<td>Photocopy of identification and information</td>
<td>48.5%</td>
</tr>
<tr>
<td>Checklist of items to take with you</td>
<td>18.9%</td>
</tr>
<tr>
<td>Pet necessities</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.
Assessment of Consumers’ Actual Ability to Leave Home Within 15 Minutes

Summary

Based on the scale constructed to assess whether a consumer is “prepared to leave home within 15 minutes” (see page 11), most consumers surveyed were found to be either unprepared (36.9 percent) or somewhat prepared (49.7 percent). Only 5.6 percent were found to be prepared. (See Figure 10 below.)

Language Groups

Among language groups, more than half (57.1 percent) of Spanish-speaking respondents were found to be unprepared, followed by 44.2 percent of Russian-speaking respondents, 43.4 percent of English-speaking respondents and 30.9 percent of Chinese-speaking respondents. A sizable number (64.7 percent) of Chinese speaking respondents was found to be somewhat prepared, followed by Russian speakers (44.2 percent), English speakers (30.2 percent) and Spanish speakers (28.6 percent). (See Figure 11 below.)

See Table A.5 in Appendix A for actual ability to leave home within 15 minutes according to six additional characteristics.
Number of Days Consumers Perceive They Could Remain in their Homes Following a Disaster

Summary

More than 80 percent of the respondents stated that they could remain in their homes for four days or less following a disaster before they would need water, food and other basic needs. A noteworthy 14 percent of respondents said they could remain in their homes for seven or more days. (See Table 10 below.)

Table 10: Number of Days Consumers Could Remain in their Homes Following a Disaster

<table>
<thead>
<tr>
<th>Days</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 days</td>
<td>12.8%</td>
</tr>
<tr>
<td>1-2 days</td>
<td>38.5%</td>
</tr>
<tr>
<td>3-4 days</td>
<td>30.3%</td>
</tr>
<tr>
<td>5-6 days</td>
<td>2.6%</td>
</tr>
<tr>
<td>7 or more days</td>
<td>13.8%</td>
</tr>
</tbody>
</table>
Consumers’ Need for Prescription Medication for Chronic Health Problems

Summary

Almost 90 percent of respondents reported that they take prescription medication for chronic health problems, such as diabetes, heart disease or hypertension. Of the respondents who reported taking medication, 17.4 percent stated that their medication requires refrigeration. (See Table 11 below.)

Table 11: Consumers Who Take Prescription Medication and/or Medication that Requires Refrigeration

| Take prescription medication | 88.2% |
| Do not take prescription medication | 11.8% |
| Medication does not require refrigeration | 69.7% |
| Medication requires refrigeration | 17.4% |
| No answer | 12.3% |
| Refused | 0.5% |
Where Consumers Would Go if Forced to Leave Home

Summary

When asked in the survey where they would go if forced to leave their home, a sizable percentage of respondents (41.2) said they would go to a neighbor’s or relative’s home while almost a quarter (21.1 percent) said they did not know where they would go. A smaller percentage of respondents (13.9) said they would go to a clinic, hospital or neighborhood or community center (11.3). In the Other category, responses included a hotel and Moscone Center. (See Table 12 below.)

Table 12: Where Consumers Would Go If Forced To Leave Home

<table>
<thead>
<tr>
<th>Location</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family or friends</td>
<td>41.2%</td>
</tr>
<tr>
<td>Don’t know</td>
<td>21.1%</td>
</tr>
<tr>
<td>Clinic or hospital</td>
<td>13.9%</td>
</tr>
<tr>
<td>Neighborhood or community center</td>
<td>11.3%</td>
</tr>
<tr>
<td>Police or fire department</td>
<td>4.6%</td>
</tr>
<tr>
<td>Place of worship</td>
<td>3.1%</td>
</tr>
<tr>
<td>School</td>
<td>2.1%</td>
</tr>
<tr>
<td>Other</td>
<td>2.6%</td>
</tr>
</tbody>
</table>
Main Person Consumers Would Rely Upon in the Event of Disaster

Summary

As Table 13 indicates, almost 60 percent (58.3) of the respondents surveyed would turn to a family member for assistance in the event of a disaster, followed by a friend or acquaintance (18.7) and an IHSS home care worker (16.0). As Figure 12 shows, close to half (43.8 percent) of the respondents reported that the individuals they would turn to were trained to assist in the event of a disaster while 32.5 percent of the respondents did not know if the individuals they would turned to were trained, and 23.7 percent of the respondents reported that the individuals were not trained.

Table 13: Main Person Relied Upon for Assistance in a Disaster

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Member</td>
<td>58.3%</td>
</tr>
<tr>
<td>Friend or Acquaintance</td>
<td>18.7%</td>
</tr>
<tr>
<td>IHSS Worker</td>
<td>16.0%</td>
</tr>
</tbody>
</table>

Figure 12: Main Person Relied Upon and Trained for a Disaster

- Not Trained: 33%
- Trained: 43%
- Don’t Know: 24%
Type of Information that Would Make Consumers Feel Prepared

Summary

In question 10, survey participants were queried about the usefulness of a variety of forms of information that would help them prepare for a disaster. While respondents were allowed to provide multiple responses to this question, the table below indicates the responses received as very useful.

Close to a third of the respondents (32.8 percent) reported that television messages were very useful while 27.2 percent rated a form to enter names and numbers as very useful, and 23.1 percent rated radio messages as very useful. Also rated very useful were a checklist of home supplies and health and medical information (19 percent), information in newspapers, information in the IHSS newsletter (16.4 percent) and information in the monthly utility bill (14.9 percent). In the Other category, survey respondents suggested the following forms of information would be very useful: information provided in a doctor’s office, by staff at the consumer’s place of residence, by word of mouth, in automated telephone calls, in cell phone text messages, through city loudspeakers, during a home visit, in a pamphlet, in a telephone book and through a web site link.

Language Groups

All of the language groups surveyed rated television messages, a form to enter names and numbers and radio messages among the most useful resources. (See Table A.6 in Appendix A.)

Table 14: Forms of Information to Prepare for a Disaster (Reported as Very Useful)

<table>
<thead>
<tr>
<th>Information Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Television messages</td>
<td>32.8%</td>
</tr>
<tr>
<td>A form to enter names and numbers</td>
<td>27.2%</td>
</tr>
<tr>
<td>Radio messages</td>
<td>23.1%</td>
</tr>
<tr>
<td>Checklist of items of home supplies</td>
<td>19.0%</td>
</tr>
<tr>
<td>Information in newspapers</td>
<td>18.5%</td>
</tr>
<tr>
<td>IHSS newsletter</td>
<td>16.4%</td>
</tr>
<tr>
<td>Information in monthly utility bill</td>
<td>14.9%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.
Consumers’ Preferred Locations to Access Preparedness Materials and Information

Summary

As a follow-up to question 10, respondents were asked which locations to access materials and information would be most useful to them. Most of the respondents reported that information mailed to their home (59.8 percent) would be very useful, followed by a grocery or drug store (19.1 percent) and place of worship (6.2 percent). In the Other category, survey respondents suggested police station and health clinic as useful locations to access preparedness materials.

Language Groups

All of the language groups surveyed rated information mailed to their home among the most useful locations to access preparedness materials. (See Table A.7 in Appendix A.)

Table 15: Locations to Access Preparedness Information (Reported As Most Useful)

<table>
<thead>
<tr>
<th>Location</th>
<th>Useful Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailed to home</td>
<td>59.8%</td>
</tr>
<tr>
<td>Grocery or drug store</td>
<td>19.1%</td>
</tr>
<tr>
<td>Place of worship</td>
<td>6.2%</td>
</tr>
<tr>
<td>Website</td>
<td>5.1%</td>
</tr>
<tr>
<td>Library</td>
<td>2.1%</td>
</tr>
<tr>
<td>Neighborhood or community center</td>
<td>1.6%</td>
</tr>
<tr>
<td>Other</td>
<td>6.1%</td>
</tr>
</tbody>
</table>
Organizations and/or Individuals Consumers Trust to Provide Information about Disaster Preparedness

Summary

In Question 15, respondents were asked whom they would most trust to provide information on disaster preparedness. News media (42.6 percent), IHSS county social worker (41.5 percent) and government agency (40.5 percent) were the top three selections while 10.3 percent of respondents reported that they were not sure of who they would trust to provide such information. (See Table 16 below.)

Language Groups

The breakdown for the top three selections among different language groups is provided in Table 17 below.

Table 16: Sources Consumers Trust To Provide Information about Disaster Preparedness

<table>
<thead>
<tr>
<th>Source</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>News media</td>
<td>42.6%</td>
</tr>
<tr>
<td>IHSS county social worker</td>
<td>41.5%</td>
</tr>
<tr>
<td>Government agency</td>
<td>40.5%</td>
</tr>
<tr>
<td>American Red Cross</td>
<td>35.4%</td>
</tr>
<tr>
<td>Place of worship</td>
<td>28.2%</td>
</tr>
<tr>
<td>Neighborhood or community organization</td>
<td>26.7%</td>
</tr>
<tr>
<td>Utility company</td>
<td>25.1%</td>
</tr>
<tr>
<td>Not sure</td>
<td>10.3%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.

Table 17: Sources Consumers Trust to Provide Information about Disaster Preparedness (by Language Groups)

<table>
<thead>
<tr>
<th>Language</th>
<th>Source</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>Government agency</td>
<td>57.4%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>27.9%</td>
</tr>
<tr>
<td></td>
<td>News media</td>
<td>22.1%</td>
</tr>
<tr>
<td>English</td>
<td>American Red Cross</td>
<td>81.1%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>69.8%</td>
</tr>
<tr>
<td></td>
<td>Place of worship</td>
<td>66.0%</td>
</tr>
<tr>
<td></td>
<td>Neighborhood center</td>
<td>66.0%</td>
</tr>
<tr>
<td>Russian</td>
<td>News media</td>
<td>51.2%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>30.2%</td>
</tr>
<tr>
<td>Spanish</td>
<td>News media</td>
<td>78.6%</td>
</tr>
<tr>
<td></td>
<td>Place of worship</td>
<td>71.4%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>71.4%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.
Organizations and/or Individuals from whom Consumers Last Received Information about Disaster Preparedness

Summary

More than one third of the respondents (34.8 percent) reported that they last received information regarding disaster preparedness through the news media. In descending order, other information sources included a government agency (26.2 percent), an IHSS county social worker (22.6 percent), the American Red Cross (14.9 percent), neighborhood or community organization (14.9 percent), utility company (10.8 percent) and place of worship (7.7 percent). (See Table 18 below.)

Table 18: Last Source of Information about Disaster Preparedness

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>News media</td>
<td>34.8%</td>
</tr>
<tr>
<td>Government agency</td>
<td>26.2%</td>
</tr>
<tr>
<td>IHSS county social worker</td>
<td>22.6%</td>
</tr>
<tr>
<td>American Red Cross</td>
<td>14.9%</td>
</tr>
<tr>
<td>Neighborhood or community organization</td>
<td>14.9%</td>
</tr>
<tr>
<td>Utility company</td>
<td>10.8%</td>
</tr>
<tr>
<td>Place of worship</td>
<td>7.7%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.
Preparedness Level of Home Care Providers

Two focus groups were conducted to gain qualitative insight into (1) how prepared home care providers serving San Francisco IHSS consumers are, (2) how, if at all, providers are prepared to assist the consumers they serve in the event of a disaster and (3) how they could become better prepared to help themselves, their families and IHSS consumers.

Key findings from the focus groups include:

• Most home care providers who participated in the focus groups said they had made at least some supply preparations for their own home and family in the event of a disaster. However, only a few had taken even one proactive step to prepare the consumers they serve in the event of a disaster.

• Most home care providers said they were impeded from assisting consumers in preparing for a disaster by lack of information, training, supplies and a clear understanding of what their role and responsibility is around disaster preparedness.

• Home care providers who are employed by consumers who are limited by activities of daily living (ADL) reported that they were especially concerned about how they could provide assistance in the event of a disaster. They also felt that they were badly in need of training to ensure the safety of their clients.

• Home care providers expressed a desire and need for frequent hands-on training, including disaster drills, CPR and first aid and written materials to study at home.

• Most home care providers did not know where they would take a consumer if a disaster occurred and the consumer was forced to leave his/her home immediately.

“At home, we have food, we have water. At home, my family is the one who creates kits. Workers are not paying for those things for the client, and IHSS doesn’t give supplies for a kit unless you go to IHSS and put the kit together.” – IHSS home care provider

See B.1 in Appendix B for a summary of comments made by home care providers during the focus groups.
Conclusions

Based on the findings from the research study, the following conclusions have been drawn:

1. Overall, a noteworthy majority of the San Francisco IHSS consumers interviewed felt at least some level of anxiety regarding the possibility of a disaster. Across gender, preparedness levels were similar, although women were much more anxious about the possibility of a disaster than men were. Among language groups, notable variations existed on feelings toward disaster. Spanish-speaking and Russian-speaking respondents were much more anxious about the possibility of a disaster than Chinese-speaking and English-speaking respondents were. In addition, a significant correlation was found to exist between a respondent’s feelings of anxiety and his or her birthplace, with foreign-born respondents feeling almost twice as anxious as U.S.-born individuals.

2. Spanish-speaking and Russian-speaking IHSS consumers were found to be the least prepared and had the greatest need for preparedness education. In the Prepared with a Plan dimension, an overwhelming percentage of Russian-speaking and Spanish-speaking consumers were found to be either not at all prepared or unprepared while in the Prepared to Leave Home Within 15 Minutes dimension, more than half of Spanish-speaking respondents were found to be unprepared, and almost half of the Russian-speaking respondents were found to be unprepared. In addition, as noted previously, Spanish-speaking and Russian-speaking respondents also were much more anxious about the possibility of a disaster than Chinese-speaking and English-speaking respondents.

