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2016 REPORT

Assessing the Needs of Elder Floridians

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Executive Summary

This report summarizes the main findings from the statewide survey, which assesses the needs of Floridians age 60 and older. Data was compiled from the surveys administered to 2,000 elders during the summer of 2016. In addition to demographics, this report includes information on elders' living situations, self-care limitations, nutrition, housing, healthcare, and other matters that especially affect the population. Results were compiled for analysis at the state level, with attention to significant changes since the survey was last conducted in 2010. The report also includes special state-level tabulations for the sub-populations of minority, low-income, and rural elders.

Demographics and Living Situation

The typical respondent who participated in the 2016 Needs Assessment Survey was a white woman in her early 70s with an annual income between \$40,000 and \$49,000. The largest age groups of survey respondents were ages 65 to 74 (41%) and ages 75 to 84 (32%). More female respondents (67%) participated in the survey. The majority of respondents were Caucasians (75%), followed by African Americans (17%) and Hispanics/Latinos (11%). Approximately one-half of respondents (47%) attained an income between \$20,000 and \$60,000 per year, and nearly one-third (30%) received an income greater than \$60,000 per year. Of elders surveyed across the state, one-fourth had an annual income of less than \$20,000. One-third of elders surveyed lived alone (32%), while one in four (43%) lived with a spouse. The remaining 26% lived with a child, grandchild, unmarried partner, relative, friend, or other person. About one-fourth of elders indicated that some college was the highest level of education they completed (24%), followed by a graduate or professional degree (22%) and a high school diploma (19%). Of the oversampled groups of elders, a lower proportion of racial and ethnic minority elders (41%) and low-income elders (30%) were married, compared to 58% of rural elders and 48% of statewide elders. In addition, low-income elders had the highest incidence of having no children (21%), compared to minority (14%), rural (13%), and statewide (16%) elders.

Self-Care Limitations

Of elders surveyed, up to 19% needed assistance with Activities of Daily Living (ADLs). Walking (19%), bathing (16%), dressing (13%), and transferring (13%) were the most highly cited ADLs with which elders needed help. In addition, up to 54% of elders surveyed required assistance with Instrumental Activities of Daily Living (IADLs). Heavy chores (54%), light housekeeping (32%), and help with shopping (26%) were among the most cited IADLs with which elders needed assistance. Minority and low-income respondents expressed a greater need for assistance with ADLs and IADLs than other groups.

Caregiving

More than one-third (36%) of respondents were caregivers. Of these caregivers, 60% provided care at least once per week. More than two-thirds (68%) of caregivers did not receive help with their responsibilities. Of the 23% of caregivers who needed help, the types most often cited were respite (17%), help with household chores (16%), financial assistance (13%), and help with personal care tasks for the care recipient (13%). The large majority of caregiving elders cared for another elder (82%), as opposed to children (8%) or adults (10%). Minority respondents cared for adults (14%) and children (14%) more often than other sampled groups. Minority (31%) and low-income (33%) elders also indicated that they needed more assistance with caregiving responsibilities than rural (17%) or statewide (23%) respondents.

Health and Health Promotion

About 13% of elders reported that they were not physically active at least three times per week. Less than 1% of respondents age 65 and older reported being without health insurance; however, 4% of elders between age 60 and 64 reported having no health insurance. These elders between age 60 and 64 are likely uninsured due to Medicare coverage beginning at age 65. Additionally, more than one-fourth of elders reported that they delayed filling a prescription, getting dental care, or getting eye care. Minority and low-income respondents delayed each type of medical care longer than other groups surveyed. One in 10 elders (11%) reported that they split a pill or skipped medication because of its cost. More than one-quarter of elders delayed care because their insurance did not cover all that they needed (29%) or because they could not afford the expense (27%). Nearly one in 10 elders (8%) reported going without treatment for emotional or mental health problems.

Information Assistance and Technology

The highest proportions of respondents turned to a medical professional (22%) or family and friends (20%) more than any other source when seeking information about services that help older adults. Their preferred modes of receiving such information were the internet or email (20%), visits with their physician (18%), and mail (16%). Elders typically found out what was going on in their community through the television (20%); newspaper (17%); or family, friends, and neighbors (19%). The majority of respondents had internet access (82%), with one in four elders (24%) using the internet regularly. More than one-quarter of respondents desired training on computer and internet use (26%).

Nutrition

One-quarter of elders surveyed reported that they were not receiving adequate nutrition. Of those who received some form of food assistance (11%), respondents who were a racial or ethnic minority (23%) or low-income (23%) received assistance more often than statewide (11%) or rural elders (4%). One-fifth of all elders surveyed were interested in learning where meals for seniors were offered in their communities, more so for minority (38%) and low-income (31%) respondents. One-third of low-income respondents and nearly one-half (43%) of minority respondents wanted more information about the Electronic Benefits Transfer (EBT) card, compared to roughly one-quarter (26%) of statewide and rural (13%) respondents.

Senior Centers and Transportation

Only 10% of elders in Florida reported visiting senior centers “often” or “sometimes.” Female, minority, and low-income elders visited senior centers more than all other groups surveyed. About 7% of elders reported not being able to get where they needed or wanted to go. Minority elders (15%) and low-income elders (9%) reported more problems getting where they needed to go. More than one-half (58%) of these elders reported that their mobility was impeded by health problems.

Housing

Of elders surveyed, about 10% reported not feeling safe out in their neighborhoods for reasons including fear of crime (26%), suspected drug-related activity (15%), and high-speed traffic (12%). Of respondents who reported problems with their home, problems such as upkeep and minor repairs (31%), difficulty paying rent or the mortgage (16%), roofing and plumbing issues (21%), and other major repairs (16%) were most often cited. The majority of elders (65%) expressed an interest in sharing their home with another person, with nearly one-third (32%) interested in sharing their home with a family member. Of the 14% of respondents who desired to move, the main barriers to their relocation were lack of financial and physical help with moving (17%) and the overwhelming idea of packing and relocating (18%).

Employment and Volunteerism

While one-half of elders were retired, 10% were employed either part-time or full-time. Concerns about age discrimination (19%), health limitations (19%), and a limited job market (15%) were the top three reasons that have reportedly interfered with elders’ abilities to find jobs when they wanted one. One-third of elders surveyed volunteered their time for a broad variety of programs. Those who did so reported volunteering at least once a week (65%).

Abuse, Neglect, Exploitation, and Legal Issues

Of elders surveyed, nearly one-fifth (18%) reported that they had been a victim of consumer fraud or swindle. More than one-half of elders surveyed statewide (54%) were aware of programs available to assist them in protecting themselves from abuse, neglect, or exploitation. Abuse, exploitation, and fraud matters (15%), as well as matters of estate (18%), are the legal issues that concern elders the most. The Florida Bar Lawyer Referral Service was cited by about one-fifth (19%) of respondents as a source of legal assistance for elders. The Florida Department of Elder Affairs was also cited by about one-fifth (18%) of those surveyed.

Disaster Preparedness

One-third of elders surveyed statewide showed interest in learning more about preparing for a hurricane or other disaster; interest was especially high among minority (48%) and low-income (39%) elders. One-third of respondents were also interested in learning more about temporary shelters or special needs options during an evacuation-related event. Minority (52%) and low-income (42%) elders also showed significantly more interest in learning about temporary shelters.

Background

The 2016 Needs Assessment Survey was funded by the Department of Elder Affairs (DOEA) in order to determine the needs of elders residing in the community. Elders were included regardless of whether or not they ever received services from the Department. Survey results were summarized at the state level and include special oversample tabulations for rural, low-income, and minority populations of elders. The purpose of the 2016 Needs Assessment Survey is to assist professional services planners, agency directors, and policy makers with their services, outreach, and planning.

Survey Procedures

The Florida Department of Elder Affairs' Bureau of Planning and Evaluation contracted with the Bureau of Business and Economic Research at the University of Florida to conduct a statewide survey to measure elder Floridians' needs. The survey of people ages 60 and older was conducted from March through June of 2016. The survey was administered in either English or Spanish, depending on the respondent's preference (with a total of 61 surveys administered in Spanish).

This survey was comprised of 99 questions divided among the following 14 categories (number of questions in parentheses):

1. Demographic Profile (9),
2. Living Situation (1),
3. Self-Care Limitations (5),
4. Caregiving (11),
5. Health and Health Promotion (12),
6. Information and Assistance (7),
7. Nutrition (9),
8. Senior Centers (3),
9. Transportation (8),
10. Housing (12),
11. Volunteerism (4),
12. Employment (6),
13. Abuse, Neglect, Exploitation, and Legal Issues (10), and
14. Disaster Preparedness (2).

The previous survey instrument was developed during the spring of 2010 by staff at the Department of Elder Affairs and incorporated many elements from the 2003 version of the survey instrument. Additional changes were made to the 2010 instrument based on findings from the 2010 Needs Assessment Survey, as well as recent economic and environmental changes affecting elders' lives. These changes included expanding the Demographic Profile, Caregiving, Information and Assistance, Transportation, and Housing sections, as well as increasing the variety of possible answer choices. Some questions in the most recent survey instrument were also modified based on feedback from survey administrators and researchers.

Methodology

The Needs Assessment Survey was conducted in two phases. In the first phase, the survey was administered to 1,100 elders age 60 and over, comprised of approximately 100 elders from each of the 11 Planning and Service Areas (PSAs) across the state. The respondents surveyed in the first phase make up the "initial" sample, whose responses can be viewed separate from the total statewide sample in the Appendix. The second phase included oversampling 900 more elders from subpopulations, including 300 elders each from racial and ethnic minority, low-income, and rural groups. The responses from these subpopulations were compiled in a separate dataset. The oversamples were needed to obtain information from particular segments of the elder population that might exhibit greater economic, social, and service needs. These groups are not mutually exclusive, so it was common for elders who were selected from one oversample group to also meet the requirements for the other groups. By including oversample data from minority, low-income, and rural elders, we can address some of the sampling bias that may have resulted from the lack of cellular telephone data.

To sample 100 respondents from each Planning and Service Area (PSA), survey participants were selected by geographically coding screened addresses for potential respondents age 60 and older from a consumer database. Approximately 200 potential participants were randomly selected from each of Florida's 11 PSAs with the intention of completing 100 surveys. When 100 surveys were completed for each PSA, oversamples for rural, poverty, and minority populations (N=300 for each, respectively) were selected randomly and completed at the state level.

The consumer database used to identify which elders to survey was taken from voter registration records and included both landline and cellular telephone numbers. The oversample data, however, was collected entirely from landline telephone numbers. Current research of the past decade indicates that the use of landline telephones has decreased among low-income and minority populations due to the higher cost of owning and operating landline telephones.¹ More low-income, rural, and minority populations have turned to pre-paid or low-cost cellular service plans whose numbers are not included in consumer databases derived from publicly-listed telephone directories.² It is also cost-prohibitive for many research organizations to conduct telephone surveys using cellular-phone numbers because of the high cost associated with acquiring these databases. Consequently, low-income and minority residents, especially those in rural areas, show greater absenteeism in research using landline telephone survey methods. As a result, these survey findings may underestimate the existing needs of low-income, rural elders. Separate measurements of oversampled minority and low-income subpopulations help to address this bias.

Data was compiled and analyzed using IBM's Statistical Package for the Social Sciences (SPSS). In order to reliably interpret and use the results of the Needs Assessment Survey as representative of the elder population in Florida, sample data was weighted by PSA using the most recent proportions of the 60 and older population provided by the 2014 American Community Survey (ACS) 5-year estimate. Weights were calculated by dividing the proportion of elders in each PSA by the proportion of elders in each PSA contained in the sample.

¹ Call, K. T., Davern, M., Boudreaux, M., Johnson, P. J., & Nelson, J. (2011). Bias in telephone surveys that do not sample cell phones: Uses and limits of post-stratification adjustments. *Medical Care*, 49(4), 355-364.

² NCHS Dataline. (2013). *Public Health Reports (1974-)*, 128(3), 236-238.

This factor was applied to the sample group of each PSA to adjust for representation of survey results for the combined statewide dataset:

	2014 ACS 60+ Population Estimate	60+ Population Proportion (PSA/State)	60+ Sample Proportion (Combined PSA count/2000)	Weight
PSA1	151,585	3.18%	7%	0.4637
PSA2	146,849	3.08%	9%	0.3326
PSA3	517,242	10.84%	15%	0.7423
PSA4	454,487	9.52%	10%	0.9246
PSA5	413,731	8.67%	6%	1.4819
PSA6	541,022	11.34%	9%	1.2322
PSA7	476,443	9.98%	9%	1.1280
PSA8	565,345	11.85%	7%	1.7044
PSA9	574,513	12.04%	7%	1.7446
PSA10	385,377	8.07%	8%	1.0487
PSA11	545,988	11.44%	14%	0.8443
TOTAL	4,772,582	100%	--	--

Once the survey data had been weighted, frequencies of responses were calculated and tabulated for statewide, racial and ethnic minority, low-income, and rural groups. For questions that included multiple response variables, these variables were restructured into separate datasets in order to accurately account for the number of responses to each question (not the number of respondents). Tables for each single and multiple-response question and corresponding answers are located in the Appendix section.

The reader may find it helpful to reference questions and responses contained in the Appendix simultaneously when reviewing the information contained in this report. Although exhibits of graphs and charts found in each section are meant to assist the reader in visualizing results of the assessment, the appended data tables for each survey question and response may assist with comparing statewide sample results to those of the oversampled subpopulations.

To assist the reader, references to exhibits and question tables have been noted throughout the text of the report. Note that the total statewide sample includes both the initial sample of elders and the oversampled groups.

Demographic Profile

The demographic profile of the survey respondents includes self-disclosed information about race and ethnicity, gender, household income, education, marital status, and number of living children. Results from the 2016 Needs Assessment Survey indicate that the typical elderly respondent was a white woman in her early 70s with an annual income between \$40,000 and \$49,000.

For the purpose of testing accurate representation in the survey sample, the 2016 Needs Assessment Survey data and actual population estimates (as determined by the U.S. Census Bureau, Florida Office of Economic and Demographic Research, and other sources) were compared. In 2014, 25% of Florida's population was age 60 and over. Of these elders, 12% were reportedly racial minorities, and 10% were living in poverty.³ Of elders surveyed statewide, 13% self-reported as non-white. There was no means to determine a respondent's relation to the federal poverty threshold in the survey instrument. One-quarter of respondents, however, self-reported an income of less than \$20,000 in a calendar year (For sampling purposes, "low-income" is defined as annual income less than \$20,000.).



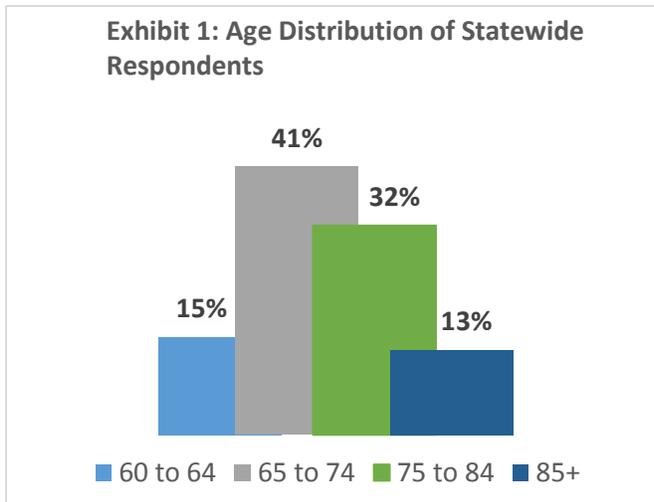
Age and gender composition are important demographic factors to take into account when assessing the needs of the elder population. This information can help policymakers make decisions regarding population changes or the funding of pension and health systems, for example.⁴ According to the latest estimates, the population age 60 and over in Florida is 55% female and 45% male.⁵ In addition to there being more elderly females than males, females are often times more willing to participate in surveys than males. These two trends may explain why more female than male respondents (67% versus 33%) participated in the 2016 Needs Assessment Survey. Even fewer minority (26%) and low-income (26%) males responded to the survey than did males in the total statewide sample (33%). More rural males (42%), however, participated in the survey than those of other groups. This response pattern was unexpected and might be due in part to selection bias among elderly respondents (see Methodology).

³ Florida Department of Elder Affairs. (2014). [Data for population 60 and over in Florida]. 2014 Florida State, PSA & County Profiles. Retrieved from http://elderaffairs.state.fl.us/does/pubs/stats/County_2014/Counties/Florida.pdf

⁴ Weinstein, J., & Pillai, V. K. (2015). *Demography: the science of population* (2nd ed.). Lanham, Maryland: Rowman & Littlefield Publishing Group, Inc.

⁵ Ibid.

It is notable that females outnumbered males two to one among respondents in the statewide population and nearly three to one among elders in the minority and low-income oversample populations.



Respondents were recoded into age groups widely used by the census. Most of the age groups are ten-year intervals; the age 60 to 64 group is separated into a five-year interval because most elders in this age group do not qualify for Medicare. When disaggregating the elder population into age groups, about one in four survey respondents (41%) were between the ages of 65 and 74. The remaining elders were age 75 to 84 (32%), 60 to 64 (15%), or 85 and older (13%), as shown in Exhibit 1. In this case, survey results did not depart

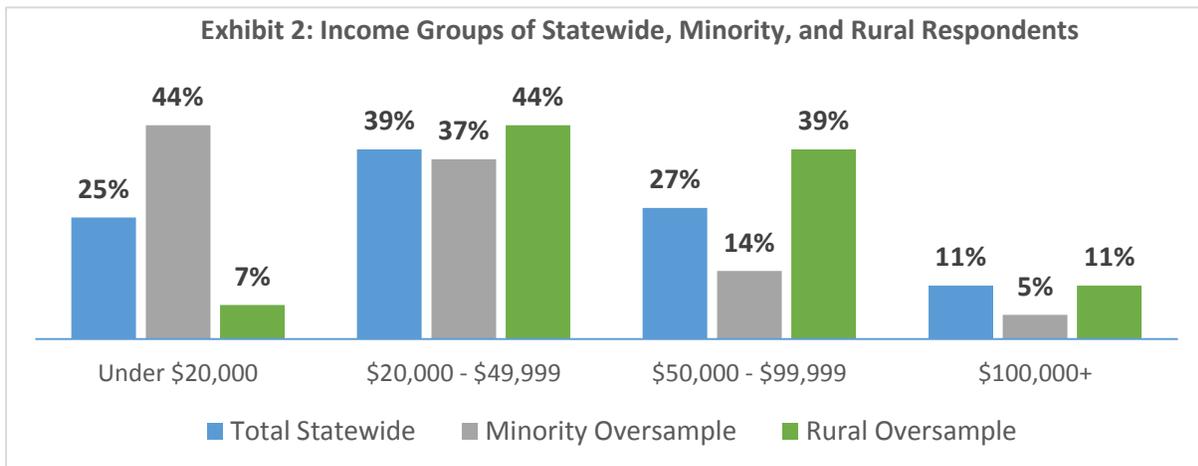
dramatically from state trends for the population age 60 and over: 25% composed age group 60-64, 40% composed age group 65-74, 24% composed age group 75-84, and 10% composed age group 85 and over.⁶

The majority of respondents surveyed statewide were white or Caucasian elders (75%). Minority respondents included black respondents or African Americans (17%), American Indians and Alaska Natives (3%), Asians (2%), Native Hawaiians and Pacific Islanders (1%), and those who identified as other (2%). Of minority respondents, the majority was made up of African Americans (56%), followed by ethnic minority Caucasians (29%), American Indians and Alaska Natives (5%), other races (5%), Asians (4%), and Native Hawaiians and Pacific Islanders (2%). The majority of low-income (57%) and rural (97%) elders were Caucasian (see Appendix, Question 102).

