DATA BOOK
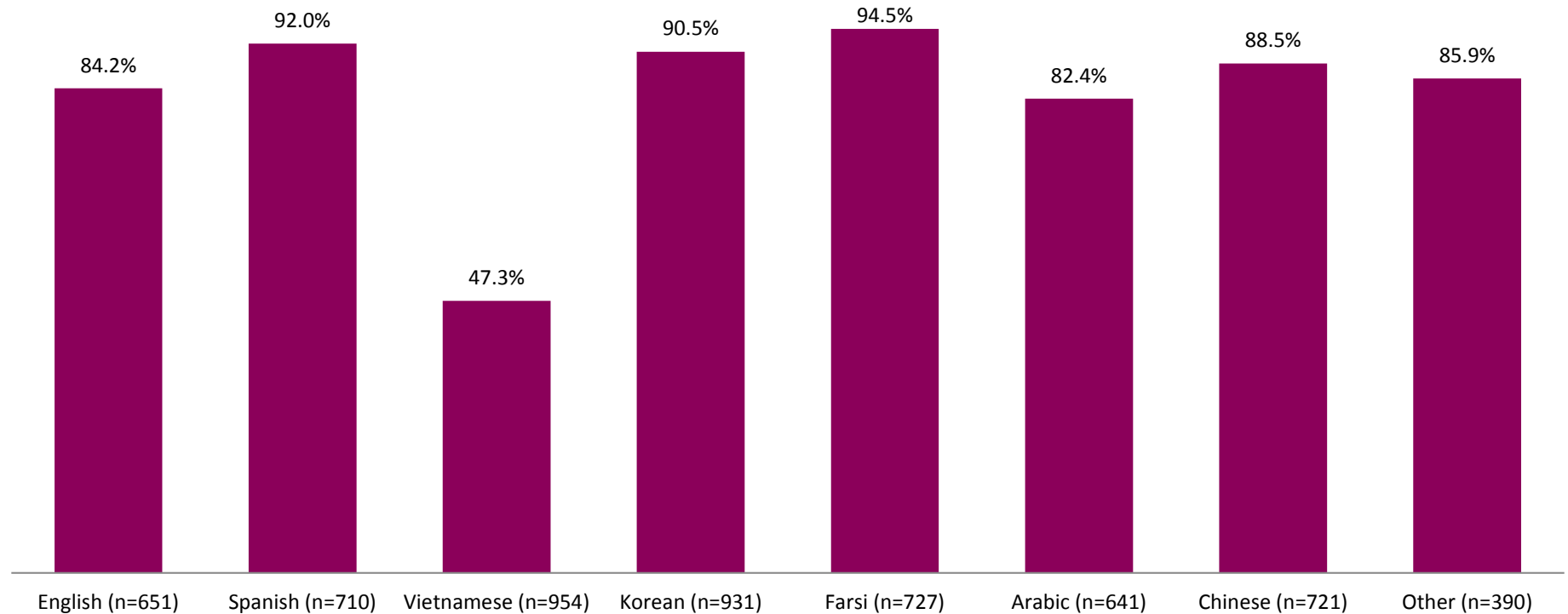
CalOptima Member Health Needs Assessment (MHNA) Survey Results:

Unweighted Estimates by Language, Age Group and Region

harder+co | community research

CalOptima
A Public Agency
Better. Together.

Navigating the Healthcare System

Exhibit 1. Percent who report at least one person as their doctor[1]

CalOptima Language:

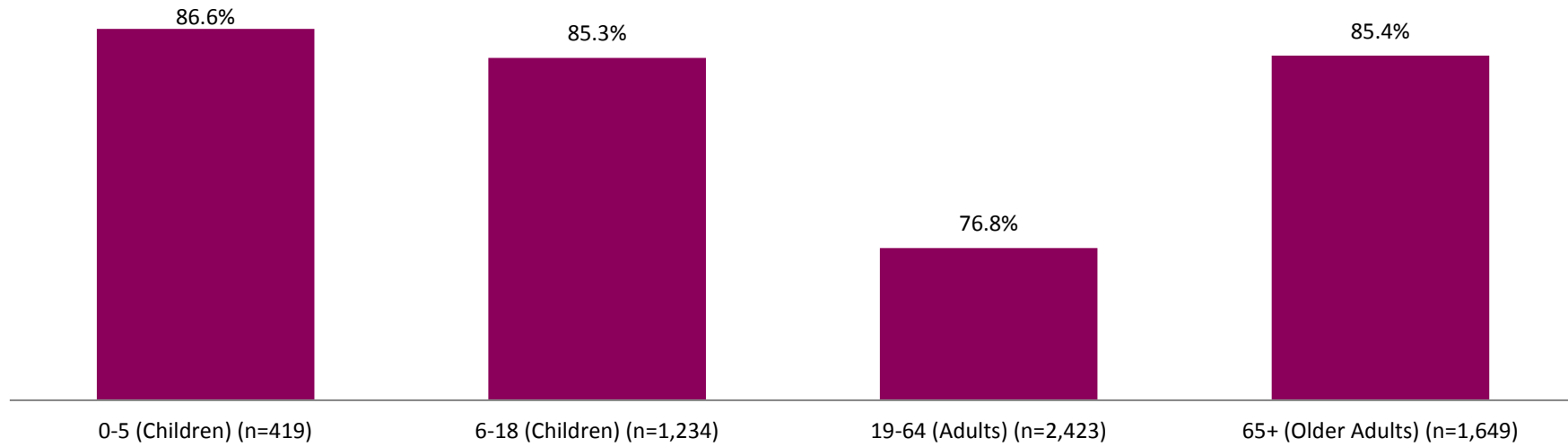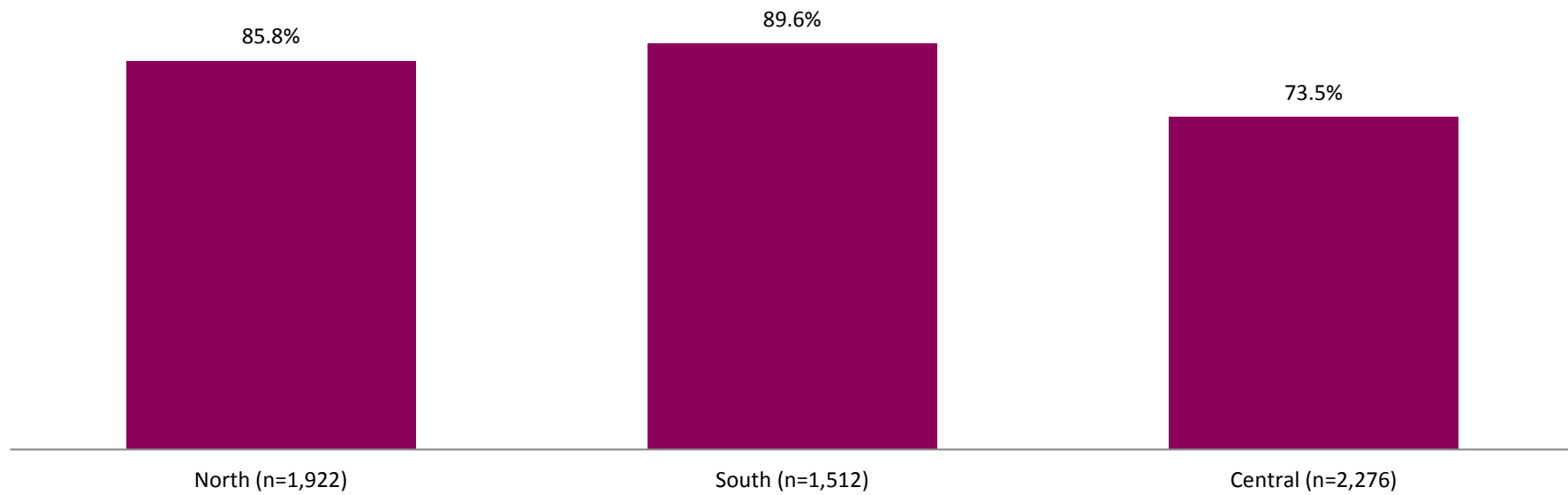|							
84.2%	92.0%	47.3%	90.5%	94.5%	82.4%	88.5%	85.9%
English (n=651)	Spanish (n=710)	Vietnamese (n=954)	Korean (n=931)	Farsi (n=727)	Arabic (n=641)	Chinese (n=721)	Other (n=390)

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[1] An issue was identified with the Vietnamese translation of this question. Therefore, results likely misrepresent percentage of Vietnamese members who have a doctor.

Exhibit 1. Percent who report at least one person as their doctor (continued)

Age Group:

0-5 (Children) (n=419)	6-18 (Children) (n=1,234)	19-64 (Adults) (n=2,423)	65+ (Older Adults) (n=1,649)
86.6%	85.3%	76.8%	85.4%

Region:

North (n=1,922)	South (n=1,512)	Central (n=2,276)
85.8%	89.6%	73.5%

Exhibit 2. Where respondents go to see their doctor

CalOptima Language	Doctor's office %	Clinic/ health center %	Emergency room %	Urgent Care %	Alternative medicine provider/ herbalist %	Other %	Don't Know %	n
English	71.8%	11.9%	2.0%	6.6%	0.5%	6.4%	0.8%	653
Spanish	59.7%	32.3%	3.4%	1.0%	0.3%	3.1%	0.1%	699
Vietnamese	86.3%	12.0%	0.1%	0.2%	0.0%	1.0%	0.3%	965
Korean	87.8%	4.3%	0.9%	1.1%	0.7%	4.1%	1.2%	938
Farsi	84.0%	6.5%	3.0%	0.8%	0.1%	5.0%	0.5%	737
Arabic	65.3%	15.8%	4.6%	5.4%	0.3%	8.0%	0.5%	625
Chinese	77.2%	11.4%	0.3%	0.8%	0.4%	6.6%	3.3%	727
Other	72.2%	12.6%	1.5%	3.0%	0.0%	9.6%	1.0%	396

Exhibit 2. Where respondents go to see their doctor (continued)

Age Group:

Age Group	Doctor's office %	Clinic/ health center %	Emergency room %	Urgent Care %	Alternative medicine provider/ herbalist %	Other %	Don't Know %	n
0-5 (Children)	68.4%	19.1%	1.9%	2.7%	0.2%	7.2%	0.5%	414
6-18 (Children)	73.0%	16.5%	1.6%	3.0%	0.4%	4.4%	1.0%	1,224
19-64 (Adults)	73.1%	14.2%	2.6%	2.7%	0.5%	5.5%	1.4%	2,425
65+ (Older Adults)	87.5%	6.8%	0.8%	0.4%	0.1%	4.1%	0.4%	1,677

Region:

Region	Doctor's office %	Clinic/ health center %	Emergency room %	Urgent Care %	Alternative medicine provider/ herbalist %	Other %	Don't Know %	n
North	74.4%	13.8%	1.7%	3.4%	0.4%	5.4%	1.0%	1,920
South	80.4%	7.9%	2.0%	1.4%	0.5%	6.4%	1.4%	1,521
Central	76.8%	15.5%	1.8%	1.4%	0.2%	3.6%	0.6%	2,284

Exhibit 3. Reasons why members go somewhere other than their doctor when they need medical attention

CalOptima Language:

CalOptima Language	I don't have a doctor %	It is easier for me to get to the emergency room or urgent care than my doctor's office %	It's hard to get an appointment with my doctor %	Other %	Don't know %	n
English	7.4%	26.5%	21.4%	40.7%	4.0%	570
Spanish	7.5%	22.2%	20.1%	37.9%	12.4%	523
Vietnamese	3.1%	31.8%	16.8%	46.2%	2.1%	584
Korean	11.5%	22.7%	27.8%	37.6%	0.4%	687
Farsi	3.1%	15.4%	22.7%	58.8%	0.0%	422
Arabic	5.2%	40.6%	25.5%	28.0%	0.7%	554
Chinese	9.1%	26.8%	14.6%	47.9%	1.6%	549
Other	6.0%	24.9%	16.7%	50.8%	1.6%	317

Exhibit 3. Reasons why members go somewhere other than their doctor when they need medical attention (continued)

Age Group:

Age Group	I don't have a doctor %	It is easier for me to get to the emergency room or urgent care than my doctor's office %	It's hard to get an appointment with my doctor %	Other %	Don't know %	n
0-5 (Children)	4.5%	34.4%	25.4%	29.3%	6.5%	355
6-18 (Children)	5.2%	27.7%	24.0%	36.2%	6.9%	986
19-64 (Adults)	9.2%	26.0%	23.7%	39.9%	1.3%	1,789
65+ (Older Adults)	4.5%	34.4%	25.4%	29.3%	6.5%	1,076

Region:

Region	I don't have a doctor %	It is easier for me to get to the emergency room or urgent care than my doctor's office %	It's hard to get an appointment with my doctor %	Other %	Don't know %	n
North	7.4%	27.1%	25.2%	38.4%	1.9%	1,501
South	6.7%	23.1%	20.5%	47.2%	2.5%	1,052
Central	6.3%	28.9%	17.6%	43.2%	4.0%	1,639

Exhibit 4. When do members make an appointment to see doctor[2]

CalOptima Language:

CalOptima Language	When Sick %	Check-Up %	Specialist Needed %	Don't Know %	Other %	n
English	75.8%	77.2%	51.8%	1.1%	4.2%	650
Spanish	77.7%	76.2%	36.9%	0.8%	4.5%	713
Vietnamese	76.0%	74.7%	39.7%	0.1%	1.7%	973
Korean	81.3%	75.2%	47.4%	0.4%	0.6%	938
Farsi	87.4%	80.0%	65.1%	1.8%	3.7%	736
Arabic	82.5%	40.4%	30.9%	0.5%	1.4%	644
Chinese	80.3%	73.6%	48.6%	1.5%	1.2%	727
Other	70.1%	82.0%	51.1%	1.5%	4.6%	395

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[2] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

Exhibit 4. When do members make an appointment to see doctor (continued)

Age Group:

Age Group	When Sick %	Check-Up %	Specialist Needed %	Don't Know %	Other %	n
0-5 (Children)	86.4%	76.9%	41.9%	0.7%	1.2%	420
6-18 (Children)	81.8%	73.2%	39.9%	0.5%	2.2%	1,236
19-64 (Adults)	78.0%	67.9%	47.3%	1.1%	2.3%	2,433
65+ (Older Adults)	77.8%	77.4%	50.0%	0.9%	3.4%	1,687

Region:

Region	When Sick %	Check-Up %	Specialist Needed %	Don't Know %	Other %	n
North	78.2%	70.5%	43.6%	0.9%	2.3%	1,938
South	83.3%	75.9%	55.9%	1.3%	2.8%	1,527
Central	77.7%	72.0%	41.8%	0.5%	2.5%	2,296

Exhibit 5. Reasons why members don't make an appointment to see doctor[3]

CalOptima Language:

CalOptima Language	No Doctor %	No way to get there %	Scheduling conflict %	Too long to get appointment %	No childcare available %	Didn't think necessary %	Don't Know %	n
English	7.8%	6.7%	28.0%	27.6%	5.2%	54.0%	1.8%	554
Spanish	6.3%	6.5%	20.8%	27.4%	5.2%	53.2%	0.8%	504
Vietnamese	2.3%	7.0%	50.9%	24.8%	4.1%	42.8%	0.0%	725
Korean	11.7%	4.1%	48.4%	39.7%	3.8%	31.5%	0.0%	677
Farsi	5.7%	19.5%	24.9%	45.1%	6.9%	33.3%	0.0%	406
Arabic	2.7%	7.0%	28.2%	42.6%	2.1%	37.1%	0.0%	561
Chinese	7.2%	9.6%	29.8%	24.8%	2.2%	51.0%	0.9%	541
Other	4.1%	8.8%	25.0%	29.1%	1.7%	56.8%	0.0%	296

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[3] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

Exhibit 5. Reasons why members don't make an appointment to see doctor (continued)

Age Group:

Age Group	No Doctor %	No way to get there %	Scheduling conflict %	Too long to get appointment %	No childcare available %	Didn't think necessary %	Don't Know %	n
0-5 (Children)	4.6%	6.5%	32.8%	35.9%	10.5%	43.7%	0.0%	323
6-18 (Children)	4.8%	4.5%	38.2%	32.8%	3.9%	43.4%	0.1%	990
19-64 (Adults)	7.8%	7.4%	36.3%	34.5%	4.2%	39.5%	0.8%	1,933
65+ (Older Adults)	4.5%	13.3%	26.1%	26.9%	1.3%	53.2%	0.3%	1,018

Region:

Region	No Doctor %	No way to get there %	Scheduling conflict %	Too long to get appointment %	No childcare available %	Didn't think necessary %	Don't Know %	n
North	7.6%	7.7%	36.3%	35.0%	3.3%	40.5%	0.3%	1,521
South	6.3%	10.5%	27.5%	35.8%	4.8%	45.7%	0.6%	1,019
Central	4.6%	6.9%	35.9%	28.1%	4.0%	46.1%	0.5%	1,712

Exhibit 6. When do members make an appointment to see a specialist[4]

CalOptima Language:

CalOptima Language	Doctor gave referral %	Doctor helped schedule the appointment %	Important for health %	n
English	76.0%	26.5%	63.5%	638
Spanish	71.9%	30.5%	60.7%	679
Vietnamese	70.3%	24.4%	56.7%	949
Korean	69.1%	27.1%	45.2%	877
Farsi	78.6%	31.4%	55.7%	688
Arabic	68.9%	16.3%	42.5%	631
Chinese	66.0%	35.6%	45.4%	694
Other	79.2%	26.8%	59.9%	384

[4] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

Exhibit 6. When do members make an appointment to see a specialist (continued)

Age Group:

Age Group	Doctor gave referral %	Doctor helped schedule the appointment %	Important for health %	n
0-5 (Children)	71.1%	28.4%	53.8%	394
6-18 (Children)	67.7%	25.7%	52.6%	1,172
19-64 (Adults)	71.5%	25.2%	54.5%	2,328
65+ (Older Adults)	75.7%	31.3%	51.7%	1,646

Region:

Region	Doctor gave referral %	Doctor helped schedule the appointment %	Important for health %	n
North	69.3%	27.7%	50.6%	1,857
South	74.3%	28.3%	52.9%	1,453
Central	72.6%	26.6%	55.5%	2,216

Exhibit 7. Reasons why members don't make an appointment to see specialist[5]

CalOptima Language:

CalOptima Language	Too far away %	No transportation %	Appointments not at times that work with schedule %	Takes too long to get an appointment %	Didn't think needed to go %	n
English	19.5%	8.0%	20.4%	27.0%	41.1%	548
Spanish	7.9%	5.5%	12.0%	20.2%	46.4%	560
Vietnamese	11.3%	9.3%	37.8%	30.7%	33.4%	724
Korean	14.2%	12.5%	32.6%	41.5%	27.6%	696
Farsi	13.9%	14.3%	15.2%	37.6%	24.5%	474
Arabic	9.9%	6.9%	21.5%	47.1%	25.6%	577
Chinese	11.9%	14.6%	17.6%	25.4%	42.6%	556
Other	15.6%	12.6%	16.5%	27.2%	39.2%	334

[5] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

Exhibit 7. Reasons why members don't make an appointment to see specialist (continued)
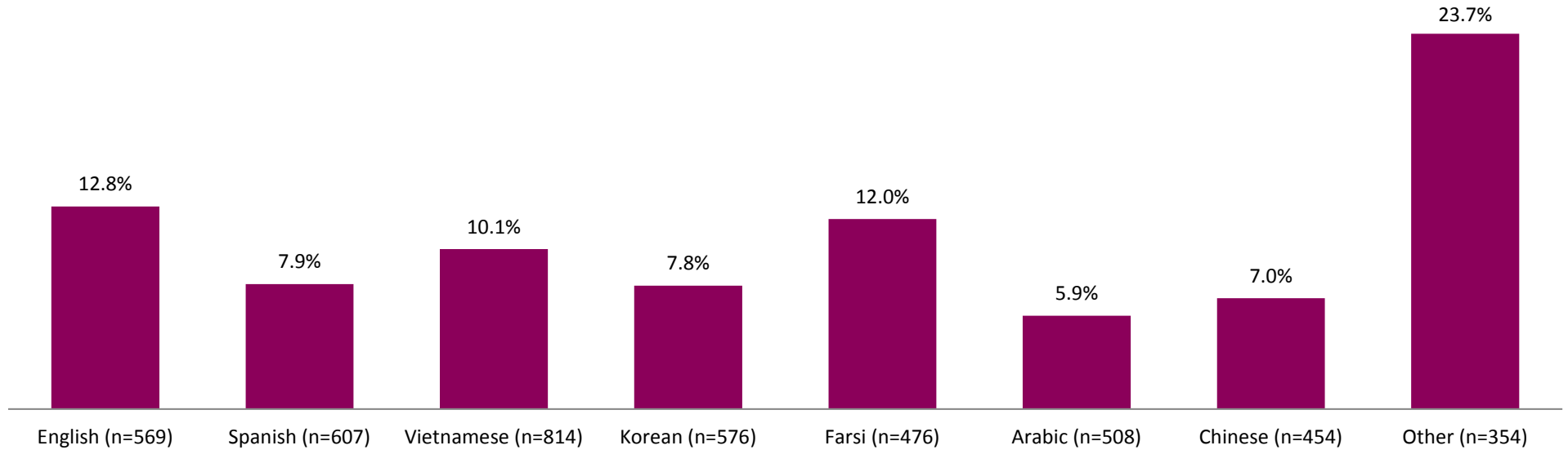
Age Group:

Age Group	Too far away %	No transportation %	Appointments not at times that work with schedule %	Takes too long to get an appointment %	Didn't think needed to go %	n
0-5 (Children)	10.8%	8.1%	22.8%	33.5%	41.0%	334
6-18 (Children)	12.1%	7.9%	27.2%	32.1%	35.9%	1,019
19-64 (Adults)	13.7%	9.8%	24.9%	35.5%	31.6%	1,953
65+ (Older Adults)	12.6%	13.8%	16.3%	27.6%	37.0%	1,163

Region:

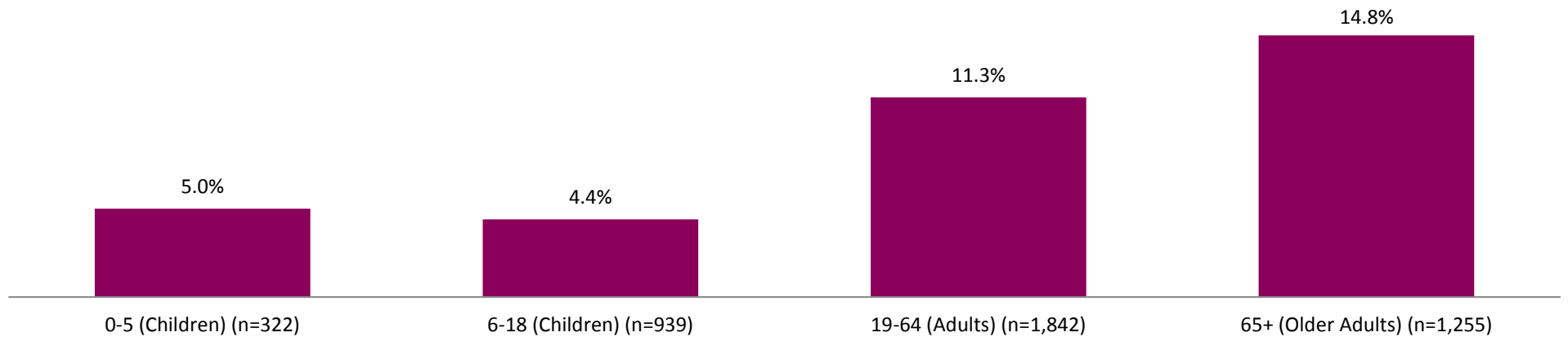| Region	Too far away %	No transportation %	Appointments not at times that work with schedule %	Takes too long to get an appointment %	Didn't think needed to go %	n
North	14.0%	11.3%	24.8%	35.9%	31.1%	1,567
South	13..6%	11.3%	17.5%	33.6%	35.9%	1,097
Central	11.4%	8.8%	24.9%	28.9%	37.2%	1,792

Exhibit 8. Members who have a disability that limits their ability to physically access health care, communicate effectively or follow directions given by doctor

CalOptima Language:

English (n=569)	Spanish (n=607)	Vietnamese (n=814)	Korean (n=576)	Farsi (n=476)	Arabic (n=508)	Chinese (n=454)	Other (n=354)
12.8%	7.9%	10.1%	7.8%	12.0%	5.9%	7.0%	23.7%

Age Group:

0-5 (Children) (n=322)	6-18 (Children) (n=939)	19-64 (Adults) (n=1,842)	65+ (Older Adults) (n=1,255)
5.0%	4.4%	11.3%	14.8%