3. Only a small number of consumers were found to be taking proactive steps to prepare for a disaster. While a majority of respondents reported that they had engaged in some preparedness activity, it was not clear whether possibility of disaster was what drove them to have a supply of water, a flashlight or smoke detector in their home, for example. In addition, while a sizable percentage of respondents had asked someone to check on them in the event of a disaster, a very small percentage of respondents had taken proactive steps to prepare, such as enrolling in a first aid, CPR or disaster preparedness course or strapping down water heaters and other heavy household objects.

4. Respondents perceived they were better prepared to evacuate their homes than they actually were. For example, while more than half of the respondents perceived that they were somewhat able to leave their homes within 15 minutes if necessary, less than half were actually somewhat prepared to leave their homes within 15 minutes. In addition, an overwhelming percentage said physical factors would impede their ability to leave home and get to a safe location.

5. Although most respondents reported having someone to turn to in the event of a disaster – whether it be a family member, friend or acquaintance or an IHSS home care worker – more than half of the respondents also reported that the individuals they would turn to either were not trained or they did not know if they were trained. This data demonstrates the need for education and training among family, friends and home care workers on how to prepare themselves, their families and the consumer for a disaster.

6. Many consumers stated that television messages, a form to enter names and numbers and radio messages were useful forms of information to help them prepare for a disaster. Many consumers also stated that their home, a grocery or drug store and/or place of worship were their preferred locations to access preparedness materials and information. Respondents also reported that they most
trusted the news media, IHSS county social workers and government agencies to provide information on disaster preparedness. Such findings demonstrate the need for preparedness programs and campaigns directed toward IHSS consumers and providers – and the need to use multiple avenues of communication and outreach for such programs.

7. Based on information gathered in the two focus groups, most home care workers had made at least some supply preparations for their own home and family in the event of a disaster. However, few, if any, had taken proactive steps to prepare the consumers they serve in the event of a disaster. Providers who assist consumers who are limited by activities of daily living (ADL) are especially in need of training and instruction on how to proceed to deal with this very vulnerable population in the event of a disaster.


**Recommendations**

The following recommendations are based on findings from the study in the following areas: Consumers’ Actual Preparedness with a Plan, Consumers’ Actual Preparedness with Supplies, Consumers’ Actual Ability to Leave Home Within 15 Minutes, Main Person Consumer Would Rely Upon in the Event of a Disaster, Organizations and Individuals Consumers Trust to Provide Information about Disaster Preparedness and Preparedness Level of Home Care Providers.

1. Focus on planning preparation rather than supplies preparation.
   - Encourage development and coordination of a plan among consumer, household members and provider so consumer can be prepared to shelter in place in the event of a disaster.
   - Identify individuals to check on consumer in case of disaster.
   - Identify place for consumer to evacuate to in case of disaster, if consumer is unable to shelter in place.

2. Train consumers and providers, using disaster preparedness curriculum, DVD and ancillary materials to be developed through Bay Area SUASI funding. Consider effectiveness of various training methods by testing three training methods:
   - Providers given in-house training at the San Francisco IHSS Public Authority.
   - Consumer and provider together watch DVD and review ancillary written materials.
   - Peer support groups.

3. Use IHSS county social workers for disaster preparedness training, education and information dissemination as they are trusted by consumers. Require social workers to complete continuing education program and be certified on disaster preparedness.

4. Work with the County of San Francisco to develop a mechanism and source of revenue to authorize additional hours and pay for providers to:
   - Obtain preparedness training and/or certification, especially for those working with consumers who are limited by activities of daily living (ADL). It is crucial that provider knows how to prepare him/herself and family members so he/she will be better equipped to offer assistance to consumer in the event of a disaster.
   - Enroll consumer in the San Francisco Office of Emergency Management’s Vial of Life program and the San Francisco Department of Public Health’s Disaster Registry program or, if the Disaster Registry program is discontinued, a similar Registry as one becomes available.
   - Gather necessary disaster preparedness supplies for both provider and consumer.
Appendix A: Additional Tables
**Table A.1: Consumers’ Overall Feelings about Disasters (by Gender, Age, Foreign Born vs. U.S. Born, Living Arrangement, Level of Disability, Neighborhood)**

<table>
<thead>
<tr>
<th><strong>Gender</strong></th>
<th>Not At All Anxious</th>
<th>Somewhat Anxious</th>
<th>Anxious</th>
<th>Extremely Anxious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>16.8%</td>
<td>20.0%</td>
<td>30.4%</td>
<td>32.0%</td>
</tr>
<tr>
<td>Male</td>
<td>27.1%</td>
<td>25.7%</td>
<td>30.0%</td>
<td>17.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Age</strong></th>
<th>Not At All Anxious</th>
<th>Somewhat Anxious</th>
<th>Anxious</th>
<th>Extremely Anxious</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-64</td>
<td>32.1%</td>
<td>26.4%</td>
<td>18.9%</td>
<td>22.6%</td>
</tr>
<tr>
<td>65-80</td>
<td>14.1%</td>
<td>18.5%</td>
<td>37.0%</td>
<td>29.4%</td>
</tr>
<tr>
<td>&gt;80</td>
<td>20.0%</td>
<td>24.0%</td>
<td>30.0%</td>
<td>26.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Foreign Born vs. U.S. Born</strong></th>
<th>Not At All Anxious</th>
<th>Somewhat Anxious</th>
<th>Anxious</th>
<th>Extremely Anxious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign</td>
<td>15.8%</td>
<td>19.9%</td>
<td>35.6%</td>
<td>28.8%</td>
</tr>
<tr>
<td>U.S.</td>
<td>34.7%</td>
<td>28.6%</td>
<td>14.3%</td>
<td>20.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Living Arrangement</strong></th>
<th>Not At All Anxious</th>
<th>Somewhat Anxious</th>
<th>Anxious</th>
<th>Extremely Anxious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living Alone</td>
<td>23.8%</td>
<td>21.4%</td>
<td>23.8%</td>
<td>29.8%</td>
</tr>
<tr>
<td>Living w/ Others</td>
<td>18.0%</td>
<td>22.5%</td>
<td>35.1%</td>
<td>24.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Level of Disability</strong></th>
<th>Not At All Anxious</th>
<th>Somewhat Anxious</th>
<th>Anxious</th>
<th>Extremely Anxious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-ADL</td>
<td>17.7%</td>
<td>23.5%</td>
<td>32.9%</td>
<td>25.9%</td>
</tr>
<tr>
<td>ADL</td>
<td>22.7%</td>
<td>20.9%</td>
<td>28.2%</td>
<td>27.3%</td>
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</table>

<table>
<thead>
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<th><strong>Neighborhood</strong></th>
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<th>Anxious</th>
<th>Extremely Anxious</th>
</tr>
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<tbody>
<tr>
<td>Bayview</td>
<td>25.0%</td>
<td>18.8%</td>
<td>31.3%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Chinatown</td>
<td>13.6%</td>
<td>22.7%</td>
<td>63.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Excelsior</td>
<td>15.0%</td>
<td>10.0%</td>
<td>10.0%</td>
<td>65.0%</td>
</tr>
<tr>
<td>Mission</td>
<td>18.2%</td>
<td>18.2%</td>
<td>9.1%</td>
<td>54.5%</td>
</tr>
<tr>
<td>Nob Hill</td>
<td>13.3%</td>
<td>26.7%</td>
<td>33.3%</td>
<td>26.7%</td>
</tr>
<tr>
<td>Potrero Hill</td>
<td>40.0%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Richmond</td>
<td>22.2%</td>
<td>33.3%</td>
<td>0.0%</td>
<td>44.4%</td>
</tr>
<tr>
<td>SOMA</td>
<td>36.4%</td>
<td>0.0%</td>
<td>45.5%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Sunset</td>
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<td>33.3%</td>
<td>25.9%</td>
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</tr>
<tr>
<td>Tenderloin</td>
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<td>45.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Visitacion Valley</td>
<td>18.2%</td>
<td>27.3%</td>
<td>36.4%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Western Addition</td>
<td>9.1%</td>
<td>36.4%</td>
<td>22.7%</td>
<td>27.3%</td>
</tr>
</tbody>
</table>
Table A.2: Self-Perceived Preparedness among Consumers (by Gender, Age, Foreign Born vs. U.S. Born, Living Arrangement, Level of Disability, Neighborhood)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Not At All Prepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
<th>Extremely Prepared</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>46.4%</td>
<td>41.6%</td>
<td>8.8%</td>
<td>2.4%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Male</td>
<td>44.3%</td>
<td>37.1%</td>
<td>17.1%</td>
<td>1.4%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Not At All Prepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
<th>Extremely Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-64</td>
<td>34.0%</td>
<td>49.1%</td>
<td>13.2%</td>
<td>3.8%</td>
</tr>
<tr>
<td>65-80</td>
<td>46.7%</td>
<td>40.2%</td>
<td>10.9%</td>
<td>1.1%</td>
</tr>
<tr>
<td>&gt;80</td>
<td>56.0%</td>
<td>30.0%</td>
<td>12.0%</td>
<td>2.0%</td>
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</table>

<table>
<thead>
<tr>
<th>Foreign Born vs. U.S. Born</th>
<th>Not At All Prepared</th>
<th>Somewhat Prepared</th>
<th>Extremely Prepared</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign</td>
<td>50.0%</td>
<td>37.0%</td>
<td>12.3%</td>
<td>0.7%</td>
</tr>
<tr>
<td>U.S.</td>
<td>32.7%</td>
<td>49.0%</td>
<td>10.2%</td>
<td>6.1%</td>
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</table>