⁶ U.S. Census Bureau (2014). Age and sex, 2010-2014 American Community Survey 5-year estimates.

The majority of respondents surveyed statewide were also non-Hispanic, with 11% of respondents self-identifying as Hispanic or Latino. In the minority and low-income oversamples, 33% and 14% were Hispanic or Latino, respectively. Rural respondents were overwhelmingly non-Hispanic, with only 2% identifying as Hispanic or Latino (see Appendix, Questions 100 and 101). Among the Hispanic or Latino respondents surveyed statewide, the majority were of Puerto Rican (35%) or Cuban (16%) descent. Among the minority oversample, most respondents were of Puerto Rican (36%), Cuban (20%), or Central American (13%) descent.

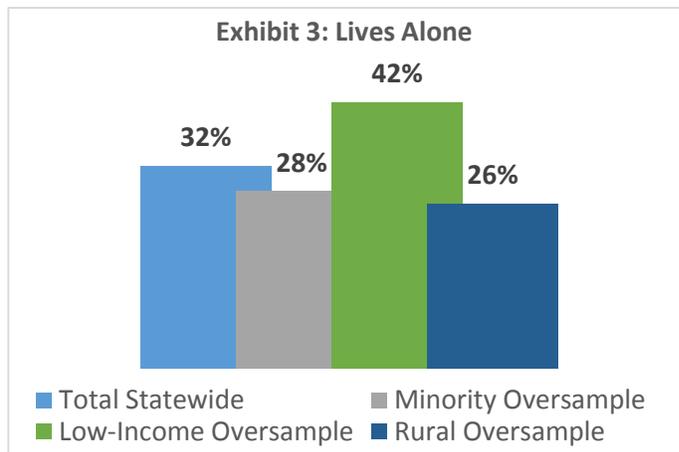
Nearly three-quarters of elders (74%) reported receiving an income of less than \$60,000 a year. Of surveyed elders, 25% met the criterion of low-income by having an annual income of less than \$20,000. Few elders statewide reported the highest income with 11% reporting \$100,000 or more per year. Reported income for minority respondents is also lower (5%) than statewide and rural respondents in the largest income group. As shown in Exhibit 2 below, minority respondents were also represented in the low-income group with nearly one-half (44%) of minority respondents falling into the low-income category of under \$20,000.



Living Situation

An important component of successfully aging in place for elders is whether or not they live with someone else. Elders who live with a spouse have higher chances of remaining in the community. According to recent research, spouses contribute to better mental health, greater material quality of life, and a higher likelihood of receiving care should it become necessary as a result of illness or disability.⁷

For example, elders in the statewide sample, as well as in the rural oversample, possessed higher incomes than the other subgroups; this finding might be due in part to a larger proportion of statewide elders living with their spouse (43%) as opposed to living alone (32%). Furthermore, elders who were married or partnered had higher incomes on average than any other marital status and were 79% less likely than single elders to report an annual income of less than \$20,000.⁸ Statewide data estimates that 23% of Florida's elders were living alone.⁹ Results show that about one-third of respondents live alone (32%).



More than one-fourth of elders lived with their spouse (43%), while others lived with a child (12%), grandchild or other relative (9%), an unmarried partner (3%), or a friend (1%). A higher proportion of low-income respondents (42%) lived alone (see Exhibit 3). Nearly one-half of rural elders lived with a spouse (49%), while 26% lived alone; this is one of the lowest incidences of living alone among subpopulations (see Appendix, Question 99). More minority (17%) and low-income elders (14%) lived with a child, compared to rural elders (12%) or elders surveyed in the total statewide sample (12%). A higher proportion of minority elders resided with a grandchild or other relative (18%). The proportion of minority elders who lived with a grandchild or other relative also outnumbered those elders statewide (9%), low-income (11%), and in rural areas (7%).

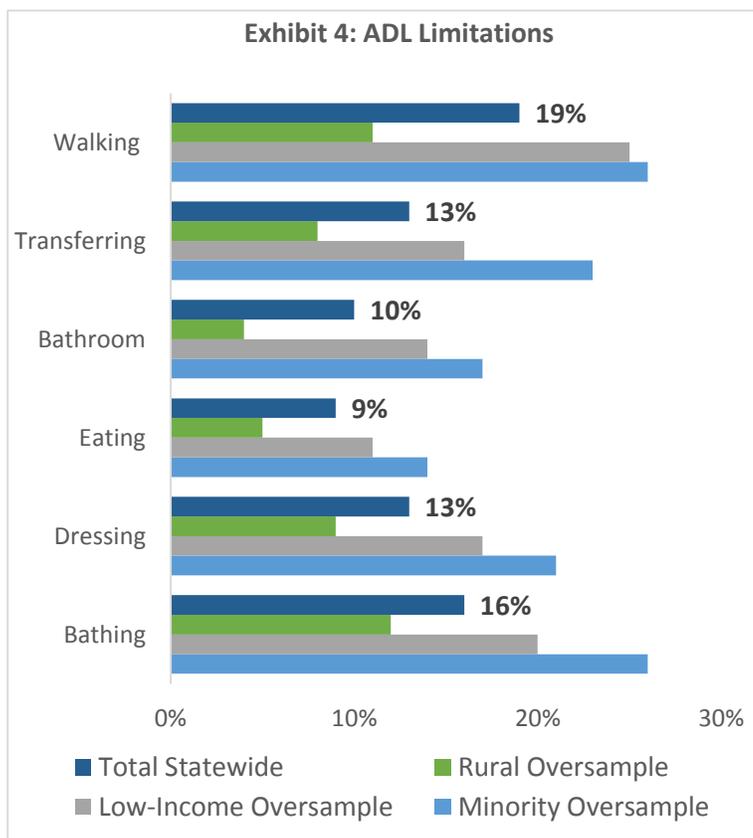
⁷ Robards, J., et al (2012). Marital status, health and mortality. *Maturitas*, 73(4), 295–299.

⁸ To calculate the odds of married or partnered people in the lowest income category (<\$20,000), marital status was recoded as a binary variable with married or partnered = 1 and other statuses = 0. Income was recoded as binary with less than \$20,000 = 1 and higher income groups = 0. The odds ratio was $1 - .213 = .787$; in other words, married or partnered elders are 78.7% less likely to fall into the lowest income category compared to single elders. This result was significant at the $p < .0001$ level.

⁹ Florida Department of Elder Affairs. (2014). [Data for population 60 and over in Florida]. 2014 Florida State, PSA & County Profiles. Retrieved from http://elderaffairs.state.fl.us/doa/pubs/stats/County_2014/Counties/Florida.pdf

Self-Care Limitations

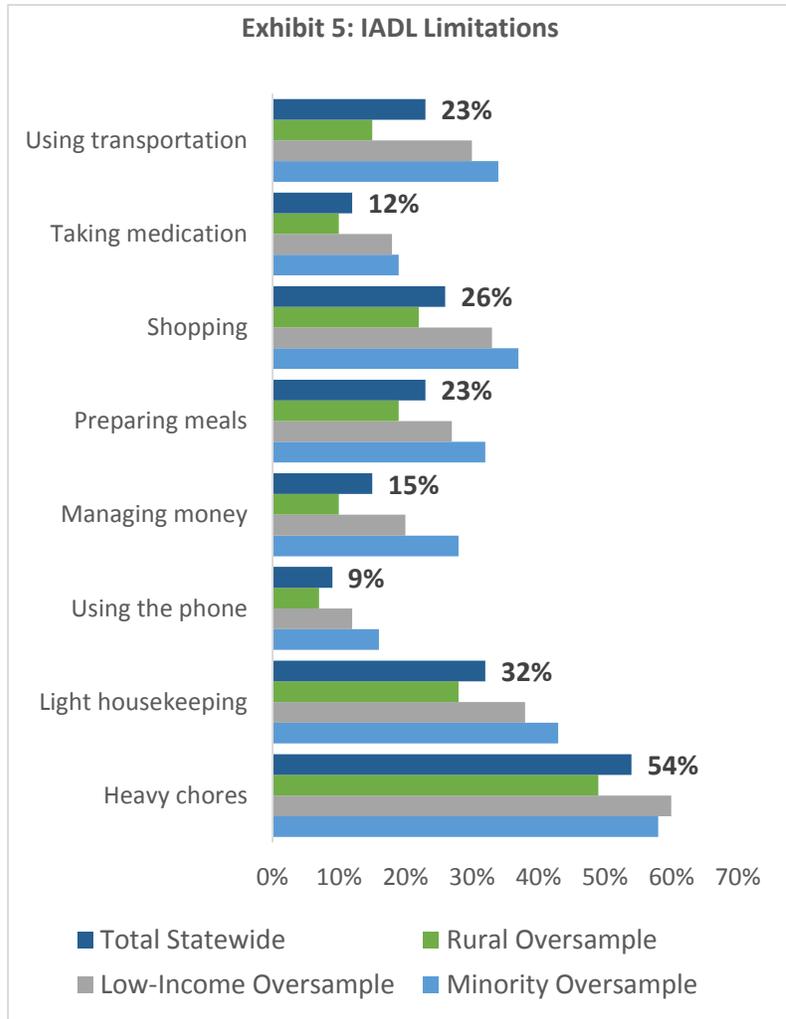
As seniors age, the ability to perform some types of tasks can be diminished due to a variety of health and cognitive limitations. Elders' capacity to care for themselves is often measured in terms of ADLs (Activities of Daily Living) and IADLs (Instrumental Activities of Daily Living). ADLs commonly refer to the essential self-care tasks of eating, bathing, dressing, transferring, walking, and toileting. IADLs are more complex tasks that enable an individual to live independently and include money management, taking medication, performing chores, and using transportation or the telephone. A federal publication detailing the status of people age 65 and older in the U.S. indicated that "roughly 12 percent had difficulty performing one or more IADLs but had no ADL limitations. Approximately 29 percent had difficulty performing at least one ADL."¹⁰ Comparatively, the results from the 2016 Needs Assessment Survey show fewer ADL and IADL limitations. This may be the case because many elders who have migrated to Florida for retirement are typically healthier and wealthier than their counterparts in other states.



Fewer self-care limitations are evident in Florida's affluent elder population, represented in the data as part of the statewide sample or rural oversample, compared to elders in subpopulations with lower socioeconomic status. Specifically, the highest reported functional limitations with each of the ADLs were found among the minority subpopulation of respondents. Overall, respondents had less need for assistance with ADLs and more difficulty with IADLs (see Exhibits 4 and 5). At most, 19% of the elders surveyed had limitations with at least one ADL, and 54% needed assistance with at least one IADL.

¹⁰ Federal Interagency Forum on Aging-Related Statistics. (2016). Older Americans 2016: Key Indicators of Well-Being. Federal Interagency Forum on Aging-Related Statistics. Washington, DC: U.S. Government Printing Office.

Elders required assistance with walking (19%), bathing (16%), transferring (13%), dressing (13%), using the bathroom (10%), and eating (9%). Walking (19%), bathing (16%), transferring (13%), and dressing (13%) had the highest identification of need and were the most highly cited Activities of Daily Living requiring assistance across all sampled populations (see Appendix, Question 6). The highest reported functional limitations with each of the ADLs were found among the minority and low-income subpopulations of respondents. Overall, minority elders reported more limitations than their low-income or rural counterparts. Rural elders reported needing assistance with ADLs less often than elders statewide.



Income and age also contributed to significant disparities in ADL limitations. Elders age 85 and older reported the most limitations among the four age groups, expressing higher rates of need with each ADL task. Additionally, respondents who made \$60,000 or more reported fewer ADL limitations on average than those who made less than \$20,000. In looking at gender, female respondents reported needing more assistance with ADL limitations than their male counterparts, though this could be explained by the higher proportions of women in the older age groups.

Elders with annual incomes above \$60,000 more often reported receiving ADL assistance “always” or “most of the time,” compared to those who made less.

More help was needed with IADLs than ADLs for all respondent groups. Of elders surveyed across the state, 54% needed varying levels of assistance with IADLs. In order of need, elders required assistance with heavy chores (54%), light housekeeping (32%), shopping (26%), preparing meals (23%), using transportation (23%), managing money (15%), taking medication (12%), and using the phone (9%) (see Appendix, Question 8).

Like ADLs, the greatest need for assistance with IADLs was found among the minority and low-income subpopulations and oldest age groups. Racial and ethnic minority elders reported the highest limitations for each IADL compared with others, though low-income elders followed close behind. The limitations in performing IADLs also varied considerably by age group. In general, limitations increased sharply by age and elders age 85 and older reported the most limitations in performing IADLs. Younger age groups were considerably less affected by these limitations.

More than one-half (51%) of elders reported that they “never” or “hardly ever” received the help they needed with ADLs.

An elder’s limitations with ADLs and IADLs are a critical indication of the potential level of need for assistance. More than one-half (51%) of survey respondents reported that they “never” or “hardly ever” received the help they needed with ADLs. Likewise, 49% of elders reported that they also “never” or “hardly ever” received help with IADLs (see Appendix, Questions 7 and 9).

Across all groups, the proportions of elders who “always” received the help they needed were small. Notably, the minority (18%), low-income (14%), and rural (13%) subgroups, on average, reported “always” receiving the assistance they needed with ADLs compared to elders surveyed statewide (11%). This trend, however, does not continue with regard to IADLs; for IADLs, the minority (12%) and low-income (11%) subgroups, on average, reported “always” receiving the assistance they needed with ADLs less often compared to rural elders (15%) and elders surveyed statewide (13%).

Elders were asked from whom they sought assistance when they needed help with performing activities related to self-care. Most elders reported trying to get help from friends or family members (34%). Minority elders (37%) sought help from friends and family members more often than other groups (see Appendix, Question 10).

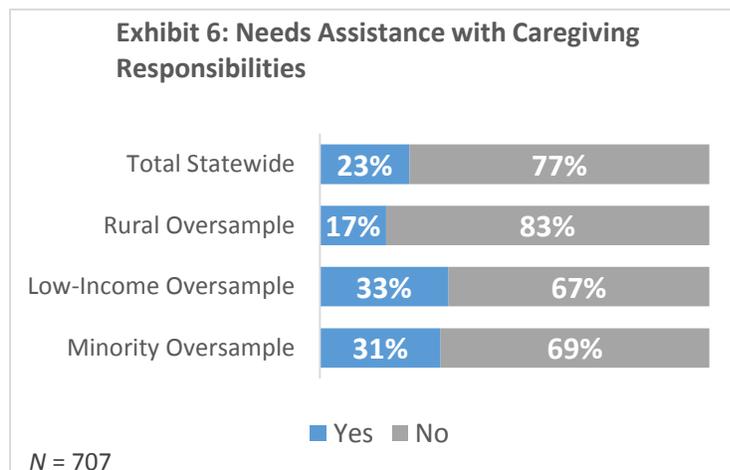
Caregiving

Caregivers are a crucial component of long-term care for elders, and many elders are providing caregiving services to their own families or friends. AARP reports that “at least 90 percent of older adults receiving help with daily activities receive some informal care, and about two-thirds receive only informal care.”¹¹ Survey results indicate that 36% of respondents provided care to another person, usually another elder. Racial and ethnic minority respondents, however, provided care for people from a variety of age groups, namely adults (14% versus 10% statewide) and children (14% versus 8% statewide).

¹¹ Freedman, V. A., Spillman, B. C., Andreski, P. M., Cornman, J. C., Crimmins, E. M., Kramarow, E., ... Waidmann, T.A. (2013). Trends in late-life activity limitations in the United States: An update from five national surveys. *Demography* 50(2): 661–671

Similar proportions were reported for subpopulations as well (see Appendix, Question 7). Female respondents provided care more often than male respondents (38% and 31% respectively). Most elders surveyed care for their spouse (24%), friend (23%), or parent (14%). The rural subgroups of elders surveyed reflect similar caregiving patterns as those in the statewide survey, while elders in the minority and low-income subgroups provided care to a wider variety of people (see Appendix, Question 13). Minority elders, for example, provided care for a grandchild (15%) or other relative (15%) more often than those in the statewide survey (9%).

23% of caregiving elders provide care continuously throughout the day.

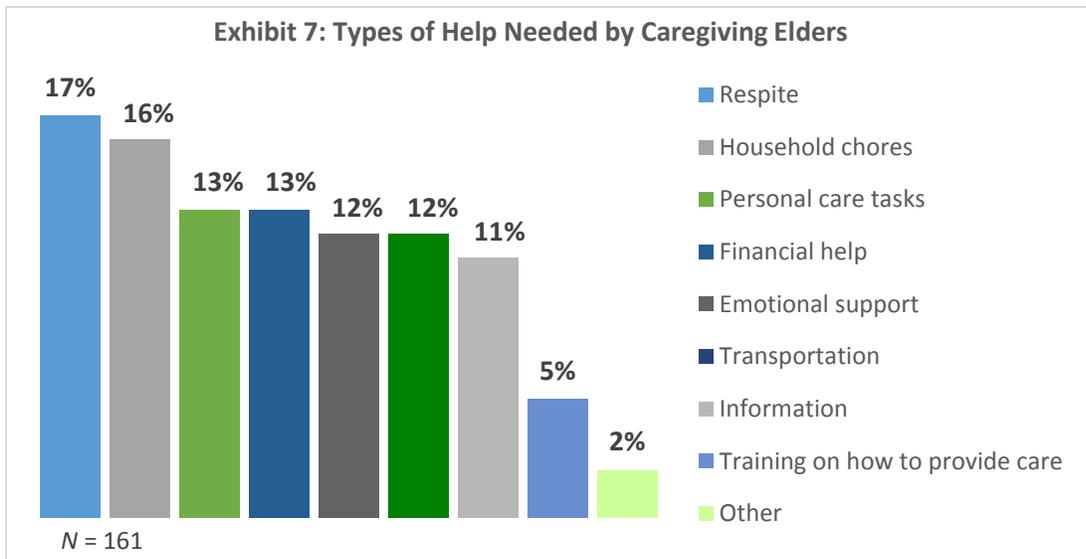


Two-thirds of caregiving elders surveyed (60%) performed caregiving duties at least once a week, with about one in five elders (23%) providing care continuously throughout the day. In addition, the vast majority of elders surveyed (95%) were not paid to provide care (see Appendix, Questions 14 and 15). In addition, approximately 9% of caregivers indicated that they work full time. Two-thirds (68%) of all

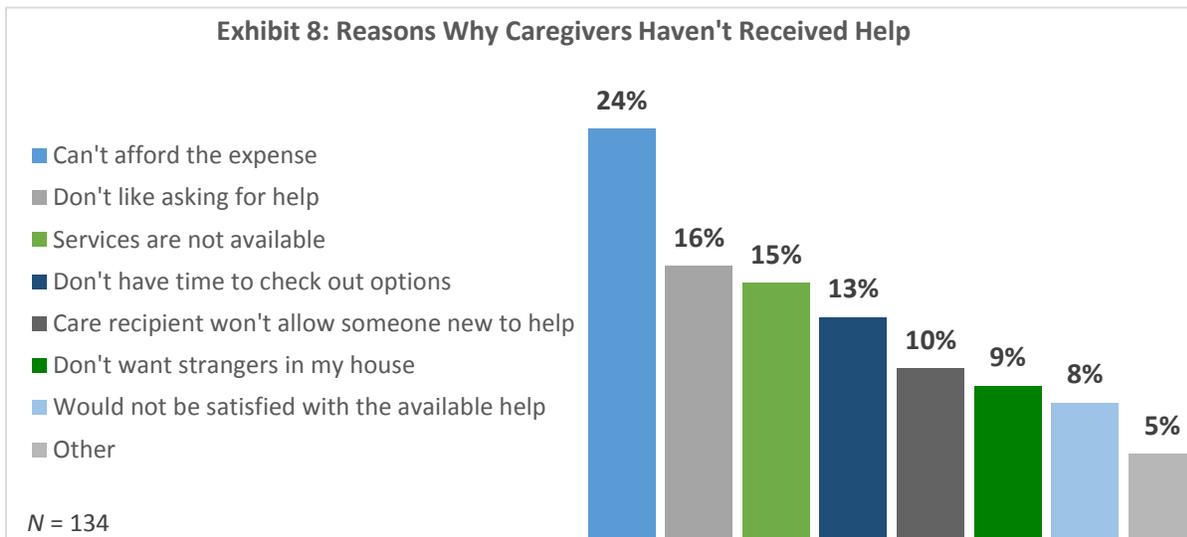
caregiving respondents did not receive help with their caregiving responsibilities.