Exhibit 8. Members who have a disability that limits their ability to physically access health care, communicate effectively or follow directions given by doctor (continued)
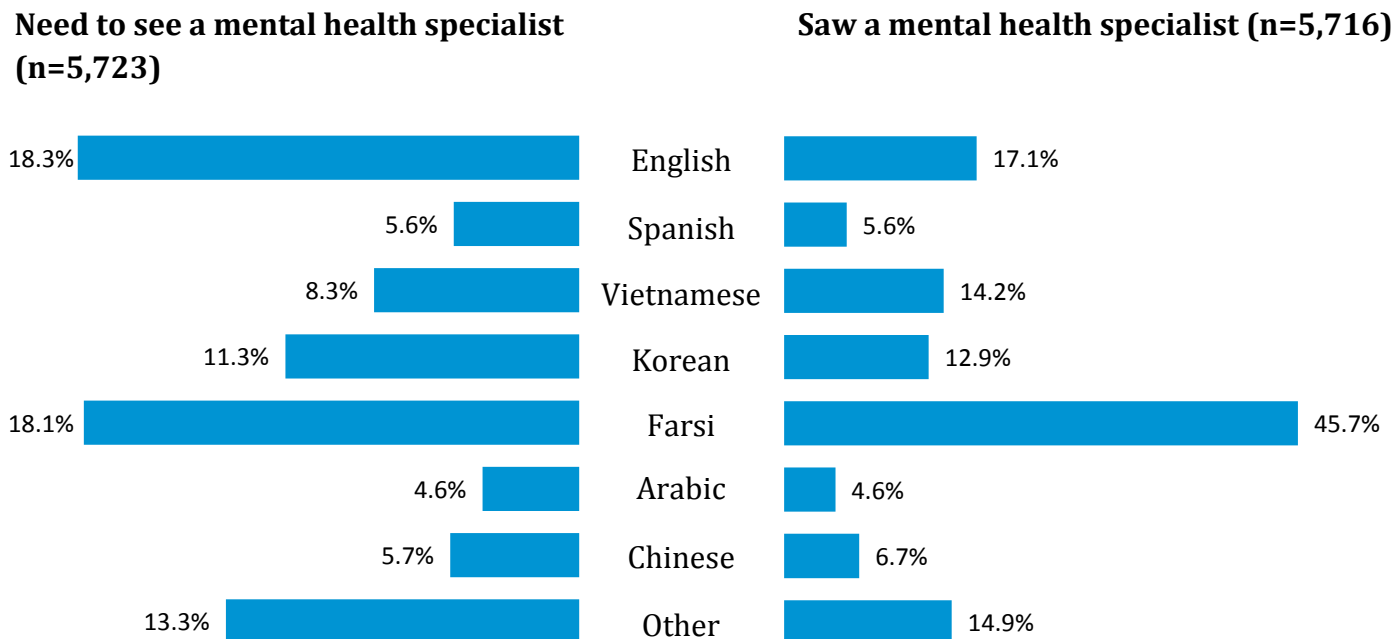
Region:

9.3%	10.6%	11.1%
North (n=1,437)	South (n=1,041)	Central (n=1,868)
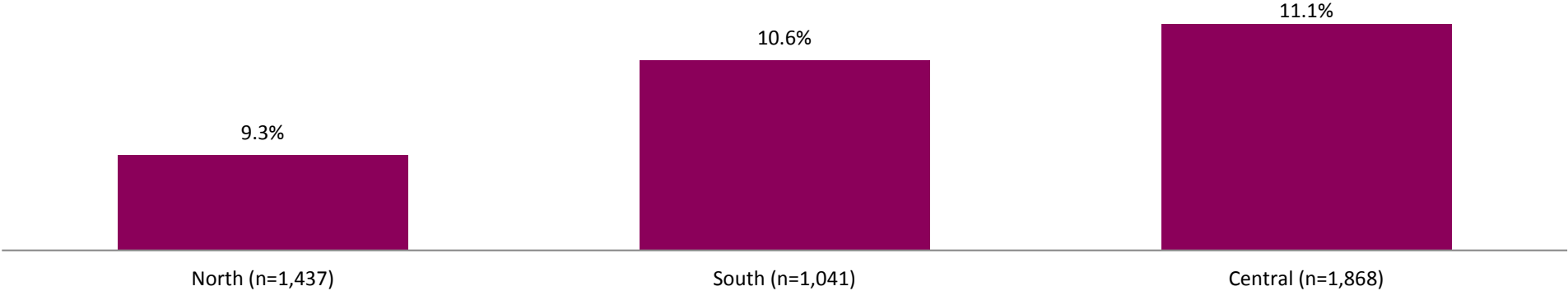
Social and Emotional Well-Being

Exhibit 9. Members who needed to see compared to those who saw a mental health specialist in the last 12 months[6]

CalOptima Language:

Need to see a mental health specialist (n=5,723)

Saw a mental health specialist (n=5,716)

Language	Need to see	Saw
English	18.3%	17.1%
Spanish	5.6%	5.6%
Vietnamese	8.3%	14.2%
Korean	11.3%	12.9%
Farsi	18.1%	45.7%
Arabic	4.6%	4.6%
Chinese	5.7%	6.7%
Other	13.3%	14.9%

[6] For Farsi speakers, there is likely a translation issue on the survey that accounts for the discrepancy of those who indicated they needed to see a mental health specialist vs. those that actually saw one. This also likely affected the Age and Region graphs on the following page.

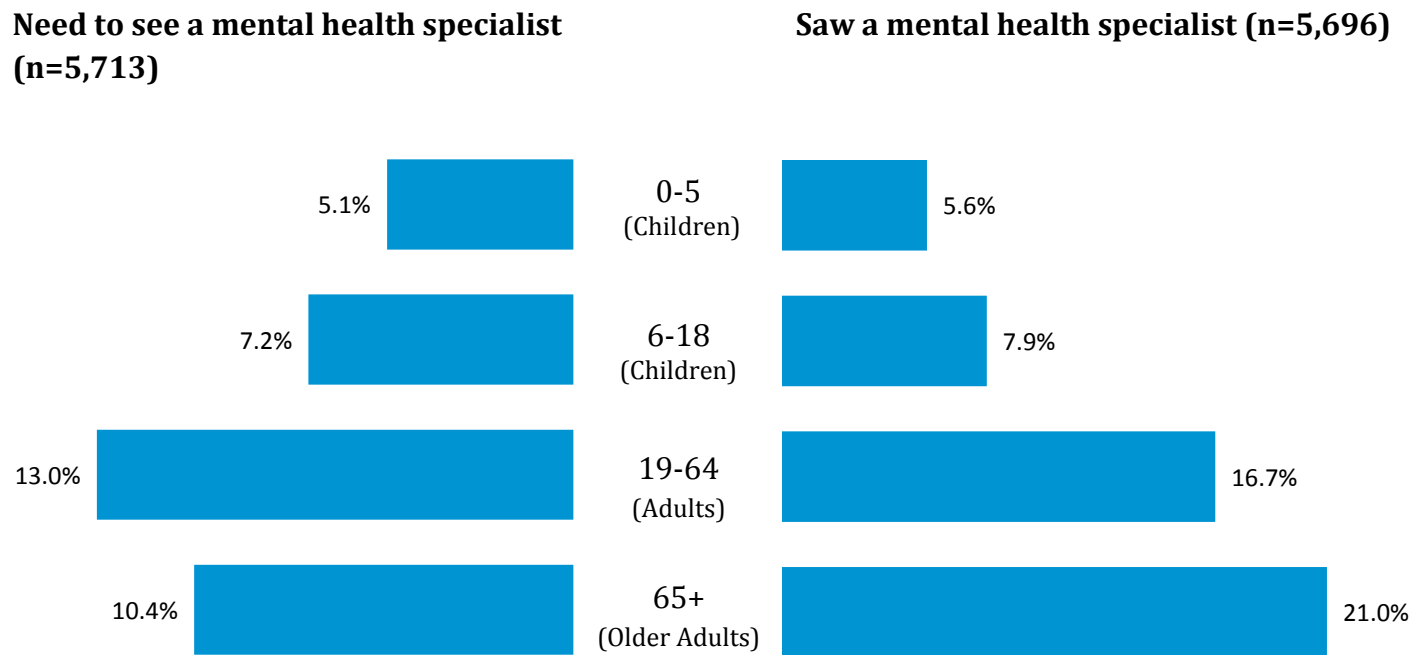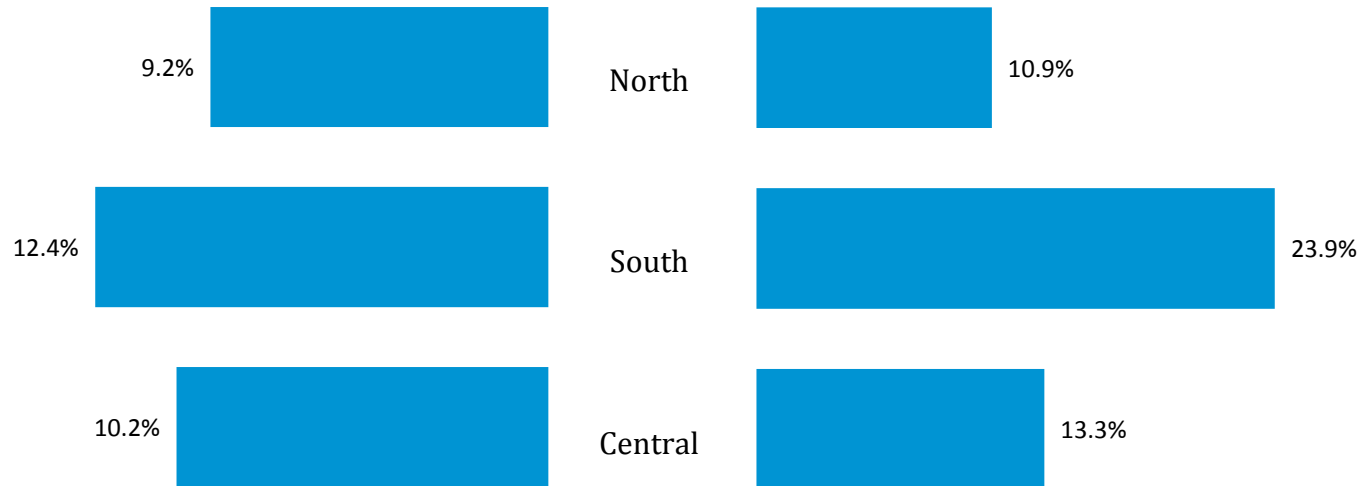# Exhibit 9. Members who needed to see compared to those who saw a mental health specialist in the last 12 months (continued)

Need to see a mental health specialist (n=5,713)

Saw a mental health specialist (n=5,696)

Need to see	Age Group	Saw
5.1%	0-5 (Children)	5.6%
7.2%	6-18 (Children)	7.9%
13.0%	19-64 (Adults)	16.7%
10.4%	65+ (Older Adults)	21.0%

Exhibit 9. Members who needed to see compared to those who saw a mental health specialist in the last 12 months (continued)

Region:

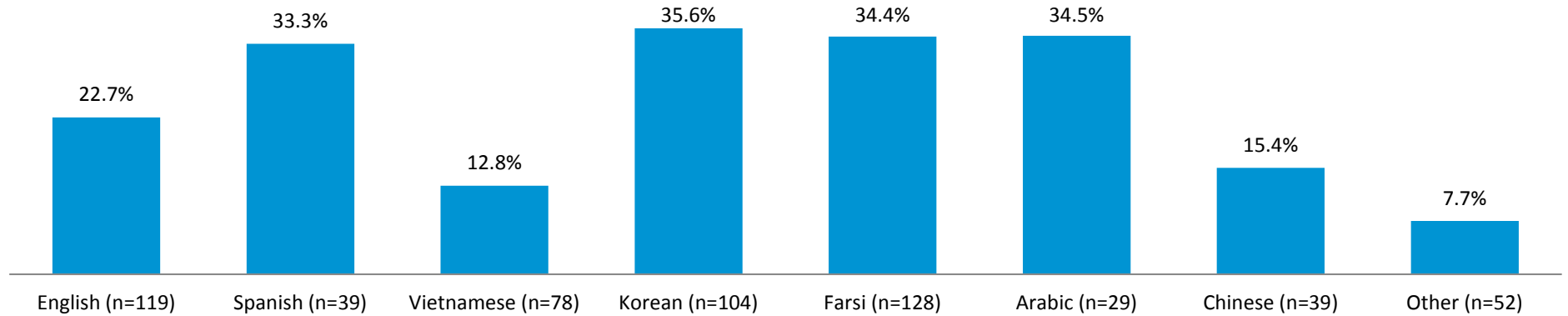**Need to see a mental health specialist (n=5,713)**

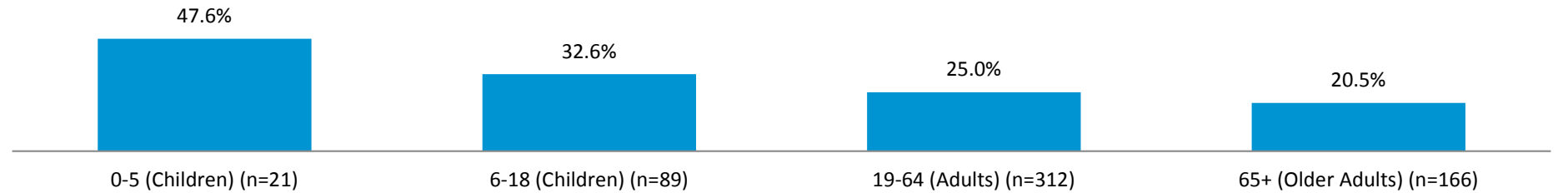**Saw a mental health specialist (n=5,696)**

	North	
9.2%		10.9%
12.4%	South	23.9%
10.2%	Central	13.3%

Exhibit 10. Percent of members who needed to see a mental health specialist but didn't see a mental health specialist

CalOptima Language:

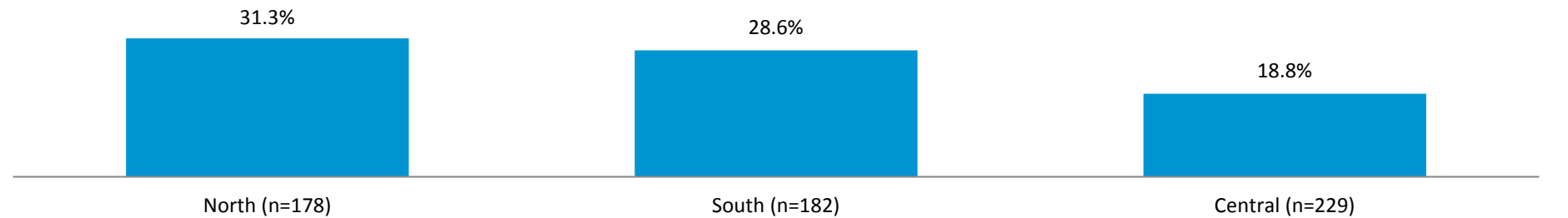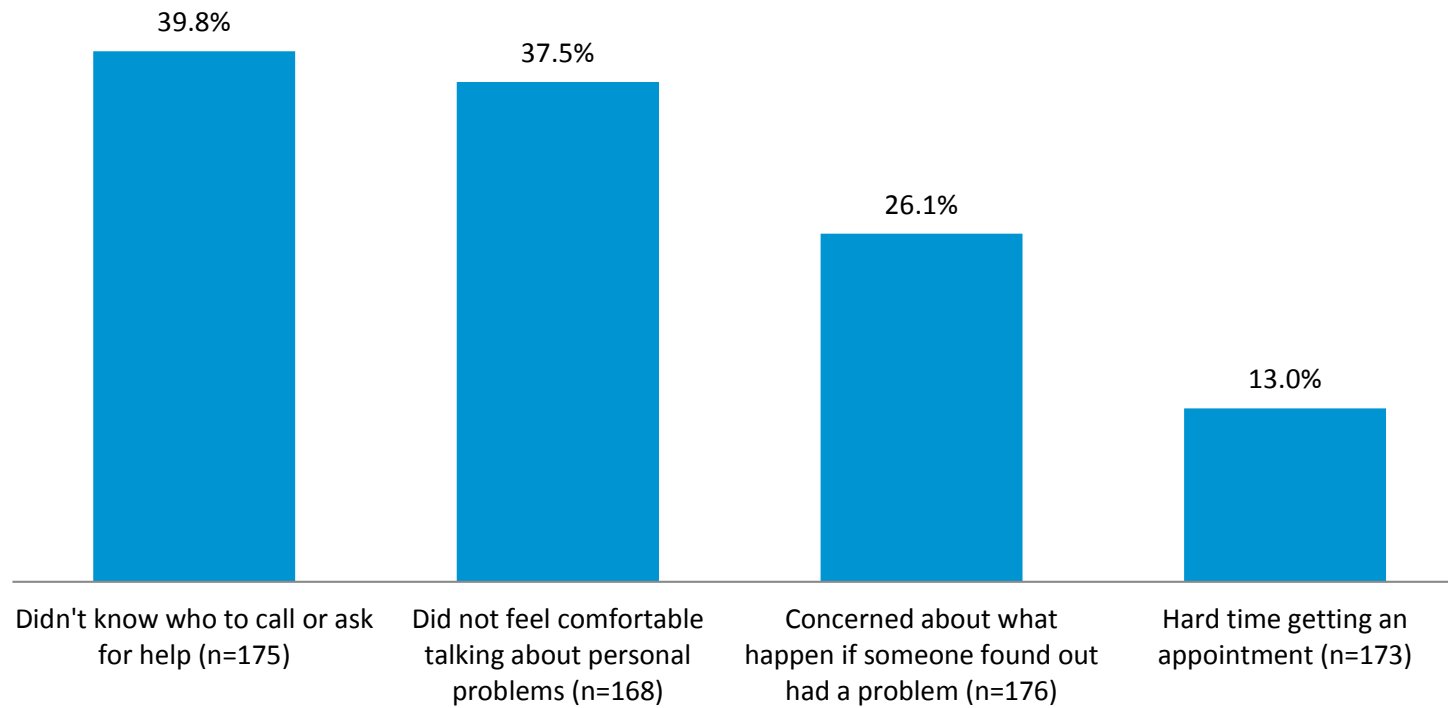| English (n=119)	Spanish (n=39)	Vietnamese (n=78)	Korean (n=104)	Farsi (n=128)	Arabic (n=29)	Chinese (n=39)	Other (n=52)
22.7%	33.3%	12.8%	35.6%	34.4%	34.5%	15.4%	7.7%

Age Group:

0-5 (Children) (n=21)	6-18 (Children) (n=89)	19-64 (Adults) (n=312)	65+ (Older Adults) (n=166)
47.6%	32.6%	25.0%	20.5%

Region:

North (n=178)	South (n=182)	Central (n=229)
31.3%	28.6%	18.8%

Exhibit 11. Reasons why members didn't see mental health specialist[7]

39.8%

37.5%

26.1%

13.0%

Didn't know who to call or ask for help (n=175)

Did not feel comfortable talking about personal problems (n=168)

Concerned about what happen if someone found out had a problem (n=176)

Hard time getting an appointment (n=173)

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[7] Among those who indicated that they needed to see a mental health specialist but did not see one.

Exhibit 12. Percent of members who can share their worries with family members

CalOptima Language:

English (n=647)	81.3%
Spanish (n=692)	88.3%
Vietnamese (n=929)	75.8%
Korean (n=931)	82.1%
Farsi (n=699)	77.0%
Arabic (n=637)	88.1%
Chinese (n=704)	80.0%
Other (n=386)	83.4%

Age Group:

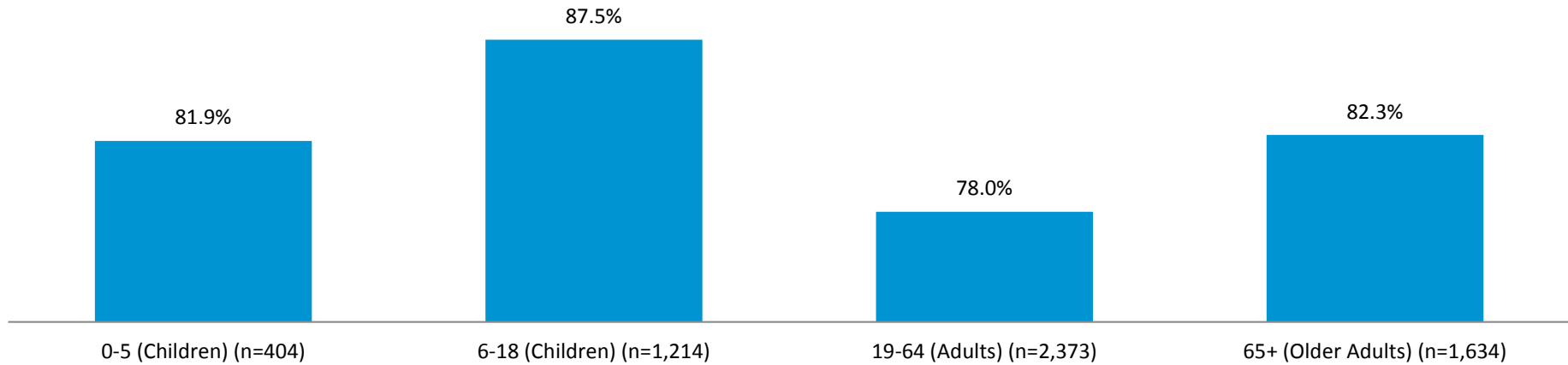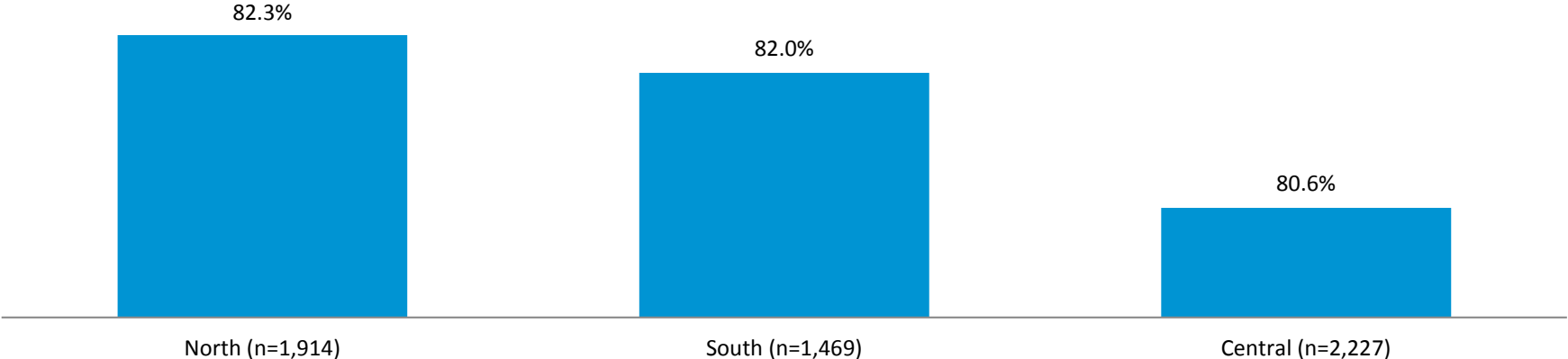|	
0-5 (Children) (n=404)	81.9%
6-18 (Children) (n=1,214)	87.5%
19-64 (Adults) (n=2,373)	78.0%
65+ (Older Adults) (n=1,634)	82.3%
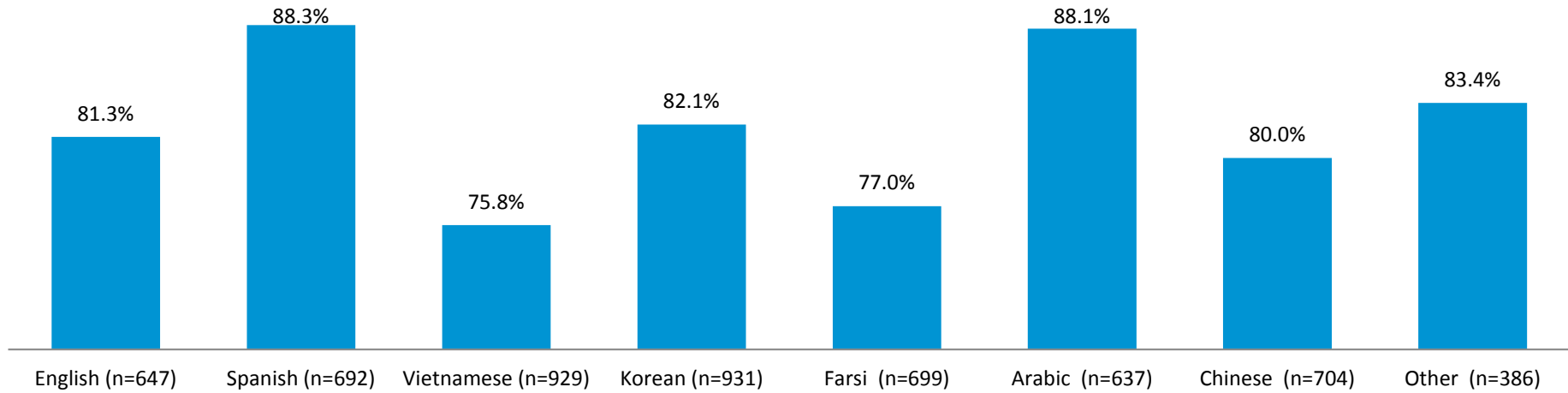
Exhibit 12.   Percent of members who can share their worries with family members (continued)
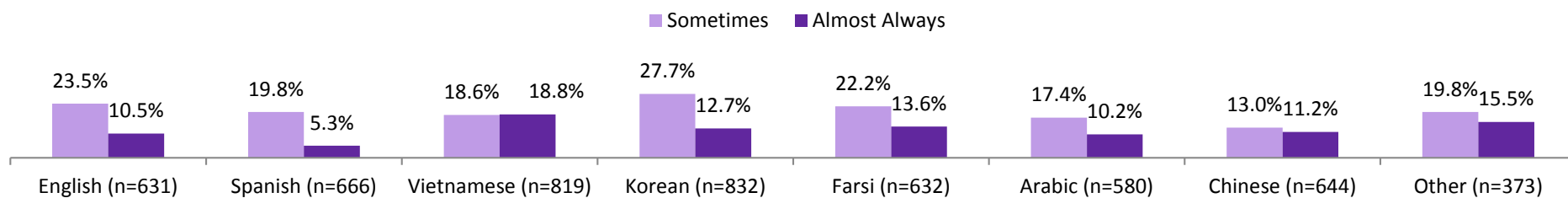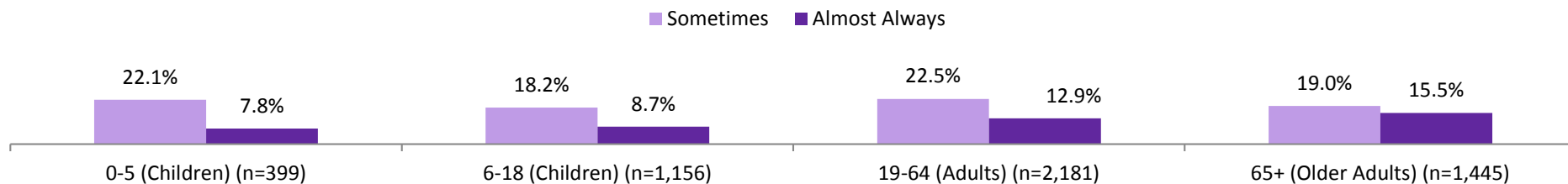
Region:

Social Determinants of Health

Exhibit 13. Needed help with the following in the past 6 months:
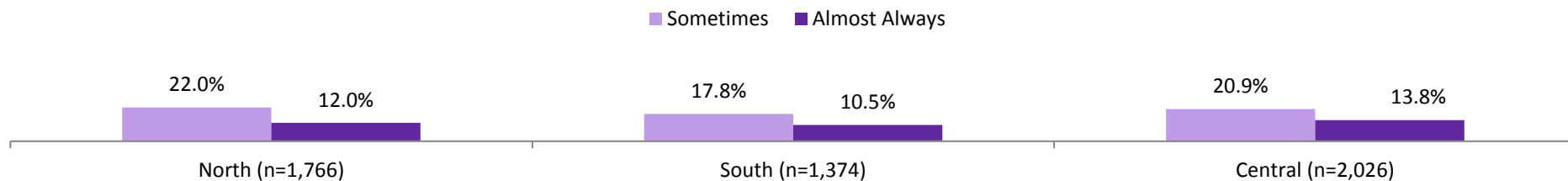
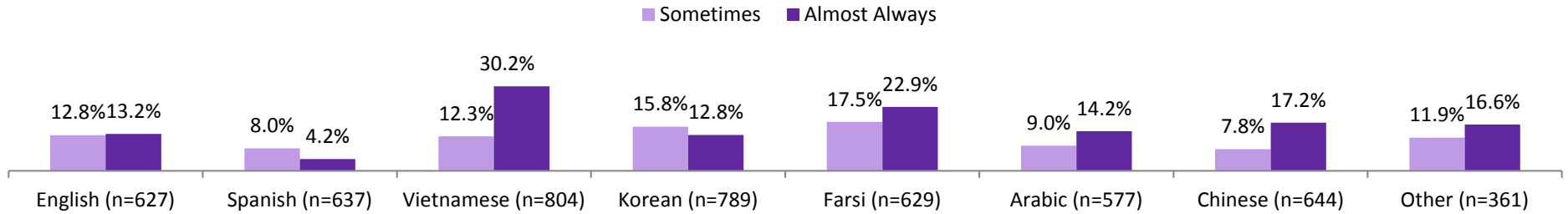Food for anyone in your household:

CalOptima Language:

Legend: ■ Sometimes ■ Almost Always

Language	Sometimes	Almost Always
English (n=631)	23.5%	10.5%
Spanish (n=666)	19.8%	5.3%
Vietnamese (n=819)	18.6%	18.8%
Korean (n=832)	27.7%	12.7%
Farsi (n=632)	22.2%	13.6%
Arabic (n=580)	17.4%	10.2%
Chinese (n=644)	13.0%	11.2%
Other (n=373)	19.8%	15.5%

Age Group:

Legend: ■ Sometimes ■ Almost Always

Age Group	Sometimes	Almost Always
0-5 (Children) (n=399)	22.1%	7.8%
6-18 (Children) (n=1,156)	18.2%	8.7%
19-64 (Adults) (n=2,181)	22.5%	12.9%
65+ (Older Adults) (n=1,445)	19.0%	15.5%

Region:

Legend: ■ Sometimes ■ Almost Always

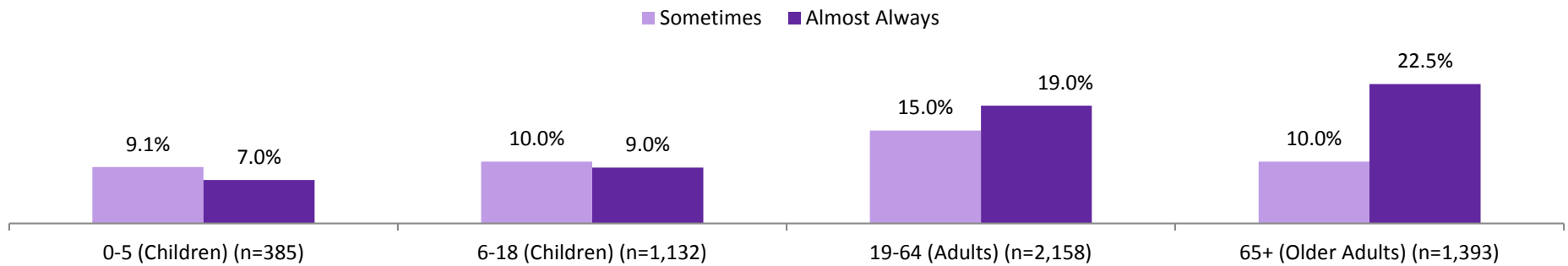| Region	Sometimes	Almost Always
North (n=1,766)	22.0%	12.0%
South (n=1,374)	17.8%	10.5%
Central (n=2,026)	20.9%	13.8%

Exhibit 13. Needed help with the following in the past 6 months (continued)

Housing:

CalOptima Language:

Legend: ■ Sometimes ■ Almost Always

Language	Sometimes	Almost Always
English (n=627)	12.8%	13.2%
Spanish (n=637)	8.0%	4.2%
Vietnamese (n=804)	12.3%	30.2%
Korean (n=789)	15.8%	12.8%
Farsi (n=629)	17.5%	22.9%
Arabic (n=577)	9.0%	14.2%
Chinese (n=644)	7.8%	17.2%
Other (n=361)	11.9%	16.6%

Age Group:

Legend: ■ Sometimes ■ Almost Always

Age Group	Sometimes	Almost Always
0-5 (Children) (n=385)	9.1%	7.0%
6-18 (Children) (n=1,132)	10.0%	9.0%
19-64 (Adults) (n=2,158)	15.0%	19.0%
65+ (Older Adults) (n=1,393)	10.0%	22.5%

Region:

Legend: ■ Sometimes ■ Almost Always

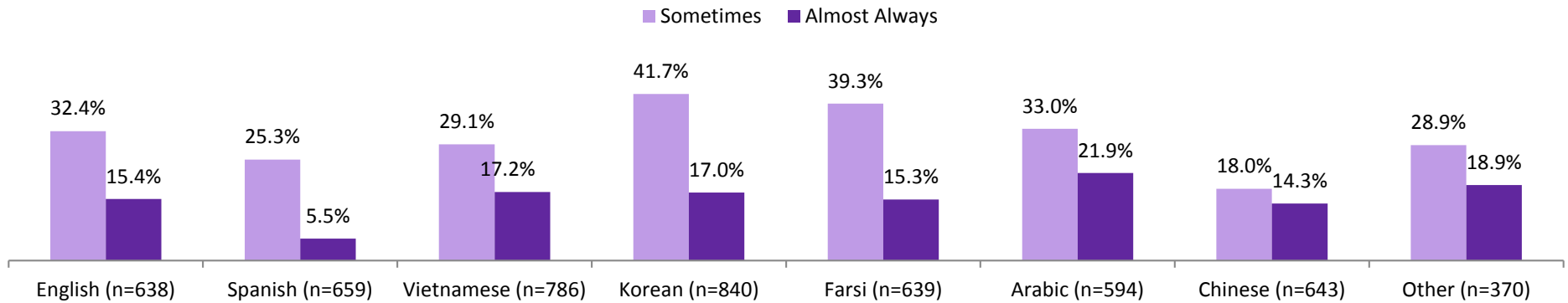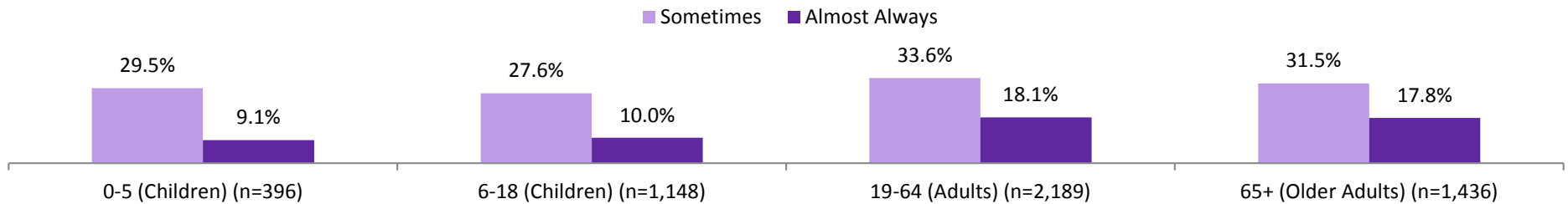| Region	Sometimes	Almost Always
North (n=1,710)	12.4%	14.2%
South (n=1,361)	13.0%	15.7%
Central (n=1,984)	10.9%	19.9%

Exhibit 13. Needed help with the following in the past 6 months (continued)

Money to buy things need:

CalOptima Language:

■ Sometimes ■ Almost Always

	English (n=638)	Spanish (n=659)	Vietnamese (n=786)	Korean (n=840)	Farsi (n=639)	Arabic (n=594)	Chinese (n=643)	Other (n=370)
Sometimes	32.4%	25.3%	29.1%	41.7%	39.3%	33.0%	18.0%	28.9%
Almost Always	15.4%	5.5%	17.2%	17.0%	15.3%	21.9%	14.3%	18.9%

Age Group:

■ Sometimes ■ Almost Always

	0-5 (Children) (n=396)	6-18 (Children) (n=1,148)	19-64 (Adults) (n=2,189)	65+ (Older Adults) (n=1,436)
Sometimes	29.5%	27.6%	33.6%	31.5%
Almost Always	9.1%	10.0%	18.1%	17.8%

Region:

■ Sometimes ■ Almost Always

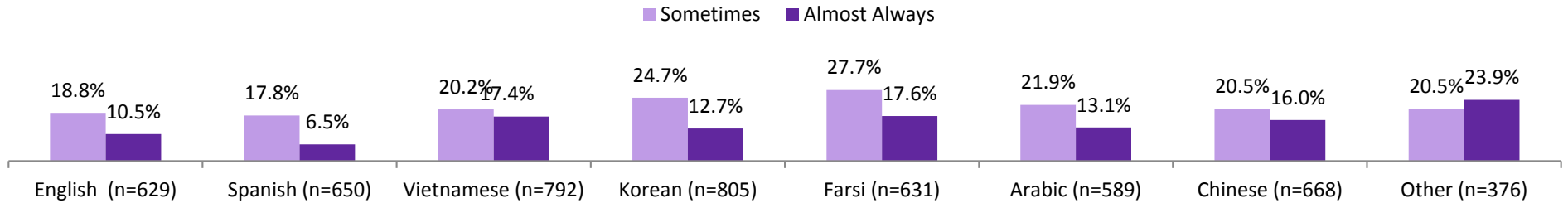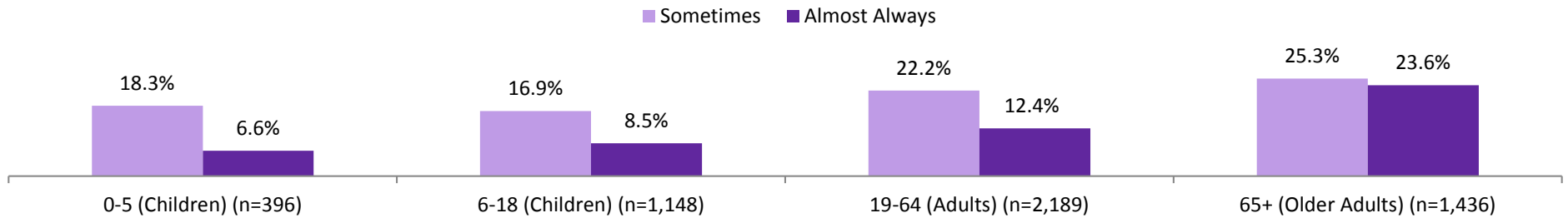|	North (n=1,763)	South (n=1,384)	Central (n=2,008)
Sometimes	34.6%	30.5%	29.0%
Almost Always	15.4%	13.5%	17.1%

Exhibit 13. Needed help with the following in the past 6 months (continued)

Transportation:

CalOptima Language:

Legend: ■ Sometimes ■ Almost Always
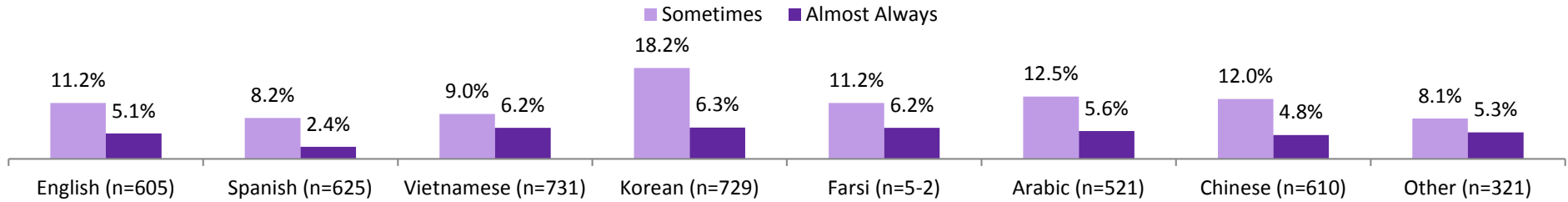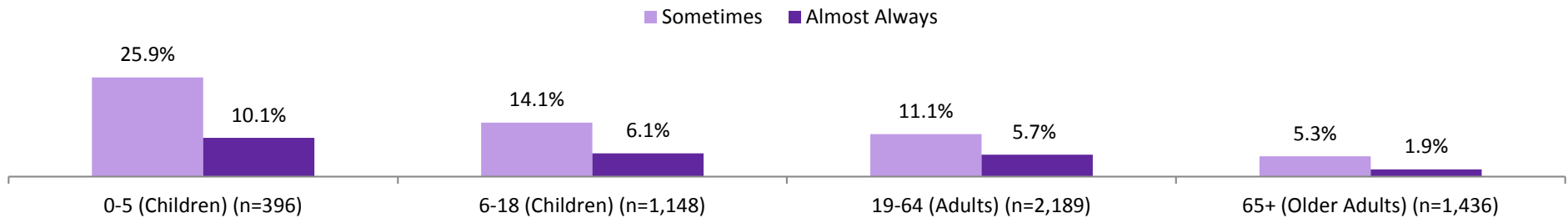
Language	Sometimes	Almost Always
English (n=629)	18.8%	10.5%
Spanish (n=650)	17.8%	6.5%
Vietnamese (n=792)	20.2%	17.4%
Korean (n=805)	24.7%	12.7%
Farsi (n=631)	27.7%	17.6%
Arabic (n=589)	21.9%	13.1%
Chinese (n=668)	20.5%	16.0%
Other (n=376)	20.5%	23.9%

Age Group:

Legend: ■ Sometimes ■ Almost Always

Age Group	Sometimes	Almost Always
0-5 (Children) (n=396)	18.3%	6.6%
6-18 (Children) (n=1,148)	16.9%	8.5%
19-64 (Adults) (n=2,189)	22.2%	12.4%
65+ (Older Adults) (n=1,436)	25.3%	23.6%

Region:

Legend: ■ Sometimes ■ Almost Always

Region	Sometimes	Almost Always
North (n=1,744)	34.6%	15.4%
South (n=1,371)	30.5%	13.5%
Central (n=2,012)	29.0%	17.1%

Exhibit 13. Needed help with the following in the past 6 months (continued)

Child care:

CalOptima Language:

■ Sometimes   ■ Almost Always

	English (n=605)	Spanish (n=625)	Vietnamese (n=731)	Korean (n=729)	Farsi (n=5-2)	Arabic (n=521)	Chinese (n=610)	Other (n=321)
Sometimes	11.2%	8.2%	9.0%	18.2%	11.2%	12.5%	12.0%	8.1%
Almost Always	5.1%	2.4%	6.2%	6.3%	6.2%	5.6%	4.8%	5.3%

Age Group:

■ Sometimes   ■ Almost Always

	0-5 (Children) (n=396)	6-18 (Children) (n=1,148)	19-64 (Adults) (n=2,189)	65+ (Older Adults) (n=1,436)
Sometimes	25.9%	14.1%	11.1%	5.3%
Almost Always	10.1%	6.1%	5.7%	1.9%

Region:

■ Sometimes   ■ Almost Always

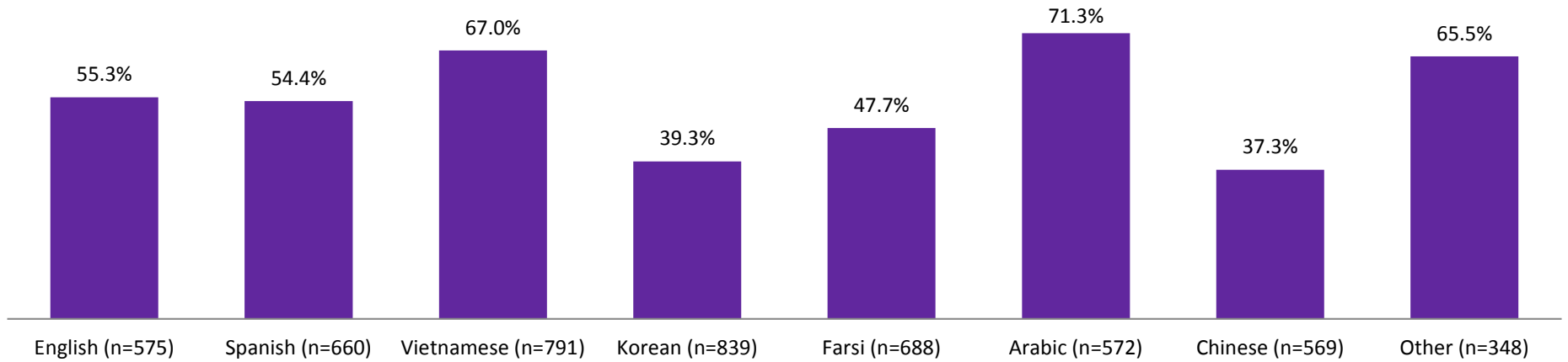|	North (n=1,213)	South (n=1,876)	Central (n=1,826)
Sometimes	13.1%	12.2%	9.8%
Almost Always	5.7%	5.2%	4.9%

Exhibit 14. Members who received public benefits

Percent of members who receive public benefits:

CalOptima Language:

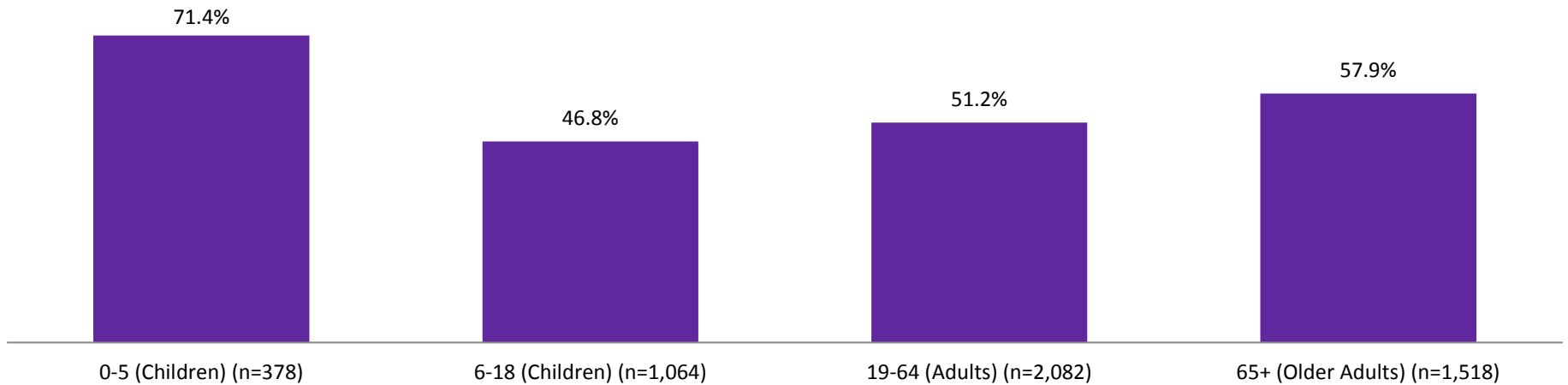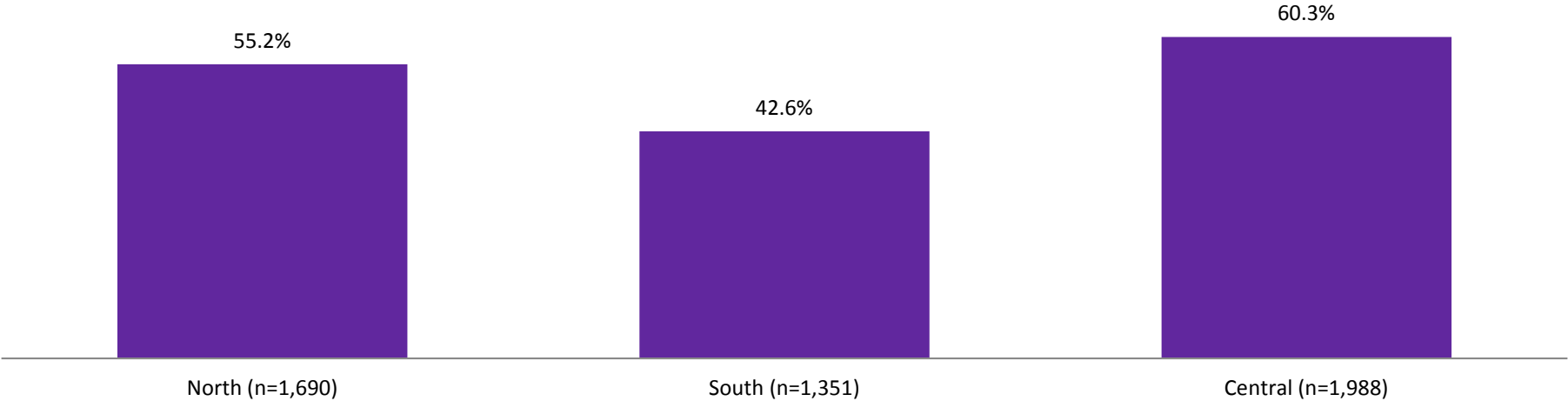|							
55.3%	54.4%	67.0%	39.3%	47.7%	71.3%	37.3%	65.5%
English (n=575)	Spanish (n=660)	Vietnamese (n=791)	Korean (n=839)	Farsi (n=688)	Arabic (n=572)	Chinese (n=569)	Other (n=348)

Age Group:

71.4%	46.8%	51.2%	57.9%
0-5 (Children) (n=378)	6-18 (Children) (n=1,064)	19-64 (Adults) (n=2,082)	65+ (Older Adults) (n=1,518)

Exhibit 14. Members who received public benefits (continued)

Region:

North (n=1,690): 55.2%
South (n=1,351): 42.6%
Central (n=1,988): 60.3%

Exhibit 14. Members who received public benefits (continued)

Type of public benefits that members receive[8]:

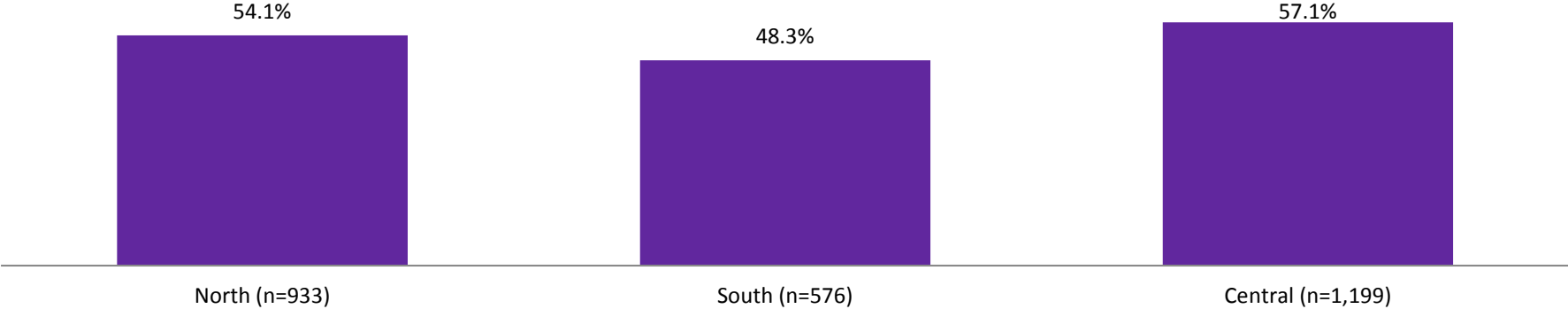Receive CalFresh as a public benefit:

CalOptima Language:

English (n=318)	Spanish (n=359)	Vietnamese (n=530)	Korean (n=330)	Farsi (n=328)	Arabic (n=408)	Chinese (n=212)	Other (n=228)
62.9%	65.5%	57.7%	42.4%	50.6%	74.5%	25.9%	29.4%

Age Group:

0-5 (Children) (n=270)	6-18 (Children) (n=498)	19-64 (Adults) (n=1,066)	65+ (Older Adults) (n=879)
58.9%	78.3%	66.6%	24.3%

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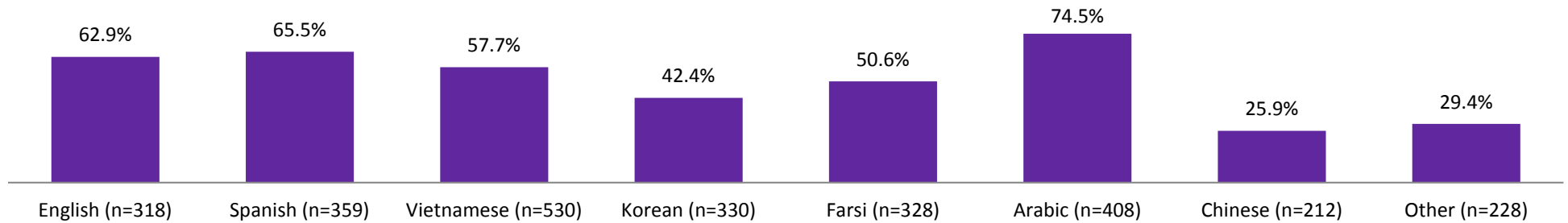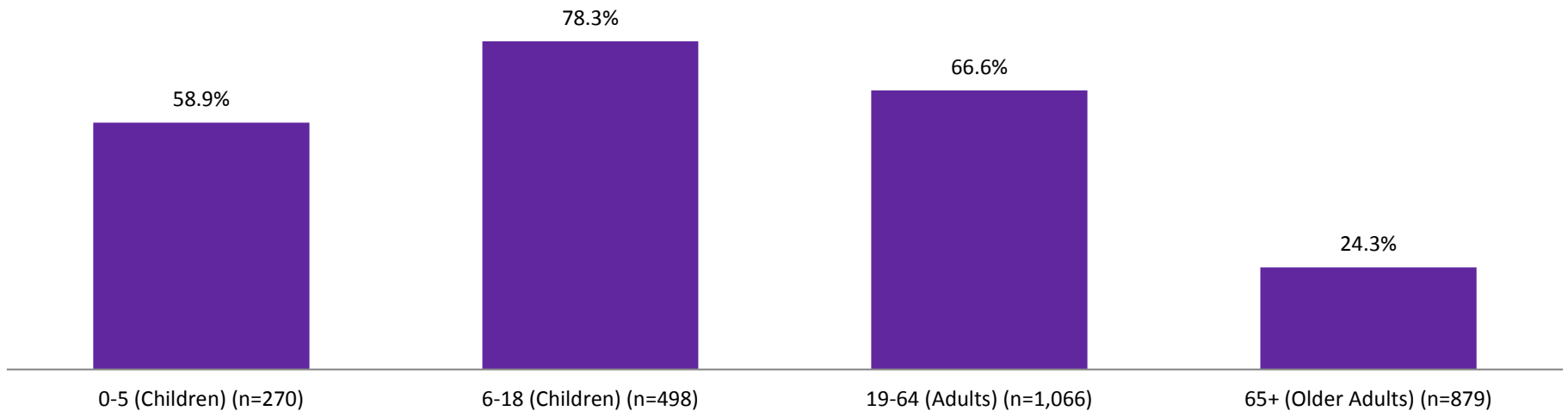
[8] Only reporting those who reported that they received at least one public benefit.

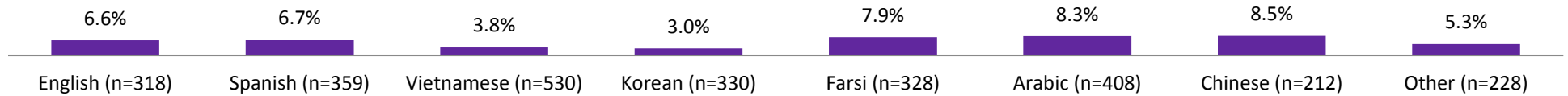# Exhibit 14. Members who received public benefits (continued)

Region:

North (n=933): 54.1%
South (n=576): 48.3%
Central (n=1,199): 57.1%

Exhibit 14. Members who received public benefits (continued)

Receive TANF or CalWorks as a public benefit:

CalOptima Language:

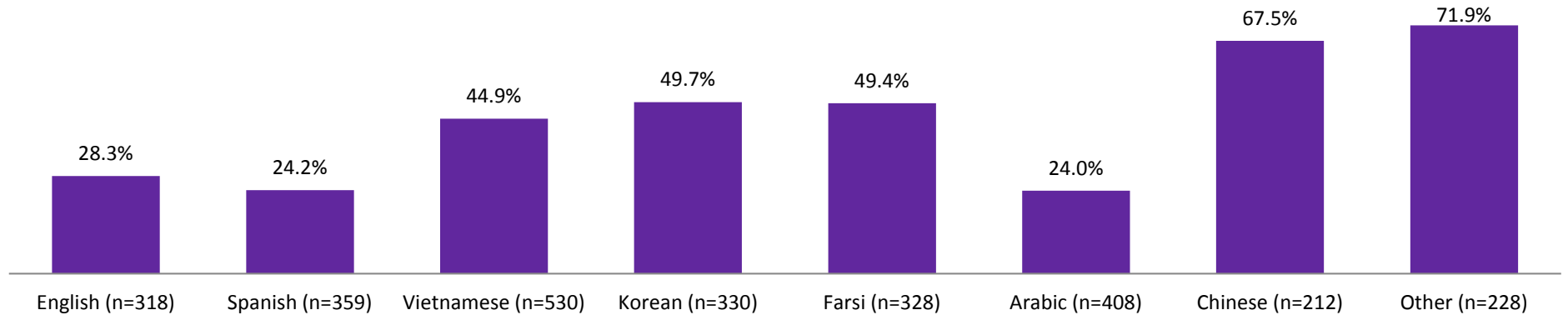| English (n=318)	Spanish (n=359)	Vietnamese (n=530)	Korean (n=330)	Farsi (n=328)	Arabic (n=408)	Chinese (n=212)	Other (n=228)
6.6%	6.7%	3.8%	3.0%	7.9%	8.3%	8.5%	5.3%

Age Group:

0-5 (Children) (n=270)	6-18 (Children) (n=498)	19-64 (Adults) (n=1,066)	65+ (Older Adults) (n=879)
6.3%	9.2%	6.6%	3.6%

Region:

North (n=933)	South (n=576)	Central (n=1,199)
5.4%	6.1%	6.7%
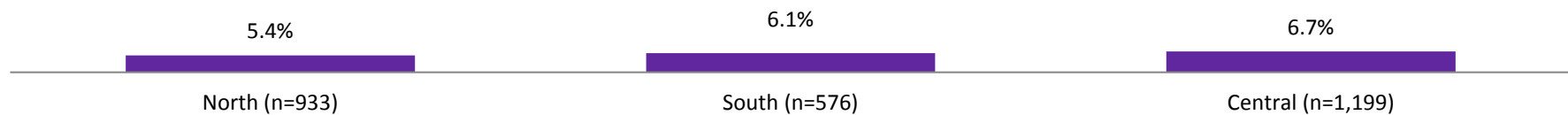
Exhibit 14. Members who received public benefits (continued)

Receive SSI or SSDI as a public benefit:

CalOptima Language:

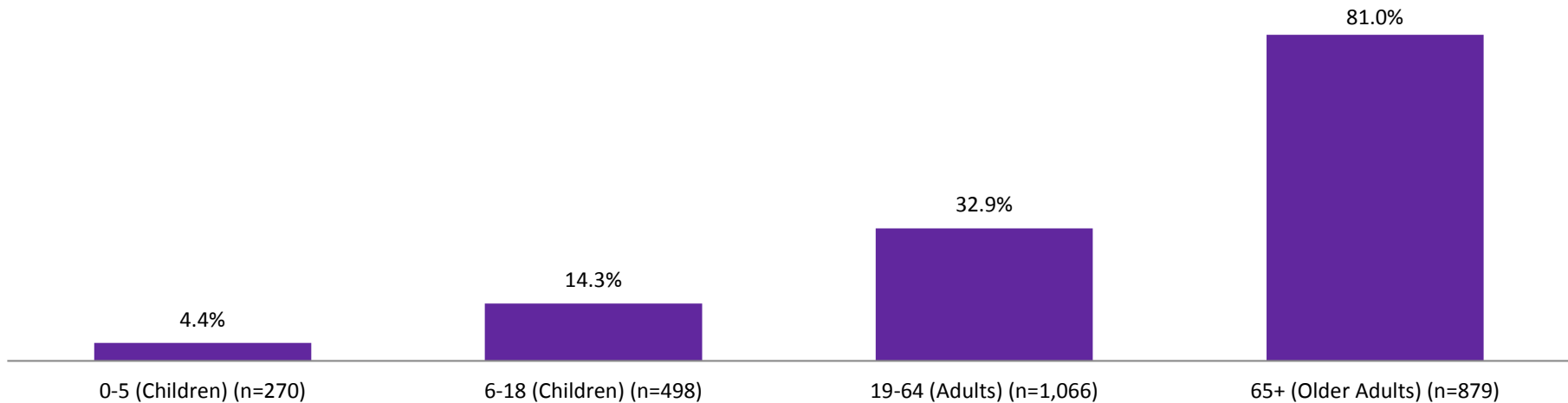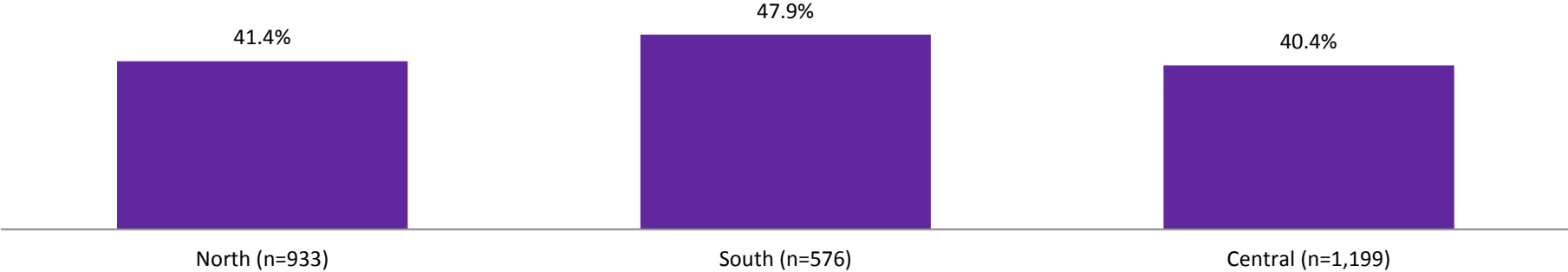|							
English (n=318)	Spanish (n=359)	Vietnamese (n=530)	Korean (n=330)	Farsi (n=328)	Arabic (n=408)	Chinese (n=212)	Other (n=228)
28.3%	24.2%	44.9%	49.7%	49.4%	24.0%	67.5%	71.9%

Age Group:

0-5 (Children) (n=270)	6-18 (Children) (n=498)	19-64 (Adults) (n=1,066)	65+ (Older Adults) (n=879)
4.4%	14.3%	32.9%	81.0%

Exhibit 14. Members who received public benefits (continued)

Region:

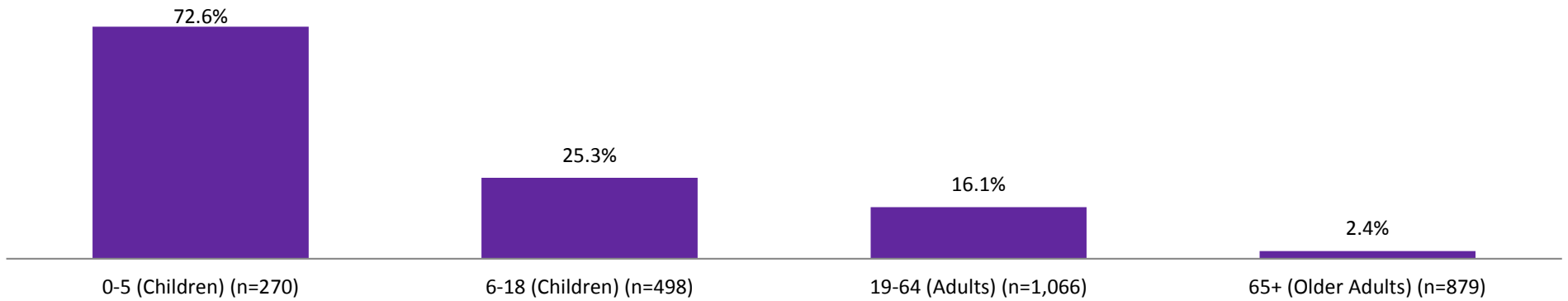
North (n=933)	South (n=576)	Central (n=1,199)
41.4%	47.9%	40.4%

Exhibit 14. Members who received public benefits (continued)

Receive WIC as a public benefit:

CalOptima Language:

Language	Percentage
English (n=318)	24.2%
Spanish (n=359)	40.1%
Vietnamese (n=530)	11.9%
Korean (n=330)	15.2%
Farsi (n=328)	10.1%
Arabic (n=408)	23.3%
Chinese (n=212)	15.6%
Other (n=228)	8.8%

Age Group:

Age Group	Percentage
0-5 (Children) (n=270)	72.6%
6-18 (Children) (n=498)	25.3%
19-64 (Adults) (n=1,066)	16.1%
65+ (Older Adults) (n=879)	2.4%

Region:

Region	Percentage
North (n=933)	23.0%
South (n=576)	13.5%
Central (n=1,199)	18.5%
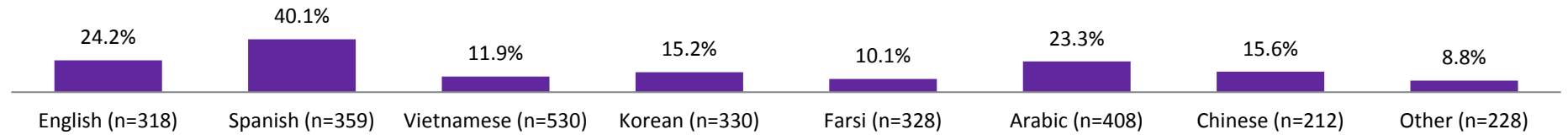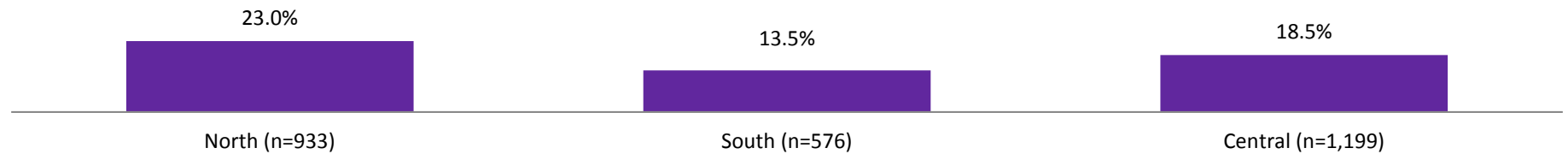
Exhibit 15. Personal activities participation

CalOptima Language:

Care for a family member	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	41.2%	6.4%	6.4%	45.9%	621
Spanish	19.1%	4.3%	3.1%	73.5%	607
Vietnamese	53.5%	3.3%	4.3%	38.9%	766
Korean	35.4%	6.3%	2.3%	56.0%	809
Farsi	28.5%	3.2%	3.4%	65.0%	537
Arabic	47.2%	5.9%	1.9%	45.0%	540
Chinese	16.8%	3.8%	3.1%	76.3%	583
Other	32.3%	4.0%	5.1%	58.6%	350

Exhibit 15. Personal activities participation (continued)

Do fun activities with others	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	63.3%	18.3%	7.4%	11.0%	635
Spanish	61.8%	13.0%	4.0%	21.2%	647
Vietnamese	49.6%	19.5%	9.3%	21.7%	789
Korean	51.9%	22.7%	7.3%	18.0%	859
Farsi	39.5%	25.0%	10.2%	25.3%	608
Arabic	54.8%	20.6%	6.7%	17.9%	586
Chinese	45.4%	12.1%	5.8%	36.7%	619
Other	46.3%	21.6%	11.6%	20.5%	361

Exhibit 15.   Personal activities participation (continued)

Volunteer or charity	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	16.2%	15.8%	19.4%	48.6%	628
Spanish	15.9%	10.0%	9.9%	64.2%	628
Vietnamese	15.8%	19.1%	26.7%	38.3%	752
Korean	21.0%	13.2%	15.6%	50.2%	825
Farsi	15.4%	13.8%	19.9%	50.9%	578
Arabic	23.5%	18.1%	14.3%	44.2%	575
Chinese	16.5%	11.9%	14.0%	57.7%	607
Other	9.9%	7.0%	12.1%	71.0%	355

Exhibit 15. Personal activities participation (continued)

Physical fitness	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	68.7%	11.5%	6.0%	13.7%	633
Spanish	66.0%	8.7%	2.8%	22.5%	644
Vietnamese	69.6%	6.6%	4.0%	19.8%	807
Korean	75.1%	10.1%	3.7%	11.2%	874
Farsi	68.9%	7.7%	5.6%	17.9%	627
Arabic	59.1%	11.8%	4.4%	24.7%	587
Chinese	71.9%	7.3%	3.8%	17.1%	661
Other	57.6%	10.2%	4.7%	27.5%	363

Exhibit 15. Personal activities participation (continued)

Get enough sleep	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	83.3%	6.0%	1.0%	9.6%	612
Spanish	85.1%	5.3%	1.0%	8.6%	590
Vietnamese	78.0%	5.1%	1.5%	15.4%	740
Korean	88.2%	6.3%	1.0%	4.5%	842
Farsi	84.3%	4.8%	1.9%	8.9%	516
Arabic	83.2%	5.5%	1.5%	9.8%	531
Chinese	86.9%	5.2%	1.1%	6.7%	610
Other	80.3%	6.7%	3.5%	9.5%	315

Exhibit 15. Personal activities participation (continued)

Have enough time for self	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	76.7%	12.2%	2.9%	8.2%	621
Spanish	80.1%	7.7%	2.9%	9.3%	613
Vietnamese	78.2%	7.7%	1.9%	12.1%	725
Korean	73.6%	13.8%	4.6%	8.0%	864
Farsi	78.4%	9.9%	3.7%	8.0%	538
Arabic	74.5%	11.4%	2.7%	11.4%	553
Chinese	85.9%	5.3%	2.4%	6.3%	618
Other	82.9%	9.2%	3.5%	4.4%	315

Exhibit 15. Personal activities participation (continued)

Visit a casino or gamble on the internet	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
English	0.8%	1.1%	6.2%	91.9%	632
Spanish	0.2%	0.3%	2.5%	97.1%	651
Vietnamese	2.6%	0.6%	3.1%	93.7%	772
Korean	0.8%	0.8%	6.5%	91.8%	846
Farsi	1.3%	1.0%	2.9%	94.8%	594
Arabic	5.0%	2.4%	1.0%	91.6%	582
Chinese	7.5%	2.3%	3.3%	86.8%	598
Other	2.2%	2.0%	8.1%	87.7%	358

Exhibit 15.   Personal activities participation (continued)

Age Group:

Care for a family member	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	32.2%	3.4%	2.0%	62.4%	348
6-18 (Children)	33.0%	3.9%	2.5%	60.6%	1,077
19-64 (Adults)	43.2%	5.6%	4.2%	47.0%	2,093
65+ (Older Adults)	24.3%	4.3%	4.2%	67.2%	1,295

Do fun activities with others	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	75.0%	9.8%	2.9%	12.2%	376
6-18 (Children)	72.5%	12.3%	4.7%	10.6%	1,137
19-64 (Adults)	43.6%	24.2%	9.3%	23.0%	2,190
65+ (Older Adults)	41.9%	19.2%	8.6%	30.3%	1,401

Exhibit 15. Personal activities participation (continued)

Volunteer or charity	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	14.5%	10.4%	11.0%	64.1%	365
6-18 (Children)	22.7%	18.3%	17.2%	41.8%	1,117
19-64 (Adults)	18.0%	14.9%	20.8%	46.3%	2,142
65+ (Older Adults)	12.1%	10.1%	12.2%	65.6%	1,324

Physical fitness	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	69.2%	7.0%	1.9%	21.9%	370
6-18 (Children)	77.9%	8.4%	3.2%	10.5%	1,148
19-64 (Adults)	62.2%	12.6%	5.7%	19.5%	2,211
65+ (Older Adults)	69.3%	4.9%	3.6%	22.2%	1,467

Exhibit 15. Personal activities participation (continued)

Get enough sleep	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	89.8%	3.6%	0.6%	6.1%	362
6-18 (Children)	90.2%	4.5%	0.9%	4.3%	1,084
19-64 (Adults)	80.5%	6.7%	1.7%	11.0%	2,061
65+ (Older Adults)	82.4%	5.2%	1.6%	10.8%	1,249

Have enough time for self	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	79.0%	6.4%	3.6%	11.0%	362
6-18 (Children)	83.2%	7.7%	2.4%	6.7%	1,110
19-64 (Adults)	70.7%	14.3%	4.3%	10.8%	2,105
65+ (Older Adults)	86.5%	5.3%	1.7%	6.5%	1,270

Exhibit 15. Personal activities participation (continued)

Visit a casino or gamble on the internet	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
0-5 (Children)	3.0%	0.5%	1.6%	94.8%	368
6-18 (Children)	2.3%	0.6%	1.8%	95.3%	1,134
19-64 (Adults)	1.9%	1.0%	5.4%	91.7%	2,171
65+ (Older Adults)	3.2%	2.3%	4.6%	89.9%	1,360

Exhibit 15. Personal activities participation (continued)

Region:

Care for a family member	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
North	35.3%	5.4%	3.7%	55.6%	1,639
South	28.8%	4.2%	4.0%	62.9%	1,252
Central	38.8%	4.4%	3.4%	53.4%	1,910

Do fun activities with others	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
North	51.8%	20.1%	8.0%	20.0%	1,757
South	47.7%	21.1%	8.0%	23.2%	1,345
Central	55.0%	16.6%	6.9%	21.5%	1,989

Exhibit 15. Personal activities participation (continued)

Volunteer or charity	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
North	17.7%	13.8%	16.0%	52.5%	1,702
South	16.8%	13.2%	16.8%	53.3%	1,307
Central	17.1%	14.9%	17.9%	50.1%	1,927

Physical fitness	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
North	67.4%	10.2%	4.9%	17.5%	1,780
South	69.4%	8.8%	4.4%	17.4%	1,387
Central	67.9%	8.3%	3.7%	20.1%	2,017

Get enough sleep	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
North	86.8%	4.7%	0.8%	7.7%	1,668
South	86.0%	5.3%	1.8%	6.9%	1,230
Central	79.9%	6.6%	1.7%	11.8%	1,848

Exhibit 15. Personal activities participation (continued)

Have enough time for self	Once a week %	Once a month %	Once in the last 6 months 5	Never %	n
North	76.2%	10.9%	3.8%	9.1%	1,694
South	81.0%	9.2%	3.3%	6.5%	1,263
Central	78.5%	9.2%	2.3%	9.9%	1,880

Visit a casino or gamble on the internet	Once a week %	Once a month %	Once in the last 6 months %	Never %	n
North	1.5%	0.9%	4.5%	93.2%	1,726
South	4.0%	1.1%	3.7%	91.3%	1,327
Central	2.2%	1.7%	4.0%	92.1%	1,969