<table>
<thead>
<tr>
<th>Living Arrangement</th>
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<th>Somewhat Prepared</th>
<th>Extremely Prepared</th>
<th>Don’t Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living Alone</td>
<td>44.1%</td>
<td>42.9%</td>
<td>9.5%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Living w/ Others</td>
<td>46.9%</td>
<td>37.8%</td>
<td>13.5%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level of Disability</th>
<th>Not At All Prepared</th>
<th>Somewhat Prepared</th>
<th>Extremely Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-ADL</td>
<td>50.6%</td>
<td>35.3%</td>
<td>12.9%</td>
</tr>
<tr>
<td>ADL</td>
<td>41.8%</td>
<td>43.6%</td>
<td>10.9%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Not At All Prepared</th>
<th>Somewhat Prepared</th>
<th>Extremely Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview</td>
<td>37.5%</td>
<td>50.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Chinatown</td>
<td>63.6%</td>
<td>27.3%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Excelsior</td>
<td>40.0%</td>
<td>50.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Mission</td>
<td>63.6%</td>
<td>27.3%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Nob Hill</td>
<td>40.0%</td>
<td>40.0%</td>
<td>20.0%</td>
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<tr>
<td>Potrero Hill</td>
<td>40.0%</td>
<td>40.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Richmond</td>
<td>22.2%</td>
<td>66.7%</td>
<td>11.1%</td>
</tr>
<tr>
<td>SOMA</td>
<td>27.3%</td>
<td>54.5%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Sunset</td>
<td>51.9%</td>
<td>37.0%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>40.0%</td>
<td>40.0%</td>
<td>15.0%</td>
</tr>
<tr>
<td>Visitacion Valley</td>
<td>81.8%</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Western Addition</td>
<td>31.8%</td>
<td>45.5%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Table A.3: Actual Preparedness with a Plan (by Gender, Age, Foreign Born vs. U.S. Born, Living Arrangement, Level of Disability, Neighborhood)</td>
<td></td>
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<tr>
<td>--------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td></td>
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</tr>
<tr>
<td>Not At All Prepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
</tr>
<tr>
<td>Female 23.2%</td>
<td>41.6%</td>
<td>23.2%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Male 14.3%</td>
<td>45.7%</td>
<td>27.1%</td>
<td>12.9%</td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not At All Prepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
</tr>
<tr>
<td>18-64 17.0%</td>
<td>39.6%</td>
<td>26.4%</td>
<td>17.0%</td>
</tr>
<tr>
<td>65-80 20.7%</td>
<td>40.2%</td>
<td>28.3%</td>
<td>10.9%</td>
</tr>
<tr>
<td>&gt;80 22.0%</td>
<td>52.0%</td>
<td>16.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td><strong>Foreign Born vs. U.S. Born</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not At All Prepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
</tr>
<tr>
<td>Foreign 24.7%</td>
<td>43.8%</td>
<td>21.9%</td>
<td>9.6%</td>
</tr>
<tr>
<td>U.S. 6.1%</td>
<td>40.8%</td>
<td>32.7%</td>
<td>20.4%</td>
</tr>
<tr>
<td><strong>Living Arrangement</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not At All Prepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
</tr>
<tr>
<td>Living Alone 25.0%</td>
<td>40.5%</td>
<td>26.2%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Living w/ Others 16.2%</td>
<td>45.0%</td>
<td>23.4%</td>
<td>15.3%</td>
</tr>
<tr>
<td><strong>Level of Disability</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not At All Prepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
</tr>
<tr>
<td>Non-ADL 24.7%</td>
<td>48.2%</td>
<td>20.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>ADL 16.4%</td>
<td>39.1%</td>
<td>28.2%</td>
<td>16.4%</td>
</tr>
<tr>
<td><strong>Neighborhood</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not At All Prepared</td>
<td>Unprepared</td>
<td>Somewhat Prepared</td>
<td>Prepared</td>
</tr>
<tr>
<td>Bayview 6.3 %</td>
<td>43.8%</td>
<td>31.3%</td>
<td>18.8%</td>
</tr>
<tr>
<td>Chinatown 18.2%</td>
<td>59.1%</td>
<td>18.2%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Excelsior 25.0%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Mission 45.5%</td>
<td>36.4%</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Nob Hill 13.3%</td>
<td>26.7%</td>
<td>46.7%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Potrero Hill 40.0%</td>
<td>60.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Richmond 11.1%</td>
<td>33.3%</td>
<td>33.3%</td>
<td>22.2%</td>
</tr>
<tr>
<td>SOMA 18.2%</td>
<td>54.5%</td>
<td>9.1%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Sunset 18.5%</td>
<td>48.1%</td>
<td>25.9%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Tenderloin 25.0%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>15.0%</td>
</tr>
<tr>
<td>Visitacion Valley 0.0%</td>
<td>72.7%</td>
<td>27.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Western Addition 22.7%</td>
<td>36.4%</td>
<td>27.3%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>
Table A.4: Actual Preparedness with Supplies (by Gender, Age, Foreign Born vs. U.S. Born, Living Arrangement, Level of Disability, Neighborhood)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>0.8%</td>
<td>17.6%</td>
<td>50.4%</td>
<td>31.2%</td>
</tr>
<tr>
<td>Male</td>
<td>1.4%</td>
<td>7.1%</td>
<td>61.4%</td>
<td>30.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-64</td>
<td>0.0%</td>
<td>13.2%</td>
<td>56.6%</td>
<td>30.2%</td>
</tr>
<tr>
<td>65-80</td>
<td>1.1%</td>
<td>15.2%</td>
<td>53.3%</td>
<td>30.4%</td>
</tr>
<tr>
<td>&gt;80</td>
<td>2.0%</td>
<td>12.0%</td>
<td>54.0%</td>
<td>32.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foreign Born vs. U.S. Born</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign</td>
<td>1.4%</td>
<td>15.1%</td>
<td>52.7%</td>
<td>30.8%</td>
</tr>
<tr>
<td>U.S.</td>
<td>0.0%</td>
<td>10.2%</td>
<td>59.2%</td>
<td>30.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Living Arrangement</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living Alone</td>
<td>1.2%</td>
<td>15.5%</td>
<td>53.6%</td>
<td>29.8%</td>
</tr>
<tr>
<td>Living w/ Others</td>
<td>0.9%</td>
<td>12.6%</td>
<td>55.0%</td>
<td>31.5%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level of Disability</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-ADL</td>
<td>2.4%</td>
<td>15.3%</td>
<td>45.0%</td>
<td>29.4%</td>
</tr>
<tr>
<td>ADL</td>
<td>0.0%</td>
<td>12.7%</td>
<td>55.0%</td>
<td>31.8%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview</td>
<td>0.0%</td>
<td>6.3%</td>
<td>43.8%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Chinatown</td>
<td>4.5%</td>
<td>27.3%</td>
<td>40.9%</td>
<td>27.3%</td>
</tr>
<tr>
<td>Excelsior</td>
<td>0.0%</td>
<td>10.0%</td>
<td>80.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Mission</td>
<td>0.0%</td>
<td>0.0%</td>
<td>63.6%</td>
<td>36.4%</td>
</tr>
<tr>
<td>Nob Hill</td>
<td>0.0%</td>
<td>13.3%</td>
<td>53.3%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Potrero Hill</td>
<td>0.0%</td>
<td>20.0%</td>
<td>20.0%</td>
<td>60.0%</td>
</tr>
<tr>
<td>Richmond</td>
<td>0.0%</td>
<td>0.0%</td>
<td>77.8%</td>
<td>22.2%</td>
</tr>
<tr>
<td>SOMA</td>
<td>0.0%</td>
<td>9.1%</td>
<td>63.6%</td>
<td>27.3%</td>
</tr>
<tr>
<td>Sunset</td>
<td>3.7%</td>
<td>18.5%</td>
<td>48.1%</td>
<td>29.6%</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>0.0%</td>
<td>10.0%</td>
<td>60.0%</td>
<td>30.0%</td>
</tr>
<tr>
<td>Visitation Valley</td>
<td>0.0%</td>
<td>27.3%</td>
<td>54.5%</td>
<td>18.2%</td>
</tr>
<tr>
<td>Western Addition</td>
<td>0.0%</td>
<td>18.2%</td>
<td>45.5%</td>
<td>36.4%</td>
</tr>
</tbody>
</table>
Table A.5: Actual Ability to Leave Home Within 15 Minutes (by Gender, Age, Foreign Born vs. U.S. Born, Living Arrangement, Level of Disability, Neighborhood)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>8.0%</td>
<td>36.0%</td>
<td>50.4%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Male</td>
<td>7.1%</td>
<td>38.6%</td>
<td>48.6%</td>
<td>5.7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-64</td>
<td>17.0%</td>
<td>45.3%</td>
<td>34.0%</td>
<td>3.8%</td>
</tr>
<tr>
<td>65-80</td>
<td>4.4%</td>
<td>33.7%</td>
<td>56.5%</td>
<td>5.4%</td>
</tr>
<tr>
<td>&gt;80</td>
<td>4.0%</td>
<td>34.0%</td>
<td>54.0%</td>
<td>8.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Foreign Born vs. U.S. Born</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foreign</td>
<td>3.4%</td>
<td>34.2%</td>
<td>56.8%</td>
<td>5.5%</td>
</tr>
<tr>
<td>U.S.</td>
<td>20.4%</td>
<td>44.9%</td>
<td>28.6%</td>
<td>6.1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Living Arrangement</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Living Alone</td>
<td>8.3%</td>
<td>45.2%</td>
<td>41.7%</td>
<td>4.8%</td>
</tr>
<tr>
<td>Living w/ Others</td>
<td>7.2%</td>
<td>30.6%</td>
<td>55.9%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level of Disability</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-ADL</td>
<td>5.9%</td>
<td>44.7%</td>
<td>45.9%</td>
<td>3.5%</td>
</tr>
<tr>
<td>ADL</td>
<td>9.1%</td>
<td>30.9%</td>
<td>52.7%</td>
<td>7.3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Not At All Prepared</th>
<th>Unprepared</th>
<th>Somewhat Prepared</th>
<th>Prepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview</td>
<td>31.3 %</td>
<td>25.0%</td>
<td>37.5%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Chinatown</td>
<td>0.0%</td>
<td>18.2%</td>
<td>77.3%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Excelsior</td>
<td>5.0%</td>
<td>45.0%</td>
<td>40.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Mission</td>
<td>0.0%</td>
<td>45.5%</td>
<td>45.5%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Nob Hill</td>
<td>6.7%</td>
<td>20.0%</td>
<td>73.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Potrero Hill</td>
<td>20.0%</td>
<td>80.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Richmond</td>
<td>0.0%</td>
<td>33.3%</td>
<td>55.6%</td>
<td>11.1%</td>
</tr>
<tr>
<td>SOMA</td>
<td>0.0%</td>
<td>36.4%</td>
<td>63.6%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Sunset</td>
<td>3.7%</td>
<td>48.1%</td>
<td>40.7%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>5.0%</td>
<td>40.0%</td>
<td>45.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>Visitacion Valley</td>
<td>9.1%</td>
<td>45.5%</td>
<td>45.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Western Addition</td>
<td>18.2%</td>
<td>36.4%</td>
<td>40.9%</td>
<td>4.5%</td>
</tr>
</tbody>
</table>
### Table A.6: Forms of Information to Prepare for a Disaster (Reported as Very Useful by Language Groups)

<table>
<thead>
<tr>
<th>Language</th>
<th>Television messages</th>
<th>A form to enter names and numbers</th>
<th>Radio messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>20.6%</td>
<td>16.2%</td>
<td>11.8%</td>
</tr>
<tr>
<td>English</td>
<td>39.6%</td>
<td>24.5%</td>
<td>24.5%</td>
</tr>
<tr>
<td>Russian</td>
<td>51.2%</td>
<td>39.5%</td>
<td>34.9%</td>
</tr>
<tr>
<td>Spanish</td>
<td>85.7%</td>
<td>85.7%</td>
<td>64.3%</td>
</tr>
</tbody>
</table>

Note: Percentages do not sum to 100 percent due to multiple responses possible for each respondent.

### Table A.7: Locations to Access Preparedness Information (Reported as Most Useful by Language Groups)

<table>
<thead>
<tr>
<th>Language</th>
<th>Mailed to home</th>
<th>Grocery or drug store</th>
<th>Place of worship</th>
<th>Web site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>82.4%</td>
<td>5.9%</td>
<td>2.9%</td>
<td></td>
</tr>
<tr>
<td>English</td>
<td>52.8%</td>
<td>15.1%</td>
<td>9.4%</td>
<td></td>
</tr>
<tr>
<td>Russian</td>
<td>67.4%</td>
<td>18.6%</td>
<td>9.3%</td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td>85.7%</td>
<td>7.1%</td>
<td>7.1%</td>
<td></td>
</tr>
</tbody>
</table>
### Table A.8: Organizations and/or Individuals from Whom Consumers Last Received Information about Disaster Preparedness (by Language Groups)

<table>
<thead>
<tr>
<th>Language</th>
<th>Source</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese</td>
<td>Government agency</td>
<td>44.1%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>30.9%</td>
</tr>
<tr>
<td></td>
<td>American Red Cross</td>
<td>30.9%</td>
</tr>
<tr>
<td>English</td>
<td>News media</td>
<td>49.1%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>28.3%</td>
</tr>
<tr>
<td></td>
<td>Government agency</td>
<td>22.6%</td>
</tr>
<tr>
<td>Russian</td>
<td>News media</td>
<td>55.8%</td>
</tr>
<tr>
<td></td>
<td>IHSS county social worker</td>
<td>14.0%</td>
</tr>
<tr>
<td></td>
<td>Neighborhood center</td>
<td>7.0%</td>
</tr>
<tr>
<td>Spanish</td>
<td>News media</td>
<td>14.3%</td>
</tr>
<tr>
<td></td>
<td>Utility company</td>
<td>7.1%</td>
</tr>
</tbody>
</table>

### Table A.9: Neighborhoods (by Language Groups)

<table>
<thead>
<tr>
<th>Neighborhood</th>
<th>Chinese</th>
<th>English</th>
<th>Russian</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bayview</td>
<td>6.3%</td>
<td>81.3%</td>
<td>6.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Chinatown</td>
<td>86.4%</td>
<td>0.0%</td>
<td>4.5%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Excelsior</td>
<td>15.0%</td>
<td>10.0%</td>
<td>30.0%</td>
<td>35.0%</td>
</tr>
<tr>
<td>Mission</td>
<td>0.0%</td>
<td>18.2%</td>
<td>27.3%</td>
<td>54.5%</td>
</tr>
<tr>
<td>Nob Hill</td>
<td>40.0%</td>
<td>40.0%</td>
<td>13.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Potrero Hill</td>
<td>20.0%</td>
<td>40.0%</td>
<td>40.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Richmond</td>
<td>33.3%</td>
<td>22.2%</td>
<td>33.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>SOMA</td>
<td>36.4%</td>
<td>18.2%</td>
<td>27.3%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Sunset</td>
<td>59.3%</td>
<td>7.4%</td>
<td>22.2%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Tenderloin</td>
<td>20.0%</td>
<td>30.0%</td>
<td>35.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Visitacion Valley</td>
<td>72.7%</td>
<td>18.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Western Addition</td>
<td>13.6%</td>
<td>45.5%</td>
<td>36.4%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Appendix B: Focus Groups
B.1: Summary of Focus Group Insights

The following summary highlights insights that are especially relevant to the key findings of the focus groups.

How have you prepared for a disaster?

The following points were made by focus group participants:

- I got the pamphlet for earthquake preparedness, and I keep one in my bag that I take with me to my client’s house, and I have one at home.

- We have a little packet with a flashlight, radio, a few bottles of water, a blanket and his [consumer’s] medication, too.

- I read the book on disaster preparedness provided by IHSS.

- At home, I have a flashlight and a bunch of candles and also I was given one of those bars in case you get hungry, one of those health bars for food that my boyfriend gave me and that’s it.

- I have to tell you the truth: we’re not ready.

- [At home] flashlight and water ... we’re always changing the water every two months ... We have a flashlight, a fire extinguisher and box for emergency with green gloves in case you need anything if you cut yourself.

- I have basic earthquake preparedness and have trained with NERT. I am prepared at home, but I also have to make sure my clients are prepared.

- At home, we have food, we have water. At home, my family is the one who creates kits. Workers are not paying for those things for the client, and IHSS doesn’t give supplies for a kit unless you go to IHSS and put the kit together.

- I am not even prepared myself at home. Now that I have come here tonight, I will start preparing.

- We also need some medical information (copies of prescriptions) or when taking medication in case we don’t have access to that information. Like for myself, I always have important emergency phone numbers in a book or in my wallet ... I keep it with me and for now, my client is my mom so I keep her information with me and keep it for either disaster or emergency.

- First and foremost, especially in San Francisco – and I am speaking from the fact that I’ve experienced a few rolling blackouts – have everything that you need to be battery operated – lights, radio, flashlight, they even make little TVs now.
Do you know how you will handle the consumer if a disaster occurred tomorrow?

The following points were made by focus group participants:

• If I’m at work, I will try to help him [the consumer] as much as possible. If I am at home, I would think of myself and try to let people know that I’m OK and find out if everyone else is OK.

• I would call 911.

• I’d have to look at the safety of my client and myself because most of my clients are elderly and live on the sixth or seventh floor. If the power goes out, it’s hard for me to take care of them. I would have to come up with a safe way for me to take the client downstairs and make sure to call 911. It is possible some clients might have a heart attack and die.

• Aside from calling 911, which would probably be hard if people were in danger, I have a list of numbers in my phone related to the client to let them know the client is safe or not safe or whatever the condition is.

• I don’t have a diabetes patient now, but I did have one three years ago and I did have a dialysis patient. I wouldn’t know how to handle it. I never thought about how I would do dialysis or deal with the dialysis patient.