When seeking help with caregiving responsibilities, about one-third of caregiving elders (33%) looked to their family. The remainder turned to a state agency or program such as Medicaid (16%), friends and neighbors (12%), a local agency (9%), or a federal agency (9%) (see Appendix, Question 17). Furthermore, when asked if they needed more help with their caregiving responsibilities, about one-quarter (23%) of statewide elder caregivers needed assistance with their caregiving responsibilities. Minority (31%) and low-income (33%) elders demonstrated more need than rural (17%) or statewide (23%) elders (see Exhibit 6). The primary types of help needed by respondents are consistent with the current research on caregiver needs,¹² including respite (17%), help with household chores (16%), help with personal care tasks (13%), and financial help (13%), as displayed in Exhibit 7 on the following page.

¹² Spillman, B. C. (2014). Why do elders receiving informal home care transition to long stay nursing home residency? Retrieved from U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation website: <http://aspe.hhs.gov/basic-report/why-do-elders-receiving-informal-home-care-transition-long-stay-nursinghome-residency>



The most frequently cited reason caregiving elders did not receive help was the expense (24%). The remainder cited that they disliked asking for help (16%), services were not available (15%), lack of time (13%), the care recipient did not allow someone new to provide help (10%), or that they did not allow strangers in the home (9%). A slightly smaller proportion of elders did not seek help because they would not be satisfied with the available help (8%) (see Exhibit 8 below).



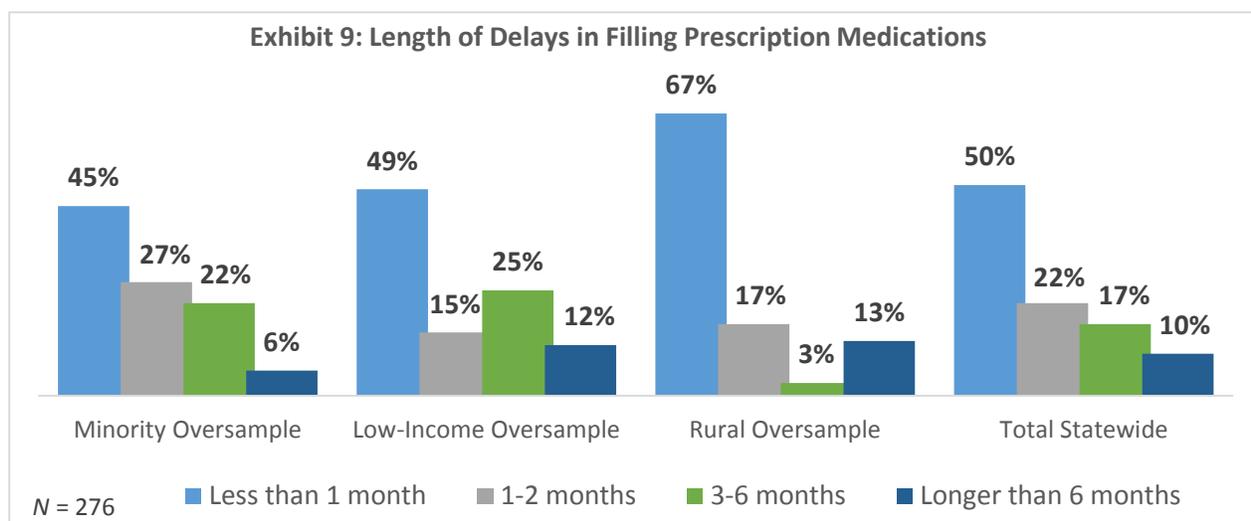
One-tenth of caregiving elders (12%) reported an interest in receiving caregiver training (see Appendix, Question 21); this number was nearly doubled for both minority (21%) and low-income (19%) elders.

Health and Health Promotion

The Centers for Disease Control and Prevention has estimated that over one-fifth of the national population age 65 and over do not rate their health favorably,¹³ a problem that is potentially exacerbated by some elders' barriers to health care, disease prevention information, and fitness and wellness activities. Of elders surveyed, 79% received needed medical care "always," though these numbers were much lower for minority (69%) and low-income (72%) elders (see Appendix, Question 25). For those elders who did not receive medical care, nearly one in three cited insurance issues (30%) or the cost (23%) as their reason. In addition to insurance issues, 21% of respondents reported a lack of transportation (see Appendix, Question 26).

Additionally, most elders surveyed (82%) had not attended an event offering health information despite about half (51%) reporting interest in attending a class to learn ways to keep healthy (see Appendix, Questions 22 and 23). Another 13% of elders were not physically active at least three times a week. Inactivity was more prevalent among minority elders, where one-fifth (21%) did not exercise regularly (see Appendix, Question 24).

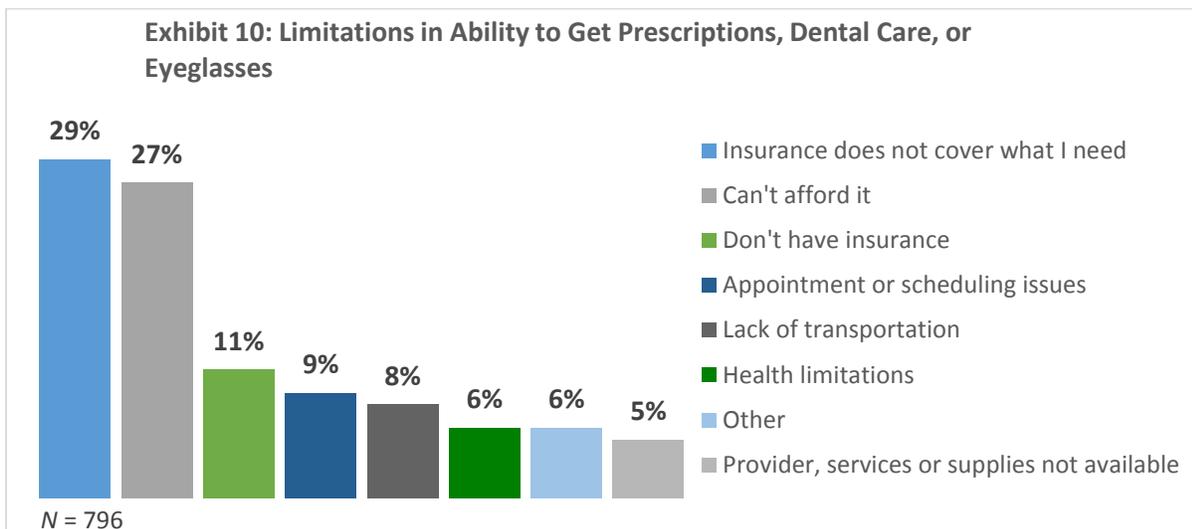
Barriers were not limited to medical care but also affected survey respondents' access to prescription drugs, dental, and vision care. More than one-fourth of elders have delayed filling a prescription, getting dental care, or getting eye care. Of the 34% of respondents that had to delay dental care, two-thirds (65%) waited six months or longer (see Appendix, Question 29). Delays in getting prescriptions, dental care, and eye care were much more prevalent among minority and low-income elders (see Appendix, Question 30). For example, Exhibit 9 displays the length of delays that statewide respondents and each of the subgroups of respondents wait to fill prescription medications.



¹³ Federal Interagency Forum on Aging-Related Statistics. (2016). Older Americans 2016: Key Indicators of Well-Being. Federal Interagency Forum on Aging-Related Statistics. Washington, DC: U.S. Government Printing Office.

For those elders with limited ability to get prescription medications, dental care, or eye care, 29% did not possess insurance that covered all of their needs, a problem that affected rural elders slightly more often (30%) (see Exhibit 10). Over one-quarter of elders (27%) could not afford their prescription medications, dental care, or eye care. Citing the price of medication, 11% of respondents said they split pills or skip taking pills altogether (see Appendix, Questions 28 and 31). This was more common among minority elders, with 14% indicating that they split pills or skip medication because of the price.

Increasingly, health care access and health promotion activities must also include mental health as an important factor in elders' lives. For example, the National Center for Health Statistics estimated that non-Hispanic white, middle-aged men are the highest risk group for suicide, at almost four times more likely to take their own life than females and twice as likely as men in racial minority groups.¹⁴ About 8% of statewide elders surveyed had to go without treatment for emotional or mental health problems (see Appendix, Question 32). Low-income elders experience a higher incidence of untreated emotional or mental health problems (10%).



The key to ameliorating adverse health conditions and treating mental health issues is adequate health insurance coverage. Despite programs like Medicare and Medicaid, not all elders in Florida have sufficient coverage. Surveyed elders were asked if they had health insurance, specifically Medicare, Medicaid, private insurance, veterans' benefits, and/or another source, or no health insurance at all. Typically, an elder is eligible to enroll in Medicare at age 65 if the elder or their spouse worked for at least 10 years in Medicare-covered employment and is a citizen or permanent resident of the United States.

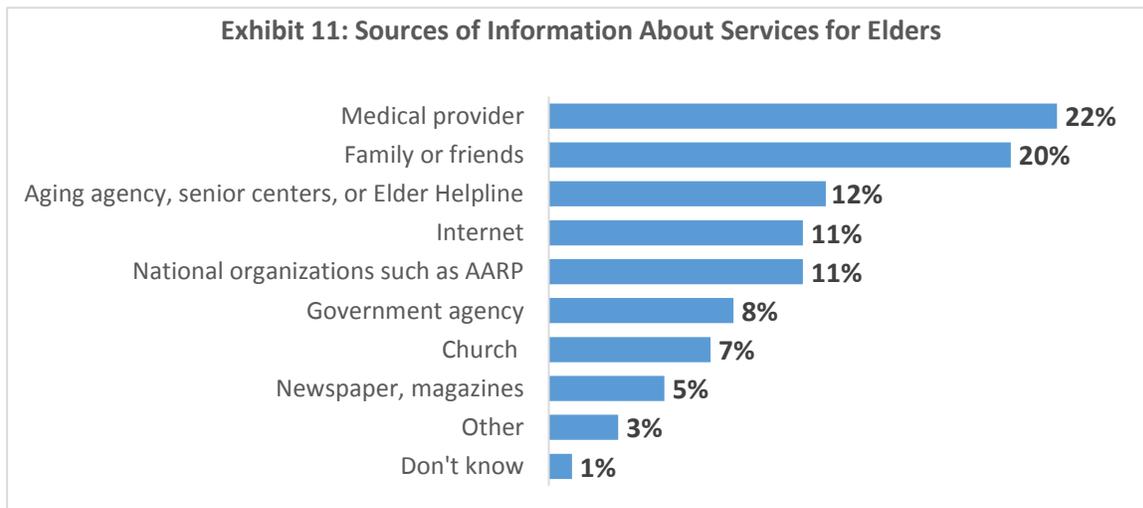
¹⁴ Xu, J., Kochanek K., Murphy, S. & Tejada-Vera B. (2016). Deaths: Final data for 2013. National Vital Statistics Reports, 64(2). Hyattsville, MD: National Center for Health Statistics.

An elder under the age of 65 is only eligible for Medicare if he or she has been eligible to receive disability payments through Social Security for 25 months or is living with End-Stage Renal Disease denoting permanent kidney failure that requires dialysis or transplant.¹⁵ Although the 2016 Needs Assessment Survey results indicate that at least 87% of elders age 65 and over were enrolled in Medicare, less than 1% of elders age 65 reported being without insurance (see Appendix, Question 33). One-quarter (24%) of elders age 60 to 64 also received Medicare coverage, revealing a high needs group among younger elders due to disability, End State Renal Disease (ESRD), or Amyotrophic Lateral Sclerosis (ALS, or Lou Gehrig’s disease). A considerable proportion of elders in each age group over 65 and more than one-third (38%) of statewide respondents had private supplemental insurance benefits in addition to Medicare. Private insurance enrollment was lower among minority (32%) and low-income (30%) respondents. More minority (16%) and low-income elders (14%) also reported being enrolled in Medicaid than rural (3%) or statewide (7%) elders.

One-quarter of elders age 60 to 64 also received Medicare coverage, revealing a high needs group among younger elders.

Information and Assistance

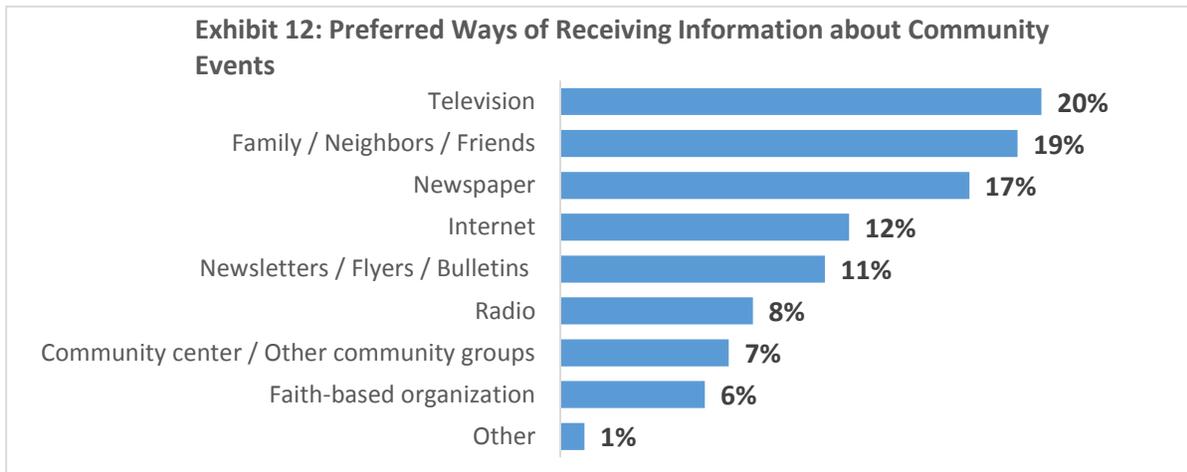
Respondents were asked who they would contact if they needed information about services for elders. Approximately one-fifth of respondents stated they would turn to a medical professional (22%) or family members and friends (20%). The remainder reported a wide array of sources for information, as shown in Exhibit 11 (see Appendix, Question 34).



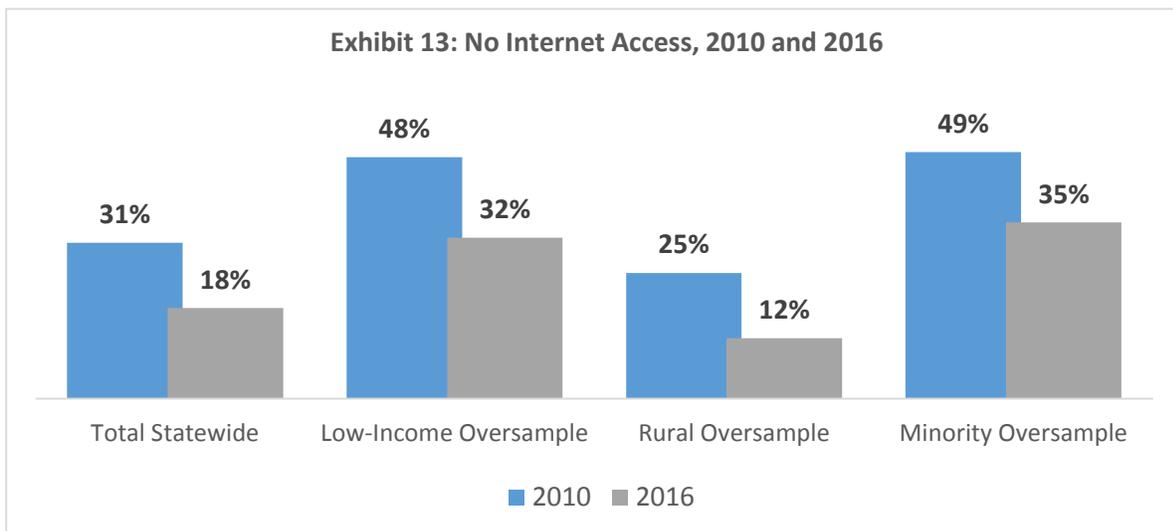
¹⁵United States Department of Health and Human Services. (2014). Who is eligible for Medicare? Retrieved from <http://www.hhs.gov/answers/medicare-and-medicaid/who-is-eligible-for-medicare/index.html>

When asked about the best ways to receive information about available services for elders, nearly one in five statewide respondents cited visits with their physician (18%), while another 16% referred to information that comes in the mail. A little over one-tenth of elders preferred to get information about services for elders on the internet (12%) (Appendix, Question 35).

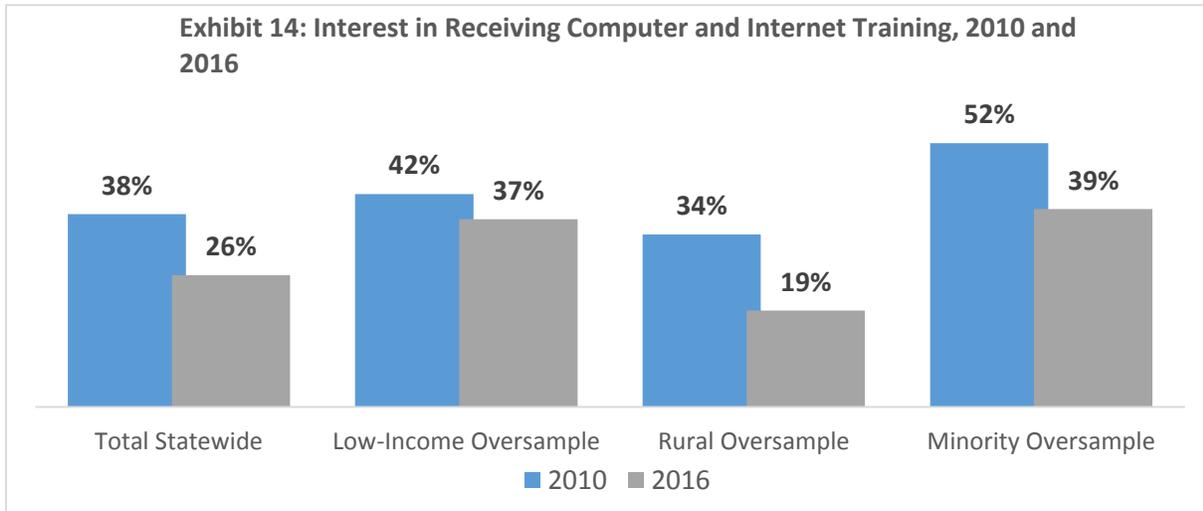
When asked how they received information about activities in their respective communities, most elders surveyed reported receiving information from the television (20%); family, friends, and neighbors (19%); and the newspaper (17%). Of elders surveyed, 12% reported receiving information from the sources accessed via internet (see Exhibit 12 and Appendix, Question 36).