Exhibit 16. Feelings towards community and home enviroment
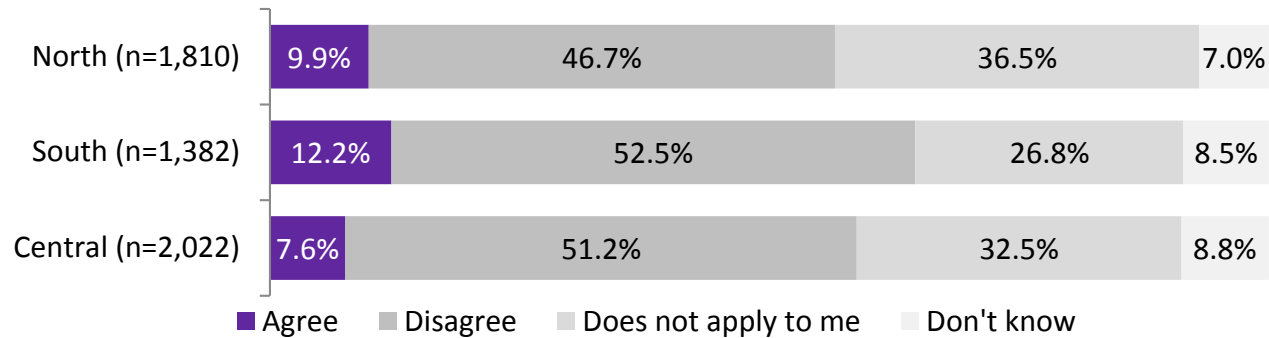
Feeling lonely and isolated:
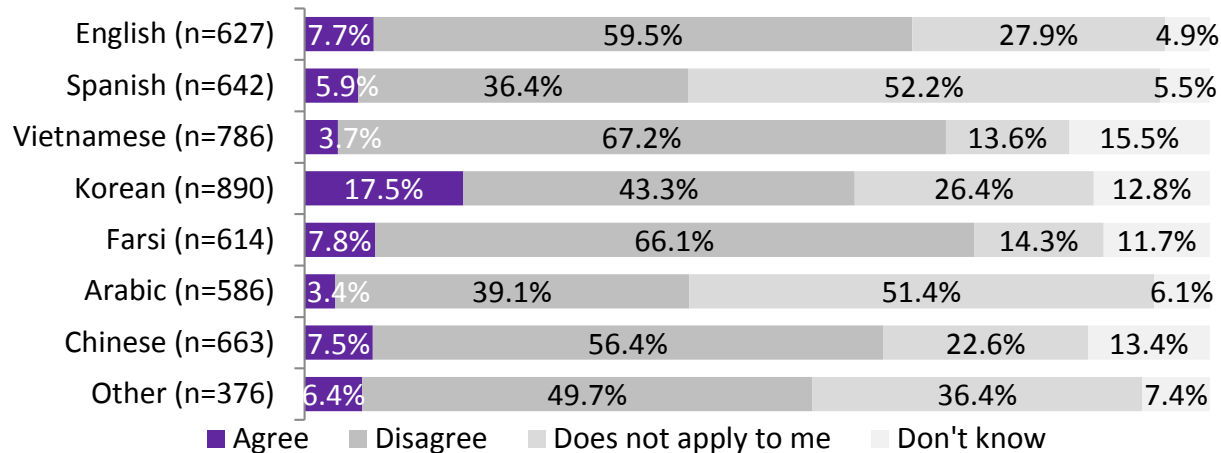
CalOptima Language:

Language	Agree	Disagree	Does not apply to me	Don't know
English (n=630)	13.5%	56.0%	26.0%	4.4%
Spanish (n=653)	4.1%	35.8%	56.5%	3.5%
Vietnamese (n=800)	3.6%	66.6%	15.6%	14.1%
Korean (n=883)	12.2%	46.0%	35.8%	6.0%
Farsi (n=627)	18.2%	51.0%	15.9%	14.8%
Arabic (n=592)	9.3%	33.1%	51.5%	6.1%
Chinese (n=665)	7.1%	58.5%	26.5%	8.0%
Other (n=378)	10.1%	48.1%	35.7%	6.1%

■ Agree　■ Disagree　■ Does not apply to me　■ Don't know

Age Group:

Age Group	Agree	Disagree	Does not apply to me	Don't Know
0-5 (Children) (n=374)	3.2%	48.7%	42.5%	5.6%
6-18 (Children) (n=1,136)	4.6%	52.9%	37.9%	4.7%
19-64 (Adults) (n=2,231)	12.1%	50.7%	27.3%	9.8%
65+ (Older Adults) (n=1,487)	11.4%	46.9%	33.0%	8.7%

■ Agree　■ Disagree　■ Does not apply to me　■ Don't Know

Exhibit 16. Feelings towards community and home enviroment (continued)

Region:

	Agree	Disagree	Does not apply to me	Don't know
North (n=1,810)	9.9%	46.7%	36.5%	7.0%
South (n=1,382)	12.2%	52.5%	26.8%	8.5%
Central (n=2,022)	7.6%	51.2%	32.5%	8.8%

Feel not treated equally because of ethnic and culutral backgrounds:

CalOptima Language:

	Agree	Disagree	Does not apply to me	Don't know
English (n=627)	7.7%	59.5%	27.9%	4.9%
Spanish (n=642)	5.9%	36.4%	52.2%	5.5%
Vietnamese (n=786)	3.7%	67.2%	13.6%	15.5%
Korean (n=890)	17.5%	43.3%	26.4%	12.8%
Farsi (n=614)	7.8%	66.1%	14.3%	11.7%
Arabic (n=586)	3.4%	39.1%	51.4%	6.1%
Chinese (n=663)	7.5%	56.4%	22.6%	13.4%
Other (n=376)	6.4%	49.7%	36.4%	7.4%

Exhibit 16. Feelings towards community and home enviroment (continued)

Age Group:

Age Group	Agree	Disagree	Does not apply to me	Don't know
0-5 (Children) (n=379)	6.9%	47.8%	39.6%	5.8%
6-18 (Children) (n=1,131)	7.1%	52.6%	33.2%	7.1%
19-64 (Adults) (n=2,220)	10.5%	52.8%	25.2%	11.5%
65+ (Older Adults) (n=1,454)	5.1%	52.8%	30.4%	11.7%

■ Agree   ■ Disagree   ■ Does not apply to me   ■ Don't know

Region:

Region	Agree	Disagree	Does not apply to me	Don't know
North (n=1,802)	9.9%	46.6%	33.4%	10.2%
South (n=1,366)	7.8%	58.8%	24.7%	8.7%
Central (n=2,003)	6.3%	53.3%	29.3%	11.1%

■ Agree   ■ Disagree   ■ Does not apply to me   ■ Don't know

Exhibit 16. Feelings towards community and home enviroment (continued)

Feel child respects them as a parent[9]:

CalOptima Language:
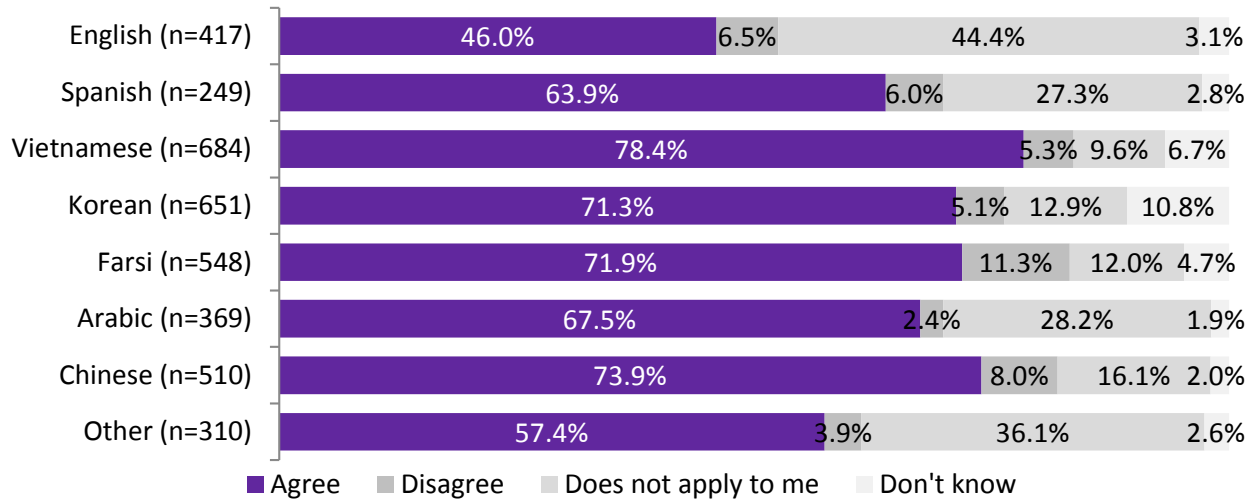
Language	Agree	Disagree	Does not apply to me	Don't know
English (n=417)	46.0%	6.5%	44.4%	3.1%
Spanish (n=249)	63.9%	6.0%	27.3%	2.8%
Vietnamese (n=684)	78.4%	5.3%	9.6%	6.7%
Korean (n=651)	71.3%	5.1%	12.9%	10.8%
Farsi (n=548)	71.9%	11.3%	12.0%	4.7%
Arabic (n=369)	67.5%	2.4%	28.2%	1.9%
Chinese (n=510)	73.9%	8.0%	16.1%	2.0%
Other (n=310)	57.4%	3.9%	36.1%	2.6%

■ Agree　■ Disagree　■ Does not apply to me　■ Don't know

---

[9] Only reported those who are over 18 years old.

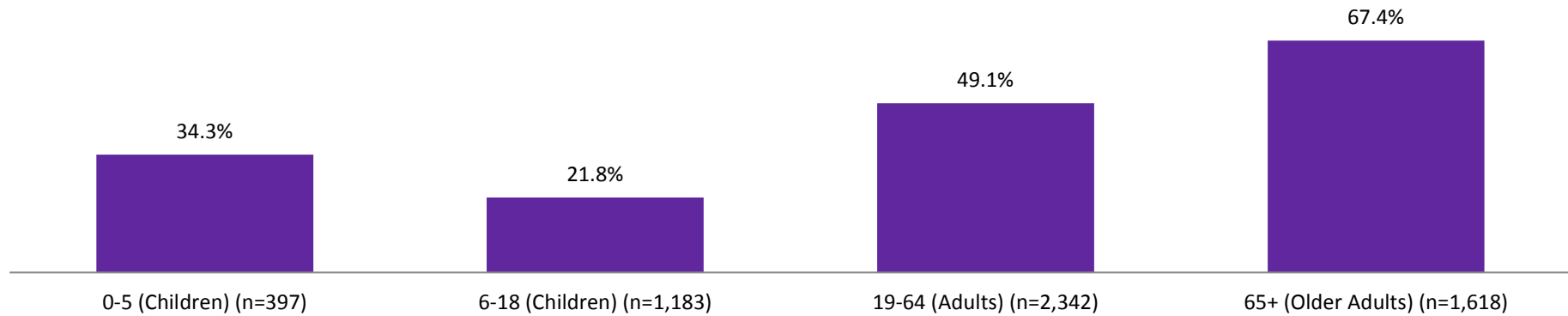# Exhibit 16. Feelings towards community and home enviroment (continued)

Age Group:

	Agree	Disagree	Does not apply to me	Don't know
19-64 (Adults) (n=2,216)	61.3%	6.7%	26.3%	5.8%
65+ (Older Adults) (n=1,522)	78.3%	5.7%	12.2%	3.9%

Region:

	Agree	Disagree	Does not apply to me	Don't know
North (n=1,242)	66.7%	5.1%	22.7%	5.6%
South (n=1,056)	68.0%	8.8%	19.8%	3.4%
Central (n=1,431)	69.6%	5.5%	19.2%	5.7%
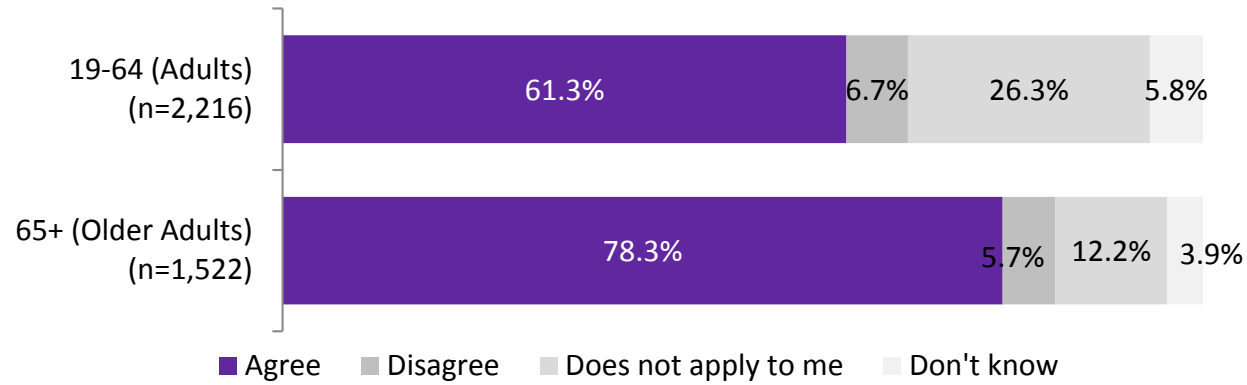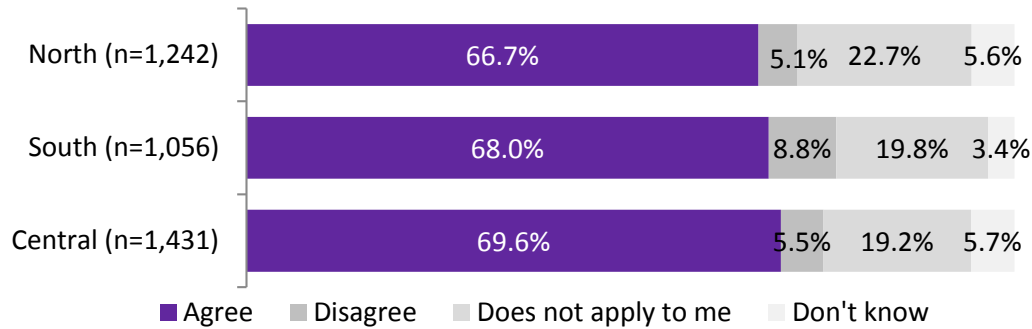
Exhibit 16. Feelings towards community and home enviroment (continued)

Feel child's attitudes and behavior conflict with cultural values[10]:

CalOptima Language:

Language	Agree	Disagree	Does not apply to me	Don't know
English (n=413)	7.0%	36.3%	53.0%	3.6%
Spanish (n=241)	11.6%	32.4%	51.5%	4.6%
Vietnamese (n=620)	9.5%	62.7%	14.8%	12.9%
Korean (n=638)	23.0%	38.6%	29.5%	8.9%
Farsi (n=518)	15.6%	60.4%	15.3%	8.7%
Arabic (n=368)	5.4%	41.6%	50.3%	2.7%
Chinese (n=499)	15.2%	53.9%	22.2%	8.6%
Other (n=301)	7.0%	35.5%	51.8%	5.6%

■ Agree ■ Disagree ■ Does not apply to me ■ Don't know

Age Group:

Age Group	Agree	Disagree	Does not apply to me	Don't know
19-64 (Adults) (n=2,162)	12.2%	43.4%	37.1%	7.3%
65+ (Older Adults) (n=1,436)	13.8%	53.4%	24.4%	8.4%

■ Agree ■ Disagree ■ Does not apply to me ■ Don't know

---

[10] Only reported those who are over 18 years old.

Exhibit 16.   Feelings towards community and home enviroment (continued)

Region:

	Agree	Disagree	Does not apply to me	Don't know
North (n=1,201)	13.7%	41.2%	37.1%	8.1%
South (n=1,027)	13.3%	53.4%	27.3%	6.0%
Central (n=1,362)	11.6%	48.5%	31.3%	8.7%

Exhibit 17. Members who reported that they speak English "not well":

CalOptima Language:

7.8%	39.5%	65.4%	63.3%	50.9%	32.0%	64.1%	35.8%
English (n=641)	Spanish (n=659)	Vietnamese (n=919)	Korean (n=907)	Farsi (n=707)	Arabic (n=612)	Chinese (n=715)	Other (n=380)

Age Group:

34.3%	21.8%	49.1%	67.4%
0-5 (Children) (n=397)	6-18 (Children) (n=1,183)	19-64 (Adults) (n=2,342)	65+ (Older Adults) (n=1,618)

Region:

46.5%	47.9%	48.2%
North (n=1,872)	South (n=1,474)	Central (n=2,180)
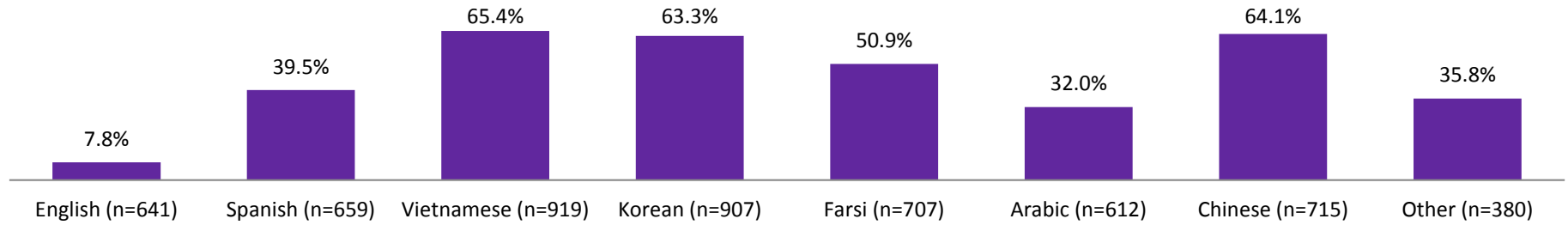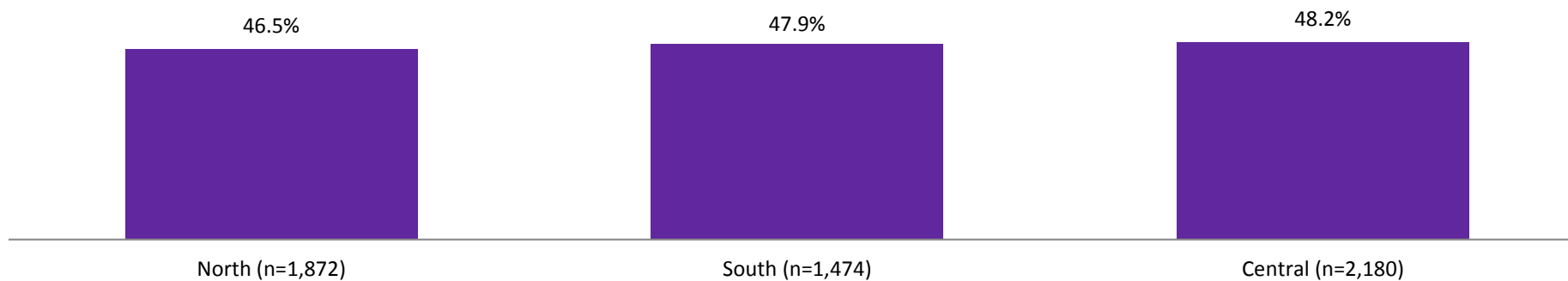
Exhibit 18. Employment status[11,12]

CalOptima Language	Employed %	Self-employed %	Homemaker %	Student %	Retired %	Out of work %	Unable to work %	n
English	36.7%	9.8%	7.2%	9.4%	13.4%	15.8%	20.4%	417
Spanish	21.7%	7.8%	11.6%	4.7%	21.3%	17.1%	28.3%	258
Vietnamese	32.1%	1.8%	12.1%	6.6%	24.4%	17.0%	20.0%	761
Korean	18.2%	11.6%	21.3%	6.9%	24.5%	10.0%	16.5%	638
Farsi	18.0%	4.4%	15.3%	7.6%	19.5%	26.5%	29.9%	616
Arabic	25.5%	4.2%	21.1%	9.4%	15.7%	11.9%	22.0%	427
Chinese	14.0%	3.8%	14.2%	4.9%	45.0%	6.8%	19.5%	529
Other	15.7%	3.4%	8.9%	3.7%	37.5%	10.2%	30.8%	325

[11] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

[12] Only reported the members who are over 18 years old.

Exhibit 18. Employment status (continued)

Age Group:

Age Group	Employed %	Self-employed %	Homemaker %	Student %	Retired %	Out of work %	Unable to work %	n
19-64 (Adults)	35.8%	8.3%	17.5%	10.9%	5.9%	17.6%	15.3%	2,370
65+ (Older Adults)	4.1%	1.7%	10.1%	0.7%	53.7%	10.5%	33.3%	1,601

Region:

Region	Employed %	Self-employed %	Homemaker %	Student %	Retired %	Out of work %	Unable to work %	n
North	24.0%	6.7%	15.9%	6.7%	23.6%	12.7%	22.5%	1,269
South	17.3%	6.6%	16.7%	7.3%	26.6%	17.3%	22.1%	1,129
Central	26.1%	4.0%	11.7%	6.5%	25.6%	14.7%	23.2%	1,561

Exhibit 19. Number of jobs (n=1,523) and hours worked (n=1,756)[13]

Number of jobs members have

Number of hours that members work each week

One, 85.7%

Two or more, 14.3%

More than 40 hours, 10.3%

21-40 hours, 39.0%

0-20 hours, 50.7%

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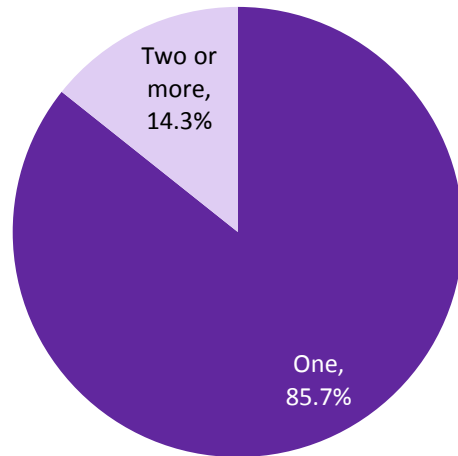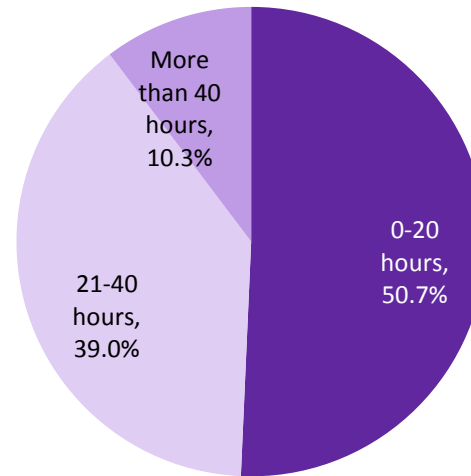
[13] Only reported those that indicated that they are "Employed" or "Self-employed" (n=1,802).

Exhibit 20.   Members' living situation[14]

CalOptima Language:

Legend: ■ Own or rent ■ Live with a friend or family member

Language	Own or rent	Live with a friend or family member
English (n=645)	57.4%	36.0%
Spanish (n=667)	61.3%	29.8%
Vietnamese (n=902)	62.3%	29.7%
Korean (n=922)	76.1%	18.8%
Farsi (n=707)	73.8%	21.1%
Arabic (n=635)	80.5%	17.8%
Chinese (n=706)	55.0%	41.2%
Other (n=390)	50.0%	42.6%
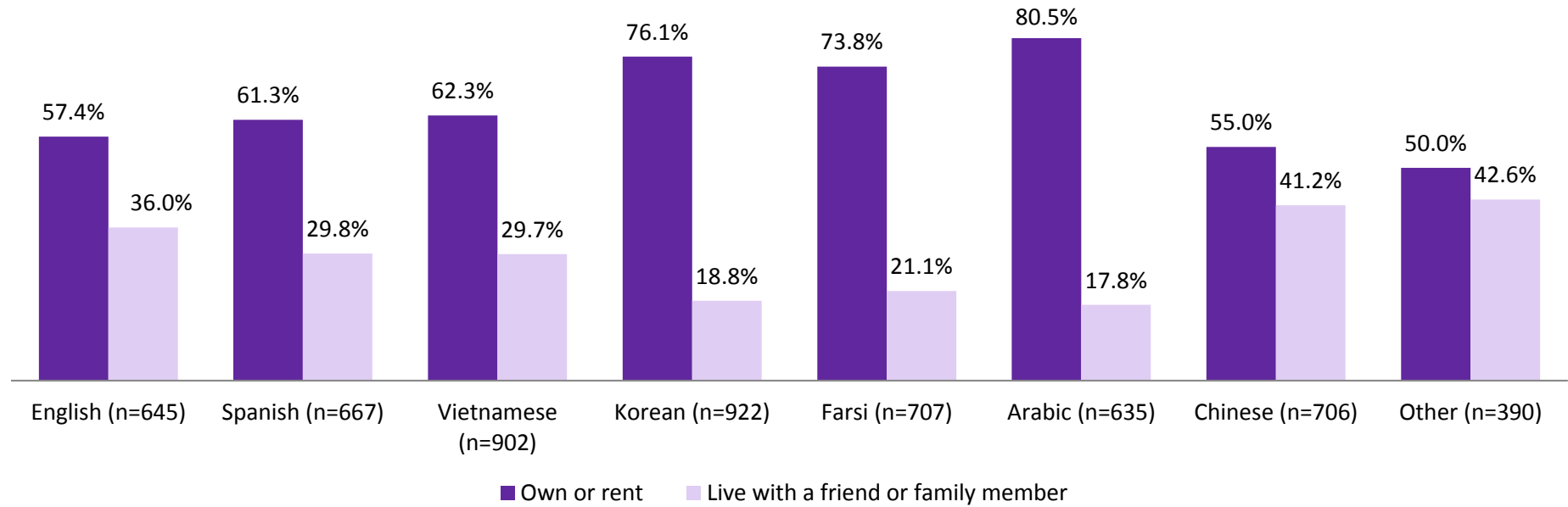
[14] Shelter, hotel or motel, homeless, and other are not shown due to low response rates.