• IHSS gives you procedures of what to do in an emergency. Number one is call 911. They tell you certain questions to ask when you do the interview with them. One that I thought was creative was, “What is your exit strategy in the event of an emergency?” I have three clients so I’m really busy, and I have to know this on top of everything. One of the things that would be helpful to know is the exit strategy.

• I went through a training the other day and they said to get the client under the table to make sure the client is safe – either under the table or under the bed or something safer if I can’t get myself and the client downstairs.

• First, I would try to look out for his or her safety. I would make sure that they are safe and [then] I would try to contact, if it’s possible, family or whoever. If not possible, I would stay with him or her and give him comfort and try to resume my job until I get help.

• I [would] try to protect my client, and she’s blind. ... I don’t really know what I would do.

• I just started with a new client, and it’s on my schedule to go to the VA to pick up a kit because I’m a veteran and she’s the spouse of a veteran. As the disaster happened, I would coordinate with my family and her family to work together because if we work as a team, the effort will be better. It is better to deal together than separate yourself.

• If a person is disabled and bedridden, I can’t pick them up and put them in the wheelchair so I would have to find a safe place and a safe way to take them out.

• My client is hard, too, because he’s a quadriplegic and I’d have to put the hoyer lift under him to pump him up and put him in his chair to get both of us to safety. I might be unable to call 911 if it was a really bad earthquake.

• First thing is to keep him [consumer] calm. If he gets nervous, we won’t be able to do much.
Do you think you need training for disaster preparedness? What type of training would you need?

The following points were made by focus group participants:

• I would like to be taught how to perfect disaster skills and how to act in case of disaster. ... We could do a drill practice or do something because it is all theory, but we’ve never practiced it.

• Probably IHSS should provide the information.

• We need intensive CPR and first aid training.

• I would like training on escape routes.

• We should get an earthquake pamphlet and an employee pamphlet with different agencies and different contact information and procedures because if we have this packet then we don’t have to be going on the internet to figure out how to use dialysis if there weren’t no power.

• We should have training once a week.

• I think that everybody should get some training. I think the Red Cross offers some kind of training. I got a paper in the mail once that offered some kind of training.

• I would like hands-on training, exactly like they do with CPR.

• Written training would be helpful so we can take it home and read it overnight.

• You should be able to go somewhere and take a class or something, and IHSS should provide the training for the workers.

• I believe the Fire Department has a program you can take for people from neighborhoods, the Neighborhood Emergency Response Team (NERT).

Do you know of places to go if a disaster were to strike and the consumer must leave his or her home immediately?

• I would go to City College or the nearest place that is known to be safe.

• In my current situation, I would take my client to a shelter or to the Fire Department.

• Maybe I would go to a library. I don’t know.

• St. Mary’s Hospital is right by. My client lives a block and a half away. I could also take my client to a public building so everyone can gather and everyone can find it.

• I live in between two good places to go – the Fire Department and the Police Department – but would I be able to take my mom and how would I manage to get her there? She can walk, but if there is an earthquake, is it safe to walk. Is it safe to try to go somewhere or is it safer to stay where you are? I don’t know.
B.2: Focus Group Demographic Questions

Disaster Preparedness among Consumers of In-Home Supportive Services

ID:_______

1. Where were you born? ______________________________________

2. How long have you been in the United States? _______________________________

3. Age: _______________

4. Gender (circle one):    Male            Female

5. Marital Status (circle one):
   i. Married    ii. Widowed    iii. Single    iv. Divorced

6. How many years of schooling have you had? (circle one)
   i. 0    ii. 1-6    iii. 7-12
   iv. 13-16    v. more than 16

7. Income per month (circle one):
   i. less than $500    ii. $500-$999    iii. $1,000-$1,999    iv. $2,000-$2,999
   v. $3,000-$3,999    vi. $4,000-$4,999    vii. $5,000-$5,999    viii. $6,000-$6,999
   ix. $7,000-$7,999    x. $8,000-$8,999    xi. $9,000-$9,999    xii. $10,000-$10,999
   xiii. $11,000 and above

8. In what language do you think? ________________________________

9. What language do you speak at home? ______________________________

10. What language do you prefer? ________________________________

11. Who lives with you? (circle as many as applicable)
   i. wife/husband    ii. son    iii. daughter    iv. daughter-in-law
   v. son-in-law    vi. grandchild    vii. niece or nephew    viii. father or mother
   ix. sister or brother    x. grandparent    xi. other relatives    xii. non-relatives
   xiii. no one
**B.3: Focus Group Questions**

Before the disaster:
1) How prepared are you if a disaster (like an earthquake) were to strike? Have you done any preparations? Describe.

After the disaster:
1) Do you have knowledge about how you will handle (consumer/relative) if there is a disaster tomorrow? Or how to manage after the disaster were to occur?

2) What kind of information/supplies do you need in order to be prepared for a disaster (flashlight, food, water, medicine)?

3) Do you have personal transportation, such as a car, or do you only use public transportation?

4) Do you have a cell phone or other communication device?

5) What kind of training do you need for disaster preparedness?

6) How would you like the information on a disaster to be conveyed to you? (Probe) TV, radio, newspaper, etc.

7) Who do you think should provide the disaster preparedness information? (Probe) Police, Red Cross, Fire Dept, IHSS.

8) Do you know of places to go if a disaster were to strike and the consumer must leave his/her home immediately? Probe (churches, county agencies, shelter).

9) Who do you think would assist the consumer if you were not around during a disaster situation? Probe (family, neighbor, friend).

10) What are some of the reasons that would prevent you from responding quickly to the consumer in the event of a disaster? Probe (transportation, health, your other job, family, school)?

11) How many hours of service per week do you provide for the consumer? What are the other things (activities) besides care giving that occupy your time in a week?


13) Who lives with you? (the consumer or other people)? How far do you live from the consumer?

14) Are you satisfied with the work that you do for the consumer? What are the challenges that you encounter at your work? (Is the recipient demanding and hard to please?)
Appendix C: Telephone Survey Questionnaires
C.1: Telephone Survey Questionnaire in English

Disaster Preparedness among Consumers of In-Home Supportive Services

INTRO SCRIPT:

Hello. My name is ___________________. I am calling from San Francisco State University on behalf of the San Francisco In Home Supportive Services Public Authority. We are conducting a survey about disaster preparedness. You may have received a letter from the Public Authority informing you about a survey on this topic. Will you take a few minutes now to participate in this survey?

( ) Yes  [CONTINUE]
(... ) No  [IF NO, ASK IF YOU CAN CALL BACK AT A MORE CONVENIENT TIME AND WRITE DOWN CALLBACK DATE ON FACE SHEET. IF RESPONDENT SAYS NO TO A CALL BACK, THANK HIM/HER FOR HIS TIME AND CONCLUDE THE CONVERSATION]

[TO CONTINUE, READ THE INFORMED CONSENT STATEMENT AS FOLLOWS]

The survey will take approximately 20 minutes of your time. Your participation is voluntary, and you may answer only those questions you want to answer. You may stop at any time during the course of the survey. You also may ask clarifying questions at any time. Your answers will be kept confidential, and there is no risk to you in answering these questions. With your permission, may we begin the interview?

( ) Yes  [SAY "Thank you" AND CONTINUE]
(... ) No  [SET CALLBACK DATE ON FACE SHEET]

[TO CONTINUE, READ AS FOLLOWS]

Please keep in mind when we use the word “disaster” in this survey, we will mean something that is a large-scale event that could affect not only you and your home, but also your neighborhood, city or larger area. For example, an earthquake would be considered a disaster, but an incident like falling in your home, while serious for you, would not be considered a disaster for the purposes of this survey. I will now ask you for your response to some questions. Remember, there are no right or wrong answers.

1. Let’s talk about your overall feelings about disasters in general. How would you rate your feelings regarding the possibility of a disaster? Please choose from the following options. [READ ALL AND CIRCLE THE CHOSEN OPTION]
   i. Extremely anxious
   ii. Anxious
   iii. Somewhat anxious
   iv. Not at all anxious

2. Have you ever personally been in a disaster? Please answer Yes or No.
   i. Yes  [IF YES, ASK] which ones? __________________  [PROBE: ANY OTHERS? CAN YOU TELL ME THE YEAR?] [SKIP TO QUESTION 4]
   ii. No  [IF NO, ASK QUESTION 3]
3. If you haven’t been in a disaster yourself, have you ever been affected by a disaster?
   i. Yes [IF YES, ASK] which one(s)? __________________
   ii. No

4. How would you rate your ability to care for yourself during a disaster? Please choose from the following options. [READ ALL AND CIRCLE THE CHOSEN OPTION]
   i. Extremely prepared
   ii. Prepared
   iii. Somewhat prepared
   iv. Not at all prepared

5. Would you please answer Yes or No to the following set of questions? [DO NOT READ OUT “REFUSED” OR “DON’T KNOW” OPTIONS. CIRCLE “REFUSED” ONLY IF RESPONDENT SAYS S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE “DON’T KNOW” ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]
   i. Have you taken classes, such as first aid, CPR or disaster preparedness?
      Yes / No / Refused / Don’t Know
   ii. Have you discussed emergency plans with the people you live with?
      Yes / No / Refused / Don’t Know
   iii. Have you discussed emergency plans with your home care worker?
      Yes / No / Refused / Don’t Know
   iv. Do you have a flashlight available in your home that you can find in the dark?
      Yes / No / Refused / Don’t Know
   v. Do you have fire extinguishers available in your home?
      Yes / No / Refused / Don’t Know
   vi. Do you have smoke detectors installed in your home?
      Yes / No / Refused / Don’t Know
   vii. Do you have water heaters, bookcases, heavy mirrors, pictures and other objects strapped down in case of earthquake?
      Yes / No / Refused / Don’t Know
   viii. Do you have food and water stored for use in the event of an emergency?
      Yes / No / Refused / Don’t Know
   ix. Do you have extra clothes and blankets stored for use in the event of an emergency?
      Yes / No / Refused / Don’t Know
   x. Do you have a disaster supplies kit with flashlights, battery-operated radio, blankets, first-aid kit, three-day supply of food, water, extra medical supplies and other personal need items?
      Yes / No / Refused / Don’t Know
   xi. Do you have someone who knows how and has practiced turning off gas, water and electric utilities for you?
      Yes / No / Refused / Don’t Know
   xii. Have you established a plan to contact friends or relatives who live out of the area?
      Yes / No / Refused / Don’t Know
   xiii. Have you asked someone to check on you in case of emergency?
      Yes / No / Refused / Don’t Know
6. How many days do you feel you could remain in your home during an emergency situation before you would need assistance with water, food and other basic needs? [CIRCLE THE ONE CORRESPONDING TO RESPONDENT’S REPLY. READ OUT OPTIONS ONLY IF ASKED.]
   i. 0 days
   ii. 1 to 2 days
   iii. 3 to 4 days
   iv. 5 to 6 days
   v. 7 or more days

7. How would you rate your ability to leave your home within 15 minutes and get to a safe location if necessary? Please choose one of the following options.
   i. Not able
   ii. Somewhat able
   iii. Well able

8. What would impede your ability to leave your home and get to a safe location if necessary? Please say yes to all that apply.
   i) Physical ability
   ii) Financial ability
   iii) Dependent household members
   iv) Pets
   v) Fear
   vi) Other [DO NOT READ THIS OPTION -- RECORD IF INFO IS VOLUNTEERED]

9. What have you done to prepare to leave your home within 15 minutes in the event of a disaster? Please answer Yes or No to the following questions: [DO NOT READ OUT "REFUSED" OR "DON’T KNOW" OPTIONS. CIRCLE "REFUSED" ONLY IF RESPONDENT SAYS S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE "DON’T KNOW" ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]
   i. Prepared a checklist of items to take with you:
      Yes / No / Refused / Don’t Know
   ii. Have a Grab ’n Go kit with a pair of eyeglasses, necessary medications, medical supplies, toiletries, etc.:
      Yes / No / Refused / Don’t Know
   iii. Made photocopy of identification, emergency health information and credit cards:
      Yes / No / Refused / Don’t Know
   iv. Have set aside small amount of cash:
      Yes / No / Refused / Don’t Know
   v. Have set aside water and snack food:
      Yes / No / Refused / Don’t Know
   vi. Have set aside pet necessities:
      Yes / No / Refused / Don’t Know
10. Now I am going to ask you to rate the usefulness of several ways to prepare for a disaster?

i. A checklist of home supplies, health and medical information: [READ ALL AND CIRCLE CHOSEN OPTION]
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

ii. A form to enter names and numbers of emergency and personal contacts:
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

iii. Television messages giving you information and directing you to other resources:
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

iv. Radio messages giving you information and directing you to other resources:
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

v. Information in a newspaper:
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

vi. Information included with your monthly utility bill:
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

vii. Information in the IHSS newsletter:
   1) Very useful  2) Useful  3) Somewhat useful  4) Not at all useful

viii. Are there any other ways to provide information that would be useful to you? ________________

11. Where would the availability of checklists and guides for preparation be most useful to you?
   Please choose any one from the following six options.
   i. At the grocery or drug store
   ii. Place of worship
   iii. Neighborhood or community center
   iv. On a web site
   v. At a library
   vi. Mailed to your home
   vii. Other: _____________________ [DO NOT READ. RECORD IF INFO IS VOLUNTEERED]

12. Have you received information about how to make you and your home safer from a disaster?
   Please answer Yes or No.
   i. Yes  [CONTINUE TO QUESTION 13]
   ii. No ....[SKIP TO QUESTION 14]

13. How recently have you received such information? [READ OUT THE OPTIONS]
   i. Within the last six months
   ii. 6 to 12 months
   iii. 1 to 2 years
   iv. 2 to 5 years
   v. More than 5 years
14. From whom did you last receive information about disaster preparedness? Please say yes to all that apply. [CIRCLE ALL THAT APPLY]
   i. News media
   ii. Government agency
   iii. Utility company
   iv. Place of worship
   v. American Red Cross
   vi. Neighborhood or community organization
   vii. IHSS county social worker
   viii. Any Others (please specify) __________________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]
   ix. Not sure/ Don’t know [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE., DO NOT SUGGEST THIS OPTION]

15. Whom would you most trust to provide you with information about how to make you and your home safer from disaster? Please say yes to all that apply.
   i. News media
   ii. Government agency
   iii. Utility company
   iv. Place of worship
   v. American Red Cross
   vi. Neighborhood or community organization
   vii. IHSS county social worker
   viii. Any Others (please specify) __________________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]
   ix. Not sure/Don’t know [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE., DO NOT SUGGEST THIS OPTION]

16. If you were forced to leave your home, where would you go? Please choose one from the following six options.
   i. Neighbor’s or relative’s home
   ii. School
   iii. Clinic or Hospital
   iv. Neighborhood or community center
   v. Place of worship
   vi. Police or Fire department
   vii. Other, please specify________________________ [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
   viii. Don’t know [DO NOT READ]
17. Now, I am going to ask you a few questions about your main home care worker. Please answer Yes or No.