The 2016 Needs Assessment Survey results indicate that internet use among elders in Florida is common, with 82% of respondents reporting access. However, minority (65%) and low-income respondents (68%) had significantly less internet access compared to rural (88%) or statewide respondents (see Appendix, Question 37). Although stark differences in internet access exist among statewide and subpopulations of elders, internet access has increased for all groups of respondents since the 2010 Needs Assessment Survey, as shown in Exhibit 13.



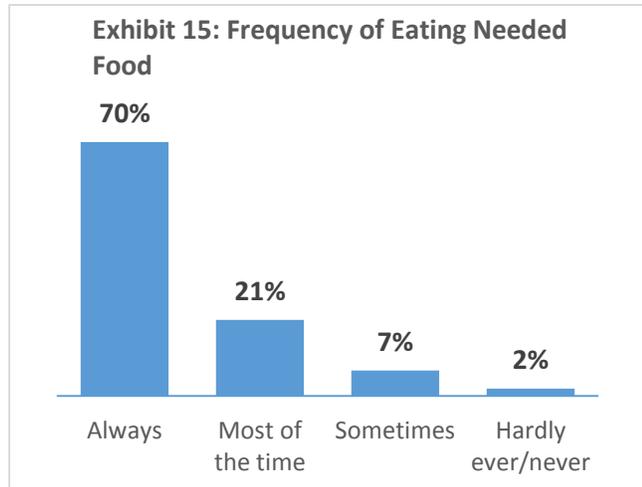
Nearly half of all respondents (44%) accessed the internet with a computer, followed by a smartphone (17%) and a tablet (16%). One in four elders used a computer and the Internet (24%) regularly, followed by email (23%) and the smartphone (17%). Oversample subpopulations reported similar modes of accessing the Internet (see Appendix, Question 37). The results from the 2010 Needs Assessment Survey indicated a greater interest in computer and internet training, where over one-third (38%) of statewide respondents were interested. The minority (52%), low-income (42%), and rural (34%) oversamples also showed more interest in computer and internet training in the 2010 Needs Assessment Survey results, as shown in Exhibit 14.



Additionally, just over one-quarter (26%) of respondents were interested in receiving training on computers and internet use. More than one-third of minority elders (39%) and low-income elders (37%) were interested in computer and internet training, which outnumbered both the statewide sample and the rural sample (19%) (see Appendix, Question 38). When asked how they make and receive phone calls, nearly one-half of elders surveyed indicated that they used a landline, followed by a cell phone (38%) and the internet (12%). All three elder subgroups utilized landlines more than elders surveyed statewide and use the internet less (see Appendix, Question 40).

Nutrition

Proper nutrition is imperative for preventing health disorders and allowing elders to remain in their communities. Studies have shown that elders following a good diet have a reduced risk of osteoporosis, high blood pressure, heart disease, and certain cancers.¹⁶ Of concern to planners and policy-makers is research showing a marked decline in food intake with advancing age, which may result in an inadequate intake of protein, vitamins, and minerals. Other long-term consequences of nutritional deficiencies and weight loss in older people include an increased risk of frailty, accidents, osteoporosis, and mortality, among others.¹⁷



Results from the 2016 Needs Assessment Survey indicate a risk of malnutrition among 30% of respondents, based on those who indicated that they did not “always” eat all of the food they needed (see Exhibit 15 and Appendix, Question 41). Higher risks of malnutrition were found among those who live alone, where 37% do not “always” eat the food they need (compared to 23% of those who live with a spouse, for example).

37% of elders who live alone do not always eat all of the food they need.

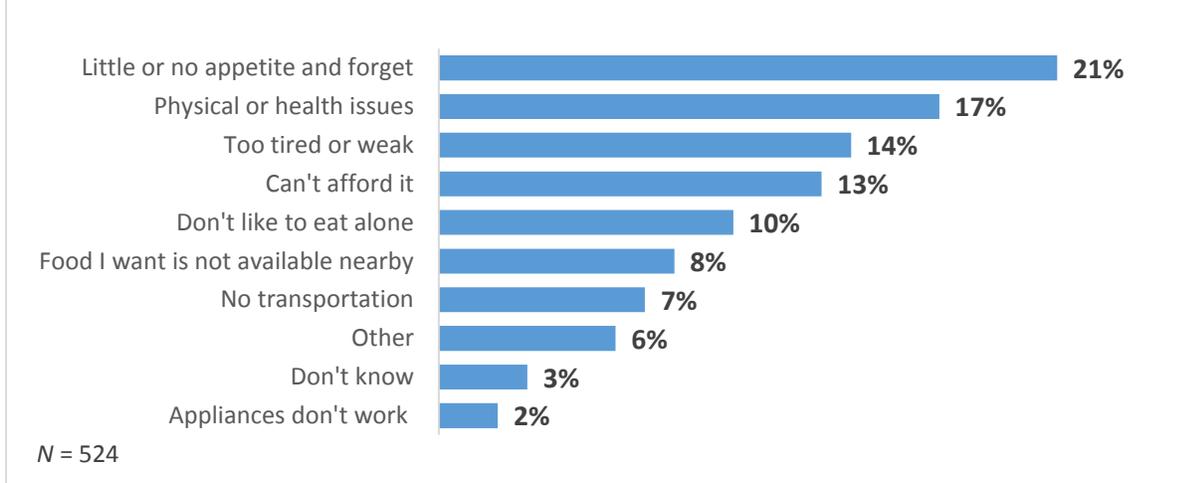
When asked why they did not eat all the food they needed, one in five elders reported that they had little to no appetite and forgot to eat sometimes (21%). Other respondents reported having physical or health issues that affected their ability to eat (17%) or indicated that they were either too tired or weak to eat all the food they need (14%). Compared to 13% of elders statewide, slightly more minority (14%) and low-income (15%) elders reported not being able to afford food (see Exhibit 16 on the following page and Appendix, Question 42).

13% of elders statewide and 15% of low-income elders could not afford needed food.

¹⁶ National Institute on Aging. (2016). Healthy Eating After 50. Retrieved from <http://www.nia.nih.gov/health/publication/healthy-eating-after-50>

¹⁷ Pilgrim, A., Robinson, S., Sayer, A. A., & Roberts, H. (2015). An overview of appetite decline in older people. *Nursing Older People*, 27(5), 29–35.

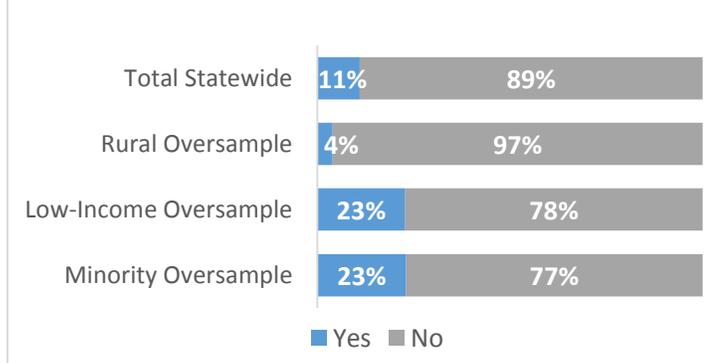
Exhibit 16: Reasons for Inadequate Nutrition



To alleviate malnutrition, state and federal governments have instituted food assistance programs, the most well-known being the Supplemental Nutrition Assistance Program (SNAP). SNAP is the federal entitlement program (formerly known as food stamps) that helps low-income individuals and families purchase food at grocery stores, convenience stores, and some farmers' markets and co-op food programs. Older Americans who are eligible for SNAP are significantly less likely to participate in the program than other demographic groups. An estimated one-third of eligible seniors nationwide benefit from the program.¹⁸

About 11% of elders surveyed in Florida participated in food assistance programs. However, minority (23%) and low-income (23%) elders received food assistance about two times more often than statewide elders and more than five times as often as rural (4%) elders (see Exhibit 17 and Appendix, Question 43). Of the elders who received any form of food assistance, more than one-half (52%) of respondents receive SNAP benefits, followed by food from family, friends, or neighbors (16%) and food from the Meals on Wheels or home-delivered meals programs (12%). Minority (57%) and low-income (56%) elders receive more food assistance in the form of SNAP benefits (see Appendix, Question 44).

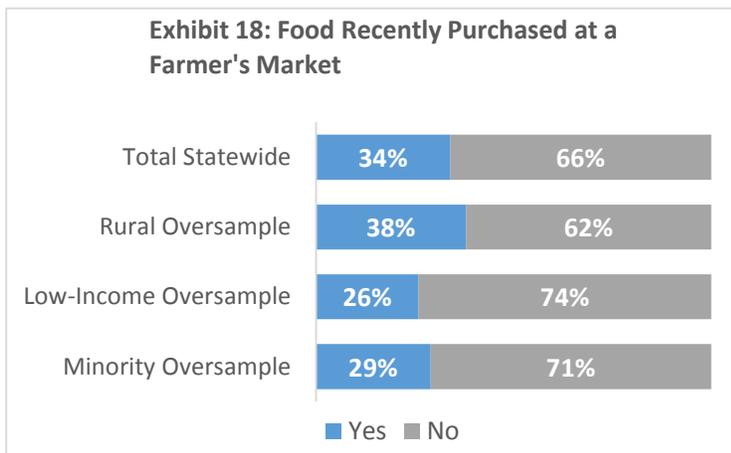
Exhibit 17: Receives Food Assistance



¹⁸ AARP Foundation. (2014). Why are we encouraging struggling seniors to enroll in SNAP? Retrieved from <http://www.aarp.org/aarp-foundation/our-work/hunger/info-2012/snap-food-benefits-help-seniors-enroll.html>

Many factors may contribute to the low nationwide participation rate in food assistance programs, from barriers related to mobility, technology, and stigma, to widespread myths about how the program works and who can qualify.¹⁹ Studies have shown that one of the key reasons elders do not participate in SNAP is they mistakenly believe they will get only the minimum benefit (\$16). In fact, in Federal Fiscal Year 2009, the average monthly benefit for each person over age 60 in the program nationally was \$119 per month.²⁰

Interest in food assistance by 2016 Needs Assessment Survey respondents was also low, with about one-quarter of elders reporting an interest in the food debit card program (26%). Low

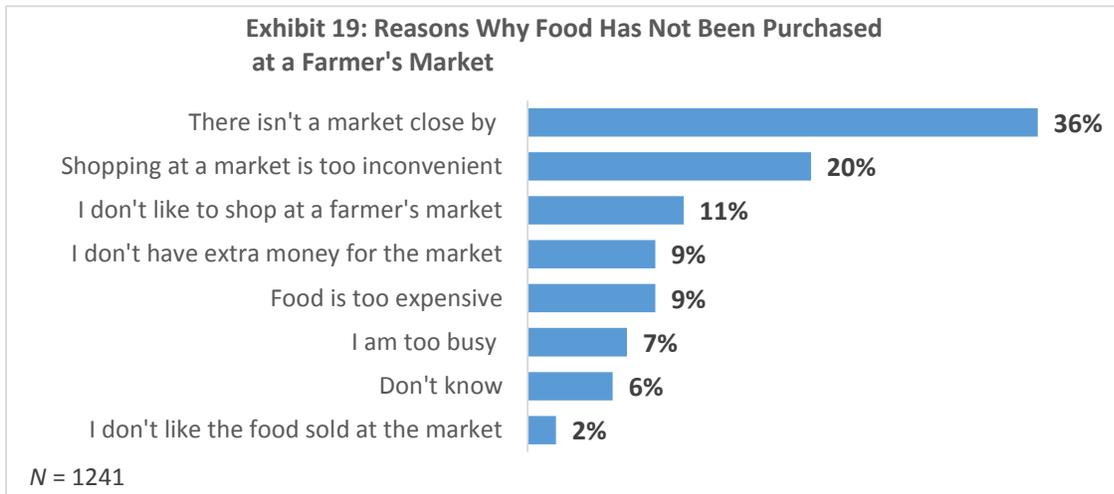


interest was not as common among subpopulations of elders, where minority respondents expressed the most interest (43%), followed by low-income (33%) elders. Only 13% of rural elders expressed interest in the food debit card program. An additional 9% of survey respondents reported not participating in the program because they did not like asking for assistance (see Appendix, Questions 45 and 46).

Farmer's markets are an increasingly common method for purchasing food. Of the elders surveyed, one-third (34%) recently purchased food at a farmer's market. These numbers differ significantly among minority and low-income respondents, as indicated in Exhibit 18. Of those who had not recently purchased food at a farmer's market, lack of proximity and convenience were cited as primary reasons, as shown in Exhibit 19 on the following page (see Appendix, Questions 47 and 48).

¹⁹ Food Research and Action Center & AARP Foundation. (2014). Combating Food Insecurity: Tools for Helping Older Adults Access SNAP.

²⁰ Ibid.



The Department also administers a variety of nutrition programs through reimbursement contracts with Area Agencies on Aging and service providers so that elders living in the community may receive home-delivered meals and nutrition education.²¹ About 11% of respondents reported receiving food assistance, and one-fifth were interested in receiving information about where these meals are offered in their communities. More minority (38%) and low-income (31%) elders expressed interest in learning about where these meals for seniors were offered in the community, compared to 11% of rural elders (see Appendix, Question 49). Amount of interest in learning where meals for seniors are offered does not differ significantly from the 2010 Needs Assessment Survey results.

Senior Centers

Studies show that senior centers help elders age happier and healthier by engaging them socially, intellectually, and physically.²² Florida has approximately 260 senior centers²³ that provide a wide range of activities that enhance the daily lives of seniors and extend beyond traditional programs and events. The vast majority are located in free-standing buildings, within recreation or multi-generational community centers, or in local government buildings. Many Florida senior centers are open at least 30 hours each week, are open on weekends, and offer programs at little or no cost²⁴.

²¹ Florida Department of Elders Affairs. (2015). Summary of Programs and Services. Tallahassee, FL: State of Florida.

²² National Council on Aging. (2012). Senior Centers Fact Sheet. Retrieved from <http://www.aarp.org/content/dam/aarp/livable-communities/old-learn/civic/senior-centers-fact-sheet-aarp.pdf>

²³ Florida Consumer Resource Guide, 7th edition. Retrieved from http://elderaffairs.state.fl.us/doea/CRG/2011/CRG_%207th_Edition_directory.pdf#page=96

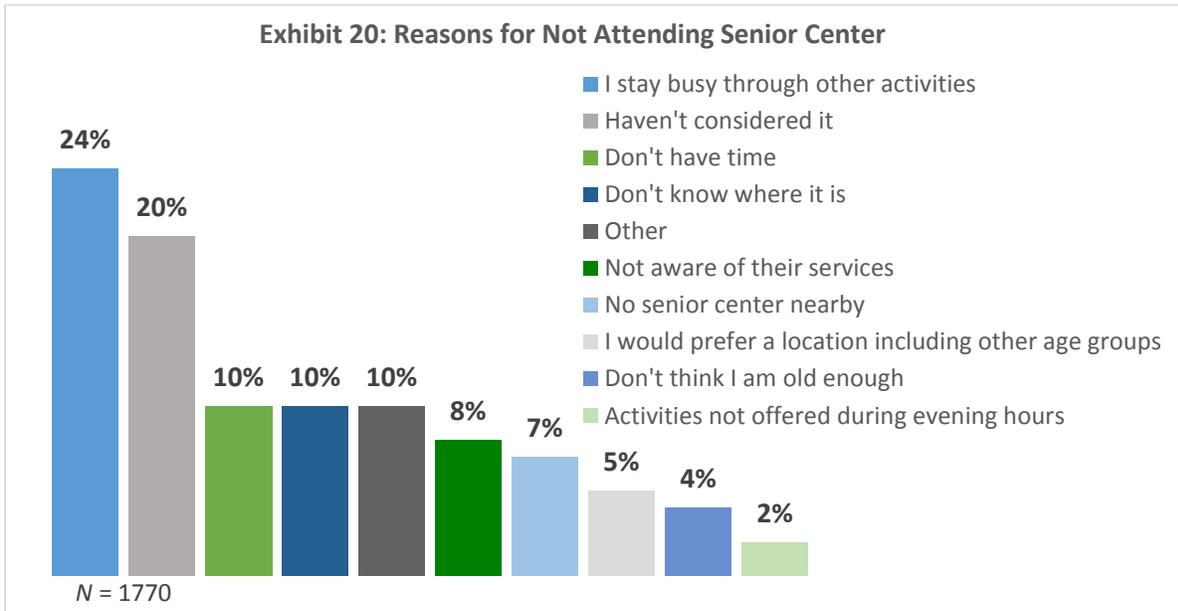
²⁴ Florida's Senior Centers: Bringing the Picture into Focus. (2004). Department of Elder Affairs and Florida Association of Senior Centers. Retrieved from <http://elderaffairs.state.fl.us/doea/seniorcenter/SurveyReport.pdf>

Minority, low-income, and female respondents reported visiting senior centers most often.

One in ten statewide respondents frequented a senior center “often” or “sometimes.” More minority elders (20%) attended senior centers, compared to 11% of low-income elders and 8% of rural elders. Female respondents were more likely to attend senior centers (12%) than males (7%). Of those who did not visit a center, one-quarter of respondents (24%) stated they did not because they

stayed busy through other activities and groups. Smaller proportions reported not having considered attending a senior center (20%), not knowing where the closest senior center was (10%), or not having the time to go to a senior center (10%) (see Exhibit 20 and Appendix, Question 51).

Elders who did not go to senior centers were asked which services or activities would entice them to go. Popular responses included physical activities (17%), computer or Internet use (14%), arts and crafts (14%), travel and tours (13%), nature-related activities (12%), card games (10%), and genealogy classes (11%) (see Appendix, Question 52).



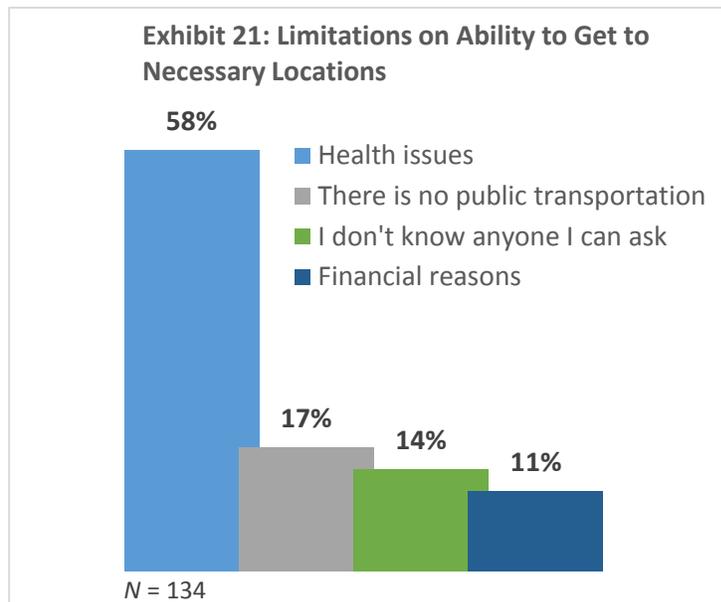
Transportation

About one-half of statewide respondents (47%) reported that they get around by driving themselves. The remaining one-fifth (18%) of elders reported using a variety of other modes of transportation, such as taxis, vans, special transit, and senior ride services (see Appendix, Question 55). When asked about other ways in which they commuted, 22% of elders reported that a spouse, family member, friend, or neighbor drove, and 13% of respondents reported that they used a bicycle or walked.