Exhibit 20. Members' living situation (continued)

Age Group:

	0-5 (Children) (n=407)	6-18 (Children) (n=1,189)	19-64 (Adults) (n=2,375)	65+ (Older Adults) (n=1,603)
Own or rent	73.2%	75.0%	68.2%	53.0%
Live with a friend or family member	22.9%	20.3%	26.4%	39.3%

■ Own or rent ■ Live with a friend or family member

Region:

	North (n=1,876)	South (n=1,486)	Central (n=2,197)
Own or rent	67.3%	64.9%	64.7%
Live with a friend or family member	28.3%	31.2%	26.9%

■ Own or rent ■ Live with a friend or family member
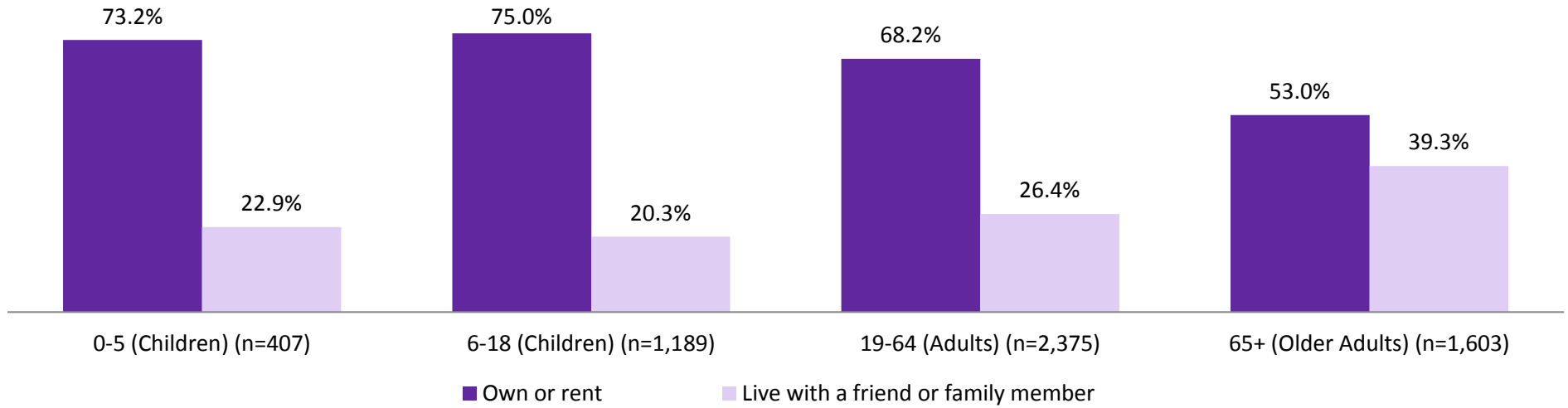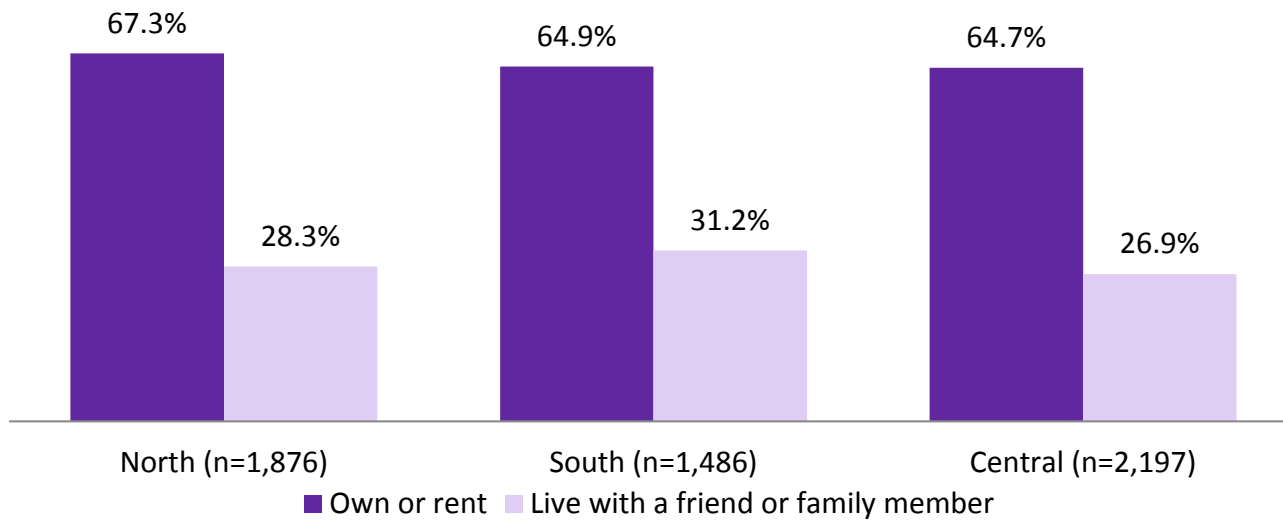
Exhibit 21. Marital status of members[15],[16]

CalOptima Language:

	English (n=417)	Spanish (n=271)	Vietnamese (n=750)	Korean (n=655)	Farsi (n=609)	Arabic (n=426)	Chinese (n=539)	Other (n=332)
Married	24.9%	46.5%	60.3%	65.0%	62.1%	66.4%	60.7%	38.6%
Single	47.0%	27.7%	20.3%	8.4%	11.5%	13.1%	12.6%	32.5%

■ Married   ■ Single

Age Group:

	19-64 (Adults) (n=2,380)	65+ (Older Adults) (n=1,603)
Married	54.0%	57.9%
Single	28.7%	6.1%

■ Married   ■ Single

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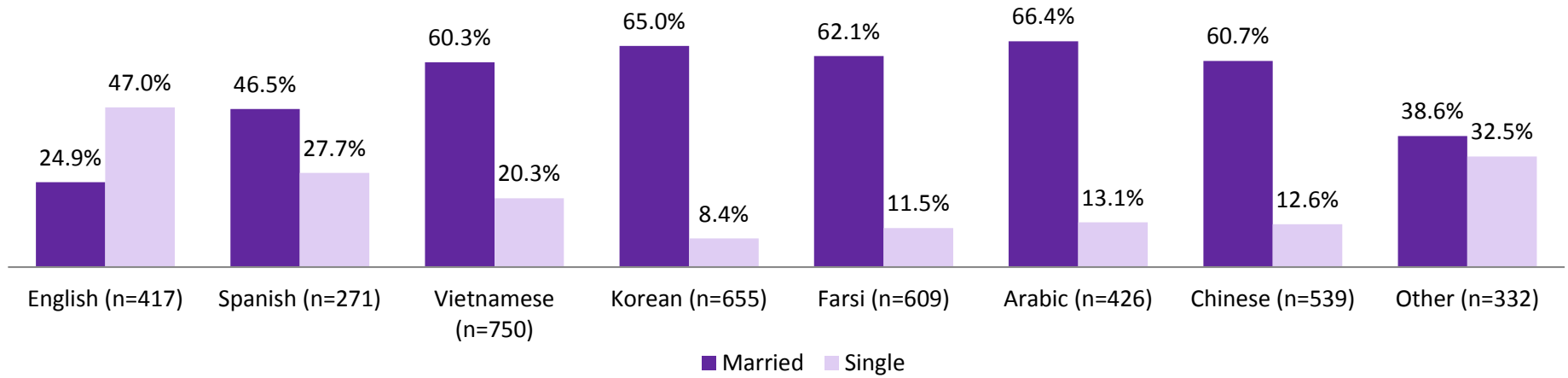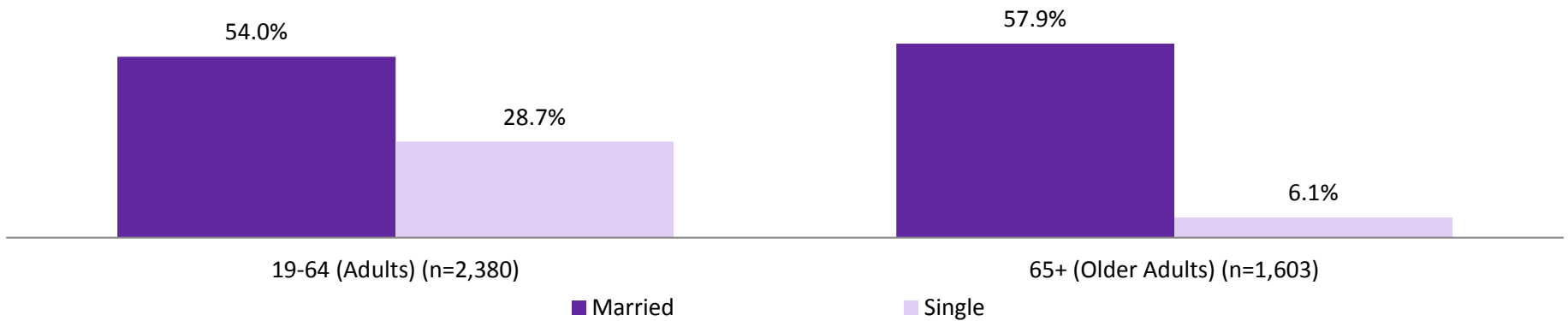
[15] Living with a partner, Widowed, and Divorced or sepated are not shown due to low response rates.

[16] Only reported those who are over 18 years old.

Exhibit 21. Marital status of members (continued)
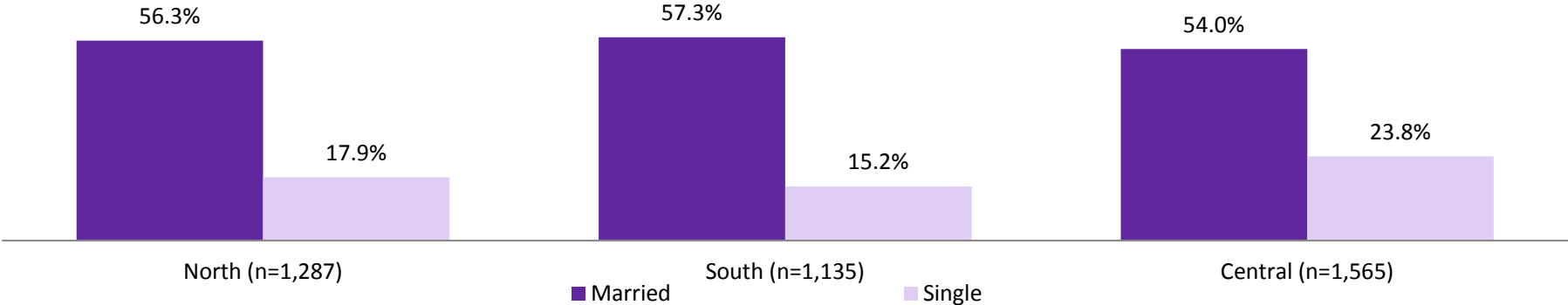
Region:

North (n=1,287): Married 56.3%, Single 17.9%
South (n=1,135): Married 57.3%, Single 15.2%
Central (n=1,565): Married 54.0%, Single 23.8%

■ Married　■ Single

Exhibit 22. Percent of members who were born in the United States

CalOptima Language:

English (n=645)	74.4%
Spanish (n=665)	49.0%
Vietnamese (n=943)	12.7%
Korean (n=925)	14.4%
Farsi (n=711)	1.8%
Arabic (n=620)	9.5%
Chinese (n=699)	13.3%
Other (n=385)	29.1%

Age Group:

0-5 (Children) (n=398)	65.1%
6-18 (Children) (n=1,189)	50.8%
19-64 (Adults) (n=2,381)	18.1%
65+ (Older Adults) (n=1,625)	2.6%

Exhibit 22. Percent of members who were born in the United States (continued)

Region:

Exhibit 23. Length of time lived in the United States of those not born in the United States
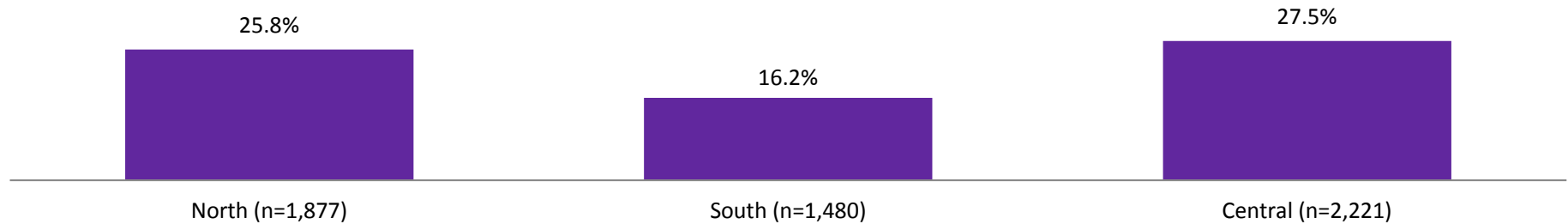
CalOptima Language:

Exhibit 23. Length of time lived in the United States of those not born in the United States (continued)

Age Group:

Age Group	Less than one year	Two-Five years
0-5 (Children) (n=136)	22.1%	11.5%
6-18 (Children) (n=562)	6.8%	37.2%
19-64 (Adults) (n=1,879)	5.8%	23.2%
65+ (Older Adults) (n=1,512)	1.5%	13.4%

■ Less than one year   ■ Two-Five years

Region:

Region	Less than one year	Two-Five years
North (n=1,350)	2.4%	11.5%
South (n=1,192)	5.2%	31.5%
Central (n=1,534)	6.7%	17.3%

■ Less than one year   ■ Two-Five years
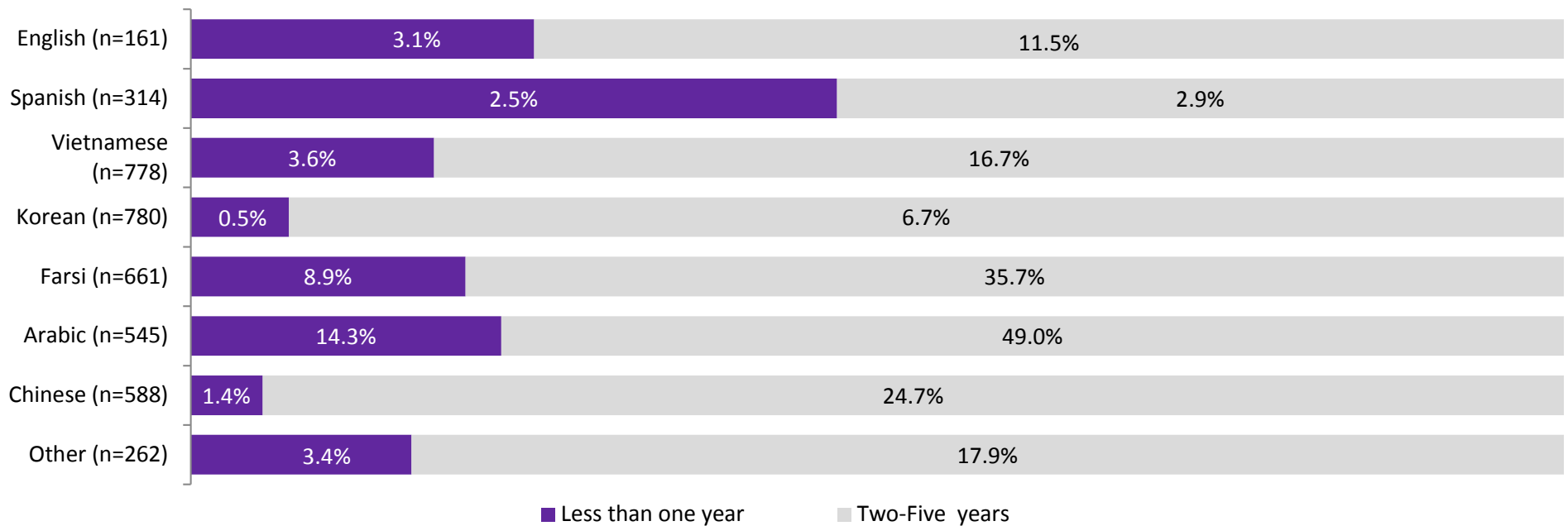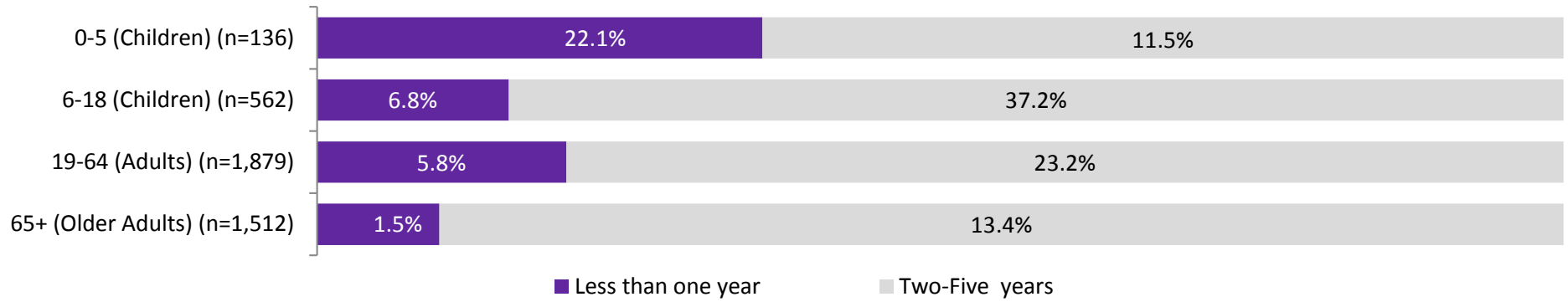
Health Behaviors

Exhibit 24. Percent of members who have not seen a dentist within the past 12 months

CalOptima Language:

41.1%	34.0%	40.4%	44.1%	41.6%	38.0%	43.2%	51.8%
English (n=643)	Spanish (n=703)	Vietnamese (n=946)	Korean (n=927)	Farsi (n=717)	Arabic (n=635)	Chinese (n=723)	Other (n=382)

Age Group:

31.5%	20.3%	47.3%	50.7%
0-5 (Children) (n=413)	6-18 (Children) (n=1,224)	19-64 (Adults) (n=2,393)	65+ (Older Adults) (n=1,646)

Exhibit 24. Percent of members who have not seen a dentist within the past 12 months (continued)

Region:

North (n=1,912)	South (n=1,506)	Central (n=2,243)
44.4%	41.3%	38.7%
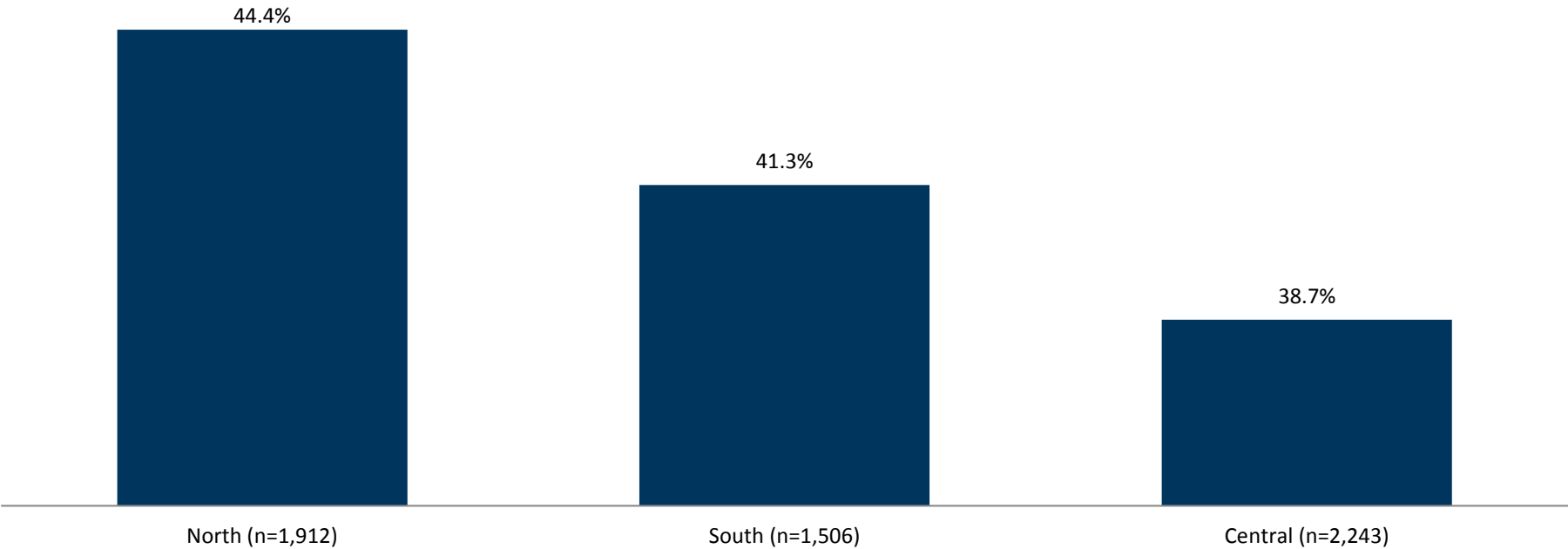
Exhibit 25. Reasons for not seeing dentist within the past 12 months[17,18]

CalOptima Language:

CalOptima Language	Cost %	Don't have/know dentist %	No transportation %	Don't know %	n
English	43.8%	28.3%	6.6%	8.1%	258
Spanish	39.5%	17.6%	4.9%	12.2%	205
Vietnamese	26.6%	15.7%	5.0%	13.0%	338
Korean	64.2%	35.3%	4.1%	5.1%	391
Farsi	53.1%	23.8%	5.1%	8.1%	273
Arabic	62.9%	16.3%	1.8%	11.8%	221
Chinese	40.6%	21.1%	7.7%	14.1%	298
Other	33.1%	23.2%	5.5%	12.7%	181

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[17] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

[18] Only reported those who have not seen a dentist within the past 12 months.

Exhibit 25. Reasons for not seeing dentist within the past 12 months (continued)

Age Group:

Age Group	Cost %	Don't have/know dentist %	No transportation %	Don't know %	n
0-5 (Children)	19.5%	23.7%	3.4%	14.4%	118
6-18 (Children)	34.7%	25.6%	1.8%	15.1%	219
19-64 (Adults)	52.7%	27.3%	4.1%	9.0%	1,062
65+ (Older Adults)	19.5%	23.7%	3.4%	14.4%	766

Region:

Region	Cost %	Don't have/know dentist %	No transportation %	Don't know %	n
North	48.9%	22.3%	5.5%	9.9%	798
South	51.6%	28.2%	4.6%	9.4%	585
Central	39.2%	20.9%	5.2%	11.3%	776

Exhibit 26. Days per week member had at least one drink of alcoholic beverage during the past 30 days [19]

CalOptima Language:

CalOptima Language	No drinks in past 30 days %	1-2 days per week %	3-4 days per week %	5-7 days per week %	Don't know %	n
English	71.7%	19.6%	4.0%	2.0%	2.7%	403
Spanish	83.5%	10.4%	1.3%	0.9%	3.9%	230
Vietnamese	81.3%	10.7%	1.9%	1.8%	4.3%	738
Korean	77.1%	15.5%	3.0%	1.5%	2.9%	593
Farsi	74.8%	19.3%	1.2%	0.2%	4.4%	497
Arabic	87.6%	4.5%	0.6%	0.8%	6.5%	355
Chinese	84.9%	8.0%	1.2%	0.6%	5.4%	503
Other	83.7%	7.7%	1.6%	1.3%	5.8%	312

[19] Only reported those who are 18 years or older.