I. Is your main home care worker someone who is paid by IHSS?     Yes / No

[IF YES], is your care worker [READ OUT THE OPTIONS]:

i. A family member?
ii. A friend or acquaintance?
iii. IHSS worker from an IHSS Public Authority list?
iv. Other __________________
v. Don’t know [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

[IF NO, ASK II.]

II. Is your main care worker someone who is not paid by IHSS?   Yes / No

[IF YES], is your care worker:

i. A family member?
ii. A friend or acquaintance?
iii. Other __________________
iv. Don’t know [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

18. In an emergency, who would be the main person you would rely on for assistance? Please answer Yes or No.

I. Is it someone who is paid by IHSS? ....Yes / No

[IF YES], is it [READ OUT THE OPTIONS]:

i. A family member?
ii. A friend or acquaintance?
iii. IHSS worker from an IHSS Public Authority list?
iv. Other __________________
v. Don’t know [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

[IF NO, ASK II.]

II. Is it someone who is not paid by IHSS?   Yes / No

[IF YES], is it:

i. A family member?
ii. A friend or acquaintance?
iii. Other __________________
iv. Don’t know [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

19. Is this person trained to assist you during an emergency?

i. Yes
ii. No
iii. Don’t know [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

The survey is almost finished. We will take 5 more minutes of your time.

20. Where were you born? _________________________

(IF RESPONSE IS "UNITED STATES," ASK A. IF RESPONSE IS NOT "UNITED STATES," ASK A, B AND C]

a. In what country was your mother born?__________________________
b. In what country was your father born? __________________________
c. In what year did you come to the United States?_________________

21. What is the zip code where you live? _____________________
22. Which of the following most accurately describes your place of residence?
   i. Single-family home
   ii. Apartment, condo or townhouse
   iii. Other (please specify) ___________________________ [DO NOT READ THIS RESPONSE.
   RECORD IF INFO IS VOLUNTEERED]

23. Do you own your place of residence?
   i. Yes
   ii. No
   iii. Don’t know [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

24. How many years of schooling have you had?:
   i) 0   ii) 1 to 6   iii) 7 to 12   iv) 13 to 16   v) more than 16

25. What is your income per month? Please tell me when to stop.
   i) less than $500  ii) less than $1,000  iii) less than $1,500  iv) less than $2,000
   v) less than $3,000  vi) less than $4,000  vii) less than $5,000  viii) $5,000 and above

26. How many people live with you? (please provide number) ______________
   a. How are they related to you? [UNDERLINE ALL THAT APPLY]
      i. wife/husband  ii. son  iii. daughter  iv. daughter-in-law  v. son-in-law  vi. grandchild
      vii. niece or nephew  viii. father or mother  ix. sister or brother  x. grandparent
      xi. other relatives  xii. non-relatives  xiii. no one

27. Do you require assistance with any of the following: dressing, eating, walking, using the bathroom or personal hygiene? Please answer Yes or No.
   i. Yes
   ii. No

28. Do you require assistance with any of the following: shopping, housekeeping, accounting, food preparation or transportation? Please answer Yes or No.
   i. Yes
   ii. No

29. Do you take prescription medication for chronic health problems, such as diabetes, heart disease or hypertension?
   i. Yes
   ii. No
   [IF YES ASK] Does any of your medication require refrigeration?
   i. Yes
   ii. No

30. In what language do you think? ___________________________

31. In general, what languages do you read and speak? ___________________________

32. What was the language or languages you used as a child? ___________________________
33. If you could choose your children’s friend, would you want them to be Chinese, Spanish, Russian or American? [INCLUDE ONLY TWO RESPONSES – THE HERITAGE OF THE RESPONDENT AND AMERICAN. FOR EXAMPLE, IF YOU ARE INTERVIEWING A CHINESE RESPONDENT, YOU WILL ASK CHINESE AND AMERICAN; A RUSSIAN RESPONDENT, RUSSIAN AND AMERICAN]

34. What language or languages do you usually speak at home?

35. What language or languages do you usually speak with your friends?

36. In what language(s) are the TV programs you usually watch?

37. In what languages or languages are the radio programs you usually listen to?

38. Would you prefer going to social gatherings/parties at which people are Chinese, Russian, Spanish or American? [INCLUDE ONLY TWO RESPONSES – THE HERITAGE OF THE RESPONDENT AND AMERICAN. FOR EXAMPLE, IF YOU ARE INTERVIEWING A CHINESE RESPONDENT, YOU WILL ASK CHINESE AND AMERICAN; A RUSSIAN RESPONDENT, RUSSIAN AND AMERICAN]

39. Are the persons you visit or who visit you Chinese, Russian, Spanish or American? [INCLUDE ONLY TWO RESPONSES – THE HERITAGE OF THE RESPONDENT AND AMERICAN. FOR EXAMPLE, IF YOU ARE INTERVIEWING A CHINESE RESPONDENT, YOU WILL ASK CHINESE AND AMERICAN; A RUSSIAN RESPONDENT, RUSSIAN AND AMERICAN]

That concludes our survey. If you have any questions or concerns, please contact Professor Gerald Eisman at 415/338-6419 or the San Francisco State University Office of Protection for Human Subjects at 415/338-1093. Thank you for your time.
C.2 Telephone Survey Questionnaire in Chinese

Disaster Preparedness among Consumers of In-Home Supportive Services

INTRO SCRIPT:

哈囉，我是________________________。我是從三藩市州?大學代表三藩市家居支援服務公共服務機構 IHSS 打?的。我們目前正在做一個有關災難應變的調查。您可能已收到公共服務機構給您的信，告訴您有關此調？。您是否有幾分鐘的時間，可以？與這個調查訪問呢？

( ) Yes [CONTINUE]
(…) No [IF NO, ASK IF YOU CAN CALL BACK AT A MORE CONVENIENT TIME AND WRITE DOWN CALLBACK DATE ON FACE SHEET. IF RESPONDENT SAYS NO TO A CALL BACK, THANK HIM/HER FOR HIS TIME AND CONCLUDE THE CONVERSATION]

[TO CONTINUE, READ THE INFORMED CONSENT STATEMENT AS FOLLOWS]

調？訪問需時約二十分鐘 。您的？是自願性的，而您可以只回答您想答的問題 。您可以在訪問任何時間停止。您也可以在訪問任何時間請我們澄清問題。您的答案將會保密，所以您回答這些問題並無風險。請問是否可以開始訪問呢？

( ) Yes [SAY "Thank you" AND CONTINUE]
(…) No [SET CALLBACK DATE ON FACE SHEET]

[TO CONTINUE, READ AS FOLLOWS]

請記住在訪問時當我們用「災難」一詞時，是指大規模的事件？只影響您和您的家庭，並且會影響您的鄰居，城市，或廣大的地方。？如，地震就是一種災難，但？如您家？有些東西跌下？，雖然對您是嚴重的，但在此訪問中？屬災難範圍 。

我會請您回答一些問題，記住，答案並無對或錯之分。
1. 首先我想問問您對災難的一般看法。您對發生災難的可能性有什麼感受呢？請選擇以下一個答案：[READ ALL AND CIRCLE THE CHOSEN OPTION]

i. 十分擔心  
ii. 擔心  
iii. 為擔心  
iv. 完全不擔心  

2. 您個人曾經有沒有親自體驗過災難呢？請回答是或否。

i. 是 [IF YES, ASK] 是哪些災難呢？（深入詢：還有沒有？您可不可以告訴我災難發生在哪一？？）[SKIP TO QUESTION 4]  
ii. 否 [IF NO, ASK QUESTION 3]  

3. 如您沒有體驗過災難，您有沒有曾被災難所影響呢？

i. 是 [IF YES, ASK] 是哪些災難呢？________________________  
ii. 否  

4. 您認為在發生災難時您能照顧自己的能力有多大？請選擇以下一個答案。[READ ALL AND CIRCLE THE CHOSEN OPTION]

i. 十分有準備  
ii. 有所準備  
iii. 有些準備  
iv. 完全無準備  

5. 請您就以下的問題答「是」或「否」？[DO NOT READ OUT "REFUSED" OR "DON'T KNOW" OPTIONS. CIRCLE "REFUSED" ONLY IF RESPONDENT SAYS]
S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE “DON’T KNOW” ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]

i. 您有沒有曾上過CPR班，或災難應變訓練？
   是 / 否 / 拒答 / ?知道

ii. 您有沒有曾和一起住的人討論過應變計劃？
   是 / 否 / 拒答 / ?知道

iii. 您有沒有曾和您的家護助之討論過應變計劃？
    是 / 否 / 拒答 / ?知道

iv. 您家中有沒有可以在無電時能找到的電筒？
    是 / 否 / 拒答 / ?知道

v. 您家中是否有滅火筒？
    是 / 否 / 拒答 / ?知道

vi. 您家中是否安裝有火警煙霧警告器？
    是 / 否 / 拒答 / ?知道

vii. 您家中的熱水箱，書架，重的玻璃窗，照片和其他物件，是否有貼？以防地震時會跌下？
    是 / 否 / 拒答 / ?知道

viii. 您是否儲存有食物和水，以備緊急事件發生時可用？
     是 / 否 / 拒答 / ?知道

ix. 您有沒有儲備好額外的衣物和毛毯，以備緊急事件發生時可用？
    是 / 否 / 拒答 / ?知道

x. 您有沒有緊急應變用品箱，包括電筒，用電池操作的收音機，急救物品，三天供應的水，食物，額外的藥品，和其他的個人物品準備好？
   是 / 否 / 拒答 / ?知道
xi. 您有沒有任何您認？的人，知道和曾？習如何關閉煤氣，水，和電氣？
是 / 否 / 拒答 / ？知道
xii. 您是否設定一個計劃，？絡住在此地區以外的親友？
是 / 否 / 拒答 / ？知道
xiii. 您有沒有請人在緊急情況發生時？看您是否無恙？
是 / 否 / 拒答 / ？知道

6. 您認為在您需要水，食物和其他基本需要援助之前，您可以在緊急情況下自己？
在家中多少天呢？[CIRCLE THE ONE CORRESPONDING TO RESPONDENT’S
REPLY. READ OUT OPTIONS ONLY IF ASKED.]

i. 0 天
ii. 1 至 2 天
iii. 3 至 4 天
iv. 5 至 6 天
v. 7 天或以上

7. 您認為如有需要時，您能在十五分鐘內？開您的家庭前往一個安全的？點的能？
有多大？請選擇以下一個答案。

i. ？能？
ii. ？為可以
iii. 很能？

8. 是？麼困難使您在有需要時，阻止您？家前往安全的？點呢？請告訴我所有的困
難。
i) 身體能？
ii) 財務能？

iii) 家人

iv) 寵物

v) 恐懼

vi) 其他 [DO NOT READ THIS OPTION -- RECORD IF INFO IS VOLUNTEERED]

9. 您曾做??麼準備，以備一旦發生災難時，您可以在十五分鐘內?家？請就以下的問題答是或否： [DO NOT READ OUT "REFUSED" OR "DON'T KNOW" OPTIONS. CIRCLE “REFUSED” ONLY IF RESPONDENT SAYS S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE “DON’T KNOW” ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]

i. 已準備一份需要帶備之物件的檢?清單：

是 / 否 / 拒答 / ?知道

ii. 有一個隨手即可拿走的袋，包括一副眼鏡，必須服的藥物，醫?用品，個人儀容用品等：

是 / 否 / 拒答 / ?知道

iii. 已影印身份證，緊急健康資?和信用卡的副本：

是 / 否 / 拒答 / ?知道

iv. ?下小額的現?可用：

是 / 否 / 拒答 / ?知道

v. 預?水和小吃：

是 / 否 / 拒答 / ?知道

vi. 預?寵物用品：
10. 現在我請您評定一下多種災難應變準備方法，請告訴我其有用性有多大？

i. 備份一份家庭用品、健康和醫療用品的清單： [READ ALL AND CIRCLE CHOSEN OPTION]

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

ii. 一張寫入緊急聯絡電話和個人聯絡電話的表格： P

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

iii. 電視發出信息，提供資?，和指導您使用其他資源：

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

iv. 收音機發出信息，提供資?，和指導您使用其他資源：

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

v. 報紙提供資?：

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

vi. 在您每個月的水電費單內包括有關資?：

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

vii. 在 IHSS 的通訊中包括有關資?：

1) 十分有用  2) 有用  3) ? 為有用  4) 完全沒有用

viii. 還有?麼其他為您提供有用資?的方法？ _______________________

11. 在?麼地方提供此類清單和應變準備指南會對您最有用呢？請在以下?個選擇中選擇一個？

i. 在雜貨店或藥房

ii. 在做?拜的地方
iii. 在社區中心
iv. 在網頁
v. 在圖書館
vi. 寄到您家？
vii. 其他：_____________________[DO NOT READ. RECORD IF INFO IS VOLUNTEERED]