Nearly one-fifth of respondents surveyed (18%) could not or would not drive. Some respondents (18%) were limited by an illness or physical problem in how often they drive, and 16% reported that a spouse or other person drove for them. Although 6% of statewide respondents reported financial limitations as impeding their driving ability, this proportion was slightly higher among the low-income respondents (8%) (see Appendix, Question 56).

The availability of some form of transportation is central to maintaining independence. Many areas in Florida do not offer public transportation, so when elders lose the ability to drive, their ability to remain in the community decreases. Without access to affordable transportation, seniors may face poorer health, social isolation, and a reduced quality of life. Research has shown that elders age 65 and older, who no longer drive, take 15% fewer trips to the doctor, 59% fewer trips to shop or eat out, and 65% fewer trips to visit friends and family, when compared to drivers of the same age.²⁵

A small percentage of elders surveyed (7%) reported being unable able to get where they needed or wanted to go. More minority elders (15%) and low-income elders (9%) reported transportation limitations than elders surveyed statewide (see Appendix, Question 53). Of those who reported not being able to get around as they needed, health issues were cited most often (58%). In addition, one-fifth of elders (17%) reported public transportation was not available, and another 14% said that they didn't know anyone they could ask as reasons why they were limited in their ability to go where they needed or wanted to go (see Exhibit 21 and Appendix, Question 54).

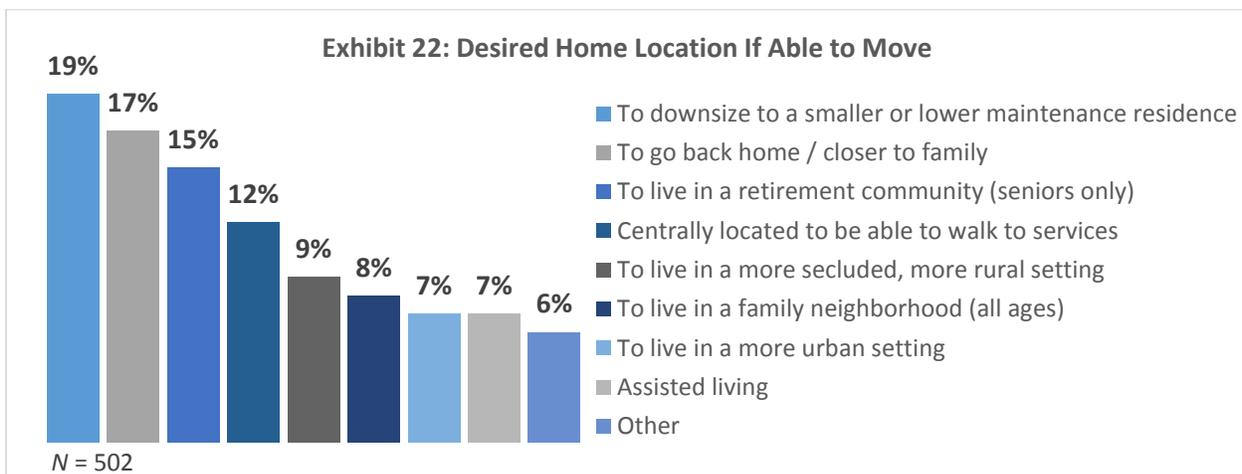


²⁵Transportation for America. (2011). Aging in place, stuck without options. Retrieved from <http://t4america.org/docs/SeniorsMobilityCrisis.pdf>

Most elders reported that they did not use public transportation (73%). Of those who used or wanted to use public transportation, nearly one in four (39%) respondents stated that public transportation was not accessible in their area. Elders in rural areas indicated that public transportation was not available most often (80%). In addition, the largest proportions of elders who used public transportation reported going to doctor appointments (37%) or shopping (32%). More than one-fifth of elders who used public transportation reported a level of dissatisfaction with the service (23%). Of those elders who were dissatisfied with their public transportation choices, most reported that they were inconvenient (13%) or that the public transportation was very limited in their area (10%) (see Appendix, Questions 57 through 60).

Housing

The ability of elders to live in a safe, affordable, and comfortable home is an important aspect of remaining in the community. However, the availability of suitable homes remains a major concern of planners and advocates for the elders and individuals with disabilities. Currently, 56% of residents in U.S. Department of Housing and Urban Development (HUD) assisted households are elders or individuals with disabilities, and in many communities around the country, the supply of affordable, suitable housing units [for elders] is grossly inadequate to meet demand.²⁶

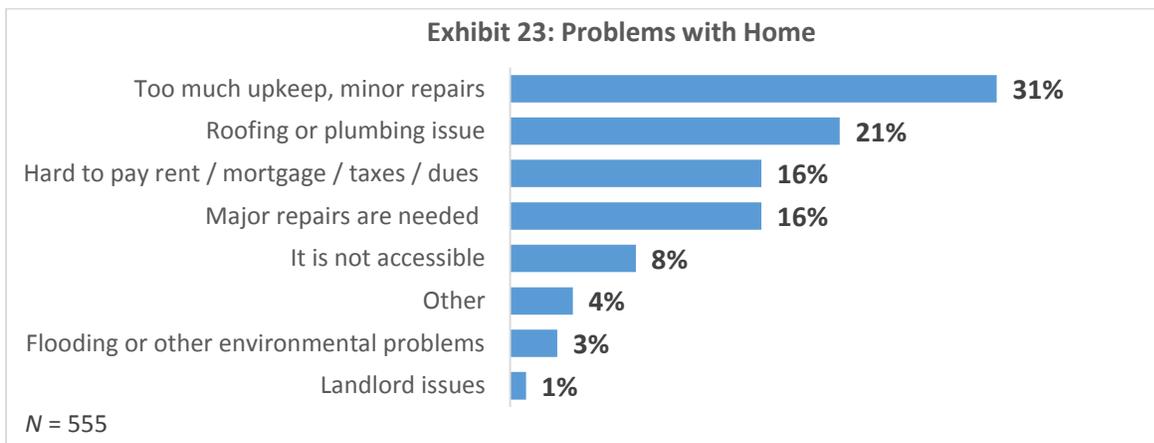


Of all elders surveyed statewide, 80% own their homes, compared to 75% of minority elders and 69% low-income elders. The remaining elders were either living in a home owned by someone else (7%) or living in a rented home (10%) (see Appendix A, Question 64). One-quarter of elders surveyed indicated a need or desire to move to a different location. As shown in Exhibit 22, the largest proportion of these elders wanted to downsize to a smaller or lower maintenance residence (19%).

²⁶ U.S. Department of Housing and Urban Development. (2014). Overview of Fiscal Year 2015 President's Budget. Retrieved from <http://portal.hud.gov/hudportal/documents/huddoc?id=FY2015BudgetPresFINAL.pdf>

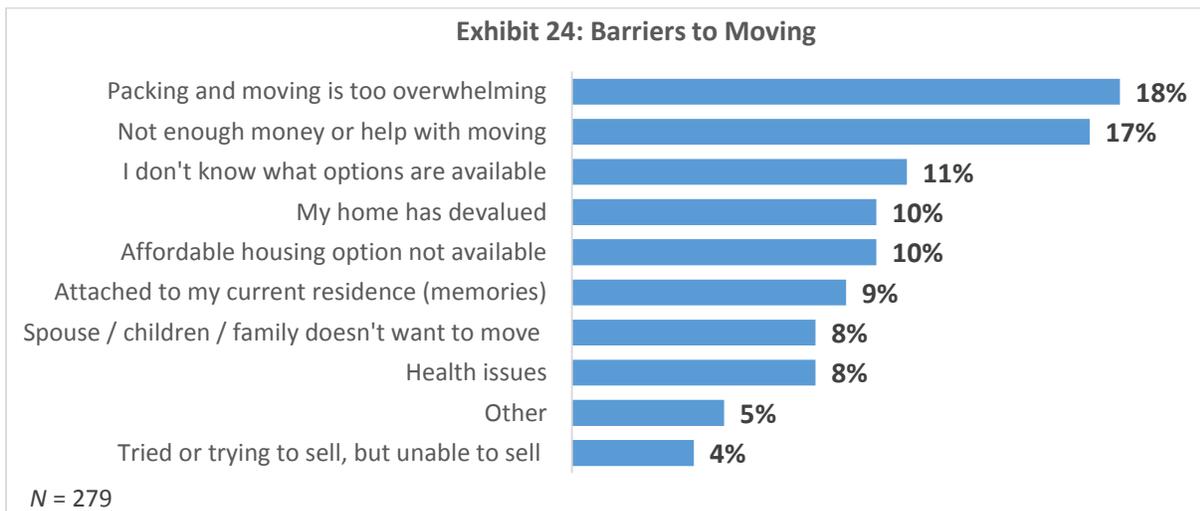
Others preferred to live closer to family (17%), in a seniors-only retirement community (15%), in a centrally located place that would allow them to walk to services (12%), or in a more secluded, rural setting (9%). About 7% to 8% of elders preferred to live in an urban setting or an all-ages family neighborhood. Low-income elders exhibited the greatest desire to move closer to family (22%) (see Appendix, Question 66).

Respondents who indicated problems with their homes were asked to describe the types of issues they had. Responses varied slightly among groups, with the largest proportions of respondents citing too much upkeep or minor repairs (31%), a roofing or plumbing issue (21%), difficulties making rent or mortgage payments (16%), or other major repairs (16%) (see Exhibit 23 and Appendix, Question 65).



About 18% of elders expressed a need or desire to move to a different type of housing structure. Of these elders, most preferred a single family home (48%). Approximately one in three elders preferred apartment-style housing (32%). Rural elders showed the least interest in apartments (19%) and mostly preferred single family homes (65%). Minority elders reported the highest desire to live in multi-unit housing such as a duplex or triplex (21%) compared to statewide respondents (8%) (see Appendix, Question 68).

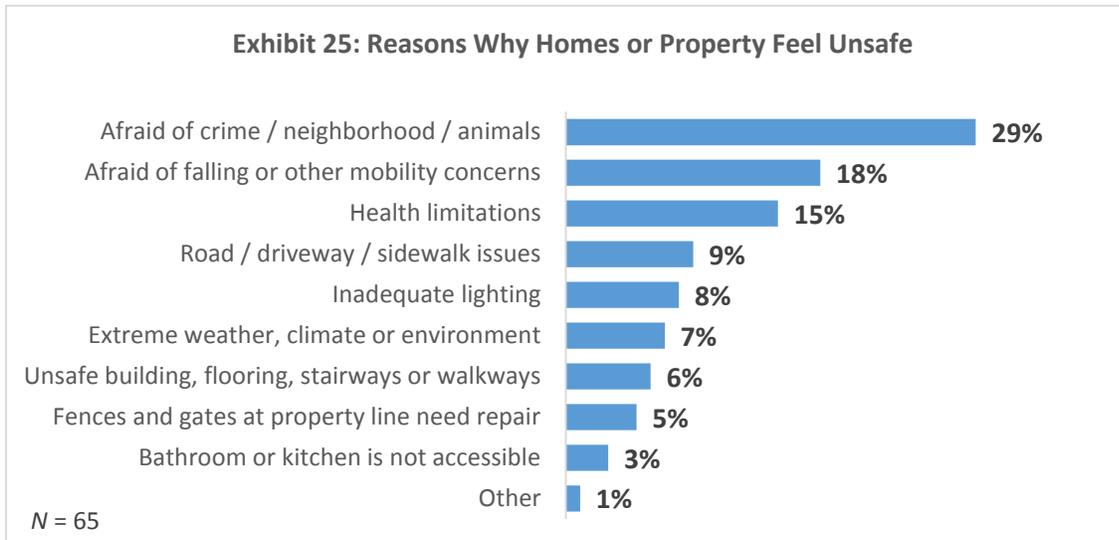
For those elders who wanted to move but could not, the main reason cited was that the idea of packing and moving is too overwhelming (18%). Others reported they did not have enough money or help with moving (17%). Still others cited that they do not know what options are available (11%), their home has devalued (10%), affordable housing options are not available (10%), they have an emotional attachment to their current residence (9%), or their family does not want to move (8%) (see Exhibit 24 and Appendix, Question 67). According to the 2010 Needs Assessment Survey results, the top limitation that prevented respondents from moving was that their home was devalued (20% versus 10% in 2016). This is most likely related to the housing crisis occurring at that time. Other limitations to moving have not changed drastically from the 2010 Needs Assessment Survey results.



The majority of elders across all surveyed populations expressed an interest in or willingness to share their home (65%). One-third of elders (32%) would consider sharing their home with a family member, while 11% would consider sharing their home with a friend. Fewer respondents would consider living with an individual who could assist around the house (7%). The remainder of respondents were open to all options (6%), another older person (5%), a college student (3%), or a single mother and children (2%) (see Appendix, Question 69).

Emergency Alert Response Systems help appease the concerns of elders who may feel unsafe or at-risk in their homes and neighborhoods. In the 2016 Needs Assessment Survey, nearly one-fifth (19%) of respondents use one. Of those who did not use a response system, 18% of elders were interested in getting one. Interest was also significantly higher among minority (33%) and low-income (31%) elders but significantly lower among rural elders (6%) (see Appendix, Question 75).

Nearly all elders surveyed reported feeling safe in their own homes or on their immediate properties most or all of the time (96%). Of the small percentage of elders who did not feel safe all the time (4%), three in 10 reported being afraid of crime (29%), and 18% were afraid of falling or had other mobility concerns (see Appendix, Questions 70 and 71). In a separate measure of feelings of safety at the community level, some elders did not feel safe being out in their neighborhoods (10%), with most reporting fear of crime (26%), high-speed traffic and dangerous roadways (12%), or suspected drug-related activity (15%) as their top reasons (see Exhibit 25 below and Appendix, Questions 72 and 73).



Volunteerism

Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Evidence suggests that older adults with more social ties in the community and higher incomes tend to volunteer, forming a reciprocal relationship between volunteering and well-being. Additionally, older adults who volunteer devote more hours in a year than younger age groups.²⁷ According to the Bureau of Labor Statistics, the largest proportion of elders age 65 and older spent 100 to 499 annual hours volunteering, with about 43% volunteering for a religious organization.²⁸

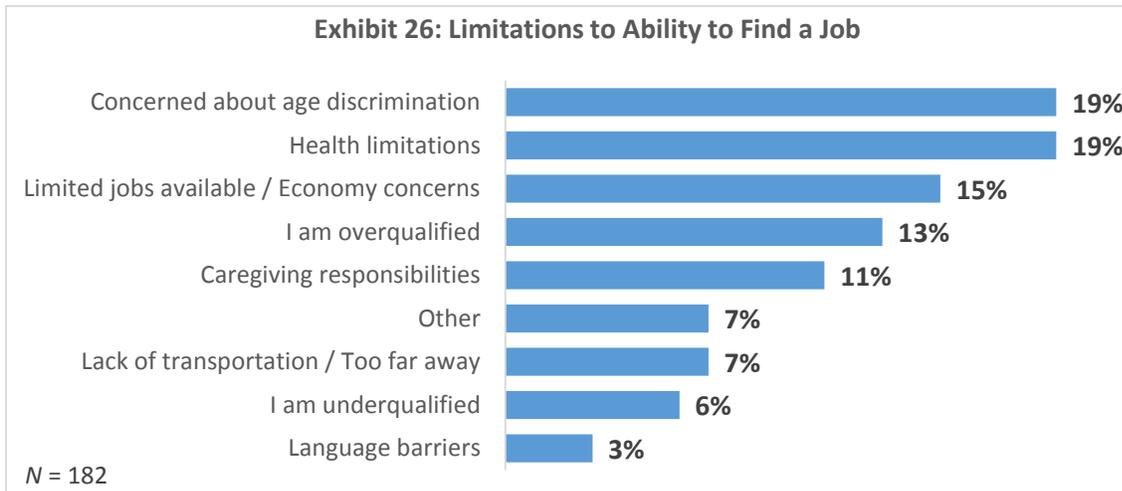
²⁷ Corporation for National and Community Service. (2012). The health benefits of volunteering for older Americans: A review of recent research. Retrieved from http://www.nationalservice.gov/pdf/healthbenefits_factsheet.pdf

²⁸ U.S. Department of Labor, Bureau of Labor Statistics. (2016). Volunteering in the United States—2015. Retrieved from <http://www.bls.gov/news.release/pdf/volun.pdf>

One-third of elders surveyed were volunteering, with more than two-thirds volunteering at least once a week (65%). The organizations that received the most volunteer hours from elders included faith or religious-based organizations (26%), community entities such as museums and political organizations (17%), civic organizations (10%), and health-related organizations (10%) (see Appendix, Questions 76 through 78). For those elders who did not volunteer, more than one-half cited lack of time (18%), health issues (17%), lack of interest (15%), or limited energy and ability in performing tasks (13%). More minority (21%) and low-income (20%) elders were prevented from volunteering by health issues compared to elders statewide (17%) (see Appendix, Question 79).

Employment

Several factors contribute to the employment status of elders. Many elders who remain employed must continue to work because they cannot afford to retire. The 2016 Needs Assessment Survey results indicated that one-half of respondents reported being retired, and 10% of respondents worked part-time or full-time. However, 14% reported that they were interested in securing at least part-time work. More minority elders (17%) and low-income elders (18%) were interested in at least part-time work (see Appendix, Questions 80 and 81). Statewide, about 6% of respondents were interested in job training. Minority (10%) and low-income (9%) elders also showed the most interest in job training, compared to statewide and rural (4%) elders. The types of job training most desired by elders surveyed were computer or programming, nursing or caregiving, and legal or management (see Appendix, Question 82 and 83).



Recent research shows that older job seekers, despite being employable, face more barriers to entering the work force than younger job seekers. Even though one in five workers in the United States is age 55 or older, 64% of workers say they have seen or experienced age discrimination in the workplace.²⁹ The results from the 2016 Needs Assessment Survey also showed that for the 9% of respondents interested in finding employment who were unable to do so, serious barriers such as health problems (19%), age discrimination (19%), limited job opportunities (15%), and being overqualified (13%) hindered them from securing employment (see Exhibit 26 on the previous page and Appendix, Question 84). More low-income (28%) elders were prevented from working due to health limitations than other groups of respondents (see Appendix, Questions 81 and 84). Racial and ethnic minority elders (29%), as well as rural elders (24%), were significantly more concerned about age discrimination, compared to low-income (13%) and statewide (19%) elders. Statewide, 8% of elders reported having been wrongfully terminated from employment, passed over for promotion, denied a position, or mistreated in the workplace due to their age (see Appendix, Question 85).

Abuse, Neglect, Exploitation, and Legal Issues

National and state studies indicate increased reports of elder and vulnerable adult abuse and neglect. The National Adult Protective Services Association found between a 1-20% increase in the number of substantiated reports and caseloads between 2007 and 2012 in the majority of states, possibly connected to the economic downturn of 2008.³⁰ It also found that one in nine elders reported being abused, neglected, or exploited in the past 12 months and expects this rate to rise with the aging of the population. One in 20 older adults also indicated some form of financial exploitation occurring in the recent past.³¹ However, many of these cases go unreported as elders may be too embarrassed to report fraud or are unaware that they are being victimized. This may be especially true since caregivers, with whom elders may have a close relationship, are often the individuals responsible for the financial exploitation of elders.³² A majority of survey respondents (61%) expressed varying levels of concern about being a victim of consumer fraud or swindle (see Appendix, Question 87).