Exhibit 26. Days per week member had at least one drink of alcoholic beverage during the past 30 days (continued)

Age Group:

Age Group	No drinks in past 30 days %	1-2 days per week %	3-4 days per week %	5-7 days per week %	Don't know %	n
19-64 (Adults)	78.7%	13.0%	2.3%	1.0%	4.9%	2,163
65+ (Older Adults)	82.2%	11.4%	1.4%	1.4%	3.5%	1,468

Region:

Region	No drinks in past 30 days %	1-2 days per week %	3-4 days per week %	5-7 days per week %	Don't know %	n
North	81.1%	11.9%	1.2%	1.5%	4.3%	1,156
South	79.5%	14.5%	1.8%	0.7%	3.5%	1,000
Central	79.7%	11.4%	2.5%	1.3%	5.1%	1,465

DATA BOOK

CalOptima Member Health Needs Assessment (MHNA) Survey Results:

Weighted Population Estimates

harder + co | community research

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A Public Agency
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Navigating the Healthcare System

Exhibit 27. Percent who report at least one person as their doctor (n=5,749)

Don't know, 2.6%

No, 14.7%

Yes, 82.6%
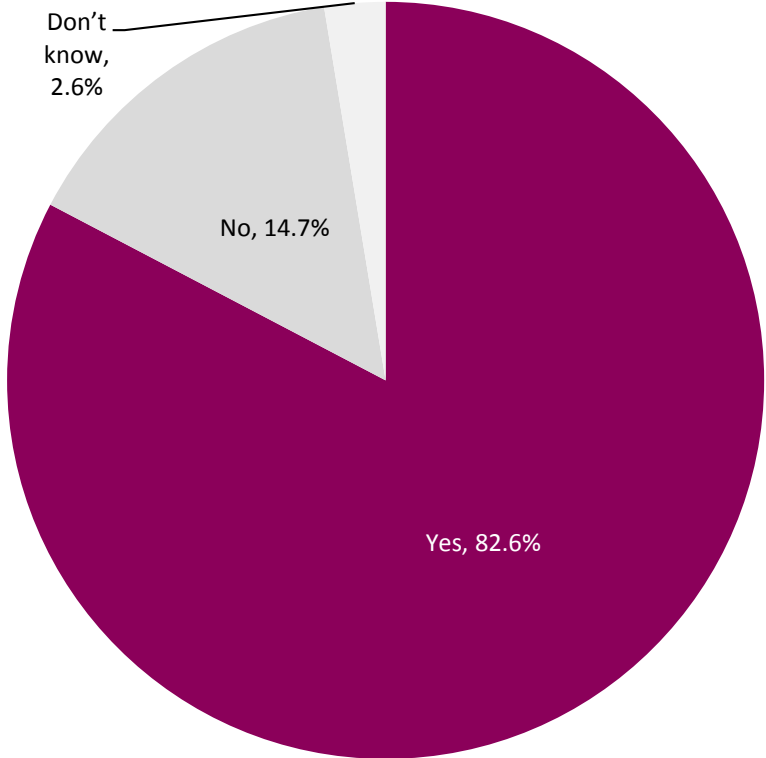
Exhibit 28. Where respondents go to see their doctor (n=5,743)[20]

Doctor's office	69.2%
Clinic/health center	18.1%
Other	5.2%
Urgent Care	4.3%
Emergency room	2.3%
Don't know	0.6%
Alternative medicine provider/herbalist	0.4%
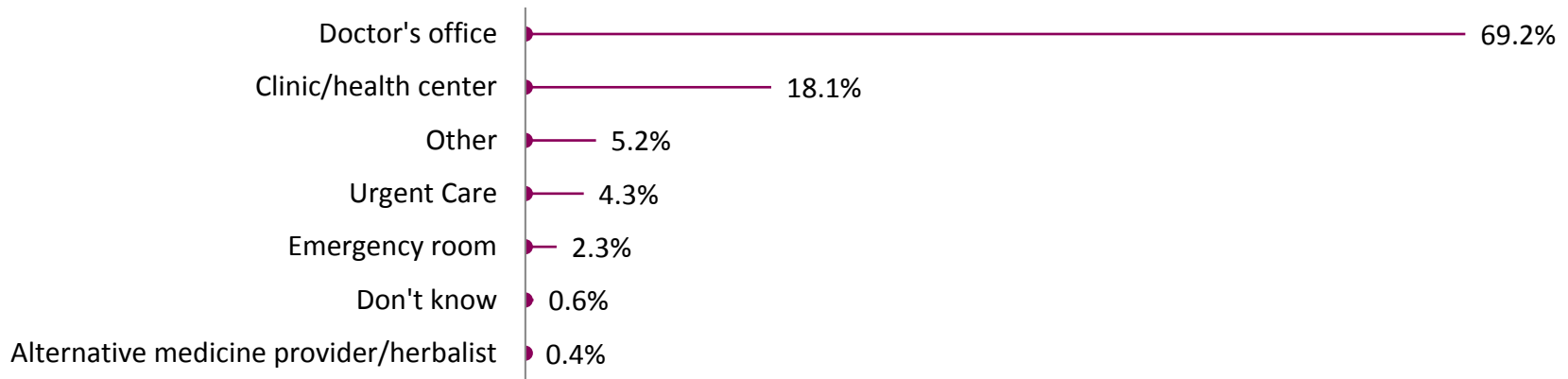
Exhibit 29. Reasons why members go somewhere other than their doctor when they need medical attention (n=4,657)[21]

Other	40.2%
It is easier for me to get to the emergency room or urgent care than my doctor's office	25.6%
It's hard to get an appointment with my doctor	21.0%
I don't have a doctor	7.0%
Don't know	6.2%

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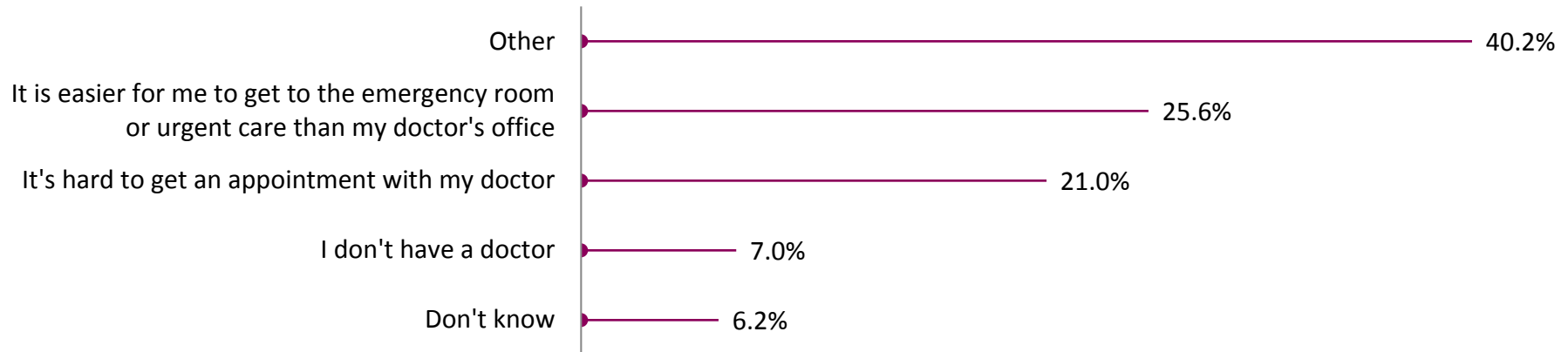
[20] 214 out of 301 members (71.3%) who indicated "other" wrote in multiple responses that were already options. For example, 78 members (25.9%) indicated that they go the emergency room and their doctor's office.

[21] Of those 1,483 members who indicated "other", 45.4% go to their doctor, 24,6% go elsewhere when there is an emergency, and 8.2% indicated their doctor's office to be closed.

Exhibit 30. When do members make an appointment to see doctor (n=5,764)[22]

Category	Percentage
When Sick	77.0%
Check-Up	76.3%
Specialist Needed	46.1%
Don't Know	1.0%
Other	3.8%
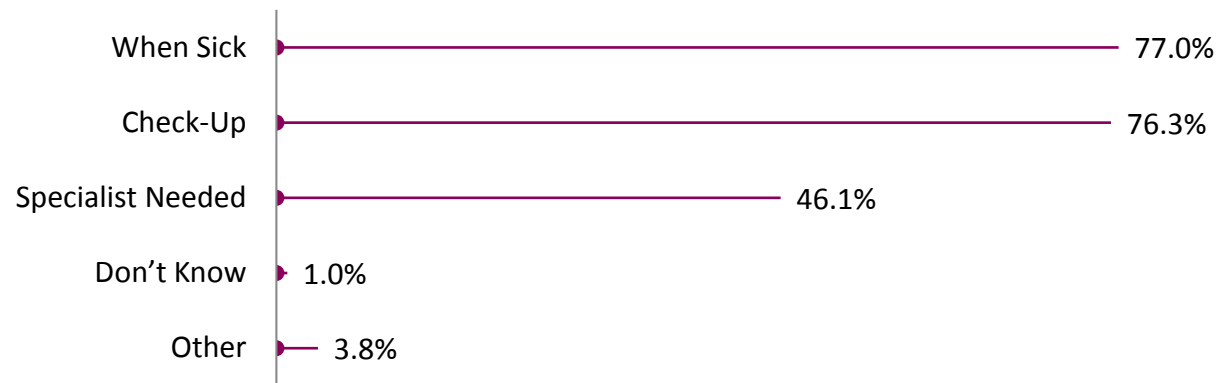
Exhibit 31. Reasons why members don't make an appointment to see doctor (n=4,598)[23]

Category	Percentage
Didn't think necessary	51.6%
Scheduling Conflict	28.8%
Too long to get appointment	27.8%
No Doctor	7.1%
No way to get there	6.8%
No childcare available	5.2%
Don't Know	1.2%

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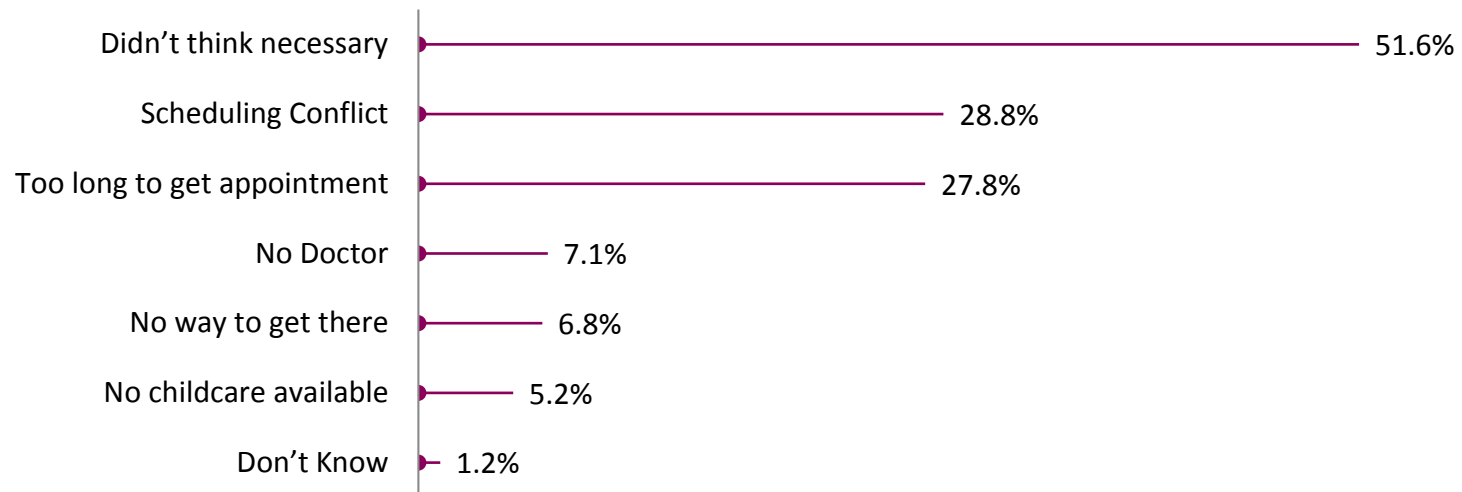
[22] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

[23] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

Exhibit 32. When do members make an appointment to see a specialist (n=5,590)[24]

Important for health	61.4%
Doctor helped schedule the appointment	27.2%
Doctor gave referral	25.9%
Easy to get office	12.3%
Doctor and speciliast in the same location	8.5%
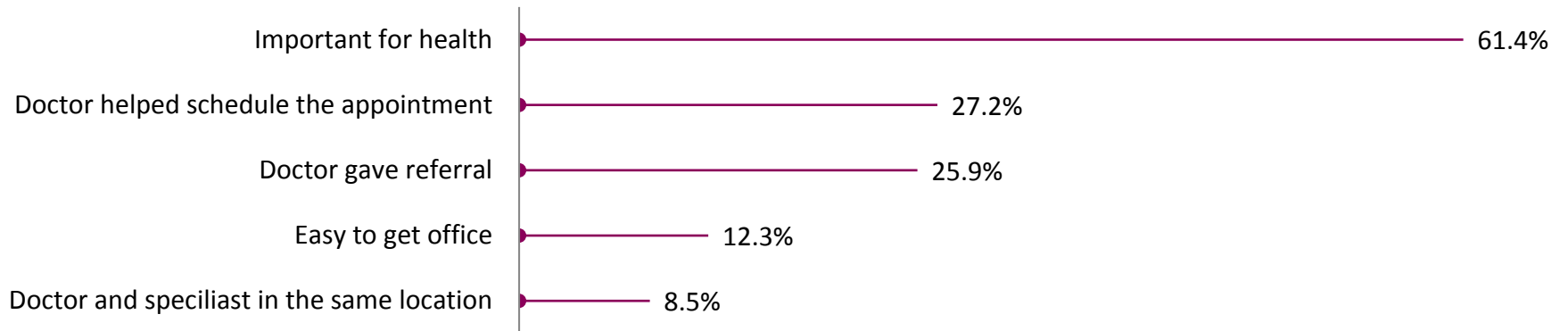
Exhibit 33. Reasons why members don't make an appointment to see a specialist (n=4,713)[25]

Didn't think needed to go	41.4%
Takes too long to get an appointment	26.3%
Appointments not at times that work with schedule	20.1%
Too far away	14.9%
No transportation	7.6%
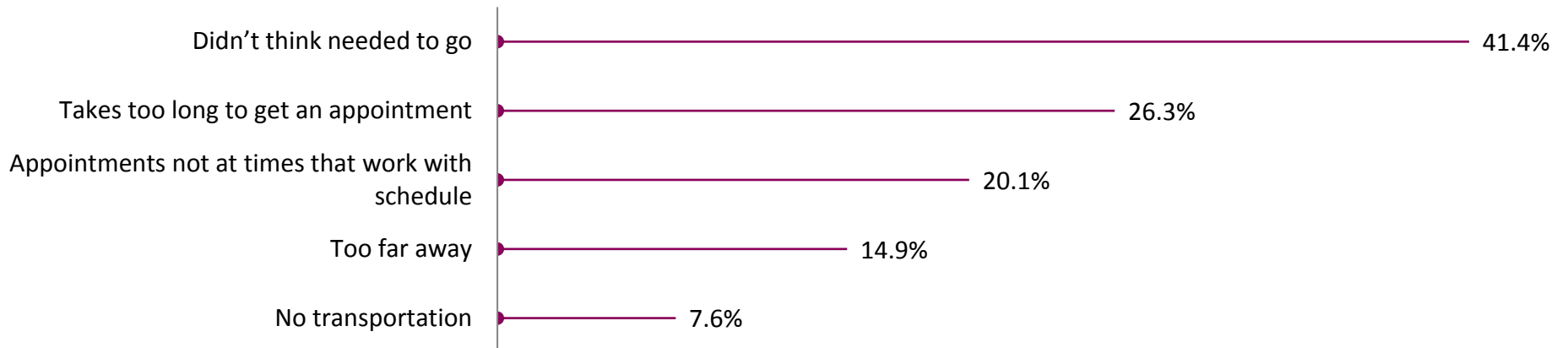
[24] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

[25] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

Exhibit 34. Members who have a disability that limits their ability to physically access health care, communicate effectively or follow directions given by doctor (n=4,955)

Don't know, 6.0%

Yes, 10.9%

No, 83.1%
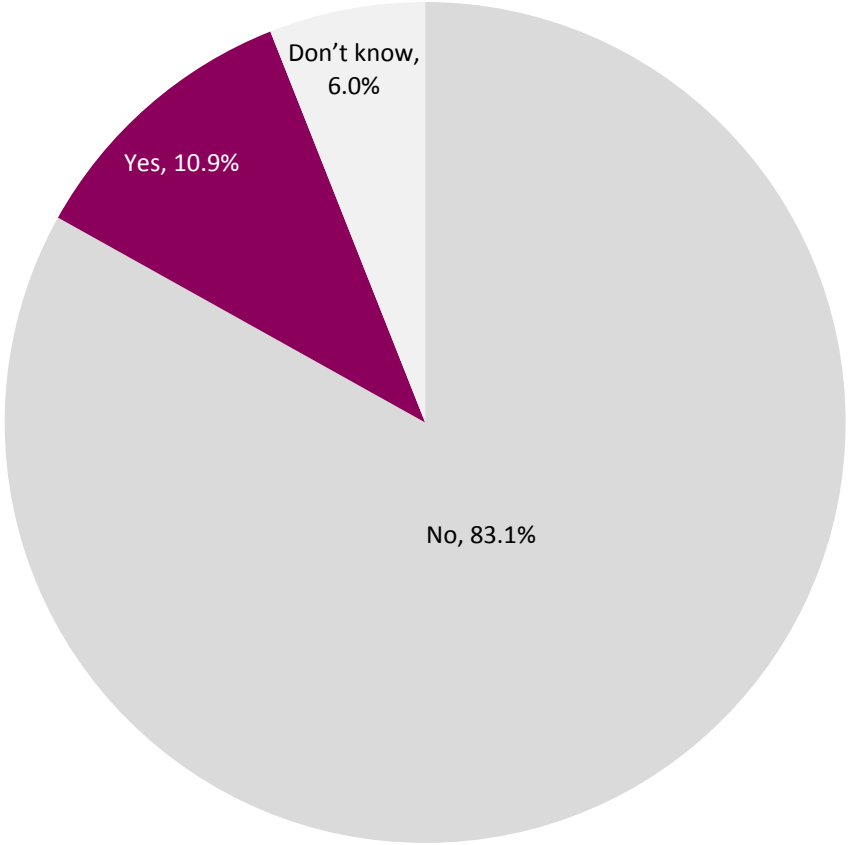
Social and Emotional Well-Being

Exhibit 35. Percent of members who indicated they needed to see a mental health specialist (n=5,723)

Don't Know, 1.4%

Yes, needed to see a mental health specialist, 13.5%

No, did not need to see a mental health specialist, 85.1%
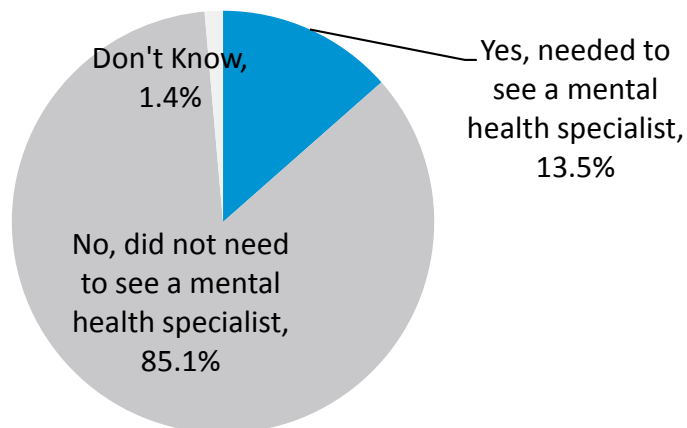
Exhibit 36. Percent of members who indicated they needed to see a mental health specialist and didn't see one (n=771)

Don't know, 1.9%

Didn't see one, 24.8%

Saw a mental health specialist, 73.3%
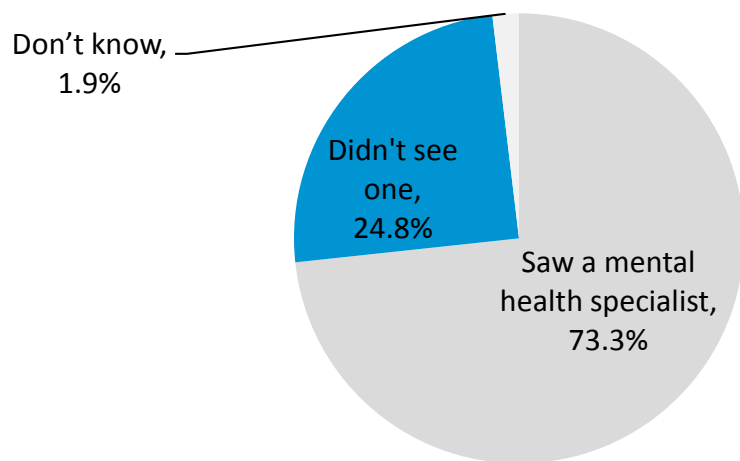
Exhibit 37.   Reasons why members didn't see mental health specialist[26]

- 39.8% — Didn't know who to call or ask for help (n=175)
- 37.5% — Did not feel comfortable talking about personal problems (n=168)
- 26.1% — Concerned about what happen if someone found out had a problem (n=176)
- 13.0% — Hard time getting an appointment (n=173)
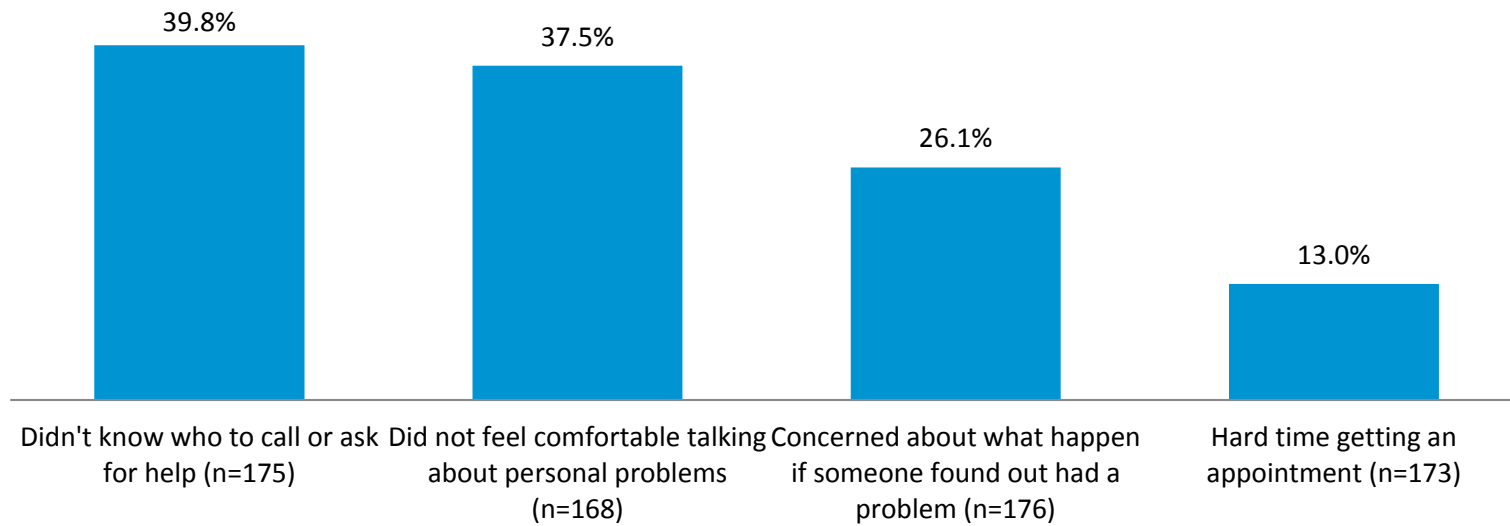
Exhibit 38.   Percent of members who can share their worries with family members (n=5,670)

- Don't know, 5.8%
- No, 11.4%
- Yes, 82.8%

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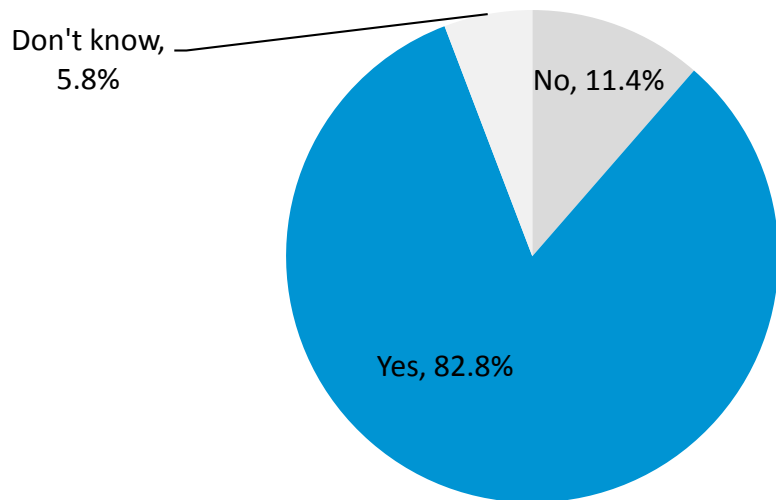
[26] Among those who indicated that they needed to see a mental health specialist but did not see one.