12. 您是否曾收過有關如何使您的家在發生災難時安全的資料？請答是或否。
i. 是 [CONTINUE TO QUESTION 13]
ii. 否…[SKIP TO QUESTION 14]

13. 您最近一次收到此類資訊是什麼時候？ [READ OUT THE OPTIONS]
i. 在過去1個月
ii. 6至12個月
iii. 1至2個月
iv. 2至5個月
v. 5個月以上

14. 您是從？公開收到此類災難準備資訊的？請告訴我所有適用的？源
CIRCLE ALL THAT APPLY]
i. 傳媒
ii. 政府部門
iii. 水電公司
iv. 教會
v. 紅十字會
vi. 社區機構
vii. IHSS 縣的社工

viii. 其他（請註明）______________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]

ix. ？肯定／？知道 [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE,. DO NOT SUGGEST THIS OPTION]

15. 在提供如何使您的家在發生災難時？安全的資？源中，您最相信哪一方面？

i. 傳媒
ii. 政府部門
iii. 水煤電公司
iv. 教會
v. 紅十字會
vi. 社區機構
vii. IHSS 縣的社工

viii. 其他（請註明）______________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]

ix. ？肯定／？知道 [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE,. DO NOT SUGGEST THIS OPTION]

16. 如您被迫？家，您將往？哪地方？請在以下？個選擇中選一個  

i. 鄰居或親戚的家
ii. 學校
iii. 診所或醫院
iv. 社區中心

v. 教會

vi. 警察局或消防局

vii. 其他，請註明________________ [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

viii. ?知道 [DO NOT READ]

17. 現在，我問您幾個有關您主要家護助？的問題。請答是或否。

I. 您的主要家護助？是否由 IHSS 付薪的？……是／否

[IF YES], 照?您的人是 [READ OUT THE OPTIONS]:

i. 家人？
ii. 朋友或相？者？
iii. ？自 IHSS 公共服務機構名單的 IHSS 家護助？？
iv. 其他？________________
v. ？知道 [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

[IF NO, ASK II.]

II. 您的主要家護助？是否並非 IHSS 支薪的其他人？ 是／否

[IF YES], 照?您的人是？

i. 家人？
ii. 朋友或相？者？
iii. 其他：________________
iv. ？知道 [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

18. 在緊急情況下，您主要依賴協助您的人是誰呢？請答是或否？

I. 是否 IHSS 支薪的工作人員？ ……..是／否
[IF YES], 是
[READ OUT THE OPTIONS]:

i. 家人？
ii. 朋友或相？者？
iii. ？自 IHSS 公共服務機構名單的 IHSS 家護助？？
iv. 其他？
v. ？知道 [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

[IF NO, ASK II.]

II. 是否並非 IHSS 支薪的工作人員？ .......是 / 否

[IF YES], 是：

i. 家人？
ii. 朋友或相？者？
iii. 其他：
iv. ？知道 [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

19. 此人是否曾受過在緊急情況下可協助您的訓？？

i. 是
ii. 否
iii. ？知道 [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

調？訪問差？多完？。我們只需要您多五分鐘的時間。

20. 請問您在？地方出生？ ______________________

(IF RESPONSE IS “UNITED STATES,” ASK A. IF RESPONSE IS NOT “UNITED STATES,” ASK A, B AND C]

a. 您母親在哪個國家出生？
b. 您父親在哪個國家出生？
c. 您在哪一？前？美國？
21. 請問您居住的地點的郵區號碼是？  
________________________

22. 以下那個講法，最能明您的住所？

i. 一個家庭的房子

ii. 柏文，共渡公寓(CONDO)，或公寓(TOWNHOUSE)

iii. 其他，請明： ____________________________ [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

23. 房子是否您自己擁有的？

i. 是

ii. 否

iii. ?知道 [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

24. 您曾接受多少教育？

i) 0       ii) 1 至 6？      iii) 7 至 12？     iv) 13 至 16？    v) 16？以上

25. 您每個月的收入是多少？請在我？出您收入範圍？字時叫我停止 。

i) $500 以下      ii) $1,000 以下     iii) $1,500 以下     iv) $2,000 以下

v) $3,000 以下   vi) $4,000 以下   vii) $5,000 以下   viii) $5,000 以上

26. 和您一起住有多少人（請提供？目）？ ____________

a. 請問他們和您的關係？ [UNDERLINE ALL THAT APPLY]
i. 妻子／丈夫  ii. 兒子  iii. ?兒  iv. 媳婦  v. ?婿
vi. 孫兒  vii. 侄子 / 侄女  viii. 父母  ix. 姊妹 兄弟  x. 祖父母
xi. 其他親戚  xii. 非親戚  xiii. 沒有人

27. 您是否需要以下項目的協助：穿衣、進食、走？，上廁所或個人衛生？請答是或否
i. 是
ii. 否

28. 您是否有以下的協助：購物、打掃家庭、會計、煮食、或交通？請答是或否
i. 是
ii. 否

29. 您是否有長期健康情況需要服藥，？如糖？病，心臟病，或高血壓？
i. 是
ii. 否

[IF YES ASK] 您的藥物有沒有任何需要放入冰箱的？
i. 是
ii. 否

30. 用？麼語言？ ____________________________

31. 一般？？，您能？和講？麼語言？

32. 您孩子的時候用？麼語言？ ____________________________
33. 如果您可以选择，您希望他们是华人，还是美国人？

34. 在家，您通常讲什么语言？

35. 您和您的朋友通常讲什么语言？

36. 您通常看什么语言的电视节目？

37. 您通常听的电台，讲的是什么语言？

38. 您是否比较喜欢参加华人的社交活动／聚会？

39. 您探访的人是华人还是美国人？

調查已經完畢。如您有任何問題或顧慮，您可以聯絡 Professor Gerald Eisman 教授，電話 415/338-6419；或三藩市州大學生保護辦事處 Office of Protection for Human Subjects，電話：415/338-1093。十分感謝您的時間。
Здравствуйте, меня зовут________. Я звоню из Государственного Университета г.Сан Франциско по поручению агентства по уходу на дому In Home Supportive Services Public Authority г. Сан Франциско. Мы проводим опрос на тему: “Готовность к стихийному бедствию”. Вы могли получить письмо из агентства Public Authority с информацией о данном опросе. Есть ли у вас немного свободного времени, чтобы ответить на наши вопросы?

(ДА ) Yes [CONTINUE]
(Нет) No [IF NO, ASK IF YOU CAN CALL BACK AT A MORE CONVENIENT TIME AND WRITE DOWN CALLBACK DATE ON FACE SHEET. IF RESPONDENT SAYS NO TO A CALLBACK, THANK HIM/HER FOR HIS TIME AND CONCLUDE THE CONVERSATION]

[TO CONTINUE, READ THE INFORMED CONSENT STATEMENT AS FOLLOWS]

Опрос продлится приблизительно 20 минут. Ваше участие сугубо добровольное, и вы можете отвечать только на те вопросы, на которые захотите дать ответы. Вы можете также задать свои вопросы или прекратить участие в опросе в любое время. Ваши ответы будут считаться конфиденциальными, поэтому, отвечая на наши вопросы, вы ничем не рискуете. Если вы не против, можем ли мы начать наш опрос?

(Да) Yes [SAY “THANK” AND CONTINUE]
(Нет) No [SET CALLBACK DATE ON FACE SHEET]

[TO CONTINUE, READ AS FOLLOWS]

Пожалуйста, имейте ввиду, что под словосочетанием “стихийное бедствие” мы подразумеваем явление глобального масштаба, которое повлияет не только на вашу жизнь, но и жизнь района, где вы живёте, или всего города. Например, землетрясение будет считаться бедствием такого масштаба. Однако, любой несчастный случай, который произошёл лично с вами (например, вы упали, и это привело к серьёзным для вас последствиям), не будет рассматриваться в данном опросе как стихийное бедствие.

Сейчас я попрошу вас ответить на несколько вопросов. Помните, пожалуйста, что нет правильных или неправильных ответов.
1. Давайте поговорим о том, какие чувства вы испытываете, когда слышите информацию о возможном стихийном бедствии? Как бы вы оценили эти чувства? Пожалуйста, выберите один из предложенных вариантов. [READ ALL AND CIRCLE CHOSEN OPTION]
   i. очень обеспокоены
   ii. обеспокоены
   iii. немного обеспокоены
   iv. совсем не обеспокоены

2. Были ли вы лично свидетелем стихийного бедствия? Пожалуйста, дайте ответ. Да или Нет
   i. Да [IF YES, ASK] Какого или каких? [PROBE: ANY OTHERS? CAN YOU TELL ME THE YEAR?] [SKIP TO QUESTION 4]
   ii. Нет [IF NO, ASK QUESTION 3]

3. Если вы не были непосредственным свидетелем стихийного бедствия, пострадали ли вы лично от его последствий?
   i. Да [IF YES, ASK] Какого или каких?
   ii. Нет

4. Как бы вы оценили свою личную готовность к стихийному бедствию? Пожалуйста, выберите один из предложенных вариантов [READ ALL AND CIRCLE THE CHOSEN OPTION]
   i. Полностью готов
   ii. Готов
   iii. Не совсем готов
   iv. Совсем не готов

5. Пожалуйста, дайте ответ. Да или Нет на следующие вопросы. [DO NOT READ OUT “REFUSED” OR “DON’T KNOW” OPTIONS. CIRCLE REFUSED ONLY IF RESPONDENT SAYS S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE “DON’T KNOW” ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]
   i. Прошли ли вы обучение по оказанию первой помощи пострадавшим, а также помощи при сердечно-лёгочной недостаточности или по подготовке к стихийному бедствию:
      Да / Нет / Отказался отвечать / Не знаю
   ii. Обсуждали ли вы план действия в чрезвычайной ситуации с людьми, с которыми вы проживаете?
      Да / Нет / Отказался отвечать / Не знаю
   iii. Обсуждали ли вы план действия в чрезвычайной ситуации с работником по уходу?
      Да / Нет / Отказался отвечать / Не знаю
   iv. Есть ли у вас дома фонарь, который вы можете применить в тёмном помещении?
      Да / Нет / Отказался отвечать / Не знаю
v. Есть ли у вас дома огнетушитель?
   Да / Нет / Отказался отвечать / Не знаю

vi. Установлена ли у вас в доме пожарная сигнализация?
   Да / Нет / Отказался отвечать / Не знаю

vii. Есть ли у вас водяные обогреватели, большие зеркала, книжные шкафы и другие предметы, которые необходимо закрепить на случай землетрясения?
   Да / Нет / Отказался отвечать / Не знаю

viii. Есть ли у вас необходимый запас продуктов и воды на случай необходимости в чрезвычайной ситуации?
   Да / Нет / Отказался отвечать / Не знаю

ix. Есть ли у вас запасная одежда и одеяла на случай необходимости в чрезвычайной ситуации?
   Да / Нет / Отказался отвечать / Не знаю

x. Есть ли у вас на случай стихийного бедствия, так называемый, неприкосновенный набор, который включает в себя такие вещи, как фонарь, радио на батарейках, одеяла, аптечку первой помощи, запас продуктов и воды на три дня, дополнительные медицинские средства и другие предметы личной необходимости?
   Да / Нет / Отказался отвечать / Не знаю

xi. Знаете ли вы кого-нибудь, кто умеет отключить газ, воду и электричество в вашем доме?
   Да / Нет / Отказался отвечать / Не знаю

xii. Есть ли у вас план действия, который позволит вам связаться с друзьями и родственниками, живущими в другом городе?
   Да / Нет / Отказался отвечать / Не знаю

xiii. Попросили ли вы кого-либо свяжитесь с вами в случае чрезвычайной ситуации?
   Да / Нет / Отказался отвечать / Не знаю

6. Как вы думаете, как долго вы сможете оставаться дома до того, как вам будет оказана необходимая помощь с доставкой воды, продуктов и других необходимых вещей в случае чрезвычайной ситуации?
   [CIRCLE THE ONE CORRESPONDING TO RESPONDENT’S REPLY. READ OUT OPTIONS ONLY IF ASKED]
   i. 0 ни одного дня
   ii. от 1-го до 2-х дней
   iii. от 3-х до 4-х дней
   iv. от 5-ти до 6-ти дней
   v. 7 дней или более
7. В случае необходимости как бы вы оценили свою способность покинуть дом в течение 15 минут, чтобы добраться до безопасного места?
   i. Не способен
   ii. Способен в какой-то мере
   iii. Способен самостоятельно

8. Какие обстоятельства могли бы помешать вам покинуть дом в течение 15 мин, чтобы добраться до безопасного места в случае необходимости?
   Пожалуйста, дайте ответ. Давайте ответы на те утверждения, которые касаются вас лично.
   i. Физическое состояние
   ii. Финансовое положение
   iii. Совместно проживающие с вами люди
   iv. Домашнее животное
   v. Страх
   vi. Другие [DO NOT READ THIS OPTION—RECORD IF INFO IS VOLUNTEERED]

9. Какие меры вы предприняли для того, чтобы быть готовым покинуть ваш дом в течение 15 минут в случае чрезвычайной ситуации? Пожалуйста, дайте ответы "Да" или "Нет" на следующие вопросы: [DO NOT READ OUT "REFUSED" OR "DON'T KNOW" OPTIONS. CIRCLE "REFUSED" ONLY IF RESPONDENT SAYS S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE "DON'T KNOW" ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]
   i. Подготовлен ли у вас список вещей и предметов, которые необходимо взять с собой:
      ДА / НЕТ / Отказался отвечать / Не знаю
   ii. Подготовлен ли набор крайне необходимых вещей таких, как пара очков, необходимые лекарства, предметы личной гигиены:
      ДА / НЕТ / Отказался отвечать / Не знаю
   iii. Сделаны ли копии личных документов, карточки медицинской страховки, а также кредитных карточек:
      ДА / НЕТ / Отказался отвечать / Не знаю
   iv. Есть ли в наличии небольшое количество денег:
      ДА / НЕТ / Отказался отвечать / Не знаю
   v. Есть ли отложенный запас еды и воды:
      ДА / НЕТ / Отказался отвечать / Не знаю
   vi. Есть ли отложенный запас всего необходимого для вашего домашнего животного:
      ДА / НЕТ / Отказался отвечать / Не знаю
10. Сейчас я хочу спросить вас о том, как бы вы оценили необходимость различных видов помощи при стихийном бедствии?

i. Список предметов домашнего обихода, наличие информации о состоянии здоровья или выписки из медицинского дела:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Рекомендация: прочитайте все варианты и выберите один.