²⁹ Lahey, J. (2005). Do older workers face discrimination? Issues in Brief ib33, Center for Retirement Research.

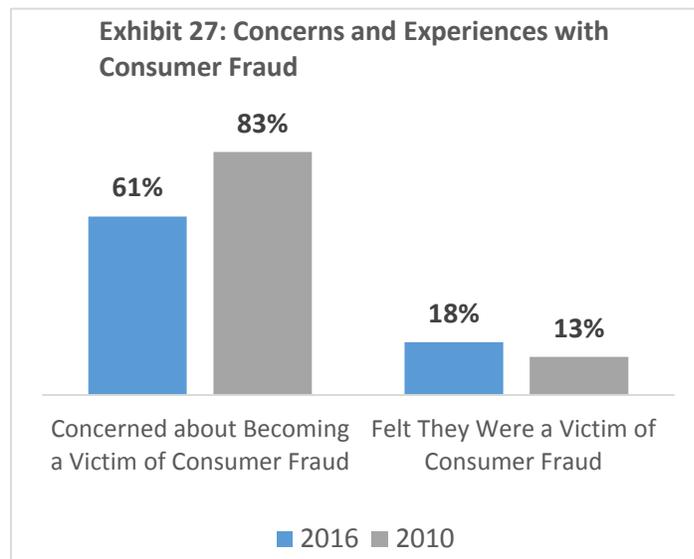
³⁰ National Adult Protective Services Association & National Association of States United for Aging and Disabilities. (2012). Adult protective services in 2012: Increasingly vulnerable. Washington, DC: U.S. Government Printing Office.

³¹ National Adult Protective Services Association. (2014). Policy and advocacy: Elder financial exploitation. Retrieved from <http://www.napsa-now.org/policy-advocacy/exploitation/>

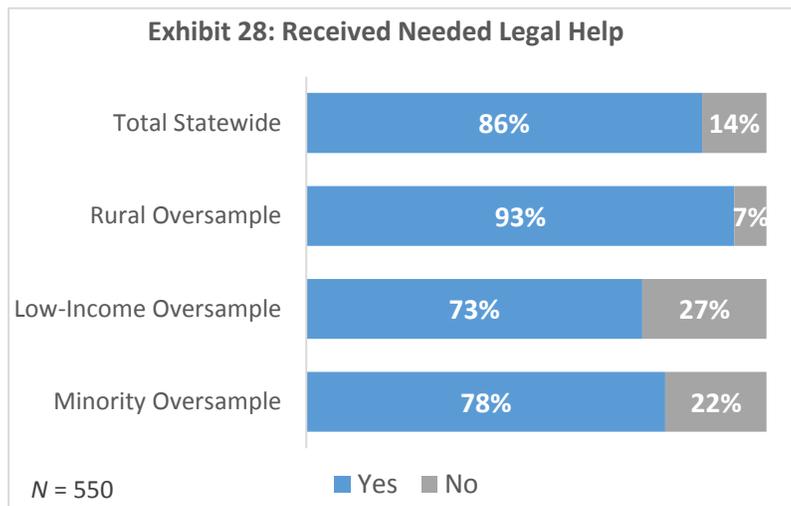
³² National Adult Protective Services Association. (2014). Policy and advocacy: Elder financial exploitation. Retrieved from <http://www.napsa-now.org/policy-advocacy/exploitation/>

Despite high levels of concern for this issue, about one in five (18%) respondents felt they were a victim of consumer fraud or a swindle (see Appendix, Question 86), differing from the national statistic of one in nine.³³

More than one-half of elders surveyed (54%) were familiar with programs to educate and protect themselves from abuse, neglect, and financial exploitation (see Appendix, Question 88). Concern about becoming a victim of fraud was less pronounced among all subpopulations of respondents. In addition, concern about becoming a victim of fraud has decreased significantly since the 2010 Needs Assessment Survey (61% versus 83% in 2010). Instances in which respondents felt they were a victim of exploitation, however, have increased since the last survey (18% versus 13% in 2010), as shown in Exhibit 27.



In 2005, the Department of Elder Affairs created the Elder Rights Bureau, which oversees Title VII programs including Elder Abuse Prevention, Legal Services Development, and the State Health Insurance Assistance Program, known as SHINE. In addition, the Department offers a Senior Legal Helpline that provides free legal advice and brief services by telephone to eligible Florida residents age 60 and older for civil (not criminal) legal problems. About 18% of survey respondents, however, were aware of the legal services the Florida Department of Elder Affairs provides. Respondents were slightly more familiar with the Florida Bar Lawyer Referral Service (19%) and less familiar with other organizations devoted to elders' legal needs, including their local legal aid office (15%), the Florida Senior Legal Helpline (15%), and their local Area Agency on Aging (13%) (see Appendix, Question 94). More than one-fifth (22%) of seniors did not know where to seek help with a legal need.

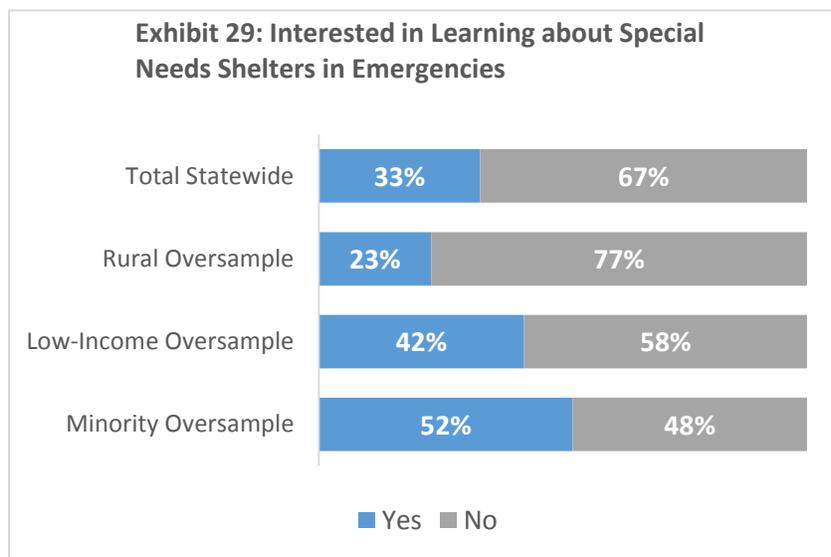


³³ Ibid.

The legal issues that concerned elders most were related to abuse, exploitation, and fraud (15%) or estate matters (18%). More minority elders (19%) were concerned with abuse, exploitation, and fraud than statewide (15%), low-income (14%), and rural (13%) elders (see Appendix, Question 95). About 14% of elders reported needing but not obtaining advice from a lawyer in the past five years. A higher proportion of minority (22%) and low-income (27%) elders needed legal services but did not get the legal help they needed, as shown in Exhibit 28 above. The greatest proportion of these elders (25%) did not see a lawyer because they were worried about the cost or they were not sure if a lawyer could help solve the problem (16%) (see Appendix, Questions 89 through 91).

Disaster Preparedness

Elders in Florida often need extra assistance in preparing for seasonal natural disasters because of health issues, limited access to transportation, and other limitations. The case of Hurricane Katrina has served as a teaching experience for elder advocates. Almost three-quarters (73%) of hurricane-related deaths in the New Orleans area were among people age 60 and over, even



though seniors comprised only 15% of the population of New Orleans.³⁴ This tragedy served as a warning that elders who are left alone to prepare for hurricanes and other disasters are more vulnerable than others in these emergencies.

Responses from the 2016 Needs Assessment Survey showed that one-third of elders expressed interest in learning about temporary or special needs shelter options during an evacuation-related event (see Exhibit 29 and Appendix, Question 97). Minority (52%) and low-income elders (42%) showed a much higher interest. Additionally, about one-third of respondents reported an interest in elder-specific training classes for disaster preparedness, with minority (48%) and low-income (39%) elders having indicated a much higher degree of interest (see Appendix, Question 96).

³⁴ U.S. Senate Committee on Health, Education, Labor, and Pensions. (2006). Chairman's report on elder evacuation during the 2005 Gulf Coast hurricane disasters.

Conclusions

The 2016 Needs Assessment Survey has identified several areas of need among elders age 60 and older. This section summarizes the most notable findings and detail some of the key differences among surveyed subpopulations. The most significant changes in 2016 survey results as compared to the 2010 Needs Assessment Survey are also listed.

Some of the key findings of the 2016 Needs Assessment Survey are as follows:

- More than one-half of elders needed some level of assistance with heavy chores, and about one-third needed assistance with light housekeeping.
- Respite and emotional support were the main kinds of help needed by senior caregivers.
- Expense was one of the primary barriers to both medical care and legal help.
- The most preferred ways of finding out about services for older adults were through the internet or email, as well as through visits with their physician.
- Too much upkeep and minor repairs were among the most cited problems with respondents' homes, which complements respondents' desires to downsize to a smaller, low-maintenance residence.
- The main barriers to moving for respondents were the fact that packing is too overwhelming and that they do not have enough money or help with moving.
- More than one-fifth of elders did not know where they could seek help with a legal need.

Compared to the needs of elders in the general statewide sample, elders in the racial and ethnic minority oversample and the low-income oversample differed in the following ways:

- They were more interested in receiving information about caregiver training, health classes, computer and internet training, the EBT card, where meals for seniors are offered in their communities, emergency response systems, job training, special needs shelters, and preparation for natural disasters.
- They expressed a greater need for assistance with ADLs, IADLs, and caregiving responsibilities.
- They delayed filling prescription medications, eye care, and dental care for longer periods.
- They had less access to the internet and other technology.
- They were at greater risk of malnutrition.
- They needed more financial and physical assistance with moving homes.
- They did not receive the legal help they needed as often.

Because of the amount of overlap among the minority and low-income oversamples, the needs of these groups expressed in the survey results were largely similar. There were some noted differences, however, throughout the survey. It is important to note that some of the differences between the minority respondents and other respondents may be due to the higher proportions of minority respondents who belong to the oldest age groups.

Compared to all other sampled groups, a greater proportion of racial and ethnic minority respondents cared for another adult or child; visited their local senior center; experienced ADL and IADL limitations; were not physically active; split pills or delayed medications because of the cost; and were concerned about abuse, exploitation, and fraud, as well as age discrimination, when considering legal needs. Furthermore, compared to all other sampled groups, a greater proportion of low-income respondents went untreated for emotional or mental health issues, cited financial reasons that limited their driving abilities, expressed a desire to move closer to family, and cited health limitations that prevented them from finding a job.

In addition to the minority and low-income groups, responses from elders surveyed statewide also indicated high need among those living alone with self-care limitations, as well as the uninsured who were age 60 to 64.

Results indicated that self-care limitations were highest among older age groups, especially for elders age 85 and older. Additionally, many elders did not benefit from senior center attendance, where they could enjoy access to information and services, meals, transportation, and the company of other elders. A considerable proportion of elders below age 65 reported being enrolled in Medicare, indicating the presence of a serious malady or disability, while still others had low access to much needed medical care or were uninsured.

Survey bias tended to favor wealthier elders in rural communities, which was one of the main limitations in the survey results. Compared to other survey respondents, rural respondents had higher self-reported incomes; were less interested in receiving information; expressed the least need for assistance with ADLs, IADLs, and caregiving responsibilities; cited fewer problems with their homes; and were not as limited in mobility.

Despite these limitations, many rural elders exhibited some specific needs compared to other respondents. Higher proportions of rural elders expressed that public transportation was not available in their area, were concerned with matters of estate and age discrimination when considering legal needs, were interested in relocating to a single-family home as opposed to another type of housing structure, and were interested in downsizing but were overwhelmed by the idea of packing and moving.

The 2016 Needs Assessment Survey also helped identify some important changes that have occurred when considering the needs of elder Floridians. Compared to the needs of statewide elders identified in the 2010 Needs Assessment Survey, elders in the 2016 survey were more often caregivers, with about one-third identifying as a caregiver, compared to about one-fifth in 2010; experienced different barriers to moving, with more elders citing not enough money or help with moving as the main barrier compared to home devaluation cited most often in 2010; were less interested in securing full-time or part-time work; had more access to the internet in addition to having less interest in receiving computer and internet training; were less concerned about becoming a victim of consumer fraud but have fallen victim to consumer fraud more often; and had different concerns about legal issues, with abuse, exploitation, and fraud becoming a commonly cited concern compared to health-related legal concerns more commonly cited in 2010.

For questions regarding survey methodology or results, please contact the Department of Elder Affairs by calling 850-414-2000.

Appendix: Survey Questions

Demographic Profile

Question 98: Are you male or female?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Male	35%	26%	26%	42%	33%
Female	65%	74%	74%	58%	67%
Total Responses	58%	14%	15%	13%	100%

Question 100: Do you identify as Spanish, Hispanic or Latino?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes (Hispanic or Latino)	8%	33%	14%	2%	11%
No (Not Hispanic or Latino)	93%	67%	86%	98%	89%
Total Responses	58%	14%	15%	13%	100%

Question 101: Which ethnicity do you most identify with*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Mexican, Mexican-American, Chicano	3%	8%	5%	16%	6%
Puerto Rican	35%	36%	36%	18%	35%
Cuban	19%	20%	4%	0%	16%
Dominican	8%	6%	4%	15%	7%
Central American	9%	13%	12%	0%	11%
South American	9%	8%	15%	6%	10%
Other	6%	7%	5%	15%	7%
None of the above	10%	4%	19%	0%	9%
Total Responses	38%	40%	19%	3%	100%

*Question was not pertinent to all respondents. N=235

Question 102: Which race or ethnicity do you best identify with?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
White / Caucasian	88%	29%	57%	97%	75%
Black / African-American	7%	56%	32%	0%	17%
American Indian / Alaska Native	2%	5%	6%	1%	3%
Asian	1%	4%	2%	1%	2%
Native Hawaiian / Pacific Islander	0%	2%	1%	0%	1%
Other	1%	5%	3%	1%	2%
Total Responses	58%	14%	15%	13%	100%

Question 103: Which of these categories best describes your total household income in 2014 before taxes?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Under \$20,000	18%	44%	51%	7%	25%
\$20,000 - \$29,999	15%	16%	21%	17%	17%
\$30,000 - \$39,999	12%	13%	8%	13%	12%
\$40,000 - \$49,999	10%	8%	6%	14%	10%
\$50,000 - \$59,999	10%	7%	3%	10%	8%
\$60,000 - \$69,999	7%	4%	1%	13%	7%
\$70,000 - \$79,999	6%	2%	3%	8%	5%
\$80,000 - \$89,999	4%	0%	4%	5%	4%
\$90,000 - \$99,999	4%	1%	2%	3%	3%
\$100,000 - \$109,999	3%	1%	0%	3%	2%
\$110,000 - \$119,999	2%	1%	0%	2%	1%
\$120,000 or more	11%	3%	1%	6%	8%
Total Responses	57%	14%	16%	13%	100%

Question 104: What is the highest level of school you have completed?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Less than 9th grade	2%	12%	10%	0%	5%
Some high school, no diploma	3%	8%	8%	5%	5%
High school graduate	17%	21%	27%	18%	19%
Some college, no degree	26%	23%	22%	24%	24%
Associate degree	8%	11%	10%	12%	9%
Bachelor's degree	18%	12%	10%	19%	16%
Graduate or professional degree	26%	14%	13%	21%	22%
Total Responses	58%	14%	15%	13%	100%

Question 105: What is your marital status?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Married	53%	41%	30%	58%	48%
Partnered	1%	0%	1%	2%	1%
Single	6%	13%	10%	4%	7%
Widowed	26%	28%	33%	26%	28%
Separated	2%	3%	3%	1%	2%
Divorced	12%	15%	22%	9%	14%
Total Responses	58%	14%	15%	13%	100%

Question 106: How many living children do you have?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
0	15%	14%	21%	13%	16%
1	15%	18%	14%	15%	15%
2	32%	26%	25%	31%	30%
3	22%	18%	19%	18%	20%
4	10%	9%	9%	14%	10%
5 or more	7%	15%	11%	9%	9%
Total Responses	58%	14%	15%	13%	100%

Screening Question for Respondent Age: What is your age?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
60 to 64	13%	16%	16%	16%	15%
65 to 74	42%	36%	37%	46%	41%
75 to 84	32%	36%	33%	27%	32%
85+	14%	12%	14%	11%	13%
Total Responses	58%	14%	15%	13%	100%

Living Situation

Question 99: What is your current living situation? Do you...

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Live with spouse	49%	34%	26%	49%	43%
Live with unmarried partner	3%	2%	3%	4%	3%
Live with child	9%	17%	14%	12%	12%
Live with grandchild or other relative	6%	18%	11%	7%	9%
Live with friend	1%	1%	3%	2%	1%
Other	1%	0%	1%	0%	1%
Live alone	31%	28%	42%	26%	32%
Total Responses	58%	14%	15%	13%	100%

Self-Care Limitations

Question 6: On a scale of 0-5, how much assistance do you need with the following personal care tasks (ADLs)?

		Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Bathing	0	86%	74%	80%	89%	85%
	1 to 3	8%	12%	9%	9%	9%
	4 to 5	5%	14%	11%	3%	7%
Dressing	0	89%	79%	83%	91%	87%
	1 to 3	8%	9%	10%	7%	8%
	4 to 5	3%	12%	7%	2%	5%
Eating	0	92%	86%	89%	95%	91%
	1 to 3	5%	6%	6%	4%	5%
	4 to 5	3%	8%	5%	1%	4%
Using the bathroom	0	93%	83%	86%	96%	91%
	1 to 3	5%	8%	8%	3%	6%
	4 to 5	2%	9%	6%	1%	4%
Transferring	0	88%	77%	84%	91%	86%
	1 to 3	9%	14%	11%	6%	9%
	4 to 5	3%	9%	5%	2%	4%
Walking without help	0	83%	75%	76%	89%	82%
	1 to 3	10%	13%	12%	7%	11%
	4 to 5	7%	13%	13%	4%	8%

Question 7: How often do you receive the assistance you need with personal care tasks (ADLs)*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Always	7%	18%	14%	13%	11%
Most of the time	16%	9%	9%	9%	13%
Sometimes	23%	27%	28%	29%	25%
Hardly ever/never	54%	46%	49%	49%	51%
Total Responses	54%	19%	18%	8%	100%

*Question was not pertinent to all respondents. N=549

Question 8: On a scale of 0-5, how much assistance do you need with the following general activities (IADLs)?

		Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Heavy chores	0	49%	42%	40%	52%	47%
	1 to 3	29%	27%	29%	28%	29%
	4 to 5	22%	31%	31%	21%	25%
Light housekeeping	0	72%	57%	61%	72%	68%
	1 to 3	19%	22%	21%	21%	20%
	4 to 5	9%	21%	17%	7%	12%
Using the phone	0	93%	84%	88%	93%	91%
	1 to 3	4%	8%	7%	4%	5%
	4 to 5	3%	8%	5%	3%	4%
Managing money	0	89%	72%	80%	90%	85%
	1 to 3	7%	14%	12%	7%	9%
	4 to 5	4%	14%	8%	3%	6%
Preparing meals	0	81%	68%	74%	81%	78%
	1 to 3	13%	15%	13%	14%	14%
	4 to 5	6%	17%	14%	5%	9%
Shopping	0	77%	64%	67%	79%	74%
	1 to 3	13%	18%	14%	13%	14%
	4 to 5	10%	19%	19%	9%	12%
Taking medication	0	91%	81%	83%	91%	88%
	1 to 3	5%	10%	10%	7%	7%
	4 to 5	4%	9%	8%	3%	5%
Using transportation	0	80%	66%	70%	84%	77%
	1 to 3	9%	10%	10%	6%	9%
	4 to 5	12%	24%	20%	9%	14%

Question 9: How often do you receive the assistance you need with general activities (IADLs)*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Always	14%	12%	11%	15%	13%
Most of the time	12%	13%	15%	11%	12%
Sometimes	24%	28%	28%	26%	26%
Hardly ever/never	50%	47%	45%	49%	49%
Total Responses	56%	16%	17%	12%	100%

*Question was not pertinent to all respondents. N=1190

Question 10: From whom have you tried to get help with personal care tasks and general activities*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Friends / Family	33%	37%	35%	30%	34%
Community group / Religious group	5%	6%	7%	3%	5%
Government agency	5%	8%	12%	3%	6%
Paid attendant / Private insurance	9%	10%	10%	12%	9%
Doctor / Health care professional	14%	21%	17%	17%	16%
Other	1%	1%	0%	1%	1%
No one / No assistance sought	33%	18%	19%	35%	29%
Total Responses	59%	15%	14%	12%	100%

*Question was not pertinent to all respondents. N=1177

Caregiving

Question 11: Do you provide care for someone who is not able to take care of him or herself?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	37%	34%	32%	34%	36%
No	55%	61%	61%	59%	57%
Maybe	8%	5%	8%	7%	8%
Total Responses	58%	14%	15%	13%	100%

Question 12: How often do you provide care*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Continuously or all day long	21%	31%	30%	16%	23%
One or more times a day	14%	11%	11%	20%	14%
One or more times a week	23%	18%	22%	26%	23%
One or more times a month	17%	9%	15%	20%	16%
Less than once a month	8%	7%	6%	7%	7%
Hardly ever / never	18%	24%	17%	13%	18%
Total Responses	62%	13%	13%	12%	100%

*Question was not pertinent to all respondents. N=828

Question 13: For whom do you provide care*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Parent	14%	15%	12%	13%	14%
Spouse	25%	16%	19%	29%	24%
Sibling	5%	8%	10%	5%	6%
Daughter / Son	9%	13%	6%	8%	9%
Grandchild	7%	15%	10%	10%	9%
Partner	3%	1%	3%	2%	3%
Other relative	7%	15%	12%	9%	9%
Friend	24%	16%	26%	22%	23%
Other	5%	2%	2%	2%	4%
Total Responses	62%	12%	14%	13%	100%

*Question was not pertinent to all respondents. N=698

Question 14: Do you get paid to provide care*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	6%	2%	6%	4%	5%
No	94%	98%	94%	96%	95%
Total Responses	62%	12%	14%	13%	100%

*Question was not pertinent to all respondents. N=710

Question 15: Which age categories describe the people you care for*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Older adult (Age 60+)	85%	72%	83%	79%	82%
Adult (Age 19-59)	9%	14%	7%	13%	10%
Child (Age 0-18)	6%	14%	10%	8%	8%
Total Responses	62%	11%	14%	13%	100%

*Question was not pertinent to all respondents. N=689

Question 16: Do you have assistance with your caregiving responsibilities*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	34%	25%	31%	36%	32%
No	67%	75%	70%	64%	68%
Total Responses	62%	12%	14%	13%	100%

*Question was not pertinent to all respondents. N=700

Question 17: From whom have you tried to get help with your caregiving responsibilities*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Spouse / Children / Family	34%	30%	31%	35%	33%
Community group	7%	7%	3%	11%	7%
Religious organization	7%	7%	13%	6%	8%
Medicaid or state agency	13%	21%	25%	20%	16%
City / County / Local agency	10%	10%	8%	4%	9%
Veterans' Affairs or federal agency	10%	5%	6%	8%	9%
Friends / Neighbors	12%	15%	12%	12%	12%
Other	8%	5%	2%	4%	6%
Total Responses	63%	10%	14%	13%	100%

*Question was not pertinent to all respondents. N=211

Question 18: Do you need assistance (or more assistance) with your caregiving responsibilities*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	20%	31%	33%	17%	23%
No	80%	69%	67%	83%	77%
Total Responses	62%	12%	14%	13%	100%

*Question was not pertinent to all respondents. N=707

Question 19: What type of assistance do you need help with*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Household chores	17%	17%	16%	14%	16%
Personal care tasks	13%	14%	10%	12%	13%
Someone to provide care so I can have a break	17%	16%	16%	19%	17%
Financial help	14%	10%	13%	11%	13%
Information	10%	7%	13%	11%	11%
Training on how to provide care	4%	7%	6%	8%	5%
Emotional support	11%	14%	12%	11%	12%
Transportation	11%	14%	14%	11%	12%
Other	3%	1%	0%	2%	2%
Total Responses	55%	16%	19%	10%	100%

*Question was not pertinent to all respondents. N=161

Question 20: Why haven't you received assistance with your caregiving responsibilities*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Can't afford the expense	25%	23%	26%	20%	24%
Don't want strangers in my house	8%	7%	10%	11%	9%
Don't like asking for help	17%	21%	10%	19%	16%
Services are not available	13%	16%	16%	21%	15%
Don't have time to check out options	14%	10%	14%	12%	13%
Don't think I would be satisfied with the available help	8%	7%	10%	7%	8%
Care recipient won't allow someone new to provide help	11%	13%	7%	8%	10%
Other	5%	3%	7%	3%	5%
Total Responses	51%	18%	20%	11%	100%

*Question was not pertinent to all respondents. N=134

Question 21: Would you be interested in receiving caregiver training?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	10%	21%	19%	7%	12%
No	90%	79%	81%	93%	88%
Total Responses	58%	14%	15%	13%	100%

Health and Health Promotion

Question 22: During the past year, have you attended an event offering free health information?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	8%	19%	16%	19%	18%
No	92%	81%	84%	81%	82%
Total Responses	58%	14%	15%	13%	100%

Question 23: If training or classes were available to help you learn about keeping yourself healthy, how interested would you be in attending?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Very interested	10%	32%	17%	8%	14%
Somewhat interested	39%	32%	40%	33%	37%
Not interested	51%	36%	44%	59%	49%
Total Responses	58%	14%	15%	13%	100%

Question 24: Are you physically active at least three times a week?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	88%	79%	86%	89%	87%
No	12%	21%	14%	11%	13%
Total Responses	58%	14%	15%	13%	100%

Question 25: If you need medical care, are you able to get it?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes, always	82%	69%	72%	85%	79%
Yes, some or most of the time	16%	26%	25%	14%	19%
No, never or hardly ever	2%	5%	4%	2%	2%
Total Responses	59%	14%	14%	13%	100%

Question 26: What keeps you from getting medical care*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Lack of transportation	22%	23%	18%	16%	21%
Can't afford it	17%	28%	29%	30%	23%
Insurance issues	34%	23%	26%	29%	30%
No local provider	8%	11%	11%	7%	9%
Caregiving responsibilities	5%	3%	8%	6%	6%
Language barrier	5%	8%	5%	2%	5%
Other	9%	4%	3%	10%	7%
Total Responses	52%	19%	20%	9%	100%

*Question was not pertinent to all respondents. N=292

Question 27: In the last 12 months, how long have you delayed filling your prescription medications*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Less than 1 month	49%	45%	49%	67%	50%
1-2 months	25%	27%	15%	17%	22%
3-6 months	15%	22%	25%	3%	17%
Longer than 6 months	11%	6%	12%	13%	10%
Total Responses	46%	18%	25%	11%	100%

*Question was not pertinent to all respondents. N=276

Question 28: Do you ever split a pill or skip medication because of price?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	11%	14%	9%	11%	11%
No	89%	86%	91%	89%	89%
Total Responses	58%	14%	15%	13%	100%

Question 29: In the last 12 months, how long have you delayed getting dental care*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Less than 1 month	7%	3%	5%	8%	6%
1-2 months	8%	6%	2%	8%	6%
3-6 months	24%	18%	19%	26%	22%
Longer than 6 months	61%	73%	74%	58%	65%
Total Responses	50%	18%	19%	12%	100%

*Question was not pertinent to all respondents. N=681

Question 30: In the last 12 months, how long have you delayed getting new eyeglasses or other eye care*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Less than 1 month	8%	10%	5%	11%	8%
1-2 months	16%	7%	5%	9%	12%
3-6 months	24%	15%	24%	28%	23%
Longer than 6 months	53%	68%	66%	52%	58%
Total Responses	50%	18%	20%	11%	100%

*Question was not pertinent to all respondents. N=558

Question 31: What has limited your ability to get prescription medications, dental care, or eyeglasses*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Can't afford it	28%	24%	25%	28%	27%
Appointment or scheduling issues	9%	10%	7%	10%	9%
Provider, services or supplies not available in my community	4%	10%	6%	4%	5%
Health limitations	5%	8%	9%	3%	6%
Don't have insurance	11%	9%	12%	13%	11%
Insurance does not cover what I need	30%	27%	27%	30%	29%
Lack of transportation	7%	9%	10%	6%	8%
Other	8%	4%	4%	8%	6%
Total Responses	53%	17%	19%	11%	100%

*Question was not pertinent to all respondents. N=796

Question 32: In the past year, have you had to delay or do without assistance for an emotional or mental health problem?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	8%	8%	10%	5%	8%
No	92%	92%	90%	95%	92%
Total Responses	56%	15%	16%	14%	100%

Question 33: What kinds of health care insurance do you have?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Medicare	49%	46%	47%	48%	48%
Medicaid	5%	16%	14%	3%	7%
Private insurance	39%	32%	30%	38%	36%
Veterans' health benefits	6%	4%	6%	9%	6%
Other	1%	2%	2%	2%	2%
None	1%	1%	1%	1%	1%
Total Responses	58%	14%	15%	13%	100%

Information and Assistance

Question 34: Who would you contact if you needed information about services that help older adults?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Family or friends	20%	22%	20%	20%	20%
Aging agency, senior centers, or Elder Helpline	11%	13%	14%	12%	12%
Government agency	7%	11%	10%	9%	8%
Newspaper, magazines	5%	5%	4%	6%	5%
Medical provider	23%	22%	21%	21%	22%
National organizations such as AARP	11%	11%	13%	13%	11%
Church	7%	9%	9%	7%	7%
Internet	13%	7%	8%	13%	11%
Other	4%	1%	2%	1%	3%
Don't know	1%	1%	1%	1%	1%
Total Responses	58%	14%	15%	13%	100%

Question 35: What are the best ways for you to receive information about available services for elders?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Information to come in the mail	16%	18%	17%	16%	16%
Receive a phone call	6%	11%	9%	6%	7%
Access the Internet	13%	7%	9%	12%	12%
Receive email	9%	6%	6%	10%	8%
TV	9%	12%	11%	9%	10%
Radio	4%	5%	5%	3%	4%
Newspaper	8%	6%	7%	8%	8%
Visits with your physician	19%	15%	18%	19%	18%
Communication with state or local government agency	5%	6%	6%	4%	5%
Attendance at a senior center	3%	6%	4%	4%	4%
Newsletters / Flyers / Bulletins	7%	9%	8%	8%	8%
Other	1%	1%	0%	1%	1%
Total Responses	58%	14%	15%	13%	100%

Question 36: How do you find out what is going on in your community?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Newspaper	18%	13%	16%	19%	17%
Television	19%	24%	22%	17%	20%
Internet	13%	8%	9%	12%	12%
Radio	7%	10%	8%	9%	8%
Faith-based organization	6%	7%	6%	6%	6%
Community center / Other community groups	7%	7%	7%	6%	7%
Family / Neighbors / Friends	18%	19%	20%	20%	19%
Newsletters / Flyers / Bulletins	11%	12%	11%	11%	11%
Other	1%	1%	1%	1%	1%
Total Responses	58%	14%	15%	13%	100%

Question 37: How do you access the Internet?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Smartphone	19%	13%	12%	18%	17%
Computer	46%	34%	40%	47%	44%
Tablet	18%	12%	9%	17%	16%
Someone else's computer	5%	7%	7%	6%	6%
Don't access the Internet	13%	35%	32%	12%	18%
Total Responses	58%	14%	14%	13%	100%

Question 38: Would you be interested in attending training on how to use a computer or the Internet?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	22%	39%	37%	19%	26%
No	78%	61%	63%	81%	74%
Total Responses	58%	14%	15%	13%	100%

Question 39: Which of the following technologies do you use regularly?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Smartphone	17%	16%	14%	16%	17%
Computer	25%	20%	22%	26%	25%
Internet	25%	21%	22%	25%	24%
Email	23%	18%	20%	25%	23%
Other	1%	1%	2%	1%	1%
None of the above	8%	24%	20%	7%	11%
Total Responses	58%	14%	15%	13%	100%

Question 40: How do you make and receive phone calls?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Landline	43%	46%	50%	45%	45%
Cell phone	38%	36%	33%	37%	37%
Prepaid cell phone	6%	8%	6%	5%	6%
Internet	12%	7%	8%	11%	11%
Use someone else's phone	1%	3%	3%	2%	2%
Total Responses	59%	14%	15%	13%	100%

Nutrition

Question 41: How often do you eat all the food you need?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Always	75%	55%	59%	77%	70%
Most of the time	18%	29%	29%	18%	21%
Sometimes	6%	12%	9%	5%	7%
Hardly ever / never	1%	4%	3%	1%	2%
Total Responses	58%	14%	15%	13%	100%

Question 42: Why is it that you do not eat all the food you need*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Can't afford it	12%	14%	15%	10%	13%
Food I want is not available nearby	7%	10%	10%	9%	8%
No transportation	6%	9%	7%	2%	7%
Too tired or weak	15%	13%	13%	13%	14%
Physical or health issues	16%	18%	17%	17%	17%
Little or no appetite and forget	21%	20%	23%	24%	21%
Don't like to eat alone	10%	7%	10%	14%	10%
Appliances don't work	1%	3%	2%	3%	2%
Other	9%	5%	2%	6%	6%
Don't know	4%	2%	1%	3%	3%
Total Responses	49%	21%	20%	10%	100%

*Question was not pertinent to all respondents. N=524

Question 43: Do you receive food assistance?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	7%	23%	23%	4%	11%
No	93%	77%	78%	97%	89%
Total Responses	58%	14%	15%	13%	100%

Question 44: Which type of food assistance do you receive*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
SNAP or food stamps	46%	57%	56%	24%	52%
Meals on Wheels / Home Delivered Meals	14%	6%	17%	8%	12%
Meals at a congregate meal site	7%	7%	3%	3%	6%
Food from community groups	12%	8%	12%	32%	12%
Food from family, friends, or neighbors	17%	18%	12%	30%	16%
Suncap	1%	2%	0%	0%	1%
Don't know	3%	3%	1%	3%	2%
Total Responses	37%	29%	30%	4%	100%

*Question was not pertinent to all respondents. N=219

Question 45: What are the reasons you do not have an electronic benefits transfer card*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Not needed	40%	24%	27%	42%	36%
Didn't know about the program	14%	9%	12%	9%	13%
Didn't think I would qualify for it	13%	20%	14%	12%	14%
I have been determined not eligible	6%	13%	6%	8%	7%
I don't want to provide personal information	5%	5%	6%	8%	6%
Too much hassle / I won't get enough assistance to be worth the effort	6%	7%	11%	8%	7%
I don't like asking for help	8%	9%	12%	8%	9%
I don't know how to apply / I need help applying	7%	12%	10%	5%	8%
Other	2%	1%	1%	0%	1%
Total Responses	60%	12%	14%	14%	100%

*Question was not pertinent to all respondents. N=1777

Question 46: Would you like information about the electronic benefits transfer card?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	24%	43%	33%	13%	26%
No	76%	56%	67%	87%	74%
Total Responses	60%	12%	13%	14%	100%

Question 47: Have you recently purchased food at a farmer's market?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	36%	29%	26%	38%	34%
No	64%	71%	74%	62%	66%
Total Responses	58%	14%	15%	13%	100%

Question 48: Why haven't you recently purchased food at a farmer's market*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
I am too busy	7%	4%	6%	10%	7%
There isn't a market close by	38%	35%	31%	39%	36%
Shopping at a market is too inconvenient	21%	17%	19%	23%	20%
Food is too expensive	9%	12%	9%	4%	9%
I don't have extra money for the market	7%	14%	12%	4%	9%
I don't like the food sold at the market	2%	4%	4%	1%	2%
I don't like to shop at a farmer's market	11%	9%	13%	12%	11%
Don't know	6%	6%	7%	7%	6%
Total Responses	55%	16%	17%	12%	100%

*Question was not pertinent to all respondents. N=1241

Question 49: Are you interested in learning about where meals for seniors may be offered in your community?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	15%	38%	31%	11%	20%
No	85%	63%	69%	89%	80%
Total Responses	58%	14%	15%	13%	100%

Senior Centers

Question 50: How often do you go to the senior center?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Often	4%	8%	6%	4%	5%
Sometimes	4%	12%	5%	4%	5%
Never / hardly ever	92%	80%	89%	93%	90%
Total Responses	58%	14%	15%	13%	100%

Question 51: Why is it that you hardly ever or never go to the senior center*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Don't have time	10%	9%	10%	10%	10%
Not aware of their services	8%	9%	11%	6%	8%
Don't think I am old enough	5%	4%	2%	5%	4%
I would prefer a location that also includes other age groups	5%	4%	4%	4%	5%
I stay busy through other activities	25%	18%	21%	27%	24%
No senior center nearby	6%	9%	7%	10%	7%
Activities not offered during evening hours	2%	4%	3%	2%	2%
Don't know where it is	10%	14%	12%	7%	10%
Haven't considered it	17%	22%	24%	23%	20%
Other	12%	8%	6%	7%	10%
Total Responses	59%	13%	15%	13%	100%

*Question was not pertinent to all respondents. N=1770

Question 52: What kinds of activities do you think should be offered at senior centers that you would be more likely to use*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Genealogy classes	11%	9%	9%	12%	11%
Physical activities	16%	18%	16%	16%	17%
Nature-related activities	12%	9%	11%	14%	12%
Using the computer and/or Internet	14%	16%	15%	13%	14%
Arts and crafts / Hobby classes	14%	14%	14%	13%	14%
Card games	10%	8%	11%	10%	10%
Travel / Tour coordination and arrangements	13%	14%	12%	13%	13%
Caregiving training	8%	10%	9%	8%	9%
Other	1%	2%	1%	2%	2%
Total Responses	57%	16%	16%	12%	100%

*Question was not pertinent to all respondents. N=1334

Transportation

Question 53: Are you usually able to get where you need or want to go?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	94%	85%	91%	97%	93%
No	6%	15%	9%	4%	7%
Total respondents	58%	14%	15%	13%	100%

Question 54: What is the main thing that limits your ability to get where you want to go*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
There is no public transportation	20%	13%	15%	14%	17%
I don't know anyone I can ask	21%	13%	4%	0%	14%
Financial reasons	7%	16%	15%	0%	11%
Health issues	53%	58%	65%	86%	58%
Total Responses	46%	28%	19%	5%	100%

*Question was not pertinent to all respondents. N=134

Question 55: What ways do you use to get around?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
I drive myself	49%	38%	39%	59%	47%
A spouse, family member, friend or neighbor drives me	20%	25%	24%	22%	22%
I bicycle or walk	15%	9%	13%	10%	13%
Special transportation such as golf cart, wheelchair, or scooter	5%	3%	5%	6%	5%
Church bus or van	1%	4%	3%	1%	2%
Taxi	2%	3%	3%	1%	2%
Public transportation	3%	9%	7%	1%	4%
Senior ride service	2%	6%	4%	1%	3%
Other	1%	1%	1%	1%	1%
I am homebound	1%	1%	0%	0%	1%
Total Responses	58%	14%	15%	13%	100%

Question 56: If you are limited in how often you drive, what limits you*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
I cannot/do not drive	16%	23%	17%	15%	18%
Financial reasons	6%	5%	8%	2%	6%
Illness or physical problem	19%	16%	19%	20%	18%
Visual impairment	12%	10%	12%	10%	11%
Car in use by someone else	4%	3%	3%	1%	3%
Amount of traffic	8%	7%	4%	12%	7%
Car problems	3%	4%	9%	3%	5%
Spouse or other person usually drives	17%	16%	12%	19%	16%
Other	4%	10%	11%	4%	7%
I don't own a car	10%	6%	6%	15%	9%
Total Responses	50%	21%	19%	9%	100%

*Question was not pertinent to all respondents. N=528

Question 57: How often do you use public transportation*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
No public transportation is available in this area	39%	18%	27%	80%	39%
Often	5%	17%	17%	0%	8%
Sometimes	17%	35%	23%	3%	19%
Hardly ever	40%	31%	33%	17%	33%
Total Responses	51%	19%	15%	15%	100%

*Question was not pertinent to all respondents. N=543

Question 58: Where do you go when you use public transportation*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Place of worship	5%	11%	9%	0%	8%
Shopping	31%	32%	35%	0%	32%
Doctor appointment	34%	37%	42%	20%	37%
Other social outing	30%	20%	15%	80%	23%
Total Responses	41%	34%	22%	1%	100%

*Question was not pertinent to all respondents. N=152

Question 59: Please rate your level of satisfaction with the public transportation services*.