Social Determinants of Health

Exhibit 39. Percent of members who needed help with basic needs in the past 6 months

Legend: Sometimes (light purple), Almost Always (dark purple)

Category	Almost Always	Sometimes
Child care (n=5,157)	4.6%	10.5%
Transporation (n=5,389)	9.9%	18.9%
Money to buy things need (n=5,447)	12.8%	30.3%
Housing (n=5,353)	12.2%	11.8%
Food for anyone in your household (n=5,456)	9.9%	22.5%
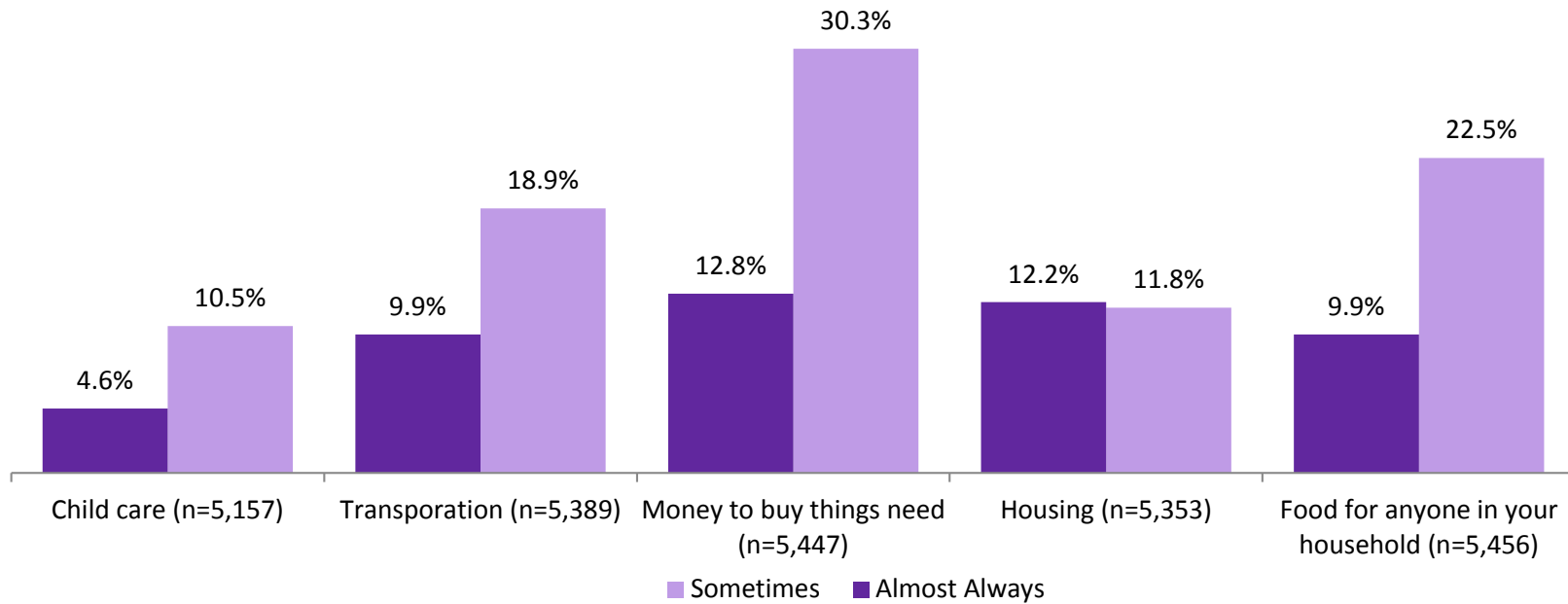
Exhibit 40.   Percent of members who receive public benefits (n=5,117):
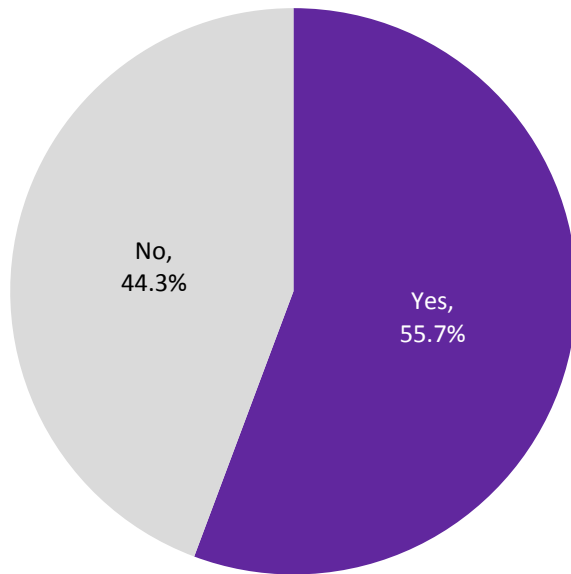
Exhibit 41.   Type of public benefits that members receive (n=2,849)[27]:

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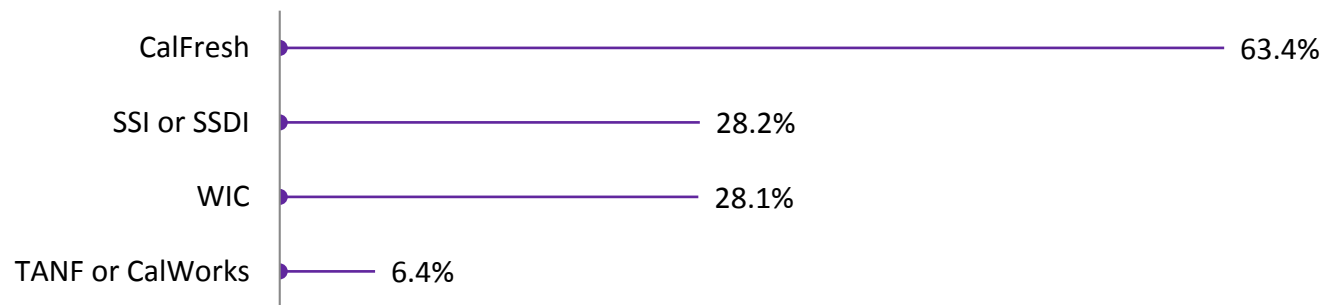
[27] Only reporting those who reported that they received at least one public benefit. Respondents were allowed to choose more than one option; thus, the total is over 100%.

Exhibit 42. Personal activities members participant in:

	Once a week	Once a month	Once in the last 6 months	Never	n
Care for a family member	36.2%	5.6%	5.1%	53.1%	5,209
Fun with others	61.9%	17.0%	6.6%	14.6%	5,396
Volunteer or Charity	16.4%	14.2%	17.3%	52.1%	5,288
Physical fitness	68.4%	10.2%	4.8%	16.7%	5,393
Attend religious centers	48.7%	11.1%	10.8%	29.4%	5,470
Get enough sleep	83.5%	5.8%	1.1%	9.6%	5,119
Enough time for self	77.4%	10.6%	3.1%	8.8%	5,209
Enough time for family	81.5%	8.5%	3.1%	6.9%	5,274
Gambling activities	0.9%	0.8%	4.8%	93.5%	5,378

Exhibit 43. Feelings towards community and home enviroment[28]:

Category	Agree	Disagree	Does not apply to me	Don't know
Lonely and isolated (n=5,399)	9.7%	51.2%	33.7%	5.4%
Not treated equally because of ethnic and cultural backgrounds (n=5,357)	7.0%	53.5%	33.4%	6.2%
Child respects parent (n=3,167)	53.8%	6.3%	36.2%	3.7%
Child's attitudes and behavior conflict with cultural values (n=3,087)	8.5%	38.9%	47.5%	5.1%

■ Agree ■ Disagree ■ Does not apply to me ■ Don't know
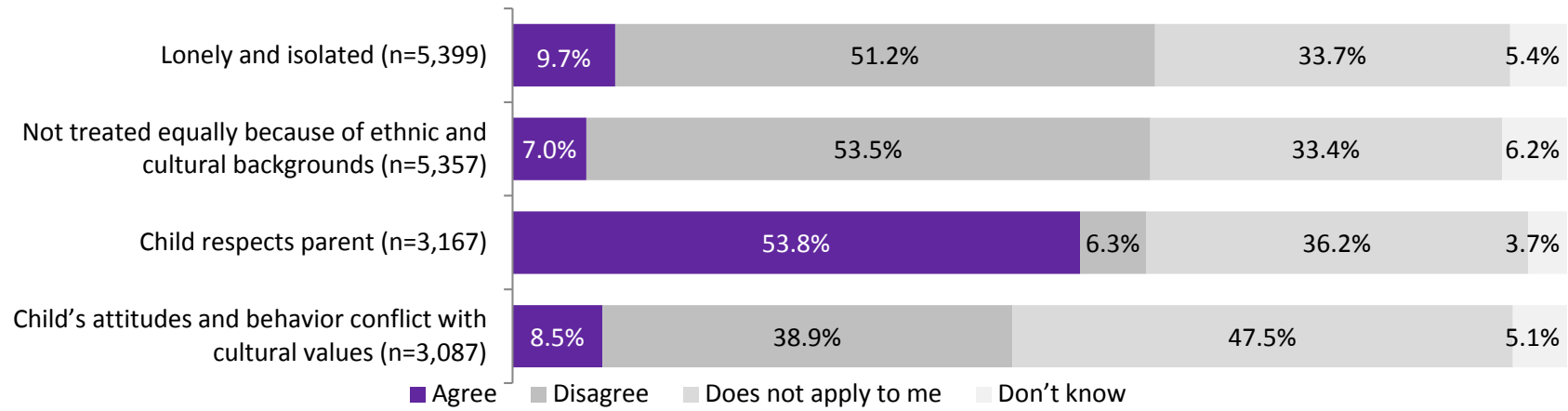
Exhibit 44. How well members speak English (n=5,549)

Very well	Well	Not well	Don't know
51.9%	18.6%	23.6%	5.8%
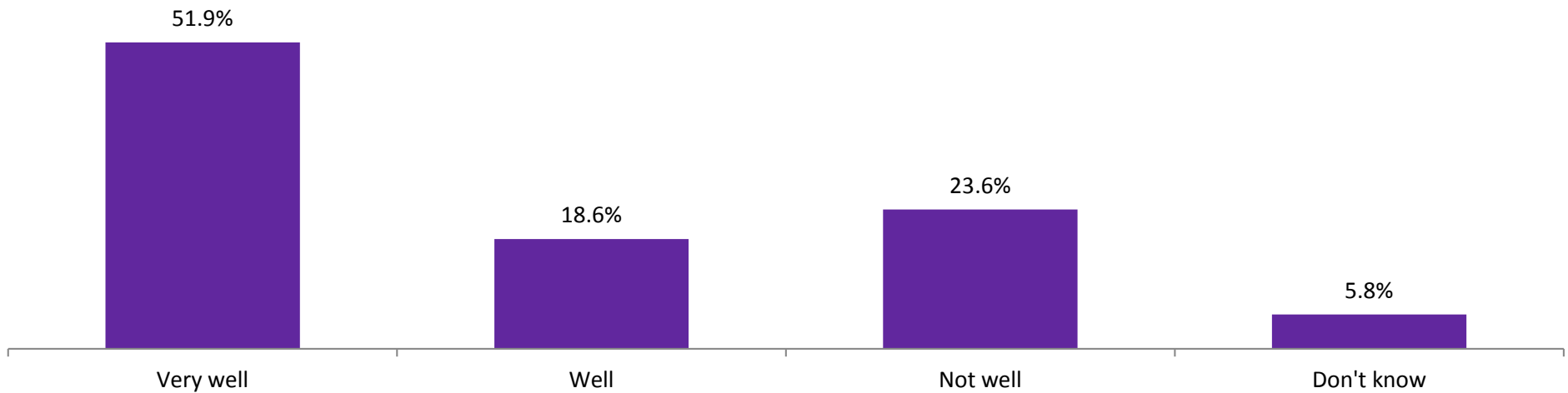
[28] Only reported for those over 18 years old for "Child respects parent" and "Child's attitudes and behavior conflict with cultural values."

Exhibit 45. Employment status for members 19 years of age and older (n=3,244)[29,30]

Category	Percent
Employed	34.5%
Unable to work	21.3%
Out of work	16.6%
Homemaker	9.5%
Retired	13.9%
Student	8.6%
Self-employed	8.3%
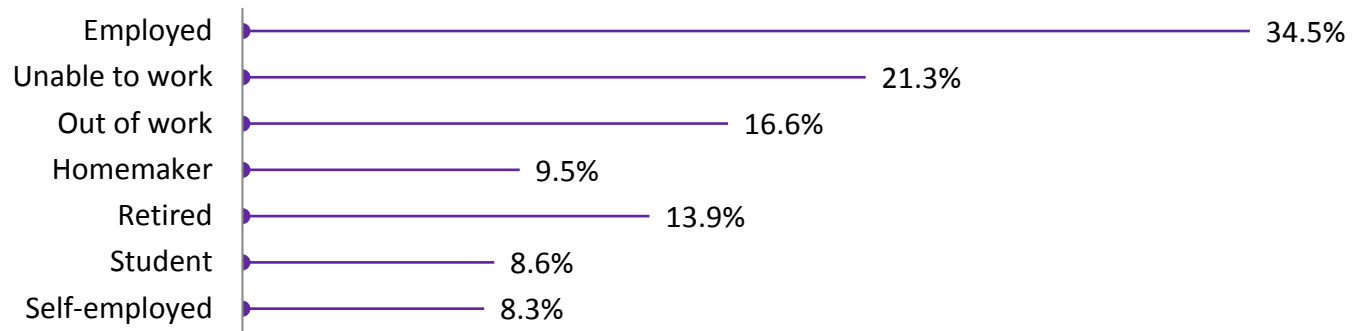
Exhibit 46. Number of jobs (n=1,523) and hours worked (n=1,756)[31]

Number of jobs members have

Two or more, 14.3%
One, 85.7%

Number of hours that members work each week

More than 40 hours, 10.3%
21-40 hours, 39.0%
0-20 hours, 50.7%

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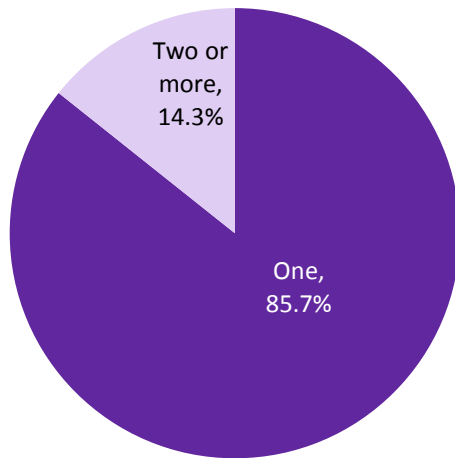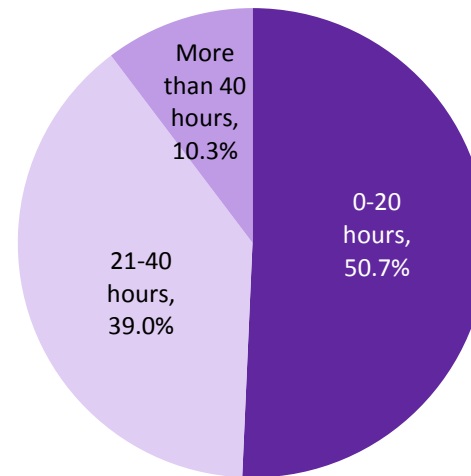
[29] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

[30] Only reported the members who are 19 years of age or older.

[31] Only reported those that indicated that they are "Employed" or "Self-employed" (n=1,802).

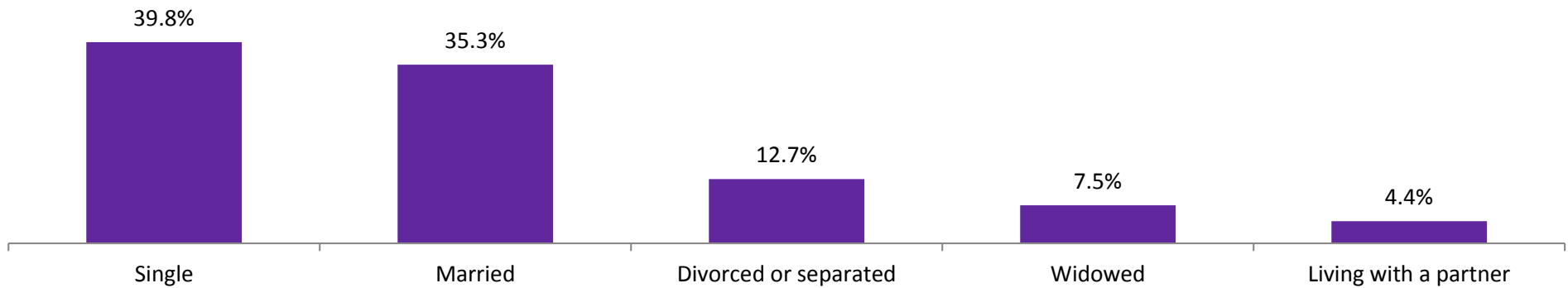## Exhibit 47. Members' living situation (n=5,590)[32]

Category	Percentage
Own or rent	59.8%
Live with a friend, family member	32.7%
Other	5.8%
Homeless	0.9%
Shelter	0.7%
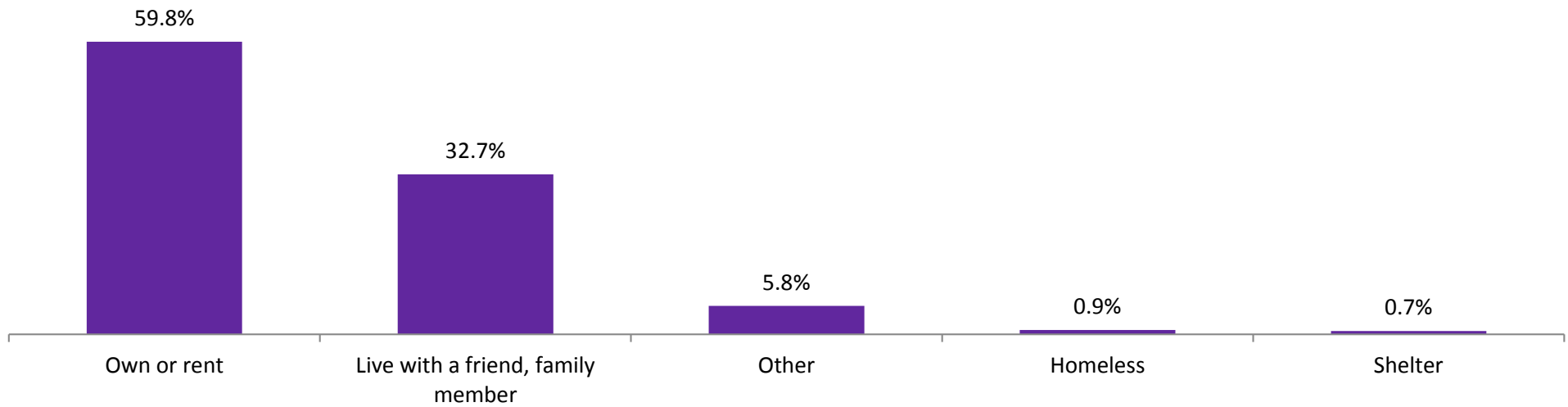
Exhibit 48. Marital status of members (n=3,271)[33]

Category	Percentage
Single	39.8%
Married	35.3%
Divorced or separated	12.7%
Widowed	7.5%
Living with a partner	4.4%

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[32] Of those 348 members who indicated "other", 17.8% indicated nursing home or assistant living.

[33] Only reported those who are over 18 years old.

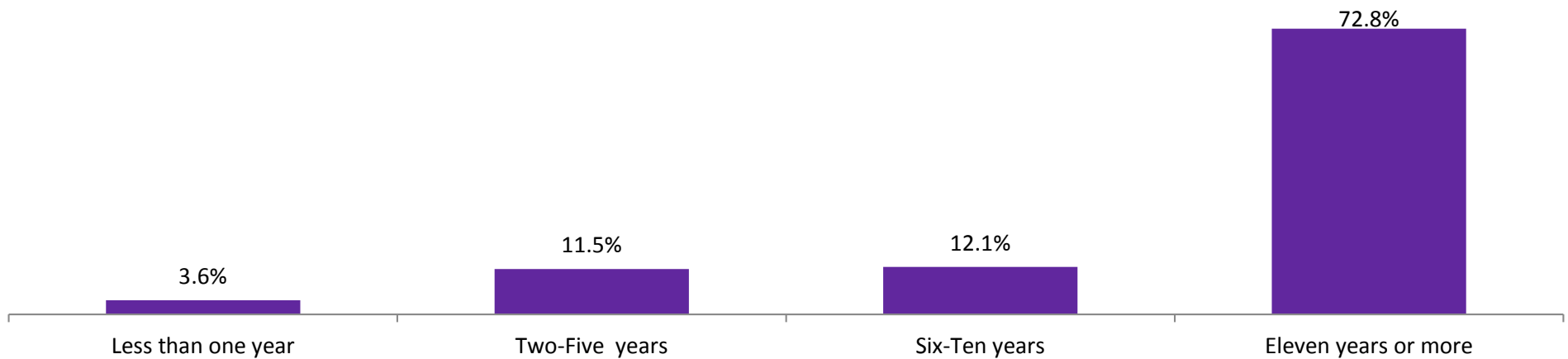Exhibit 49.   Percent of members who were born in the United States (n=5,599)
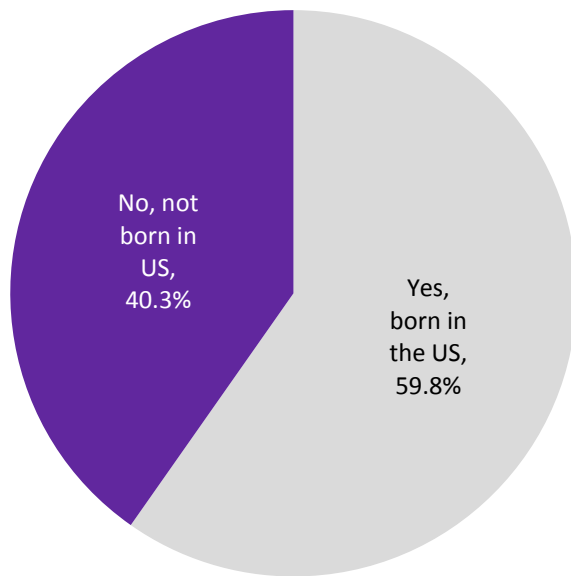
Exhibit 50.   Length of time lived in the United States of those not born in the United States (n=2,151)[34]

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[34] Of those who were born outside of the U.S.

Health Behaviors
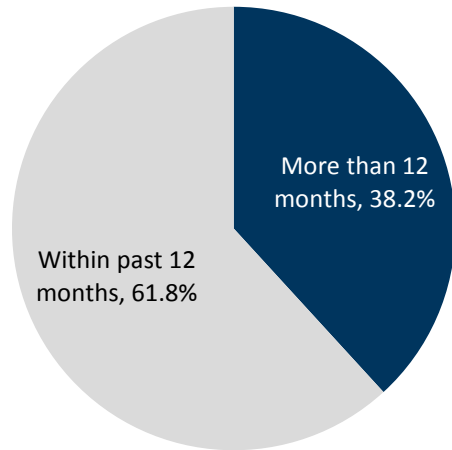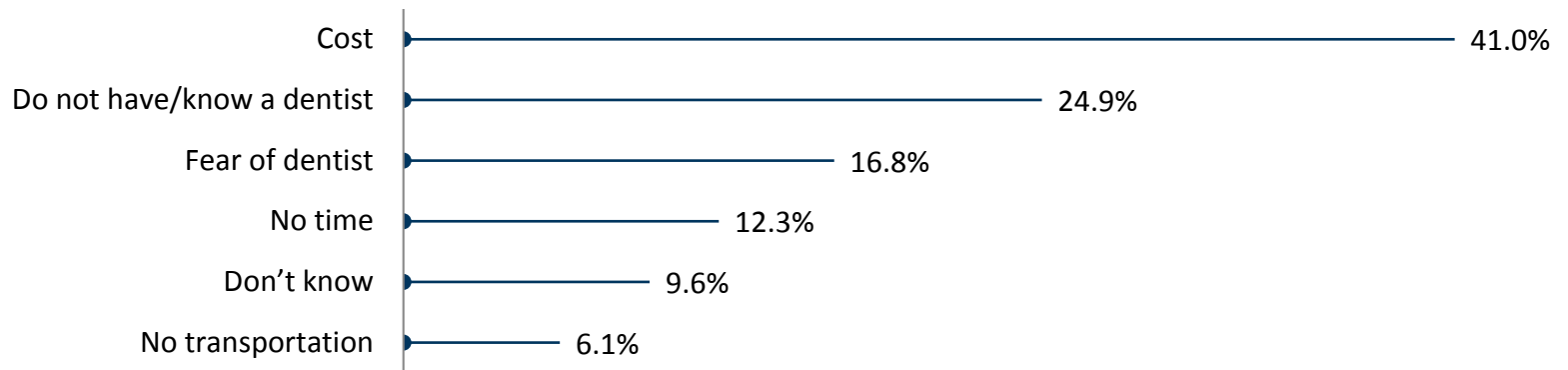
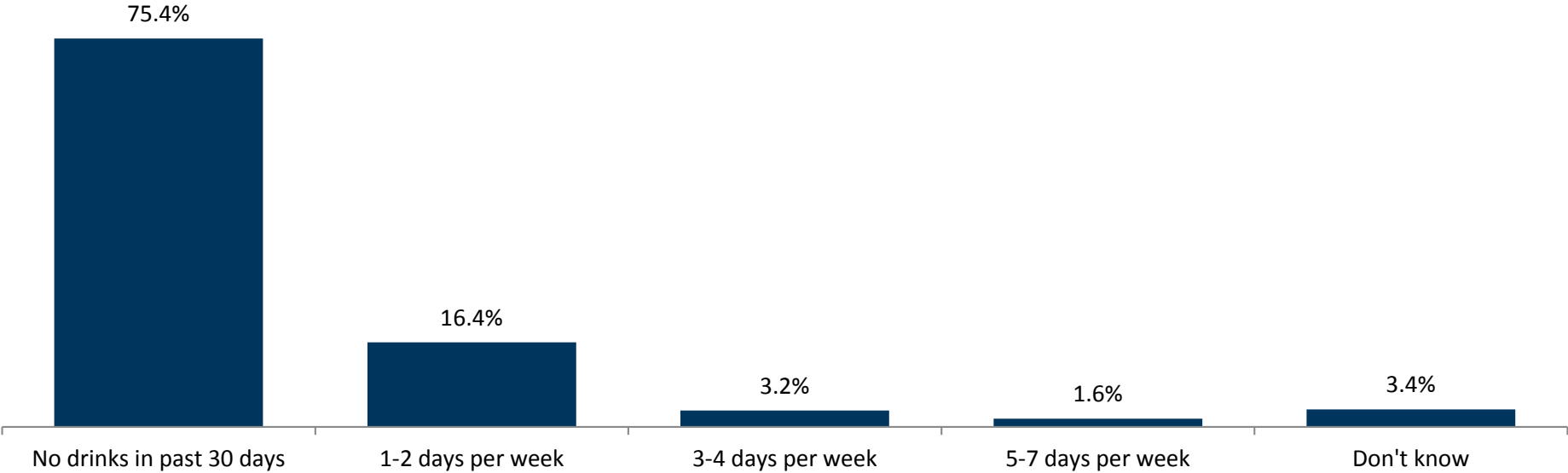Exhibit 51. When members last saw a dentist (n=5,685)

Exhibit 52. Reasons for not seeing dentist within the past 12 months (n=2,209)[35,36]

- Cost — 41.0%
- Do not have/know a dentist — 24.9%
- Fear of dentist — 16.8%
- No time — 12.3%
- Don't know — 9.6%
- No transportation — 6.1%

[35] Members were allowed to choose multiple answers; thus, the total does not equal 100%.

[36] Only reported those who have not seen a dentist within the past 12 months.

Exhibit 53. Days per week member had at least one drink of alcoholic beverage during the past 30 days (n=3,083)[37]

75.4%	16.4%	3.2%	1.6%	3.4%
No drinks in past 30 days	1-2 days per week	3-4 days per week	5-7 days per week	Don't know

---

[37] Only reported those who are 18 years or older.