   Форма, в которую можно внести телефоны службы скорой помощи, а также имена и телефоны людей, к которым можно обратиться в случае чрезвычайной ситуации:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Сообщение по телевизору о дополнительных источниках информации:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Сообщение по радио о дополнительных источниках информации:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Сообщение в газете:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Информация, присланная с вашим месячным счётом за пользование коммунальными услугами:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Сообщение в информационном письме IHSS:

   1) Крайне необходимой
   2) Необходимой
   3) Необходимой в какой-то мере
   4) Нет никакой необходимости

   Есть ли какие-либо другие пути предоставления информации, которые могли бы быть полезными для вас:

11. В каком более удобном для вас месте должны находиться источники информации? Пожалуйста, выберите один из шести предложенных вариантов.

i. Магазин или аптека
ii. Церковь
iii. Районный или общественный центр
iv. Интернет
v. Библиотека
vi. Информация, отправленная по почте
vii. Другое место нахождения [DO NOT READ. RECORD IF INFO IS VOLUNTEERED]
12. Получили ли вы информацию о том, как защитить свой дом и себя лично от стихийного бедствия? Пожалуйста, дайте ответ Да или Нет
i. Да [CONTINUE TO QUESTION 12]
ii. Нет [SKIP TO QUESTION14]

13. Когда вы получили информацию такого рода? [READ OUT THE OPTIONS]
i. В течение последних 6-ти мес.
ii. От 6-ти до 12-ти мес.
iii. От 1-го до 2-х лет
iv. От 2-х до 5-ти лет
v. Более 5-ти лет назад

14. Из какого последнего источника вы получили информацию о подготовке к стихийному бедствию? Пожалуйста, дайте ответы Да на те утверждения, которые касаются вас лично.[CIRCLE ALL THAT APPLY]
i. Пресса
ii. Государственное учреждение
iii. Отдел коммунальных услуг
iv. Школа
v. Американский Красный Крест
vi. Районная или общественная организация
vii. Социальный работник программы по уходу на дому (IHSS) данного округа
viii. Другие (уточните, какие)__________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]
ix. Не уверен/Не знаю [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE. DO NOT SUGGEST THIS OPTION]

15. Какому источнику информации вы доверили бы больше всего, чтобы обезопасить себя и свой дом в случае стихийного бедствия? Пожалуйста, дайте ответ Да на те утверждения, которые касаются вас лично.
i. Пресса
ii. Государственное учреждение
iii. Отдел коммунальных услуг
vi. Церковь
v. Американский Красный Крест
vi. Районная или общественная организация
vii. Социальный работник программы по уходу на дому (IHSS) данного округа
viii. Другие (уточните, какие)__________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]
ix. Не уверен/Не знаю [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE. DO NOT SUGGEST THIS OPTION]

16. Если бы вас заставили покинуть дом, куда бы вы направились? Пожалуйста, дайте один из шести предложенных вариантов.
i. Дом соседа или родственника
ii. Школа
iii. Клиника или госпиталь
iv. Районная или общественная организация
v. Церковь
vi. Полиция или пожарное отделение
vii. Другие (пожалуйста, уточните, какие) [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
viii. Не знаю [DO NOT READ]

17. Сейчас я задам вам несколько вопросов относительно вашего основного работника по уходу? Пожалуйста, дайте ответы Да или Нет.
I. Ваш основной работник по уходу тот, кто получает оплату через IHSS? Да / Нет [IF YES] Ваш работник [READ THE OPTIONS]:
i. Член семьи
ii. Друг или знакомый
iii. Работник по уходу из рекомендательного листа агентства IHSS Public Authority
iv. Кто-то другой
v. Не знаю [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
[IF NO, ASK II]

II. Вас основной работник по уходу тот, кто не получает оплату через IHSS? Да / Нет [IF YES] Ваш работник по уходу [READ THE OPTIONS]:
i. Член семьи
ii. Друг или знакомый
iii. Кто-то другой
iv. Не знаю [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

18. В случае чрезвычайной ситуации к кому бы вы обратились прежде всего? Пожалуйста, дайте ответ Да или Нет
I. Тот, кто получает оплату через IHSS? Да / Нет [IF YES] Это [READ OUT THE OPTIONS]:
i. Член семьи
ii. Друг или знакомый
iii. Работник по уходу из рекомендательного листа агентства IHSS Public Authority
iv. Кто-то другой
v. Не знаю [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
[IF NO, ASK II]

II. Тот, кто не получает оплату через IHSS? Да / Нет [IF YES] Это:
i. Член семьи
ii. Друг или знакомый
iii. Кто-то другой
iv. Не знаю [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

19. Прошёл ли этот человек курс обучения, чтобы быть готовым помочь вам в случае чрезвычайной ситуации?
i. Да
ii. Нет
iv. Не знаю [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

Мы подходим к концу нашего опроса. Нам необходимо будет ещё 5 минут.
20. Где вы родились?
(Если в Соединённых Штатах, задайте вопрос А. Если не в Соединённых Штатах, переходите к вопросам Б. и В.)
a. В какой стране родилась ваша мать?
b. В какой стране родился ваш отец?
v. В каком году вы приехали в Соединённые Штаты?

21. Какой у вас почтовый индекс?

22. Каким бы наилучшим образом вы бы описали место, в котором проживаете?
i. Свой дом
ii. Апартмент, кондоминиум или таунхаус
iii. другой вид жилья __________________________[DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

23. Являетесь ли вы собственником жилья?
i. Да
ii. Нет
iii. Не знаю [DO NOT READ THIS RESPONSE. RECORD IF INFO VOLUNTEERED]

24. Сколько лет вы учились в школе и любом другом учебном заведении?
i) 0 ii) от 1-го до 6-ти iii) от 7-ми до 12-ти iv) от 13-ти до 16-ти v) более 16-ти лет

25. Какой у вас месячный доход? Пожалуйста, скажите, где мне остановиться.
i. менее 500 дол. ii. Менее 1000 дол. iii. 1500 дол. iv. 2000 дол. v. менее 3000 дол. vi. менее 4000 дол vii. Менее 5000 дол. viii. 5000 более

26. Какое количество людей проживает с вами? (Пожалуйста, назовите число)

A. Кем они приходятся вам? [UNDERLINE ALL THAT APPLY]
i. жена/муж ii. сын iii. дочь iv. невестка v. зять vi. внук или внучка vii. племянник или племянница viii. отец или мать ix. сестра или брат x. бабушка или дедушка xi. другие родственники xii. не родственники xiii. живу один( одна).

27. Необходима ли вам помощь в личном уходе таком, как одевание, кормление, помощь при передвижении, сопровождение в туалет, помощь с личной гигиеной? Пожалуйста, дайте ответы Да или Нет.
i. Да
ii. Нет

28. Необходима ли вам помощь по дому такая, как закупка продуктов, уборка, оплата счетов, приготовление пищи, транспортные услуги?
i. Да
ii. Нет

29. Принимаете ли вы медицинские препараты по рецепту от таких хронических заболеваний, как диабет, сердечные заболевания или при повышенном давлении?
i. Да
ii. Нет
[IF YES ASK] Необходимо ли ваши лекарства хранить в холодильнике?
30. На каком языке вы думаете?

31. На каком языке вы читаете и говорите?

32. На каком языке или языках вы говорили, когда были ребёнком?

33. Если бы вы могли выбрать друзей для своих детей, вы хотели бы, чтобы они были русскими или американцами? [INCLUDE ONLY TWO RESPONSES- THE HERITAGE OF THE RESPONDENT AND AMERICAN. FOR EXAMPLE, IF YOU ARE INTERVIEWING A CHINESE RESPONDENT, YOU WILL ASK CHINESE AND AMERICAN, A RUSSIAN RESPONDENT, RUSSIAN AND AMERICAN]

34. На каком языке или языках вы обычно говорите дома?

35. На каком языке или языках вы обычно говорите со своими друзьями?

36. На каком языке вы обычно смотрите передачи по телевизору?

37. На каком языке или языках вы обычно слушаете радио?


Наш опрос закончен. Если у вас есть вопросы или вас что-либо волнует, вы можете позвонить профессору Джеральду Айзману по телефону (415) 338-6419 или в Отдел по Защите Прав Человека при Государственном Университете г. Сан Франциско по телефону (415) 338-1093. Спасибо за ваше участие в нашем опросе.
C.4 Telephone Survey Questionnaire in Spanish

Disaster Preparedness among Consumers of In-Home Supportive Services

INTRO SCRIPT:

Hola. Mi nombre es ______________. Llamo de la Universidad Pública de San Francisco por parte del registro de la Autoridad Pública de San Francisco. Estamos haciendo una encuesta acerca de la preparación en caso de un desastre. Usted probablemente recibió una carta de la Autoridad Pública informándole sobre una encuesta relacionada con este tema. ¿Podría usted tomar unos minutos para participar en esta encuesta?

(   ) Yes  [CONTINUE]
(   ) No  

[IF NO, ASK IF YOU CAN CALL BACK AT A MORE CONVENIENT TIME AND WRITE DOWN CALLBACK DATE ON FACE SHEET. IF RESPONDENT SAYS NO TO A CALL BACK, THANK HIM/HER FOR HIS TIME AND CONCLUDE THE CONVERSATION]

[TO CONTINUE, READ THE INFORMED CONSENT STATEMENT AS FOLLOWS]

Esta encuesta le tomará aproximadamente 20 minutos de su tiempo. Su participación es voluntaria, y podrá usted contestar sólo las preguntas que usted quiera. Usted podrá abandonar la encuesta en cualquier momento. También usted podrá hacer preguntas si necesita alguna clarificación de lo que estoy diciendo. No hay ningún riesgo al contestar estas preguntas y sus respuestas permanecerán en confidencia. ¿Tomaría usted unos minutos de su tiempo para participar en la encuesta?

(   ) Yes  [SAY "Thank you" AND CONTINUE]
(   ) No   [SET CALLBACK DATE ON FACE SHEET]

[TO CONTINUE, READ AS FOLLOWS]

Antes de empezar la encuesta, por favor tenga en mente que cuándo nosotros utilizamos la palabra “desastre,” nos referimos a un acontecimiento de gran escala que podría afectarle no sólo a usted a su hogar, si no también su vecindario, la ciudad o una área más grande. Por ejemplo, un terremoto es considerado un desastre, pero un incidente como una caída en su hogar, a pesar de que es delicado para usted, no sería considerado un desastre para los fines de esta encuesta.

Ahora le haré algunas preguntas. Por favor responda como usted mejor considere. Recuerde aquí no hay ninguna respuesta mala o incorrecta.

1. ¿Por lo general cuál es su opinión sobre desastres. ¿Cómo calificaría usted sus impresiones con respecto a la posibilidad de un desastre? Por favor seleccione una de las opciones. [READ ALL AND CIRCLE THE CHOSEN OPTION]
   i. Extremadamente ansioso/a
   ii. Ansioso/a
   iii. Algo ansioso/a.
   iv. No ansioso/a del todo
2. ¿Ha estado usted, personalmente en un desastre? Por favor conteste Sí o No.
   i. Sí [IF YES, ASK] ¿En cuál desastre? ________________________________
   [solicite más información: ¿algún otro? ¿puede decirme el año que sucedió? [SKII QUESTION 4]
   ii. No [IF NO, ASK QUESTION 3]

3. ¿Si usted nunca ha estado en un desastre, ha sido usted afectado por un desastre?
   i. Sí [IF YES, ASK] ¿En cuál desastre?________________________________
   ii. No

4. ¿Cómo calificaría usted su habilidad para cuidar de usted mismo durante desastre? [Por favor lea
   las opciones y cierre en un círculo la opción seleccionada.]
   i. Muy preparado.
   ii. Preparado.
   iii. Algo preparado.
   iv. Nada preparado.