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Very satisfied	47%	50%	39%	0%	46%
Somewhat satisfied	30%	20%	49%	67%	31%
Somewhat dissatisfied	17%	22%	9%	33%	17%
Very dissatisfied	7%	7%	3%	0%	6%
Total Responses	40%	36%	22%	2%	100%

*Question was not pertinent to all respondents. N=149

Question 60: Please select your reasons for being less than satisfied with or not using public transportation*.

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Don't need it	46%	35%	42%	51%	45%
My town has very limited public transportation	11%	6%	7%	14%	10%
It is inconvenient	13%	15%	12%	11%	13%
I have health, age, or financial issues	5%	10%	10%	3%	6%
Safety issues	3%	6%	3%	2%	4%
It doesn't go where I need to go	9%	10%	8%	10%	9%
Not accessible with wheelchair	1%	2%	1%	1%	1%
It is not clean	1%	2%	1%	1%	1%
My friends don't use it	3%	1%	3%	1%	2%
Lack of knowledge about the service	6%	6%	9%	5%	6%
I use transit, but have complaints	1%	4%	3%	0%	2%
Other	1%	2%	2%	0%	1%
Total Responses	60%	13%	15%	11%	100%

*Question was not pertinent to all respondents. N=1683

Housing

Question 64: Is your home...

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Owned by you?	82%	75%	69%	90%	80%
Owned by someone else in the household?	7%	10%	8%	5%	7%
Rented?	8%	13%	18%	3%	10%
Other	2%	2%	3%	2%	2%
Don't have a home (homeless)	0%	1%	1%	0%	1%
Total Responses	58%	14%	15%	13%	100%

Question 65: Do you have any of the following problems with your home*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Roofing or plumbing issue	19%	22%	25%	21%	21%
Major repairs are needed	14%	17%	19%	20%	16%
Landlord issues	1%	1%	2%	1%	1%
Too much upkeep, minor repairs	34%	27%	28%	33%	31%
Hard to pay rent / mortgage / taxes / dues	17%	16%	15%	12%	16%
Flooding or other similar environmental problems	3%	3%	1%	4%	3%
It is not accessible	8%	11%	7%	7%	8%
Other	4%	3%	4%	3%	4%
Total Responses	51%	20%	21%	8%	100%

*Question was not pertinent to all respondents. Those who did not have problems were removed from the sample. N=555

Question 66: If you want or need to move, what type of location would you prefer*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
To live in a more secluded, more rural setting	10%	6%	5%	14%	9%
To live in a more urban setting	7%	6%	6%	10%	7%
To live in a family neighborhood (all ages)	7%	12%	7%	6%	8%
To live in a retirement community (seniors only)	15%	19%	12%	11%	15%
Assisted living	6%	8%	10%	9%	7%
Centrally located to be able to walk to services	11%	16%	17%	9%	12%
To downsize to a smaller or lower maintenance residence	21%	13%	16%	21%	19%
To go back home / closer to family	17%	16%	22%	16%	17%
Other	7%	5%	5%	4%	6%
Total Responses	52%	12%	17%	13%	100%

*Question was not pertinent to all respondents. N=502

Question 67: What prevents you from moving*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Not enough money or help with moving	14%		26%	21%	17%
Attached to my current residence (memories)	10%		10%	4%	9%
Preferred / affordable housing option not available	9%		16%	12%	10%
Health issues	8%		7%	9%	8%
The idea of packing and moving is too overwhelming	18%		16%	17%	18%
My home has devalued; I won't get enough money out of it	11%		5%	10%	10%
Tried or trying to sell, but unable to sell	4%		2%	3%	4%
Spouse / children / family doesn't want to move	10%		6%	6%	8%
I don't know what options are available	12%		11%	12%	11%
Other	5%		1%	7%	5%
Total Responses	55%		14%	20%	100%

*Question was not pertinent to all respondents. N=279

Question 68: What type of structure would you prefer*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Apartment / Condominium	35%	30%	33%	19%	32%
Single-family home	47%	46%	44%	65%	48%
Duplex, triplex or quad	7%	21%	8%	2%	8%
Manufactured / Modular / Mobile / RV	6%	3%	12%	5%	7%
Other	6%	0%	4%	9%	5%
Total Responses	55%	14%	18%	13%	100%

*Question was not pertinent to all respondents. N=359

Question 69: Would you be interested in sharing your home with any of the following:

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Family member	33%	32%	28%	31%	32%
Friend	12%	8%	10%	12%	11%
A college student	3%	3%	3%	3%	3%
Another older person	5%	4%	5%	4%	5%
A single mother and children	2%	2%	2%	1%	2%
Individual who could assist around the house	6%	9%	8%	5%	7%
Open to all options	6%	6%	6%	6%	6%
Other	1%	0%	0%	0%	1%
None (Not interested in sharing home)	33%	37%	37%	36%	35%
Total Responses	58%	14%	15%	13%	100%

Question 70: How often do you feel safe in your home or on your property?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Most or all of the time	97%	93%	93%	98%	96%
Some of the time	2%	5%	4%	2%	3%
Rarely ever / never	1%	1%	3%	0%	1%
Total Responses	58%	14%	15%	13%	100%

Question 71: What makes you feel unsafe in your home or on your property*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Unsafe building, flooring, stairways or walkways	5%	7%	5%	9%	6%
Bathroom or kitchen is not accessible	2%	3%	7%	0%	3%
Afraid of falling or other mobility concerns	18%	15%	22%	19%	18%
Health limitations	14%	20%	11%	19%	15%
Afraid of crime / neighborhood / neighbors / animals	29%	30%	27%	35%	29%
Fences and gates at property line need repair	8%	6%	1%	0%	5%
Inadequate lighting	9%	8%	6%	9%	8%
Road / driveway / sidewalk issues	9%	5%	12%	0%	9%
Extreme weather, climate or environment	6%	7%	8%	9%	7%
Other	1%	0%	2%	0%	1%
Total Responses	42%	23%	31%	6%	100%

*Question was not pertinent to all respondents. N=65

Question 72: How often do you feel safe out in your neighborhood?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Most or all of the time	93%	79%	85%	98%	90%
Some of the time	5%	14%	12%	2%	7%
Rarely ever / never	2%	7%	4%	0%	3%
Total Responses	58%	14%	15%	13%	100%

Question 73: What makes you feel unsafe while out in your neighborhood*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Afraid of crime	23%	27%	28%	37%	26%
Vacant and abandoned buildings	7%	9%	7%	0%	7%
Suspected drug-related activity	15%	12%	17%	20%	15%
Sidewalks non-existent or are broken and uneven	9%	5%	9%	0%	8%
No streetlights	7%	9%	4%	4%	7%
Loud or offensive noises, cars, neighbors	9%	8%	9%	4%	8%
High-speed traffic / Dangerous roadways	15%	12%	8%	4%	12%
Loose animals	8%	7%	6%	0%	7%
Health limitations	8%	11%	12%	28%	10%
Other	0%	1%	0%	4%	0%
Total Responses	41%	30%	25%	4%	100%

*Question was not pertinent to all respondents. N=191

Question 74: Do you use an emergency alert response system (EARS)?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	18%	19%	22%	16%	19%
No	82%	81%	73%	84%	81%
Total Responses	58%	14%	15%	13%	100%

Question 75: Would you be interested in getting an emergency alert response system*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	13%	33%	31%	6%	18%
No	87%	67%	69%	94%	82%
Total Responses	59%	14%	14%	13%	100%

*Question was not pertinent to all respondents. N=1606

Volunteerism

Question 76: Do you currently volunteer?					
	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	35%	25%	26%	37%	33%
No	65%	75%	74%	63%	68%
Total Responses	58%	14%	15%	13%	100%

Question 77: How often do you volunteer*?					
	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Daily	12%	15%	12%	11%	12%
Weekly	56%	49%	54%	42%	53%
Monthly	26%	30%	27%	41%	28%
Annually	6%	6%	8%	7%	6%
Total Responses	63%	10%	12%	15%	100%

*Question was not pertinent to all respondents. N=638

Question 78: For what type of organization do you volunteer*?					
	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Faith- or religious-based	23%	34%	32%	28%	26%
School-related	9%	10%	5%	6%	8%
Professional organization	8%	7%	7%	7%	7%
Civic (city or county boards)	11%	8%	10%	8%	10%
Animal, wildlife, or nature-related	7%	2%	5%	6%	6%
Health-related	11%	6%	12%	12%	10%
Child welfare	3%	3%	2%	6%	4%
Community (such as museums, politics, etc.)	18%	17%	15%	17%	17%
Senior center	5%	9%	8%	3%	6%
Other	5%	1%	6%	7%	5%
None of the above	1%	4%	0%	1%	1%
Total Responses	62%	11%	12%	15%	100%

*Question was not pertinent to all respondents. N=655

Question 79: What keeps you from volunteering*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Work prevents it	8%	4%	5%	5%	6%
Not enough time / Busy with other things	19%	15%	17%	22%	18%
Caregiving responsibilities	7%	7%	7%	6%	7%
Health issues	16%	21%	20%	16%	17%
Limited energy or functional ability	13%	15%	15%	13%	13%
Don't want to / Not interested in volunteering	15%	14%	15%	18%	15%
Haven't been asked	7%	9%	8%	10%	8%
Haven't found the right organization	8%	6%	5%	8%	7%
Lack of transportation	4%	7%	7%	1%	5%
Other	3%	1%	0%	1%	2%
None of the above	2%	2%	2%	1%	2%
Total Responses	56%	16%	16%	12%	100%

*Question was not pertinent to all respondents. N=1339

Employment

Question 80: What is your employment status?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Working part-time	6%	2%	4%	4%	5%
Working full-time	6%	4%	3%	6%	5%
Full-time homemaker	8%	11%	10%	9%	9%
Full-time caregiver	5%	5%	4%	3%	4%
Retired	52%	45%	47%	53%	50%
Unable to work due to health or functional limitations	9%	18%	18%	11%	12%
Self-employed	4%	3%	3%	6%	4%
Do not want to work	7%	6%	10%	8%	7%
Involuntarily unemployed	2%	4%	2%	1%	2%
I am actively looking for work, haven't found job yet	1%	2%	1%	1%	1%
Other	1%	0%	1%	0%	1%
Total Responses	58%	14%	15%	13%	100%

Question 81: Are you interested in switching to or securing part- or full-time work*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Part-time work	10%	10%	14%	8%	10%
Full-time work	3%	7%	4%	2%	4%
Not currently looking	81%	70%	77%	86%	80%
Caregiving responsibilities interfere with ability to look for work	5%	12%	5%	4%	6%
Other	1%	2%	0%	1%	1%
Total Responses	62%	12%	13%	13%	100%

*Question was not pertinent to all respondents. N=1442

Question 82: Do you want job training*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	4%	10%	9%	4%	6%
No	89%	80%	86%	90%	88%
Already received training	6%	10%	5%	6%	7%
Total Responses	62%	13%	13%	13%	100%

*Question was not pertinent to all respondents. N=1491

Question 83: If yes, what kind of job training do you want*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Finance / Legal / Management	11%	6%	0%	33%	9%
Medical / Nursing	17%	29%	14%	0%	18%
Computer / Programming	49%	24%	21%	33%	36%
Other	23%	41%	64%	33%	37%
Total Responses	49%	24%	19%	8%	100%

*Question was not pertinent to all respondents. N=72

Question 84: If you are interested in finding employment but have been unable to do so, what has interfered with your ability to find a job*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Health limitations	17%	16%	28%	16%	19%
Lack of transportation / Too far away	4%	10%	11%	3%	7%
I am underqualified	5%	7%	8%	7%	6%
I am overqualified	14%	10%	13%	16%	13%
Caregiving responsibilities	12%	12%	5%	17%	11%
Limited jobs available / Economy concerns	17%	13%	10%	17%	15%
Language barriers	2%	5%	7%	0%	3%
Concerned about age discrimination	17%	29%	13%	24%	19%
Other	11%	0%	5%	0%	7%
Total Responses	50%	22%	18%	10%	100%

*Question was not pertinent to all respondents. N=182

Question 85: In recent years, do you feel you have been wrongfully terminated, passed over for promotion, denied a position or mistreated in the workforce because of your age?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	9%	6%	6%	4%	8%
No	91%	94%	94%	96%	92%
Total Responses	58%	14%	15%	13%	100%

Abuse, Neglect, Exploitation, and Legal Issues

Question 86: In thinking about your experiences as a consumer, in recent years have you felt that you were the victim of consumer fraud or a swindle?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	18%	18%	17%	19%	18%
No	82%	82%	83%	81%	82%
Total Responses	58%	14%	15%	13%	100%

Question 87: How concerned are you about becoming the victim of consumer fraud or a swindle, such as identity theft, home repair fraud, or otherwise being pressured to make a financial commitment you might not agree with?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Extremely concerned	11%	14%	10%	9%	11%
Very concerned	16%	23%	19%	14%	17%
Somewhat concerned	36%	19%	29%	36%	33%
Not very concerned	18%	15%	20%	20%	18%
Not at all concerned	19%	30%	22%	21%	21%
Total Responses	58%	14%	15%	13%	100%

Question 88: Are you aware of programs to assist elders in keeping themselves protected from abuse, neglect and financial exploitation (that is, being taken advantage of)?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	55%	50%	51%	56%	54%
No	45%	50%	49%	44%	46%
Total Responses	58%	14%	15%	13%	100%

Question 89: In the past five years, have you needed legal help?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	28%	21%	28%	31%	28%
No	72%	79%	72%	69%	73%
Total Responses	58%	14%	15%	13%	100%

Question 90: Were you able to get legal help when you needed it*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	89%	78%	73%	93%	86%
No	12%	22%	27%	7%	14%
Total Responses	60%	11%	15%	15%	100%

*Question was not pertinent to all respondents. N=550

Question 91: Why weren't you able to get the legal help you needed*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
I was worried about the cost	27%	24%	18%	54%	25%
I thought I could solve the problem myself	10%	7%	10%	0%	9%
I wasn't sure if a lawyer could help solve the problem	15%	18%	10%	46%	16%
I didn't know where to get a lawyer	10%	14%	11%	0%	11%
I was too embarrassed to ask for help	8%	11%	6%	0%	8%
No transportation	5%	6%	7%	0%	5%
No access to the Internet	5%	7%	11%	0%	6%
Health problems	8%	8%	14%	0%	9%
Worried my loved ones would find out	5%	4%	2%	0%	4%
Other	9%	2%	12%	0%	8%
Total Responses	45%	17%	31%	8%	100%

*Question was not pertinent to all respondents. N=78

Question 92: What type of issues did you seek help with*?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Abuse, exploitation or fraud	8%	11%	13%	5%	9%
Benefits (Social Security, SSI, Veterans' Administration)	6%	11%	6%	7%	7%
Consumer (home improvement, shoddy goods/services, debt)	6%	8%	7%	5%	6%
Employment (worker's compensation, discrimination)	2%	7%	3%	3%	3%
Estate (wills, trusts)	28%	12%	22%	32%	26%
Family matters (divorce, custody, child support)	15%	11%	12%	15%	14%
Guardianship or Power of Attorney	15%	9%	11%	17%	14%
Health-related (Medicaid or Medicare, improper billing)	8%	11%	10%	5%	8%
Housing (landlord/tenant, foreclosures, evictions)	6%	8%	11%	6%	7%
Other	5%	10%	6%	5%	5%
Total Responses	61%	10%	14%	15%	100%

*Question was not pertinent to all respondents. N=530

Question 93: In the future, if you were to need legal help, do you think it would be difficult to get?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes, it will be difficult	15%	31%	30%	17%	20%
No, it will not be difficult	85%	69%	70%	84%	80%
Total Responses	58%	13%	15%	13%	100%

Question 94: Florida has several organizations in place that assist elderly and low-income residents with legal needs. If you need legal help in the future, where would you seek help?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Florida Department of Elder Affairs	17%	20%	19%	15%	18%
Florida Senior Legal Helpline	15%	14%	17%	15%	15%
Local Legal Aid Office	14%	16%	16%	15%	15%
Local Area Agency on Aging / Aging and Disability Resource Center	13%	14%	13%	11%	13%
Florida Bar Lawyer Referral Service	21%	16%	13%	23%	19%
I wouldn't know where to seek help with a legal need	12%	16%	17%	13%	14%
Don't know	9%	6%	4%	9%	8%
Total Responses	57%	15%	15%	12%	100%

Question 95: In thinking about possible future legal needs, what legal issues concern you most?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Abuse, exploitation or fraud	15%	19%	14%	13%	15%
Benefits (Social Security, SSI, Veterans' Administration)	12%	13%	14%	9%	12%
Consumer (home improvement, shoddy goods/services, debt)	9%	10%	9%	9%	9%
Employment (worker's compensation, discrimination)	2%	3%	3%	2%	3%
Estate (wills, trusts)	19%	10%	13%	26%	18%
Family matters (divorce, custody, child support)	9%	9%	7%	11%	9%
Guardianship or Power of Attorney	13%	10%	13%	15%	12%
Health-related (Medicaid or Medicare, improper billing)	13%	15%	14%	10%	13%
Housing (landlord/tenant, foreclosures, evictions)	5%	8%	8%	2%	6%
Other	0%	0%	0%	2%	1%
Don't know	3%	3%	4%	2%	3%
Total Responses	57%	15%	15%	13%	100%

Disaster Preparedness

Question 96: Would you be interested in learning more about preparing for a hurricane or other disaster?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Very interested	9%	22%	19%	3%	12%
Somewhat interested	19%	26%	20%	21%	21%
Not interested	72%	51%	61%	76%	68%
Total Responses	58%	14%	15%	13%	100%

Question 97: Would you be interested in learning more about the special needs shelter available in the event of an emergency such as a hurricane?

	Initial Sample	Minority Oversample	Low-Income Oversample	Rural Oversample	Total Statewide
Yes	28%	52%	42%	23%	33%
No	72%	48%	58%	77%	67%
Total Responses	58%	14%	15%	13%	100%