5. ¿Por favor puede usted contestar Sí o No a las siguientes preguntas? [DO NOT READ OUT "RE-
   Fuse" OR "DON'T KNOW" OPTIONS. CIRCLE "REFUSED" ONLY IF RESPONDENT SAYS S/HE
   DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE "DON'T KNOW" ONLY IF RESPON-
   DENT SAYS S/HE DOES NOT KNOW]
   i. ¿Ha tomado alguna clase de primeros auxilios, resucitación cardiopulmonar o de preparación para
      un desastre?
      Sí / No / Se negó / No sé
   ii. ¿Ha discutido los planes de emergencia con las personas con quien usted vive?
      Sí / No / Se negó / No sé
   iii. ¿Ha discutido los planes de emergencia con su trabajador(a) del servicio de casa y cuidado
        personal?
      Sí / No / Se negó / No sé
   iv. ¿En su casa tiene usted en su casa una lámpara de pilas disponible que pueda encontrarla en la
      oscuridad?
      Sí / No / Se negó / No sé
   v. ¿Tiene extinguidores de fuego en su casa?
      Sí / No / Se negó / No sé
   vi. ¿Tiene instalados detectores de humo en su hogar?
      Sí / No / Se negó / No sé
   vii. ¿Tiene calentador de agua/boiler, libreros, estantes, espejos pesados, fotografías enmarcadas, y
        otros objetos atados en caso de un terremoto?
      Sí / No / Se negó / No sé
   viii. ¿Tiene comida y agua almacenada para el uso en caso de una emergencia?
        Sí / No / Se negó / No sé
   ix. ¿Tiene ropa extra y cobijas almacenadas en caso de una emergencia?
       Sí / No / Se negó / No sé
   x. ¿Tiene usted listo un equipo de suministros básico de emergencia que contenga lámparas de pilas,
      un radio portátil, pilas de repuesto, cobijas, un botiquín de primeros auxilios, provision de alimentos
      para tres días, agua, medicamentos y otros artículos personales necesarios?
      Sí / No / Se negó / No sé
   xi. ¿Tiene usted a alguien que sabe cómo y que ha desconectado la válvula principal del gas, el agua
       y las utilidades eléctricas para usted?
      Sí / No / Se negó / No sé
xii. ¿Ha establecido un plan para contactar a sus familiares o amigos que viven fuera del área del desastre?
Sí / No / Se negó / No sé

xiii. ¿Le ha pedido a alguna persona que lo contacte en caso de un desastre?
Sí / No / Se negó / No sé

6. ¿Cuántos días cree usted que podría quedarse en su hogar durante una situación de emergencia antes que usted requiera de agua, alimentos, y otras necesidades básicas?
[CIRCLE THE ONE CORRESPONDING TO RESPONDENT’S REPLY. READ OUT OPTIONS ONLY IF ASKED.]
i. 0 días
ii. 1- 2 de días
iii. 3- 4 de días.
iv. 5- 6 días
v. 7 días o más.

7. ¿Cómo califica usted su habilidad para salir de su casa en un lapso de 15 minutos y si es necesario llegar a un lugar fuera de peligro?
   i. No es capaz
   ii. Es algo capaz
   iii. Bien capaz

8. ¿En caso de un desastre qué podría impedirle a usted salir de su casa para llegar a un lugar seguro? Por favor conteste sí o no a las siguientes preguntas:
   i) habilidad física
   ii) falta de posibilidades económicas
   iii) miembro de la familia que depende de otros
   iv) mascotas
   v) miedo
   vi) Otro [DO NOT READ THIS OPTION — RECORD IF INFO IS VOLUNTEERED] __________

9. ¿Qué ha hecho usted para estar preparado/a para salir de su casa en un lapso de 15 minutos en caso de un desastre? Por favor conteste sí o no a las siguientes preguntas: [DO NOT READ OUT "REFUSED" OR "DON'T KNOW" OPTIONS. CIRCLE "REFUSED" ONLY IF RESPONDENT SAYS S/HE DOES NOT WANT TO ANSWER THE QUESTION. CIRCLE "DON’T KNOW" ONLY IF RESPONDENT SAYS S/HE DOES NOT KNOW]
i. ¿Preparó una lista de verificación de los artículos que tomará con usted en caso de un desastre?
Sí / No / Se negó / No estoy seguro/a

ii. ¿Tiene listo un botiquín que contenga sus lentes, medicamentos necesarios, provisiones sanitarias y artículos de hygiene personal?
Sí / No / Se negó / No estoy seguro/a

iii. ¿Ha sacado fotocopias de su tarjeta de identificación, tarjetas de crédito, e información sobre su salud en caso de emergencia?
Sí / No / Se negó / No estoy seguro/a

iv. ¿Tiene apartado una pequeña cantidad de dinero en efectivo en caso de un desastre?
Sí / No / Se negó / No estoy seguro/a

v. ¿Ha apartado agua y comida de lata en caso de un desastre?
Sí / No / Se negó / No estoy seguro/a

vi. ¿Ha apartado provisiones necesarias para sus mascotas?
Sí / No / Se negó / No estoy seguro/a
10. ¿Cómo califica usted la utilidad de los siguientes métodos de preparación en caso de un desastre? [READ ALL AND CIRCLE CHOSEN OPTION]
   i. Lista de verificación de su salud e información médica y objetos de valor:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   ii. Una forma para poner los nombres, números de teléfono de emergencia y contactos personales:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   iii. Anuncios de televisión facilitándole información y recomendándole otros recursos:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   iv. Anuncios en la radio facilitándole información y recomendándole otros recursos:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   v. Información en el periódico:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   vi. Información incluida en el recibo mensual de utilidades:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   vii. Información incluida en el boletín de IHSS:
      1) Bastante útil  2) Útil  3) Un tanto útil  4) Nada útil
   viii. ¿Hay alguna otra manera de proporcionarle información que sea útil para usted?

11. ¿Dónde le sería más útil encontrar a usted la disponibilidad de listas de verificación y guías de preparación en caso de un desastre? Por favor seleccione una de las siguientes seis opciones.
   i. En el supermercado o la farmacia
   ii. En el lugar de congregación religiosa – iglesia, sinagoga, templo.
   iii. En el vecindario o centro comunitario
   iv. En un sitio de web en la internet
   v. En la biblioteca
   vi. Enviado por correo a su casa
   vii. Otro: ______________________[DO NOT READ. RECORD IF INFO IS VOLUNTEERED]

12. ¿Ha recibido información de cómo hacer su hogar más seguro y estar usted más preparado/a para un desastre? Por favor conteste Sí o No.
   i. Sí [CONTINUE TO QUESTION 12]
   ii. No [SKIP TO QUESTION 14]

13. ¿Qué tan reciente recibió esa información? [READ OUT THE OPTIONS]
   i. En los últimos seis meses
   ii. 6 a 12 meses
   iii. 1 a 2 años.
   iv. 2 a 5 años
   v. Más de 5 años

14. ¿De dónde recibió información sobre cómo prepararse en caso de un desastre? [CIRCLE ALL THAT APPLY]
   i. De los medios de prensa
   ii. De una agencia del gobierno
   iii. De la compañía de luz y agua
   iv. Del lugar de congregación religiosa – iglesia, sinagoga, templo.
   v. De la Cruz Roja
   vi. De una organización del vecindario u organización comunitaria.
   vii. Del trabajador social de IHSS.
viii. Algún otro. (Por favor especifique) _____________________________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]
ix. No estoy seguro/a [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE,. DO NOT SUGGEST THIS OPTION]

15. ¿Quién le da más confianza para facilitarle información de cómo hacer su hogar más seguro y estar más preparado/a usted para un desastre? Por favor conteste Sí o No a todas las respuestas que apliquen:
i. Los medios de prensa
ii. Agencias del gobierno
iii. La compañía de luz y agua
v. La Cruz Roja
vi. La organización del vecindario u organización comunitaria.
vii. El trabajador social de IHSS.
viii. Algún otro. (Por favor especifique) _____________________________________ [DO NOT READ. RECORD ONLY IF RESPONDENT VOLUNTEERS INFORMATION]
ix. No estoy seguro/a [DO NOT READ. RECORD ONLY IF RESPONDENT IS NOT SURE,. DO NOT SUGGEST THIS OPTION]

16. ¿Si usted fuera forzado a salir de su hogar, a dónde se iría? Por favor seleccione una de las siguientes seis opciones.
i. A la casa de su vecino o algún pariente
ii. A la escuela
iii. A la clínica u Hospital.
iv. Al centro del vecindario u organización comunitaria
v. Al lugar de congregación religiosa – iglesia, sinagoga, templo.
vi. Al departamento de policía o departamento de bomberos.
viii. Algún otro. (Por favor especifique) _____________________________________ [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
ix. No estoy seguro/a [DO NOT READ]

17. Ahora, yo le haré algunas preguntas acerca de su trabajador/a de servicios de casa y cuidado personal. Por favor conteste Sí o No.
i. ¿A su trabajador/a de servicios de casa y cuidado personal le paga el departamento de servicios sociales de IHSS?......... Sí / No
[IF YES], ¿Es su trabajador/a de servicios de casa y cuidado personal [READ OUT THE OPTIONS]:
i. un familiar?
ii. un/a amigo/a o conocido/a?
iii. de una lista de la Autoridad Pública de IHSS?
iv. Algún otro? ______________________________
v. No estoy seguro/a [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
[IF NO, ASK II.]
II. ¿A su trabajador/a de servicios de casa y cuidado personal le paga el departamento de servicios sociales de IHSS?........... Sí  /  No
   [IF YES], ¿Es su trabajador/a de servicios de casa y cuidado personal
      i. un familiar?
      ii. un/a amigo/a o conocido/a?
      iii. Algún otro? ________________________________
      iv. No estoy seguro/a [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

18. ¿En una emergencia, quién será la persona principal que usted dependerá para ayuda?
   Por favor conteste Sí o No
   I. ¿Es un trabajador/a que le paga por IHSS?........ Sí  /  No
      [IF YES], Es él o ella [READ OUT THE OPTIONS]:
      i. un familiar?
      ii. un/a amigo/a o conocido/a?
      iii. de una lista de la Autoridad Pública de IHSS?
      iv. Algún otro? ________________________________
      v. No estoy seguro/a [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]
   [IF NO, ASK II.]

II. ¿Es alguien que no es pagado por IHSS?............ Sí   /  No
       [IF YES], Es él o ella:
       i. un familiar?
       ii. un/a amigo/a o conocido/a?
       iii. Algún otro? ________________________________
       iv. No estoy seguro/a [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

19. ¿Está su trabajador/a entrenada para ayudarle durante una emergencia?
   i. Sí
   ii. No
   iii. No estoy seguro/a [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

Ya casi terminamos con el cuestionario. Se llevará 5 minutos más de su tiempo.

20. ¿Dónde nació? ________________________________
   [IF RESPONSE IS “UNITED STATES,” ASK A. IF RESPONSE IS NOT “UNITED STATES,” ASK A, B AND C]
   a. ¿En qué país nació su madre? ________________________________
   b. ¿En qué país nació su padre? ________________________________
   c. ¿En qué año usted vino a los Estados Unidos? _____________

21. ¿Cuál es el código postal donde usted vive? ________________________

22. ¿Cuál de las siguientes opciones describe mejor en donde vive?
   i. Una casa
   ii. Un apartamento o condominio
   iii. Algún otro? ________________________________ [DO NOT READ THIS RESPONSE.
   RECORD IF INFO IS VOLUNTEERED]
23. ¿Es usted dueño del lugar dónde vive?
   i. Sí
   ii. No
   iii. No estoy seguro/a [DO NOT READ THIS RESPONSE. RECORD IF INFO IS VOLUNTEERED]

24. ¿Cuántos años de educación tiene usted?
   i) 0    ii) 1-6    iii) 7-12    iv) 13-16    v) más de 16

25. ¿Cuál es su ingreso mensual? Por favor digame cuando pare.
   i) menos de $500    ii). menos de $1000    iii) menos de $1,500    iv) menos de $2,000
   v) menos de $3,000    vi) menos de $4,000    vii) menos de $5,000    viii) más de $5,000

26. ¿Cuántas personas viven con usted? Por favor indique el número____________________
   a. ¿Cuál es su parentesco con ellos/ellas? [UNDERLINE ALL THAT APPLY]
      i. esposa/marido    ii. hijo    iii. hija    iv. nuera    v. yerno
      vi. nieto    vii. sobrina/o    viii. padre o madre    ix. hermana/o
      x. abuelo    xi. otros de parientes    xii. no familiares    xiii. nadie

27. ¿Necesita usted ayuda para vestirse, comer, caminar, usar el baño y con su higiene personal? Por favor conteste Sí o No.
   i. Sí
   ii. No

28. ¿Necesita usted ayuda para hacer sus compras, hacer la limpieza de su casa, llevar sus cuentas, preparar su comida y usar el transporte? Por favor conteste Sí o No.
   i. Sí
   ii. No

29. ¿Toma usted medicamentos recetados para problemas de salud crónicos como la diabetes, problemas del corazón o la presión?
   i. Sí
   ii. No
   [IF YES ASK] ¿Alguna de su medicina requiere refrigeración?
   i. Sí
   ii. No

30. ¿En qué idioma piensa usted?_____________________________________________

31. ¿Usualmente, en qué idiomas habla y lee usted? ____________________________

32. ¿Cuál idioma (idiomas) usted utilizó de niño?________________________________

33. ¿Si usted pudiera escoger los amigos de sus hijos, prefiere que sean latinos o americanos? [INCLUDE ONLY TWO RESPONSES – THE HERITAGE OF THE RESPONDENT AND AMERICAN. FOR EXAMPLE, IF YOU ARE INTERVIEWING A CHINESE RESPONDENT, YOU WILL ASK CHINESE AND AMERICAN; A RUSSIAN RESPONDENT, RUSSIAN AND AMERICAN] ______________

34. ¿Qué idioma/s generalmente habla usted en su casa? ________________________
35. ¿Qué idioma/s generalmente habla usted con sus amigos? ______________________

36. ¿En qué idioma/s son los programas de televisión que usted mira? _______________

37. ¿En qué idioma/ son los programas de radio que usted escucha usualmente?
_____________________________

38. ¿Prefiere usted ir a reuniones sociales/fiestas donde las personas son latinos o americanos?
_____________________________

39. ¿Las personas que usted visita lo visitan son latinos o americanos?
_____________________________

Eso concluye nuestra encuesta. Si usted tiene alguna pregunta, por favor comuníquese con el profe-
sor Gerald Eisman al teléfono(415) 338-6419 o la oficina de protección para asuntos Humanos de la
Universidad del Estado de San Francisco al teléfono(415) 338-1093. Gracias por su tiempo.